Emergency Preparedness Services

Key Findings

Residents are most satisfied with the County's COVID-19 services; frequency and content of COVID-19 information; and alerts shared during emergencies

- 78% are satisfied with the County's COVID-19 services, including testing and vaccines– among those satisfied, 65% are very satisfied
- 77% are satisfied with the frequency and content of COVID-19 information including updates on vaccines, boosters, and general pandemic related questions – among those satisfied, 61% are very satisfied
- 76% are satisfied with Arlington County's emergency alerts shared during emergencies – among those satisfied, 58% are very satisfied

68% are satisfied with the information and directions provided by the County related to natural or man-made public safety emergencies
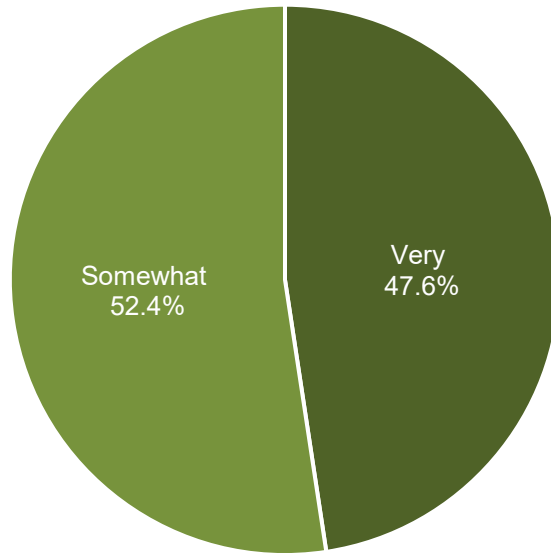
Question 7_A: Please indicate how satisfied or unsatisfied you are with the information and directions provided by the County related to natural or man-made public safety emergencies

68.2%

19.9%

11.9%

Satisfied

Neutral

Unsatisfied

309
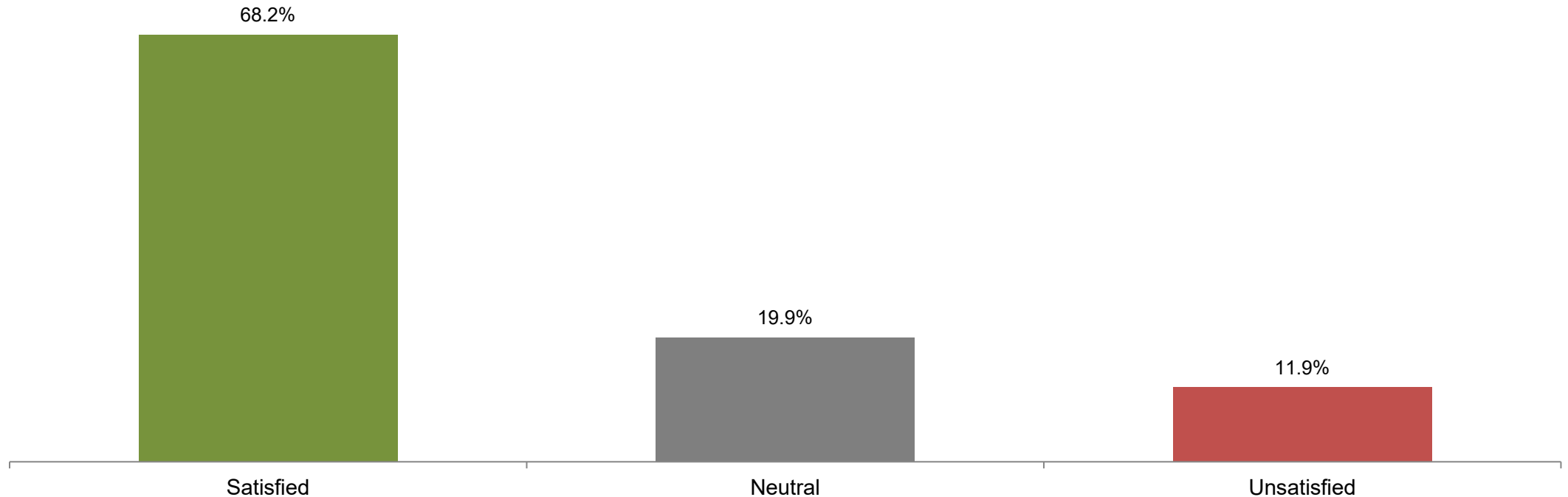
Among those who said satisfied, 48% are very satisfied

Question 7_A: Please indicate how satisfied or unsatisfied you are with the information and directions provided by the County related to natural or man-made public safety emergencies

Among those who said satisfied

Somewhat
52.4%

Very
47.6%

Total

11.9%

19.9%

68.2%

Among those who said unsatisfied

Very
29.0%

Somewhat
71.0%

Results by gender, age group and ethnicity

Question 7_A: Please indicate how satisfied or unsatisfied you are with the information and directions provided by the County related to natural or man-made public safety emergencies
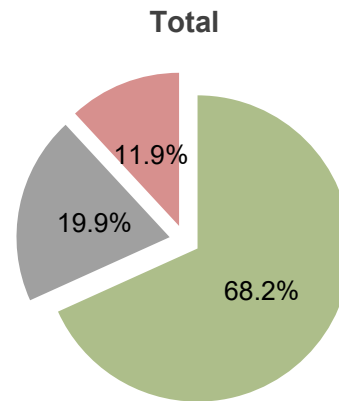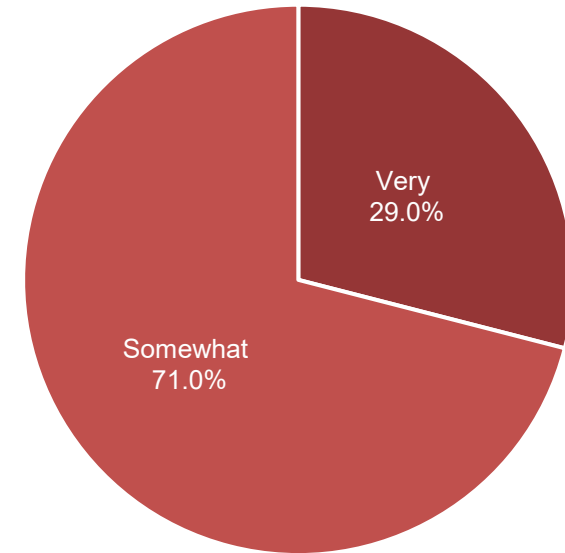
	Satisfied	Neutral	Unsatisfied
Male	67.6%	21.2%	11.2%
Female	70.1%	18.2%	11.7%
Non-Binary	33.3%	50.0%	16.7%
18-19	75.0%	15.0%	10.0%
20-29	56.6%	28.6%	14.8%
30-39	68.0%	18.4%	13.7%
40-49	68.6%	19.8%	11.6%
50-64	70.9%	17.6%	11.5%
65+	77.6%	14.9%	7.5%
Latino/Hispanic	71.7%	18.5%	9.8%
White/Caucasian	70.2%	17.1%	12.6%
Black/African American	71.2%	19.2%	9.6%
Asian	69.7%	22.1%	8.2%
Pacific Islander	64.3%	28.6%	7.1%
Native American	64.7%	17.6%	17.6%
Other	53.9%	28.1%	18.0%

311

Results by zip code

Question 7_A: Please indicate how satisfied or unsatisfied you are with the information and directions provided by the County related to natural or man-made public safety emergencies
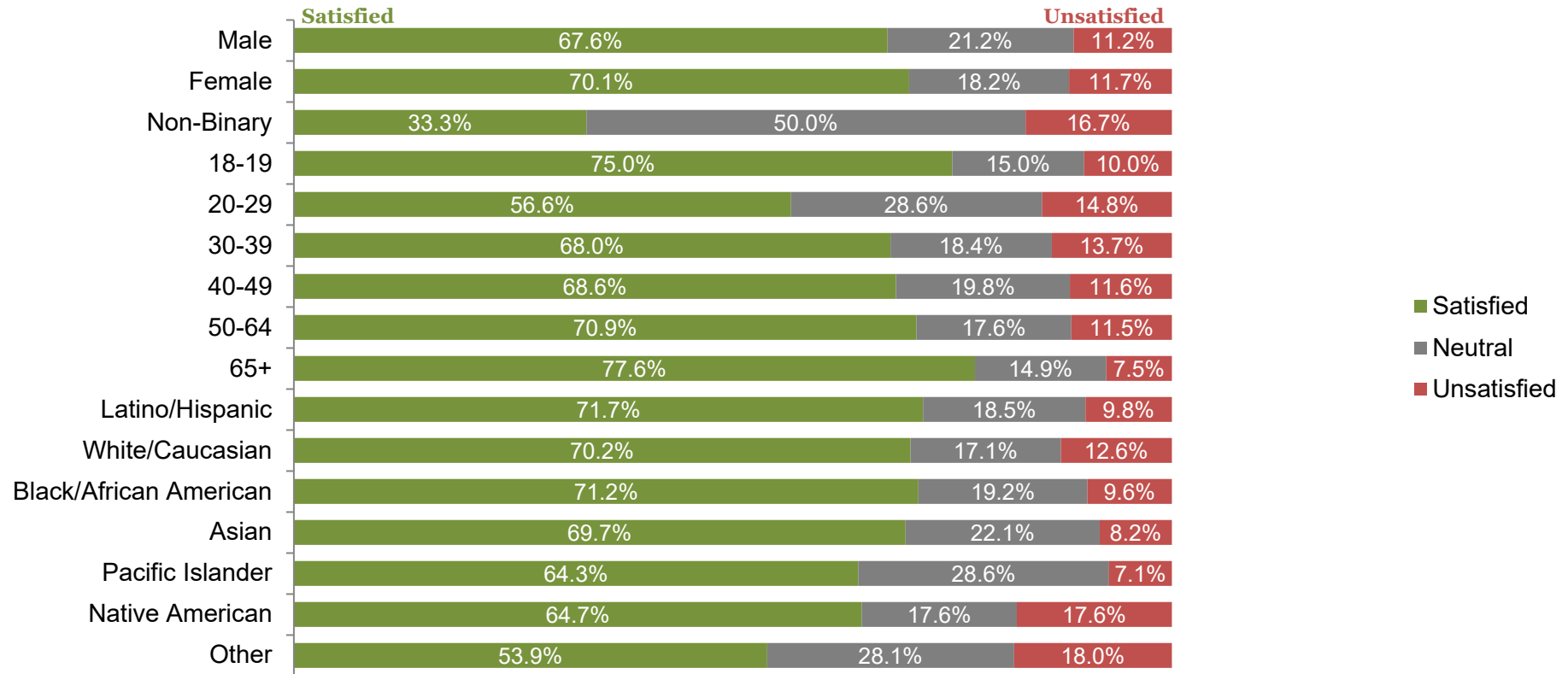

Zip Code	Satisfied	Neutral	Unsatisfied
22201	68.6%	16.9%	14.5%
22202	57.6%	22.2%	20.1%
22203	69.4%	18.9%	11.7%
22204	69.1%	22.2%	8.6%
22205	70.1%	22.7%	7.2%
22206	67.6%	21.6%	10.8%
22207	76.0%	14.7%	9.3%
22209	69.0%	19.0%	12.1%
22211	100.0%		
22213	68.2%	18.2%	13.6%

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Results by years of residency and household income

Question 7_A: Please indicate how satisfied or unsatisfied you are with the information and directions provided by the County related to natural or man-made public safety emergencies
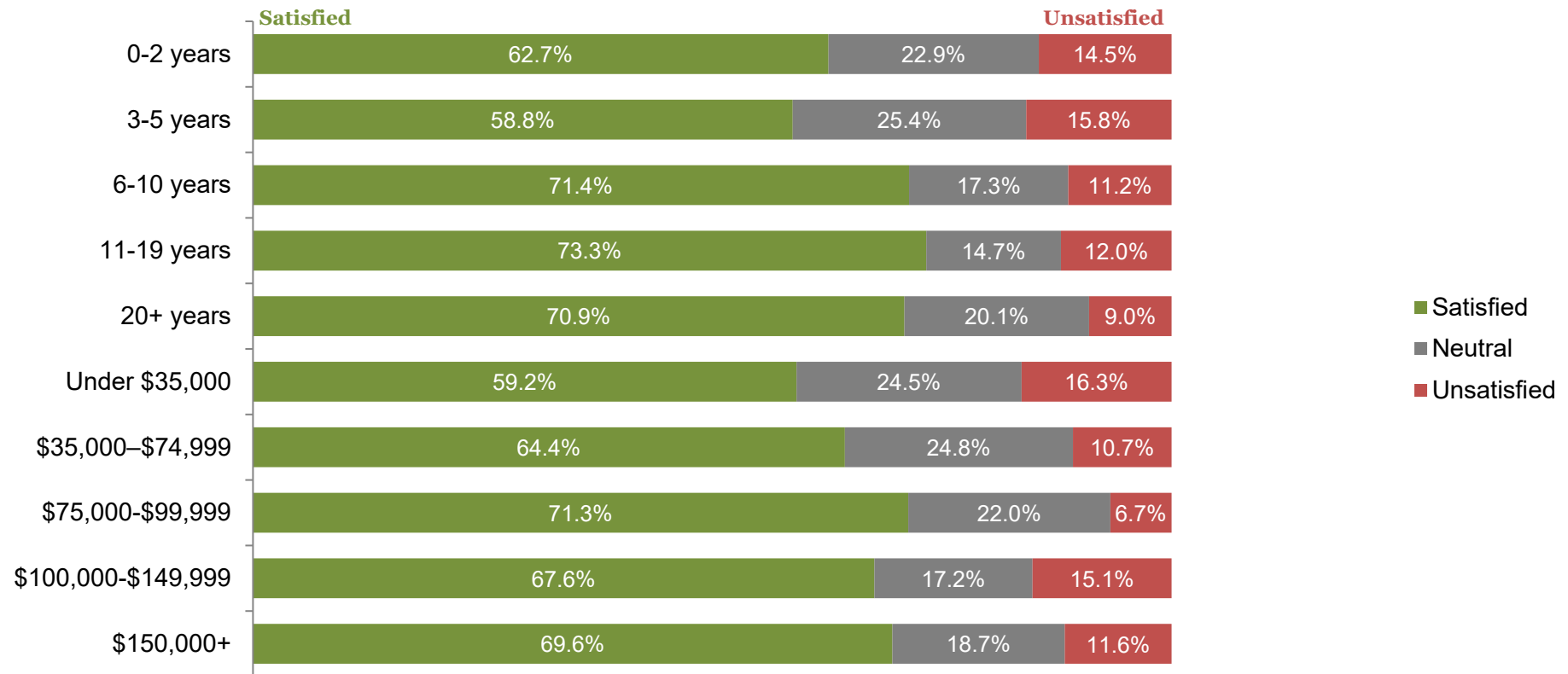
	Satisfied	Neutral	Unsatisfied
0-2 years	62.7%	22.9%	14.5%
3-5 years	58.8%	25.4%	15.8%
6-10 years	71.4%	17.3%	11.2%
11-19 years	73.3%	14.7%	12.0%
20+ years	70.9%	20.1%	9.0%
Under $35,000	59.2%	24.5%	16.3%
$35,000–$74,999	64.4%	24.8%	10.7%
$75,000-$99,999	71.3%	22.0%	6.7%
$100,000-$149,999	67.6%	17.2%	15.1%
$150,000+	69.6%	18.7%	11.6%

■ Satisfied
■ Neutral
■ Unsatisfied

PROBOLSKY RESEARCH

Results by disability status, survey language and survey mode

Question 7_A: Please indicate how satisfied or unsatisfied you are with the information and directions provided by the County related to natural or man-made public safety emergencies
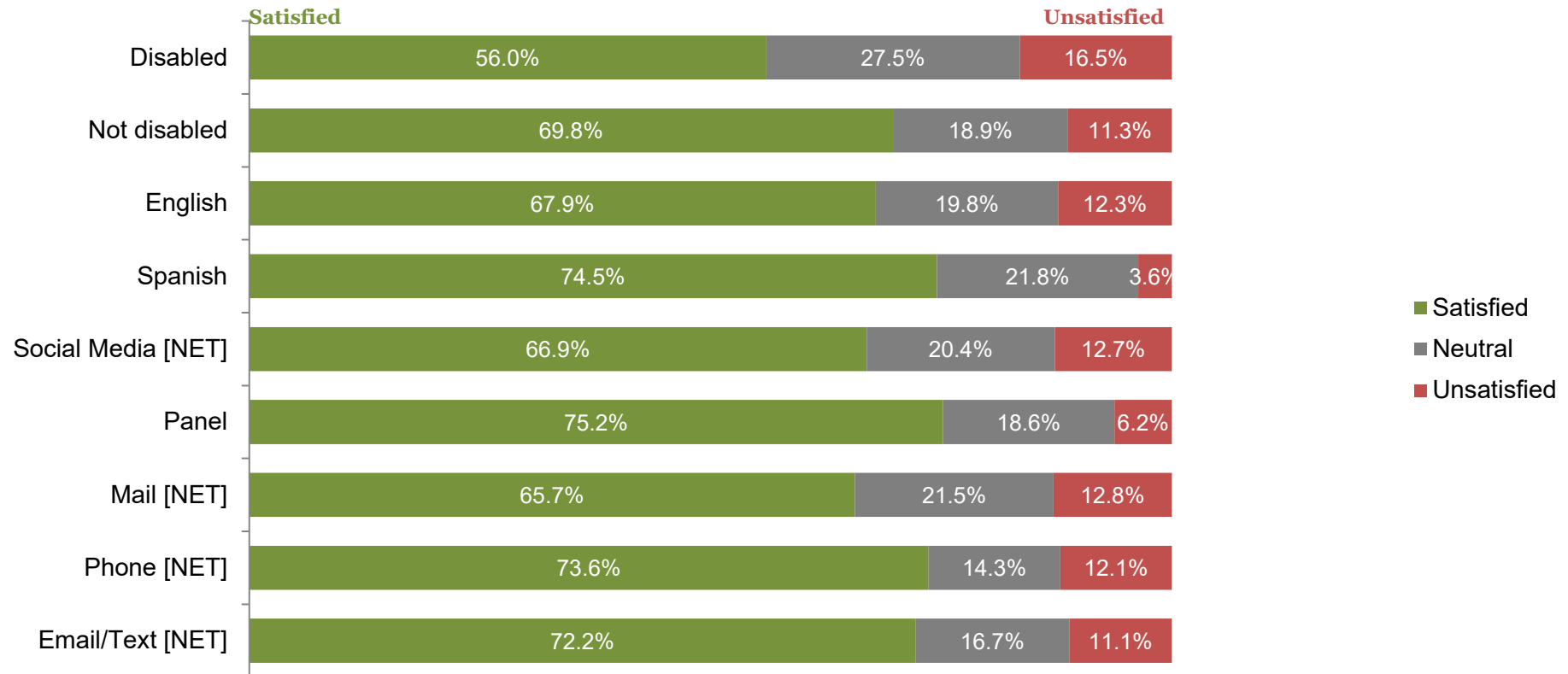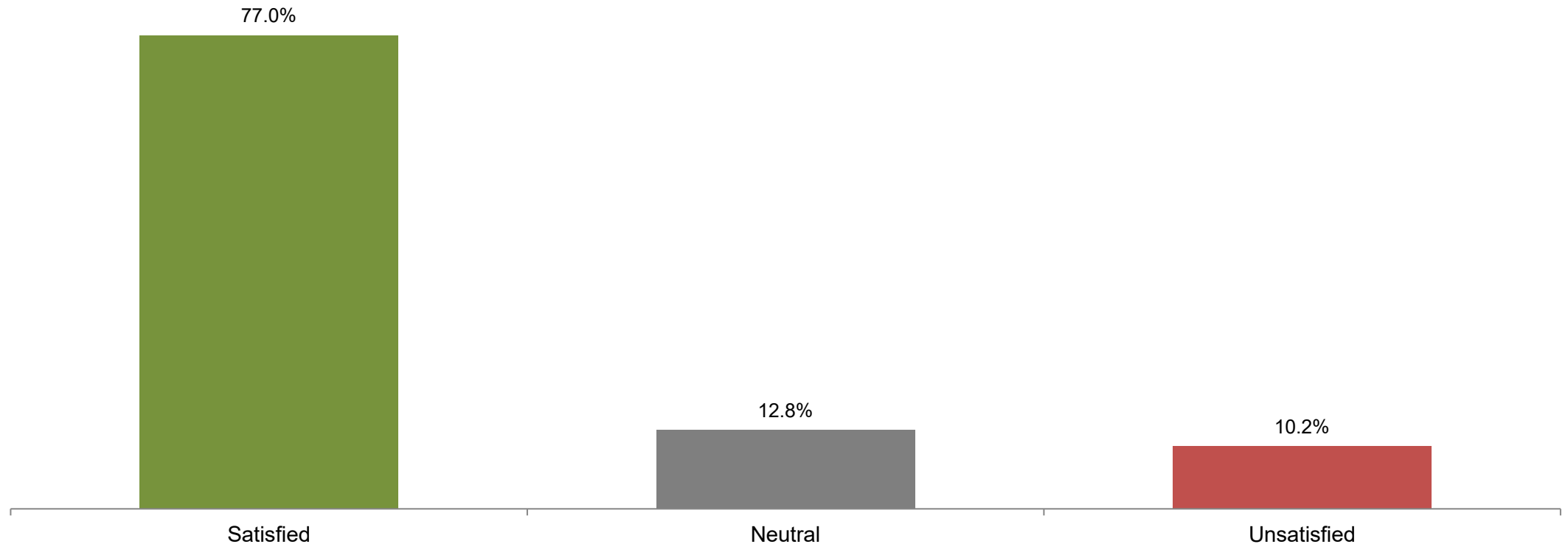
Satisfied   **Unsatisfied**

	Satisfied	Neutral	Unsatisfied
Disabled	56.0%	27.5%	16.5%
Not disabled	69.8%	18.9%	11.3%
English	67.9%	19.8%	12.3%
Spanish	74.5%	21.8%	3.6%
Social Media [NET]	66.9%	20.4%	12.7%
Panel	75.2%	18.6%	6.2%
Mail [NET]	65.7%	21.5%	12.8%
Phone [NET]	73.6%	14.3%	12.1%
Email/Text [NET]	72.2%	16.7%	11.1%

- Satisfied
- Neutral
- Unsatisfied

77% are satisfied with the frequency and content of COVID-19 information including updates on vaccines, boosters, and general pandemic related questions
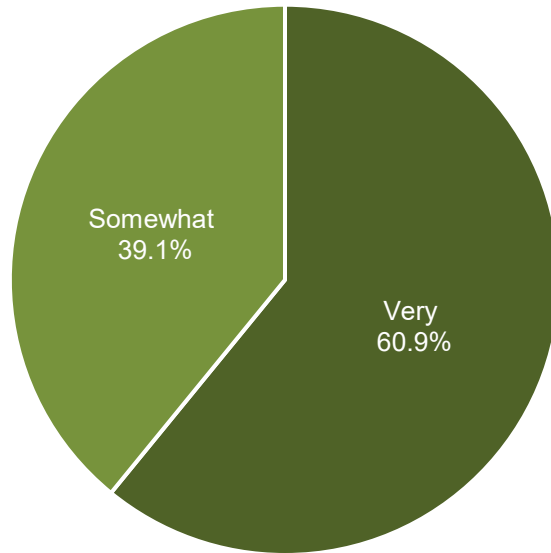
Question 7_B: Please indicate how satisfied or unsatisfied you are with the frequency and content of COVID-19 information including updates on vaccines, boosters, testing, and general pandemic related questions

315

Among those who said satisfied, 61% are very satisfied

Question 7_B: Please indicate how satisfied or unsatisfied you are with the frequency and content of COVID-19 information including updates on vaccines, boosters, testing, and general pandemic related questions

Among those who said satisfied

Somewhat
39.1%

Very
60.9%

Total

10.2%

12.8%

77.0%

Among those who said unsatisfied

Somewhat
54.0%

Very
46.0%

Results by gender, age group and ethnicity

Question 7_B: Please indicate how satisfied or unsatisfied you are with the frequency and content of COVID-19 information including updates on vaccines, boosters, testing, and general pandemic related questions
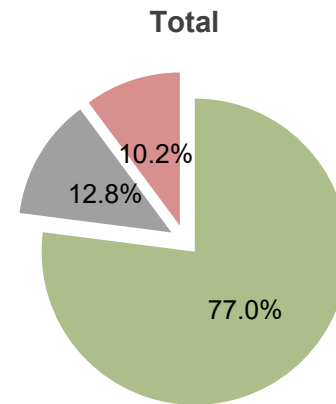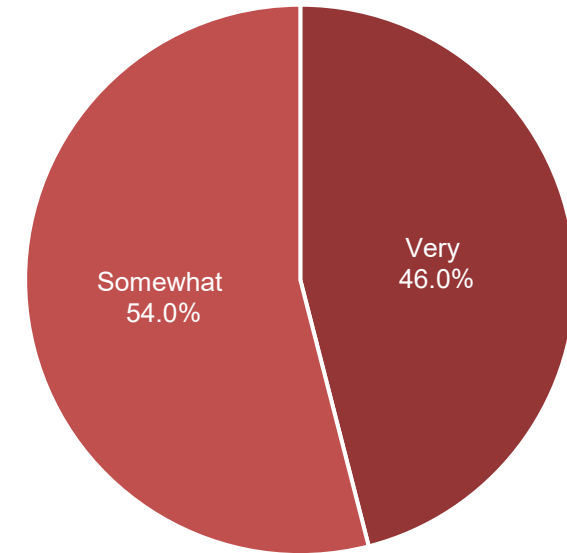
	Satisfied	Neutral	Unsatisfied
Male	76.5%	14.2%	9.4%
Female	80.4%	10.4%	9.2%
Non-Binary	33.3%	50.0%	16.7%
18-19	81.0%	14.3%	4.8%
20-29	71.7%	16.5%	11.8%
30-39	74.7%	14.6%	10.8%
40-49	76.7%	9.9%	13.4%
50-64	81.3%	9.8%	8.9%
65+	83.5%	11.9%	4.6%
Latino/Hispanic	80.9%	10.6%	8.5%
White/Caucasian	79.3%	11.9%	8.8%
Black/African American	79.8%	14.9%	5.3%
Asian	79.3%	10.0%	10.7%
Pacific Islander	71.4%	21.4%	7.1%
Native American	59.1%	9.1%	31.8%
Other	55.2%	20.7%	24.1%

Results by zip code

Question 7_B: Please indicate how satisfied or unsatisfied you are with the frequency and content of COVID-19 information including updates on vaccines, boosters, testing, and general pandemic related questions
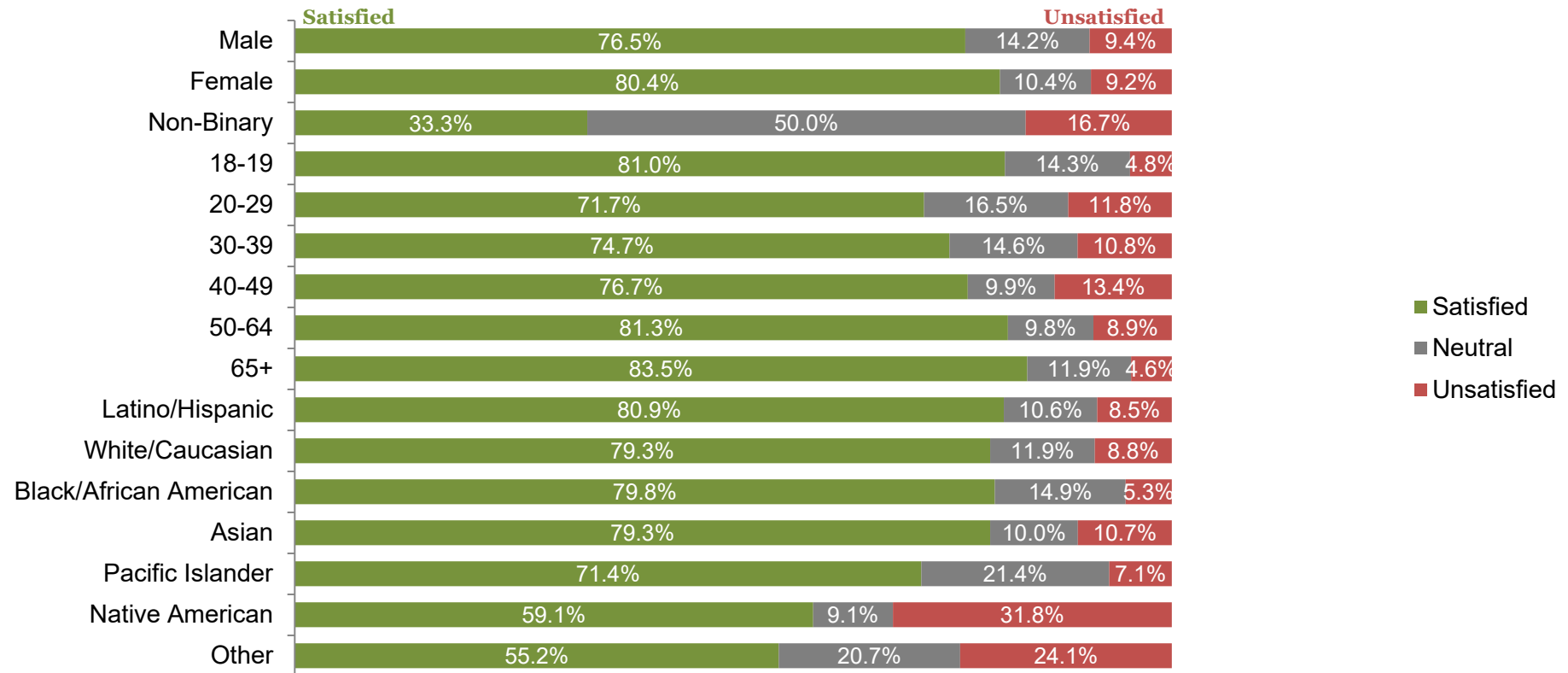
Zip Code	Satisfied	Neutral	Unsatisfied
22201	76.2%	13.9%	9.9%
22202	68.3%	15.9%	15.9%
22203	77.2%	13.4%	9.4%
22204	80.1%	9.0%	10.9%
22205	82.0%	9.9%	8.1%
22206	81.3%	12.1%	6.5%
22207	76.8%	15.5%	7.7%
22209	81.1%	12.2%	6.8%
22211	100.0%		
22213	54.5%	31.8%	13.6%

Satisfied

Unsatisfied

Legend: ■ Satisfied ■ Neutral ■ Unsatisfied

Results by years of residency and household income

Question 7_B: Please indicate how satisfied or unsatisfied you are with the frequency and content of COVID-19 information including updates on vaccines, boosters, testing, and general pandemic related questions
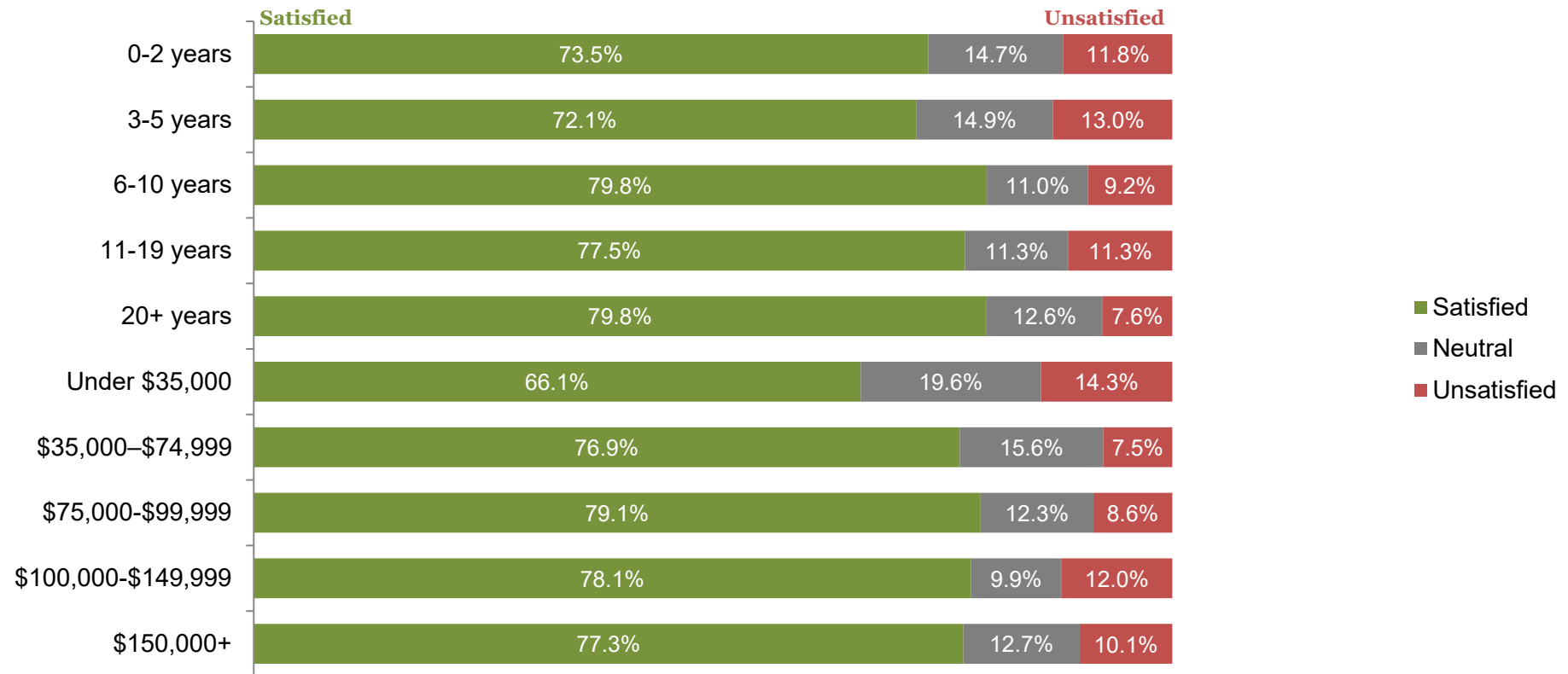
	Satisfied	Neutral	Unsatisfied
0-2 years	73.5%	14.7%	11.8%
3-5 years	72.1%	14.9%	13.0%
6-10 years	79.8%	11.0%	9.2%
11-19 years	77.5%	11.3%	11.3%
20+ years	79.8%	12.6%	7.6%
Under $35,000	66.1%	19.6%	14.3%
$35,000–$74,999	76.9%	15.6%	7.5%
$75,000-$99,999	79.1%	12.3%	8.6%
$100,000-$149,999	78.1%	9.9%	12.0%
$150,000+	77.3%	12.7%	10.1%

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Results by disability status, survey language and survey mode

Question 7_B: Please indicate how satisfied or unsatisfied you are with the frequency and content of COVID-19 information including updates on vaccines, boosters, testing, and general pandemic related questions
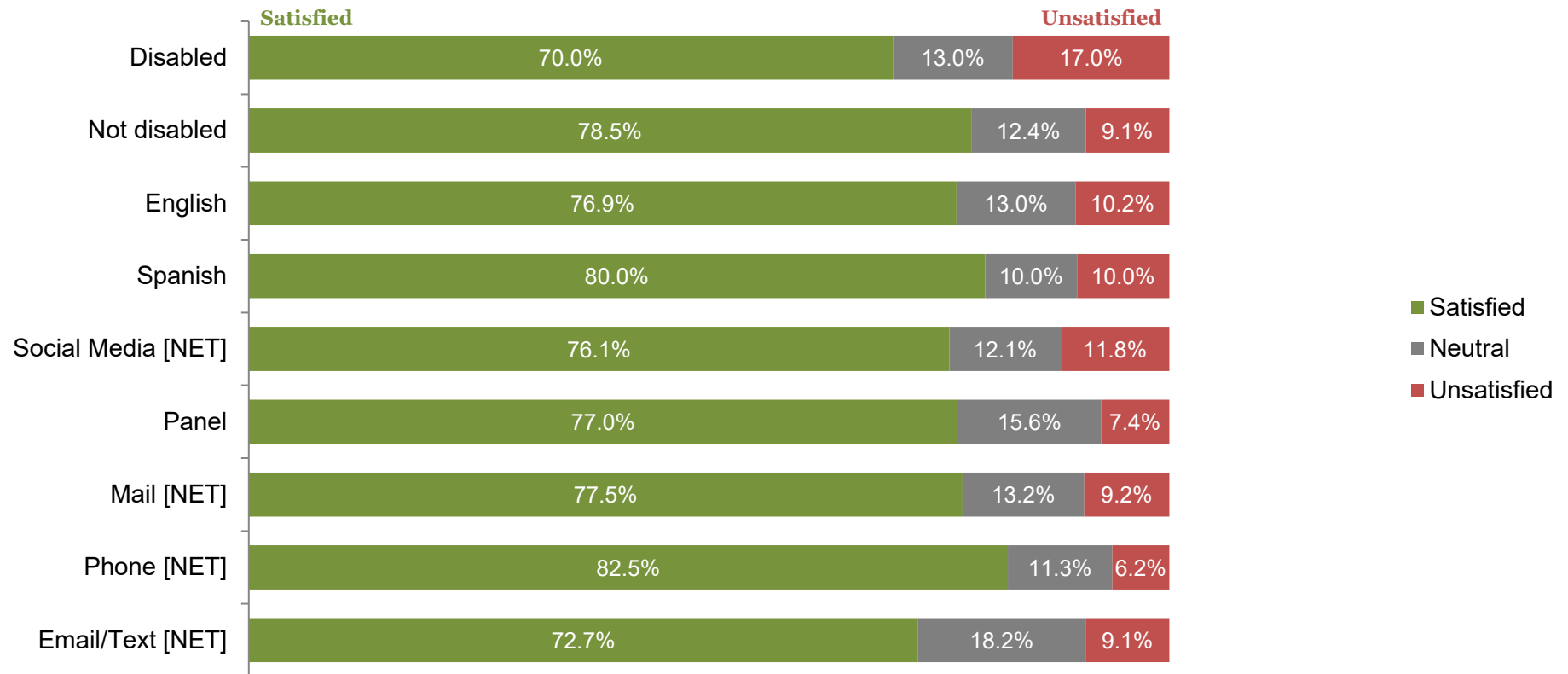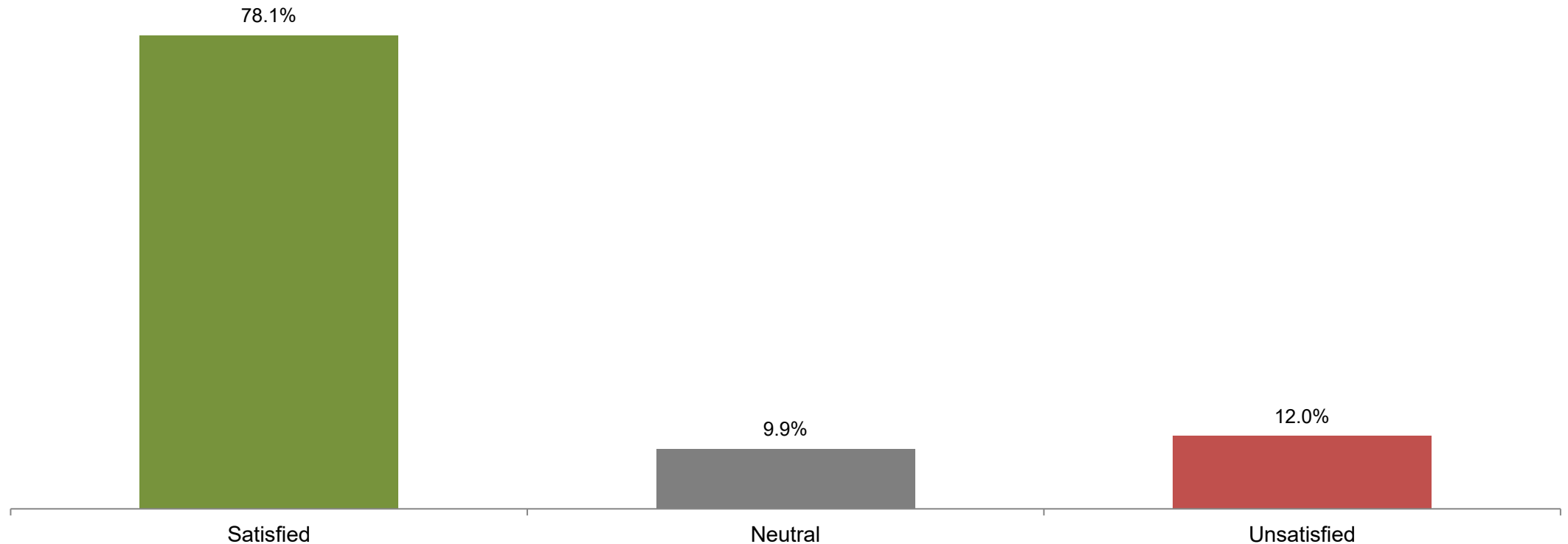
Satisfied   **Unsatisfied**

	Satisfied	Neutral	Unsatisfied
Disabled	70.0%	13.0%	17.0%
Not disabled	78.5%	12.4%	9.1%
English	76.9%	13.0%	10.2%
Spanish	80.0%	10.0%	10.0%
Social Media [NET]	76.1%	12.1%	11.8%
Panel	77.0%	15.6%	7.4%
Mail [NET]	77.5%	13.2%	9.2%
Phone [NET]	82.5%	11.3%	6.2%
Email/Text [NET]	72.7%	18.2%	9.1%

- Satisfied
- Neutral
- Unsatisfied

78% are satisfied with the County's COVID-19 services, including testing and vaccinations

Question 7_C: Please indicate how satisfied or unsatisfied you are with the County's COVID-19 services, including testing and vaccinations

Satisfied	Neutral	Unsatisfied
78.1%	9.9%	12.0%

PROBOLSKY RESEARCH

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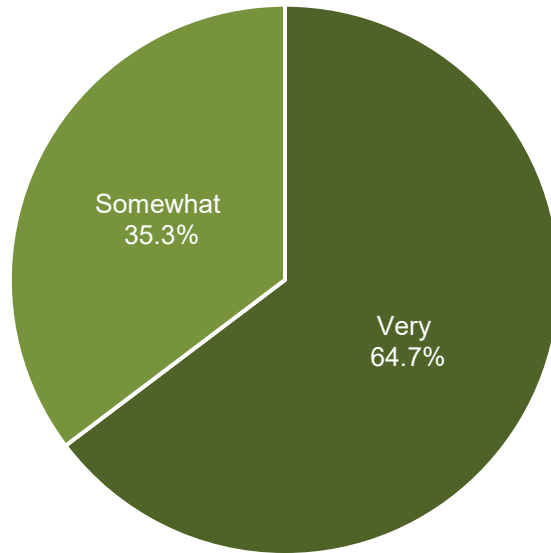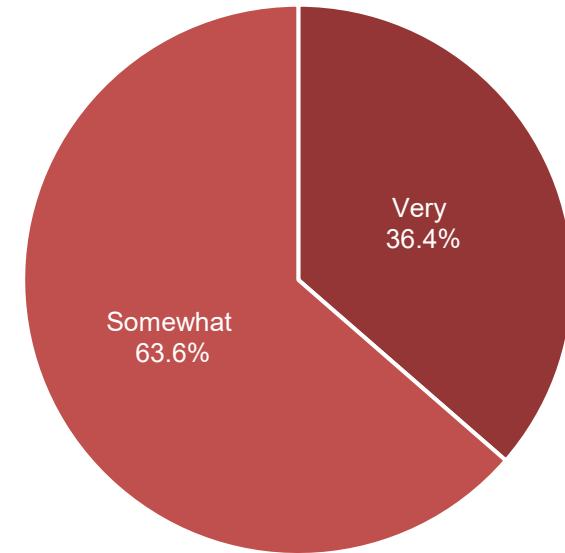# Among those who said satisfied, 65% are very satisfied

Question 7_C: Please indicate how satisfied or unsatisfied you are with the County's COVID-19 services, including testing and vaccinations

Among those who said satisfied

Somewhat
35.3%

Very
64.7%

Total

12.0%

9.9%

78.1%

Among those who said unsatisfied

Very
36.4%

Somewhat
63.6%
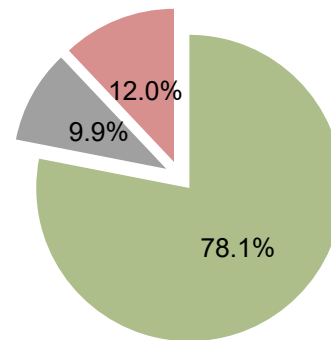
Results by gender, age group and ethnicity

Question 7_C: Please indicate how satisfied or unsatisfied you are with the County's COVID-19 services, including testing and vaccinations

	Satisfied	Neutral	Unsatisfied
Male	78.8%	8.9%	12.3%
Female	79.7%	9.6%	10.6%
Non-Binary	33.3%	66.7%	
18-19	68.2%	18.2%	13.6%
20-29	73.8%	8.3%	17.9%
30-39	76.6%	10.8%	12.6%
40-49	78.4%	7.3%	14.2%
50-64	79.3%	11.4%	9.3%
65+	86.5%	8.8%	4.7%
Latino/Hispanic	79.5%	8.4%	12.1%
White/Caucasian	79.6%	9.2%	11.2%
Black/African American	82.5%	11.4%	6.1%
Asian	83.2%	4.4%	12.4%
Pacific Islander	66.7%	13.3%	20.0%
Native American	59.1%	9.1%	31.8%
Other	60.0%	18.6%	21.4%
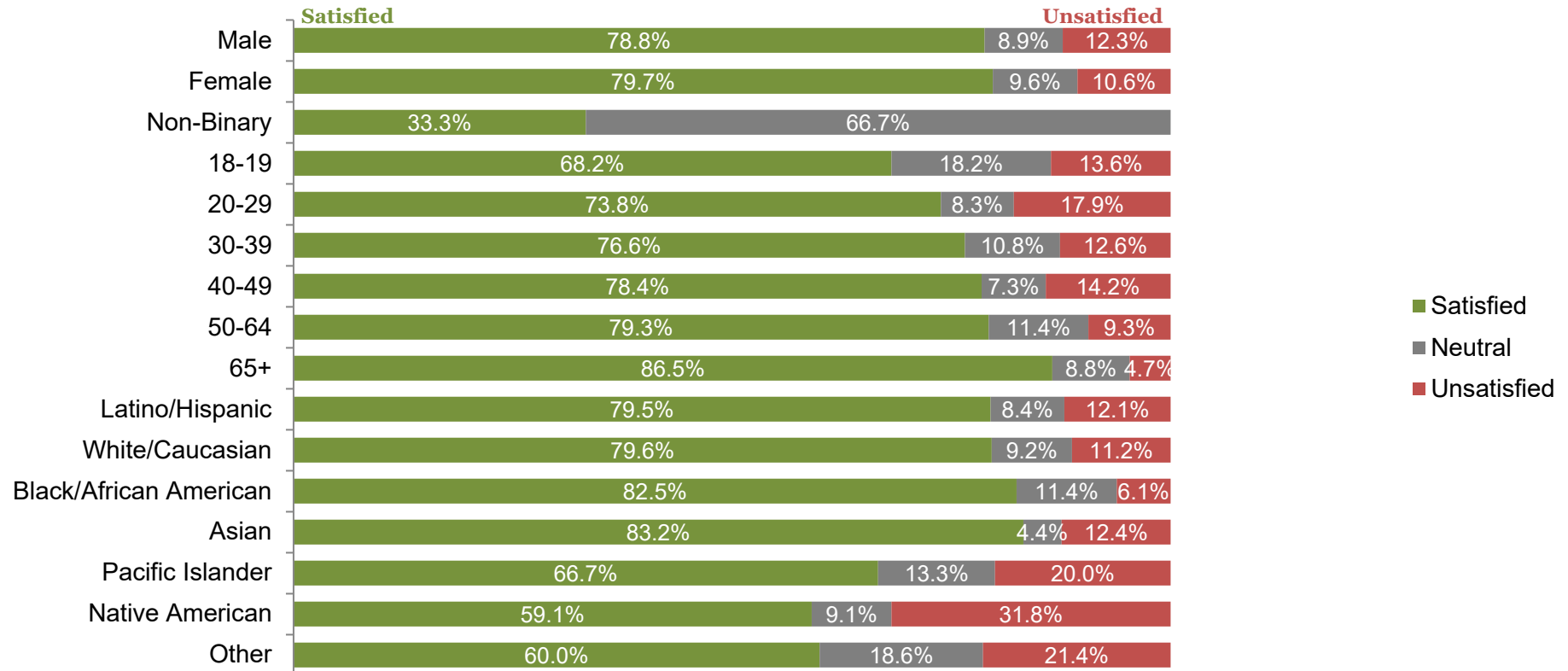
Results by zip code

Question 7_C: Please indicate how satisfied or unsatisfied you are with the County's COVID-19 services, including testing and vaccinations

Results by years of residency and household income

Question 7_C: Please indicate how satisfied or unsatisfied you are with the County's COVID-19 services, including testing and vaccinations


	Satisfied	Neutral	Unsatisfied
0-2 years	78.5%	9.2%	12.3%
3-5 years	73.9%	9.5%	16.6%
6-10 years	76.4%	9.3%	14.4%
11-19 years	75.4%	12.3%	12.3%
20+ years	82.4%	9.4%	8.2%
Under $35,000	69.0%	19.0%	12.1%
$35,000–$74,999	79.9%	11.0%	9.1%
$75,000-$99,999	81.4%	9.0%	9.6%
$100,000-$149,999	74.6%	11.2%	14.1%
$150,000+	79.2%	8.3%	12.5%

Results by disability status, survey language and survey mode

Question 7_C: Please indicate how satisfied or unsatisfied you are with the County's COVID-19 services, including testing and vaccinations
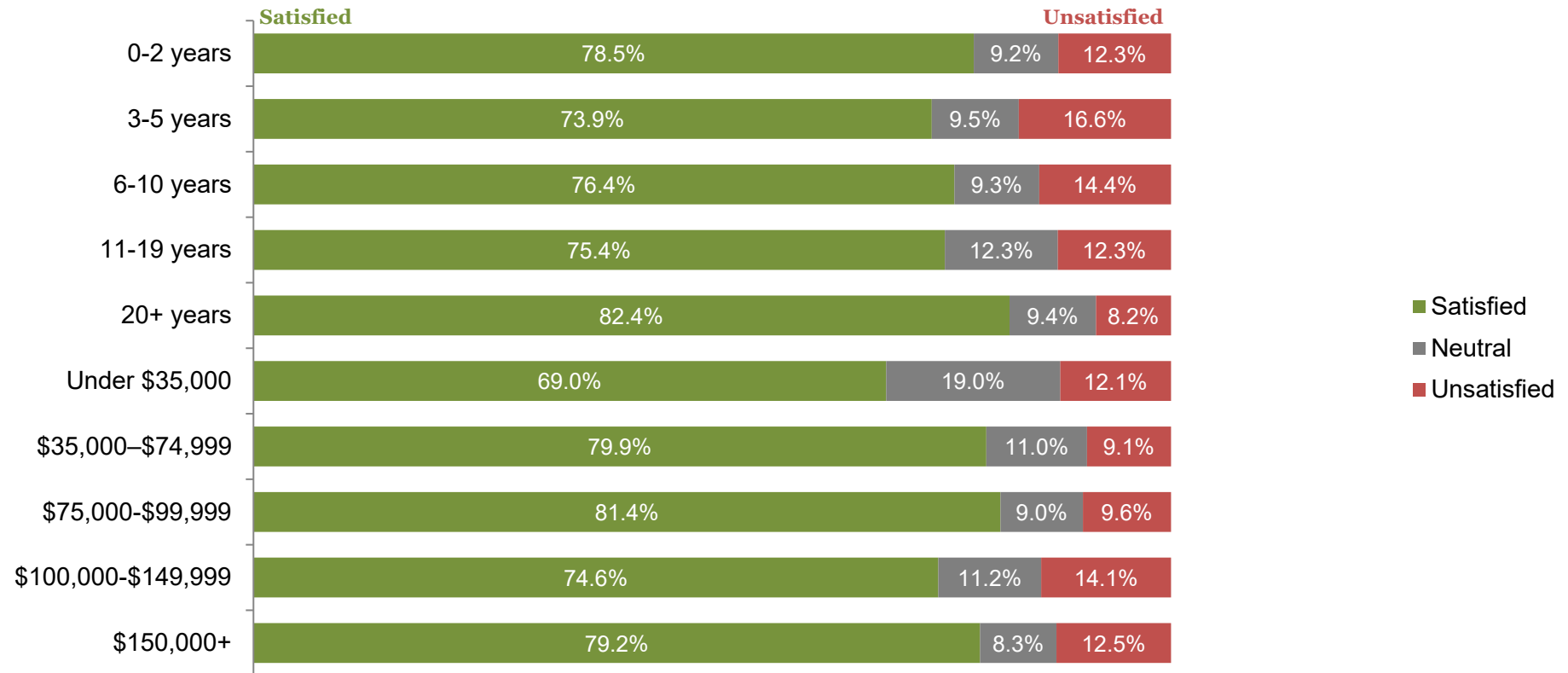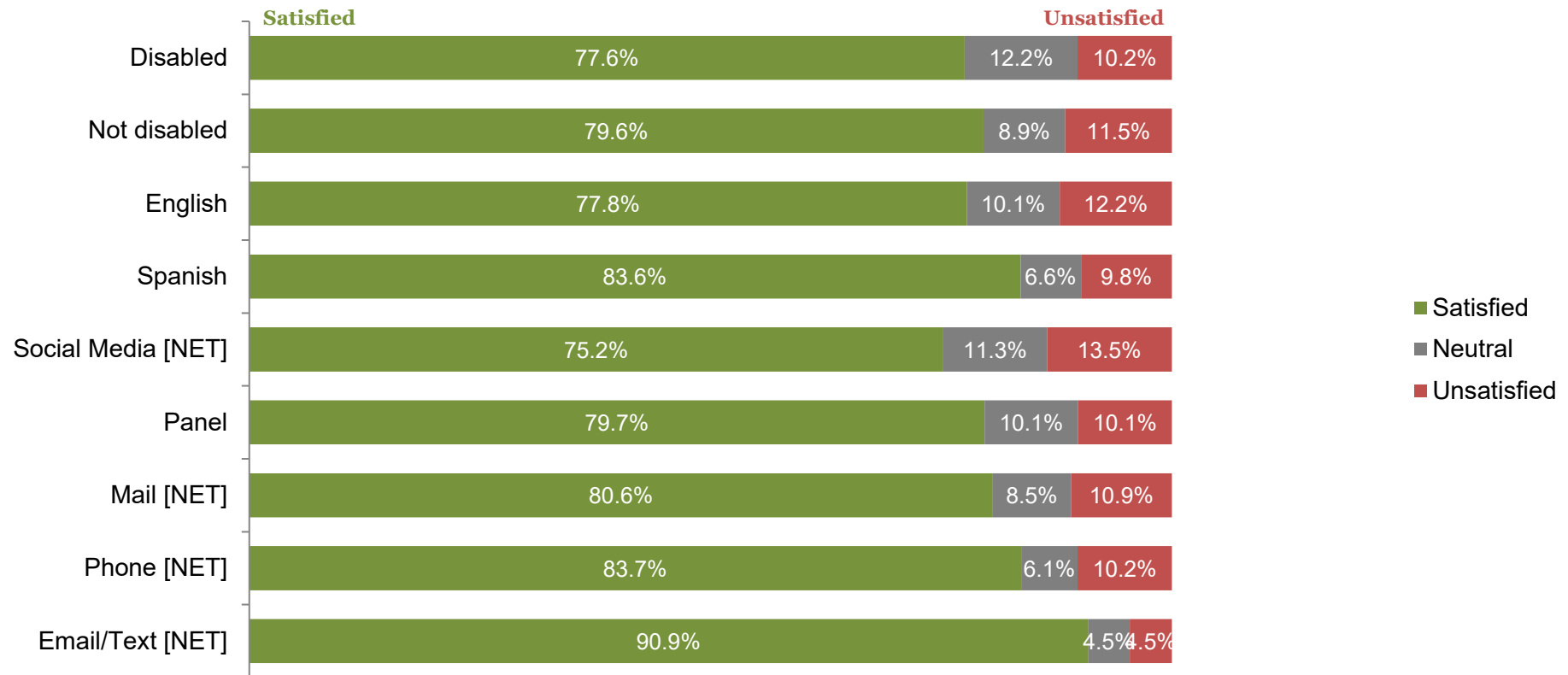
Satisfied   **Unsatisfied**

Category	Satisfied	Neutral	Unsatisfied
Disabled	77.6%	12.2%	10.2%
Not disabled	79.6%	8.9%	11.5%
English	77.8%	10.1%	12.2%
Spanish	83.6%	6.6%	9.8%
Social Media [NET]	75.2%	11.3%	13.5%
Panel	79.7%	10.1%	10.1%
Mail [NET]	80.6%	8.5%	10.9%
Phone [NET]	83.7%	6.1%	10.2%
Email/Text [NET]	90.9%	4.5%	4.5%

Legend:
- Satisfied
- Neutral
- Unsatisfied

76% are satisfied with Arlington County's emergency alerts shared during emergencies

Question 7_D: Please indicate how satisfied or unsatisfied you are with Arlington County's emergency alerts shared during emergencies

	Satisfied	Neutral	Unsatisfied
	76.1%	16.7%	7.2%

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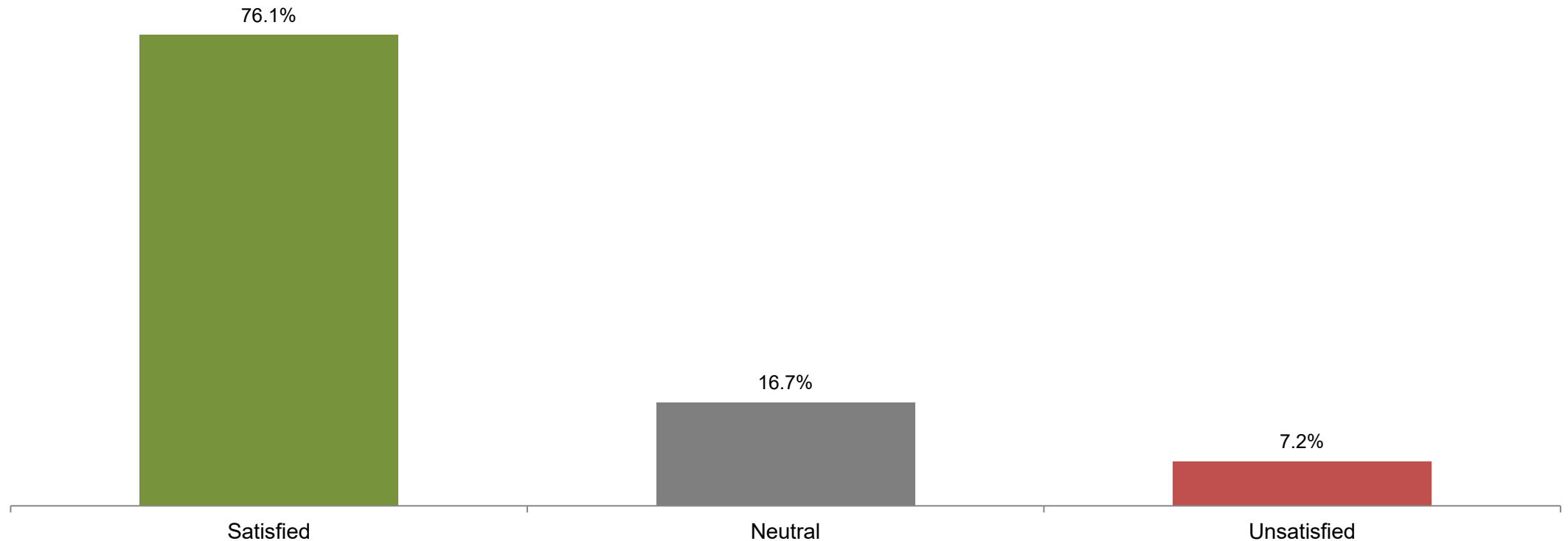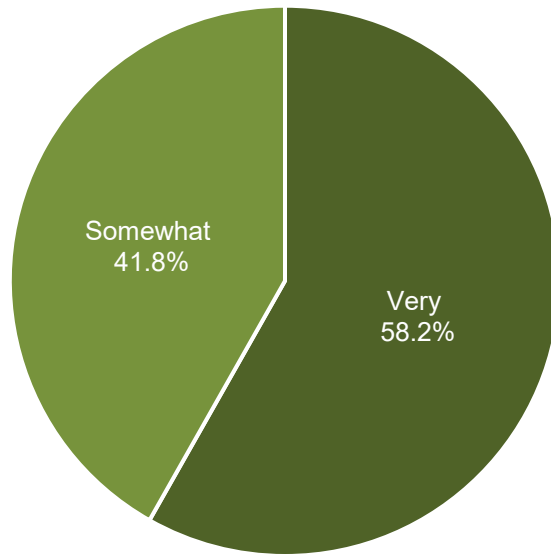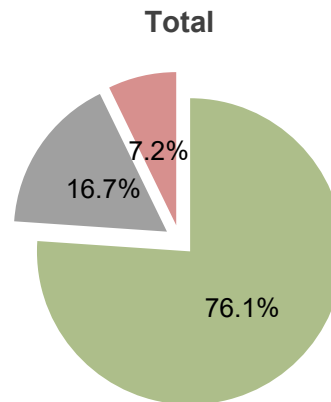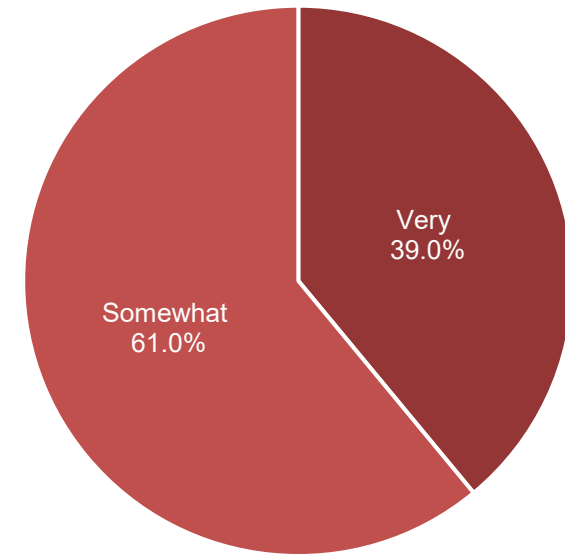
Among those who said satisfied, 58% are very satisfied

Question 7_D: Please indicate how satisfied or unsatisfied you are with Arlington County's emergency alerts shared during emergencies

Among those who said satisfied

Somewhat
41.8%

Very
58.2%

Total

7.2%

16.7%

76.1%

Among those who said unsatisfied

Very
39.0%

Somewhat
61.0%

328

Results by gender, age group and ethnicity

Question 7_D: Please indicate how satisfied or unsatisfied you are with Arlington County's emergency alerts shared during emergencies

	Satisfied	Neutral	Unsatisfied
Male	73.8%	18.5%	7.7%
Female	78.9%	14.6%	6.6%
Non-Binary	16.7%	83.3%	
18-19	85.0%	10.0%	5.0%
20-29	66.7%	22.1%	11.3%
30-39	71.5%	21.7%	6.8%
40-49	80.5%	10.7%	8.8%
50-64	80.8%	13.7%	5.6%
65+	83.6%	13.7%	2.7%
Latino/Hispanic	76.9%	17.0%	6.0%
White/Caucasian	76.7%	15.4%	8.0%
Black/African American	78.9%	15.6%	5.5%
Asian	78.9%	14.6%	6.5%
Pacific Islander	85.7%	7.1%	7.1%
Native American	57.9%	21.1%	21.1%
Other	65.9%	23.5%	10.6%

Results by zip code

Zip Code	Satisfied	Neutral	Unsatisfied
22201	76.1%	12.5%	11.4%
22202	64.0%	27.3%	8.7%
22203	75.4%	15.8%	8.8%
22204	80.7%	13.7%	5.6%
22205	81.9%	13.3%	4.8%
22206	81.2%	16.8%	2.0%
22207	82.1%	12.7%	5.2%
22209	59.4%	34.4%	6.3%
22211	100.0%		
22213	66.7%	19.0%	14.3%

PROBOLSKY RESEARCH

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Results by years of residency and household income

Question 7_D: Please indicate how satisfied or unsatisfied you are with Arlington County's emergency alerts shared during emergencies

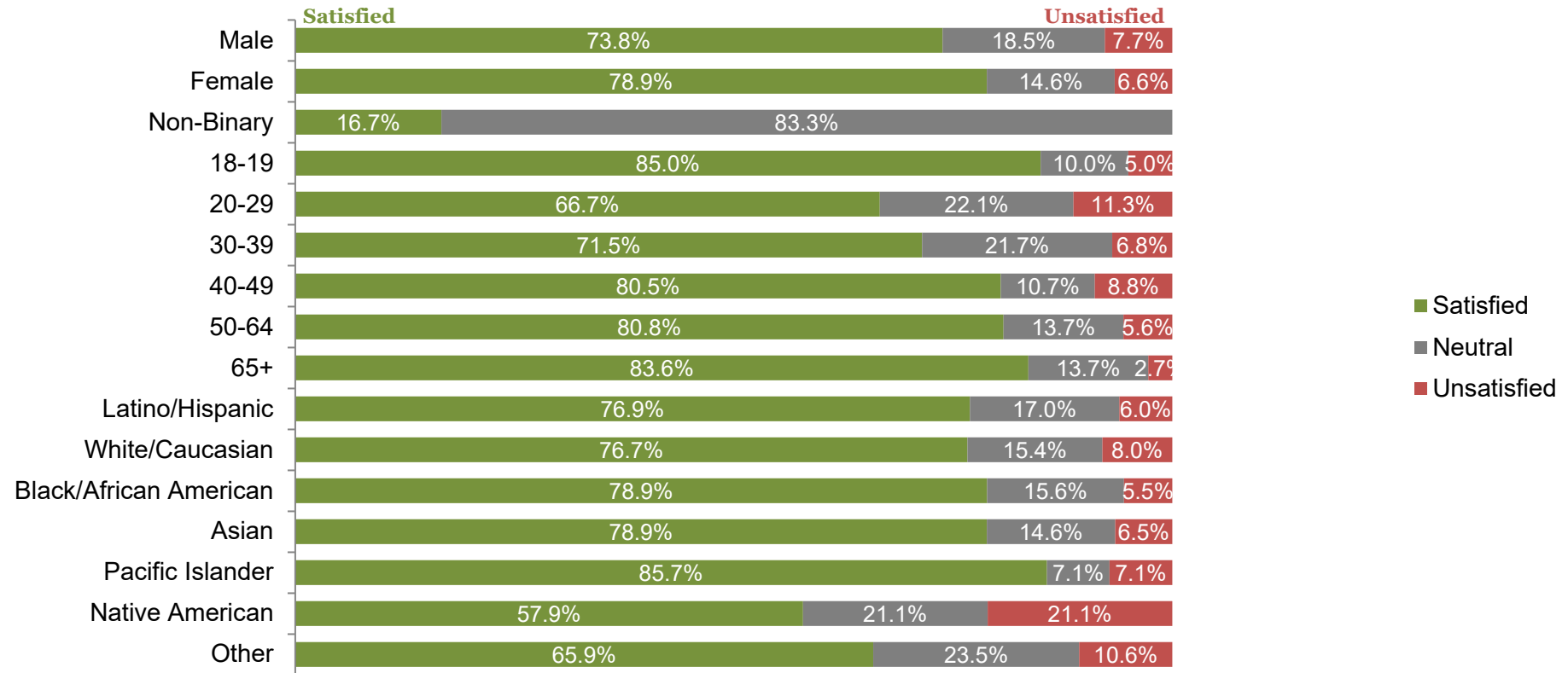**Satisfied**   **Unsatisfied**

	Satisfied	Neutral	Unsatisfied
0-2 years	66.7%	22.8%	10.6%
3-5 years	69.1%	21.3%	9.6%
6-10 years	79.0%	14.0%	7.0%
11-19 years	78.5%	14.9%	6.7%
20+ years	81.1%	13.9%	5.0%
Under $35,000	75.0%	17.3%	7.7%
$35,000–$74,999	69.7%	22.6%	7.7%
$75,000-$99,999	80.1%	13.2%	6.6%
$100,000-$149,999	76.5%	16.0%	7.4%
$150,000+	76.5%	16.2%	7.3%

Legend:
- ■ Satisfied
- ■ Neutral
- ■ Unsatisfied

Results by disability status, survey language and survey mode
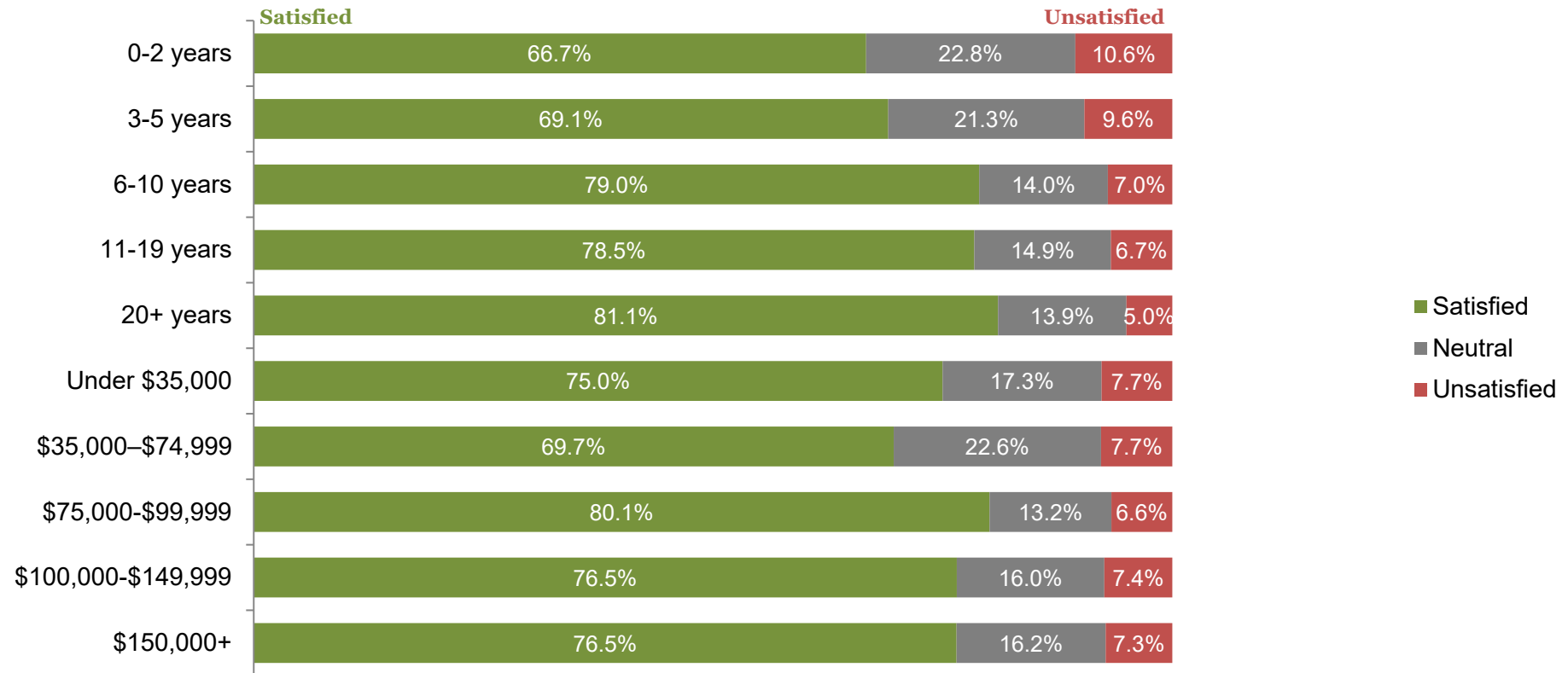
Question 7_D: Please indicate how satisfied or unsatisfied you are with Arlington County's emergency alerts shared during emergencies

Satisfied   **Unsatisfied**

Category	Satisfied	Neutral	Unsatisfied
Disabled	71.0%	23.7%	5.4%
Not disabled	77.2%	15.6%	7.2%
English	75.7%	17.0%	7.3%
Spanish	83.9%	10.7%	5.4%
Social Media [NET]	75.2%	16.8%	7.9%
Panel	77.6%	16.4%	6.0%
Mail [NET]	74.9%	18.5%	6.6%
Phone [NET]	83.1%	10.1%	6.7%
Email/Text [NET]	76.2%	19.0%	4.8%

■ Satisfied
■ Neutral
■ Unsatisfied

PROBOLSKY RESEARCH