



2005 City Services Satisfaction Survey

Final Report

CONFIDENTIAL

**Prepared For:
CITY OF ARLINGTON**

**Study #050749
January 2006**

TABLE OF CONTENTS

BACKGROUND AND OBJECTIVES.....	3
METHODS	3
USE OF DECISION ANALYST, INC. NAME.....	3
EXECUTIVE SUMMARY.....	4
DETAILED FINDINGS.....	9
Overall Rating Of Arlington And City Services.....	10
Neighborhoods	17
Rating Of Services On Specific Attributes By General Population.....	27
Usage Of Services And Perceptions Of Services By Users	46
Access To City Government And Importance Of Internet Communication	66
APPENDIX.....	75
QUESTIONNAIRE.....	80

BACKGROUND AND OBJECTIVES

This is the sixth annual survey among City of Arlington residents to measure satisfaction with city services. The benchmark study was conducted in December 2000, and subsequent waves have occurred in November and December each year.

The purpose of the survey is to assess citizens' current perceptions of city services, to identify areas where the City is perceived as doing well and areas where improvement may be needed, and to monitor the effectiveness of the City's efforts to improve services. Information gathered from this sixth wave of interviewing will also be used in planning and budgeting for 2006.

METHODS

A total of 457 telephone interviews were conducted among residents within Arlington city limits. Within this sample, quotas were set for gender, age and zip code to ensure an accurate representation of the city's population. Random-digit sampling was used primarily. (Some supplemental purchased listed sample was used to fill quotas in a few zip codes that are difficult to target using random-digit sampling.)

All respondents were age 18 or over and live within Arlington city limits, excluding Dalworthington Gardens and Pantego. Half were male and half were female.

Interviews were conducted December 1 through December 15, 2005.

A copy of the questionnaire, along with further discussion of data collection and data processing procedures, is presented in the Appendix.

USE OF DECISION ANALYST, INC. NAME

Prior written approval from Decision Analyst, Inc. is required for the use of its ***name*** in connection with any public release of research data, the substantiation of any advertising claims, and/or the use of research data as evidence in any legal proceedings or litigation.

EXECUTIVE SUMMARY

Overall Rating Of Arlington and City Services

The perception of “quality of life” within Arlington is moderately high among residents.

- Three out of four residents (77%) rate Arlington as offering a “good” or “excellent” quality of life.
- Although this rating has not changed in the past year, it is gradually trending downward and has declined significantly from 2000.

Most city services in Arlington receive high overall ratings.

- Half of the 18 services rated receive a top-two-box rating (“good” or “excellent”) of 80% or higher.
- The Arlington Fire Department, at 96%, continues to receive the highest ratings among city services.
- Street maintenance and traffic flow management trail other areas.
- Overall ratings of city services are similar to previous years.

Consistent with these overall ratings, customer service provided by the city is rated moderately high (78%).

Neighborhoods

Residents continue to rate their neighborhoods very positively in terms of quality of life (82% “excellent” or “good”).

- Speeding on neighborhood streets (improved from 2000) continues to be perceived as the biggest problem in city neighborhoods.
- Minor problems include: the condition of major streets in or near neighborhoods, car burglaries, condition of residential streets, residential burglaries, street lighting, homes in need of repair, stray animals, and dilapidated fences (improved from 2000).
- Only street lighting (down from 2003) and neighborhood gang problems (up from 2000) are areas that have negatively changed.

Neighborhoods in Arlington continue to be rated very safe for walking alone during the day (very safe 75% or somewhat safe 20%).

- More than one out of three residents say they would feel very safe walking alone in their neighborhood at night.
- Residents continue to feel safer walking in Arlington neighborhoods than in either Fort Worth or Dallas.

Rating of Services on Specific Attributes by General Population

Police Department. The Arlington police department continues to be rated moderately high to high on all attribute measures. Areas in which the police department is rated highest include courtesy, feeling of safety, emergency response time, and visibility.

Fire Department. The Arlington fire department continues to be rated high to very high in terms of emergency services and community education services.

Streets. Streets in Arlington are perceived as an area for improvement. Specific areas include availability of sidewalks and management of traffic during peak traffic hours, although this measure has improved in recent years. The condition of major city streets has improved significantly from 2000, while the condition of neighborhood streets has declined from 2003.

Construction on major streets has improved from 2003, although this decline has not relieved traffic concerns. Similar to 2003, about 40% of residents say that driving or traveling within Arlington is more difficult than a year ago while 15% say it is easier.

Water. Although declining from 2003, the quality of water and wastewater services and quality of local tap water is perceived as moderately high.

City Initiatives. The city's efforts on four initiatives are rated as moderate to moderately low. Among the initiatives, maintenance of public facilities scores the highest (66%) while development of downtown area scores the lowest (43%).

Usage and Perceptions of Services

Services reportedly used most by Arlington residents were police (35% of citizens had contact with police), the city website (29%), 911 call center (28%), and the Parks & Recreation department (23%).

- Residents with contact of city services rate those services from a high of 96% for fire services to a low of 40% for City Manager's Office.

Recreation Facilities. Although both are declining, city parks and libraries continue to be the city facilities most widely used by residents while the tennis center is the least used city facility.

Users perceive the overall quality of recreation and library facilities very positively. City parks, recreation centers, and libraries are rated particularly high on quality.

Miscellaneous Facilities or Services:

Curbside Recycling. Slightly less than half of residents (47%) report that they have used curbside recycling in the past 12 months, which shows a steady downtrend from 2002.

Arlington Landfill. Reported use of Arlington landfill continues to be relatively low (20%), while the overall quality is viewed positively among residents who have visited or used the facility.

Arlington Animal Services Center. Reported use remains relatively low (19%), although the overall quality rating of the animal services center is rated high.

Arlington Convention Center. Reported use remains low (18%). Virtually all residents who have visited or used the center rate the overall quality very high.

Arlington Municipal Court. Reported use continues to be low (14%). Residents who have visited the Arlington Municipal Court in the past 12 months continue to see some need for improvement with regard to overall performance, courtesy and attentiveness of employees, and ability to complete business on the first trip, and see **much** need for improvement with regard to length of wait.

Access to City Government & Importance of Internet

Rating of “providing citizen access or input to government” remains similar to 2003 but has significantly increased from 2000.

- Arlington residents continue to feel the need for improvement in the city providing citizen access and input to city government.
- Residents also continue to rate the City moderately high on effort to communicate with the public.

The city’s effort to keep the public informed is also perceived positively.

- Three out of four Arlington residents feel that the City keeps them informed.
- However, except for the Cowboy stadium project (which 81% of residents report being informed about at least somewhat); the levels of being informed at least somewhat about various city projects and campaigns appear to be moderate at about 50%.

About one-third of residents (32%) report having had contact with the City of Arlington by telephone in the past 12 months, and more than 20% of citizens say they have had in-person (24%) or mail (21%) contact with the City.

Consistent with 2003, the vast majority of residents continue to feel it is somewhat or very important for citizens to be able to conduct business with the City by Internet (89%).

DETAILED FINDINGS

Overall Rating Of Arlington And City Services

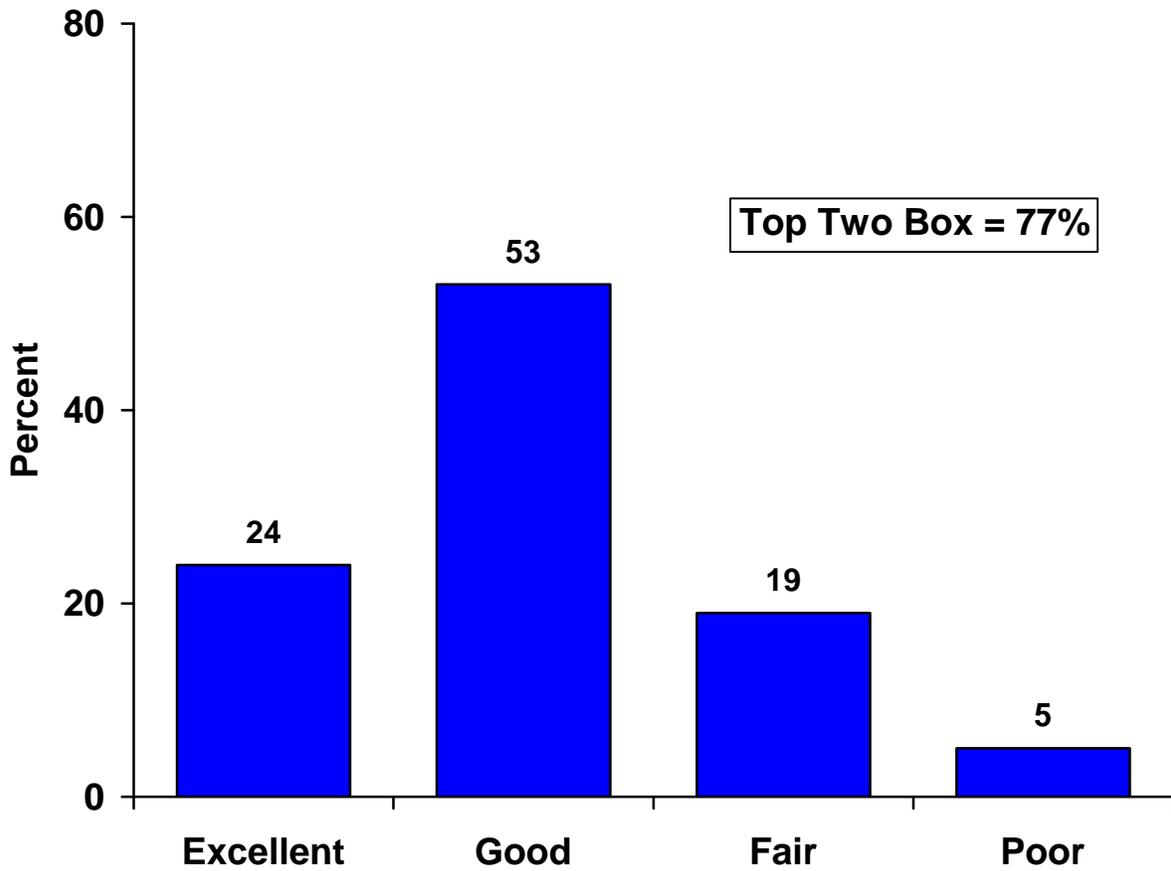
In terms of quality of life, Arlington residents rate the city moderately high as a place to live. Three out of four residents (77%) rate Arlington as offering a “good” or “excellent” quality of life. While the quality of life rating remains about the same as last year, it is gradually trending downward, and has declined significantly from 2000.

City services in Arlington generally receive high overall ratings, with half of the 18 services rated receiving a top-two-box rating (“good” or “excellent”) of 80% or higher. The Arlington Fire Department, at 96%, continues to receive the highest ratings among city services, followed by garbage, ambulance, libraries, water services, parks, recycling collection, and police. As in 2003, services receiving the lowest ratings are street maintenance and managing traffic flow.

Overall ratings of city services are generally similar to previous years, with few areas showing significant changes over the years. Overall rating of managing traffic flow has increased significantly from 2003. Meanwhile, the overall rating of fire services has declined significantly from 2003. Note however that this decline was from 99% to 96%, and 96% is by far the highest rating for any service area. It is also notable that recycling collection continues to be rated significantly higher than in 2000.

Consistent with these overall ratings, customer service provided by the city is rated moderately high (78%) and only four percent of residents rate customer service as “poor.”

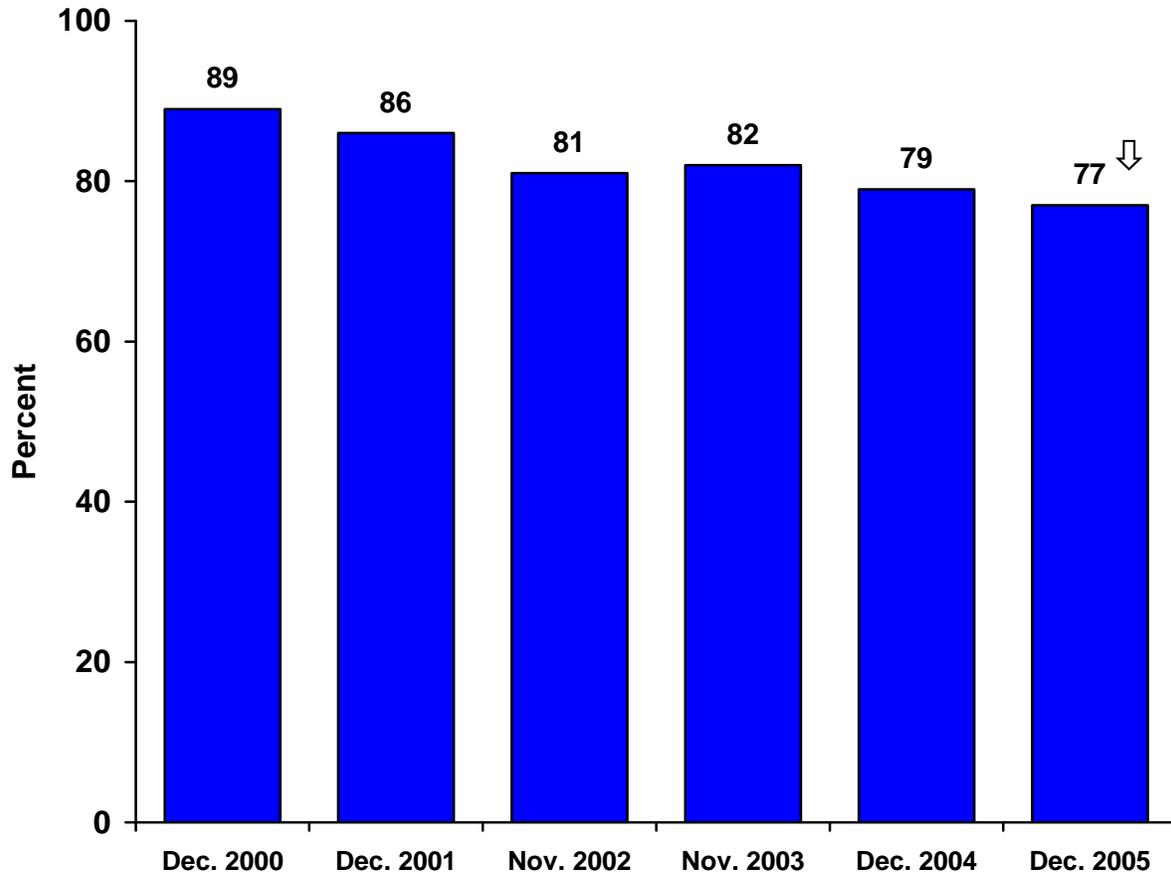
Overall Rating Of Arlington As A Place To Live



Question: "Overall, how would you rate Arlington as a city to live in, in terms of quality of life?"

Base: Total respondents, excluding "don't knows." (n=455)

Overall Rating Of Arlington As A Place To Live – Trend (Top Two Box—Excellent/Good)

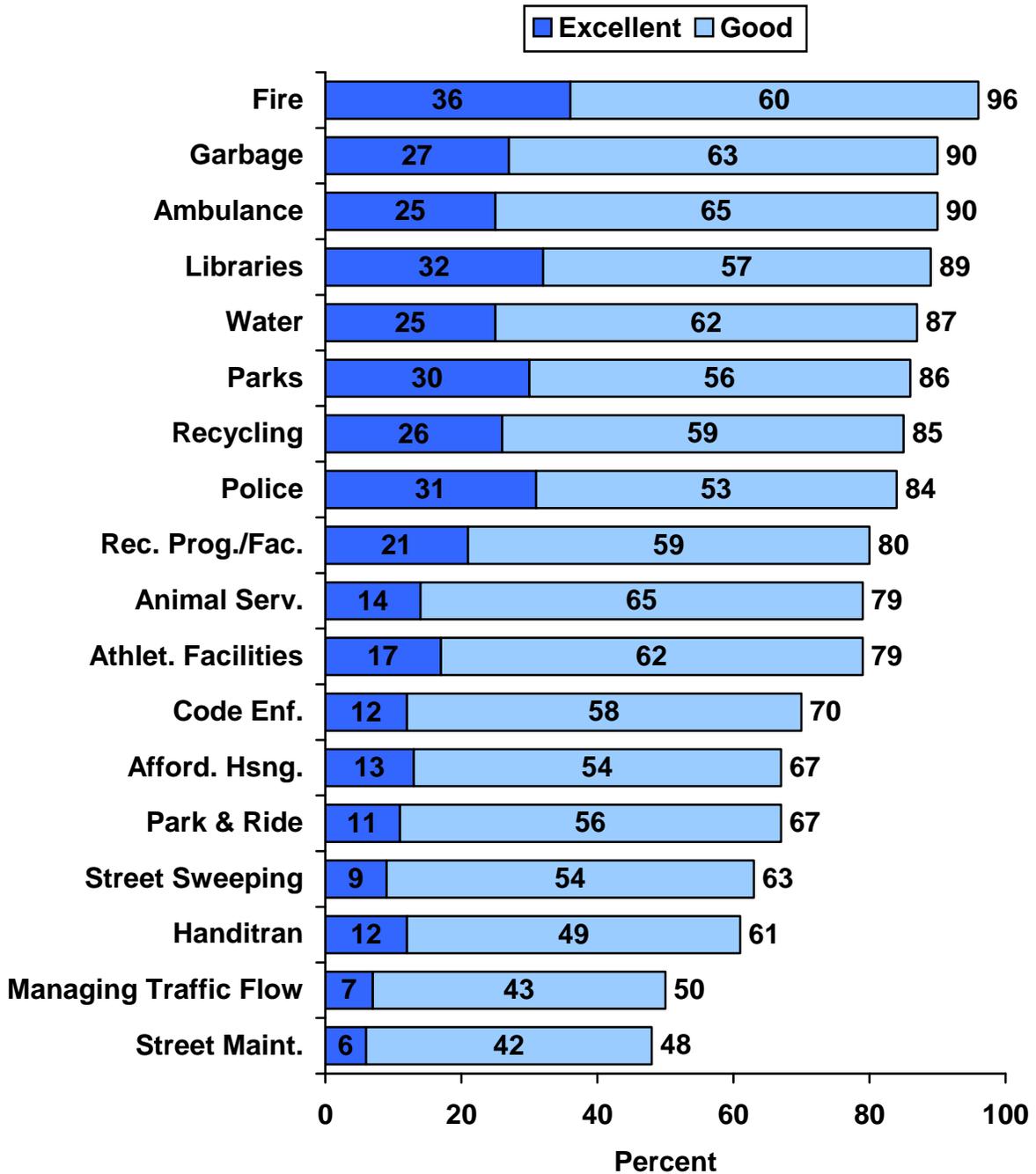


Question: "Overall, how would you rate Arlington as a city to live in, in terms of quality of life?"

Base: Total respondents, excluding "don't knows." (2000 n=496; 2001 n=500; 2002 n=498; 2003 n=504; 2004 n=448; 2005 n=455)

Statistical Note: A single-line "up" arrow (↑) indicates a significant increase and a single-line "down" arrow (↓) indicates a significant decrease from the last wave in 2004. A block "up" arrow (⇧) indicates a significant increase and a block "down" arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

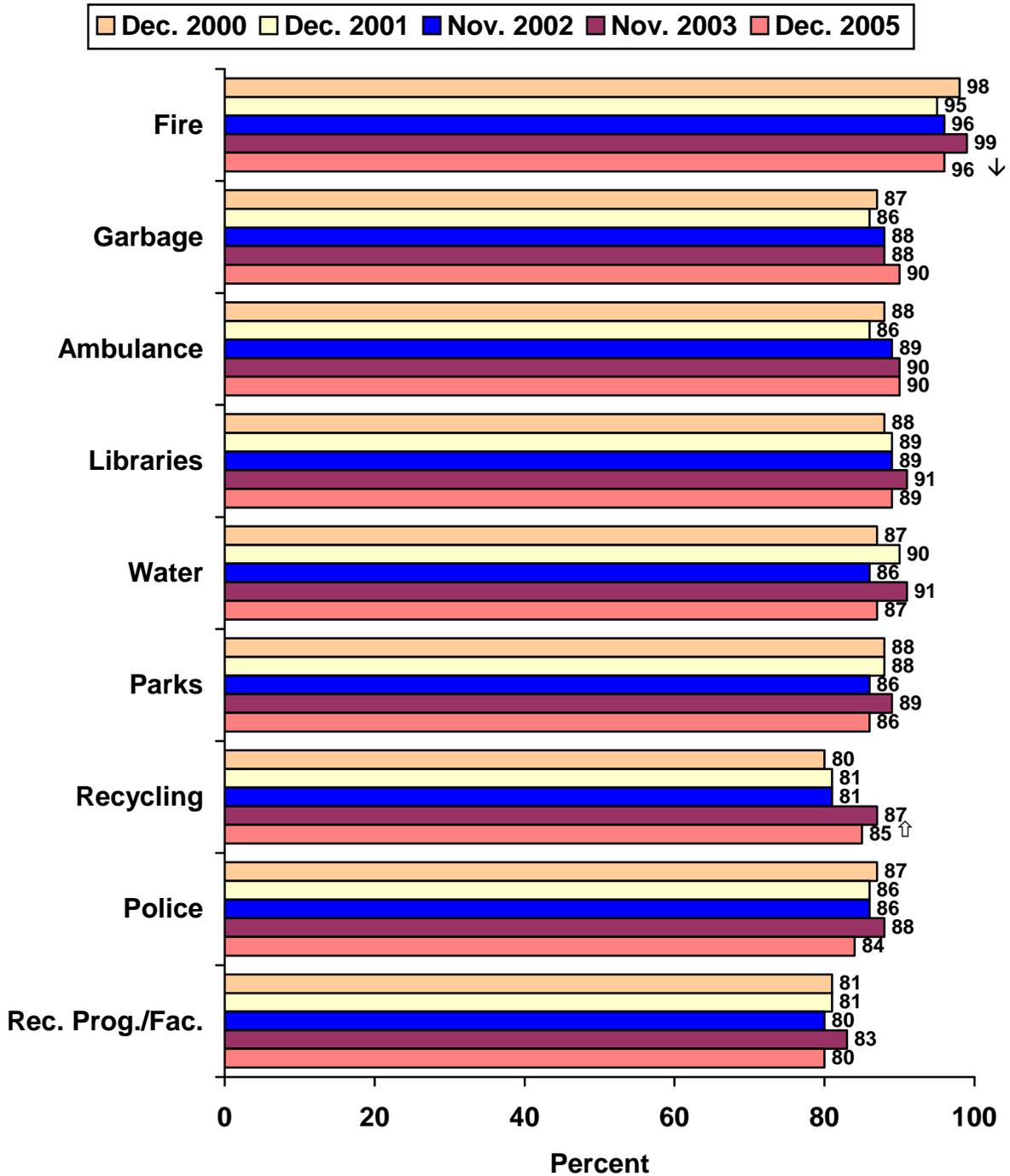
Overall Ratings Of Arlington City Services



Question: "And please rate each of the following services that the City provides, using a scale of excellent, good, fair, and poor."

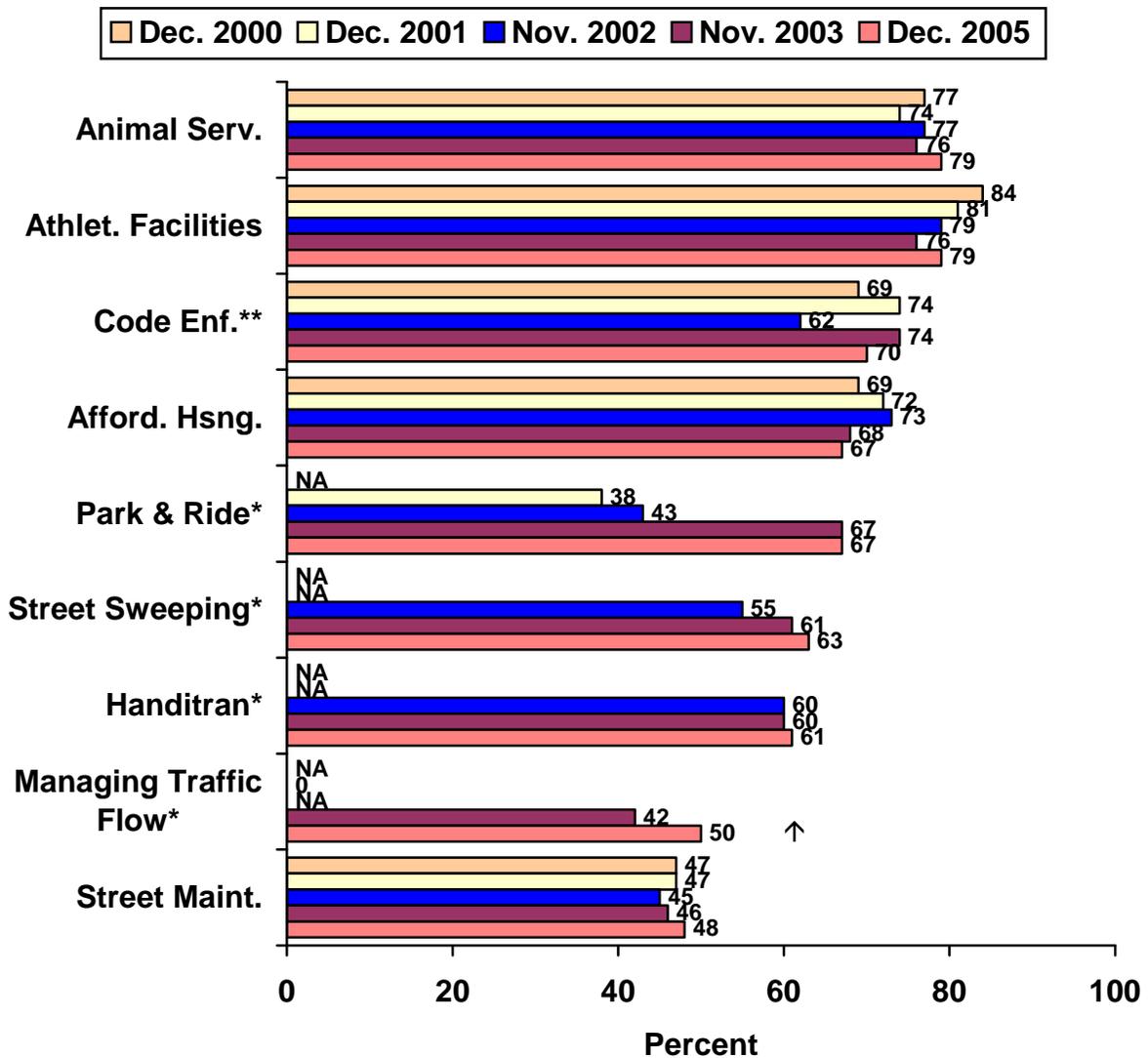
Base: Total respondents, excluding "don't knows." (Base Varies; Average Base Size: n=411)

Overall Ratings Of Arlington City Services – Trend (Top Two Box—Excellent/Good)



(Continued)

Overall Ratings Of Arlington City Services – Trend (Cont.) (Top Two Box—Excellent/Good)



Question: "And please rate each of the following services that the City provides, using a scale of excellent, good, fair, and poor."

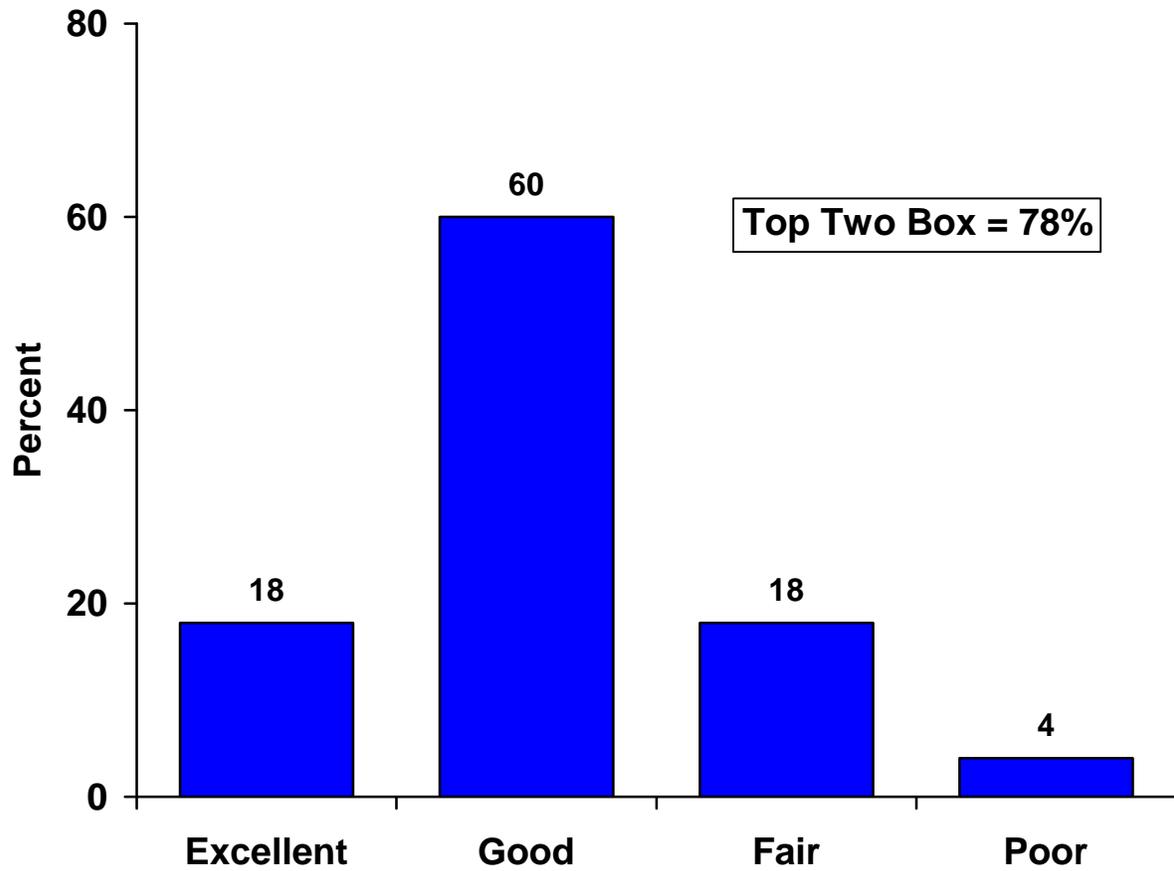
Base: Total respondents, excluding "don't knows." (Base Varies; Average Base Size: 2000 n=451; 2001 n=433; 2002 n=434; 2003 n=434; 2005 n=411)

* Ratings for "Managing Traffic Flow" began in 2003. Ratings for "Handitran" and "Street Sweeping" began in 2002. Ratings for "Park & Ride" began in 2001.

** Note: Wording of this category was changed in 2003 from "Code enforcement" to "Enforcement of city health & welfare codes."

Statistical Note: A single-line "up" arrow (↑) indicates a significant increase and a single-line "down" arrow (↓) indicates a significant decrease from the last wave in 2003. A block "up" arrow (⇧) indicates a significant increase and a block "down" arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Overall Rating Of Customer Service By City



Question: "Overall, how would you rate the level of customer service provided by City Of Arlington departments?"

Base: Total respondents, excluding "don't knows." (n=416)

Note: This question asked beginning in 2005.

Neighborhoods

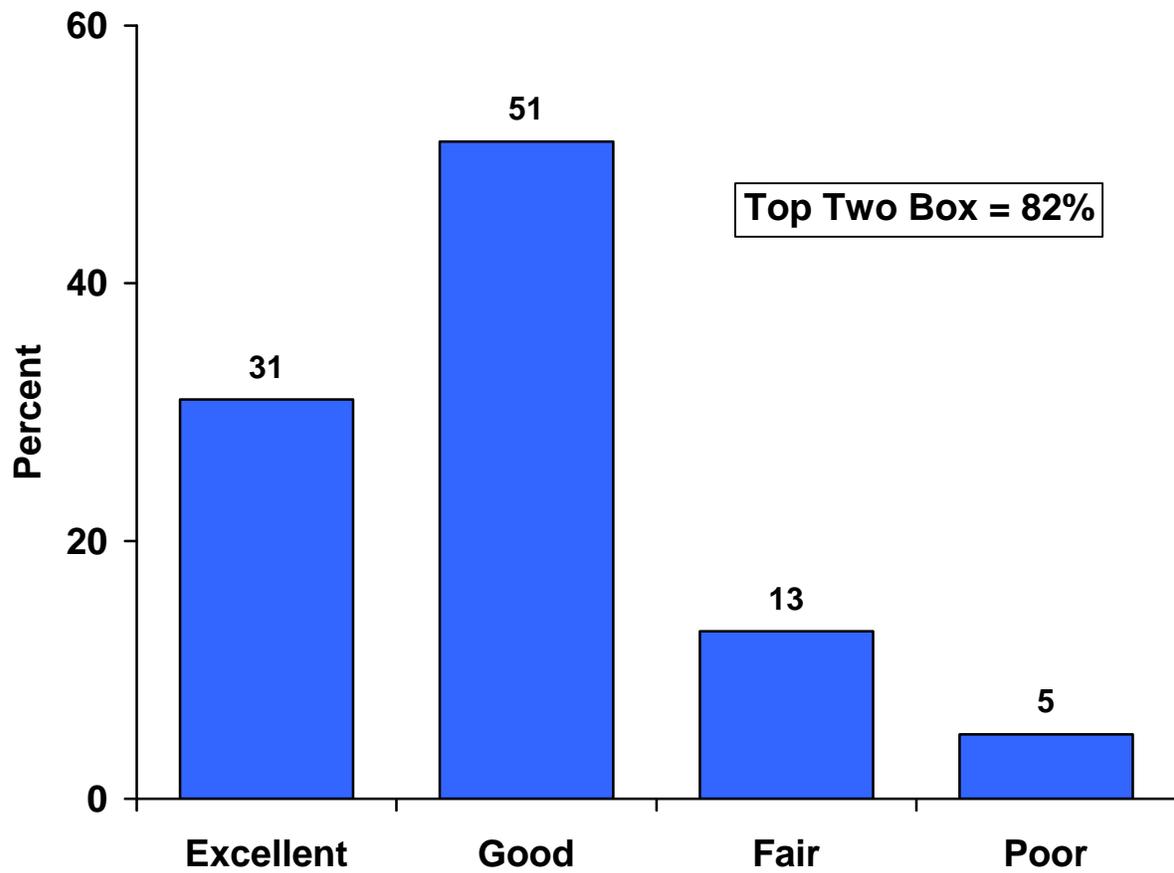
Where we have noted a decline in quality of life ratings for the city as a whole, Arlington residents continue to rate their neighborhoods very positively in terms of quality of life (82% “excellent” or “good”). This has remained constant over the past six years.

Speeding on neighborhood streets continues to be perceived as the biggest problem facing city neighborhoods. Among other areas viewed as at least a minor problem by more than one-third of Arlington residents are: the condition of major streets in or near neighborhoods, car burglaries, condition of residential streets, residential burglaries, street lighting, homes in need of repair, stray animals, and dilapidated fences.

Residents’ perceptions of neighborhood problems generally appear to be consistent with measures from the previous years, but with several significant changes. Among areas showing notable improvement from 2000 are speeding on neighborhood streets and dilapidated fences. On the other hand, among areas indicating significantly more problems than in 2003 are street lighting and neighborhood gang problem (which is highest since 2000).

Neighborhoods in Arlington continue to be rated very safe for walking alone during the day (very safe 75%, somewhat safe 20%), and more than one out of three residents say they would feel very safe walking alone in their neighborhood at night. Residents continue to say they would feel much less safe walking alone at night in a neighborhood in Fort Worth, and even less safe walking alone at night in a neighborhood in Dallas.

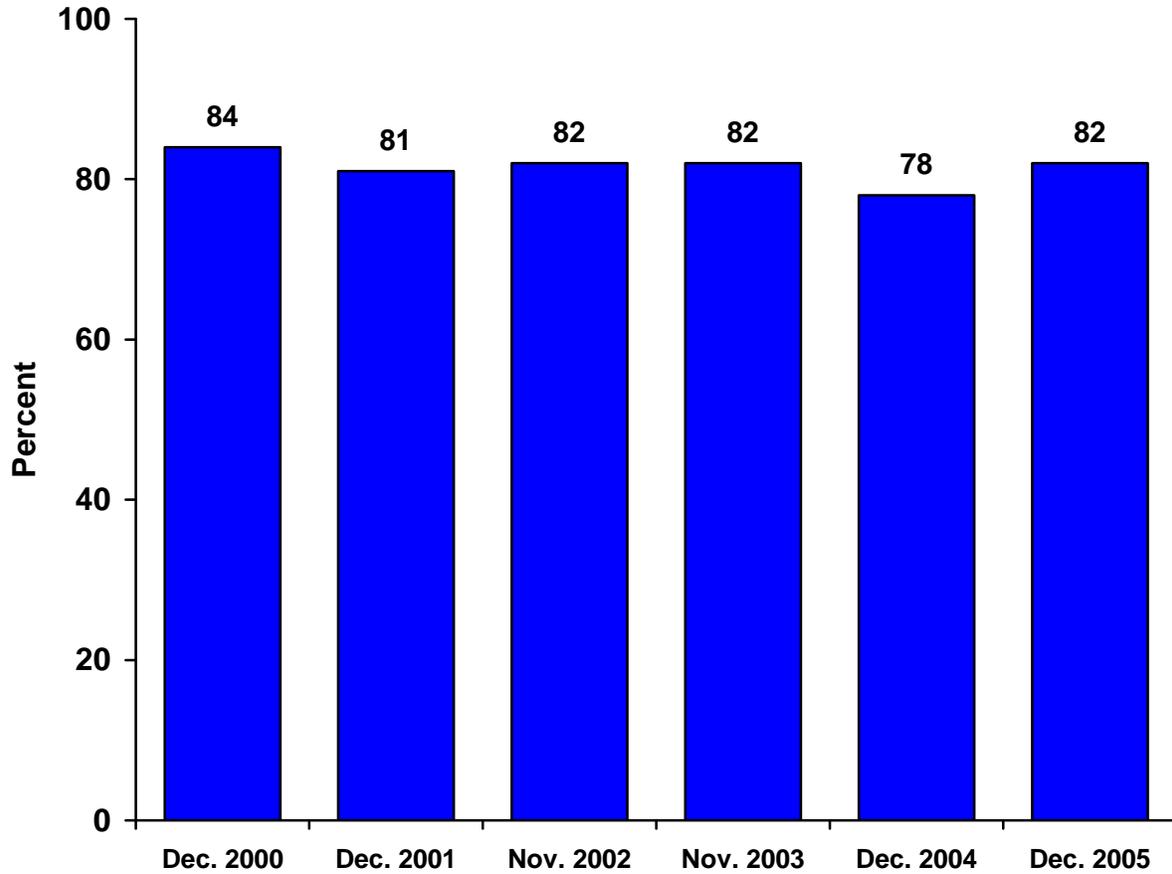
Overall Rating Of Neighborhood As A Place To Live



Question: "Overall, how would you rate your neighborhood as a neighborhood to live in, in terms of quality of life?"

Base: Total respondents, excluding "don't knows". (n=457)

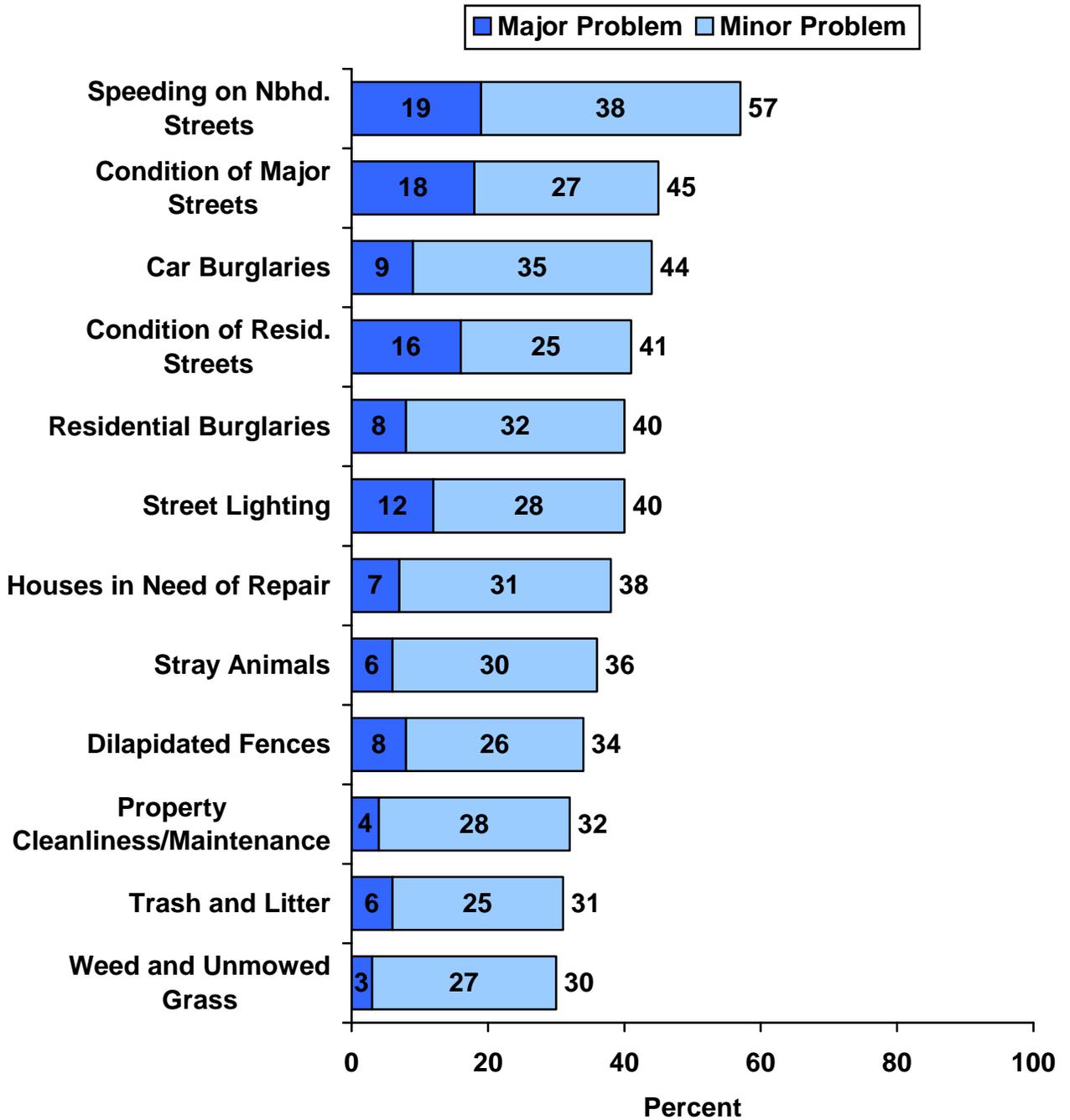
Overall Rating Of Neighborhood As A Place To Live – Trend (Top Two Box—Excellent/Good)



Question: "Overall, how would you rate your neighborhood as a neighborhood to live in, in terms of quality of life?"

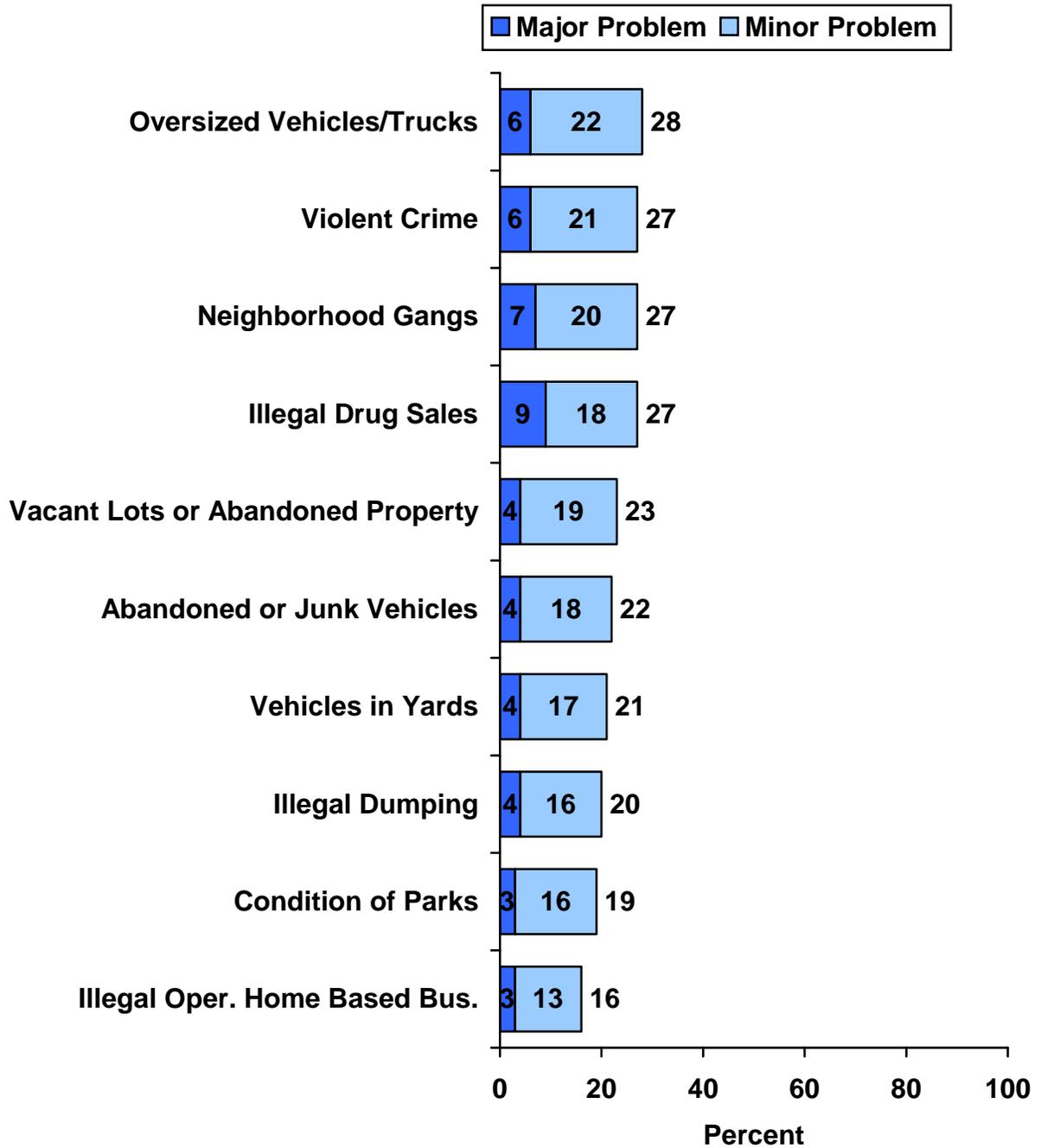
Base: Total respondents, excluding "don't knows". (2000 n=499; 2001 n=502; 2002 n=500; 2003 n=504; 2004 n=448; 2005 n=457)

Perceptions Of Neighborhood Problems



(Continued)

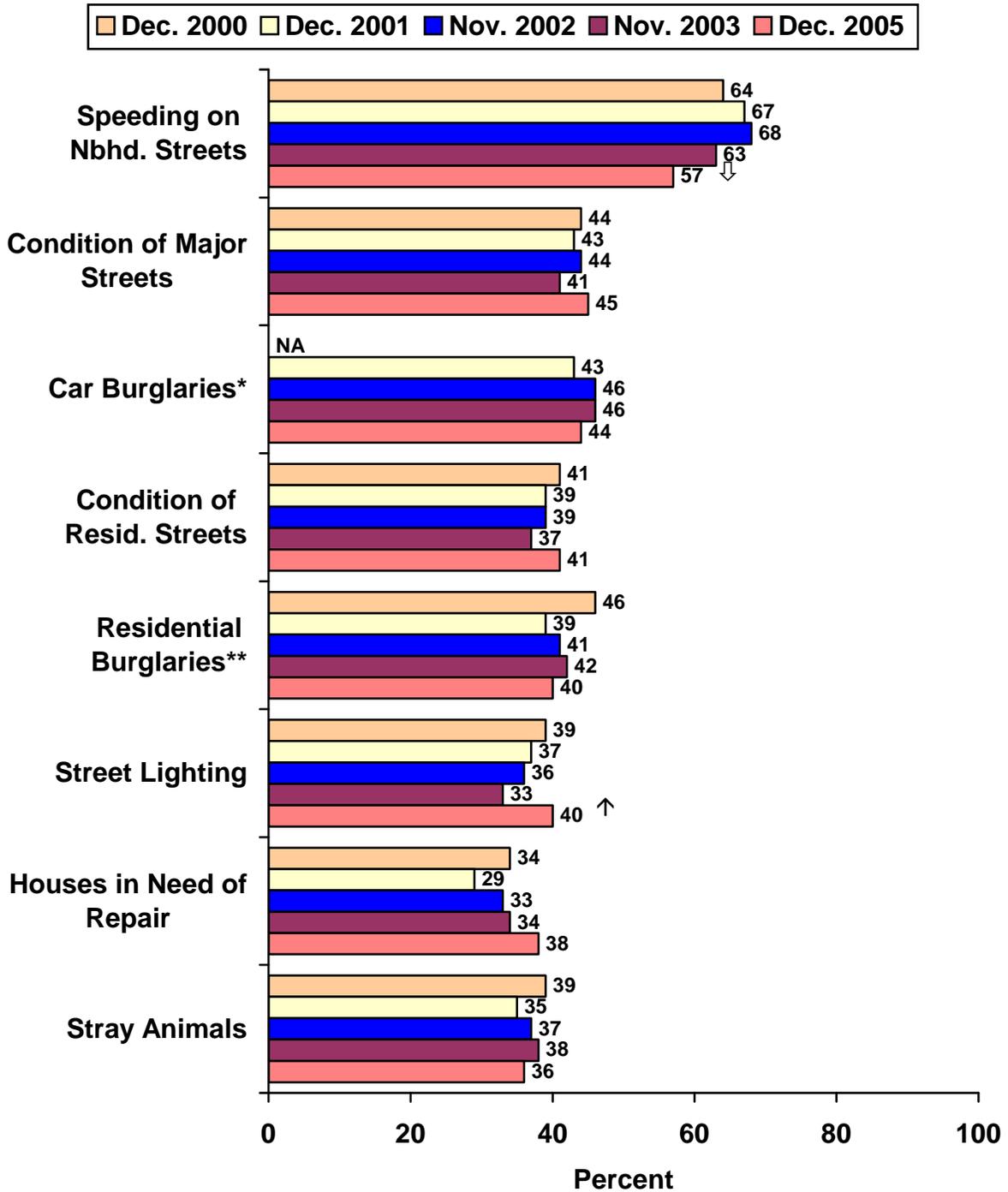
Perceptions Of Neighborhood Problems (Cont.)



Question: "And thinking about the neighborhood you live in, please tell me whether you think each of the following is a major problem, a minor problem, or not a problem in your neighborhood."

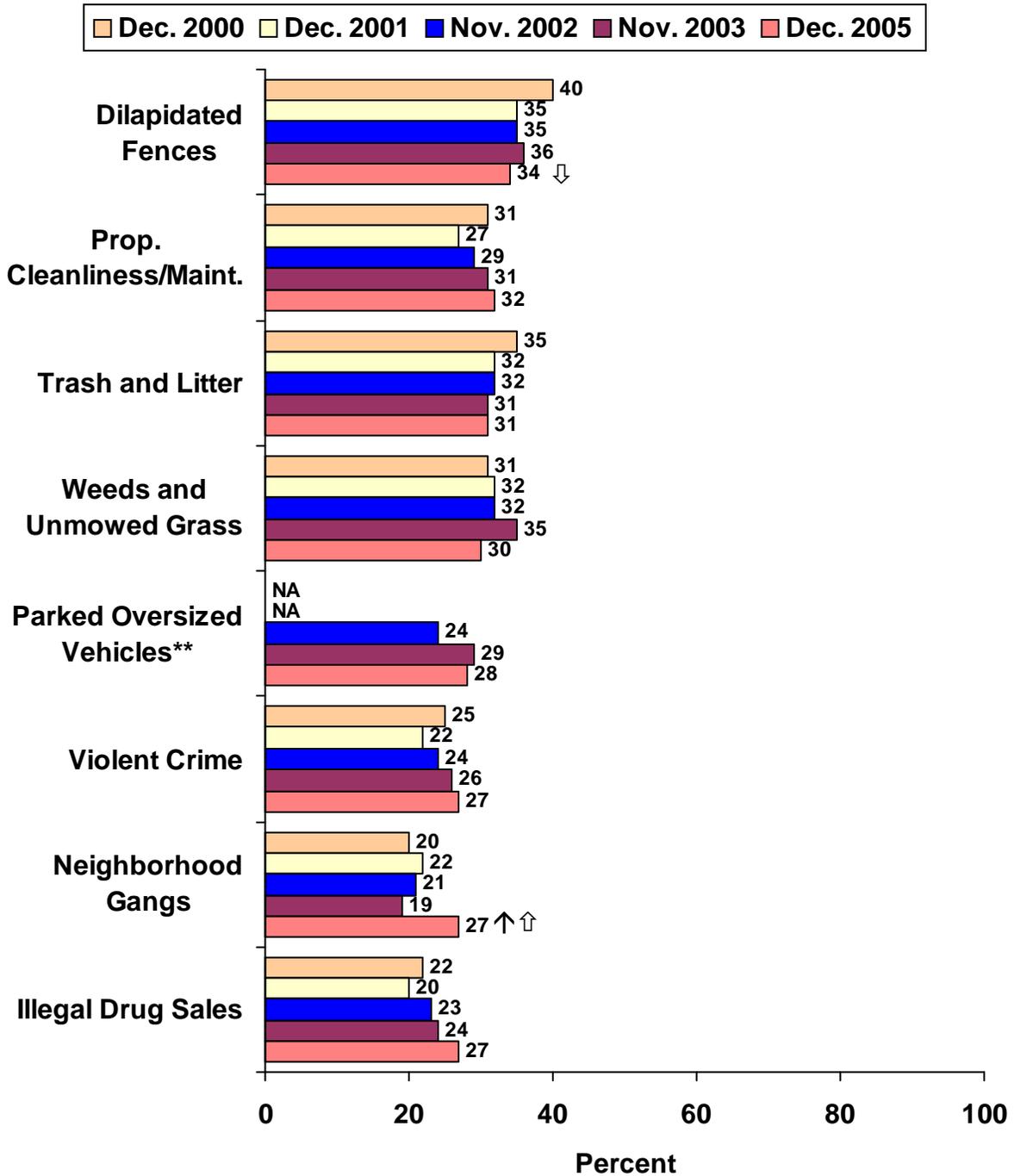
Base: Total respondents. (n=457)

Perceptions Of Neighborhood Problems – Trend (Major/Minor Problem)



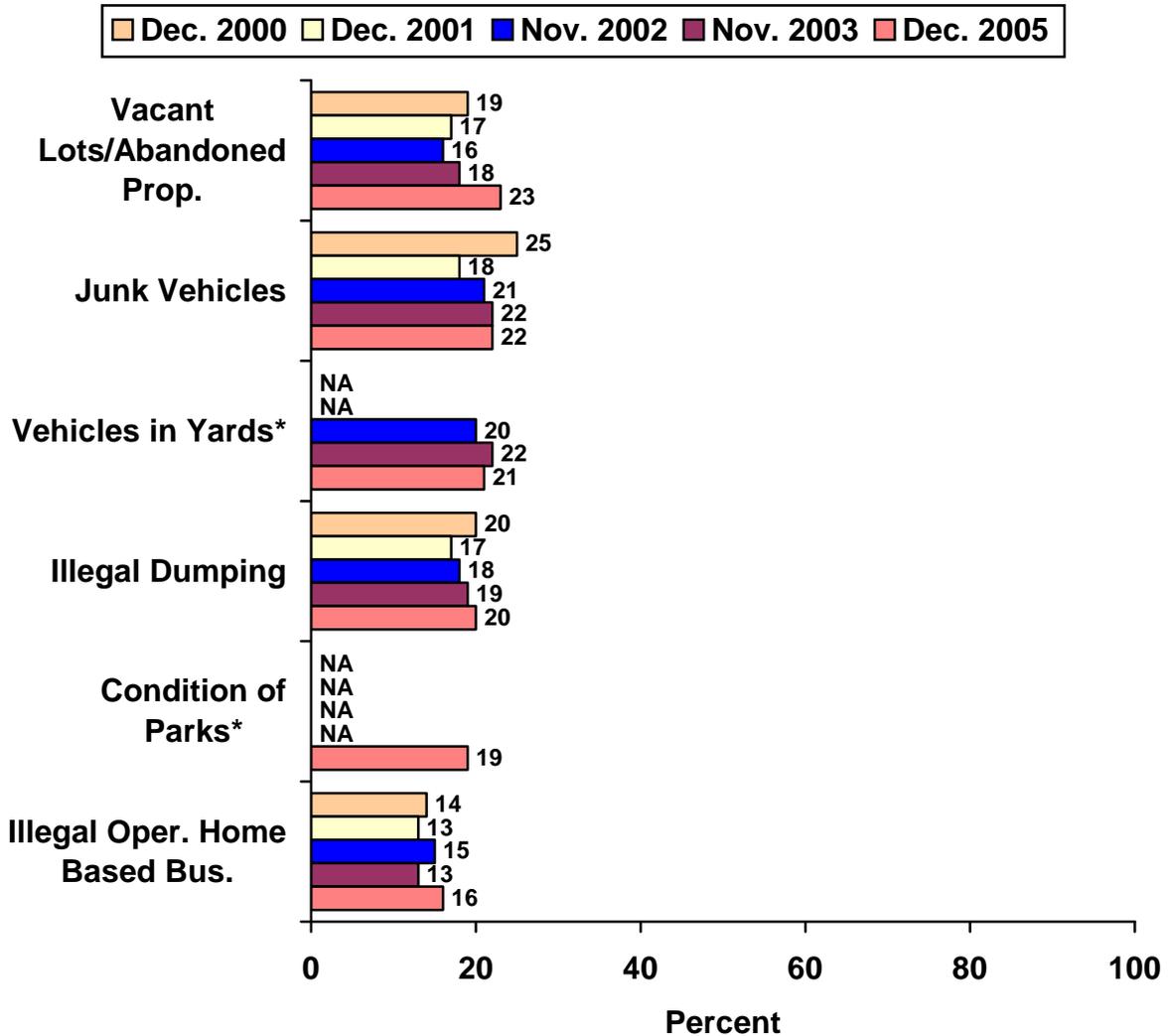
(Continued)

Perceptions Of Neighborhood Problems – Trend (Cont.) (Major/Minor Problem)



(Continued)

Perceptions Of Neighborhood Problems – Trend (Cont.) (Major/Minor Problem)



Question: “And thinking about the neighborhood you live in, please tell me whether you think each of the following is a major problem, a minor problem, or not a problem in your neighborhood.”

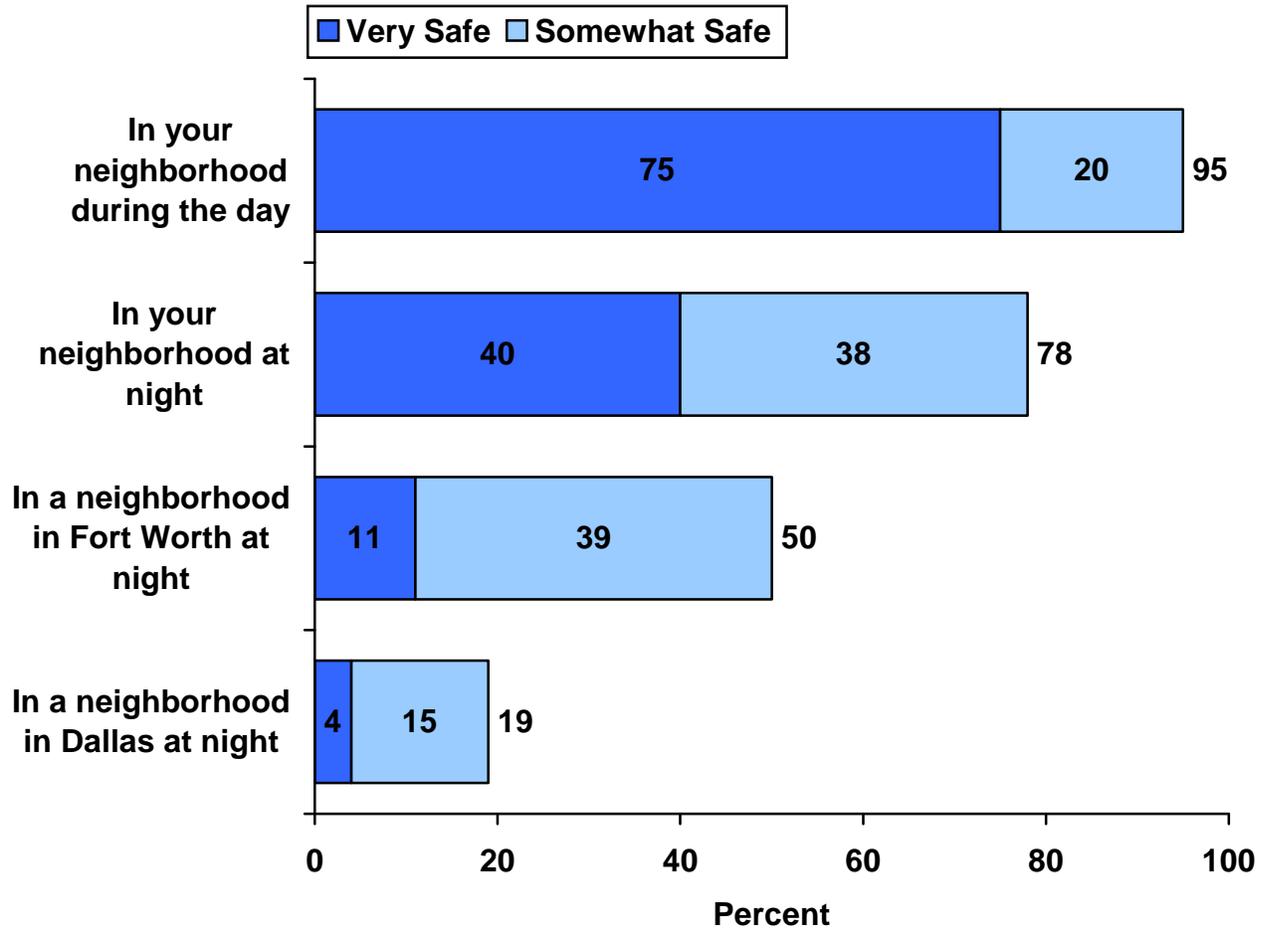
Base: Total respondents. (2000 n=500; 2001 n=502; 2002 n=500; 2003 n=505; 2005 n=457)

* Ratings for Condition of Parks began in 2005. Ratings for Parked Oversized Trucks and Vehicles in Yards began in 2002. Ratings for Car Burglaries began in 2001.

** Note: Wording of this category was changed in 2003 from “Trucks” to “Vehicles.”
Wording of this category was changed in 2001 from “Burglaries” to “Residential Burglaries.”

Statistical Note: A single-line “up” arrow (↑) indicates a significant increase and a single-line “down” arrow (↓) indicates a significant decrease from the last wave in 2003. A block “up” arrow (⇧) indicates a significant increase and a block “down” arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Feeling Of Safety Walking Alone...



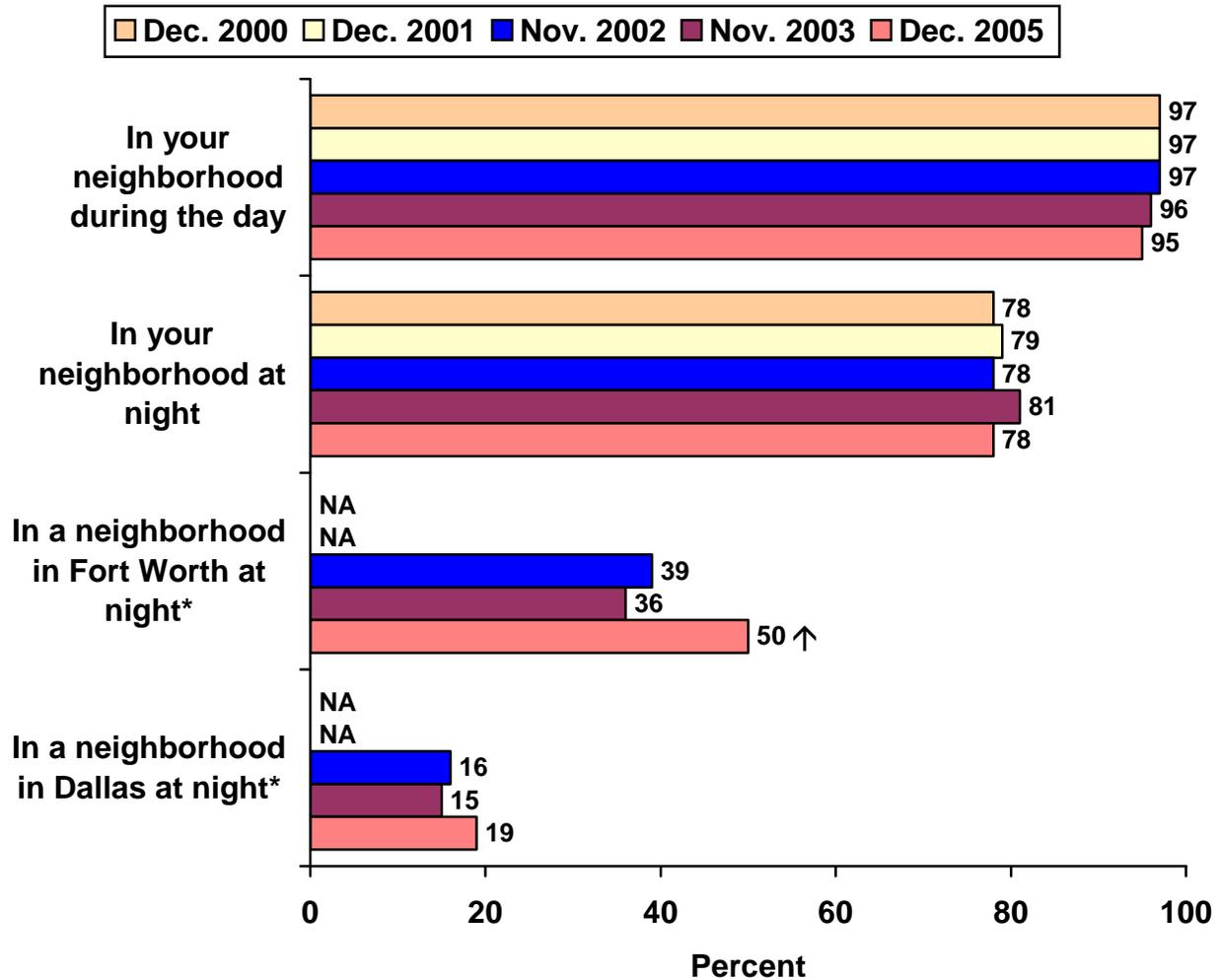
Question: "How safe would you feel walking alone in your neighborhood during the day?"

"And how safe would you feel walking alone in your neighborhood at night?"

"And how safe would you feel walking alone in a neighborhood (in Dallas/in Fort Worth), at night?"

Base: Total respondents, excluding "don't knows." (Base Varies; Average Base Size: n=433)

Feeling Of Safety Walking Alone... – Trend



Question: “How safe would you feel walking alone in your neighborhood during the day?”

“And how safe would you feel walking alone in your neighborhood at night?”

“And how safe would you feel walking alone in a neighborhood (in Dallas/in Fort Worth), at night?”

Base: Total respondents, excluding “don’t knows.” (Base Varies; Average Base Size: 2000 n=499; 2001 n=497; 2002 n=468; 2003 n=466; 2005 n=433)

* These questions asked beginning in 2002.

Statistical Note: A single-line “up” arrow (↑) indicates a significant increase and a single-line “down” arrow (↓) indicates a significant decrease from the last wave in 2003. A block “up” arrow (⇧) indicates a significant increase and a block “down” arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Rating Of Services On Specific Attributes By General Population

Police Department. The Arlington police department continues to be rated moderately high to high on all attribute measures. Areas in which the police department is rated highest include courtesy of officers, providing a feeling of safety, emergency response time, and visibility. Areas in which the police department is perceived as having some room for improvement include reducing drug activities, reducing gang problems, and enforcing traffic regulations, corresponding to citizens' concerns.

Of community policing efforts, residents are most likely to be aware of police on park patrols (46%), talking with residents (45%), and involvement with children (40%). Residents are least likely aware of police attending community meetings, talking with business owners, or addressing quality of life offenses. Citizens' awareness of community policing efforts remains generally consistent from the previous years, but police tends to be perceived less involved with children and attending community meetings compared to 2000.

Fire Department. The Arlington fire department continues to be rated high to very high in terms of emergency services and community education services.

Streets. Streets in Arlington continue to be perceived generally as an area where there is much room for improvement. Specific areas in which less than 60% of Arlington residents give the city a rating of "good" or "excellent" – which suggests room for improvement – include availability of sidewalks and management of traffic during peak traffic hours. It is notable that management of traffic during peak hours is rated significantly higher than in 2003, which indicates there has been improvement over the years. Residents' rating of condition of major city streets shows a three-year upward trend and has increased significantly from 2000, while rating of condition of neighborhood streets has shown a significant decline from 2003.

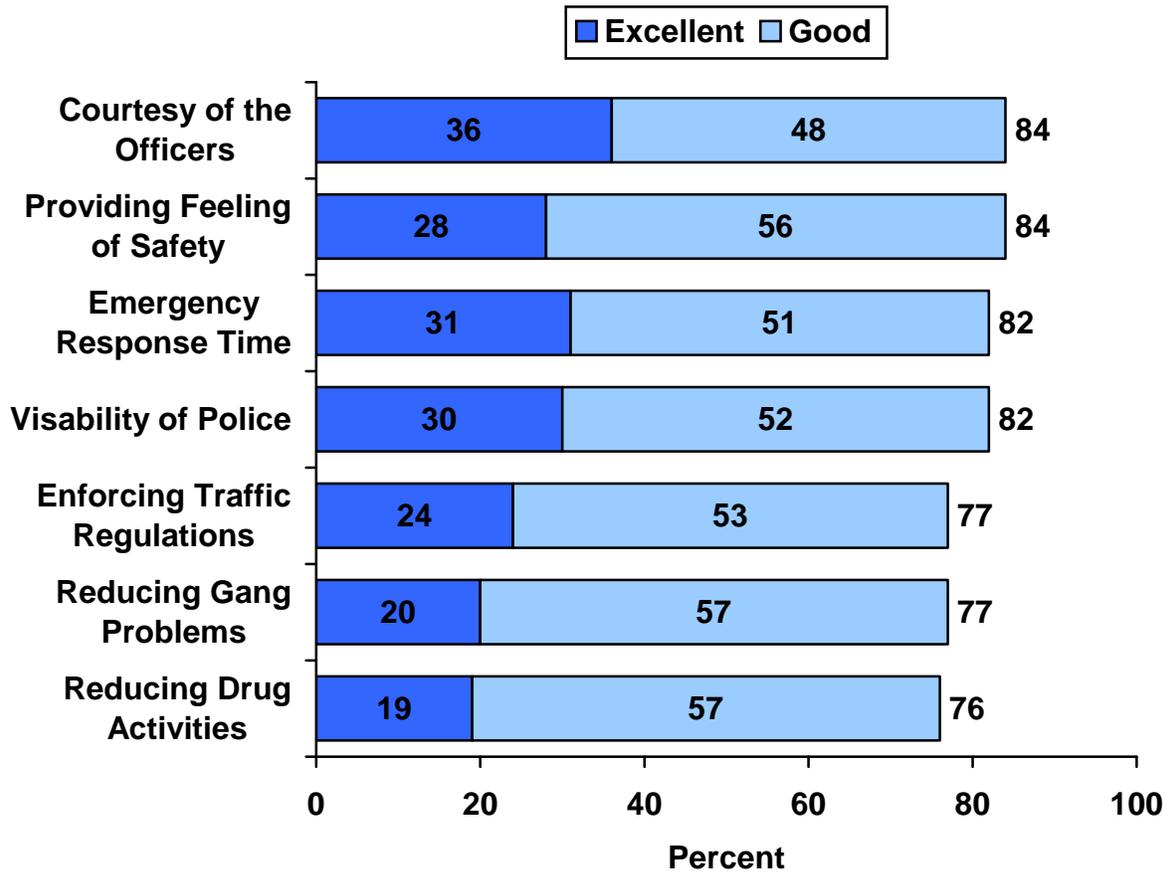
Among problems when driving in Arlington, areas perceived as at least a minor problem by more than three-quarters of Arlington residents are: too much traffic on city streets, speeding, and cars running red lights. Mention of "too much construction" as a problem continues to have declined significantly since 2003. However, this drop has not relieved traffic concerns. Similar to 2003, about 40% of residents say that driving or traveling within Arlington is more difficult than a year ago while 15% say it is easier.

Rating Of Services On Attributes By General Population (Cont.)

Water. Quality of water and wastewater services as well as quality of local tap water is perceived as moderately high. For the first time, rating of quality of water and wastewater services has declined significantly year over year. About half of residents rate water utility rates in Arlington as somewhat high to very high, indicating significantly growing concern from 2003.

City Initiatives. The city's efforts on four initiatives are rated as moderate to moderately low. Among the initiatives, maintenance of public facilities scores the highest (66%) while development of downtown area scores the lowest (43%).

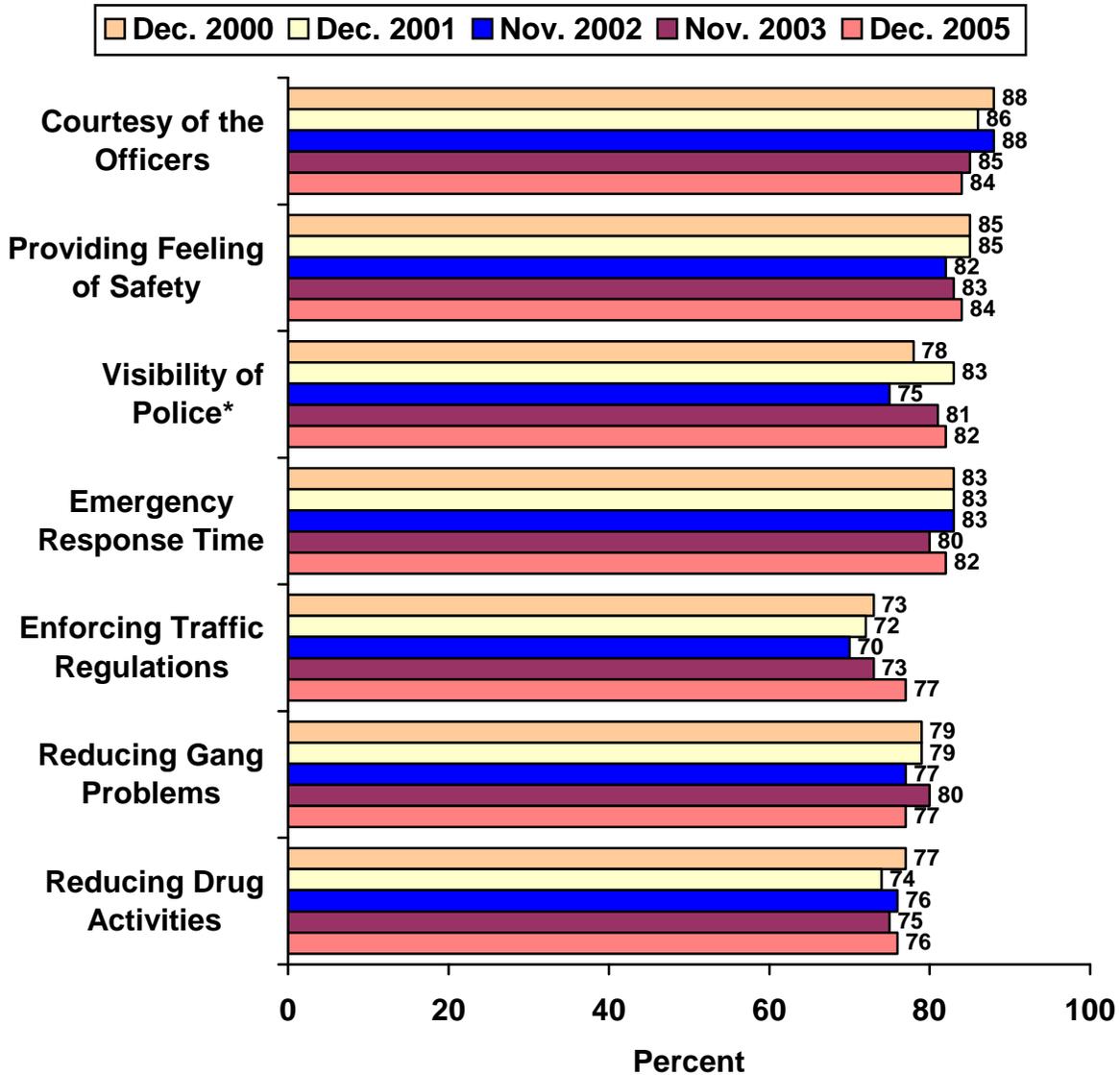
Ratings Of Arlington Police Department By Attribute



Question: "Now thinking about the service of the Arlington Police Department, how would you rate the police department on each of the following?"

Base: Total respondents, excluding "don't knows." (Base Varies; Average Base Size: n=397)

Ratings Of Arlington Police Department – Trend (Top Two Box—Excellent/Good)

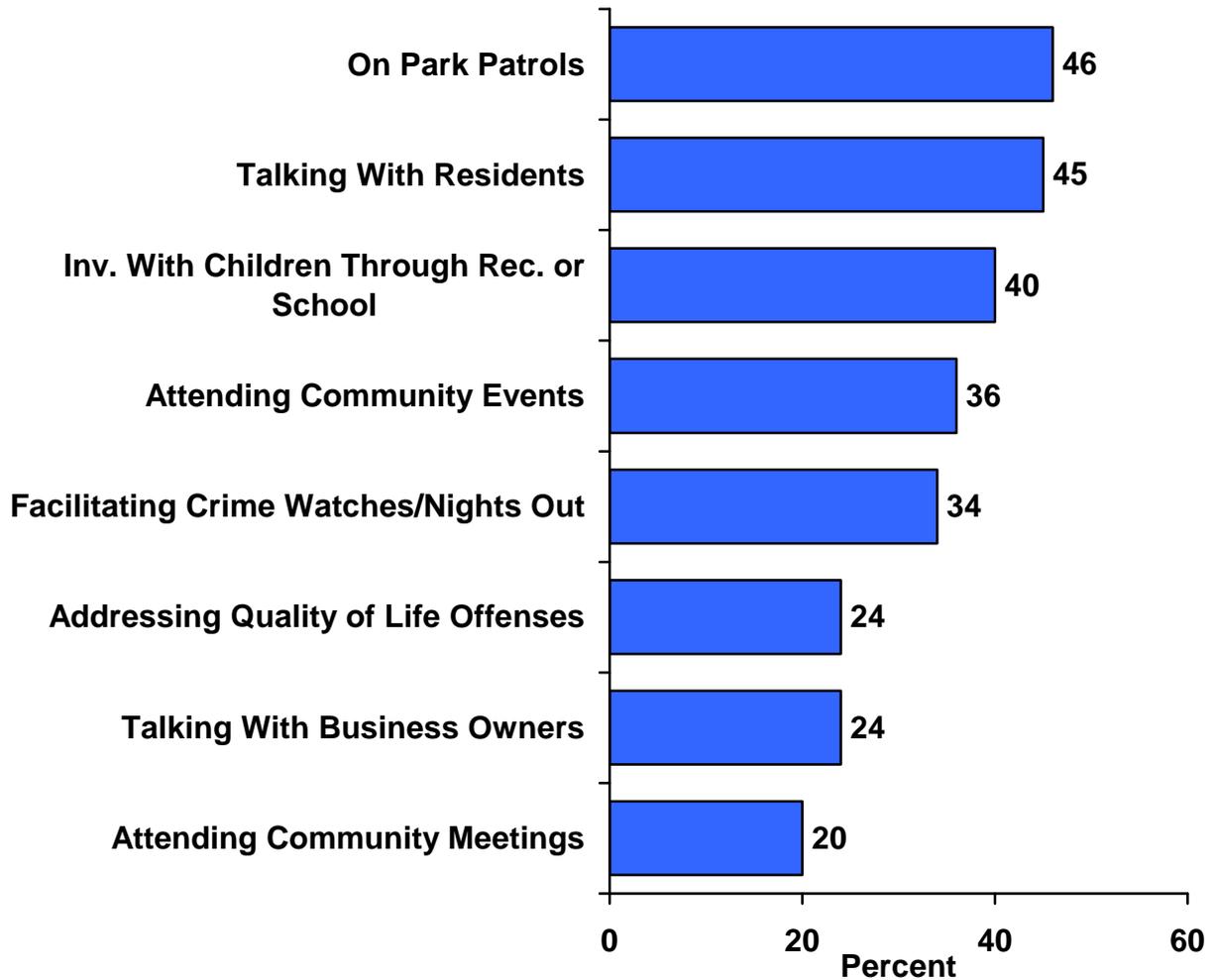


Question: "Now thinking about the service of the Arlington Police Department, how would you rate the police department on each of the following?"

Base: Total respondents, excluding "don't knows." (Base Varies; Average Base Size: 2000 n=427; 2001 n=427; 2002 n=428; 2003 n=412; 2005 n=397)

* Note: The events of September 11, 2001, may have affected this measure in 2001, either by increased visibility of police or increased sensitivity to police.

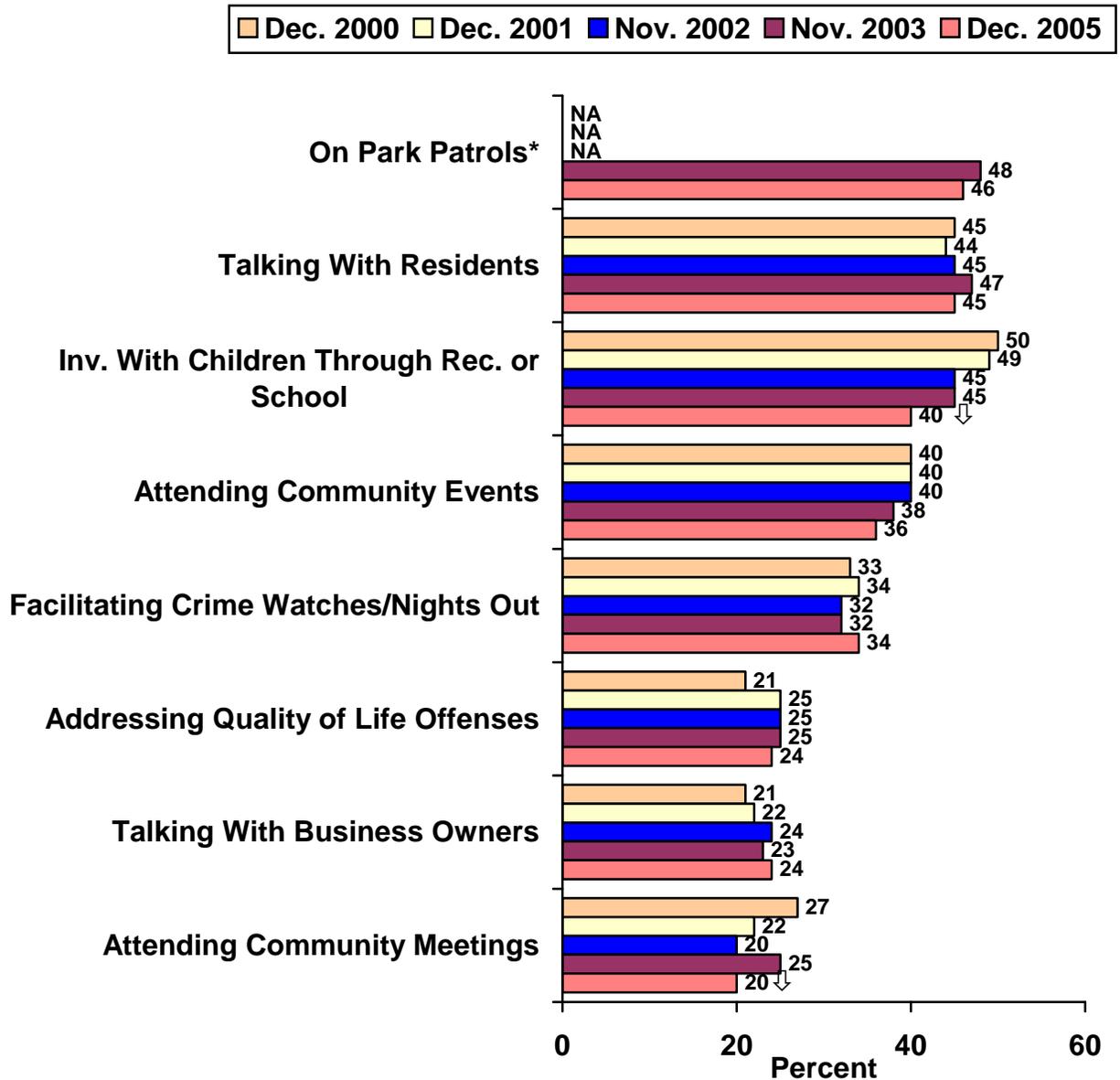
Awareness Of Community Policing Efforts



Question: "In the past 12 months, have you seen or were you aware of Arlington police officers performing any of the following activities?"

Base: Total respondents. (n=457)

Awareness Of Community Policing Efforts – Trend



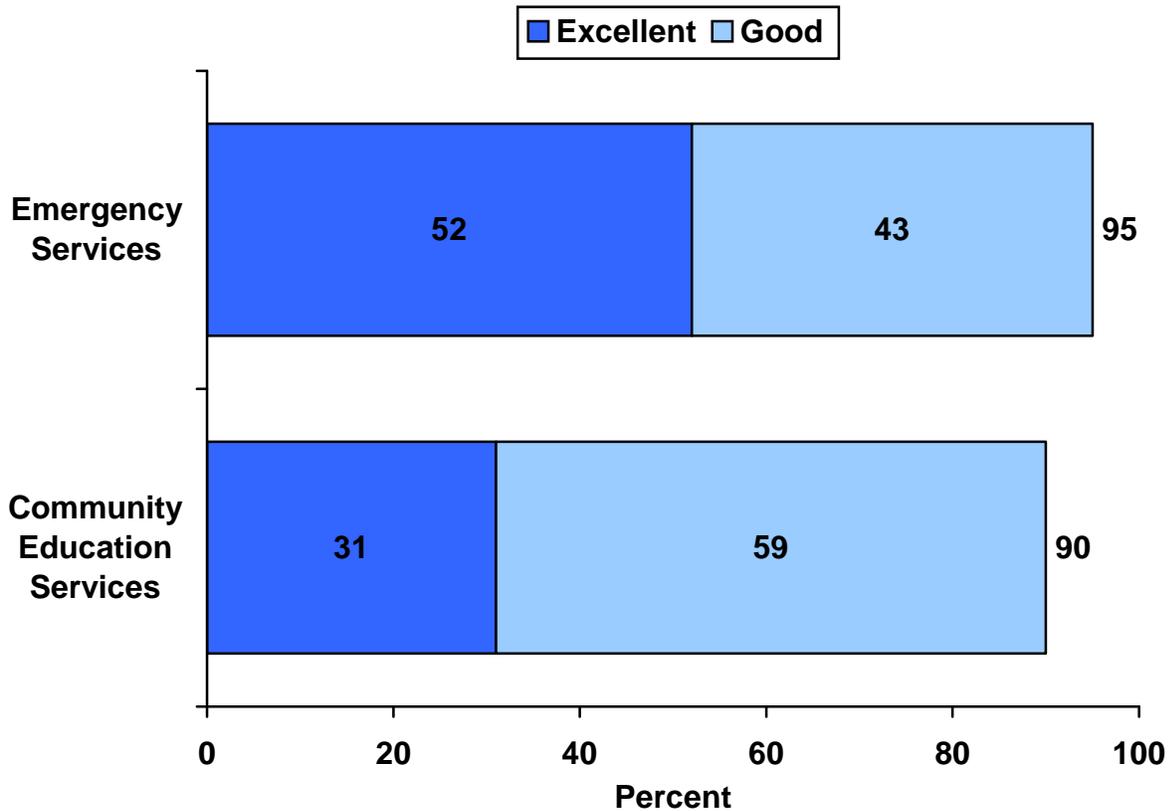
Question: “In the past 12 months, have you seen or were you aware of Arlington police officers performing any of the following activities?”

Base: Total respondents. (2000 n=500; 2001 n=502; 2002 n=500; 2003 n=505; 2005 n=457)

* Note: Measure for “On Park Patrols” began in 2003.

Statistical Note: A single-line “up” arrow (↑) indicates a significant increase and a single-line “down” arrow (↓) indicates a significant decrease from the last wave in 2003. A block “up” arrow (⬆) indicates a significant increase and a block “down” arrow (⬇) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Ratings Of Arlington Fire Department By Attribute

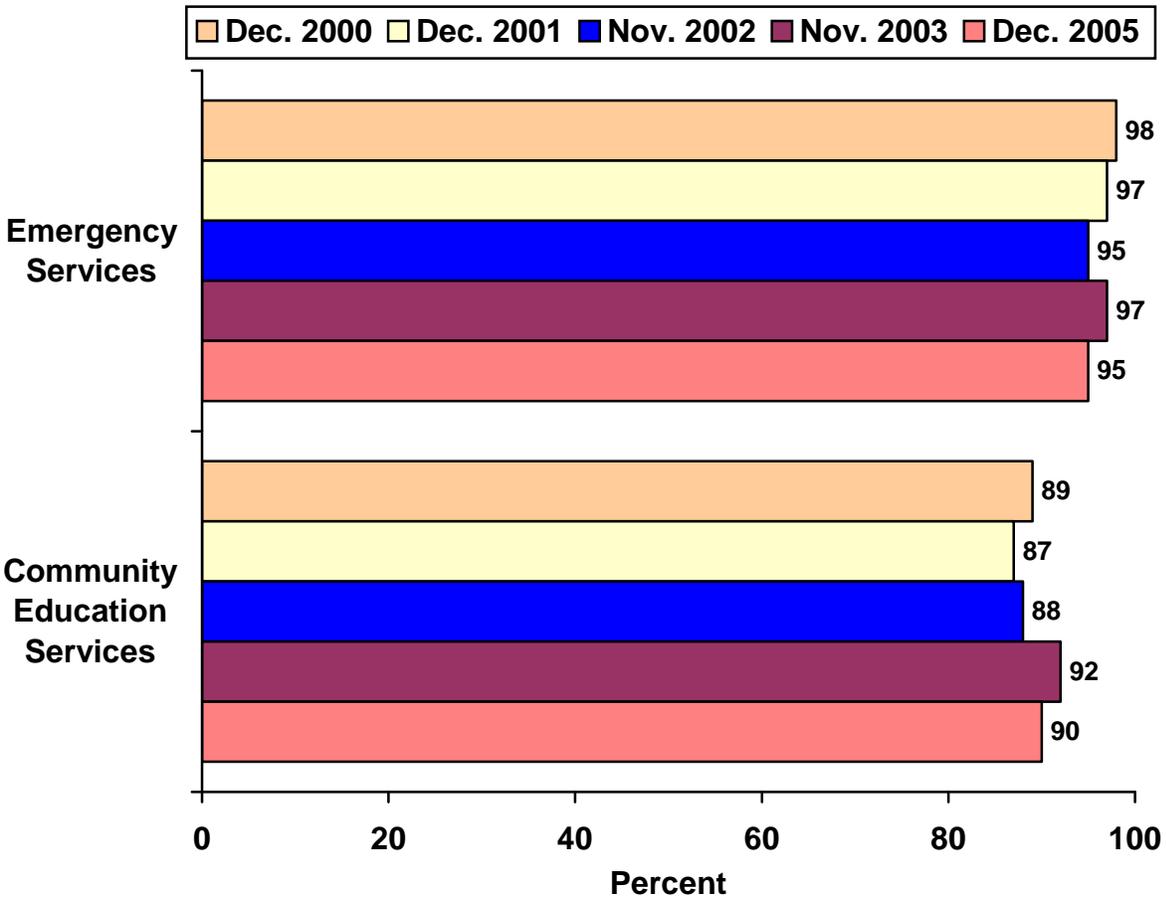


Questions: "Now thinking about the Arlington Fire Department, how would you rate the emergency services provided by the fire department?"

"And how would you rate the fire department's non-emergency community education services?"

Base: Total respondents, excluding "don't knows." (Base Varies; Average Base Size: n=369)

Ratings Of Arlington Fire Department – Trend (Top Two Box—Excellent/Good)

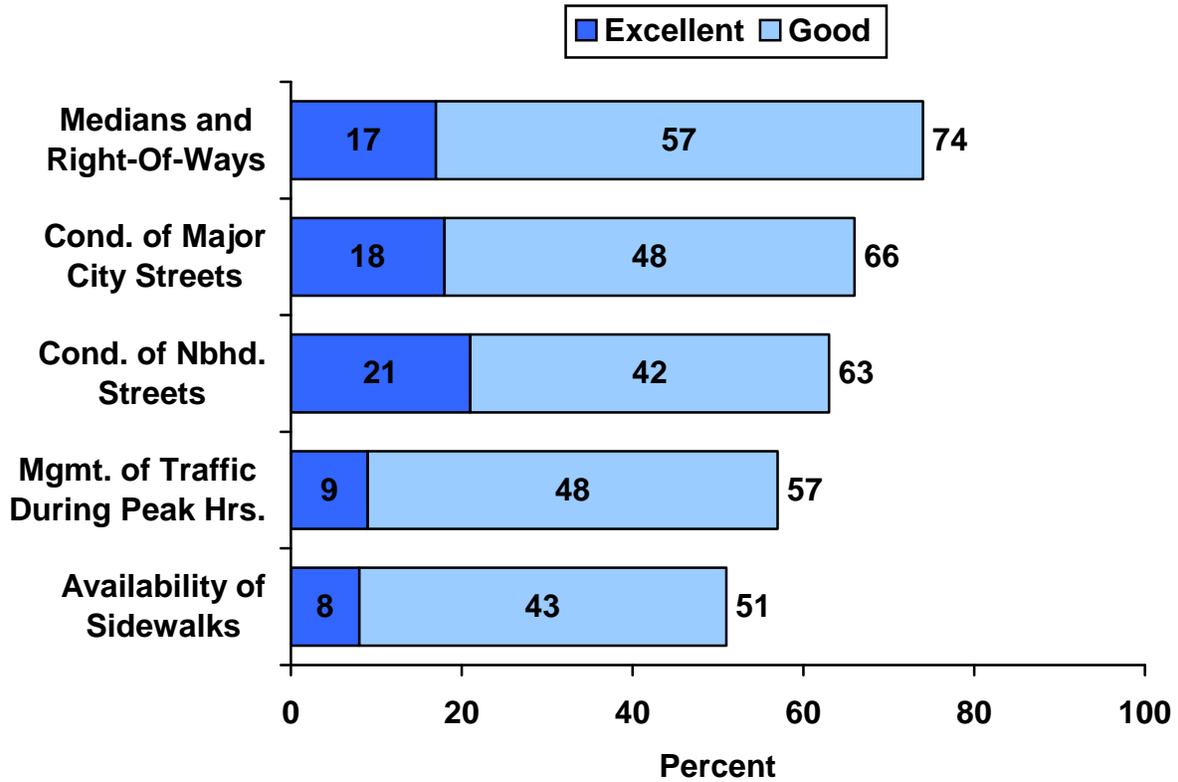


Questions: “Now thinking about the Arlington Fire Department, how would you rate the emergency services provided by the fire department?”

“And how would you rate the fire department’s non-emergency community education services?”

Base: Total respondents, excluding “don’t knows.” (Base Varies; Average Base Size: 2000 n=376; 2001 n=373; 2002 n=354; 2003 n=379; 2005 n=369)

Ratings Of Streets By Attribute



Questions: “Now thinking about the streets in Arlington, how would you rate the condition of all major city-maintained streets such as Division, Lamar, Green Oaks, and Sublett?”

“And how would you rate the condition of your neighborhood streets?”

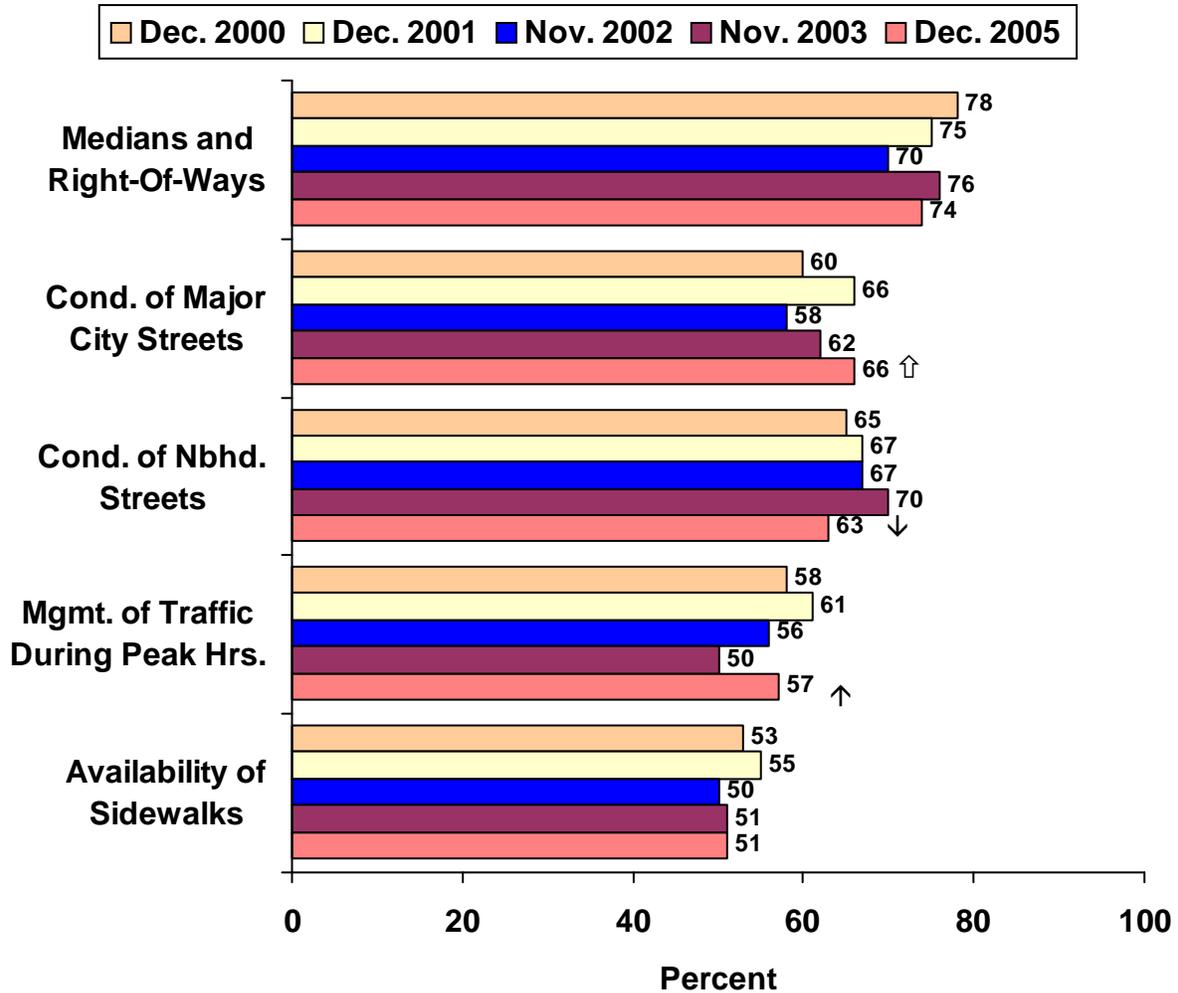
“And using a scale of excellent, good, fair, poor, how good of a job do you feel the City does in managing traffic on the major thoroughfares, not including highways, during peak traffic hours?”

“How would you rate the maintenance of medians and right-of-ways in Arlington?”

“How would you rate the availability of sidewalks in Arlington?”

Base: Total respondents, excluding “don’t knows.” (Base Varies; Average Base Size: n=450)

Ratings Of Streets – Trend (Top Two Box—Excellent/Good)



Questions: “Now thinking about the streets in Arlington, how would you rate the condition of all major city-maintained streets such as Division, Lamar, Green Oaks, and Sublett?”

“And how would you rate the condition of your neighborhood streets?”

“And using a scale of excellent, good, fair, poor, how good of a job do you feel the City does in managing traffic on the major thoroughfares, not including highways, during peak traffic hours?”

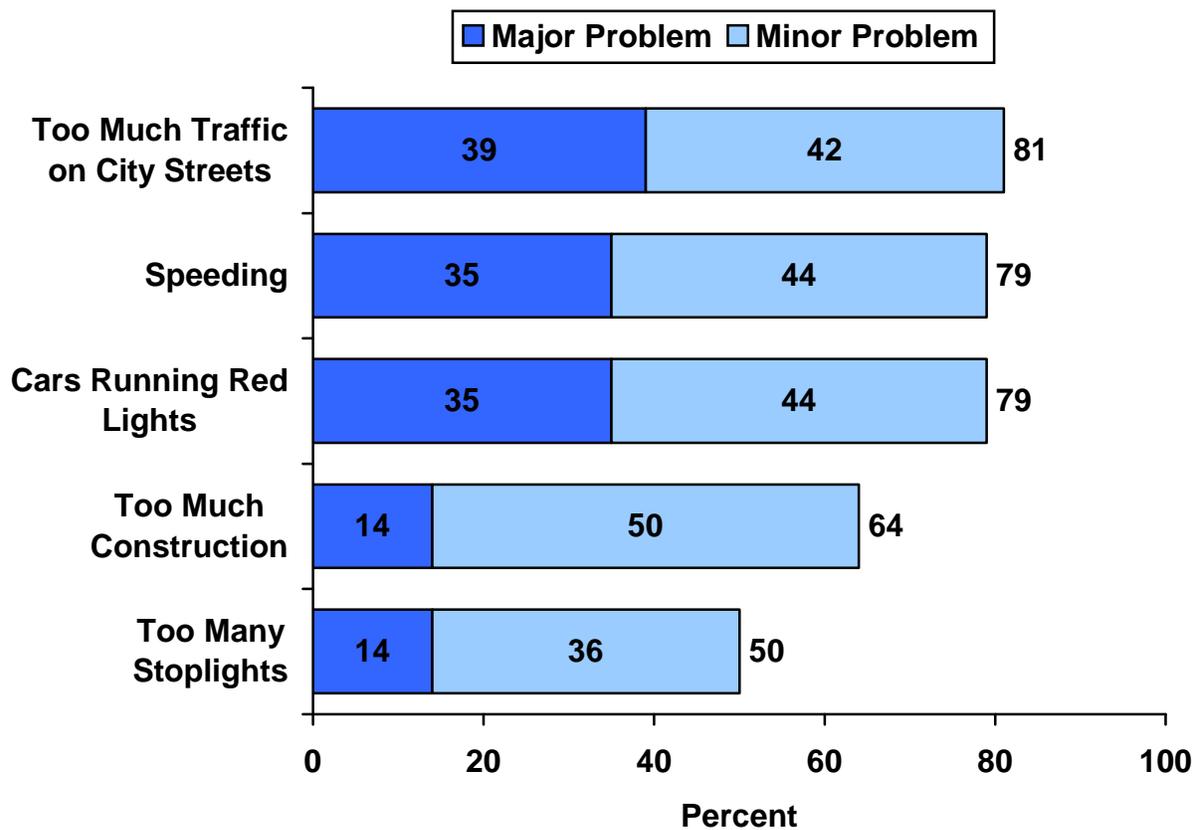
“How would you rate the maintenance of medians and right-of-ways in Arlington?”

“How would you rate the availability of sidewalks in Arlington?”

Base: Total respondents, excluding “don’t knows.” (Base Varies; Average Base Size: 2000 n=486; 2001 n=492; 2002 n=488; 2003 n=497; 2005 n=450)

Statistical Note: A single-line “up” arrow (↑) indicates a significant increase and a single-line “down” arrow (↓) indicates a significant decrease from the last wave in 2003. A block “up” arrow (⇧) indicates a significant increase and a block “down” arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

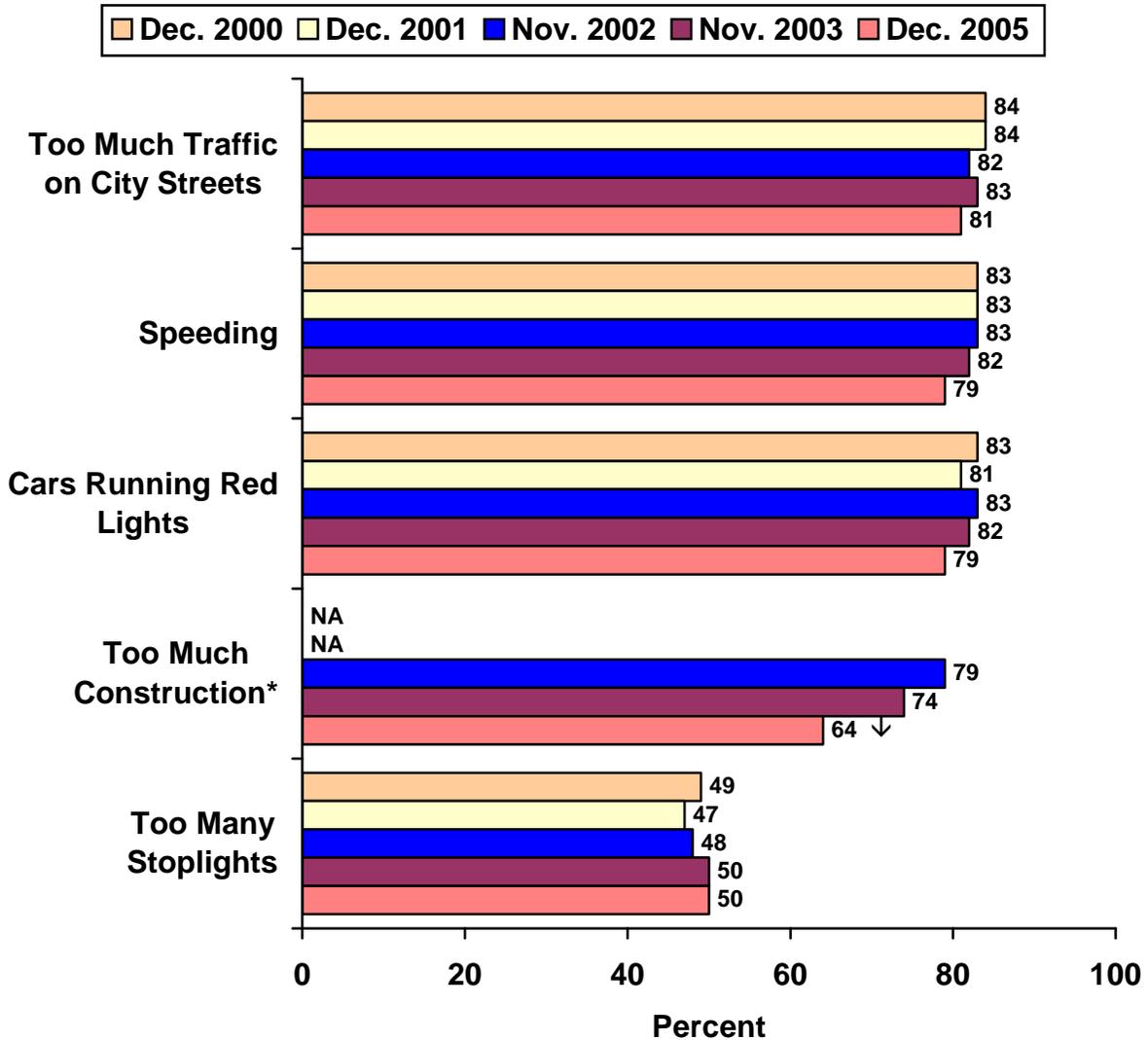
Problems When Driving In Arlington



Question: "When driving in Arlington, how much of a problem is each of the following?"

Base: Total respondents. (n=457)

Problems When Driving In Arlington – Trend (Major/Minor Problem)



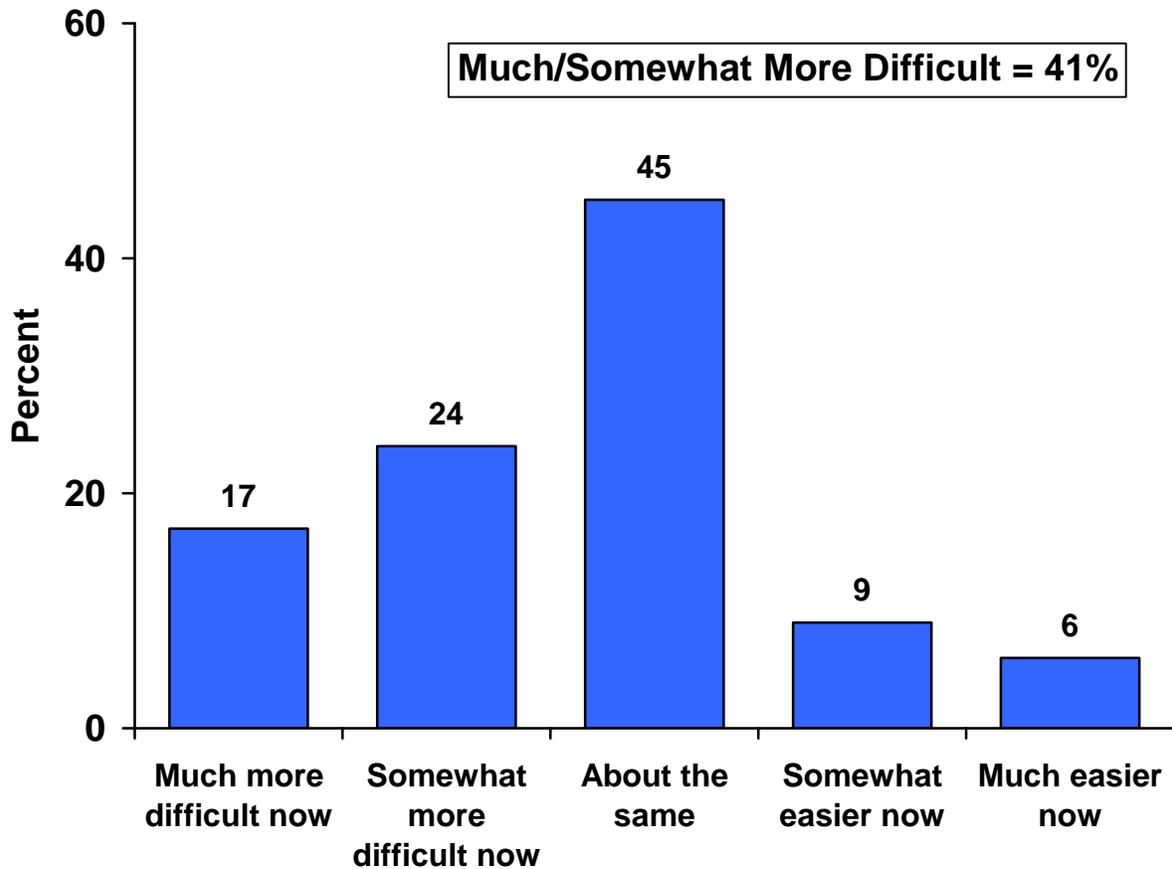
Question: “When driving in Arlington, how much of a problem is each of the following?”

Base: Total respondents. (2000 n=500; 2001 n=502; 2002 n=500; 2003 n=505; 2005 n=457)

* Ratings for Too Much Construction began in 2002.

Statistical Note: A single-line “up” arrow (↑) indicates a significant increase and a single-line “down” arrow (↓) indicates a significant decrease from the last wave in 2003. A block “up” arrow (⇧) indicates a significant increase and a block “down” arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Ease Of Driving Or Traveling Within Arlington Vs. One Year Ago

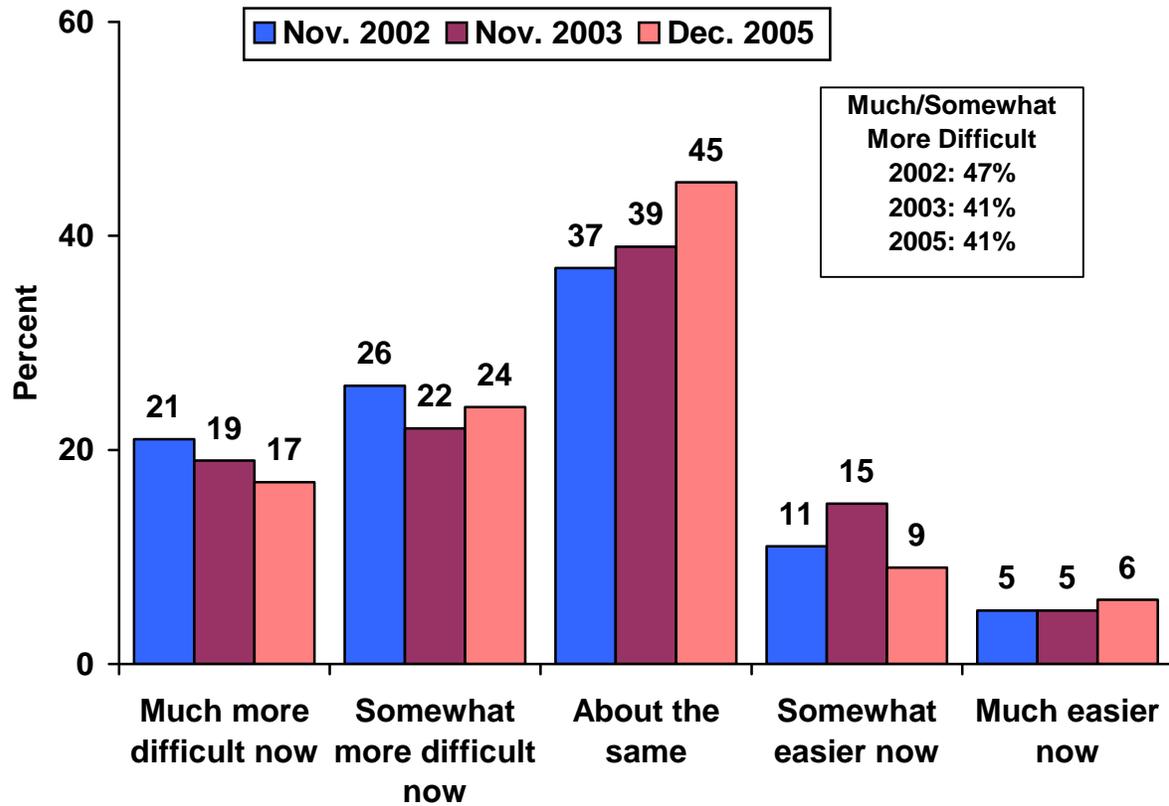


Question: "Thinking of driving or traveling within Arlington, compared to a year ago, would you say it is...?"

Base: Total respondents, excluding "don't knows". (n=440)

Note: This question asked beginning in 2002.

Ease Of Driving Or Traveling Within Arlington Vs. One Year Ago – Trend

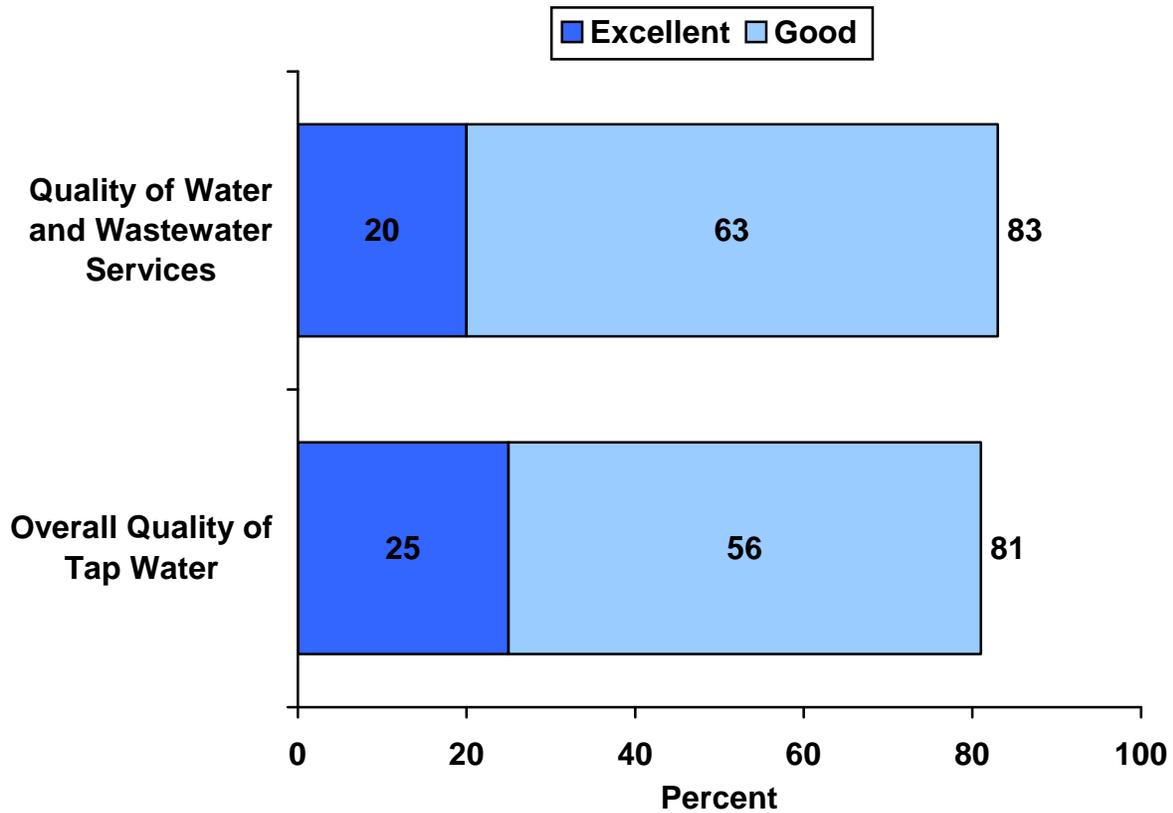


Question: "Thinking of driving or traveling within Arlington, compared to a year ago, would you say it is...?"

Base: Total respondents, excluding "don't knows". (2002 n=484; 2003 n=484; 2005 n=440)

Note: This question asked beginning in 2002.

Ratings Of Arlington Water Service By Attribute

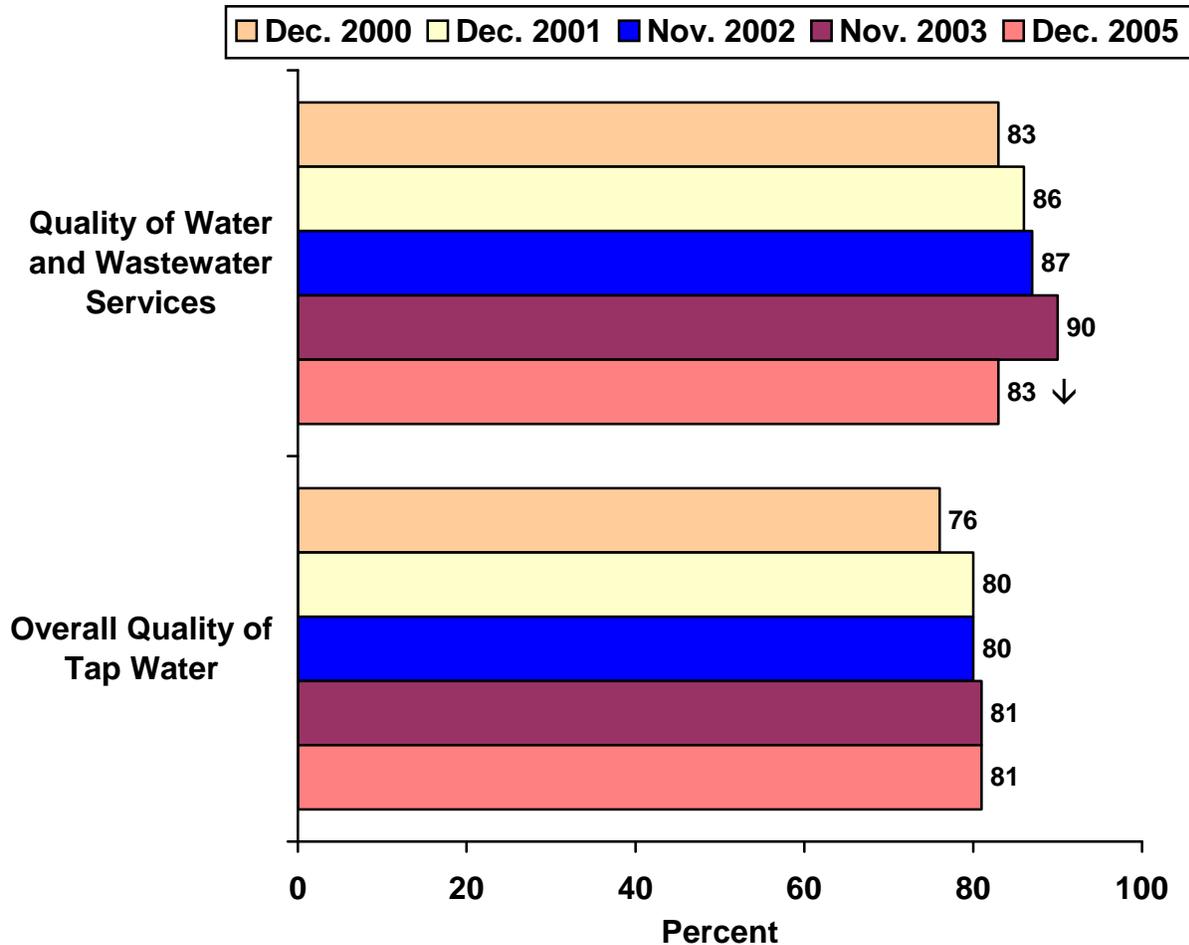


Questions: “Now thinking about city water services, how would you rate the quality of your local tap water supplied by the City of Arlington?”

“How would you rate the quality of water and wastewater service supplied by the City of Arlington?”

Base: Total respondents, excluding “don’t knows.” (Base Varies; Average Base Size: n=447)

Ratings Of Arlington Water Service – Trend (Top Two Box—Excellent/Good)



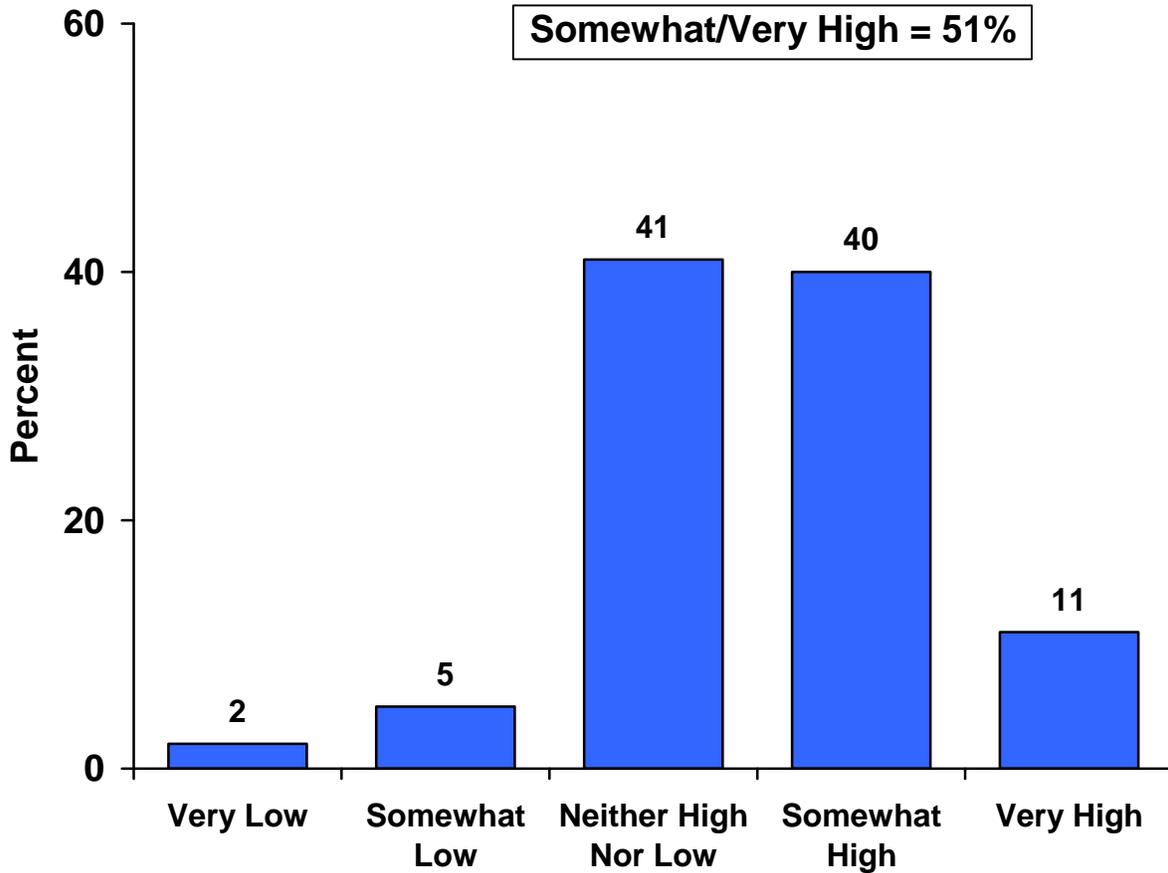
Questions: “Now thinking about city water services, how would you rate the quality of your local tap water supplied by the City of Arlington?”

“How would you rate the quality of water and wastewater service supplied by the City of Arlington?”

Base: Total respondents, excluding “don’t knows.” (Base Varies; Average Base Size: 2000 n=487; 2001 n=480; 2002 n=482; 2003 n=488; 2005 n=447)

Statistical Note: A single-line “up” arrow (↑) indicates a significant increase and a single-line “down” arrow (↓) indicates a significant decrease from the last wave in 2003. A block “up” arrow (⇧) indicates a significant increase and a block “down” arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Rating Of Water Utility Rates

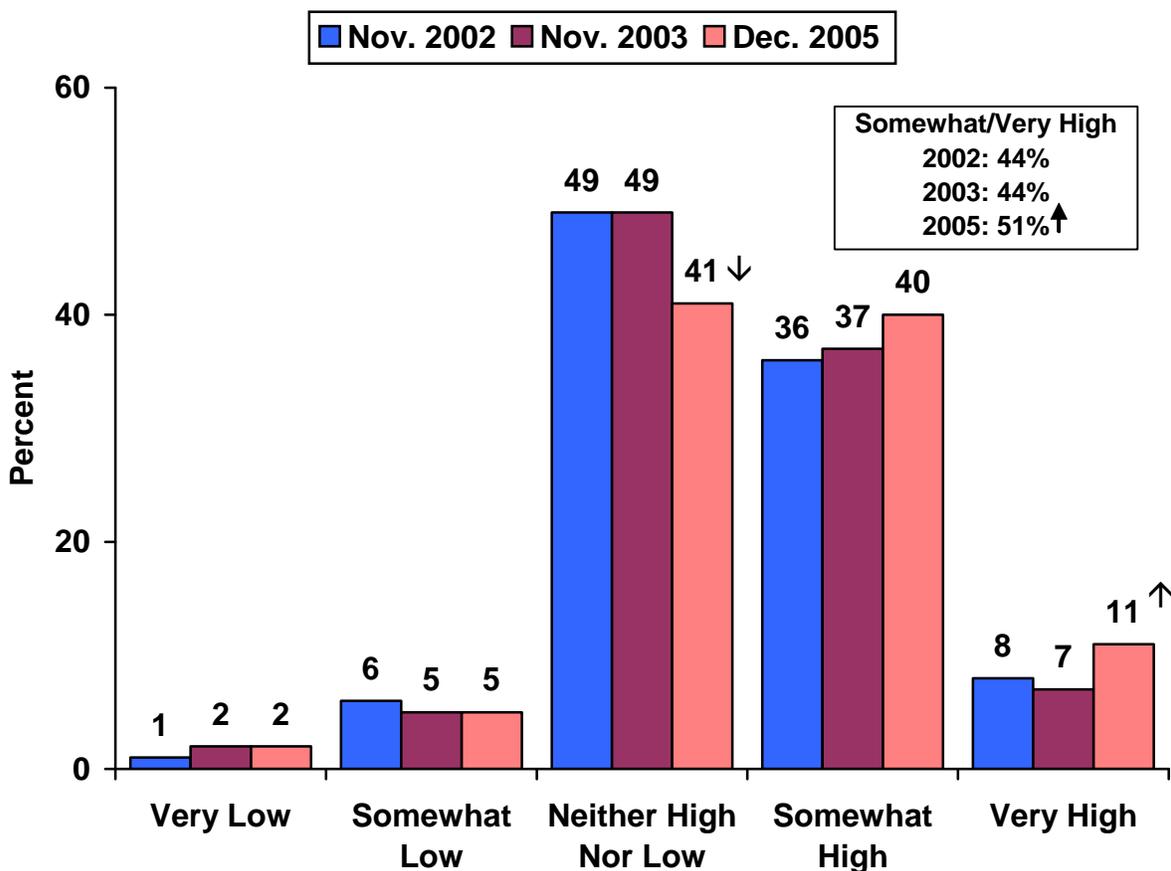


Question: "Your water utility bill includes charges for water, for sewer service and for garbage collection. Overall, do you think the rates the city charges for these services are...?"

Base: Respondents who pay a water bill, excluding "don't pay water" and "don't knows". (n=422)

Note: This question asked beginning in 2002.

Rating Of Water Utility Rates – Trend



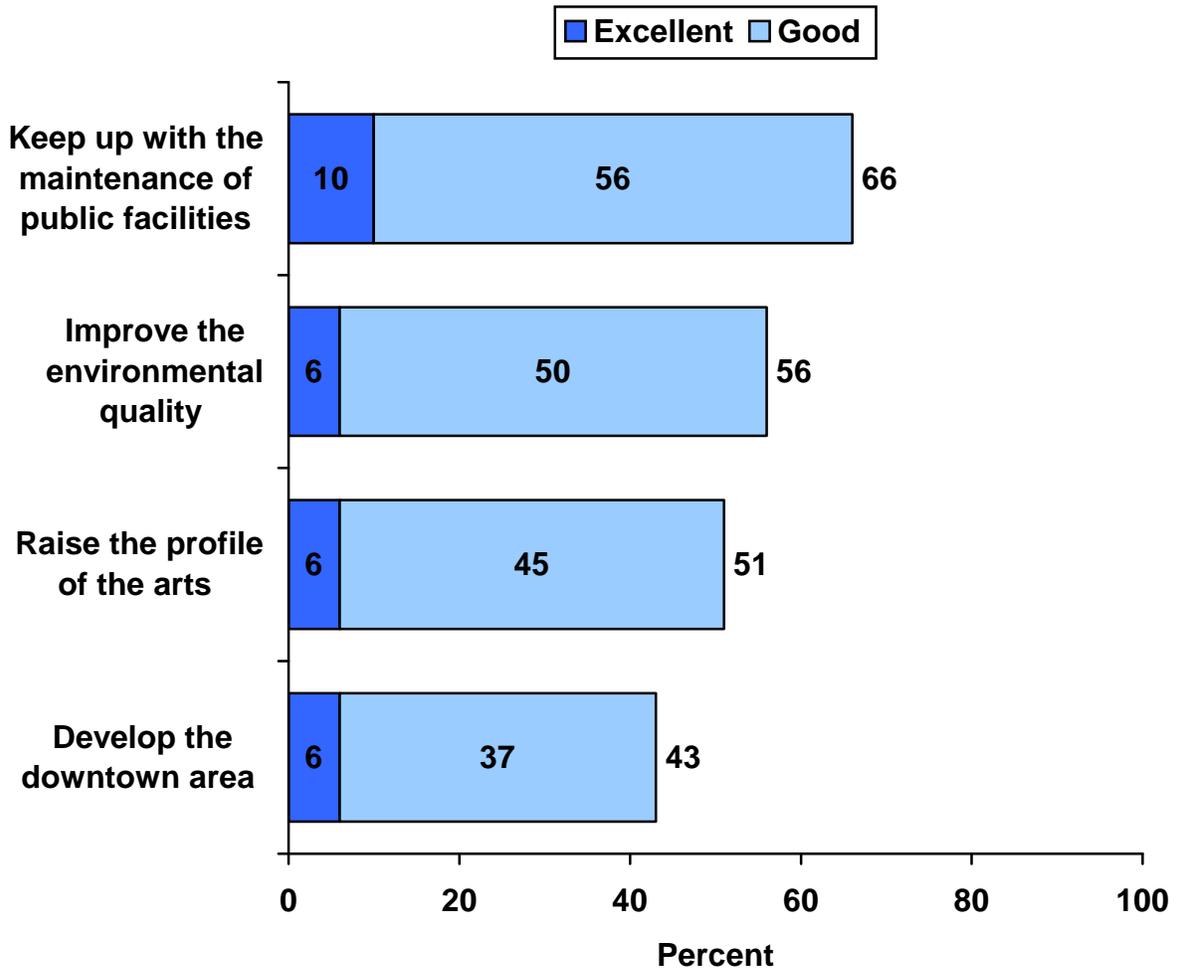
Question: "Your water utility bill includes charges for water, for sewer service and for garbage collection. Overall, do you think the rates the city charges for these services are...?"

Base: Respondents who pay a water bill, excluding "don't knows". (2002 n=456; 2003 n=464; 2005 n=422)

Note: This question asked beginning in 2002.

Statistical Note: A single-line "up" arrow (↑) indicates a significant increase and a single-line "down" arrow (↓) indicates a significant decrease from the last wave in 2003. A block "up" arrow (⤴) indicates a significant increase and a block "down" arrow (⤵) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Ratings Of City Efforts On Initiatives



Question: "How would you rate the City's efforts in the following areas, using a scale of excellent, good, fair, and poor?"

Base: Total respondents, excluding "don't knows." (Base Varies; Average Base Size: n=419)

Note: This question asked beginning in 2005.

Usage Of Services And Perceptions Of Services By Users

Services. Services reportedly used most by Arlington residents were police (35% of citizens had contact with police), the city website (29%), 911 call center (28%), and the Parks & Recreation department (23%). Residents were least likely to have had contact with the Handitran transit service, Planning and Development Services department, City Manager's Office and Street department.

Residents who have had contact with various city services rate those services in terms of "handling concerns in a satisfactory manner," from a high of 96% for fire services to a low of 40% for City Manager's Office. Among city services with the highest ratings in handling concerns in a satisfactory manner are the fire department, parks and recreation department, and 911 call center. Among city services with the lowest ratings in handling concerns in a satisfactory manner are the City Manager's office, planning and development services department and street department. It is notable that rating of city call center in terms of handling concerns in a satisfactory manner has declined significantly from 2003.

Recreation Facilities. City parks and city libraries continue to be the city facilities most widely used by residents (69% and 65% visited or used in past year, respectively). More than one-third of Arlington households have visited a city recreation center or a city athletic field in the past year. City tennis centers continue to be the least visited or used city facility. Use of city parks has declined significantly between 2003 and 2005, and is significantly lower than 2000 as well. Other city facilities that show notable declines from 2000 in citizens' visit or use include city libraries and athletic fields.

Users generally perceive overall quality of recreation and library facilities very positively. City parks, recreation centers, and libraries are rated particularly high on quality, which suggests they are seen, among users at least, as needing little improvement.

Usage Of Services And Perceptions Of Services By Users (Cont.)

Miscellaneous Facilities or Services. Presented below are reported use and ratings of miscellaneous city facilities or services.

Curbside Recycling. Slightly less than half of residents (47%) report that they have used curbside recycling in the past 12 months, which shows a steady downtrend from 2002.

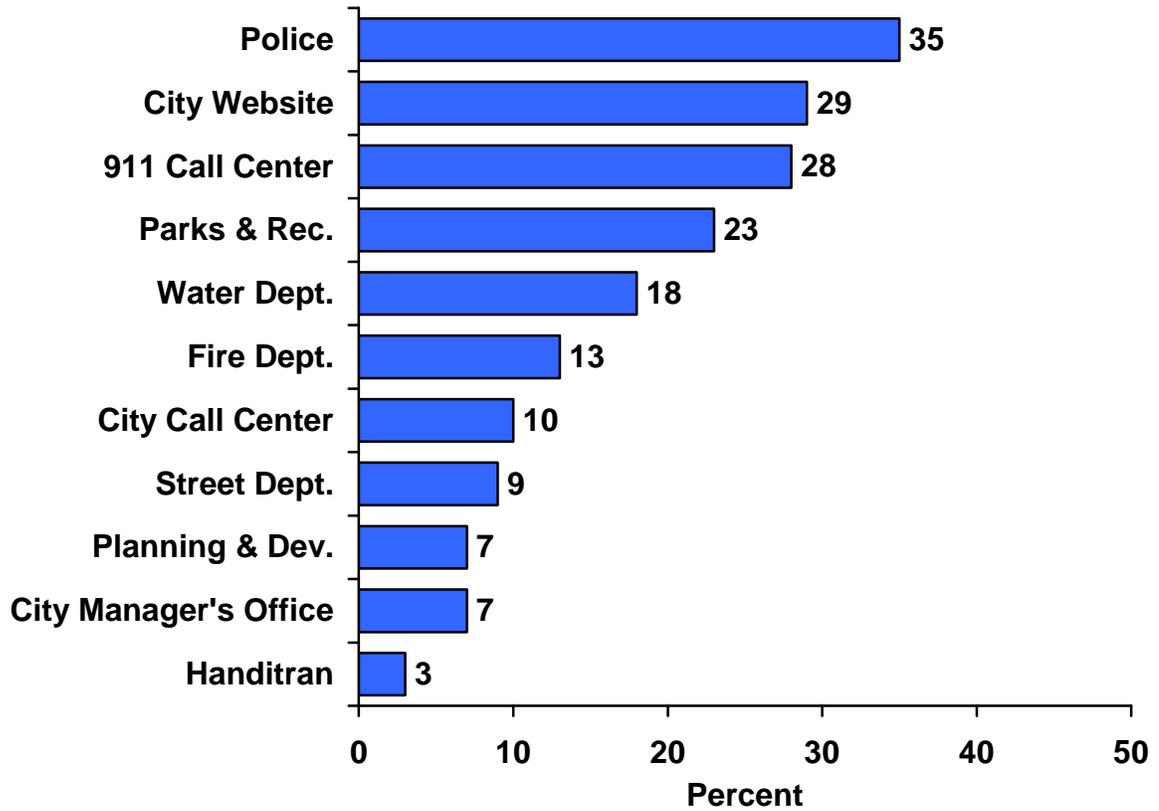
Arlington Landfill. Reported use of Arlington landfill continues to be relatively low (20%). The overall quality of the Arlington landfill is viewed very positively among residents who have visited or used it in the past 12 months, but has significantly declined from 2003.

Arlington Animal Services Center. Reported use of the Arlington Animal Services Center remains relatively low (19%). The overall quality rating of the animal services center is rated high.

Arlington Convention Center. Reported use of the Arlington Convention Center remains relatively low (18%). It appears that there has been a gradual—although not significant—decline from 2003, and reported use has declined significantly compared to 2000. However, virtually all residents who have visited or used the Arlington Convention Center rate the overall quality of the convention center very high.

Arlington Municipal Court. Reported use of the Arlington Municipal court continues to be low (14%). Residents who have visited the Arlington Municipal Court in the past 12 months continue to see some need for improvement with regard to overall performance, courtesy and attentiveness of employees, and ability to complete business on the first trip, and see *much* need for improvement with regard to length of wait.

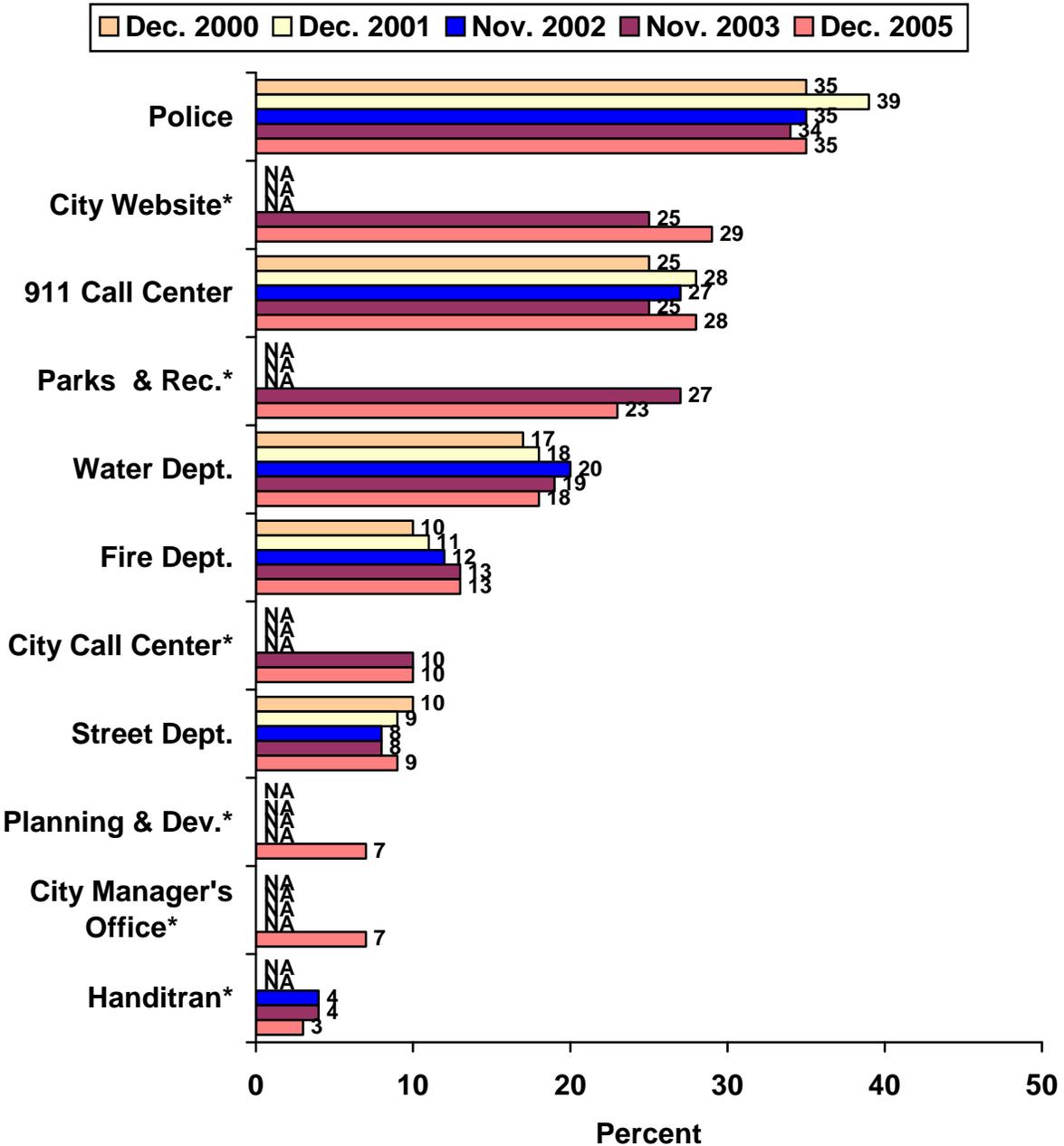
Had Contact With Services In Past 12 Months



Question: "In the past 12 months, which of the following have you had any contact with in Arlington?"

Base: Total respondents. (n=457)

Had Contact With Services In Past 12 Months – Trend

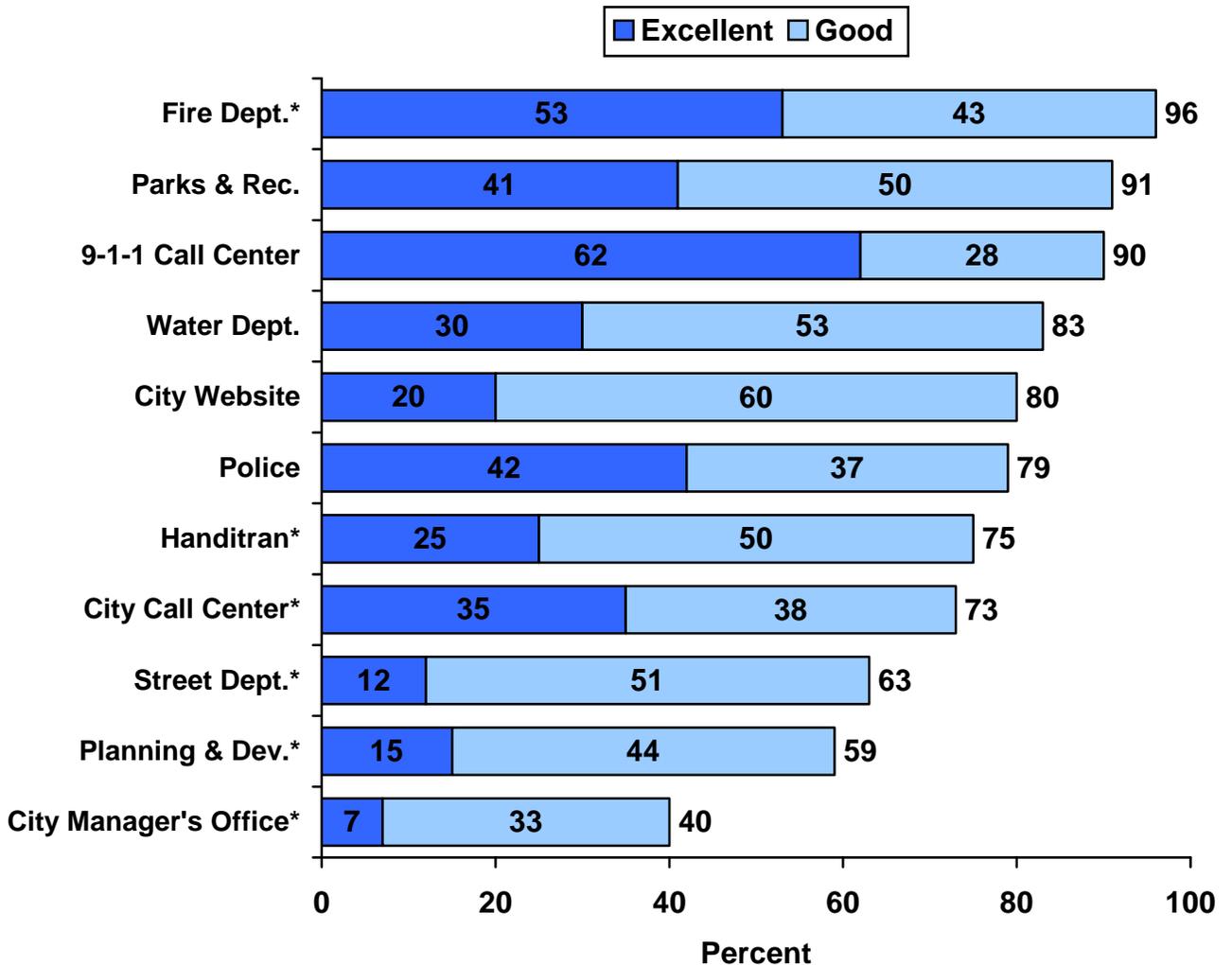


Question: "In the past 12 months, which of the following have you had any contact with in Arlington?"

* Note: Planning and Development Services and City Manager's Office asked beginning in 2005. Parks & Recreation Department, City Call Center and City Website asked beginning in 2003. Handitran Transit Service asked beginning in 2002.

Base: Total respondents. (2000 n=500; 2001 n=502; 2002 n=500; 2003 n=505; 2005 n=457)

Rating Of Services By Users On “Handling Concern In A Satisfactory Manner”

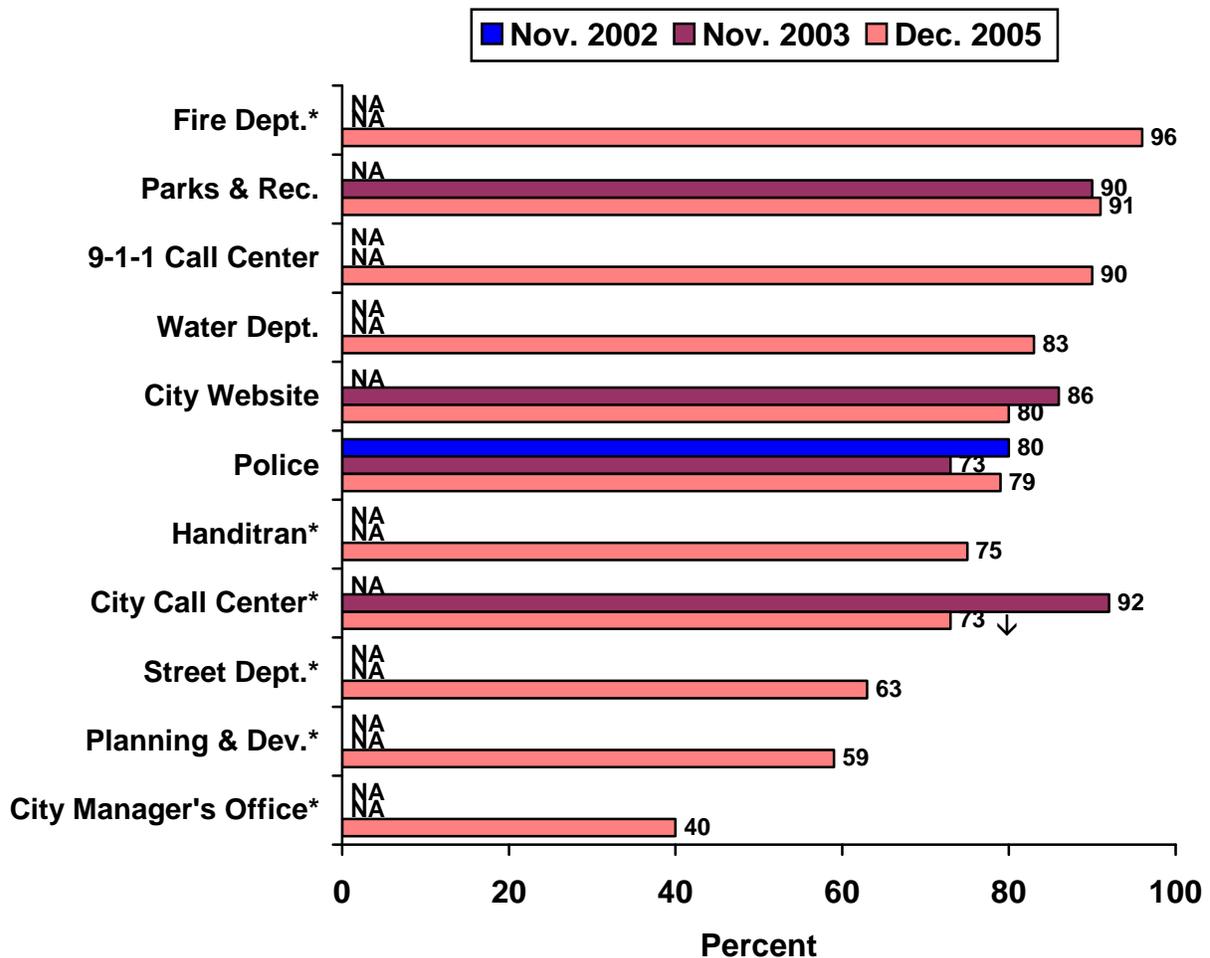


Question: “Thinking about any contact you have had with the ... in the past 12 months, using a scale of “excellent,” “good,” “fair,” and “poor,” please rate the ... on...Handling your concern in a satisfactory manner.”

Base: Have had contact with the ...service in past 12 months, excluding “don’t knows.” (Base Varies; Average Base Size: n=71*)

* Caution: Some small base sizes.

Rating Of Services By Users On “Handling Concern In A Satisfactory Manner” – Trend (Top Two Box—Excellent/Good)



Question: “Thinking about any contact you have had with the ... in the past 12 months, using a scale of “excellent,” “good,” “fair,” and “poor,” please rate the ... on...Handling your concern in a satisfactory manner.”

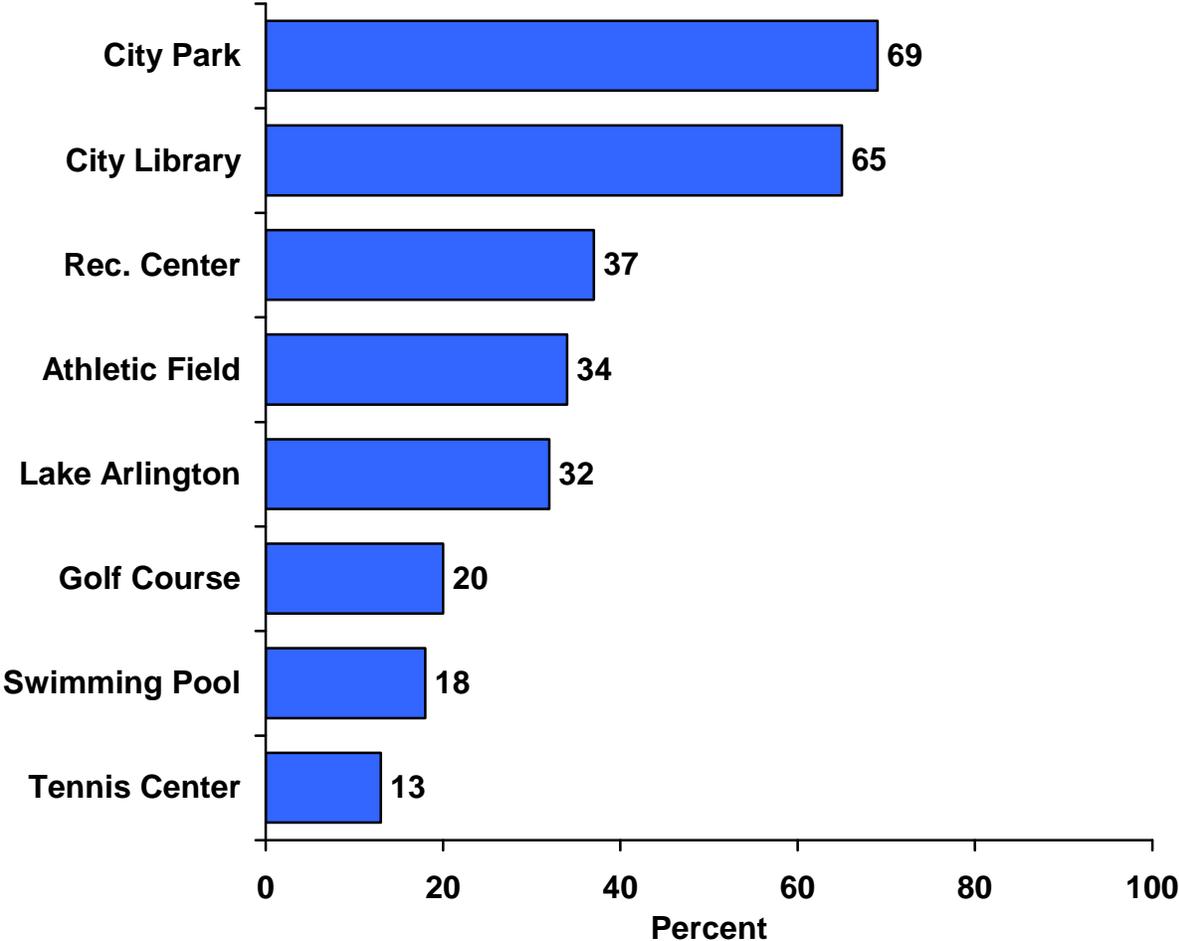
Base: Have had contact with the ...service in past 12 months, excluding “don’t knows.” (Base Varies; Average Base Size: 2002 n=176; 2003 n=115; 2005 n=71*)

* Caution: Some small base sizes.

Note: Ratings for Fire Department, 9-1-1 Call Center, Water Department, Handitran, Street Department, Planning & Development Services and City Manager’s Office asked beginning in 2005. Ratings for Parks & Recreation Department, City Call Center and City Website asked beginning in 2003. Ratings for Police Department asked beginning in 2002.

Statistical Note: A single-line “up” arrow (↑) indicates a significant increase and a single-line “down” arrow (↓) indicates a significant decrease from the last wave in 2003. A block “up” arrow (⇧) indicates a significant increase and a block “down” arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

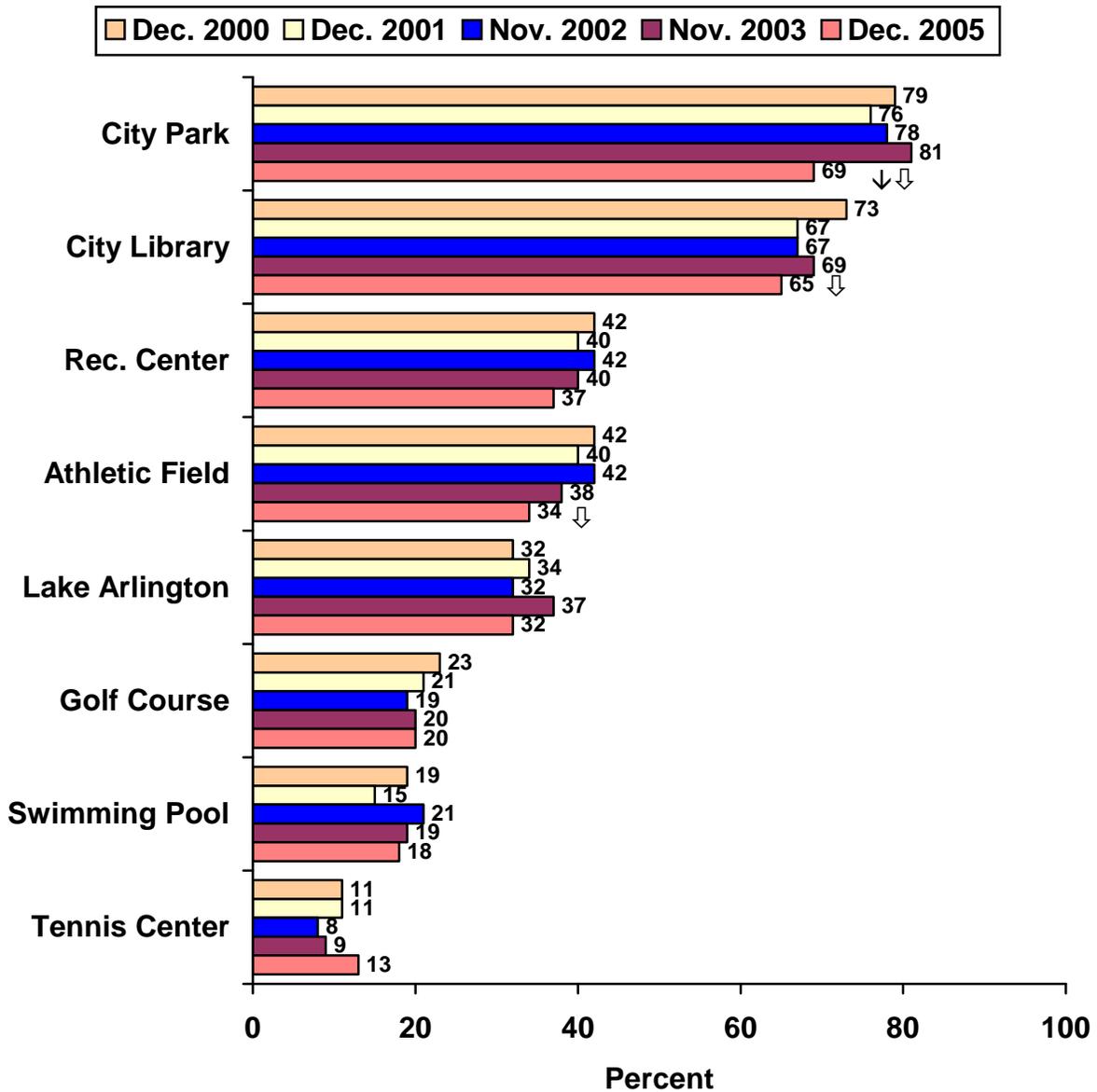
Recreation/Library Facilities Visited Or Used In Past 12 Months



Question: "In the past 12 months, which of the following have you or anyone in your household visited or used?"

Base: Total respondents. (n=457)

Recreation/Library Facilities Visited Or Used In Past 12 Months – Trend

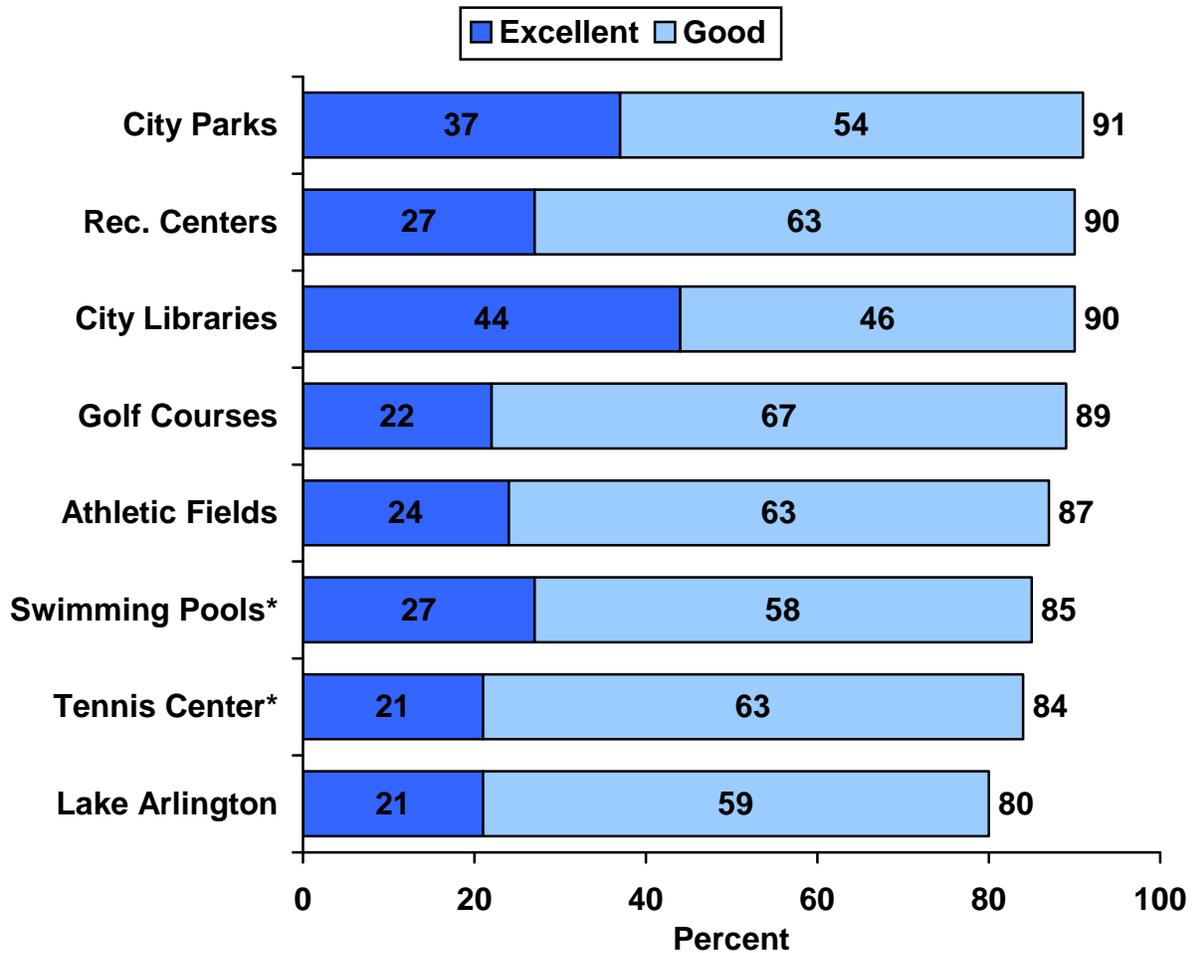


Question: "In the past 12 months, which of the following have you or anyone in your household visited or used?"

Base: Total respondents. (2000 n=500; 2001 n=502; 2002 n=500; 2003 n=505; 2005 n=457)

Statistical Note: A single-line "up" arrow (↑) indicates a significant increase and a single-line "down" arrow (↓) indicates a significant decrease from the last wave in 2003. A block "up" arrow (⇧) indicates a significant increase and a block "down" arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Rating Of Recreation/Library Facilities By Users On “Overall Quality”

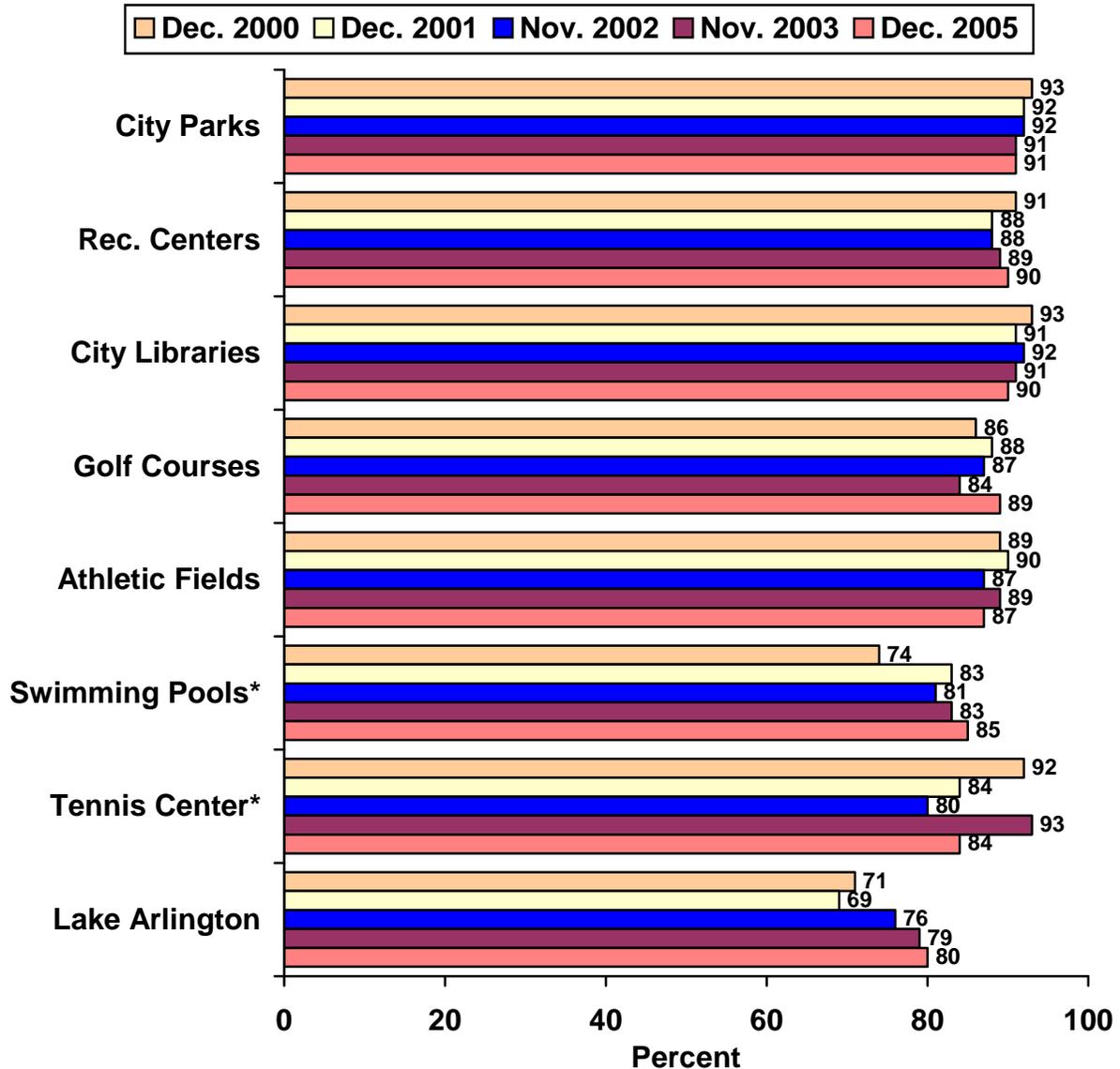


Question: “Thinking about the following Arlington facilities, how would you rate Arlington on...?”

Base: Have visited or used ... in past 12 months, excluding “don’t knows.” (Base Varies; Average Base Size: n=163)

* Caution: Some small base sizes.

Rating Of Recreation/Library Facilities By Users On “Overall Quality” – Trend (Top Two Box—Excellent/Good)

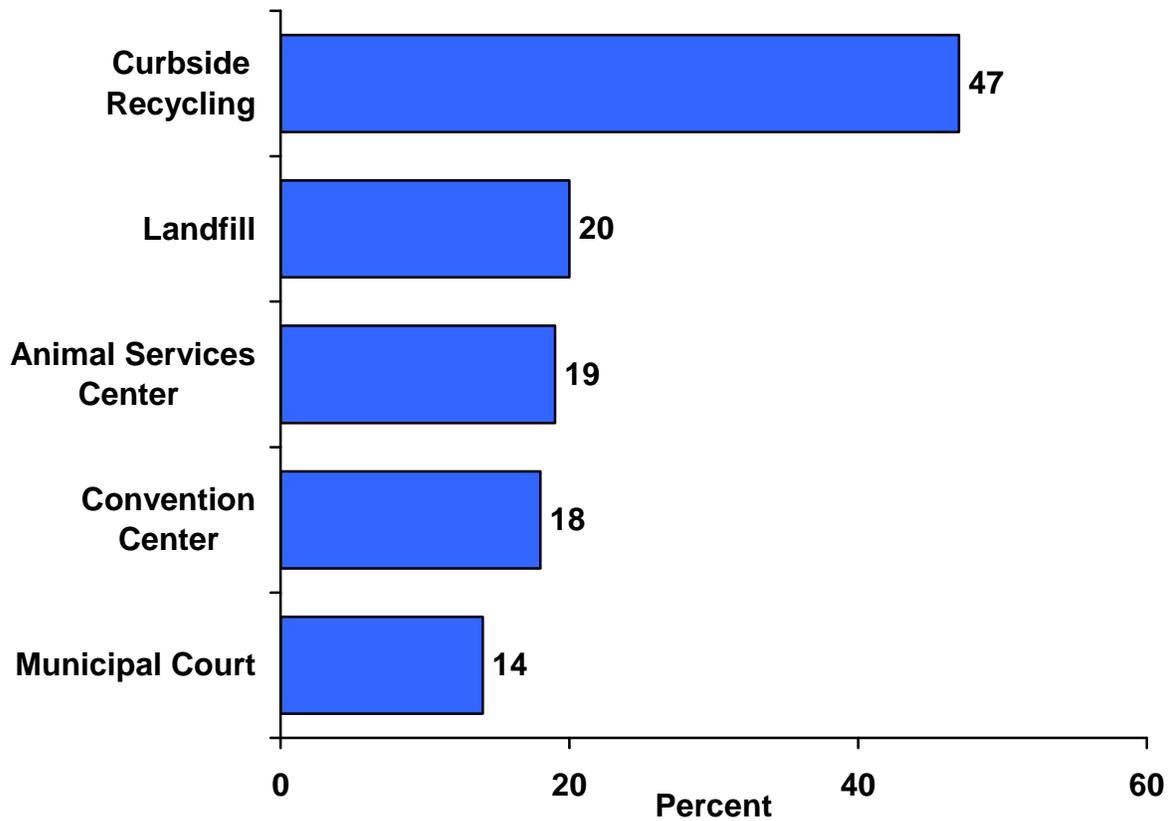


Question: “Thinking about the following Arlington facilities, how would you rate Arlington on...?”

Base: Have visited or used ... in past 12 months, excluding “don’t knows.” (Base Varies; Average Base Size: 2000 n=199*; 2001 n=187*; 2002 n=190*; 2003 n=194*; 2005 n=163)

* Caution: Some small base sizes.

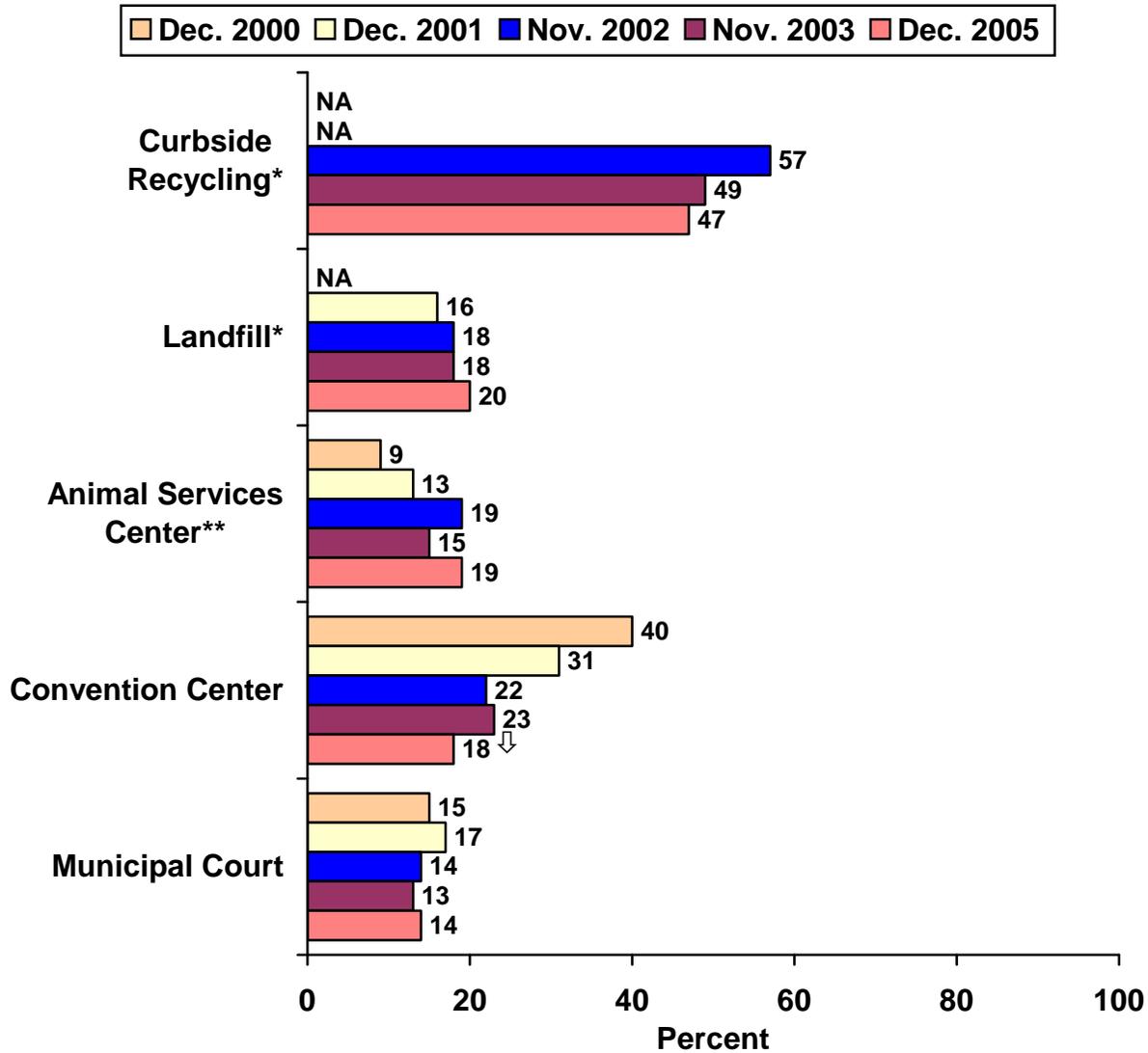
Miscellaneous Facilities Or Services Visited Or Used In Past 12 Months



Question: "In the past 12 months, which of the following have you visited or used in Arlington?"

Base: Total respondents. (n=457)

Miscellaneous Facilities Or Services Visited Or Used In Past 12 Months – Trend



Question: "In the past 12 months, which of the following have you visited in Arlington?"

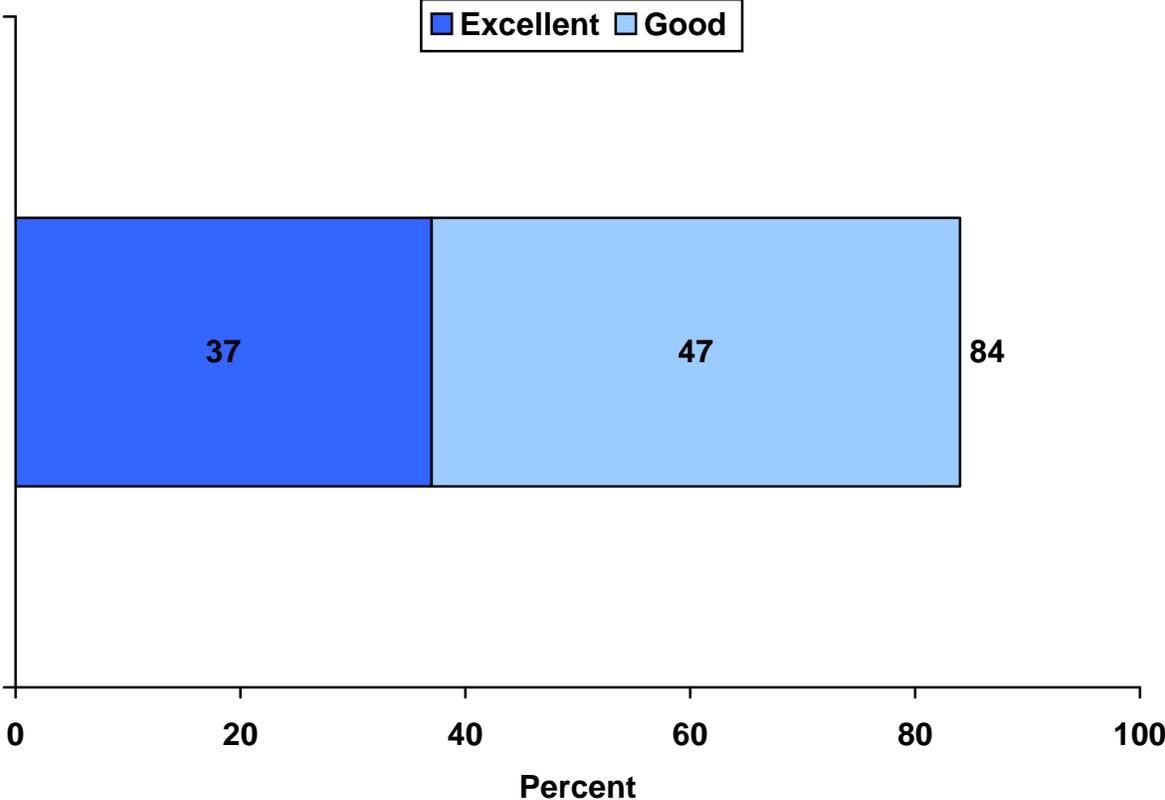
Base: Total respondents. (2000 n=500; 2001 n=502; 2002 n=500; 2003 n=505; 2005 n=457)

* Curbside Recycling included beginning in 2002. Landfill included beginning in 2001.

** Note: Wording of this category was changed in 2003, from "Animal Services Center Or Animal Shelter" to "Animal Services Center."

Statistical Note: A single-line "up" arrow (↑) indicates a significant increase and a single-line "down" arrow (↓) indicates a significant decrease from the last wave in 2003. A block "up" arrow (⬆) indicates a significant increase and a block "down" arrow (⬇) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Overall Rating Of Arlington Animal Services Center By Users

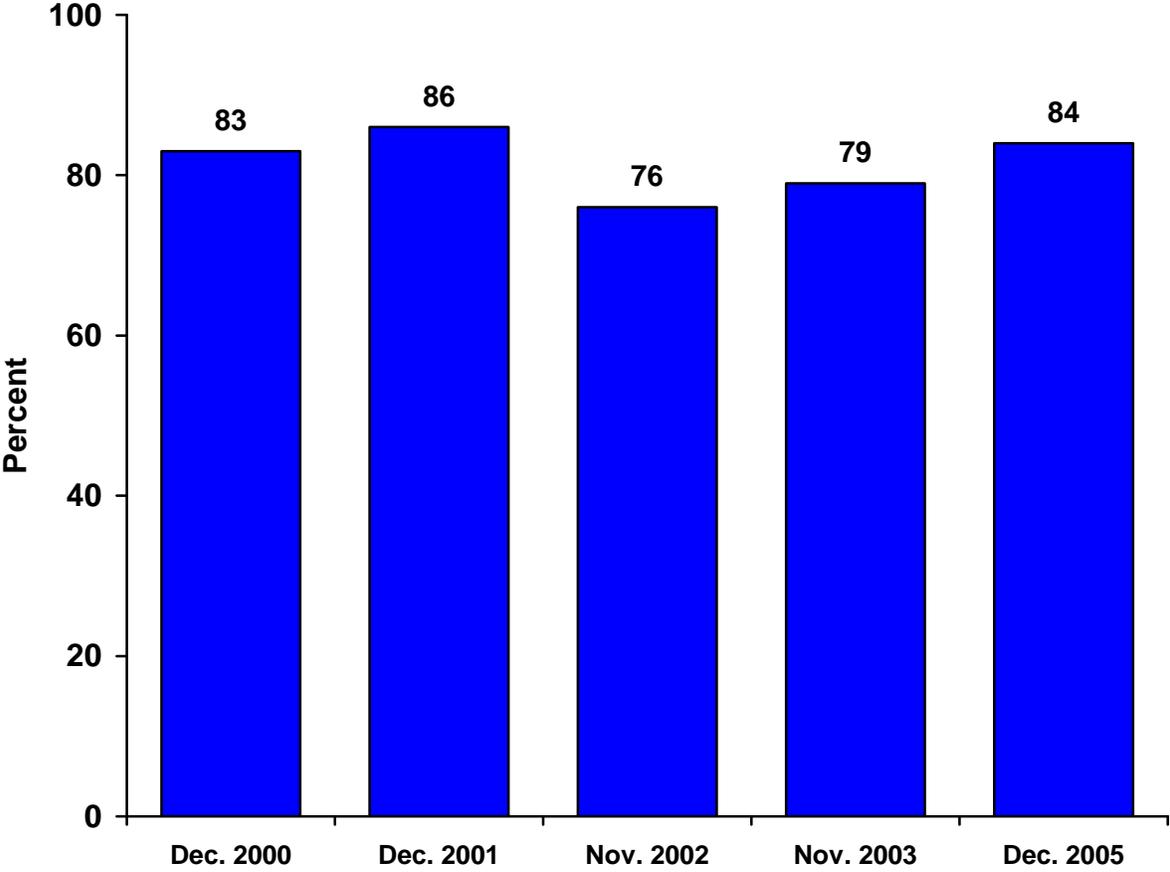


Question: "Thinking about any times you have visited an Arlington animal services center in the past 12 months, how would you rate the animal services center overall?"

Base: Have visited an Arlington animal services center in past 12 months, excluding "don't knows." (n=81*)

* Caution: Small base size.

Overall Rating Of Arlington Animal Services Center By Users – Trend (Top Two Box—Excellent/Good)

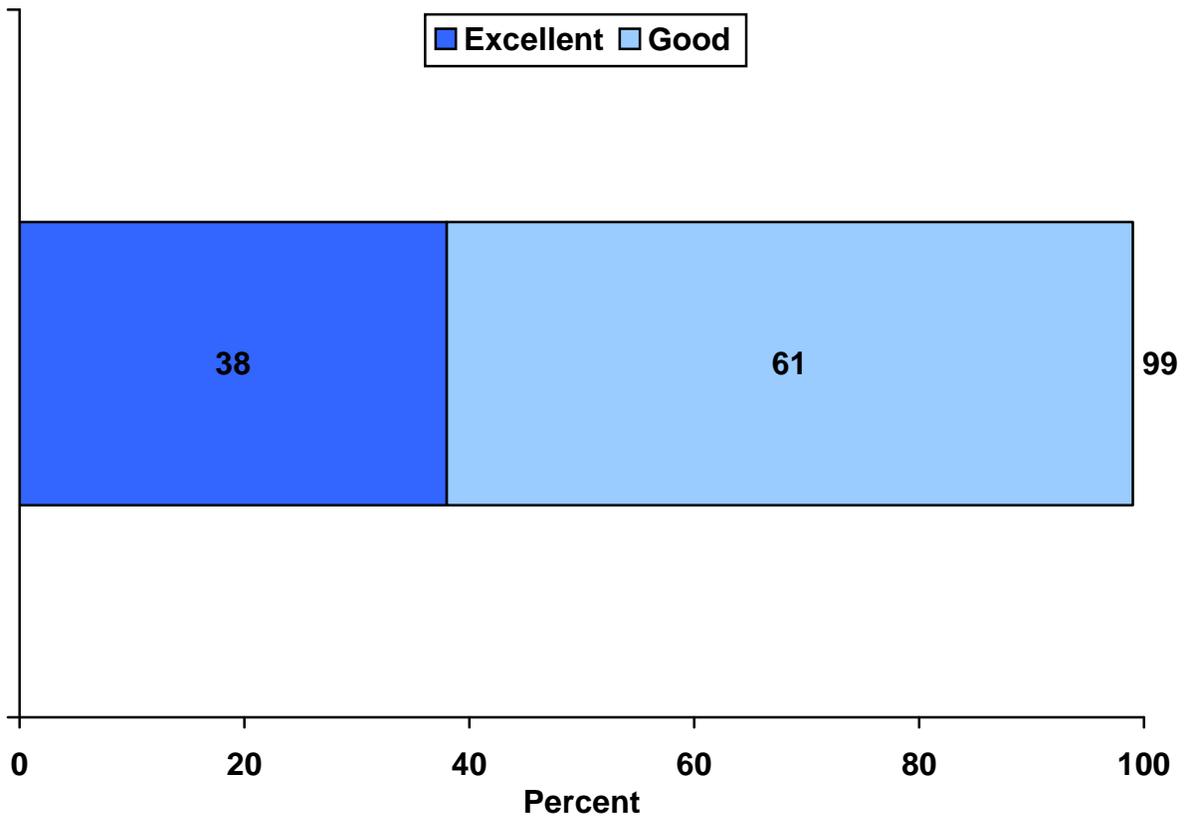


Question: "Thinking about any times you have visited an Arlington animal services center in the past 12 months, how would you rate the animal services center overall?"

Base: Have visited an Arlington animal services center in past 12 months, excluding "don't knows." (2000 n=46*; 2001 n=64*; 2002 n=92*; 2003 n=66*; 2005 n=81*)

* Caution: Small base size.

Overall Rating Of Arlington Convention Center By Users

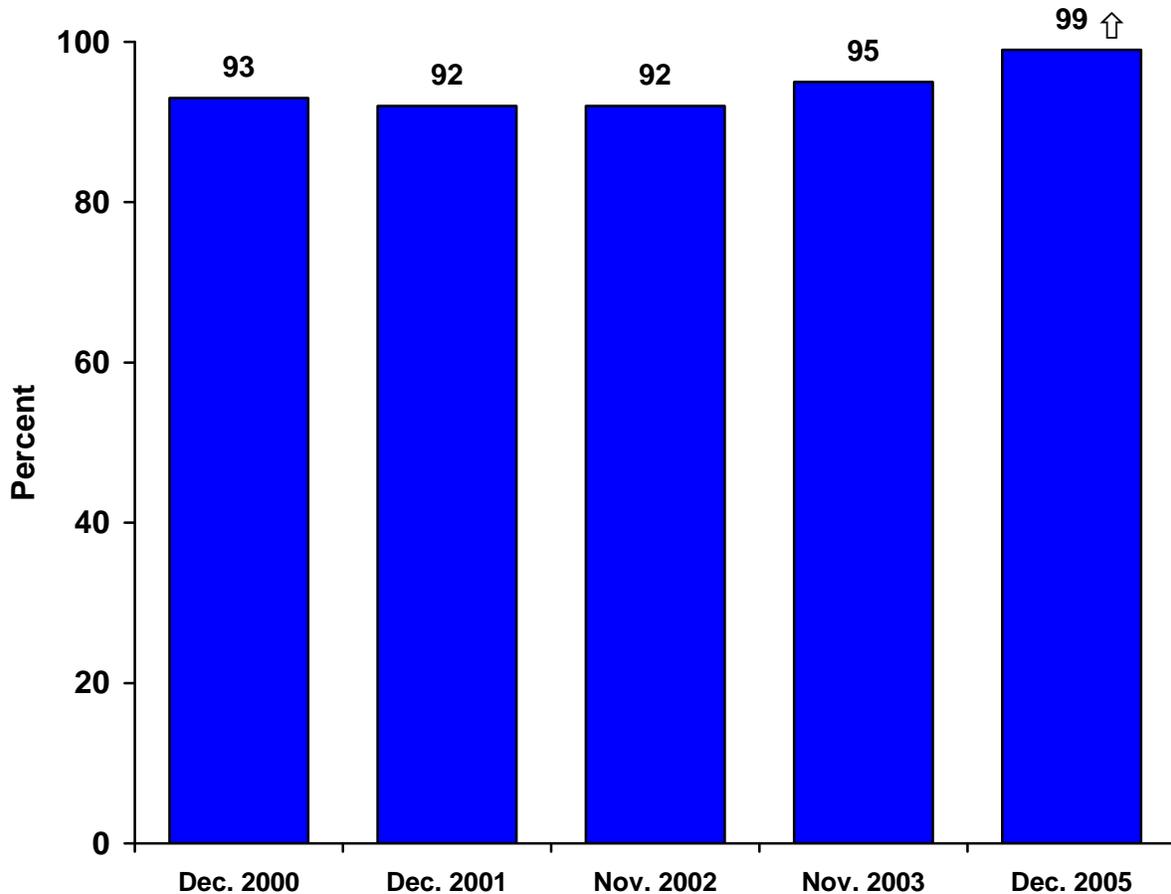


Question: "Thinking about any times you have visited the Arlington convention center in the past 12 months, how would you rate the convention center overall?"

Base: Have visited the Arlington convention center in past 12 months, excluding "don't knows." (n=79*)

* Caution: Small base size.

Overall Rating Of Arlington Convention Center By Users – Trend (Top Two Box—Excellent/Good)



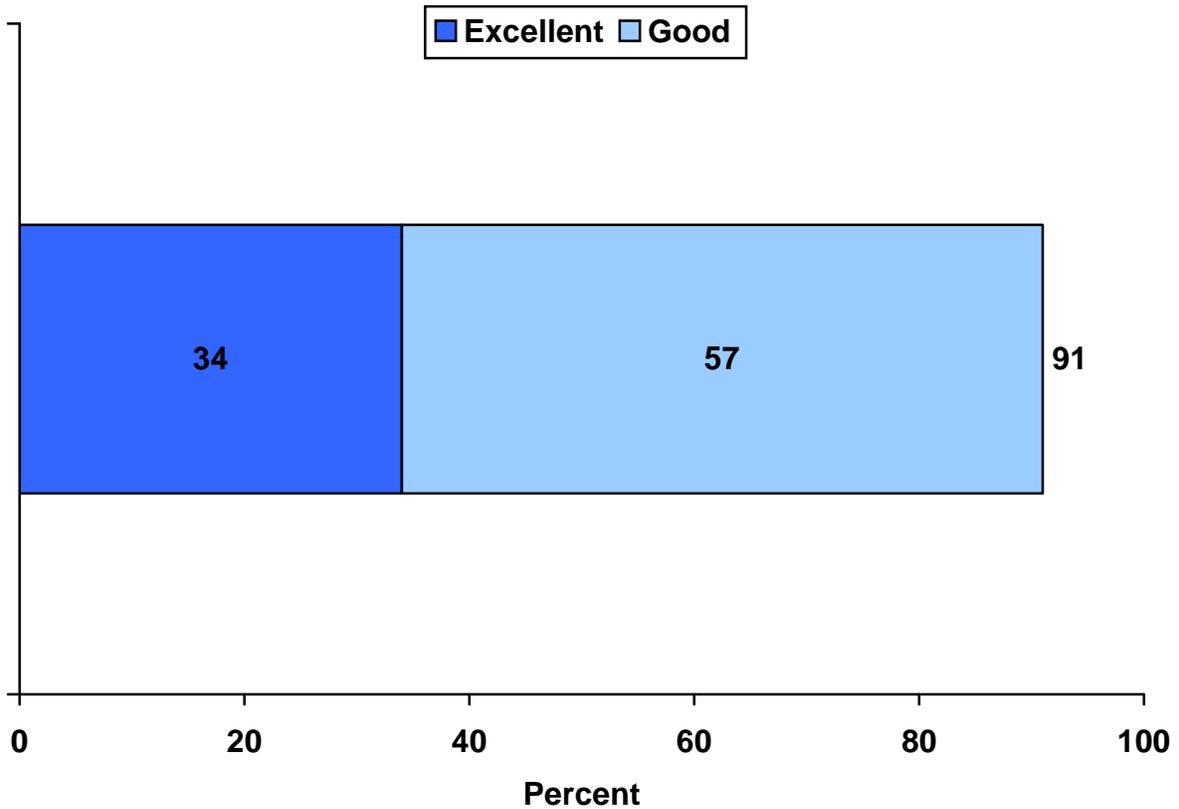
Question: "Thinking about any times you have visited the Arlington convention center in the past 12 months, how would you rate the convention center overall?"

Base: Have visited the Arlington convention center in past 12 months, excluding "don't knows." (2000 n=199; 2001 n=154; 2002 n=108; 2003 n=113; 2005 n=79*)

* Caution: Small base size.

Statistical Note: A single-line "up" arrow (↑) indicates a significant increase and a single-line "down" arrow (↓) indicates a significant decrease from the last wave in 2003. A block "up" arrow (⤴) indicates a significant increase and a block "down" arrow (⤵) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Overall Rating Of Arlington Landfill By Users

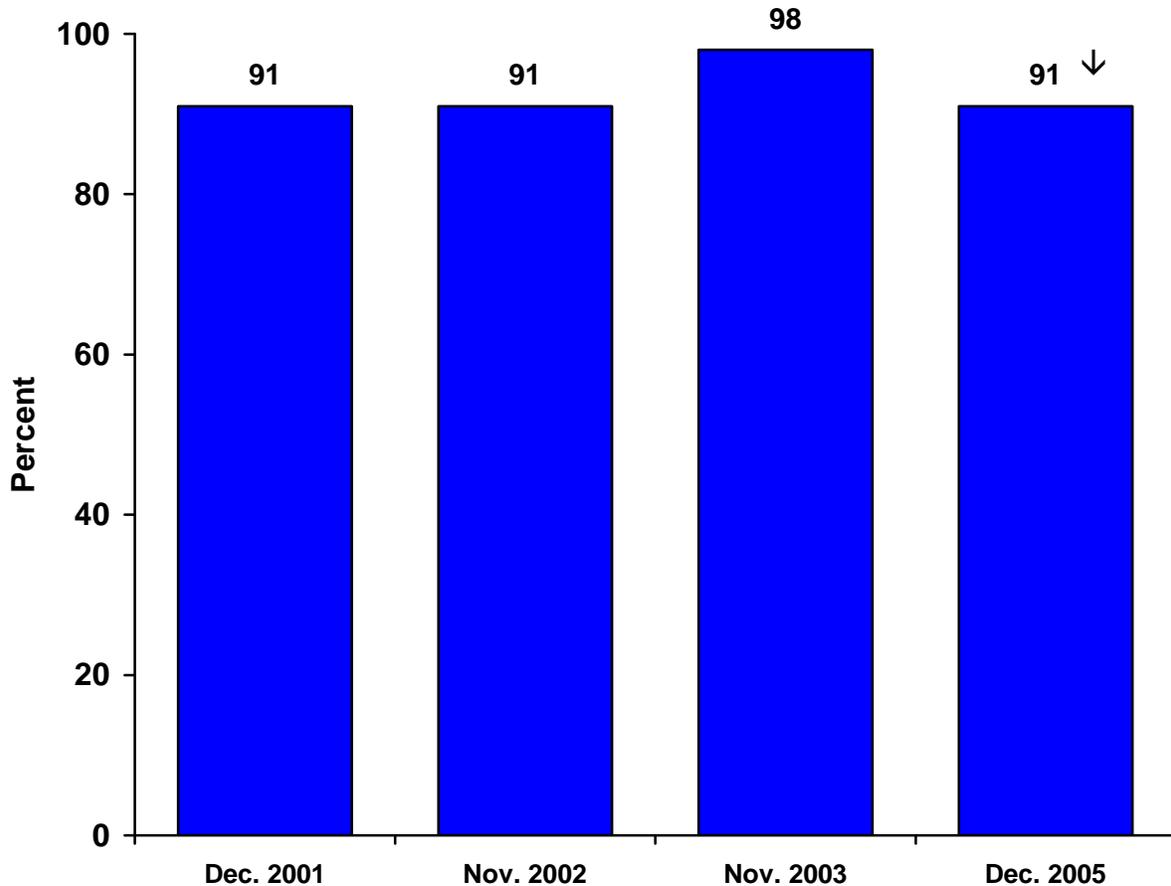


Question: "Thinking about any times you have visited or used an Arlington landfill in the past 12 months, how would you rate the landfill overall?"

Base: Have visited an Arlington landfill in past 12 months, excluding "don't knows." (n=91*)

* Caution: Small base size.

Overall Rating Of Arlington Landfill By Users – Trend (Top Two Box—Excellent/Good)



Question: "Thinking about any times you have visited or used an Arlington landfill in the past 12 months, how would you rate the landfill overall?"

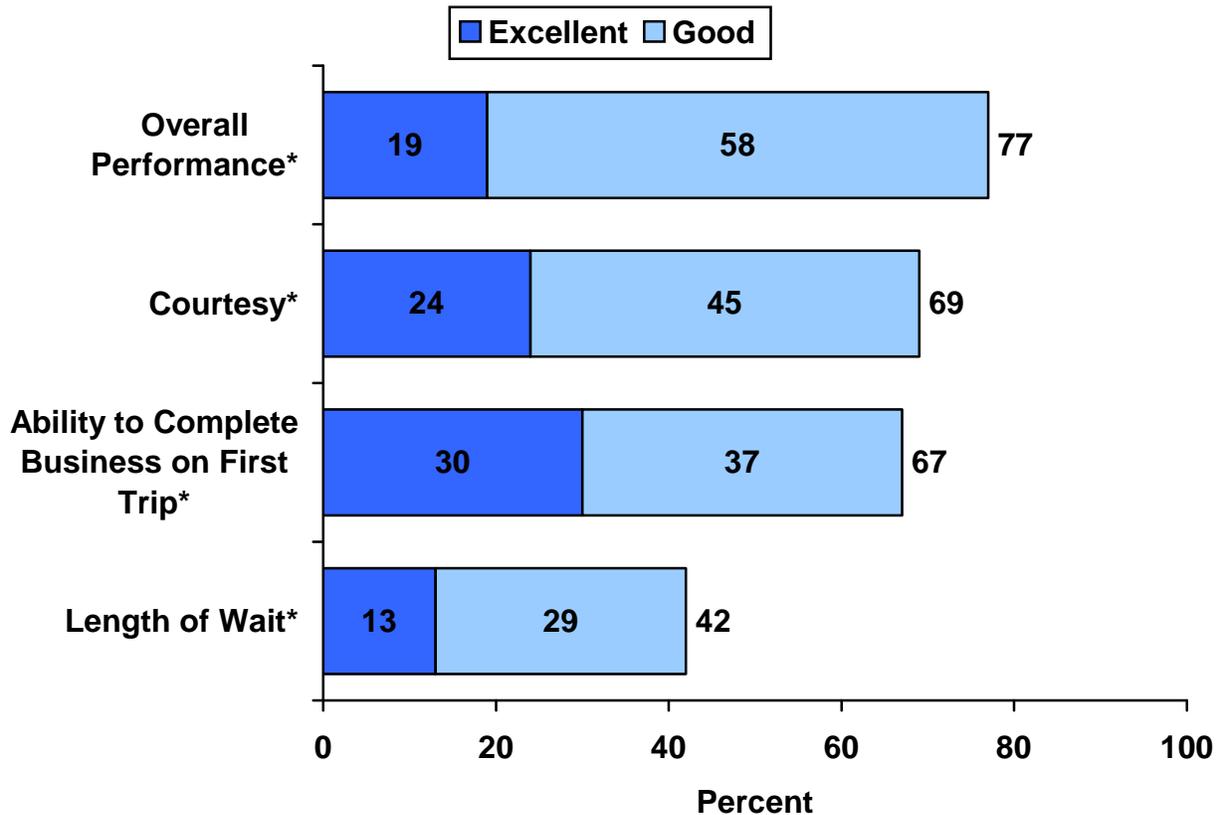
Base: Have visited an Arlington landfill in past 12 months, excluding "don't knows." (2001 n=79*; 2002 n=84*; 2003 n=86*; 2005 n=91*)

* Caution: Small base size.

Note: This question was asked beginning in 2001.

Statistical Note: A single-line "up" arrow (↑) indicates a significant increase and a single-line "down" arrow (↓) indicates a significant decrease from the last wave in 2003. A block "up" arrow (⇧) indicates a significant increase and a block "down" arrow (⇩) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Attribute Rating Of Arlington Municipal Court By Users

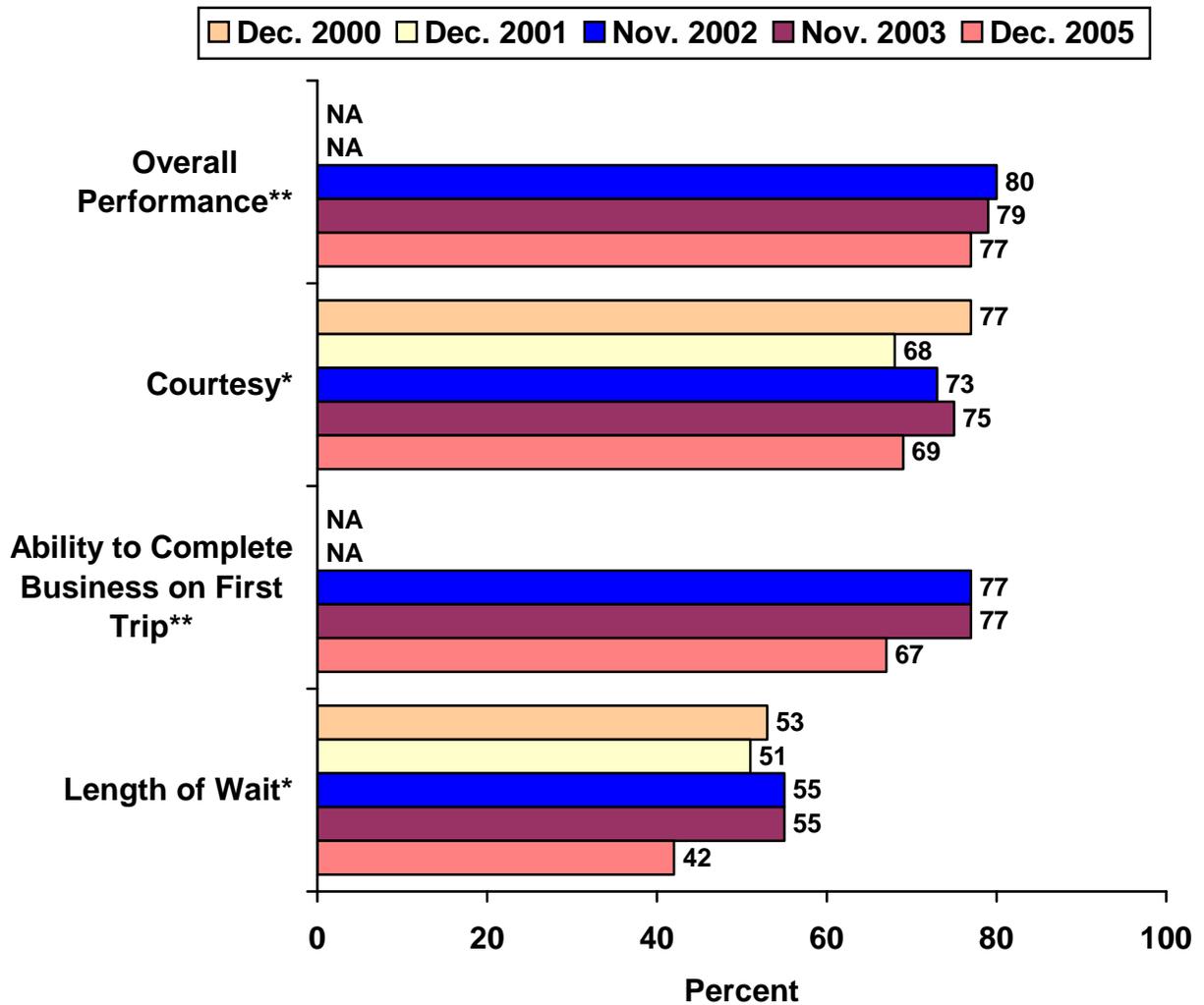


Question: "Thinking about any times you have visited the Arlington municipal court in the past 12 months, using a scale of excellent, good, fair, and poor, please rate the municipal court on...Length of wait. What about ...Courtesy and attentiveness of employees?"

Base: Have visited the Arlington municipal court in past 12 months, excluding "don't knows." (Base Varies; Average Base Size: n=62*)

* Caution: Small base size.

Attribute Rating Of Arlington Municipal Court By Users – Trend (Top Two Box—Excellent/Good)



Question: "Thinking about any times you have visited the Arlington municipal court in the past 12 months, using a scale of excellent, good, fair, and poor, please rate the municipal court on...?"

Base: Have visited the Arlington municipal court in past 12 months, excluding "don't knows." (Base Varies; Average Base Size: 2000 n=74*; 2001 n=82*; 2002 n=70*; 2003 n=65*; 2005 n=62*)

* Caution: Small base size.

** These ratings began in 2002.

Access To City Gov't And Importance Of Internet Communication

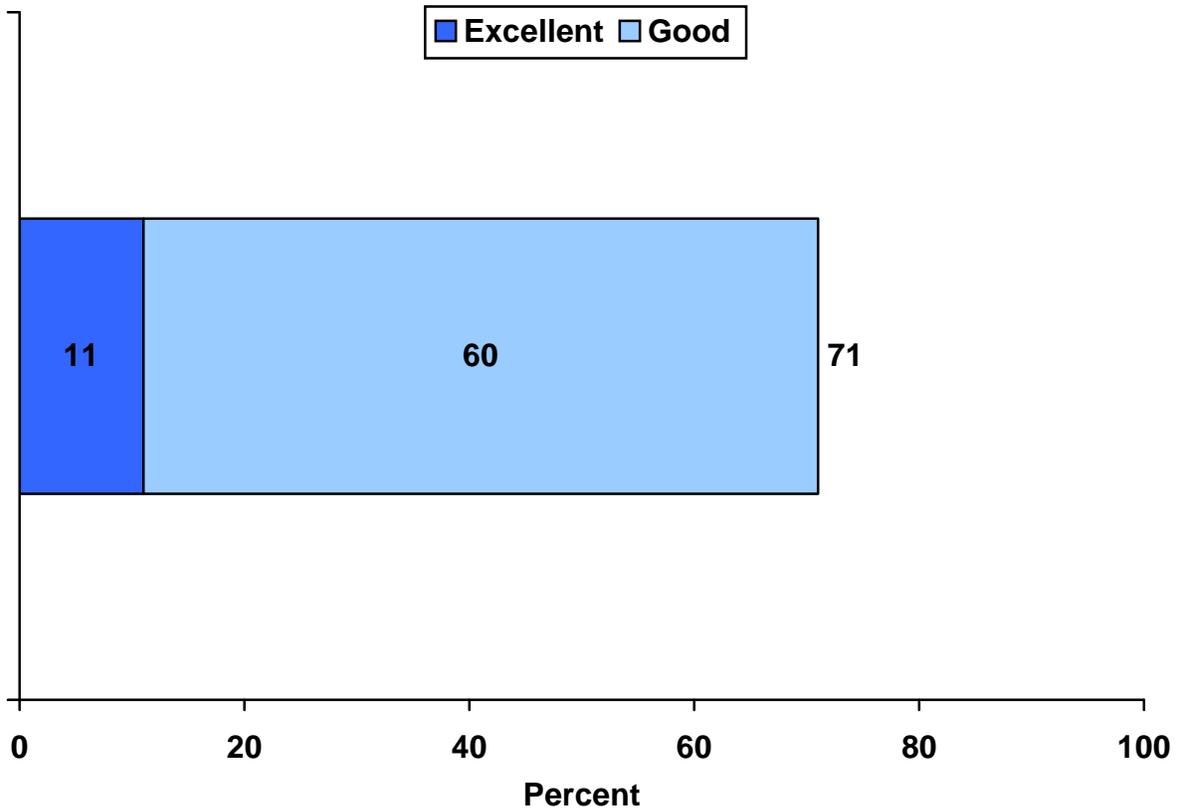
Rating of “providing citizen access or input to government” remains about the same as in 2003 but has significantly increased from 2000. Arlington residents continue to feel the need for improvement in the city providing citizen access and input to city government. Residents also continue to rate the City moderately high on effort to communicate with the public.

The city’s effort to keep the public informed is also perceived positively. Three out of four Arlington residents feel that the City keeps them informed. However, except for the Cowboy stadium project (which 81% of residents report being informed about at least somewhat); the levels of being informed at least somewhat about various city projects and campaigns appear to be moderate at about 50%.

About one-third of residents (32%) report having had contact with the City of Arlington by telephone in the past 12 months, and more than 20% of citizens say they have had in-person (24%) or mail (21%) contact with the City.

Consistent with 2003, the vast majority of residents continue to feel it is somewhat or very important for citizens to be able to conduct business with the City by Internet (89%).

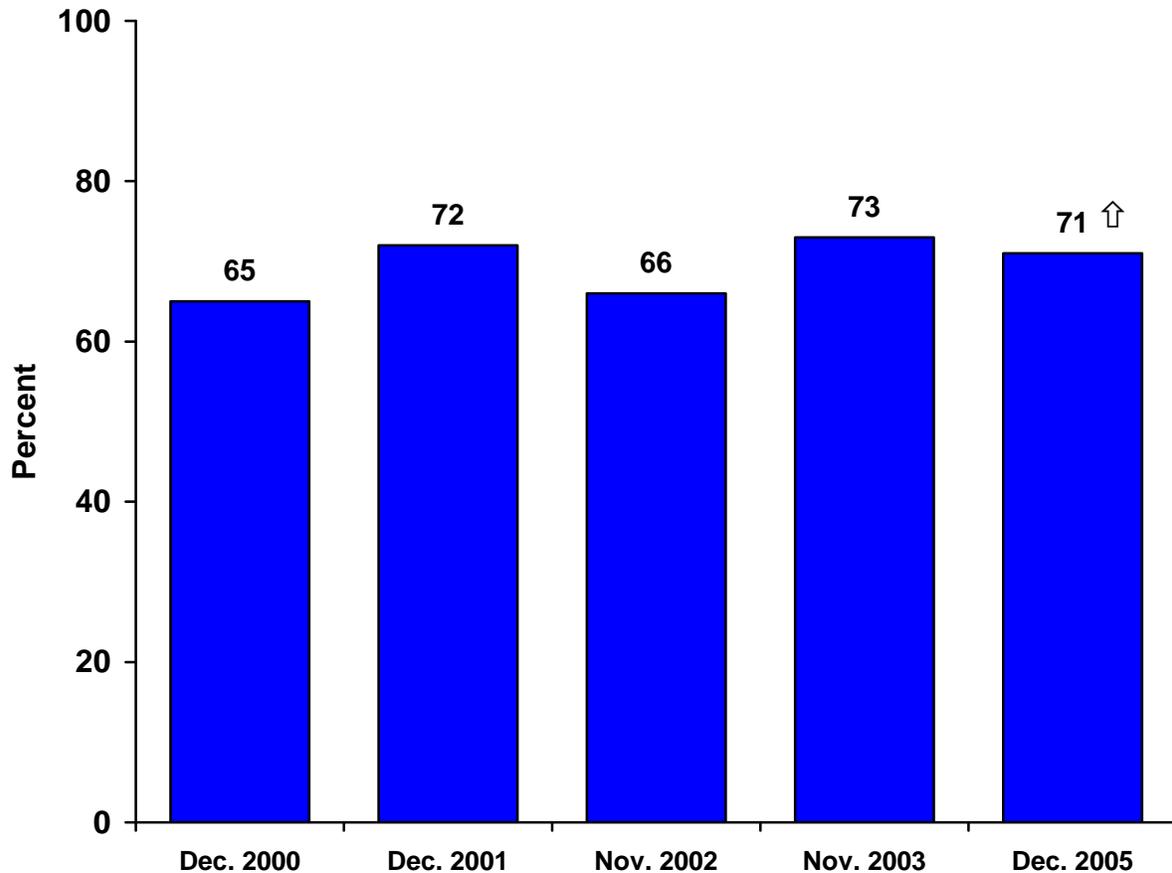
Rating Of Arlington On Providing Citizen Access Or Input To Government



Question: "And how would you rate Arlington in terms of providing citizen access or input to government?"

Base: Total respondents, excluding "don't knows." (n=415)

Rating On Providing Citizen Access Or Input To Gov't – Trend (Top Two Box—Excellent/Good)

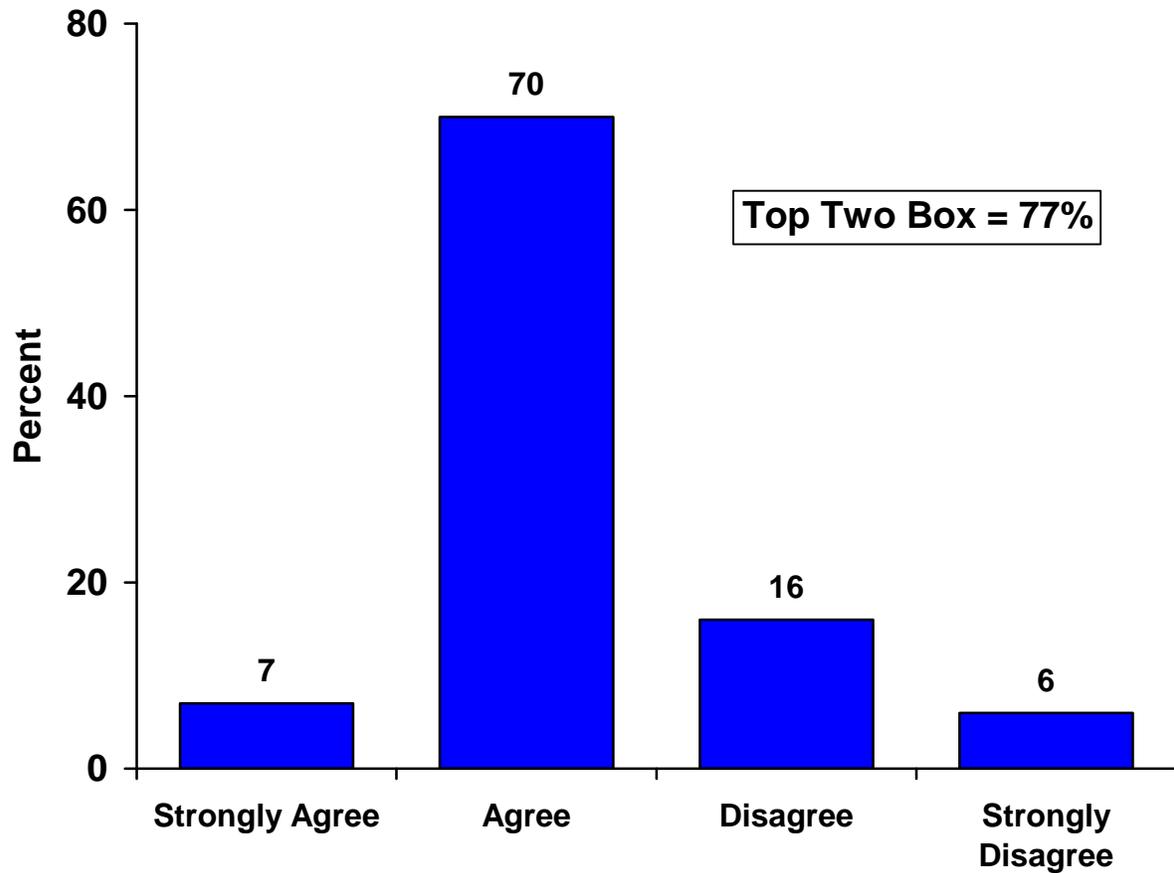


Question: “And how would you rate Arlington in terms of providing citizen access or input to government?”

Base: Total respondents, excluding “don’t knows.” (2000 n=448; 2001 n=436; 2002 n=430; 2003 n=413; 2005 n=415)

Statistical Note: A single-line “up” arrow (↑) indicates a significant increase and a single-line “down” arrow (↓) indicates a significant decrease from the last wave in 2003. A block “up” arrow (⬆) indicates a significant increase and a block “down” arrow (⬇) indicates a significant decrease from the first wave in 2000 (i.e., difference significant at or above the 95% confidence level.)

Agreement That City Keeps Public Informed

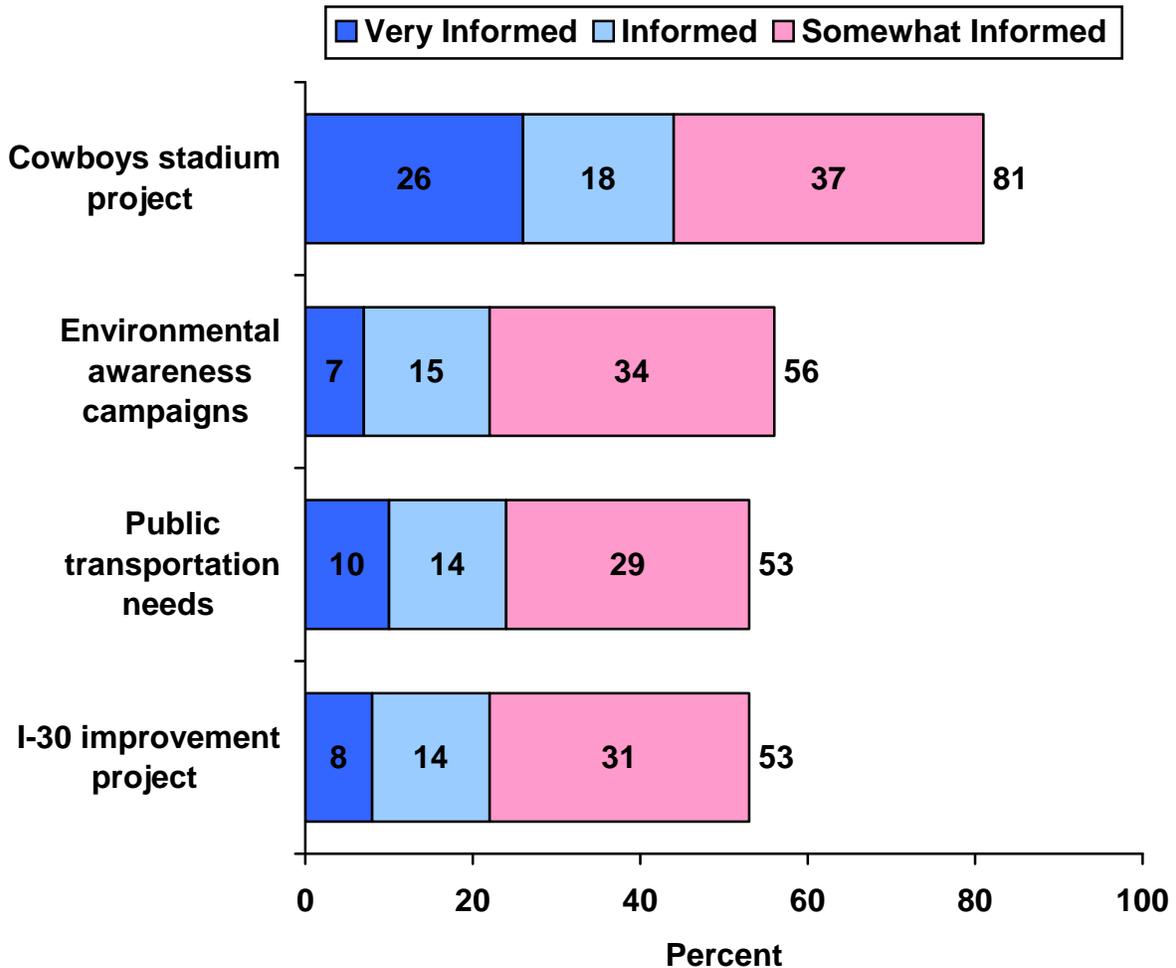


Question: "How much do you agree or disagree that the City keeps the public informed? Do you..."

Base: Total respondents, excluding "don't knows." (n=432)

Note: This question asked beginning in 2005.

Awareness Of City Projects And Campaigns

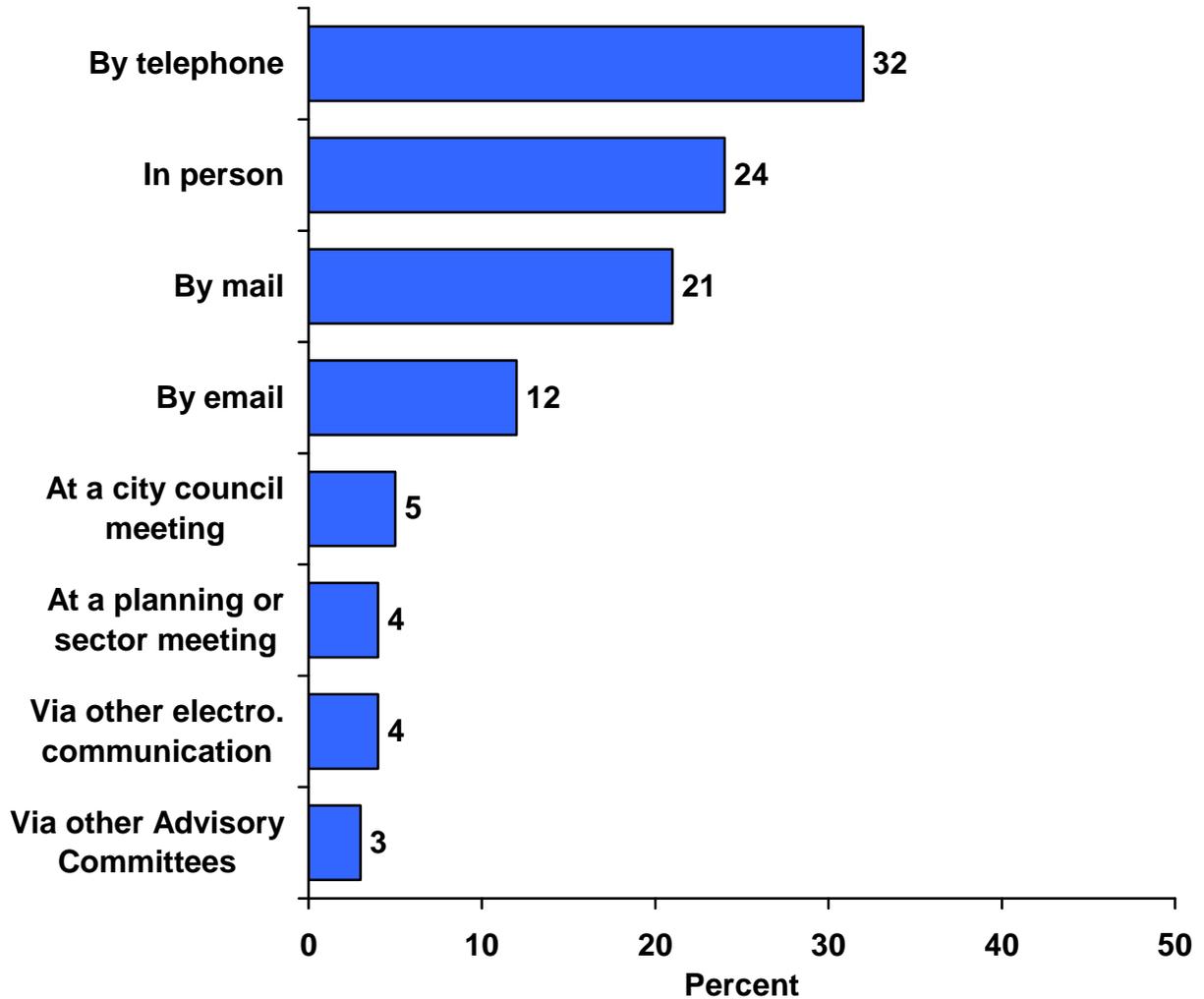


Question: "The City has recently embarked on several projects or campaigns and distributed various types of communication pieces to inform the public about these projects or campaigns. As I read each project or campaign, please tell me how informed you feel you are about the subject, using a scale of 'very informed,' 'informed,' 'somewhat informed,' and 'not at all informed.' (First/Next), how informed do you feel you are about ...?"

Base: Total respondents, excluding "don't knows." (Base Varies; Average Base Size: n=428)

Note: This question asked beginning in 2005.

Contact With City Of Arlington In Past 12 Months

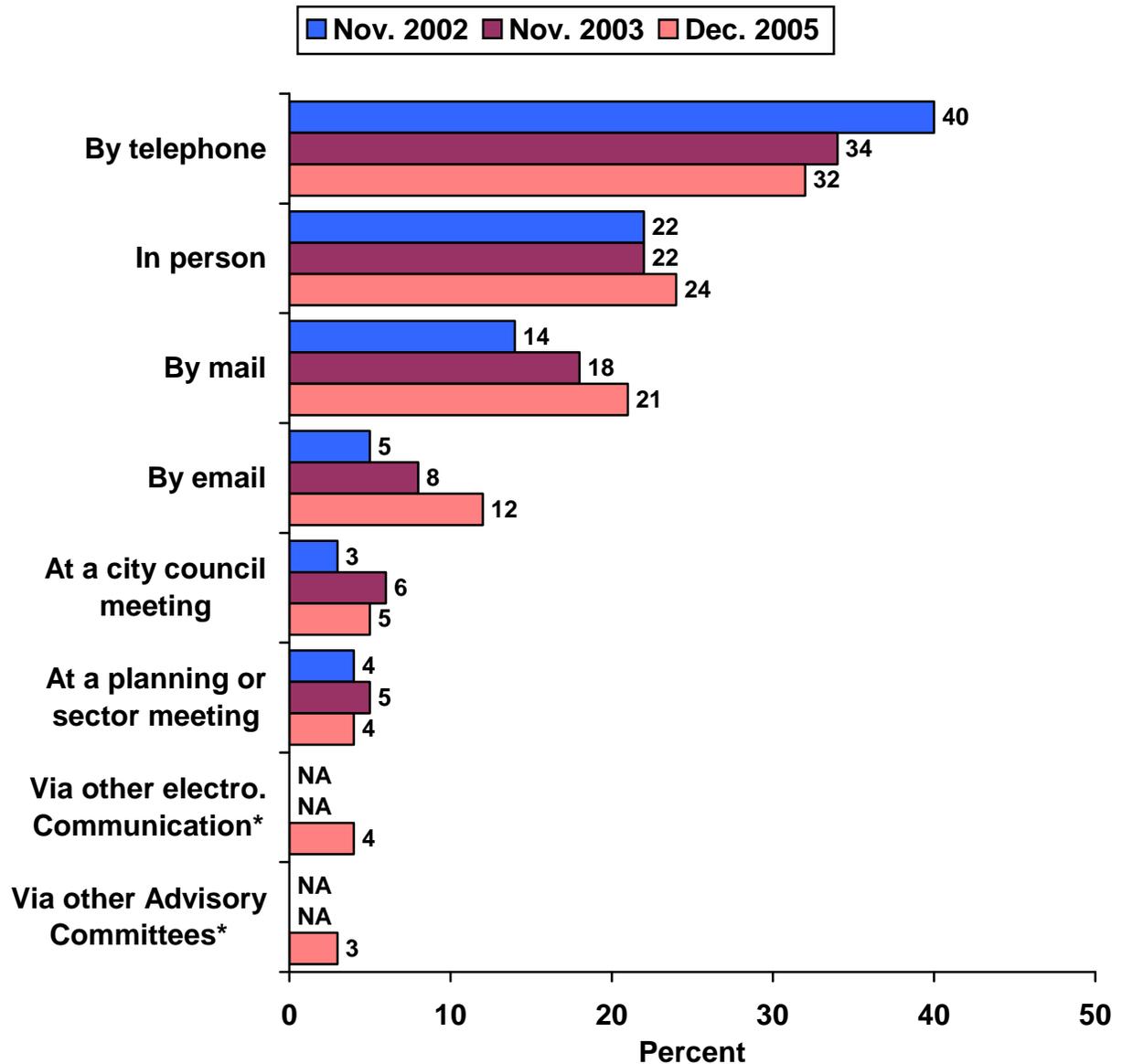


Question: "In the past 12 months, in which of the following ways, if any, have you contacted or had contact with City of Arlington?"

Base: Total respondents. (n=457)

Note: This question was asked beginning in 2002.

Contact With City Of Arlington In Past 12 Months – Trend



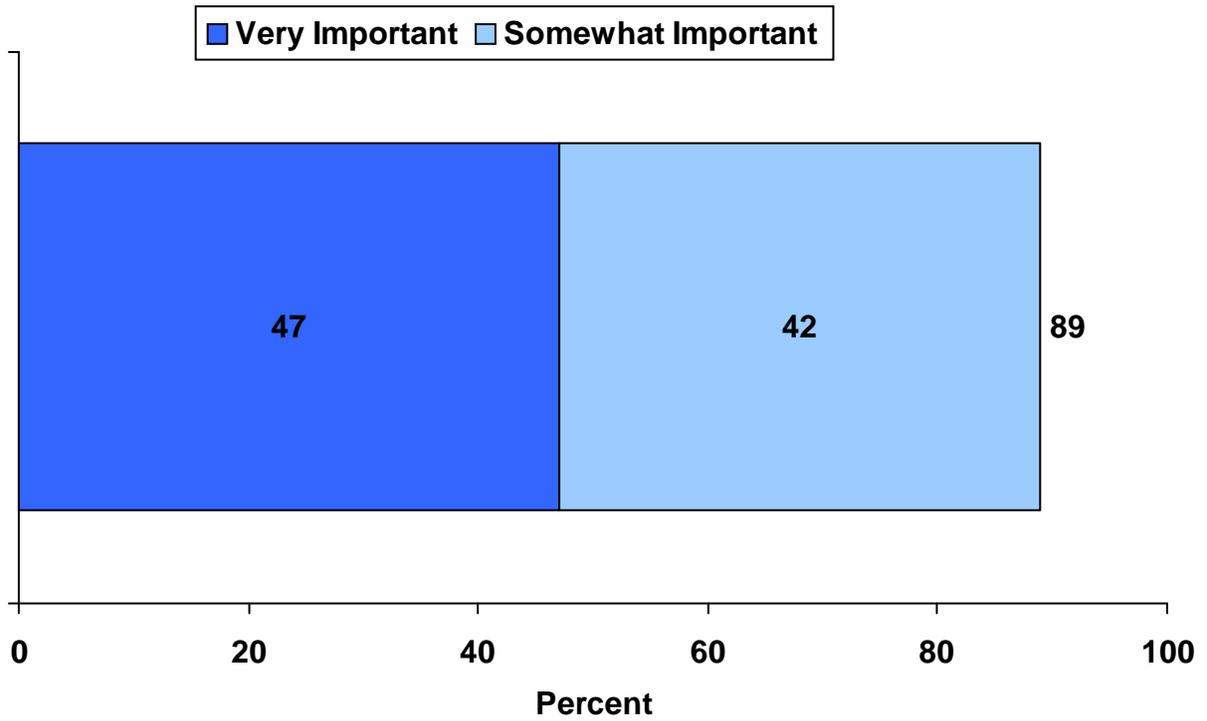
Question*: "In the past 12 months, in which of the following ways, if any, have you contacted or had contact with City of Arlington?"

Base: Total respondents. (2002 n=500; 2003 n=505; 2005 n=457)

Note: This question was asked beginning in 2002.

* Other Electronic Communication and Other Advisory Committees asked beginning in 2005.

Importance Of Internet Communication For Business

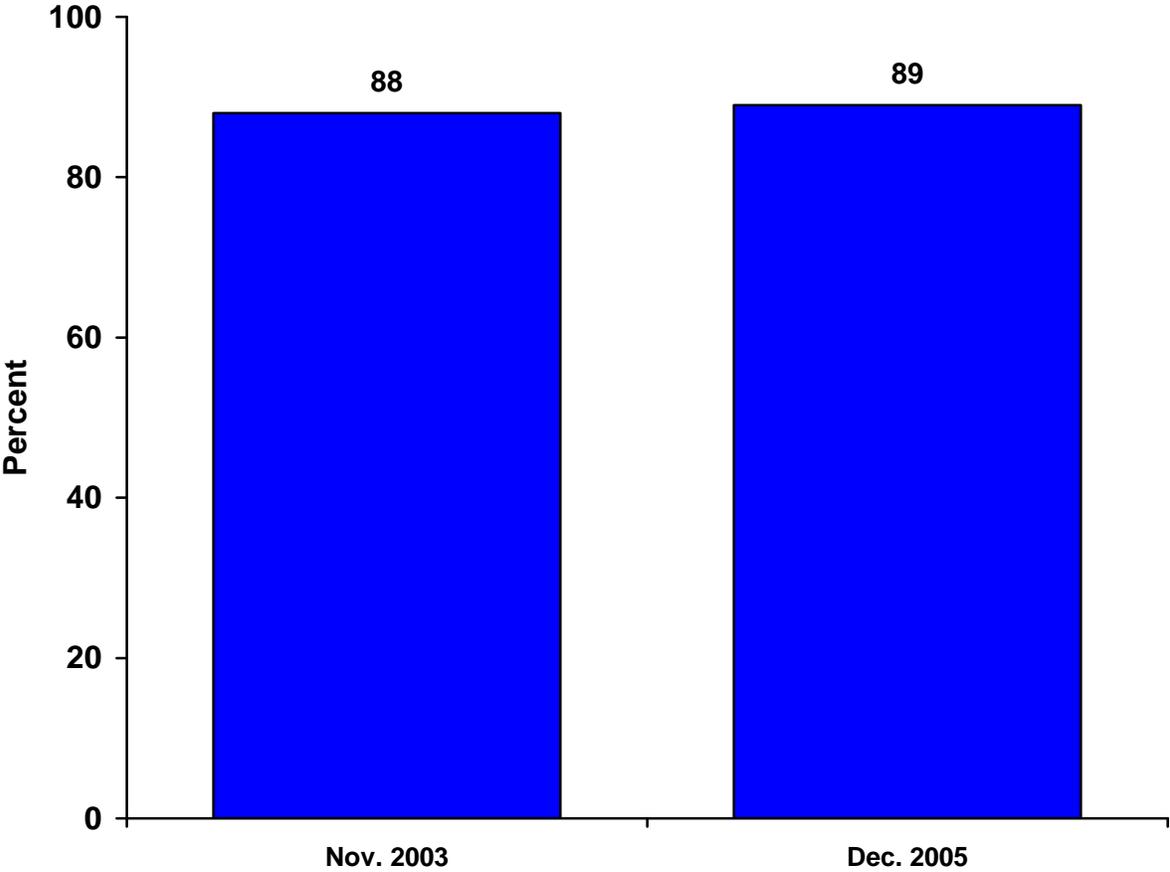


Question: "How important do you feel it is for citizens to be able to conduct business with the city by Internet?"

Base: Total respondents, excluding "don't knows." (n=434)

Note: This question was asked beginning in 2003.

Importance Of Internet Communication For Business – Trend (Top Two Box—Very/Somewhat Important)



Question: “How important do you feel it is for citizens to be able to conduct business with the city by Internet?”

Base: Total respondents, excluding “don’t knows.” (2003 n=475; 2005 n=434)

Note: This question was asked beginning in 2003.

APPENDIX

- Respondent Profile
- More Discussion Of Methods

Respondent Profile

	December <u>2000</u>	December <u>2001</u>	November <u>2002</u>	November <u>2003</u>	December <u>2005</u>
(Base: Total Respondents)	(500)	(502)	(500)	(505)	(457)
Years In Arlington					
Less than one year	7%	7%	5%	5%	5%
1-3 years	17	18	15	14	13
4-6 years	13	14	14	15	13
7-10 years	12	10	12	10	13
More than 10 years	51	51	53	54	53
Refused/No answer	0	0	1	2	3
Primary Residence					
Own	67	67	70	70	67
Rent	32	33	29	25	28
Refused/No answer	0	1	2	5	4
Vote In City Elections					
Always	27	26	30	22	30
Often	34	33	30	34	31
Seldom	17	21	17	18	16
Never	21	20	20	21	18
Don't know/ No answer	1	1	2	5	5
Internet Access					
Yes	85	84	81	80	79
No	15	16	18	15	16
Refused/No answer	0	0	1	5	5
Ethnicity*					
African American or Black	NA	NA	9	10	9
American Indian	NA	NA	1	1	1
Asian or Pacific Islander	NA	NA	2	4	2
Caucasian or White	NA	NA	74	66	66
Hispanic or Latin American	NA	NA	8	8	9
Multi-ethnic	NA	NA	1	2	2
Other ethnic background	NA	NA	2	3	10
Refused/No answer	NA	NA	3	8	0

* Ethnicity asked beginning in 2002.

(Continued)

Respondent Profile (Continued)

	December <u>2000</u>	December <u>2001</u>	November <u>2002</u>	November <u>2003</u>	December <u>2005</u>
(Base: Total Respondents)	(500)	(502)	(500)	(505)	(457)
Zip Code (By Quota)					
76001	6%	6%	6%	6%	6%
76002	2	2	2	2	2
76006	7	7	8	7	7
76010	13	13	12	12	13
76011	7	8	7	7	8
76012	9	9	9	8	9
76013	10	9	10	10	10
76014	10	10	8	9	9
76015	6	5	6	6	5
76016	11	10	10	11	11
76017	14	14	13	14	14
76018	7	6	7	7	7
Age (By Quota)					
18-24	9	9	9	9	9
25-34	23	23	21	22	23
35-44	27	28	29	28	27
45-54	20	20	20	20	20
55-64	11	11	11	11	11
65 or older	10	10	10	10	10
Gender (By Quota)					
Male	50	50	50	50	50
Female	50	50	50	50	50

Data Collection

Telephone Interviewing

Each primary number in the sample received an original call and up to two callbacks at different times on different days. If, including weekends, an interview could not be completed after two callbacks, substitution was permitted.

Data Tabulation

The final statistical tables were created via UNCLE®. This comprehensive data management and cross-tabulation system has one overriding objective in mind: the production of consistently accurate statistical tables. For example, most formatting is automatic within UNCLE® to eliminate format-related errors. The software contains hundreds of embedded error-trapping algorithms to eliminate syntactical errors. The system produces a Summary Report, to condense all of the programmer's instructions into a simple, easy-to-read format, which makes any programming errors easy to find during quality-control checking. Another quality-control procedure involves a thorough crosscheck of percentages in the statistical tables against the same percentages in an UNCLE® Marginal report. (Within UNCLE®, the Marginal program and the program module which compiles the statistical tables are based upon different algorithms so that each can serve as an independent accuracy check upon the other.) Additionally, tabulation programmers follow a multi-step, quality-control checklist to ensure production of accurate statistical tables.

All questionnaires and source documents will be stored by Decision Analyst for six months before being destroyed. The data itself will be stored on magnetic tape for three years. During this time period, additional cross-tabulations or statistical analyses can be purchased at Decision Analyst's standard hourly rates.

Statistical Tables

The statistical tables are labeled across the top (i.e., the banner) with the respective cross-tabulation descriptors (bannerpoints such as male, female, Western Washington, Balance of West). Below these Bannerpoint descriptors are the bases (the number of respondents) used to calculate the columns of percentages. Columns of percentages which add to more than 100% are the result of computer-rounding errors or multiple responses. Small differences from 100% are usually computer-rounding errors, while large differences typically are the result of multiple responses.

Statistical Variation. All percentages shown in the statistical tables are subject to statistical variation, or statistical error. The smaller the sample of respondents (i.e., the smaller the "base"), the larger is the statistical variation in the corresponding percentages, usually. The table below presents approximate statistical error for percentages based upon different sample sizes.

Statistical Error Ranges*					
Size of Sample	At Various Percentage Levels				
	<u>50%</u>	40% or <u>60%</u>	30% or <u>70%</u>	20% or <u>80%</u>	10% or <u>90%</u>
50	±14.0	±13.7	±12.8	±11.2	±8.3
75	±11.4	±11.1	±10.4	±9.1	±6.8
100	±9.8	±9.6	±9.0	±7.9	±5.9
150	±8.0	±7.8	±7.3	±6.4	±4.8
200	±6.9	±6.8	±6.3	±5.5	±4.2
250	±6.2	±6.1	±5.7	±4.9	±3.7
300	±5.6	±5.5	±5.2	±4.5	±3.4
400	±4.9	±4.8	±4.5	±3.9	±2.9
500	±4.3	±4.3	±4.0	±3.5	±2.6
600	±4.0	±3.9	±3.6	±3.2	±2.4
700	±3.7	±3.6	±3.3	±2.9	±2.2
800	±3.4	±3.3	±3.1	±2.7	±2.0
900	±3.2	±3.1	±2.9	±2.6	±1.9
1000	±3.0	±3.0	±2.8	±2.4	±1.8

*At 95% level of confidence.

When sample sizes are small (less than 100), extra caution should be exercised in interpreting the corresponding percentages.

QUESTIONNAIRE