



# HANOVER COUNTY, VA 2011

Report of Demographic Subgroup Comparisons

## CONTENTS

Survey Background.....	1
About The National Citizen Survey™ .....	1
Understanding the Results .....	2
“Don’t Know” Responses .....	2
Understanding the Tables.....	2
Comparisons .....	3

## **SURVEY BACKGROUND**

### **ABOUT THE NATIONAL CITIZEN SURVEY™**

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

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. Hanover County staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Hanover County staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Hanover County chose was to have crosstabulations of evaluative questions 1-22 by demographic questions D3 (number of years in Hanover County), D9 (annual household income), D12 (age of respondent) and D13 (gender of respondent).

## UNDERSTANDING THE RESULTS

### “DON’T KNOW” RESPONSES

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

### UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

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

## COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")															
Please rate each of the following aspects of quality of life in Hanover County:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Hanover County as a place to live	96%	93%	96%	95%	96%	96%	96%	96%	100%	95%	94%	95%	96%	94%	95%
Your neighborhood as a place to live	95%	92%	95%	94%	92%	93%	98%	94%	100%	92%	94%	94%	94%	95%	94%
Hanover County as a place to raise children	97%	91%	99%	96%	96%	99%	94%	96%	100%	94%	97%	96%	97%	95%	96%
Hanover County as a place to work	76%	68%	77%	74%	78%	75%	70%	74%	90%	67%	76%	74%	78%	70%	74%
Hanover County as a place to retire	90%	73%	91%	86%	91%	86%	82%	86%	95%	81%	87%	86%	88%	85%	86%
The overall quality of life in Hanover County	92%	93%	97%	94%	94%	93%	98%	95%	96%	95%	93%	94%	95%	94%	94%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to Hanover County as a whole:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Sense of community	90%	79%	87%	86%	88%	85%	85%	86%	98%	81%	85%	86%	87%	84%	86%
Openness and acceptance of the community towards people of diverse backgrounds	67%	62%	74%	68%	69%	63%	72%	69%	77%	61%	73%	68%	64%	73%	69%
Overall appearance of Hanover County	90%	87%	85%	87%	85%	90%	90%	88%	97%	84%	86%	87%	89%	84%	87%
Cleanliness of Hanover County	89%	81%	79%	83%	79%	82%	88%	83%	94%	78%	83%	83%	87%	79%	83%
Overall quality of new development in Hanover County	69%	71%	70%	70%	66%	70%	74%	70%	74%	67%	72%	70%	76%	63%	70%
Variety of housing options	77%	70%	65%	70%	67%	71%	73%	70%	79%	68%	68%	70%	68%	73%	70%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to Hanover County as a whole:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Overall quality of business and service establishments in Hanover County	78%	71%	72%	73%	75%	78%	69%	74%	79%	70%	75%	73%	77%	70%	74%
Shopping opportunities	66%	61%	59%	62%	63%	63%	58%	61%	64%	58%	64%	61%	60%	64%	62%
Opportunities to attend cultural activities	45%	53%	56%	52%	65%	45%	44%	52%	62%	47%	52%	52%	53%	51%	52%
Recreational opportunities	64%	66%	60%	63%	65%	65%	60%	63%	66%	62%	61%	62%	67%	58%	63%
Employment opportunities	49%	39%	44%	44%	41%	49%	43%	44%	62%	44%	35%	44%	50%	38%	44%
Educational opportunities	69%	77%	79%	75%	78%	76%	73%	76%	80%	69%	80%	75%	79%	71%	75%
Opportunities to participate in social events and activities	63%	66%	69%	66%	71%	65%	62%	66%	67%	65%	67%	66%	68%	65%	66%
Opportunities to participate in religious or spiritual events and activities	75%	81%	88%	82%	82%	86%	81%	83%	75%	83%	85%	82%	83%	82%	83%
Opportunities to volunteer	83%	86%	86%	85%	89%	83%	85%	86%	96%	83%	83%	85%	87%	84%	85%
Opportunities to participate in community matters	78%	69%	71%	73%	78%	71%	71%	73%	88%	70%	71%	73%	75%	70%	73%
Ease of car travel in Hanover County	82%	69%	68%	73%	67%	76%	75%	72%	79%	71%	71%	72%	73%	72%	73%
Ease of bicycle travel in Hanover County	37%	28%	33%	33%	33%	31%	35%	33%	59%	24%	29%	32%	34%	31%	33%
Ease of walking in Hanover County	38%	46%	41%	41%	47%	38%	39%	42%	64%	37%	37%	41%	39%	44%	41%
Availability of paths and walking trails	35%	37%	31%	34%	35%	28%	40%	35%	46%	30%	32%	34%	37%	31%	34%
Traffic flow on major streets	64%	48%	49%	53%	49%	50%	60%	53%	70%	48%	50%	53%	56%	51%	54%
Amount of public parking in commercial areas	83%	86%	73%	80%	74%	83%	84%	80%	92%	77%	77%	80%	81%	78%	80%
Availability of affordable quality housing	56%	59%	48%	53%	38%	56%	67%	53%	50%	56%	52%	53%	52%	56%	54%
Availability of affordable quality child care	64%	58%	70%	65%	59%	66%	71%	65%	64%	62%	71%	65%	67%	63%	65%
Availability of affordable quality health care	74%	67%	75%	73%	68%	70%	79%	73%	84%	69%	73%	73%	72%	73%	73%
Availability of affordable quality food	74%	71%	79%	75%	74%	76%	78%	76%	84%	69%	79%	75%	74%	76%	75%
Availability of preventive health services	78%	64%	75%	73%	71%	71%	79%	74%	93%	68%	71%	73%	72%	74%	73%
Air quality	85%	85%	84%	85%	81%	86%	89%	86%	92%	87%	80%	85%	82%	89%	85%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to Hanover County as a whole:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Quality of overall natural environment in Hanover County	89%	88%	87%	88%	88%	88%	90%	89%	94%	88%	85%	88%	89%	87%	88%
Overall image or reputation of Hanover County	90%	90%	94%	92%	90%	93%	93%	92%	96%	91%	91%	92%	94%	89%	92%

Question 3: Growth (Percent "too fast")															
Please rate the speed of growth in the following categories in Hanover County over the past 2 years:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Population growth too fast	35%	43%	59%	48%	60%	44%	39%	48%	48%	44%	52%	48%	46%	50%	48%
Retail growth too slow	20%	21%	34%	26%	26%	22%	32%	27%	20%	30%	25%	26%	25%	28%	26%
Jobs growth too slow	1%	0%	2%	1%	2%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%

Question 4: Code Enforcement (Percent a "major" problem)															
Run down buildings, weed lots or junk vehicle a major problem in Hanover County	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Run down buildings, weed lots or junk vehicle a major problem in Hanover County	2%	6%	3%	3%	4%	2%	2%	3%	0%	3%	5%	3%	5%	2%	3%

Question 5: Community Safety (Percent "very" or "somewhat" safe)															
Please rate how safe or unsafe you feel from the following in Hanover County:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Violent crime (e.g., rape, assault, robbery)	94%	92%	92%	93%	92%	95%	94%	94%	100%	91%	91%	93%	92%	94%	93%
Property crimes (e.g., burglary, theft)	83%	75%	84%	81%	83%	81%	83%	82%	96%	75%	83%	82%	82%	82%	82%
Environmental hazards, including toxic waste	91%	86%	92%	90%	91%	89%	93%	91%	98%	89%	88%	90%	87%	93%	90%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)															
Please rate how safe or unsafe you feel:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
In your neighborhood during the day	99%	97%	99%	99%	98%	99%	100%	99%	100%	100%	97%	99%	99%	99%	99%
In your neighborhood after dark	93%	94%	92%	93%	90%	94%	95%	93%	92%	95%	90%	93%	91%	95%	93%
In Hanover County's shopping areas during the day	97%	92%	95%	95%	94%	94%	97%	95%	100%	95%	93%	95%	94%	96%	95%
In Hanover County's shopping areas after dark	87%	79%	78%	81%	79%	82%	86%	82%	98%	80%	74%	81%	79%	84%	81%

Question 7: Contact with Sheriff's Office (Percent a "yes")															
	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Have you had any in-person or phone contact with an employee of the Hanover County Sheriff's Office within the last 12 months?	38%	37%	32%	35%	38%	29%	39%	36%	43%	37%	28%	35%	37%	33%	35%

Question 8: Ratings of Contact with Sheriff's Office (Percent "excellent" or "good")															
	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
What was your overall impression of your most recent contact with the Hanover County Sheriff's Office?	89%	93%	84%	88%	91%	86%	85%	88%	86%	87%	93%	89%	91%	84%	88%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")															
	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
During the past twelve months, were you or anyone in your household the victim of any crime?	6%	3%	4%	4%	3%	6%	5%	5%	1%	6%	4%	4%	4%	5%	4%
If yes, was this crime (these crimes) reported to the police?	100%	85%	72%	87%	57%	100%	93%	87%	100%	82%	92%	87%	72%	100%	87%

Question 11: Resident Behaviors (Percent at least once in past 12 months)															
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Hanover County?	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Used Hanover County public libraries or their services	79%	73%	74%	76%	67%	82%	78%	75%	69%	81%	72%	75%	78%	73%	76%
Used Hanover County recreation centers	61%	62%	55%	59%	55%	64%	61%	60%	47%	72%	49%	59%	56%	63%	59%
Participated in a recreation program or activity	45%	50%	40%	44%	37%	43%	55%	45%	41%	58%	28%	44%	45%	44%	44%
Visited a neighborhood park or County park	81%	83%	75%	79%	75%	84%	81%	80%	87%	87%	65%	79%	78%	79%	79%
Attended a meeting of local elected officials or other local public meeting	26%	36%	30%	30%	19%	27%	45%	30%	15%	36%	30%	30%	29%	32%	30%
Read Hanover County Newsletter (The Hanover Review)	84%	88%	87%	86%	84%	87%	88%	86%	84%	87%	88%	86%	86%	87%	86%
Visited the Hanover County Web site (at www.co.hanover.va.us)	75%	65%	63%	67%	59%	67%	78%	68%	80%	75%	53%	67%	72%	63%	68%
Recycled used paper, cans or bottles from your home	66%	65%	74%	69%	69%	63%	74%	69%	54%	75%	68%	69%	69%	68%	69%

Question 11: Resident Behaviors (Percent at least once in past 12 months)															
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Hanover County?	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Volunteered your time to some group or activity in Hanover County	44%	43%	42%	43%	36%	37%	54%	43%	39%	48%	39%	43%	47%	38%	43%
Participated in religious or spiritual activities in Hanover County	42%	57%	62%	54%	50%	48%	65%	54%	33%	59%	59%	54%	59%	49%	54%
Participated in a club or civic group in Hanover County	25%	29%	36%	31%	22%	29%	39%	30%	18%	35%	31%	30%	29%	32%	30%
Provided help to a friend or neighbor	96%	93%	94%	95%	91%	98%	96%	95%	89%	97%	94%	95%	94%	95%	95%

Question 12: Neighborliness (Percent at least several times per week)															
	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Visit with neighbors at least several times a week	58%	46%	51%	52%	46%	57%	55%	52%	50%	57%	49%	52%	52%	52%	52%

Question 13: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in Hanover County:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Sheriff services	95%	91%	94%	93%	95%	94%	91%	93%	96%	90%	96%	94%	94%	93%	93%
Fire services	94%	91%	95%	94%	95%	95%	92%	94%	96%	92%	96%	94%	96%	91%	94%
Ambulance or emergency medical services	97%	94%	94%	95%	97%	98%	90%	95%	100%	93%	95%	95%	97%	92%	95%
Crime prevention	93%	86%	90%	90%	86%	95%	89%	90%	95%	90%	88%	90%	90%	89%	90%
Fire prevention and education	95%	83%	89%	89%	90%	96%	83%	89%	97%	87%	89%	89%	92%	86%	89%
Municipal courts	79%	79%	85%	81%	84%	85%	79%	83%	89%	78%	83%	81%	88%	77%	82%
Traffic enforcement on County road and highways	89%	81%	78%	82%	84%	77%	86%	82%	95%	78%	81%	82%	83%	81%	82%
Storm drainage	73%	67%	59%	66%	67%	67%	64%	66%	75%	64%	65%	66%	69%	63%	66%
Drinking water	82%	82%	79%	80%	80%	77%	84%	81%	85%	79%	81%	81%	81%	80%	80%
Sewer services	87%	85%	80%	84%	85%	78%	88%	84%	93%	82%	81%	84%	88%	80%	84%
County parks	89%	86%	83%	85%	85%	88%	85%	86%	92%	83%	85%	85%	88%	82%	86%
Recreation programs or classes	76%	80%	73%	76%	76%	74%	78%	76%	81%	74%	76%	76%	82%	69%	76%
Recreation centers or facilities	78%	83%	79%	80%	85%	71%	84%	81%	88%	78%	79%	80%	84%	75%	80%
Hanover County open space	84%	81%	71%	78%	81%	77%	75%	78%	100%	75%	73%	78%	83%	73%	78%
Nature programs or classes	88%	63%	66%	71%	77%	73%	63%	71%	100%	65%	64%	71%	75%	65%	71%
Availability of historic sites	90%	80%	83%	84%	85%	86%	83%	84%	97%	80%	85%	85%	83%	86%	84%
Land use, planning and zoning	63%	56%	52%	56%	56%	54%	60%	57%	79%	52%	52%	56%	62%	51%	56%
Code enforcement (weeds, abandoned buildings, etc.)	51%	57%	47%	51%	57%	42%	55%	52%	70%	52%	42%	51%	54%	48%	51%
Animal control	76%	79%	66%	73%	70%	70%	77%	72%	84%	72%	67%	73%	71%	74%	72%
Economic development	62%	64%	55%	59%	57%	55%	65%	59%	67%	59%	56%	59%	64%	55%	60%
Health services	80%	80%	76%	78%	76%	76%	84%	79%	87%	74%	78%	78%	78%	78%	78%
Services to seniors	78%	74%	72%	74%	75%	74%	73%	74%	93%	72%	69%	74%	75%	73%	74%
Services to youth	79%	75%	74%	76%	73%	80%	75%	76%	87%	74%	72%	76%	79%	72%	76%

Question 13: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in Hanover County:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Services to low-income people	63%	50%	64%	60%	58%	67%	56%	60%	77%	59%	52%	60%	62%	58%	60%
Public library services	89%	81%	90%	87%	88%	91%	85%	88%	94%	82%	91%	87%	89%	86%	87%
Public information services	85%	78%	80%	81%	81%	86%	78%	82%	86%	80%	80%	81%	79%	82%	81%
Public schools	97%	88%	93%	93%	88%	94%	96%	93%	94%	94%	91%	93%	91%	94%	93%
Cable television	53%	51%	60%	55%	58%	57%	51%	55%	75%	49%	54%	55%	58%	52%	56%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	81%	67%	67%	71%	72%	67%	77%	72%	83%	70%	66%	71%	73%	68%	71%
Preservation of natural areas such as open space, farmlands and greenbelts	77%	65%	55%	65%	62%	67%	67%	65%	95%	60%	58%	65%	70%	59%	65%
Mental health services	62%	61%	66%	64%	60%	69%	64%	64%	75%	67%	53%	64%	63%	65%	64%
Drug and alcohol services	82%	58%	74%	71%	76%	70%	66%	71%	100%	68%	60%	71%	69%	74%	71%
Adult protective services	75%	63%	80%	74%	77%	74%	75%	76%	100%	73%	64%	75%	74%	74%	74%
Agricultural/farm advisor	82%	66%	76%	75%	77%	73%	78%	76%	91%	75%	68%	76%	77%	73%	75%
Solid waste convenience centers	80%	86%	82%	82%	86%	78%	82%	82%	85%	80%	85%	82%	89%	75%	82%

Question 14: Government Services Overall (Percent "excellent" or "good")															
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Hanover County	89%	90%	84%	87%	87%	86%	90%	88%	98%	84%	86%	87%	90%	84%	87%
The Federal Government	30%	30%	35%	32%	35%	35%	27%	32%	31%	31%	33%	32%	35%	29%	32%
The State Government	50%	48%	48%	48%	47%	48%	50%	48%	58%	46%	47%	48%	50%	47%	48%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)															
Please indicate how likely or unlikely you are to do each of the following:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Recommend living in Hanover County to someone who asks	98%	95%	98%	97%	98%	97%	98%	98%	100%	97%	97%	97%	97%	97%	97%
Remain in Hanover County for the next five years	91%	99%	99%	97%	95%	95%	99%	96%	89%	99%	97%	97%	98%	95%	97%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)															
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
	12%	8%	13%	11%	18%	7%	8%	11%	14%	10%	11%	11%	12%	11%	11%

Question 17: Contact with Fire-EMS Department (Percent a "yes")															
	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Have you had any in-person or phone contact with an employee of the Hanover County Fire-EMS Department within the last 12 months?	22%	24%	28%	25%	26%	22%	27%	25%	30%	25%	23%	25%	26%	24%	25%

Question 18: Ratings of Contact with Fire-EMS Department (Percent "excellent" or "good")															
	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
What was your overall impression of your most recent contact with the Hanover County Fire-EMS Department?	90%	91%	96%	93%	97%	84%	94%	93%	100%	89%	94%	93%	96%	90%	93%

Question 19: Contact with County Employees (Percent "yes")															
	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Have you had any in-person, phone or email contact with an employee of Hanover County within the last 12 months (including sheriff, receptionists, planners or any others)?	42%	46%	53%	48%	46%	50%	50%	48%	39%	50%	49%	48%	52%	42%	48%

Question 20: County Employees (Percent "excellent" or "good")															
What was your impression of the employee(s) of the Hanover County in your most recent contact?	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
Knowledge	91%	95%	92%	92%	95%	97%	85%	92%	92%	93%	91%	92%	95%	89%	92%
Responsiveness	91%	94%	93%	93%	93%	99%	86%	93%	92%	93%	92%	93%	95%	89%	93%
Courtesy	93%	97%	89%	92%	91%	99%	87%	92%	85%	94%	93%	92%	93%	91%	92%
Overall impression	90%	94%	91%	92%	93%	97%	86%	92%	92%	93%	90%	92%	94%	89%	92%

Question 21: Government Performance (Percent "excellent" or "good")															
Please rate the following categories of Hanover County government performance:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
The value of services for the taxes paid to Hanover County	66%	74%	66%	68%	66%	69%	72%	69%	65%	71%	66%	68%	72%	65%	68%
The overall direction that Hanover County is taking	79%	70%	70%	73%	72%	71%	76%	73%	94%	67%	70%	73%	81%	65%	73%
The job Hanover County government does at welcoming citizen involvement	61%	64%	63%	63%	62%	68%	60%	63%	60%	62%	64%	63%	68%	57%	63%

Question 22a: Custom Question 1 (Percent "always" or "frequently")															
Hanover County has many businesses to serve our citizens, but the region also has many businesses as well. In the last 12 months, how frequently, if at all, have you made each of the following purchases outside Hanover County?:	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Food and beverage stores, including groceries	38%	35%	37%	37%	40%	32%	35%	36%	53%	33%	34%	37%	42%	31%	37%
Food services, including restaurants	45%	57%	50%	50%	45%	46%	59%	50%	54%	54%	44%	50%	53%	48%	50%
Clothing and accessories	64%	61%	61%	62%	53%	60%	70%	61%	85%	61%	52%	62%	60%	64%	61%
Computers and electronics	41%	47%	39%	42%	32%	36%	55%	41%	50%	47%	31%	42%	39%	44%	42%
Household appliances	41%	41%	41%	41%	34%	35%	54%	41%	56%	42%	32%	41%	37%	45%	41%
Furniture and home furnishings	45%	50%	44%	46%	34%	40%	64%	46%	57%	48%	38%	46%	46%	45%	46%
Building materials, garden equipment and hardware	22%	31%	31%	29%	25%	26%	33%	28%	35%	29%	25%	29%	26%	31%	28%
Sporting goods	34%	38%	36%	36%	27%	33%	48%	36%	60%	39%	21%	36%	29%	44%	36%
Books and music	34%	44%	43%	40%	31%	39%	49%	40%	41%	45%	34%	40%	43%	37%	40%
Doctor or dentist services	36%	37%	34%	36%	35%	33%	35%	34%	43%	33%	35%	36%	34%	37%	35%
Home or yard improvement services	15%	20%	23%	20%	21%	14%	23%	20%	32%	17%	19%	20%	16%	25%	20%
Accounting, financial or legal services	25%	38%	30%	30%	24%	30%	36%	30%	38%	30%	27%	30%	27%	34%	30%

Question 22b: Custom Question 2 (Percent "somewhat" or "strongly" agree)															
High-speed Internet access, speed and costs vary across Hanover County. To what extent do you agree or disagree with each of the following?	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall	Female	Male	Overall
I am satisfied with the availability of high-speed Internet in Hanover County	49%	53%	63%	55%	64%	50%	54%	56%	62%	51%	58%	55%	55%	55%	55%
I am satisfied with the cost of high-speed Internet in Hanover County	37%	38%	40%	39%	43%	37%	35%	38%	57%	32%	38%	39%	38%	39%	39%
I am satisfied with the speed of high-speed Internet in Hanover County	55%	64%	58%	59%	57%	54%	64%	59%	71%	59%	50%	58%	56%	61%	59%
For Internet services, affordability, accessibility and speed are all important to me	96%	91%	93%	93%	94%	92%	97%	95%	97%	95%	89%	93%	93%	94%	93%
In addition to the continued investments being made by various Internet providers, Hanover County government should continue to devote staff resources in helping the Internet providers improve high speed Internet availability	84%	90%	86%	87%	92%	85%	84%	87%	88%	86%	87%	87%	89%	84%	87%

Question 22c: Custom Question 3															
Hanover County provides solid waste and recycling services through six convenience centers. Please select the manner which best describes how you primarily dispose of solid waste and recycling (select only one):	Number of years in Hanover County				Annual household income				Age				Gender		
	10 years or less	11 to 20 years	More than 20 years	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
	Solid waste convenience centers (SWCC) for solid waste and recycling	41%	47%	59%	50%	61%	43%	43%	50%	50%	42%	59%	50%	48%	52%
SWCC for solid waste, don't recycle	7%	15%	11%	11%	10%	15%	7%	11%	5%	12%	11%	11%	12%	9%	11%
Contracted services for solid waste and SWCC for recycling	13%	8%	5%	8%	1%	8%	18%	9%	0%	16%	3%	8%	7%	10%	8%
Contracted services for both solid waste and recycling	12%	12%	7%	10%	9%	8%	14%	10%	7%	11%	9%	10%	13%	7%	10%
Contracted services for solid waste, (I don't recycle)	27%	18%	18%	21%	19%	26%	18%	21%	39%	18%	17%	21%	20%	23%	21%
Overall	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%