

Section 7

Survey Instrument



September 2018

Dear City of Manassas Resident,

The City of Manassas would like to solicit your thoughts and opinions about city government programs and services. Every two years, we ask a scientifically selected sample of City residents to complete the enclosed survey. This is designed to gather your feedback about current city government activities. It will be used to improve existing services and to help determine future needs for the City of Manassas.

We thank you for your participation and realize that this will take a few minutes to complete, but every question is important. The time you invest in this survey will influence decisions made about the future of the City of Manassas.

Please return your completed survey within the next week using the postage-paid envelope provided. ETC Institute, one of the nation's leading firms in local government research, will compile and analyze the survey data. After the data is compiled, ETC Institute will present the results to the City. Individual responses to the survey are kept confidential and will not be released to the City of Manassas. If you would like to complete the survey online, the website address is www.cityofmanassascitizensurvey.org.

If you have questions or concerns about this survey, please contact the City Manager's Office at 703-257-8212.

We sincerely appreciate your time and effort with this survey.

Sincerely,

A handwritten signature in black ink that reads "Harry J. Parrish II".

Harry J. Parrish II
Mayor

A handwritten signature in black ink that reads "W. Patrick Pate".

W. Patrick Pate
City Manager

Si tiene preguntas acerca de la encuesta y no habla Inglés, por favor llame al 1-844-811-0411.



2018 City of Manassas Community Survey

The City of Manassas is committed to building a strong community, which can be further accomplished with your open and honest input. Your feedback on this survey will inform City leaders about your level of satisfaction with planning and service delivery. Please take a few minutes (approximately 15 minutes) to complete this survey. If you have questions, please contact the City Manager's Office at (703) 257-8212.

1. 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
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of fire and rescue services	5	4	3	2	1	9
03. Overall quality of economic development	5	4	3	2	1	9
04. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
05. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
06. Overall flow of traffic and ease of getting around the City	5	4	3	2	1	9
07. Overall maintenance of City streets, sidewalks, and infrastructure	5	4	3	2	1	9
08. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
09. Overall quality of landscaping in parks, medians, and other public areas	5	4	3	2	1	9
10. Overall quality of trash, recycling and yard waste services	5	4	3	2	1	9
11. Overall quality of water and sewer utilities	5	4	3	2	1	9
12. Overall quality of electric utility services	5	4	3	2	1	9
13. Overall quality of social services	5	4	3	2	1	9
14. Overall quality of public education	5	4	3	2	1	9
15. Overall quality of library services	5	4	3	2	1	9
16. Overall quality of Manassas Regional Airport services and events	5	4	3	2	1	9
17. Overall quality of voter registration	5	4	3	2	1	9
18. Overall effectiveness of communication with the community	5	4	3	2	1	9
19. Overall quality of customer service you receive from City employees	5	4	3	2	1	9

2. 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? [Write in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____

3. 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."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall image of the City of Manassas	5	4	3	2	1	9
02. Overall quality of new development in the City of Manassas	5	4	3	2	1	9
03. Overall appearance of the City	5	4	3	2	1	9
04. Availability of affordable quality housing	5	4	3	2	1	9
05. Availability of employment	5	4	3	2	1	9
06. Acceptance of diversity	5	4	3	2	1	9
07. Quality of public schools	5	4	3	2	1	9
08. Overall quality of life in the City of Manassas	5	4	3	2	1	9
09. Overall quality of City of Manassas services	5	4	3	2	1	9
10. Overall value received for City of Manassas tax dollars and fees	5	4	3	2	1	9

4. 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."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of local police protection	5	4	3	2	1	9
02.	Professionalism of police employees responding to emergencies	5	4	3	2	1	9
03.	How quickly police respond to 911 emergencies	5	4	3	2	1	9
04.	The visibility of police in neighborhoods	5	4	3	2	1	9
05.	The visibility of police in retail areas	5	4	3	2	1	9
06.	The City's efforts to prevent crime	5	4	3	2	1	9
07.	The City's efforts to enforce local traffic laws such as speeding	5	4	3	2	1	9
08.	Quality of Animal Control	5	4	3	2	1	9
09.	Overall quality of local fire protection	5	4	3	2	1	9
10.	Professionalism of fire/EMT employees responding to emergencies	5	4	3	2	1	9
11.	How quickly fire and rescue responds to 911 emergencies	5	4	3	2	1	9
12.	Quality of Emergency Medical Services (EMS)	5	4	3	2	1	9
13.	Quality of shared services with the County(i.e. Jails, Courts, Commonwealth Attorney)	5	4	3	2	1	9

5. 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? [Write in your answers below using the numbers from the list in Question 4.]

1st: ____ 2nd: ____ 3rd: ____

6. 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.

		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1.	Walking in your neighborhood during the day	4	3	2	1	9
2.	Walking in your neighborhood at night	4	3	2	1	9
3.	In commercial/business areas of the City	4	3	2	1	9
4.	In City parks	4	3	2	1	9
5.	Overall feeling of safety in the City of Manassas	4	3	2	1	9

7. 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.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Ease of getting around within the City of Manassas	5	4	3	2	1	9
02.	Ease of traveling from your home to regional roadways	5	4	3	2	1	9
03.	How well the traffic signal system provides for efficient traffic flow	5	4	3	2	1	9
04.	Availability of sidewalks	5	4	3	2	1	9
05.	Availability of pathways for walking or biking	5	4	3	2	1	9
06.	Availability of biking lanes and amenities	5	4	3	2	1	9
07.	Availability of public parking	5	4	3	2	1	9
08.	Availability of public parking in the historic downtown area	5	4	3	2	1	9
09.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
10.	Overall maintenance of street signs/pavement markings	5	4	3	2	1	9
11.	Adequate street lighting	5	4	3	2	1	9
12.	Availability of public transit options (VRE/Amtrak, Bus, etc.)	5	4	3	2	1	9

8. Which THREE of the transportation and mobility items listed in Question 7 on the previous page do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]

1st: ____ 2nd: ____ 3rd: ____

9. **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."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
02. Enforcing mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
03. Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
04. Enforcing maintenance of business property (exterior of businesses)	5	4	3	2	1	9
05. Enforcing sign regulations	5	4	3	2	1	9
06. Enforcing the removal of blighted/abandoned buildings	5	4	3	2	1	9
07. Residential garbage collection and bulk trash collection	5	4	3	2	1	9
08. Residential curbside recycling	5	4	3	2	1	9
09. Residential yard waste collection	5	4	3	2	1	9
10. Appearance of City right-of-way and medians	5	4	3	2	1	9
11. Appearance/maintenance of City parks	5	4	3	2	1	9
12. Appearance of City buildings	5	4	3	2	1	9
13. Condition of sidewalks	5	4	3	2	1	9
14. Overall cleanliness of streets	5	4	3	2	1	9

10. 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? [Write in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____ 3rd: ____

11. **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."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Efforts to manage and plan for growth/development	5	4	3	2	1	9
02. Availability of quality housing	5	4	3	2	1	9
03. Ability to attract and retain full-time private sector jobs	5	4	3	2	1	9
04. Ability to attract and promote retail businesses and restaurants	5	4	3	2	1	9
05. Ability to attract visitors and promote Historic Manassas	5	4	3	2	1	9
06. Efforts to preserve and promote residential-scale architecture and character in existing neighborhoods	5	4	3	2	1	9
07. Efforts to provide for and encourage new detached single-family homes	5	4	3	2	1	9
08. Efforts to encourage a variety of housing types such as single family, townhouse, condos and apartments	5	4	3	2	1	9
09. Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses and shopping centers	5	4	3	2	1	9
10. Efforts on developing large, vacant commercial and industrial areas to attract more employers	5	4	3	2	1	9
11. Efforts to continue the revitalization of the historic downtown area	5	4	3	2	1	9

12. 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? [Write in your answers below using the numbers from the list in Question 11.]

1st: ____ 2nd: ____ 3rd: ____

13. 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."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Proximity of your home to City parks and green spaces	5	4	3	2	1	9
02.	Quality and number of athletic fields	5	4	3	2	1	9
03.	Number of parks and open spaces	5	4	3	2	1	9
04.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
05.	Availability of walking/biking trails	5	4	3	2	1	9
06.	Programs at the Freedom Center @ GMU	5	4	3	2	1	9
07.	Programs at Stonewall Pool	5	4	3	2	1	9
08.	Variety of recreational programs	5	4	3	2	1	9
09.	Special events and festivals (Celebrate America/Fall Jubilee/Farmers Market)	5	4	3	2	1	9
10.	Manassas Museum programs and facilities	5	4	3	2	1	9
11.	Variety and quality of programs at the Hylton Performing Arts Center @ GMU	5	4	3	2	1	9
12.	Variety and quality of programs at the Center for the Arts @ the Candy Factory	5	4	3	2	1	9
13.	Variety and quality of programs at the Harris Pavilion	5	4	3	2	1	9
14.	Variety of cultural programs	5	4	3	2	1	9
15.	Ease of registering for programs	5	4	3	2	1	9
16.	Hours of operation and services provided by the public library	5	4	3	2	1	9

14. 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? [Write in your answers below using the numbers from the list in Question 13.]

1st: _____ 2nd: _____ 3rd: _____

15. 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."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Reliability of water services	5	4	3	2	1	9
02.	Taste/odor of your drinking water	5	4	3	2	1	9
03.	Reliability of sewer services	5	4	3	2	1	9
04.	Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9
05.	Reliability of City electric services	5	4	3	2	1	9
06.	How quickly power is restored after an unplanned outage	5	4	3	2	1	9
07.	Efforts to bury utility lines	5	4	3	2	1	9
08.	Overall value that you receive for electrical utility rates	5	4	3	2	1	9
09.	How well the City keeps you informed about planned disruptions to service	5	4	3	2	1	9
10.	Reliability of stormwater systems	5	4	3	2	1	9
11.	Availability of services from the Manassas Regional Airport	5	4	3	2	1	9
12.	Courtesy of field crews and employees	5	4	3	2	1	9

16. Which TWO of the utilities items listed in Question 15 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 15.]

1st: _____ 2nd: _____

17. **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.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of services to people on a low or fixed income	5	4	3	2	1	9
2. Availability of services to seniors	5	4	3	2	1	9
3. Availability of services to the unemployed	5	4	3	2	1	9
4. Availability of services to families and children	5	4	3	2	1	9
5. Availability of transportation for people with disabilities	5	4	3	2	1	9
6. Availability of quality services supporting persons with mental, physical and cognitive disabilities and/or substance abuse	5	4	3	2	1	9
7. Efforts to preserve and increase the availability of affordable housing	5	4	3	2	1	9

18. **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?** [Write in your answers below using the numbers from the list in Question 17.]

1st: _____ 2nd: _____

19. **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."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ease of access to information about City services	5	4	3	2	1	9
2. Opportunities to participate in local government (advisory boards, volunteering)	5	4	3	2	1	9
3. Quality of the City's website - www.manassascity.org	5	4	3	2	1	9
4. City efforts to keep you informed about local issues	5	4	3	2	1	9
5. Effectiveness of public notices in the newspaper	5	4	3	2	1	9
6. Quality of printed materials	5	4	3	2	1	9

20. **Which of the following are your primary sources of information about City issues, services, and events?** [Check all that apply.]

- | | |
|--|--|
| <input type="checkbox"/> (01) ManassasCity.org | <input type="checkbox"/> (07) City local access channel |
| <input type="checkbox"/> (02) Twitter (@cityofmanassas) | <input type="checkbox"/> (08) Television |
| <input type="checkbox"/> (03) Facebook (facebook.com/cityofmanassas) | <input type="checkbox"/> (09) Radio |
| <input type="checkbox"/> (04) Email subscription | <input type="checkbox"/> (10) Newspaper |
| <input type="checkbox"/> (05) City Connection Newsletter | <input type="checkbox"/> (11) VisitManassas.org |
| <input type="checkbox"/> (06) City Hall | |

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

(1) Yes [Answer Q21a.] (2) No [Skip to Q22.]

- 21a. **Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees on the following behaviors.**

	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. It was easy to find someone to address my request	5	4	3	2	1	9
2. The Manassas employee went the extra mile	5	4	3	2	1	9
3. The response time was reasonable	5	4	3	2	1	9
4. I was able to get my question/concern resolved	5	4	3	2	1	9
5. Manassas employees are courteous/professional	5	4	3	2	1	9
6. I was satisfied with my experience	5	4	3	2	1	9

22. 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.

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live	5	4	3	2	1	9
02. As a place to raise and educate children	5	4	3	2	1	9
03. As a place to work	5	4	3	2	1	9
04. As a place for play and leisure	5	4	3	2	1	9
05. As a place to visit	5	4	3	2	1	9
06. As a place to retire	5	4	3	2	1	9
07. As a well planned community	5	4	3	2	1	9
08. Overall quality of life	5	4	3	2	1	9
09. Overall sense of community	5	4	3	2	1	9
10. Overall image of the City	5	4	3	2	1	9
11. As a city that is moving in the right direction	5	4	3	2	1	9

23. 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.

- | | |
|---|---|
| <input type="checkbox"/> (01) Quality of public school system | <input type="checkbox"/> (08) Availability of parks and recreation |
| <input type="checkbox"/> (02) Employment opportunity | <input type="checkbox"/> (09) Near family or friends |
| <input type="checkbox"/> (03) Affordability of housing | <input type="checkbox"/> (10) Access to quality shopping |
| <input type="checkbox"/> (04) Access to quality health care | <input type="checkbox"/> (11) Access to restaurants/entertainment |
| <input type="checkbox"/> (05) Availability of cultural activities and the arts | <input type="checkbox"/> (12) Community/Historic Downtown |
| <input type="checkbox"/> (06) Proximity to employment and the Washington, DC Region | <input type="checkbox"/> (13) Availability of transportation options including public transit (e.g. bus, train) |
| <input type="checkbox"/> (07) Safety and security | <input type="checkbox"/> (14) Other: _____ |

24. 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? [Write in your answers below using the numbers from the list in Question 23.]

1st: _____ 2nd: _____ 3rd: _____

25. 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.

	Increase service with increased fees/taxes	Increase service but reduce other services	No change in services	Limited reductions	Substantial reductions	Don't Know
01. Education (Manassas City Public Schools, operating and facilities - \$57.1 or 54.7%)	5	4	3	2	1	9
02. Police Services (\$14.0 or 13.4%)	5	4	3	2	1	9
03. Fire and Rescue Services (\$11.7 or 11.2%)	5	4	3	2	1	9
04. Corrections (Jail, Juvenile Detention, Sheriff, Courts, Commonwealth Attorney - \$6.7 or 6.4%)	5	4	3	2	1	9
05. Health and Human Services (Social Services, Community Services Board, Health Department - \$5.0 or 4.8%)	5	4	3	2	1	9
06. Development (Community and Economic Dev. - \$2.5 or 2.4%)	5	4	3	2	1	9
07. Streets and Traffic (\$2.4 or 2.3%)	5	4	3	2	1	9
08. Culture and Recreation (Museum, HMI, Harris Pavilion, Candy Factory, Hylton Performing Arts Center, Pool, Neighborhood Services, Playgrounds, Freedom Center, Boys and Girls Club, Commission on Aging, Extension Services - \$2.0 or 1.9%)	5	4	3	2	1	9
09. Community Appearance (\$1.9 or 1.8%)	5	4	3	2	1	9
10. Libraries (\$1.2 or 1.1%)	5	4	3	2	1	9

DEMOGRAPHICS

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

___(1) Less than 5 years ___(2) 5-10 years ___(3) 11-20 years ___(4) More than 20 years

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

___(1) Manassas ___(3) Outside of Virginia ___(9) Don't know
___(2) Another city/county in Virginia ___(4) Other: _____

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

5 and under: ___ 6 to 19: ___ 20 to 44: ___ 45 to 64: ___ 65 to 74: ___ 75 and over: ___

29. In what type of residence do you live?

___(1) Single family home ___(2) Townhome ___(3) Apartment or condominium ___(4) Other: _____

30. Do you own or rent your current residence? ___(1) Own ___(2) Rent

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

___(1) Yes ___(2) No

32. Which of the following best describes your race?

___(1) African American/Black ___(4) White
___(2) American Indian/Alaska Native ___(5) Other: _____
___(3) Asian/Hawaiian/Other Pacific Islander

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

___(1) Yes ___(2) No (*What is the primary language?* _____)

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

___(1) Under \$25,000 ___(3) \$50,000 to \$74,999 ___(5) \$100,000 or more
___(2) \$25,000 to \$49,999 ___(4) \$75,000 to \$99,999

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

___(1) Employed outside the home ___(3) Student
(*What is the zip code where you work?* _____) ___(4) Retired
___(2) Employed in the home/have a home-based business ___(5) Not currently employed outside the home

36. Your gender: ___(1) Male ___(2) Female

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.