YORK COUNTY, VIRGINIA, RESIDENTS’ OPINIONS ON LIVING IN YORK COUNTY

Conducted for York County, Virginia
by Responsive Management

2015
YORK COUNTY, VIRGINIA, RESIDENTS’ OPINIONS ON LIVING IN YORK COUNTY

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EXECUTIVE SUMMARY

INTRODUCTION AND METHODOLOGY

This study was conducted for York County to determine residents’ opinions on facilities and services in York County and about living in York County in general, and it follows up on previous similar surveys, the last of which was administered in 2011. The study entailed a telephone survey of York County residents 18 years old and older.

For the survey, telephones were selected as the preferred sampling medium because of the almost universal ownership of telephones among York County residents (both landlines and cell phones were called). Additionally, telephone surveys, relative to mail or Internet surveys, allow for more scientific sampling and data collection, provide higher quality data, obtain higher response rates, are more timely, and are more cost-effective. Telephone surveys also have fewer negative effects on the environment than do mail surveys because of reduced use of paper and reduced energy consumption for delivering and returning the questionnaires.

The telephone survey questionnaire was developed cooperatively by Responsive Management and York County, based in part on the aforementioned previous surveys. Responsive Management conducted pre-tests of the questionnaire to ensure proper wording, flow, and logic in the survey. The sample was representative of residents of York County as a whole. Telephone surveying times are Monday through Friday from 9:00 a.m. to 9:00 p.m., Saturday from noon to 5:00 p.m., and Sunday from 5:00 p.m. to 9:00 p.m., local time. The survey was conducted in January 2015. The software used for data collection was Questionnaire Programming Language. Responsive Management obtained a total of 407 completed interviews.

The analysis of data was performed using Statistical Package for the Social Sciences as well as proprietary software developed by Responsive Management. The results were weighted by gender and age to be representative of York County as a whole. For the entire sample of York County residents, the sampling error is at most plus or minus 4.84 percentage points. Sampling error was calculated based on a sample size of 407 and a population size of 48,188 York County residents 18 years old and older.
REASONS FOR LIVING IN YORK COUNTY AND LIKELIHOOD TO CONTINUE LIVING IN YORK COUNTY

- An open-ended question asked residents to name the main reason that they live in York County. The top response, substantially exceeding the other responses, is the good quality of schools: 34% of respondents say this is the main reason they live in York County. Three other responses have at least 10% of residents naming them: they like it in York County (18%), they work nearby (15%), and because they grew up nearby (10%).

- The overwhelming majority of York County residents (86%) say that it is likely that they will be living in York County in 5 years (with 63% saying it is very likely).

RATINGS OF VARIOUS ASPECTS OF LIVING IN YORK COUNTY

- The survey had a series of 17 questions that asked residents to rate various aspects of York County and living in York County, as shown in Text Box 1 on the following page.

  - Of the 17 items, 7 of them form a top tier, each with at least 40% of respondents giving it a rating of excellent:
    - York County as a place to raise children (62% rate this as excellent).
    - York County as a place to live (60%).
    - The overall quality of life in York County (52%).
    - Educational opportunities in York County (48%).
    - The overall image or reputation of York County (47%).
    - Recreational opportunities, parks, and athletic fields in York County (44%).
    - York County as a place to retire (40%).

  - On the other hand, 2 of the 17 have markedly low percentages rating them as excellent:
    - Employment opportunities in York County (15%).
    - Traveling by car on York County roads (7%).
The most common answer, when residents are asked if York County in general is getting better, staying the same, or getting worse, is that the County is getting better (49%), about five times the percentage saying it is getting worse (10%).

- In follow-up, those who said York County is getting better were asked in an open-ended question to name what, specifically, is better. The most common answers relate to the quality of county services and facilities (35% of those who say the County is getting better), followed by the appearance of York County (22%), traffic (21%), the recreational facilities (20%), the quality of life in general (18%), and the quality of residential development (17%). Note that these percentages are of those who say that York County is getting better.

- Similarly, those who said York County is getting worse were asked to name what things are worse. The most common answers pertain to the quality of County services and facilities (47% of those who say the County is getting worse), residential development (37%), the County use of taxes (37%), development in general (20%), the appearance of York County (16%), and schools (15%). Note that these percentages are of those who say that York County is getting worse.
The survey asked residents if there had been too much, about the right amount, or too little new residential and commercial development over the past 5 years in York County. For both types of development, the most common answer was that there had been about the right amount over the past 5 years. Otherwise, the percentages who said that there had been too much (29% regarding new residential development, 21% regarding new commercial development) exceeded the percentages who said that there had been too little (7% for residential, 11% for commercial development).

The overwhelming majority of York County residents (98%) agree with the statement that York County is, in general, a safe place to live, with 73% saying that they strongly agree.

USE OF AND RATINGS OF SERVICES AND FACILITIES OF YORK COUNTY

The survey asked residents if they had participated in or used five activities/facilities of York County. At the top, a large majority (74%) had used the Yorktown or Tabb Libraries, and a majority had participated in activities or events at Riverwalk Landing in Yorktown (62%). Also with substantial use were any parks or athletic fields other than the new Sports Complex (49%) and the Sports Complex itself (44%). At the bottom, only 8% had used the County Senior Center.

In a related question, the survey asked about children’s participation in youth recreation programs or leagues. About half of residents with children (48%) report that their children participated in youth recreation programs or leagues in the past 12 months.
The survey asked residents to rate 21 specific services or facilities provided by York County on a scale of excellent-good-fair-poor, as shown in Text Box 2 on the following page.

- In looking at ratings of excellent, the services fall out into three tiers. At the top, 3 of the 21 items have a majority giving it a rating of excellent:
  - Fire and Rescue Services (59% rate them as excellent).
  - The Yorktown and Tabb Library facilities (56%).
  - Sheriff’s Office and law enforcement (55%).

- A second tier has 8 items out of the 21 in which at least a third, but less than a majority, rate them as excellent:
  - The public school system’s instructional programs (43%).
  - The Sports Complex (42%).
  - Trash collection services (41%).
  - The appearance of County government office buildings and their properties (41%).
  - Youth recreation programs or leagues (38%).
  - The special leaf collection program (37%).
  - The enforcement of codes related to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community (11%).

- In looking at ratings of poor, 5 of the 21 items have at least 10% giving a poor rating:
  - The appearance of major County roads where the County, not VDOT, mows and maintains the landscaping (15% rate it poor).
  - Efforts to control mosquitoes (13%).
  - The special leaf collection program (11%).
  - The enforcement of codes related to junk vehicles and junkyards (11%).
  - The enforcement of codes related to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community (11%).
More than two-thirds of residents (69%) report that they had a personal interaction with a York County employee in the past 12 months.

- Among those who had an interaction, the overwhelming majority (97%) rate the quality of that interaction as excellent or good, including 57% rating it excellent.

- In follow-up, those who reported having an interaction with a York County employee were asked if they agreed or disagreed that the employee was responsive, courteous, and knowledgeable (in three separate questions). Overwhelming majorities of those who had an interaction agreed with each: 97% agreed that they were responsive, 96% agreed that they were courteous, and 94% agreed that they were knowledgeable.
OPINIONS ON YORK COUNTY GOVERNMENT DECISION-MAKING

- The overwhelming majority of residents (77%) agree with the statement, “Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.” They are about evenly split between strongly agreeing (41%) and moderately agreeing (35%) (rounding on the graph causes an apparent discrepancy in the stated sum; the two sum to 77% when calculated on unrounded numbers). At the other end, 8% disagree.

- Another question explores whether residents feel their opinions will be considered in decision making (there being a subtle difference between being heard and being considered in decision making). Again the results are positive, with a majority of residents (62%) agreeing with the statement, “If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made.” However, 16% disagree (another 22% give a neutral answer).

SOURCES OF INFORMATION

- Residents were asked about four potential sources of information about County services, programs, and/or government affairs. They were first asked if they use each source, and, if they do, they were asked to rate the source.

- The County’s newsletter, called “Citizen News,” is the most popular source of information, used by 60% of residents, closely followed by the County government website (57%). The two other sources had only about 1 in 5 residents using them: WYCG – Channel 46 (21%) and WCSD – Channel 47 (19%).

- Ratings of the sources of information are positive: all of them had more than 85% of source users rating them excellent or good.
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INTRODUCTION AND METHODOLOGY
This study was conducted for York County to determine residents’ opinions on facilities and services in York County and about living in York County in general. The study entailed a telephone survey of York County residents 18 years old and older, based on a previous survey that was administered in December 2010 and January 2011. Specific aspects of the research methodology are discussed below.

USE OF TELEPHONES FOR THE SURVEY
For the survey, telephones were selected as the preferred sampling medium because of the almost universal ownership of telephones among York County residents (both landlines and cell phones were called). Additionally, telephone surveys, relative to mail or Internet surveys, allow for more scientific sampling and data collection, provide higher quality data, obtain higher response rates, are more timely, and are more cost-effective. Telephone surveys also have fewer negative effects on the environment than do mail surveys because of reduced use of paper and reduced energy consumption for delivering and returning the questionnaires.

QUESTIONNAIRE DESIGN
The telephone survey questionnaire was developed cooperatively by Responsive Management and York County, based on the aforementioned previous survey. Responsive Management conducted pre-tests of the questionnaire to ensure proper wording, flow, and logic in the survey.

SURVEY SAMPLE
The sample of York County residents was obtained from SSI, a firm specializing in providing scientifically valid samples of the general population, and the sample contained both landlines and cell phones. The sample was representative of York County residents 18 years old and older.

TELEPHONE INTERVIEWING FACILITIES
A central polling site at the Responsive Management office allowed for rigorous quality control over the interviews and data collection. Responsive Management maintains its own in-house
telephone interviewing facilities. These facilities are staffed by interviewers with experience conducting computer-assisted telephone interviews on the subject of community resources.

To ensure the integrity of the telephone survey data, Responsive Management has interviewers who have been trained according to the standards established by the Council of American Survey Research Organizations. Methods of instruction included lecture and role-playing. The Survey Center Managers and other professional staff conducted a project briefing with the interviewers prior to the administration of this survey. Interviewers were instructed on type of study, study goals and objectives, handling of survey questions, interview length, termination points and qualifiers for participation, interviewer instructions within the survey instrument, reading of the survey instrument, skip patterns, and probing and clarifying techniques necessary for specific questions in the survey questionnaire.

INTERVIEWING DATES AND TIMES
Telephone surveying times are Monday through Friday from 9:00 a.m. to 9:00 p.m., Saturday from noon to 5:00 p.m., and Sunday from 5:00 p.m. to 9:00 p.m., local time. A five-callback design was used to maintain the representativeness of the sample, to avoid bias toward people easy to reach by telephone, and to provide an equal opportunity for all to participate. When a respondent could not be reached on the first call, subsequent calls were placed on different days of the week and at different times of the day. The survey was conducted in January 2015.

TELEPHONE SURVEY DATA COLLECTION AND QUALITY CONTROL
The software used for data collection was Questionnaire Programming Language (QPL). The survey data were entered into the computer as each interview was being conducted, eliminating manual data entry after the completion of the survey and the concomitant data entry errors that may occur with manual data entry. The survey instrument was programmed so that QPL branched, coded, and substituted phrases in the survey based on previous responses to ensure the integrity and consistency of the data collection.

The Survey Center Managers and statisticians monitored the data collection, including monitoring of the actual telephone interviews without the interviewers’ knowledge, to evaluate
the performance of each interviewer and ensure the integrity of the data. The survey instrument itself contained error checkers and computation statements to ensure quality and consistent data. After the surveys were obtained by the interviewers, the Survey Center Managers and/or statisticians checked each completed survey to ensure clarity and completeness. Responsive Management obtained a total of 407 completed interviews with residents ages 18 years old and older.

DATA ANALYSIS
The analysis of data was performed using Statistical Package for the Social Sciences as well as proprietary software developed by Responsive Management. The results were weighted by gender, age, and geographic information to be representative of York County as a whole.

On questions that asked respondents to provide a number (e.g., age), the graph shows ranges of numbers rather than the precise numbers. Nonetheless, each respondent provided a precise number, and the dataset includes this precise number, even if the graph only shows ranges of numbers. Note that the calculation of means and medians used the precise numbers that the respondents provided.

Graphs that show opinions on specific questions based on demographic and behavioral characteristics are included, based on extensive crosstabulations. These crosstabulations include by gender, age, years of residency, children/no children, and military/non-military. These graphs are more legible than the previous report’s nonparametric analyses that were included, providing the same information in graphs.

The crosstabulations that formed the basis of the above questions, including by gender, age, years of residency, children/no children, military/non-military, and by upper/lower county, are shown in Appendices A through F.
SAMPLING ERROR
Throughout this report, findings of the telephone survey are reported at a 95% confidence interval. For the entire sample of York County residents, the sampling error is at most plus or minus 4.84 percentage points. This means that if the survey were conducted 100 times on different samples that were selected in the same way, the findings of 95 out of the 100 surveys would fall within plus or minus 4.84 percentage points of each other. Sampling error was calculated using the formula described below, with a sample size of 407 and a population size of 48,188 York County residents 18 years old and older.

\[
B = \left( \sqrt{\frac{N_p(0.25)}{N_s}} - 0.25 \right) \times (1.96)
\]

Where:
- \(B\) = maximum sampling error (as decimal)
- \(N_p\) = population size (i.e., total number who could be surveyed)
- \(N_s\) = sample size (i.e., total number of respondents surveyed)


Note: This is a simplified version of the formula that calculates the maximum sampling error using a 50:50 split (the most conservative calculation because a 50:50 split would give maximum variation).

NOTES ON READING THE REPORT
In examining the results, it is important to be aware that the questionnaire included several types of questions:

- Open-ended questions are those in which no answer set is read to the respondents; rather, they can respond with anything that comes to mind from the question.
- Closed-ended questions have an answer set from which to choose.
- Single or multiple response questions: Some questions allow only a single response, while other questions allow respondents to give more than one response or choose all that apply. Those that allow more than a single response are indicated on the graphs with the label, “Multiple Responses Allowed.”
- Scaled questions: Many closed-ended questions (but not all) are in a scale, such as excellent-good-fair-poor.
- Series questions: Many questions are part of a series, and the results are primarily intended to be examined relative to the other questions in that series (although results of the questions individually can also be valuable). Typically, results of all questions in a series are shown together.
Some graphs show an average, either the mean or median (or both). The mean is simply the sum of all numbers divided by the number of respondents. Because outliers (extremely high or low numbers relative to most of the other responses) may skew the mean, the median is shown. The median is the number at which half the sample is above and the other half is below. In other words, a median of 150 means that half the sample gave an answer of more than 150 and the other half gave an answer of less than 150.

Most graphs show results rounded to the nearest integer; however, all data are stored in decimal format, and all calculations are performed on unrounded numbers. For this reason, some results may not sum to exactly 100% because of this rounding on the graphs. Additionally, rounding may cause apparent discrepancies of 1 percentage point between the graphs and the reported results of combined responses (e.g., when “strongly agree” and “moderately agree” are summed to determine the total percentage who agree).

For the reader’s convenience, the survey instrument is included as Appendix G.
REASONS FOR LIVING IN YORK COUNTY AND LIKELIHOOD TO CONTINUE LIVING IN YORK COUNTY

- An open-ended question asked residents to name the main reason that they live in York County. The top response, substantially exceeding the other responses, is the good quality of schools: 34% of respondents say this is the main reason they live in York County. Three other responses have at least 10% of residents naming them: they like it in York County (18%), they work nearby (15%), and because they grew up nearby (10%). No other response was given by as much as 10% of respondents.

- The overwhelming majority of York County residents (86%) say that it is likely that they will be living in York County in 5 years (with 63% saying it is very likely); only 9% say it is not at all likely that they will be living in York County in 5 years.
Q14. First, what is the single main reason you live in York County?

- Good / quality schools: 34%
- Like it here / good place to live: 18%
- Work in or nearby: 15%
- Grew up here: 10%
- Good place to raise children: 6%
- Family lives here or nearby: 6%
- Like rural / country feel: 3%
- Low cost of living: 1%
- Access to the water / can boat here / mentions boating: 1%
- Quality services / facilities: 1%
- Other: 1%
- Don't know: 2%

Percent (n=407)
Q96. How likely are you to be living in York County 5 years from now?

- Very likely: 63%
- Somewhat likely: 23%
- Not at all likely: 9%
- Don't know: 5%
RATINGS OF VARIOUS ASPECTS OF LIVING IN YORK COUNTY

The survey had a series of 17 questions that asked residents to rate various aspects of York County and living in York County, as shown in Text Box 1 on the following page. Note that the beginning point in the series of questions was randomized so the order of the questions was not the same for all respondents.

- Of the 17 items, 7 of them form a top tier, each with at least 40% of respondents giving it a rating of excellent (note that these are the same 7 items as were in a top tier the last time the survey was administered, albeit in slightly different order):
  - York County as a place to raise children (62% rate this as excellent).
  - York County as a place to live (60%).
  - The overall quality of life in York County (52%).
  - Educational opportunities in York County (48%).
  - The overall image or reputation of York County (47%).
  - Recreational opportunities, parks, and athletic fields in York County (44%).
  - York County as a place to retire (40%).

- On the other hand, 2 of the 17 have markedly low percentages rating them as excellent:
  - Employment opportunities in York County (15%).
  - Traveling by car on York County roads (7%).

- Also in this section is a graph showing the percentage who rate each item as excellent or good. In this graph, each item except employment opportunities in York County and traveling by car on York County roads has a majority giving it an excellent or good rating. Another graph shows ratings of fair and poor combined, and a final graph shows ratings of poor.
Extensive crosstabulations were run on several individual questions in this series. The questions discussed below are:

- The ratings of the overall quality of life in York County.
- York County as a place to raise children.
- York County as a place to live.
- Educational opportunities in York County.
- Overall image or reputation of York County.

Those who rate the overall quality of life excellent are correlated with:

- Those with children in the household.
- Those with active or retired military in the household.
- Homeowners (as opposed to renters).
- Those younger than the median adult age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
Those who give a rating of excellent to York County as a place to raise children are correlated with:

- Those with children in the household (note that anybody could get the question, including those without children).
- Those younger than the median adult age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
- Those without active or retired military in the household.

Those who give a rating of excellent to York County as a place to live are correlated with:

- Those who consider their ethnicity to be white.
- Those with children in the household.
- Note that no group was substantially higher than residents overall on this question (the two above are at 65%, while overall the percentage is 61%).

Those who give a rating of excellent to educational opportunities in York County are correlated with:

- Those with children in the household.
- Those younger than the median adult age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
- Males.

Those who give a rating of excellent to overall image or reputation of York County are correlated with:

- Those with children in the household.
- Those younger than the median adult age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
- Whites.
- Homeowners.
The most common answer, when residents are asked if York County in general is getting better, staying the same, or getting worse, is that the County is getting better (49%), about five times the percentage saying it is getting worse (10%).

- In follow-up, those who said York County is getting better were asked in an open-ended question what, specifically, is better. The most common answers relate to the quality of county services and facilities (35% of those who say it is getting better), followed by the appearance of York County (22%), traffic (21%), the recreational facilities (20%), the quality of life in general (18%), and the quality of residential development (17%). Note that these percentages are of those who say that York County is getting better.

- Similarly, those who said York County is getting worse were asked to name what things are worse. The most common answers pertain to the quality of County services and facilities (47% of those who say it is getting worse), residential development (37%), the County use of taxes (37%), development in general (20%), the appearance of York County (16%), and schools (15%). Note that these percentages are of those who say York County is getting worse.

The survey asked residents if there had been too much, about the right amount, or too little new residential and commercial development over the past 5 years in York County. For both types of development, the most common answer was that there had been about the right amount over the past 5 years. Otherwise, the percentages who said that there had been too much (29% regarding new residential development, 21% regarding new commercial development) exceeded the percentages who said that there had been too little (7% for residential, 11% for commercial development).

- In comparing residential and commercial development over the past 5 years, there appears to be slightly more tolerance for new commercial development.
The overwhelming majority of York County residents (98%) agree with the statement that York County is, in general, a safe place to live, with 73% saying that they strongly agree. (Note that strongly and moderately agree sum to 98%; rounding on the graph causes the apparent discrepancy in the sum.)

- This 98% agreeing is in line with previous surveys. In the 1998 survey, 98% agreed; in the 2000 survey, 99% agreed; in the 2005 survey, 98% agreed, and in the 2011 survey, 98% agreed.

Crosstabulations looked at those who strongly agree that York County is a safe place to live. Those who strongly agree with this are correlated with:

- Those who have lived in York County for the median or more years.
- Those without active or retired military in the household.
- Those the median adult age or older (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
- Females.
Q17-Q34. Percent who rated the following in York County as excellent.

- York County as a place to raise children: 62%
- York County as a place to live: 60%
- The overall quality of life in York County: 52%
- Educational opportunities: 48%
- The overall image or reputation of York County: 47%
- Recreational opportunities, parks, and athletic fields: 44%
- York County as a place to retire: 40%
- The overall quality of the natural environment in York County: 30%
- Rate opportunities to participate in community matters and affairs: 29%
- The overall appearance of York County: 28%
- The overall value you receive for your tax dollars in York County: 24%
- Opportunities to attend cultural activities: 23%
- The overall quality of new development in York County: 23%
- York County as a place to work: 23%
- The variety of housing options: 23%
- Employment opportunities: 15%
- Traveling by car on York County roads: 7%
Q17-Q34. Percent who rated the following in York County as excellent or good.

- The overall quality of life in York County: 97%
- York County as a place to live: 97%
- York County as a place to raise children: 96%
- The overall image or reputation of York County: 91%
- The overall quality of the natural environment in York County: 90%
- Educational opportunities: 87%
- The overall appearance of York County: 87%
- Recreational opportunities, parks, and athletic fields: 83%
- York County as a place to retire: 78%
- Rate opportunities to participate in community matters and affairs: 76%
- The variety of housing options: 72%
- The overall value you receive for your tax dollars in York County: 70%
- York County as a place to work: 69%
- Opportunities to attend cultural activities: 65%
- The overall quality of new development in York County: 63%
- Employment opportunities: 45%
- Traveling by car on York County roads: 41%
Q17-Q34. Percent who rated the following in York County as fair or poor.

Traveling by car on York County roads: 59
Employment opportunities: 37
The overall quality of new development in York County: 27
Opportunities to attend cultural activities: 27
The variety of housing options: 24
The overall value you receive for your tax dollars in York County: 21
Rate opportunities to participate in community matters and affairs: 17
Recreational opportunities, parks, and athletic fields: 14
York County as a place to retire: 14
York County as a place to work: 13
The overall appearance of York County: 13
The overall quality of the natural environment in York County: 9
Educational opportunities: 8
The overall image or reputation of York County: 7
York County as a place to live: 3
The overall quality of life in York County: 3
York County as a place to raise children: 2
Q17-Q34. Percent who rated the following in York County as poor.

- Traveling by car on York County roads: 19%
- Employment opportunities: 10%
- The overall quality of new development in York County: 9%
- The overall value you receive for your tax dollars in York County: 7%
- Opportunities to attend cultural activities: 7%
- The variety of housing options: 6%
- Rate opportunities to participate in community matters and affairs: 4%
- York County as a place to retire: 4%
- The overall quality of the natural environment in York County: 2%
- The overall quality of life in York County: 2%
- Recreational opportunities, parks, and athletic fields: 2%
- York County as a place to work: 2%
- The overall image or reputation of York County: 2%
- The overall appearance of York County: 2%
- York County as a place to live: 1%
- Educational opportunities: 1%
- York County as a place to raise children: 0%
Overall, 52% of York County residents rate the overall quality of life in York County as excellent, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 60% of residents with children give a rating of excellent, markedly higher than residents overall. Additionally, residents with active or retired military in the household, compared to residents overall, are more likely to give a rating of excellent (59% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, among those who rent their residence, 21% give a rating of excellent, far below residents overall. Also, Upper York residents are less likely to give a rating of excellent (only 38% do).
Percent of each of the following groups who rated York County as a place to raise children as excellent:

- Has children in the household: 72%
- Younger than the median age (48): 69%
- No one in household is active or retired military: 65%
- White: 64%
- Lower York: 64%
- Owns place of residence: 64%
- Male: 63%
- Has lived in York county for fewer than the median number of years (14): 63%
- Overall: 62%
- Has lived in York county for the median number of years (14) or more: 62%
- Female: 61%
- Median age (48) or older: 58%
- Person in the household is active or retired military: 58%
- Non-white: 53%
- Does not have children in the household: 52%
- Rents place of residence: 51%
- Upper York: 47%

Overall, 62% of York County residents give a rating of excellent to York County as a place to raise children, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 72% of residents with children give a rating of excellent, markedly higher than residents overall. Additionally, residents who are younger than the median adult age, compared to residents overall, are more likely to give a rating of excellent (69% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 47% of Upper York residents give a rating of excellent, far below residents overall. Also, residents who rent are less likely to give a rating of excellent (only 51% do).
Percent of each of the following groups who rated York County as a place to live as excellent:

Overall, 61% of York County residents give a rating of excellent to York County as a place to live, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 65% of white residents give a rating of excellent, a little higher than residents overall. Additionally, residents with children in the household, compared to residents overall, are more likely to give a rating of excellent (65% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 41% of non-white residents give a rating of excellent, well below residents overall. Also, residents who rent are less likely to give a rating of excellent (only 45% do).
Overall, 48% of York County residents give a rating of excellent to educational opportunities in York County, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 62% of residents with children give a rating of excellent, markedly higher than residents overall. Additionally, residents who are younger than the median adult age, compared to residents overall, are more likely to give a rating of excellent (59% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 24% of Upper York residents give a rating of excellent, far below residents overall. Also, residents who rent are less likely to give a rating of excellent (only 32% do).
Percent of each of the following groups who rated the overall image or reputation of York County as excellent:

- Has children in the household: 54%
- Younger than the median age (48): 53%
- White: 51%
- Owns place of residence: 51%
- Female: 49%
- Person in the household is active or retired military: 49%
- Lower York: 49%
- Has lived in York county for the median number of years (14) or more: 47%
- Total: 47%
- Has lived in York county for fewer than the median number of years (14): 47%
- No one in household is active or retired military: 45%
- Male: 44%
- Median age (48) or older: 42%
- Does not have children in the household: 39%
- Upper York: 30%
- Non-white: 28%
- Rents place of residence: 16%

Overall, 47% of York County residents give a rating of excellent to the overall image or reputation of York County, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 54% of residents with children give a rating of excellent, higher than residents overall. Additionally, residents who are younger than the median adult age, compared to residents overall, are more likely to give a rating of excellent (53% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 16% of renters give a rating of excellent, far below residents overall. Also, non-white residents are less likely to give a rating of excellent (only 28% do).
Q59. In general, do you think York County is getting better, staying the same, or getting worse?

- Getting better: 49%
- Staying the same: 37%
- Getting worse: 10%
- Don't know: 5%

(Chart showing responses, n=407)
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of County services / facilities</td>
<td>35</td>
</tr>
<tr>
<td>Appearance of York County</td>
<td>22</td>
</tr>
<tr>
<td>Traffic</td>
<td>21</td>
</tr>
<tr>
<td>Recreation facilities</td>
<td>20</td>
</tr>
<tr>
<td>Quality of life in general</td>
<td>18</td>
</tr>
<tr>
<td>Residential development</td>
<td>17</td>
</tr>
<tr>
<td>Development in general</td>
<td>13</td>
</tr>
<tr>
<td>Schools</td>
<td>13</td>
</tr>
<tr>
<td>Quality of roads</td>
<td>11</td>
</tr>
<tr>
<td>Commercial development</td>
<td>8</td>
</tr>
<tr>
<td>Quality of recreation resources</td>
<td>7</td>
</tr>
<tr>
<td>Crime</td>
<td>7</td>
</tr>
<tr>
<td>Job opportunities / the economy</td>
<td>5</td>
</tr>
<tr>
<td>County use of taxes</td>
<td>3</td>
</tr>
<tr>
<td>Quality of natural resources</td>
<td>2</td>
</tr>
<tr>
<td>Shopping opportunities</td>
<td>2</td>
</tr>
<tr>
<td>Yorktown waterfront</td>
<td>2</td>
</tr>
<tr>
<td>Don't know</td>
<td>5</td>
</tr>
</tbody>
</table>

Multiple Responses Allowed
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of County services / facilities</td>
<td>47</td>
</tr>
<tr>
<td>Residential development</td>
<td>37</td>
</tr>
<tr>
<td>County use of taxes</td>
<td>37</td>
</tr>
<tr>
<td>Development in general</td>
<td>20</td>
</tr>
<tr>
<td>Appearance of York County</td>
<td>16</td>
</tr>
<tr>
<td>Schools</td>
<td>15</td>
</tr>
<tr>
<td>Commercial development</td>
<td>13</td>
</tr>
<tr>
<td>Quality of natural resources</td>
<td>9</td>
</tr>
<tr>
<td>Crime</td>
<td>8</td>
</tr>
<tr>
<td>Job opportunities / the economy</td>
<td>8</td>
</tr>
<tr>
<td>Traffic</td>
<td>7</td>
</tr>
<tr>
<td>Quality of recreation resources</td>
<td>5</td>
</tr>
<tr>
<td>Quality of life in general</td>
<td>2</td>
</tr>
<tr>
<td>Recreation facilities</td>
<td>2</td>
</tr>
</tbody>
</table>

Multiple Responses Allowed

Percent (n=48)
Q68/Q69. In your opinion, was the amount of new [residential / commercial] construction in York County in the past 5 years too much, about the right amount, or too little?

Too much
- Residential: 29
- Commercial: 21

About the right amount
- Residential: 55
- Commercial: 59

Too little
- Residential: 7
- Commercial: 11

Don't know
- Residential: 9
- Commercial: 10

Percent (n=407)
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)

- Strongly agree: 73% (n=407)
- Moderately agree: 26% (n=407)
- Neither agree nor disagree: 0%
- Moderately disagree: 0%
- Strongly disagree: 1% (n=407)
- Don't know: 0%
Percent of each of the following groups who strongly agree with the following statement: York County, in general, is a safe place to live.

- Has lived in York county for the median number of years (14) or more: 82%
- No one in household is active or retired military: 81%
- Median age (48) or older: 79%
- Female: 78%
- Does not have children in the household: 76%
- Owns place of residence: 74%
- Upper York: 74%
- White: 74%
- Overall: 72%
- Lower York: 72%
- Has children in the household: 69%
- Non-white: 69%
- Male: 67%
- Younger than the median age (48): 66%
- Has lived in York county for fewer than the median number of years (14): 62%
- Person in the household is active or retired military: 62%
- Rents place of residence: 56%

Overall, 72% of York County residents strongly agree that York County, in general, is a safe place to live, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to strongly agree. For instance, 82% of residents who have lived in York County for the median or more years strongly agreed, markedly higher than residents overall. Additionally, residents without active or retired military in the household, compared to residents overall, are more likely to strongly agree (81% of them do).

On the other hand, those groups below the gray bar are less likely to strongly agree. For instance, only 56% of renters strongly agree, below residents overall. Also, residents with military in the household are less likely to strongly agree (only 62% do).
USE OF AND RATINGS OF SERVICES AND FACILITIES OF YORK COUNTY

➢ The survey asked residents if they had participated in or used five activities/facilities of York County. At the top, a large majority (74%) had used the Yorktown or Tabb Libraries, and a majority had participated in activities or events at Riverwalk Landing in Yorktown (62%). Also with substantial use were any parks or athletic fields other than the new Sports Complex (49%) and the Sports Complex itself (44%). At the bottom, only 8% had used the County Senior Center.

• In a related question, the survey asked about children’s participation in youth recreation programs or leagues. About half of residents with children (48%) report that their children participated in youth recreation programs or leagues in the past 12 months.

➢ The survey asked residents to rate 21 specific services or facilities provided by York County on a scale of excellent-good-fair-poor, as shown in Text Box 2 on the following page.

• In looking at ratings of excellent, the services fall out into three tiers. At the top, 3 of the 21 items have a majority giving it a rating of excellent:
  o Fire and Rescue Services (59% rate them as excellent).
  o The Yorktown and Tabb Library facilities (56%).
  o Sheriff’s Office and law enforcement (55%).

• A second tier has 8 items out of the 21 in which at least a third, but less than a majority, rate them as excellent:
  o The public school system’s instructional programs (43%).
  o The Sports Complex (42%).
  o Trash collection services (41%).
  o The appearance of County government office buildings and their properties (41%).
  o Youth recreation programs or leagues (38%).
  o Public school buildings and facilities (37%).
  o The residential recycling program (37%).
  o Materials and programs offered in the Yorktown and Tabb libraries (36%).
• In looking at ratings of poor, 5 of the 21 items have at least 10% giving a poor rating:
  o The appearance of major County roads where the County, not VDOT, mows and maintains the landscaping (15% rate it poor)
  o Efforts to control mosquitoes (13%)
  o The special leaf collection program (11%)
  o The enforcement of codes related to junk vehicles and junkyards (11%)
  o The enforcement of codes related to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community (11%)

• Graphs are shown of those who gave a rating of excellent by itself, excellent and good combined, fair and poor combined, and poor by itself. Note that many of the items had relatively large percentages giving an answer of “don’t know.” For this reason, a low percentage giving a rating of excellent or good does not mean that a high percentage is giving a rating of fair or poor.

Text Box 2

Services or Facilities Provided by York County That Were Rated by Residents

Q38. Fire and Rescue Services
Q39. Sheriff’s Office and law enforcement
Q40. Public school buildings and facilities
Q41. The public school system’s instructional programs
Q42. Youth recreation programs or leagues
Q43. Adult recreation programs or leagues
Q44. The Sports Complex
Q45. Senior Center facilities and programs
Q46. The Yorktown and Tabb Library facilities
Q47. Materials and programs offered in the Yorktown and Tabb libraries
Q48. Services for people who are disadvantaged
Q49. Trash collection services
Q50. The residential recycling program
Q51. The special leaf collection program
Q52. The special debris collection service
Q53. Stormwater drainage systems and maintenance
Q54. Efforts to control mosquitoes
Q55. The appearance of County government office buildings and their properties
Q56. The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not VDOT, mows and maintains the landscaping
Q57. Enforcement of codes relating to junk vehicles and junkyards
Q58. Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community
Extensive crosstabulations were run on several individual questions in this series. The questions discussed below are:

- The ratings of York County’s Fire and Rescue Services.
- The ratings of the Yorktown and Tabb Library facilities.
- The ratings of the Sheriff’s Office and law enforcement.
- The ratings of the public school system’s instructional programs.
- The ratings of the Sports Complex.

Those who rate York County’s Fire and Rescue Services excellent are correlated with:

- Those who have lived in York County for the median or more years.
- Those without active or retired military in the household.
- Females.
- Those the median adult age or older (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).

Those who rate the Yorktown and Tabb Library facilities excellent are correlated with:

- Those younger than the median age (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
- Those with children in the household.
- Females.

Those who rate the Sheriff’s Office and law enforcement excellent are correlated with:

- Those without active or retired military in the household.
- Those who have lived in York County for the median or more years.
- Females.

Those who rate the public school system’s instructional programs excellent are correlated with:

- Those with children in the household.
- Those younger than the median age.
- Whites.

Those who rate the Sports Complex excellent are correlated with:

- Those with children in the household.
- Those younger than the median age.
- Females.
- Lower York County residents.
More than two-thirds of residents (69%) report that they had a personal interaction with a York County employee in the past 12 months.*

- Among those who had an interaction, the overwhelming majority (97%) rate the quality of that interaction as excellent or good, including 57% rating it excellent. On the other hand, only 3% give a rating of fair or poor.

- In follow-up, those who reported having an interaction with a York County employee were asked if they agreed or disagreed that the employee was responsive, courteous, and knowledgeable (in three separate questions). Overwhelming majorities of those who had an interaction agreed with each: 97% agreed that they were responsive, 96% agreed that they were courteous, and 94% agreed that they were knowledgeable.

- The previous survey did not include “in person, by telephone, by e-mail, or by mail” in the question; this extra information was only provided in the previous survey if the respondent asked. This likely increased affirmative responses on this survey, compared to the 2011 survey.
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?

- The Yorktown or Tabb Libraries: 74%
- Activities or events at Riverwalk Landing in Yorktown: 62%
- Any other county parks or athletic fields: 49%
- The new Sports Complex at the Route 17 / Oriana Road intersection area: 44%
- The county Senior Center: 8%
- None of these: 8%

Multiple Responses Allowed

Percent (n=407)
Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months? (Asked of those with children in the household.)

Yes: 48%
No: 51%
Don't know: 1%

Percent (n=89)
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.

<table>
<thead>
<tr>
<th>Service</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire and Rescue Services</td>
<td>59</td>
</tr>
<tr>
<td>The Yorktown and Tabb Library facilities</td>
<td>56</td>
</tr>
<tr>
<td>Sheriff's Office and law enforcement</td>
<td>55</td>
</tr>
<tr>
<td>Public school system's instructional programs</td>
<td>43</td>
</tr>
<tr>
<td>The Sports Complex</td>
<td>42</td>
</tr>
<tr>
<td>Trash collection services</td>
<td>41</td>
</tr>
<tr>
<td>The appearance of County government office buildings and their properties</td>
<td>41</td>
</tr>
<tr>
<td>Youth recreation programs or leagues</td>
<td>38</td>
</tr>
<tr>
<td>Public school buildings and facilities</td>
<td>37</td>
</tr>
<tr>
<td>The residential recycling program</td>
<td>37</td>
</tr>
<tr>
<td>Materials and programs offered in the Yorktown and Tabb libraries</td>
<td>36</td>
</tr>
<tr>
<td>The special debris collection service</td>
<td>17</td>
</tr>
<tr>
<td>Senior Center facilities and programs</td>
<td>17</td>
</tr>
<tr>
<td>The appearance of maj. County rds where County, not VDOT, mows / maintains landscaping</td>
<td>15</td>
</tr>
<tr>
<td>Efforts to control mosquitoes</td>
<td>15</td>
</tr>
<tr>
<td>The special leaf collection program</td>
<td>14</td>
</tr>
<tr>
<td>Enforcement codes re: high grass / weeds, aband. bldgs, other things impacting appearance of community</td>
<td>14</td>
</tr>
<tr>
<td>Stormwater drainage systems and maintenance</td>
<td>14</td>
</tr>
<tr>
<td>Enforcement of codes relating to junk vehicles and junkyards</td>
<td>9</td>
</tr>
<tr>
<td>Adult recreation programs or leagues</td>
<td>9</td>
</tr>
<tr>
<td>Services for people who are disadvantaged</td>
<td>7</td>
</tr>
</tbody>
</table>
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.

- Fire and Rescue Services: 89%
- The appearance of County government office buildings and their properties: 87%
- Sheriff's Office and law enforcement: 87%
- The Yorktown and Tabb Library facilities: 84%
- Public school buildings and facilities: 83%
- Trash collection services: 83%
- Public school system's instructional programs: 81%
- The residential recycling program: 79%
- Youth recreation programs or leagues: 76%
- The Sports Complex: 72%
- Materials and programs offered in the Yorktown and Tabb libraries: 72%
- Efforts to control mosquitoes: 64%
- Enforcement codes re: high grass / weeds, aband. bldgs, other things impacting appearance of community: 57%
- The appearance of maj. County rds where County, not VDOT, mows / maintains landscaping: 54%
- Stormwater drainage systems and maintenance: 54%
- The special debris collection service: 53%
- Enforcement of codes relating to junk vehicles and junkyards: 51%
- The special leaf collection program: 45%
- Senior Center facilities and programs: 39%
- Adult recreation programs or leagues: 38%
- Services for people who are disadvantaged: 22%
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.

- The appearance of maj. County rds where County, not VDOT, mows / maintains landscaping: 44%
- Efforts to control mosquitoes: 32%
- Stormwater drainage systems and maintenance: 32%
- Enforcement codes re: high grass / weeds, aband. bldgs, other things impacting appearance of community: 30%
- Enforcement of codes relating to junk vehicles and junkyards: 28%
- Adult recreation programs or leagues: 26%
- The special debris collection service: 24%
- The special leaf collection program: 23%
- The residential recycling program: 19%
- Trash collection services: 15%
- Services for people who are disadvantaged: 13%
- The Sports Complex: 12%
- Public school buildings and facilities: 11%
- Materials and programs offered in the Yorktown and Tabb libraries: 11%
- Sheriff's Office and law enforcement: 9%
- Youth recreation programs or leagues: 9%
- The appearance of County government office buildings and their properties: 8%
- Senior Center facilities and programs: 7%
- Public school system's instructional programs: 7%
- Fire and Rescue Services: 7%
- The Yorktown and Tabb Library facilities: 4%
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.

<table>
<thead>
<tr>
<th>Service</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>The appearance of maj. County rds where County, not VDOT, mows / maintains landscaping</td>
<td>15</td>
</tr>
<tr>
<td>Efforts to control mosquitoes</td>
<td>13</td>
</tr>
<tr>
<td>The special leaf collection program</td>
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<tr>
<td>Enforcement of codes relating to junk vehicles and junkyards</td>
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<td>Enforcement codes re: high grass / weeds, aband. blgdgs, other things impacting appearance of community</td>
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<tr>
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<tr>
<td>The Sports Complex</td>
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</tr>
<tr>
<td>Adult recreation programs or leagues</td>
<td>8</td>
</tr>
<tr>
<td>The appearance of County government office buildings and their properties</td>
<td>6</td>
</tr>
<tr>
<td>Services for people who are disadvantaged</td>
<td>6</td>
</tr>
<tr>
<td>The special debris collection service</td>
<td>6</td>
</tr>
<tr>
<td>The residential recycling program</td>
<td>4</td>
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<tr>
<td>Senior Center facilities and programs</td>
<td>3</td>
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<tr>
<td>Public school system's instructional programs</td>
<td>2</td>
</tr>
<tr>
<td>Public school buildings and facilities</td>
<td>2</td>
</tr>
<tr>
<td>Youth recreation programs or leagues</td>
<td>2</td>
</tr>
<tr>
<td>Trash collection services</td>
<td>1</td>
</tr>
<tr>
<td>Sheriff's Office and law enforcement</td>
<td>1</td>
</tr>
<tr>
<td>The Yorktown and Tabb Library facilities</td>
<td>1</td>
</tr>
<tr>
<td>Fire and Rescue Services</td>
<td>1</td>
</tr>
<tr>
<td>Materials and programs offered in the Yorktown and Tabb libraries</td>
<td>0</td>
</tr>
</tbody>
</table>
Percent of each of the following groups who rated York County’s Fire and Rescue Services as excellent:

- Has lived in York county for the median number of years (14) or more: 72%
- No one in household is active or retired military: 71%
- Female: 68%
- Median age (48) or older: 65%
- Owns place of residence: 63%
- Does not have children in the household: 62%
- White: 61%
- Upper York: 59%
- Overall: 59%
- Lower York: 59%
- Has children in the household: 55%
- Younger than the median age (48): 53%
- Male: 50%
- Non-white: 49%
- Has lived in York county for fewer than the median number of years (14): 45%
- Person in the household is active or retired military: 43%
- Rents place of residence: 35%

Overall, 59% of York County residents give a rating of excellent to York County’s Fire and Rescue Services, as shown in the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 72% of residents who have lived in York County for the median or more years give a rating of excellent, markedly higher than residents overall. Additionally, residents without military in the household, compared to residents overall, are more likely to give a rating of excellent (71% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 35% of renters give a rating of excellent, far below residents overall. Also, residents with military in the household are less likely to give a rating of excellent (only 43% do).
Overall, 56% of York County residents give a rating of excellent to the Yorktown and Tabb Library facilities, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 70% of residents younger than the median adult age give a rating of excellent, markedly higher than residents overall. Additionally, residents with children in the household, compared to residents overall, are more likely to give a rating of excellent (64% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 35% of Upper York residents give a rating of excellent, below residents overall. Also, renters are less likely to give a rating of excellent (only 43% do).
Percent of each of the following groups who rated the Sheriff's Office and law enforcement as excellent:

- No one in household is active or retired military: 66%
- Has lived in York county for the median number of years (14) or more: 64%
- Female: 63%
- Owns place of residence: 58%
- Younger than the median age (48): 58%
- Non-white: 57%
- Lower York: 57%
- Has children in the household: 57%
- Overall: 55%
- White: 55%
- Does not have children in the household: 54%
- Median age (48) or older: 53%
- Male: 48%
- Has lived in York county for fewer than the median number of years (14): 46%
- Upper York: 43%
- Person in the household is active or retired military: 41%
- Rents place of residence: 37%

Overall, 55% of York County residents give a rating of excellent to the Sheriff’s Office and law enforcement, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 66% of residents without military in the household give a rating of excellent, markedly higher than residents overall. Additionally, residents who have lived in York County for the median or more years, compared to residents overall, are more likely to give a rating of excellent (64% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 37% of renters give a rating of excellent, below residents overall. Also, residents with military in the household are less likely to give a rating of excellent (only 41% do).
Percent of each of the following groups who rated the public school system’s instructional programs as excellent:

- Has children in the household: 52%
- Younger than the median age (48): 48%
- White: 47%
- No one in household is active or retired military: 46%
- Owns place of residence: 45%
- Has lived in York county for the median number of years (14) or more: 45%
- Lower York: 45%
- Male: 44%
- Overall: 43%
- Female: 42%
- Has lived in York county for fewer than the median number of years (14): 41%
- Person in the household is active or retired military: 39%
- Median age (48) or older: 38%
- Does not have children in the household: 33%
- Upper York: 31%
- Rents place of residence: 29%
- Non-white: 26%

Overall, 43% of York County residents give a rating of excellent to the public school system’s instructional programs, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 52% of residents with children in the household give a rating of excellent, markedly higher than residents overall. Additionally, residents younger than the median age, compared to residents overall, are more likely to give a rating of excellent (48% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 26% of non-white residents give a rating of excellent, below residents overall. Also, renters are less likely to give a rating of excellent (only 29% do).
Overall, 42% of York County residents give a rating of excellent to the Sports Complex, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to give a rating of excellent. For instance, 49% of residents with children in the household give a rating of excellent, markedly higher than residents overall. Additionally, residents younger than the median age, compared to residents overall, are more likely to give a rating of excellent (47% of them do).

On the other hand, those groups below the gray bar are less likely to give a rating of excellent. For instance, only 7% of Upper York residents give a rating of excellent, well below residents overall. Also, non-whites are less likely to give a rating of excellent (only 29% do).
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?

- Yes: 69%
- No: 30%
- Don't know: 0%
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

- Excellent: 57
- Good: 40
- Fair: 1
- Poor: 2

(Percent n=253)
Q80-Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was [responsive / courteous / knowledgeable]? (Asked of those who had personal interaction with a York County employee in the past 12 months.)

![Bar chart showing responses to Q80-Q82.]

- **Strongly agree**
  - Responsive: 87%
  - Courteous: 89%
  - Knowledgeable: 86%
- **Moderately agree**
  - Responsive: 10%
  - Courteous: 7%
  - Knowledgeable: 8%
- **Neither agree nor disagree**
  - Responsive: 1%
  - Courteous: 2%
  - Knowledgeable: 2%
- **Moderately disagree**
  - Responsive: 1%
  - Courteous: 2%
  - Knowledgeable: 2%
- **Strongly disagree**
  - Responsive: 2%
  - Courteous: 1%
  - Knowledgeable: 1%
- **Don't know**
  - Responsive: 0%
  - Courteous: 0%
  - Knowledgeable: 1%
OPINIONS ON YORK COUNTY GOVERNMENT DECISION-MAKING

- The overwhelming majority of residents (77%) agree with the statement, “Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.” They are about evenly split between strongly agreeing (41%) and moderately agreeing (35%) (rounding on the graph causes an apparent discrepancy in the stated sum; the two sum to 77% when calculated on unrounded numbers). At the other end, 8% disagree.

- Another question explores whether residents feel their opinions will be considered in decision making (there being a subtle difference between being heard and being considered in decision making). Again the results are positive, with a majority of residents (62%) agreeing with the statement, “If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made.” However, 16% disagree (another 22% give a neutral answer).

- Both of these questions were included in previous surveys. The results regarding the first statement above (Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions) show a slight drop in opinion, as shown in the tabulation below. The results on the second statement (If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made) is about the same as in the last survey, but lower than surveys previous to that.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Percent Who Agreed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.</td>
<td>88%</td>
</tr>
<tr>
<td>If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made.</td>
<td>66%</td>
</tr>
</tbody>
</table>
Extensive crosstabulations were run on both of these questions. In the first, those who strongly agree with the statement, “Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions,” are correlated with:

- Those the median adult age or older (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
- Those without children in the household.
- Those with active or retired military in the household.
- Females.

Those who strongly agree with the statement, “If I inform the County how I feel on an issue, my opinion will be taken into consideration before a decision is made,” are correlated with:

- Renters.
- Those the median adult age or older (48 years—note that this is the median adult age, as nobody younger than 18 was interviewed in the survey).
- Those without children in the household.
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)

- Strongly agree: 41%
- Moderately agree: 35%
- Neither agree nor disagree: 11%
- Moderately disagree: 5%
- Strongly disagree: 3%
- Don't know: 4%
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)

- Strongly agree: 24%
- Moderately agree: 38%
- Neither agree nor disagree: 13%
- Moderately disagree: 8%
- Strongly disagree: 8%
- Don't know: 9%
Percent of each of the following groups who strongly agree with the following statement:
Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.

<table>
<thead>
<tr>
<th>Group</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median age (48) or older</td>
<td>51</td>
</tr>
<tr>
<td>Does not have children in the household</td>
<td>49</td>
</tr>
<tr>
<td>Person in the household is active or retired military</td>
<td>45</td>
</tr>
<tr>
<td>Female</td>
<td>45</td>
</tr>
<tr>
<td>Has lived in York county for the median number of years (14) or more</td>
<td>43</td>
</tr>
<tr>
<td>White</td>
<td>42</td>
</tr>
<tr>
<td>Owns place of residence</td>
<td>42</td>
</tr>
<tr>
<td>Lower York</td>
<td>42</td>
</tr>
<tr>
<td>Overall</td>
<td>41</td>
</tr>
<tr>
<td>Rents place of residence</td>
<td>40</td>
</tr>
<tr>
<td>Has lived in York county for fewer than the median number of years (14)</td>
<td>39</td>
</tr>
<tr>
<td>No one in household is active or retired military</td>
<td>38</td>
</tr>
<tr>
<td>Male</td>
<td>38</td>
</tr>
<tr>
<td>Upper York</td>
<td>37</td>
</tr>
<tr>
<td>Non-white</td>
<td>37</td>
</tr>
<tr>
<td>Has children in the household</td>
<td>34</td>
</tr>
<tr>
<td>Younger than the median age (48)</td>
<td>32</td>
</tr>
</tbody>
</table>

Overall, 41% of York County residents strongly agree with the statement, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to strongly agree. For instance, 51% of residents the median adult age or older strongly agree, markedly higher than residents overall. Additionally, residents without children in the household, compared to residents overall, are more likely to strongly agree (49% of them do).

On the other hand, those groups below the gray bar are less likely to strongly agree. For instance, only 32% of residents younger than the median age strongly agree, below residents overall. Also, those with children in the household are less likely to strongly agree (only 34% do).
Percent of each of the following groups who strongly agree with the following statement: 
If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made.

Overall, 24% of York County residents strongly agree with the statement, as shown by the gray bar.

Those groups above the gray bar have a greater propensity to strongly agree. For instance, 32% of renters strongly agree, markedly higher than residents overall. Additionally, residents the median age or older, compared to residents overall, are more likely to strongly agree (30% of them do).

On the other hand, those groups below the gray bar are less likely to strongly agree. For instance, 20% of residents younger than the median age strongly agree, below residents overall. Also, non-whites are less likely to strongly agree (20% do).
SOURCES OF INFORMATION

- Residents were asked about four potential sources of information about County services, programs, and/or government affairs. They were first asked if they use each source, and, if they did, they were asked to rate the source.

- The County’s newsletter, called “Citizen News,” is the most popular source of information, used by 60% of residents, closely followed by the County government website (57%). The two other sources had only about 1 in 5 residents using them: WYCG – Channel 46 (21%) and WCSD – Channel 47 (19%).

- Ratings of the sources of information are positive: all of them had more than 85% of source users rating them excellent or good.

- Regarding using the web site, the overwhelming majority of residents (95%) report having Internet access at home, so access to the web site is not a problem.
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?

- The County’s newsletter called “Citizen News” - 60%
- The County government website - 57%
- WYCG – Channel 46 - 21%
- WCSD – Channel 47 - 19%
- None of these - 9%

Percent (n=407)
Q87-Q90. Percent who rated the following excellent as a source of information about County services, programs, and/or government affairs.

- WCSD – Channel 47
- "Citizen News" 46
- WYCG – Channel 46
- County government web site 28
Q87-Q90. Percent who rated the following excellent or good as a source of information about County services, programs, and/or government affairs.
Q87-Q90. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.

- "Citizen News": 0%
- WYCG – Channel 46: 0%
- WCSD – Channel 47: 0%
- County government web site: 0%
Q100. Do you have Internet access in your home?

Yes: 95%
No: 4%
Don't know: 1%

Percent (n=407)
DEMOGRAPHIC DATA

- The primary use of the demographic data is for crosstabulations and nonparametric analyses. Nonetheless, the demographic results are shown in this section.

- The gender breakdown is shown; note that the sample was weighted by age and gender.

- Respondent ages are shown; note that the sample was weighted by age and gender.
  - A graph of years of residency is shown. The median number of years of residency is 14 years. A little less than a fifth of residents (18%) report living in York County for 5 years or less. On the other hand, about a quarter (24%) have lived in York County for more than 25 years.

- Ethnicity of residents is shown. The large majority of York County residents (80%) indicate being white or Caucasian.

- Most residents in the survey live in a single-family home (87%), with apartments/condominiums and townhouses each making up 6%.
  - Home ownership among residents is shown: 86% report owning their own home.

- Half of residents (50%) say that there are children living in their household.
  - A large majority of residents with children (90%) send at least some of their children to public schools. Other educational options are shown on the graph.

- More than 2 out of 5 residents (43%) of York County indicate that somebody in the household is on active military duty or is a military retiree.

- A large majority of residents (89%) report that they are registered to vote.
Q121. Respondent's gender. (Observed; not asked by interviewer)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percent (n=407)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>48</td>
</tr>
<tr>
<td>Female</td>
<td>52</td>
</tr>
</tbody>
</table>
Q114. Respondent's age.

- 65 years old or older: 15%
- 55-64 years old: 15%
- 45-54 years old: 23%
- 35-44 years old: 17%
- 25-34 years old: 14%
- 18-24 years old: 11%
- Refused: 4%

Mean = 47.19
Median = 48
Q93. How many years have you lived in York County?

- More than 50 years: 5
- 46-50 years: 1
- 41-45 years: 5
- 36-40 years: 3
- 31-35 years: 3
- 26-30 years: 8
- 21-25 years: 6
- 16-20 years: 9
- 11-15 years: 19
- 6-10 years: 24
- 5 years or less: 18
- Don't know: 1

Mean = 17.70
Median = 14
Q112. What races or ethnic backgrounds do you consider yourself? Please mention all that apply.

- White or Caucasian: 80
- Black or African-American: 9
- Native American or Alaskan native or Aleutian: 2
- East Asian: 2
- Hispanic or Latino: 1
- South Asian: 1
- Other: 1
- Don't know: 2
- Refused: 3

Multiple Responses Allowed

Percent (n=407)
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percent (n=407)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A single-family home</td>
<td>87</td>
</tr>
<tr>
<td>An apartment or condominium</td>
<td>6</td>
</tr>
<tr>
<td>A townhouse</td>
<td>6</td>
</tr>
<tr>
<td>Refused</td>
<td>1</td>
</tr>
</tbody>
</table>
Q97. Do you rent or own your current place of residence?

- Rent: 11%
- Own: 86%
- Refused: 2%

(Responses based on n=407)
Q102. How many children, age 17 or younger, do you have living in your household?

- More than 4 children: 2
- 4 children: 5
- 3 children: 3
- 2 children: 21
- 1 child: 19
- Do not have any children living in the household: 49
- Don't know: 1

Mean = 1.01
Median = 1

Percent (n=404)
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County? (Asked of those with children in the household.)

- Public school: 87%
- Private / parochial school: 7%
- Both: 3%
- Don’t know: 3%

(Percent based on n=89)
Q101. Is anyone in your household on active military duty or a military retiree?

Yes: 43%
No: 56%
Don't know: 1%
Q109. Are you currently registered to vote in York County?

Yes: 89
No: 11
Don't know: 1

Percent (n=407)
EXAMINATION OF TRENDS

All questions common to both the 2011 and 2015 surveys are comparable and are included in this section as tabulations or as graphs. A few questions were comparable with surveys farther back than 2011, and these are included in tabulations.

<table>
<thead>
<tr>
<th>14. What is the main reason you live in York County? (Shows top six responses.)</th>
<th>Good quality schools</th>
<th>Like it here / good place to live</th>
<th>Work</th>
<th>Grew up here</th>
<th>Family lives here or nearby</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>34</td>
<td>10</td>
<td>18</td>
<td>16</td>
<td>15</td>
</tr>
</tbody>
</table>
Q17-Q34. Percent who rated the following in York county as excellent.

- York County as a place to raise children: 58% in 2011, 62% in 2015
- York County as a place to live: 49% in 2011, 60% in 2015
- The overall quality of life in York County: 48% in 2011, 52% in 2015
- The overall image or reputation of York County: 45% in 2011, 47% in 2015
- Educational opportunities: 42% in 2011, 48% in 2015
- Recreational opportunities, parks, and athletic fields: 39% in 2011, 44% in 2015
- York County as a place to retire: 35% in 2011, 40% in 2015
- The overall quality of the natural environment in York County: 30% in 2011, 30% in 2015
- The overall appearance of York County: 29% in 2011, 28% in 2015
- Opportunities to attend cultural activities: 22% in 2011, 23% in 2015
- Rate opportunities to participate in community matters and affairs: 21% in 2011, 29% in 2015
- York County as a place to work: 20% in 2011, 23% in 2015
- The variety of housing options: 19% in 2011, 23% in 2015
- The overall value you receive for your tax dollars in York County: 14% in 2011, 24% in 2015
- The overall quality of new development in York County: 14% in 2011, 23% in 2015
- Traveling by car on York County roads: 7% in 2011, 12% in 2015
- Employment opportunities: 5% in 2011, 15% in 2015
Q17-Q34. Percent who rated the following in York County as excellent or good.

- The overall quality of life in York County
- York County as a place to live
- The overall image or reputation of York County
- York County as a place to raise children
- The overall appearance of York County
- The overall quality of the natural environment in York County
- Educational opportunities
- Recreational opportunities, parks, and athletic fields
- York County as a place to retire
- Rate opportunities to participate in community matters and affairs
- The variety of housing options
- The overall value you receive for your tax dollars in York County
- The overall quality of new development in York County
- Opportunities to attend cultural activities
- York County as a place to work
- Traveling by car on York County roads
- Employment opportunities

Percent

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>The overall quality of life in York County</td>
<td>95</td>
<td>97</td>
</tr>
<tr>
<td>York County as a place to live</td>
<td>94</td>
<td>97</td>
</tr>
<tr>
<td>The overall image or reputation of York County</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>York County as a place to raise children</td>
<td>93</td>
<td>96</td>
</tr>
<tr>
<td>The overall appearance of York County</td>
<td>87</td>
<td>89</td>
</tr>
<tr>
<td>The overall quality of the natural environment in York County</td>
<td>90</td>
<td>89</td>
</tr>
<tr>
<td>Educational opportunities</td>
<td>86</td>
<td>87</td>
</tr>
<tr>
<td>Recreational opportunities, parks, and athletic fields</td>
<td>82</td>
<td>83</td>
</tr>
<tr>
<td>York County as a place to retire</td>
<td>79</td>
<td>78</td>
</tr>
<tr>
<td>Rate opportunities to participate in community matters and affairs</td>
<td>73</td>
<td>76</td>
</tr>
<tr>
<td>The variety of housing options</td>
<td>72</td>
<td>71</td>
</tr>
<tr>
<td>The overall value you receive for your tax dollars in York County</td>
<td>66</td>
<td>70</td>
</tr>
<tr>
<td>The overall quality of new development in York County</td>
<td>66</td>
<td>63</td>
</tr>
<tr>
<td>Opportunities to attend cultural activities</td>
<td>63</td>
<td>65</td>
</tr>
<tr>
<td>York County as a place to work</td>
<td>56</td>
<td>69</td>
</tr>
<tr>
<td>Traveling by car on York County roads</td>
<td>41</td>
<td>52</td>
</tr>
<tr>
<td>Employment opportunities</td>
<td>38</td>
<td>45</td>
</tr>
</tbody>
</table>
Q17-Q34. Percent who rated the following in York county as fair or poor.

- Traveling by car on York County roads: 59% in 2011, 47% in 2015
- Employment opportunities: 37% in 2011, 38% in 2015
- Opportunities to attend cultural activities: 31% in 2011, 27% in 2015
- The overall value you receive for your tax dollars in York County: 27% in 2011, 28% in 2015
- The overall quality of new development in York County: 26% in 2011, 27% in 2015
- The variety of housing options: 24% in 2011, 21% in 2015
- York County as a place to work: 19% in 2011, 13% in 2015
- Rate opportunities to participate in community matters and affairs: 17% in 2011, 18% in 2015
- Recreational opportunities, parks, and athletic fields: 14% in 2011, 14% in 2015
- York County as a place to retire: 13% in 2011, 13% in 2015
- The overall appearance of York County: 13% in 2011, 11% in 2015
- The overall quality of the natural environment in York County: 10% in 2011, 9% in 2015
- Educational opportunities: 10% in 2011, 8% in 2015
- The overall image or reputation of York County: 7% in 2011, 6% in 2015
- York County as a place to live: 6% in 2011, 6% in 2015
- The overall quality of life in York County: 5% in 2011, 3% in 2015
- York County as a place to raise children: 4% in 2011, 3% in 2015
Q17-Q34. Percent who rated the following in York County as poor.

- Traveling by car on York County roads: 18%
- Employment opportunities: 10%
- The overall value you receive for your tax dollars in York County: 7%
- York County as a place to work: 2%
- Opportunities to attend cultural activities: 6%
- The overall quality of new development in York County: 9%
- The variety of housing options: 6%
- Recreational opportunities, parks, and athletic fields: 4%
- York County as a place to retire: 4%
- Educational opportunities: 2%
- The overall appearance of York County: 2%
- Rate opportunities to participate in community matters and affairs: 4%
- The overall quality of the natural environment in York County: 2%
- York County as a place to live: 1%
- The overall quality of life in York County: 2%
- York County as a place to raise children: 1%
- The overall image or reputation of York County: 2%
35. Overall, how would you rate the services provided by York County?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>27</td>
<td>62</td>
<td>8</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>2015</td>
<td>38</td>
<td>53</td>
<td>5</td>
<td>3</td>
<td>0</td>
</tr>
</tbody>
</table>
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.

- Fire and Rescue Services: 54% in 2011, 59% in 2015
- Sheriff's Office and law enforcement: 45% in 2011, 55% in 2015
- The Yorktown and Tabb Library facilities: 44% in 2011, 56% in 2015
- The appearance of County government office: 42% in 2011, 41% in 2015
- The Sports Complex: 40% in 2011, 42% in 2015
- Public school system's instructional programs: 38% in 2011, 43% in 2015
- Public school buildings and facilities: 36% in 2011, 37% in 2015
- Materials and programs offered in the Yorktown: 36% in 2011, 36% in 2015
- Youth recreation programs or leagues: 29% in 2011, 38% in 2015
- Trash collection services: 27% in 2011, 41% in 2015
- The appearance of major County roads, such as: 17% in 2011, 15% in 2015
- The residential recycling program: 15% in 2011, 37% in 2015
- Adult recreation programs or leagues: 9% in 2011, 14% in 2015
- Efforts to control mosquitoes: 14% in 2011, 15% in 2015
- The special debris collection service: 13% in 2011, 17% in 2015
- Senior Center facilities and programs: 12% in 2011, 17% in 2015
- Stormwater drainage systems and maintenance: 12% in 2011, 14% in 2015
- Enforcement of codes relating to junk vehicles: 9% in 2011, 10% in 2015
- Enforcement of codes relating to high grass and: 10% in 2011, 14% in 2015
- Services for people who are disadvantaged: 7% in 2011, 10% in 2015
- The special leaf collection program: 7% in 2011, 14% in 2015
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.
59. In general, do you think York County is getting better, staying the same, or getting worse?

<table>
<thead>
<tr>
<th></th>
<th>Getting better</th>
<th>Staying the same</th>
<th>Getting worse</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>45</td>
<td>2011</td>
<td>41</td>
<td>11</td>
</tr>
<tr>
<td>2015</td>
<td>49</td>
<td>2015</td>
<td>37</td>
<td>10</td>
</tr>
</tbody>
</table>

62. Specifically, what do you think has gotten better in York County? (Multiple responses allowed.)
(Shows all responses over 15%).

<table>
<thead>
<tr>
<th></th>
<th>Quality of County services / facilities</th>
<th>Appearance of the County</th>
<th>Recreation facilities</th>
<th>Quality of life in general</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>15</td>
<td>19</td>
<td>22</td>
<td>20</td>
</tr>
<tr>
<td>2015</td>
<td>35</td>
<td>22</td>
<td>12</td>
<td>24</td>
</tr>
</tbody>
</table>

68. In your opinion, was the amount of new residential construction* in York County in the past 5 years too much, about the right amount, or too little?

<table>
<thead>
<tr>
<th></th>
<th>Too much</th>
<th>About the right amount</th>
<th>Too little</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>39</td>
<td>50</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>2015</td>
<td>29</td>
<td>55</td>
<td>7</td>
<td>9</td>
</tr>
</tbody>
</table>

69. In your opinion, was the amount of new commercial construction* in York County in the past 5 years too much, about the right amount, or too little?

<table>
<thead>
<tr>
<th></th>
<th>Too much</th>
<th>About the right amount</th>
<th>Too little</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>29</td>
<td>50</td>
<td>15</td>
<td>7</td>
</tr>
<tr>
<td>2015</td>
<td>21</td>
<td>59</td>
<td>11</td>
<td>10</td>
</tr>
</tbody>
</table>

*In the previous survey, the wording was “…amount of residential development…” or “…commercial development…”; in the 2015 survey, the wording was “…amount of new residential construction…” and “…new commercial construction…”; it is not known how much effect the wording change had on this year’s results.
These questions were asked in previous surveys using comparable wording, as shown in the tabulation below.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Percent Who Agreed</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Before the County makes important decisions, citizens who want to be heard</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>have an opportunity to express their opinions.</td>
<td>88</td>
<td>85</td>
<td>91</td>
<td>83</td>
<td>77</td>
</tr>
<tr>
<td>If I inform the County about how I feel on an issue, my opinion will be</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>taken into consideration before a decision is made.</td>
<td>66</td>
<td>69</td>
<td>75</td>
<td>60</td>
<td>62</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yorktown or Tabb Libraries</th>
<th>Activities and Events at Riverwalk Landing</th>
<th>Other County parks / athletic fields</th>
<th>Sports Complex</th>
<th>Senior Center</th>
<th>None of these</th>
</tr>
</thead>
<tbody>
<tr>
<td>72 74</td>
<td>63 62</td>
<td>50 49</td>
<td>39 44</td>
<td>9 8</td>
<td>6 8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 2015</td>
<td>55</td>
<td>69</td>
<td>44 30 1</td>
</tr>
</tbody>
</table>

*The previous survey did not include “in person, by telephone, by e-mail, or by mail” in the question; this extra information was only provided in the previous survey if the respondent asked.

<table>
<thead>
<tr>
<th>In general, how would you rate the quality of your interaction with a York County employee in the past 12 months?</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 2015</td>
<td>57 57</td>
<td>36</td>
<td>40</td>
<td>4</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>---------------------</td>
<td>-----------------------</td>
<td>--------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>80. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) responsive?</td>
<td>72</td>
<td>21</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>81. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) courteous?</td>
<td>83</td>
<td>13</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>82. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) knowledgeable?</td>
<td>80</td>
<td>14</td>
<td>8</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Source</th>
<th>2011 Citizen News</th>
<th>2011 County govt. web site</th>
<th>2011 WYCG – Channel 46</th>
<th>2011 WCSD – Channel 47</th>
<th>2011 None of these*</th>
</tr>
</thead>
<tbody>
<tr>
<td>85. From which of the following sources do you get information about County services, programs, and/or government affairs?</td>
<td>62</td>
<td>49</td>
<td>57</td>
<td>23</td>
<td>21</td>
</tr>
</tbody>
</table>

*The previous survey asked about two additional sources (Citizens’ Guide to County Government, the County’s Annual Report) that were not asked about in this survey.

Note: these questions asked only of those who used the source

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>93. How many years have you lived in York County?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 years or less</td>
<td>6 to 10 years</td>
<td>11 to 15 years</td>
<td>16 to 20 years</td>
<td>More than 20 years</td>
<td>Don’t know</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>---------------</td>
<td>---------------</td>
<td>---------------</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>18</td>
<td>18</td>
<td>24</td>
<td>12</td>
<td>19</td>
<td>16</td>
<td>9</td>
<td>33</td>
<td>29</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>96. How likely are you to be living in York County 5 years from now?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very likely</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>73</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>97. Do you rent or own your current place of residence?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>12</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>97. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apartment / condominium</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>100. Do you have Internet access in your home?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>90</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>101. Is anyone in your household on active military duty or a military retiree?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>32</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>102. How many children, age 17 or younger, do you have living in your household?</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>59</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>77</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>43</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>109. Are you currently registered to vote in York County?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>85</td>
</tr>
</tbody>
</table>
111. What races or ethnic backgrounds do you consider yourself? Please mention all that apply.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>82</td>
<td>80</td>
<td>14</td>
<td>17</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>

114. May I ask your age?

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13</td>
<td>11</td>
<td>14</td>
<td>14</td>
<td>19</td>
<td>17</td>
<td>22</td>
<td>23</td>
<td>16</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

120. Observe and record respondent's gender.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male 2011</th>
<th>Male 2015</th>
<th>Female 2011</th>
<th>Female 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>48</td>
<td>48</td>
<td>52</td>
<td>52</td>
</tr>
</tbody>
</table>
SUMMARY OF RESPONSES TO ALL QUESTIONS

This section presents summary tables of responses to all questions. Questions are presented in the order of the survey numbering. (Note that some portions of the survey were randomized so that individual respondents did not get the questions in the order of the numbering shown in the survey.) Gaps in the numbering are for code statements in the survey that are not shown. Examples of these code statements are error checkers, skip controls, and computation statements.

<table>
<thead>
<tr>
<th>14. What is the main reason you live in York County? (Shows top six responses.)</th>
<th>Good quality schools</th>
<th>Like it here / good place to live</th>
<th>Work</th>
<th>Grew up here</th>
<th>Good place to raise children</th>
<th>Family lives here or nearby</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>34</td>
<td>18</td>
<td>15</td>
<td>10</td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>
## York County, Virginia, Residents’ Opinions on Living in York County

<table>
<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>17. How would you rate the overall quality of life in York County?</td>
<td>52</td>
<td>44</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>19. How would you rate York County as a place to live?</td>
<td>60</td>
<td>36</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>20. How would you rate York County as a place to raise children?</td>
<td>62</td>
<td>34</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>21. How would you rate York County as a place to work?</td>
<td>23</td>
<td>46</td>
<td>11</td>
<td>2</td>
<td>18</td>
</tr>
<tr>
<td>22. How would you rate York County as a place to retire?</td>
<td>40</td>
<td>37</td>
<td>10</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>23. How would you rate the overall value you receive for your tax dollars in York County?</td>
<td>24</td>
<td>46</td>
<td>14</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>24. How would you rate the overall appearance of York County?</td>
<td>28</td>
<td>58</td>
<td>11</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>25. How would you rate the overall quality of new development in York County?</td>
<td>23</td>
<td>40</td>
<td>19</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>26. How would you rate the variety of housing options?</td>
<td>23</td>
<td>50</td>
<td>18</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>27. How would you rate employment opportunities?</td>
<td>15</td>
<td>30</td>
<td>26</td>
<td>10</td>
<td>18</td>
</tr>
<tr>
<td>28. How would you rate educational opportunities?</td>
<td>48</td>
<td>39</td>
<td>7</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>29. How would you rate recreational opportunities, parks, and athletic fields?</td>
<td>44</td>
<td>39</td>
<td>12</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>30. How would you rate opportunities to attend cultural activities?</td>
<td>23</td>
<td>42</td>
<td>20</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>31. How would you rate opportunities to participate in community matters and affairs?</td>
<td>29</td>
<td>47</td>
<td>13</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>32. How would you rate traveling by car on York County roads?</td>
<td>7</td>
<td>33</td>
<td>40</td>
<td>19</td>
<td>1</td>
</tr>
<tr>
<td>33. How would you rate the overall quality of the natural environment in York County?</td>
<td>30</td>
<td>60</td>
<td>7</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>34. How would you rate the overall image or reputation of York County?</td>
<td>47</td>
<td>45</td>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>35. Overall, how would you rate the services provided by York County?</td>
<td>38</td>
<td>53</td>
<td>5</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Question</td>
<td>Excellent</td>
<td>Good</td>
<td>Fair</td>
<td>Poor</td>
<td>Don’t know</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
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<td>------</td>
<td>------</td>
<td>------------</td>
</tr>
<tr>
<td>38. How would you rate Fire and Rescue Services?</td>
<td>59</td>
<td>30</td>
<td>6</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>39. How would you rate the Sheriff’s Office and law enforcement?</td>
<td>55</td>
<td>32</td>
<td>9</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>40. How would you rate public school buildings and facilities?</td>
<td>37</td>
<td>46</td>
<td>10</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>41. How would you rate public school system’s instructional programs?</td>
<td>43</td>
<td>38</td>
<td>4</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>42. How would you rate youth recreation programs or leagues?</td>
<td>38</td>
<td>39</td>
<td>7</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>43. How would you rate adult recreation programs or leagues?</td>
<td>9</td>
<td>29</td>
<td>19</td>
<td>8</td>
<td>35</td>
</tr>
<tr>
<td>44. How would you rate the Sports Complex?</td>
<td>42</td>
<td>31</td>
<td>4</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>45. How would you rate Senior Center facilities and programs?</td>
<td>17</td>
<td>22</td>
<td>3</td>
<td>3</td>
<td>54</td>
</tr>
<tr>
<td>46. How would you rate the Yorktown and Tabb Library facilities?</td>
<td>56</td>
<td>29</td>
<td>4</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>47. How would you rate materials and programs offered in the Yorktown and Tabb libraries?</td>
<td>36</td>
<td>36</td>
<td>11</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>48. How would you rate services for people who are disadvantaged?</td>
<td>7</td>
<td>15</td>
<td>7</td>
<td>6</td>
<td>64</td>
</tr>
<tr>
<td>49. How would you rate trash collection services?</td>
<td>41</td>
<td>42</td>
<td>14</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>50. How would you rate residential recycling program?</td>
<td>37</td>
<td>42</td>
<td>14</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>51. How would you rate special leaf collection program?</td>
<td>14</td>
<td>31</td>
<td>12</td>
<td>11</td>
<td>32</td>
</tr>
<tr>
<td>52. How would you rate special debris collection service (e.g., tree limbs)?</td>
<td>17</td>
<td>35</td>
<td>18</td>
<td>6</td>
<td>23</td>
</tr>
<tr>
<td>53. How would you rate stormwater drainage systems and maintenance?</td>
<td>14</td>
<td>40</td>
<td>23</td>
<td>9</td>
<td>14</td>
</tr>
<tr>
<td>54. How would you rate efforts to control mosquitoes?</td>
<td>15</td>
<td>49</td>
<td>20</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>55. How would you rate the appearance of County government office buildings and their properties?</td>
<td>41</td>
<td>46</td>
<td>2</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>56. How would you rate the appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not VDOT, mows and maintains the landscaping?</td>
<td>15</td>
<td>39</td>
<td>30</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>57. How would you rate enforcement of codes relating to junk vehicles and junkyards?</td>
<td>9</td>
<td>42</td>
<td>17</td>
<td>11</td>
<td>21</td>
</tr>
<tr>
<td>58. How would you rate enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community?</td>
<td>14</td>
<td>43</td>
<td>19</td>
<td>11</td>
<td>13</td>
</tr>
</tbody>
</table>
59. In general, do you think York County is getting better, staying the same, or getting worse?

<table>
<thead>
<tr>
<th>Getting better</th>
<th>Staying the same</th>
<th>Getting worse</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td>37</td>
<td>10</td>
<td>5</td>
</tr>
</tbody>
</table>

62. Specifically, what do you think has gotten better in York County? (Multiple responses allowed.) (Shows all responses over 15%.)

<table>
<thead>
<tr>
<th>Quality of County services / facilities</th>
<th>Appearance of the County</th>
<th>Traffic</th>
<th>Recreation facilities</th>
<th>Quality of life in general</th>
<th>Residential development</th>
</tr>
</thead>
<tbody>
<tr>
<td>35</td>
<td>22</td>
<td>21</td>
<td>20</td>
<td>18</td>
<td>17</td>
</tr>
</tbody>
</table>

66. Specifically, what do you think has gotten worse? (Multiple responses allowed.) (Shows all responses of 15% or more.)

<table>
<thead>
<tr>
<th>Quality of County services / facilities</th>
<th>Residential development</th>
<th>County use of taxes</th>
<th>Development in general</th>
<th>Appearance of York County</th>
<th>Schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>47</td>
<td>37</td>
<td>37</td>
<td>20</td>
<td>16</td>
<td>15</td>
</tr>
</tbody>
</table>

68. In your opinion, was the amount of new residential construction* in York County in the past 5 years too much, about the right amount, or too little?

<table>
<thead>
<tr>
<th>Too much</th>
<th>About the right amount</th>
<th>Too little</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>29</td>
<td>55</td>
<td>7</td>
<td>9</td>
</tr>
</tbody>
</table>

69. In your opinion, was the amount of new commercial construction* in York County in the past 5 years too much, about the right amount, or too little?

<table>
<thead>
<tr>
<th>Too much</th>
<th>About the right amount</th>
<th>Too little</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>59</td>
<td>11</td>
<td>10</td>
</tr>
</tbody>
</table>

*In the previous survey, the wording was “…amount of residential development…” or “…commercial development…”; in the 2015 survey, the wording was “…amount of new residential construction…” and “…new commercial construction…”; it is not known how much effect the wording change had on this year’s results.
<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Moderately agree</th>
<th>Moderately disagree</th>
<th>Strongly disagree</th>
<th>Neither / Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>71.</td>
<td>Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.</td>
<td>41</td>
<td>35</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>72.</td>
<td>If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made.</td>
<td>24</td>
<td>38</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>73.</td>
<td>York County, in general, is a safe place to live.</td>
<td>73</td>
<td>26</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Yorktown or Tabb Libraries</th>
<th>Activities and Events at Riverwalk Landing</th>
<th>Other County parks / athletic fields</th>
<th>Sports Complex</th>
<th>Senior Center</th>
<th>None of these</th>
</tr>
</thead>
<tbody>
<tr>
<td>76.</td>
<td>Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?</td>
<td>74</td>
<td>62</td>
<td>49</td>
<td>44</td>
<td>8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.</td>
<td>Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail*?</td>
<td>55</td>
<td>44</td>
</tr>
</tbody>
</table>

*The previous survey did not include “in person, by telephone, by e-mail, or by mail” in the question; this extra information was only provided in the previous survey if the respondent asked.

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>78.</td>
<td>In general, how would you rate the quality of your interaction with a York County employee in the past 12 months?</td>
<td>57</td>
<td>40</td>
<td>1</td>
</tr>
<tr>
<td>Question</td>
<td>Strongly agree</td>
<td>Moderately agree</td>
<td>Moderately disagree</td>
<td>Strongly disagree</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------</td>
<td>------------------</td>
<td>---------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>80. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) responsive?</td>
<td>87</td>
<td>10</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>81. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) courteous?</td>
<td>89</td>
<td>7</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>82. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) knowledgeable?</td>
<td>86</td>
<td>8</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

85. From which of the following sources do you get information about County services, programs, and/or government affairs?

<table>
<thead>
<tr>
<th>Source</th>
<th>Citizen News</th>
<th>County govt. web site</th>
<th>WYCG – Channel 46</th>
<th>WCSD – Channel 47</th>
<th>None of these</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>60</td>
<td>57</td>
<td>21</td>
<td>19</td>
<td>9</td>
</tr>
</tbody>
</table>

Note: these questions asked only of those who used the source.

<table>
<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>87 How would you rate the quality of WYCG – Channel 46 (government)?</td>
<td>40</td>
<td>46</td>
<td>13</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>88. How would you rate the quality of WCSD – Channel 47 (schools)?</td>
<td>47</td>
<td>43</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>89. How would you rate the quality of the County government web site?</td>
<td>28</td>
<td>60</td>
<td>11</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>90. How would you rate the quality of the County’s newsletter called “Citizen News”?</td>
<td>46</td>
<td>49</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
### 93. How many years have you lived in York County?

<table>
<thead>
<tr>
<th>Time Period</th>
<th>5 years or less</th>
<th>6 to 10 years</th>
<th>11 to 15 years</th>
<th>16 to 20 years</th>
<th>More than 20 years</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>18</td>
<td>24</td>
<td>19</td>
<td>9</td>
<td>29</td>
<td>1</td>
</tr>
</tbody>
</table>

### 96. How likely are you to be living in York County 5 years from now?

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Very likely</th>
<th>Somewhat likely</th>
<th>Not at all likely</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>63</td>
<td>23</td>
<td>9</td>
<td>5</td>
</tr>
</tbody>
</table>

### 97. Do you rent or own your current place of residence?

<table>
<thead>
<tr>
<th>Type</th>
<th>Rent</th>
<th>Own</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11</td>
<td>86</td>
<td>2</td>
</tr>
</tbody>
</table>

### 97. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

<table>
<thead>
<tr>
<th>Type</th>
<th>Apartment / condominium</th>
<th>Townhouse</th>
<th>Single-family home</th>
<th>Mobile home</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6</td>
<td>6</td>
<td>87</td>
<td>1</td>
</tr>
</tbody>
</table>

### 100. Do you have Internet access in your home?

<table>
<thead>
<tr>
<th>Access</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>95</td>
<td>4</td>
<td>1</td>
</tr>
</tbody>
</table>

### 101. Is anyone in your household on active military duty or a military retiree?

<table>
<thead>
<tr>
<th>Status</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>43</td>
<td>56</td>
<td>1</td>
</tr>
</tbody>
</table>

### 102. How many children, age 17 or younger, do you have living in your household?

<table>
<thead>
<tr>
<th>Number of Children</th>
<th>None</th>
<th>1 child</th>
<th>2 children</th>
<th>More than 2 children</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>49</td>
<td>19</td>
<td>21</td>
<td>10</td>
</tr>
</tbody>
</table>
107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?

<table>
<thead>
<tr>
<th></th>
<th>Public</th>
<th>Private / parochial</th>
<th>Both</th>
<th>Don’t know / children too young</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>87</td>
<td>7</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>48</td>
<td>51</td>
<td>1</td>
</tr>
</tbody>
</table>

109. Are you currently registered to vote in York County?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know / refused</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>89</td>
<td>11</td>
<td>1</td>
</tr>
</tbody>
</table>

111. What races or ethnic backgrounds do you consider yourself? Please mention all that apply.

<table>
<thead>
<tr>
<th></th>
<th>White</th>
<th>Non-white</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>82</td>
<td>14</td>
<td>4</td>
</tr>
</tbody>
</table>

114. May I ask your age?

<table>
<thead>
<tr>
<th>Age Range</th>
<th>18-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65 and older</th>
<th>Don’t know / refused</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11</td>
<td>14</td>
<td>17</td>
<td>23</td>
<td>15</td>
<td>15</td>
<td>4</td>
</tr>
</tbody>
</table>

120. Observe and record respondent's gender.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>48</td>
<td>52</td>
</tr>
</tbody>
</table>
APPENDIX A: CROSSTABULATIONS BY GENDER

Q14. First, what is the single main reason you live in York County?

- Good / quality schools
- Like it here / good place to live
- Work in or nearby
- Grew up here
- Good place to raise children
- Family lives here or nearby
- Like rural / country feel
- Access to the water / can boat here
- Quality services / facilities
- Low crime rate / safe
- Other
- Don't know
- Low cost of living

Percent

Male
Female
Q17. How would you rate overall quality of life in York County?

- Excellent: 49 Male, 56 Female
- Good: 46 Male, 42 Female
- Fair: 1 Male, 1 Female
- Poor: 4 Male, 1 Female
- Don't know: 0 Male, 0 Female
Q17-Q34. Percent who rated the following in York county as excellent.

- York County as a place to raise children: 63% (male) 61% (female)
- York County as a place to live: 60% (male) 61% (female)
- Educational opportunities: 43% (male) 54% (female)
- The overall quality of life in York County: 49% (male) 56% (female)
- Recreational opportunities, parks, and athletic fields: 42% (male) 47% (female)
- The overall image or reputation of York County: 44% (male) 49% (female)
- York County as a place to retire: 37% (male) 44% (female)
- The overall value you receive for your tax dollars in York County: 31% (male) 18% (female)
- The overall quality of the natural environment in York County: 28% (male) 33% (female)
- The overall quality of new development in York County: 26% (male) 20% (female)
- The overall appearance of York County: 24% (male) 32% (female)
- The variety of housing options: 20% (male) 25% (female)
- York County as a place to work: 19% (male) 26% (female)
- Opportunities to attend cultural activities: 19% (male) 27% (female)
- Rate opportunities to participate in community matters and affairs: 17% (male) 41% (female)
- Employment opportunities: 13% (male) 17% (female)
- Traveling by car on York County roads: 5% (male) 10% (female)
Q17-Q34. Percent who rated the following in York County as excellent or good.

- York County as a place to live: 99%
- York County as a place to raise children: 96%
- The overall quality of life in York County: 96%
- The overall appearance of York County: 98%
- Recreational opportunities, parks, and athletic fields: 92%
- The overall quality of the natural environment in York County: 89%
- Educational opportunities: 86%
- The overall image or reputation of York County: 96%
- The overall value you receive for your tax dollars in York County: 76%
- York County as a place to retire: 76%
- The variety of housing options: 70%
- Rate opportunities to participate in community matters and affairs: 79%
- York County as a place to work: 73%
- Opportunities to attend cultural activities: 63%
- The overall quality of new development in York County: 63%
- Employment opportunities: 47%
- Traveling by car on York County roads: 43%
Q17-Q34. Percent who rated the following in York county as fair or poor.

- Traveling by car on York County roads: 61% male, 34% female
- Employment opportunities: 57% male, 39% female
- The overall quality of new development in York County: 27% male, 28% female
- Opportunities to attend cultural activities: 24% male, 30% female
- The variety of housing options: 22% male, 26% female
- The overall value you receive for your tax dollars in York County: 19% male, 23% female
- Rate opportunities to participate in community matters and affairs: 18% male, 23% female
- York County as a place to retire: 11% male, 11% female
- The overall image or reputation of York County: 10% male, 12% female
- The overall quality of the natural environment in York County: 10% male, 9% female
- York County as a place to work: 9% male, 9% female
- The overall appearance of York County: 6% male, 20% female
- Recreational opportunities, parks, and athletic fields: 6% male, 22% female
- Educational opportunities: 6% male, 10% female
- The overall quality of life in York County: 4% male, 2% female
- York County as a place to raise children: 2% male, 2% female
- York County as a place to live: 1% male, 5% female
Q17-Q34. Percent who rated the following in York county as poor.

- Traveling by car on York County roads
- The overall quality of new development in York County
- Employment opportunities
- The overall value you receive for your tax dollars in York County
- The variety of housing options
- York County as a place to retire
- The overall quality of the natural environment in York County
- The overall image or reputation of York County
- The overall quality of life in York County
- Opportunities to attend cultural activities
- Rate opportunities to participate in community matters and affairs
- Recreational opportunities, parks, and athletic fields
- York County as a place to work
- Educational opportunities
- York County as a place to live
- York County as a place to raise children
- The overall appearance of York County

Male
Female
Q35. Overall, how would you rate the services provided by York County?
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.

- Fire and Rescue Services: 68% (Male), 62% (Female)
- The Yorktown and Tabb Library facilities: 63% (Male), 62% (Female)
- Sheriff's Office and law enforcement: 63% (Male), 62% (Female)
- Public school system's instructional programs: 47% (Male), 46% (Female)
- Youth recreation programs or leagues: 41% (Male), 46% (Female)
- Trash collection services: 45% (Male), 46% (Female)
- The Sports Complex: 47% (Male), 47% (Female)
- The appearance of County government office buildings and their properties: 41% (Male), 47% (Female)
- The residential recycling program: 45% (Male), 47% (Female)
- Public school buildings and facilities: 47% (Male), 45% (Female)
- Materials and programs offered in the Yorktown and Tabb libraries: 44% (Male), 45% (Female)
- The special debris collection service: 44% (Male), 45% (Female)
- Stormwater drainage systems and maintenance: 15% (Male), 16% (Female)
- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...: 14% (Male), 15% (Female)
- Efforts to control mosquitoes: 15% (Male), 15% (Female)
- The special leaf collection program: 13% (Male), 15% (Female)
- Enforcement of codes relating to junk vehicles and junkyards: 11% (Male), 14% (Female)
- Senior Center facilities and programs: 22% (Male), 11% (Female)
- Adult recreation programs or leagues: 17% (Male), 10% (Female)
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...: 10% (Male), 8% (Female)
- Services for people who are disadvantaged: 8% (Male), 8% (Female)
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.

The Yorktown and Tabb Library facilities: 83% male, 85% female.
Fire and Rescue Services: 83% male, 94% female.
Public school system’s instructional programs: 82% male, 82% female.
Sheriff's Office and law enforcement: 82% male, 92% female.
Youth recreation programs or leagues: 72% male, 81% female.
Public school buildings and facilities: 72% male, 88% female.
The appearance of County government office buildings and their properties: 78% male, 96% female.
Trash collection services: 76% male, 90% female.
The residential recycling program: 72% male, 86% female.
The Sports Complex: 66% male, 78% female.
Materials and programs offered in the Yorktown and Tabb libraries: 64% male, 79% female.
The special debris collection service: 48% male, 58% female.
Efforts to control mosquitoes: 55% male, 72% female.
Stormwater drainage systems and maintenance: 55% male, 55% female.
The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...: 55% male, 55% female.
Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...: 51% male, 61% female.
Enforcement of codes relating to junk vehicles and junkyards: 50% male, 62% female.
The special leaf collection program: 45% male, 49% female.
Adult recreation programs or leagues: 37% male, 39% female.
Senior Center facilities and programs: 30% male, 47% female.
Services for people who are disadvantaged: 19% male, 26% female.
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.

The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...

Efforts to control mosquitoes

Stormwater drainage systems and maintenance

Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...

Enforcement of codes relating to junk vehicles and junkyards

The special leaf collection program

The special debris collection service

Adult recreation programs or leagues

The residential recycling program

Trash collection services

The Sports Complex

Public school buildings and facilities

Materials and programs offered in the Yorktown and Tabb libraries

Sheriff's Office and law enforcement

The appearance of County government office buildings and their properties

Fire and Rescue Services

Services for people who are disadvantaged

Public school system’s instructional programs

Senior Center facilities and programs

Youth recreation programs or leagues

The Yorktown and Tabb Library facilities
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.
Q59. In general, do you think York County is getting better, staying the same, or getting worse?
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)

- Quality of County services / facilities: 49 male, 38 female
- Appearance of York County: 38 male, 8 female
- Traffic: 38 male, 6 female
- Recreation facilities: 33 male, 9 female
- Quality of life in general: 25 male, 10 female
- Residential development: 23 male, 9 female
- Development in general: 15 male, 11 female
- Schools: 12 male, 13 female
- Quality of roads: 14 male, 8 female
- Commercial development: 14 male, 3 female
- Quality of recreation resources: 8 male, 7 female
- Crime: 9 male, 6 female
- Job opportunities / the economy: 6 male, 4 female
- Don’t know: 5 male, 4 female
- County use of taxes: 4 male, 2 female
- Quality of natural resources: 4 male, 1 female
- Shopping opportunities: 1 male, 3 female
- Yorktown waterfront: 4 male, 0 female

Multiple Responses Allowed
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)

![Bar chart showing the percentage of responses for various issues]

- Quality of County services / facilities: Male 31, Female 48
- Residential development: Male 27, Female 48
- County use of taxes: Male 27, Female 48
- Development in general: Male 26, Female 15
- Appearance of York County: Male 21, Female 10
- Schools: Male 27, Female 0
- Commercial development: Male 15, Female 10
- Quality of natural resources: Male 20, Female 0
- Crime: Male 11, Female 4
- Job opportunities / the economy: Male 14, Female 0
- Traffic: Male 12, Female 2
- Quality of recreation resources: Male 11, Female 0
- Quality of life in general: Male 3, Female 2
- Recreation facilities: Male 3, Female 0
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)

<table>
<thead>
<tr>
<th>Opinions</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>38</td>
<td>45</td>
</tr>
<tr>
<td>Moderately agree</td>
<td>28</td>
<td>41</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>20</td>
<td>4</td>
</tr>
<tr>
<td>Moderately disagree</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)

- Strongly agree: Male 26, Female 23
- Moderately agree: Male 26, Female 49
- Neither agree nor disagree: Male 24, Female 3
- Moderately disagree: Male 9, Female 8
- Strongly disagree: Male 7, Female 9
- Don't know: Male 9, Female 9

Percent
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)

- Strongly agree: 67
- Moderately agree: 32
- Neither agree nor disagree: 20
- Moderately disagree: 0
- Strongly disagree: 0
- Don’t know: 0

Percent

Male
Female
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?

- The Yorktown or Tabb Libraries: 72% male, 77% female
- Activities or events at Riverwalk Landing in Yorktown: 50% male, 73% female
- Any other county parks or athletic fields: 41% male, 58% female
- The new Sports Complex at the Route 17 / Oriana Road intersection area: 44% male, 44% female
- The county Senior Center: 7% male, 8% female
- None of these: 7% male, 8% female

Multiple Responses Allowed
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

![Bar chart showing responses to Q78]
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

- **Strongly agree**: 90% (90 Males, 87 Females)
- **Moderately agree**: 7% (7 Males, 7 Females)
- **Neither agree nor disagree**: 2% (2 Males, 0 Females)
- **Moderately disagree**: 0% (0 Males, 0 Females)
- **Strongly disagree**: 1% (1 Male, 2 Females)

The graph shows the distribution of responses by gender.
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?

- **The County’s newsletter called “Citizen News”**: Male 51%, Female 69%
- **The County government web site**: Male 67%, Female 49%
- **WYCG – Channel 46**: Male 18%, Female 23%
- **WCSD – Channel 47**: Male 18%, Female 19%
- **None of these**: Male 11%, Female 8%
Q87-Q89. Percent who rated the following excellent as a source of information about County services, programs, and/or government affairs.
Q87-Q89. Percent who rated the following excellent or good as a source of information about County services, programs, and/or government affairs.

- WCSD – Channel 47: 98% (98 Male, 85 Female)
- WYCG – Channel 46: 93% (93 Male, 81 Female)
- "Citizen News": 92% (92 Male, 96 Female)
- County government web site: 85% (85 Male, 91 Female)
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.

- County government website: Male (14), Female (7)
- WYCG – Channel 46: Male (7), Female (16)
- "Citizen News": Male (7), Female (4)
- WCSD – Channel 47: Male (2), Female (15)
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.

- WYCG – Channel 46
- WCSD – Channel 47
- County government web site
- "Citizen News"

Percent
Q93. How many years have you lived in York County?

<table>
<thead>
<tr>
<th>Duration</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 50 years</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>46-50 years</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>41-45 years</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>36-40 years</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>31-35 years</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>26-30 years</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>21-25 years</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>16-20 years</td>
<td>7</td>
<td>11</td>
</tr>
<tr>
<td>11-15 years</td>
<td>17</td>
<td>21</td>
</tr>
<tr>
<td>6-10 years</td>
<td>21</td>
<td>27</td>
</tr>
<tr>
<td>5 years or less</td>
<td>23</td>
<td>23</td>
</tr>
<tr>
<td>Don't know</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

Percent
Q96. How likely are you to be living in York County 5 years from now?

- Very likely: 58% (Male: 67%, Female: 22%)
- Somewhat likely: 25% (Male: 22%, Female: 22%)
- Not at all likely: 11% (Male: 11%, Female: 8%)
- Don’t know: 7% (Male: 7%, Female: 3%)
Q97. Do you rent or own your current place of residence?
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?
Q100. Do you have Internet access in your home?
Q101. Is anyone in your household on active military duty or a military retiree?

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>51</td>
<td>35</td>
</tr>
<tr>
<td>No</td>
<td>49</td>
<td>63</td>
</tr>
</tbody>
</table>

Don't know: 1
Q102. How many children, age 17 or younger, do you have living in your household?

- More than 4 children: 2 (Male) 2 (Female)
- 4 children: 7 (Male) 2 (Female)
- 3 children: 4 (Male) 2 (Female)
- 2 children: 30 (Male) 13 (Female)
- 1 child: 44 (Male) 25 (Female)
- Do not have any children living in the household: 54 (Male) 54 (Female)
- Don't know: 1 (Male) 1 (Female)
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?
Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?
Q109. Are you currently registered to vote in York County?
APPENDIX B: CROSSTABULATIONS BY AGE

Q14. First, what is the single main reason you live in York County?

- Good / quality schools: Below the median age (48) - 28, Median age (48) or above - 13
- Like it here / good place to live: Below the median age (48) - 11, Median age (48) or above - 13
- Work in or nearby: Below the median age (48) - 11, Median age (48) or above - 13
- Grew up here: Below the median age (48) - 8, Median age (48) or above - 13
- Good place to raise children: Below the median age (48) - 3, Median age (48) or above - 13
- Family lives here or nearby: Below the median age (48) - 4, Median age (48) or above - 13
- Like rural / country feel: Below the median age (48) - 3, Median age (48) or above - 13
- Access to the water / can boat here / mentions boating: Below the median age (48) - 3, Median age (48) or above - 13
- Low crime rate / safe: Below the median age (48) - 1, Median age (48) or above - 13
- Quality services / facilities: Below the median age (48) - 3, Median age (48) or above - 13
- Other: Below the median age (48) - 2, Median age (48) or above - 13
- Don't know: Below the median age (48) - 3, Median age (48) or above - 13
- Low cost of living: Below the median age (48) - 3, Median age (48) or above - 13

Percent
Q17. How would you rate overall quality of life in York County?

- Excellent: 57%
- Good: 51%
- Fair: 46%
- Poor: 1%
- Don't know: 0%

The chart shows the percentage of respondents rating their overall quality of life in York County. The data is categorized by age groups: Below the median age (48) and Median age (48) or above.
Q17-Q34. Percent who rated the following in York county as excellent.

- York County as a place to raise children: 69% (Below the median age) 58% (Median age or above)
- York County as a place to live: 64% (Below the median age) 58% (Median age or above)
- Educational opportunities: 59% (Below the median age) 57% (Median age or above)
- The overall quality of life in York County: 51% (Below the median age) 57% (Median age or above)
- Recreational opportunities, parks, and athletic fields: 56% (Below the median age) 51% (Median age or above)
- The overall image or reputation of York County: 58% (Below the median age) 53% (Median age or above)
- York County as a place to retire: 45% (Below the median age) 38% (Median age or above)
- The overall quality of new development in York County: 36% (Below the median age) 36% (Median age or above)
- The overall appearance of York County: 34% (Below the median age) 32% (Median age or above)
- Rate opportunities to participate in community matters and affairs: 28% (Below the median age) 29% (Median age or above)
- The overall value you receive for your tax dollars in York County: 30% (Below the median age) 21% (Median age or above)
- York County as a place to work: 29% (Below the median age) 18% (Median age or above)
- Opportunities to attend cultural activities: 29% (Below the median age) 19% (Median age or above)
- Employment opportunities: 26% (Below the median age) 19% (Median age or above)
- The variety of housing options: 21% (Below the median age) 26% (Median age or above)
- The overall quality of the natural environment in York County: 38% (Below the median age) 24% (Median age or above)
- Traveling by car on York County roads: 9% (Below the median age) 7% (Median age or above)
Q17-Q34. Percent who rated the following in York county as excellent or good.

<table>
<thead>
<tr>
<th>Category</th>
<th>Below the median age (48)</th>
<th>Median age (48) or above</th>
</tr>
</thead>
<tbody>
<tr>
<td>York County as a place to raise children</td>
<td>99</td>
<td>92</td>
</tr>
<tr>
<td>York County as a place to live</td>
<td>96</td>
<td>97</td>
</tr>
<tr>
<td>The overall quality of life in York County</td>
<td>96</td>
<td>98</td>
</tr>
<tr>
<td>The overall quality of the natural environment in York County</td>
<td>92</td>
<td>88</td>
</tr>
<tr>
<td>Educational opportunities</td>
<td>84</td>
<td>91</td>
</tr>
<tr>
<td>The overall image or reputation of York County</td>
<td>88</td>
<td>92</td>
</tr>
<tr>
<td>The overall appearance of York County</td>
<td>88</td>
<td>86</td>
</tr>
<tr>
<td>Recreational opportunities, parks, and athletic fields</td>
<td>87</td>
<td>81</td>
</tr>
<tr>
<td>York County as a place to work</td>
<td>59</td>
<td>79</td>
</tr>
<tr>
<td>Rate opportunities to participate in community matters and affairs</td>
<td>76</td>
<td>77</td>
</tr>
<tr>
<td>The overall quality of new development in York County</td>
<td>71</td>
<td>71</td>
</tr>
<tr>
<td>York County as a place to retire</td>
<td>71</td>
<td>83</td>
</tr>
<tr>
<td>The variety of housing options</td>
<td>71</td>
<td>75</td>
</tr>
<tr>
<td>Opportunities to attend cultural activities</td>
<td>69</td>
<td>69</td>
</tr>
<tr>
<td>The overall value you receive for your tax dollars in York County</td>
<td>65</td>
<td>74</td>
</tr>
<tr>
<td>Employment opportunities</td>
<td>57</td>
<td>57</td>
</tr>
<tr>
<td>Traveling by car on York County roads</td>
<td>45</td>
<td>45</td>
</tr>
</tbody>
</table>
Q17-Q34. Percent who rated the following in York County as fair or poor.

<table>
<thead>
<tr>
<th>Category</th>
<th>Below the median age (48)</th>
<th>Median age (48) or above</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traveling by car on York County roads</td>
<td>64</td>
<td>55</td>
</tr>
<tr>
<td>Employment opportunities</td>
<td>34</td>
<td>37</td>
</tr>
<tr>
<td>The variety of housing options</td>
<td>29</td>
<td>20</td>
</tr>
<tr>
<td>The overall quality of new development in York County</td>
<td>33</td>
<td>23</td>
</tr>
<tr>
<td>Opportunities to attend cultural activities</td>
<td>29</td>
<td>22</td>
</tr>
<tr>
<td>The overall value you receive for your tax dollars in York County</td>
<td>23</td>
<td>20</td>
</tr>
<tr>
<td>Rate opportunities to participate in community matters and affairs</td>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>York County as a place to retire</td>
<td>16</td>
<td>12</td>
</tr>
<tr>
<td>Recreational opportunities, parks, and athletic fields</td>
<td>14</td>
<td>13</td>
</tr>
<tr>
<td>The overall appearance of York County</td>
<td>14</td>
<td>12</td>
</tr>
<tr>
<td>York County as a place to work</td>
<td>16</td>
<td>10</td>
</tr>
<tr>
<td>The overall image or reputation of York County</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>Educational opportunities</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>The overall quality of the natural environment in York County</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>The overall quality of life in York County</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>York County as a place to live</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>York County as a place to raise children</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>
Q17-Q34. Percent who rated the following in York county as poor.

- Traveling by car on York County roads: 17%
- Employment opportunities: 12%
- The variety of housing options: 9%
- The overall value you receive for your tax dollars in York County: 8%
- The overall quality of new development in York County: 6%
- Opportunities to attend cultural activities: 7%
- York County as a place to retire: 7%
- Rate opportunities to participate in community matters and affairs: 3%
- The overall quality of life in York County: 4%
- The overall image or reputation of York County: 4%
- The overall quality of the natural environment in York County: 4%
- The overall appearance of York County: 2%
- Recreational opportunities, parks, and athletic fields: 2%
- York County as a place to work: 1%
- Educational opportunities: 1%
- York County as a place to live: 1%
- York County as a place to raise children: 1%
Q35. Overall, how would you rate the services provided by York County?
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.

- The Yorktown and Tabb Library facilities
- Sheriff’s Office and law enforcement
- Fire and Rescue Services
- Youth recreation programs or leagues
- Public school system’s instructional programs
- The Sports Complex
- Materials and programs offered in the Yorktown and Tabb libraries
- Trash collection services
- Public school buildings and facilities
- The appearance of County government office buildings and their properties
- The residential recycling program
- Senior Center facilities and programs
- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not…
- The special debris collection service
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact…
- The special leaf collection program
- Efforts to control mosquitoes
- Stormwater drainage systems and maintenance
- Services for people who are disadvantaged
- Enforcement of codes relating to junk vehicles and junkyards
- Adult recreation programs or leagues

[Diagram showing percent ratings for each service or facility]
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.

- Youth recreation programs or leagues: 88% (88)
- The Yorktown and Tabb Library facilities: 87% (87)
- Public school system's instructional programs: 86% (86)
- Sheriff's Office and law enforcement: 89% (89)
- Fire and Rescue Services: 93% (93)
- The appearance of County government office buildings and their properties: 82% (82)
- Public school buildings and facilities: 81% (81)
- Materials and programs offered in the Yorktown and Tabb libraries: 88% (88)
- The Sports Complex: 68% (68)
- Trash collection services: 74% (74)
- The residential recycling program: 72% (72)
- Efforts to control mosquitoes: 57% (57)
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...: 58% (58)
- Enforcement of codes relating to junk vehicles and junkyards: 54% (54)
- Stormwater drainage systems and maintenance: 48% (48)
- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...: 59% (59)
- The special debris collection service: 46% (46)
- Senior Center facilities and programs: 38% (38)
- The special leaf collection program: 39% (39)
- Adult recreation programs or leagues: 49% (49)
- Services for people who are disadvantaged: 17% (17)
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.

The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...
Efforts to control mosquitoes
Adult recreation programs or leagues
Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...
Enforcement of codes relating to junk vehicles and junkyards
Stormwater drainage systems and maintenance
The special leaf collection program
The special debris collection service
The residential recycling program
Trash collection services
Public school buildings and facilities
The Sports Complex
Materials and programs offered in the Yorktown and Tabb libraries
Services for people who are disadvantaged
Fire and Rescue Services
The appearance of County government office buildings and their properties
Sheriff's Office and law enforcement
Public school system's instructional programs
Youth recreation programs or leagues
The Yorktown and Tabb Library facilities
Senior Center facilities and programs

Below the median age (48)
Median age (48) or above
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.

The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...
- Efforts to control mosquitoes
- The special leaf collection program
- Enforcement of codes relating to junk vehicles and junkyards
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...
- The appearance of County government office buildings and their properties
- The Sports Complex
- Adult recreation programs or leagues
- Services for people who are disadvantaged
- The residential recycling program
- Public school system's instructional programs
- Public school buildings and facilities
- Senior Center facilities and programs
- The special debris collection service
- Stormwater drainage systems and maintenance
- Fire and Rescue Services
- Sheriff's Office and law enforcement
- The Yorktown and Tabb Library facilities
- Materials and programs offered in the Yorktown and Tabb libraries
- Youth recreation programs or leagues
- Trash collection services

The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...
Q59. In general, do you think York County is getting better, staying the same, or getting worse?

Below the median age (48)
- Getting better: 52%
- Staying the same: 36%
- Getting worse: 6%
- Don't know: 6%

Median age (48) or above
- Getting better: 45%
- Staying the same: 39%
- Getting worse: 13%
- Don't know: 3%
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)

- Quality of County services / facilities: 32
- Quality of natural resources: 6
- Quality of recreation resources: 5
- Quality of roads: 14
- Quality of life in general: 15
- Recreation facilities: 30
- Residential development: 14
- Schools: 10
- Development in general: 18
- Traffic: 13
- Crime: 13
- Don't know: 0
- Commercial development: 9
- Job opportunities / the economy: 12
- Yorkshire waterfront: 5
- Shopping opportunities: 5
- County use of taxes: 6
- Appearance of York County: 33
- Median age (48) or above: 5
- Below the median age (48): 32
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)

Multiple Responses Allowed

- Quality of County services / facilities:
  - Below the median age (48): 90
  - Median age (48) or above: 28

- County use of taxes:
  - Below the median age (48): 67
  - Median age (48) or above: 16

- Residential development:
  - Below the median age (48): 90
  - Median age (48) or above: 16

- Development in general:
  - Below the median age (48): 29
  - Median age (48) or above: 67

- Appearance of York County:
  - Below the median age (48): 33
  - Median age (48) or above: 23

- Schools:
  - Below the median age (48): 20
  - Median age (48) or above: 6

- Commercial development:
  - Below the median age (48): 14
  - Median age (48) or above: 6

- Quality of natural resources:
  - Below the median age (48): 13
  - Median age (48) or above: 0

- Crime:
  - Below the median age (48): 12
  - Median age (48) or above: 0

- Job opportunities / the economy:
  - Below the median age (48): 11
  - Median age (48) or above: 0

- Traffic:
  - Below the median age (48): 8
  - Median age (48) or above: 0

- Quality of recreation resources:
  - Below the median age (48): 4
  - Median age (48) or above: 0

- Quality of life in general:
  - Below the median age (48): 3
  - Median age (48) or above: 0

- Recreation facilities:
  - Below the median age (48): 0
  - Median age (48) or above: 0
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)

![Bar chart showing responses to Q72. The chart is divided into five categories: Strongly agree, Moderately agree, Neither agree nor disagree, Moderately disagree, Strongly disagree, and Don’t know. The chart compares responses between Below the median age (48) and Median age (48) or above.]

- Strongly agree: 20% Below the median age, 30% Median age or above
- Moderately agree: 41% Below the median age, 33% Median age or above
- Neither agree nor disagree: 20% Below the median age, 7% Median age or above
- Moderately disagree: 5% Below the median age, 11% Median age or above
- Strongly disagree: 7% Below the median age, 10% Median age or above
- Don’t know: 7% Below the median age, 8% Median age or above
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)

- Strongly agree: 66%
- Moderately agree: 33%
- Neither agree nor disagree: 0%
- Moderately disagree: 0%
- Strongly disagree: 1%
- Don’t know: 0%

Bar chart showing the distribution of responses by age group: Below the median age (48) and Median age (48) or above.
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?

- The Yorktown or Tabb Libraries: 88%
- Activities or events at Riverwalk Landing in Yorktown: 62%
- Any other county parks or athletic fields: 60%
- The new Sports Complex at the Route 17 / Oriana Road intersection area: 61%
- The county Senior Center: 4%
- None of these: 2%

Multiple Responses Allowed

- Below the median age (48)
- Median age (48) or above
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

- Excellent: 47% (66% of those aged below the median age (48) and 28% of those aged at or above the median age (48))
- Good: 53% (28% of those aged below the median age (48) and 72% of those aged at or above the median age (48))
- Fair: 0% (3% of those aged below the median age (48) and 7% of those aged at or above the median age (48))
- Poor: 0% (3% of those aged below the median age (48) and 7% of those aged at or above the median age (48))
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?

- The County’s newsletter called “Citizen News”
  - Below the median age (48): 47%
  - Median age (48) or above: 71%

- The County government web site
  - Below the median age (48): 53%
  - Median age (48) or above: 61%

- WYCG – Channel 46
  - Below the median age (48): 23%
  - Median age (48) or above: 18%

- WCSD – Channel 47
  - Below the median age (48): 19%
  - Median age (48) or above: 18%

- None of these
  - Below the median age (48): 8%
  - Median age (48) or above: 10%
Q87-Q89. Percent who rated the following excellent as a source of information about County services, programs, and/or government affairs.

- "Citizen News": 64%
- WCSD – Channel 47: 56%
- WYCG – Channel 46: 43%
- County government web site: 19%

Percentages are broken down by age group:
- Below the median age (48)
- Median age (48) or above
Q87-Q89. Percent who rated the following excellent or good as a source of information about County services, programs, and/or government affairs.

- "Citizen News": 98%
- WCSD – Channel 47: 93%
- County government website: 88%
- WYCG – Channel 46: 85%

Below the median age (48)
Median age (48) or above
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.

- WYCG – Channel 46: 7 below median age (48), 15 above
- County government web site: 10 below, 11 above
- WCSD – Channel 47: 5 below, 7 above
- "Citizen News": 2 below, 7.34 above
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.

![Graph showing the percent of residents who rated each source poor as a source of information.](image-url)
Q93. How many years have you lived in York County?

- More than 50 years: 0 (9%)
- 46-50 years: 0 (3%)
- 41-45 years: 4 (5%)
- 36-40 years: 0 (5%)
- 31-35 years: 0 (5%)
- 26-30 years: 6 (10%)
- 21-25 years: 3 (8%)
- 16-20 years: 3 (13%)
- 11-15 years: 19 (17%)
- 6-10 years: 16 (34%)
- 5 years or less: 8 (31%)
- Don't know: 1

Legend:
- ■ Below the median age (48)
- □ Median age (48) or above
Q96. How likely are you to be living in York County 5 years from now?

- **Very likely**: 78% below the median age (48), 45% median age (48) or above
- **Somewhat likely**: 13% below the median age (48), 35% median age (48) or above
- **Not at all likely**: 5% below the median age (48), 15% median age (48) or above
- **Don’t know**: 3% below the median age (48), 5% median age (48) or above

Percent
Q97. Do you rent or own your current place of residence?
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

An apartment or condominium

A townhouse

A single-family home

A mobile home

None of these

Refused

Percent

■ Below the median age (48)
□ Median age (48) or above
Q100. Do you have Internet access in your home?

![Bar chart showing the percentage of people with Internet access by age group.]

- **Yes**: 92%
- **No**: 7%
- **Don't know**: 0%

- Below the median age (48) or above (48)
Q101. Is anyone in your household on active military duty or a military retiree?

<table>
<thead>
<tr>
<th></th>
<th>Percent</th>
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<tbody>
<tr>
<td><strong>Yes</strong></td>
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<td>47</td>
</tr>
<tr>
<td><strong>Don't know</strong></td>
<td>0</td>
</tr>
</tbody>
</table>

- Below the median age (48)
- Median age (48) or above
Q102. How many children, age 17 or younger, do you have living in your household?

- More than 4 children: 4
- 4 children: 10
- 3 children: 7
- 2 children: 39
- 1 child: 25
- Do not have any children living in the household: 78
- Don’t know: 1
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?
Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?
Q109. Are you currently registered to vote in York County?

- Yes: 83%
- No: 17%
- Don't know: 0%

Bars represent:
- □ Below the median age (48)
- □ Median age (48) or above
Q121. Respondent's gender. (Observed; not asked by interviewer.)
Q14. First, what is the single main reason you live in York County?

- Good / quality schools: 43%
- Like it here / good place to live: 19%
- Work in or nearby: 20%
- Grew up here: 19%
- Good place to raise children: 12%
- Family lives here or nearby: 6%
- Like rural / country feel: 5%
- Access to the water / can boat here / mentions boating: 2%
- Quality services / facilities: 2%
- Low crime rate / safe: 1%
- Low cost of living: 2%
- Other: 1%
- Don't know: 3%

Bars indicate the percentage of respondents who have lived in York County less than the median of 14 years or more.
Q17. How would you rate overall quality of life in York County?

Excellent

Good

Fair

Poor

Has lived in York County less than the median of 14 years

Has lived in York County the median of 14 years or more
Q17-Q34. Percent who rated the following in York County as excellent.

- York County as a place to raise children: 62%
- York County as a place to live: 62%
- Recreational opportunities, parks, and athletic fields: 50%
- The overall quality of life in York County: 57%
- Educational opportunities: 48%
- The overall image or reputation of York County: 48%
- York County as a place to retire: 47%
- The overall value you receive for your tax dollars in York County: 32%
- The overall quality of the natural environment in York County: 29%
- Rate opportunities to participate in community matters and affairs: 36%
- The overall appearance of York County: 33%
- The overall quality of new development in York County: 23%
- Opportunities to attend cultural activities: 27%
- The variety of housing options: 32%
- York County as a place to work: 33%
- Employment opportunities: 17%
- Traveling by car on York County roads: 9%
Q17-Q34. Percent who rated the following in York County as excellent or good.

- The overall quality of life in York County: 99%
- York County as a place to raise children: 96%
- York County as a place to live: 95%
- The overall quality of the natural environment in York County: 92%
- The overall image or reputation of York County: 90%
- The overall appearance of York County: 88%
- Educational opportunities: 84%
- Recreational opportunities, parks, and athletic fields: 83%
- The overall value you receive for your tax dollars in York County: 77%
- Rate opportunities to participate in community matters and affairs: 79%
- The variety of housing options: 74%
- York County as a place to retire: 85%
- York County as a place to work: 70%
- Opportunities to attend cultural activities: 67%
- The overall quality of new development in York County: 63%
- Employment opportunities: 44%
- Traveling by car on York County roads: 45%
Q17-Q34. Percent who rated the following in York county as fair or poor.

- Traveling by car on York County roads: 54
- Employment opportunities: 35
- Opportunities to attend cultural activities: 29
- The variety of housing options: 22
- The overall quality of new development in York County: 25
- The overall value you receive for your tax dollars in York County: 19
- Rate opportunities to participate in community matters and affairs: 17
- York County as a place to retire: 11
- York County as a place to work: 16
- Recreational opportunities, parks, and athletic fields: 15
- The overall appearance of York County: 12
- Educational opportunities: 9
- The overall quality of the natural environment in York County: 7
- The overall image or reputation of York County: 6
- York County as a place to live: 5
- York County as a place to raise children: 2
- The overall quality of life in York County: 1
Q17-Q34. Percent who rated the following in York county as poor.

- Traveling by car on York County roads: 22% (3% have lived in York County less than the median of 14 years, 20% have lived in York County the median of 14 years or more)
- Employment opportunities: 10% (10% have lived in York County less than the median of 14 years, 10% have lived in York County the median of 14 years or more)
- Opportunities to attend cultural activities: 9% (4% have lived in York County less than the median of 14 years, 5% have lived in York County the median of 14 years or more)
- The overall quality of new development in York County: 7% (7% have lived in York County less than the median of 14 years, 10% have lived in York County the median of 14 years or more)
- Rate opportunities to participate in community matters and affairs: 5% (2% have lived in York County less than the median of 14 years, 3% have lived in York County the median of 14 years or more)
- The variety of housing options: 9% (5% have lived in York County less than the median of 14 years, 4% have lived in York County the median of 14 years or more)
- The overall value you receive for your tax dollars in York County: 10% (4% have lived in York County less than the median of 14 years, 6% have lived in York County the median of 14 years or more)
- York County as a place to retire: 5% (3% have lived in York County less than the median of 14 years, 2% have lived in York County the median of 14 years or more)
- The overall appearance of York County: 2% (2% have lived in York County less than the median of 14 years, 0% have lived in York County the median of 14 years or more)
- York County as a place to work: 3% (3% have lived in York County less than the median of 14 years, 0% have lived in York County the median of 14 years or more)
- Recreational opportunities, parks, and athletic fields: 1% (1% have lived in York County less than the median of 14 years, 0% have lived in York County the median of 14 years or more)
- The overall quality of life in York County: 1% (1% have lived in York County less than the median of 14 years, 0% have lived in York County the median of 14 years or more)
- York County as a place to live: 1% (1% have lived in York County less than the median of 14 years, 0% have lived in York County the median of 14 years or more)
- Educational opportunities: 0% (0% have lived in York County less than the median of 14 years, 0% have lived in York County the median of 14 years or more)
- The overall quality of the natural environment in York County: 5% (0% have lived in York County less than the median of 14 years, 5% have lived in York County the median of 14 years or more)
- The overall image or reputation of York County: 4% (0% have lived in York County less than the median of 14 years, 4% have lived in York County the median of 14 years or more)
- York County as a place to raise children: 1% (0% have lived in York County less than the median of 14 years, 1% have lived in York County the median of 14 years or more)
Q35. Overall, how would you rate the services provided by York County?

- Excellent: 39%
- Good: 56%
- Fair: 8%
- Poor: 6%
- Don't know: 0%

- Has lived in York County less than the median of 14 years
- Has lived in York County the median of 14 years or more
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.

- The Yorktown and Tabb Library facilities: 55% (59 for those who have lived in York County less than the median of 14 years, 47 for those who have lived in York County the median of 14 years or more)
- Sheriff's Office and law enforcement: 47% (64 for those who have lived in York County less than the median of 14 years, 46 for those who have lived in York County the median of 14 years or more)
- Fire and Rescue Services: 42% (44 for those who have lived in York County less than the median of 14 years, 47 for those who have lived in York County the median of 14 years or more)
- Public school system's instructional programs: 38% (42 for those who have lived in York County less than the median of 14 years, 44 for those who have lived in York County the median of 14 years or more)
- The Sports Complex: 37% (47 for those who have lived in York County less than the median of 14 years, 47 for those who have lived in York County the median of 14 years or more)
- Trash collection services: 37% (47 for those who have lived in York County less than the median of 14 years, 47 for those who have lived in York County the median of 14 years or more)
- Youth recreation programs or leagues: 37% (39 for those who have lived in York County less than the median of 14 years, 39 for those who have lived in York County the median of 14 years or more)
- The residential recycling program: 33% (42 for those who have lived in York County less than the median of 14 years, 42 for those who have lived in York County the median of 14 years or more)
- Public school buildings and facilities: 31% (45 for those who have lived in York County less than the median of 14 years, 45 for those who have lived in York County the median of 14 years or more)
- Materials and programs offered in the Yorktown and Tabb libraries: 31% (41 for those who have lived in York County less than the median of 14 years, 41 for those who have lived in York County the median of 14 years or more)
- The appearance of County government office buildings and their properties: 27% (56 for those who have lived in York County less than the median of 14 years, 56 for those who have lived in York County the median of 14 years or more)
- The special debris collection service: 13% (22 for those who have lived in York County less than the median of 14 years, 22 for those who have lived in York County the median of 14 years or more)
- Efforts to control mosquitoes: 13% (16 for those who have lived in York County less than the median of 14 years, 16 for those who have lived in York County the median of 14 years or more)
- The special leaf collection program: 13% (15 for those who have lived in York County less than the median of 14 years, 15 for those who have lived in York County the median of 14 years or more)
- Stormwater drainage systems and maintenance: 13% (15 for those who have lived in York County less than the median of 14 years, 15 for those who have lived in York County the median of 14 years or more)
- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not: 12% (19 for those who have lived in York County less than the median of 14 years, 19 for those who have lived in York County the median of 14 years or more)
- Senior Center facilities and programs: 9% (25 for those who have lived in York County less than the median of 14 years, 25 for those who have lived in York County the median of 14 years or more)
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...: 7% (21 for those who have lived in York County less than the median of 14 years, 21 for those who have lived in York County the median of 14 years or more)
- Enforcement of codes relating to junk vehicles and junkyards: 7% (12 for those who have lived in York County less than the median of 14 years, 12 for those who have lived in York County the median of 14 years or more)
- Services for people who are disadvantaged: 6% (9 for those who have lived in York County less than the median of 14 years, 9 for those who have lived in York County the median of 14 years or more)
- Adult recreation programs or leagues: 6% (13 for those who have lived in York County less than the median of 14 years, 13 for those who have lived in York County the median of 14 years or more)
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.

- Public school system's instructional programs: 92%
- Sheriff's Office and law enforcement: 85%
- The Yorktown and Tabb Library facilities: 82%
- Fire and Rescue Services: 98%
- Public school buildings and facilities: 80%
- The appearance of County government office: 87%
- Youth recreation programs or leagues: 96%
- Trash collection services: 90%
- The residential recycling program: 86%
- The Sports Complex: 76%
- Materials and programs offered in the Yorktown and...: 76%
- Stormwater drainage systems and maintenance: 56%
- Efforts to control mosquitoes: 73%
- The appearance of major County roads, such as...: 56%
- The special debris collection service: 49%
- Enforcement of codes relating to high grass and...: 64%
- The special leaf collection program: 46%
- Enforcement of codes relating to junk vehicles and...: 66%
- Senior Center facilities and programs: 29%
- Adult recreation programs or leagues: 50%
- Services for people who are disadvantaged: 29%

- Has lived in York County less than the median of 14 years
- Has lived in York County the median of 14 years or more
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.

The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...

Efforts to control mosquitoes

Enforcement of codes relating to junk vehicles and junkyards

Stormwater drainage systems and maintenance

Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...

The special leaf collection program

Adult recreation programs or leagues

The special debris collection service

The residential recycling program

Trash collection services

Materials and programs offered in the Yorktown and Tabb libraries

The Sports Complex

Public school buildings and facilities

Sheriff's Office and law enforcement

The appearance of County government office buildings and their properties

Fire and Rescue Services

Services for people who are disadvantaged

Youth recreation programs or leagues

The Yorktown and Tabb Library facilities

Public school system's instructional programs

Senior Center facilities and programs

Has lived in York County less than the median of 14 years

Has lived in York County the median of 14 years or more
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.

- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...
- Efforts to control mosquitoes
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...
- Enforcement of codes relating to junk vehicles and junkyards
- The special leaf collection program
- The Sports Complex
- Adult recreation programs or leagues
- The appearance of County government office buildings and their properties
- The special debris collection service
- The residential recycling program
- Stormwater drainage systems and maintenance
- Services for people who are disadvantaged
- Youth recreation programs or leagues
- Public school system's instructional programs
- The Yorktown and Tabb Library facilities
- Senior Center facilities and programs
- Sheriff's Office and law enforcement
- Trash collection services
- Fire and Rescue Services
- Materials and programs offered in the Yorktown and Tabb libraries
- Public school buildings and facilities

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<td>Major County roads</td>
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<tr>
<td>Efforts to control mosquitoes</td>
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<td>The Sports Complex</td>
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<td>Adult recreation programs</td>
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<td>Fire and Rescue Services</td>
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<td>Materials and programs offered in the Yorktown and Tabb libraries</td>
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<td>Public school buildings and facilities</td>
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</tr>
</tbody>
</table>

- □ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q59. In general, do you think York County is getting better, staying the same, or getting worse?

- Getting better: 46%
- Staying the same: 31%
- Getting worse: 15%
- Don't know: 7%

- Has lived in York County less than the median of 14 years
- Has lived in York County the median of 14 years or more
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)

[Bar chart showing percentage of respondents who think each area has gotten better, with responses categorized by length of time lived in York County.]
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)

- Quality of County services / facilities: 53%
- Residential development: 42%
- County use of taxes: 37%
- Development in general: 24%
- Appearance of York County: 37%
- Schools: 42%
- Commercial development: 15%
- Quality of natural resources: 13%
- Crime: 11%
- Job opportunities / the economy: 11%
- Traffic: 10%
- Quality of recreation resources: 7%
- Quality of life in general: 3%
- Recreation facilities: 6%
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?

![Bar chart showing responses to Q68](chart.png)

- **Too much**: 23%
- **About the right amount**: 53%
- **Too little**: 11%
- **Don't know**: 13%

Legend:
- ■ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Strongly agree</td>
<td>40</td>
</tr>
<tr>
<td>Moderately agree</td>
<td>31</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
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</tr>
<tr>
<td>Moderately disagree</td>
<td>6</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>1</td>
</tr>
<tr>
<td>Don't know</td>
<td>5</td>
</tr>
</tbody>
</table>

Legend:
- □ Has lived in York County less than the median of 14 years
- ■ Has lived in York County the median of 14 years or more
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)

[Bar chart showing the distribution of responses]

- Strongly agree: 26%
- Moderately agree: 29%
- Neither agree nor disagree: 21%
- Moderately disagree: 5%
- Strongly disagree: 4%
- Don’t know: 11%

Legend:
- ● Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?

- The Yorktown or Tabb Libraries: 76%
- Activities or events at Riverwalk Landing in Yorktown: 56%
- Any other county parks or athletic fields: 56%
- The new Sports Complex at the Route 17/Oriana Road intersection area: 44%
- The county Senior Center: 6%
- None of these: 5%

Multiple Responses Allowed

- Has lived in York County less than the median of 14 years
- Has lived in York County the median of 14 years or more
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?

- Yes: 78%
- No: 22%
- Don't know: 0%
- Has lived in York County less than the median of 14 years
- Has lived in York County the median of 14 years or more
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

![Bar chart showing responses to Q80.]

- **Strongly agree**: 87%
- **Moderately agree**: 9%
- **Neither agree nor disagree**: 1%
- **Moderately disagree**: 1%
- **Strongly disagree**: 3%
- **Don’t know**: 0%

Legend:
- ■ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

- Strongly agree: 91
- Moderately agree: 7
- Neither agree nor disagree: 1
- Moderately disagree: 0
- Strongly disagree: 3

Legend:
- ■ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

- Strongly agree: 89% (81 respondents)
- Moderately agree: 6% (12 respondents)
- Neither agree nor disagree: 2% (2 respondents)
- Moderately disagree: 2% (2 respondents)
- Strongly disagree: 0% (0 respondents)
- Don’t know: 1% (1 respondent)

Legend:
- ■ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?

The County’s newsletter called “Citizen News”

- Has lived in York County less than the median of 14 years: 49%
- Has lived in York County the median of 14 years or more: 73%

The County government web site

- Has lived in York County less than the median of 14 years: 44%
- Has lived in York County the median of 14 years or more: 71%

WYCG – Channel 46

- Has lived in York County less than the median of 14 years: 21%
- Has lived in York County the median of 14 years or more: 20%

WCSD – Channel 47

- Has lived in York County less than the median of 14 years: 17%
- Has lived in York County the median of 14 years or more: 21%

None of these

- Has lived in York County less than the median of 14 years: 10%
- Has lived in York County the median of 14 years or more: 8%
Q87-Q89. Percent who rated the following excellent as a source of information about County services, programs, and/or government affairs.

- "Citizen News":
  - Has lived in York County less than the median of 14 years: 41%
  - Has lived in York County the median of 14 years or more: 48%

- WYCG – Channel 46:
  - Has lived in York County less than the median of 14 years: 40%
  - Has lived in York County the median of 14 years or more: 42%

- WCSD – Channel 47:
  - Has lived in York County less than the median of 14 years: 37%
  - Has lived in York County the median of 14 years or more: 57%

- County government web site:
  - Has lived in York County less than the median of 14 years: 22%
  - Has lived in York County the median of 14 years or more: 38%
Q87-Q89. Percent who rated the following excellent or good as a source of information about County services, programs, and/or government affairs.

- "Citizen News": 96%
- WCSD – Channel 47: 93%
- WYCG – Channel 46: 89%
- County government web site: 94%

Legend:
- ■ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.

- County government web site: 15% rated it fair or poor. 4% have lived in York County less than the median of 14 years, and 11% have lived in York County the median of 14 years or more.
- WYCG – Channel 46: 13% rated it fair or poor. 12% have lived in York County less than the median of 14 years, and 11% have lived in York County the median of 14 years or more.
- WCSD – Channel 47: 7% rated it fair or poor. 4% have lived in York County less than the median of 14 years, and 11% have lived in York County the median of 14 years or more.
- "Citizen News": 4% rated it fair or poor. 6% have lived in York County less than the median of 14 years, and 11% have lived in York County the median of 14 years or more.

Legend:
- ■ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.

- WYCG – Channel 46
- WCSD – Channel 47
- County government web site
- "Citizen News"

Has lived in York County less than the median of 14 years

Has lived in York County the median of 14 years or more
Q93. How many years have you lived in York County?

- More than 50 years: 10
- 46-50 years: 3
- 41-45 years: 10
- 36-40 years: 6
- 31-35 years: 5
- 26-30 years: 17
- 21-25 years: 12
- 16-20 years: 19
- 11-15 years: 19
- 6-10 years: 46
- 5 years or less: 35

- Has lived in York County less than the median of 14 years
- Has lived in York County the median of 14 years or more
Q96. How likely are you to be living in York County 5 years from now?

- Very likely: 76 (51 have lived less than the median of 14 years, 25 have lived the median of 14 years or more)
- Somewhat likely: 28 (19 have lived less than the median of 14 years, 9 have lived the median of 14 years or more)
- Not at all likely: 16 (2 have lived less than the median of 14 years, 14 have lived the median of 14 years or more)
- Don't know: 5 (3 have lived less than the median of 14 years, 2 have lived the median of 14 years or more)
Q97. Do you rent or own your current place of residence?

- Rent: 21
- Own: 2
- Refused: 3

- □ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

- An apartment or condominium: 8 (8%)
- A townhouse: 5 (5%)
- A single-family home: 86 (86%)
- A mobile home: 0
- None of these: 0
- Refused: 0

Legend:
- ■ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more

Percent

0 20 40 60 80 100
Q100. Do you have Internet access in your home?

- Yes: 99%
- No: 1%
- Don't know: 0%

Legend:
- ■ Has lived in York County less than the median of 14 years
- □ Has lived in York County the median of 14 years or more
Q101. Is anyone in your household on active military duty or a military retiree?

- Yes: 58%
  - Has lived in York County less than the median of 14 years: 27%
  - Has lived in York County the median of 14 years or more: 7%

- No: 42%

- Don't know: 0%
Q102. How many children, age 17 or younger, do you have living in your household?

- More than 4 children
  - Has lived in York County less than the median of 14 years: 2
  - Has lived in York County the median of 14 years or more: 3
- 4 children
  - Has lived in York County less than the median of 14 years: 0
  - Has lived in York County the median of 14 years or more: 9
- 3 children
  - Has lived in York County less than the median of 14 years: 6
  - Has lived in York County the median of 14 years or more: 1
- 2 children
  - Has lived in York County less than the median of 14 years: 8
  - Has lived in York County the median of 14 years or more: 35
- 1 child
  - Has lived in York County less than the median of 14 years: 15
  - Has lived in York County the median of 14 years or more: 23
- Do not have any children living in the household
  - Has lived in York County less than the median of 14 years: 34
  - Has lived in York County the median of 14 years or more: 66
- Don’t know
  - Has lived in York County less than the median of 14 years: 0
  - Has lived in York County the median of 14 years or more: 1
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?
Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?

- **Yes**: 51%
- **No**: 48%
- **Don't know**: 1%

- Has lived in York County less than the median of 14 years
- Has lived in York County the median of 14 years or more
Q109. Are you currently registered to vote in York County?

- Yes: 82% (97 respondents)
- No: 18% (3 respondents)
- Don't know: 0%
- Refused: 0%

- Has lived in York County less than the median of 14 years
- Has lived in York County the median of 14 years or more
Q114. Respondent's age.

- 65 years old or older: 5 (26%) have lived in York County less than the median of 14 years, and 21 (100%) have lived in York County the median of 14 years or more.
- 55-64 years old: 11 (20%) have lived in York County less than the median of 14 years, and 19 (100%) have lived in York County the median of 14 years or more.
- 45-54 years old: 24 (21%) have lived in York County less than the median of 14 years, and 20 (100%) have lived in York County the median of 14 years or more.
- 35-44 years old: 28 (5%) have lived in York County less than the median of 14 years, and 23 (100%) have lived in York County the median of 14 years or more.
- 25-34 years old: 17 (11%) have lived in York County less than the median of 14 years, and 14 (100%) have lived in York County the median of 14 years or more.
- 18-24 years old: 12 (11%) have lived in York County less than the median of 14 years, and 10 (100%) have lived in York County the median of 14 years or more.
- Refused: 3 (5%) have refused to provide information on their age.
Q121. Respondent's gender. (Observed; not asked by interviewer.)

- Male: 58% have lived in York County less than the median of 14 years; 38% have lived in York County the median of 14 years or more.
- Female: 61% have lived in York County less than the median of 14 years; 42% have lived in York County the median of 14 years or more.
- Interviewer could not determine the gender of 1 respondent.
APPENDIX D: CROSSTABULATIONS BY CHILDREN IN HOUSEHOLD VERSUS NO CHILDREN IN HOUSEHOLD

Q14. First, what is the single main reason you live in York County?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Has at least one child in household</th>
<th>Does not have any children in household</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good / quality schools</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>Like it here / good place to live</td>
<td>10</td>
<td>26</td>
</tr>
<tr>
<td>Work in or nearby</td>
<td>11</td>
<td>19</td>
</tr>
<tr>
<td>Grew up here</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Good place to raise children</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>Family lives here or nearby</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Like rural / country feel</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Access to the water / can boat here / mentions boating</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Quality services / facilities</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Low crime rate / safe</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Don't know</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Low cost of living</td>
<td>3</td>
<td>0</td>
</tr>
</tbody>
</table>

Percent
Q17. How would you rate overall quality of life in York County?

- Excellent: 60%
- Good: 54%
- Poor: 4%
- Fair: 2%
- Don't know: 0%
Q17-Q34. Percent who rated the following in York County as excellent.

- York County as a place to raise children: 52%
- York County as a place to live: 65%
- Educational opportunities: 33%
- The overall quality of life in York County: 44%
- The overall image or reputation of York County: 39%
- Recreational opportunities, parks, and athletic fields: 52%
- York County as a place to retire: 37%
- The overall quality of new development in York County: 36%
- The overall appearance of York County: 34%
- The overall value you receive for your tax dollars in York County: 32%
- Rate opportunities to participate in community matters and affairs: 31%
- Opportunities to attend cultural activities: 18%
- York County as a place to work: 27%
- The overall quality of the natural environment in York County: 34%
- The variety of housing options: 24%
- Employment opportunities: 22%
- Traveling by car on York County roads: 6%
Q17-Q34. Percent who rated the following in York county as excellent or good.

- York County as a place to live: 98%
- York County as a place to raise children: 98%
- The overall quality of life in York County: 97%
- Educational opportunities: 94%
- Recreational opportunities, parks, and athletic fields: 92%
- The overall image or reputation of York County: 93%
- The overall quality of the natural environment in York County: 92%
- The overall appearance of York County: 87%
- Rate opportunities to participate in community matters and affairs: 78%
- York County as a place to work: 78%
- York County as a place to retire: 74%
- The variety of housing options: 82%
- The overall value you receive for your tax dollars in York County: 70%
- Opportunities to attend cultural activities: 69%
- The overall quality of new development in York County: 66%
- Employment opportunities: 58%
- Traveling by car on York County roads: 48%
Q17-Q34. Percent who rated the following in York county as fair or poor.

- Traveling by car on York County roads
- Employment opportunities
- The variety of housing options
- The overall quality of new development in York County
- Opportunities to attend cultural activities
- The overall value you receive for your tax dollars in York County
- York County as a place to retire
- Rate opportunities to participate in community matters and affairs
- The overall appearance of York County
- The overall quality of the natural environment in York County
- York County as a place to work
- The overall image or reputation of York County
- Recreational opportunities, parks, and athletic fields
- Educational opportunities
- The overall quality of life in York County
- York County as a place to raise children
- York County as a place to live

Legend:
- ■ Has at least one child in household
- □ Does not have any children in household
Q17-Q34. Percent who rated the following in York County as poor.

- Traveling by car on York County roads: 17%
- The overall quality of new development in York County: 11%
- Employment opportunities: 10%
- Opportunities to attend cultural activities: 7%
- The variety of housing options: 7%
- The overall value you receive for your tax dollars in York County: 5%
- The overall quality of the natural environment in York County: 0%
- York County as a place to retire: 4%
- The overall quality of life in York County: 4%
- The overall image or reputation of York County: 3%
- The overall appearance of York County: 3%
- Rate opportunities to participate in community matters and affairs: 2%
- York County as a place to work: 1%
- Recreational opportunities, parks, and athletic fields: 3%
- York County as a place to live: 1%
- Educational opportunities: 1%
- York County as a place to raise children: 0%
Q35. Overall, how would you rate the services provided by York County?

- Excellent: 45%
- Good: 57%
- Fair: 8%
- Poor: 3%
- Don't know: 1%

Legend:
- □ Has at least one child in household
- □ Does not have any children in household
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.

<table>
<thead>
<tr>
<th>Service</th>
<th>Has at least one child in household</th>
<th>Does not have any children in household</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth recreation programs or leagues</td>
<td>64</td>
<td>88</td>
</tr>
<tr>
<td>Public school system’s instructional programs</td>
<td>75</td>
<td>87</td>
</tr>
<tr>
<td>The Yorktown and Tabb Library facilities</td>
<td>82</td>
<td>86</td>
</tr>
<tr>
<td>Sheriff's Office and law enforcement</td>
<td>84</td>
<td>89</td>
</tr>
<tr>
<td>Fire and Rescue Services</td>
<td>82</td>
<td>96</td>
</tr>
<tr>
<td>The appearance of County government office facilities</td>
<td>82</td>
<td>98</td>
</tr>
<tr>
<td>Public school buildings and facilities</td>
<td>80</td>
<td>87</td>
</tr>
<tr>
<td>Trash collection services</td>
<td>76</td>
<td>91</td>
</tr>
<tr>
<td>Materials and programs offered in the Yorktown and..</td>
<td>68</td>
<td>75</td>
</tr>
<tr>
<td>The Sports Complex</td>
<td>70</td>
<td>75</td>
</tr>
<tr>
<td>The residential recycling program</td>
<td>72</td>
<td>87</td>
</tr>
<tr>
<td>Enforcement of codes relating to high grass and..</td>
<td>56</td>
<td>57</td>
</tr>
<tr>
<td>Efforts to control mosquitoes</td>
<td>55</td>
<td>72</td>
</tr>
<tr>
<td>Enforcement of codes relating to junk vehicles and..</td>
<td>48</td>
<td>53</td>
</tr>
<tr>
<td>The appearance of major County roads, such as..</td>
<td>48</td>
<td>61</td>
</tr>
<tr>
<td>Stormwater drainage systems and maintenance</td>
<td>46</td>
<td>63</td>
</tr>
<tr>
<td>The special debris collection service</td>
<td>45</td>
<td>61</td>
</tr>
<tr>
<td>The special leaf collection program</td>
<td>36</td>
<td>54</td>
</tr>
<tr>
<td>Adult recreation programs or leagues</td>
<td>31</td>
<td>46</td>
</tr>
<tr>
<td>Senior Center facilities and programs</td>
<td>30</td>
<td>49</td>
</tr>
<tr>
<td>Services for people who are disadvantaged</td>
<td>17</td>
<td>27</td>
</tr>
</tbody>
</table>

0 20 40 60 80 100

Percent
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.

The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...

Efforts to control mosquitoes

Adult recreation programs or leagues

Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...

Stormwater drainage systems and maintenance

Enforcement of codes relating to junk vehicles and junkyards

The special leaf collection program

The special debris collection service

The residential recycling program

Trash collection services

Public school buildings and facilities

The Sports Complex

Materials and programs offered in the Yorktown and Tabb libraries

Sheriff's Office and law enforcement

Fire and Rescue Services

The appearance of County government office buildings and their properties

Services for people who are disadvantaged

Public school system's instructional programs

Youth recreation programs or leagues

Senior Center facilities and programs

The Yorktown and Tabb Library facilities

Has at least one child in household

Does not have any children in household
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.

- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...
- The special leaf collection program
- Efforts to control mosquitoes
- Enforcement of codes relating to junk vehicles and junkyards
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...
- The Sports Complex
- Adult recreation programs or leagues
- The appearance of County government office buildings and their properties
- Services for people who are disadvantaged
- The special debris collection service
- The residential recycling program
- Senior Center facilities and programs
- Stormwater drainage systems and maintenance
- Public school system's instructional programs
- Public school buildings and facilities
- Youth recreation programs or leagues
- Sheriff's Office and law enforcement
- The Yorktown and Tabb Library facilities
- Trash collection services
- Fire and Rescue Services
- Materials and programs offered in the Yorktown and Tabb libraries

![Bar chart showing percentages of residents rating specific services as poor.](image-url)
Q59. In general, do you think York County is getting better, staying the same, or getting worse?
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)

- Quality of County services / facilities: 44%
- Appearance of York County: 33%
- Traffic: 29%
- Recreation facilities: 30%
- Quality of life in general: 30%
- Residential development: 26%
- Development in general: 11%
- Schools: 14%
- Quality of roads: 15%
- Commercial development: 11%
- Crime: 12%
- Quality of recreation resources: 7%
- Don’t know: 7%
- Job opportunities / the economy: 6%
- County use of taxes: 4%
- Quality of natural resources: 4%
- Shopping opportunities: 3%
- Yorktown waterfront: 2%

Multiple Responses Allowed
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)

- Quality of County services / facilities: 71%
- Residential development: 64%
- County use of taxes: 66%
- Development in general: 27%
- Appearance of York County: 25%
- Schools: 21%
- Commercial development: 14%
- Quality of natural resources: 9%
- Crime: 15%
- Job opportunities / the economy: 12%
- Traffic: 13%
- Quality of recreation resources: 9%
- Quality of life in general: 4%
- Recreation facilities: 4%

Multiple Responses Allowed

- Has at least one child in household
- Does not have any children in household
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?

- Too much: 22% (Has at least one child in household)
- About the right amount: 61% (Has at least one child in household)
- Too little: 6% (Does not have any children in household)
- Don't know: 12% (Has at least one child in household)

Percent

0 20 40 60 80 100
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?

- Too much: 17%
- About the right amount: 59%
- Too little: 11%
- Don't know: 13%

Has at least one child in household: 58%
Does not have any children in household: 42%
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)

- Strongly agree: 34% (Has at least one child in household: 18), 49% (Does not have any children in household: 26)
- Moderately agree: 35% (Has at least one child in household: 33), 35% (Does not have any children in household: 37)
- Neither agree nor disagree: 18% (Has at least one child in household: 4), 42% (Does not have any children in household: 20)
- Moderately disagree: 6% (Has at least one child in household: 3), 3% (Does not have any children in household: 3)
- Strongly disagree: 4% (Has at least one child in household: 3), 3% (Does not have any children in household: 3)
- Don’t know: 3% (Has at least one child in household: 3), 6% (Does not have any children in household: 3)
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)

- Strongly agree: 21/28
- Moderately agree: 38/38
- Neither agree nor disagree: 4/22
- Moderately disagree: 7/9
- Strongly disagree: 7/10
- Don’t know: 6/12

[Chart showing the distribution of responses]
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)

- Strongly agree: 69 (76%)
- Moderately agree: 30 (30%)
- Neither agree nor disagree: 22 (22%)
- Moderately disagree: 1 (1%)
- Strongly disagree: 1 (1%)
- Don’t know: 1 (1%)

Legend:
- ■ Has at least one child in household
- □ Does not have any children in household
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...

- The Yorktown or Tabb Libraries
- Activities or events at Riverwalk Landing in Yorktown
- Any other county parks or athletic fields
- The new Sports Complex at the Route 17 / Oriana Road intersection area
- The county Senior Center
- None of these
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?

- Yes: 70%
- No: 31%
- Don't know: 1%

Options:
- Has at least one child in household
- Does not have any children in household
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

[Bar chart showing responses to the question with percentages for each response category.]
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

![Bar chart showing responses to Q82.]

- Strongly agree: 91
- Moderately agree: 13
- Neither agree nor disagree: 3
- Moderately disagree: 0
- Strongly disagree: 1
- Don’t know: 1

Legend:
- Has at least one child in household
- Does not have any children in household
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?

- The County’s newsletter called “Citizen News”
- The County government web site
- WYCG – Channel 46
- WCSD – Channel 47
- None of these

Multiple Responses Allowed

- Has at least one child in household
- Does not have any children in household

Percent
Q87-Q89. Percent who rated the following excellent as a source of information about County services, programs, and/or government affairs.

- "Citizen News": 59%
- WCSD – Channel 47: 55%
- WYCG – Channel 46: 49%
- County government web site: 42%

Legend:
- ■ Has at least one child in household
- □ Does not have any children in household
Q87-Q89. Percent who rated the following excellent or good as a source of information about County services, programs, and/or government affairs.

- "Citizen News": 96%
- WCSD – Channel 47: 87%
- County government web site: 87%
- WYCG – Channel 46: 86%

Legend:
- □ Has at least one child in household
- ● Does not have any children in household
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.

- WYCG – Channel 46: 14% (Has at least one child in household), 12% (Does not have any children in household)
- County government web site: 13% (Has at least one child in household), 7% (Does not have any children in household)
- WCSD – Channel 47: 6% (Has at least one child in household), 13% (Does not have any children in household)
- "Citizen News": 3% (Has at least one child in household), 6% (Does not have any children in household)
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.
Q93. How many years have you lived in York County?

More than 50 years
46-50 years
41-45 years
36-40 years
31-35 years
26-30 years
21-25 years
16-20 years
11-15 years
6-10 years
5 years or less
Don’t know
Refused

Has at least one child in household
Does not have any children in household
Q96. How likely are you to be living in York County 5 years from now?

- Very likely: 77, 49
- Somewhat likely: 32, 15
- Not at all likely: 13, 6
- Don’t know: 6, 3

- Has at least one child in household
- Does not have any children in household
Q97. Do you rent or own your current place of residence?
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

- An apartment or condominium: 6 have at least one child in household, 7 do not have any children in household
- A townhouse: 6 have at least one child in household, 5 do not have any children in household
- A single-family home: 88 have at least one child in household, 87 do not have any children in household
- A mobile home: 0 have at least one child in household, 0 do not have any children in household
- None of these: 0 have at least one child in household, 0 do not have any children in household
- Don't know: 0 have at least one child in household, 0 do not have any children in household
- Refused: 1 have at least one child in household, 0 do not have any children in household
Q100. Do you have Internet access in your home?

- Yes: 91%
- No: 8%
- Don't know: 1%

Legend:
- ■ Has at least one child in household
- □ Does not have any children in household
Q101. Is anyone in your household on active military duty or a military retiree?

- Yes: 50%
  - Has at least one child in household: 36%
- No: 50%
  - Does not have any children in household: 63%
- Don't know: 0%
Q102. How many children, age 17 or younger, do you have living in your household?

- More than 4 children: 4
- 4 children: 9
- 3 children: 6
- 2 children: 43
- 1 child: 37
- Do not have any children living in the household: 0

(Bar chart showing percentages of respondents by number of children in household.)
Q109. Are you currently registered to vote in York County?

- Yes: 82%
- No: 18%
- Don't know: 0%
- Refused: 0%

Legend:
- ■ Has at least one child in household
- □ Does not have any children in household
Q114. Respondent's age.

- 65 years old or older: 1 (30%)
- 55-64 years old: 5 (26%)
- 45-54 years old: 21 (24%)
- 35-44 years old: 4 (30%)
- 25-34 years old: 7 (21%)
- 18-24 years old: 22
- Don't know: 0
- Refused: 1 (8%)

- □ Has at least one child in household
- □ Does not have any children in household
Q121. Respondent's gender. (Observed; not asked by interviewer.)

- Male: 53%
- Female: 47%
- Interviewer could not determine: 0%

Legend:
- ■: Has at least one child in household
- □: Does not have any children in household
APPENDIX E: CROSSTABULATIONS BY MILITARY HOUSEHOLD VERSUS NON-MILITARY HOUSEHOLD

Q14. First, what is the single main reason you live in York County?

- Good / quality schools
- Like it here / good place to live
- Work in or nearby
- Grew up here
- Good place to raise children
- Family lives here or nearby
- Like rural / country feel
- Low cost of living
- Access to the water / can boat here / mentions boating
- Quality services / facilities
- Low crime rate / safe
- Other
- Don't know

[Bar chart showing the distribution of reasons for living in York County among military and non-military households.]
Q17. How would you rate overall quality of life in York County?

- Excellent: 48%
- Good: 47%
- Fair: 1%
- Poor: 4%
- Don't know: 0%

- Active or retired military in household
- No active or retired military in household
Q17-Q34. Percent who rated the following in York county as excellent.

- The overall quality of life in York County: 59%
- York County as a place to raise children: 58%
- York County as a place to live: 58%
- Recreational opportunities, parks, and athletic fields: 50%
- The overall image or reputation of York County: 49%
- Educational opportunities: 51%
- York County as a place to retire: 42%
- The overall value you receive for your tax dollars in York County: 31%
- The overall quality of the natural environment in York County: 31%
- Rate opportunities to participate in community matters and affairs: 32%
- The overall quality of new development in York County: 23%
- Opportunities to attend cultural activities: 25%
- The variety of housing options: 26%
- The overall appearance of York County: 36%
- York County as a place to work: 29%
- Employment opportunities: 16%
- Traveling by car on York County roads: 9%

Active or retired military in household
No active or retired military in household
Q17-Q34. Percent who rated the following in York county as excellent or good.

- The overall quality of life in York County: 94%
- York County as a place to live: 100%
- York County as a place to raise children: 97%
- The overall quality of the natural environment in York County: 96%
- The overall image or reputation of York County: 88%
- Educational opportunities: 93%
- The overall appearance of York County: 82%
- Recreational opportunities, parks, and athletic fields: 84%
- Rate opportunities to participate in community matters and affairs: 69%
- The overall value you receive for your tax dollars in York County: 82%
- York County as a place to retire: 78%
- The variety of housing options: 69%
- York County as a place to work: 74%
- Opportunities to attend cultural activities: 67%
- The overall quality of new development in York County: 66%
- Employment opportunities: 47%
- Traveling by car on York County roads: 38%
Q17-Q34. Percent who rated the following in York county as fair or poor.

- Traveling by car on York County roads: 55% fair or poor
- Employment opportunities: 36% fair or poor
- The overall quality of new development in York County: 23% fair or poor
- Opportunities to attend cultural activities: 22% fair or poor
- The variety of housing options: 20% fair or poor
- The overall value you receive for your tax dollars in York County: 13% fair or poor
- The overall appearance of York County: 11% fair or poor
- Recreational opportunities, parks, and athletic fields: 10% fair or poor
- York County as a place to work: 9% fair or poor
- York County as a place to retire: 9% fair or poor
- Rate opportunities to participate in community matters and affairs: 8% fair or poor
- Educational opportunities: 3% fair or poor
- The overall quality of the natural environment in York County: 3% fair or poor
- The overall image or reputation of York County: 3% fair or poor
- York County as a place to raise children: 2% fair or poor
- York County as a place to live: 0% fair or poor
- The overall quality of life in York County: 0% fair or poor
Q17-Q34. Percent who rated the following in York county as poor.

- Traveling by car on York County roads: 22%
- Employment opportunities: 13%
- Opportunities to attend cultural activities: 7%
- The overall quality of new development in York County: 4%
- The variety of housing options: 9%
- York County as a place to work: 3%
- The overall value you receive for your tax dollars in York County: 12%
- Rate opportunities to participate in community matters and affairs: 6%
- Recreational opportunities, parks, and athletic fields: 3%
- The overall image or reputation of York County: 3%
- The overall quality of life in York County: 4%
- Educational opportunities: 1%
- The overall quality of the natural environment in York County: 4%
- York County as a place to live: 1%
- York County as a place to raise children: 1%
- York County as a place to retire: 7%
- The overall appearance of York County: 3%
Q35. Overall, how would you rate the services provided by York County?

- Excellent: 48%
- Good: 56%
- Fair: 9%
- Poor: 5%
- Don't know: 0%

- Active or retired military in household
- No active or retired military in household
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.

- The Yorktown and Tabb Library facilities: 61%
- Fire and Rescue Services: 71%
- Sheriff's Office and law enforcement: 66%
- Public school system's instructional programs: 46%
- The Sports Complex: 45%
- Youth recreation programs or leagues: 38%
- Trash collection services: 46%
- The appearance of County government office buildings and their properties: 48%
- The residential recycling program: 42%
- Public school buildings and facilities: 44%
- Materials and programs offered in the Yorktown and Tabb libraries: 43%
- Efforts to control mosquitoes: 16%
- The special debris collection service: 19%
- The special leaf collection program: 15%
- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...
- Stormwater drainage systems and maintenance: 17%
- Senior Center facilities and programs: 24%
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...
- Services for people who are disadvantaged: 19%
- Enforcement of codes relating to junk vehicles and junkyards: 12%
- Adult recreation programs or leagues: 11%

- Active or retired military in household
- No active or retired military in household
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.

- The Yorktown and Tabb Library facilities: 90%
- Public school system's instructional programs: 83%
- Youth recreation programs or leagues: 82%
- Fire and Rescue Services: 82%
- The appearance of County government office buildings: 82%
- Public school buildings and facilities: 86%
- Sheriff's Office and law enforcement: 83%
- Trash collection services: 87%
- Materials and programs offered in the Yorktown and Tabb Library facilities: 73%
- The Sports Complex: 72%
- The residential recycling program: 86%
- Efforts to control mosquitoes: 67%
- Stormwater drainage systems and maintenance: 57%
- The special debris collection service: 52%
- Enforcement of codes relating to high grass and weeds: 60%
- The appearance of major County roads, such as the Yorktown Bypass: 57%
- The special leaf collection program: 49%
- Enforcement of codes relating to junk vehicles and garbage: 38%
- Adult recreation programs or leagues: 45%
- Senior Center facilities and programs: 50%
- Services for people who are disadvantaged: 26%
- Active or retired military in household
- No active or retired military in household
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.

- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...
- Enforcement of codes relating to junk vehicles and junkyards
- Efforts to control mosquitoes
- Stormwater drainage systems and maintenance
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...
- The special debris collection service
- The special leaf collection program
- The residential recycling program
- Adult recreation programs or leagues
- Trash collection services
- The Sports Complex
- Sheriff's Office and law enforcement
- Materials and programs offered in the Yorktown and Tabb libraries
- Public school buildings and facilities
- Fire and Rescue Services
- The appearance of County government office buildings and their properties
- Services for people who are disadvantaged
- Youth recreation programs or leagues
- Public school system's instructional programs
- Senior Center facilities and programs
- The Yorktown and Tabb Library facilities
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.

- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not…
- The special leaf collection program
- Enforcement of codes relating to junk vehicles and junkyards
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact…
- Efforts to control mosquitoes
- Adult recreation programs or leagues
- The Sports Complex
- The appearance of County government office buildings and their properties
- Stormwater drainage systems and maintenance
- The special debris collection service
- The residential recycling program
- Services for people who are disadvantaged
- Senior Center facilities and programs
- Youth recreation programs or leagues
- Trash collection services
- Sheriff’s Office and law enforcement
- Fire and Rescue Services
- Public school system’s instructional programs
- Public school buildings and facilities
- The Yorktown and Tabb Library facilities
- Materials and programs offered in the Yorktown and Tabb libraries
Q59. In general, do you think York County is getting better, staying the same, or getting worse?
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)

- Quality of County services / facilities: 43%
- Appearance of York County: 38%
- Traffic: 36%
- Recreation facilities: 36%
- Quality of life in general: 20%
- Residential development: 27%
- Development in general: 13%
- Schools: 14%
- Quality of roads: 13%
- Commercial development: 8%
- Crime: 8%
- Quality of recreation resources: 10%
- Job opportunities / the economy: 6%
- Don't know: 8%
- County use of taxes: 5%
- Quality of natural resources: 4%
- Shopping opportunities: 4%
- Yorktown waterfront: 3%
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)

- Quality of County services / facilities: 16%
- Residential development: 5%
- County use of taxes: 42%
- Development in general: 10%
- Appearance of York County: 14%
- Schools: 19%
- Commercial development: 9%
- Quality of natural resources: 0%
- Crime: 14%
- Job opportunities / the economy: 0%
- Traffic: 16%
- Quality of recreation resources: 4%
- Quality of life in general: 0%
- Recreation facilities: 6%

Active or retired military in household: 11%
No active or retired military in household: 89%
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)

- Strongly agree: 45
- Moderately agree: 45
- Neither agree nor disagree: 21
- Moderately disagree: 5
- Strongly disagree: 1
- Don’t know: 4

[Bar chart showing the distribution of responses]
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)

![Bar chart showing the response distribution to the statement.]

- **Strongly agree**: 25%
- **Moderately agree**: 31%
- **Neither agree nor disagree**: 20%
- **Moderately disagree**: 9%
- **Strongly disagree**: 4%
- **Don’t know**: 10%

Legend:
- ■ Active or retired military in household
- □ No active or retired military in household
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)

- Strongly agree: 62
- Moderately agree: 38
- Neither agree nor disagree: 17
- Moderately disagree: 0
- Strongly disagree: 2
- Don't know: 0

Categories: 0: Active or retired military in household, 1: No active or retired military in household
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?

- The Yorktown or Tabb Libraries: 83%
- Activities or events at Riverwalk Landing in Yorktown: 56%
- Any other county parks or athletic fields: 64%
- The new Sports Complex at the Route 17 / Oriana Road intersection area: 47%
- The county Senior Center: 4%
- None of these: 3%

Multiple Responses Allowed

- Active or retired military in household: [Diagram]
- No active or retired military in household: [Diagram]
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

Excellent: 62%
Good: 45%
Fair: 3%
Poor: 1%
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

[Diagram showing the distribution of responses with bars for strongly agree, moderately agree, neither agree nor disagree, moderately disagree, and strongly disagree. The percentages are as follows: strongly agree 91%, moderately agree 11%, neither agree nor disagree 2%, moderately disagree 0%, strongly disagree 2%.]
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?

- The County’s newsletter called “Citizen News”: 41% (Active or retired military in household), 75% (No active or retired military in household)
- The County government web site: 50% (Active or retired military in household), 68% (No active or retired military in household)
- WYCG – Channel 46: 17% (Active or retired military in household), 23% (No active or retired military in household)
- WCSD – Channel 47: 17% (Active or retired military in household), 20% (No active or retired military in household)
- None of these: 13% (Active or retired military in household), 6% (No active or retired military in household)
Q87-Q89. Percent who rated the following excellent as a source of information about County services, programs, and/or government affairs.

- "Citizen News": 32% rated excellent.
- WYCG – Channel 46: 25% rated excellent.
- WCSD – Channel 47: 20% rated excellent.
- County government web site: 19% rated excellent.

Legend:
- ■ Active or retired military in household
- □ No active or retired military in household
Q87-Q89. Percent who rated the following excellent or good as a source of information about County services, programs, and/or government affairs.
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.

- WYCG – Channel 46
- WCSD – Channel 47
- County government web site
- "Citizen News"

![Bar chart showing percent ratings for different information sources.]

- Active or retired military in household
- No active or retired military in household

Percent
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.

- WYCG – Channel 46
- WCSD – Channel 47
- County government web site
- "Citizen News"

Legend:
- ■ Active or retired military in household
- □ No active or retired military in household
Q93. How many years have you lived in York County?

- More than 50 years: 1 (7%)
- 46-50 years: 0 (2%)
- 41-45 years: 1 (7%)
- 36-40 years: 2 (4%)
- 31-35 years: 2 (3%)
- 26-30 years: 5 (10%)
- 21-25 years: 4 (6%)
- 16-20 years: 8 (10%)
- 11-15 years: 17 (20%)
- 6-10 years: 19 (31%)
- 5 years or less: 10 (29%)
- Don't know: 0
- Refused: 0

Legend:
- □ Active or retired military in household
- □ No active or retired military in household

Percent
Q96. How likely are you to be living in York County 5 years from now?

- Very likely: 51%, 72 people
- Somewhat likely: 31%, 17 people
- Not at all likely: 11%, 8 people
- Don’t know: 7%, 2 people

Legend:
- ■ Active or retired military in household
- □ No active or retired military in household
Q97. Do you rent or own your current place of residence?

- Rent: 16% (16 respondents)
- Own: 81% (91 respondents)
- Refused: 3% (3 respondents)
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

- An apartment or condominium: 6% (6% in household, 7% refused)
- A townhouse: 4% (4% in household, 7% refused)
- A single-family home: 89% (89% in household, 86% refused)
- A mobile home: 0% (0% in household, 0% refused)
- None of these: 0% (0% in household, 0% refused)
- Refused: 0% (0% in household, 0% refused)

Legend:
■ Active or retired military in household
□ No active or retired military in household
Q100. Do you have Internet access in your home?

- Yes: 99%
- No: 1%
- Don't know: 0%

Legend:
- ■ Active or retired military in household
- □ No active or retired military in household
Q102. How many children, age 17 or younger, do you have living in your household?

- More than 4 children: 3 (Active or retired military in household), 1 (No active or retired military in household)
- 4 children: 11 (Active or retired military in household), 0 (No active or retired military in household)
- 3 children: 5 (Active or retired military in household), 2 (No active or retired military in household)
- 2 children: 26 (Active or retired military in household), 18 (No active or retired military in household)
- 1 child: 12 (Active or retired military in household), 24 (No active or retired military in household)
- Do not have any children living in the household: 42 (Active or retired military in household), 55 (No active or retired military in household)
- Don't know: 0 (Active or retired military in household), 1 (No active or retired military in household)
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?
Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?

- Yes: 42% (Active or retired military in household)
- No: 58% (No active or retired military in household)
- Don’t know: 0%
Q109. Are you currently registered to vote in York County?

- Yes: 79%
- No: 21%
- Don't know: 0%

■ Active or retired military in household
☐ No active or retired military in household
Q114. Respondent's age.

- 65 years old or older: 10 active, 19 percent
- 55-64 years old: 11 active, 19 percent
- 45-54 years old: 25 active, 21 percent
- 35-44 years old: 17 active, 17 percent
- 25-34 years old: 19 active, 10 percent
- 18-24 years old: 14 active, 9 percent
- Refused: 4 active, 5 percent

Legend:
- ■ Active or retired military in household
- □ No active or retired military in household
Q121. Respondent's gender. (Observed; not asked by interviewer.)

- Male: 57% (Active or retired military in household: 42%)
- Female: 58% (Active or retired military in household: 43%)
- Interviewer could not determine: 0%
APPENDIX F: CROSSTABULATIONS BY UPPER COUNTY/LOWER COUNTY

Q14. First, what is the single main reason you live in York County?

- Good / quality schools
- Like it here / good place to live
- Work in or nearby
- Grew up here
- Good place to raise children
- Family lives here or nearby
- Like rural / country feel
- Access to the water / can boat here / mentions boating
- Quality services / facilities
- Low crime rate / safe
- Low cost of living
- Other
- Don't know

Percent

<table>
<thead>
<tr>
<th>Reason</th>
<th>Upper York</th>
<th>Lower York</th>
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<tbody>
<tr>
<td>Good / quality schools</td>
<td>20</td>
<td>36</td>
</tr>
<tr>
<td>Like it here / good place to live</td>
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<td>Grew up here</td>
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<tr>
<td>Good place to raise children</td>
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<td>7</td>
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<tr>
<td>Family lives here or nearby</td>
<td>5</td>
<td>12</td>
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<tr>
<td>Like rural / country feel</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Access to the water / can boat here</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Quality services / facilities</td>
<td>0</td>
<td>1</td>
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<td>Low cost of living</td>
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<td>1</td>
</tr>
<tr>
<td>Don't know</td>
<td>4</td>
<td>2</td>
</tr>
</tbody>
</table>
Q17. How would you rate the overall quality of life in York County?

![Bar chart showing the percentage of residents rating the overall quality of life in York County.]

- Excellent: 41% (Upper York), 54% (Lower York)
- Good: 43% (Upper York), 55% (Lower York)
- Fair: 2% (Upper York), 1% (Lower York)
- Poor: 3% (Upper York), 2% (Lower York)
- Don’t know: 0% (Upper York), 0% (Lower York)
Q17-Q34. Percent who rated the following in York county as excellent.

York County as a place to live
York County as a place to raise children
The overall quality of life in York County
York County as a place to retire
The overall quality of the natural environment in York County
Recreational opportunities, parks, and athletic fields
The overall image or reputation of York County
The overall appearance of York County
Educational opportunities
The overall value you receive for your tax dollars in York County
Opportunities to attend cultural activities
Rate opportunities to participate in community matters and affairs
York County as a place to work
Traveling by car on York County roads
The variety of housing options
The overall quality of new development in York County
Employment opportunities

Percent

Upper York
Lower York
Q17-Q34. Percent who rated the following in York county as excellent or good.

- The overall quality of life in York County: 96%
- York County as a place to live: 97%
- York County as a place to retire: 97%
- The overall quality of the natural environment in York County: 87%
- The overall image or reputation of York County: 92%
- The overall appearance of York County: 87%
- York County as a place to raise children: 98%
- Rate opportunities to participate in community matters and affairs: 77%
- Opportunities to attend cultural activities: 69%
- Recreational opportunities, parks, and athletic fields: 86%
- Educational opportunities: 90%
- The variety of housing options: 73%
- York County as a place to work: 69%
- Traveling by car on York County roads: 59%
- The overall quality of new development in York County: 63%
- The overall value you receive for your tax dollars in York County: 73%
- Employment opportunities: 47%
Q17-Q34. Percent who rated the following in York county as fair or poor.

- The overall value you receive for your tax dollars in York County: 18% (Upper York), 41% (Lower York)
- Employment opportunities: 18% (Upper York), 41% (Lower York)
- Traveling by car on York County roads: 18% (Upper York), 40% (Lower York)
- Opportunities to attend cultural activities: 28% (Upper York), 27% (Lower York)
- The overall quality of new development in York County: 27% (Upper York), 27% (Lower York)
- The variety of housing options: 25% (Upper York), 24% (Lower York)
- Recreational opportunities, parks, and athletic fields: 13% (Upper York), 24% (Lower York)
- Rate opportunities to participate in community matters and affairs: 17% (Upper York), 22% (Lower York)
- Educational opportunities: 6% (Upper York), 21% (Lower York)
- The overall appearance of York County: 15% (Upper York), 13% (Lower York)
- York County as a place to work: 13% (Upper York), 14% (Lower York)
- York County as a place to retire: 13% (Upper York), 14% (Lower York)
- The overall image or reputation of York County: 7% (Upper York), 10% (Lower York)
- The overall quality of the natural environment in York County: 10% (Upper York), 9% (Lower York)
- York County as a place to raise children: 9% (Upper York)
- York County as a place to live: 5% (Upper York), 3% (Lower York)
- The overall quality of life in York County: 4% (Upper York), 3% (Lower York)
Q17-Q34. Percent who rated the following in York county as poor.

- The overall quality of new development in York County
- The overall value you receive for your tax dollars in York County
- Traveling by car on York County roads
- Employment opportunities
- Recreational opportunities, parks, and athletic fields
- The variety of housing options
- York County as a place to work
- York County as a place to live
- Rate opportunities to participate in community matters and affairs
- The overall quality of the natural environment in York County
- Opportunities to attend cultural activities
- The overall quality of life in York County
- The overall appearance of York County
- Educational opportunities
- York County as a place to raise children
- York County as a place to retire
- The overall image or reputation of York County

[Diagram showing percent ratings for each category for Upper York and Lower York.]
Q35. Overall, how would you rate the services provided by York County?

- Excellent: 14 Upper York, 42 Total
- Good: 70 Upper York, 50 Total
- Fair: 12 Upper York, 4 Total
- Poor: 4 Upper York, 3 Total
- Don't know: 0

Percent

Upper York
Lower York
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent.

- Fire and Rescue Services: 59%
- Sheriff's Office and law enforcement: 43%
- Trash collection services: 42%
- Public school buildings and facilities: 38%
- Public school system's instructional programs: 45%
- The appearance of County government office buildings and their properties: 43%
- The residential recycling program: 39%
- The Yorktown and Tabb Library facilities: 61%
- Youth recreation programs or leagues: 41%
- Materials and programs offered in the Yorktown and Tabb libraries: 38%
- The special debris collection service: 18%
- Efforts to control mosquitoes: 15%
- Services for people who are disadvantaged: 11%
- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not...: 16%
- Stormwater drainage systems and maintenance: 14%
- The special leaf collection program: 15%
- The Sports Complex: 47%
- Adult recreation programs or leagues: 10%
- Senior Center facilities and programs: 18%
- Enforcement of codes relating to junk vehicles and junkyards: 10%
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact...: 15%
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as excellent or good.
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as fair or poor.

<table>
<thead>
<tr>
<th>Service</th>
<th>Upper York</th>
<th>Lower York</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stormwater drainage systems and maintenance</td>
<td>40%</td>
<td>31%</td>
</tr>
<tr>
<td>Efforts to control mosquitoes</td>
<td>39%</td>
<td>31%</td>
</tr>
<tr>
<td>The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not..</td>
<td>45%</td>
<td>38%</td>
</tr>
<tr>
<td>Enforcement of codes relating to junk vehicles and junkyards</td>
<td>27%</td>
<td>18%</td>
</tr>
<tr>
<td>Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact..</td>
<td>30%</td>
<td>27%</td>
</tr>
<tr>
<td>The special debris collection service</td>
<td>22%</td>
<td>23%</td>
</tr>
<tr>
<td>Services for people who are disadvantaged</td>
<td>23%</td>
<td>12%</td>
</tr>
<tr>
<td>The special leaf collection program</td>
<td>18%</td>
<td>22%</td>
</tr>
<tr>
<td>The residential recycling program</td>
<td>16%</td>
<td>18%</td>
</tr>
<tr>
<td>Youth recreation programs or leagues</td>
<td>16%</td>
<td>7%</td>
</tr>
<tr>
<td>Trash collection services</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>Adult recreation programs or leagues</td>
<td>14%</td>
<td>28%</td>
</tr>
<tr>
<td>Senior Center facilities and programs</td>
<td>14%</td>
<td>6%</td>
</tr>
<tr>
<td>Public school system's instructional programs</td>
<td>14%</td>
<td>6%</td>
</tr>
<tr>
<td>Public school buildings and facilities</td>
<td>13%</td>
<td>11%</td>
</tr>
<tr>
<td>The Yorktown and Tabb Library facilities</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>The Sports Complex</td>
<td>10%</td>
<td>13%</td>
</tr>
<tr>
<td>Sheriff's Office and law enforcement</td>
<td>8%</td>
<td>10%</td>
</tr>
<tr>
<td>Materials and programs offered in the Yorktown and Tabb libraries</td>
<td>10%</td>
<td>6%</td>
</tr>
<tr>
<td>The appearance of County government office buildings and their properties</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>Fire and Rescue Services</td>
<td>7%</td>
<td>8%</td>
</tr>
</tbody>
</table>
Q38-Q58. Percent who rated the following specific services or facilities provided by York County county as poor.

- Stormwater drainage systems and maintenance
- Enforcement of codes relating to junk vehicles and junkyards
- Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact…
- Efforts to control mosquitoes
- Services for people who are disadvantaged
- The special debris collection service
- The residential recycling program
- The special leaf collection program
- The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not…
- The Yorktown and Tabb Library facilities
- The Sports Complex
- Public school system’s instructional programs
- Youth recreation programs or leagues
- Senior Center facilities and programs
- Sheriff’s Office and law enforcement
- Trash collection services
- Adult recreation programs or leagues
- Fire and Rescue Services
- Materials and programs offered in the Yorktown and Tabb libraries
- The appearance of County government office buildings and their properties
- Public school buildings and facilities

Percent

<table>
<thead>
<tr>
<th>Service</th>
<th>Upper York</th>
<th>Lower York</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stormwater drainage systems and maintenance</td>
<td>19</td>
<td>10</td>
</tr>
<tr>
<td>Enforcement of codes relating to junk vehicles and junkyards</td>
<td>17</td>
<td>10</td>
</tr>
<tr>
<td>Enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact…</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Efforts to control mosquitoes</td>
<td>13</td>
<td>13</td>
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<tr>
<td>Services for people who are disadvantaged</td>
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<td>5</td>
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<tr>
<td>The special debris collection service</td>
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<td>5</td>
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<tr>
<td>The residential recycling program</td>
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<td>7</td>
</tr>
<tr>
<td>The special leaf collection program</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>The appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not…</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>The Yorktown and Tabb Library facilities</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>The Sports Complex</td>
<td>9</td>
<td>9</td>
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<tr>
<td>Public school system’s instructional programs</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Youth recreation programs or leagues</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Senior Center facilities and programs</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Sheriff’s Office and law enforcement</td>
<td>3</td>
<td>3</td>
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<tr>
<td>Trash collection services</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Adult recreation programs or leagues</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>Fire and Rescue Services</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Materials and programs offered in the Yorktown and Tabb libraries</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>The appearance of County government office buildings and their properties</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Public school buildings and facilities</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>
Q59. In general, do you think York County is getting better, staying the same, or getting worse?

![Bar chart showing responses to Q59.](chart.png)
Q62. Specifically, what do you think has gotten better? (Asked of those who think York County is getting better in general.)

Multiple Responses Allowed

![Bar chart showing the percentage of people who think each area has gotten better. The areas listed include: Quality of County services / facilities, Appearance of York County, Traffic, Recreation facilities, Quality of life in general, Residential development, Development in general, Schools, Quality of roads, Commercial development, Quality of recreation resources, Crime, Job opportunities / the economy, Don't know, County use of taxes, Quality of natural resources, Shopping opportunities, Yorktown waterfront.]

Percent
Q66. Specifically, what do you think has gotten worse? (Asked of those who think York County is getting worse in general.)

- Quality of County services / facilities: 41 (Upper,York), 48 (Lower,York)
- Residential development: 34 (Upper,York), 36 (Lower,York)
- County use of taxes: 29 (Upper,York), 17 (Lower,York)
- Development in general: 29 (Upper,York), 11 (Lower,York)
- Appearance of York County: 7 (Upper,York), 14 (Lower,York)
- Schools: 29 (Upper,York), 10 (Lower,York)
- Commercial development: 19 (Upper,York), 6 (Lower,York)
- Quality of natural resources: 6 (Upper,York), 13 (Lower,York)
- Crime: 0 (Upper,York), 0 (Lower,York)
- Job opportunities / the economy: 6 (Upper,York), 3 (Lower,York)
- Traffic: 0 (Upper,York), 9 (Lower,York)
- Quality of recreation resources: 0 (Upper,York), 6 (Lower,York)
- Quality of life in general: 0 (Upper,York), 3 (Lower,York)
Q68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?
Q69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?
Q71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions. (Do you agree or disagree with this statement?)
Q72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made. (Do you agree or disagree with this statement?)

![Bar chart showing the percentage of residents in Upper York and Lower York who agree or disagree with the statement. The chart shows the following percentages:
- Strongly agree: Upper York 22%, Lower York 25%
- Moderately agree: Upper York 28%, Lower York 39%
- Neither agree nor disagree: Upper York 10%, Lower York 14%
- Moderately disagree: Upper York 11%, Lower York 8%
- Strongly disagree: Upper York 15%, Lower York 7%
- Don't know: Upper York 15%, Lower York 8%]
Q73. York County, in general, is a safe place to live. (Do you agree or disagree with this statement?)
Q76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...?

The Yorktown or Tabb Libraries
Activities or events at Riverwalk Landing in Yorktown
Any other county parks or athletic fields
The new Sports Complex at the Route 17 / Oriana Road intersection area
The county Senior Center
None of these
Q77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?

- Yes: 68%
- No: 32%
- Don't know: 1%

Upper York: 70%
Lower York: 30%
Q78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

- Excellent: 59 in Upper York, 56 in Lower York
- Good: 36 in Upper York, 41 in Lower York
- Fair: 3 in Upper York, 1 in Lower York
- Poor: 2 in Upper York, 2 in Lower York
Q80. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was responsive? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)
Q81. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was courteous? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

![Bar Chart]

- **Strongly agree**: 89
- **Moderately agree**: 9
- **Neither agree nor disagree**: 7
- **Moderately disagree**: 2
- **Strongly disagree**: 1

- Upper York
- Lower York
Q82. Do you agree or disagree that the York County employee you had interaction with in the past 12 months was knowledgeable? (Asked of those who have had personal interaction with a York County employee in the past 12 months.)

- Strongly agree: 73% (Upper York: 88%, Lower York: 88%)
- Moderately agree: 9% (Upper York: 8%, Lower York: 8%)
- Neither agree nor disagree: 3% (Upper York: 2%, Lower York: 2%)
- Moderately disagree: 7% (Upper York: 1%, Lower York: 1%)
- Strongly disagree: 5% (Upper York: 1%, Lower York: 1%)
- Don’t know: 3% (Upper York: 0%, Lower York: 0%)
Q85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...?

- The County’s newsletter called “Citizen News”
  - Upper York: 67%
  - Lower York: 59%

- The County government web site
  - Upper York: 47%
  - Lower York: 59%

- WYCG – Channel 46
  - Upper York: 18%
  - Lower York: 21%

- WCSD – Channel 47
  - Upper York: 19%
  - Lower York: 19%

- None of these
  - Upper York: 14%
  - Lower York: 9%
Q87-Q89. Percent who rated the following excellent as a source of information about County services, programs, and/or government affairs.

- "Citizen News":
  - Upper York: 40%
  - Lower York: 47%

- WCSD – Channel 47:
  - Upper York: 39%
  - Lower York: 49%

- WYCG – Channel 46:
  - Upper York: 37%
  - Lower York: 41%

- County government web site:
  - Upper York: 25%
  - Lower York: 28%
Q87-Q89. Percent who rated the following excellent or good as a source of information about County services, programs, and/or government affairs.

- "Citizen News": Upper York 90, Lower York 95
- County government website: Upper York 89, Lower York 88
- WYCG – Channel 46: Upper York 70, Lower York 88
- WCSD – Channel 47: Upper York 68, Lower York 94
Q87-Q89. Percent who rated the following fair or poor as a source of information about County services, programs, and/or government affairs.

- WCSD – Channel 47: Upper York 6%, Lower York 32%
- WYCG – Channel 46: Upper York 11%, Lower York 26%
- "Citizen News": Upper York 9%, Lower York 4%
- County government web site: Upper York 9%, Lower York 11%
Q87-Q89. Percent who rated the following poor as a source of information about County services, programs, and/or government affairs.
Q93. How many years have you lived in York County?

![Bar chart showing the distribution of years lived in York County.]

- More than 50 years: Upper York 4, Lower York 7
- 46-50 years: Upper York 3, Lower York 1
- 41-45 years: Upper York 3, Lower York 13
- 36-40 years: Upper York 3, Lower York 6
- 31-35 years: Upper York 2, Lower York 3
- 26-30 years: Upper York 4, Lower York 8
- 21-25 years: Upper York 4, Lower York 6
- 16-20 years: Upper York 8, Lower York 15
- 11-15 years: Upper York 12, Lower York 20
- 6-10 years: Upper York 23, Lower York 24
- 5 years or less: Upper York 10, Lower York 19
- Don't know: Upper York 1, Lower York 1
- Refused: Upper York 0, Lower York 0

Percent
Q96. How likely are you to be living in York County 5 years from now?

- Very likely: 78% (Upper York), 61% (Lower York)
- Somewhat likely: 14% (Upper York), 25% (Lower York)
- Not at all likely: 4% (Upper York), 10% (Lower York)
- Don’t know: 4% (Upper York), 5% (Lower York)
Q97. Do you rent or own your current place of residence?
Q98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?

![Bar chart showing responses to Q98.]

An apartment or condominium
- Upper York: 4
- Lower York: 7

A townhouse
- Upper York: 1
- Lower York: 6

A single-family home
- Upper York: 91
- Lower York: 86

A mobile home
- Upper York: 1
- Lower York: 0

None of these
- Upper York: 1
- Lower York: 0

Don't know
- Upper York: 0
- Lower York: 0

Refused
- Upper York: 1
- Lower York: 1
Q100. Do you have Internet access in your home?

- Yes: 91%
- No: 8%
- Don’t know: 1%

Percent

- Upper York
- Lower York
Q101. Is anyone in your household on active military duty or a military retiree?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>47</td>
<td>0</td>
</tr>
<tr>
<td>82</td>
<td>53</td>
<td>1</td>
</tr>
</tbody>
</table>

Percent

Upper York

Lower York
Q102. How many children, age 17 or younger, do you have living in your household?
Q107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?

- Public school: 88% attend public school
- Private / parochial school: 8%
- Both: 3%
- Don't know: 20%

Upper York
Lower York
Q108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?
Q109. Are you currently registered to vote in York County?

Yes: 93%
No: 5%
Don't know: 1%
Refused: 1%

Upper York
Lower York
Q114. Respondent's age.

- 65 years old or older: Upper York 30, Lower York 13
- 55-64 years old: Upper York 19, Lower York 15
- 45-54 years old: Upper York 31, Lower York 21
- 35-44 years old: Upper York 19, Lower York 16
- 25-34 years old: Upper York 0, Lower York 16
- 18-24 years old: Upper York 0, Lower York 13
- Don't know: Upper York 0, Lower York 0
- Refused: Upper York 1, Lower York 5
Q121. Respondent's gender. (Observed; not asked by interviewer.)

Male

Female

Interviewer could not determine

Upper York

Lower York

Percent

0 20 40 60 80 100
APPENDIX G: SURVEY INSTRUMENT
(with most of the code removed for legibility; only the code
that explains skips is included)

2014-2015 York County Citizens' Perception Survey

5. ENTER REGION FROM CALL SHEET
   □ 1. Upper York
   □ 2. Lower York

6. Hello, my name is __________, and I am calling on behalf of York County. We are calling to ask some questions about your opinions of living in York County. We are not selling anything or asking for donations. Do you have a few minutes to answer some questions for me?

9. Are you at least 18 years of age? [SCREENER]

11. Do you reside in York county? [SCREENER]

14. First, what is the SINGLE MAIN reason you live in York County?
   (DO NOT READ LIST)
   □ 2. Family lives here or nearby
   □ 3. Work in or nearby
   □ 4. Grew up here
   □ 5. Like it here / good place to live
   □ 6. Good place to raise children
   □ 7. Quality services / facilities
   □ 8. Good / quality schools
   □ 9. Access to the water / can boat here / mentions boating
   □ 10. Like rural / country feel
   □ 11. Low crime rate / safe
   □ 12. Other [DATA CAPTURED AT QUESTION 15]
   □ 13. Don't know
16. Next, please tell me how you would rate each of the following in York County.

|__| 2. Excellent
|__| 3. Good
|__| 4. Fair
|__| 5. Poor
|__| 6. (DNR) Don’t know

17. How about the overall quality of life in York County?

18. Choose a random starting question [RANDOMIZES ORDER OF THE REST OF THE QUESTIONS IN THIS SERIES.]

19. How about York County as a place to live?
20. How about York County as a place to raise children?
21. How about York County as a place to work?
22. How about York County as a place to retire?
23. How about the overall value you receive for your tax dollars in York County?
24. How about the overall appearance of York County?
25. How about the overall quality of new development in York County?
26. How about the variety of housing options in York County?
27. How about employment opportunities in York County?
28. How about educational opportunities in York County?
29. How about recreational opportunities, parks, and athletic fields in York County?
30. How about opportunities to attend cultural activities in York County?
31. How about opportunities to participate in community matters and affairs in York County?
32. How about traveling by car on York County roads?
33. How about the overall quality of the natural environment in York County?
34. How about the overall image or reputation of York County?

35. Overall, how would you rate the services provided by York County?

(Would you rate County services as excellent, good, fair, or poor?)

|__| 2. Excellent
|__| 3. Good
|__| 4. Fair
|__| 5. Poor
|__| 6. (DNR) Don’t know
36. Next, please tell me how you rate each of the following specific services or facilities provided by York County. 

   (Would you rate this as excellent, good, fair, or poor?)
   [EACH QUESTION HAS THIS PARENTHEtical REMINDER AND USES THIS RESPONSE SET.]

   |__| 2. Excellent
   |__| 3. Good
   |__| 4. Fair
   |__| 5. Poor
   |__| 6. (DNR) Don’t know

37. Choose a random starting question [RANDOMIZES ORDER OF THE QUESTIONS IN THIS SERIES.]

38. How about Fire and Rescue Services?
39. How about the Sheriff’s Office and law enforcement?
40. How about public school buildings and facilities?
41. How about public school system’s instructional programs?
42. How about youth recreation programs or leagues?
43. How about adult recreation programs or leagues?
44. How about the Sports Complex?
45. How about Senior Center facilities and programs?
46. How about the Yorktown and Tabb Library facilities?
47. How about materials and programs offered in the Yorktown and Tabb libraries?
48. How about services for people who are disadvantaged, such as housing assistance and social services?
49. How about trash collection services?
50. How about residential recycling program?
51. How about special leaf collection program?
52. How about special debris collection service such as for tree limbs?
53. How about stormwater drainage systems and maintenance?
54. How about efforts to control mosquitoes?
55. How about the appearance of County government office buildings and their properties?
56. How about the appearance of major County roads, such as Routes 17, 171, 199, and 143 where the County, not VDOT, mows and maintains the landscaping?
   (IF ASKED: VDOT is the Virginia Department of Transportation.)
57. How about enforcement of codes relating to junk vehicles and junkyards?
58. How about enforcement of codes relating to high grass and weeds, abandoned buildings, and other things that impact the appearance of the community?
59. In general, do you think York County is getting better, staying the same, or getting worse?
   □ 1. Getting better (GO TO QUESTION 62)
   □ 2. Staying the same
   □ 3. Getting worse (GO TO QUESTION 66)
   □ 4. (DNR) Don't know
   SKIP TO QUESTION 68

62. Specifically, what do you think has gotten better (in York County)?
   (DO NOT READ LIST)
   □ 1. Quality of LIFE IN GENERAL (non-specific)
   □ 2. Quality of County SERVICES / FACILITIES
   □ 3. Quality of NATURAL RESOURCES (water, air, etc.)
   □ 4. Quality of RECREATION RESOURCES (parks, trails, etc.)
   □ 5. Job opportunities / the economy
   □ 6. County use of taxes
   □ 7. Residential development
   □ 8. Commercial development
   □ 9. Development in general
   □ 10. Schools
   □ 11. Shopping opportunities
   □ 12. Appearance of York County
   □ 13. Yorktown waterfront
   □ 14. Recreation facilities
   □ 15. Traffic
   □ 16. Crime
   □ 17. Other [DATA CAPTURED AT QUESTION 63]
   □ 18. Don't know
   SKIP TO QUESTION 68

66. Specifically, what do you think has gotten worse (in York County)?
   (DO NOT READ LIST)
   □ 1. Quality of LIFE IN GENERAL (non-specific)
   □ 2. Quality of County SERVICES / FACILITIES
   □ 3. Quality of NATURAL RESOURCES (water, air, etc.)
   □ 4. Quality of RECREATION RESOURCES (parks, trails, etc.)
   □ 5. Job opportunities / the economy
   □ 6. County use of taxes
   □ 7. Residential development
   □ 8. Commercial development
   □ 9. Development in general
   □ 10. Schools
   □ 11. Shopping opportunities
   □ 12. Appearance of York County
   □ 13. Yorktown waterfront
   □ 14. Recreation facilities
   □ 15. Traffic
   □ 16. Crime
   □ 17. Other [DATA CAPTURED AT QUESTION 67]
   □ 18. Don't know

68. In your opinion, was the amount of new residential construction in York County in the past 5 years too much, about the right amount, or too little?
   (IF ASKED: Residential construction would include new neighborhoods, subdivisions, and apartment buildings for residential housing.)
   □ 1. Too much
   □ 2. About the right amount
   □ 3. Too little
   □ 4. (DNR) Don't know

69. In your opinion, was the amount of new commercial construction in York County in the past 5 years too much, about the right amount, or too little?
   (IF ASKED: Commercial construction would include new businesses and shopping centers.)
   □ 1. Too much
   □ 2. About the right amount
   □ 3. Too little
   □ 4. (DNR) Don't know
70. Next, please tell me if you agree or disagree with each of the following statements.
   [EACH QUESTION HAS THIS PARENTHETICAL REMINDER AND USES THIS RESPONSE SET.]
   (Do you agree or disagree with this statement?)
   □ 2. Strongly agree
   □ 3. Moderately agree
   □ 4. Neither agree nor disagree
   □ 5. Moderately disagree
   □ 6. Strongly disagree
   □ 7. (DNR) Don't know

71. Before the County makes important decisions, citizens who want to be heard have an opportunity to express their opinions.
72. If I inform the County about how I feel on an issue, my opinion will be taken into consideration before a decision is made.
73. York County, in general, is a safe place to live.

76. Next, I would like to know if you have visited or participated in any activities at any of the following in York County in the past 12 months? How about...
   (READ LIST; CHECK ALL THAT APPLY)
   □ 1. The new Sports Complex at the Route 17 / Oriana Road intersection area
   □ 2. Any other county parks or athletic fields
   □ 3. The county Senior Center
   □ 4. The Yorktown or Tabb Libraries
   □ 5. Activities or events at Riverwalk Landing in Yorktown
   □ 6. (DNR) None of these

77. Have you had any personal interaction with a York County employee in the past 12 months in person, by telephone, by e-mail, or by mail?
   □ 2. Yes (GO TO QUESTION 78)
   □ 3. No
   □ 4. (DNR) Don't know
   SKIP TO QUESTION 85

78. In general, how would you rate the quality of your interaction with York County employees in the past 12 months?
   □ 2. Excellent
   □ 3. Good
   □ 4. Fair
   □ 5. Poor
   □ 6. (DNR) Don't know
79. Choose a random starting question [THE ORDER OF THE NEXT THREE QUESTIONS WILL BE RANDOMIZED.]
[EACH QUESTION USES THIS RESPONSE SET.]
\[\_\_2. \text{Strongly agree} \\
\_\_3. \text{Moderately agree} \\
\_\_4. \text{Neither agree nor disagree} \\
\_\_5. \text{Moderately disagree} \\
\_\_6. \text{Strongly disagree} \\
\_\_7. \text{(DNR) Don't know}\]

80. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) responsive?

81. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) courteous?

82. Do you agree or disagree that the York County employee(s) you had interaction with in the past 12 months was(were) knowledgeable?
85. From which of the following sources do you get information about County services, programs, and/or government affairs? How about...

(READ LIST; CHECK ALL THAT APPLY)

[I] 1. WYCG – Channel 46 (government)
[I] 2. WCSD – Channel 47 (schools)
[I] 3. The County government web site
[I] 4. The County's newsletter called “Citizen News”
[I] 5. (DNR) None of these

IF (#85 @ 5) GO TO #91

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86. How would you rate the quality of each of the sources of information you use?

[QUESTIONS ARE ASKED ONLY OF THOSE SOURCES FROM WHICH THE RESPONDENT OBTAINED INFORMATION; EACH QUESTION HAS THIS REMINDER AND USES THIS RESPONSE SET.]

Would you rate it as an excellent, good, fair, or poor source of information about County services, programs, and/or government affairs?

[I] 2. Excellent
[I] 3. Good
[I] 4. Fair
[I] 5. Poor
[I] 6. (DNR) Don't know

IF (#85 @ 1) GO TO #87
IF (#85 @ 2) GO TO #88
IF (#85 @ 3) GO TO #89
IF (#85 @ 4) GO TO #90

87. How about WYCG – Channel 46 (government)?

IF (#85 @ 2) GO TO #88
IF (#85 @ 3) GO TO #89
IF (#85 @ 4) GO TO #90
SKIP TO QUESTION 91

88. How about WCSD – Channel 47 (schools)?

IF (#85 @ 3) GO TO #89
IF (#85 @ 4) GO TO #90
SKIP TO QUESTION 91

89. How about the County government web site?

IF (#85 @ 4) GO TO #90
SKIP TO QUESTION 91

90. The County’s newsletter called “Citizen News”

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91. Great, we're just about through. The final questions are for background information and help us analyze the results.

92. What is your zip code?

93. How many years have you lived in York County?

96. How likely are you to be living in York County 5 years from now?

[I] 2. Very likely
[I] 3. Somewhat likely
[I] 4. Not at all likely
[I] 5. (DNR) Don't know
97. Do you rent or own your current place of residence?
   □ 2. Rent
   □ 3. Own
   □ 4. (DNR) Refused

98. Do you consider your place of residence to be an apartment or condominium, a townhouse, a single-family home, a mobile home, or none of these?
   □ 2. An apartment or condominium
   □ 3. A townhouse
   □ 4. A single-family home
   □ 5. A mobile home
   □ 6. None of these (GO TO QUESTION 99)
   □ 7. (DNR) Don't know
   □ 8. (DNR) Refused
   SKIP TO QUESTION 100

99. ENTER OTHER PLACE OF RESIDENCE CONSIDERED TO BE IN
    _____________________________________________________________
    _____________________________________________________________
    _____________________________________________________________

100. Do you have Internet access in your home?

101. Is anyone in your household on active military duty or a military retiree?

102. How many children, age 17 or YOUNGER, do you have living in your household?
    IF (#102 = 0) GO TO #109

103. wording computation.
    □ 1. Is
    □ 2. Are
    COMPUTE IF (#102 = 1) 1
    COMPUTE 2

104. wording computation.
    □ 1. child
    □ 2. children
    COMPUTE IF (#102 = 1) 1
    COMPUTE 2

105. wording computation.
    □ 1. Has
    □ 2. Have
    COMPUTE IF (#102 = 1) 1
    COMPUTE 2

106. wording computation.
    □ 1. Has
    □ 2. Have
    COMPUTE IF (#102 = 1) 1
    COMPUTE 2

107. [Is/Are] the [child/children] living in your household currently attending public school or private / parochial school in York County?
    (IF ASKED: Grades K-12.)
    □ 2. Public school
    □ 3. Private / parochial school
    □ 4. Both
    □ 5. (DNR) Don't know

108. [Has/Have] the [child/children] living in your household participated in any youth recreation programs or leagues in York County in the past 12 months?

109. Are you currently registered to vote in York County?
112. What races or ethnic backgrounds do you consider yourself? Please mention all that apply.  
(DO NOT READ LIST; CHECK ALL THAT APPLY)   
  □ __ 1. White or Caucasian   
  □ __ 2. Black or African-American   
  □ __ 3. Hispanic or Latino (includes Mexican, Central American, etc.)   
  □ __ 4. Native American or Alaskan native or Aleutian   
  □ __ 5. Native Hawaiian   
  □ __ 6. Middle Eastern   
  □ __ 7. East Asian (from Japan, China, Korea, Philippines, etc.)   
  □ __ 8. South Asian (from India, Pakistan, Bangladesh, etc.)   
□ __ 10. Other [DATA CAPTURED AT QUESTION 113]   
□ __ 11. Don't know   
□ __ 12. Refused   

114. May I ask your age?   

119. That's the end of the survey. Thanks for your time and cooperation. If you have any additional comments, I can record them here.  
(IF ASKED: The results of this survey will be reported to the County Board of Supervisors in a few months.)   

___________________________________________________________________________   
___________________________________________________________________________   
___________________________________________________________________________   

120. ENTER ANY IMPORTANT NOTES ABOUT THE SURVEY. (e.g., explanation of abnormal data, inability to enter response to a question correctly)   
___________________________________________________________________________   
___________________________________________________________________________   

121. OBSERVE AND RECORD RESPONDENT'S GENDER.   
  □ __ 2. Male   
  □ __ 3. Female   
  □ __ 4. Don't know
ABOUT RESPONSIVE MANAGEMENT

Responsive Management is a nationally recognized public opinion and attitude survey research firm specializing in natural and community resource issues. Its mission is to help communities and natural resource agencies and organizations better understand and work with their constituents, customers, and the public.

Utilizing its in-house, full-service, computer-assisted telephone and mail survey center with 45 professional interviewers, Responsive Management has conducted more than 1,000 telephone surveys, mail surveys, personal interviews, and focus groups, as well as numerous marketing and communications plans, need assessments, and program evaluations on natural resource and outdoor recreation issues.

Clients include most of the federal and state natural resource, outdoor recreation, and environmental agencies, and most of the top conservation organizations. Responsive Management also collects attitude and opinion data for many of the nation’s top universities, including the University of Southern California, Virginia Tech, Colorado State University, Auburn, Texas Tech, the University of California—Davis, Michigan State University, the University of Florida, North Carolina State University, Penn State, West Virginia University, and others.

Among the wide range of work Responsive Management has completed during the past 25 years are studies on how the general population values natural resources and outdoor recreation, and their opinions on and attitudes toward an array of natural resource-related issues. Responsive Management has conducted dozens of studies of selected groups of outdoor recreationists, including anglers; boaters; hunters; wildlife watchers; birdwatchers; park visitors; historic site visitors; hikers; and campers; as well as selected groups within the general population, such as landowners; farmers; urban and rural residents; women; senior citizens; children; Hispanics; Asians; and African-Americans. Responsive Management has conducted studies on environmental education, endangered species, waterfowl, wetlands, water quality, and the reintroduction of numerous species such as wolves, grizzly bears, the California condor, and the Florida panther.
Responsive Management has conducted research on numerous natural resource ballot initiatives and referenda and helped agencies and organizations find alternative funding and increase their memberships and donations. Responsive Management has conducted major agency and organizational program needs assessments and helped develop more effective programs based upon a solid foundation of fact. Responsive Management has developed web sites for natural resource organizations, conducted training workshops on the human dimensions of natural resources, and presented numerous studies each year in presentations and as keynote speakers at major natural resource, outdoor recreation, conservation, and environmental conferences and meetings.

Responsive Management has conducted research on public attitudes toward natural resources and outdoor recreation in almost every state in the United States, as well as in Canada, Australia, the United Kingdom, France, Germany, and Japan. Responsive Management routinely conducts surveys in Spanish and has also conducted surveys and focus groups in Chinese, Korean, Japanese, and Vietnamese.


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