

# **Escambia County Community Survey On Service, Image and Quality of Life**

Fielded

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Data Collection

By



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## Escambia County Community Survey Fall/2007 Rev3

**Intro:** May I speak to [32][33]? (If not available ask, “Do you reside at this address? If “yes” proceed, otherwise schedule a call back.)

Hello, my name is [11] and I am calling on behalf of the Escambia County Office of Public Information & Communications to ask your opinion about the services and programs provided by the County. This is an opportunity for you to help the County improve its services to you. We are not selling anything, and your individual answers will be completely confidential. Can you help me out?

{34} **Qualifier.** Do you live within the limits of Escambia County? (Y/N) ( If “yes” goes to next Q on this screen; if “no” goes to Q31.) If Yes, continue, if NO, thank you and terminate survey. **qualifier\_1**

{35} Are you or any member of your immediate family employed by Escambia County? (Y/N) ( If “yes” goes to Q32; if “no” goes to Q1.) If NO, continue, if YES, thank you and terminate survey. **qualifier\_2**

### General Questions about key County services:

{36} Q1. On a scale from one to five, with 1 being “Very DISsatisfied” and 5 being “Very SATISFIED,” how would you rate your level of satisfaction with LIVING in Escambia County? (Avg 1-5)(Leave blank if no response.)(If <= 2, goes to Q1x; if >=3, goes to Q2.) **q1**

{37-44} Q1x. Please explain why you are dissatisfied or why you rated as you did. (Comment) (Goes to Q2.) **q1xa – q1xh**

{45} Q2. On a scale of one to five, with 1 being VERY POOR and 5 being VERY GOOD, how would you rate the QUALITY OF LIFE in your neighborhood? (Avg 1-5) (If <= 2, goes to Q2x; if >=3, goes to Q3.) **q2**

{46-53} Q2x. Please explain why you feel that the quality of life is poor, or why you rated as you did. (Comment) (Goes to Q3.) **q2xa – q2xh**

{54} Q3. Using that same scale, how would you rate Escambia County government in terms of responsiveness to complaints? (Avg 1-5) (If <= 2, goes to Q3x; if >=3, goes to Q4.) **q3**

{55-62} Q3x. Please explain why you feel that the responsiveness to complaints is poor, or why you rated as you did. (Comment) (Goes to Q4.) **q3xa – q3xh**

{63} Q4. How would you rate the professionalism of Escambia County government employees using the scale of 1-5, with 5 being the best? (Avg 1-5) (If <= 2, goes to Q4x; if >=3, goes to Q5; if ISNULL goes to ScreenQ5.) **q4**

{153-156} Q4x. Please explain why you feel that the professionalism of Escambia County government employees is poor, or why you rated as you did. (Comment) (Goes to ScreenQ5.) q30e – q30h

### Specific County Services:

ScreenQ5. Now I'll state a series of County facilities and infrastructure. Please rate your level of satisfaction for each using a scale of 1 to 5 with 5 being the best: (Avg 1-5) (Note: leave blank if "Don't know" or "No opinion.") (Goes to ScreenQ6.)

{64}	Q5a.	Fire Protection Services	q5a
{65}	Q5b.	Streets (ease of travel by car)	q5b
{66}	Q5c.	Emergency Medical Services(Ambulance)	q5c
{67}	Q5d.	Stormwater/Drainage	q5d
{68}	Q5e.	Boat Launch Facilities	q5e
{69}	Q5f.	Parks and Recreation facilities	q5f
{70}	Q5g.	Public Beach Accesses	q5g
{71}	Q5h.	Street maintenance	q5h
{72}	Q5i.	Mosquito Control	q5i
{73}	Q5j.	Public Transportation (Bus/ECAT)	q5j
{74}	Q5k.	Library Services	q5ak
{75}	Q5l.	Recreational programming	q5l
{76}	Q5m.	County website	q5m

{77} Q6. Please rate your level of satisfaction with Escambia County's sheriff services? (Avg 1-5) (Goes to Q6x.) q6

{78-85} Q6x. Why do you feel that way? (Comment) (Goes to Q7.) q6xa – q6xh

{86} Q7. Do you feel speeding/traffic violations are regularly enforced in Escambia? (Y/N) (Goes to Q8.) q7

{87} Q8. Using our 1 to 5 scale, please rate your level of satisfaction with the County's efforts to keep citizens informed about what the County is doing? (Avg 1-5) (Goes to Q8x.) q8

{88-95} Q8x. Why do you feel that way? (Comment) (Goes to Q9.) q8xa – q8xh

{96} Q9. Where do you get MOST of your information about Escambia County? (Lookup) (Note: It is OK to read choices.) (Requires hlp\_mostinfo2, which has two columns: numerical\_code (smallint) & description (char 40).) (If "Other – specify" goes to Q9x; if anything else goes to Q10.) q9

1. County website
2. The Commissioner's District newsletter
3. Word of mouth
4. Board of Commissioner's meetings
5. Escambia Library

- 6. Local Newspapers
- 7. Local TV/Radio
- 8. Other – specify

{97} Q9x. Specify “other” source of information about Escambia County: (Comment) (Goes to Q10.) q9x

{98} Q10. Have you ever applied for a building permit or had a building inspected by the County’s Building Department? (Y/N) (If “yes” goes to Q11; if “no” goes to Q12.) q10

{99} Q11. Please rate your level of satisfaction of the County’s Building Department on our 1-5 scale? (Avg 1-5) (Goes to Q12.) q11

{100} Q12. On a scale from one to five, with 1 being “Very DISSatisfied” and 5 being “Very SATISFIED,” how satisfied are you with COUNTY CODE ENFORCEMENT in your neighborhood? (Avg 1-5) (Leave blank if no response.) (Goes to ScreenQ13.) q12

**ScreenQ13.** We’re going to change it up a bit now. I ‘m going to read you 6 code violations, and I want you to rank order them in their order of importance or concern to you, with 1 being the most important code violation to enforce and 6 being the least important code violation to enforce. Each concern will be given a number from 1 to 6, and there can be no duplicate numbers. Take your time; I’ll be happy to repeat them as necessary and help you keep track of them as you order them: (If Q13f is “NOTNULL” Goes to Q13x; if Q13f is “ISNULL” goes to Q14.)

- {101} Q13a. Bulk Trash in Swale or Right of Way q13a
- {102} Q13b. Work done without permits q13b
- {103} Q13c. Overgrown Lawns q13c
- {104} Q13d. Junk Cars or Boats q13d
- {105} Q13e. House in disrepair (needs painting, etc.) q13e
- {157} Q13g. Roaming Animals extra1
- {106} Q13f. Other q13f

{107} Q13x. Specify “Other” (Comment) (Leave blank if no response.) (Goes to Q15.) q13x

**How concerned are you with any of the following issues:**

**{108} Q14. NOTE: THIS QUESTION SPACE IS RESERVED FOR 1 ADDITIONAL QUESTION. IT SHOULD NOT BE ASKED! IT HAS BEEN BRANCHED AROUND BUT THE SCREEN REMAINS FOR FUTURE USE. (Goes to Q15.)** q14

{109} Q15. How would you rate your level of satisfaction with the County’s response in preparation of and in response to hurricanes? (Avg 1-5)(Leave blank if no response.) (Goes to Q15x.) q15

{110-117} Q15x. Why do you feel that way? (Comment) (Goes to Q16.) q15xa – q15xh

{118} Q16. Which of the following do you believe is the most important challenge facing Escambia?  
(Lookup) (Note: It is OK to read choices.) (Requires hlp\_impchall.) (If “Other – specify” goes to  
Q16x; if anything else goes to Q17.) q16

- 1.) managing growth    2.) transportation    3.) building and maintaining a sense of community
- 4.) attracting jobs and economic development    5.)affordable housing    6.) access to waterways
- 7.) Other – specify

{119} Q16x. Specify “Other” (Comment) (Leave blank if no response.) (Goes to Q17.) q16x

### Future Planning and Expectations

{120-122} Q17. Name the top 3 things you would like to see in Escambia County in the next five years.  
(Comment) (Goes to Q18.) (Note: Allow the respondent to think. Only give examples if they need  
clarification.)(for example, recycling, community centers, sidewalks, streetlights, etc.) q17a – q17c

{123-130} Q18. Are there any existing County services that you would recommend the County  
discontinue? (Comment) (Goes to Q19.) q18a – q18h

{131-138} Q19. Are there services, which the County currently does not provide, that you would  
recommend implementing? (Comment) (Goes to Q20.) q19a – q19h

{139} Q20. Returning to our scale from one to five, with 5 being “Very SATISFIED,” and 1 being “Very  
DISsatisfied” how satisfied are you with the OVERALL QUALITY of the job that the County is doing?  
(Avg 1-5)(Leave blank if no response.) (Goes to Q21.) q20

### Specific Demographics

{140} Q21. How many years have you lived in Escambia? (Avg. Integer response.) (Goes to Q23.) q21

{141} Q22. **NOTE: THIS QUESTION SPACE IS RESERVED FOR 1 ADDITIONAL QUESTION. IT  
SHOULD NOT BE ASKED! IT HAS BEEN BRANCHED AROUND BUT THE SCREEN REMAINS FOR  
FUTURE USE.** (Y/N) (Goes to Q23.) q22

{142} Q23. Do you own or rent your residence? (Lookup) (Requires help table hlp\_ownrent.) (Goes to  
Q25.)      Own                      Rent                      Refused to answer q23

{143} Q24. **NOTE: THIS QUESTION SPACE IS RESERVED FOR 1 ADDITIONAL QUESTION. IT  
SHOULD NOT BE ASKED! IT HAS BEEN BRANCHED AROUND BUT THE SCREEN REMAINS  
FOR FUTURE USE.** (Lookup) (Requires help table hlp\_typeres.) (If “Other – specify” goes to Q24x;  
if anything else goes to Q25.) q24

- House              Condo              Townhouse      Apartment      Other – specify      Refused to answer

~~{163}~~ Q24x. **NOTE: THIS QUESTION SPACE IS RESERVED FOR 1 ADDITIONAL QUESTION. IT SHOULD NOT BE ASKED! IT HAS BEEN BRANCHED AROUND BUT THE SCREEN REMAINS FOR FUTURE USE** Lookup value for choice question. (Goes to Q25.) extra7

## Standard Demographics

{144} Q25. Because this is pure research, I need to ask you some demographic questions to ensure that we speak with a broad range of respondents. Remember, all of your answers are confidential. Which of the following age ranges do you fall into? (Lookup) (Requires use of hlp\_agerange) (Note: OK to read choices.) (Goes to Q26.) q25

1. Under 18
2. 18-25
3. 26-35
4. 36-45
5. 46-55
6. 56-65
7. Over 65
8. Refused to answer

{145} Q26. What is the highest degree or level of school you have completed? (Lookup) (Requires use of help table hlp\_educat) (RA NOTE: Aided response ok here.) (Goes to Q27.) q26

- |   |                          |
|---|--------------------------|
| 1. None                                     | 10. 1 yr college or less |
| 2. Nursery school - 4 <sup>th</sup>         | 11. 1+yr college no degr |
| 3. 5 <sup>th</sup> or 6 <sup>th</sup> grade | 12. Associate degree     |
| 4. 7 <sup>th</sup> or 8 <sup>th</sup> grade | 13. Bachelor's degree    |
| 5. 9 <sup>th</sup> grade                    | 14. Master's degree      |
| 6. 10 <sup>th</sup> grade                   | 15. Professional degree  |
| 7. 11 <sup>th</sup> grade                   | 16. Doctorate degree     |
| 8. 12 <sup>th</sup> , No Diploma            | 17. Don't Know           |
| 9. High School Graduate                     | 18. Refused to answer    |

{146} Q27. What is your present marital status? (Lookup) (Requires use of help table hlp\_marital) (Goes to Q27a.) q27

(NOTE: Aided response - It is ok to read the choices to the respondent.)

- |                  |                      |
|------------------|----------------------|
| 1. Now married   | 5. Separated         |
| 2. Divorced      | 6. Don't know        |
| 3. Never married | 7. Refused to answer |
| 4. Widowed       |                      |

{164} Q27a. Which of the following ethnic groups best describes your race? (Lookup) (Requires use of hlp\_race2) (RA Note: OK to read choices.) (Goes to Q28.) extra8

- |                           |                           |                    |                      |
|---------------------------|---------------------------|--------------------|----------------------|
| 1. African American/Black | 2. Asian/Pacific Islander | 3. Hispanic/Latino | 4. Native American   |
| 5. Caucasian/White        | 6. Other                  | 7. Don't know      | 8. Refused to answer |

{147} Q28. Please tell me when I read the category that best describes your total household income before taxes last year:(Lookup) (Requires use of help table hlp\_income\_census) (Goes to Q29.) q28

- |    |                     |     |                       |
|----|---------------------|-----|-----------------------|
| 1. | Under \$10,000      | 7.  | \$75,000 - \$99,999   |
| 2. | \$10,000 - \$14,999 | 8.  | \$100,000 - \$149,999 |
| 3. | \$15,000 - \$24,999 | 9.  | \$150,000 - \$199,999 |
| 4. | \$25,000 - \$34,999 | 10. | \$200,000 or more     |
| 5. | \$35,000 - \$49,999 | 11. | Don't know            |
| 6. | \$50,000 - \$74,999 | 12. | Refused to answer     |

{148} Q29. (NOTE: record Respondent's gender. It is NOT necessary to ask a question here!) (Lookup) (Requires use of help table hlp\_gender1) (Goes to Q30.) q29

M=Male                      F=Female                      U=Unknown

{149-152} Q30. Do you have any additional comments? (Comment) (Goes to CDS) q30a – q30d

Q31. I'm sorry but we are only surveying residents who live within the Escambia County Limits. Thank you very much for your time. (Out of Survey.)

Q32. I'm sorry but we are only surveying residents who are not employed by, or who do not have immediate family employed by Escambia County. Thank you very much for your time. (Out of Survey.)

CDS (Standard Call Disposition Screen) Thank you very much for your time and your input! I appreciate your participation. (Note: Terminate the call using a status of "S" Survey Taken.)

Survey Item	N	Mean
Q1: How would you rate your level of satisfaction with living in Escambia County?	506	3.7
Q2: How would you rate the quality of life in your neighborhood?	505	4.0
Q3: How would you rate Escambia County government in terms of responsiveness to complaints?	375	3.0
Q4: How would you rate the professionalism of Escambia County Government?	440	3.7
Q5a: Rate your level of satisfaction with fire protection services	416	4.6
Q5b: Rate your level of satisfaction with streets (ease of travel by car)	496	3.3
Q5c: Rate your level of satisfaction with emergency medical services (ambulance)	388	4.5
Q5d: Rate your level of satisfaction with stormwater/drainage	470	3.4
Q5e: Rate your level of satisfaction with boat launch facilities	223	3.7
Q5f: Rate your level of satisfaction with parks and recreation facilities	420	3.7
Q5g: Rate your level of satisfaction with public beach accesses	418	3.6
Q5h: Rate your level of satisfaction with street maintenance	496	3.2
Q5i: Rate your level of satisfaction with mosquito control	477	3.2
Q5j: Rate your level of satisfaction with public transportation (Bus/ECAT)	262	3.2
Q5k: Rate your level of satisfaction with library services	378	4.0
Q5l: Rate your level of satisfaction with recreational programming	320	3.6
Q5m: Rate your level of satisfaction with County website	211	4.0
Q6: Rate your level of satisfaction with Escambia County's sheriff services	452	3.8
Q8: Rate your level of satisfaction with the County's efforts to keep citizens informed about what the County is doing?	486	3.4
Q11: Rate your level of satisfaction with the County's Building Department	181	3.8
Q12: Rate your level of satisfaction with County code enforcement	428	3.7
Q13a: Code violation rank order: Bulk trash in swale or right of way	439	2.9
Q13b: Code violation rank order: Work done without permits	419	4.3
Q13c: Code violation rank order: Overgrown lawns	434	3.7
Q13d: Code violation rank order: Junk car or boats	431	3.1
Q13e: Code violation rank order: House in disrepair (needs painting, etc.)	430	3.1
Q13g: Code violation rank order: Roaming animals	435	3.6
Q13f: Code violation rank order: Other	15	1.4
Q15: Rate your level of satisfaction with the County's preparation for and response to hurricanes	475	4.2
Q20: How satisfied are you with the overall quality of the job that the County is doing?	496	3.6

**Q1: How would you rate your level of satisfaction with living in Escambia County?**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	16	3.2	3.2
Somewhat dissatisfied	48	9.5	12.6
Neutral	144	28.5	41.1
Somewhat satisfied	146	28.9	70
Very satisfied	152	30	100
Total	506	100	
Missing	1		
Total	507		

**Q2: How would you rate the quality of life in your neighborhood?**

	Frequency	Valid Percent	Cumulative Percent
Very poor	14	2.8	2.8
Somewhat poor	35	6.9	9.7
Neutral	91	18	27.7
Somewhat good	175	34.7	62.4
Very good	190	37.6	100
Total	505	100	
Missing	2		
Total	507		

**Q3: How would you rate Escambia County government in terms of responsiveness to complaints?**

	Frequency	Valid Percent	Cumulative Percent
Very poor	49	13.1	13.1
Somewhat poor	69	18.4	31.5
Neutral	128	34.1	65.6
Somewhat good	89	23.7	89.3
Very good	40	10.7	100
Total	375	100	
Missing	132		
Total	507		

**Q4: How would you rate the professionalism of Escambia County Government?**

	Frequency	Valid Percent	Cumulative Percent
Very poor	14	3.2	3.2
Somewhat poor	32	7.3	10.5
Neutral	143	32.5	43
Somewhat good	151	34.3	77.3
Very good	100	22.7	100
Total	440	100	
Missing	67		
Total	507		

**Q5a: Rate your level of satisfaction with fire protection services**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	3	0.7	0.7
Somewhat dissatisfied	8	1.9	2.6
Neutral	18	4.3	7
Somewhat satisfied	110	26.4	33.4
Very satisfied	277	66.6	100
Total	416	100	
Missing	91		
Total	507		

**Q5b: Rate your level of satisfaction with streets (ease of travel by car)**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	38	7.7	7.7
Somewhat dissatisfied	86	17.3	25
Neutral	166	33.5	58.5
Somewhat satisfied	123	24.8	83.3
Very satisfied	83	16.7	100
Total	496	100	
Missing	11		
Total	507		

**Q5c: Rate your level of satisfaction with emergency medical services (ambulance)**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	5	1.3	1.3
Somewhat dissatisfied	2	0.5	1.8
Neutral	27	7	8.8
Somewhat satisfied	119	30.7	39.4
Very satisfied	235	60.6	100
Total	388	100	
Missing	119		
Total	507		

**Q5d: Rate your level of satisfaction with stormwater/drainage**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	52	11.1	11.1
Somewhat dissatisfied	58	12.3	23.4
Neutral	120	25.5	48.9
Somewhat satisfied	133	28.3	77.2
Very satisfied	107	22.8	100
Total	470	100	
Missing	37		
Total	507		

**Q5e: Rate your level of satisfaction with boat launch facilities**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	23	10.3	10.3
Somewhat dissatisfied	13	5.8	16.1
Neutral	50	22.4	38.6
Somewhat satisfied	68	30.5	69.1
Very satisfied	69	30.9	100
Total	223	100	
Missing	284		
Total	507		

**Q5f: Rate your level of satisfaction with parks and recreation facilities**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	16	3.8	3.8
Somewhat dissatisfied	32	7.6	11.4
Neutral	108	25.7	37.1
Somewhat satisfied	168	40	77.1
Very satisfied	96	22.9	100
Total	420	100	
Missing	87		
Total	507		

**Q5g: Rate your level of satisfaction with public beach accesses**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	25	6	6
Somewhat dissatisfied	53	12.7	18.7
Neutral	98	23.4	42.1
Somewhat satisfied	126	30.1	72.2
Very satisfied	116	27.8	100
Total	418	100	
Missing	89		
Total	507		

**Q5h: Rate your level of satisfaction with street maintenance**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	39	7.9	7.9
Somewhat dissatisfied	79	15.9	23.8
Neutral	167	33.7	57.5
Somewhat satisfied	149	30	87.5
Very satisfied	62	12.5	100
Total	496	100	
Missing	11		
Total	507		

**Q5i: Rate your level of satisfaction with mosquito control**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	77	16.1	16.1
Somewhat dissatisfied	57	11.9	28.1
Neutral	125	26.2	54.3
Somewhat satisfied	143	30	84.3
Very satisfied	75	15.7	100
Total	477	100	
Missing	30		
Total	507		

**Q5j: Rate your level of satisfaction with public transportation (Bus/ECAT)**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	35	13.4	13.4
Somewhat dissatisfied	48	18.3	31.7
Neutral	72	27.5	59.2
Somewhat satisfied	58	22.1	81.3
Very satisfied	49	18.7	100
Total	262	100	
Missing	245		
Total	507		

**Q5k: Rate your level of satisfaction with library services**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	22	5.8	5.8
Somewhat dissatisfied	24	6.3	12.2
Neutral	50	13.2	25.4
Somewhat satisfied	131	34.7	60.1
Very satisfied	151	39.9	100
Total	378	100	
Missing	129		
Total	507		

**Q5l: Rate your level of satisfaction with recreational programming**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	23	7.2	7.2
Somewhat dissatisfied	22	6.9	14.1
Neutral	89	27.8	41.9
Somewhat satisfied	110	34.4	76.3
Very satisfied	76	23.8	100
Total	320	100	
Missing	187		
Total	507		

**Q5m: Rate your level of satisfaction with County website**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	2	0.9	0.9
Somewhat dissatisfied	12	5.7	6.6
Neutral	45	21.3	28
Somewhat satisfied	81	38.4	66.4
Very satisfied	71	33.6	100
Total	211	100	
Missing	296		
Total	507		

**Q6: Rate your level of satisfaction with Escambia County's sheriff services**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	35	7.7	7.7
Somewhat dissatisfied	36	8	15.7
Neutral	82	18.1	33.8
Somewhat satisfied	153	33.8	67.7
Very satisfied	146	32.3	100
Total	452	100	
Missing	55		
Total	507		

**Q7: Do you feel speeding/traffic violations are regularly enforced in Escambia?**

	Frequency	Valid Percent	Cumulative Percent
No	222	45.3	45.3
Yes	268	54.7	100
Total	490	100	
Missing	17		
Total	507		

**Q8: Rate your level of satisfaction with the County's efforts to keep citizens informed about what the County is doing**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	35	7.2	7.2
Somewhat dissatisfied	66	13.6	20.8
Neutral	165	34	54.7
Somewhat satisfied	134	27.6	82.3
Very satisfied	86	17.7	100
Total	486	100	
Missing	21		
Total	507		

**Q9: Where do you get most of your information about Escambia County?**

	Frequency	Valid Percent	Cumulative Percent
County website	24	4.7	4.7
The Commissioner's District newsletter	5	1	5.7
Word of mouth	32	6.3	12.1
Escambia Library	1	0.2	12.3
Local newspapers	211	41.7	54
Local TV/radio	216	42.7	96.6
Other	17	3.4	100
Total	506	100	
Missing	1		
Total	507		

**Q10: Have you ever applied for a building permit or had a building inspected by the County's Building Department?**

	Frequency	Valid Percent	Cumulative Percent
No	316	62.5	62.5
Yes	190	37.5	100
Total	506	100	
Missing	1		
Total	507		

**Q11: Rate your level of satisfaction with the County's Building Department**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	13	7.2	7.2
Somewhat dissatisfied	20	11	18.2
Neutral	28	15.5	33.7
Somewhat satisfied	56	30.9	64.6
Very satisfied	64	35.4	100
Total	181	100	
Missing	326		
Total	507		

**Q12: Rate your level of satisfaction with County code enforcement**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	33	7.7	7.7
Somewhat dissatisfied	36	8.4	16.1
Neutral	89	20.8	36.9
Somewhat satisfied	142	33.2	70.1
Very satisfied	128	29.9	100
Total	428	100	
Missing	79		
Total	507		

**Q13a: Code violation rank order: Bulk trash in swale or right of way**

Rank:	Frequency	Valid Percent	Cumulative Percent
first	129	29.4	29.4
second	82	18.7	48.1
third	69	15.7	63.8
fourth	61	13.9	77.7
fifth	45	10.3	87.9
sixth	53	12.1	100
Total	439	100	
Missing	68		
Total	507		

**Q13b: Code violation rank order: Work done without permits**

Rank:	Frequency	Valid Percent	Cumulative Percent
first	40	9.5	9.5
second	45	10.7	20.3
third	37	8.8	29.1
fourth	58	13.8	43
fifth	109	26	69
sixth	130	31	100
Total	419	100	
Missing	88		
Total	507		

**Q13c: Code violation rank order: Overgrown lawns**

Rank:	Frequency	Valid Percent	Cumulative Percent
first	28	6.5	6.5
second	76	17.5	24
third	93	21.4	45.4
fourth	90	20.7	66.1
fifth	78	18	84.1
sixth	69	15.9	100
Total	434	100	
Missing	73		
Total	507		

**Q13d: Code violation rank order: Junk car or boats**

Rank:	Frequency	Valid Percent	Cumulative Percent
first	73	16.9	16.9
second	90	20.9	37.8
third	106	24.6	62.4
fourth	89	20.6	83.1
fifth	47	10.9	94
sixth	26	6	100
Total	431	100	
Missing	76		
Total	507		

**Q13e: Code violation rank order: House in disrepair (needs painting, etc.)**

Rank:	Frequency	Valid Percent	Cumulative Percent
first	94	21.9	21.9
second	89	20.7	42.6
third	72	16.7	59.3
fourth	79	18.4	77.7
fifth	67	15.6	93.3
sixth	29	6.7	100
Total	430	100	
Missing	77		
Total	507		

**Q13g: Code violation rank order: Roaming animals**

Rank:	Frequency	Valid Percent	Cumulative Percent
first	98	22.5	22.5
second	54	12.4	34.9
third	54	12.4	47.4
fourth	45	10.3	57.7
fifth	71	16.3	74
sixth	113	26	100
Total	435	100	
Missing	72		
Total	507		

**Q13f: Code violation rank order: Other**

Rank:	Frequency	Valid Percent	Cumulative Percent
first	11	73.3	73.3
second	2	13.3	86.7
third	2	13.3	100
Total	15	100	
Missing	492		
Total	507		

**Q15: Rate your level of satisfaction with the County's preparation for and response to hurricanes**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	12	2.5	2.5
Somewhat dissatisfied	10	2.1	4.6
Neutral	54	11.4	16
Somewhat satisfied	174	36.6	52.6
Very satisfied	225	47.4	100
Total	475	100	
Missing	32		
Total	507		

**Q16: What do you believe is the most important challenge facing Escambia?**

	Frequency	Valid Percent	Cumulative Percent
Managing growth	78	15.7	15.7
Transportation	32	6.4	22.1
Building and maintaining a sense of community	23	4.6	26.7
Attracting jobs and economic development	226	45.4	72.1
Affordable housing	89	17.9	90
Access to waterways	3	0.6	90.6
Other	47	9.4	100
Total	498	100	
Missing	9		
Total	507		

**Q20: How satisfied are you with the overall quality of the job that the County is doing?**

	Frequency	Valid Percent	Cumulative Percent
Very dissatisfied	8	1.6	1.6
Somewhat dissatisfied	34	6.9	8.5
Neutral	166	33.5	41.9
Somewhat satisfied	224	45.2	87.1
Very satisfied	64	12.9	100
Total	496	100	
Missing	11		
Total	507		

**Q21: How many years have you lived in Escambia?**

	Frequency	Valid Percent	Cumulative Percent
0 to 2 years	45	8.9	8.9
3 to 6 years	62	12.3	21.3
7 to 10 years	44	8.7	30
11 to 20 years	99	19.7	49.7
21 to 40 years	116	23.1	72.8
More than 40 years	137	27.2	100
Total	503	100	
Missing	4		
Total	507		

**Q23: Do you own or rent your residence?**

	Frequency	Valid Percent	Cumulative Percent
Own	416	82.1	82.1
Rent	84	16.6	98.6
Refused to answer	7	1.4	100
Total	507	100	

**Q25: Which of the following age ranges do you fall into?**

	Frequency	Valid Percent	Cumulative Percent
18 - 35 years	70	14.1	14.1
36 - 55 years	130	26.3	40.4
56 - 65 years	114	23	63.4
Over 65	181	36.6	100
Total	495	100	
Missing	12		
Total	507		

**Q26: What is the highest degree or level of school you have completed?**

	Frequency	Valid Percent	Cumulative Percent
Less than high school	44	8.7	8.7
High school diploma or GED	118	23.3	32
Some college or AA degree	180	35.5	67.5
College degree or higher	160	31.6	99
Refused to answer	5	1	100
Total	507	100	

**Q27: What is your present marital status?**

	Frequency	Valid Percent	Cumulative Percent
Now married	318	62.7	62.7
Divorced	50	9.9	72.6
Never married	65	12.8	85.4
Widowed	59	11.6	97
Separated	6	1.2	98.2
Don't know	1	0.2	98.4
Refused to answer	8	1.6	100
Total	507	100	

**Q27a: Which of the following ethnic groups best describes your race?**

	Frequency	Valid Percent	Cumulative Percent
African American/Black	58	11.4	11.4
Asian/Pacific Islander	7	1.4	12.8
Hispanic/Latino	3	0.6	13.4
Native American	13	2.6	16
Caucasian/White	399	78.7	94.7
Other	14	2.8	97.4
Don't know	2	0.4	97.8
Refused to answer	11	2.2	100
Total	507	100	

**Q28: Which category best describes your total household income?**

	Frequency	Valid Percent	Cumulative Percent
Under \$10,000	28	5.5	5.5
\$10,000 - \$14,999	22	4.3	9.9
\$15,000 - \$24,999	33	6.5	16.4
\$25,000 - \$34,999	60	11.9	28.3
\$35,000 - \$49,999	77	15.2	43.5
\$50,000 - \$74,999	72	14.2	57.7
\$75,000 - \$99,999	51	10.1	67.8
\$100,000 - \$149,999	35	6.9	74.7
\$150,000 - \$199,999	7	1.4	76.1
\$200,000 or more	5	1	77.1
Don't know	37	7.3	84.4
Refused to answer	79	15.6	100
<b>Total</b>	506	100	
Missing	1		
<b>Total</b>	507		

**Gender**

	Frequency	Valid Percent	Cumulative Percent
F	304	60	60
M	203	40	100
<b>Total</b>	507	100	

**Escambia County Community Survey  
On Service, Image and Quality of Life  
Verbatim Comments**

Fielded

11/5/2007 - 11/30/2007

Data Collection

By



Tabulation and Analysis by  
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