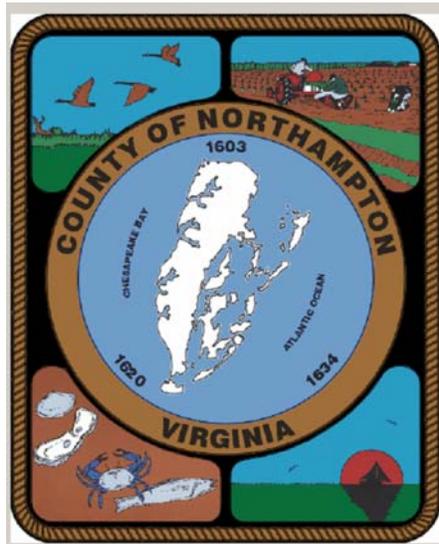


The National
CITIZEN SURVEY™

2005

**Report of Demographic
Subgroup Comparisons for
Northampton County, Virginia**



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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically reweighted to reflect the proper demographic composition of the entire community. The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. Northampton County staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. Northampton County staff also determined local

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interest in a variety of add-on options for The National Citizen Survey™ Basic Service.

One of the add-on options that Northampton County chose was to have crosstabulations of evaluative questions 1-5 by demographic questions: race (question #29), rent/own (question #21), income (question #27) and age (question #30).

UNDERSTANDING THE RESULTS

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I of the Report of Results. However, these responses have been removed from the analyses presented in this report. In other words, the tables display the responses from respondents who had an opinion about a specific item.

There were two exceptions to the removal of “don’t know” responses. For items related to crime victimization and crime reporting, “don’t know” responses were not removed. In addition, the “don’t know” responses were not removed from the policy questions.

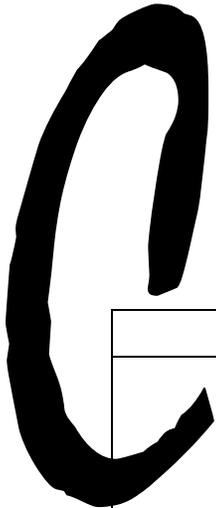
Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale.

Understanding the Tables

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. Usually this number is the rating on a 100-point scale. Sometimes this scale was not appropriate to use. In these cases we have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who reported a crime, or the percent of respondents who felt the rate of growth was “about right.” For a few questions, we have shown the full set of responses: these include the policy questions and the question about respondents’ perceptions about the economy.

Anova and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in gray.



COMPARISONS

Figure 1: Quality of Life Ratings

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Northampton County as a place to live	63	48	57	54	57	50	52	68	65	44	62	57	46	63	51	72
Neighborhood as a place to live	71	52	79	56	68	53	68	73	82	44	65	59	64	75	52	70
Northampton County as a place to raise children	52	52	68	49	55	49	53	61	51	21	55	50	53	58	49	59
Northampton County as a place to retire	66	58	73	60	65	56	64	73	73	75	74	57	64	67	48	65
Overall quality of life in Northampton County	54	44	53	45	52	45	48	58	61	44	52	45	49	57	39	59

Average Rating on a 100-point Scale (0=poor, 100=excellent)

Figure 2: Characteristics of the Community

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Sense of community	54	44	61	49	52	49	49	56	56	44	54	45	53	50	50	54
Openness and acceptance	40	37	36	38	39	43	35	38	36	33	37	33	39	37	37	50
Overall appearance of Northampton County	37	34	41	40	33	38	34	38	32	33	40	31	34	30	36	46
Opportunities to attend cultural activities	33	33	45	32	35	33	34	33	38	34	31	39	31	38	29	40
Shopping opportunities	14	18	4	16	14	19	14	8	8	10	13	22	11	8	16	25
Air quality	69	54	59	58	66	51	63	73	77	41	72	62	63	65	53	59
Recreational opportunities	38	17	37	26	32	20	30	37	42	23	25	32	28	39	27	30
Job opportunities	12	10	16	13	11	11	11	10	11	16	8	14	9	13	9	15
Access to affordable quality housing	21	21	30	22	21	20	14	26	26	47	27	28	19	13	15	23
Access to affordable quality child	31	28	32	31	29	32	29	26	30	27	28	37	27	26	24	41

Report of Demographic Subgroup Comparisons

Figure 2: Characteristics of the Community

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
care																
Access to affordable quality health care	39	32	28	33	35	33	33	38	43	20	35	34	31	35	35	49
Ease of car travel	60	42	71	48	57	39	56	68	59	41	67	54	47	57	45	57
Ease of bus travel	31	35	42	36	32	32	35	39	15	13	36	42	29	30	31	39
Ease of bicycle travel	39	39	40	43	38	34	40	41	40	44	49	46	33	38	32	34
Ease of walking	44	42	44	44	43	36	45	50	48	27	50	47	46	40	37	39

Average Rating on a 100-point Scale (0=poor, 100=excellent)

Figure 3: Ratings of Growth																
	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Population growth	25%	32%	47%	24%	32%	18%	25%	39%	35%	31%	29%	24%	41%	27%	31%	17%
Retail growth (stores, restaurants etc.)	23%	12%	35%	11%	23%	12%	23%	20%	30%	0%	27%	22%	11%	20%	23%	29%
Jobs growth	13%	1%	17%	8%	8%	5%	8%	14%	12%	0%	17%	18%	1%	11%	0%	10%
<i>Proportion of Respondents Rating as "About Right"</i>																

Figure 4: Ratings of Potential Problems in Northampton County

	Race			Is this house, apartment, or mobile home...	How much do you anticipate your household's total income before taxes will be for the current year?					In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Crime	41	39	58	43	40	36	39	45	52	29	55	39	38	44	32	43
Drugs	19	14	37	17	18	14	19	23	18	46	28	13	17	15	10	22
Too much growth	43	63	52	50	52	55	51	47	37	63	57	47	57	42	40	53
Noise	66	64	63	65	65	61	67	69	73	69	75	61	69	64	49	65
Run down buildings, weed lots, or junk vehicles	29	30	38	33	28	28	32	31	35	26	42	35	25	28	18	35
Taxes	42	35	29	38	39	38	33	43	43	48	51	40	25	40	45	39
Traffic congestion	64	71	67	61	68	56	72	73	59	69	76	72	71	60	48	68
Unsupervised youth	37	36	40	31	40	34	38	37	40	53	39	38	39	35	27	40
Homelessness	54	40	54	40	54	40	42	58	54	46	56	54	38	54	39	57
Road condition	54	48	77	52	55	44	56	63	55	53	73	51	47	56	43	49

Average Rating on a 100-point Scale (0=major problem, 100=not a problem)

Figure 5: Ratings of Safety from Various Problems

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Violent crime	68	60	76	65	65	59	61	74	76	55	79	59	64	69	50	74
Property crimes	58	56	65	55	59	52	57	63	66	32	68	56	60	61	43	60
Fire	69	67	68	68	68	67	68	72	64	51	74	69	68	63	65	77
<i>Average Rating on a 100-Point Scale (0=very unsafe, 100=very safe)</i>																

Figure 6: Ratings of Feelings of Safety in Various Areas

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
In your neighborhood during the day	90	78	88	80	88	77	86	92	94	84	91	83	87	92	70	86
In your neighborhood after dark	75	70	81	70	75	63	75	83	82	56	82	73	78	80	55	72
In Northampton County's downtown area during the day	85	79	81	84	81	78	83	88	81	89	90	81	82	84	71	85
In Northampton County's downtown area after dark	61	67	77	68	62	60	63	72	55	52	74	62	62	68	55	67
In Northampton County's parks during the day	83	75	86	80	80	68	83	89	87	80	89	81	78	83	72	68
In County parks after dark	53	61	77	66	56	52	61	70	43	36	77	59	57	59	53	44
<i>Average Rating on a 100-Point Scale (0=very unsafe, 100=very safe)</i>																

Figure 7: Crime Victimization and Reporting

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
During the past twelve months, were you or anyone in your household the victim of any crime?	11%	9%	5%	17%	7%	14%	10%	7%	6%	62%	9%	17%	10%	7%	9%	0%
If yes, was this crime (these crimes) reported to the police?	79%	100%	100%	87%	88%	100%	72%	100%	0%	100%	50%	83%	100%	86%	100%	.

Percent of Respondents Whose Households Were Victims of Crime, and Who Reported the Crime

Figure 8: Use of Community Amenities

	Race			Is this house, apartment, or mobile home...	How much do you anticipate your household's total income before taxes will be for the current year?					In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Used Northampton County public libraries or their services	56%	38%	41%	58%	43%	41%	47%	55%	65%	17%	57%	54%	50%	56%	33%	40%
Used Northampton County recreation centers	32%	45%	58%	45%	38%	29%	45%	54%	27%	48%	53%	48%	41%	42%	30%	10%
Participated in a recreation program or activity	34%	41%	77%	47%	37%	30%	44%	53%	33%	79%	61%	48%	46%	35%	17%	10%
Visited a Northampton County park	65%	54%	90%	70%	61%	52%	66%	76%	76%	79%	91%	59%	65%	58%	57%	37%
Ridden a local bus within Northampton County	5%	23%	0%	20%	6%	21%	11%	3%	2%	31%	11%	31%	9%	3%	11%	6%
Attended a meeting of local elected officials or	63%	44%	46%	41%	60%	30%	56%	78%	77%	17%	46%	47%	53%	65%	69%	49%

Figure 8: Use of Community Amenities

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
other local public meeting																
Volunteered your time to some group/activity in Northampton County	61%	33%	50%	40%	54%	25%	50%	72%	84%	48%	68%	40%	47%	59%	47%	27%
Used the Internet for anything	77%	39%	84%	61%	66%	37%	68%	83%	98%	100%	96%	57%	79%	68%	30%	11%
Purchased an item over the Internet	65%	18%	71%	45%	50%	10%	55%	76%	84%	69%	70%	38%	64%	54%	15%	7%
<i>Proportion of Respondents Rating Engaging in Activity At Least Once in Last 12 Months</i>																

Figure 9: Quality of Service Ratings

	Race			Is this house, apartment, or mobile home...	How much do you anticipate your household's total income before taxes will be for the current year?					In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Sheriff services	58	54	62	54	58	57	59	56	62	39	51	51	57	59	59	68
Fire services	69	67	72	67	69	69	71	67	72	49	66	71	71	64	71	71
Ambulance/emergency medical services	63	67	70	65	65	66	66	62	69	26	61	69	70	63	61	70
Crime prevention	43	46	49	44	44	45	46	41	47	21	37	42	48	48	42	52
Fire prevention and education	50	53	56	52	53	56	49	49	44	46	48	46	55	52	55	52
Storm drainage	18	23	43	19	23	25	19	22	21	40	25	31	17	24	14	20
County parks	40	45	57	40	46	50	39	47	39	47	43	34	47	42	43	46
Recreation programs or classes	39	35	52	37	40	42	39	38	35	54	40	33	37	39	39	47
Recreation centers/facilities	32	37	42	34	36	40	32	35	31	45	33	31	35	39	30	39
Land use, planning and zoning	26	38	39	30	31	36	31	29	20	33	30	25	38	27	31	33
Code enforcement (weeds, abandoned buildings, etc)	16	25	31	23	19	22	24	19	9	10	27	25	21	19	10	20
Animal control	39	37	47	33	41	36	41	42	37	26	37	31	44	40	37	43
Economic development	24	32	22	25	26	32	25	23	23	27	23	22	26	25	26	40
Health services	44	48	42	43	45	48	39	46	49	33	44	36	44	48	43	60
Services to seniors	33	45	30	35	40	40	37	36	40	0	34	41	35	43	34	47
Services to low-	32	31	35	26	34	29	33	33	28	27	33	32	34	29	24	37

COMPARISONS

Report of Demographic Subgroup Comparisons

Figure 9: Quality of Service Ratings

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
income people																
Public library services	45	42	60	43	46	47	44	45	44	67	47	47	42	45	42	53
Public information services	37	45	60	44	41	49	36	46	33	12	51	39	42	36	39	51
County courts	49	47	60	49	49	49	46	55	48	28	58	47	46	47	44	62
Public schools	44	52	70	52	48	50	49	48	50	33	53	55	43	44	46	62
Cable television	24	34	68	28	34	27	29	44	31	0	42	37	35	23	14	37
Agricultural/Farm advisor	56	44	52	46	54	45	49	57	67	45	50	44	55	55	43	59
Nature programs or classes	42	26	38	36	37	39	32	36	46	45	33	32	35	42	38	33
Range/variety of nature programs and classes	38	28	36	36	34	40	31	33	43	33	28	37	33	41	37	32
Accessibility of trails	35	30	34	30	37	38	29	37	34	67	21	31	41	39	37	34
Accessibility of historic sites	49	39	40	41	46	39	43	53	49	67	46	37	49	46	37	39
Services to adolescents/teens	18	29	34	24	23	32	23	14	24	27	20	25	18	31	18	35
Services to children (age 0-12)	23	33	32	25	29	35	26	22	26	27	22	34	25	28	28	35
<i>Average Rating on a 100-Point Scale (0=poor, 100=excellent)</i>																

Figure 10: Ratings of Various Levels of Government																
	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Overall, how would you rate the quality of the services provided by Northampton County?	40	40	68	42	42	43	40	47	39	46	46	38	39	40	37	53
Overall, how would you rate the quality of the services provided by the Federal Government?	37	43	55	45	38	40	37	44	42	56	48	46	35	37	31	45
Overall, how would you rate the quality of the services provided by the State Government?	38	44	55	45	39	41	38	45	42	56	47	46	40	36	32	45
<i>Average Rating on a 100-point Scale (0=poor, 100=excellent)</i>																

Figure 11: Proportion of Population Having Contact with County Employees

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Have you had any in-person or phone contact with an employee of Northampton County within the last 12 months?	77%	41%	63%	57%	66%	40%	74%	77%	66%	100%	83%	61%	62%	72%	51%	27%
<i>Percent of Respondents Who Reported Contact with a County Employee in the Last 12 Months</i>																

Figure 12: Ratings of Contact with County Employees

	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
Knowledge	63	54	63	55	63	59	62	61	60	51	57	59	62	65	56	69
Responsiveness	64	51	61	56	62	58	61	61	65	61	60	57	62	64	51	66
Courtesy	72	63	73	68	69	73	67	71	64	56	68	62	68	74	76	78
Overall Impression	64	51	61	56	61	58	62	60	57	66	59	61	58	64	52	71

Average Rating on a 100-point Scale (0=poor, 100=excellent)

Figure 13: Ratings of Public Trust																
	Race			Is this house, apartment, or mobile home...		How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	White	Black, African American	Other race	rented for cash or occupied without cash payment?	owned by you or someone in this house	less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
I receive good value for the Northampton County taxes I pay	49	46	54	45	50	49	49	50	47	34	51	45	48	50	47	51
I am pleased with the overall direction that Northampton County is taking	45	54	57	51	47	52	49	46	50	55	48	50	49	48	43	59
The Northampton County government welcomes citizen involvement	54	56	61	52	58	52	56	58	57	61	51	56	58	55	53	59
The Northampton County government listens to citizens	46	50	56	49	48	49	45	51	49	45	49	40	49	47	49	55
Average Rating on a 100-point Scale (0=strongly disagree, 100=strongly agree)																

Figure 14a: Perceptions of Economy				
		Race		
		White	Black, African American	Other race
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	very positive	4%	3%	5%
	somewhat positive	18%	19%	54%
	neutral	40%	41%	35%
	somewhat negative	32%	30%	5%
	very negative	4%	8%	0%
<i>Total</i>		100%	100%	100%

Figure 14b: Perceptions of Economy			
		Is this house, apartment, or mobile home...	
		rented for cash or occupied without cash payment?	owned by you or someone in this house
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	very positive	0%	6%
	somewhat positive	21%	21%
	neutral	34%	43%
	somewhat negative	34%	27%
	very negative	11%	3%
<i>Total</i>		100%	100%

Figure 14c: Perceptions of Economy					
		How much do you anticipate your household's total income before taxes will be for the current year?			
		less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	very positive	2%	2%	7%	8%
	somewhat positive	24%	25%	13%	30%
	neutral	35%	40%	52%	36%
	somewhat negative	32%	25%	26%	26%
	very negative	7%	8%	2%	0%
<i>Total</i>		100%	100%	100%	100%

Figure 14d: Perceptions of Economy								
		In which category is your age?						
		18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	very positive	0%	2%	5%	2%	3%	11%	3%
	somewhat positive	17%	23%	20%	15%	29%	10%	34%
	neutral	52%	52%	34%	49%	35%	26%	31%
	somewhat negative	31%	18%	31%	32%	31%	34%	32%
	very negative	0%	4%	10%	2%	2%	19%	0%
<i>Total</i>		100%	100%	100%	100%	100%	100%	100%