

2015 E9-1-1 Survey Report:

Virginia and the Seven Project Management Areas in Virginia

FOR:

STEVE MARZOLF, INTEGRATED SERVICES PROGRAM DIRECTOR
VIRGINIA INFORMATION TECHNOLOGIES AGENCY

BY:

JENNIFER J. REID, PHD
VIRGINIA COMMONWEALTH UNIVERSITY
SURVEY AND EVALUATION RESEARCH LABORATORY
CENTER FOR PUBLIC POLICY
WILDER SCHOOL OF GOVERNMENT AND PUBLIC AFFAIRS

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Study Background

The Virginia Information Technologies Agency contracted with the VCU Survey and Evaluation Research Laboratory in the L. Douglas Wilder School of Government and Public Affairs - Center for Public Policy to conduct a telephone survey with a representative sample of adults living in each of the seven project management areas in Virginia. This survey was conducted in English by Princeton Data Source from July 21 through August 4, 2015.

Interviews were completed with approximately 400 adults in each of the seven project management areas. These interviews were then combined for a total of 2806 responses statewide. The questionnaire focused on awareness and understanding of emergency calling services and perceived differences for land/wireline vs. wireless emergency calls.

Figure 1: Completions Per Management Region

Project Management Area	Completion Per Area	Percentage of Overall Completions
Richmond	408	14.5%
Shenandoah	392	14.0%
Central	424	15.1%
Southwest	409	14.6%
Tidewater	393	14.0%
Roanoke	401	14.3%
Northern VA	379	13.5%
TOTAL	2806	100.0%

The majority of respondents completed the survey while on a cell phone (62.7%, N= 1760). Of those who completed the survey on a cell phone, the majority said they did **not** have a landline at their residence (60.6%, N=1067). The majority of respondents who completed the survey using a landline said they had a cell phone (78.4%,N=820). Of those who did not personally have a cell phone, 28% reported that someone in their household did own a cell phone (27.8%, N=63). Finally, the majority of respondents reported their cell phone was a “smartphone” (74.8%, N=1931). All

Figure 2: Completion Type

Sample Type	Number (N)	Percentage of Sample (%)
Landline	1046	37.3
Cell	1760	62.7

DESIGN AND DATA COLLECTION PROCEDURES

Sample Design

The state was stratified into seven regions; Richmond, Shenandoah, Central, Southwest, Tidewater, Roanoke, and Northern Virginia (see Appendix A for county breakdown by region). Separate samples were drawn for each region in order to reach regional quotas.

A combination of landline and cellular random digit dial (RDD) samples was used to represent all adults who have access to either a landline or cellular telephone. The samples were provided by Survey Sampling International, LLC (SSI).

Within strata numbers for the landline sample were drawn with equal probabilities from active blocks (area code + exchange + two-digit block number) that contained three or more residential directory listings. The cellular sample was not list-assisted, but was drawn through a systematic sampling from dedicated wireless 100-blocks and shared service 100-blocks with no directory-listed landline numbers.

Contact Procedures

As many as 7 attempts to contact every sampled telephone number. Calls were staggered over times of day and days of the week to maximize the chance of making contact with potential respondents. Interviewing was spread as evenly as possible across the days in field. When necessary, each telephone number was called at least one time during the day in an attempt to complete an interview.

For the landline sample, interviewers asked to speak with the youngest adult male or female currently at home based on a random rotation. If no male/female was available, interviewers asked to speak with the youngest adult of the other gender. This systematic respondent selection technique has been shown to produce samples that closely mirror the population in terms of age and gender when combined with cell interviewing.

For the cellular sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was an adult and in a safe place before administering the survey. Both landline and cellular respondents verified they were a resident of Virginia and consented to take the survey.

MARGIN OF ERROR

Questions answered by the full state-wide sample of 2806 adults are subject to a sampling error of plus or minus approximately ± 2.5 percentage points. at the 95 percent level of confidence. This means that in 95 out of 100 samples like the one used here, the results obtained should be no more than 2.5 percentage points above or below the figure that would be obtained by interviewing all adult Virginians with wire/landline or cellphones. However, margin of error for individual management regions is higher and varies slightly across regions.

Questions answered by the full sample in each management region is subject to a sampling error of plus or minus approximately 5.4 to 5.8 percentage points at the 95 percent level of confidence (see Figure 3a).. This means that in 95 out of 100 samples like the one used here, the results obtained should be no more than 5.4 to 5.8 percentage points above or below the figure that would be obtained by interviewing all adult Virginians with wire/landline or cellphones.

Due to nonresponse (refusals to participate, etc.), standard calculations of sampling error are apt to understate the actual extent to which survey results are at variance with the true population values. Surveys are also subject to errors from sources other than sampling. While every effort is made to identify such errors, they are often difficult or impossible to measure. Readers making use of the results are urged to be mindful of the limitations inherent in survey research.

Figure 3a: Design Effects and Margins of Error

<u>Region</u>	<u>n</u>	<u>Design Effect</u>	<u>Margin of Error</u>
Richmond (1)	408	1.34	5.6 percentage points
Shenandoah (2)	392	1.41	5.9 percentage points
Central (3)	424	1.35	5.5 percentage points
Southwest (4)	409	1.23	5.4 percentage points
Tidewater (5)	393	1.27	5.6 percentage points
Roanoke (6)	401	1.34	5.7 percentage points
Northern VA (7)	379	1.34	5.8 percentage points
Total Sample	2.806	1.79	2.5 percentage points

Survey Method (continued)

WEIGHTING AND ANALYSIS

Weighting is generally used in survey analysis to compensate for sample designs and patterns of non-response that might bias results. The sample was weighted to match the adult population parameters for each region. A three-stage weighting procedure was used by Princeton Survey Research Associates International to weight these dual-frame samples.

The first stage of weighting corrected for different probabilities of selection associated with the number of adults in each household and each respondent's telephone usage patterns. This weighting also adjusts for the overlapping landline and cell sample frames and the relative sizes of each frame and each sample.

The second stage of weighting balances sample demographics to population parameters within each region. The sample is balanced to match population parameters for sex, age, education, race, Hispanic origin, and telephone usage. The basic weighting parameters came from the US Census Bureau's 2008-2012 American Community Survey data.

The third and final stage of weighting adjusted regional population totals so that the entire dataset would be representative of the state as a whole.

RESPONSE RATE

The response rate estimates the fraction of all eligible samples that was ultimately interviewed. Response rates are computed according to American Association for Public Opinion Research standards. [Figure 3: Response by Region:](#)

Response Rates by Region		
	Landline	Cell
Richmond (1)	14.6%	29.8%
Shenandoah (2)	20.4%	27.6%
Central (3)	15.4%	22.0%
Southwest (4)	20.5%	18.4%
Tidewater (5)	14.7%	24.2%
Roanoke (6)	15.9%	28.4%
Northern VA (7)	10.9%	21.0%
Total	15.6%	23.6%

Statewide Findings

Characteristics of Respondents

- A slightly higher percentage of respondents were female (51.8%; male, 48.2%)
- The highest percentage of respondents reported having a High School degree or less (37.3%), followed by College or higher degree (32.1%) and Some College/Associates degree (29.2%)
- The majority of respondents were White not Hispanic (62.8%), followed by African-American not Hispanic (18.6%). Approximately 8.0 % of respondents reported being Hispanic and 8% reported “other” for their race/ethnicity. Slightly less than 3% of respondents either refused or said they didn’t know their race/ethnicity (2.6%).
- The majority of respondents reported being age 45 or older (50.5%), with the highest percentage of respondents reporting to be between 45 and 65 (33.9%) years of age.

Rating and Use of 9-1-1 Calling System (Figure 4)

- Nearly 40% of Virginians rate the 9-1-1 calling system as “Excellent” (39.1%).
- Slightly more than two out of five Virginians have used the 9-1-1 calling system.
- Both those who have called 9-1-1 and those who have not called 9-1-1 gave similar favorable ratings (two highest ratings) for the 9-1-1- calling system.
- One in five respondents (19.1%) were unable to give a rating.
- Of those who called 9-1-1, more than half (52.9%) used a wireless telephone to make their most recent call.

Figure 4: Overall Rating		Overall Rating* (q1a and q1b)					Total
		*Don't Know and Refused not Included					
Q2. Have you ever contacted 9-1-1 with an emergency, or not?		Excellent	Very good/ Good	Good/ Average	Fair/ Below Average	Poor	
	Yes	N	496	370	202	30	19
%		44.4%	33.1%	18.1%	2.7%	1.7%	100.0%
No	N	375	440	255	21	17	1108
	%	33.8%	39.7%	23.0%	1.9%	1.5%	100.0%
Total	N	871	810	457	51	36	2225
	%	39.1%	36.4%	20.5%	2.3%	1.6%	100.0%

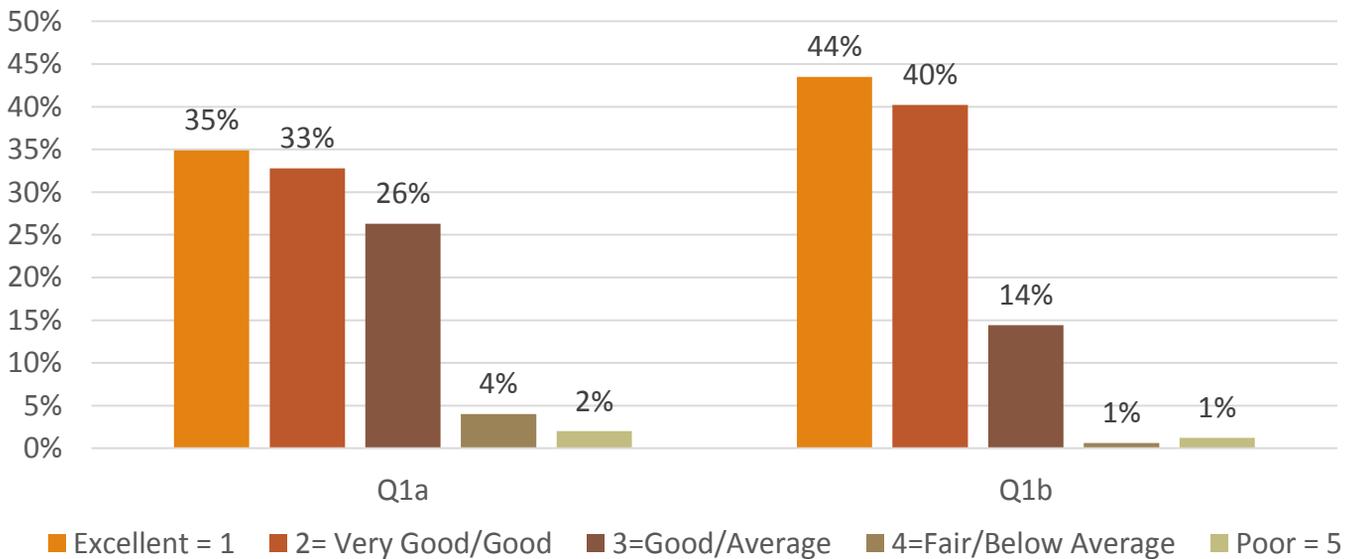
Statewide Findings (continued)

- A t-test was conducted to compare the responses on the two versions of “Overall, how would you rate the 9-1-1 emergency calling system in your community?”. Virginians were more likely to give a favorable rating (closer to excellent) in the version of the question with the answer categories excellent, good, average, below average, or poor. Excellent and poor served as the anchor response categories in both versions of the question.
- Response differences were more evenly distributed between the top three response categories for Q1a, while for Q1b the responses the distribution was primarily between the top two response categories. The statistical significance test indicates that these differences are unlikely to have occurred by chance alone.

Figures 5 and 6: Comparison of Question Versions

Overall, how would you rate the 9-1-1 emergency calling system in your community?	N	Mean	Std. Deviation
Q1a. Excellent, Very Good , Good , Fair , Poor	1129	2.05	.974
Q1b. Excellent, Good , Average , Below Average , Poor	1102	1.76	.811

Responses for Q1a and Q1b

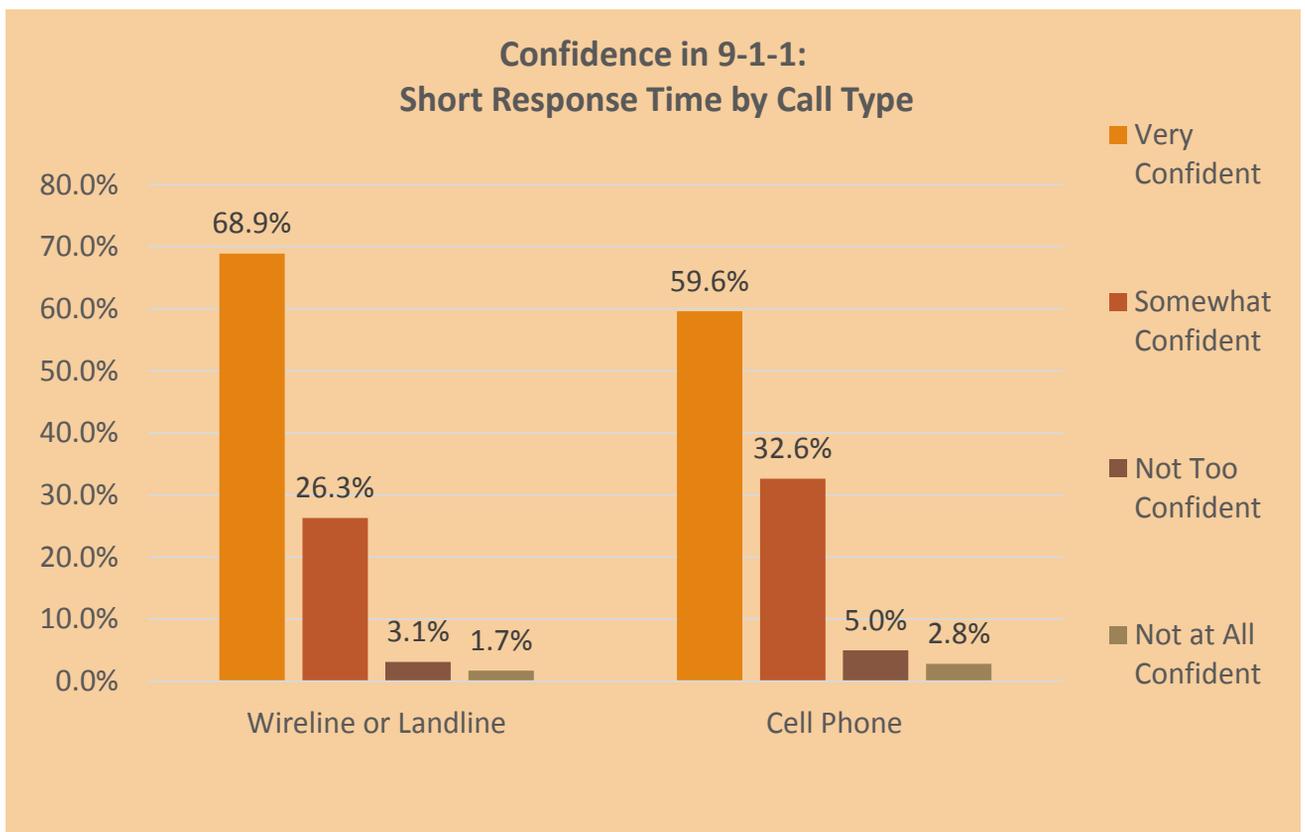


Statewide Findings (continued)

Confidence in 9-1-1

- The majority of Virginians are “very confident” (68.9%) that they would receive assistance in a short amount of time if they called 9-1-1 from a **wireline or landline telephone**. Twenty-six percent were “somewhat confident”, while less than 5% reported they were “not too confident” or “not at all confident” (see Figure 7).
- Fewer respondents are “very confident” (59.6 %) that they would receive assistance in a short amount of time if they called 9-1-1 from a **cell phone**. Thirty-three percent reported they were “somewhat confident about receiving assistance in a short amount of time if calling form a cell phone, with roughly 8% reporting they were “not too confident” or “not at all confident” (see Figure 7).

Figure 7: Confidence in Response Time



Statewide Findings (continued)

Beliefs about 9-1-1

- The majority of Virginians (79.4%) expect the “amount of time” it takes to receive emergency assistance will be about the same for wire/landline or cell phone. Only 12% think the wait for cell phone calls will be longer, while 9% think it will be shorter (see Appendix B, p. 34) .
- Almost three out of four Virginians (70.2%) believe that 9-1-1 calls made from a wireline or land line telephone will automatically identify the caller’s location (see Figure 8).
- Fewer respondents (40.5%) believe that cellphone calls to 9-1-1 can automatically identify your location, leaving the majority believing that an address or location needs to be provided (59.4%) (see Figure 9).

Figure 8: Identifying Address Landline

Overall Response to 9-1-1 can “Automatically identify address or you need to provide your location when calling from WIRELINE or LANDLINE? “	N	%
Automatically identify	1815	70.2
You need to provide	771	29.8
Total	2586	100.0

*Does not include: “Don’t Know” and “Refused”

Figure 9: Identifying Address Cellphone

Overall Response to 9-1-1 can “Automatically identify address or you need to provide your location when calling from a CELLPHONE?”	N	%
Automatically identify	1028	40.6
You need to provide	1506	59.4
Total	2535	100.0

*Does not include: “Don’t Know” and “Refused”

Statewide Findings (continued)

When 9-1-1 would be contacted

- An overwhelming majority of Virginians would “call 9-1-1” if they had **an emergency** while driving (80.4%). The next two choices were “#77” (10.2%) and “Family/Friend” (5.8%). Less than 3% answered that they didn’t know who they would contact for an emergency when driving (see Appendix b, p.37).
- For **non-emergencies** while driving, the highest percentage of Virginians report they would “call 9-1-1” (36.8%). The next two choices were “Family/Friends” (24.6%) and “#77”(17.7%). Less than 5% answered that they “didn’t know” who they would contact for a non-emergency when driving (see Appendix B, p. 38).
- Most respondents (36.6%) reported they would “look it up online/Use the Internet” to find the non-emergency number for local police or sheriff’s office. The next two highest responses were to “look it up in the hard copy of a phone book” (16.1%) and “call 9-1-1” (15.4%).
- Asked to identify 2 emergency situations and 2 non-emergency situations, Virginians were very accurate in recognizing emergency situations (*E*) though less accurate for non-emergency situations (*NE*) (see Appendix B, p.38/9).

E: “A fire in an apartment building with flames showing on the outside of the building” was considered an emergency by 99.5% of Virginians.

NE: “A fender bender where the drivers seem shaken but not seriously hurt” was considered an emergency by 33.9% of Virginians.

E: “An accident that left a person bleeding heavily” was considered an emergency by 98.8% of Virginians.

NE: “A house burglary where the burglars are no longer in the home” was considered an emergency by 56.2% of Virginians.

- Three out of four Virginians reported having seen blue road signs on Virginia highways that say dial #77 to reach state police. However, only 8.1% of respondents (N=226) said they had called the number for assistance (see Appendix B, p. 40).
- Ninety-two percent of Virginians report that they typically drive in a car where a cell phone is available (see Appendix B, p. 40).

Findings By Management Region

Findings discussed in this section will focus on the knowledge, understanding, and use of 9-1-1 by management region, breakdown of regions can be found in Appendix A. Not all questions will be discussed, though frequency tables for all questions can be found in Appendix B.

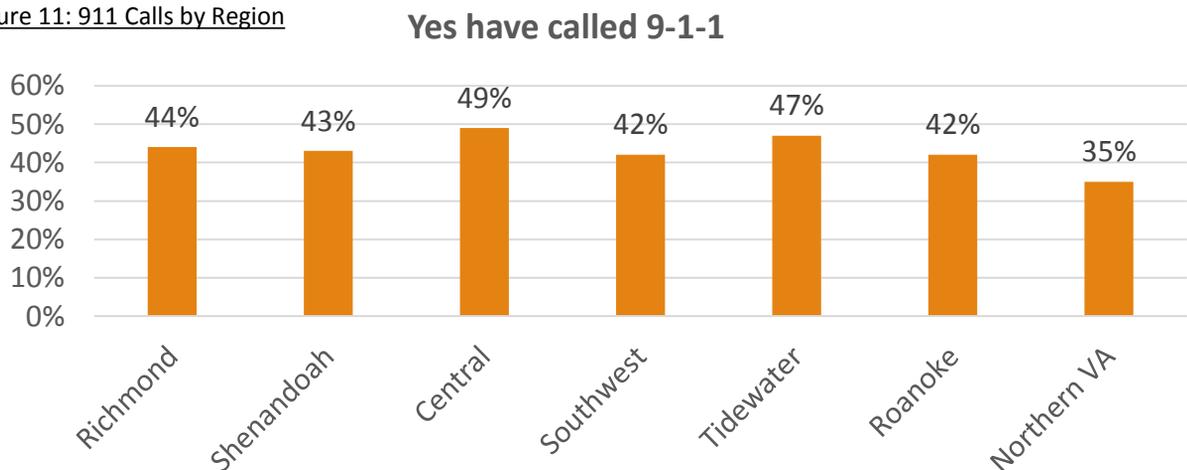
- Overall Virginians give an above average, positive rating to the 9-1-1 emergency system. Shenandoah residents gave the most positive rating (1.77), while Southwest the least (2.03). A Post Hoc test performed on an ANOVA showed that no significant differences exist between regions when it comes to overall rating (see Figure 10).
- The majority of respondents from each of the seven management groups reported they had never called 9-1-1. Differences in percentages were seen between management regions. The region with the highest percentage of residents reporting they have called 9-1-1 was Central (49%), while the least was Northern VA (35%) (see Figure 11).

Figure 10: Mean Rating by Region

Overall, how would you rate the 9-1-1 emergency calling system in your community with 1=Excellent and 5=Poor?

Virginia Management Regions	Mean	N	Std. Deviation
Richmond	1.99	371	.878
Shenandoah	1.77	191	.776
Central	1.83	202	.867
Southwest	2.03	139	.927
Tidewater	1.96	508	.990
Roanoke	1.94	222	.929
Northern VA	1.84	599	.887
Total (Virginia as a whole)	1.91	2231	.909

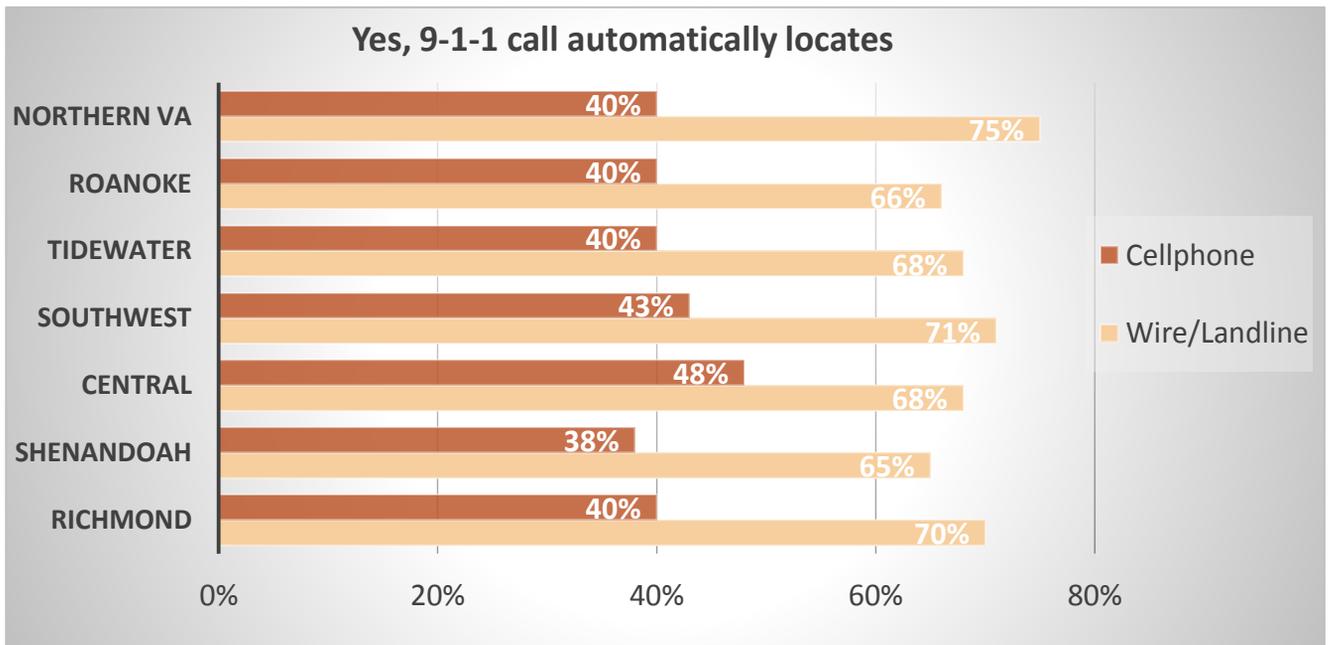
Figure 11: 911 Calls by Region



Findings By Management Region (continued)

- The majority of residents reported their most recent call to 9-1-1 was made using a cellphone in all but two regions. The majority of residents in the Southwest (58.5%) reported their last call to 9-1-1 being from a wire/landline, while Roanoke had 51% of residents say they called from a wire or landline (see Appendix B, p. 42).
- The majority of residents from each region believed that their location was automatically identified when a call to 9-1-1 was made from a wire or landline. Northern VA had the highest percentage (75%), while Roanoke (66%) and Shenandoah (65%) the lowest percentage (see Figure 12).
- Differing from landline responses, the majority of residents from each region did NOT believe that location was automatically provided when 9-1-1 call was made from a cellphone. Only 38% of residents in Shenandoah said location was automatically provided, while the Central region had the highest percentage of residents at 48% (see Figure 10).

Figure 12: Identifying Address Landline vs Cellphone by Region (see Figure 8 for overall)



Findings By Management Region (continued)

- Several differences were found between regions in levels of confidence for receiving assistance in a short amount of time. The residents in the Northern VA region have a higher level of confidence in receiving assistance in a short period of time when calling from a wire or landline than the Richmond, Southwest, Tidewater and Roanoke regions. In addition, Shenandoah residents have a higher level of confidence than Tidewater residents (see Figure 13).
- Confidence level in receiving assistance in a short amount of time from a cell phone is higher for residents in Northern VA than those in the Southwest, Roanoke, Richmond, and Tidewater regions. Residents in the Southwest region have less confidence in receiving assistance in a short period of time than the residents in the Shenandoah, Center, Tidewater, and Northern VA regions (see Figure 13).

Figure 13: Mean Confidence in Assistance Time

(1 = Very Confident to 4 = Not At All Confident)		N	Mean
Q4. Confidence in receiving assistance in a short amount of time FROM A WIRELINE OR LANDLINE TELEPHONE	Richmond	443	1.42
	Shenandoah	218	1.30
	Central	218	1.34
	Southwest	156	1.48
	Tidewater	597	1.46
	Roanoke	262	1.43
	Northern VA	785	1.28
	Total	2680	1.38
Q5. Confidence in receiving assistance in a short amount of time FROM A CELL PHONE	Richmond	438	1.59
	Shenandoah	218	1.48
	Central	217	1.52
	Southwest	151	1.75
	Tidewater	589	1.56
	Roanoke	251	1.59
	Northern VA	778	1.37
	Total	2644	1.51

Findings By Management Region (continued)

- The majority of respondents in all regions report that you would receive assistance from 9-1-1 in “about the same” amount of time from both a cellphone or landline (see Figure 14).

Figure 14: Assistance Time Landline vs Cellphone

Q6. In general, do you think the amount of time it takes to receive emergency assistance after contacting 9-1-1 FROM CELLPHONES is shorter, longer, or about the same as FROM WIRE/LANDLINE TELEPHONES?		Shorter for	Longer for	About the same	Total
		Cellphone	Cellphone		
Richmond	Count	32	50	310	392
	% within VA Regions	8.2%	12.8%	79.1%	100.0%
Shenandoah	Count	23	30	144	197
	% within VA Regions	11.7%	15.2%	73.1%	100.0%
Central	Count	14	21	165	200
	% within VA Regions	7.0%	10.5%	82.5%	100.0%
Southwest	Count	13	18	108	139
	% within VA Regions	9.4%	12.9%	77.7%	100.0%
Tidewater	Count	47	53	445	545
	% within VA Regions	8.6%	9.7%	81.7%	100.0%
Roanoke	Count	17	22	189	228
	% within VA Regions	7.5%	9.6%	82.9%	100.0%
Northern VA	Count	71	88	555	714
	% within VA Regions	9.9%	12.3%	77.7%	100.0%
Total	Count	217	282	1916	2415
	% within VA Regions	9.0%	11.7%	79.3%	100.0%

Findings By Management Region (continued)

- The majority of residents in all regions have seen the blue signs with #77. However, a much lower percentage of Northern VA residents report seeing this sign than any other region (see Figure 15).
- The regions with the highest percentage of residents reporting they have called #77 are Richmond (12%) and Shenandoah (11%) (see Figure 16).
- Residents in the Southwest region are less likely to typically have a cellphone when driving than residents of any of the other regions (see Figure 17).

Figure 15: Have Seen #77 Signs by Region

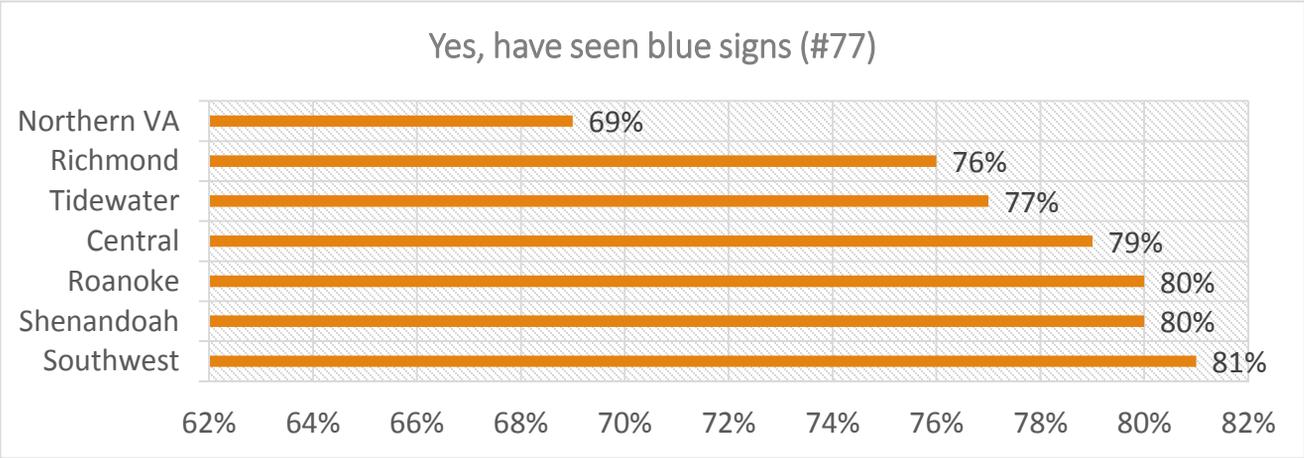


Figure 16: Have Called #77 by Region

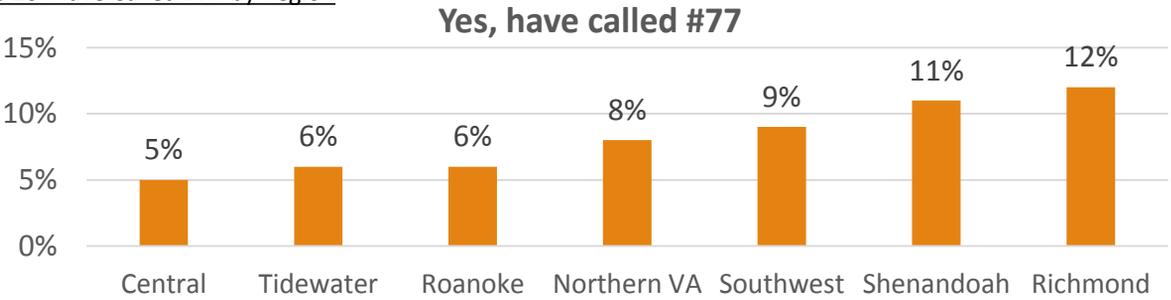
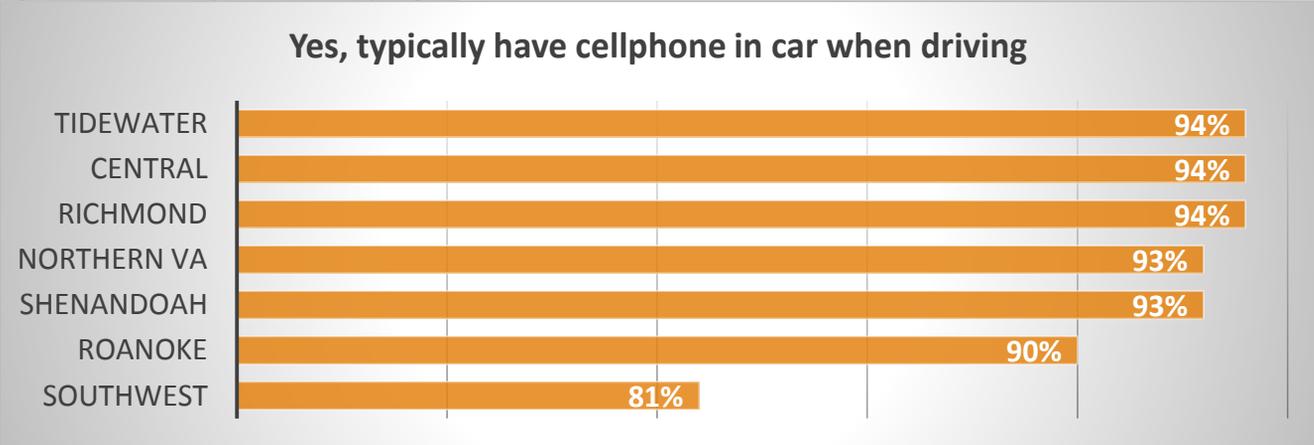


Figure 17: Have Cellphone in Car by Region



2015 Results Compared to 2003 Results

The following section describes differences found between 2015 and 2003 results. Not all questions are discussed, though all frequency tables can be found in Appendix B.

First, a similar percentage of Virginians reported calling 9-1-1 in 2015 (42%) as in 2003 (39%). Virginians were more likely to rate the 9-1-1 Emergency Calling System as excellent or very good in 2015.

Figure 18: Percentage Called 911 Across Years

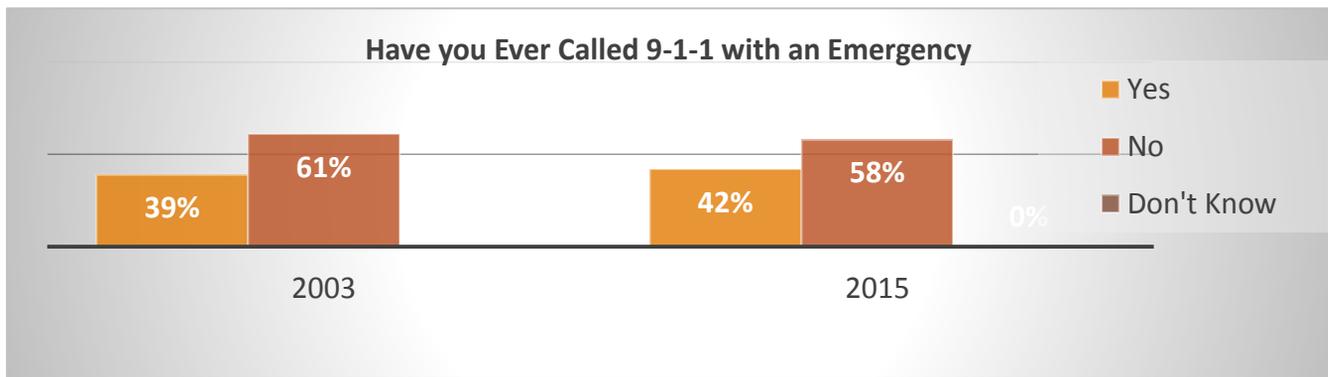
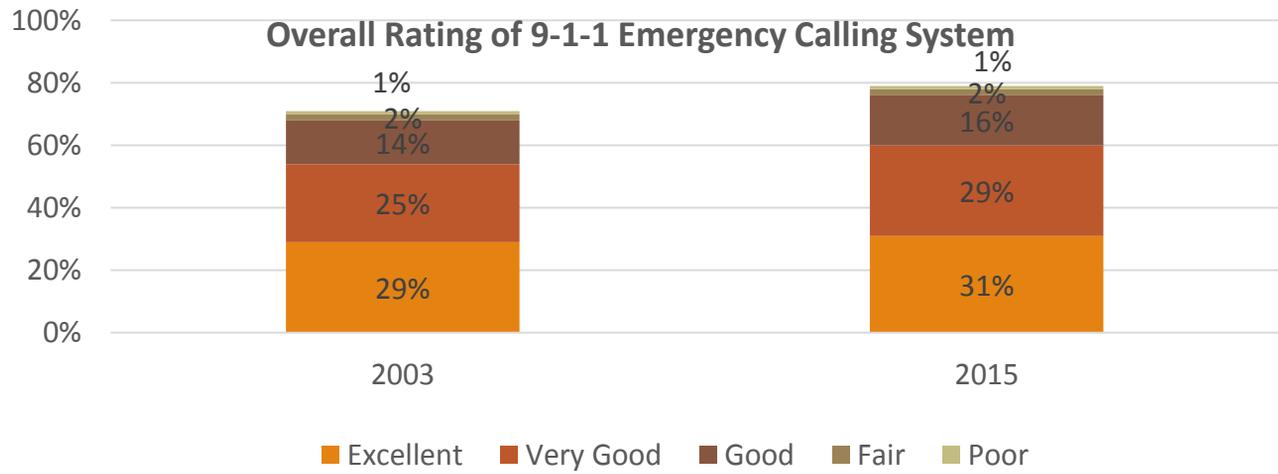


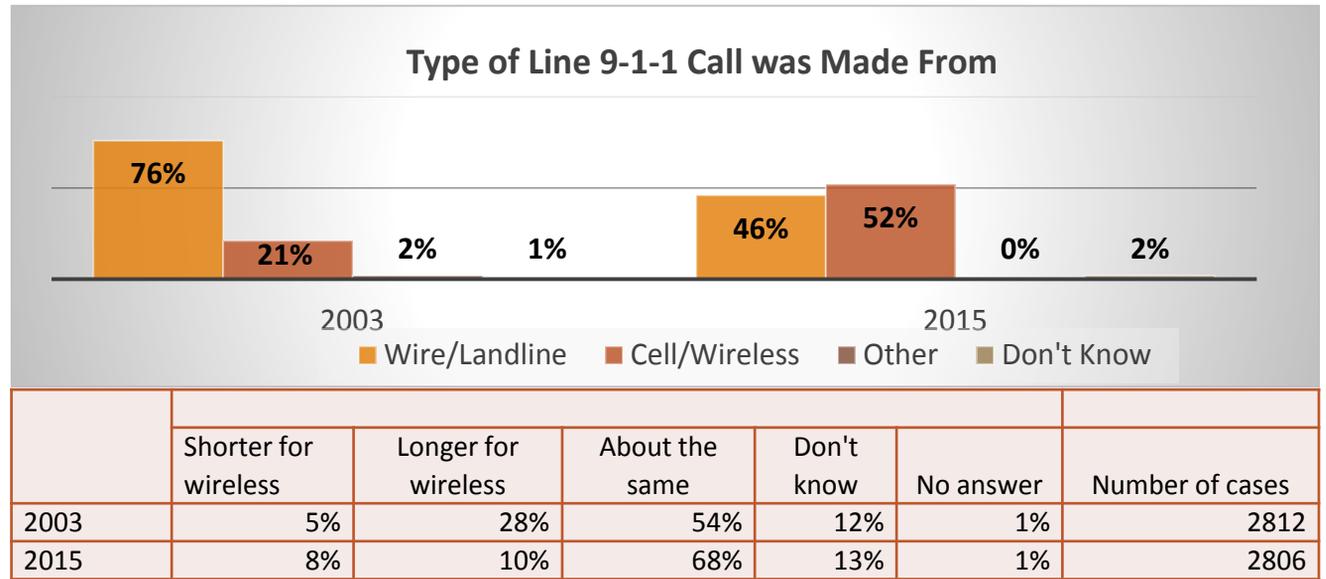
Figure 19: Overall Rating Across Years



From 2003 to 2015 the most dramatic change seen was in the perceptions Virginians have of cellphones in relation to 9-1-1 calling. In 2015 slightly more than half of Virginians reported making 9-1-1 calls from cellphones, in 2003 only a fifth reported making the call from a cellphone. In addition only 1 in 10 (10%) of Virginians reported that the wait for assistance would be longer if the call was made from a wireless phone, a decrease from 1 in 4 found in 2003 (25%) (see Figure 20).

2015 Results Compared to 2003 Results (continued)

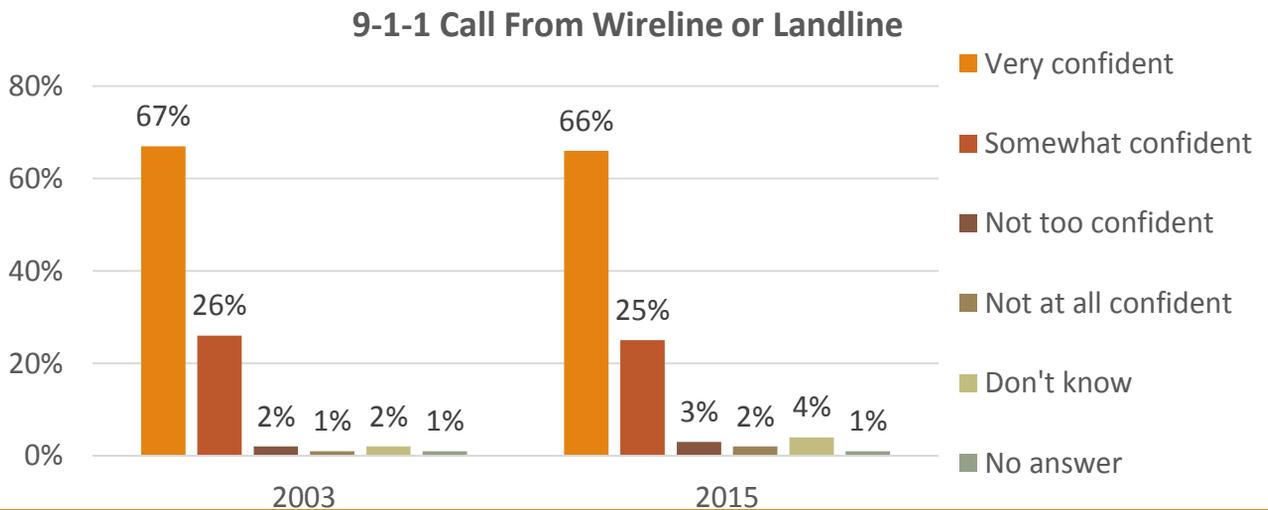
Figure 20: Type of Phone and Wait Time Across Years



Confidence in receiving emergency assistance within a short amount of time using a cell/wireless phone also increased significantly from 2003 to 2015. More than half of Virginians are very confident in receiving assistance in a short period of time, whereas in 2003 it was only a third. Finally, the means for “how would you rate the of 9-1-1 Emergency Calling System” did not change significantly from 2003 to 2015 (see Figure 23).

How confident are you that you would receive assistance IN A SHORT AMOUNT OF TIME if you contacted 9-1-1 FROM A ...

Figure 21: Confidence in Landline Calls Across Years



2015 Results Compared to 2003 Results (continued)

How confident are you that you would receive assistance IN A SHORT AMOUNT OF TIME if you contacted 9-1-1 FROM A ...

Figure 22: Confidence in Cellphone Calls Across Years

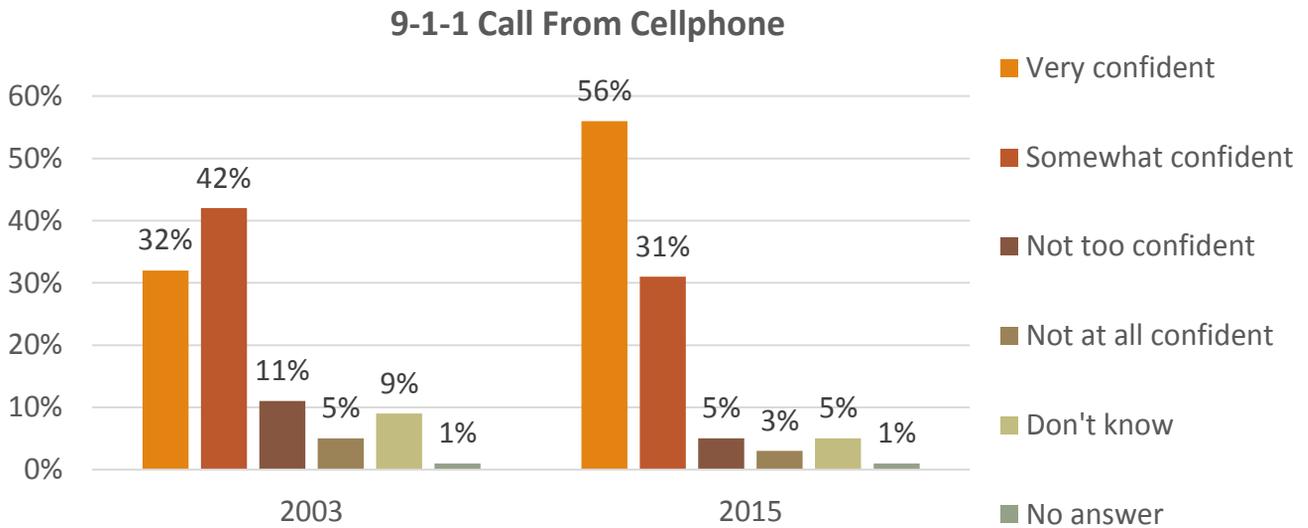
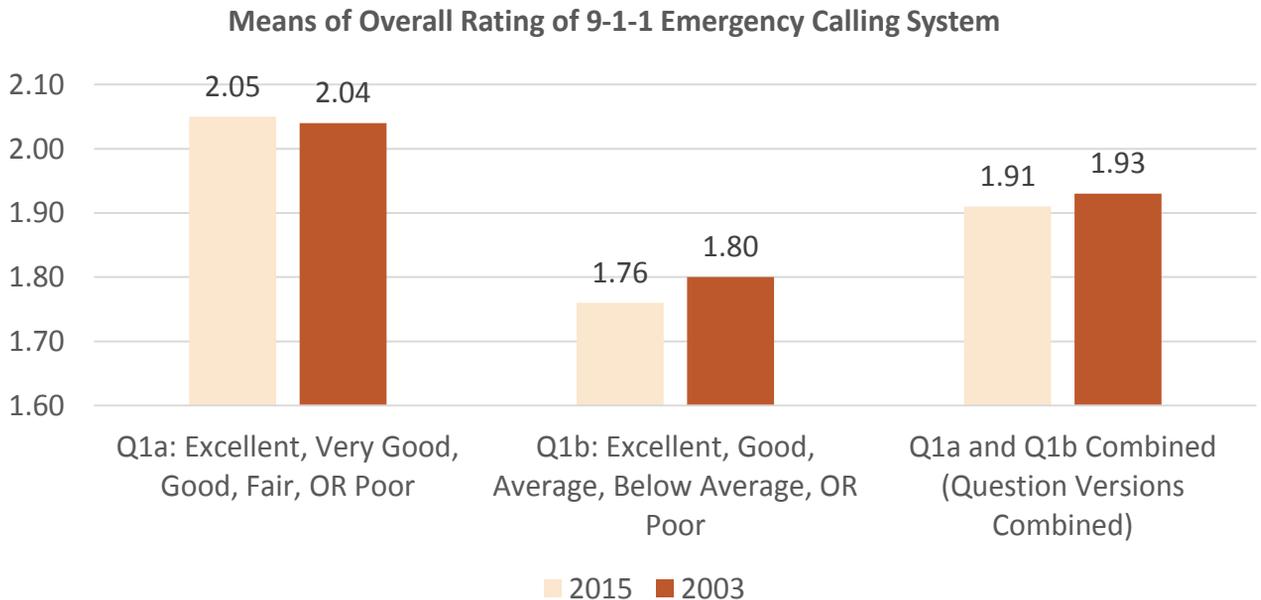


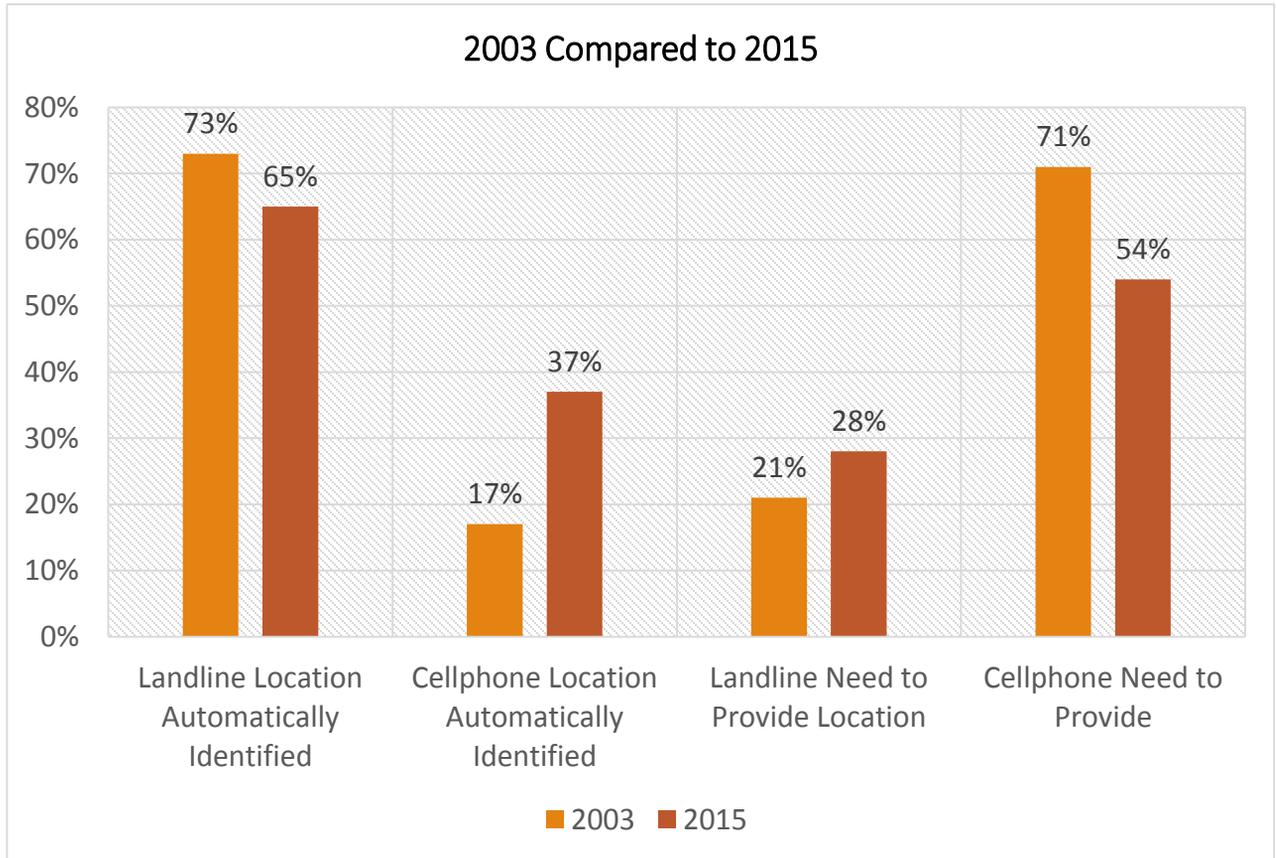
Figure 23: 2003 to 2015 Comparison of Responses for “Overall, how would you rate the 9-1-1 Emergency Calling System In Your Community?”



2015 Results Compared to 2003 Results (continued)

In 2015, over a third (37%) of Virginians believed that your location is automatically identified if you call 9-1-1 from a cellphone, which represents an increase from 2003 (17%). For landlines, fewer Virginians reported that your location was automatically identified in 2015 (65%) than in 2003 (73%).

Figure 24: Location Identification Across Years



More Virginians reported that they would call 9-1-1 if they had an emergency while driving on Virginia highways in 2015 (78%) than in 2003 (69%). For non-emergencies an increase was seen in 2015 for 9-1-1 (28% to 35%), #77 (10% to 17%), and Family/Friend (7% to 23%). A decrease was seen for State Police/Sheriff (14% to 8%) and for Don't Know (19% to 5%).

2015 Results Compared to 2003 Results (continued)

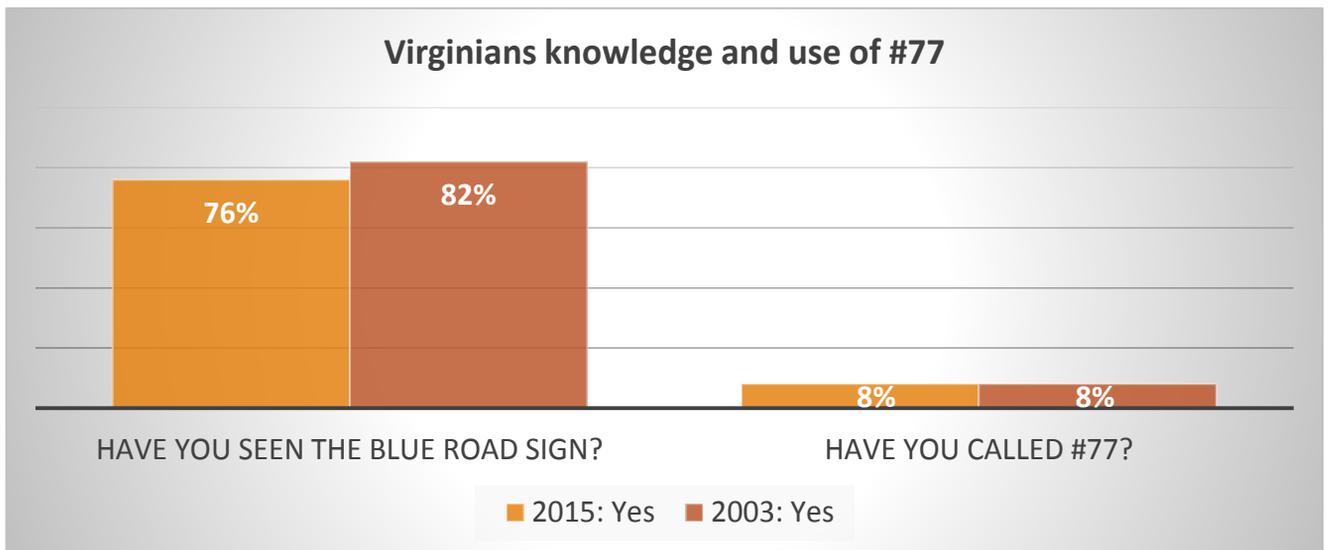
Changes in responses were seen on two of the emergency or non-emergency scenarios. In 2015 more Virginians reported that “a fender bender where the drivers seem shaken but not seriously hurt” and “a house burglary where the burglars are no longer in the home” were emergencies than in they did in 2003.

Another change in response from 2003 to 2015 was seen for how the respondent would find the number to call for police or sheriff non-emergency. Fewer respondents said they would “look it up in a phone book” (57% to 26%), while more said they would consult a “list of numbers posted by phone” (9% to 16%), “use speed dial feature” (1% to 9%), and “call 9-1-1” (8% to 15%). Finally, fewer Virginians reported seeing the blue road signs (82% to 76%) though the exact same percent (8%) reported calling #77 in 2015 as in 2003.

Figure 25: How to Find Non-Emergency Number Across Years

<i>If you needed to call your local police or sheriff's office for a non-emergency situation, how would you find the number to call?</i>											
	Look it up in a phone book	List of numbers posted by phone	Call information (or 411)	Use speed dial feature	Know it by heart	Call 911	Call #77	Other	Don't know	No answer	Number of cases
2013	57%	9%	13%	1%	3%	8%	0%	6%	2%	0%	2812
2015	26%	16%	9%	9%	4%	15%	0%	7%	3%	0%	2806

Figure 26: Experience with #77 Across Years



Appendix A: Management Region Breakdown

Location's Included in
Each Management
Region

Region

1 Richmond

2 Shenandoah

3 Central

4 Southwest

5 Tidewater

6 Roanoke

7 NoVA

Region Number	County/City Name	Region Name
1	Amelia County	Richmond
1	Caroline County	Richmond
1	Charles City County	Richmond
1	Chesterfield County	Richmond
1	Colonial Heights city	Richmond
1	Dinwiddie County	Richmond
1	Essex County	Richmond
1	Goochland County	Richmond
1	Hanover County	Richmond
1	Henrico County	Richmond
1	Hopewell city	Richmond
1	King and Queen County	Richmond
1	King George County	Richmond
1	King William County	Richmond
1	Lancaster County	Richmond
1	Louisa County	Richmond
1	New Kent County	Richmond
1	Northumberland County	Richmond
1	Nottoway County	Richmond
1	Petersburg city	Richmond
1	Powhatan County	Richmond
1	Prince George County	Richmond
1	Richmond city	Richmond
1	Richmond County	Richmond
1	Westmoreland County	Richmond

Location's Included in Each Management Region

Region

1 Richmond

2 Shenandoah

3 Central

4 Southwest

5 Tidewater

6 Roanoke

7 NoVA

Region Number	County/City Name	Region Name
2	Clarke County	Shenandoah
2	Culpeper County	Shenandoah
2	Fauquier County	Shenandoah
2	Frederick County	Shenandoah
2	Fredericksburg city	Shenandoah
2	Harrisonburg city	Shenandoah
2	Madison County	Shenandoah
2	Orange County	Shenandoah
2	Page County	Shenandoah
2	Rappahannock County	Shenandoah
2	Rockingham County	Shenandoah
2	Shenandoah County	Shenandoah
2	Spotsylvania County	Shenandoah
2	Warren County	Shenandoah
2	Winchester city	Shenandoah

Location's Included in Each Management Region

Region

1 Richmond

2 Shenandoah

3 Central

4 Southwest

5 Tidewater

6 Roanoke

7 NoVA

Region Number	County/City Name	Region Name
3	Albemarle County	Central
3	Amherst County	Central
3	Appomattox County	Central
3	Augusta County	Central
3	Buckingham County	Central
3	Campbell County	Central
3	Charlotte County	Central
3	Charlottesville city	Central
3	Cumberland County	Central
3	Farmville	Central
3	Fluvanna County	Central
3	Greene County	Central
3	Halifax County	Central
3	Lunenburg County	Central
3	Lynchburg city	Central
3	Mecklenburg County	Central
3	Nelson County	Central
3	Prince Edward County	Central
3	Staunton city	Central
3	Waynesboro city	Central

Location's Included in Each Management Region

Region

1 Richmond

2 Shenandoah

3 Central

4 Southwest

5 Tidewater

6 Roanoke

7 NoVA

Region Number	County/City Name	Region Name
4	Bland County	Southwest
4	Bristol city	Southwest
4	Buchanan County	Southwest
4	Carroll County	Southwest
4	Dickenson County	Southwest
4	Galax city	Southwest
4	Giles County	Southwest
4	Grayson County	Southwest
4	Lee County	Southwest
4	Norton city	Southwest
4	Pulaski County	Southwest
4	Russell County	Southwest
4	Scott County	Southwest
4	Smyth County	Southwest
4	Tazewell County	Southwest
4	Washington County	Southwest
4	Wise County	Southwest
4	Wythe County	Southwest

Location's Included in Each Management Region

Region

1 Richmond

2 Shenandoah

3 Central

4 Southwest

5 Tidewater

6 Roanoke

7 NoVA

Region Number	County/City Name	Region Name
5	Accomack County	Tidewater
5	Brunswick County	Tidewater
5	Chesapeake city	Tidewater
5	Emporia city	Tidewater
5	Franklin city	Tidewater
5	Gloucester County	Tidewater
5	Greensville County	Tidewater
5	Hampton city	Tidewater
5	Isle of Wight County	Tidewater
5	James City County	Tidewater
5	Mathews County	Tidewater
5	Middlesex County	Tidewater
5	Newport News city	Tidewater
5	Norfolk city	Tidewater
5	Northampton County	Tidewater
5	Poquoson city	Tidewater
5	Portsmouth city	Tidewater
5	Southampton County	Tidewater
5	Suffolk city	Tidewater
5	Surry County	Tidewater
5	Sussex County	Tidewater
5	Virginia Beach city	Tidewater
5	Williamsburg city	Tidewater
5	York County	Tidewater

Location's Included in Each Management Region

Region

1 Richmond

2 Shenandoah

3 Central

4 Southwest

5 Tidewater

6 Roanoke

7 NoVA

Region Number	County/City Name	Region Name
6	Alleghany County	Roanoke
6	Bath County	Roanoke
6	Bedford County	Roanoke
6	Blacksburg	Roanoke
6	Botetourt County	Roanoke
6	Buena Vista city	Roanoke
6	Christiansburg	Roanoke
6	Covington city	Roanoke
6	Craig County	Roanoke
6	Danville city	Roanoke
6	Floyd County	Roanoke
6	Franklin County	Roanoke
6	Henry County	Roanoke
6	Highland County	Roanoke
6	Lexington city	Roanoke
6	Martinsville city	Roanoke
6	Montgomery County	Roanoke
6	Patrick County	Roanoke
6	Pittsylvania County	Roanoke
6	Radford city	Roanoke
6	Roanoke city	Roanoke
6	Roanoke County	Roanoke
6	Rockbridge County	Roanoke
6	Salem city	Roanoke

Location's Included in
Each Management
Region

- Region
- 1 Richmond
- 2 Shenandoah
- 3 Central
- 4 Southwest
- 5 Tidewater
- 6 Roanoke
- 7 NoVA**

Region Number	County/City Name	Region Name
7	Alexandria city	Northern VA
7	Arlington County	Northern VA
7	Fairfax city	Northern VA
7	Fairfax County	Northern VA
7	Falls Church city	Northern VA
7	Loudoun County	Northern VA
7	Manassas city	Northern VA
7	Manassas Park city	Northern VA
7	Prince William County	Northern VA
7	Stafford County	Northern VA

Appendix B: Frequency Tables

Q1a. Overall, how would you rate the 9-1-1 emergency calling system in your community? [READ]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	394	14.1	34.9	34.9
	Very good	370	13.2	32.8	67.7
	Good	297	10.6	26.3	94.1
	Fair	45	1.6	4.0	98.0
	Poor	22	.8	2.0	100.0
	Total	1129	40.2	100.0	
Missing	(VOL.) Don't know	251	8.9		
	(VOL.) Refused	14	.5		
	System	1413	50.3		
Total		1677	59.8		
Total		2806	100.0		

Q1b. Overall, how would you rate the 9-1-1 emergency calling system in your community? [READ]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	479	17.1	43.5	43.5
	Good	444	15.8	40.2	83.7
	Average	159	5.7	14.4	98.1
	Below average	7	.2	.6	98.8
	Poor	14	.5	1.2	100.0
	Total	1102	39.3	100.0	
Missing	(VOL.) Don't know	285	10.1		
	(VOL.) Refused	25	.9		
	System	1393	49.7		
Total		1704	60.7		
Total		2806	100.0		

OverallRating

Combined Q1a and Q1b		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	873	31.1	39.2	39.2
	Very good	814	29.0	36.5	75.6
	Good	456	16.3	20.4	96.1
	Fair	51	1.8	2.3	98.4
	Poor	36	1.3	1.6	100.0
	Total	2231	79.5	100.0	
Missing	(VOL.) Don't know	535	19.1		
	(VOL.) Refused	40	1.4		
	Total	575	20.5		
Total		2806	100.0		

Frequency Tables

2015

Regional

2003 and 2015

Q2. Have you ever contacted 9-1-1 with an emergency, or not?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1179	42.0	42.1	42.1
	No	1621	57.8	57.9	100.0
	Total	2800	99.8	100.0	
Missing	(VOL.) Don't know	4	.2		
	(VOL.) Refused	2	.1		
	Total	6	.2		
Total		2806	100.0		

Q3. The most recent time you contacted 9-1-1, what type of phone did you use? Was it a wireline or landline telephone... or was it a cell phone?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Wireline or landline phone	542	19.3	47.0	47.0
	Cell phone	609	21.7	52.9	99.9
	(VOL.) Other (SPECIFY)	1	.0	.1	100.0
	Total	1152	41.1	100.0	
Missing	(VOL.) Don't know	27	.9		
	System	1627	58.0		
	Total	1654	58.9		
Total		2806	100.0		

Q4. How confident are you that you would receive assistance IN A SHORT AMOUNT OF TIME if you contacted 9-1-1 FROM A WIRELINE OR LANDLINE TELEPHONE? [READ]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very confident	1846	65.8	68.9	68.9
	Somewhat confident	705	25.1	26.3	95.2
	Not too confident	83	3.0	3.1	98.3
	Not at all confident	45	1.6	1.7	100.0
	Total	2680	95.5	100.0	
Missing	(VOL.) Don't know	104	3.7		
	(VOL.) Refused	22	.8		
	Total	126	4.5		
Total		2806	100.0		

Frequency
Tables

2015

Regional

2003 and 2015

Frequency Tables

2015

Regional

2003 and 2015

Q5. How confident are you that you would receive assistance IN A SHORT AMOUNT OF TIME if you contacted 9-1-1 FROM A CELL PHONE? [READ]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very confident	1575	56.1	59.6	59.6
	Somewhat confident	863	30.7	32.6	92.2
	Not too confident	133	4.7	5.0	97.2
	Not at all confident	73	2.6	2.8	100.0
	Total	2644	94.2	100.0	
Missing	(VOL.) Don't know	134	4.8		
	(VOL.) Refused	28	1.0		
	Total	162	5.8		
Total		2806	100.0		

Q6. In general, do you think the amount of time it takes to receive emergency assistance after contacting 9-1-1 FROM CELL PHONES is shorter, longer, or about the same as FROM WIRELINE or LANDLINE TELEPHONES?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Shorter for cell phones/wireless	217	7.7	9.0	9.0
	Longer for cell phones/wireless	282	10.0	11.7	20.6
	About the same	1917	68.3	79.4	100.0
	Total	2415	86.1	100.0	
Missing	(VOL.) Don't know	372	13.3		
	(VOL.) Refused	18	.6		
	Total	391	13.9		
Total		2806	100.0		

Question 7 Frequency Tables: Respondents were more likely to report “you need to provide” when it was given as the first option in the question (see a7b and a7d)

Q7a. When you contact 9-1-1 from a WIRELINE or LANDLINE telephone, do you believe that the 9-1-1 operator can automatically identify your address or location OR that you need to provide your address or location to the operator?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Automatically identify	490	17.5	73.7	73.7
	You need to provide	175	6.2	26.3	100.0
	Total	665	23.7	100.0	
Missing	(VOL.) Don't know	62	2.2		
	(VOL.) Refused	5	.2		
	System	2074	73.9		
Total		2141	76.3		
Total		2806	100.0		

Q7b. When you contact 9-1-1 from a WIRELINE or LANDLINE telephone, do you believe that you need to provide your address or location to the operator OR that the 9-1-1 operator can automatically identify your address or location?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You need to provide	226	8.1	35.6	35.6
	Automatically identify	408	14.5	64.4	100.0
	Total	634	22.6	100.0	
Missing	(VOL.) Don't know	35	1.2		
	(VOL.) Refused	10	.4		
	System	2127	75.8		
Total		2172	77.4		
Total		2806	100.0		

Q7c. When you contact 9-1-1 from a WIRELINE or LANDLINE telephone, do you believe that the 9-1-1 operator can automatically identify your address or location OR that you need to provide your address or location to the operator?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Automatically identify	500	17.8	74.2	74.2
	You need to provide	174	6.2	25.8	100.0
	Total	674	24.0	100.0	
Missing	(VOL.) Don't know	36	1.3		
	(VOL.) Refused	12	.4		
	System	2083	74.2		
Total		2132	76.0		
Total		2806	100.0		

Q7d. When you contact 9-1-1 from a WIRELINE or LANDLINE telephone, do you believe that you need to provide your address or location to the operator OR that the 9-1-1 operator can automatically identify your address or location?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You need to provide	196	7.0	32.0	32.0
	Automatically identify	417	14.9	68.0	100.0
	Total	613	21.9	100.0	
Missing	(VOL.) Don't know	55	2.0		
	(VOL.) Refused	5	.2		
	System	2134	76.0		
Total		2193	78.1		
Total		2806	100.0		

Frequency Tables

2015

Regional

2003 and 2015

Question 8 Frequency Tables: Similar responses regardless of order of answer for Cellphone

Q8a. When you contact 9-1-1 FROM A CELL PHONE, do you believe that the 9-1-1 operator can automatically identify your address or location OR that you need to provide your address or location to the operator?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Automatically identify	253	9.0	38.0	38.0
	You need to provide	413	14.7	62.0	100.0
	Total	666	23.7	100.0	
Missing	(VOL.) Don't know	64	2.3		
	(VOL.) Refused	2	.1		
	System	2074	73.9		
Total		2140	76.3		
Total		2806	100.0		

Q8b. When you contact 9-1-1 FROM A CELL PHONE, do you believe that you need to provide your address or location to the operator OR that the 9-1-1 operator can automatically identify your address or location?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You need to provide	332	11.8	53.6	53.6
	Automatically identify	288	10.2	46.4	100.0
	Total	619	22.1	100.0	
Missing	(VOL.) Don't know	53	1.9		
	(VOL.) Refused	7	.2		
	System	2127	75.8		
Total		2187	77.9		
Total		2806	100.0		

Q8c. When you contact 9-1-1 FROM A CELL PHONE, do you believe that the 9-1-1 operator can automatically identify your address or location OR that you need to provide your address or location to the operator?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Automatically identify	248	8.8	38.6	38.6
	You need to provide	394	14.0	61.4	100.0
	Total	642	22.9	100.0	
Missing	(VOL.) Don't know	72	2.5		
	(VOL.) Refused	9	.3		
	System	2083	74.2		
Total		2164	77.1		
Total		2806	100.0		

Q8d. When you contact 9-1-1 FROM A CELL PHONE, do you believe that you need to provide your address or location to the operator OR that the 9-1-1 operator can automatically identify your address or location?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You need to provide	368	13.1	60.6	60.6
	Automatically identify	239	8.5	39.4	100.0
	Total	607	21.6	100.0	
Missing	(VOL.) Don't know	63	2.2		
	(VOL.) Refused	3	.1		
	System	2134	76.0		
Total		2199	78.4		
Total		2806	100.0		

Frequency Tables

2015

Regional

2003 and 2015

Frequency Tables

2015

Regional

2003 and 2015

Q8 Combined: Cellphone		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Automatically identify	1028	36.6	40.6	40.6
	You need to provide	1506	53.7	59.4	100.0
	Total	2533	90.3	100.0	
Missing	(VOL.) Don't know	251	9.0		
	(VOL.) Refused	21	.8		
	Total	273	9.7		
Total		2806	100.0		

Q7 Combined: Landline		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Automatically identify	1815	64.7	70.2	70.2
	You need to provide	771	27.5	29.8	100.0
	Total	2586	92.2	100.0	
Missing	(VOL.) Don't know	188	6.7		
	(VOL.) Refused	32	1.2		
	Total	220	7.8		
Total		2806	100.0		

Q9. If you had an emergency while driving on Virginia highways, would you contact 9-1-1, pound-7-7 (#77), or someone else? [PRECODED OPEN-END; DO NOT READ] [IF SOMEONE ELSE, PROBE: Who or what does that number reach?]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9-1-1	2192	78.1	80.4	80.4
	#77	278	9.9	10.2	90.6
	Police/State Police/Sheriff	25	.9	.9	91.6
	AAA/other towing service/other auto club	35	1.2	1.3	92.9
	Insurance company or agent	3	.1	.1	93.0
	Family or friend	159	5.7	5.8	98.8
	Other (SPECIFY)	33	1.2	1.2	100.0
	Total	2725	97.1	100.0	
Missing	Don't know	72	2.6		
	Refused	9	.3		
	Total	81	2.9		
Total		2806	100.0		

Q10. If you had an accident while driving on VA highways that was NOT an emergency, would you contact 9-1-1, #77, or someone else? [PRECODED OPEN-END; DO NOT READ] [IF SOMEONE ELSE, PROBE: Who or what does that number reach?]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9-1-1	975	34.7	36.8	36.8
	#77	470	16.7	17.7	54.5
	Police/State Police/Sheriff	223	8.0	8.4	63.0
	AAA/other towing service/other auto club	138	4.9	5.2	68.2
	Insurance company or agent	108	3.8	4.1	72.3
	Family or friend	651	23.2	24.6	96.8
	Other (SPECIFY)	84	3.0	3.2	100.0
	Total	2649	94.4	100.0	
Missing	Don't know	138	4.9		
	Refused	19	.7		
	Total	157	5.6		
Total	2806	100.0			

Q11a. I'm going to describe some different situations to you & ask you to identify whether that situation would be an emergency or not... [RANDOMIZE] / A fire in an apartment building with flames showing on the outside of the building

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Emergency	2782	99.1	99.5	99.5
	Not an emergency	13	.5	.5	100.0
	Total	2795	99.6	100.0	
Missing	(VOL.) Don't know	7	.2		
	(VOL.) Refused	4	.2		
	Total	11	.4		
Total	2806	100.0			

Q11b. I'm going to describe some different situations to you & ask you to identify whether that situation would be an emergency or not an emergency. [RANDOMIZE] / A fender bender where the drivers seem shaken but not seriously hurt

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Emergency	938	33.4	33.9	33.9
	Not an emergency	1831	65.2	66.1	100.0
	Total	2769	98.7	100.0	
Missing	(VOL.) Don't know	30	1.1		
	(VOL.) Refused	8	.3		
	Total	37	1.3		
Total	2806	100.0			

Frequency Tables

2015

Regional

2003 and 2015

Q11c. I'm going to describe some different situations to you & ask you to identify whether that situation would be an emergency or not an emergency. [RANDOMIZE] / An accident that left a person bleeding heavily

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Emergency	2764	98.5	98.8	98.8
	Not an emergency	33	1.2	1.2	100.0
	Total	2796	99.7	100.0	
Missing	(VOL.) Don't know	5	.2		
	(VOL.) Refused	4	.2		
	Total	10	.3		
Total		2806	100.0		

Q11d. I'm going to describe some different situations to you & ask you to identify whether that situation would be an emergency or not an emergency. [RANDOMIZE] / A house burglary where the burglars are no longer in the home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Emergency	1556	55.5	56.2	56.2
	Not an emergency	1214	43.3	43.8	100.0
	Total	2770	98.7	100.0	
Missing	(VOL.) Don't know	26	.9		
	(VOL.) Refused	9	.3		
	Total	36	1.3		
Total		2806	100.0		

Q12. If you needed to call your local police or sheriff's office for a NON-EMERGENCY situation, how would you find the telephone number to call? [PRECODED OPEN-END; DO NOT READ]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Look it up online/Use the internet	1018	36.3	36.6	36.6
	Look it up in a hard copy phone book	448	16.0	16.1	52.6
	Call information (or 411)	238	8.5	8.5	61.2
	Use speed dial feature of phone/use preprogrammed emergency numbers	248	8.9	8.9	70.1
	Just remember it/know it by heart	113	4.0	4.1	74.2
	Call 9-1-1	428	15.3	15.4	89.5
	Call #77	11	.4	.4	89.9
	Other (SPECIFY)	181	6.5	6.5	96.4
	Don't know	90	3.2	3.2	99.6
	Refused	10	.4	.4	100.0
Total		2786	99.3	100.0	
Missing	Ask family member or friend to look it up	20	.7		
Total		2806	100.0		

Frequency Tables

2015

Regional

2003 and 2015

Q13. Have you ever seen the blue road signs on Virginia highways that say you can dial pound-7-7 (#77) on a cell phone to reach state police?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2081	74.2	75.6	75.6
	No	672	24.0	24.4	100.0
	Total	2753	98.1	100.0	
Missing	(VOL.) Don't know	45	1.6		
	(VOL.) Refused	8	.3		
	Total	53	1.9		
Total		2806	100.0		

Q14. Have you ever called the pound-7-7 (#77) number for assistance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	226	8.1	8.1	8.1
	No	2574	91.7	91.9	100.0
	Total	2800	99.8	100.0	
Missing	(VOL.) Don't know	3	.1		
	(VOL.) Refused	2	.1		
	Total	6	.2		
Total		2806	100.0		

Q15. Do you typically have a cell phone available to you while driving, or not? [IF THEY DON'T DRIVE: How about when you are a passenger in a car or other vehicle? Do you typically have a cell phone available to you then, or not?]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2573	91.7	92.3	92.3
	No	216	7.7	7.7	100.0
	Total	2789	99.4	100.0	
Missing	(VOL.) Don't know	8	.3		
	(VOL.) Refused	8	.3		
	Total	17	.6		
Total		2806	100.0		

Frequency Tables

2015

Regional

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Rating of 9-1-1 System by Management Region		(Combined q1a and q1b with Don't Know and Refused removed)					Total
		Excellent	Very good/ Good	Good/ Average	Fair/ Below Average	Poor	
Richmond	N	122	148	91	4	6	371
	% within Region	32.9%	39.9%	24.5%	1.1%	1.6%	100.0%
Shenandoah	N	80	78	31	1	1	191
	% within Region	41.9%	40.8%	16.2%	0.5%	0.5%	100.0%
Central	N	85	74	37	2	3	201
	% within Region	42.3%	36.8%	18.4%	1.0%	1.5%	100.0%
Southwest	N	44	56	32	3	3	138
	% within Region	31.9%	40.6%	23.2%	2.2%	2.2%	100.0%
Tidewater	N	200	174	100	21	13	508
	% within Region	39.4%	34.3%	19.7%	4.1%	2.6%	100.0%
Roanoke	N	90	68	53	11	0	222
	% within Region	40.5%	30.6%	23.9%	5.0%	0.0%	100.0%
Northern VA	N	252	216	112	9	9	598
	% within Region	42.1%	36.1%	18.7%	1.5%	1.5%	100.0%
Whole of Virginia	N	873	814	456	51	35	2229
	%	39.2%	36.5%	20.5%	2.3%	1.6%	100.0%

			Q2. Have you ever contacted 9-1-1 with an emergency?		Total
			Yes	No	
VA Regions	Richmond	Count	206	259	465
		% within VA Regions	44.3%	55.7%	100.0%
		% of Total	7.4%	9.3%	16.6%
	Shenandoah	Count	98	132	230
		% within VA Regions	42.6%	57.4%	100.0%
		% of Total	3.5%	4.7%	8.2%
	Central	Count	112	118	230
		% within VA Regions	48.7%	51.3%	100.0%
		% of Total	4.0%	4.2%	8.2%
Southwest	Count	68	94	162	
	% within VA Regions	42.0%	58.0%	100.0%	
	% of Total	2.4%	3.4%	5.8%	
Tidewater	Count	288	330	618	
	% within VA Regions	46.6%	53.4%	100.0%	
	% of Total	10.3%	11.8%	22.1%	
Roanoke	Count	117	159	276	
	% within VA Regions	42.4%	57.6%	100.0%	
	% of Total	4.2%	5.7%	9.9%	
Northern VA	Count	288	528	816	
	% within VA Regions	35.3%	64.7%	100.0%	
	% of Total	10.3%	18.9%	29.2%	
Total	Count	1177	1620	2797	
	% within VA Regions	42.1%	57.9%	100.0%	
	% of Total	42.1%	57.9%	42 100.0%	

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Q3. The most recent time you contacted 9-1-1, what type of phone did you use? Was it a wireline or landline telephone... or was it a cell phone?		Wireline or landline phone	Cell phone	(VOL.) Other (SPECIFY)	Total
Richmond	Count	98	104	0	202
	% within VA Regions	48.5%	51.5%	0.0%	100.0%
Shenandoah	Count	45	51	1	97
	% within VA Regions	46.4%	52.6%	1.0%	100.0%
Central	Count	46	64	0	110
	% within VA Regions	41.8%	58.2%	0.0%	100.0%
Southwest	Count	40	28	0	68
	% within VA Regions	58.8%	41.2%	0.0%	100.0%
Tidewater	Count	133	148	0	281
	% within VA Regions	47.3%	52.7%	0.0%	100.0%
Roanoke	Count	58	56	0	114
	% within VA Regions	50.9%	49.1%	0.0%	100.0%
Northern VA	Count	121	158	0	279
	% within VA Regions	43.4%	56.6%	0.0%	100.0%
Total	Count	541	609	1	1151
	% within VA Regions	47.0%	52.9%	0.1%	100.0%

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		Q4. How confident are you that you would receive assistance IN A SHORT AMOUNT OF TIME if you contacted 9-1-1 FROM A WIRELINE OR LANDLINE TELEPHONE? [READ]				Total
		Very confident	Somewhat confident	Not too confident	Not at all confident	
Richmond	Count	281	146	9	7	443
	% within VA Regions	63.4%	33.0%	2.0%	1.6%	100.0%
	% of Total	10.5%	5.4%	0.3%	0.3%	16.5%
Shenandoah	Count	164	44	7	2	217
	% within VA Regions	75.6%	20.3%	3.2%	0.9%	100.0%
	% of Total	6.1%	1.6%	0.3%	0.1%	8.1%
Central	Count	157	54	5	3	219
	% within VA Regions	71.7%	24.7%	2.3%	1.4%	100.0%
	% of Total	5.9%	2.0%	0.2%	0.1%	8.2%
Southwest	Count	96	48	10	2	156
	% within VA Regions	61.5%	30.8%	6.4%	1.3%	100.0%
	% of Total	3.6%	1.8%	0.4%	0.1%	5.8%
Tidewater	Count	386	166	28	17	597
	% within VA Regions	64.7%	27.8%	4.7%	2.8%	100.0%
	% of Total	14.4%	6.2%	1.0%	0.6%	22.3%
Roanoke	Count	171	75	10	6	262
	% within VA Regions	65.3%	28.6%	3.8%	2.3%	100.0%
	% of Total	6.4%	2.8%	0.4%	0.2%	9.8%
Northern VA	Count	592	172	14	8	786
	% within VA Regions	75.3%	21.9%	1.8%	1.0%	100.0%
	% of Total	22.1%	6.4%	0.5%	0.3%	29.3%
Total	Count	1847	705	83	45	2680
	% within VA Regions	68.9%	26.3%	3.1%	1.7%	100.0%
	% of Total	68.9%	26.3%	3.1%	1.7%	100.0%

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		Q5. How confident are you that you would receive assistance IN A SHORT AMOUNT OF TIME if you contacted 9-1-1 FROM A CELL PHONE? [READ]				Total
		Very confident	Somewhat confident	Not too confident	Not at all confident	
Richmond	Count	234	163	28	12	437
	% within VA Regions	53.5%	37.3%	6.4%	2.7%	100.0%
	% of Total	8.9%	6.2%	1.1%	0.5%	16.5%
Shenandoah	Count	135	69	9	6	219
	% within VA Regions	61.6%	31.5%	4.1%	2.7%	100.0%
	% of Total	5.1%	2.6%	0.3%	0.2%	8.3%
Central	Count	133	65	11	9	218
	% within VA Regions	61.0%	29.8%	5.0%	4.1%	100.0%
	% of Total	5.0%	2.5%	0.4%	0.3%	8.2%
Southwest	Count	72	55	13	11	151
	% within VA Regions	47.7%	36.4%	8.6%	7.3%	100.0%
	% of Total	2.7%	2.1%	0.5%	0.4%	5.7%
Tidewater	Count	335	204	28	23	590
	% within VA Regions	56.8%	34.6%	4.7%	3.9%	100.0%
	% of Total	12.7%	7.7%	1.1%	0.9%	22.3%
Roanoke	Count	137	88	17	8	250
	% within VA Regions	54.8%	35.2%	6.8%	3.2%	100.0%
	% of Total	5.2%	3.3%	0.6%	0.3%	9.5%
Northern VA	Count	529	218	27	4	778
	% within VA Regions	68.0%	28.0%	3.5%	0.5%	100.0%
	% of Total	20.0%	8.2%	1.0%	0.2%	29.4%
Total	Count	1575	862	133	73	2643
	% within VA Regions	59.6%	32.6%	5.0%	2.8%	100.0%
	% of Total	59.6%	32.6%	5.0%	2.8%	100.0%

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		Q6. In general, do you think the amount of time it takes to receive emergency assistance after contacting 9-1-1 FROM CELL PHONES is shorter, longer, or about the same as FROM WIRELINE or LANDLINE TELEPHONES?			Total
		Shorter for cell phones/wireless	Longer for cell phones/wireless	About the same	
Richmond	Count	32	50	310	392
	% within VA Regions	8.2%	12.8%	79.1%	100.0%
	% of Total	1.3%	2.1%	12.8%	16.2%
Shenandoah	Count	23	30	144	197
	% within VA Regions	11.7%	15.2%	73.1%	100.0%
	% of Total	1.0%	1.2%	6.0%	8.2%
Central	Count	14	21	165	200
	% within VA Regions	7.0%	10.5%	82.5%	100.0%
	% of Total	0.6%	0.9%	6.8%	8.3%
Southwest	Count	13	18	108	139
	% within VA Regions	9.4%	12.9%	77.7%	100.0%
	% of Total	0.5%	0.7%	4.5%	5.8%
Tidewater	Count	47	53	445	545
	% within VA Regions	8.6%	9.7%	81.7%	100.0%
	% of Total	1.9%	2.2%	18.4%	22.6%
Roanoke	Count	17	22	189	228
	% within VA Regions	7.5%	9.6%	82.9%	100.0%
	% of Total	0.7%	0.9%	7.8%	9.4%
Northern VA	Count	71	88	555	714
	% within VA Regions	9.9%	12.3%	77.7%	100.0%
	% of Total	2.9%	3.6%	23.0%	29.6%
Total	Count	217	282	1916	2415
	% within VA Regions	9.0%	11.7%	79.3%	100.0%
	% of Total	9.0%	11.7%	79.3%	100.0%

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Q7. Landline 9-1-1 Call		Your Location?		Total
		Automatically identify	You need to provide	
Richmond	Count	307	130	437
	% within VA Regions	70.3%	29.7%	100.0%
	% of Total	11.9%	5.0%	16.9%
Shenandoah	Count	138	73	211
	% within VA Regions	65.4%	34.6%	100.0%
	% of Total	5.3%	2.8%	8.2%
Central	Count	142	68	210
	% within VA Regions	67.6%	32.4%	100.0%
	% of Total	5.5%	2.6%	8.1%
Southwest	Count	109	44	153
	% within VA Regions	71.2%	28.8%	100.0%
	% of Total	4.2%	1.7%	5.9%
Tidewater	Count	392	181	573
	% within VA Regions	68.4%	31.6%	100.0%
	% of Total	15.2%	7.0%	22.2%
Roanoke	Count	172	89	261
	% within VA Regions	65.9%	34.1%	100.0%
	% of Total	6.7%	3.4%	10.1%
Northern VA	Count	554	185	739
	% within VA Regions	75.0%	25.0%	100.0%
	% of Total	21.4%	7.2%	28.6%
Total	Count	1814	770	2584
	% within VA	70.2%	29.8%	100.0%
	% of Total	70.2%	29.8%	100.0%

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Q8. Cellphone		Your Location?		Total
		Automatically identify	You need to provide	
Richmond	Count	168	250	418
	% within VA Regions	40.2%	59.8%	100.0%
	% of Total	6.6%	9.9%	16.5%
Shenandoah	Count	77	126	203
	% within VA Regions	37.9%	62.1%	100.0%
	% of Total	3.0%	5.0%	8.0%
Central	Count	100	110	210
	% within VA Regions	47.6%	52.4%	100.0%
	% of Total	3.9%	4.3%	8.3%
Southwest	Count	62	81	143
	% within VA Regions	43.4%	56.6%	100.0%
	% of Total	2.4%	3.2%	5.6%
Tidewater	Count	230	348	578
	% within VA Regions	39.8%	60.2%	100.0%
	% of Total	9.1%	13.7%	22.8%
Roanoke	Count	101	151	252
	% within VA Regions	40.1%	59.9%	100.0%
	% of Total	4.0%	6.0%	9.9%
Northern VA	Count	290	440	730
	% within VA Regions	39.7%	60.3%	100.0%
	% of Total	11.4%	17.4%	28.8%
Total	Count	1028	1506	2534
	% within VA Regions	40.6%	59.4%	100.0%
	% of Total	40.6%	59.4%	100.0%

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									Total
		9-1-1	#77	Police/ State Police/ Sheriff	AAA/oth er towing service/ other auto club	Insuranc e company or agent	Family or friend	Other (SPECIF Y)	
Richmond	Count	347	70	2	8	0	27	3	457
	% within VA	75.9%	15.3%	0.4%	1.8%	0.0%	5.9%	0.7%	100.0%
	Regions								
	% of Total	12.7%	2.6%	0.1%	0.3%	0.0%	1.0%	0.1%	16.8%
Shenandoah	Count	172	26	3	3	1	12	6	223
	% within VA	77.1%	11.7%	1.3%	1.3%	0.4%	5.4%	2.7%	100.0%
	Regions								
	% of Total	6.3%	1.0%	0.1%	0.1%	0.0%	0.4%	0.2%	8.2%
Central	Count	183	23	2	2	0	13	3	226
	% within VA	81.0%	10.2%	0.9%	0.9%	0.0%	5.8%	1.3%	100.0%
	Regions								
	% of Total	6.7%	0.8%	0.1%	0.1%	0.0%	0.5%	0.1%	8.3%
Southwest	Count	130	12	4	2	0	6	1	155
	% within VA	83.9%	7.7%	2.6%	1.3%	0.0%	3.9%	0.6%	100.0%
	Regions								
	% of Total	4.8%	0.4%	0.1%	0.1%	0.0%	0.2%	0.0%	5.7%
Tidewater	Count	484	64	6	4	2	38	7	605
	% within VA	80.0%	10.6%	1.0%	0.7%	0.3%	6.3%	1.2%	100.0%
	Regions								
	% of Total	17.8%	2.4%	0.2%	0.1%	0.1%	1.4%	0.3%	22.2%
Roanoke	Count	215	20	7	5	0	14	4	265
	% within VA	81.1%	7.5%	2.6%	1.9%	0.0%	5.3%	1.5%	100.0%
	Regions								
	% of Total	7.9%	0.7%	0.3%	0.2%	0.0%	0.5%	0.1%	9.7%
Northern VA	Count	660	62	1	11	0	49	8	791
	% within VA	83.4%	7.8%	0.1%	1.4%	0.0%	6.2%	1.0%	100.0%
	Regions								
	% of Total	24.2%	2.3%	0.0%	0.4%	0.0%	1.8%	0.3%	29.1%
Total	Count	2191	277	25	35	3	159	32	2722
	% within VA	80.5%	10.2%	0.9%	1.3%	0.1%	5.8%	1.2%	100.0%
	Regions								
	% of Total	80.5%	10.2%	0.9%	1.3%	0.1%	5.8%	1.2%	100.0%

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									Total	
		9-1-1	#77	Police/State Police/ Sheriff	AAA/other towing service/other auto club	Insurance company or agent	Family or friend	Other (SPECIFY)		
Q10. If you had an accident while driving on VA highways that was NOT an emergency, would you contact 9-1-1, #77, or someone else? [PRECODED OPEN-END; DO NOT READ] [IF SOMEONE ELSE, PROBE: Who or what does that number reach?]	Richmond	Count	163	97	28	23	18	96	17	442
		% within VA Regions	36.9%	21.9%	6.3%	5.2%	4.1%	21.7%	3.8%	100.0%
		% of Total	6.2%	3.7%	1.1%	0.9%	0.7%	3.6%	0.6%	16.7%
Shenandoah	Count	76	43	16	11	3	59	10	218	
		% within VA Regions	34.9%	19.7%	7.3%	5.0%	1.4%	27.1%	4.6%	100.0%
		% of Total	2.9%	1.6%	0.6%	0.4%	0.1%	2.2%	0.4%	8.2%
Central	Count	95	35	13	5	5	58	3	214	
		% within VA Regions	44.4%	16.4%	6.1%	2.3%	2.3%	27.1%	1.4%	100.0%
		% of Total	3.6%	1.3%	0.5%	0.2%	0.2%	2.2%	0.1%	8.1%
Southwest	Count	57	27	10	8	3	48	3	156	
		% within VA Regions	36.5%	17.3%	6.4%	5.1%	1.9%	30.8%	1.9%	100.0%
		% of Total	2.2%	1.0%	0.4%	0.3%	0.1%	1.8%	0.1%	5.9%
Tidewater	Count	223	102	41	37	23	144	22	592	
		% within VA Regions	37.7%	17.2%	6.9%	6.3%	3.9%	24.3%	3.7%	100.0%
		% of Total	8.4%	3.9%	1.5%	1.4%	0.9%	5.4%	0.8%	22.4%
Roanoke	Count	93	37	21	16	9	75	9	260	
		% within VA Regions	35.8%	14.2%	8.1%	6.2%	3.5%	28.8%	3.5%	100.0%
		% of Total	3.5%	1.4%	0.8%	0.6%	0.3%	2.8%	0.3%	9.8%
Northern VA	Count	268	129	94	37	48	170	20	766	
		% within VA Regions	35.0%	16.8%	12.3%	4.8%	6.3%	22.2%	2.6%	100.0%
		% of Total	10.1%	4.9%	3.5%	1.4%	1.8%	6.4%	0.8%	28.9%
Total	Count	975	470	223	137	109	650	84	2648	
		% within VA Regions	36.8%	17.7%	8.4%	5.2%	4.1%	24.5%	3.2%	100.0%
		% of Total	36.8%	17.7%	8.4%	5.2%	4.1%	24.5%	3.2%	100.0%

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Q11a. I'm going to describe some different situations to you & ask you to identify whether that situation would be an emergency or not... [RANDOMIZE] / A fire in an apartment building with flames showing on the outside of the building		Emergency	Not an emergency	Total
		cy	cy	
Richmond	Count	467	1	468
	% within VA	99.8%	0.2%	100.0%
	Regions			
	% of Total	16.7%	0.0%	16.7%
Shenandoah	Count	228	1	229
	% within VA	99.6%	0.4%	100.0%
	Regions			
	% of Total	8.2%	0.0%	8.2%
Central	Count	229	2	231
	% within VA	99.1%	0.9%	100.0%
	Regions			
	% of Total	8.2%	0.1%	8.3%
Southwest	Count	161	1	162
	% within VA	99.4%	0.6%	100.0%
	Regions			
	% of Total	5.8%	0.0%	5.8%
Tidewater	Count	616	2	618
	% within VA	99.7%	0.3%	100.0%
	Regions			
	% of Total	22.0%	0.1%	22.1%
Roanoke	Count	274	2	276
	% within VA	99.3%	0.7%	100.0%
	Regions			
	% of Total	9.8%	0.1%	9.9%
Northern VA	Count	806	5	811
	% within VA	99.4%	0.6%	100.0%
	Regions			
	% of Total	28.8%	0.2%	29.0%
Total	Count	2781	14	2795
	% within VA	99.5%	0.5%	100.0%
	Regions			
	% of Total	99.5%	0.5%	100.0%

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Q11b. I'm going to describe some different situations to you & ask you to identify whether that situation would be an emergency or not an emergency. [RANDOMIZE] / A fender bender where the drivers seem shaken but not seriously hurt				Total
		Emergency	Not an emergency	
Richmond	Count	134	326	460
	% within VA Regions	29.1%	70.9%	100.0%
	% of Total	4.8%	11.8%	16.6%
Shenandoah	Count	69	158	227
	% within VA Regions	30.4%	69.6%	100.0%
	% of Total	2.5%	5.7%	8.2%
Central	Count	76	152	228
	% within VA Regions	33.3%	66.7%	100.0%
	% of Total	2.7%	5.5%	8.2%
Southwest	Count	55	106	161
	% within VA Regions	34.2%	65.8%	100.0%
	% of Total	2.0%	3.8%	5.8%
Tidewater	Count	221	392	613
	% within VA Regions	36.1%	63.9%	100.0%
	% of Total	8.0%	14.2%	22.1%
Roanoke	Count	95	176	271
	% within VA Regions	35.1%	64.9%	100.0%
	% of Total	3.4%	6.4%	9.8%
Northern VA	Count	289	520	809
	% within VA Regions	35.7%	64.3%	100.0%
	% of Total	10.4%	18.8%	29.2%
Total	Count	939	1830	2769
	% within VA Regions	33.9%	66.1%	100.0%
	% of Total	33.9%	66.1%	100.0%

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		Q11c. I'm going to describe some different situations to you & ask you to identify whether that situation would be an emergency or not an emergency. [RANDOMIZE] / An accident that left a person bleeding heavily		Total
		Emergency	Not an emergency	
Richmond	Count	460	6	466
	% within VA	98.7%	1.3%	100.0
	Regions			%
	% of Total	16.4%	0.2%	16.7%
Shenandoah	Count	229	0	229
	% within VA	100.0%	0.0%	100.0
	Regions			%
	% of Total	8.2%	0.0%	8.2%
Central	Count	226	4	230
	% within VA	98.3%	1.7%	100.0
	Regions			%
	% of Total	8.1%	0.1%	8.2%
Southwest	Count	161	2	163
	% within VA	98.8%	1.2%	100.0
	Regions			%
	% of Total	5.8%	0.1%	5.8%
Tidewater	Count	617	2	619
	% within VA	99.7%	0.3%	100.0
	Regions			%
	% of Total	22.1%	0.1%	22.1%
Roanoke	Count	273	3	276
	% within VA	98.9%	1.1%	100.0
	Regions			%
	% of Total	9.8%	0.1%	9.9%
Northern VA	Count	797	17	814
	% within VA	97.9%	2.1%	100.0
	Regions			%
	% of Total	28.5%	0.6%	29.1%
Total	Count	2763	34	2797
	% within VA	98.8%	1.2%	100.0
	Regions			%
	% of Total	98.8%	1.2%	100.0

Frequency Tables

2015

Regional

2003 and 2015

Q11d. I'm going to describe some different situations to you & ask you to identify whether that situation would be an emergency or not an emergency. [RANDOMIZE] / A house burglary where the burglars are no longer in the home		Emergen	Not an	Total
		cy	emergency	
Richmond	Count	238	227	465
	% within VA	51.2%	48.8%	100.0%
	Regions			
	% of Total	8.6%	8.2%	16.8%
Shenandoah	Count	114	114	228
	% within VA	50.0%	50.0%	100.0%
	Regions			
	% of Total	4.1%	4.1%	8.2%
Central	Count	127	101	228
	% within VA	55.7%	44.3%	100.0%
	Regions			
	% of Total	4.6%	3.6%	8.2%
Southwest	Count	86	75	161
	% within VA	53.4%	46.6%	100.0%
	Regions			
	% of Total	3.1%	2.7%	5.8%
Tidewater	Count	365	252	617
	% within VA	59.2%	40.8%	100.0%
	Regions			
	% of Total	13.2%	9.1%	22.3%
Roanoke	Count	142	129	271
	% within VA	52.4%	47.6%	100.0%
	Regions			
	% of Total	5.1%	4.7%	9.8%
Northern VA	Count	484	317	801
	% within VA	60.4%	39.6%	100.0%
	Regions			
	% of Total	17.5%	11.4%	28.9%
Total	Count	1556	1215	2771
	% within VA	56.2%	43.8%	100.0%
	Regions			
	% of Total	56.2%	43.8%	100.0%

Q12. If you needed to call your local police or sheriff's office for a NON-EMERGENCY situation, how would you find the telephone number to call? [PRECODED OPEN-

END; DO NOT READ]

		Look it up online/Use the internet	Look it up in a hard copy phone book	Call information (or 411)	Use speed dial feature of phone/use preprogrammed emergency numbers	Just remember it/know it by heart	Call 9-1-1	Call #77	Othe r (SP ECIF Y)	Don't kno w	Refuse d	Total
Richmond	Count	181	57	46	35	29	72	0	33	11	1	465
	% within VA Regions	38.9%	12.3%	9.9%	7.5%	6.2%	15.5%	0.0%	7.1%	2.4%	0.2%	100.0%
	% of Total	6.5%	2.0%	1.7%	1.3%	1.0%	2.6%	0.0%	1.2%	0.4%	0.0%	16.7%
Shenandoah	Count	70	47	22	21	13	27	3	19	4	0	226
	% within VA Regions	31.0%	20.8%	9.7%	9.3%	5.8%	11.9%	1.3%	8.4%	1.8%	0.0%	100.0%
	% of Total	2.5%	1.7%	0.8%	0.8%	0.5%	1.0%	0.1%	0.7%	0.1%	0.0%	8.1%
Central	Count	73	62	14	15	6	37	0	10	13	0	230
	% within VA Regions	31.7%	27.0%	6.1%	6.5%	2.6%	16.1%	0.0%	4.3%	5.7%	0.0%	100.0%
	% of Total	2.6%	2.2%	0.5%	0.5%	0.2%	1.3%	0.0%	0.4%	0.5%	0.0%	8.3%
Southwest	Count	29	49	10	17	15	21	0	15	4	0	160
	% within VA Regions	18.1%	30.6%	6.3%	10.6%	9.4%	13.1%	0.0%	9.4%	2.5%	0.0%	100.0%
	% of Total	1.0%	1.8%	0.4%	0.6%	0.5%	0.8%	0.0%	0.5%	0.1%	0.0%	5.7%
Tidewater	Count	236	94	58	43	20	110	4	32	21	0	618
	% within VA Regions	38.2%	15.2%	9.4%	7.0%	3.2%	17.8%	0.6%	5.2%	3.4%	0.0%	100.0%
	% of Total	8.5%	3.4%	2.1%	1.5%	0.7%	3.9%	0.1%	1.1%	0.8%	0.0%	22.2%
Roanoke	Count	87	75	15	20	12	42	0	17	6	0	274
	% within VA Regions	31.8%	27.4%	5.5%	7.3%	4.4%	15.3%	0.0%	6.2%	2.2%	0.0%	100.0%
	% of Total	3.1%	2.7%	0.5%	0.7%	0.4%	1.5%	0.0%	0.6%	0.2%	0.0%	9.8%
Northern VA	Count	343	63	74	97	18	120	4	55	31	8	813
	% within VA Regions	42.2%	7.7%	9.1%	11.9%	2.2%	14.8%	0.5%	6.8%	3.8%	1.0%	100.0%
	% of Total	12.3%	2.3%	2.7%	3.5%	0.6%	4.3%	0.1%	2.0%	1.1%	0.3%	29.2%
Total	Count	1019	447	239	248	113	429	11	181	90	9	2786
	% within VA Regions	36.6%	16.0%	8.6%	8.9%	4.1%	15.4%	0.4%	6.5%	3.2%	0.3%	100.0%
	% of Total	36.6%	16.0%	8.6%	8.9%	4.1%	15.4%	0.4%	6.5%	3.2%	0.3%	100.0%

Frequency Tables

2015

Regional

2003 and 2015

Q13. Have you ever seen the blue road signs on Virginia highways that say you can dial pound-7-7 (#77) on a cell phone to reach state police?				Total
		Yes	No	
Richmond	Count	348	110	458
	% within VA Regions	76.0%	24.0%	100.0%
	% of Total	12.6%	4.0%	16.6%
Shenandoah	Count	182	47	229
	% within VA Regions	79.5%	20.5%	100.0%
	% of Total	6.6%	1.7%	8.3%
Central	Count	181	47	228
	% within VA Regions	79.4%	20.6%	100.0%
	% of Total	6.6%	1.7%	8.3%
Southwest	Count	128	30	158
	% within VA Regions	81.0%	19.0%	100.0%
	% of Total	4.7%	1.1%	5.7%
Tidewater	Count	469	140	609
	% within VA Regions	77.0%	23.0%	100.0%
	% of Total	17.0%	5.1%	22.1%
Roanoke	Count	216	54	270
	% within VA Regions	80.0%	20.0%	100.0%
	% of Total	7.8%	2.0%	9.8%
Northern VA	Count	555	245	800
	% within VA Regions	69.4%	30.6%	100.0%
	% of Total	20.2%	8.9%	29.1%
Total	Count	2079	673	2752
	% within VA Regions	75.5%	24.5%	100.0%
	% of Total	75.5%	24.5%	100.0%

Frequency Tables

2015

Regional

2003 and 2015

Q14. Have you ever called the pound-7-7 (#77) number for assistance?				Total
		Yes	No	
Richmond	Count	54	413	467
	% within VA			
	Regions	11.6%	88.4%	100.0%
	% of Total	1.9%	14.8%	16.7%
Shenandoah	Count	26	204	230
	% within VA			
	Regions	11.3%	88.7%	100.0%
	% of Total	0.9%	7.3%	8.2%
Central	Count	11	219	230
	% within VA			
	Regions	4.8%	95.2%	100.0%
	% of Total	0.4%	7.8%	8.2%
Southwest	Count	15	147	162
	% within VA			
	Regions	9.3%	90.7%	100.0%
	% of Total	0.5%	5.3%	5.8%
Tidewater	Count	35	584	619
	% within VA			
	Regions	5.7%	94.3%	100.0%
	% of Total	1.3%	20.9%	22.1%
Roanoke	Count	16	260	276
	% within VA			
	Regions	5.8%	94.2%	100.0%
	% of Total	0.6%	9.3%	9.9%
Northern VA	Count	68	747	815
	% within VA			
	Regions	8.3%	91.7%	100.0%
	% of Total	2.4%	26.7%	29.1%
Total	Count	225	2574	2799
	% within VA			
	Regions	8.0%	92.0%	100.0%
	% of Total	8.0%	92.0%	100.0%

Frequency Tables

2015

Regional

2003 and 2015

Q15. Do you typically have a cell phone available to you while driving, or not? [IF THEY DON'T DRIVE: How about when you are a passenger in a car or other vehicle? Do you typically have a cell phone available to you then, or not?]				Total
		Yes	No	
Richmond	Count	435	30	465
	% within VA	93.5%	6.5%	100.0%
	Regions			
	% of Total	15.6%	1.1%	16.7%
Shenandoah	Count	212	17	229
	% within VA	92.6%	7.4%	100.0%
	Regions			
	% of Total	7.6%	0.6%	8.2%
Central	Count	218	13	231
	% within VA	94.4%	5.6%	100.0%
	Regions			
	% of Total	7.8%	0.5%	8.3%
Southwest	Count	131	31	162
	% within VA	80.9%	19.1%	100.0%
	Regions			
	% of Total	4.7%	1.1%	5.8%
Tidewater	Count	579	39	618
	% within VA	93.7%	6.3%	100.0%
	Regions			
	% of Total	20.8%	1.4%	22.2%
Roanoke	Count	247	29	276
	% within VA	89.5%	10.5%	100.0%
	Regions			
	% of Total	8.9%	1.0%	9.9%
Northern VA	Count	752	56	808
	% within VA	93.1%	6.9%	100.0%
	Regions			
	% of Total	27.0%	2.0%	29.0%
Total	Count	2574	215	2789
	% within VA	92.3%	7.7%	100.0%
	Regions			
	% of Total	92.3%	7.7%	100.0%

Frequency Tables

2015

Regional

2003 and 2015

		Overall, how would you rate the 9-1-1 emergency calling system in your community?						
Q1a/b	Excellent	Very good or Good	Good or Average	Fair or Below Average	Poor	Don't know	No Answer	Number of cases
2003	29%	25%	14%	2%	1%	26%	2%	2812
2015	31%	29%	16%	2%	1%	19%	1%	2806

		Have you ever called 9-1-1 with an emergency?			
Q2	Yes	No	Don't know	Number of cases	
2003	39%	61%	0%	2812	
2015	42%	58%	0%	2806	

		The most recent time you made an emergency 9-1-1 call, what type of phone did you use?					
Q3	Wireline	Cell/wireless	Pay phone	Other	Don't know	No Answer	Number of cases
2003	76%	21%	1%	1%	1%	0%	1104
2015	46%	52%	NA	0%	2%	0%	1179

		How confident are you that you would receive assistance in a short amount of time if you called 9-1-1 from your home telephone?					
Q4	Very confident	Somewhat confident	Not too confident	Not at all confident	Don't know	No answer	Number of cases
2003	67%	26%	2%	1%	2%	1%	2812
2015	66%	25%	3%	2%	4%	1%	2806

Q5	How confident are you that you would receive assistance in a short amount of time if you called 9-1-1 from a cell/wireless phone?						Number of cases
	Very confident	Somewhat confident	Not too confident	Not at all confident	Don't know	No answer	
2003	32%	42%	11%	5%	9%	1%	2812
2015	56%	31%	5%	3%	5%	1%	

Frequency Tables

2015

Regional

2003 and 2015

Q6	Do you think the amount of time it takes to receive assistance after 9-1-1 calls made from cell/wireless phones are shorter or longer?					Number of cases
	Shorter for wireless	Longer for wireless	About the same	Don't know	No answer	
2003	5%	28%	54%	12%	1%	2812
2015	8%	10%	68%	13%	1%	2806

Q7	When you call 9-1-1 from your home telephone, can the operator automatically identify you or do you need to provide information?				Number of cases
	Automatically identify	You need to provide	Don't know	No answer	
2003	73%	21%	5%	0%	2812
2015	65%	28%	7%	1%	2806

Q8	When you call 9-1-1 from a cell phone/wireless phone, can the operator automatically identify you or do you need to provide information?				Number of cases
	Automatically identify	You need to provide	Don't know	No answer	
2003	17%	71%	12%	0%	2812
2015	37%	54%	9%	1%	2806

Frequency Tables

2015

Regional

2003 and 2015

	When you call 9-1-1 from a cell phone/wireless phone, can the operator automatically identify you or do you need to provide information?				Number of cases
	Automatic ally identify	You need to provide	Don't know	No answer	
2003	17%	71%	12%	0%	2812
2015	37%	54%	9%	1%	2806

	When you call 9-1-1 from your home telephone, can the operator automatically identify you or do you need to provide information?				Number of cases
	Automatically identify	You need to provide	Don't know	No answer	
2003	73%	21%	5%	0%	2812
2015	65%	28%	7%	1%	2806

Q9	If you had an emergency while driving on the Virginia highways what number would you call for assistance?									Number of cases
	911	#77	Police/ State Police/ Sheriff	AAA/ other towing/ auto club	Insurance company or agent	Family or friend	Other	Don't know	No answer	
2003	69%	9%	5%	2%	0%	1%	4%	8%	1%	2812
2015	78%	10%	1%	1%	0%	6%	1%	3%	0%	2806

Q10	If you had an accident while driving on the Virginia highways that was not an emergency, what number would you call?									Number of cases
	911	#77	Police/ State Police/ Sheriff	AAA/ other towing/ auto club	Insurance company or agent	Family or friend	Other	Don't know	No answer	
2003	28%	10%	14%	8%	2%	7%	10%	19%	1%	2812
2015	35%	17%	8%	5%	4%	23%	3%	5%	1%	2806

Frequency Tables

2015

Regional

2003 and 2015

		A fire in an apartment building with flames showing on the outside of the building - emergency or not?				
Q11a	Emergency	Not an emergency	Don't know	No answer	Number of cases	
2003	99%	0%	0%	0%	2812	
2015	99%	1%	0%	0%	2806	

		A fender bender where the drivers seem shaken but not seriously hurt - emergency or not?				
Q11b	Emergency	Not an emergency	Don't know	No answer	Number of cases	
2003	23%	74%	2%	1%	2812	
2015	33%	65%	99%	1%	2806	

		An accident that left a person bleeding heavily - emergency or not?				
Q11c	Emergency	Not an emergency	Don't know	No answer	Number of cases	
2003	99%	0%	0%	0%	2812	
2015	99%	1%	0%	0%	2806	

		A house burglary where the burglars are no longer in the home - emergency or not?				
Q11d	Emergency	Not an emergency	Don't know	No answer	Number of cases	
2003	43%	55%	1%	0%	2812	
2015	56%	43%	1%	0%	2806	

		If you needed to call your local police or sheriff's office for a non-emergency situation, how would you find the number to call?									
Q12	Look it up in a phone book	List of numbers posted by phone	Call information (or 411)	Use speed dial feature	Know it by heart	Call 911	Call #77	Other	Don't know	No answer	Number of cases
2013	57%	9%	13%	1%	3%	8%	0%	6%	2%	0%	2812
2015	26%	16%	9%	9%	4%	15%	0%	7%	3%	0%	2806

		Have you ever seen the blue road signs on Virginia highways that say to dial cellular pound-7-7 (#77) for state police?				
Q13	Yes	No	Don't know	No answer	Number of cases	
2003	82%	15%	2%	0%	2812	
2015	76%	24%	2%	0%	2806	

Q14	Have you ever called the pound-7-7 (#77) number for assistance?				Number of cases
	Yes	No	Don't know	No answer	
2003	8%	91%	0%	0%	2812
2015	8%	92%	0%	0%	2806

Q15	Do you happen to have a cell phone or other wireless telephone?				Number of cases
	Yes	No	Don't know	No answer	
2003	70%	29%	0%	0%	2812
2015	92%	8%	0%	0%	2806

Frequency Tables

2015

Regional

2003 and 2015