Police Department Community Survey Final Report *(v3a)*

Prepared By

June 2023

Table of Contents

Introduction

In 2023, Prince William County Government funded a Police Department Survey. This report presents those results. With approximately 500,000 citizens, the County is the second largest in the Commonwealth of Virginia. It continues to grow in both population and diversity.

The scope of this survey is the Police Department and is also intended to serve the department compliance with their national accreditation requirements in accordance with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA).

The County selected Logit | i+a Research, a full-service global market research firm with U.S. headquarters based in Virginia Beach, Virginia, to conduct it's 2023 Police Department survey. Issues & Answers, now Logit | i+a, completed both the Police Department and Community Surveys for 2020 as well as the Community Survey, which included the Police Department questions, in 2018. We are pleased to continue to have the opportunity to provide an unbiased assessment of how residents feel about the services provided by the County Police Department.

Logit | i+a specializes in public opinion surveys conducted for governmental organizations at the municipal, state, and federal levels. We continue to strive to provide an in-depth analysis of residents' opinions. This report provides comparison data with the previous Police Department 2020 survey and with anecdotal comparisons with the Police Department portion contained in the Community survey of 2018 .
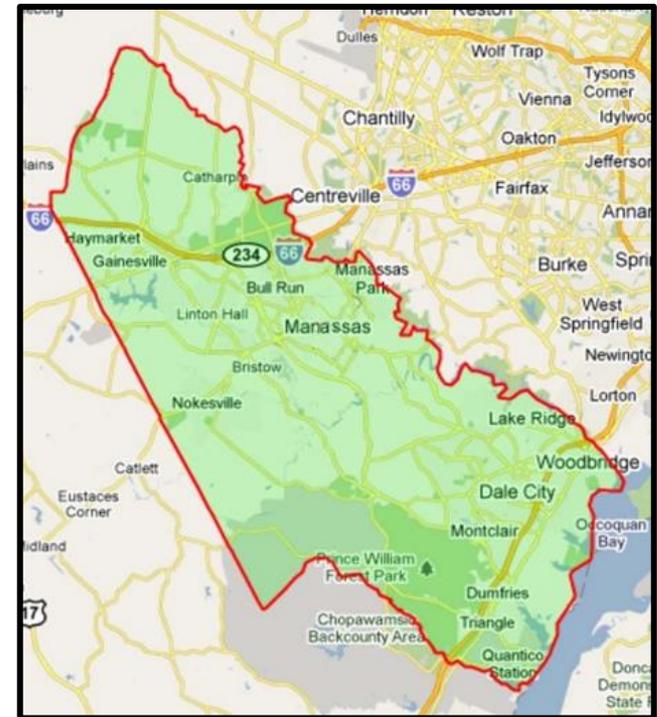
Prince William County

Research Objectives & Methodology

Background & Research Objectives

- Prince William County conducts surveys with constituents to stay connected with changes in their residents' satisfaction with the quality of life as well as to maintain focus on its strategic vision of being the "community of choice". Community surveys have been fielded since the early 1990's, initially on an annual basis and then in alternate years.

- The scope of this survey is the County's Police Department. The research is to assess how residents feel about provided services and to meet the following objectives:

  — Understand resident perceptions of the overall quality of life in Prince William County;
  — Quantify the satisfaction levels with the County's Police Department services;
  — Gauge citizens' perceptions of and attitudes toward various aspects of the Police Department's services;
  — Identify areas of improvement as well as subgroups which may be underserved.

- This survey specifically measures:
  — The residents' overall satisfaction with the quality of life in the area;
  — Seven perceptions of police services; and,
  — Two measures of how safe residents feel in their neighborhood and in commercial areas of the County.

- The Police Department survey questionnaire is more compact than the Community survey questionnaire. For trending purposes and consistency, the quality of life and police questions remain identical as those in the Community survye and employ the same 10-point measurement scale that has been in use since 2014.

Dissatisfied					Satisfied			Very Satisfied		
0	1	2	3	4	5	6	7	8	9	10

- The 2023 Police Department survey instrument is included in Appendix B of this report in its entirety.

Methodology & Sampling

Methodology:

The 2023 Police Department survey was:

- Conducted with 800 county residents; March 1, 2023 – April 29, 2023.
- Designed as a telephone survey administered by highly trained, professional interviewers, who made calls to each of the randomly selected households on weeknights and weekends at various times of the day and evenings. All members of the community had an equal chance to be contacted and choose to participate in the initiative.
- Surveys averaged 11 minutes in length and were conducted in English (n=762) or Spanish (n=38) as needed.
- Conducted using Computer-Assisted Telephone Interviewing software that kept track of each attempt made.

Sampling:

- To obtain a representative sample of the population, the sampling was structured to include all geographic areas in the County (by zip codes), major age groups, and gender. Quotas were set (and tracked daily) to ensure representation to population proportions based on the most recent 2023 projected Census estimates.
- To ensure all types of households and residents had the ability to be included in the survey, a sample frame of both landline and smart cell phone samples were used for data collection.
- To increase the likelihood to reach the more difficult demographics, oversampling was performed.
    - Geo-targeted cell phone numbers based on Census-identified areas with historically higher proportions of African American residents across the County were used and dialed more heavily for the inclusion of African American residents.
    - Surname-targeted cell phone numbers of Hispanic residents across the County were used and dialed more heavily to ensure the inclusion of Hispanic residents.
    - Age-targeted cell phone numbers across the County were used and dialed more heavily for the inclusion of younger residents.

Methodology & Sampling – cont'd.

Sampling – cont'd:

- All sample lists were screened to eliminate businesses and non-working numbers.
- U.S. postal codes in the sampling frame included overlap County boundaries; To ensure all reached respondents truly resided in the County, screener questions verified residence.
- Additionally, when calling landlines, we alternated asking for a male adult or the youngest adult in the household. This is a standard market research procedure designed to control for excessive proportion of females and seniors (who are relatively easier to interview) in the sample.
- In line with market research best practices, employees of the County were excluded from the survey.

Sample:

- A summary of all interviews conducted by region/zip code and sample type is included on the following page. Please note that residents of the embedded independent cities of Manassas and Manassas Park were excluded from the survey. A full demographic profile of respondents can be found in Appendix A included further in this report.

Methodology & Sampling – cont'd.

Respondent Distribution by Sample Type and Region: The following is a summary of all interviews conducted by region/zip code and sample type.

Region / Zip Code

Sample Type	Battlefield 20169 20143 20137 20155 20119 20181	Belmont/ Potomac 22191	Broad Run 20136 20110 20109	Dale City 22193	Forest Park 22134 22172 22025 22026	Hoadly 20111 20112	Old Bridge 22192 22125	Total
Landline	20	20	24	26	13	22	25	150
Cell Phone	103	87	153	92	70	79	66	650
Total	**124**	**107**	**177**	**118**	**82**	**101**	**91**	
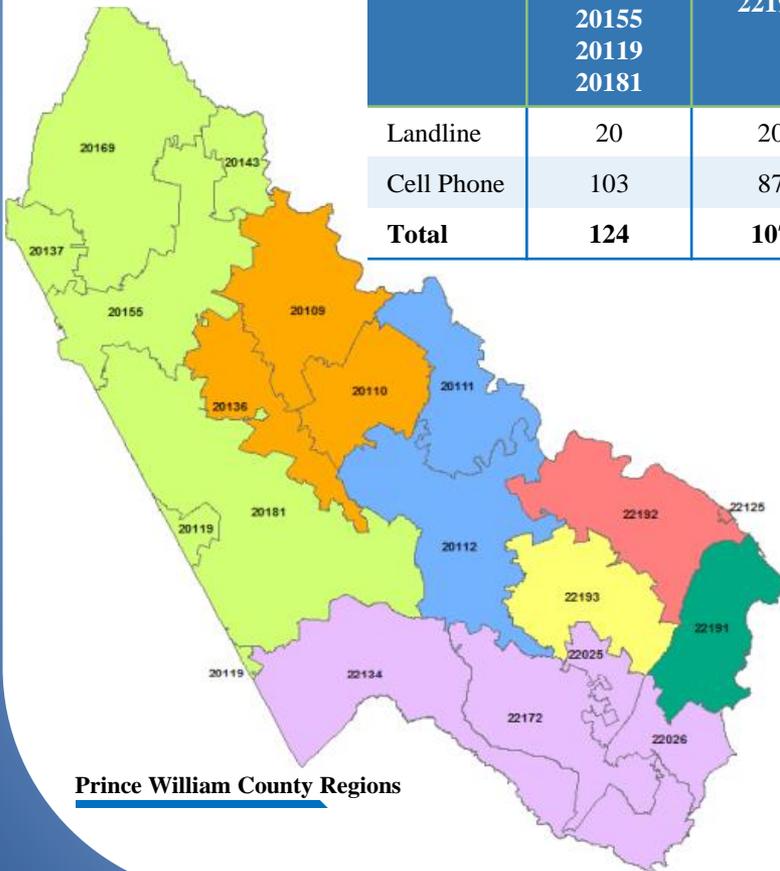
Prince William County Regions

Legend:
- Battlefield
- Belmont/Potomac
- Broad Run
- Dale City
- Forest Park
- Hoadly
- Old Bridge

Please note that residents of the embedded independent cities of Manassas City and Manassas Park City were excluded from the survey. A full demographic profile of respondents can be found in Appendix A.

Due to weighting and rounding percentages may not add to 100%.

Analytical Summary

Analytical Summary:

- In order to provide deeper context for the survey results and to track potential changes, this report includes historical analyses, with comparative data from the preceding waves (2020 Police Department survey and the 2018 Community survey). When comparing the overall current results to the previous survey year, drops or lifts of +/-3% for percentage responses and 0.5 points for average scores are marked with arrows ↓↑, where green symbols indicate observably higher scores and red – notably lower scores.

- Respondents were segmented into various sub-groups based on key demographics and the localities within the County in which they live, as defined by zip code blocks. This information was used to aid in analysis and present detailed findings, as appropriate. Whenever applicable, statistically appreciable differences among respondent segments were noted (in those instances, the results are marked with the following symbol: ⬭).

- On many questions in the survey, respondents may have answered "not sure" or refused to respond. In some cases, this is because they do not have adequate information or personal experience of certain service aspects. "Not sure"/Refused responses were not included in the analysis of the distribution of responses.

- Data collected and shown in this report were weighted by age, region and race/ethnicity to the most recent U.S. Census estimates (2023) for the County. This weighting approach corrects for sampling variation, non-response, and ensures projectability to the entire Prince William County population.

- The sample size for this survey resulted in a very favorable sampling error of +/-3.44%, allowing for a highly reliable representation of the County. The findings discussed in this report are statistically significant at the 95% level of confidence.

- Due to weighting and rounding, percentages presented in tables and charts may not add to 100%.

Analytical Summary – cont'd.

<u>Other Specifications/Details</u>

- In response to the growing diversity across the County two questions were added to the Police Department survey in 2020 and are also included in the 2023 survey. The additional questions appear in the statistical demographic section in the survey instrument with results displayed in this report in Appendix A Demographic Profile:
  - Sexual orientation
  - Disability status

- Police Department survey vs 2018 Community survey word of caution.
  - The 2-types of surveys are similar in sampling and methodology, the differences are in the survey instrument itself and sample size; therefore, comparing results are done so minimally and more anecdotally than analytical in this report.
  - Questionnaires are different. The Police Department Survey includes the Overall Quality of Life and Police Department specific questions, it did not include all topics listed in the Community Survey. This can contribute to bias. For example, residents who wanted to give ratings for all aspects of life in Prince William County may have declined to participate in a one topic survey. This bias is an unmeasurable bias.
  - Police Department survey sample size is approximately ½ the size of the Community survey. The overall base size for each survey is representative of Prince William County as a whole data set. The lower base size used for the Police Department survey does carry the same margin of error by separate areas.

Executive Summary

Executive Summary

- Prince William County residents were very positive about the quality of life in the community and rated each of the metrics designed to gauge their satisfaction with the performance of the Police Department high.

- The 2023 results for the Police Survey are consistent with the 2020 Police Department survey and are notably higher than the 2018 Community survey.

- Currently, the overall satisfaction rates (i.e., rates combining those satisfied (5-7) and very satisfied (8-10) on a 10-point scale) for:

  - The Quality of Life in the County (97%) and for the Overall Performance of Police Department (95%) were positive results.

  - In addition, the overall satisfaction rates for How Safe Residents Feel in Their Neighborhood (97%) and How Safe Residents Feel in Commercial Areas of the County (95%) were also highly positive results.

  - Furthermore, the overall satisfaction rates for the remaining 6 individual perception measurements on Police services fluctuated between 94% and 97%, again all positive results.

Executive Summary cont'd.

- Importantly, lifts and drops in average satisfaction levels occurred from the last survey (2020) iteration not only from the changes in the proportion of dissatisfied residents, but also by shifts in 'satisfied' to/from those of 'very satisfied', pointing to more/less intensified positive perceptions.

  - A total of 10 Metrics included in the survey were tested and compared to the 2020 Police survey – regardless of a lift or drop, the results remained all positive.

    - Nine out of the 10 surveyed metrics, within 0.3 differential, received a slightly lower average (mean) score than reported in the 2020 Police survey;

    - One out of 10 surveyed metrics, with a 0.7 differential, received a substantially lower average (mean) score than reported in the 2020 Police survey; Safety in Commercial Areas (7.9 in 2023 vs. 8.6 in 2020).

- An overview of resident satisfaction scores at-a-glance are included on the following pages. The overview consists of two tables; the first table reports on the <u>Overall</u> Satisfaction *(scores of 5-10 on the 1-10 scale)* and the second table reports on the <u>Highest</u> Satisfaction, 'very satisfied' *(scores of 8-10 on a 1-10 scale).*

					Overall Satisfied					
Dissatisfied					Satisfied			Very Satisfied		
0	1	2	3	4	5	6	7	8	9	10

Executive Summary – cont'd.

Resident Satisfaction at-a-glance Overall Satisfaction *(scores of 5-10 on the 1-10 scale)*

METRIC	2020		2023		Change from 2020
	Overall satisfied (5-10)	Average Rating (0-10)	Overall satisfied (5-10)	Average Rating (0-10)	
Quality of life in Prince William County	98%	8.0	97%	7.7	1% ⬇
Police Dept.'s overall performance meets community needs	96%	8.4	95%	8.1	1% ⬇
Officers are courteous and helpful to all community members	95%	8.5	97%	8.4	2% ⬆
Requests for Police Assistance receive prompt response	97%	8.6	96%	8.4	1% ⬇
Police Dept. treats everyone fairly regardless of race, gender, ethnic or national origin	93%	8.3	95%	8.1	2% ⬆
Police Dept. provides adequate information and crime prevention programs	96%	8.2	94%	7.9	2% ⬇
Police display positive attitudes and behaviors towards residents	96%	8.6	95%	8.4	1% ⬇
Animal Control effectively protects residents and animals	95%	8.3	95%	8.2	0% ↔
You feel safe in your neighborhood	98%	8.8	97%	8.5	1% ⬇
You feel safe visiting commercial areas in the County	98%	8.6	95%	7.9	3% ⬇

Executive Summary – cont'd.

Resident Satisfaction at-a-glance <u>Highest Satisfaction</u> *(scores of 8-10 on a 1-10 scale)*

METRIC	2020		2023		Change from 2020
	Very satisfied (8-10)	Average Rating (0-10)	Very satisfied (8-10)	Average Rating (0-10)	
Quality of life in Prince William County	68%	8.0	61%	7.7	7% ⬇
Police Dept.'s overall performance meets community needs	78%	8.4	72%	8.1	6% ⬇
Officers are courteous and helpful to all community members	79%	8.5	78%	8.4	1% ⬇
Requests for Police Assistance receive prompt response	81%	8.6	77%	8.4	4% ⬇
Police Dept. treats everyone fairly regardless of race, gender, ethnic or national origin	74%	8.3	71%	8.1	3% ⬇
Police Dept. provides adequate information and crime prevention programs	71%	8.2	66%	7.9	5% ⬇
Police display positive attitudes and behaviors towards residents	81%	8.6	77%	8.4	4% ⬇
Animal Control effectively protects residents and animals	74%	8.3	74%	8.2	0% ⬌
You feel safe in your neighborhood	84%	8.8	79%	8.5	5% ⬇
You feel safe visiting commercial areas in the County	79%	8.6	66%	7.9	13% ⬇

Executive Summary – cont'd.

- An overview of the survey results by demographic factors shows several prominent trends in the County:

  - Generally, satisfaction with the quality of life in the County and with the services of the local Police Department is mostly proportional to residents' age. Meaning that residents aged 55+ were more likely to say they were very satisfied on the 10 attributes compared. The average satisfaction scores noted in the youngest resident segment (under the age of 34) fall below the overall County-wide scores – occurs in roughly 60% of the tested metrics in 2023 vs across all tested metrics in 2020.

  - Length of residency is historically a differentiating factor, with the most-tenured residents (26+ years in the community) most likely to express satisfaction with the Police Department attributes tested. In this study, only half of the attributes tested followed this pattern.

  - In the 2020 and 2018 Surveys, Caucasian residents drove the positive perceptions of all Police service aspects, and of the overall quality of life. In this 2023 Survey, there is a major shift in this stated trend, Asian residents mostly dominated and drove the positive perceptions of Police service aspects, and of the overall quality of life.

  - In nearly all cases, the average satisfaction scores noted for African American, or Mixed Race residents, fell below the overall average scores for the County, this is consistent with previous survey years.

Executive Summary – cont'd.

- Geographically speaking, Battlefield residents expressed the highest satisfaction in more of the tested metrics than the other regions, which is consistent with those from the 2020 survey results.

- Conversely, Dale City is the area most inclined toward lower ratings to the Police Department and to the overall quality of life in Prince William County. The following table summarizes these findings:

METRIC	TOP REGION	BOTTOM REGION
Quality of life in Prince William County	Battlefield	Dale City
Police Dept.'s overall performance meets community needs	Hoadly	Dale City
Officers are courteous and helpful to all community members	Battlefield	Dale City
Requests for Police Assistance receive prompt response	Broad Run	Dale City
Police Dept. treats everyone fairly regardless of race, gender, ethnic or national origin	Battlefield	Dale City
Police Dept. provides adequate information and crime prevention programs	Hoadly	Dale City
Police display positive attitudes and behaviors towards residents	Battlefield	Dale City
Animal Control effectively protects residents and animals	Hoadly	Old Bridge
You feel safe in your neighborhood	Battlefield	Dale City
You feel safe visiting commercial areas in the County	Battlefield	Dale City

Executive Summary – cont'd.

- Considering the positive survey results, there is not much room for improvement in terms of overall satisfaction, but the County could focus on maintaining the high scores, and on conversion of the "satisfied" resident ratings into the "very satisfied" ratings.

- With the healthy survey results in mind, there are also opportunities in targeting differences by demographic characteristics (such as the younger and newly relocated residents or ethnic minorities) and geographic areas (such as Dale City) where ratings fall below the average on many researched aspects.

- Finally, consideration could be given to tackling some of the problems cited by residents as suggestions for improvement. While many insisted the County is already doing a good job, issues such as 'More patrols day and night / more police' and 'more visible presence' as well as 'community outreach' have been repeated across other survey year's results and are voiced again this year.

Survey Results

1. Quality of Life

Quality of Life

AVG | 7.5 | 8.0 | 7.7

Overall Satisfied | 95% | 98% | 97%

	2018 (n=1599)	2020 (n=822)	2023 (n=798)
Very satisfied (8-10)	55%	68%	61%
Satisfied (5-7)	40%	30%	36%
Dissatisfied (0-4)	5%	2%	4%

■ Dissatisfied (0-4) ■ Satisfied (5-7) ■ Very satisfied (8-10)
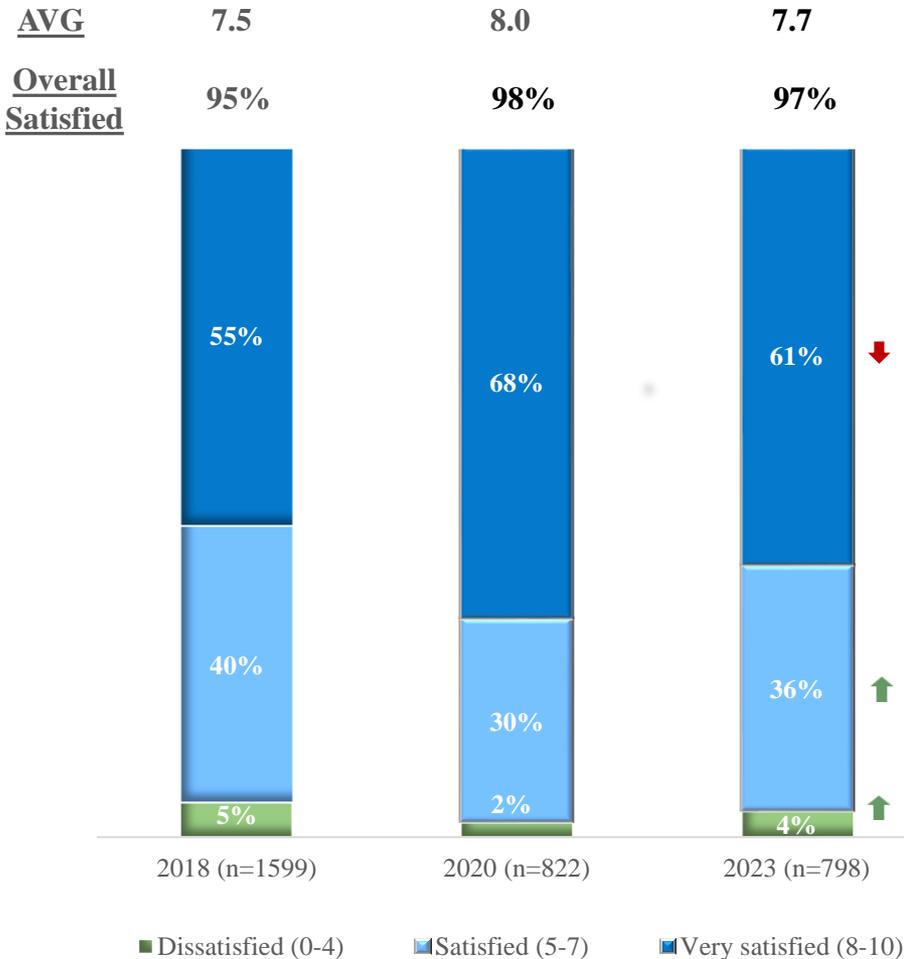
Due to weighting and rounding percentages may not add to 100%.

- The first measure asked respondents for their satisfaction with the quality of life in Prince William County, using a 10-point scale where 10 stood for completely satisfied and 0 meant completely dissatisfied. The overwhelming majority of residents feel positive about the quality of life in Prince William County. Nearly all (97%) indicate they are at least satisfied with this aspect, with over six-in-ten (61%) being very satisfied.

  - This year's impressive 97% satisfied respondents are on par with the 2020 and 2018 figures at 98% and 95% respectively satisfied.
  - It is notable that the proportion of those awarding the County the highest scores of 8-10 decreased significantly from 68% in 2020 to the current 61%.

- The average Quality of Life rating has fluctuated somewhat with the metric historically ranging 7.5 in 2018 to the highest rating of 8.0 in 2020 to the current reporting rating of 7.7.

- Observably, the proportion of those residents dissatisfied has doubled to 4% in 2023 from the 2% in 2020, while reportedly less than the 5% in 2018.

  - Although not statistically significant, this doubling of dissatisfaction resulted in the lower average satisfaction score from 8.0 to 7.7 on the 10-point scale.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Region

Quality of Life: Very Satisfied (8-10) by Region

AVG

Region		Very Satisfied	AVG
A	Battlefield 2023 (n=124)	71% EFG	8.0 GE
	Battlefield 2020 (n=137)	78%	8.4
B	Old Bridge 2023 (n=91)	67% G	7.7
	Old Bridge 2020 (n=110)	69%	8.0
C	Hoadly 2023 (n=99)	66%	7.9
	Hoadly 2020 (n=88)	58%	7.8
D	Broad Run 2023 (n=177)	60%	7.8
	Broad Run 2020 (n=127)	74%	8.3
E	Belmont/Potomac 2023 (n=107)	55%	7.5
	Belmont/Potomac 2020 (n=123)	69%	7.8
F	Forest Park 2023 (n=82)	54%	7.7
	Forest Park 2020 (n=100)	60%	7.8
G	Dale City 2023 (n=118)	52%	7.4
	Dale City 2020 (n=133)	65%	7.9
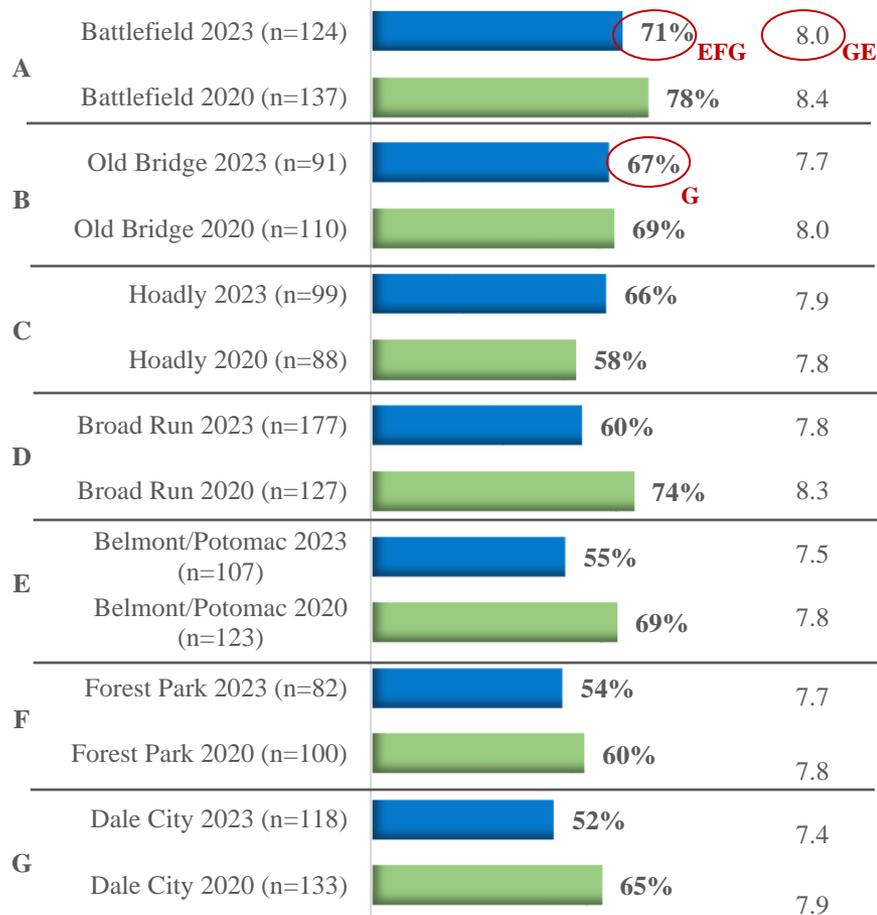
◯ = *significant difference among regions*

- Countywide level of satisfaction was driven mainly by Battlefield (71%), Old Bridge (67%), and Hoadly (66%) – all of which reported notably higher ratings than any other area of the County.

  – The most substantial drops in satisfaction levels this year are noted for Dale City (-13 percentage points), Broad Run and Belmont/Potomac (-14 points each).

- An average resident of Battlefield rates their satisfaction with the quality of life as 8.0 on the 10-point scale which is the highest of all areas.

  – All other localities within the County received average scores in the 7.4 to 7.9 range on a 10-point scale; views of the quality of life did vary by region.

2023 Quality of Life	Battlefield	Old Bridge	Hoadly	Broad Run	Belmont/ Potomac	Forest Park	Dale City
Very satisfied (8-10)	71%	67%	66%	60%	55%	54%	52%
Satisfied (5-7)	27%	28%	31%	39%	38%	44%	40%
Dissatisfied (0-4)	1%	5%	3%	2%	7%	2%	9%

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Age

AVG

A Age 18-34 (n=238) | 61% | 36% | 4% | 7.8

B Age 35-54 (n=297) | 60% | 37% | 4% | 7.7

C Age 55+ (n=255) | 62% | 34% | 4% | 7.8

- Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
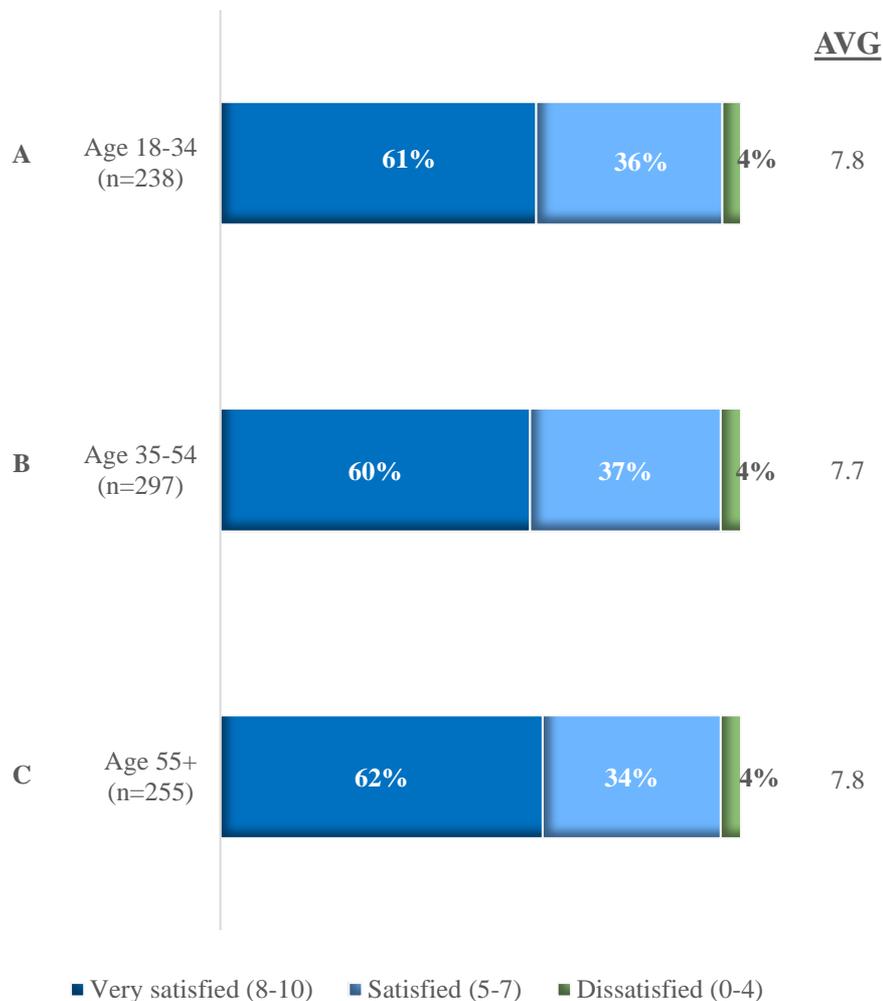
- Roughly six-in-ten residents across all age ranges rate the quality of life in Prince William County at the highest satisfied levels of 8-10 on a scale of 0- to-10.

- While there is a slight lift with a 62% in the very satisfied rating among the oldest resident segment (those aged 55+), these results do not mirror patterns observed across all past waves of the survey; where the oldest resident segment were notably more likely to rate the quality of life higher than their younger counterparts.

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Length of Residency
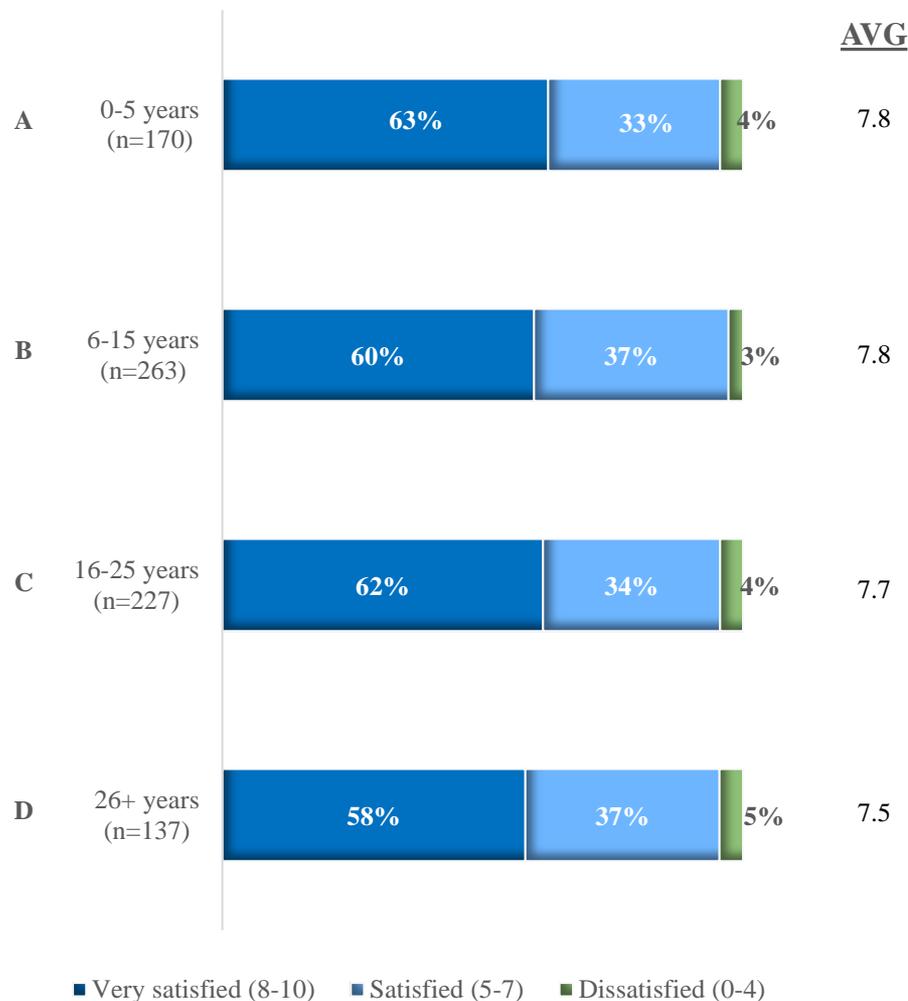
AVG

A	0-5 years (n=170)	63% · 33% · 4% · **7.8**
B	6-15 years (n=263)	60% · 37% · 3% · **7.8**
C	16-25 years (n=227)	62% · 34% · 4% · **7.7**
D	26+ years (n=137)	58% · 37% · 5% · **7.5**

■ Very satisfied (8-10)　■ Satisfied (5-7)　■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

- Roughly six-in-ten residents rate Quality of Life at the highest satisfaction level of 8-10 on a scale of 0-to-10, this is independent of the length of residency in Prince William County.

- In a reversal of the trends noted in 2020 and 2018, residents in the County with the shorter tenures (under 26+ years) are more likely to rate the quality of life in the County as 8-10 on a 0-10 scale.

- Additionally, in this reversal of trends it is the residents with the shorter tenures to express dissatisfaction with the overall quality of life in the area.

  – This being said, only 5% of the longest-term residents (26+ years) give the County a rating of 4 or less on the 1-to-10 scale on this metric.

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Education

		Very satisfied (8-10)	Satisfied (5-7)	Dissatisfied (0-4)	AVG
A	High school or less (n=143)	65%	31%	3%	8.1 **BC**
B	Some college (n=221)	59%	37%	5%	7.6
C	4-year college grad (n=226)	56%	40%	4%	7.5
D	Grad degree (n=206)	65%	33%	2%	7.9 **BC**

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
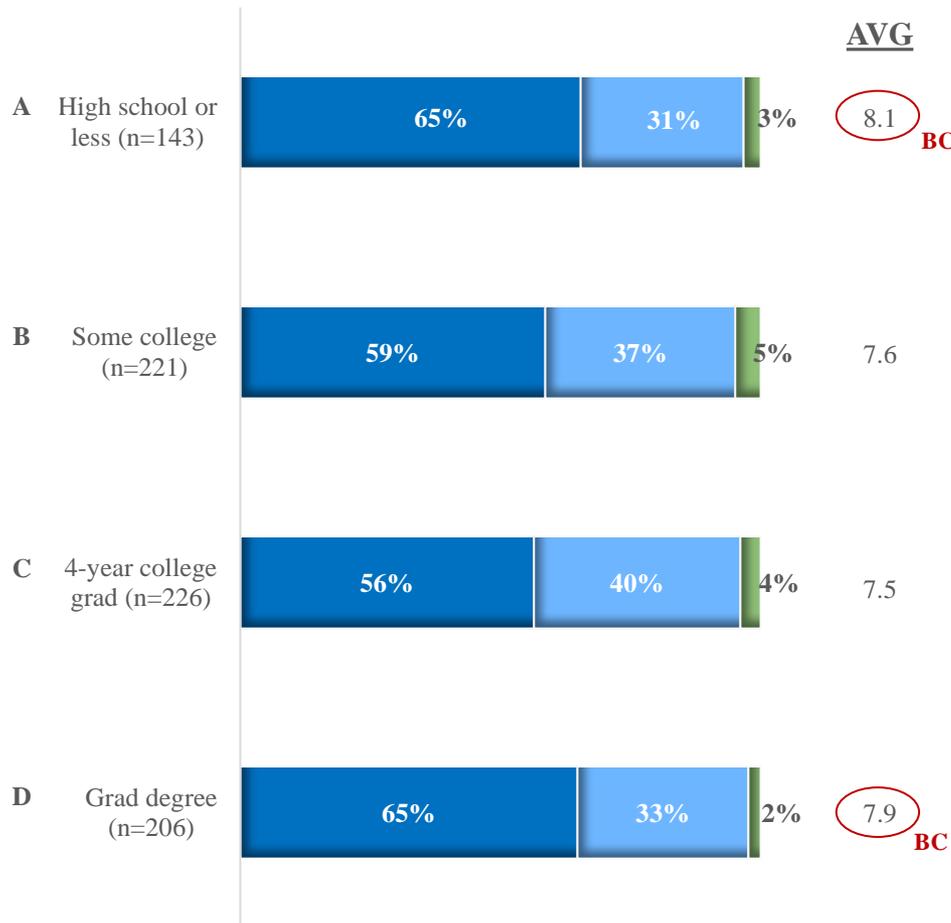
- Residents' satisfaction with the quality of life in Prince William County indicates high scores in the lowest and highest education segments. Conversely, citizens in the middle segments, who have some college experience are most likely to express dissatisfaction (5%), followed by those with a 4-year degree (4%).

- On average, satisfaction with the quality of life peaks among respondents with a high school diploma or less (8.1 on the 10-point scale) followed closely by those at the opposite end of the spectrum, residents with graduate degrees (7.9 on the 10-point scale).

- This current survey year is a break from previous years' trends where the ratings are inversely proportional to their education attainment. That is, historically, the more educated residents were significantly more likely than those with lower educational attainment to rate the County a higher level.

Due to weighting and rounding percentages may not add to 100%.

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – by Race/Ethnicity

AVG

		AVG
A	Asian (n=81) — 68% / 32%	8.0
B	Hispanic (n=210) — 65% / 32% / 4%	8.1 (D)
C	African American (n=151) — 60% / 37% / 3%	7.7
D	Caucasian (n=326) — 59% / 38% / 3%	7.6
E	Mixed (n=82) — 52% / 37% / 11%	7.6

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

◯ = significant difference among respondent segments

- Asian and Hispanic residents were observably more likely to rate the County higher than their African American and Caucasian counterparts on this metric.
  - To illustrate, Asian residents (68%) and Hispanic residents (65%) rated the County as 8-10 on the 0-to-10 scale, as compared to African American (60%) and Caucasian (59%) residents.
  - With that being said, the Racially Mixed residents were more likely to voice dissatisfaction with their overall quality of life at 11%.

- On Average Hispanic residents rate the Quality of Life significantly higher at 8.1 compared to the Caucasian and Mixed-Race residents reporting an average of 7.6.
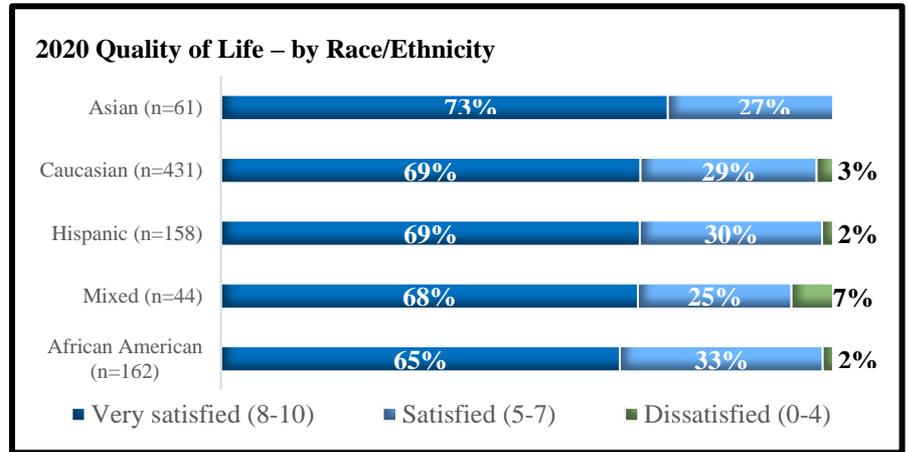
2020 Quality of Life – by Race/Ethnicity

	Very satisfied (8-10)	Satisfied (5-7)	Dissatisfied (0-4)
Asian (n=61)	73%	27%	
Caucasian (n=431)	69%	29%	3%
Hispanic (n=158)	69%	30%	2%
Mixed (n=44)	68%	25%	7%
African American (n=162)	65%	33%	2%

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Quality of Life – by Presence of Children in Household

AVG

A Children under 18 in the household (n=334)

65% | 31% | 3% → 7.9

B

B No children under 18 in the household (n=464)

57% | 39% | 4% → 7.6

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
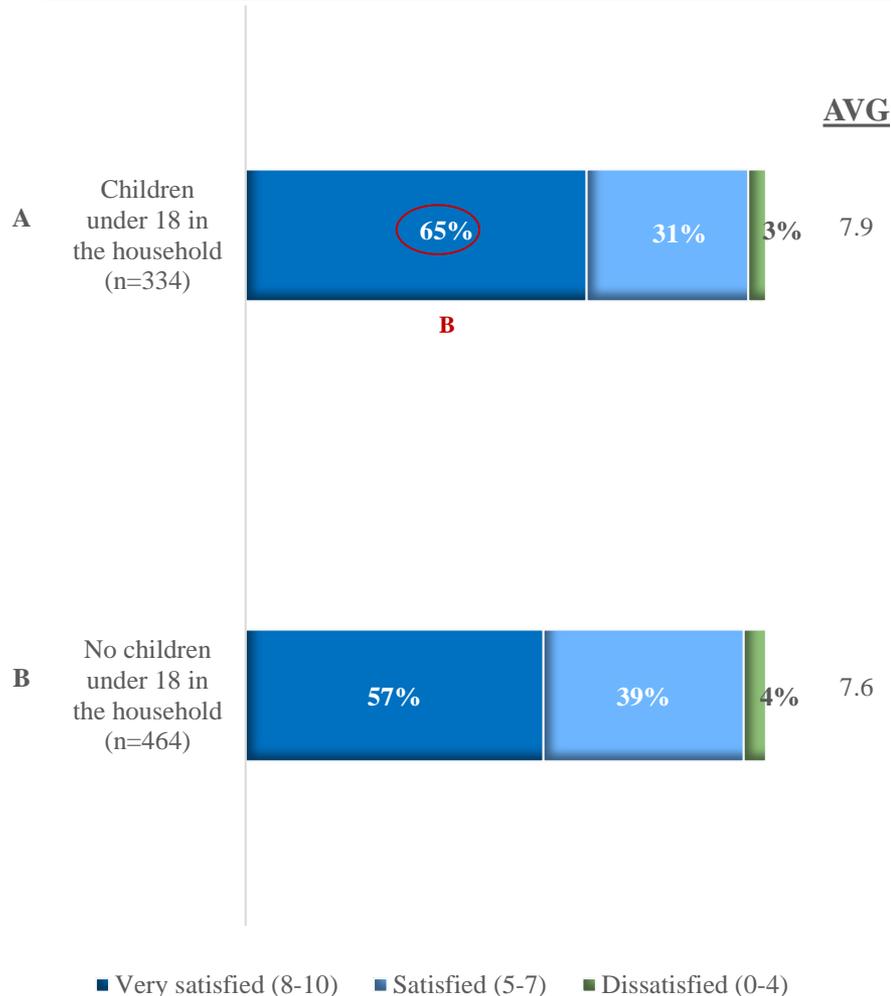
- Residents with children under the age of 18 in the household are significantly more likely than their counterparts to report higher satisfaction with the quality of life in Prince William County.

  – A total of 65% of those with children rate this metric 8-to-10 on a 0-10 scale, as compared to only 57% of those who do not have kids at home.

- Residents with no children under the age of 18 in the household are not significantly different than their counterparts to report dissatisfaction with the quality of life in Prince William County.

Due to weighting and rounding percentages may not add to 100%.

◯ *= significant difference among respondent segments*

Q1. [Base: Total respondents excluding "Not sure"/Refused responses] Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Quality of Life – cont'd.

- Only 9% of Prince William County residents (n=73) rate their overall satisfaction with quality of life in the area as 5 or less on the 10-point scale. These respondents cite a range of reasons for the relatively low ratings, but each issue is mentioned by only a small number of individuals.

- The table below summarizes residents' reasons for dissatisfaction with the quality of life in the County.

2023 Reasons Why Rated Satisfaction with Quality of Life in Prince William County as ≤ 5 on the 0-to-10 Scale*	%	n
Crime	34%	25
Police Issues	19%	14
Overpopulated/congested	12%	9
Traffic	12%	9
Schools	8%	6
Quality of life/of the neighbourhood	8%	6
Safety	7%	5
Cost of living	6%	5

Q1. [Base: Respondents who rated satisfaction with quality of life as 5 or less on 10-point scale] For what reasons do you feel that way?

Note: Responses with fewer than 5% of mentions are not shown

2. Overall Performance of Police Department

Overall Performance of Police Department

AVG	7.9	8.4	8.1
Overall Satisfied	**92%**	**96%**	**95%**

- 2018: Very satisfied 67%, Satisfied 26%, Dissatisfied 8%
- 2020: Very satisfied 78%, Satisfied 18%, Dissatisfied 4%
- 2023: Very satisfied 72%, Satisfied 23%, Dissatisfied 5%

2018 (n=1571)   2020 (n=761)   2023 (n=761)

■ Dissatisfied (0-4)   ▨ Satisfied (5-7)   ▨ Very satisfied (8-10)
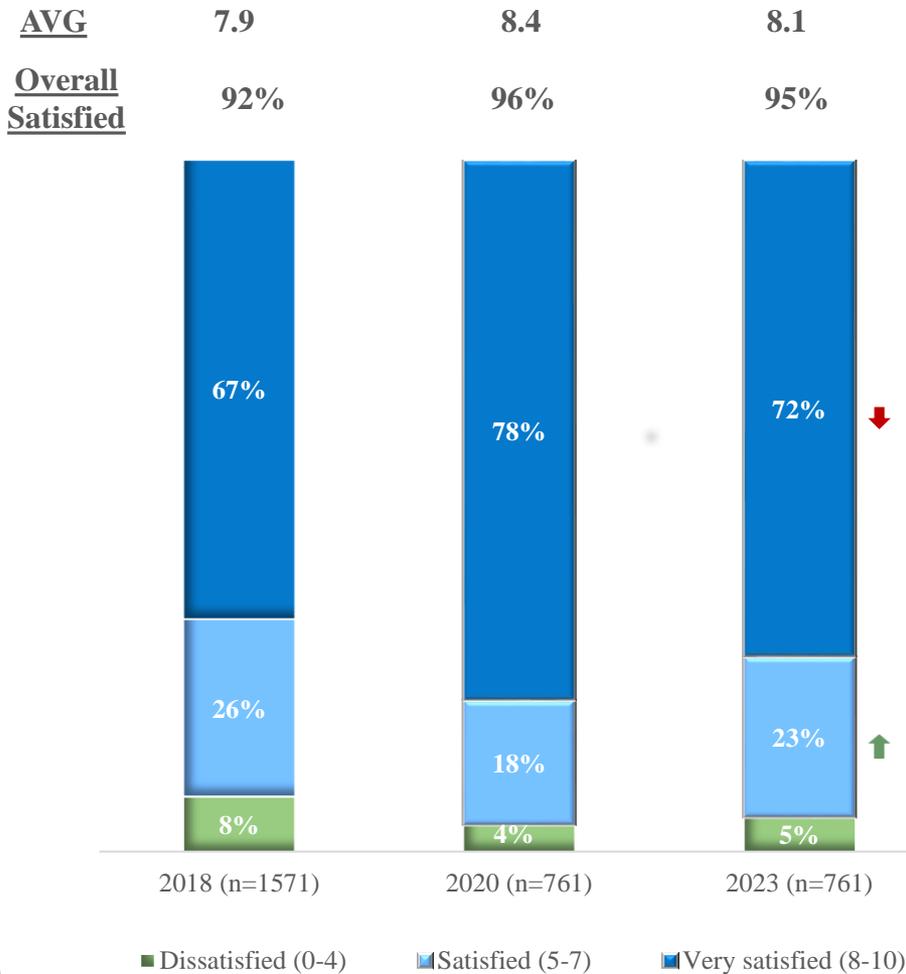
Due to weighting and rounding percentages may not add to 100%.

- The vast majority of residents, 95%, are satisfied or very satisfied with the overall performance of the Prince William County Police Department meeting community needs.

- In comparison to previous surveys conducted, this year's overall Police Department Performance (95%) is higher than the overall rating in 2018 (92%) while dropping in satisfaction ratings from 2020 (96%.)

  – This overall satisfied drop is a result of an increase in the proportion of dissatisfied respondents (5% now vs. 4% in 2020).

  – Additionally, this year's residents with positive opinions on the overall performance of the Department are more likely to say they are 'very satisfied' than in 2018 (a 5-point lift from 67% to 71% now) while less likely to be 'very satisfied' than in 2020 (a 6-point drop from 78% to 71% now).

- For this metric, an average citizen rates it positively at 8.1 on the 10-point scale. The observed drop from 2020 (8.4 on the 10-point scale) is a result of the decrease in very satisfied ratings and the increase of dissatisfaction in 2023.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Region

Overall Performance of Police Dept.:
Very Satisfied (8-10) by Region AVG
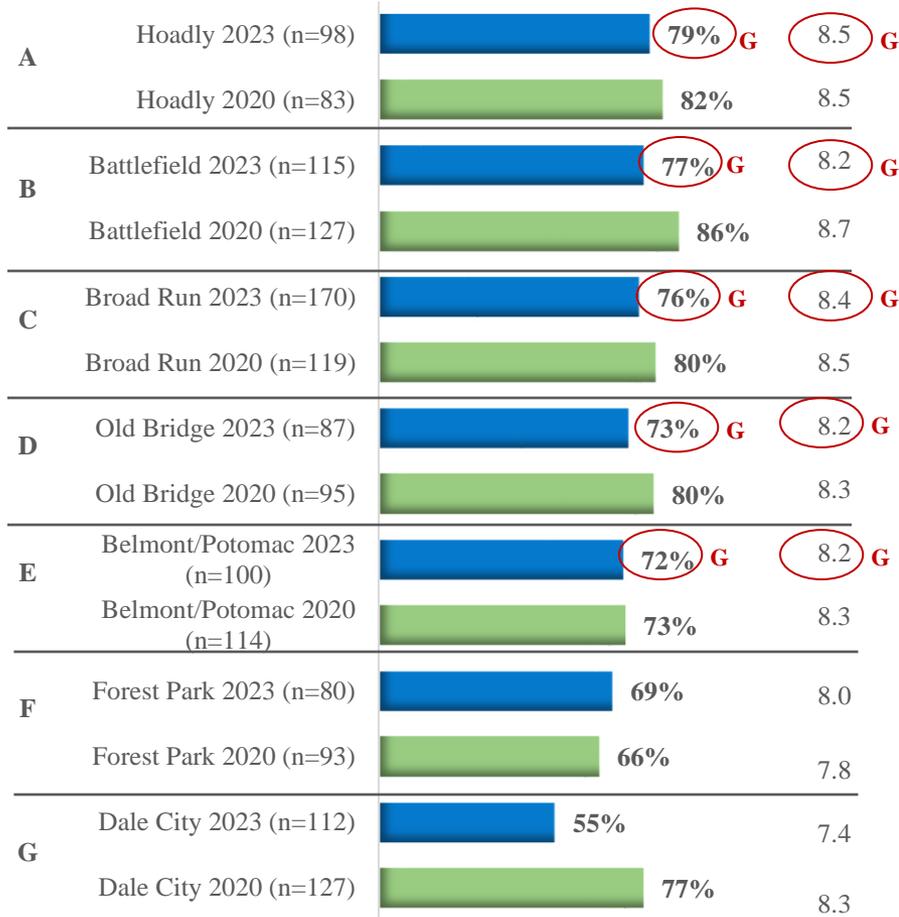
- Regionally, Hoadly (79%), Battlefield (77%), Broad Run (76%) and Old Bridge (73%) were most likely to rate police officers' overall performance as very satisfied, 8-10 on the 10-point scale. Hoadly, Battlefield, Broad Run, and Old Bridge were also in the lead on this metric in 2020.

- This year, a substantial downtick of -22 percentage points in very satisfied ratings was observed in Dale City. This is attributable to an 11% shift from very satisfied to satisfied (from 19% in 2020 to 30% in 2023) and inversely an 11% increase in dissatisfied residents (from 4% in 2020 to 15% in 2023).

- With the exception of Dale City, all localities within the County received average scores of 8 or above on the 10-point scale.

2023 Overall Performance of Police Department	Hoadly	Battlefield	Broad Run	Old Bridge	Belmont/ Potomac	Forest Park	Dale City
Very satisfied (8-10)	79%	76%	76%	73%	72%	69%	55%
Satisfied (5-7)	18%	20%	22%	23%	22%	27%	30%
Dissatisfied (0-4)	3%	3%	3%	4%	6%	4%	15%

⬭ = *significant difference among regions*

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Age

AVG

A	Age 18-34 (n=231)	68% · 27% · 5%	8.0
B	Age 35-54 (n=276)	70% · 25% · 5%	8.0
C	Age 55+ (n=246)	76% · 17% · 6%	8.3

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
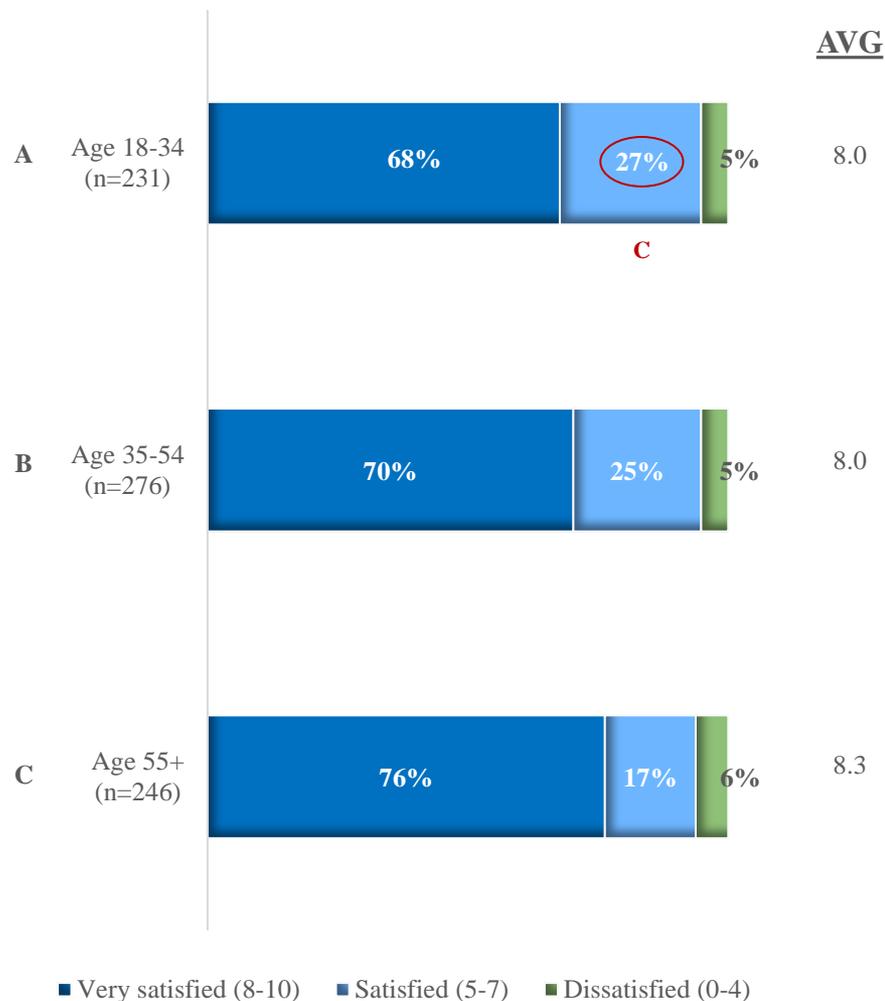
- In line with the previous survey's findings, older County residents are more likely than their younger counterparts to express higher satisfaction with the overall performance of the Police Department.

- In 2023, the relationship is directly proportional. That is the likelihood to be satisfied with the overall performance of the Department increases in proportion to citizens' age.

  – Specifically, 76% of those age 55+ are very satisfied with this aspect of life in Prince William County, as compared to 70% of those aged 35-54 and over two-thirds (68%) of those under the age of 35.

- High satisfaction with this metric is noted across all age category segments, as reflected in average scores of 8 and above on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Length of Residency

AVG

A 0-5 years (n=159)
71% | 26% | 3% — 8.2

B 6-15 years (n=254)
70% | 26% | 4% — 8.1

C 16-25 years (n=214)
74% | 19% | 8% — 8.1

D 26+ years (n=134)
72% | 20% | 8% — 8.2

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
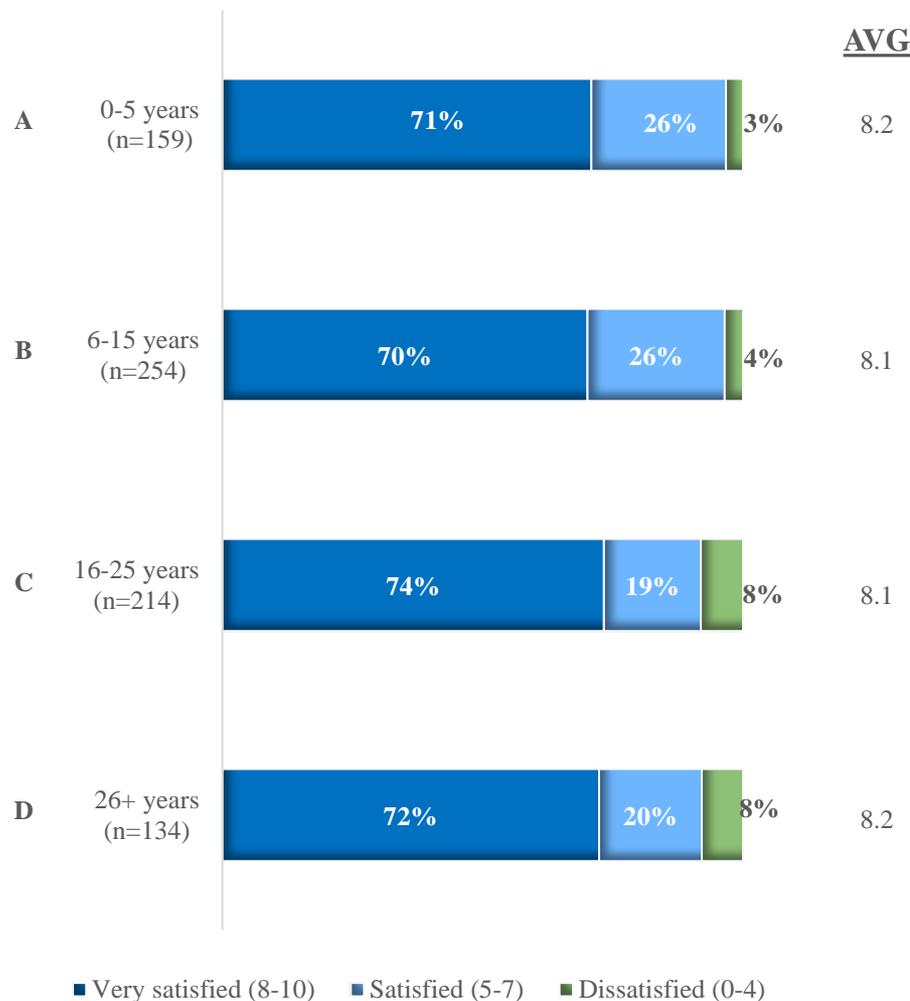
◯ = *significant difference among respondent segments*

- The length of residency in the County in this survey year is relatively consistent across all tenures to the levels of satisfaction with the Police Department's overall performance.

  – The satisfaction level peaks at 74% of those with residency of 16-25 years. These residents are most likely to feel very satisfied with the overall performance of the Police Department.

  – Roughly, 7-in-10 of those residents with under 16 years tenure as well as those with 26+ years express very satisfied perceptions of the Police Department's performance is meeting community needs.

- Among those with longer tenure (16+ years) are slightly more likely to express dissatisfaction with the Police Department's overall performance at 8%.

- While it is worth noting the slight fluctuations the average rating for all residents is consistent between 8.1 to 8.2.

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Education

AVG

A High school or less (n=142)	73%	23%	4%	8.4
B Some college (n=211)	71%	22%	7%	8.0
C 4-year college grad (n=210)	69%	25%	5%	8.0
D Grad degree (n=196)	74%	22%	5%	8.2

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
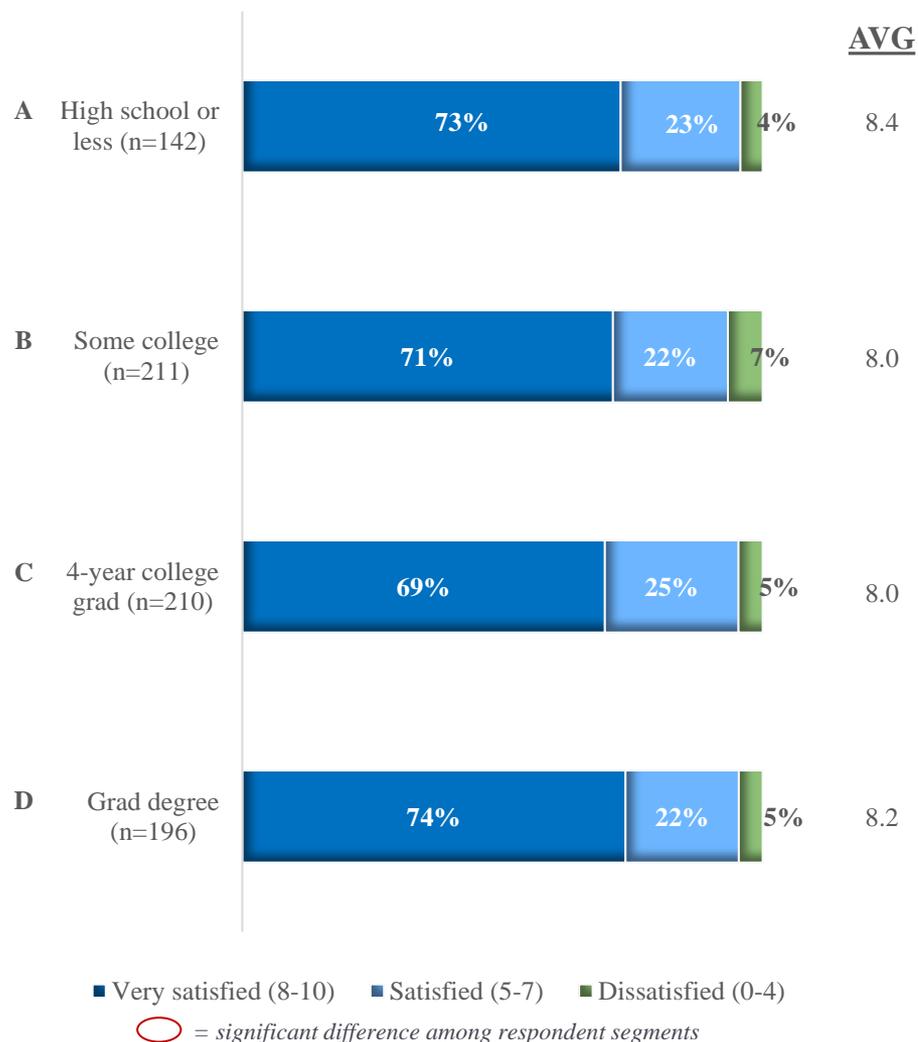
- Residents with the lowest level of education (high school diploma or less) and the highest level of education (graduate / professional degrees beyond college) are slightly more apt to be very satisfied with the overall performance of the Prince William County Police Department.

  – Roughly seven-in-ten respondents among all age levels express the highest level of satisfaction with this metric with the peak at 74% for those residents with a graduate degree or professional degree.

- The average resident rating on this metric is stable between 8.0 - 8.4 among all educational attainment levels.

Due to weighting and rounding percentages may not add to 100%.

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Overall Performance of Police Department – by Race/Ethnicity

AVG

A	Asian (n=75)	76% / 22% / 2%	8.4
B	Caucasian (n=309)	75% / 21% / 5%	8.2
C	Hispanic (n=205)	72% / 23% / 5%	8.2
D	African American (n=142)	68% / 26% / 7%	8.0
E	Mixed (n=82)	60% / 29% / 11%	7.8

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*
Due to weighting and rounding percentages may not add to 100%.
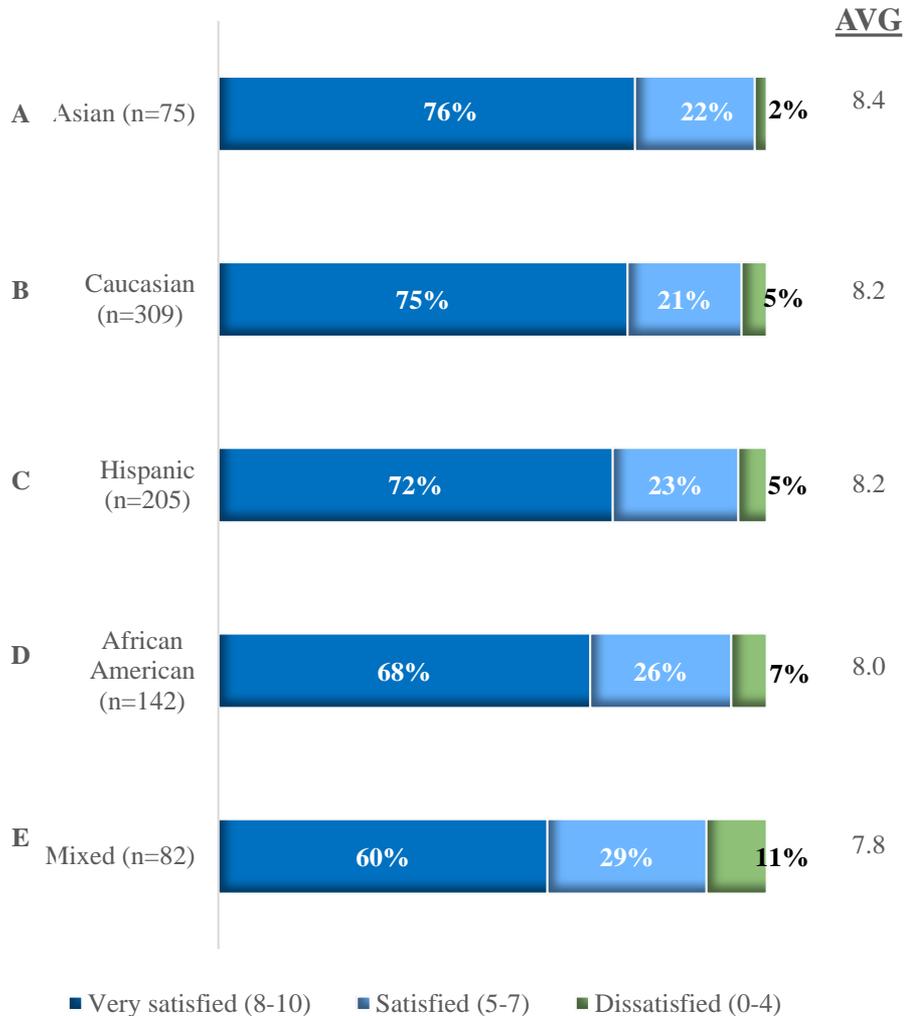
- More than two-thirds (67%) of African American residents and 60% of Mixed-Race residents report they are very satisfied with the overall performance of the Police Department. This is fewer than the Asian (76%), Caucasian (75%), and Hispanic (72%) residents.
  – This being said the Mixed-Race (11%) residents are more likely to voice dissatisfaction with this metric.

- While there are fluctuations in satisfaction levels among the Race/Ethnicities on this aspect of police performance unlike previous surveys in 2020 and 2018, there are no significant differences.
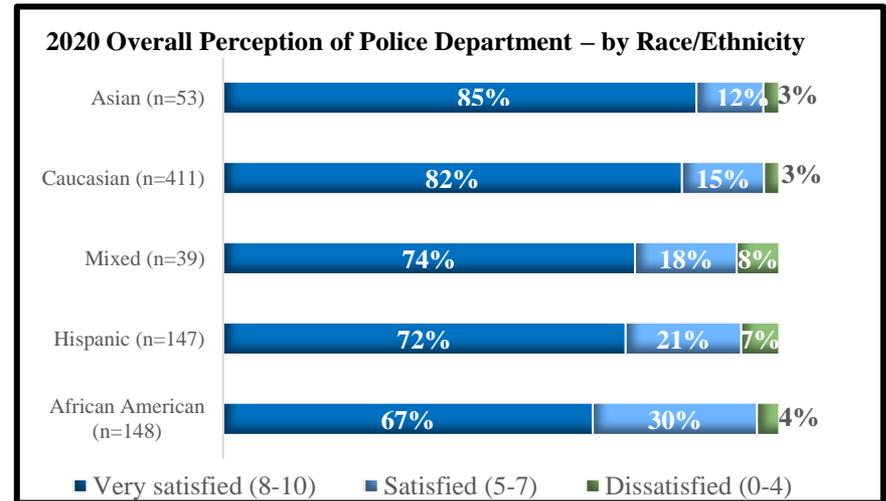
2020 Overall Perception of Police Department – by Race/Ethnicity

Asian (n=53)	85% / 12% / 3%
Caucasian (n=411)	82% / 15% / 3%
Mixed (n=39)	74% / 18% / 8%
Hispanic (n=147)	72% / 21% / 7%
African American (n=148)	67% / 30% / 4%

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Q2A. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you with the Prince William County's Police Department's overall performance meets community needs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

3. Courtesy & Helpfulness of Police Officers

Courtesy & Helpfulness

AVG	7.9	8.5	8.4

Overall Satisfied

92% 95% 97%

66% 79% 78%

26% 16% 19%

8% 5% 3%

2018 (n=1537) 2020 (n=747) 2023 (n=744)

■ Dissatisfied (0-4) ⊟ Satisfied (5-7) ⊟ Very satisfied (8-10)
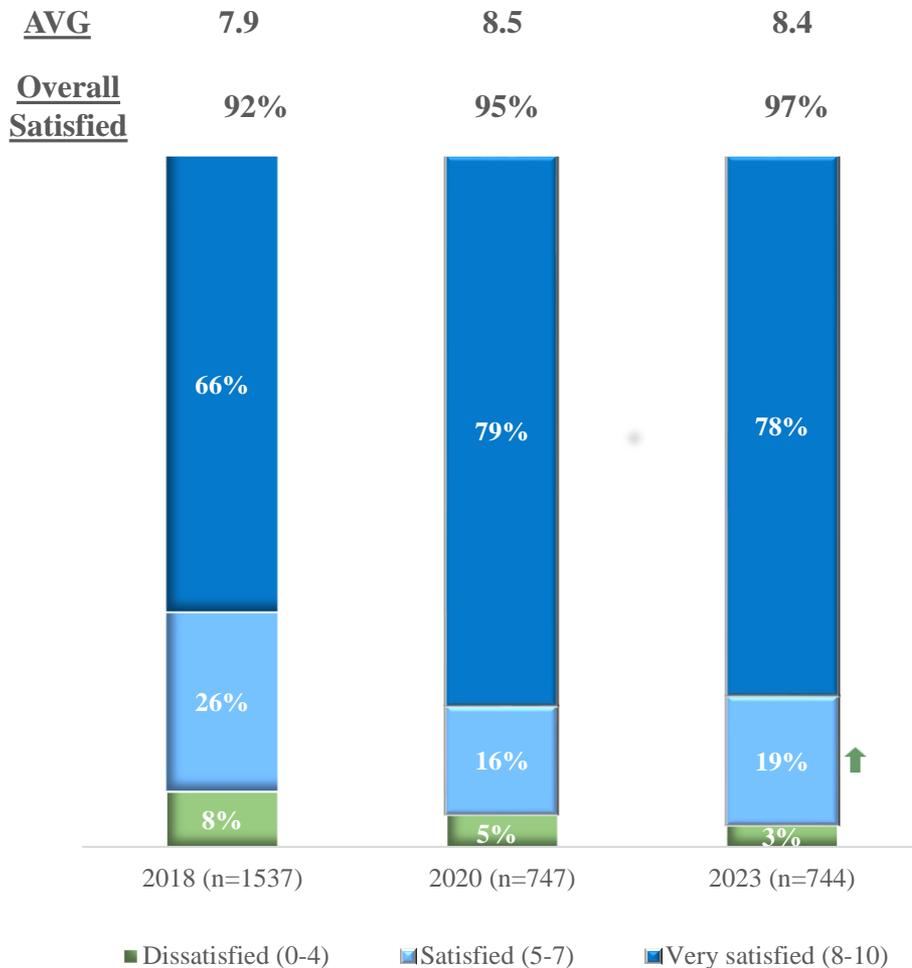
Due to weighting and rounding percentages may not add to 100%.

- Mirroring previous patterns, this metric shows continued improvement across the years and peaking in the current year with nearly all (97%) of residents indicating satisfaction that Prince William County Police officers are courteous and helpful to all community members (vs 2020 at 95% and 2018 at 92%).

  - Satisfaction levels on this metric have been gradually increasing while dissatisfaction levels have been gradually decreasing since 2018, these changes are not statistically appreciable.

  - The lift in satisfaction is attributable to a downtick (-2 points in 2020 and -5 points in 2018) in the proportion of residents who are dissatisfied with this aspect of Police service.

- The average rating of 8.4 on a 10-point scale remains to be a positive indicator for the Police Department.

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Region

Courtesy & Helpfulness of Officers: Very Satisfied (8-10) by Region

Region		AVG
A	Battlefield 2023 (n=114)	86% G — 8.7 G
	Battlefield 2020 (n=120)	88% — 8.9
B	Belmont/Potomac 2023 (n=97)	81% G — 8.5 G
	Belmont/Potomac 2020 (n=110)	79% — 8.5
C	Hoadly 2023 (n=95)	80% G — 8.6
	Hoadly 2020 (n=84)	86% — 8.8
D	Forest Park 2023 (n=75)	80% — 8.3
	Forest Park 2020 (n=91)	72% — 8.0
E	Broad Run 2023 (n=167)	78% — 8.5
	Broad Run 2020 (n=117)	80% — 8.6
F	Old Bridge 2023 (n=87)	74% — 8.4
	Old Bridge 2020 (n=97)	74% — 8.4
G	Dale City 2023 (n=109)	67% — 7.9
	Dale City 2020 (n=123)	76% — 8.5
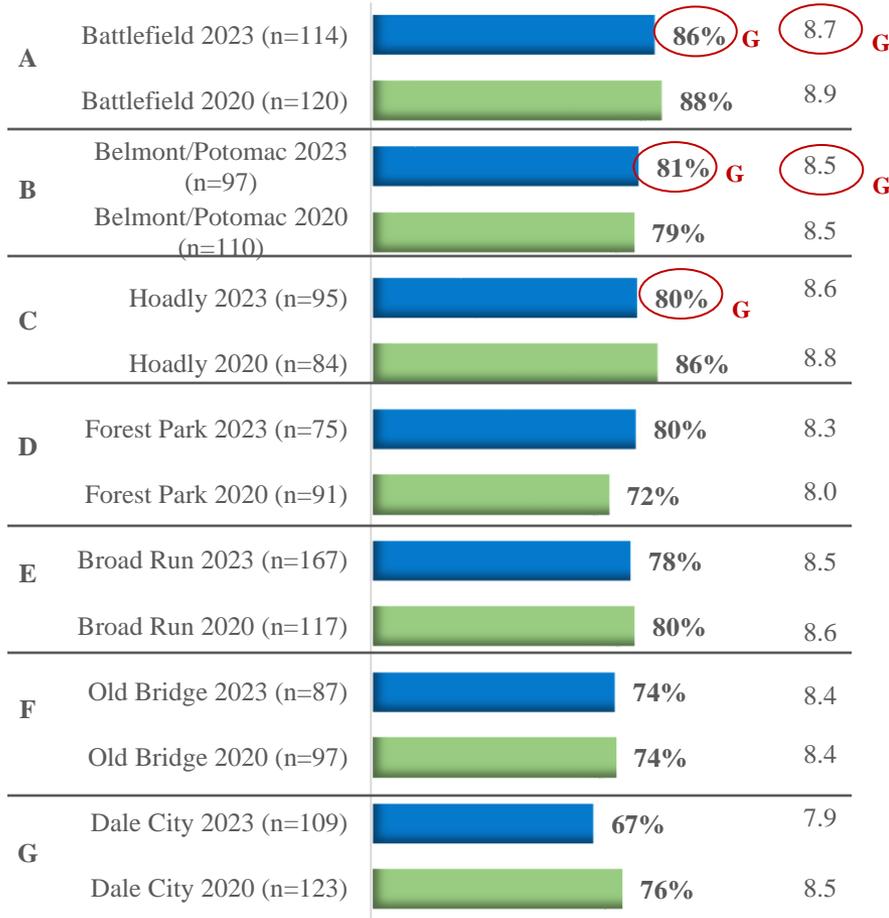
- Regionally, Battlefield (86%), and Belmont / Potomac (81%), Hoadly and Forest Park (80% each) were most likely to rate police officers' courtesy and helpfulness as very satisfied '8-10' on the 0-10 scale.

- The countywide courtesy and helpfulness score is distributed fairly evenly across the localities with the exception of Dale City, which is a significantly lower rating.

- In 2020, Battlefield, Hoadly, and Broad Run were the leading regions on this metric. This 2023 survey shows some reshuffling with the Belmont / Potomac region joining in the top three.

2023 Courtesy & Helpfulness	Battlefield	Belmont/ Potomac	Hoadly	Forest Park	Broad Run	Old Bridge	Dale City
Very satisfied (8-10)	86%	81%	80%	80%	78%	74%	67%
Satisfied (5-7)	12%	19%	15%	17%	19%	23%	27%
Dissatisfied (0-4)	3%	<1%	5%	3%	3%	3%	6%

⬭ = *significant difference among regions*

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Age
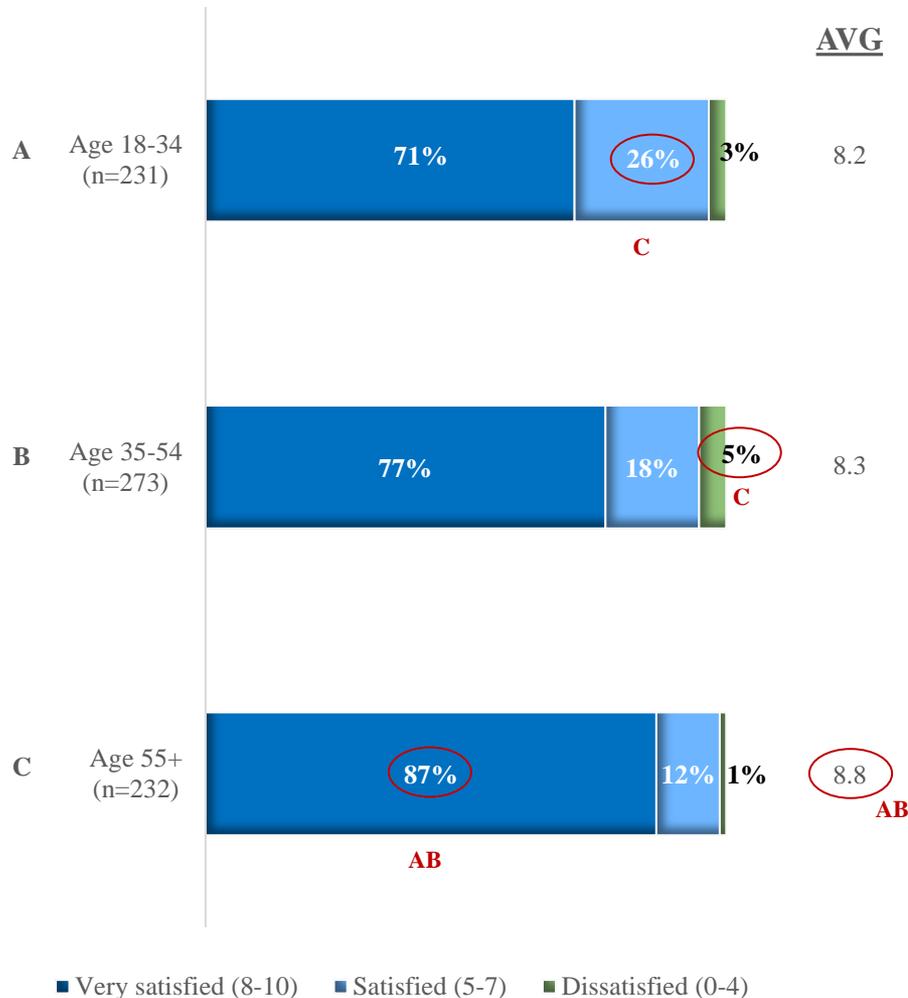
AVG

A   Age 18-34 (n=231)   71%   26%   3%   8.2

C

B   Age 35-54 (n=273)   77%   18%   5%   8.3

C

C   Age 55+ (n=232)   87%   12%   1%   8.8

AB

AB

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

- Satisfaction that Prince William County Police officers are courteous and helpful to all community members is directly proportional to their age, with those in the oldest category (55+) viewing this aspect in the most positive light. The 55+ community members provide a significantly higher average of 8.8 compared to the younger residents.

  – Specifically, nearly nine-in-ten residents aged 55+ (87%) are significantly more likely to rate very satisfied with this aspect of Police service, as compared to 77% of those aged 35-54 and 71% of those younger than 34.

  – Those in the youngest age bracket 18-34 are more significantly likely to express lukewarm sentiments with this metric (26%) rating of 5-7 on a 0-10 scale.

  – While those in the mid age bracket (18-34) are most apt to express dissatisfaction with this metric (5%).

Due to weighting and rounding percentages may not add to 100%.

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Length of Residency

AVG

A	0-5 years (n=157)	77%	19%	4%	8.4
B	6-15 years (n=248)	77%	20%	4%	8.3
C	16-25 years (n=207)	77%	20%	3%	8.5
D	26+ years (n=131)	83%	15%	3%	8.6

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)
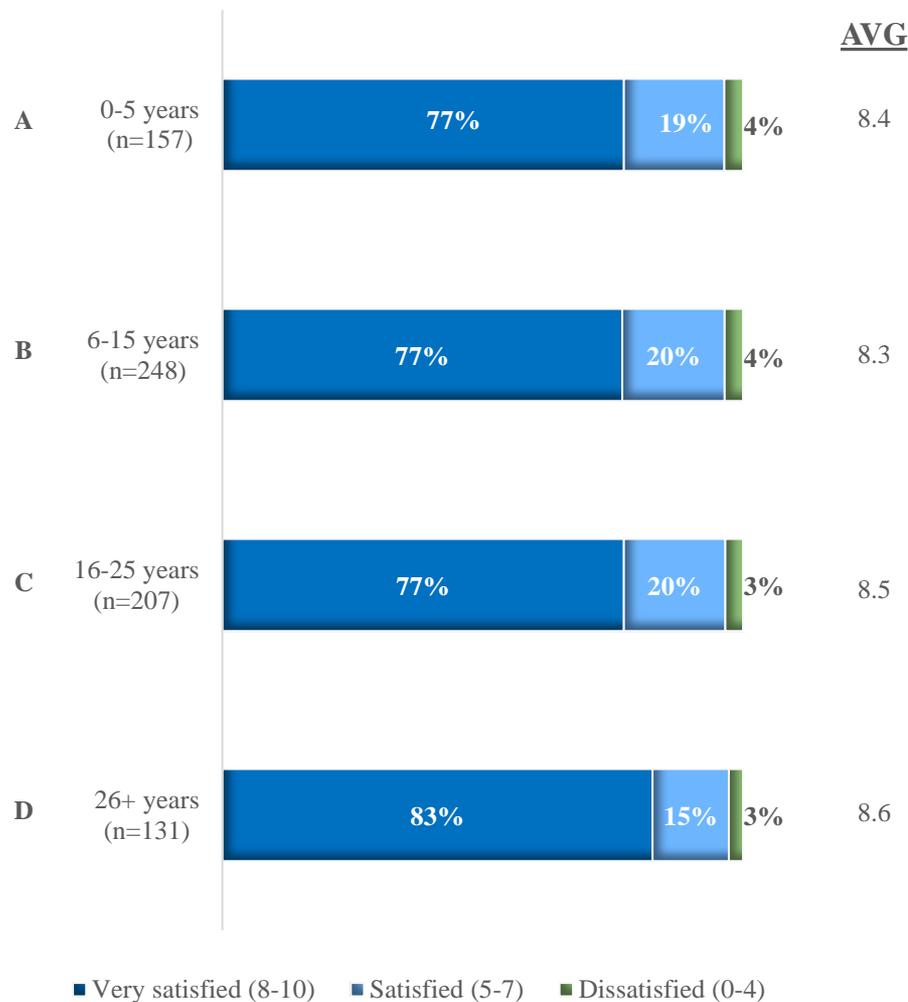
◯ = *significant difference among respondent segments*

- The most tenured County residents (26+ years) are the most likely to be very satisfied with Prince William County Police officers' courtesy and helpfulness to all community members.

  – To illustrate, 83% of residents with the longest tenures give the County ratings of 8, 9 or 10 on the 10-point scale.

  – All others with shorter tenures (25 and less years) rate very satisfied at 77% across the board.

- High satisfaction with this metric is noted across all resident segments, as reflected in average scores of well above 8 on the 10-point scale.

- While there are slight fluctuations in satisfaction levels among the age groups on this aspect of the Police department, there are no significant differences.

Due to weighting and rounding percentages may not add to 100%.

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Education
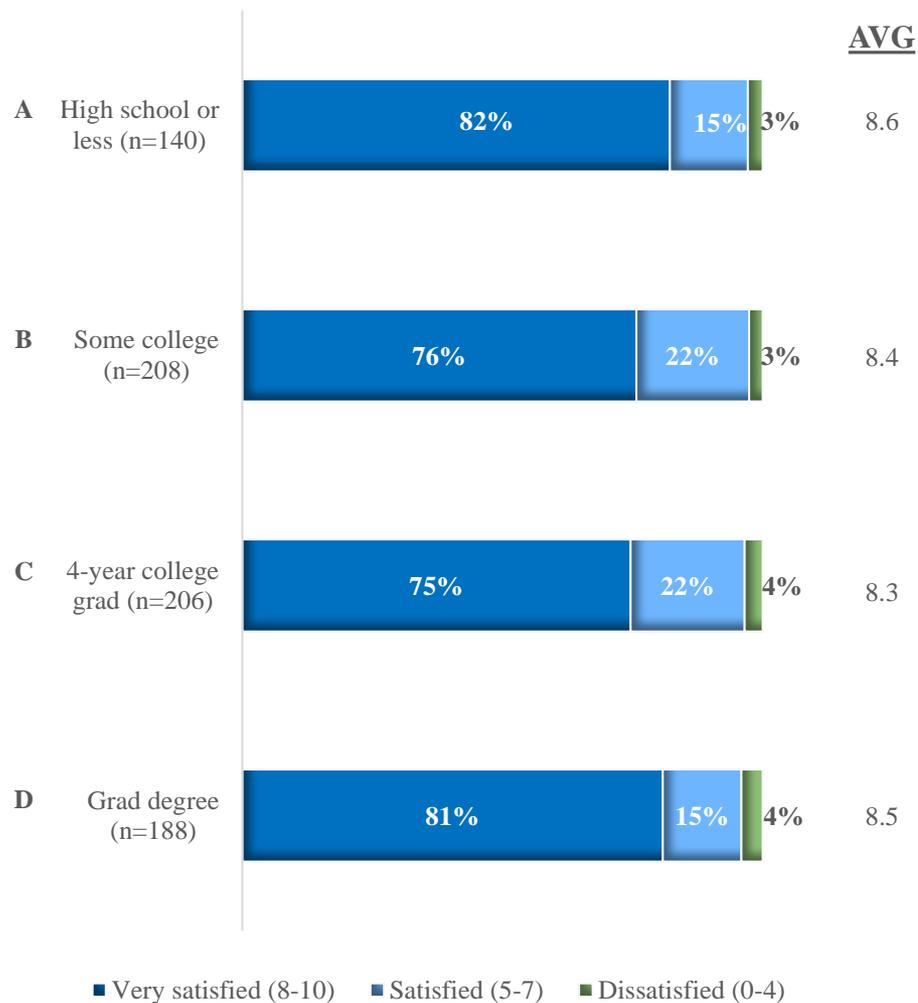
AVG

A High school or less (n=140)	82%	15% 3%	8.6
B Some college (n=208)	76%	22% 3%	8.4
C 4-year college grad (n=206)	75%	22% 4%	8.3
D Grad degree (n=188)	81%	15% 4%	8.5

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

- Residents with the lowest level of education (high school or less) are more likely than their counterparts to feel positive (8-10 rating on the 0-10 scale) about the courtesy and helpfulness of local Police officers (82%). This is closely followed by the highest level of education attainment (graduate / professional degree beyond college) at 81%.

- High satisfaction with this metric is noted across all resident education segments, as reflected in average scores of well above 8 on the 10-point scale.

*Due to weighting and rounding percentages may not add to 100%.*

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Courtesy & Helpfulness – by Race/Ethnicity

AVG

A Asian (n=76) — 90% 7% 3% — 8.8
CDE — D

B Caucasian (n=302) — 84% 14% 3% — 8.7
CDE — D

C Hispanic (n=203) — 75% 22% 3% — 8.3
AB

D African American (n=136) — 67% 29% 5% — 8.0
AB

E Mixed (n=75) — 62% 35% 3% — 8.0
AB

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
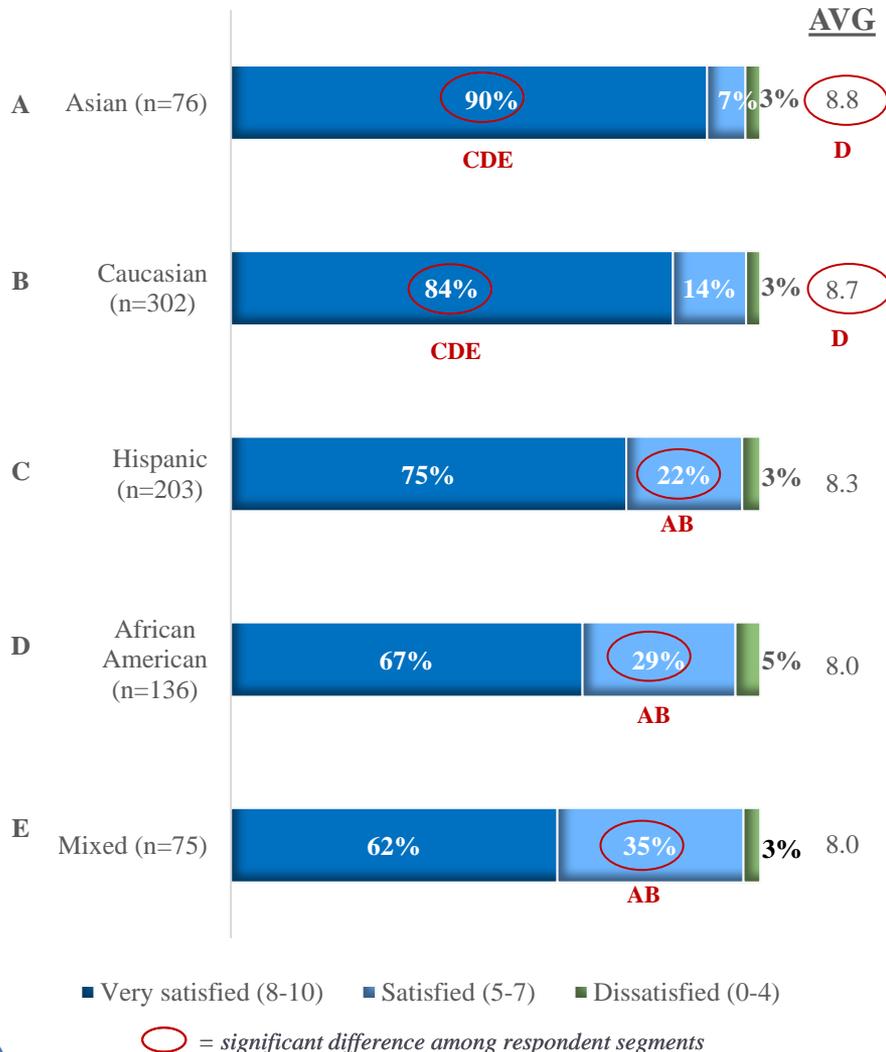
- On par with the 2020 and 2018 findings, Asian and Caucasian residents are most likely to be very satisfied that Police officers are courteous and helpful to all community members.
  - 90% of Asian's and 84% of Caucasian's feel this way, as compared to significantly lower results noted among Hispanic residents (75%) African American residents (67%), and Mixed-Race residents (62%).

- Mirroring the previous surveys' (in 2020 and 2018) findings, African American residents are most apt to say they are dissatisfied.
  - This dissatisfaction reportedly declines for this segment considerably with each survey iteration (12% in 2018, 9% in 2020, and 5% in 2023).
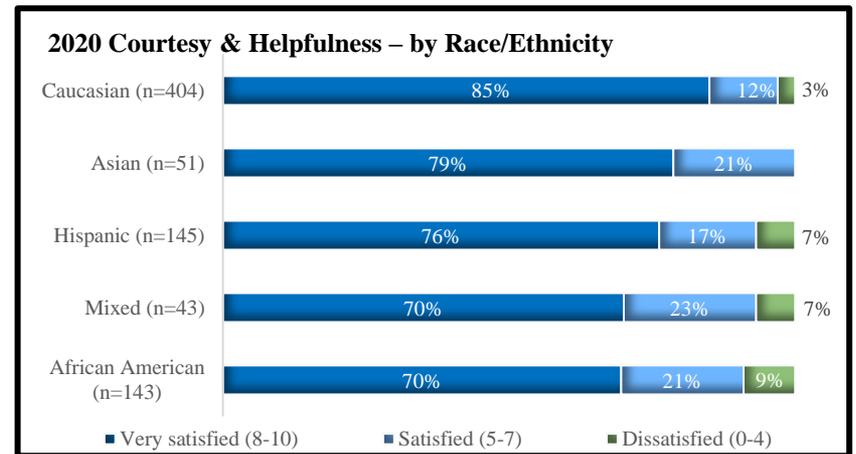
2020 Courtesy & Helpfulness – by Race/Ethnicity

Caucasian (n=404) — 85% 12% 3%
Asian (n=51) — 79% 21%
Hispanic (n=145) — 76% 17% 7%
Mixed (n=43) — 70% 23% 7%
African American (n=143) — 70% 21% 9%

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Due to weighting and rounding percentages may not add to 100%.

Q2B. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

4. Promptness of Police Department

Promptness

AVG	8.2	8.6	8.4
Overall Satisfied	94%	97%	96%

Chart values:
- 2018 (n=1481): Very satisfied 73%, Satisfied 21%, Dissatisfied 6%
- 2020 (n=699): Very satisfied 81%, Satisfied 16%, Dissatisfied 3%
- 2023 (n=715): Very satisfied 77%, Satisfied 19%, Dissatisfied 4%

Legend: ■ Dissatisfied (0-4) ■ Satisfied (5-7) ■ Very satisfied (8-10)
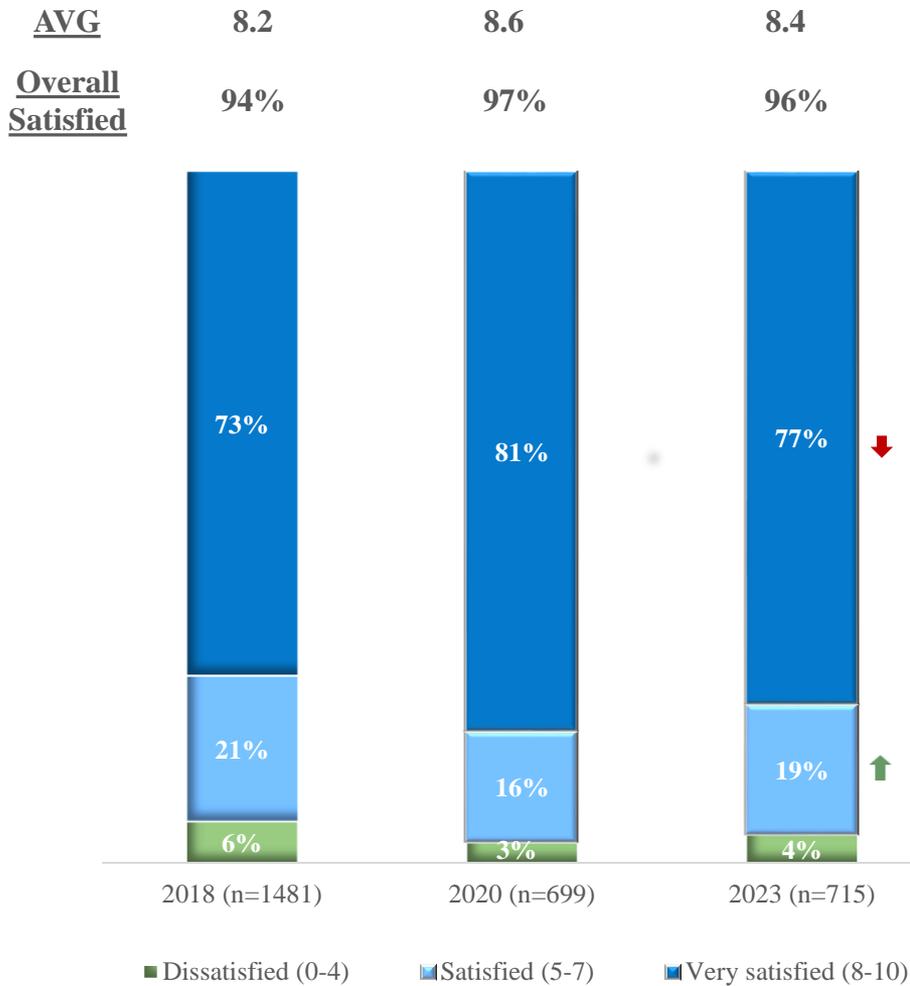
Due to weighting and rounding percentages may not add to 100%.

- In keeping with the previous year's survey, the perception of Prince William County Police promptness has remained relatively unchanged from 2020 and an improvement since 2018. At present, nearly all (96%) of the County residents are satisfied or very satisfied that requests for Police Assistance receive prompt response.

  – Fluctuations are attributable to an observable lift and drop in the proportion of residents dissatisfied with the Department's promptness (4% now vs. 3% in 2020 and 6% in 2018).

- The current year shows shifts from the very satisfied ratings (8 and above) to satisfied ratings (5-7 on the 10-point scale). To illustrate this, more than three-quarters of residents (77%) are now very satisfied, as compared to the 73% in 2018 and the 81% noted in 2020.

  – These shifts in ratings attribute to the current year drop in the average citizens rating to 8.4 from 8.6 in 2020.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Region

Promptness of Police Dept.: Very Satisfied (8-10) by Region

Region		%	AVG
A	Broad Run 2023 (n=165)	81%	8.6 G
	Broad Run 2020 (n=113)	85%	8.8
B	Battlefield 2023 (n=109)	80%	8.6 G
	Battlefield 2020 (n=111)	87%	8.8
C	Belmont/Potomac 2023 (n=92)	80%	8.3
	Belmont/Potomac 2020 (n=109)	78%	8.4
D	Hoadly 2023 (n=86)	79%	8.6 G
	Hoadly 2020 (n=75)	84%	8.6
E	Old Bridge 2023 (n=84)	75%	8.2
	Old Bridge 2020 (n=84)	84%	8.6
F	Forest Park 2023 (n=74)	71%	8.2
	Forest Park 2020 (n=84)	65%	8.2
G	Dale City 2023 (n=105)	70%	8.0
	Dale City 2020 (n=119)	79%	8.6
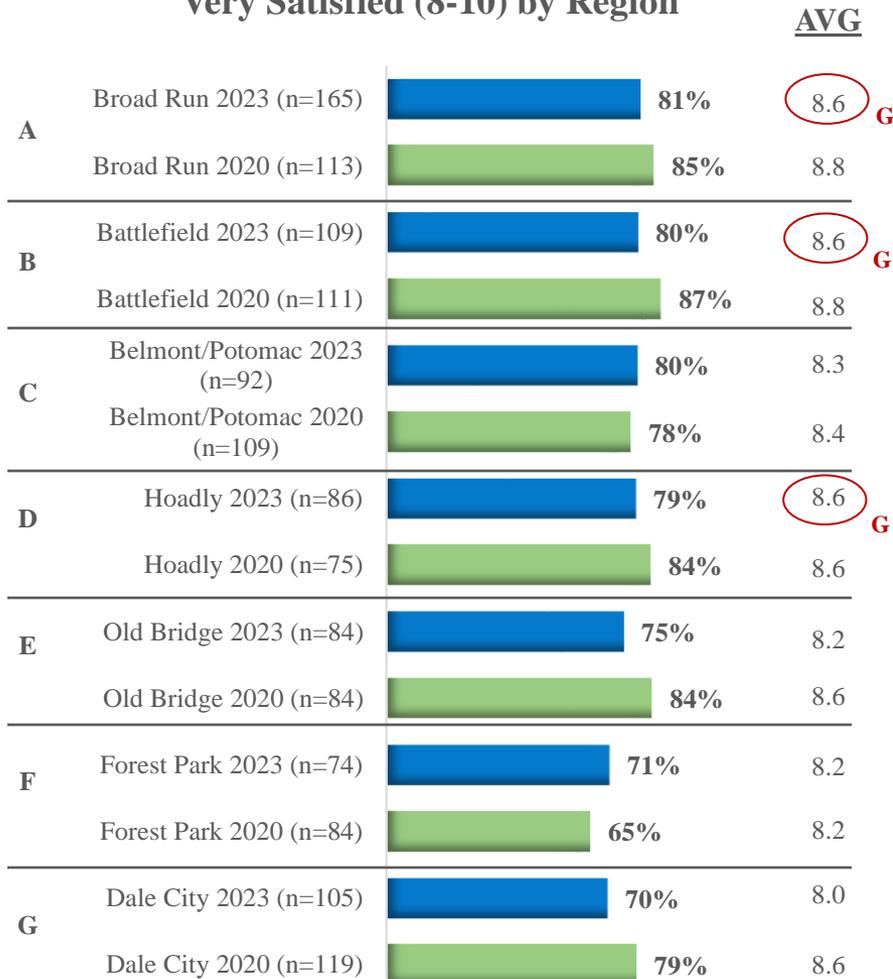
⭕ = *significant difference among regions*

- Similar to the previous survey iteration, satisfaction that requests for police assistance receive a prompt response is distributed fairly evenly across the County, with more sizeable differences observed by Forest Park and Dale City localities.

- The average satisfactions peaked in Broad Run, Battlefield, and Hoadly at 8.6 each this year, which is fairly consistent with these regions' averages reported in the 2020 survey.

- At present, Broad Run (81%), Battlefield and Belmont/Potomac (80% each), and Hoadly (79%), are the most likely regions to be very satisfied (8-10 rating on 0-10 scale) that requests for Police Assistance receive prompt response.

- Notably all average scores for this metric are at or above 8.0 on the 10-point scale

| 2023 Promptness	Broad Run	Battlefield	Belmont/ Potomac	Hoadly	Old Bridge	Forest Park	Dale City
Very satisfied (8-10)	81%	80%	80%	79%	75%	71%	70%
Satisfied (5-7)	16%	19%	15%	18%	19%	26%	22%
Dissatisfied (0-4)	3%	1%	6%	3%	7%	3%	8%

Due to weighting and rounding percentages may not add to 100%.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Age

AVG

A Age 18-34 (n=222) — 73% | 23% | 4% — 8.3
C

B Age 35-54 (n=270) — 75% | 20% | 5% — 8.3
C

C Age 55+ (n=216) — 84% | 13% | 4% — 8.6
BA — B

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
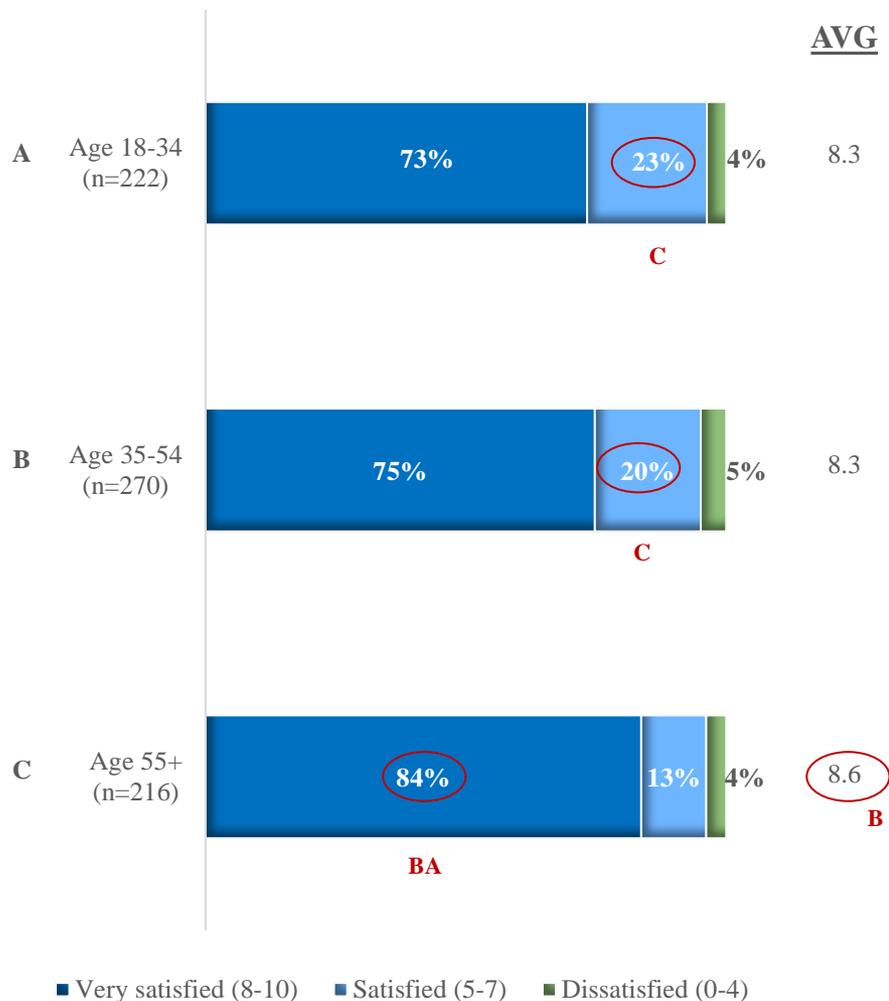
⬭ = *significant difference among respondent segments*

- As with the metrics discussed earlier in this report, County residents age 55+ are the most likely segment to be very satisfied that requests for Prince William County Police Assistance receive prompt response.

  – More than eight-in-ten (84%) residents in the oldest age segment are very satisfied with this aspect, as compared to three-quarters of those aged 35-54 and 18-34 (75% and 73% respectively).

- High satisfaction with this metric is noted across all resident age groups, as reflected in average scores all well above 8 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Length of Residency
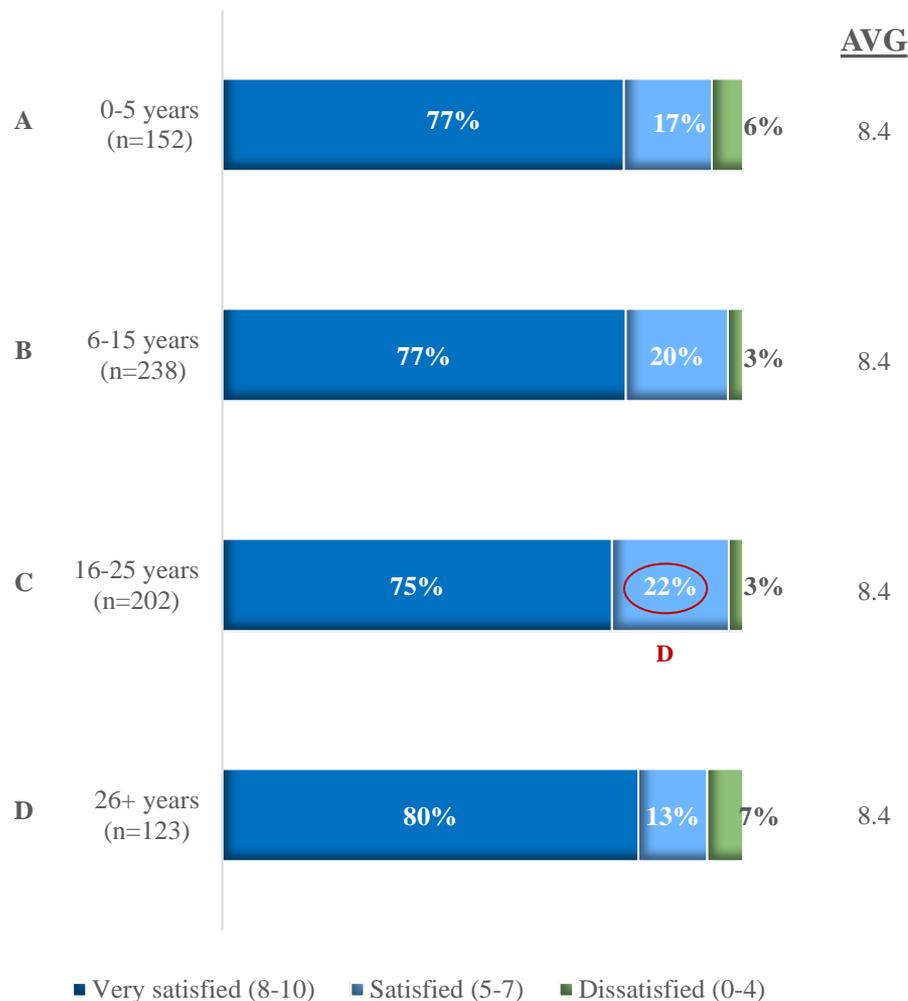
AVG

A | 0-5 years (n=152): 77% | 17% | 6% → 8.4

B | 6-15 years (n=238): 77% | 20% | 3% → 8.4

C | 16-25 years (n=202): 75% | 22% | 3% → 8.4
D

D | 26+ years (n=123): 80% | 13% | 7% → 8.4

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

- Satisfaction that requests for police assistance receive a prompt response is distributed fairly evenly across the County, with only minor fluctuation by length of residency in the County with the exception of the longest tenured residents.

  – To illustrate, 80% of residents with 26+ years are most likely to say that they are very satisfied that requests for Police Department's assistance receives prompt response.

  – While the less tenured residents that are between 75% - 77% feel this way about this metric.

- Among those with longest tenure (26+ years) and those with the shortest tenure (under 6 years) are more likely to express dissatisfaction with this aspect of the Police Department at 7% and 5% respectively.

Due to weighting and rounding percentages may not add to 100%.

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Education

		AVG
A High school or less (n=136)	84% 12% 4%	8.6 C
	C	
B Some college (n=199)	77% 18% 5%	8.4
C 4-year college grad (n=204)	70% 24% 5%	8.2
	A	
D Grad degree (n=174)	79% 19% 2%	8.5

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
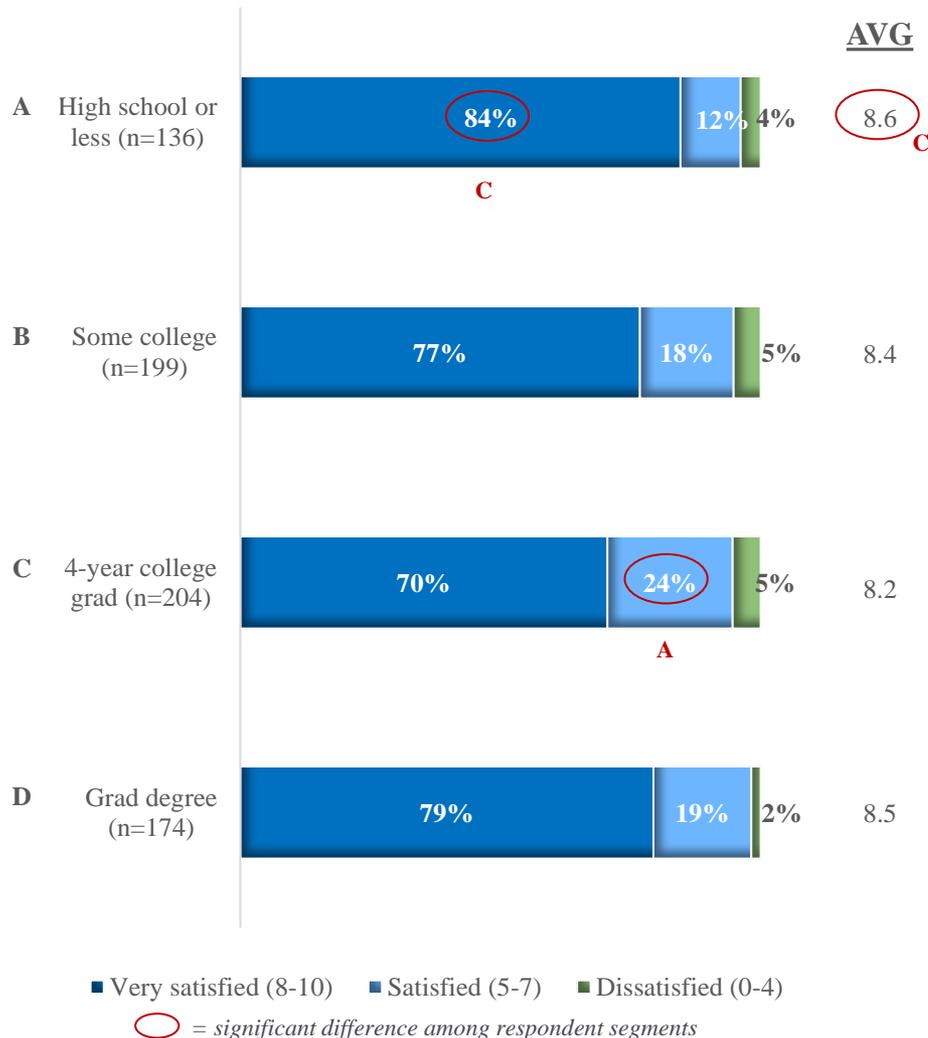
- County residents with a high school diploma or less (84%) are significantly more likely to express the highest level of satisfaction that requests for Prince William County Police Assistance receive prompt response than those residents with a 4-year college degree (70%).

- The County residents with some college coursework and those with a 4-year degree are most apt to express dissatisfaction with this aspect of the Police Department.

  – A total of 5% of these respondents rate the Department's promptness 0-4 on the 10-point scale. This is the highest proportion among all educational attainment levels, particularly when compared to residents with a graduate / professional degree beyond college, 2% of whom report dissatisfaction.

- With averages of 8.6 and 8.5 on the 1-to-10 scale, residents with a high school diploma or less, and those with a graduate / professional degree beyond college, award the Department the highest ratings on this metric.

*Due to weighting and rounding percentages may not add to 100%.*

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Promptness – by Race/Ethnicity
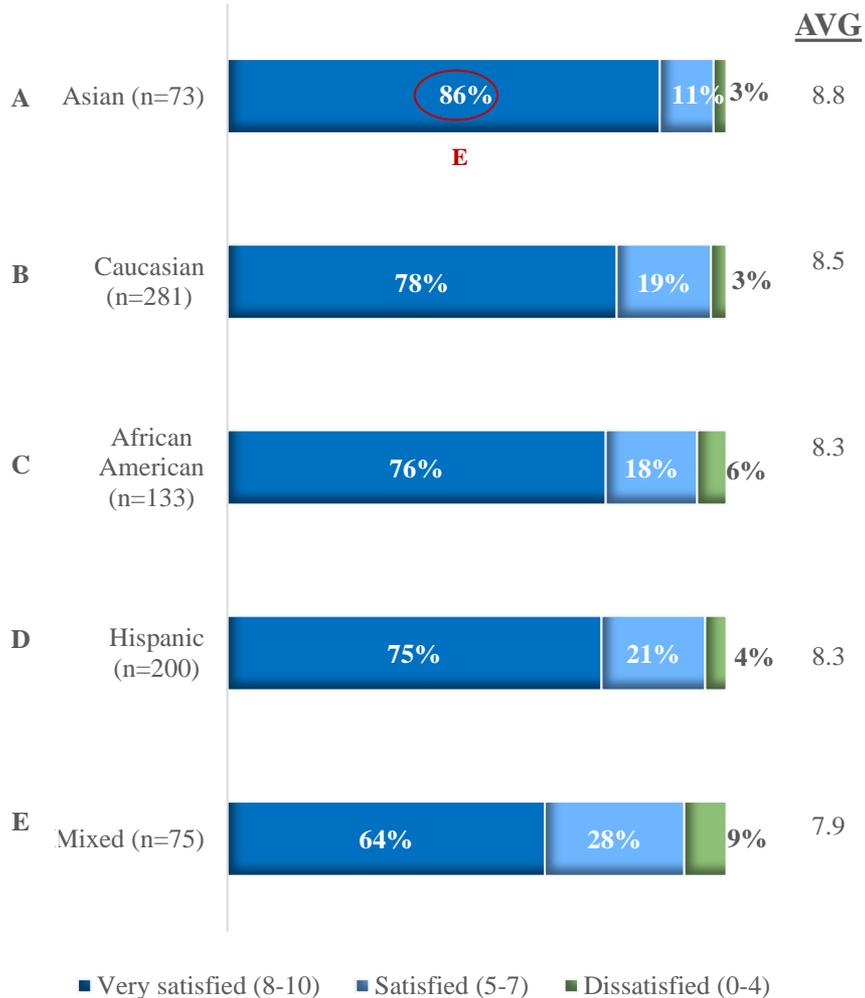
AVG

A	Asian (n=73) — 86% / 11% / 3% — **E** — 8.8
B	Caucasian (n=281) — 78% / 19% / 3% — 8.5
C	African American (n=133) — 76% / 18% / 6% — 8.3
D	Hispanic (n=200) — 75% / 21% / 4% — 8.3
E	Mixed (n=75) — 64% / 28% / 9% — 7.9

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

○ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.

- Asian residents are most likely to be very satisfied that requests for Prince William's Police Assistance receive prompt response.
  - 86% of respondents representing this segment feel this way, as compared to significantly lower results noted among the Mixed Race (64%).

- At the same time, residents of Mixed descent are most likely to be dissatisfied.
  - A total of 9% of respondents representing this segment give this metric ratings of 0-4 on the 10-point scale, which is one of the higher negative ratings in this survey year.

- Asian, Caucasian, and African American residents now report higher results and are now ranked in a higher position from the 2020 survey iteration.
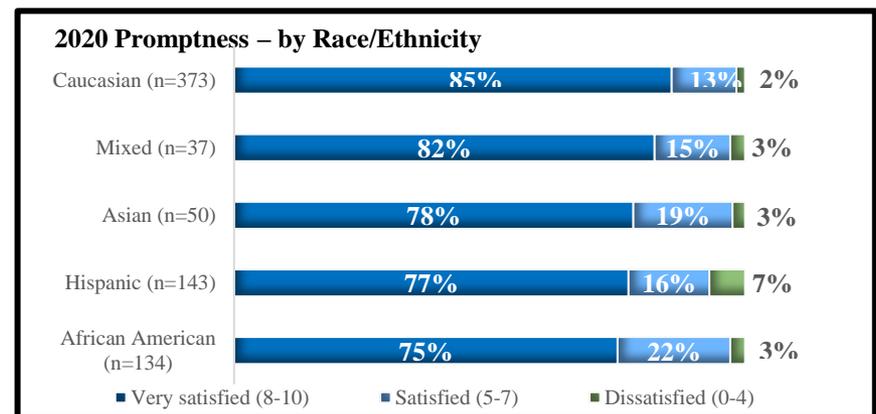
2020 Promptness – by Race/Ethnicity

Caucasian (n=373)	85% / 13% / 2%
Mixed (n=37)	82% / 15% / 3%
Asian (n=50)	78% / 19% / 3%
Hispanic (n=143)	77% / 16% / 7%
African American (n=134)	75% / 22% / 3%

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Q2C. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that requests for Prince William's Police Assistance receive prompt response? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

5. Fair Treatment by Police Department

Fair Treatment

AVG	7.5	8.3	8.1
Overall Satisfied	88%	93%	95%

Bar chart:

	2018 (n=1482)	2020 (n=713)	2023 (n=723)
Very satisfied (8-10)	61%	74%	71% ▼
Satisfied (5-7)	28%	18%	24% ▲
Dissatisfied (0-4)	12%	7%	5%
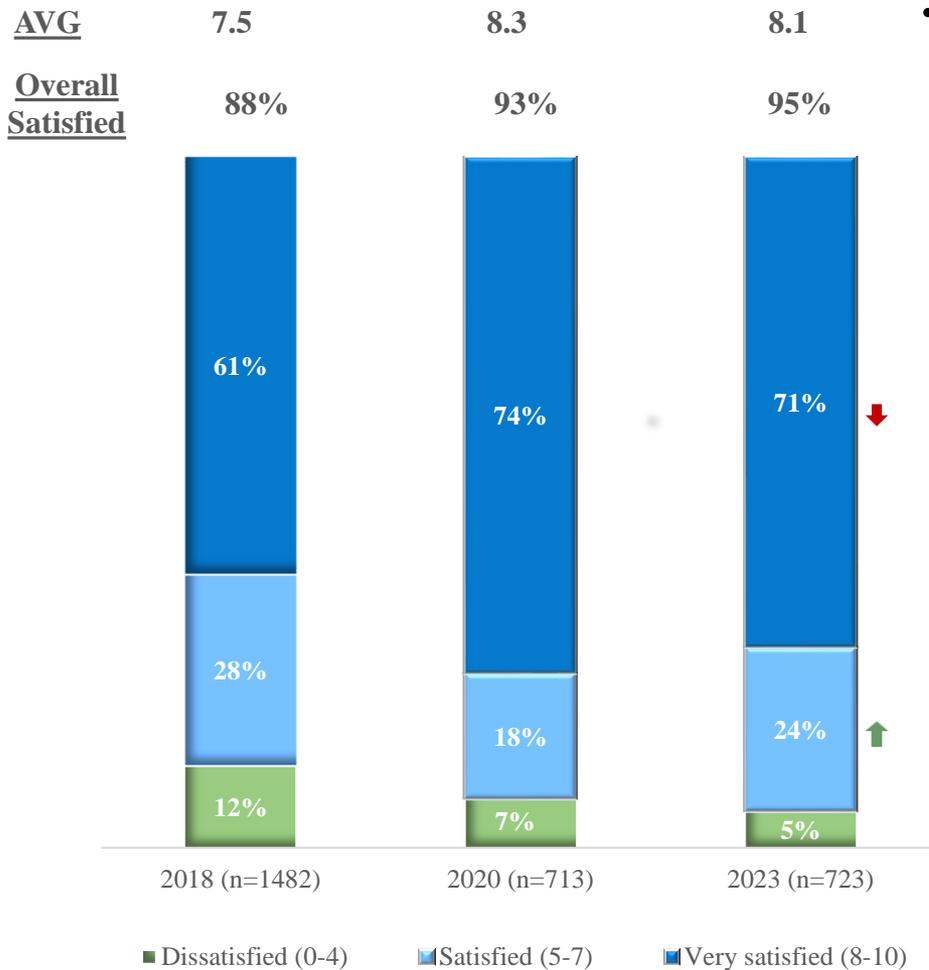
Legend: ■ Dissatisfied (0-4) ■ Satisfied (5-7) ■ Very satisfied (8-10)

- Impressively, the level of overall satisfaction (95%) with Prince William County Police Department treating everyone fairly regardless of race, gender, ethnic or national origin is an improvement over the 2020 survey. While trending continues with directional lifts since 2018 the lifts are not statistically appreciable.

  - The 2% lift is a result of a decrease in reported dissatisfaction (from 7% in 2020 to 5% in 2023).

  - Additionally, this trending of the decrease in reported dissatisfaction has continued from the double-digit dissatisfaction, 12%, reported in 2018.

  - Furthermore, County residents are now more likely to say they are satisfied (rating of 5-7 on the 10-point scale) with this metric (a 6-point gain from 2020) compared to very satisfied (rating of 8-10 on the 0-10 point scale), a 3-point decrease from 2020.

Due to weighting and rounding percentages may not add to 100%.

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Fair Treatment – by Region

Fair Treatment by Police Dept.: Very Satisfied (8-10) by Region

AVG

Region		Percent	AVG
A	Battlefield 20123 (n=110)	81% GF	8.6 GF
	Battlefield 2020 (n=117)	81%	8.7
B	Hoadly 2023 (n=90)	74% G	8.4 G
	Hoadly 2020 (n=79)	84%	8.7
C	Broad Run 2023 (n=167)	73% G	8.1
	Broad Run 2020 (n=116)	72%	8.2
D	Belmont/Potomac 2023 (n=95)	71%	8.3 G
	Belmont/Potomac 2020 (n=108)	76%	8.4
E	Old Bridge 2023 (n=81)	69%	8.3 G
	Old Bridge 2020 (n=92)	70%	8.1
F	Forest Park 2023 (n=75)	66%	7.9
	Forest Park 2020 (n=81)	64%	7.6
G	Dale City 2023 (n=104)	58%	7.4
	Dale City 2020 (n=117)	73%	8.2

- Regionally, satisfaction with fair treatment by police peaked with Battlefield (81%) followed by Hoadly (74%) and Broad Run (73%) as residents expressed satisfaction that the Police Department treats everyone fairly regardless of race, gender, ethnic or national origin.

  – These results were significantly higher than satisfaction levels recorded in Forest Park (66%) and Dale City (58%).
  – It is worth noting that the drop in very satisfied Dale City residents from 73% in 2020 to 58% in 2023 is attributable to a 9% shift from very satisfied to satisfied (from 18% in 2020 to 27% in 2023) and a 6% increase in dissatisfied residents (from 9% in 2020 to 15% in 2023).

- Hoadly continues to be ranked as one of the top two localities on this metric since 2016.

| 2023 Fair Treatment	Battlefield	Hoadly	Broad Run	Belmont/ Potomac	Old Bridge	Forest Park	Dale City
Very satisfied (8-10)	81%	74%	73%	71%	69%	66%	58%
Satisfied (5-7)	17%	24%	22%	26%	28%	29%	27%
Dissatisfied (0-4)	2%	2%	5%	4%	3%	5%	15%

⬭ = *significant difference among regions*

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Fair Treatment – by Age

AVG

A Age 18-34 (n=227) — **62%** | **32%** | **6%** — 7.9
BC

B Age 35-54 (n=262) — **72%** | **21%** | **7%** — 8.1
A | C

C Age 55+ (n=225) — **78%** | **19%** | **3%** — 8.5
A | A

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)
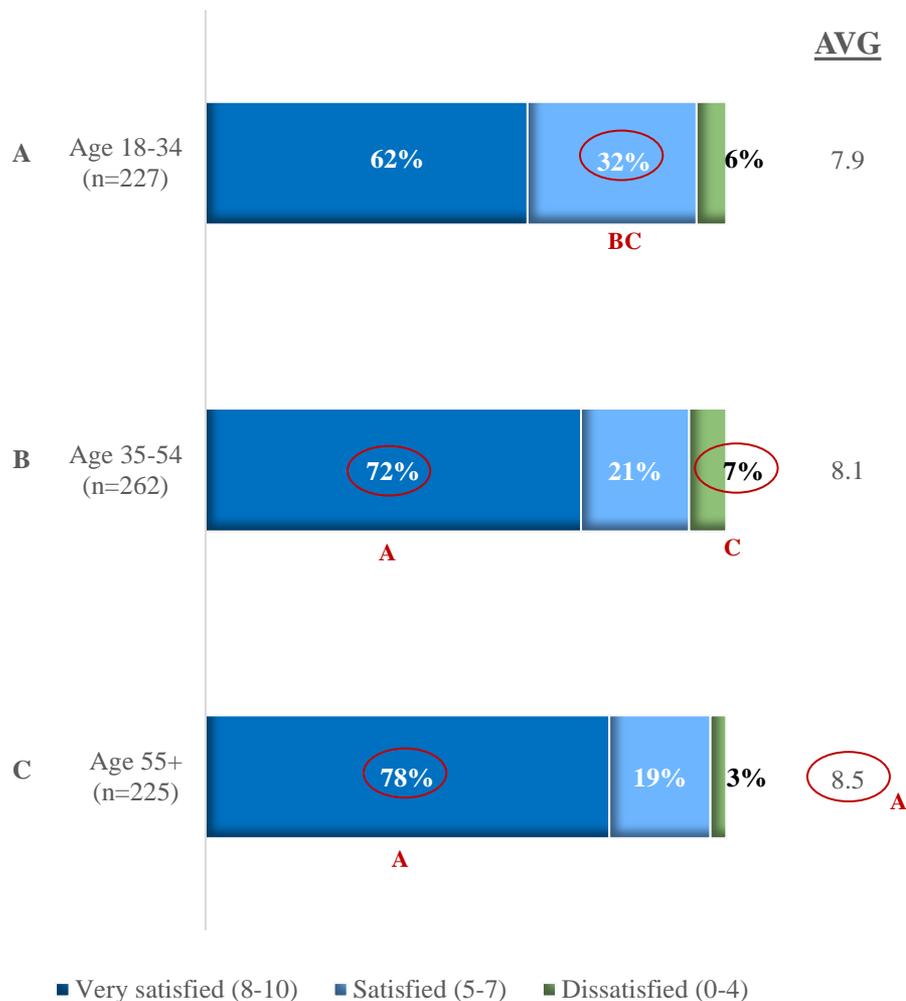
⬭ = *significant difference among respondent segments*

- In keeping with the discussion of previous metric patterns and those in the previous studies (2020 and 2018), the likelihood to be very satisfied with fair treatment by Prince William County Police Department is directly proportional to residents' age.

  – Specifically, 78% of those aged 55+ are very satisfied that the Department treats everyone fairly, as compared to 72% of those aged 35-54 and 62% of those in the youngest age segment (18-34 years).

  – A total of 7% of those aged 35-54 rate this aspect 0-4 on the 10-point scale, as opposed to 6% among those under the age of 35 and 3% among those aged 55+.

- With an average of 8.5 on the 1-to-10 scale, those residents aged 55+ award the Department the highest ratings on this metric.

Due to weighting and rounding percentages may not add to 100%.

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Fair Treatment – by Length of Residency
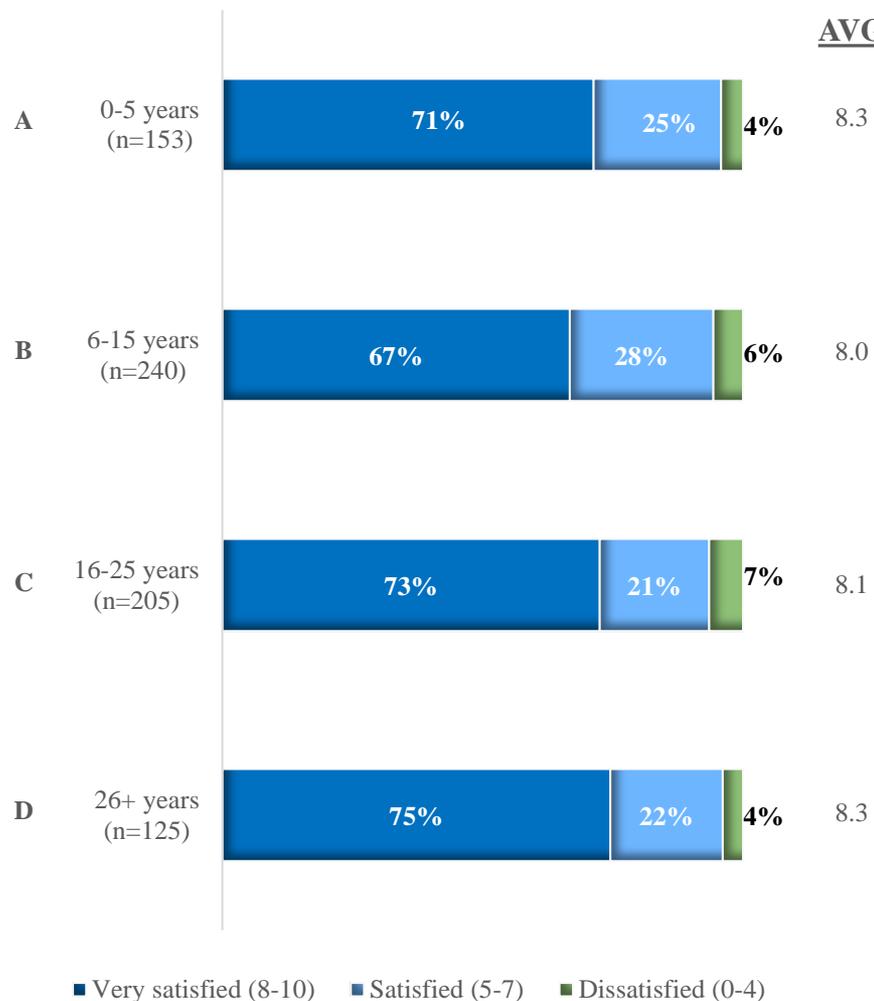
AVG

A 0-5 years (n=153) — 71% | 25% | 4% — 8.3

B 6-15 years (n=240) — 67% | 28% | 6% — 8.0

C 16-25 years (n=205) — 73% | 21% | 7% — 8.1

D 26+ years (n=125) — 75% | 22% | 4% — 8.3

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*

- Residents with the longest tenure in the County (26+ years) are most inclined to be very satisfied that Prince William County Police Department treats everyone fairly.

  – Three-quarters (75%) of residents in the most tenured segment are very satisfied with this aspect, as compared to those living in the County between 16-25 years (73%), those living in the area for 6-15 years (67%), and those who have arrived up to 5 years ago 71% .

- At the same time, residents living in the County between 6 and 25 years are most likely to be dissatisfied with this aspect of Police service.

  – To illustrate, a total of 7% of those residing in the County for 16-25 years rate the Department's fairness as 0-4 on the 10-point scale. Similarly, the same ratings are given by 6% of those residing in the County for 6-15 years.

  – In comparison, only 4% of those who have lived in the community for 26+ years or those residing in the County for no more than 5 years express dissatisfaction with this service aspect.

*Due to weighting and rounding percentages may not add to 100%.*

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Fair Treatment – by Race/Ethnicity

AVG

A Caucasian (n=289)
79% | 17% | 4% — 8.5 **D**
CDE

B Asian (n=75)
73% | 22% | 5% — 8.4 **D**

C Hispanic (n=199)
67% | 28% | 5% — 8.1
A

D African American (n=132)
59% | 33% | 8% — 7.5
A

E Mixed (n=77)
57% | 38% | 5% — 7.7
A

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.
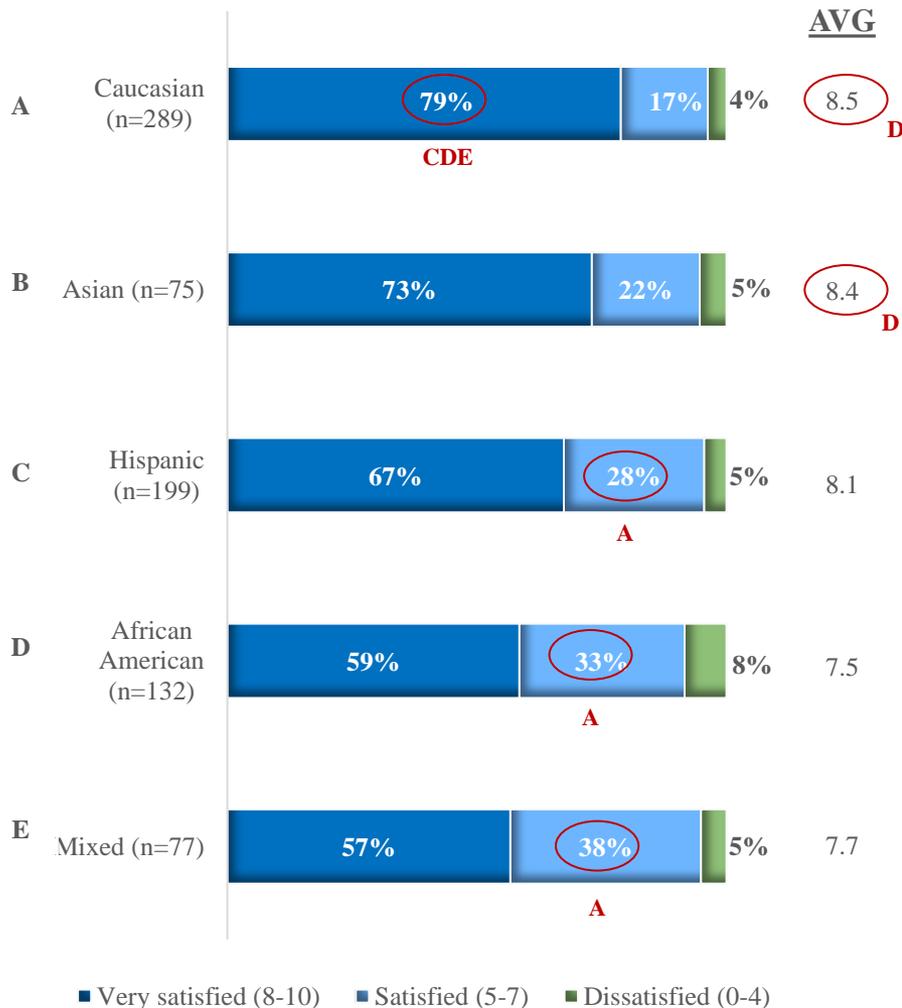
- Caucasian residents are most likely to be very satisfied that the Police Department treats everyone fairly.
  - A total of very satisfied respondents are 79% of Caucasian, compared to 73% of Asians, and, in especially stark contrast to 67% of Hispanics, 59% of African Americans, and 57% of Mixed-Race and in 2023.

- Similar to previous survey years (2020 and 2018), African American residents are most apt to express dissatisfaction with the Police on the topic of fair treatment of all people.
  - This dissatisfaction level, albeit high in comparison to other Race/Ethnicity segments, shows considerable decline since 2018. The current dissatisfaction level is 8%, vs. 13% in 2020 and slightly over 18% in 2018.
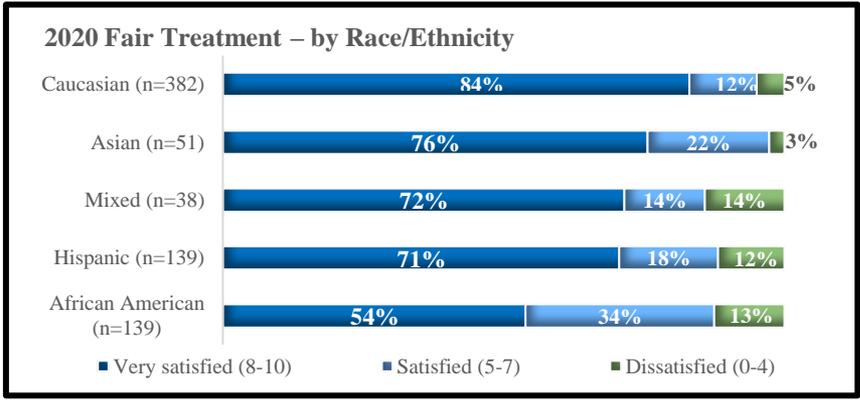
2020 Fair Treatment – by Race/Ethnicity

Caucasian (n=382) 84% | 12% | 5%
Asian (n=51) 76% | 22% | 3%
Mixed (n=38) 72% | 14% | 14%
Hispanic (n=139) 71% | 18% | 12%
African American (n=139) 54% | 34% | 13%

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Q2D. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

6. Information & Crime Prevention Programs

Information & Crime Prevention Programs

AVG	7.5	8.2	7.9
Overall Satisfied	92%	96%	94%

2018 (n=1434)   2020 (n=656)   2023 (n=689)

■ Dissatisfied (0-4)   ■ Satisfied (5-7)   ■ Very satisfied (8-10)
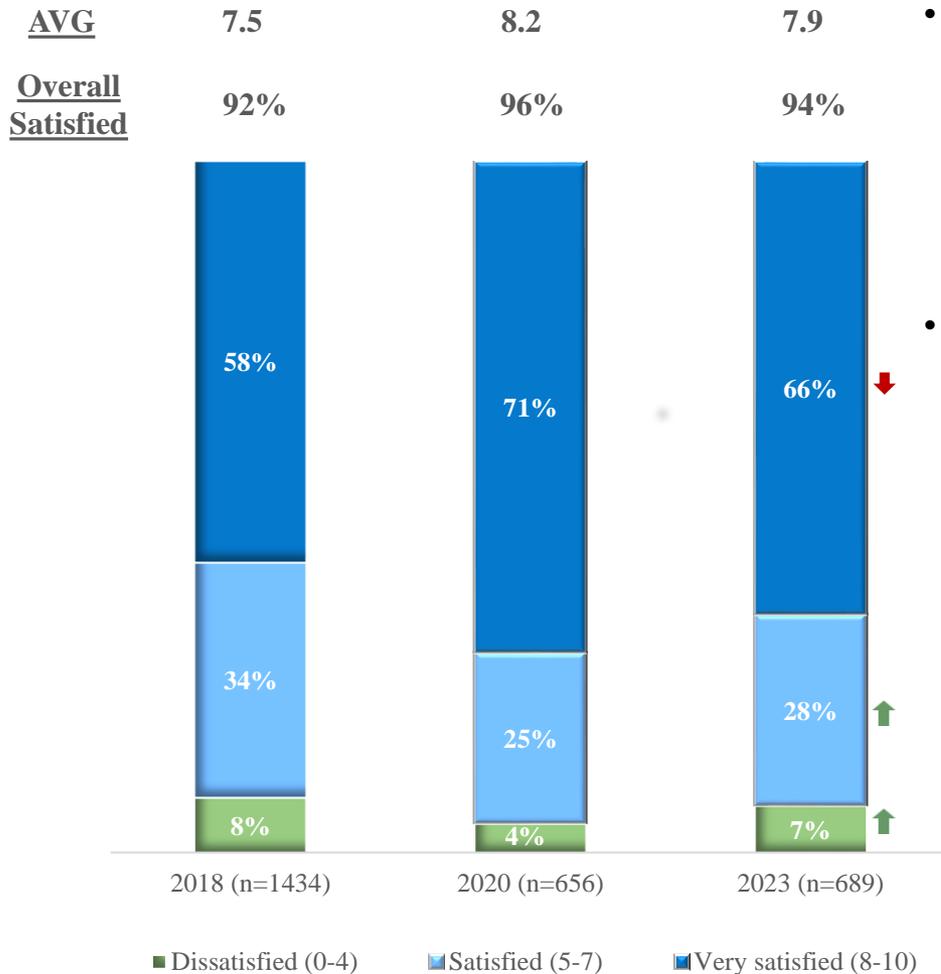
- Currently, more than 9-in-10 (94%) residents are satisfied that the Prince William County Police Department provides adequate information and crime prevention programs. Additionally, two-thirds of this metric, 66%, were reportedly highly satisfied residents.

- The overall satisfied responses show limited fluctuations across the survey years, with a peak in 2020 at 96% (vs. 92% in 2018 and 94% now.)

  – Specifically, the current year 2% drop in overall satisfied is a result of an increase in dissatisfied responses (4% in 2020 vs 7% now.)

  – While the current proportion (66%) of those awarding the County the highest score of 8-10 has observably decreased from 71% in 2020. Notably, this rating of 66% 'very satisfied' has significantly increased from 58% in 2018.

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Region

Information & Crime Prevention: Very Satisfied (8-10) by Region

		AVG
A	Hoadly 2023 (n=88) — 69%	8.0
	Hoadly 2020 (n=71) — 71%	8.2
B	Battlefield 2023 (n=103) — 68%	7.9
	Battlefield 2020 (n=103) — 82%	8.8
C	Broad Run 2023 (n=159) — 66%	7.8
	Broad Run 2020 (n=104) — 71%	8.0
D	Old Bridge 2023 (n=75) — 66%	8.0
	Old Bridge 2020 (n=82) — 68%	7.9
E	Belmont/Potomac 2023 (n=93) — 65%	8.0
	Belmont/Potomac 2020 (n=105) — 71%	8.2
F	Forest Park 2023 (n=73) — 65%	7.9
	Forest Park 2020 (n=81) — 58%	7.6
G	Dale City 2023 (n=97) — 60%	7.4
	Dale City 2020 (n=108) — 69%	8.2
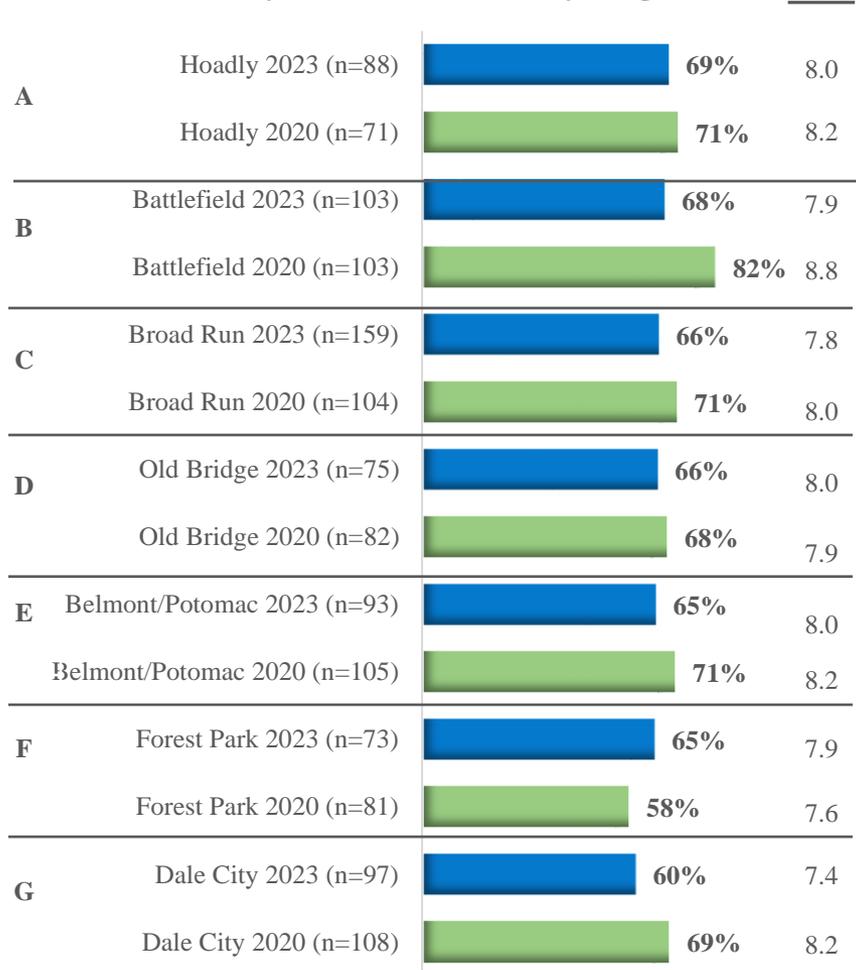
◯ = *significant difference among regions*

- Satisfaction with the Police Department's information and crime prevention programs is distributed fairly evenly across the County with the proportion of residents' rating of 'very satisfied'. There were no significant differences among the localities this survey year.

  – With that said, Dale City is the exception at 60%, the lowest proportion of very satisfied sentiments for this metric and at 13% reporting the highest proportion of dissatisfaction. This has Dale City ranked in last position of all the localities in 2023. It is notable that Dale City had fallen from first position in 2018 to fifth position in 2020.

  – Hoadly has remained relatively consistent in its ranking in at the top 2-positions since 2018.

| 2023 Information & Crime Prevention Programs	Hoadly	Battlefield	Broad Run	Old Bridge	Belmont/ Potomac	Forest Park	Dale City
Very satisfied (8-10)	69%	68%	66%	66%	65%	65%	60%
Satisfied (5-7)	24%	28%	26%	26%	31%	32%	27%
Dissatisfied (0-4)	7%	4%	8%	8%	3%	4%	13%

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Age
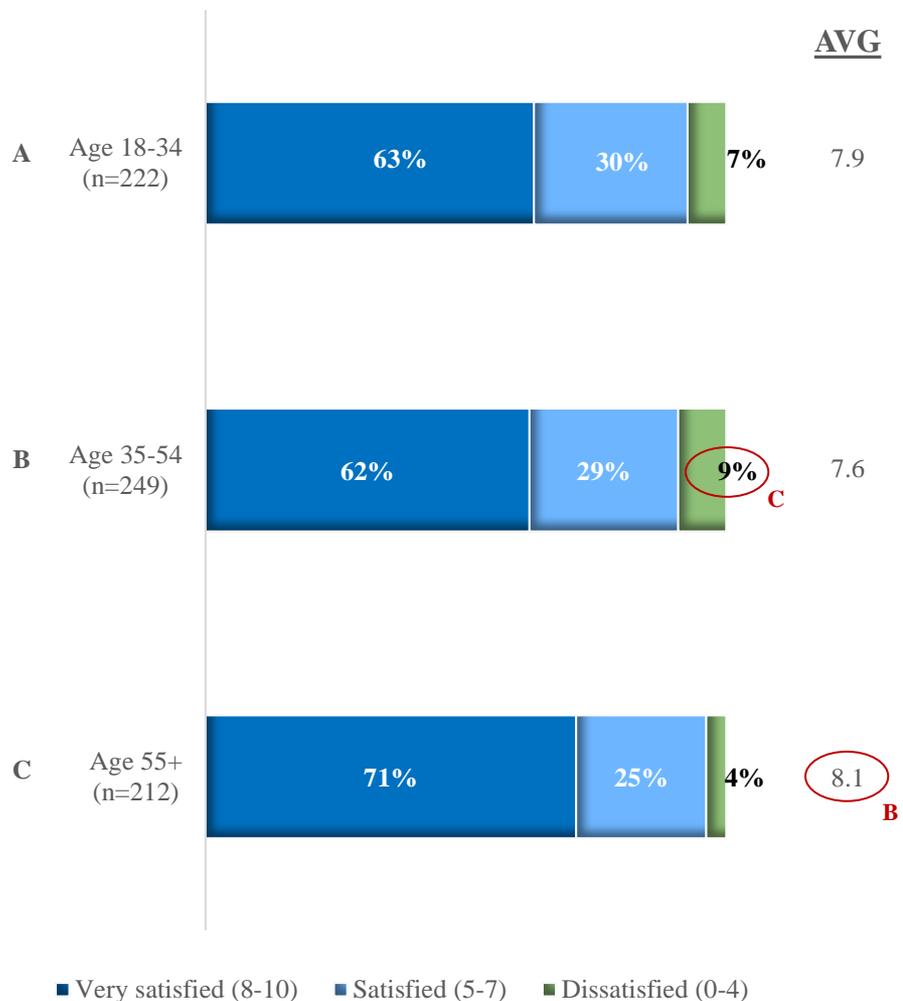
AVG

A — Age 18-34 (n=222): 63% | 30% | 7% — 7.9

B — Age 35-54 (n=249): 62% | 29% | 9% (C) — 7.6

C — Age 55+ (n=212): 71% | 25% | 4% — (8.1) B

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

- As with previously discussed metrics, residents' satisfaction that Prince William County Police Department provides adequate information and crime prevention programs is correlated to age - that is the oldest segment is more likely to express positive opinions on this matter.

  – To illustrate, 71% of residents age 55+ are very satisfied with the information and crime prevention programs, as compared to 63% - 62% of those aged under 55.

  – Moreover, with an average of 8.1 on the 10 point scale, age 55+ residents award the Department the highest ratings on this metric.

  – The age segments under age 55 are most inclined to feel dissatisfied. Specifically, 9% of those aged 35-54 and 7% of those aged 18-34 voice negative sentiments vs. only 4% of those aged 55+.

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Length of Residency

AVG

A 0-5 years (n=150) | 71% | 21% | 8% | 8.1

B 6-15 years (n=230) | 59% | 35% | 6% | 7.7
A

C 16-25 years (n=194) | 69% | 25% | 7% | 7.9

D 26+ years (n=115) | 66% | 27% | 7% | 7.9

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
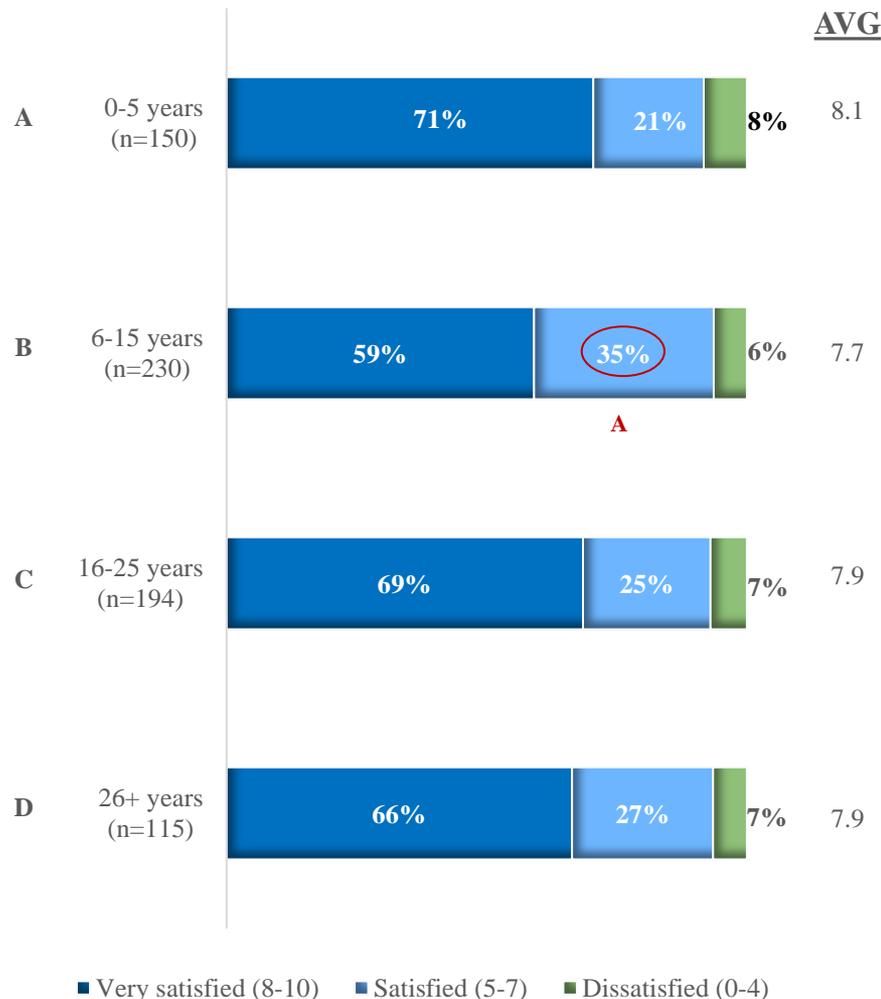
⬭ = *significant difference among respondent segments*

- In a reversal with previous metrics, residents with the shortest tenure in the County (under 6 years) are most inclined to be very satisfied that Prince William County Police Department provides adequate information and crime prevention programs.

  – Roughly seven-in-ten of the least tenured segment (71%) and those aged 16-25 (69%) are very satisfied with this aspect compared to two-thirds of those with the longest tenure (66%) and those with residency of 6-15 years (59%).

  – Conversely, at 8%, residents with the shortest tenure (5 years or less) are the most likely respondent segment to rate the Department's programs as 0-4 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Education

AVG

A High school or less (n=137)	72%	26% 2%	8.4 **CD**
	C	
B Some college (n=198)	70%	22% 8%	8.0
		A
C 4-year college grad (n=184)	59%	32% 9%	7.5
		A
D Grad degree (n=168)	62%	31% 7%	7.6
		A

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
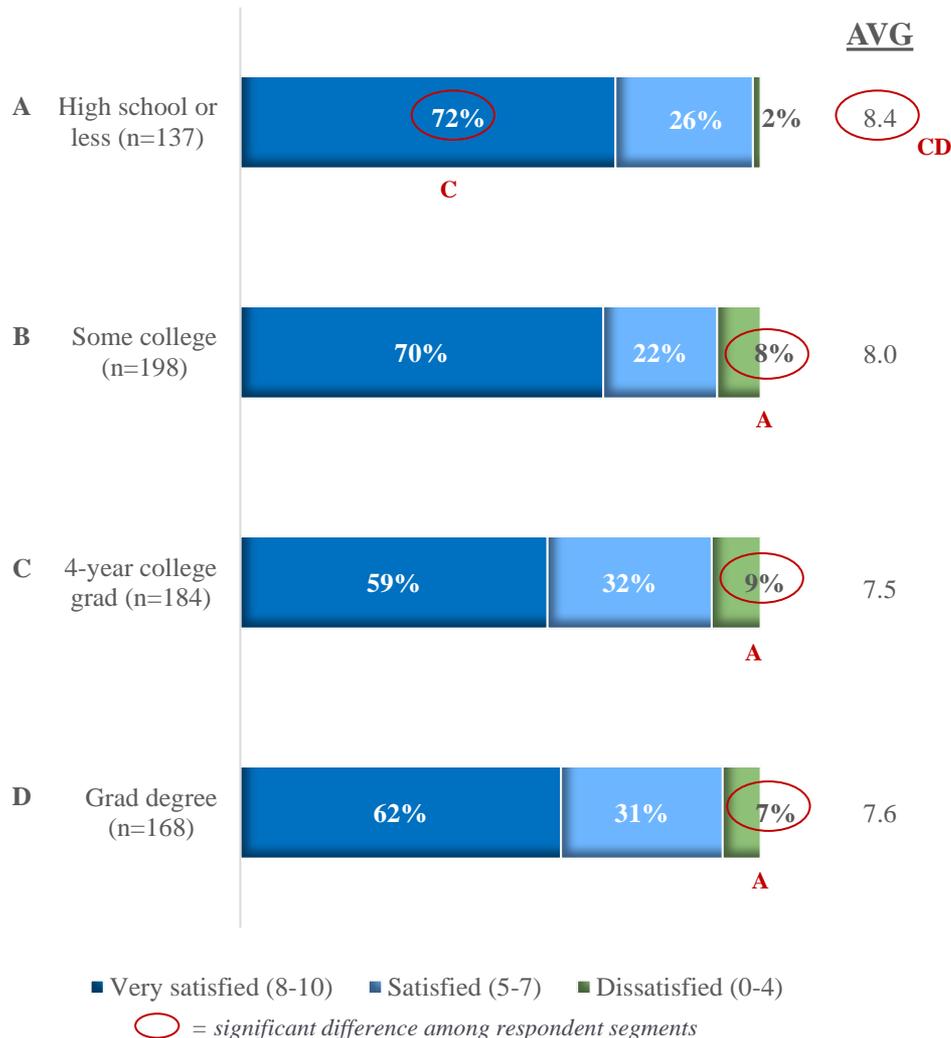
- County residents with a high school diploma or less are most apt to express satisfaction that the Prince William County Police Department provides adequate information and crime prevention programs.

  – Over seven-in-ten (72%) of these respondents as well as those with some college (70%) rate the Department's provided programs 8-10 on the 0-to-10 point scale. This is the highest proportion among all educational attainment segments, particularly when compared to residents with a 4-year degree and the graduate / professional degree beyond college reporting similar satisfaction levels of 59% and 62% respectively.

- With an average of 8.4 on the 10-point scale, the high school diploma or less segment award the Department the highest ratings on this metric as compared to those with higher educational attainment.

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Race/Ethnicity

AVG

A Asian (n=68): Very satisfied 75% | Satisfied 25% — **8.5**

BDE

B Hispanic (n=200): Very satisfied 66% | Satisfied 26% | Dissatisfied 9% — 7.9

C Caucasian (n=275): Very satisfied 65% | Satisfied 28% | Dissatisfied 6% — 7.9

D African American (n=128): Very satisfied 62% | Satisfied 32% | Dissatisfied 6% — 7.8

E Mixed (n=74): Very satisfied 55% | Satisfied 29% | Dissatisfied 16% — 7.4

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

Due to weighting and rounding percentages may not add to 100%.

- Asian residents are most likely to be very satisfied that the Police Department provides adequate information and crime prevention programs.

  – Three-quarters of Asian (75%) residents are very satisfied with this service aspect, as compared to 66% Hispanics, 65% of Caucasian, 62% of African Americans and 55% of those residents of Mixed decent.

- The most notable shift in ranking this year is the Mixed-Race segment falling from the second highest in 2020 to the bottom position now.

  – Notably these residents are most apt to express dissatisfaction with the Department's programs at 16% (vs. 6% in 2020), which attributes to the decrease in rank this year.
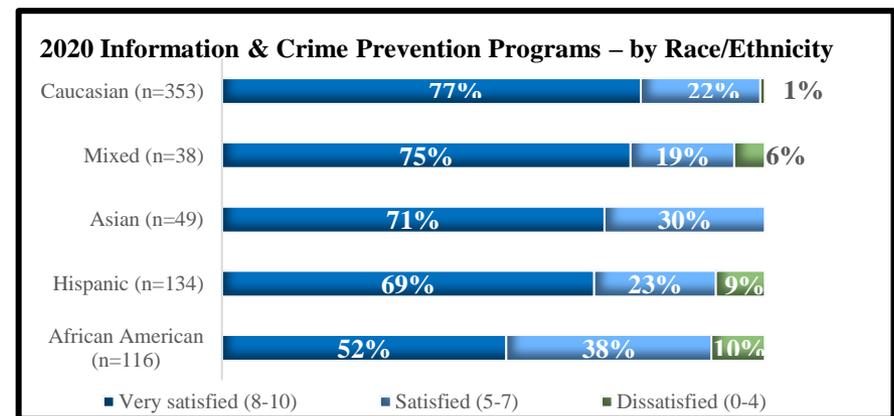
2020 Information & Crime Prevention Programs – by Race/Ethnicity

Caucasian (n=353): Very satisfied 77% | Satisfied 22% | Dissatisfied 1%

Mixed (n=38): Very satisfied 75% | Satisfied 19% | Dissatisfied 6%

Asian (n=49): Very satisfied 71% | Satisfied 30%

Hispanic (n=134): Very satisfied 69% | Satisfied 23% | Dissatisfied 9%

African American (n=116): Very satisfied 52% | Satisfied 38% | Dissatisfied 10%

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Information & Crime Prevention Programs – by Income

AVG

A	<$50K (n=133)	72% / 23% / 6%	8.1
B	$50K-<$100K (n=159)	64% / 26% / 9%	7.8
C	$100K-<$150K (n=130)	63% / 30% / 8%	7.8
D	$150K+ (n=202)	63% / 31% / 6%	7.8

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
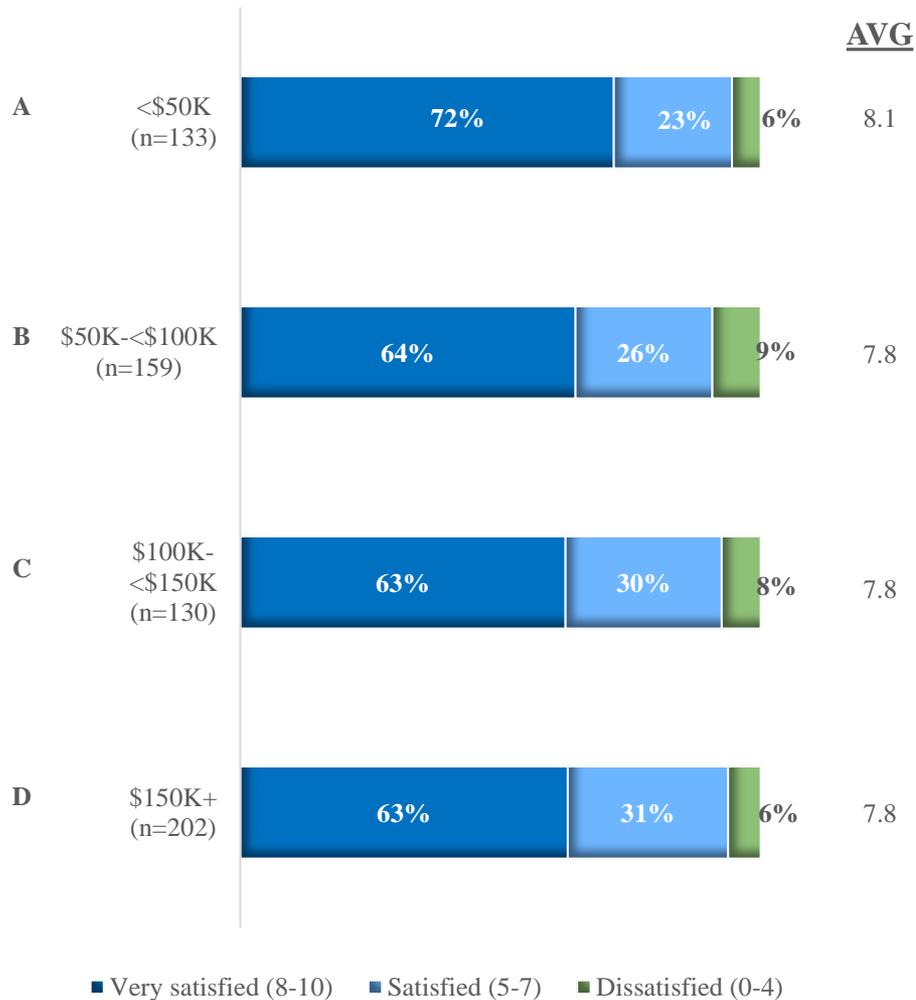
⬭ = *significant difference among respondent segments*

- County residents with the lowest income level (under $50K per year) are most apt to be very satisfied with the Police Department's information and crime prevention programs.

  – To illustrate, 72% of residents representing this segment rate the Department as 8-10 on the 10-point satisfaction scale. This is higher than those in the second income category of $50K-<$100K (64%) and those in the two upper income categories of $100K-<$150K and $150K+ per year (both at 63%).

- Simultaneously, the residents in the second income level are most likely to voice dissatisfaction with this police service aspect. Specifically, 9% of those earning $50K-<$100K per year rate the provided programs as 4 or less on the 10-point scale.

- In comparison, 6% of the highest income level per year, and 6% of the lowest income per year share these views.

Due to weighting and rounding percentages may not add to 100%.

Q2E. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

7. Police Attitudes & Behaviors

Police Attitudes & Behaviors

AVG	7.9	8.6	8.4
Overall Satisfied	92%	96%	95%

	2018 (n=1550)	2020 (n=747)	2023 (n=747)
Very satisfied (8-10)	67%	81%	77% ↓
Satisfied (5-7)	25%	15%	18% ↑
Dissatisfied (0-4)	8%	4%	4%

■ Dissatisfied (0-4)   ▨ Satisfied (5-7)   ▨ Very satisfied (8-10)
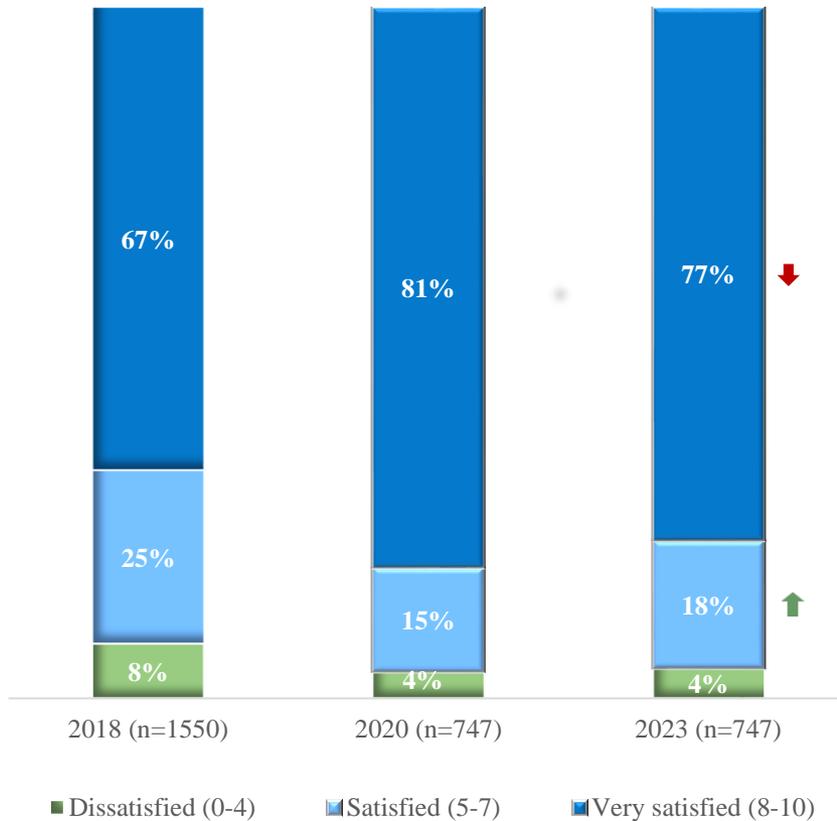
- Currently, residents' satisfaction that the Prince William County Police display positive attitudes and behaviors towards them is an impressive 95% expressing positive views on this metric.

  – This is a 3-point lift over 2018, which is attributable to a drop in the proportion of dissatisfied residents, from 8% in 2018 to 4% in both 2020 and 2023.

  – While this year's average score of 8.4 is impressive, it is a drop from the average score of 8.6 in 2020 on the 10-point scale. This observed drop is driven by a 4-point shift from 'very satisfied' to 'satisfied'

Due to weighting and rounding percentages may not add to 100%.

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Region

Police Attitudes & Behaviors: Very Satisfied (8-10) by Region
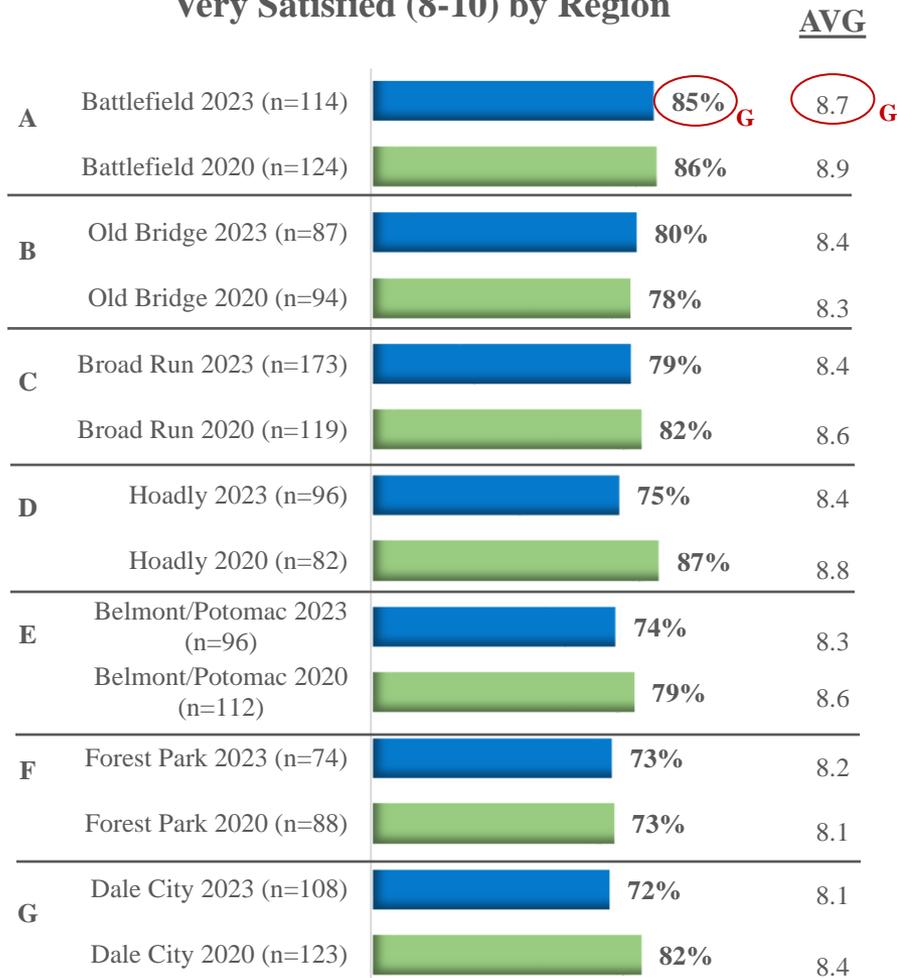
AVG

| Region		%	AVG
A	Battlefield 2023 (n=114)	85% **G**	8.7 **G**
	Battlefield 2020 (n=124)	86%	8.9
B	Old Bridge 2023 (n=87)	80%	8.4
	Old Bridge 2020 (n=94)	78%	8.3
C	Broad Run 2023 (n=173)	79%	8.4
	Broad Run 2020 (n=119)	82%	8.6
D	Hoadly 2023 (n=96)	75%	8.4
	Hoadly 2020 (n=82)	87%	8.8
E	Belmont/Potomac 2023 (n=96)	74%	8.3
	Belmont/Potomac 2020 (n=112)	79%	8.6
F	Forest Park 2023 (n=74)	73%	8.2
	Forest Park 2020 (n=88)	73%	8.1
G	Dale City 2023 (n=108)	72%	8.1
	Dale City 2020 (n=123)	82%	8.4

- Satisfaction that Prince William County Police display positive attitudes and behaviors towards residents across the regions stands out for the residents in Battlefield (85%) and Old Bridge (80%), which are the most satisfied areas.

  - In 2020, Hoadly (87%) and Battlefield (86%) were the top regions on this metric. While Battlefield is consistent with this year's rating at 85%, those living in Hoadly were less optimistic this year with a drop of -12 percentage points to 75% . This drop is attributed to a shift from very satisfied to satisfied as well as an increase in dissatisfied (4% in 2020 vs 9% in 2023).

- A substantial downtick (-10%) from 2020 has been noted in Dale City, landing in last place ranking (82% in 2020 vs 72% in 2018).

2023 Police Attitudes & Behaviors	Battlefield	Old Bridge	Broad Run	Hoadly	Belmont/ Potomac	Forest Park	Dale City
Very satisfied (8-10)	85%	80%	79%	75%	74%	73%	72%
Satisfied (5-7)	13%	14%	17%	17%	25%	23%	22%
Dissatisfied (0-4)	2%	6%	5%	9%	>1%	4%	6%

⬭ *= significant difference among regions*

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Age

AVG

A	Age 18-34 (n=230)	71% / 23% / 7% — 8.1 — C
B	Age 35-54 (n=275)	78% / 17% / 5% — 8.3 — C
C	Age 55+ (n=234)	83% / 16% / 2% — 8.7 — AB

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)
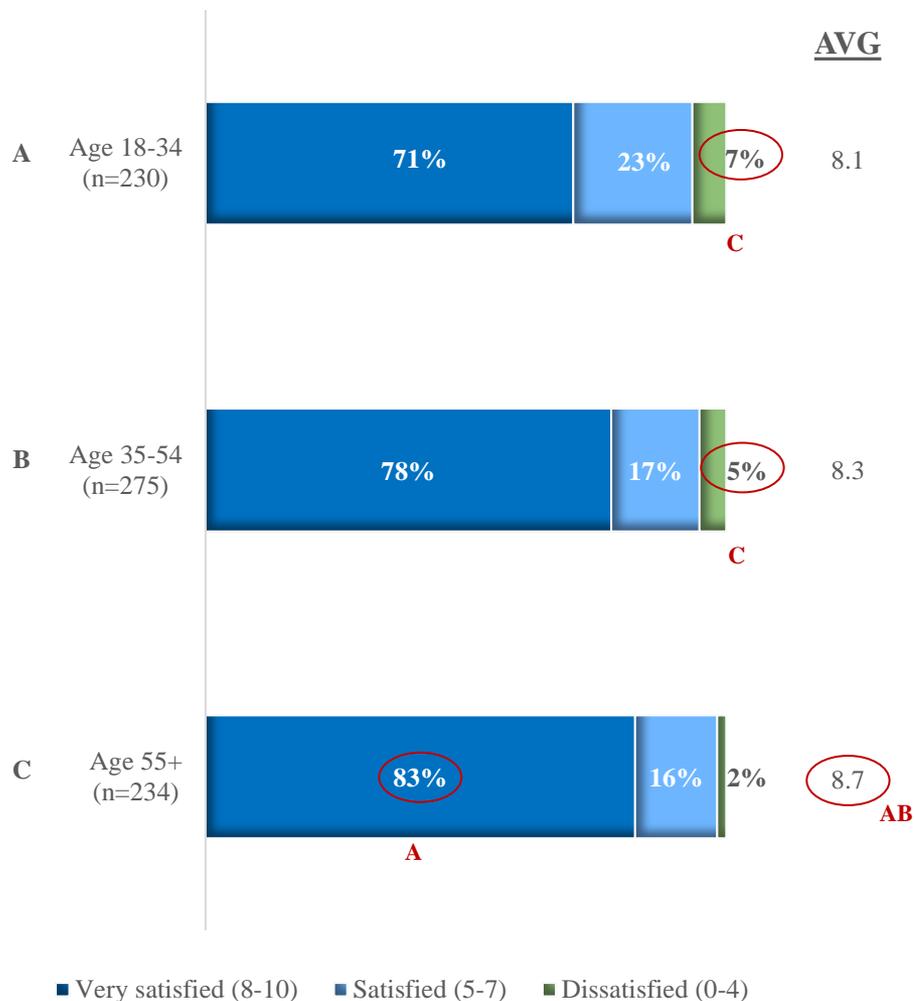
⬭ = *significant difference among respondent segments*

- In keeping with the established patterns, residents' satisfaction that the Prince William County Police display positive attitudes and behaviors towards them is directly proportional to their age, meaning that those in older categories are more likely to express positive opinions on this matter.

  – To illustrate, more than eight-in-ten residents aged 55+ (83%) are very satisfied with this aspect, as compared to 78% of those aged 35-54 and 71% of those aged 18-34.

  – Conversely, the youngest resident segment is most inclined to feel dissatisfied. Specifically, 7% of those aged 18-34 voice negative sentiments, vs. 5% of those aged 35-54, vs. 2% of those aged 55+.

- The highest average resident rating at 8.7 on this metric is awarded by those aged 55+.

Due to weighting and rounding percentages may not add to 100%.

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Length of Residency
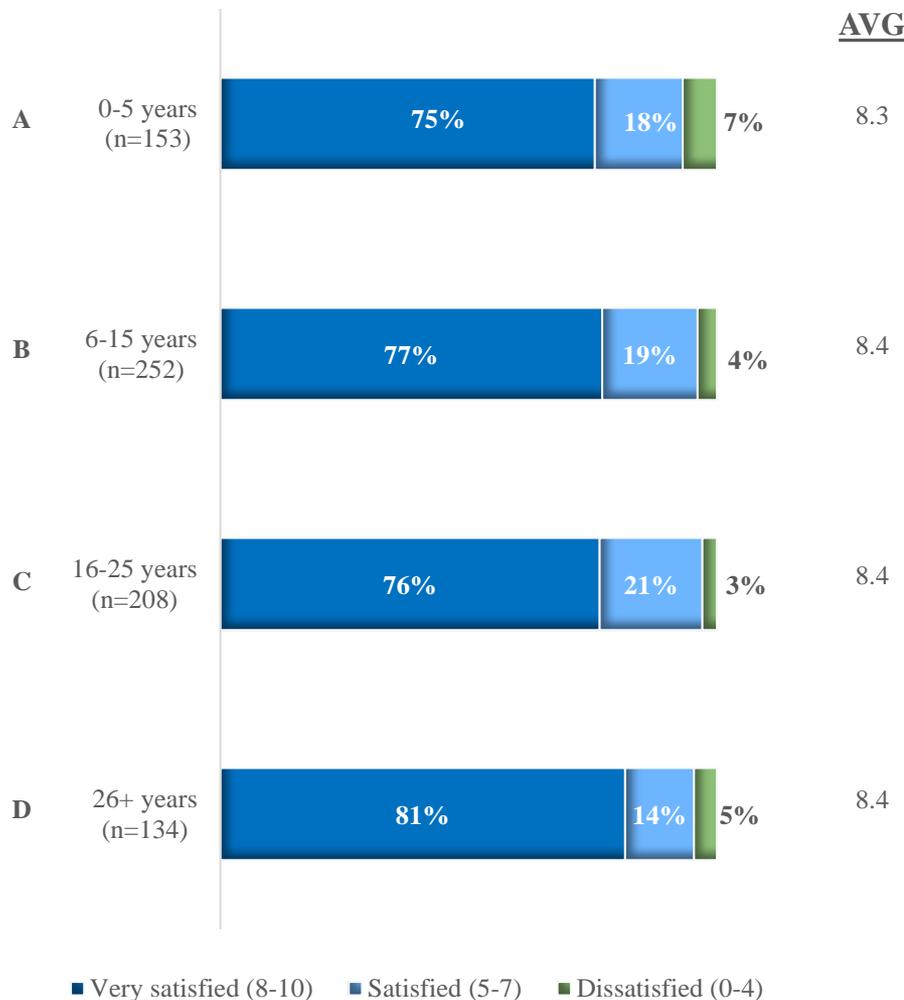
AVG

A — 0-5 years (n=153): 75% | 18% | 7% — 8.3

B — 6-15 years (n=252): 77% | 19% | 4% — 8.4

C — 16-25 years (n=208): 76% | 21% | 3% — 8.4

D — 26+ years (n=134): 81% | 14% | 5% — 8.4

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ *= significant difference among respondent segments*

- As with previous metrics, citizens with the longest tenure in the area (26+ years) are most likely to be very satisfied that Prince William County Police display positive attitudes and behaviors towards residents.

  – More than eight-in-ten (81%) of the most tenured residents are very satisfied with this aspect, which is higher than the 77% noted among those living in the County for under 6-15 years.

  – While there are fluctuations in satisfaction levels among the length of residency categories on this aspect of police performance, unlike the previous survey in 2020 there are no significant differences.

  – Interestingly, the highest proportion of dissatisfied respondents (7%) is observed among those with the least years of tenure.

Due to weighting and rounding percentages may not add to 100%.

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Education

AVG

A High school or less (n=141)	81% 17% 3% — 8.6
B Some college (n=208)	73% 20% 7% — 8.3
C 4-year college grad (n=207)	74% 22% 4% — 8.2 / **D**
D Grad degree (n=190)	82% 14% 5% — 8.5

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
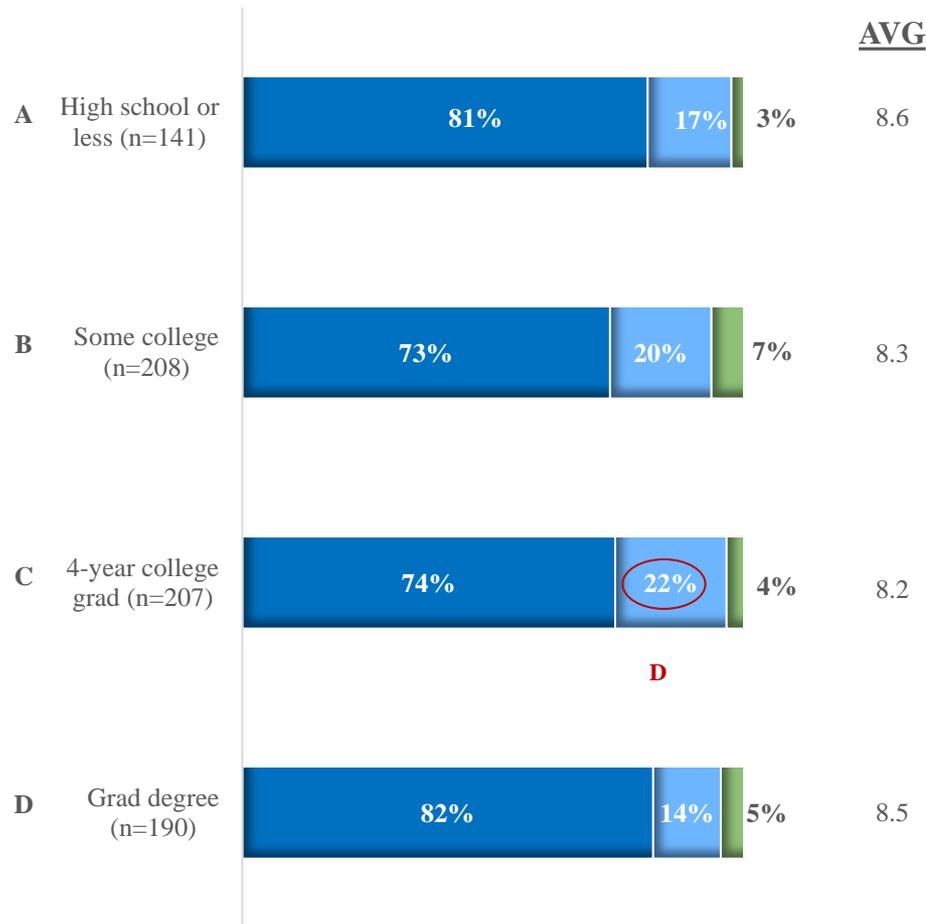
- County residents with graduate or professional degrees beyond college are the most likely segment to feel very satisfied with the Police officers' attitudes and behaviors towards citizens.

  – Specifically, 82% of residents with graduate / professional degrees beyond college are very satisfied with this metric vs. the 81% of those with a high school diploma or less, vs. 74% of those with a 4-year college degree vs. 73% of those residents with some college.

  – The highest level of dissatisfaction is observed by 7% of residents with some college experience reporting ratings of 0-4 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Police Attitudes & Behaviors – by Race/Ethnicity

AVG

				AVG
A Caucasian (n=305)	82%	15%	3%	8.6
	DE			CDE
B Asian (n=70)	79%	18%	3%	8.6
				D
C African American (n=138)	74%	23%	4%	8.1
D Hispanic (n=209)	73%	20%	7%	8.2
	E			
E Mixed (n=82)	58%	30%	13%	7.6

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
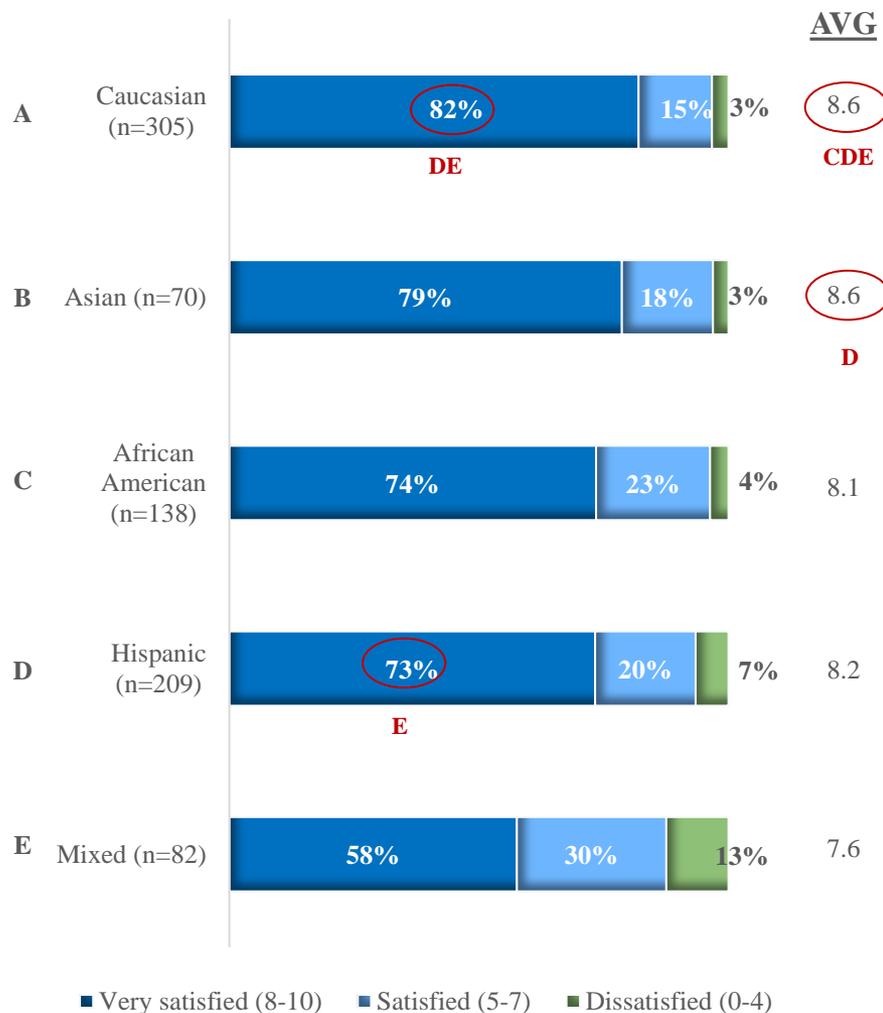
- Caucasian respondents (82%) are most likely to be very satisfied that the Police display positive attitudes and behaviors towards residents. This result is consistent with the previous surveys' (2020, and 2018) results on this metric. This sentiment attributes to the high average rating of 8.6 this year.

- At the same time, the Mixed-Race residents (13%) and those of Hispanic decent (7%) are most apt to voice dissatisfaction with County's Police officers displaying positive attitudes and behavior towards residents, ratings of 0-4 on the 10-point scale.
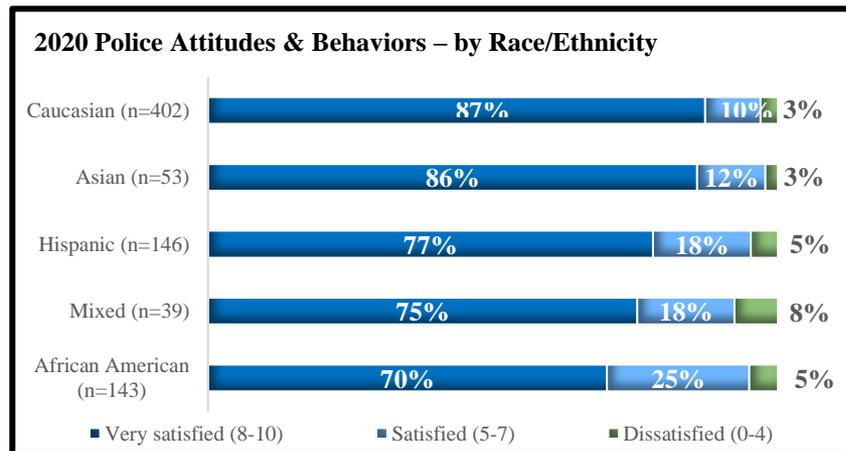
2020 Police Attitudes & Behaviors – by Race/Ethnicity

Caucasian (n=402)	87%	10%	3%
Asian (n=53)	86%	12%	3%
Hispanic (n=146)	77%	18%	5%
Mixed (n=39)	75%	18%	8%
African American (n=143)	70%	25%	5%

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

Due to weighting and rounding percentages may not add to 100%.

Q2F. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that the Prince William's Police display positive attitudes and behaviors towards residents? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

8. Animal Control

Animal Control

AVG	7.6	8.3	8.2
Overall Satisfied	92%	95%	95%

Chart with three stacked bars:

2018 (n=1390):
- Very satisfied (8-10): 62%
- Satisfied (5-7): 31%
- Dissatisfied (0-4): 8%

2020 (n=624):
- Very satisfied (8-10): 74%
- Satisfied (5-7): 21%
- Dissatisfied (0-4): 5%

2023 (n=677):
- Very satisfied (8-10): 74%
- Satisfied (5-7): 21%
- Dissatisfied (0-4): 6%

Legend: ■ Dissatisfied (0-4) ■ Satisfied (5-7) ■ Very satisfied (8-10)
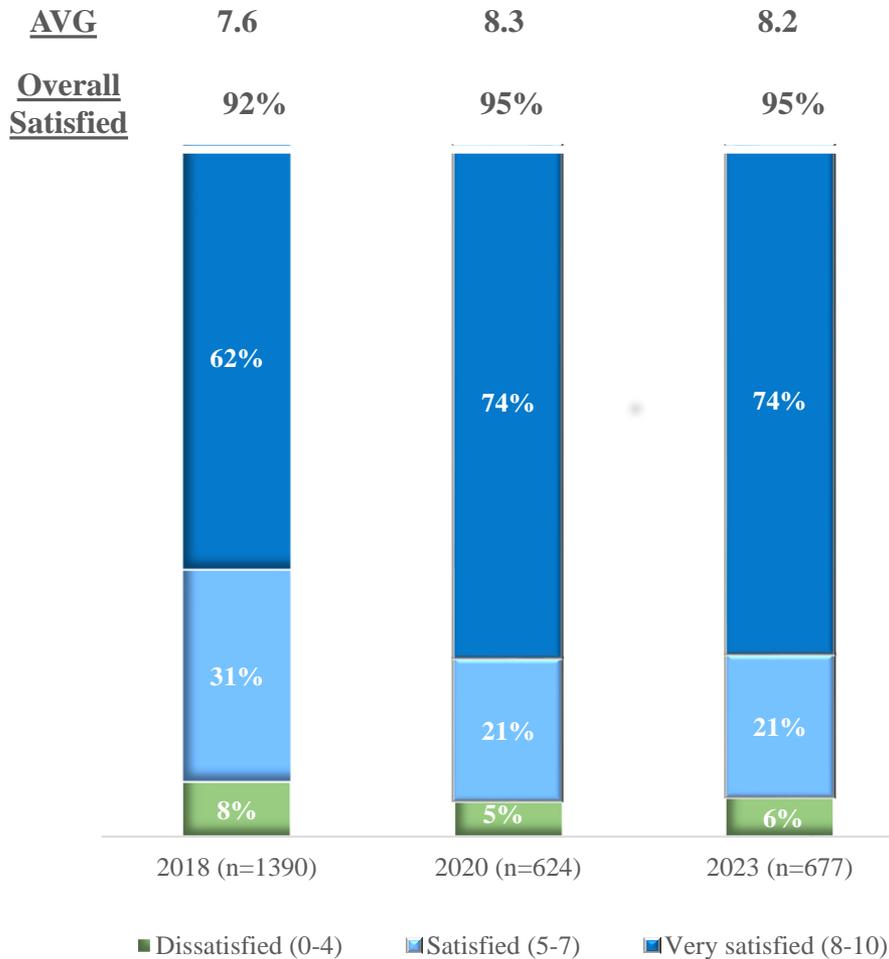
- At present, nearly all residents (95%) in Prince William County are satisfied that Animal Control effectively protects residents and animals. Furthermore, nearly three-quarters (74%) of residents are very satisfied with this aspect of the County services.

- The satisfaction levels on this metric overwhelmingly mirror the 2020 survey year with only a minor fluctuation of a slight increase in dissatisfied residents (5% in 2020 vs. 6% in 2023).

- Additionally, residents in 2023 and in 2020 are less likely to rate the Animal Control services as the lukewarm satisfied, 5-7 on a 10-point scale (21% vs. 31% in 2018) and more likely to rate it as very satisfied 8-10 on the 10-point scale (74% vs. 62% in 2018).

Due to weighting and rounding percentages may not add to 100%.

Q2G. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Animal Control effectively protects residents and animals? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Animal Control – by Region

**Animal Control:
Very Satisfied (8-10) by Region**

AVG

Region		Percent	AVG
A	Hoadly 2023 (n=83)	80%	8.8 **CDEFG**
	Hoadly 2020 (n=63)	74%	8.4
B	Broad Run 2023 (n=158)	77%	8.2
	Broad Run 2020 (n=102)	84%	8.7
C	Battlefield 2023 (n=93)	74%	8.2
	Battlefield 2020 (n=101)	82%	8.8
D	Forest Park 2023 (n=70)	72%	8.1
	Forest Park 2020 (n=78)	63%	7.8
E	Dale City 2023 (n=105)	72%	7.9
	Dale City 2020 (n=96)	73%	8.3
F	Belmont/Potomac 2023 (n=86)	71%	8.0
	Belmont/Potomac 2020 (n=99)	71%	8.3
G	Old Bridge 2023 (n=82)	70%	8.0
	Old Bridge 2020 (n=80)	69%	8.0

- Satisfaction that Animal Control effectively protects residents and animals in the County is distributed fairly evenly across the County, with few differences by locality.

  – This being said, average satisfaction peaked in Hoadly at 8.8, followed by Broad Run and Battlefield at 8.2 each.
  – The increase in very satisfied perceptions of Animal Control is driven by gains particularly by the substantial lifts in Hoadly (+6 points) and Forest Park (+9 points).

- In 2023, Hoadly is the obvious leader on this metric, with eight-in-ten residents (80%) reporting they are very satisfied, followed closely by Broad Run with over than three-quarters (77%) of residents reporting very satisfied.

  – It is noteworthy that in the 2020 survey iteration Hoadly, Broad Run, and Battlefield were also the top three leaders in this metric

| 2023 Animal Control	Hoadly	Broad Run	Battlefield	Forest Park	Dale City	Belmont/ Potomac	Old Bridge
Very satisfied (8-10)	80%	77%	74%	72%	72%	71%	70%
Satisfied (5-7)	19%	16%	26%	22%	21%	22%	24%
Dissatisfied (0-4)	1%	7%	1%	6%	8%	7%	7%

◯ = *significant difference among regions*

Q2G. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Animal Control effectively protects residents and animals? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Animal Control – by Race/Ethnicity

AVG

A Hispanic (n=195)	82% D / 13% / 5%	8.6
B Caucasian (n=278)	77% / 19% / 5%	8.2
C Asian (n=62)	72% / 25% / 3%	8.1
D African American (n=123)	69% / 27% A / 4%	8.1
E Mixed (n=75)	69% / 21% / 9%	8.0

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
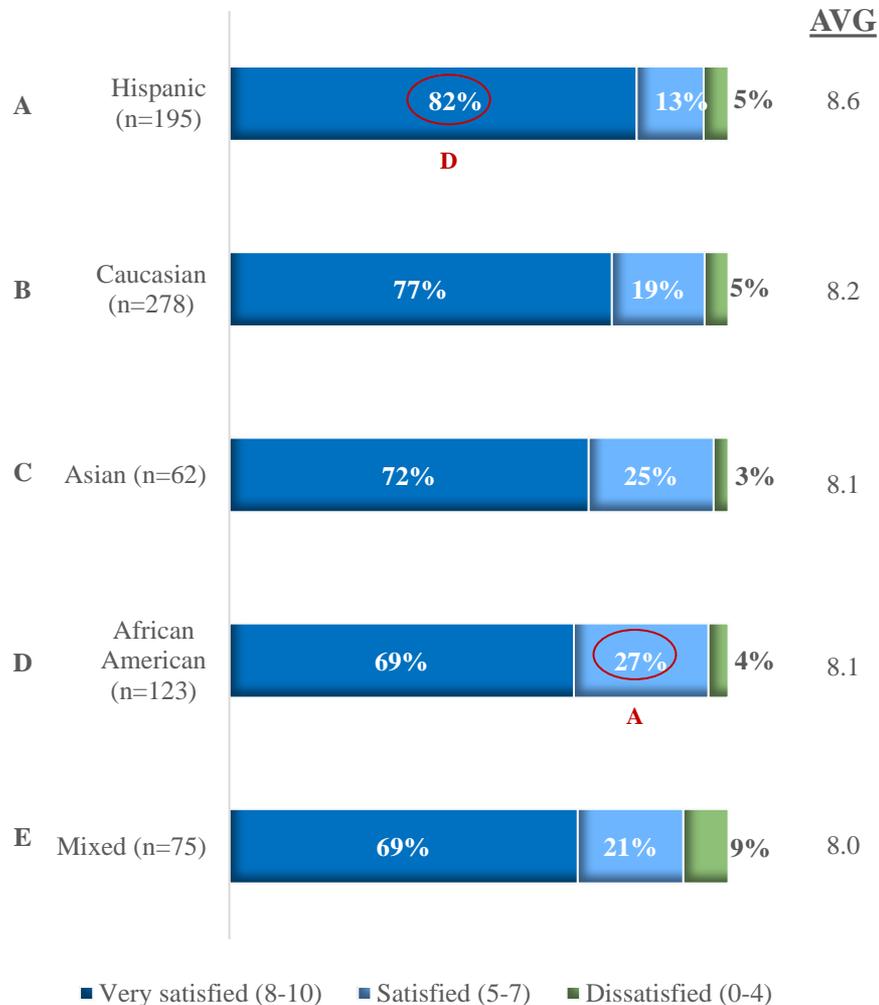
◯ = *significant difference among respondent segments*

- Hispanic residents (82%) of Prince William County are most likely to be very satisfied that Animal Control effectively protects residents and animals. This high satisfaction level is followed by Caucasian residents (77%).

- Additionally, African American and Mixed-Race residents (at 69% each) were the least likely segments to rate their satisfaction with Animal Control in the same manner.
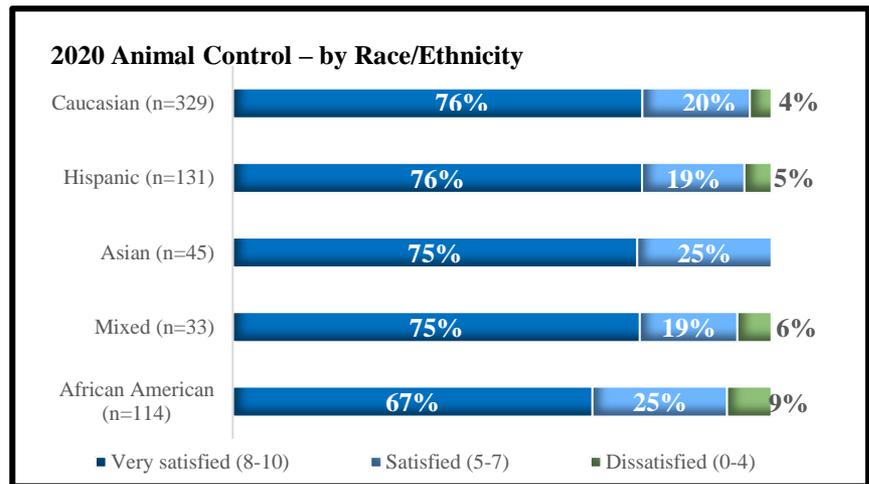
2020 Animal Control – by Race/Ethnicity

Caucasian (n=329)	76% / 20% / 4%	
Hispanic (n=131)	76% / 19% / 5%	
Asian (n=45)	75% / 25%	
Mixed (n=33)	75% / 19% / 6%	
African American (n=114)	67% / 25% / 9%	

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Due to weighting and rounding percentages may not add to 100%.

Q2G. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that Animal Control effectively protects residents and animals? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

9. Neighborhood Safety

Neighborhood Safety

AVG	8.5	8.8	8.5 ⬇
Overall Satisfied	96%	98%	97%

81%	84%	79% ⬇
15%	14%	18% ⬆
5%	2%	3%
2018 (n=1595)	2020 (n=824)	2023 (n=800)

■ Dissatisfied (0-4)　　■ Satisfied (5-7)　　■ Very satisfied (8-10)
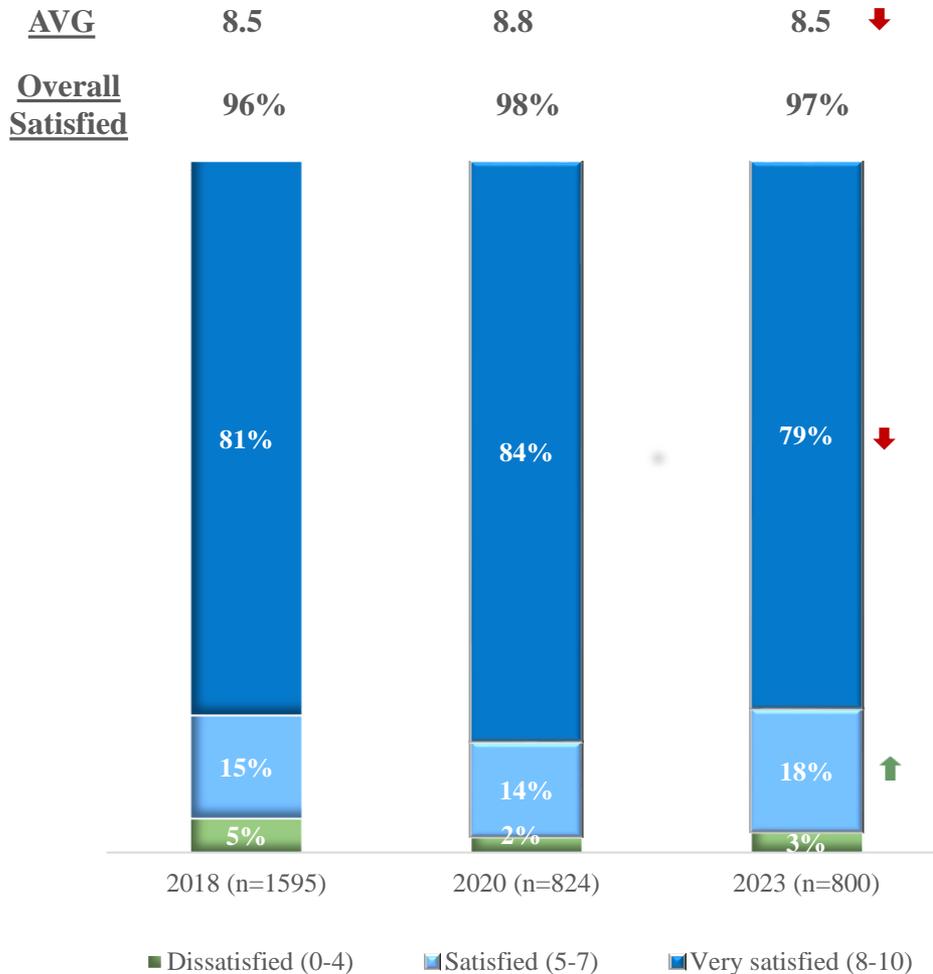
Due to weighting and rounding percentages may not add to 100%.

- The overwhelming majority (97%) of Prince William County residents feel safe in their neighborhoods. This overall satisfied metric is consistent with the previous survey iterations.

- Furthermore, a healthy eight-in-ten (79%) residents report they are very satisfied with this aspect of the County services which represents a slight decrease vs. 84% in 2020 and 81% in 2018.

  – This observed drop is a result of simultaneous fluctuations across the years in dissatisfaction (5% in 2018 and 2% in 2020 and 3% now) and those satisfied (15% in 2018 and 14% in 2020 and 18% now).

  – The average rating of 8.5 on a 10-point scale remains an important indicator of a healthy and safe community.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Region

Neighborhood Safety:
Very Satisfied (8-10) by Region

AVG

Region		%	AVG
A	Battlefield 2023 (n=124)	**BCDEFG** 96%	9.2 **BCDEFG**
	Battlefield 2020 (n=136)	95%	9.5
B	Hoadly 2023 (n=101)	**FG** 86%	8.8 **FG**
	Hoadly 2020 (n=89)	88%	8.9
C	Old Bridge 2023 (n=91)	**G** 82%	8.6 **FG**
	Old Bridge 2020 (n=110)	87%	8.9
D	Forest Park 2023 (n=82)	**G** 79%	8.4
	Forest Park 2020 (n=101)	76%	8.5
E	Broad Run 2023 (n=177)	77%	8.5 **FG**
	Broad Run 2020 (n=126)	84%	8.8
F	Belmont/Potomac 2023 (n=107)	72%	8.0
	Belmont/Potomac 2020 (n=123)	81%	8.6
G	Dale City 2023 (n=118)	65%	8.0
	Dale City 2020 (n=134)	78%	8.4
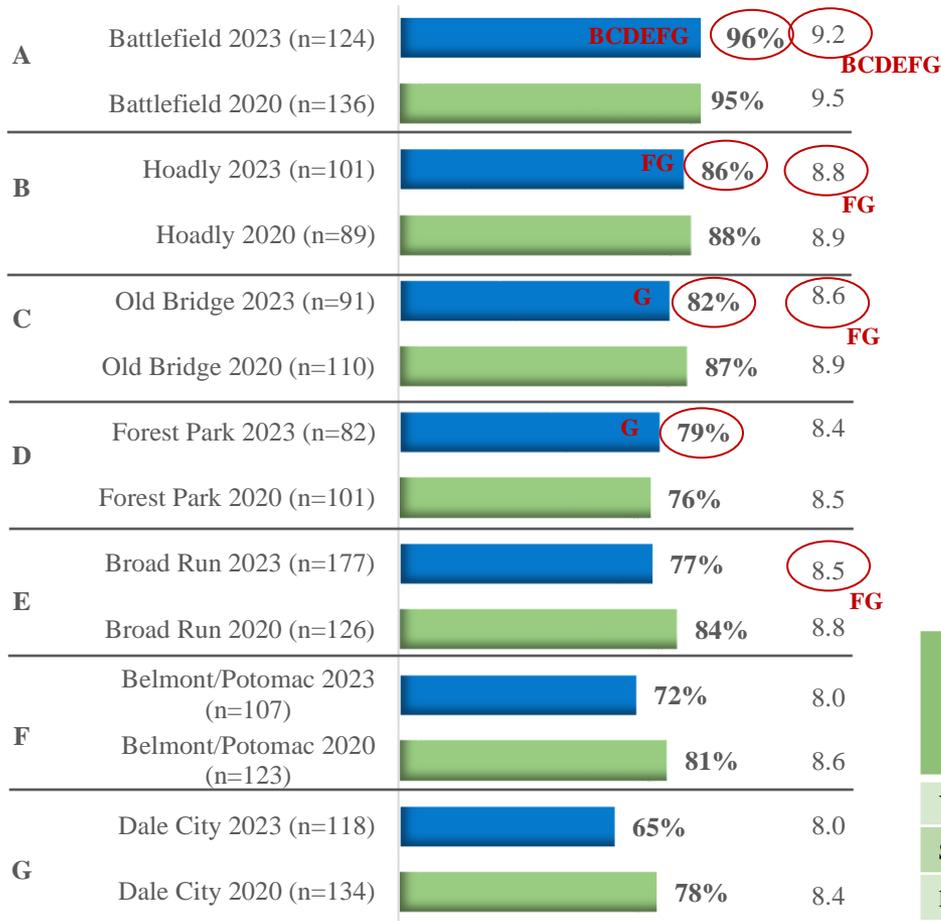
⭕ = *significant difference among regions*

- The feeling of safety in your neighborhood peaked in the Battlefield area of Prince William County with an impressive 96% of residents rating the highest satisfaction on this metric 8-10 on the 0-to-10 scale. This rating attribute an equally impressive average score of 9.2 on a 10-point scale. Both ratings in this locality are significantly higher than all others.

- This trend continues with the high satisfaction views reported in Hoadly (86%) and in Old Bridge (82%) rounding out the 3-top areas for this metric in 2023. This is consistent with the 3-top ranking localities in the 2020 survey.

- The lowest scores, on the other hand, were observed in Belmont/Potomac and Dale City (72% and 65%, respectively) and these trends are similar to the results reported in 2020.

2023 Neighborhood Safety	Battlefield	Hoadly	Old Bridge	Forest Park	Broad Run	Belmont/ Potomac	Dale City
Very satisfied (8-10)	96%	86%	82%	79%	77%	72%	65%
Satisfied (5-7)	4%	13%	16%	18%	21%	22%	30%
Dissatisfied (0-4)	1%	2%	2%	3%	3%	6%	5%

*Due to weighting and rounding percentages may not add to 100%.*

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Age
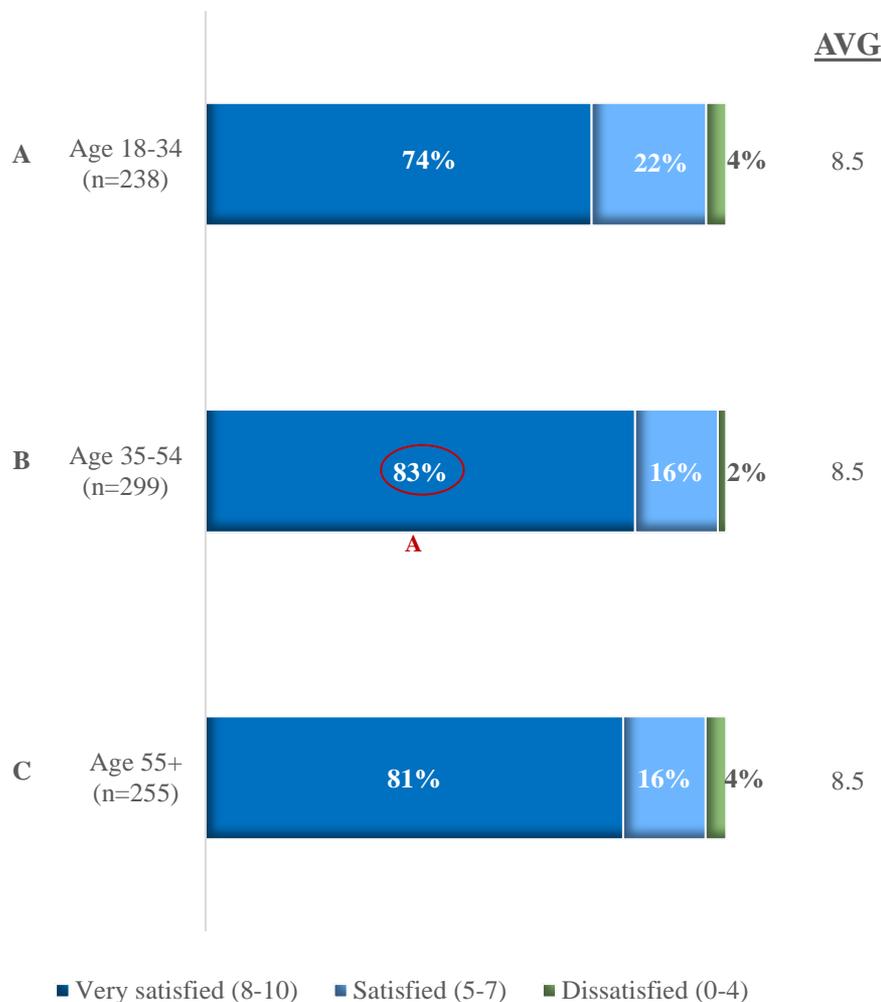
AVG

A Age 18-34 (n=238) — 74% | 22% | 4% — 8.5

B Age 35-54 (n=299) — 83% | 16% | 2% — 8.5
A

C Age 55+ (n=255) — 81% | 16% | 4% — 8.5

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*

- At 83%, residents aged 35-54 are the most likely to be very satisfied that they feel safe in their neighborhood. This result is significantly higher than the 74% noted among the youngest respondent segment (those under the age of 35). These results are similar to those reported in 2020.

  – In comparison, residents aged 18-34 are more likely than those aged 35+ to rate neighborhood safety as 5-7 on the 10-point satisfaction scale.

- All residents across the board award the Police Department high average of 8.5 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Length of Residency
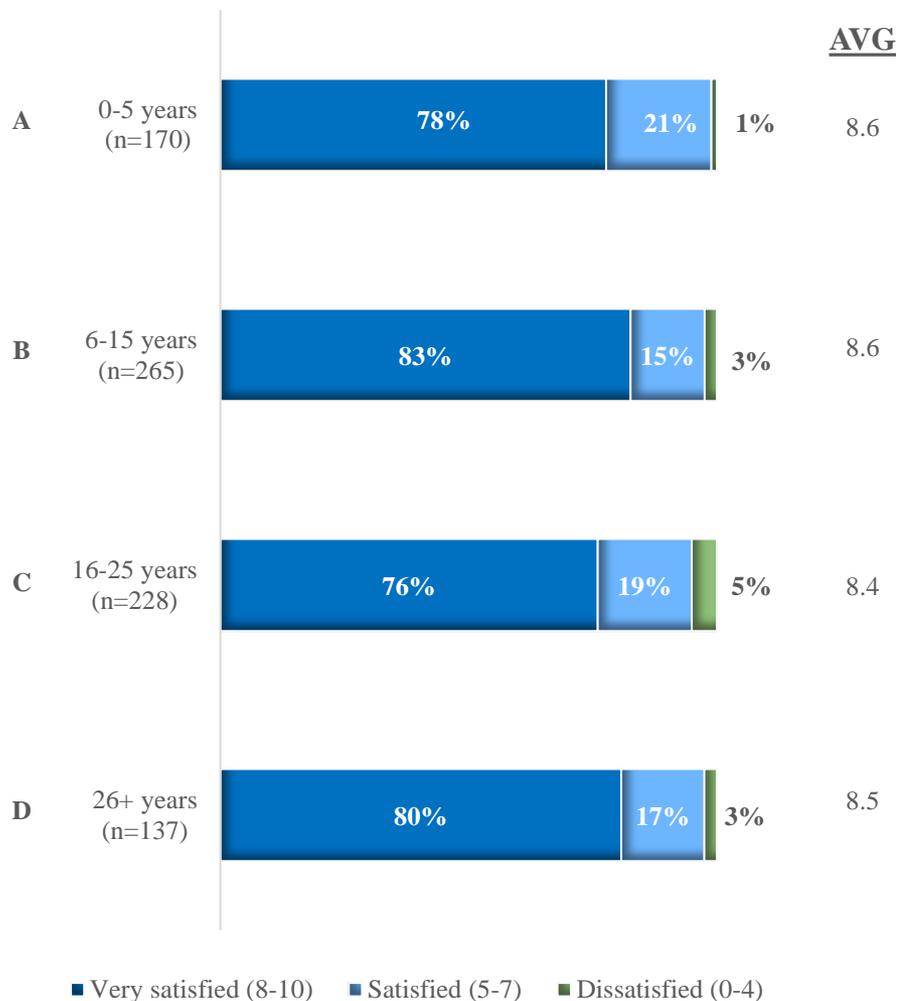
			AVG
A	0-5 years (n=170)	78% 21% 1%	8.6
B	6-15 years (n=265)	83% 15% 3%	8.6
C	16-25 years (n=228)	76% 19% 5%	8.4
D	26+ years (n=137)	80% 17% 3%	8.5

■ Very satisfied (8-10)　■ Satisfied (5-7)　■ Dissatisfied (0-4)

◯ = *significant difference among respondent segments*

- There are no significant differences in how satisfied residents are regarding feeling safe in their own neighborhoods in Prince William County this year.

- With that said, at 83%, those residents who have been living in the County for 6-15 years are more likely to be very satisfied that they feel safe in their neighborhood. This sentiment is closely followed by the longest tenured residents (26+ years) at 80%.

  - At 78%, those residing in the County for the shortest tenure (0-5 years) are more likely to be very satisfied than those living in the area for 16 – 25 year (76%).

- Dissatisfaction levels are low, but they peak among residents with tenure of 16-25 years. A total of 5% of these respondent's rate neighborhood safety as only 0-4 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Education

			AVG
A	High school or less (n=145)	75% 19% 6%	8.4
B	Some college (n=222)	76% 23% 1%	8.6
C	4-year college grad (n=226)	77% 19% 4%	8.4
D	Grad degree (n=206)	88% 10% 2%	8.7

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

⬭ = *significant difference among respondent segments*
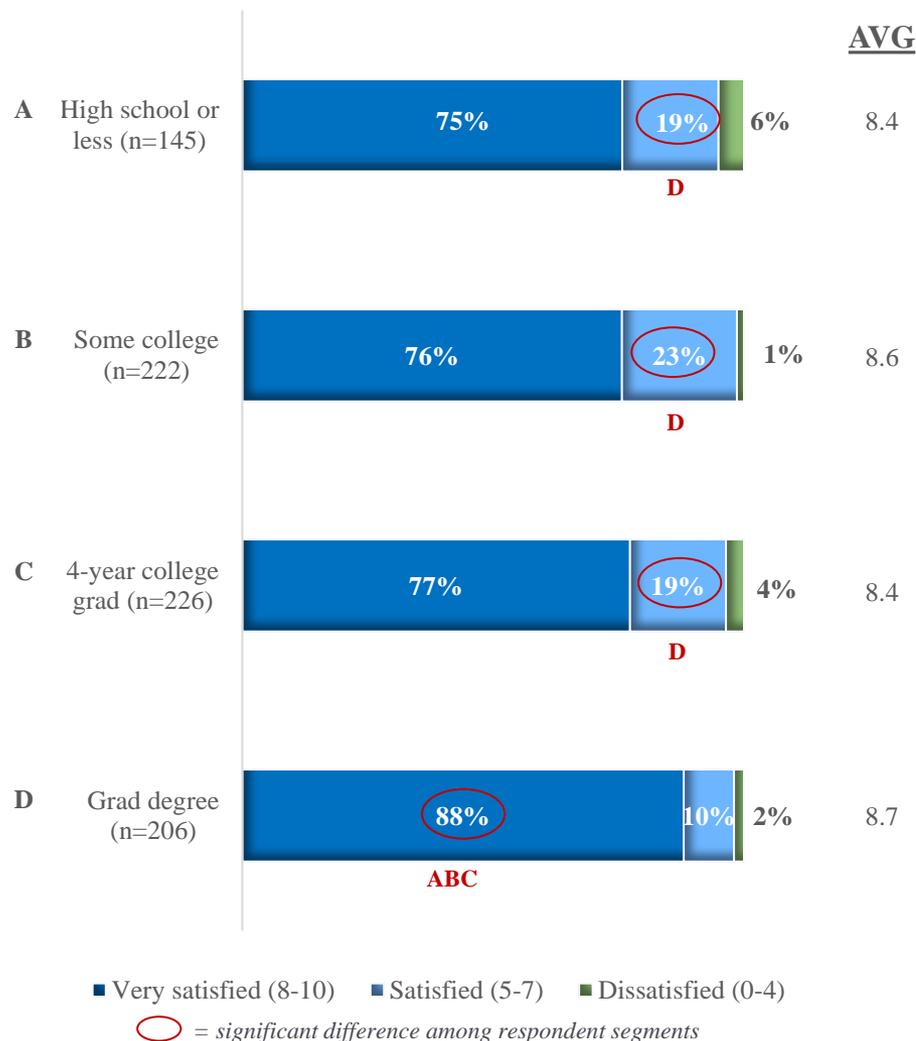
- Residents with the highest education attainment, graduate / professional degree beyond college (88%) are the most likely segment to say they are very satisfied with their neighborhood safety.

    – This result is significantly higher than all other segments reported. That is, it is significantly higher than the 77% of residents with a 4-year college degree and those with some college experience (76%) as well as those residents with a high school diploma or less education (75%).

- High satisfaction with this metric is noted across all education attainment segments which is reflected in very high average scores well above 8 on the 10-point scale.

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Race/Ethnicity

AVG

- A — Asian (n=81): 85% | 13% | 2% — 8.7
- B — Caucasian (n=326): 82% (E) | 15% | 3% — 8.6
- C — African American (n=151): 80% | 17% | 3% — 8.4
- D — Mixed (n=82): 73% | 25% | 2% — 8.6
- E — Hispanic (n=212): 72% | 25% (B) | 4% — 8.4

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
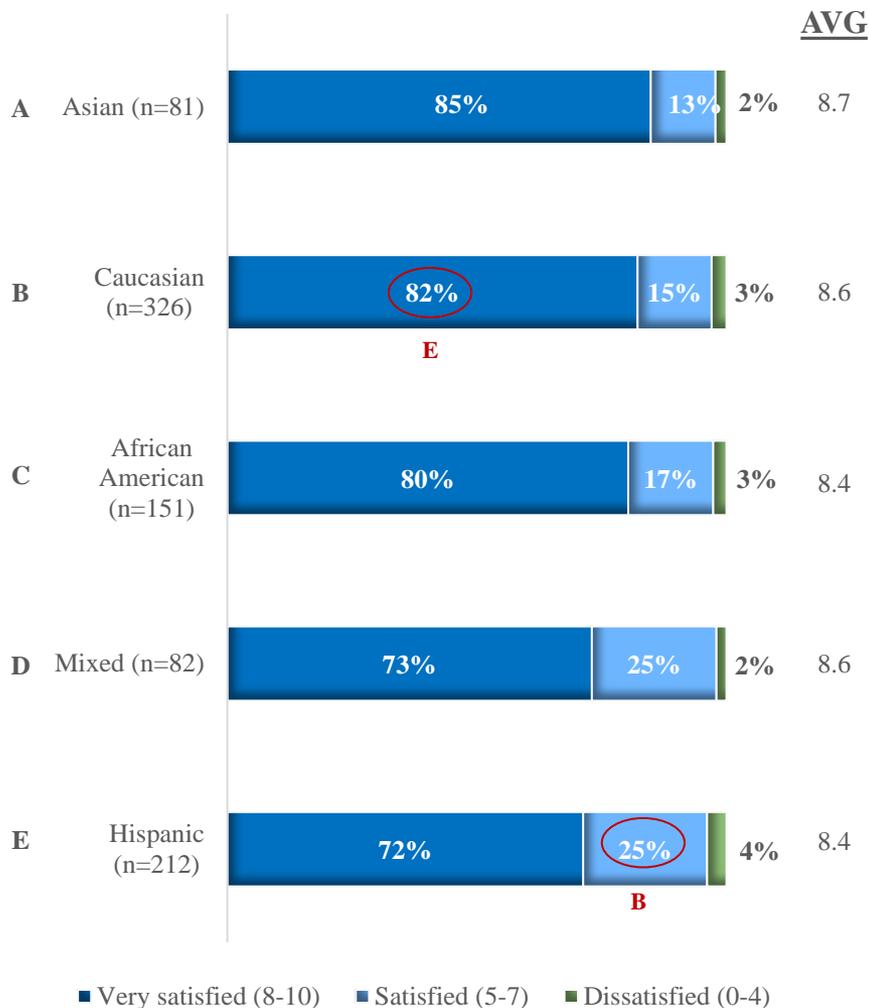
⬭ = *significant difference among respondent segments*

- As previously observed in this survey, Asian residents of Prince William County are most likely to be very satisfied that they feel safe in their neighborhood.

  – Asians at 85% are very satisfied with this aspect of their life vs. Caucasians (82%) vs. African Americans (80%) vs. Mixed-Race (73%) vs. Hispanic decent (72%).

- It is notable that Caucasians' (82%) very satisfied sentiment is significantly higher than the 72% of Hispanic residents reporting the same views.

- Interestingly, African American respondent views (80%) are identical from the 2020 survey wave to now.
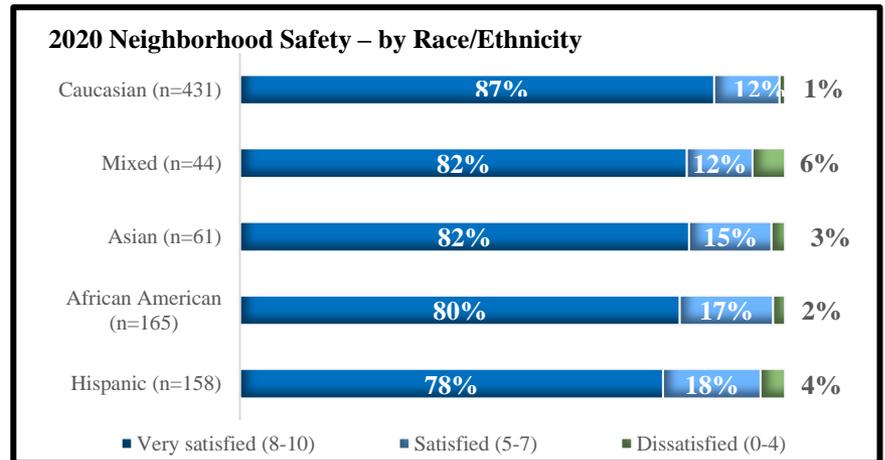
2020 Neighborhood Safety – by Race/Ethnicity

- Caucasian (n=431): 87% | 12% | 1%
- Mixed (n=44): 82% | 12% | 6%
- Asian (n=61): 82% | 15% | 3%
- African American (n=165): 80% | 17% | 2%
- Hispanic (n=158): 78% | 18% | 4%

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Neighborhood Safety – by Income

AVG

A   <$50K (n=139)   78%   17%   5%   8.5

B $50K-<$100K (n=187)   73%   24%   3%   8.4   D

C $100K-<$150K (n=152)   79%   21%   1%   8.6   D

D $150K+ (n=241)   85%   13%   2%   8.7   B

■ Very satisfied (8-10)   ■ Satisfied (5-7)   ■ Dissatisfied (0-4)

◯ = significant difference among respondent segments
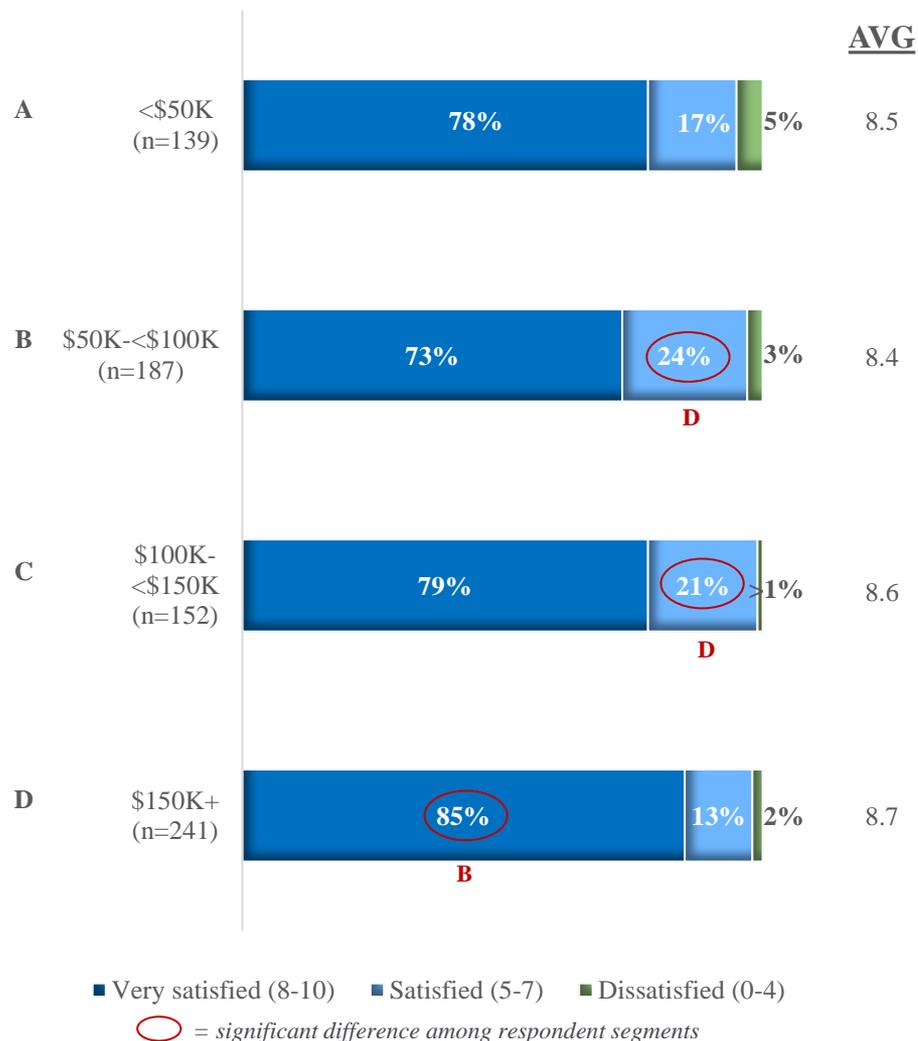
- County residents in the top income bracket ($150K+ per year) are most likely to be very satisfied with their neighborhood safety.

  - To illustrate, 85% of the residents representing the $150K+ income segment rate the safety of their neighborhood as 8-10 on the 10-point satisfaction scale, which is substantially higher than the segment with incomes ranging from $50K-<$100K (73%).

  - Furthermore, nearly eight-in-ten (78%) residents with incomes below $50K as well as those with incomes ranging from $100K to $150K feel the same way.

- The impressive average ratings of this metric noted in the $100K+ segments (8.6 - 8.7 on the 10-point scale) are among some of the highest in this year's survey.

Due to weighting and rounding percentages may not add to 100%.

Q2H. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe in your neighborhood? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

10. Safety in Commercial Areas of Prince William County

Safety in Commercial Areas

AVG	8.1	8.6	7.9 🔻
Overall Satisfied	96%	98%	95%

70%	79%	66% 🔻
26%	19%	29% 🔼
4%	2%	5%
2018 (n=1588)	2020 (n=816)	2023 (n=795)

■ Dissatisfied (0-4)   ■ Satisfied (5-7)   ■ Very satisfied (8-10)
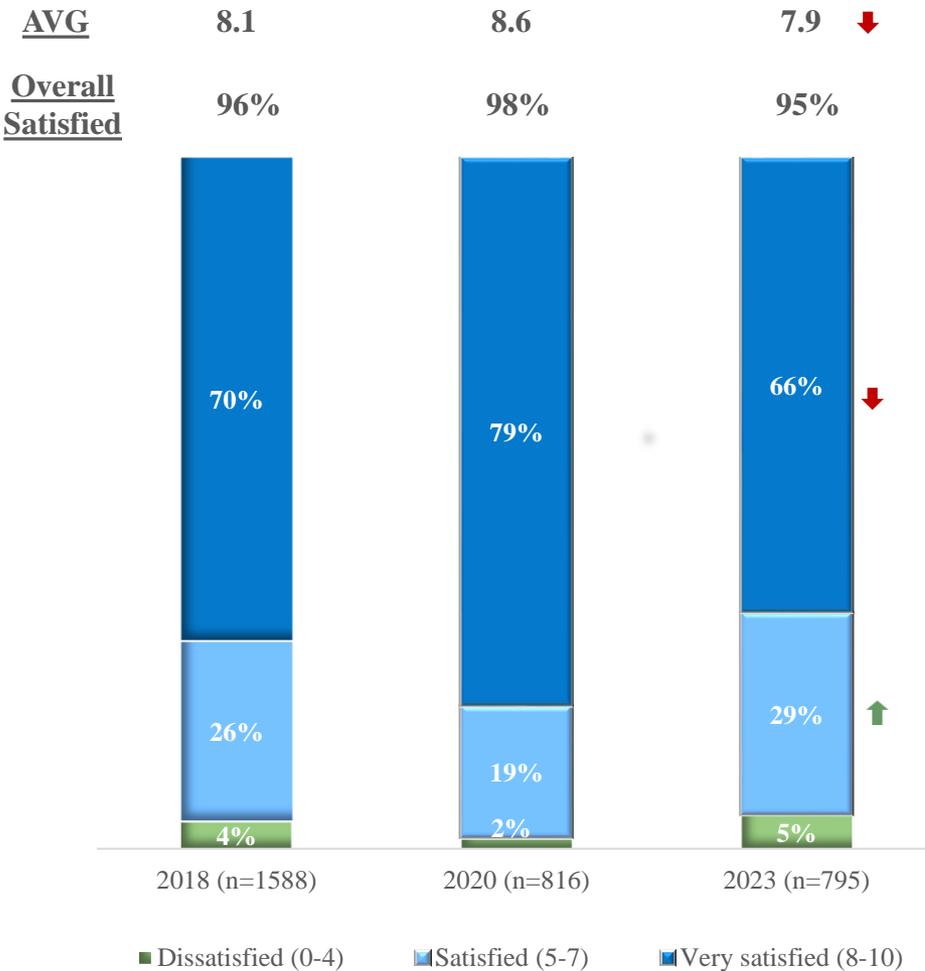
Due to weighting and rounding percentages may not add to 100%.

- Residents feel safe in commercial areas of the County with the overall satisfaction of this metric remaining stable since 2018.

- At present, this metric remains impressive with 95% of respondents are satisfied that they feel safe when visiting commercial areas, compared to 98% noted in 2020 and 96% noted in 2018.

- This year's average score of 7.9 on the 10-point scale is a notable drop from 2020 (8.6) and is driven mostly by a shift to "satisfied" (19% in 2020 to 30% in 2023) from "very satisfied" (79% in 2020 to 66% in 2023).
    - The 2023 average of 7.9 is more on par with that reported in 2018 (8.1).

Q2I. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe when visiting commercial areas in Prince William County? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Safety in Commercial Areas – by Region

Safety in Commercial Areas: Very Satisfied (8-10) by Region

AVG

Region		Percent	AVG
A	Battlefield 2023 (n=122)	74% **G**	8.3 **EG**
	Battlefield 2020 (n=135)	87%	9.4
B	Hoadly 2023 (n=100)	70%	8.0
	Hoadly 2020 (n=89)	74%	8.9
C	Broad Run 2023 (n=176)	67%	8.0
	Broad Run 2020 (n=126)	78%	8.8
D	Belmont/Potomac 2023 (n=107)	65%	7.8
	Belmont/Potomac 2020 (n=123)	77%	8.6
E	Old Bridge 2023 (n=91)	62%	7.7
	Old Bridge 2020 (n=108)	84%	8.9
F	Forest Park 2023 (n=82)	61%	7.8
	Forest Park 2020 (n=98)	74%	8.5
G	Dale City 2023 (n=117)	58%	7.5
	Dale City 2020 (n=133)	78%	8.4
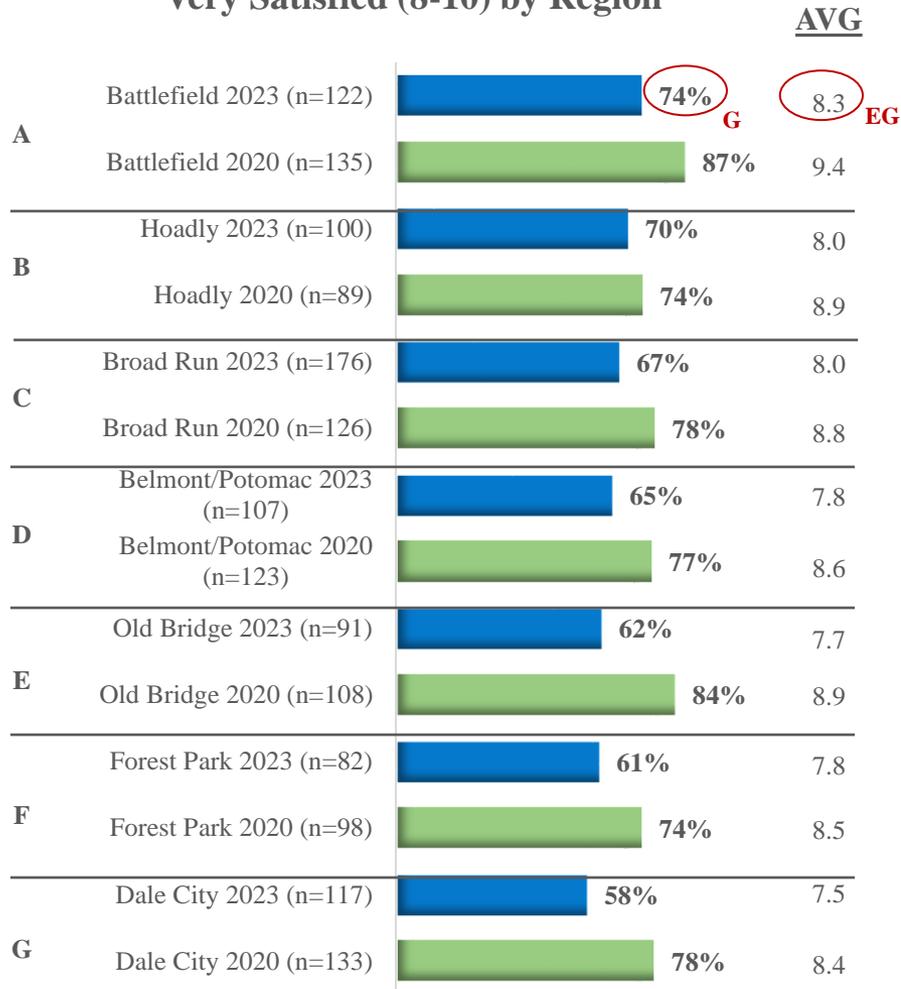
⭕ = *significant difference among regions*

- The Countywide perception of 'very satisfied' in feeling safe when visiting the commercial areas in Prince William County is reflected roughly by 7-out-of-10 residents in Battlefield (74%), Hoadly (70%) and Broad Run (67%).

  – Battlefield continues to lead the way this year, as in 2020. While Hoadly is lifted to 2nd position this year from its 5th ranking position in 2020 on this metric.

- On the other hand, Dale City shows a 20-point drop on this aspect of life compared to the 2020 results. Consequently, this locality is in the lowest ranking this year.

  – It is worth noting that the 20% drop in very satisfied Dale City residents (78% in 2020 vs 58% in 2023) is attributable mostly to a 16% shift from very satisfied to satisfied (20% in 2020 vs 36% in 2023) and an increase in dissatisfied residents (2% in 2020 vs 6% in 2023).

2023 Safety in Commercial Areas	Battlefield	Hoadly	Broad Run	Belmont/ Potomac	Old Bridge	Forest Park	Dale City
Very satisfied (8-10)	74%	70%	67%	65%	62%	61%	58%
Satisfied (5-7)	25%	23%	29%	28%	30%	36%	36%
Dissatisfied (0-4)	1%	7%	4%	7%	8%	3%	6%

*Due to weighting and rounding percentages may not add to 100%.*

Q2I. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe when visiting commercial areas in Prince William County? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Safety in Commercial Areas – by Race/Ethnicity

AVG

A Asian (n=81)	82% / 18%	8.4
	CDE	DE
B Mixed (n=82)	67% / 24% / 10%	7.8
C Hispanic (n=211)	65% / 32% / 4%	8.0
D Caucasian (n=324)	64% / 31% / 5%	7.8
	A	
E African American (n=150)	63% / 34% / 3%	7.9
	A	

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)
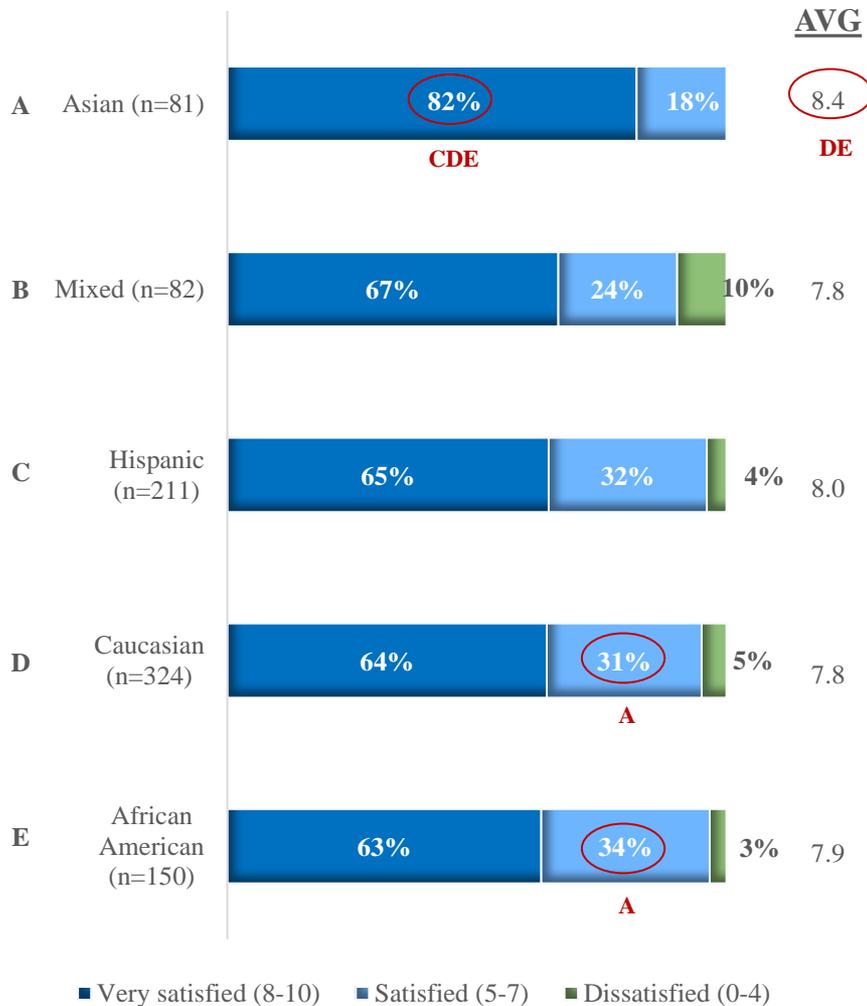
Due to weighting and rounding percentages may not add to 100%.

- Mirroring 2020, Asian residents (82%) are most likely to say they are very satisfied with feeling safe when visiting commercial areas in Prince William County in 2023.

  - This result is significantly higher than the Hispanic (65%), Caucasian (64%), and African American (63%) residents' satisfaction with this aspect of their lives.

  - In comparison, Mixed Race residents (67%) rank second in likelihood to be very satisfied with feeling safe in commercial areas.

- With an average of 8.4 on the 10-point scale, Asian residents award the Department the highest ratings on this metric.
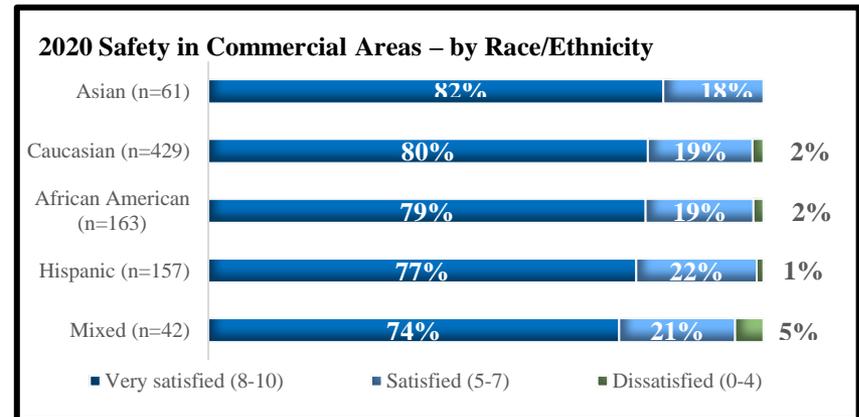
2020 Safety in Commercial Areas – by Race/Ethnicity

Asian (n=61)	82% / 18%
Caucasian (n=429)	80% / 19% / 2%
African American (n=163)	79% / 19% / 2%
Hispanic (n=157)	77% / 22% / 1%
Mixed (n=42)	74% / 21% / 5%

■ Very satisfied (8-10) ■ Satisfied (5-7) ■ Dissatisfied (0-4)

Q2I. [Base: Total respondents excluding "Not sure"/Refused responses] How satisfied are you that you feel safe when visiting commercial areas in Prince William County? Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

11. Improvement Suggestions

How to Make Prince William County a Better Place to Live

Chart categories (2023 n=800 blue, 2020 n=826 green):

- Nothing / doing a good job / satisfied: 15% / 17%
- More patrols day and night/more police: 11% / 6%
- Community outreach / public events / rapport with residents: 5% / 5%
- Control crime: 4% / 3%
- More visible presence: 4% / 3%
- Safety: 4% / 4%
- Improve traffic: 3% / 5%
- More police communication: 3%

■ 2023(n=800)   ■ 2020 (n=826)
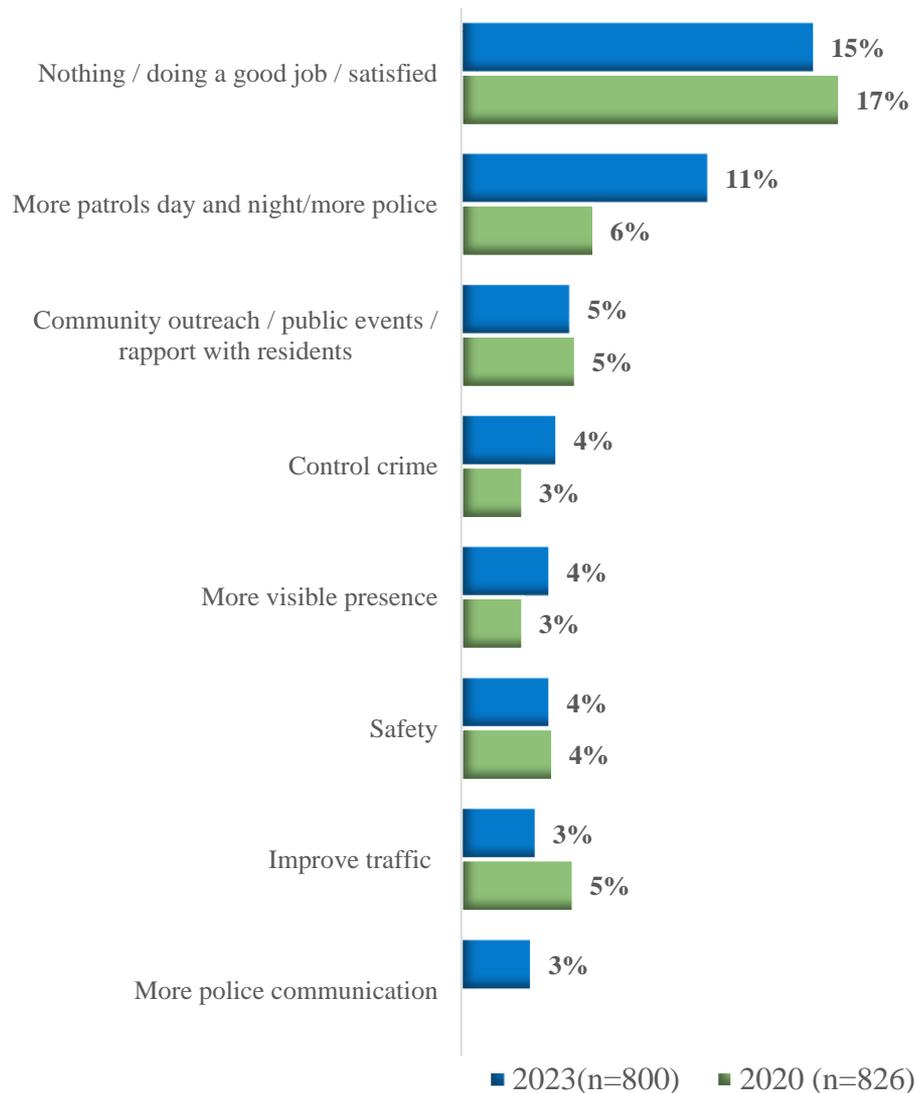
- When asked about the one most important action the Prince William County should take to make it a better place to live, the largest proportion of residents (15%) thought the County was already doing a good job and nothing more was needed.

  – This year's response is slightly less than reported in 2020, but remains to be given more than twice as often as in 2018 (15% now vs. 17% in 2020 vs. 7% in 2018).

- This year, the most frequently cited suggestions for improvement included more police and patrols (11%) which has nearly doubled since the last survey iteration, community outreach (5%), crime control (4%), more visible presence (4%), and safety (4%).

- Additionally, the list residents came up with this year differ from those developed in earlier surveys to now include more police communication (3%), enforce the laws (2%), and more training (2%).

3. [Base: Total respondents who gave response] What us the ONE most important thing the County should do to make Prince William County a better place to live?

Note: Responses with fewer than 3% of mentions are not shown

How to Make Prince William County a Better Place to Live – by Region

- Residents of Battlefield, Dale City, Old Bridge are most likely to say "nothing needs to be improved in Prince William County", at 20%, 19%, and 18%, respectively.
- At the same time, those living in Forest Park, Broad Run, and Hoadly are more likely than others to suggest introducing more police patrols, at 15%, 13%, and 12% respectively.
- Respondents representing Belmont/Potomac, on the other hand, are most concerned with community outreach (8%).

How to Make Prince William County a Better Place to Live	Battlefield (A)		Belmont/ Potomac (B)		Broad Run (C)		Dale City (D)		Forest Park (E)		Hoadly (F)		Old Bridge (G)	
	2023 (n=124)	2020 (n=137)	2023 (n=107)	2020 (n=123)	2023 (n=177)	2020 (n=127)	2023 (n=118)	2020 (n=134)	2023 (n=82)	2020 (n=101)	2023 (n=101)	2020 (n=89)	2023 (n=91)	2020 (n=110)
Nothing/doing a good job/satisfied	20%	18%	14%	20%	12%	13%	19%	18%	12%	14%	9%	11%	18%	19%
More patrols/more police	10%	4%	11%	8%	13%	7%	10%	9%	15% G	5%	12%	-	5%	9%
Community outreach	5%	8%	8%	5%	4%	5%	5%	6%	2%	4%	3%	8%	2%	3%
Control crime	2%	-	3%	2%	3%	-	4%	3%	5%	7%	4%	4%	11% AB	3%
More visible presence	5%	-	4%	-	2%	3%	3%	4%	6%	5%	3%	3%	6%	3%
Safety	-	6%	6% A	3%	4%	9%	3%	-	5%	5%	9% A	-	5%	7%
Improve traffic	4%	3%	3%	6%	3%	-	3%	5%	4%	5%	4%	7%	2%	10%
More police communication	6% C	-	4%	-	-	-	2%	-	3%	-	2%	-	5%	-

◯ = significant difference among regions

3. [Base: Total respondents who gave response] What is the ONE most important thing the County should do to make Prince William County a better place to live?

Note: Responses with fewer than 3% of overall mentions are not shown

Appendices

A. Demographic Profile

Demographic Profile

	Demographic Characteristic	2020 (n=826)	2023 (n=800)
Gender	Male	54%	57%
	Female	47%	43%
Education	High school or less	19%	18%
	Some college or 2-year degree	24%	28%
	Bachelor's degree	31%	28%
	Graduate or professional degree	26%	26%
Age	18 - 34 years	32%	30%
	35 - 54 years	42%	38%
	55 or older	26%	32%
	MEAN	44.1 years old	46.0 years old
Income	Less than $50,000	20%	19%
	$50,000 - $99,999	31%	26%
	$100,000 - $149,999	22%	21%
	$150,000 or more	27%	34%
	MEAN	$111K	$120K
Adult age 65+ in Household	Yes	15%	22%
	No	85%	78%
Children in PWC Public School	None	69%	68%
	One or more	31%	32%

Percentages may not add to 100% due to rounding

Results are based on the total number of respondents who gave responses.

Demographic Profile – cont'd.

Demographic Characteristic		2020 (n=826)	2023 (n=800)
Employment Status*	Employed full-time	63%	60%
	Employed part-time	5%	7%
	Self-employed	7%	9%
	Unemployed looking for work	5%	3%
	Homemaker	5%	2%
	Student	4%	5%
	Retired or disabled	14%	18%
	Other	1%	1%
Disability Status	Permanent life-/work-limiting disability	3%	3%
	Qualified for disability benefits within last year	1%	2%
	Diagnosed with a disabling condition/disability	4%	7%
	None of the above	92%	89%
Race/Ethnicity	Caucasian (non-Hispanic)	48%	36% *(n = 278)*
	Hispanic	20%	27% *(n = 212)*
	African American (non-Hispanic)	20%	19% *(n = 145)*
	Native American (non-Hispanic)	<1%	<1% *(n = 6)*
	Asian American (non-Hispanic)	8%	10% *(n = 78)*
	Mixed (non-Hispanic)	4%	4% *(n = 31)*
	Other (non-Hispanic)	1%	3% *(n = 26)*
		Not sure / refused n=30	*Not sure / refused n = 26*

Percentages may not add to 100% due to rounding
*Multiple response options (total exceeds 100%)
Results are based on the total number of respondents who gave responses.

Demographic Profile – cont'd.

Demographic Characteristic		2020 (n=826)	2023 (n=800)
Number of Years in the County	0-5 years	22%	21%
	6-15 years	31%	33%
	16-25 years	29%	28%
	25+ years	19%	17%
	MEAN	17.1 years	16.66 years
Region	Battlefield	17%	16%
	Belmont/Potomac	15%	13%
	Broad Run	15%	22%
	Dale City	16%	15%
	Forest Park	12%	10%
	Hoadly	11%	13%
	Old Bridge	13%	11%
Dwelling Type	Single-family home	66%	70%
	Other	34%	30%
Sexual Orientation	Gay/lesbian	1%	1%
	Straight	96%	96%
	Bisexual	2%	2%
	Something else	1%	1%

Percentages may not add to 100% due to rounding

Results are based on the total number of respondents who gave responses.

B. Survey Instrument

Survey Instrument

PWC Community Police Department Survey

logit | i+a

INTRODUCTION: Hello, I'm calling on behalf of Prince William County and the Prince William County Police department. I'm _____The Logit Group, and we're conducting a survey to see how residents feel about the County Police Department and the services the County Police Department provides. Your answers are confidential, and the results of the survey will only be used for future planning.

May I speak with the [RANDOM SELECTION OF MALE / YOUNGEST] household member who is age 18 or older? [IF MALE OR YOUNGEST IS UNAVAILABLE SCHEDULE CALLBACK FOR THEM]

[AS NEEDED]: Your household was selected at random to be part of our sample this year.

[IF ASKED ABOUT HOW LONG THIS TAKES]: This should take less than 10 minutes of your time.

[IF TOLD THIS IS A BUSINESS:] THANK AND TERMINATE

SAMPLE

1 Landline
2 Cell phone

S1. Are you speaking to me on a cell phone?

1 Yes ---------------[ASK S2]
2 NO ----------------[SKIP TO S3]

S2 Are you driving or is this a safe time for us to talk?

1 Safe time to talk ---------------[CONTINUE]
2 Driving or not safe -------------[SCHEDULE CALLBACK]

[INTRO2] Our first questions are to make sure we are speaking to a variety of people from all areas of the County.

S2.1 Are you an employee of Prince William County?

1. Yes [CONTINUE]
2. No [THANK AND TERMINATE]

S3. Gender [BY OBSERVATION OR ASK IF NECESSARY:] Do you identify yourself as . . . [READ LIST]

1 Male
2 Female

S4. Do you live in Prince William County? (**NOTE: IF RESPONDENT SAYS THEY LIVE IN MANASSAS CITY OR MANASSAS PARK CITY, THEY ARE A "NO"**)

1. Yes **[CONTINUE]**
2. No **[THANK AND TERMINATE]**
3. Not sure **[CONTINUE]**

S5. To get a sense of which part of the county you represent, please tell me the zip code for your home address in the County. We're not going to ask for the address itself, just the Zip code.

1. 20109
2. 20110
3. 20111
4. 20112
5. 20113
6. 20119
7. 20136
8. 20137
9. 20143
10. 20155
11. 20156
12. 20168
13. 20169
14. 20181
15. 20182
16. 20187
17. 22025
18. 22026
19. 22125
20. 22134
21. 22135
22. 22172
23. 22191
24. 22192
25. 22193
26. 22194
27. 22195
28. Other **(THANK AND TERMINATE)**

S6. Which of the following categories best describes your age? **(READ LIST)**

1. Less than 18 years of age **(THANK AND TERMINATE)**
2. 18 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65 to 74
8. 75 or older
9. **(DO NOT READ)** Not sure
10. **(DO NOT READ)** Refused

MAIN SURVEY

1. Overall, how satisfied would you say you are with the quality of life in Prince William County? Please use a scale of from 0 to 10, where 0 means you are completely dissatisfied and 10 means you are completely satisfied. You can use any number between 0 and 10 to express how you feel.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

[ASK Q1A IF RESPONDENT GIVES A 5 OR LESS ON Q1; ELSE SKIP TO Q2A]
1A. For what reasons do you feel that way? (OPEN END)

[KEEP Q2A THROUGH Q2I TOGETHER; ASK Q2A FIRST; ROTATE ORDER OF REMAINING QUESTIONS WITHIN BLOCK]

2A. How satisfied are you that the Prince William County's Police Department's overall performance meets community needs? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2B. How satisfied are you that Prince William's Police officers are courteous and helpful to all community members? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2C. How satisfied are you that requests for Prince William's Police Assistance receives prompt response? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2D. How satisfied are you that the Prince William's Police Department treats everyone fairly regardless of race, gender, ethnic or national origin? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2E. How satisfied are you that the Prince William Police Department provides adequate information and crime prevention programs? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2F. How satisfied are you that the Prince William 's Police display positive attitudes and behaviors towards residents? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2G. How satisfied are you that Animal Control effectively protects residents and animals? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2H. How satisfied are you that you feel safe in your neighborhood? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

2I. How satisfied are you that you feel safe when visiting commercial areas in Prince William County? [IF NEEDED] Please use a 0 to 10 scale, where 0 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied										Completely satisfied	Not sure	Refused
0	1	2	3	4	5	6	7	8	9	10	98	99

3. What is the ONE most important thing the County should do to make Prince William County a better place to live? [OPEN END] [MULTIPUNCH]

D1. We have a few additional questions for statistical analysis purposes. For how many years have you lived in Prince William County?

RECORD NUMBER
[IF LESS THAN 6 MONTHS, RECORD AS 0]

D2. Which of the following best describes your residence in the County?

1   Single family home
2   Multi-unit townhome complex
3   Multi-unit apartment building
4   Trailer, mobile home or boat
5   Other (PLEASE SPECIFY)
9   (DO NOT READ) Refused

D3. What is the highest level of education you have completed? [READ LIST, STOP WHEN RESPONDENT SAYS YES]

1   Not a high school graduate
2   High school diploma or GED
3   Some college
4   Two year or Associate's degree
5   Bachelor's degree
6   Graduate or professional degree beyond college
7   (DO NOT READ) Not sure
8   (DO NOT READ) Refused

D4. Which of the following describe your occupation? [READ LIST; MULTIPLE RESPONSE]

1   Employed full-time
2   Employed part-time
3   Self-employed
4   Unemployed looking for work
5   Home maker
6   Student
7   Retired or disabled
8   Other (PLEASE SPECIFY)
9   (DO NOT READ) Refused

Survey Instrument – cont'd.

D5. Are you a parent or guardian of any children attending Prince William public schools?

1   Yes
2   No
8   Not sure
9   Refused

D6. Which of the following age groups describes anyone in your household, including you? (**MULTIPLE RESPONSE**)

01 0-4
02 5-12
03 13-17
04 18-64
05 65 and older
98 DON'T KNOW
99 REFUSED

D7. Do you consider yourself to be Spanish, Hispanic or Latino?

1   Yes
2   No
3   Not sure
4   Refused

D8. Which of the following best describes you?

1   White or Caucasian
2   Asian or Asian-American
3   Black or African-American
4   Native American
5   Other (PLEASE SPECIFY)
6   Mixed
8   Not sure
9   Refused

D9. Lastly, of the following ranges include your total yearly household income? Just stop me when I say the right range. Is it . . . ? (READ LIST)

1.   Under $20,00
2. $20,000 to $34,999
3. $35,000 to $49,999
4. $50,000 to $74,999
5. $75,000 to $99,999
6. $100,000 to $149,999
7. $150,000 to $199,999
8. $200,000 or more
J (DO NOT READ) Not sure
K (DO NOT READ) Refused

D10. When you receive calls at home, what percentage of the time do you answer them on a cell or mobile phone?

RECORD PERCENT
IF DOESN'T USE A CELL PHONE AT HOME, ENTER 0.

IF RECEIVES ALL CALLS AT HOME ON A CELL PHONE, ENTER 100.

998 DON'T KNOW

999 REFUSED

D11. Do you think of yourself as…

1.   Gay or lesbian
2.   Straight, that is, not lesbian or gay
3.   Bisexual
4.   Or something else _____
5.   Prefer not to say

D12. What is your disability status? (Read all that apply)

1.   I currently have a permanent life or work limiting disability
2.   Within the last year I qualified for disability benefits
3.   I have been diagnosed by a provider with a disabling condition or disability
4.   None of the above

Thank you for sharing your time with me today.