



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

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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%

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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%

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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.

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



Charts and Graphs

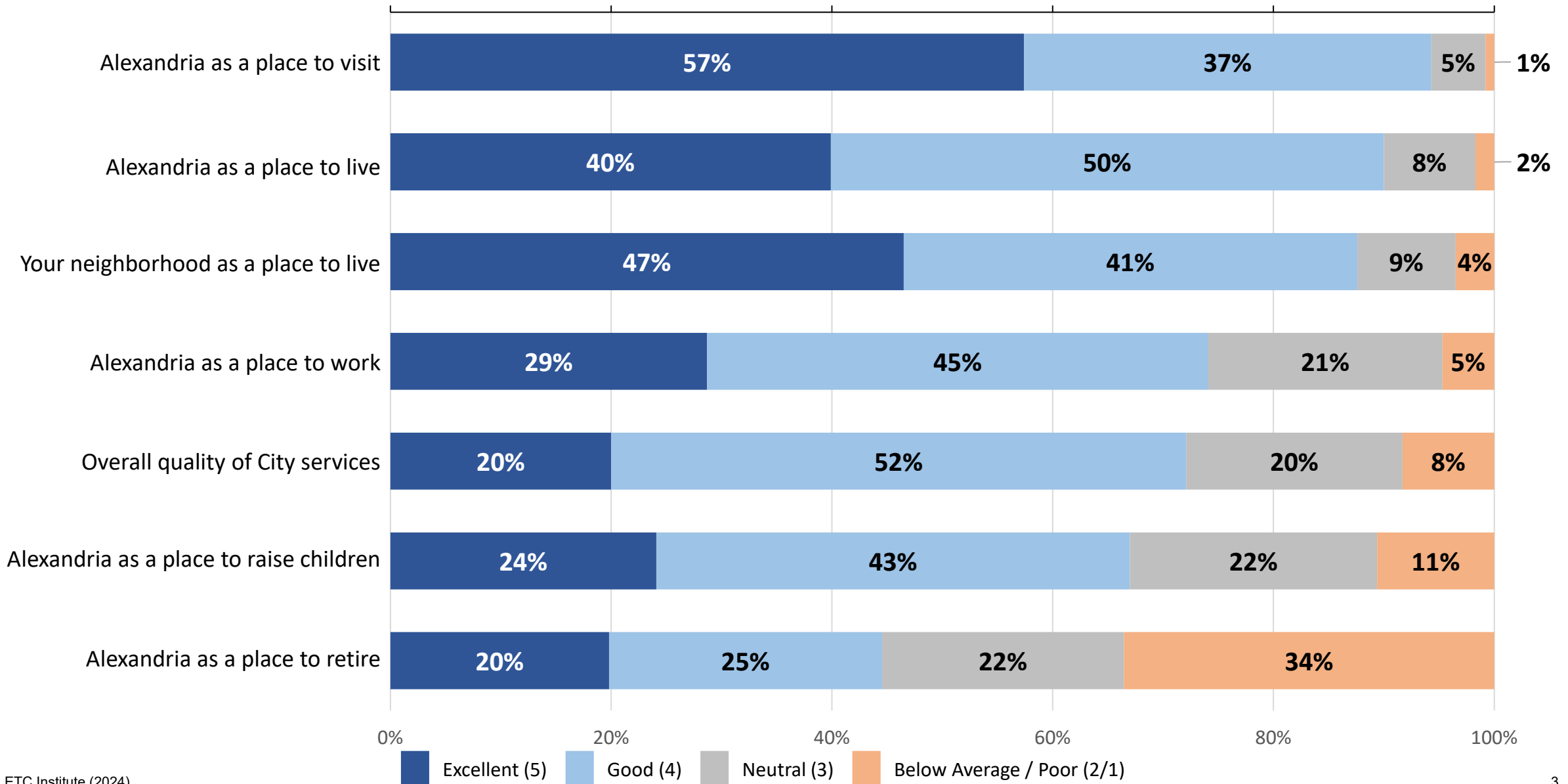
City of Alexandria Charts and Graph's

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



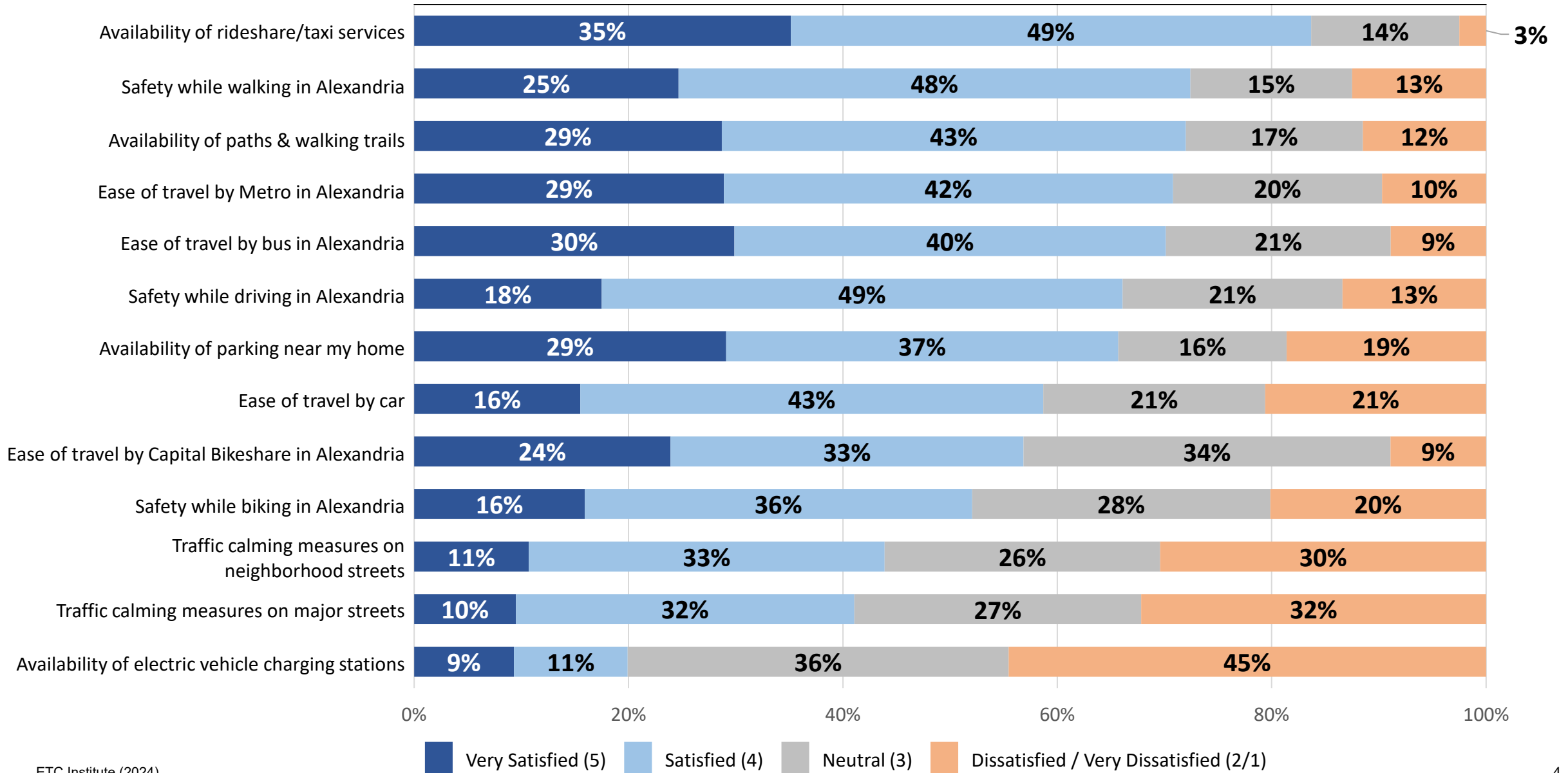
Q1. Overall Ratings of Alexandria

by percentage of respondents (excluding don't know)

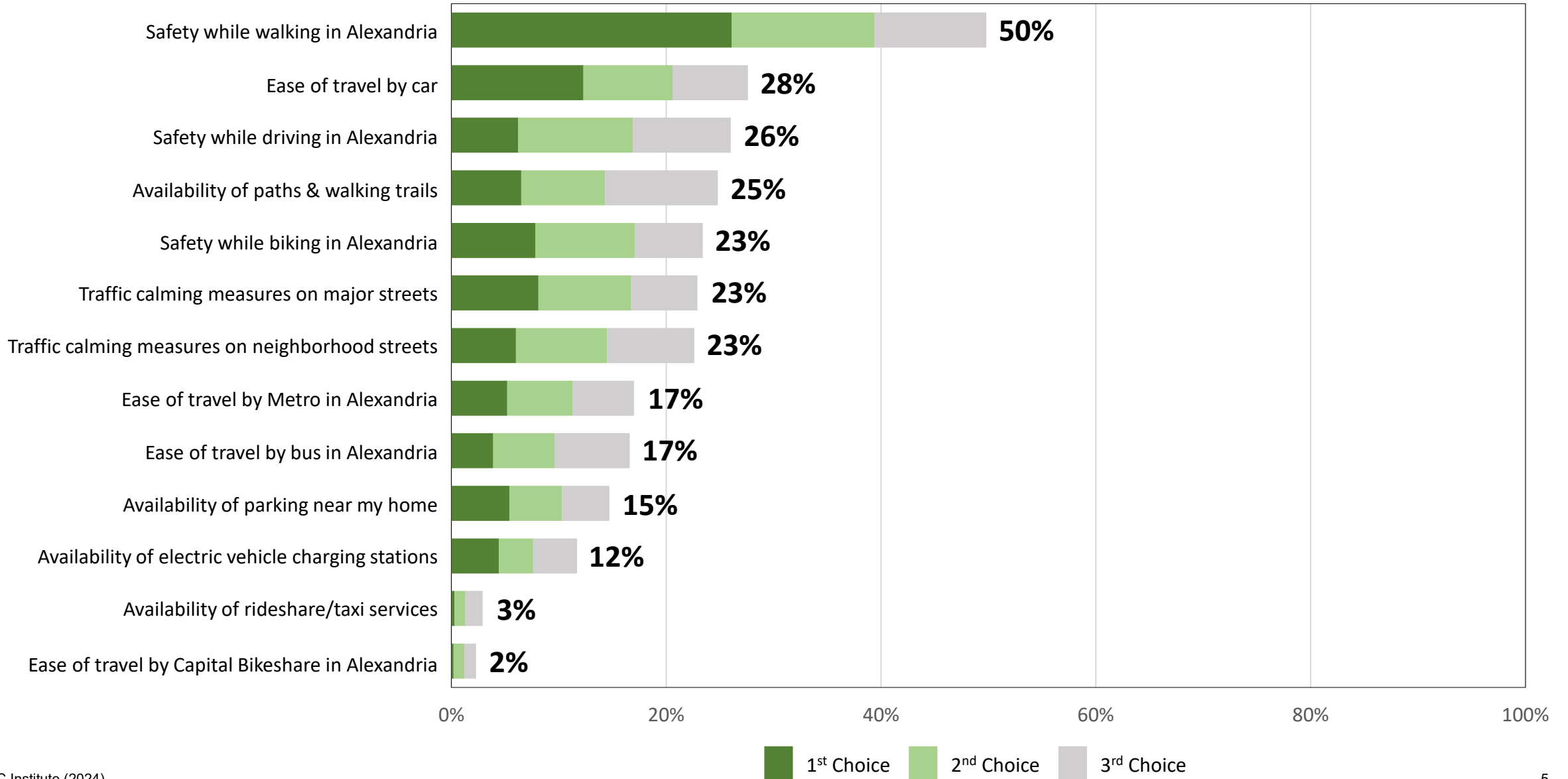


Q2. Satisfaction with Transportation Services

by percentage of respondents (excluding don't know)

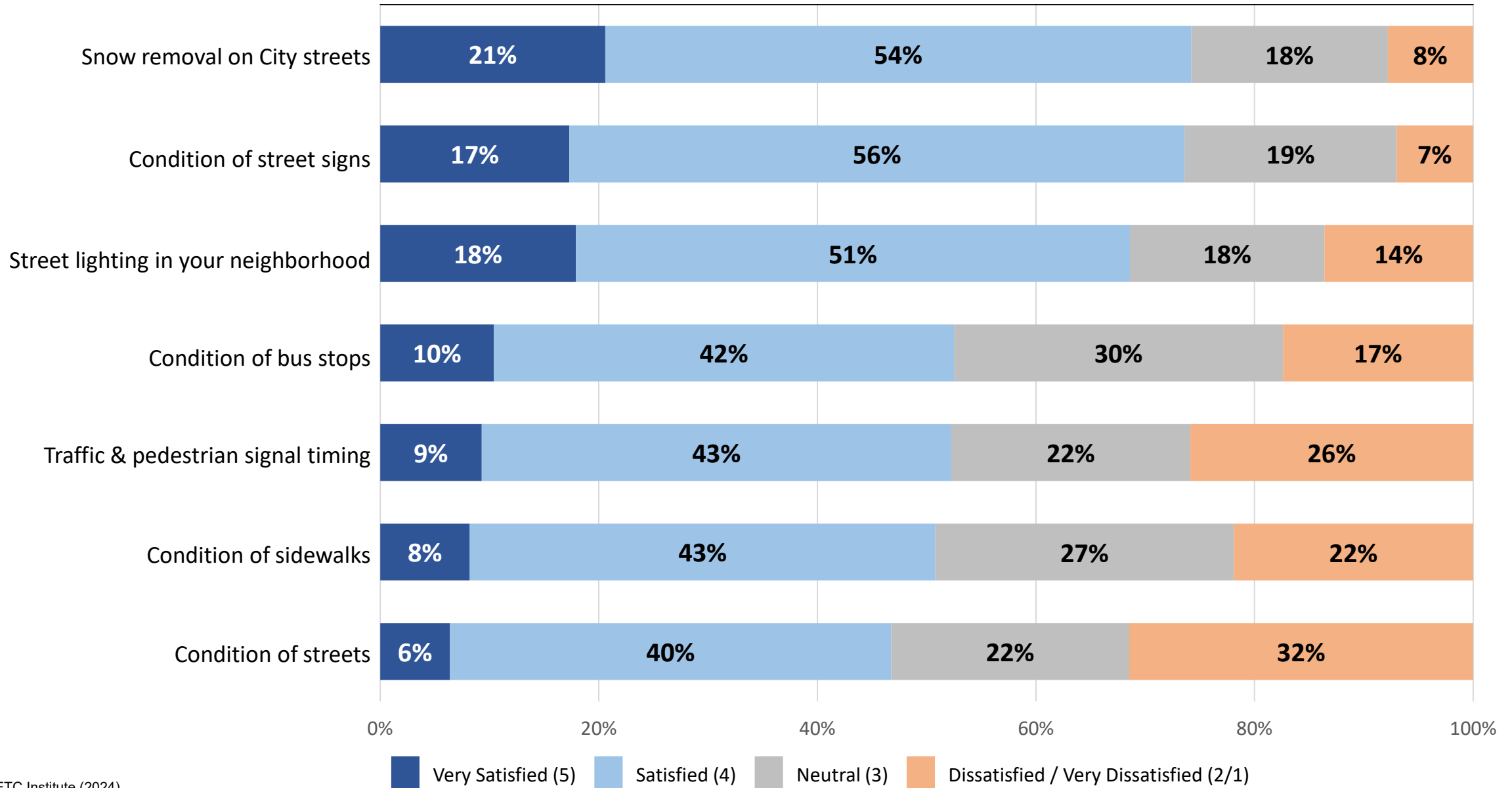


Q3. Transportation Services That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

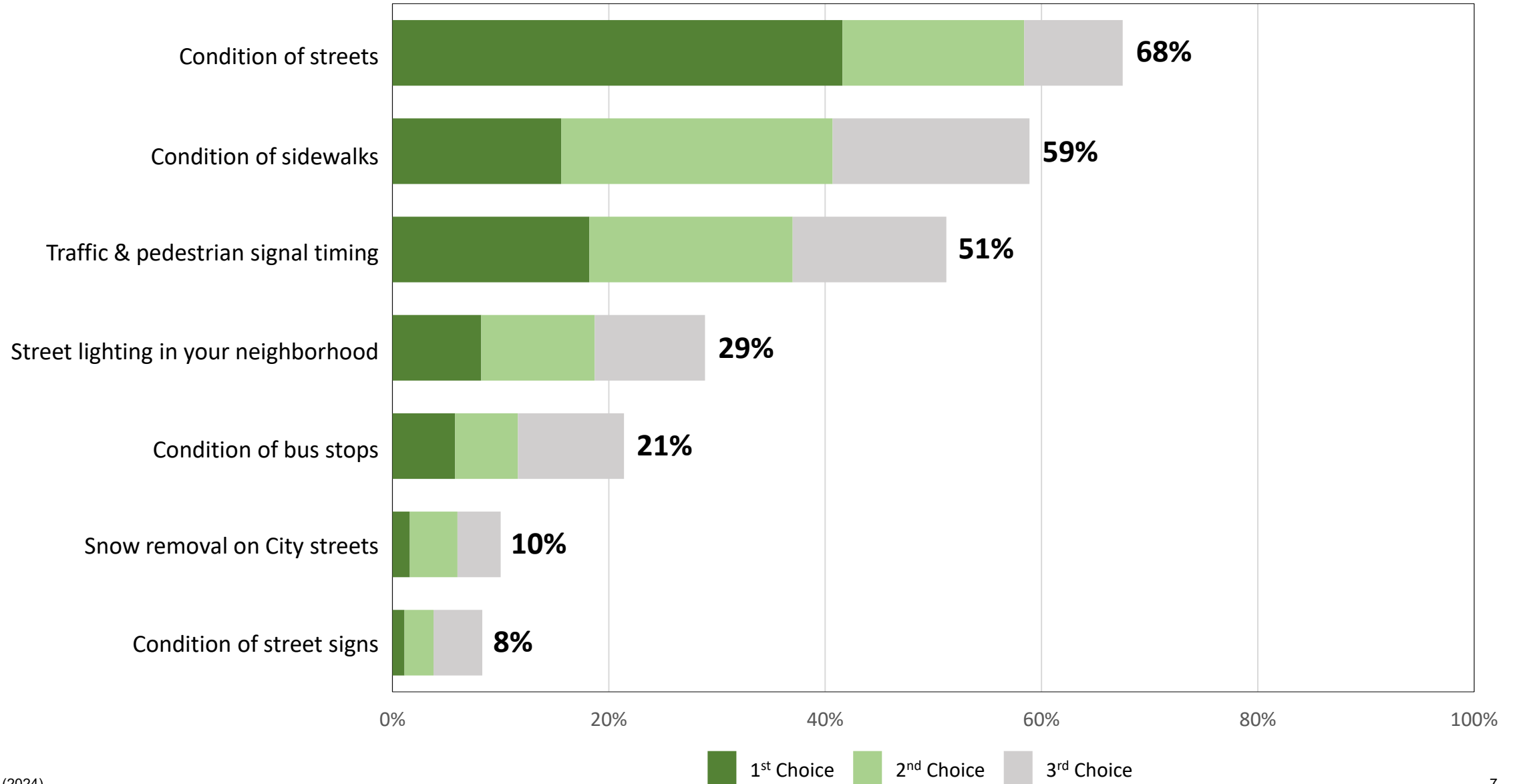


Q4. Satisfaction with Transportation Maintenance

by percentage of respondents (excluding don't know)

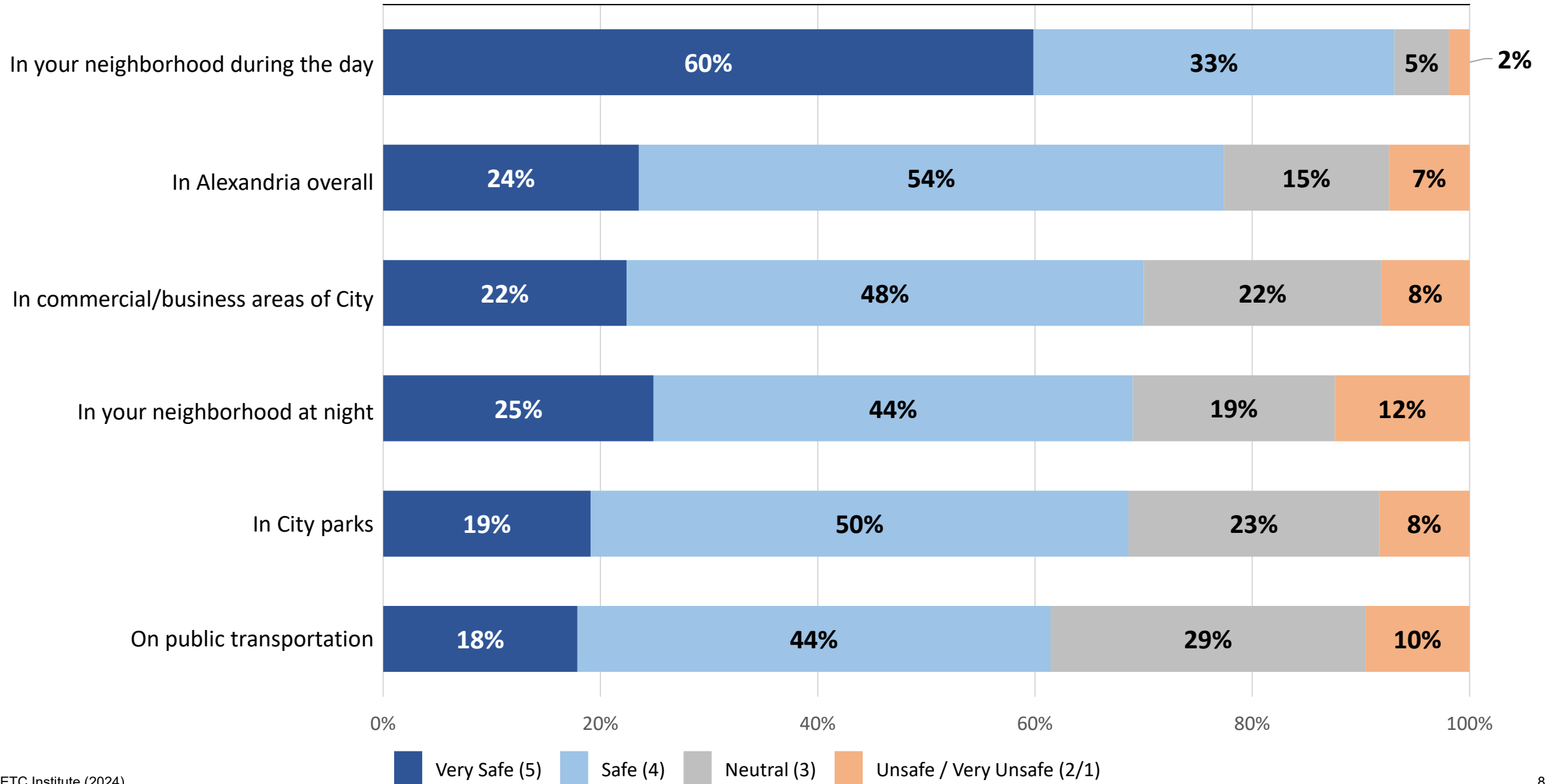


Q5. Transportation Maintenance That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices



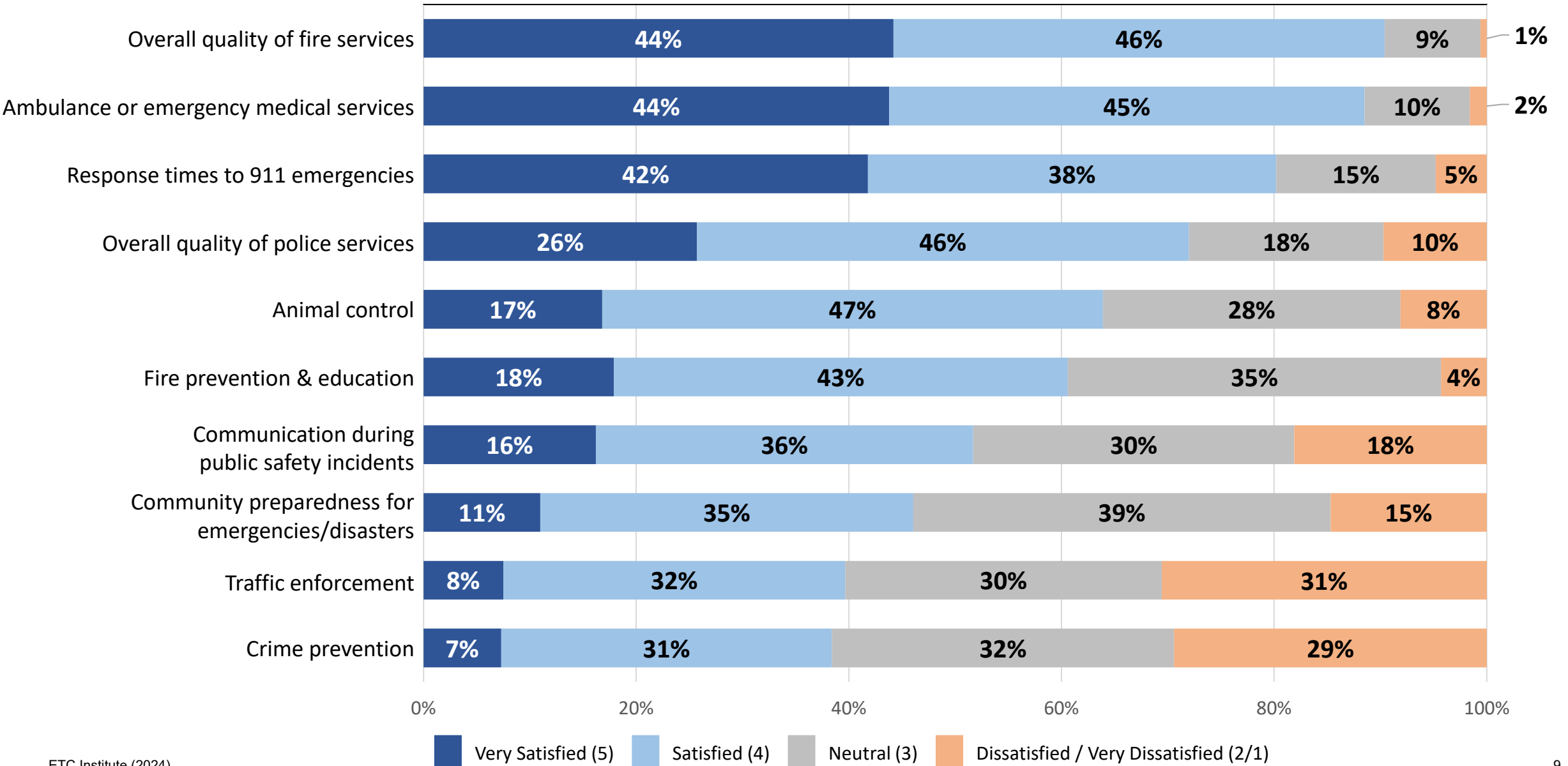
Q6. Sense of Safety in Alexandria

by percentage of respondents (excluding don't know)

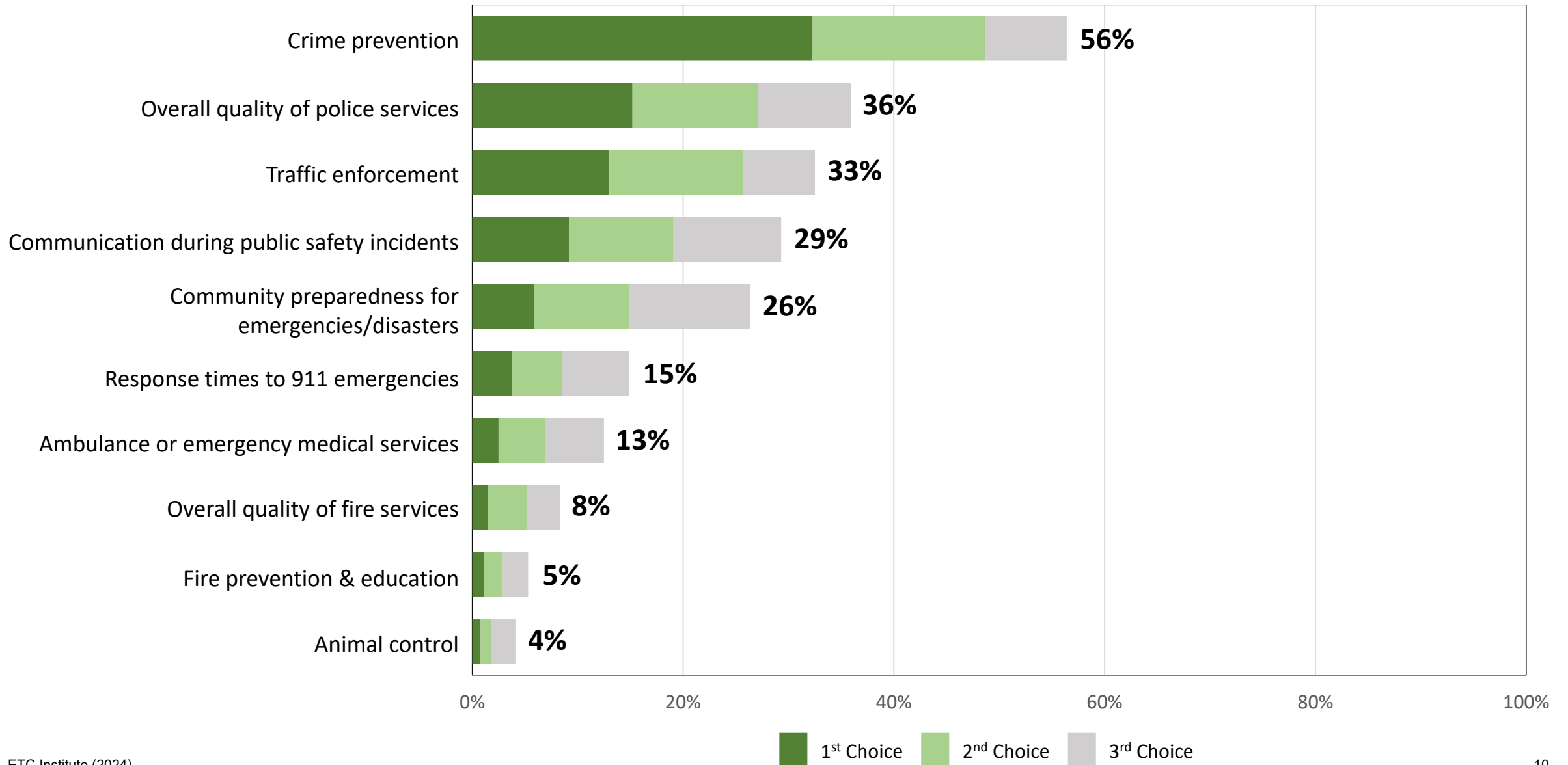


Q7. Satisfaction with Public Safety

by percentage of respondents (excluding don't know)

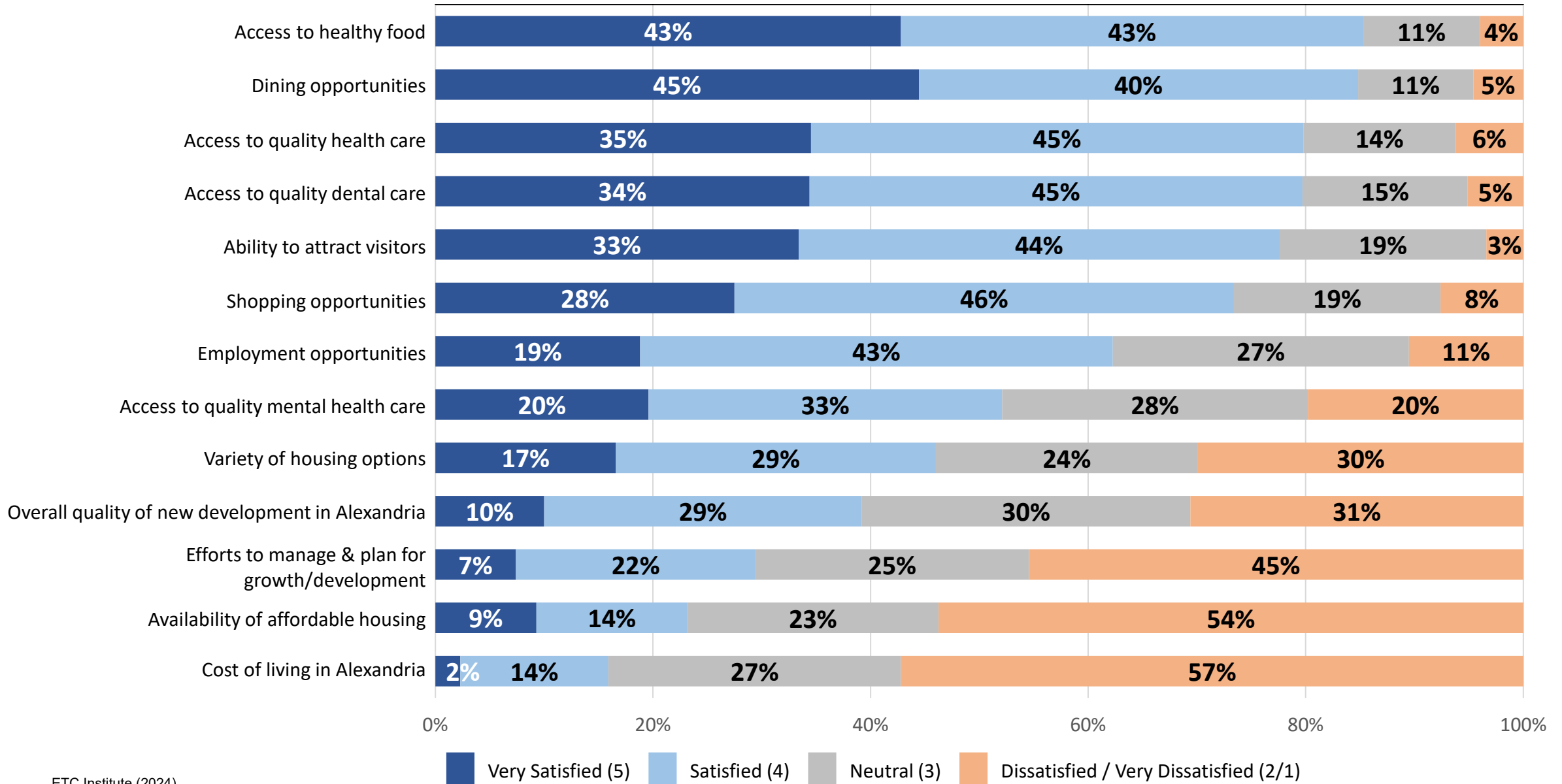


Q8. Public Safety That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

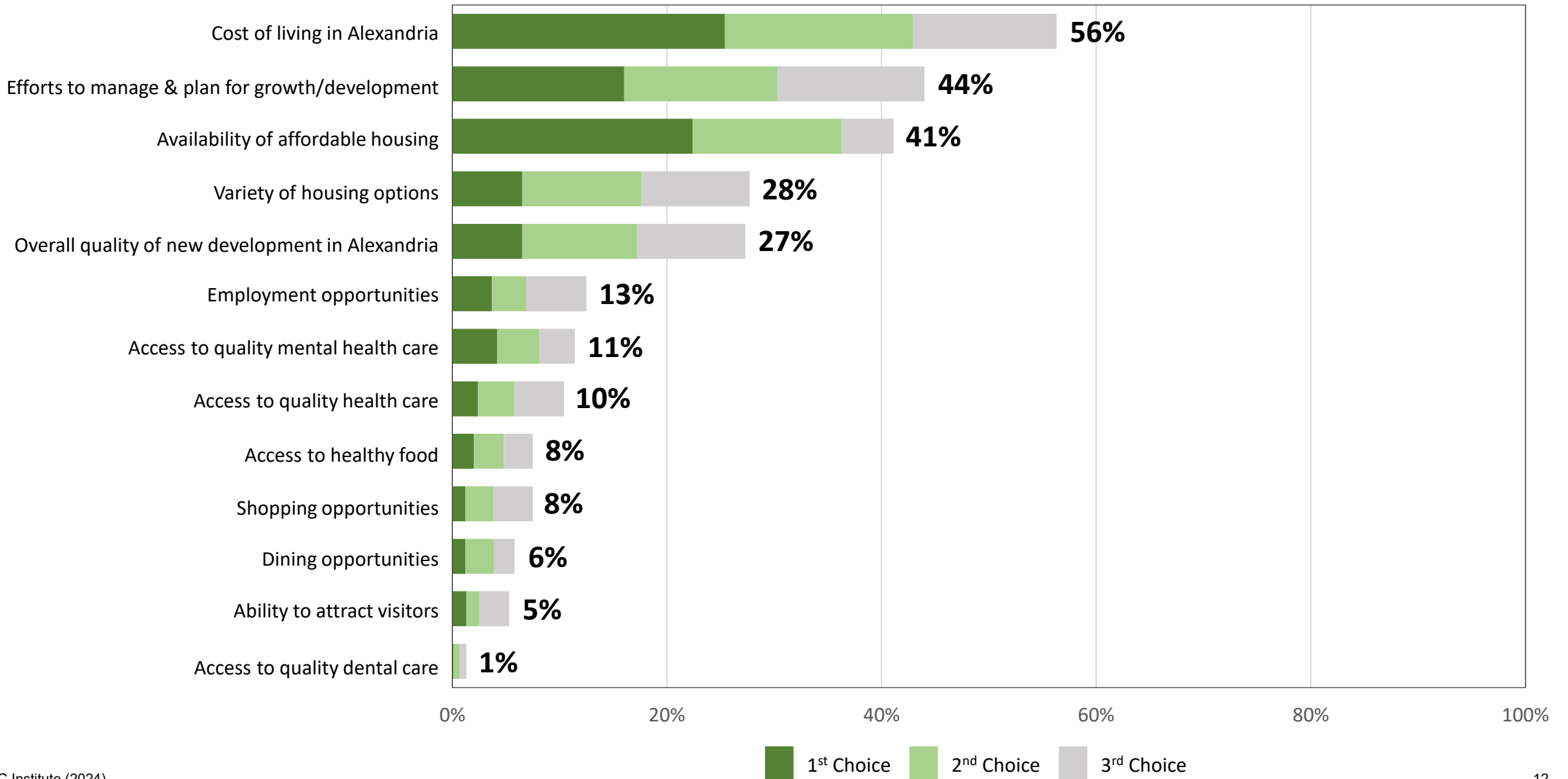


Q9. Satisfaction with Economic Opportunity and Well-Being

by percentage of respondents (excluding don't know)

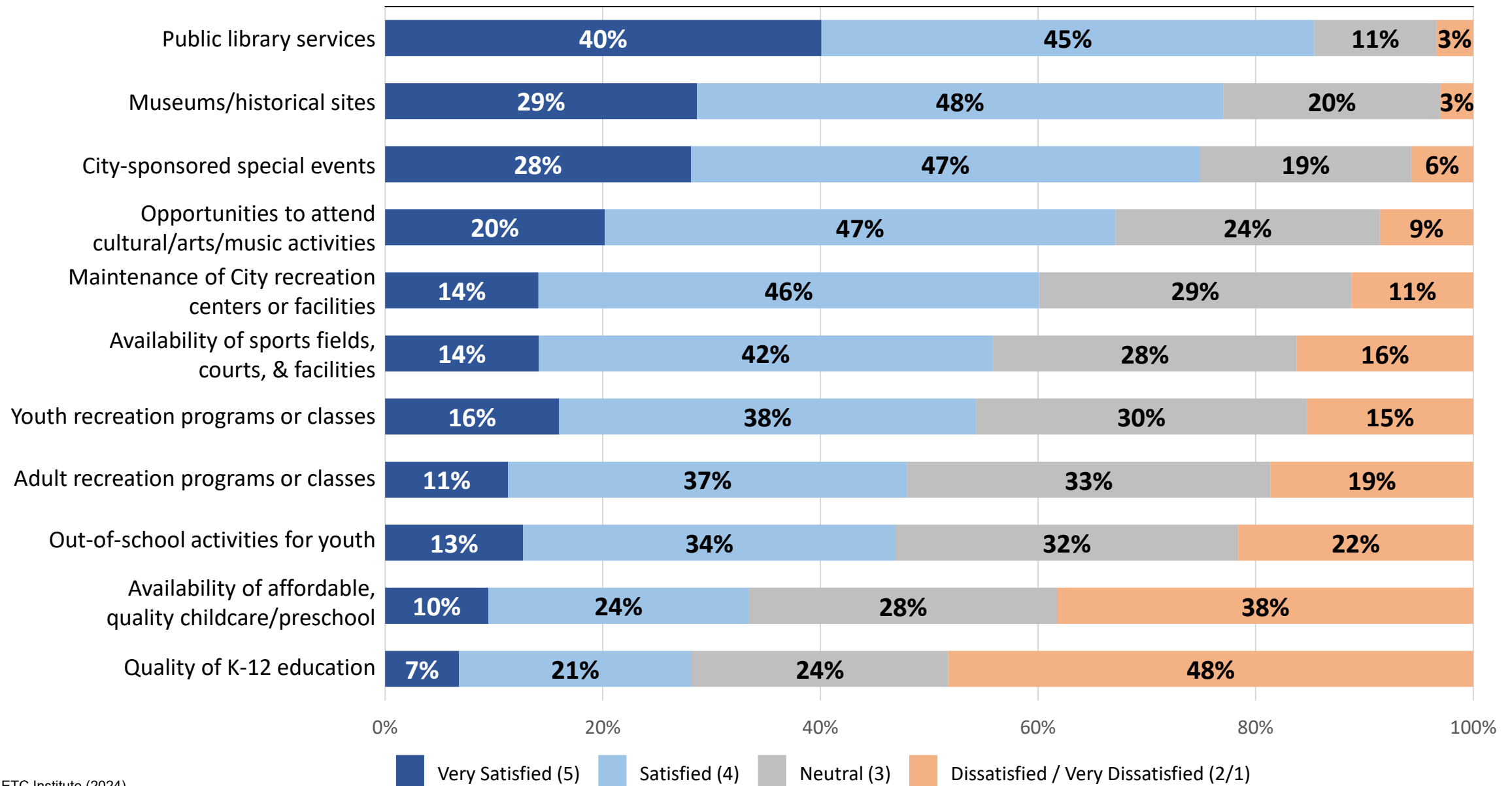


Q10. Economic Opportunity and Well-Being That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

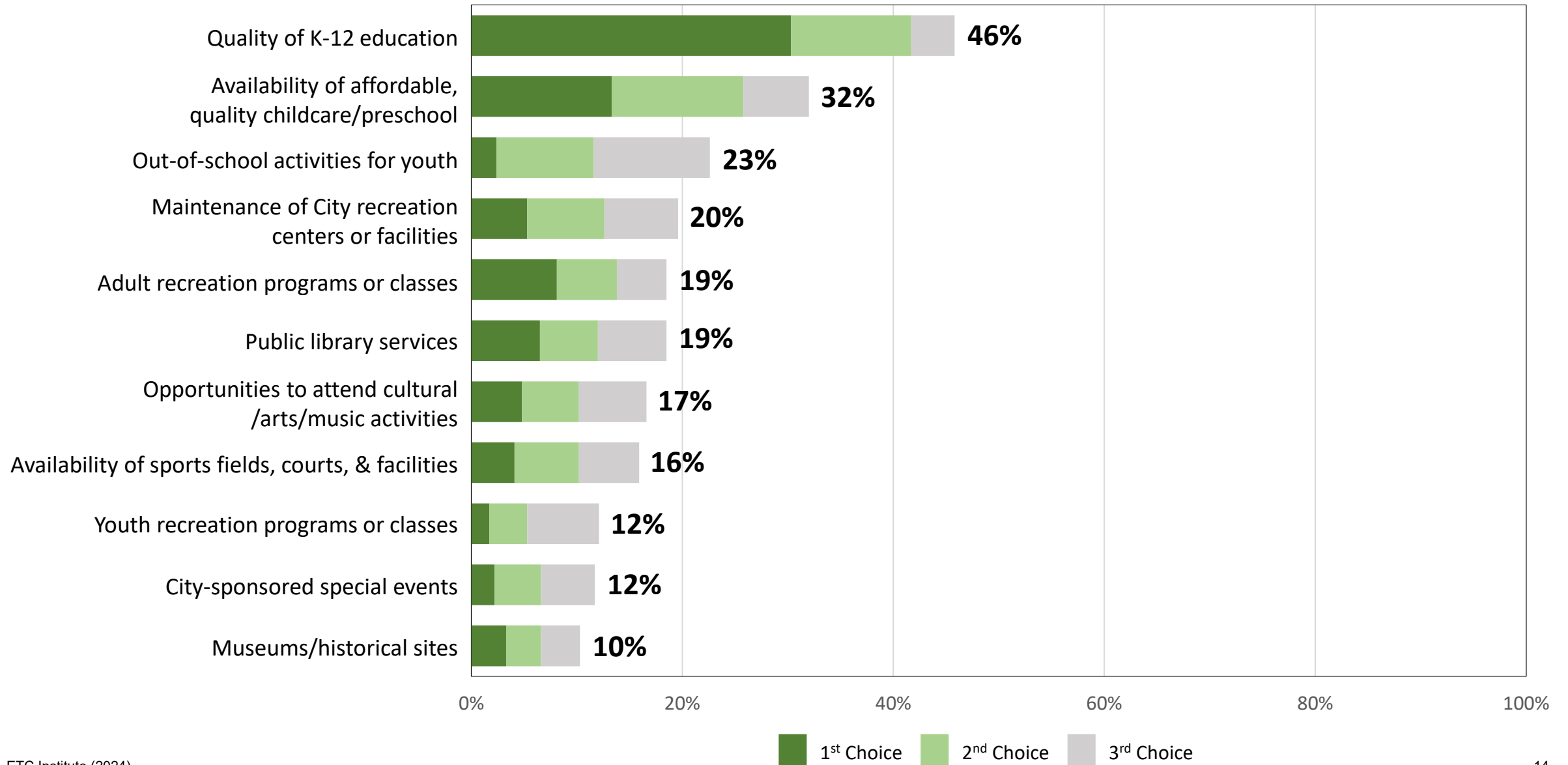


Q11. Satisfaction with Culture and Education

by percentage of respondents (excluding don't know)

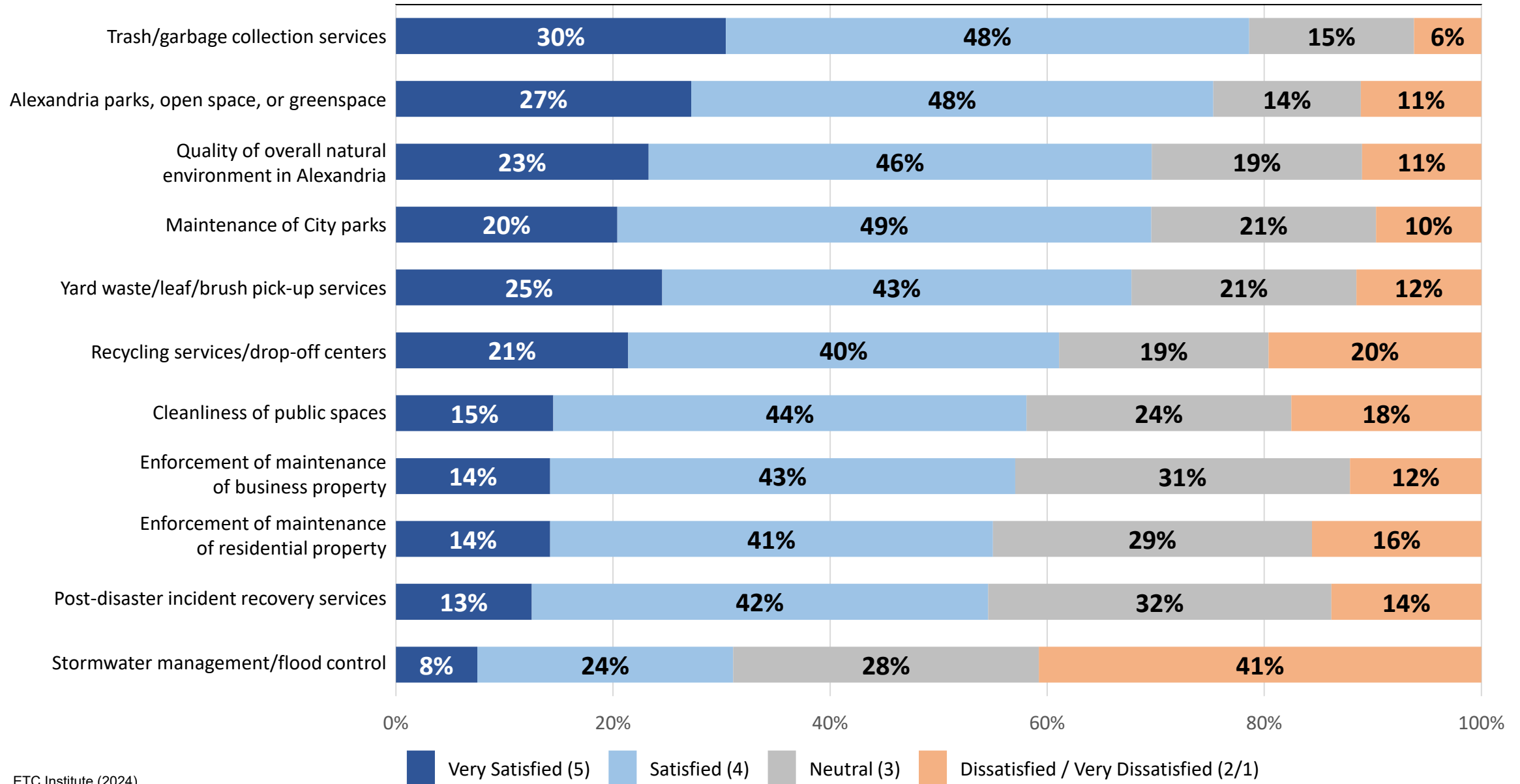


Q12. Culture and Education That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices

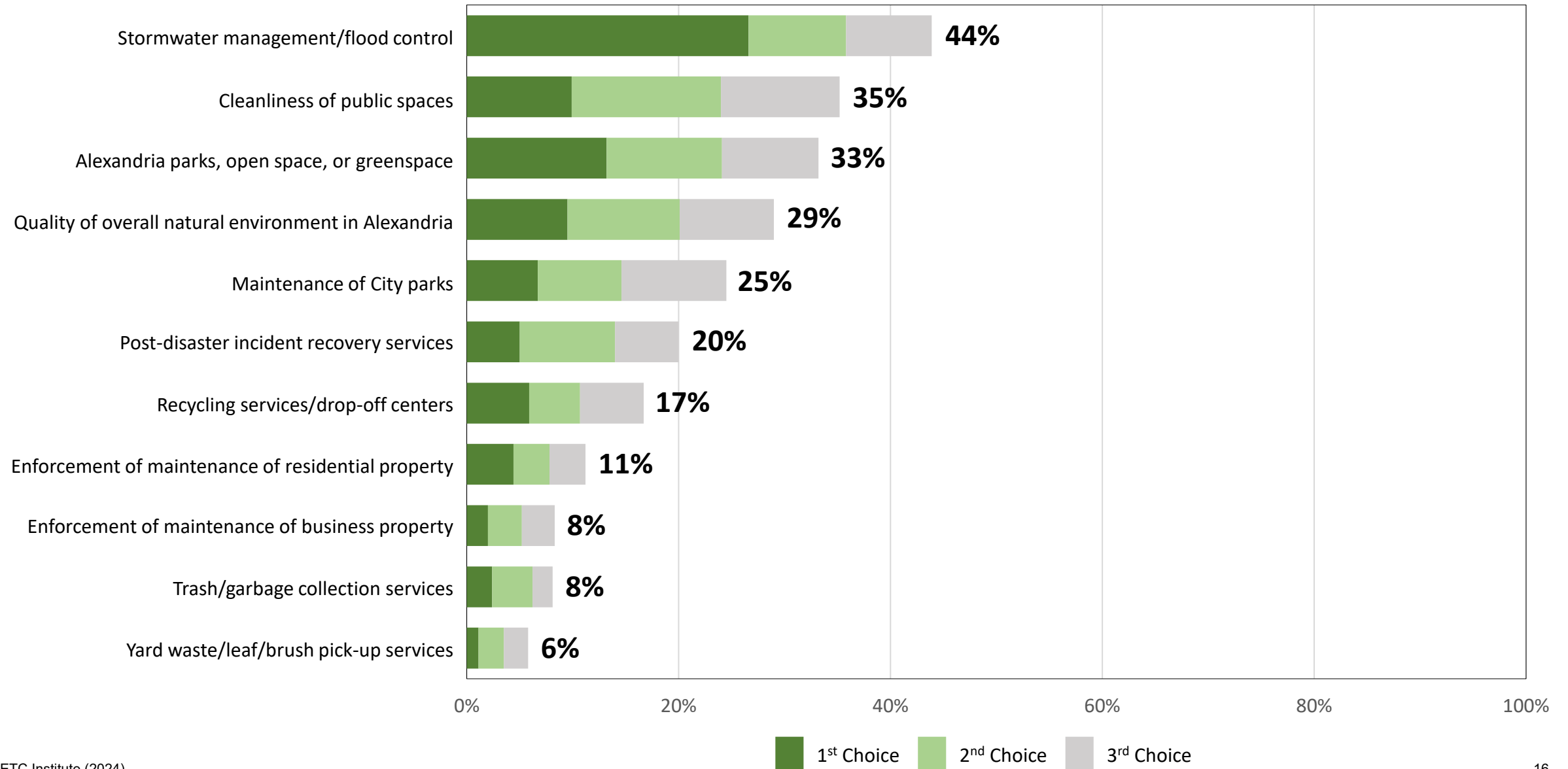


Q13. Satisfaction with Public Space and Property Services

by percentage of respondents (excluding don't know)

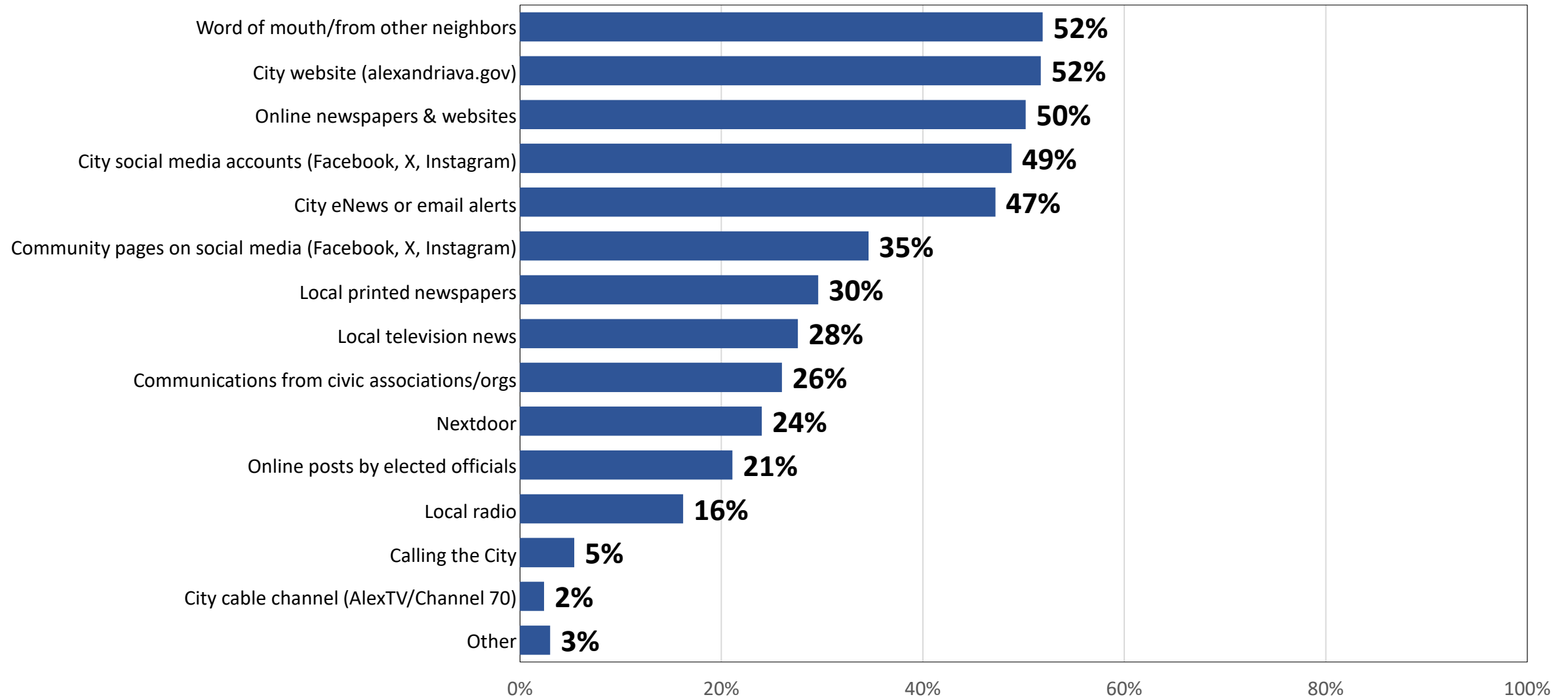


Q14. Public Space and Property Services That Should Receive The Most Emphasis Over The Next Two Years by percentage of respondents who selected the item as one of their top three choices



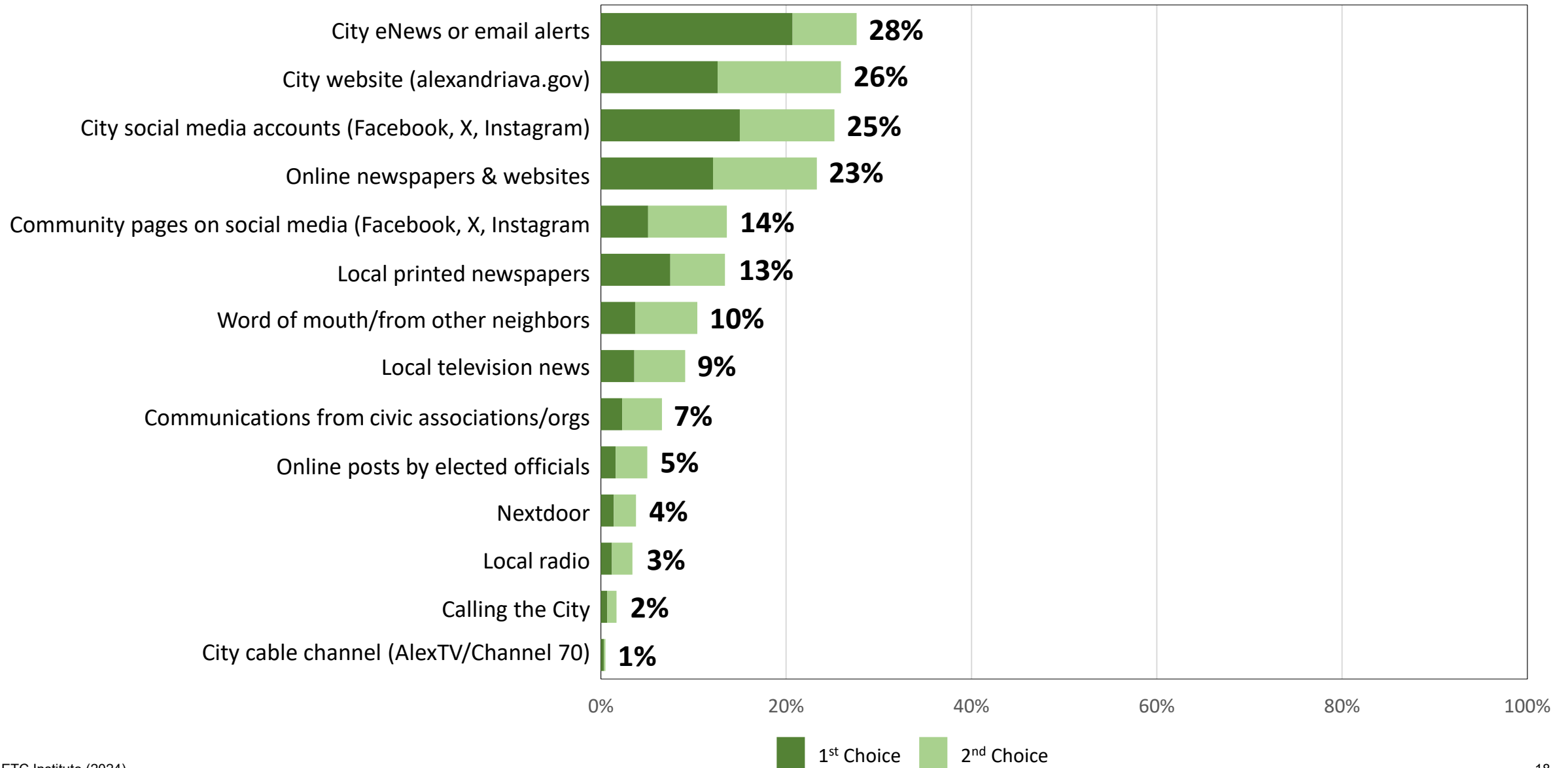
Q15. Where Do You Currently Receive Your News And Information About The City Of Alexandria Government And Services?

by percentage of respondents (multiple selections could be made)



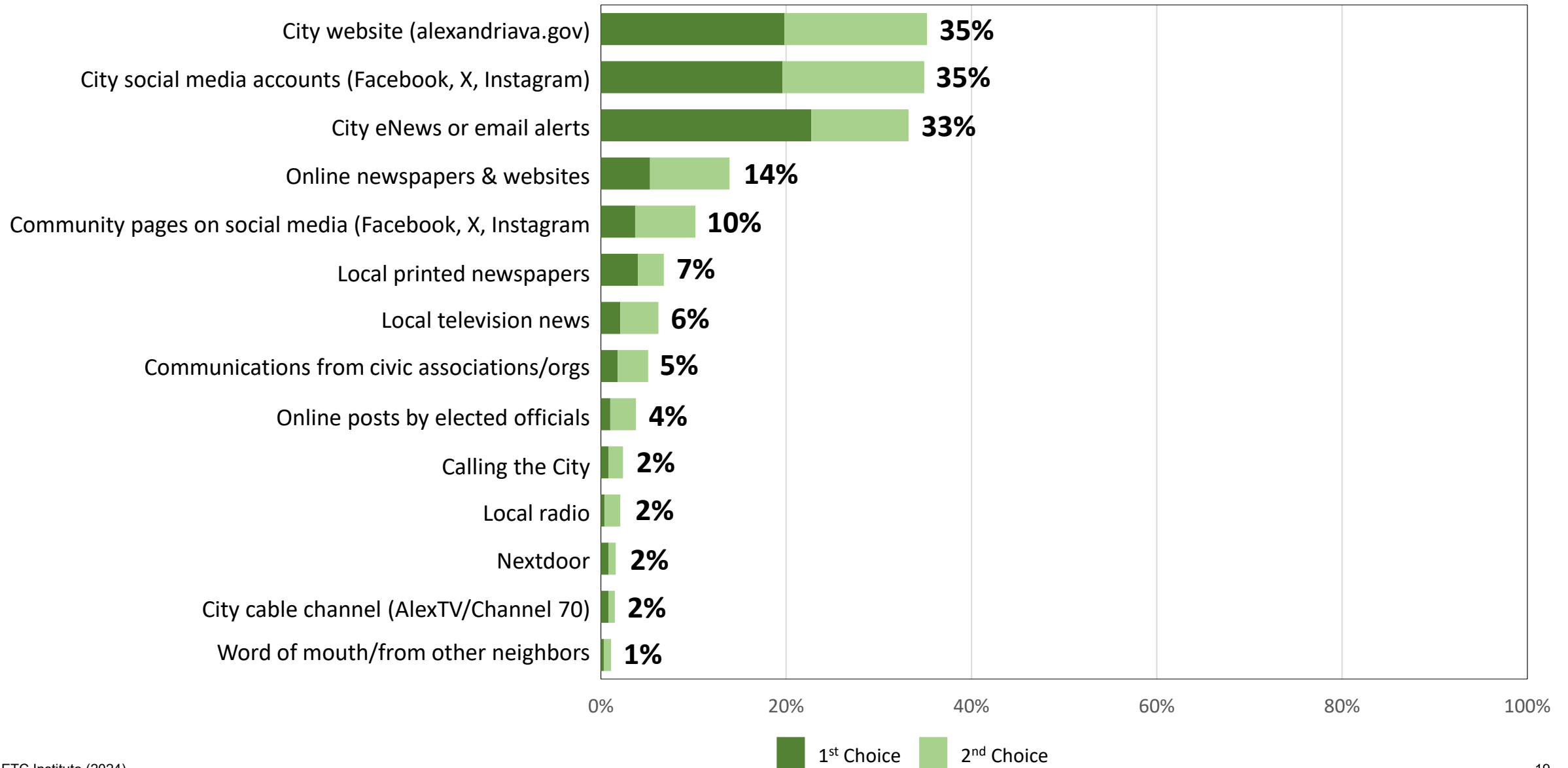
Q16. Information Sources That You Find The Most Helpful

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



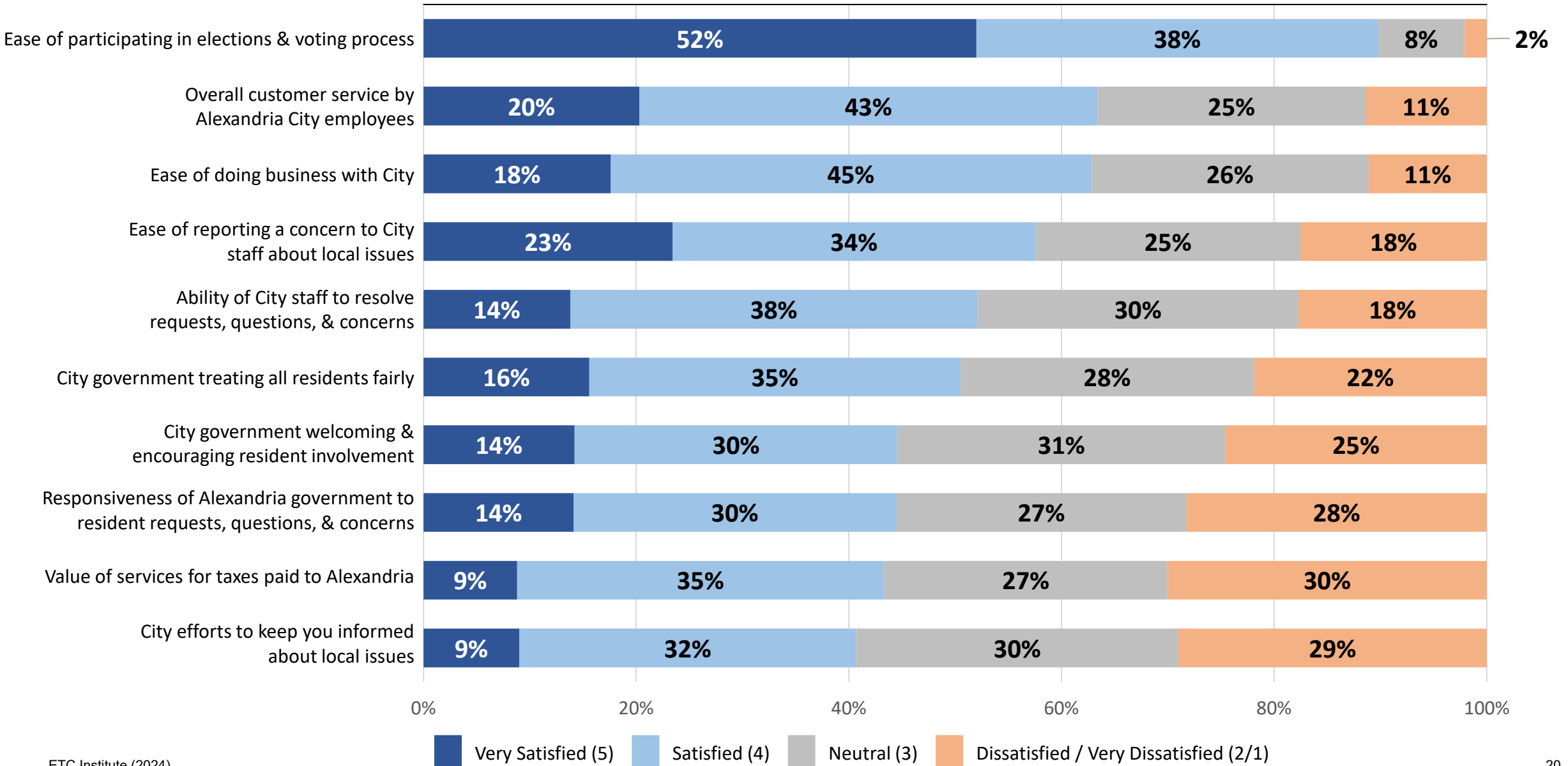
Q17. Information Sources That Should Receive The Most Emphasis Over The Next Two Years

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



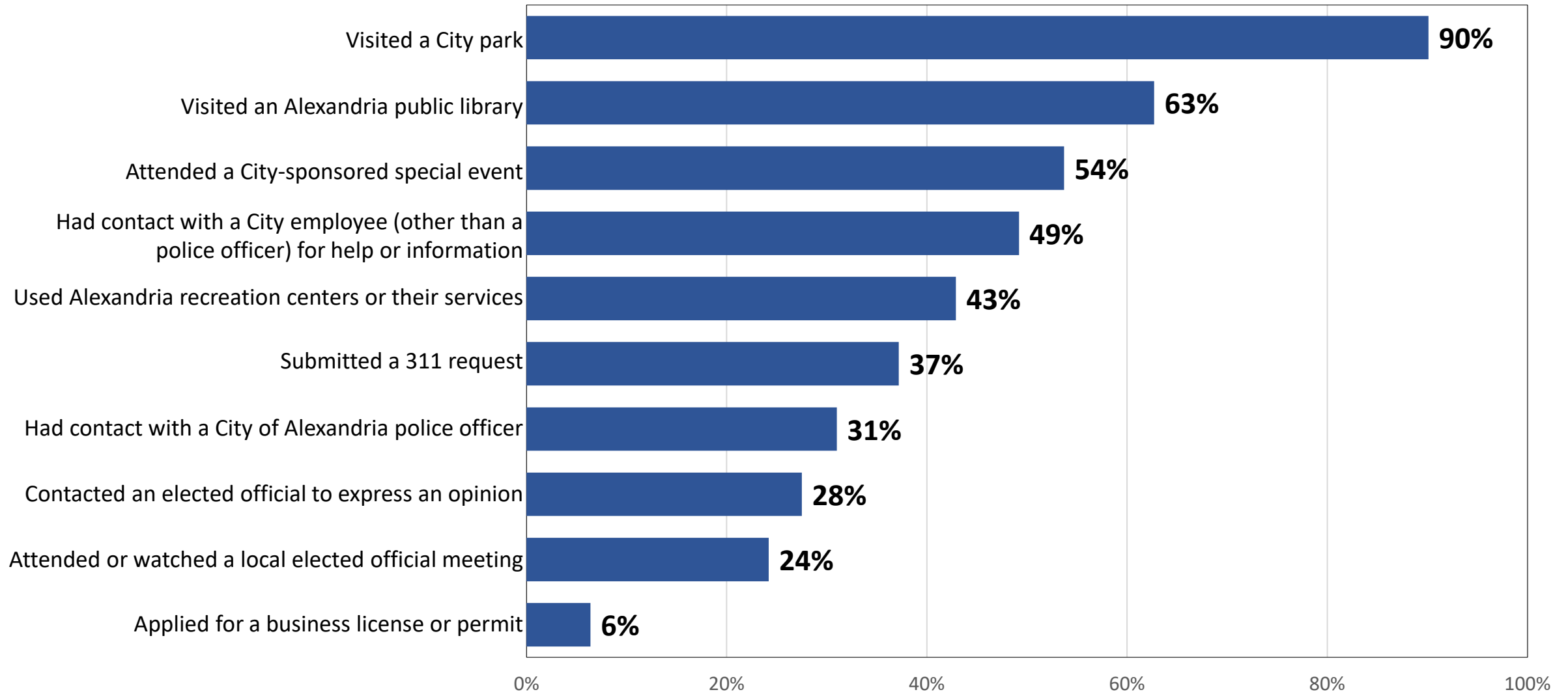
Q18. Satisfaction with City Government Services

by percentage of respondents (excluding don't know)



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

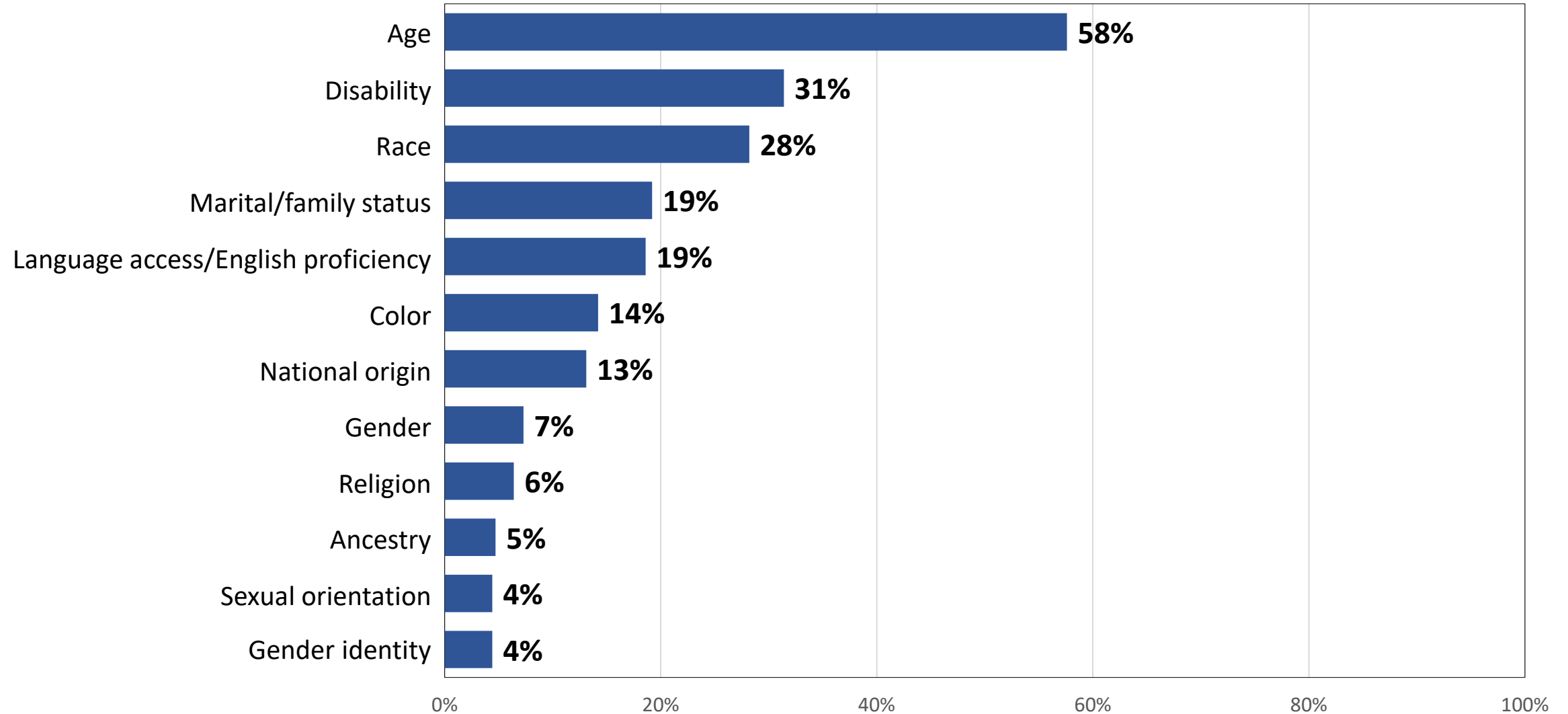
by percentage of respondents (multiple selections could be made)



Demographics

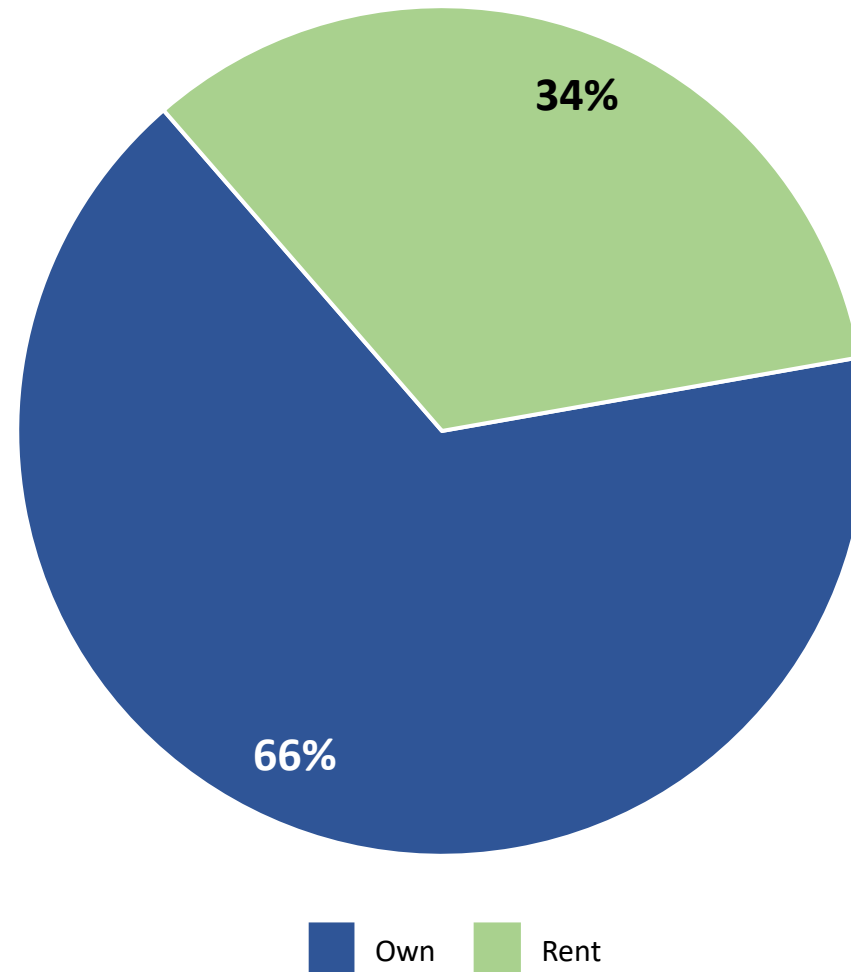
Q20. Obstacles To Living In Alexandria...

by percentage of respondents (multiple selections could be made)



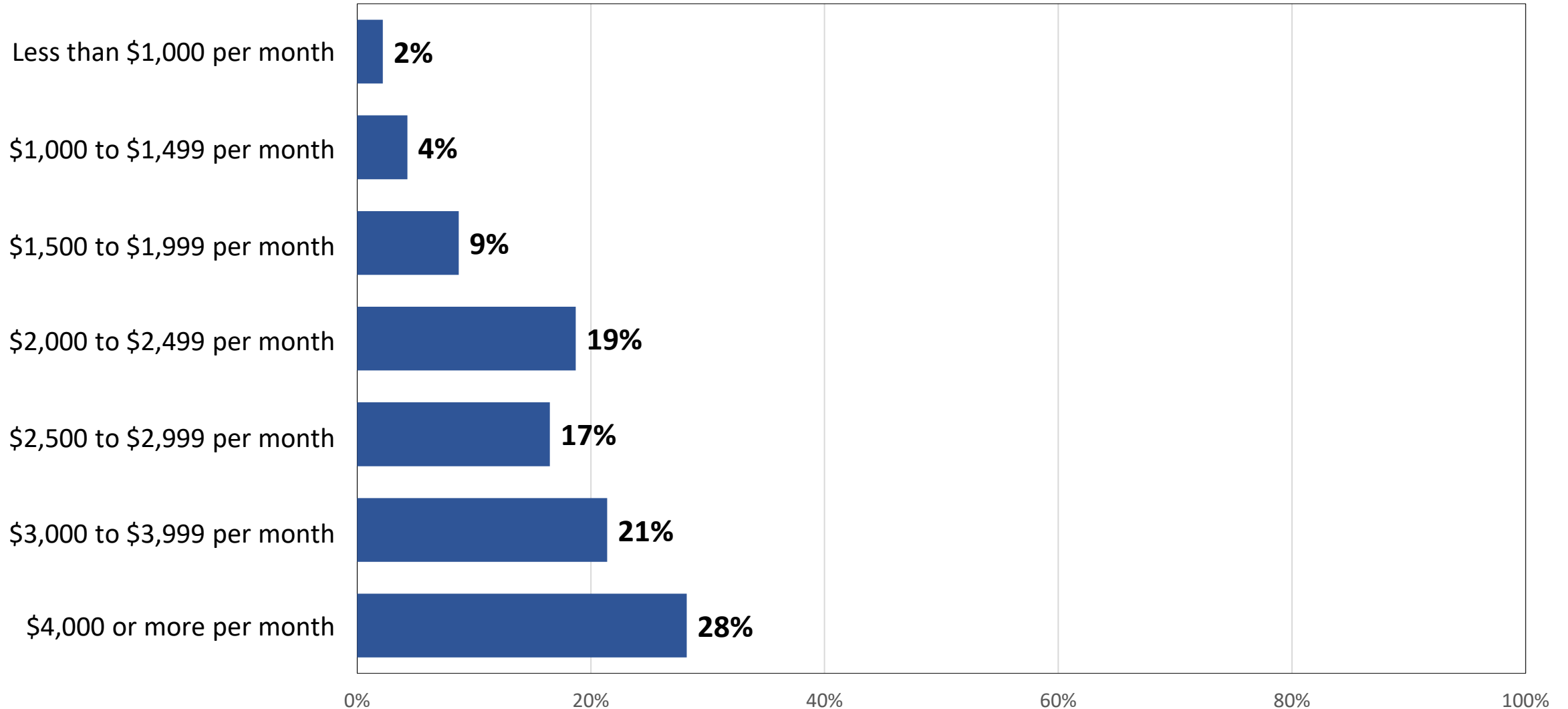
Q21. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



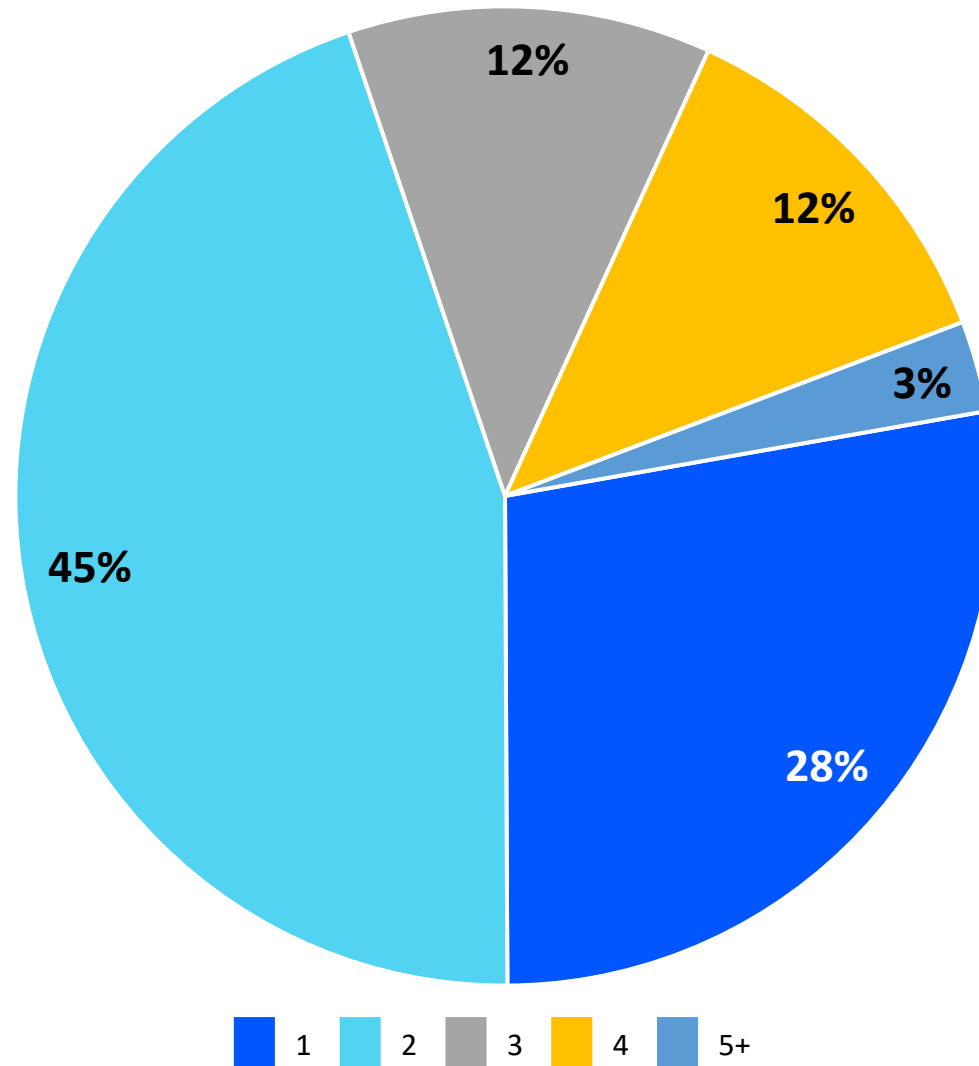
Q22. About How Much Is Your Household's Monthly Housing Cost For The Place You Live (Including Rent, Mortgage Payment, Property Tax, Property Insurance And Homeowners' Association (HOA) Fees)?

by percentage of respondents



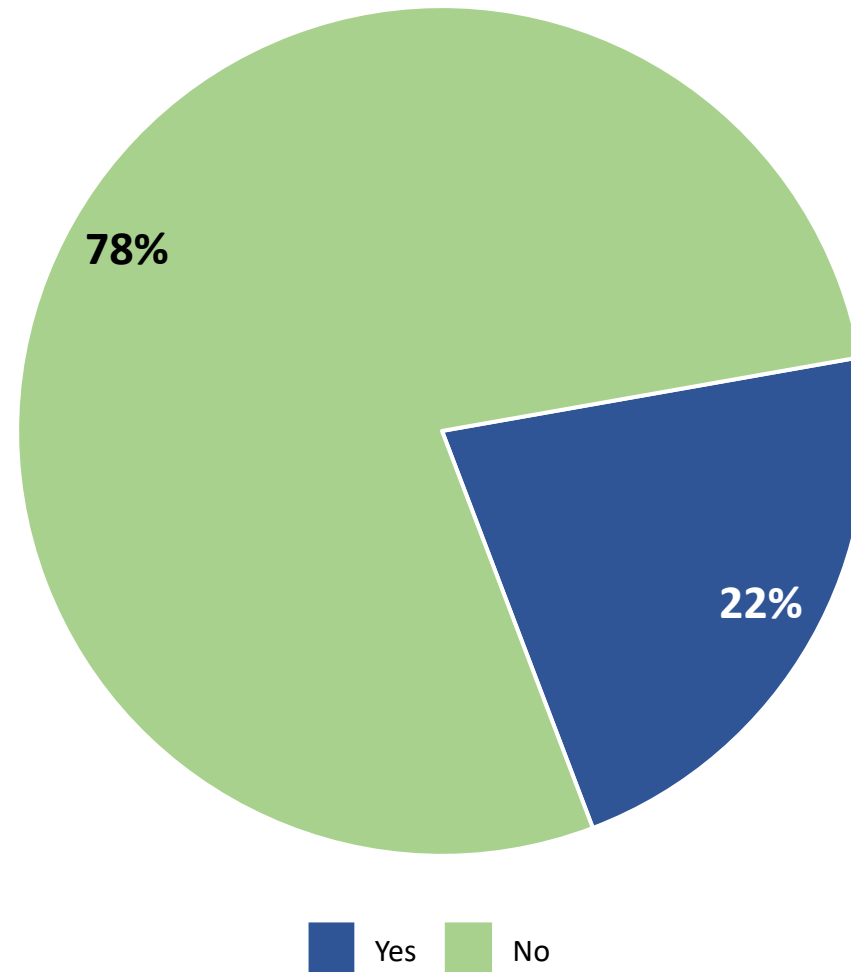
Q23. How Many People Live In Your Household?

by percentage of respondents (excluding not provided)



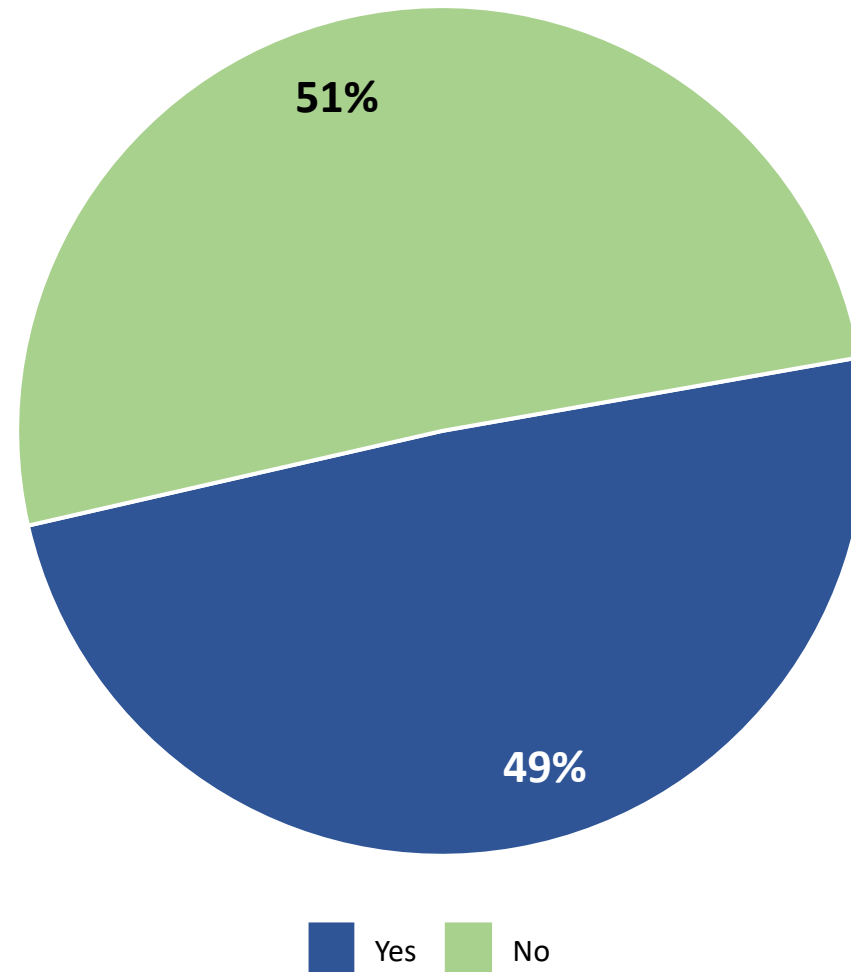
Q24. Do Any Children 17 Or Under Live In Your Household?

by percentage of respondents (excluding not provided)



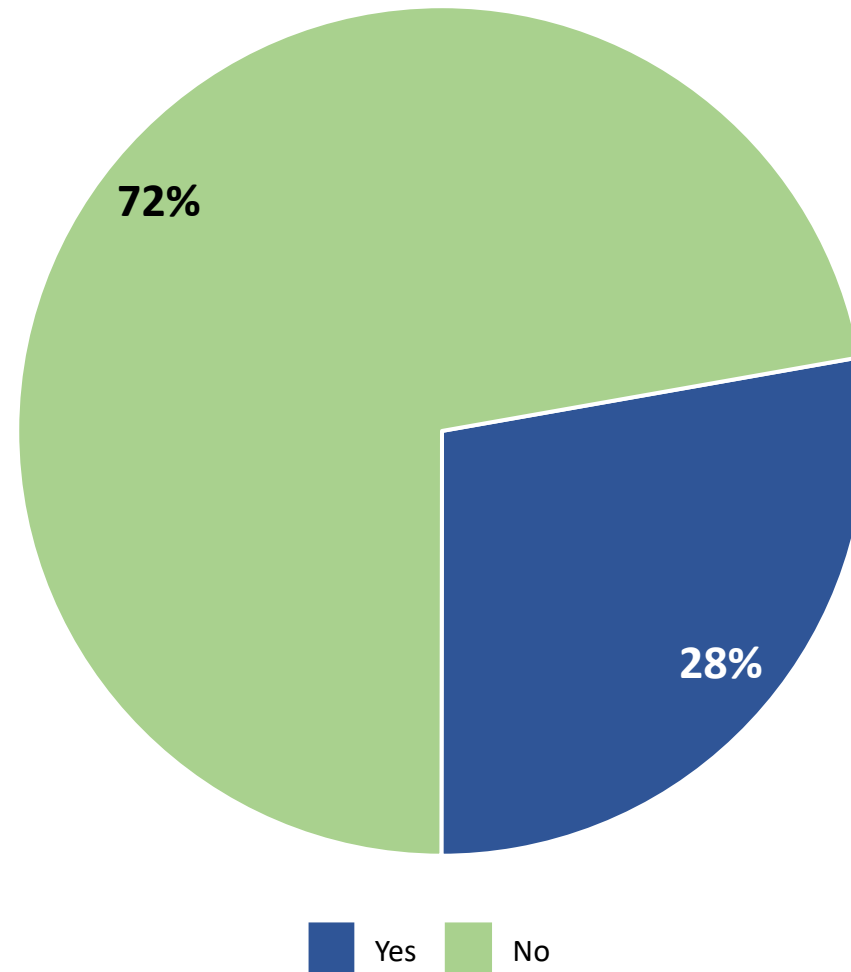
Q24a. If Yes, Do They Attend Alexandria City Public Schools?

by percentage of respondents (excluding not provided)



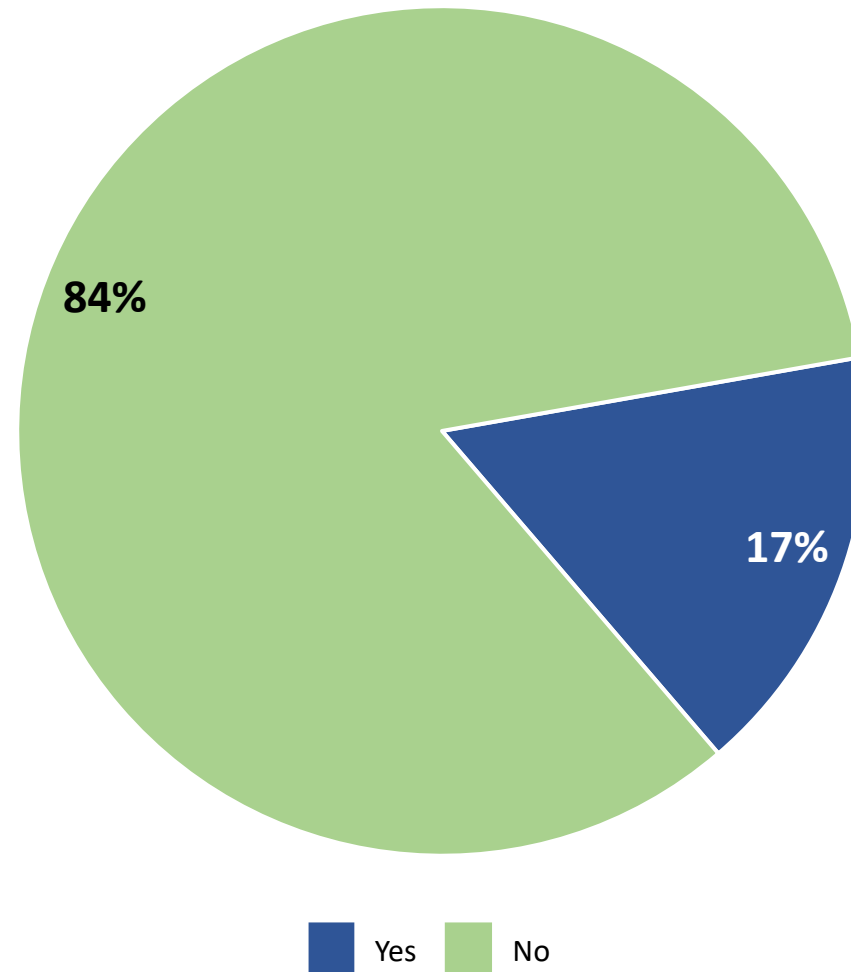
Q25. Are You Or Any Other Members Of Your Household Aged 65 Or Older?

by percentage of respondents (excluding not provided)



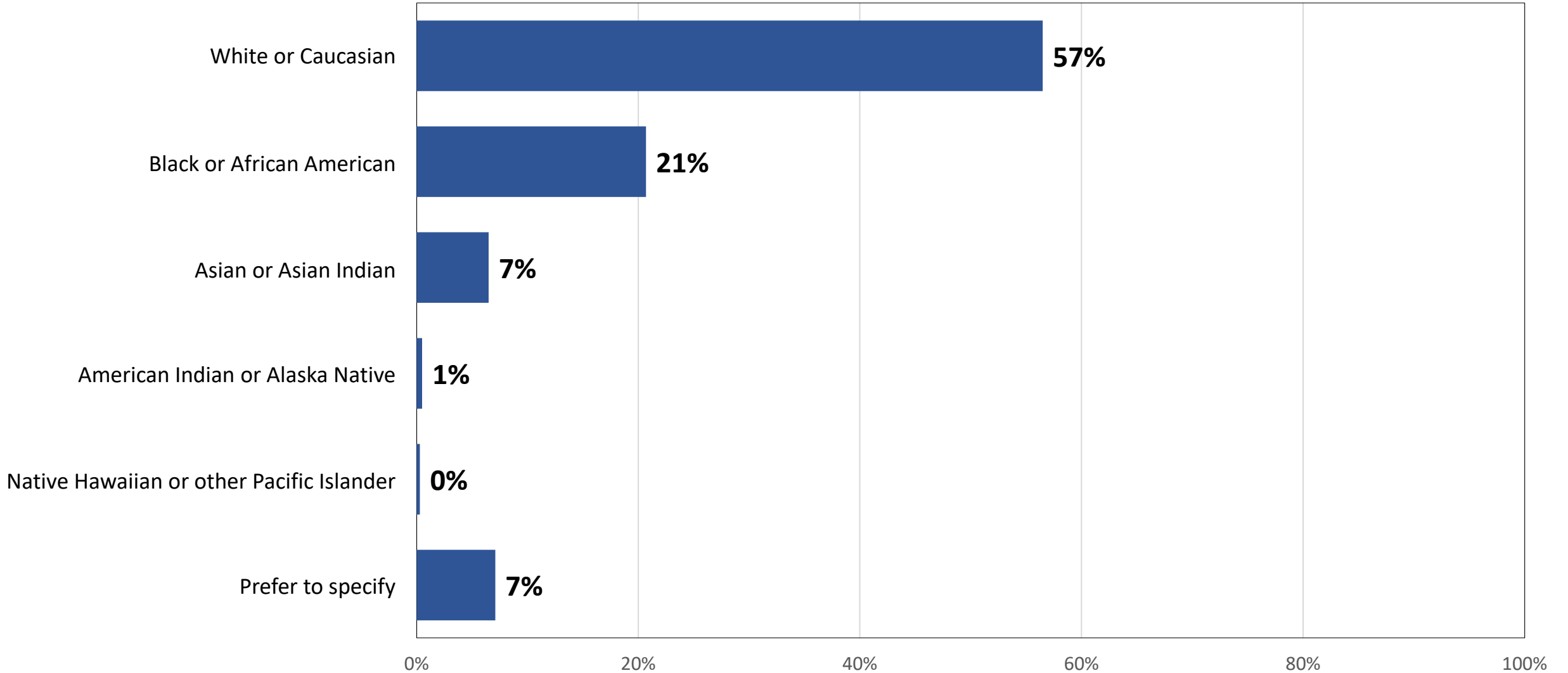
Q26. Are You Of Hispanic, Spanish, Or Latino/a/x Ancestry?

by percentage of respondents (excluding not provided)



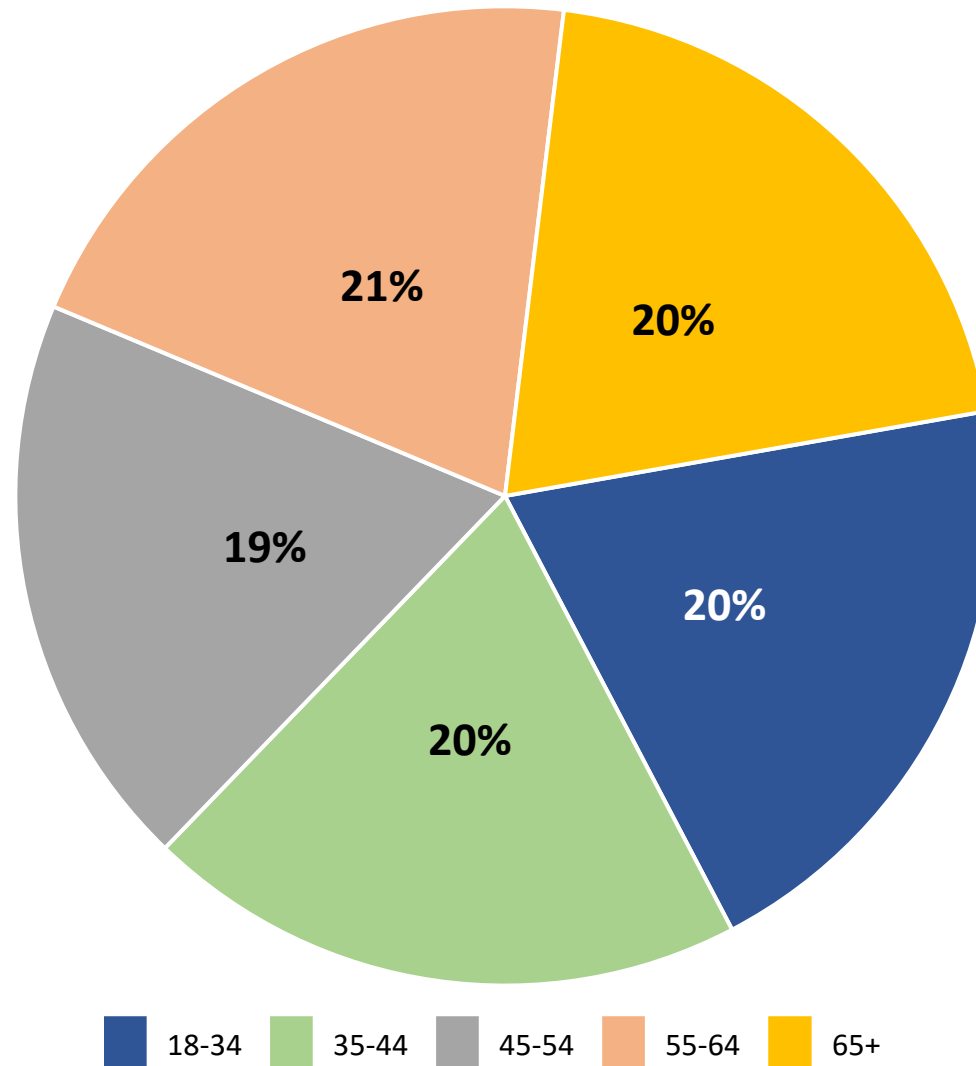
Q27. Which Of The Following Best Describes Your Race/Ethnicity?

by percentage of respondents



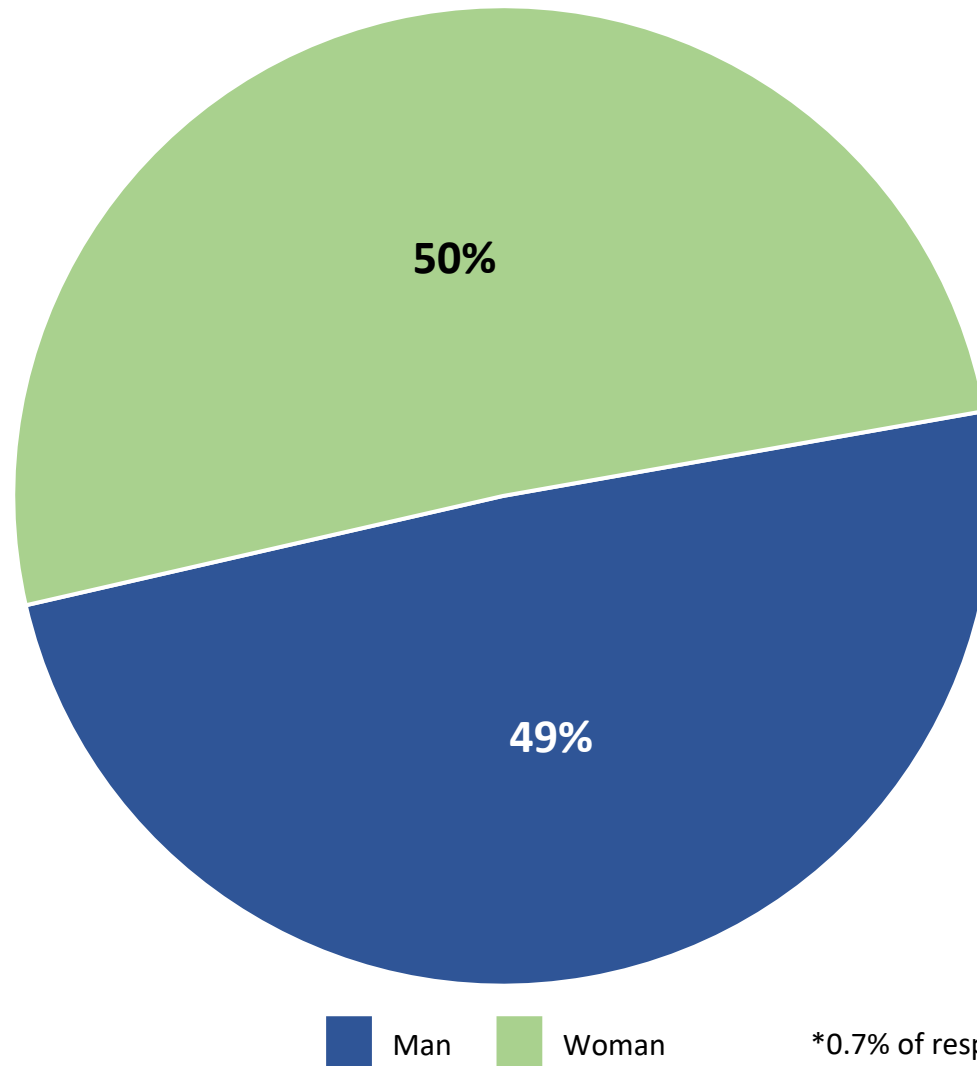
Q28. What Is Your Age?

by percentage of respondents (excluding not provided)



Q29. How Do You Currently Describe Yourself?

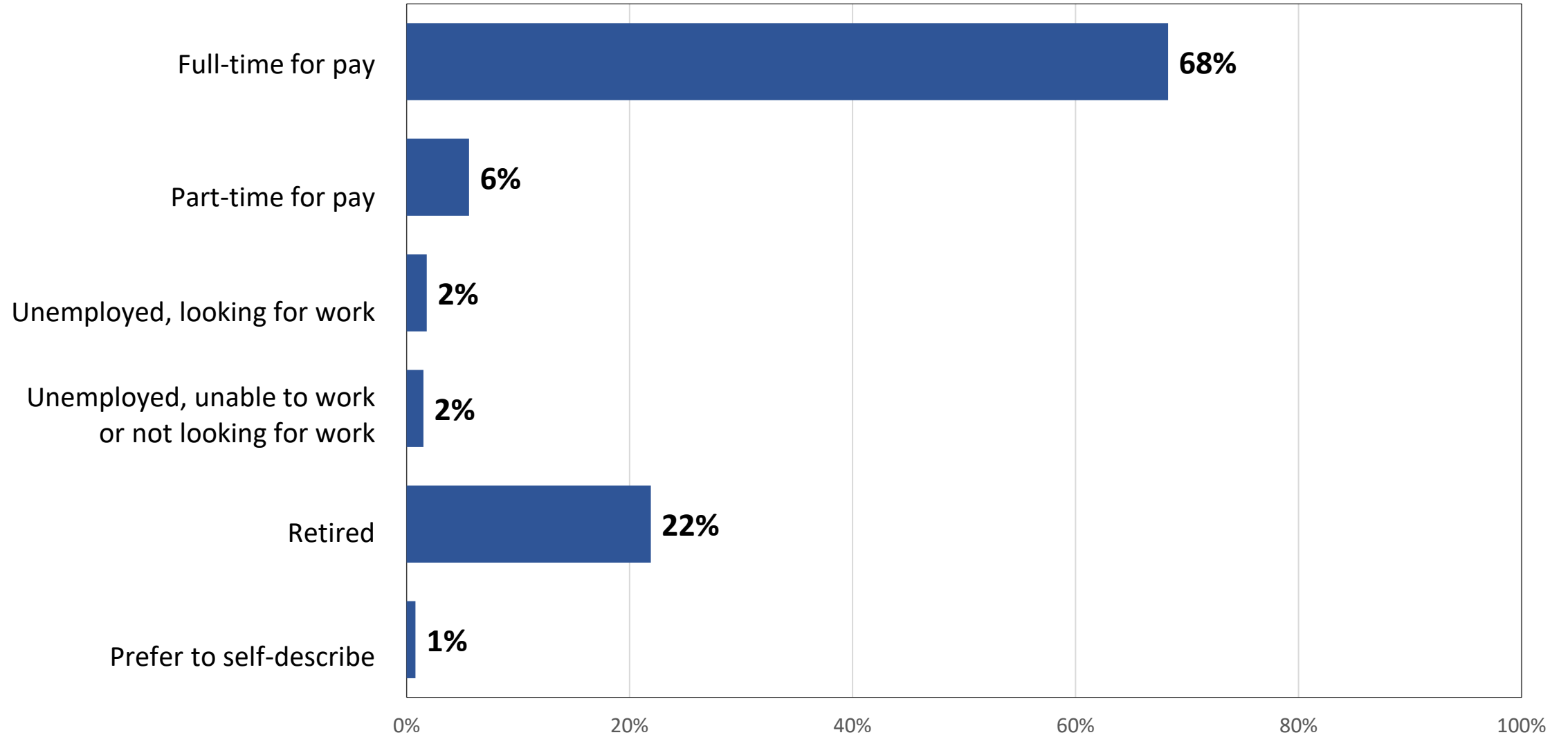
by percentage of respondents (excluding not provided)



*0.7% of respondents prefer to self-identify

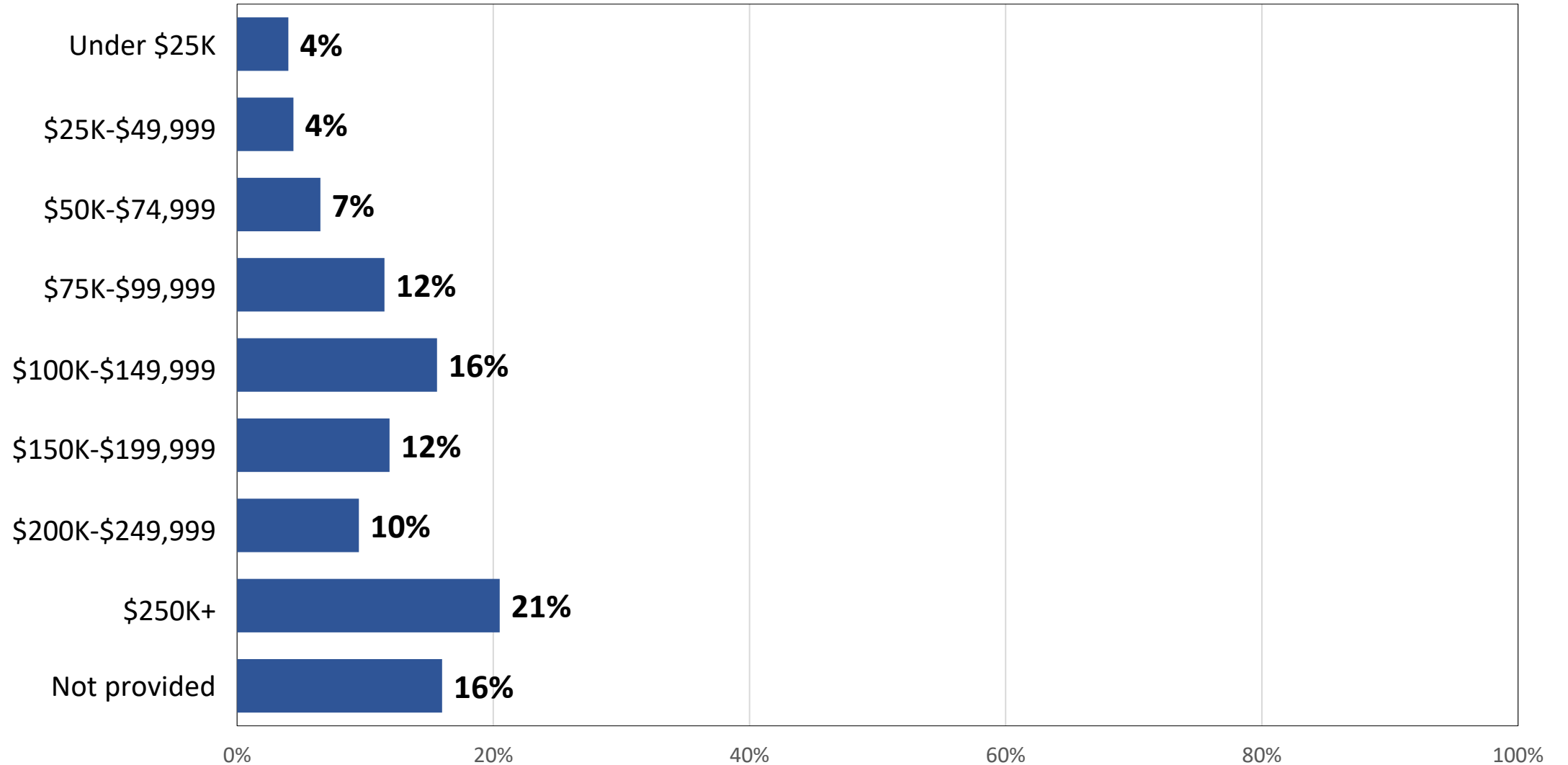
Q30. What Is Your Employment Status?

by percentage of respondents



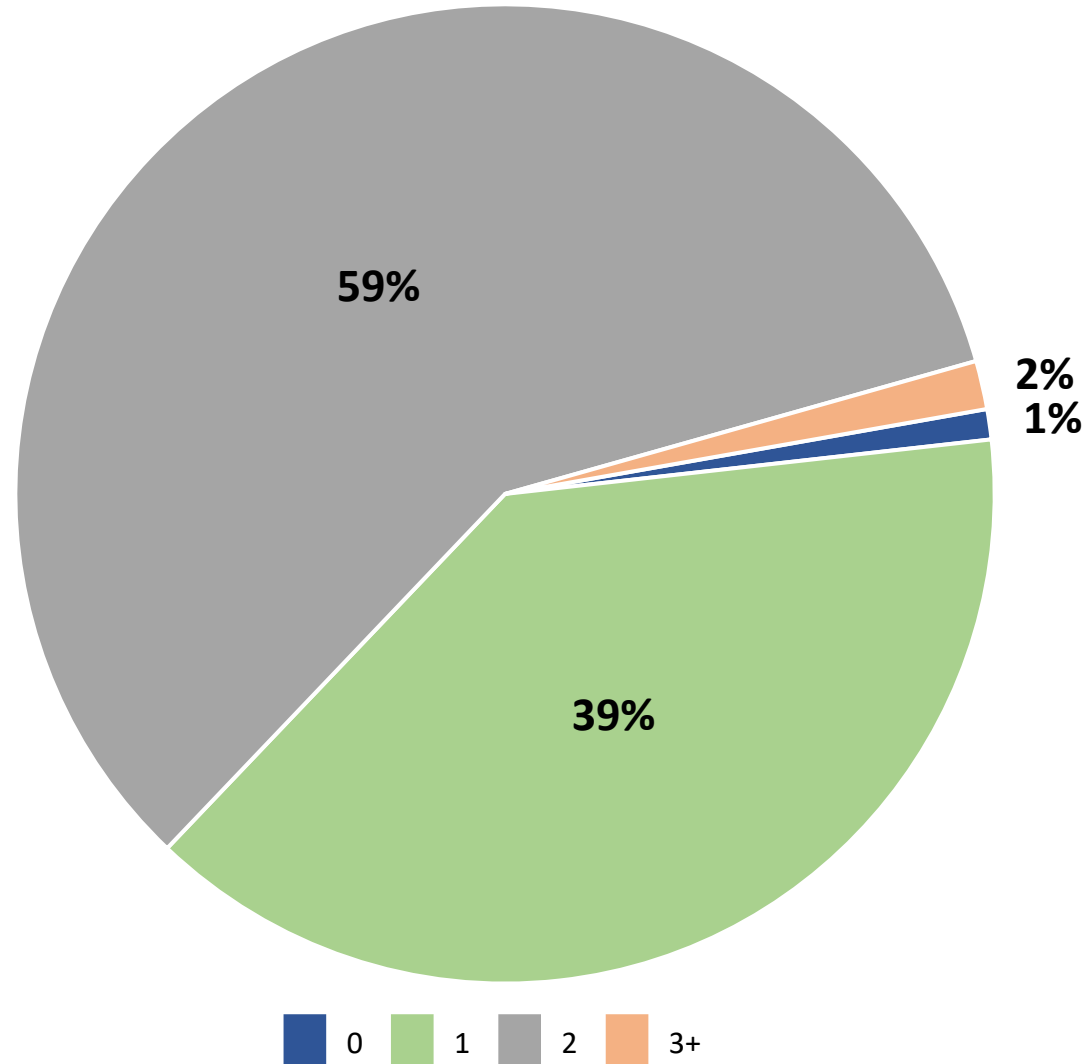
Q31. What Is Your Total Annual Household Income?

by percentage of respondents

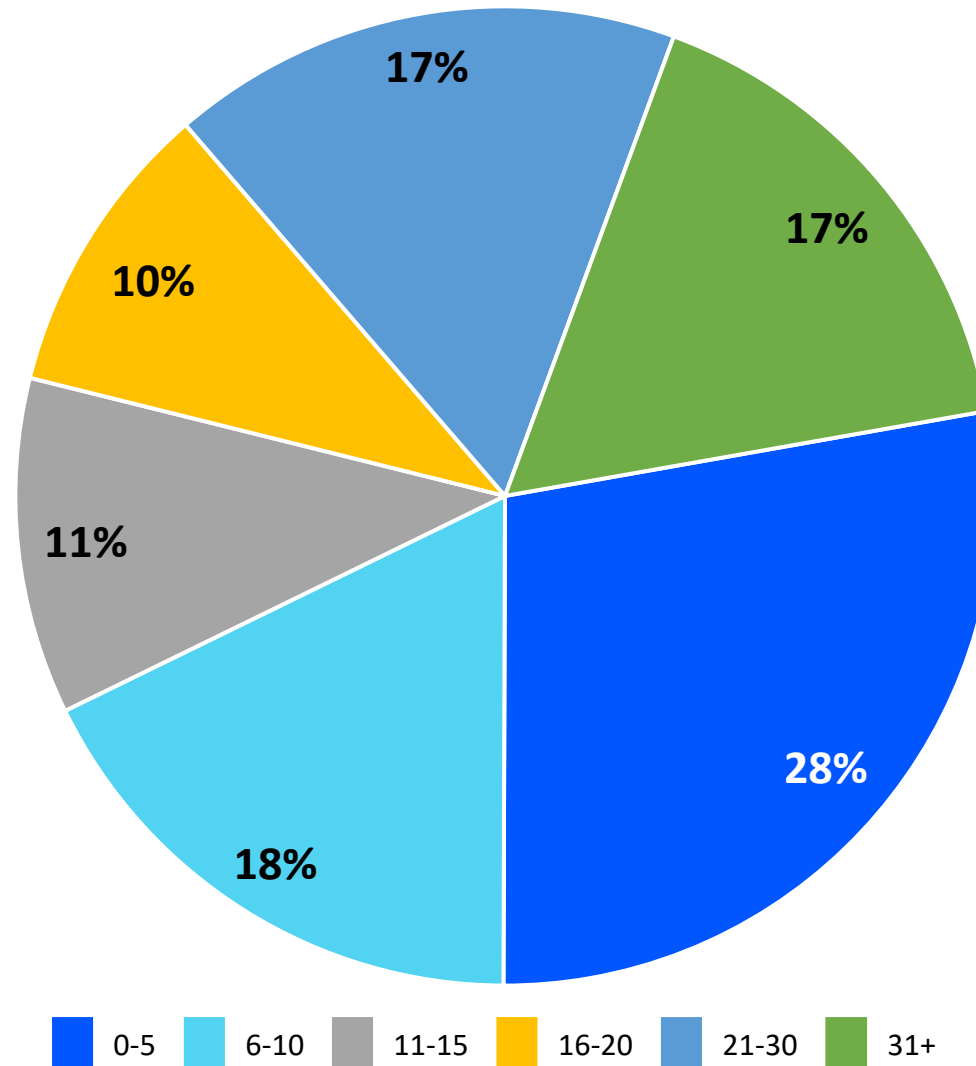


Q32. How Many People (Including Yourself) Contribute To Your Household Income?

by percentage of respondents (excluding not provided)

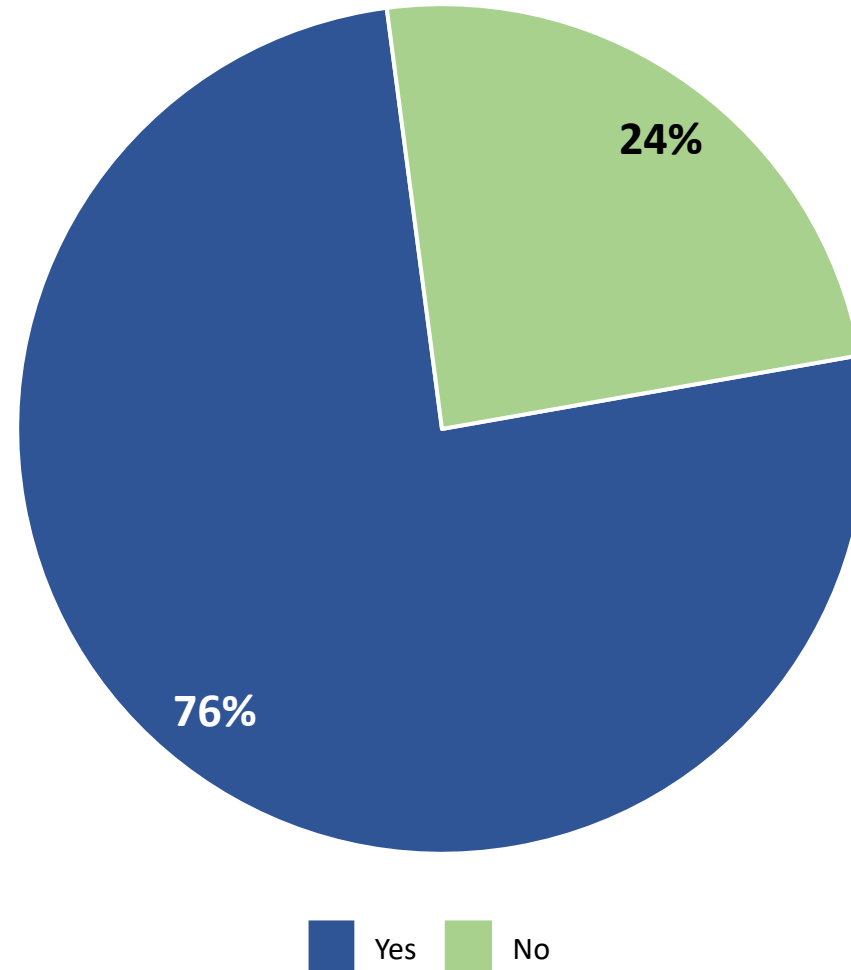


Q33. Approximately How Many Years Have You Lived In Alexandria? by percentage of respondents (excluding not provided)



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.

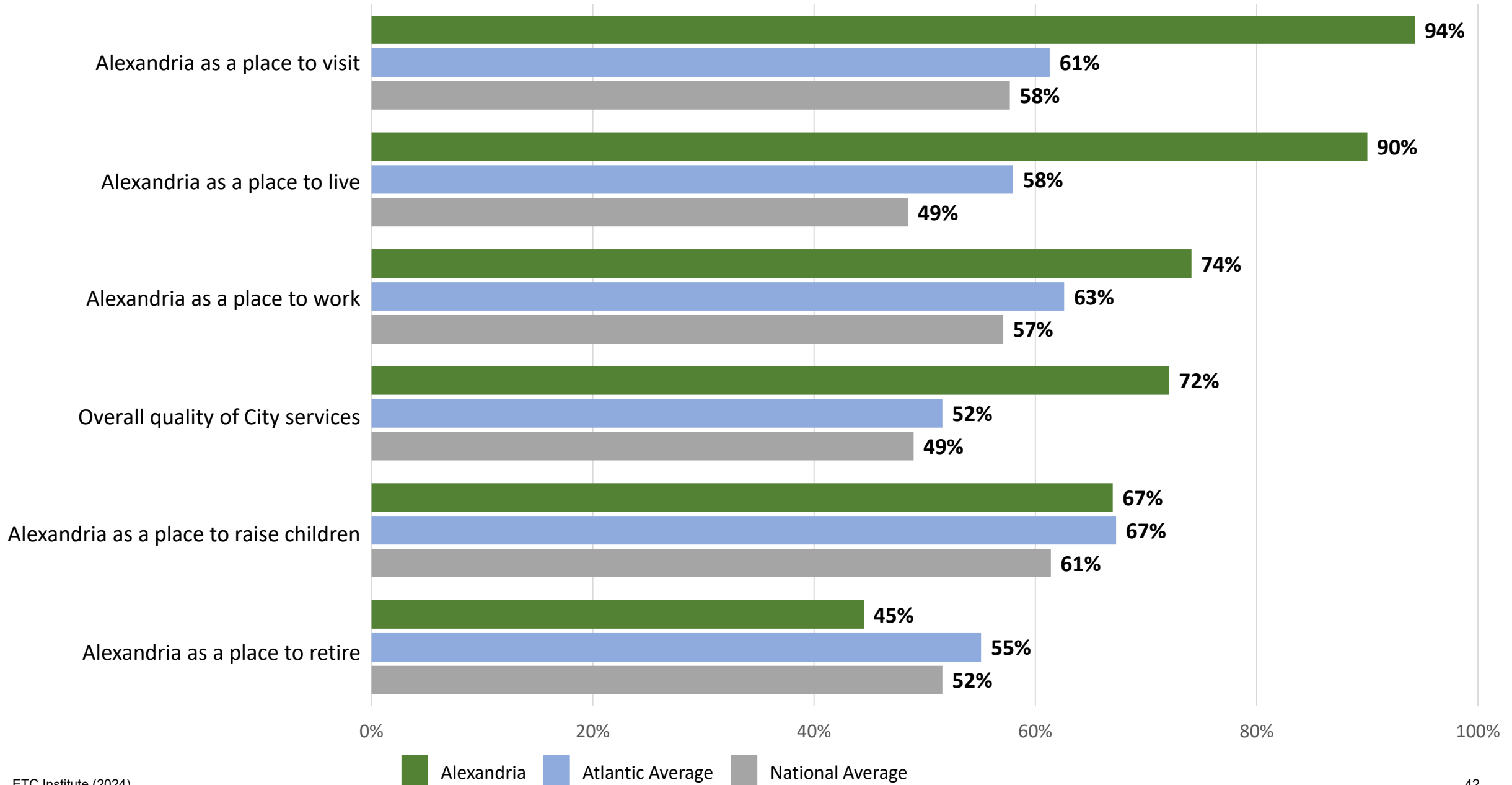
ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2024 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

City of Alexandria Benchmarking

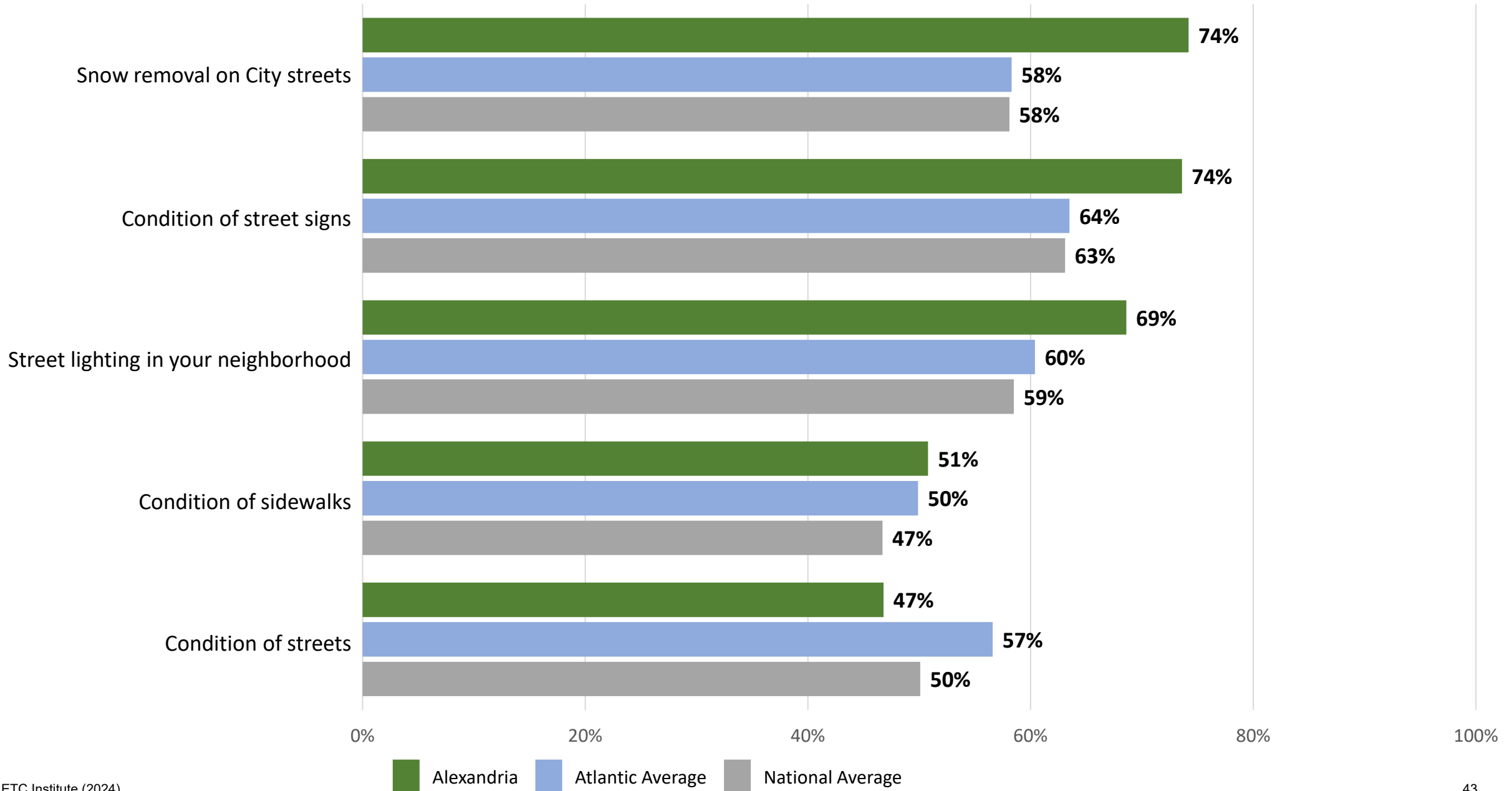
The following shows how the City of Alexandria in 2024 compares to the regional and national averages.



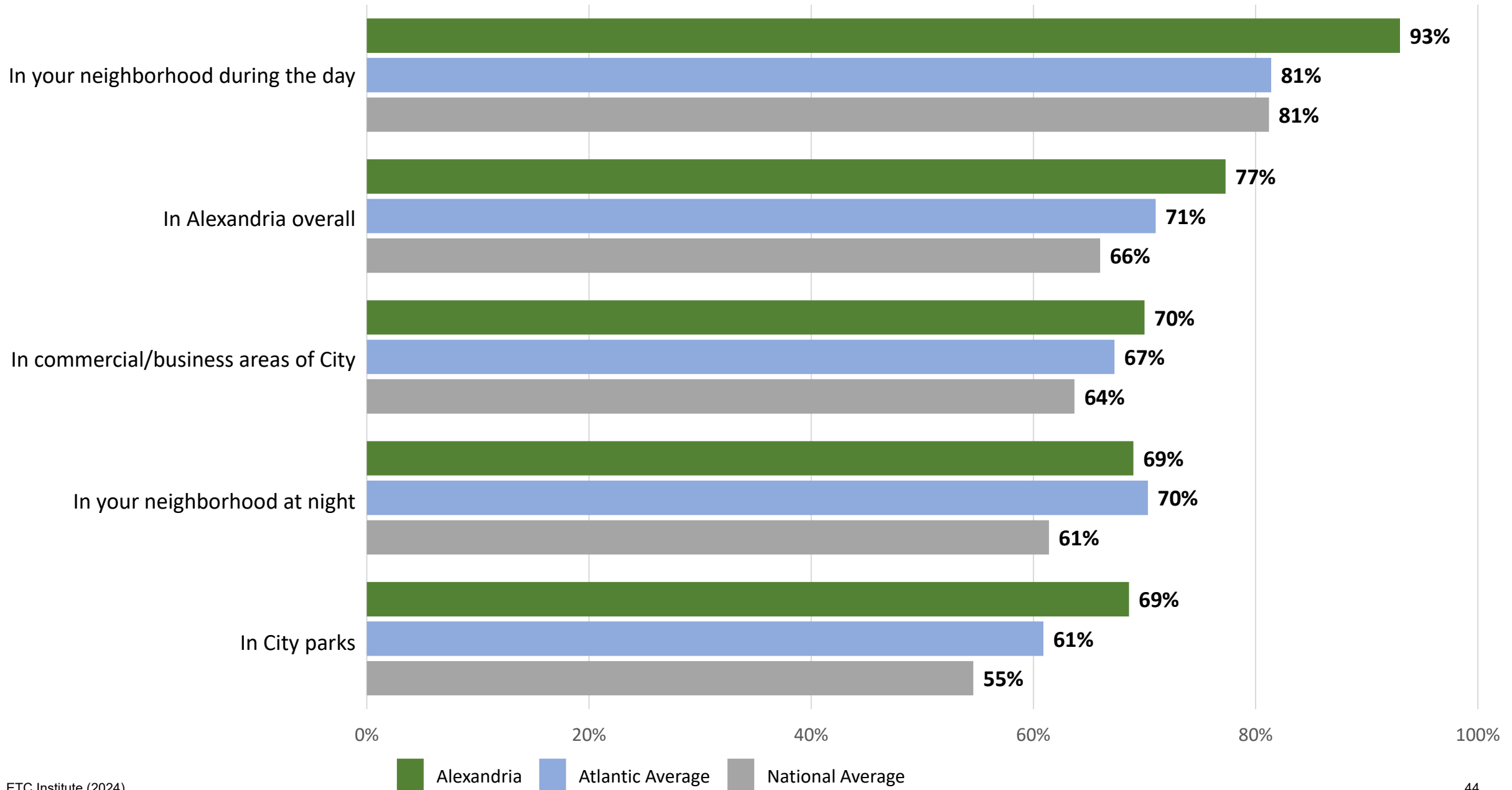
Q1. Overall Ratings of Alexandria



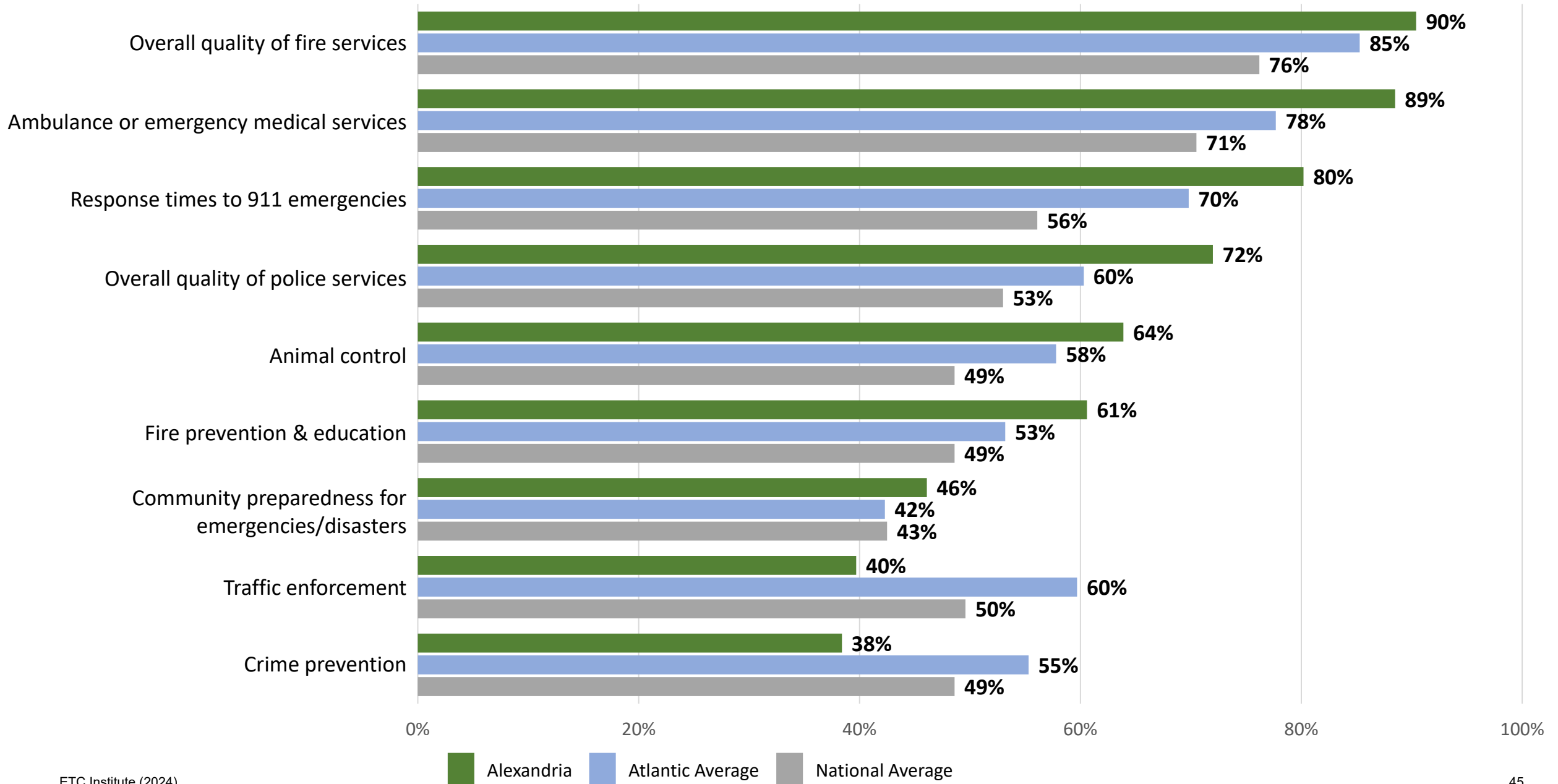
Q4. Transportation Maintenance



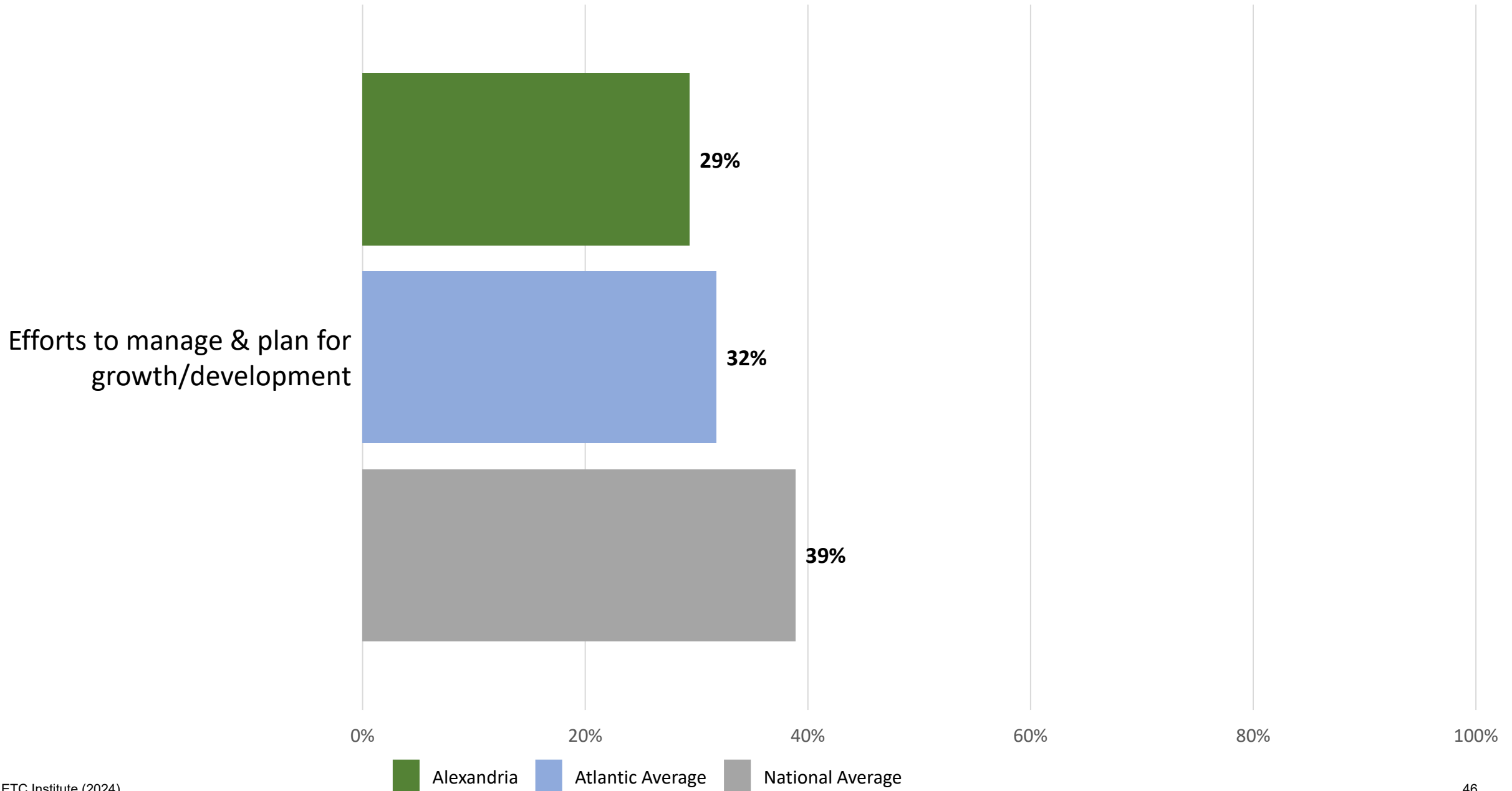
Q6. Sense of Safety in Alexandria



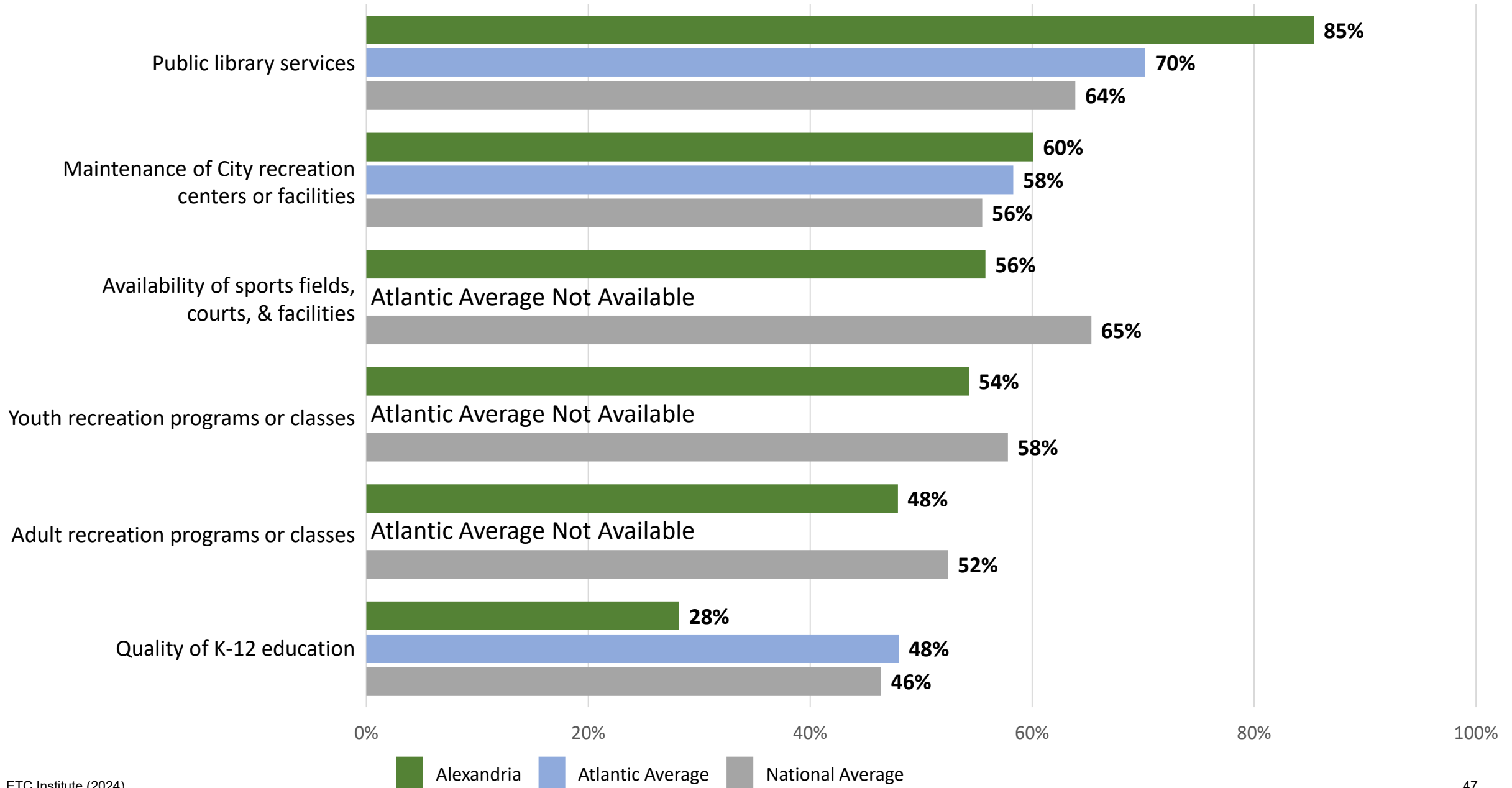
Q7. Public Safety



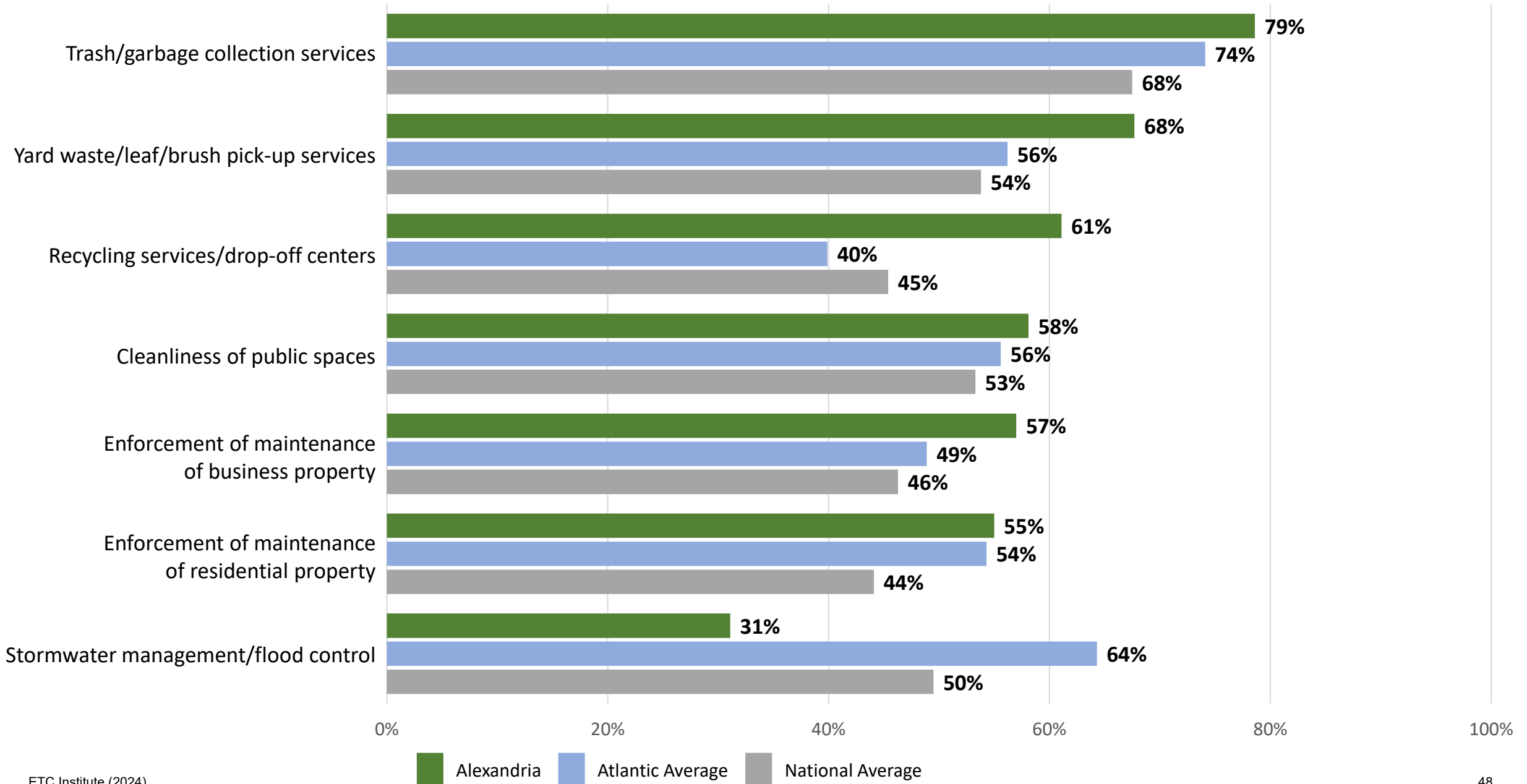
Q9. Economic Opportunity and Well-Being



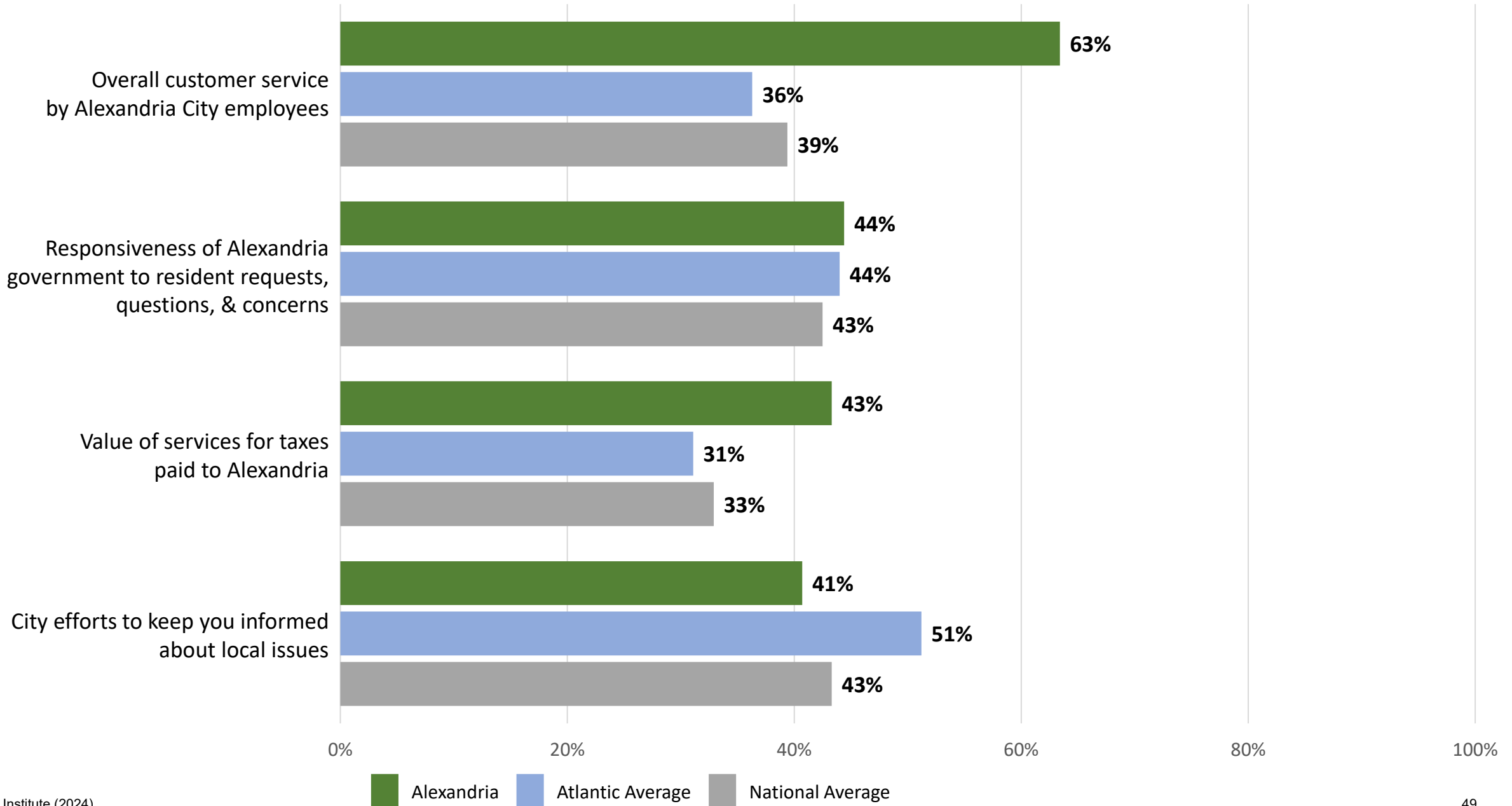
Q11. Culture and Education



Q13. Public Space and Property Services



Q18. City Government Services





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 Transportation Maintenance						
						
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 %
None chosen	152	13.3 %
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 %
None chosen	235	20.5 %
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)**

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
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 ተመረጠዎል! 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 المجهزة 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