



City of Manassas, Virginia
9027 Center Street, Manassas, VA 20110

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Citizen Satisfaction is High

City of Manassas, VA . . . The City of Manassas has just completed and received the results of the third City Citizen Satisfaction Survey. This survey is performed every two years by ETC Institute to assess resident satisfaction with the delivery of City services, to help determine priorities for the future of the community and to measure trends from previous surveys and benchmark against other communities.

The 2018 City of Manassas Citizen Satisfaction Survey shows that 81 percent of residents rated the City as an excellent or good place to live. Overall, the survey results showed that satisfaction with City Services is much higher than in other cities. The City of Manassas rated above the U.S. average in 51 out of 64 areas and above the regional average in 49 of 64 areas that were compared.

The City of Manassas rated 23 percent above the U.S. Average and 21 percent above the regional average in the Overall Quality of City Services. The City was rated 27 percent above the U.S. average and 29 percent above the regional average in Customer Service from City Employees.

Categories where the City of Manassas scored significantly higher than the national and regional benchmarks include: the quality of Fire & Rescue services, the maintenance of streets, sidewalks and infrastructure; quality of Police services; quality of trash, recycling, and yard waste; quality of water and sewer utilities; quality of customer service from City employees, and effectiveness of communication with the community.

“City staff work very hard each day to provide quality services and customer service for our residents and I am pleased that our core value of customer service really stands out in this survey,” said City Manager W. Patrick Pate. “This survey provides great insight into the communities’ opinions and areas of priority for the future of the City of Manassas.”

The survey showed that citizen priorities for investment in the City of Manassas are as follows: the flow of traffic and getting around the city, the quality of public education, and the quality of economic development. ETC Institute used a random sample of households within the City of Manassas for this survey. They received 404 completed surveys from all areas and demographics of the City of Manassas. This is a statistically valid survey of a cross section of City of Manassas residents. To view the entire survey results, visit www.manassascity.org/css.

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