

Section 5

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 in 42 medium-sized cities (population of 15,000 to 75,000). The “U.S. Average” shown in this report reflects the overall results of ETC Institute’s national survey. 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 42 cities included in the performance ranges that are shown in this report are listed below:

- Apex, NC
- Auburn, AL
- Camas, WA
- Cedar Hill, TX
- Chapel Hill, NC
- Chickasha, OK
- Clayton, MO
- Cleveland Heights, OH
- Gladstone, MO
- Glenview, IL
- Hallandale Beach, FL
- Hyattsville, MD
- Jackson, MO
- Johnston, IA
- Kennesaw, GA
- Kirkwood, MO
- Lenexa, KS
- Manassas, VA
- Missouri City, TX
- Montrose, CO
- Mountain Brook, AL
- Oswego, IL
- Pflugerville, TX
- Pinecrest, FL
- Pinehurst, NC
- Pitkin County, CO
- Portland, TX
- Raymore, MO
- Rolla, MO
- San Marcos, TX
- Schertz, TX
- Shawnee, KS
- Shoreline, WA
- Tamarac, FL
- Vestavia Hills, AL
- Warrensburg, MO
- Washougal, WA
- Wauwatosa, WI
- Weatherford, TX
- Wentzville, MO
- West Des Moines, IA
- Winchester, VA



Interpreting the Charts

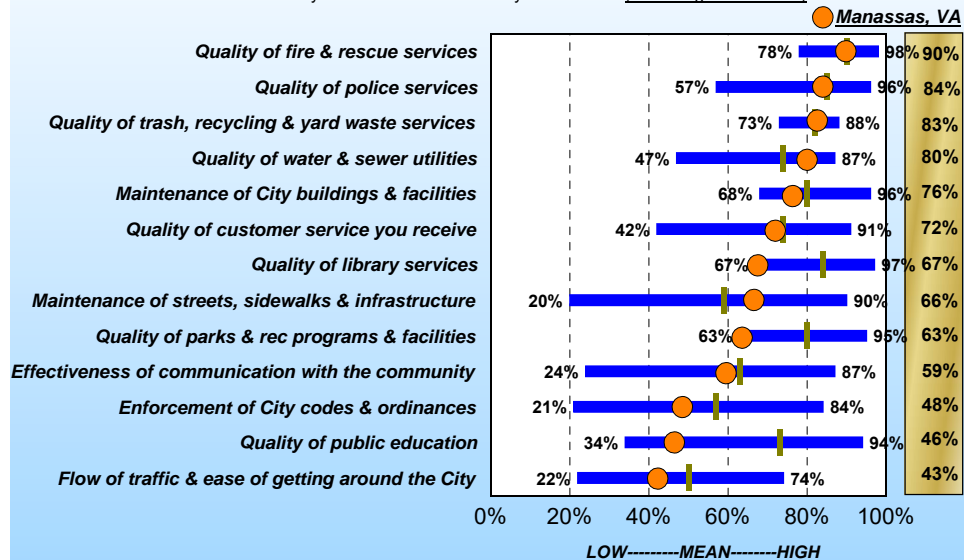
Performance Range Charts. The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities that have participated in the DirectionFinder® Survey during the past two years. The lowest 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 national average, 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 national average. If the orange dot is located to the left of the vertical dash, the City of Manassas rated below the national average.

Performance Ranges

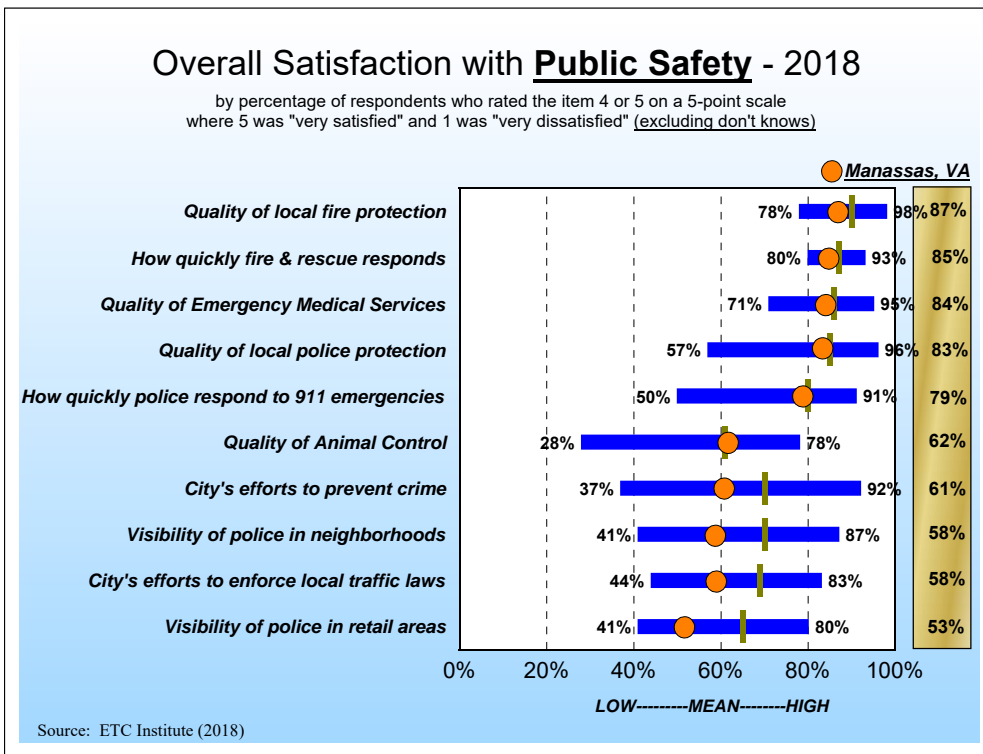
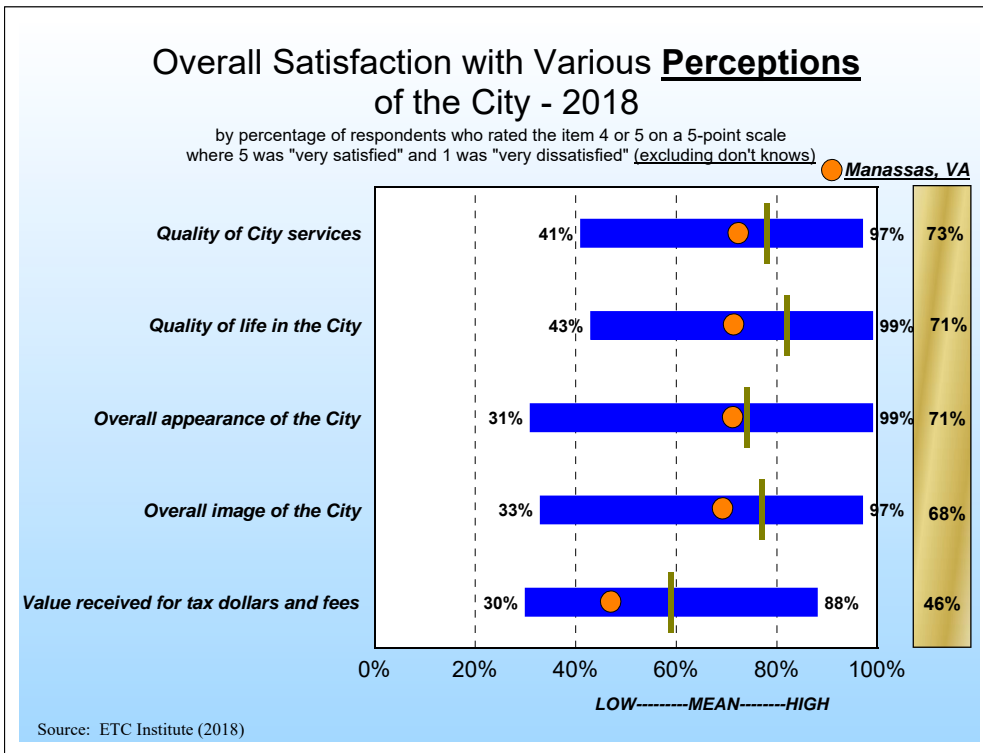
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Overall Satisfaction with Various City Services by Major Category - 2018

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)

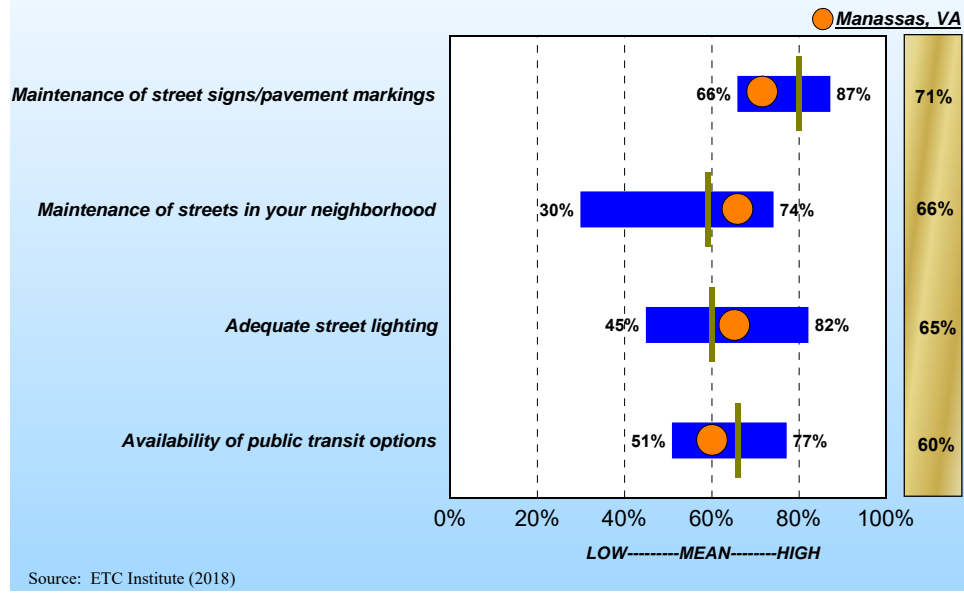


Source: ETC Institute (2018)



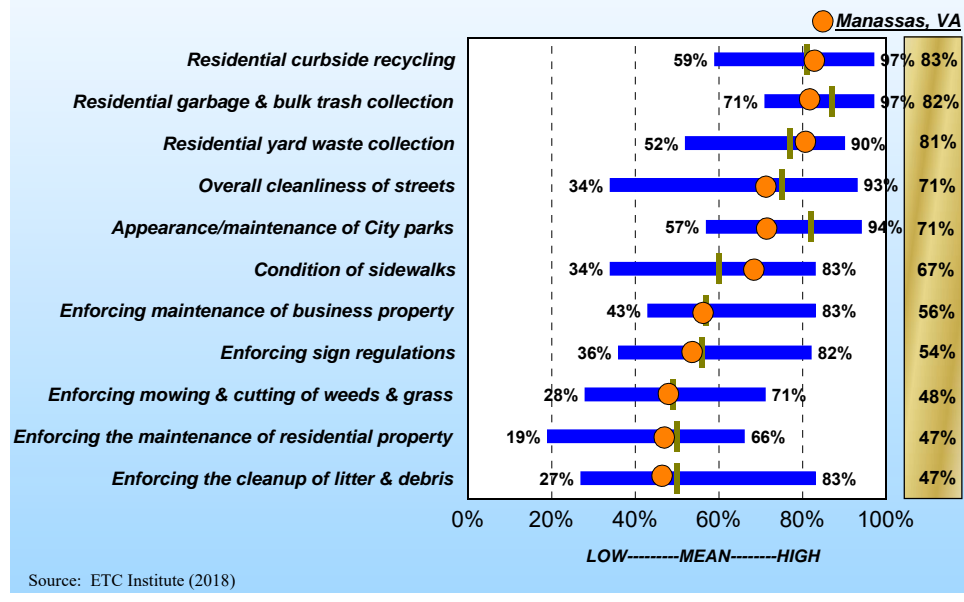
Overall Satisfaction with **Transportation & Mobility** - 2018

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 **Community Appearance** - 2018

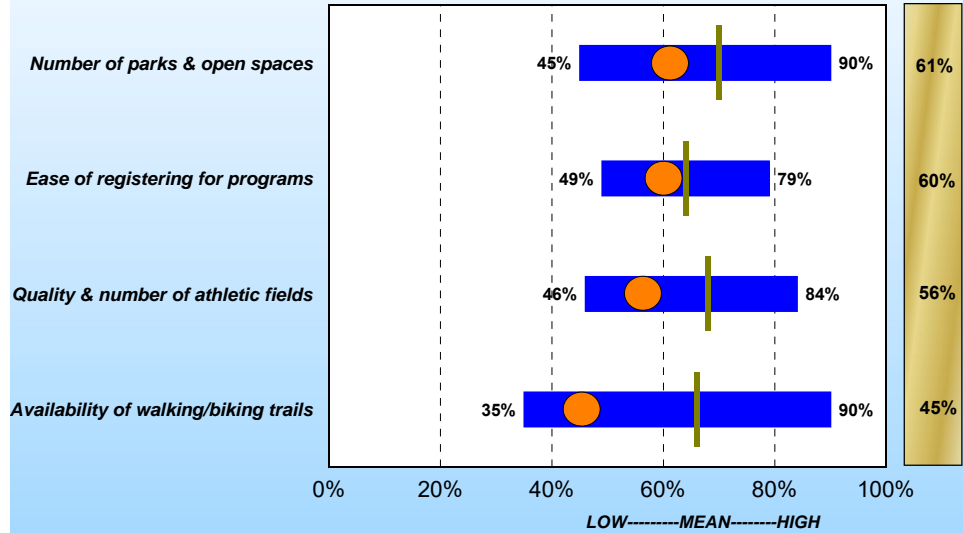
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with **Culture and Recreation** - 2018

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

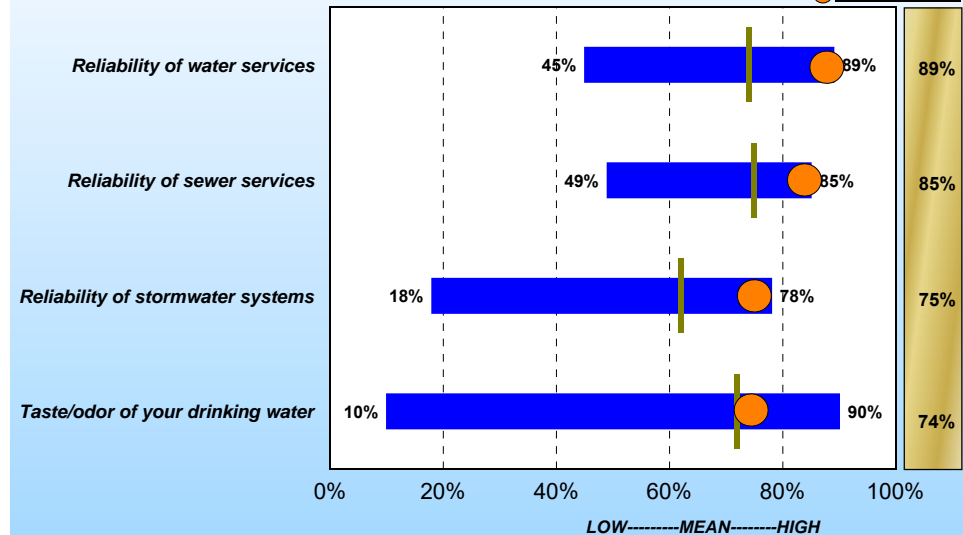


Source: ETC Institute (2018)

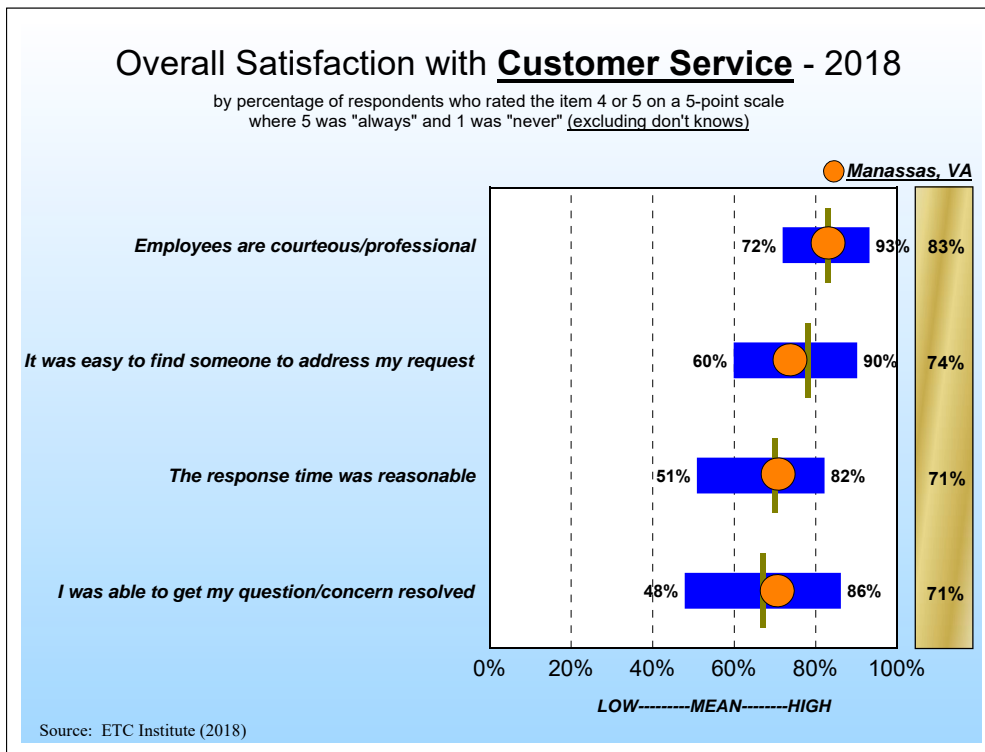
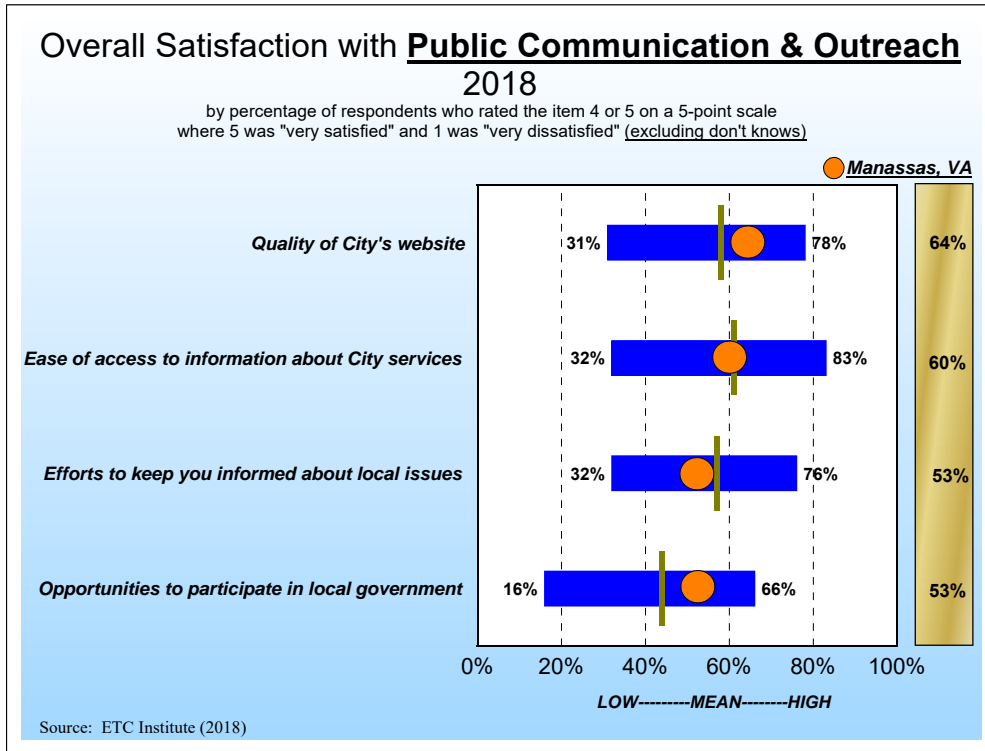
Overall Satisfaction with **Utilities** - 2018

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

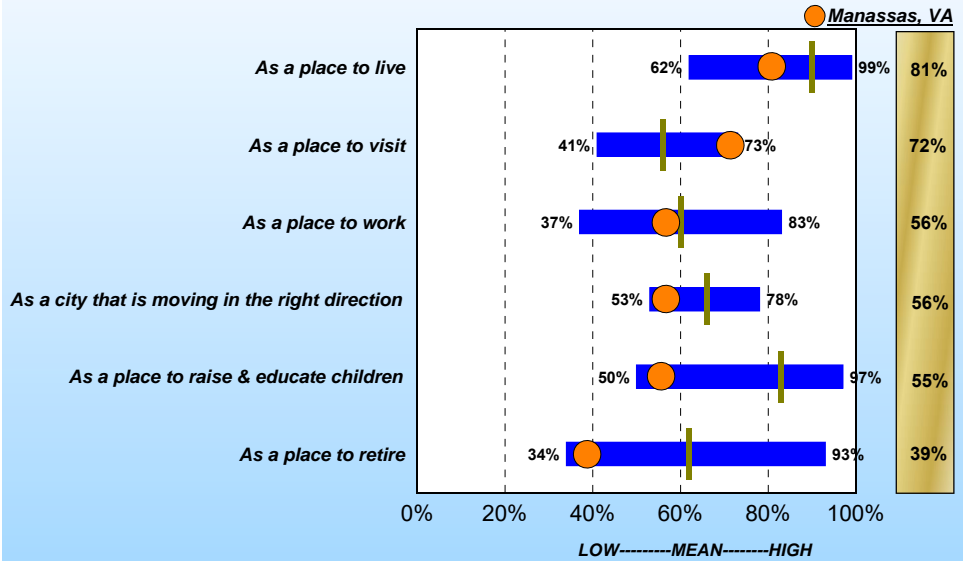


Source: ETC Institute (2018)



Overall Opinion of the City - 2018

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



Source: ETC Institute (2018)