

Section 5

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Overall quality of police services	41.0%	40.2%	9.7%	2.5%	0.5%	6.1%
Q1-2. Overall quality of fire & rescue services	46.7%	33.3%	6.4%	0.7%	0.0%	12.9%
Q1-3. Overall quality of economic development	13.6%	39.8%	25.0%	10.3%	2.7%	8.6%
Q1-4. Overall enforcement of City codes & ordinances	12.9%	33.9%	23.9%	14.3%	4.9%	10.1%
Q1-5. Overall quality of parks & recreation programs & facilities	15.6%	43.2%	19.8%	9.2%	3.5%	8.6%
Q1-6. Overall flow of traffic & ease of getting around City	12.1%	36.1%	21.3%	20.3%	8.6%	1.5%
Q1-7. Overall maintenance of City streets, sidewalks, & infrastructure	17.3%	51.1%	17.5%	9.4%	3.7%	1.0%
Q1-8. Overall maintenance of City buildings & facilities	19.0%	52.3%	19.7%	2.9%	1.0%	5.2%
Q1-9. Overall quality of landscaping in parks, medians & other public areas	22.4%	50.8%	17.6%	5.9%	1.3%	2.0%
Q1-10. Overall quality of trash, recycling & yard waste services	35.8%	45.2%	10.8%	3.9%	1.3%	3.0%
Q1-11. Overall quality of water & sewer utilities	32.4%	48.9%	11.3%	3.2%	1.8%	2.4%
Q1-12. Overall quality of electric utility services	37.1%	45.4%	9.9%	2.2%	1.5%	3.9%
Q1-13. Overall quality of social services	13.3%	22.0%	22.4%	4.7%	2.2%	35.5%
Q1-14. Overall quality of public education	13.8%	25.0%	18.0%	11.6%	7.7%	23.9%
Q1-15. Overall quality of library services	20.5%	34.1%	18.5%	3.7%	1.5%	21.7%

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
Q1-16. Overall quality of Manassas Regional Airport services & events	13.9%	23.9%	22.0%	1.2%	0.5%	38.5%
Q1-17. Overall quality of voter registration	24.5%	41.8%	18.3%	2.0%	0.7%	12.6%
Q1-18. Overall effectiveness of communication with community	16.5%	37.8%	27.9%	7.4%	3.9%	6.6%
Q1-19. Overall quality of customer service you receive from City employees	26.7%	41.0%	17.6%	3.5%	2.0%	9.1%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Overall quality of police services	43.6%	42.8%	10.4%	2.7%	0.5%
Q1-2. Overall quality of fire & rescue services	53.7%	38.2%	7.3%	0.8%	0.0%
Q1-3. Overall quality of economic development	14.9%	43.6%	27.4%	11.2%	2.9%
Q1-4. Overall enforcement of City codes & ordinances	14.4%	37.8%	26.5%	15.9%	5.4%
Q1-5. Overall quality of parks & recreation programs & facilities	17.1%	47.2%	21.7%	10.1%	3.9%
Q1-6. Overall flow of traffic & ease of getting around City	12.3%	36.7%	21.7%	20.6%	8.7%
Q1-7. Overall maintenance of City streets, sidewalks, & infrastructure	17.5%	51.6%	17.7%	9.5%	3.7%
Q1-8. Overall maintenance of City buildings & facilities	20.0%	55.1%	20.7%	3.0%	1.1%
Q1-9. Overall quality of landscaping in parks, medians & other public areas	22.8%	51.8%	18.0%	6.0%	1.4%
Q1-10. Overall quality of trash, recycling & yard waste services	36.9%	46.6%	11.1%	4.0%	1.4%
Q1-11. Overall quality of water & sewer utilities	33.2%	50.1%	11.5%	3.3%	1.9%
Q1-12. Overall quality of electric utility services	38.6%	47.2%	10.3%	2.3%	1.6%
Q1-13. Overall quality of social services	20.6%	34.1%	34.6%	7.3%	3.4%
Q1-14. Overall quality of public education	18.1%	32.9%	23.6%	15.2%	10.2%
Q1-15. Overall quality of library services	26.2%	43.6%	23.6%	4.7%	1.9%
Q1-16. Overall quality of Manassas Regional Airport services & events	22.7%	38.8%	35.8%	1.9%	0.8%
Q1-17. Overall quality of voter registration	28.1%	47.9%	21.0%	2.3%	0.8%

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 community	17.6%	40.5%	29.9%	7.9%	4.1%
Q1-19. Overall quality of customer service you receive from City employees	29.4%	45.1%	19.4%	3.9%	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	54	9.1 %
Overall quality of fire & rescue services	7	1.2 %
Overall quality of economic development	70	11.8 %
Overall enforcement of City codes & ordinances	57	9.6 %
Overall quality of parks & recreation programs & facilities	21	3.5 %
Overall flow of traffic & ease of getting around City	95	16.0 %
Overall maintenance of City streets, sidewalks, & infrastructure	30	5.0 %
Overall maintenance of City buildings & facilities	3	0.5 %
Overall quality of landscaping in parks, medians & other public areas	4	0.7 %
Overall quality of trash, recycling & yard waste services	12	2.0 %
Overall quality of water & sewer utilities	15	2.5 %
Overall quality of electric utility services	4	0.7 %
Overall quality of social services	10	1.7 %
Overall quality of public education	115	19.3 %
Overall quality of library services	2	0.3 %
Overall quality of Manassas Regional Airport services & events	2	0.3 %
Overall quality of voter registration	3	0.5 %
Overall effectiveness of communication with community	22	3.7 %
Overall quality of customer service you receive from City employees	5	0.8 %
<u>None chosen</u>	<u>64</u>	<u>10.8 %</u>
Total	595	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?

Q2. 2nd choice	Number	Percent
Overall quality of police services	35	5.9 %
Overall quality of fire & rescue services	26	4.4 %
Overall quality of economic development	76	12.8 %
Overall enforcement of City codes & ordinances	45	7.6 %
Overall quality of parks & recreation programs & facilities	27	4.5 %
Overall flow of traffic & ease of getting around City	76	12.8 %
Overall maintenance of City streets, sidewalks, & infrastructure	49	8.2 %
Overall maintenance of City buildings & facilities	2	0.3 %
Overall quality of landscaping in parks, medians & other public areas	9	1.5 %
Overall quality of trash, recycling & yard waste services	14	2.4 %
Overall quality of water & sewer utilities	18	3.0 %
Overall quality of electric utility services	11	1.8 %
Overall quality of social services	22	3.7 %
Overall quality of public education	49	8.2 %
Overall quality of library services	5	0.8 %
Overall quality of Manassas Regional Airport services & events	2	0.3 %
Overall quality of voter registration	2	0.3 %
Overall effectiveness of communication with community	27	4.5 %
Overall quality of customer service you receive from City employees	9	1.5 %
None chosen	91	15.3 %
Total	595	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	25	4.2 %
Overall quality of fire & rescue services	16	2.7 %
Overall quality of economic development	52	8.7 %
Overall enforcement of City codes & ordinances	37	6.2 %
Overall quality of parks & recreation programs & facilities	28	4.7 %
Overall flow of traffic & ease of getting around City	59	9.9 %
Overall maintenance of City streets, sidewalks, & infrastructure	41	6.9 %
Overall maintenance of City buildings & facilities	6	1.0 %
Overall quality of landscaping in parks, medians & other public areas	21	3.5 %
Overall quality of trash, recycling & yard waste services	16	2.7 %
Overall quality of water & sewer utilities	11	1.8 %
Overall quality of electric utility services	8	1.3 %
Overall quality of social services	22	3.7 %
Overall quality of public education	49	8.2 %
Overall quality of library services	15	2.5 %
Overall quality of Manassas Regional Airport services & events	5	0.8 %
Overall quality of voter registration	8	1.3 %
Overall effectiveness of communication with community	42	7.1 %
Overall quality of customer service you receive from City employees	10	1.7 %
<u>None chosen</u>	<u>124</u>	<u>20.8 %</u>
Total	595	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	114	19.2 %
Overall quality of fire & rescue services	49	8.2 %
Overall quality of economic development	198	33.3 %
Overall enforcement of City codes & ordinances	139	23.4 %
Overall quality of parks & recreation programs & facilities	76	12.8 %
Overall flow of traffic & ease of getting around City	230	38.7 %
Overall maintenance of City streets, sidewalks, & infrastructure	120	20.2 %
Overall maintenance of City buildings & facilities	11	1.8 %
Overall quality of landscaping in parks, medians & other public areas	34	5.7 %
Overall quality of trash, recycling & yard waste services	42	7.1 %
Overall quality of water & sewer utilities	44	7.4 %
Overall quality of electric utility services	23	3.9 %
Overall quality of social services	54	9.1 %
Overall quality of public education	213	35.8 %
Overall quality of library services	22	3.7 %
Overall quality of Manassas Regional Airport services & events	9	1.5 %
Overall quality of voter registration	13	2.2 %
Overall effectiveness of communication with community	91	15.3 %
Overall quality of customer service you receive from City employees	24	4.0 %
<u>None chosen</u>	<u>64</u>	<u>10.8 %</u>
Total	1570	

Q3. OVERALL 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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall image of City of Manassas	19.2%	51.6%	16.5%	8.9%	3.0%	0.8%
Q3-2. Overall quality of new development in City of Manassas	14.8%	43.0%	22.2%	12.4%	3.7%	3.9%
Q3-3. Overall appearance of City	18.3%	52.4%	20.5%	6.9%	1.0%	0.8%
Q3-4. Availability of affordable quality housing	11.4%	25.2%	27.2%	15.5%	6.7%	13.9%
Q3-5. Availability of employment	5.7%	21.7%	29.2%	15.1%	4.4%	23.9%
Q3-6. Acceptance of diversity	11.8%	37.3%	28.1%	10.4%	4.7%	7.7%
Q3-7. Quality of public schools	9.2%	22.2%	20.3%	15.6%	9.2%	23.4%
Q3-8. Overall quality of life in City of Manassas	17.1%	52.9%	19.3%	6.2%	1.8%	2.5%
Q3-9. Overall quality of City of Manassas services	20.0%	51.1%	20.7%	3.4%	1.3%	3.5%
Q3-10. Overall value received for City of Manassas tax & fees	10.6%	37.6%	30.3%	11.1%	6.6%	3.9%

WITHOUT DON'T KNOW

Q3. OVERALL 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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall image of City of Manassas	19.3%	52.0%	16.6%	9.0%	3.1%
Q3-2. Overall quality of new development in City of Manassas	15.4%	44.8%	23.1%	12.9%	3.8%
Q3-3. Overall appearance of City	18.5%	52.9%	20.7%	6.9%	1.0%
Q3-4. Availability of affordable quality housing	13.3%	29.3%	31.6%	18.0%	7.8%
Q3-5. Availability of employment	7.5%	28.5%	38.4%	19.9%	5.7%
Q3-6. Acceptance of diversity	12.8%	40.4%	30.4%	11.3%	5.1%
Q3-7. Quality of public schools	12.1%	28.9%	26.5%	20.4%	12.1%
Q3-8. Overall quality of life in City of Manassas	17.6%	54.3%	19.8%	6.4%	1.9%
Q3-9. Overall quality of City of Manassas services	20.7%	53.0%	21.4%	3.5%	1.4%
Q3-10. Overall value received for City of Manassas tax & fees	11.0%	39.2%	31.5%	11.5%	6.8%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-1. Overall quality of local police protection	35.0%	44.9%	10.8%	2.4%	1.5%	5.5%
Q4-2. Professionalism of police employees responding to emergencies	36.3%	33.8%	9.7%	3.0%	1.2%	16.0%
Q4-3. How quickly police respond to 911 emergencies	27.2%	25.4%	12.3%	2.4%	0.3%	32.4%
Q4-4. Visibility of police in neighborhoods	19.0%	40.3%	23.7%	9.4%	4.2%	3.4%
Q4-5. Visibility of police in retail areas	15.1%	40.5%	27.1%	8.6%	2.0%	6.7%
Q4-6. City's efforts to prevent crime	15.8%	40.5%	22.0%	6.1%	2.5%	13.1%
Q4-7. City's efforts to enforce local traffic laws such as speeding	18.8%	42.0%	19.3%	9.6%	4.9%	5.4%
Q4-8. Overall quality of life in City of Manassas	18.2%	34.8%	19.8%	3.5%	2.4%	21.3%
Q4-9. Overall quality of local fire protection	32.3%	39.3%	10.6%	0.3%	0.5%	17.0%
Q4-10. Professionalism of fire & EMT employees responding to emergencies	35.0%	31.1%	9.1%	0.8%	0.7%	23.4%
Q4-11. How quickly fire & rescue responds to 911 emergencies	32.1%	27.4%	9.2%	0.7%	0.3%	30.3%
Q4-12. Quality of Emergency Medical Services (EMS)	31.6%	27.9%	11.1%	1.3%	0.8%	27.2%
Q4-13. Quality of shared services with County (i.e. Jails, Courts, Commonwealth Attorney)	14.3%	29.4%	19.2%	2.4%	1.5%	33.3%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-1. Overall quality of local police protection	37.0%	47.5%	11.4%	2.5%	1.6%
Q4-2. Professionalism of police employees responding to emergencies	43.2%	40.2%	11.6%	3.6%	1.4%
Q4-3. How quickly police respond to 911 emergencies	40.3%	37.6%	18.2%	3.5%	0.5%
Q4-4. Visibility of police in neighborhoods	19.7%	41.7%	24.5%	9.7%	4.3%
Q4-5. Visibility of police in retail areas	16.2%	43.4%	29.0%	9.2%	2.2%
Q4-6. City's efforts to prevent crime	18.2%	46.6%	25.3%	7.0%	2.9%
Q4-7. City's efforts to enforce local traffic laws such as speeding	19.9%	44.4%	20.4%	10.1%	5.2%
Q4-8. Overall quality of life in City of Manassas	23.1%	44.2%	25.2%	4.5%	3.0%
Q4-9. Overall quality of local fire protection	38.9%	47.4%	12.8%	0.4%	0.6%
Q4-10. Professionalism of fire & EMT employees responding to emergencies	45.6%	40.6%	11.8%	1.1%	0.9%
Q4-11. How quickly fire & rescue responds to 911 emergencies	46.0%	39.3%	13.3%	1.0%	0.5%
Q4-12. Quality of Emergency Medical Services (EMS)	43.4%	38.3%	15.2%	1.8%	1.2%
Q4-13. Quality of shared services with County (i.e. Jails, Courts, Commonwealth Attorney)	21.4%	44.1%	28.7%	3.5%	2.3%

Q5. Which THREE of the public safety items listed in Question 4 above 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	96	16.1 %
Professionalism of police employees responding to emergencies	26	4.4 %
How quickly police respond to 911 emergencies	20	3.4 %
Visibility of police in neighborhoods	107	18.0 %
Visibility of police in retail areas	15	2.5 %
City's efforts to prevent crime	96	16.1 %
City's efforts to enforce local traffic laws such as speeding	53	8.9 %
Overall quality of life in City of Manassas	20	3.4 %
Overall quality of local fire protection	4	0.7 %
Professionalism of fire & EMT employees responding to emergencies	5	0.8 %
How quickly fire & rescue responds to 911 emergencies	7	1.2 %
Quality of Emergency Medical Services (EMS)	11	1.8 %
Quality of shared services with County (i.e. Jails, Courts, Commonwealth Attorney)	13	2.2 %
None chosen	122	20.5 %
Total	595	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 above 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	20	3.4 %
Professionalism of police employees responding to emergencies	23	3.9 %
How quickly police respond to 911 emergencies	34	5.7 %
Visibility of police in neighborhoods	110	18.5 %
Visibility of police in retail areas	56	9.4 %
City's efforts to prevent crime	71	11.9 %
City's efforts to enforce local traffic laws such as speeding	38	6.4 %
Overall quality of life in City of Manassas	13	2.2 %
Overall quality of local fire protection	15	2.5 %
Professionalism of fire & EMT employees responding to emergencies	8	1.3 %
How quickly fire & rescue responds to 911 emergencies	12	2.0 %
Quality of Emergency Medical Services (EMS)	22	3.7 %
Quality of shared services with County (i.e. Jails, Courts, Commonwealth Attorney)	22	3.7 %
None chosen	151	25.4 %
Total	595	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 above 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	26	4.4 %
Professionalism of police employees responding to emergencies	15	2.5 %
How quickly police respond to 911 emergencies	17	2.9 %
Visibility of police in neighborhoods	43	7.2 %
Visibility of police in retail areas	51	8.6 %
City's efforts to prevent crime	71	11.9 %
City's efforts to enforce local traffic laws such as speeding	25	4.2 %
Overall quality of life in City of Manassas	30	5.0 %
Overall quality of local fire protection	20	3.4 %
Professionalism of fire & EMT employees responding to emergencies	8	1.3 %
How quickly fire & rescue responds to 911 emergencies	28	4.7 %
Quality of Emergency Medical Services (EMS)	29	4.9 %
Quality of shared services with County (i.e. Jails, Courts, Commonwealth Attorney)	47	7.9 %
None chosen	185	31.1 %
Total	595	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the public safety items listed in Question 4 above 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	142	23.9 %
Professionalism of police employees responding to emergencies	64	10.8 %
How quickly police respond to 911 emergencies	71	11.9 %
Visibility of police in neighborhoods	260	43.7 %
Visibility of police in retail areas	122	20.5 %
City's efforts to prevent crime	238	40.0 %
City's efforts to enforce local traffic laws such as speeding	116	19.5 %
Overall quality of life in City of Manassas	63	10.6 %
Overall quality of local fire protection	39	6.6 %
Professionalism of fire & EMT employees responding to emergencies	21	3.5 %
How quickly fire & rescue responds to 911 emergencies	47	7.9 %
Quality of Emergency Medical Services (EMS)	62	10.4 %
Quality of shared services with County (i.e. Jails, Courts, Commonwealth Attorney)	82	13.8 %
None chosen	122	20.5 %
Total	1449	

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=595)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
Q6-1. Walking in your neighborhood during the day	71.4%	24.7%	2.4%	0.5%	1.0%
Q6-2. Walking in your neighborhood at night	29.7%	40.8%	19.8%	6.6%	3.0%
Q6-3. In commercial/business areas of City	37.1%	46.1%	11.1%	1.2%	4.5%
Q6-4. In City parks	20.5%	41.8%	15.6%	4.7%	17.3%
Q6-5. Overall feeling of safety in City of Manassas	34.3%	53.6%	9.4%	1.3%	1.3%

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=595)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
Q6-1. Walking in your neighborhood during the day	72.2%	25.0%	2.4%	0.5%
Q6-2. Walking in your neighborhood at night	30.7%	42.1%	20.5%	6.8%
Q6-3. In commercial/business areas of City	38.9%	48.2%	11.6%	1.2%
Q6-4. In City parks	24.8%	50.6%	18.9%	5.7%
Q6-5. Overall feeling of safety in City of Manassas	34.8%	54.3%	9.5%	1.4%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7-1. Ease of getting around City of Manassas	13.4%	52.4%	16.5%	12.9%	3.7%	1.0%
Q7-2. Ease of traveling from your home to regional roadways	13.8%	40.7%	16.3%	20.3%	7.7%	1.2%
Q7-3. How well traffic signal system provides for efficient traffic flow	8.7%	37.0%	23.5%	21.3%	8.1%	1.3%
Q7-4. Availability of sidewalks	17.6%	48.6%	20.3%	9.7%	1.7%	2.0%
Q7-5. Availability of pathways for walking or biking	13.4%	33.8%	23.0%	16.0%	6.4%	7.4%
Q7-6. Availability of biking lanes & amenities	8.1%	27.1%	23.9%	18.7%	7.2%	15.1%
Q7-7. Availability of public parking	14.6%	43.7%	24.7%	11.1%	3.7%	2.2%
Q7-8. Availability of public parking in historic downtown	16.3%	40.5%	19.5%	14.8%	5.9%	3.0%
Q7-9. Maintenance of streets in your neighborhood	17.8%	48.7%	16.5%	9.9%	5.0%	2.0%
Q7-10. Overall maintenance of street signs/pavement markings	19.2%	52.8%	17.8%	5.7%	3.5%	1.0%
Q7-11. Adequate street lighting	17.0%	47.6%	19.7%	11.1%	3.7%	1.0%
Q7-12. Availability of public transit options (VRE/Amtrak, Bus, etc.)	16.5%	37.6%	19.8%	7.7%	4.4%	13.9%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7-1. Ease of getting around City of Manassas	13.6%	53.0%	16.6%	13.1%	3.7%
Q7-2. Ease of traveling from your home to regional roadways	13.9%	41.2%	16.5%	20.6%	7.8%
Q7-3. How well traffic signal system provides for efficient traffic flow	8.9%	37.5%	23.9%	21.6%	8.2%
Q7-4. Availability of sidewalks	18.0%	49.6%	20.8%	9.9%	1.7%
Q7-5. Availability of pathways for walking or biking	14.5%	36.5%	24.9%	17.2%	6.9%
Q7-6. Availability of biking lanes & amenities	9.5%	31.9%	28.1%	22.0%	8.5%
Q7-7. Availability of public parking	14.9%	44.7%	25.3%	11.3%	3.8%
Q7-8. Availability of public parking in historic downtown	16.8%	41.8%	20.1%	15.3%	6.1%
Q7-9. Maintenance of streets in your neighborhood	18.2%	49.7%	16.8%	10.1%	5.1%
Q7-10. Overall maintenance of street signs/pavement markings	19.4%	53.3%	18.0%	5.8%	3.6%
Q7-11. Adequate street lighting	17.1%	48.0%	19.9%	11.2%	3.7%
Q7-12. Availability of public transit options (VRE/Amtrak, Bus, etc.)	19.1%	43.8%	23.0%	9.0%	5.1%

Q8. Which THREE of the transportation and mobility items listed in Question 7 above 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 City of Manassas	74	12.4 %
Ease of traveling from your home to regional roadways	89	15.0 %
How well traffic signal system provides for efficient traffic flow	83	13.9 %
Availability of sidewalks	33	5.5 %
Availability of pathways for walking or biking	30	5.0 %
Availability of biking lanes & amenities	28	4.7 %
Availability of public parking	22	3.7 %
Availability of public parking in historic downtown	19	3.2 %
Maintenance of streets in your neighborhood	35	5.9 %
Overall maintenance of street signs/pavement markings	15	2.5 %
Adequate street lighting	33	5.5 %
Availability of public transit options (VRE/Amtrak, Bus, etc.)	53	8.9 %
None chosen	81	13.6 %
Total	595	100.0 %

Q8. Which THREE of the transportation and mobility items listed in Question 7 above 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 City of Manassas	46	7.7 %
Ease of traveling from your home to regional roadways	68	11.4 %
How well traffic signal system provides for efficient traffic flow	76	12.8 %
Availability of sidewalks	21	3.5 %
Availability of pathways for walking or biking	45	7.6 %
Availability of biking lanes & amenities	37	6.2 %
Availability of public parking	20	3.4 %
Availability of public parking in historic downtown	44	7.4 %
Maintenance of streets in your neighborhood	41	6.9 %
Overall maintenance of street signs/pavement markings	21	3.5 %
Adequate street lighting	43	7.2 %
Availability of public transit options (VRE/Amtrak, Bus, etc.)	25	4.2 %
None chosen	108	18.2 %
Total	595	100.0 %

Q8. Which THREE of the transportation and mobility items listed in Question 7 above 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 City of Manassas	40	6.7 %
Ease of traveling from your home to regional roadways	48	8.1 %
How well traffic signal system provides for efficient traffic flow	59	9.9 %
Availability of sidewalks	22	3.7 %
Availability of pathways for walking or biking	35	5.9 %
Availability of biking lanes & amenities	28	4.7 %
Availability of public parking	35	5.9 %
Availability of public parking in historic downtown	33	5.5 %
Maintenance of streets in your neighborhood	35	5.9 %
Overall maintenance of street signs/pavement markings	32	5.4 %
Adequate street lighting	52	8.7 %
Availability of public transit options (VRE/Amtrak, Bus, etc.)	38	6.4 %
None chosen	138	23.2 %
Total	595	100.0 %

SUM OF TOP 3 CHOICES

Q8. Which THREE of the transportation and mobility items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)

Q8. Sum of Top 3 Choices	Number	Percent
Ease of getting around City of Manassas	160	26.9 %
Ease of traveling from your home to regional roadways	205	34.5 %
How well traffic signal system provides for efficient traffic flow	218	36.6 %
Availability of sidewalks	76	12.8 %
Availability of pathways for walking or biking	110	18.5 %
Availability of biking lanes & amenities	93	15.6 %
Availability of public parking	77	12.9 %
Availability of public parking in historic downtown	96	16.1 %
Maintenance of streets in your neighborhood	111	18.7 %
Overall maintenance of street signs/pavement markings	68	11.4 %
Adequate street lighting	128	21.5 %
Availability of public transit options (VRE/Amtrak, Bus, etc.)	116	19.5 %
None chosen	81	13.6 %
Total	1539	

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Enforcing cleanup of litter & debris on private property	8.1%	36.6%	20.0%	16.8%	7.2%	11.3%
Q9-2. Enforcing mowing & cutting of weeds & grass on private property	8.9%	31.8%	22.2%	18.7%	7.1%	11.4%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	8.9%	31.9%	26.1%	14.6%	5.7%	12.8%
Q9-4. Enforcing maintenance of business property (exterior of businesses)	11.4%	36.8%	28.7%	7.2%	3.2%	12.6%
Q9-5. Enforcing sign regulations	10.8%	35.5%	27.4%	6.9%	2.9%	16.6%
Q9-6. Enforcing removal of blighted/ abandoned buildings	9.2%	29.1%	26.4%	10.9%	5.0%	19.3%
Q9-7. Residential garbage collection & bulk trash collection	33.8%	43.9%	12.4%	3.5%	1.7%	4.7%
Q9-8. Residential curbside recycling	35.5%	45.2%	9.9%	2.7%	1.2%	5.5%
Q9-9. Residential yard waste collection	34.3%	43.2%	11.6%	2.0%	1.3%	7.6%
Q9-10. Appearance of City right-of-way & medians	19.8%	49.2%	17.5%	4.7%	1.8%	6.9%
Q9-11. Appearance/maintenance of City parks	17.5%	48.1%	18.8%	4.9%	1.3%	9.4%
Q9-12. Appearance of City buildings	20.8%	54.3%	19.0%	0.5%	1.0%	4.4%
Q9-13. Condition of sidewalks	14.6%	54.5%	18.5%	7.4%	1.5%	3.5%
Q9-14. Overall cleanliness of streets	19.5%	53.9%	17.1%	4.4%	1.8%	3.2%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Enforcing cleanup of litter & debris on private property	9.1%	41.3%	22.5%	18.9%	8.1%
Q9-2. Enforcing mowing & cutting of weeds & grass on private property	10.1%	35.9%	25.0%	21.1%	8.0%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	10.2%	36.6%	29.9%	16.8%	6.6%
Q9-4. Enforcing maintenance of business property (exterior of businesses)	13.1%	42.1%	32.9%	8.3%	3.7%
Q9-5. Enforcing sign regulations	12.9%	42.5%	32.9%	8.3%	3.4%
Q9-6. Enforcing removal of blighted/abandoned buildings	11.5%	36.0%	32.7%	13.5%	6.3%
Q9-7. Residential garbage collection & bulk trash collection	35.4%	46.0%	13.1%	3.7%	1.8%
Q9-8. Residential curbside recycling	37.5%	47.9%	10.5%	2.8%	1.2%
Q9-9. Residential yard waste collection	37.1%	46.7%	12.5%	2.2%	1.5%
Q9-10. Appearance of City right-of-way & medians	21.3%	52.9%	18.8%	5.1%	2.0%
Q9-11. Appearance/maintenance of City parks	19.3%	53.1%	20.8%	5.4%	1.5%
Q9-12. Appearance of City buildings	21.8%	56.8%	19.9%	0.5%	1.1%
Q9-13. Condition of sidewalks	15.2%	56.4%	19.2%	7.7%	1.6%
Q9-14. Overall cleanliness of streets	20.1%	55.7%	17.7%	4.5%	1.9%

Q10. Which THREE of the community appearance items listed in Question 9 above 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	130	21.8 %
Enforcing mowing & cutting of weeds & grass on private property	50	8.4 %
Enforcing maintenance of residential property (exterior of homes)	39	6.6 %
Enforcing maintenance of business property (exterior of businesses)	21	3.5 %
Enforcing sign regulations	21	3.5 %
Enforcing removal of blighted/abandoned buildings	46	7.7 %
Residential garbage collection & bulk trash collection	22	3.7 %
Residential curbside recycling	16	2.7 %
Residential yard waste collection	7	1.2 %
Appearance of City right-of-way & medians	13	2.2 %
Appearance/maintenance of City parks	19	3.2 %
Appearance of City buildings	4	0.7 %
Condition of sidewalks	28	4.7 %
Overall cleanliness of streets	41	6.9 %
None chosen	138	23.2 %
Total	595	100.0 %

Q10. Which THREE of the community appearance items listed in Question 9 above 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	53	8.9 %
Enforcing mowing & cutting of weeds & grass on private property	91	15.3 %
Enforcing maintenance of residential property (exterior of homes)	49	8.2 %
Enforcing maintenance of business property (exterior of businesses)	25	4.2 %
Enforcing sign regulations	15	2.5 %
Enforcing removal of blighted/abandoned buildings	35	5.9 %
Residential garbage collection & bulk trash collection	22	3.7 %
Residential curbside recycling	15	2.5 %
Residential yard waste collection	7	1.2 %
Appearance of City right-of-way & medians	24	4.0 %
Appearance/maintenance of City parks	19	3.2 %
Appearance of City buildings	6	1.0 %
Condition of sidewalks	43	7.2 %
Overall cleanliness of streets	25	4.2 %
None chosen	166	27.9 %
Total	595	100.0 %

Q10. Which THREE of the community appearance items listed in Question 9 above 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	38	6.4 %
Enforcing mowing & cutting of weeds & grass on private property	32	5.4 %
Enforcing maintenance of residential property (exterior of homes)	66	11.1 %
Enforcing maintenance of business property (exterior of businesses)	20	3.4 %
Enforcing sign regulations	19	3.2 %
Enforcing removal of blighted/abandoned buildings	30	5.0 %
Residential garbage collection & bulk trash collection	13	2.2 %
Residential curbside recycling	8	1.3 %
Residential yard waste collection	16	2.7 %
Appearance of City right-of-way & medians	23	3.9 %
Appearance/maintenance of City parks	32	5.4 %
Appearance of City buildings	7	1.2 %
Condition of sidewalks	39	6.6 %
Overall cleanliness of streets	46	7.7 %
None chosen	206	34.6 %
Total	595	100.0 %

SUM OF TOP 3 CHOICES

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

Q10. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	221	37.1 %
Enforcing mowing & cutting of weeds & grass on private property	173	29.1 %
Enforcing maintenance of residential property (exterior of homes)	154	25.9 %
Enforcing maintenance of business property (exterior of businesses)	66	11.1 %
Enforcing sign regulations	55	9.2 %
Enforcing removal of blighted/abandoned buildings	111	18.7 %
Residential garbage collection & bulk trash collection	57	9.6 %
Residential curbside recycling	39	6.6 %
Residential yard waste collection	30	5.0 %
Appearance of City right-of-way & medians	60	10.1 %
Appearance/maintenance of City parks	70	11.8 %
Appearance of City buildings	17	2.9 %
Condition of sidewalks	110	18.5 %
Overall cleanliness of streets	112	18.8 %
None chosen	138	23.2 %
Total	1413	

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11-1. Efforts to manage & plan for growth/development	8.9%	28.6%	24.5%	12.8%	5.7%	19.5%
Q11-2. Availability of quality housing	9.4%	34.3%	26.4%	10.3%	5.7%	13.9%
Q11-3. Ability to attract & retain full-time private sector jobs	4.9%	19.5%	27.9%	16.6%	5.5%	25.5%
Q11-4. Ability to attract & promote retail businesses & restaurants	8.1%	35.1%	27.9%	11.9%	4.0%	12.9%
Q11-5. Ability to attract visitors & promote Historic Manassas	16.3%	41.5%	23.7%	6.4%	1.0%	11.1%
Q11-6. Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	9.4%	36.0%	28.2%	7.1%	3.0%	16.3%
Q11-7. Efforts to provide for & encourage new detached single-family homes	5.7%	22.9%	31.1%	12.8%	7.1%	20.5%
Q11-8. Efforts to encourage a variety of housing types such as single family, townhouse & condos or apartments	9.4%	28.2%	31.4%	9.7%	4.9%	16.3%
Q11-9. Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	5.9%	26.6%	24.5%	19.3%	8.7%	15.0%
Q11-10. Efforts on developing large, vacant commercial & industrial areas to attract more employers	5.9%	22.9%	27.6%	17.1%	8.2%	18.3%
Q11-11. Efforts to continue revitalization of historic downtown	16.1%	45.5%	22.0%	4.4%	2.0%	9.9%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11-1. Efforts to manage & plan for growth/development	11.1%	35.5%	30.5%	15.9%	7.1%
Q11-2. Availability of quality housing	10.9%	39.8%	30.7%	11.9%	6.6%
Q11-3. Ability to attract & retain full-time private sector jobs	6.5%	26.2%	37.5%	22.3%	7.4%
Q11-4. Ability to attract & promote retail businesses & restaurants	9.3%	40.3%	32.0%	13.7%	4.6%
Q11-5. Ability to attract visitors & promote Historic Manassas	18.3%	46.7%	26.7%	7.2%	1.1%
Q11-6. Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	11.2%	43.0%	33.7%	8.4%	3.6%
Q11-7. Efforts to provide for & encourage new detached single-family homes	7.2%	28.8%	39.1%	16.1%	8.9%
Q11-8. Efforts to encourage a variety of housing types such as single family, townhouse & condos or apartments	11.2%	33.7%	37.6%	11.6%	5.8%
Q11-9. Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	6.9%	31.2%	28.9%	22.7%	10.3%
Q11-10. Efforts on developing large, vacant commercial & industrial areas to attract more employers	7.2%	28.0%	33.7%	21.0%	10.1%
Q11-11. Efforts to continue revitalization of historic downtown	17.9%	50.6%	24.4%	4.9%	2.2%

Q12. Which THREE of the planning and economic development items listed in Question 11 above 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	92	15.5 %
Availability of quality housing	53	8.9 %
Ability to attract & retain full-time private sector jobs	67	11.3 %
Ability to attract & promote retail businesses & restaurants	38	6.4 %
Ability to attract visitors & promote Historic Manassas	14	2.4 %
Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	8	1.3 %
Efforts to provide for & encourage new detached single-family homes	30	5.0 %
Efforts to encourage a variety of housing types such as single family, townhouse & condos or apartments	9	1.5 %
Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	62	10.4 %
Efforts on developing large, vacant commercial & industrial areas to attract more employers	31	5.2 %
Efforts to continue revitalization of historic downtown	44	7.4 %
None chosen	147	24.7 %
Total	595	100.0 %

Q12. Which THREE of the planning and economic development items listed in Question 11 above 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	26	4.4 %
Availability of quality housing	46	7.7 %
Ability to attract & retain full-time private sector jobs	68	11.4 %
Ability to attract & promote retail businesses & restaurants	40	6.7 %
Ability to attract visitors & promote Historic Manassas	30	5.0 %
Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	23	3.9 %
Efforts to provide for & encourage new detached single-family homes	29	4.9 %
Efforts to encourage a variety of housing types such as single family, townhouse & condos or apartments	33	5.5 %
Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	65	10.9 %
Efforts on developing large, vacant commercial & industrial areas to attract more employers	43	7.2 %
Efforts to continue revitalization of historic downtown	28	4.7 %
None chosen	164	27.6 %
Total	595	100.0 %

Q12. Which THREE of the planning and economic development items listed in Question 11 above 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	33	5.5 %
Availability of quality housing	34	5.7 %
Ability to attract & retain full-time private sector jobs	47	7.9 %
Ability to attract & promote retail businesses & restaurants	45	7.6 %
Ability to attract visitors & promote Historic Manassas	28	4.7 %
Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	18	3.0 %
Efforts to provide for & encourage new detached single-family homes	26	4.4 %
Efforts to encourage a variety of housing types such as single family, townhouse & condos or apartments	25	4.2 %
Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	48	8.1 %
Efforts on developing large, vacant commercial & industrial areas to attract more employers	60	10.1 %
Efforts to continue revitalization of historic downtown	43	7.2 %
None chosen	188	31.6 %
Total	595	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the planning and economic development items listed in Question 11 above 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	151	25.4 %
Availability of quality housing	133	22.4 %
Ability to attract & retain full-time private sector jobs	182	30.6 %
Ability to attract & promote retail businesses & restaurants	123	20.7 %
Ability to attract visitors & promote Historic Manassas	72	12.1 %
Efforts to preserve & promote residential-scale architecture & character in existing neighborhoods	49	8.2 %
Efforts to provide for & encourage new detached single-family homes	85	14.3 %
Efforts to encourage a variety of housing types such as single family, townhouse & condos or apartments	67	11.3 %
Efforts to improve existing commercial corridors by redeveloping blighted or vacant businesses & shopping centers	175	29.4 %
Efforts on developing large, vacant commercial & industrial areas to attract more employers	134	22.5 %
Efforts to continue revitalization of historic downtown	115	19.3 %
None chosen	147	24.7 %
Total	1433	

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Proximity of your home to City parks & green spaces	22.0%	48.1%	16.3%	5.9%	1.2%	6.6%
Q13-2. Quality & number of athletic fields	12.1%	34.5%	21.0%	9.4%	3.2%	19.8%
Q13-3. Number of parks & open spaces	12.8%	40.5%	21.5%	10.9%	2.9%	11.4%
Q13-4. Availability of information about City parks & recreation programs	9.7%	37.3%	22.7%	13.9%	5.0%	11.3%
Q13-5. Manassas Museum programs & facilities	19.2%	40.5%	19.5%	4.5%	1.2%	15.1%
Q13-6. Availability of walking/biking trails	11.6%	31.9%	20.3%	17.3%	5.7%	13.1%
Q13-7. Special events & festivals (Celebrate America/Fall Jubilee/Farmers Market)	32.3%	42.5%	13.6%	2.9%	0.3%	8.4%
Q13-8. Senior programs provided at Manassas Senior Center	7.1%	17.8%	19.5%	2.0%	1.7%	51.9%
Q13-9. Programs at Manassas Boys & Girls Club	7.1%	16.1%	19.8%	2.5%	1.3%	53.1%
Q13-10. Programs at Freedom Center @ GMU	15.3%	26.9%	17.3%	2.5%	0.5%	37.5%
Q13-11. Variety & quality of programs at Hylton Performing Arts Center @ GMU	19.5%	30.8%	19.5%	1.5%	0.2%	28.6%
Q13-12. Variety & quality of programs at Center for the Arts @ the Candy Factory	12.8%	26.2%	21.8%	1.7%	0.2%	37.3%
Q13-13. Variety & quality of programs at the Harris Pavilion	23.5%	36.5%	18.2%	1.5%	0.7%	19.7%
Q13-14. Ease of registering for programs	11.6%	28.6%	20.2%	2.0%	1.5%	36.1%
Q13-15. Hours of operation & services provided by public library	16.8%	36.0%	17.8%	1.7%	0.7%	27.1%
Q13-16. Variety of cultural & recreational programs	13.4%	34.6%	25.0%	4.0%	1.8%	21.0%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Proximity of your home to City parks & green spaces	23.6%	51.4%	17.4%	6.3%	1.3%
Q13-2. Quality & number of athletic fields	15.1%	43.0%	26.2%	11.7%	4.0%
Q13-3. Number of parks & open spaces	14.4%	45.7%	24.3%	12.3%	3.2%
Q13-4. Availability of information about City parks & recreation programs	11.0%	42.0%	25.6%	15.7%	5.7%
Q13-5. Manassas Museum programs & facilities	22.6%	47.7%	23.0%	5.3%	1.4%
Q13-6. Availability of walking/biking trails	13.3%	36.8%	23.4%	19.9%	6.6%
Q13-7. Special events & festivals (Celebrate America/Fall Jubilee/Farmers Market)	35.2%	46.4%	14.9%	3.1%	0.4%
Q13-8. Senior programs provided at Manassas Senior Center	14.7%	37.1%	40.6%	4.2%	3.5%
Q13-9. Programs at Manassas Boys & Girls Club	15.1%	34.4%	42.3%	5.4%	2.9%
Q13-10. Programs at Freedom Center @ GMU	24.5%	43.0%	27.7%	4.0%	0.8%
Q13-11. Variety & quality of programs at Hylton Performing Arts Center @ GMU	27.3%	43.1%	27.3%	2.1%	0.2%
Q13-12. Variety & quality of programs at Center for the Arts @ the Candy Factory	20.4%	41.8%	34.9%	2.7%	0.3%
Q13-13. Variety & quality of programs at the Harris Pavilion	29.3%	45.4%	22.6%	1.9%	0.8%
Q13-14. Ease of registering for programs	18.2%	44.7%	31.6%	3.2%	2.4%
Q13-15. Hours of operation & services provided by public library	23.0%	49.3%	24.4%	2.3%	0.9%
Q13-16. Variety of cultural & recreational programs	17.0%	43.8%	31.7%	5.1%	2.3%

Q14. Which THREE of the culture and recreation items listed in Question 13 above 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	28	4.7 %
Quality & number of athletic fields	18	3.0 %
Number of parks & open spaces	59	9.9 %
Availability of information about City parks & recreation programs	65	10.9 %
Manassas Museum programs & facilities	10	1.7 %
Availability of walking/biking trails	73	12.3 %
Special events & festivals (Celebrate America/Fall Jubilee/Farmers Market)	41	6.9 %
Senior programs provided at Manassas Senior Center	24	4.0 %
Programs at Manassas Boys & Girls Club	16	2.7 %
Programs at Freedom Center @ GMU	8	1.3 %
Variety & quality of programs at Hylton Performing Arts Center @ GMU	15	2.5 %
Variety & quality of programs at Center for the Arts @ the Candy Factory	3	0.5 %
Variety & quality of programs at the Harris Pavilion	11	1.8 %
Ease of registering for programs	2	0.3 %
Hours of operation & services provided by public library	11	1.8 %
Variety of cultural & recreational programs	24	4.0 %
None chosen	187	31.4 %
Total	595	100.0 %

Q14. Which THREE of the culture and recreation items listed in Question 13 above 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	13	2.2 %
Quality & number of athletic fields	25	4.2 %
Number of parks & open spaces	45	7.6 %
Availability of information about City parks & recreation programs	26	4.4 %
Manassas Museum programs & facilities	23	3.9 %
Availability of walking/biking trails	64	10.8 %
Special events & festivals (Celebrate America/Fall Jubilee/Farmers Market)	31	5.2 %
Senior programs provided at Manassas Senior Center	26	4.4 %
Programs at Manassas Boys & Girls Club	22	3.7 %
Programs at Freedom Center @ GMU	12	2.0 %
Variety & quality of programs at Hylton Performing Arts Center @ GMU	12	2.0 %
Variety & quality of programs at Center for the Arts @ the Candy Factory	10	1.7 %
Variety & quality of programs at the Harris Pavilion	21	3.5 %
Ease of registering for programs	14	2.4 %
Hours of operation & services provided by public library	14	2.4 %
Variety of cultural & recreational programs	22	3.7 %
None chosen	215	36.1 %
Total	595	100.0 %

Q14. Which THREE of the culture and recreation items listed in Question 13 above do you think should receive

the MOST EMPHASIS from City leaders over the next TWO Years?

Q14. 3rd choice	Number	Percent
Proximity of your home to City parks & green spaces	10	1.7 %
Quality & number of athletic fields	16	2.7 %
Number of parks & open spaces	34	5.7 %
Availability of information about City parks & recreation programs	29	4.9 %
Manassas Museum programs & facilities	15	2.5 %
Availability of walking/biking trails	35	5.9 %
Special events & festivals (Celebrate America/Fall Jubilee/Farmers Market)	39	6.6 %
Senior programs provided at Manassas Senior Center	15	2.5 %
Programs at Manassas Boys & Girls Club	7	1.2 %
Programs at Freedom Center @ GMU	13	2.2 %
Variety & quality of programs at Hylton Performing Arts Center @ GMU	12	2.0 %
Variety & quality of programs at Center for the Arts @ the Candy Factory	7	1.2 %
Variety & quality of programs at the Harris Pavilion	16	2.7 %
Ease of registering for programs	28	4.7 %
Hours of operation & services provided by public library	15	2.5 %
Variety of cultural & recreational programs	52	8.7 %
None chosen	252	42.4 %
Total	595	100.0 %

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

Q14. Sum of Top 3 Choices	Number	Percent
Proximity of your home to City parks & green spaces	51	8.6 %
Quality & number of athletic fields	59	9.9 %
Number of parks & open spaces	138	23.2 %
Availability of information about City parks & recreation programs	120	20.2 %
Manassas Museum programs & facilities	48	8.1 %
Availability of walking/biking trails	172	28.9 %
Special events & festivals (Celebrate America/Fall Jubilee/Farmers Market)	111	18.7 %
Senior programs provided at Manassas Senior Center	65	10.9 %
Programs at Manassas Boys & Girls Club	45	7.6 %
Programs at Freedom Center @ GMU	33	5.5 %
Variety & quality of programs at Hylton Performing Arts Center @ GMU	39	6.6 %
Variety & quality of programs at Center for the Arts @ the Candy Factory	20	3.4 %
Variety & quality of programs at the Harris Pavilion	48	8.1 %
Ease of registering for programs	44	7.4 %
Hours of operation & services provided by public library	40	6.7 %
Variety of cultural & recreational programs	98	16.5 %
None chosen	187	31.4 %
Total	1318	

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. Reliability of water services	44.9%	41.7%	6.9%	1.5%	0.7%	4.4%
Q15-2. Taste/odor of your drinking water	26.9%	42.2%	15.1%	6.9%	4.4%	4.5%
Q15-3. Reliability of sewer services	38.3%	45.0%	9.6%	1.5%	0.7%	4.9%
Q15-4. Overall value that you receive for water & wastewater utility rates	22.7%	38.5%	18.8%	9.4%	5.5%	5.0%
Q15-5. Reliability of City electric services	46.1%	37.3%	8.2%	1.8%	1.8%	4.7%
Q15-6. How quickly power is restored after an unplanned outage	43.5%	35.8%	8.6%	2.2%	1.8%	8.1%
Q15-7. Efforts to bury utility lines	32.8%	33.1%	13.3%	3.4%	3.5%	13.9%
Q15-8. Overall value that you receive for electrical utility rates	25.9%	38.8%	17.1%	7.9%	3.2%	7.1%
Q15-9. How well City keeps you informed about planned disruptions to service	25.7%	32.8%	19.3%	6.1%	3.5%	12.6%
Q15-10. Reliability of stormwater systems	24.7%	39.0%	17.8%	3.7%	1.8%	12.9%
Q15-11. Availability of services from Manassas Regional Airport	9.1%	15.5%	20.2%	1.0%	0.8%	53.4%
Q15-12. Courtesy of field crews & employees	21.8%	25.5%	15.5%	1.3%	0.8%	35.0%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Reliability of water services	46.9%	43.6%	7.2%	1.6%	0.7%
Q15-2. Taste/odor of your drinking water	28.2%	44.2%	15.8%	7.2%	4.6%
Q15-3. Reliability of sewer services	40.3%	47.3%	10.1%	1.6%	0.7%
Q15-4. Overall value that you receive for water & wastewater utility rates	23.9%	40.5%	19.8%	9.9%	5.8%
Q15-5. Reliability of City electric services	48.3%	39.2%	8.6%	1.9%	1.9%
Q15-6. How quickly power is restored after an unplanned outage	47.3%	38.9%	9.3%	2.4%	2.0%
Q15-7. Efforts to bury utility lines	38.1%	38.5%	15.4%	3.9%	4.1%
Q15-8. Overall value that you receive for electrical utility rates	27.8%	41.8%	18.4%	8.5%	3.4%
Q15-9. How well City keeps you informed about planned disruptions to service	29.4%	37.5%	22.1%	6.9%	4.0%
Q15-10. Reliability of stormwater systems	28.4%	44.8%	20.5%	4.2%	2.1%
Q15-11. Availability of services from Manassas Regional Airport	19.5%	33.2%	43.3%	2.2%	1.8%
Q15-12. Courtesy of field crews & employees	33.6%	39.3%	23.8%	2.1%	1.3%

Q16. Which TWO of the utilities items listed in Question 15 above 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	61	10.3 %
Taste/odor of your drinking water	86	14.5 %
Reliability of sewer services	11	1.8 %
Overall value that you receive for water & wastewater utility rates	84	14.1 %
Reliability of City electric services	23	3.9 %
How quickly power is restored after an unplanned outage	22	3.7 %
Efforts to bury utility lines	51	8.6 %
Overall value that you receive for electrical utility rates	35	5.9 %
How well City keeps you informed about planned disruptions to service	21	3.5 %
Reliability of stormwater systems	17	2.9 %
Availability of services from Manassas Regional Airport	6	1.0 %
Courtesy of field crews & employees	1	0.2 %
None chosen	177	29.7 %
Total	595	100.0 %

Q16. Which TWO of the utilities items listed in Question 15 above 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	32	5.4 %
Taste/odor of your drinking water	42	7.1 %
Reliability of sewer services	29	4.9 %
Overall value that you receive for water & wastewater utility rates	50	8.4 %
Reliability of City electric services	42	7.1 %
How quickly power is restored after an unplanned outage	26	4.4 %
Efforts to bury utility lines	35	5.9 %
Overall value that you receive for electrical utility rates	51	8.6 %
How well City keeps you informed about planned disruptions to service	30	5.0 %
Reliability of stormwater systems	20	3.4 %
Availability of services from Manassas Regional Airport	13	2.2 %
Courtesy of field crews & employees	3	0.5 %
None chosen	222	37.3 %
Total	595	100.0 %

Q16. Which TWO of the utilities items listed in Question 15 above 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	21	3.5 %
Taste/odor of your drinking water	20	3.4 %
Reliability of sewer services	21	3.5 %
Overall value that you receive for water & wastewater utility rates	24	4.0 %
Reliability of City electric services	29	4.9 %
How quickly power is restored after an unplanned outage	31	5.2 %
Efforts to bury utility lines	33	5.5 %
Overall value that you receive for electrical utility rates	38	6.4 %
How well City keeps you informed about planned disruptions to service	43	7.2 %
Reliability of stormwater systems	23	3.9 %
Availability of services from Manassas Regional Airport	17	2.9 %
Courtesy of field crews & employees	10	1.7 %
None chosen	285	47.9 %
Total	595	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which TWO of the utilities items listed in Question 15 above 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	114	19.2 %
Taste/odor of your drinking water	148	24.9 %
Reliability of sewer services	61	10.3 %
Overall value that you receive for water & wastewater utility rates	158	26.6 %
Reliability of City electric services	94	15.8 %
How quickly power is restored after an unplanned outage	79	13.3 %
Efforts to bury utility lines	119	20.0 %
Overall value that you receive for electrical utility rates	124	20.8 %
How well City keeps you informed about planned disruptions to service	94	15.8 %
Reliability of stormwater systems	60	10.1 %
Availability of services from Manassas Regional Airport	36	6.1 %
Courtesy of field crews & employees	14	2.4 %
None chosen	177	29.7 %
Total	1278	

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17-1. Availability of services to people on a low or fixed income	6.2%	12.3%	18.3%	6.4%	5.5%	51.3%
Q17-2. Availability of services to seniors	5.0%	14.6%	19.0%	4.2%	3.7%	53.4%
Q17-3. Availability of services to the unemployed	5.2%	9.2%	18.8%	6.1%	4.0%	56.6%
Q17-4. Availability of services to families & children	6.4%	16.5%	19.2%	4.9%	3.9%	49.2%
Q17-5. Availability of transportation for people with disabilities	4.9%	10.9%	19.8%	4.0%	3.5%	56.8%
Q17-6. Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	5.4%	11.4%	17.5%	7.1%	4.9%	53.8%
Q17-7. Efforts to preserve & increase availability of affordable housing	6.1%	10.8%	21.8%	11.6%	7.9%	41.8%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17-1. Availability of services to people on a low or fixed income	12.8%	25.2%	37.6%	13.1%	11.4%
Q17-2. Availability of services to seniors	10.8%	31.4%	40.8%	9.0%	7.9%
Q17-3. Availability of services to the unemployed	12.0%	21.3%	43.4%	14.0%	9.3%
Q17-4. Availability of services to families & children	12.6%	32.5%	37.7%	9.6%	7.6%
Q17-5. Availability of transportation for people with disabilities	11.3%	25.3%	45.9%	9.3%	8.2%
Q17-6. Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	11.6%	24.7%	37.8%	15.3%	10.5%
Q17-7. Efforts to preserve & increase availability of affordable housing	10.4%	18.5%	37.6%	19.9%	13.6%

Q18. Which TWO of the health and human service items listed in Question 17 above 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	75	12.6 %
Availability of services to seniors	68	11.4 %
Availability of services to the unemployed	25	4.2 %
Availability of services to families & children	40	6.7 %
Availability of transportation for people with disabilities	27	4.5 %
Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	50	8.4 %
Efforts to preserve & increase availability of affordable housing	90	15.1 %
None chosen	220	37.0 %
Total	595	100.0 %

Q18. Which TWO of the health and human service items listed in Question 17 above 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	44	7.4 %
Availability of services to seniors	67	11.3 %
Availability of services to the unemployed	42	7.1 %
Availability of services to families & children	52	8.7 %
Availability of transportation for people with disabilities	48	8.1 %
Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	43	7.2 %
Efforts to preserve & increase availability of affordable housing	56	9.4 %
None chosen	243	40.8 %
Total	595	100.0 %

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

<u>Q18. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Availability of services to people on a low or fixed income	119	20.0 %
Availability of services to seniors	135	22.7 %
Availability of services to the unemployed	67	11.3 %
Availability of services to families & children	92	15.5 %
Availability of transportation for people with disabilities	75	12.6 %
Availability of quality services supporting persons with mental, physical & cognitive disabilities and/or substance abuse	93	15.6 %
Efforts to preserve & increase availability of affordable housing	146	24.5 %
<u>None chosen</u>	<u>220</u>	<u>37.0 %</u>
Total	947	

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19-1. Ease of access to information about City services	15.0%	41.7%	24.0%	7.7%	1.3%	10.3%
Q19-2. Opportunities to participate in local government (advisory boards, volunteering)	11.3%	30.3%	24.7%	7.1%	2.9%	23.9%
Q19-3. Quality of City's website-www.manassascity.org	17.3%	43.0%	21.3%	5.9%	1.3%	11.1%
Q19-4. City efforts to keep you informed about local issues	11.8%	39.7%	27.1%	8.9%	3.2%	9.4%
Q19-5. Effectiveness of public notices in the newspaper	7.4%	21.3%	24.7%	9.9%	7.1%	29.6%
Q19-6. Quality of printed materials	11.6%	36.0%	26.6%	4.4%	2.4%	19.2%

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=595)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19-1. Ease of access to information about City services	16.7%	46.4%	26.8%	8.6%	1.5%
Q19-2. Opportunities to participate in local government (advisory boards, volunteering)	14.8%	39.7%	32.5%	9.3%	3.8%
Q19-3. Quality of City's website-www.manassascity.org	19.5%	48.4%	24.0%	6.6%	1.5%
Q19-4. City efforts to keep you informed about local issues	13.0%	43.8%	29.9%	9.8%	3.5%
Q19-5. Effectiveness of public notices in the newspaper	10.5%	30.3%	35.1%	14.1%	10.0%
Q19-6. Quality of printed materials	14.3%	44.5%	32.8%	5.4%	2.9%

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
www.manassacity.org	393	70.4 %
Twitter-www.twitter.com/cityofmanassas	26	4.7 %
Facebook-www.facebook.com/cityofmanassas	150	26.9 %
Email subscription	41	7.3 %
City connection newsletter	249	44.6 %
City Hall	36	6.5 %
City local access channel	58	10.4 %
Television	89	15.9 %
Radio	41	7.3 %
Newspaper	107	19.2 %
www.visitmanassas.org	175	31.4 %
Total	1365	

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

Q21. Have you contacted City during past year	Number	Percent
Yes	289	48.6 %
No	306	51.4 %
Total	595	100.0 %

Q22. CUSTOMER SERVICE CHARACTERISTICS: Only if you have contacted the City during the past year: 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=289)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q22-1. It was easy to find someone to address my request	37.7%	36.3%	15.9%	5.9%	2.1%	2.1%
Q22-2. The Manassas employee went the extra mile	36.0%	30.1%	14.9%	6.6%	6.9%	5.5%
Q22-3. The response time was reasonable	38.8%	38.8%	10.7%	6.9%	2.8%	2.1%
Q22-4. I was able to get my question/concern resolved	45.3%	30.4%	12.8%	3.1%	6.6%	1.7%
Q22-5. Manassas employees are courteous/professional	52.6%	31.5%	10.0%	1.4%	1.7%	2.8%
Q22-6. I was satisfied with my experience	45.7%	33.9%	9.7%	3.5%	5.2%	2.1%

WITHOUT DON'T KNOW

Q22. CUSTOMER SERVICE CHARACTERISTICS: Only if you have contacted the City during the past year: 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=289)

	Always	Usually	Sometimes	Seldom	Never
Q22-1. It was easy to find someone to address my request	38.5%	37.1%	16.3%	6.0%	2.1%
Q22-2. The Manassas employee went the extra mile	38.1%	31.9%	15.8%	7.0%	7.3%
Q22-3. The response time was reasonable	39.6%	39.6%	11.0%	7.1%	2.8%
Q22-4. I was able to get my question/concern resolved	46.1%	31.0%	13.0%	3.2%	6.7%
Q22-5. Manassas employees are courteous/professional	54.1%	32.4%	10.3%	1.4%	1.8%
Q22-6. I was satisfied with my experience	46.6%	34.6%	9.9%	3.5%	5.3%

Q23. 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=595)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q23-1. As a place to live	27.7%	52.3%	10.9%	4.9%	2.4%	1.8%
Q23-2. As a place to raise & educate children	17.3%	34.1%	14.8%	12.8%	7.6%	13.4%
Q23-3. As a place to work	11.4%	31.1%	18.5%	9.2%	5.4%	24.4%
Q23-4. As a place for play & leisure	15.1%	45.4%	24.0%	8.1%	3.7%	3.7%
Q23-5. As a place to visit	21.3%	46.6%	20.2%	4.9%	3.0%	4.0%
Q23-6. As a place to retire	11.9%	23.0%	24.2%	15.8%	11.9%	13.1%
Q23-7. As a well planned community	12.6%	32.8%	29.1%	12.6%	7.2%	5.7%
Q23-8. Overall quality of life	18.3%	46.1%	21.5%	7.9%	2.9%	3.4%
Q23-9. Overall sense of community	15.8%	37.5%	26.6%	11.6%	5.5%	3.0%
Q23-10. Overall image of City	16.6%	44.9%	22.7%	8.7%	5.2%	1.8%
Q23-11. As a City that is moving in right direction	18.0%	38.8%	24.7%	8.1%	6.1%	4.4%

WITHOUT DON'T KNOW**Q23. 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=595)

	Excellent	Good	Neutral	Below Average	Poor
Q23-1. As a place to live	28.3%	53.3%	11.1%	5.0%	2.4%
Q23-2. As a place to raise & educate children	20.0%	39.4%	17.1%	14.8%	8.7%
Q23-3. As a place to work	15.1%	41.1%	24.4%	12.2%	7.1%
Q23-4. As a place for play & leisure	15.7%	47.1%	25.0%	8.4%	3.8%
Q23-5. As a place to visit	22.2%	48.5%	21.0%	5.1%	3.2%
Q23-6. As a place to retire	13.7%	26.5%	27.9%	18.2%	13.7%
Q23-7. As a well planned community	13.4%	34.8%	30.8%	13.4%	7.7%
Q23-8. Overall quality of life	19.0%	47.7%	22.3%	8.2%	3.0%
Q23-9. Overall sense of community	16.3%	38.6%	27.4%	12.0%	5.7%
Q23-10. Overall image of City	17.0%	45.7%	23.1%	8.9%	5.3%
Q23-11. As a City that is moving in right direction	18.8%	40.6%	25.8%	8.4%	6.3%

Q24. 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.

Q24. Most important factors impacting your decision to live in Manassas	Number	Percent
Quality of public school system	93	16.3 %
Employment opportunity	114	20.0 %
Affordability of housing	323	56.8 %
Access to quality health care	70	12.3 %
Availability of cultural activities & arts	57	10.0 %
Location of College, University or Vocational Institutions	24	4.2 %
Safety & security	151	26.5 %
Availability of parks & recreation	31	5.4 %
Near family or friends	241	42.4 %
Access to quality shopping	57	10.0 %
Access to restaurants/entertainment	104	18.3 %
Opportunities and/or resources for senior citizens	11	1.9 %
Availability of transportation options including public transit (bus, train, etc.)	84	14.8 %
Other	104	18.3 %
Total	1464	

Q24. Other

Q24. Other	Number	Percent
Affordable housing	1	1.1 %
Affordable housing in 1987	1	1.1 %
Affordable rent from a friend	1	1.1 %
Affordable suburb to Washington DC job market	1	1.1 %
Airport access, Manassas and IAD	1	1.1 %
Away from the big city	1	1.1 %
Build home	1	1.1 %
Born here	1	1.1 %
Bought first home	1	1.1 %
Bought townhouse from parents	1	1.1 %
Can't find affordable housing so I live with parents	1	1.1 %
Close to my job	2	2.2 %
Can't afford to move	1	1.1 %
Close enough to city but far enough, too	1	1.1 %
Close to work	3	3.2 %
Commute time	1	1.1 %
Distance from my place of work	1	1.1 %
Employment of opportunity in Gainesville, VA	1	1.1 %
For senton school	1	1.1 %
Found a long term rental out of big city life	1	1.1 %
Grew up here	1	1.1 %
Had no choice at the time	1	1.1 %
Happened to found a house to rent within our budget	1	1.1 %
Historic downtown	1	1.1 %
Had to relocate near job	1	1.1 %
Historic appeal of living in the City	1	1.1 %
I grew up in country, Manassas just right	1	1.1 %
I have lived here for over 68 years of my life	1	1.1 %
I like the small town feel	1	1.1 %
Job	1	1.1 %
Latino cultural influence	1	1.1 %
Library	1	1.1 %
Lived here 40+ years	1	1.1 %
Location of my job	1	1.1 %
Location proximity to I66/compared to housing price	1	1.1 %
Low cost of utilities and friendly helpful city employees	1	1.1 %
Lower taxes than most or all of NOVA	1	1.1 %
Manassas airport	1	1.1 %
Married	1	1.1 %
Near current employment	1	1.1 %
Near work	1	1.1 %
Nice homes are too expensive now.	1	1.1 %
Old Town	1	1.1 %

Q24. Other

<u>Q24. Other</u>	<u>Number</u>	<u>Percent</u>
Parents were going to lose their home if we didn't move in with them	1	1.1 %
Peoples ability to live and work in same town	1	1.1 %
Private school located here	1	1.1 %
Private school	2	2.2 %
Proximity to Washington, DC	4	4.3 %
Proximity to job	1	1.1 %
Proximity to major roadways	1	1.1 %
Public transportation to Washington, D.C. for work	1	1.1 %
Quality & affordability of Utility Services	1	1.1 %
Recruited by company 40 years ago	1	1.1 %
Remind us of Pennsylvania rail roads	1	1.1 %
Raised here	2	2.2 %
Retired	1	1.1 %
Retired & can't afford to move	1	1.1 %
Son lives with his mom who lives in Manassas	1	1.1 %
Stay put not moving	1	1.1 %
Sense of community	1	1.1 %
Tax rate	1	1.1 %
The overall feeling of Old Town	1	1.1 %
Used to work for MCRS	1	1.1 %
Utilities	1	1.1 %
Walking distance to downtown area	1	1.1 %
Wanting to live in a city with a feeling of	1	1.1 %
Was born here	1	1.1 %
We love old town living	1	1.1 %
Because none of the others fit	1	1.1 %
Born here	2	2.2 %
Bought a house that happened to be in the city	1	1.1 %
Church	1	1.1 %
Location	1	1.1 %
Location close to work	1	1.1 %
Moved here from a small town	1	1.1 %
Near my job	1	1.1 %
New build housing	1	1.1 %
Only rental property I could stay in Manassas	1	1.1 %
Opportunity to buy my 1st house	1	1.1 %
Proximity to work location	1	1.1 %
Traffic is really bad in the morning & evening	1	1.1 %
True town not a bedroom community	1	1.1 %
Utilities, electric, water and sewer all wrapped into one bill	1	1.1 %
<u>Water & electric very good</u>	<u>1</u>	<u>1.1 %</u>
Total	93	100.0 %

Q25. Which THREE of the reasons for living in the City listed in Question 24 above should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q25. Top choice	Number	Percent
Quality of public school system	158	26.6 %
Employment opportunity	68	11.4 %
Affordability of housing	91	15.3 %
Access to quality health care	11	1.8 %
Availability of cultural activities & arts	3	0.5 %
Location of College, University or Vocational Institutions	2	0.3 %
Safety & security	50	8.4 %
Availability of parks & recreation	10	1.7 %
Near family or friends	7	1.2 %
Access to quality shopping	2	0.3 %
Access to restaurants/entertainment	4	0.7 %
Opportunities and/or resources for senior citizens	10	1.7 %
Availability of transportation options including public transit (bus, train, etc.)	24	4.0 %
Other	5	0.8 %
None chosen	150	25.2 %
Total	595	100.0 %

Q25. Which THREE of the reasons for living in the City listed in Question 24 above should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q25. 2nd choice	Number	Percent
Quality of public school system	38	6.4 %
Employment opportunity	56	9.4 %
Affordability of housing	74	12.4 %
Access to quality health care	27	4.5 %
Availability of cultural activities & arts	22	3.7 %
Location of College, University or Vocational Institutions	8	1.3 %
Safety & security	102	17.1 %
Availability of parks & recreation	16	2.7 %
Near family or friends	4	0.7 %
Access to quality shopping	16	2.7 %
Access to restaurants/entertainment	17	2.9 %
Opportunities and/or resources for senior citizens	10	1.7 %
Availability of transportation options including public transit (bus, train, etc.)	35	5.9 %
Other	4	0.7 %
None chosen	166	27.9 %
Total	595	100.0 %

Q25. Which THREE of the reasons for living in the City listed in Question 24 above should receive the MOST EMPHASIS from City leaders over the next TWO Years?

<u>Q25. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of public school system	38	6.4 %
Employment opportunity	35	5.9 %
Affordability of housing	39	6.6 %
Access to quality health care	23	3.9 %
Availability of cultural activities & arts	19	3.2 %
Location of College, University or Vocational Institutions	11	1.8 %
Safety & security	63	10.6 %
Availability of parks & recreation	30	5.0 %
Near family or friends	12	2.0 %
Access to quality shopping	25	4.2 %
Access to restaurants/entertainment	35	5.9 %
Opportunities and/or resources for senior citizens	25	4.2 %
Availability of transportation options including public transit (bus, train, etc.)	39	6.6 %
Other	6	1.0 %
<u>None chosen</u>	<u>195</u>	<u>32.8 %</u>
Total	595	100.0 %

SUM OF TOP 3 CHOICES

Q25. Which THREE of the reasons for living in the City listed in Question 24 above should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)

<u>Q25. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of public school system	234	39.3 %
Employment opportunity	159	26.7 %
Affordability of housing	204	34.3 %
Access to quality health care	61	10.3 %
Availability of cultural activities & arts	44	7.4 %
Location of College, University or Vocational Institutions	21	3.5 %
Safety & security	215	36.1 %
Availability of parks & recreation	56	9.4 %
Near family or friends	23	3.9 %
Access to quality shopping	43	7.2 %
Access to restaurants/entertainment	56	9.4 %
Opportunities and/or resources for senior citizens	45	7.6 %
Availability of transportation options including public transit (bus, train, etc.)	98	16.5 %
Other	15	2.5 %
<u>None chosen</u>	<u>150</u>	<u>25.2 %</u>
Total	1424	

Q26. BUDGET ISSUES: Please indicate your support for changes in service levels that you would support for services that are provided with general tax revenues. Listed below are tax supported direct services showing dollars (in millions) and percentages of general tax revenues for each service area. This chart excludes 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=595)

	Increase service with increased fees/taxed	Increase service but reduce other services	No change in services	Limited reductions	Substantial reductions	Don't know
Q26-1. Education (Manassas City Public Schools, NVCC \$54.3 or 51%)	26.2%	15.8%	27.4%	5.2%	3.5%	21.8%
Q26-2. Police Services (\$15.4 or 15%)	22.2%	20.0%	38.0%	2.2%	0.8%	16.8%
Q26-3. Fire & Rescue Services (\$9.9 or 9%)	18.7%	18.3%	42.5%	1.7%	0.2%	18.7%
Q26-4. Corrections (Jail, Juvenile Detention, Sheriff, Courts, Commonwealth Attorney \$6.2 or 6%)	7.4%	10.3%	48.4%	7.2%	2.4%	24.4%
Q26-5. Streets & Traffic (\$5.5 or 5%)	14.5%	21.8%	40.3%	4.0%	0.7%	18.7%
Q26-6. Health & Human Services (Social Services, Community Services Board, Health Department \$4.6 or 4%)	12.8%	12.9%	39.5%	8.2%	4.0%	22.5%
Q26-7. Development (Community & Economic Dev. \$3.0 or 3%)	11.9%	20.2%	37.5%	7.4%	3.4%	19.7%
Q26-8. Culture & Recreation (Museum, HMI, CVB, 4th of July, Pavilion, Candy Factory, Performing Arts Centers, Pool, Neighborhood Services, Playgrounds, Freedom Center, Boys & Girls Club, Commission on Aging, Extension Services \$3.0 or 3%)	11.6%	14.3%	43.9%	7.9%	3.0%	19.3%
Q26-9. Community Appearance (\$2.4 or 2%)	11.4%	14.8%	47.6%	6.4%	2.2%	17.6%
Q26-10. Libraries (\$1.4 or 1%)	11.8%	10.6%	48.2%	7.6%	2.5%	19.3%

WITHOUT DON'T KNOW

Q26. BUDGET ISSUES: Please indicate your support for changes in service levels that you would support for services that are provided with general tax revenues. Listed below are tax supported direct services showing dollars (in millions) and percentages of general tax revenues for each service area. This chart excludes 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=595)

	Increase service with increased fees/taxed	Increase service but reduce other services	No change in services	Limited reductions	Substantial reductions
Q26-1. Education (Manassas City Public Schools, NVCC \$54.3 or 51%)	33.5%	20.2%	35.1%	6.7%	4.5%
Q26-2. Police Services (\$15.4 or 15%)	26.7%	24.0%	45.7%	2.6%	1.0%
Q26-3. Fire & Rescue Services (\$9.9 or 9%)	22.9%	22.5%	52.3%	2.1%	0.2%
Q26-4. Corrections (Jail, Juvenile Detention, Sheriff, Courts, Commonwealth Attorney \$6.2 or 6%)	9.8%	13.6%	64.0%	9.6%	3.1%
Q26-5. Streets & Traffic (\$5.5 or 5%)	17.8%	26.9%	49.6%	5.0%	0.8%
Q26-6. Health & Human Services (Social Services, Community Services Board, Health Department \$4.6 or 4%)	16.5%	16.7%	51.0%	10.6%	5.2%
Q26-7. Development (Community & Economic Dev. \$3.0 or 3%)	14.9%	25.1%	46.7%	9.2%	4.2%
Q26-8. Culture & Recreation (Museum, HMI, CVB, 4th of July, Pavilion, Candy Factory, Performing Arts Centers, Pool, Neighborhood Services, Playgrounds, Freedom Center, Boys & Girls Club, Commission on Aging, Extension Services \$3.0 or 3%)	14.4%	17.7%	54.4%	9.8%	3.8%
Q26-9. Community Appearance (\$2.4 or 2%)	13.9%	18.0%	57.8%	7.8%	2.7%
Q26-10. Libraries (\$1.4 or 1%)	14.6%	13.1%	59.8%	9.4%	3.1%

Q27. Approximately how many years have you lived in the City of Manassas?

Q27. How many years have you lived in City of

<u>Manassas</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	128	21.5 %
5-10 years	105	17.6 %
11-20 years	126	21.2 %
20+ years	231	38.8 %
Not provided	5	0.8 %
Total	595	100.0 %

Q28. Where do you plan to be living in the next 2-5 years?

Q28. Where do you plan to be living in next 2-5

<u>years</u>	<u>Number</u>	<u>Percent</u>
Manassas	411	69.1 %
Another City or County in Virginia	70	11.8 %
Outside of Virginia	41	6.9 %
Other	8	1.3 %
Don't know	65	10.9 %
Total	595	100.0 %

Q28. Other

<u>Q28. Other</u>	<u>Number</u>	<u>Percent</u>
New York	1	14.3 %
Florida	1	14.3 %
Europe	1	14.3 %
Southern California	1	14.3 %
anywhere other than Manassas	1	14.3 %
Texas	1	14.3 %
NC	1	14.3 %
Total	7	100.0 %

Q29. How many persons, counting yourself, from each age group are currently living in your household?

	<u>Mean</u>	<u>Sum</u>
number	2.70	1575
Under 5	0.22	130
Ages 6 to 19	0.43	252
Ages 20 to 44	0.85	493
Ages 45 to 64	0.87	506
Ages 65 to 74	0.22	130
Ages 75+	0.11	64

Q30. In what type of residence do you live?

<u>Q30. In what type of residence do you live</u>	<u>Number</u>	<u>Percent</u>
Single family home	356	59.8 %
Townhome	129	21.7 %
Apartment or Condominium	97	16.3 %
Other	3	0.5 %
Not provided	10	1.7 %
Total	595	100.0 %

Q30. Other

<u>Q30. Other</u>	<u>Number</u>	<u>Percent</u>
Condo/townhome	2	66.7 %
Mobile home	1	33.3 %
Total	3	100.0 %

Q31. Do you own or rent your current residence?

<u>Q31. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	431	72.4 %
Rent	155	26.1 %
Not provided	9	1.5 %
Total	595	100.0 %

Q32. Are you or other members of your household of Hispanic or Latino ancestry?

<u>Q32. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	175	29.4 %
No	414	69.6 %
Not provided	6	1.0 %
Total	595	100.0 %

Q33. Which of the following best describes your race?

<u>Q33. Your race</u>	<u>Number</u>	<u>Percent</u>
African American/Black	73	12.6 %
American Indian or Alaska Native	12	2.1 %
Asian, Hawaiian or Other Pacific Islander	38	6.6 %
White	410	70.7 %
Other	84	14.5 %
Total	617	

Q33. Other

Q33. Other	Number	Percent
Hispanic	61	75.3 %
Latino	9	11.1 %
Mixed	4	4.9 %
Middle Eastern	2	2.5 %
Brazilian-Latina	1	1.2 %
West Asian	1	1.2 %
White & African American	1	1.2 %
Peruvian	1	1.2 %
Carribbean East Asian	1	1.2 %
Total	81	100.0 %

Q34. Is English the primary language spoken in your home?

Q34. Is English the primary language spoken in your home	Number	Percent
Yes	537	90.3 %
No	50	8.4 %
Not provided	8	1.3 %
Total	595	100.0 %

Q34-2. What is the primary language that spoken in your home?

Q34-2. What is the primary language spoken in your home	Number	Percent
Spanish	32	66.7 %
Vietnamese	5	10.4 %
Pashto	1	2.1 %
Portuguese-Spanish	1	2.1 %
Chinese	1	2.1 %
Amharic	1	2.1 %
Tagalog	1	2.1 %
Russian/Bulgarian	1	2.1 %
Armenian	1	2.1 %
Punjabi/Hindi	1	2.1 %
Cambodian	1	2.1 %
Urdu	1	2.1 %
Arabic	1	2.1 %
Total	48	100.0 %

Q35. Would you say your total household income is:

<u>Q35. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	31	5.2 %
\$25K to \$49,999	68	11.4 %
\$50K to \$74,999	99	16.6 %
\$75K to \$99,999	94	15.8 %
\$100K or more	253	42.5 %
<u>Not provided</u>	<u>50</u>	<u>8.4 %</u>
Total	595	100.0 %

Q36. Which of the following best describes your current employment status?

<u>Q36. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside the home	408	68.6 %
Employed in the home/have a home-based business	25	4.2 %
Student	5	0.8 %
Retired	106	17.8 %
Not currently employed outside the home	32	5.4 %
<u>Not provided</u>	<u>19</u>	<u>3.2 %</u>
Total	595	100.0 %

Q36-1. (If employed outside home) What is the ZIP CODE where you work?

Q36-1. What is the zip code where you work	Number	Percent
20001	2	0.6 %
20002	1	0.3 %
20003	1	0.3 %
20004	2	0.6 %
20005	3	0.8 %
20006	1	0.3 %
20007	1	0.3 %
20009	1	0.3 %
20024	4	1.1 %
20032	1	0.3 %
20036	2	0.6 %
20057	1	0.3 %
20105	1	0.3 %
20109	24	6.6 %
20110	107	29.6 %
20111	8	2.2 %
20113	1	0.3 %
20120	5	1.4 %
20136	3	0.8 %
20147	3	0.8 %
20150	1	0.3 %
20151	17	4.7 %
20152	1	0.3 %
20155	5	1.4 %
20164	1	0.3 %
20165	1	0.3 %
20166	8	2.2 %
20169	1	0.3 %
20170	3	0.8 %
20171	3	0.8 %
20175	1	0.3 %
20176	2	0.6 %
20187	1	0.3 %
20190	5	1.4 %
20191	6	1.7 %
20219	1	0.3 %
20223	1	0.3 %
20237	1	0.3 %
20250	3	0.8 %
20330	1	0.3 %
20407	1	0.3 %
20408	2	0.6 %
20416	1	0.3 %
20429	1	0.3 %
20504	1	0.3 %
20536	1	0.3 %

Q36-1. (If employed outside home) What is the ZIP CODE where you work?

Q36-1. What is the zip code where you work	Number	Percent
20540	1	0.3 %
20570	1	0.3 %
20590	1	0.3 %
20591	1	0.3 %
20593	1	0.3 %
20598	1	0.3 %
20660	1	0.3 %
20755	1	0.3 %
20814	1	0.3 %
20817	2	0.6 %
20852	1	0.3 %
20903	1	0.3 %
20910	1	0.3 %
21144	1	0.3 %
22003	1	0.3 %
22010	1	0.3 %
22015	2	0.6 %
22030	14	3.9 %
22031	2	0.6 %
22032	3	0.8 %
22033	3	0.8 %
22035	4	1.1 %
22042	4	1.1 %
22043	1	0.3 %
22046	2	0.6 %
22060	5	1.4 %
22101	2	0.6 %
22102	7	1.9 %
22122	2	0.6 %
22124	4	1.1 %
22134	2	0.6 %
22150	2	0.6 %
22151	1	0.3 %
22152	2	0.6 %
22153	1	0.3 %
22172	1	0.3 %
22180	5	1.4 %
22182	4	1.1 %
22191	2	0.6 %
22192	2	0.6 %
22193	1	0.3 %
22200	1	0.3 %
22201	3	0.8 %
22202	1	0.3 %
22203	1	0.3 %
22205	1	0.3 %

Q36-1. (If employed outside home) What is the ZIP CODE where you work?

<u>Q36-1. What is the zip code where you work</u>	<u>Number</u>	<u>Percent</u>
22206	2	0.6 %
22301	1	0.3 %
22303	1	0.3 %
22306	1	0.3 %
22312	1	0.3 %
22314	5	1.4 %
22315	1	0.3 %
22406	1	0.3 %
22556	1	0.3 %
22602	1	0.3 %
22710	1	0.3 %
24210	1	0.3 %
Total	361	100.0 %

Q37. Your gender:

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	286	48.1 %
Female	307	51.6 %
Not provided	2	0.3 %
Total	595	100.0 %