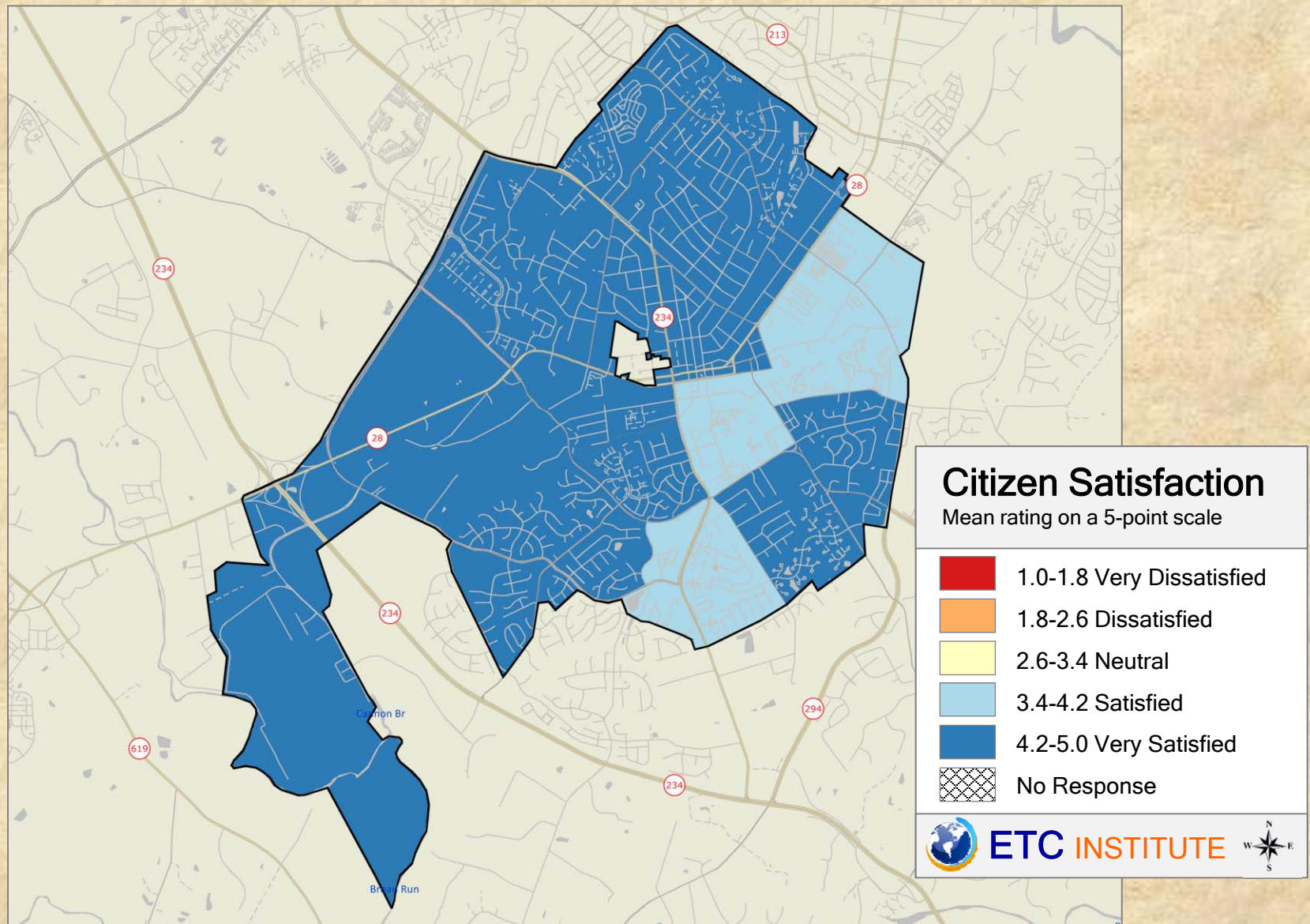


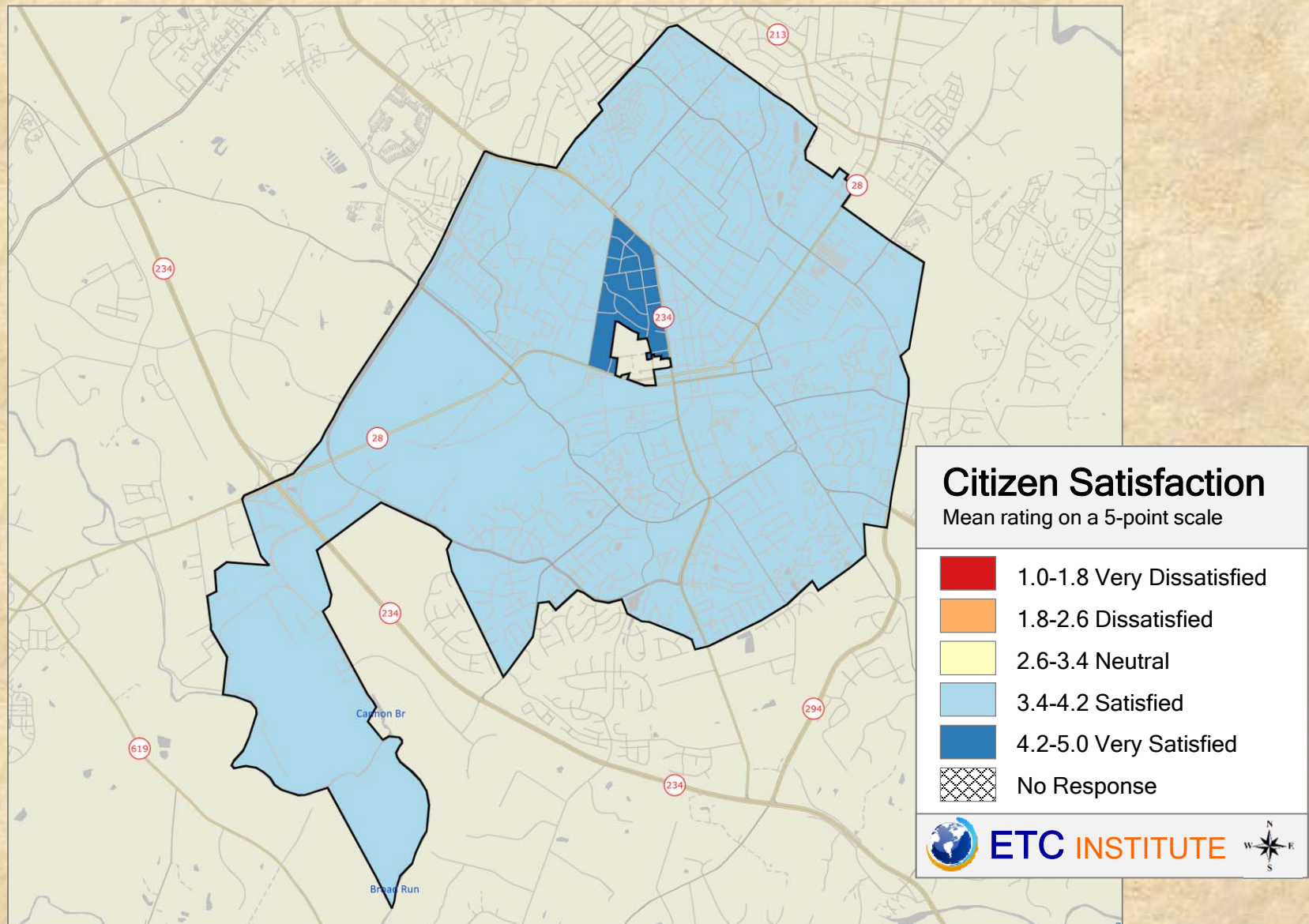
## Q15.1 Satisfaction with: Reliability of water services



### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15.2 Satisfaction with: Taste/odor of your drinking water

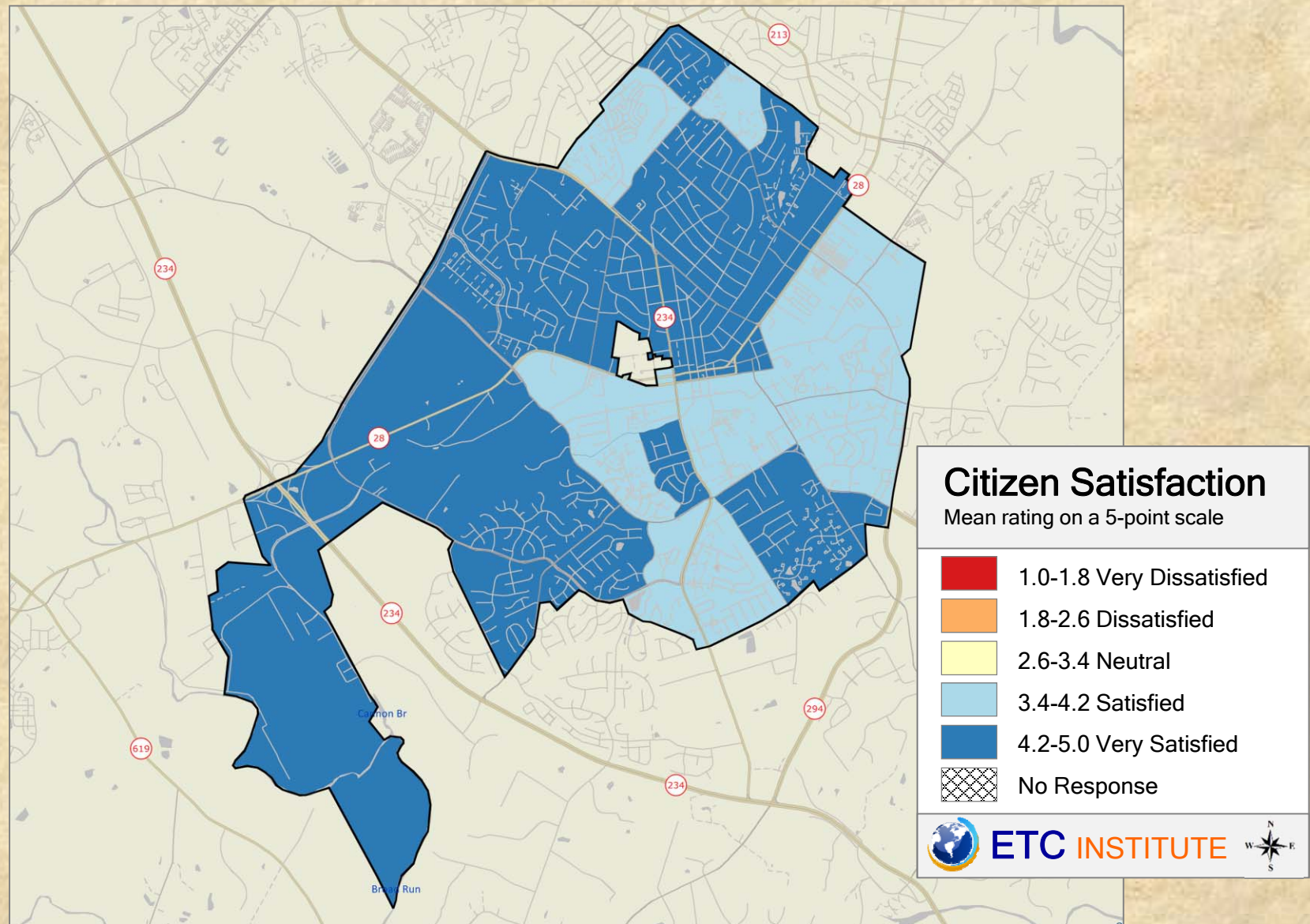


### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



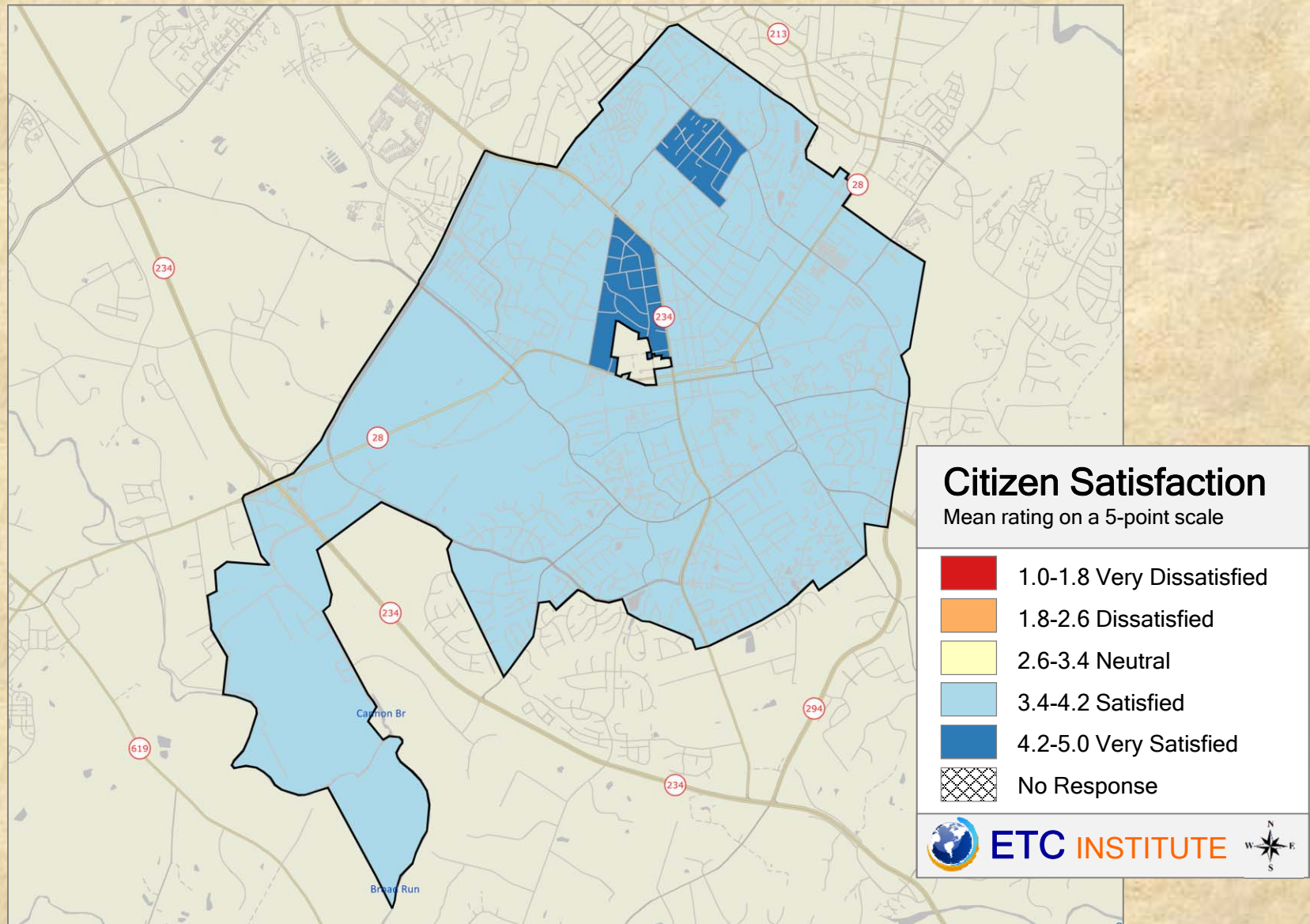
## Q15.3 Satisfaction with: Reliability of sewer services



### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15.4 Satisfaction with: Overall value that you receive for water and wastewater utility rates

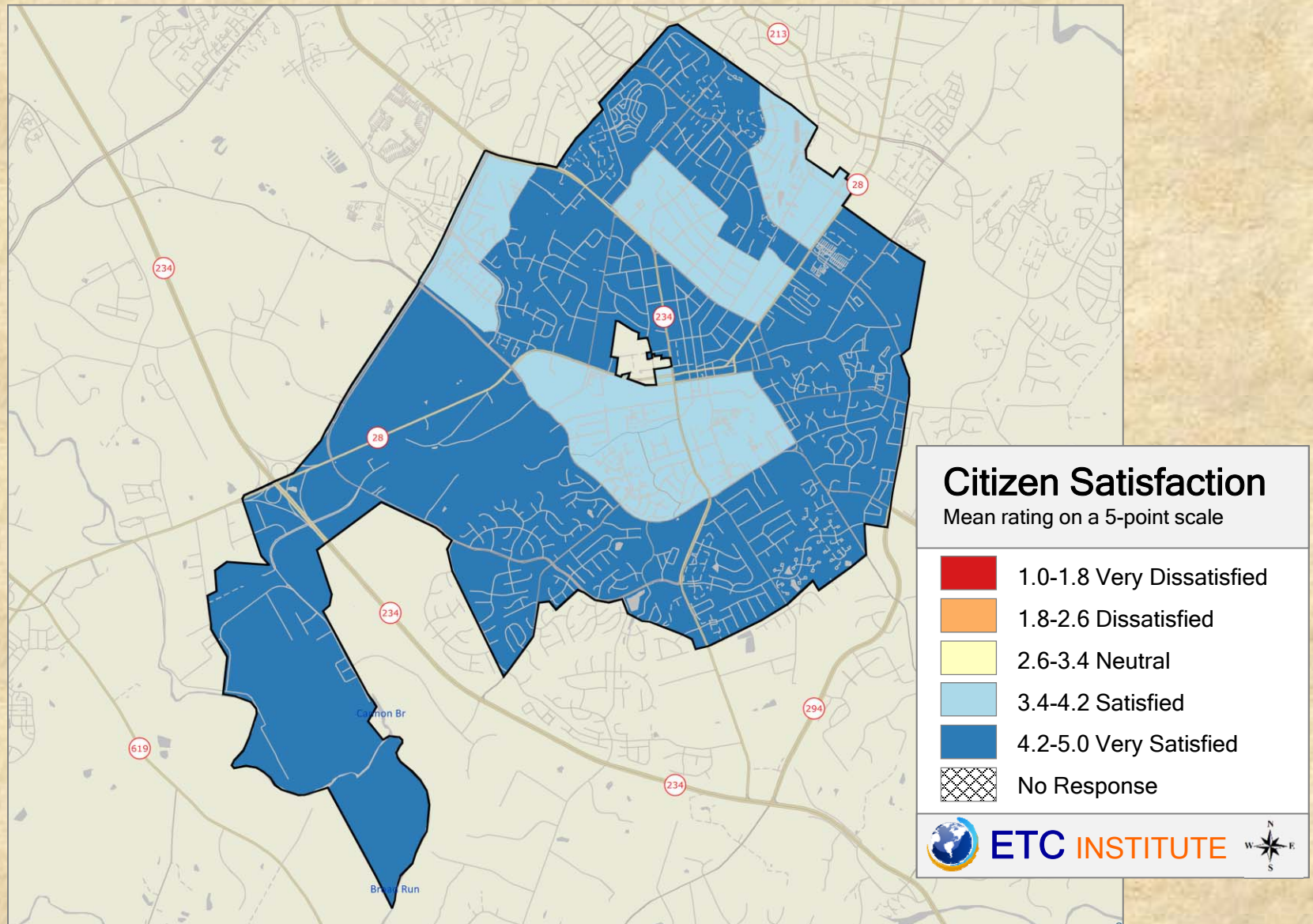


### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



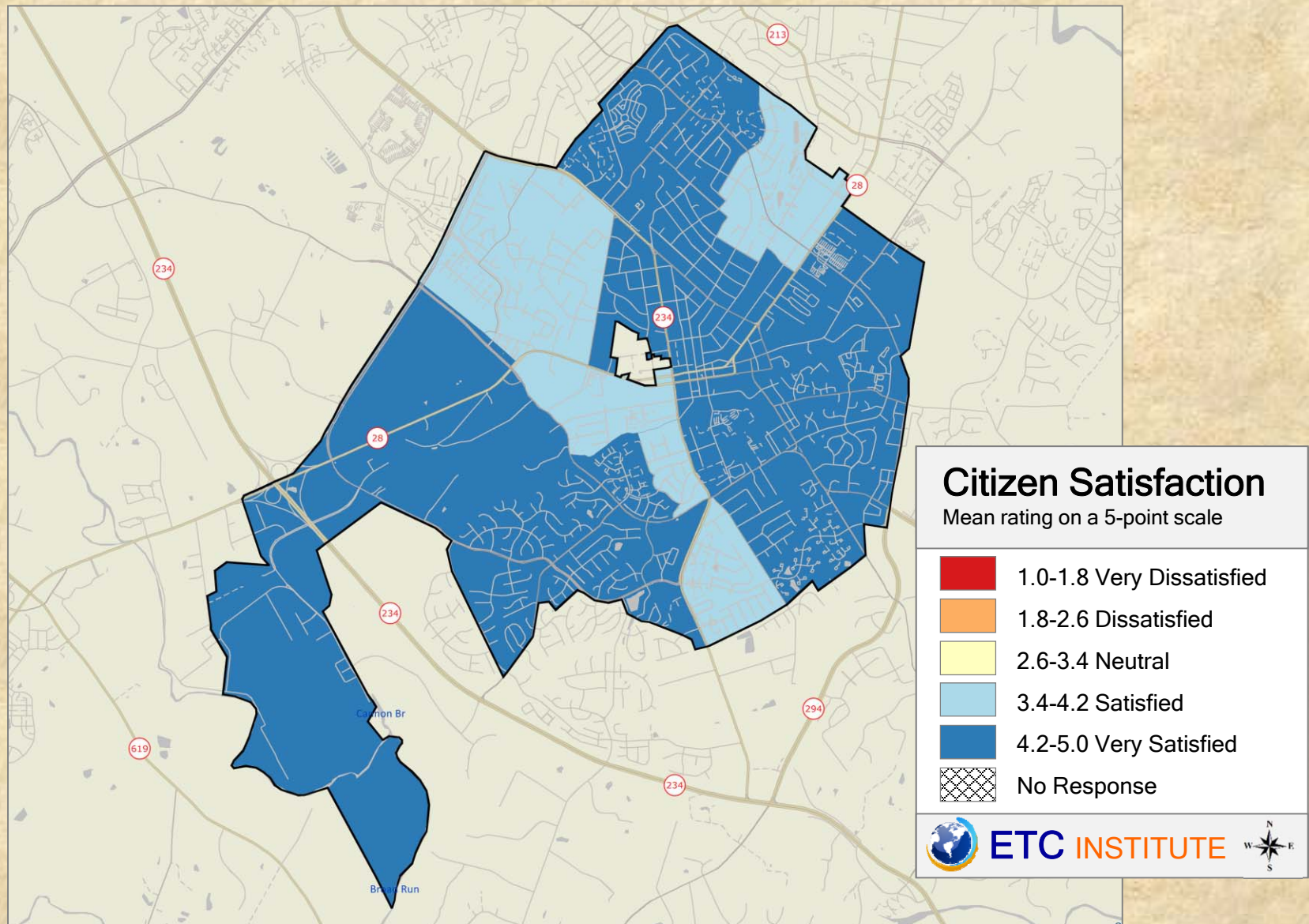
## Q15.5 Satisfaction with: Reliability of City electric services



### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15.6 Satisfaction with: How quickly power is restored after an unplanned outage

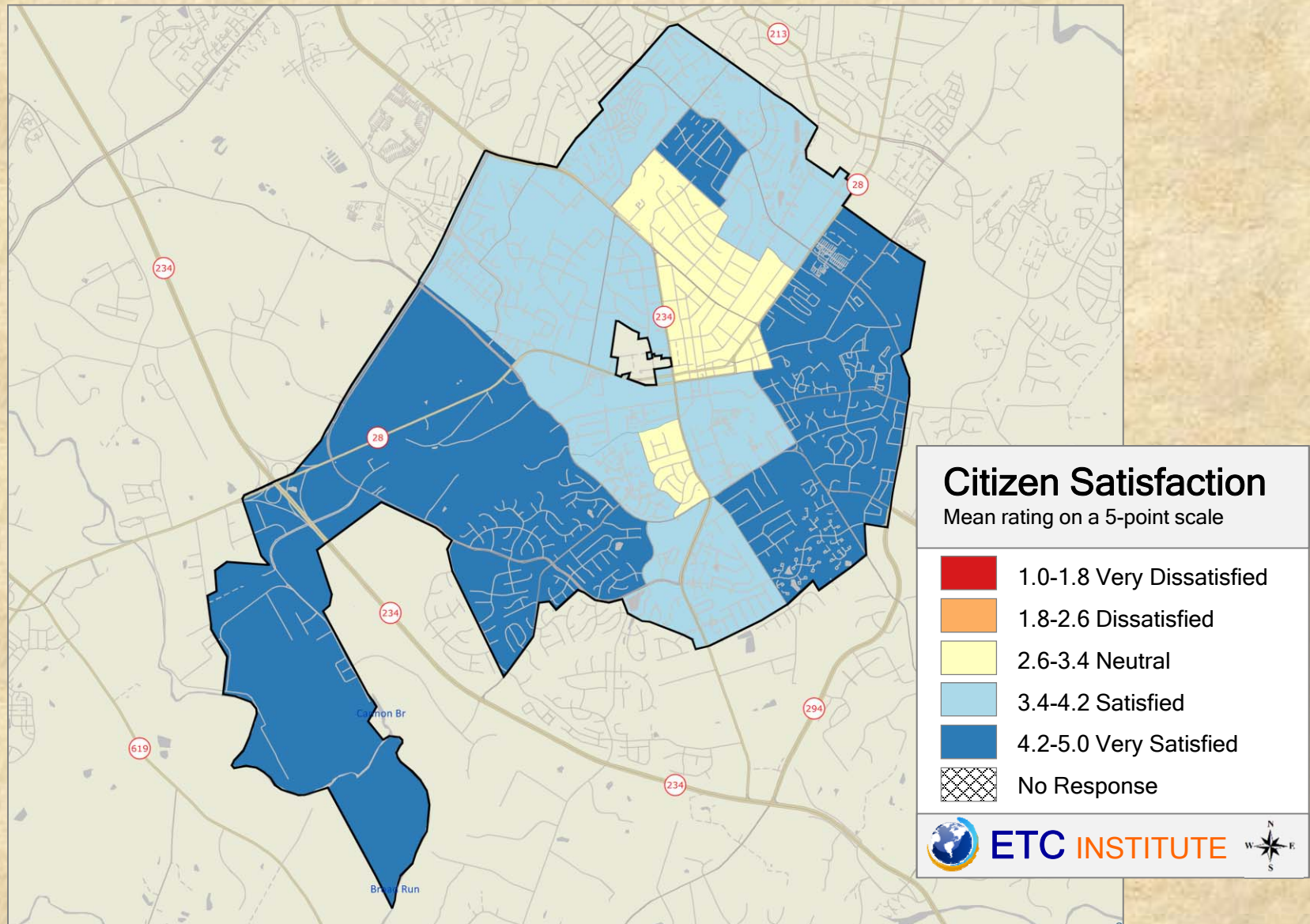


### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



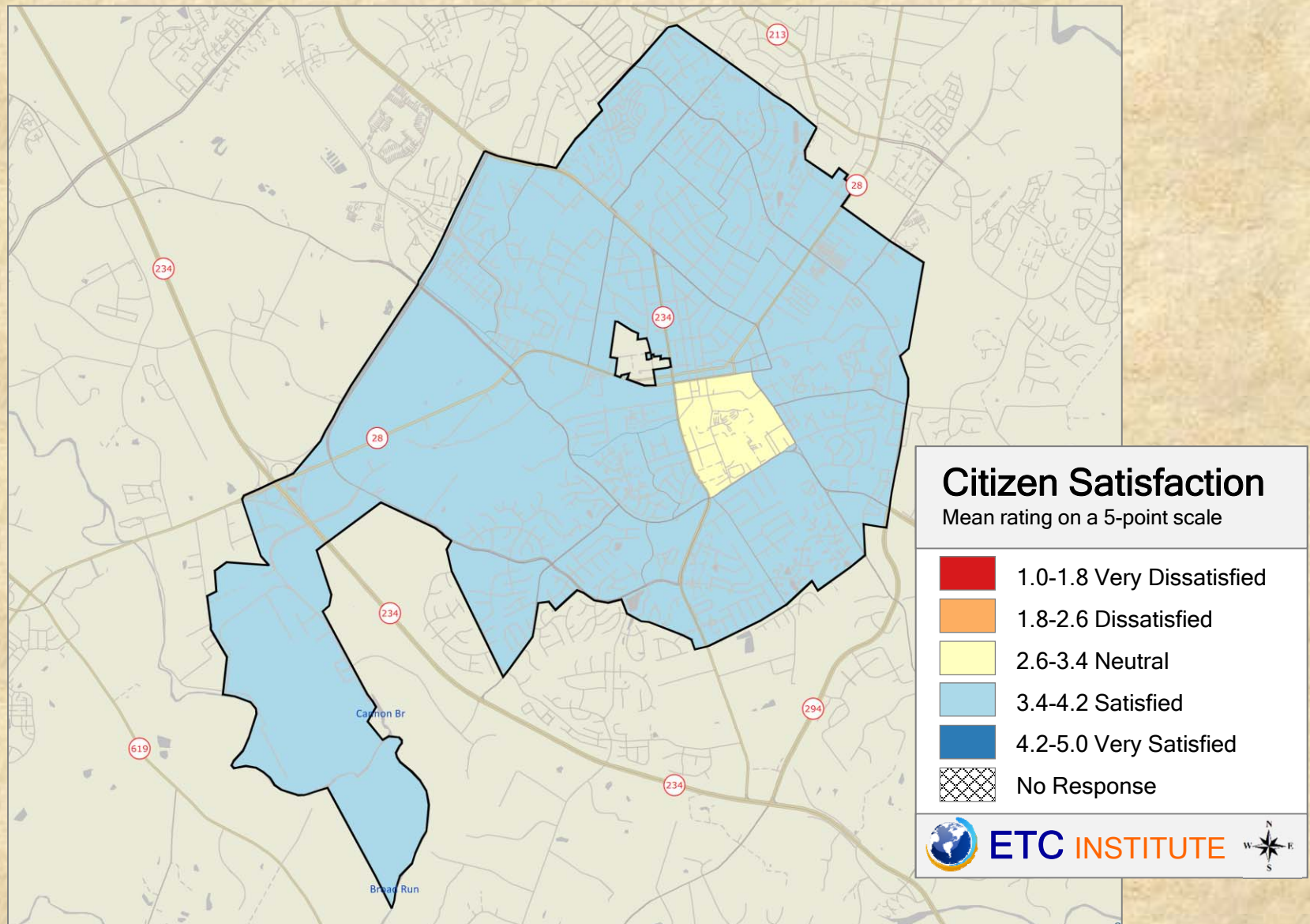
## Q15.7 Satisfaction with: Efforts to bury utility lines



### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15.8 Satisfaction with: Overall value that you receive for electrical utility rates

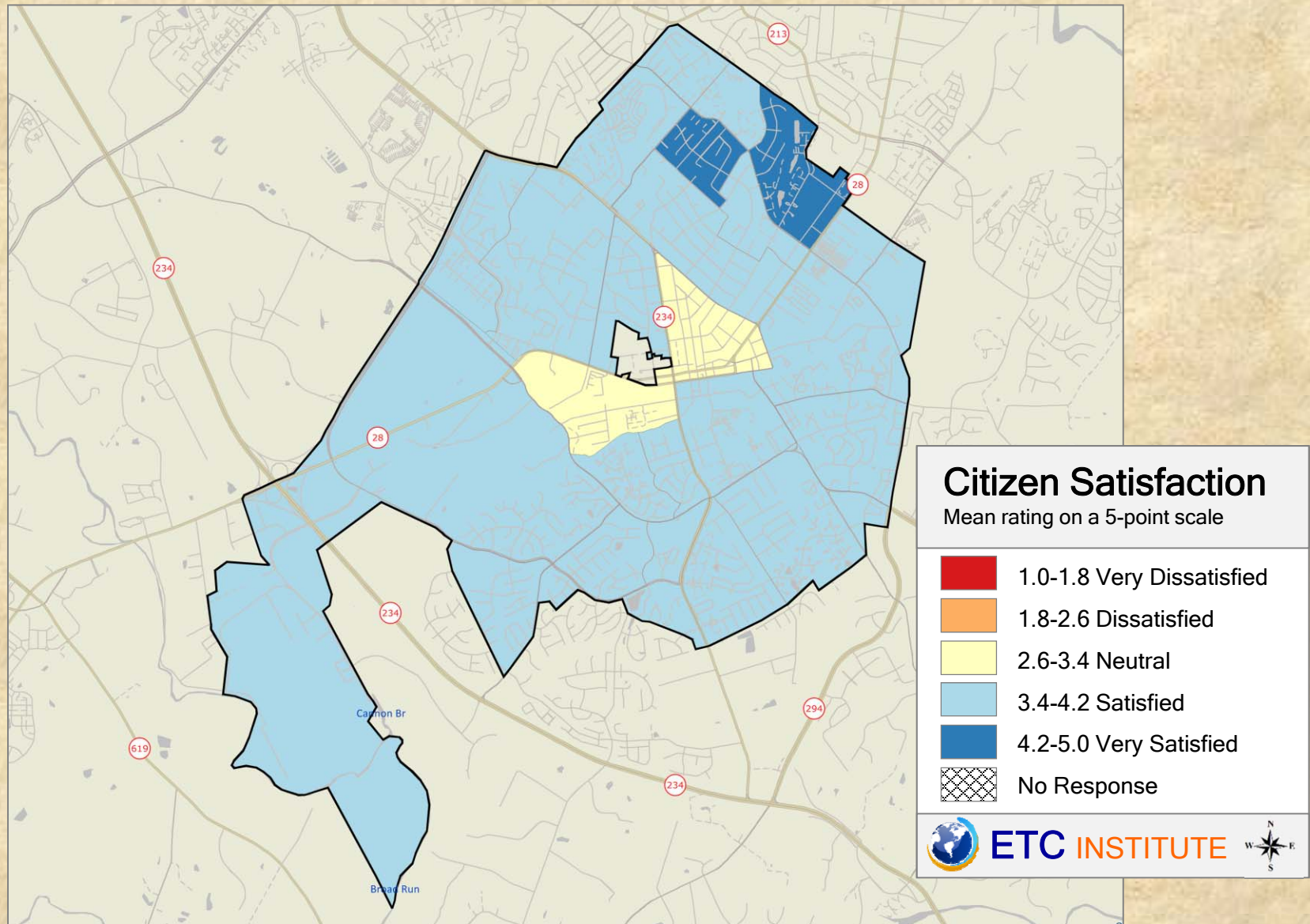


### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



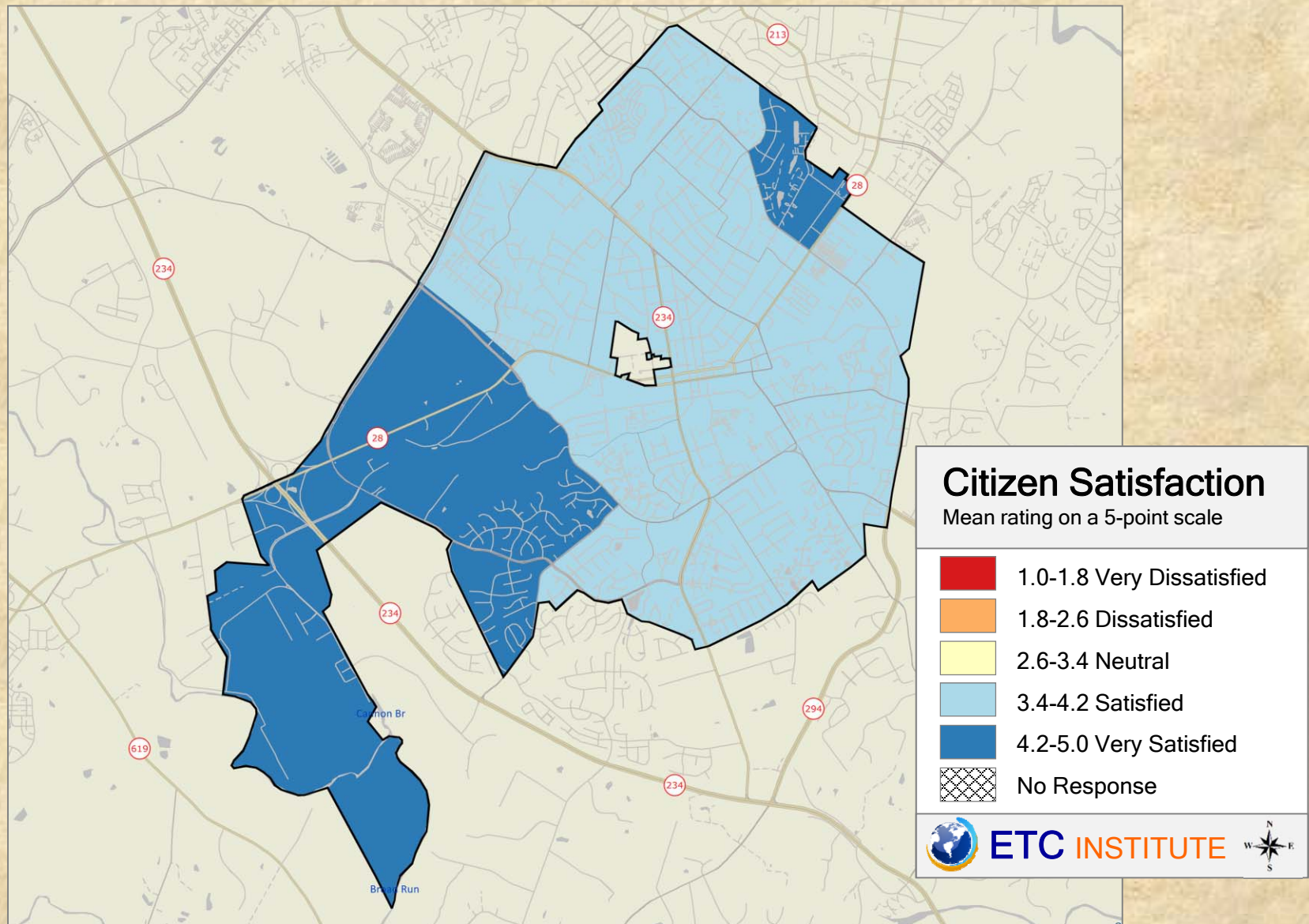
## Q15.9 Satisfaction with: How well the City keeps you informed about planned disruptions to service



### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15.10 Satisfaction with: Reliability of stormwater systems

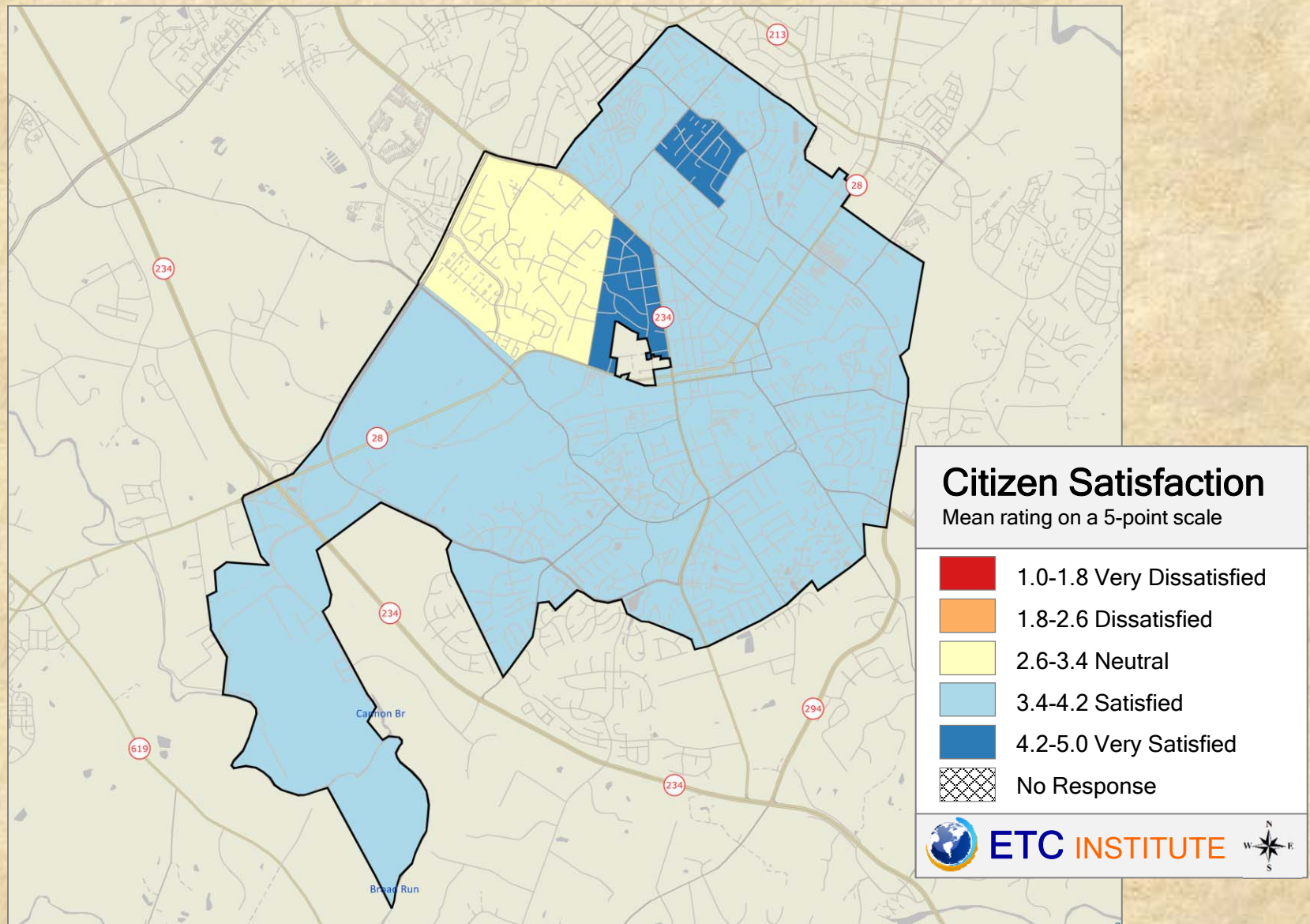


### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



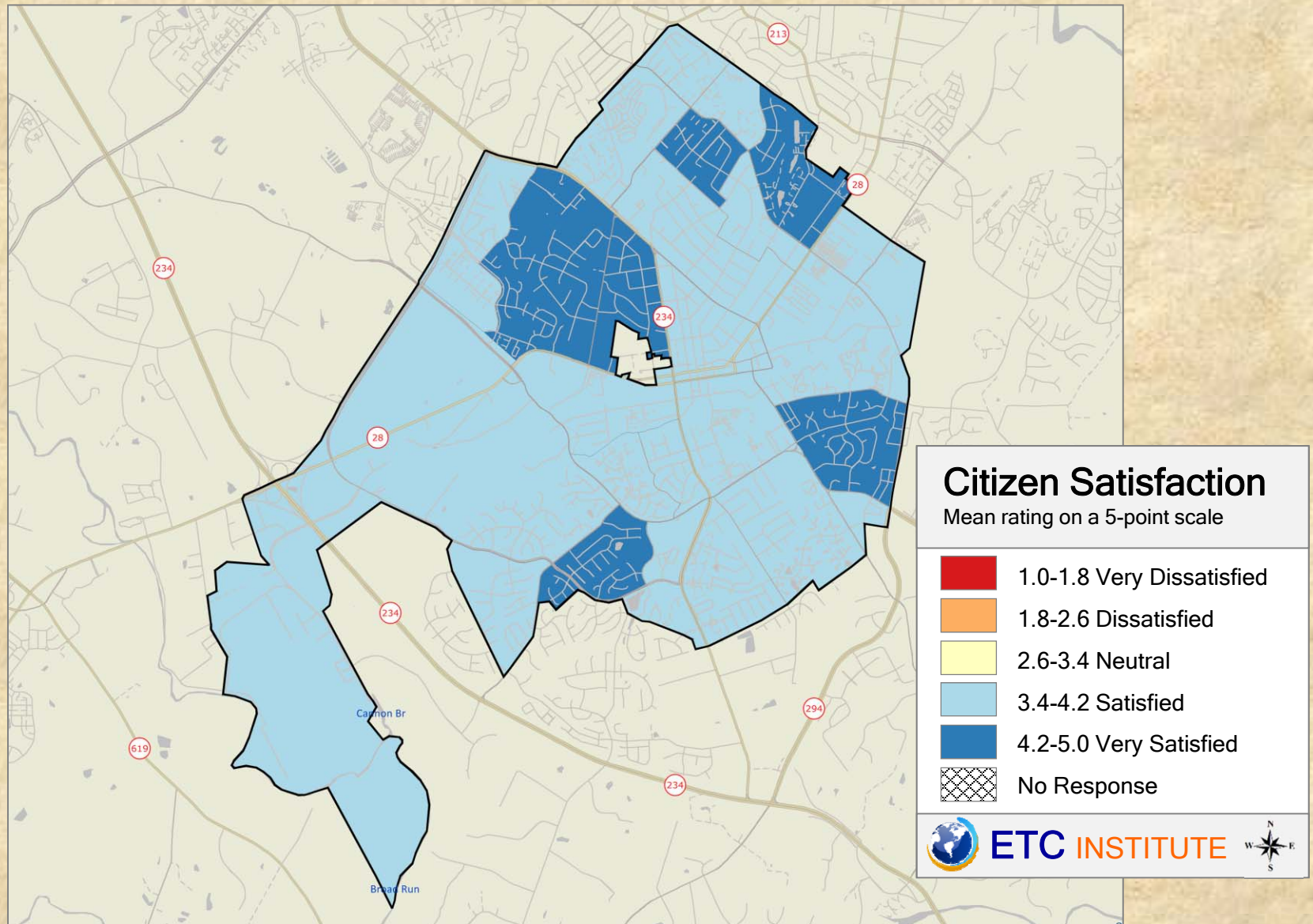
## Q15.11 Satisfaction with: Availability of services from the Manassas Regional Airport



### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15.12 Satisfaction with: Courtesy of field crews and employees



### 2016 City of Manassas Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)