The City of Concord is conducting its biennial citizen survey. We are interested in your opinions and experiences so that we can best serve you. We will use your responses to help us plan for the next few years. Not all City residents will receive this survey. Like the major national polls, your home has been *randomly* selected from utility records. This is your opportunity to anonymously and confidentially give us your honest opinions.

***You can complete this survey online: visit*** [***concordnc.gov***](http://www.ci.concord.nc.us) ***and click on the survey link.***

**How much do you agree or disagree with the following statements:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Your perceptions of our community** | **Strongly Agree1** | **Agree2** | **Disagree3** | **Strongly Disagree4** |
| **1. Concord is a good place to live** |  |  |  |  |
| **2. Concord is a good place to raise children** |  |  |  |  |
| **3. Concord provides good employment opportunities** |  |  |  |  |
| **4. Concord is a safe place to live** |  |  |  |  |
| **5. Concord provides a good environment for businesses to succeed** |  |  |  |  |
| **6. The City is responsive to the needs of citizens** |  |  |  |  |
| **7. The development of greenways is a good idea** |  |  |  |  |

**How much do you agree or disagree with the following statements:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Your perceptions of City Management** | **Strongly Agree1** | **Agree2** | **Disagree3** | **Strongly Disagree4** |
| **8. The City is making good decisions about the environment** |  |  |  |  |
| **9. The City is making good decisions about development** |  |  |  |  |
| **10. The City spends my tax dollars wisely** |  |  |  |  |

**11. We would like you to evaluate the user-friendliness, staff, and job performance for each of our major offices or departments. Using the chart below, mark [🗸] your responses to your impression of 1) how *professional* and *courteous* you believe the staff are, and then tell us 2) how satisfied you are with the *job performance* of each department/office and finally 3) how user-friendly each unit is to work with.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **STAFF INTERACTION** | | | | **OFFICE/DEPARTMENT JOB PERFORMANCE** | | | | **USER FRIENDLINESS** | |
|  | ***Professional*** | | ***Courteous*** | | ***How satisfied are you with their job performance?*** | | | | ***Are processes and procedures user-friendly?*** | |
| **Office/Department** | **Yes1** | **No2** | **Yes1** | **No2** | ***Very Satisfied1*** | ***Somewhat Satisfied2*** | ***Somewhat Dissatisfied3*** | ***Very Dissatisfied4*** | ***Yes1*** | ***No2*** |
| **a. City Manager’s Office** |  |  |  |  |  |  |  |  |  |  |
| **b. Finance (paying bills, taxes etc)** |  |  |  |  |  |  |  |  |  |  |
| **c. Police** |  |  |  |  |  |  |  |  |  |  |
| **d. Fire and Life Safety** |  |  |  |  |  |  |  |  |  |  |
| **e. Solid Waste and Recycling** |  |  |  |  |  |  |  |  |  |  |
| **f. Water** |  |  |  |  |  |  |  |  |  |  |
| **g. Wastewater (sewer)** |  |  |  |  |  |  |  |  |  |  |
| **h. Electric** |  |  |  |  |  |  |  |  |  |  |
| **i. Parks and Recreation** |  |  |  |  |  |  |  |  |  |  |
| **j. Planning and Neighborhood Development** |  |  |  |  |  |  |  |  |  |  |
| **k. Transportation (streets/traffic)** |  |  |  |  |  |  |  |  |  |  |

12. With which of the following departments have you had contact *within the last year*?

|  |  |  |
| --- | --- | --- |
| a. City Manager’s Office  b. Finance Dept. (paying bills, taxes)  c. Police Department  d. Fire and Life Safety | e. Solid Waste and Recycling  f. Water  g. Wastewater (sewer)  h. Electric | i. Parks and Recreation  j. Planning and Neighborhood Development  k. Transportation (streets/traffic) |

**13. Do you visit Downtown Concord to shop, eat, or visit?** \_\_\_\_No0 \_\_\_Yes1

**IF YES:**

**14. How often do you visit Downtown?**

\_\_\_ 1. More than 5 times a month \_\_\_ 2. 2-5 times a month \_\_\_ 3. Once a month \_\_\_ 4. Less Often than once a month

**15. Have you increased the number of times you visit this past year over the times you visited the year before?** \_\_\_\_No1 \_\_\_Yes2

**16. Which of the following bring you to downtown Concord?** (Check ✓ all that apply)

[ ] a) Stores and shopping

[ ] b) Restaurants

[ ] c) Municipal building – services provided by the City

[ ] d) County Building

[ ] e) Court House, Police, Sheriff

[ ] f) Private, non-commercial offices

[ ] g) As a tourist site

[ ] h) Carolina Courts Facility on Spring St.

***Traffic and Streets***

**17. How would you rate the condition of streets and road surfaces in *your neighborhood*?**

\_\_\_ 1. Good condition \_\_\_ 2. Mostly good but a few bad spots here and there \_\_\_ 3. Many bad spots \_\_\_ 4. Don’t know

**18. How would you rate the overall road conditions in Concord?** \_\_\_ 1. Excellent \_\_\_ 2. Good \_\_\_ 3. Fair \_\_\_ 4. Poor

**19. Regarding traffic, if you could select ONE area to improve, where, specifically would that be?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Concord Kannapolis Area Transit (Rider)***

**20. Have you or someone in your household used the Rider Transit bus system in the last year?** \_\_\_\_No1 \_\_\_Yes2

**IF YES: [Mark all that apply]**

**[ ] 20a. The system comes near where I live and I can access it easily**

**[ ] 20b. The system allows me to travel where I need to go**

**[ ] 20c. The schedule hours of service and frequency are convenient for me**

**[ ] 20d. I like not having to deal with the stress of driving.**

**[ ] 20e. I do not have a vehicle or other means of transportation and Rider Transit is my only option**

**[ ] 20f. Fuel prices have gotten too high and riding public transit is less expensive.**

**[ ] 20g. I choose to ride due to the reduction in pollution and other environmental benefits public transit provides**

**[ ] 20h. Other (Please describe\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**I use Rider Transit to get to: [Mark all that apply]**

**[ ] 20i. Work**

**[ ] 20j. School**

**[ ] 20k. Access to medical care/appointments**

**[ ] 20l. Shopping**

**[ ] 20m. Social – visiting friends & family**

**[ ] 20n. Entertainment**

**[ ] 20o. Other (Please describe\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)**

**21. If you or someone in your family HAS NOT used the Rider Transit bus system - Why not?** **[Mark all that apply]**

**[ ] 21a. The system does not come near where I need it/can access it**

**[ ] 21b. The system does not go where I need to go**

**[ ] 21c. The schedule is not frequent enough to be convenient for me**

**[ ] 21d. The system does not run early enough to meet my needs**

**[ ] 21e. The system does not run late enough to meet my needs**

**[ ] 21f I do not know enough to use the system, - where it goes, how often it runs, how much it costs to ride**

**[ ] 21g. It is too expensive**

**[ ] 21h. I prefer to take a taxi**

**[ ] 21i I prefer to drive or have someone drive me**

**[ ] 21j. Other (Please describe\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)**

**21k. If there was service to your area or other issues listed above that were addressed, how likely would you or someone in your household be to use Rider Transit?**

\_\_1. Highly unlikely \_\_\_2. Unlikely \_\_3. Somewhat likely \_\_\_4. Highly likely

***Customer service and communications***

**22. Have you called the City’s Customer CARE Center (704-920-5555) in the past year for assistance?**

\_\_\_ 1. Yes \_\_\_ 2.No \_\_\_ 3. Don’t Remember

**IF YES:**

**22a. Were you directed to the proper department the first time?** \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 3. Don ‘t Remember

**22b. How easy was it to get an answer to your question? \_\_\_**1.Very Easy \_\_\_2. Easy/ so-so \_\_\_3. Not easy \_\_\_4. Don’t Remember

**23. Have you visited City Hall to discuss your utility service bill with a Customer Service Representative?**  \_\_\_\_1. Yes \_\_\_\_2. No

**IF YES:**

**23a. Were you assisted in a prompt and professional manner?** \_\_\_\_1. Yes \_\_\_\_2. No

**The City has instituted a *mass notification system* to inform you of emergencies or major changes affecting you, such as changes in the solid waste collection schedule. *Did you know that we only have phone numbers for those with a published land-line telephone number? Visit concordnc.gov or call 704-920-5210 to add your contact information, so you can receive voice, SMS, and/or email notifications.***

**24a How useful is this service?**

\_\_\_1. The service is useful \_\_\_2. The service is not useful

**24b. How timely is this service?**

\_\_\_1. The service is timely \_\_\_2. The service is not timely

**24b. How do you like this service?**

\_\_\_1. I like this service VERY much \_\_\_2. The service is OK \_\_\_3. I dislike the service \_\_4. I dislike this service VERY much

**24. Overall, how informed do you feel you are about the City of Concord and its services?**

**[ ]1 Very informed [ ]2 Informed [ ]3 not very well informed [ ]4 completely uninformed**

***Solid Waste and Recycling***

**25. On what day is your garbage/recycling pickup?** \_\_\_Monday \_\_\_Tuesday \_\_\_Wednesday \_\_\_Thursday \_\_\_Friday

**26. Recycling collection frequency?**

[ ]1 The service should be every week [ ]2 The every-other-week service is adequate for my needs [ ]3 The service could be once a month

***27. How satisfied are you with the following services:***

***Using a 1-5 scale where 5 is VERY Satisfied and 1 is VERY dissatisfied, please circle how you rate each***

Dissatisfied Satisfied

**a. How satisfied are you with curbside recycling collection?** **1** **2** **3** **4** **5**

**b. How would you rate curbside garbage collection?**  **1** **2** **3** **4** **5**

**c. How would you rate your curbside yard/lawn waste collection?**  **1** **2** **3** **4** **5**

**28. Do you feel curbside garbage and recycling pick-up is more dependable now than it was a year ago?**

\_\_\_ 1. Yes \_\_\_2. No/ Same as in the past \_\_\_ 3.No/ Worse \_\_\_ 4.No opinion

**29. The City currently collects bulky waste (all items too large to fit into your cart) each week on a scheduled basis. How often do you place *bulky waste* at the curb?**

[ ]1 Every week [ ]2 Two or three times each month [ ]3 Once each month [ ]4 Only a few times a year [ ]5 Never

**30. In August the City began a pilot study for lawn/yard waste pickup. This study uses wireless location technology to assign trucks to pick up your yard waste. What has been your experience?**

[ ]1 I do not have yard waste

[ ]2 My yard waste ***has been*** picked up on or within 24 hours of my regular pickup day

[ ]3 The yard waste ***has not*** been picked up ***at least once*** for more than 24 hours after my regular pickup day

[ ]4 The yard waste ***has not*** been picked up ***more than once*** for more than 24 hours after my regular pickup day

***Parks and Recreation***

**31. How often would you say that you visit a City Park or Greenway?**

\_\_\_ 1. Once a week \_\_\_ 2. Once a month \_\_\_ 3. Once a quarter \_\_\_ 4. Once a year \_\_\_ 5. Less than once a year \_\_\_ 6. Never

**IF you have ever visited a City Park or Greenway:**

**31a. How safe do you feel in City Parks or Greenways?**

\_\_\_\_\_1. Very Safe \_\_\_\_2. Safe \_\_\_\_ 3. Somewhat unsafe \_\_\_\_4. Very Unsafe

**32. How often would you say that you visit a City Recreation Center (Academy, Hartsell, Logan)?**

\_\_\_ 1. Once a week \_\_\_ 2. Once a month \_\_\_ 3. Once a quarter \_\_\_ 4. Once a year \_\_\_ 5. Less than once a year \_\_\_ 6. Never

**IF you have ever visited a City Recreation Center**

**32a. How safe do you feel in the City Recreation Centers?**

\_\_\_\_\_1. Very Safe \_\_\_\_2. Safe \_\_\_\_ 3. Somewhat unsafe \_\_\_\_4. Very Unsafe

**33. Have you or any member of your immediate family ever played golf at the City-owned Rocky River Golf Club?**

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_\_ 3. Don’t know

***Looking to the future***

**34. What do you think are the biggest issues facing Concord in the future?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***These last few questions are for statistical purposes only***

**35. How long have you lived in Concord?**

\_\_\_ 1. Less than one year \_\_\_ 2. Between 1-5 years \_\_\_ 3. Between 5-10 years \_\_\_ 4. Between 10-15 years \_\_\_\_\_More than 15 years

**36. Are you:** \_\_\_ 1. Under 25 years of age \_\_\_ 2. Between 26-40 years of age \_\_\_ 3. Between 41-65 years of age \_\_\_ 4. Over 65 years of age

**37. Are you:** \_\_\_ 1. Male \_\_\_ 2. Female

**38. With which race/ethnic group do your identify yourself?**

\_\_\_\_ 1. African American \_\_\_\_\_ 2. Asian \_\_\_\_\_ 3. Caucasian(White) \_\_\_\_\_ 4. Hispanic/Latino \_\_\_\_\_ 5. Other \_\_\_\_\_\_\_\_\_\_\_

**39. Which category reflects your total household income for last year (2011)?**

\_\_\_ 1. $35,000 or less

\_\_\_ 2. $35-65,000

\_\_\_ 3. $65-100,000

\_\_\_ 4. $100,000 or greater

\_\_\_\_5. Prefer not to answer

**40. Your zip code**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**41. Do you have any comments you’d like to pass on to the City Manager *about any of the services* the City provides?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The City of Concord thanks you very much for your time and opinion!**

This survey will be analyzed by Research & Training Specialists Inc. 1424 Chadmore Lane, Concord. Tel. 704-784-2675

[www.RTSpecialists.com](http://www.RTSpecialists.com)