



JAMES CITY COUNTY, VA 2007

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. The James City 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. James City 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.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

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 gray.

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 James City:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
James City County as a place to live	89%	94%	93%	92%	91%	93%	92%	86%	96%	92%	92%	96%	88%	93%	92%
Your neighborhood as a place to live	79%	94%	93%	88%	89%	86%	88%	74%	92%	95%	87%	80%	87%	93%	88%
James City County as a place to raise children	66%	75%	71%	70%	59%	91%	70%	62%	74%	77%	71%	84%	74%	56%	70%
James City County as a place to work	38%	47%	58%	48%	44%	55%	48%	44%	54%	45%	48%	54%	48%	44%	48%
James City County as a place to retire	75%	78%	75%	76%	77%	73%	76%	73%	79%	76%	76%	75%	64%	89%	76%
The overall quality of life in James City County	83%	81%	88%	85%	85%	85%	85%	76%	90%	88%	85%	87%	78%	92%	85%

Question 2: Community Characteristics (Percent “excellent” or “good”)															
Please rate each of the following characteristics as they relate to James City as a whole:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Sense of community	62%	64%	65%	64%	62%	67%	64%	50%	71%	69%	63%	61%	64%	64%	64%
Openness and acceptance of the community towards people of diverse backgrounds	58%	36%	41%	47%	44%	53%	47%	37%	53%	52%	47%	49%	51%	41%	47%
Overall appearance of James City County	83%	76%	72%	77%	80%	72%	77%	68%	84%	82%	78%	85%	71%	80%	77%
Cleanliness of James City County	79%	68%	68%	72%	76%	65%	73%	62%	79%	74%	72%	74%	68%	76%	72%
Overall quality of new development in James City County	68%	44%	54%	58%	55%	64%	58%	57%	57%	63%	59%	83%	53%	48%	58%
Variety of housing options	45%	29%	24%	34%	36%	30%	34%	23%	40%	38%	34%	25%	36%	36%	34%
Overall quality of business and service	66%	74%	65%	67%	71%	60%	67%	57%	73%	69%	66%	67%	61%	75%	67%

Question 2: Community Characteristics (Percent “excellent” or “good”)															
Please rate each of the following characteristics as they relate to James City as a whole:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
establishments in James City County															
Shopping opportunities	73%	73%	72%	73%	70%	78%	73%	70%	75%	69%	72%	75%	73%	71%	73%
Opportunities to attend cultural activities	60%	60%	67%	63%	64%	59%	63%	47%	67%	72%	62%	55%	56%	75%	63%
Recreational opportunities	69%	76%	73%	72%	71%	76%	73%	57%	77%	83%	72%	68%	73%	74%	72%
Employment opportunities	31%	30%	37%	33%	31%	38%	33%	30%	37%	31%	33%	33%	35%	30%	33%
Educational opportunities	64%	64%	73%	68%	69%	67%	68%	63%	74%	67%	68%	61%	67%	72%	68%
Opportunities to participate in social events and activities	62%	63%	71%	66%	68%	62%	66%	55%	69%	73%	66%	52%	65%	76%	66%
Opportunities to participate in religious or spiritual events and activities	64%	69%	84%	73%	73%	74%	73%	70%	76%	75%	74%	57%	71%	85%	73%
Opportunities to volunteer	70%	79%	83%	77%	77%	78%	77%	71%	80%	81%	77%	68%	77%	83%	77%
Opportunities to participate in community matters	56%	71%	58%	59%	58%	62%	60%	49%	61%	69%	60%	52%	59%	64%	59%
Ease of car travel in James City County	68%	52%	54%	59%	60%	58%	59%	53%	62%	63%	59%	60%	60%	58%	59%
Ease of bus travel in James City County	23%	20%	20%	21%	20%	23%	21%	21%	21%	22%	21%	19%	25%	18%	21%
Ease of bicycle travel in James City County	35%	35%	34%	35%	34%	36%	34%	34%	33%	38%	35%	30%	39%	32%	34%
Ease of walking in James City County	45%	52%	37%	43%	45%	40%	43%	41%	46%	45%	44%	46%	44%	41%	43%
Availability of paths and walking trails	49%	41%	45%	46%	46%	45%	46%	34%	51%	54%	46%	49%	48%	41%	46%
Traffic flow on major streets	52%	34%	35%	41%	44%	36%	42%	30%	45%	50%	42%	37%	40%	46%	42%
Amount of public parking	51%	29%	30%	38%	42%	29%	37%	27%	41%	44%	37%	33%	38%	39%	38%
Availability of affordable quality housing	35%	9%	12%	21%	23%	16%	21%	14%	22%	28%	21%	26%	23%	15%	21%
Availability of affordable quality child care	12%	10%	16%	13%	13%	15%	13%	7%	15%	18%	13%	12%	16%	11%	13%
Availability of affordable quality health care	47%	33%	44%	43%	46%	38%	43%	22%	53%	52%	43%	27%	44%	52%	43%
Availability of affordable quality food	66%	57%	64%	64%	68%	55%	64%	50%	72%	66%	63%	48%	64%	74%	64%
Availability of preventive health services	48%	46%	42%	45%	45%	45%	45%	36%	50%	49%	45%	27%	50%	50%	45%
Air quality	70%	56%	64%	65%	68%	59%	65%	47%	76%	71%	65%	67%	63%	65%	65%
Quality of overall natural environment in James	74%	61%	63%	67%	69%	63%	67%	50%	76%	75%	67%	64%	68%	68%	67%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to James City as a whole:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
City County															
Overall image or reputation of James City County	77%	73%	64%	71%	71%	71%	71%	60%	77%	76%	71%	82%	69%	67%	71%

Question 3: Growth (Percent "too fast")															
Please rate the speed of growth in the following categories in James City over the past 2 years:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Population growth	58%	88%	82%	74%	70%	83%	74%	70%	72%	78%	73%	55%	79%	79%	74%
Retail growth (stores, restaurants, etc.)	45%	67%	60%	55%	52%	63%	55%	66%	49%	49%	55%	55%	58%	52%	55%
Jobs growth	9%	14%	9%	10%	11%	8%	10%	12%	6%	12%	10%	4%	11%	12%	10%

Question 4: Code Enforcement (Percent at least a "minor" problem)															
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in James City County?	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
	68%	81%	81%	76%	72%	86%	76%	70%	74%	86%	76%	69%	81%	74%	76%

Question 5: Community Safety (Percent "very" or "somewhat" safe)															
Please rate how safe or unsafe you feel from the following in James City:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Violent crime (e.g., rape, assault, robbery)	83%	75%	81%	80%	76%	92%	81%	72%	83%	91%	82%	85%	81%	77%	80%
Property crimes (e.g., burglary, theft)	83%	72%	72%	76%	75%	80%	76%	66%	78%	87%	77%	75%	77%	76%	76%
Environmental hazards, including toxic waste	73%	63%	67%	69%	66%	74%	69%	67%	70%	73%	70%	72%	75%	60%	69%

Question 6: Personal Safety (Percent “very” or “somewhat” safe)															
Please rate how safe or unsafe you feel:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
In your neighborhood during the day	97%	97%	98%	97%	98%	95%	97%	97%	99%	95%	97%	96%	97%	98%	97%
In your neighborhood after dark	92%	87%	87%	89%	91%	84%	89%	79%	92%	95%	89%	81%	90%	93%	89%
In James City County's downtown area during the day	89%	86%	82%	85%	86%	84%	86%	76%	92%	90%	86%	89%	83%	86%	85%
In James City County's downtown area after dark	72%	55%	57%	63%	61%	67%	63%	54%	67%	73%	64%	80%	64%	51%	63%

Questions 7 and 8: Crime Victimization and Reporting (Percent “yes”)															
	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
During the past twelve months, were you or anyone in your household the victim of any crime?	3%	9%	3%	4%	1%	11%	4%	5%	2%	7%	5%	10%	4%	2%	4%
If yes, was this crime (these crimes) reported to the police?	100%	100%	69%	91%	59%	100%	91%	93%	92%	93%	93%	100%	100%	57%	91%

Question 9: 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 James City?	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Used James City County public libraries or their services	82%	76%	82%	81%	78%	87%	81%	81%	80%	82%	81%	78%	83%	81%	81%
Used James City County recreation centers	63%	62%	60%	62%	53%	80%	62%	53%	60%	77%	63%	64%	75%	45%	62%
Participated in a recreation program or activity	50%	53%	47%	49%	39%	71%	50%	37%	49%	67%	51%	50%	66%	31%	49%
Visited a neighborhood park or County park	75%	81%	86%	81%	75%	92%	81%	80%	79%	86%	82%	82%	94%	64%	81%
Ridden a local bus within James City County	3%	7%	8%	6%	5%	7%	6%	10%	3%	3%	5%	3%	7%	5%	6%
Attended a meeting of local elected officials or other local public meeting	19%	40%	39%	31%	29%	35%	31%	27%	31%	36%	31%	21%	34%	33%	31%
Watched a meeting of local elected officials or other local public meeting on cable television	37%	67%	65%	54%	55%	53%	54%	58%	52%	55%	55%	38%	58%	60%	54%
Read James City County Newsletter	68%	80%	84%	76%	73%	84%	77%	68%	77%	84%	76%	63%	82%	79%	76%
Visited the James City County Web site (at www.jccegov.com.com)	65%	67%	44%	57%	48%	77%	57%	43%	60%	73%	59%	75%	69%	33%	57%
Recycled used paper, cans or bottles from your home	71%	77%	79%	75%	76%	72%	75%	62%	78%	85%	75%	53%	80%	83%	75%
Volunteered your time to some group or activity in James City County	35%	47%	53%	44%	40%	53%	44%	35%	36%	66%	45%	25%	55%	43%	44%
Participated in religious or spiritual activities in James City County	57%	59%	73%	64%	62%	68%	64%	60%	60%	75%	65%	42%	71%	69%	64%
Participated in a club or civic group in James City County	29%	41%	49%	39%	39%	41%	39%	29%	40%	51%	40%	16%	44%	48%	39%
Provided help to a friend or neighbor	94%	99%	99%	97%	96%	98%	97%	95%	99%	97%	97%	100%	95%	97%	97%

Question 10: Neighborliness (Percent at least once per month)															
	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	82%	92%	86%	86%	81%	94%	86%	81%	84%	93%	86%	82%	83%	90%	85%

Question 11: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in James City:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Sheriff services	46%	54%	62%	54%	54%	55%	54%	62%	58%	46%	55%	60%	53%	53%	54%
Fire services	49%	67%	85%	67%	67%	69%	67%	73%	71%	59%	68%	57%	68%	73%	67%
Ambulance or emergency medical services	59%	75%	80%	71%	72%	67%	71%	70%	79%	61%	70%	66%	67%	78%	71%
Crime prevention	50%	53%	65%	57%	58%	55%	57%	49%	68%	55%	57%	55%	59%	55%	57%
Fire prevention and education	42%	53%	60%	51%	46%	61%	51%	42%	59%	53%	52%	42%	55%	53%	51%
Municipal courts	24%	47%	57%	42%	38%	51%	42%	44%	44%	40%	43%	46%	43%	38%	42%
Traffic enforcement on County road and highways	52%	48%	60%	54%	55%	54%	55%	52%	60%	53%	55%	70%	50%	50%	54%
Road repair	49%	37%	33%	40%	46%	29%	40%	37%	44%	40%	41%	39%	36%	45%	40%
Bus or transit services	20%	22%	22%	21%	22%	19%	21%	18%	25%	23%	22%	19%	21%	24%	21%
Garbage collection	70%	59%	63%	65%	66%	61%	65%	50%	66%	78%	65%	55%	63%	73%	65%
Recycling	63%	67%	77%	69%	68%	72%	69%	55%	70%	83%	69%	45%	77%	76%	69%
Yard waste pick-up	42%	37%	48%	44%	43%	45%	43%	32%	46%	52%	44%	35%	46%	46%	44%
Storm drainage	44%	36%	47%	43%	44%	43%	43%	36%	42%	54%	44%	32%	50%	43%	43%

Question 11: Service Quality (Percent “excellent” or “good”)															
Please rate the quality of each of the following services in James City:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Drinking water	62%	61%	64%	63%	64%	60%	63%	51%	67%	70%	63%	57%	60%	70%	63%
Sewer services	62%	68%	68%	66%	68%	60%	66%	50%	72%	75%	66%	59%	63%	73%	66%
Power (electric and/or gas) utility	74%	75%	83%	78%	81%	71%	78%	72%	81%	80%	78%	75%	75%	82%	78%
County parks	79%	78%	79%	79%	77%	83%	79%	75%	83%	81%	80%	89%	82%	69%	79%
Recreation programs or classes	52%	62%	59%	57%	49%	74%	57%	50%	54%	70%	58%	51%	69%	47%	57%
Recreation centers or facilities	62%	66%	69%	66%	62%	75%	66%	62%	64%	74%	67%	67%	70%	60%	66%
James City County open space	49%	35%	46%	45%	42%	52%	45%	37%	39%	61%	46%	33%	55%	41%	45%
Nature programs or classes	33%	34%	33%	33%	30%	40%	33%	24%	32%	44%	33%	28%	40%	28%	33%
Availability of historic sites	90%	78%	80%	83%	84%	82%	83%	71%	87%	91%	83%	81%	84%	84%	83%
Land use, planning and zoning	41%	18%	23%	29%	30%	27%	29%	22%	32%	36%	30%	40%	29%	23%	29%
Code enforcement (weeds, abandoned buildings, etc)	39%	24%	29%	32%	31%	33%	32%	26%	31%	40%	32%	41%	36%	22%	32%
Animal control	39%	49%	43%	42%	43%	41%	43%	44%	43%	43%	43%	43%	46%	38%	42%
Economic development	39%	30%	37%	36%	38%	34%	36%	28%	40%	41%	36%	42%	40%	28%	36%
Health services	54%	58%	61%	57%	58%	56%	58%	52%	61%	61%	58%	49%	55%	65%	57%
Services to seniors	44%	44%	42%	43%	46%	39%	43%	44%	42%	44%	43%	41%	35%	54%	43%
Services to youth	35%	23%	36%	33%	24%	51%	33%	19%	35%	46%	33%	36%	39%	23%	33%
Services to low-income people	16%	10%	21%	17%	15%	23%	17%	13%	17%	20%	17%	19%	17%	16%	17%
Public library services	86%	80%	83%	84%	83%	85%	84%	79%	89%	87%	85%	84%	84%	84%	84%
Public information services	56%	64%	62%	60%	59%	62%	60%	52%	68%	62%	61%	61%	62%	57%	60%
Public schools	46%	64%	55%	53%	45%	68%	53%	52%	52%	57%	54%	53%	62%	42%	53%
Cable television	50%	50%	41%	46%	45%	48%	46%	40%	53%	51%	48%	51%	49%	40%	46%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	40%	48%	52%	47%	45%	50%	46%	49%	49%	42%	47%	42%	47%	49%	46%
Preservation of natural areas such as open space, farmlands and greenbelts	45%	31%	36%	39%	39%	37%	39%	29%	44%	44%	39%	35%	40%	40%	39%

Question 11: Service Quality (Percent “excellent” or “good”)															
Please rate the quality of each of the following services in James City:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Mental health services	17%	24%	33%	25%	24%	28%	25%	24%	25%	29%	26%	21%	32%	19%	25%
Drug and alcohol services	14%	20%	29%	22%	20%	25%	22%	20%	18%	28%	22%	13%	29%	18%	22%
Adult protective services	16%	23%	27%	22%	19%	27%	22%	24%	16%	27%	22%	19%	26%	18%	22%
Agricultural/farm advisor	12%	13%	16%	14%	14%	16%	14%	14%	12%	17%	14%	10%	19%	12%	14%

Question 12: Government Services Overall (Percent “excellent” or “good”)															
Overall, how would you rate the quality of the services provided by each of the following?	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
James City County	72%	66%	70%	70%	71%	68%	70%	63%	78%	71%	70%	71%	69%	71%	70%
The Federal Government	47%	37%	42%	43%	48%	34%	43%	40%	54%	36%	44%	48%	40%	44%	43%
The State Government	42%	43%	44%	43%	45%	40%	43%	41%	51%	37%	43%	43%	43%	42%	43%

Question 13: Contact with County Employees (Percent “yes”)															
	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Have you had any in-person or phone contact with an employee of James City County within the last 12 months (including police, receptionists, planners or any others)?	59%	67%	52%	58%	53%	69%	58%	50%	55%	70%	58%	67%	60%	50%	58%

Question 14: County Employees (Percent “excellent” or “good”)															
What was your impression of the employee(s) of the County of James City in your most recent contact?	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Knowledge	87%	80%	81%	83%	84%	81%	83%	81%	84%	84%	83%	79%	83%	86%	83%
Responsiveness	81%	79%	88%	83%	82%	84%	83%	84%	79%	84%	83%	75%	83%	89%	83%
Courtesy	89%	79%	86%	86%	84%	87%	86%	89%	84%	84%	86%	85%	84%	88%	86%
Overall impression	82%	80%	82%	81%	79%	84%	81%	82%	80%	82%	82%	80%	80%	85%	81%

Question 15: Government Performance (Percent “excellent” or “good”)															
Please rate the following categories of James City government performance:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
The value of services for the taxes paid to James City County	53%	50%	50%	51%	56%	42%	51%	48%	52%	55%	51%	50%	47%	56%	51%
The overall direction that James City County is taking	44%	31%	30%	36%	40%	28%	36%	26%	45%	34%	35%	47%	28%	39%	36%
The job James City County government does at welcoming citizen involvement	30%	47%	30%	33%	34%	34%	34%	25%	39%	38%	34%	37%	32%	33%	34%
The job James City County government does at listening to citizens	25%	26%	20%	23%	24%	21%	23%	16%	26%	27%	23%	24%	22%	25%	23%

Question 16: Recommendation and Longevity (Percent “somewhat” or “very” likely)															
Please indicate how likely or unlikely you are to do each of the following:	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Recommend living in James City County to someone who asks	87%	78%	84%	84%	83%	86%	84%	74%	87%	91%	84%	84%	80%	89%	84%
Remain in James City County for the next five years	76%	73%	87%	80%	78%	84%	80%	77%	73%	89%	79%	70%	77%	88%	80%

Question 17: Community Cooperation in an Emergency (Percent “somewhat” or “very” likely)															
	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
If public officials asked everyone in James City County to conserve water or electricity because of some emergency, how likely or unlikely is it that people in your community would cooperate?	94%	93%	92%	93%	92%	95%	93%	87%	96%	95%	93%	89%	93%	95%	93%

Question 18: Impact of the Economy (Percent “somewhat” or “very” positive)															
	Length of residency				Presence of children			Income				Age			
	5 years or less	6 to 10 years	11 years or more	Overall	No	Yes	Overall	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	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:	22%	11%	17%	18%	17%	18%	18%	10%	24%	20%	18%	15%	15%	22%	18%