



City of Alexandria, Virginia 2024 City of Alexandria Resident Survey Findings Report

Submitted to the City of Alexandria, Virginia by:

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Contents

| | |
|---|-----|
| Executive Summary | i |
| Section 1: Charts and Graphs | 1 |
| Section 2: Benchmarking Analysis | 39 |
| Section 3: ETC's Importance-Satisfaction Analysis | 50 |
| Section 4: Tabular Data | 59 |
| Section 5: Survey Instrument | 103 |



Executive Summary



Purpose

ETC Institute administered a resident survey for the City of Alexandria, Virginia in 2024. The survey assesses Alexandria residents' satisfaction with the delivery of city services. The results will be used to help determine priorities for the community as part of the City's strategic planning efforts.

Methodology

The six-page survey, along with a cover letter and postage-paid return envelope, was distributed via mail to a randomly selected sample of households. The cover letter outlined the survey's purpose and encouraged recipients to either return their completed survey by mail or participate online. Online respondents were required to enter their home address to verify their inclusion in the random sample. ETC Institute cross-referenced respondent addresses with the initially selected sample to confirm eligibility. Responses lacking an address or falling outside the sample were excluded from the final database. ETC Institute also utilized targeted social media advertisements on platforms like Facebook and Instagram to raise awareness and enhance survey participation among residents who received the mailed survey.

The goal was to obtain completed surveys from at least 1,000 residents. This goal was exceeded, with a total of 1,147 residents completing the survey. The overall results for the sample of 1,147 residents have a precision of at least $\pm 2.88\%$ at the 95% level of confidence. This ensures reliability in the findings, reflecting a strong representation of the views and opinions of Alexandria residents who participated in the survey.

Notes on Reporting:

The combination of top two box responses such as "very satisfied" or "satisfied" has been used to represent results for the purpose of this executive summary and throughout this report.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Alexandria with the results from other communities in ETC Institute's *DirectionFinder*[®] database. Since the number of "don't know" responses often reflect the utilization and awareness of City services, the percentage of "don't know" responses have been provided in the tabular data section of this report.

This report contains:

- An executive summary of the methodology and major findings.
- Charts showing the overall results for most questions on the survey.
- Benchmarking data that show how the results for Alexandria compare to similar-sized communities.
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results.
- Tables that show the results of the random sample for each question on the survey.
- A copy of the survey instrument.



Summary of Major Findings

Overall Ratings and Perceptions about Alexandria

Perceptions play a pivotal role in shaping the overall satisfaction within a community. How individuals perceive various aspects of their community, including safety, amenities, and services, significantly influences their overall happiness and contentment with where they live. Positive perceptions can foster a sense of belonging, trust in local institutions, and pride in the community, ultimately enhancing satisfaction levels. Conversely, negative perceptions, such as concerns about safety, inadequate services, or limited opportunities, can erode trust, diminish morale, and lead to decreased satisfaction among residents. Thus, understanding and addressing the perceptions of a community are essential for fostering an environment where residents feel valued and fulfilled. Resident ratings for the perceptions of Alexandria are below.

| Overall Ratings of Alexandria | |
|---|-----|
| • Alexandria as a place to visit | 94% |
| • Alexandria as a place to live | 90% |
| • Your neighborhood as a place to live | 88% |
| • Alexandria as a place to work | 74% |
| • Overall quality of City services | 72% |
| • Alexandria as a place to raise children | 67% |
| • Alexandria as a place to retire | 45% |

When benchmarked against the Atlantic region and national averages, Alexandria as a place to visit and as a place to live was rated at least +32 points higher than both the regional and national averages. Overall, all of the areas assessed rated higher or on par with the regional and national averages except Alexandria as a place to retire, which rated -10 points lower than the Atlantic region and -6 points lower than the national average.

Transportation

Transportation Services

Residents were asked to assess 13 transportation services, the results from the survey show 10 out of 13 of these transportation services received satisfaction ratings exceeding 50%, indicating a generally high level of satisfaction among residents. When assessing importance, residents believe that the top three most important transportation services for the City of Alexandria to emphasize are safety while walking in Alexandria, ease of travel by car, and safety while driving in Alexandria. Of the three most important services, according to residents, all received satisfaction ratings exceeding 50%. In ETC's Importance-Satisfaction ratings, the top four high priority items are all related to the three most important items according to residents.

| Top 4 Transportation Services | | Bottom 4 Transportation Services | |
|---|-----|--|-----|
| • Availability of rideshare/taxi services | 84% | • Ease of travel by Capital Bikeshare in Alexandria | 57% |
| • Safety while walking in Alexandria | 73% | • Safety while biking in Alexandria | 52% |
| • Availability of paths & walking trails | 72% | • Traffic calming measures on neighborhood streets | 44% |
| • Ease of travel by Metro in Alexandria | 71% | • Traffic calming measures on major streets | 41% |
| • Ease of travel by bus in Alexandria | 70% | • Availability of electric vehicle charging stations | 20% |

2024 City of Alexandria Resident Survey

Executive Summary



Transportation Maintenance

When residents were asked to assess seven transportation maintenance items all but one of the items received satisfaction ratings above 50%, indicating a generally high level of satisfaction among residents. When compared to the Atlantic region and the national averages all but one of the maintenance items rated below both the region and national averages. When assessing importance, the top three items that residents think the City of Alexandria should emphasize three were condition of streets, condition of sidewalks, and traffic and pedestrian signal timing. They are also very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

| Transportation Maintenance Ratings | |
|--|-----|
| • Snow removal on City streets | 74% |
| • Condition of street signs | 74% |
| • Street lighting in your neighborhood | 69% |
| • Condition of bus stops (benches, shelters) | 53% |
| • Traffic & pedestrian signal timing | 52% |
| • Condition of sidewalks | 51% |
| • Condition of streets | 47% |

Public Safety

Sense of Safety in Alexandria

Of the six areas that residents were asked to rate how safe they feel while in those areas, all areas received safety ratings above 60%. When compared to the regional and national averages, Alexandria rated higher or on par in all of these areas, signifying that overall, residents feel safe in Alexandria.

| Sense of Safety | |
|--|-----|
| • In your neighborhood during the day | 93% |
| • In Alexandria overall | 77% |
| • In commercial/business areas of City | 70% |
| • In your neighborhood at night | 69% |
| • In City parks | 69% |
| • On public transportation | 62% |

Public Safety Services

Levels of satisfaction with public safety services among residents are listed below. Crime prevention, overall quality of police services, and traffic enforcement are the major focus areas for residents. Crime prevention was indicated as the only very high priority item in ETC's Importance-Satisfaction Analysis.

| Public Safety Services | | | |
|---|-----|--|-----|
| • Overall quality of fire services | 90% | • Fire prevention & education | 61% |
| • Ambulance or emergency medical services | 89% | • Communication during public safety incidents | 52% |
| • Response times to 911 emergencies | 80% | • Community preparedness for emergencies/disasters | 46% |
| • Overall quality of police services | 72% | • Traffic enforcement | 40% |
| • Animal control | 64% | • Crime prevention | 38% |

2024 City of Alexandria Resident Survey

Executive Summary



All but two public safety services were benchmarked against the regional and the national average rated higher than both averages. Fire and ambulance services received the highest ratings from survey respondents and exceeded the regional and national averages by +5 to +12 points. Traffic enforcement and crime prevention were the lowest rated public safety services, and both were at least -10 to -15 points lower than the regional and national averages.

Economic Opportunity and Well-Being

The highest and lowest levels of satisfaction with economic opportunity and well-being items among residents are listed below. When assessing importance, the top three most important economic opportunity and well-being items residents selected for the City of Alexandria to emphasize are cost of living in Alexandria, efforts to manage and plan for growth and development, and availability of affordable housing. They are also identified as very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

| Highest and Lowest Rated Economic Opportunity and Well-Being Items | | | |
|--|-----|--|-----|
| • Access to healthy food | 85% | • Overall quality of new development in Alexandria | 39% |
| • Dining opportunities | 85% | • Efforts to manage & plan for growth/development | 29% |
| • Access to quality health care | 80% | • Availability of affordable housing | 23% |
| • Access to quality dental care | 80% | • Cost of living in Alexandria | 16% |

Culture and Education Services

Levels of satisfaction with culture and education services among residents are listed below. Education, activities and childcare were the top areas of concern when assessing importance, the top three most important culture and education services residents selected for the City of Alexandria to emphasize are quality of K-12 education, availability of affordable, quality childcare and preschool, and out-of-school activities for youth. They were also identified as very high priority items for improvement in ETC's Importance-Satisfaction Analysis.

| Culture and Education Services | | | |
|--|-----|---|-----|
| • Public library services | 85% | • Availability of sports fields, courts, & facilities | 56% |
| • Museums/historical sites | 77% | • Youth recreation programs or classes | 54% |
| • City-sponsored special events | 75% | • Adult recreation programs or classes | 48% |
| • Opportunities to attend cultural/arts/music activities | 67% | • Out-of-school activities for youth | 47% |
| • Maintenance of City recreation centers or facilities | 60% | • Availability of affordable, quality childcare/preschool | 33% |
| | | • Quality of K-12 education | 28% |

The quality of K-12 education is an important issue for residents and when compared to the regional and national averages, Alexandria's scores are -18 points lower than the national average and -20 points lower than the regional average. Addressing this disparity is crucial not only for improving educational outcomes but also for enhancing resident satisfaction, which can lead to a stronger, more engaged community and increase the City's attractiveness for families and businesses.

2024 City of Alexandria Resident Survey

Executive Summary



Public Space and Property Services

10 of the 11 public space and property services received satisfaction scores above 50%, indicating a generally high level of satisfaction among residents. When assessing importance, the most important public space and property services residents selected for the City of Alexandria to emphasize are stormwater management and flood control, cleanliness of public spaces, and Alexandria parks, open space, or greenspace. Only stormwater management and flood control received a very high priority rating in ETC's Importance-Satisfaction Analysis.

| Highest and Lowest Rated Public Space and Property Services | | | |
|---|-----|--|-----|
| • Trash/garbage collection services | 79% | • Enforcement of maintenance of business property | 57% |
| • Alexandria parks, open space, or greenspace | 75% | • Enforcement of maintenance of residential property | 55% |
| • Quality of overall natural environment in Alexandria | 70% | • Post-disaster incident recovery services | 55% |
| • Maintenance of City parks | 70% | • Stormwater management/flood control | 31% |

All but one of the areas of public space and property services that were compared were rated higher than the regional and national averages. Stormwater management and flood control was the only service that rated lower than both the regional and national averages.

City Communication and Services

The levels of satisfaction with City government services are below. Overall residents are satisfied with the ease of participating in elections and the voting process. The lowest rated item was the City's efforts to keep you informed about local issues.

| City Government Services | | | |
|--|-----|---|-----|
| • Ease of participating in elections & voting process | 90% | • City government treating all residents fairly | 51% |
| • Overall customer service by Alexandria City employees | 63% | • City government welcoming & encouraging resident involvement | 45% |
| • Ease of doing business with City | 63% | • Responsiveness of Alexandria government to resident requests, questions, & concerns | 44% |
| • Ease of reporting a concern to City staff about local issues | 58% | • Value of services for taxes paid to Alexandria | 43% |
| • Ability of City staff to resolve requests, questions, & concerns | 52% | • City efforts to keep you informed about local issues | 41% |

Currently, residents are primarily getting information about City services and programs from word of mouth, City website, and online newspapers and websites. When asked what information sources they the City should emphasize over the next two years, the top three were the City's website, City social media accounts, and the City eNews or email alerts. This represents an opportunity for the City to increase awareness around some of the communication channels, this will lead to better communication and awareness between residents and the City of Alexandria.



Importance-Satisfaction Analysis

Recommended Priorities for the Next Two Years. In order to help the City of Alexandria identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with services over the next two years. If the city wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in **Section 3** of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following services for prioritization for the City of Alexandria.

| ETC's Importance-Satisfaction Analysis | |
|---|---|
| <p>Transportation Services</p> <ul style="list-style-type: none"> • Safety while walking in Alexandria • Traffic calming measures on major streets • Traffic calming measures on neighborhood streets | <p>Transportation Maintenance</p> <ul style="list-style-type: none"> • Condition of streets • Condition of sidewalks • Traffic & pedestrian signal timing |
| <p>Public Safety Services</p> <ul style="list-style-type: none"> • Crime prevention • Traffic enforcement • Community preparedness for emergencies/disasters | <p>Economic Opportunity and Well-Being</p> <ul style="list-style-type: none"> • Cost of living in Alexandria • Availability of affordable housing • Efforts to manage & plan for growth/development |
| <p>Culture and Education Services</p> <ul style="list-style-type: none"> • Quality of K-12 education • Availability of affordable, quality childcare/preschool • Out-of-school activities for youth | <p>Public Space and Property Services</p> <ul style="list-style-type: none"> • Stormwater management/flood control • Cleanliness of public spaces (litter, street cleaning) |



Charts and Graphs

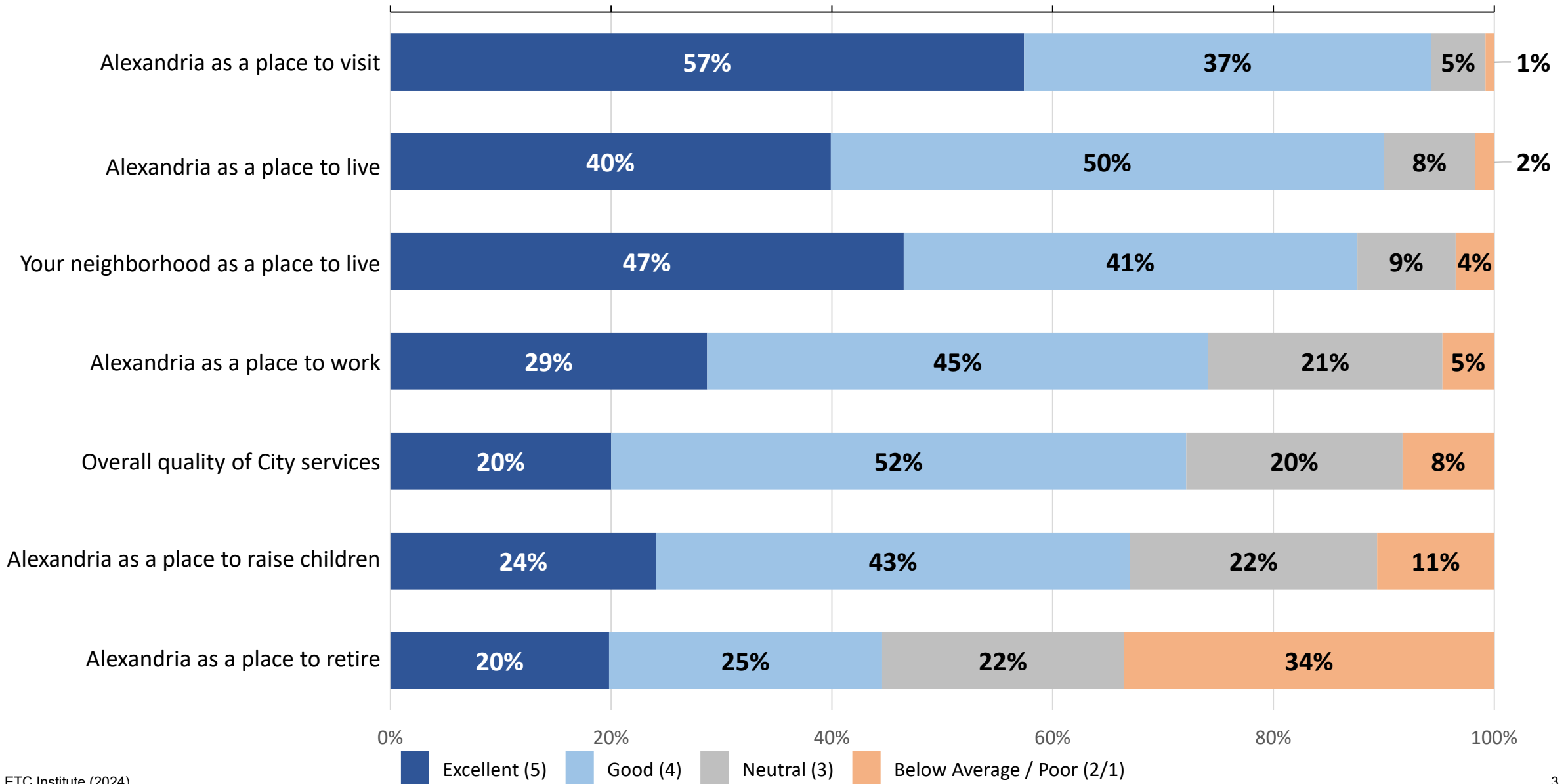
City of Alexandria Charts and Graph's

The following shows the charts and graphs for the City of Alexandria in 2024.



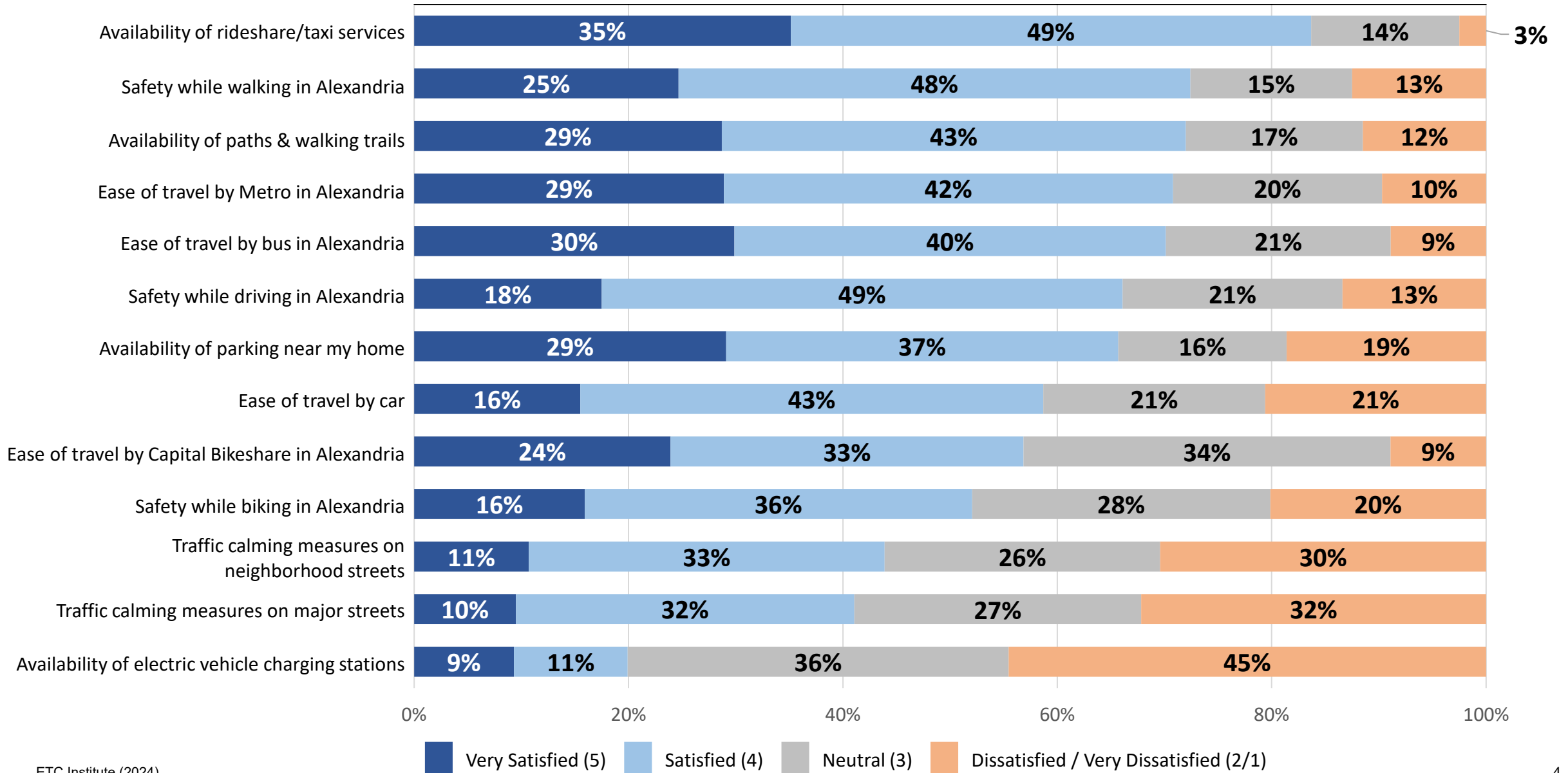
Q1. Overall Ratings of Alexandria

by percentage of respondents (excluding don't know)

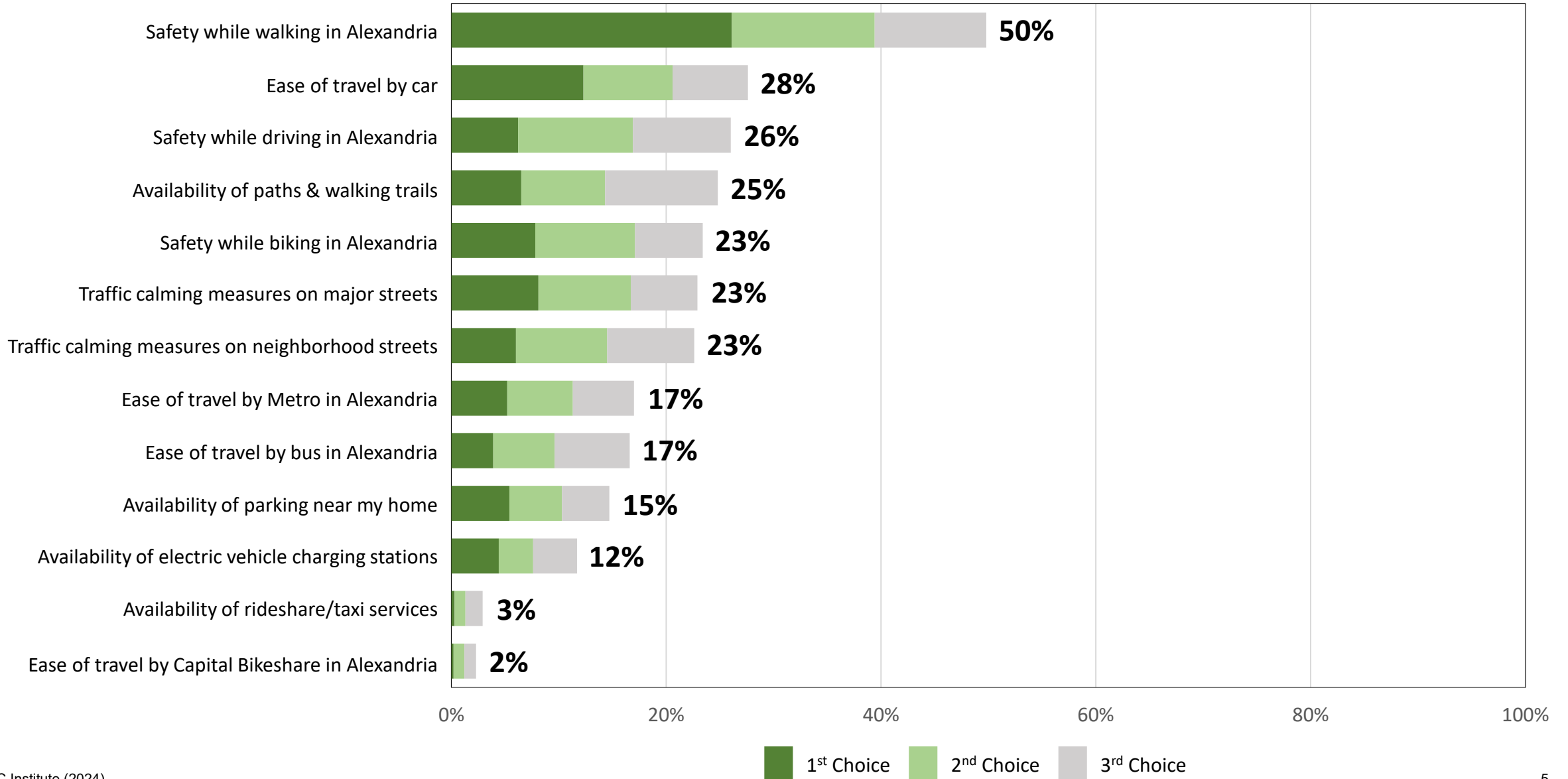


Q2. Satisfaction with Transportation Services

by percentage of respondents (excluding don't know)

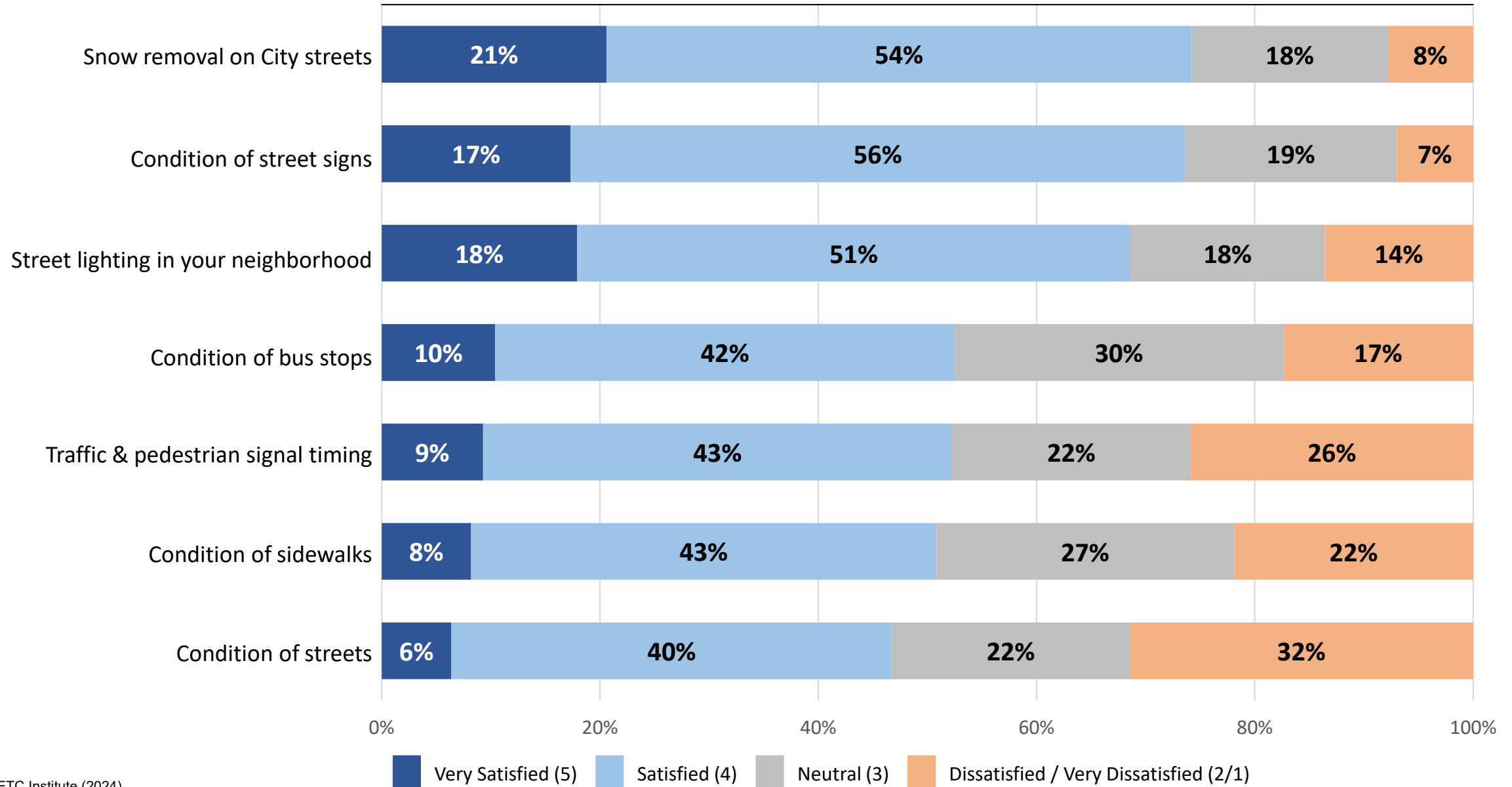


Q3. Transportation Services That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

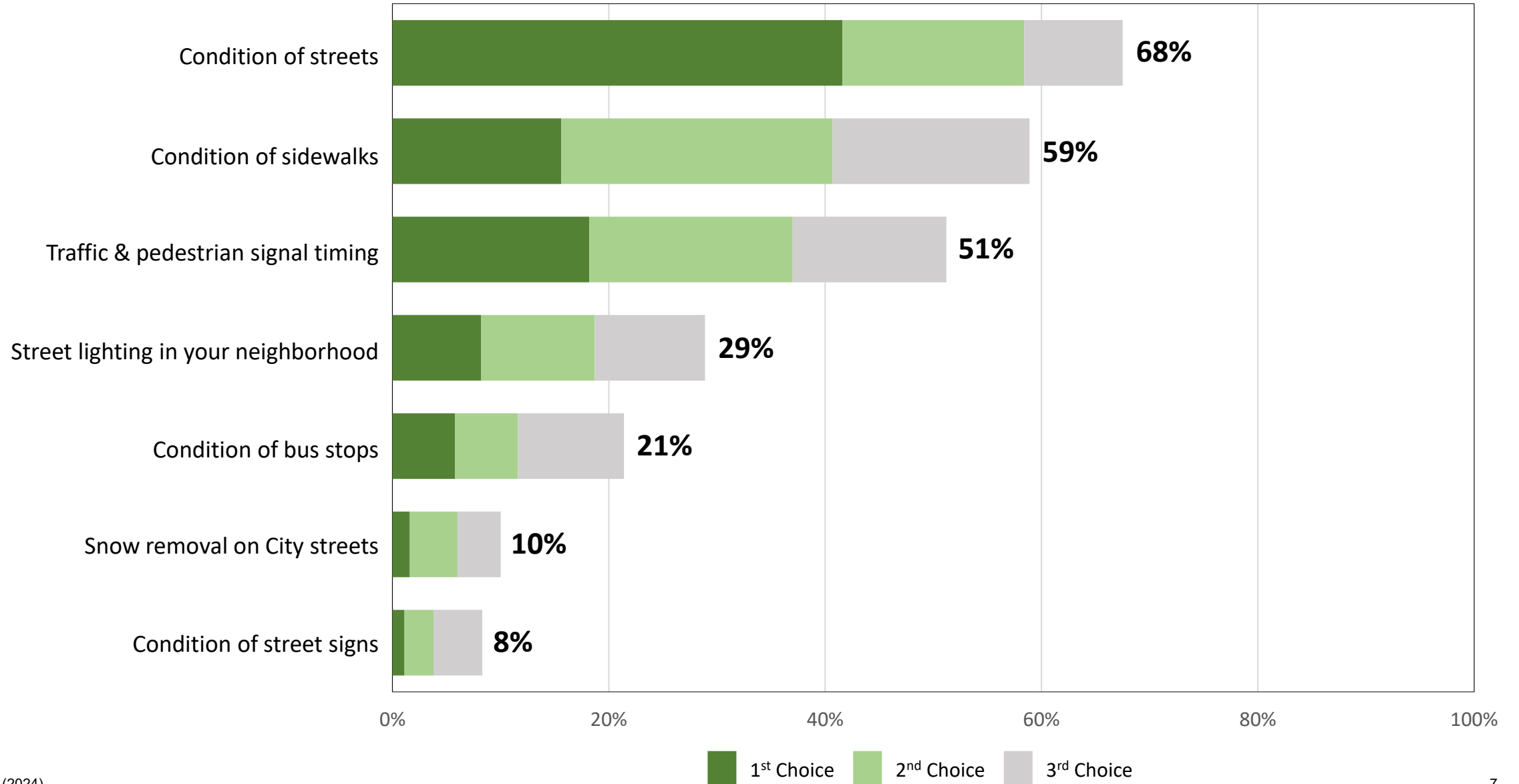


Q4. Satisfaction with Transportation Maintenance

by percentage of respondents (excluding don't know)

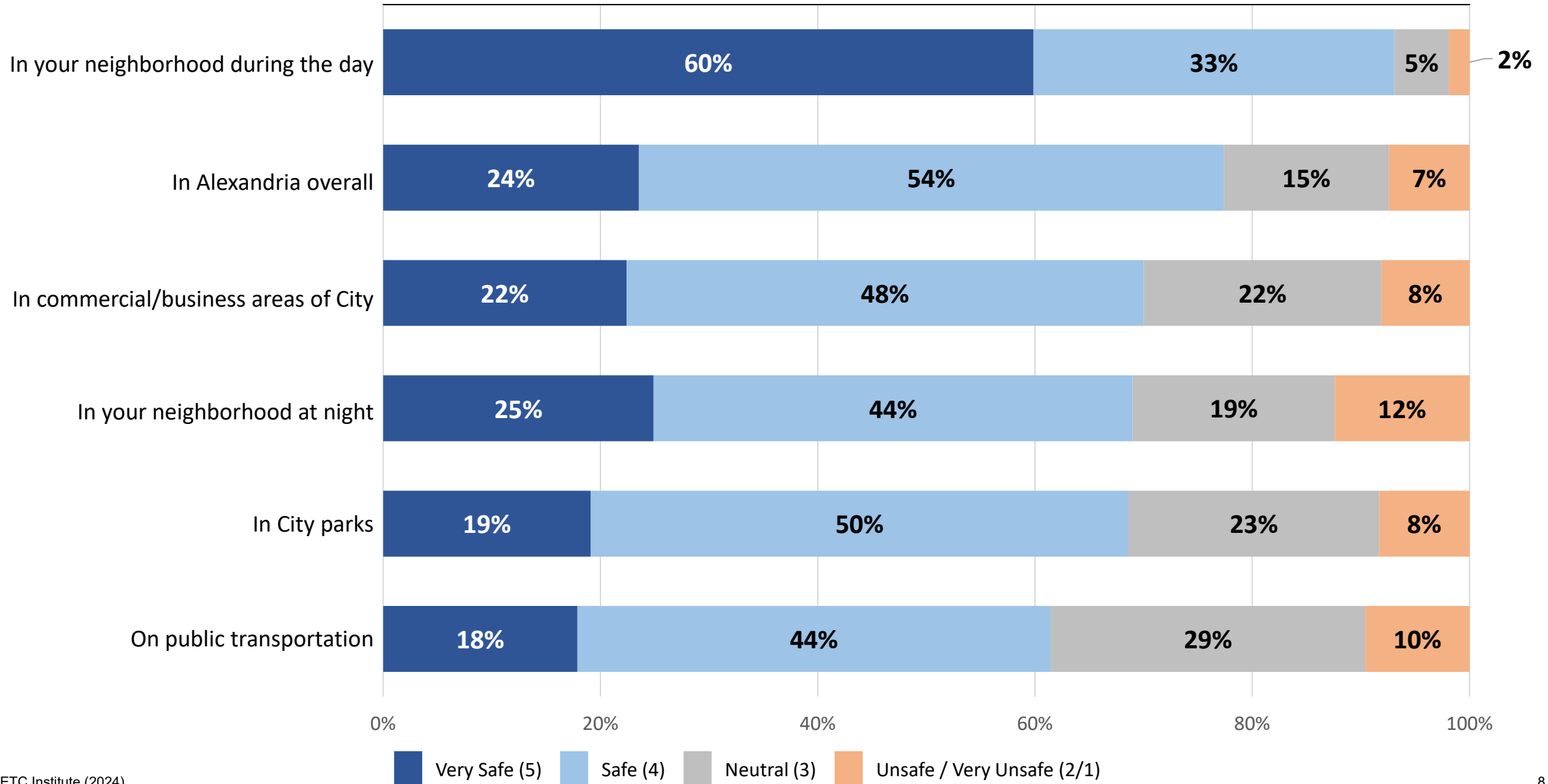


Q5. Transportation Maintenance That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices



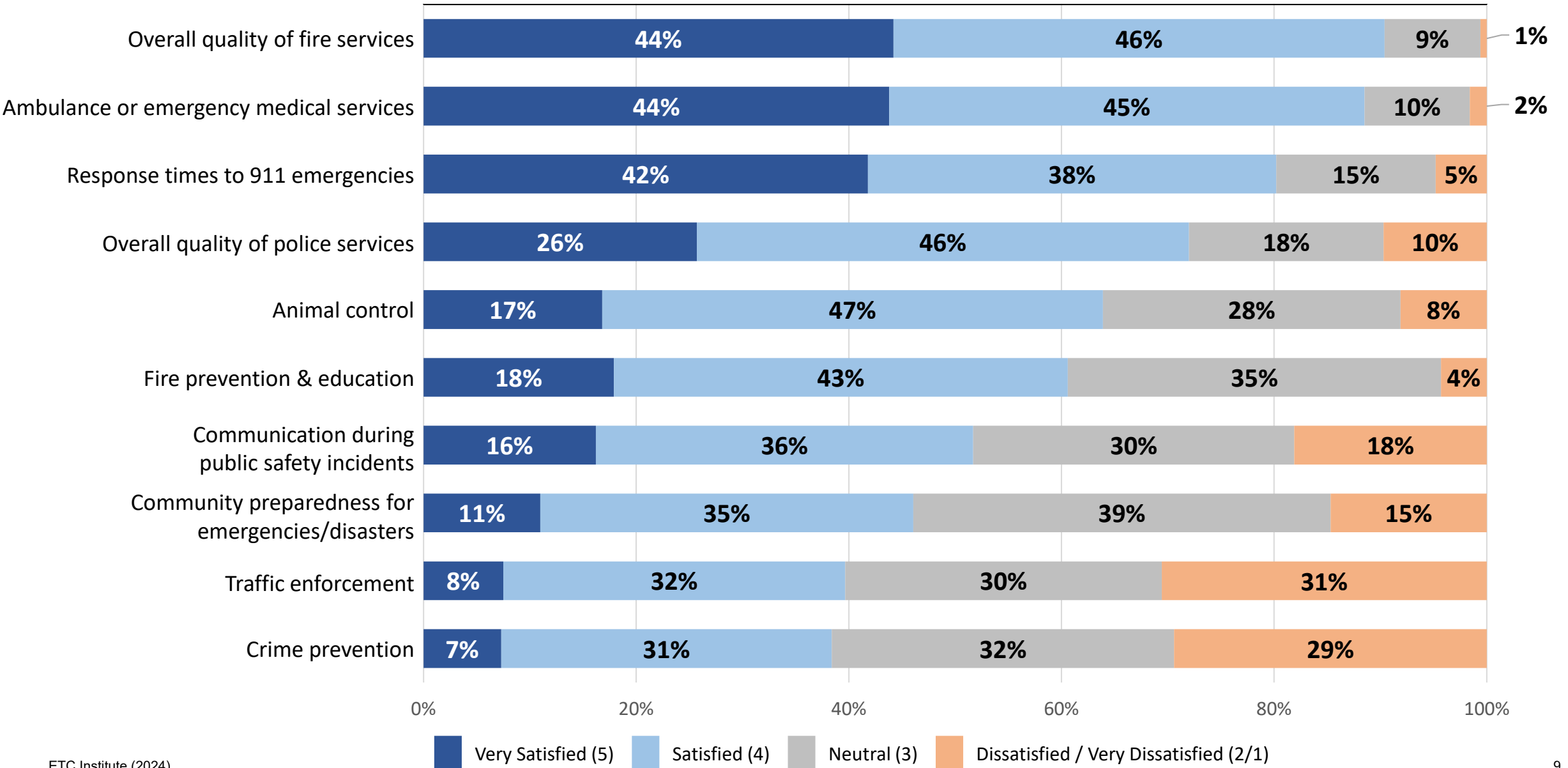
Q6. Sense of Safety in Alexandria

by percentage of respondents (excluding don't know)

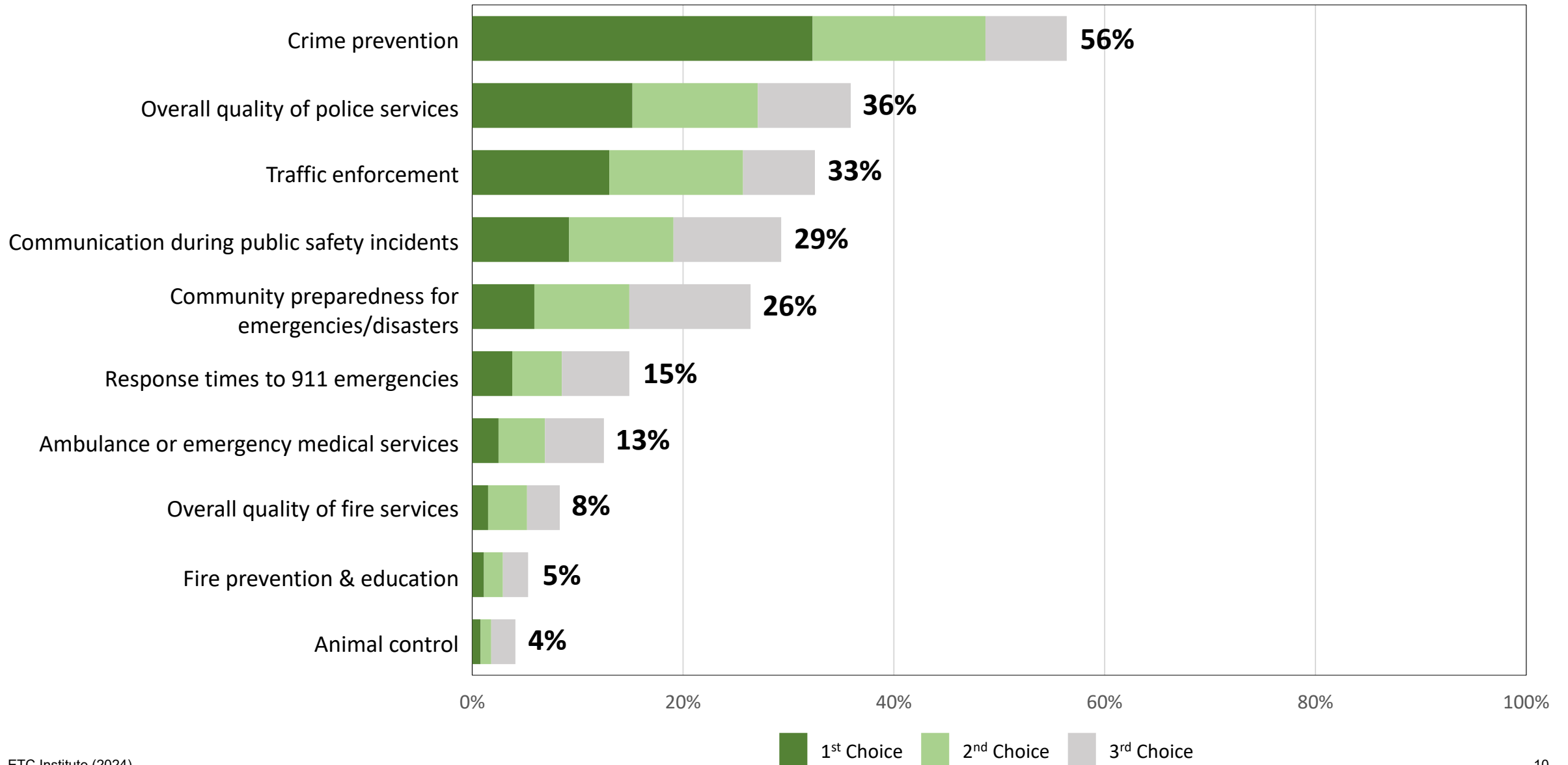


Q7. Satisfaction with Public Safety

by percentage of respondents (excluding don't know)

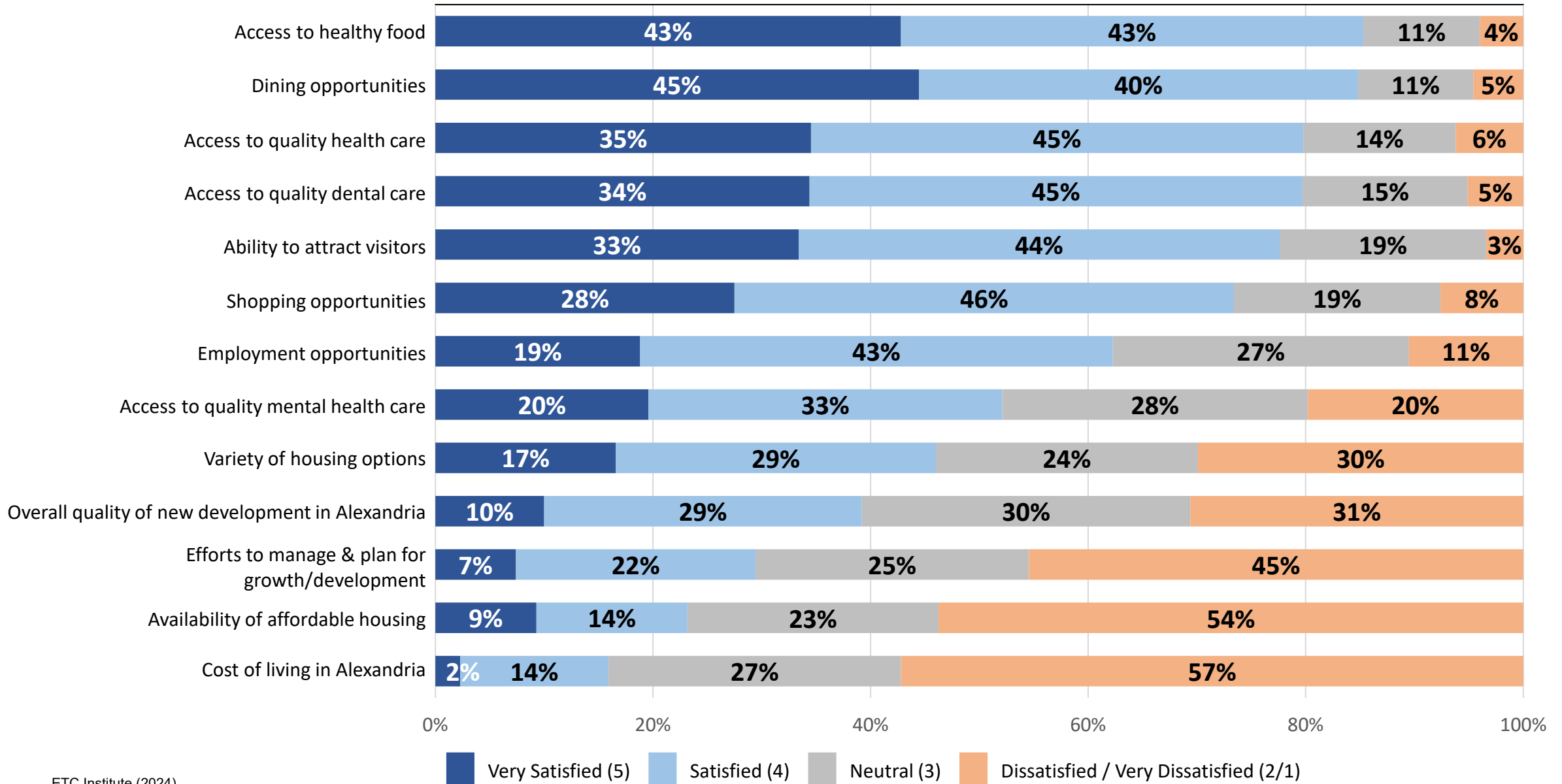


Q8. Public Safety That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

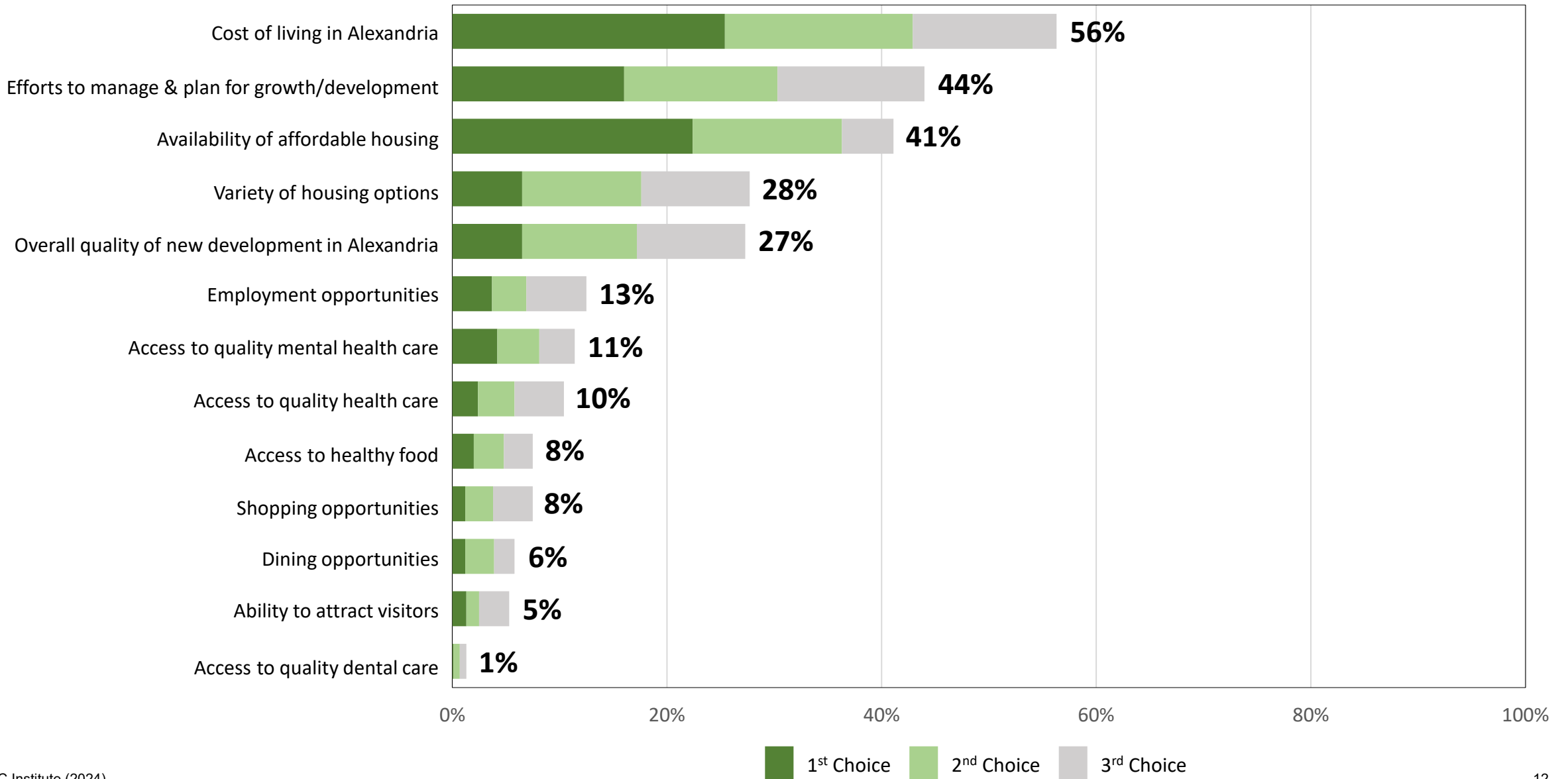


Q9. Satisfaction with Economic Opportunity and Well-Being

by percentage of respondents (excluding don't know)

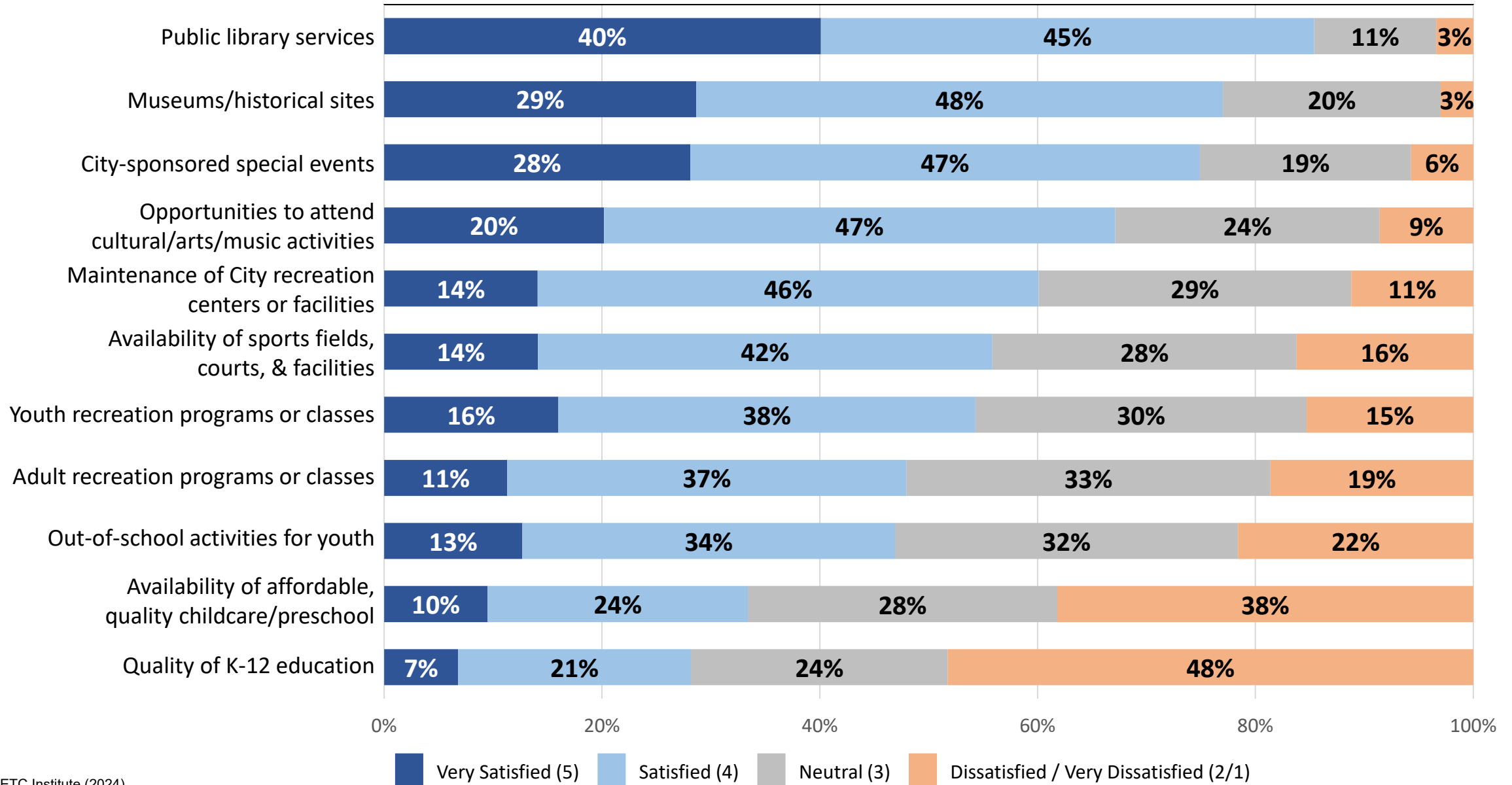


Q10. Economic Opportunity and Well-Being That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

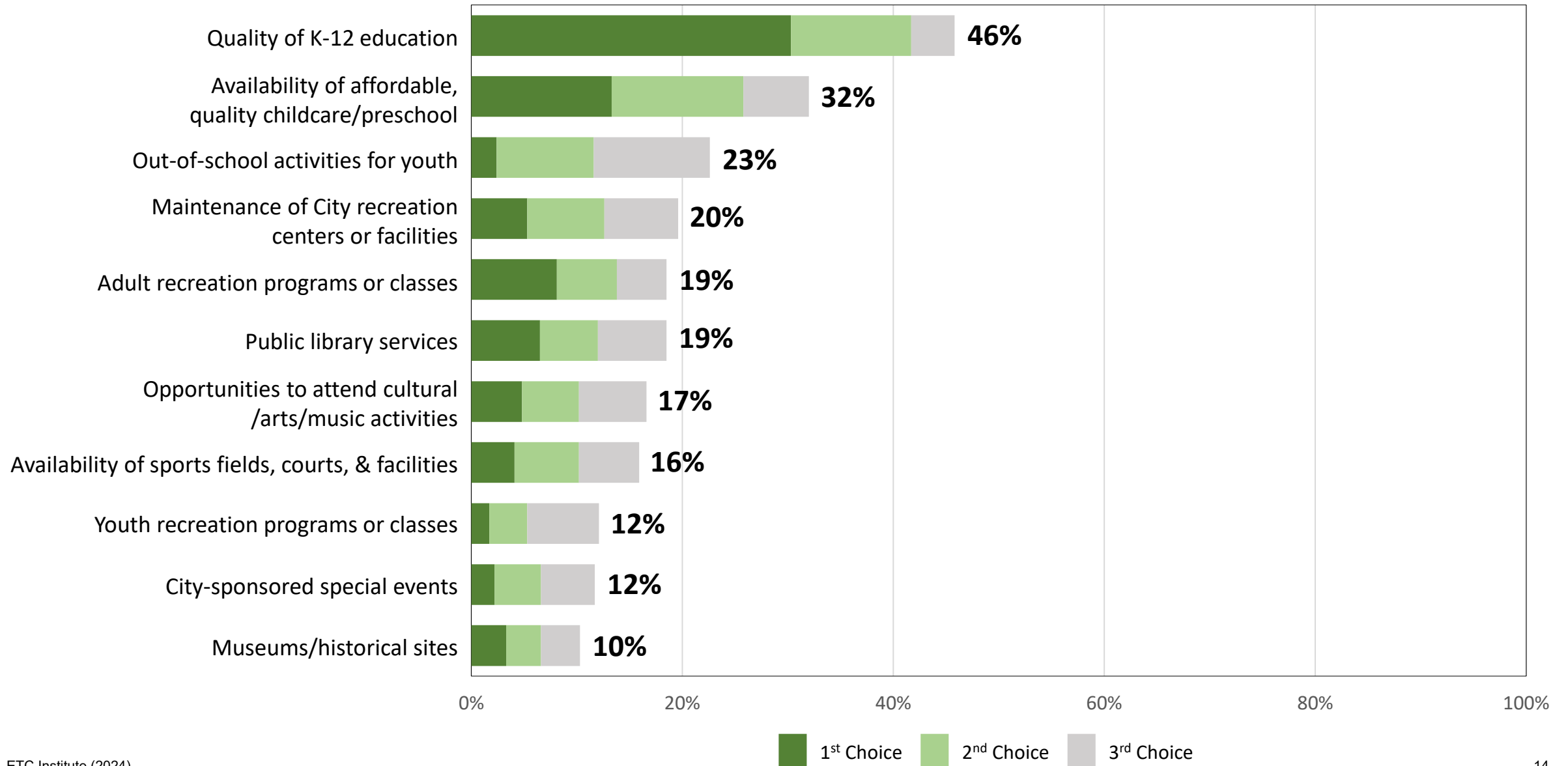


Q11. Satisfaction with Culture and Education

by percentage of respondents (excluding don't know)

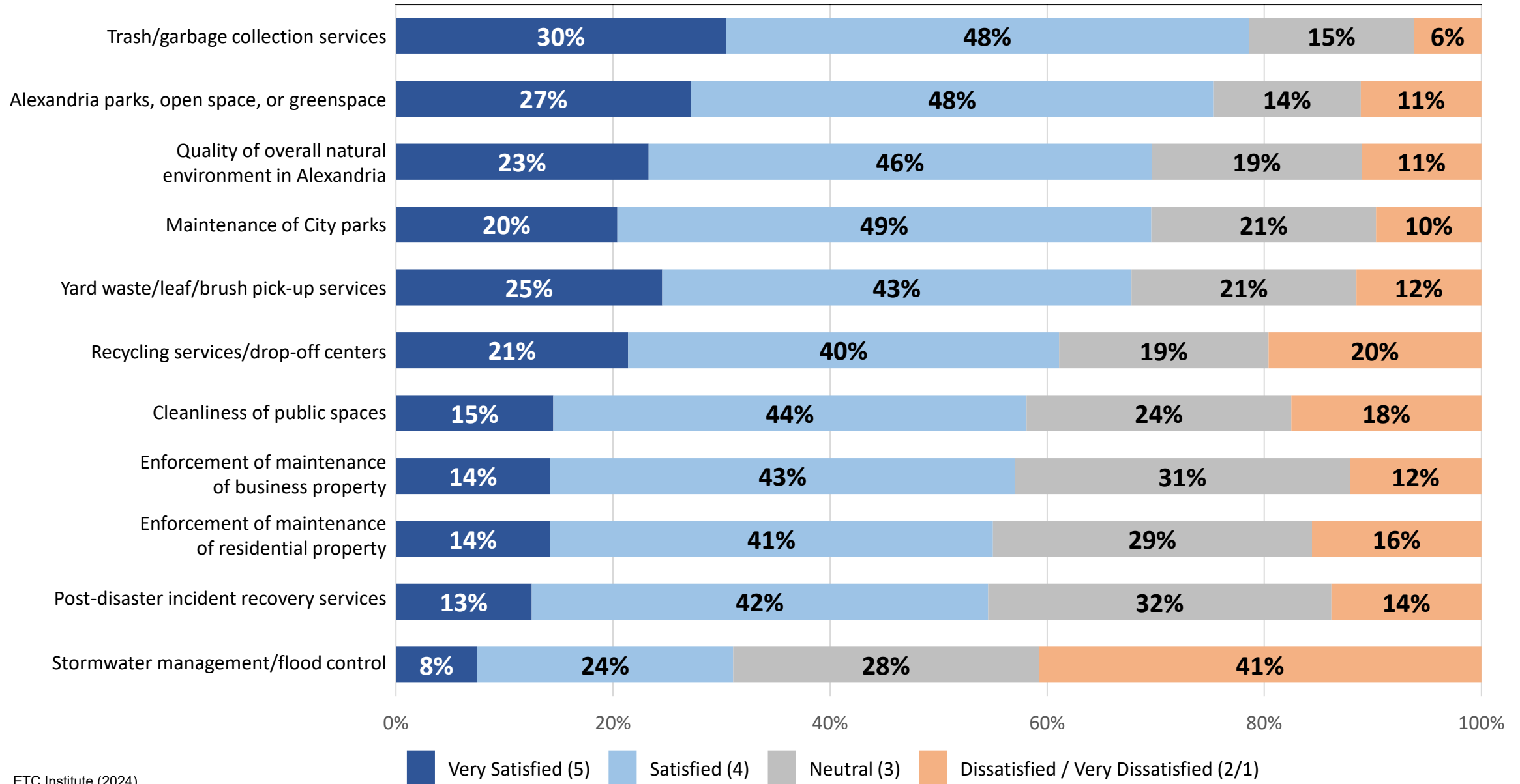


Q12. Culture and Education That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

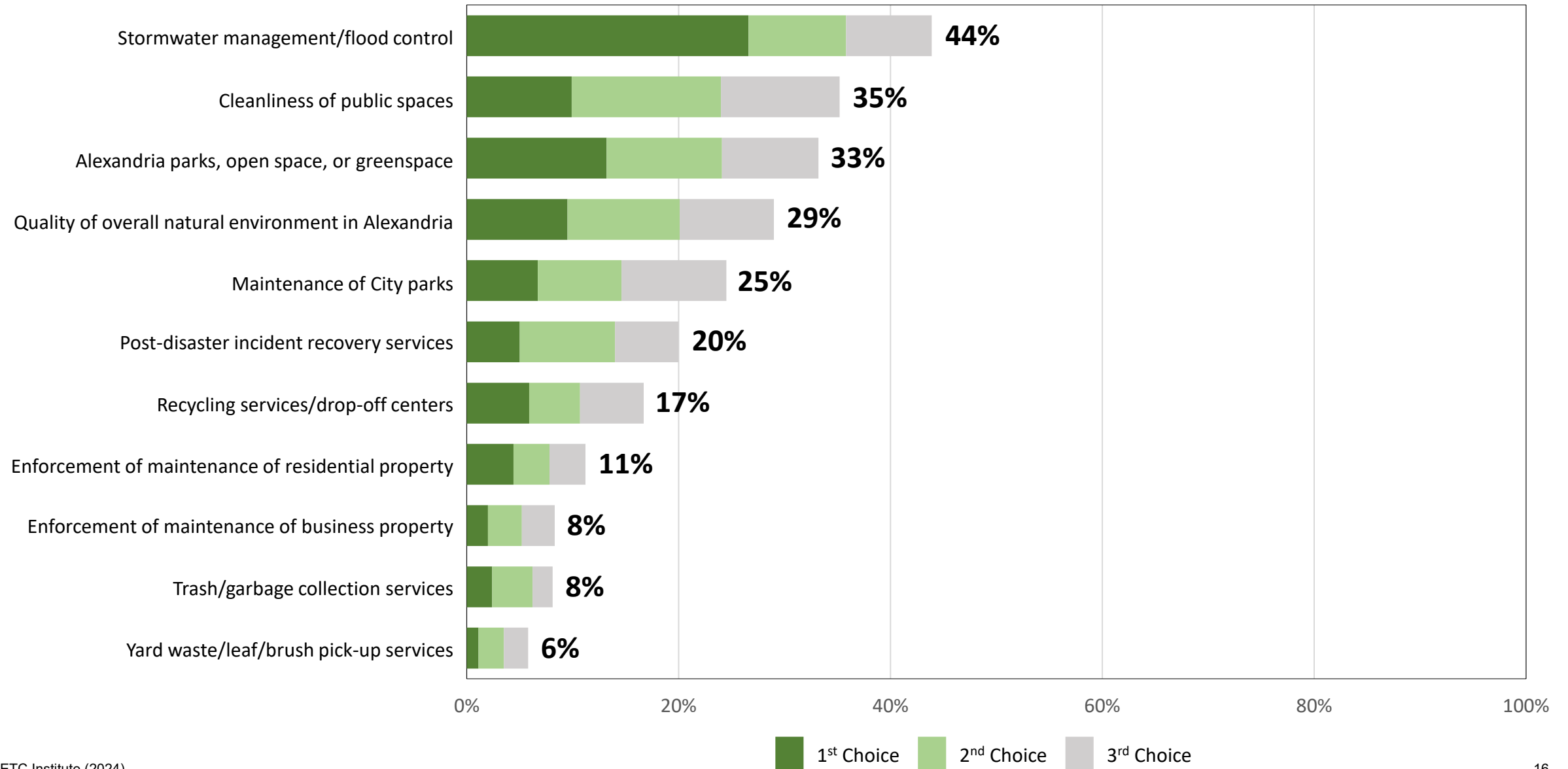


Q13. Satisfaction with Public Space and Property Services

by percentage of respondents (excluding don't know)

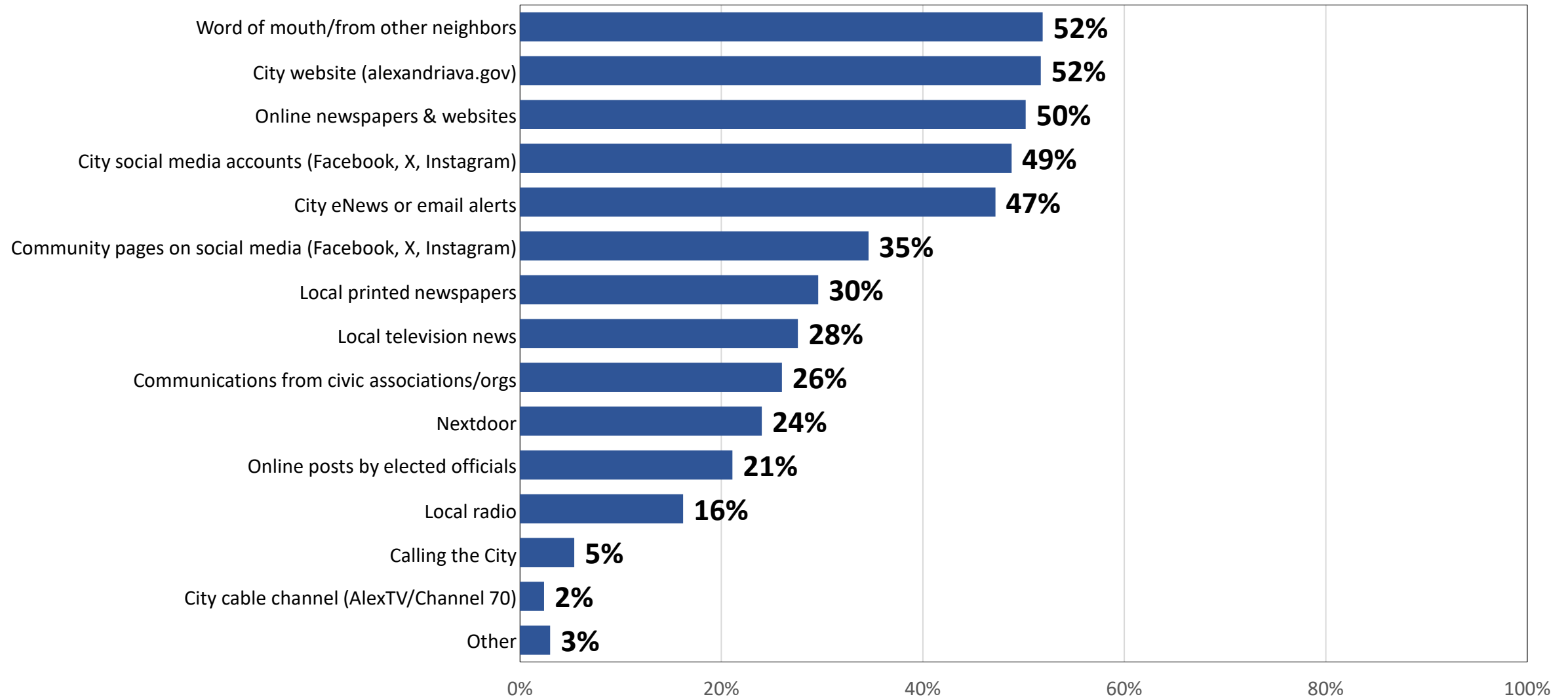


Q14. Public Space and Property Services That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices



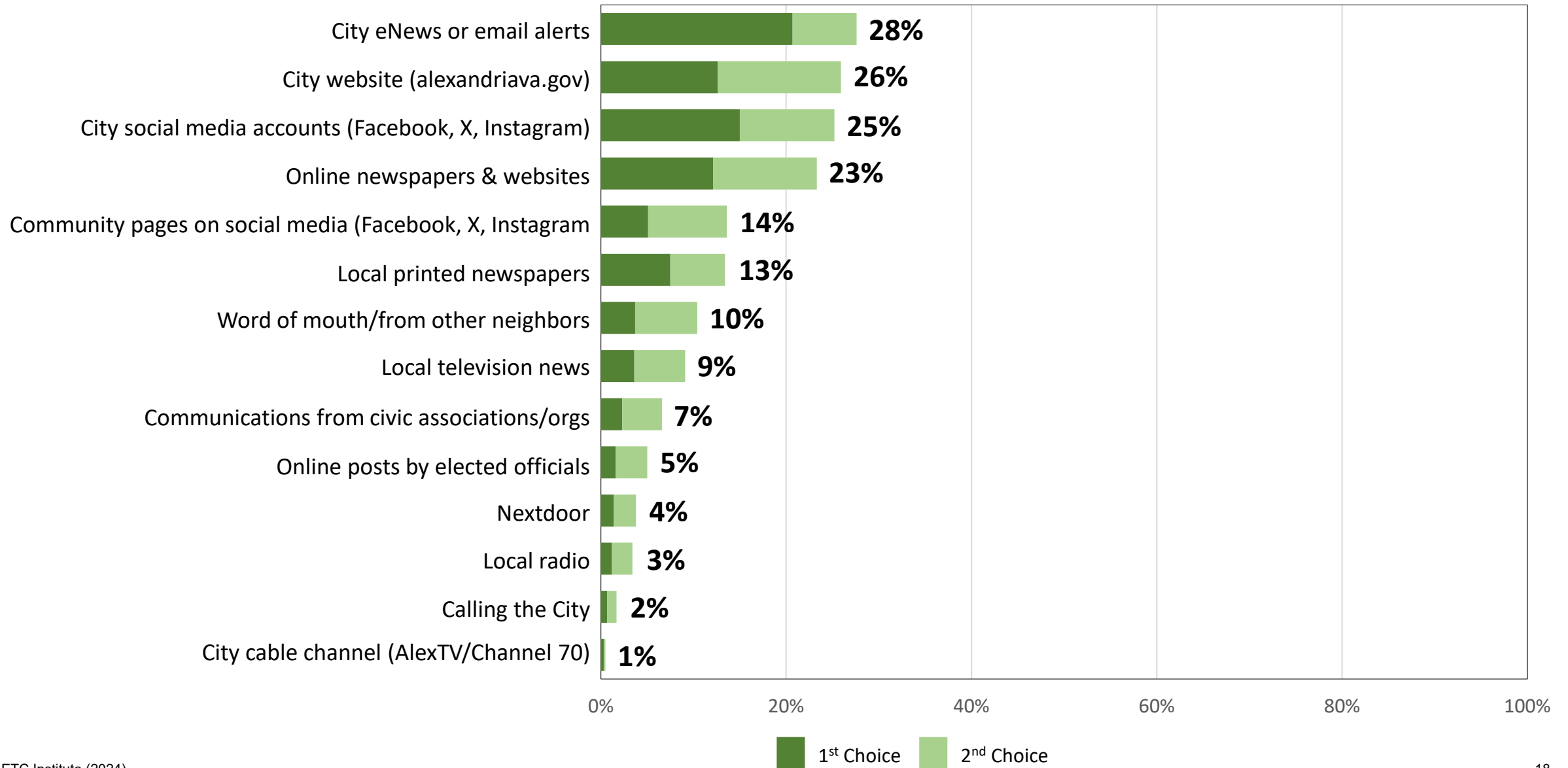
Q15. Where Do You Currently Receive Your News And Information About The City Of Alexandria Government And Services?

by percentage of respondents (multiple selections could be made)



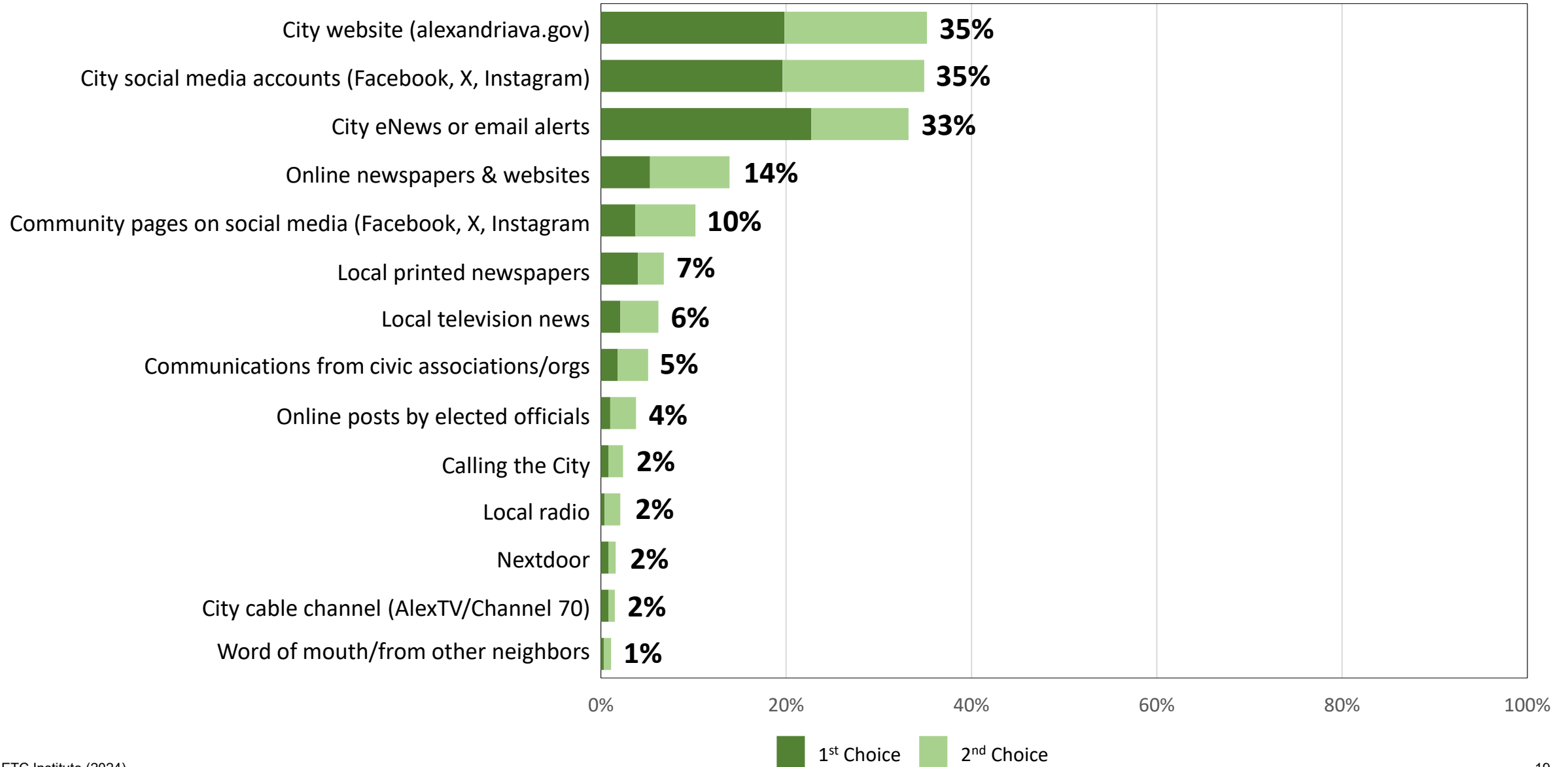
Q16. Information Sources That You Find The Most Helpful

by percentage of respondents who selected the item as one of their top two choices



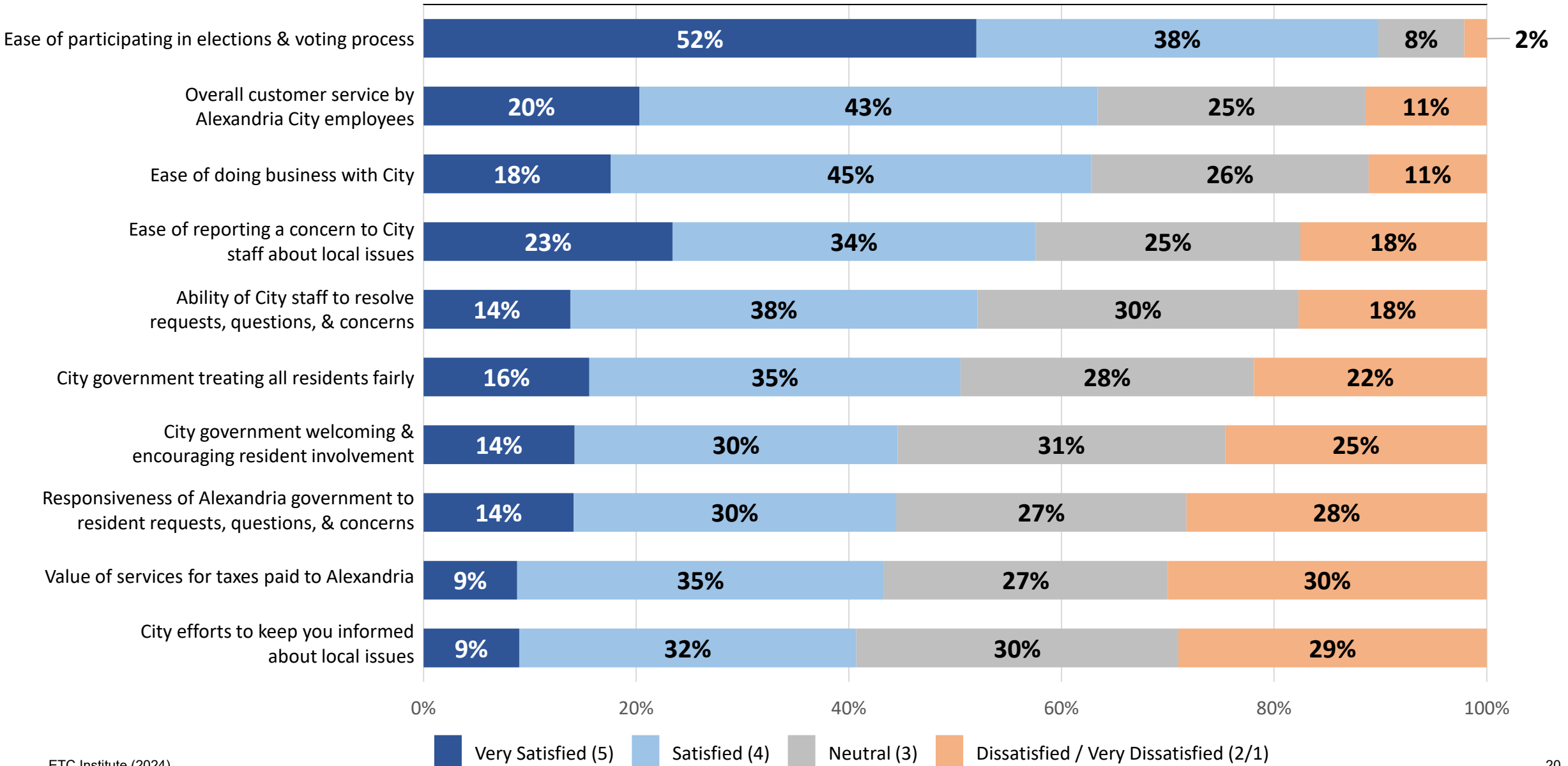
Q17. Information Sources That Should Receive The Most Emphasis Over The Next Two Years

by percentage of respondents who selected the item as one of their top two choices



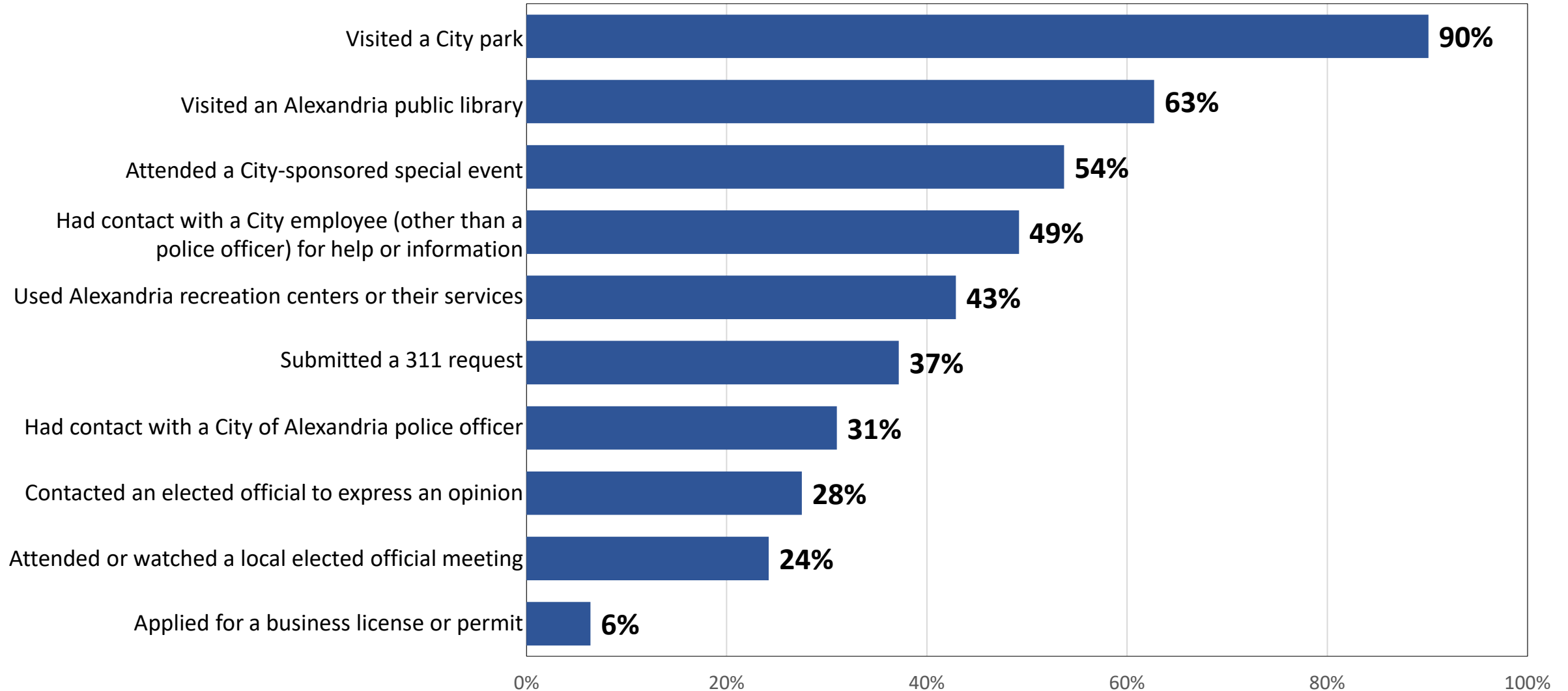
Q18. Satisfaction with City Government Services

by percentage of respondents (excluding don't know)



Q19. In The Last 12 Months, Have You Or Any Members Of Your Household...

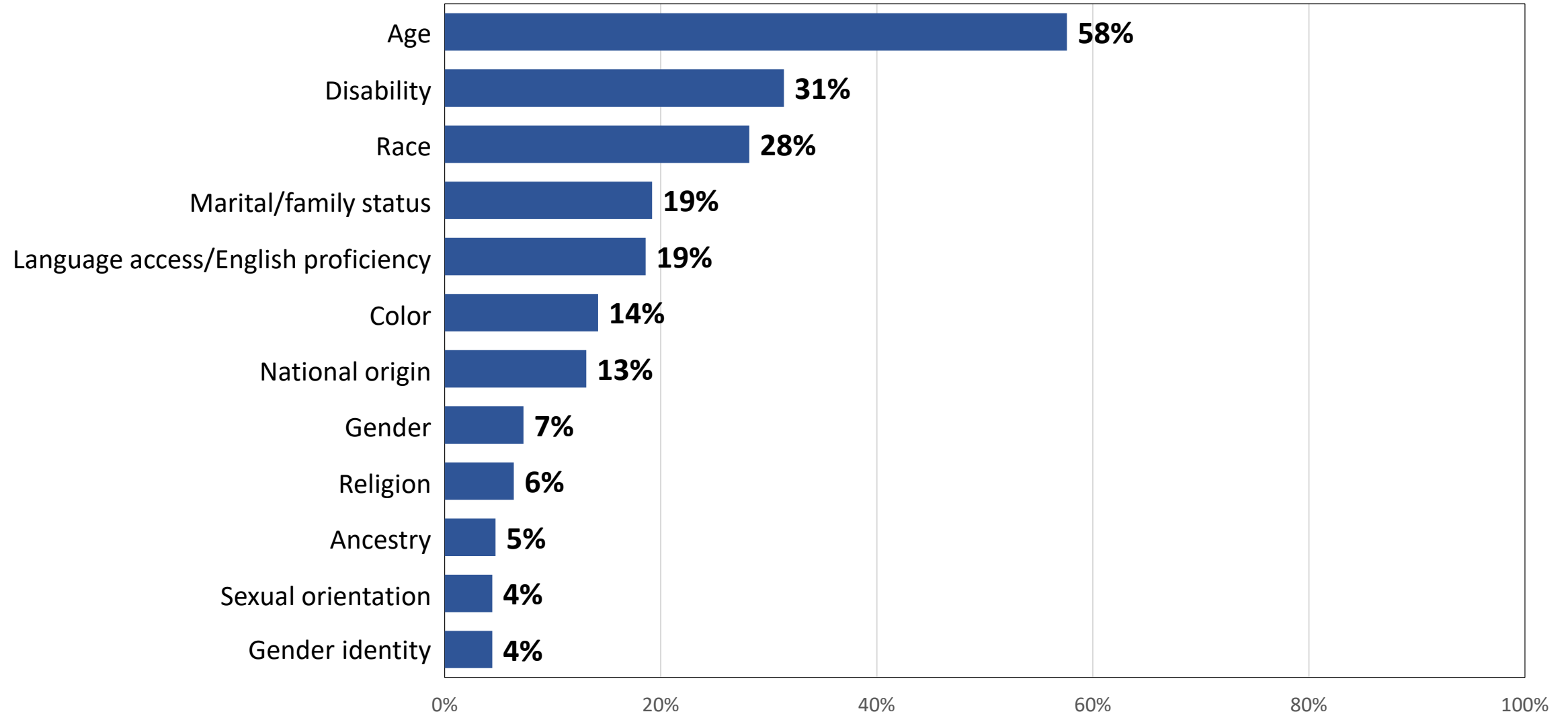
by percentage of respondents (multiple selections could be made)



Demographics

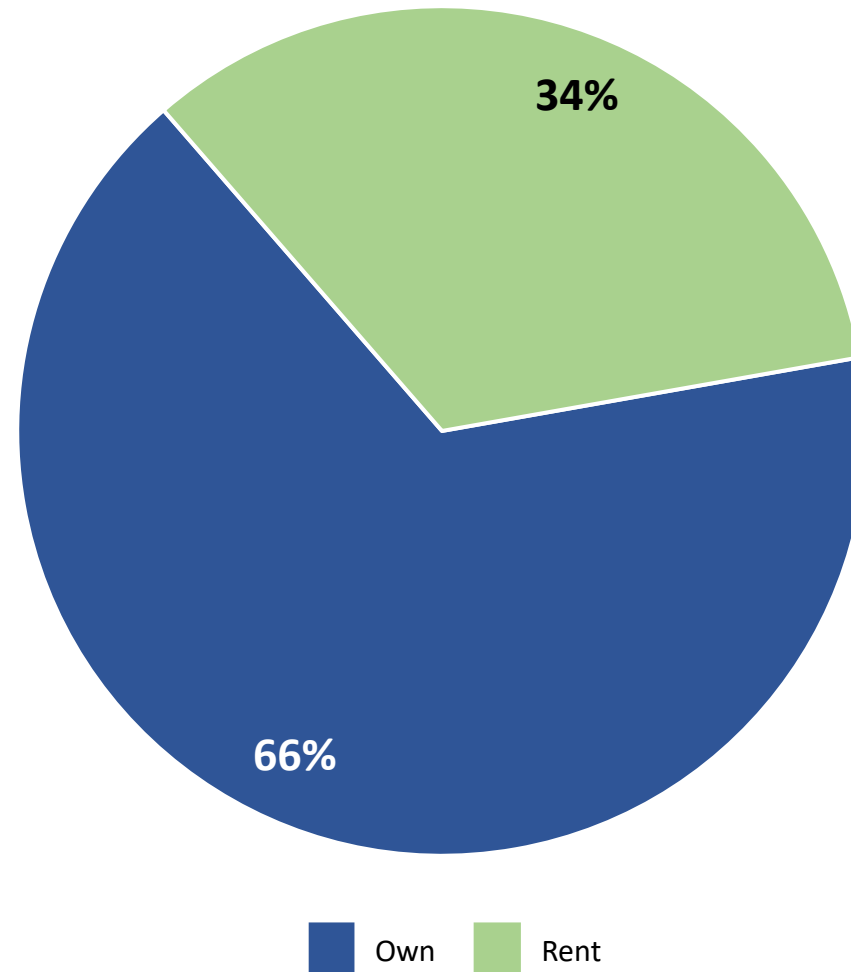
Q20. Obstacles To Living In Alexandria...

by percentage of respondents (multiple selections could be made)



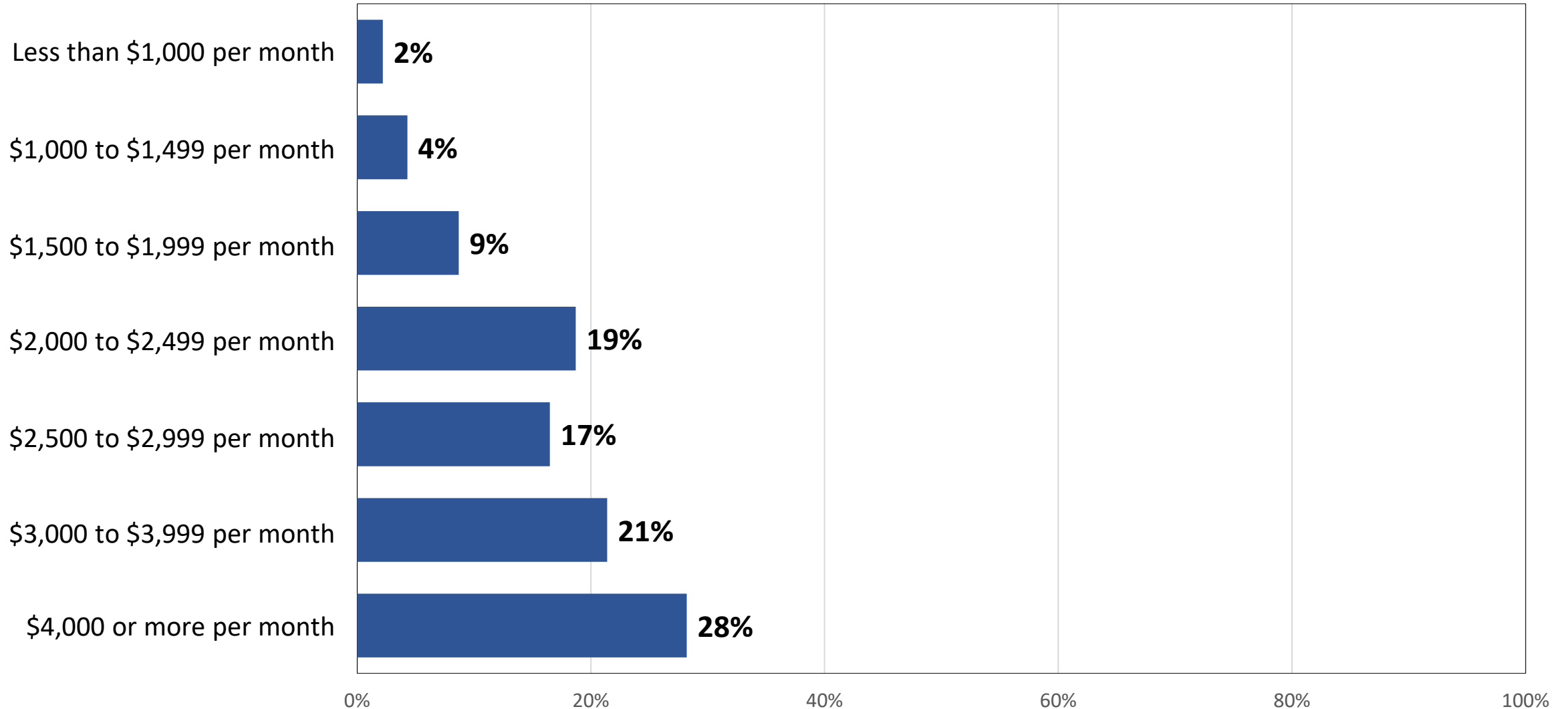
Q21. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



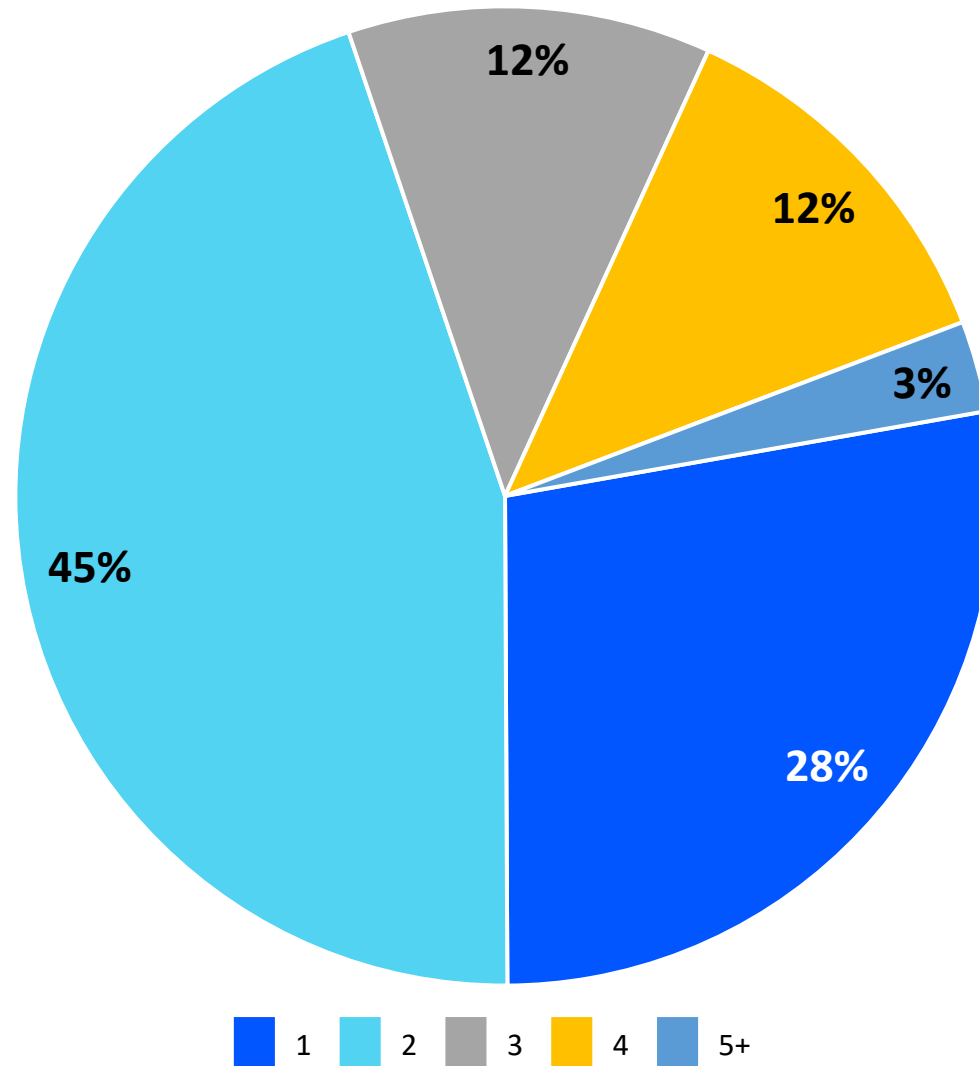
Q22. About How Much Is Your Household's Monthly Housing Cost For The Place You Live (Including Rent, Mortgage Payment, Property Tax, Property Insurance And Homeowners' Association (HOA) Fees)?

by percentage of respondents



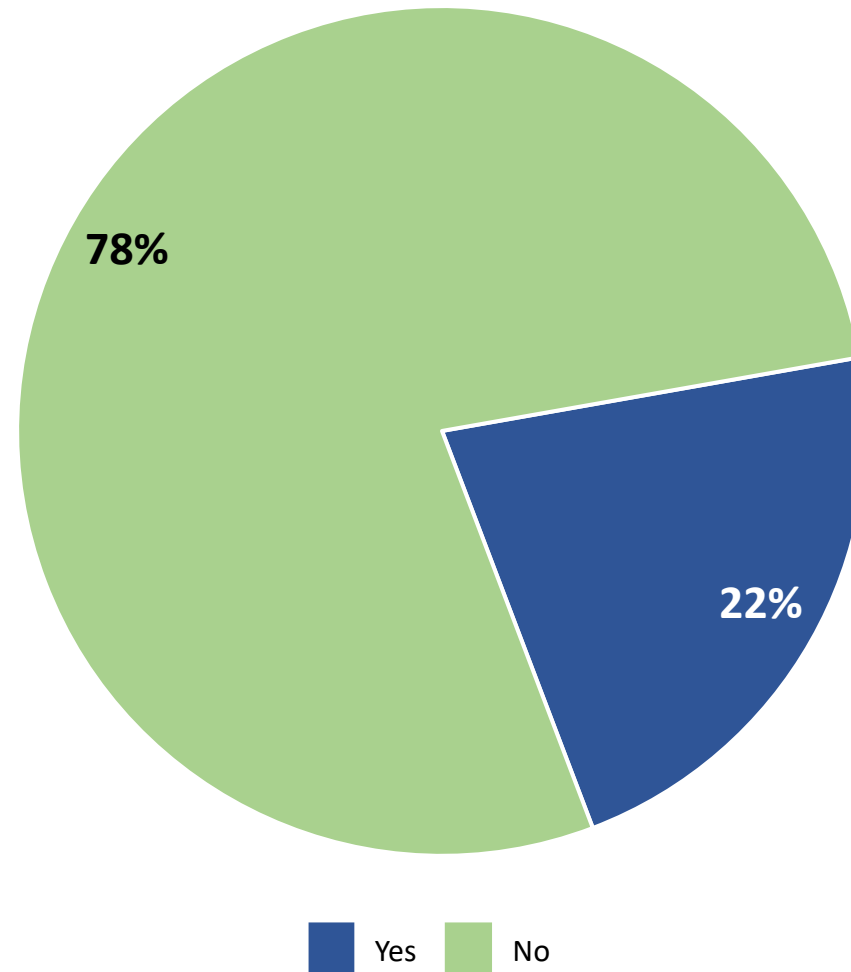
Q23. How Many People Live In Your Household?

by percentage of respondents (excluding not provided)



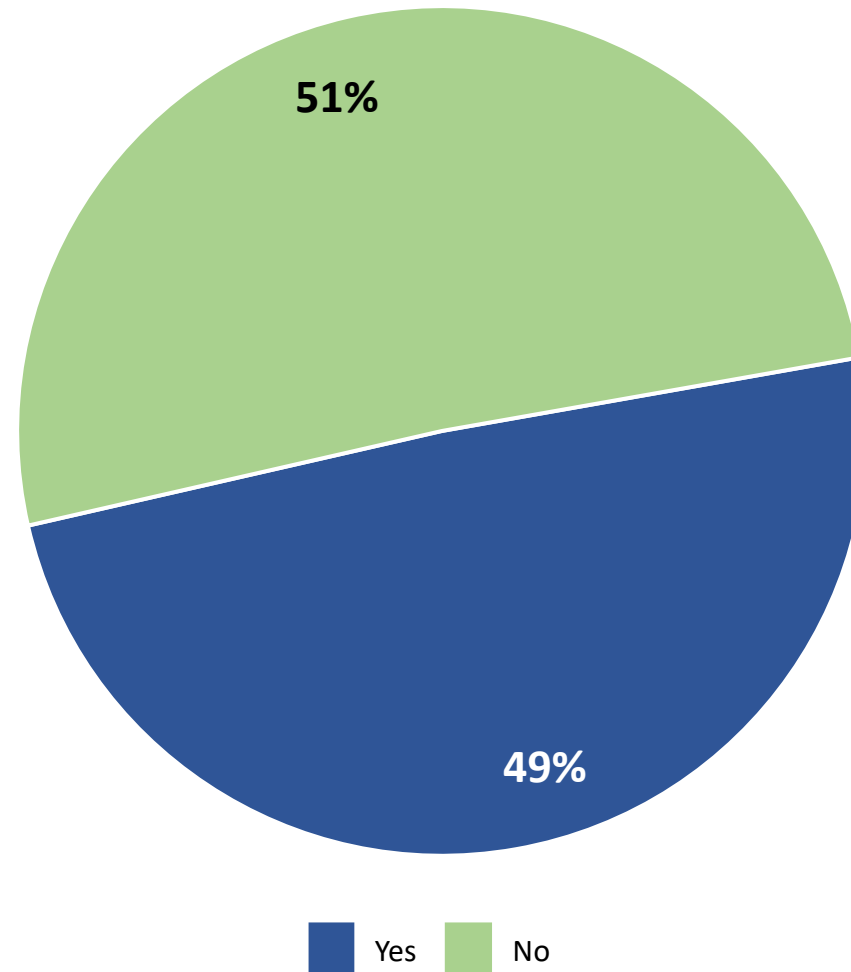
Q24. Do Any Children 17 Or Under Live In Your Household?

by percentage of respondents (excluding not provided)



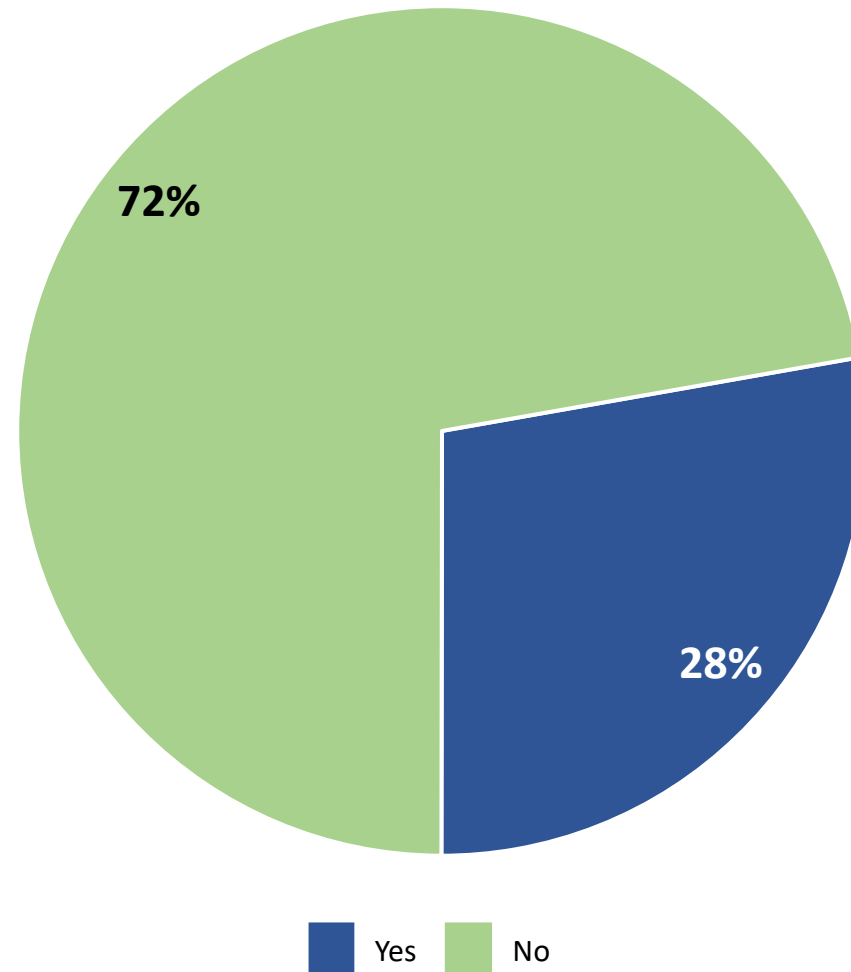
Q24a. If Yes, Do They Attend Alexandria City Public Schools?

by percentage of respondents (excluding not provided)



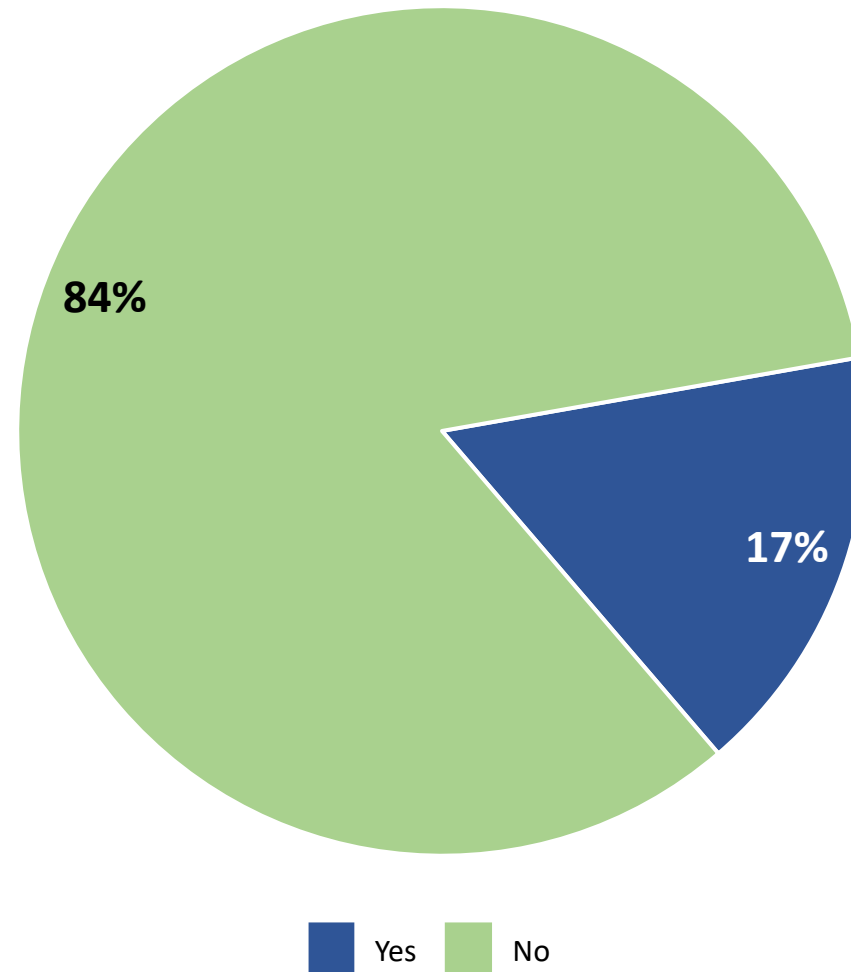
Q25. Are You Or Any Other Members Of Your Household Aged 65 Or Older?

by percentage of respondents (excluding not provided)



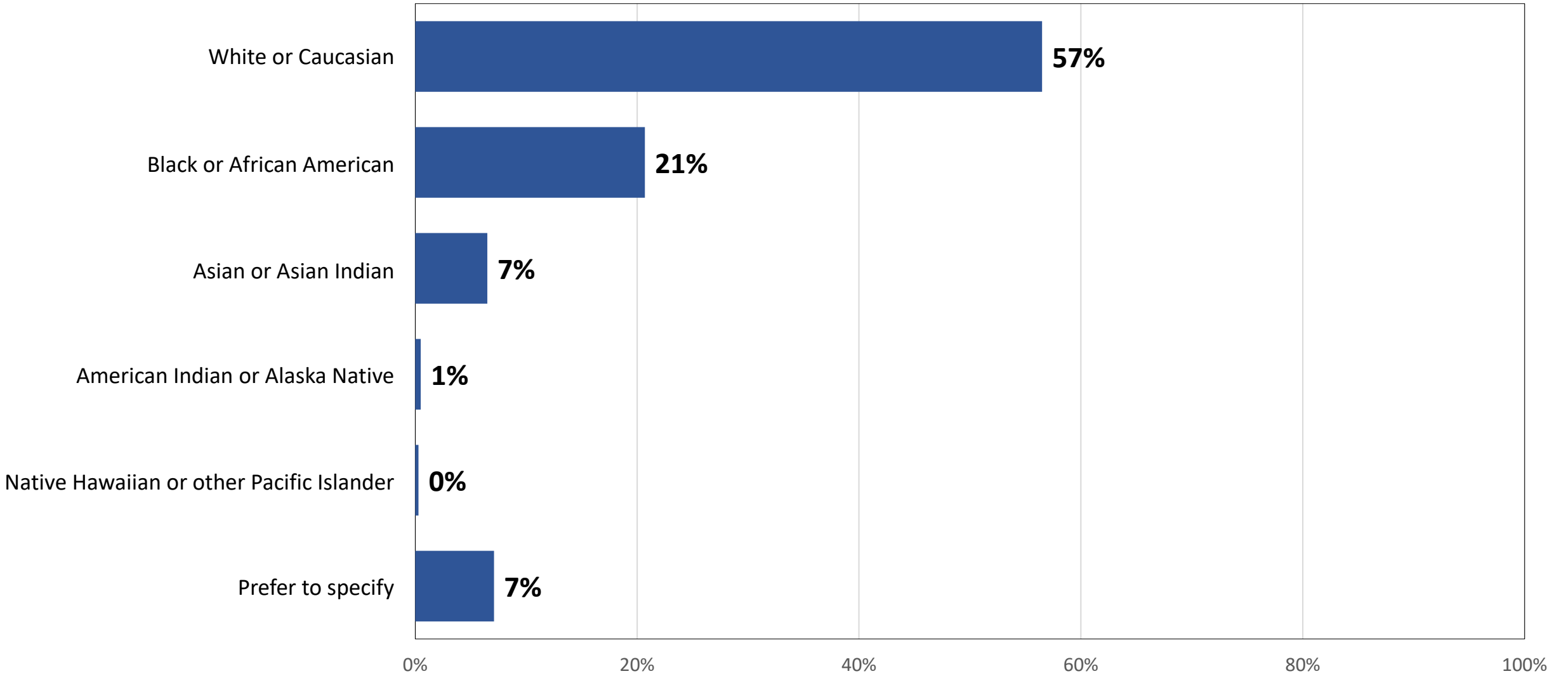
Q26. Are You Of Hispanic, Spanish, Or Latino/a/x Ancestry?

by percentage of respondents (excluding not provided)



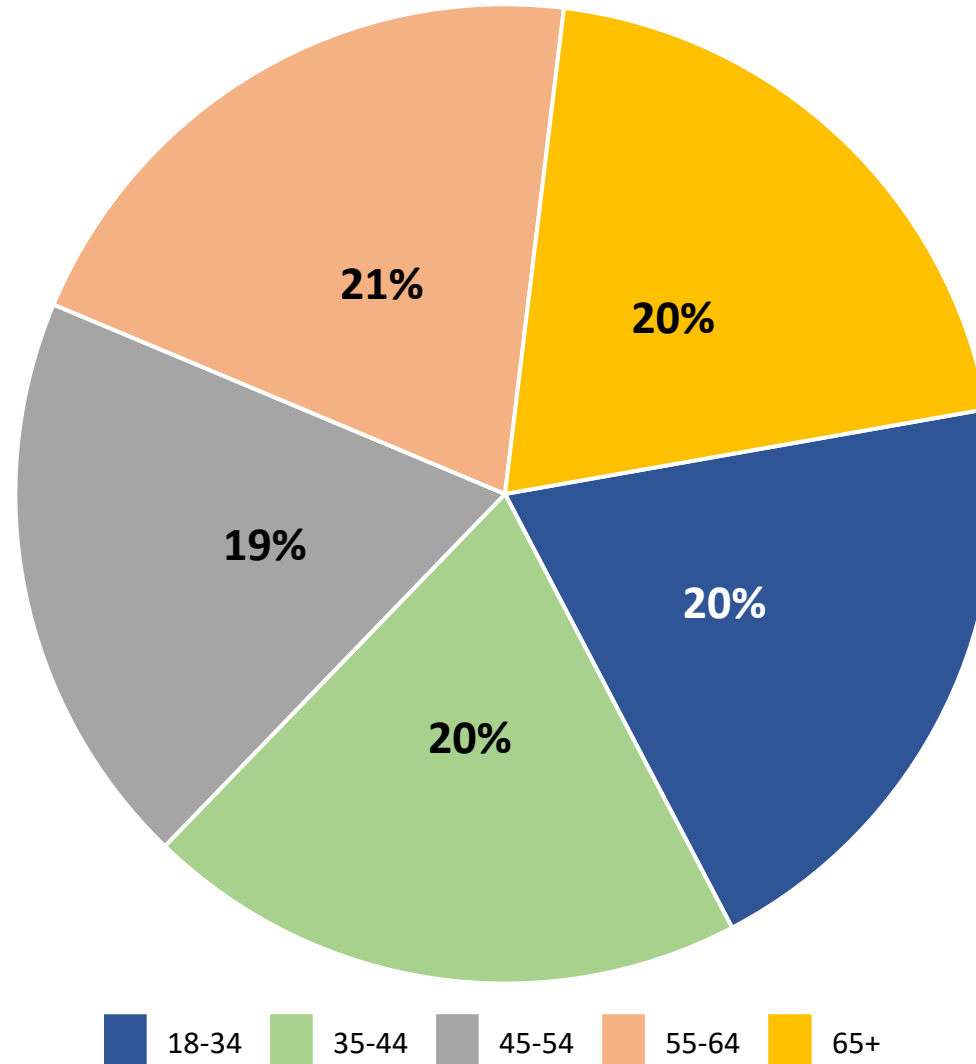
Q27. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



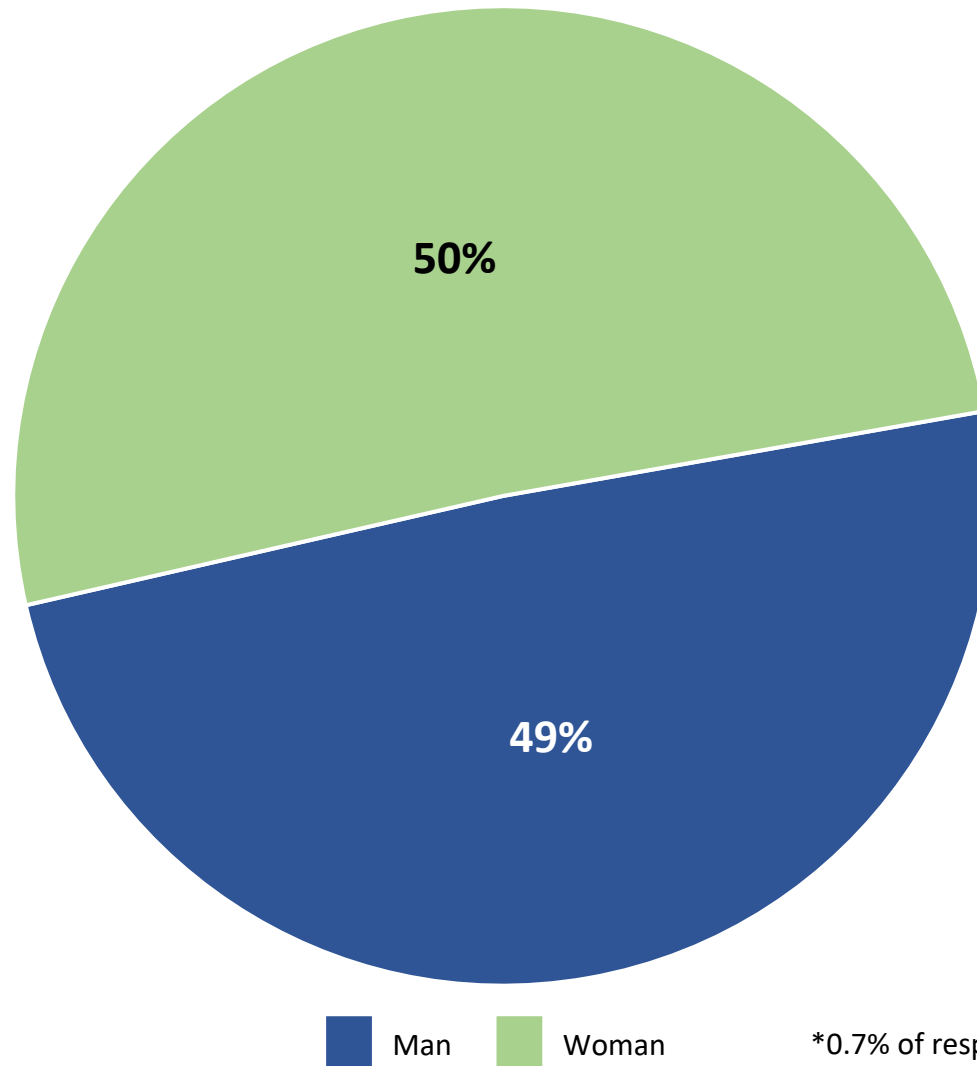
Q28. What Is Your Age?

by percentage of respondents (excluding not provided)



Q29. How Do You Currently Describe Yourself?

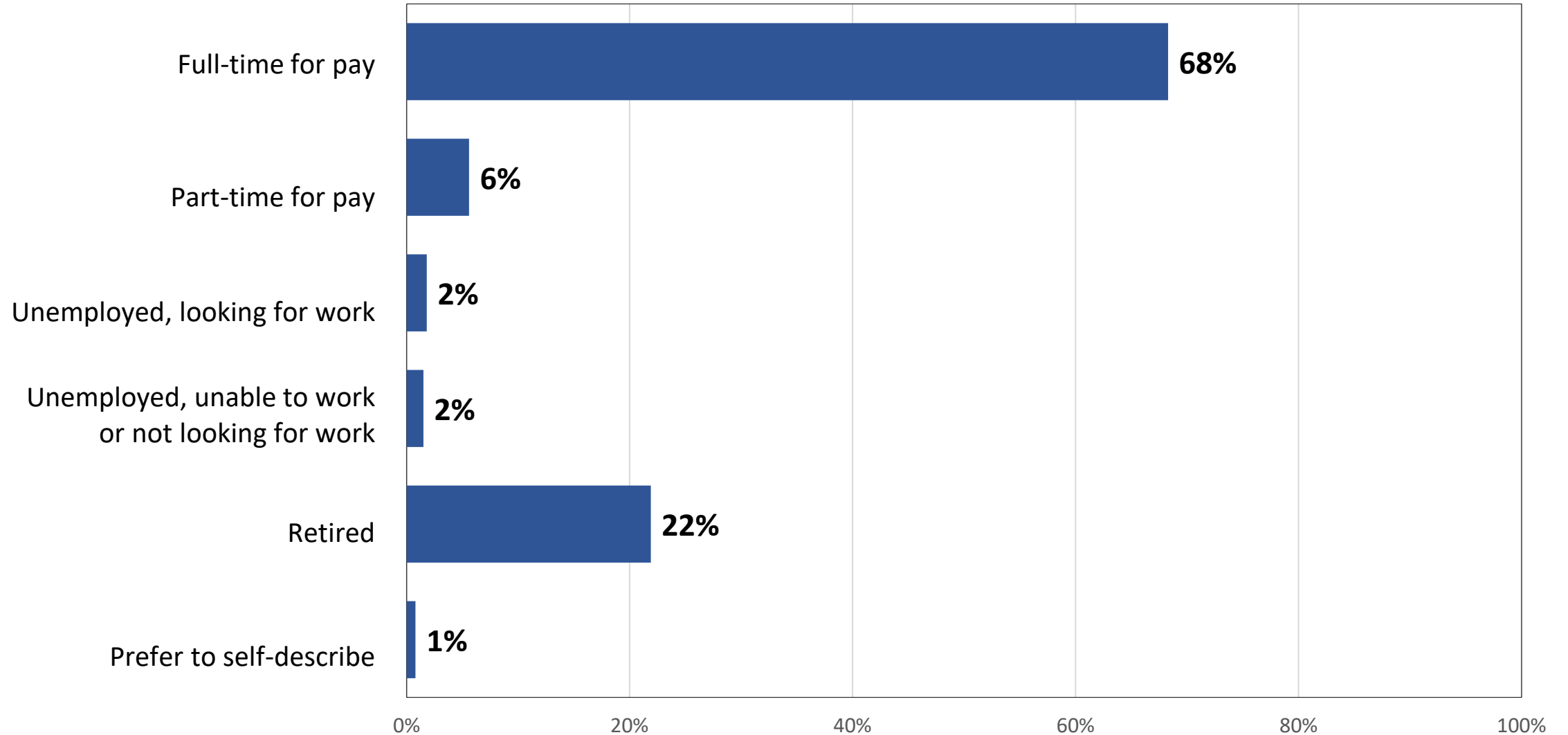
by percentage of respondents (excluding not provided)



*0.7% of respondents prefer to self-identify

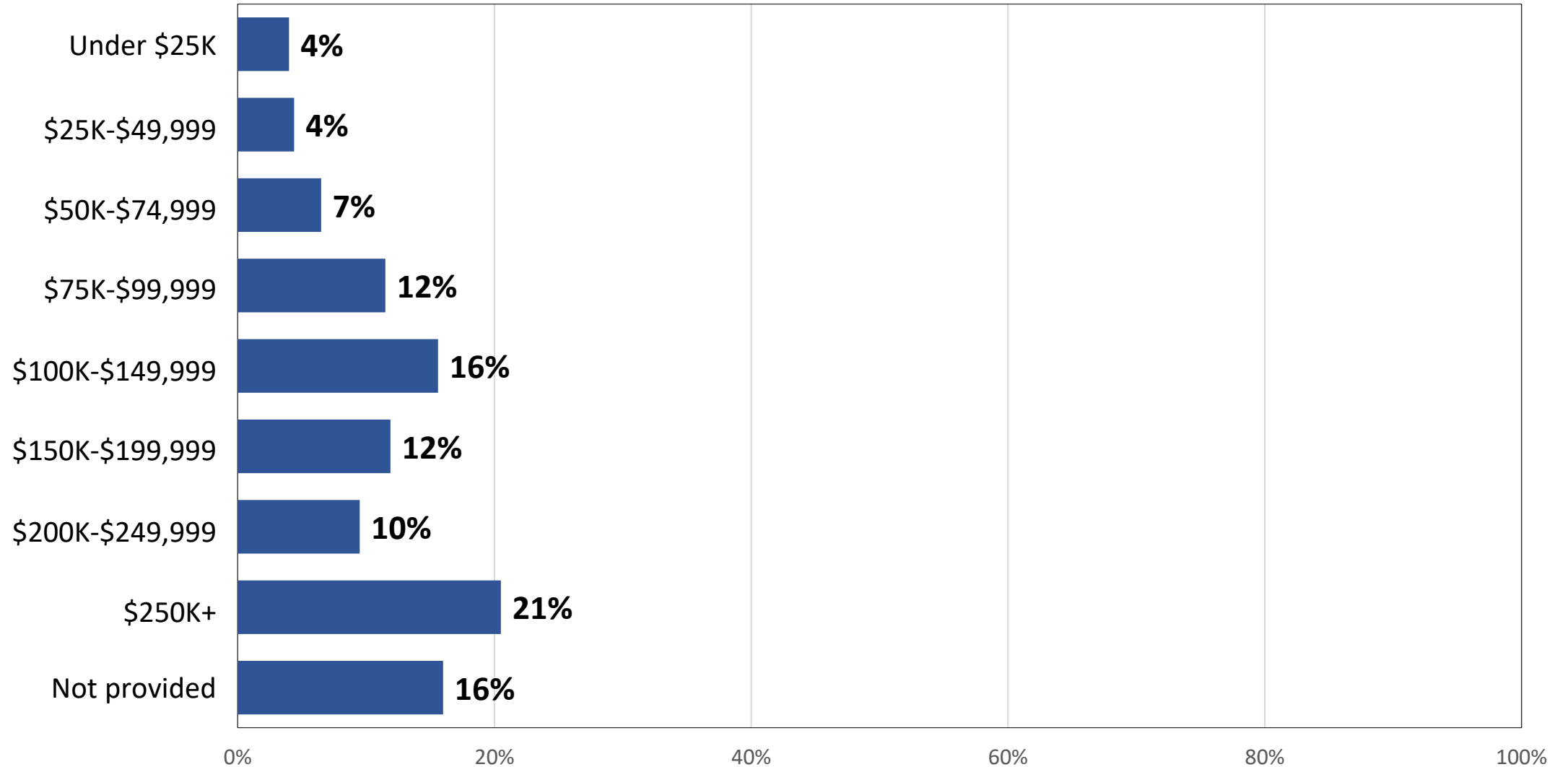
Q30. What Is Your Employment Status?

by percentage of respondents



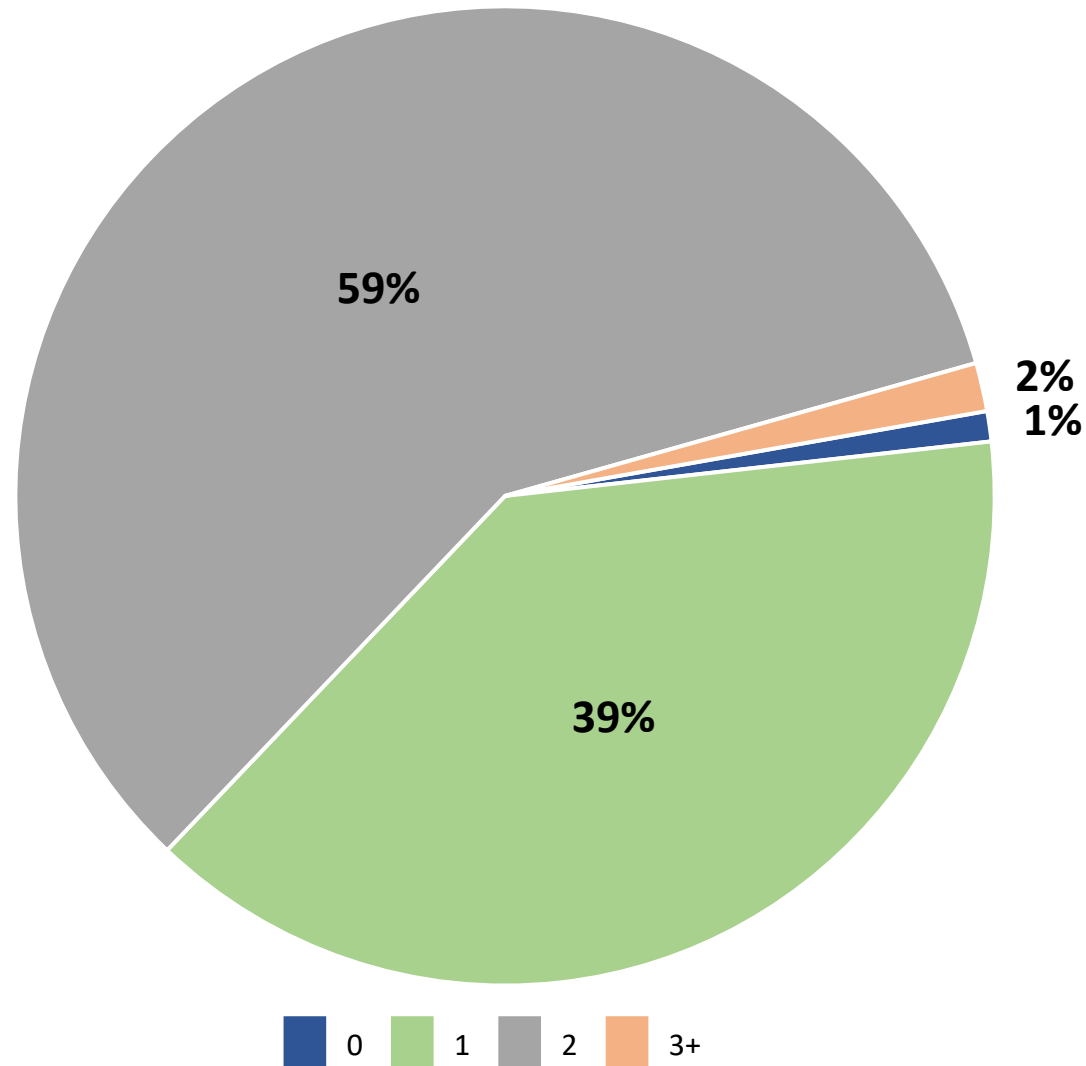
Q31. What Is Your Total Annual Household Income?

by percentage of respondents

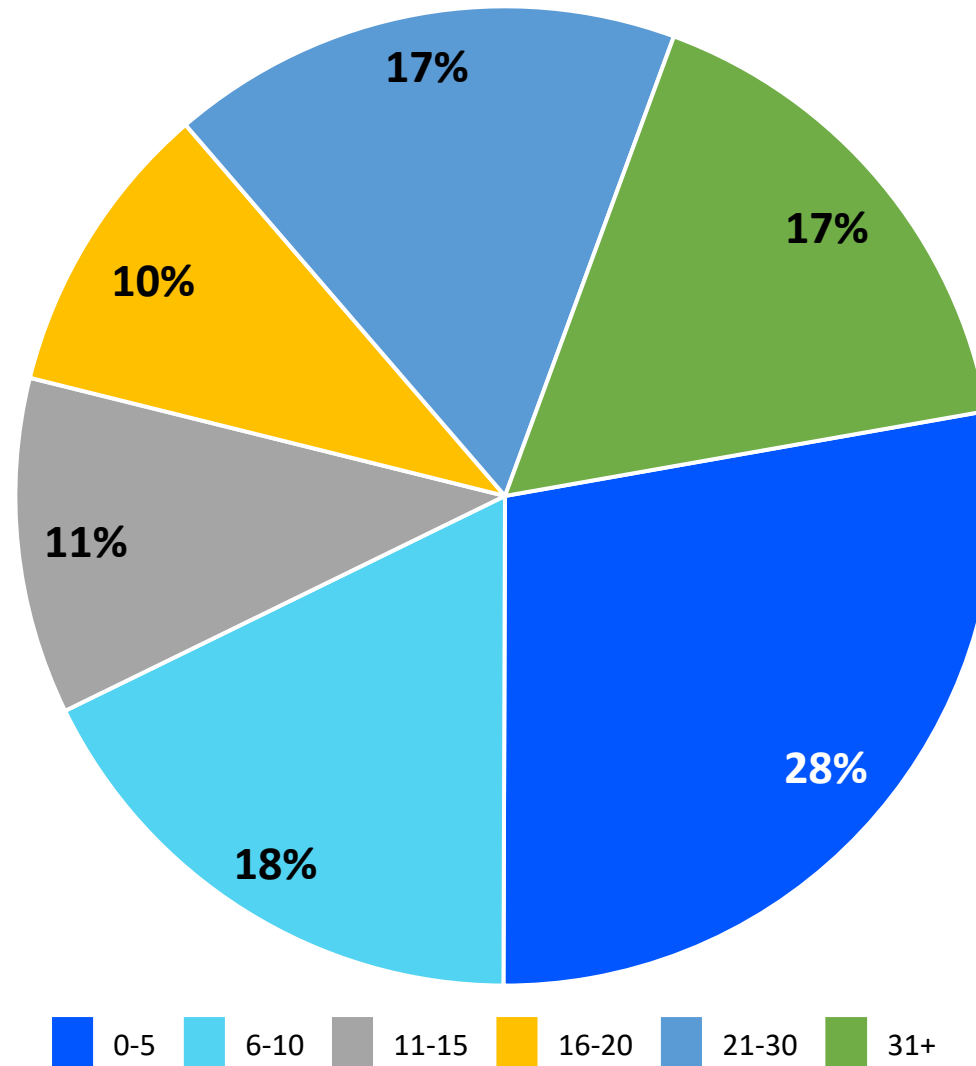


Q32. How Many People (Including Yourself) Contribute To Your Household Income?

by percentage of respondents (excluding not provided)

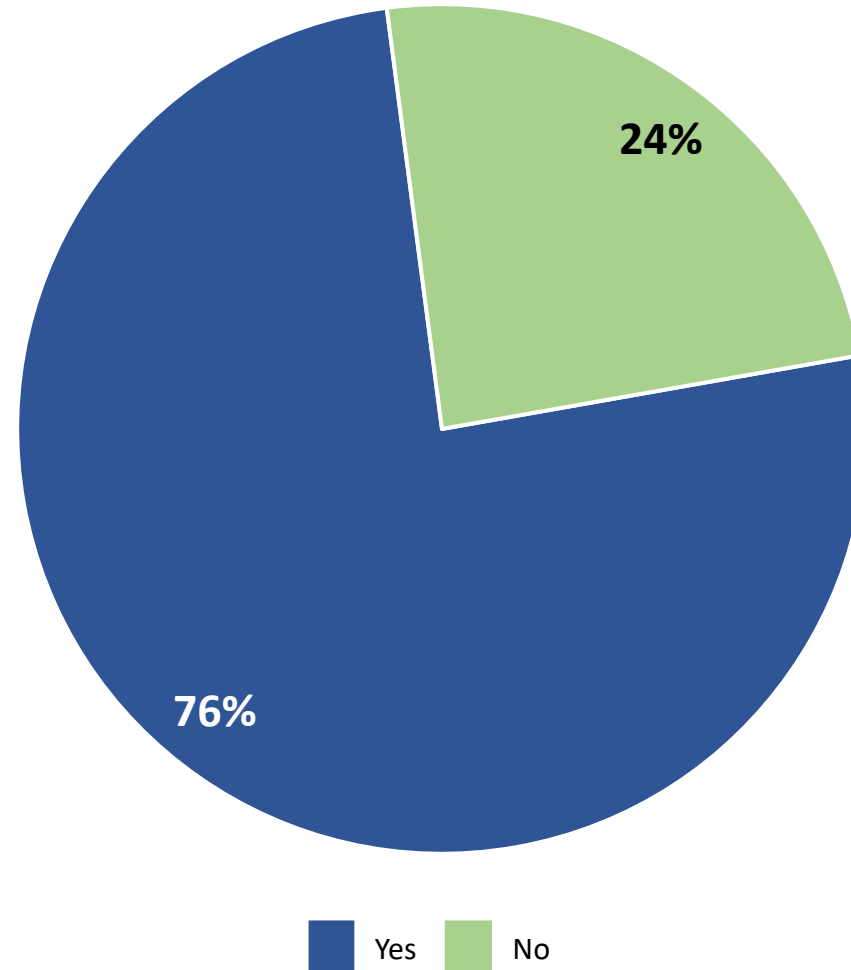


Q33. Approximately How Many Years Have You Lived In Alexandria? by percentage of respondents (excluding not provided)



Q34. Do You Think You Will Be Living In Alexandria 5 Years From Now?

by percentage of respondents (excluding not provided)





2 Benchmarking Analysis

National Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*[®] program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 5,000 residents in the continental United States and (2) from a regional survey administered to a random sample of more than 997 residents in the Atlantic region during the winter of 2023. The states and districts included in the Atlantic region are below:

- Delaware
- Maryland
- North Carolina
- Virginia
- West Virginia
- Washington D.C.

The charts on the following pages show how the results for the City of Alexandria compare to the national average and the Atlantic region average. The green bar shows the results for the City of Alexandria in 2024. The light blue bar shows the Atlantic region averages. The grey bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2023.

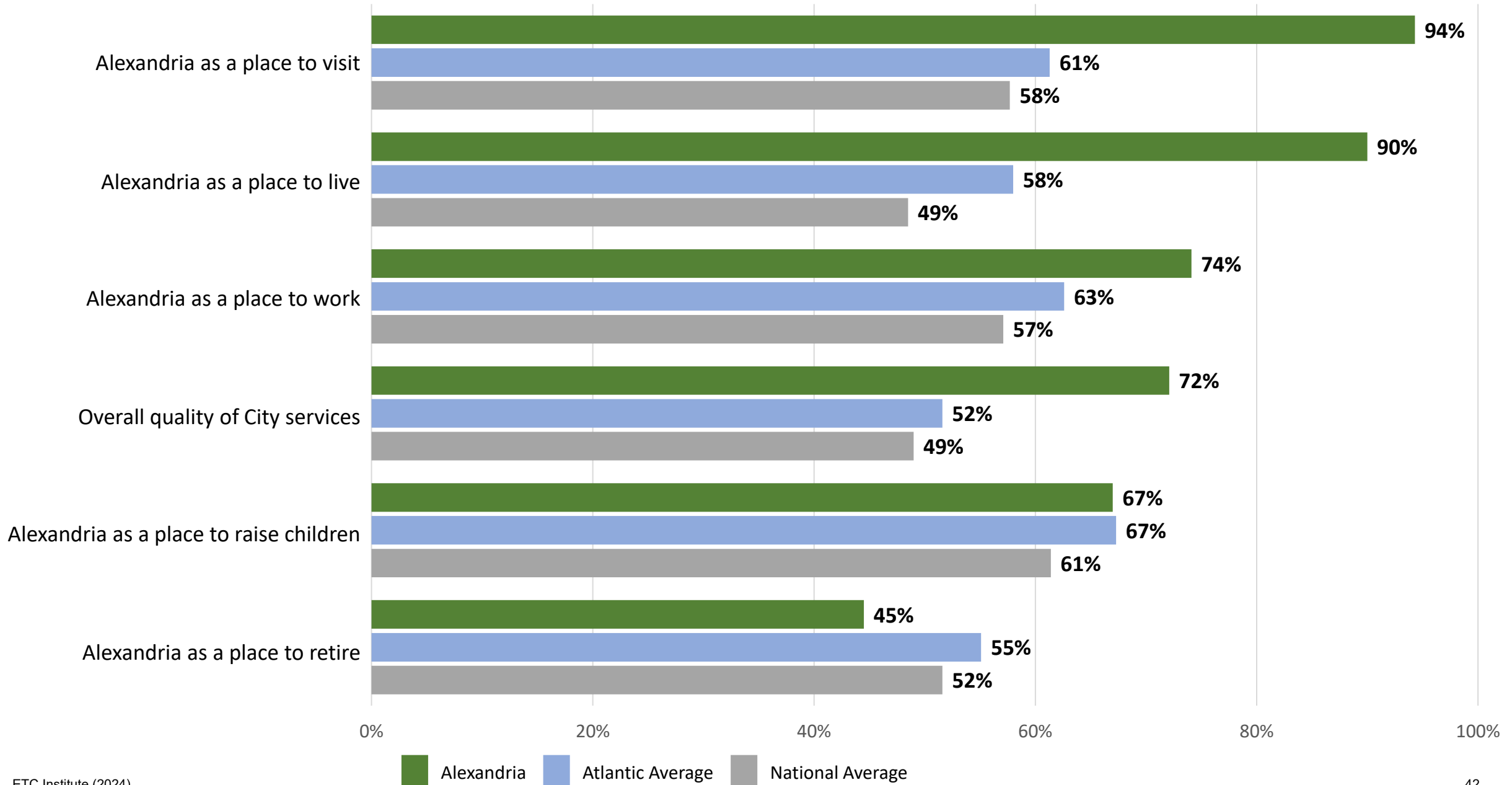
ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2024 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

City of Alexandria Benchmarking

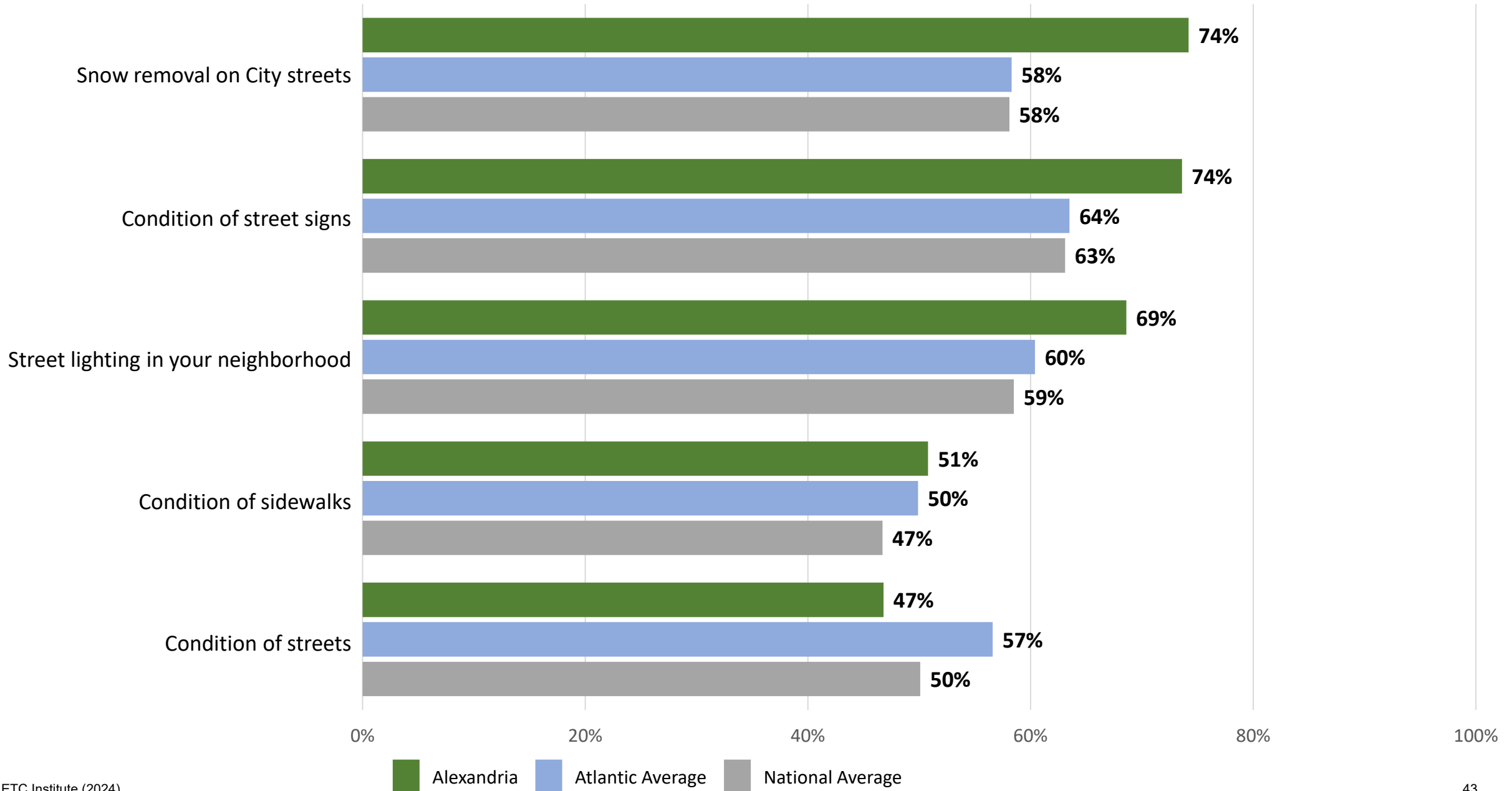
The following shows how the City of Alexandria in 2024 compares to the regional and national averages.



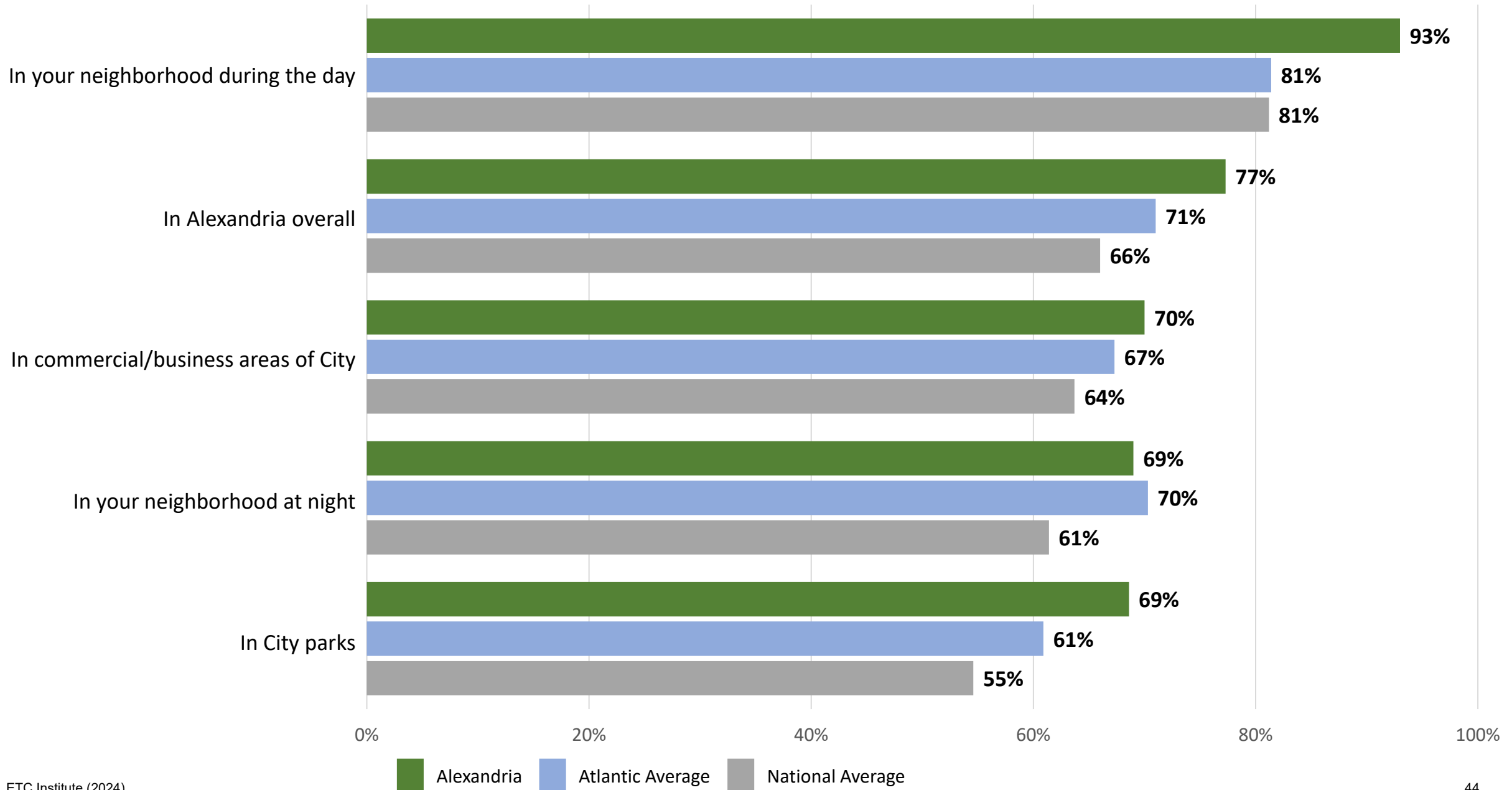
Q1. Overall Ratings of Alexandria



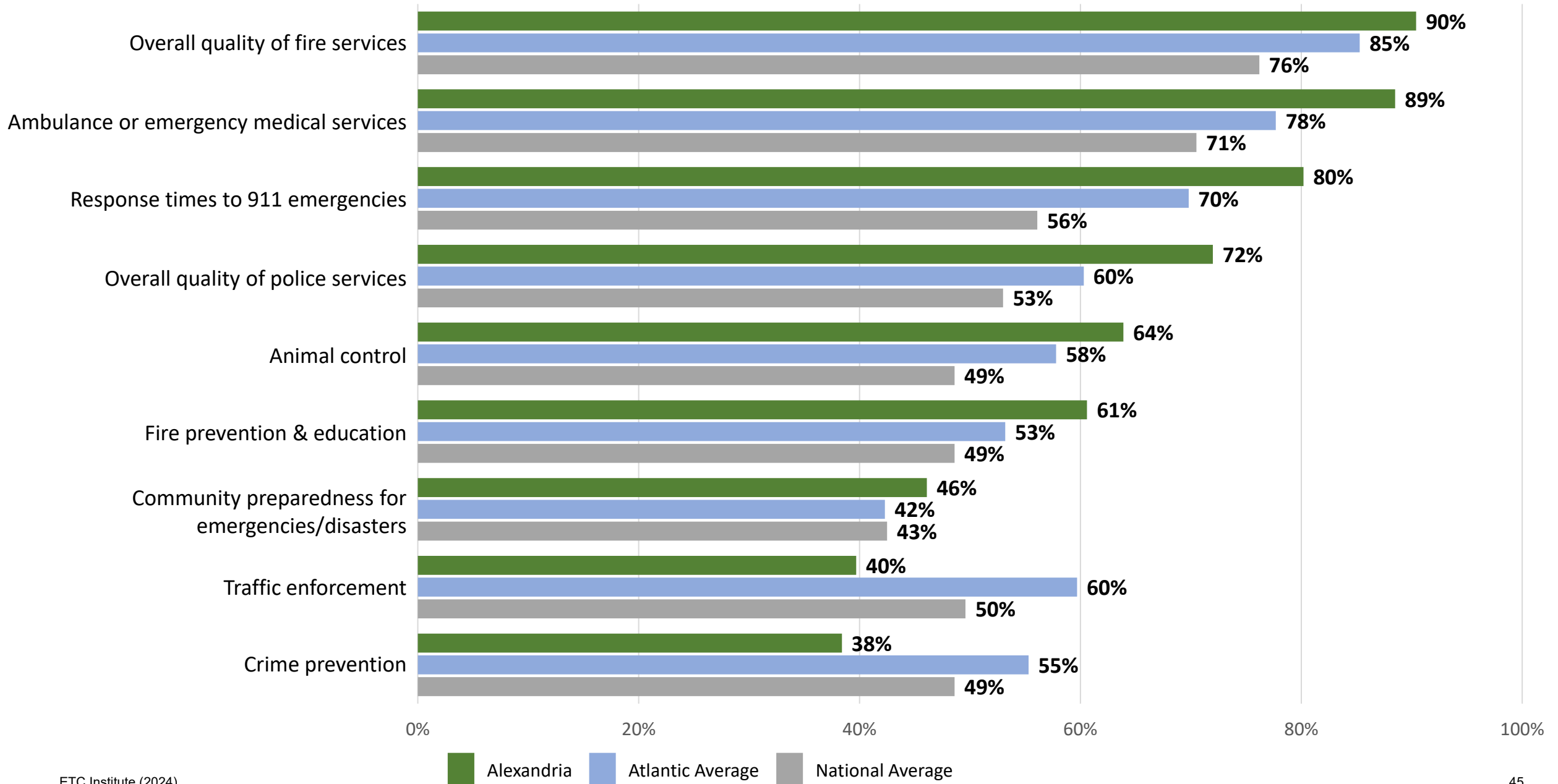
Q4. Transportation Maintenance



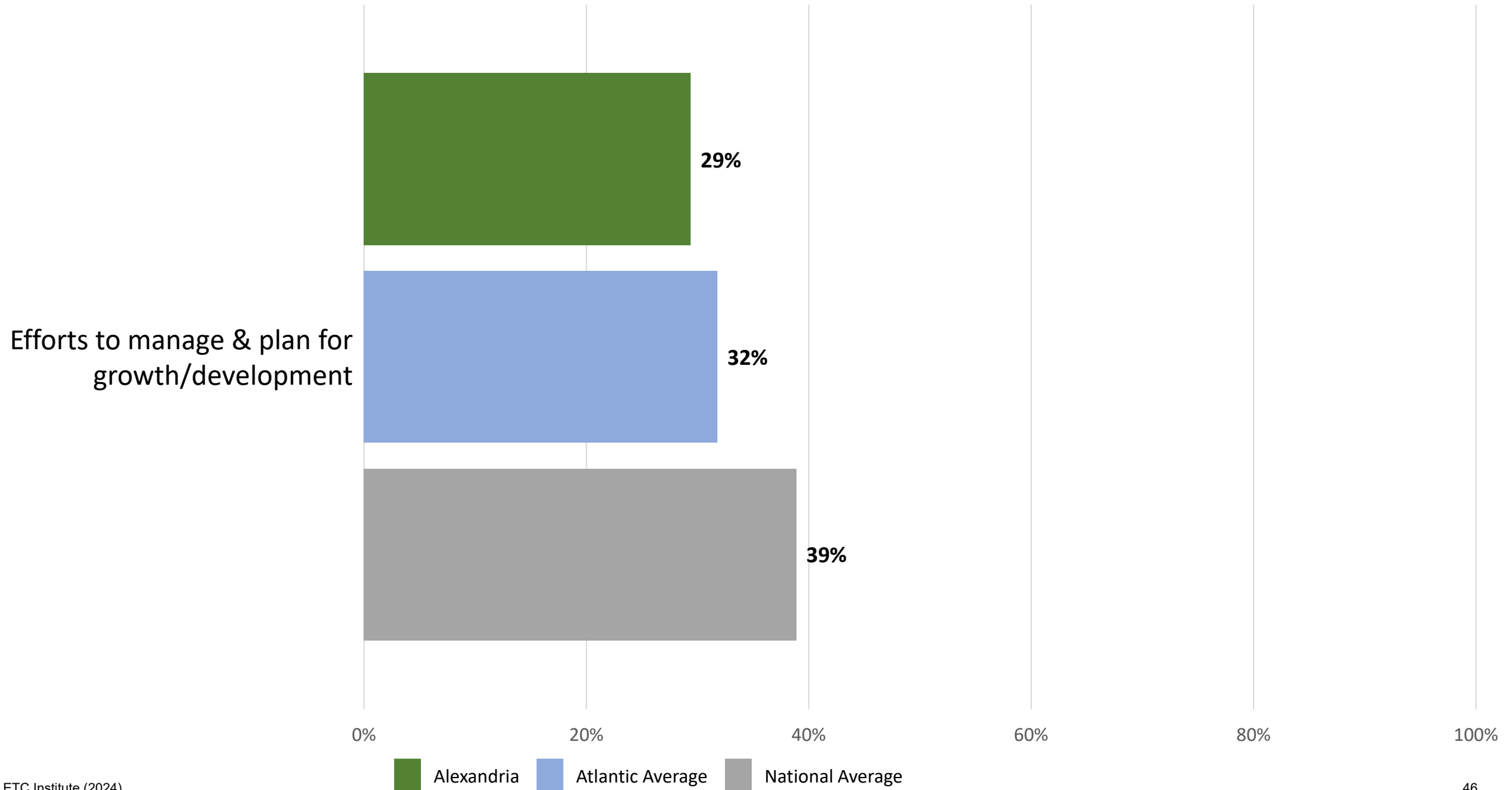
Q6. Sense of Safety in Alexandria



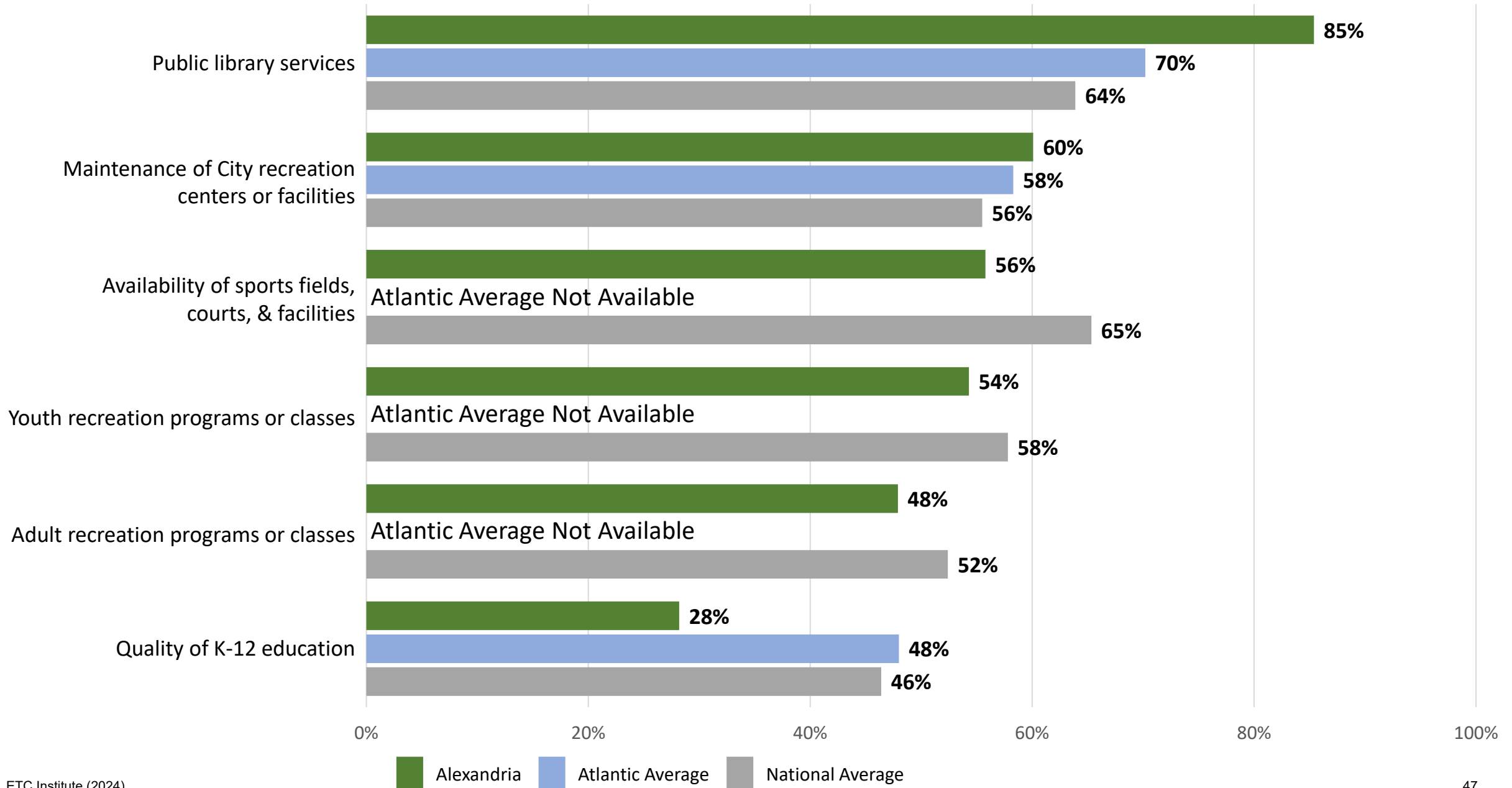
Q7. Public Safety



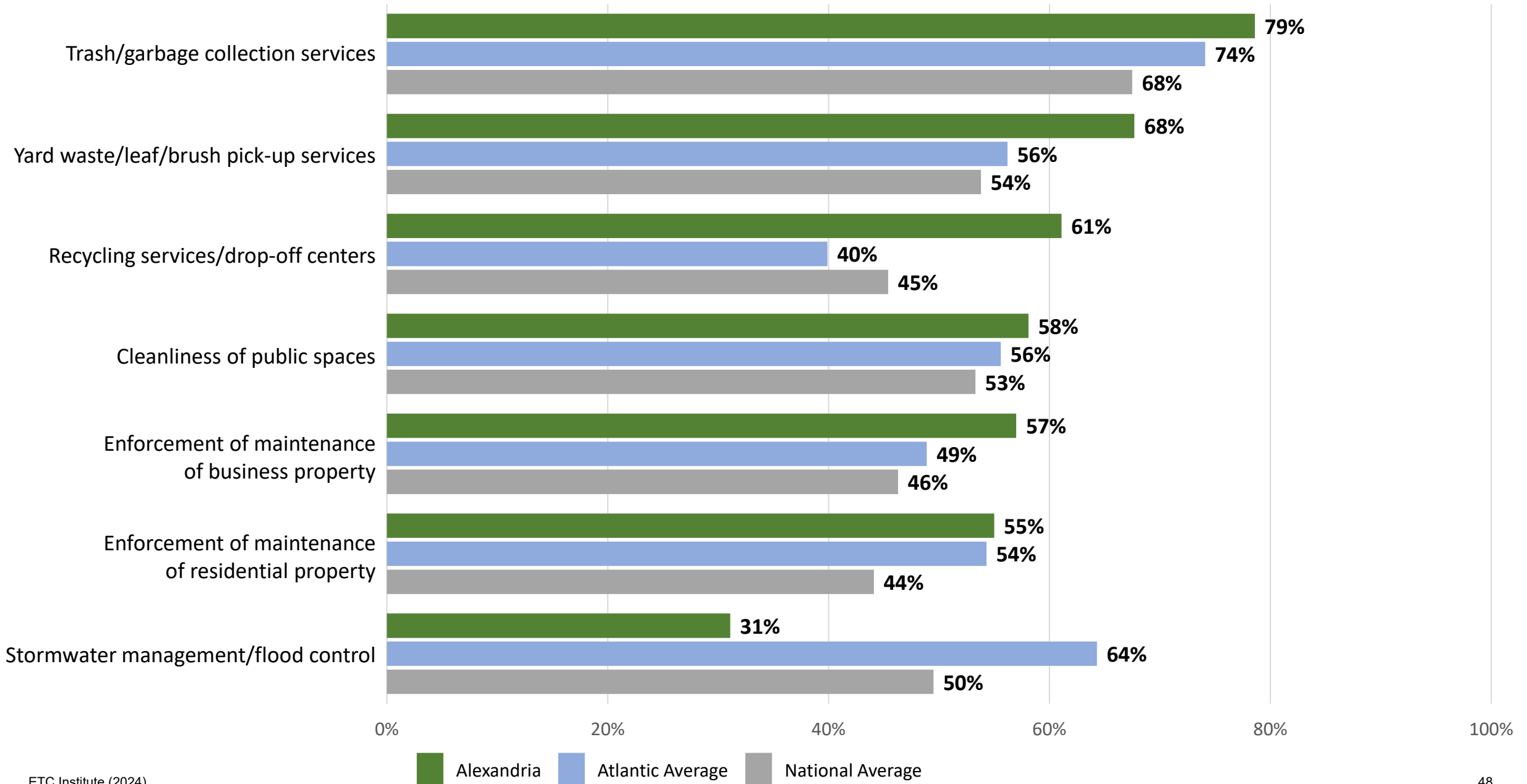
Q9. Economic Opportunity and Well-Being



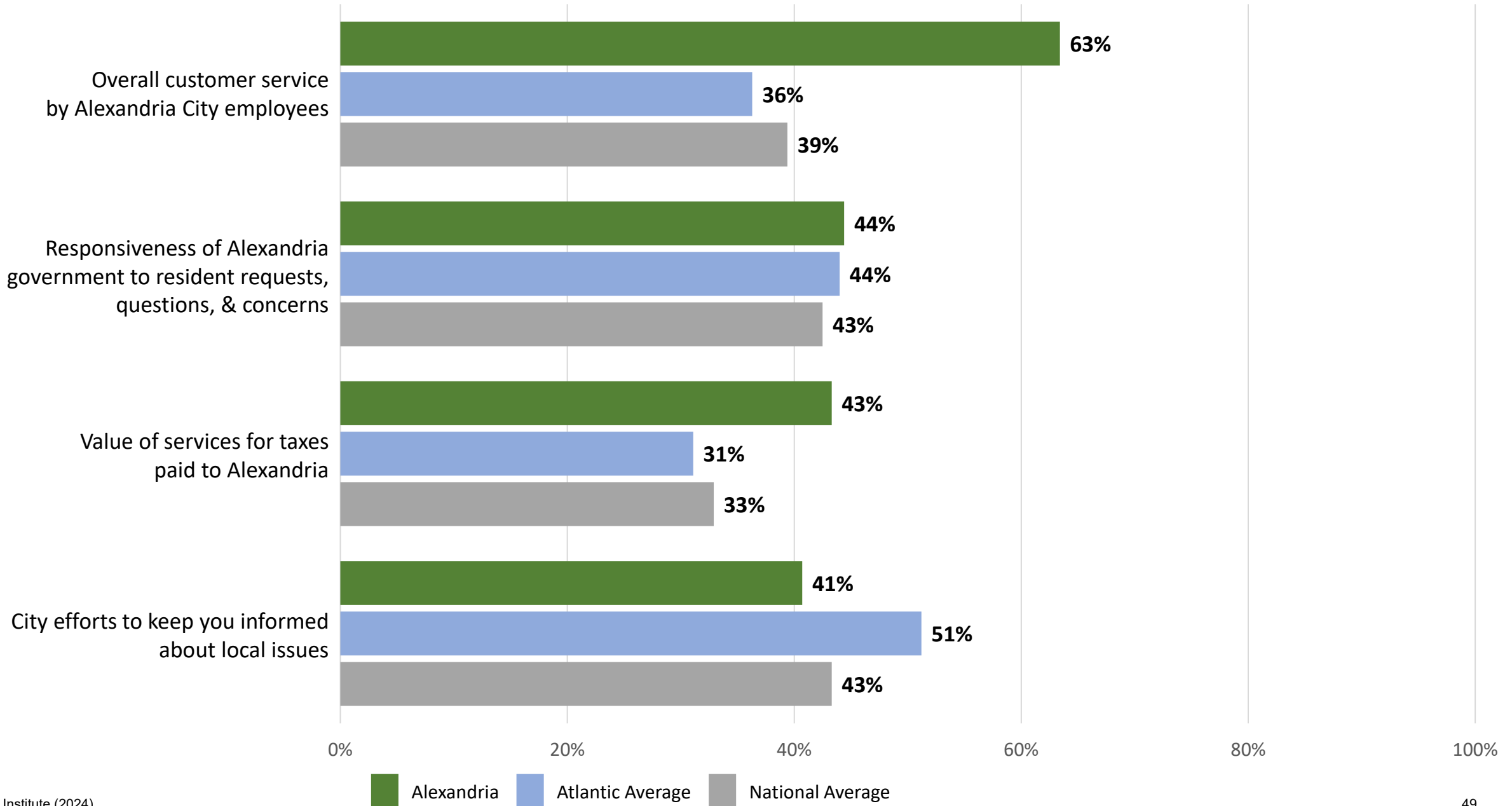
Q11. Culture and Education



Q13. Public Space and Property Services



Q18. City Government Services



The graphic consists of a dark blue horizontal bar. On the left side of the bar, there is a white circle containing the number '3' in a dark blue font. To the right of the circle, the text 'Importance-Satisfaction Analysis' is written in a white, bold, sans-serif font, with 'Importance-Satisfaction' on the top line and 'Analysis' on the bottom line.

3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Importance-Satisfaction Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$[IS=Importance \times (1-Satisfaction)]$$

Example of the Calculation: Respondents were asked to identify the transportation services they think are most important for the City to provide. Fifty percent (49.8%) of respondents selected safety while walking in Alexandria as the most important service for the City to provide.

Regarding satisfaction, seventy-three percent (72.5%) of respondents surveyed rated safety while walking in Alexandria as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for safety while walking in Alexandria was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 49.8% was multiplied by 27.5% (1-0.725). This calculation yielded an I-S rating of 0.1370 which ranked first out of thirteen transportation services.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:


- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Very High Priority / Significantly Increase Emphasis ($IS \geq 0.20$)
- High Priority / Increase Emphasis ($0.10 \leq IS < 0.20$)
- Medium Priority / Maintain Current Emphasis ($IS < 0.10$)

The results for the City of Alexandria are provided on the following pages.


| 2024 Importance-Satisfaction Rating Alexandria, Virginia Transportation Services | | | | | | |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
|  | | | | | | |
| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
| High Priority (IS .10-.20) | | | | | | |
| Safety while walking in Alexandria | 50% | 1 | 73% | 2 | 0.1370 | 1 |
| Traffic calming measures on major streets | 23% | 6 | 41% | 12 | 0.1349 | 2 |
| Traffic calming measures on neighborhood streets | 23% | 7 | 44% | 11 | 0.1268 | 3 |
| Ease of travel by car | 28% | 2 | 59% | 8 | 0.1140 | 4 |
| Safety while biking in Alexandria | 23% | 5 | 52% | 10 | 0.1123 | 5 |
| Medium Priority (IS <.10) | | | | | | |
| Availability of electric vehicle charging stations | 12% | 11 | 20% | 13 | 0.0937 | 6 |
| Safety while driving in Alexandria | 26% | 3 | 66% | 6 | 0.0881 | 7 |
| Availability of paths & walking trails | 25% | 4 | 72% | 3 | 0.0694 | 8 |
| Availability of parking near my home | 15% | 10 | 66% | 7 | 0.0504 | 9 |
| Ease of travel by Metro in Alexandria | 17% | 8 | 71% | 4 | 0.0496 | 10 |
| Ease of travel by bus in Alexandria | 17% | 9 | 70% | 5 | 0.0495 | 11 |
| Ease of travel by Capital Bikeshare in Alexandria | 2% | 13 | 57% | 9 | 0.0099 | 12 |
| Availability of rideshare/taxi services | 3% | 12 | 84% | 1 | 0.0048 | 13 |

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

| 2024 Importance-Satisfaction Rating Alexandria, Virginia <u>Transportation Maintenance</u> | | | | | | |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
|  | | | | | | |
| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
| Very High Priority (IS >.20) | | | | | | |
| Condition of streets | 68% | 1 | 47% | 7 | 0.3591 | 1 |
| Condition of sidewalks | 59% | 2 | 51% | 6 | 0.2898 | 2 |
| Traffic & pedestrian signal timing | 51% | 3 | 52% | 5 | 0.2442 | 3 |
| High Priority (IS .10-.20) | | | | | | |
| Condition of bus stops (benches, shelters) | 21% | 5 | 53% | 4 | 0.1017 | 4 |
| Medium Priority (IS <.10) | | | | | | |
| Street lighting in your neighborhood | 29% | 4 | 69% | 3 | 0.0907 | 5 |
| Snow removal on City streets | 10% | 6 | 74% | 1 | 0.0258 | 6 |
| Condition of street signs | 8% | 7 | 74% | 2 | 0.0219 | 7 |

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2024 Importance-Satisfaction Rating Alexandria, Virginia Public Safety



| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS >.20) | | | | | | |
| Crime prevention | 56% | 1 | 38% | 10 | 0.3474 | 1 |
| High Priority (IS .10-.20) | | | | | | |
| Traffic enforcement | 33% | 3 | 40% | 9 | 0.1960 | 2 |
| Community preparedness for emergencies/disasters | 26% | 5 | 46% | 8 | 0.1423 | 3 |
| Communication during public safety incidents | 29% | 4 | 52% | 7 | 0.1415 | 4 |
| Overall quality of police services | 36% | 2 | 72% | 4 | 0.1005 | 5 |
| Medium Priority (IS <.10) | | | | | | |
| Response times to 911 emergencies | 15% | 6 | 80% | 3 | 0.0295 | 6 |
| Fire prevention & education | 5% | 9 | 61% | 6 | 0.0209 | 7 |
| Animal control | 4% | 10 | 64% | 5 | 0.0148 | 8 |
| Ambulance or emergency medical services | 13% | 7 | 89% | 2 | 0.0144 | 9 |
| Overall quality of fire services | 8% | 8 | 90% | 1 | 0.0080 | 10 |

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2024 Importance-Satisfaction Rating Alexandria, Virginia Economic Opportunity and Well-being



| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS >.20) | | | | | | |
| Cost of living in Alexandria | 56% | 1 | 16% | 13 | 0.4735 | 1 |
| Availability of affordable housing | 41% | 3 | 23% | 12 | 0.3156 | 2 |
| Efforts to manage & plan for growth/development | 44% | 2 | 29% | 11 | 0.3106 | 3 |
| High Priority (IS .10-.20) | | | | | | |
| Overall quality of new development in Alexandria | 27% | 5 | 39% | 10 | 0.1660 | 4 |
| Variety of housing options | 28% | 4 | 46% | 9 | 0.1496 | 5 |
| Medium Priority (IS <.10) | | | | | | |
| Access to quality mental health care | 11% | 7 | 52% | 8 | 0.0546 | 6 |
| Employment opportunities | 13% | 6 | 62% | 7 | 0.0473 | 7 |
| Access to quality health care | 10% | 8 | 80% | 3 | 0.0211 | 8 |
| Shopping opportunities | 8% | 10 | 73% | 6 | 0.0200 | 9 |
| Ability to attract visitors | 5% | 12 | 78% | 5 | 0.0119 | 10 |
| Access to healthy food | 8% | 9 | 85% | 1 | 0.0110 | 11 |
| Dining opportunities | 6% | 11 | 85% | 2 | 0.0088 | 12 |
| Access to quality dental care | 1% | 13 | 80% | 4 | 0.0026 | 13 |

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2024 Importance-Satisfaction Rating Alexandria, Virginia Culture and Education



| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS >.20) | | | | | | |
| Quality of K-12 education | 46% | 1 | 28% | 11 | 0.3288 | 1 |
| Availability of affordable, quality childcare/preschool | 32% | 2 | 33% | 10 | 0.2131 | 2 |
| High Priority (IS .10-.20) | | | | | | |
| Out-of-school activities for youth | 23% | 3 | 47% | 9 | 0.1200 | 3 |
| Medium Priority (IS <.10) | | | | | | |
| Adult recreation programs or classes (including exercise classes) | 19% | 5 | 48% | 8 | 0.0964 | 4 |
| Maintenance of City recreation centers or facilities | 20% | 4 | 60% | 5 | 0.0782 | 5 |
| Availability of sports fields, courts, & facilities | 16% | 8 | 56% | 6 | 0.0703 | 6 |
| Youth recreation programs or classes (including exercise classes) | 12% | 9 | 54% | 7 | 0.0553 | 7 |
| Opportunities to attend cultural/arts/music activities | 17% | 7 | 67% | 4 | 0.0544 | 8 |
| City-sponsored special events (e.g., parades/festivals/concerts) | 12% | 10 | 75% | 3 | 0.0294 | 9 |
| Public library services | 19% | 6 | 85% | 1 | 0.0270 | 10 |
| Museums/historical sites | 10% | 11 | 77% | 2 | 0.0236 | 11 |

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.¹ Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2024 Importance-Satisfaction Rating Alexandria, Virginia Public Space and Property Services



| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS >.20) | | | | | | |
| Stormwater management/flood control | 44% | 1 | 31% | 11 | 0.3025 | 1 |
| High Priority (IS .10-.20) | | | | | | |
| Cleanliness of public spaces (litter, street cleaning) | 35% | 2 | 58% | 7 | 0.1475 | 2 |
| Medium Priority (IS <.10) | | | | | | |
| Post-disaster incident recovery services (tree, power, water) | 20% | 6 | 55% | 10 | 0.0910 | 3 |
| Quality of overall natural environment in Alexandria | 29% | 4 | 70% | 3 | 0.0879 | 4 |
| Alexandria parks, open space, or greenspace | 33% | 3 | 75% | 2 | 0.0820 | 5 |
| Maintenance of City parks | 25% | 5 | 70% | 4 | 0.0745 | 6 |
| Recycling services/drop-off centers | 17% | 7 | 61% | 6 | 0.0650 | 7 |
| Enforcement of maintenance of residential property (exterior of homes) | 11% | 8 | 55% | 9 | 0.0504 | 8 |
| Enforcement of maintenance of business property (exterior of businesses) | 8% | 9 | 57% | 8 | 0.0357 | 9 |
| Public library services | 19% | 6 | 85% | 1 | 0.0270 | 10 |
| Museums/historical sites | 10% | 11 | 77% | 2 | 0.0236 | 11 |
| Yard waste/leaf/brush pick-up services | 6% | 11 | 68% | 5 | 0.0187 | 12 |
| Trash/garbage collection services | 8% | 10 | 79% | 1 | 0.0173 | 13 |

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding don't knows.¹ Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.



4

Tabular Data

Q1. Overall Ratings of Alexandria. Please rate the quality of the following:

(N=1147)

| | Excellent | Good | Neutral | Below average | Poor | Don't know |
|---|-----------|-------|---------|---------------|-------|------------|
| Q1-1. Alexandria as a place to live | 39.8% | 49.9% | 8.3% | 1.7% | 0.0% | 0.4% |
| Q1-2. Alexandria as a place to raise children | 16.8% | 29.9% | 15.6% | 5.9% | 1.5% | 30.3% |
| Q1-3. Alexandria as a place to work | 20.6% | 32.5% | 15.2% | 2.6% | 0.8% | 28.3% |
| Q1-4. Alexandria as a place to visit | 55.5% | 35.7% | 4.7% | 0.8% | 0.0% | 3.2% |
| Q1-5. Alexandria as a place to retire | 15.5% | 19.4% | 17.1% | 16.1% | 10.1% | 21.8% |
| Q1-6. Your neighborhood as a place to live | 46.0% | 40.7% | 8.8% | 2.8% | 0.7% | 1.0% |
| Q1-7. Overall quality of City services | 19.4% | 50.7% | 19.1% | 6.5% | 1.6% | 2.6% |

WITHOUT "DON'T KNOW"**Q1. Overall Ratings of Alexandria. Please rate the quality of the following: (without "don't know")**

(N=1147)

| | Excellent | Good | Neutral | Below average | Poor |
|---|-----------|-------|---------|---------------|-------|
| Q1-1. Alexandria as a place to live | 39.9% | 50.1% | 8.3% | 1.7% | 0.0% |
| Q1-2. Alexandria as a place to raise children | 24.1% | 42.9% | 22.4% | 8.5% | 2.1% |
| Q1-3. Alexandria as a place to work | 28.7% | 45.4% | 21.2% | 3.6% | 1.1% |
| Q1-4. Alexandria as a place to visit | 57.4% | 36.9% | 4.9% | 0.8% | 0.0% |
| Q1-5. Alexandria as a place to retire | 19.8% | 24.7% | 21.9% | 20.6% | 12.9% |
| Q1-6. Your neighborhood as a place to live | 46.5% | 41.1% | 8.9% | 2.8% | 0.7% |
| Q1-7. Overall quality of City services | 20.0% | 52.1% | 19.6% | 6.7% | 1.6% |

Q2. Transportation. Please rate your overall satisfaction with the following transportation services:

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know/ not applicable |
|---|----------------|-----------|---------|--------------|-------------------|-------------------------------|
| Q2-1. Safety while walking in Alexandria | 24.4% | 47.3% | 14.9% | 9.8% | 2.5% | 1.0% |
| Q2-2. Safety while biking in Alexandria | 9.9% | 22.3% | 17.2% | 9.4% | 3.1% | 38.2% |
| Q2-3. Safety while driving in Alexandria | 17.1% | 47.5% | 20.1% | 10.5% | 2.5% | 2.3% |
| Q2-4. Ease of travel by Metro in Alexandria | 25.1% | 36.4% | 17.0% | 6.4% | 2.1% | 13.0% |
| Q2-5. Ease of travel by bus in Alexandria | 18.7% | 25.3% | 13.2% | 4.4% | 1.1% | 37.2% |
| Q2-6. Ease of travel by Capital Bikeshare in Alexandria | 7.9% | 10.9% | 11.3% | 2.5% | 0.4% | 66.9% |
| Q2-7. Ease of travel by car | 15.2% | 42.3% | 20.2% | 14.4% | 5.8% | 2.2% |
| Q2-8. Traffic calming measures on major streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 9.2% | 30.9% | 26.2% | 19.5% | 11.9% | 2.3% |
| Q2-9. Traffic calming measures on neighborhood streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 10.4% | 32.3% | 25.0% | 18.1% | 11.5% | 2.7% |
| Q2-10. Availability of paths & walking trails | 27.9% | 42.1% | 16.0% | 9.4% | 1.7% | 2.8% |
| Q2-11. Availability of parking near my home | 28.2% | 35.6% | 15.3% | 11.8% | 6.3% | 2.9% |
| Q2-12. Availability of rideshare/ taxi services | 30.3% | 41.9% | 11.9% | 1.8% | 0.3% | 13.6% |
| Q2-13. Availability of electric vehicle charging stations | 2.6% | 3.0% | 9.9% | 8.5% | 3.9% | 72.0% |

WITHOUT "DON'T KNOW/NOT APPLICABLE"**Q2. Transportation. Please rate your overall satisfaction with the following transportation services: (without "don't know/not applicable")**

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q2-1. Safety while walking in Alexandria | 24.7% | 47.8% | 15.1% | 9.9% | 2.6% |
| Q2-2. Safety while biking in Alexandria | 15.9% | 36.1% | 27.8% | 15.2% | 4.9% |
| Q2-3. Safety while driving in Alexandria | 17.5% | 48.6% | 20.5% | 10.8% | 2.6% |
| Q2-4. Ease of travel by Metro in Alexandria | 28.9% | 41.9% | 19.5% | 7.3% | 2.4% |
| Q2-5. Ease of travel by bus in Alexandria | 29.9% | 40.3% | 21.0% | 7.1% | 1.8% |
| Q2-6. Ease of travel by Capital Bikeshare in Alexandria | 23.9% | 32.9% | 34.2% | 7.6% | 1.3% |
| Q2-7. Ease of travel by car | 15.5% | 43.2% | 20.7% | 14.7% | 5.9% |
| Q2-8. Traffic calming measures on major streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 9.5% | 31.6% | 26.8% | 20.0% | 12.2% |
| Q2-9. Traffic calming measures on neighborhood streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 10.7% | 33.2% | 25.7% | 18.6% | 11.8% |
| Q2-10. Availability of paths & walking trails | 28.7% | 43.3% | 16.5% | 9.7% | 1.8% |
| Q2-11. Availability of parking near my home | 29.1% | 36.6% | 15.7% | 12.1% | 6.5% |
| Q2-12. Availability of rideshare/taxi services | 35.1% | 48.5% | 13.8% | 2.1% | 0.4% |
| Q2-13. Availability of electric vehicle charging stations | 9.3% | 10.6% | 35.5% | 30.5% | 14.0% |

Q3. Which THREE of the services listed in Question 2 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q3. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Safety while walking in Alexandria | 299 | 26.1 % |
| Safety while biking in Alexandria | 90 | 7.8 % |
| Safety while driving in Alexandria | 71 | 6.2 % |
| Ease of travel by Metro in Alexandria | 60 | 5.2 % |
| Ease of travel by bus in Alexandria | 45 | 3.9 % |
| Ease of travel by Capital Bikeshare in Alexandria | 2 | 0.2 % |
| Ease of travel by car | 141 | 12.3 % |
| Traffic calming measures on major streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 93 | 8.1 % |
| Traffic calming measures on neighborhood streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 69 | 6.0 % |
| Availability of paths & walking trails | 75 | 6.5 % |
| Availability of parking near my home | 62 | 5.4 % |
| Availability of rideshare/taxi services | 4 | 0.3 % |
| Availability of electric vehicle charging stations | 51 | 4.4 % |
| <u>None chosen</u> | <u>85</u> | <u>7.4 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q3. Which THREE of the services listed in Question 2 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q3. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Safety while walking in Alexandria | 152 | 13.3 % |
| Safety while biking in Alexandria | 107 | 9.3 % |
| Safety while driving in Alexandria | 123 | 10.7 % |
| Ease of travel by Metro in Alexandria | 70 | 6.1 % |
| Ease of travel by bus in Alexandria | 65 | 5.7 % |
| Ease of travel by Capital Bikeshare in Alexandria | 12 | 1.0 % |
| Ease of travel by car | 95 | 8.3 % |
| Traffic calming measures on major streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 99 | 8.6 % |
| Traffic calming measures on neighborhood streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 97 | 8.5 % |
| Availability of paths & walking trails | 89 | 7.8 % |
| Availability of parking near my home | 56 | 4.9 % |
| Availability of rideshare/taxi services | 12 | 1.0 % |
| Availability of electric vehicle charging stations | 37 | 3.2 % |
| <u>None chosen</u> | <u>133</u> | <u>11.6 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q3. Which THREE of the services listed in Question 2 do you think should receive the MOST EMPHASIS from the City over the next two years?

| Q3. 3rd choice | Number | Percent |
|---|--------|---------|
| Safety while walking in Alexandria | 119 | 10.4 % |
| Safety while biking in Alexandria | 72 | 6.3 % |
| Safety while driving in Alexandria | 104 | 9.1 % |
| Ease of travel by Metro in Alexandria | 65 | 5.7 % |
| Ease of travel by bus in Alexandria | 80 | 7.0 % |
| Ease of travel by Capital Bikeshare in Alexandria | 13 | 1.1 % |
| Ease of travel by car | 80 | 7.0 % |
| Traffic calming measures on major streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 71 | 6.2 % |
| Traffic calming measures on neighborhood streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 93 | 8.1 % |
| Availability of paths & walking trails | 120 | 10.5 % |
| Availability of parking near my home | 50 | 4.4 % |
| Availability of rideshare/taxi services | 18 | 1.6 % |
| Availability of electric vehicle charging stations | 47 | 4.1 % |
| None chosen | 215 | 18.7 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

SUM OF TOP THREE CHOICES

Q3. Which THREE of the services listed in Question 2 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

| Q3. Top choice | Number | Percent |
|---|--------|---------|
| Safety while walking in Alexandria | 570 | 49.7 % |
| Safety while biking in Alexandria | 269 | 23.5 % |
| Safety while driving in Alexandria | 298 | 26.0 % |
| Ease of travel by Metro in Alexandria | 195 | 17.0 % |
| Ease of travel by bus in Alexandria | 190 | 16.6 % |
| Ease of travel by Capital Bikeshare in Alexandria | 27 | 2.4 % |
| Ease of travel by car | 316 | 27.6 % |
| Traffic calming measures on major streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 263 | 22.9 % |
| Traffic calming measures on neighborhood streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 259 | 22.6 % |
| Availability of paths & walking trails | 284 | 24.8 % |
| Availability of parking near my home | 168 | 14.6 % |
| Availability of rideshare/taxi services | 34 | 3.0 % |
| Availability of electric vehicle charging stations | 135 | 11.8 % |
| None chosen | 85 | 7.4 % |
| Total | 3093 | |

Number of Cases = 1147

Number of Responses = 3093

Average Number Of Responses Per Case = 2.7

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

Q4. Transportation Maintenance. Please rate your overall satisfaction with the following maintenance services:

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know/ not applicable |
|--|----------------|-----------|---------|--------------|-------------------|-------------------------------|
| Q4-1. Condition of streets | 6.3% | 39.8% | 21.4% | 22.7% | 8.4% | 1.4% |
| Q4-2. Street lighting in your neighborhood | 17.8% | 50.3% | 17.6% | 11.0% | 2.5% | 0.8% |
| Q4-3. Snow removal on City streets | 19.0% | 49.4% | 16.6% | 5.8% | 1.5% | 7.8% |
| Q4-4. Traffic & pedestrian signal timing | 9.2% | 42.4% | 21.5% | 18.5% | 7.0% | 1.5% |
| Q4-5. Condition of street signs | 17.1% | 55.5% | 19.2% | 6.2% | 0.7% | 1.3% |
| Q4-6. Condition of sidewalks | 8.1% | 42.4% | 27.2% | 18.3% | 3.5% | 0.5% |
| Q4-7. Condition of bus stops (benches, shelters) | 6.5% | 26.1% | 18.7% | 8.6% | 2.2% | 38.0% |

WITHOUT "DON'T KNOW/NOT APPLICABLE"

Q4. Transportation Maintenance. Please rate your overall satisfaction with the following maintenance services: (without "don't know/not applicable")

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q4-1. Condition of streets | 6.4% | 40.4% | 21.8% | 23.0% | 8.5% |
| Q4-2. Street lighting in your neighborhood | 17.9% | 50.7% | 17.8% | 11.1% | 2.5% |
| Q4-3. Snow removal on City streets | 20.6% | 53.6% | 18.0% | 6.2% | 1.6% |
| Q4-4. Traffic & pedestrian signal timing | 9.3% | 43.0% | 21.9% | 18.8% | 7.1% |
| Q4-5. Condition of street signs | 17.3% | 56.3% | 19.4% | 6.3% | 0.7% |
| Q4-6. Condition of sidewalks | 8.2% | 42.6% | 27.3% | 18.4% | 3.5% |
| Q4-7. Condition of bus stops (benches, shelters) | 10.4% | 42.1% | 30.1% | 13.9% | 3.5% |

Q5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q5. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Condition of streets | 477 | 41.6 % |
| Street lighting in your neighborhood | 94 | 8.2 % |
| Snow removal on City streets | 18 | 1.6 % |
| Traffic & pedestrian signal timing | 209 | 18.2 % |
| Condition of street signs | 13 | 1.1 % |
| Condition of sidewalks | 179 | 15.6 % |
| Condition of bus stops (benches, shelters) | 67 | 5.8 % |
| None chosen | 90 | 7.8 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q5. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Condition of streets | 193 | 16.8 % |
| Street lighting in your neighborhood | 121 | 10.5 % |
| Snow removal on City streets | 50 | 4.4 % |
| Traffic & pedestrian signal timing | 216 | 18.8 % |
| Condition of street signs | 31 | 2.7 % |
| Condition of sidewalks | 288 | 25.1 % |
| Condition of bus stops (benches, shelters) | 67 | 5.8 % |
| None chosen | 181 | 15.8 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from the City over the next two years?

| Q5. 3rd choice | Number | Percent |
|--|--------|---------|
| Condition of streets | 104 | 9.1 % |
| Street lighting in your neighborhood | 117 | 10.2 % |
| Snow removal on City streets | 46 | 4.0 % |
| Traffic & pedestrian signal timing | 163 | 14.2 % |
| Condition of street signs | 52 | 4.5 % |
| Condition of sidewalks | 209 | 18.2 % |
| Condition of bus stops (benches, shelters) | 112 | 9.8 % |
| None chosen | 344 | 30.0 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

SUM OF TOP THREE CHOICES

Q5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

| Q5. Top choice | Number | Percent |
|--|--------|---------|
| Condition of streets | 774 | 67.5 % |
| Street lighting in your neighborhood | 332 | 28.9 % |
| Snow removal on City streets | 114 | 9.9 % |
| Traffic & pedestrian signal timing | 588 | 51.3 % |
| Condition of street signs | 96 | 8.4 % |
| Condition of sidewalks | 676 | 58.9 % |
| Condition of bus stops (benches, shelters) | 246 | 21.4 % |
| None chosen | 90 | 7.8 % |
| Total | 2916 | |

Number of Cases = 1147

Number of Responses = 2916

Average Number Of Responses Per Case = 2.5

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

Q6. Sense of Safety. Please rate how safe you feel in each of the following situations:

(N=1147)

| | Very safe | Safe | Neutral | Unsafe | Very unsafe | Don't know/ not applicable |
|--|-----------|-------|---------|--------|-------------|-------------------------------|
| Q6-1. In Alexandria overall | 23.4% | 53.5% | 15.2% | 6.8% | 0.6% | 0.5% |
| Q6-2. In your neighborhood during the day | 59.6% | 33.1% | 5.0% | 1.7% | 0.2% | 0.3% |
| Q6-3. In your neighborhood at night | 24.8% | 43.9% | 18.5% | 9.8% | 2.6% | 0.4% |
| Q6-4. In commercial/business areas of City | 22.0% | 46.7% | 21.4% | 7.1% | 0.8% | 1.9% |
| Q6-5. In City parks | 17.7% | 45.9% | 21.4% | 6.3% | 1.4% | 7.4% |
| Q6-6. On public transportation | 13.8% | 33.6% | 22.3% | 5.8% | 1.7% | 22.9% |

WITHOUT "DON'T KNOW/NOT APPLICABLE"**Q6. Sense of Safety. Please rate how safe you feel in each of the following situations: (without "don't know/not applicable")**

(N=1147)

| | Very safe | Safe | Neutral | Unsafe | Very unsafe |
|--|-----------|-------|---------|--------|-------------|
| Q6-1. In Alexandria overall | 23.5% | 53.8% | 15.2% | 6.8% | 0.6% |
| Q6-2. In your neighborhood during the day | 59.8% | 33.2% | 5.0% | 1.7% | 0.2% |
| Q6-3. In your neighborhood at night | 24.9% | 44.1% | 18.6% | 9.8% | 2.6% |
| Q6-4. In commercial/business areas of City | 22.4% | 47.6% | 21.9% | 7.3% | 0.8% |
| Q6-5. In City parks | 19.1% | 49.5% | 23.1% | 6.8% | 1.5% |
| Q6-6. On public transportation | 17.9% | 43.6% | 29.0% | 7.5% | 2.1% |

Q7. Public Safety. Please rate your overall satisfaction with the following public safety services:

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know/ not applicable |
|--|----------------|-----------|---------|--------------|-------------------|-------------------------------|
| Q7-1. Overall quality of police services | 21.7% | 39.1% | 15.4% | 6.2% | 2.0% | 15.5% |
| Q7-2. Overall quality of fire services | 31.4% | 32.8% | 6.4% | 0.3% | 0.2% | 29.0% |
| Q7-3. Ambulance or emergency medical services | 25.5% | 26.0% | 5.8% | 0.6% | 0.3% | 41.9% |
| Q7-4. Response times to 911 emergencies | 19.0% | 17.4% | 6.8% | 1.7% | 0.4% | 54.6% |
| Q7-5. Communication during public safety incidents | 11.9% | 25.9% | 22.1% | 10.2% | 3.0% | 27.0% |
| Q7-6. Crime prevention | 6.0% | 25.7% | 26.6% | 16.0% | 8.4% | 17.3% |
| Q7-7. Fire prevention & education | 10.4% | 24.7% | 20.3% | 1.8% | 0.6% | 42.2% |
| Q7-8. Traffic enforcement | 6.7% | 28.9% | 26.9% | 17.7% | 9.8% | 10.0% |
| Q7-9. Community preparedness for emergencies/disasters | 6.5% | 20.7% | 23.1% | 7.1% | 1.6% | 41.2% |
| Q7-10. Animal control | 10.3% | 28.9% | 17.2% | 3.5% | 1.5% | 38.7% |

WITHOUT "DON'T KNOW/NOT APPLICABLE"**Q7. Public Safety. Please rate your overall satisfaction with the following public safety services: (without "don't know/not applicable")**

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q7-1. Overall quality of police services | 25.7% | 46.3% | 18.3% | 7.3% | 2.4% |
| Q7-2. Overall quality of fire services | 44.2% | 46.2% | 9.0% | 0.4% | 0.2% |
| Q7-3. Ambulance or emergency medical services | 43.8% | 44.7% | 9.9% | 1.1% | 0.5% |
| Q7-4. Response times to 911 emergencies | 41.8% | 38.4% | 15.0% | 3.8% | 1.0% |
| Q7-5. Communication during public safety incidents | 16.2% | 35.5% | 30.2% | 14.0% | 4.1% |
| Q7-6. Crime prevention | 7.3% | 31.1% | 32.2% | 19.3% | 10.1% |
| Q7-7. Fire prevention & education | 17.9% | 42.7% | 35.1% | 3.2% | 1.1% |
| Q7-8. Traffic enforcement | 7.5% | 32.2% | 29.8% | 19.7% | 10.9% |
| Q7-9. Community preparedness for emergencies/disasters | 11.0% | 35.1% | 39.3% | 12.0% | 2.7% |
| Q7-10. Animal control | 16.8% | 47.1% | 28.0% | 5.7% | 2.4% |

Q8. Which THREE of the services listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q8. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of police services | 174 | 15.2 % |
| Overall quality of fire services | 17 | 1.5 % |
| Ambulance or emergency medical services | 29 | 2.5 % |
| Response times to 911 emergencies | 44 | 3.8 % |
| Communication during public safety incidents | 105 | 9.2 % |
| Crime prevention | 370 | 32.3 % |
| Fire prevention & education | 13 | 1.1 % |
| Traffic enforcement | 149 | 13.0 % |
| Community preparedness for emergencies/disasters | 68 | 5.9 % |
| Animal control | 9 | 0.8 % |
| <u>None chosen</u> | <u>169</u> | <u>14.7 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q8. Which THREE of the services listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q8. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Overall quality of police services | 137 | 11.9 % |
| Overall quality of fire services | 42 | 3.7 % |
| Ambulance or emergency medical services | 50 | 4.4 % |
| Response times to 911 emergencies | 54 | 4.7 % |
| Communication during public safety incidents | 114 | 9.9 % |
| Crime prevention | 188 | 16.4 % |
| Fire prevention & education | 21 | 1.8 % |
| Traffic enforcement | 146 | 12.7 % |
| Community preparedness for emergencies/disasters | 103 | 9.0 % |
| Animal control | 12 | 1.0 % |
| <u>None chosen</u> | <u>280</u> | <u>24.4 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q8. Which THREE of the services listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next two years?

| Q8. 3rd choice | Number | Percent |
|--|--------|---------|
| Overall quality of police services | 101 | 8.8 % |
| Overall quality of fire services | 35 | 3.1 % |
| Ambulance or emergency medical services | 64 | 5.6 % |
| Response times to 911 emergencies | 73 | 6.4 % |
| Communication during public safety incidents | 117 | 10.2 % |
| Crime prevention | 88 | 7.7 % |
| Fire prevention & education | 28 | 2.4 % |
| Traffic enforcement | 78 | 6.8 % |
| Community preparedness for emergencies/disasters | 132 | 11.5 % |
| Animal control | 26 | 2.3 % |
| None chosen | 405 | 35.3 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

SUM OF TOP THREE CHOICES

Q8. Which THREE of the services listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

| Q8. Top choice | Number | Percent |
|--|--------|---------|
| Overall quality of police services | 412 | 35.9 % |
| Overall quality of fire services | 94 | 8.2 % |
| Ambulance or emergency medical services | 143 | 12.5 % |
| Response times to 911 emergencies | 171 | 14.9 % |
| Communication during public safety incidents | 336 | 29.3 % |
| Crime prevention | 646 | 56.3 % |
| Fire prevention & education | 62 | 5.4 % |
| Traffic enforcement | 373 | 32.5 % |
| Community preparedness for emergencies/disasters | 303 | 26.4 % |
| Animal control | 47 | 4.1 % |
| None chosen | 169 | 14.7 % |
| Total | 2756 | |

Number of Cases = 1147

Number of Responses = 2756

Average Number Of Responses Per Case = 2.4

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

Q9. Economic Opportunity and Well-being. Please rate your overall satisfaction with each of the following:

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know/ not applicable |
|---|----------------|-----------|---------|--------------|-------------------|-------------------------------|
| Q9-1. Employment opportunities | 11.9% | 27.4% | 17.2% | 5.8% | 0.9% | 37.0% |
| Q9-2. Access to healthy food | 41.8% | 41.5% | 10.5% | 3.7% | 0.2% | 2.3% |
| Q9-3. Access to quality health care | 32.2% | 42.1% | 13.1% | 4.9% | 1.0% | 6.8% |
| Q9-4. Access to quality mental health care | 11.2% | 18.5% | 16.0% | 8.5% | 2.8% | 43.2% |
| Q9-5. Access to quality dental care | 30.2% | 39.8% | 13.3% | 3.6% | 0.9% | 12.3% |
| Q9-6. Variety of housing options | 15.1% | 26.8% | 22.0% | 18.7% | 8.5% | 9.0% |
| Q9-7. Availability of affordable housing | 7.6% | 11.3% | 18.8% | 25.9% | 18.0% | 18.3% |
| Q9-8. Cost of living in Alexandria | 2.3% | 13.3% | 26.3% | 36.4% | 19.7% | 2.0% |
| Q9-9. Shopping opportunities | 27.0% | 45.2% | 18.7% | 6.1% | 1.4% | 1.6% |
| Q9-10. Dining opportunities | 43.9% | 39.8% | 10.5% | 3.4% | 1.0% | 1.5% |
| Q9-11. Overall quality of new development in Alexandria | 9.0% | 26.3% | 27.2% | 17.9% | 9.8% | 9.9% |
| Q9-12. Efforts to manage & plan for growth/development | 6.5% | 19.5% | 22.3% | 22.2% | 18.1% | 11.2% |
| Q9-13. Ability to attract visitors | 30.9% | 40.8% | 17.5% | 2.4% | 0.9% | 7.6% |

WITHOUT "DON'T KNOW/NOT APPLICABLE"**Q9. Economic Opportunity and Well-being. Please rate your overall satisfaction with each of the following:
(without "don't know/not applicable")**

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q9-1. Employment opportunities | 18.8% | 43.4% | 27.2% | 9.1% | 1.4% |
| Q9-2. Access to healthy food | 42.8% | 42.5% | 10.7% | 3.8% | 0.2% |
| Q9-3. Access to quality health care | 34.5% | 45.2% | 14.0% | 5.2% | 1.0% |
| Q9-4. Access to quality mental health care | 19.6% | 32.5% | 28.1% | 14.9% | 4.9% |
| Q9-5. Access to quality dental care | 34.4% | 45.3% | 15.2% | 4.1% | 1.0% |
| Q9-6. Variety of housing options | 16.6% | 29.4% | 24.1% | 20.6% | 9.3% |
| Q9-7. Availability of affordable housing | 9.3% | 13.9% | 23.1% | 31.7% | 22.1% |
| Q9-8. Cost of living in Alexandria | 2.3% | 13.6% | 26.9% | 37.1% | 20.1% |
| Q9-9. Shopping opportunities | 27.5% | 45.9% | 19.0% | 6.2% | 1.4% |
| Q9-10. Dining opportunities | 44.5% | 40.4% | 10.6% | 3.5% | 1.1% |
| Q9-11. Overall quality of new development in Alexandria | 10.0% | 29.2% | 30.2% | 19.8% | 10.8% |
| Q9-12. Efforts to manage & plan for growth/development | 7.4% | 22.0% | 25.1% | 25.0% | 20.4% |
| Q9-13. Ability to attract visitors | 33.4% | 44.2% | 19.0% | 2.5% | 0.9% |

Q10. Which THREE of the areas listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next two years?

| Q10. Top choice | Number | Percent |
|--|--------|---------|
| Employment opportunities | 42 | 3.7 % |
| Access to healthy food | 23 | 2.0 % |
| Access to quality health care | 28 | 2.4 % |
| Access to quality mental health care | 48 | 4.2 % |
| Access to quality dental care | 1 | 0.1 % |
| Variety of housing options | 74 | 6.5 % |
| Availability of affordable housing | 257 | 22.4 % |
| Cost of living in Alexandria | 291 | 25.4 % |
| Shopping opportunities | 14 | 1.2 % |
| Dining opportunities | 14 | 1.2 % |
| Overall quality of new development in Alexandria | 74 | 6.5 % |
| Efforts to manage & plan for growth/development | 184 | 16.0 % |
| Ability to attract visitors | 15 | 1.3 % |
| None chosen | 82 | 7.1 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q10. Which THREE of the areas listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next two years?

| Q10. 2nd choice | Number | Percent |
|--|--------|---------|
| Employment opportunities | 37 | 3.2 % |
| Access to healthy food | 32 | 2.8 % |
| Access to quality health care | 39 | 3.4 % |
| Access to quality mental health care | 45 | 3.9 % |
| Access to quality dental care | 7 | 0.6 % |
| Variety of housing options | 127 | 11.1 % |
| Availability of affordable housing | 159 | 13.9 % |
| Cost of living in Alexandria | 201 | 17.5 % |
| Shopping opportunities | 30 | 2.6 % |
| Dining opportunities | 31 | 2.7 % |
| Overall quality of new development in Alexandria | 123 | 10.7 % |
| Efforts to manage & plan for growth/development | 164 | 14.3 % |
| Ability to attract visitors | 14 | 1.2 % |
| None chosen | 138 | 12.0 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q10. Which THREE of the areas listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next two years?

| Q10. 3rd choice | Number | Percent |
|--|--------|---------|
| Employment opportunities | 64 | 5.6 % |
| Access to healthy food | 31 | 2.7 % |
| Access to quality health care | 53 | 4.6 % |
| Access to quality mental health care | 38 | 3.3 % |
| Access to quality dental care | 7 | 0.6 % |
| Variety of housing options | 116 | 10.1 % |
| Availability of affordable housing | 55 | 4.8 % |
| Cost of living in Alexandria | 154 | 13.4 % |
| Shopping opportunities | 43 | 3.7 % |
| Dining opportunities | 22 | 1.9 % |
| Overall quality of new development in Alexandria | 116 | 10.1 % |
| Efforts to manage & plan for growth/development | 157 | 13.7 % |
| Ability to attract visitors | 32 | 2.8 % |
| None chosen | 259 | 22.6 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

SUM OF TOP THREE CHOICES

Q10. Which THREE of the areas listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

| Q10. Top choice | Number | Percent |
|--|--------|---------|
| Employment opportunities | 143 | 12.5 % |
| Access to healthy food | 86 | 7.5 % |
| Access to quality health care | 120 | 10.5 % |
| Access to quality mental health care | 131 | 11.4 % |
| Access to quality dental care | 15 | 1.3 % |
| Variety of housing options | 317 | 27.6 % |
| Availability of affordable housing | 471 | 41.1 % |
| Cost of living in Alexandria | 646 | 56.3 % |
| Shopping opportunities | 87 | 7.6 % |
| Dining opportunities | 67 | 5.8 % |
| Overall quality of new development in Alexandria | 313 | 27.3 % |
| Efforts to manage & plan for growth/development | 505 | 44.0 % |
| Ability to attract visitors | 61 | 5.3 % |
| None chosen | 82 | 7.1 % |
| Total | 3044 | |

Number of Cases = 1147

Number of Responses = 3044

Average Number Of Responses Per Case = 2.7

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

Q11. Culture and Education. Please rate your overall satisfaction with the following services provided by the City of Alexandria:

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know/ not applicable |
|--|----------------|-----------|---------|--------------|-------------------|-------------------------------|
| Q11-1. Availability of affordable, quality childcare/preschool | 3.3% | 8.3% | 9.9% | 7.3% | 5.9% | 65.3% |
| Q11-2. Quality of K-12 education | 3.2% | 10.1% | 11.2% | 13.3% | 9.5% | 52.7% |
| Q11-3. Out-of-school activities for youth | 4.9% | 13.2% | 12.1% | 6.8% | 1.5% | 61.6% |
| Q11-4. Youth recreation programs or classes (including exercise classes) | 6.2% | 14.8% | 11.8% | 4.4% | 1.5% | 61.3% |
| Q11-5. Adult recreation programs or classes (including exercise classes) | 7.4% | 24.0% | 21.9% | 9.5% | 2.7% | 34.5% |
| Q11-6. Availability of sports fields, courts, & facilities | 10.7% | 31.6% | 21.2% | 9.5% | 2.8% | 24.1% |
| Q11-7. Maintenance of City recreation centers or facilities | 9.9% | 32.5% | 20.3% | 6.3% | 1.7% | 29.3% |
| Q11-8. Opportunities to attend cultural/arts/music activities | 18.0% | 41.7% | 21.5% | 6.6% | 1.0% | 11.2% |
| Q11-9. City-sponsored special events (e.g., parades/festivals/concerts) | 25.2% | 41.9% | 17.3% | 4.4% | 0.7% | 10.5% |
| Q11-10. Public library services | 34.3% | 38.6% | 9.6% | 2.2% | 0.7% | 14.6% |
| Q11-11. Museums/historical sites | 25.3% | 42.6% | 17.6% | 2.4% | 0.2% | 11.9% |

WITHOUT "DON'T KNOW/NOT APPLICABLE"**Q11. Culture and Education. Please rate your overall satisfaction with the following services provided by the City of Alexandria: (without "don't know/not applicable")**

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q11-1. Availability of affordable, quality childcare/preschool | 9.5% | 23.9% | 28.4% | 21.1% | 17.1% |
| Q11-2. Quality of K-12 education | 6.8% | 21.4% | 23.6% | 28.2% | 20.1% |
| Q11-3. Out-of-school activities for youth | 12.7% | 34.2% | 31.5% | 17.7% | 3.9% |
| Q11-4. Youth recreation programs or classes (including exercise classes) | 16.0% | 38.3% | 30.4% | 11.5% | 3.8% |
| Q11-5. Adult recreation programs or classes (including exercise classes) | 11.3% | 36.6% | 33.4% | 14.5% | 4.1% |
| Q11-6. Availability of sports fields, courts, & facilities | 14.1% | 41.7% | 27.9% | 12.5% | 3.7% |
| Q11-7. Maintenance of City recreation centers or facilities | 14.1% | 46.0% | 28.7% | 8.9% | 2.3% |
| Q11-8. Opportunities to attend cultural/arts/music activities | 20.2% | 47.0% | 24.3% | 7.5% | 1.1% |
| Q11-9. City-sponsored special events (e.g., parades/festivals/concerts) | 28.1% | 46.8% | 19.4% | 4.9% | 0.8% |
| Q11-10. Public library services | 40.1% | 45.3% | 11.2% | 2.6% | 0.8% |
| Q11-11. Museums/historical sites | 28.7% | 48.4% | 20.0% | 2.8% | 0.2% |

Q12. Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q12. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Availability of affordable, quality childcare/preschool | 153 | 13.3 % |
| Quality of K-12 education | 347 | 30.3 % |
| Out-of-school activities for youth | 28 | 2.4 % |
| Youth recreation programs or classes (including exercise classes) | 19 | 1.7 % |
| Adult recreation programs or classes (including exercise classes) | 93 | 8.1 % |
| Availability of sports fields, courts, & facilities | 47 | 4.1 % |
| Maintenance of City recreation centers or facilities | 61 | 5.3 % |
| Opportunities to attend cultural/arts/music activities | 55 | 4.8 % |
| City-sponsored special events (e.g., parades/festivals/concerts) | 25 | 2.2 % |
| Public library services | 75 | 6.5 % |
| Museums/historical sites | 38 | 3.3 % |
| <u>None chosen</u> | <u>206</u> | <u>18.0 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q12. Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q12. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Availability of affordable, quality childcare/preschool | 143 | 12.5 % |
| Quality of K-12 education | 131 | 11.4 % |
| Out-of-school activities for youth | 106 | 9.2 % |
| Youth recreation programs or classes (including exercise classes) | 41 | 3.6 % |
| Adult recreation programs or classes (including exercise classes) | 65 | 5.7 % |
| Availability of sports fields, courts, & facilities | 70 | 6.1 % |
| Maintenance of City recreation centers or facilities | 84 | 7.3 % |
| Opportunities to attend cultural/arts/music activities | 62 | 5.4 % |
| City-sponsored special events (e.g., parades/festivals/concerts) | 51 | 4.4 % |
| Public library services | 63 | 5.5 % |
| Museums/historical sites | 38 | 3.3 % |
| <u>None chosen</u> | <u>293</u> | <u>25.5 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q12. Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next two years?

| Q12. 3rd choice | Number | Percent |
|---|--------|---------|
| Availability of affordable, quality childcare/preschool | 71 | 6.2 % |
| Quality of K-12 education | 47 | 4.1 % |
| Out-of-school activities for youth | 126 | 11.0 % |
| Youth recreation programs or classes (including exercise classes) | 78 | 6.8 % |
| Adult recreation programs or classes (including exercise classes) | 54 | 4.7 % |
| Availability of sports fields, courts, & facilities | 65 | 5.7 % |
| Maintenance of City recreation centers or facilities | 80 | 7.0 % |
| Opportunities to attend cultural/arts/music activities | 73 | 6.4 % |
| City-sponsored special events (e.g., parades/festivals/concerts) | 58 | 5.1 % |
| Public library services | 74 | 6.5 % |
| Museums/historical sites | 43 | 3.7 % |
| None chosen | 378 | 33.0 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

SUM OF TOP THREE CHOICES

Q12. Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

| Q12. Top choice | Number | Percent |
|---|--------|---------|
| Availability of affordable, quality childcare/preschool | 367 | 32.0 % |
| Quality of K-12 education | 525 | 45.8 % |
| Out-of-school activities for youth | 260 | 22.7 % |
| Youth recreation programs or classes (including exercise classes) | 138 | 12.0 % |
| Adult recreation programs or classes (including exercise classes) | 212 | 18.5 % |
| Availability of sports fields, courts, & facilities | 182 | 15.9 % |
| Maintenance of City recreation centers or facilities | 225 | 19.6 % |
| Opportunities to attend cultural/arts/music activities | 190 | 16.6 % |
| City-sponsored special events (e.g., parades/festivals/concerts) | 134 | 11.7 % |
| Public library services | 212 | 18.5 % |
| Museums/historical sites | 119 | 10.4 % |
| None chosen | 206 | 18.0 % |
| Total | 2770 | |

Number of Cases = 1147

Number of Responses = 2770

Average Number Of Responses Per Case = 2.4

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

Q13. Public Space and Property Services. Please rate your overall satisfaction with the following services as they relate to Alexandria:

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know/ not applicable |
|---|----------------|-----------|---------|--------------|-------------------|-------------------------------|
| Q13-1. Alexandria parks, open space, or greenspace | 26.4% | 46.8% | 13.3% | 8.1% | 2.7% | 2.7% |
| Q13-2. Quality of overall natural environment in Alexandria | 22.7% | 45.1% | 18.8% | 8.0% | 2.6% | 2.8% |
| Q13-3. Maintenance of City parks | 19.4% | 46.9% | 19.8% | 7.1% | 2.2% | 4.6% |
| Q13-4. Enforcement of maintenance of residential property (exterior of homes) | 11.7% | 33.7% | 24.2% | 10.5% | 2.4% | 17.6% |
| Q13-5. Enforcement of maintenance of business property (exterior of businesses) | 11.3% | 34.2% | 24.6% | 8.5% | 1.1% | 20.2% |
| Q13-6. Cleanliness of public spaces (litter, street cleaning) | 14.2% | 42.8% | 24.0% | 14.0% | 3.1% | 1.8% |
| Q13-7. Trash/garbage collection services | 28.3% | 44.9% | 14.1% | 4.9% | 1.0% | 6.8% |
| Q13-8. Recycling services/drop-off centers | 19.4% | 36.1% | 17.5% | 14.3% | 3.6% | 9.1% |
| Q13-9. Yard waste/leaf/brush pick-up services | 18.8% | 33.2% | 15.9% | 6.7% | 2.2% | 23.2% |
| Q13-10. Stormwater management/flood control | 6.3% | 19.9% | 23.7% | 22.0% | 12.4% | 15.8% |
| Q13-11. Post-disaster incident recovery services (tree, power, water) | 8.9% | 29.9% | 22.5% | 7.4% | 2.4% | 28.9% |

WITHOUT "DON'T KNOW/NOT APPLICABLE"**Q13. Public Space and Property Services. Please rate your overall satisfaction with the following services as they relate to Alexandria: (without "don't know/not applicable")**

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q13-1. Alexandria parks, open space, or greenspace | 27.2% | 48.1% | 13.6% | 8.3% | 2.8% |
| Q13-2. Quality of overall natural environment in Alexandria | 23.3% | 46.4% | 19.4% | 8.3% | 2.7% |
| Q13-3. Maintenance of City parks | 20.4% | 49.2% | 20.7% | 7.4% | 2.3% |
| Q13-4. Enforcement of maintenance of residential property (exterior of homes) | 14.2% | 40.8% | 29.4% | 12.7% | 2.9% |
| Q13-5. Enforcement of maintenance of business property (exterior of businesses) | 14.2% | 42.8% | 30.8% | 10.7% | 1.4% |
| Q13-6. Cleanliness of public spaces (litter, street cleaning) | 14.5% | 43.6% | 24.4% | 14.3% | 3.2% |
| Q13-7. Trash/garbage collection services | 30.4% | 48.2% | 15.2% | 5.2% | 1.0% |
| Q13-8. Recycling services/drop-off centers | 21.4% | 39.7% | 19.3% | 15.7% | 3.9% |
| Q13-9. Yard waste/leaf/brush pick-up services | 24.5% | 43.2% | 20.7% | 8.7% | 2.8% |
| Q13-10. Stormwater management/flood control | 7.5% | 23.6% | 28.2% | 26.1% | 14.7% |
| Q13-11. Post-disaster incident recovery services (tree, power, water) | 12.5% | 42.0% | 31.6% | 10.4% | 3.4% |

Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q14. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Alexandria parks, open space, or greenspace | 151 | 13.2 % |
| Quality of overall natural environment in Alexandria | 109 | 9.5 % |
| Maintenance of City parks | 77 | 6.7 % |
| Enforcement of maintenance of residential property (exterior of homes) | 51 | 4.4 % |
| Enforcement of maintenance of business property (exterior of businesses) | 23 | 2.0 % |
| Cleanliness of public spaces (litter, street cleaning) | 114 | 9.9 % |
| Trash/garbage collection services | 27 | 2.4 % |
| Recycling services/drop-off centers | 68 | 5.9 % |
| Yard waste/leaf/brush pick-up services | 13 | 1.1 % |
| Stormwater management/flood control | 305 | 26.6 % |
| Post-disaster incident recovery services (tree, power, water) | 57 | 5.0 % |
| <u>None chosen</u> | <u>152</u> | <u>13.3 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q14. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Alexandria parks, open space, or greenspace | 125 | 10.9 % |
| Quality of overall natural environment in Alexandria | 122 | 10.6 % |
| Maintenance of City parks | 91 | 7.9 % |
| Enforcement of maintenance of residential property (exterior of homes) | 39 | 3.4 % |
| Enforcement of maintenance of business property (exterior of businesses) | 37 | 3.2 % |
| Cleanliness of public spaces (litter, street cleaning) | 162 | 14.1 % |
| Trash/garbage collection services | 44 | 3.8 % |
| Recycling services/drop-off centers | 55 | 4.8 % |
| Yard waste/leaf/brush pick-up services | 28 | 2.4 % |
| Stormwater management/flood control | 106 | 9.2 % |
| Post-disaster incident recovery services (tree, power, water) | 103 | 9.0 % |
| <u>None chosen</u> | <u>235</u> | <u>20.5 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years?

| Q14. 3rd choice | Number | Percent |
|--|--------|---------|
| Alexandria parks, open space, or greenspace | 104 | 9.1 % |
| Quality of overall natural environment in Alexandria | 102 | 8.9 % |
| Maintenance of City parks | 113 | 9.9 % |
| Enforcement of maintenance of residential property (exterior of homes) | 39 | 3.4 % |
| Enforcement of maintenance of business property (exterior of businesses) | 36 | 3.1 % |
| Cleanliness of public spaces (litter, street cleaning) | 129 | 11.2 % |
| Trash/garbage collection services | 22 | 1.9 % |
| Recycling services/drop-off centers | 69 | 6.0 % |
| Yard waste/leaf/brush pick-up services | 26 | 2.3 % |
| Stormwater management/flood control | 93 | 8.1 % |
| Post-disaster incident recovery services (tree, power, water) | 69 | 6.0 % |
| None chosen | 345 | 30.1 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

SUM OF TOP THREE CHOICES

Q14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

| Q14. Top choice | Number | Percent |
|--|--------|---------|
| Alexandria parks, open space, or greenspace | 380 | 33.1 % |
| Quality of overall natural environment in Alexandria | 333 | 29.0 % |
| Maintenance of City parks | 281 | 24.5 % |
| Enforcement of maintenance of residential property (exterior of homes) | 129 | 11.2 % |
| Enforcement of maintenance of business property (exterior of businesses) | 96 | 8.4 % |
| Cleanliness of public spaces (litter, street cleaning) | 405 | 35.3 % |
| Trash/garbage collection services | 93 | 8.1 % |
| Recycling services/drop-off centers | 192 | 16.7 % |
| Yard waste/leaf/brush pick-up services | 67 | 5.8 % |
| Stormwater management/flood control | 504 | 43.9 % |
| Post-disaster incident recovery services (tree, power, water) | 229 | 20.0 % |
| None chosen | 152 | 13.3 % |
| Total | 2861 | |

Number of Cases = 1147

Number of Responses = 2861

Average Number Of Responses Per Case = 2.5

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

Q15. Where do you currently receive your news and information about the City of Alexandria government and services?

| Q15. Where do you currently receive your news & information about City government & services | Number | Percent |
|--|--------|---------|
| City eNews or email alerts | 541 | 47.2 % |
| City website (alexandriava.gov) | 593 | 51.7 % |
| City social media accounts (Facebook, X, Instagram) | 560 | 48.8 % |
| City cable channel (AlexTV/Channel 70) | 28 | 2.4 % |
| Calling the City | 62 | 5.4 % |
| Local printed newspapers | 339 | 29.6 % |
| Online newspapers & websites | 576 | 50.2 % |
| Local television news | 316 | 27.6 % |
| Local radio | 186 | 16.2 % |
| Online posts by elected officials | 242 | 21.1 % |
| Communications from civic associations/orgs | 298 | 26.0 % |
| Community pages on social media (Facebook, X, Instagram) | 397 | 34.6 % |
| Nextdoor | 275 | 24.0 % |
| Word of mouth/from other neighbors | 595 | 51.9 % |
| Other | 34 | 3.0 % |
| Total | 5042 | |

Number of Cases = 1147

Number of Responses = 5042

Average Number Of Responses Per Case = 4.4

Number Of Cases With At Least One Response = 1130

Response Percent = 98.5 %

Q16. Which TWO of these from the list in Question 15 do you find the most helpful and informative?

| Q16. Top choice | Number | Percent |
|--|--------|---------|
| City eNews or email alerts | 238 | 20.7 % |
| City website (alexandriava.gov) | 144 | 12.6 % |
| City social media accounts (Facebook, X, Instagram) | 172 | 15.0 % |
| City cable channel (AlexTV/Channel 70) | 3 | 0.3 % |
| Calling the City | 8 | 0.7 % |
| Local printed newspapers | 86 | 7.5 % |
| Online newspapers & websites | 139 | 12.1 % |
| Local television news | 41 | 3.6 % |
| Local radio | 14 | 1.2 % |
| Online posts by elected officials | 18 | 1.6 % |
| Communications from civic associations/orgs | 26 | 2.3 % |
| Community pages on social media (Facebook, X, Instagram) | 58 | 5.1 % |
| Nextdoor | 16 | 1.4 % |
| Word of mouth/from other neighbors | 43 | 3.7 % |
| Other | 15 | 1.3 % |
| None chosen | 126 | 11.0 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q16. Which TWO of these from the list in Question 15 do you find the most helpful and informative?

| Q16. 2nd choice | Number | Percent |
|--|--------|---------|
| City eNews or email alerts | 79 | 6.9 % |
| City website (alexandriava.gov) | 153 | 13.3 % |
| City social media accounts (Facebook, X, Instagram) | 117 | 10.2 % |
| City cable channel (AlexTV/Channel 70) | 2 | 0.2 % |
| Calling the City | 12 | 1.0 % |
| Local printed newspapers | 68 | 5.9 % |
| Online newspapers & websites | 129 | 11.2 % |
| Local television news | 63 | 5.5 % |
| Local radio | 25 | 2.2 % |
| Online posts by elected officials | 39 | 3.4 % |
| Communications from civic associations/orgs | 49 | 4.3 % |
| Community pages on social media (Facebook, X, Instagram) | 97 | 8.5 % |
| Nextdoor | 28 | 2.4 % |
| Word of mouth/from other neighbors | 77 | 6.7 % |
| Other | 5 | 0.4 % |
| None chosen | 204 | 17.8 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

SUM OF TOP TWO CHOICES**Q16. Which TWO of these from the list in Question 15 do you find the most helpful and informative? (top 2)**

| Q16. Top choice | Number | Percent |
|--|--------|---------|
| City eNews or email alerts | 317 | 27.6 % |
| City website (alexandriava.gov) | 297 | 25.9 % |
| City social media accounts (Facebook, X, Instagram) | 289 | 25.2 % |
| City cable channel (AlexTV/Channel 70) | 5 | 0.4 % |
| Calling the City | 20 | 1.7 % |
| Local printed newspapers | 154 | 13.4 % |
| Online newspapers & websites | 268 | 23.4 % |
| Local television news | 104 | 9.1 % |
| Local radio | 39 | 3.4 % |
| Online posts by elected officials | 57 | 5.0 % |
| Communications from civic associations/orgs | 75 | 6.5 % |
| Community pages on social media (Facebook, X, Instagram) | 155 | 13.5 % |
| Nextdoor | 44 | 3.8 % |
| Word of mouth/from other neighbors | 120 | 10.5 % |
| Other | 20 | 1.7 % |
| None chosen | 126 | 11.0 % |
| Total | 2090 | |

Number of Cases = 1147

Number of Responses = 2090

Average Number Of Responses Per Case = 1.8

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

Q17. Which TWO platforms from the list in Question 15 should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q17. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| City eNews or email alerts | 260 | 22.7 % |
| City website (alexandriava.gov) | 227 | 19.8 % |
| City social media accounts (Facebook, X, Instagram) | 225 | 19.6 % |
| City cable channel (AlexTV/Channel 70) | 9 | 0.8 % |
| Calling the City | 9 | 0.8 % |
| Local printed newspapers | 46 | 4.0 % |
| Online newspapers & websites | 61 | 5.3 % |
| Local television news | 24 | 2.1 % |
| Local radio | 5 | 0.4 % |
| Online posts by elected officials | 12 | 1.0 % |
| Communications from civic associations/orgs | 21 | 1.8 % |
| Community pages on social media (Facebook, X, Instagram) | 43 | 3.7 % |
| Nextdoor | 9 | 0.8 % |
| Word of mouth/from other neighbors | 3 | 0.3 % |
| Other | 9 | 0.8 % |
| <u>None chosen</u> | <u>184</u> | <u>16.0 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Q17. Which TWO platforms from the list in Question 15 should receive the MOST EMPHASIS from the City over the next two years?

| <u>Q17. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| City eNews or email alerts | 120 | 10.5 % |
| City website (alexandriava.gov) | 177 | 15.4 % |
| City social media accounts (Facebook, X, Instagram) | 176 | 15.3 % |
| City cable channel (AlexTV/Channel 70) | 8 | 0.7 % |
| Calling the City | 18 | 1.6 % |
| Local printed newspapers | 32 | 2.8 % |
| Online newspapers & websites | 99 | 8.6 % |
| Local television news | 47 | 4.1 % |
| Local radio | 20 | 1.7 % |
| Online posts by elected officials | 32 | 2.8 % |
| Communications from civic associations/orgs | 38 | 3.3 % |
| Community pages on social media (Facebook, X, Instagram) | 75 | 6.5 % |
| Nextdoor | 9 | 0.8 % |
| Word of mouth/from other neighbors | 9 | 0.8 % |
| Other | 8 | 0.7 % |
| <u>None chosen</u> | <u>279</u> | <u>24.3 %</u> |
| Total | 1147 | 100.0 % |

Missing Cases = 0

SUM OF TOP TWO CHOICES**Q17. Which TWO platforms from the list in Question 15 should receive the MOST EMPHASIS from the City over the next two years? (top 2)**

| Q17. Top choice | Number | Percent |
|--|--------|---------|
| City eNews or email alerts | 380 | 33.1 % |
| City website (alexandriava.gov) | 404 | 35.2 % |
| City social media accounts (Facebook, X, Instagram) | 401 | 35.0 % |
| City cable channel (AlexTV/Channel 70) | 17 | 1.5 % |
| Calling the City | 27 | 2.4 % |
| Local printed newspapers | 78 | 6.8 % |
| Online newspapers & websites | 160 | 13.9 % |
| Local television news | 71 | 6.2 % |
| Local radio | 25 | 2.2 % |
| Online posts by elected officials | 44 | 3.8 % |
| Communications from civic associations/orgs | 59 | 5.1 % |
| Community pages on social media (Facebook, X, Instagram) | 118 | 10.3 % |
| Nextdoor | 18 | 1.6 % |
| Word of mouth/from other neighbors | 12 | 1.0 % |
| Other | 17 | 1.5 % |
| None chosen | 184 | 16.0 % |
| Total | 2015 | |

Number of Cases = 1147

Number of Responses = 2015

Average Number Of Responses Per Case = 1.8

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

Q18. City Government Services. Please rate your overall satisfaction with each of the following:

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know/ not applicable |
|--|----------------|-----------|---------|--------------|-------------------|-------------------------------|
| Q18-1. Value of services for taxes paid to Alexandria | 8.4% | 32.8% | 25.4% | 17.9% | 10.6% | 5.0% |
| Q18-2. City efforts to keep you informed about local issues | 8.6% | 30.3% | 28.9% | 20.9% | 6.8% | 4.4% |
| Q18-3. Ease of participating in elections & voting process | 48.6% | 35.4% | 7.6% | 1.1% | 0.9% | 6.4% |
| Q18-4. Ease of reporting a concern to City staff about local issues | 17.4% | 25.4% | 18.6% | 8.8% | 4.3% | 25.5% |
| Q18-5. Responsiveness of Alexandria government to resident requests, questions, & concerns | 10.6% | 22.9% | 20.7% | 13.3% | 8.0% | 24.4% |
| Q18-6. Overall customer service by Alexandria City employees | 16.5% | 35.0% | 20.4% | 5.7% | 3.6% | 18.9% |
| Q18-7. Ability of City staff to resolve requests, questions, & concerns | 10.4% | 28.8% | 22.7% | 9.3% | 4.0% | 24.8% |
| Q18-8. City government welcoming & encouraging resident involvement | 11.0% | 23.5% | 23.8% | 11.4% | 7.6% | 22.8% |
| Q18-9. Ease of doing business with City (bill pay, applications, permits) | 14.7% | 37.8% | 21.8% | 6.5% | 2.8% | 16.4% |
| Q18-10. City government treating all residents fairly | 11.3% | 25.3% | 20.1% | 9.3% | 6.5% | 27.5% |

WITHOUT "DON'T KNOW/NOT APPLICABLE"**Q18. City Government Services. Please rate your overall satisfaction with each of the following: (without "don't know/not applicable")**

(N=1147)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q18-1. Value of services for taxes paid to Alexandria | 8.8% | 34.5% | 26.7% | 18.8% | 11.2% |
| Q18-2. City efforts to keep you informed about local issues | 9.0% | 31.7% | 30.3% | 21.9% | 7.1% |
| Q18-3. Ease of participating in elections & voting process | 52.0% | 37.8% | 8.1% | 1.2% | 0.9% |
| Q18-4. Ease of reporting a concern to City staff about local issues | 23.4% | 34.1% | 24.9% | 11.8% | 5.7% |
| Q18-5. Responsiveness of Alexandria government to resident requests, questions, & concerns | 14.1% | 30.3% | 27.3% | 17.6% | 10.6% |
| Q18-6. Overall customer service by Alexandria City employees | 20.3% | 43.1% | 25.2% | 7.0% | 4.4% |
| Q18-7. Ability of City staff to resolve requests, questions, & concerns | 13.8% | 38.3% | 30.2% | 12.4% | 5.3% |
| Q18-8. City government welcoming & encouraging resident involvement | 14.2% | 30.4% | 30.8% | 14.8% | 9.8% |
| Q18-9. Ease of doing business with City (bill pay, applications, permits) | 17.6% | 45.2% | 26.1% | 7.8% | 3.3% |
| Q18-10. City government treating all residents fairly | 15.6% | 34.9% | 27.6% | 12.9% | 9.0% |

Q19. In the last 12 months, have you or any members of your household...

| <u>Q19. What have you done in last 12 months</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Used Alexandria recreation centers or their services | 492 | 42.9 % |
| Visited a City park | 1034 | 90.1 % |
| Visited an Alexandria public library | 719 | 62.7 % |
| Attended a City-sponsored special event | 616 | 53.7 % |
| Applied for a business license or permit | 73 | 6.4 % |
| Submitted a 311 request | 427 | 37.2 % |
| Had contact with a City of Alexandria police officer | 356 | 31.0 % |
| Had contact with a City employee (other than a police officer) for help or information | 564 | 49.2 % |
| Contacted an elected official to express an opinion | 315 | 27.5 % |
| Attended or watched a local elected official meeting | 278 | 24.2 % |
| Total | 4874 | |

Number of Cases = 1147

Number of Responses = 4874

Average Number Of Responses Per Case = 4.2

Number Of Cases With At Least One Response = 1115

Response Percent = 97.2 %

Q20. Please CHECK ALL of the following that you or members of your household see as obstacles to living in Alexandria...

| Q20. All of following you see as obstacles to living in Alexandria | Number | Percent |
|--|-------------|---------|
| Age | 198 | 17.3 % |
| Gender | 25 | 2.2 % |
| Race | 116 | 10.1 % |
| National origin | 45 | 3.9 % |
| Religion | 22 | 1.9 % |
| Disability | 108 | 9.4 % |
| Sexual orientation | 15 | 1.3 % |
| Gender identity | 15 | 1.3 % |
| Color | 63 | 5.5 % |
| Ancestry | 16 | 1.4 % |
| Marital/family status | 66 | 5.8 % |
| Language access/English proficiency | 64 | 5.6 % |
| None of the above/do not perceive barriers based on identity or status | 803 | 70.0 % |
| Total | 1556 | |

Number of Cases = 1147

Number of Responses = 1556

Average Number Of Responses Per Case = 1.4

Number Of Cases With At Least One Response = 1147

Response Percent = 100.0 %

WITHOUT "NONE OF THE ABOVE"

Q20. Please CHECK ALL of the following that you or members of your household see as obstacles to living in Alexandria... (without "none of the above")

| Q20. All of following you see as obstacles to living in Alexandria | Number | Percent |
|--|------------|---------|
| Age | 198 | 57.6 % |
| Disability | 108 | 31.4 % |
| Race | 97 | 28.2 % |
| Marital/family status | 66 | 19.2 % |
| Language access/English proficiency | 64 | 18.6 % |
| Color | 49 | 14.2 % |
| National origin | 45 | 13.1 % |
| Gender | 25 | 7.3 % |
| Religion | 22 | 6.4 % |
| Ancestry | 16 | 4.7 % |
| Sexual orientation | 15 | 4.4 % |
| Gender identity | 15 | 4.4 % |
| Total | 720 | |

Number of Cases = 344

Number of Responses = 720

Average Number Of Responses Per Case = 2.1

Number Of Cases With At Least One Response = 344

Response Percent = 100.0 %

Q21. Do you own or rent your current residence?

| Q21. Do you own or rent your current residence | Number | Percent |
|--|--------|---------|
| Own | 758 | 66.1 % |
| Rent | 383 | 33.4 % |
| Not provided | 6 | 0.5 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q21. Do you own or rent your current residence? (without "not provided")**

| Q21. Do you own or rent your current residence | Number | Percent |
|--|--------|---------|
| Own | 758 | 66.4 % |
| Rent | 383 | 33.6 % |
| Total | 1141 | 100.0 % |

Missing Cases = 6

Response Percent = 99.5 %

Q22. About how much is your household's monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

| Q22. How much is your household's monthly housing cost | Number | Percent |
|--|--------|---------|
| Less than \$1,000 per month | 23 | 2.0 % |
| \$1,000 to \$1,499 per month | 45 | 3.9 % |
| \$1,500 to \$1,999 per month | 91 | 7.9 % |
| \$2,000 to \$2,499 per month | 197 | 17.2 % |
| \$2,500 to \$2,999 per month | 174 | 15.2 % |
| \$3,000 to \$3,999 per month | 225 | 19.6 % |
| \$4,000 or more per month | 297 | 25.9 % |
| Not provided | 95 | 8.3 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q22. About how much is your household's monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)? (without "not provided")**

| Q22. How much is your household's monthly housing cost | Number | Percent |
|--|--------|---------|
| Less than \$1,000 per month | 23 | 2.2 % |
| \$1,000 to \$1,499 per month | 45 | 4.3 % |
| \$1,500 to \$1,999 per month | 91 | 8.7 % |
| \$2,000 to \$2,499 per month | 197 | 18.7 % |
| \$2,500 to \$2,999 per month | 174 | 16.5 % |
| \$3,000 to \$3,999 per month | 225 | 21.4 % |
| \$4,000 or more per month | 297 | 28.2 % |
| Total | 1052 | 100.0 % |

Missing Cases = 95

Response Percent = 91.7 %

Q23. How many people (including yourself) live in your household?

| Q23. How many people live in your household | Number | Percent |
|---|--------|---------|
| 1 | 312 | 27.2 % |
| 2 | 505 | 44.0 % |
| 3 | 135 | 11.8 % |
| 4 | 139 | 12.1 % |
| 5+ | 34 | 3.0 % |
| Not provided | 22 | 1.9 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q23. How many people (including yourself) live in your household? (without "not provided")**

| Q23. How many people live in your household | Number | Percent |
|---|--------|---------|
| 1 | 312 | 27.7 % |
| 2 | 505 | 44.9 % |
| 3 | 135 | 12.0 % |
| 4 | 139 | 12.4 % |
| 5+ | 34 | 3.0 % |
| Total | 1125 | 100.0 % |

Missing Cases = 22

Response Percent = 98.1 %

Q24. Do any children 17 or under live in your household?

| Q24. Do any children 17 or under live in your household | Number | Percent |
|---|--------|---------|
| Yes | 248 | 21.6 % |
| No | 879 | 76.6 % |
| Not provided | 20 | 1.7 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q24. Do any children 17 or under live in your household? (without "not provided")**

| Q24. Do any children 17 or under live in your household | Number | Percent |
|---|--------|---------|
| Yes | 248 | 22.0 % |
| No | 879 | 78.0 % |
| Total | 1127 | 100.0 % |

Missing Cases = 20

Response Percent = 98.3 %

Q24a. If yes, do they attend Alexandria City Public Schools?

| Q24a. Do they attend Alexandria City public schools | Number | Percent |
|---|--------|---------|
| Yes | 120 | 48.4 % |
| No | 124 | 50.0 % |
| Not provided | 4 | 1.6 % |
| Total | 248 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q24a. If yes, do they attend Alexandria City Public Schools? (without "not provided")**

| Q24a. Do they attend Alexandria City public schools | Number | Percent |
|---|--------|---------|
| Yes | 120 | 49.2 % |
| No | 124 | 50.8 % |
| Total | 244 | 100.0 % |

Missing Cases = 4

Response Percent = 98.4 %

Q25. Are you or any other members of your household aged 65 or older?

| Q25. Are you or any other members of your household aged 65 or older | Number | Percent |
|--|--------|---------|
| Yes | 317 | 27.6 % |
| No | 823 | 71.8 % |
| Not provided | 7 | 0.6 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q25. Are you or any other members of your household aged 65 or older? (without "not provided")**

| Q25. Are you or any other members of your household aged 65 or older | Number | Percent |
|--|--------|---------|
| Yes | 317 | 27.8 % |
| No | 823 | 72.2 % |
| Total | 1140 | 100.0 % |

Missing Cases = 7

Response Percent = 99.4 %

Q26. Are you of Hispanic, Spanish, or Latino/a/x ancestry?

| Q26. Are you of Hispanic, Spanish, or Latino/a/x ancestry | Number | Percent |
|---|--------|---------|
| Yes | 188 | 16.4 % |
| No | 950 | 82.8 % |
| Not provided | 9 | 0.8 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q26. Are you of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")**

| Q26. Are you of Hispanic, Spanish, or Latino/a/x ancestry | Number | Percent |
|---|--------|---------|
| Yes | 188 | 16.5 % |
| No | 950 | 83.5 % |
| Total | 1138 | 100.0 % |

Missing Cases = 9

Response Percent = 99.2 %

Q27. Which of the following best describes your race/ethnicity?

| <u>Q27. Your race/ethnicity</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Asian or Asian Indian | 75 | 6.5 % |
| Black or African American | 237 | 20.7 % |
| American Indian or Alaska Native | 6 | 0.5 % |
| White or Caucasian | 648 | 56.5 % |
| Native Hawaiian or other Pacific Islander | 4 | 0.3 % |
| Prefer to specify | 81 | 7.1 % |
| Total | 1051 | |

Number of Cases = 1147

Number of Responses = 1051

Average Number Of Responses Per Case = 0.9

Number Of Cases With At Least One Response = 1023

Response Percent = 89.2 %

Q27-6. Self-specify your race/ethnicity:

| <u>Q27-6. Self-describe your race/ethnicity</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Mixed race | 57 | 70.4 % |
| North African | 3 | 3.7 % |
| Middle Eastern | 2 | 2.5 % |
| Jewish | 2 | 2.5 % |
| Puerto Rican | 2 | 2.5 % |
| Mexican | 2 | 2.5 % |
| Caribbean | 1 | 1.2 % |
| Latino | 1 | 1.2 % |
| Hispanic Puerto Rican | 1 | 1.2 % |
| Irish-American | 1 | 1.2 % |
| Mixed | 1 | 1.2 % |
| White/Hispanic | 1 | 1.2 % |
| Latina | 1 | 1.2 % |
| Hispanic | 1 | 1.2 % |
| Latin | 1 | 1.2 % |
| Caribbean Islander | 1 | 1.2 % |
| Ashkenazi | 1 | 1.2 % |
| Latino/a | 1 | 1.2 % |
| Spanish | 1 | 1.2 % |
| Total | 81 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

Q28. What is your age?

| Q28. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34 | 215 | 18.7 % |
| 35-44 | 213 | 18.6 % |
| 45-54 | 205 | 17.9 % |
| 55-64 | 221 | 19.3 % |
| 65+ | 217 | 18.9 % |
| Not provided | 76 | 6.6 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q28. What is your age? (without "not provided")**

| Q28. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34 | 215 | 20.1 % |
| 35-44 | 213 | 19.9 % |
| 45-54 | 205 | 19.1 % |
| 55-64 | 221 | 20.6 % |
| 65+ | 217 | 20.3 % |
| Total | 1071 | 100.0 % |

Missing Cases = 76

Response Percent = 93.4 %

Q29. How do you currently describe yourself?

| Q29. How do you currently describe yourself | Number | Percent |
|---|--------|---------|
| Man | 549 | 47.9 % |
| Woman | 567 | 49.4 % |
| I prefer to self-identify | 8 | 0.7 % |
| Not provided | 23 | 2.0 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q29. How do you currently describe yourself? (without "not provided")**

| Q29. How do you currently describe yourself | Number | Percent |
|---|--------|---------|
| Man | 549 | 48.8 % |
| Woman | 567 | 50.4 % |
| I prefer to self-identify | 8 | 0.7 % |
| Total | 1124 | 100.0 % |

Missing Cases = 23

Response Percent = 98.0 %

Q29-3. Self-describe yourself:

| Q29-3. Self-identify | Number | Percent |
|----------------------|--------|---------|
| Non-binary | 4 | 50.0 % |
| Non conforming | 1 | 12.5 % |
| Gender fluid | 1 | 12.5 % |
| Transmale | 1 | 12.5 % |
| Paleolibertarian | 1 | 12.5 % |
| Total | 8 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

Q30. What is your employment status?

| Q30. Your employment status | Number | Percent |
|--|--------|---------|
| Full-time (35+ hours a week) for pay | 763 | 66.5 % |
| Part-time (less than 35 hours a week) for pay | 63 | 5.5 % |
| Unemployed, looking for work | 20 | 1.7 % |
| Unemployed, unable to work or not looking for work | 17 | 1.5 % |
| Retired | 245 | 21.4 % |
| Prefer to self-describe | 9 | 0.8 % |
| Not provided | 30 | 2.6 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q30. What is your employment status? (without "not provided")**

| Q30. Your employment status | Number | Percent |
|--|--------|---------|
| Full-time (35+ hours a week) for pay | 763 | 68.3 % |
| Part-time (less than 35 hours a week) for pay | 63 | 5.6 % |
| Unemployed, looking for work | 20 | 1.8 % |
| Unemployed, unable to work or not looking for work | 17 | 1.5 % |
| Retired | 245 | 21.9 % |
| Prefer to self-describe | 9 | 0.8 % |
| Total | 1117 | 100.0 % |

Missing Cases = 30

Response Percent = 97.4 %

Q30-6. Self-describe your employment status?:

| Q30-6. Self-describe your employment status | Number | Percent |
|---|--------|---------|
| Semi retired | 2 | 25.0 % |
| Freelance | 1 | 12.5 % |
| Retired | 1 | 12.5 % |
| Currently on SSDI | 1 | 12.5 % |
| Self-employed | 1 | 12.5 % |
| Taxi driver | 1 | 12.5 % |
| Leave if absence | 1 | 12.5 % |
| Total | 8 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

Q31. What is your total annual household income...

| Q31. Your total annual household income | Number | Percent |
|---|--------|---------|
| Under \$25K | 46 | 4.0 % |
| \$25K-\$49,999 | 51 | 4.4 % |
| \$50K-\$74,999 | 75 | 6.5 % |
| \$75K-\$99,999 | 132 | 11.5 % |
| \$100K-\$149,999 | 179 | 15.6 % |
| \$150K-\$199,999 | 136 | 11.9 % |
| \$200K-\$249,999 | 109 | 9.5 % |
| \$250K+ | 235 | 20.5 % |
| Not provided | 184 | 16.0 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q31. What is your total annual household income... (without "not provided")**

| Q31. Your total annual household income | Number | Percent |
|---|--------|---------|
| Under \$25K | 46 | 4.8 % |
| \$25K-\$49,999 | 51 | 5.3 % |
| \$50K-\$74,999 | 75 | 7.8 % |
| \$75K-\$99,999 | 132 | 13.7 % |
| \$100K-\$149,999 | 179 | 18.6 % |
| \$150K-\$199,999 | 136 | 14.1 % |
| \$200K-\$249,999 | 109 | 11.3 % |
| \$250K+ | 235 | 24.4 % |
| Total | 963 | 100.0 % |

Missing Cases = 184

Response Percent = 84.0 %

Q32. How many people (including yourself) contribute to your household income?

Q32. How many people contribute to your household income

| | Number | Percent |
|--------------|--------|---------|
| 0 | 11 | 1.0 % |
| 1 | 423 | 36.9 % |
| 2 | 637 | 55.5 % |
| 3+ | 17 | 1.5 % |
| Not provided | 59 | 5.1 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q32. How many people (including yourself) contribute to your household income? (without "not provided")**

Q32. How many people contribute to your household income

| | Number | Percent |
|-------|--------|---------|
| 0 | 11 | 1.0 % |
| 1 | 423 | 38.9 % |
| 2 | 637 | 58.5 % |
| 3+ | 17 | 1.6 % |
| Total | 1088 | 100.0 % |

Missing Cases = 59

Response Percent = 94.9 %

Q33. Approximately how many years have you lived in Alexandria?

| Q33. How many years have you lived in Alexandria | Number | Percent |
|--|--------|---------|
| 0-5 | 313 | 27.3 % |
| 6-10 | 200 | 17.4 % |
| 11-15 | 125 | 10.9 % |
| 16-20 | 111 | 9.7 % |
| 21-30 | 191 | 16.7 % |
| 31+ | 187 | 16.3 % |
| Not provided | 20 | 1.7 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q33. Approximately how many years have you lived in Alexandria? (without "not provided")**

| Q33. How many years have you lived in Alexandria | Number | Percent |
|--|--------|---------|
| 0-5 | 313 | 27.8 % |
| 6-10 | 200 | 17.7 % |
| 11-15 | 125 | 11.1 % |
| 16-20 | 111 | 9.8 % |
| 21-30 | 191 | 16.9 % |
| 31+ | 187 | 16.6 % |
| Total | 1127 | 100.0 % |

Missing Cases = 20

Response Percent = 98.3 %

Q34. Do you think you will be living in Alexandria 5 years from now?

| Q34. Will you be living in Alexandria 5 years from now | Number | Percent |
|--|--------|---------|
| Yes | 815 | 71.1 % |
| No | 261 | 22.8 % |
| Not provided | 71 | 6.2 % |
| Total | 1147 | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q34. Do you think you will be living in Alexandria 5 years from now? (without "not provided")**

| Q34. Will you be living in Alexandria 5 years from now | Number | Percent |
|--|--------|---------|
| Yes | 815 | 75.7 % |
| No | 261 | 24.3 % |
| Total | 1076 | 100.0 % |

Missing Cases = 71

Response Percent = 93.8 %



5

Survey Instrument



Dear City of Alexandria Resident,

You have been selected to participate in the 2024 City of Alexandria Resident Survey! We are partnering with ETC Institute to ask a randomly selected sample of City residents to complete the enclosed survey to gather your feedback about current City services.

Your feedback is essential. We ask that you please complete and return the survey in the enclosed postage-paid envelope. If you prefer to complete the survey online, you can do so at the following web address: alexandriasurvey.org.

This survey is a part of ongoing efforts to use data to drive City decision making. Once completed, a summary report of anonymized survey results will be published and made available to the public. Prior survey results are available at alexandriava.gov/performance-analytics/resident-survey.

The survey should take a few minutes.

If you have questions or concerns about this survey or you would like to request a reasonable accommodation in completing this survey, due to limited English proficiency or disability, please call 703.746.3729.

Thank you for your participation.

Estimado Residente de Alexandria,

¡Ha sido seleccionado para participar en la Encuesta Comunitaria de la Ciudad de Alexandria 2024! Nos asociamos con el ETC Institute para solicitar a un grupo de residentes de la Ciudad seleccionados al azar que completen la encuesta adjunta para recopilar sus comentarios sobre los servicios actuales de la Ciudad.

Su opinión es fundamental. Para acceder a la versión traducida al español de la encuesta, diríjase a la siguiente dirección web: alexandriasurvey.org. Para completar la encuesta por teléfono en su idioma de preferencia, llame al 844.411.0411.

Esta encuesta es parte de los esfuerzos continuos para usar los datos con el fin de impulsar la toma de decisiones de la Ciudad. Una vez completada, se publicará un informe resumido de los resultados de la encuesta de forma anónima y se pondrá a disposición del público. Los resultados de las encuestas anteriores están disponibles en alexandriava.gov/performance-analytics/resident-survey.

La encuesta solo tomará unos minutos.

Si tiene preguntas o inquietudes sobre esta encuesta o desea solicitar una adaptación razonable para completarla debido al dominio limitado del inglés o a una discapacidad, llame al 703.746.3729.

Gracias por su participación.

ውድ የአሌክሳንድሪያ ከተማ ነዋሪ፣

በ 2024 የአሌክሳንድሪያ ከተማ ነዋሪዎች ጥናት ላይ ለመሳተፍ ተመረጠዎልዎልዎል! ከ ETC ኢንስቲትዩት ጋር በመተባበር በዘፈቀደ የተመረጡ የከተማ ነዋሪዎችን ናሙና በመጠየቅ፣ የአሁኑን የከተማ አገልግሎቶች በተመለከተ ግብረመልስዎን ለመሰብሰብ የተያያዘውን የዳሰሳ ጥናት እንዲያጠናቅቅ እንጠይቃለን።

የእርስዎ አስተያየት በጣም አስፈላጊ ነው። የዳሰሳ ጥናቱ በአማርኛ የተተረጎመ ቅጂ ለማግኘት፣ እባክዎ ወደሚከተለው የድረ ገጽ አድራሻ ይሂዱ፡- alexandriasurvey.org። በመረጡት ቋንቋ በስልክ ለማጠናቀቅ እባክዎ 888.971.6613 ይደውሉ።

ይህ የዳሰሳ ጥናት የከተማ ውሳኔ አሰጣጥን ለማበረታታት መረጃን ለመጠቀም ቀጣይነት ያለው ጥረቶች አካል ነው። አንድ ጊዜ ከተጠናቀቀ በኋላ ስማቸው ያልተገለጸ የዳሰሳ ጥናት ውጤት ማጠቃለያ ሪፖርት ለህዝብ ይፋ ይደረጋል። ከዚህ በፊት የዳሰሳ ጥናት ውጤቶች እዚህ ላይ ይገኛሉ alexandriava.gov/performance-analytics/resident-survey.

ጥናቱ ጥቂት ደቂቃዎችን ይወስዳል።

ይህን ጥናት በተመለከተ ጥያቄዎች ወይም ስጋቶች ካሉዎት ወይም ይህንን ጥናት በማጠናቀቅ ረገድ ምክንያታዊ የሆነ ማረፊያ መጠየቅ ከፈለጉ፣ በእንግሊዝኛ ችሎታ ውስን ነት ወይም የአካል ጉዳት ምክንያት ከሆነ እባክዎ 703.746.3729 ላይ ይደውሉ።

ለተሳትፎዎ እናመሰግናለን።

عزيزي ساكن مدينة الإسكندرية

لقد تم اختيارك للمشاركة في استبيان سكان مدينة الإسكندرية لعام 2024! نحن نعقد شراكة مع معهد ETC Institute لنطلب من عينة مختارة عشوائيًا من سكان المدينة إكمال الاستبيان المرفق لجمع ملاحظاتك وتعليقاتك حول خدمات المدينة الحالية.

ویرجى العلم أن ملاحظاتك ضرورية. نرجو منك إكمال هذا الاستبيان وإعادته في الظروف المجهز بالطابع البريدي. إذا كنت تفضل إكمال الاستبيان عبر الإنترنت، فيمكنك ذلك من خلال عنوان الموقع التالي: alexandriasurvey.org. لإكمال الاستبيان عبر الهاتف بلغتك المفضلة، يرجى الاتصال على الرقم 844 247 8190.

يُعد هذا الاستبيان جزءًا من الجهود المستمرة لاستخدام البيانات لدفع عملية اتخاذ القرار في المدينة. وبمجرد إكماله، سيُنشر تقرير موجز بنتائج الاستبيان مجهولة الهوية وإتاحته للجمهور. نتائج الاستبيان السابقة متاحة على alexandriava.gov/performance-analytics/resident-survey.

من المفترض أن يستغرق الاستبيان بضع دقائق.

إذا كانت لديك أسئلة أو مخاوف بشأن هذا الاستبيان أو كنت ترغب في طلب تسهيلات معقولة في إكمال هذا الاستبيان، بسبب محدودية إتقان اللغة الإنجليزية أو الإعاقة، يُرجى الاتصال بالرقم 703 746 3729.

نشكرك على مشاركتك.

Sincerely,

James Parajon
City Manager
City of Alexandria, VA

2024 City of Alexandria Resident Survey

The City of Alexandria is committed to building a strong, thriving community. Your open and honest feedback will inform City leaders about your level of satisfaction with City services. Please take a few minutes to complete this survey. If you have questions, please call the survey administrator at 913-254-4598. If you prefer, you can take this survey at alexandriasurvey.org.

1. Overall Ratings of Alexandria. Please rate the quality of the following.

| How would you rate... | Excellent | Good | Neutral | Below Average | Poor | Don't Know |
|--|-----------|------|---------|---------------|------|------------|
| 1. Alexandria as a place to live | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Alexandria as a place to raise children | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Alexandria as a place to work | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Alexandria as a place to visit | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Alexandria as a place to retire | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Your neighborhood as a place to live | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Overall quality of City services | 5 | 4 | 3 | 2 | 1 | 9 |

2. Transportation. Please rate your overall satisfaction with the following transportation services.

| How satisfied are you with the... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know/ Not Applicable |
|---|----------------|-----------|---------|--------------|-------------------|----------------------------|
| 01. Safety while walking in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Safety while biking in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Safety while driving in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Ease of travel by Metro in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Ease of travel by bus in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Ease of travel by Capital Bikeshare in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Ease of travel by car | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Traffic calming measures on major streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Traffic calming measures on neighborhood streets (e.g., speed limits, speed bumps, road narrowing, roundabouts) | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Availability of paths and walking trails | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Availability of parking near my home | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Availability of rideshare/taxi services | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. Availability of electric vehicle charging stations | 5 | 4 | 3 | 2 | 1 | 9 |

3. Which THREE of the services listed in Question 2 do you think should receive the MOST EMPHASIS from the City over the next two years? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

4. Transportation Maintenance. Please rate your overall satisfaction with the following maintenance services.

| How satisfied are you with the... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know/ Not Applicable |
|---|----------------|-----------|---------|--------------|-------------------|----------------------------|
| 1. Condition of streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Street lighting in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Snow removal on City streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Traffic and pedestrian signal timing | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Condition of street signs | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Condition of sidewalks | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Condition of bus stops (benches, shelters) | 5 | 4 | 3 | 2 | 1 | 9 |

5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from the City over the next two years? [Write in your answers below using the numbers from the list in Question 4, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

6. Sense of Safety. Please rate how safe you feel in each of the following situations.

| Safety | Very Safe | Safe | Neutral | Unsafe | Very Unsafe | Don't Know/ Not Applicable |
|---|-----------|------|---------|--------|-------------|----------------------------|
| 1. In Alexandria overall | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. In your neighborhood during the day | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. In your neighborhood at night | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. In commercial/business areas of the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. In City parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. On public transportation | 5 | 4 | 3 | 2 | 1 | 9 |

7. Public Safety. Please rate your overall satisfaction with the following public safety services.

| How satisfied are you with the... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know/ Not Applicable |
|--|----------------|-----------|---------|--------------|-------------------|----------------------------|
| 01. Overall quality of police services | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Overall quality of fire services | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Ambulance or emergency medical services | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Response times to 911 emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Communication during public safety incidents | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Crime prevention | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Fire prevention and education | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Traffic enforcement | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Community preparedness for emergencies/disasters | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Animal control | 5 | 4 | 3 | 2 | 1 | 9 |

8. Which THREE of the services listed in Question 7 do you think should receive the MOST EMPHASIS from the City over the next two years? [Write in your answers below using the numbers from the list in Question 7, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

9. **Economic Opportunity and Well-being.** Please rate your overall satisfaction with each of the following.

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know/ Not Applicable |
|---|----------------|-----------|---------|--------------|-------------------|----------------------------|
| 01. Employment opportunities | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Access to healthy food | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Access to quality health care | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Access to quality mental health care | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Access to quality dental care | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Variety of housing options | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Availability of affordable housing | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Cost of living in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Shopping opportunities | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Dining opportunities | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Overall quality of new development in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Efforts to manage and plan for growth/development | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. Ability to attract visitors | 5 | 4 | 3 | 2 | 1 | 9 |

10. **Which THREE of the areas listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next two years?** [Write in your answers below using the numbers from the list in Question 9, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

11. **Culture and Education.** Please rate your overall satisfaction with the following services provided by the City of Alexandria.

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know/ Not Applicable |
|---|----------------|-----------|---------|--------------|-------------------|----------------------------|
| 01. Availability of affordable, quality childcare/preschool | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Quality of K-12 education | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Out-of-school activities for youth | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Youth recreation programs or classes (including exercise classes) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Adult recreation programs or classes (including exercise classes) | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Availability of sports fields, courts, and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Maintenance of City recreation centers or facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Opportunities to attend cultural/arts/music activities | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. City-sponsored special events (e.g., parades/festivals/concerts) | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Public library services | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Museums/historical sites | 5 | 4 | 3 | 2 | 1 | 9 |

12. **Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next two years?** [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

13. Public Space and Property Services. Please rate your overall satisfaction with the following services as they relate to Alexandria.

| How satisfied are you with the... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know/ Not Applicable |
|--|----------------|-----------|---------|--------------|-------------------|----------------------------|
| 01. Alexandria parks, open space, or greenspace | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Quality of overall natural environment in Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Maintenance of City parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Enforcement of maintenance of residential property (exterior of homes) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Enforcement of maintenance of business property (exterior of businesses) | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Cleanliness of public spaces (litter, street cleaning) | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Trash/garbage collection services | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Recycling services/drop-off centers | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Yard waste/leaf/brush pick-up services | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Stormwater management/flood control | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Post-disaster incident recovery services (tree, power, water) | 5 | 4 | 3 | 2 | 1 | 9 |

14. Which THREE of the services listed in Question 13 do you think should receive the MOST EMPHASIS from the City over the next two years? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

15. Where do you currently receive your news and information about the City of Alexandria government and services? [Check all that apply.]

- | | |
|---|--|
| <input type="checkbox"/> (01) City eNews or email alerts | <input type="checkbox"/> (09) Local radio |
| <input type="checkbox"/> (02) City website (alexandriava.gov) | <input type="checkbox"/> (10) Online posts by elected officials |
| <input type="checkbox"/> (03) City social media accounts (Facebook, X, Instagram) | <input type="checkbox"/> (11) Communications from civic associations/orgs |
| <input type="checkbox"/> (04) City cable channel (AlexTV/Channel 70) | <input type="checkbox"/> (12) Community pages on social media (Facebook, X, Instagram) |
| <input type="checkbox"/> (05) Calling the City | <input type="checkbox"/> (13) Nextdoor |
| <input type="checkbox"/> (06) Local printed newspapers | <input type="checkbox"/> (14) Word of mouth/from other neighbors |
| <input type="checkbox"/> (07) Online newspapers and websites | <input type="checkbox"/> (15) Other: _____ |
| <input type="checkbox"/> (08) Local television news | |

16. Which TWO of these do you find the most helpful and informative? [Write in your answers below using the numbers from the list in Question 15.]

1st: ____ 2nd: ____ NONE

17. Which TWO platforms should receive the MOST EMPHASIS from the City over the next two years? [Write in your answers below using the numbers from the list in Question 15.]

1st: ____ 2nd: ____ NONE

18. City Government Services. Please rate your overall satisfaction with each of the following.

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know/ Not Applicable |
|---|----------------|-----------|---------|--------------|-------------------|----------------------------|
| 01. The value of services for the taxes paid to Alexandria | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. City efforts to keep you informed about local issues | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Ease of participating in elections and the voting process | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Ease of reporting a concern to City Staff about local issues | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. The responsiveness of Alexandria government to resident requests, questions, and concerns | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Overall customer service by Alexandria City employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Ability of City staff to resolve requests, questions, and concerns | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. City government welcoming and encouraging resident involvement | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Ease of doing business with City (bill pay, applications, permits) | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. The City government treating all residents fairly | 5 | 4 | 3 | 2 | 1 | 9 |

19. In the last 12 months, have you or any members of your household... [Check all that apply.]

- (01) Used Alexandria recreation centers or their services
- (02) Visited a City park
- (03) Visited an Alexandria public library
- (04) Attended a City-sponsored special event
- (05) Applied for a business license or permit
- (06) Submitted a 311 request
- (07) Had contact with a City of Alexandria police officer
- (08) Had contact with a City employee (other than a police officer) for help or information
- (09) Contacted an elected official to express an opinion
- (10) Attended or watched a local elected official meeting

The following demographic questions are included to ensure that services are provided equitably in the City of Alexandria.

20. Please CHECK ALL of the following that you or members of your household see as obstacles to living in Alexandria... [Check all that apply.]

- (01) Age
- (02) Gender
- (03) Race
- (04) National origin
- (05) Religion
- (06) Disability
- (07) Sexual orientation
- (08) Gender identity
- (09) Color
- (10) Ancestry
- (11) Marital/family status
- (12) Language access/English proficiency
- (13) None of the above/do not perceive barriers based on identity or status

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

22. About how much is your household's monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- (1) Less than \$1,000 per month
- (2) \$1,000 to \$1,499 per month
- (3) \$1,500 to \$1,999 per month
- (4) \$2,000 to \$2,499 per month
- (5) \$2,500 to \$2,999 per month
- (6) \$3,000 or \$3,999 per month
- (7) \$4,000 or more per month

23. How many people (including yourself) live in your household? _____ people

24. Do any children 17 or under live in your household? (1) Yes [Answer Q24a.] (2) No [Skip to Q25]

24a. If yes, do they attend Alexandria City Public Schools? (1) Yes (2) No

25. Are you or any other members of your household aged 65 or older? (1) Yes (2) No

26. **Are you of Hispanic, Spanish, or Latino/a/x ancestry?** ___(1) Yes ___(2) No
27. **Which of the following best describes your race/ethnicity? [Check ALL that apply.]**
 ___(01) Asian or Asian Indian ___(05) Native Hawaiian or other Pacific Islander
 ___(02) Black or African American ___(06) Middle Eastern or North African
 ___(03) American Indian or Alaska Native ___(99) Prefer to specify: _____
 ___(04) White or Caucasian
28. **What is your age?** _____ years
29. **How do you currently describe yourself?**
 ___(1) Male ___(2) Female ___(3) I prefer to self-identify: _____
30. **What is your employment status?**
 ___(1) Full-time (35 or more hours a week) for pay ___(4) Unemployed, unable to work or not looking for work
 ___(2) Part-time (less than 35 hours a week) for pay ___(5) Retired
 ___(3) Unemployed, looking for work ___(6) Prefer to self-describe: _____
31. **What is your total annual household income...**
 ___(1) Under \$25,000 ___(4) \$75,000-\$99,999 ___(7) \$200,000 or \$249,999
 ___(2) \$25,000-\$49,999 ___(5) \$100,000-\$149,999 ___(8) \$250,000 or more
 ___(3) \$50,000-\$74,999 ___(6) \$150,000-\$199,999
32. **How many people (including yourself) contribute to your household income?** _____ people
33. **Approximately how many years have you lived in Alexandria?** _____ years
34. **Do you think you will be living in Alexandria 5 years from now?** ___(1) Yes ___(2) No

This concludes the survey. We appreciate your time!
 Please return your completed survey in the enclosed return-reply envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061