

**Appendix D:
Ranked List of All Satisfaction Items**

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		% Satisfied (Very and Somewhat)	% Very Satisfied
	In general, with services the County provides	76.0	27.3
1	Assistance you received from person who took your [911] call	95.3	81.8
2	Assistance you received when you called or visited the Commissioner of the Revenue	92.8	66.2
3	Library services provided to County residents	91.3	69.3
4	Information about public schools and County government on the Public Access Channels	90.9	44.1
5	Assistance you received when you called or visited the Treasurer's Office	90.6	66.8
6	Job the County is doing in fire fighting in your area	89.6	61.1
7	[911] Assistance provided on the scene	87.0	79.5
8	Job the County is doing in providing emergency medical services in your area of the County	84.3	52.6
9	County Parks and Recreation facilities and programs	83.9	43.8
10	Courtesy and helpfulness of contact [with County employees]	83.6	58.3
11	Overall performance of the Sheriff's Department	83.0	48.0
12	County provides efficient and effective services	83.0	22.4
13	Response time it took for [911] help to arrive on the scene	81.9	71.7
14	Knowledge [of County employees]	80.7	54.8
15	School system provides efficient and effective services	80.5	42.3
16	Efficiency and promptness [of County employees]	77.6	51.9
17	Visual appearance of new development in the County	63.3	21.7
18	County's efforts to preserve historic places	63.1	18.8
19	County's efforts to preserve natural resources	61.9	12.9
20	Department of Social Services	61.7	26.8
21	County's programs for litter control and beautification	61.4	19.2
22	Opportunities for citizen input into issues that come up for discussion in the County	54.1	14.6
23	Opportunities for citizen input on the planning process in the County	52.2	13.8
24	Job the County is doing in keeping citizens informed about County government programs and services	50.8	14.8
25	Job the County is doing in attracting new jobs and businesses to the County	48.7	11.2
26	Automated phone system	48.4	11.1
27	Job the County is doing in providing programs to help the County's elderly population	47.5	12.4
28	Existing public transportation in Spotsylvania County	46.4	13.8
29	County's efforts to preserve farmland and forests	42.0	9.4
30	Job the County is doing in planning how land will be used and developed in the County	36.8	5.7
31	Rate of growth in Spotsylvania County	32.5	8.1