

Section 3

Performance Range Comparisons

Performance Range Summary

City of Manassas, Virginia

Overview

The source for the data in this section of the report is from individual community surveys that were administered by ETC Institute within the past three years in 37 cities with a population of 15,000 to 75,000. The results from individual cities were used as the basis for developing the ranges of performance that are shown in this report for specific types of services. The 37 cities included in the performance ranges that are shown in this report are listed below:

- Auburn, AL
- Baytown, TX
- Bensenville, IL
- Blue Springs, MO
- Cedar Hill, TX
- Chapel Hill, NC
- Chickasha, OK
- Clayton, MO
- Cleveland Heights, OH
- Creve Coeur, MO
- Gardner, KS
- Gladstone, MO
- Glenview, IL
- Hallandale Beach, FL
- Hyattsville, MD
- Johnston, IA
- Kennesaw, GA
- Kirkwood, MO
- Lenexa, KS
- Midwest City, OK
- Missouri City, TX
- Mountain Brook, AL
- Newport, RI
- Pflugerville, TX
- Pinecrest, FL
- Pitken County, CO
- Portland, TX
- Raymore, MO
- Rolla, MO
- San Marcos, TX
- Shawnee, KS
- Shoreline, WA
- St. Joseph, MO
- Tamarac, FL
- Wauwatosa, WI
- Wentzville, MO
- West Des Moines, IA



Interpreting the Charts

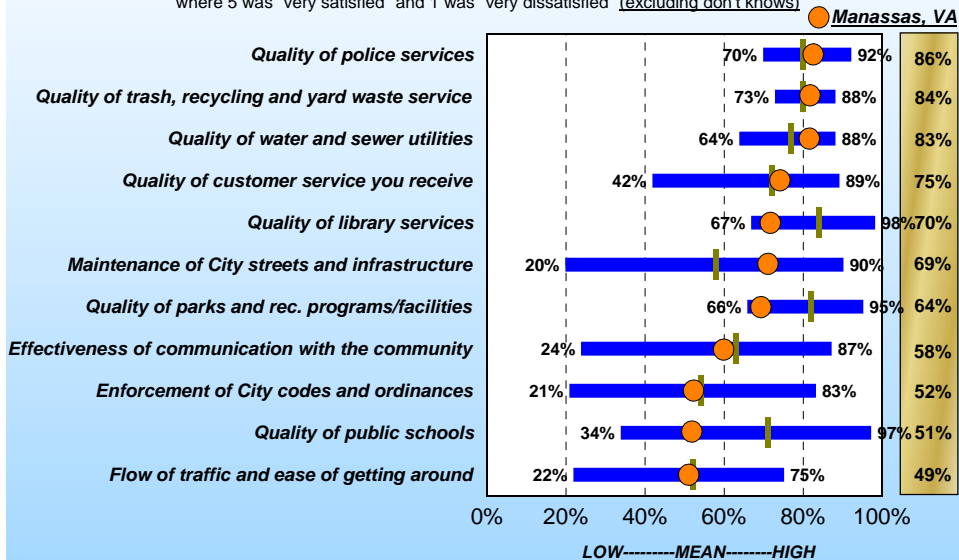
Performance Range Charts. The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in the 37 cities with a population of 15,000 to 75,000 where ETC has administered a community survey in the past three years. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The orange dot on each bar shows how the results for Manassas compare to the average of the 37 communities, which is shown as a vertical dash in the middle of each horizontal bar. If the orange dot is located to the right of the vertical dash, the City of Manassas rated above the average. If the orange dot is located to the left of the vertical dash, the City of Manassas rated below the average.

Performance Ranges

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Overall Satisfaction with Various City Services by Major Category - 2016

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)

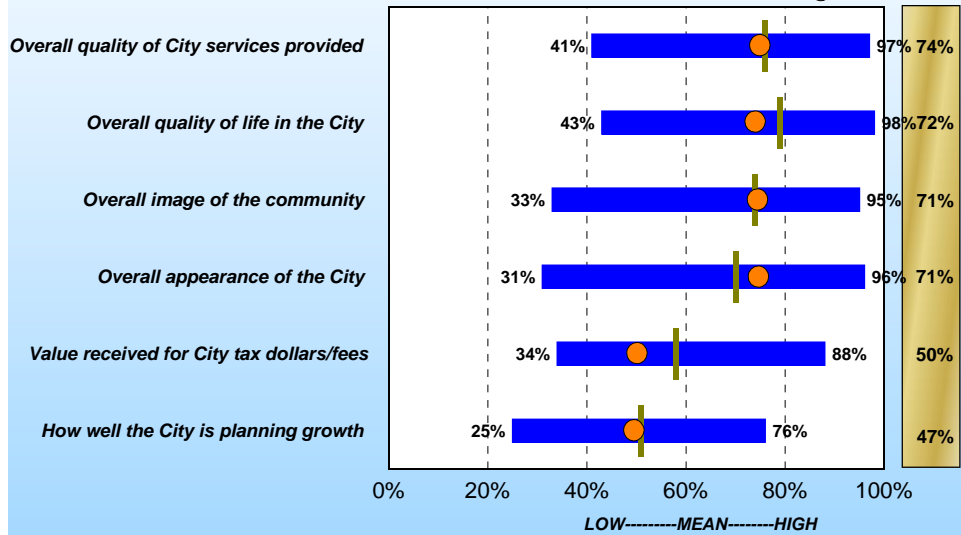


Source: ETC Institute (2016)

Overall Satisfaction with Various Perceptions of the City - 2016

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)

● Manassas, VA

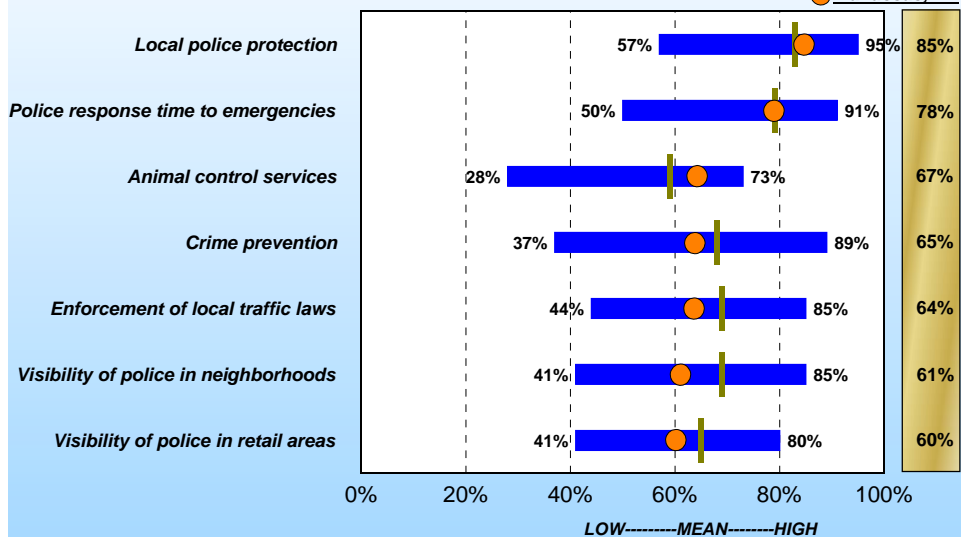


Source: ETC Institute (2016)

Overall Satisfaction with Police Services - 2016

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)

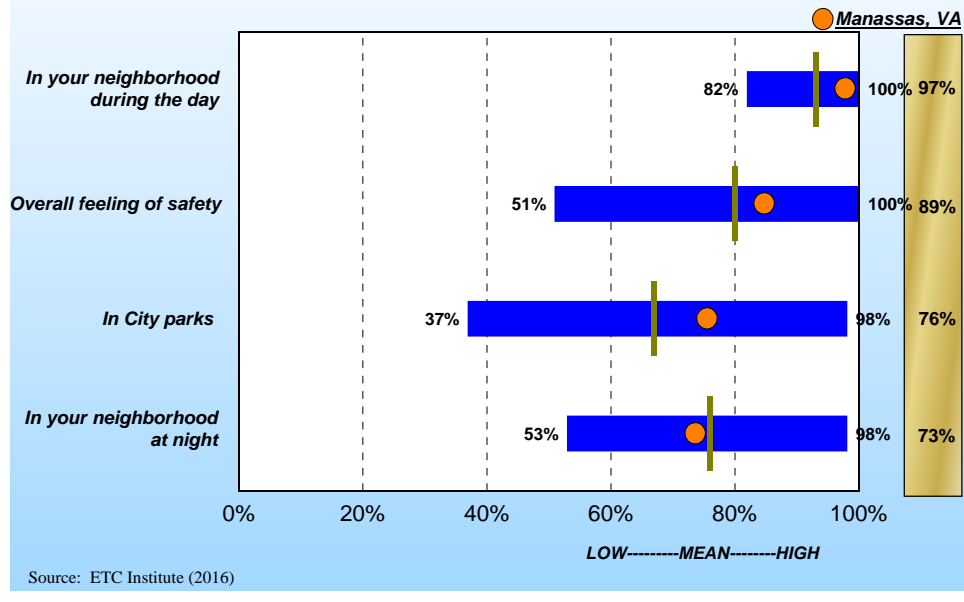
● Manassas, VA



Source: ETC Institute (2016)

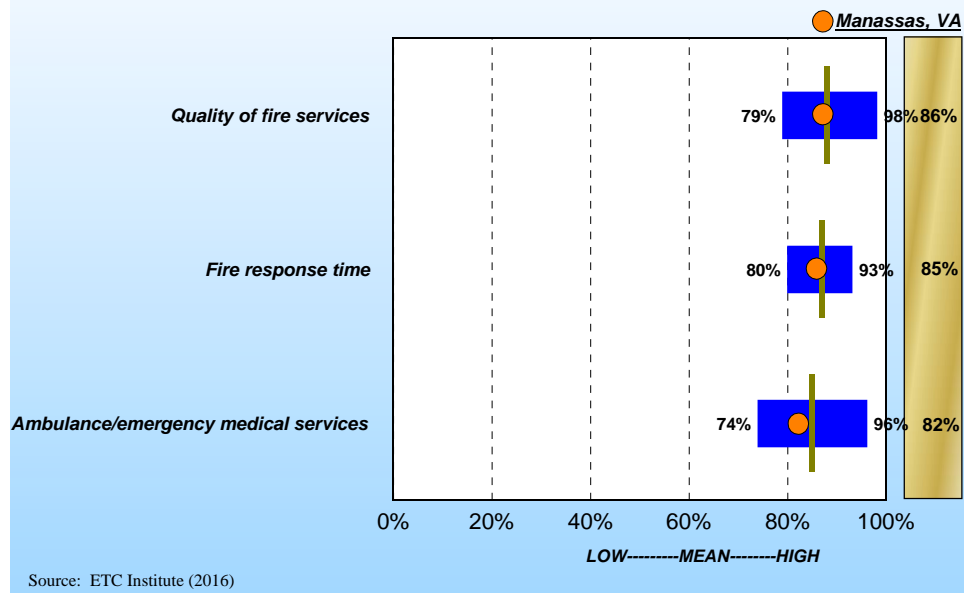
Overall Feelings of Safety Within the City - 2016

by percentage of respondents who rated the item 4 or 3 on a 4-point scale where 4 was "very safe" and 1 was "very unsafe" (excluding don't knows)



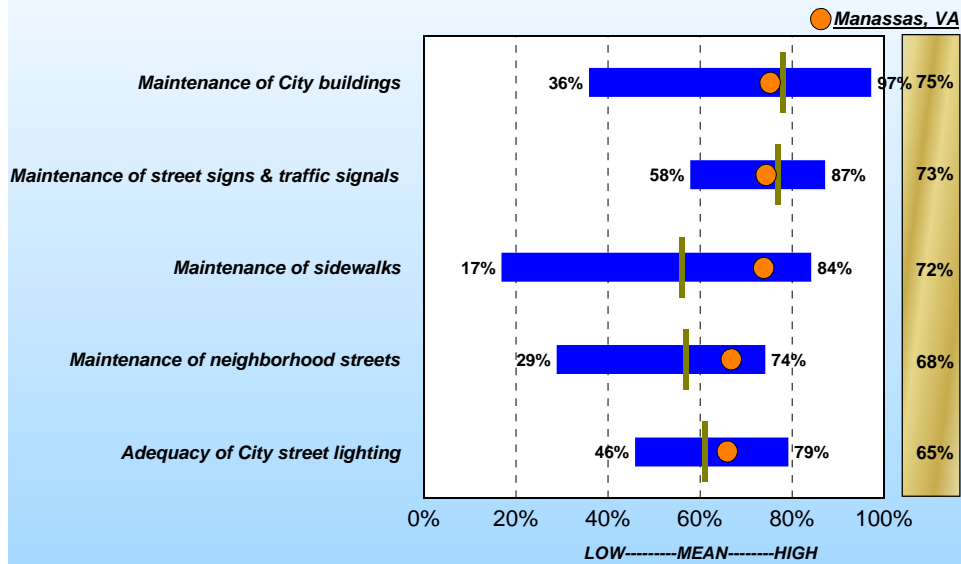
Overall Satisfaction with Various Fire Services - 2016

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)



Overall Satisfaction with City Maintenance Services - 2016

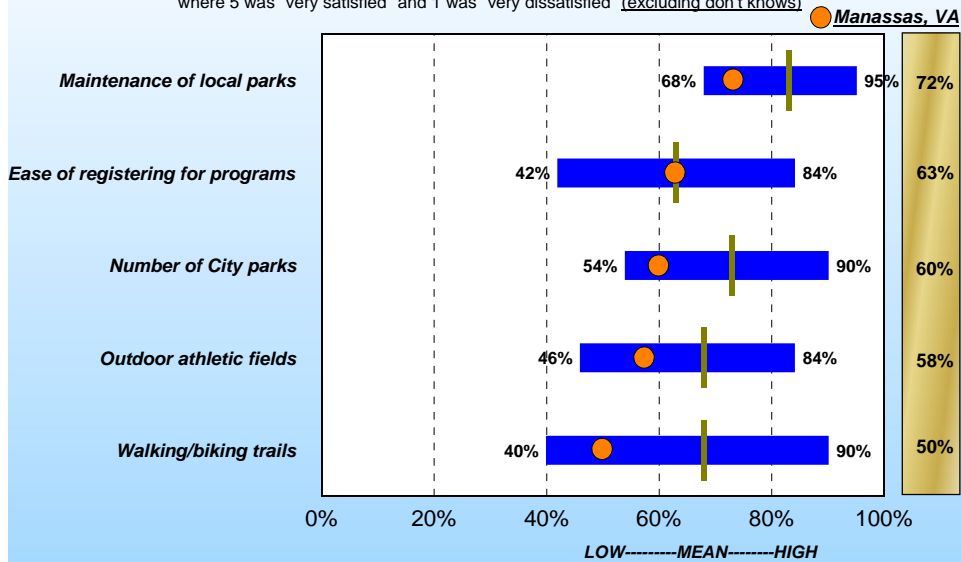
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2016)

Overall Satisfaction with Parks and Recreation Services by Major Category - 2016

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)

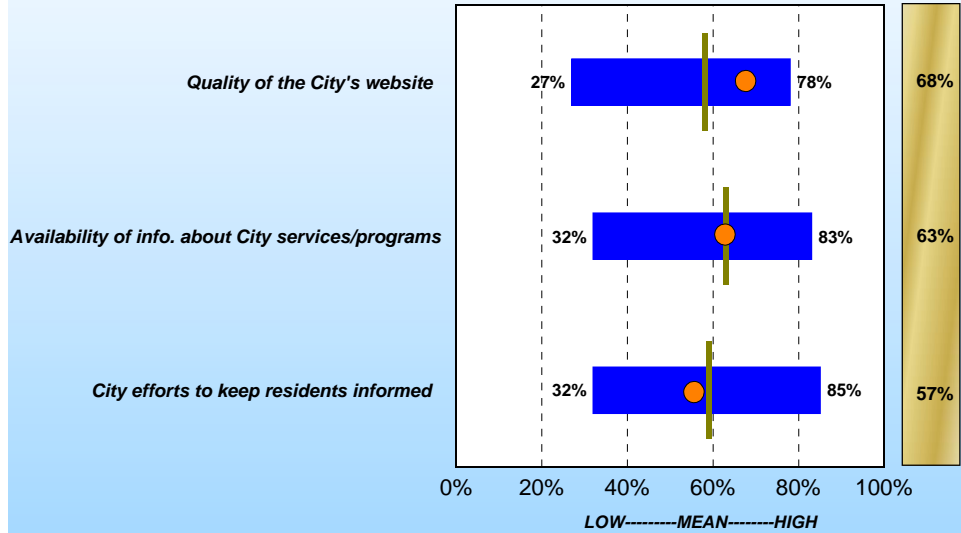


Source: ETC Institute (2016)

Overall Satisfaction with **City Communication** - 2016

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)

● **Manassas, VA**

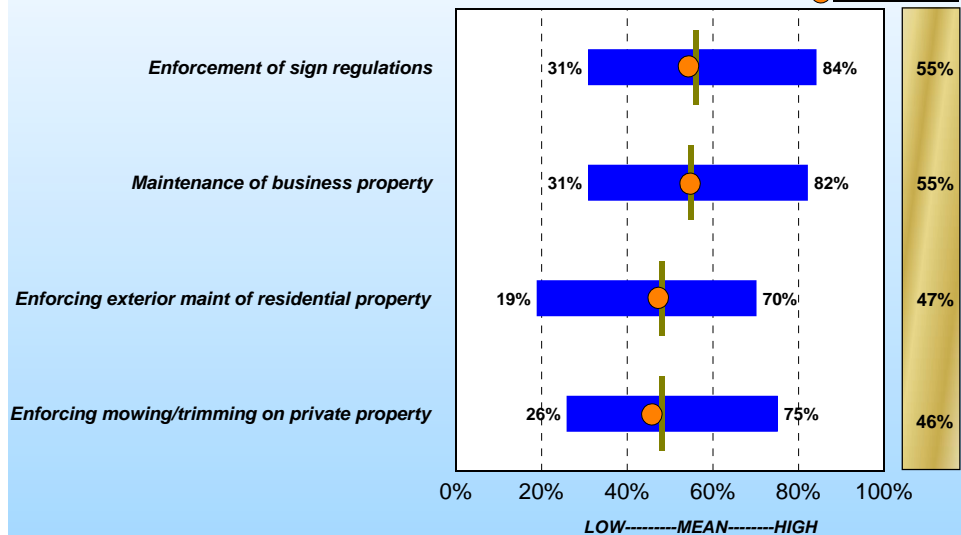


Source: ETC Institute (2016)

Overall Satisfaction with **Code Enforcement** - 2016

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)

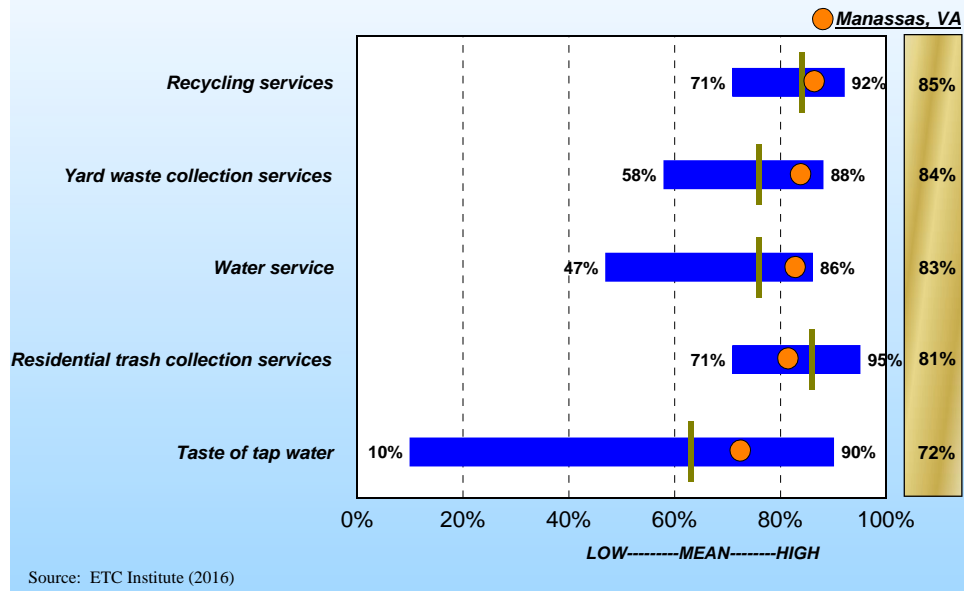
● **Manassas, VA**



Source: ETC Institute (2016)

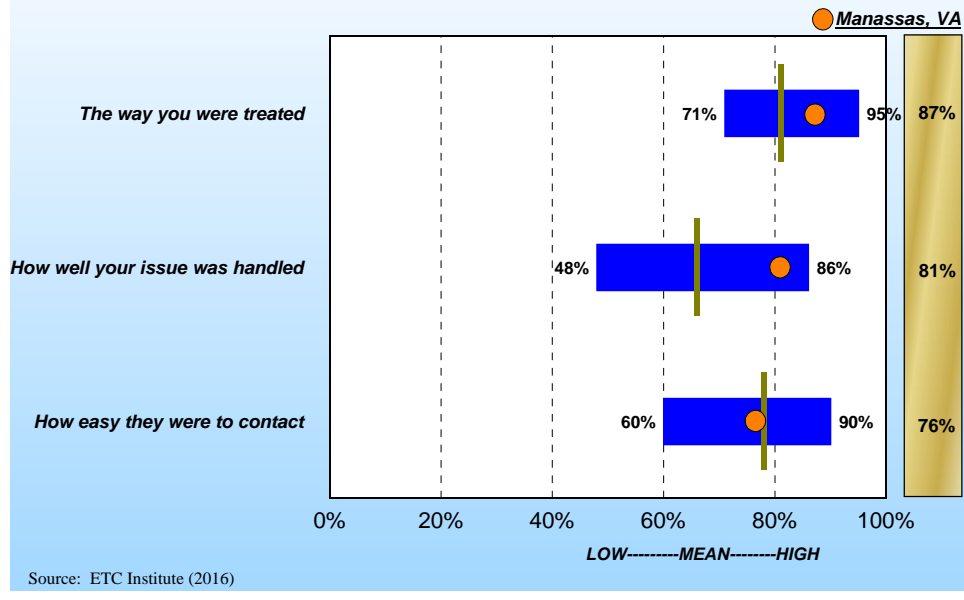
Overall Satisfaction with Various Utilities - 2016

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)



Overall Satisfaction with Customer Service - 2016

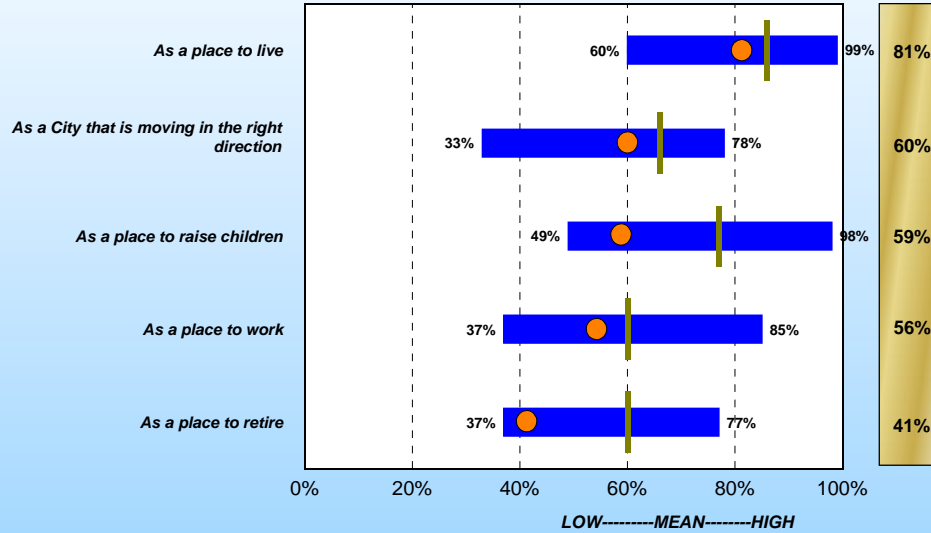
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Overall Ratings by Major Category - 2016

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)

 **Manassas, VA**



Source: ETC Institute (2016)