

Section 2

Benchmarking Analysis

Benchmarking Summary

City of Manassas, Virginia

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 250 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute to a random sample of more than 4,000 residents in the continental United States and (2) a regional survey that was administered to a random sample of over 500 residents in the Mid-Atlantic region of the United States. The states included in the Mid-Atlantic region are: Virginia, Pennsylvania, New Jersey, Maryland, Delaware and Washington, D.C.

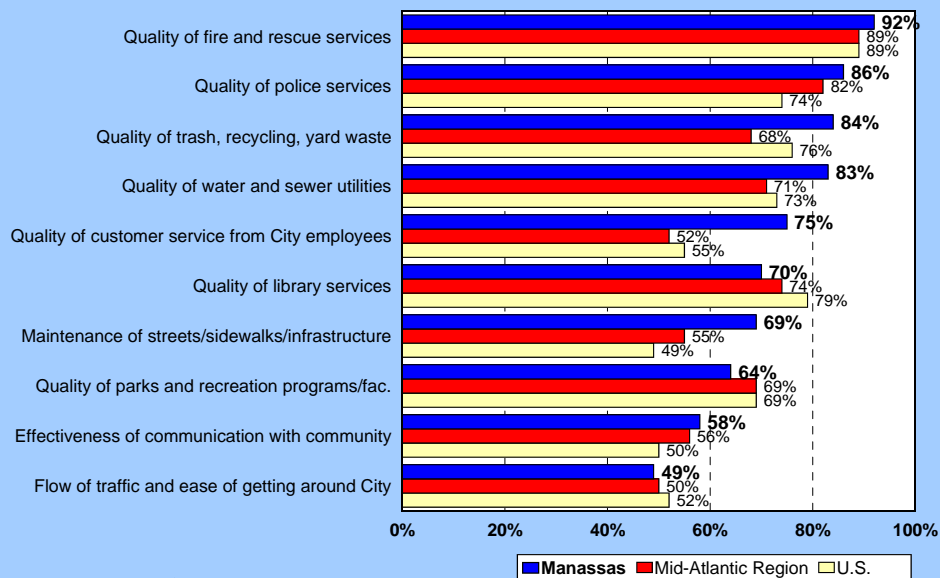
The charts on the following pages show how the overall results for the City of Manassas compare to the national average and the Mid-Atlantic regional average. The blue bar shows the satisfaction rating for the City of Manassas, the red bar shows the satisfaction rating for the Mid-Atlantic Regional average, and the yellow bar shows the satisfaction rating for the national average.

National Benchmarks

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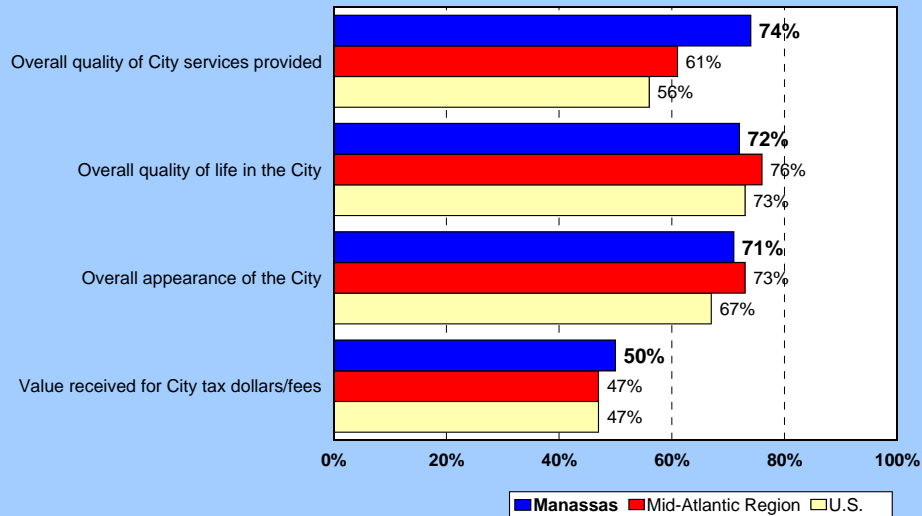
Overall Satisfaction with Various City Services Manassas vs. Mid-Atlantic Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City Manassas vs. Mid-Atlantic Region vs. the U.S

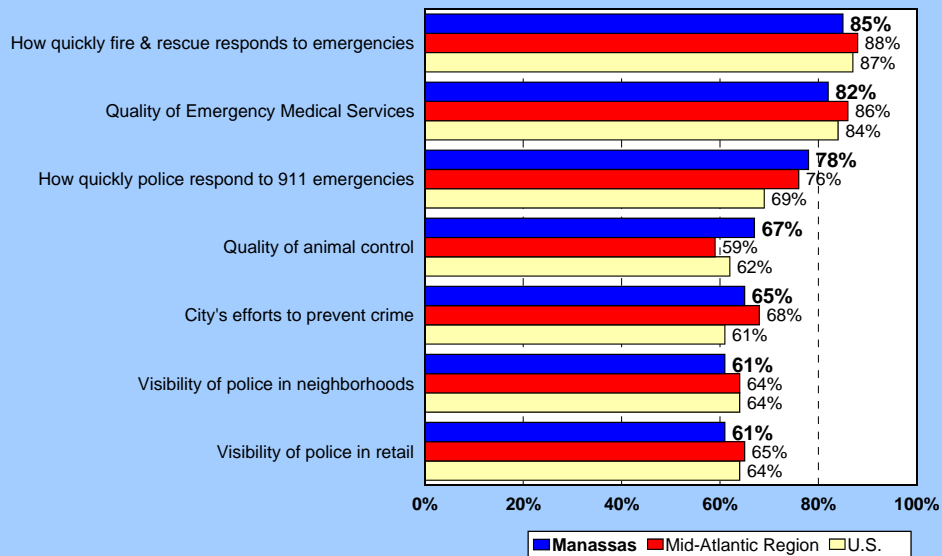
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Overall Satisfaction with Public Safety Services Manassas vs. Mid-Atlantic Region vs. the U.S

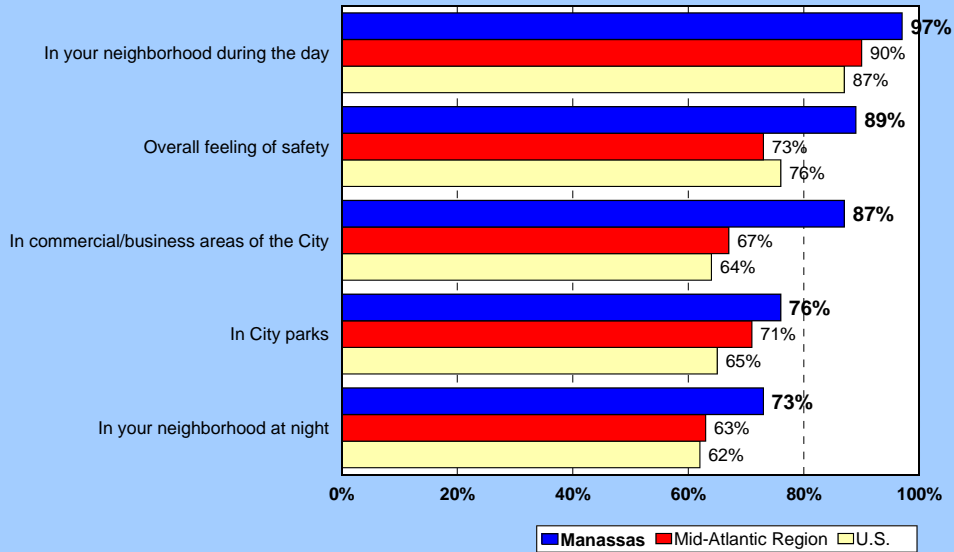
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

How Safe Residents Feel in Their Community Manassas vs. Mid-Atlantic Region vs. the U.S

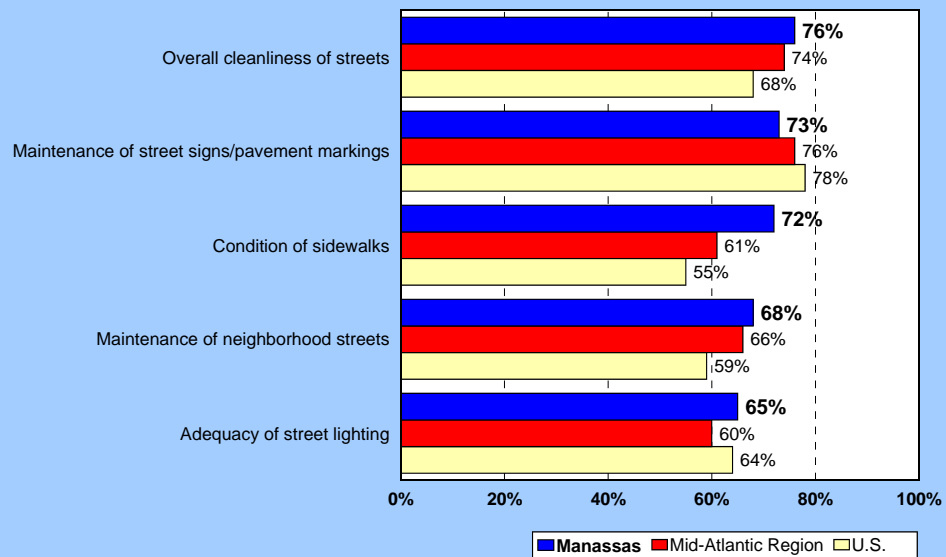
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



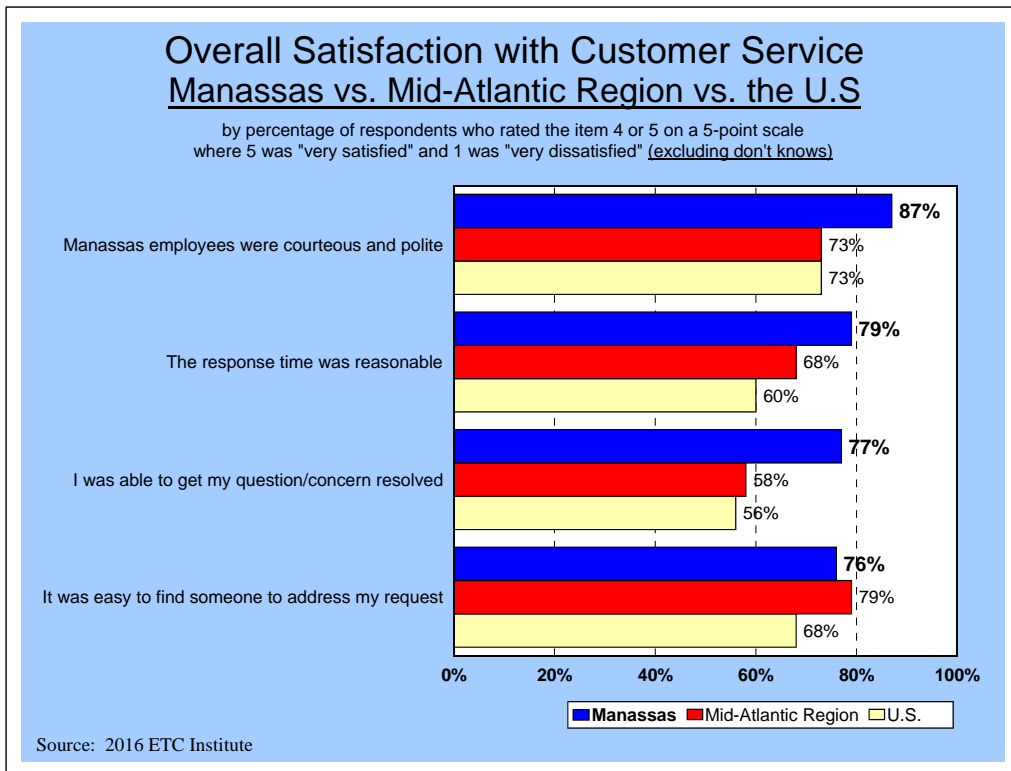
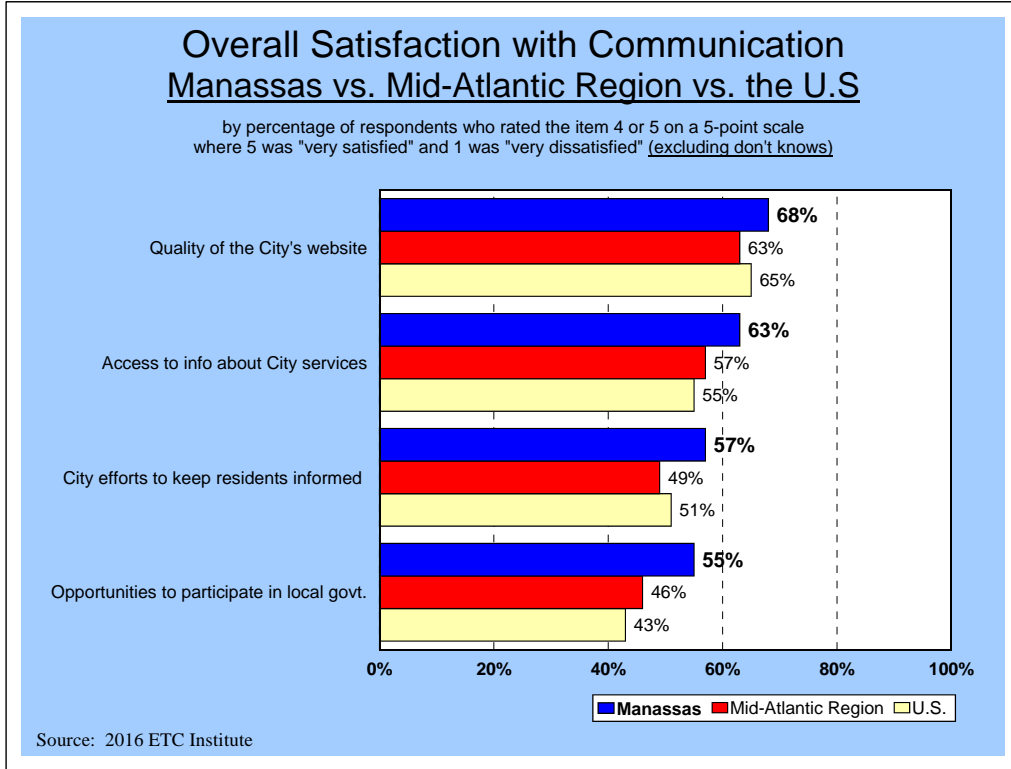
Source: 2016 ETC Institute

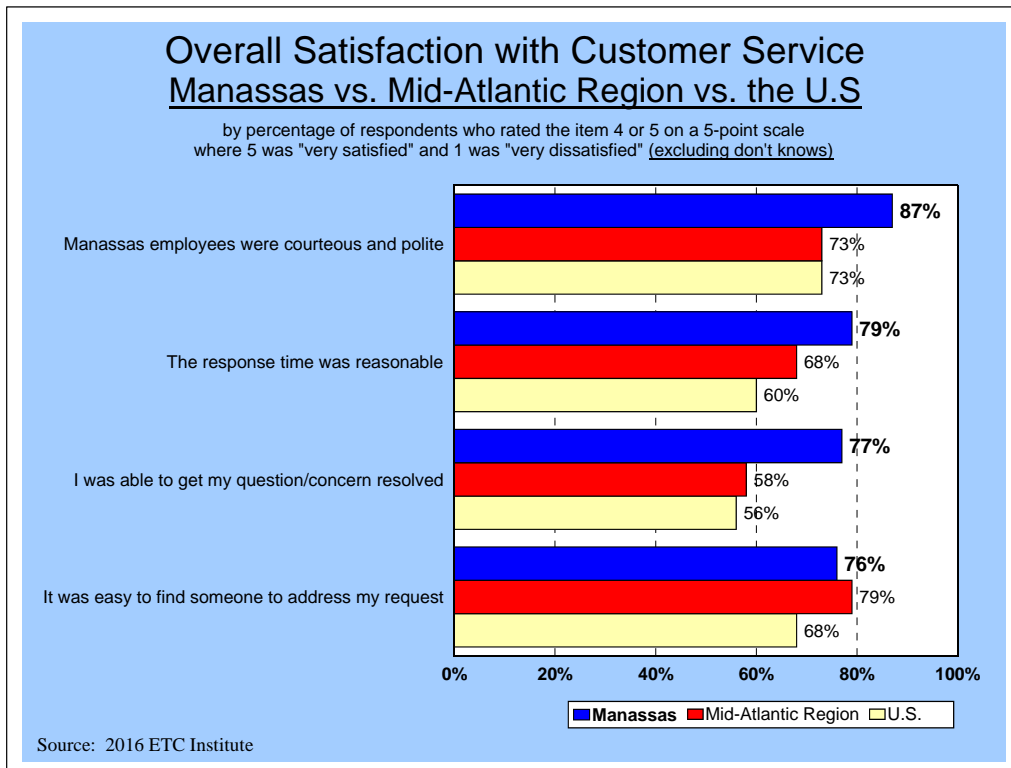
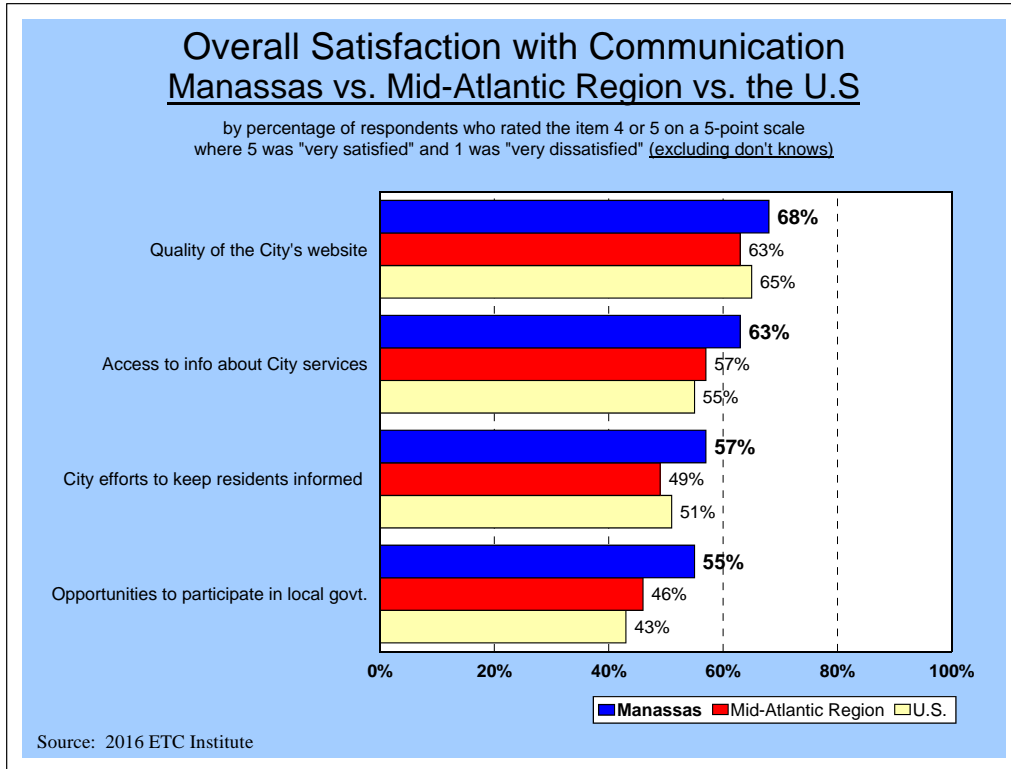
Overall Satisfaction with City Maintenance Manassas vs. Mid-Atlantic Region vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



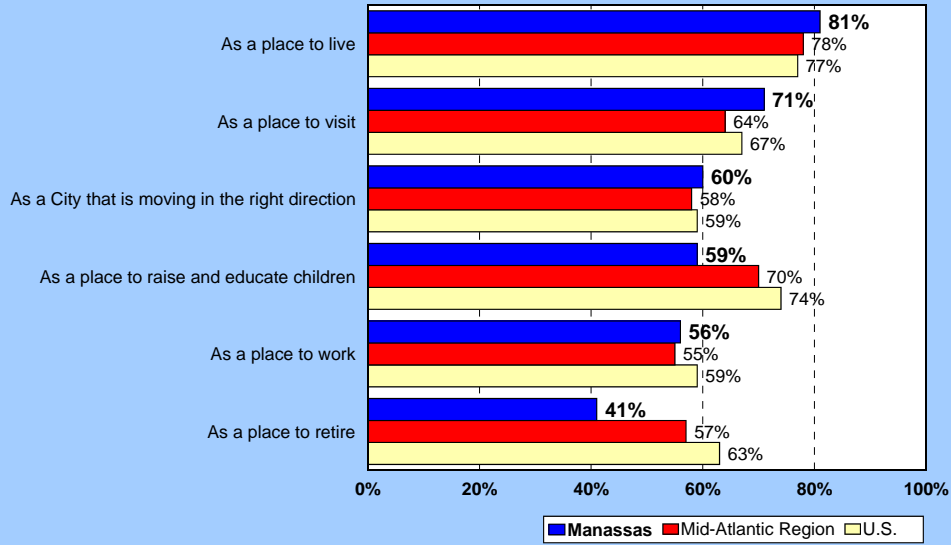
Source: 2016 ETC Institute





Overall Ratings of the Community Manassas vs. Mid-Atlantic Region vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute