



Albemarle County 2008 Citizen Satisfaction Survey

REPORT OF RESULTS

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Acknowledgements

This report details the findings of a survey conducted by the Center for Survey Research at the University of Virginia on behalf of the government of the County of Albemarle, Virginia, in August and September of 2008. All those connected with this project are grateful to the Albemarle County residents who gave their time to answer many questions about their opinions on quality of life and policy issues in the County, their satisfaction with services, and contact with County government.

This project received enthusiastic support from Robert Tucker, Albemarle County Executive. Lori Allshouse, Manager of Strategic Planning and Performance, County Executive Office, was CSR's primary contact with the County. She, as well as Ron White, Chief of Housing, and Mark Graham, Director of Community Development and Bernard Hairston, Executive Director of Community Engagement for the School Division, were particularly helpful in drafting the questionnaire and assisting with the project. In addition, Ms. Allshouse contributed significantly to editing the final report.

The members of the Board of Supervisors of Albemarle County gave their support and advice to this project. Tex Weaver, the manager of Albemarle County's Geographic Data Services (GDS), and his staff were very helpful in the geographic coding process, providing necessary information about established areas within the County. And finally, the Center for Survey Research is grateful to all those connected with Albemarle County who contributed to the successful completion of this study.

Dr. Thomas Guterbock, Director of CSR and Professor of Sociology, was the principal investigator for Albemarle's 2008 Citizen Satisfaction Survey. He supervised all aspects of the project, including budgeting, questionnaire drafting, logistical planning, data analysis, production of this report, and the presentation of the final results.

Robin Bebel, Assistant Director of CSR, served as project coordinator during the development and field phases of this project. She assisted Dr. Guterbock in project planning and supervision, and had principal responsibility for all aspects of survey implementation. She was also CSR's primary liaison to Albemarle County and primary

author of this report. Dr. Abdoulaye Diop, Senior Research Analyst, designed the data analysis plan and together with Young-Il Kim, M.A., Research Analyst, conducted all data analysis. George Batten and Jennifer Jones, M.A assisted with the preparation of tables and report editing.

John Lee Holmes, M.A, Survey Operations Manager, oversaw the operation of the CATI laboratory during the interviewing phase of this study. Mr. Holmes was also responsible for programming the survey instrument and ensuring the post-coding of the collected data.

The Center for Survey Research is responsible for any errors or omissions in this report. Questions may be directed to the Center for Survey Research, P.O. Box 400767, Charlottesville, Virginia 22904-4767. CSR may also be reached by telephone at 434-243-5222; by electronic mail at surveys@virginia.edu, or via the World Wide Web at: <http://www.virginia.edu/surveys>.

Executive Summary

In August and September of 2008, the Center for Survey Research at the University of Virginia (CSR) conducted a telephone survey of 767 residents of Albemarle County, Virginia, on behalf of the County's Board of Supervisors and executive management. CSR also conducted studies, similar in purpose, for the County of Albemarle in 2006, 2004, 2002, and 1994.

The purposes of the survey were to:

- Determine residents' opinions about quality of life in Albemarle County
- Evaluate the importance of a number of County services
- Determine residents' level of satisfaction with County services
- Measure opinion about the way in which the County is managing growth
- Measure change on key indicators

In 2006, significant changes were made in the way items were presented to respondents to allow for comparative conclusions that would identify task priorities for the County. This basic arrangement was maintained for the 2008 survey with the addition of some wording experiments, where question wording was changed slightly to compare the impact of the different ways of presenting the items. Question presentation and priority matrix details are available in Chapter III Importance and Satisfaction of Services Items.

Summary of Method

The questionnaire was developed in conjunction with key members of the Albemarle County staff. CSR also took special care to include the comments and the opinions of the Albemarle County Board of Supervisors and the County's executive staff in the survey development process.

This process led to the development of new questions and innovative wording experiments to existing questions to test the effects of question wording on the overall results captured by a question. Wording experiments were used on questions that asked about the importance with which residents regarded specific services. For example, half of respondents were asked about the importance of *spending tax dollars* while the other

half were asked about devoting resources to the item.

Additional experiments were introduced to selected items from this list of services.

New questions addressed issues about:

- Regulating outdoor lighting
- Coordination of residential and business development
- Transportation
- Recycling
- Calling 911 for emergency service
- Affordable housing
- Quality of public education

A telephone pre-test was conducted to refine the survey instrument and adjust the length.

CSR used a combination of new sampling methods with the traditional Random Digit Dialing (RDD) method that had been used in the past to contact County residents. This year the County took the step to include cell phone contacts to increase the representation of key demographic groups in the final sample. To balance the added cost of this method, some numbers taken directly from directory listings were also contacted. The survey calling was conducted August 20 through September 14, 2008. The final number of completed interviews of Albemarle residents was 767, which yields a sampling error of ± 3.8 percent for questions answered by all respondents.

Data analysis for this survey included tabulating the responses for all opinion items by demographic subgroups in order to determine whether there were statistically significant differences between them. Statistically significant differences are those that likely did not result merely from sampling variability, but instead reflect real differences within the County's adult population.

The following demographic variables were used in the subgroup analysis: length of residence in the County, employment status, presence of children under 18 in the household, education level, household income, race/ethnicity, age, gender, marital status, homeownership, type of home, and geographic area of residence in the County. Significant differences in survey responses by subgroup are discussed in the full report. Details

on the methods used in collecting and reporting citizen responses in Albemarle County is detailed in the Introduction to follow and in Appendix B Methods Report. The survey results are briefly summarized below.

Quality of Life

Overall, Albemarle residents very much like Albemarle County as a place to live. Respondents were asked to rate the quality of life in the County on a scale of 1 to 10, with 10 being the best possible place to live and 1 being the worst.

- The mean rating was 8.01, which is not significantly different from the mean of 8.04 in the 2006 survey or the mean of 7.96 in the 2004 survey.
- Approximately 72.8 percent rated the County's quality of life "8" or better (compared to 73.9% in 2006).
- Approximately 13.5 percent rated the County's quality of life "10" (compared to 18.9% in 2006).

Importance of Services

Residents were asked to rate "how important do you think it is for the County to *devote resources* to ..." or "how important do you think it is for the County to *spend tax dollars* to ...". They had three options: very important, somewhat important, or not at all important. To rank the included services, the mean importance was calculated from those ratings. Comparisons of these ratings with earlier surveys were done when the item wording did not change.

- The quality of the education of school children received the highest rating of all the listed items, using either wording. Police and fire protection, as well as water resources, followed closely.
- When the alternate wording referencing tax dollars was used, respondents added the fair assessment of property taxes to those rated most important.
- Support for cultural and entertainment opportunities and promotion of tourism in the area had the least priority rating, using either wording.
- For most items, higher importance was given to "*devote resources*" than to "*spend tax*

dollars", but relative placement on the priority listing was similar.

Satisfaction with Services

Overall, citizens of Albemarle County are very satisfied with the services provided by the County. To report results on satisfaction, the percent "very satisfied" and the percent "somewhat satisfied" were combined.

- For the most general question, overall satisfaction with County programs and services, 92.8 percent of the respondents said they were satisfied. This finding is not significantly different from the 90.6 percent in 2006 and 2004, and is identical to the 92.8 percent in 2002. However, it is significantly higher than the 84.0 percent in 1994.
- Satisfaction in 2004 and 2006 was greatest for public safety services. However, the 2008 survey showed residents were most satisfied with a slightly wider array of County services: fire protection (95.5%), needed public facilities (94%), and safety in business areas (93.8%).
- The percent satisfied with the quality of education in the County schools was 84.8 percent, which decreased slightly from 2006 (though not to a statistically significant degree) when it received a satisfaction rating of 88.0 percent.
- Residents were the least satisfied with efforts to provide recycling services (52.2%), develop affordable housing (56.5%), and manage growth in the County (60.8%).

Comparison of Ratings

Reviewing the differences between ratings for importance and satisfaction highlights gaps between the individual rankings and reveals particular areas that may need attention. Analysis also shows those areas that residents feel are both important and satisfactory to them. This topic, along with graphs and tables, is discussed at length at the end of Chapter III.

- In 2006, there were no items that would have been placed into the category of most concern – that which most residents indicate is very important but which has low levels of satisfaction. This year one item, "fair property taxes", received ratings that would put it in that category.

- The County has seven areas where residents feel the service is very important and they are quite satisfied: fire, police, emergency rescue services, safety at or near residences, safety at or near businesses, public facilities and education.

Contact with the County

In general, citizens of Albemarle County reported positive experiences when contacting County departments. Again, results on satisfaction combine both the percent “very satisfied” and the percent “somewhat satisfied.”

- During the past 12 months, 38.9 percent of respondents contacted at least one County department.
- 72.8 percent of those were satisfied overall with their experience contacting the County.
- 79.0 percent of residents were satisfied with County efforts to keep them informed about local government programs and services.

Transportation

Respondents were reminded that transportation is a State responsibility but money has declined substantially over the past decade. Over 70% favored spending more County tax money on roads.

Almost 60 percent (58.2%) of those who favor spending more County tax money on roads say they are willing to pay an increase in taxes to fund transportation.

Coordination of Development

Ratings indicate satisfaction with the way development is coordinated with existing amenities. The coordination of development with the location of community facilities (84.5%) was rated higher than the coordination of development with transportation and road systems (62.2%).

Growth Management

Just about three quarters (75.2%) of respondents said they would favor County efforts to direct growth into areas designated for growth and increased services. This a slight increase over the 72.6 percent who favored the policy in 2006, though not to a statistically significant degree.

Value of Taxes

Residents continue to be satisfied with the job the County of Albemarle is doing in giving them value for their tax dollars, with 79.9 percent reporting that they are satisfied.

Recycling

More than two-thirds (67.3%) of respondents favor an increase in recycling services, with just under half (48.2%) strongly in favor.

Affordable Housing

Just under half of respondents (47.3%) said that they are aware of the County’s affordable housing initiatives. After reminding respondents that the County currently provides approximately \$1.2 million dollars for housing on an annual basis, almost 46 percent (45.9%) favored an increase in property taxes that would be dedicated to increasing funding for affordable housing programs.

I Introduction

In August and September 2008, the Center for Survey Research at the University of Virginia conducted a telephone survey of 767 residents of Albemarle County, Virginia, on behalf of the County's Board of Supervisors and management.

The purposes of the survey were to:

- Determine residents' opinions about quality of life in Albemarle County
- Evaluate the importance of a number of County services
- Determine residents' level of satisfaction with County services
- Measure opinion about the way in which the County is managing growth
- Measure change on key indicators

Surveys with similar purposes were conducted for the County of Albemarle by the Center for Survey Research, in 2006, 2004, 2002, and 1994. While the 2008 survey was not completely comparable with the 2006, 2004, 2002 or 1994 surveys, it is possible to measure change over time on many questions.

This report summarizes the results of the survey. Chapter I includes a summary of methodology and a demographic profile of the sample of residents who responded to the survey. Chapter II describes citizen opinion about the quality of life in Albemarle County, rated on a 10-point scale. Chapter III looks at the importance of specific services the County provides and citizens' satisfaction with them. Chapter IV discusses communication with County residents, Chapter V covers transportation issues and Chapter VI looks at growth, development and taxation in the County. Public Education is considered in Chapter VII, followed by recycling, emergency calls to 911 and affordable housing in Chapter VIII. The final chapter provides a concluding summary.

The complete survey questionnaire is found in Appendix A of this report. Appendix B provides details of survey methodology, and Appendix C provides the results of the demographic cross-tabulation analysis (for those results having statistical significance) for all substantive questions. Appendix D contains frequencies for all the variables in the survey. Appendix E is a comparison of the responses of landline phone

users and cell phone users. Appendix F (bound separately) is a list of respondents' comments and answers to open-ended questions.

Throughout the report conventions were used to refer to tables, figures and graphs provided to illustrate the data presented. Tables included in the body of the text first indicate the chapter number, then are sequentially numbered within each chapter. For example Table III-4 is the fourth table in Chapter III. Graphs and figures in the text follow a similar convention, but are numbered separately. Table indicators starting with the letter C are found in Appendix C, and are sequentially numbered there.

Summary of Method

The questionnaire was developed in conjunction with key members of the Albemarle County staff. CSR also took special care to include comments and opinions of the Albemarle County Board of Supervisors and the County's Executive staff in the survey development process.

To test the clarity of the new questions and to verify the length of the instrument, CSR conducted a telephone pre-test. In consultation with County staff, CSR instituted "question rationing," a tactic in which some questions are asked of only a limited proportion of the sample. The result of question rationing is that each survey respondent receives a slightly different set of questions, and no one is presented with a questionnaire that is too long to be practical. This method incorporates the maximum number of questions, while keeping the survey length reasonable for individual respondents. The average survey length ended up at 23 minutes. The proportion of respondents answering any of the rationed questions varied, although efforts were made to ensure that questions were equitably distributed among respondents and all had a sufficient rate of response to provide valid analysis.

A representative sample should allow contact with a balanced cross-section of the County population, and require minimal adjustment of the final results to appropriately reflect the entire population. It must also maintain comparability with past surveys in the way it was defined, so that results accurately show change.

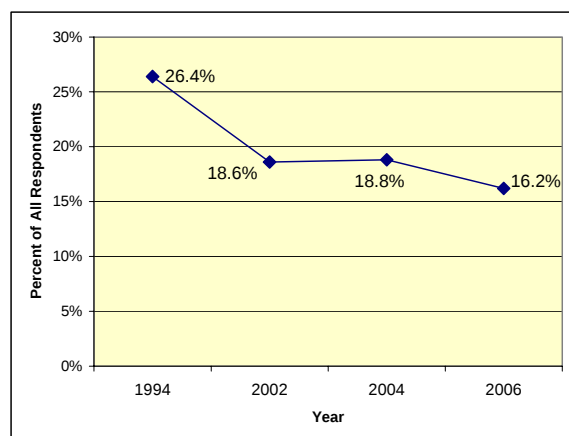
The Albemarle County Citizen Satisfaction Survey has traditionally been conducted using the Random Digit Dialing (RDD) method to contact

County residents. However, the growth in use of cell phones in recent years has increasingly affected the representation of certain demographic groups.

RDD samples have the advantage of being the only way to include unlisted land line numbers and for that reason have always been considered the “Gold Standard” way to include all segments of a population. However, it has become evident that reliance on this mode of contact has led to a decreased representation of young people surveyed as well as other demographic groups.

Just looking at the representation of younger respondents through the years of this survey, it is evident that the rate at which they have been included in the survey has been declining.

Figure I-1: Landline Respondents Under 35



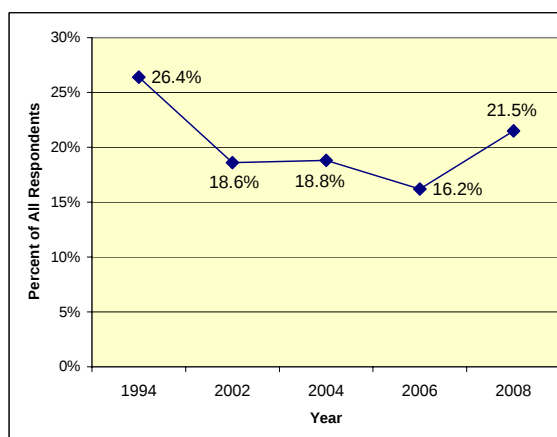
A solution is to sample cell phone users in addition to landline phone users. Recent research, some of which has been done at CSR, is showing how to handle the demands of this source of sample. Changes in the way people use their phones must be considered and appropriate adjustment must be made to accommodate them. For instance, CSR began the interview by asking if the potential cell phone respondent is doing anything that requires their full attention. If so, a call back is scheduled for a better time. Respondents are offered \$10 as a gift for participating, in recognition of the possible per-minute charges incurred by using the cell phone to participate in the interview.

To balance the added cost of this method, the sample was augmented by numbers taken randomly from directory listings. A listed sample is cheaper to administer because the proportion of numbers that are eligible households is much

higher and time does not need to be devoted to screening out ineligible or non-working phone numbers. The proportion of numbers sampled via RDD was reduced accordingly.

This inclusion of cell phone users has allowed CSR to reach and interview younger respondents at a rate that more closely approximates the number of younger respondents found in the 2000 Census.

Figure I-2: Respondents Under 35, including Cell Phone Users in 2008



The inclusion of other groups of interest was also favorably affected by this new methodology. Cell phone users are more likely to be male, to be less educated, and to have a lower income or to be part of a minority. Comparisons of the results by sample source will be covered with more detail in Chapter III.

The survey was conducted August 20 through September 14, 2008. The final number of completed interviews of Albemarle residents was 767, which yields a sampling error of ± 3.8 percent for questions answered by all respondents.

Demographic Differences

Data analysis for this survey included breaking down the responses for all opinion items by demographic subgroups in order to determine whether there were statistically significant differences between them. Statistically significant differences are those that likely did not result merely from sampling variability but instead reflect real differences within the County's adult

population.¹ The results of the demographic cross-tabulation analysis (for those results having statistical significance) are in Appendix C. The demographic variables listed below were those used in our subgroup analysis:

- *Gender.* Women were compared to men.
- *Race/Ethnicity.* Self-identified racial groups were compared.
- *Age.* Five categories were used to compare age groups: 18 to 25, 26 to 37, 38 to 49, 50 to 64, and over 65.
- *Education level.* Persons with less than high school, high school, some college, college degrees, some graduate work, and advanced graduate and Ph.D. degrees were compared.
- *Homeownership.* Homeowners were compared to renters.
- *Employment Status.* Full-time workers, part-time workers, retired persons, homemakers, and others were compared.
- *Household Income.* Four categories of self-reported annual household incomes were compared: less than \$35,000, \$35,000 to less than \$50,000, \$50,000 to less than \$75,000, and \$75,000 or more.
- *Marital status.* Those that were married were compared to those that were separated, divorced, widowed, or never married.
- *Presence of children under 18* in the household. The responses of householders with children were compared with those that did not have children living at home.
- *Length of residence.* Respondents were compared according to the length of time they had lived in Albemarle County and to the length of time at their current residence.
- *Type of Area.* Respondents were asked to judge whether they lived in the country, in a

rural village, in a suburban area, or in an urban area close to the city. These areas of residence were compared.

- *Type of Home.* Those living in single-family homes, apartments, condominiums or townhouses, and mobile homes or trailers were compared.
- *Geographic Area* of the County. Respondents were asked where in the County they lived, such as the name of their neighborhood or subdivision or the nearest intersection to their home. Answers were carefully coded to locate each respondent in one of 8 key areas of the County based on the County's comprehensive plan. The rural districts were: Rural Area 1, the northwest quadrant of the County, including Earlysville and Free Union; Rural Area 2, the northeast, including Stony Point and Keswick; Rural Area 3, the southwest part of the County, including Greenwood, Batesville, North Garden, and Covesville; and Rural Area 4, the southeast part of the County, including Esmont and Scottsville. The urban neighborhoods 1 through 7 were combined into a single (fifth) area for analysis purposes. A sixth area was Crozet, another was composed of the Hollymead and Piney Mountain areas together, and the final district was the Rivanna growth area. Figure I-3 on the following page illustrates the County district boundaries. The geographic area was also divided into three sections for certain analyses: rural areas, development areas (districts 1-7)², and other development areas (Crozet, Hollymead/ Piney Mountain, and Rivanna).

¹ Throughout this report, only those differences that reached statistical significance to the degree of $p < .05$ will be discussed. Occasionally, statistically significant yet non-substantive differences have not been mentioned. Some details on demographic differences are in Appendix C; further information is available from the University of Virginia Center for Survey Research upon request.

² Referred to in previous reports as "urban ring" neighborhoods.



Every effort has been made to avoid speculative interpretations about why there may be significant differences between groups. A variety of circumstances can cause two groups to differ in the level of satisfaction they express with a given service, program, or process. People are "satisfied" when the level of service they receive (or perceive to be available to them) meets their expectations. Therefore, satisfaction depends both on what people receive and what they think they ought to receive. When Group A expresses a higher level of satisfaction than Group B, it can mean one or more of the following:

Actual differences in service levels. People in Group A may actually be receiving a different level of service than those in Group B. This can happen because the service is site-specific, and the people in Group A are located closer to the service site(s) than are those in Group B. The given service also may be targeted specifically toward members of Group A for reasons of age, income, eligibility, need, etc. Older residents may be more satisfied than younger people with services for senior citizens for instance, because they are the targeted recipients of those services. In several cases, these factors can be controlled by asking screening questions to determine a respondent's

eligibility or familiarity with a service. In other instances, of course, it is impractical to determine eligibility or proximity to a service through the use of survey questions directed at County residents as a whole.

Differences in expectations. People in Group B may report lower satisfaction because they expect more service than do those in Group A. Expectations about service differ for many reasons. Often, people form expectations about what government services should be provided from past experience. Group B, then, may include people who experienced a higher level of service in some other community, leading to dissatisfaction with the service level available where they live now. Conversely, members of Group A may be highly satisfied now because they used to live somewhere with poorer provisions for the service in question. Finally, when service levels in a community increase over time, satisfaction of long-term residents may be higher than the satisfaction of newcomers because their expectations are based on the lower service levels to which they became accustomed in the past.

Differences in perceptions of costs versus benefits. Group B also may be less satisfied than Group A because they perceive the costs of the service differently or think that government is doing “too much” as a general matter. For example, higher-income residents may feel that welfare programs impose a tax burden upon them while not bringing them direct benefit. Political viewpoints differ among citizens to begin with: some expect their governments to provide many services while others desire lower service levels. These differences can be especially important in people's judgments about human services provided by government. Thus, some residents may base their satisfaction level on an informal cost-benefit analysis involving both perceptions of the quality of service and considerations of the cost efficiency of the service.

Despite these complexities, we hope that the subgroup analyses provided will give both County decision-makers and the public a better sense of how different residents perceive County services and will suggest possible avenues to improvement in service levels.

Demographic Profile of the Sample

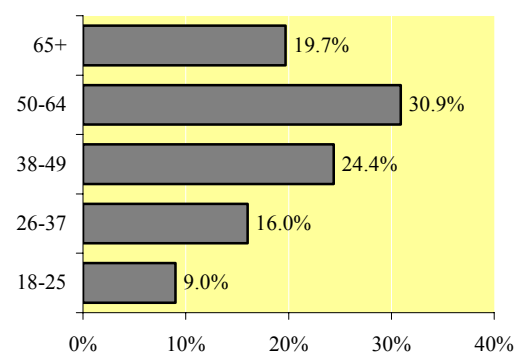
As in previous years, respondents were asked questions about themselves and their households to allow for analysis of the data by personal and social characteristics. The current data were weighted based on gender, homeownership, and race to compensate for the differences between sample statistics and actual population characteristics. Data were also weighted based on CSR's estimate of the distribution of landline and cell phone service across County households. (See Appendix B for a complete description of the weighting procedures.)

Similar to 2006, just over a third (33.2%) have lived in the County 20 years or more, 19.1 percent have lived in the County between 11 and 19 years, 17.8 have lived in the County between six to ten years, and 30.0 percent have lived in Albemarle 5 years or less.

As is often the case, more than half of respondents were female (53.7%). Another 46.3 percent were male. Just over one-third (38.4%) of the respondents reported having children under 18 living in their households.

Nine percent of respondents were in the youngest age category of 18 to 25 years old, 16.0 percent were 26-37, 24.4 percent were 38 to 49, 30.9 percent were 50 to 64 years of age, and 19.7 percent were 65 and older (see Figure I-4).

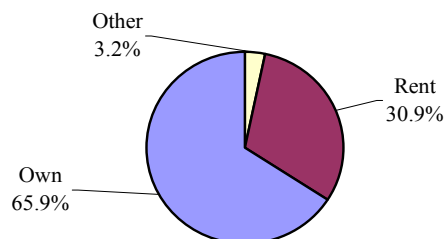
Figure I-4: Age of Respondents



Slightly over half (53.3%) were working full-time, while 11.2 percent were working part-time, and 2.4 percent were looking for work. About two out of five (39.4%) were retired, 4.9 percent were homemakers, and 5.5 percent were students. Sixty percent were married, 13.3 percent were separated or divorced, 8.3 percent widowed, and 17.4 percent had never been married.

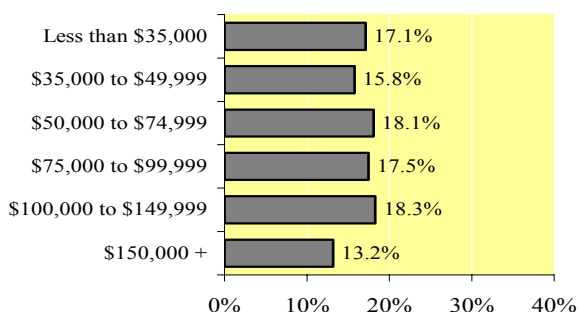
As shown in Figure I-5, nearly two-thirds (65.9%) reported owning their own home, with 30.9 percent renting and 3.2 percent having some other type of living arrangement. Over 70 percent (73.2%) of the respondents lived in a single family home, 13.2 percent lived in an apartment, 10.2 percent lived in a condominium or townhouse, 1.1 percent lived in a mobile home or trailer, and 2.3 percent had some other type of dwelling.

Figure I-5: Home Ownership



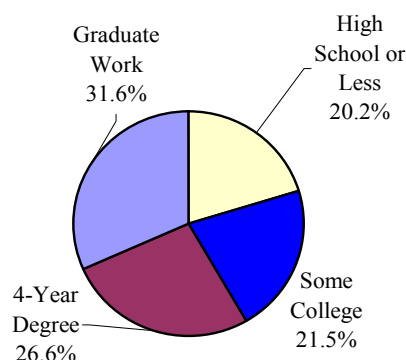
Income groups were fairly well distributed with 17.1 percent reporting household incomes of less than \$35,000, 15.8 percent reporting income between \$35,000 and \$50,000, 18.1 percent of households had incomes in the \$50,000 to \$75,000 range and 17.5 percent of households had incomes between \$75,000 and \$100,000. Over 18 percent (18.3%) were between \$100,000 and \$149,000, with another 13.2% reporting income over \$150,000.

Figure I-6: Household Income



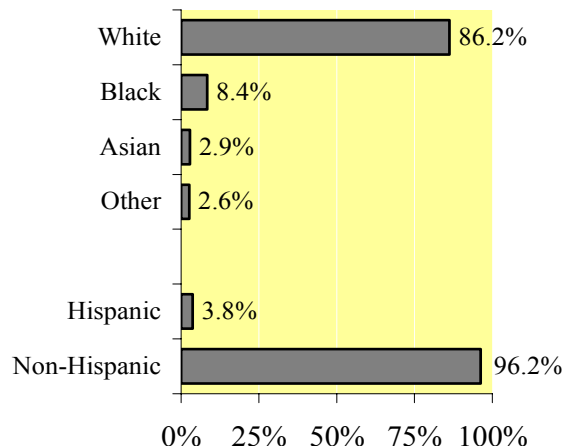
As expected, the reported education levels reflect Albemarle's highly educated populace. Over a quarter (26.6%) had a four-year degree, and 31.6 percent had completed some graduate work, a masters, professional degree, or an advanced graduate degree. Twenty-one percent (21.5%) of respondents reported having at least some college education or a two-year degree. 20.2 percent reported either as high school graduates or as having an unfinished high school education.

Figure I-7: Educational Level



About four percent (3.8%) of the respondents considered themselves to be Hispanic, remaining stable since 2006, when 3.2% of respondents were Hispanic. Of the respondents who reported race, 86.2 percent were White, 8.4 percent were African American, and 2.9 percent were Asian. Less than one percent reported being American Indian. Those in other race categories (which include those who gave "Hispanic" as a race) comprised 2.5 percent of the sample. Just over two percent (2.3%) refused to answer the question.

Figure I-8: Race of Respondents



Features That Attract Movers

Residents who had lived in the County for a period of two years or less were asked their three most important reasons for moving to Albemarle County. Options were not read to residents, but were coded by the interviewers, as the respondents answered.

The first column shows the number of responses given to the question. The second column shows the percentage of people who mentioned that item. The third column indicates the percentage that item represents of the total responses given to the question, in this case 164 responses from the 108 participants.

More than one quarter (25.9%) of respondents move to Albemarle County to take a job. Another 10.9% have family already here. Retirement is just under 2% of the total responses or 2.8% of people responding to this question.

Respondents only used 1.5 of the possible responses they could have given to this question or 153% of the total possible.

Table I-1: Features Most Important to Recent Movers into the County

	Responses		Percent of Cases
	Number	% all observed	
Take a job in the area	43	25.9%	39.6%
Presence of family already	18	10.9%	16.7%
Physical beauty of landscape	15	9.2%	14.1%
Cost of housing	12	7.5%	11.4%
Quality of the schools	10	6.1%	9.3%
Overall quality life in area	7	4.1%	6.2%
Convenient commute	6	3.8%	5.8%
To attend college or university	5	3.1%	4.8%
Culture arts things to do	3	2.1%	3.2%
Retirement	3	1.9%	2.8%
Available farm land	3	1.6%	2.4%
Ease of getting around by car	2	0.9%	1.4%
Area's tax rates	1	0.8%	1.2%
Others	33	20.2%	30.8%
Don't know	3	1.8%	2.8%
Totals	164	100.0%	152.6%

The table shows the number of times each feature was mentioned by a respondent. Respondents could mention up to three features. The "% of all observed" column is based on the total number of features mentioned. The "percent of cases" column shows the percent of respondents who mentioned each feature.

The remaining residents, or 650 of the 767 who participated in the survey, had lived in the County for more than two years. They were asked what three features would be most attractive to them if they decided to move.

As shown in Table I-2, the most frequently cited feature, mentioned 187 times by the 650 respondents, was convenience to urban amenities, like restaurants, shopping, parks and sports and cultural venues. This represents 14.1% of the 1,322 total responses or 28.7% of the survey participants. For these residents, quality public schools (10.7%) become more important, as evidenced by the increase over the percentage of citations from those who recently moved into the County (6.1% of observations).

Since each respondent may give up to three answers to the question there are 1,950 possible responses from the 650 survey participants. This question had 1,322 responses or 203% of what was possible.

A listing of responses that were in the “Other” category is included in Appendix F, bound separately from this report.

Table I-2: Features Most Important to Potential Movers within the County

	Responses		Percent of Cases
	Number	% all observed	
Convenient urban amenities	187	14.1%	28.7%
Quality public schools	141	10.7%	21.7%
Ease of transportation networks	117	8.8%	17.9%
Rural lifestyle	92	7.0%	14.1%
Physical beauty of the landscape	91	6.9%	14.0%
Low crime areas	72	5.5%	11.1%
Convenient to work	67	5.1%	10.3%
Don't know	57	4.3%	8.8%
Cost of housing	39	2.9%	6.0%
Access to emergency services	34	2.5%	5.2%
Overall quality of life in the area	31	2.3%	4.7%
Urban infrastructure, Internet, cable, water, power	27	2.1%	4.2%
Good neighborhood	25	1.9%	3.8%
Availability of farms or land in general	24	1.8%	3.7%
Good public transportation	20	1.5%	3.1%
Would move out of the County	18	1.3%	2.7%
Privacy	17	1.3%	2.6%
Access to health care, hospital	15	1.1%	2.3%
To be near family/friends	13	1.0%	2.0%
Attractive retirement location	13	1.0%	2.0%
UVA	8	0.6%	1.2%
Other	216	16.3%	33.1%
Totals	1,322	100.0%	203.3%

The table shows the number of times each feature was mentioned by a respondent. Respondents could mention up to three features. The “% of all observed” column is based on the total number of features mentioned. The “percent of cases” column shows the percent of respondents who mentioned each feature.

II Quality of Life in Albemarle County

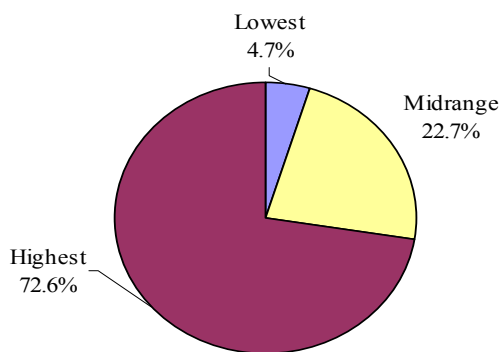
In general, residents continue to have a favorable impression of their quality of life in Albemarle County.

In order to assess this quality of life, each respondent was asked,

“Please imagine a scale from 1 to 10, where 1 represents the worst possible community in which to live, and 10 represents the best possible community. Where on that scale would you rate Albemarle County as a place to live?”

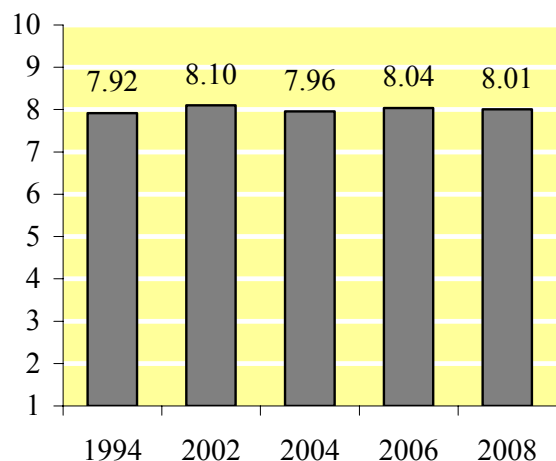
The mean quality of life rating was 8.01, demonstrating that citizens of Albemarle County remain quite pleased with their quality of life. Figure II-1 illustrates the distribution of ratings provided by respondents. When divided into three categories (Highest: 8 or greater, Midrange: 6 or 7, and Lowest: 5 or less), almost three-quarters (72.6%) felt the best about the quality of life in Albemarle County whereas 22.7 percent were in the midrange and 4.7 percent chose the lowest ratings.

Figure II-1: Overall Quality of Life Rating



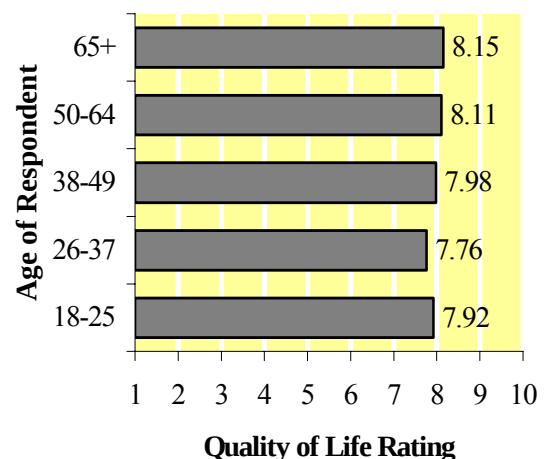
This same “quality of life” question was asked in the 1994 Albemarle County Planning Needs Survey and the Albemarle County 2002, 2004 and 2006 Citizen Surveys. This year’s quality of life rating is not significantly different from those previous years. Figure II-2 illustrates these findings. The high level of satisfaction with Albemarle County as a place to live has thus remained fairly constant over the past fourteen years.

Figure II-2: Mean Quality of Life Rating by Survey Year



There were some differences in overall satisfaction ratings of Albemarle County between various demographic groups. Age groups are illustrated in Figure II-3. Respondents in the oldest age group, 65 and older, gave the highest quality of life rating (8.15), significantly higher than other age groups. The lowest ratings came from those aged 26-37 (7.76).

Figure II-3: Quality of Life Rating by Age

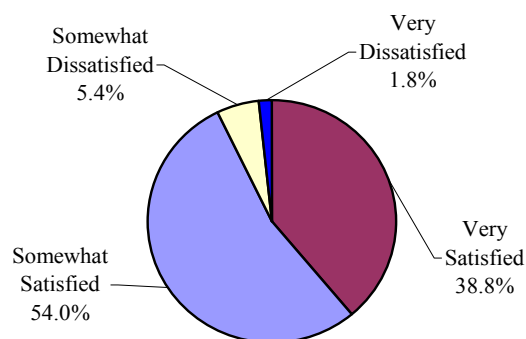


The kind of place people lived in made a difference. Those who described the area where they live as out in the country (8.13) or in a rural village (8.24) gave significantly higher ratings. But there was not a lot of statistical variance between other demographic groups in the way the quality of life in Albemarle County was rated.

Overall Satisfaction with County Government Services

Albemarle County citizens continue to be very impressed with the level of service provided by the County. A total of 92.8 percent said they are satisfied with County services overall, with 38.8 percent being very satisfied and 53.9 percent being somewhat satisfied. Just over seven percent (7.2%) reported dissatisfaction, with 5.4 percent being somewhat dissatisfied and 1.8 percent being very dissatisfied. Figure II-4 presents these findings.

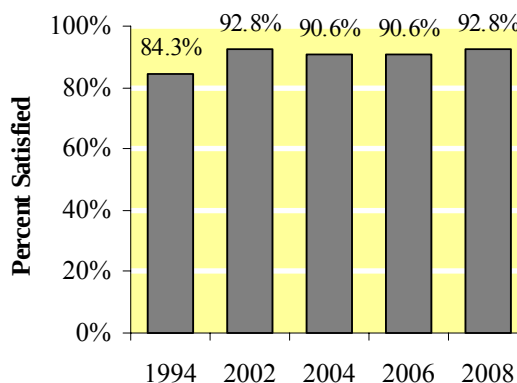
Figure II-4: Overall Satisfaction with County Government Services



The satisfaction with services is not significantly different from that in 2002, 2004 or 2006, and continues to reflect significant improvement from 1994, when only 84.3 percent said they felt satisfied. Figure II-5 illustrates the results for this question by survey year.

There was only one significant demographic difference in the overall satisfaction rating. Respondents living in apartments were more likely to be satisfied with the services the County provides than were respondents who reported living in a single family home (98.7% vs. 91.1%). Respondents who live in another type of home reported a satisfaction rating of 94.9 percent.

Figure II-5: Overall Satisfaction with Services by Survey Year



III Importance and Satisfaction of Service Items

The 2008 Citizen Survey included questions designed to determine the levels of importance and satisfaction residents would assign to various services the County provides. The goal of these ratings is to allow for comparative analysis that will highlight areas of priority for the County. The information generated can contribute to decisions effecting improvements in services to Albemarle County residents.

The 33 items from 2006 were included on the 2008 citizen survey. This year an additional item regarding “night time glare in the sky” was added. A system of question rationing was used to randomly administer 20 of the 34 items to each respondent so that each item was rated by about 400 people. Both level of importance and level of satisfaction were asked for each item.

In 2006, the wording of items was made more consistent to allow for comparison between importance and satisfaction ratings. In 2008, in response to concerns raised by the County, a test was introduced to study whether the way the items were presented would affect the rating respondents would give to the item’s importance.

Additionally, there were four questions that had another layer of testing introduced. These item splits were each presented to about half of the total respondents. They were not otherwise rationed.

In the following sections, items will be shown in rank order, for both importance and satisfaction. Items with wording that is consistent with what has been used before will be compared with earlier survey results.

Details of the wording experiments will be explained. Additionally, the impact of cell phone users on the survey results will be examined.

Next, items are grouped by subject and importance and satisfaction levels are discussed. This chapter concludes by considering importance and satisfaction jointly.

Importance Ratings

Respondents rated how important they felt each service to be on a scale with three response categories. As the County wanted to test new,

more specific language for these ratings prompts, half of residents were asked to rate “how important do you think it is for the County to *devote resources to ...*”, the other half were asked “how important do you think it is for the County to *spend tax dollars to...*”. The response categories were “very important,” “somewhat important,” or “not at all important.”

A mean importance rating was computed by scoring these responses as 3, 2, and 1, respectively. Table III-1 on the following page shows all thirty-eight possible service items, the 34 already described and 4 additional experimental questions asked with both the 2006 wording and a modified wording. The question experiments are described in Table III-2. The responses to the service items are in order by mean, from the highest mean importance score to the lowest. The mean is a more comprehensive expression of the three levels of response, but it is also informative to show the percentage of respondents who used the superlative “very important” to categorize each item.

The table is in order by the 2008 rankings based on percentages for the original wording referring to “*devote resources.*” The percentage ranking the item as “very important” when the new “*spend tax dollars*” wording was used is shown along with the number indicating the rank the item would hold in the list if the new wording were used.

This side-by-side look at the results makes it easier to see that in most cases the original wording had more ratings of “very important” in response to the question. In some cases, the wording made a real difference. “Ensure property tax is based on a fair tax assessment of the value of your property” moved from seventh place on the list to second when the question started by mentioning tax dollars. On the other hand, “ensure safety in business areas” fell from tenth place to twenty-fourth.

Education tops the list, whichever wording is used. Emergency services and water resources are also at the top of the list, but in different order.

A new question about glare in the night sky ranked 2nd from the bottom on both lists. Preservation of historic buildings did not rank high, even when the question was asked in two different ways.

Table III-1: Service Items Ranked by Importance

Rank by Devote Resources	Items	Devote Resources		Spend Tax \$		Rank by Tax \$
		% Very Important	Mean	% Very Important	Mean	
1	Provide quality education to school children	99.0	2.99	95.3	2.95	1
2	Provide police protection	90.8	2.90	86.8	2.84	5
3	Provide emergency rescue services	90.5	2.88	82.8	2.78	7
4	Provide fire protection	89.7	2.88	87.5	2.85	4
5	Protect water resources	88.8	2.86	86.9	2.85	3
6	Ensure safety at or near residence	83.9	2.81	80.8	2.74	8
7	Ensure property tax is based on a fair tax assessment of the value of your property	82.9	2.81	88.7	2.88	2
8	Provide needed public facilities	79.5	2.79	71.3	2.70	11
9	Provide fair property tax assessments	77.1	2.79	85.4	2.83	6
10	Ensure safety in business areas	78.9	2.76	58.3	2.54	24
11	Provide services to disadvantaged people	77.1	2.74	74.0	2.72	9
12	Provide opportunities for citizen input	76.5	2.72	69.9	2.64	16
13	Provide needed infrastructure	75.6	2.72	72.4	2.70	10
14	Provide recycling services	74.6	2.71	66.9	2.61	18
15	Maintain QOL dealing with growth and develop	72.8	2.71	68.7	2.64	17
16	Support programs for youth	74.6	2.70	69.5	2.65	15
17	Provide effective service to our residents	72.9	2.70	72.7	2.67	13
18	Protect natural resources and environment	70.3	2.67	70.8	2.67	14
19	Provide programs to help elderly population	70.3	2.67	71.9	2.69	12
20	Manage growth in the County	68.4	2.65	58.1	2.52	25
21	Provide parks and recreation space	67.3	2.62	60.3	2.58	20
22	Ensure safety for walkers and bicyclists	62.1	2.62	62.7	2.56	22
23	Assure economic growth and job opps	64.5	2.59	59.6	2.52	27
24	Make it easy to get around by car	64.1	2.59	56.1	2.45	31
25	Provide library services	64.2	2.58	58.6	2.52	26
26	Provide safe places to walk and bike where you want to go	70.7	2.55	62.6	2.56	21
27	Protect and preserve County's rural character	62.9	2.55	59.2	2.54	23
28	Promote development of affordable housing	62.8	2.52	54.9	2.46	30
29	Support affordable child-care	58.3	2.46	57.9	2.47	29
30	Provide support for people in financial need	54.4	2.46	50.0	2.40	32
31	Make it easy to get around by bus or van	53.9	2.46	59.6	2.51	28
32	Preserve historic buildings	51.8	2.45	36.6	2.24	34
33	Make it easy to get around by public transportation	56.5	2.43	69.4	2.61	19
34	Provide learning opportunities for adults	45.2	2.36	51.4	2.40	33
35	Preserve historic buildings not protected by private groups	39.3	2.23	37.7	2.22	35
36	Support cultural and entertainment opps	33.5	2.15	25.6	2.08	37
37	Regulate outdoor lighting to reduce light pollution and glare	37.6	2.13	31.0	2.02	38
38	Promote tourism in our area	31.5	2.09	28.4	2.11	36

Question Wording Experiment

Table III-2 on the following page shows the four questions that had another layer of testing introduced. A respondent heard either “How important do you think it is for the County to *devote resources* to...” or “How important do you think it is for the County to *spend tax dollars* to...”. They then had one or the other set of these additional wording experiments presented to them. These item “splits” were each presented to about half of the total respondents. They were not otherwise rationed.

The possible questions were:

“How important do you think it is for the County to *devote resources* to...”

{original question wording}

- Make it easy to get around by public transportation
- Preserve historic places
- Ensure safety for walkers and bicyclists
- Provide fair property tax assessment

Or

“How important do you think it is for the County to *spend tax dollars* to...”

{wording experiment}

- Make it easy to get around by bus or van
- Preserve historic places not protected by private groups
- Provide safe places to walk and bike where you want to go
- Ensure that your property tax is based on a fair tax assessment of the value of your property

A respondent hearing “How important do you think it is for the County to *spend tax dollars* ...” would have heard one or the other of these same two sets of questions listed above. This meant that each individual item could be asked two different ways, while each topic could be asked four ways.

When asked “How important do you think it is for the County to *devote resources* to preserve historic buildings”, 93.3% of respondents considered it very or somewhat important. That is significantly higher than those ranking “How important do you think it is for the County to *devote resources* to preserve historic buildings not protected by private groups” (83.8%).

“Make it easy to get around by public transportation” or “by bus or van” showed no significant change using any wording tested.

When respondents were asked how important it is for the County to *devote resources* to ensuring safety for walkers and bicyclists, the new wording “provide safe places to walk and bike where you want to go” was rated significantly higher (98.4%) than the original wording (92.9%).

“Providing fair property taxes” was rated higher (100%) than the experimental and longer “ensure that your property tax is based on a fair tax assessment of the value of your property” (97.7%).

None of these items had significant change when the wording *spend tax dollars* was used.

Table III-2: Service Item Wording Experiments

“How important is it for the County to <i>devote resources</i> to ...”			
Original Item Wording	Very & Somewhat Important (1)	Very & Somewhat Important (2)	Wording Experiment
Make it easy to get around by public transportation	86.7%	91.8%	Make it easy to get around by bus or van
Preserve historic buildings	93.3% ⁽²⁾	83.8%	Preserve historic buildings not protected by private groups
Ensure safety for walkers and bicyclists	92.9%	98.4% ⁽¹⁾	Provide safe places to walk and bike where you want to go
Provide fair property tax assessments	100% ⁽²⁾	97.7%	Ensure that your property tax is based on a fair tax assessment of the value of your property

“How important is it for the County to <i>spend tax money</i> to ...”			
Original Item Wording	Very & Somewhat Important (3)	Very & Somewhat Important (4)	Wording Experiment
Make it easy to get around by public transportation	91.7%	91.2%	Make it easy to get around by bus or van
Preserve historic buildings	87.8%	84.1%	Preserve historic buildings not protected by private groups
Ensure safety for walkers and bicyclists	93.2%	95.1%	Provide safe places to walk and bike where you want to go
Provide fair property tax assessments	98.0%	99.6%	Ensure that your property tax is based on a fair tax assessment of the value of your property

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Importance Levels over Time

For the importance questions, this year’s results were compared to the 2006, 2004, 2002 and 1994 results. It must be noted that comparisons are only valid when wording remains the same, so comparisons with 2006 were only done for the sample segment that was asked about the importance of devoting resources to the item.

Four items have been tracked since 1994:

- Efforts to provide parks and recreation space,
- Efforts to preserve historic buildings and places,
- Quality education for school children,
- Promote tourism in our area.

Of these items, only the effort to provide parks and recreation has changed significantly, showing an increased perception of importance

since 1994. Results over time are shown in the Table III-3 on the following page. The superscript after a rating indicates change that is statistically significant. The ⁽¹⁾ after the 2002 rating (46.0%) shows that the change is a statistically significant increase that year over the value in column one for 1994 (30.6%). The increase indicated by the ⁽¹⁾⁽²⁾ after the values in the columns for 2006 (68.5%) and 2008 (67.3%) indicates ratings that are higher than ratings for both 1994 and 2002. (see Table III-3).

Small differences between ratings values for individual items are not meaningful as they may not be statistically significant. Details on how significance testing was done are available in the Methods Report in Appendix B.

Ensuring safety at or near residence has increased significantly to almost 84 percent.

Fourteen of the thirty-three items rated in 2006 have seen a statistically significant drop in that

time. While some items remain highly rated, even though the drop is significant (for example, over 90% of respondents still rate emergency rescue services as very important) other items have dropped almost sixteen percent. With decreases of more than ten percent, items that show the most drop in importance are:

- Support for cultural and entertainment opportunities
- Protect natural resources and the environment
- Provide learning opportunities for adults
- Provide library services
- Maintain quality of life while dealing with growth and development
- Protect and preserve the County's rural character
- Provide effective service to residents

Table III-3: Percent “Very Important” for Service Items in 1994, 2002, 2006 and 2008

Importance Items	1994 (1)	2002 (2)	2006 (4)	2008 (5)
Protect and preserve County's rural character			75.9 ⁽⁵⁾	62.9
Protect natural resources and environment			81.1 ⁽⁵⁾	70.3
Make it easy to get around by car			71.9 ⁽⁵⁾	64.1
Assure economic growth and job opportunities			63.9	64.5
Provide parks and recreation space	30.5	46.0 ⁽¹⁾	68.5 ⁽¹⁾⁽²⁾	67.3 ⁽¹⁾⁽²⁾
Provide police protection		78.4	91.5	90.8
Provide fire protection			93.9 ⁽⁵⁾	89.7
Provide emergency rescue services			95.1 ⁽⁵⁾	90.5
Ensure safety in business areas			82.4	78.9
Ensure safety at or near residence			75.9	83.9 ⁽⁴⁾
Maintain QOL dealing with growth and develop			85.1 ⁽⁵⁾	72.8
Provide needed public facilities			77.8	79.5
Provide needed infrastructure			82.2 ⁽⁵⁾	75.6
Promote development of affordable housing			66.1	62.8
Protect water resources			92.2	88.8
Provide library services			75.3 ⁽⁵⁾	64.2
Manage growth in the County			77.4 ⁽⁵⁾	68.4
Make it easy to get around by public transportation			59.6	56.5
Preserve historic buildings	56.5	46.3	53.9	51.8
Ensure safety for walkers and bicyclists			68.6	62.1
Provide quality education to school children	94.4		96.5	99.0
Support programs for youth			77.3	74.6
Support cultural and entertainment opportunities			43.8 ⁽⁵⁾	33.5
Provide programs to help elderly population			76.4	70.3
Support affordable child-care		45.8	60.1	58.3
Provide support for people in financial need		45.0	57.8	54.4
Provide effective service to our residents			88.6 ⁽⁵⁾	72.9
Provide learning opportunities for adults			56.1 ⁽⁵⁾	45.2
Provide services to disadvantaged people			74.2	77.1
Promote tourism in our area	32.2		39.4	31.5
Provide opportunities for citizen input			84.0 ⁽⁵⁾	76.5
Provide recycling services			72.6	74.6
Provide fair property tax assessments			86.9 ⁽⁵⁾	77.1

A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Changes in Importance for Cell Phone Users

The introduction of cell phone contacts this year resulted in better representation for groups that had been increasingly under-represented in the final completed datasets from previous years. Research has shown that this adjustment to a previously valid method of defining the survey sample would ensure the inclusion of younger respondents, as well as minorities and those with less education and less income. These demographic changes to the make up of the final dataset made it necessary to examine question items for differences in response that could be traced to the characteristics of the sampled respondents.

The responses given by cell phone users were separated from those given by land line users. Those responses were tested for statistically significant differences and the results shown in the following Table III-4.

On the left side of the table is the comparison by year of the total 2006 sample (all contacted via landline) and just the landline contacts in 2008. The question item is referenced in the middle of

the table. The columns on the right show 2006 results again, along with the percent of respondents who ranked the item as “very important” this year. These numbers are taken from the above analysis in Table III-3 that shows the complete results, including both land line and cell phone contacts. Items shown are only those where contacting respondents by cell made a difference to the overall survey results.

The first item, “provide emergency service,” which would have seen a small decrease in the rating for importance (from 95.1% to 93.5%) without cell phone user input, showed a statistically significant drop to 90.5 percent in the full sample. For the fifth item shown on Table III-4, “providing support for people in financial need,” a significant decrease in perceived importance (from 57.8% to 47.3%) was mitigated by the inclusion of the opinions of cell users (54.4%).

Input from cell users on the question “ensure safety at or near residence” made an increase in overall ratings in perceived importance (82.9% for the landline sample) statistically significant (83.9%) over the 2006 ratings (75.9%).

Table III-4: Changes in Importance for Cell Phone Users

Only land line contacts		Percent Very Important	All sample	
2006 (4)	2008 (5)		2006 (4)	2008 (6)
95.1%	93.5%	provide emergency rescue services	95.1% ⁽⁶⁾	90.5%
75.9%	82.9%	ensure safety at or near residence	75.9%	83.9% ⁽⁴⁾
82.2%	75.9%	provide needed infrastructure	82.2% ⁽⁶⁾	75.6%
60.1% ⁽⁵⁾	45.3%	supporting affordable child-care	60.1%	58.3%
57.8% ⁽⁵⁾	47.3%	providing support for people in financial need	57.8%	54.4%
56.1%	48.9%	providing learning opportunities for adults	56.1% ⁽⁶⁾	45.2%
86.9%	82.7%	providing fair property tax assessments	86.9% ⁽⁶⁾	77.1%

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Satisfaction Ratings

After rating how important each item was to them, respondents were given the opportunity to then rate how satisfied they were with each service. Table III-5 presents the list of service items ranked by satisfaction level. Respondents could say they were very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with County efforts on each item. The percent “very satisfied” was combined with the percent “somewhat satisfied,” to produce an overall satisfaction level.

Over 95 percent (95.5%) of respondents reported some level of satisfaction with fire protection, making it the service with the highest level of reported satisfaction. After that, filling out the

top five items that respondents were satisfied with were public facilities, safety in business areas, tourism and library services.

Efforts to manage growth, promote affordable housing, and provide recycling services had the lowest satisfaction ratings.

The average margin of error for percent satisfaction ranges from 4.1% for higher satisfaction items to 4.6% for lower satisfaction items. Thus, small differences in the percentage of satisfaction between items are not meaningful as they may not be statistically significant.

Table III-5: Service Items Ranked by Percentage of Satisfaction

Ranked	Satisfaction Item	% Satisfied (Very & Somewhat Satisfied)
1	Provide fire protection	95.5
2	Provide needed public facilities	94.0
3	Ensure safety in business area	93.8
4	Promote tourism in our area	93.6
5	Provide library services	93.6
6	Ensure safety at or near residence	92.7
7	Provide emergency rescue services	92.5
8	Preserve historic buildings	91.3
9	Provide police protection	91.1
10	Provide learning opportunities for adults	90.4
11	Provide effective service to our residents	90.1
12	Provide parks and recreation space	89.6
13	Support cultural and entertainment opportunities	87.6
14	Provide opportunities for citizen input	86.3
15	Provide quality education for school children	84.8
16	Protect natural resources and environment	84.0
17	Provide programs to help elderly population	83.8
18	Provide needed infrastructure	80.8
19	Support youth programs	80.8
20	Assure economic growth and job opportunities	77.7
21	Make it easy to get around by car	77.7
22	Protect County's rural character	77.1
23	Provide services to disadvantaged people	76.4
24	Protect water resources	75.7
25	Maintain quality of life dealing with growth and development	74.6
26	Ensure safety for walkers and bicyclists	71.8
27	Provide safe places to walk and bike where you want to go	68.6
28	Provide support for people in financial need	68.5
29	Provide fair property tax assessments	67.3
30	Support affordable child care	62.4
31	Make it easy to get around by bus or van	61.8
32	Make it easy to get around by public transportation	61.6
33	Manage growth in the County	60.8
34	Promote development of affordable housing	56.5
35	Provide recycling services	52.2

Satisfaction Levels Over Time

Table III-6 on the following page presents satisfaction ratings across years, ranked in order by reported satisfaction for 2008. Respondents could say they were very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with County efforts on each item. The rating shown is a combination of those who reported being either somewhat or very satisfied. To maintain consistency across survey years, the alternate wording on the four individual items is not included in this table.

When satisfaction levels were tested in 2004, public transportation had the lowest rating of satisfaction - by a significant margin - at 45.8

percent. By 2006, public transportation still had the lowest score, but it had risen from the bottom position to 55.2 percent. In 2008 public transportation had risen to 61.6%. Recycling efforts, at 52.2%, had the lowest satisfaction rating in 2008. The development of affordable housing (58.4%) and fair tax assessments (56.5%) were the only other services that remained below 60 percent satisfied.

Needed public facilities and safety in business areas have moved up to join fire protection at the top of the satisfaction list.

Four items have seen a significant *increase since 2006*. Efforts to protect and preserve the County's rural character, protect natural

resources and the environment, make it easy to get around by car and ensure safety in business areas have all improved. Two of them, protecting the environment and ensuring safety in business areas, show significant increases only if completions from the cell phone sample are included. These items did not significantly change if only the comparable sample type (RDD) is used.

Both providing emergency rescue services (96.8% → 92.5%), and providing fair property tax assessments (70.2% → 58.4%) saw significant decreases. The decrease in

satisfaction with fair property tax assessments is only significant when cell phone completions are considered. These examples highlight the effect that being able to include those increasingly difficult-to-reach younger respondents can have on survey findings.

Very small differences in percentage ratings, while interesting, may not indicate a real change in respondent perception. Ratings that are statistically significant are shown as indicated by the superscripts that are footnoted at the bottom of the table.

Table III-6: Percent Satisfied for Service Items in 2002, 2004, 2006, and 2008

Importance Items	2002 (2)	2004 (3)	2006 (4)	2008 (5)
Provide fire protection	96.3	96.0	95.4	95.5
Provide needed public facilities		87.9	92.5 ⁽³⁾	93.9 ⁽³⁾
Ensure safety in business areas	93.4	92.6	89.6	93.8
Provide library services	93.7	95.0	93.8	93.7
Promote tourism in our area	92.6	92.0	92.7	93.6
Ensure safety at or near residence	91.3	91.3	94.7	92.7
Provide emergency rescue services	97.5 ⁽⁵⁾	94.3	96.8 ⁽⁵⁾	92.5
Preserve historic buildings	90.5	88.6	93.5	91.3
Provide police protection	90.4	92.3	91.4	91.2
Provide learning opportunities for adults		87.5	89.7	90.5
Provide effective service to our residents		90.8	90.2	90.1
Provide parks and recreation space	91.9	88.4	90.4	89.7
Support cultural and entertainment opportunities			91.7	87.6
Provide opportunities for citizen input	83.1	79.7	81.3	86.3
Provide quality education to school children	83.7	85.1	88.0	84.8
Protect natural resources and environment	80.5	75.3	78.3	84.0 ⁽³⁾
Provide programs to help elderly population	86.0	83.9	85.0	83.8
Support programs for youth			78.1	80.9
Provide needed infrastructure		68.6	75.9 ⁽³⁾	80.9 ⁽³⁾
Assure economic growth and job opportunities		69.7	76.8	77.7 ⁽³⁾
Make it easy to get around by car	82.5 ⁽³⁾⁽⁴⁾	69.4	71.0	77.7 ⁽³⁾
Protect and preserve County's rural character		67.6	65.7	77.1 ⁽³⁾⁽⁴⁾
Provide services to disadvantaged people		78.0	75.1	76.4
Protect water resources		71.4	79.4 ⁽³⁾	75.6
Maintain QOL dealing with growth and develop	-	70.7	73.4	74.6
Ensure safety for walkers and bicyclists	68.4 ⁽³⁾	55.3	68.0 ⁽³⁾	71.8 ⁽³⁾
Provide support for people in financial need			69.7	68.5
Support affordable child-care			65.4	62.3
Manage growth in the County	64.3 ⁽⁴⁾	56.4	55.6	60.8
Make it easy to get around by public transportation	58.9 ⁽³⁾	45.8	55.2	61.6 ⁽³⁾
Provide fair property tax assessments		67.6 ⁽⁵⁾	70.2 ⁽⁵⁾	58.4
Promote development of affordable housing	77.5 ⁽³⁾⁽⁴⁾⁽⁵⁾	56.5	58.7	56.5
Provide recycling services		54.2	56.6	52.2

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Changes in Satisfaction for Cell Phone Users

Changes in satisfaction ratings because of the alterations in how the sample was designed were similar to changes in importance. Safety at or near residences was noteworthy in both cases of importance and satisfaction. Cell users found it significantly more important than it was when considering the total sample. Regarding satisfaction with the same item, although overall

ratings dropped significantly from 2006 to 2008 (94.7% -> 91.0%), the difference was no longer statistically significant (94.7% -> 92.7%) when cell users were considered.

Inclusion of cell users made for significantly increased satisfaction with County efforts to protect natural resources and the environment (84.0% with cell users included) and to ensure safety in business areas (93.8%).

Table III-7: Changes in Satisfaction for Cell Phone Users

Only land line contacts		Percent Very & Somewhat Satisfied	All sample	
2006 (4)	2008 (5)		2006 (4)	2008 (6)
78.3%	78.7%	Protect natural resources and environment	78.3%	84.0% ⁽⁴⁾
89.6%	93.0%	Ensure safety in business areas	89.6%	93.8% ⁽⁴⁾
94.7% ⁽⁵⁾	91.0%	Ensure safety at or near residence	94.7%	92.7%

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

Grouped Service Items

The next section discusses the importance and satisfaction ratings of the listed service items. Related items are grouped for presentation purposes. Each of these was presented using “how important do you think it is for the County to *devote resources to ...*” or “how important do you think it is for the County to *spend tax dollars to...*”. The percentage of respondents who answered “very important” to the different presentations of the question shows the effect of the wording change.

Embedded in the lists of service items were four that were asked in two different ways to further test the impact of the language used. These are noted within each section as they apply. Details of the question wording experiments for these four items is on page 14.

Appendix C provides the results of the demographic cross-tabulation analysis for all substantive questions. Questions which show results having statistical significance are clearly marked.

Public Safety

Table III-8 presents the importance and satisfaction percentages for the County’s public safety services. This list provides five of the top ten items ranked on the importance list. Police protection, emergency rescue services, fire protection and ensuring safety at or near residence are top items regardless of the way the question was asked. The significant drop in importance for ensuring safety in business areas (58.3%) when tax dollars are mentioned puts it at number 24 on that ranking.

The first wording test embedded within the importance presentations is about “safety for walkers and bicyclists on streets, trails, and sidewalks” versus “provide safe places to walk & bike where you want to go.” Walkers and bicyclists had higher ratings when safe places to walk and bike where you want to go was used with the “*devote resources*” language.

Table III-8: Public Safety

	Importance (Very)		Satisfaction (Very & Somewhat)
	Devote Resources	Spend Tax \$	
Provide police protection	90.8%	86.8%	91.2%
Provide emergency rescue services	90.5%	82.8%	92.5%
Provide fire protection	89.7%	87.5%	95.5%
Ensure safety at or near residence	83.9%	80.8%	92.7%
Ensure safety in business areas	78.9%	58.3%	93.8%
Provide safe places to walk & bike where you want to go	70.7%	62.6%	68.6%
Ensure safety for walkers & bicyclists	62.1%	62.7%	71.8%

Overall, women were more likely to say that emergency rescue services were very important when the original “*devote resources*” wording was used. “Safety for walkers and bicyclists” was significantly more important to women using either that original wording or the new “safe places to walk and bike where you want to go.” Combining both versions of the question, when “*devote resources*” was used almost 74 percent of women rated it as very important compared to just over 50 percent of men. Spending tax money on safety for walkers and bicyclists showed almost as dramatic a difference with 70 percent “very important” for women compared to just over 55 percent for men.

Homeowner status can be a factor, particularly when using the “*spend tax dollars*” wording. Renters and apartment dwellers gave more importance to the safety of walkers and

bicyclists as well as rescue services. Interestingly, those in apartments were significantly more likely than homeowners to say it was very important to *spend tax dollars* to ensure safety at or near their residence (97.7% to 77.1%) but they gave the same item less importance when the “*devote resources*” terminology was used (78.4% to 81.8%).

When the devoting resources terminology was used, those who are widowed were more likely to say that police and fire protection, emergency rescue services and safety at both business and residence are very important compared to those who are married. This difference does not appear as significant in the ratings when the question refers to tax dollars. Part-time workers are also more likely to respond with “very important” when devoting resources to fire and police protection. When the alternate wording is used, then fire protection and emergency services are significantly more important to part-timers than for those employed full-time.

Respondents consistently expressed satisfaction with fire and police protection and emergency services. Most satisfaction ratings in all demographics are in the nineties.

Young people (18-25) are more satisfied than older groups with efforts to ensure safety for walkers and bicyclists. Apartment dwellers were significantly more satisfied than home owners with the same efforts. Although renters’ satisfaction was higher than owners, it was not quite enough of a difference to be statistically significant.

Residents were also asked about satisfaction with their sense of safety at home and in business areas of the County. The results suggest that the vast majority of residents felt satisfied with the safety near their residence (92.7%) and in business areas (93.8%). The satisfaction rating for safety in business areas has risen back to 2002 levels (93.4%), coming back from a significant drop to 89.6% in 2006 (see Table III-6).

Information and Communication

Respondents were asked about the importance of the County’s efforts in providing opportunities for citizen input on policy issues. Although it remains important to residents, the rating has decreased since 2006 when it reached eighty-

four percent. Those in single family homes find it significantly more important (82.5%) to *devote resources* to than those in an apartment (51.4%). When the “*spending tax dollars*” terminology was substituted importance drops for homeowners down to 67.2 percent. Along the same line, renters give citizen input opportunities significantly more importance (83.9%) than do home-owners (65.5%)

Table III-9: Information and Communication

	Importance (Very)		Satisfaction (Very & Somewhat)
	Devote Resources	Spend Tax \$	
To provide opportunities for citizen input	76.5%	69.9%	86.3%
To provide effective service to our residents	72.9%	72.7%	90.1%

Over ninety percent of this year’s respondents said they were satisfied with County efforts to provide effective service to residents.

Those over 65 (86.9%) and those 38 to 49 years old (82.0%) rated this item significantly more important than the age group in between (65.2%). Those living in an apartment also found effective service to be important (89.9%)

There were no significant differences on importance or satisfaction ratings based on gender for this item. Older respondents (65+) were significantly more satisfied with efforts to provide effective service to residents.

Natural and Historic Resources

Residents rated the County's efforts to maximize the natural and historic resources of Albemarle. The protection of natural resources, rated just over 70 percent overall, is very important to young adults of 26-37 who gave importance ratings in the nineties.

The protection of water resources was seen as very important, whether respondents were asked about the devoting of resources or spending taxes. Importance ratings were significantly higher for those in the middle age group (38-49) when asked about devoting resources (98.7%).

While moderately important, the provision of parks and recreation space satisfy most respondents. As might be expected, those who report having children under 18 also give parks and recreation significantly higher ratings for importance, especially when "devoting resources" terminology was used (80.4%)

Those who said that it is very important for their local government to protect the County's rural character have significantly decreased since 2006 from 75.9 percent to 62.9 percent in 2008.

Satisfaction levels, though, have increased in the last two years, moving from 65.7 percent in 2006 to 77.1 percent in 2008. Those with no children would rate it significantly higher (70.5%) than those with children (53.7%)

Table III-10: Natural and Historic Resources

	Importance (Very)		Satisfaction (Very & Somewhat)
	Devote Resources	Spend Tax \$	
Protect water resources	88.8%	86.9%	75.6%
Protect natural resources and environment	70.3%	70.8%	84.0%
Provide parks and recreation space	67.3%	60.3%	89.7%
Protect and preserve County's rural character	62.9%	59.2%	77.1%
Preserve historic buildings	51.8%	36.6%	91.3%
Preserve historic buildings not protected by private groups	39.3%	37.7%	91.0%
Regulate outdoor lighting to reduce light pollution & glare	37.6%	31.0%	78.1%

Compared to other County efforts, the preservation of historic buildings and places was rated one of the least important items included in the list. This question was one that was administered with two different wordings, in addition to the question split that all service items received. The original wording, "how important is it for the County to preserve historic buildings," received the highest rating (51.8%). Both presentations were scored by citizens as very satisfactory.

A new item, asking about regulating outdoor lighting to reduce light pollution and glare, did not rate as highly in importance. Women gave this item more importance, but the difference between men (28.6%) and women (45.6%) was only significant when the “*devote resources to*” version of the question was asked.

Cultural Services

This category contains those items that contribute to the cultural and learning opportunities available in Albemarle County. Ranked highest in importance of these items are library services. When asked about devoting resources to library services, women are more likely to rate importance higher (72.1%) than men (55.1%). Those living in a rural village give library services more importance (80.6%) than urban dwellers. Overall, importance ratings remain moderate, and the library system has earned the satisfaction of more than 9 of 10 residents.

Women judge learning opportunities for adults to be much more important (54.5%) than do men (36.7%). In both versions of the question Black respondents gave learning opportunities a significantly higher importance rating than did Whites with Blacks finding “*spending tax dollars*” (90.5%) even more important compared to Whites (46.4%) than “*devoting resources*” (74.7% to 43.5%)

As shown in Table III-11, between a quarter and a third of residents indicated that it is important for the County to support cultural and entertainment opportunities as well as to promote tourism, depending on the wording used. Overall, these two service items remain the lowest in importance of all the 34 items.

But the vast majority of Albemarle County residents are satisfied with the local government’s efforts to promote tourism (93.6%) and to support cultural and entertainment opportunities (87.6%), ranking these efforts among the top ten in satisfaction. The 2008 satisfaction ratings for the County’s efforts to support cultural and entertainment opportunities and to promote tourism in the area have not significantly changed from the 2006 ratings.

Table III-11: Cultural Services

	Importance (Very)		Satisfaction (Very & Somewhat)
	Devote Resources	Spend Tax \$	
Provide library services	64.2%	58.6%	93.7%
Provide learning opportunities for adults	45.2%	51.4%	90.5%
Support cultural and entertainment opportunities	33.5%	25.6%	87.6%
Promote tourism in our area	31.5%	28.4%	93.6%

Getting Around in Albemarle County

Between 54 percent and 69 percent of residents say that getting around in Albemarle County is a very important issue to them. It is of note that responses to both versions of the questions regarding public transportation “make it easy to get around by public transportation” or “by bus or van” were rated to be more important when the question referenced tax money (see Table III-12).

Table III-12: Getting Around in Albemarle County

	Importance (Very)		Satisfaction (Very & Somewhat)
	Devote Resources	Spend Tax \$	
Make it easy to get around by car	64.1%	56.1%	77.7%
Make it easy to get around by public transportation	56.5%	69.4%	61.6%
Make it easy to get around by bus or van	53.9%	59.6%	61.8%

Black residents were more likely than White residents to say that it is very important to make it easy to get around by both car and public transportation. Those from urban areas were more likely to say that *spending tax dollars* to get around by public transportation was very important and are more likely (74.0%) to say they are satisfied with the service. Those living out in the country or in a rural village are significantly more satisfied with the County's efforts to "make it easy to get around by car."

Renters found it very important to "make it easy to get around by public transportation," whether by devoting resources to it (69.3%) or by spending tax money (76.2%). They are also significantly more satisfied by the current efforts (69.4%).

Human Services

Table III-13 presents the importance and satisfaction ratings of some human services. Residents were asked to rate the County's efforts to provide effective services to disadvantaged people, programs to help the elderly population, youth programs, affordable childcare, economic growth & job opportunities and support for people in financial need.

Of the listed human services, the County's efforts to provide services for disadvantaged people received the highest importance rating (77.1%). This item is ranked eleventh among all services.

Those who do not have a child under 18 in the household are significantly less likely to find it important to spend tax dollars to support affordable child care (50.4% to 67.2%) and are more satisfied with current efforts (71.9% to 51.5%).

Those from rural areas are more likely to think it is important for the County to *devote resources* to provide learning opportunities for adults (49.9%) than those from more urban areas (31.6%) and they report less satisfaction (87.0% to 95.0%).

Table III-13: Human Services

	Importance (Very)		Satisfaction (Very & Somewhat)
	Devote Resources	Spend Tax \$	
Provide services disadvantaged people	77.1%	74.0%	76.4%
Support programs for youth	74.6%	69.5%	80.9%
Provide programs help elderly population	70.3%	71.9%	83.8%
Assure economic growth & job opportunities	64.5%	59.6%	77.7%
Support affordable child-care	58.3%	57.9%	62.3%
Provide support for people in financial need	54.4%	50.0%	68.5%

Looking at work status, part-time workers are more likely to support many of these ideas. For example, they are more likely to think it important for the County to *devote resources* to provide services to the disadvantaged (91.3%) and programs for youth (96.6%). Nearly eighty-seven percent (86.6%) of those employed part-time think it important for the County to spend tax dollars to help the elderly. Of these, part-time workers are significantly more satisfied only with programs for youth (91.1%).

Taxes, Growth and Infrastructure

Table III-14 presents the importance and satisfaction ratings for questions related to taxes, growth and infrastructure. The question on property tax assessments was expanded and made more explicit this year. In addition to asking "How important is it for the County to *devote resources* or *spend tax money* to provide fair property tax assessments," respondents could be asked "how important is it for the

County to *devote resources*” or “how important is it for the County to *spend tax money* to ensure that your property tax is based on a fair assessment of the value of your property.” The question as originally worded (“*devote resources* to provide fair property tax assessment”) received the lowest rating. The item referencing property tax got higher ratings when the new wording specifying “a fair tax assessment of the value of your property” whichever initial question was used (82.9% and 88.7%).

Surprisingly, neither home-ownership nor type of dwelling significantly impacted the ratings. Although Blacks rated the importance of the item somewhat higher for both “*devote resources*” and “*spend tax dollars*”, their level of satisfaction (34.2%) was significantly lower than that of Whites (59.9%).

Those who live in an apartment rate both versions of the item on public facilities to be significantly more important than those who live in a single family home. Devoting resources to infrastructure is also more important to apartment dwellers (88.9%) than to those in a house (71.0%).

At almost 94 percent (93.9%) for public facilities, respondents were well satisfied. Their satisfaction with infrastructure is moderately high at about 81 percent (80.9%).

Interviewers were provided with definitions to use as needed so that respondents would have a better understanding of the questions being asked. Public facilities were defined as physical facilities such as libraries, fire stations, or parks; infrastructure was defined as water and sewer systems, roads, and sidewalks.

Seventy-two percent (72.8%) of Albemarle County residents believe that it is very important to *devote resources* to maintain quality of life while accommodating growth and development. That percentage drops to sixty-eight (68.7%) when spending tax money is specified. Those who state they live in a rural village (84.7%) or in a suburb (78.2%) rate spending tax money to maintain quality of life as significantly more important than urban dwellers (67.6%) or those out in the country (55.9%).

Managing growth in the County has the lowest importance of the questions in Table III-14

regardless of the wording used. People who live in apartments are significantly more satisfied with the way growth is managed in the County (80.8%) than those in single family homes.

Table III-14: Taxes, Growth and Infrastructure

	Importance (Very)		Satisfaction (Very & Somewhat)
	Devote Resources	Spend Tax \$	
Provide fair property tax assessments	77.1%	85.4%	58.4%
Ensure property tax is based on fair tax assessment of property value	82.9%	88.7%	67.2%
Provide needed public facilities	79.5%	71.3%	93.9%
Provide needed infrastructure	75.6%	72.4%	80.9%
Maintain QOL dealing with growth and develop	72.8%	68.7%	74.6%
Manage growth in the County	68.4%	58.1%	60.8%

Overall, Albemarle County residents are satisfied with their local government’s efforts in providing needed public facilities (93.9%), though less satisfied with efforts to provide infrastructure (80.9%). The ratings for both of these items are somewhat higher than in 2006.

Priority Analysis

The importance rankings and levels of satisfaction are presented together in Table III-15 (following page), where items are ordered by the mean score of resident's ratings of relative importance, using the original wording of the question, "how important is it for the County to *devote resources* to ...". The rank earned by the percentage of respondents who were satisfied or very satisfied with that attribute or service is also listed. The gap between residents' ratings of importance and their ratings of satisfaction allows us to understand the perceptions residents express about services the County provides.

For example, residents gave quality education for school children the highest importance rating. However, its satisfaction level of 84.8%, while higher than many services, ranked fifteenth in satisfaction. The gap between these two ratings pinpoints this as an area that may need attention.³ On the other hand, fire protection services have a very high importance (ranked 4th) but also have a high satisfaction rating (ranked 1st with 95.5% satisfaction level) indicating this is a service that people deem important and they are well satisfied with it. Many items occupy similar positions on both the importance list and the satisfaction list, for example, safety at or near your residence, sixth on both lists.

Table III-15 presents a wealth of data and it can be challenging to use it effectively. Three representations of the same data follow, in an attempt to facilitate comparative conclusions and help identify priorities for the County.

Figure III-1 on page 31 presents the list of services plotted by levels of importance (mean score) and satisfaction (percentage very and somewhat satisfied). This very visual presentation can be a useful way to think about the way each item relates to the others. An item may rest securely in a given block or it may be about to slip into another block and perhaps change the focus the County may choose to put on that item. For example, examination of this

figure shows very important items that are also high in satisfaction that can be suggestive of areas of strength for the County. This would include fire and police services. The preservation of water resources (water) is high on the horizontal scale of importance but placed lower on the vertical scale with a satisfaction rating of 75.6 percent. It could indicate an area where improvement can be made.

Cut-off points, indicated by the hash marks, were selected for each measure to categorize individual items into high, moderate, and low importance or satisfaction. For the mean importance rating, 2.60 and 2.75 were the cutoff points for low to medium and for medium to high; for the satisfaction rating 62.5 percent and 82.5 percent were the cutoffs. These cut-offs were set for the 2006 survey analysis, and were reflective of natural break points in the series of importance & satisfaction ratings for the items in 2006. Differences in the ratings between items can be quite small and within the range of the margin of error.

³ Demographic breakdowns and additional questions on education are detailed in Chapter VII Public Education.

Table III-15: Importance and Satisfaction with Services

Importance		Service	Satisfaction	
Score	Rank		%	Rank
2.99	1	provide quality education to school children	84.8%	15
2.90	2	provide police protection	91.2%	8
2.88	3	provide emergency rescue services	92.5%	7
2.88	4	provide fire protection	95.5%	1
2.86	5	protect water resources	75.6%	25
2.81	6	ensure safety at or near residence	92.7%	6
2.79	7	provide fair property tax assessments (combined)	58.4%	32
2.79	8	provide needed public facilities	93.9%	2
2.76	9	ensure safety in business areas	93.8%	3
2.74	10	provide services to disadvantaged people	76.4%	24
2.72	11	provide opportunities for citizen input	86.3%	14
2.72	12	provide needed infrastructure	80.9%	18
2.71	13	provide recycling services	52.2%	34
2.71	14	maintain QOL dealing with growth and develop	74.6%	26
2.70	15	provide effective service to our residents	90.1%	11
2.70	16	support programs for youth	80.9%	19
2.67	17	protect natural resources and environment	84.0%	16
2.67	18	provide programs to help elderly population	83.8%	17
2.65	19	manage growth in the County	60.8%	31
2.62	20	ensure safety for walkers and bicyclists (combined)	70.2%	27
2.62	21	provide parks and recreation space	89.7%	12
2.59	22	make it easy to get around by car	77.7%	22
2.59	23	assure economic growth and job opportunities	77.7%	21
2.58	24	provide library services	93.7%	4
2.55	25	protect and preserve County's rural character	77.1%	23
2.52	26	promote development of affordable housing	56.5%	33
2.46	27	provide support for people in financial need	68.5%	28
2.46	28	support affordable child-care	62.3%	29
2.44	29	make it easy to get around by public transportation (combined)	61.7%	30
2.36	30	provide learning opportunities for adults	90.5%	10
2.35	31	preserve historic buildings (combined)	91.1%	9
2.15	32	support cultural and entertainment opportunities	87.6%	13
2.13	33	regulate outdoor lighting to reduce light pollution and glare	78.1%	20
2.09	34	promote tourism in our area	93.6%	5

Figure III-1: Service Items by Importance and Satisfaction Ratings

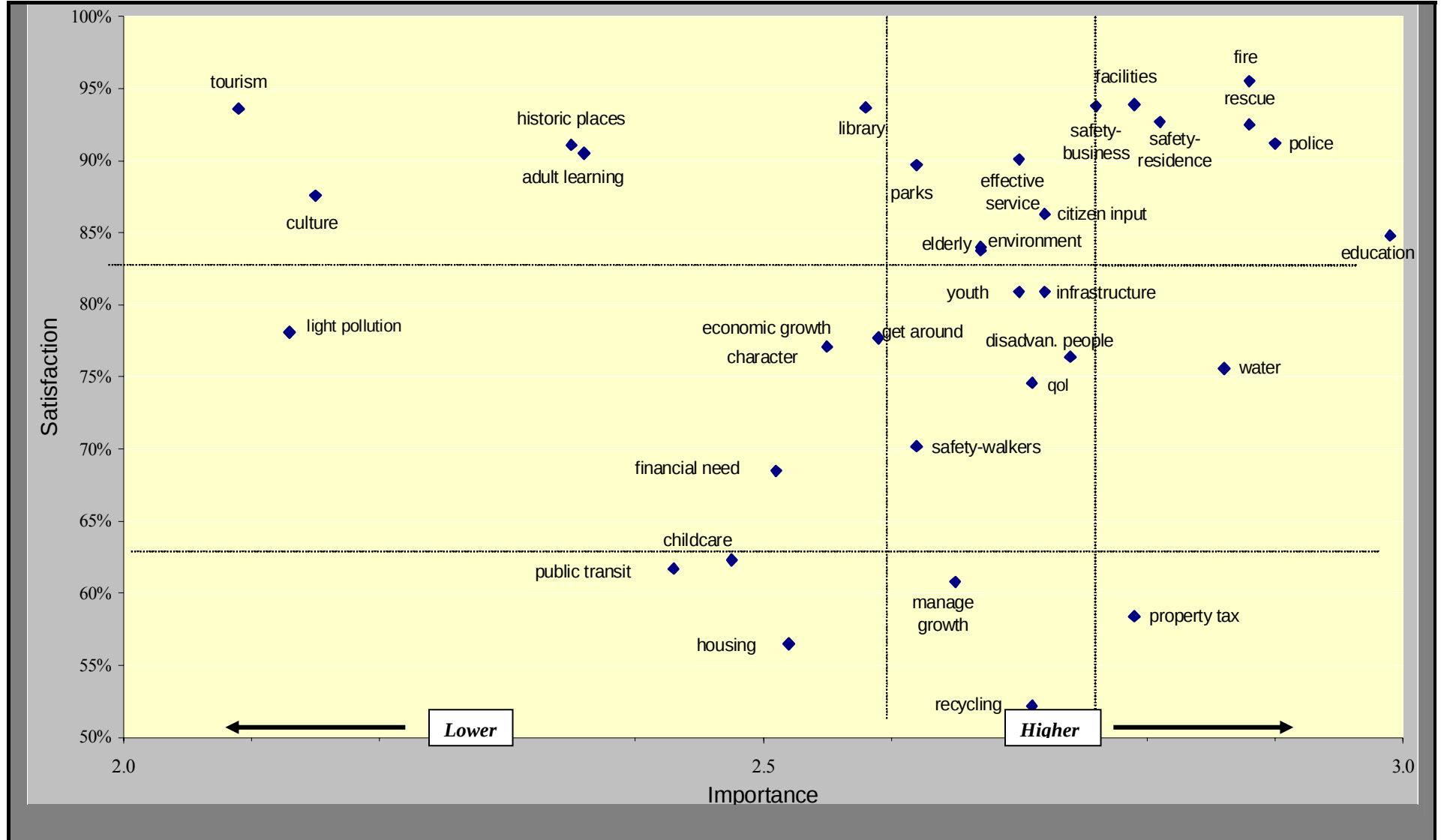


Table III-16 is a priority matrix illustrating Figure III-1 in another way. Items rated as very important but low in satisfaction would represent areas of high priority. One item dropped into this critical category this year. The assessment of property taxes, previously in the area indicating highly important to residents and moderate in satisfaction, has fallen in residents' perception of how satisfied they are with it. The item in this category would suggest an area of immediate concern to the County administration.

The County may also feel that it is important to address items with high levels of importance and moderate satisfaction ratings. This year, most items that had previously been in this category have moved into other, less pressing areas. Only the preservation of water resources remains.

The County is doing quite well with seven areas where residents feel the service is very important and service satisfaction is high. These include fire, police and emergency rescue services, as

well as safety at or near residences and safety at or near business. This category also includes education but, as seen in Figure III-1, ratings put it close to the area that would indicate a more moderate level of satisfaction.

Services that respondents rated as low in importance and low in satisfaction are the County's efforts to promote development of affordable housing, support affordable child care and efforts to ease public transportation. It should be noted that, while some services did not attain high importance ratings with the general population, certainly for some residents those items are of great importance and should not be put aside.

Figure III-2 on the next page shows the items grouped by importance/satisfaction categories, listing both the key word used in Figure III-1 and the more complete wording for the item as it appeared in the survey.

Table III-16: Priority Matrix (Importance and Satisfaction Rating)

SATISFACTION (% "very" & "somewhat" satisfied)	IMPORTANCE			
		High	Medium	Low
	High	• Education • Police • Rescue • Fire • Safety: Residence • Safety: Business • Facilities	• Citizen input • Parks • Elderly • Effective service • Environment	• Historic places • Tourism • Culture • Adult learning • Library
	Medium	• Water	• Youth • Disadvantaged people • Infrastructure • Safety: Walkers • Quality of Life	• Economic growth • Financial need • Get around • Rural Character • Light pollution
	Low	• Property tax	• Manage growth • Recycling	• Affordable Housing • Public transit • Childcare

Figure III-2: List of Services in Satisfaction/Importance Categories

High Importance/High Satisfaction

<i>Keyword</i>	<i>Service</i>
Rescue	Provide emergency rescue services
Fire	Provide fire protection
Facilities	Provide needed public facilities
Police	Provide police protection
Education	Provide quality education for school children
Safety-Residence	Ensure safety at or near residence
Safety-Business	Ensure safety in business area

Moderate Importance / High Satisfaction

<i>Keyword</i>	<i>Service</i>
Citizen Input	Providing opportunities for citizen input
Parks	Provide parks and recreation space
Elderly	Provide programs to help elderly population
Effective Service	Efforts in providing effective service to our customers
Environment	Protect natural resources and environment

Low Importance / High Satisfaction

<i>Keyword</i>	<i>Service</i>
Historic Places	Preserve historic buildings and places
Tourism	Promoting tourism in our area
Culture	Supporting cultural and entertainment opportunities
Adult Learning	Providing learning opportunities for adults
Library	Provide library services

Low-Moderate Importance / Low Satisfaction

<i>Keyword</i>	<i>Service</i>
Manage Growth	Manage growth in the County
Housing	Promote development of affordable housing
Public Transit	Make it easy to use public transportation
Recycling	Providing recycling services
Childcare	Supporting affordable child care

High Importance / Moderate Satisfaction

<i>Keyword</i>	<i>Service</i>
Water	protect water resources

High Importance/ Low Satisfaction

<i>Keyword</i>	<i>Service</i>
Property Tax	Providing fair property tax assessments

Moderate Importance / Moderate Satisfaction

<i>Keyword</i>	<i>Service</i>
Youth	Efforts in supporting programs for youth
Disadvantaged People	Efforts in providing services to disadvantaged people
Infrastructure	Provide needed infrastructure
Safety-Walkers	Ensure safety for walkers and bicyclists
Quality of Life	Maintain QOL dealing with growth and development

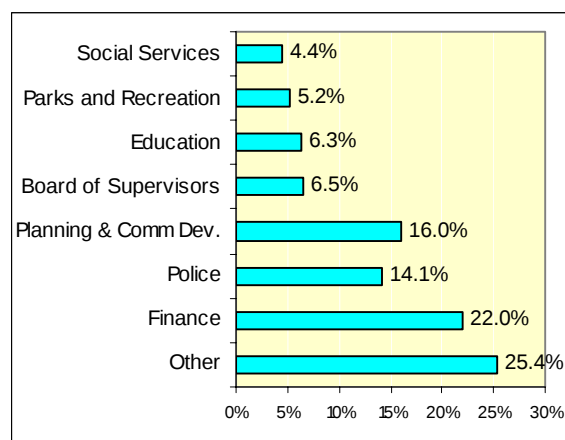
Low Importance / Moderate Satisfaction

<i>Keyword</i>	<i>Service</i>
Economic Growth	Assure economic growth and job opportunities
Financial Need	Efforts in providing support for people in financial need
Get Around	Make it easy to get around by car
Character	Protect County's rural character
Light Pollution	Regulate outdoor lighting to reduce light pollution & glare

IV Communication with the County

During the past 12 months, 38.0% of respondents contacted the County government. Figure IV-1 illustrates the departments contacted and the number of respondents who said they had contacted the department. Items not specifically on the list of options for the interviewers, which were noted under “Other,” were named more often than departments that were on the list. The Finance Department was contacted by respondents twenty-two percent of the time. In 2008, respondents contacted the finance department more often than the police department, which is the reverse of reports in 2006. Respondents who contacted Planning and Community Development decreased in 2008 (16.0%) from the 23.7 percent noted in 2006.

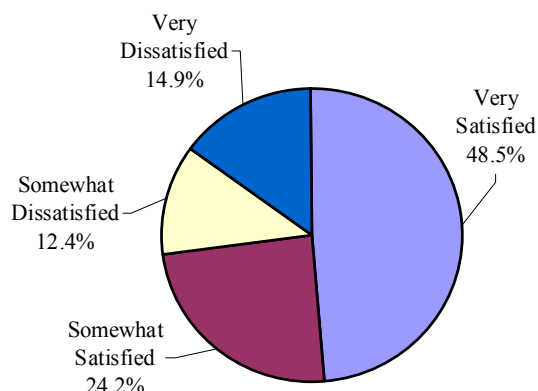
Figure IV-1: Albemarle County Department Contacted During the Past 12 Months



Overall Satisfaction with Contact Experience

Residents who contacted the County during the past 12 months were asked how satisfied they were overall with their experience. Most indicated they were quite satisfied with their experience. The total, 72.7 percent, indicating that they were either very or somewhat satisfied is less than in 2006 (77.3%), but the difference is not significant. Figure IV-2 illustrates the percentage of residents who indicated each level of satisfaction.

Figure IV-2: Overall Satisfaction with Contact



Nearly eighty percent (79.0%) of residents said they were satisfied with the County efforts to keep them informed about County government programs and services. That was not a real change from the 78.5% reported in 2006.

Electronic Information Use

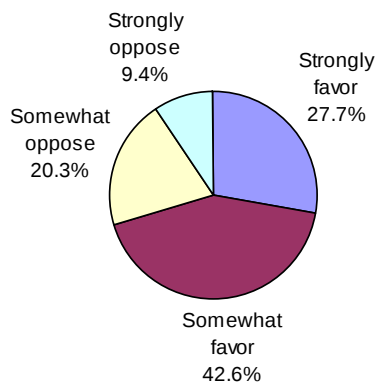
Albemarle County's website at www.albemarle.org provides access to County information and services. Nearly 88 percent of respondents had access to the Internet; of those, 66.5 percent have visited the site. Of those who have used the website, one of ten respondents has visited the website more than weekly. More than two-thirds (68.6%) indicated they have used it a few times a year.

The County also sends out periodic news, announcements, and event updates through an e-news service called A-mail. Of those who regularly send and receive email (89%), only 14.6 percent of respondents were aware of A-mail's existence. However, 42.1 percent of those who were aware of the service were signed up to receive the emails.

V Transportation Funding

Questions directly related to transportation funding issues in Albemarle County are increasingly important as decisions on how to handle the costs of development and maintenance must be made. The series on transportation began by reminding respondents that transportation is a State responsibility but money has declined substantially over the past decade. They were then asked if they would strongly favor, somewhat favor, somewhat oppose, or strongly oppose the County spending more County tax money on roads.

Figure V-1: County Spending for Roads



Over seventy percent say (70.3%) they favor spending more County tax money on roads. Those who favored increased spending on roads were asked a follow-up question: “Are you willing to pay an increase in taxes to fund transportation? Nearly sixty percent (58.2%) of these respondents said ‘Yes’ or ‘Yes-depends.’ “Yes, depends” was used as a category by the interviewers for those cases where the respondent might support the idea, but with qualifications. It was not offered as a response choice but coded from the response given. It comprised less than ten percent (9.4%) of those in favor of the measure. Interviewers also recorded the comments made by the respondents. The text of those comments is provided in Appendix F (bound separately).

Level of education was very significant to these responses. Those with a high school education or less (32.2%) were much less likely to be willing to pay an increase in taxes to fund

transportation than those with higher levels of education. The more education, the more likely the respondent was to agree to this idea (57.4% for those with some college to almost 85% for those with an advanced degree).

Older respondents (50 and older) and those 26 – 37 years old were significantly more willing to favor this spending than other age groups. Those in suburban areas (78.5%) were also more willing than those in more rural areas. Race, gender, type of dwelling or home ownership did not seem to make a difference.

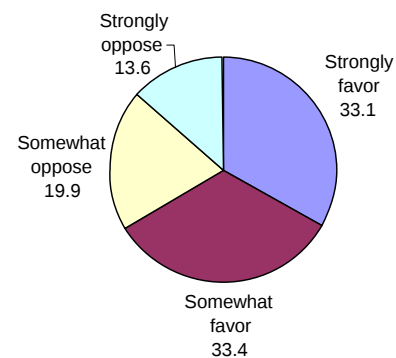
In addition to asking if respondents were willing to have the County spend more tax money on roads, they were asked the same question in relation to bike paths and sidewalks. About two-thirds (66.5%) were in favor of the County spending more County tax money on them.

Younger respondents were less in favor of increased spending on bike paths and sidewalks (47.5%) than were some what older respondents of 26-37 (77.2%) and those 50-64 years old (70.3%). Those with less education, high school graduate or less, were less likely to support spending for bike paths and sidewalks and were less likely to favor an increase in taxes to fund transportation expenditures.

Races other than Blacks or Whites were significantly more likely to be willing to increase taxes for bikeways and sidewalks.

As might be expected, suburban dwellers (74.7%) favored increased spending for bike paths and sidewalks more often than did those out in the country (60.4%).

Figure V-2: County Spending for Bike Paths



Respondents were also asked if they had ridden a local bus in the last 12 months. Local buses would include Charlottesville Transit System, University and JAUNT buses. Just over a quarter of them (26.6%) said yes to that query.

Those who chose to identify with a race other than White (25.2%) or Black (28.8%) are more likely to have ridden a bus in the last year (50.9%). The difference is statistically significant only when other races are compared to Whites.

Younger people, especially those under 26 (46.8%) are more likely to have ridden a bus than those 50-64 (21.8%) and those 65 or older (14.1%). Those with children under the age of 18 were more likely to have used the bus (36.8%) than others (20.6%). Those residents who had lived in Albemarle County fewer than 11 years were also more likely to have ridden a bus.

Although geography did not seem to play a significant role in differentiating groups of residents, urbanicity was significant. Those living close to the city (41.7%) rode the bus more often than those living in more suburban areas (26.1%), rural areas (21.4%) or out in the country (16.9%). The type of home also played a role, with apartment dwellers (44.5%) more likely to ride the bus than respondents from single family homes (22.3%).

VI Growth, Development and Taxes

Development Areas

In an attempt to manage the growth within Albemarle County, the local government has developed policies designed to concentrate growth in areas designated for urbanization so as to preserve rural areas and the unique character of the region. These growth areas are located primarily around the city of Charlottesville, Route 29 north to the airport, Crozet, and the area of Rivanna (which includes the Glenmore subdivision).

To evaluate the general population's opinion about these growth management policies, residents of Albemarle County were asked:

“While the County can’t stop growth, it can take measures to manage it. County policy attempts to concentrate growth in areas designated for growth and increased services. Do you favor or oppose efforts to direct growth into these areas of the County while restricting development in the rural areas?”

The policy was worded in two different ways in 2006 in order to determine whether the label given to the designated areas would affect citizen support. Since no appreciable difference was found, the present wording of the question was adopted. Ratings for these growth questions are presented in Table VI-1.

Table VI-1: Support for Growth Policies

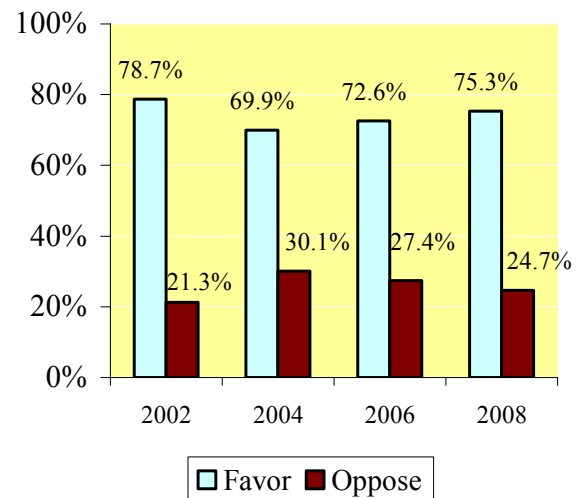
	% Favor Strongly	% Favor Somewhat or Strongly
Direct growth into areas of growth and increased services	42.3	75.3

Young adults between 26-37 years old (92.8%) favored this concept more than did those either in younger or older groups. Those 65 or older (81.4%) were also more likely to favor it than those 18-25 (54.9%) or those 50-64 (69.1%).

Those with the least education, a high school diploma or less, were the least likely to support the idea of directed growth (57.0%).

There were no significant differences between groups on this question based on geographic location, income, length of residence, marital status or race.

Figure VI-1: Opinion about Development Areas in Albemarle by Survey Year



Albemarle County residents are concerned with growth issues. Although (as seen earlier) they are less satisfied with efforts to manage growth in general, there is broad support for this specific policy of directing growth to designated areas.

Coordinated Development

New questions this year targeted satisfaction with residential and business development and how it is integrated into transportation systems and with the locations of public facilities. The two questions appear below, both using the same introduction.

“How satisfied are you with the way that residential and business development is coordinated with the...”

(1) transportation and road systems?

(2) locations of community facilities, such as police and fire stations, libraries, schools, and parks?”

Figure VI-2 shows that residents are more satisfied with how development is coordinated with community facilities (84.5%) than with transportation systems (62.2%).

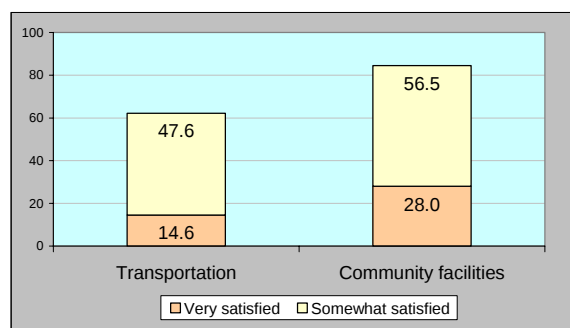
At 100 percent satisfied, younger respondents, those 18-25, were significantly more satisfied with the coordination of development with transportation and roads than were all other age groups. Those between 50 and 64 were the least satisfied at 44.4 percent. Those with less education, a four year degree or less, were significantly more likely to be satisfied with both kinds of coordination.

Respondents who described themselves as Black were more likely to be satisfied with the way development is coordinated with transportation (82%) and with community facilities (94.4%) than were Whites.

Those from urban areas (92.4%) were significantly more likely to be satisfied with the coordination of development with community facilities than those from more rural areas (79.7%), but there was no significant difference between areas noted for other growth issues covered in this section.

Those who rent their homes were also more likely to be very or somewhat satisfied with the coordination of both transportation (84.6%) and community facilities (90.7%) with residential development than homeowners (51.0% and 81.0%) respectively).

Figure VI-2: Coordinated Development

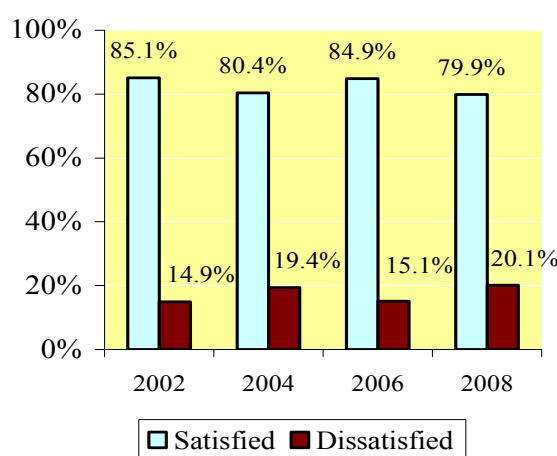


Overall Value of Tax Dollars

After rating the previous items for importance and satisfaction, respondents were asked about the relationship between taxes and services in

general. Residents continue to be satisfied with the job that the County of Albemarle is doing in giving them value for their tax dollars, with 79.9 percent reporting that they are satisfied (as shown in Figure VI-3). This is a statistically significant drop in overall satisfaction from the level (84.9%) reported in 2006. Just over a fifth (20.2%) reported being very satisfied, and an additional 59.7 percent said they were somewhat satisfied with how their County tax dollars are spent.

Figure VI-3: Value of Tax Dollars by Year



Those respondents who report that they live in urban (86.4%) and suburban areas (82.9%) report higher levels of satisfaction than those from the country (74.1%).

Those who rent were also more satisfied (86.9%) than those who own their own homes (76.9%).

Citizens of Albemarle County were also asked:

“Considering all the County services on the one hand and taxes on the other, which of the following statements comes closest to your view:

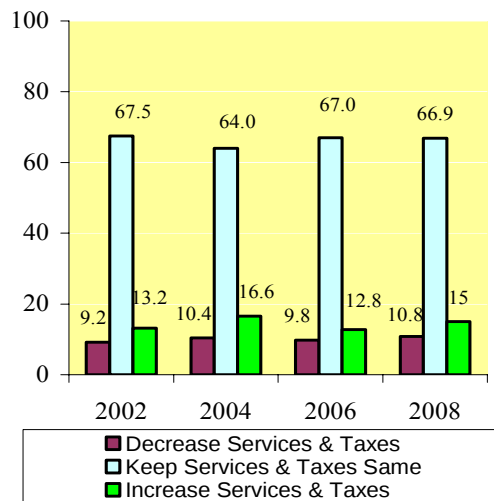
The County should decrease services and taxes;

The County should keep taxes and services about where they are; or

The County should increase services and taxes.”

As seen in Figure VI-4 Albemarle County residents continue overwhelmingly to support the *status quo* on this issue. More than two-thirds (66.9%) favored the second alternative, keeping taxes and services about where they are. Of those who favored change, more citizens support increasing taxes and services (15.0%) than decreasing them (10.8%). As expected, some citizens volunteered other alternatives: increasing services but keeping taxes where they are (2.0%), increasing services while decreasing taxes (2.0%), keeping services where they are but decreasing taxes (1.1%) or one of many other suggestions (2.1%). These percentages are similar to and not significantly different from those reported in 2006.

Figure VI-4: Level of Taxes and Services

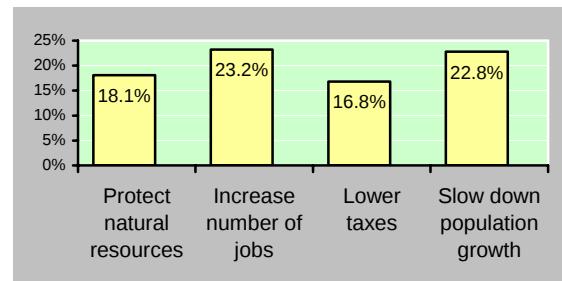


Four Priorities

In discussions with Board members, particular priorities became evident. In this time of limited resources, it becomes even more important to be responsive to the wishes of County residents. The following question was developed to try to improve the County's understanding of the most desirable policy priorities.

“Some people have mentioned the following four things as most important for the County government to do at this time. Please tell me which one of these four would be the most important priority to you, or would you say something else? Would you say protect natural resources, increase the number of jobs, lower taxes, or slow down population growth?”

Figure VI-5: Four Spending Priorities



This graph makes it evident that priorities are divided roughly equally among the four choices, to protect natural resources, to increase the number of jobs, to lower taxes or to slow down population growth. Nineteen percent of respondents did offer other choices, representing an assortment of ideas. Those options were recorded and are available as a listing in Appendix F under separate cover.

VII Public Education

Questions related to education appeared throughout the questionnaire. Questions on resident's perceptions of importance and satisfaction are brought together here with other questions on type of school attended, satisfaction with the quality of public school education, preparation for college and jobs, and the efficiency of the Albemarle County School Board.

Quality of Education

Respondents were asked about the importance they would assign to County efforts to either *devote resources* or to *spend tax dollars* to provide a quality education to school children. As already noted in Chapter III Importance and Satisfaction of Service Items, importance ratings were very high, (99.0% & 95.3%) earning education the top spot among the items ranked. Satisfaction was also high, though its ratings were more moderate (84.8%).

One hundred percent of Blacks responding to the importance of *spending tax dollars* considered it very important. One hundred percent of those living in an apartment also considered *spending tax dollars* on quality education to be very important, statistically higher than Whites (95.4%) or those in a single family home (94.0%).

On this question there was no statistically significant difference in satisfaction rating between those who reported children under 18 in the household (85.9%) and those who did not (83.0%). The rating was not a significant drop from that earned in 2006 (88.0%).

Respondents with children who currently attend Albemarle County Public Schools were asked how satisfied they are with the quality of education that their children are receiving.

This question comes later in the survey, and specifically invokes the respondents own children and the quality of their education, as opposed to the County's efforts to provide a quality education. Parents report high levels of satisfaction with the quality of the education their children are getting, nearly ninety-two percent (91.8%). The rating combines somewhat

and very satisfied responses and is nearly the same as the rating of 92.4% in 2006.

Sixty-five percent of children of all ages in the County attend Albemarle County Public Schools. This level remains steady compared with the sixty-seven percent who were in public schools two years ago. Nearly forty percent of those interviewed had at least one child under 18 years of age.

Selected questions that were included in the Commonwealth Education Poll, administered statewide on behalf of the Commonwealth Educational Policy Institute at Virginia Commonwealth University, were added to the Albemarle survey this year to obtain data specific to the Albemarle County area.

Respondents were asked if public schools in the Albemarle community had gotten better, gotten worse or stayed the same in the last five years. Other questions focused on whether skills for getting a job and for pursuing a college degree have gotten better, worse or stayed the same.

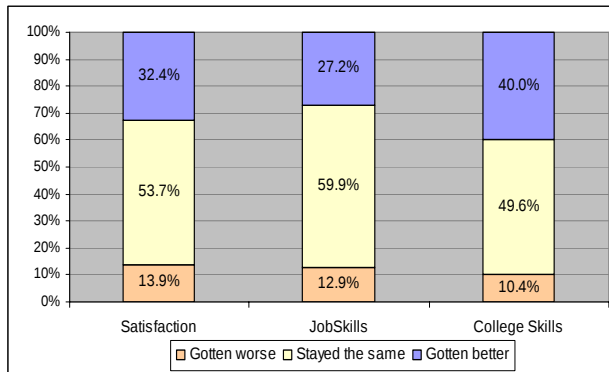
The graph in Figure VII-1 illustrates the responses to the three questions. Effort was made to replicate the state-wide model as much as possible. These questions were presented to just over 300 randomly selected adults, without regard to whether or not they had children.

The margin of error obtained when analyzing questions that were not asked of all respondents is larger; in this case falling in a range of ± 5.57 percentage points of what would have been obtained had every household in the County with a working telephone been interviewed.

About one third of respondents (32.4%) thought that schools in Albemarle had gotten better in the last five years.

Forty percent of those asked said they thought the schools had gotten better in the last five years at providing the skills needed for pursuing a four year college degree. Fewer (27.2%) thought the schools had gotten better at providing skills that would be useful in obtaining a job. For all three questions, roughly half of respondents thought the schools had stayed the same.

Figure VII-1: School Performance



also more likely to agree with that statement than those who report living in other areas.

Those who say they live out in the country were more likely to agree that the schools have gotten better at providing skills for getting a job over the past five years (34.9%) over those who say they live in a rural village (17.4%).

Respondents who reported being either Black or White were significantly more likely to also report that Albemarle County schools had gotten better in the last five years than those of other races. Blacks were more likely to think that schools had gotten better at providing skills to get a job (55.5%) than either Whites or those of other races.

The same 300 randomly selected adults were asked:

Over the past five years, do you believe the Albemarle County School Board's actions have increased the efficiency of school operations?

Just under half (47.1%) of those who responded to the question said yes, but a sizable number (31.4%) of those asked stated they were not able to offer an answer.

Those who were significantly more likely to think that school board actions had increased efficiency included respondents making less than \$35,000 (70.9%), apartment dwellers (73.2%) and Blacks (79.8%) compared to those with a higher income, home owners or those of other races.

Those who reported living in an urban area (60.1%) and those in the country (50.9%) were

VIII Other Topics

Several other topics were included in this year's survey. Recycling, affordable housing and calls to 911 are covered in the following section.

Recycling Services

A listed item referencing recycling was included in the Albemarle Citizen Satisfaction Survey this year and in 2006. Since then, neither importance or satisfaction ratings have changed significantly, but the item has become the lowest ranked in satisfaction.

Table VIII-1: Recycling Services

	Importance (Very)		Satisfaction (Very & Somewhat)
	Devote Resources	Spend Tax \$	
Provide recycling services	74.6%	66.9%	52.2%

This year's questionnaire featured an item directly aimed at the specifics of recycling, including the extra cost.

Currently trash haulers in the County are required to pick up newspapers at the curb for recycling. Some residents have asked for a County-side increase in the level of curbside recycling, to pick up other materials like metal cans, glass, cardboard, and plastics. Would you favor or oppose such an increase in recycling service, if it cost every household a few dollars more per month?

In addition to the relatively long introduction for the question, interviewers would provide the following additional information if needed.

The cost would be on all households in the County, whether or not they actually recycle. The cost is estimated at between \$5 and \$10 a month, added to your trash haulers bill.

More than two-thirds (67.3%) would support the proposed increase in recycling when those who

strongly favor (48.2%) are combined with those who say they would somewhat favor the proposal. Nearly 20 percent (19.5%) strongly opposed the idea.

Women were more likely to favor the idea of increased recycling services (72.7%) than men (61.7%). Renters were more likely to favor increased recycling (79.6%) than those who own (63.5%). Those with children under the age of 18 supported the proposed increase (76.9%) more often than did others (59.9%).

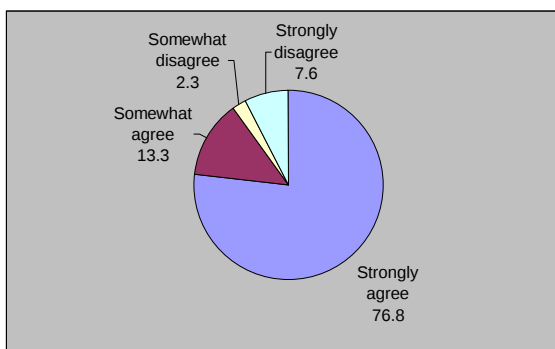
911 Emergency Calls

A quarter of respondents to this survey had dialed 911 in the past 12 months. More than half (53.8%) of them had called for emergency services. Another 38.9 percent called for police services and the remaining 7.3 percent requested fire protection services. Almost 96 percent (95.6%) of those calling said they were either very or somewhat satisfied with the service they received from the 911 operator.

Those who called for assistance were asked:

Given where you live in the County, would you agree that assistance arrived within a reasonable time?

Figure VIII-1: Reasonable Time to Arrive on Scene



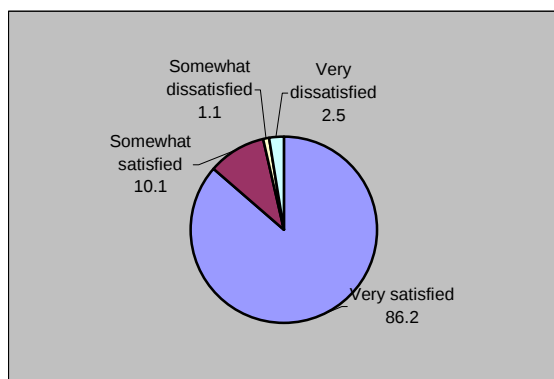
Over 90 percent (90.1%) of respondents agreed that the time to arrive was reasonable. Those who report living in suburban areas or rural villages were more likely to agree (96.2% and 95.9%) than those in more urban areas, as well as those more out in the country.

Those who had called 911 in the last 12 months were also asked if they had been satisfied with

the service provided at the scene. Those who had called 911 were well satisfied with the service they received, with 86.2 percent very satisfied and an additional 10.1 percent somewhat satisfied.

With overall satisfaction at just over 96 percent (96.3) of respondents, ratings are already very high. But fully 100% of Blacks who were asked reported being “somewhat” or “very satisfied” with the service they received, which is statistically higher than Whites (95.6%).

Figure VIII-2: Satisfied with Assistance

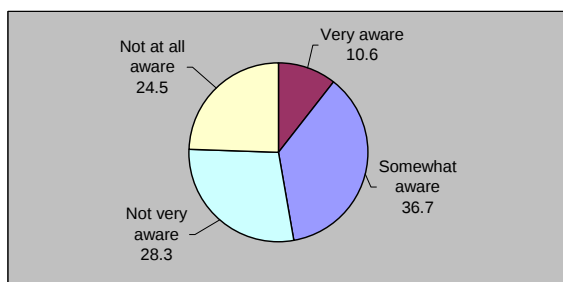


No significant differences were found for these questions on 911 services based on gender, age, income, length of residence in the County or whether there are children in the household.

Affordable Housing

Not quite half of respondents (47.3%) said that they are aware of the County’s affordable housing initiatives.

Figure VIII-3: Awareness of County’s Affordable Housing Initiatives

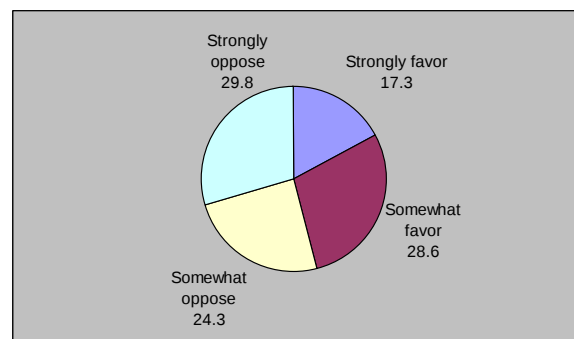


Blacks were significantly more likely to report awareness of affordable housing initiatives (66.3%) than Whites (45.5%).

Respondents were reminded that the County currently provides approximately \$1.2 million dollars for housing on an annual basis. Then they were asked if they would favor or oppose an increase in property taxes that would be dedicated to increasing funding for affordable housing programs.

As shown in Figure VIII-4 almost 46 percent favored the idea, while a majority of respondents were opposed. About two-thirds (61.8%) of those between 26 and 37 years old would favor the increase in property taxes. Single respondents, including those widowed, divorced or separated, (62%) are significantly more likely to favor an increase in taxes for housing programs over married respondents. Those making less than \$35,000 were also more likely to favor the idea of increased taxes for affordable housing initiatives than those with an income between \$75,000 and \$99,999 (35.4%).

Figure VIII-4: Funding for Affordable Housing



Both Blacks (50.6%) and Whites (48.3%) were significantly more in favor of an increase in taxes for housing programs than those of other races (21.0%).

IX Concluding Summary

This report attempts to summarize a wealth of information provided by Albemarle County residents. Respondents talked openly with CSR interviewers and provided information that can be used to guide County decisions in key areas. The survey served to reconfirm residents' perception of the quality of life in Albemarle County. In addition, specific questions evaluated the importance of a number of County efforts and how satisfied residents were with those efforts. Opinions on some issues were solicited again, such as the way in which the County is managing growth and value for tax dollars, along with further investigation into several other proposals, like recycling, transportation and affordable housing initiatives. Since the survey has been replicated over a series of years, it was possible to measure change over time for key indicators.

The survey took into account the increasing use of cell phones and this year began contacting respondents both through the traditional landline telephone and through cell phones. The impact of increased representation of cell users was noticeable. The effects of this methodology are explored in Chapter III, Importance and Satisfaction of Service Items and in Appendix E Item Comparison between 2006 and 2008.

Quality of Life

As in previous surveys, it is very clear that Albemarle residents are pleased with the County on the whole. When rating quality of life in the County on a scale of 1 to 10, the mean score was 8.01. This number does not differ significantly from previous scores when citizens rated the County highly.

Importance of Services

Albemarle County services are, in general, very important to its residents. To test the effects of question wording on the overall results captured by a question, a wording experiment was introduced to existing questions that asked about the relative importance residents would give to specific services. Half of respondents were asked about the importance of *spending tax dollars* where others were asked about the importance of *devoting resources* to the item.

Residents were asked to rate the importance of 34 items. Providing quality public education for school children received the highest rating of all the listed items, using either wording. Police and fire protection, as well as water resources, followed closely.

When the alternate wording referencing tax dollars was used, respondents added the fair assessment of property taxes to those rated most important.

Neither preservation of historic buildings nor a new question about glare in the night sky were highly ranked, even when the questions were asked in different ways.

Support for cultural and entertainment opportunities and promotion of tourism in the area had the least priority rating, using either wording.

For most items, higher importance was given to "*devote resources*" than to "tax dollars", but the item's relative placement on the priority listing was similar.

Changes in Importance

For the importance questions, this year's results were compared to the 2006, 2004, 2002 and 1994 results. It must be noted that comparisons are only valid when wording remains the same, so comparisons with 2006 were only done for the 2008 sample segment that was asked about importance of devoting resources to the item.

Four items have been tracked since 1994: Of these, only the effort to provide parks and recreation has changed significantly, showing an increased perception of importance in 2006 that has remained in 2008. (see Table III-3).

Ensuring safety at or near your residence has increased significantly to almost 84 percent.

Fourteen of the thirty-three items rated in 2006 have seen a statistically significant drop in importance since that time. Most notably, with decreases more than 12 percent, they are:

- Maintain quality of life while dealing with growth and develop
- Protect and preserve the County's rural character

- Provide effective service to residents

Satisfaction with Services

Nearly eighty percent (79.0 %) of residents said they were satisfied with County efforts to keep them informed about County government programs and services. That was not a real change from the level (78.5%) reported in 2006.

Over 95 percent of respondents reported some level of satisfaction with fire protection, making it the service with the highest level of satisfaction. After that, filling out the top five items that respondents indicated the most satisfaction with were public facilities, safety in business areas, tourism and library services.

Efforts to manage growth, promote affordable housing, and provide recycling services had the lowest satisfaction ratings.

Changes in Satisfaction

Of the 2008 list of 34 satisfaction items, only one, protect and preserve the County's rural character, shows a statistically significant increase over 2006. Others though, have been able to maintain or improve on advances made in 2006.

- Protect natural resources and the environment
- Provide needed infrastructure
- Assure economic growth and job opportunities
- Make it easy to get around by car
- Protect and preserve County's rural character
- Protect water resources
- Ensure safety for walkers and bicyclists
- Make it easy to get around by public transportation

Two items have dropped in rating: emergency rescue services, and fair property tax assessments.

Priority Areas and Areas of Strength

As noted, the survey asked respondents to rate each service item on both how important County

efforts are for that item and how satisfied they are with it. When these dimensions are considered jointly, areas of strength for the County become evident, as do areas that might be seen as high-priority candidates for improvement efforts.

The County's areas of strength (high importance and high satisfaction) include several public safety services as well as education. The County's efforts to protect water resources fall in an area of high importance that received more moderate satisfaction ratings.

In addition, the County's efforts at managing growth and providing recycling services received low satisfaction scores and moderately high importance ratings.

Previously in the area of high importance and moderate satisfaction, the provision of fair property taxes has fallen into the critical area where citizens view it as highly important, but low in perceived satisfaction.

Respondents report high satisfaction with tourism and cultural and entertainment opportunities, but they do not attach as much importance to them as with other items.

Transportation Funding

Questions directly related to transportation funding issues in Albemarle County were asked. The series began by reminding respondents that transportation is a State responsibility but money has declined substantially over the past decade. Respondents were then asked if they would strongly favor, somewhat favor, somewhat oppose, or strongly oppose the County spending more County tax money on roads.

Those who favored increased spending on roads (70.3%) were asked if they would be willing to pay an increase in taxes to fund transportation and of these, nearly sixty percent (58.2%) would agree.

Education

Nearly ninety-two percent (91.8%) are at least somewhat satisfied with the quality of the education their children are getting. This question was only asked of those with a child in school.

Nearly forty percent of those interviewed had at least one child under 18 years of age.

Respondents were asked if public schools in the Albemarle community had gotten better, gotten worse or stayed the same in the last five years. About one third thought they had gotten better. Forty percent of those asked said they thought the schools had gotten better at providing the skills needed for pursuing a four year college degree. Fewer (27.2%) thought the schools had gotten better at providing skills that would be useful in obtaining a job.

Recycling Services

A service item referencing recycling has been part of the Albemarle Citizen Satisfaction Survey since 2006. It has seen a slight increase since then, from 72.6% to 74.6%, in the importance people give it, but it is the lowest ranked in satisfaction.

A question directly aimed at the specifics of recycling, including the extra cost, was featured in this year's questionnaire. Almost half of those asked (48.2%) strongly favored the proposed increase in recycling. More than two-thirds (67.3%) were in support when these are taken together with those who said they would somewhat favor it. Nearly 20 percent (19.5%) were strongly opposed to the idea.

Value for the Tax Dollars

Respondents were asked about the relationship between taxes and services in general. Residents continue to be satisfied with the job the County of Albemarle is doing in giving them value for their tax dollars, with nearly 80 percent (79.9%) reporting that they are satisfied. Although this is a significant drop since 2006 (84.9%), those reported being very satisfied increased from 15% to just over a fifth (20.2%).

Conclusion

Overall, residents of Albemarle County are well satisfied with the services they receive. As indicated earlier, the reasons for citizens satisfaction with any particular service relates not merely to its actual quality, but also to their expectations of its quality, or to their own informal cost-benefit analysis regarding the usefulness of a given service to them. These factors are subject to change as people's life circumstances and expectations change. In addition, a citizen satisfaction survey is only one of many possible indicators of the actual quality of the work a public agency is doing, and the findings must, of course, be weighed against other objective and qualitative indicators of quality when policy and resource allocation decisions are made.

Albemarle County certainly can take continuing pride in the high levels of satisfaction its residents have indicated toward most County government services and programs. Further, the County should be proud of general improvements in citizen satisfaction levels, overall and with several specific areas, since 1994, the first year the survey was conducted. The Center for Survey Research presents these survey results with the hope that they will be of help to decision-makers and citizens as they work toward continuous improvement of public services and programs for the people of Albemarle County.

Appendix A: Questionnaire

Albemarle County 2008 Citizen Survey Questionnaire¹

INTRO SECTION FOR LISTED AND RDD SAMPLES

{Q: INTRO}

Hello. I'm calling from the University of Virginia. Albemarle County has asked us to conduct a survey to find out how satisfied people are with the services that it provides. Your household was selected at random to be part of our sample.

[IF CELLPHONE SAMPE]

Your cellphone number was randomly selected to be part of our sample this year.

If you are currently doing any activity that requires your full attention, I need to call you back at a later time.

[IF FINISHING INCOMPLETE SURVEY] Hello. My name is _____. I'm calling from the University of Virginia. The Albemarle County Govt has asked us to conduct a survey and we had made an appointment with someone in your home but were unable to complete the survey at that time. Would this be a good time to finish up the questions?

{Q: INTRO2}

My name is _____ and it will take me only a minute to select an adult from your household to participate in the survey.

if you would prefer, I would be happy to call you back on a landline phone to conduct this interview at a time that is convenient for you. Qualified respondents will receive a \$10 gift certificate from a local vendor for answering our questions.

IF NEC: The County uses this input from its residents to improve the programs and services that are available.

- 1 GO ON
- 2 CALL BACK
- 9 REFUSED

IV: IF NECESSARY - We're calling from the University of Virginia Center for Survey Research on behalf of Albemarle County. We're not selling anything. We're conducting a survey of Albemarle residents which we do every other year for the County.

IV: IF ASKED, DO NOT SUGGEST EXAMPLES OF SERVICES, YOU MAY SAY:

All the things the County spends its money on that benefit its residents.

INTERVIEWER: PRESS '1' TO GO ON, OR CTRL-END FOR DISPOSITION OR CALLBACK

1 The survey script is reproduced in abbreviated form. Question wording, instructions, and key definitions are reproduced in full from the actual computer-aided script used in interviewing. The sequence of questions follows the order in which they are presented to the respondent. Only responses in lower case were read by the interviewer, while responses in upper case were not read.

{Q: ADULTRES}

First, I need to confirm that you are at least 18 years old, and that you live at the residence I am calling. [IF NECESSARY SAY: Your answers are confidential, and we don't use anybody's name.]

- 1 R IS RESIDENT ADULT, PROCEED
- 2 R IS NOT RESIDENT OR ADULT, WE NEED TO GET ONE
- 3 REFUSED

{Q: ADCOME}

If R is not resident or adult in INTRO2, ASK

Can you ask someone 18 or older who lives in your house to come to the phone?

- 1 YES, ASKING RESIDENT ADULT TO COME TO THE PHONE
- 2 NO, CAN'T ASK RESIDENT ADULT TO COME TO THE PHONE
- 3 REFUSES TO ASK RESIDENT ADULT TO COME TO PHONE

{Q: ADCALLBK}

If "No" to ADCOME, ASK

Would it be possible to reach an adult at another time?

- 1 YES, SCHEDULE CALLBACK
- 2 NO (OR NOT SURE), ADULT NOT AVAILABLE DURING STUDY PERIOD
- 3 REFUSED

{Q: REINTRO}

Hello, My name is _____, and from the Center for Survey Research at the University of Virginia. Albemarle County has asked us to survey residents to learn how satisfied you are with county services. Albemarle County will use the results in an effort to improve its services and programs. Your household was selected at random to be part of our sample this time. Would you be willing to help us out by answering a few questions?

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [WON'T NEED NAME]
- 3 R1 REFUSED

{Q: CONFIRM}

I need to confirm that you are a resident of Albemarle County and not in the city of Charlottesville. Do you live in Albemarle County, the City of Charlottesville or some other place? [IF R IS NOT SURE, ASK: To which locality do you pay the property tax on your car or truck?]

- 1 ALBEMARLE COUNTY
- 2 CITY OF CHARLOTTESVILLE
- 3 OTHER
- 9 DK/REFUSED

{Q: HOWMANY}

Okay, I have a few questions that help the computer randomly select someone from your household. [IV: IF NECESSARY - - > If we always interview the person who answers the phone the survey will not accurately reflect the opinions of the whole population. To ensure a valid survey, I need to randomly select an adult in your household to complete the interview with.]

So could you please tell me how many adults 18 and over there are in your household including yourself?

TYPE "99" FOR REFUSED

If there is only 1 person in the household, then skip to A1GO.

If there are 2 persons in the household, then 50% skip to A1GO and the other 50% go on to the next question.

If there are 3 persons in the household, then 33% skip to A1GO and the other 67% go on to the next question.

If there are 4 persons in the household, then 25% skip to A1GO and the other 75% go on to the next question.

And so on.

{Q: LASTBDAY}

The computer has randomly determined that one of the adults other than yourself should be selected for the rest of the interview.

To help us select this person, do you know who has had the most recent birthday among these adults? [IF NECESSARY SAY: I don't mean the youngest person in your house; I mean the last one other than yourself to have had a birthday according to the calendar.]

4 R1 says YES, KNOWS OTHER ADULT HAD MOST RECENT BIRTHDAY

8 R1 SAYS DOESN'T KNOW WHO HAD LAST BIRTHDAY

9 REFUSED TO SAY WHO HAD LAST BIRTHDAY / R1 REFUSES TO CONTINUE

If answer = 1 then skip to R2COME

If answer = 2 then go on to the next question

If answer = 8 or 9 then TERMINATE

[IV: ASKED WHY: - - > If we always interview the person who answers the phone the survey will not accurately reflect the opinions of the whole population. To ensure a valid survey, I need to randomly select an adult in your household to complete the interview with.]

{Q: R2KISH}

If you do not know the person with the most recent birthday, could you tell me the first name of the other adults in the household?

IV: IF RESPONDENT DOESN'T WANT TO TELL YOU THE NAME(S), SAY:

"You can just give me the first letter of their name."

1 R1 SAYS YES

8 R1 DOESN'T KNOW

9 R1 REFUSES TO CONTINUE

[IV: ASKED WHY: - - > If we always interview the person who answers the phone the survey will not accurately reflect the opinions of the whole population. To ensure a valid survey, I need to randomly select an adult in your household to complete the interview with.]

{Q: R2Names}

Now, the computer will randomly select a name from the list of names as you tell them to me.
Please say the names now

INTERVIEWER: HIT 1 EACH TIME A NAME IS SPOKEN OUT

{Q: R1GO}

Okay, let's move on to the rest of the survey, which should take about 18 minutes. I want to remind you that all of your answers are confidential, and you can decline to answer any question at any time. If you have any questions as we go along, please feel free to ask.

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]
- 3 R1 REFUSES

{Q: R2COME}

If LASTBDAY is other adult, ASK

Can you ask that person to come to the phone?

- 1 YES, R1 ASKING R2 TO COME TO PHONE
- 2 NO, CAN'T ASK R2 TO COME TO PHONE
- 3 R1 REFUSES TO ASK PERSON TO COME TO PHONE

{Q: R2CALLBK}

If "No" to R2COME, ASK

Would it be possible to reach this person at another time?

- 1 YES, SCHEDULE CALLBACK
- 2 NO (OR NOT SURE), R2 IS NOT AVAILABLE DURING STUDY PERIOD
- 9 REFUSED

{Q: NEWBDAY}

If "No" to R2CALLBK, ASK

Then I need to interview the adult with the birthday before that. Is that you?

- 1 R1 IS NOW SELECTED, PROCEED
- 2 R2 (OTHER ADULT) IS SELECTED
- 9 REFUSED

{Q: R2INTRO}

Hello. I'm calling from the University of Virginia. Albemarle County has asked us to conduct a survey to find out how satisfied people are with the services that it provides. My name is _____ and your household was selected at random to be part of our sample this time, and then you were selected at random from all the adults in your household to complete the rest of the survey.

If this is a good time, we can get started.

- 1 R2 READY, PROCEED
- 2 R2 CALLBACK [GET NAME OF R2 FOR CALLBACK MESSAGE LINE]
- 3 R2 CAME TO PHONE, BUT REFUSED [WE CANNOT SWITCH BACK TO R1]
- 4 R2 WOULD NOT COME TO PHONE [CANNOT SWITCH BACK TO R1]

IF NEC: The County uses this input from its residents to improve the programs and services that are available.

IV: IF ASKED, DO NOT SUGGEST EXAMPLES OF SERVICES, YOU MAY SAY:

All the things the County spends its money on that benefit its residents.

{Q: R2GO}

Okay, let's move on to the rest of the survey, which should take about 18 minutes. I want to remind you that all of your answers are confidential, and you can decline to answer any question at any time. If you have any questions as we go along, please feel free to ask.

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]
- 3 R1 REFUSES

INTRO SECTON FOR CELL PHONE SAMPLE

{Q: INTRO}*}

Hello. I'm calling from the University of Virginia. Albemarle County has asked us to conduct a survey to find out how satisfied people are with the services that it provides. Your cellphone number was randomly selected to be part of our sample this year. As a token of our thanks, we would like to send you a \$10 gift card. If you are currently doing any activity that requires your full attention, I need to call you back at a later time.

- | | |
|---------------------------------|--------------------------|
| 1 NO ANSWER/TEMP UNAVAIL | 5 IMMEDIATE HANGUP |
| 2 BUSY /NETWORK BUSY | 6 IMMEDIATE REFUSAL |
| 3 ANS MACH/VOICEMAIL/SYSTEM MSG | 7 CALLBACK/CALL LANDLINE |
| 4 BAD NUMBER | 8 GO ON |

[IF FINISHING INCOMPLETE SURVEY]

Hello. My name is _____. I'm calling from the University of Virginia. The Albemarle County Govt has asked us to conduct a survey and we had made an appointment with someone in your home but were unable to complete the survey at that time. Would this be a good time to finish up the questions?

{Q: INTRO2}*

INTERVIEWER: IF NECESSARY - We're calling from the University of Virginia on behalf of Albemarle County. We're not selling anything. We're conducting a survey of Albemarle residents which we do every two years for the County.

{Q: ADULTCEL}*

First, I need to confirm that you are at least 18 years old.

- 1 YES
- 2 NO [TERMINATE]
- 8 DON'T KNOW/REFUSED

[IF NO, OR DON'T KNOW/REFUSED SAY:

Thank you very much, but we are only interviewing persons aged 18 or older at this time.

{Q: CONFIRM}

I need to confirm that you are a resident of Albemarle County and not in the city of Charlottesville. Do you live in Albemarle County or the City of Charlottesville? [IF R IS NOT SURE, ASK: To which locality do you pay your property tax on your car or truck?]

- 1 ALBEMARLE COUNTY
- 2 CITY OF CHARLOTTESVILLE
- 3 OTHER

[If answer is different from Albemarle then TERMINATE]

{Q: CELLLAND}

Are you speaking to me on a cellular phone or on a regular, landline phone located in your home?

[IF NECESSARY SAY: By cellular telephone, we mean a telephone that is mobile and usable outside of your neighborhood.]

- 1 CELL PHONE [GO TO CELLUSE]
- 2 REGULAR OR LANDLINE PHONE [GO TO OWNCELL]
- 3 VOICE OVER IP [VOLUNTEERED] [GO TO OWNCELL]
- 8 DON'T KNOW/REFUSED

IF NECESSARY, PROBE:

"I mean: is the number that I ***reached* a cellular or landline phone?**"

IV: VOICE OVER IP ALSO KNOWN AS VOICE OVER INTERNET PROTOCOL SERVICE OR VOIP RESPONDENT MAY SAY "make calls over internet" OR MENTION "web services such as Skype" TO INDICATED VOIP

IV: HIT F5 TO SEE BOTH NUMBERS IF NUMBER CHANGED.

If CELLAND = 1

{Q: CELLSAFE}

If you are doing something that requires your full attention, then I can call you back later at this number or on a landline phone.

IV: IF PERCEIVE THAT MAY NOT BE CONDITIONS FOR AN INTERVIEW, ASK:

Are you in a position to answer some questions without distraction or in conditions that are comfortable to you?

1 GO ON

2 CALL ME BACK

If CELLAND = 2 or 3

{Q: OWNCELL}*}

Do you also have a cell phone for your personal use?

1 YES

2 NO

9 DON'T KNOW/REFUSED

{Q: CELLUSE}*}

Okay, but just to be clear, is that cell phone used for ...?

1 Personal use only

2 Business use only or [TERMINATE]

3 Personal and business use

4 CALLBACK

8 DON'T KNOW/NOT SURE

9 REFUSED

{Q: HAVELINE}*}

Do you also have a regular telephone at home?

[IF NECESSARY SAY: By regular telephone, we mean a land line telephone]

1 YES

2 NO

3 YES, VOICE OVER INTERNET PROTOCOL SERVICE (VOIP) [VOLUNTEERED]

8 DON'T KNOW/NOT SURE

9 REFUSED

IV: VOICE OVER IP ALSO KNOWN AS VOICE OVER INTERNET PROTOCOL SERVICE OR VOIP
RESPONDENT MAY SAY "make calls over internet" OR MENTION "web services such as Skype" TO
INDICATED VOIP

{Q: SUBDIV}

Do you happen to know the name of the area where you live? [IF NECESSARY—is there a name for your neighborhood, community, subdivision, or apartment complex?]

- 1 YES, R KNOWS A NAME FOR AREA OF ALBEMARLE
- 2 NAMED AREA IS IN CHARLOTTESVILLE
- 3 R GIVES STREET NAME ONLY
- 4 'THERE IS NO NAME FOR THIS NEIGHBORHOOD'
- 5 NO, R DOESN'T KNOW NAME FOR AREA
- 6 NEIGHBORHOOD NAME WAS NOT ON LIST. . . [SPECIFY]
- 7 REFUSED

Thank you. I need to take just a second to look up the code for that neighborhood.

INTERVIEWER: REFER TO POSTED LIST OF NEIGHBORHOOD NAMES, ANSWER # 2
ONLY IF RESPONDENT THINKS THIS IS THE CASE AFTER CHECKING

{Q: SUBDIVCD}

ENTER NEIGHBORHOOD CODE HERE ____ AND PRESS RETURN

PLEASE TYPE 3 NUMBERS
ENTER "998" FOR NOT ON LIST
ENTER "999" FOR REFUSED

{Q: INTR SCTN}

If 3,4,or 5, or "REFUSED" to SUBDIV, ASK

Please think of the nearest major intersection to your house. Could you tell me the names or route numbers of the roads that cross there?

[IF NECESSARY: We've dialed your number at random and we don't want to know your address--all your answers on this survey are confidential. If you could tell me the nearest major intersection, that would be fine.]

[OPEN-END]

{Q: HOWLONG}

How long have you lived in Albemarle County?

- 1 LESS THAN ONE YEAR
- 2 ONE TO TWO YEARS
- 3 THREE TO FIVE YEARS
- 4 SIX TO TEN YEARS
- 5 ELEVEN TO NINETEEN YEARS
- 6 TWENTY YEARS OR MORE
- 8 NOT SURE/REFUSED

DEFINITION: COUNT TOTAL TIME THAT R HAS EVER RESIDED WITHIN THE COUNTY ITSELF—DON'T COUNT CITY RESIDENCE TIME.

{Q: MOVED}

If R lived in county less than 2 years, ASK

What were the most important reasons you moved to Albemarle County?

INTERVIEWER: CODE UP TO 3 FROM R COMMENTS – DO NOT READ LIST

TRY TO CODE IN THE ORDER THEY NAME THEM

- 1 TO TAKE A JOB IN THE AREA (INCLUDE FAMILY OR SPOUSE)
- 2 PRESENCE OF FAMILY OR LOVED ONES ALREADY IN THE AREA
- 3 RETIREMENT
- 4 COST OF HOUSING
- 5 AREA'S TAX RATES
- 6 CONVENIENCE OF THE COMMUTE
- 7 EASE OF GETTING AROUND BY CAR
- 8 SAFETY OF THE NEIGHBORHOOD
- 9 QUALITY OF THE SCHOOLS
- 10 TO ATTEND COLLEGE OR UNIVERSITY
- 11 OVERALL QUALITY OF LIFE IN THE AREA
- 12 PHYSICAL BEAUTY OF THE LANDSCAPE
- 13 AVAILABILITY OF FARMS OR LAND IN GENERAL
- 14 CULTURE, ARTS, THINGS TO DO
- 15 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

{Q: CURRENT}

How long have you lived at your current address?

- 1 LESS THAN ONE YEAR
- 2 ONE TO TWO YEARS
- 3 THREE TO FIVE YEARS
- 4 SIX TO TEN YEARS
- 5 ELEVEN TO NINETEEN YEARS
- 6 TWENTY YEARS OR MORE
- 8 NOT SURE/REFUSED

{Q: QOL10}

We'd like to get a sense of your overall impression about Albemarle County.

Please imagine a scale from 1 to 10, where 1 represents the worst possible community in which to live, and 10 represents the best possible community. Where on that scale would you rate Albemarle County as a place to live?

1 2 3 4 5 6 7 8 9 10
WORST BEST

- 98 DON'T KNOW
- 99 REFUSED

{Q: FEATUR}

If *CURRENT* >=2, ASK

Suppose you were to move to another location within Albemarle County, what features would be most important to you in choosing where to live?

CODE UP TO 3 FROM RESPONDENT COMMENTS – DO NOT READ LIST

- 1 Quality public schools
- 2 Access to emergency services, such as police, fire, ambulance
- 3 Ease of transportation networks
- 4 Convenient urban amenities, such as stores, restaurants, and parks
- 5 Low crime areas, Safety of the neighborhood
- 6 Rural lifestyle
- 7 Good public transportation
- 8 Convenient to work
- 9 To be near family/friends
- 10 Attractive retirement location
- 11 Cost of housing
- 12 Overall quality of life in the area
- 13 Physical beauty of the landscape
- 14 Availability of farms or land in general
- 15 To move into a different kind of dwelling (ex. Apt to house)
- 16 Would move out of the county
- 17 Other
- 18 DON'T KNOW
- 19 REFUSED

{Q: CTYSAT}

One of our main purposes in doing this survey is to find out how satisfied residents of the County are with services they receive from the County or a County-supported agency. Before I ask you about any specific services, I'd like to ask you how satisfied you are in general with the services the County provides. Are you...

- 1 very satisfied
- 2 somewhat satisfied
- 3 somewhat dissatisfied
- 4 very dissatisfied
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

IV: IF ASKED, DO NOT SUGGEST EXAMPLES OF SERVICES, YOU MAY SAY:
All the things the County spends its money on that benefit its residents.

PHYSICAL AMENITIES BLOCK: **RANDOMIZED AND RATIONED** – PRODUCING 400 COMPLETES FOR EACH ITEM. FOR EACH ITEM, BOTH IMPORTANCE AND SATISFACTION LIST OF RESPONSES ARE ASKED.

{Q: PHYSLST}

I am going to read you a list of items your local government works on to make the County a better place to live. After I read each one, please tell me **how important** you think it is for the County to devote resources to it and then I'll ask you **how satisfied** you are with government's efforts in those areas.

Split ballot for all questions

First, **how important** do you think it is for the County to devote resources to ...
First, **how important** do you think it is for the County to spend tax dollars to ...

Then, **how satisfied** are you with County government's efforts to ...

Protect and preserve the County's rural character
Protect natural resources and the environment
Assure economic growth and job opportunities
Provide parks and recreation space

Provide police protection (in the County)
Provide fire protection (in the County)
Provide emergency rescue services (in the County)

Ensure safety in business areas (of the County)
Ensure safety at or near your residence
Maintain the quality of life while dealing with the County's growth and increased development
Provide needed public facilities
[ON SCREEN DEFINITION: "Facilities refer to physical facilities like libraries, fire stations, or parks"]
Provide needed infrastructure
[ON SCREEN DEFINITION: "Infrastructure refers to water, sewer, roads and sidewalks"]
Promote the development of a variety of affordable places to live
Protect water resources
Provide library services (in the County)
Manage growth (in the County)
Split ballot

Make it easy to get around by public transportation
Make it easy to get around by public bus or van

Split ballot

Preserve historic buildings and places
Preserve historic buildings and places that are not already protected by private groups

Split ballot

Ensure safety for walkers and bicyclists on streets, trails, and sidewalks
Provide safe places to walk and bike where you want to go

{Q: PHYSICA}

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 NOT AT ALL IMPORTANT
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: PHYSICB}

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: CONTACT}

Thinking back over the past twelve months, have you contacted anyone that provides Albemarle County government services about anything-- a problem, a question, a complaint, or just needing some information or assistance?

- 1 YES, CONTACTED IN LAST 12 MONTHS
- 2 NO, HAS NOT CONTACTED
- 9 CAN'T RECALL/DON'T KNOW/REFUSED

{Q: DPTCNTCT}

If CONTACT = 1

Could you tell me which department or area that you contacted?
IF NECESSARY: "Let's talk about the department you contacted most recently."

[READ IF NECESSARY]

- 1 BOARD OF SUPERVISORS
- 2 BUILDING CODE/ZONING SERVICES
- 3 COUNTY EXECUTIVE
- 4 EDUCATION
- 5 ENGINEERING & PUBLIC WORKS
- 6 FINANCE
- 7 FIRE/RESCUE
- 8 HOUSING OFFICE
- 9 HUMAN RESOURCES
- 10 INFORMATION TECHNOLOGY
- 11 MANAGEMENT AND BUDGET
- 12 PARKS & RECREATION
- 13 PLANNING AND COMMUNITY DEVELOPMENT
- 14 POLICE
- 15 SOCIAL SERVICES
- 16 OTHER [SPECIFY]
- 98 DON'T KNOW
- 99 REFUSED

{Q: OVALCONT}

If CONTACT = 1

Overall, how satisfied were you with your experience contacting the County?

IF NECESSARY: "Let's talk about the contact you had most recently"

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: GOVTSER}

How satisfied are you with the job the County is doing in keeping citizens informed about County government programs and services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

SOCIAL BLOCK: **RANDOMIZED AND RATIONED** – PRODUCING 400 COMPLETES FOR EACH ITEM. FOR EACH ITEM, BOTH IMPORTANCE AND SATISFACTION LIST OF RESPONSES ARE ASKED.

{Q: SOCLIST}

Next I'd like you to think about issues that directly involve the people of Albemarle County. As before, I will read you a list of items your local government works on to make the County a better place to live. After I read each one, please tell me **how important** you think it is for the County to devote resources to and then I'll ask you **how satisfied** you are with government's efforts in those areas.

First, **how important** do you think it is for the County to devote resources to ...

First, **how important** do you think it is for the County to spend tax dollars on ...

Then, **how satisfied** are you with County government's efforts in ...

Providing quality education to school children

Supporting programs for youth

Supporting cultural and entertainment opportunities

Providing programs to help the County's elderly population

Supporting affordable child-care

Providing support for people in financial need

Providing effective, responsive and courteous service to our residents

Providing learning opportunities for adults

Providing services to disadvantaged children and families

Promoting tourism in our area

Providing opportunities for citizen input on issues that come up

Providing recycling services

Setting standards on lighting to reduce light pollution and glare

Split ballot

Providing fair property tax assessments

Ensuring that your property tax is based on a fair tax assessment of the value of your property

{Q: SOCIALA}

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 NOT AT ALL IMPORTANT
- 4 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: SOCIALB}

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: TRANS1}

Transportation is a State responsibility but money has declined substantially over the past decade. Would you strongly favor, somewhat favor, somewhat oppose, or strongly oppose the County spending more County tax money on roads?

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 SOMEWHAT OPPOSE
- 4 STRONGLY OPPOSE
- 8 DON'T KNOW
- 9 REFUSED

{Q: TRANS2}

What about spending more County tax money for bike paths and sidewalks?

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 SOMEWHAT OPPOSE
- 4 STRONGLY OPPOSE
- 8 DON'T KNOW
- 9 REFUSED

{Q: TRANS3}

IF TRANS1 <3, ASK

Would you be willing to pay an increase in County taxes to fund transportation expenditures by the County?
--

- 1 YES
- 2 NO
- 3 YES, BUT DEPENDS...[VOLUNTEERED]
- 4 NO, BUT DEPENDS...[VOLUNTEERED]
- 5 OTHER (SPECIFY: _____)
- 8 DON'T KNOW
- 9 REFUSED

IV: IF SAYS: "That depends on..." PROBE: Would you say yes, that depends on... or no, that depends on...

{Q: TRANS4}

Have you ridden a local bus last year, including CTS, University, or JAUNT?

- 1 YES
- 2 NO
- 3 DON'T KNOW

IV NOTE: CTS = CHARLOTTESVILLE TRANSIT SYSTEM

IF NEC: "Last year" means "in the past year."

No split ballot necessary

{Q: DEVAREA2}

While the County can't stop growth, it can take measures to manage it. County policy attempts to concentrate growth in areas designated for growth and increased services.

Do you favor or oppose efforts to direct growth into these areas of the County while restricting development in the rural areas? You can say that you strongly favor, somewhat favor, somewhat oppose, or strongly oppose this policy. If you have no opinion, simply say so. [IF NECESSARY: "The growth areas are located primarily around the city of Charlottesville, around 29 north to the airport, Crozet, and the area around Glenmore]

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 SOMEWHAT OPPOSE
- 4 STRONGLY OPPOSE
- 8 DON'T KNOW
- 9 REFUSED

RATION to 400

{Q: COORTRAN}

How satisfied are you with the way that residential and business development is coordinated with the transportation and road systems?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: COORCOM}

How satisfied are you with the way that residential and business development is coordinated with the locations of community facilities, such as, police and fire stations, libraries, schools, and parks?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED?
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

RATION TO 400

{Q:RECYCLE}

Currently trash haulers in the County are required to pick up newspapers at the curb for recycling. Some residents have asked for a County-wide increase in the level of curbside recycling, to pick up other materials like metal cans, glass, cardboard, and plastics.

Would you favor or oppose such an increase in recycling service, if it cost every household a few dollars more per month?

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 SOMEWHAT OPPOSE
- 4 STRONGLY OPPOSE
- 8 UNABLE TO RATE/DON'T KNOW/REFUSED
- 9 REFUSED

[IF NECESSARY: The cost would be on all households in the County, whether or not they actually recycle. The cost is estimated between \$5 and \$10 a month, added to your trash haulers bill.]

{Q: EMERG911}

Thinking back over the past twelve months, have you dialed 9-1-1 to call the County's emergency services?

- 1 YES, CONTACTED IN LAST 12 MONTHS
- 2 NO, HAS NOT CONTACTED
- 8 CAN'T RECALL/DON'T KNOW
- 9 REFUSED

[INCLUDE ANY TIME THAT R DIALED 9-1-1 FOR ANY REASON, WHETHER OR NOT IT WAS AN EMERGENCY OR TO HELP THEMSELVES OR SOMEBODY ELSE]

{Q: SERV911}

When you called 911, was it for fire, police or emergency services?

- 1 Fire
- 2 Police
- 3 Emergency service
- 8 CAN'T RECALL/DON'T KNOW
- 9 REFUSED

[IF MORE THAN ONE: "Let's talk about the most recent contact"]

{Q: EMSATIS}

Thinking back to the last time you called 9-1-1, how satisfied were you with the assistance you received from the person who took your call?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 8 REFUSED

{Q: EMRETIM}

If YES to EMERG911, ASK

Given where you live in the County, would you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that assistance arrived within reasonable time?

- 1 STRONGLY AGREE
- 2 SOMEWHAT AGREE
- 3 SOMEWHAT DISAGREE
- 4 STRONGLY DISAGREE
- 7 NOT APPLICABLE [NO HELP SENT, ETC]
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: EMASSTB}

If YES to EMERG911, ASK

Thinking back to the last time you called 9-1-1, how satisfied were you with the assistance provided on the scene?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 NOT APPLICABLE [NO HELP SENT, ETC]
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

Ration to 400

{Q: AWRHOUS}

How would you rate your awareness of Albemarle County's affordable housing initiatives?
Would you say you are very aware, somewhat aware, not very aware or not at all aware?

- 1 VERY AWARE
- 2 SOMEWHAT AWARE
- 3 NOT VERY AWARE
- 4 NOT AT ALL AWARE
- 8 DON'T KNOW
- 9 REFUSED

{Q: FAVHOUS}

The County currently provides approximately \$1.2 million dollars for housing on an annual basis. Would you favor or oppose an increase in property taxes that would be dedicated to increasing funding for affordable housing programs?

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 SOMEWHAT OPPOSE
- 4 STRONGLY OPPOSE
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: VIEW}

Now I would like to ask you about County spending and services. Considering all the County services on the one hand and taxes on the other, which of the following statements comes closest to your view:

- 1 The County should decrease services and taxes;
- 2 The County should keep taxes and services about where they are; or
- 3 The County should increase services and taxes?
- 4 INCREASE SERVICES, KEEP TAXES THE SAME [VOLUNTEERED]
- 5 INCREASE SERVICES, DECREASE TAXES [VOLUNTEERED]
- 6 KEEP SERVICES AS THEY ARE, DECREASE TAXES [VOLUNTEERED]
- 7 SOME OTHER CHANGE [VOLUNTEERED]
- 8 DON'T KNOW/NO OPINION
- 9 REFUSED

{Q: VALUE}

And how satisfied are you, in general, with the job the County is doing in giving you value for your tax dollar?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: VALUE2}

Some people have mentioned the following four things as most important for the County government to do at this time. Please tell me which one of these four would be the most important priority to you, or would you choose something else?

- 1 Protect natural resources
- 2 Increase the number of jobs
- 3 Lower taxes
- 4 Slow down population growth
- 5 Something else _____
- 6 DON'T KNOW
- 7 REFUSED

PROGRAM INSTRUCTION: RANDOMIZED ORDER

{Q: NET1}

This next section has to do with the internet. Do you have access to the internet? [IF NECESSARY: either at home or at work, or somewhere else]

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: NET2}

If NET1 = 1

Have you ever visited the Albemarle County government web site? [DEFINITION: COUNTY WEBSITE IS LOCATED AT: www.albemarle.org]

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: NET3}

If NET2 = 1

How often do you use the website?

- 1 DAILY
- 2 WEEKLY
- 3 A FEW TIMES A MONTH
- 4 A FEW TIMES A YEAR
- 8 DON'T KNOW
- 9 REFUSED

{Q: EMAIL1}

If NET1 = 1

Do you regularly send and receive email?

[IF NECESSARY: either at home or at work, or somewhere else]

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: NET4}

If NET2 = 1

Are you aware of A-mail, the County's e-news service?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

DEFINITION: A-mail is a regular e-mail announcement that updates subscribers about county programs and activities.

IF ASKED: A-mail can be subscribed to at the County website, www.albemarle.org.

{Q: NET5}

IF EMAIL=1

Are you signed up to receive A-Mail?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

DEFINITION: A-mail is a regular e-mail announcement that updates subscribers about county programs and activities.

IF ASKED: A-mail can be subscribed to at the County website, www.albemarle.org.

{Q: OLDER18}

How many persons live in your household who are age 18 or older, including yourself?

ENTER NUMBER HERE ____ AND PRESS RETURN
ENTER "99" FOR REFUSAL

{Q: UNDER18}

And how many persons under 18 live in your household?

ENTER NUMBER HERE ____ AND PRESS RETURN
ENTER "99" FOR REFUSAL
CHILDREN = PERSONS 17 AND UNDER

{Q: CELLSHAR}*}

If OLDER18>1 AND [CELLLAND=1 OR OWNCELL=1], ASK

Do any of the other adults in your household share this cell phone?

IV: IF NECESSARY: "I mean the cell phone you are using now"

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: CELLCOMP}*

If [HAS BOTH CELL AND LANDLINE], ASK

You mentioned before that you have a regular telephone and a cell phone at home. Thinking about ALL the telephone calls that you and other members of your household make and receive.

Would you say that . . .

- 1 Almost all are on a landline phone,
- 2 Most of them are on a landline phone,
- 3 Amount of calls on a landline and cell phone are about equal,
- 4 Most of the calls are on a cell phone, or
- 5 Almost all of them are on a cell phone?
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: CELCOUNT}*

If OLDER18>1, ASK

Of the other adults in your household, how many have their own cell phone?

ENTER NUMBER HERE __ AND PRESS RETURN
ENTER "99" FOR REFUSAL

{Q: PHONE1A}*

If HAVELINE=1, ASK

Our center is doing some research on listed and unlisted telephone households. As far as you know, is the landline or regular phone for your household listed in the current telephone book?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: PHONE1B}

If CELLPHONE=2 AND LANDLINE=1, ASK

Our center is doing some research on listed and unlisted telephone households. As far as you know, is the number I dialed listed in the current telephone book?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: PHONE2}

If No to PHONE1A or No to PHONE1B, ASK

Is the number not in the phone book because you chose to have an unlisted number, or because you got this number after the current phone book came out?

- 1 UNLISTED OR UNPUBLISHED
- 2 GOT NUMBER AFTER PHONE BOOK CAME OUT
- 3 OTHER [SPECIFY:]
- 8 DON'T KNOW
- 9 REFUSED

{Q: SCHKID}

Ask if UNDER18 > 0

Now I have a few questions about children and schools.
Do any of your children attend Albemarle *public* schools?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: SCHPRIV}

Ask if UNDER18 > 0

Do any of your children attend Albemarle *private* schools?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: SCHHOM}

Ask if UNDER18 > 0

Are any of your children *home-schooled*?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: SCHSAT}

If SCHKID = 1

Would you say that you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the quality of the education your child(ren) is (are) getting?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

RATION PSSAT, PSJOB, PSCOL, ACEFFI AS A BLOCK TO 400

{Q: PSSAT}

Now, a few questions about education.

Over the past five years, have the public schools in Albemarle County gotten better, worse, or stayed the same?

- 1 GOTTEN BETTER
- 2 GOTTEN WORSE
- 3 STAYED THE SAME
- 8 DON'T KNOW
- 9 REFUSED

IV, IF NEC: "Even though you haven't lived here for five years yet, please answer this to the best of your ability."

{Q: PSJOB}

And how about providing skills that will be useful in obtaining a job?

(Do you think the public schools in Albemarle County have gotten better, gotten worse, or stayed the same during the past five years in providing skills that will be useful in obtaining a job?)

- 1 GOTTEN BETTER
- 2 GOTTEN WORSE
- 3 STAYED THE SAME
- 8 DON'T KNOW
- 9 REFUSED

{Q: PSCOL}

And how about providing the skills needed for pursuing a four-year college degree?

(Do you think the public schools in Albemarle County have gotten better, gotten worse, or stayed the same during the past five years in providing skills needed for pursuing a four-year college degree?)

- 1 GOTTEN BETTER
- 2 GOTTEN WORSE
- 3 STAYED THE SAME
- 8 DON'T KNOW
- 9 REFUSED

{Q: ACEFFI}

Over the past five years, do you believe the Albemarle County school board's actions have increased the efficiency of school operations?

- 1 Yes
- 2 No
- 8 Don't know/No Answer

{Q: DEMINT}

We're nearing the end of the interview now. I have a few questions about your household. These questions are for statistical purposes only, and all your answers are confidential. If there is a question that you do not wish to answer, we will skip it and go to the next one.

{Q:RGENDER}

ENTER THE RESPONDENT'S GENDER (ASK ONLY IF NECESSARY)

- 3 MALE
- 4 FEMALE
- 9 DON'T KNOW/REFUSED

{Q: YRBORN}

In what year were you born?

ENTER YEAR HERE 19__ AND PRESS RETURN
TYPE 2 DIGITS ONLY!
ENTER "00" FOR ANY YEAR PRIOR TO 1900
ENTER "99" FOR REFUSED

{Q: WORK}

Which of the following best describes you? Are you working full time, working part time, looking for work, a homemaker, retired, or a student?

INTERVIEWERS: IF YOU ARE GIVEN TWO ASK "WHICH BEST DESCRIBES YOU?"

- 1 WORKING FULL TIME [35 HRS/WK OR MORE]
- 2 WORKING PART TIME
- 3 LOOKING FOR WORK
- 4 HOMEMAKER
- 5 RETIRED
- 6 STUDENT
- 7 OTHER [SPECIFY:]
- 8 DON'T KNOW
- 9 REFUSED

{Q: OWNHOME}

Do you own your own home, or are you renting?

- 1 OWNS [DWELLING IS OWNER-OCCUPIED]
- 2 RENTS
- 3 OTHER [SPECIFY:]
- 8 DON'T KNOW
- 9 REFUSED

IV: 20 YEAR OLD LIVING AT PARENTS' HOME: IF PAYS RENT, RENTER. IF NOT, OWNER.

{Q: TYPEHOME}

Is the place where you live ...?

- 1 a single family home,
- 2 an apartment,
- 3 a condominium or townhouse,
- 4 a mobile or trailer home,
- 5 or some other type of home? [SPECIFY]
- 8 DON'T KNOW
- 9 REFUSED

IV: READ ENTIRE LIST (ITEMS 1-5) BECAUSE SOME RESPONDENTS WILL SAY NUMBER '1' BEFORE AWARE OF OTHER CHOICES.

{Q: KINDPLCE}

Would you describe the area where you live as...

- 1 out in the country
- 2 a rural village
- 3 a suburban area
- 4 an urban area close to the city?
- 8 DON'T KNOW
- 9 REFUSED

{Q: MARRIED}

What is your current marital status? Are you married, separated, divorced, widowed, or have you never been married?

- 1 MARRIED
- 2 SEPARATED
- 3 DIVORCED
- 4 WIDOWED
- 5 NEVER MARRIED
- 6 OTHER
- 9 REFUSED

{Q: EDUC}

What is the highest level of education you completed?

- 1 LESS THAN 9th GRADE
- 2 9th-12th, BUT DID NOT FINISH HIGH SCHOOL
- 3 HIGH SCHOOL GRADUATE / G.E.D.
- 4 SOME COLLEGE BUT NO DEGREE
- 5 2-YEAR COLLEGE DEGREE /A.A. /A.S.

- 6 4-YEAR COLLEGE DEGREE /B.A. /B.S.
- 7 SOME GRADUATE WORK
- 8 COMPLETED MASTERS OR PROFESSIONAL DEGREE
- 9 ADVANCED GRADUATE WORK OR PH.D.
- 98 DON'T KNOW
- 99 REFUSED

NOTE: CODE LAW DEGREE AS '8' UNLESS IT'S A Ph.D. IN LAW (THEN IT'S A '9')
M.D. IS CODED AS A '9'

{Q: INCOME}

I am going to read a list of income ranges. Would you please stop me when I read the range that best describes your annual household income from all sources? That would be before taxes and other deductions.

[PRECISE CATEGORIES:]

- 1 Less than 15 thousand? [\$0 -- \$14,999]
- 2 Fifteen to 35 thousand? [\$15,000 -- \$34,999]
- 3 Thirty-five to 50 thousand? [\$35,000 -- \$49,999]
- 4 Fifty to 75 thousand? [\$50,000 -- \$74,999]
- 5 Seventy-five to 100 thousand? [\$75,000 -- \$99,999]
- 6 One hundred to 150 thousand? [\$100,000 - \$149,999]
- 7 Over 150 thousand? [\$150,000 +]
- 8 DON'T KNOW
- 9 REFUSED

{Q: HISPANIC}

Do you consider yourself to be of Hispanic origin?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED TO ANSWER

{Q: RACE}

Finally, I am going to read a list of racial categories. Would you tell me what category best describes you?

- 1 White,
- 2 [READ ONE:] African American / Black,
- 3 Asian? [INCLUDING SOUTH ASIAN]
- 4 American Indian? [NATIVE AMERICAN; INCLUDES ESKIMO, ALEUT]
- 5 Pacific Islander?
- 6 OTHER: [SPECIFY]
- 9 REFUSED / NO ANSWER

[IF NECESSARY: Many Hispanic people may identify with a particular racial group, in addition to being Hispanic. They may think of themselves as "Black Hispanic," "White Hispanic," or some other racial group as well.]

{Q: RCOMM}

Those are all the questions I have for you. Before I close the survey, are there any other comments you'd like to make?

[OPEN-END]

Before I say goodbye, let me mention that Albemarle County may plan for further citizen input into the planning process in the near future.

If Email=Yes, ASK

Before I say goodbye, let me mention that Albemarle County may plan for further citizen input into the planning process in the near future through a web survey. They would try to contact residents who have already participated in this telephone survey. Would you be willing to be contacted for such a study?

If EMAIL=Yes or

Let me be sure they know how to reach you. Let me reassure you that all this data is held confidential by researchers on the study. No names are used, no names are sold.

Do I have your correct phone number?

[IV: IF WRONG PHONE NUMBER TYPE CORRECT IN OPN END]

[TYPE ALL NUMBERS WITHOUT DASHES - INCLUDE AREACODE]

- 1 YES
- 2 YES, BUT PLEASE DON'T CALL THIS NUMBER
- 3 NO [TYPE IN A BETTER NUMBER]

Q: TEL2

Is there another phone number where we might reach you?

[IV: TYPE ALL NUMBERS WITHOUT DASHES - INCLUDE AREACODE]

Q: EMAIL

If you have email, we can put that too.

[IV: PLEASE READ BACK]

[IV: IF THEY WANT OUR EMAIL: IT IS: surveys@virginia.edu. SPELL OUT FOR THEM]

Q: ADDR

May I ask for your address? First, your street or P.O Box:

IF NEC: This information will not be connected to any of the answers you have already given.

Q: ADDR2

And what city or town?

Q: ADDR3

What is the Zip code there?

Q: NAMEZ

And finally, may I have your name, please?

[IV: RECORD FIRST NAME, THEN LAST NAME.]

[PLEASE READ BACK SPELLING]

{THANKYOU}

Thank you very much for participating. We appreciate the time you have taken to complete this interview. The survey results will be reported to the County Board of Supervisors in the fall.

[READ IF NECESSARY:] If you have any questions on the purpose of this study, you can call Lori Allshouse at the Albemarle County Executive's Office. The telephone number is 296-5841. Or you can call my supervisor here at the Center for Survey Research. We're at 243-5222 during the daytime.--just mention the Albemarle County survey. Again, thank you and goodbye.

INTERVIEWERS: HANG UP THE PHONE
IF YOU ARE READY TO MOVE ON, PRESS "1" TO CONTINUE
THE RESULTS OF THIS CALL WILL NOT BE SAVED UNTIL YOU
COMPLETE THE REMAINING QUESTIONS

{Q: INTCOMM}

INTERVIEWERS: PLEASE TYPE IN HERE ANY SPECIAL COMMENTS BY THE
RESPONDENT THAT YOU FEEL SHOULD BE RECORDED, OR ANY SPECIAL
PROBLEMS INVOLVED IN THIS PARTICULAR INTERVIEW.

IF THERE IS NOTHING ESSENTIAL TO REPORT, JUST PRESS RETURN...

{Q: IVNUM}

INTERVIEWERS:
ENTER YOUR INTERVIEWER NUMBER (ASSIGNED BY YOUR SUPERVISOR)
ENTER INTERVIEWER NUMBER HERE: ____
CHECK YOUR TYPING CAREFULLY!! THEN: PRESS "ENTER" TO COMPLETE
THE INTERVIEW. THE SYSTEM WILL RECORD THE DATA AND THE TIMING
CLOCK FOR THE INTERVIEW WILL BE RESET TO ZERO.

Appendix B: Survey and Sampling Methodology

SURVEY AND SAMPLING METHODOLOGY

The 2008 Albemarle County Citizen Satisfaction Survey was conducted by the Center for Survey Research (CSR) at the University of Virginia using a Computer-Aided Telephone Interviewing (CATI) system. This survey builds on similar surveys done in 1994, 2002, 2004 and 2006. A discussion of the general methodology appears in the Introduction of this report. This appendix provides additional details on how the questionnaire was developed, how the sample was selected, how the survey was administered, how the sample was created and weighted, and how statistical testing was used to evaluate the results.

Sample

Traditionally, CSR employed random-digit dialing (RDD) to reach a random sample of the households in Albemarle County. RDD methods have been used in the past to produce a more representative sample of the population than other available sampling methods. Households are selected for contact at random and all households with a working telephone could be reached. Listed and unlisted residential telephones have equal probability of being included in an RDD study. In recent years, the growth in the use of cell phones has been increasingly evident during data collection. A good representative sample should allow contact with a balanced cross-section of the County population, and require minimal adjustment of the final results to appropriately reflect the entire population.

Recent research, including a pilot study of cell phones fielded by CSR in January-February 2008¹, has shown not only the feasibility of cell phone calling, but demonstrated that the demographics of those reached via cell phone are quite different from those currently reachable via landline phone.

This lead CSR to track the occurrence of key demographic groups through the years of the Albemarle County survey. This analysis found decreased representation of these key groups, particularly younger respondents, in the final datasets. So this year CSR, in consultation with County representatives, took the step of including cell phone contact to increase the under-represented groups in the final sample (see the Introduction for more details)

To balance the added cost of this method, the sample was augmented by numbers taken randomly from directory listings. Listed sample is cheaper to administer because the proportion of numbers that are eligible households is much higher and time does not need to be devoted to screening out ineligible or non-working phone numbers. Sample selection methods must also maintain comparability with past surveys, so that results accurately show change. While RDD remained a significant part of the sample, the proportion of numbers sampled that way was reduced to accommodate the directory listed and cell phone samples.

In summary, an RDD sample of 2575 telephone numbers (41.5% of the total) randomly generated from five-digit call groups known to be in operation in Albemarle County, and a second, general directory-listed sample from electronic white pages of 1334 telephone numbers (21.5% of the total) were combined with a cell phone sample of 2300 numbers (37% of the total) in an effort to ensure greater targeting of harder to reach populations and geographies.

The respondents contacted by cell phone were offered a \$10 gift card to either Target stores or Kroger grocery stores as partial compensation for any telephone charges incurred by participating in the interview.

¹ Abdoulaye Diop, Young-Il Kim, John Lee Holmes, and Thomas M. Guterbock. *Prince William County Cell Phone Pilot Survey [A Supplement to the 2007 Citizen Satisfaction Survey]: Summary Report of Results*. Center for Survey Research, March 2008.

All samples were purchased from Survey Sampling, Inc. of Fairfield, CT, a commercial sampling company that uses state-of-the-art methodologies. Table B-1 summarizes the sample purchased and completions for the different sample types.

Table B-1: Summary of Survey Sample Types Used, 2008

Phone Type	Sample	(%)	Completed	(%)	Ratio (sample:completes)
RDD	2575	(41.5%)	278	36.2%	9:1
Listed-	1334	(21.5%)	334	43.5%	4:1
Cell_\$10	2300	(37%)	155	20.2%	15:1

Telephone surveys risk biases owing to variation among members of a household in the likelihood of answering the telephone. For example, persons who do not work may be more likely to be available to answer the phone than are those who are employed. Various methods have been developed to randomize respondents within households in order to reduce these biases. CSR used a “minimally intrusive method” which combines random selection (between two adults) by computer with the “last-birthday” method (if household has three or more adults), in which we ask to speak to the adult in the household who had the most recent birthday or, if last birthday is unknown, with the Kish selection process of enumerating first names of eligible household members for random selection by the computer.² This protocol was applied to all households reached via the RDD or listed samples. Cell phone adults, however, were considered to be sampled as individuals. Prior research by others has shown that the percentage of cell phones actively shared by more than one adult is low and that it is very difficult in practice to accomplish a ‘hand-off’ of the cell phone from one adult to another randomly selected user of the phone.³ Therefore, no within-household selection was attempted in the cell phone interviews for this study.

Random and cell phone sample can include numbers that fall outside the boundaries of Albemarle County, so each number was screened for location at the beginning of the interview to exclude ineligible contacts.

Questionnaire

The questionnaire was based on questionnaires from prior administrations of the survey. Modifications were introduced in conjunction with key members of the Albemarle County staff. Mr. Bob Tucker and Ms. Lori Allshouse of the County Executive staff, members of the Albemarle County Board of Supervisors and others in Albemarle County government actively contributed to the survey development process.

Questions were designed to:

- Determine residents’ opinions about quality of life in Albemarle County

² Programmed by CSR into the CATI system based on the method’s description in Louis Rizzo, J. Michael Brick and Inho Park “A Minimally Intrusive Method for Sampling Persons in Random Digit Dial Surveys,” *Public Opinion Quarterly*, Vol. 68, No. 2 (2004), pp. 267-274

³ J. Michael Brick, W. Sherman Edwards, and Sunghee Lee.”Sampling Telephone Numbers and Adults, Interview Length, and Weighting in The California Health Interview Survey Cell Phone Pilot Study.” *Public Opinion Quarterly* (2007) 71: 793-813.

- Evaluate the importance of a number of County services
- Determine residents' level of satisfaction with County services
- Measure opinion about the way in which the County is managing growth
- Measure change on key indicators

The questionnaire was pre-tested on August 7th-9th, 2008. The first pre-test resulted in 24 completed interviews with households in Albemarle County using the RDD sample. The pre-test revealed that the survey took an average 22.8 minutes from first screen to the end of the demographics to complete, somewhat longer than had been planned. In consultation with the client question rationing and other changes to the questionnaire were implemented for production to lower the survey length. Question rationing is a system for asking certain questions of a subset of respondents in order to ask a larger number of questions and obtain a sufficiently large sample of responses to each question without making the survey substantially longer for any individual respondent. The rationing that had been used successfully in 2006 was modified to adjust the length of the survey and to accommodate the addition of new questions and wording experiments that had been added to the script. However, for this year's survey, the rationing proved insufficient and the average length for production was 23 minutes (21.8 minutes median length). Calling began on the final version on Wednesday, August 20, 2008. Albemarle County released publicity information to the press just prior to the field date.

Interviewing Procedures

CSR conducted the telephone interviews from its Computer-Assisted Telephone Interviewing (CATI) Laboratory at the University of Virginia. CATI is a system in which computers are employed to increase the efficiency, accuracy, and flexibility of telephone surveys conducted by trained interviewers. Questions appear on the computer screen in programmed sequence as the interviewer presses the keys on the keyboard to record the respondent's answers. Accurate, instantaneous data entry is assured by the system. The computer system stores the data base of telephone numbers and is used to control the sampling process, dial each sampled number, schedule call-backs, and record the disposition of each attempted call. CSR's CATI lab also allows for audio monitoring of calls by lab supervisors.

Production calling for the survey was carried out from August 20 through September 14, 2008. All telephone calls for the study were made from the CATI laboratory under the direct supervision of CSR staff. Numbers were dialed automatically by the WinCATI computer system. Calling was done on Sunday through Friday evenings and on Sunday afternoons. The interviewers received at least six hours of training prior to production interviewing. Many had prior interviewing experience on similar studies. Each phone number was given a maximum of 10 call attempts before it was treated as a "no answer" or "busy" number. Residential phones answered by automatic answering machines were treated the same as "no answer" calls (although counted separately); CSR interviewers did not leave messages on the answering machines of potential respondents but simply returned the phone number to the sample pool for another calling attempt at a later time. Answering machine announcements that identified the phone number as a place of business, however, were recorded as such and not re-attempted.

In order to reduce non-response bias, we conducted "conversion calling." Non-response bias results in surveys results when qualified respondents do not complete a survey, usually because they refuse to cooperate. In conversion calling, our most highly trained interviewers call back households in which we previously had someone refuse to take the survey. First, we kept track of the "tone" of initial refusals. "Hard" refusals, those in which people explicitly asked not to be called again or were noticeably agitated or upset about our phone call, were not called back at all. "Soft" refusals, those for which it seemed that we only caught someone at a bad time, were called back and contacted once more after an interval of at least three days.

Geographic Representation

When RDD sampling is employed, the surveying organization does not have any exact prior information on the location of the household. To protect respondent confidentiality and preserve a sense of privacy in the interview, CSR does not usually ask respondents to supply their address. Instead, we asked respondents to identify the neighborhood, subdivision, apartment complex, or community area of the County in which they reside. CSR interviewers looked up the responses on a list of some 540 area names in the County, developed by CSR from information supplied by the County Planning Department and from commercial maps. Respondents who could not supply an area name, or who gave a name not on our list (about 14.2% of the cases) were asked to give the names of the nearest major intersection. This information allowed us to code almost all respondents into one of eight geographic regions that we used in our analysis. This information was then used to group respondents into predefined areas of the County that would serve as a demographic variable in analyzing responses to questions of satisfaction with County services. This method helps inform our understanding of the representation of response from different areas of the County.

While this procedure has a satisfactory degree of accuracy for our purposes of comparison, the procedure includes some inevitable inaccuracies due to errors on the part of respondents or occasional inexact matches between the area names used in the community and the formal map boundaries we used for coding purposes. About 7% could not give sufficient information to allow their location to be coded. They are excluded from any analysis involving comparison of geographic areas. Overall, the geographic distribution was very close to population estimates for Albemarle County and thus geographic weighting was not necessary.

Table B-2: Respondents by Sample Type and Area - Unweighted

	Random Digit Dialing		Directory Listed		Cell phone		Total
RA1	35	35.0%	51	51.0%	21	21.0%	100
RA2	29	43.9%	20	30.3%	13	19.7%	66
RA3	63	45.7%	64	46.4%	25	18.1%	138
RA4	27	32.9%	39	47.6%	14	17.1%	82
N1-N7	70	31.1%	93	41.3%	44	19.6%	225
Crozet	12	34.3%	16	45.7%	9	25.7%	35
Holly / Piney	14	26.4%	26	49.1%	16	30.2%	53
Rivanna	6	40.0%	5	33.3%	3	20.0%	15
Total	256	35.9%	314	44.0%	145	20.3%	714

Sample Weighting

As expected when using telephone survey methods, the sample composition did not exactly match the composition of the entire population of households. This is because of random sampling error, differences in rates of refusal between different groups, and differences among households in the amount of time that someone is home to answer the phone. The net result is a sample that somewhat over-represents females, under-represents homeowners, and under-represents African Americans. To correct these imbalances, CSR weighted the sample data. Statistical weighting is larger for those respondents who are in

underrepresented groups, and smaller for those who are in overrepresented groups, so that the aggregate result is what we would have obtained from a fully uniform, random sample of the whole population.

In order to calculate the correct weights, CSR drew upon information from the 2000 US Census in order to get the correct proportions of the adult population. The proportion of males/females from the population was then a basis for our weight based on gender and the proportion of homeowners and non-homeowners served to determine our weight based on homeownership. Race was dichotomized into black and non-black categories and was used as a basis for our weight based on race.

Often, when weighting by multiple different proportions (in this case gender, homeownership, and race), a procedure known as raking is employed to gain parity between the different proportions. Raking is an iterative process which helps the final weight successfully account for all proportions. (There can only be one weight applied at any given time in the dataset). CSR raked the weight through three iterations and then calculated the final weight based on the most recent weights for gender, homeownership, and race.

Rates of Response and Completion

Response rate is a way of expressing the proportion of completed interviews against the number of eligible possible contacts. It does not include failures to interview at the number dialed because the number has not been assigned to an eligible participant or is not working. It does include eligible respondents who refuse cooperation and other numbers whose eligibility cannot be determined (busy or never answered numbers).

The true response rate depends on how one estimates the percentage of working residential phones that exist among the many numbers that never answered our many call attempts. An estimate of 26.4% for the landline only RR3 (not shown in the table) is based on the most conservative assumption (equivalent to the CASRO rate) that the percentage of residential households among unreachable numbers is the same as the percentage among those we reached, i.e., 65.9%. However, because CSR completed multiple attempts to nearly all of the no-answer numbers and based upon prior experimentation with listed and RDD samples in Virginia, we estimate that the residency rate is around 20% of no-answer numbers and that our true response rate (adjusted RR3) for landlines is closer to 20.2%. Within the landline sample the adjusted RR3 for RDD production was 24.4% and the unadjusted RR3 for listed production was 31.4%. For the Cell phone portion of the sample, the estimated response rate is 8.31% and as with directory-listed sample the adjustment is not used.⁴

Finally, the efficiency of the calling can be expressed in terms of number of completions per hour of calling (CPH). The overall interview production rate (0.94 interviews per hour) is less than the 2006 survey (1.03), mostly due to the addition of cell phones, declining rates of RDD productivity nationwide, and the length of the survey. For the 612 landline cases the production rate was 1.12, whereas for the 155 cellular respondents production was .57. Table B-3 clearly illustrates the increased efficiency of the directory listed sample compared to the RDD or cell components. Listed sample averages more than twice the number of completed interviews in an hour of calling than does the cell phone sample.

A total of 6209 phone numbers were attempted in the course of the survey. The final disposition of each of the attempted phone numbers is shown in Appendix Table B-1, the Sample Disposition Report. The disposition report is presented in a format that has been recommended as an industry standard by the American Association for Public Opinion Research¹. The AAPOR rate was calculated with the assistance of the Sawtooth WinCATI 4.1 CATI software, based on the full call history of each attempted number. This tool increases the accuracy of the calculation. CSR completed a total of 767 interviews with self-

⁴The RR4 estimates for RDD and directory-listed samples for 2008 were 30.3% and 34.5%, respectively.

identified County residents for an overall response rate of 24.3 percent⁵. A total of 749 completed interviews, combined with another 18 respondents who covered a substantial part of the survey, but did not complete it in its entirety, were used in the analysis.

Table B-3: Completion Rates and Completions per Hour by Sample Type

	Completes	Interview Length	Rate/hr	Response Rate (rr3)
PR1: RDD	278	23.1	0.91	24.4
PR2 Listed	155	23.4	1.39	31.4
PR3: Cell	334	22.6	0.57	15.3
Landline only				28.1
Overall				24.3

Sampling Error and Statistical Testing

Based on a sample of 767 Albemarle respondents, the survey has a sampling error of plus or minus 3.8 percent. (The margin of error reflects increased variance due to post-stratification weighting of the sample.) This means that in 95 out of 100 samples of this size drawn from Albemarle County, the results obtained in the sample would fall in a range of ± 3.8 percentage points of what would have been obtained had every household in the County with a working telephone been interviewed. Larger sampling errors are present when analyzing subgroups of the sample or questions that were not asked of all respondents; smaller sampling errors are present when a lopsided majority gives the same answer (e.g., 80 percent of the sample are satisfied with a given service).

Statistical significance tests were used to verify the existence of satisfaction differences among various subgroups. We used independent-sample t-tests for differences in means and the Pearson Chi-Square test of independence for differences in proportions. In chi-square tests of satisfaction items, the four response categories were collapsed into two, “satisfied” and “dissatisfied”. We report in these pages differences that yield a “p-value” of .05 or less. A level of .05 indicates that there is only a 5 percent chance that the difference we find is due to sampling error, rather than reflecting a real relationship within the study population. The statistics for evaluating statistical significance do not measure error from sources other than random sampling error. Such error can occur in any poll or survey.

⁵ Calculated according to AAPOR suggested formula RR3 adjusted by comparison of listed and RDD telephone no-answer rates used to estimate the proportion of RDD no-answer numbers that are actually non-working or unassigned numbers, with $e1=.135$ and $e2=.675$. We estimated $e2$ by dividing households determined to be eligible by the N of households overall (including those not in Albemarle County). The estimated $e2$ was also applied to housing units where eligibility could not be determined. We derived $e1$ by taking the product of $e2$ and the estimated residency rates calculated by the CASRO method. Partial interviews are not counted in the numerator of the RR3 formula.

Table B-10: Sample Disposition Report

ALBEMARLE COUNTY 2008 – COMBINED CALLING				
[dispositions arranged for calculation of AAPOR standard rates]				
<u>Code</u>	<u>Disposition</u>	<u>Total</u>	<u>Group</u>	<u>Group Total</u>
1100	Complete	749	Complete Interview	749
1200	Partial	25	Partial Interview	25
2110	Eligible: Refusal	663		
2120	Eligible: Break-off	56	Refusal and break-off	719
2210	Eligible: Resp Never Available	261		
2221	Eligible: Ans Mach, No Message	572		
2222	Eligible: Ans Machine, Message	349	Non-contact	1,182
2310	Eligible: Dead	0		
2320	Eligible: Phys/Mentally Unable	26	Other	91
2330	Eligible: Language Unable	62		
2340	Eligible: Misc Unable	3	Unknown if household	503
3120	Busy	30		
3130	No Answer	278	Unknown if other	350
3140	Ans Mach (Don't Know if HU)	156		
3150	Technical Phone Problems	39	Ineligible Numbers	2,590
3210	HU, Unknown Eligible: NoScrnr	350	Total Dialed Attempts	26,449
3220	HU, Unknown Eligible: Other	0		
4100	Out of Sample	739	<u>Results [AAPOR RATES]:</u>	
4200	Fax/Data Line	152	* Estimated 1 = 0.140	
4310	Non-working Number	1,252	Estimated 2 = 0.701	
4320	Disconnected Number	103	Response Rate 1 = 0.207	
4410	Number Changed	26	Response Rate 2 = 0.214	
4420	Cell Phone	N/A	*Response Rate 3 = 0.243	
4430	Call Forwarding	0	*Response Rate 4 = 0.293	
4510	Business/Government/Other Org	296	Response Rate 5 = 0.271	
4520	Institution	2	Response Rate 6 = 0.280	
4530	Group Quarter	11	Cooperation Rate 1 = 0.473	
4700	No Eligible Respondent	9	Cooperation Rate 2 = 0.489	
4800	Quota Filled	0	Cooperation Rate 3 = 0.502	
			Cooperation Rate 4 = 0.518	
	Total	6,209	Refusal Rate 1 = 0.199	

	*Refusal Rate 2 = 0.289
	Refusal Rate 3 = 0.260
	Contact Rate 1 = 0.438
	*Contact Rate 2 = 0.514
	Contact Rate 3 = 0.573
	<i>*CSR adjusted rate for VA residency</i>

Table B-11: Sample Disposition Report

ALBEMARLE COUNTY 2008 – LANDLINE CALLING				
[dispositions arranged for calculation of AAPOR standard rates]				
<u>Code</u>	<u>Disposition</u>	<u>Total</u>	<u>Group</u>	<u>Group Total</u>
1100	Complete	596	Complete Interview	596
1200	Partial	18	Partial Interview	18
2110	Eligible: Refusal	399		
2120	Eligible: Break-off	49	Refusal and break-off	448
2210	Eligible: Resp Never Available	199		
2221	Eligible: Ans Mach, No Message	541		
2222	Eligible: Ans Machine, Message	0	Non-contact	740
2310	Eligible: Dead	0		
2320	Eligible: Phys/Mentally Unable	25	Other	56
2330	Eligible: Language Unable	29		
2340	Eligible: Misc Unable	2	Unknown if household	377
3120	Busy	28		
3130	No Answer	259	Unknown if other	252
3140	Ans Mach (Don't Know if HU)	75		
3150	Technical Phone Problems	15	Ineligible Numbers	1,422
3210	HU, Unknown Eligible: NoScnr	252	Total Dialed Attempts	14,413
3220	HU, Unknown Eligible: Other	0		
4100	Out of Sample	322	<u>Results [AAPOR RATES]:</u>	
4200	Fax/Data Line	152	* Estimated 1 = 0.159	
4310	Non-working Number	629	Estimated 2 = 0.794	
4320	Disconnected Number	82	Response Rate 1 = 0.240	
4410	Number Changed	5	Response Rate 2 = 0.247	
4420	Cell Phone	N/A	*Response Rate 3 = 0.281	
4430	Call Forwarding	0	*Response Rate 4 = 0.330	
4510	Business/Government/Other Org	213	Response Rate 5 = 0.321	
4520	Institution	2	Response Rate 6 = 0.330	
4530	Group Quarter	11	Cooperation Rate 1 = 0.533	
4700	No Eligible Respondent	6	Cooperation Rate 2 = 0.550	
4800	Quota Filled	0	Cooperation Rate 3 = 0.561	
			Cooperation Rate 4 = 0.578	
Total		3,909	Refusal Rate 1 = 0.180	

	*Refusal Rate 2 = 0.241
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	Refusal Rate 3 = 0.241
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	Contact Rate 1 = 0.450
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	*Contact Rate 2 = 0.528
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	Contact Rate 3 = 0.602
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	<i>*CSR adjusted rate for VA residency</i>
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Table B-12: Sample Disposition Report

ALBEMARLE COUNTY 2008 – CELLULAR CALLING				
[dispositions arranged for calculation of AAPOR standard rates]				
<u>Code</u>	<u>Disposition</u>	<u>Total</u>	<u>Group</u>	<u>Group Total</u>
1100	Complete	153	Complete Interview	153
1200	Partial	7	Partial Interview	7
2110	Eligible: Refusal	264		
2120	Eligible: Break-off	7	Refusal and break-off	271
2210	Eligible: Resp Never Available	62		
2221	Eligible: Ans Mach, No Message	31		
2222	Eligible: Ans Machine, Message	349	Non-contact	442
2310	Eligible: Dead	0		
2320	Eligible: Phys/Mentally Unable	1	Other	35
2330	Eligible: Language Unable	33		
2340	Eligible: Misc Unable	1	Unknown if household	126
3120	Busy	2		
3130	No Answer	19	Unknown if other	98
3140	Ans Mach (Don't Know if HU)	81		
3150	Technical Phone Problems	24	Ineligible Numbers	1,168
3210	HU, Unknown Eligible: NoScrn	98	Total Dialed Attempts	12,036
3220	HU, Unknown Eligible: Other	0		
4100	Out of Sample	417	<u>Results [AAPOR RATES]:</u>	
4200	Fax/Data Line	0	<i>Estimated 1 = 0.310</i>	
4310	Non-working Number	623	<i>Estimated 2 = 0.540</i>	
4320	Disconnected Number	21	Response Rate 1 = 0.135	
4410	Number Changed	21	Response Rate 2 = 0.141	
4420	Cell Phone	N/A	Response Rate 3 = 0.233	
4430	Call Forwarding	0	Response Rate 4 = 0.244	
4510	Business/Government/Other Org	83	Response Rate 5 = 0.169	
4520	Institution	0	Response Rate 6 = 0.176	
4530	Group Quarter	0	Cooperation Rate 1 = 0.328	
4700	No Eligible Respondent	3	Cooperation Rate 2 = 0.343	
4800	Quota Filled	0	Cooperation Rate 3 = 0.355	
			Cooperation Rate 4 = 0.371	
	Total	2,300	Refusal Rate 1 = 0.239	

	Refusal Rate 2 = 0.413
	Refusal Rate 3 = 0.298
	Contact Rate 1 = 0.412
	Contact Rate 2 = 0.466
	Contact Rate 3 = 0.513

APPENDIX C
Crosstabulations/Mean Ratings
Demographic Variables

APPENDIX C
[GENDER]

TABLE C1: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C1		Gender			
Overall Impression about Albemarle County (ratings on 10 point-scale)		Male (3)		Female (4)	
		mean	n	mean	n
qol10	Overall impression about Albemarle County	7.95	346	8.06	401
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)					
		%	n	%	n
ctysatd	Sat w/ the County services	91.9%	325	93.2%	377

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C2: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C2A		Gender			
How important do you think it is for the County to devote resources to...? (% responding “Very Important”)		Male (3)		Female (4)	
		%	n		%
physa_1i	Protect and preserve County's rural character	51.9%	101	72.6% ⁽³⁾	125
physa_2i	Protect natural resources and environment	64.4%	124	77.5%	116
physa_3i	Make it easy to get around by car	64.5%	99	64.1%	125
physa_4i	Assure economic growth and job opps	56.8%	122	72.4% ⁽³⁾	112
physa_5i	Provide parks and recreation space	65.3%	114	70.8%	108
physa_8i	Provide police protection	86.8%	109	94.2%	118
physa_9i	Provide fire protection	86.6%	111	92.5%	100
physa_10i	Provide emergency rescue services	84.8%	129	95.8% ⁽³⁾	129
physa_12i	Ensure safety in business areas	75.2%	104	82.2%	106
physa_13i	Ensure safety at or near residence	78.3%	106	89.2%	110
physa_14i	Maintain QOL dealing with growth and develop	65.7%	105	80.0%	111
physa_15i	Provide needed public facilities	79.2%	132	80.0%	126
physa_16i	Provide needed infrastructure	75.0%	135	76.1%	123
physa_17i	Promote development of affordable housing	52.4%	98	73.4% ⁽³⁾	113
physa_18i	Protect water resources	88.5%	108	88.8%	113
physa_19i	Provide library services	55.1%	109	72.1% ⁽³⁾	129
physa_20i	Manage growth in the county	61.6%	117	74.3%	132
phy_transDi	Make it easy to get around by public transportation	48.5%	101	65.0%	94
buildingpDi	Preserve historic buildings	46.4%	101	56.6%	97
walkerbpDi	Ensure safety for walkers and bicyclists	50.5%	101	73.9% ⁽³⁾	98

Table C2B		Gender			
How important do you think it is for the County to spend tax dollars to...? (% responding “Very Important”)		Male (3)		Female (4)	
		%	n	%	n
physa2_1i	Protect and preserve County's rural character	57.0%	88	62.0%	117
physa2_2i	Protect natural resources and environment	68.3%	93	72.8%	108
physa2_3i	Make it easy to get around by car	53.7%	74	57.6%	121
physa2_4i	Assure economic growth and job opps	51.4%	84	64.9%	117
physa2_5i	Provide parks and recreation space	62.1%	99	57.3%	115
physa2_8i	Provide police protection	80.2%	86	91.4%	115
physa2_9i	Provide fire protection	80.5%	89	91.7%	120
physa2_10i	Provide emergency rescue services	76.0%	83	87.2%	97
physa2_12i	Ensure safety in business areas	53.1%	85	63.8%	116
physa2_13i	Ensure safety at or near residence	79.2%	82	83.5%	114
physa2_14i	Maintain QOL dealing with growth and develop	66.1%	78	71.4%	124
physa2_15i	Provide needed public facilities	67.9%	104	73.2%	104
physa2_16i	Provide needed infrastructure	68.2%	80	77.1%	108
physa2_17i	Promote development of affordable housing	46.1%	84	63.4% ⁽³⁾	101
physa2_18i	Protect water resources	85.6%	90	87.3%	122
physa2_19i	Provide library services	59.2%	95	58.9%	116
physa2_20i	Manage growth in the county	66.5%	86	51.5%	120
phy_transSi	Make it easy to get around by public transportation	57.5%	145	70.2% ⁽³⁾	188
buildingpSi	Preserve historic buildings	34.7%	149	38.7%	195
walkerbSi	Ensure safety for walkers and bicyclists	55.2%	149	70.1% ⁽³⁾	197

Table C2C		Gender			
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		Male (3)		Female (4)	
		%	n	%	n
physb_1d	Protect and preserve County's rural character	80.4%	179	74.4%	229
physb_2d	Protect natural resources and environment	84.1%	209	83.6%	210
physb_3d	Make it easy to get around by car	75.2%	164	79.4%	239
physb_4d	Assure economic growth and job opps	81.7%	183	74.9%	209
physb_5d	Provide parks and recreation space	89.0%	198	90.8%	214
physb_8d	Provide police protection	90.2%	190	92.1%	215
physb_9d	Provide fire protection	93.9%	187	96.9%	188
physb_10d	Provide emergency rescue services	89.2%	190	95.4%	191
physb_12d	Ensure safety in business areas	95.7%	171	92.1%	198
physb_13d	Ensure safety at or near residence	93.6%	184	92.0%	213
physb_14d	Maintain QOL dealing with growth and develop	78.6%	177	70.5%	223
physb_15d	Provide needed public facilities	94.5%	228	93.1%	225
physb_16d	Provide needed infrastructure	82.4%	210	79.6%	205
physb_17d	Promote development of affordable housing	58.2%	156	54.5%	194
physb_18d	Protect water resources	72.0%	187	79.0%	196
physb_19d	Provide library services	94.3%	180	93.0%	224
physb_20d	Manage growth in the county	58.7%	191	63.6%	238
physb_6d	Make it easy to get around by public transportation	68.0% ⁽⁴⁾	296	56.1%	342
physb_7d	Preserve historic buildings	90.4%	168	93.0%	159
physb_11d	Ensure safety for walkers and bicyclists	71.3%	181	71.2%	184

TABLE C3: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C3A		Gender			
How important do you think it is for the County to devote resources to...?		Male (3)		Female (4)	
(% responding "Very Important")		%	n	%	n
soc_a_1i	Provide quality education to school children	98.2%	106	99.6%	115
soc_a_2i	Support programs for youth	74.6%	104	73.9%	117
soc_a_3i	Support cultural and entertainment opps	31.9%	112	34.9%	127
soc_a_4i	Provide programs to help elderly population	62.0%	110	78.8% ⁽³⁾	113
soc_a_5i	Support affordable child-care	54.2%	120	61.6%	128
soc_a_6i	Provide support for people in financial need	53.9%	98	56.3%	105
soc_a_7i	Provide effective service to our residents	76.5%	108	71.8%	116
soc_a_8i	Provide learning opportunities for adults	36.7%	121	54.5% ⁽³⁾	112
soc_a_10i	Provide services to disadvantaged people	74.2%	118	81.4%	127
soc_a_11i	Promote tourism in our area	29.5%	118	34.8%	115
soc_a_12i	Provide opps for citizen input	80.3%	110	73.5%	118
soc_a_13i	Provide recycling services	69.8%	115	79.3%	127
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	28.6%	105	45.6% ⁽³⁾	120
fairtassDi	Provide fair property tax assessments	80.9%	181	80.5%	184

Table C3B		Gender			
How important do you think it is for the County to spend tax dollars to...?		Male (3)		Female (4)	
(% responding "Very Important")		%	n	%	n
soc_a2_1i	Provide quality education to school children	95.9%	92	95.2%	117
soc_a2_2i	Support programs for youth	65.1%	101	72.7%	141
soc_a2_3i	Support cultural and entertainment opps	20.2%	92	30.1%	121
soc_a2_4i	Provide programs to help elderly population	60.5%	87	80.1% ⁽³⁾	115
soc_a2_5i	Support affordable child-care	54.5%	83	59.8%	116
soc_a2_6i	Provide support for people in financial need	43.0%	83	55.5%	109
soc_a2_7i	Provide effective service to our residents	69.4%	109	74.8%	117
soc_a2_8i	Provide learning opportunities for adults	43.7%	73	55.1%	136
soc_a2_10i	Provide services to disadvantaged people	73.7%	107	73.8%	138
soc_a2_11i	Promote tourism in our area	35.5%	87	21.4%	112
soc_a2_12i	Provide opps for citizen input	72.3%	89	68.1%	117
soc_a2_13i	Provide recycling services	55.3%	119	77.4% ⁽³⁾	135
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	24.5%	96	37.6%	103
fairtassSi	Provide fair property tax assessments	85.1%	155	88.1%	183

Table C3C		Gender			
How satisfied are you with County government's efforts to...?		Male (3)		Female (4)	
(% responding "Very" or "Somewhat")		%	n	%	n
soc_b_1d	Provide quality education to school children	83.1%	179	86.1%	200
soc_b_2d	Support programs for youth	82.8%	159	79.6%	199
soc_b_3d	Support cultural and entertainment opps	87.1%	182	87.8%	208
soc_b_4d	Provide programs to help elderly population	85.7%	146	81.9%	161
soc_b_5d	Support affordable child-care	71.3% ⁽⁴⁾	129	54.5%	143
soc_b_6d	Provide support for people in financial need	67.7%	114	68.7%	151
soc_b_7d	Provide effective service to our residents	91.2%	189	89.2%	202
soc_b_8d	Provide learning opportunities for adults	85.8%	142	93.7% ⁽³⁾	193
soc_b_10d	Provide services to disadvantaged people	80.3%	153	73.0%	180
soc_b_11d	Promote tourism in our area	93.8%	183	93.4%	195
soc_b_12d	Provide opps for citizen input	84.0%	173	88.0%	207
soc_b_13d	Provide recycling services	51.9%	213	51.7%	253
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	70.9%	146	84.3% ⁽³⁾	171
soc_b_9d	Provide fair property tax assessments	58.4%	177	58.0%	180

TABLE C4: Satisfaction Ratings with Other Items by Demographic Variables*

Table C4A		Gender			
Satisfaction with Other Services		Male (3)		Female (4)	
		%	n	%	n
Communication					
ovalcontd	Sat w/ experience contacting the county	71.8%	130	75.0%	153
govtserd	Sat w/ keeping citizens informed about Govt programs and services	75.4%	323	82.1%	355
Transportation					
trans1d	Favor spending more local tax money on roads	71.2%	332	69.1%	378
trans2d	Favor spending more local tax money for bike paths and sidewalks	65.0%	339	68.2%	390
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	54.9%	221	62.3%	244
trans4d	Ever ridden a local bus	26.9%	347	26.7%	401
Growth and Development					
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	73.6%	224	76.7%	246
coortrand	Sat w/ the way that residential development is coordinated w/ trans	60.8%	150	63.5%	176
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	84.9%	182	84.2%	213
recycled	Favor an increase in recycling service	61.7%	208	72.7% ⁽³⁾	205
Calling 9-1-1					
emsatisd	Sat w/ assistance from 911 Operator	96.8%	81	94.6%	99
emretimd	Sat w/ time for help to arrive	92.2%	76	88.3%	85
emasstbd	Sat w/ assistance on the Scene	95.5%	74	97.1%	81

Table C4B		Gender			
Satisfaction with Other Services		Male (3)		Female (4)	
		%	n	%	n
Housing and Taxes					
awrhousd	Awareness of County's affordable housing initiatives	43.6%	202	50.3%	252
favhousd	Favor an increase in taxes for housing programs	44.2%	194	47.3%	240
valued	Sat w/ giving value for tax dollar	77.7%	333	82.1%	374
School					
schsatd	Sat w/ quality of the education	90.8%	90	92.7%	100
pssatd	Public schools in the past five years	32.3%	145	32.5%	143
psjobd	Rating: skills for getting a job	25.8%	119	28.6%	125
pscold	Rating: skills for pursuing a college degree	44.7%	119	35.7%	127
aceffid	School board actions increased the efficiency	44.8%	103	49.3%	104

APPENDIX C
[RACE]

TABLE C5: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C5		Race					
Overall Impression about Albemarle County (ratings on 10 point-scale)		White (1)		Black (2)		Others (3)	
		mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle county	8.05	620	7.81	58	7.54	45
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	mean	n	mean	n
ctysatd	How sat with the County services	93.4%	582	87.6%	55	84.3%	43

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C6: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C6A		Race					
How important do you think it is for the County to devote resources to...?		White (1)		Black (2)		Others (3)	
(% responding “Very Important”)		%	n	%	n	%	n
physa_1i	Protect and preserve County’s rural character	65.6%	199	78.7%	7	45.5%	13
physa_2i	Protect natural resources and environment	72.3%	196	73.8%	17	65.1%	19
physa_3i	Make it easy to get around by car	62.1%	187	87.4% ⁽¹⁾	12	69.5%	21
physa_4i	Assure economic growth and job opps	61.6%	188	91.7% ⁽¹⁾	21	78.4%	19
physa_5i	Provide parks and recreation space	68.7%	186	70.2%	21	54.1%	10
physa_8i	Provide police protection	89.5%	196	100.0% ⁽¹⁾	14	100.0% ⁽¹⁾	10
physa_9i	Provide fire protection	89.4%	180	79.3%	8	91.4%	17
physa_10i	Provide emergency rescue services	90.5%	205	100.0% ⁽¹⁾	24	100.0% ⁽¹⁾	22
physa_12i	Ensure safety in business areas	80.7%	176	82.6%	13	62.9%	16
physa_13i	Ensure safety at or near residence	83.8%	174	100.0% ⁽¹⁾⁽³⁾	17	69.1%	18
physa_14i	Maintain QOL dealing with growth and develop	74.5%	192	47.1%	9	57.2%	9
physa_15i	Provide needed public facilities	80.6%	213	82.7%	20	83.5%	17
physa_16i	Provide needed infrastructure	75.3%	211	72.2%	20	82.9%	21
physa_17i	Promote development of affordable housing	57.5%	172	100.0% ⁽¹⁾	18	100.0% ⁽¹⁾	14
physa_18i	Protect water resources	89.7%	186	96.9%	19	73.0%	11
physa_19i	Provide library services	63.2%	196	90.0% ⁽¹⁾⁽³⁾	17	54.0%	20
physa_20i	Manage growth in the county	72.4% ⁽³⁾	208	68.7%	19	29.5%	15
phy_transDi	Make it easy to get around by public transportation	52.4%	313	94.3% ⁽¹⁾⁽³⁾	29	63.5%	28
buildingpDi	Preserve historic buildings	46.5% ⁽³⁾	317	66.1% ⁽³⁾	24	24.1%	28
walkerbpDi	Ensure safety for walkers and bicyclists	65.8%	326	75.3%	29	78.3%	27

Table C6B		Race					
How important do you think it is for the County to spend tax dollars to...?		White (1)		Black (2)		Others (3)	
(% responding "Very Important")		%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	58.6%	170	79.0%	20	46.3%	8
physa2_2i	Protect natural resources and environment	70.7%	165	71.9%	17	86.6%	9
physa2_3i	Make it easy to get around by car	56.3% ⁽³⁾	161	83.8% ⁽¹⁾⁽³⁾	16	11.9%	10
physa2_4i	Assure economic growth and job opps	52.2%	164	95.0% ⁽¹⁾	18	81.9% ⁽¹⁾	11
physa2_5i	Provide parks and recreation space	55.7%	170	67.6%	23	75.7%	13
physa2_8i	Provide police protection	87.8%	161	84.1%	17	67.1%	14
physa2_9i	Provide fire protection	88.1%	176	100.0% ⁽¹⁾⁽³⁾	19	55.0%	9
physa2_10i	Provide emergency rescue services	82.8%	149	100.0% ⁽¹⁾	15	78.2%	8
physa2_12i	Ensure safety in business areas	58.5%	176	65.9%	8	68.5%	13
physa2_13i	Ensure safety at or near residence	79.4%	164	100.0% ⁽¹⁾	15	93.4%	11
physa2_14i	Maintain QOL dealing with growth and develop	67.7%	164	73.5%	27	78.6%	6
physa2_15i	Provide needed public facilities	69.9%	176	89.3%	15	64.1%	10
physa2_16i	Provide needed infrastructure	72.7%	166	83.8%	10	55.2%	5
physa2_17i	Promote development of affordable housing	56.4%	146	63.7%	17	46.2%	12
physa2_18i	Protect water resources	87.9%	174	77.4%	22	100.0% ⁽¹⁾⁽²⁾	8
physa2_19i	Provide library services	57.6%	178	84.8% ⁽¹⁾	18	49.5%	6
physa2_20i	Manage growth in the county	60.4%	163	37.3%	23	64.1%	11
phy_transSi	Make it easy to get around by public transportation	62.4%	275	83.2% ⁽¹⁾	30	64.9%	17
buildingpSi	Preserve historic buildings	37.9%	285	39.9%	31	40.0%	16
walkerbSi	Ensure safety for walkers and bicyclists	64.3%	287	73.4%	29	62.0%	17

Table C6C		Race					
How satisfied are you with County government's efforts to...?		White (1)		Black (2)		Others (3)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	76.1%	348	92.8% ⁽¹⁾	25	87.6%	20
physb_2d	Protect natural resources and environment	84.8%	341	83.3%	32	77.2%	26
physb_3d	Make it easy to get around by car	77.9%	337	79.1%	27	78.3%	28
physb_4d	Assure economic growth and job opps	80.1% ⁽²⁾	313	54.6%	37	85.0% ⁽²⁾	29
physb_5d	Provide parks and recreation space	92.9% ⁽²⁾	339	71.5%	38	73.8%	23
physb_8d	Provide police protection	92.4%	337	79.4%	30	96.7%	22
physb_9d	Provide fire protection	95.7%	318	95.2%	24	93.2%	22
physb_10d	Provide emergency rescue services	94.8%	302	85.2%	35	90.5%	29
physb_12d	Ensure safety in business areas	93.5%	315	87.2%	20	100.0% ⁽¹⁾	28
physb_13d	Ensure safety at or near residence	93.0%	324	81.4%	33	100.0% ⁽¹⁾⁽²⁾	29
physb_14d	Maintain QOL dealing with growth and develop	76.1% ⁽³⁾	340	73.2%	35	40.6%	14
physb_15d	Provide needed public facilities	93.8%	377	95.1%	35	88.8%	26
physb_16d	Provide needed infrastructure	81.2%	348	88.9%	30	77.0%	24
physb_17d	Promote development of affordable housing	56.1% ⁽²⁾	276	32.3%	35	78.7% ⁽²⁾	26
physb_18d	Protect water resources	75.7%	313	85.6%	39	80.1%	19
physb_19d	Provide library services	94.2%	335	85.6%	32	91.4%	24
physb_20d	Manage growth in the county	59.3%	354	69.3%	35	83.9% ⁽¹⁾	25
physb_6d	Make it easy to get around by public transportation	62.2%	529	67.2%	51	55.1%	38
physb_7d	Preserve historic buildings	95.1%	269	75.9%	30	100.0% ⁽¹⁾⁽²⁾	16
physb_11d	Ensure safety for walkers and bicyclists	69.6%	301	78.0%	33	92.2% ⁽¹⁾	17

TABLE C7: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C7A		Race					
How important do you think it is for the County to devote resources to...?		White (1)		Black (2)		Others (3)	
(% responding “Very Important”)		%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	98.7%	182	100.0%	20	100.0%	11
soc_a_2i	Support programs for youth	73.9%	190	96.6% ⁽¹⁾⁽³⁾	17	47.9%	7
soc_a_3i	Support cultural and entertainment opps	31.1%	208	85.5% ⁽¹⁾⁽³⁾	12	21.8%	15
soc_a_4i	Provide programs to help elderly population	69.0%	191	100.0% ⁽¹⁾	8	79.9%	16
soc_a_5i	Support affordable child-care	55.6%	206	78.3%	17	74.1%	18
soc_a_6i	Provide support for people in financial need	52.0%	169	92.6% ⁽¹⁾	17	68.8%	9
soc_a_7i	Provide effective service to our residents	76.6%	181	84.0%	16	60.9%	16
soc_a_8i	Provide learning opportunities for adults	43.5%	194	74.7% ⁽¹⁾⁽³⁾	20	31.9%	11
soc_a_10i	Provide services to disadvantaged people	77.7%	207	100.0% ⁽¹⁾	13	74.6%	16
soc_a_11i	Promote tourism in our area	29.3%	197	45.3%	14	63.7% ⁽¹⁾	17
soc_a_12i	Provide opps for citizen input	75.3%	196	86.7%	12	95.6% ⁽¹⁾	17
soc_a_13i	Provide recycling services	77.0%	210	54.8%	16	79.3%	11
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	35.0%	197	73.4% ⁽¹⁾	10	57.3%	9
fairtassDi	Provide fair property tax assessments	81.7%	307	89.8%	26	70.5%	22

Table C7B		Race					
How important do you think it is for the County to spend tax dollars to...?		White (1)		Black (2)		Others (3)	
(% responding "Very Important")		%	n	%	n	%	n
soc_a2_1i	Imp spend tax dollars on provide quality education to school children	95.4%	170	100.0% ⁽¹⁾	18	88.1%	13
soc_a2_2i	Imp spend tax dollars on support programs for youth	68.0%	185	87.5% ⁽¹⁾	27	81.3%	18
soc_a2_3i	Imp spend tax dollars on support cultural and entertainment opps	23.5%	177	52.3%	9	44.0%	18
soc_a2_4i	Imp spend tax dollars on provide programs to help elderly population	71.3%	161	96.1% ⁽¹⁾⁽³⁾	23	42.3%	13
soc_a2_5i	Imp spend tax dollars on support affordable child-care	55.8%	158	85.3% ⁽¹⁾	21	58.8%	13
soc_a2_6i	Imp spend tax dollars on provide support for people in financial need	45.9%	162	88.7% ⁽¹⁾	16	47.6%	9
soc_a2_7i	Imp spend tax dollars on provide effective service to our residents	72.1%	188	67.8%	13	86.5%	15
soc_a2_8i	Imp spend tax dollars on provide learning opportunities for adults	46.4%	175	90.5% ⁽¹⁾	17	63.3%	11
soc_a2_10i	Imp spend tax dollars on provide services to disadvantaged people	70.7%	190	100.0% ⁽¹⁾	27	73.1%	21
soc_a2_11i	Imp spend tax dollars on promote tourism in our area	24.9%	156	39.8%	24	28.9%	11
soc_a2_12i	Imp spend tax dollars on provide opps for citizen input	70.8%	160	80.3%	24	59.7%	12
soc_a2_13i	Imp spend tax dollars on provide recycling services	68.1%	213	59.1%	21	60.3%	14
soc_a2_14i	Imp spend tax dollars on regulate outdoor lighting to reduce light pollution and glare	29.7%	164	46.0%	18	31.9%	12
fairassSi	Imp spend tax dollars on provide fair property tax assessments	88.4%	275	90.4%	28	70.8%	23

Table C7C		Race					
How satisfied are you with County government's efforts to...?		White (1)		Black (2)		Others (3)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	84.6%	313	87.6%	32	77.1%	20
soc_b_2d	Support programs for youth	85.3% ⁽²⁾⁽³⁾	286	64.0%	40	49.0%	17
soc_b_3d	Support cultural and entertainment opps	88.1%	330	68.5%	20	92.7%	28
soc_b_4d	Provide programs to help elderly population	84.8%	256	65.7%	24	94.1% ⁽²⁾	20
soc_b_5d	Support affordable child-care	62.9%	216	48.5%	27	85.0% ⁽¹⁾⁽²⁾	21
soc_b_6d	Provide support for people in financial need	72.2% ⁽²⁾	213	37.3%	32	83.9% ⁽²⁾	12
soc_b_7d	Provide effective service to our residents	89.0%	322	96.9% ⁽¹⁾	24	94.9%	28
soc_b_8d	Provide learning opportunities for adults	92.1%	275	84.3%	30	80.2%	17
soc_b_10d	Provide services to disadvantaged people	76.9%	261	56.1%	36	94.4% ⁽¹⁾⁽²⁾	26
soc_b_11d	Promote tourism in our area	93.1%	308	94.3%	33	95.1%	25
soc_b_12d	Provide opps for citizen input	86.9%	310	76.5%	35	89.9%	26
soc_b_13d	Provide recycling services	49.7%	395	65.8%	35	74.5% ⁽¹⁾	25
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	79.0%	265	91.1% ⁽¹⁾	24	69.7%	17
soc_b_9d	Provide fair property tax assessments	59.9% ⁽²⁾	285	34.2%	30	68.7% ⁽²⁾	27

TABLE C8: Satisfaction Ratings with Other Items by Demographic Variables*

Table C8A		Race					
Satisfaction with Other Services		White (1)		Black (2)		Others (3)	
		%	n	%	n	%	n
Communication							
ovalcontd	Sat w/ experience contacting the county	73.0%	246	84.1%	13	71.3%	13
govtserd	Sat w/ keeping citizens informed about Govt programs and services	80.4%	564	69.7%	50	69.7%	42
Transportation							
trans1d	Favor spending more local tax money on roads	69.3%	587	71.5%	59	76.3%	41
trans2d	Favor spending more local tax money for bike paths and sidewalks	66.6%	602	64.2%	58	87.8% ⁽¹⁾⁽²⁾	45
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	61.3%	380	42.7%	38	53.0%	32
trans4d	Ever ridden a local bus	25.2%	620	28.8%	59	50.9% ⁽¹⁾	45
Growth and Development							
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	76.8%	391	70.1%	32	71.8%	29
coortrand	Sat w/ the way that residential development is coordinated w/ trans	60.1%	272	82.0% ⁽¹⁾	26	80.6%	16
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	84.6%	325	94.4% ⁽¹⁾	33	71.0%	22
recycled	Favor an increase in recycling service	68.3%	340	65.3%	32	72.7%	30
Calling 9-1-1							
emsatisd	Sat w/ assistance from 911 Operator	96.1%	154	100.0% ⁽¹⁾	13	51.0%	4
emretimd	Sat w/ time for help to arrive	90.6%	138	89.4%	11	100.0% ⁽¹⁾	4
emasstbd	Sat w/ assistance on the Scene	95.6%	130	100.0% ^{(1)*}	13	100.0% ^{(1)*}	4

Table C8B		Race					
Satisfaction with Other Services		White (1)		Black (2)		Others (3)	
		%	n	%	n	%	n
Housing and Taxes							
awrhousd	Awareness of County's affordable housing initiatives	45.5%	378	66.3% ⁽¹⁾	37	52.0%	27
favhousd	Favor an increase in taxes for housing programs	48.3% ⁽³⁾	361	50.6% ⁽³⁾	36	21.0%	26
valued	Sat w/ giving value for tax dollar	81.2%	586	69.8%	56	80.6%	42
School							
schsatd	Sat w/ quality of the education	92.8%	152	96.8%	23	85.2%	10
pssatd	Public schools in the past five years	31.5% ⁽³⁾	233	56.1% ⁽³⁾	28	8.4%	23
psjobd	Rating: skills for getting a job	24.6%	188	55.5% ⁽¹⁾⁽³⁾	28	8.1%	24
pscold	Rating: skills for pursuing a college degree	37.4%	195	58.1%	22	44.3%	25
aceffid	School board actions increased the efficiency	46.0%	163	79.8% ⁽¹⁾⁽³⁾	19	32.2%	20

APPENDIX C
[HISPANIC]

TABLE C9: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C9		Is R of Hispanic Origin			
Overall Impression about Albemarle County (ratings on 10 point-scale)		Yes (1)		No (2)	
		mean	n	mean	n
qol10	Overall impression about Albemarle County (ratings on 10 point-scale)	8.20	28	8.00	705
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	%	n
ctysatd	Sat w/ the County services	92.0%	24	92.5%	664

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C10: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C10A		Is R of Hispanic Origin			
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Yes (1)		No (2)	
		%	n	%	n
physa_1i	Protect and preserve County's rural character	93.4% ⁽²⁾	9	62.7%	214
physa_2i	Protect natural resources and environment	100.0% ⁽²⁾	12	69.7%	224
physa_3i	Make it easy to get around by car	70.0%	13	63.7%	210
physa_4i	Assure economic growth and job opps	100.0% ⁽²⁾	11	63.0%	220
physa_5i	Provide parks and recreation space	92.2% ⁽²⁾	7	67.0%	211
physa_8i	Provide police protection	100.0% ⁽²⁾	14	89.9%	210
physa_9i	Provide fire protection	100.0% ⁽²⁾	5	89.1%	205
physa_10i	Provide emergency rescue services	100.0% ⁽²⁾	13	90.7%	243
physa_12i	Ensure safety in business areas	78.2%	9	78.7%	200
physa_13i	Ensure safety at or near residence	100.0% ⁽²⁾	13	83.0%	199
physa_14i	Maintain QOL dealing with growth and develop	51.1%	9	73.8%	206
physa_15i	Provide needed public facilities	95.0% ⁽²⁾	12	78.6%	244
physa_16i	Provide needed infrastructure	92.7% ⁽²⁾	8	75.3%	249
physa_17i	Promote development of affordable housing	100.0% ⁽²⁾	6	63.7%	202
physa_18i	Protect water resources	46.9%	8	90.1%	210
physa_19i	Provide library services	57.5%	13	64.6%	224
physa_20i	Manage growth in the county	37.2%	6	69.0%	242
phy_transDi	Make it easy to get around by public transportation	84.1% ⁽²⁾	17	54.6%	360
buildingpDi	Preserve historic buildings	51.9%	18	45.7%	358
walkerbpDi	Ensure safety for walkers and bicyclists	82.7%	18	66.4%	371

Table C10B		Is R of Hispanic Origin			
How important do you think it is for the County to spend tax dollars to...?		Yes (1)		No (2)	
(% responding "Very Important")		%	n	%	n
physa2_1i	Protect and preserve County's rural character	47.1%	4	60.7%	197
physa2_2i	Protect natural resources and environment	89.1%	7	70.9%	186
physa2_3i	Make it easy to get around by car	13.6%	8	57.9% ⁽¹⁾	180
physa2_4i	Assure economic growth and job opps	74.3%	8	57.4%	188
physa2_5i	Provide parks and recreation space	55.1%	7	59.6%	204
physa2_8i	Provide police protection	57.3%	9	87.6%	185
physa2_9i	Provide fire protection	82.6%	4	87.6%	200
physa2_10i	Provide emergency rescue services	100.0% ⁽²⁾	8	83.4%	166
physa2_12i	Ensure safety in business areas	76.3%	9	58.8%	189
physa2_13i	Ensure safety at or near residence	90.9%	8	81.1%	183
physa2_14i	Maintain QOL dealing with growth and develop	59.7%	3	69.8%	192
physa2_15i	Provide needed public facilities	100.0% ⁽²⁾	5	70.7%	198
physa2_16i	Provide needed infrastructure	77.4%	3	73.0%	183
physa2_17i	Promote development of affordable housing	.0%	7	58.5% ⁽¹⁾	172
physa2_18i	Protect water resources	77.1%	3	87.5%	203
physa2_19i	Provide library services	64.1%	2	60.3%	204
physa2_20i	Manage growth in the county	73.3%	8	57.2%	192
phy_transSi	Make it easy to get around by public transportation	92.5% ⁽²⁾	10	64.3%	316
buildingpSi	Preserve historic buildings	70.7%	10	36.6%	324
walkerbpSi	Ensure safety for walkers and bicyclists	66.8%	10	65.0%	325

Table C10C		Is R of Hispanic Origin			
How satisfied are you with County government's efforts to...?		Yes (1)		No (2)	
(% responding "Very" or "Somewhat")		%	n	%	n
physb_1d	Protect and preserve County's rural character	69.4%	12	77.0%	388
physb_2d	Protect natural resources and environment	96.1% ⁽²⁾	19	83.0%	390
physb_3d	Make it easy to get around by car	100.0% ⁽²⁾	21	76.3%	376
physb_4d	Assure economic growth and job opps	75.3%	16	77.8%	369
physb_5d	Provide parks and recreation space	86.7%	13	89.9%	392
physb_8d	Provide police protection	100.0% ⁽²⁾	22	91.5%	372
physb_9d	Provide fire protection	100.0% ⁽²⁾	8	95.6%	360
physb_10d	Provide emergency rescue services	100.0% ⁽²⁾	17	92.4%	355
physb_12d	Ensure safety in business areas	100.0% ⁽²⁾	15	93.4%	350
physb_13d	Ensure safety at or near residence	89.3%	20	93.2%	369
physb_14d	Maintain QOL dealing with growth and develop	79.3%	12	73.8%	380
physb_15d	Provide needed public facilities	100.0% ⁽²⁾	16	93.5%	429
physb_16d	Provide needed infrastructure	65.1%	8	81.4%	404
physb_17d	Promote development of affordable housing	85.3% ⁽²⁾	12	54.4%	329
physb_18d	Protect water resources	91.1%	6	75.7%	369
physb_19d	Provide library services	100.0% ⁽²⁾	11	93.3%	386
physb_20d	Manage growth in the county	67.6%	15	61.3%	408
physb_6d	Make it easy to get around by public transportation	50.6%	27	61.8%	603
physb_7d	Preserve historic buildings	100.0% ⁽²⁾	16	92.6%	304
physb_11d	Ensure safety for walkers and bicyclists	82.7%	17	69.8%	338

TABLE C11: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C11A		Is R of Hispanic Origin			
How important do you think it is for the County to devote resources to...?		Yes (1)		No (2)	
(% responding "Very Important")		%	n	%	n
soc_a_1i	Provide quality education to school children	100.0%	12	98.9%	206
soc_a_2i	Support programs for youth	66.1%	9	74.5%	210
soc_a_3i	Support cultural and entertainment opps	35.8%	8	32.9%	229
soc_a_4i	Provide programs to help elderly population	86.1%	9	70.2%	206
soc_a_5i	Support affordable child-care	93.2% ⁽²⁾	11	57.5%	229
soc_a_6i	Provide support for people in financial need	85.3% ⁽²⁾	9	55.2%	189
soc_a_7i	Provide effective service to our residents	66.4%	15	75.3%	204
soc_a_8i	Provide learning opportunities for adults	100.0% ⁽²⁾	1	45.1%	227
soc_a_10i	Provide services to disadvantaged people	90.4%	14	78.8%	226
soc_a_11i	Promote tourism in our area	52.0%	15	31.0%	215
soc_a_12i	Provide opps for citizen input	89.2%	12	76.7%	212
soc_a_13i	Provide recycling services	100.0% ⁽²⁾	6	74.6%	230
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	52.1%	7	37.3%	213
fairtassDi	Provide fair property tax assessments	64.6%	16	82.2%	341

Table C11B		Is R of Hispanic Origin			
How important do you think it is for the County to spend tax dollars to...?		Yes (1)		No (2)	
(% responding "Very Important")		%	n	%	n
soc_a2_1i	Provide quality education to school children	100.0% ⁽²⁾	3	95.4%	203
soc_a2_2i	Support programs for youth	85.8%	5	70.2%	232
soc_a2_3i	Support cultural and entertainment opps	61.9%	10	24.7%	197
soc_a2_4i	Provide programs to help elderly population	54.1%	4	71.9%	196
soc_a2_5i	Support affordable child-care	100.0% ⁽²⁾	10	56.6%	185
soc_a2_6i	Provide support for people in financial need	16.2%	4	50.9%	187
soc_a2_7i	Provide effective service to our residents	88.6%	5	73.3%	216
soc_a2_8i	Provide learning opportunities for adults	40.5%	4	51.3%	203
soc_a2_10i	Provide services to disadvantaged people	100.0% ⁽²⁾	6	73.3%	237
soc_a2_11i	Promote tourism in our area	35.6%	9	26.5%	187
soc_a2_12i	Provide opps for citizen input	84.1%	4	70.9%	198
soc_a2_13i	Provide recycling services	76.9%	6	66.9%	246
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	36.0%	7	31.5%	190
fairtassSi	Provide fair property tax assessments	74.7%	8	87.9%	325

Table C11C		Is R of Hispanic Origin			
How satisfied are you with County government's efforts to...?		Yes (1)		No (2)	
(% responding "Very" or "Somewhat")		%	n	%	n
soc_b_1d	Provide quality education to school children	81.8%	14	84.6%	358
soc_b_2d	Support programs for youth	54.3%	10	81.5%	341
soc_b_3d	Support cultural and entertainment opps	74.6%	15	87.9%	369
soc_b_4d	Provide programs to help elderly population	100.0% ⁽²⁾	10	83.6%	294
soc_b_5d	Support affordable child-care	63.6%	15	62.7%	250
soc_b_6d	Provide support for people in financial need	65.3%	6	68.3%	256
soc_b_7d	Provide effective service to our residents	79.3%	17	90.5%	366
soc_b_8d	Provide learning opportunities for adults	100.0% ⁽²⁾	5	90.6%	325
soc_b_10d	Provide services to disadvantaged people	80.1%	16	75.9%	313
soc_b_11d	Promote tourism in our area	94.4%	22	93.4%	350
soc_b_12d	Provide opps for citizen input	100.0% ⁽²⁾	12	85.4%	362
soc_b_13d	Provide recycling services	77.5%	11	51.0%	447
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	73.5%	10	78.6%	302
soc_b_9d	Provide fair property tax assessments	100.0% ⁽²⁾	14	56.6%	335

TABLE C12: Satisfaction Ratings with Other Items by Demographic Variables*

Table C12A		Is R of Hispanic Origin			
Satisfaction with Other Services		Yes (1)		No (2)	
		%	n	%	n
Communication					
ovalcontd	Sat w/ experience contacting the county	62.7%	6	74.0%	275
govtserd	Sat w/ keeping citizens informed about Govt programs and services	65.2%	23	79.3%	642
Transportation					
trans1d	Favor spending more local tax money on roads	61.8%	25	70.2%	673
trans2d	Favor spending more local tax money for bike paths and sidewalks	68.6%	28	67.7%	689
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	45.1%	13	60.4%	443
trans4d	Ever ridden a local bus	25.3%	28	27.4%	707
Growth and Development					
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	68.0%	19	75.5%	441
coortrand	Sat w/ the way that residential development is coordinated w/ trans	56.8%	7	62.4%	312
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	93.6%	19	83.7%	366
recycled	Favor an increase in recycling service	86.0%	14	67.2%	391
Calling 9-1-1					
emsatisd	Sat w/ assistance from 911 Operator	89.6%	12	95.9%	166
emretimd	Sat w/ time for help to arrive	70.2%	7	90.9%	152
emasstbd	Sat w/ assistance on the Scene	100.0% ⁽²⁾	7	96.1%	144

Table C12B		Is R of Hispanic Origin			
Satisfaction with Other Services		Yes (1)		No (2)	
		%	n	%	n
Housing and Taxes					
awrhousd	Awareness of County's affordable housing initiatives	51.4%	22	47.7%	423
favhousd	Favor an increase in taxes for housing programs	41.4%	24	46.8%	401
valued	Sat w/ giving value for tax dollar	71.9%	22	80.5%	671
School					
schsatd	Sat w/ quality of the education	85.2%	4	93.1%	182
pssatd	Public schools in the past five years	13.2%	14	34.0%	270
psjobd	Rating: skills for getting a job	14.3%	13	28.1%	230
pscold	Rating: skills for pursuing a college degree	43.7%	13	40.1%	232
aceffid	School board actions increased the efficiency	29.3%	13	48.3%	190

APPENDIX C
[AGE]

TABLE C13: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C13		Age									
Overall Impression about Albemarle County		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
(ratings on 10 point-scale)		mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle county	7.92	65	7.76	115	7.98	177	8.11	222	8.15 ⁽²⁾	141
Overall Satisfaction with Albemarle County											
(% responding “Very” or “Somewhat”)		%	n	%	n	%	n	%	n	%	n
ctysatd	How sat with the County services	90.9%	62	95.3%	109	95.0%	167	91.0%	204	93.7%	133

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C14: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C14A		Age									
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
		%	n	%	n	%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	70.2%	32	61.3%	34	57.2%	52	63.6%	53	69.8%	46
physa_2i	Protect natural resources and environment	67.0%	25	94.5% ⁽³⁾ (4)(5)	34	55.6%	66	81.1% ⁽³⁾	64	66.2%	39
physa_3i	Make it easy to get around by car	72.3%	24	42.2%	40	60.2%	53	73.2% ⁽²⁾	63	71.0% ⁽²⁾	40
physa_4i	Assure economic growth and job opps	76.3%	28	75.1%	34	65.7%	57	61.9%	70	54.4%	39
physa_5i	Provide parks and recreation space	64.0%	20	72.4%	34	77.6%	53	59.9%	65	63.4%	41
physa_8i	Provide police protection	88.5%	24	100.0% (4)(5)	35	93.2%	61	86.8%	53	87.1%	47
physa_9i	Provide fire protection	73.8%	21	92.6%	30	90.1%	53	90.5%	52	91.5%	52
physa_10i	Provide emergency rescue services	87.9%	32	94.2%	31	91.9%	66	89.4%	75	92.0%	46
physa_12i	Ensure safety in business areas	85.0%	28	96.9% ⁽³⁾ (4)(5)	24	67.1%	51	72.3%	58	85.1%	46
physa_13i	Ensure safety at or near residence	81.0%	25	90.9%	29	73.9%	62	87.7%	49	91.1% ⁽³⁾	43
physa_14i	Maintain QOL dealing with growth and develop	81.8%	18	62.2%	28	71.6%	56	78.0%	58	77.5%	48
physa_15i	Provide needed public facilities	82.5%	31	72.5%	31	80.1%	65	83.8%	70	81.6%	52
physa_16i	Provide needed infrastructure	74.7%	32	73.5%	42	82.2%	58	75.6%	70	73.3%	50
physa_17i	Promote development of affordable housing	76.9%	23	70.9%	33	57.8%	53	62.9%	57	65.2%	36
physa_18i	Protect water resources	87.6%	18	76.2%	24	98.7% ⁽⁴⁾	57	82.2%	65	92.2%	47
physa_19i	Provide library services	39.0%	22	65.1%	41	63.4%	61	72.6% ⁽¹⁾	57	65.7%	51
physa_20i	Manage growth in the county	41.7%	27	59.9%	28	73.1%	67	76.6% ⁽¹⁾	68	70.6%	52
phy_transDi	Make it easy to get around by public transportation	46.1%	43	63.4%	53	49.8%	96	57.2%	102	60.6%	76
buildingpDi	Preserve historic buildings	63.6% ⁽²⁾	42	31.0%	56	43.9%	97	51.6% ⁽²⁾	102	42.8%	71
walkerbpDi	Ensure safety for walkers and bicyclists	60.2%	43	85.4% ⁽³⁾ (4)(5)	55	60.4%	100	68.3%	104	66.2%	77

Table C14B		Age									
How important do you think it is for the County to spend tax dollars to...? (% responding "Very Important")		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
		%	n	%	n	%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	62.8%	13	51.4%	39	51.3%	47	67.1%	58	66.8%	40
physa2_2i	Protect natural resources and environment	23.7%	6	91.6% ⁽¹⁾⁽³⁾⁽⁴⁾	39	66.7%	47	64.8%	67	79.3% ⁽¹⁾	35
physa2_3i	Make it easy to get around by car	64.6%	9	42.3%	39	47.6%	38	62.8%	63	63.5%	35
physa2_4i	Assure economic growth and job opps	53.9%	10	79.2% ⁽³⁾⁽⁴⁾⁽⁵⁾	43	52.3%	42	54.1%	70	48.1%	28
physa2_5i	Provide parks and recreation space	90.0% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾	15	55.2%	32	64.0%	53	60.6%	73	43.6%	38
physa2_8i	Provide police protection	85.6%	13	82.3%	33	92.6%	42	82.9%	74	90.8%	31
physa2_9i	Provide fire protection	61.4%	19	91.0%	40	82.1%	47	93.4%	59	92.4%	38
physa2_10i	Provide emergency rescue services	100.0% ⁽³⁾⁽⁴⁾⁽⁵⁾	10	95.3% ⁽³⁾	28	72.7%	39	82.9%	63	85.1%	33
physa2_12i	Ensure safety in business areas	45.3%	16	55.8%	33	63.4%	37	57.5%	67	69.9%	39
physa2_13i	Ensure safety at or near residence	85.7%	13	85.9%	38	89.1% ⁽⁴⁾	45	74.1%	65	82.1%	31
physa2_14i	Maintain QOL dealing with growth and develop	49.4%	14	80.1%	33	66.7%	48	70.6%	60	68.7%	38
physa2_15i	Provide needed public facilities	40.7%	11	82.3% ⁽¹⁾	30	74.0%	51	74.2%	68	65.3%	38
physa2_16i	Provide needed infrastructure	49.1%	11	44.1%	13	76.8%	48	79.6%	69	77.8%	42
physa2_17i	Promote development of affordable housing	52.9%	14	63.0%	38	55.9%	40	50.9%	58	56.7%	26
physa2_18i	Protect water resources	73.8%	13	89.0%	34	86.5%	42	86.5%	75	94.9%	41
physa2_19i	Provide library services	.0%	10	58.6% ⁽¹⁾	37	58.3% ⁽¹⁾	46	66.2% ⁽¹⁾	73	69.0% ⁽¹⁾	35
physa2_20i	Manage growth in the county	10.0%	15	58.2% ⁽¹⁾	34	58.8% ⁽¹⁾	43	69.6% ⁽¹⁾	68	62.7% ⁽¹⁾	34
phy_transSi	Make it easy to get around by public transportation	43.4%	22	67.5%	58	67.3%	74	61.4%	109	70.4%	60
buildingpSi	Preserve historic buildings	37.8%	22	36.0%	59	37.8%	75	35.6%	114	38.2%	61
walkerbSi	Ensure safety for walkers and bicyclists	62.8%	13	51.4%	39	51.3%	47	67.1%	58	66.8%	40

Table C14C		Age									
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
		%	n	%	n	%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	81.1%	41	85.5% ⁽⁴⁾	67	79.5%	95	68.2%	108	77.0%	79
physb_2d	Protect natural resources and environment	84.9%	30	90.0%	70	84.3%	108	82.4%	126	78.9%	67
physb_3d	Make it easy to get around by car	86.3%	31	84.2% ⁽⁴⁾	79	79.1%	90	69.1%	121	83.6% ⁽⁴⁾	71
physb_4d	Assure economic growth and job opps	79.3%	36	81.5%	71	78.4%	82	78.3%	131	71.9%	57
physb_5d	Provide parks and recreation space	88.1%	35	93.6%	65	84.1%	102	93.8%	125	91.7%	71
physb_8d	Provide police protection	89.2%	36	92.2%	61	93.7%	101	91.2%	116	92.9%	73
physb_9d	Provide fire protection	96.0%	38	97.2%	58	95.3%	91	93.9%	101	95.3%	80
physb_10d	Provide emergency rescue services	90.1%	43	95.4%	45	97.2%	94	89.4%	115	94.0%	71
physb_12d	Ensure safety in business areas	97.0%	40	98.6% ⁽³⁾	52	90.6%	82	93.9%	112	91.7%	74
physb_13d	Ensure safety at or near residence	91.2%	38	93.4%	66	94.6%	105	91.4%	107	92.8%	69
physb_14d	Maintain QOL dealing with growth and develop	72.3%	31	79.9%	57	75.6%	103	65.7%	114	79.5% ⁽⁴⁾	79
physb_15d	Provide needed public facilities	96.5%	41	94.4%	60	92.1%	112	93.6%	135	96.2%	87
physb_16d	Provide needed infrastructure	84.8%	40	77.6%	50	78.0%	102	83.1%	128	83.2%	84
physb_17d	Promote development of affordable housing	35.5%	33	59.8%	65	61.5%	86	49.6%	96	65.6% ⁽¹⁾⁽⁴⁾	57
physb_18d	Protect water resources	90.3%	28	88.5% ⁽³⁾⁽⁴⁾	45	72.2%	88	72.3%	129	76.7%	80
physb_19d	Provide library services	91.2%	31	98.8% ⁽⁴⁾	61	94.1%	99	91.2%	123	96.4%	78
physb_20d	Manage growth in the county	79.8% ⁽³⁾⁽⁴⁾	38	64.9%	60	55.6%	108	53.7%	127	66.9%	78
physb_6d	Make it easy to get around by public transportation	80.2% ⁽³⁾⁽⁴⁾⁽⁵⁾	65	63.2%	103	61.0%	156	54.4%	178	61.1%	118
physb_7d	Preserve historic buildings	88.0%	28	98.5%	50	90.5%	83	91.8%	100	93.6%	56
physb_11d	Ensure safety for walkers and bicyclists	91.1% ⁽³⁾⁽⁴⁾	31	71.6%	57	70.1%	91	62.4%	108	78.2% ⁽⁴⁾	64

TABLE C15: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C15A		Age									
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
		%	n	%	n	%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	100.0%	24	100.0%	32	100.0%	49	97.2%	68	98.9%	43
soc_a_2i	Support programs for youth	86.7%	24	77.8%	29	76.0%	51	70.3%	61	68.9%	50
soc_a_3i	Support cultural and entertainment opps	56.1% ⁽⁴⁾	29	37.0%	42	32.6%	59	20.6%	59	33.8%	45
soc_a_4i	Provide programs to help elderly population	77.9%	23	74.5%	47	74.2%	57	68.4%	52	65.2%	38
soc_a_5i	Support affordable child-care	83.6% ⁽³⁾⁽⁴⁾⁽⁵⁾	29	70.6% ⁽⁵⁾	51	52.7%	54	52.5%	65	47.6%	42
soc_a_6i	Provide support for people in financial need	81.7% ⁽³⁾⁽⁵⁾	24	56.5%	28	50.5%	49	57.3%	65	39.5%	29
soc_a_7i	Provide effective service to our residents	65.6%	20	67.4%	45	74.2%	51	80.8%	61	75.9%	41
soc_a_8i	Provide learning opportunities for adults	32.1%	20	65.8% ⁽⁵⁾	33	45.4%	55	44.7%	73	35.4%	45
soc_a_10i	Provide services to disadvantaged people	91.4% ⁽³⁾	21	89.1% ⁽³⁾⁽⁴⁾	50	69.0%	54	73.4%	67	82.0%	42
soc_a_11i	Promote tourism in our area	29.6%	34	43.0%	45	25.0%	48	28.9%	66	43.5%	30
soc_a_12i	Provide opps for citizen input	80.4%	28	77.0%	42	91.7% ⁽⁴⁾⁽⁵⁾	45	68.6%	66	74.6%	42
soc_a_13i	Provide recycling services	72.5%	18	87.1% ⁽⁴⁾	49	76.2%	57	63.6%	68	74.9%	47
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	27.0%	24	37.2%	43	30.5%	50	44.6%	55	45.4%	42
fairtassDi	Provide fair property tax assessments	86.9%	33	70.1%	63	80.0%	87	80.0%	104	89.7% ⁽²⁾	67

Table C15B		Age									
How important do you think it is for the County to spend tax dollars to...? (% responding "Very Important")		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
		%	n	%	n	%	n	%	n	%	n
soc_a2_1i	Provide quality education to school children	100.0% ⁽⁴⁾ ₍₅₎	14	93.4%	29	100.0% ⁽⁴⁾ ₍₅₎	47	92.2%	66	94.8%	45
soc_a2_2i	Support programs for youth	72.0%	14	87.3% ⁽³⁾ ₍₄₎	29	64.0%	64	64.5%	79	73.4%	48
soc_a2_3i	Support cultural and entertainment opps	34.4%	13	44.8%	30	24.3%	50	20.2%	71	26.6%	37
soc_a2_4i	Provide programs to help elderly population	69.7%	14	84.4%	28	68.2%	48	68.7%	72	70.6%	35
soc_a2_5i	Support affordable child-care	53.2%	14	86.1% ⁽³⁾ ₍₄₎₍₅₎	34	56.8%	45	56.1%	52	44.0%	43
soc_a2_6i	Provide support for people in financial need	80.1% ⁽²⁾ ₍₄₎₍₅₎	17	38.9%	23	58.3%	52	44.1%	55	40.7%	37
soc_a2_7i	Provide effective service to our residents	57.5%	22	71.8%	26	82.0% ⁽⁴⁾	62	65.2%	72	86.9% ⁽⁴⁾	37
soc_a2_8i	Provide learning opportunities for adults	85.1% ⁽³⁾ ₍₄₎₍₅₎	12	77.9% ⁽³⁾ ₍₄₎₍₅₎	27	51.0%	50	39.0%	69	40.5%	39
soc_a2_10i	Provide services to disadvantaged people	79.1%	26	80.3%	26	81.2%	63	70.2%	83	64.6%	40
soc_a2_11i	Promote tourism in our area	.0%	6	17.2% ⁽¹⁾ _()	23	42.5% ⁽¹⁾ ₍₂₎₍₄₎	57	19.6% ⁽¹⁾	67	26.3% ⁽¹⁾	38
soc_a2_12i	Provide opps for citizen input	59.1%	10	76.3%	30	62.6%	45	66.9%	73	84.2% ⁽³⁾ ₍₄₎	36
soc_a2_13i	Provide recycling services	72.8%	13	75.0%	32	58.2%	66	68.4%	83	66.3%	50
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	20.5%	11	59.4% ⁽³⁾ _()	19	8.4%	51	34.0% ⁽³⁾	66	40.0% ⁽³⁾	45
fairtassSi	Provide fair property tax assessments	79.0%	22	86.0%	39	83.8%	87	88.7%	112	93.5%	65

Table C15C		Age									
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
		%	n	%	n	%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	79.4%	37	94.9% ⁽⁴⁾ (5)	55	84.9%	91	84.3%	112	80.2%	72
soc_b_2d	Support programs for youth	67.7%	35	79.6%	45	78.7%	100	84.1%	106	89.1%	62
soc_b_3d	Support cultural and entertainment opps	82.4%	42	86.0%	65	90.8%	100	88.4%	104	88.3%	65
soc_b_4d	Provide programs to help elderly population	100.0% ⁽³⁾ (4)(5)	34	91.9% ⁽⁴⁾ ()	49	78.8%	71	78.0%	90	82.6%	56
soc_b_5d	Support affordable child-care	67.3%	32	58.7%	53	57.6%	69	58.6%	73	74.7%	38
soc_b_6d	Provide support for people in financial need	70.5%	31	54.6%	29	70.8%	75	69.0%	84	71.2%	40
soc_b_7d	Provide effective service to our residents	93.9%	35	84.5%	55	87.5%	106	89.5%	115	97.6% ⁽²⁾ (3)(4)	69
soc_b_8d	Provide learning opportunities for adults	84.6%	33	98.7% ⁽³⁾ (4)(5)	45	87.2%	74	90.7%	105	90.9%	62
soc_b_10d	Provide services to disadvantaged people	74.7%	42	74.1%	54	80.1%	83	73.4%	99	82.7%	45
soc_b_11d	Promote tourism in our area	82.6%	39	97.5%	61	90.9%	93	95.7%	109	95.4%	59
soc_b_12d	Provide opps for citizen input	88.4%	32	93.5% ⁽⁵⁾ ()	60	85.8%	86	86.4%	120	79.8%	69
soc_b_13d	Provide recycling services	68.3%	26	54.5%	78	51.8%	121	44.0%	138	57.0%	90
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	75.5%	33	85.5%	51	73.4%	72	80.0%	87	75.3%	61
soc_b_9d	Provide fair property tax assessments	75.9%	24	68.2%	52	50.9%	85	54.2%	115	60.9%	65

TABLE C16: Satisfaction Ratings with Other Items by Demographic Variables*

Table C16A		Age									
Satisfaction with Other Services		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
		%	n	%	n	%	n	%	n	%	n
Communication											
ovalcontd	Sat w/ experience contacting the county	64.1%	15	80.4%	39	68.9%	87	73.6%	92	79.7%	46
govtserd	Sat w/ keeping citizens informed about Govt programs and services	74.4%	64	71.9%	103	75.9%	168	82.7%	191	84.7%	127
Transportation											
trans1d	Favor spending more local tax money on roads	62.0%	59	72.0%	112	71.3%	169	68.2%	212	73.0%	133
trans2d	Favor spending more local tax money for bike paths and sidewalks	47.5%	64	77.2% ⁽¹⁾⁽³⁾	113	61.8%	174	70.3% ⁽¹⁾	218	69.1% ⁽¹⁾	134
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	53.3%	34	56.5%	74	62.6%	114	65.9%	136	52.5%	88
trans4d	Ever ridden a local bus	46.8% ⁽⁴⁾⁽⁵⁾	65	34.5% ⁽⁵⁾	115	33.4% ⁽⁴⁾⁽⁵⁾	175	21.8%	223	14.1%	143
Growth and Development											
devarea2d	Favor policy atpts to concentrate growth in areas desig for growth and increased serv	54.9%	47	92.8% ⁽¹⁾⁽³⁾⁽⁴⁾⁽⁵⁾	71	75.2%	94	69.1%	148	81.4% ⁽¹⁾⁽⁴⁾	91
coortrand	Sat w/ the way that residential development is coordinated w/ trans	100.0% ⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾	38	78.1% ⁽³⁾⁽⁴⁾	53	53.6%	87	44.4%	90	63.8% ⁽⁴⁾	45
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	88.2%	41	93.6% ⁽³⁾⁽⁴⁾	62	81.3%	96	78.4%	112	85.3%	66
recycled	Favor an increase in recycling service	85.5% ⁽⁵⁾	31	80.3% ⁽⁵⁾	59	68.2% ⁽⁵⁾	112	69.3% ⁽⁵⁾	118	50.0%	77
Calling 9-1-1											
emsatisd	Sat w/ assistance from 911 Operator	100.0%	18	100.0%	31	94.0%	52	95.7%	49	97.6%	24
emretimd	Sat w/ time for help to arrive	77.0%	16	92.7%	25	88.9%	49	95.9%	42	97.0%	24
emasstbd	Sat w/ assistance on the Scene	87.5%	12	87.6%	24	97.7%	49	100.0%	40	100.0%	23

Table C16B		Age									
Satisfaction with Other Services		18-25 (1)		26-37 (2)		38-49 (3)		50-64 (4)		65 & over (5)	
		%	n	%	n	%	n	%	n	%	n
Housing and Taxes											
awrhousd	Awareness of County's affordable housing initiatives	21.7%	52	42.4%	76	50.8% ⁽¹⁾	104	53.4% ⁽¹⁾	123	55.5% ⁽¹⁾	79
favhousd	Favor an increase in taxes for housing programs	55.9%	41	61.8% ⁽³⁾⁽⁴⁾⁽⁵⁾	74	41.6%	100	43.0%	120	41.9%	80
valued	Sat w/ giving value for tax dollar	84.7%	60	83.6%	102	78.9%	172	80.2%	214	79.5%	132
School											
schsatd	Sat w/ quality of the education	100.0% ⁽³⁾⁽⁴⁾	13	96.7%	40	91.6%	91	89.2%	34	100.0% ⁽³⁾⁽⁴⁾	5
pssatd	Public schools in the past five years	47.5%	36	31.6%	36	27.4%	81	40.8% ⁽⁵⁾	83	18.8%	49
psjobd	Rating: skills for getting a job	24.3%	32	18.9%	33	33.7%	71	29.4%	64	21.1%	39
pscold	Rating: skills for pursuing a college degree	46.5%	32	36.9%	34	45.0% ⁽⁵⁾	65	41.6%	69	26.2%	41
aceffid	School board actions increased the efficiency	53.6%	30	58.5%	27	40.2%	54	45.6%	57	43.3%	33

APPENDIX C
[EDUCATION]

TABLE C17: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C17	Education									
	High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
Overall Impression about Albemarle County (ratings on 10 point-scale)	mean	n	mean	n	mean	n	mean	n	mean	n
gol10 Overall impression about Albemarle county	7.81	149	8.02	159	8.09	198	8.04	177	8.07	58
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)	%	n	%	n	%	n	%	n	%	n
ctysatd How sat with the County services	91.6%	144	90.8%	150	93.0%	181	94.8%	165	92.4%	56

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C18: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C18A		Education									
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
		%	n	%	n	%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	58.3%	42	75.7% ⁽⁵⁾ ₍₄₎	58	65.4%	66	54.8%	44	47.4%	16
physa_2i	Protect natural resources and environment	82.2%	41	68.9%	67	68.6%	59	62.7%	56	85.5% ⁽⁴⁾	15
physa_3i	Make it easy to get around by car	71.9%	33	78.6% ⁽³⁾ ₍₄₎	63	55.3%	59	53.8%	53	57.2%	15
physa_4i	Assure economic growth and job opps	83.2% ⁽⁴⁾ ₍₅₎	48	77.7% ⁽⁴⁾ ₍₅₎	57	71.0% ⁽⁴⁾ ₍₅₎	57	36.9%	58	32.9%	15
physa_5i	Provide parks and recreation space	75.5%	40	68.3%	57	67.7%	59	64.7%	51	63.4%	14
physa_8i	Provide police protection	93.8%	43	91.2%	59	94.7% ⁽⁵⁾	62	87.1%	43	76.5%	20
physa_9i	Provide fire protection	94.3%	43	85.3%	48	84.1%	50	95.8%	46	87.6%	23
physa_10i	Provide emergency rescue services	86.0%	41	97.4%	79	89.6%	67	86.5%	54	83.3%	18
physa_12i	Ensure safety in business areas	88.9% ⁽⁴⁾	42	81.7%	53	78.0%	56	67.3%	45	75.6%	14
physa_13i	Ensure safety at or near residence	90.9% ⁽⁴⁾	42	91.2% ⁽⁴⁾ ₍₅₎	53	86.2%	50	72.2%	56	78.8%	13
physa_14i	Maintain QOL dealing with growth and develop	68.5%	34	74.5%	52	65.3%	61	80.0%	48	82.5%	19
physa_15i	Provide needed public facilities	84.2%	45	81.0%	80	83.1%	64	69.4%	47	78.9%	21
physa_16i	Provide needed infrastructure	68.1%	49	77.1%	63	75.2%	74	84.1%	52	71.3%	19
physa_17i	Promote development of affordable housing	73.9% ⁽⁵⁾	37	70.6% ⁽⁵⁾ ₍₄₎	56	62.9%	55	57.2%	42	42.1%	19
physa_18i	Protect water resources	85.1%	30	92.9%	58	89.7%	64	90.4%	46	75.9%	23
physa_19i	Provide library services	59.2%	42	66.9%	55	66.8%	65	64.6%	57	57.3%	17
physa_20i	Manage growth in the county	66.2%	50	67.6%	63	67.2%	67	66.2%	52	87.4% ⁽³⁾ ₍₄₎	15
phy_transDi	Make it easy to get around by public transportation	58.5%	69	67.2% ⁽⁴⁾ ₍₅₎	100	53.0%	101	45.2%	81	46.9%	28
buildingpDi	Preserve historic buildings	49.8%	64	63.1% ⁽³⁾ ₍₄₎₍₅₎	101	40.2%	102	31.1%	83	36.2%	27
walkerbpDi	Ensure safety for walkers and bicyclists	60.2%	43	85.4% ⁽³⁾ ₍₄₎₍₅₎	55	60.4%	100	68.3%	104	66.2%	77

Table C18B		Education									
How important do you think it is for the County to spend tax dollars to...? (% responding "Very Important")		High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
		%	n	%	n	%	%	n	%	n	%
physa2_1i	Protect and preserve County's rural character	64.3% ⁽⁵⁾	45	65.2% ⁽⁵⁾	28	58.0%	60	63.1% ⁽⁵⁾	57	32.6%	14
physa2_2i	Protect natural resources and environment	74.8%	34	66.6%	32	68.6%	58	69.4%	57	84.7%	16
physa2_3i	Make it easy to get around by car	61.9%	47	51.4%	29	43.4%	53	64.2%	47	73.8% ⁽³⁾	16
physa2_4i	Assure economic growth and job opps	71.2% ⁽⁴⁾ ₍₅₎	45	71.0% ⁽⁴⁾ ₍₅₎	37	63.9% ⁽⁵⁾	51	43.3%	48	32.2%	19
physa2_5i	Provide parks and recreation space	65.9%	43	63.1%	33	50.3%	54	59.4%	60	63.7%	21
physa2_8i	Provide police protection	80.9%	40	91.4%	44	87.7%	48	83.2%	50	93.0%	15
physa2_9i	Provide fire protection	84.1%	49	96.7%	34	87.6%	62	87.9%	42	79.5%	19
physa2_10i	Provide emergency rescue services	92.1% ⁽⁴⁾	36	93.7% ⁽⁴⁾	30	82.8%	52	69.9%	49	86.6%	11
physa2_12i	Ensure safety in business areas	63.1%	49	60.4%	31	53.1%	47	62.5%	57	56.1%	14
physa2_13i	Ensure safety at or near residence	89.7% ⁽⁴⁾	43	87.1%	38	82.8%	49	69.3%	46	81.9%	18
physa2_14i	Maintain QOL dealing with growth and develop	53.6%	49	81.7% ⁽¹⁾	27	70.7%	57	74.1%	51	76.4%	16
physa2_15i	Provide needed public facilities	76.2%	51	79.6%	30	66.3%	56	65.9%	54	70.7%	18
physa2_16i	Provide needed infrastructure	62.2%	47	82.9%	23	71.5%	45	75.5%	51	84.0%	21
physa2_17i	Promote development of affordable housing	71.0% ⁽³⁾	43	65.7%	34	43.0%	44	51.3%	44	51.1%	14
physa2_18i	Protect water resources	81.9%	46	83.7%	37	87.0%	59	90.0%	53	93.0%	16
physa2_19i	Provide library services	34.5%	33	58.5%	32	60.6% ⁽¹⁾	61	73.2% ⁽¹⁾	64	55.6%	18
physa2_20i	Manage growth in the county	54.3%	51	42.9%	29	65.4%	53	59.8%	56	61.8%	15
phy_transSi	Make it easy to get around by public transportation	69.5%	73	64.3%	52	60.2%	89	66.1%	87	65.2%	28
buildingbpSi	Preserve historic buildings	45.6% ⁽⁴⁾	77	45.2% ⁽⁴⁾	54	36.3%	92	27.1%	89	36.5%	27
walkerbpsi	Ensure safety for walkers and bicyclists	63.7%	78	52.7%	54	69.8%	91	65.7%	91	67.1%	28

Table C18C		Education									
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
		%	n	%	n	%	%	n	%	n	%
physb_1d	Protect and preserve County's rural character	83.0%	82	77.4%	81	82.0% ⁽⁴⁾ ₅₎	120	69.7%	94	64.3%	29
physb_2d	Protect natural resources and environment	86.7%	68	87.3%	94	86.1%	112	79.8%	108	74.3%	31
physb_3d	Make it easy to get around by car	87.5% ⁽⁴⁾	77	77.5%	89	76.7%	106	72.0%	97	72.7%	31
physb_4d	Assure economic growth and job opps	73.3%	82	74.1%	89	73.8%	97	87.0% ⁽³⁾	96	88.8%	26
physb_5d	Provide parks and recreation space	85.8%	71	81.2%	87	91.1%	112	96.2% ⁽¹⁾ ₂₎	105	96.6% ⁽¹⁾ ₂₎	34
physb_8d	Provide police protection	87.4%	80	90.7%	96	94.3%	107	94.6%	85	82.2%	32
physb_9d	Provide fire protection	95.7%	86	96.4%	77	95.0%	91	94.9%	79	93.9%	36
physb_10d	Provide emergency rescue services	89.9%	71	92.6%	103	92.3%	100	92.7%	84	96.4%	20
physb_12d	Ensure safety in business areas	88.8%	87	94.4%	80	96.2%	87	93.9%	91	100.0% ⁽¹⁾ ₍₂₎₍₄₎	21
physb_13d	Ensure safety at or near residence	88.5%	83	90.7%	89	94.5%	96	96.7%	97	91.8%	30
physb_14d	Maintain QOL dealing with growth and develop	80.4% ⁽⁵⁾	78	67.4%	74	83.7% ⁽²⁾ ₄₎₍₅₎	114	68.3%	96	60.6%	35
physb_15d	Provide needed public facilities	94.6%	90	94.6%	109	93.7%	116	93.6%	100	91.8%	37
physb_16d	Provide needed infrastructure	87.6%	89	83.6%	83	78.7%	105	76.9%	95	78.9%	39
physb_17d	Promote development of affordable housing	37.9%	71	52.7%	83	68.1% ⁽¹⁾	87	59.4% ⁽¹⁾	79	59.9%	25
physb_18d	Protect water resources	84.2% ⁽⁴⁾	67	82.9% ⁽⁴⁾ ₎	88	75.3%	106	65.5%	85	68.4%	37
physb_19d	Provide library services	93.2%	69	90.9%	78	94.9%	108	94.2%	112	94.9%	34
physb_20d	Manage growth in the county	66.4%	89	63.9%	91	65.1%	116	55.1%	104	46.4%	26
physb_6d	Make it easy to get around by public transportation	74.9% ⁽³⁾ ₄₎₍₅₎	128	65.9%	143	56.7%	168	54.5%	146	52.8%	48
physb_7d	Preserve historic buildings	86.5%	66	95.5%	77	93.7%	84	90.1%	78	100.0% ⁽¹⁾ ₍₄₎	20
physb_11d	Ensure safety for walkers and bicyclists	88.3% ⁽²⁾ ₃₎₍₄₎₍₅₎	77	73.5%	78	69.4%	100	57.0%	86	63.5%	21

TABLE C19: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C19A		Education									
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
		%	n	%	n	%	%	n	%	n	%
soc_a_1i	Provide quality education to school children	96.1%	49	99.2%	54	100.0%	51	100.0%	44	100.0%	20
soc_a_2i	Support programs for youth	83.8% ⁽³⁾	47	83.1% ⁽³⁾	58	57.7%	44	68.3%	51	75.3%	19
soc_a_3i	Support cultural and entertainment opps	45.4% ⁽⁴⁾⁽⁵⁾	54	31.9%	57	39.1% ⁽⁵⁾	55	21.3%	52	15.1%	19
soc_a_4i	Provide programs to help elderly population	80.0% ⁽⁴⁾	60	83.0% ⁽⁴⁾	41	67.4%	57	53.8%	49	65.8%	14
soc_a_5i	Support affordable child-care	74.7% ⁽⁴⁾⁽⁵⁾	55	67.3% ⁽⁴⁾	52	54.6%	64	40.5%	53	42.7%	21
soc_a_6i	Provide support for people in financial need	72.5% ⁽³⁾⁽⁴⁾	45	82.4% ⁽³⁾⁽⁴⁾⁽⁵⁾	43	32.2%	56	43.2%	39	46.1%	19
soc_a_7i	Provide effective service to our residents	78.7%	47	88.6% ⁽³⁾⁽⁴⁾	46	66.5%	61	70.3%	49	73.4%	19
soc_a_8i	Provide learning opportunities for adults	52.3%	53	54.3%	52	46.4%	46	31.6%	61	39.3%	18
soc_a_10i	Provide services to disadvantaged people	79.1%	52	82.4%	51	80.6%	62	68.8%	55	83.2%	24
soc_a_11i	Promote tourism in our area	33.4% ⁽⁵⁾	42	45.3% ⁽⁵⁾	60	35.7% ⁽⁵⁾	55	24.0% ⁽⁵⁾	54	4.7%	22
soc_a_12i	Provide opps for citizen input	83.2%	50	74.8%	48	72.4%	51	76.0%	57	78.7%	22
soc_a_13i	Provide recycling services	75.1%	61	74.0%	49	77.7%	56	75.1%	51	68.4%	22
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	47.6% ⁽⁴⁾	47	41.7%	50	40.0%	56	23.8%	47	25.2%	23
fairtassDi	Provide fair property tax assessments	89.9% ⁽⁵⁾	82	86.0%	77	78.3%	88	74.5%	81	70.9%	34

Table C19B		Education									
How important do you think it is for the County to spend tax dollars to...?		High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
(% responding "Very Important")											
		%	n	%	n	%	%	n	%	n	%
soc_a2_1i	Provide quality education to school children	93.7%	33	95.1%	48	96.9%	61	96.9%	52	90.2%	15
soc_a2_2i	Support programs for youth	75.2%	47	79.7% ⁽⁵⁾	54	68.9%	62	63.8%	60	47.0%	16
soc_a2_3i	Support cultural and entertainment opps	16.9%	32	25.4%	48	25.3%	62	33.9%	55	22.7%	13
soc_a2_4i	Provide programs to help elderly population	79.5% ⁽⁴⁾⁽⁵⁾	37	83.3% ⁽⁴⁾⁽⁵⁾	47	76.6% ⁽⁴⁾⁽⁵⁾	56	56.7%	49	39.2%	12
soc_a2_5i	Support affordable child-care	74.9% ⁽³⁾⁽⁵⁾	35	61.9%	48	52.9%	61	54.8%	37	36.7%	15
soc_a2_6i	Provide support for people in financial need	75.6% ⁽³⁾⁽⁴⁾⁽⁵⁾	32	59.4% ⁽⁵⁾	33	40.9% ⁽⁵⁾	59	46.0% ⁽⁵⁾	58	13.7%	9
soc_a2_7i	Provide effective service to our residents	65.4%	39	71.4%	52	69.3%	60	81.3%	58	76.9%	16
soc_a2_8i	Provide learning opportunities for adults	69.3% ⁽³⁾⁽⁴⁾⁽⁵⁾	38	71.7% ⁽³⁾⁽⁴⁾⁽⁵⁾	40	43.5%	54	37.1%	63	32.8%	13
soc_a2_10i	Provide services to disadvantaged people	74.4%	43	82.7% ⁽⁴⁾	52	76.6%	69	66.2%	69	61.8%	9
soc_a2_11i	Promote tourism in our area	34.3%	27	29.9%	34	33.4%	68	19.2%	48	14.6%	20
soc_a2_12i	Provide opps for citizen input	64.0%	37	67.9%	37	76.2%	54	69.1%	58	73.8%	17
soc_a2_13i	Provide recycling services	64.0%	46	68.1%	53	71.9%	71	67.3%	64	53.9%	19
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	45.0%	33	29.8%	34	31.9%	66	24.2%	52	25.6%	14
fairtassSi	Provide fair property tax assessments	90.2%	54	82.9%	68	87.1%	99	87.9%	91	87.1%	23

Table C19C		Education									
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
		%	n	%	n	%	%	n	%	n	%
soc_b_1d	Provide quality education to school children	75.4%	72	88.3%	98	90.9% ⁽¹⁾	91	81.2%	86	85.0%	29
soc_b_2d	Support programs for youth	75.4%	77	77.4%	97	89.3% ⁽¹⁾	82	82.3%	76	80.7%	22
soc_b_3d	Support cultural and entertainment opps	84.6%	72	85.1%	95	83.1%	103	94.5% ⁽³⁾	93	97.5% ⁽¹⁾⁽²⁾⁽³⁾	23
soc_b_4d	Provide programs to help elderly population	71.0%	81	84.2%	74	86.7%	67	95.7% ⁽¹⁾⁽²⁾	65	92.3% ⁽¹⁾	17
soc_b_5d	Support affordable child-care	64.4%	62	60.9%	69	67.9%	67	57.1%	55	61.6%	16
soc_b_6d	Provide support for people in financial need	56.5%	61	64.2%	58	71.7%	72	77.0%	56	82.2%	14
soc_b_7d	Provide effective service to our residents	88.0%	73	87.5%	88	88.7%	107	94.7%	85	94.3%	33
soc_b_8d	Provide learning opportunities for adults	90.6%	69	87.9%	76	94.5%	74	92.3%	89	83.0%	23
soc_b_10d	Provide services to disadvantaged people	68.9%	79	70.2%	74	82.2%	81	80.0%	79	93.5% ⁽¹⁾⁽²⁾	18
soc_b_11d	Promote tourism in our area	80.7%	62	94.7%	87	96.3% ⁽¹⁾	106	96.5% ⁽¹⁾	89	97.8% ⁽¹⁾	32
soc_b_12d	Provide opps for citizen input	86.0%	83	86.5%	72	87.0%	88	82.0%	99	94.6% ⁽⁴⁾	35
soc_b_13d	Provide recycling services	65.6% ⁽⁴⁾⁽⁵⁾	99	55.2% ⁽⁴⁾	96	54.2% ⁽⁴⁾	123	37.9%	106	37.0%	38
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	71.1%	65	76.5%	69	79.8%	94	79.7%	60	95.6% ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾	26
soc_b_9d	Provide fair property tax assessments	43.4%	67	49.0%	74	69.3% ⁽¹⁾⁽²⁾	97	58.5%	88	80.6% ⁽¹⁾⁽²⁾⁽⁴⁾	28

TABLE C20: Satisfaction Ratings with Other Items by Demographic Variables*

Table C20A		Education									
Satisfaction with Other Services		High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
		%	n	%	n	%	%	n	%	n	%
Communication											
ovalcontd	Sat w/ experience contacting the county	60.2%	29	72.7%	63	77.0%	77	76.2%	88	72.7%	24
govtserd	Sat w/ keeping citizens informed about Govt programs and services	71.6%	135	75.9%	144	80.2%	180	82.2%	160	89.4% ⁽¹⁾⁽²⁾	53
Transportation											
trans1d	Favor spending more local tax money on roads	71.1%	137	70.6%	154	68.3%	187	69.4%	173	76.0%	55
trans2d	Favor spending more local tax money for bike paths and sidewalks	51.0%	140	58.0%	157	73.0% ⁽¹⁾⁽²⁾	194	78.2% ⁽¹⁾⁽²⁾	177	78.3% ⁽¹⁾⁽²⁾	56
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	32.2%	91	57.4% ⁽¹⁾	103	60.6% ⁽¹⁾	113	71.6% ⁽¹⁾	116	84.7% ⁽¹⁾⁽²⁾⁽³⁾	39
trans4d	Ever ridden a local bus	21.4%	151	27.3%	158	24.9%	198	32.5%	177	31.2%	58
Growth and Development											
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	57.0%	78	70.6%	103	82.7% ⁽¹⁾	126	82.2% ⁽¹⁾	119	79.8% ⁽¹⁾	40
coortrand	Sat w/ the way that residential development is coordinated w/ trans	74.9% ⁽⁴⁾⁽⁵⁾	57	73.1% ⁽⁴⁾⁽⁵⁾	69	67.2% ⁽⁴⁾⁽⁵⁾	86	49.9%	82	33.4%	29
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	90.4% ⁽⁵⁾	73	85.4%	84	87.2%	116	79.1%	86	70.9%	31
recycled	Favor an increase in recycling service	62.4%	81	63.9%	74	66.8%	110	72.1%	106	78.1%	37
Calling 9-1-1											
emsatsid	Sat w/ assistance from 911 Operator	98.0%	29	94.9%	52	98.9%	53	90.6%	36	92.7%	10
emretimd	Sat w/ time for help to arrive	89.4%	28	87.4%	50	91.8%	44	90.0%	31	100.0% ⁽²⁾⁽³⁾	9
emasstbd	Sat w/ assistance on the Scene	93.5%	28	95.3%	45	100.0%	41	96.3%	32	92.8%	8

Table C20B		Education									
Satisfaction with Other Services		High School grad or less (1)		Some college (2)		4 year degree (3)		Grad work (4)		Adv Grad/PhD (5)	
		%	n	%	n	%	%	n	%	n	%
Housing and Taxes											
awrhousd	Awareness of County's affordable housing initiatives	45.6%	88	45.9%	106	54.9% ⁽⁵⁾	128	45.0%	97	33.2%	30
favhousd	Favor an increase in taxes for housing programs	37.6%	81	51.4%	99	43.7%	127	48.5%	92	58.3%	30
valued	Sat w/ giving value for tax dollar	77.2%	143	75.2%	150	82.7%	183	84.0%	167	83.6%	57
School											
schsatd	Sat w/ quality of the education	87.9%	39	96.5%	37	94.7%	46	85.9%	50	100.0% ⁽³⁾⁽⁴⁾	17
pssatd	Public schools in the past five years	27.3%	85	38.9%	68	32.9%	57	34.8%	65	20.6%	13
psjobd	Rating: skills for getting a job	27.5%	72	20.1%	64	33.4%	49	29.9%	49	31.7%	9
pscold	Rating: skills for pursuing a college degree	40.5%	65	40.8%	65	51.1% ⁽⁴⁾	51	30.4%	54	31.3%	11
aceffid	School board actions increased the efficiency	62.2% ⁽⁴⁾	61	44.9%	57	46.2%	38	32.2%	40	36.6%	9

APPENDIX C
[HOME OWNERSHIP]

TABLE C21: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C21		Homeowner Status			
Overall Impression about Albemarle County (ratings on 10 point-scale)		Owns (1)		Rents (2)	
		mean	n	mean	n
qol10	Overall impression about Albemarle County (ratings on 10 point-scale)	8.04	490	7.90	230
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	%	n
ctysatd	Sat w/ the County services	91.6%	464	94.8%	213

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C22: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C22A		Homeowner Status			
How important do you think it is for the County to devote resources to...? (% responding “Very Important”)		Owns (1)		Rents (2)	
		%	n	%	n
physa_1i	Protect and preserve County's rural character	63.3%	137	61.8%	85
physa_2i	Protect natural resources and environment	66.5%	146	75.6%	85
physa_3i	Make it easy to get around by car	64.4%	133	63.3%	80
physa_4i	Assure economic growth and job opps	59.8%	140	72.6%	83
physa_5i	Provide parks and recreation space	60.6%	138	82.8% ⁽¹⁾	76
physa_8i	Provide police protection	88.3%	133	93.2%	85
physa_9i	Provide fire protection	89.0%	130	96.3%	71
physa_10i	Provide emergency rescue services	86.4%	156	95.8%	93
physa_12i	Ensure safety in business areas	73.8%	126	84.9%	77
physa_13i	Ensure safety at or near residence	81.9%	125	85.3%	83
physa_14i	Maintain QOL dealing with growth and develop	72.5%	140	76.2%	67
physa_15i	Provide needed public facilities	77.1%	159	86.3%	86
physa_16i	Provide needed infrastructure	72.5%	148	86.0% ⁽¹⁾	94
physa_17i	Promote development of affordable housing	53.1%	135	85.2% ⁽¹⁾	67
physa_18i	Protect water resources	88.0%	153	88.9%	61
physa_19i	Provide library services	70.2%	141	53.4%	83
physa_20i	Manage growth in the county	74.3%	148	61.1%	91
phy_transDi	Make it easy to get around by public transportation	48.6%	229	69.3% ⁽¹⁾	135
buildingpDi	Preserve historic buildings	42.1%	230	51.0%	136
walkerbDi	Ensure safety for walkers and bicyclists	61.9%	237	75.9% ⁽¹⁾	138

Table C22B		Homeowner Status			
How important do you think it is for the County to spend tax dollars to...? (% responding “Very Important”)		Owns (1)		Rents (2)	
		%	n	%	n
physa2_1i	Protect and preserve County's rural character	60.6%	149	60.8%	54
physa2_2i	Protect natural resources and environment	68.4%	145	75.3%	52
physa2_3i	Make it easy to get around by car	58.8%	138	51.0%	52
physa2_4i	Assure economic growth and job opps	54.5%	146	74.2% ⁽¹⁾	54
physa2_5i	Provide parks and recreation space	59.5%	149	55.3%	59
physa2_8i	Provide police protection	87.7%	145	82.7%	52
physa2_9i	Provide fire protection	85.0%	147	92.9%	55
physa2_10i	Provide emergency rescue services	78.7%	133	92.3% ⁽¹⁾	44
physa2_12i	Ensure safety in business areas	60.0%	141	55.8%	53
physa2_13i	Ensure safety at or near residence	77.6%	136	90.7% ⁽¹⁾	58
physa2_14i	Maintain QOL dealing with growth and develop	69.5%	147	71.9%	49
physa2_15i	Provide needed public facilities	66.8%	150	81.6%	50
physa2_16i	Provide needed infrastructure	75.4%	135	71.2%	46
physa2_17i	Promote development of affordable housing	49.5%	131	68.9%	45
physa2_18i	Protect water resources	84.9%	150	93.0%	54
physa2_19i	Provide library services	57.8%	148	63.7%	60
physa2_20i	Manage growth in the county	58.1%	142	53.8%	57
phy_transSi	Make it easy to get around by public transportation	60.1%	238	76.2% ⁽¹⁾	85
buildingpSi	Preserve historic buildings	35.9%	244	39.0%	91
walkerbSi	Ensure safety for walkers and bicyclists	58.4%	246	78.8% ⁽¹⁾	90

Table C22C		Homeowner Status			
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		Owns (1)		Rents (2)	
		%	n	%	n
physb_1d	Protect and preserve County's rural character	75.4%	275	81.2%	126
physb_2d	Protect natural resources and environment	80.2%	277	92.3% ⁽¹⁾	130
physb_3d	Make it easy to get around by car	72.0%	264	87.5% ⁽¹⁾	127
physb_4d	Assure economic growth and job opps	77.1%	255	81.0%	125
physb_5d	Provide parks and recreation space	91.1%	273	87.5%	130
physb_8d	Provide police protection	90.9%	266	92.0%	127
physb_9d	Provide fire protection	94.9%	256	96.0%	103
physb_10d	Provide emergency rescue services	92.8%	254	93.6%	114
physb_12d	Ensure safety in business areas	93.3%	237	97.3%	121
physb_13d	Ensure safety at or near residence	93.1%	252	93.4%	135
physb_14d	Maintain QOL dealing with growth and develop	70.9%	277	80.9%	111
physb_15d	Provide needed public facilities	94.3%	300	93.4%	133
physb_16d	Provide needed infrastructure	77.5%	268	87.5% ⁽¹⁾	128
physb_17d	Promote development of affordable housing	59.6%	227	51.2%	107
physb_18d	Protect water resources	73.2%	279	80.7%	92
physb_19d	Provide library services	93.6%	267	93.4%	126
physb_20d	Manage growth in the county	52.2%	281	80.3% ⁽¹⁾	137
physb_6d	Make it easy to get around by public transportation	56.8%	407	69.4% ⁽¹⁾	214
physb_7d	Preserve historic buildings	88.8%	208	97.6% ⁽¹⁾	111
physb_11d	Ensure safety for walkers and bicyclists	67.7%	234	78.0%	121

TABLE C23: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C23A		Homeowner Status			
How important do you think it is for the County to devote resources to...?		Owns (1)		Rents (2)	
(% responding "Very Important")		%	n	%	n
soc_a_1i	Provide quality education to school children	99.7%	132	100.0%	72
soc_a_2i	Support programs for youth	66.4%	142	87.4% ⁽¹⁾	72
soc_a_3i	Support cultural and entertainment opps	30.8%	150	39.7%	78
soc_a_4i	Provide programs to help elderly population	61.7%	141	87.1% ⁽¹⁾	77
soc_a_5i	Support affordable child-care	48.8%	146	69.9% ⁽¹⁾	85
soc_a_6i	Provide support for people in financial need	40.3%	129	82.3% ⁽¹⁾	64
soc_a_7i	Provide effective service to our residents	73.0%	143	71.6%	69
soc_a_8i	Provide learning opportunities for adults	39.2%	146	54.5%	79
soc_a_10i	Provide services to disadvantaged people	69.5%	147	89.5% ⁽¹⁾	86
soc_a_11i	Promote tourism in our area	27.2%	132	37.2%	91
soc_a_12i	Provide opps for citizen input	80.1%	153	69.0%	68
soc_a_13i	Provide recycling services	71.0%	141	80.9%	88
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	40.5%	136	33.6%	79
fairtassDi	Provide fair property tax assessments	81.5%	234	79.4%	117

Table C23B		Homeowner Status			
How important do you think it is for the County to spend tax dollars to...?		Owns (1)		Rents (2)	
(% responding "Very Important")		%	n	%	n
soc_a2_1i	Provide quality education to school children	95.8%	141	94.7%	64
soc_a2_2i	Support programs for youth	64.4%	165	81.6% ⁽¹⁾	74
soc_a2_3i	Support cultural and entertainment opps	23.7%	151	32.4%	59
soc_a2_4i	Provide programs to help elderly population	63.7%	139	88.2% ⁽¹⁾	59
soc_a2_5i	Support affordable child-care	48.2%	141	80.8% ⁽¹⁾	55
soc_a2_6i	Provide support for people in financial need	45.7%	134	60.2%	53
soc_a2_7i	Provide effective service to our residents	70.3%	158	78.9%	64
soc_a2_8i	Provide learning opportunities for adults	38.9%	151	84.3% ⁽¹⁾	54
soc_a2_10i	Provide services to disadvantaged people	65.2%	165	92.3% ⁽¹⁾	74
soc_a2_11i	Promote tourism in our area	21.8%	148	44.7% ⁽¹⁾	47
soc_a2_12i	Provide opps for citizen input	65.5%	146	83.9% ⁽¹⁾	54
soc_a2_13i	Provide recycling services	61.8%	182	80.0% ⁽¹⁾	72
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	29.5%	150	38.6%	47
fairtassSi	Provide fair property tax assessments	87.5%	251	84.9%	82

Table C23C		Homeowner Status			
How satisfied are you with County government's efforts to...?		Owns (1)		Rents (2)	
(% responding "Very" or "Somewhat")		%	n	%	n
soc_b_1d	Provide quality education to school children	83.3%	247	85.8%	118
soc_b_2d	Support programs for youth	80.3%	236	82.7%	112
soc_b_3d	Support cultural and entertainment opps	86.7%	263	88.0%	116
soc_b_4d	Provide programs to help elderly population	82.6%	194	85.5%	105
soc_b_5d	Support affordable child-care	65.5%	176	50.7%	84
soc_b_6d	Provide support for people in financial need	74.2%	169	61.7%	82
soc_b_7d	Provide effective service to our residents	89.0%	271	93.8%	108
soc_b_8d	Provide learning opportunities for adults	89.5%	224	91.6%	105
soc_b_10d	Provide services to disadvantaged people	79.2%	216	72.6%	106
soc_b_11d	Promote tourism in our area	96.2%	239	89.9%	123
soc_b_12d	Provide opps for citizen input	83.7%	267	92.3% ⁽¹⁾	103
soc_b_13d	Provide recycling services	50.2%	300	54.0%	152
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	77.2%	211	79.6%	96
soc_b_9d	Provide fair property tax assessments	59.0%	254	57.2%	92

TABLE C24: Satisfaction Ratings with Other Items by Demographic Variables*

Table C24A		Homeowner Status			
Satisfaction with Other Services		Owns (1)		Rents (2)	
		%	n	%	n
Communication					
ovalcontd	Sat w/ experience contacting the county	72.4%	201	75.6%	81
govtserd	Sat w/ keeping citizens informed about Govt programs and services	79.3%	451	77.8%	210
Transportation					
trans1d	Favor spending more local tax money on roads	67.7%	471	75.1%	217
trans2d	Favor spending more local tax money for bike paths and sidewalks	66.6%	479	66.6%	224
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	59.0%	305	58.2%	146
trans4d	Ever ridden a local bus	22.1%	491	39.3% ⁽¹⁾	231
Growth and Development					
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	76.2%	314	73.8%	150
coortrand	Sat w/ the way that residential development is coordinated w/ trans	51.0%	219	84.6% ⁽¹⁾	100
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	81.0%	256	90.7% ⁽¹⁾	132
recycled	Favor an increase in recycling service	63.5%	289	79.6% ⁽¹⁾	116
Calling 9-1-1					
emsatisd	Sat w/ assistance from 911 Operator	97.1%	115	92.6%	63
emretimd	Sat w/ time for help to arrive	89.1%	102	91.5%	57
emasstbd	Sat w/ assistance on the Scene	97.0%	99	94.8%	53

Table C24B		Homeowner Status			
Satisfaction with Other Services		Owns (1)		Rents (2)	
		%	n	%	n
Housing and Taxes					
awrhousd	Awareness of County's affordable housing initiatives	48.6%	282	47.3%	155
favhousd	Favor an increase in taxes for housing programs	37.0%	274	61.3% ⁽¹⁾	148
valued	Sat w/ giving value for tax dollar	76.9%	479	86.9% ⁽¹⁾	205
School					
schsatd	Sat w/ quality of the education	90.8%	132	97.1%	52
pssatd	Public schools in the past five years	27.7%	194	43.6%	82
psjobd	Rating: skills for getting a job	29.5%	155	25.9%	80
pscold	Rating: skills for pursuing a college degree	39.3%	168	40.0%	72
aceffid	School board actions increased the efficiency	38.1%	132	60.0% ⁽¹⁾	69

APPENDIX C
[WORK STATUS]

TABLE C25: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C25		Work Status							
Overall Impression about Albemarle County		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
(ratings on 10 point-scale)		mean	n	mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle County	7.90	407	8.15	83	8.25 ⁽¹⁾	144	7.98	108
Overall Satisfaction with Albemarle County		%	n	%	n	%	n	%	n
(% responding "Very" or "Somewhat")									
ctysatd	Sat w/ the County services	91.6%	393	99.3% ⁽¹⁾⁽³⁾⁽⁴⁾	80	93.9%	131	90.5%	95

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C26: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C26A		Work Status							
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
		%	n	%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	54.7%	112	81.0% ⁽¹⁾	31	67.2%	50	70.0%	33
physa_2i	Protect natural resources and environment	71.9%	131	64.1%	23	66.5%	48	76.6%	37
physa_3i	Make it easy to get around by car	61.7%	126	60.9%	25	69.5%	45	70.0%	27
physa_4i	Assure economic growth and job opps	63.1%	123	61.7%	27	60.9%	46	73.4%	38
physa_5i	Provide parks and recreation space	69.7%	118	66.1%	19	55.8%	44	77.2%	40
physa_8i	Provide police protection	89.5%	121	100.0% ⁽¹⁾⁽³⁾	19	89.8%	53	90.1%	33
physa_9i	Provide fire protection	88.4%	117	100.0% ⁽¹⁾⁽³⁾	17	93.9%	50	78.7%	27
physa_10i	Provide emergency rescue services	90.9%	144	84.4%	19	90.5%	54	90.5%	41
physa_12i	Ensure safety in business areas	76.9%	104	80.9%	23	79.1%	47	82.3%	36
physa_13i	Ensure safety at or near residence	85.2%	113	91.0%	17	84.8%	43	76.2%	42
physa_14i	Maintain QOL dealing with growth and develop	71.1%	118	97.6% ⁽¹⁾⁽³⁾⁽⁴⁾	24	69.1%	48	67.0%	26
physa_15i	Provide needed public facilities	78.3%	141	90.8%	23	80.6%	59	77.4%	35
physa_16i	Provide needed infrastructure	74.7%	138	94.4% ⁽¹⁾⁽³⁾	23	69.7%	53	74.7%	42
physa_17i	Promote development of affordable housing	59.5%	113	75.3%	33	59.1%	40	73.5%	24
physa_18i	Protect water resources	85.7%	120	100.0% ⁽¹⁾⁽³⁾	19	92.9%	52	85.8%	30
physa_19i	Provide library services	61.2%	130	63.7%	21	68.3%	49	69.4%	36
physa_20i	Manage growth in the county	69.9%	130	82.7%	30	66.0%	52	53.4%	36
phy_transDi	Make it easy to get around by public transportation	52.1%	203	61.9%	40	62.8%	79	52.3%	57
buildingpDi	Preserve historic buildings	42.9%	208	57.4%	40	43.1%	72	50.3%	57
walkerbpDi	Ensure safety for walkers and bicyclists	67.1%	211	61.4%	40	64.5%	84	70.8%	57

Table C26B		Work Status							
How important do you think it is for the County to spend tax dollars to...?		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
(% responding "Very Important")									
		%	n	%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	58.6%	110	47.4%	21	56.8%	38	75.4%	34
physa2_2i	Protect natural resources and environment	66.2%	125	82.1%	21	75.6%	33	76.4%	20
physa2_3i	Make it easy to get around by car	53.4%	105	61.4%	26	60.3%	34	56.2%	29
physa2_4i	Assure economic growth and job opps	56.0%	115	63.8%	25	50.0%	28	76.7% ⁽¹⁾⁽³⁾	32
physa2_5i	Provide parks and recreation space	59.2%	109	53.7%	33	53.9%	37	74.2%	32
physa2_8i	Provide police protection	84.2%	113	91.7%	23	86.9%	34	95.1%	29
physa2_9i	Provide fire protection	85.8%	113	98.0% ⁽¹⁾	28	87.7%	35	80.3%	33
physa2_10i	Provide emergency rescue services	78.8%	105	97.4% ⁽¹⁾⁽³⁾	22	78.2%	31	92.7%	20
physa2_12i	Ensure safety in business areas	59.2%	106	85.9% ⁽¹⁾⁽³⁾⁽⁴⁾	29	46.3%	35	48.2%	30
physa2_13i	Ensure safety at or near residence	81.4%	111	89.3%	30	73.2%	26	88.5%	27
physa2_14i	Maintain QOL dealing with growth and develop	71.0% ⁽³⁾	115	74.5%	29	51.8%	28	74.0%	29
physa2_15i	Provide needed public facilities	71.8%	135	55.9%	18	76.5%	36	63.2%	19
physa2_16i	Provide needed infrastructure	79.8% ⁽⁴⁾	96	79.1% ⁽⁴⁾	29	73.9% ⁽⁴⁾	34	43.7%	26
physa2_17i	Promote development of affordable housing	52.8%	106	55.0%	19	48.4%	33	80.1% ⁽¹⁾⁽³⁾	25
physa2_18i	Protect water resources	86.9%	121	95.5% ⁽³⁾	25	74.2%	37	93.1%	26
physa2_19i	Provide library services	64.2% ⁽⁴⁾	119	66.0% ⁽⁴⁾	24	64.2% ⁽⁴⁾	35	26.1%	30
physa2_20i	Manage growth in the county	62.0% ⁽⁴⁾	117	78.9% ⁽⁴⁾	26	59.8% ⁽⁴⁾	27	26.5%	34
phy_transSi	Make it easy to get around by public transportation	64.4%	185	72.5%	43	62.6%	58	62.6%	43
buildingpSi	Preserve historic buildings	32.3%	193	30.9%	44	42.7%	57	55.6% ⁽¹⁾	48
walkerbSi	Ensure safety for walkers and bicyclists	63.3%	193	66.1%	43	62.0%	59	67.1%	48

Table C26C		Work Status							
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
		%	n	%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	77.2%	210	72.3%	47	81.7%	82	75.8%	66
physb_2d	Protect natural resources and environment	84.5%	247	88.4%	42	81.8%	73	82.1%	54
physb_3d	Make it easy to get around by car	74.7%	227	82.0%	49	79.0%	73	84.6%	53
physb_4d	Assure economic growth and job opps	79.5%	220	90.8% ⁽¹⁾⁽³⁾⁽⁴⁾	40	74.6%	68	68.5%	63
physb_5d	Provide parks and recreation space	88.1%	218	94.7%	50	93.1%	72	89.9%	71
physb_8d	Provide police protection	91.5%	222	82.2%	41	95.1%	79	91.0%	60
physb_9d	Provide fire protection	93.4%	208	98.6% ⁽¹⁾	42	96.6%	71	98.9% ⁽¹⁾	52
physb_10d	Provide emergency rescue services	92.1%	213	93.5%	36	89.1%	74	96.3%	56
physb_12d	Ensure safety in business areas	93.9%	193	95.1%	45	92.6%	73	93.6%	58
physb_13d	Ensure safety at or near residence	90.9%	219	95.9%	45	91.8%	63	97.4% ⁽¹⁾	68
physb_14d	Maintain QOL dealing with growth and develop	75.2%	224	68.2%	51	78.7%	73	69.4%	51
physb_15d	Provide needed public facilities	93.4%	266	100.0% ⁽¹⁾⁽³⁾⁽⁴⁾	39	95.8%	94	88.8%	54
physb_16d	Provide needed infrastructure	81.2%	222	75.8%	50	81.9%	80	86.5%	60
physb_17d	Promote development of affordable housing	59.5% ⁽²⁾	197	35.1%	45	65.6% ⁽²⁾	62	48.9%	44
physb_18d	Protect water resources	74.3%	216	72.1%	40	77.2%	79	84.4%	46
physb_19d	Provide library services	93.1%	223	98.7% ⁽¹⁾	43	94.3%	74	91.2%	60
physb_20d	Manage growth in the county	57.7%	239	60.7%	54	70.7% ⁽¹⁾	72	67.0%	62
physb_6d	Make it easy to get around by public transportation	61.8%	352	53.1%	75	67.4%	114	60.9%	94
physb_7d	Preserve historic buildings	90.6%	206	91.6%	28	91.5%	58	98.4% ⁽¹⁾	36
physb_11d	Ensure safety for walkers and bicyclists	67.1%	227	75.7%	36	77.3%	62	81.3%	40

TABLE C27: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C27A		Work Status							
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
		%	n	%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	100.0%	121	100.0%	34	94.4%	43	100.0%	23
soc_a_2i	Support programs for youth	70.3%	116	92.6% ⁽¹⁾⁽³⁾	23	64.2%	43	86.0% ⁽¹⁾⁽³⁾	38
soc_a_3i	Support cultural and entertainment opps	25.5%	125	24.8%	30	44.3% ⁽¹⁾	40	52.4% ⁽¹⁾	44
soc_a_4i	Provide programs to help elderly population	67.3%	133	80.2%	22	69.4%	34	77.9%	35
soc_a_5i	Support affordable child-care	54.1%	140	62.3%	22	54.4%	43	72.6%	42
soc_a_6i	Provide support for people in financial need	48.1%	110	69.5%	26	50.9%	33	70.6%	34
soc_a_7i	Provide effective service to our residents	73.9%	125	81.6%	20	81.8%	39	63.3%	40
soc_a_8i	Provide learning opportunities for adults	47.3%	131	42.6%	22	45.6%	40	39.8%	40
soc_a_10i	Provide services to disadvantaged people	72.9%	136	91.3% ⁽¹⁾⁽³⁾	30	73.1%	35	87.9% ⁽¹⁾	44
soc_a_11i	Promote tourism in our area	29.3%	131	34.9%	27	33.9%	29	37.4%	46
soc_a_12i	Provide opps for citizen input	74.3%	121	88.9% ⁽¹⁾	31	73.8%	36	77.6%	39
soc_a_13i	Provide recycling services	69.5%	139	56.9%	23	85.2% ⁽¹⁾⁽²⁾	46	94.7% ⁽¹⁾⁽²⁾	34
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	30.5%	122	30.3%	29	50.2% ⁽¹⁾	41	54.4%	34
fairtassDi	Provide fair property tax assessments	75.2%	206	92.4% ⁽¹⁾	39	86.1%	64	86.5%	57

Table C27B		Work Status							
How important do you think it is for the County to spend tax dollars to...?		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
(% responding "Very Important")									
		%	n	%	n	%	n	%	n
soc_a2_1i	Provide quality education to school children	97.7%	107	100.0% ⁽³⁾	25	92.3%	44	88.1%	30
soc_a2_2i	Support programs for youth	69.3%	123	73.3%	30	62.8%	54	76.6%	33
soc_a2_3i	Support cultural and entertainment opps	27.1%	123	31.4%	21	19.9%	41	24.4%	25
soc_a2_4i	Provide programs to help elderly population	71.9%	109	88.6% ⁽¹⁾⁽³⁾	23	63.3%	42	69.3%	26
soc_a2_5i	Support affordable child-care	62.2% ⁽³⁾	110	48.8%	18	42.1%	40	68.9% ⁽³⁾	30
soc_a2_6i	Provide support for people in financial need	50.2%	112	61.0%	20	44.1%	39	52.2%	19
soc_a2_7i	Provide effective service to our residents	70.6%	127	87.9%	29	72.8%	46	59.6%	24
soc_a2_8i	Provide learning opportunities for adults	54.6% ⁽³⁾	111	59.6% ⁽³⁾	21	32.0%	45	61.3% ⁽³⁾	29
soc_a2_10i	Provide services to disadvantaged people	78.2%	139	76.8%	25	65.9%	49	62.7%	31
soc_a2_11i	Promote tourism in our area	26.9%	112	56.1% ⁽¹⁾⁽³⁾⁽⁴⁾	23	18.5%	38	15.8%	23
soc_a2_12i	Provide opps for citizen input	69.5%	104	65.0%	30	69.8%	44	75.8%	25
soc_a2_13i	Provide recycling services	63.8%	142	77.0%	25	68.5%	56	70.1%	29
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	27.1%	109	32.4%	21	37.1%	43	36.6%	25
fairtassSi	Provide fair property tax assessments	85.3%	185	90.9%	39	91.2%	71	80.8%	41

Table C27C		Work Status							
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
		%	n	%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	89.4%	209	74.6%	56	85.0%	66	77.8%	46
soc_b_2d	Support programs for youth	79.9%	201	91.1% ⁽¹⁾⁽⁴⁾	35	89.2% ⁽⁴⁾	64	69.7%	56
soc_b_3d	Support cultural and entertainment opps	86.4%	224	98.4% ⁽¹⁾⁽³⁾⁽⁴⁾	37	86.3%	68	85.7%	61
soc_b_4d	Provide programs to help elderly population	83.4%	173	80.2%	28	82.1%	63	89.4%	43
soc_b_5d	Support affordable child-care	58.8%	169	54.1%	26	71.5%	37	74.9%	41
soc_b_6d	Provide support for people in financial need	71.6%	148	71.6%	35	63.8%	42	57.6%	37
soc_b_7d	Provide effective service to our residents	88.4%	221	88.8%	45	96.6% ⁽¹⁾	70	90.3%	55
soc_b_8d	Provide learning opportunities for adults	91.0%	185	95.2%	30	90.2%	62	85.7%	57
soc_b_10d	Provide services to disadvantaged people	76.9%	190	71.9%	44	74.5%	43	80.4%	54
soc_b_11d	Promote tourism in our area	94.3%	216	100.0% ⁽¹⁾⁽⁴⁾	45	96.1%	55	83.6%	59
soc_b_12d	Provide opps for citizen input	89.9% ⁽³⁾	199	90.2% ⁽³⁾	51	76.0%	71	84.8%	57
soc_b_13d	Provide recycling services	53.6%	264	45.7%	40	51.5%	98	49.1%	61
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	74.3%	170	63.4%	37	86.3%	59	92.3% ⁽¹⁾⁽²⁾	50
soc_b_9d	Provide fair property tax assessments	55.7%	208	58.6%	40	61.8%	62	66.1%	45

TABLE C28: Satisfaction Ratings with Other Items by Demographic Variables*

Table C28A		Work Status							
Satisfaction with Other Services		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
		%	n	%	n	%	n	%	n
Communication									
ovalcontd	Sat w/ experience contacting the county	70.1%	172	87.5% ⁽¹⁾	36	71.6%	44	79.1%	29
govtserd	Sat w/ keeping citizens informed about Govt programs and services	77.1%	376	86.7%	78	80.7%	120	77.6%	102
Transportation		%	n	%	n	%	n	%	n
trans1d	Favor spending more local tax money on roads	70.4%	396	79.4%	77	69.0%	133	64.7%	99
trans2d	Favor spending more local tax money for bike paths and sidewalks	64.2%	405	67.6%	78	68.9%	137	73.4%	104
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	60.6%	263	71.2%	55	53.5%	85	48.1%	60
trans4d	Ever ridden a local bus	30.8% ⁽³⁾	408	20.5%	84	11.6%	144	37.2% ⁽²⁾⁽³⁾	108
Growth and Development									
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	75.1%	247	79.2%	59	77.0%	91	72.4%	71
coortrand	Sat w/ the way that residential development is coordinated w/ trans	60.0%	191	58.9%	29	59.3%	45	74.4%	59
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	83.9%	220	76.4%	40	84.0%	72	92.5%	61
recycled	Favor an increase in recycling service	70.4% ⁽³⁾	241	58.7%	42	56.1%	73	76.8% ⁽³⁾	53
Calling 9-1-1									
emsatisd	Sat w/ assistance from 911 Operator	98.9%	115	100.0%	23	90.3%	21	78.2%	21
emretimd	Sat w/ time for help to arrive	88.0%	102	97.4%	22	97.4% ⁽¹⁾	22	83.9%	16
emasstbd	Sat w/ assistance on the Scene	94.8%	99	100.0%	18	100.0%	22	96.3%	15

Table C28B		Work Status							
Satisfaction with Other Services		Full Time (1)		Part Time (2)		Retired (3)		Others (4)	
Housing and Taxes		%	n	%	n	%	n	%	n
awrhousd	Awareness of County's affordable housing initiatives	46.4%	243	53.2%	60	50.5%	77	42.1%	69
favhousd	Favor an increase in taxes for housing programs	42.1%	232	69.3% ⁽¹⁾⁽³⁾	57	37.2%	78	51.4%	63
valued	Sat w/ giving value for tax dollar	79.5%	397	89.0% ⁽¹⁾	73	80.8%	135	76.2%	98
School									
schsatd	Sat w/ quality of the education	94.7%	128	91.0%	34	100.0% ⁽¹⁾⁽⁴⁾	3	76.7%	25
pssatd	Public schools in the past five years	36.5% ⁽²⁾	158	16.2%	35	26.1%	51	38.5%	44
psjobd	Rating: skills for getting a job	30.0%	142	18.2%	25	23.0%	35	27.5%	42
pscold	Rating: skills for pursuing a college degree	41.5%	135	38.9%	28	32.5%	41	43.2%	41
aceffid	School board actions increased the efficiency	48.9%	110	50.2%	16	41.0%	39	47.6%	40

APPENDIX C
[INCOME]

TABLE C29: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C29		Income									
Overall Impression about Albemarle County		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
(ratings on 10 point-scale)		mean	n	mean	n	mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle county	8.30 ⁽²⁾	103	7.69	96	7.89	110	7.98	107	8.12	192
Overall Satisfaction with Albemarle County		%	n	%	n	%	n	%	n	%	n
(% responding “Very” or “Somewhat”)											
ctysatd	How sat with the County services	94.7%	94	91.2%	90	93.7%	104	92.4%	102	93.8%	184

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C30: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C30A		Income									
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
		%	n	%	n	%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	79.0%	44	67.2%	26	55.9%	22	59.5%	33	59.4%	54
physa_2i	Protect natural resources and environment	82.4%	45	67.8%	25	67.0%	25	68.4%	41	71.2%	60
physa_3i	Make it easy to get around by car	64.4%	37	42.3%	23	72.8%	33	66.7%	35	63.4%	59
physa_4i	Assure economic growth and job opps	85.4% ⁽⁴⁾⁽⁵⁾	38	75.2%	34	71.9%	29	55.2%	37	55.4%	51
physa_5i	Provide parks and recreation space	81.1% ⁽³⁾	40	84.3% ⁽³⁾	19	50.4%	31	70.0%	27	71.7%	53
physa_8i	Provide police protection	100.0% ⁽⁵⁾	44	100.0% ⁽⁵⁾	18	92.6%	23	90.9%	38	88.0%	54
physa_9i	Provide fire protection	92.2%	34	100.0% ⁽⁵⁾	23	94.5%	27	81.3%	38	89.3%	55
physa_10i	Provide emergency rescue services	100.0% ⁽⁴⁾⁽⁵⁾	39	100.0% ⁽⁴⁾⁽⁵⁾	27	100.0% ⁽⁴⁾⁽⁵⁾	36	89.2%	42	86.9%	63
physa_12i	Ensure safety in business areas	90.3%	35	74.7%	26	80.8%	25	84.2%	35	72.0%	45
physa_13i	Ensure safety at or near residence	88.6%	43	91.0%	22	80.7%	23	78.1%	32	81.8%	56
physa_14i	Maintain QOL dealing with growth and develop	76.4%	36	78.0%	23	73.9%	23	61.2%	33	78.3%	56
physa_15i	Provide needed public facilities	89.3%	46	74.5%	31	94.4% ⁽⁵⁾	26	74.5%	38	77.7%	69
physa_16i	Provide needed infrastructure	86.7%	40	71.3%	26	84.4%	28	70.0%	42	79.5%	70
physa_17i	Promote development of affordable housing	87.9% ⁽⁴⁾⁽⁵⁾	39	68.7%	22	72.2% ⁽⁵⁾	31	65.3% ⁽⁵⁾	26	41.3%	47
physa_18i	Protect water resources	92.1%	32	86.7%	14	100.0% ⁽⁵⁾	31	100.0% ⁽⁵⁾	41	80.3%	61
physa_19i	Provide library services	55.1%	48	86.8% ⁽¹⁾⁽⁴⁾	26	64.1%	29	54.3%	37	66.7%	54
physa_20i	Manage growth in the county	75.8%	46	53.7%	25	76.4%	32	76.4%	35	69.5%	66
phy_transDi	Make it easy to get around by public transportation	70.4% ⁽⁵⁾	66	59.9%	41	50.2%	47	52.3%	60	45.6%	95
buildingpDi	Preserve historic buildings	54.3%	67	58.9%	40	45.5%	45	43.2%	61	40.1%	96
walkerbpDi	Ensure safety for walkers and bicyclists	78.3% ⁽⁵⁾	69	66.4%	42	77.9% ⁽⁵⁾	47	73.3%	61	55.3%	98

Table C30B		Income									
How important do you think it is for the County to spend tax dollars to...? (% responding "Very Important")		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
		%	n	%	n	%	%	n	%	n	%
physa2_1i	Protect and preserve County's rural character	48.3%	19	71.8%	33	51.4%	36	60.6%	29	59.6%	54
physa2_2i	Protect natural resources and environment	95.1% ⁽³⁾ ₄₍₅₎	24	85.4% ⁽³⁾ ₄₍₅₎	29	54.0%	34	56.2%	25	73.4%	53
physa2_3i	Make it easy to get around by car	30.6%	16	53.4%	26	56.1%	40	63.0% ⁽¹⁾	26	57.2%	51
physa2_4i	Assure economic growth and job opps	79.7% ⁽⁵⁾	25	67.6% ⁽⁵⁾	27	59.3%	41	56.5%	23	44.4%	57
physa2_5i	Provide parks and recreation space	56.0%	19	58.6%	41	54.4%	23	67.4%	29	60.3%	62
physa2_8i	Provide police protection	70.0%	18	100.0% ⁽⁵⁾	26	90.1%	39	95.6% ⁽⁵⁾	26	78.5%	55
physa2_9i	Provide fire protection	94.1%	20	82.4%	36	87.4%	36	95.4%	25	83.3%	56
physa2_10i	Provide emergency rescue services	91.8%	23	93.5%	29	82.9%	27	76.0%	25	78.4%	44
physa2_12i	Ensure safety in business areas	84.5% ⁽⁵⁾	18	60.2%	29	61.3%	40	63.5%	25	47.7%	59
physa2_13i	Ensure safety at or near residence	95.3% ⁽³⁾ ₅	22	90.6%	28	78.4%	35	86.3%	23	73.1%	59
physa2_14i	Maintain QOL dealing with growth and develop	66.0%	17	67.9%	44	75.3%	35	65.6%	23	75.7%	50
physa2_15i	Provide needed public facilities	87.0%	24	69.4%	26	66.9%	43	85.3%	27	67.6%	53
physa2_16i	Provide needed infrastructure	68.3%	15	78.8%	26	57.8%	33	87.2% ⁽³⁾	28	78.8%	52
physa2_17i	Promote development of affordable housing	48.8%	19	53.4%	31	61.7%	34	63.7%	23	46.6%	44
physa2_18i	Protect water resources	92.1%	22	95.9% ⁽³⁾	39	73.3%	36	87.8%	23	89.9%	56
physa2_19i	Provide library services	58.7%	16	46.3%	35	67.1%	38	67.4%	30	62.5%	60
physa2_20i	Manage growth in the county	67.4%	18	45.3%	36	54.8%	34	68.0%	24	71.2%	59
phy_transSi	Make it easy to get around by public transportation	83.1% ⁽³⁾ ₄₍₅₎	34	80.4% ⁽³⁾ ₄₍₅₎	49	46.5%	60	58.7%	42	63.2%	92
buildingpSi	Preserve historic buildings	55.1% ⁽⁵⁾	34	47.2%	54	42.0%	61	29.6%	44	28.9%	92
walkerbSi	Ensure safety for walkers and bicyclists	76.2%	34	65.9%	53	63.4%	61	64.5%	45	60.5%	93

Table C30C		Income									
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
		%	n	%	n	%	%	n	%	n	%
physb_1d	Protect and preserve County's rural character	82.9%	59	73.3%	56	86.9% ⁽⁵⁾	57	84.0%	58	71.2%	100
physb_2d	Protect natural resources and environment	92.2%	64	84.5%	51	79.5%	57	82.8%	61	82.5%	112
physb_3d	Make it easy to get around by car	92.6% ⁽³⁾⁽⁴⁾⁽⁵⁾	50	87.5% ⁽⁵⁾	48	76.7%	71	75.5%	61	69.1%	105
physb_4d	Assure economic growth and job opps	79.0%	53	74.5%	58	70.9%	61	80.4%	50	86.1%	99
physb_5d	Provide parks and recreation space	90.5%	53	89.3%	58	86.7%	50	88.2%	55	91.2%	113
physb_8d	Provide police protection	93.5%	60	94.3%	43	90.8%	62	93.7%	59	92.2%	105
physb_9d	Provide fire protection	90.3%	48	99.0%	57	99.0%	57	93.4%	56	95.6%	103
physb_10d	Provide emergency rescue services	95.1%	53	95.1%	54	91.6%	57	97.1%	56	91.2%	87
physb_12d	Ensure safety in business areas	91.1%	48	92.1%	53	92.4%	61	95.0%	56	96.1%	90
physb_13d	Ensure safety at or near residence	88.6%	62	95.1%	50	93.0%	57	92.4%	52	96.0%	111
physb_14d	Maintain QOL dealing with growth and develop	74.3%	51	70.4%	65	84.5%	54	74.9%	54	76.6%	102
physb_15d	Provide needed public facilities	93.4%	66	95.1%	56	93.3%	68	96.4%	64	94.9%	117
physb_16d	Provide needed infrastructure	86.7%	52	87.2%	49	82.2%	52	81.8%	67	75.9%	118
physb_17d	Promote development of affordable housing	58.8%	53	42.4%	51	50.4%	59	65.3%	44	61.3%	75
physb_18d	Protect water resources	88.3% ⁽⁵⁾	43	83.0% ⁽⁵⁾	48	72.6%	64	84.1% ⁽⁵⁾	56	66.2%	106
physb_19d	Provide library services	88.3%	53	93.4%	61	94.7%	62	96.8%	56	98.5% ⁽¹⁾	107
physb_20d	Manage growth in the county	65.2%	58	70.8%	57	67.5%	64	62.5%	59	55.7%	123
physb_6d	Make it easy to get around by public transportation	74.4% ⁽⁴⁾⁽⁵⁾	94	63.7%	87	66.3%	97	52.1%	92	53.5%	160
physb_7d	Preserve historic buildings	89.6%	42	96.0%	56	98.4%	46	94.9%	45	91.8%	86
physb_11d	Ensure safety for walkers and bicyclists	86.4% ⁽⁴⁾⁽⁵⁾	47	87.1% ⁽⁴⁾⁽⁵⁾	61	70.4%	49	56.1%	49	65.5%	99

TABLE C31: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C31A		Income									
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
		%	n	%	n	%	%	n	%	n	%
soc_a_1i	Provide quality education to school children	100.0% ⁽²⁾ ₍₅₎	39	100.0% ⁽⁵⁾	37	93.0%	27	100.0% ⁽²⁾ ₍₅₎	26	100.0%	55
soc_a_2i	Support programs for youth	92.2% ⁽³⁾ ₍₅₎	29	86.7%	30	69.2%	35	81.1%	40	67.9%	56
soc_a_3i	Support cultural and entertainment opps	64.9% ⁽³⁾ ₍₄₎₍₅₎	37	34.4%	36	26.4%	38	22.0%	38	20.9%	55
soc_a_4i	Provide programs to help elderly population	93.3% ⁽²⁾ ₍₃₎₍₄₎₍₅₎	38	62.1%	28	68.7%	38	71.6%	32	61.5%	52
soc_a_5i	Support affordable child-care	82.5% ⁽³⁾ ₍₄₎₍₅₎	46	65.8%	30	42.0%	37	57.8%	47	48.3%	45
soc_a_6i	Provide support for people in financial need	91.2% ⁽³⁾ ₍₄₎₍₅₎	22	77.1% ⁽⁴⁾ ₍₅₎	28	59.8%	38	44.8%	32	37.7%	50
soc_a_7i	Provide effective service to our residents	81.7% ⁽²⁾	41	39.2%	21	79.6% ⁽²⁾	35	89.8% ⁽²⁾	37	72.6% ⁽²⁾	49
soc_a_8i	Provide learning opportunities for adults	63.1% ⁽⁴⁾ ₍₅₎	34	50.8%	37	47.7%	23	30.9%	40	33.7%	56
soc_a_10i	Provide services to disadvantaged people	92.1% ⁽⁵⁾	43	93.0% ⁽⁵⁾	23	76.0%	29	78.5%	41	71.4%	65
soc_a_11i	Promote tourism in our area	57.5% ⁽²⁾ ₍₅₎	41	22.5%	33	39.9%	40	37.0%	36	19.8%	58
soc_a_12i	Provide opps for citizen input	80.6%	37	75.9%	34	78.5%	36	70.6%	26	81.1%	57
soc_a_13i	Provide recycling services	87.0% ⁽⁵⁾	51	71.3%	32	68.2%	38	70.3%	25	67.2%	55
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	39.8%	31	36.8%	32	54.1% ⁽⁵⁾	37	29.9%	35	27.6%	48
fairtassDi	Provide fair property tax assessments	91.2% ⁽²⁾ ₍₅₎	58	66.1%	48	89.6% ⁽²⁾ ₍₅₎	56	89.6% ⁽²⁾	55	74.0%	89

Table C31B		Income									
How important do you think it is for the County to spend tax dollars to...? (% responding "Very Important")		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
		%	n	%	n	%	%	n	%	n	%
soc_a2_1i	Provide quality education to school children	96.1%	26	100.0%	24	97.9%	28	100.0%	29	94.4%	55
soc_a2_2i	Support programs for youth	78.7%	32	92.2% ⁽⁴⁾ ₍₅₎	28	73.2%	32	69.2%	33	62.1%	63
soc_a2_3i	Support cultural and entertainment opps	13.5%	22	25.4%	21	25.9%	31	31.1%	32	29.3%	63
soc_a2_4i	Provide programs to help elderly population	81.5%	26	86.7% ⁽⁵⁾ _()	29	95.0% ⁽⁴⁾ ₍₅₎	24	71.1%	19	60.3%	59
soc_a2_5i	Support affordable child-care	63.8%	23	73.9%	25	56.8%	36	71.0%	28	52.2%	43
soc_a2_6i	Provide support for people in financial need	68.0%	23	72.5% ⁽⁵⁾ _()	21	42.9%	27	48.5%	36	41.4%	53
soc_a2_7i	Provide effective service to our residents	83.4%	23	82.3%	30	84.8% ⁽⁵⁾	36	71.3%	27	65.1%	63
soc_a2_8i	Provide learning opportunities for adults	85.5% ⁽²⁾ ₍₄₎₍₅₎	23	58.8% ⁽⁵⁾ _()	26	66.6% ⁽⁵⁾	38	58.5% ⁽⁵⁾	28	24.3%	52
soc_a2_10i	Provide services to disadvantaged people	90.6%	27	73.1%	32	77.9%	39	77.0%	36	76.0%	67
soc_a2_11i	Promote tourism in our area	51.5% ⁽⁵⁾	23	44.4% ⁽⁵⁾ _()	27	26.6%	22	29.0%	22	15.9%	68
soc_a2_12i	Provide opps for citizen input	80.7%	21	91.8% ⁽⁴⁾ ₍₅₎	25	76.4%	31	67.6%	26	63.4%	63
soc_a2_13i	Provide recycling services	74.9% ⁽⁵⁾	31	86.7% ⁽⁴⁾ ₍₅₎	29	77.0% ⁽⁵⁾	28	64.7%	35	53.6%	76
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	28.2%	12	23.6%	21	40.9%	33	29.7%	31	27.0%	62
fairtassSi	Provide fair property tax assessments	95.4%	39	78.3%	42	90.6%	48	93.2%	47	89.6%	98

Table C31C		Income									
How satisfied are you with County government's efforts to...?		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	%	n	%	n	%
soc_b_1d	Provide quality education to school children	90.2%	56	82.1%	58	83.3%	50	88.3%	51	80.2%	103
soc_b_2d	Support programs for youth	77.0%	48	70.8%	46	81.9%	56	77.1%	55	85.4%	90
soc_b_3d	Support cultural and entertainment opps	85.1%	48	94.2%	52	89.9%	60	87.7%	62	87.5%	100
soc_b_4d	Provide programs to help elderly population	73.4%	55	73.6%	47	90.7%	40	91.3%	30	89.7%	75
soc_b_5d	Support affordable child-care	67.3%	48	63.1%	46	61.9%	42	56.8%	44	58.1%	51
soc_b_6d	Provide support for people in financial need	55.4%	33	61.6%	37	64.5%	42	80.8% ⁽¹⁾	47	74.6%	65
soc_b_7d	Provide effective service to our residents	85.7%	55	90.3%	46	91.4%	60	91.5%	61	90.6%	96
soc_b_8d	Provide learning opportunities for adults	82.3%	52	92.0%	51	87.8%	53	98.6% ⁽¹⁾	42	91.8%	76
soc_b_10d	Provide services to disadvantaged people	76.9%	49	54.5%	51	80.4% ⁽²⁾	39	82.3% ⁽²⁾	51	73.9%	84
soc_b_11d	Promote tourism in our area	91.9%	58	81.4%	51	98.7% ⁽²⁾	56	97.2%	52	97.4%	108
soc_b_12d	Provide opps for citizen input	84.6%	51	88.8%	53	87.5%	58	90.5%	47	88.3%	104
soc_b_13d	Provide recycling services	69.6% ⁽²⁾ 4(5)	79	47.7%	60	70.1% ⁽²⁾ 4(5)	62	49.0%	54	37.5%	120
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	86.6%	36	61.9%	44	86.2% ⁽²⁾	49	84.9%	42	77.7%	85
soc_b_9d	Provide fair property tax assessments	64.3%	39	62.3%	51	42.0%	48	56.8%	62	65.7% ⁽³⁾	91

TABLE C32: Satisfaction Ratings with Other Items by Demographic Variables*

Table C32A		Income									
Satisfaction with Other Services		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
		%	n	%	n	%	%	n	%	n	%
Communication											
ovalcontd	Sat w/ experience contacting the county	62.0%	42	85.9% ⁽¹⁾⁽⁵⁾	30	82.2% ⁽⁵⁾	36	81.9% ⁽⁵⁾	48	65.2%	88
govtserd	Sat w/ keeping citizens informed about Govt programs and services	70.4%	95	80.2%	92	82.7%	100	83.3%	98	76.9%	173
Transportation											
trans1d	Favor spending more local tax money on roads	76.1%	96	75.1%	88	69.6%	106	72.9%	103	68.8%	188
trans2d	Favor spending more local tax money for bike paths and sidewalks	63.9%	97	58.2%	93	69.3%	110	77.7% ⁽²⁾	105	68.1%	191
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	52.3%	64	50.2%	58	59.5%	67	52.6%	73	72.2% ⁽¹⁾⁽²⁾⁽⁴⁾	127
trans4d	Ever ridden a local bus	27.9%	104	27.4%	96	25.2%	111	29.8%	105	28.3%	193
Growth and Development											
devarea2d	Favor policy atpts to concentrate growth in areas desig for growth and increased serv	75.6%	64	69.7%	62	77.6%	74	82.8%	60	81.0%	123
coortrand	Sat w/ the way that residential development is coordinated w/ trans	82.6% ⁽⁴⁾⁽⁵⁾	46	67.9% ⁽⁵⁾	50	67.0% ⁽⁵⁾	45	55.4%	43	46.7%	86
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	90.6% ⁽⁵⁾	56	85.9%	56	80.0%	60	93.6% ⁽⁵⁾	47	76.4%	102
recycled	Favor an increase in recycling service	66.8%	60	75.5%	47	64.0%	63	75.2%	59	70.4%	113
Calling 9-1-1											
emsatisd	Sat w/ assistance from 911 Operator	88.0%	28	88.6%	16	100.0%	35	100.0%	25	98.6%	52
emretimd	Sat w/ time for help to arrive	85.4%	27	86.0%	15	96.4%	32	91.2%	20	91.4%	45
emasstbd	Sat w/ assistance on the Scene	93.3%	27	86.4%	11	94.4%	32	100.0%	21	98.6%	42

Table C32B		Income									
Satisfaction with Other Services		Less than \$35k (1)		\$35k to \$49k (2)		\$50k to \$74k (3)		\$75k to \$99K (4)		\$100K & over (5)	
		%	n	%	n	%	%	n	%	n	%
Housing and Taxes											
awrhousd	Awareness of County's affordable housing initiatives	49.5%	67	44.5%	62	54.9%	65	42.7%	67	49.9%	104
favhousd	Favor an increase in taxes for housing programs	63.0% ⁽⁴⁾	68	50.5%	61	47.2%	57	35.4%	67	51.3%	101
valued	Sat w/ giving value for tax dollar	74.3%	96	84.9%	95	80.5%	103	85.2%	104	84.7%	185
School											
schsatd	Sat w/ quality of the Income	97.1%	20	95.2%	15	93.4%	28	96.7%	35	94.1%	71
pssatd	Public schools in the past five years	34.8%	43	47.8%	51	35.8%	41	32.1%	47	25.5%	66
psjobd	Rating: skills for getting a job	25.7%	38	37.8%	44	19.8%	41	24.0%	41	29.8%	48
pscold	Rating: skills for pursuing a college degree	42.5%	38	43.9%	45	26.3%	43	38.9%	36	46.4%	57
aceffid	School board actions increased the efficiency	70.9% ⁽⁵⁾	29	48.6%	35	46.4%	32	55.4%	27	36.7%	49

APPENDIX C
[MARITAL STATUS]

TABLE C33: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C33		Marital Status					
Overall Impression about Albemarle County (ratings on 10 point-scale)		Married (1)		Single (2)		Other (3)	
		mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle county	8.00	443	7.86	129	8.13	166
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	mean	n	mean	n
ctysatd	How sat with the County services	92.3%	424	93.3%	119	94.0%	152

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C34: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C34A		Marital Status					
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Married (1)		Single (2)		Other (3)	
		%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	57.5%	121	83.1% ⁽¹⁾	51	60.2%	51
physa_2i	Protect natural resources and environment	67.6%	134	78.2%	53	72.6%	51
physa_3i	Make it easy to get around by car	62.3%	124	57.5%	48	76.3%	49
physa_4i	Assure economic growth and job opps	61.3%	133	63.1%	48	72.6%	52
physa_5i	Provide parks and recreation space	62.0%	128	78.7%	45	73.8%	49
physa_8i	Provide police protection	87.6%	123	90.9%	45	98.0% ⁽¹⁾	57
physa_9i	Provide fire protection	87.8%	122	80.6%	36	98.9% ⁽¹⁾	53
physa_10i	Provide emergency rescue services	86.7%	142	89.3%	44	100.0% ⁽¹⁾	71
physa_12i	Ensure safety in business areas	71.0%	116	85.5%	46	92.1% ⁽¹⁾	46
physa_13i	Ensure safety at or near residence	80.1%	121	83.5%	46	93.1% ⁽¹⁾	47
physa_14i	Maintain QOL dealing with growth and develop	66.9%	128	86.9% ⁽¹⁾	31	80.0%	55
physa_15i	Provide needed public facilities	77.3%	142	76.4%	49	88.5% ⁽¹⁾	66
physa_16i	Provide needed infrastructure	70.4%	145	84.8%	51	80.2%	58
physa_17i	Promote development of affordable housing	49.7%	124	82.5% ⁽¹⁾	37	87.0% ⁽¹⁾	47
physa_18i	Protect water resources	85.6%	139	92.7%	30	94.3%	51
physa_19i	Provide library services	64.9%	138	59.2%	46	65.6%	50
physa_20i	Manage growth in the county	67.2%	139	68.6%	51	73.0%	57
phy_transDi	Make it easy to get around by public transportation	48.2%	215	58.4%	75	71.9% ⁽¹⁾	87
buildingpDi	Preserve historic buildings	38.4%	214	51.0%	76	60.0% ⁽¹⁾	86
walkerbpDi	Ensure safety for walkers and bicyclists	62.5%	221	69.8%	77	73.6%	92

Table C34B		Marital Status					
How important do you think it is for the County to spend tax dollars to...? (% responding "Very Important")		Married (1)		Single (2)		Other (3)	
		%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	58.9%	136	57.3%	29	66.3%	39
physa2_2i	Protect natural resources and environment	67.6%	128	63.0%	24	82.0%	43
physa2_3i	Make it easy to get around by car	62.0%	118	40.1%	32	54.4%	43
physa2_4i	Assure economic growth and job opps	58.5%	132	56.2%	29	61.2%	39
physa2_5i	Provide parks and recreation space	55.5%	137	84.5% ⁽¹⁾⁽³⁾	30	52.6%	44
physa2_8i	Provide police protection	91.0%	125	78.3%	33	78.0%	38
physa2_9i	Provide fire protection	90.2%	122	72.8%	34	91.2%	50
physa2_10i	Provide emergency rescue services	79.0%	111	92.8% ⁽¹⁾	28	88.0%	37
physa2_12i	Ensure safety in business areas	60.3%	112	54.4%	34	61.1%	51
physa2_13i	Ensure safety at or near residence	83.0%	118	85.8%	33	75.9%	43
physa2_14i	Maintain QOL dealing with growth and develop	72.7%	131	56.2%	31	68.9%	39
physa2_15i	Provide needed public facilities	73.1%	141	66.9%	33	63.1%	33
physa2_16i	Provide needed infrastructure	75.0%	108	49.5%	27	82.7% ⁽²⁾	52
physa2_17i	Promote development of affordable housing	52.5%	113	58.9%	38	67.0%	31
physa2_18i	Protect water resources	85.8%	134	72.6%	23	94.0%	52
physa2_19i	Provide library services	66.0% ⁽²⁾	136	36.6%	23	53.8%	48
physa2_20i	Manage growth in the county	60.8%	127	35.5%	30	62.2%	47
phy_transSi	Make it easy to get around by public transportation	62.9%	208	69.6%	52	65.5%	68
buildingpSi	Preserve historic buildings	32.0%	213	48.6%	52	42.8%	73
walkerbSi	Ensure safety for walkers and bicyclists	61.4%	216	53.6%	52	78.3% ⁽¹⁾⁽²⁾	73

Table C34C		Marital Status					
How satisfied are you with County government's efforts to...?		Married (1)		Single (2)		Other (3)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	79.5%	248	76.6%	74	70.9%	82
physb_2d	Protect natural resources and environment	84.0%	255	88.8%	74	80.4%	84
physb_3d	Make it easy to get around by car	72.6%	235	89.3% ⁽¹⁾	76	82.9%	86
physb_4d	Assure economic growth and job opps	81.2%	239	78.3%	69	68.4%	82
physb_5d	Provide parks and recreation space	91.6%	256	87.1%	73	87.0%	81
physb_8d	Provide police protection	91.3%	237	91.8%	74	92.4%	87
physb_9d	Provide fire protection	94.8%	221	97.5%	60	96.8%	89
physb_10d	Provide emergency rescue services	91.1%	211	90.4%	66	95.7%	98
physb_12d	Ensure safety in business areas	92.8%	203	94.3%	72	95.1%	89
physb_13d	Ensure safety at or near residence	94.5%	232	92.4%	76	91.6%	85
physb_14d	Maintain QOL dealing with growth and develop	76.0%	248	64.8%	57	75.2%	91
physb_15d	Provide needed public facilities	95.0%	279	91.1%	80	93.2%	92
physb_16d	Provide needed infrastructure	77.7%	238	86.6%	72	85.4%	100
physb_17d	Promote development of affordable housing	62.2% ⁽²⁾	205	42.1%	68	49.9%	72
physb_18d	Protect water resources	74.0%	245	84.9%	44	76.3%	92
physb_19d	Provide library services	93.8%	246	95.4%	62	92.0%	90
physb_20d	Manage growth in the county	58.7%	251	72.9%	75	59.9%	98
physb_6d	Make it easy to get around by public transportation	58.5%	368	69.2%	122	63.3%	141
physb_7d	Preserve historic buildings	90.1%	191	92.1%	54	97.3% ⁽¹⁾	78
physb_11d	Ensure safety for walkers and bicyclists	66.6%	217	78.6%	59	76.7%	85

TABLE C35: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C35A		Marital Status					
How important do you think it is for the County to devote resources to...?		Married (1)		Single (2)		Other (3)	
(% responding "Very Important")		%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	98.3%	114	100.0%	54	99.1%	51
soc_a_2i	Support programs for youth	66.5%	120	86.3% ⁽¹⁾	44	82.3% ⁽¹⁾	56
soc_a_3i	Support cultural and entertainment opps	24.2%	129	50.8% ⁽¹⁾	54	36.5%	54
soc_a_4i	Provide programs to help elderly population	63.6%	127	70.2%	44	86.9% ⁽¹⁾	49
soc_a_5i	Support affordable child-care	39.3%	117	82.1% ⁽¹⁾	60	69.7% ⁽¹⁾	66
soc_a_6i	Provide support for people in financial need	40.3%	117	81.1% ⁽¹⁾	43	70.6% ⁽¹⁾	42
soc_a_7i	Provide effective service to our residents	71.3%	129	74.4%	45	85.5%	47
soc_a_8i	Provide learning opportunities for adults	40.0%	117	58.0%	48	44.3%	64
soc_a_10i	Provide services to disadvantaged people	68.6%	135	96.6% ⁽¹⁾	45	87.3% ⁽¹⁾	61
soc_a_11i	Promote tourism in our area	21.8%	114	31.1%	64	55.3% ⁽¹⁾	53
soc_a_12i	Provide opps for citizen input	77.4%	126	78.5%	55	72.8%	47
soc_a_13i	Provide recycling services	67.1%	126	91.2% ⁽¹⁾	44	77.0%	68
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	33.0%	118	29.9%	47	52.7% ⁽¹⁾	57
fairtassDi	Provide fair property tax assessments	82.9%	199	74.9%	75	82.5%	87

Table C35B		Marital Status					
How important do you think it is for the County to spend tax dollars to...?		Married (1)		Single (2)		Other (3)	
(% responding "Very Important")		%	n	%	n	%	n
soc_a2_1i	Imp spend tax dollars on provide quality education to school children	94.3%	137	97.9%	28	98.9%	42
soc_a2_2i	Imp spend tax dollars on support programs for youth	64.3%	148	71.0%	33	84.0% ⁽¹⁾	58
soc_a2_3i	Imp spend tax dollars on support cultural and entertainment opps	23.3%	134	39.7%	23	26.0%	53
soc_a2_4i	Imp spend tax dollars on provide programs to help elderly population	66.2%	131	73.9%	30	93.5% ⁽¹⁾	38
soc_a2_5i	Imp spend tax dollars on support affordable child-care	60.6%	138	57.5%	23	50.1%	35
soc_a2_6i	Imp spend tax dollars on provide support for people in financial need	41.6%	123	70.0% ⁽¹⁾	31	61.6% ⁽¹⁾	38
soc_a2_7i	Imp spend tax dollars on provide effective service to our residents	70.2%	145	62.4%	36	86.2% ⁽¹⁾	43
soc_a2_8i	Imp spend tax dollars on provide learning opportunities for adults	45.5%	140	74.3% ⁽¹⁾	28	55.7%	39
soc_a2_10i	Imp spend tax dollars on provide services to disadvantaged people	70.4%	153	84.8%	38	78.5%	51
soc_a2_11i	Imp spend tax dollars on promote tourism in our area	24.0%	131	31.2%	22	35.1%	44
soc_a2_12i	Imp spend tax dollars on provide opps for citizen input	66.7%	142	70.0%	27	80.7%	36
soc_a2_13i	Imp spend tax dollars on provide recycling services	62.1%	168	71.7%	26	77.9% ⁽¹⁾	59
soc_a2_14i	Imp spend tax dollars on regulate outdoor lighting to reduce light pollution and glare	27.9%	141	26.3%	15	45.5%	40
fairassSi	Imp spend tax dollars on provide fair property tax assessments	85.0%	227	90.6%	41	89.5%	66

Table C35C		Marital Status					
How satisfied are you with County government's efforts to...?		Married (1)		Single (2)		Other (3)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	86.0%	232	83.1%	69	82.3%	75
soc_b_2d	Support programs for youth	84.0% ⁽²⁾	211	59.3%	60	89.3% ⁽²⁾	83
soc_b_3d	Support cultural and entertainment opps	84.8%	230	88.6%	70	93.9% ⁽¹⁾	88
soc_b_4d	Provide programs to help elderly population	81.7%	173	96.9% ⁽¹⁾⁽³⁾	61	78.9%	69
soc_b_5d	Support affordable child-care	64.6%	153	73.9% ⁽³⁾	54	49.1%	60
soc_b_6d	Provide support for people in financial need	75.3% ⁽³⁾	149	62.8%	50	55.9%	63
soc_b_7d	Provide effective service to our residents	91.6%	247	88.2%	65	86.6%	74
soc_b_8d	Provide learning opportunities for adults	91.9%	194	84.7%	64	93.0%	72
soc_b_10d	Provide services to disadvantaged people	80.7%	195	69.0%	64	70.9%	70
soc_b_11d	Promote tourism in our area	96.3% ⁽²⁾	211	82.5%	81	97.1% ⁽²⁾	83
soc_b_12d	Provide opps for citizen input	85.4%	240	88.2%	64	87.4%	75
soc_b_13d	Provide recycling services	51.1%	274	57.3%	66	49.5%	120
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	79.8%	190	81.3%	53	72.4%	69
soc_b_9d	Provide fair property tax assessments	59.0%	226	77.3% ⁽¹⁾⁽³⁾	48	43.8%	77

TABLE C36: Satisfaction Ratings with Other Items by Demographic Variables*

Table C36A		Marital Status					
Satisfaction with Other Services		Married (1)		Single (2)		Other (3)	
		%	n	%	n	%	n
Communication							
ovalcontd	Sat w/ experience contacting the county	73.8%	184	76.8%	35	70.8%	61
govtserd	Sat w/ keeping citizens informed about Govt programs and services	79.5%	405	76.4%	119	79.2%	147
Transportation							
trans1d	Favor spending more local tax money on roads	69.8%	424	67.2%	124	73.6%	155
trans2d	Favor spending more local tax money for bike paths and sidewalks	68.8%	434	58.3%	128	69.8%	160
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	60.9%	284	57.7%	75	55.3%	102
trans4d	Ever ridden a local bus	24.5%	443	39.3% ⁽¹⁾⁽³⁾	129	24.6%	168
Growth and Development							
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	78.7%	289	62.8%	80	74.8%	98
coortrand	Sat w/ the way that residential development is coordinated w/ trans	53.4%	190	85.2% ⁽¹⁾⁽³⁾	66	65.3%	66
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	81.7%	238	88.5%	72	89.3%	80
recycled	Favor an increase in recycling service	65.0%	255	70.8%	60	73.0%	95
Calling 9-1-1							
emsatisd	Sat w/ assistance from 911 Operator	96.1%	115	92.3%	25	96.2%	40
emretimd	Sat w/ time for help to arrive	88.7%	98	83.9%	23	97.2% ⁽¹⁾	41
emasstbd	Sat w/ assistance on the Scene	95.7%	96	91.7%	18	100.0%	40

Table C36B		Marital Status					
Satisfaction with Other Services		Married (1)		Single (2)		Other (3)	
		%	n	%	n	%	n
Housing and Taxes							
awrhousd	Awareness of County's affordable housing initiatives	46.4%	253	36.3%	88	59.2% ⁽²⁾	106
favhousd	Favor an increase in taxes for housing programs	40.4%	245	62.0% ⁽¹⁾	74	50.2%	108
valued	Sat w/ giving value for tax dollar	78.8%	429	79.4%	114	86.2% ⁽¹⁾	156
School							
schsatd	Sat w/ quality of the education	91.0%	137	92.8%	27	94.8%	25
pssatd	Public schools in the past five years	34.1%	174	35.9%	54	25.8%	59
psjobd	Rating: skills for getting a job	31.8%	140	26.7%	48	16.0%	54
pscold	Rating: skills for pursuing a college degree	43.5%	143	38.8%	50	31.5%	52
aceffid	School board actions increased the efficiency	43.2%	116	51.5%	50	54.6%	37

APPENDIX C
[CHILDREN UNDER 18]

TABLE C37: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C37		Under 18			
Overall Impression about Albemarle County (ratings on 10 point-scale)		No Children (0)		Children Under 18 (1)	
		mean	n	mean	n
qol10	Overall impression about Albemarle County (ratings on 10 point-scale)	8.07	458	7.91	288
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	%	n
ctysatd	Sat w/ the County services	92.5%	424	93.0%	276

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C38: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C38A		Under 18			
How important do you think it is for the County to devote resources to...?		No Children (0)		Children Under 18 (1)	
(% responding "Very Important")					
		%	n	%	n
physa_1i	Protect and preserve County's rural character	70.5% ⁽¹⁾	131	53.7%	94
physa_2i	Protect natural resources and environment	69.5%	144	72.6%	96
physa_3i	Make it easy to get around by car	67.7%	139	58.5%	84
physa_4i	Assure economic growth and job opps	61.3%	144	69.5%	89
physa_5i	Provide parks and recreation space	60.1%	133	80.4% ⁽⁰⁾	88
physa_8i	Provide police protection	89.6%	136	92.2%	91
physa_9i	Provide fire protection	88.5%	129	90.9%	82
physa_10i	Provide emergency rescue services	92.4%	156	87.2%	102
physa_12i	Ensure safety in business areas	83.1%	124	72.6%	86
physa_13i	Ensure safety at or near residence	85.5%	126	81.3%	89
physa_14i	Maintain QOL dealing with growth and develop	73.3%	134	72.4%	81
physa_15i	Provide needed public facilities	78.6%	161	81.3%	98
physa_16i	Provide needed infrastructure	77.7%	151	72.5%	107
physa_17i	Promote development of affordable housing	66.8%	124	59.1%	86
physa_18i	Protect water resources	92.4%	140	82.0%	80
physa_19i	Provide library services	64.7%	145	63.5%	92
physa_20i	Manage growth in the county	68.3%	157	68.3%	92
phy_transDi	Make it easy to get around by public transportation	59.5%	230	49.7%	150
buildingpDi	Preserve historic buildings	47.9%	227	42.2%	152
walkerbDi	Ensure safety for walkers and bicyclists	68.7%	239	63.7%	153

Table C38B		Under 18			
How important do you think it is for the County to spend tax dollars to...? (% responding "Very Important")		No Children (0)		Children Under 18 (1)	
		%	n	%	n
physa2_1i	Protect and preserve County's rural character	61.4%	125	57.6%	80
physa2_2i	Protect natural resources and environment	68.7%	124	74.6%	76
physa2_3i	Make it easy to get around by car	53.3%	121	60.4%	73
physa2_4i	Assure economic growth and job opps	59.9%	124	58.3%	78
physa2_5i	Provide parks and recreation space	52.4%	127	69.9% ⁽⁰⁾	87
physa2_8i	Provide police protection	87.0%	130	85.8%	71
physa2_9i	Provide fire protection	90.9%	131	80.0%	78
physa2_10i	Provide emergency rescue services	83.7%	125	79.2%	55
physa2_12i	Ensure safety in business areas	57.5%	125	61.8%	75
physa2_13i	Ensure safety at or near residence	74.7%	119	92.4% ⁽⁰⁾	77
physa2_14i	Maintain QOL dealing with growth and develop	68.8%	121	70.7%	80
physa2_15i	Provide needed public facilities	75.3%	131	62.6%	78
physa2_16i	Provide needed infrastructure	74.9%	117	70.4%	70
physa2_17i	Promote development of affordable housing	53.0%	112	59.4%	72
physa2_18i	Protect water resources	86.0%	136	87.7%	76
physa2_19i	Provide library services	56.4%	124	62.4%	87
physa2_20i	Manage growth in the county	60.5%	124	53.8%	81
phy_transSi	Make it easy to get around by public transportation	65.0%	208	63.9%	125
buildingpSi	Preserve historic buildings	36.4%	214	38.0%	129
walkerbpSi	Ensure safety for walkers and bicyclists	62.1%	215	66.4%	130

Table C38C		Under 18			
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		No Children (0)		Children Under 18 (1)	
		%	n	%	n
physb_1d	Protect and preserve County's rural character	75.7%	242	79.2%	164
physb_2d	Protect natural resources and environment	83.2%	253	84.8%	165
physb_3d	Make it easy to get around by car	78.6%	251	76.7%	151
physb_4d	Assure economic growth and job opps	76.5%	245	80.6%	146
physb_5d	Provide parks and recreation space	93.1% ⁽¹⁾	241	85.4%	171
physb_8d	Provide police protection	89.6%	247	93.8%	156
physb_9d	Provide fire protection	95.1%	228	95.7%	145
physb_10d	Provide emergency rescue services	89.9%	244	96.6% ⁽⁰⁾	136
physb_12d	Ensure safety in business areas	93.0%	218	94.9%	150
physb_13d	Ensure safety at or near residence	90.3%	235	96.3% ⁽⁰⁾	161
physb_14d	Maintain QOL dealing with growth and develop	71.9%	245	78.0%	154
physb_15d	Provide needed public facilities	94.2%	284	93.2%	169
physb_16d	Provide needed infrastructure	79.8%	247	83.2%	167
physb_17d	Promote development of affordable housing	57.7%	211	53.7%	139
physb_18d	Protect water resources	75.5%	244	75.8%	138
physb_19d	Provide library services	94.5%	238	92.1%	165
physb_20d	Manage growth in the county	59.9%	260	64.0%	168
physb_6d	Make it easy to get around by public transportation	61.3%	387	61.9%	250
physb_7d	Preserve historic buildings	88.5%	197	96.9% ⁽⁰⁾	130
physb_11d	Ensure safety for walkers and bicyclists	72.6%	219	69.8%	144

TABLE C39: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C39A		Under 18			
How important do you think it is for the County to devote resources to...?		No Children (0)		Children Under 18 (1)	
(% responding "Very Important")		%	n	%	n
soc_a_1i	Provide quality education to school children	98.5%	156	100.0%	64
soc_a_2i	Support programs for youth	70.6%	137	80.7%	83
soc_a_3i	Support cultural and entertainment opps	32.1%	150	36.2%	88
soc_a_4i	Provide programs to help elderly population	68.2%	128	73.7%	96
soc_a_5i	Support affordable child-care	56.0%	153	61.7%	94
soc_a_6i	Provide support for people in financial need	53.2%	118	57.8%	85
soc_a_7i	Provide effective service to our residents	72.3%	144	77.8%	80
soc_a_8i	Provide learning opportunities for adults	48.1%	143	41.1%	90
soc_a_10i	Provide services to disadvantaged people	77.6%	150	78.8%	94
soc_a_11i	Promote tourism in our area	43.2% ⁽¹⁾	138	16.3%	95
soc_a_12i	Provide opps for citizen input	77.3%	139	76.0%	90
soc_a_13i	Provide recycling services	75.4%	157	73.6%	85
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	40.5%	139	33.2%	86
fairtassDi	Provide fair property tax assessments	82.1%	227	78.3%	138

Table C39B		Under 18			
How important do you think it is for the County to spend tax dollars to...?		No Children (0)		Children Under 18 (1)	
(% responding "Very Important")		%	n	%	n
soc_a2_1i	Provide quality education to school children	94.8%	125	96.5%	84
soc_a2_2i	Support programs for youth	65.1%	149	77.2%	92
soc_a2_3i	Support cultural and entertainment opps	25.3%	127	26.8%	85
soc_a2_4i	Provide programs to help elderly population	72.1%	126	71.0%	76
soc_a2_5i	Support affordable child-care	50.4%	114	67.2% ⁽⁰⁾	85
soc_a2_6i	Provide support for people in financial need	44.4%	112	57.6%	80
soc_a2_7i	Provide effective service to our residents	68.3%	138	78.3%	88
soc_a2_8i	Provide learning opportunities for adults	48.1%	125	56.0%	84
soc_a2_10i	Provide services to disadvantaged people	72.8%	148	75.1%	96
soc_a2_11i	Promote tourism in our area	28.9%	115	25.7%	85
soc_a2_12i	Provide opps for citizen input	68.3%	127	72.5%	79
soc_a2_13i	Provide recycling services	66.0%	150	68.2%	104
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	35.2%	122	25.2%	76
fairtassSi	Provide fair property tax assessments	90.0%	201	81.9%	136

Table C39C		Under 18			
How satisfied are you with County government's efforts to...?		No Children (0)		Children Under 18 (1)	
(% responding "Very" or "Somewhat")		%	n	%	n
soc_b_1d	Provide quality education to school children	85.9%	233	83.0%	145
soc_b_2d	Support programs for youth	82.7%	203	79.0%	154
soc_b_3d	Support cultural and entertainment opps	87.3%	234	88.0%	156
soc_b_4d	Provide programs to help elderly population	82.7%	185	85.2%	122
soc_b_5d	Support affordable child-care	71.9% ⁽¹⁾	148	51.5%	124
soc_b_6d	Provide support for people in financial need	70.5%	146	65.9%	117
soc_b_7d	Provide effective service to our residents	89.4%	237	91.5%	154
soc_b_8d	Provide learning opportunities for adults	88.4%	207	93.6%	128
soc_b_10d	Provide services to disadvantaged people	76.4%	188	76.6%	144
soc_b_11d	Promote tourism in our area	94.9%	216	91.8%	161
soc_b_12d	Provide opps for citizen input	82.5%	229	91.6% ⁽⁰⁾	152
soc_b_13d	Provide recycling services	55.2%	284	46.5%	181
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	81.4%	190	73.0%	126
soc_b_9d	Provide fair property tax assessments	60.2%	212	55.1%	144

TABLE C40: Satisfaction Ratings with Other Items by Demographic Variables*

Table C40A		Under 18			
Satisfaction with Other Services		No Children (0)		Children Under 18 (1)	
		%	n	%	n
Communication					
ovalcontd	Sat w/ experience contacting the county	75.0%	161	71.3%	121
govtserd	Sat w/ keeping citizens informed about Govt programs and services	77.2%	407	81.4%	270
Transportation					
trans1d	Favor spending more local tax money on roads	70.4%	434	69.8%	275
trans2d	Favor spending more local tax money for bike paths and sidewalks	68.0%	446	64.8%	282
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	57.6%	281	60.7%	184
trans4d	Ever ridden a local bus	20.6%	460	36.8% ⁽⁰⁾	288
Growth and Development					
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	76.2%	299	73.8%	171
coortrand	Sat w/ the way that residential development is coordinated w/ trans	64.5%	191	59.0%	134
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	86.1%	238	82.2%	157
recycled	Favor an increase in recycling service	59.9%	237	76.9% ⁽⁰⁾	175
Calling 9-1-1					
emsatisd	Sat w/ assistance from 911 Operator	95.4%	99	95.8%	80
emretimd	Sat w/ time for help to arrive	90.3%	90	89.8%	72
emasstbd	Sat w/ assistance on the Scene	95.4%	84	97.4%	69

Table C40B		Under 18			
Satisfaction with Other Services		No Children (0)		Children Under 18 (1)	
		%	n	%	n
Housing and Taxes					
awrhousd	Awareness of County's affordable housing initiatives	48.3%	270	45.6%	183
favhousd	Favor an increase in taxes for housing programs	50.4%	262	39.0%	170
valued	Sat w/ giving value for tax dollar	78.2%	431	83.1%	274
School					
schsatd	Sat w/ quality of the education	56.2%	4	92.6%	184
pssatd	Public schools in the past five years	35.6%	157	28.7%	131
psjobd	Rating: skills for getting a job	25.3%	135	29.7%	109
pscold	Rating: skills for pursuing a college degree	40.1%	139	39.6%	107
aceffid	School board actions increased the efficiency	51.0%	121	41.1%	86

APPENDIX C
[LENGTH OF RESIDENCE IN ALBEMARLE COUNTY]

TABLE C41: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C41		Length of Residence in Albemarle County							
Overall Impression about Albemarle County (ratings on 10 point-scale)		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
		mean	n	mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle County	7.90	407	8.15	83	8.25 ⁽¹⁾	144	7.98	108
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	%	n	%	n	%	n
ctysatd	Sat w/ the County services	88.5%	88	95.4% ⁽⁴⁾	248	95.0%	141	90.3%	241

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C42: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C42A		Length of Residence in Albemarle County							
How important do you think it is for the County to devote resources to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	54.6%	31	55.7%	84	64.8%	44	73.9% ⁽²⁾	70
physa_2i	Protect natural resources and environment	73.2%	33	70.4%	89	77.6%	46	64.5%	75
physa_3i	Make it easy to get around by car	59.2%	36	57.0%	90	72.5%	34	71.5%	70
physa_4i	Assure economic growth and job opps	77.8%	39	59.7%	83	51.9%	45	70.2%	76
physa_5i	Provide parks and recreation space	69.7%	38	65.2%	73	67.2%	45	68.2%	70
physa_8i	Provide police protection	95.5%	34	89.4%	82	94.6%	47	87.6%	69
physa_9i	Provide fire protection	85.7%	24	88.9%	84	98.0% ⁽⁴⁾	37	87.5%	71
physa_10i	Provide emergency rescue services	100.0% ⁽²⁾ (4)	30	88.4%	106	87.4%	53	91.9%	72
physa_12i	Ensure safety in business areas	78.0%	25	76.3%	85	91.3% ⁽⁴⁾	38	75.1%	63
physa_13i	Ensure safety at or near residence	77.5%	39	80.2%	82	92.0%	44	87.4%	56
physa_14i	Maintain QOL dealing with growth and develop	57.3%	36	76.9%	76	80.2%	41	72.1%	66
physa_15i	Provide needed public facilities	82.6%	47	75.2%	89	78.9%	47	82.8%	77
physa_16i	Provide needed infrastructure	69.7%	44	80.0%	99	74.1%	42	74.3%	78
physa_17i	Promote development of affordable housing	70.3%	35	62.0%	75	66.2%	30	58.7%	74
physa_18i	Protect water resources	88.4%	32	87.6%	87	80.3%	34	94.5%	70
physa_19i	Provide library services	63.2%	33	62.5%	87	66.2%	42	65.5%	79
physa_20i	Manage growth in the county	61.5%	28	68.0%	91	65.7%	54	73.3%	79
phy_transDi	Make it easy to get around by public transportation	59.3%	58	52.4%	143	47.6%	68	61.0%	117
buildingpDi	Preserve historic buildings	44.8%	56	46.3%	139	40.4%	71	49.0%	121
walkerbDi	Ensure safety for walkers and bicyclists	75.2%	59	65.0%	147	59.7%	72	67.6%	122

Table C42B		Length of Residence in Albemarle County							
How important do you think it is for the County to spend tax dollars to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	41.1%	29	56.5%	65	58.8%	40	68.3% ⁽¹⁾	79
physa2_2i	Protect natural resources and environment	71.4%	22	75.6%	71	68.8%	28	67.2%	82
physa2_3i	Make it easy to get around by car	53.0%	29	53.1%	67	79.0% ⁽¹⁾⁽²⁾ (4)	43	45.0%	63
physa2_4i	Assure economic growth and job opps	65.5%	22	58.0%	72	67.2%	40	55.1%	72
physa2_5i	Provide parks and recreation space	41.1%	28	63.9%	70	70.5% ⁽¹⁾	51	56.9%	72
physa2_8i	Provide police protection	94.3%	21	84.3%	64	92.5%	38	84.1%	80
physa2_9i	Provide fire protection	90.8%	32	89.3%	68	83.4%	47	86.9%	72
physa2_10i	Provide emergency rescue services	96.6% ⁽²⁾⁽⁴⁾	22	81.0%	65	94.3% ⁽⁴⁾	30	75.3%	71
physa2_12i	Ensure safety in business areas	55.3%	15	63.6%	69	53.3%	46	57.3%	75
physa2_13i	Ensure safety at or near residence	88.2%	30	78.5%	56	86.7%	47	75.4%	69
physa2_14i	Maintain QOL dealing with growth and develop	79.3%	27	77.8% ⁽⁴⁾	62	63.7%	50	60.1%	70
physa2_15i	Provide needed public facilities	81.8%	23	70.4%	72	68.5%	45	70.4%	74
physa2_16i	Provide needed infrastructure	70.9%	17	65.9%	56	81.1%	42	72.7%	75
physa2_17i	Promote development of affordable housing	43.1%	20	43.1%	62	68.5% ⁽²⁾	42	61.1%	65
physa2_18i	Protect water resources	81.9%	26	87.9%	64	86.2%	40	88.0%	88
physa2_19i	Provide library services	56.0%	29	64.9%	68	63.3%	48	50.4%	70
physa2_20i	Manage growth in the county	37.7%	22	58.9%	65	63.1%	46	60.3%	78
phy_transSi	Make it easy to get around by public transportation	67.5%	42	62.2%	108	59.2%	71	68.9%	122
buildingpSi	Preserve historic buildings	34.2%	42	35.5%	113	36.5%	72	39.9%	124
walkerbSi	Ensure safety for walkers and bicyclists	76.4% ⁽³⁾⁽⁴⁾	41	68.7%	114	54.8%	71	57.2%	129

Table C42C		Length of Residence in Albemarle County							
How satisfied are you with County government's efforts to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	84.7%	51	73.6%	143	80.5%	81	75.9%	142
physb_2d	Protect natural resources and environment	85.0%	54	89.1% ⁽⁴⁾	154	82.2%	70	79.3%	146
physb_3d	Make it easy to get around by car	77.1%	59	85.5% ⁽³⁾⁽⁴⁾	153	70.4%	77	72.9%	125
physb_4d	Assure economic growth and job opps	74.5%	50	83.5% ⁽⁴⁾	138	83.5% ⁽⁴⁾	78	69.6%	135
physb_5d	Provide parks and recreation space	87.5%	60	89.9%	137	92.9%	88	88.3%	136
physb_8d	Provide police protection	93.3%	51	94.9% ⁽⁴⁾	133	93.8%	83	85.4%	145
physb_9d	Provide fire protection	91.9%	40	95.7%	129	98.4%	79	94.8%	139
physb_10d	Provide emergency rescue services	73.7%	35	95.5%	146	98.0% ⁽¹⁾⁽⁴⁾	76	91.0%	133
physb_12d	Ensure safety in business areas	96.2%	34	97.3% ⁽⁴⁾	139	94.3%	73	89.1%	127
physb_13d	Ensure safety at or near residence	94.5%	61	92.3%	133	96.6% ⁽⁴⁾	89	89.5%	121
physb_14d	Maintain QOL dealing with growth and develop	77.9%	56	72.6%	130	77.4%	89	73.3%	133
physb_15d	Provide needed public facilities	93.4%	69	95.2%	160	91.5%	84	94.1%	146
physb_16d	Provide needed infrastructure	84.2%	53	84.9% ⁽³⁾	147	70.8%	78	81.1%	142
physb_17d	Promote development of affordable housing	51.0%	49	62.5%	123	52.6%	67	54.7%	121
physb_18d	Protect water resources	84.4%	45	75.1%	134	74.6%	63	73.9%	148
physb_19d	Provide library services	86.6%	50	93.4%	141	93.1%	83	96.8%	136
physb_20d	Manage growth in the county	73.9% ⁽⁴⁾	43	62.1%	146	63.2%	94	54.3%	151
physb_6d	Make it easy to get around by public transportation	68.6%	86	61.4%	227	62.8%	123	58.7%	214
physb_7d	Preserve historic buildings	90.7%	35	96.3% ⁽⁴⁾	123	93.5%	67	84.4%	109
physb_11d	Ensure safety for walkers and bicyclists	71.2%	42	72.9%	140	72.1%	74	70.4%	116

TABLE C43: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C43A		Length of Residence in Albemarle County							
How important do you think it is for the County to devote resources to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	100.0%	37	100.0%	82	100.0%	42	96.3%	64
soc_a_2i	Support programs for youth	79.1%	32	75.4%	87	75.3%	52	70.0%	55
soc_a_3i	Support cultural and entertainment opps	39.8%	38	22.1%	94	53.1% ⁽²⁾⁽⁴⁾	54	29.7%	61
soc_a_4i	Provide programs to help elderly population	57.9%	37	70.9%	76	77.9%	49	70.9%	63
soc_a_5i	Support affordable child-care	70.1%	41	51.9%	95	68.1%	52	52.1%	61
soc_a_6i	Provide support for people in financial need	58.0%	30	52.3%	82	51.4%	43	58.0%	52
soc_a_7i	Provide effective service to our residents	72.6%	36	72.3%	90	69.1%	38	76.3%	64
soc_a_8i	Provide learning opportunities for adults	62.9% ⁽³⁾	34	40.0%	81	35.2%	54	50.6%	66
soc_a_10i	Provide services to disadvantaged people	84.3%	33	79.6%	92	73.8%	57	73.0%	67
soc_a_11i	Promote tourism in our area	15.5%	27	30.4%	98	30.2%	50	41.4% ⁽¹⁾	62
soc_a_12i	Provide opps for citizen input	73.5%	24	78.6%	94	81.8%	53	69.7%	61
soc_a_13i	Provide recycling services	86.5% ⁽³⁾	34	73.5%	87	64.3%	55	78.2%	70
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	28.7%	26	38.8%	94	21.6%	47	51.6% ⁽³⁾	61
fairtassDi	Provide fair property tax assessments	78.6%	52	78.5%	138	77.6%	79	84.6%	101

Table C43B		Length of Residence in Albemarle County							
How important do you think it is for the County to spend tax dollars to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
soc_a2_1i	Provide quality education to school children	92.4%	28	94.8%	68	98.3%	34	95.4%	81
soc_a2_2i	Support programs for youth	70.2%	32	70.4%	74	51.7%	43	76.8% ⁽³⁾	95
soc_a2_3i	Support cultural and entertainment opps	37.0%	21	40.0% ⁽³⁾⁽⁴⁾	70	11.1%	39	17.3%	84
soc_a2_4i	Provide programs to help elderly population	80.9%	29	70.7%	64	64.4%	36	73.0%	74
soc_a2_5i	Support affordable child-care	65.3%	28	48.1%	56	53.6%	27	63.1%	89
soc_a2_6i	Provide support for people in financial need	50.0%	31	39.6%	61	58.1%	31	55.4%	72
soc_a2_7i	Provide effective service to our residents	71.6%	30	76.9%	71	66.5%	47	73.0%	82
soc_a2_8i	Provide learning opportunities for adults	69.1% ⁽²⁾⁽³⁾	35	43.8%	63	41.6%	31	53.4%	83
soc_a2_10i	Provide services to disadvantaged people	85.8% ⁽²⁾	33	67.9%	72	74.7%	47	74.0%	95
soc_a2_11i	Promote tourism in our area	44.7%	19	19.6%	68	24.2%	37	34.0%	78
soc_a2_12i	Provide opps for citizen input	75.1%	26	75.6%	62	65.9%	39	65.9%	82
soc_a2_13i	Provide recycling services	74.8%	22	76.5% ⁽⁴⁾	83	64.5%	43	58.8%	108
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	25.6%	21	33.5%	56	28.9%	39	31.6%	85
fairtassSi	Provide fair property tax assessments	74.3%	41	85.5%	103	85.1%	59	92.3% ⁽¹⁾	135

Table C43C		Length of Residence in Albemarle County							
How satisfied are you with County government's efforts to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	89.8%	49	82.7%	127	80.0%	71	87.3%	139
soc_b_2d	Support programs for youth	73.2%	47	81.5%	117	83.8%	82	81.2%	119
soc_b_3d	Support cultural and entertainment opps	87.5%	51	90.9%	134	86.6%	84	84.9%	127
soc_b_4d	Provide programs to help elderly population	87.4%	41	89.0%	92	81.9%	67	79.4%	110
soc_b_5d	Support affordable child-care	78.0% ⁽³⁾	31	61.0%	93	52.7%	52	63.7%	99
soc_b_6d	Provide support for people in financial need	68.1%	34	69.9%	85	77.9%	50	62.4%	96
soc_b_7d	Provide effective service to our residents	90.1%	44	94.9% ⁽⁴⁾	138	90.3%	84	84.9%	130
soc_b_8d	Provide learning opportunities for adults	84.0%	49	90.0%	107	92.8%	69	92.3%	114
soc_b_10d	Provide services to disadvantaged people	70.5%	35	75.0%	104	88.8% ⁽⁴⁾	78	71.3%	120
soc_b_11d	Promote tourism in our area	87.9%	36	96.8%	145	89.1%	77	94.5%	123
soc_b_12d	Provide opps for citizen input	88.2%	34	86.0%	139	83.3%	86	88.2%	125
soc_b_13d	Provide recycling services	38.8%	54	49.3%	161	47.6%	90	61.8% ⁽¹⁾	167
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	79.7%	36	77.2%	98	78.2%	76	78.3%	111
soc_b_9d	Provide fair property tax assessments	62.2%	42	66.6% ⁽⁴⁾	128	59.0%	68	48.3%	123

TABLE C44: Satisfaction Ratings with Other Items by Demographic Variables*

Table C44A		Length of Residence in Albemarle County							
Satisfaction with Other Services		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
		%	n	%	n	%	n	%	n
Communication									
ovalcontd	Sat w/ experience contacting the county	78.7%	33	81.6% ⁽³⁾⁽⁴⁾	99	61.6%	61	68.3%	94
govtserd	Sat w/ keeping citizens informed about Govt programs and services	71.4%	88	86.0% ⁽¹⁾⁽⁴⁾	236	82.2%	134	72.8%	235
Transportation		%	n	%	n	%	n	%	n
trans1d	Favor spending more local tax money on roads	67.7%	94	70.2%	254	75.1%	138	68.6%	229
trans2d	Favor spending more local tax money for bike paths and sidewalks	78.1% ⁽³⁾⁽⁴⁾	99	72.6% ⁽³⁾⁽⁴⁾	257	59.9%	146	58.9%	232
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	73.6% ⁽⁴⁾	57	60.8%	167	56.6%	100	52.3%	145
trans4d	Ever ridden a local bus	35.5% ⁽⁴⁾	99	29.1% ⁽⁴⁾	261	28.8%	147	19.0%	246
Growth and Development									
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	83.4%	65	76.6%	164	68.0%	88	74.7%	155
coortrand	Sat w/ the way that residential development is coordinated w/ trans	77.0% ⁽³⁾⁽⁴⁾	51	62.7%	110	52.9%	63	59.8%	102
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	82.7%	56	84.2%	140	86.0%	89	84.6%	113
recycled	Favor an increase in recycling service	90.4% ⁽²⁾⁽³⁾⁽⁴⁾	49	70.2% ⁽⁴⁾	142	72.7% ⁽⁴⁾	93	51.9%	132
Calling 9-1-1									
emsatisd	Sat w/ assistance from 911 Operator	80.7%	16	93.4%	55	100.0%	33	98.5%	75
emretimd	Sat w/ time for help to arrive	81.9%	15	94.7%	49	83.7%	30	91.4%	68
emasstbd	Sat w/ assistance on the Scene	81.6%	15	100.0%	43	96.0%	29	97.3%	69

Table C44B		Length of Residence in Albemarle County							
Satisfaction with Other Services		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
Housing and Taxes		%	n	%	n	%	n	%	n
awrhousd	Awareness of County's affordable housing initiatives	36.4%	60	44.3%	163	46.9%	81	54.8% ⁽¹⁾	152
favhousd	Favor an increase in taxes for housing programs	60.9% ⁽⁴⁾	54	47.8%	158	46.7%	73	38.2%	150
valued	Sat w/ giving value for tax dollar	88.0% ⁽⁴⁾	84	81.7% ⁽⁴⁾	247	85.7% ⁽⁴⁾	142	71.6%	235
School									
schsatd	Sat w/ quality of the education	92.2%	29	88.0%	65	92.6%	49	96.0%	47
pssatd	Public schools in the past five years	31.8%	23	26.3%	93	47.0% ⁽²⁾⁽⁴⁾	68	28.4%	104
psjobd	Rating: skills for getting a job	7.0%	16	14.4%	84	50.9% ⁽¹⁾⁽²⁾⁽⁴⁾	53	29.0% ⁽¹⁾⁽²⁾	91
pscold	Rating: skills for pursuing a college degree	33.7%	17	37.7%	81	59.4% ⁽²⁾⁽⁴⁾	58	30.9%	90
aceffid	School board actions increased the efficiency	43.2%	13	46.4%	68	47.2%	48	48.2%	78

APPENDIX C
[LENGTH OF RESIDENCE IN CURRENT ADDRESS]

TABLE C45: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C45		Length of Residence in Current Address							
Overall Impression about Albemarle County (ratings on 10 point-scale)		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
		mean	n	mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle	7.85	195	7.95	332	8.14	123	8.28 ⁽¹⁾⁽²⁾	114
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	%	n	%	n	%	n
ctysatd	Sat w/ the County services	92.3%	175	92.9%	315	93.8%	119	92.3%	109

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C46: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C46A		Length of Residence in Current Address							
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
		%	n	%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	54.6%	62	60.7%	87	72.0%	40	71.6%	40
physa_2i	Protect natural resources and environment	70.0%	75	73.9%	88	67.8%	41	65.2%	38
physa_3i	Make it easy to get around by car	57.3%	85	66.5%	89	67.6%	27	73.5%	28
physa_4i	Assure economic growth and job opps	74.1%	73	62.6%	86	57.7%	43	58.5%	40
physa_5i	Provide parks and recreation space	67.6%	72	67.0%	83	67.4%	36	67.1%	36
physa_8i	Provide police protection	97.8% ⁽²⁾⁽⁴⁾	70	87.5%	89	96.2%	36	80.0%	36
physa_9i	Provide fire protection	92.1%	52	89.1%	93	100.0% ⁽²⁾⁽⁴⁾	30	80.2%	41
physa_10i	Provide emergency rescue services	96.7%	82	88.7%	98	84.0%	43	89.0%	38
physa_12i	Ensure safety in business areas	82.6%	62	73.2%	82	86.9%	37	76.6%	30
physa_13i	Ensure safety at or near residence	77.2%	71	84.4%	89	96.0% ⁽¹⁾⁽²⁾	29	86.9%	33
physa_14i	Maintain QOL dealing with growth and develop	70.1%	82	73.0%	74	83.9%	33	67.8%	31
physa_15i	Provide needed public facilities	86.4%	88	71.6%	101	79.8%	35	84.1%	37
physa_16i	Provide needed infrastructure	75.9%	75	76.1%	110	81.5%	41	67.0%	37
physa_17i	Promote development of affordable housing	71.0%	68	59.7%	84	57.4%	21	58.3%	42
physa_18i	Protect water resources	85.4%	59	87.5%	91	93.1%	34	93.0%	39
physa_19i	Provide library services	63.9%	71	65.6%	92	58.9%	40	67.2%	38
physa_20i	Manage growth in the county	61.6%	68	66.9%	99	78.6%	47	71.9%	37
phy_transDi	Make it easy to get around by public transportation	65.1% ⁽²⁾	121	47.6%	146	53.1%	59	55.9%	62
buildingpDi	Preserve historic buildings	47.6%	120	45.5%	143	36.2%	62	52.8%	61
walkerbDi	Ensure safety for walkers and bicyclists	74.4%	121	61.8%	153	60.7%	62	67.6%	63

Table C46B		Length of Residence in Current Address							
How important do you think it is for the County to spend tax dollars to...? (% responding "Very Important")		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
		%	n	%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	43.8%	47	62.2%	104	64.6%	31	67.4%	30
physa2_2i	Protect natural resources and environment	65.5%	38	75.1%	100	67.0%	33	68.0%	33
physa2_3i	Make it easy to get around by car	55.8%	40	52.4%	100	77.6% ⁽²⁾⁽⁴⁾	35	43.2%	28
physa2_4i	Assure economic growth and job opps	64.2%	44	58.1%	104	60.1%	31	56.9%	28
physa2_5i	Provide parks and recreation space	49.7%	49	66.3%	103	65.1%	36	51.6%	32
physa2_8i	Provide police protection	89.6%	37	87.7%	97	82.1%	39	86.5%	31
physa2_9i	Provide fire protection	92.0%	50	81.8%	103	96.0% ⁽²⁾	38	88.8%	29
physa2_10i	Provide emergency rescue services	96.5% ⁽²⁾⁽⁴⁾	37	78.3%	97	88.7%	23	75.7%	31
physa2_12i	Ensure safety in business areas	61.3%	27	55.6%	107	62.0%	38	60.6%	32
physa2_13i	Ensure safety at or near residence	84.4%	47	77.6%	91	89.8%	37	72.8%	26
physa2_14i	Maintain QOL dealing with growth and develop	79.7% ⁽⁴⁾	46	69.0%	105	62.3%	31	56.5%	27
physa2_15i	Provide needed public facilities	75.5%	37	67.5%	113	78.4%	37	71.5%	27
physa2_16i	Provide needed infrastructure	69.3%	25	72.8%	100	82.0% ⁽⁴⁾	38	60.7%	28
physa2_17i	Promote development of affordable housing	51.6%	37	53.1%	94	58.5%	35	61.9%	24
physa2_18i	Protect water resources	87.4%	48	87.4%	98	84.3%	37	87.8%	34
physa2_19i	Provide library services	51.8%	46	59.4%	104	71.3% ⁽⁴⁾	43	45.1%	23
physa2_20i	Manage growth in the county	36.4%	36	59.8% ⁽¹⁾	106	81.2% ⁽¹⁾⁽²⁾ (4)	35	51.9%	34
phy_transSi	Make it easy to get around by public transportation	60.2%	71	66.4%	165	58.9%	59	72.0%	48
buildingpSi	Preserve historic buildings	35.4%	71	36.0%	171	43.8%	61	35.3%	49
walkerbSi	Ensure safety for walkers and bicyclists	66.8%	70	62.6%	174	63.0%	60	56.4%	51

Table C46C		Length of Residence in Current Address							
How satisfied are you with County government's efforts to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	76.1%	97	78.4%	186	79.7%	67	72.3%	67
physb_2d	Protect natural resources and environment	89.4% ⁽³⁾	105	87.4% ⁽³⁾	182	68.7%	69	82.5%	68
physb_3d	Make it easy to get around by car	78.8%	119	79.6%	180	69.6%	59	77.6%	56
physb_4d	Assure economic growth and job opps	77.0%	103	79.6%	168	76.6%	65	74.9%	65
physb_5d	Provide parks and recreation space	86.3%	111	90.9%	179	88.1%	66	93.6%	65
physb_8d	Provide police protection	92.6%	99	92.6%	176	92.0%	72	83.9%	64
physb_9d	Provide fire protection	92.9%	82	96.0%	172	96.2%	63	96.8%	69
physb_10d	Provide emergency rescue services	87.5%	91	95.8%	171	97.6% ⁽⁴⁾	64	85.7%	64
physb_12d	Ensure safety in business areas	95.2%	82	94.0%	171	96.5%	63	88.4%	57
physb_13d	Ensure safety at or near residence	90.5%	108	92.8%	174	95.9%	64	93.0%	58
physb_14d	Maintain QOL dealing with growth and develop	66.7%	118	80.2% ⁽¹⁾	171	79.7%	63	68.7%	56
physb_15d	Provide needed public facilities	94.2%	123	93.2%	212	97.9%	63	91.7%	61
physb_16d	Provide needed infrastructure	80.5%	90	80.7%	200	81.2%	73	81.6%	57
physb_17d	Promote development of affordable housing	53.4%	94	55.9%	160	56.5%	48	63.0%	58
physb_18d	Protect water resources	80.2%	85	76.1%	172	71.8%	65	72.4%	68
physb_19d	Provide library services	87.6%	98	94.7%	182	96.9% ⁽¹⁾	73	96.7% ⁽¹⁾	58
physb_20d	Manage growth in the county	68.5%	92	58.0%	193	60.9%	79	58.2%	69
physb_6d	Make it easy to get around by public transportation	64.5%	174	62.0%	276	57.5%	103	60.3%	97
physb_7d	Preserve historic buildings	95.2% ⁽⁴⁾	67	92.8%	166	91.9%	45	81.7%	56
physb_11d	Ensure safety for walkers and bicyclists	78.6%	76	68.8%	184	74.7%	52	69.7%	60

TABLE C47: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C47A		Length of Residence in Current Address							
How important do you think it is for the County to devote resources to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	100.0%	63	100.0%	104	94.1%	33	98.2%	26
soc_a_2i	Support programs for youth	82.3% ⁽⁴⁾	60	75.0%	107	70.3%	29	61.5%	29
soc_a_3i	Support cultural and entertainment opps	31.7%	77	28.5%	101	44.6%	37	41.1%	30
soc_a_4i	Provide programs to help elderly population	70.1%	58	67.7%	101	83.3% ⁽⁴⁾	41	59.2%	24
soc_a_5i	Support affordable child-care	63.1%	74	53.3%	110	74.7% ⁽²⁾⁽⁴⁾	37	43.3%	27
soc_a_6i	Provide support for people in financial need	67.5%	55	48.2%	89	45.7%	36	59.4%	26
soc_a_7i	Provide effective service to our residents	75.2%	58	68.4%	108	78.9%	30	78.7%	31
soc_a_8i	Provide learning opportunities for adults	58.0% ⁽²⁾	67	33.4%	104	50.1%	38	52.3%	26
soc_a_10i	Provide services to disadvantaged people	79.6%	72	78.4%	101	80.5%	46	61.7%	30
soc_a_11i	Promote tourism in our area	19.5%	65	35.5%	108	28.5%	40	51.7% ⁽¹⁾	24
soc_a_12i	Provide opps for citizen input	79.8%	55	71.7%	107	80.8%	41	81.3%	29
soc_a_13i	Provide recycling services	77.6%	60	73.0%	115	72.3%	42	77.9%	29
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	26.0%	52	44.1%	110	29.7%	37	43.9%	28
fairtassDi	Provide fair property tax assessments	78.7%	92	76.4%	169	83.1%	63	91.3% ⁽²⁾	47

Table C47B		Length of Residence in Current Address							
How important do you think it is for the County to spend tax dollars to...?		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
soc_a2_1i	Provide quality education to school children	95.6%	48	94.6%	87	96.6%	34	95.2%	42
soc_a2_2i	Support programs for youth	70.5%	62	69.7%	95	66.4%	44	71.1%	43
soc_a2_3i	Support cultural and entertainment opps	38.8% ⁽³⁾	52	25.3%	90	13.2%	33	18.7%	39
soc_a2_4i	Provide programs to help elderly population	77.9%	56	74.2%	80	63.4%	33	64.7%	34
soc_a2_5i	Support affordable child-care	70.3% ⁽²⁾	57	48.1%	75	56.0%	29	60.4%	40
soc_a2_6i	Provide support for people in financial need	43.7%	49	46.1%	85	74.7% ⁽¹⁾⁽²⁾	25	50.7%	35
soc_a2_7i	Provide effective service to our residents	71.6%	58	75.8%	98	73.0%	37	65.7%	37
soc_a2_8i	Provide learning opportunities for adults	66.0% ⁽²⁾⁽³⁾	59	46.9%	88	39.8%	28	47.5%	37
soc_a2_10i	Provide services to disadvantaged people	81.3%	59	69.1%	101	79.9%	44	69.0%	43
soc_a2_11i	Promote tourism in our area	35.2%	37	29.6%	95	17.0%	33	28.5%	37
soc_a2_12i	Provide opps for citizen input	73.7%	46	73.0%	89	62.1%	40	65.9%	33
soc_a2_13i	Provide recycling services	69.8% ⁽³⁾	51	74.7% ⁽³⁾	114	42.7%	44	67.4% ⁽³⁾	46
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	23.9%	42	36.1%	85	25.4%	36	32.8%	37
fairtassSi	Provide fair property tax assessments	77.0%	78	88.4%	143	93.1% ⁽¹⁾	56	89.7%	62

Table C47C		Length of Residence in Current Address							
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
		%	n	%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	84.8%	93	83.0%	167	85.6%	63	88.4%	63
soc_b_2d	Support programs for youth	75.3%	96	84.9%	152	78.3%	60	82.0%	58
soc_b_3d	Support cultural and entertainment opps	81.4%	111	92.9% ⁽¹⁾	163	88.3%	59	84.5%	64
soc_b_4d	Provide programs to help elderly population	88.8%	78	83.0%	126	76.7%	60	87.3%	46
soc_b_5d	Support affordable child-care	58.2%	78	63.7%	112	54.7%	42	73.4%	43
soc_b_6d	Provide support for people in financial need	68.3%	60	64.4%	110	69.2%	46	76.8%	50
soc_b_7d	Provide effective service to our residents	87.0%	90	92.5%	183	89.9%	60	87.7%	62
soc_b_8d	Provide learning opportunities for adults	85.8%	90	90.7%	143	93.6%	54	94.6%	52
soc_b_10d	Provide services to disadvantaged people	72.1%	77	76.4%	135	77.9%	73	80.8%	52
soc_b_11d	Promote tourism in our area	94.6%	82	92.2%	179	93.6%	65	96.8%	55
soc_b_12d	Provide opps for citizen input	83.7%	80	86.0%	174	87.5%	71	89.1%	59
soc_b_13d	Provide recycling services	52.9%	104	50.7%	218	47.9%	79	60.5%	72
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	81.1%	71	74.0%	135	79.1%	62	83.5%	52
soc_b_9d	Provide fair property tax assessments	55.7%	75	62.8%	167	57.1%	59	50.8%	59

TABLE C48: Satisfaction Ratings with Other Items by Demographic Variables*

Table C48A		Length of Residence in Current Address							
		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
Satisfaction with Other Services		%	n	%	n	%	n	%	n
Communication									
ovalcontd	Sat w/ experience contacting the county	73.4%	83	75.8%	115	65.6%	56	71.9%	33
govtserd	Sat w/ keeping citizens informed about Govt programs and services	72.0%	169	82.8% ⁽¹⁾	308	79.4%	107	78.6%	110
Transportation		%	n	%	n	%	n	%	n
trans1d	Favor spending more local tax money on roads	66.2%	181	73.3%	314	74.4%	116	64.0%	106
trans2d	Favor spending more local tax money for bike paths and sidewalks	66.4%	189	69.5%	317	65.5%	122	58.6%	107
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	63.1% ⁽⁴⁾	111	60.7% ⁽⁴⁾	215	57.8%	83	45.6%	60
trans4d	Ever ridden a local bus	33.8% ⁽⁴⁾	193	27.4% ⁽⁴⁾	327	27.0% ⁽⁴⁾	123	11.1%	111
Growth and Development									
devarea2d	Favor policy atpts to concentrate growth in areas desig for growth and increased serv	77.4%	124	73.2%	198	74.1%	78	78.7%	72
coortrand	Sat w/ the way that residential development is coordinated w/ trans	75.8% ⁽²⁾⁽³⁾	91	58.0%	135	47.0%	50	63.5%	49
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	86.7%	109	84.4%	180	82.3%	60	82.5%	50
recycled	Favor an increase in recycling service	74.0% ⁽⁴⁾	94	71.6% ⁽⁴⁾	193	58.6%	78	52.0%	50
Calling 9-1-1									
emsatisd	Sat w/ assistance from 911 Operator	89.3%	48	97.2%	77	100.0%	31	97.7%	25
emretimd	Sat w/ time for help to arrive	79.9%	39	93.8%	72	86.8%	28	100.0% ⁽¹⁾⁽²⁾	23
emasstbd	Sat w/ assistance on the Scene	87.0%	35	98.3%	68	100.0%	28	100.0%	23

Table C48B		Length of Residence in Current Address							
		2 years or less (1)		3 to 10 years (2)		11 to 19 years (3)		20 years or more & all my life (4)	
Housing and Taxes		%	n	%	n	%	n	%	n
awrhousd	Awareness of County's affordable housing initiatives	36.9%	122	50.8% ⁽¹⁾	194	47.5%	72	55.3% ⁽¹⁾	68
favhousd	Favor an increase in taxes for housing programs	52.9% ⁽⁴⁾	114	50.7% ⁽⁴⁾	190	35.2%	66	30.7%	66
valued	Sat w/ giving value for tax dollar	81.5% ⁽⁴⁾	170	82.1% ⁽⁴⁾	310	81.8% ⁽⁴⁾	122	68.6%	105
School									
schsatd	Sat w/ quality of the education	89.3%	50	91.0%	87	94.4%	42	100.0% ⁽¹⁾⁽²⁾ (3)	11
pssatd	Public schools in the past five years	32.7%	58	29.1%	127	35.5%	60	37.6%	44
psjobd	Rating: skills for getting a job	12.3%	43	24.1%	113	44.1% ⁽¹⁾⁽²⁾	51	31.0%	37
pscold	Rating: skills for pursuing a college degree	34.3%	45	38.5%	115	48.1%	50	40.8%	36
aceffid	School board actions increased the efficiency	41.8%	34	48.7%	101	47.7%	40	46.4%	31

APPENDIX C
[KIND OF PLACE R LIVES IN]

TABLE C49: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C49		Kind of Place R Lives In							
Overall Impression about Albemarle County (ratings on 10 point-scale)		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
		mean	n	mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle County (ratings on 10 point-scale)	8.13 ⁽⁴⁾	255	8.24 ⁽⁴⁾	90	7.93	238	7.76	152
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	%	n	%	n	%	n
ctysatd	Sat w/ the County services	90.6%	237	92.8%	86	94.3%	228	94.1%	139

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C50: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C50A		Kind of Place R Lives In							
How important do you think it is for the County to devote resources to...?		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	73.9% ⁽³⁾	79	66.1%	31	50.1%	75	62.8%	36
physa_2i	Protect natural resources and environment	76.6% ⁽³⁾	82	89.8% ⁽³⁾⁽⁴⁾	33	57.3%	67	67.0%	54
physa_3i	Make it easy to get around by car	61.3%	66	51.2%	30	71.1%	81	64.3%	44
physa_4i	Assure economic growth and job opps	68.8%	88	55.7%	25	55.8%	70	69.5%	45
physa_5i	Provide parks and recreation space	66.1%	75	79.7%	28	69.1%	79	60.4%	38
physa_8i	Provide police protection	88.9%	79	77.7%	26	93.3%	77	96.4%	42
physa_9i	Provide fire protection	81.3%	67	95.2%	27	94.6%	64	91.9%	48
physa_10i	Provide emergency rescue services	88.2%	89	95.1%	37	84.4%	81	100.0% ⁽¹⁾⁽³⁾	46
physa_12i	Ensure safety in business areas	74.9%	70	78.9%	26	80.9%	65	80.1%	46
physa_13i	Ensure safety at or near residence	76.6%	69	86.6%	31	87.6%	69	86.1%	44
physa_14i	Maintain QOL dealing with growth and develop	70.0%	70	88.8% ⁽¹⁾⁽⁴⁾	27	74.9%	72	62.1%	42
physa_15i	Provide needed public facilities	79.6%	86	73.0%	33	76.5%	81	89.0%	54
physa_16i	Provide needed infrastructure	60.0%	85	78.2%	30	84.9% ⁽¹⁾	82	82.0% ⁽¹⁾	56
physa_17i	Promote development of affordable housing	61.3%	73	68.1%	23	64.5%	76	64.0%	38
physa_18i	Protect water resources	89.7%	74	89.8%	24	92.7%	81	77.9%	42
physa_19i	Provide library services	69.4%	78	80.6% ⁽⁴⁾	22	61.6%	73	52.3%	60
physa_20i	Manage growth in the county	77.1% ⁽⁴⁾	82	91.6% ⁽³⁾⁽⁴⁾	23	68.0% ⁽⁴⁾	89	46.2%	50
phy_transDi	Make it easy to get around by public transportation	48.7%	127	71.5% ⁽¹⁾	46	53.9%	123	61.5%	78
buildingpDi	Preserve historic buildings	57.8% ⁽²⁾⁽⁴⁾	125	28.1%	47	47.3%	124	35.4%	78
walkerbDi	Ensure safety for walkers and bicyclists	61.0%	130	84.0% ⁽¹⁾⁽³⁾	47	60.9%	130	73.1%	79

Table C50B		Kind of Place R Lives In							
How important do you think it is for the County to spend tax dollars to...?		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	65.9% ⁽²⁾	70	39.1%	26	60.1%	65	62.2%	42
physa2_2i	Protect natural resources and environment	70.9%	71	65.0%	24	68.1%	60	75.8%	43
physa2_3i	Make it easy to get around by car	54.8%	68	46.9%	24	60.7%	62	57.6%	37
physa2_4i	Assure economic growth and job opps	55.2%	62	49.6%	24	52.4%	71	79.5% ⁽¹⁾⁽²⁾) ⁽³⁾	40
physa2_5i	Provide parks and recreation space	68.0% ⁽³⁾	72	55.0%	22	48.6%	70	60.8%	45
physa2_8i	Provide police protection	90.4%	81	94.9%	20	83.7%	57	76.5%	37
physa2_9i	Provide fire protection	85.6%	72	66.5%	21	96.1% ⁽¹⁾⁽²⁾)	71	87.1%	42
physa2_10i	Provide emergency rescue services	81.7%	67	55.5%	22	87.5% ⁽²⁾	47	94.7% ⁽¹⁾⁽²⁾)	42
physa2_12i	Ensure safety in business areas	57.7%	64	46.2%	25	57.5%	62	70.6%	45
physa2_13i	Ensure safety at or near residence	74.6%	67	61.5%	23	85.5% ⁽²⁾	65	98.8% ⁽¹⁾⁽²⁾) ⁽³⁾	40
physa2_14i	Maintain QOL dealing with growth and develop	55.9%	69	84.7% ⁽¹⁾	22	78.2% ⁽¹⁾	63	67.6%	44
physa2_15i	Provide needed public facilities	66.4%	73	54.4%	28	74.5%	61	83.4% ⁽²⁾	43
physa2_16i	Provide needed infrastructure	62.2%	58	65.3%	24	82.9% ⁽¹⁾	67	82.0%	34
physa2_17i	Promote development of affordable housing	64.2%	59	63.5%	21	46.0%	61	53.1%	37
physa2_18i	Protect water resources	83.2%	83	77.9%	26	90.5%	56	91.6%	43
physa2_19i	Provide library services	54.9%	74	51.3%	25	62.5%	66	68.4%	41
physa2_20i	Manage growth in the county	51.6%	73	55.0%	25	64.6%	66	56.0%	39
phy_transSi	Make it easy to get around by public transportation	58.2%	113	54.0%	38	66.7%	104	77.7% ⁽¹⁾⁽²⁾)	71
buildingpSi	Preserve historic buildings	42.8%	119	34.3%	41	31.3%	107	38.8%	70
walkerbSi	Ensure safety for walkers and bicyclists	60.3%	119	51.7%	41	69.1%	107	70.6%	71

Table C50C		Kind of Place R Lives In							
How satisfied are you with County government's efforts to...?		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	73.3%	145	77.3%	53	77.7%	136	84.2%	67
physb_2d	Protect natural resources and environment	76.9%	144	91.1% ⁽¹⁾	55	88.9% ⁽¹⁾	123	84.7%	89
physb_3d	Make it easy to get around by car	84.1% ⁽³⁾	131	84.0% ⁽³⁾	52	69.9%	140	77.1%	75
physb_4d	Assure economic growth and job opps	73.4%	137	83.6%	47	77.8%	129	84.4%	72
physb_5d	Provide parks and recreation space	90.0%	131	90.8%	49	88.1%	145	91.8%	80
physb_8d	Provide police protection	90.3%	151	85.9%	43	91.8%	126	94.2%	77
physb_9d	Provide fire protection	94.3%	130	91.0%	46	98.7% ⁽¹⁾	115	96.0%	75
physb_10d	Provide emergency rescue services	89.7%	138	90.0%	54	95.7%	110	93.3%	73
physb_12d	Ensure safety in business areas	91.7%	117	98.5% ⁽¹⁾	48	94.4%	115	92.4%	82
physb_13d	Ensure safety at or near residence	91.1%	126	94.8%	53	93.2%	132	92.9%	82
physb_14d	Maintain QOL dealing with growth and develop	66.6%	133	66.9%	48	79.0% ⁽¹⁾	131	85.2% ⁽¹⁾	81
physb_15d	Provide needed public facilities	89.2%	149	97.8% ⁽¹⁾	60	94.8%	138	97.1% ⁽¹⁾	97
physb_16d	Provide needed infrastructure	81.1%	126	84.2%	52	79.6%	144	82.9%	85
physb_17d	Promote development of affordable housing	46.0%	114	54.2%	40	61.6% ⁽¹⁾	123	62.5%	66
physb_18d	Protect water resources	71.2%	138	72.0%	46	76.6%	120	86.9% ⁽¹⁾	72
physb_19d	Provide library services	90.3%	140	94.1%	43	96.0%	126	95.7%	86
physb_20d	Manage growth in the county	51.6%	146	63.4%	47	63.5%	146	74.8% ⁽¹⁾	83
physb_6d	Make it easy to get around by public transportation	58.8%	211	55.6%	75	59.3%	208	74.0% ⁽¹⁾⁽²⁾ (3)	134
physb_7d	Preserve historic buildings	90.7%	125	92.2%	39	91.8%	97	97.5%	61
physb_11d	Ensure safety for walkers and bicyclists	74.0%	127	68.1%	42	62.2%	112	83.2% ⁽³⁾	75

TABLE C51: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C51A		Kind of Place R Lives In							
How important do you think it is for the County to devote resources to...?		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	100.0%	87	90.0%	24	100.0%	65	100.0%	39
soc_a_2i	Support programs for youth	70.9%	82	84.2%	23	67.0%	66	84.7% ⁽³⁾	47
soc_a_3i	Support cultural and entertainment opps	36.5%	79	25.2%	38	31.4%	63	34.5%	53
soc_a_4i	Provide programs to help elderly population	66.0%	72	44.2%	32	72.1% ⁽²⁾	60	88.1% ⁽¹⁾⁽²⁾	54
soc_a_5i	Support affordable child-care	60.4%	81	53.1%	33	56.5%	83	59.3%	46
soc_a_6i	Provide support for people in financial need	42.7%	70	62.3%	26	49.4%	63	78.6% ⁽¹⁾⁽³⁾	41
soc_a_7i	Provide effective service to our residents	74.4%	82	87.5%	33	70.1%	57	75.9%	44
soc_a_8i	Provide learning opportunities for adults	48.3%	78	50.0%	28	43.6%	73	37.0%	50
soc_a_10i	Provide services to disadvantaged people	73.4%	80	73.6%	31	77.3%	81	87.0%	48
soc_a_11i	Promote tourism in our area	35.3%	67	20.0%	36	29.2%	82	36.5%	43
soc_a_12i	Provide opps for citizen input	86.5% ⁽⁴⁾	86	73.2%	24	75.8%	75	57.7%	40
soc_a_13i	Provide recycling services	77.0%	84	62.3%	29	73.9%	72	80.2%	51
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	30.4%	74	45.3%	34	38.6%	59	35.1%	51
fairtassDi	Provide fair property tax assessments	85.3%	127	70.5%	50	77.8%	111	87.6%	70

Table C51B		Kind of Place R Lives In							
How important do you think it is for the County to spend tax dollars to...?		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
(% responding "Very Important")		%	n	%	n	%	n	%	n
soc_a2_1i	Provide quality education to school children	95.1%	62	87.9%	26	98.4%	72	95.3%	44
soc_a2_2i	Support programs for youth	65.5%	77	87.2% ⁽¹⁾⁽³⁾	25	63.7%	94	79.2%	43
soc_a2_3i	Support cultural and entertainment opps	19.6%	58	10.1%	24	26.6% ⁽²⁾	78	40.4% ⁽²⁾	51
soc_a2_4i	Provide programs to help elderly population	77.0%	76	58.2%	23	63.6%	61	80.8%	39
soc_a2_5i	Support affordable child-care	65.9%	63	55.8%	19	47.7%	73	66.0%	41
soc_a2_6i	Provide support for people in financial need	48.4%	69	49.4%	19	50.4%	58	56.9%	41
soc_a2_7i	Provide effective service to our residents	77.7% ⁽²⁾	81	40.1%	23	71.8% ⁽²⁾	75	78.8% ⁽²⁾	47
soc_a2_8i	Provide learning opportunities for adults	58.5% ⁽²⁾	80	24.4%	23	42.6%	71	69.8% ⁽²⁾⁽³⁾	32
soc_a2_10i	Provide services to disadvantaged people	75.4%	90	69.6%	24	70.2%	80	78.9%	49
soc_a2_11i	Promote tourism in our area	36.4%	68	24.4%	20	26.0%	66	19.1%	42
soc_a2_12i	Provide opps for citizen input	74.3%	66	78.8%	26	62.6%	73	70.9%	37
soc_a2_13i	Provide recycling services	73.5%	82	69.4%	28	62.0%	91	63.3%	52
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	34.2%	53	38.3%	23	29.3%	83	28.6%	35
fairassSi	Provide fair property tax assessments	88.2%	107	83.1%	39	86.4%	121	87.0%	66

Table C51C		Kind of Place R Lives In							
How satisfied are you with County government's efforts to...?		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	83.1%	129	87.6%	47	86.5%	124	83.5%	71
soc_b_2d	Support programs for youth	80.3%	122	69.4%	41	84.1%	125	82.6%	66
soc_b_3d	Support cultural and entertainment opps	84.1%	121	95.5% ⁽¹⁾⁽⁴⁾	55	90.9%	121	81.1%	87
soc_b_4d	Provide programs to help elderly population	81.6%	110	93.9% ⁽¹⁾⁽⁴⁾	44	89.0%	81	77.2%	67
soc_b_5d	Support affordable child-care	63.7%	89	78.5% ⁽³⁾	36	53.2%	82	66.3%	57
soc_b_6d	Provide support for people in financial need	65.4%	88	91.7% ⁽¹⁾⁽³⁾⁽⁴⁾	32	65.5%	83	63.3%	55
soc_b_7d	Provide effective service to our residents	84.3%	145	93.3% ⁽¹⁾	50	97.3% ⁽¹⁾	112	87.8%	76
soc_b_8d	Provide learning opportunities for adults	86.1%	120	93.0%	42	95.2% ⁽¹⁾	110	90.3%	58
soc_b_10d	Provide services to disadvantaged people	79.0%	123	87.5% ⁽³⁾	37	69.1%	107	77.5%	62
soc_b_11d	Promote tourism in our area	91.2%	122	94.2%	51	96.8%	126	90.7%	71
soc_b_12d	Provide opps for citizen input	80.3%	136	85.3%	44	94.1% ⁽¹⁾	127	84.9%	66
soc_b_13d	Provide recycling services	48.0%	157	44.8%	55	52.6%	152	59.3%	95
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	71.5%	95	87.6% ⁽¹⁾	45	82.6%	100	79.1%	68
soc_b_9d	Provide fair property tax assessments	53.5%	112	63.4%	48	66.9% ⁽⁴⁾	123	47.8%	66

TABLE C52: Satisfaction Ratings with Other Items by Demographic Variables*

Table C52A		Kind of Place R Lives In							
		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
Satisfaction with Other Services		%	n	%	n	%	n	%	n
Communication									
ovalcontd	Sat w/ experience contacting the county	69.9%	103	73.7%	38	75.8%	93	74.6%	46
govtserd	Sat w/ keeping citizens informed about Govt programs and services	75.7%	229	85.8%	83	82.0%	221	74.4%	135
Transportation		%	n	%	n	%	n	%	n
trans1d	Favor spending more local tax money on roads	64.4%	240	62.5%	84	78.5% ⁽¹⁾⁽²⁾	229	72.8%	146
trans2d	Favor spending more local tax money for bike paths and sidewalks	60.4%	246	64.6%	87	74.7% ⁽¹⁾	235	66.8%	147
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	55.2%	144	66.5%	49	60.4%	174	57.5%	95
trans4d	Ever ridden a local bus	19.6%	254	21.4%	90	26.1%	239	41.7% ⁽¹⁾⁽²⁾⁽³⁾	152
Growth and Development									
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	73.4%	161	73.4%	58	73.0%	158	83.7%	85
coortrand	Sat w/ the way that residential development is coordinated w/ trans	59.9%	106	59.9%	43	60.7%	112	71.2%	62
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	76.4%	125	85.8%	52	90.6% ⁽¹⁾	134	89.1%	73
recycled	Favor an increase in recycling service	67.9%	134	60.2%	49	72.2%	140	61.8%	83
Calling 9-1-1									
emsatisd	Sat w/ assistance from 911 Operator	93.1%	57	92.4%	16	100.0%	63	93.4%	42
emretimd	Sat w/ time for help to arrive	78.9%	49	95.9% ⁽¹⁾	14	96.2% ⁽¹⁾	60	92.4%	36
emasstbd	Sat w/ assistance on the Scene	91.7%	47	100.0%	13	99.0%	55	96.7%	37

Table C52B		Kind of Place R Lives In							
Satisfaction with Other Services		Out in the country (1)		A rural village (2)		A suburban area (3)		An urban area close to the city (4)	
Housing and Taxes		%	n	%	n	%	n	%	n
awrhousd	Awareness of County's affordable housing initiatives	45.9%	154	54.3%	52	46.7%	139	47.5%	101
favhousd	Favor an increase in taxes for housing programs	46.4%	146	38.3%	52	44.0%	129	52.4%	100
valued	Sat w/ giving value for tax dollar	74.1%	239	82.1%	88	82.9% ⁽¹⁾	232	86.4% ⁽¹⁾	136
School									
schsatd	Sat w/ quality of the education	92.6%	59	81.7%	32	95.6%	69	92.0%	28
pssatd	Public schools in the past five years	38.9%	104	28.1%	42	26.0%	77	33.3%	64
psjobd	Rating: skills for getting a job	34.9% ⁽²⁾	88	17.4%	33	22.9%	65	25.9%	56
pscold	Rating: skills for pursuing a college degree	46.6%	83	40.8%	35	31.7%	71	37.6%	55
aceffid	School board actions increased the efficiency	50.9% ⁽²⁾	68	28.5%	30	42.5%	60	60.1% ⁽²⁾	45

APPENDIX C
[TYPE HOME]

TABLE C53: Overall Satisfaction Mean Ratings by Demographic Variables*

Table C53		Type Home					
Overall Impression about Albemarle County (ratings on 10 point-scale)		Single Family Home (1)		Apartment (2)		Other (3)	
		mean	n	mean	n	mean	n
qol10	Overall impression about Albemarle county	8.05	544	7.94	97	7.85	102
Overall Satisfaction with Albemarle County (% responding “Very” or “Somewhat”)		%	n	%	n	%	n
ctysatd	How sat with the County services	91.1%	519	98.7% ⁽¹⁾	88	94.9%	92

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C54: Importance and Satisfaction Ratings of Physical Items by Demographic Variables*

Table C54A		Type Home					
How important do you think it is for the County to devote resources to...?		Single Family Home (1)		Apartment (2)		Other (3)	
		%	n	%	n	%	n
(% responding "Very Important")							
physa_1i	Protect and preserve County's rural character	63.1%	170	60.3%	28	67.8%	28
physa_2i	Protect natural resources and environment	70.3%	179	63.6%	27	78.7%	33
physa_3i	Make it easy to get around by car	63.3%	162	60.3%	23	70.7%	39
physa_4i	Assure economic growth and job opps	62.2%	172	62.7%	25	74.6%	38
physa_5i	Provide parks and recreation space	64.9%	163	76.2%	31	76.7%	29
physa_8i	Provide police protection	87.6%	160	95.3%	33	100.0% ⁽¹⁾	35
physa_9i	Provide fire protection	87.3%	155	89.6%	25	100.0% ⁽¹⁾	30
physa_10i	Provide emergency rescue services	88.8%	188	100.0% ⁽¹⁾	31	90.2%	40
physa_12i	Ensure safety in business areas	74.7%	150	83.7%	33	95.1% ⁽¹⁾	27
physa_13i	Ensure safety at or near residence	81.8%	147	78.4%	34	97.9% ⁽¹⁾	35
physa_14i	Maintain QOL dealing with growth and develop	74.1%	165	73.0%	20	67.4%	30
physa_15i	Provide needed public facilities	75.8%	198	93.1% ⁽¹⁾	22	91.6% ⁽¹⁾	38
physa_16i	Provide needed infrastructure	71.0%	181	88.9% ⁽¹⁾	38	83.3%	40
physa_17i	Promote development of affordable housing	56.0%	156	88.8% ⁽¹⁾	27	81.4% ⁽¹⁾	28
physa_18i	Protect water resources	89.5%	168	92.9%	21	81.3%	32
physa_19i	Provide library services	65.0%	168	49.2%	30	72.9%	40
physa_20i	Manage growth in the county	74.4%	173	56.0%	34	53.5%	42
phy_transDi	Make it easy to get around by public transportation	49.3%	275	76.6% ⁽¹⁾	49	67.3%	57
buildingpDi	Preserve historic buildings	43.8%	274	56.2%	47	45.7%	58
walkerbDi	Ensure safety for walkers and bicyclists	60.5%	284	80.0% ⁽¹⁾	49	85.1% ⁽¹⁾	59

Table C54B		Type Home					
How important do you think it is for the County to spend tax dollars to...?		Single Family Home (1)		Apartment (2)		Other (3)	
(% responding "Very Important")		%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	57.8%	149	75.4%	30	53.9%	24
physa2_2i	Protect natural resources and environment	68.4%	144	91.7% ⁽¹⁾⁽³⁾	27	59.7%	27
physa2_3i	Make it easy to get around by car	55.8%	140	46.8%	26	70.5%	27
physa2_4i	Assure economic growth and job opps	55.9%	151	88.5% ⁽¹⁾⁽³⁾	24	54.2%	27
physa2_5i	Provide parks and recreation space	59.2%	154	60.7%	30	56.1%	27
physa2_8i	Provide police protection	88.4%	152	84.2%	25	76.3%	23
physa2_9i	Provide fire protection	87.1%	151	84.9%	31	94.1%	25
physa2_10i	Provide emergency rescue services	79.3%	134	94.5% ⁽¹⁾	27	95.5% ⁽¹⁾	16
physa2_12i	Ensure safety in business areas	58.2%	145	61.0%	28	66.4%	25
physa2_13i	Ensure safety at or near residence	77.1%	140	94.7% ⁽¹⁾	28	94.0% ⁽¹⁾	27
physa2_14i	Maintain QOL dealing with growth and develop	69.3%	147	60.4%	29	78.5%	26
physa2_15i	Provide needed public facilities	66.1%	154	88.4% ⁽¹⁾	31	75.6%	24
physa2_16i	Provide needed infrastructure	70.8%	141	71.8%	20	86.7%	25
physa2_17i	Promote development of affordable housing	53.1%	131	62.9%	30	67.5%	20
physa2_18i	Protect water resources	84.4%	155	100.0% ⁽¹⁾⁽³⁾	34	80.9%	23
physa2_19i	Provide library services	59.4%	153	62.5%	30	58.4%	26
physa2_20i	Manage growth in the county	56.8%	151	68.3%	34	45.6%	20
phy_transSi	Make it easy to get around by public transportation	58.6%	240	86.2% ⁽¹⁾	48	74.0%	41
buildingpSi	Preserve historic buildings	35.0%	250	47.2%	50	39.1%	41
walkerbpSi	Ensure safety for walkers and bicyclists	59.9%	251	87.6% ⁽¹⁾⁽³⁾	50	60.9%	42

Table C54C		Type Home					
How satisfied are you with County government's efforts to...?		Single Family Home (1)		Apartment (2)		Other (3)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	75.3%	309	83.4%	49	84.2%	48
physb_2d	Protect natural resources and environment	82.9%	310	86.8%	50	87.4%	56
physb_3d	Make it easy to get around by car	77.0%	290	94.3% ⁽¹⁾⁽³⁾	47	67.7%	63
physb_4d	Assure economic growth and job opps	76.3%	289	88.0%	46	79.0%	56
physb_5d	Provide parks and recreation space	90.0%	296	95.6%	61	83.7%	52
physb_8d	Provide police protection	90.1%	296	95.7%	52	92.4%	54
physb_9d	Provide fire protection	95.3%	279	90.5%	44	100.0% ⁽¹⁾	49
physb_10d	Provide emergency rescue services	91.4%	284	96.6%	45	93.1%	48
physb_12d	Ensure safety in business areas	94.1%	262	94.3%	59	90.7%	46
physb_13d	Ensure safety at or near residence	92.8%	277	93.8%	59	91.4%	61
physb_14d	Maintain QOL dealing with growth and develop	70.7%	299	86.9% ⁽¹⁾	48	82.7%	52
physb_15d	Provide needed public facilities	93.2%	338	92.6%	52	98.1% ⁽¹⁾	61
physb_16d	Provide needed infrastructure	79.5%	300	87.5%	56	85.2%	57
physb_17d	Promote development of affordable housing	57.5% ⁽³⁾	247	61.3%	55	39.5%	45
physb_18d	Protect water resources	73.3%	291	82.4%	46	84.6%	46
physb_19d	Provide library services	92.0%	294	97.6%	48	97.6% ⁽¹⁾	60
physb_20d	Manage growth in the county	55.4%	310	80.8% ⁽¹⁾	61	74.3% ⁽¹⁾	57
physb_6d	Make it easy to get around by public transportation	57.6%	453	78.4% ⁽¹⁾	91	66.0%	91
physb_7d	Preserve historic buildings	90.5%	238	94.2%	46	100.0% ⁽¹⁾	42
physb_11d	Ensure safety for walkers and bicyclists	67.2%	260	91.3% ⁽¹⁾⁽³⁾	54	69.3%	48

TABLE C55: Importance and Satisfaction Ratings of Social Items by Demographic Variables*

Table C55A		Type Home					
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Single Family Home (1)		Apartment (2)		Other (3)	
		%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	98.5%	158	100.0%	32	100.0% ⁽²⁾	29
soc_a_2i	Support programs for youth	71.1%	153	84.6%	39	76.8%	28
soc_a_3i	Support cultural and entertainment opps	32.5%	172	40.5%	39	24.8%	26
soc_a_4i	Provide programs to help elderly population	63.7%	152	92.5% ⁽¹⁾	40	74.2%	30
soc_a_5i	Support affordable child-care	56.8%	171	63.0%	31	57.7%	44
soc_a_6i	Provide support for people in financial need	47.4%	152	79.9% ⁽¹⁾	23	77.3% ⁽¹⁾	28
soc_a_7i	Provide effective service to our residents	74.7%	158	60.0%	30	87.2%	34
soc_a_8i	Provide learning opportunities for adults	47.2%	157	43.7%	41	35.3%	33
soc_a_10i	Provide services to disadvantaged people	73.8%	165	87.5%	36	85.4%	44
soc_a_11i	Promote tourism in our area	30.5%	162	44.2%	30	29.8%	41
soc_a_12i	Provide opps for citizen input	82.5% ⁽²⁾	164	51.4%	27	69.9%	38
soc_a_13i	Provide recycling services	74.4%	159	80.5%	47	67.2%	34
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	38.7%	155	32.7%	34	34.1%	35
fairtassDi	Provide fair property tax assessments	82.7%	258	78.1%	52	76.2%	54

Table C55B		Type Home					
How important do you think it is for the County to spend tax dollars to...?		Single Family Home (1)		Apartment (2)		Other (3)	
(% responding "Very Important")		%	n	%	n	%	n
soc_a2_1i	Provide quality education to school children	94.0%	157	100.0% ⁽¹⁾	24	100.0% ⁽¹⁾	27
soc_a2_2i	Support programs for youth	67.6%	186	74.8%	27	76.0%	27
soc_a2_3i	Support cultural and entertainment opps	22.0%	158	35.6%	20	39.5%	33
soc_a2_4i	Provide programs to help elderly population	65.8%	148	88.8% ⁽¹⁾	29	85.6% ⁽¹⁾	23
soc_a2_5i	Support affordable child-care	54.7%	153	72.3%	18	65.7%	27
soc_a2_6i	Provide support for people in financial need	46.4%	146	66.9%	19	59.5%	27
soc_a2_7i	Provide effective service to our residents	68.0%	173	89.9% ⁽¹⁾	31	79.4%	21
soc_a2_8i	Provide learning opportunities for adults	46.8%	170	84.8% ⁽¹⁾	15	58.8%	23
soc_a2_10i	Provide services to disadvantaged people	68.1%	180	91.0% ⁽¹⁾	37	87.8% ⁽¹⁾	27
soc_a2_11i	Promote tourism in our area	24.5%	151	56.2% ⁽¹⁾⁽³⁾	24	19.5%	24
soc_a2_12i	Provide opps for citizen input	67.2%	157	80.8%	25	74.2%	23
soc_a2_13i	Provide recycling services	63.5%	202	89.1% ⁽¹⁾	30	67.5%	21
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	27.9%	164	54.9%	15	40.5%	21
fairtassSi	Provide fair property tax assessments	85.6%	269	92.9%	30	89.7%	38

Table C55C		Type Home					
How satisfied are you with County government's efforts to...?		Single Family Home (1)		Apartment (2)		Other (3)	
(% responding "Very" or "Somewhat")		%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	84.1%	285	84.1%	45	89.5%	46
soc_b_2d	Support programs for youth	80.6%	265	87.9%	47	76.1%	45
soc_b_3d	Support cultural and entertainment opps	86.9%	292	93.8%	49	83.2%	46
soc_b_4d	Provide programs to help elderly population	83.7%	216	84.2%	54	87.0%	35
soc_b_5d	Support affordable child-care	65.4%	201	66.2%	31	47.0%	39
soc_b_6d	Provide support for people in financial need	71.3%	194	62.9%	36	55.9%	34
soc_b_7d	Provide effective service to our residents	89.8%	294	93.2%	54	88.8%	41
soc_b_8d	Provide learning opportunities for adults	89.9%	252	98.1% ⁽¹⁾	38	90.2%	43
soc_b_10d	Provide services to disadvantaged people	76.9%	246	72.6%	45	77.0%	42
soc_b_11d	Promote tourism in our area	94.3%	277	91.6%	46	91.5%	54
soc_b_12d	Provide opps for citizen input	84.2%	284	94.1%	45	90.8%	51
soc_b_13d	Provide recycling services	49.8%	339	59.7%	73	56.3%	51
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	77.5%	236	78.9%	33	83.8%	45
soc_b_9d	Provide fair property tax assessments	59.5%	271	56.9%	36	53.1%	49

TABLE C56: Satisfaction Ratings with Other Items by Demographic Variables*

Table C56A		Type Home					
Satisfaction with Other Services		Single Family Home (1)		Apartment (2)		Other (3)	
		%	n	%	n	%	n
Communication							
ovalcontd	Sat w/ experience contacting the county	73.9%	220	76.8%	27	67.0%	34
govtserd	Sat w/ keeping citizens informed about Govt programs and services	79.1%	500	75.4%	87	80.4%	88
Transportation							
trans1d	Favor spending more local tax money on roads	69.1%	517	73.8%	95	73.1%	95
trans2d	Favor spending more local tax money for bike paths and sidewalks	66.2%	530	71.7%	95	65.9%	100
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	56.9%	342	68.8%	60	60.1%	62
trans4d	Ever ridden a local bus	22.3%	545	44.5% ⁽¹⁾	98	33.8%	102
Growth and Development							
devarea2d	Favor policy atpts to concentrate growth in areas desig for growth and increased serv	74.5%	345	71.7%	55	81.8%	67
coortrand	Sat w/ the way that residential development is coordinated w/ trans	56.5%	239	87.7% ⁽¹⁾	48	67.7%	37
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	81.8%	289	92.6%	44	91.4%	58
recycled	Favor an increase in recycling service	63.9%	308	88.7% ⁽¹⁾⁽³⁾	48	67.7%	56
Calling 9-1-1							
emsatisd	Sat w/ assistance from 911 Operator	94.8%	127	95.5%	29	100.0% ⁽¹⁾	24
emretimd	Sat w/ time for help to arrive	90.1%	113	86.8%	28	94.6%	21
emasstbd	Sat w/ assistance on the Scene	97.2%	106	94.5%	28	94.1%	20

Table C56B		Type Home					
Satisfaction with Other Services		Single Family Home (1)		Apartment (2)		Other (3)	
		%	n	%	n	%	n
Housing and Taxes							
awrhousd	Awareness of County's affordable housing initiatives	48.8%	314	51.5%	66	36.6%	70
favhousd	Favor an increase in taxes for housing programs	39.0%	305	68.2% ⁽¹⁾	66	58.1% ⁽¹⁾	60
valued	Sat w/ giving value for tax dollar	77.0%	523	90.5% ⁽¹⁾	89	88.9% ⁽¹⁾	91
School							
schsatd	Sat w/ quality of the education	90.2%	151	100.0% ⁽¹⁾	11	97.4%	27
pssatd	Public schools in the past five years	31.5%	225	37.0%	41	32.8%	23
psjobd	Rating: skills for getting a job	28.3%	189	27.6%	35	17.0%	20
pscold	Rating: skills for pursuing a college degree	40.0%	189	50.3%	33	26.0%	24
aceffid	School board actions increased the efficiency	41.9%	152	73.2% ⁽¹⁾	34	48.6%	18

APPENDIX C
[GEOGRAPHICAL AREA]

TABLE C57: Overall Satisfaction Mean Ratings by Geographical Area*

TABLE C57		Geographical Area							
Overall Impression about Albemarle County		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
(ratings on 10 point-scale)		mean	n	mean	n	mean	n	mean	n
gol10	Overall impression about Albemarle County	8.04	383	7.96	223	8.07	103	8.02	709
Overall Satisfaction with Albemarle County									
(% responding “Very” or “Somewhat”)		%	n	%	n	%	n	%	n
ctysatd	Sat w/ the County services	92.0%	360	92.8%	207	96.0%	97	92.8%	664

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE C58: Importance and Satisfaction Ratings of Physical Items by Geographical Area*

Table C58A		Geographical Area							
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
		%	n	%	n	%	n	%	n
physa_1i	Protect and preserve County's rural character	65.4%	106	53.4%	66	64.6%	34	61.4%	206
physa_2i	Protect natural resources and environment	77.1%	121	63.6%	69	61.5%	36	70.5%	225
physa_3i	Make it easy to get around by car	60.3%	116	68.3%	69	60.1%	32	62.8%	216
physa_4i	Assure economic growth and job opps	62.8%	116	59.9%	78	65.5%	26	62.1%	220
physa_5i	Provide parks and recreation space	64.5%	105	68.7%	74	68.3%	28	66.5%	207
physa_8i	Provide police protection	86.6%	108	93.1%	82	94.9%	23	90.0%	213
physa_9i	Provide fire protection	83.6%	107	93.0%	69	100.0% ⁽¹⁾	26	88.9%	202
physa_10i	Provide emergency rescue services	90.7%	135	92.3%	69	82.1%	40	89.8%	244
physa_12i	Ensure safety in business areas	70.4%	105	82.0%	60	94.5% ⁽¹⁾	34	78.0%	200
physa_13i	Ensure safety at or near residence	79.5%	100	87.4%	70	89.9%	29	83.8%	199
physa_14i	Maintain QOL dealing with growth and develop	71.8%	105	72.1%	66	84.0%	31	73.8%	202
physa_15i	Provide needed public facilities	75.8%	129	86.3%	82	75.7%	33	79.3%	245
physa_16i	Provide needed infrastructure	68.8%	119	83.2% ⁽¹⁾	85	80.6%	39	75.8%	243
physa_17i	Promote development of affordable housing	64.5%	97	56.2%	68	59.1%	29	60.8%	194
physa_18i	Protect water resources	82.9%	106	93.5%	70	92.7%	33	88.0%	209
physa_19i	Provide library services	66.1%	113	61.7%	86	49.3%	27	62.4%	226
physa_20i	Manage growth in the county	73.8% ⁽²⁾	112	56.5%	80	76.8%	38	68.3%	230
phy_transDi	Make it easy to get around by public transportation	54.0%	182	55.4%	123	48.8%	53	53.7%	358
buildingpDi	Preserve historic buildings	47.8%	187	43.4%	121	38.6%	52	45.0%	360
walkerbpDi	Ensure safety for walkers and bicyclists	64.2%	188	68.0%	126	68.9%	54	66.2%	369

Table C58B		Geographical Area							
How important do you think it is for the County to spend tax dollars to...?		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
(% responding “Very Important”)									
		%	n	%	n	%	n	%	n
physa2_1i	Protect and preserve County's rural character	60.4%	112	64.7%	57	59.0%	29	61.4%	197
physa2_2i	Protect natural resources and environment	70.7%	108	67.7%	62	74.9%	23	70.2%	192
physa2_3i	Make it easy to get around by car	55.4%	109	58.1%	53	60.3%	30	56.9%	192
physa2_4i	Assure economic growth and job opps	50.6%	109	71.2% ⁽¹⁾	52	63.6%	34	58.4%	195
physa2_5i	Provide parks and recreation space	55.3%	105	62.5%	62	64.0%	32	59.0%	199
physa2_8i	Provide police protection	83.1%	117	87.6%	52	97.9% ⁽¹⁾	22	86.0%	192
physa2_9i	Provide fire protection	91.3%	117	82.5%	55	87.7%	29	88.4%	201
physa2_10i	Provide emergency rescue services	82.3%	94	81.7%	63	93.6%	18	83.3%	175
physa2_12i	Ensure safety in business areas	49.3%	108	66.8%	56	66.7%	28	56.9%	193
physa2_13i	Ensure safety at or near residence	72.4%	102	92.9% ⁽¹⁾	55	90.3% ⁽¹⁾	29	81.3%	186
physa2_14i	Maintain QOL dealing with growth and develop	66.6%	102	71.6%	61	80.6%	30	70.4%	194
physa2_15i	Provide needed public facilities	72.5%	112	76.2%	60	73.7%	30	73.8%	202
physa2_16i	Provide needed infrastructure	66.3%	105	81.6%	47	78.5%	32	72.4%	184
physa2_17i	Promote development of affordable housing	52.7%	95	52.1%	53	63.5%	30	54.3%	178
physa2_18i	Protect water resources	87.5%	122	78.7%	54	100.0% ⁽¹⁾ (2)	23	86.6%	199
physa2_19i	Provide library services	60.3%	111	52.8%	58	65.3%	29	58.8%	198
physa2_20i	Manage growth in the county	59.2%	119	56.1%	52	61.3%	24	58.6%	196
phy_transSi	Make it easy to get around by public transportation	62.6%	181	74.5%	91	60.0%	47	65.6%	319
buildingpSi	Preserve historic buildings	35.1%	184	42.0%	97	33.2%	48	36.9%	329
walkerbSi	Ensure safety for walkers and bicyclists	60.8%	188	65.6%	97	69.4%	48	63.4%	333

Table C58C		Geographical Area							
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
		%	n	%	n	%	n	%	n
physb_1d	Protect and preserve County's rural character	74.5%	208	81.3%	110	78.9%	60	77.2%	379
physb_2d	Protect natural resources and environment	80.2%	219	89.8% ⁽¹⁾	120	87.3%	57	84.1%	396
physb_3d	Make it easy to get around by car	76.5%	223	80.0%	110	72.6%	60	76.9%	394
physb_4d	Assure economic growth and job opps	76.0%	200	80.7%	110	84.1%	57	78.7%	366
physb_5d	Provide parks and recreation space	88.1%	195	91.9%	131	95.1%	55	90.4%	381
physb_8d	Provide police protection	90.1%	210	93.5%	129	88.0%	43	91.0%	382
physb_9d	Provide fire protection	94.5%	198	96.8%	109	95.5%	51	95.4%	358
physb_10d	Provide emergency rescue services	88.1%	196	97.6% ⁽¹⁾	115	95.5%	52	92.2%	363
physb_12d	Ensure safety in business areas	95.3%	189	91.5%	105	96.3%	59	94.3%	352
physb_13d	Ensure safety at or near residence	92.7%	193	90.8%	119	97.5%	57	92.9%	369
physb_14d	Maintain QOL dealing with growth and develop	69.2%	200	83.6% ⁽¹⁾	116	78.9%	61	75.2%	377
physb_15d	Provide needed public facilities	92.5%	231	95.8%	140	98.1% ⁽¹⁾	62	94.4%	433
physb_16d	Provide needed infrastructure	83.5%	210	79.6%	120	74.3%	68	80.8%	397
physb_17d	Promote development of affordable housing	55.6%	168	58.8%	106	62.5%	57	57.8%	331
physb_18d	Protect water resources	76.0%	205	76.7%	113	74.8%	47	76.0%	365
physb_19d	Provide library services	92.3%	206	98.8% ⁽¹⁾	124	90.1%	52	94.1%	382
physb_20d	Manage growth in the county	56.4%	223	70.2% ⁽¹⁾	119	59.5%	58	60.9%	399
physb_6d	Make it easy to get around by public transportation	57.3%	316	68.8% ⁽¹⁾	194	63.1%	93	61.9%	603
physb_7d	Preserve historic buildings	90.7%	181	93.1%	87	87.5%	46	90.9%	314
physb_11d	Ensure safety for walkers and bicyclists	70.8%	193	78.8%	110	68.9%	50	73.0%	353

TABLE C59: Importance and Satisfaction Ratings of Social Items by Geographical Area*

Table C59A		Geographical Area							
How important do you think it is for the County to devote resources to...? (% responding "Very Important")		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
		%	n	%	n	%	n	%	n
soc_a_1i	Provide quality education to school children	98.0%	120	100.0%	57	100.0%	33	98.9%	211
soc_a_2i	Support programs for youth	70.4%	102	76.5%	78	79.1%	31	73.9%	211
soc_a_3i	Support cultural and entertainment opps	29.9%	129	34.5%	69	39.3%	30	32.5%	228
soc_a_4i	Provide programs to help elderly population	64.4%	110	80.1% ⁽¹⁾	71	71.6%	32	70.7%	212
soc_a_5i	Support affordable child-care	56.7%	127	59.2%	77	56.3%	33	57.5%	238
soc_a_6i	Provide support for people in financial need	52.0%	110	56.0%	59	62.9%	29	54.8%	198
soc_a_7i	Provide effective service to our residents	67.4%	126	85.8% ⁽¹⁾	61	76.4%	28	73.8%	214
soc_a_8i	Provide learning opportunities for adults	49.9% ⁽²⁾	115	31.6%	76	48.1%	31	43.4%	223
soc_a_10i	Provide services to disadvantaged people	82.1%	128	73.7%	71	69.3%	36	77.6%	235
soc_a_11i	Promote tourism in our area	33.1%	122	28.6%	75	27.4%	27	30.9%	223
soc_a_12i	Provide opps for citizen input	77.4%	113	68.9%	73	90.7% ⁽¹⁾⁽²⁾	27	76.2%	213
soc_a_13i	Provide recycling services	76.7%	119	79.4%	78	69.1%	35	76.5%	232
soc_a_14i	Regulate outdoor lighting to reduce light pollution and glare	36.6%	117	37.9%	69	42.1%	35	37.9%	221
fairtassDi	Provide fair property tax assessments	78.8%	195	82.2%	111	77.5%	49	79.7%	354

Table C59B		Geographical Area							
How important do you think it is for the County to spend tax dollars to...?		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
(% responding "Very Important")									
		%	n	%	n	%	n	%	n
soc_a2_1i	Provide quality education to school children	93.7%	102	96.3%	65	96.0%	30	94.9%	197
soc_a2_2i	Support programs for youth	71.9%	114	72.7%	72	60.0%	38	70.1%	224
soc_a2_3i	Support cultural and entertainment opps	23.5%	110	34.4%	63	16.0%	31	25.8%	204
soc_a2_4i	Provide programs to help elderly population	63.9%	104	80.7% ⁽¹⁾	51	68.9%	27	69.3%	182
soc_a2_5i	Support affordable child-care	64.8% ⁽³⁾	97	55.8%	61	39.1%	27	58.1%	185
soc_a2_6i	Provide support for people in financial need	43.7%	84	56.2%	63	42.6%	29	48.0%	175
soc_a2_7i	Provide effective service to our residents	72.1%	113	80.4%	64	64.9%	30	73.6%	208
soc_a2_8i	Provide learning opportunities for adults	54.0%	116	45.9%	53	34.5%	22	49.5%	191
soc_a2_10i	Provide services to disadvantaged people	72.9%	124	77.2%	74	62.0%	25	73.0%	223
soc_a2_11i	Promote tourism in our area	24.6%	95	31.8%	59	25.0%	28	27.0%	182
soc_a2_12i	Provide opps for citizen input	71.9%	105	63.8%	53	68.3%	30	69.0%	188
soc_a2_13i	Provide recycling services	67.7%	124	63.6%	75	66.0%	34	66.1%	232
soc_a2_14i	Regulate outdoor lighting to reduce light pollution and glare	34.1%	102	26.1%	50	28.6%	38	30.9%	189
fairassSi	Provide fair property tax assessments	88.2%	164	85.1%	98	88.2%	48	87.2%	310

Table C59C		Geographical Area							
How satisfied are you with County government's efforts to...? (% responding "Very" or "Somewhat")		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
		%	n	%	n	%	n	%	n
soc_b_1d	Provide quality education to school children	84.2%	199	80.6%	105	94.8% ⁽¹⁾⁽²⁾	55	84.7%	359
soc_b_2d	Support programs for youth	81.4%	175	82.6%	103	78.4%	56	81.3%	334
soc_b_3d	Support cultural and entertainment opps	85.5%	211	85.2%	105	95.7% ⁽¹⁾⁽²⁾	56	87.0%	372
soc_b_4d	Provide programs to help elderly population	80.1%	154	85.6%	83	91.0%	45	83.4%	282
soc_b_5d	Support affordable child-care	64.5%	131	61.9%	82	65.5%	41	63.8%	255
soc_b_6d	Provide support for people in financial need	65.1%	131	64.9%	76	85.3% ⁽¹⁾⁽²⁾	41	68.4%	248
soc_b_7d	Provide effective service to our residents	89.7%	202	91.9%	107	89.5%	53	90.3%	362
soc_b_8d	Provide learning opportunities for adults	87.0%	181	95.0% ⁽¹⁾	88	94.3%	44	90.3%	312
soc_b_10d	Provide services to disadvantaged people	76.4%	176	79.2%	86	79.4%	44	77.7%	307
soc_b_11d	Promote tourism in our area	95.1%	193	93.1%	108	96.2%	51	94.6%	351
soc_b_12d	Provide opps for citizen input	81.3%	199	91.6% ⁽¹⁾	101	91.4% ⁽¹⁾	49	85.7%	349
soc_b_13d	Provide recycling services	46.8%	229	54.6%	143	57.9%	63	51.0%	434
soc_b_14d	Regulate outdoor lighting to reduce light pollution and glare	79.2%	169	72.5%	78	80.8%	60	77.8%	308
soc_b_9d	Provide fair property tax assessments	53.0%	187	60.7%	92	67.5%	56	57.6%	335

TABLE C60: Satisfaction Ratings with Other Items by Geographical Area*

Table C60A		Geographical Area							
Satisfaction with Other Services		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
		%	n	%	n	%	n	%	n
Communication									
ovalcontd	Sat w/ experience contacting the county	73.3%	150	65.8%	70	81.9%	46	72.8%	267
govtserd	Sat w/ keeping citizens informed about Govt programs and services	76.1%	343	79.2%	201	91.4% ⁽¹⁾⁽²⁾	96	79.4%	641
Transportation		%	n	%	n	%	n	%	n
trans1d	Favor spending more local tax money on roads	68.3%	362	71.6%	213	77.6%	97	70.7%	672
trans2d	Favor spending more local tax money for bike paths and sidewalks	65.7%	374	69.0%	214	66.2%	100	66.8%	687
trans3d	Willing to pay an increase in taxes to fund transportation expenditures	56.7%	234	61.5%	138	58.8%	71	58.5%	443
trans4d	Ever ridden a local bus	24.2%	380	33.6%	222	21.8%	102	26.8%	704
Growth and Development									
devarea2d	Favor policy attpts to concentrate growth in areas desig for growth and increased serv	77.1%	255	73.3%	130	77.2%	55	76.0%	439
coortrand	Sat w/ the way that residential development is coordinated w/ trans	60.3%	173	65.8%	90	57.5%	46	61.5%	309
coorcomd	Sat w/ the way that residential development is coordinated w/ comm facilities	79.7%	193	92.4% ⁽¹⁾	120	83.0%	65	84.3%	379
recycled	Favor an increase in recycling service	68.0%	201	67.2%	124	68.6%	64	67.8%	389
Calling 9-1-1									
emsatsid	Sat w/ assistance from 911 Operator	97.9%	86	98.9%	52	97.4%	28	98.1%	166
emretimd	Sat w/ time for help to arrive	87.7%	75	91.9%	50	97.6% ⁽¹⁾	24	90.7%	149
emasstbd	Sat w/ assistance on the Scene	94.6%	72	97.6%	51	97.0%	19	96.0%	142

Table C60B		Geographical Area							
Satisfaction with Other Services		Rural (1)		Urban (2)		Other Growth Areas (3)		Total (4)	
Housing and Taxes		%	n	%	n	%	n	%	n
awrhousd	Awareness of County's affordable housing initiatives	47.2%	218	46.2%	145	45.0%	57	46.6%	420
favhousd	Favor an increase in taxes for housing programs	47.1%	214	43.5%	137	38.0%	54	44.7%	405
valued	Sat w/ giving value for tax dollar	75.5%	359	83.7% ⁽¹⁾	205	87.4% ⁽¹⁾	97	79.8%	661
School									
schsatd	Sat w/ quality of the education	89.4%	88	90.4%	46	96.7%	39	91.3%	173
pssatd	Public schools in the past five years	34.9%	157	30.5%	84	24.7%	30	32.4%	271
psjobd	Rating: skills for getting a job	30.2%	139	24.3%	69	19.6%	20	27.5%	227
pscold	Rating: skills for pursuing a college degree	43.8%	139	35.6%	69	40.3%	24	41.0%	232
aceffid	School board actions increased the efficiency	46.5%	110	54.6%	70	34.7%	15	48.5%	194

Appendix D: Frequencies

celland Speaking on a cell phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Cell phone	257	33.5	33.6	33.6
	2 Regular phone	508	66.3	66.4	100.0
	Total	765	99.8	100.0	
Missing	8 Don't know/Refused	2	.2		
Total		767	100.0		

cellsafe Safe to speak on a cell phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Go on	257	33.5	100.0	100.0
Missing	System	510	66.5		
Total		767	100.0		

owncell Have a cell phone for R's personal use

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	431	56.2	84.8	84.8
	2 No	77	10.1	15.2	100.0
	Total	508	66.3	100.0	
Missing	System	259	33.7		
Total		767	100.0		

celluse Cellphone use

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Personal use only	423	55.2	61.7	61.7
	2 Business use only	5	.7	.8	62.4
	3 Personal and business use	258	33.6	37.6	100.0
	Total	686	89.5	100.0	
Missing	8 Don't know/not sure	2	.3		
	9 Refused	1	.2		
	System	77	10.1		
	Total	81	10.5		
Total		767	100.0		

haveline R also has a regular telephone at home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	192	25.1	74.3	74.3
	2 No	67	8.7	25.7	100.0
	Total	259	33.7	100.0	
Missing	System	508	66.3		
Total		767	100.0		

subdiv Do you know the name of the area where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	633	82.6	82.6	82.6
	3 Street name only	27	3.5	3.5	86.1
	4 No name for this neighborhood	36	4.7	4.7	90.7
	5 R doesn't know name	28	3.7	3.7	94.5
	6 Not on list	42	5.5	5.5	100.0
	Total	767	100.0	100.0	

howlong How long have you lived in Albemarle County

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than one year	24	3.2	3.2	3.2
	2 One to two years	79	10.3	10.3	13.4
	3 Three to five years	126	16.5	16.5	29.9
	4 Six to ten years	137	17.8	17.8	47.7
	5 Eleven to nineteen years	147	19.1	19.1	66.8
	6 Twenty years or more	254	33.2	33.2	100.0
	Total	767	100.0	100.0	

Multiple Response

Case Summary(b)

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$moved(a)	108	14.0%	659	86.0%	767	100.0%

a. Dichotomy group tabulated at value 1.

b. Fractional values were found. They are truncated to integers.

\$moved Frequencies

		Responses		Percent of Cases
		N	Percent	
\$moved Reasons to move	moved_1 Take a job in the area	43	25.9%	39.6%
	moved_2 Presence of family already	18	10.9%	16.7%
	moved_3 Retirement	3	1.9%	2.8%
	moved_4 Cost of housing	12	7.5%	11.4%
	moved_5 Area's tax rates	1	.8%	1.2%
	moved_6 Convenient commute	6	3.8%	5.8%
	moved_7 Ease of getting around by car	2	.9%	1.4%
	moved_9 Quality of the schools	10	6.1%	9.3%
	moved_10 To attend college or university	5	3.1%	4.8%
	moved_11 Overall quality life in area	7	4.1%	6.2%
	moved_12 Physical beauty of landscape	15	9.2%	14.1%
	moved_13 Available farm land	3	1.6%	2.4%
	moved_14 Culture arts things to do	3	2.1%	3.2%
	moved_15 Others	33	20.2%	30.8%
	moved_16 Don't know	3	1.8%	2.8%
Total		164	100.0%	152.6%

a. Dichotomy group tabulated at value 1.

current How long lived at current address

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Less than one year	65	8.5	8.5	8.5
2 One to two years	131	17.1	17.1	25.6
3 Three to five years	187	24.3	24.3	49.9
4 Six to ten years	145	18.9	18.9	68.8
5 Eleven to nineteen years	124	16.2	16.2	85.0
6 Twenty years or more	115	15.0	15.0	100.0
Total	767	100.0	100.0	

Statistics

qol10 Overall impression about Albemarle county

N	Valid	764
	Missing	3
Mean		8.01

qol10 Overall impression about Albemarle county

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 Worst	2	.3	.3	.3
2	3	.3	.3	.6
3	3	.3	.3	1.0
4	5	.6	.6	1.6
5	23	3.0	3.0	4.6
6	41	5.3	5.3	9.9
7	133	17.3	17.4	27.3
8	307	40.0	40.2	67.5
9	146	19.0	19.1	86.5
10 Best	103	13.4	13.5	100.0
Total	764	99.6	100.0	
Missing 98 Don't know	3	.4		
Total	767	100.0		

Multiple Response**Case Summary(b)**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$Features(a)	650	84.8%	117	15.2%	767	100.0%

a Dichotomy group tabulated at value 1.

b Fractional values were found. They are truncated to integers.

\$Features Frequencies

		Responses		Percent of Cases
		N	Percent	
\$Features Features most attractive ^a	featur_1 Quality public schools	141	10.7%	21.7%
	featur_2 Access to emergency services	39	2.9%	6.0%
	featur_3 Ease of transportation networks	117	8.8%	17.9%
	featur_4 Convenient urban amenities	187	14.1%	28.7%
	featur_5 Low crime areas	72	5.5%	11.1%
	featur_6 Rural lifestyle	91	6.9%	14.0%
	featur_7 Good public transportation	24	1.8%	3.7%
	featur_8 Convenient to work	57	4.3%	8.8%
	featur_9 To be near family/friends	13	1.0%	2.0%
	featur10 Attractive retirement location	17	1.3%	2.6%
	featur11 Cost of housing	67	5.1%	10.3%
	featur12 Overall quality of life in the area	34	2.5%	5.2%
	featur13 Physical beauty of the landscape	92	7.0%	14.1%
	featur14 Availability of farms or land in general	25	1.9%	3.8%
	featur15 To move into a different kind of dwelling	13	1.0%	2.0%
	featur16 Would move out of the county	20	1.5%	3.1%
	featur17 Health care,hospital	15	1.1%	2.3%
	featur18 UVa	8	.6%	1.2%
	featur19 Urban infrastructure, technology	31	2.3%	4.7%
	featur20 Good neighborhood	27	2.1%	4.2%
	featur21 Privacy	18	1.3%	2.7%
	featur22 Other	216	16.3%	33.1%
Total		1322	100.0%	203.3%

a. Dichotomy group tabulated at value 1.

ctysat How sat with the County services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	279	36.4	38.8	38.8
	2 Somewhat satisfied	387	50.5	53.9	92.8
	3 Somewhat dissatisfied	39	5.1	5.4	98.2
	4 Very dissatisfied	13	1.7	1.8	100.0
	Total	718	93.6	100.0	
Missing	8 Unable to rate/Don't know	47	6.1		
	9 Refused	1	.1		
	System	1	.2		
	Total	49	6.4		
Total		767	100.0		

physa_1 Imp devote resources protect and preserve County's rural character

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	144	18.8	62.9	62.9
	2 Somewhat important	68	8.8	29.4	92.3
	3 Not at all important	18	2.3	7.7	100.0
	Total	230	29.9	100.0	
Missing	8 Unable to rate/Don't know	5	.7		
	System	532	69.3		
	Total	537	70.1		
Total		767	100.0		

physa2_1 Imp spend tax on protect and preserve County's rural character

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	126	16.4	59.2	59.2
	2 Somewhat important	76	9.9	35.7	94.9
	3 Not at all important	11	1.4	5.1	100.0
	Total	212	27.7	100.0	
Missing	8 Unable to rate/Don't know	4	.5		
	9 Refused	1	.1		
	System	550	71.7		
	Total	555	72.3		
Total		767	100.0		

physb_1 Sat w Govt efforts to protect and preserve County's rural character

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	104	13.5	24.8	24.8
	2 Somewhat satisfied	218	28.4	52.3	77.1
	3 Somewhat dissatisfied	68	8.9	16.4	93.4
	4 Very dissatisfied	27	3.6	6.6	100.0
	Total	417	54.4	100.0	
Missing	8 Unable to rate/Don't know	23	3.0		
	System	326	42.5		
	Total	350	45.6		
Total		767	100.0		

physa_2 Imp devote resources protect natural resources and environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	170	22.2	70.3	70.3
	2 Somewhat important	64	8.4	26.5	96.8
	3 Not at all important	8	1.0	3.2	100.0
	Total	242	31.6	100.0	
Missing	8 Unable to rate/Don't know	8	1.1		
	System	517	67.3		
	Total	525	68.4		
Total		767	100.0		

physa2_2 Imp spend tax on protect natural resources and environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	145	18.9	70.8	70.8
	2 Somewhat important	52	6.8	25.6	96.4
	3 Not at all important	7	.9	3.6	100.0
	Total	204	26.6	100.0	
Missing	8 Unable to rate/Don't know	1	.1		
	9 Refused	1	.1		
	System	562	73.2		
	Total	563	73.4		
Total		767	100.0		

physb_2 Sat w Govt efforts to protect natural resources and environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	94	12.3	22.3	22.3
	2 Somewhat satisfied	261	34.1	61.7	84.0
	3 Somewhat dissatisfied	48	6.3	11.4	95.4
	4 Very dissatisfied	19	2.5	4.6	100.0
	Total	423	55.2	100.0	
Missing	8 Unable to rate/Don't know	22	2.8		
	System	322	42.0		
	Total	344	44.8		
Total		767	100.0		

physa_3 Imp devote resources make it easy to get around by car

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	147	19.2	64.1	64.1
	2 Somewhat important	70	9.1	30.5	94.6
	3 Not at all important	13	1.6	5.4	100.0
	Total	230	29.9	100.0	
Missing	8 Unable to rate/Don't know	6	.8		
	System	531	69.2		
	Total	537	70.1		
Total		767	100.0		

physa2_3 Imp spend tax on make it easy to get around by car

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	114	14.8	56.1	56.1
	2 Somewhat important	67	8.7	32.9	89.0
	3 Not at all important	22	2.9	11.0	100.0
	Total	203	26.4	100.0	
Missing	8 Unable to rate/Don't know	3	.3		
	9 Refused	1	.1		
	System	561	73.1		
Total	Total	564	73.6		
		767	100.0		

physb_3 Sat w Govt efforts to make it easy to get around by car

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	122	15.9	29.5	29.5
	2 Somewhat satisfied	199	26.0	48.2	77.7
	3 Somewhat dissatisfied	57	7.5	13.8	91.5
	4 Very dissatisfied	35	4.6	8.5	100.0
	Total	414	53.9	100.0	
Missing	8 Unable to rate/Don't know	18	2.4		
	System	335	43.7		
	Total	353	46.1		
Total		767	100.0		

physa_4 Imp devote resources assure economic growth and job opps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	156	20.4	64.5	64.5
	2 Somewhat important	72	9.4	29.6	94.1
	3 Not at all important	14	1.9	5.9	100.0
	Total	243	31.6	100.0	
Missing	8 Unable to rate/Don't know	3	.4		
	System	521	68.0		
	Total	524	68.4		
Total		767	100.0		

physa2_4 Imp spend tax on assure economic growth and job opps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	123	16.1	59.6	59.6
	2 Somewhat important	67	8.8	32.5	92.0
	3 Not at all important	16	2.1	8.0	100.0
	Total	207	27.0	100.0	
Missing	8 Unable to rate/Don't know	4	.5		
	System	556	72.5		
	Total	560	73.0		
Total		767	100.0		

physb_4 Sat w Govt efforts to assure economic growth and job opps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	83	10.8	20.6	20.6
	2 Somewhat satisfied	229	29.8	57.1	77.7
	3 Somewhat dissatisfied	59	7.7	14.8	92.5
	4 Very dissatisfied	30	3.9	7.5	100.0
	Total	401	52.2	100.0	
Missing	8 Unable to rate/Don't know	47	6.2		
	System	319	41.6		
	Total	366	47.8		
Total		767	100.0		

physa_5 Imp devote resources provide parks and recreation space

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	153	19.9	67.3	67.3
	2 Somewhat important	62	8.1	27.4	94.7
	3 Not at all important	12	1.6	5.3	100.0
	Total	227	29.6	100.0	
Missing	8 Unable to rate/Don't know	1	.2		
	System	539	70.3		
	Total	540	70.4		
Total		767	100.0		

physa2_5 Imp spend tax on provide parks and recreation space

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	133	17.3	60.3	60.3
	2 Somewhat important	83	10.8	37.5	97.7
	3 Not at all important	5	.7	2.3	100.0
	Total	220	28.7	100.0	
Missing	8 Unable to rate/Don't know	3	.4		
	System	544	70.9		
	Total	547	71.3		
Total		767	100.0		

physb_5 Sat w Govt efforts to provide parks and recreation space

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	203	26.5	48.2	48.2
	2 Somewhat satisfied	175	22.8	41.4	89.7
	3 Somewhat dissatisfied	23	3.0	5.4	95.1
	4 Very dissatisfied	21	2.7	4.9	100.0
	Total	422	55.0	100.0	
Missing	8 Unable to rate/Don't know	23	3.1		
	9 Refused	1	.1		
	System	321	41.9		
	Total	345	45.0		
Total		767	100.0		

physa_8 Imp devote resources provide police protection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	211	27.5	90.8	90.8
	2 Somewhat important	20	2.6	8.6	99.4
	3 Not at all important	1	.2	.6	100.0
	Total	232	30.2	100.0	
Missing	8 Unable to rate/Don't know	2	.3		
	System	533	69.5		
	Total	535	69.8		
Total		767	100.0		

physa2_8 Imp spend tax on provide police protection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	176	23.0	86.8	86.8
	2 Somewhat important	21	2.8	10.4	97.2
	3 Not at all important	6	.7	2.8	100.0
	Total	203	26.5	100.0	
Missing	System	564	73.5		
Total		767	100.0		

physb_8 Sat w Govt efforts to provide police protection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	222	28.9	53.9	53.9
	2 Somewhat satisfied	153	20.0	37.2	91.2
	3 Somewhat dissatisfied	23	3.0	5.6	96.8
	4 Very dissatisfied	13	1.7	3.2	100.0
	Total	412	53.7	100.0	
Missing	8 Unable to rate/Don't know	22	2.8		
	9 Refused	1	.1		
	System	333	43.4		
	Total	355	46.3		
Total		767	100.0		

physa_9 Imp devote resources provide fire protection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	193	25.2	89.7	89.7
	2 Somewhat important	19	2.5	8.9	98.5
	3 Not at all important	3	.4	1.5	100.0
	Total	216	28.1	100.0	
Missing	8 Unable to rate/Don't know	8	1.0		
	System	543	70.8		
	Total	551	71.9		
Total		767	100.0		

physa2_9 Imp spend tax on provide fire protection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	191	24.9	87.5	87.5
	2 Somewhat important	22	2.8	10.0	97.4
	3 Not at all important	6	.7	2.6	100.0
	Total	219	28.5	100.0	
Missing	8 Unable to rate/Don't know	2	.3		
	System	546	71.2		
	Total	548	71.5		
Total		767	100.0		

physb_9 Sat w Govt efforts to provide fire protection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	276	36.0	71.5	71.5
	2 Somewhat satisfied	93	12.1	24.0	95.5
	3 Somewhat dissatisfied	11	1.5	2.9	98.4
	4 Very dissatisfied	6	.8	1.6	100.0
	Total	386	50.4	100.0	
Missing	8 Unable to rate/Don't know	45	5.8		
	System	336	43.8		
	Total	381	49.6		
Total		767	100.0		

physa_10 Imp devote resources provide emergency rescue services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	237	31.0	90.5	90.5
	2 Somewhat important	20	2.6	7.5	98.0
	3 Not at all important	5	.7	2.0	100.0
	Total	262	34.2	100.0	
Missing	8 Unable to rate/Don't know	4	.6		
	System	500	65.2		
	Total	505	65.8		
Total		767	100.0		

physa2_10 Imp spend tax on provide emergency rescue services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	156	20.3	82.8	82.8
	2 Somewhat important	24	3.1	12.7	95.5
	3 Not at all important	9	1.1	4.5	100.0
	Total	188	24.5	100.0	
Missing	8 Unable to rate/Don't know	6	.8		
	System	572	74.6		
	Total	579	75.5		
Total		767	100.0		

physb_10 Sat w Govt efforts to provide emergency rescue services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	246	32.0	63.0	63.0
	2 Somewhat satisfied	115	15.0	29.5	92.5
	3 Somewhat dissatisfied	20	2.6	5.0	97.5
	4 Very dissatisfied	10	1.3	2.5	100.0
	Total	390	50.9	100.0	
Missing	8 Unable to rate/Don't know	60	7.8		
	System	317	41.3		
	Total	377	49.1		
Total		767	100.0		

physa_12 Imp devote resources ensure safety in business areas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	166	21.7	78.9	78.9
	2 Somewhat important	40	5.2	18.8	97.6
	3 Not at all important	5	.7	2.4	100.0
	Total	211	27.5	100.0	
Missing	8 Unable to rate/Don't know	5	.6		
	System	551	71.9		
	Total	556	72.5		
Total		767	100.0		

physa2_12 Imp spend tax on ensure safety in business areas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	120	15.6	58.3	58.3
	2 Somewhat important	77	10.0	37.3	95.6
	3 Not at all important	9	1.2	4.4	100.0
	Total	205	26.7	100.0	
Missing	8 Unable to rate/Don't know	7	.9		
	9 Refused	1	.1		
	System	554	72.2		
Total	Total	562	73.3		
		767	100.0		

physb_12 Sat w Govt efforts to ensure safety in business areas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	140	18.3	37.6	37.6
	2 Somewhat satisfied	210	27.4	56.2	93.8
	3 Somewhat dissatisfied	18	2.4	4.9	98.7
	4 Very dissatisfied	5	.6	1.3	100.0
	Total	374	48.7	100.0	
Missing	8 Unable to rate/Don't know	39	5.1		
	System	354	46.2		
	Total	393	51.3		
Total		767	100.0		

physa_13 Imp devote resources ensure safety at or near residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	185	24.2	83.9	83.9
	2 Somewhat important	30	3.9	13.5	97.5
	3 Not at all important	6	.7	2.5	100.0
	Total	221	28.8	100.0	
Missing	8 Unable to rate/Don't know	5	.6		
	System	542	70.6		
	Total	546	71.2		
Total		767	100.0		

physa2_13 Imp spend tax on ensure safety at or near residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	163	21.2	80.8	80.8
	2 Somewhat important	25	3.3	12.4	93.2
	3 Not at all important	14	1.8	6.8	100.0
	Total	201	26.2	100.0	
Missing	8 Unable to rate/Don't know	4	.6		
	System	561	73.2		
	Total	566	73.8		
Total		767	100.0		

physb_13 Sat w Govt efforts to ensure safety at or near residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	226	29.5	55.9	55.9
	2 Somewhat satisfied	149	19.5	36.8	92.7
	3 Somewhat dissatisfied	12	1.6	3.1	95.8
	4 Very dissatisfied	17	2.2	4.2	100.0
	Total	405	52.8	100.0	
Missing	8 Unable to rate/Don't know	15	1.9		
	System	347	45.2		
	Total	362	47.2		
Total		767	100.0		

physa_14 Imp devote resources maintain QOL dealing with growth and develop

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	160	20.9	72.8	72.8
	2 Somewhat important	56	7.2	25.2	98.1
	3 Not at all important	4	.6	1.9	100.0
	Total	220	28.7	100.0	
Missing	8 Unable to rate/Don't know	5	.7		
	System	542	70.6		
	Total	547	71.3		
Total		767	100.0		

physa2_14 Imp spend tax on maintain QOL dealing with growth and develop

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	144	18.8	68.7	68.7
	2 Somewhat important	57	7.4	27.0	95.7
	3 Not at all important	9	1.2	4.3	100.0
	Total	209	27.3	100.0	
Missing	8 Unable to rate/Don't know	10	1.3		
	9 Refused	1	.1		
	System	547	71.3		
Total	Total	558	72.7		
		767	100.0		

physb_14 Sat w Govt efforts to maintain QOL dealing with growth and develop

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	57	7.4	14.0	14.0
	2 Somewhat satisfied	248	32.3	60.6	74.6
	3 Somewhat dissatisfied	76	9.9	18.6	93.2
	4 Very dissatisfied	28	3.6	6.8	100.0
	Total	408	53.3	100.0	
Missing	8 Unable to rate/Don't know	18	2.4		
	System	341	44.4		
	Total	359	46.7		
Total		767	100.0		

physa_15 Imp devote resources provide needed public facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	207	27.0	79.5	79.5
	2 Somewhat important	52	6.8	20.0	99.4
	3 Not at all important	1	.2	.6	100.0
	Total	261	34.0	100.0	
Missing	8 Unable to rate/Don't know	2	.3		
	System	504	65.7		
	Total	506	66.0		
Total		767	100.0		

physa2_15 Imp spend tax on provide needed public facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	152	19.9	71.3	71.3
	2 Somewhat important	58	7.5	27.0	98.3
	3 Not at all important	4	.5	1.7	100.0
	Total	214	27.9	100.0	
Missing	8 Unable to rate/Don't know	3	.4		
	9 Refused	1	.1		
	System	549	71.6		
Total	Total	553	72.1		
		767	100.0		

physb_15 Sat w Govt efforts to provide needed public facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	219	28.5	47.6	47.6
	2 Somewhat satisfied	213	27.8	46.4	93.9
	3 Somewhat dissatisfied	23	3.1	5.1	99.0
	4 Very dissatisfied	5	.6	1.0	100.0
	Total	460	59.9	100.0	
Missing	8 Unable to rate/Don't know	12	1.5		
	System	296	38.5		
	Total	307	40.1		
Total		767	100.0		

physa_16 Imp devote resources provide needed infrastructure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	198	25.8	75.6	75.6
	2 Somewhat important	53	7.0	20.4	96.0
	3 Not at all important	10	1.4	4.0	100.0
	Total	262	34.2	100.0	
Missing	8 Unable to rate/Don't know	9	1.2		
	System	496	64.6		
	Total	505	65.8		
Total		767	100.0		

physa2_16 Imp spend tax on provide needed infrastructure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	138	18.0	72.4	72.4
	2 Somewhat important	48	6.2	25.1	97.5
	3 Not at all important	5	.6	2.5	100.0
	Total	190	24.8	100.0	
Missing	8 Unable to rate/Don't know	3	.4		
	System	574	74.8		
	Total	577	75.2		
Total		767	100.0		

physb_16 Sat w Govt efforts to provide needed infrastructure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	92	12.0	21.8	21.8
	2 Somewhat satisfied	248	32.3	59.0	80.9
	3 Somewhat dissatisfied	52	6.8	12.5	93.4
	4 Very dissatisfied	28	3.6	6.6	100.0
	Total	420	54.7	100.0	
Missing	8 Unable to rate/Don't know	28	3.6		
	9 Refused	1	.2		
	System	318	41.5		
	Total	347	45.3		
Total		767	100.0		

physa_17 Imp devote resources promote development of affordable housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	135	17.6	62.8	62.8
	2 Somewhat important	56	7.3	26.2	89.0
	3 Not at all important	24	3.1	11.0	100.0
	Total	215	28.0	100.0	
Missing	8 Unable to rate/Don't know	5	.7		
	System	547	71.3		
	Total	552	72.0		
Total		767	100.0		

physa2_17 Imp spend tax on promote development of affordable housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	104	13.6	54.9	54.9
	2 Somewhat important	69	9.0	36.4	91.3
	3 Not at all important	17	2.2	8.7	100.0
	Total	190	24.8	100.0	
Missing	8 Unable to rate/Don't know	9	1.2		
	System	568	74.1		
	Total	577	75.2		
Total		767	100.0		

physb_17 Sat w Govt efforts to promote development of affordable housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	48	6.2	13.3	13.3
	2 Somewhat satisfied	155	20.2	43.2	56.5
	3 Somewhat dissatisfied	92	12.0	25.6	82.1
	4 Very dissatisfied	64	8.4	17.9	100.0
	Total	360	46.9	100.0	
Missing	8 Unable to rate/Don't know	42	5.5		
	9 Refused	1	.2		
	System	364	47.4		
	Total	407	53.1		
Total		767	100.0		

physa_18 Imp devote resources protect water resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	199	25.9	88.8	88.8
	2 Somewhat important	20	2.6	8.9	97.7
	3 Not at all important	5	.7	2.3	100.0
	Total	224	29.2	100.0	
Missing	8 Unable to rate/Don't know	8	1.1		
	System	535	69.8		
	Total	543	70.8		
Total		767	100.0		

physa2_18 Imp spend tax on protect water resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	189	24.7	86.9	86.9
	2 Somewhat important	24	3.2	11.2	98.2
	3 Not at all important	4	.5	1.8	100.0
	Total	218	28.4	100.0	
Missing	8 Unable to rate/Don't know	4	.5		
	System	545	71.1		
	Total	549	71.6		
Total		767	100.0		

physb_18 Sat w Govt efforts to protect water resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	95	12.3	24.3	24.3
	2 Somewhat satisfied	200	26.1	51.4	75.6
	3 Somewhat dissatisfied	70	9.1	18.0	93.6
	4 Very dissatisfied	25	3.3	6.4	100.0
	Total	390	50.9	100.0	
Missing	8 Unable to rate/Don't know	48	6.2		
	System	329	42.9		
	Total	377	49.1		
Total		767	100.0		

physa_19 Imp devote resources provide library services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	155	20.2	64.2	64.2
	2 Somewhat important	70	9.2	29.1	93.3
	3 Not at all important	16	2.1	6.7	100.0
	Total	242	31.5	100.0	
Missing	8 Unable to rate/Don't know	3	.4		
	System	523	68.1		
	Total	525	68.5		
Total		767	100.0		

physa2_19 Imp spend tax on provide library services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	126	16.5	58.6	58.6
	2 Somewhat important	74	9.7	34.5	93.0
	3 Not at all important	15	2.0	7.0	100.0
	Total	216	28.1	100.0	
Missing	8 Unable to rate/Don't know	4	.5		
	System	548	71.4		
	Total	551	71.9		
Total		767	100.0		

physb_19 Sat w Govt efforts to provide library services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	222	28.9	54.1	54.1
	2 Somewhat satisfied	162	21.2	39.5	93.7
	3 Somewhat dissatisfied	17	2.2	4.1	97.8
	4 Very dissatisfied	9	1.2	2.2	100.0
	Total	410	53.5	100.0	
Missing	8 Unable to rate/Don't know	45	5.8		
	System	312	40.7		
	Total	357	46.5		
Total		767	100.0		

physa_20 Imp devote resources manage growth in the county

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	172	22.5	68.4	68.4
	2 Somewhat important	71	9.2	28.2	96.6
	3 Not at all important	9	1.1	3.4	100.0
	Total	252	32.8	100.0	
Missing	8 Unable to rate/Don't know	9	1.2		
	System	506	66.0		
	Total	515	67.2		
Total		767	100.0		

physa2_20 Imp spend tax on manage growth in the county

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	123	16.0	58.1	58.1
	2 Somewhat important	75	9.7	35.3	93.4
	3 Not at all important	14	1.8	6.6	100.0
	Total	211	27.5	100.0	
Missing	8 Unable to rate/Don't know	11	1.4		
	9 Refused	1	.1		
	System	544	71.0		
Total	Total	556	72.5		
		767	100.0		

physb_20 Sat w Govt efforts to manage growth in the county

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	54	7.0	12.5	12.5
	2 Somewhat satisfied	210	27.3	48.3	60.8
	3 Somewhat dissatisfied	110	14.4	25.4	86.2
	4 Very dissatisfied	60	7.8	13.8	100.0
	Total	434	56.6	100.0	
Missing	8 Unable to rate/Don't know	26	3.4		
	System	307	40.1		
	Total	333	43.4		
Total		767	100.0		

physa_6 Imp devote resources to make it easy to get around by public transportation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	111	14.5	56.5	56.5
	2 Somewhat important	59	7.7	30.2	86.7
	3 Not at all important	26	3.4	13.3	100.0
	Total	196	25.6	100.0	
Missing	8 Unable to rate/Don't know	7	1.0		
	System	563	73.4		
	Total	571	74.4		
Total		767	100.0		

hysa118_c Imp to spend tax dollars to make it easy to get around by public transportation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	122	15.9	69.4	69.4
	2 Somewhat important	39	5.1	22.3	91.7
	3 Not at all important	15	1.9	8.3	100.0
	Total	176	22.9	100.0	
Missing	8 Unable to rate/Don't know	11	1.5		
	System	580	75.6		
	Total	591	77.1		
Total		767	100.0		

physb_6 Sat with efforts to make it easy to get around by public transportation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	138	18.0	21.2	21.2
	2 Somewhat satisfied	263	34.3	40.5	61.7
	3 Somewhat dissatisfied	147	19.1	22.6	84.3
	4 Very dissatisfied	102	13.3	15.7	100.0
	Total	650	84.7	100.0	
Missing	-99	64	8.3		
	8 Unable to rate/Don't know	34	4.4		
	9 Refused	1	.1		
	System	19	2.5		
	Total	117	15.3		
Total		767	100.0		

physa118_b Imp devote resources to make easy to get get around by bus or van

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	103	13.4	53.9	53.9
	2 Somewhat important	72	9.4	38.0	91.8
	3 Not at all important	16	2.0	8.2	100.0
	Total	191	24.8	100.0	
Missing	8 Unable to rate/Don't know	12	1.5		
	System	565	73.6		
	Total	576	75.2		
Total		767	100.0		

physa118_d Imp to spend tax dollars to make easy to get get around by bus or van

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	99	12.9	59.6	59.6
	2 Somewhat important	53	6.9	31.6	91.2
	3 Not at all important	15	1.9	8.8	100.0
	Total	166	21.7	100.0	
Missing	8 Unable to rate/Don't know	6	.8		
	System	595	77.5		
	Total	601	78.3		
Total		767	100.0		

phyb118b Sat with efforts to make it easy to get around by bus or van

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	64	8.3	20.4	20.4
	2 Somewhat satisfied	129	16.9	41.5	61.8
	3 Somewhat dissatisfied	67	8.7	21.5	83.3
	4 Very dissatisfied	52	6.8	16.7	100.0
	Total	312	40.7	100.0	
Missing	-99	392	51.1		
	8 Unable to rate/Don't know	45	5.8		
	System	18	2.3		
	Total	455	59.3		
Total		767	100.0		

physa_7 Imp devote resources to preserve historic buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	104	13.6	51.8	51.8
	2 Somewhat important	83	10.9	41.5	93.3
	3 Not at all important	13	1.7	6.7	100.0
	Total	201	26.2	100.0	
Missing	8 Unable to rate/Don't know	4	.5		
	System	562	73.3		
	Total	566	73.8		
Total		767	100.0		

physa119_c Imp to spend tax dollars to preserve historic buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	68	8.9	36.6	36.6
	2 Somewhat important	95	12.4	51.2	87.8
	3 Not at all important	23	3.0	12.2	100.0
	Total	185	24.2	100.0	
Missing	8 Unable to rate/Don't know	1	.2		
	9 Refused	1	.1		
	System	580	75.6		
	Total	582	75.8		
Total		767	100.0		

physb_7 Sat with efforts to preserve historic buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	236	30.7	38.1	38.1
	2 Somewhat satisfied	329	42.8	53.1	91.1
	3 Somewhat dissatisfied	40	5.2	6.5	97.6
	4 Very dissatisfied	15	1.9	2.4	100.0
	Total	619	80.7	100.0	
Missing	-99	89	11.7		
	8 Unable to rate/Don't know	52	6.8		
	System	6	.8		
	Total	148	19.3		
Total		767	100.0		

physa119_b Imp devote resources to preserve historic buildings not protected by private groups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	73	9.5	39.3	39.3
	2 Somewhat important	82	10.8	44.4	83.8
	3 Not at all important	30	3.9	16.2	100.0
	Total	186	24.2	100.0	
Missing	8 Unable to rate/Don't know	17	2.2		
	System	565	73.6		
	Total	581	75.8		
Total		767	100.0		

physa119_d Imp to spend tax dollars to preserve historic buildings not protected by private groups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	63	8.2	37.7	37.7
	2 Somewhat important	77	10.0	46.4	84.1
	3 Not at all important	26	3.4	15.9	100.0
	Total	166	21.6	100.0	
Missing	8 Unable to rate/Don't know	6	.7		
	9 Refused	1	.1		
	System	595	77.5		
	Total	601	78.4		
Total		767	100.0		

phyb119b Sat with efforts to preserve historic buildings not protected by private groups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	90	11.7	31.4	31.4
	2 Somewhat satisfied	170	22.2	59.6	91.0
	3 Somewhat dissatisfied	20	2.5	6.8	97.9
	4 Very dissatisfied	6	.8	2.1	100.0
	Total	285	37.2	100.0	
Missing	-99	392	51.1		
	8 Unable to rate/Don't know	66	8.6		
	9 Refused	1	.1		
	System	23	3.0		
	Total	482	62.8		
Total		767	100.0		

physa_11 Imp devote resources to ensure safety for walkers and bicyclists

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	125	16.3	62.1	62.1
	2 Somewhat important	62	8.1	30.8	92.9
	3 Not at all important	14	1.9	7.1	100.0
	Total	201	26.2	100.0	
Missing	8 Unable to rate/Don't know	3	.4		
	9 Refused	1	.1		
	System	562	73.3		
	Total	566	73.8		
Total		767	100.0		

physa120_c Imp to spend tax dollars to ensure safety for walkers and bicyclists

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	116	15.1	62.7	62.7
	2 Somewhat important	56	7.3	30.5	93.2
	3 Not at all important	13	1.6	6.8	100.0
	Total	185	24.1	100.0	
Missing	8 Unable to rate/Don't know	3	.3		
	System	580	75.6		
	Total	582	75.9		
Total		767	100.0		

physb_11 Sat with efforts to ensure safety for walkers and bicyclists

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	178	23.2	24.7	24.7
	2 Somewhat satisfied	328	42.7	45.5	70.2
	3 Somewhat dissatisfied	125	16.3	17.3	87.6
	4 Very dissatisfied	90	11.7	12.4	100.0
	Total	720	93.9	100.0	
Missing	-99	26	3.4		
	8 Unable to rate/Don't know	14	1.8		
	System	7	.9		
	Total	47	6.1		
Total		767	100.0		

physa120_b Imp devote resources to provide safe places to walk and bike where you want to go

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	140	18.2	70.7	70.7
	2 Somewhat important	55	7.2	27.8	98.4
	3 Not at all important	3	.4	1.6	100.0
	Total	198	25.8	100.0	
Missing	8 Unable to rate/Don't know	5	.6		
	System	565	73.6		
	Total	569	74.2		
Total		767	100.0		

physa120_d Imp to spend tax dollars to provide safe places to walk and bike where you want to go

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	107	13.9	62.6	62.6
	2 Somewhat important	56	7.2	32.6	95.1
	3 Not at all important	8	1.1	4.9	100.0
	Total	171	22.2	100.0	
Missing	8 Unable to rate/Don't know	1	.1		
	9 Refused	1	.1		
	System	595	77.5		
	Total	596	77.8		
Total		767	100.0		

phyb120b Sat with efforts to provide safe places to walk and bike where you want to go

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	87	11.3	24.9	24.9
	2 Somewhat satisfied	152	19.8	43.7	68.6
	3 Somewhat dissatisfied	58	7.5	16.5	85.1
	4 Very dissatisfied	52	6.8	14.9	100.0
	Total	348	45.4	100.0	
Missing	-99	392	51.1		
	8 Unable to rate/Don't know	20	2.6		
	System	6	.8		
	Total	419	54.6		
Total		767	100.0		

contact Contacted anyone who provides County govt services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	289	37.6	38.0	38.0
	2 No	470	61.3	62.0	100.0
	Total	759	98.9	100.0	
Missing	9 Can't recall/Don't know/refused	7	.9		
	System	1	.2		
	Total	8	1.1		
Total		767	100.0		

dptcntct Which dept or area did you contact

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Board of Supervisors	19	2.5	6.5	6.5
	2 Building Code/Zoning Services	12	1.6	4.1	10.6
	3 County Executive	3	.4	.9	11.5
	4 Education	19	2.4	6.3	17.9
	5 Engineering & Public Works	8	1.1	2.9	20.7
	6 Finance	65	8.5	22.0	42.7
	7 Fire/Rescue	6	.8	2.1	44.7
	8 Housing Office	1	.1	.4	45.1
	9 Human Resources	9	1.1	2.9	48.0
	12 Parks & Recreation	15	2.0	5.2	53.2
	13 Planning & Community Development	35	4.6	11.9	65.2
	14 Police	42	5.4	14.1	79.2
	15 Social Services	13	1.7	4.4	83.7
	16 Other	48	6.3	16.3	100.0
	Total	295	38.5	100.0	
Missing	17	2	.3		
	System	469	61.2		
	Total	472	61.5		
Total		767	100.0		

ovalcont Your experience contacting the county

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	139	18.1	48.5	48.5
	2 Somewhat satisfied	69	9.0	24.2	72.7
	3 Somewhat dissatisfied	36	4.6	12.4	85.1
	4 Very dissatisfied	43	5.6	14.9	100.0
	Total	286	37.3	100.0	
Missing	8 Unable to rate/Don't know	2	.3		
	System	478	62.4		
	Total	481	62.7		
Total		767	100.0		

govtser Satis with keeping cits informed abt govt progams and services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	211	27.5	30.4	30.4
	2 Somewhat satisfied	337	43.9	48.6	79.0
	3 Somewhat dissatisfied	90	11.8	13.0	92.0
	4 Very dissatisfied	56	7.3	8.0	100.0
	Total	693	90.4	100.0	
Missing	7	6	.8		
	8 Unable to rate/Don't know	66	8.6		
	9 Refused	1	.1		
	System	1	.2		
	Total	74	9.6		
Total		767	100.0		

soc_a_1 How imp to devote resources to provide quality education to school children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	223	29.1	99.0	99.0
	2 Somewhat important	2	.3	1.0	100.0
	Total	226	29.4	100.0	
Missing	System	541	70.6		
Total		767	100.0		

soc_a2_1 How imp to spend tax dollars on quality education to school children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	201	26.3	95.3	95.3
	2 Somewhat important	10	1.3	4.7	100.0
	Total	211	27.6	100.0	
Missing	8 Unable to rate/don't know	1	.2		
	9 Refused	1	.1		
	System	554	72.2		
	Total	556	72.4		
Total		767	100.0		

soc_b_1 How sat with Govt efforts to provide quality education to school children

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	163	21.3	42.4	42.4
	2 Somewhat satisfied	163	21.3	42.4	84.8
	3 Somewhat dissatisfied	43	5.7	11.3	96.0
	4 Very dissatisfied	15	2.0	4.0	100.0
	Total	386	50.3	100.0	
Missing	8 Unable to rate/Don't know	52	6.7		
	System	330	43.0		
	Total	381	49.7		
Total		767	100.0		

soc_a_2 How imp to devote resources to support programs for youth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	168	22.0	74.6	74.6
	2 Somewhat important	46	6.0	20.5	95.0
	3 Not at all important	11	1.5	5.0	100.0
	Total	226	29.4	100.0	
Missing	8 Unable to rate/don't know	9	1.2		
	System	532	69.4		
	Total	541	70.6		
Total		767	100.0		

soc_a2_2 How imp to spend tax dollars on programs for youth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	170	22.2	69.5	69.5
	2 Somewhat important	64	8.3	26.1	95.7
	3 Not at all important	11	1.4	4.3	100.0
	Total	245	31.9	100.0	
Missing	8 Unable to rate/don't know	2	.3		
	System	520	67.9		
	Total	522	68.1		
Total		767	100.0		

soc_b_2 How sat with Govt efforts to support programs for youth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	102	13.3	27.9	27.9
	2 Somewhat satisfied	193	25.2	52.9	80.9
	3 Somewhat dissatisfied	43	5.6	11.8	92.6
	4 Very dissatisfied	27	3.5	7.4	100.0
	Total	365	47.6	100.0	
Missing	8 Unable to rate/Don't know	104	13.6		
	System	297	38.8		
	Total	402	52.4		
Total		767	100.0		

soc_a_3 How imp to devote resources to support cultural and entertainment opps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	82	10.8	33.5	33.5
	2 Somewhat important	117	15.3	47.6	81.1
	3 Not at all important	47	6.1	18.9	100.0
	Total	246	32.1	100.0	
Missing	8 Unable to rate/don't know	11	1.5		
	System	509	66.4		
	Total	521	67.9		
Total		767	100.0		

soc_a2_3 How imp to spend tax dollars on cultural and entertainment opps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	55	7.2	25.6	25.6
	2 Somewhat important	110	14.4	51.3	76.9
	3 Not at all important	50	6.5	23.1	100.0
	Total	215	28.0	100.0	
Missing	8 Unable to rate/don't know	9	1.2		
	System	543	70.8		
	Total	552	72.0		
Total		767	100.0		

soc_b_3 How sat with Govt efforts to support cultural and entertainment opps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	153	20.0	38.6	38.6
	2 Somewhat satisfied	194	25.4	49.0	87.6
	3 Somewhat dissatisfied	32	4.1	8.0	95.6
	4 Very dissatisfied	17	2.3	4.4	100.0
	Total	397	51.7	100.0	
Missing	8 Unable to rate/Don't know	63	8.2		
	9 Refused	1	.1		
	System	307	40.0		
	Total	370	48.3		
Total		767	100.0		

soc_a_4 How imp to devote resources to provide programs to help elderly population

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	158	20.6	70.3	70.3
	2 Somewhat important	58	7.6	26.0	96.3
	3 Not at all important	8	1.1	3.7	100.0
	Total	224	29.3	100.0	
Missing	8 Unable to rate/don't know	4	.5		
	System	539	70.3		
	Total	543	70.7		
Total		767	100.0		

soc_a2_4 How imp to spend tax dollars on programs to help elderly population

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	146	19.1	71.9	71.9
	2 Somewhat important	51	6.6	24.9	96.8
	3 Not at all important	6	.8	3.2	100.0
	Total	204	26.6	100.0	
Missing	8 Unable to rate/don't know	8	1.0		
	System	555	72.4		
	Total	563	73.4		
Total		767	100.0		

soc_b_4 How sat with Govt efforts to provide programs to help elderly population

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	90	11.8	29.2	29.2
	2 Somewhat satisfied	169	22.0	54.6	83.8
	3 Somewhat dissatisfied	30	3.9	9.6	93.4
	4 Very dissatisfied	20	2.6	6.6	100.0
	Total	309	40.3	100.0	
Missing	8 Unable to rate/Don't know	119	15.5		
	System	339	44.2		
	Total	458	59.7		
Total		767	100.0		

soc_a_5 How imp to devote resources to support affordable child-care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	145	19.0	58.3	58.3
	2 Somewhat important	72	9.4	29.0	87.3
	3 Not at all important	32	4.1	12.7	100.0
	Total	249	32.5	100.0	
Missing	8 Unable to rate/don't know	16	2.1		
	System	502	65.4		
	Total	518	67.5		
Total		767	100.0		

soc_a2_5 How imp to spend tax dollars on affordable child-care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	116	15.2	57.9	57.9
	2 Somewhat important	63	8.3	31.5	89.5
	3 Not at all important	21	2.8	10.5	100.0
	Total	201	26.2	100.0	
Missing	8 Unable to rate/don't know	11	1.5		
	9 Refused	1	.1		
	System	554	72.3		
	Total	566	73.8		
Total		767	100.0		

soc_b_5 How sat with Govt efforts to support affordable child-care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	46	5.9	16.6	16.6
	2 Somewhat satisfied	126	16.4	45.8	62.3
	3 Somewhat dissatisfied	53	7.0	19.4	81.7
	4 Very dissatisfied	50	6.5	18.3	100.0
	Total	275	35.9	100.0	
Missing	8 Unable to rate/Don't know	172	22.5		
	9 Refused	2	.3		
	System	318	41.4		
	Total	492	64.1		
Total		767	100.0		

soc_a_6 How imp to devote resources to provide support for people in financial need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	112	14.6	54.4	54.4
	2 Somewhat important	78	10.1	37.7	92.0
	3 Not at all important	16	2.1	8.0	100.0
	Total	206	26.8	100.0	
Missing	8 Unable to rate/don't know	12	1.6		
	9 Refused	1	.1		
	System	549	71.5		
	Total	561	73.2		
Total		767	100.0		

soc_a2_6 How imp to spend tax dollars on support for people in financial need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	97	12.6	50.0	50.0
	2 Somewhat important	77	10.0	39.5	89.5
	3 Not at all important	20	2.6	10.5	100.0
	Total	194	25.3	100.0	
Missing	8 Unable to rate/don't know	10	1.3		
	System	563	73.4		
	Total	573	74.7		
Total		767	100.0		

soc_b_6 How sat with Govt efforts to provide support for people in financial need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	37	4.8	13.9	13.9
	2 Somewhat satisfied	145	18.9	54.6	68.5
	3 Somewhat dissatisfied	45	5.9	17.1	85.6
	4 Very dissatisfied	38	5.0	14.4	100.0
	Total	266	34.6	100.0	
Missing	8 Unable to rate/Don't know	133	17.4		
	9 Refused	1	.2		
	System	367	47.8		
	Total	501	65.4		
Total		767	100.0		

soc_a_7 How imp to devote resources to provide effective service to our residents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	166	21.6	72.9	72.9
	2 Somewhat important	56	7.3	24.6	97.5
	3 Not at all important	6	.7	2.5	100.0
	Total	228	29.7	100.0	
Missing	8 Unable to rate/don't know	3	.4		
	System	536	69.9		
	Total	539	70.3		
Total		767	100.0		

soc_a2_7 How imp to spend tax dollars on effective service to our residents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	167	21.8	72.7	72.7
	2 Somewhat important	51	6.6	22.1	94.7
	3 Not at all important	12	1.6	5.3	100.0
	Total	230	30.0	100.0	
Missing	8 Unable to rate/don't know	15	2.0		
	System	522	68.0		
	Total	537	70.0		
Total		767	100.0		

soc_b_7 How sat with Govt efforts to provide effective service to our residents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	143	18.7	36.3	36.3
	2 Somewhat satisfied	213	27.8	53.8	90.1
	3 Somewhat dissatisfied	35	4.6	8.9	99.0
	4 Very dissatisfied	4	.5	1.0	100.0
	Total	395	51.6	100.0	
Missing	8 Unable to rate/Don't know	60	7.8		
	System	311	40.6		
	Total	372	48.4		
Total		767	100.0		

soc_a_8 How imp to devote resources to provide learning opportunities for adults

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	106	13.9	45.2	45.2
	2 Somewhat important	108	14.1	46.1	91.3
	3 Not at all important	20	2.7	8.7	100.0
	Total	235	30.6	100.0	
Missing	8 Unable to rate/don't know	12	1.6		
	System	520	67.8		
	Total	532	69.4		
Total		767	100.0		

soc_a2_8 How imp to spend tax dollars on learning opportunities for adults

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	109	14.2	51.4	51.4
	2 Somewhat important	78	10.2	36.9	88.3
	3 Not at all important	25	3.2	11.7	100.0
	Total	212	27.6	100.0	
Missing	8 Unable to rate/don't know	11	1.5		
	System	544	70.9		
	Total	555	72.4		
Total		767	100.0		

soc_b_8 How sat with Govt efforts to provide learning opportunities for adults

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	134	17.5	39.6	39.6
	2 Somewhat satisfied	172	22.5	50.8	90.5
	3 Somewhat dissatisfied	20	2.5	5.7	96.2
	4 Very dissatisfied	13	1.7	3.8	100.0
	Total	339	44.2	100.0	
Missing	8 Unable to rate/Don't know	106	13.8		
	9 Refused	1	.1		
	System	322	41.9		
	Total	428	55.8		
Total		767	100.0		

soc_a_10 How imp to devote resources to provide services to disadvantaged people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	192	25.0	77.1	77.1
	2 Somewhat important	49	6.4	19.8	97.0
	3 Not at all important	7	1.0	3.0	100.0
	Total	249	32.5	100.0	
Missing	8 Unable to rate/don't know	8	1.1		
	System	510	66.5		
	Total	518	67.5		
Total		767	100.0		

soc_a2_10 How imp to spend tax dollars on services to disadvantaged people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	182	23.8	74.0	74.0
	2 Somewhat important	58	7.6	23.7	97.7
	3 Not at all important	6	.7	2.3	100.0
	Total	246	32.1	100.0	
Missing	8 Unable to rate/don't know	11	1.5		
	System	509	66.4		
	Total	521	67.9		
Total		767	100.0		

soc_b_10 How sat with Govt efforts to provide services to disadvantaged people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	75	9.7	22.1	22.1
	2 Somewhat satisfied	183	23.9	54.3	76.4
	3 Somewhat dissatisfied	52	6.8	15.5	92.0
	4 Very dissatisfied	27	3.5	8.0	100.0
	Total	337	44.0	100.0	
Missing	8 Unable to rate/Don't know	158	20.6		
	System	272	35.4		
	Total	430	56.0		
Total		767	100.0		

soc_a_11 How imp to devote resources to promote tourism in our area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	75	9.8	31.5	31.5
	2 Somewhat important	110	14.3	46.4	77.9
	3 Not at all important	52	6.8	22.1	100.0
	Total	237	30.9	100.0	
Missing	8 Unable to rate/don't know	4	.5		
	System	526	68.5		
	Total	530	69.1		
Total		767	100.0		

soc_a2_11 How imp to spend tax dollars on tourism in our area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	57	7.5	28.4	28.4
	2 Somewhat important	109	14.2	54.1	82.5
	3 Not at all important	35	4.6	17.5	100.0
	Total	202	26.3	100.0	
Missing	8 Unable to rate/don't know	5	.6		
	System	560	73.1		
	Total	565	73.7		
Total		767	100.0		

soc_b_11 How sat with Govt efforts to promote tourism in our area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	152	19.8	39.8	39.8
	2 Somewhat satisfied	205	26.7	53.8	93.6
	3 Somewhat dissatisfied	11	1.5	2.9	96.6
	4 Very dissatisfied	13	1.7	3.4	100.0
	Total	381	49.7	100.0	
Missing	8 Unable to rate/Don't know	57	7.4		
	9 Refused	1	.2		
	System	328	42.7		
	Total	386	50.3		
Total		767	100.0		

soc_a_12 How imp to devote resources to provide opps for citizen input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	177	23.1	76.5	76.5
	2 Somewhat important	44	5.8	19.2	95.6
	3 Not at all important	10	1.3	4.4	100.0
	Total	232	30.3	100.0	
Missing	8 Unable to rate/don't know	12	1.5		
	System	523	68.2		
	Total	535	69.7		
Total		767	100.0		

soc_a2_12 How imp to spend tax dollars on opps for citizen input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	146	19.0	69.9	69.9
	2 Somewhat important	50	6.5	24.0	93.9
	3 Not at all important	13	1.7	6.1	100.0
	Total	208	27.2	100.0	
Missing	8 Unable to rate/don't know	12	1.5		
	System	547	71.3		
	Total	559	72.8		
Total		767	100.0		

soc_b_12 How sat with Govt efforts to provide opps for citizen input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	121	15.8	31.5	31.5
	2 Somewhat satisfied	211	27.5	54.8	86.3
	3 Somewhat dissatisfied	29	3.7	7.5	93.8
	4 Very dissatisfied	24	3.1	6.2	100.0
	Total	385	50.1	100.0	
Missing	8 Unable to rate/Don't know	55	7.2		
	System	327	42.6		
	Total	382	49.9		
Total		767	100.0		

soc_a_13 How imp to devote resources to provide recycling services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	184	24.0	74.6	74.6
	2 Somewhat important	54	7.1	22.1	96.7
	3 Not at all important	8	1.1	3.3	100.0
	Total	247	32.2	100.0	
Missing	8 Unable to rate/don't know	2	.3		
	System	518	67.6		
	Total	520	67.8		
Total		767	100.0		

soc_a2_13 How imp to spend tax dollars on recycling services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	171	22.3	66.9	66.9
	2 Somewhat important	71	9.2	27.6	94.5
	3 Not at all important	14	1.8	5.5	100.0
	Total	256	33.3	100.0	
Missing	8 Unable to rate/don't know	2	.2		
	System	509	66.4		
	Total	511	66.7		
Total		767	100.0		

soc_b_13 How sat with Govt efforts to provide recycling services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	109	14.2	23.0	23.0
	2 Somewhat satisfied	138	18.0	29.2	52.2
	3 Somewhat dissatisfied	101	13.2	21.5	73.7
	4 Very dissatisfied	124	16.2	26.3	100.0
	Total	472	61.5	100.0	
Missing	8 Unable to rate/Don't know	30	3.9		
	System	265	34.6		
	Total	295	38.5		
Total		767	100.0		

soc_a_14 How imp to devote resources to regulate outdoor lighting to reduce light pollution and glare

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	85	11.1	37.6	37.6
	2 Somewhat important	86	11.3	38.0	75.6
	3 Not at all important	56	7.2	24.4	100.0
	Total	228	29.7	100.0	
Missing	8 Unable to rate/don't know	17	2.3		
	System	522	68.1		
	Total	539	70.3		
Total		767	100.0		

soc_a2_14 How imp to spend tax dollars on regulating outdoor lighting to reduce light pollution and glare

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	62	8.1	31.0	31.0
	2 Somewhat important	93	12.1	46.4	77.3
	3 Not at all important	46	5.9	22.7	100.0
	Total	201	26.2	100.0	
Missing	8 Unable to rate/don't know	13	1.7		
	9 Refused	1	.1		
	System	552	72.0		
	Total	566	73.8		
Total		767	100.0		

soc_b_14 How sat with Govt efforts to regulate outdoor lighting to reduce light pollution and glare

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	60	7.8	18.6	18.6
	2 Somewhat satisfied	190	24.8	59.5	78.1
	3 Somewhat dissatisfied	40	5.3	12.6	90.7
	4 Very dissatisfied	30	3.9	9.3	100.0
	Total	320	41.7	100.0	
Missing	8 Unable to rate/Don't know	107	14.0		
	9 Refused	1	.2		
	System	338	44.1		
	Total	447	58.3		
Total		767	100.0		

soc_a_9 Imp devote resources to provide fair property tax assessments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	297	38.7	80.0	80.0
	2 Somewhat important	70	9.1	18.8	98.8
	3 Not at all important	4	.6	1.2	100.0
	Total	371	48.3	100.0	
Missing	8 Unable to rate/don't know	6	.8		
	System	391	50.9		
	Total	396	51.7		
Total		767	100.0		

soca114_c Imp to spend tax dollars to provide fair property tax assessments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	170	22.1	85.4	85.4
	2 Somewhat important	25	3.3	12.6	98.0
	3 Not at all important	4	.5	2.0	100.0
	Total	199	25.9	100.0	
Missing	8 Unable to rate/don't know	12	1.6		
	System	556	72.5		
	Total	568	74.1		
Total		767	100.0		

soc_b_9 Sat with efforts to provide fair property tax assessments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	114	14.9	17.7	17.7
	2 Somewhat satisfied	289	37.7	44.7	62.3
	3 Somewhat dissatisfied	130	17.0	20.1	82.4
	4 Very dissatisfied	114	14.8	17.6	100.0
	Total	647	84.4	100.0	
Missing	-99	78	10.1		
	8 Unable to rate/Don't know	24	3.1		
	System	18	2.4		
	Total	120	15.6		
Total		767	100.0		

soca114_b Imp devote resources to ensure that your property tax is based on a fair tax assessment of the value of your property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	153	20.0	82.9	82.9
	2 Somewhat important	27	3.6	14.8	97.7
	3 Not at all important	4	.6	2.3	100.0
	Total	185	24.1	100.0	
Missing	8 Unable to rate/don't know	15	1.9		
	System	567	73.9		
	Total	582	75.9		
Total		767	100.0		

soca114_d Imp to spend tax dollars to ensure that your property tax is based on a fair tax assessment of the value of your property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very important	124	16.2	88.7	88.7
	2 Somewhat important	15	2.0	10.9	99.6
	3 Not at all important	1	.1	.4	100.0
	Total	140	18.3	100.0	
Missing	8 Unable to rate/don't know	13	1.7		
	System	614	80.0		
	Total	627	81.7		
Total		767	100.0		

**socb114b Sat with efforts to ensure that your property tax is based on a fair tax assessment
of the value of your property**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	49	6.4	17.1	17.1
	2 Somewhat satisfied	144	18.8	50.2	67.2
	3 Somewhat dissatisfied	47	6.1	16.3	83.5
	4 Very dissatisfied	47	6.2	16.5	100.0
	Total	287	37.4	100.0	
Missing	-99	414	53.9		
	8 Unable to rate/Don't know	38	5.0		
	System	28	3.7		
	Total	480	62.6		
Total		767	100.0		

trans1 Spending more local tax money on roads

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly favor	198	25.9	27.7	27.7
	2 Somewhat favor	305	39.8	42.6	70.3
	3 Somewhat oppose	145	19.0	20.3	90.6
	4 Strongly oppose	67	8.7	9.4	100.0
	Total	716	93.3	100.0	
Missing	8 Don't know	38	5.0		
	9 Refused	2	.2		
	System	11	1.5		
	Total	51	6.7		
Total		767	100.0		

trans2 Spending more local tax money for bike paths and sidewalks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly favor	243	31.7	33.1	33.1
	2 Somewhat favor	246	32.0	33.4	66.5
	3 Somewhat oppose	146	19.1	19.9	86.4
	4 Strongly oppose	100	13.0	13.6	100.0
	Total	735	95.8	100.0	
Missing	8 Don't know	20	2.6		
	9 Refused	1	.1		
	System	11	1.5		
	Total	32	4.2		
Total		767	100.0		

trans3 Willing to pay an increase in taxes to fund transportation expenditures spending more local tax on roads

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	232	30.2	48.8	48.8
	2 No	190	24.7	39.9	88.7
	3 Yes, but depends	44	5.8	9.4	98.1
	4 No, but depends	4	.5	.8	98.8
	5 Other	6	.7	1.2	100.0
	Total	475	61.9	100.0	
Missing	8 Don't know	27	3.6		
	9 Refused	1	.1		
	System	264	34.5		
	Total	292	38.1		
Total		767	100.0		

trans4 Have ridden a local bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	200	26.1	26.6	26.6
	2 No	553	72.1	73.4	100.0
	Total	754	98.2	100.0	
Missing	3 Don't know	1	.2		
	System	12	1.6		
	Total	13	1.8		
Total		767	100.0		

devarea2 Policy attpts to concentrate growth in areas desig for growth and increased serv

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly favor	200	26.0	42.3	42.3
	2 Somewhat favor	156	20.3	33.0	75.3
	3 Somewhat oppose	66	8.6	14.0	89.3
	4 Strongly oppose	51	6.6	10.7	100.0
	Total	472	61.5	100.0	
Missing	8 Don't know	59	7.7		
	9 Refused	2	.2		
	System	234	30.6		
	Total	295	38.5		
Total		767	100.0		

coortran Satisfaction with the way that residential develop is coordinated w/ trans

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	48	6.2	14.6	14.6
	2 Somewhat satisfied	155	20.2	47.5	62.1
	3 Somewhat dissatisfied	65	8.5	20.1	82.2
	4 Very dissatisfied	58	7.6	17.8	100.0
	Total	326	42.5	100.0	
Missing	8 Unable to rate/Don't know	96	12.5		
	System	345	45.0		
	Total	441	57.5		
Total		767	100.0		

coorcom Satisfaction with the way that residential develop is coordinated w/ comm facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	111	14.5	28.0	28.0
	2 Somewhat satisfied	225	29.4	56.5	84.5
	3 Somewhat dissatisfied	43	5.5	10.7	95.1
	4 Very dissatisfied	19	2.5	4.9	100.0
	Total	399	52.0	100.0	
Missing	8 Unable to rate/Don't know	63	8.2		
	System	306	39.9		
	Total	368	48.0		
Total		767	100.0		

recycle Favor an increase in recycling service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly favor	200	26.1	48.2	48.2
	2 Somewhat favor	79	10.4	19.2	67.3
	3 Somewhat oppose	54	7.1	13.1	80.5
	4 Strongly oppose	81	10.6	19.5	100.0
	Total	415	54.1	100.0	
Missing	8 Unable to rate/Don't know	23	3.0		
	9 Refused	1	.1		
	System	328	42.8		
Total	Total	352	45.9		
		767	100.0		

emerg911 R Dialed 911 in Last 12 Months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes, contacted in last 12 months	185	24.2	24.6	24.6
	2 No, has not contacted	567	74.0	75.4	100.0
	Total	753	98.1	100.0	
Missing	8 Can't recall/Don't know	1	.2		
	System	13	1.7		
	Total	14	1.9		
Total		767	100.0		

serv911 Call for fire, police, or emergency services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 fire	14	1.8	7.3	7.3
	2 police	72	9.4	38.9	46.2
	3 emergency service	100	13.0	53.8	100.0
	Total	185	24.2	100.0	
Missing	System	582	75.8		
Total		767	100.0		

emsatis Sat w/ Assistance from 911 Operator

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	155	20.2	86.2	86.2
	2 Somewhat satisfied	17	2.2	9.4	95.6
	3 Somewhat dissatisfied	4	.6	2.4	98.1
	4 Very dissatisfied	4	.5	1.9	100.0
	Total	180	23.5	100.0	
Missing	8 Don't know/unable to rate	5	.7		
	System	582	75.8		
	Total	587	76.5		
Total		767	100.0		

emretim Satisfaction with Time for Help to Arrive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly agree	124	16.2	76.8	76.8
	2 Somewhat agree	22	2.8	13.3	90.1
	3 Somewhat disagree	4	.5	2.3	92.4
	4 Strongly disagree	12	1.6	7.6	100.0
	Total	162	21.1	100.0	
Missing	7 Not applicable [No help sent, ETC]	14	1.8		
	8 Don't know/unable to rate	10	1.3		
	System	582	75.8		
	Total	605	78.9		
Total		767	100.0		

emasstb Sat w/ Assistance on the Scene

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	133	17.4	86.2	86.2
	2 Somewhat satisfied	16	2.0	10.1	96.3
	3 Somewhat dissatisfied	2	.2	1.1	97.5
	4 Very dissatisfied	4	.5	2.5	100.0
	Total	154	20.1	100.0	
Missing	7 Not applicable/no help sent	24	3.1		
	8 Don't know/unable to rate	7	1.0		
	System	582	75.8		
	Total	613	79.9		
Total		767	100.0		

awrhous Awareness of County's affordable housing initiatives

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very aware	48	6.3	10.6	10.6
	2 Somewhat aware	167	21.8	36.7	47.2
	3 Not very aware	129	16.8	28.3	75.5
	4 Not at all aware	112	14.5	24.5	100.0
	Total	456	59.4	100.0	
Missing	8 Don't know	10	1.2		
	9 Refused	1	.1		
	System	301	39.2		
	Total	311	40.6		
Total		767	100.0		

favhous Favor an increase in taxes for housing programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Strongly favor	76	9.8	17.3	17.3
	2 Somewhat favor	125	16.2	28.6	45.9
	3 Somewhat oppose	106	13.8	24.3	70.2
	4 Strongly oppose	130	16.9	29.8	100.0
	Total	435	56.8	100.0	
Missing	8 Unable to rate/don't know	29	3.8		
	9 Refused	1	.1		
	System	302	39.4		
	Total	332	43.2		
Total		767	100.0		

view County spending and services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Decrease services and taxes	77	10.0	10.8	10.8
	2 Keep taxes and services about where they are	478	62.4	66.9	77.6
	3 Increase services and taxes	107	14.0	15.0	92.7
	4 Increase service, keep taxes the same	14	1.9	2.0	94.7
	5 Increase services, decrease taxes	14	1.9	2.0	96.7
	6 Keep services as they are, decrease taxes	8	1.0	1.1	97.7
	7 Some other change	16	2.1	2.3	100.0
	Total	715	93.3	100.0	
Missing	8 Don't know/no opinion	35	4.6		
	9 Refused	1	.1		
	System	16	2.0		
	Total	52	6.7		
Total		767	100.0		

value Satisfaction with giving value for tax dollar

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	143	18.6	20.2	20.2
	2 Somewhat satisfied	422	55.1	59.7	79.9
	3 Somewhat dissatisfied	86	11.2	12.2	92.1
	4 Very dissatisfied	56	7.3	7.9	100.0
	Total	707	92.2	100.0	
Missing	8 Unable to rate/Don't know	43	5.7		
	System	16	2.1		
	Total	60	7.8		
Total		767	100.0		

Four_things Four most important priorities for the County to do

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Protect natural resources	134	17.5	18.1	18.1
	2 Increase the number of jobs	172	22.4	23.2	41.3
	3 Lower taxes	125	16.2	16.8	58.1
	4 Slow down population growth	169	22.1	22.8	81.0
	5 Something else	141	18.4	19.0	100.0
	Total	741	96.6	100.0	
Missing	6 Don't know	10	1.2		
	System	16	2.1		
	Total	26	3.4		
Total		767	100.0		

net1 Access to the internet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	659	85.9	87.9	87.9
	2 No	91	11.9	12.1	100.0
	Total	750	97.8	100.0	
Missing	System	17	2.2		
Total		767	100.0		

net2 Ever visited the County government website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	428	55.8	66.5	66.5
	2 No	216	28.1	33.5	100.0
	Total	643	83.9	100.0	
Missing	8 Don't know	15	2.0		
	System	108	14.1		
	Total	124	16.1		
Total		767	100.0		

net3 How often do you use the website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Daily	14	1.9	3.4	3.4
	2 Weekly	26	3.4	6.2	9.6
	3 A few times a month	92	12.0	21.7	31.4
	4 A few times a year	290	37.8	68.6	100.0
	Total	422	55.0	100.0	
Missing	8 Don't know	6	.8		
	System	339	44.2		
	Total	345	45.0		
Total		767	100.0		

email1 Do you regularly send and receive email

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	586	76.4	88.9	88.9
	2 No	73	9.5	11.1	100.0
	Total	659	85.9	100.0	
Missing	System	108	14.1		
Total		767	100.0		

net4 Aware of A-mail, the County's e-news service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	85	11.1	14.6	14.6
	2 No	499	65.1	85.4	100.0
	Total	585	76.2	100.0	
Missing	8 Don't know	1	.2		
	System	181	23.6		
	Total	182	23.8		
Total		767	100.0		

net5 Are you signed up to receive A-mail

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	36	4.7	42.1	42.1
	2 No	49	6.4	57.9	100.0
	Total	85	11.1	100.0	
Missing	8 Don't know	0	.1		
	System	682	88.9		
	Total	682	88.9		
Total		767	100.0		

older18 How many age 18 or older

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	186	24.3	24.8	24.8
	2	427	55.6	56.9	81.7
	3	101	13.1	13.4	95.2
	4	29	3.8	3.9	99.1
	5	7	.9	.9	100.0
	Total	750	97.8	100.0	
Missing	System	17	2.2		
Total		767	100.0		

under18 How many under 18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	461	60.1	61.6	61.6
	1	107	13.9	14.2	75.8
	2	117	15.3	15.7	91.5
	3	50	6.5	6.7	98.2
	4	9	1.2	1.2	99.4
	5	4	.5	.5	99.9
	6	1	.1	.1	100.0
	Total	749	97.6	100.0	
Missing	99 refusal	1	.1		
	System	17	2.2		
	Total	18	2.4		
Total		767	100.0		

cellshar Do Any of these adults share this Phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	14	1.8	6.7	6.7
	2 No	195	25.5	93.3	100.0
	Total	209	27.3	100.0	
Missing	System	558	72.7		
Total		767	100.0		

cellcomp Composition of phone calls received or made

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Almost all on landline	96	12.6	16.0	16.0
	2 Most of them on landline	150	19.6	24.9	40.9
	3 Calls on landline and cell about equal	166	21.6	27.4	68.3
	4 Most of them on cell	130	16.9	21.5	89.9
	5 Almost all on cell	61	8.0	10.1	100.0
	Total	604	78.7	100.0	
Missing	8 Don't know/	4	.5		
	9 Refused	1	.1		
	System	159	20.7		
	Total	163	21.3		
Total		767	100.0		

celcount How many have their own Cell Phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	74	9.6	13.1	13.1
	1	351	45.8	62.5	75.6
	2	94	12.2	16.7	92.3
	3	28	3.6	4.9	97.2
	4	13	1.7	2.3	99.5
	5	3	.4	.5	100.0
	Total	562	73.2	100.0	
Missing	99	2	.3		
	System	203	26.5		
	Total	205	26.8		
Total		767	100.0		

phone1a Is Landline Phone Number Listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	144	18.8	79.4	79.4
	2 No	37	4.9	20.6	100.0
	Total	181	23.6	100.0	
Missing	8 Don't know	6	.8		
	System	580	75.6		
	Total	586	76.4		
Total		767	100.0		

phone1b Is Number dialed Listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	446	58.1	92.1	92.1
	2 No	38	5.0	7.9	100.0
	Total	484	63.1	100.0	
Missing	8 Don't know	12	1.6		
	9 Refused	1	.1		
	System	270	35.2		
Total	Total	283	36.9		
		767	100.0		

phone2 The Reason Number is listed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Unlisted/Unpublished	59	7.7	84.0	84.0
	2 Got number after phone book came out	11	1.5	16.0	100.0
	Total	70	9.1	100.0	
Missing	8 Don't know/Refused	6	.7		
	System	691	90.1		
	Total	697	90.9		
Total		767	100.0		

schkid Children attend County public schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	187	24.4	64.8	64.8
	2 No	102	13.3	35.2	100.0
	Total	289	37.7	100.0	
Missing	System	478	62.3		
Total		767	100.0		

schpriv Children attend private schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	37	4.8	15.7	15.7
	2 No	198	25.8	84.3	100.0
	Total	234	30.6	100.0	
Missing	System	533	69.4		
Total		767	100.0		

schhom Children home-schooled

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	10	1.4	4.5	4.5
	2 No	224	29.2	95.5	100.0
	Total	234	30.6	100.0	
Missing	System	533	69.4		
Total		767	100.0		

schsat Quality of the education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	113	14.8	59.8	59.8
	2 Somewhat satisfied	61	7.9	32.0	91.8
	3 Somewhat dissatisfied	15	2.0	7.9	99.7
	4 Very dissatisfied	1	.1	.3	100.0
	Total	190	24.7	100.0	
Missing	8 Unable to rate/Don't know	2	.2		
	System	575	75.0		
	Total	577	75.3		
Total		767	100.0		

pssat Public schools in the past five years

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Gotten better	94	12.2	32.4	32.4
	2 Gotten worse	40	5.2	13.9	46.3
	3 Stayed the same	155	20.2	53.7	100.0
	Total	289	37.7	100.0	
Missing	8 Don't know	158	20.6		
	9 Refused	1	.1		
	System	319	41.6		
	Total	478	62.3		
Total		767	100.0		

psjob Rating: skills for getting a job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Gotten better	66	8.7	27.2	27.2
	2 Gotten worse	31	4.1	12.9	40.1
	3 Stayed the same	146	19.0	59.9	100.0
	Total	244	31.8	100.0	
Missing	8 Don't know	203	26.5		
	9 Refused	1	.1		
	System	319	41.6		
	Total	523	68.2		
Total		767	100.0		

pscol Rating: skills for pursuing a college degree

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Gotten better	99	12.9	40.0	40.0
	2 Gotten worse	26	3.3	10.4	50.4
	3 Stayed the same	122	15.9	49.6	100.0
	Total	246	32.1	100.0	
Missing	8 Don't know	200	26.1		
	9 Refused	1	.1		
	System	319	41.6		
	Total	521	67.9		
Total		767	100.0		

aceffi School board actions increased the efficiency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	97	12.7	47.1	47.1
	2 No	109	14.3	52.9	100.0
	Total	207	27.0	100.0	
Missing	8 Don't know/No answer	241	31.4		
	System	319	41.6		
	Total	560	73.0		
Total		767	100.0		

rgender Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3 Male	347	45.2	46.3	46.3
	4 Female	403	52.5	53.7	100.0
	Total	750	97.8	100.0	
Missing	System	17	2.2		
Total		767	100.0		

work Type of work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Working full time	409	53.3	54.9	54.9
	2 Working part time	84	10.9	11.2	66.1
	3 Looking for work	18	2.3	2.4	68.5
	4 Homemaker	37	4.8	4.9	73.4
	5 Retired	144	18.8	19.4	92.8
	6 Student	41	5.4	5.5	98.3
	7 Other	13	1.6	1.7	100.0
	Total	745	97.2	100.0	
Missing	9 Refused	4	.6		
	System	17	2.2		
	Total	22	2.8		
Total		767	100.0		

ownhome Own your own home, or are you renting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Owns	492	64.2	65.8	65.8
	2 Rents	231	30.2	30.9	96.8
	3 Other	24	3.1	3.2	100.0
	Total	748	97.5	100.0	
Missing	9 Refused	2	.3		
	System	17	2.2		
	Total	19	2.5		
Total		767	100.0		

typehome Type of home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 A single family home	546	71.2	73.2	73.2
	2 An apartment	98	12.8	13.2	86.4
	3 A condominium or townhouse	76	10.0	10.2	96.6
	4 A mobile or trailer home	8	1.1	1.1	97.7
	5 Or some other type of home	17	2.3	2.3	100.0
	Total	747	97.3	100.0	
Missing	9 Refused	1	.2		
	System	19	2.5		
	Total	20	2.7		
Total		767	100.0		

kindplce Area where you live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Out in the country	255	33.3	34.7	34.7
	2 A rural village	90	11.7	12.2	46.9
	3 A suburban area	239	31.2	32.5	79.3
	4 An urban area close to the city	152	19.9	20.7	100.0
	Total	736	96.0	100.0	
Missing	8 Don't know	11	1.4		
	9 Refused	1	.1		
	System	19	2.5		
	Total	31	4.0		
Total		767	100.0		

married Marital status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Married	445	58.0	60.0	60.0
	2 Separated	13	1.7	1.8	61.8
	3 Divorced	85	11.1	11.5	73.3
	4 Widowed	61	8.0	8.3	81.6
	5 Never married	129	16.8	17.4	98.9
	6 Other	8	1.0	1.1	100.0
	Total	741	96.6	100.0	
Missing	9 Refused	7	.9		
	System	19	2.5		
	Total	26	3.4		
Total		767	100.0		

educ Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 9th grade	10	1.3	1.3	1.3
	2 9th-12th, but did not finish high school	24	3.1	3.2	4.5
	3 High school graduate	117	15.3	15.7	20.2
	4 Some college but no degree	108	14.0	14.5	34.7
	5 2-year college degree /a.a. /a.s	52	6.8	7.0	41.7
	6 4-year college degree /b.a. /b.s	198	25.9	26.6	68.3
	7 Some graduate work	30	3.9	4.0	72.4
	8 Completed masters or professional degree	147	19.2	19.8	92.2
	9 Advanced graduate work or ph.d.	58	7.6	7.8	100.0
	Total	744	97.0	100.0	
Missing	99 Refused	2	.3		
	System	21	2.7		
	Total	23	3.0		
Total		767	100.0		

educ5 Education 5 Cat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 High School grad or less	151	19.6	20.2	20.2
	2 Some college	160	20.8	21.5	41.7
	3 4 year degree	198	25.9	26.6	68.3
	4 Grad work	177	23.1	23.8	92.2
	5 Adv Grad/PhD	58	7.6	7.8	100.0
	Total	744	97.0	100.0	
Missing	System	23	3.0		
Total		767	100.0		

income Income ranges

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 [\$0 -- \$14,999]	16	2.1	2.7	2.7
	2 [\$15,000 -- \$34,999]	88	11.5	14.4	17.1
	3 [\$35,000 -- \$49,999]	96	12.6	15.8	32.9
	4 [\$50,000 -- \$74,999]	111	14.4	18.1	51.0
	5 [\$75,000 -- \$99,999]	107	13.9	17.5	68.4
	6 [\$100,000 - \$149,999]	112	14.6	18.3	86.8
	7 [\$150,000 +]	81	10.5	13.2	100.0
	Total	611	79.6	100.0	
Missing	8 don't know	34	4.4		
	9 refused	102	13.3		
	System	21	2.7		
	Total	156	20.4		
Total		767	100.0		

race Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 White	626	81.6	86.2	86.2
	2 Black	61	7.9	8.4	94.6
	3 Asian	21	2.7	2.9	97.4
	4 American indian	9	1.1	1.2	98.6
	6 Other	10	1.3	1.4	100.0
	Total	726	94.7	100.0	
Missing	9 Refused/no answer	18	2.3		
	System	23	3.0		
	Total	41	5.3		
Total		767	100.0		

race3 Race 3 cat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 White	622	81.1	85.6	85.6
	2 Black	59	7.7	8.2	93.8
	3 Others	45	5.9	6.2	100.0
	Total	726	94.7	100.0	
Missing	System	41	5.3		
Total		767	100.0		

hispanic Hispanic origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	28	3.7	3.8	3.8
	2 No	708	92.3	96.2	100.0
	Total	736	96.0	100.0	
Missing	8 Don't know	4	.5		
	9 Refused to answer	4	.5		
	System	23	3.0		
	Total	31	4.0		
Total		767	100.0		

agecat5 Age (5 Categories)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18-25	65	8.5	9.0	9.0
	2 26-37	115	15.1	16.0	25.0
	3 38-49	177	23.0	24.4	49.4
	4 50-64	223	29.1	30.9	80.3
	5 65 & over	143	18.6	19.7	100.0
	Total	723	94.3	100.0	
Missing	System	44	5.7		
Total		767	100.0		

district

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 RA1	100	13.0	14.0	14.0
	2 RA2	65	8.5	9.2	23.2
	3 RA3	138	17.9	19.3	42.5
	4 RA4	82	10.6	11.5	53.9
	5 N1-N7	225	29.3	31.6	85.5
	6 Crozet	35	4.6	4.9	90.5
	7 Holly/Piney	53	6.9	7.5	97.9
	8 RIV	15	1.9	2.1	100.0
	Total	712	92.8	100.0	
Missing	97 Missingg	45	5.8		
	98 Don't Know	10	1.3		
	Total	55	7.2		
Total		767	100.0		

Appendix E:
Item Comparison between 2006 and 2008
(with and without 08 Cell Phone Sample)

TABLE E1: Importance Ratings of Physical Items between 2006 and 2008 (with and without 08 Cell Phone Sample)*

Table E1	NO 08 CELL-PHONE			WITH 08 CELL-PHONE	
	2006 (4)	2008 (5)		2006 (4)	2008 (5)
	Mean	Mean		Mean	Mean
physa_1i Govt efforts - protect and preserve County's rural character	75.9% ⁽⁵⁾	64.4%		75.9% ⁽⁵⁾	62.9%
physa_2i Govt efforts - protect natural resources and environment	81.1% ⁽⁵⁾	70.1%		81.1% ⁽⁵⁾	70.3%
physa_3i Govt efforts - make it easy to get around by car	71.9% ⁽⁵⁾	59.5%		71.9% ⁽⁵⁾	64.1%
physa_4i Govt efforts - assure economic growth and job opps	63.9%	68.3%		63.9%	64.5%
physa_5i Govt efforts - provide parks and recreation space	68.5%	65.3%		68.5%	67.3%
physa_6i Govt efforts - make it easy to use public transportation	59.6%	62.0%		59.6%	56.5%
physa_7i Govt efforts - preserve historic buildings and places	53.9%	53.2%		53.9%	51.8%
physa_8i Govt efforts - provide police protection	91.5%	88.6%		91.5%	90.8%
physa_9i Govt efforts - provide fire protection	93.9% ⁽⁵⁾	89.5%		93.9% ⁽⁵⁾	89.7%
physa_10i Govt efforts - provide emergency rescue services	95.1%	93.5%		95.1% ⁽⁵⁾	90.5%
physa_11i Govt efforts - ensure safety for walkers and bicyclists	68.6%	70.0%		68.6%	62.1%
physa_12i Govt efforts - ensure safety in business areas	82.4%	79.3%		82.4%	78.9%
physa_13i Govt efforts - ensure safety at or near residence	75.9%	82.9%		75.9%	83.9% ⁽⁴⁾
physa_14i Govt efforts - maintain QOL dealing with growth and develop	85.1% ⁽⁵⁾	71.4%		85.1% ⁽⁵⁾	72.8%
physa_15i Govt efforts - provide needed public facilities	77.8%	79.7%		77.8%	79.5%
physa_16i Govt efforts - provide needed infrastructure	82.2%	75.9%		82.2% ⁽⁵⁾	75.6%
physa_17i Govt efforts - promote development of affordable housing	66.1%	64.5%		66.1%	62.8%
physa_18i Govt efforts - protect water resources	92.2%	90.2%		92.2%	88.8%
physa_19i Govt efforts - provide library services	75.3% ⁽⁵⁾	59.8%		75.3% ⁽⁵⁾	64.2%
physa_20i Govt efforts - manage growth in the county	77.4% ⁽⁵⁾	69.8%		77.4% ⁽⁵⁾	68.4%

* A mean rating with a superscript indicates that this mean is significantly higher (at the 5% level) than the mean in the column corresponding to the superscript.

TABLE E2: Importance Ratings of Social Items between 2006 and 2008 (with and without 08 Cell Phone Sample)*

Table E2	NO 08 CELL-PHONE			WITH 08 CELL-PHONE	
	2006 (4)	2008 (5)		2006 (4)	2008 (5)
	Mean	Mean		Mean	Mean
soc_a_1i Social efforts - providing quality education to school children	96.5%	98.0%		96.5%	99.0%
soc_a_2i Social efforts - supporting programs for youth	77.3%	71.8%		77.3%	74.6%
soc_a_3i Social efforts - supporting cultural and entertainment opps	43.8% ⁽⁵⁾	29.7%		43.8% ⁽⁵⁾	33.5%
soc_a_4i Social efforts - provide programs to help elderly population	76.4%	69.7%		76.4%	70.3%
soc_a_5i Social efforts - supporting affordable child-care	60.1% ⁽⁵⁾	45.3%		60.1%	58.3%
soc_a_6i Social efforts - providing support for people in financial need	57.8% ⁽⁵⁾	47.3%		57.8%	54.4%
soc_a_7i Social efforts - providing effective service to our customers	88.6% ⁽⁵⁾	76.1%		88.6% ⁽⁵⁾	72.9%
soc_a_8i Social efforts - providing learning opportunities for adults	56.1%	48.9%		56.1% ⁽⁵⁾	45.2%
soc_a_9i Social efforts - providing fair property tax assessments	86.9%	82.7%		86.9% ⁽⁵⁾	77.1%
soc_a_10i Social efforts - providing services to disadvantaged people	74.2%	73.1%		74.2%	77.1%
soc_a_11i Social efforts - promoting tourism in our area	39.4% ⁽⁵⁾	30.1%		39.4% ⁽⁵⁾	31.5%
soc_a_12i Social efforts - providing opps for citizen input	84.0% ⁽⁵⁾	73.6%		84.0% ⁽⁵⁾	76.5%
soc_a_13i Social efforts - providing recycling services	72.6%	73.5%		72.6%	74.6%

TABLE E3: Satisfaction Ratings of Physical Items between 2006 and 2008 (with and without 08 Cell Phone Sample)*

Table E3	NO 08 CELL-PHONE			WITH 08 CELL-PHONE	
	2006 (4)	2008 (5)		2006 (4)	2008 (5)
	Mean	Mean		Mean	Mean
physb_1d Govt efforts - protect and preserve County's rural character	65.7%	73.4% ⁽⁴⁾		65.7%	77.1% ⁽⁴⁾
physb_2d Govt efforts - protect natural resources and environment	78.3%	78.7%		78.3%	84.0% ⁽⁴⁾
physb_3d Govt efforts - make it easy to get around by car	71.0%	79.4% ⁽⁴⁾		71.0%	77.7% ⁽⁴⁾
physb_4d Govt efforts - assure economic growth and job opps	76.8%	79.2%		76.8%	77.7%
physb_5d Govt efforts - provide parks and recreation space	90.4%	89.8%		90.4%	89.7%
physb_6d Govt efforts - make it easy to use public transportation	55.2%	57.5%		55.2%	61.6%
physb_7d Govt efforts - preserve historic buildings and places	93.5%	93.4%		93.5%	91.3%
physb_8d Govt efforts - provide police protection	91.4%	90.6%		91.4%	91.2%
physb_9d Govt efforts - provide fire protection	95.4%	93.4%		95.4%	95.5%
physb_10d Govt efforts - provide emergency rescue services	96.8% ⁽⁵⁾	93.1%		96.8% ⁽⁵⁾	92.5%
physb_11d Govt efforts - ensure safety for walkers and bicyclists	68.0%	65.1%		68.0%	71.8%
physb_12d Govt efforts - ensure safety in business areas	89.6%	93.0%		89.6%	93.8% ⁽⁴⁾
physb_13d Govt efforts - ensure safety at or near residence	94.7% ⁽⁵⁾	91.0%		94.7%	92.7%
physb_14d Govt efforts - maintain QOL dealing with growth and develop	73.4%	71.9%		73.4%	74.6%
physb_15d Govt efforts - provide needed public facilities	92.5%	92.8%		92.5%	93.9%
physb_16d Govt efforts - provide needed infrastructure	75.9%	76.7%		75.9%	80.9%
physb_17d Govt efforts - promote development of affordable housing	58.7%	56.6%		58.7%	56.5%
physb_18d Govt efforts - protect water resources	79.4%	74.0%		79.4%	75.6%
physb_19d Govt efforts - provide library services	93.8%	93.1%		93.8%	93.7%
physb_20d Govt efforts - manage growth in the county	55.6%	61.4%		55.6%	60.8%

TABLE E4: Satisfaction Ratings of Social Items between 2006 and 2008 (with and without 08 Cell Phone Sample)*

Table E4	NO 08 CELL-PHONE			WITH 08 CELL-PHONE	
	2006 (4)	2008 (5)		2006 (4)	2008 (5)
	Mean	Mean		Mean	Mean
soc_b_1d Social efforts - providing quality education to school children	88.0%	84.5%		88.0%	84.8%
soc_b_2d Social efforts - supporting programs for youth	78.1%	81.2%		78.1%	80.9%
soc_b_3d Social efforts - supporting cultural and entertainment opps	91.7% ⁽⁵⁾	86.4%		91.7%	87.6%
soc_b_4d Social efforts - provide programs to help elderly population	85.0%	85.2%		85.0%	83.8%
soc_b_5d Social efforts - supporting affordable child-care	65.4%	69.0%		65.4%	62.3%
soc_b_6d Social efforts - providing support for people in financial need	69.7%	68.6%		69.7%	68.5%
soc_b_7d Social efforts - providing effective service to our customers	90.2%	90.8%		90.2%	90.1%
soc_b_8d Social efforts - providing learning opportunities for adults	89.7%	88.6%		89.7%	90.5%
soc_b_9d Social efforts - providing fair property tax assessments	70.2%	63.2%		70.2% ⁽⁵⁾	58.4%
soc_b_10d Social efforts - providing services to disadvantaged people	75.1%	78.9%		75.1%	76.4%
soc_b_11d Social efforts - promoting tourism in our area	92.7%	90.8%		92.7%	93.6%
soc_b_12d Social efforts - providing opps for citizen input	81.3%	82.3%		81.3%	86.3%
soc_b_13d Social efforts - providing recycling services	56.6%	54.2%		56.6%	52.2%

TABLE E5: Satisfaction Ratings with Other Items between 2006 and 2008 (with and without 08 Cell Phone Sample)*

Table E5	NO 08 CELL-PHONE			WITH 08 CELL-PHONE	
	2006 (4)	2008 (5)		2006 (4)	2008 (5)
	Mean	Mean		Mean	Mean
qol10 Overall impression about Albemarle county	8.04	7.95		8.04	8.01
ctysatd How satisfied with the County services	90.6%	91.3%		90.6%	92.8%
ovalcontd Your experience contacting the county	78.1%	73.1%		78.1%	72.7%
govtserd Sat with keeping citizens informed about Govt programs and services	78.5%	80.8%		78.5%	79.0%
devarea2d Policy attpts to concentrate growth in areas desig for growth and increased serv	70.2%	74.4%		70.2%	75.3%
valued Satisfaction with giving value for tax dollar	84.9% ⁽⁵⁾	77.0%		84.9% ⁽⁵⁾	79.9%
schsatd Quality of the education	92.4%	89.1%		92.4%	91.8%

