

Section 6

Tabular Data

Q1. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	40.1%	38.1%	9.9%	2.7%	1.7%	7.4%
Q1-2. Overall quality of fire & rescue services	44.6%	33.7%	7.2%	1.2%	0.5%	12.9%
Q1-3. Overall quality of economic development	16.1%	36.1%	26.7%	10.9%	3.0%	7.2%
Q1-4. Overall enforcement of City codes & ordinances	11.6%	30.4%	27.7%	11.4%	7.2%	11.6%
Q1-5. Overall quality of parks & recreation programs & facilities	17.8%	39.4%	19.6%	10.4%	3.5%	9.4%
Q1-6. Overall flow of traffic & ease of getting around City	10.9%	30.9%	25.7%	17.1%	13.4%	2.0%
Q1-7. Overall maintenance of City streets, sidewalks, & infrastructure	16.8%	48.0%	18.3%	12.6%	3.2%	1.0%
Q1-8. Overall maintenance of City buildings & facilities	19.1%	51.2%	19.6%	2.2%	1.0%	6.9%
Q1-9. Overall quality of landscaping in parks, medians, & other public areas	24.3%	46.3%	17.8%	5.4%	2.0%	4.2%
Q1-10. Overall quality of trash, recycling & yard waste services	40.3%	41.1%	10.1%	5.0%	2.2%	1.2%
Q1-11. Overall quality of water & sewer utilities	32.9%	46.3%	12.9%	3.5%	3.0%	1.5%
Q1-12. Overall quality of electric utility services	39.4%	43.6%	10.1%	3.5%	1.7%	1.7%
Q1-13. Overall quality of social services	9.2%	22.8%	23.5%	3.5%	3.2%	37.9%
Q1-14. Overall quality of public education	11.9%	22.0%	20.0%	10.6%	8.9%	26.5%
Q1-15. Overall quality of library services	18.8%	33.4%	22.0%	1.7%	1.7%	22.3%
Q1-16. Overall quality of Manassas Regional Airport services & events	13.4%	22.8%	19.8%	0.5%	0.7%	42.8%
Q1-17. Overall quality of voter registration	26.5%	42.1%	17.6%	2.7%	1.5%	9.7%

Q1. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-18. Overall effectiveness of communication with the community	16.3%	39.1%	25.7%	9.7%	3.0%	6.2%
Q1-19. Overall quality of customer service you receive from City employees	24.0%	40.8%	19.3%	4.0%	2.0%	9.9%

WITHOUT DON'T KNOW

Q1. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	43.3%	41.2%	10.7%	2.9%	1.9%
Q1-2. Overall quality of fire & rescue services	51.1%	38.6%	8.2%	1.4%	0.6%
Q1-3. Overall quality of economic development	17.3%	38.9%	28.8%	11.7%	3.2%
Q1-4. Overall enforcement of City codes & ordinances	13.2%	34.5%	31.4%	12.9%	8.1%
Q1-5. Overall quality of parks & recreation programs & facilities	19.7%	43.4%	21.6%	11.5%	3.8%
Q1-6. Overall flow of traffic & ease of getting around City	11.1%	31.6%	26.3%	17.4%	13.6%
Q1-7. Overall maintenance of City streets, sidewalks, & infrastructure	17.0%	48.5%	18.5%	12.8%	3.3%
Q1-8. Overall maintenance of City buildings & facilities	20.5%	55.1%	21.0%	2.4%	1.1%
Q1-9. Overall quality of landscaping in parks, medians, & other public areas	25.3%	48.3%	18.6%	5.7%	2.1%
Q1-10. Overall quality of trash, recycling & yard waste services	40.9%	41.6%	10.3%	5.0%	2.3%
Q1-11. Overall quality of water & sewer utilities	33.4%	47.0%	13.1%	3.5%	3.0%
Q1-12. Overall quality of electric utility services	40.1%	44.3%	10.3%	3.5%	1.8%
Q1-13. Overall quality of social services	14.7%	36.7%	37.8%	5.6%	5.2%
Q1-14. Overall quality of public education	16.2%	30.0%	27.3%	14.5%	12.1%
Q1-15. Overall quality of library services	24.2%	43.0%	28.3%	2.2%	2.2%
Q1-16. Overall quality of Manassas Regional Airport services & events	23.4%	39.8%	34.6%	0.9%	1.3%
Q1-17. Overall quality of voter registration	29.3%	46.6%	19.5%	3.0%	1.6%

WITHOUT DON'T KNOW

Q1. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-18. Overall effectiveness of communication with the community	17.4%	41.7%	27.4%	10.3%	3.2%
Q1-19. Overall quality of customer service you receive from City employees	26.6%	45.3%	21.4%	4.4%	2.2%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	36	8.9 %
Overall quality of fire & rescue services	5	1.2 %
Overall quality of economic development	28	6.9 %
Overall enforcement of City codes & ordinances	24	5.9 %
Overall quality of parks & recreation programs & facilities	20	5.0 %
Overall flow of traffic & ease of getting around City	88	21.8 %
Overall maintenance of City streets, sidewalks, & infrastructure	22	5.4 %
Overall quality of trash, recycling & yard waste services	11	2.7 %
Overall quality of water & sewer utilities	7	1.7 %
Overall quality of social services	9	2.2 %
Overall quality of public education	80	19.8 %
Overall quality of library services	2	0.5 %
Overall quality of Manassas Regional Airport services & events	1	0.2 %
Overall quality of voter registration	4	1.0 %
Overall effectiveness of communication with the community	16	4.0 %
Overall quality of customer service you receive from City employees	2	0.5 %
<u>None chosen</u>	<u>49</u>	<u>12.1 %</u>
Total	404	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	29	7.2 %
Overall quality of fire & rescue services	20	5.0 %
Overall quality of economic development	40	9.9 %
Overall enforcement of City codes & ordinances	28	6.9 %
Overall quality of parks & recreation programs & facilities	13	3.2 %
Overall flow of traffic & ease of getting around City	41	10.1 %
Overall maintenance of City streets, sidewalks, & infrastructure	35	8.7 %
Overall maintenance of City buildings & facilities	5	1.2 %
Overall quality of landscaping in parks, medians, & other public areas	8	2.0 %
Overall quality of trash, recycling & yard waste services	12	3.0 %
Overall quality of water & sewer utilities	7	1.7 %
Overall quality of electric utility services	6	1.5 %
Overall quality of social services	13	3.2 %
Overall quality of public education	35	8.7 %
Overall quality of library services	5	1.2 %
Overall quality of voter registration	7	1.7 %
Overall effectiveness of communication with the community	23	5.7 %
Overall quality of customer service you receive from City employees	14	3.5 %
<u>None chosen</u>	<u>63</u>	<u>15.6 %</u>
Total	404	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	14	3.5 %
Overall quality of fire & rescue services	10	2.5 %
Overall quality of economic development	51	12.6 %
Overall enforcement of City codes & ordinances	21	5.2 %
Overall quality of parks & recreation programs & facilities	11	2.7 %
Overall flow of traffic & ease of getting around City	38	9.4 %
Overall maintenance of City streets, sidewalks, & infrastructure	26	6.4 %
Overall maintenance of City buildings & facilities	5	1.2 %
Overall quality of landscaping in parks, medians, & other public areas	8	2.0 %
Overall quality of trash, recycling & yard waste services	7	1.7 %
Overall quality of water & sewer utilities	9	2.2 %
Overall quality of electric utility services	2	0.5 %
Overall quality of social services	16	4.0 %
Overall quality of public education	28	6.9 %
Overall quality of library services	6	1.5 %
Overall quality of Manassas Regional Airport services & events	5	1.2 %
Overall quality of voter registration	8	2.0 %
Overall effectiveness of communication with the community	29	7.2 %
Overall quality of customer service you receive from City employees	14	3.5 %
<u>None chosen</u>	<u>96</u>	<u>23.8 %</u>
Total	404	100.0 %

SUM OF TOP 3 CHOICES**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	79	19.6 %
Overall quality of fire & rescue services	35	8.7 %
Overall quality of economic development	119	29.5 %
Overall enforcement of City codes & ordinances	73	18.1 %
Overall quality of parks & recreation programs & facilities	44	10.9 %
Overall flow of traffic & ease of getting around City	167	41.3 %
Overall maintenance of City streets, sidewalks, & infrastructure	83	20.5 %
Overall maintenance of City buildings & facilities	10	2.5 %
Overall quality of landscaping in parks, medians, & other public areas	16	4.0 %
Overall quality of trash, recycling & yard waste services	30	7.4 %
Overall quality of water & sewer utilities	23	5.7 %
Overall quality of electric utility services	8	2.0 %
Overall quality of social services	38	9.4 %
Overall quality of public education	143	35.4 %
Overall quality of library services	13	3.2 %
Overall quality of Manassas Regional Airport services & events	6	1.5 %
Overall quality of voter registration	19	4.7 %
Overall effectiveness of communication with the community	68	16.8 %
Overall quality of customer service you receive from City employees	30	7.4 %
<u>None chosen</u>	<u>49</u>	<u>12.1 %</u>
Total	1053	

Q3. Perception of the Community. Several items that may influence your perception of the City of Manassas as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall image of City of Manassas	20.8%	46.3%	17.8%	10.6%	2.2%	2.2%
Q3-2. Overall quality of new development in City of Manassas	13.9%	43.6%	22.0%	11.1%	5.9%	3.5%
Q3-3. Overall appearance of City	19.3%	49.8%	20.3%	7.4%	1.5%	1.7%
Q3-4. Availability of affordable quality housing	9.4%	23.5%	28.2%	14.6%	6.9%	17.3%
Q3-5. Availability of employment	7.7%	22.0%	27.7%	11.6%	4.5%	26.5%
Q3-6. Acceptance of diversity	14.9%	30.7%	31.7%	6.7%	5.0%	11.1%
Q3-7. Quality of public schools	10.4%	23.8%	17.8%	11.1%	13.1%	23.8%
Q3-8. Overall quality of life in City of Manassas	18.1%	50.5%	19.3%	6.4%	2.5%	3.2%
Q3-9. Overall quality of City of Manassas services	19.3%	51.2%	19.6%	4.0%	2.0%	4.0%
Q3-10. Overall value received for City of Manassas tax dollars & fees	9.9%	33.7%	28.2%	12.9%	10.1%	5.2%

WITHOUT DON'T KNOW

Q3. Perception of the Community. Several items that may influence your perception of the City of Manassas as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall image of City of Manassas	21.3%	47.3%	18.2%	10.9%	2.3%
Q3-2. Overall quality of new development in City of Manassas	14.4%	45.1%	22.8%	11.5%	6.2%
Q3-3. Overall appearance of City	19.6%	50.6%	20.7%	7.6%	1.5%
Q3-4. Availability of affordable quality housing	11.4%	28.4%	34.1%	17.7%	8.4%
Q3-5. Availability of employment	10.4%	30.0%	37.7%	15.8%	6.1%
Q3-6. Acceptance of diversity	16.7%	34.5%	35.7%	7.5%	5.6%
Q3-7. Quality of public schools	13.6%	31.2%	23.4%	14.6%	17.2%
Q3-8. Overall quality of life in City of Manassas	18.7%	52.2%	19.9%	6.6%	2.6%
Q3-9. Overall quality of City of Manassas services	20.1%	53.4%	20.4%	4.1%	2.1%
Q3-10. Overall value received for City of Manassas tax dollars & fees	10.4%	35.5%	29.8%	13.6%	10.7%

Q4. Public Safety. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	34.2%	42.6%	10.9%	2.5%	2.7%	7.2%
Q4-2. Professionalism of police employees responding to emergencies	35.9%	32.9%	10.4%	2.7%	1.0%	17.1%
Q4-3. How quickly police respond to 911 emergencies	27.7%	25.5%	11.6%	2.2%	1.0%	31.9%
Q4-4. Visibility of police in neighborhoods	20.3%	35.1%	25.0%	8.9%	5.7%	5.0%
Q4-5. Visibility of police in retail areas	14.4%	34.2%	32.4%	7.4%	3.5%	8.2%
Q4-6. City's efforts to prevent crime	18.6%	32.9%	23.3%	6.7%	3.0%	15.6%
Q4-7. City's efforts to enforce local traffic laws such as speeding	17.1%	36.6%	22.5%	11.1%	5.4%	7.2%
Q4-8. Quality of animal control	15.6%	29.2%	18.6%	5.9%	3.2%	27.5%
Q4-9. Overall quality of local fire protection	31.4%	38.9%	9.4%	1.0%	0.0%	19.3%
Q4-10. Professionalism of fire/EMT employees responding to emergencies	34.9%	28.2%	7.7%	1.0%	0.0%	28.2%
Q4-11. How quickly fire & rescue responds to 911 emergencies	32.4%	25.0%	8.9%	1.0%	0.2%	32.4%
Q4-12. Quality of Emergency Medical Services (EMS)	32.2%	25.2%	8.9%	1.2%	0.7%	31.7%
Q4-13. Quality of shared services with County (i.e. Jails, Courts, Commonwealth Attorney)	14.9%	21.0%	19.8%	2.7%	1.2%	40.3%

WITHOUT DON'T KNOW

Q4. Public Safety. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	36.8%	45.9%	11.7%	2.7%	2.9%
Q4-2. Professionalism of police employees responding to emergencies	43.3%	39.7%	12.5%	3.3%	1.2%
Q4-3. How quickly police respond to 911 emergencies	40.7%	37.5%	17.1%	3.3%	1.5%
Q4-4. Visibility of police in neighborhoods	21.4%	37.0%	26.3%	9.4%	6.0%
Q4-5. Visibility of police in retail areas	15.6%	37.2%	35.3%	8.1%	3.8%
Q4-6. City's efforts to prevent crime	22.0%	39.0%	27.6%	7.9%	3.5%
Q4-7. City's efforts to enforce local traffic laws such as speeding	18.4%	39.5%	24.3%	12.0%	5.9%
Q4-8. Quality of animal control	21.5%	40.3%	25.6%	8.2%	4.4%
Q4-9. Overall quality of local fire protection	39.0%	48.2%	11.7%	1.2%	0.0%
Q4-10. Professionalism of fire/EMT employees responding to emergencies	48.6%	39.3%	10.7%	1.4%	0.0%
Q4-11. How quickly fire & rescue responds to 911 emergencies	48.0%	37.0%	13.2%	1.5%	0.4%
Q4-12. Quality of Emergency Medical Services (EMS)	47.1%	37.0%	13.0%	1.8%	1.1%
Q4-13. Quality of shared services with County(i.e. Jails, Courts, Commonwealth Attorney)	24.9%	35.3%	33.2%	4.6%	2.1%

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
Overall quality of local police protection	70	17.3 %
Professionalism of police employees responding to emergencies	12	3.0 %
How quickly police respond to 911 emergencies	14	3.5 %
Visibility of police in neighborhoods	80	19.8 %
Visibility of police in retail areas	13	3.2 %
City's efforts to prevent crime	62	15.3 %
City's efforts to enforce local traffic laws such as speeding	46	11.4 %
Quality of animal control	12	3.0 %
Overall quality of local fire protection	5	1.2 %
Professionalism of fire/EMT employees responding to emergencies	4	1.0 %
How quickly fire & rescue responds to 911 emergencies	6	1.5 %
Quality of Emergency Medical Services (EMS)	4	1.0 %
Quality of shared services with County(i.e. Jails, Courts, Commonwealth Attorney)	6	1.5 %
None chosen	70	17.3 %
Total	404	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Overall quality of local police protection	18	4.5 %
Professionalism of police employees responding to emergencies	19	4.7 %
How quickly police respond to 911 emergencies	18	4.5 %
Visibility of police in neighborhoods	53	13.1 %
Visibility of police in retail areas	57	14.1 %
City's efforts to prevent crime	61	15.1 %
City's efforts to enforce local traffic laws such as speeding	21	5.2 %
Quality of animal control	15	3.7 %
Overall quality of local fire protection	12	3.0 %
Professionalism of fire/EMT employees responding to emergencies	5	1.2 %
How quickly fire & rescue responds to 911 emergencies	10	2.5 %
Quality of Emergency Medical Services (EMS)	11	2.7 %
Quality of shared services with County(i.e. Jails, Courts, Commonwealth Attorney)	15	3.7 %
None chosen	89	22.0 %
Total	404	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 3rd choice	Number	Percent
Overall quality of local police protection	22	5.4 %
Professionalism of police employees responding to emergencies	10	2.5 %
How quickly police respond to 911 emergencies	13	3.2 %
Visibility of police in neighborhoods	37	9.2 %
Visibility of police in retail areas	34	8.4 %
City's efforts to prevent crime	43	10.6 %
City's efforts to enforce local traffic laws such as speeding	28	6.9 %
Quality of animal control	15	3.7 %
Overall quality of local fire protection	12	3.0 %
Professionalism of fire/EMT employees responding to emergencies	7	1.7 %
How quickly fire & rescue responds to 911 emergencies	13	3.2 %
Quality of Emergency Medical Services (EMS)	30	7.4 %
Quality of shared services with County(i.e. Jails, Courts, Commonwealth Attorney)	24	5.9 %
None chosen	116	28.7 %
Total	404	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q5. Sum of Top 3 Choices	Number	Percent
Overall quality of local police protection	110	27.2 %
Professionalism of police employees responding to emergencies	41	10.1 %
How quickly police respond to 911 emergencies	45	11.1 %
Visibility of police in neighborhoods	170	42.1 %
Visibility of police in retail areas	104	25.7 %
City's efforts to prevent crime	166	41.1 %
City's efforts to enforce local traffic laws such as speeding	95	23.5 %
Quality of animal control	42	10.4 %
Overall quality of local fire protection	29	7.2 %
Professionalism of fire/EMT employees responding to emergencies	16	4.0 %
How quickly fire & rescue responds to 911 emergencies	29	7.2 %
Quality of Emergency Medical Services (EMS)	45	11.1 %
Quality of shared services with County(i.e. Jails, Courts, Commonwealth Attorney)	45	11.1 %
None chosen	70	17.3 %
Total	1007	

Q6. Perceptions of Safety. Using a scale of 1 to 4, where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations.

(N=404)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q6-1. Walking in your neighborhood during the day	72.3%	20.3%	2.7%	1.5%	3.2%
Q6-2. Walking in your neighborhood at night	34.9%	37.9%	17.8%	6.2%	3.2%
Q6-3. In commercial/business areas of City	37.4%	45.0%	12.4%	1.0%	4.2%
Q6-4. In City parks	23.8%	40.3%	13.6%	4.0%	18.3%
Q6-5. Overall feeling of safety in City of Manassas	37.9%	49.0%	8.9%	2.2%	2.0%

WITHOUT DON'T KNOW

Q6. Perceptions of Safety. Using a scale of 1 to 4, where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=404)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q6-1. Walking in your neighborhood during the day	74.7%	21.0%	2.8%	1.5%
Q6-2. Walking in your neighborhood at night	36.1%	39.1%	18.4%	6.4%
Q6-3. In commercial/business areas of City	39.0%	47.0%	12.9%	1.0%
Q6-4. In City parks	29.1%	49.4%	16.7%	4.8%
Q6-5. Overall feeling of safety in City of Manassas	38.6%	50.0%	9.1%	2.3%

Q7. Transportation and Mobility. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Ease of getting around within City of Manassas	16.6%	46.3%	16.3%	12.9%	4.5%	3.5%
Q7-2. Ease of traveling from your home to regional roadways	15.1%	39.4%	14.4%	19.3%	9.9%	2.0%
Q7-3. How well traffic signal system provides for efficient traffic flow	10.9%	34.9%	23.8%	21.0%	7.9%	1.5%
Q7-4. Availability of sidewalks	16.1%	41.6%	20.5%	14.4%	4.5%	3.0%
Q7-5. Availability of pathways for walking or biking	10.9%	30.7%	26.0%	15.3%	7.2%	9.9%
Q7-6. Availability of biking lanes & amenities	9.7%	22.8%	31.2%	13.9%	6.4%	16.1%
Q7-7. Availability of public parking	13.1%	41.3%	22.5%	14.6%	4.7%	3.7%
Q7-8. Availability of public parking in historic Downtown area	15.8%	35.4%	22.5%	15.6%	6.9%	3.7%
Q7-9. Maintenance of streets in your neighborhood	19.3%	45.5%	20.5%	9.2%	4.2%	1.2%
Q7-10. Overall maintenance of street signs/pavement markings	17.3%	51.7%	19.8%	6.4%	2.7%	2.0%
Q7-11. Adequate street lighting	18.8%	45.3%	18.8%	10.9%	3.7%	2.5%
Q7-12. Availability of public transit options (VRE/Amtrak, Bus, etc.)	18.6%	32.9%	22.0%	7.4%	5.0%	14.1%

WITHOUT DON'T KNOW

Q7. Transportation and Mobility. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Ease of getting around within City of Manassas	17.2%	47.9%	16.9%	13.3%	4.6%
Q7-2. Ease of traveling from your home to regional roadways	15.4%	40.2%	14.6%	19.7%	10.1%
Q7-3. How well traffic signal system provides for efficient traffic flow	11.1%	35.4%	24.1%	21.4%	8.0%
Q7-4. Availability of sidewalks	16.6%	42.9%	21.2%	14.8%	4.6%
Q7-5. Availability of pathways for walking or biking	12.1%	34.1%	28.8%	17.0%	8.0%
Q7-6. Availability of biking lanes & amenities	11.5%	27.1%	37.2%	16.5%	7.7%
Q7-7. Availability of public parking	13.6%	42.9%	23.4%	15.2%	4.9%
Q7-8. Availability of public parking in historic Downtown area	16.5%	36.8%	23.4%	16.2%	7.2%
Q7-9. Maintenance of streets in your neighborhood	19.5%	46.1%	20.8%	9.3%	4.3%
Q7-10. Overall maintenance of street signs/ pavement markings	17.7%	52.8%	20.2%	6.6%	2.8%
Q7-11. Adequate street lighting	19.3%	46.4%	19.3%	11.2%	3.8%
Q7-12. Availability of public transit options (VRE/Amtrak, Bus, etc.)	21.6%	38.3%	25.6%	8.6%	5.8%

Q8. Which THREE of the transportation and mobility items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. Top choice	Number	Percent
Ease of getting around within City of Manassas	49	12.1 %
Ease of traveling from your home to regional roadways	53	13.1 %
How well traffic signal system provides for efficient traffic flow	58	14.4 %
Availability of sidewalks	19	4.7 %
Availability of pathways for walking or biking	20	5.0 %
Availability of biking lanes & amenities	9	2.2 %
Availability of public parking	22	5.4 %
Availability of public parking in historic Downtown area	23	5.7 %
Maintenance of streets in your neighborhood	26	6.4 %
Overall maintenance of street signs/pavement markings	4	1.0 %
Adequate street lighting	17	4.2 %
Availability of public transit options (VRE/Amtrak, Bus, etc.)	26	6.4 %
None chosen	78	19.3 %
Total	404	100.0 %

Q8. Which THREE of the transportation and mobility items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 2nd choice	Number	Percent
Ease of getting around within City of Manassas	30	7.4 %
Ease of traveling from your home to regional roadways	33	8.2 %
How well traffic signal system provides for efficient traffic flow	52	12.9 %
Availability of sidewalks	28	6.9 %
Availability of pathways for walking or biking	26	6.4 %
Availability of biking lanes & amenities	22	5.4 %
Availability of public parking	24	5.9 %
Availability of public parking in historic Downtown area	20	5.0 %
Maintenance of streets in your neighborhood	23	5.7 %
Overall maintenance of street signs/pavement markings	15	3.7 %
Adequate street lighting	24	5.9 %
Availability of public transit options (VRE/Amtrak, Bus, etc.)	10	2.5 %
None chosen	97	24.0 %
Total	404	100.0 %

Q8. Which THREE of the transportation and mobility items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 3rd choice	Number	Percent
Ease of getting around within City of Manassas	24	5.9 %
Ease of traveling from your home to regional roadways	19	4.7 %
How well traffic signal system provides for efficient traffic flow	38	9.4 %
Availability of sidewalks	22	5.4 %
Availability of pathways for walking or biking	17	4.2 %
Availability of biking lanes & amenities	16	4.0 %
Availability of public parking	21	5.2 %
Availability of public parking in historic Downtown area	29	7.2 %
Maintenance of streets in your neighborhood	27	6.7 %
Overall maintenance of street signs/pavement markings	21	5.2 %
Adequate street lighting	25	6.2 %
Availability of public transit options (VRE/Amtrak, Bus, etc.)	28	6.9 %
None chosen	117	29.0 %
Total	404	100.0 %

SUM OF TOP 3 CHOICES

Q8. Which THREE of the transportation and mobility items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. Sum of Top 3 Choices	Number	Percent
Ease of getting around within City of Manassas	103	25.5 %
Ease of traveling from your home to regional roadways	105	26.0 %
How well traffic signal system provides for efficient traffic flow	148	36.6 %
Availability of sidewalks	69	17.1 %
Availability of pathways for walking or biking	63	15.6 %
Availability of biking lanes & amenities	47	11.6 %
Availability of public parking	67	16.6 %
Availability of public parking in historic Downtown area	72	17.8 %
Maintenance of streets in your neighborhood	76	18.8 %
Overall maintenance of street signs/pavement markings	40	9.9 %
Adequate street lighting	66	16.3 %
Availability of public transit options (VRE/Amtrak, Bus, etc.)	64	15.8 %
None chosen	78	19.3 %
Total	998	

Q9. Community Appearance. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5, means "very satisfied" and 1 means "very dissatisfied."

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Enforcing cleanup of litter & debris on private property	9.4%	32.2%	22.3%	16.3%	8.2%	11.6%
Q9-2. Enforcing mowing & cutting of weeds & grass on private property	9.7%	32.7%	22.8%	17.6%	5.9%	11.4%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	9.9%	31.9%	27.5%	12.6%	5.9%	12.1%
Q9-4. Enforcing maintenance of business property (exterior of businesses)	10.9%	36.6%	29.7%	5.9%	2.2%	14.6%
Q9-5. Enforcing sign regulations	10.4%	35.4%	27.2%	6.9%	3.7%	16.3%
Q9-6. Enforcing removal of blighted/abandoned buildings	8.9%	26.2%	28.0%	11.9%	3.7%	21.3%
Q9-7. Residential garbage collection & bulk trash collection	35.9%	41.1%	10.4%	4.5%	2.2%	5.9%
Q9-8. Residential curbside recycling	38.4%	39.9%	10.4%	3.5%	2.0%	5.9%
Q9-9. Residential yard waste collection	35.6%	39.1%	12.4%	4.5%	1.0%	7.4%
Q9-10. Appearance of City right-of-way & medians	20.3%	47.8%	19.6%	4.5%	2.5%	5.4%
Q9-11. Appearance/maintenance of City parks	17.3%	44.8%	19.8%	4.0%	1.5%	12.6%
Q9-12. Appearance of City buildings	20.0%	53.0%	18.8%	1.0%	1.2%	5.9%
Q9-13. Condition of sidewalks	16.3%	47.5%	21.5%	7.9%	2.2%	4.5%
Q9-14. Overall cleanliness of streets	15.6%	53.2%	21.3%	5.4%	0.7%	3.7%

WITHOUT DON'T KNOW

Q9. Community Appearance. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5, means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Enforcing cleanup of litter & debris on private property	10.6%	36.4%	25.2%	18.5%	9.2%
Q9-2. Enforcing mowing & cutting of weeds & grass on private property	10.9%	36.9%	25.7%	19.8%	6.7%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	11.3%	36.3%	31.3%	14.4%	6.8%
Q9-4. Enforcing maintenance of business property (exterior of businesses)	12.8%	42.9%	34.8%	7.0%	2.6%
Q9-5. Enforcing sign regulations	12.4%	42.3%	32.5%	8.3%	4.4%
Q9-6. Enforcing removal of blighted/abandoned buildings	11.3%	33.3%	35.5%	15.1%	4.7%
Q9-7. Residential garbage collection & bulk trash collection	38.2%	43.7%	11.1%	4.7%	2.4%
Q9-8. Residential curbside recycling	40.8%	42.4%	11.1%	3.7%	2.1%
Q9-9. Residential yard waste collection	38.5%	42.2%	13.4%	4.8%	1.1%
Q9-10. Appearance of City right-of-way & medians	21.5%	50.5%	20.7%	4.7%	2.6%
Q9-11. Appearance/maintenance of City parks	19.8%	51.3%	22.7%	4.5%	1.7%
Q9-12. Appearance of City buildings	21.3%	56.3%	20.0%	1.1%	1.3%
Q9-13. Condition of sidewalks	17.1%	49.7%	22.5%	8.3%	2.3%
Q9-14. Overall cleanliness of streets	16.2%	55.3%	22.1%	5.7%	0.8%

Q10. Which THREE of the community appearance items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	92	22.8 %
Enforcing mowing & cutting of weeds & grass on private property	26	6.4 %
Enforcing maintenance of residential property (exterior of homes)	21	5.2 %
Enforcing maintenance of business property (exterior of businesses)	13	3.2 %
Enforcing sign regulations	16	4.0 %
Enforcing removal of blighted/abandoned buildings	28	6.9 %
Residential garbage collection & bulk trash collection	21	5.2 %
Residential curbside recycling	7	1.7 %
Residential yard waste collection	4	1.0 %
Appearance of City right-of-way & medians	10	2.5 %
Appearance/maintenance of City parks	19	4.7 %
Appearance of City buildings	5	1.2 %
Condition of sidewalks	34	8.4 %
Overall cleanliness of streets	25	6.2 %
None chosen	83	20.5 %
Total	404	100.0 %

Q10. Which THREE of the community appearance items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	28	6.9 %
Enforcing mowing & cutting of weeds & grass on private property	59	14.6 %
Enforcing maintenance of residential property (exterior of homes)	31	7.7 %
Enforcing maintenance of business property (exterior of businesses)	25	6.2 %
Enforcing sign regulations	15	3.7 %
Enforcing removal of blighted/abandoned buildings	27	6.7 %
Residential garbage collection & bulk trash collection	6	1.5 %
Residential curbside recycling	13	3.2 %
Residential yard waste collection	10	2.5 %
Appearance of City right-of-way & medians	9	2.2 %
Appearance/maintenance of City parks	19	4.7 %
Appearance of City buildings	6	1.5 %
Condition of sidewalks	31	7.7 %
Overall cleanliness of streets	18	4.5 %
None chosen	107	26.5 %
Total	404	100.0 %

Q10. Which THREE of the community appearance items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 3rd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	25	6.2 %
Enforcing mowing & cutting of weeds & grass on private property	21	5.2 %
Enforcing maintenance of residential property (exterior of homes)	46	11.4 %
Enforcing maintenance of business property (exterior of businesses)	19	4.7 %
Enforcing sign regulations	16	4.0 %
Enforcing removal of blighted/abandoned buildings	28	6.9 %
Residential garbage collection & bulk trash collection	10	2.5 %
Residential curbside recycling	5	1.2 %
Residential yard waste collection	9	2.2 %
Appearance of City right-of-way & medians	16	4.0 %
Appearance/maintenance of City parks	23	5.7 %
Appearance of City buildings	8	2.0 %
Condition of sidewalks	17	4.2 %
Overall cleanliness of streets	37	9.2 %
None chosen	124	30.7 %
Total	404	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the community appearance items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q10. Sum of Top 3 Choices	Number	Percent
Enforcing cleanup of litter & debris on private property	145	35.9 %
Enforcing mowing & cutting of weeds & grass on private property	106	26.2 %
Enforcing maintenance of residential property (exterior of homes)	98	24.3 %
Enforcing maintenance of business property (exterior of businesses)	57	14.1 %
Enforcing sign regulations	47	11.6 %
Enforcing removal of blighted/abandoned buildings	83	20.5 %
Residential garbage collection & bulk trash collection	37	9.2 %
Residential curbside recycling	25	6.2 %
Residential yard waste collection	23	5.7 %
Appearance of City right-of-way & medians	35	8.7 %
Appearance/maintenance of City parks	61	15.1 %
Appearance of City buildings	19	4.7 %
Condition of sidewalks	82	20.3 %
Overall cleanliness of streets	80	19.8 %
None chosen	83	20.5 %
Total	981	

Q11. Planning and Economic Development. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5, means "very satisfied" and 1 means "very dissatisfied."

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Efforts to manage & plan for growth/development	11.1%	26.5%	27.5%	13.4%	5.9%	15.6%
Q11-2. Availability of quality housing	8.7%	30.7%	26.2%	12.1%	6.4%	15.8%
Q11-3. Ability to attract & retain full-time private sector jobs	7.2%	21.0%	28.2%	12.9%	5.4%	25.2%
Q11-4. Ability to attract & promote retail businesses & restaurants	9.7%	34.9%	26.0%	11.1%	5.2%	13.1%
Q11-5. Ability to attract visitors & promote historic Manassas	17.3%	41.3%	21.5%	6.2%	3.5%	10.1%
Q11-6. Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	9.7%	32.2%	29.2%	6.7%	4.2%	18.1%
Q11-7. Efforts to provide for & encourage new detached single-family homes	6.4%	22.3%	31.7%	15.6%	5.9%	18.1%
Q11-8. Efforts to encourage a variety of housing types such as single family, townhouse, condos & apartments	8.4%	27.7%	30.4%	11.9%	4.0%	17.6%
Q11-9. Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	6.2%	24.3%	30.2%	17.6%	5.4%	16.3%
Q11-10. Efforts on developing large, vacant commercial & industrial areas to attract more employers	6.9%	22.3%	32.4%	12.4%	4.2%	21.8%
Q11-11. Efforts to continue revitalization of historic Downtown area	19.8%	41.6%	20.5%	5.7%	1.5%	10.9%

WITHOUT DON'T KNOW

Q11. Planning and Economic Development. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5, means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Efforts to manage & plan for growth/development	13.2%	31.4%	32.6%	15.8%	7.0%
Q11-2. Availability of quality housing	10.3%	36.5%	31.2%	14.4%	7.6%
Q11-3. Ability to attract & retain full-time private sector jobs	9.6%	28.1%	37.7%	17.2%	7.3%
Q11-4. Ability to attract & promote retail businesses & restaurants	11.1%	40.2%	29.9%	12.8%	6.0%
Q11-5. Ability to attract visitors & promote historic Manassas	19.3%	46.0%	24.0%	6.9%	3.9%
Q11-6. Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	11.8%	39.3%	35.6%	8.2%	5.1%
Q11-7. Efforts to provide for & encourage new detached single-family homes	7.9%	27.2%	38.7%	19.0%	7.3%
Q11-8. Efforts to encourage a variety of housing types such as single family, townhouse, condos & apartments	10.2%	33.6%	36.9%	14.4%	4.8%
Q11-9. Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	7.4%	29.0%	36.1%	21.0%	6.5%
Q11-10. Efforts on developing large, vacant commercial & industrial areas to attract more employers	8.9%	28.5%	41.5%	15.8%	5.4%
Q11-11. Efforts to continue revitalization of historic Downtown area	22.2%	46.7%	23.1%	6.4%	1.7%

Q12. Which THREE of the planning and economic development items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. Top choice	Number	Percent
Efforts to manage & plan for growth/development	69	17.1 %
Availability of quality housing	48	11.9 %
Ability to attract & retain full-time private sector jobs	43	10.6 %
Ability to attract & promote retail businesses & restaurants	25	6.2 %
Ability to attract visitors & promote historic Manassas	9	2.2 %
Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	16	4.0 %
Efforts to provide for & encourage new detached single-family homes	21	5.2 %
Efforts to encourage a variety of housing types such as single family, townhouse, condos & apartments	12	3.0 %
Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	31	7.7 %
Efforts on developing large, vacant commercial & industrial areas to attract more employers	13	3.2 %
Efforts to continue revitalization of historic Downtown area	31	7.7 %
None chosen	86	21.3 %
Total	404	100.0 %

Q12. Which THREE of the planning and economic development items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 2nd choice	Number	Percent
Efforts to manage & plan for growth/development	25	6.2 %
Availability of quality housing	31	7.7 %
Ability to attract & retain full-time private sector jobs	46	11.4 %
Ability to attract & promote retail businesses & restaurants	29	7.2 %
Ability to attract visitors & promote historic Manassas	22	5.4 %
Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	16	4.0 %
Efforts to provide for & encourage new detached single-family homes	20	5.0 %
Efforts to encourage a variety of housing types such as single family, townhouse, condos & apartments	21	5.2 %
Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	33	8.2 %
Efforts on developing large, vacant commercial & industrial areas to attract more employers	35	8.7 %
Efforts to continue revitalization of historic Downtown area	21	5.2 %
None chosen	105	26.0 %
Total	404	100.0 %

Q12. Which THREE of the planning and economic development items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 3rd choice	Number	Percent
Efforts to manage & plan for growth/development	23	5.7 %
Availability of quality housing	6	1.5 %
Ability to attract & retain full-time private sector jobs	24	5.9 %
Ability to attract & promote retail businesses & restaurants	37	9.2 %
Ability to attract visitors & promote historic Manassas	21	5.2 %
Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	10	2.5 %
Efforts to provide for & encourage new detached single-family homes	21	5.2 %
Efforts to encourage a variety of housing types such as single family, townhouse, condos & apartments	14	3.5 %
Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	52	12.9 %
Efforts on developing large, vacant commercial & industrial areas to attract more employers	33	8.2 %
Efforts to continue revitalization of historic Downtown area	36	8.9 %
None chosen	127	31.4 %
Total	404	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the planning and economic development items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q12. Sum of Top 3 Choices	Number	Percent
Efforts to manage & plan for growth/development	117	29.0 %
Availability of quality housing	85	21.0 %
Ability to attract & retain full-time private sector jobs	113	28.0 %
Ability to attract & promote retail businesses & restaurants	91	22.5 %
Ability to attract visitors & promote historic Manassas	52	12.9 %
Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	42	10.4 %
Efforts to provide for & encourage new detached single-family homes	62	15.3 %
Efforts to encourage a variety of housing types such as single family, townhouse, condos & apartments	47	11.6 %
Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	116	28.7 %
Efforts on developing large, vacant commercial & industrial areas to attract more employers	81	20.0 %
Efforts to continue revitalization of historic Downtown area	88	21.8 %
None chosen	86	21.3 %
Total	980	

Q13. Culture and Recreation. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Proximity of your home to City parks & green spaces	26.0%	44.3%	14.1%	5.2%	1.2%	9.2%
Q13-2. Quality & number of athletic fields	12.1%	30.7%	21.3%	7.9%	4.0%	24.0%
Q13-3. Number of parks & open spaces	13.4%	39.6%	19.1%	11.1%	4.0%	12.9%
Q13-4. Availability of information about City parks & recreation programs	13.4%	32.7%	25.2%	12.1%	4.7%	11.9%
Q13-5. Availability of walking/biking trails	8.7%	29.5%	25.7%	14.9%	6.2%	15.1%
Q13-6. Programs at Freedom Center at GMU	15.3%	28.7%	20.3%	3.2%	2.0%	30.4%
Q13-7. Programs at Stonewall Pool	6.4%	14.9%	23.0%	2.2%	2.2%	51.2%
Q13-8. Variety of recreational programs	7.9%	22.8%	30.0%	4.2%	4.0%	31.2%
Q13-9. Special events & festivals (Celebrate America/Fall Jubilee/Farmers Market)	29.2%	43.1%	12.1%	3.0%	1.7%	10.9%
Q13-10. Manassas Museum programs & facilities	22.3%	38.4%	15.6%	1.7%	1.5%	20.5%
Q13-11. Variety & quality of programs at Hylton Performing Arts Center at GMU	19.6%	32.4%	17.8%	2.5%	1.0%	26.7%
Q13-12. Variety & quality of programs at Center for the Arts at Candy Factory	14.9%	27.7%	20.5%	2.2%	1.5%	33.2%
Q13-13. Variety & quality of programs at Harris Pavilion	22.5%	39.6%	14.9%	2.5%	0.7%	19.8%
Q13-14. Variety of cultural programs	15.1%	33.7%	19.6%	4.5%	1.2%	26.0%
Q13-15. Ease of registering for programs	13.6%	25.2%	21.8%	3.0%	1.0%	35.4%
Q13-16. Hours of operation & services provided by public library	17.6%	33.4%	17.8%	3.7%	1.5%	26.0%

WITHOUT DON'T KNOW

Q13. Culture and Recreation. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Proximity of your home to City parks & green spaces	28.6%	48.8%	15.5%	5.7%	1.4%
Q13-2. Quality & number of athletic fields	16.0%	40.4%	28.0%	10.4%	5.2%
Q13-3. Number of parks & open spaces	15.3%	45.5%	21.9%	12.8%	4.5%
Q13-4. Availability of information about City parks & recreation programs	15.2%	37.1%	28.7%	13.8%	5.3%
Q13-5. Availability of walking/biking trails	10.2%	34.7%	30.3%	17.5%	7.3%
Q13-6. Programs at Freedom Center at GMU	22.1%	41.3%	29.2%	4.6%	2.8%
Q13-7. Programs at Stonewall Pool	13.2%	30.5%	47.2%	4.6%	4.6%
Q13-8. Variety of recreational programs	11.5%	33.1%	43.5%	6.1%	5.8%
Q13-9. Special events & festivals (Celebrate America/Fall Jubilee/Farmers Market)	32.8%	48.3%	13.6%	3.3%	1.9%
Q13-10. Manassas Museum programs & facilities	28.0%	48.3%	19.6%	2.2%	1.9%
Q13-11. Variety & quality of programs at Hylton Performing Arts Center at GMU	26.7%	44.3%	24.3%	3.4%	1.4%
Q13-12. Variety & quality of programs at Center for the Arts at Candy Factory	22.2%	41.5%	30.7%	3.3%	2.2%
Q13-13. Variety & quality of programs at Harris Pavilion	28.1%	49.4%	18.5%	3.1%	0.9%
Q13-14. Variety of cultural programs	20.4%	45.5%	26.4%	6.0%	1.7%
Q13-15. Ease of registering for programs	21.1%	39.1%	33.7%	4.6%	1.5%
Q13-16. Hours of operation & services provided by public library	23.7%	45.2%	24.1%	5.0%	2.0%

Q14. Which THREE of the culture and recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. Top choice	Number	Percent
Proximity of your home to City parks & green spaces	21	5.2 %
Quality & number of athletic fields	31	7.7 %
Number of parks & open spaces	47	11.6 %
Availability of information about City parks & recreation programs	40	9.9 %
Availability of walking/biking trails	48	11.9 %
Programs at Freedom Center at GMU	10	2.5 %
Programs at Stonewall Pool	3	0.7 %
Variety of recreational programs	12	3.0 %
Special events & festivals (Celebrate America/Fall Jubilee/ Farmers Market)	30	7.4 %
Manassas Museum programs & facilities	5	1.2 %
Variety & quality of programs at Hylton Performing Arts Center at GMU	3	0.7 %
Variety & quality of programs at Center for the Arts at Candy Factory	5	1.2 %
Variety & quality of programs at Harris Pavilion	11	2.7 %
Variety of cultural programs	10	2.5 %
Ease of registering for programs	7	1.7 %
Hours of operation & services provided by public library	12	3.0 %
None chosen	109	27.0 %
Total	404	100.0 %

Q14. Which THREE of the culture and recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 2nd choice	Number	Percent
Proximity of your home to City parks & green spaces	6	1.5 %
Quality & number of athletic fields	16	4.0 %
Number of parks & open spaces	32	7.9 %
Availability of information about City parks & recreation programs	27	6.7 %
Availability of walking/biking trails	36	8.9 %
Programs at Freedom Center at GMU	14	3.5 %
Programs at Stonewall Pool	8	2.0 %
Variety of recreational programs	26	6.4 %
Special events & festivals (Celebrate America/Fall Jubilee/ Farmers Market)	25	6.2 %
Manassas Museum programs & facilities	21	5.2 %
Variety & quality of programs at Hylton Performing Arts Center at GMU	13	3.2 %
Variety & quality of programs at Center for the Arts at Candy Factory	7	1.7 %
Variety & quality of programs at Harris Pavilion	7	1.7 %
Variety of cultural programs	18	4.5 %
Ease of registering for programs	4	1.0 %
Hours of operation & services provided by public library	11	2.7 %
None chosen	133	32.9 %
Total	404	100.0 %

Q14. Which THREE of the culture and recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Proximity of your home to City parks & green spaces	15	3.7 %
Quality & number of athletic fields	7	1.7 %
Number of parks & open spaces	17	4.2 %
Availability of information about City parks & recreation programs	23	5.7 %
Availability of walking/biking trails	23	5.7 %
Programs at Freedom Center at GMU	8	2.0 %
Programs at Stonewall Pool	3	0.7 %
Variety of recreational programs	28	6.9 %
Special events & festivals (Celebrate America/Fall Jubilee/ Farmers Market)	26	6.4 %
Manassas Museum programs & facilities	12	3.0 %
Variety & quality of programs at Hylton Performing Arts Center at GMU	12	3.0 %
Variety & quality of programs at Center for the Arts at Candy Factory	10	2.5 %
Variety & quality of programs at Harris Pavilion	21	5.2 %
Variety of cultural programs	19	4.7 %
Ease of registering for programs	13	3.2 %
Hours of operation & services provided by public library	9	2.2 %
<u>None chosen</u>	<u>158</u>	<u>39.1 %</u>
Total	404	100.0 %

SUM OF TOP 3 CHOICES**Q14. Which THREE of the culture and recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q14. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Proximity of your home to City parks & green spaces	42	10.4 %
Quality & number of athletic fields	54	13.4 %
Number of parks & open spaces	96	23.8 %
Availability of information about City parks & recreation programs	90	22.3 %
Availability of walking/biking trails	107	26.5 %
Programs at Freedom Center at GMU	32	7.9 %
Programs at Stonewall Pool	14	3.5 %
Variety of recreational programs	66	16.3 %
Special events & festivals (Celebrate America/Fall Jubilee/ Farmers Market)	81	20.0 %
Manassas Museum programs & facilities	38	9.4 %
Variety & quality of programs at Hylton Performing Arts Center at GMU	28	6.9 %
Variety & quality of programs at Center for the Arts at Candy Factory	22	5.4 %
Variety & quality of programs at Harris Pavilion	39	9.7 %
Variety of cultural programs	47	11.6 %
Ease of registering for programs	24	5.9 %
Hours of operation & services provided by public library	32	7.9 %
<u>None chosen</u>	<u>109</u>	<u>27.0 %</u>
Total	921	

Q15. Utilities. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q15-1. Reliability of water services	46.5%	37.6%	8.2%	2.2%	0.5%	5.0%
Q15-2. Taste/odor of your drinking water	29.5%	40.8%	12.9%	8.7%	3.2%	5.0%
Q15-3. Reliability of sewer services	38.9%	43.8%	10.6%	1.7%	1.5%	3.5%
Q15-4. Overall value that you receive for water & wastewater utility rates	26.5%	37.1%	19.3%	7.9%	5.0%	4.2%
Q15-5. Reliability of City electric services	45.8%	38.4%	8.2%	2.0%	1.0%	4.7%
Q15-6. How quickly power is restored after an unplanned outage	44.3%	36.1%	7.4%	2.2%	0.5%	9.4%
Q15-7. Efforts to bury utility lines	30.0%	33.2%	13.4%	5.9%	2.0%	15.6%
Q15-8. Overall value that you receive for electrical utility rates	26.0%	39.1%	18.6%	7.7%	4.0%	4.7%
Q15-9. How well City keeps you informed about planned disruptions to service	23.0%	33.7%	21.5%	5.2%	3.2%	13.4%
Q15-10. Reliability of stormwater systems	23.0%	41.3%	15.1%	3.7%	3.0%	13.9%
Q15-11. Availability of services from Manassas Regional Airport	10.6%	14.6%	18.3%	3.0%	1.0%	52.5%
Q15-12. Courtesy of field crews & employees	21.8%	25.2%	17.6%	1.5%	1.5%	32.4%

WITHOUT DON'T KNOW

Q15. Utilities. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Reliability of water services	49.0%	39.6%	8.6%	2.3%	0.5%
Q15-2. Taste/odor of your drinking water	31.0%	43.0%	13.5%	9.1%	3.4%
Q15-3. Reliability of sewer services	40.3%	45.4%	11.0%	1.8%	1.5%
Q15-4. Overall value that you receive for water & wastewater utility rates	27.6%	38.8%	20.2%	8.3%	5.2%
Q15-5. Reliability of City electric services	48.1%	40.3%	8.6%	2.1%	1.0%
Q15-6. How quickly power is restored after an unplanned outage	48.9%	39.9%	8.2%	2.5%	0.5%
Q15-7. Efforts to bury utility lines	35.5%	39.3%	15.8%	7.0%	2.3%
Q15-8. Overall value that you receive for electrical utility rates	27.3%	41.0%	19.5%	8.1%	4.2%
Q15-9. How well City keeps you informed about planned disruptions to service	26.6%	38.9%	24.9%	6.0%	3.7%
Q15-10. Reliability of stormwater systems	26.7%	48.0%	17.5%	4.3%	3.4%
Q15-11. Availability of services from Manassas Regional Airport	22.4%	30.7%	38.5%	6.3%	2.1%
Q15-12. Courtesy of field crews & employees	32.2%	37.4%	26.0%	2.2%	2.2%

Q16. Which THREE of the utilities items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q16. Top choice	Number	Percent
Reliability of water services	29	7.2 %
Taste/odor of your drinking water	56	13.9 %
Reliability of sewer services	12	3.0 %
Overall value that you receive for water & wastewater utility rates	53	13.1 %
Reliability of City electric services	21	5.2 %
How quickly power is restored after an unplanned outage	11	2.7 %
Efforts to bury utility lines	43	10.6 %
Overall value that you receive for electrical utility rates	33	8.2 %
How well City keeps you informed about planned disruptions to service	11	2.7 %
Reliability of stormwater systems	22	5.4 %
Availability of services from Manassas Regional Airport	8	2.0 %
Courtesy of field crews & employees	3	0.7 %
None chosen	102	25.2 %
Total	404	100.0 %

Q16. Which THREE of the utilities items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q16. 2nd choice	Number	Percent
Reliability of water services	20	5.0 %
Taste/odor of your drinking water	35	8.7 %
Reliability of sewer services	21	5.2 %
Overall value that you receive for water & wastewater utility rates	37	9.2 %
Reliability of City electric services	21	5.2 %
How quickly power is restored after an unplanned outage	15	3.7 %
Efforts to bury utility lines	24	5.9 %
Overall value that you receive for electrical utility rates	42	10.4 %
How well City keeps you informed about planned disruptions to service	20	5.0 %
Reliability of stormwater systems	12	3.0 %
Availability of services from Manassas Regional Airport	16	4.0 %
Courtesy of field crews & employees	5	1.2 %
None chosen	136	33.7 %
Total	404	100.0 %

Q16. Which THREE of the utilities items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q16. 3rd choice	Number	Percent
Reliability of water services	13	3.2 %
Taste/odor of your drinking water	18	4.5 %
Reliability of sewer services	18	4.5 %
Overall value that you receive for water & wastewater utility rates	24	5.9 %
Reliability of City electric services	18	4.5 %
How quickly power is restored after an unplanned outage	21	5.2 %
Efforts to bury utility lines	20	5.0 %
Overall value that you receive for electrical utility rates	22	5.4 %
How well City keeps you informed about planned disruptions to service	30	7.4 %
Reliability of stormwater systems	22	5.4 %
Availability of services from Manassas Regional Airport	19	4.7 %
Courtesy of field crews & employees	14	3.5 %
None chosen	165	40.8 %
Total	404	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE of the utilities items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q16. Sum of Top 3 Choices	Number	Percent
Reliability of water services	62	15.3 %
Taste/odor of your drinking water	109	27.0 %
Reliability of sewer services	51	12.6 %
Overall value that you receive for water & wastewater utility rates	114	28.2 %
Reliability of City electric services	60	14.9 %
How quickly power is restored after an unplanned outage	47	11.6 %
Efforts to bury utility lines	87	21.5 %
Overall value that you receive for electrical utility rates	97	24.0 %
How well City keeps you informed about planned disruptions to service	61	15.1 %
Reliability of stormwater systems	56	13.9 %
Availability of services from Manassas Regional Airport	43	10.6 %
Courtesy of field crews & employees	22	5.4 %
None chosen	102	25.2 %
Total	911	

Q17. Health and Human Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Availability of services to people on a low or fixed income	5.7%	9.7%	17.1%	8.9%	3.7%	55.0%
Q17-2. Availability of services to seniors	6.4%	12.6%	17.8%	9.4%	2.5%	51.2%
Q17-3. Availability of services to unemployed	3.2%	7.2%	18.3%	5.9%	3.0%	62.4%
Q17-4. Availability of services to families & children	4.5%	13.9%	20.0%	5.0%	3.7%	53.0%
Q17-5. Availability of transportation for people with disabilities	4.7%	11.4%	15.8%	7.2%	3.2%	57.7%
Q17-6. Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	5.2%	8.9%	15.8%	6.9%	5.7%	57.4%
Q17-7. Efforts to preserve & increase availability of affordable housing	4.7%	7.4%	20.5%	14.9%	5.4%	47.0%

WITHOUT DON'T KNOW

Q17. Health and Human Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of services to people on a low or fixed income	12.6%	21.4%	37.9%	19.8%	8.2%
Q17-2. Availability of services to seniors	13.2%	25.9%	36.5%	19.3%	5.1%
Q17-3. Availability of services to unemployed	8.6%	19.1%	48.7%	15.8%	7.9%
Q17-4. Availability of services to families & children	9.5%	29.5%	42.6%	10.5%	7.9%
Q17-5. Availability of transportation for people with disabilities	11.1%	26.9%	37.4%	17.0%	7.6%
Q17-6. Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	12.2%	20.9%	37.2%	16.3%	13.4%
Q17-7. Efforts to preserve & increase availability of affordable housing	8.9%	14.0%	38.8%	28.0%	10.3%

Q18. Which TWO of the health and human service items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. Top choice	Number	Percent
Availability of services to people on a low or fixed income	42	10.4 %
Availability of services to seniors	75	18.6 %
Availability of services to unemployed	16	4.0 %
Availability of services to families & children	23	5.7 %
Availability of transportation for people with disabilities	17	4.2 %
Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	43	10.6 %
Efforts to preserve & increase availability of affordable housing	50	12.4 %
None chosen	138	34.2 %
Total	404	100.0 %

Q18. Which TWO of the health and human service items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 2nd choice	Number	Percent
Availability of services to people on a low or fixed income	29	7.2 %
Availability of services to seniors	35	8.7 %
Availability of services to unemployed	27	6.7 %
Availability of services to families & children	45	11.1 %
Availability of transportation for people with disabilities	33	8.2 %
Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	36	8.9 %
Efforts to preserve & increase availability of affordable housing	38	9.4 %
None chosen	161	39.9 %
Total	404	100.0 %

SUM OF TOP 2 CHOICES

Q18. Which TWO of the health and human service items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q18. Sum of Top 2 Choices	Number	Percent
Availability of services to people on a low or fixed income	71	17.6 %
Availability of services to seniors	110	27.2 %
Availability of services to unemployed	43	10.6 %
Availability of services to families & children	68	16.8 %
Availability of transportation for people with disabilities	50	12.4 %
Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	79	19.6 %
Efforts to preserve & increase availability of affordable housing	88	21.8 %
None chosen	138	34.2 %
Total	647	

Q19. Public Communication and Outreach. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Ease of access to information about City services	14.4%	38.6%	25.5%	8.4%	1.7%	11.4%
Q19-2. Opportunities to participate in local government (advisory boards, volunteering)	12.6%	27.2%	28.2%	5.0%	3.5%	23.5%
Q19-3. Quality of City's website-www.manassascity.org	15.6%	40.6%	24.5%	5.2%	1.7%	12.4%
Q19-4. City efforts to keep you informed about local issues	12.1%	34.7%	28.5%	11.4%	3.2%	10.1%
Q19-5. Effectiveness of public notices in the newspaper	8.2%	14.9%	24.8%	11.4%	7.9%	32.9%
Q19-6. Quality of printed materials	13.4%	27.2%	31.9%	4.0%	3.7%	19.8%

WITHOUT DON'T KNOW

Q19. Public Communication and Outreach. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=404)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Ease of access to information about City services	16.2%	43.6%	28.8%	9.5%	2.0%
Q19-2. Opportunities to participate in local government (advisory boards, volunteering)	16.5%	35.6%	36.9%	6.5%	4.5%
Q19-3. Quality of City's website-www.manassascity.org	17.8%	46.3%	28.0%	5.9%	2.0%
Q19-4. City efforts to keep you informed about local issues	13.5%	38.6%	31.7%	12.7%	3.6%
Q19-5. Effectiveness of public notices in the newspaper	12.2%	22.1%	36.9%	17.0%	11.8%
Q19-6. Quality of printed materials	16.7%	34.0%	39.8%	4.9%	4.6%

Q20. Which of the following are your primary sources of information about City issues, services, and events?

Q20. Your primary sources of information about City issues, services, & events	Number	Percent
ManassasCity.org	244	60.4 %
Twitter (@cityofmanassas)	23	5.7 %
Facebook (facebook.com/cityofmanassas)	123	30.4 %
Email subscription	36	8.9 %
City Connection Newsletter	163	40.3 %
City Hall	28	6.9 %
City local access channel	31	7.7 %
Television	73	18.1 %
Radio	37	9.2 %
Newspaper	61	15.1 %
VisitManassas.org	106	26.2 %
Total	925	

Q21. Customer Service. Have you contacted the City during the past year?

Q21. Have you contacted City during past year	Number	Percent
Yes	212	52.5 %
No	192	47.5 %
Total	404	100.0 %

Q21a. Using a 5-point scale, where 5 means "always" and 1 means "never," please rate your satisfaction with City employees on the following behaviors.

(N=212)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q21a-1. It was easy to find someone to address my request	30.2%	43.4%	17.0%	6.1%	2.8%	0.5%
Q21a-2. Manassas employees went the extra mile	28.3%	30.7%	20.3%	6.1%	9.0%	5.7%
Q21a-3. Response time was reasonable	30.7%	39.6%	18.9%	4.2%	4.7%	1.9%
Q21a-4. I was able to get my question/concern resolved	34.0%	35.4%	17.5%	5.2%	6.1%	1.9%
Q21a-5. Manassas employees are courteous/professional	45.3%	36.3%	11.8%	2.8%	2.4%	1.4%
Q21a-6. I was satisfied with my experience	37.3%	34.9%	17.9%	3.8%	4.7%	1.4%

WITHOUT DON'T KNOW

Q21a. Using a 5-point scale, where 5 means "always" and 1 means "never," please rate your satisfaction with City employees on the following behaviors. (without "don't know")

(N=212)

	Always	Usually	Sometimes	Seldom	Never
Q21a-1. It was easy to find someone to address my request	30.3%	43.6%	17.1%	6.2%	2.8%
Q21a-2. Manassas employees went the extra mile	30.0%	32.5%	21.5%	6.5%	9.5%
Q21a-3. Response time was reasonable	31.3%	40.4%	19.2%	4.3%	4.8%
Q21a-4. I was able to get my question/concern resolved	34.6%	36.1%	17.8%	5.3%	6.3%
Q21a-5. Manassas employees are courteous/professional	45.9%	36.8%	12.0%	2.9%	2.4%
Q21a-6. I was satisfied with my experience	37.8%	35.4%	18.2%	3.8%	4.8%

Q22. Overall Opinion of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Manassas with regard to the following.

(N=404)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q22-1. As a place to live	32.7%	45.8%	11.1%	5.9%	1.5%	3.0%
Q22-2. As a place to raise & educate children	19.6%	27.5%	18.8%	11.4%	8.9%	13.9%
Q22-3. As a place to work	15.6%	26.2%	21.8%	4.7%	6.2%	25.5%
Q22-4. As a place for play & leisure	17.3%	38.1%	26.5%	7.2%	5.2%	5.7%
Q22-5. As a place to visit	26.5%	41.8%	17.8%	6.7%	2.2%	5.0%
Q22-6. As a place to retire	14.1%	20.0%	24.8%	16.3%	11.6%	13.1%
Q22-7. As a well planned community	13.1%	31.9%	30.2%	12.6%	5.7%	6.4%
Q22-8. Overall quality of life	20.0%	45.0%	21.3%	6.9%	2.7%	4.0%
Q22-9. Overall sense of community	14.6%	40.1%	28.0%	8.7%	4.2%	4.5%
Q22-10. Overall image of City	18.1%	42.1%	22.8%	8.7%	4.0%	4.5%
Q22-11. As a City that is moving in right direction	19.3%	32.7%	25.7%	9.9%	6.4%	5.9%

WITHOUT DON'T KNOW

Q22. Overall Opinion of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Manassas with regard to the following. (without "don't know")

(N=404)

	Excellent	Good	Neutral	Below average	Poor
Q22-1. As a place to live	33.7%	47.2%	11.5%	6.1%	1.5%
Q22-2. As a place to raise & educate children	22.7%	31.9%	21.8%	13.2%	10.3%
Q22-3. As a place to work	20.9%	35.2%	29.2%	6.3%	8.3%
Q22-4. As a place for play & leisure	18.4%	40.4%	28.1%	7.6%	5.5%
Q22-5. As a place to visit	27.9%	44.0%	18.8%	7.0%	2.3%
Q22-6. As a place to retire	16.2%	23.1%	28.5%	18.8%	13.4%
Q22-7. As a well planned community	14.0%	34.1%	32.3%	13.5%	6.1%
Q22-8. Overall quality of life	20.9%	46.9%	22.2%	7.2%	2.8%
Q22-9. Overall sense of community	15.3%	42.0%	29.3%	9.1%	4.4%
Q22-10. Overall image of City	18.9%	44.0%	23.8%	9.1%	4.1%
Q22-11. As a City that is moving in right direction	20.5%	34.7%	27.4%	10.5%	6.8%

Q23. There are many reasons that you may have decided to live in the City of Manassas. From the following list, please check the THREE most important factors impacting your decision to live in Manassas.

Q23. Most important factors impacting your decision to live in Manassas	Number	Percent
Quality of public school system	53	13.1 %
Employment opportunity	72	17.8 %
Affordability of housing	201	49.8 %
Access to quality health care	48	11.9 %
Availability of cultural activities & arts	22	5.4 %
Proximity to employment & Washington, DC region	204	50.5 %
Safety & security	67	16.6 %
Availability of parks & recreation	14	3.5 %
Near family or friends	162	40.1 %
Access to quality shopping	27	6.7 %
Access to restaurants/entertainment	37	9.2 %
Community/historic Downtown	73	18.1 %
Availability of transportation options including public transit (e.g. bus, train)	44	10.9 %
Other	29	7.2 %
Total	1053	

Q23-14. Other

<u>Q23-14. Other</u>	<u>Number</u>	<u>Percent</u>
Access to airport	1	3.4 %
Access to colleges/universities	1	3.4 %
Affordable housing	1	3.4 %
Bought a house	1	3.4 %
Central location to major roads	1	3.4 %
Close to DC but still affordable	1	3.4 %
Close to NOVA for my children	1	3.4 %
Cost	1	3.4 %
Family	1	3.4 %
Family and only place I can afford to live while working for city schools	1	3.4 %
Geographic location and proximity to what is important to us	1	3.4 %
Government assignment	1	3.4 %
Grew up here	1	3.4 %
Grew up in the City	1	3.4 %
Help with grand children	1	3.4 %
I grew up here and I want to live here because it feels like home	1	3.4 %
Lived here 31 yrs for better or worse	1	3.4 %
Location near employment	1	3.4 %
Location of house	1	3.4 %
Location within walking distance to everything	1	3.4 %
Lower utilities	1	3.4 %
Military transfer	1	3.4 %
My residency here is based on life events, not a desire to live in Manassas	1	3.4 %
My wife works for MCPS	1	3.4 %
Raised my family here	1	3.4 %
Reminds me of my hometown Harrisonburg	1	3.4 %
Retired	1	3.4 %
Slower pace	1	3.4 %
Taxes	1	3.4 %
Total	29	100.0 %

Q24. Which THREE of the reasons for living in the City listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q24. Top choice	Number	Percent
Quality of public school system	115	28.5 %
Employment opportunity	27	6.7 %
Affordability of housing	66	16.3 %
Access to quality health care	15	3.7 %
Availability of cultural activities & arts	5	1.2 %
Proximity to employment & Washington, DC region	14	3.5 %
Safety & security	34	8.4 %
Availability of parks & recreation	7	1.7 %
Near family or friends	7	1.7 %
Access to quality shopping	3	0.7 %
Access to restaurants/entertainment	6	1.5 %
Community/historic Downtown	9	2.2 %
Availability of transportation options including public transit (e.g. bus, train)	18	4.5 %
Other	4	1.0 %
None chosen	74	18.3 %
Total	404	100.0 %

Q24. Which THREE of the reasons for living in the City listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q24. 2nd choice	Number	Percent
Quality of public school system	20	5.0 %
Employment opportunity	48	11.9 %
Affordability of housing	46	11.4 %
Access to quality health care	21	5.2 %
Availability of cultural activities & arts	15	3.7 %
Proximity to employment & Washington, DC region	16	4.0 %
Safety & security	60	14.9 %
Availability of parks & recreation	10	2.5 %
Near family or friends	9	2.2 %
Access to quality shopping	11	2.7 %
Access to restaurants/entertainment	17	4.2 %
Community/historic Downtown	13	3.2 %
Availability of transportation options including public transit (e.g. bus, train)	21	5.2 %
Other	2	0.5 %
None chosen	95	23.5 %
Total	404	100.0 %

Q24. Which THREE of the reasons for living in the City listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q24. 3rd choice	Number	Percent
Quality of public school system	14	3.5 %
Employment opportunity	28	6.9 %
Affordability of housing	33	8.2 %
Access to quality health care	20	5.0 %
Availability of cultural activities & arts	11	2.7 %
Proximity to employment & Washington, DC region	14	3.5 %
Safety & security	49	12.1 %
Availability of parks & recreation	12	3.0 %
Near family or friends	7	1.7 %
Access to quality shopping	20	5.0 %
Access to restaurants/entertainment	17	4.2 %
Community/historic Downtown	30	7.4 %
Availability of transportation options including public transit (e.g. bus, train)	27	6.7 %
Other	5	1.2 %
<u>None chosen</u>	<u>117</u>	<u>29.0 %</u>
Total	404	100.0 %

SUM OF TOP 3 CHOICES

Q24. Which THREE of the reasons for living in the City listed in Question 23 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q24. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of public school system	149	36.9 %
Employment opportunity	103	25.5 %
Affordability of housing	145	35.9 %
Access to quality health care	56	13.9 %
Availability of cultural activities & arts	31	7.7 %
Proximity to employment & Washington, DC region	44	10.9 %
Safety & security	143	35.4 %
Availability of parks & recreation	29	7.2 %
Near family or friends	23	5.7 %
Access to quality shopping	34	8.4 %
Access to restaurants/entertainment	40	9.9 %
Community/historic Downtown	52	12.9 %
Availability of transportation options including public transit (e.g. bus, train)	66	16.3 %
Other	11	2.7 %
None chosen	74	18.3 %
Total	1000	

Q25. Budget Issues. Listed below are tax supported direct services showing dollars (in millions) and percentages of general tax revenues for each service area (excluding services supported by utility and user fees). Using a scale of 1 to 5, where 5 means "increase services with increased tax revenues" and 1 means "substantial reductions in services" please indicate your support for changing the following City services.

(N=404)

	Increase service with increased fees/taxes	Increase service but reduce other ser...	No change in services	Limited reductions	Substantia- l reductio- ns	Don't know
Q25-1. Education (Manassas City Public Schools, operating & facilities-\$57.1 or 54.7%)	26.0%	19.1%	24.3%	7.2%	3.0%	20.5%
Q25-2. Police Services (\$14.0 or 13.4%)	21.5%	18.6%	39.9%	2.2%	1.5%	16.3%
Q25-3. Fire & Rescue Services (\$11.7 or 11.2%)	20.8%	14.9%	43.6%	1.5%	1.7%	17.6%
Q25-4. Corrections (Jail, Juvenile Detention, Sheriff, Courts, Commonwealth Attorney-6.7 or 6.4%)]	7.4%	9.9%	47.5%	5.9%	3.7%	25.5%
Q25-5. Health & Human Services (Social Services, Community Services Board, Health Department-\$5.0 or 4.8%)	14.4%	14.9%	37.9%	7.9%	3.7%	21.3%
Q25-6. Development (Community & Economic Dev.-\$2.5 or 2.4%)	8.9%	17.6%	38.1%	10.9%	3.2%	21.3%
Q25-7. Streets & Traffic (\$2.4 or 2.3%)	16.6%	22.5%	38.6%	3.7%	0.7%	17.8%
Q25-8. Culture & Recreation (Museum, HMI, Harris Pavilion, Candy Factory, Hylton Performing Arts Center, Pool, Neighborhood Services, Playgrounds, Freedom Center, Boys & Girls Club, Commission on Aging, Extension Services-\$2.0 or 1.9%)	11.1%	11.1%	45.3%	10.6%	2.2%	19.6%
Q25-9. Community Appearance (\$1.9 or 1.8%)	9.4%	15.8%	48.3%	7.2%	1.7%	17.6%
Q25-10. Libraries (\$1.2 or 1.1%)	9.9%	10.4%	45.8%	10.4%	4.0%	19.6%

WITHOUT DON'T KNOW

Q25. Budget Issues. Listed below are tax supported direct services showing dollars (in millions) and percentages of general tax revenues for each service area (excluding services supported by utility and user fees). Using a scale of 1 to 5, where 5 means "increase services with increased tax revenues" and 1 means "substantial reductions in services" please indicate your support for changing the following City services. (without "don't know")

(N=404)

	Increase service with increased fees/taxes	Increase service but reduce other services	No change in services	Limited reductions	Substantial reductions
Q25-1. Education (Manassas City Public Schools, operating & facilities-\$57.1 or 54.7%)	32.7%	24.0%	30.5%	9.0%	3.7%
Q25-2. Police Services (\$14.0 or 13.4%)	25.7%	22.2%	47.6%	2.7%	1.8%
Q25-3. Fire & Rescue Services (\$11.7 or 11.2%)	25.2%	18.0%	52.9%	1.8%	2.1%
Q25-4. Corrections (Jail, Juvenile Detention, Sheriff, Courts, Commonwealth Attorney-6.7 or 6.4%)]	10.0%	13.3%	63.8%	8.0%	5.0%
Q25-5. Health & Human Services (Social Services, Community Services Board, Health Department-\$5.0 or 4.8%)	18.2%	18.9%	48.1%	10.1%	4.7%
Q25-6. Development (Community & Economic Dev.-\$2.5 or 2.4%)	11.3%	22.3%	48.4%	13.8%	4.1%
Q25-7. Streets & Traffic (\$2.4 or 2.3%)	20.2%	27.4%	47.0%	4.5%	0.9%
Q25-8. Culture & Recreation (Museum, HMI, Harris Pavilion, Candy Factory, Hylton Performing Arts Center, Pool, Neighborhood Services, Playgrounds, Freedom Center, Boys & Girls Club, Commission on Aging, Extension Services-\$2.0 or 1.9%)	13.8%	13.8%	56.3%	13.2%	2.8%
Q25-9. Community Appearance (\$1.9 or 1.8%)	11.4%	19.2%	58.6%	8.7%	2.1%
Q25-10. Libraries (\$1.2 or 1.1%)	12.3%	12.9%	56.9%	12.9%	4.9%

Q26. Approximately how many years have you lived in the City of Manassas?

Q26. How many years have you lived in City of

Manassas	Number	Percent
Less than 5 years	80	19.8 %
5-10 years	72	17.8 %
11-20 years	82	20.3 %
More than 20 years	170	42.1 %
Total	404	100.0 %

Q27. Where do you plan to be living in the next 2-5 years?

Q27. Where do you plan to be living in next 2-5 years

	Number	Percent
Manassas	270	66.8 %
Another City/County in Virginia	52	12.9 %
Outside of Virginia	27	6.7 %
Other	4	1.0 %
Don't know	51	12.6 %
Total	404	100.0 %

WITHOUT DON'T KNOW**Q27. Where do you plan to be living in the next 2-5 years? (without "don't know")**

Q27. Where do you plan to be living in next 2-5 years

	Number	Percent
Manassas	270	76.5 %
Another City/County in Virginia	52	14.7 %
Outside of Virginia	27	7.6 %
Other	4	1.1 %
Total	353	100.0 %

Q27-4. Other

<u>Q27-4. Other</u>	<u>Number</u>	<u>Percent</u>
California	1	25.0 %
Delaware	1	25.0 %
Florida	1	25.0 %
Military posting	1	25.0 %
Total	4	100.0 %

Q28. How many persons, counting yourself, from each age group are currently living in your household?

	<u>Mean</u>	<u>Sum</u>
number	2.64	1013
5 & under	0.20	76
6 to 19	0.40	154
20 to 44	0.78	300
45 to 64	0.78	301
65 to 74	0.35	134
75+	0.13	48

Q29. In what type of residence do you live?

<u>Q29. In what type of residence do you live</u>	<u>Number</u>	<u>Percent</u>
Single family home	245	60.6 %
Townhome	87	21.5 %
Apartment or condominium	65	16.1 %
Other	1	0.2 %
Not provided	6	1.5 %
Total	404	100.0 %

WITHOUT NOT PROVIDED

Q29. In what type of residence do you live? (without "not provided")

<u>Q29. In what type of residence do you live</u>	<u>Number</u>	<u>Percent</u>
Single family home	245	61.6 %
Townhome	87	21.9 %
Apartment or condominium	65	16.3 %
Other	1	0.3 %
Total	398	100.0 %

Missing Cases = 6
 Response Percent = 98.5 %

Q29-4. Other

<u>Q29-4. Other</u>	<u>Number</u>	<u>Percent</u>
Parents/military housing	1	100.0 %
Total	1	100.0 %

Q30. Do you own or rent your current residence?

Q30. Do you own or rent your current residence	Number	Percent
Own	299	74.0 %
Rent	103	25.5 %
Not provided	2	0.5 %
Total	404	100.0 %

WITHOUT NOT PROVIDED

Q30. Do you own or rent your current residence? (without "not provided")

Q30. Do you own or rent your current residence	Number	Percent
Own	299	74.4 %
Rent	103	25.6 %
Total	402	100.0 %

Q31. Are you or other members of your household of Hispanic or Latino ancestry?

Q31. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	126	31.2 %
No	274	67.8 %
Not provided	4	1.0 %
Total	404	100.0 %

WITHOUT NOT PROVIDED

Q31. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")

Q31. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	126	31.5 %
No	274	68.5 %
Total	400	100.0 %

Q32. Which of the following best describes your race?

Q32. Your race	Number	Percent
African American/Black	53	13.1 %
American Indian/Alaska Native	5	1.2 %
Asian/Hawaiian/Other Pacific Islander	22	5.4 %
White	283	70.0 %
Other	44	10.9 %
Total	407	

Q32-5. Other

Q32-5. Other	Number	Percent
Asian Indian	1	2.6 %
Hispanic	31	79.5 %
Jewish & Italian	1	2.6 %
Latino	3	7.7 %
Mexican	1	2.6 %
Mixed	2	5.1 %
Total	39	100.0 %

Q33. Is English the primary language spoken in your home?

Q33. Is English the primary language spoken in your home	Number	Percent
Yes	348	86.1 %
No	54	13.4 %
Not provided	2	0.5 %
Total	404	100.0 %

WITHOUT NOT PROVIDED**Q33. Is English the primary language spoken in your home? (without "not provided")**

Q33. Is English the primary language spoken in your home	Number	Percent
Yes	348	86.6 %
No	54	13.4 %
Total	402	100.0 %

Q33-2. What is the primary language spoken in your home?

Q33-2. What is the primary language spoken in your home	Number	Percent
Spanish	39	86.7 %
Tagalog	1	2.2 %
Philippines	1	2.2 %
Korean	1	2.2 %
Chinese	1	2.2 %
French/Arabic	1	2.2 %
Bulgarian	1	2.2 %
Total	45	100.0 %

Q34. Would you say your total household income is...

Q34. Your total household income	Number	Percent
Under \$25K	20	5.0 %
\$25K to \$49,999	53	13.1 %
\$50K to \$74,999	58	14.4 %
\$75K to \$99,999	70	17.3 %
\$100K+	165	40.8 %
Not provided	38	9.4 %
Total	404	100.0 %

WITHOUT NOT PROVIDED

Q34. Would you say your total household income is... (without "not provided")

Q34. Your total household income	Number	Percent
Under \$25K	20	5.5 %
\$25K to \$49,999	53	14.5 %
\$50K to \$74,999	58	15.8 %
\$75K to \$99,999	70	19.1 %
\$100K+	165	45.1 %
Total	366	100.0 %

Q35. Which of the following best describes your current employment status?

Q35. What best describes your current employment status	Number	Percent
Employed outside home	261	64.6 %
Employed in home/have a home-based business	22	5.4 %
Student	1	0.2 %
Retired	96	23.8 %
Not currently employed outside home	18	4.5 %
Not provided	6	1.5 %
Total	404	100.0 %

WITHOUT NOT PROVIDED

Q35. Which of the following best describes your current employment status? (without "not provided")

Q35. What best describes your current employment status	Number	Percent
Employed outside home	261	65.6 %
Employed in home/have a home-based business	22	5.5 %
Student	1	0.3 %
Retired	96	24.1 %
Not currently employed outside home	18	4.5 %
Total	398	100.0 %

Q35-1. Other

<u>Q35-1. What is the zip code where you work</u>	<u>Number</u>	<u>Percent</u>
20001	1	0.5 %
20002	1	0.5 %
20003	1	0.5 %
20004	1	0.5 %
20005	1	0.5 %
20006	1	0.5 %
20009	2	1.0 %
20036	2	1.0 %
20080	1	0.5 %
20101	1	0.5 %
20108	2	1.0 %
20109	14	6.9 %
20110	59	29.2 %
20111	2	1.0 %
20112	3	1.5 %
20119	1	0.5 %
20120	1	0.5 %
20121	1	0.5 %
20136	1	0.5 %
20140	1	0.5 %
20150	1	0.5 %
20151	10	5.0 %
20155	4	2.0 %
20166	2	1.0 %
20169	2	1.0 %
20171	4	2.0 %
20181	1	0.5 %
20190	3	1.5 %
20191	3	1.5 %
20224	2	1.0 %
20230	1	0.5 %
20250	1	0.5 %
20330	1	0.5 %
20374	1	0.5 %
20376	1	0.5 %
20439	1	0.5 %
20472	1	0.5 %
20515	1	0.5 %
20522	1	0.5 %
20540	1	0.5 %
20570	1	0.5 %
20852	1	0.5 %
20910	2	1.0 %
22003	2	1.0 %
22015	3	1.5 %
22030	8	4.0 %

Q35-1. Other

<u>Q35-1. What is the zip code where you work</u>	<u>Number</u>	<u>Percent</u>
22031	2	1.0 %
22032	1	0.5 %
22033	6	3.0 %
22035	1	0.5 %
22041	1	0.5 %
22042	1	0.5 %
22044	1	0.5 %
22060	1	0.5 %
22079	1	0.5 %
22101	1	0.5 %
22102	1	0.5 %
22113	1	0.5 %
22146	1	0.5 %
22153	1	0.5 %
22172	1	0.5 %
22180	2	1.0 %
22181	1	0.5 %
22182	2	1.0 %
22191	1	0.5 %
22192	4	2.0 %
22202	1	0.5 %
22203	4	2.0 %
22226	1	0.5 %
22304	1	0.5 %
22312	1	0.5 %
22314	3	1.5 %
22406	1	0.5 %
22602	1	0.5 %
23058	1	0.5 %
23230	1	0.5 %
Total	202	100.0 %

Q36. Your gender:

<u>Q36. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	200	49.5 %
Female	202	50.0 %
Not provided	2	0.5 %
Total	404	100.0 %

WITHOUT NOT PROVIDED

Q36. Your gender: (without "not provided")

<u>Q36. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	200	49.8 %
Female	202	50.2 %
Total	402	100.0 %