

**Appendix A:
Spotsylvania County 2004 Citizen Survey
Questionnaire**

Spotsylvania County 2004 Citizen Survey Questionnaire¹

I1 Hello. My name is _____ from the University of Virginia Center for Survey Research. Spotsylvania County has asked us to survey residents to get your input for their Strategic Plan, and to learn how satisfied you are with County services. Spotsylvania County will use the results in an effort to improve its services and programs. Your household was selected at random to be part of our sample. {Q: INTRO}

[IF FINISHING INCOMPLETE SURVEY]

Hello. My name is _____ from the University of Virginia Center for Survey Research. Spotsylvania County has asked us to survey residents to get your input into their Strategic Plan, and to learn how satisfied you are with County services. Spotsylvania County will use the results in an effort to improve its services and programs. Your household was selected at random to be part of our sample, and we had started a survey with someone in your home but were unable to complete it. Would this be a good time to finish up the questions?

I2 First, I need to confirm that you are at least 18 years old, and that you live at the residence I am calling. (If necessary say: Answers are confidential, and we don't use anybody's name.) {Q: INTRO2}

- 1 R IS RESIDENT ADULT, PROCEED
- 2 R IS NOT RESIDENT OR ADULT, WE NEED TO GET ONE
- 9 REFUSED

I3 Okay, I have a few preliminary questions. {Q: ADGO}

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [WON'T NEED NAME]
- 9 R1 REFUSES

{Q: ADCOME}

If R is not resident or adult in INTRO2, ASK

I4 Can you ask someone 18 or older who lives in your house to come to the phone?

- 1 YES, ASKING RESIDENT ADULT TO COME TO THE PHONE
- 2 NO, CAN'T ASK RESIDENT ADULT TO COME TO THE PHONE
- 9 REFUSES TO ASK RESIDENT ADULT TO COME TO PHONE

¹ The survey script is reproduced in abbreviated form. Question wording, instructions, and key definitions are reproduced in full from the actual computer-aided script used in interviewing. The sequence of questions follows the order in which they are presented to the respondent. Only responses in lower case were read by the interviewer, while responses in upper case were not read.

{Q: ADCALLBK}

If "No" to ADCOME, ASK

I5 Would it be possible to reach an adult at another time?

- 1 YES, SCHEDULE CALLBACK
- 2 NO (OR NOT SURE), ADULT NOT AVAILABLE DURING STUDY PERIOD
- 9 REFUSED

{Q: REINTRO}

I6 Hello. My name is _____ from the University of Virginia Center for Survey Research. Spotsylvania County has asked us to survey residents to get your input for their Strategic Plan, and to learn how satisfied you are with County services. Spotsylvania County will use the results in an effort to improve its services and programs. Your household was selected at random to be part of our sample. Would you be willing to help us out by answering a few questions?

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [WON'T NEED NAME]
- 9 R1 REFUSED

{Q: CONFIRM}

I7 I need to confirm that you are a resident of Spotsylvania County and not in the city of Fredericksburg. In what city or county do you live? [IF R IS NOT SURE, ASK: Where do you go to get the tax sticker for your car or truck?]

- 1 SPOTSYLVANIA COUNTY
- 2 CITY OF FREDERICKSBURG
- 3 OTHER

If 1 on CONFIRM2, proceed, otherwise, disqualify:

I8 I'm sorry, but this survey is only for residents of Spotsylvania County. Thank you for talking with me.

{Q: LASTBDAY}

I9 To assure a random survey I need to speak with the person in this household who is over 18 and has had the most recent birthday. Is that you?

[IF NECESSARY SAY: I don't mean the youngest person in your house; I mean the last one to have had a birthday according to the calendar.]

- 1 R1 [ADULT ON PHONE] HAD LAST BIRTHDAY - PROCEED
- 2 R2 [OTHER ADULT] HAD LAST BIRTHDAY
- 3 R1 REFUSES TO CONTINUE
- 4 R1 DOESN'T KNOW/REFUSED TO SAY WHO HAD LAST BIRTHDAY - TERMINATES

I10 Okay, let's move on to the rest of the survey, which should take about 15 minutes. I want to remind you that all of your answers are confidential, and you can decline to answer any question at any time. If you have any questions as we go along, please feel free to ask. {Q: R1GO}

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]
- 9 R1 REFUSES

{Q: R2COME}

If LASTBDAY is other adult, ASK

I11 Can you ask that person to come to the phone?

- 1 YES, R1 ASKING R2 TO COME TO PHONE
- 2 NO, CAN'T ASK R2 TO COME TO PHONE
- 9 R1 REFUSES TO ASK PERSON TO COME TO PHONE

{Q: R2CALLBK}

If "No" to R2COME, ASK

I12 Would it be possible to reach this person at another time?

- 1 YES, SCHEDULE CALLBACK
- 2 NO (OR NOT SURE), R2 IS NOT AVAILABLE DURING STUDY PERIOD
- 9 REFUSED

{Q: NEWBDAY}

If "No" to R2CALLBK, ASK

I13 Then I need to interview the adult with the birthday before that. Is that you?

- 1 R1 IS NOW SELECTED, PROCEED
- 2 R2 (OTHER ADULT) IS SELECTED
- 9 REFUSED

{Q: R2GO}

I14 Okay, let's move on to the rest of the survey, which should take about 15 minutes. I want to remind you that all of your answers are confidential, and you can decline to answer any question at any time. If you have any questions as we go along, please feel free to ask.

- 1 R1 READY, PROCEED
- 2 R1 CALLBACK [GET NAME OF R1 FOR CALLBACK MESSAGE LINE]
- 9 R1 REFUSES

{Q: VOTDIST}

Q1 Do you happen to know the name of the voting district where you live?

- 1 BATTLEFIELD
- 2 BERKELEY
- 3 CHANCELLOR
- 4 COURTLAND
- 5 LEE HILL
- 6 LIVINGSTON
- 7 SALEM
- 8 DON'T KNOW

{Q: VOTPL}

If DON'T KNOW to VOTDIST, ask

Q2 Do you happen to know where you vote?

- 1 BATTLEFIELD ELEMENTARY SCHOOL
- 2 BELMONT RURITAN BUILDING
- 3 BERKELY COMMUNITY BUILDING
- 4 BROCK ROAD ELEMENTARY SCHOOL
- 5 CHANCELLOR ELEMENTARY SCHOOL
- 6 CHANCELLOR HIGH SCHOOL
- 7 CHANCELLOR RURITAN BUILDING
- 8 COURTHOUSE ROAD ELEMENTARY SCHOOL
- 9 COURTLAND ELEMENTARY SCHOOL
- 10 HARRISON ROAD COMMUNITY BUILDING
- 11 JJ WRIGHT INTERMEDIATE SCHOOL
- 12 LEE HILL COMMUNITY BUILDING
- 13 LEE HILL ELEMENTARY SCHOOL
- 14 LIVINGSTON ELEMENTARY SCHOOL
- 15 MASSAPONAX HIGH SCHOOL
- 16 NI RIVER MIDDLE SCHOOL
- 17 PARTLOW FIRE STATION
- 18 RE LEE ELEMENTARY SCHOOL
- 19 SAINT PATRICK'S CHURCH
- 20 SALEM CHURCH LIBRARY
- 21 SALEM ELEMENTARY SCHOOL
- 22 SMITH STATION ELEMENTARY SCHOOL
- 23 SPOTSWOOD ELEMENTARY SCHOOL
- 24 TODD'S TAVERN COMMUNITY BUILDING
- 25 WILDERNESS FIRE & RESCUE BUILDING

{Q: SUBDIV}

If DON'T KNOW to VOTPLCE, ask

Q3 Is there a name for your neighborhood/community or subdivision?

- 1 YES, R KNOWS A NAME FOR AREA OF SPOTSYLVANIA
- 2 NAMED AREA IS IN FREDERICKSBURG CITY [TERMINATE]
- 3 NEIGHBORHOOD NAME WAS NOT ON LIST. . . [SPECIFY]
- 4 R GIVES STREET NAME ONLY
- 5 'THERE IS NO NAME FOR THIS NEIGHBORHOOD'
- 6 NO, R DOESN'T KNOW NAME FOR AREA
- 9 RESPONDENT REFUSES TO SAY (CODE 999 ON NEXT QUESTION)

Thank you. I need to take just a second to look up the code for that neighborhood.

INTERVIEWER: REFER TO POSTED LIST OF NEIGHBORHOOD NAMES

{Q: SUBCODE}

ENTER NEIGHBORHOOD CODE HERE ____ AND PRESS RETURN

PLEASE TYPE 3 NUMBERS
 ENTER "998" FOR NOT ON LIST
 ENTER "999" FOR REFUSED

{Q: INTRSECTN}

If 3,4,or 5, or "REFUSED" to SUBDIV, ASK

Q4 Please think of the nearest major intersection to your house. Could you tell me the names or route numbers of the roads that cross there?

[IF NECESSARY: We've dialed your number at random and we don't want to know your address--all your answers on this survey are confidential. If you could tell me the nearest major intersection, that would be fine.]

[OPEN-END]

{Q: HOWLONG}

DEFINITION: COUNT TOTAL TIME THAT R HAS EVER RESIDED WITHIN THE COUNTY ITSELF--DON'T COUNT CITY RESIDENCE TIME.

Q5 How long have you lived in Spotsylvania County?

- 1 LESS THAN ONE YEAR
- 2 ONE TO TWO YEARS
- 3 THREE TO FIVE YEARS
- 4 SIX TO TEN YEARS
- 5 ELEVEN TO NINETEEN YEARS
- 6 TWENTY YEARS OR MORE, BUT NOT ALL MY LIFE
- 7 ALL MY LIFE
- 8 NOT SURE/REFUSED

{Q: PREVCO}

If R lived in county less than ten years, ASK

- Q6 Where did you live before moving to Spotsylvania County?
- 1 CITY OF FREDERICKSBURG
 - 2 STAFFORD COUNTY
 - 3 WARRENTON/ FAUQUIER COUNTY
 - 4 CAROLINE COUNTY
 - 5 CITY OF CULPEPER/CULPEPER COUNTY
 - 6 HANOVER COUNTY
 - 7 KING GEORGE COUNTY
 - 8 PRINCE WILLIAM COUNTY
 - 9 LOUISA COUNTY
 - 10 ORANGE COUNTY
 - 11 ELSEWHERE IN VIRGINIA
 - 12 ELSEWHERE IN NORTHERN VIRGINIA
 - 13 WASHINGTON, D.C.
 - 14 MARYLAND
 - 15 ELSEWHERE IN THE UNITED STATES
 - 16 ANOTHER LOCATION [SPECIFY...]
 - 19 DON'T KNOW/REFUSED

{Q: QOL10}

We'd first like to get a sense of your overall impression about Spotsylvania County.

- Q7 Please imagine a scale from 1 to 10, where 1 represents the worst possible community in which to live, and 10 represents the best possible community. Where on that scale would you rate Spotsylvania County as a place to live?

1 2 3 4 5 6 7 8 9 10
WORST BEST

- 98 DON'T KNOW
- 99 REFUSED

{Q: POSOPEN}

If QOL10 is 9 or higher, ask

- Q8 What one thing do you like most about Spotsylvania County?
[OPEN ENDED]

{Q: NEGOPEN}

If QOL10 is 5 or lower, ask

- Q9 What one thing do you dislike most about Spotsylvania County?
[OPEN ENDED]

{Q: CTYSAT}

Q10 One of our main purposes in doing this survey is to find out how satisfied residents of Spotsylvania are with services they receive from the County. Before I ask you about any specific services, I'd like to ask you how satisfied you are IN GENERAL with the services the County provides. You can say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied, or you can say you are neither satisfied nor dissatisfied which we call neutral. Are you . . .

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 UNABLE TO RATE/DON'T KNOW
- 9 REFUSED

{Q: SATCHG}

Q11 Thinking back over the past year, would you say that your satisfaction with services provided by County government has increased, decreased or stayed the same?

- 1 INCREASED / MORE SATISFIED
- 2 DECREASED / LESS SATISFIED
- 3 STAYED THE SAME
- 8 DON'T KNOW
- 9 REFUSED

{Q: GOALS}

Q12 Over the next year, Spotsylvania County will be updating its comprehensive plan. We'd like your help in determining which goals should be most important for the plan, when deciding how to allocate limited budget dollars. Which of the following items should be given high budget priorities and which should be given low budget priority?

Please imagine a scale from 1 to 10, where 10 represents the highest budget priority and 1 represents the lowest budget priority. How high is the priority for spending dollars on...

1 2 3 4 5 6 7 8 9 10
 LOWEST HIGHEST

- 98 DON'T KNOW
- 99 REFUSED

- 1. Providing quality education in our public schools
- 2. Protecting water quality in reservoirs, streams and wells
- 3. Making the area's streets safer for walkers and bicyclists
- 4. Preserving natural resources and open space
- 5. Reducing traffic congestion
- 6. Supporting recreational programs for youth
- 7. Bringing more higher paying jobs to the area
- 8. Supporting cultural and entertainment opportunities
- 9. Providing parks and recreational facilities
- 10. Providing public transportation
- 11. Preserving historic buildings and places
- 12. Providing law enforcement services

- 13. Providing fire and rescue services
- 14. Controlling the rate of growth in the area
- 15. Promoting economic growth
- 16. Providing for drainage and stormwater improvements
- 17. Maintaining and repairing roads in your neighborhood
- 18. Improving Spotsylvania County museum(s)

{Q: SATINTRO}

Now I'd like to ask you about some more specific services provided by Spotsylvania County... How satisfied are you with. . .

{Q: GOVNFO}

Ask of 500 respondents,

Q13 The job the County is doing in keeping citizens informed about County government programs and services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q:CITINPUT }

Ask of 500 respondents,

Q14 The opportunities for citizen input into issues that come up for discussion in the County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

Now I have several brief lists of services to ask you about. The next group of questions refers to Public Safety issues...

{Q: SAFETY}

Ask of 500 respondents,

Q15 How satisfied are you with the job the County is doing in fire fighting in your area?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q:EMERGCY }

Ask of 500 respondents,

Q16 How satisfied are you with the job the County is doing in providing emergency medical services in your area of the county?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q:SHERIFF }

Ask of 500 respondents,

Q17 How satisfied are you with the overall performance of the Sheriff's Department?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: CALL911}

Q18 Thinking back over the past twelve (12) months, have you dialed 9-1-1 to call for emergency services?

- 1 YES, CONTACTED IN THE LAST 12 MONTHS
- 2 NO, HAS NOT CONTACTED
- 8 CAN'T RECALL/DON'T KNOW
- 9 REFUSED

{Q: WHOICAL}

IF YES TO CALL911, ASK

Q19 Thinking back to the last time you called 9-1-1, which services did you call for... [ENTER ALL THAT APPLY]

- 1 SHERIFF
- 2 FIRE
- 3 RESCUE SQUAD OR AMBULANCE
- 4 SOMETHING ELSE [SPECIFY]
- 8 DON'T RECALL
- 9 REFUSED
- 10 NO MORE / GO ON

{Q:LAST911}

IF YES TO CALL911, ASK

Q20 Thinking back to the last time you called 9-1-1, ...

How satisfied were you with the assistance you received from the person who took your call?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 7 NOT APPLICABLE [NO HELP SENT, ETC.]
- 8 CAN'T RECALL/DON'T KNOW
- 9 REFUSED

{Q: TIME911}

IF YES TO CALL911, ASK

Q21 Thinking back to the last time you called 9-1-1, ...

How satisfied were you with the response time it took for help to arrive on the scene?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 7 NOT APPLICABLE [NO HELP SENT, ETC.]
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: AST911}

Q22 How satisfied were you with the assistance provided on the scene?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 7 NOT APPLICABLE [NO HELP SENT, ETC.]
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: LANDEV}

This next group of questions refers to development and planning issues.

Q23 In general, how satisfied are you with the job the County is doing in planning how land will be used and developed in the County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

{Q:HISTORIC}

Q24 How satisfied are you with the County's efforts to preserve historic places?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

{Q:NATRES }

Q25 How satisfied are you with the County's efforts to preserve natural resources?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

{Q:FARMS }

Q26 How satisfied are you with the County's efforts to preserve farmland and forests?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

{Q:NEWJOBS }

Q27 How satisfied are you with the job the County is doing in attracting new jobs and businesses to the County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

{Q:NEWDEV }

Q28 How satisfied are you with the visual appearance of new development in the County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

{Q: BLDGAES}

Q29 Would you favor or oppose establishing design standards for commercial buildings that would improve the overall appearance of the County? You can say you strongly favor, somewhat favor, somewhat oppose, or strongly oppose such standards; or you can say you neither favor nor oppose these, which we call neutral.

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE
- 8 NO OPINION
- 9 REFUSED

{Q: GROWRT}

Q30 How satisfied are you with the rate of growth in Spotsylvania County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

{Q: GROWDIS}

Ask if GROWRT = 5

Q31 What causes you to be dissatisfied with the rate of growth?
[OPEN END]

{Q: TRAVLPUB}

Q32 How satisfied are you with existing public transportation in Spotsylvania County?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

The following questions relate to your willingness to commit tax dollars towards enhancing public transportation.

{Q: VRE1}

Ask of 500 respondents,

Q33 Do favor or oppose expanding local bus service?

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE
- 8 NO OPINION
- 9 REFUSED

{Q: VRE2}

Ask of 500 respondents,

Q34 Do you favor or oppose subsidizing commuter bus service?

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE
- 8 NO OPINION
- 9 REFUSED

{Q: VRE3}

Ask of 500 respondents,

Q35 Do you favor or oppose subsidizing commuter train/rail service?

- 1 STRONGLY FAVOR
- 2 SOMEWHAT FAVOR
- 3 NEUTRAL
- 4 SOMEWHAT OPPOSE
- 5 STRONGLY OPPOSE
- 8 NO OPINION
- 9 REFUSED

{Q:INPLAN}

- Q36 How satisfied are you with opportunities for citizen input on the planning process in the County?
- 1 VERY SATISFIED
 - 2 SOMEWHAT SATISFIED
 - 3 NEUTRAL
 - 4 SOMEWHAT DISSATISFIED
 - 5 VERY DISSATISFIED
 - 8 DON'T KNOW
 - 9 REFUSED

{Q: GROWDEL}

- Q37 County policy attempts to concentrate growth in designated development areas of the County while restricting development in rural areas. Do you favor or oppose this policy?
- 1 STRONGLY FAVOR
 - 2 SOMEWHAT FAVOR
 - 3 SOMEWHAT OPPOSE
 - 4 STRONGLY OPPOSE
 - 8 NO OPINION/NEUTRAL
 - 9 REFUSED

{Q: PRESRVE}

The Purchase of Development Rights Program is designed to help preserve Spotsylvania County's agricultural, natural, historic and scenic resources by purchasing conservation easements.

- Q38 The County is considering establishing such a program. Do you favor or oppose the expenditure of public funds to permanently protect these resources?
- 1 STRONGLY FAVOR
 - 2 SOMEWHAT FAVOR
 - 3 SOMEWHAT OPPOSE
 - 4 STRONGLY OPPOSE
 - 8 NO OPINION/NEUTRAL
 - 9 REFUSED

{Q:LITTER }

Ask of 500 respondents,

- | |
|---|
| Q39 How satisfied are you with the County's programs for litter control and beautification? |
|---|
- 1 VERY SATISFIED
 - 2 SOMEWHAT SATISFIED
 - 3 NEUTRAL
 - 4 SOMEWHAT DISSATISFIED
 - 5 VERY DISSATISFIED
 - 8 DON'T KNOW/UNABLE TO RATE
 - 9 REFUSED

{Q: PARKREC}

- Q40 In the past twelve (12) months, have you or a member of your household used any Parks and Recreation facilities?
- 1 YES
 - 2 NO
 - 8 DON'T RECALL/DON'T KNOW
 - 9 REFUSED

{Q:PARKS }

- Q41 In general, how satisfied are you with County Parks and Recreation facilities and programs?
- 1 VERY SATISFIED
 - 2 SOMEWHAT SATISFIED
 - 3 NEUTRAL
 - 4 SOMEWHAT DISSATISFIED
 - 5 VERY DISSATISFIED
 - 8 DON'T KNOW/UNABLE TO RATE
 - 9 REFUSED

{Q: NEWFAC}

Ask of 100 respondents,

- Q42 What new Parks and Recreation facilities would you most like to see included in the County's Capital Improvement Plan for the next five (5) years?
[OPEN ENDED]

{Q: SATLIB}

- Q43 How satisfied are you with library services provided to County residents?
- 1 VERY SATISFIED
 - 2 SOMEWHAT SATISFIED
 - 3 NEUTRAL
 - 4 SOMEWHAT DISSATISFIED
 - 5 VERY DISSATISFIED
 - 8 DON'T KNOW/UNABLE TO RATE
 - 9 REFUSED

{Q: SOCSERV}

- Q44 Are you familiar enough with the Department of Social Services to tell us how satisfied you are with them?
- 1 YES – FAMILIAR ENOUGH TO RATE
 - 2 NO – NOT FAMILIAR
 - 8 NOT SURE/DON'T KNOW
 - 9 REFUSED

{Q: SOCSAT}

If YES to SOCSERV, ask

Q45 How satisfied are you with the Department of Social Services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q:ELDERLY }

Q46 How satisfied are you with the job the County is doing in providing programs to help the County's elderly population?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: CONTACT}

Q47 In the past twelve (12) months, have you contacted the Spotsylvania County government?

- 1 YES (GO ON TO HELPFUL)
- 2 NO (SKIP TO CHKCHNL)
- 8 DON'T RECALL/DON'T KNOW
- 9 REFUSED

{Q:HELPFUL}

If YES to CONTACT, ask

Q48 Regarding the County employees... how satisfied were you with their courtesy and helpfulness?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q:PROMPT}

Q49 Regarding the County employees... how satisfied were you with their efficiency and promptness?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q:KNOWLDG}

Q50 Regarding the County employees... how satisfied were you with their knowledge?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: PHONESYS }

Q51 If you have telephoned the County government in the past twelve (12) months, how satisfied were you with the automated phone system?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 7 DID NOT CALL/DID NOT CONTACT BY PHONE
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: TREASUR}

Q52 In the past twelve (12) months, have you called or visited the Treasurer's Office?

- 1 YES
- 2 NO
- 8 DON'T RECALL/DON'T KNOW
- 9 REFUSED

{Q: SATREAS}

If YES to TREASUR, ask

Q53 How satisfied were you with the assistance you received when you called or visited the Treasurer's Office?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW/UNABLE TO RATE
- 9 REFUSED

{Q: COMMREV}

- Q54 In the past twelve (12) months, have you called or visited the Commissioner of Revenue?
- 1 YES
 - 2 NO
 - 8 DON'T RECALL/DON'T KNOW
 - 9 REFUSED

{Q: SATCOMM}

If YES to COMMREV, ask

- | |
|---|
| Q55 How satisfied were you with the assistance you received when you called or visited the Commissioner of Revenue? |
|---|
- 1 VERY SATISFIED
 - 2 SOMEWHAT SATISFIED
 - 3 NEUTRAL
 - 4 SOMEWHAT DISSATISFIED
 - 5 VERY DISSATISFIED
 - 8 DON'T KNOW/UNABLE TO RATE
 - 9 REFUSED

{Q: CHKCHNL}

- Q56 How often do you check Channel 16 for County information or Channel 17 for School information?
- 1 NEVER, RARELY
 - 2 ONCE OR TWICE A MONTH
 - 3 WEEKLY
 - 4 SEVERAL TIMES A WEEK
 - 5 EVERY DAY
 - 6 DON'T GET THESE CHANNELS
 - 8 DON'T KNOW/UNABLE TO RATE
 - 9 REFUSED

{Q: SATCHNL}

If 2-5 to "CHKCHNL," ask,

- | |
|--|
| Q57 How satisfied are you with information about public schools and County government on the public Access channels? |
|--|
- 1 VERY SATISFIED
 - 2 SOMEWHAT SATISFIED
 - 3 NEUTRAL
 - 4 SOMEWHAT DISSATISFIED
 - 5 VERY DISSATISFIED
 - 8 DON'T KNOW/UNABLE TO RATE
 - 9 REFUSED

{Q: H2OCUST}

Q58 We would like to ask you some questions about Water and/or Sewer service.
Are you a Spotsylvania County water customer?

- 1 YES
- 2 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q: H2OQUAL}

If YES to H2OCUST, ask

Q59 Please rate the quality of water at your residence. Is your water quality...

- 1 excellent
- 2 very good
- 3 good
- 4 only fair
- 5 poor
- 8 DON'T KNOW
- 9 REFUSED

Now some questions about Spotsylvania County schools...

{Q:SCHOOL }

Q60 Did you or any member of your household attend Spotsylvania County public schools?

- 1 YES, I DID
- 2 YES, SOMEONE ELSE DID
- 3 YES, SOMEONE CURRENTLY DOES
- 4 NO
- 8 DON'T KNOW
- 9 REFUSED

{Q:SCHOOLE }

Q61 In general, how satisfied are you that the school system provides efficient and effective services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

In conclusion, I have a just a few more questions, focusing on Spotsylvania County Government overall.

{Q:EFFSVC }

Q62 How satisfied are you that the County provides efficient and effective services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NEUTRAL
- 4 SOMEWHAT DISSATISFIED
- 5 VERY DISSATISFIED
- 8 DON'T KNOW
- 9 REFUSED

{Q:BETTER1}

If 1 on EFFSVC, ask 100 respondents

Q63 What is the County doing well?

[OPEN-ENDED]

{Q:BETTER2}

If 4 or 5 on EFFSVC, ask 100 respondents

Q64 What could the County be doing better?

[OPEN-ENDED]

{Q: TRSTGOV}

Q65 How much of the time do you think you can trust County government to do what is right? Just about always? Most of the time? Or only some of the time?

- 1 JUST ABOUT ALWAYS
- 2 MOST OF THE TIME
- 3 ONLY SOME OF THE TIME
- 4 NEVER/ALMOST NEVER [VOLUNTEERED]
- 8 DON'T KNOW/NO ANSWER
- 9 REFUSED

{Q:TAXSERV }

Q66 Considering all of the County government's services on the one hand and taxes on the other, which of the following statements comes closest to your view:

- 1 The County should decrease services and taxes
- 2 The County should keep taxes and services about where they are; or
- 3 The County should increase services and taxes?
- 4 Increase services, keep taxes the same (volunteered)
- 5 Increase services, decrease taxes (volunteered)
- 6 Keep services as they are, decrease taxes (volunteered)
- 7 Some other change (volunteered) _____
- 8 DON'T KNOW/NO OPINION
- 9 REFUSED

{Q:DEMOGRPH}

We're nearing the end of the interview now. I have some questions about your household. These questions are for statistical purposes only, and all your answers are confidential. If there is a question that you do not wish to answer, we will skip it and go to the next one.

{Q: OWNHOME}

- Q67 Do you own your own home, or are you renting?
- 1 OWNS [DWELLING IS OWNER-OCCUPIED]
 - 2 RENTS
 - 3 OTHER [SPECIFY]:
 - 8 DON'T KNOW/NO ANSWER
 - 9 REFUSED

{Q: KINDPLCE}

- Q68 And what kind of place are you living in – is it...
- 1 a single-family home,
 - 2 a duplex,
 - 3 a townhouse,
 - 4 an apartment, [MULTI-FAMILY UNIT WITH 3 OR MORE UNITS]
 - 5 a mobile home or trailer, or
 - 6 some other kind of structure? [SPECIFY:]
 - 8 DON'T KNOW/NO ANSWER
 - 9 REFUSED

{Q:OVER18}

- Q69 How many persons live in your household age 18 or older, including yourself?
ENTER NUMBER HERE __ AND PRESS RETURN
ENTER "99" FOR REFUSAL

{Q: YRBORN}

- Q70 In what year were you born?
ENTER YEAR HERE 19__ AND PRESS RETURN
TYPE 2 DIGITS ONLY!
ENTER "00" FOR ANY YEAR PRIOR TO 1900
ENTER "99" FOR REFUSED

{Q: UNDER18}

- Q71 How many persons under 18 live in your household?
ENTER NUMBER HERE __ AND PRESS RETURN
ENTER "99" FOR REFUSAL
CHILDREN = PERSONS 17 AND UNDER

{Q: CHILD}

If 1 or more to UNDER18, ASK

- Q72 Are any of those children less than 5 years old?
- 1 YES
 - 2 NO
 - 9 REFUSED

{Q: KIDS}

If 1 or more to UNDER18, ASK

- Q73 Are any of those children ages 5 to 12?
- 1 YES
 - 2 NO
 - 9 REFUSED

{Q: TEENS}

If 1 or more to UNDER18, ASK

- Q74 And are any of those children ages 13 to 17?
- 1 YES
 - 2 NO
 - 9 REFUSED

{Q:SCHOOL2}

If UNDER18 is greater than 0 and less than 99, ASK

- Q75 What kind of school does the child/ do the children attend?
- 1 PUBLIC
 - 2 PRIVATE
 - 3 HOME-SCHOOLED
 - 4 OTHER

{Q: WORK}

- Q76 Which of the following best describes you? Are you working full time, working part time, looking for work, a homemaker, retired, or a student?

[INTERVIEWERS: IF YOU ARE GIVEN TWO ASK "WHICH BEST DESCRIBES YOU?"]

- 1 WORKING FULL TIME [35 HRS/WK OR MORE]
- 2 WORKING PART TIME
- 3 LOOKING FOR WORK
- 4 HOMEMAKER
- 5 RETIRED
- 6 STUDENT
- 7 OTHER [SPECIFY:]
- 8 DON'T KNOW/REFUSED

{Q:JOBCO }

If WORKING FULL TIME or WORKING PART TIME to WORK, ASK

- Q77 In what city or county is your job located?
- 01 SPOTSYLVANIA COUNTY
 - 02 CITY OF FREDERICKSBURG
 - 03 STAFFORD COUNTY
 - 04 WARRENTON/ FAUQUIER COUNTY
 - 05 CAROLINE COUNTY
 - 06 CITY OF CULPEPER/CULPEPER COUNTY
 - 07 HANOVER COUNTY
 - 08 KING GEORGE COUNTY
 - 09 PRINCE WILLIAM COUNTY
 - 10 LOUISA COUNTY
 - 11 ORANGE COUNTY
 - 12 ELSEWHERE IN VIRGINIA
 - 13 ELSEWHERE IN NORTHERN VIRGINIA
 - 14 WASHINGTON, D.C.
 - 15 MARYLAND
 - 16 ELSEWHERE IN THE UNITED STATES
 - 17 ANOTHER LOCATION [SPECIFY...]
 - 18 WORKS ALL OVER
 - 19 DON'T KNOW/REFUSED

{Q:TME2WRK }

If WORKING OUTSIDE OF SPOTSYLVANIA COUNTY, ASK

- Q78 On average, how long does it take you to get to work (one way)?

INTERVIEWER RECORD IN NUMBER OF MINUTES:
 HOUR/MINUTE CONVERSION:

HALF HOUR	= 30 MINUTES
THREE QUARTERS HOUR	= 45 MINUTES
ONE HOUR	= 60 MINUTES
HOUR AND 15 MINUTES	= 75 MINUTES
ONE AND A HALF HOURS	= 90 MINUTES
ONE AND THREE QUARTER HRS	= 105 MINUTES
TWO HOURS	= 120 MINUTES
TWO AND A QUARTER HRS	= 135 MINUTES
TWO AND A HALF HOURS	= 150 MINUTES
999 = DON'T KNOW/NO ANSWER	
ENTER NUMBER HERE ----->	MINUTES

{Q:COMMUTE }

- Q79 If jobs similar to your current position were available in Spotsylvania County would you prefer to continue your commute, or work in the County?
- 1 PREFER TO CONTINUE COMMUTE
 - 2 PREFER TO WORK IN COUNTY
 - 8 DON'T KNOW
 - 9 REFUSED

There are just a couple of final questions. As I mentioned, all of your answers are strictly confidential.

{Q: RGENDER}

Q80 ENTER RESPONDENT'S GENDER

- 1 MALE
- 2 FEMALE
- 8 DON'T KNOW/CAN'T TELL

{Q: MARITAL}

Q81 What is your current marital status? Are you married, separated, divorced, widowed, or have you never been married?

- 1 MARRIED
- 2 SEPARATED
- 3 DIVORCED
- 4 WIDOWED
- 5 NEVER MARRIED
- 9 REFUSED

{Q: EDUC}

Q82 What is the highest level of education you completed?

- 1 LESS THAN 9th GRADE
- 2 9th-12th, BUT DID NOT FINISH HIGH SCHOOL
- 3 HIGH SCHOOL GRADUATE
- 4 SOME COLLEGE BUT NO DEGREE
- 5 2 YEAR COLLEGE DEGREE /A.A./A.S.
- 6 4 YEAR COLLEGE DEGREE /B.A./B.S.
- 7 SOME GRADUATE WORK
- 8 COMPLETED MASTERS OR PROFESSIONAL DEGREE
- 9 ADVANCED GRADUATE WORK OR PH.D.
- 10 DON'T KNOW
- 11 REFUSED

{Q: INCOME}

Q83 I am going to read a list of income ranges. Would you please stop me when I read the range that best describes your annual household income from all sources. That would be before taxes and other deductions.

[PRECISE CATEGORIES:]

- 1 Less than 15 thousand ? [\$0 -- \$14,999]
- 2 Fifteen to 35 thousand ? [\$15,000 -- \$34,999]
- 3 Thirty-five to 50 thousand ? [\$35,000 -- \$49,999]
- 4 Fifty to 75 thousand ? [\$50,000 -- \$74,999]
- 5 Seventy-five to 100 thousand ? [\$75,000 -- \$99,999]
- 6 One hundred to 150 thousand ? [\$100,000 - \$149,999]
- 7 Over 150 thousand ? [\$150,000 +]
- 9 DON'T KNOW / REFUSED / NO ANSWER

{Q: HISPANIC}

- Q84 Do you consider yourself to be of Hispanic origin?
- 1 YES
 - 2 NO
 - 9 DON'T KNOW/REFUSED TO ANSWER

{Q: RACE}

- Q85 Finally, I am going to read a list of racial categories. Would you tell me what category best describes you?
- 1 White,
 - 2 [READ ONE:] African American / Black,
 - 3 Asian? [INCLUDING SOUTH ASIAN]
 - 4 American Indian? [NATIVE AMERICAN; INCLUDES ESKIMO, ALEUT]
 - 5 Pacific Islander?
 - 6 OTHER [SPECIFY]
 - 9 REFUSED / NO ANSWER

{Q:RCOMM}

- Q86 In conclusion... Those are all the questions I have for you. Before I say good-bye, are there any other comments you'd like to make?
- [OPEN-END]

Thank you very much for participating. We appreciate the time you have taken to complete this interview. The information will help the County in understanding the needs in your area. The survey results will be reported to the Board of Supervisors at a public meeting in the near future.