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Hanover County

Report of Demographic Subgroups Comparisons 2005



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SURVEY BACKGROUND

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically re-weighted to reflect the proper demographic composition of the entire community. The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. Hanover County staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. Hanover County staff also determined local interest in a variety of add-on options for The National Citizen Survey™ Basic Service.

One of the add-on options that Hanover County chose was to have crosstabulations of evaluative questions 1-15 by demographic questions 18 (length of residency), 25 (level of education), 26 (annual household income), and 29 (age).

UNDERSTANDING THE RESULTS

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A of the Report of Results. However, these responses have been removed from the analyses presented in this report. In other words, the tables display the responses from respondents who had an opinion about a specific item.

There were two exceptions to the removal of “don’t know” responses. For items related to crime victimization and crime reporting, “don’t know” responses were not removed. In addition, the “don’t know” responses were not removed from the policy questions.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale.

Understanding the Tables

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. Usually this number is the rating on a 100-point scale. Sometimes this scale was not appropriate to use. In these cases we have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who reported a crime, or the percent of respondents who felt the rate of growth was “about right.” For a few questions, we have shown the full set of responses: these include the policy questions and the question about respondents’ perceptions about the economy.

Anova and chi square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in gray.

COMPARISONS

Quality of Life Ratings (a)

	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
How do you rate Hanover County as a place to live?	78	77	75	79	76	75	75	74	80	80	80
How do you rate your neighborhood as a place to live?	81	74	72	78	74	70	72	75	72	80	77
How do you rate Hanover County as a place to raise children?	79	81	73	80	75	69	77	75	78	81	80
How do you rate Hanover County as a place to work?	57	54	57	71	63	56	63	63	67	60	62
How do you rate Hanover County as a place to retire?	70	69	58	65	62	66	68	59	70	72	61
How do you rate the overall quality of life in Hanover County?	73	73	72	75	71	67	73	70	75	77	72
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Hanover County Citizen Survey

Comparisons

Quality of Life Ratings (b)											
	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
How do you rate Hanover County as a place to live?	78	79	76	80	83	79	79	74	77	79	82
How do you rate your neighborhood as a place to live?	68	73	75	82	67	78	75	73	81	75	78
How do you rate Hanover County as a place to raise children?	75	75	78	81	79	81	79	74	74	79	83
How do you rate Hanover County as a place to work?	56	67	58	64	59	55	66	63	64	61	66
How do you rate Hanover County as a place to retire?	70	70	61	66	51	65	65	61	71	69	79
How do you rate the overall quality of life in Hanover County?	68	73	72	77	67	73	74	72	73	75	73
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Hanover County Citizen Survey

Comparisons

Characteristics of the Community (a)											
Please rate each of the following characteristics as they relate to Hanover County as a whole:	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Sense of community	64	68	60	64	62	55	64	62	66	66	66
Openness and acceptance	61	45	49	49	49	50	53	54	55	46	47
Overall appearance of Hanover County	63	65	63	61	58	60	57	59	63	66	63
Opportunities to attend cultural activities	42	46	46	48	48	55	51	50	54	46	45
Shopping opportunities	39	47	51	53	53	55	56	53	61	48	48
Air quality	62	71	67	69	66	61	64	67	69	70	68
Recreational opportunities	43	53	45	53	52	45	50	55	51	52	48
Job opportunities	31	37	37	41	45	39	47	44	40	38	36
Access to affordable quality housing	55	51	38	41	36	39	42	41	35	43	51
Access to affordable quality child care	47	54	46	46	45	38	45	48	50	51	51
Access to affordable quality health care	64	52	54	58	51	45	52	53	54	59	59
Ease of car travel in Hanover County	52	52	52	51	48	45	43	49	43	56	56
Ease of bicycle travel in Hanover County	41	26	21	26	26	21	26	26	23	28	30
Ease of walking in Hanover County	38	33	31	36	31	31	36	34	22	36	35

Hanover County Citizen Survey

Comparisons

Characteristics of the Community (a)											
Please rate each of the following characteristics as they relate to Hanover County as a whole:	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
	Educational opportunities	56	62	64	63	66	73	66	62	60	66
Overall image/reputation of Hanover County	65	69	66	67	66	60	64	63	68	72	69
Overall quality of new development in Hanover County	67	63	48	51	48	53	53	47	52	59	56

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Hanover County Citizen Survey

Comparisons

Characteristics of the Community (b)											
Please rate each of the following characteristics as they relate to Hanover County as a whole:	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
	Sense of community	63	66	62	67	60	66	66	61	62	66
Openness and acceptance	56	53	45	53	48	47	45	54	53	53	61
Overall appearance of Hanover County	64	64	59	63	66	65	62	59	60	58	65
Opportunities to attend cultural activities	49	49	46	50	44	47	49	47	47	53	60
Shopping opportunities	52	60	53	43	48	48	52	51	51	60	60
Air quality	58	70	68	69	74	71	69	66	65	61	65
Recreational opportunities	48	52	52	50	59	52	52	49	48	50	60
Job opportunities	38	41	39	44	34	39	44	39	41	40	51
Access to affordable quality housing	41	41	41	50	29	45	40	44	42	49	51
Access to affordable quality child care	43	49	44	56	47	43	49	51	48	55	51
Access to affordable quality health care	57	55	52	60	50	49	56	56	60	62	64
Ease of car travel in Hanover County	49	52	45	60	54	54	49	51	48	49	56
Ease of bicycle travel in Hanover County	31	33	18	34	46	27	23	28	27	27	31
Ease of walking in Hanover County	33	34	31	38	39	36	33	31	35	28	47
Educational opportunities	67	67	60	66	84	65	67	57	61	69	69

Hanover County Citizen Survey

Comparisons

Characteristics of the Community (b)											
Please rate each of the following characteristics as they relate to Hanover County as a whole:	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Overall image/reputation of Hanover County	66	68	65	69	67	71	68	63	66	69	68
Overall quality of new development in Hanover County	57	60	49	57	54	61	52	47	54	53	61
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Hanover County Citizen Survey

Comparisons

Ratings of Growth (a)

Please rate the speed of growth in the following categories in Hanover County over the past 2 years:	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Population growth	73%	47%	24%	18%	19%	16%	26%	22%	17%	36%	35%
Retail growth (stores, restaurants etc.)	59%	55%	23%	39%	36%	48%	47%	39%	33%	40%	46%
Jobs growth	40%	31%	36%	45%	50%	40%	38%	42%	57%	42%	47%
Proportion of respondents rating as "About right"											

Ratings of Growth (b)

Please rate the speed of growth in the following categories in Hanover County over the past 2 years:	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Population growth	20%	26%	25%	40%	19%	49%	16%	23%	32%	13%	30%
Retail growth (stores, restaurants etc.)	51%	31%	44%	45%	15%	46%	31%	45%	43%	45%	63%
Jobs growth	51%	34%	49%	39%	54%	43%	51%	35%	44%	37%	41%
Proportion of respondents rating as "About right"											

Hanover County Citizen Survey

Comparisons

Ratings of Potential Problems in Hanover County (a)

To what degree, if at all, are the following in Hanover County:	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Crime	64	65	57	57	50	58	51	54	53	60	55
Drugs	53	63	43	39	35	45	32	37	44	52	44
Too much growth	58	53	37	29	24	30	37	27	27	43	43
Lack of growth	84	77	87	89	88	69	77	85	89	88	87
Graffiti	81	84	79	77	76	81	76	74	76	85	79
Noise	75	76	72	73	70	82	72	68	64	75	74
Run down buildings, weed lots, or junk vehicles	56	60	56	64	62	48	61	60	61	61	64
Taxes	62	71	51	52	41	31	45	41	51	62	65
Traffic congestion	42	50	46	36	30	24	30	34	30	45	50
Unsupervised youth	61	65	53	53	50	45	51	50	53	66	53
Homelessness	86	87	79	81	79	68	76	81	79	87	78
Weeds	61	65	64	62	67	45	61	61	62	72	60
Absence of communications from Hanover County translated into languages other than English	100	84	85	88	85	69	84	90	86	82	88
Toxic waste or other environmental hazard(s)	90	86	84	78	79	78	80	81	79	85	81
Road Condition	53	57	52	47	41	40	49	42	49	51	58

Average rating on a 100-point scale (100=Not a problem, 0=Major problem)

Hanover County Citizen Survey

Comparisons

Ratings of Potential Problems in Hanover County (b)

To what degree, if at all, are the following in Hanover County:	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Crime	51	52	56	60	69	63	55	56	48	47	50
Drugs	35	33	43	54	40	55	38	41	35	31	44
Too much growth	29	32	35	46	6	47	31	32	40	33	40
Lack of growth	75	90	83	86	100	84	88	86	82	86	67
Graffiti	72	78	78	83	80	88	73	77	78	83	61
Noise	72	73	68	78	71	77	70	69	76	73	67
Run down buildings, weed lots, or junk vehicles	61	59	62	60	68	60	60	61	65	51	63
Taxes	39	51	51	63	52	62	56	45	47	49	45
Traffic congestion	35	36	36	47	40	49	36	34	35	37	38
Unsupervised youth	48	54	51	64	39	64	53	54	51	54	43
Homelessness	65	78	83	86	85	88	82	80	77	73	59
Weeds	54	60	65	66	84	66	68	62	62	49	42
Absence of communications from Hanover County translated into languages other than English	77	88	84	89	100	90	83	86	85	76	64
Toxic waste or other environmental hazard(s)	84	80	80	85	88	87	85	78	78	74	73
Road Condition	53	49	45	54	40	58	47	44	44	47	53

Average rating on a 100-point scale (100=Not a problem, 0=Major problem)

Hanover County Citizen Survey

Comparisons

Ratings of Safety from Various Problems (a)

Please rate how safe you feel from the following occurring to you in Hanover County:	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
	Violent crime	88	85	79	82	75	72	75	77	82	84
Property crimes	76	77	68	74	66	69	69	67	71	73	72
Fire	75	80	77	77	74	82	75	75	83	76	76
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)											

Ratings of Safety from Various Problems (b)

Please rate how safe you feel from the following occurring to you in Hanover County:	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
	Violent crime	74	76	79	86	91	86	78	77	81	69
Property crimes	68	66	69	77	77	72	70	71	69	66	69
Fire	81	72	74	80	79	78	75	76	75	75	79
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)											

Hanover County Citizen Survey

Comparisons

Ratings of Feelings of Safety in Various Areas (a)

Please rate how safe you feel:	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
In your neighborhood during the day	99	95	91	92	89	88	90	90	89	95	94
In your neighborhood after dark	86	89	76	85	84	78	83	84	83	87	82
In Hanover County's shopping area(s) during the day	86	90	85	84	81	86	81	81	87	87	87
In Hanover County's shopping area(s) after dark	69	71	59	67	64	69	67	64	72	64	64
In Hanover County's parks during the day	91	92	84	81	82	83	76	78	84	89	87
In Hanover County's parks after dark	60	58	49	58	53	53	58	50	57	56	55
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)											

Hanover County Citizen Survey

Comparisons

Ratings of Feelings of Safety in Various Areas (b)

Please rate how safe you feel:	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
In your neighborhood during the day	88	89	92	97	95	94	93	91	92	89	89
In your neighborhood after dark	80	79	83	90	92	87	83	84	84	78	73
In Hanover County's shopping area(s) during the day	87	82	83	88	95	87	86	83	80	79	82
In Hanover County's shopping area(s) after dark	64	62	64	70	77	67	65	67	65	55	56
In Hanover County's parks during the day	80	81	82	89	86	90	85	82	80	71	68
In Hanover County's parks after dark	41	51	54	61	40	56	57	57	56	42	38
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)											

Hanover County Citizen Survey

Comparisons

Crime Victimization and Reporting (a)

	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
During the past twelve months, were you or anyone in your household the victim of any crime?	14%	1%	8%	5%	8%	6%	4%	13%	0%	4%	6%
If yes, was this crime (these crimes) reported to the police?	50%	55%	79%	72%	75%	100%	86%	65%	0%	47%	100%
Percent of respondents whose households were victims of crime, and who reported the crime											

Crime Victimization and Reporting (b)

	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
During the past twelve months, were you or anyone in your household the victim of any crime?	10%	4%	7%	6%	0%	4%	7%	9%	10%	5%	4%
If yes, was this crime (these crimes) reported to the police?	62%	100%	68%	78%	.	61%	72%	90%	45%	76%	71%
Percent of respondents whose households were victims of crime, and who reported the crime											

Hanover County Citizen Survey

Comparisons

Use of Community Amenities (a)											
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Used Hanover County public libraries or their services	54%	63%	69%	81%	75%	40%	57%	69%	81%	75%	79%
Participated in a recreation program or activity	43%	46%	51%	60%	49%	45%	47%	46%	50%	54%	52%
Visited a Hanover County park	68%	82%	82%	82%	80%	52%	68%	76%	88%	86%	80%
Attended a meeting of local elected officials or other local public meeting	13%	15%	23%	32%	37%	22%	27%	32%	27%	25%	26%
Recycled used paper, cans or bottles from your home	37%	51%	66%	61%	62%	52%	54%	55%	64%	64%	61%
Volunteered your time to some group/activity in Hanover County	26%	30%	37%	48%	60%	18%	44%	48%	56%	52%	36%
Read Hanover County Newsletter	85%	96%	85%	96%	93%	83%	96%	90%	98%	93%	89%
Used the Internet for anything	99%	97%	93%	97%	84%	40%	72%	94%	93%	95%	94%
Used the Internet to conduct business with Hanover County	53%	67%	66%	72%	63%	27%	43%	65%	77%	72%	69%
Purchased an item over the Internet	96%	88%	77%	77%	65%	25%	52%	70%	78%	92%	82%
Proportion of respondents engaging in activity at least once in last 12 months											

Hanover County Citizen Survey

Comparisons

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?	Use of Community Amenities (b)										
	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Used Hanover County public libraries or their services	56%	69%	73%	75%	70%	68%	81%	72%	73%	63%	48%
Participated in a recreation program or activity	38%	41%	50%	59%	38%	44%	67%	51%	44%	37%	37%
Visited a Hanover County park	63%	72%	80%	87%	51%	90%	83%	86%	62%	55%	58%
Attended a meeting of local elected officials or other local public meeting	14%	25%	25%	38%	0%	11%	27%	37%	35%	36%	35%
Recycled used paper, cans or bottles from your home	52%	54%	60%	62%	38%	50%	60%	67%	62%	60%	61%
Volunteered your time to some group/activity in Hanover County	38%	38%	45%	53%	19%	35%	55%	48%	49%	45%	33%
Read Hanover County Newsletter	88%	90%	92%	93%	87%	90%	94%	92%	96%	89%	88%
Used the Internet for anything	46%	85%	97%	98%	100%	98%	99%	95%	86%	52%	30%
Used the Internet to conduct business with Hanover County	29%	60%	67%	76%	56%	69%	82%	71%	53%	27%	16%
Purchased an item over the Internet	27%	62%	82%	92%	81%	92%	87%	76%	69%	31%	13%
Proportion of respondents engaging in activity at least once in last 12 months											

Hanover County Citizen Survey

Comparisons

Quality of Service Ratings (a)											
How do you rate the quality of each of the following services?	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Sheriff services	70	73	73	76	72	73	73	72	72	76	74
Fire services	76	78	74	78	76	82	76	77	77	77	76
Ambulance/emergency medical services	73	73	72	74	73	85	76	72	79	70	77
Crime prevention	58	70	66	65	62	68	64	63	67	68	63
Fire prevention and education	69	64	63	62	61	66	62	62	65	62	68
Street repair	35	43	44	38	36	41	40	35	50	39	45
Snow removal	43	45	43	40	44	45	48	42	50	44	41
Storm drainage	45	48	47	42	40	44	42	41	35	44	51
County parks	68	63	58	59	67	63	63	65	61	59	64
Recreation programs or classes	62	56	52	59	62	46	58	61	60	60	60
Range/variety of recreation programs and classes	57	56	50	56	56	40	54	56	64	56	56
Recreation centers/facilities	56	56	43	51	55	44	52	56	60	53	49
Nature programs or classes	38	40	49	52	51	58	45	52	54	45	46
Range/variety of nature programs and classes	30	43	49	51	48	49	45	50	56	46	45
Accessibility of trails	42	48	49	50	53	54	56	53	53	49	44
Accessibility of historic sites	65	55	64	61	60	67	64	65	60	59	55

Hanover County Citizen Survey

Comparisons

How do you rate the quality of each of the following services?	Quality of Service Ratings (a)										
	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Appearance/maintenance of Open Space	51	54	53	53	52	59	51	53	57	54	50
Land use, planning and zoning	51	45	36	30	28	48	31	31	37	37	39
Code enforcement (weeds, abandoned buildings, etc)	34	42	39	40	38	35	41	34	46	41	43
Animal control	48	56	46	54	53	42	57	51	55	54	50
Economic development	59	58	47	48	44	48	46	45	48	56	51
Health services	54	57	54	58	56	59	58	58	56	57	58
Services to seniors	48	55	57	50	49	60	50	54	60	54	46
Services to adolescents/teens	61	52	41	47	42	47	49	45	49	54	37
Services to children (age 0-12)	55	53	53	49	51	57	52	53	54	55	45
Services to low-income people	67	45	38	50	33	57	46	39	34	48	34
Public library services	63	64	65	65	66	68	63	65	70	65	68
Variety of library materials	55	52	53	60	61	48	65	58	62	56	57
Public information services	47	55	55	58	56	60	58	56	57	53	56
Public schools	80	78	68	74	73	78	71	69	75	79	74
Cable television	57	57	42	48	44	47	49	45	49	47	55
Mental Health Services	67	54	56	56	48	61	57	56	42	52	53

Hanover County Citizen Survey

Comparisons

Quality of Service Ratings (a)											
How do you rate the quality of each of the following services?	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Drug and Alcohol Services	67	51	51	57	47	58	51	58	44	48	47
Adult Protective Services	67	54	53	59	46	71	51	48	49	53	57
Agricultural/Farm advisor	82	58	54	55	45	59	56	48	57	56	52
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Hanover County Citizen Survey

Comparisons

Quality of Service Ratings (b)											
How do you rate the quality of each of the following services?	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Sheriff services	72	73	72	76	65	71	75	70	79	78	81
Fire services	79	78	77	75	75	79	76	72	77	81	85
Ambulance/emergency medical services	84	76	72	72	88	71	71	74	73	82	86
Crime prevention	65	62	64	68	67	69	65	59	65	71	70
Fire prevention and education	62	66	62	65	56	67	65	57	64	70	67
Street repair	43	38	38	44	29	43	40	37	42	39	46
Snow removal	44	47	43	43	52	47	40	43	43	43	51
Storm drainage	42	42	42	49	79	49	44	42	42	38	33
County parks	65	59	62	65	80	67	60	59	61	61	67
Recreation programs or classes	51	61	59	61	.	63	61	56	61	53	53
Range/variety of recreation programs and classes	47	55	56	58	.	57	57	53	58	56	52
Recreation centers/facilities	45	53	54	54	.	55	53	51	54	50	48
Nature programs or classes	56	47	47	50	.	46	49	49	51	51	47
Range/variety of nature programs and classes	55	48	46	47	.	43	49	49	51	49	45
Accessibility of trails	61	47	51	48	67	54	50	47	51	47	54
Accessibility of historic sites	64	63	61	59	91	59	59	61	62	59	66
Appearance/maintenance of Open Space	55	52	53	52	67	53	55	49	58	48	50

Hanover County Citizen Survey

Comparisons

Quality of Service Ratings (b)											
How do you rate the quality of each of the following services?	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Land use, planning and zoning	34	39	34	37	30	44	33	31	34	32	46
Code enforcement (weeds, abandoned buildings, etc)	38	40	40	37	33	42	41	38	38	32	38
Animal control	54	53	51	53	58	54	52	53	48	49	52
Economic development	47	52	50	50	67	57	48	45	47	48	50
Health services	57	58	59	55	67	56	56	54	59	67	63
Services to seniors	56	59	54	45	67	56	51	50	53	49	54
Services to adolescents/teens	40	53	46	44	33	54	43	44	40	47	52
Services to children (age 0-12)	47	65	51	50	45	58	49	49	50	50	53
Services to low-income people	40	43	41	46	0	51	33	44	41	46	51
Public library services	67	69	64	65	64	70	63	63	64	75	66
Variety of library materials	57	60	55	61	51	62	55	55	59	65	58
Public information services	62	60	54	53	67	58	57	52	53	57	58
Public schools	76	69	72	79	82	78	78	67	70	77	72
Cable television	44	57	50	43	71	54	52	41	45	43	54
Mental Health Services	58	59	54	50	.	60	50	51	50	51	63
Drug and Alcohol Services	55	55	51	50	100	56	51	50	46	41	48
Adult Protective Services	56	62	52	50	.	60	57	45	50	49	59
Agricultural/Farm advisor	63	65	49	52	.	62	53	46	54	43	57
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Hanover County Citizen Survey

Comparisons

Ratings of Various Levels of Government (a)

Overall, how would you rate the quality of services provided by...	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Hanover County	62	68	58	63	57	64	59	58	66	65	64
The Federal Government	51	46	48	43	42	42	44	41	45	47	50
The State Government	54	55	52	50	49	45	50	49	47	55	55
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Ratings of Various Levels of Government (b)

Overall, how would you rate the quality of services provided by...	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Hanover County	63	65	61	61	67	64	63	57	59	63	68
The Federal Government	51	51	40	48	59	49	45	43	40	43	56
The State Government	55	54	50	52	59	56	51	49	49	48	61
Average rating on a 100-point scale (100=Excellent, 0=Poor)											

Hanover County Citizen Survey

Comparisons

Proportion of Population Having Contact with Hanover County Employees (a)

	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
	Have you had any in-person or phone contact with an employee of Hanover County within the last 12 months?	69%	55%	73%	79%	75%	45%	50%	79%	81%	77%

Percent of respondents who reported contact with a Hanover County employee in the last 12 months

Proportion of Population Having Contact with Hanover County Employees (b)

	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
	Have you had any in-person or phone contact with an employee of Hanover County within the last 12 months?	49%	73%	74%	69%	51%	64%	85%	71%	74%	61%

Percent of respondents who reported contact with a Hanover County employee in the last 12 months

Hanover County Citizen Survey

Comparisons

Ratings of Contact with Hanover County Employees (a)

What was your impression of employees of Hanover County in your most recent contact?	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Knowledge	79	73	66	71	64	57	67	68	68	77	68
Responsiveness	84	72	64	69	60	51	64	66	66	77	64
Courtesy	85	74	65	74	63	57	67	69	64	80	68
Overall Impression	83	75	64	72	60	53	65	68	64	78	66

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Ratings of Contact with Hanover County Employees (b)

What was your impression of employees of Hanover County in your most recent contact?	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?							
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	
Knowledge	61	73	69	71	75	74	73	61	68	71	84	
Responsiveness	60	72	66	71	75	72	71	58	66	71	84	
Courtesy	58	73	71	74	75	76	70	63	72	76	84	
Overall Impression	60	72	68	72	75	73	72	61	66	70	84	

Average rating on a 100-point scale (100=Excellent, 0=Poor)

Hanover County Citizen Survey

Comparisons

Ratings of Public Trust (a)

Please rate the following statements:	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
I receive good value for the Hanover County taxes I pay	60	66	60	62	55	50	58	55	63	66	66
I am pleased with the overall direction that Hanover County is taking	65	68	57	55	50	50	57	51	54	64	62
The Hanover County government welcomes citizen involvement	59	66	66	57	56	58	64	60	58	62	61
The Hanover County government listens to citizens	50	60	52	47	46	41	49	49	48	53	55

Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)

Hanover County Citizen Survey

Comparisons

Ratings of Public Trust (b)											
Please rate the following statements:	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
I receive good value for the Hanover County taxes I pay	60	56	60	66	69	58	67	57	58	62	68
I am pleased with the overall direction that Hanover County is taking	55	59	57	61	66	63	60	51	54	54	63
The Hanover County government welcomes citizen involvement	68	58	60	63	61	60	63	59	58	63	69
The Hanover County government listens to citizens	46	50	51	54	61	52	53	49	46	48	52
Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)											

Hanover County Citizen Survey

Comparisons

Perceptions of the Economy (a)

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	How many years have you lived in Hanover County?					What is the highest degree or level of school you have completed?					
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	12th Grade or less, no diploma	High school diploma	Some college, no degree	Associate's degree (e.g. AA, AS)	Bachelor's degree (e.g. BA, AB, BS)	Graduate degree or professional degree
Very positive	1%	3%	0%	1%	8%	10%	2%	2%	2%	4%	3%
Somewhat positive	20%	22%	22%	21%	13%	17%	23%	15%	15%	17%	19%
Neutral	27%	44%	39%	35%	30%	22%	41%	32%	30%	35%	41%
Somewhat negative	52%	26%	29%	38%	37%	34%	25%	43%	46%	40%	29%
Very negative	0%	6%	10%	5%	12%	17%	10%	8%	7%	4%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Perceptions of the Economy (b)

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?							
	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older	
Very positive	1%	1%	2%	8%	0%	6%	2%	3%	4%	2%	0%	
Somewhat positive	7%	17%	16%	24%	32%	20%	17%	17%	16%	13%	18%	
Neutral	51%	34%	33%	37%	49%	32%	42%	33%	33%	36%	37%	
Somewhat negative	26%	40%	42%	27%	19%	35%	30%	41%	36%	39%	44%	
Very negative	16%	8%	7%	4%	0%	7%	9%	6%	12%	11%	2%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	