

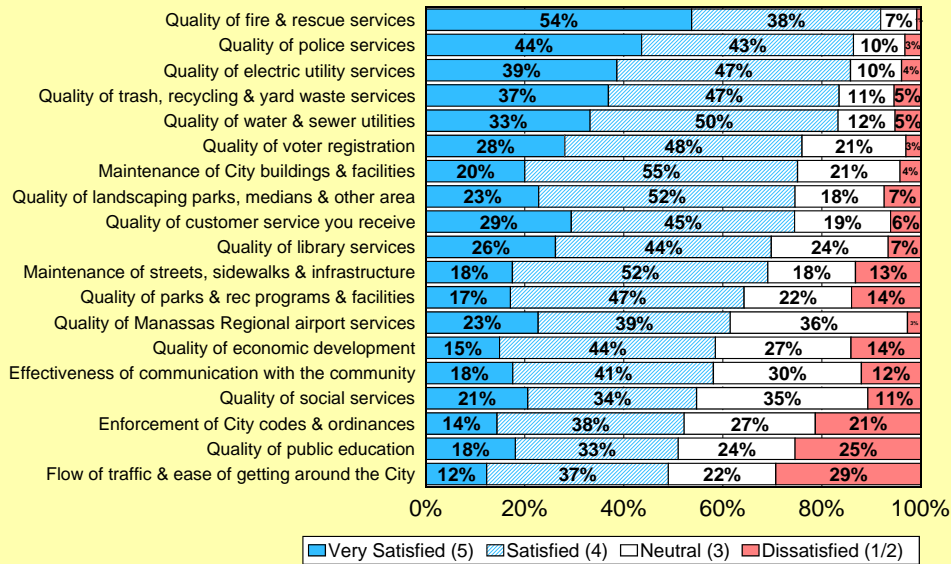
# Section 1

## *Charts and Graphs*

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## Q1. Overall Satisfaction With City Services by Major Category

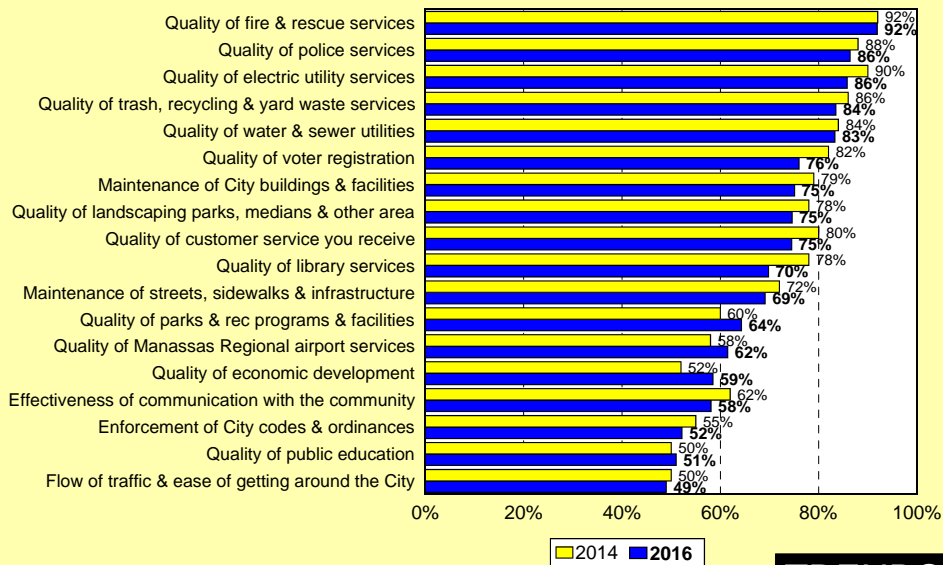
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Overall Satisfaction With City Services by Major Category - 2014 & 2016

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

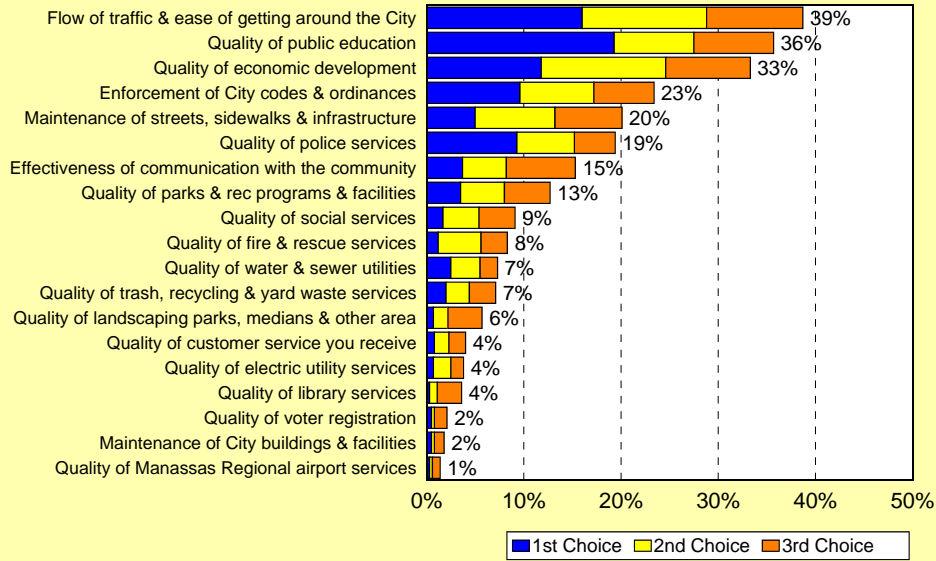


Source: ETC Institute (2016)

**TRENDS**

## Q2. City Items That Should Receive the Most Emphasis Over the Next Two Years

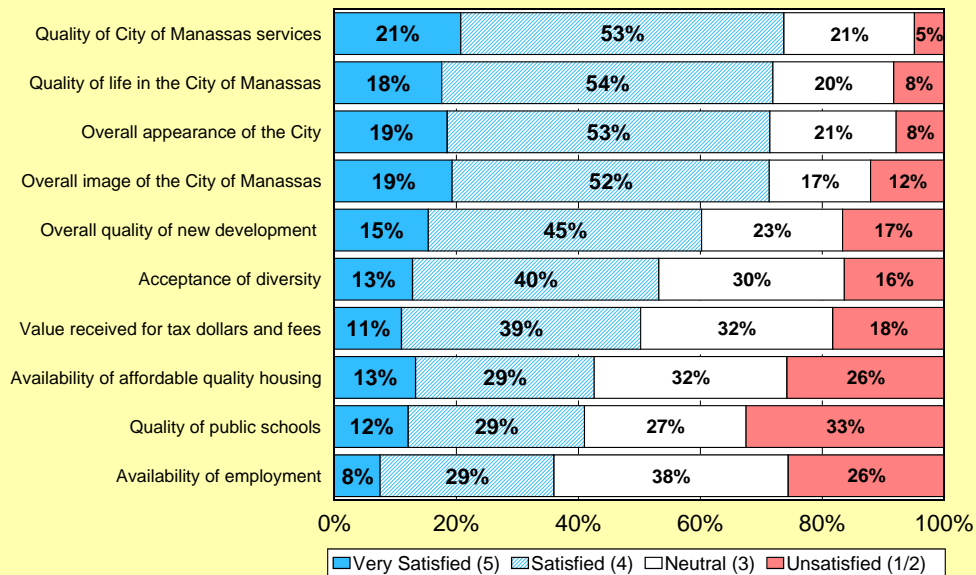
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

## Q3. Overall Perceptions of Manassas

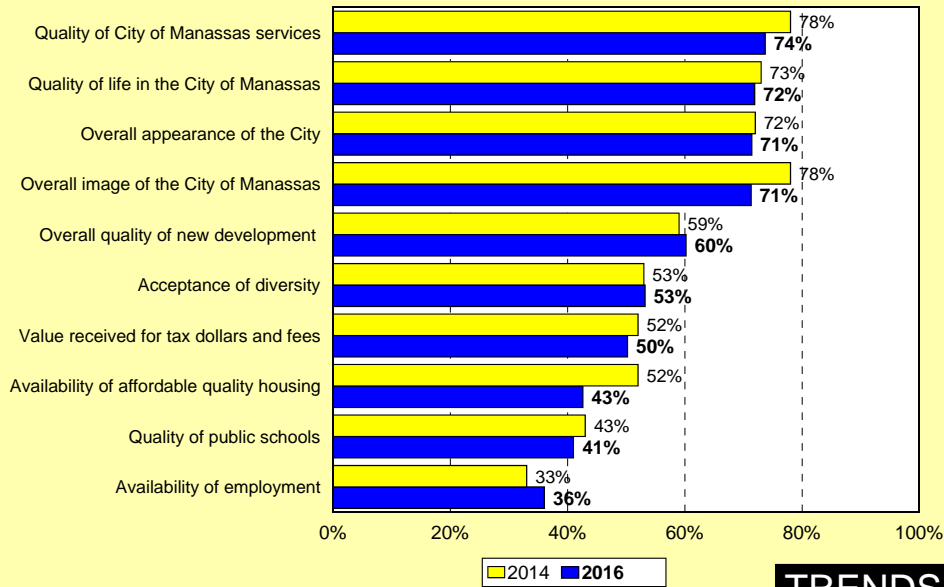
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Overall Perceptions of Manassas - 2014 & 2016

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

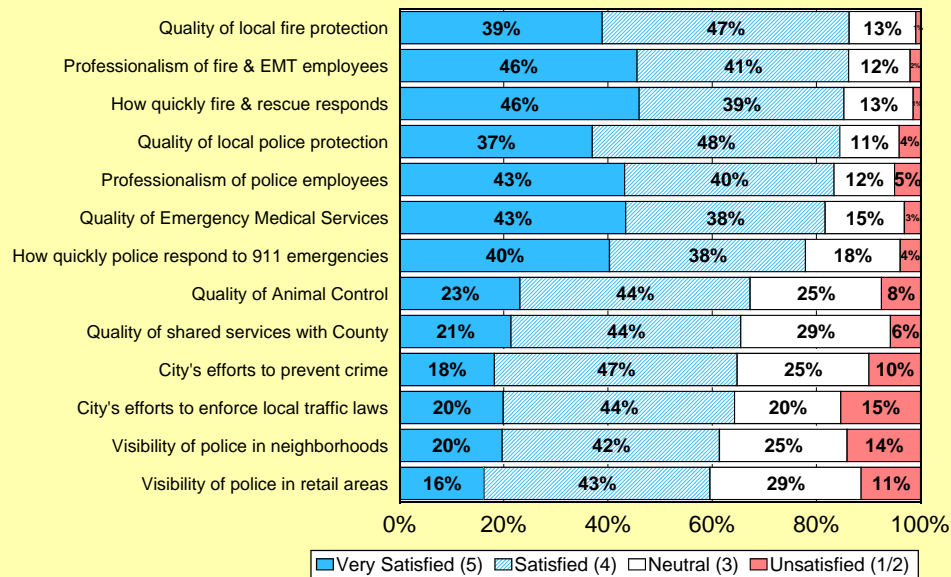


Source: ETC Institute (2016)

**TRENDS**

## Q4. Satisfaction with Various Aspects of Public Safety

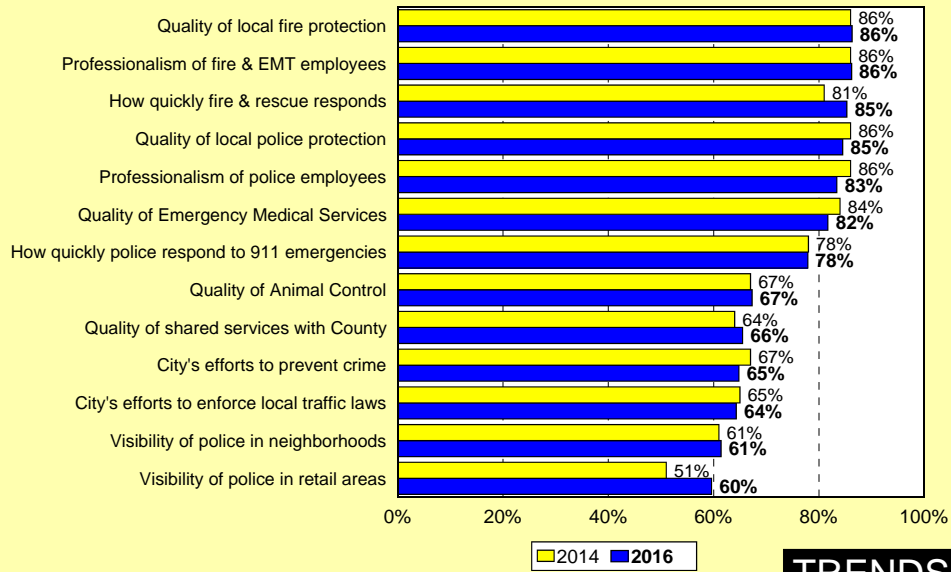
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Satisfaction with Various Aspects of Public Safety - 2014 & 2016

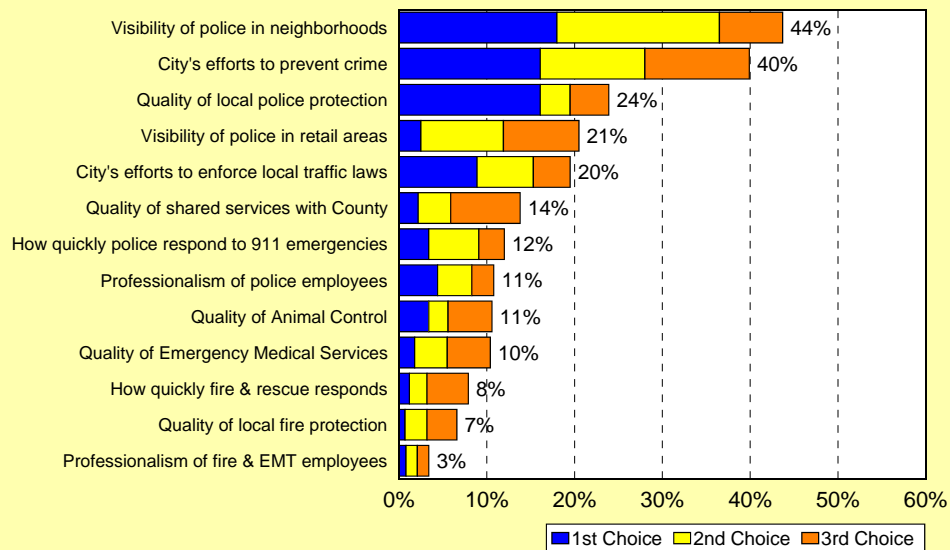
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2016)

## Q5. Public Safety Items That Should Receive the Most Emphasis Over the Next Two Years

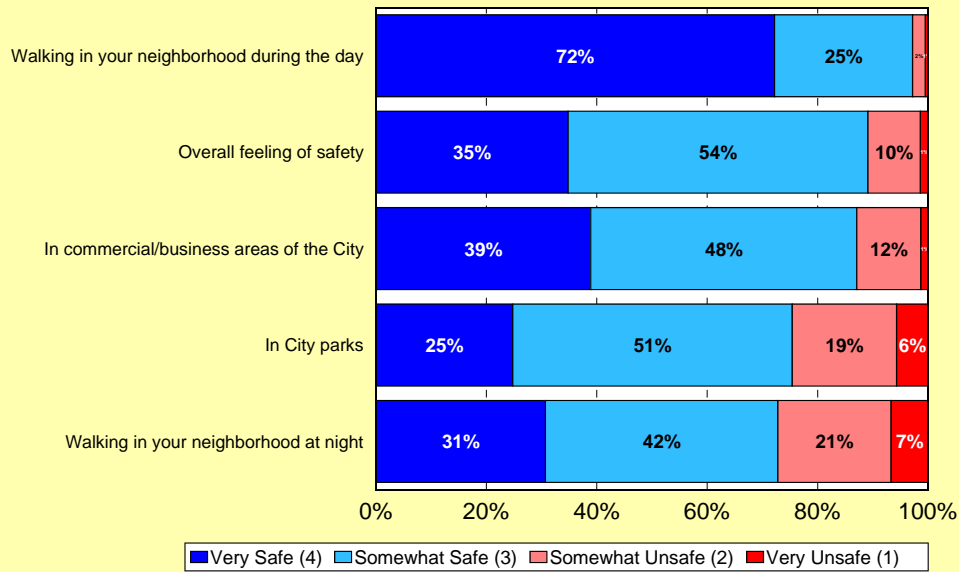
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q6. How Safe Residents Feel in Certain Situations

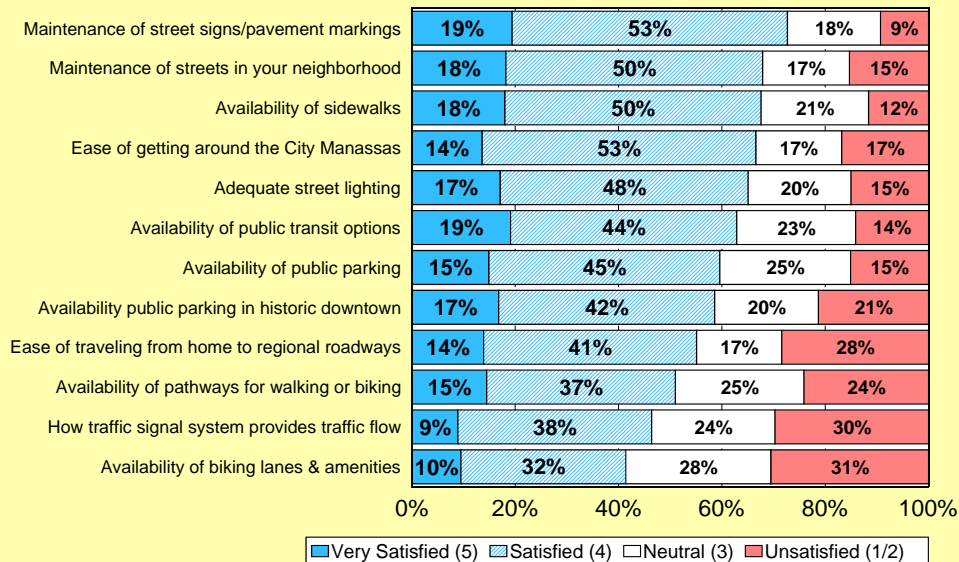
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q7. Resident Satisfaction with Transportation and Mobility

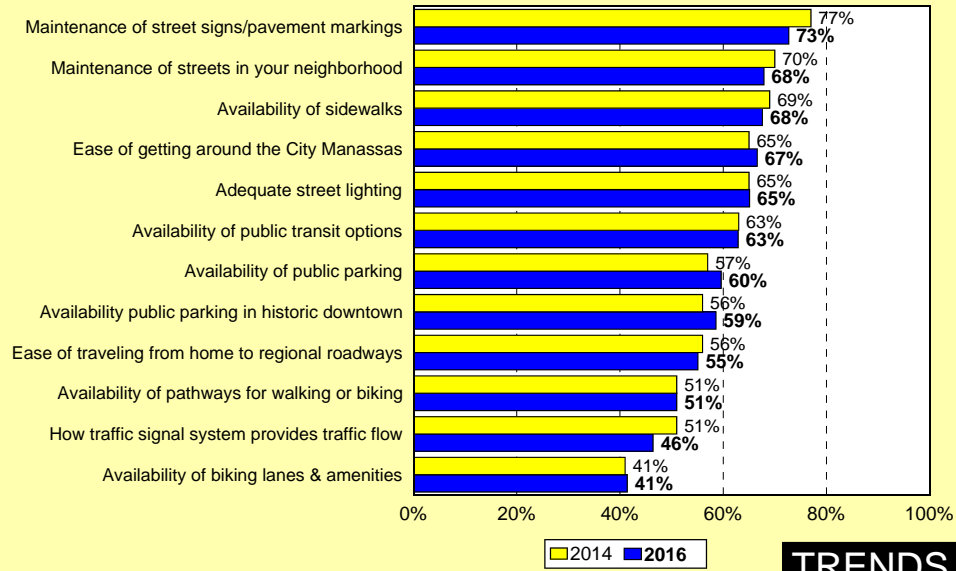
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

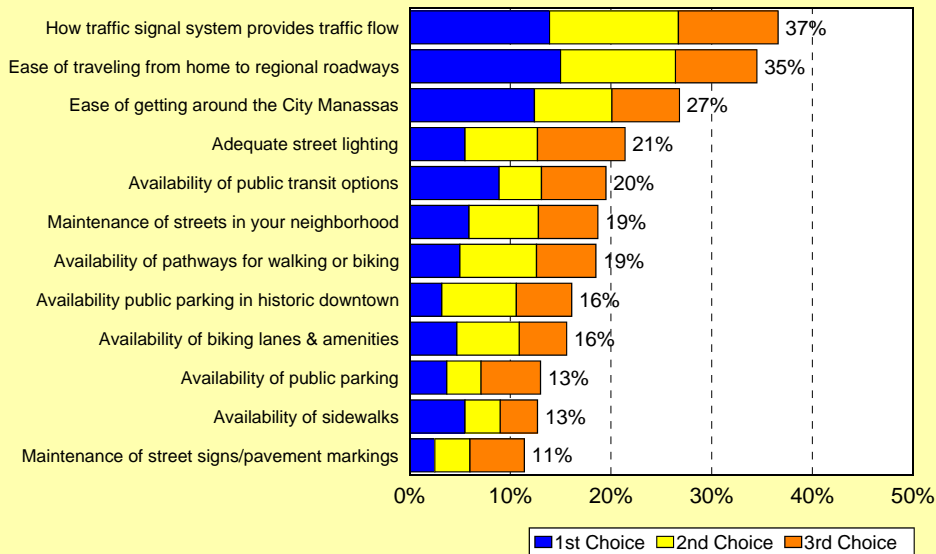
## Resident Satisfaction with Transportation and Mobility - 2014 & 2016

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



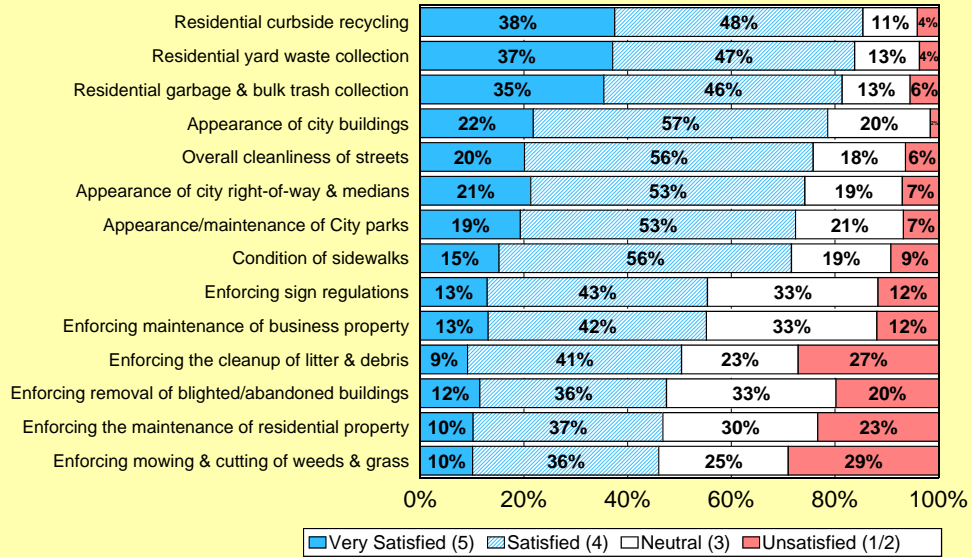
## Q8. Transportation and Mobility Issues That Should Receive the Most Emphasis Over the Next Two Years

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



### Q9. Resident Satisfaction with Community Appearance

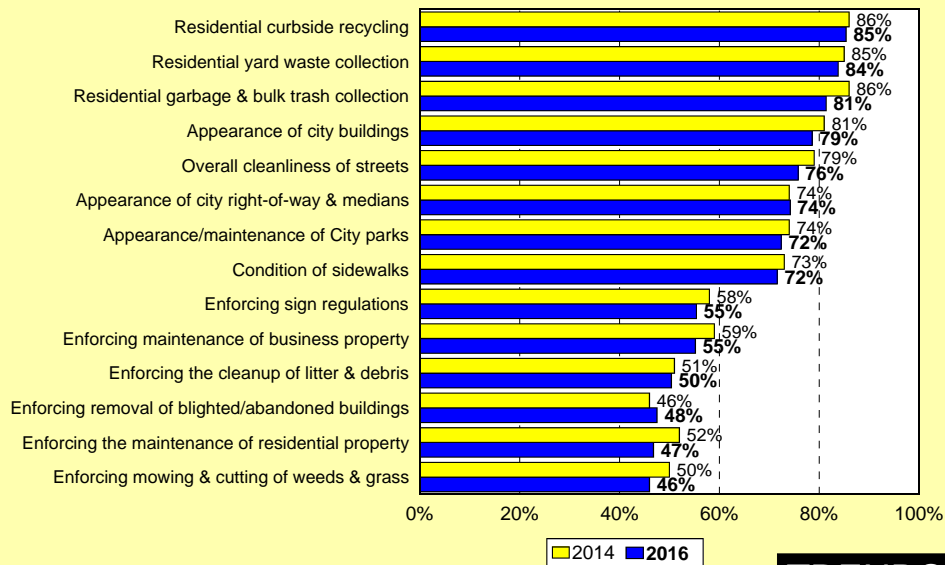
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Resident Satisfaction with Community Appearance - 2014 & 2016

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



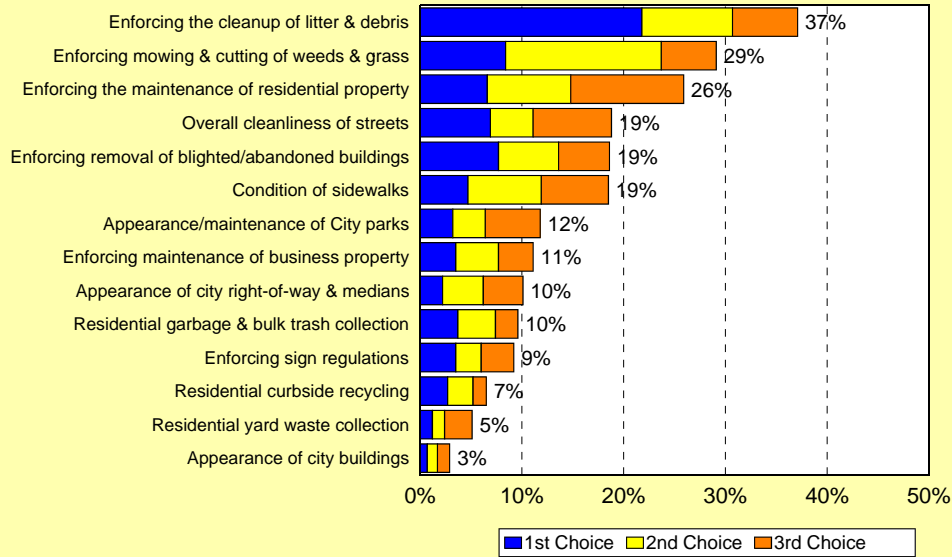
Source: ETC Institute (2016)

**TRENDS**



### Q10. Community Appearance Items That Should Receive the Most Emphasis Over the Next Two Years

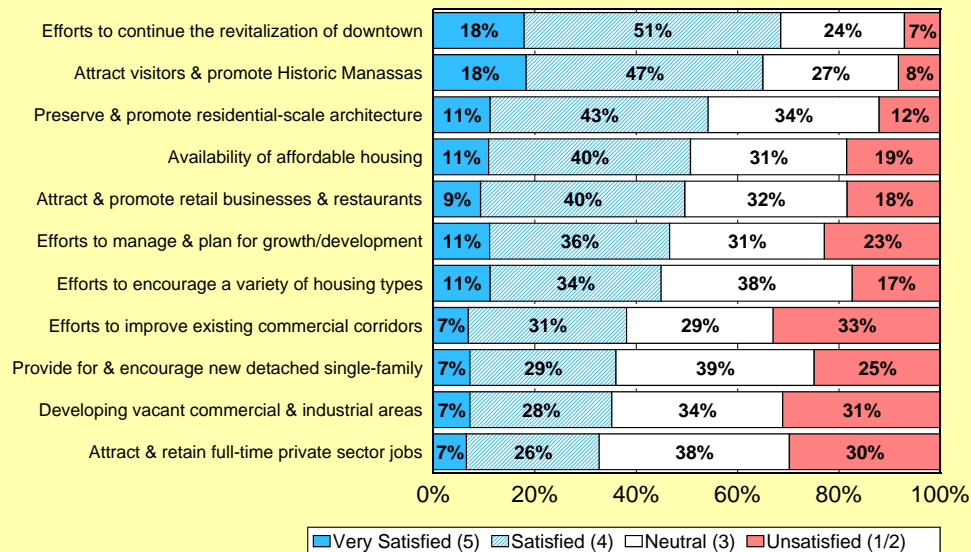
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q11. Resident Satisfaction with Planning and Economic Development

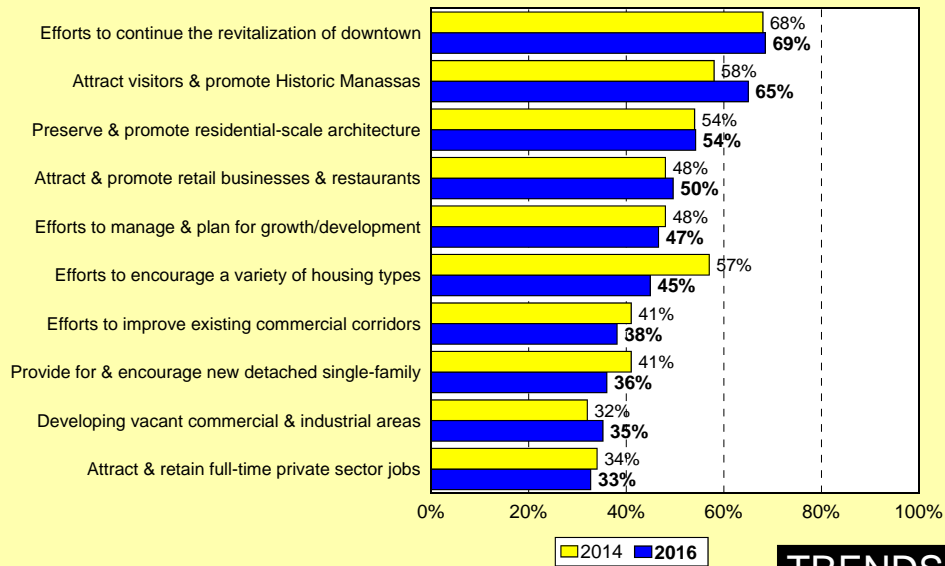
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Resident Satisfaction with Planning and Economic Development - 2014 & 2016

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

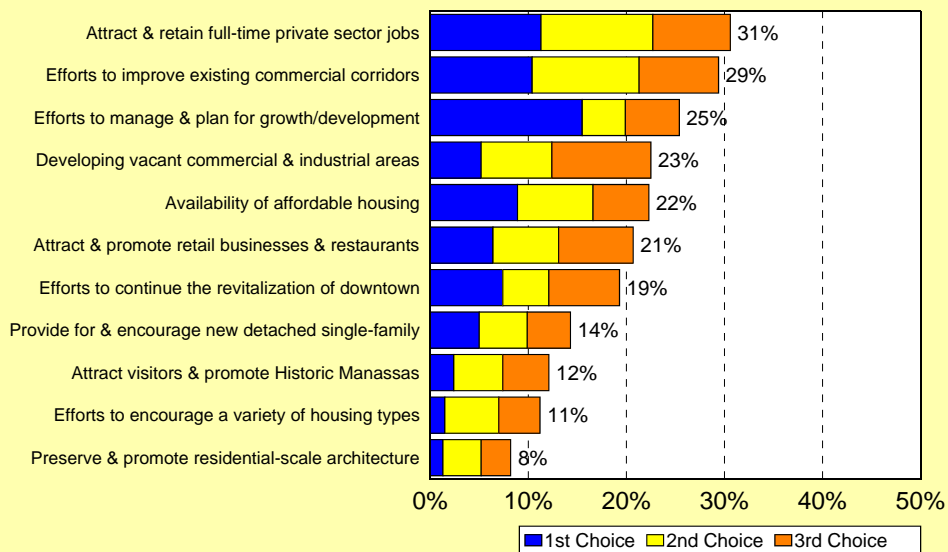


Source: ETC Institute (2016)

**TRENDS**

## Q12. Planning and Economic Development Items That Should Receive the Most Emphasis Over the Next Two Years

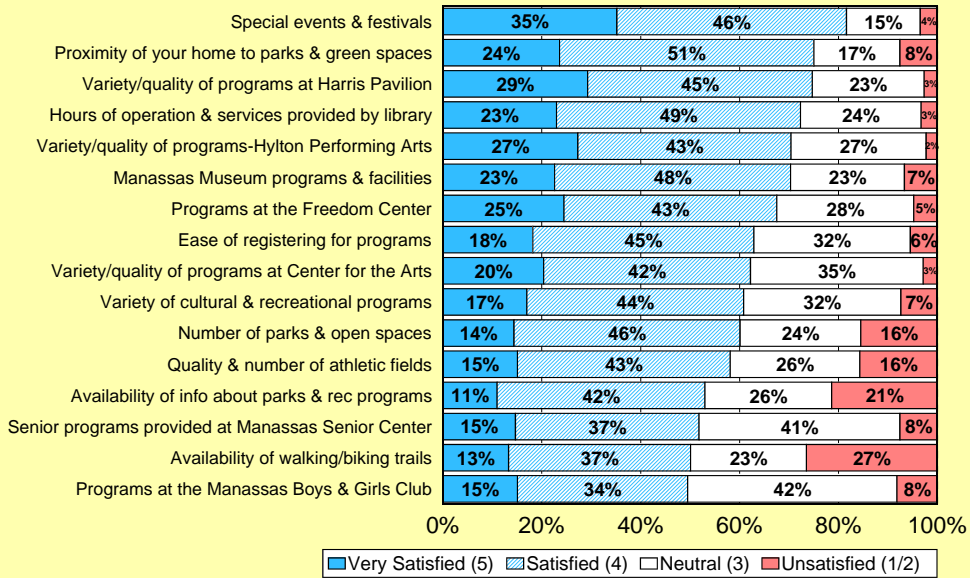
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q13. Satisfaction with Culture and Recreation

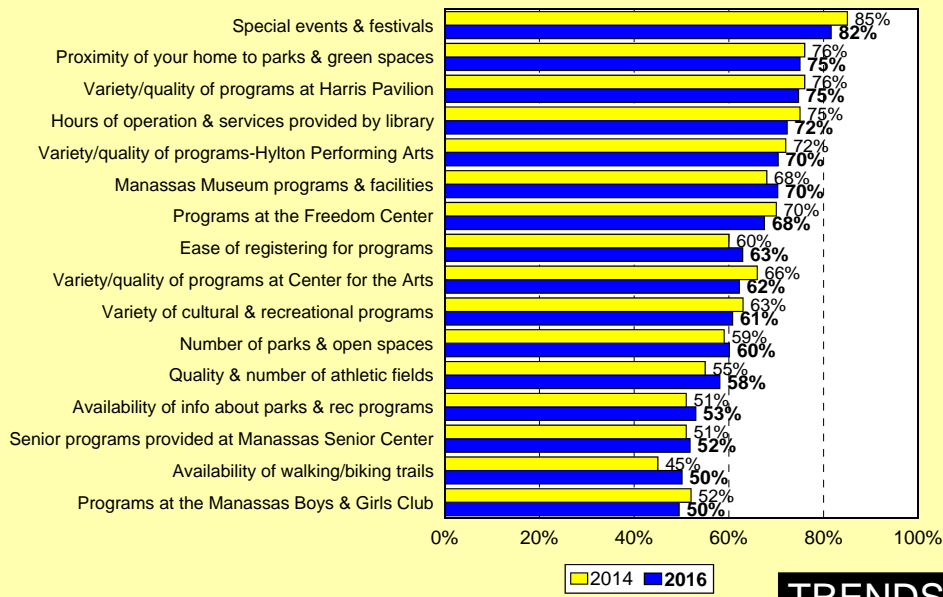
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Satisfaction with Culture and Recreation - 2014 & 2016

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

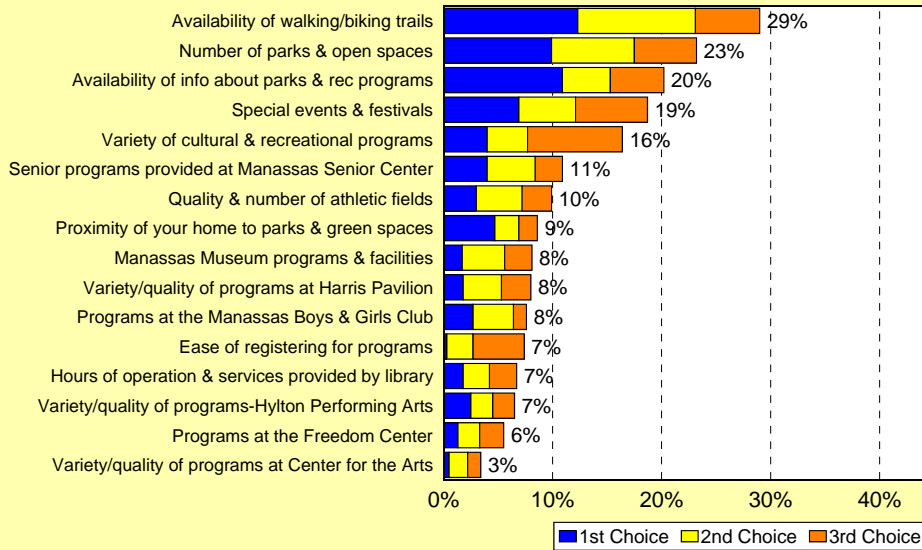


Source: ETC Institute (2016)

**TRENDS**

### Q14. Culture and Recreation Items That Should Receive the Most Emphasis Over the Next Two Years

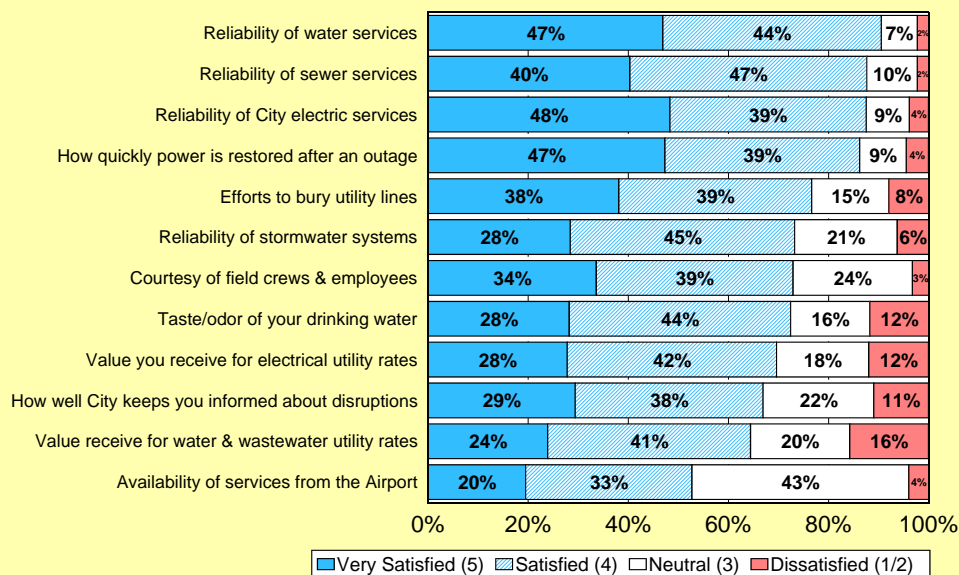
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q15. Satisfaction with Utilities

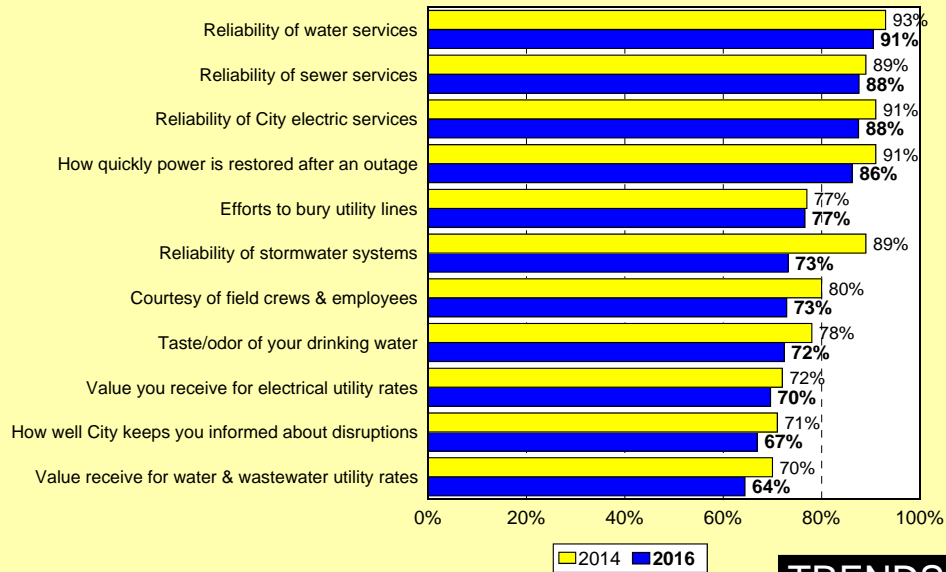
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Satisfaction with Utilities - 2014 & 2016

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

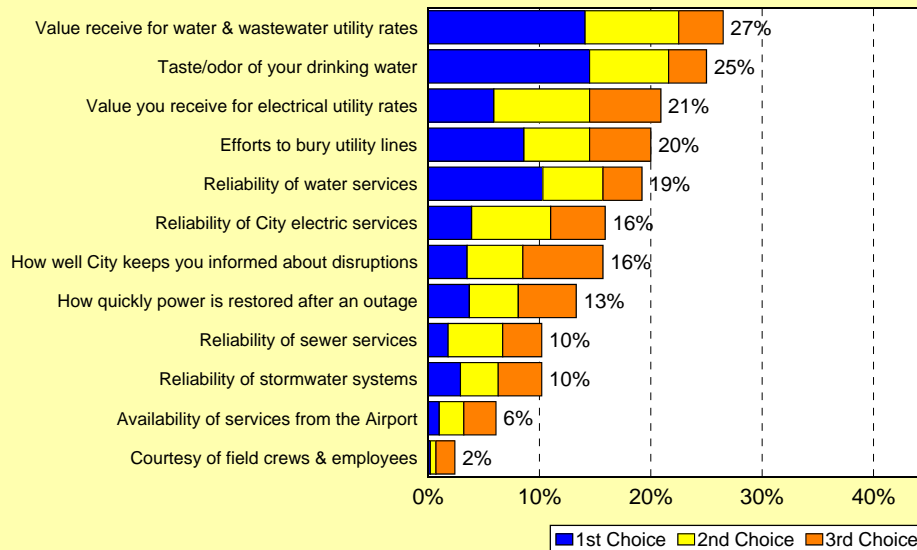


Source: ETC Institute (2016)

**TRENDS**

### Q16. Utilities That Should Receive the Most Emphasis Over the Next Two Years

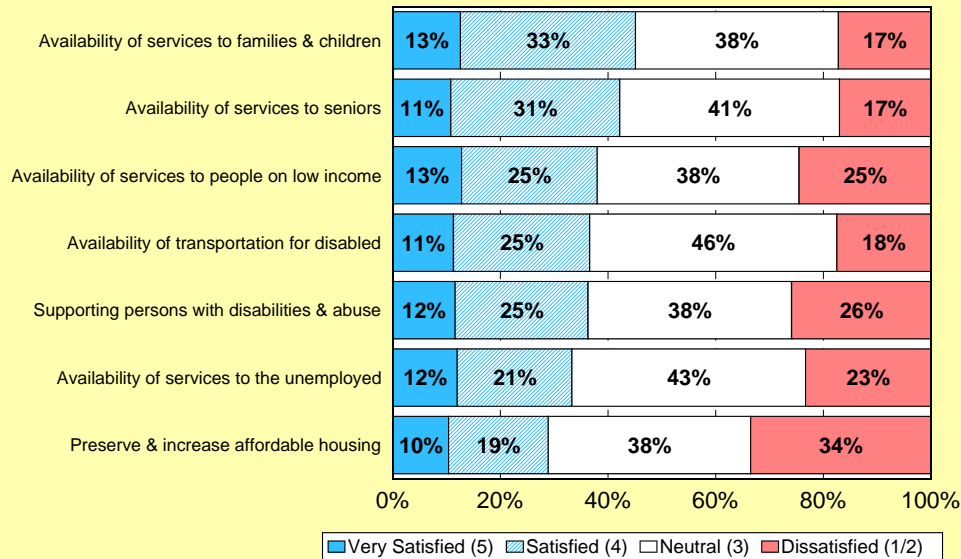
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q17. Satisfaction With Health and Human Services

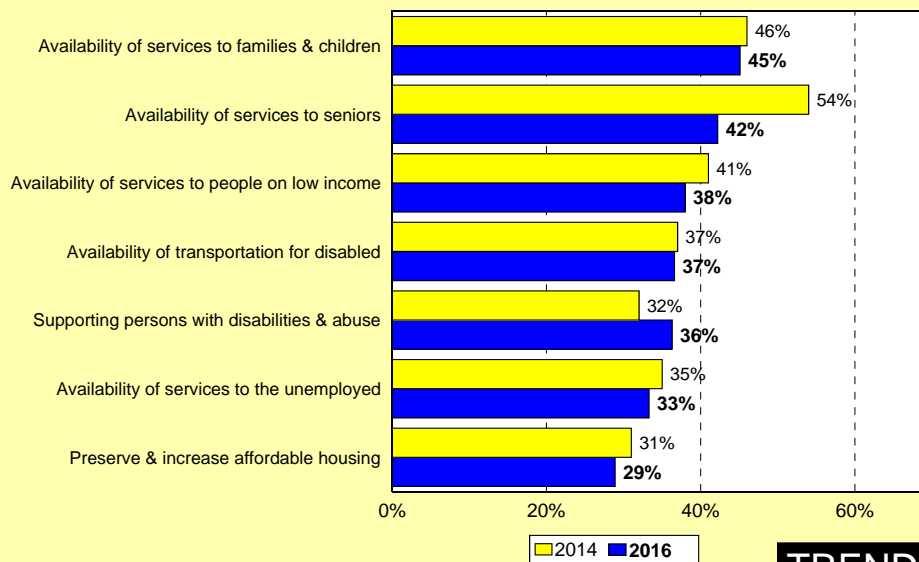
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Satisfaction with Health and Human Services - 2014 & 2016

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

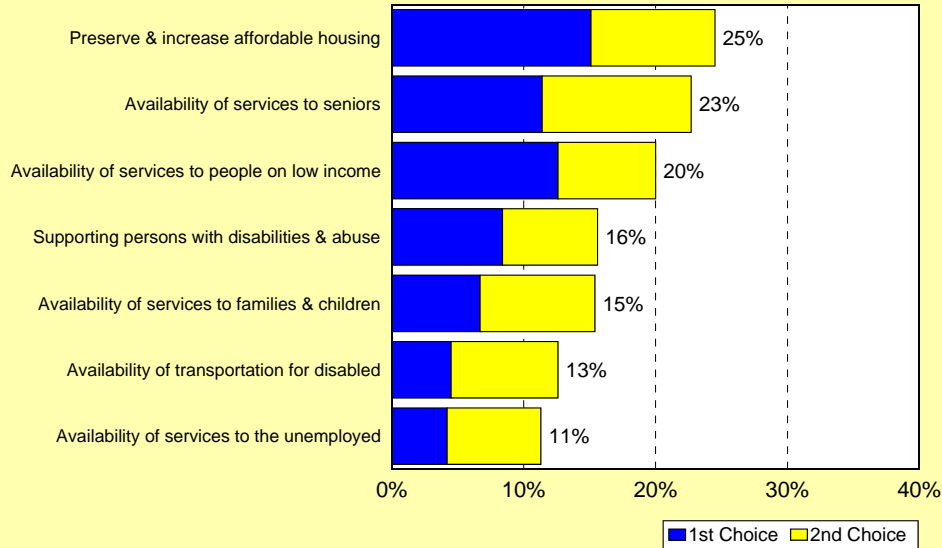


Source: ETC Institute (2016)

**TRENDS**

### Q18. Health and Human Service Items That Should Receive the Most Emphasis Over the Next Two Years

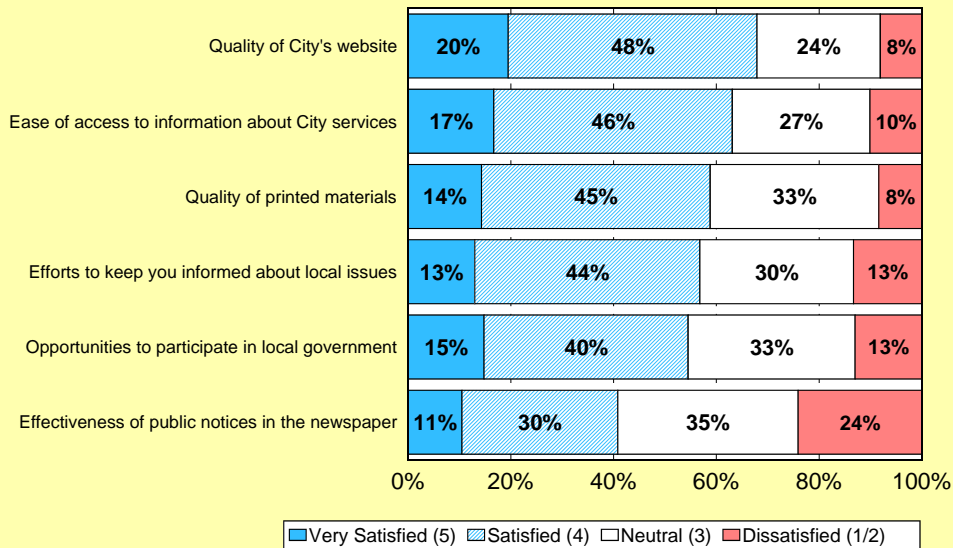
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016)

### Q19. Satisfaction With Public Communication and Outreach

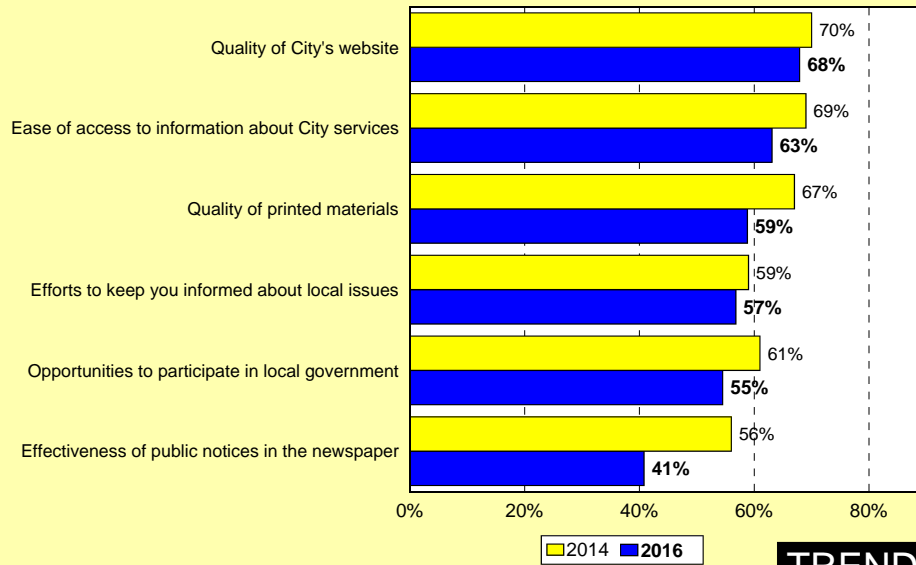
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Satisfaction with Public Communication and Outreach - 2014 & 2016

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

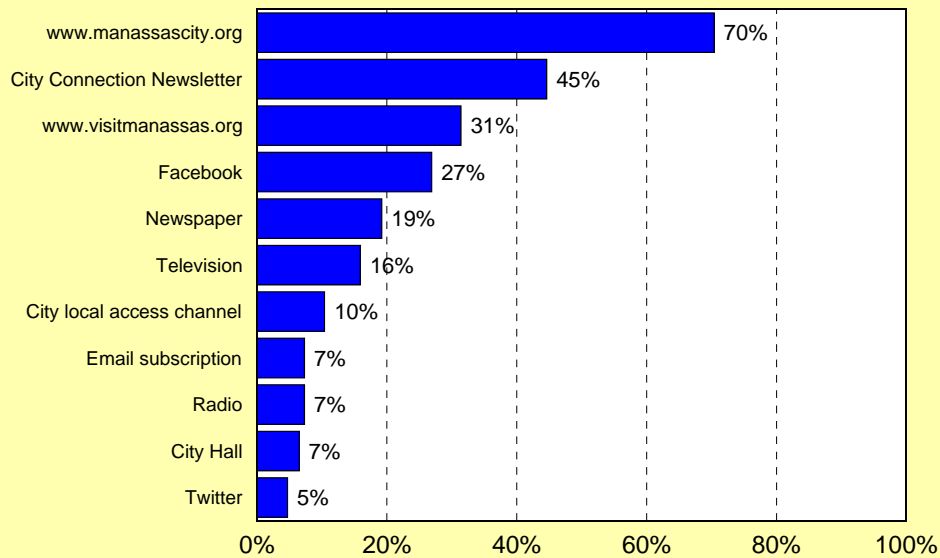


Source: ETC Institute (2016)

**TRENDS**

## Q20. Primary Sources of Information About City Issues, Services, and Events

by percentage of respondents (multiple choices could be made)

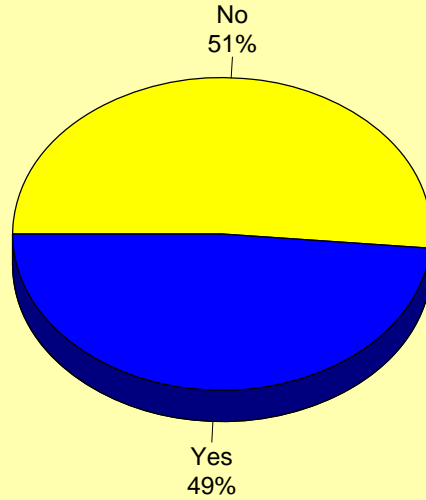


Source: ETC Institute (2016)



### Q21. Have you contacted the City during the past year?

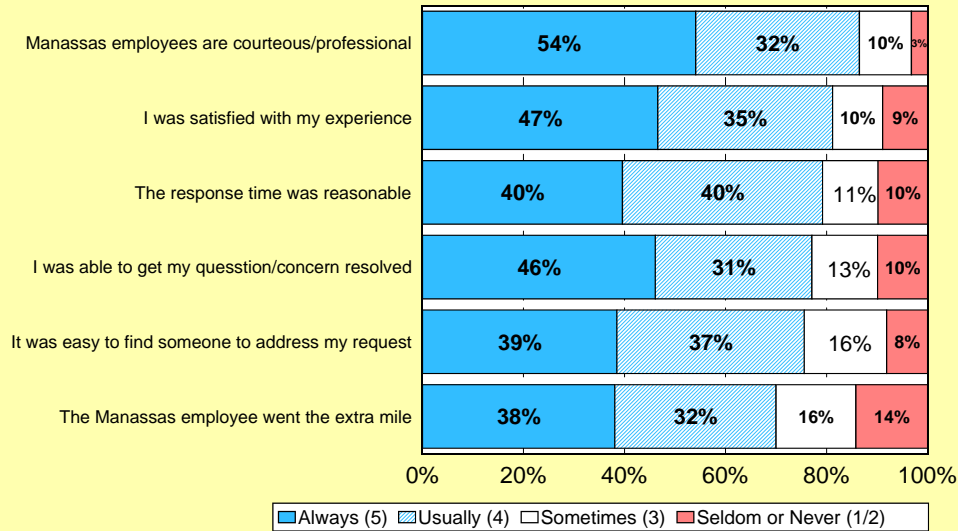
by percentage of respondents



Source: ETC Institute (2016)

### Q22. Satisfaction with Customer Service and Characteristics

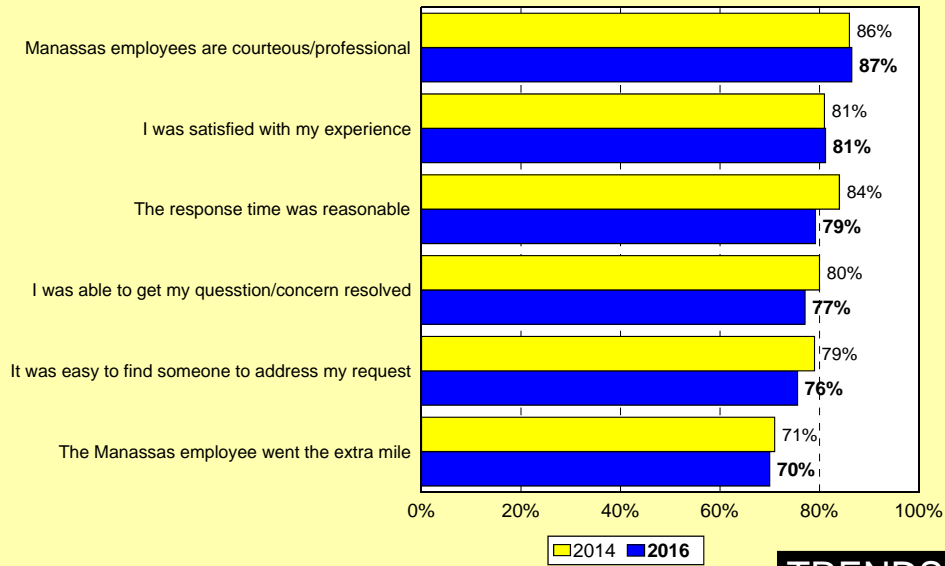
by percentage of respondents *who have contacted the City in the past year* and who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Satisfaction with Customer Service and Characteristics - 2014 & 2016

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

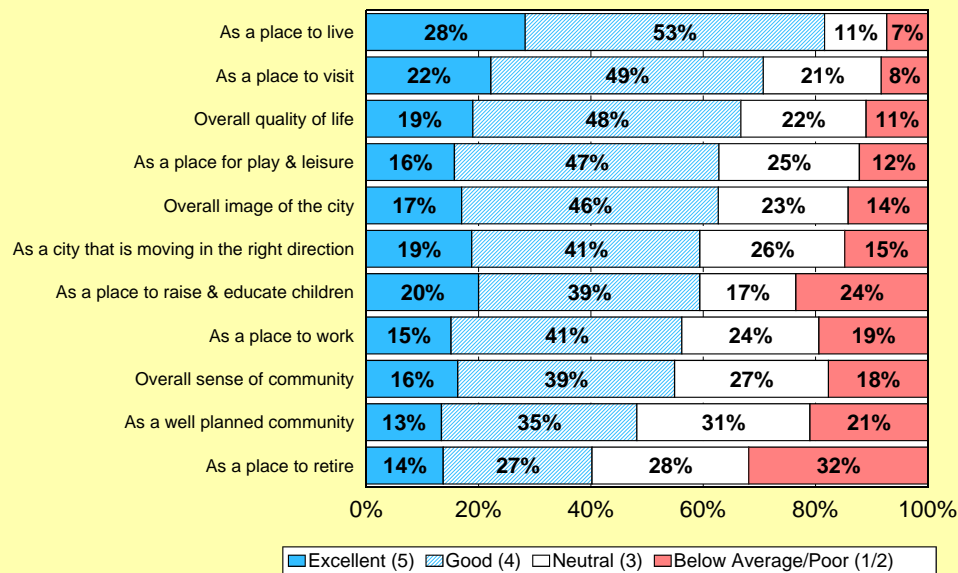


Source: ETC Institute (2016)

**TRENDS**

## Q23. Overall Opinion of Certain Aspects of the City

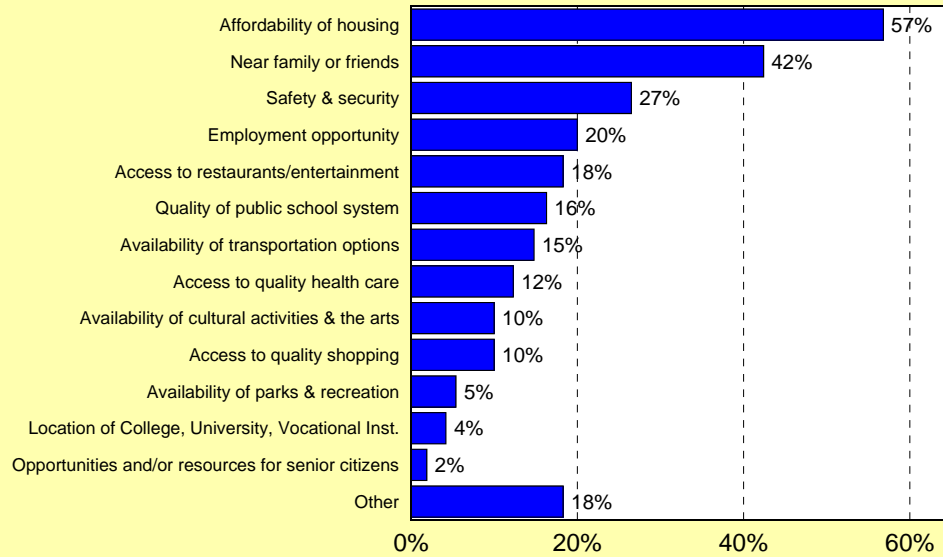
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q24. Most Important Factors Impacting Respondent Decision to Live in Manassas

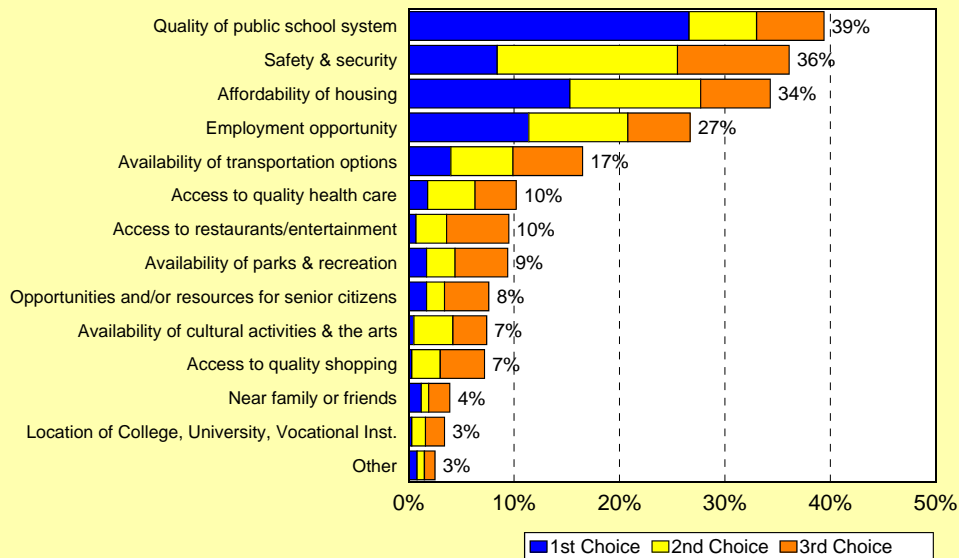
by percentage of respondents (up to three choices could be made)



Source: ETC Institute (2016)

### Q25. Reasons for Living in the City That Should Receive the Most Emphasis Over the Next Two Years

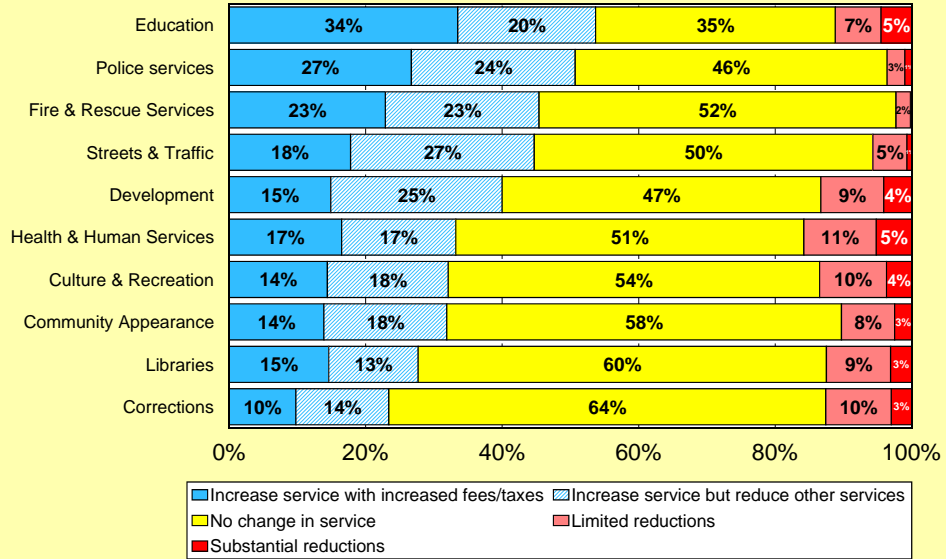
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q26. Level of Support for Budget Items Supported with General Tax Revenues

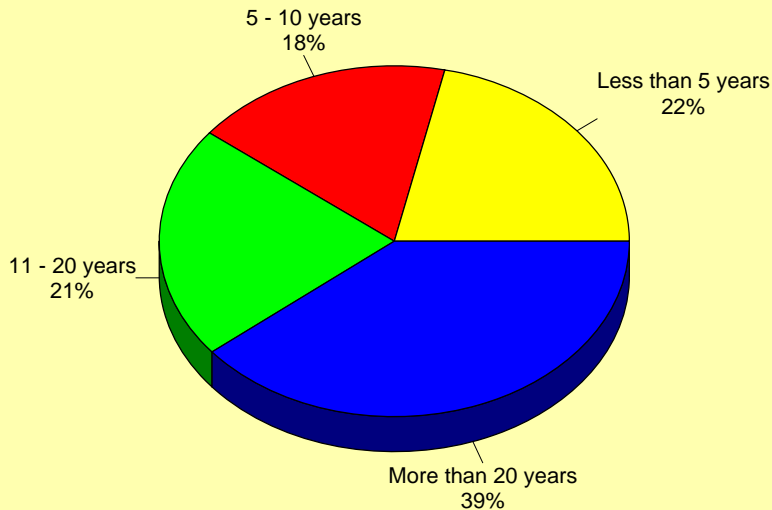
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q27. Demographics: Years Lived in the City of Manassas

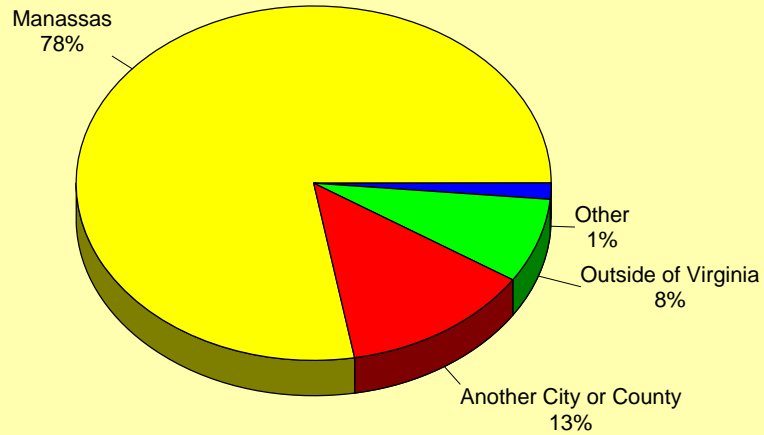
by percentage of respondents



Source: ETC Institute (2016)

### Q28. Demographics: Where Residents Plan to Live in the Next 2-5 Years

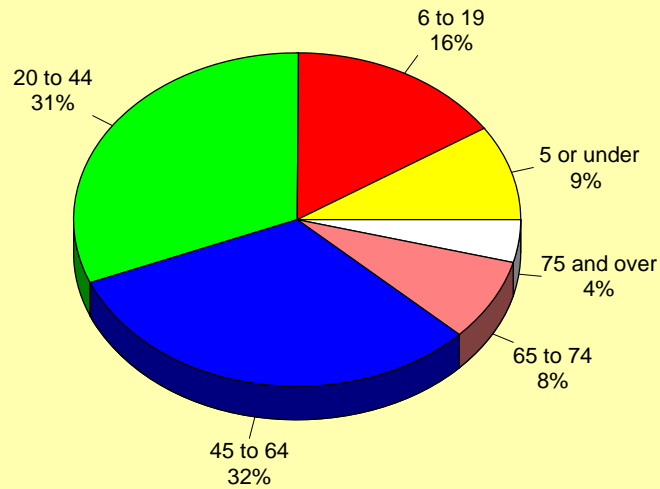
by percentage of respondents



Source: ETC Institute (2016)

### Q29. Demographics: Age of Persons Living in Household

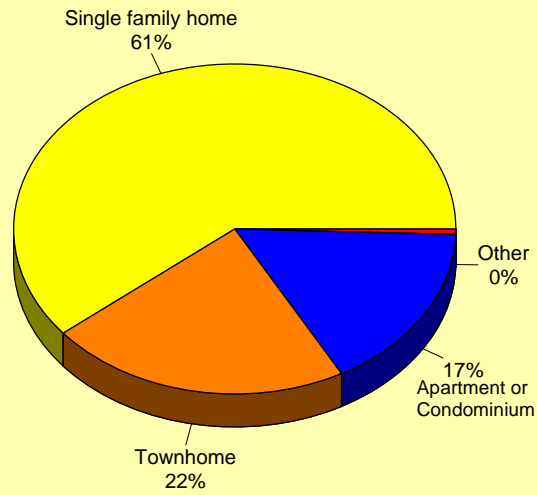
by percentage of respondents



Source: ETC Institute (2016)

### Q30. Demographics: Type of Residence Live In

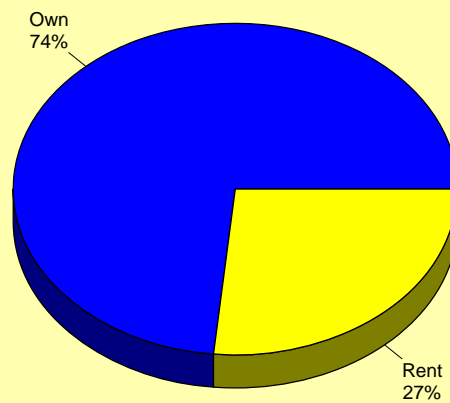
by percentage of respondents



Source: ETC Institute (2016)

### Q31. Demographics: Whether Respondents Own/Rent their Current Residence

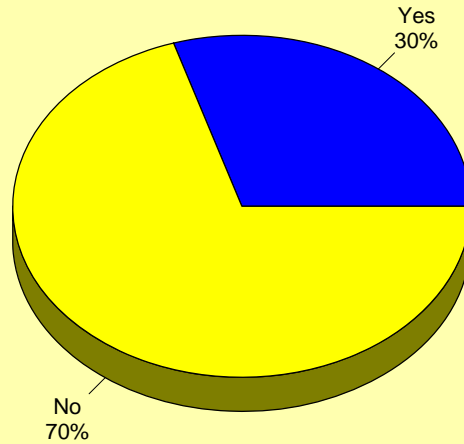
by percentage of respondents



Source: ETC Institute (2016)

### Q32. Demographics: Hispanic or Latino Ancestry

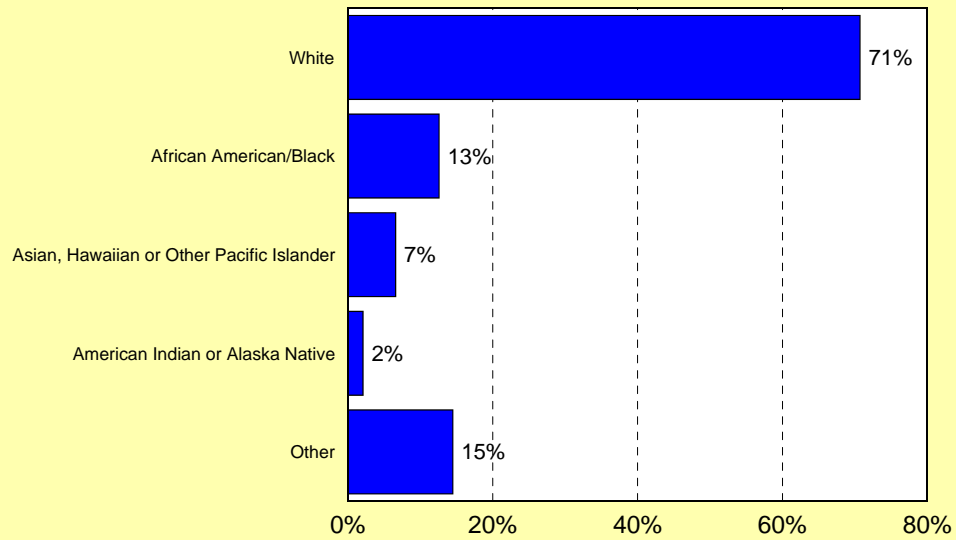
by percentage of respondents



Source: ETC Institute (2016)

### Q33. Demographics: Race/Ethnicity

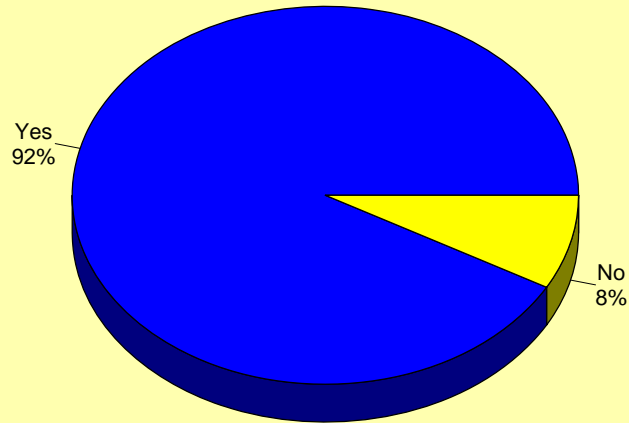
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2016)

### Q34. Demographics: Is English the Primary Language Spoken in Your Home?

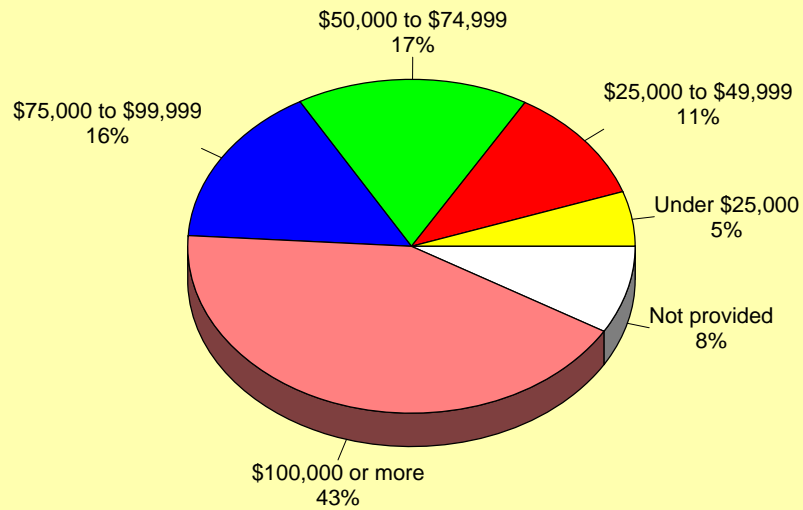
by percentage of respondents



Source: ETC Institute (2016)

### Q35. Demographics: Total Household Income

by percentage of respondents

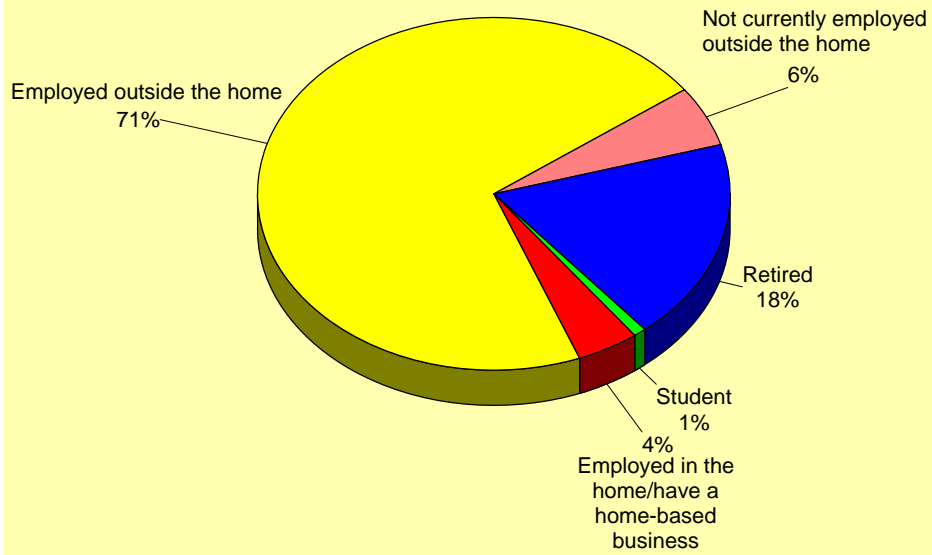


Source: ETC Institute (2016)



### Q36. Demographics: Employment Status

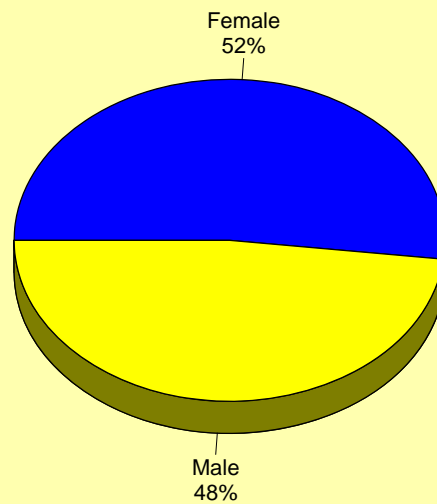
by percentage of respondents



Source: ETC Institute (2016)

### Q37. Demographics: Respondents Gender

by percentage of respondents



Source: ETC Institute (2016)