



HANOVER COUNTY, VA 2011

Report of Geographic Subgroup Comparisons

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

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

The 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.

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.

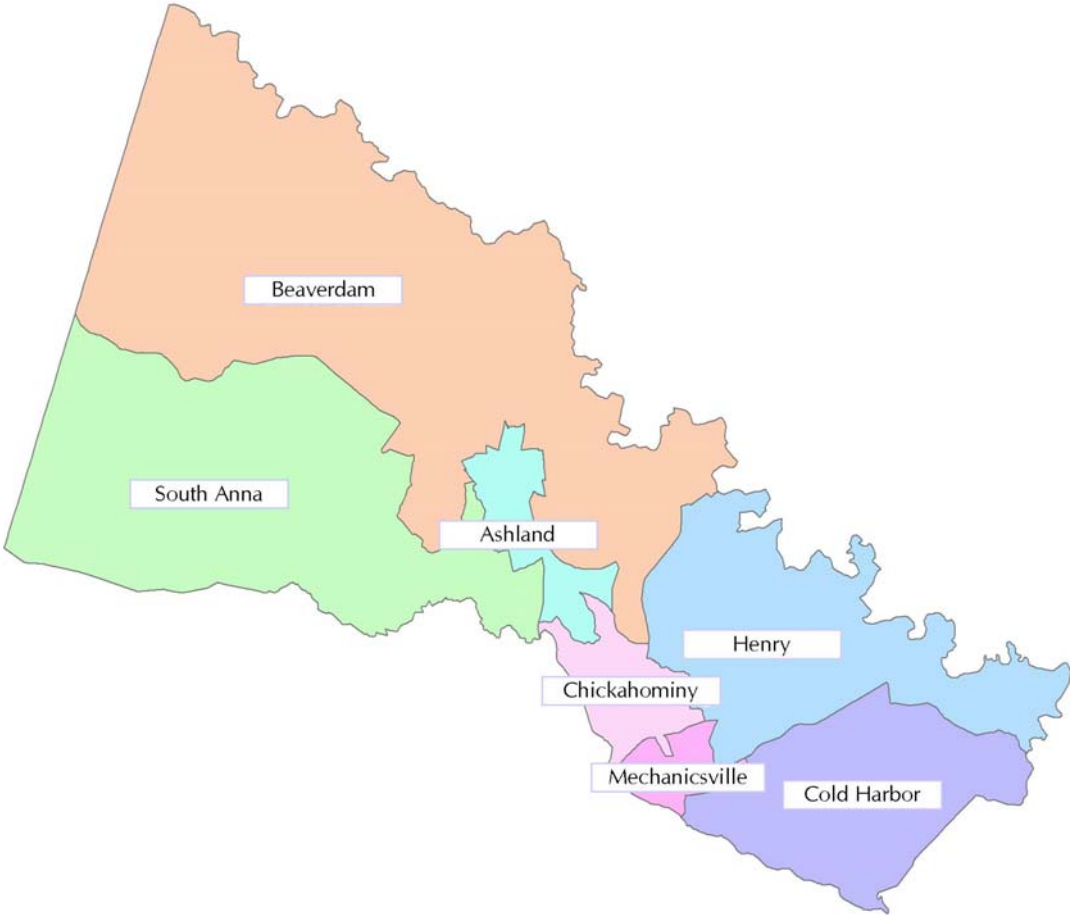
UNDERSTANDING THE TABLES

In this report, comparisons between geographic 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 geographic 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.

The 95 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (458 completed surveys). For each District (Ashland, Beaverdam, Chickahominy, Cold Harbor, Henry, Mechanicsville, or South Anna), the margin of error rises to approximately + or –15% since sample sizes were approximately 57 for Ashland, 63 for Beaverdam, 98 for Chickahominy, 77 for Cold Harbor, 63 for Henry, 58 for Mechanicsville, and 42 for South Anna.

The National Citizen Survey™ Hanover County, VA 2011 Geographic Comparison Areas



The National Citizen Survey™ by National Research Center, Inc.

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: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Hanover County as a place to live | 93% | 96% | 92% | 95% | 98% | 99% | 98% | 95% |
| Your neighborhood as a place to live | 87% | 96% | 96% | 98% | 91% | 91% | 100% | 94% |
| Hanover County as a place to raise children | 96% | 100% | 92% | 96% | 99% | 98% | 98% | 96% |
| Hanover County as a place to work | 57% | 76% | 74% | 75% | 78% | 81% | 82% | 74% |
| Hanover County as a place to retire | 82% | 85% | 85% | 84% | 88% | 89% | 92% | 86% |
| The overall quality of life in Hanover County | 84% | 97% | 95% | 93% | 94% | 99% | 97% | 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: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Sense of community | 84% | 88% | 86% | 83% | 85% | 92% | 80% | 86% |
| Openness and acceptance of the community towards people of diverse backgrounds | 52% | 73% | 65% | 66% | 65% | 84% | 86% | 68% |
| Overall appearance of Hanover County | 89% | 82% | 89% | 85% | 85% | 89% | 94% | 87% |
| Cleanliness of Hanover County | 81% | 80% | 88% | 74% | 86% | 79% | 94% | 83% |
| Overall quality of new development in Hanover County | 66% | 72% | 80% | 62% | 64% | 69% | 78% | 70% |
| Variety of housing options | 69% | 59% | 68% | 66% | 76% | 73% | 91% | 70% |
| Overall quality of business and service establishments in Hanover County | 65% | 72% | 76% | 71% | 73% | 81% | 75% | 73% |
| Shopping opportunities | 50% | 58% | 65% | 59% | 61% | 72% | 70% | 62% |
| Opportunities to attend cultural activities | 53% | 59% | 51% | 46% | 48% | 50% | 62% | 52% |
| Recreational opportunities | 55% | 66% | 70% | 51% | 71% | 57% | 64% | 63% |
| Employment opportunities | 34% | 50% | 51% | 36% | 54% | 27% | 50% | 44% |
| Educational opportunities | 68% | 84% | 84% | 61% | 85% | 64% | 70% | 75% |
| Opportunities to participate in social events and activities | 63% | 66% | 68% | 63% | 64% | 67% | 74% | 66% |

| Question 2: Community Characteristics (Percent "excellent" or "good") | | | | | | | | |
|--|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| Please rate each of the following characteristics as they relate to Hanover County as a whole: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Opportunities to participate in religious or spiritual events and activities | 66% | 84% | 84% | 91% | 92% | 73% | 78% | 82% |
| Opportunities to volunteer | 84% | 85% | 92% | 81% | 82% | 87% | 80% | 85% |
| Opportunities to participate in community matters | 66% | 80% | 78% | 69% | 79% | 61% | 66% | 73% |
| Ease of car travel in Hanover County | 73% | 78% | 84% | 55% | 69% | 62% | 85% | 72% |
| Ease of bicycle travel in Hanover County | 41% | 39% | 37% | 20% | 34% | 18% | 30% | 32% |
| Ease of walking in Hanover County | 50% | 47% | 45% | 29% | 42% | 34% | 36% | 41% |
| Availability of paths and walking trails | 28% | 51% | 28% | 27% | 44% | 26% | 31% | 34% |
| Traffic flow on major streets | 57% | 64% | 63% | 34% | 49% | 35% | 80% | 54% |
| Amount of public parking in commercial areas | 77% | 76% | 79% | 76% | 86% | 81% | 84% | 80% |
| Availability of affordable quality housing | 42% | 52% | 61% | 45% | 59% | 57% | 52% | 53% |
| Availability of affordable quality child care | 65% | 66% | 70% | 51% | 78% | 66% | 35% | 65% |
| Availability of affordable quality health care | 59% | 62% | 81% | 75% | 81% | 69% | 69% | 72% |
| Availability of affordable quality food | 60% | 78% | 83% | 70% | 76% | 82% | 71% | 75% |
| Availability of preventive health services | 62% | 64% | 82% | 69% | 76% | 76% | 75% | 73% |
| Air quality | 75% | 88% | 90% | 87% | 78% | 81% | 93% | 85% |
| Quality of overall natural environment in Hanover County | 78% | 91% | 90% | 83% | 90% | 91% | 94% | 88% |
| Overall image or reputation of Hanover County | 88% | 92% | 93% | 90% | 92% | 95% | 97% | 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: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Population growth too fast | 47% | 40% | 37% | 61% | 56% | 59% | 28% | 48% |
| Retail growth too slow | 13% | 18% | 25% | 31% | 36% | 44% | 14% | 26% |
| Job growth too slow | 1% | 2% | 1% | 1% | 2% | 0% | 0% | 1% |

| Question 4: Code Enforcement (Percent a "major" problem) | | | | | | | | |
|---|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Run down buildings, weed lots or junk vehicle a major problem in Hanover County | 7% | 7% | 2% | 3% | 3% | 1% | 0% | 3% |

| Question 5: Community Safety (Percent "very" or "somewhat" safe) | | | | | | | | |
|---|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| Please rate how safe or unsafe you feel from the following in Hanover County: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Violent crime (e.g., rape, assault, robbery) | 90% | 95% | 95% | 95% | 87% | 96% | 87% | 93% |
| Property crimes (e.g., burglary, theft) | 71% | 87% | 87% | 86% | 70% | 81% | 85% | 81% |
| Environmental hazards, including toxic waste | 86% | 88% | 94% | 90% | 89% | 90% | 92% | 90% |

| Question 6: Personal Safety (Percent "very" or "somewhat" safe) | | | | | | | | |
|---|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| Please rate how safe or unsafe you feel: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| In your neighborhood during the day | 97% | 98% | 100% | 100% | 99% | 97% | 97% | 99% |
| In your neighborhood after dark | 84% | 95% | 94% | 98% | 89% | 92% | 97% | 93% |
| In Hanover County's shopping areas during the day | 94% | 91% | 95% | 95% | 98% | 96% | 95% | 95% |
| In Hanover County's shopping areas after dark | 77% | 80% | 87% | 82% | 81% | 74% | 83% | 81% |

| Question 7: Contact with Sheriff's Office (Percent a "yes") | | | | | | | | |
|--|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | 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? | 30% | 29% | 44% | 24% | 38% | 50% | 22% | 35% |

| Question 8: Ratings of Contact with Sheriff's Office (Percent "excellent" or "good") | | | | | | | | |
|--|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| What was your overall impression of your most recent contact with the Hanover County Sheriff's Office? | 95% | 79% | 99% | 86% | 80% | 78% | 92% | 88% |

| Questions 9 and 10: Crime Victimization and Reporting (Percent "yes") | | | | | | | | |
|--|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| During the past twelve months, were you or anyone in your household the victim of any crime? | 7% | 0% | 3% | 2% | 10% | 7% | 2% | 4% |
| If yes, was this crime (these crimes) reported to the police? | 86% | .% | 100% | 100% | 67% | 100% | 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? | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Used Hanover County public libraries or their services | 75% | 76% | 85% | 79% | 74% | 54% | 72% | 75% |
| Used Hanover County recreation centers | 68% | 59% | 64% | 54% | 68% | 44% | 42% | 59% |
| Participated in a recreation program or activity | 42% | 39% | 57% | 37% | 47% | 37% | 36% | 44% |
| Visited a neighborhood park or County park | 85% | 82% | 78% | 83% | 85% | 62% | 65% | 78% |
| Attended a meeting of local elected officials or other local public meeting | 26% | 39% | 35% | 28% | 28% | 27% | 22% | 30% |
| Read Hanover County Newsletter (The Hanover Review) | 86% | 98% | 91% | 80% | 78% | 80% | 89% | 86% |
| Visited the Hanover County Web site (at www.co.hanover.va.us) | 70% | 70% | 69% | 69% | 70% | 58% | 55% | 67% |
| Recycled used paper, cans or bottles from your home | 74% | 76% | 70% | 64% | 76% | 42% | 74% | 69% |
| Volunteered your time to some group or activity in Hanover County | 34% | 62% | 35% | 47% | 51% | 33% | 43% | 43% |
| Participated in religious or spiritual activities in Hanover County | 51% | 67% | 57% | 58% | 44% | 51% | 47% | 54% |
| Participated in a club or civic group in Hanover County | 19% | 48% | 32% | 33% | 22% | 30% | 29% | 31% |
| Provided help to a friend or neighbor | 94% | 97% | 99% | 97% | 91% | 89% | 87% | 95% |

| Question 12: Neighborliness (Percent at least several times per week) | | | | | | | | |
|---|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Visit with neighbors at least several times a week | 57% | 43% | 58% | 52% | 51% | 48% | 50% | 52% |

| Question 13: Service Quality (Percent "excellent" or "good") | | | | | | | | |
|--|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| Please rate the quality of each of the following services in Hanover County: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Sheriff services | 96% | 90% | 93% | 91% | 95% | 93% | 100% | 93% |
| Fire services | 97% | 92% | 91% | 92% | 93% | 98% | 98% | 94% |
| Ambulance or emergency medical services | 96% | 90% | 94% | 95% | 100% | 94% | 94% | 95% |
| Crime prevention | 84% | 84% | 91% | 89% | 94% | 89% | 98% | 90% |
| Fire prevention and education | 92% | 83% | 83% | 87% | 99% | 98% | 80% | 89% |
| Municipal courts | 86% | 87% | 76% | 78% | 87% | 77% | 85% | 81% |
| Traffic enforcement on County road and highways | 81% | 76% | 84% | 79% | 85% | 81% | 93% | 82% |
| Storm drainage | 61% | 57% | 55% | 70% | 72% | 78% | 81% | 66% |
| Drinking water | 82% | 83% | 78% | 73% | 85% | 84% | 84% | 80% |
| Sewer services | 85% | 97% | 79% | 76% | 83% | 90% | 86% | 84% |
| County parks | 82% | 83% | 85% | 76% | 96% | 92% | 85% | 85% |
| Recreation programs or classes | 79% | 72% | 79% | 60% | 79% | 86% | 76% | 76% |
| Recreation centers or facilities | 78% | 73% | 90% | 66% | 82% | 86% | 78% | 80% |
| Hanover County open space | 83% | 70% | 82% | 67% | 80% | 81% | 83% | 78% |
| Nature programs or classes | 56% | 71% | 62% | 63% | 81% | 85% | 77% | 71% |
| Availability of historic sites | 77% | 90% | 72% | 85% | 96% | 92% | 86% | 84% |
| Land use, planning and zoning | 54% | 60% | 55% | 52% | 52% | 68% | 56% | 56% |
| Code enforcement (weeds, abandoned buildings, etc.) | 45% | 48% | 51% | 53% | 58% | 48% | 55% | 51% |
| Animal control | 60% | 68% | 74% | 76% | 80% | 76% | 66% | 73% |
| Economic development | 49% | 61% | 72% | 45% | 54% | 64% | 78% | 59% |
| Health services | 73% | 70% | 84% | 72% | 78% | 93% | 77% | 78% |
| Services to seniors | 71% | 73% | 75% | 76% | 72% | 73% | 78% | 74% |
| Services to youth | 69% | 75% | 84% | 66% | 83% | 83% | 65% | 76% |
| Services to low-income people | 51% | 64% | 60% | 59% | 55% | 68% | 73% | 60% |
| Public library services | 86% | 92% | 83% | 83% | 92% | 90% | 91% | 87% |
| Public information services | 71% | 72% | 82% | 86% | 87% | 80% | 88% | 81% |
| Public schools | 90% | 92% | 93% | 93% | 95% | 95% | 88% | 93% |
| Cable television | 58% | 56% | 60% | 54% | 48% | 60% | 43% | 55% |

| Question 13: Service Quality (Percent "excellent" or "good") | | | | | | | | |
|--|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| Please rate the quality of each of the following services in Hanover County: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 76% | 59% | 69% | 52% | 83% | 89% | 69% | 71% |
| Preservation of natural areas such as open space, farmlands and greenbelts | 72% | 66% | 68% | 53% | 66% | 61% | 66% | 65% |
| Mental health services | 52% | 65% | 68% | 63% | 56% | 81% | 63% | 64% |
| Drug and alcohol services | 66% | 59% | 72% | 76% | 64% | 84% | 85% | 71% |
| Adult protective services | 57% | 75% | 73% | 79% | 71% | 86% | 82% | 74% |
| Agricultural/farm advisor | 80% | 58% | 79% | 70% | 74% | 93% | 78% | 75% |
| Solid waste convenience centers | 83% | 81% | 84% | 70% | 82% | 90% | 95% | 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? | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Hanover County | 92% | 89% | 86% | 88% | 81% | 90% | 83% | 87% |
| The Federal Government | 38% | 36% | 34% | 25% | 33% | 32% | 20% | 32% |
| The State Government | 37% | 46% | 50% | 37% | 63% | 55% | 49% | 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: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Recommend living in Hanover County to someone who asks | 98% | 95% | 97% | 99% | 98% | 96% | 96% | 97% |
| Remain in Hanover County for the next five years | 91% | 100% | 100% | 97% | 99% | 87% | 97% | 96% |

| Question 16: Impact of the Economy (Percent "somewhat" or "very" positive) | | | | | | | | |
|--|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| 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: | 8% | 13% | 11% | 19% | 9% | 11% | 6% | 12% |

| Question 17: Contact with Fire-EMS Department (Percent a "yes") | | | | | | | | |
|---|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | 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? | 34% | 36% | 23% | 19% | 26% | 23% | 15% | 25% |

| Question 18: Ratings of Contact with Fire-EMS Department (Percent "excellent" or "good") | | | | | | | | |
|---|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| What was your overall impression of your most recent contact with the Hanover County Fire-EMS Department? | 87% | 100% | 86% | 92% | 100% | 100% | 79% | 93% |

| Question 19: Contact with County Employees (Percent "yes") | | | | | | | | |
|---|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | 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)? | 36% | 56% | 48% | 42% | 49% | 52% | 56% | 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? | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Knowledge | 97% | 94% | 91% | 96% | 98% | 81% | 91% | 92% |
| Responsiveness | 97% | 96% | 91% | 98% | 98% | 81% | 87% | 93% |
| Courtesy | 97% | 96% | 93% | 89% | 98% | 81% | 91% | 92% |
| Overall impression | 97% | 92% | 91% | 96% | 98% | 79% | 87% | 92% |

| Question 21: Government Performance (Percent "excellent" or "good") | | | | | | | | |
|--|---------|-----------|--------------|-------------|-------|----------------|------------|---------|
| Please rate the following categories of Hanover County government performance: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| The value of services for the taxes paid to Hanover County | 68% | 66% | 81% | 70% | 59% | 67% | 47% | 68% |
| The overall direction that Hanover County is taking | 77% | 72% | 82% | 73% | 68% | 60% | 66% | 73% |
| The job Hanover County government does at welcoming citizen involvement | 48% | 70% | 67% | 56% | 69% | 56% | 68% | 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?: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Food and beverage stores, including groceries | 40% | 39% | 32% | 29% | 42% | 19% | 77% | 37% |
| Food services, including restaurants | 48% | 51% | 61% | 34% | 53% | 35% | 78% | 50% |
| Clothing and accessories | 61% | 64% | 71% | 49% | 58% | 51% | 82% | 62% |
| Computers and electronics | 43% | 44% | 59% | 26% | 40% | 14% | 70% | 42% |
| Household appliances | 43% | 54% | 49% | 25% | 40% | 14% | 72% | 41% |
| Furniture and home furnishings | 48% | 52% | 54% | 35% | 47% | 21% | 72% | 46% |
| Building materials, garden equipment and hardware | 36% | 50% | 29% | 15% | 19% | 11% | 54% | 29% |
| Sporting goods | 32% | 48% | 43% | 39% | 27% | 17% | 43% | 36% |
| Books and music | 46% | 45% | 47% | 25% | 45% | 27% | 48% | 40% |
| Doctor or dentist services | 47% | 43% | 39% | 20% | 25% | 21% | 72% | 36% |
| Home or yard improvement services | 25% | 33% | 23% | 9% | 15% | 13% | 29% | 20% |
| Accounting, financial or legal services | 35% | 22% | 38% | 29% | 33% | 17% | 31% | 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?: | Area | | | | | | | |
| | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| I am satisfied with the availability of high-speed Internet in Hanover County | 63% | 43% | 61% | 49% | 46% | 77% | 50% | 55% |
| I am satisfied with the cost of high-speed Internet in Hanover County | 50% | 33% | 44% | 30% | 27% | 54% | 40% | 39% |
| I am satisfied with the speed of high-speed Internet in Hanover County | 73% | 49% | 71% | 54% | 45% | 73% | 28% | 59% |
| For Internet services, affordability, accessibility and speed are all important to me | 93% | 92% | 98% | 88% | 90% | 96% | 97% | 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 | 94% | 81% | 85% | 85% | 83% | 91% | 95% | 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):: | Ashland | Beaverdam | Chickahominy | Cold Harbor | Henry | Mechanicsville | South Anna | Overall |
| Solid waste convenience centers (SWCC) for solid waste and recycling | 15% | 78% | 33% | 60% | 55% | 48% | 74% | 50% |
| SWCC for solid waste, don't recycle | 9% | 13% | 10% | 7% | 17% | 5% | 13% | 11% |
| Contracted services for solid waste and SWCC for recycling | 14% | 1% | 18% | 4% | 7% | 6% | 0% | 8% |
| Contracted services for both solid waste and recycling | 43% | 1% | 14% | 6% | 0% | 6% | 2% | 10% |
| Contracted services for solid waste, (I don't recycle) | 19% | 7% | 25% | 23% | 22% | 35% | 11% | 21% |
| Overall | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |