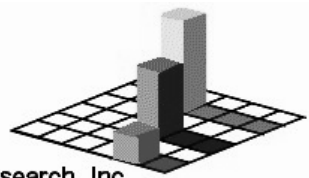


2006 VOLUSIA COUNTY CITIZENS SURVEY

SPRING 2006

Prepared for The County of Volusia Council

by:



Mid-Florida Marketing & Research, Inc.

MISSION

The primary purpose of the Volusia County Citizen Survey (VCCS) is to produce statistically valid information regarding customer satisfaction with services provided by County of Volusia Government, and to track (over time) any changes in that satisfaction.

The survey was first conducted in 1993 and provided baseline data; the 1994, 1995, 1999, and 2006 surveys measure change since that time.

The survey provides data within Volusia County by region (Northwest, Southwest, Northeast, Southeast, and Deltona) and by incorporated and unincorporated areas.

METHODOLOGY

The Volusia County Citizens Survey strategy is replicable over future years and provides accurate, intelligible information regarding the county's many constituencies and their perceptions of County of Volusia Government services.

Development and refinement of the initial survey was accomplished by Volusia County department heads, with assistance from the Stetson Institute for Social Research. The 1993 survey was conducted by the institute.

Mid-Florida Marketing & Research, Inc. conducted the survey in 1994, 1995, 1999, 2001, and 2006.

The original survey instrument has been utilized, and in 2006 questions were added regarding transportation and roads.

The original random telephone call sample plan continues to be used.

More than 1200 telephone interviews were conducted from the firm's Ormond Beach field office, by experienced, professional interviewers. Respondents were 18 years or over.

Data was analyzed using SurveyGold software specifically designed for survey analyses and routinely conducts standard tests of validity and provides capability for unlimited cross-tabulations (comparisons) of the data.

EXECUTIVE SUMMARY

The majority of Volusia County residents:

- 89% believe Volusia County is an excellent place to live
- 91% believe the overall quality of Volusia County services are good to excellent
- About half say their quality of life in Volusia County has stayed about the same since they've lived here
- However, they are evenly split over whether their quality of life will improve, stay the same or decline in the next five years. That is consistent with national trends regarding quality of life.

Regarding specific services, with the exception of “regulating development and construction” and “services to needy families & poor persons”, fewer residents rated the following services poor:

SERVICE	% POOR 2006	AVG % POOR PREVIOUS
Fire protection	1	1.75
Garbage collection	2	7.75
Regulating development & construction	44	18
Law enforcement by Sheriff	2	4.25
County recreation programs	1	3.25
County parks	1	2
Bldg. new roads	4	8
Road maintenance	4	9.5
Libraries	Tr.	1.75
Environmental protection services	3	6.5
Services to needy families & poor persons	9	5.5
Operating Volusia County beaches	7	17.25
Operating Volusia County airport	13	15.5
Public transportation (Votran)	4	8.5
Automobile tag & title services	Tr.	2
Ambulance service	Tr.	2
Economic development	12	10.5

Regarding combining Fire & Rescue services, most do not have concerns about those services and most do not believe it would result in better services to their community.

Most believe Volusia County Council meetings should be televised; about a third would watch. Some would also watch programs on public safety, environment and ECHO tourism.

The majority (82%) of residents are cable TV users and 16% have satellite or dishes.

County web site use has increased; as have the number of residents who have access to the Internet.

The county website is rated (by those visiting the site) at 91% good to excellent; county ECHO tourism web site is rated at 81% good to excellent; Flydaytonafirst.com is rated at 64% good to excellent and Floridabusiness.org is rated at 79% good to excellent.

Visits to Volusia County beaches have increased significantly, to more than double. Visitors are about evenly split between those who seek out traffic free areas and those who park in any area.

Two-thirds of residents would not support a 1/2 cent sales tax increase to pay for off beach parking and/or regional parks.

Three quarters of the residents have received the Volusia County Emergency Management Annual Disaster Preparedness Guide and most consider it useful.

The vast majority (90%) believe they personally have adequate disaster preparedness/planning information.

In order to pay for water supplies, the largest group, nearly half, would support a user fee on water bills based on gallons used. The next large group, about a third, support an impact fee on new construction. Least palatable was using property taxes followed by using sales tax.

While most believe growth management doesn't affect them personally; the majority believe the county should place more emphasis on it. And, more than half would not accept a greater concentration of residents in their city if it meant that undeveloped environmentally significant land would remain undeveloped.

When asked which Volusia County services they like the most, half said all services were satisfactory; this was followed by (18%) libraries.

When asked which services they liked the least, most (22%) said none, then (18%) taxes, then (7% each) traffic and cars on the beach and the education system.

Residents believe Volusia County’s greatest assets are (31%) quality of life, (23%) beaches, (21%) weather and (13%) open spaces.

Verification Demographics

Survey demographics reflect the geographic distribution, age, racial/ethnic characteristics and gender of Volusia County.

	County %*	Survey %
Race/Ethnicity		
White, non-Hispanic	86	88
Hispanic	7	7
African-American, non-Hispanic	9	4
Asian	1	Trace
American Indian	Trace	0
Refused	0	1
Gender		
Female	51	57
Male	49	43

*Source: United States Census

Significant Findings

County Wide

Primary Reasons Respondents Moved To Volusia County					
Reason	2006%	2001%	1999%	1995%	1994%
Employment opportunity	22	21	22	24	16
To be near family/friends	16	19	18	24	21
Good place to retire	14	14	11	18	24
Climate	8	15	10	18	24

The average Volusia County respondent has lived here for 15 years.

RATINGS OF VOLUSIA COUNTY					
Factor	2006 %	2001 %	1999 %	1995 %	1994 %
Overall place to live	89	86	87	83	75
Quality of life improved	19	44	44	36	33
Quality of life grown worse	23	14	12	25	24
Quality of life will improve	23	39	50	48	46
Quality of life will grow worse	28	14	13	25	19
Overall quality of govt. services (good to excellent)	91	80	74	79	73
Fire protection poor	1	2	1	3	1
Garbage collection poor	2	7	5	10	9
Regulating development & construction poor	44	21	9	13	29
Law enforcement by Sheriff poor	2	3	3	4	7
County recreation programs poor	1	1	2	4	6
County parks poor	1	1	1	2	3
Building new roads poor	4	6	7	10	9
Road maintenance poor	4	7	8	8	15
Libraries poor	Trace	1	1	2	3
Environmental protection services poor	3	7	5	4	9
Services to needy families & persons poor	9	4	5	4	9
Operating Volusia County beaches poor	7	18	9	15	27
Operating Volusia County airport poor	13	31	23	4	4
Public transportation (Votran) poor	4	5	5	6	18
Automobile tag & title services poor	1	3	4	6	10
Ambulance service poor	Trace	3	1	1	3
Economic development poor	12	14	7	na	na

Ocean Center poor	2	7	4	na	na
-------------------	---	---	---	----	----

Reasons for Rating Services Poor	
Reasons	Percent
Fire Protection Services	
Poor response time	50
Inadequate	50
Garbage Collection	
Poor service in general	67
Frequency of pickup	33
Regulating Development & Construction	
Too much building/ Overdevelopment	40
Poor regulation in general	36
Poor or inadequate building codes	13
Paperwork	10
Need more thought for new buildings	1
Law Enforcement by Volusia County Sheriff's Office	
Poor enforcement in general/poor job	43
Not people friendly	26
Too long to respond to calls	9
Corrupt/false arrests	9
Need better trained people	9
Need more police	4
County Recreation Programs	
Need more programs for children	38
Need more programs for senior citizens	29

Reasons for Rating Services Poor	
Reasons	Percent
Nothing to do	19
All involve money/Should be free	14
County Parks	
Need more parks	42
Need better upkeep/update equipment	25
Not safe	17
Too expensive	8
Need parks on the beach	8
Building New Roads	
Not keeping up with the amount of traffic	84
No new roads near me	7
Takes too long to build	5
Money wasted/poor planning	4
Road Maintenance	
Roads in bad shape/ Need paving	91
Roads flooding	6
Lines are faded/ can't see white lines	3
County Libraries	
None available in my area/ Need more	66
Need more books/materials for children	33
Environmental Protection Services	
Doing poor job in general	35
Too much growth for water supply	28
Using up wetlands	17

Reasons for Rating Services Poor	
Reasons	Percent
Too many rules/regulations	13
Spills/pollution	3
Need to clean up beach	2
Killing manatees on the river	2
Need more mosquito control	1
Damage to trees in Tomoka State Park	1
Services to Needy Families and Persons	
Not enough for poor people	40
Need a better system	34
Office people don't care/ poor service	24
Takes too long to get help	2
Operating Volusia County Beaches	
Need improvement in all phases	29
Should be free/ Too expensive	29
Shouldn't be any traffic free zones	23
Too much pollution	13
Get rid of cars	5
Beaches belong to people not turtles/motel owners/condos	1
Operating Daytona Beach International Airport	
High prices/ Too expensive	33
No flights/ Need more airlines	32
Parking too expensive	24
Inconvenient	8
Very poor in general	2

Reasons for Rating Services Poor	
Reasons	Percent
Poor parking	1
Poor maintenance	Trace
Too many employees not working	Trace
VOTRAN Public transportation	
Not enough buses/ Takes too long	33
Needs to cover more area	37
Poor service	24
Expand hours of operation	2
Never on time	1
Automobile Tag & Title Services	
Too long lines/ Takes too long	43
Service poor in general	43
Fees too high to get a new tag	14
Ambulance Service	
Too expensive	Trace
Economic Development	
Need better paying jobs in the area	46
No new/better industries coming in	43
Too much development	10
Taxes/Cost of living too high	1
Ocean Center	
Parking fees too expensive	23
Nothing ever good there	20
Too small/ Poor planning	13

Reasons for Rating Services Poor	
Reasons	Percent
Need more concerts	10
Need more conventions	10
Too expensive to attend events	10
Poor parking	10
Difficult going there	4

Strongly agree, Agree, Neither agree or disagree, Disagree, Strongly disagree, or don't know to each of the following statements:						
Statement	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Traffic congestion is a problem in Volusia County.	5	32	20	39	2	2
Traffic congestion is a problem in my city or area.	5	34	9	50	2	Trace
Traffic congestion impacts my activities.	3	10	13	73	5	0
Volusia County roads are generally in good repair.	Trace	79	14	4	1	1
City streets are generally in good repair.	1	84	11	4	1	1
Mass transit systems (like buses, commuter rail, etc.) are very important to me.	3	12	4	77	1	3
When the Main Street or Orange Avenue bridge in Daytona Beach close for repairs this creates a problem for me.	1	7	2	85	4	1
Permanent closure of the Main Street or Orange Avenue bridge would create a problem for me.	4	12	2	76	4	1
Sidewalks are important in a community.	8	73	15	4	0	0

Sidewalks and trails should be part of our county's transportation system.	6	56	8	3	1	27
Sidewalks in my area are adequate.	1	85	4	9	1	Trace

Since property taxes are not used for roads or sidewalks, how should our county pay for improvements to these systems?

Reason	Percent
Gas taxes	67
Sales tax	14
No increase	5
Utility tax	4
Special assessments	3
Impact fees	1
Lottery	1
City tax	1
Money from Federal Government	1
Budget money so no new taxes	1
Cigarette tax/liquor tax	1
Auto registration fee	Trace
Cut back on spending	Trace
Deed transfers and mortgage taxes	Trace
Flat tax	Trace
General funds	Trace
Luxury tax	Trace
Mill levy	Trace
Property tax	Trace
Road tax	Trace
Specific road tax	Trace
Stop building	Trace
Take money from General Fund, should be a budget item	Trace

Tax tourists more	Trace
Use bonds	Trace
Don't know	14

Would you support a ½ cent sales tax for road and sidewalk projects if the 5 cent local gas tax were repealed?	
Improvements	%Total
Yes	43
No	57

On a scale of 1 – 5, with 1 being the most important and 5 the least, rate the priority for each of the following transportation improvements:						
Improvements	Most important %	Important %	Neither important nor unimportant %	Not important %	Least important %	Don't know %
Building new roads.	11	26	37	14	9	2
Road resurfacing.	40	31	24	3	2	Trace
Building sidewalks and pedestrian trails.	18	19	24	13	5	1
Building bike trails.	20	16	31	18	14	2
Replacing or building new bridges.	13	14	38	18	12	7

How likely would you be to use commuter rail?						
Improvement	Very likely %	Likely %	Neither likely or unlikely %	Very unlikely %	Unlikely %	Don't know %
Commuter rail.	8	15	28	25	23	1

On a scale of 1 – 5, with 1 being the most important and 5 the least, rate the priority for each of the following transportation improvements:						
Improvements	Most important %	Important %	Neither important nor unimportant %	Not important %	Least important %	Other/what? %
Other transportation improvement.	9	7	34	12	18	20

Comments

1 - Most important
 better bus system
 better routes on buses
 commuter rail with sufficient parking
 improve street signs and numbers on buildings -Port Orange
 less speed bumps
 more flights into Daytona Beach -- traffic light at Lemon Bluff Road and #415
 need better bus routes and schedules
 rail service
 rail transportation

2 - Important
 airport -
 anything that will improve congestion in area where growth is "rampant"
 better lighting and traffic lighting
 commuter rail to Orlando
 go to Orlando, not #4
 rail system
 taxi service in Deltona -- for handicap and disabled

3 – Neither important nor unimportant
 commuter train

4 - Unimportant
 alternate transportation
 educate senior drivers
 road landscaping

5 - Least important
 better bus service
 mass transportation systems
 restrict development so roads are not crowded

Other/what?
 airport transportation out of Daytona
 airport with more flights

better bus service
 better bus service -- more routes for senior citizens
 better info on bus system
 buses should run on Sunday in New Smyrna
 don't know
 law enforcement of bad drivers
 stop light cameras
 taxis should be available

Strongly agree, Agree, Neither agree or disagree, Disagree, Strongly disagree, or don't know to each of the following statements:						
Statement	Strongly Agree %	Agree %	Neither agree or disagree %	Disagree %	Strongly disagree %	Don't know %
I have concerns about fire/rescue and emergency medical services in my community.	15	31	15	36	3	1
Combining fire/rescue services under one countywide program would provide better services for my neighborhood.	2	14	11	32	4	37
Combining fire/rescue services under one countywide program would result in lower costs.	1	16	12	15	1	56
Combining fire/rescue services in one countywide program would result in decreased safety and service.	4	30	9	19	Trace	39
Combining fire/rescue services in one countywide program would result in too many lost jobs.	1	6	19	10	Trace	65
Combining fire/rescue services in one countywide program would result in higher costs.	1	7	16	11	1	65

Meetings of the Volusia County Council:				
Statement	Yes %	Maybe %	No %	Don't know %
Should the Volusia County Council meetings be televised?	50	0	27	23
Would you watch?	30	31	30	9

Would you watch other county provided television programs?	
Programs	Percent
Public Safety	26
Environment	20
Echo tourism	8
Governance/elections/politics	Trace
School Board	Trace
If announced beforehand/if interesting	Trace

What type of television service do you have?	
Service	Percent
Cable TV subscriber	82
Satellite/Dish subscriber	16
Traditional antenna	1
High definition TV signal subscriber	1

Web Site Use:			
Site Used	Percent Used 2006	Percent Used 2001	Percent Used 1999
County web site	30	21	11
County Echo Tourism web site	6	2	2
Flydaytonafirst.com web site	4	2	4
No Access	25	48	64
Have Access, Haven't Visited	33	31	24

Web Site Ratings:			
(for those who have used the site)			
Site Used	Percent Rate Is Good to Excellent 2006	Percent Rate Is Good to Excellent 2001	Percent Rate Is Good to Excellent 1999
County web site	91	84	81
County Echo Tourism web site	81	74	76
Flydaytonafirst.com web site	64	52	64
Floridabusiness.org (economic development) web site	79	Na	Na

Predominant Reasons Why People Haven't Visited the Sites:(for those with access)			
Reason	Percent 2006	Percent 2001	Percent 1999
No need/not interested	36	34	38
Didn't know about them	27	13	32
Too busy	16	na	na
Not very computer literate	11	na	na
Don't know	Trace	40	13

Of those with access, 36% have access at home.

Of those with access, 68% have made a purchase or transacted other business (such as banking) using the internet.

Echo-Tourism:

The median number of visits (residents) made to Volusia County beaches in the past two years was 19.66 compared to 8.83 in the 2001 survey.

When visiting Volusia County beaches, do you seek out traffic-free zones or park in any area?	
(for those who have visited the beach in the past two years)	
	Percent
Any area	58
Traffic free zones	42

Would you support a 1/2 cent sales tax increase to pay for off beach parking and/or regional parks?	
	Percent
Yes	32
No	68

Volusia County Emergency Management services:

Have you received the Volusia County Emergency Management Annual Disaster Preparedness Guide?	
	Percent
Yes	74
No	26

Is this publication very useful, useful, neither useful nor not useful, somewhat useful, not useful or no opinion/don't know in your emergency planning?	
	Percent
Very useful	16
Useful	55
Neither useful nor not useful	23
Somewhat useful	4
Not useful	1
No opinion/don't know	2

Do you feel that you personally have adequate disaster preparedness/planning information?	
	Percent
Yes	90
No	1
Don't know	9

Water Supply:

<p>The funding of new, alternative drinking water supplies will require millions of dollars in capital investment countywide. Please rank the following water supply funding options as the fairest and best way to pay for supply, with 1 being the most preferred method, and 5 being the least preferred method.</p>						
Statement	Most preferred %	Preferred %	Neither preferred nor not preferred %	Not preferred %	Least preferred %	Don't know %
Using property taxes:	3	2	14	6	64	10
Using sales taxes:	6	8	26	9	45	7
Using a user fee on water bills based on gallons used:	35	14	23	3	16	9
Using a user fee on public or private wells based on meter size:	17	14	31	3	17	18
Using an impact fee on new construction:	29	8	25	5	14	18

Growth Management:

On a scale of 1 – 5, with 1 being very important, how important is a growth management program to your quality of life?						
Improvements	Very important %	Important %	Neither important nor unimportant %	Not important %	Least important %	Other/what? %
Growth management program:	9	7	34	12	18	20

Do you think the county should place more emphasis on growth management?	
	Percent
Yes	61
No	4
Don't know	35

Would you accept a greater concentration of residents in your city if it meant that undeveloped, environmentally significant land would remain undeveloped?	
	Percent
Yes	21
No	56
Don't know or have no opinion	23

Government Services:

What Volusia County government services do you like the most?	
	Percent
All services are satisfactory	51
Libraries	18
Ambulance service	12
Parks	11
Law enforcement/Sheriff's office	10
Beaches	8
Fire protection	4
Recreation programs	4
Garbage collection	1
Public transportation	1
Roads/road services	1
Education	1
Environmental services	1
Adult programs	Trace
Airport	Trace
Animal Control	Trace
Auto Tag and Title Services	Trace
Cultural events	Trace
Health services	Trace
Recycling programs	Trace
Visiting nurse	Trace
Water Management	Trace

None	Trace
No opinion/don't know	21

What Volusia County government services do you like the least?	
	Percent
None	22
Taxes	18
Traffic	7
Cars on the beach	7
Education system	7
Water Management	6
Airport	5
Economic Development	5
Traffic free zones on the beach	4
Social services	4
Beach/beach management	3
Road building/improvement programs	3
Public transportation	2
Environmental protection	1
Law enforcement/Sheriff's Office	1
Ocean Center	1
Garbage services	1
All services unsatisfactory	1
County Council	Trace
Elected officials	Trace
Fire Department	Trace
Growth management	Trace

Hospitals	Trace
Don't know	38

What do you think are Volusia County's greatest assets?	
	Percent
Quality of life	31
Beaches	23
Weather	21
Open spaces	13
Job base	3
Educational system	2
Diverse communities	1
Recreation	Trace
Cultural	Trace
Tourism	Trace
Nothing	Trace

What is the highest grade or level of schooling you have completed?	
	Percent
High school	49
Junior or community college (2 year degree)	18
College (4 year degree)	18
Post secondary vocational or technical school	8
Graduate or professional degree	4
Grades 9-11	3
Grade school (grades 1-8)	Trace

Refused	Trace
---------	-------

What is your current employment status?	
	Percent
Employed full time	42
Retired	39
Employed part time	9
Unemployed not looking for work (i.e. housewife, student, disabled, ...)	8
Unemployed looking for work	1
Refused	Trace

What is the occupation of the primary wage earner of the household?	
	Percent
Professional/self-employed	27
Mid-range white collar	25
Clerical	17
Skilled labor	14
Semi-skilled labor	8
Unskilled labor	1
Military	Trace
Refused	7

Into what age group do you fall?	
	Percent
65 or over	38
40 – 64	30
30 – 39	22
18 – 29	11
Refused	Trace

DATA ANALYSIS

Incorporated vs. Unincorporated

1. Do you live inside (incorporated) or outside (unincorporated) the city limits of a town or city?

	% of Total	% Incorporated	% Unincorporated
Incorporated	72	100	0
Unincorporated	28	0	100

2. Are you a resident of Volusia County?

	% of Total	% Incorporated	% Unincorporated
Yes	100	100	100
No	0	0	0

3. How many years have you lived in Volusia County?

	Total	Incorporated	Unincorporated
Mean Years	15	15	17

6. If you moved here from somewhere else in the past year, where did you move from?

	# of Total	# Incorporated	# Unincorporated
Florida	16	11	5
New York	6	3	3
Pennsylvania	3	3	0
New Jersey	2	2	0
Connecticut	1	1	0
Michigan	1	1	0
Texas	1	1	0

7. What was your primary reason for moving to Volusia County?

	% of Total	% Incorporated	% Unincorporated
Employment opportunity	22	24	10
To be near family/friends	16	15	23
Good place to retire	14	15	9
Climate	8	8	8
Business opportunity	7	7	4
Cost of housing	7	6	10
Lived here all of my life	7	6	9
Personal reasons	4	4	4
Educational opportunity	3	3	1
Family moved here	3	3	5
Good place to live in general	3	3	4
Less traffic/population	3	2	6
Community reputation	2	2	4
Beach	1	1	1
Health reasons	1	1	1
Overall cost of living	1	Trace	Trace

	% of Total	% Incorporated	% Unincorporated
Environment (i.e. clean, healthy, ...)	Trace	0	1
Golf	Trace	Trace	0
Good place to raise children	Trace	Trace	1

8. Would you accept a greater concentration of residents in your city is it meant that undeveloped, environmentally significant land would remain undeveloped?

	% of Total	% Incorporated	% Unincorporated
Yes	21	21	18
No	56	54	66
Don't know or have no opinion	23	25	16

9. What do you think are Volusia County's greatest assets?

	% of Total	% Incorporated	% Unincorporated
Quality of life	31	34	27
Beaches	23	25	21
Weather	21	23	18
Open spaces	13	11	30
Job base	3	3	2
Educational system	2	2	1
Diverse communities	1	1	0
Recreation	1	1	1
Tourism	1	Trace	0
Don't know	Trace	0	1

10. Overall, would you rate Volusia County as an excellent, good, fair, or poor place to live?

	% of Total	% Incorporated	% Unincorporated
Excellent	30	30	30
Good	59	60	55
Fair	9	9	14
Poor	1	1	2
Don't know/No response	Trace	Trace	0

11. During the time you have lived in Volusia County, would you say the overall quality of life for someone living in Volusia County has improved, stayed about the same, or grown worse?

	% of Total	% Incorporated	% Unincorporated
Improved	19	20	15
Stayed about the same	56	56	58
Grown worse	23	23	24
Don't know/No response	1	1	3

12. In the next five years, do you think Volusia County will become a better place to live, a worse place to live, or do you think it will stay about the same?

	% of Total	% Incorporated	% Unincorporated
Better	23	24	15
Worse	28	27	37
Stay the same	27	28	25
Don't know/No response	22	21	24

13. Next, I'd like to ask your opinions on the quality of County of Volusia Government Services ...now remember, we're only talking about those services provided by the County of Volusia, and not those services provided by any city government...would you say the overall quality of County of Volusia government services are excellent, good, fair or poor?

	% of Total	% Incorporated	% Unincorporated
Excellent	7	7	7
Good	84	85	77
Fair	9	8	15
Poor	Trace	0	1
Don't know/No response	Trace	1	0

14-49. Now, I'd like to ask you to rate some specific County of Volusia government programs. For each service that I mention, please tell me if you think the County of Volusia government is providing excellent, good, fair, or poor service, or whether you don't know or have no opinion.

Fire Protection Services	% of Total	% Incorporated	% Unincorporated
Excellent	5	0	35
Good	8	0	58
Fair	Trace	0	2
Poor	Trace	0	1
Don't know/No response	1	0	4

Garbage Collection	% of Total	% Incorporated	% Unincorporated
---------------------------	-------------------	-----------------------	-------------------------

Garbage Collection	% of Total	% Incorporated	% Unincorporated
Excellent	3	0	21
Good	10	0	74
Fair	Trace	0	3
Poor	Trace	0	2
Don't know/No response	0	0	0

Regulating Development & Construction	% of Total	% Incorporated	% Unincorporated
Excellent	0	0	0
Good	2	0	14
Fair	5	0	32
Poor	6	0	44
Don't know/No response	1	0	9

Law Enforcement by Volusia County Sheriff's Office	% of Total	% Incorporated	% Unincorporated
Excellent	25	25	28
Good	46	47	46
Fair	4	4	5
Poor	2	1	4
Don't know/No response	23	24	18

County Recreation Programs	% of Total	% Incorporated	% Unincorporated
Excellent	18	19	13
Good	38	38	35
Fair	4	4	5

County Recreation Programs	% of Total	% Incorporated	% Unincorporated
Poor	1	1	2
Don't know/No response	39	37	46

County Parks	% of Total	% Incorporated	% Unincorporated
Excellent	32	34	22
Good	50	49	56
Fair	4	3	7
Poor	1	2	1
Don't know/No response	13	13	14

Building New Roads	% of Total	% Incorporated	% Unincorporated
Excellent	3	4	2
Good	57	59	45
Fair	33	31	41
Poor	4	4	9
Don't know/No response	3	3	4

Road Maintenance	% of Total	% Incorporated	% Unincorporated
Excellent	6	7	0
Good	65	66	55
Fair	24	23	34
Poor	4	4	9
Don't know/No response	1	1	3

County Libraries	% of Total	% Incorporated	% Unincorporated
Excellent	42	44	32
Good	49	48	52
Fair	2	1	3
Poor	Trace	Trace	1
Don't know/No response	8	7	13

Environmental Protection Services	% of Total	% Incorporated	% Unincorporated
Excellent	6	7	5
Good	65	67	56
Fair	9	8	14
Poor	3	3	6
Don't know/No response	17	16	19

Services to Needy Families & Persons	% of Total	% Incorporated	% Unincorporated
Excellent	1	1	0
Good	26	27	24
Fair	17	17	15
Poor	9	9	12
Don't know/No response	47	46	50

Operating Volusia County Beaches	% of Total	% Incorporated	% Unincorporated
Excellent	29	31	18
Good	43	45	36
Fair	4	4	6
Poor	7	6	12

Operating Volusia County Beaches	% of Total	% Incorporated	% Unincorporated
Don't know/No response	16	14	29

Operating Daytona Beach International Airport	% of Total	% Incorporated	% Unincorporated
Excellent	6	7	2
Good	32	32	31
Fair	26	27	18
Poor	13	14	13
Don't know/No response	23	21	37

VOTRAN Public Transportation	% of Total	% Incorporated	% Unincorporated
Excellent	4	4	3
Good	39	40	29
Fair	13	13	12
Poor	4	3	8
Don't know/No response	41	39	49

Automobile Tag & Title Services	% of Total	% Incorporated	% Unincorporated
Excellent	17	17	14
Good	77	78	71
Fair	2	2	6
Poor	1	Trace	3
Don't know/No response	4	3	6

Ambulance Services	% of Total	% Incorporated	% Unincorporated
Excellent	39	40	34
Good	37	37	39

Ambulance Services	% of Total	% Incorporated	% Unincorporated
Fair	1	1	3
Poor	Trace	Trace	0
Don't know/No response	23	22	25

Economic Development	% of Total	% Incorporated	% Unincorporated
Excellent	3	3	0
Good	42	43	38
Fair	33	32	34
Poor	12	11	15
Don't know/No response	11	11	14

Ocean Center	% of Total	% Incorporated	% Unincorporated
Excellent	6	6	2
Good	41	42	32
Fair	9	9	9
Poor	2	2	2
Don't know/No response	43	41	55

14-49. Why do you feel this service is poor?

Reasons for Rating Services Poor			
Reasons	% of (n) Respondents	% Inc.	% Uninc.
Fire Protection Services			
Poor response time	Trace	0	50
Inadequate	Trace	0	50
Garbage Collection			
Poor service in general	Trace	0	67

Reasons for Rating Services Poor			
Reasons	% of (n) Respondents	% Inc.	% Uninc.
Frequency of pickup	Trace	0	33
Regulating Development & Construction			
Too much building/ Over development	6	0	40
Poor regulation in general	5	0	36
Poor or inadequate building codes	2	0	12
Paperwork	1	0	10
Need more thought for new buildings	Trace	0	1
Law Enforcement by Volusia County Sheriff's Office			
Poor enforcement in general/poor job	1	40	40
Not people friendly	1	33	13
Corrupt/false arrests	Trace	16	0
Too long to respond to calls	Trace	0	25
Need better trained people	Trace	0	25
Need more police	Trace	11	0
County Recreation Programs			
Need more programs for children	1	44	20
Need more programs for senior citizens	1	31	20
Nothing to do	1	19	20
All involve money/Should be free	Trace	6	40
County Parks			
Need more parks	1	50	50
Need better upkeep/update equipment	Trace	20	0
Not safe	Trace	10	50
Need parks on the beach	Trace	10	0
Too expensive	Trace	10	0
Building New Roads			
Not keeping up with the amount of traffic	4	82	89
Money wasted	Trace	5	11
Takes too long to build	Trace	7	0
No new roads by me	Trace	9	0

Reasons for Rating Services Poor			
Reasons	% of (n) Respondents	% Inc.	% Uninc.
Road Maintenance			
Roads in bad shape/ Need paving	4	91	90
Roads flooding	Trace	5	10
Need to have lines painted – can't see	Trace	4	0
County Libraries			
None in my area/Need more	Trace	100	0
Need more books/materials for children	Trace	0	100
Environmental Protection Services			
Doing poor job in general	2	38	29
Too much growth for water supply	2	28	29
Using up wetlands/ Not preserving	1	19	14
Too many rules/regulations in general	1	9	21
Too much pollution/spills	1	3	7
Need to clean up beach	Trace	3	0
Services to Needy Families and Persons			
Not enough for poor people	8	41	33
Need a better system	7	33	43
Office people don't care/ poor service	5	25	24
Takes too long to get help	Trace	1	0
Operating Volusia County Beaches			
Should be free/ Too expensive	5	30	27
Need improvement in all phases	5	27	39
Shouldn't be any traffic free zones	4	23	23
Too much pollution	2	13	12
Get rid of cars	1	6	0
Beaches belong to people not turtles/motels/condos	Trace	1	0
Operating Daytona Beach International Airport			
High prices/ Too expensive	13	33	32
No flights/ Need more airlines	12	32	29
Parking expensive	9	25	15

Reasons for Rating Services Poor			
Reasons	% of (n) Respondents	% Inc.	% Uninc.
Inconvenient	3	0	17
Poor in general	1	2	2
Poor parking	Trace	1	2
Poor maintenance	Trace	0	2
Too many employees standing around not working	Trace	0	0
VOTRAN Public Transportation			
Needs to cover more area	3	39	33
Not enough buses/ Takes too long	3	33	33
Poor service	2	23	27
Expand the schedule	Trace	3	7
Never on time	Trace	2	0
Automobile Tag & Title Services			
Service poor in general	Trace	0	50
Too long line/ Takes too long	Trace	0	50
Fees too high/too expensive	Trace	100	0
Ambulance Service			
Too expensive	Trace	67	0
Takes too long during special events	Trace	33	0
Economic Development			
Need better paying jobs in the area	10	46	45
No new/better industries coming in	10	44	39
Too much development	2	8	16
Taxes/Cost of living too high	Trace	2	0
Ocean Center			
Parking fees too expensive	1	20	40
Nothing ever good there	1	20	20
Need more concerts	Trace	12	0
Need more conventions	Trace	12	0
Poor parking	Trace	8	20
Too expensive to attend events	Trace	8	20

Reasons for Rating Services Poor			
Reasons	% of (n) Respondents	% Inc.	% Uninc.
Too small/ Poor planning	Trace	16	0
Difficult to get to	Trace	2	0
Need more cultural events	Trace	2	0

Strongly agree, Agree, Neither agree or disagree, Disagree, Strongly disagree, or don't know to each of the following statements:						
Statement	Strongly Agree %	Agree %	Neither agree or disagree %	Disagree %	Strongly disagree %	Don't know %
Traffic congestion is a problem in Volusia County: Incorporated	5	32	21	39	2	2
Traffic congestion is a problem in Volusia County: Unincorporated	13	33	4	49	2	0
Traffic congestion is a problem in my city or area: Incorporated	4	34	9	50	2	Trace
Traffic congestion is a problem in my city or area: Unincorporated	13	33	4	49	2	0
Traffic congestion impacts my activities: Incorporated	2	10	13	74	2	0
Traffic congestion impacts my activities: Unincorporated	9	16	7	67	0	0
Volusia County roads are generally in good repair: Incorporated	Trace	81	14	4	1	1

Volusia County roads are generally in good repair: Unincorporated	0	64	18	13	2	4
City streets are generally in good repair: Incorporated	1	85	10	3	1	1
City streets are generally in good repair: Unincorporated	2	71	18	7	0	2
Mass transit systems (like buses, commuter rail, etc.) are very important to me: Incorporated	3	12	4	77	1	3
Mass transit systems (like buses, commuter rail, etc.) are very important to me: Unincorporated	4	7	4	78	2	0
When the Main Street or Orange Avenue bridge in Daytona Beach close for repairs this creates a problem for me: Incorporated	2	8	2	85	4	Trace
When the Main Street or Orange Avenue bridge in Daytona Beach close for repairs this creates a problem for me: Unincorporated	0	2	0	91	4	2
Permanent closure of the Main Street or Orange Avenue bridge would create a problem for me: Incorporated	5	12	3	76	4	1
Permanent closure of the Main Street or Orange Avenue bridge would create a problem for me: Unincorporated	2	13	2	79	4	2
Sidewalks are important in a community: Incorporated	8	74	16	3	0	0
Sidewalks are important in a community: Unincorporated	9	66	11	15	0	0
Sidewalks and trails should be part of our county's transportation system: Incorporated	6	56	8	3	1	28
Sidewalks and trails should be part of our county's transportation system: Unincorporated	6	55	9	6	0	26
Sidewalks in my area are adequate: Incorporated	1	86	4	7	1	Trace
Sidewalks in my area are adequate: Unincorporated	2	66	7	26	0	0

61. Since property taxes are not used for roads or sidewalks, how should our county pay for improvements to these systems?

Reason	% of Total	% Incorporated	% Unincorporated
Gas taxes	67	67	58
Sales tax	14	5	6
No increase	5	5	4
Utility tax	4	3	4
Special assessments	3	Trace	2
Impact fees	1	Trace	Trace
Lottery	1	Trace	Trace
City tax	1	Trace	0
Money from Federal Government	1	1	0
Budget money so no new taxes	1	1	Trace

Cigarette tax/liquor tax	1	1	0
Auto registration fee	Trace	Trace	0
Cut back on spending	Trace	Trace	0
Deed transfers and mortgage taxes	Trace	Trace	0
Flat tax	Trace	Trace	Trace
General funds	Trace	Trace	0
Luxury tax	Trace	Trace	Trace
Mill levy	Trace	Trace	0
Property tax	Trace	Trace	0
Road tax	Trace	Trace	0
Specific road tax	Trace	Trace	0
Stop building	Trace	Trace	0
Take money from General Fund, should be a budget item	Trace	Trace	0
Tax tourists more	Trace	Trace	0
Use bonds	Trace	Trace	0
Don't know	14	13	15

62.-66. Next, I would like to ask your opinion about the following information categories, would you say they are very important, important, neither important or not, somewhat important, not important or don't know/no opinion?

Building new roads	% of Total	% Incorporated	% Unincorporated
Very Important	11	12	7

Building new roads	% of Total	% Incorporated	% Unincorporated
Important	26	25	36
Neither Important or Not	37	39	18
Somewhat Important	14	14	16
Not Important	9	8	18
Don't know/No response	2	2	4

Road Resurfacing	% of Total	% Incorporated	% Unincorporated
Very Important	40	41	26
Important	31	31	33
Neither Important or Not	24	24	24
Somewhat Important	3	3	11
Not Important	2	2	6
Don't know/No response	Trace	Trace	2

Building sidewalks and pedestrian trails	% of Total	% Incorporated	% Unincorporated
Very Important	18	17	26
Important	19	19	16
Neither Important or Not	45	46	24
Somewhat Important	13	12	22
Not Important	5	5	13
Don't know/No response	1	1	0

Building bike trails	% of Total	% Incorporated	% Unincorporated
Very Important	20	19	27
Important	16	16	15
Neither Important or Not	31	31	27

Building bike trails	% of Total	% Incorporated	% Unincorporated
Somewhat Important	18	18	16
Not Important	14	14	15
Don't know/No response	2	2	0

Replacing or building new bridges	% of Total	% Incorporated	% Unincorporated
Very Important	13	13	11
Important	14	15	7
Neither Important or Not important	37	38	24
Somewhat Important	18	17	31
Not Important	12	11	20
Don't know/No response	7	7	7

How likely would you be to use commuter rail?	% of Total	% Incorporated	% Unincorporated
Very likely	8	23	9
Likely	15	15	9
Neither likely or unlikely	28	29	18
Unlikely	23	24	18
Very unlikely	25	8	46
Don't know	1	1	0

Other transportation improvement	% of Total	% Incorporated	% Unincorporated
Most Important	9	8	13
Important	7	7	6

Other transportation improvement	% of Total	% Incorporated	% Unincorporated
Neither Important or Not important	34	35	28
Somewhat Important	12	13	13
Least Important	18	17	30
Other/What?	20	22	9

Comments for Other/What? – Incorporated (*Unincorporated*)

1 - Most important
 better bus system
 better routes on buses
 commuter rail with sufficient parking
 improve street signs and numbers on buildings -Port Orange
 less speed bumps
 rail service
 rail transportation
(more flights into Daytona Beach)
(need better bus routes and schedules)

2 - Important
 airport -
 anything that will improve congestion in area where growth is "rampant"
 better lighting and traffic lighting
 commuter rail to Orlando
 go to Orlando, not #4
 rail system
 taxi service in Deltona -- for handicap and disabled

3 – Neither important nor unimportant
 commuter train

4 - Unimportant
 alternate transportation
 educate senior drivers
 road landscaping

5 - Least important
 restrict development so roads are not crowded
(better bus service)
(mass transportation systems)

Other/what?
 airport transportation out of Daytona
 airport with more flights
 better bus service
 better bus service -- more routes for senior citizens
 better info on bus system

buses should run on Sunday in New Smyrna
 don't know
 law enforcement of bad drivers
 stop light cameras
 taxis should be available

Strongly agree, Agree, Neither agree or disagree, Disagree, Strongly disagree, or don't know to each of the following statements:						
Statement	Strongly Agree %	Agree %	Neither agree or disagree %	Disagree %	Strongly disagree %	Don't know %
I have concerns about fire/rescue and emergency medical services in my community: Incorporated	3	30	15	37	3	1
I have concerns about fire/rescue and emergency medical services in my community: Unincorporated	4	16	11	28	5	37
Combining fire/rescue services under one countywide program would provide better services for my neighborhood: Incorporated	2	14	12	33	4	36
Combining fire/rescue services under one countywide program would provide better services for my neighborhood: Unincorporated	4	16	11	28	5	37
Combining fire/rescue services under one countywide program would result in lower costs: Incorporated	1	16	12	15	1	55

Combining fire/rescue services under one countywide program would result in lower costs: Unincorporated	0	18	9	13	2	58
Combining fire/rescue services in one countywide program would result in decreased safety and service: Incorporated	4	30	9	19	1	38
Combining fire/rescue services in one countywide program would result in decreased safety and service: Unincorporated	4	29	7	18	0	43
Combining fire/rescue services in one countywide program would result in too many lost jobs: Incorporated	1	6	20	9	Trace	64
Combining fire/rescue services in one countywide program would result in too many lost jobs: Unincorporated	1	4	16	12	0	37
Combining fire/rescue services in one countywide program would result in higher costs: Incorporated	1	7	18	10	1	64
Combining fire/rescue services in one countywide program would result in higher costs: Unincorporated	1	7	9	15	0	68

Meetings of the Volusia County Council:				
Statement	Yes %	Maybe %	No %	Don't know %
Should the Volusia County Council meetings be televised: Incorporated	52	0	25	23
Should the Volusia County Council meetings be televised: Unincorporated	35	0	41	25
Would you watch: Incorporated	32	32	28	8
Would you watch: Unincorporated	18	29	44	10

Would you watch other county provided television programs?	
Programs	Percent
Public Safety: Incorporated	21
Public Safety: Unincorporated	14
Environment: Incorporated	16
Environment: Unincorporated	14
Echo tourism: Incorporated	6
Echo tourism: Unincorporated	6
Governance/elections/politics: Incorporated	Trace
Governance/elections/politics: Unincorporated	0
School Board: Incorporated	Trace
School Board: Unincorporated	0
If announced beforehand/if interesting: Incorporated	Trace
If announced beforehand/if interesting: Unincorporated	0

What type of television service do you have?			
Site Used	% of Total	% Incorporated	% Unincorporated
Cable TV subscriber	82	87	51
Satellite/Dish subscriber	16	11	45
Traditional antenna	1	1	4
High definition TV signal subscriber	1	1	0

Web Site Use:			
Site Used	% of Total	% Incorporated	% Unincorporated
County web site	30	27	22
County echo tourism web site	6	6	7

Flydaytonafirst.com web site	4	4	4
Floridabusiness.org (economic development) web site	37	40	13
No access	25	18	25
Have access-haven't visited	33	33	29

Web Site Ratings:			
(for those who have used the site on a scale of 1 to 5, with 1 being excellent, how would you rate the sites)			
Site Used	% of Total	% Incorporated (Mean)	% Unincorporated (Mean)
County web site	91	1.67	2.09
County Echo Tourism web site	81	1.76	2.17
Flydaytonafirst.com web site	64	2.36	2.00
Floridabusiness.org (economic development) web site	79	2.13	3.00

Predominant Reasons Why People Haven't Visited the Sites:(for those with access)			
Reason	% of Total	% Incorporated	% Unincorporated
No need/not interested	36	33	29
Didn't know about them	27	25	22
Too busy	16	14	16
Not very computer literate	11	10	8
Don't know	Trace	Trace	1

Of those with access, 76% Incorporated have access and 67% Unincorporated have access at home .

Of those with access, 69% Incorporated and 63% Unincorporated have made a purchase or transacted other business (such as banking) using the internet

91. When visiting Volusia County beaches, do you seek out traffic-free zones or park in any area?

(for those who have visited the beach in the past two years)

	% Total	% Incorporated	% Unincorporated
Any area	58	57	63
Traffic free zones	42	43	37

92. Would you support a 1/2 cent sales tax increase to pay for off beach parking and/or regional parks?

	% of Total	% Incorporated	% Unincorporated
Yes	32	33	26
No	68	67	74

93. Have you received the Volusia County Emergency Management Annual Disaster Preparedness Guide?

	% Total	% Incorporated	% Unincorporated
Yes	74	75	69

No	26	25	31
----	----	----	----

94. Is this publication very useful, useful, neither useful nor not useful, somewhat useful, not useful or no opinion/don't know in your emergency planning?

	% of Total	% Incorporated	% Unincorporated
Very useful	16	16	10
Useful	55	54	61
Neither useful nor not useful	23	23	22
Somewhat useful	4	4	4
Not useful	1	1	0
No opinion/don't know	2	1	3

95. Do you feel that you personally have adequate disaster preparedness/planning information?

	% of Total	% Incorporated	% Unincorporated
Yes	90	89	97
No	1	1	1
Don't know	9	10	2

96-100. The funding of new, alternative drinking water supplies will require millions of dollars in capital investment countywide. Please rank the following water supply funding options as the fairest and best way to pay for supply, with 1 being the most preferred method, and 5 being the least preferred method.

	Most preferred %	Preferred %	Neither preferred nor not preferred %	Not preferred %	Least preferred %	Don't know %
Incorporated						
Using property taxes: Incorporated	3	2	15	6	65	10
Using property taxes: Unincorporated	4	5	11	8	62	10
Using sales taxes: Incorporated	6	7	26	9	45	7

Using sales taxes: Unincorporated	4	11	24	7	44	11
Using a user fee on water bills based on gallons used: Incorporated	36	14	23	2	16	9
Using a user fee on water bills based on gallons used: Unincorporated	30	12	20	8	20	11
Using a user fee on public or private wells based on meter size: Incorporated	18	14	32	2	16	17
Using a user fee on public or private wells based on meter size: Unincorporated	13	13	25	7	23	20
Using an impact fee on new construction: Incorporated	29	8	26	5	14	18
Using an impact fee on new construction: Unincorporated	32	7	21	6	17	18

101. On a scale of 1 – 5, with 1 being very important, how important is a growth management program to your quality of life?

Improvements	Very important %	Important %	Neither important nor unimportant %	Not important %	Least important %	Other/what? %
Growth management program: Incorporated	24	11	37	8	5	15
Growth management program: Unincorporated	26	15	21	8	15	16

102. Do you think the county should place more emphasis on growth management?

	% Total	% Incorporated	% Unincorporated
Yes	61	62	55
No	4	3	10
I don't know	35	35	35

103. Would you please tell me what you like most about County of Volusia government services?

	% of Total	% Inc.	% Uninc.
Beaches	54	5	4
Services are satisfactory	51	36	29
Fire Protection	30	2	6
Don't know/No response	21	13	19
Libraries	18	13	10
Ambulance service	12	8	8

	% of Total	% Inc.	% Uninc.
Parks	11	8	7
Law enforcement/Sheriff's department	10	7	8
Recreation programs/Areas	4	3	2
Garbage collection	1	0	4
Adult programs	Trace	Trace	0
Auto Tag and Title Services	Trace	1	0
None	2	Trace	0
Airport	Trace	0	1
Recycling Program	Trace	Trace	0
Education	6	1	1
Environmental services	6	1	1
Health Services	Trace	0	0
Public Transportation	9	1	0
Recreation programs	Trace	0	2
Roads/Roads services	7	1	1
Visiting nurse	0	Trace	0
Water Management	0	Trace	0

104. Would you please tell me what you like least about County of Volusia government services?

	% of Total	% Inc.	% Uninc.
Don't know/No response	38	27	32
None	22	17	15
Taxes	18	14	9
Traffic	7	5	5

	% of Total	% Inc.	% Uninc.
Cars on beach	7	5	4
Education system	7	5	2
Water management	6	4	6
Airport	5	4	2
Economic development	5	4	3
Traffic free zones	4	3	4
Social services	4		2
Beach/Beach management	3	2	4
Road building/Improvement programs	3	2	2
Public transportation	2	1	1
Environmental protection	1	1	2
Law enforcement/Sheriff's Office	1	1	2
All services unsatisfactory in general	1	1	2
County Council	Trace	0	1
Elected officials	Trace	0	1
Fire Department	Trace	0	1
Garbage services	0	0	1
Growth management	Trace	0	1
Hospitals	Trace	0	2
Ocean Center	Trace	Trace	Trace

108. What is the highest grade or level of schooling you have completed?

	% of Total	% Incorporated	% Unincorporated
Grades 1-8	Trace	Trace	0
Grades 9-11	4	3	5

	% of Total	% Incorporated	% Unincorporated
High School	49	49	46
Post-secondary Vocational School	8	8	5
Junior or Community College	18	17	22
College	17	18	18
Graduate or Professional School	4	4	5
Refused	Trace	1	0

109. What is your current employment status?

	% of Total	% Incorporated	% Unincorporated
Full-Time	42	44	37
Part-Time	9	8	11
Unemployed looking for work	1	1	1
Unemployed not looking for work	8	8	11
Retired	39	39	40
Refused	1	1	1

110. What is the occupation of the primary wage earner of the household?

	% of Total	% Incorporated	% Unincorporated
--	-------------------	-----------------------	-------------------------

	% of Total	% Incorporated	% Unincorporated
Professional/Managerial/Self-Employed	27	26	32
Mid-Range White Collar	25	26	20
Clerical	17	16	21
Skilled Labor	14	15	0
Semi-Skilled Labor	8	8	10
Unskilled Labor	1	1	8
Housewife	0	0	0
Student	0	0	0
Military	Trace	Trace	0
Unemployed	0	0	0
Refused	7	7	9

111. Into what age group do you fall?

	% of Total	% Incorporated	% Unincorporated
18-29	11	12	5
30-39	22	22	23
40-64	30	29	35
65 or over	38	38	38
Refused	Trace	1	0

112. Would you mind telling me which racial or ethnic group you are a member of?

	% of Total	% Incorporated	% Unincorporated
--	-------------------	-----------------------	-------------------------

	% of Total	% Incorporated	% Unincorporated
Caucasian/White	88	89	85
Hispanic	7	6	12
African American/Black	4	4	2
Refused	1	1	1
Native American	0	0	0
Asian	Trace	Trace	0

113. Gender of respondent:

	% of Total	% Incorporated	% Unincorporated
Female	57	55	65
Male	43	45	35

114. Would you be willing to participate in a follow-up study on County of Volusia government services later in this year?

	% of Total	% Incorporated	% Unincorporated
Yes	9	9	11
No	91	91	89

By Region

Region	% of Respondents
North East Region(NE)	50
South East Region(SE)	13
North West Region(NW)	13
Deltona(DEL)	14
South West Region(SW)	10
Total	100

1. Do you live inside (incorporated) or outside (unincorporated) the city limits of a town or city?

	%Total	%NE	%SE	%NW	%DEL	%SW
Incorporated	86	91	82	70	86	85
Unincorporated	14	9	18	30	14	15
Don't Know	0	0	0	0	0	0

2. Are you a resident of Volusia County?

	%Total	%NE	%SE	%NW	%DEL	%SW
Yes	100	100	100	100	100	100
No	0	0	0	0	0	0

4. How many years have you lived in Volusia County?

	Total	NE	SE	NW	DEL	SW
Mean Years	15	16	13	18	14	12

6. If you moved here from somewhere else in the past year, where did you move from?

	#Total	#NE	#SE	#NW	#DEL	#SW
Florida	16	8	1	3	4	0
New York	6	3	1	0	1	1
Pennsylvania	3	1	0	0	1	1
New Jersey	2	1	0	1	0	0
Connecticut	1	1	0	0	0	0
Michigan	1	1	0	0	0	0
Texas	1	1	0	0	0	0

7. What was your **primary** reason for moving to Volusia County?

	%Total	%NE	%SE	%NW	%DEL	%SW
Employment opportunity	22	24	15	21	19	21
To be near family/friends	16	15	10	20	18	19
Good place to retire	14	16	18	8	7	13
Climate	8	9	14	6	7	6
Business opportunity	7	6	8	8	6	4
Cost of housing	7	4	6	6	15	10
Lived here all of my life	7	8	3	8	6	6
Personal reasons	4	4	6	1	7	4
Educational opportunity	3	4	1	3	2	0
Family moved here	3	3	2	4	2	1
Good place to live in general	3	1	4	6	2	7
Less traffic/population	3	2	3	3	4	3
Community reputation	2	1	4	2	3	1
Beach	1	1	2	0	0	0
Health reasons	1	1	1	2	1	1
Overall cost of living	1	1	2	1	0	0
Environment	Trace	0	0	1	0	0
Golf	Trace	1	0	0	1	0
Good place to raise children	Trace	Trace	0	0	1	1

8. Would you accept a greater concentration of residents in your city if it meant that undeveloped, environmentally significant land would remain undeveloped?

	%Total	%NE	%SE	%NW	%DEL	%SW
Yes	21	24	25	17	12	15
No	56	56	47	61	55	65
Don't Know or have no opinion	23	20	28	22	33	20

9. What do you think are Volusia County's greatest assets?

	%Total	%NE	%SE	%NW	%DEL	%SW
Quality of life	31	28	33	38	40	39
Beaches	23	31	29	11	17	16
Weather	21	25	13	21	19	20
Open spaces	13	10	13	14	16	22
Job base	3	3	1	6	3	1
Educational system	2	1	2	3	2	0
Diverse communities	1	1	2	1	1	0
Tourism	1	1	1	3	1	0
Recreation	Trace	0	2	2	1	1

10. Overall, would you rate Volusia County as an **excellent, good, fair, or poor** place to live?

	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	30	32	42	29	18	25
Good	59	57	51	58	73	63
Fair	9	9	8	11	9	11
Poor	1	2	0	2	0	1
Don't know/No response	Trace	Trace	0	0	0	0

11. During the time you have lived in Volusia County, would you say the overall quality of life for someone living in Volusia County has **improved, stayed about the same, or grown worse?**

	%Total	%NE	%SE	%NW	%DEL	%SW
Improved	19	23	19	17	13	9
Stayed about the same	56	56	52	51	61	65
Grown worse	23	20	28	30	25	25
Don't know/No response	1	1	1	2	1	1

12. In the next five years, do you think Volusia County will become a **better place to live, a worse place to live,** or do you think it will **stay about the same?**

	%Total	%NE	%SE	%NW	%DEL	%SW
Better	23	23	30	27	18	15
Worse	28	29	20	28	36	27
Stay the same	27	27	31	24	20	30
Don't know/No response	22	20	18	21	26	28

13. Next, I'd like to ask your opinions on the quality of County of Volusia Government Services ...now remember, we're only talking about those services provided by the County of Volusia, and not those services provided by any city government...would you say the overall quality of County of Volusia government services are **excellent, good, fair or poor?**

	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	7	6	11	7	5	6
Good	84	83	82	83	86	87
Fair	9	11	7	8	8	7
Poor	Trace	0	0	1	0	0
Don't know/No response	Trace	Trace	0	1	1	0

14-49. Now, I'd like to ask you to **rate** some specific County of Volusia government programs. For each service that I mention, please tell me if you think the County of Volusia government is providing **excellent, good, fair, or poor** service, or whether you **don't know or have no opinion**.

Fire Protection (n=171)	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	36	48	31	27	36	30
Good	57	48	63	62	57	70
Fair	2	0	0	8	0	0
Poor	0	0	6	0	0	0
Don't know/No response	4	3	0	4	7	0

Garbage Collection (n=171)	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	22	36	19	15	14	0
Good	73	60	81	77	71	100
Fair	3	0	0	8	7	0
Poor	2	3	0	0	7	0
Don't know/No response	0	0	0	0	0	0

Regulating Development & Construction (n=171)	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	0	0	0	0	0	0
Good	14	15	13	8	21	10
Fair	33	33	50	23	21	50
Poor	44	45	31	50	50	40
Don't know/No response	9	6	6	19	7	0

Law Enforcement by Volusia County Sheriff's Office	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	25	23	28	27	23	33
Good	46	46	40	51	49	45
Fair	4	5	2	3	1	4
Poor	2	2	1	1	1	0
Don't know/No response	23	24	28	18	26	17

County Recreation Programs	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	18	18	19	22	16	17
Good	38	36	45	43	33	38
Fair	4	4	3	2	5	3
Poor	1	1	1	1	3	0
Don't know/No response	39	41	31	31	43	42

County Parks	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	32	33	36	31	28	30
Good	50	42	54	62	57	58
Fair	4	5	1	3	2	3
Poor	1	1	2	1	1	2
Don't know/No response	13	19	7	2	12	7

Building New Roads	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	3	4	4	3	1	1
Good	57	55	57	49	64	67
Fair	33	34	28	40	31	26
Poor	4	4	6	3	3	6
Don't know/No response	3	4	4	4	1	0

Road Maintenance	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	6	8	8	1	2	3
Good	65	61	70	64	68	71
Fair	24	26	19	30	22	22
Poor	4	4	2	3	6	4
Don't know/No response	1	1	1	1	2	0

County Libraries	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	42	44	49	33	39	57
Good	49	48	44	52	48	36
Fair	2	2	1	1	2	0
Poor	Trace	Trace	0	1	0	0
Don't know/No response	8	6	6	12	11	7

Environmental Protection Services	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	6	8	4	4	5	4
Good	65	66	67	64	60	70
Fair	9	8	9	14	11	4
Poor	3	3	3	2	3	4
Don't know/No response	17	16	16	14	21	17

Services to Needy Families & Persons	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	1	Trace	2	1	1	0
Good	26	22	33	31	27	32
Fair	17	18	7	17	23	16
Poor	9	10	12	10	4	4
Don't know/No response	47	49	46	41	45	48

Operating Volusia County Beaches	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	29	30	42	19	31	22
Good	43	47	39	34	39	48
Fair	4	5	7	3	4	0
Poor	7	10	6	6	1	1
Don't know/No response	16	8	7	38	25	29

Operating Daytona Beach International Airport	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	6	8	7	2	4	3
Good	32	34	43	28	23	19
Fair	26	29	16	24	24	26
Poor	13	15	13	14	10	10
Don't know/No response	23	14	21	31	39	42

VOTRAN Public Transportation	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	4	5	6	1	2	1
Good	39	33	44	42	42	49
Fair	13	11	11	13	20	12
Poor	4	4	1	8	4	4
Don't know/No response	41	47	38	36	32	33

Automobile Tag & Title Service	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	16	18	21	9	10	20
Good	77	76	70	83	83	74
Fair	2	3	1	2	2	3
Poor	1	0	2	1	0	1
Don't know/No response	4	3	6	4	5	1

Ambulance Service	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	39	41	44	34	37	32
Good	37	36	34	38	40	45
Fair	1	1	0	1	1	0
Poor	Trace	0	2	0	0	0
Don't know/No response	23	22	20	27	22	23

Economic Development	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	3	2	3	4	4	1
Good	42	46	35	43	30	45
Fair	33	28	31	33	44	41
Poor	12	12	17	8	12	6
Don't know/No response	11	12	13	11	10	7

Ocean Center	%Total	%NE	%SE	%NW	%DEL	%SW
Excellent	6	6	6	4	7	3
Good	41	44	44	34	32	36
Fair	9	12	7	8	3	6
Poor	2	3	0	2	1	1
Don't know/No response	43	35	44	51	57	53

Would you support a ½ cent sales tax for Road and Sidewalk projects if the 5 cent local gas tax were repealed?

	%Total	%NE	%SE	%NW	%DEL	%SW
Yes	43	42	40	40	46	46
No	57	58	60	60	54	54

SURVEY INSTRUMENT

Volusia County Citizen's Survey 2006

Instructions

Hello, my name is _____ and I'm calling from Mid-Florida Research, right here in Volusia County. We're working for the Volusia County Council to find out what citizens of Volusia County think about county government services. We're not trying to sell you anything...but your opinions about these services are very important to the Volusia County Council. Your responses will be kept confidential and reported as a part of the entire group surveyed.

Do you have a few minutes to answer our survey? If no...ask when would be a better time to phone back?

If still reluctant, explain that the Volusia County Council really needs their assistance to provide the best government services possible...if still reluctant...thank and hang up...

Are you at least 18 years old? If no...ask to speak to someone in the household who is at least 18 years old.

If another person comes to the phone...repeat introduction.

If there is a question you do not want to answer, please tell me to skip that question. If you want me to repeat a question, please tell me - OK?

Volusia County Citizen's Survey 2006

1. As you know...if you live inside a city there are certain services your city government provides and certain services that county government provides...this survey is about Volusia County government services only. First do you live inside or outside the city limits of a town or city?

(Select only one.)

- Inside
- Outside
- Not sure

2. Are you a resident of Volusia County?

(Select only one.)

- Yes **(Skip to Q. 4)**
- No
- Don't know

3. If no or don't know, how long will you be in Volusia County this year?

(Select only one.)

- Less than one month **(Skip to Q. 5)**
- 1 - 2 months **(Skip to Q. 5)**
- 2 - 3 months **(Skip to Q. 5)**
- 3 - 4 months **(Skip to Q. 5)**
- 4 - 5 months **(Skip to Q. 5)**
- 5 - 6 months **(Skip to Q. 5)**
- 6 - 7 months **(Skip to Q. 5)**
- 7 - 8 months **(Skip to Q. 5)**
- 8 - 9 months **(Skip to Q. 5)**
- 9 - 10 months **(Skip to Q. 5)**
- 10 - 11 months **(Skip to Q. 5)**
- 11 - 12 months **(Skip to Q. 5)**
- Don't know **(Skip to Q. 5)**

4. How many years have you lived in Volusia County?

(Select only one.)

- Less than 1 year
- 1 **(Skip to Q. 7)**
- 2 **(Skip to Q. 7)**
- 3 **(Skip to Q. 7)**
- 4 **(Skip to Q. 7)**
- 5 **(Skip to Q. 7)**
- 6 **(Skip to Q. 7)**
- 7 **(Skip to Q. 7)**
- 8 **(Skip to Q. 7)**
- 9 **(Skip to Q. 7)**
- 10 **(Skip to Q. 7)**

- 11 (Skip to Q. 7)
- 12 (Skip to Q. 7)
- 13 (Skip to Q. 7)
- 14 (Skip to Q. 7)
- 15 (Skip to Q. 7)
- 16 (Skip to Q. 7)
- 17 (Skip to Q. 7)
- 18 (Skip to Q. 7)
- 19 (Skip to Q. 7)
- 20 (Skip to Q. 7)
- 21 (Skip to Q. 7)
- 22 (Skip to Q. 7)
- 23 (Skip to Q. 7)
- 24 (Skip to Q. 7)
- 25 (Skip to Q. 7)
- 26 (Skip to Q. 7)
- 27 (Skip to Q. 7)
- 28 (Skip to Q. 7)
- 29 (Skip to Q. 7)
- 30 (Skip to Q. 7)
- 31 (Skip to Q. 7)
- 32 (Skip to Q. 7)
- 33 (Skip to Q. 7)
- 34 (Skip to Q. 7)
- 35 (Skip to Q. 7)
- 36 (Skip to Q. 7)
- 37 (Skip to Q. 7)
- 38 (Skip to Q. 7)
- 39 (Skip to Q. 7)
- 40 (Skip to Q. 7)
- 41 (Skip to Q. 7)
- 42 (Skip to Q. 7)
- 43 (Skip to Q. 7)
- 44 (Skip to Q. 7)
- 45 (Skip to Q. 7)
- 46 (Skip to Q. 7)
- 47 (Skip to Q. 7)
- 48 (Skip to Q. 7)
- 49 (Skip to Q. 7)
- 50 (Skip to Q. 7)
- More than 50 years (Skip to Q. 7)
- Don't Know (Skip to Q. 7)

5. Have you moved to Volusia County from somewhere else in the past year?

(Select only one.)

- Yes
- No

6. If yes, what state/country did you move from?

(Select only one.)

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- D.C.
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota

- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

7. What was your primary reason for moving to Volusia County? (Check one response...if respondent gives more than one response...ask, which one of those was the most important.)

(Select only one.)

- Employment opportunity
- To be near family/friends
- Climate
- Good place to retire
- Lived here all of my life
- Family moved here
- Educational opportunity
- Cost of housing
- Community reputation
- Good place to live in general
- Environment(i.e. clean, healthy environment)
- Business opportunity
- Beach
- Overall cost of living
- Less traffic/population
- Community services available
- Health reasons
- Good place to raise children
- Safe place to live
- Personal reasons
- Don't know
- Other:

8. Would you accept a greater concentration of residents in your city if it meant that undeveloped, environmentally significant land would remain undeveloped?

(Select only one.)

- Yes
- No
- Don't know or have no opinion

9. What do you think are Volusia County's greatest assets?

(Select only one.)

- Beaches
- Diverse communities
- Job base
- Educational system
- Open spaces
- Weather
- Quality of life
- Recreation
- Other:

10. Overall, would you rate Volusia County as an excellent, good, fair, or poor place to live?

(Select only one.)

- Excellent
- Good
- Fair
- Poor
- Don't know

11. During the time you have lived in Volusia County, would you say the overall quality of life for someone living in Volusia County has improved, stayed about the same, or grown worse?

(Select only one.)

- Improved
- Stayed the same
- Grown worse
- Don't know

12. In the next five years, do you think Volusia County will become a better place to live, a worse place to live, or do you think it will stay about the same?

(Select only one.)

- Better
- Stay the same
- Worse
- Don't know

13. Next, I'd like to ask your opinions on the quality of Volusia County Government Services ...now remember, we're only talking about those services provided by the Volusia County, and not those services provided by any city government...would you say the overall quality of County of Volusia government services is excellent, good, fair or poor?

(Select only one.)

- Excellent
- Good
- Fair
- Poor
- Don't know

14. Now, I'd like to ask you to rate some specific Volusia County government programs. For each service that I mention, please tell me if you think the County of Volusia government is providing excellent, good, fair, or poor service, or whether you don't know or have no opinion. Rate law enforcement by The Volusia County Sheriff's office.

(Select only one.)

- Excellent **(Skip to Q. 16)**
- Good **(Skip to Q. 16)**
- Fair **(Skip to Q. 16)**
- Poor
- Don't know **(Skip to Q. 16)**

15. If respondent rates law enforcement by the Volusia County Sheriff's office as poor, ask why did you rate law enforcement by the Volusia County Sheriff's office as poor?

(Select all that apply.)

- Poor enforcement in general/poor job
- Not friendly people
- Poor response time
- Other:

16. Rate county recreation programs.

(Select only one.)

- Excellent **(Skip to Q. 18)**
- Good **(Skip to Q. 18)**
- Fair **(Skip to Q. 18)**
- Poor
- Don't know **(Skip to Q. 18)**

17. If respondent rates county recreation programs as poor, ask why did you rate county recreation programs as poor?

(Select all that apply.)

- Nothing to do

- Need more programs for children
- Need more programs for senior citizens
- Too expensive/should be free
- Other:

18. Rate county parks.

(Select only one.)

- Excellent **(Skip to Q. 20)**
- Good **(Skip to Q. 20)**
- Fair **(Skip to Q. 20)**
- Poor
- Don't know **(Skip to Q. 20)**

19. If respondent rates county parks as poor, ask why did you rate county parks as poor?

(Select all that apply.)

- Need more parks
- Not safe
- Other:

20. Rate building new roads.

(Select only one.)

- Excellent **(Skip to Q. 22)**
- Good **(Skip to Q. 22)**
- Fair **(Skip to Q. 22)**
- Poor
- Don't know **(Skip to Q. 22)**

21. If respondent rates building new roads as poor, ask why did you rate building new roads as poor?

(Select all that apply.)

- Not keeping up with the amount of traffic
- Other:

22. Rate road maintenance.

(Select only one.)

- Excellent **(Skip to Q. 24)**
- Good **(Skip to Q. 24)**
- Fair **(Skip to Q. 24)**
- Poor
- Don't know **(Skip to Q. 24)**

23. If respondent rates road maintenance as poor, ask why did you rate roads maintenance as poor?

(Select all that apply.)

- Roads in bad shape/need paving
- Roads flooding
- Other:

24. Rate county libraries.

(Select only one.)

- Excellent **(Skip to Q. 26)**

- Good (**Skip to Q. 26**)
- Fair (**Skip to Q. 26**)
- Poor
- Don't know (**Skip to Q. 26**)

25. If respondent rates county libraries as poor, ask why did you rate county libraries as poor?

(Select all that apply.)

- Very outdated
- Need more books/materials for children
- Need more libraries
- Other:

26. Rate environmental protection services.

(Select only one.)

- Excellent (**Skip to Q. 28**)
- Good (**Skip to Q. 28**)
- Fair (**Skip to Q. 28**)
- Poor
- Don't know (**Skip to Q. 28**)

27. If respondent rates environmental protection services as poor, ask why did you rate environmental protection services as poor?

(Select all that apply.)

- Doing a poor job in general
- Too much growth for water supply
- Too many rules and regulations
- Using up wetlands
- Other:

28. Rate services to needy families and persons.

(Select only one.)

- Excellent (**Skip to Q. 30**)
- Good (**Skip to Q. 30**)
- Fair (**Skip to Q. 30**)
- Poor
- Don't know (**Skip to Q. 30**)

29. If respondent rates services to needy families and persons as poor, ask why did you rate services to needy families and persons as poor?

(Select all that apply.)

- Not enough for poor people
- Office people give poor service
- Need a better system in general
- Other:

30. Rate operating Volusia County beaches.

(Select only one.)

- Excellent (**Skip to Q. 32**)

- Good (**Skip to Q. 32**)
- Fair (**Skip to Q. 32**)
- Poor
- Don't know (**Skip to Q. 32**)

31. If respondent rates operating Volusia County beaches as poor, ask why did you rate operating Volusia County beaches as poor?

(Select all that apply.)

- Needs improvement in all phases
- Should be free/too expensive
- Keep driving on all parts of the beach/no traffic free zones
- Get rid of cars/cars shouldn't be on the beach
- Too much pollution/dirty
- Need more lifeguards
- Other:

32. Rate operating Daytona Beach International Airport.

(Select only one.)

- Excellent (**Skip to Q. 34**)
- Good (**Skip to Q. 34**)
- Fair (**Skip to Q. 34**)
- Poor
- Don't know (**Skip to Q. 34**)

33. If respondent rates operating Daytona Beach International Airport as poor, ask why did you rate operating Daytona Beach International Airport as poor?

(Select all that apply.)

- High prices/too expensive
- Inconvenient
- No flights/need more airlines
- Parking too expensive
- Poor parking
- Poor maintenance
- Staff attitude
- Very poor in general
- Other:

34. Rate VOTRAN public transportation.

(Select only one.)

- Excellent (**Skip to Q. 36**)
- Good (**Skip to Q. 36**)
- Fair (**Skip to Q. 36**)
- Poor
- Don't know (**Skip to Q. 36**)

35. If respondent rates VOTRAN transportation as poor, ask why did you rate public transportation as poor?

(Select all that apply.)

- Not enough buses/takes too long
- Needs to cover more area
- Poor service in general
- Other:

36. Rate automobile tag and title services.

(Select only one.)

- Excellent **(Skip to Q. 38)**
- Good **(Skip to Q. 38)**
- Fair **(Skip to Q. 38)**
- Poor
- Don't know **(Skip to Q. 38)**

37. If respondent rates automobile tag and title services as poor, ask why did you rate automobile tag and title services as poor?

(Select all that apply.)

- Lines too long/Takes too long
- Fees too high/Too expensive
- Service poor in general
- Other:

38. Rate ambulance services.

(Select only one.)

- Excellent **(Skip to Q. 40)**
- Good **(Skip to Q. 40)**
- Fair **(Skip to Q. 40)**
- Poor
- Don't know **(Skip to Q. 40)**

39. If respondent rates ambulance services as poor, ask why did you rate ambulance services as poor?

(Select all that apply.)

- Too expensive
- Service poor in general
- Poor response time
- Other:

40. Rate economic development.

(Select only one.)

- Excellent **(Skip to Q. 42)**
- Good **(Skip to Q. 42)**
- Fair **(Skip to Q. 42)**
- Poor
- Don't know **(Skip to Q. 42)**

41. If respondent rates economic development as poor, ask why did you rate economic development as poor?

(Select all that apply.)

- Need better paying jobs in the area
- No new/better industries coming in
- Too much development
- Other:

42. Rate the Ocean Center.

(Select only one.)

- Excellent **(Skip to Q. 44)**
- Good **(Skip to Q. 44)**
- Fair **(Skip to Q. 44)**
- Poor
- Don't know **(Skip to Q. 44)**

43. If respondent rates the Ocean Center as poor, ask why did you rate the Ocean Center as poor?

(Select all that apply.)

- Need more conventions
- Nothing ever good there
- Too expensive
- Parking too expensive
- Too small
- Need more concerts
- Poor parking
- Other:

44. Rate fire protection services (ask only if the respondent lives "outside" a city or town(unincorporated) or "not sure" from Q. 1)

(Select only one.)

- Excellent **(Skip to Q. 46)**
- Good **(Skip to Q. 46)**
- Fair **(Skip to Q. 46)**
- Poor
- Don't know **(Skip to Q. 46)**

45. If respondent rates fire protection services as poor, ask why did you rate fire protection services as poor?

(Select all that apply.)

- Poor response time
- Inadequate
- Other:

46. Rate garbage collection (ask only if the respondent lives "outside" a city or town(unincorporated) or "not sure" from Q. 1).

(Select only one.)

- Excellent **(Skip to Q. 48)**
- Good **(Skip to Q. 48)**
- Fair **(Skip to Q. 48)**

- Poor
- Don't know (**Skip to Q. 48**)

47. If respondent rates garbage collection as poor, ask why did you rate garbage collection as poor?

(Select all that apply.)

- Poor service in general
- Road damage by truck
- Missed pickup
- Frequency of pickup
- Other:

48. Rate regulating development and construction (ask only if the respondent lives "outside" a city or town (unincorporated) or "not sure" from Q. 1).

(Select only one.)

- Excellent (**Skip to Q. 69**)
- Good (**Skip to Q. 69**)
- Fair (**Skip to Q. 69**)
- Poor
- Don't know (**Skip to Q. 69**)

49. If respondent rates regulating development and construction as poor, ask why did you rate regulating development and construction as poor?

(Select all that apply.)

- Too much building/over development
- Poor regulation in general
- Poor or inadequate building codes
- Paperwork
- Other:

50. Traffic congestion is a problem in Volusia County.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

51. Traffic congestion is a problem in my city or area.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree

- Disagree
- Don't know

52. Traffic congestion impacts my activities.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

53. Volusia County roads are generally in good repair.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

54. City streets are generally in good repair.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

55. Mass transit systems (like buses, commuter rail, etc.) are very important to me.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

56. When the Main Street or Orange Avenue bridge in Daytona Beach close for repairs this creates a problem for me.

(Select only one.)

- Strongly agree

- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

57. Permanent closure of the Main Street or Orange Avenue bridge would create a problem for me.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

58. Sidewalks are important in a community.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

59. Sidewalks and trails should be part of our county's transportation system.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

60. Sidewalks in my area are adequate.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Strongly disagree
- Disagree
- Don't know

61. Since property taxes are not used for roads or sidewalks, how should our county pay for improvements to these systems?

(Select only one.)

- Gas taxes
- Sales tax
- Utility tax
- Other:

61a. Would you support a ½ sales tax for road and sidewalk projects if the 5 cent local gas tax were repealed?

(Select only one.)

- Yes
- No

62. On a scale of 1 - 5, with 1 being the most important and 5 the least, rate the priority for each of the following transportation improvements... How would you rank building new roads?

(Select only one.)

- 1 - Most important
- 2
- 3
- 4
- 5 - Least important
- Don't know

63. How would you rank road resurfacing?

(Select only one.)

- 1 - Most important
- 2
- 3
- 4
- 5 - Least important
- Don't know

64. How would you rank building sidewalks and pedestrian trails?

(Select only one.)

- 1 - Most important
- 2
- 3
- 4
- 5 - Least important
- Don't know

65. How would you rank building bike trails?

(Select only one.)

- 1 - Most important
- 2

- 3
- 4
- 5 - Least important
- Don't know

66. How would you rank replacing or building new bridges?

(Select only one.)

- 1 - Most important
- 2
- 3
- 4
- 5 - Least important
- Don't know

67. How likely would you be to use commuter rail?

(Select only one.)

- Very likely
- Likely
- Neither likely or unlikely
- Unlikely
- Very unlikely
- Don't know

68. Other transportation improvement?

(Select only one.)

- 1 - Most important
- 2
- 3
- 4
- 5 - Least important
- What?:

69. Tell me if you strongly agree... agree... neither agree nor disagree... disagree.... strongly disagree (don't know) with the following statements: I have concerns about fire/rescue and emergency medical services in my community.

(Select only one.)

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Don't know

70. Combining fire/rescue services under one countywide program would provide better services for my neighborhood.

(Select only one.)

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Don't know

71. Combining fire/rescue services under one countywide program would result in lower costs.

(Select only one.)

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Don't know

72. I am concerned combining fire/rescue services in one countywide program would result in decreased safety and service.

(Select only one.)

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Don't know

73. I am concerned combining fire/rescue service in one countywide program would result in too many lost jobs.

(Select only one.)

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Don't know

74. I am concerned combining fire/rescue service in one countywide program would result in higher costs.

(Select only one.)

Strongly agree

Agree

Neither agree or disagree

- Disagree
- Strongly disagree
- Don't know

75. Do you think the meetings of the Volusia County Council should be televised?

(Select only one.)

- Yes
- No
- Don't know

76. Would you watch?

(Select only one.)

- Yes
- Maybe
- No
- Don't know

77. Would you watch other county provided television programs?

(Select all that apply.)

- Public safety
- Environment
- Echo tourism
- No
- Don't know
- Other:

78. What type of television service do you have?

(Select all that apply.)

- Traditional antenna
- Cable TV subscriber
- Satellite/Dish subscriber
- High definition TV signal subscriber
- Don't know

79. Volusia County has several Internet/web sites. Have you ever visited the county web site?

(Select only one.)

- Yes
- No

80. On a scale of 1 to 5, with 1 being excellent, how would you rate the county web site?

(Select only one.)

- 1 - Excellent
- 2
- 3
- 4

- 5
- Don't know

81. Have you ever visited the county echo tourism web site?

(Select only one.)

- Yes
- No

82. On a scale of 1 to 5, with 1 being excellent, how would you rate the county echo tourism web site?

(Select only one.)

- 1 - Excellent
- 2
- 3
- 4
- 5
- Don't know

83. Have you ever visited the flydaytonafirst.com web site?

(Select only one.)

- Yes
- No **(Skip to Q. 87)**

84. On a scale of 1 to 5, with 1 being excellent, how would you rate the flydaytonafirst.com web site?

(Select only one.)

- 1 - Excellent
- 2
- 3
- 4
- 5
- Don't know

85. Have you ever visited the floridabusiness.org (economic development) web site?

(Select only one.)

- Yes
- No **(Skip to Q. 87)**

86. On a scale of 1 to 5, with 1 being excellent, how would you rate the Floridabusiness.org (Economic Development) web site?

(Select only one.)

- 1 - Excellent
- 2
- 3

- 4
- 5
- Don't know

87. If respondent has never visited any of the county's web sites, ask why haven't you visited any of the web sites?

(Select all that apply.)

- Don't know
- No need/Not interested
- Didn't know about them
- Too busy
- Not very computer literate
- No access
- Other:

88. Do you have access to the Internet at home or in the office?

(Select only one.)

- Yes, at home
- Yes, in the office
- Yes, at home and in the office
- No access **(Skip to Q. 90)**

89. Have you made a purchase or transacted other business (such as banking) using the Internet?

(Select only one.)

- Yes
- No
- Don't know
- Other:

90. During the last two years, how many times have you visited any of Volusia County's beaches?

(Select only one.)

- None
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25
- 26
- 27
- 28
- 29
- 30
- 31
- 32
- 33
- 34
- 35
- 36
- 37
- 38
- 39
- 40
- 41
- 42
- 43
- 44
- 45
- 46
- 47
- 48
- 49
- 50

Other:

91. When visiting Volusia County beaches do you seek out traffic-free zones or park in any area?

(Select only one.)

- Traffic free zones
- Any area

92. Would you support a 1/2 cent sales tax increase to pay for off beach parking and/or regional parks?

(Select only one.)

- Yes
- No

93. Now, I would like to ask you some questions about Volusia County Emergency Management

services: Have you received the Volusia County Emergency Management Annual Disaster Preparedness Guide?

(Select only one.)

- Yes
- No **(Skip to Q. 96)**

94. Is this publication very useful, useful, neither useful nor not useful, somewhat useful, not useful or no opinion/don't know in your emergency planning?

(Select only one.)

- Very useful
- Useful
- Neither useful or not useful
- Somewhat useful
- Not useful
- Don't know

95. Do you feel that you personally have adequate disaster preparedness/planning information?

(Select only one.)

- Yes
- No
- Don't know

96. The funding of new, alternative drinking water supplies will require millions of dollars in capital investment countywide. Please rank the following water supply funding options as the fairest and best way to pay for supply, with 1 being the most preferred method, and 5 being the least preferred method... How would you rank using property taxes as an option?

(Select only one.)

- 1 - Most preferred
- 2
- 3
- 4
- 5 - Least preferred
- Don't know

97. How would you rank using sales taxes as an option?

(Select only one.)

- 1 - Most preferred
- 2
- 3
- 4
- 5 - Least preferred
- Don't know

98. How would you rank using a user fee on water bills based on gallons used as an option?

(Select only one.)

- 1 - Most preferred
- 2

- 3
- 4
- 5 - Least preferred
- Don't know

99. How would you rank using a user fee on public or private wells based on meter size as an option?

(Select only one.)

- 1 - Most preferred
- 2
- 3
- 4
- 5 - Least preferred
- Don't know

100. How would you rank using an impact fee on new construction as an option?

(Select only one.)

- 1 - Most preferred
- 2
- 3
- 4
- 5 - Least preferred
- Don't know

101. On a scale of 1-5, with 1 being very important, how important is a growth management program to your quality of life?

(Select only one.)

- 1 - Very important
- 2
- 3
- 4
- 5
- Don't know

102. Do you think the county should place more emphasis on growth management?

(Select only one.)

- Yes
- No
- Don't know

103. We're almost done, I'd like to ask you two general questions about Volusia County government services...again, remember we're talking about service provided by County government and not services provided by city government... First, would you please tell me what Volusia County government services you like the most?

(Select all that apply.)

- Don't know
- All services are satisfactory
- Libraries
- Law enforcement/Sheriff's office
- Ambulance service
- Recreation programs
- Parks
- Public transportation
- Beaches
- Roads/Road services
- Fire protection
- Environmental services
- Garbage collection
- Education
- None
- Other:

104. Now, would you please tell me what Volusia County government services you like the least?

(Select all that apply.)

- Don't know
- Airport
- Beach/Beach management
- Economic development
- Road building/Improvement programs
- Law enforcement/Sheriff's Office
- Social services
- Water management
- Public transportation
- Education system
- All services unsatisfactory in general
- Ocean Center
- Environmental protection
- Taxes
- Tag services
- Traffic
- Garbage services
- Cars on the beach
- Traffic free zones on the beach
- None
- Other:

105. Please fill in the first name and phone number on the verify information tab. (Even if they said no, still get information for verification purposes.)

(Provide one response only.)

106. This last group of questions asks about you. This information will not be used to identify you. Remember, it's voluntary; if you do not want to answer a question, just tell me to skip it. We need this information to be sure that we have a good cross-section of all the people in Volusia County. First, would you please tell me your zip code.

(Select only one.)

- | | | | | | |
|--------------------------------|--------------------------------|----------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> 32102 | <input type="checkbox"/> 32105 | <input type="checkbox"/> 32110 | <input type="checkbox"/> 32114 | <input type="checkbox"/> 32115 | <input type="checkbox"/> 32116 |
| <input type="checkbox"/> 32117 | <input type="checkbox"/> 32118 | <input type="checkbox"/> 32119 | <input type="checkbox"/> 32120 | <input type="checkbox"/> 32121 | <input type="checkbox"/> 32122 |
| <input type="checkbox"/> 32123 | <input type="checkbox"/> 32124 | <input type="checkbox"/> 32125 | <input type="checkbox"/> 32126 | <input type="checkbox"/> 32127 | <input type="checkbox"/> 32128 |
| <input type="checkbox"/> 32129 | <input type="checkbox"/> 32130 | <input type="checkbox"/> 32132 | <input type="checkbox"/> 32136 | <input type="checkbox"/> 32141 | <input type="checkbox"/> 32168 |
| <input type="checkbox"/> 32169 | <input type="checkbox"/> 32170 | <input type="checkbox"/> 32173 | <input type="checkbox"/> 32174 | <input type="checkbox"/> 32175 | <input type="checkbox"/> 32176 |
| <input type="checkbox"/> 32180 | <input type="checkbox"/> 32190 | <input type="checkbox"/> 32198 | <input type="checkbox"/> 32706 | <input type="checkbox"/> 32713 | <input type="checkbox"/> 32720 |
| <input type="checkbox"/> 32721 | <input type="checkbox"/> 32722 | <input type="checkbox"/> 32724 | <input type="checkbox"/> 32725 | <input type="checkbox"/> 32728 | <input type="checkbox"/> 32738 |
| <input type="checkbox"/> 32739 | <input type="checkbox"/> 32744 | <input type="checkbox"/> 32753 | <input type="checkbox"/> 32754 | <input type="checkbox"/> 32759 | <input type="checkbox"/> 32763 |
| <input type="checkbox"/> 32764 | <input type="checkbox"/> 32774 | <input type="checkbox"/> Refused | | | |

107. Do not read. What region of the county is the zip code located?

(Select only one.)

- Deltona
- North East (NE)
- North West (NW)
- South East (SE)
- South West (SW)

108. What is the highest grade or level of schooling you have completed?

(Select only one.)

- Grade school (grades 1-8)
- Grades 9-11
- High school (grade 12)
- Post secondary vocational or technical school
- Junior or community college (2 year degree)
- College (4 year degree)
- Graduate or professional degree
- Refused
- Other:

109. What is your current employment status?

(Select only one.)

- Employed full time
- Employed part time
- Unemployed looking for work
- Unemployed not looking for work (i.e. housewife, student, disabled,...)
- Retired

Refused

110. What (is/was) your occupation?

(Select only one.)

Professional/Self-Employed

Mid-Range White Collar

Clerical

Skilled Labor

Semi-Skilled Labor

Unskilled Labor

Military

Refused

111. Into what age group do you fall?

(Select only one.)

18 - 29

30 - 39

40 - 64

65 or over

Refused

112. Would you mind telling what racial or ethnic group you are a part of?

(Select only one.)

Caucasian/White

African American/Black

Hispanic

Asian/Pacific Islander

Native American

Refused

Other:

113. Gender of respondent?

(Select only one.)

Male

Female

114. This concludes our survey. Would you be willing to participate in a follow-up study on Volusia County government services later in this year? If you agree, you might be asked to participate in another telephone interview or you might be invited to participate in a round table discussion regarding Volusia County government services. Could we call you again? Answer then thank them for their cooperation and participation.

(Select only one.)

Yes

No

Please provide the following

First Name

Phone