

# City of Fayetteville

## 2013 Resident Survey

### APPENDIX E:

#### CROSSTABS BY AGE OF RESPONDENTS AND ACTIVE DUTY MILITARY OR MILITARY DEPENDENT

Submitted to

The City of  
**Fayetteville,**  
**North Carolina**

ETC Institute  
725 W. Frontier Circle  
Olathe, KS  
66061

March 2013



**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                    |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                               | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1a. Overall quality of police protection</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 14.6%  | 16.6%              | 15.0%              | 19.2%              | 24.4%            | 17.2%   | 17.9%     | 17.7%        |
| Satisfied         | 41.6%  | 39.8%              | 43.1%              | 41.1%              | 50.4%            | 35.8%   | 45.1%     | 42.8%        |
| Neutral           | 27.6%  | 28.2%              | 28.1%              | 24.5%              | 13.0%            | 29.4%   | 23.4%     | 24.9%        |
| Dissatisfied      | 10.8%  | 13.3%              | 9.0%               | 12.6%              | 6.5%             | 12.7%   | 9.8%      | 10.6%        |
| Very Dissatisfied | 5.4%   | 2.2%               | 4.8%               | 2.6%               | 5.7%             | 4.9%  | 3.8%      | 4.1%         |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1b. Overall quality of fire protection and rescue services</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 31.4%  | 34.3%              | 32.9%              | 40.7%              | 50.8%            | 36.6%   | 37.4%     | 37.2%        |
| Satisfied         | 50.3%  | 49.1%              | 53.8%              | 44.0%              | 43.3%            | 45.5%   | 49.3%     | 48.4%        |
| Neutral           | 14.3%  | 14.3%              | 8.9%               | 15.3%              | 5.0%             | 15.7%   | 10.6%     | 11.8%        |
| Dissatisfied      | 2.9%   | 2.3%               | 2.5%               | 0.0%               | 0.0%             | 1.6%  | 1.9%      | 1.8%         |
| Very Dissatisfied | 1.1%   | 0.0%               | 1.9%               | 0.0%               | 0.8%             | 0.5%  | 0.8%      | 0.8%         |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1c. Overall maintenance of City streets</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 7.8%  | 7.5%               | 4.6%               | 9.7%               | 9.6%             | 6.6%  | 8.0%      | 7.6%         |
| Satisfied         | 37.0%   | 28.0%              | 30.1%              | 26.0%              | 34.4%            | 28.8%   | 31.7%     | 30.9%        |
| Neutral           | 25.0%   | 31.2%              | 34.1%              | 37.7%              | 24.0%            | 29.7%   | 30.7%     | 30.5%        |
| Dissatisfied      | 23.4%   | 25.3%              | 19.7%              | 16.9%              | 24.0%            | 26.4%   | 20.6%     | 22.1%        |
| Very Dissatisfied | 6.8%  | 8.1%               | 11.6%              | 9.7%               | 8.0%             | 8.5%  | 9.0%      | 8.8%         |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1d. Overall flow of traffic in the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 3.7%  | 3.8%               | 4.7%               | 7.9%               | 4.2%             | 3.9%  | 5.1%      | 4.8%         |
| Satisfied         | 27.3%   | 23.2%              | 22.8%              | 15.9%              | 26.9%            | 17.4%   | 25.0%     | 23.1%        |
| Neutral           | 25.7%   | 22.2%              | 28.7%              | 30.5%              | 26.1%            | 26.6%   | 26.6%     | 26.6%        |
| Dissatisfied      | 29.9%   | 31.4%              | 25.1%              | 29.8%              | 27.7%            | 29.5%   | 28.9%     | 29.1%        |
| Very Dissatisfied | 13.4%   | 19.5%              | 18.7%              | 15.9%              | 15.1%            | 22.7%   | 14.4%     | 16.5%        |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1e. Overall quality of the public transit system, the Fayetteville Area System of Transit (FAST)</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.6%   | 8.6%               | 10.1%              | 17.8%              | 14.3%            | 7.8%  | 12.4%     | 11.3%        |
| Satisfied         | 24.8%  | 24.8%              | 25.8%              | 25.6%              | 35.7%            | 20.4%   | 28.2%     | 26.4%        |
| Neutral           | 44.8%  | 38.1%              | 32.6%              | 30.0%              | 30.4%            | 45.6%   | 33.7%     | 36.4%        |
| Dissatisfied      | 16.2%  | 15.2%              | 15.7%              | 16.7%              | 10.7%            | 8.7%  | 17.0%     | 15.1%        |
| Very Dissatisfied | 5.7%   | 13.3%              | 15.7%              | 10.0%              | 8.9%             | 17.5%   | 8.6%      | 10.7%        |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                            |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                       | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1f. Overall quality of water and sewer utilities</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 20.0%  | 15.1%              | 19.6%              | 26.2%              | 24.4%            | 18.8%   | 21.1%     | 20.5%        |
| Satisfied         | 45.4%  | 50.3%              | 48.8%              | 49.7%              | 56.1%            | 51.0%   | 49.2%     | 49.6%        |
| Neutral           | 23.8%  | 22.2%              | 20.2%              | 14.1%              | 13.8%            | 21.2%   | 18.9%     | 19.5%        |
| Dissatisfied      | 8.1%   | 7.0%               | 6.5%               | 7.4%               | 0.8%             | 7.7%  | 5.8%      | 6.3%         |
| Very Dissatisfied | 2.7%   | 5.4%               | 4.8%               | 2.7%               | 4.9%             | 1.4%  | 5.1%      | 4.2%         |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                           |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                      | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1g. Overall enforcement of codes and ordinances</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 9.6%  | 10.3%              | 9.1%               | 17.4%              | 21.0%            | 13.0%   | 12.5%     | 12.6%        |
| Satisfied         | 37.6%   | 27.9%              | 31.2%              | 29.7%              | 38.0%            | 30.5%   | 33.0%     | 32.4%        |
| Neutral           | 31.2%   | 38.2%              | 36.4%              | 29.0%              | 26.0%            | 32.8%   | 32.8%     | 32.8%        |
| Dissatisfied      | 17.2%   | 18.2%              | 14.9%              | 13.8%              | 10.0%            | 18.1%   | 14.5%     | 15.4%        |
| Very Dissatisfied | 4.5%  | 5.5%               | 8.4%               | 10.1%              | 5.0%             | 5.6%  | 7.2%      | 6.8%         |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1h. Overall quality of customer service received from City employees</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 11.2%  | 14.7%              | 16.3%              | 22.9%              | 31.8%            | 17.6%   | 18.4%     | 18.2%        |
| Satisfied         | 44.4%  | 38.8%              | 41.2%              | 37.1%              | 45.8%            | 38.3%   | 42.2%     | 41.2%        |
| Neutral           | 34.3%  | 34.7%              | 30.1%              | 30.7%              | 15.9%            | 32.4%   | 29.7%     | 30.4%        |
| Dissatisfied      | 5.6%   | 9.4%               | 7.8%               | 5.0%               | 5.6%             | 8.5%  | 6.2%      | 6.8%         |
| Very Dissatisfied | 4.5%   | 2.4%               | 4.6%               | 4.3%               | 0.9%             | 3.2%  | 3.5%      | 3.4%         |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1i. Overall effectiveness of communication with the public</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.0%   | 9.2%               | 7.4%               | 14.0%              | 15.7%            | 9.6%  | 10.8%     | 10.5%        |
| Satisfied         | 42.0%  | 40.2%              | 40.7%              | 35.3%              | 46.1%            | 38.9%   | 41.4%     | 40.7%        |
| Neutral           | 35.8%  | 33.9%              | 25.3%              | 39.3%              | 28.7%            | 34.8%   | 32.0%     | 32.7%        |
| Dissatisfied      | 10.8%  | 12.6%              | 21.0%              | 8.0%               | 7.8%             | 12.1%   | 12.5%     | 12.4%        |
| Very Dissatisfied | 3.4%   | 4.0%               | 5.6%               | 3.3%               | 1.7%             | 4.5%  | 3.4%      | 3.7%         |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1j. Overall quality of Parks and Recreation facilities and programs</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 17.2%   | 15.8%              | 17.2%              | 16.8%              | 20.8%            | 18.9%   | 16.7%     | 17.3%        |
| Satisfied         | 42.0%   | 47.3%              | 42.0%              | 45.3%              | 41.6%            | 41.1%   | 44.7%     | 43.8%        |
| Neutral           | 23.1%   | 21.8%              | 24.8%              | 24.1%              | 25.7%            | 22.6%   | 23.8%     | 23.5%        |
| Dissatisfied      | 13.6%   | 11.5%              | 13.4%              | 11.7%              | 5.9%             | 13.7%   | 11.4%     | 12.0%        |
| Very Dissatisfied | 4.1%  | 3.6%               | 2.5%               | 2.2%               | 5.9%             | 3.7%  | 3.5%      | 3.5%         |

**Q1. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                 |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q1k. Overall appearance of major entryways to the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.5%  | 10.8%              | 10.1%              | 11.2%              | 13.3%            | 10.4%   | 10.7%     | 10.6%        |
| Satisfied         | 36.5%   | 30.8%              | 35.7%              | 37.5%              | 40.0%            | 37.4%   | 35.2%     | 35.8%        |
| Neutral           | 30.2%   | 30.3%              | 31.0%              | 28.9%              | 24.2%            | 30.3%   | 28.5%     | 29.0%        |
| Dissatisfied      | 14.3%   | 20.0%              | 14.9%              | 15.8%              | 15.8%            | 12.8%   | 17.5%     | 16.3%        |
| Very Dissatisfied | 10.6%   | 8.1%               | 8.3%               | 6.6%               | 6.7%             | 9.0%  | 8.0%      | 8.3%         |

**Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years? (Top three)**

N=847

|  | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--|---------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|  | <u>18-34 years</u>              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|  | <u>Sum of Top Three Choices</u> |                    |                    |                    |                  |   |           |              |
| Overall quality of police protection   | 51.0%                           | 39.8%              | 46.2%              | 40.0%              | 41.3%            | 43.7%   | 43.8%     | 43.8%        |
| Overall quality of fire protection and rescue services                                       | 13.4%                           | 8.9%               | 12.1%              | 6.5%               | 7.9%             | 8.5%  | 10.4%     | 9.9%         |
| Overall maintenance of City streets  | 35.1%                           | 40.3%              | 43.4%              | 45.8%              | 36.5%            | 45.5%   | 38.2%     | 40.0%        |
| Overall flow of traffic in the City  | 41.2%                           | 46.6%              | 39.9%              | 39.4%              | 28.6%            | 45.1%   | 38.2%     | 39.9%        |
| Overall quality of the public transit system, the Fayetteville Area System of Transit (FAST) | 12.9%                           | 13.6%              | 10.4%              | 18.7%              | 10.3%            | 16.4%   | 12.1%     | 13.2%        |
| Overall quality of water & sewer utilities   | 11.9%                           | 13.1%              | 8.7%               | 12.9%              | 8.7%             | 8.0%  | 12.3%     | 11.2%        |
| Overall enforcement of codes & ordinances  | 14.4%                           | 12.0%              | 14.5%              | 22.6%              | 15.1%            | 13.6%   | 16.2%     | 15.6%        |
| Overall quality of customer service received from City employees                             | 9.8%                            | 6.3%               | 8.7%               | 11.0%              | 4.0%             | 4.7%  | 9.1%      | 8.0%         |

**Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years? (Top three)**

N=847

|   | <u>Q28. What is your age?</u>           |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|   | <u>18-34 years</u>                      | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|   | <u>Sum of Top Three Choices (Cont.)</u> |                    |                    |                    |                  |   |           |              |
| Overall effectiveness of communication with the public      | 12.9%                                   | 15.7%              | 20.2%              | 17.4%              | 14.3%            | 13.1%   | 16.9%     | 15.9%        |
| Overall quality of Parks & Recreation facilities & programs | 22.2%                                   | 13.6%              | 17.9%              | 20.0%              | 13.5%            | 23.5%   | 15.5%     | 17.5%        |
| Overall appearance of major entryways to the City           | 23.7%                                   | 22.0%              | 20.2%              | 18.1%              | 20.6%            | 18.3%   | 21.9%     | 21.0%        |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3a. Overall quality of services provided by the City of Fayetteville</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 9.2%   | 10.5%              | 8.8%               | 10.5%              | 19.2%            | 9.3%  | 11.6%     | 11.0%        |
| Satisfied         | 50.8%  | 43.1%              | 51.5%              | 50.3%              | 51.7%            | 48.3%   | 49.3%     | 49.1%        |
| Neutral           | 29.2%  | 35.9%              | 26.9%              | 27.5%              | 19.2%            | 28.3%   | 28.6%     | 28.5%        |
| Dissatisfied      | 8.1%   | 7.7%               | 9.4%               | 8.5%               | 9.2%             | 11.2%   | 7.8%      | 8.7%         |
| Very Dissatisfied | 2.7%   | 2.8%               | 3.5%               | 3.3%               | 0.8%             | 2.9%  | 2.6%      | 2.7%         |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                        |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3b. Overall image and appearance of the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 5.3%   | 8.6%               | 5.9%               | 11.8%              | 16.3%            | 7.6%  | 9.4%      | 8.9%         |
| Satisfied         | 35.4%  | 31.2%              | 38.2%              | 37.9%              | 39.0%            | 37.1%   | 35.3%     | 35.8%        |
| Neutral           | 28.6%  | 30.6%              | 25.9%              | 32.0%              | 27.6%            | 29.0%   | 29.3%     | 29.3%        |
| Dissatisfied      | 25.9%  | 22.0%              | 25.3%              | 14.4%              | 15.4%            | 21.4%   | 21.1%     | 21.2%        |
| Very Dissatisfied | 4.8%   | 7.5%               | 4.7%               | 3.9%               | 1.6%             | 4.8%  | 4.9%      | 4.8%         |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                               |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3c. Overall police relationship with your community</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 13.3%   | 10.5%              | 13.9%              | 18.4%              | 23.3%            | 14.4%   | 15.5%     | 15.2%        |
| Satisfied         | 34.3%   | 34.3%              | 41.0%              | 37.4%              | 47.5%            | 43.1%   | 36.7%     | 38.3%        |
| Neutral           | 28.2%   | 37.6%              | 24.7%              | 27.2%              | 17.5%            | 22.8%   | 29.5%     | 27.8%        |
| Dissatisfied      | 17.7%   | 12.2%              | 14.5%              | 15.0%              | 9.2%             | 13.9%   | 14.0%     | 14.0%        |
| Very Dissatisfied | 6.6%  | 5.5%               | 6.0%               | 2.0%               | 2.5%             | 5.9%  | 4.3%      | 4.7%         |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                     |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3d. Overall preparedness to manage development and growth</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 5.8%  | 7.1%               | 4.5%               | 7.1%               | 11.8%            | 5.2%  | 7.4%      | 6.9%         |
| Satisfied         | 24.4%   | 23.5%              | 22.9%              | 25.5%              | 32.7%            | 26.7%   | 24.6%     | 25.2%        |
| Neutral           | 33.7%   | 33.5%              | 33.1%              | 36.2%              | 35.5%            | 32.5%   | 35.5%     | 34.7%        |
| Dissatisfied      | 25.6%   | 26.5%              | 22.9%              | 22.7%              | 12.7%            | 20.9%   | 23.2%     | 22.6%        |
| Very Dissatisfied | 10.5%   | 9.4%               | 16.6%              | 8.5%               | 7.3%             | 14.7%   | 9.2%      | 10.6%        |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3e. Overall quality of life in the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 6.3%  | 8.1%               | 5.9%               | 10.8%              | 14.2%            | 8.7%  | 8.5%      | 8.6%         |
| Satisfied         | 39.2%   | 32.3%              | 49.1%              | 41.2%              | 50.8%            | 43.5%   | 40.9%     | 41.6%        |
| Neutral           | 26.5%   | 37.6%              | 24.3%              | 29.7%              | 29.2%            | 25.1%   | 31.4%     | 29.8%        |
| Dissatisfied      | 20.1%   | 16.7%              | 15.4%              | 12.2%              | 4.2%             | 15.9%   | 14.1%     | 14.5%        |
| Very Dissatisfied | 7.9%  | 5.4%               | 5.3%               | 6.1%               | 1.7%             | 6.8%  | 5.1%      | 5.5%         |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                            |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                       | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3f. Overall quality of life in your neighborhood</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 13.2%  | 16.1%              | 18.6%              | 16.9%              | 23.6%            | 18.2%   | 16.7%     | 17.1%        |
| Satisfied         | 42.3%  | 41.4%              | 47.7%              | 46.8%              | 48.0%            | 44.5%   | 44.7%     | 44.6%        |
| Neutral           | 25.9%  | 23.1%              | 18.6%              | 20.1%              | 21.1%            | 22.0%   | 22.3%     | 22.3%        |
| Dissatisfied      | 12.7%  | 15.6%              | 8.1%               | 9.7%               | 4.1%             | 9.1%  | 11.3%     | 10.7%        |
| Very Dissatisfied | 5.8%   | 3.8%               | 7.0%               | 6.5%               | 3.3%             | 6.2%  | 5.0%      | 5.3%         |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3g. Overall availability of arts and cultural amenities</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 10.9%   | 7.6%               | 9.5%               | 18.3%              | 17.0%            | 13.6%   | 11.4%     | 12.0%        |
| Satisfied         | 31.0%   | 36.8%              | 35.4%              | 28.9%              | 49.0%            | 34.6%   | 35.5%     | 35.3%        |
| Neutral           | 33.3%   | 31.6%              | 32.3%              | 35.9%              | 25.0%            | 32.5%   | 32.0%     | 32.1%        |
| Dissatisfied      | 19.5%   | 19.9%              | 15.8%              | 14.1%              | 8.0%             | 13.6%   | 17.1%     | 16.2%        |
| Very Dissatisfied | 5.2%  | 4.1%               | 7.0%               | 2.8%               | 1.0%             | 5.8%  | 3.9%      | 4.4%         |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                     |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3h. Overall appearance of major corridors</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 5.4%  | 4.5%               | 6.0%               | 7.5%               | 11.7%            | 6.9%  | 6.5%      | 6.6%         |
| Satisfied         | 29.9%   | 32.8%              | 33.1%              | 31.3%              | 35.1%            | 27.6%   | 34.1%     | 32.4%        |
| Neutral           | 34.8%   | 34.5%              | 31.9%              | 40.1%              | 38.7%            | 41.4%   | 33.4%     | 35.4%        |
| Dissatisfied      | 20.1%   | 19.8%              | 21.1%              | 12.9%              | 11.7%            | 17.2%   | 18.1%     | 17.8%        |
| Very Dissatisfied | 9.8%  | 8.5%               | 7.8%               | 8.2%               | 2.7%             | 6.9%  | 8.0%      | 7.7%         |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                        |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3i. Overall Downtown Fayetteville experience</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 12.4%  | 7.9%               | 10.2%              | 12.9%              | 15.0%            | 13.6%   | 10.7%     | 11.4%        |
| Satisfied         | 45.9%  | 44.1%              | 49.7%              | 44.9%              | 45.8%            | 41.9%   | 47.4%     | 46.0%        |
| Neutral           | 25.4%  | 29.4%              | 24.6%              | 27.2%              | 28.0%            | 28.3%   | 26.4%     | 26.9%        |
| Dissatisfied      | 11.4%  | 14.1%              | 12.6%              | 8.2%               | 8.4%             | 11.1%   | 11.3%     | 11.3%        |
| Very Dissatisfied | 4.9%   | 4.5%               | 3.0%               | 6.8%               | 2.8%             | 5.1%  | 4.2%      | 4.4%         |

**Q3. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q3j. Overall value you receive for your City taxes and fees</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 6.5%   | 4.4%               | 3.6%               | 5.4%               | 7.4%             | 5.4%  | 5.3%      | 5.3%         |
| Satisfied         | 18.3%  | 22.8%              | 24.9%              | 28.9%              | 38.8%            | 24.5%   | 25.8%     | 25.5%        |
| Neutral           | 33.3%  | 31.1%              | 29.6%              | 24.2%              | 26.4%            | 30.4%   | 28.9%     | 29.3%        |
| Dissatisfied      | 27.4%  | 25.6%              | 26.0%              | 21.5%              | 14.9%            | 24.0%   | 24.0%     | 24.0%        |
| Very Dissatisfied | 14.5%  | 16.1%              | 16.0%              | 20.1%              | 12.4%            | 15.7%   | 16.0%     | 15.9%        |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                        | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4a. Used a City recreation center</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 53.4%                                     | 54.5%              | 52.6%              | 50.3%              | 34.9%            | 55.2%   | 48.6%     | 50.2%        |
| No         | 46.6%                                     | 45.5%              | 47.4%              | 49.7%              | 64.3%            | 44.8%   | 51.3%     | 49.6%        |
| Don't know | 0.0%                                      | 0.0%               | 0.0%               | 0.0%               | 0.8%             | 0.0%  | 0.2%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>           |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                      | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4b. Used the City swimming pool</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 11.4%                                   | 8.9%               | 8.7%               | 7.7%               | 11.1%            | 9.9%  | 9.5%      | 9.6%         |
| No         | 88.6%                                   | 91.1%              | 90.2%              | 92.3%              | 88.9%            | 89.6%   | 90.4%     | 90.2%        |
| Don't know | 0.0%                                    | 0.0%               | 1.2%               | 0.0%               | 0.0%             | 0.5%  | 0.2%      | 0.2%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>                      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                                 | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4c. Participated in City athletic programs</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 21.8%  | 17.3%              | 22.0%              | 20.6%              | 16.7%            | 23.6%   | 18.8%     | 20.0%        |
| No         | 78.2%  | 82.7%              | 78.0%              | 79.4%              | 82.5%            | 76.4%   | 81.1%     | 79.9%        |
| Don't know | 0.0%   | 0.0%               | 0.0%               | 0.0%               | 0.8%             | 0.0%  | 0.2%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>                              |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4d. Participated in other City recreation programs</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 33.2%  | 24.1%              | 36.4%              | 32.3%              | 29.4%            | 38.2%   | 28.7%     | 31.1%        |
| No         | 66.8%  | 75.4%              | 63.6%              | 67.7%              | 69.8%            | 61.3%   | 71.1%     | 68.7%        |
| Don't know | 0.0%   | 0.5%               | 0.0%               | 0.0%               | 0.8%             | 0.5%  | 0.2%      | 0.2%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|     | <u>Q28. What is your age?</u>                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-----|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|     | <u>18-34 years</u>                              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|     | <u>Q4e. Visited a neighborhood or City park</u> |                    |                    |                    |                  |   |           |              |
| Yes | 76.7%   | 73.8%              | 74.0%              | 66.5%              | 59.5%            | 69.8%   | 71.5%     | 71.0%        |
| No  | 23.3%   | 26.2%              | 26.0%              | 33.5%              | 40.5%            | 30.2%   | 28.5%     | 29.0%        |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4f. Participated in a community watch program or crime meeting</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 37.6%  | 42.9%              | 48.6%              | 36.1%              | 46.8%            | 43.2%   | 41.8%     | 42.1%        |
| No         | 62.4%  | 57.1%              | 50.9%              | 63.9%              | 53.2%            | 56.3%   | 58.2%     | 57.7%        |
| Don't know | 0.0%   | 0.0%               | 0.6%               | 0.0%               | 0.0%             | 0.5%  | 0.0%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|     | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-----|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|     | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|     | <u>Q4g. Participated in a public meeting of an appointed board or commission</u> |                    |                    |                    |                  |   |           |              |
| Yes | 13.5%  | 22.0%              | 26.6%              | 23.9%              | 23.0%            | 20.3%   | 21.8%     | 21.4%        |
| No  | 86.5%  | 78.0%              | 73.4%              | 76.1%              | 77.0%            | 79.7%   | 78.2%     | 78.6%        |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|     | <u>Q28. What is your age?</u>                         |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-----|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|     | <u>18-34 years</u>                                    | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|     | <u>Q4h. Attended or viewed a City Council meeting</u> |                    |                    |                    |                  |   |           |              |
| Yes | 26.9%   | 29.3%              | 39.9%              | 29.0%              | 31.0%            | 28.3%   | 32.2%     | 31.2%        |
| No  | 73.1%   | 70.7%              | 60.1%              | 71.0%              | 69.0%            | 71.7%   | 67.8%     | 68.8%        |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4i. Ridden the FAST Bus System and/or FASTTRAC! ADA Van System</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 15.5%  | 23.0%              | 14.5%              | 18.7%              | 14.3%            | 18.4%   | 17.0%     | 17.4%        |
| No         | 83.4%  | 77.0%              | 85.5%              | 81.3%              | 83.3%            | 80.7%   | 82.5%     | 82.0%        |
| Don't know | 1.0%   | 0.0%               | 0.0%               | 0.0%               | 2.4%             | 0.9%  | 0.5%      | 0.6%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                        | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4j. Attended the Dogwood Festival</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 58.0%                                     | 61.8%              | 60.7%              | 62.6%              | 50.8%            | 60.8%   | 58.4%     | 59.0%        |
| No         | 41.5%                                     | 38.2%              | 39.3%              | 37.4%              | 49.2%            | 39.2%   | 41.5%     | 40.9%        |
| Don't know | 0.5%                                      | 0.0%               | 0.0%               | 0.0%               | 0.0%             | 0.0%  | 0.2%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>                        |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                                   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4k. Attended the International Folk Festival</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 50.3%  | 48.7%              | 56.1%              | 49.7%              | 49.2%            | 54.2%   | 49.4%     | 50.6%        |
| No         | 49.7%  | 51.3%              | 43.9%              | 50.3%              | 50.0%            | 45.8%   | 50.5%     | 49.3%        |
| Don't know | 0.0%   | 0.0%               | 0.0%               | 0.0%               | 0.8%             | 0.0%  | 0.2%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>                        |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                                   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q41. Visited the North Carolina Veterans Park</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 67.9%  | 64.9%              | 71.1%              | 56.8%              | 59.5%            | 68.9%   | 62.9%     | 64.4%        |
| No         | 32.1%  | 35.1%              | 28.3%              | 43.2%              | 40.5%            | 31.1%   | 36.9%     | 35.5%        |
| Don't know | 0.0%   | 0.0%               | 0.6%               | 0.0%               | 0.0%             | 0.0%  | 0.2%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>                               |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4m. Attended an event at, or visited, Festival Park</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 60.1%   | 58.6%              | 67.1%              | 58.7%              | 54.8%            | 64.2%   | 58.8%     | 60.2%        |
| No         | 39.9%   | 40.3%              | 32.9%              | 40.6%              | 45.2%            | 35.4%   | 40.9%     | 39.5%        |
| Don't know | 0.0%  | 1.0%               | 0.0%               | 0.6%               | 0.0%             | 0.5%  | 0.3%      | 0.4%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>       |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|-------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4n. Called Code Enforcement</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 28.5%                               | 29.3%              | 29.5%              | 23.9%              | 23.8%            | 25.9%   | 27.8%     | 27.3%        |
| No         | 71.0%                               | 70.7%              | 69.4%              | 74.8%              | 73.8%            | 72.2%   | 71.6%     | 71.7%        |
| Don't know | 0.5%                                | 0.0%               | 1.2%               | 1.3%               | 2.4%             | 1.9%  | 0.6%      | 0.9%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|     | <u>Q28. What is your age?</u>                       |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-----|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|     | <u>18-34 years</u>                                  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|     | <u>Q4o. Called or visited the Police Department</u> |                    |                    |                    |                  |   |           |              |
| Yes | 55.7%   | 59.7%              | 65.3%              | 45.2%              | 51.6%            | 58.7%   | 55.4%     | 56.2%        |
| No  | 44.3%   | 40.3%              | 34.7%              | 54.8%              | 48.4%            | 41.3%   | 44.6%     | 43.8%        |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|     | <u>Q28. What is your age?</u>             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-----|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|     | <u>18-34 years</u>                        | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|     | <u>Q4p. Visited Downtown Fayetteville</u> |                    |                    |                    |                  |   |           |              |
| Yes | 79.3%                                     | 74.9%              | 73.4%              | 74.8%              | 67.5%            | 79.2%   | 72.9%     | 74.5%        |
| No  | 20.7%                                     | 25.1%              | 26.6%              | 25.2%              | 32.5%            | 20.8%   | 27.1%     | 25.5%        |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>              |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                         | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4q. Used the downtown parking deck</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 23.8%                                      | 26.2%              | 21.4%              | 17.4%              | 15.9%            | 23.1%   | 20.8%     | 21.4%        |
| No         | 75.6%                                      | 73.8%              | 78.6%              | 82.6%              | 84.1%            | 76.9%   | 79.0%     | 78.5%        |
| Don't know | 0.5%                                       | 0.0%               | 0.0%               | 0.0%               | 0.0%             | 0.0%  | 0.2%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4r. Watched the City show, Kaleidoscope</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 21.2%   | 21.5%              | 21.4%              | 22.6%              | 20.6%            | 22.2%   | 21.3%     | 21.5%        |
| No         | 78.8%   | 78.5%              | 78.6%              | 77.4%              | 79.4%            | 77.8%   | 78.5%     | 78.4%        |
| Don't know | 0.0%  | 0.0%               | 0.0%               | 0.0%               | 0.0%             | 0.0%  | 0.2%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>                      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>                                 | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4s. Used the Fayetteville Regional Airport</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 56.0%  | 46.1%              | 64.7%              | 53.5%              | 51.6%            | 65.6%   | 50.6%     | 54.4%        |
| No         | 44.0%  | 53.9%              | 35.3%              | 45.8%              | 48.4%            | 34.0%   | 49.4%     | 45.5%        |
| Don't know | 0.0%   | 0.0%               | 0.0%               | 0.6%               | 0.0%             | 0.5%  | 0.0%      | 0.1%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|     | <u>Q28. What is your age?</u>            |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-----|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|     | <u>18-34 years</u>                       | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|     | <u>Q4t. Used Fire Department service</u> |                    |                    |                    |                  |   |           |              |
| Yes | 17.6%                                    | 31.4%              | 25.4%              | 27.1%              | 29.4%            | 24.1%   | 26.5%     | 25.9%        |
| No  | 82.4%                                    | 68.6%              | 74.6%              | 72.9%              | 70.6%            | 75.9%   | 73.5%     | 74.1%        |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>                                 |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4u. Contacted the Fayetteville Call Center (433-1FAY)</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 13.0%   | 19.4%              | 23.1%              | 14.8%              | 13.5%            | 17.9%   | 16.9%     | 17.1%        |
| No         | 87.0%   | 80.6%              | 75.7%              | 85.2%              | 84.1%            | 81.6%   | 82.5%     | 82.3%        |
| Don't know | 0.0%  | 0.0%               | 1.2%               | 0.0%               | 2.4%             | 0.5%  | 0.6%      | 0.6%         |

**Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year, by circling YES or NO, for each of the items listed below.**

N=847

|            | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q4v. Visited the City's website or followed the City on Facebook or Twitter</u> |                    |                    |                    |                  |   |           |              |
| Yes        | 50.3%  | 44.0%              | 45.1%              | 31.6%              | 24.8%            | 44.3%   | 39.2%     | 40.5%        |
| No         | 49.7%  | 55.5%              | 54.9%              | 68.4%              | 75.2%            | 55.7%   | 60.7%     | 59.4%        |
| Don't know | 0.0%   | 0.5%               | 0.0%               | 0.0%               | 0.0%             | 0.0%  | 0.2%      | 0.1%         |

**Q5. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                        | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q5a. City efforts to prevent crime</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.0%                                      | 10.2%              | 10.1%              | 8.1%               | 16.8%            | 9.6%  | 10.5%     | 10.3%        |
| Satisfied         | 29.8%                                     | 33.9%              | 35.5%              | 37.6%              | 38.7%            | 34.6%   | 34.9%     | 34.8%        |
| Neutral           | 26.6%                                     | 31.7%              | 26.0%              | 28.2%              | 23.5%            | 26.0%   | 27.7%     | 27.3%        |
| Dissatisfied      | 26.6%                                     | 18.3%              | 20.1%              | 19.5%              | 18.5%            | 20.7%   | 20.8%     | 20.8%        |
| Very Dissatisfied | 9.0%                                      | 5.9%               | 8.3%               | 6.7%               | 2.5%             | 9.1%  | 6.1%      | 6.8%         |

**Q5. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                 |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                            | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q5b. Enforcement of local traffic laws</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 9.2%  | 8.1%               | 8.3%               | 10.0%              | 14.4%            | 7.4%  | 10.4%     | 9.6%         |
| Satisfied         | 40.0%   | 34.1%              | 36.9%              | 37.3%              | 39.8%            | 34.0%   | 38.8%     | 37.6%        |
| Neutral           | 22.2%   | 29.2%              | 23.2%              | 28.0%              | 23.7%            | 25.1%   | 25.3%     | 25.3%        |
| Dissatisfied      | 16.8%   | 18.4%              | 25.6%              | 20.7%              | 20.3%            | 24.1%   | 18.9%     | 20.2%        |
| Very Dissatisfied | 11.9%   | 10.3%              | 6.0%               | 4.0%               | 1.7%             | 9.4%  | 6.6%      | 7.3%         |

**Q5. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                         |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                    | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q5c. How quickly police respond to emergencies</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 13.2%   | 13.4%              | 13.2%              | 17.6%              | 24.5%            | 12.2%   | 16.8%     | 15.6%        |
| Satisfied         | 32.3%   | 31.7%              | 39.6%              | 43.5%              | 42.5%            | 41.4%   | 36.1%     | 37.5%        |
| Neutral           | 29.3%   | 33.5%              | 28.5%              | 21.4%              | 17.9%            | 26.0%   | 27.2%     | 26.9%        |
| Dissatisfied      | 14.4%   | 13.4%              | 12.5%              | 12.2%              | 12.3%            | 9.4%  | 14.3%     | 13.1%        |
| Very Dissatisfied | 10.8%   | 7.9%               | 6.3%               | 5.3%               | 2.8%             | 11.0%   | 5.6%      | 7.0%         |

**Q5. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q5d. The frequency that police officers patrol your neighborhood</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 7.6%  | 7.2%               | 11.6%              | 16.2%              | 16.9%            | 15.8%   | 9.8%      | 11.3%        |
| Satisfied         | 26.6%   | 27.1%              | 29.9%              | 25.7%              | 37.3%            | 24.6%   | 30.6%     | 29.1%        |
| Neutral           | 29.9%   | 24.3%              | 25.6%              | 24.3%              | 18.6%            | 24.6%   | 24.9%     | 24.8%        |
| Dissatisfied      | 23.9%   | 24.3%              | 22.0%              | 22.3%              | 18.6%            | 19.2%   | 23.5%     | 22.4%        |
| Very Dissatisfied | 12.0%   | 17.1%              | 11.0%              | 11.5%              | 8.5%             | 15.8%   | 11.2%     | 12.3%        |

**Q5. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                        | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q5e. City efforts to prevent fires</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 18.9%                                     | 16.7%              | 15.3%              | 22.0%              | 29.3%            | 19.5%   | 19.9%     | 19.8%        |
| Satisfied         | 41.9%                                     | 41.0%              | 48.2%              | 46.3%              | 50.5%            | 46.5%   | 45.1%     | 45.4%        |
| Neutral           | 35.8%                                     | 38.2%              | 30.7%              | 24.4%              | 17.2%            | 28.3%   | 30.6%     | 30.0%        |
| Dissatisfied      | 2.0%                                      | 1.4%               | 3.6%               | 4.9%               | 2.0%             | 5.0%  | 2.0%      | 2.7%         |
| Very Dissatisfied | 1.4%                                      | 2.8%               | 2.2%               | 2.4%               | 1.0%             | 0.6%  | 2.4%      | 2.0%         |

**Q5. Please rate each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>        |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q5f. Enforcement of fire code</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 15.3%                                | 17.0%              | 17.2%              | 19.2%              | 26.1%            | 17.5%   | 18.8%     | 18.5%        |
| Satisfied         | 45.8%                                | 39.3%              | 47.8%              | 40.8%              | 53.3%            | 46.1%   | 44.6%     | 45.0%        |
| Neutral           | 32.6%                                | 38.5%              | 30.6%              | 32.0%              | 15.2%            | 30.5%   | 30.8%     | 30.8%        |
| Dissatisfied      | 4.2%                                 | 3.7%               | 2.2%               | 6.4%               | 3.3%             | 3.9%  | 4.0%      | 3.9%         |
| Very Dissatisfied | 2.1%                                 | 1.5%               | 2.2%               | 1.6%               | 2.2%             | 1.9%  | 1.9%      | 1.9%         |

**Q6. Using a scale of 1 to 5, where 5 means, "Very Safe" and 1 means, "Very Unsafe" please rate how safe you feel in the following situations: (excluding "Don't Know")**

N=847

|             | <u>Q28. What is your age?</u>                                      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|             | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|             | <u>Q6a. When walking alone in your neighborhood during the day</u> |                    |                    |                    |                  |   |           |              |
| Very Safe   | 29.7%  | 33.9%              | 37.3%              | 39.1%              | 29.5%            | 40.5%   | 31.2%     | 33.6%        |
| Safe        | 44.3%  | 42.5%              | 46.2%              | 32.5%              | 43.4%            | 36.7%   | 44.2%     | 42.3%        |
| Neutral     | 13.5%  | 10.2%              | 7.1%               | 14.6%              | 12.3%            | 9.0%  | 12.5%     | 11.6%        |
| Unsafe      | 10.4%  | 10.2%              | 5.9%               | 10.6%              | 10.7%            | 11.0%   | 8.9%      | 9.4%         |
| Very Unsafe | 2.1%   | 3.2%               | 3.6%               | 3.3%               | 4.1%             | 2.9%  | 3.2%      | 3.1%         |

**Q6. Using a scale of 1 to 5, where 5 means, "Very Safe" and 1 means, "Very Unsafe" please rate how safe you feel in the following situations: (excluding "Don't Know")**

N=847

|             | <u>Q28. What is your age?</u>                                |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|             | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|             | <u>Q6b. When walking alone in your neighborhood at night</u> |                    |                    |                    |                  |   |           |              |
| Very Safe   | 8.8%   | 12.8%              | 16.0%              | 10.6%              | 10.6%            | 12.6%   | 11.4%     | 11.7%        |
| Safe        | 27.5%  | 24.6%              | 35.9%              | 30.5%              | 19.5%            | 30.7%   | 27.1%     | 28.0%        |
| Neutral     | 22.0%  | 18.4%              | 14.1%              | 17.7%              | 15.9%            | 18.1%   | 17.6%     | 17.7%        |
| Unsafe      | 26.4%  | 30.2%              | 16.0%              | 21.3%              | 28.3%            | 19.6%   | 26.7%     | 24.9%        |
| Very Unsafe | 15.4%  | 14.0%              | 17.9%              | 19.9%              | 25.7%            | 19.1%   | 17.2%     | 17.7%        |

**Q6. Using a scale of 1 to 5, where 5 means, "Very Safe" and 1 means, "Very Unsafe" please rate how safe you feel in the following situations: (excluding "Don't Know")**

N=847

|             | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|             | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|             | <u>Q6c. When walking alone in the park nearest to your home during the day</u> |                    |                    |                    |                  |   |           |              |
| Very Safe   | 17.2%  | 17.5%              | 24.0%              | 23.6%              | 17.3%            | 24.3%   | 18.0%     | 19.6%        |
| Safe        | 39.6%  | 33.1%              | 36.3%              | 35.0%              | 32.7%            | 28.8%   | 38.1%     | 35.8%        |
| Neutral     | 18.3%  | 28.3%              | 19.2%              | 23.6%              | 25.5%            | 22.0%   | 23.3%     | 23.0%        |
| Unsafe      | 17.2%  | 14.5%              | 13.7%              | 13.8%              | 15.3%            | 16.4%   | 14.4%     | 14.9%        |
| Very Unsafe | 7.7%   | 6.6%               | 6.8%               | 4.1%               | 9.2%             | 8.5%  | 6.2%      | 6.8%         |

**Q6. Using a scale of 1 to 5, where 5 means, "Very Safe" and 1 means, "Very Unsafe" please rate how safe you feel in the following situations: (excluding "Don't Know")**

N=847

|             | <u>Q28. What is your age?</u>                |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|             | <u>18-34 years</u>                           | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|             | <u>Q6d. When visiting recreation centers</u> |                    |                    |                    |                  |   |           |              |
| Very Safe   | 19.0%  | 18.6%              | 26.5%              | 26.7%              | 22.5%            | 25.5%   | 21.4%     | 22.4%        |
| Safe        | 43.1%  | 46.2%              | 49.3%              | 44.2%              | 44.9%            | 44.8%   | 45.8%     | 45.5%        |
| Neutral     | 26.1%  | 30.8%              | 19.1%              | 20.8%              | 23.6%            | 21.2%   | 25.6%     | 24.5%        |
| Unsafe      | 8.5%   | 3.8%               | 5.1%               | 5.8%               | 5.6%             | 7.9%  | 5.0%      | 5.7%         |
| Very Unsafe | 3.3%   | 0.6%               | 0.0%               | 2.5%               | 3.4%             | 0.6%  | 2.2%      | 1.8%         |

**Q6. Using a scale of 1 to 5, where 5 means, "Very Safe" and 1 means, "Very Unsafe" please rate how safe you feel in the following situations: (excluding "Don't Know")**

N=847

|             | <u>Q28. What is your age?</u>        |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------|--------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|             | <u>18-34 years</u>                   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|             | <u>Q6e. In Downtown Fayetteville</u> |                    |                    |                    |                  |   |           |              |
| Very Safe   | 15.5%                                | 14.1%              | 13.4%              | 24.1%              | 16.8%            | 18.6%   | 15.6%     | 16.3%        |
| Safe        | 43.6%                                | 50.3%              | 53.0%              | 44.0%              | 50.5%            | 46.9%   | 48.9%     | 48.4%        |
| Neutral     | 28.2%                                | 24.3%              | 23.8%              | 22.0%              | 19.8%            | 21.1%   | 25.1%     | 24.1%        |
| Unsafe      | 9.9%                                 | 8.5%               | 9.1%               | 9.2%               | 10.9%            | 11.3%   | 8.7%      | 9.3%         |
| Very Unsafe | 2.8%                                 | 2.8%               | 0.6%               | 0.7%               | 2.0%             | 2.1%  | 1.7%      | 1.8%         |

**Q6. Using a scale of 1 to 5, where 5 means, "Very Safe" and 1 means, "Very Unsafe" please rate how safe you feel in the following situations: (excluding "Don't Know")**

N=847

|             | <u>Q28. What is your age?</u>                         |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|             | <u>18-34 years</u>                                    | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|             | <u>Q6f. Overall feeling of safety in Fayetteville</u> |                    |                    |                    |                  |   |           |              |
| Very Safe   | 7.9%  | 9.2%               | 7.6%               | 10.5%              | 8.8%             | 9.1%  | 8.5%      | 8.6%         |
| Safe        | 36.8%   | 34.6%              | 40.7%              | 46.4%              | 46.4%            | 39.4%   | 40.6%     | 40.3%        |
| Neutral     | 27.4%   | 37.8%              | 28.5%              | 26.8%              | 32.8%            | 28.4%   | 31.5%     | 30.7%        |
| Unsafe      | 20.0%   | 13.5%              | 19.8%              | 13.7%              | 9.6%             | 16.3%   | 15.7%     | 15.8%        |
| Very Unsafe | 7.9%  | 4.9%               | 3.5%               | 2.6%               | 2.4%             | 6.7%  | 3.7%      | 4.4%         |

**Q6. Using a scale of 1 to 5, where 5 means, "Very Safe" and 1 means, "Very Unsafe" please rate how safe you feel in the following situations: (excluding "Don't Know")**

N=847

|             | <u>Q28. What is your age?</u>      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------|------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|             | <u>18-34 years</u>                 | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|             | <u>Q6g. When riding FAST buses</u> |                    |                    |                    |                  |   |           |              |
| Very Safe   | 6.7%                               | 8.8%               | 2.8%               | 17.4%              | 8.0%             | 5.5%  | 9.9%      | 8.9%         |
| Safe        | 18.3%                              | 27.9%              | 30.6%              | 30.4%              | 40.0%            | 34.5%   | 25.8%     | 27.8%        |
| Neutral     | 56.7%                              | 45.6%              | 58.3%              | 34.8%              | 44.0%            | 45.5%   | 48.9%     | 48.1%        |
| Unsafe      | 15.0%                              | 10.3%              | 5.6%               | 13.0%              | 0.0%             | 7.3%  | 11.0%     | 10.1%        |
| Very Unsafe | 3.3%                               | 7.4%               | 2.8%               | 4.3%               | 8.0%             | 7.3%  | 4.4%      | 5.1%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7a. Quality and condition of City parks and recreation facilities</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 15.1%   | 10.8%              | 15.9%              | 22.0%              | 25.8%            | 19.6%   | 16.0%     | 16.9%        |
| Satisfied         | 53.6%   | 44.6%              | 51.0%              | 44.7%              | 48.3%            | 44.1%   | 50.4%     | 48.8%        |
| Neutral           | 22.9%   | 33.1%              | 24.5%              | 22.7%              | 20.2%            | 25.1%   | 25.2%     | 25.2%        |
| Dissatisfied      | 6.6%  | 7.2%               | 7.9%               | 8.3%               | 4.5%             | 8.4%  | 6.6%      | 7.0%         |
| Very Dissatisfied | 1.8%  | 4.2%               | 0.7%               | 2.3%               | 1.1%             | 2.8%  | 1.9%      | 2.1%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7b. Quality and condition of greenways and trails in the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 14.4%   | 13.2%              | 10.3%              | 15.8%              | 21.9%            | 18.9%   | 12.6%     | 14.2%        |
| Satisfied         | 47.1%   | 37.1%              | 56.6%              | 50.9%              | 43.8%            | 40.9%   | 50.0%     | 47.6%        |
| Neutral           | 32.0%   | 33.8%              | 22.8%              | 27.2%              | 21.9%            | 27.4%   | 28.3%     | 28.1%        |
| Dissatisfied      | 5.9%  | 9.3%               | 9.6%               | 5.3%               | 9.6%             | 8.5%  | 7.4%      | 7.7%         |
| Very Dissatisfied | 0.7%  | 6.6%               | 0.7%               | 0.9%               | 2.7%             | 4.3%  | 1.7%      | 2.4%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                          |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                     | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7c. Diversity of City recreation opportunities</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 12.7%  | 10.1%              | 7.5%               | 17.5%              | 27.2%            | 15.6%   | 12.9%     | 13.6%        |
| Satisfied         | 39.5%  | 34.0%              | 42.9%              | 34.1%              | 39.5%            | 37.0%   | 38.7%     | 38.2%        |
| Neutral           | 31.8%  | 34.6%              | 30.8%              | 34.1%              | 22.2%            | 30.1%   | 31.9%     | 31.4%        |
| Dissatisfied      | 14.6%  | 16.4%              | 15.0%              | 11.1%              | 9.9%             | 12.7%   | 14.1%     | 13.7%        |
| Very Dissatisfied | 1.3%   | 5.0%               | 3.8%               | 3.2%               | 1.2%             | 4.6%  | 2.5%      | 3.0%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7d. Overall quality of the City's recreation programs and services</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.3%   | 11.3%              | 8.4%               | 13.7%              | 25.8%            | 13.7%   | 11.8%     | 12.3%        |
| Satisfied         | 47.4%  | 36.4%              | 46.6%              | 47.9%              | 43.8%            | 44.6%   | 44.4%     | 44.5%        |
| Neutral           | 30.1%  | 38.4%              | 34.4%              | 25.6%              | 22.5%            | 31.4%   | 30.7%     | 30.9%        |
| Dissatisfied      | 12.2%  | 11.9%              | 9.9%               | 10.3%              | 7.9%             | 7.4%  | 12.0%     | 10.8%        |
| Very Dissatisfied | 1.9%   | 2.0%               | 0.8%               | 2.6%               | 0.0%             | 2.9%  | 1.1%      | 1.5%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7e. Cultural programming (events, concerts, festivals)</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 14.4%  | 13.0%              | 18.1%              | 23.1%              | 24.2%            | 17.9%   | 17.5%     | 17.6%        |
| Satisfied         | 50.3%  | 42.6%              | 42.3%              | 36.6%              | 51.6%            | 41.8%   | 45.1%     | 44.3%        |
| Neutral           | 23.4%  | 28.4%              | 26.8%              | 27.6%              | 15.8%            | 22.8%   | 26.1%     | 25.3%        |
| Dissatisfied      | 10.8%  | 13.0%              | 11.4%              | 9.0%               | 8.4%             | 13.6%   | 9.9%      | 10.8%        |
| Very Dissatisfied | 1.2%   | 3.0%               | 1.3%               | 3.7%               | 0.0%             | 3.8%  | 1.3%      | 1.9%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7f. Customer service provided by City's parks and recreation staff</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 11.1%  | 12.1%              | 15.9%              | 22.1%              | 26.3%            | 17.1%   | 16.0%     | 16.3%        |
| Satisfied         | 50.0%  | 43.6%              | 44.4%              | 39.8%              | 47.5%            | 40.8%   | 47.1%     | 45.6%        |
| Neutral           | 34.0%  | 34.3%              | 31.0%              | 29.2%              | 21.3%            | 34.2%   | 29.4%     | 30.6%        |
| Dissatisfied      | 3.5%   | 7.9%               | 8.7%               | 7.1%               | 5.0%             | 5.9%  | 6.6%      | 6.4%         |
| Very Dissatisfied | 1.4%   | 2.1%               | 0.0%               | 1.8%               | 0.0%             | 2.0%  | 0.9%      | 1.2%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>          |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                     | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7g. Availability of City parks</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 13.5%                                  | 15.6%              | 12.9%              | 20.3%              | 23.9%            | 15.6%   | 16.6%     | 16.4%        |
| Satisfied         | 48.0%                                  | 38.3%              | 47.6%              | 42.0%              | 43.5%            | 44.6%   | 44.1%     | 44.2%        |
| Neutral           | 26.9%                                  | 25.7%              | 21.8%              | 26.1%              | 18.5%            | 22.6%   | 24.9%     | 24.3%        |
| Dissatisfied      | 10.5%                                  | 16.8%              | 13.6%              | 7.2%               | 13.0%            | 12.4%   | 12.1%     | 12.2%        |
| Very Dissatisfied | 1.2%                                   | 3.6%               | 4.1%               | 4.3%               | 1.1%             | 4.8%  | 2.2%      | 2.9%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                        | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7h. Availability of biking trails</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 9.8%                                      | 9.4%               | 7.2%               | 13.5%              | 18.8%            | 7.8%  | 11.8%     | 10.7%        |
| Satisfied         | 35.7%                                     | 27.3%              | 35.2%              | 29.2%              | 34.8%            | 26.6%   | 34.5%     | 32.4%        |
| Neutral           | 32.9%                                     | 33.8%              | 27.2%              | 36.5%              | 33.3%            | 36.4%   | 31.0%     | 32.4%        |
| Dissatisfied      | 18.2%                                     | 15.8%              | 17.6%              | 13.5%              | 10.1%            | 17.5%   | 15.4%     | 15.9%        |
| Very Dissatisfied | 3.5%                                      | 13.7%              | 12.8%              | 7.3%               | 2.9%             | 11.7%   | 7.3%      | 8.5%         |

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>              |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                         | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q7i. Availability of swimming pools</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 7.9%                                       | 9.0%               | 5.7%               | 8.4%               | 7.1%             | 4.0%  | 9.1%      | 7.7%         |
| Satisfied         | 22.2%                                      | 16.5%              | 26.7%              | 20.6%              | 21.4%            | 19.2%   | 21.9%     | 21.2%        |
| Neutral           | 27.8%                                      | 28.6%              | 18.1%              | 25.2%              | 17.1%            | 27.2%   | 23.4%     | 24.5%        |
| Dissatisfied      | 22.2%                                      | 21.8%              | 21.9%              | 23.4%              | 34.3%            | 25.2%   | 23.4%     | 23.9%        |
| Very Dissatisfied | 19.8%                                      | 24.1%              | 27.6%              | 22.4%              | 20.0%            | 24.5%   | 22.2%     | 22.8%        |

**Q8. Which TWO of the Parks and Recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Top two)**

N=847

|  | <u>Q28. What is your age?</u> |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--|-------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|  | <u>18-34 years</u>            | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|  | <u>Sum of Top Two Choices</u> |                    |                    |                    |                  |   |           |              |
| Quality & condition of City parks & recreation facilities    | 21.1%                         | 23.0%              | 15.6%              | 20.6%              | 16.7%            | 16.0%   | 21.0%     | 19.7%        |
| Quality & condition of greenways & trails in the City        | 9.8%                          | 14.7%              | 13.3%              | 9.7%               | 10.3%            | 14.1%   | 10.9%     | 11.7%        |
| Diversity of City recreation opportunities                   | 19.1%                         | 15.2%              | 12.7%              | 22.6%              | 7.9%             | 16.4%   | 15.5%     | 15.7%        |
| Overall quality of the City's recreation programs & services | 12.4%                         | 9.9%               | 11.0%              | 13.5%              | 7.1%             | 9.4%  | 11.7%     | 11.1%        |
| Cultural programming (events, concerts, festivals)           | 18.6%                         | 19.9%              | 16.2%              | 10.3%              | 9.5%             | 17.4%   | 15.0%     | 15.6%        |
| Customer service provided by City's parks & recreation staff | 5.7%                          | 9.4%               | 4.6%               | 5.8%               | 5.6%             | 6.1%  | 6.3%      | 6.3%         |
| Availability of City parks                                   | 11.3%                         | 11.5%              | 9.2%               | 14.8%              | 11.9%            | 11.7%   | 11.5%     | 11.6%        |
| Availability of biking trails                                | 16.0%                         | 14.7%              | 20.2%              | 11.0%              | 7.1%             | 21.6%   | 11.8%     | 14.3%        |
| Availability of swimming pools                               | 26.8%                         | 25.7%              | 23.7%              | 27.1%              | 24.6%            | 29.1%   | 24.6%     | 25.7%        |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9a. Overall quality of street maintenance and repair</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 4.7%   | 4.2%               | 6.5%               | 5.3%               | 8.3%             | 6.2%  | 5.5%      | 5.7%         |
| Satisfied         | 36.3%  | 26.5%              | 31.2%              | 27.0%              | 33.9%            | 30.1%   | 31.0%     | 30.8%        |
| Neutral           | 25.4%  | 28.0%              | 21.8%              | 30.3%              | 24.0%            | 22.5%   | 27.2%     | 26.0%        |
| Dissatisfied      | 25.4%  | 30.2%              | 29.4%              | 23.7%              | 28.9%            | 28.2%   | 27.3%     | 27.6%        |
| Very Dissatisfied | 8.3%   | 11.1%              | 11.2%              | 13.8%              | 5.0%             | 12.9%   | 9.0%      | 10.0%        |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                         |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                    | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9b. Condition of streets in your neighborhood</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 10.9%   | 10.0%              | 9.5%               | 11.1%              | 17.2%            | 10.0%   | 11.9%     | 11.4%        |
| Satisfied         | 48.2%   | 43.2%              | 49.7%              | 41.2%              | 42.6%            | 44.3%   | 45.5%     | 45.2%        |
| Neutral           | 18.1%   | 17.4%              | 13.0%              | 18.3%              | 14.8%            | 16.2%   | 16.7%     | 16.5%        |
| Dissatisfied      | 15.0%   | 19.5%              | 16.0%              | 17.6%              | 22.1%            | 16.7%   | 18.1%     | 17.7%        |
| Very Dissatisfied | 7.8%  | 10.0%              | 11.8%              | 11.8%              | 3.3%             | 12.9%   | 7.9%      | 9.1%         |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>           |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                      | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9c. Cleanliness of City streets</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 6.8%                                    | 5.8%               | 6.5%               | 9.9%               | 13.4%            | 7.7%  | 8.1%      | 8.0%         |
| Satisfied         | 41.9%                                   | 30.0%              | 38.8%              | 37.5%              | 40.3%            | 36.1%   | 38.0%     | 37.5%        |
| Neutral           | 22.5%                                   | 28.9%              | 27.1%              | 27.6%              | 27.7%            | 28.4%   | 26.1%     | 26.7%        |
| Dissatisfied      | 23.0%                                   | 24.7%              | 17.6%              | 15.8%              | 15.1%            | 17.8%   | 20.5%     | 19.8%        |
| Very Dissatisfied | 5.8%                                    | 10.5%              | 10.0%              | 9.2%               | 3.4%             | 10.1%   | 7.4%      | 8.1%         |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9d. Condition of street signs and traffic signals</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.4%  | 11.7%              | 12.9%              | 13.7%              | 19.0%            | 12.1%   | 12.6%     | 12.5%        |
| Satisfied         | 58.6%   | 48.4%              | 53.2%              | 47.1%              | 54.3%            | 48.3%   | 54.3%     | 52.8%        |
| Neutral           | 23.0%   | 28.7%              | 18.7%              | 25.5%              | 19.0%            | 25.6%   | 22.3%     | 23.1%        |
| Dissatisfied      | 5.2%  | 6.9%               | 11.7%              | 10.5%              | 6.0%             | 10.6%   | 7.1%      | 8.0%         |
| Very Dissatisfied | 4.7%  | 4.3%               | 3.5%               | 3.3%               | 1.7%             | 3.4%  | 3.7%      | 3.6%         |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9e. Cleanliness and appearance of medians and roadsides</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 4.7%  | 6.8%               | 7.7%               | 7.8%               | 9.9%             | 8.2%  | 6.7%      | 7.1%         |
| Satisfied         | 37.7%   | 30.4%              | 33.7%              | 37.3%              | 38.0%            | 34.1%   | 35.7%     | 35.3%        |
| Neutral           | 22.5%   | 27.7%              | 23.7%              | 30.7%              | 28.1%            | 23.6%   | 27.1%     | 26.2%        |
| Dissatisfied      | 28.8%   | 25.1%              | 22.5%              | 19.0%              | 18.2%            | 23.6%   | 23.2%     | 23.3%        |
| Very Dissatisfied | 6.3%  | 9.9%               | 12.4%              | 5.2%               | 5.8%             | 10.6%   | 7.2%      | 8.1%         |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                 | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9f. Condition of sidewalks</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 5.6%                               | 6.8%               | 4.2%               | 7.6%               | 9.3%             | 7.1%  | 6.2%      | 6.4%         |
| Satisfied         | 33.1%                              | 31.6%              | 36.1%              | 32.4%              | 42.1%            | 26.9%   | 37.3%     | 34.7%        |
| Neutral           | 32.0%                              | 29.4%              | 26.5%              | 29.7%              | 30.8%            | 33.5%   | 28.2%     | 29.6%        |
| Dissatisfied      | 17.4%                              | 20.3%              | 18.7%              | 17.2%              | 10.3%            | 16.8%   | 17.6%     | 17.4%        |
| Very Dissatisfied | 11.8%                              | 11.9%              | 14.5%              | 13.1%              | 7.5%             | 15.7%   | 10.7%     | 12.0%        |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>       |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|-------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9g. Condition of City parks</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 10.7%                               | 10.6%              | 10.6%              | 16.9%              | 13.8%            | 13.9%   | 11.5%     | 12.1%        |
| Satisfied         | 50.6%                               | 42.4%              | 47.0%              | 41.5%              | 58.6%            | 41.1%   | 49.3%     | 47.3%        |
| Neutral           | 31.0%                               | 32.4%              | 31.1%              | 26.2%              | 21.8%            | 30.6%   | 29.0%     | 29.4%        |
| Dissatisfied      | 5.4%                                | 10.6%              | 7.3%               | 13.1%              | 4.6%             | 8.9%  | 8.1%      | 8.3%         |
| Very Dissatisfied | 2.4%                                | 4.1%               | 4.0%               | 2.3%               | 1.1%             | 5.6%  | 2.1%      | 3.0%         |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9h. Cleanliness of stormwater drains and creeks in your neighborhood</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.4%   | 7.4%               | 7.6%               | 11.2%              | 12.4%            | 8.8%  | 9.1%      | 9.0%         |
| Satisfied         | 43.6%  | 27.8%              | 35.0%              | 36.4%              | 42.5%            | 39.4%   | 35.7%     | 36.6%        |
| Neutral           | 27.9%  | 31.3%              | 27.4%              | 24.5%              | 23.9%            | 26.4%   | 27.6%     | 27.3%        |
| Dissatisfied      | 12.8%  | 22.2%              | 17.2%              | 18.2%              | 15.9%            | 15.5%   | 18.2%     | 17.5%        |
| Very Dissatisfied | 7.3%   | 11.4%              | 12.7%              | 9.8%               | 5.3%             | 9.8%  | 9.4%      | 9.5%         |

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q9i. How quickly street repairs are made</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 3.6%  | 5.2%               | 3.3%               | 3.0%               | 9.5%             | 3.4%  | 5.0%      | 4.6%         |
| Satisfied         | 28.4%   | 23.8%              | 28.3%              | 26.3%              | 35.2%            | 24.9%   | 28.9%     | 28.0%        |
| Neutral           | 34.9%   | 29.1%              | 23.0%              | 28.6%              | 16.2%            | 24.9%   | 28.0%     | 27.3%        |
| Dissatisfied      | 23.7%   | 24.4%              | 27.6%              | 30.1%              | 28.6%            | 28.2%   | 25.9%     | 26.5%        |
| Very Dissatisfied | 9.5%  | 17.4%              | 17.8%              | 12.0%              | 10.5%            | 18.6%   | 12.1%     | 13.7%        |

**Q10. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Top three)**

N=847

|  | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--|---------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|  | <u>18-34 years</u>              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|  | <u>Sum of Top Three Choices</u> |                    |                    |                    |                  |   |           |              |
| Overall quality of street maintenance & repair                 | 48.5%                           | 45.0%              | 42.2%              | 47.1%              | 40.5%            | 48.8%   | 43.5%     | 44.9%        |
| Condition of streets in your neighborhood                      | 22.7%                           | 17.8%              | 19.7%              | 17.4%              | 23.0%            | 21.6%   | 19.6%     | 20.1%        |
| Cleanliness of City streets                                    | 29.9%                           | 27.7%              | 26.6%              | 23.2%              | 13.5%            | 22.1%   | 25.9%     | 24.9%        |
| Condition of street signs & traffic signals                    | 7.7%                            | 12.0%              | 9.8%               | 11.6%              | 9.5%             | 8.5%  | 10.7%     | 10.2%        |
| Cleanliness & appearance of medians & roadsides                | 29.9%                           | 28.8%              | 26.6%              | 20.6%              | 31.0%            | 24.4%   | 28.2%     | 27.3%        |
| Condition of sidewalks   | 25.3%                           | 23.6%              | 24.9%              | 25.2%              | 21.4%            | 29.6%   | 22.1%     | 24.0%        |
| Condition of City parks  | 10.8%                           | 10.5%              | 9.2%               | 13.5%              | 8.7%             | 12.7%   | 9.8%      | 10.5%        |
| Cleanliness of stormwater drains & creeks in your neighborhood | 22.2%                           | 31.4%              | 20.2%              | 30.3%              | 19.8%            | 23.9%   | 25.7%     | 25.3%        |
| How quickly street repairs are made                            | 34.5%                           | 35.1%              | 42.2%              | 45.2%              | 34.9%            | 35.7%   | 39.0%     | 38.1%        |

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q11a. Overall quality of new residential development in the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 11.7%   | 11.7%              | 9.2%               | 12.1%              | 15.1%            | 15.6%   | 10.5%     | 11.8%        |
| Satisfied         | 33.9%   | 32.1%              | 39.5%              | 42.4%              | 49.1%            | 33.9%   | 39.9%     | 38.4%        |
| Neutral           | 37.4%   | 35.2%              | 28.9%              | 29.5%              | 20.8%            | 30.6%   | 31.2%     | 31.1%        |
| Dissatisfied      | 12.3%   | 12.3%              | 13.8%              | 9.1%               | 7.5%             | 11.3%   | 11.6%     | 11.6%        |
| Very Dissatisfied | 4.7%  | 8.6%               | 8.6%               | 6.8%               | 7.5%             | 8.6%  | 6.7%      | 7.2%         |

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q11b. Overall quality of new commercial development (stores, restaurants, etc.)</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 13.5%  | 9.7%               | 8.9%               | 12.8%              | 17.0%            | 12.3%   | 11.8%     | 11.9%        |
| Satisfied         | 39.3%  | 35.2%              | 43.0%              | 44.0%              | 42.0%            | 41.5%   | 40.0%     | 40.4%        |
| Neutral           | 30.9%  | 32.4%              | 27.2%              | 31.2%              | 26.8%            | 28.2%   | 30.3%     | 29.8%        |
| Dissatisfied      | 11.2%  | 15.9%              | 16.5%              | 9.2%               | 11.6%            | 12.8%   | 13.5%     | 13.3%        |
| Very Dissatisfied | 5.1%   | 6.8%               | 4.4%               | 2.8%               | 2.7%             | 5.1%  | 4.3%      | 4.5%         |

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                         |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                    | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q11c. How well the City is planning for growth</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 6.1%  | 9.4%               | 5.3%               | 8.6%               | 11.7%            | 8.5%  | 7.7%      | 7.9%         |
| Satisfied         | 28.0%   | 24.4%              | 27.8%              | 30.0%              | 39.8%            | 28.6%   | 29.4%     | 29.2%        |
| Neutral           | 31.7%   | 27.5%              | 27.2%              | 30.0%              | 26.2%            | 28.0%   | 29.2%     | 28.9%        |
| Dissatisfied      | 17.7%   | 23.8%              | 26.5%              | 19.3%              | 14.6%            | 21.2%   | 20.4%     | 20.6%        |
| Very Dissatisfied | 16.5%   | 15.0%              | 13.2%              | 12.1%              | 7.8%             | 13.8%   | 13.3%     | 13.4%        |

**Q12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q12a. Enforcement of junk and debris cleanup on private property</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 7.5%  | 6.7%               | 4.8%               | 5.6%               | 12.5%            | 5.2%  | 7.7%      | 7.0%         |
| Satisfied         | 27.5%   | 25.6%              | 25.9%              | 31.5%              | 33.0%            | 29.5%   | 27.7%     | 28.1%        |
| Neutral           | 28.8%   | 27.2%              | 25.3%              | 23.1%              | 20.5%            | 23.8%   | 25.9%     | 25.4%        |
| Dissatisfied      | 26.3%   | 26.7%              | 30.1%              | 22.4%              | 20.5%            | 21.8%   | 26.8%     | 25.5%        |
| Very Dissatisfied | 10.0%   | 13.9%              | 13.9%              | 17.5%              | 13.4%            | 19.7%   | 12.0%     | 13.9%        |

**Q12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                          |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                     | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q12b. Enforcement of mowing on private property</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 9.9%   | 6.4%               | 4.5%               | 6.5%               | 10.7%            | 6.1%  | 7.7%      | 7.3%         |
| Satisfied         | 30.3%  | 24.4%              | 32.5%              | 30.4%              | 33.9%            | 32.8%   | 29.2%     | 30.1%        |
| Neutral           | 32.2%  | 34.3%              | 31.8%              | 28.3%              | 25.9%            | 27.2%   | 31.9%     | 30.8%        |
| Dissatisfied      | 19.7%  | 23.3%              | 20.4%              | 22.5%              | 19.6%            | 20.0%   | 21.7%     | 21.3%        |
| Very Dissatisfied | 7.9%   | 11.6%              | 10.8%              | 12.3%              | 9.8%             | 13.9%   | 9.5%      | 10.6%        |

**Q12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q12c. Removal of abandoned or inoperative vehicles from private property</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.9%  | 7.8%               | 4.6%               | 7.6%               | 7.7%             | 7.5%  | 7.1%      | 7.2%         |
| Satisfied         | 26.7%   | 21.7%              | 27.8%              | 29.5%              | 30.8%            | 30.6%   | 25.9%     | 27.1%        |
| Neutral           | 32.9%   | 31.3%              | 31.1%              | 24.2%              | 26.9%            | 23.7%   | 31.3%     | 29.5%        |
| Dissatisfied      | 21.9%   | 25.9%              | 23.8%              | 24.2%              | 21.2%            | 23.1%   | 23.6%     | 23.5%        |
| Very Dissatisfied | 9.6%  | 13.3%              | 12.6%              | 14.4%              | 13.5%            | 15.0%   | 12.0%     | 12.7%        |

**Q12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                          |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                     | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q12d. Appearance of houses in your neighborhood</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 18.5%  | 13.6%              | 18.7%              | 21.1%              | 19.3%            | 22.3%   | 16.3%     | 17.8%        |
| Satisfied         | 46.2%  | 28.8%              | 42.1%              | 40.1%              | 47.1%            | 40.8%   | 40.0%     | 40.2%        |
| Neutral           | 16.3%  | 30.4%              | 23.4%              | 23.0%              | 16.8%            | 18.9%   | 23.7%     | 22.5%        |
| Dissatisfied      | 15.2%  | 23.4%              | 9.4%               | 7.9%               | 10.9%            | 12.6%   | 14.4%     | 13.9%        |
| Very Dissatisfied | 3.8%   | 3.8%               | 6.4%               | 7.9%               | 5.9%             | 5.3%  | 5.6%      | 5.5%         |

**Q12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u> |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|-------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>            | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q12e. Graffiti removal</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 13.6%                         | 14.0%              | 9.6%               | 14.5%              | 17.4%            | 15.7%   | 12.6%     | 13.4%        |
| Satisfied         | 28.0%                         | 30.8%              | 41.5%              | 35.0%              | 41.9%            | 34.0%   | 35.7%     | 35.2%        |
| Neutral           | 47.0%                         | 42.0%              | 36.3%              | 34.2%              | 25.6%            | 35.2%   | 38.9%     | 38.0%        |
| Dissatisfied      | 8.3%                          | 10.5%              | 6.7%               | 9.4%               | 9.3%             | 8.8%  | 8.7%      | 8.7%         |
| Very Dissatisfied | 3.0%                          | 2.8%               | 5.9%               | 6.8%               | 5.8%             | 6.3%  | 4.1%      | 4.7%         |

**Q12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                             | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q12f. Enforcement of the sign ordinance</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 7.0%   | 8.5%               | 12.0%              | 11.2%              | 12.6%            | 11.9%   | 9.7%      | 10.2%        |
| Satisfied         | 39.8%  | 31.7%              | 38.7%              | 40.3%              | 44.2%            | 35.6%   | 39.7%     | 38.7%        |
| Neutral           | 42.2%  | 44.4%              | 35.2%              | 38.1%              | 30.5%            | 36.9%   | 38.9%     | 38.4%        |
| Dissatisfied      | 8.6%   | 10.6%              | 8.5%               | 6.7%               | 9.5%             | 8.8%  | 8.6%      | 8.7%         |
| Very Dissatisfied | 2.3%   | 4.9%               | 5.6%               | 3.7%               | 3.2%             | 6.9%  | 3.1%      | 4.0%         |

**Q12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q12g. Enforcement of illegal uses (e.g., property correctly zoned for intended use)</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 7.6%   | 10.1%              | 10.0%              | 7.8%               | 7.9%             | 11.4%   | 7.9%      | 8.7%         |
| Satisfied         | 31.1%  | 27.9%              | 39.2%              | 34.8%              | 49.4%            | 36.4%   | 35.7%     | 35.9%        |
| Neutral           | 48.7%  | 49.6%              | 35.4%              | 42.6%              | 32.6%            | 38.6%   | 43.1%     | 42.1%        |
| Dissatisfied      | 6.7%   | 10.9%              | 10.8%              | 10.4%              | 2.2%             | 9.3%  | 8.5%      | 8.7%         |
| Very Dissatisfied | 5.9%   | 1.6%               | 4.6%               | 4.3%               | 7.9%             | 4.3%  | 4.7%      | 4.6%         |

**Q12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q12h. Enforcement of ordinance preventing illegal development activity</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.7%  | 9.7%               | 9.8%               | 11.4%              | 7.8%             | 9.1%  | 9.6%      | 9.5%         |
| Satisfied         | 27.8%   | 30.1%              | 38.2%              | 32.4%              | 46.8%            | 34.7%   | 34.5%     | 34.5%        |
| Neutral           | 45.2%   | 44.2%              | 35.8%              | 32.4%              | 31.2%            | 34.7%   | 39.3%     | 38.2%        |
| Dissatisfied      | 12.2%   | 14.2%              | 9.8%               | 14.3%              | 13.0%            | 15.7%   | 11.6%     | 12.5%        |
| Very Dissatisfied | 6.1%  | 1.8%               | 6.5%               | 9.5%               | 1.3%             | 5.8%  | 5.1%      | 5.2%         |

**Q13. How responsive is the City to your code enforcement requests for service/complaints?**

N=847

|                | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|----------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                | <u>Q13. How responsive is the City to your code enforcement requests for service/complaints?</u> |                    |                    |                    |                  |   |           |              |
| Very much      | 11.9%  | 8.4%               | 16.2%              | 18.1%              | 19.8%            | 14.6%   | 14.4%     | 14.4%        |
| Somewhat       | 26.8%  | 31.4%              | 32.4%              | 40.0%              | 32.5%            | 32.4%   | 32.0%     | 32.1%        |
| Not at all     | 6.7%   | 4.7%               | 6.9%               | 9.7%               | 6.3%             | 7.0%  | 6.6%      | 6.7%         |
| Not applicable | 54.6%  | 55.5%              | 44.5%              | 32.3%              | 41.3%            | 46.0%   | 47.0%     | 46.8%        |

**Q13. How responsive is the City to your code enforcement requests for service/complaints? (excluding "not applicable")**

N=847

|            | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|            | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|            | <u>Q13. How responsive is the City to your code enforcement requests for service/complaints?</u> |                    |                    |                    |                  |   |           |              |
| Very much  | 26.1%  | 18.8%              | 29.2%              | 26.7%              | 33.8%            | 27.0%   | 27.1%     | 27.1%        |
| Somewhat   | 59.1%  | 70.6%              | 58.3%              | 59.0%              | 55.4%            | 60.0%   | 60.4%     | 60.3%        |
| Not at all | 14.8%  | 10.6%              | 12.5%              | 14.3%              | 10.8%            | 13.0%   | 12.5%     | 12.6%        |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                           | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14a. Solid waste collection services</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 34.0%  | 26.5%              | 31.9%              | 27.7%              | 35.0%            | 32.3%   | 30.3%     | 30.8%        |
| Satisfied         | 44.7%  | 45.9%              | 46.0%              | 47.3%              | 45.8%            | 43.3%   | 46.3%     | 45.6%        |
| Neutral           | 13.8%  | 15.1%              | 10.4%              | 12.8%              | 12.5%            | 14.9%   | 12.8%     | 13.3%        |
| Dissatisfied      | 4.3%   | 9.2%               | 9.2%               | 6.1%               | 3.3%             | 6.5%  | 6.9%      | 6.8%         |
| Very Dissatisfied | 3.2%   | 3.2%               | 2.5%               | 6.1%               | 3.3%             | 3.0%  | 3.8%      | 3.6%         |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>            |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                       | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14b. Curbside recycling services</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 34.0%                                    | 27.7%              | 33.9%              | 31.6%              | 36.1%            | 33.8%   | 32.0%     | 32.4%        |
| Satisfied         | 44.7%                                    | 46.3%              | 46.7%              | 45.4%              | 45.4%            | 43.0%   | 46.3%     | 45.5%        |
| Neutral           | 12.8%                                    | 11.7%              | 9.7%               | 10.5%              | 8.4%             | 13.0%   | 10.1%     | 10.9%        |
| Dissatisfied      | 6.4%                                     | 11.7%              | 7.9%               | 3.9%               | 8.4%             | 6.3%  | 8.5%      | 7.9%         |
| Very Dissatisfied | 2.1%                                     | 2.7%               | 1.8%               | 8.6%               | 1.7%             | 3.9%  | 3.1%      | 3.3%         |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14c. Bulky item pick up/removal services (old furniture, appliances, etc.)</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 29.8%  | 22.9%              | 27.4%              | 25.0%              | 24.3%            | 29.8%   | 24.8%     | 26.1%        |
| Satisfied         | 39.9%  | 34.3%              | 43.3%              | 35.8%              | 48.7%            | 35.4%   | 41.0%     | 39.6%        |
| Neutral           | 20.8%  | 20.6%              | 15.9%              | 14.9%              | 14.8%            | 19.2%   | 16.9%     | 17.5%        |
| Dissatisfied      | 6.5%   | 18.3%              | 8.3%               | 12.8%              | 7.8%             | 10.6%   | 11.5%     | 11.3%        |
| Very Dissatisfied | 3.0%   | 4.0%               | 5.1%               | 11.5%              | 4.3%             | 5.1%  | 5.8%      | 5.6%         |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14d. Yard waste (leaves/tree limbs) collection services</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 28.7%   | 27.0%              | 25.3%              | 27.0%              | 30.5%            | 31.5%   | 26.3%     | 27.6%        |
| Satisfied         | 43.8%   | 37.8%              | 47.0%              | 39.5%              | 50.0%            | 38.9%   | 44.4%     | 43.0%        |
| Neutral           | 15.2%   | 17.8%              | 13.3%              | 15.8%              | 11.0%            | 16.7%   | 14.1%     | 14.7%        |
| Dissatisfied      | 7.3%  | 14.1%              | 9.0%               | 9.9%               | 5.1%             | 8.4%  | 9.8%      | 9.4%         |
| Very Dissatisfied | 5.1%  | 3.2%               | 5.4%               | 7.9%               | 3.4%             | 4.4%  | 5.5%      | 5.2%         |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>          |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                     | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14e. Quality of drinking water</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 23.4%                                  | 15.7%              | 25.6%              | 27.7%              | 33.3%            | 27.1%   | 23.3%     | 24.3%        |
| Satisfied         | 40.4%                                  | 43.8%              | 45.1%              | 41.9%              | 41.7%            | 35.0%   | 45.2%     | 42.6%        |
| Neutral           | 22.9%                                  | 20.5%              | 16.5%              | 14.9%              | 17.5%            | 22.2%   | 17.7%     | 18.8%        |
| Dissatisfied      | 9.6%                                   | 13.5%              | 8.5%               | 10.8%              | 3.3%             | 8.9%  | 9.9%      | 9.6%         |
| Very Dissatisfied | 3.7%                                   | 6.5%               | 4.3%               | 4.7%               | 4.2%             | 6.9%  | 3.9%      | 4.7%         |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u> |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|-------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>            | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14f. Sewer services</u>   |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 24.2%                         | 19.7%              | 25.0%              | 25.2%              | 29.2%            | 27.7%   | 23.0%     | 24.1%        |
| Satisfied         | 47.3%                         | 50.0%              | 49.4%              | 50.3%              | 52.2%            | 43.6%   | 51.7%     | 49.7%        |
| Neutral           | 20.9%                         | 19.1%              | 18.1%              | 16.8%              | 13.3%            | 17.9%   | 18.0%     | 18.0%        |
| Dissatisfied      | 4.4%                          | 6.2%               | 4.4%               | 4.2%               | 3.5%             | 5.1%  | 4.4%      | 4.6%         |
| Very Dissatisfied | 3.3%                          | 5.1%               | 3.1%               | 3.5%               | 1.8%             | 5.6%  | 2.9%      | 3.6%         |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                       |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14g. Stream and lake (watershed) protection</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 16.1%   | 13.3%              | 19.4%              | 9.9%               | 21.3%            | 15.8%   | 15.8%     | 15.8%        |
| Satisfied         | 40.3%   | 43.0%              | 39.5%              | 44.1%              | 48.8%            | 36.8%   | 44.9%     | 42.9%        |
| Neutral           | 32.9%   | 28.9%              | 27.1%              | 32.4%              | 22.5%            | 32.2%   | 28.0%     | 29.1%        |
| Dissatisfied      | 8.7%  | 9.6%               | 9.3%               | 9.9%               | 6.3%             | 10.5%   | 8.3%      | 8.9%         |
| Very Dissatisfied | 2.0%  | 5.2%               | 4.7%               | 3.6%               | 1.3%             | 4.6%  | 3.1%      | 3.4%         |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>         |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                    | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14h. Drainage of City streets</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 13.8%                                 | 9.5%               | 8.4%               | 10.1%              | 18.6%            | 9.9%  | 12.3%     | 11.7%        |
| Satisfied         | 40.9%                                 | 36.9%              | 47.3%              | 40.9%              | 43.4%            | 36.5%   | 43.3%     | 41.6%        |
| Neutral           | 28.7%                                 | 29.1%              | 25.1%              | 28.2%              | 23.9%            | 31.5%   | 25.6%     | 27.1%        |
| Dissatisfied      | 12.7%                                 | 17.9%              | 13.8%              | 14.1%              | 9.7%             | 15.8%   | 13.5%     | 14.1%        |
| Very Dissatisfied | 3.9%                                  | 6.7%               | 5.4%               | 6.7%               | 4.4%             | 6.4%  | 5.2%      | 5.5%         |

**Q14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                 | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q14i. Loose leaf collection</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 22.2%                              | 21.0%              | 16.5%              | 17.6%              | 24.1%            | 20.2%   | 20.2%     | 20.2%        |
| Satisfied         | 37.5%                              | 31.3%              | 45.7%              | 36.5%              | 37.1%            | 35.2%   | 38.0%     | 37.3%        |
| Neutral           | 15.9%                              | 22.7%              | 14.0%              | 18.2%              | 17.2%            | 19.7%   | 16.8%     | 17.5%        |
| Dissatisfied      | 18.2%                              | 15.9%              | 13.4%              | 14.2%              | 12.1%            | 15.5%   | 15.0%     | 15.1%        |
| Very Dissatisfied | 6.3%                               | 9.1%               | 10.4%              | 13.5%              | 9.5%             | 9.3%  | 10.1%     | 9.9%         |

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                    |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q15a. Adequacy of public parking in Downtown Fayetteville</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 10.9%  | 8.7%               | 7.2%               | 7.2%               | 11.4%            | 7.7%  | 9.5%      | 9.0%         |
| Satisfied         | 33.1%  | 30.6%              | 34.2%              | 37.0%              | 35.2%            | 38.3%   | 32.2%     | 33.7%        |
| Neutral           | 25.1%  | 32.4%              | 26.3%              | 23.9%              | 27.3%            | 27.3%   | 27.0%     | 27.0%        |
| Dissatisfied      | 22.9%  | 17.3%              | 26.3%              | 21.0%              | 17.0%            | 19.1%   | 22.0%     | 21.3%        |
| Very Dissatisfied | 8.0%   | 11.0%              | 5.9%               | 10.9%              | 9.1%             | 7.7%  | 9.3%      | 8.9%         |

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q15b. Availability of public transportation services in FAST bus system</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 12.1%  | 10.9%              | 7.3%               | 14.8%              | 11.8%            | 8.7%  | 12.4%     | 11.5%        |
| Satisfied         | 27.5%  | 30.7%              | 36.6%              | 26.1%              | 41.2%            | 26.9%   | 32.8%     | 31.3%        |
| Neutral           | 38.5%  | 34.7%              | 29.3%              | 33.0%              | 27.5%            | 30.8%   | 33.8%     | 33.0%        |
| Dissatisfied      | 16.5%  | 16.8%              | 15.9%              | 20.5%              | 15.7%            | 21.2%   | 15.6%     | 17.0%        |
| Very Dissatisfied | 5.5%   | 6.9%               | 11.0%              | 5.7%               | 3.9%             | 12.5%   | 5.4%      | 7.2%         |

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                             | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q15c. Ease of travel by car in the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.9%   | 12.0%              | 10.9%              | 12.5%              | 15.2%            | 12.3%   | 11.3%     | 11.6%        |
| Satisfied         | 47.1%  | 37.5%              | 49.7%              | 42.1%              | 50.9%            | 39.7%   | 46.5%     | 44.8%        |
| Neutral           | 22.0%  | 27.2%              | 21.8%              | 25.0%              | 19.6%            | 28.9%   | 21.9%     | 23.6%        |
| Dissatisfied      | 17.3%  | 19.6%              | 15.2%              | 16.4%              | 10.7%            | 14.2%   | 16.9%     | 16.3%        |
| Very Dissatisfied | 4.7%   | 3.8%               | 2.4%               | 3.9%               | 3.6%             | 4.9%  | 3.3%      | 3.7%         |

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>            |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                       | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q15d. Ease of walking in the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.0%                                     | 9.3%               | 8.7%               | 6.9%               | 14.0%            | 9.6%  | 8.9%      | 9.0%         |
| Satisfied         | 34.5%                                    | 36.6%              | 35.6%              | 40.0%              | 41.9%            | 31.9%   | 39.0%     | 37.1%        |
| Neutral           | 25.3%                                    | 25.0%              | 21.5%              | 28.5%              | 27.9%            | 22.3%   | 26.2%     | 25.2%        |
| Dissatisfied      | 16.7%                                    | 19.8%              | 22.8%              | 16.2%              | 12.8%            | 21.3%   | 17.1%     | 18.2%        |
| Very Dissatisfied | 15.5%                                    | 9.3%               | 11.4%              | 8.5%               | 3.5%             | 14.9%   | 8.9%      | 10.4%        |

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>           |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                      | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q15e. Ease of biking in the City</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 6.3%                                    | 4.1%               | 5.2%               | 5.0%               | 5.8%             | 4.8%  | 5.5%      | 5.3%         |
| Satisfied         | 17.2%                                   | 19.2%              | 26.7%              | 28.7%              | 30.8%            | 19.2%   | 24.6%     | 23.1%        |
| Neutral           | 29.7%                                   | 37.0%              | 21.6%              | 25.7%              | 44.2%            | 26.7%   | 31.5%     | 30.2%        |
| Dissatisfied      | 25.0%                                   | 24.0%              | 26.7%              | 29.7%              | 11.5%            | 26.7%   | 24.3%     | 25.0%        |
| Very Dissatisfied | 21.9%                                   | 15.8%              | 19.8%              | 10.9%              | 7.7%             | 22.6%   | 14.1%     | 16.4%        |

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>       |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|-------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q15f. Overall traffic safety</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 4.8%                                | 4.8%               | 6.8%               | 4.7%               | 10.8%            | 5.9%  | 6.1%      | 6.1%         |
| Satisfied         | 35.3%                               | 28.3%              | 30.2%              | 38.7%              | 43.2%            | 29.6%   | 35.9%     | 34.3%        |
| Neutral           | 23.5%                               | 33.7%              | 27.8%              | 32.0%              | 26.1%            | 27.6%   | 29.2%     | 28.8%        |
| Dissatisfied      | 24.1%                               | 24.1%              | 26.5%              | 18.0%              | 17.1%            | 27.1%   | 20.9%     | 22.5%        |
| Very Dissatisfied | 12.3%                               | 9.1%               | 8.6%               | 6.7%               | 2.7%             | 9.9%  | 7.8%      | 8.3%         |

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>          |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                     | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q15g. Timing of traffic signals</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 4.2%                                   | 4.8%               | 8.3%               | 3.9%               | 11.4%            | 7.8%  | 5.7%      | 6.2%         |
| Satisfied         | 34.6%                                  | 31.7%              | 34.9%              | 35.3%              | 48.2%            | 28.2%   | 38.7%     | 36.0%        |
| Neutral           | 24.6%                                  | 25.4%              | 27.8%              | 24.2%              | 17.5%            | 30.1%   | 22.5%     | 24.4%        |
| Dissatisfied      | 24.1%                                  | 27.0%              | 16.6%              | 24.2%              | 15.8%            | 19.4%   | 22.8%     | 22.0%        |
| Very Dissatisfied | 12.6%                                  | 11.1%              | 12.4%              | 12.4%              | 7.0%             | 14.6%   | 10.4%     | 11.4%        |

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q15h. Condition and usability of the Fayetteville Regional Airport</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 18.6%   | 13.5%              | 21.3%              | 19.8%              | 25.3%            | 23.3%   | 17.6%     | 19.1%        |
| Satisfied         | 51.7%   | 53.5%              | 52.0%              | 51.1%              | 50.6%            | 46.6%   | 54.2%     | 52.1%        |
| Neutral           | 21.5%   | 27.7%              | 16.7%              | 19.8%              | 18.4%            | 20.7%   | 21.1%     | 21.0%        |
| Dissatisfied      | 5.2%  | 4.5%               | 6.7%               | 7.6%               | 2.3%             | 5.7%  | 5.3%      | 5.4%         |
| Very Dissatisfied | 2.9%  | 0.6%               | 3.3%               | 1.5%               | 3.4%             | 3.6%  | 1.8%      | 2.3%         |

**Q16. During the past year, have you or other members of your household contacted the City of Fayetteville to seek services, ask a question, or file a complaint?**

N=847

|  | Q28. What is your age? |             |             |             |           | Q31. Are you active duty military or military dependent? |    | Total |
|--|------------------------|-------------|-------------|-------------|-----------|--|----|-------|
|  | 18-34 years            | 35-44 years | 45-54 years | 55-64 years | 65+ years | Yes  | No |       |

**Q16. During the past year, have you or other members of your household contacted the City of Fayetteville to seek services, ask a question, or file a complaint?**

|              |       |       |       |       |       |       |       |       |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|
| Yes          | 43.3% | 51.8% | 51.4% | 46.5% | 35.7% | 46.0% | 46.7% | 46.5% |
| No           | 56.2% | 48.2% | 47.4% | 53.5% | 64.3% | 54.0% | 52.8% | 53.1% |
| Not provided | 0.5%  | 0.0%  | 1.2%  | 0.0%  | 0.0%  | 0.0%  | 0.5%  | 0.4%  |

**Q16a. If YES to Q16: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (excluding "Don't Know")**

N=394

|                   | <u>Q28. What is your age?</u>              |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                         | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q16a. How easy they were to contact</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 22.0%                                      | 23.2%              | 12.6%              | 22.2%              | 20.0%            | 16.7%   | 21.4%     | 20.3%        |
| Satisfied         | 48.8%                                      | 36.4%              | 49.4%              | 43.1%              | 55.6%            | 50.0%   | 43.5%     | 45.1%        |
| Neutral           | 19.5%                                      | 20.2%              | 19.5%              | 13.9%              | 8.9%             | 18.8%   | 17.0%     | 17.4%        |
| Dissatisfied      | 6.1%                                       | 14.1%              | 12.6%              | 12.5%              | 11.1%            | 6.3%  | 13.3%     | 11.5%        |
| Very Dissatisfied | 3.7%                                       | 6.1%               | 5.7%               | 8.3%               | 4.4%             | 8.3%  | 4.8%      | 5.6%         |

**Q16a. If YES to Q16: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (excluding "Don't Know")**

N=394

|                   | <u>Q28. What is your age?</u>      |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|------------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                 | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q16b. Courtesy of employees</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 33.8%                              | 32.0%              | 27.6%              | 30.6%              | 31.1%            | 26.3%   | 33.0%     | 31.3%        |
| Satisfied         | 41.3%                              | 43.3%              | 42.5%              | 40.3%              | 55.6%            | 41.1%   | 44.0%     | 43.3%        |
| Neutral           | 16.3%                              | 14.4%              | 14.9%              | 13.9%              | 6.7%             | 17.9%   | 12.7%     | 14.0%        |
| Dissatisfied      | 5.0%                               | 6.2%               | 9.2%               | 12.5%              | 6.7%             | 10.5%   | 6.9%      | 7.8%         |
| Very Dissatisfied | 3.8%                               | 4.1%               | 5.7%               | 2.8%               | 0.0%             | 4.2%  | 3.4%      | 3.6%         |

**Q16a. If YES to Q16: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (excluding "Don't Know")**

N=394

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q16c. Accuracy of the information and assistance you were given</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 27.8%  | 27.1%              | 20.7%              | 19.4%              | 22.2%            | 20.2%   | 25.2%     | 24.0%        |
| Satisfied         | 41.8%  | 37.5%              | 42.5%              | 43.1%              | 60.0%            | 45.7%   | 42.4%     | 43.2%        |
| Neutral           | 16.5%  | 14.6%              | 12.6%              | 20.8%              | 4.4%             | 16.0%   | 13.8%     | 14.3%        |
| Dissatisfied      | 11.4%  | 12.5%              | 16.1%              | 12.5%              | 11.1%            | 12.8%   | 13.1%     | 13.0%        |
| Very Dissatisfied | 2.5%   | 8.3%               | 8.0%               | 4.2%               | 2.2%             | 5.3%  | 5.5%      | 5.5%         |

**Q16a. If YES to Q16: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (excluding "Don't Know")**

N=394

|                   | <u>Q28. What is your age?</u>                             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q16d. Time it took for your request to be answered</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 22.0%   | 15.5%              | 16.1%              | 18.1%              | 20.0%            | 20.0%   | 17.7%     | 18.3%        |
| Satisfied         | 43.9%   | 36.1%              | 33.3%              | 33.3%              | 55.6%            | 34.7%   | 40.3%     | 38.9%        |
| Neutral           | 15.9%   | 18.6%              | 19.5%              | 27.8%              | 8.9%             | 20.0%   | 18.1%     | 18.6%        |
| Dissatisfied      | 11.0%   | 20.6%              | 17.2%              | 9.7%               | 8.9%             | 16.8%   | 13.3%     | 14.2%        |
| Very Dissatisfied | 7.3%  | 9.3%               | 13.8%              | 11.1%              | 6.7%             | 8.4%  | 10.6%     | 10.1%        |

**Q16a. If YES to Q16: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (excluding "Don't Know")**

N=394

|                   | <u>Q28. What is your age?</u>                |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                           | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q16e. How well your issue was handled</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 22.2%  | 16.3%              | 19.3%              | 22.2%              | 24.4%            | 18.9%   | 21.1%     | 20.6%        |
| Satisfied         | 44.4%  | 30.6%              | 34.1%              | 34.7%              | 57.8%            | 38.9%   | 38.1%     | 38.3%        |
| Neutral           | 13.6%  | 21.4%              | 23.9%              | 22.2%              | 0.0%             | 17.9%   | 17.7%     | 17.7%        |
| Dissatisfied      | 9.9%   | 19.4%              | 5.7%               | 9.7%               | 8.9%             | 14.7%   | 9.9%      | 11.1%        |
| Very Dissatisfied | 9.9%   | 12.2%              | 17.0%              | 11.1%              | 8.9%             | 9.5%  | 13.3%     | 12.3%        |

**Q16a. If YES to Q16: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (excluding "Don't Know")**

N=394

|                   | <u>Q28. What is your age?</u>                     |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>                                | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q16f. The resolution to your issue/concern</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 23.2%   | 17.5%              | 20.5%              | 16.9%              | 26.7%            | 19.6%   | 21.0%     | 20.6%        |
| Satisfied         | 45.1%   | 34.0%              | 34.1%              | 42.3%              | 51.1%            | 40.2%   | 39.9%     | 39.9%        |
| Neutral           | 13.4%   | 18.6%              | 18.2%              | 16.9%              | 8.9%             | 13.4%   | 16.5%     | 15.7%        |
| Dissatisfied      | 9.8%  | 12.4%              | 11.4%              | 11.3%              | 6.7%             | 12.4%   | 10.3%     | 10.8%        |
| Very Dissatisfied | 8.5%  | 17.5%              | 15.9%              | 12.7%              | 6.7%             | 14.4%   | 12.4%     | 12.9%        |

**Q17. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q17a. Availability of information about City programs and services</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 10.3%   | 12.5%              | 15.8%              | 15.9%              | 21.6%            | 17.3%   | 13.7%     | 14.6%        |
| Satisfied         | 44.8%   | 39.9%              | 50.6%              | 41.3%              | 56.8%            | 40.8%   | 47.8%     | 46.0%        |
| Neutral           | 32.8%   | 28.6%              | 20.3%              | 26.8%              | 14.4%            | 23.0%   | 26.1%     | 25.3%        |
| Dissatisfied      | 9.8%  | 14.3%              | 9.5%               | 10.9%              | 6.3%             | 14.1%   | 9.4%      | 10.6%        |
| Very Dissatisfied | 2.3%  | 4.8%               | 3.8%               | 5.1%               | 0.9%             | 4.7%  | 3.0%      | 3.4%         |

**Q17. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                                     |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q17b. City efforts to keep you informed about local issues</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 8.8%  | 13.0%              | 11.8%              | 13.3%              | 18.2%            | 14.0%   | 12.0%     | 12.5%        |
| Satisfied         | 39.2%   | 35.5%              | 42.9%              | 41.3%              | 50.0%            | 37.0%   | 42.7%     | 41.2%        |
| Neutral           | 31.5%   | 27.8%              | 27.3%              | 24.5%              | 23.6%            | 27.5%   | 27.1%     | 27.2%        |
| Dissatisfied      | 15.5%   | 17.8%              | 10.6%              | 14.7%              | 5.5%             | 15.0%   | 13.0%     | 13.5%        |
| Very Dissatisfied | 5.0%  | 5.9%               | 7.5%               | 6.3%               | 2.7%             | 6.5%  | 5.3%      | 5.6%         |

**Q17. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>                               |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q17c. Level of public involvement in local decisions</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 5.5%  | 4.5%               | 5.9%               | 8.5%               | 7.1%             | 6.3%  | 6.1%      | 6.1%         |
| Satisfied         | 27.6%   | 25.8%              | 30.9%              | 29.5%              | 48.5%            | 28.6%   | 32.4%     | 31.5%        |
| Neutral           | 39.3%   | 39.4%              | 34.9%              | 36.4%              | 24.2%            | 36.0%   | 35.5%     | 35.6%        |
| Dissatisfied      | 21.5%   | 23.2%              | 19.1%              | 13.2%              | 16.2%            | 20.0%   | 18.6%     | 18.9%        |
| Very Dissatisfied | 6.1%  | 7.1%               | 9.2%               | 12.4%              | 4.0%             | 9.1%  | 7.4%      | 7.8%         |

**Q17. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding "Don't Know")**

N=847

|                   | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|-------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                   | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                   | <u>Q17d. Usefulness of information available on the City's website</u> |                    |                    |                    |                  |   |           |              |
| Very Satisfied    | 11.0%  | 12.9%              | 11.7%              | 14.3%              | 13.6%            | 15.2%   | 11.7%     | 12.6%        |
| Satisfied         | 45.2%  | 41.0%              | 45.3%              | 41.0%              | 43.9%            | 39.1%   | 44.6%     | 43.2%        |
| Neutral           | 32.2%  | 35.3%              | 32.0%              | 34.3%              | 37.9%            | 33.1%   | 34.3%     | 34.0%        |
| Dissatisfied      | 8.9%   | 7.9%               | 8.6%               | 4.8%               | 3.0%             | 9.9%  | 6.2%      | 7.1%         |
| Very Dissatisfied | 2.7%   | 2.9%               | 2.3%               | 5.7%               | 1.5%             | 2.6%  | 3.2%      | 3.1%         |

**Q18. Which of the following methods do you use to get information about the City of Fayetteville?**

N=847

Q31. Are you active  
duty military or  
military dependent?

| Q28. What is your age? |             |             |             |           | Q31. Are you active<br>duty military or<br>military dependent? |    | Total |
|------------------------|-------------|-------------|-------------|-----------|--|----|-------|
| 18-34 years            | 35-44 years | 45-54 years | 55-64 years | 65+ years | Yes  | No |       |

**Q18. Which of the following methods do you use to get information about the City of Fayetteville?**

|  |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|
| City Manager's Weekly Report   | 1.0%  | 2.6%  | 3.5%  | 5.2%  | 6.3%  | 2.3%  | 3.8%  | 3.4%  |
| City representatives at events or meetings                                 | 4.1%  | 10.5% | 9.2%  | 7.7%  | 13.5% | 8.5%  | 8.7%  | 8.6%  |
| City produced printed brochures, flyers, posters, postcards, letters, etc. | 33.0% | 34.0% | 35.3% | 26.5% | 27.0% | 29.6% | 32.3% | 31.6% |
| City's social media: Facebook, Twitter, or YouTube                         | 15.5% | 13.6% | 15.0% | 12.3% | 7.9%  | 19.2% | 11.7% | 13.6% |
| The Police Department's social media: Facebook, Twitter, YouTube, or Nixle | 11.9% | 8.4%  | 13.9% | 9.0%  | 10.3% | 11.7% | 10.4% | 10.7% |
| The City's Kaleidoscope program  | 3.6%  | 6.3%  | 5.8%  | 8.4%  | 4.8%  | 5.2%  | 5.8%  | 5.7%  |
| Live televised City Council meetings                                       | 13.9% | 17.8% | 21.4% | 20.0% | 27.8% | 15.5% | 21.0% | 19.6% |
| 1-FAY Call Center (433-1FAY)   | 7.2%  | 12.6% | 10.4% | 8.4%  | 7.1%  | 8.5%  | 9.5%  | 9.2%  |

**Q18. Which of the following methods do you use to get information about the City of Fayetteville?**

N=847

Q31. Are you active  
duty military or  
military dependent?

| Q28. What is your age? |             |             |             |           | Q31. Are you active<br>duty military or<br>military dependent? |    | Total |
|------------------------|-------------|-------------|-------------|-----------|--|----|-------|
| 18-34 years            | 35-44 years | 45-54 years | 55-64 years | 65+ years | Yes  | No |       |

Q18. Which of the following methods do you use to get information about the City of Fayetteville? (Cont.)

|  |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|
| City website (www.ci.fayetteville.nc.us), including all sub-websites | 50.5% | 43.5% | 38.7% | 34.8% | 25.4% | 49.8% | 36.6% | 39.9% |
| Fayetteville's citizen E-news  | 2.6%  | 4.2%  | 3.5%  | 6.5%  | 5.6%  | 2.3%  | 4.9%  | 4.3%  |
| Local newspapers   | 67.0% | 64.4% | 64.2% | 71.0% | 67.5% | 64.3% | 67.4% | 66.6% |
| Community Access Channel 7   | 20.6% | 22.5% | 23.1% | 24.5% | 31.0% | 19.7% | 25.4% | 24.0% |
| Local radio news   | 34.0% | 33.0% | 36.4% | 30.3% | 23.8% | 27.7% | 33.4% | 32.0% |
| Local television news  | 48.5% | 57.1% | 52.6% | 54.2% | 63.5% | 50.2% | 56.0% | 54.5% |
| Community blogs or list serves                                       | 2.6%  | 3.7%  | 5.2%  | 2.6%  | 2.4%  | 4.7%  | 2.8%  | 3.3%  |
| Paid advertising in local media outlets                              | 17.5% | 24.6% | 23.1% | 15.5% | 15.1% | 16.4% | 20.8% | 19.7% |
| Other websites   | 10.8% | 6.3%  | 8.1%  | 7.1%  | 5.6%  | 9.4%  | 7.1%  | 7.7%  |

**Q19. Which THREE sources of information listed in #18 are your preferred methods to get information about the City of Fayetteville? (Top three)**

N=847

|  | Q28. What is your age?          |             |             |             |           | Q31. Are you active duty military or military dependent? |       | Total |
|--|---------------------------------|-------------|-------------|-------------|-----------|--|-------|-------|
|  | 18-34 years                     | 35-44 years | 45-54 years | 55-64 years | 65+ years | Yes  | No    |       |
|  | <u>Sum of Top Three Choices</u> |             |             |             |           |  |       |       |
| City Manager's Weekly Report   | 0.5%                            | 2.6%        | 1.7%        | 3.9%        | 4.0%      | 4.2%   | 1.7%  | 2.4%  |
| City representatives at events or meetings                                 | 3.1%                            | 2.6%        | 4.6%        | 1.9%        | 0.8%      | 2.3%   | 2.8%  | 2.7%  |
| City produced printed brochures, flyers, posters, postcards, letters, etc. | 19.6%                           | 17.3%       | 17.3%       | 16.8%       | 11.1%     | 16.0%  | 17.0% | 16.8% |
| City's social media: Facebook, Twitter, or YouTube                         | 8.2%                            | 7.3%        | 7.5%        | 1.9%        | 0.8%      | 7.5%   | 5.2%  | 5.8%  |
| The Police Department's social media: Facebook, Twitter, YouTube, or Nixle | 6.2%                            | 3.1%        | 6.4%        | 3.2%        | 4.8%      | 2.8%   | 5.4%  | 4.7%  |
| The City's Kaleidoscope program  | 0.5%                            | 3.1%        | 0.0%        | 0.6%        | 0.0%      | 0.5%   | 1.1%  | 0.9%  |
| Live televised City Council meetings                                       | 4.1%                            | 8.4%        | 6.4%        | 4.5%        | 9.5%      | 5.2%   | 6.8%  | 6.4%  |
| 1-FAY Call Center (433-1FAY)   | 2.6%                            | 2.6%        | 4.6%        | 1.3%        | 4.0%      | 2.3%   | 3.2%  | 3.0%  |

**Q19. Which THREE sources of information listed in #18 are your preferred methods to get information about the City of Fayetteville? (Top three)**

N=847

|  | <u>Q28. What is your age?</u>           |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|  | <u>18-34 years</u>                      | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|  | <u>Sum of Top Three Choices (Cont.)</u> |                    |                    |                    |                  |   |           |              |
| City website (www.ci.fayetteville.nc.us), including all sub-websites | 38.1%                                   | 33.0%              | 28.9%              | 23.2%              | 11.1%            | 38.0%   | 24.8%     | 28.1%        |
| Fayetteville's citizen E-news  | 1.0%                                    | 2.1%               | 2.3%               | 1.9%               | 0.0%             | 0.5%  | 1.9%      | 1.5%         |
| Local newspapers   | 55.7%                                   | 53.9%              | 50.9%              | 54.8%              | 54.8%            | 52.6%   | 53.9%     | 53.6%        |
| Community Access Channel 7   | 12.4%                                   | 7.9%               | 5.2%               | 12.3%              | 12.7%            | 9.4%  | 9.9%      | 9.8%         |
| Local radio news   | 21.1%                                   | 19.9%              | 23.7%              | 20.6%              | 9.5%             | 16.9%   | 20.3%     | 19.5%        |
| Local television news  | 38.1%                                   | 45.0%              | 37.6%              | 43.2%              | 52.4%            | 36.2%   | 44.5%     | 42.4%        |
| Community blogs or list serves                                       | 1.0%                                    | 1.0%               | 1.2%               | 1.3%               | 0.0%             | 0.9%  | 0.9%      | 0.9%         |
| Paid advertising in local media outlets                              | 8.2%                                    | 9.4%               | 8.7%               | 4.5%               | 1.6%             | 5.6%  | 7.4%      | 7.0%         |
| Other websites   | 2.6%                                    | 1.0%               | 4.6%               | 2.6%               | 4.0%             | 2.3%  | 3.2%      | 3.0%         |

**Q20. Do you think the level of public involvement in the City of Fayetteville is:**

N=847

Q31. Are you active  
duty military or  
military dependent?

| Q28. What is your age? |             |             |             |           | Q31. Are you active<br>duty military or<br>military dependent? |    | Total |
|------------------------|-------------|-------------|-------------|-----------|--|----|-------|
| 18-34 years            | 35-44 years | 45-54 years | 55-64 years | 65+ years | Yes  | No |       |

**Q20. Do you think the level of public involvement in the City of Fayetteville is:**

|  |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|
| Too high--too many opportunities for public involvement  | 1.0%  | 1.0%  | 1.2%  | 0.0%  | 2.4%  | 0.5%  | 1.3%  | 1.1%  |
| About right  | 43.8% | 37.2% | 37.0% | 33.5% | 39.7% | 37.6% | 38.3% | 38.1% |
| Too low--not enough opportunities for public involvement | 44.8% | 50.8% | 53.8% | 55.5% | 40.5% | 50.7% | 48.9% | 49.4% |
| Not provided   | 10.3% | 11.0% | 8.1%  | 11.0% | 17.5% | 11.3% | 11.5% | 11.5% |

**Q21. Have you heard about the City's Strategic Plan?**

N=847

|              | <u>Q28. What is your age?</u>                               |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|              | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|              | <u>Q21. Have you heard about the City's Strategic Plan?</u> |                    |                    |                    |                  |   |           |              |
| Yes          | 18.6%   | 22.0%              | 19.7%              | 20.6%              | 16.7%            | 14.6%   | 21.1%     | 19.5%        |
| No           | 78.4%   | 73.3%              | 79.2%              | 78.7%              | 71.4%            | 83.1%   | 74.0%     | 76.3%        |
| Not provided | 3.1%  | 4.7%               | 1.2%               | 0.6%               | 11.9%            | 2.3%  | 4.9%      | 4.3%         |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|---------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22a. As a place to live</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 8.3%                            | 12.2%              | 10.5%              | 20.0%              | 25.2%            | 15.3%   | 13.9%     | 14.3%        |
| Good          | 45.8%                           | 43.4%              | 48.0%              | 41.9%              | 50.4%            | 43.1%   | 46.5%     | 45.6%        |
| Neutral       | 22.9%                           | 25.9%              | 22.2%              | 27.1%              | 15.4%            | 22.5%   | 23.6%     | 23.3%        |
| Below Average | 16.1%                           | 14.8%              | 14.0%              | 7.7%               | 5.7%             | 12.0%   | 12.3%     | 12.2%        |
| Poor          | 6.8%                            | 3.7%               | 5.3%               | 3.2%               | 3.3%             | 7.2%  | 3.7%      | 4.6%         |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>             |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>                        | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22b. As a place to raise children</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 8.5%                                      | 11.9%              | 8.4%               | 16.6%              | 23.9%            | 14.2%   | 12.5%     | 13.0%        |
| Good          | 41.5%                                     | 35.1%              | 45.8%              | 42.4%              | 43.6%            | 40.2%   | 41.7%     | 41.4%        |
| Neutral       | 17.6%                                     | 28.6%              | 21.1%              | 24.5%              | 17.9%            | 22.5%   | 22.1%     | 22.2%        |
| Below Average | 21.8%                                     | 18.4%              | 16.9%              | 10.6%              | 10.3%            | 11.8%   | 17.8%     | 16.3%        |
| Poor          | 10.6%                                     | 5.9%               | 7.8%               | 6.0%               | 4.3%             | 11.3%   | 5.8%      | 7.2%         |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|---------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22c. As a place to play</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 6.3%                            | 9.1%               | 6.6%               | 12.2%              | 19.1%            | 8.8%  | 10.2%     | 9.8%         |
| Good          | 33.2%                           | 32.8%              | 38.0%              | 34.5%              | 37.3%            | 36.3%   | 34.4%     | 34.9%        |
| Neutral       | 25.8%                           | 27.4%              | 28.9%              | 27.0%              | 26.4%            | 25.0%   | 27.9%     | 27.1%        |
| Below Average | 22.6%                           | 22.6%              | 19.3%              | 18.9%              | 11.8%            | 19.6%   | 19.9%     | 19.8%        |
| Poor          | 12.1%                           | 8.1%               | 7.2%               | 7.4%               | 5.5%             | 10.3%   | 7.7%      | 8.3%         |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|---------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22d. As a place to work</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 10.1%                           | 9.2%               | 9.4%               | 11.5%              | 26.8%            | 13.2%   | 12.0%     | 12.3%        |
| Good          | 41.5%                           | 36.8%              | 44.7%              | 37.2%              | 33.9%            | 36.6%   | 40.1%     | 39.2%        |
| Neutral       | 20.7%                           | 26.5%              | 20.0%              | 31.8%              | 24.1%            | 23.4%   | 25.0%     | 24.6%        |
| Below Average | 16.5%                           | 20.5%              | 17.1%              | 14.2%              | 11.6%            | 18.5%   | 15.6%     | 16.4%        |
| Poor          | 11.2%                           | 7.0%               | 8.8%               | 5.4%               | 3.6%             | 8.3%  | 7.3%      | 7.6%         |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>     |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|-----------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>                | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22e. As a place to retire</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 10.2%                             | 11.5%              | 11.4%              | 19.2%              | 30.6%            | 18.1%   | 14.5%     | 15.5%        |
| Good          | 34.9%                             | 39.0%              | 37.3%              | 39.1%              | 42.1%            | 33.3%   | 39.8%     | 38.2%        |
| Neutral       | 21.0%                             | 24.2%              | 21.7%              | 24.5%              | 19.0%            | 21.6%   | 22.6%     | 22.4%        |
| Below Average | 16.1%                             | 18.7%              | 13.3%              | 11.3%              | 6.6%             | 14.7%   | 13.4%     | 13.7%        |
| Poor          | 17.7%                             | 6.6%               | 16.3%              | 6.0%               | 1.7%             | 12.3%   | 9.6%      | 10.3%        |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>    |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|----------------------------------|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>               | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22f. As a place to visit</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 9.5%                             | 13.0%              | 12.5%              | 18.2%              | 23.6%            | 13.4%   | 15.0%     | 14.6%        |
| Good          | 30.5%                            | 36.8%              | 37.5%              | 40.3%              | 47.2%            | 34.9%   | 38.8%     | 37.8%        |
| Neutral       | 24.2%                            | 21.6%              | 26.2%              | 24.7%              | 15.4%            | 24.4%   | 22.1%     | 22.7%        |
| Below Average | 25.3%                            | 18.9%              | 15.5%              | 9.1%               | 8.1%             | 16.3%   | 16.3%     | 16.3%        |
| Poor          | 10.5%                            | 9.7%               | 8.3%               | 7.8%               | 5.7%             | 11.0%   | 7.8%      | 8.6%         |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>                  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>                             | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22g. As a place with a lively downtown</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 9.2%   | 5.6%               | 11.1%              | 12.1%              | 16.7%            | 11.9%   | 9.9%      | 10.4%        |
| Good          | 29.7%  | 24.3%              | 34.6%              | 32.2%              | 32.4%            | 28.4%   | 30.8%     | 30.2%        |
| Neutral       | 27.6%  | 34.5%              | 24.1%              | 24.8%              | 33.3%            | 30.4%   | 28.3%     | 28.8%        |
| Below Average | 24.3%  | 25.4%              | 16.7%              | 18.8%              | 12.7%            | 17.0%   | 21.4%     | 20.3%        |
| Poor          | 9.2%   | 10.2%              | 13.6%              | 12.1%              | 4.9%             | 12.4%   | 9.6%      | 10.3%        |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>               |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>                          | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22h. As a partner with its citizens</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 5.7%  | 4.1%               | 5.0%               | 9.2%               | 17.1%            | 8.4%  | 7.1%      | 7.4%         |
| Good          | 28.4%                                       | 25.4%              | 29.8%              | 32.6%              | 33.3%            | 24.7%   | 31.2%     | 29.5%        |
| Neutral       | 33.0%                                       | 35.5%              | 36.6%              | 31.2%              | 34.3%            | 41.1%   | 31.9%     | 34.2%        |
| Below Average | 23.9%                                       | 24.3%              | 18.6%              | 18.4%              | 10.5%            | 18.4%   | 20.5%     | 20.0%        |
| Poor          | 9.1%  | 10.7%              | 9.9%               | 8.5%               | 4.8%             | 7.4%  | 9.4%      | 8.9%         |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>           |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>                      | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22i. As a sustainable community</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 7.6%                                    | 9.2%               | 6.7%               | 11.3%              | 14.9%            | 10.4%   | 9.2%      | 9.5%         |
| Good          | 35.3%                                   | 32.4%              | 38.7%              | 34.4%              | 40.4%            | 30.7%   | 37.6%     | 35.8%        |
| Neutral       | 32.1%                                   | 30.6%              | 29.4%              | 35.1%              | 35.1%            | 34.7%   | 31.5%     | 32.3%        |
| Below Average | 16.8%                                   | 20.8%              | 16.6%              | 15.2%              | 7.0%             | 15.3%   | 16.2%     | 16.0%        |
| Poor          | 8.2%                                    | 6.9%               | 8.6%               | 4.0%               | 2.6%             | 8.9%  | 5.5%      | 6.4%         |

**Q22. Using a scale of 1 to 5, where a 5 means "Excellent" and a 1 means "Poor," please rate the City of Fayetteville with regard to the following: (excluding "Don't Know")**

N=847

|               | <u>Q28. What is your age?</u>                                |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|---------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|               | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|               | <u>Q22j. As a City that is moving in the right direction</u> |                    |                    |                    |                  |   |           |              |
| Excellent     | 9.4%   | 9.0%               | 11.0%              | 12.0%              | 18.3%            | 13.1%   | 10.9%     | 11.5%        |
| Good          | 39.2%  | 32.2%              | 34.1%              | 38.0%              | 43.3%            | 37.2%   | 36.8%     | 36.9%        |
| Neutral       | 25.4%  | 31.1%              | 31.7%              | 29.3%              | 23.3%            | 24.6%   | 29.9%     | 28.6%        |
| Below Average | 14.9%  | 20.3%              | 12.2%              | 15.3%              | 10.8%            | 14.6%   | 15.1%     | 15.0%        |
| Poor          | 11.0%  | 7.3%               | 11.0%              | 5.3%               | 4.2%             | 10.6%   | 7.2%      | 8.1%         |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>                        |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>                                   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25a. Increase police facilities and services</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 26.3%  | 26.8%              | 25.3%              | 26.2%              | 18.9%            | 33.3%   | 22.2%     | 25.0%        |
| Willing            | 36.3%  | 37.9%              | 40.0%              | 40.9%              | 49.2%            | 36.7%   | 40.8%     | 39.8%        |
| Not Sure           | 26.3%  | 22.6%              | 22.9%              | 18.8%              | 26.2%            | 21.7%   | 24.8%     | 24.0%        |
| Not Willing At All | 11.1%  | 12.6%              | 11.8%              | 14.1%              | 5.7%             | 8.2%  | 12.2%     | 11.2%        |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25b. Increase investment in the public transit system (FAST)</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 12.6%  | 14.7%              | 14.7%              | 14.1%              | 10.7%            | 21.3%   | 10.8%     | 13.4%        |
| Willing            | 17.4%  | 27.9%              | 21.2%              | 35.6%              | 30.3%            | 24.6%   | 26.0%     | 25.7%        |
| Not Sure           | 41.1%  | 34.7%              | 34.1%              | 27.5%              | 38.5%            | 33.3%   | 36.7%     | 35.8%        |
| Not Willing At All | 28.9%  | 22.6%              | 30.0%              | 22.8%              | 20.5%            | 20.8%   | 26.5%     | 25.1%        |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>                                     |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25c. Increase and upgrade parks and recreation facilities</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 23.2%   | 23.2%              | 23.5%              | 24.8%              | 18.9%            | 28.0%   | 21.1%     | 22.8%        |
| Willing            | 35.8%   | 38.9%              | 34.7%              | 45.0%              | 34.4%            | 39.1%   | 36.8%     | 37.4%        |
| Not Sure           | 27.4%   | 25.3%              | 24.7%              | 15.4%              | 27.0%            | 19.8%   | 26.4%     | 24.7%        |
| Not Willing At All | 13.7%   | 12.6%              | 17.1%              | 14.8%              | 19.7%            | 13.0%   | 15.8%     | 15.1%        |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>                                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25d. Increase construction and maintenance of sidewalks</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 28.9%   | 26.3%              | 25.3%              | 30.2%              | 20.5%            | 37.7%   | 22.7%     | 26.4%        |
| Willing            | 31.6%   | 37.4%              | 35.3%              | 40.9%              | 43.4%            | 32.4%   | 38.4%     | 36.9%        |
| Not Sure           | 26.8%   | 27.4%              | 25.9%              | 15.4%              | 24.6%            | 20.3%   | 26.4%     | 24.8%        |
| Not Willing At All | 12.6%   | 8.9%               | 13.5%              | 13.4%              | 11.5%            | 9.7%  | 12.5%     | 11.8%        |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25e. Investments in the City's transportation network (i.e., improvements to corridors, roads, bridges)</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 20.5%   | 18.9%              | 25.3%              | 25.5%              | 19.7%            | 30.9%   | 18.6%     | 21.7%        |
| Willing            | 34.2%   | 40.5%              | 41.8%              | 39.6%              | 44.3%            | 38.6%   | 39.7%     | 39.4%        |
| Not Sure           | 36.3%   | 30.5%              | 24.7%              | 23.5%              | 27.9%            | 22.2%   | 32.0%     | 29.6%        |
| Not Willing At All | 8.9%  | 10.0%              | 8.2%               | 11.4%              | 8.2%             | 8.2%  | 9.6%      | 9.3%         |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>                   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>                              | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25f. Increase enforcement of City codes</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 15.3%   | 20.0%              | 16.5%              | 20.1%              | 13.9%            | 23.2%   | 15.1%     | 17.1%        |
| Willing            | 30.5%   | 30.5%              | 37.6%              | 44.3%              | 50.0%            | 35.3%   | 37.9%     | 37.3%        |
| Not Sure           | 37.9%   | 38.4%              | 32.4%              | 21.5%              | 26.2%            | 29.5%   | 33.6%     | 32.6%        |
| Not Willing At All | 16.3%   | 11.1%              | 13.5%              | 14.1%              | 9.8%             | 12.1%   | 13.3%     | 13.0%        |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>                          |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>                                     | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25g. Increase citizen engagement opportunities</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 17.9%  | 17.9%              | 22.4%              | 19.5%              | 18.0%            | 24.6%   | 17.0%     | 18.9%        |
| Willing            | 36.8%  | 42.1%              | 40.6%              | 47.7%              | 41.0%            | 36.2%   | 42.6%     | 41.0%        |
| Not Sure           | 32.6%  | 30.0%              | 24.1%              | 22.8%              | 32.8%            | 27.5%   | 29.7%     | 29.2%        |
| Not Willing At All | 12.6%  | 10.0%              | 12.9%              | 10.1%              | 8.2%             | 11.6%   | 10.6%     | 10.9%        |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25h. Development of incentive programs for beautification efforts (i.e. landscaping, green spaces)</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 22.6%  | 23.7%              | 25.9%              | 20.8%              | 24.0%            | 28.5%   | 21.4%     | 23.2%        |
| Willing            | 34.2%  | 35.3%              | 38.8%              | 48.3%              | 36.4%            | 37.7%   | 38.0%     | 37.9%        |
| Not Sure           | 31.1%  | 30.0%              | 23.5%              | 16.1%              | 28.1%            | 21.3%   | 28.5%     | 26.7%        |
| Not Willing At All | 12.1%  | 11.1%              | 11.8%              | 14.8%              | 11.6%            | 12.6%   | 12.1%     | 12.2%        |

**Q25. Using a scale of 1 to 5, where a 5 means "Very Willing" and a 1 means "Not Willing At All," please indicate how willing you would be to support additional funding that would:**

N=847

|                    | <u>Q28. What is your age?</u>  |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|--------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                    | <u>18-34 years</u>   | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                    | <u>Q25i. Increase stormwater infrastructure to address flooding concerns</u> |                    |                    |                    |                  |   |           |              |
| Very Willing       | 17.4%  | 22.9%              | 20.0%              | 23.5%              | 21.3%            | 25.2%   | 19.2%     | 20.7%        |
| Willing            | 35.8%  | 41.5%              | 41.2%              | 43.0%              | 41.0%            | 35.0%   | 41.9%     | 40.1%        |
| Not Sure           | 35.8%  | 26.1%              | 29.4%              | 21.5%              | 29.5%            | 30.1%   | 28.7%     | 29.0%        |
| Not Willing At All | 11.1%  | 9.6%               | 9.4%               | 12.1%              | 8.2%             | 9.7%  | 10.3%     | 10.2%        |

**Q30. Using a scale of 0 to 3, where a 0 means "Never" and a 3 means "25 Times or More" please indicate how many times within the past twelve months you have done the following: (excluding "Not provided")**

N=847

|                  | <u>Q28. What is your age?</u>              |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                  | <u>18-34 years</u>                         | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                  | <u>Q30a. Worked on a community project</u> |                    |                    |                    |                  |   |           |              |
| Never            | 58.8%                                      | 59.2%              | 60.7%              | 61.0%              | 74.6%            | 63.8%   | 61.6%     | 62.2%        |
| 1-10 Times       | 35.1%                                      | 31.4%              | 28.3%              | 29.9%              | 18.3%            | 31.0%   | 28.8%     | 29.3%        |
| 11-24 Times      | 3.6%                                       | 4.7%               | 5.2%               | 2.6%               | 3.2%             | 2.3%  | 4.4%      | 3.9%         |
| 25 Times or More | 2.6%                                       | 4.7%               | 5.8%               | 6.5%               | 4.0%             | 2.8%  | 5.2%      | 4.6%         |

**Q30. Using a scale of 0 to 3, where a 0 means "Never" and a 3 means "25 Times or More" please indicate how many times within the past twelve months you have done the following: (excluding "Not provided")**

N=847

|                  | <u>Q28. What is your age?</u>   |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------------|---|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                  | <u>18-34 years</u>  | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                  | <u>Q30b. Attended a public meeting (i.e. City, County, or school meeting)</u> |                    |                    |                    |                  |   |           |              |
| Never            | 55.2%   | 40.3%              | 49.1%              | 51.0%              | 57.1%            | 53.5%   | 48.9%     | 50.1%        |
| 1-10 Times       | 37.1%   | 45.0%              | 38.2%              | 38.1%              | 34.9%            | 36.2%   | 39.9%     | 39.0%        |
| 11-24 Times      | 5.7%  | 8.4%               | 7.5%               | 6.5%               | 5.6%             | 8.5%  | 6.2%      | 6.7%         |
| 25 Times or More | 2.1%  | 6.3%               | 5.2%               | 4.5%               | 2.4%             | 1.9%  | 5.0%      | 4.3%         |

**Q30. Using a scale of 0 to 3, where a 0 means "Never" and a 3 means "25 Times or More" please indicate how many times within the past twelve months you have done the following: (excluding "Not provided")**

N=847

|                  | <u>Q28. What is your age?</u>                          |                    |                    |                    |                  | <u>Q31. Are you active duty military or military dependent?</u> |           | <u>Total</u> |
|------------------|--|--------------------|--------------------|--------------------|------------------|---|-----------|--------------|
|                  | <u>18-34 years</u>                                     | <u>35-44 years</u> | <u>45-54 years</u> | <u>55-64 years</u> | <u>65+ years</u> | <u>Yes</u>  | <u>No</u> |              |
|                  | <u>Q30c. Attended a club or organization's meeting</u> |                    |                    |                    |                  |   |           |              |
| Never            | 45.4%  | 46.6%              | 50.3%              | 49.7%              | 57.1%            | 52.1%   | 48.4%     | 49.3%        |
| 1-10 Times       | 37.1%  | 33.5%              | 29.8%              | 35.5%              | 23.0%            | 32.9%   | 32.3%     | 32.4%        |
| 11-24 Times      | 11.9%  | 12.6%              | 12.3%              | 7.1%               | 9.5%             | 10.3%   | 10.9%     | 10.8%        |
| 25 Times or More | 5.7%   | 7.3%               | 7.6%               | 7.7%               | 10.3%            | 4.7%  | 8.4%      | 7.5%         |