

The National Citizen Survey™

Charlotte, NC

Technical Appendices

2014

Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	19
Appendix C: Detailed Survey Methods	32
Appendix D: Survey Materials	36

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Charlotte:	Excellent		Good		Fair		Poor		Total	
Charlotte as a place to live	35%	N=140	53%	N=213	11%	N=44	1%	N=3	100%	N=400
Your neighborhood as a place to live	29%	N=113	47%	N=186	19%	N=74	5%	N=22	100%	N=395
Charlotte as a place to raise children	29%	N=107	45%	N=167	22%	N=79	4%	N=14	100%	N=368
Charlotte as a place to work	27%	N=107	47%	N=184	20%	N=76	6%	N=23	100%	N=390
Charlotte as a place to visit	24%	N=95	44%	N=170	26%	N=102	6%	N=22	100%	N=390
Charlotte as a place to retire	20%	N=70	40%	N=141	28%	N=98	13%	N=45	100%	N=355
The overall quality of life in Charlotte	23%	N=90	57%	N=224	20%	N=77	1%	N=3	100%	N=395

Table 2: Question 2

Please rate each of the following characteristics as they relate to Charlotte as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Charlotte	10%	N=40	54%	N=215	31%	N=121	5%	N=20	100%	N=397
Overall ease of getting to the places you usually have to visit	11%	N=46	49%	N=196	28%	N=111	12%	N=46	100%	N=399
Quality of overall natural environment in Charlotte	17%	N=67	53%	N=207	27%	N=105	3%	N=13	100%	N=391
Overall “built environment” of Charlotte (including overall design, buildings, parks and transportation systems)	15%	N=61	48%	N=188	29%	N=116	8%	N=30	100%	N=394
Health and wellness opportunities in Charlotte	22%	N=86	51%	N=196	22%	N=83	5%	N=18	100%	N=383
Overall opportunities for education and enrichment	18%	N=68	48%	N=185	28%	N=108	6%	N=24	100%	N=385
Overall economic health of Charlotte	11%	N=42	50%	N=191	30%	N=114	9%	N=35	100%	N=383
Sense of community	9%	N=36	42%	N=163	40%	N=155	9%	N=33	100%	N=387
Overall image or reputation of Charlotte	16%	N=61	62%	N=239	21%	N=81	2%	N=6	100%	N=387

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Charlotte to someone who asks	46%	N=180	44%	N=174	8%	N=30	2%	N=9	100%	N=394
Remain in Charlotte for the next five years	54%	N=209	34%	N=130	6%	N=25	6%	N=23	100%	N=386

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	57%	N=225	30%	N=118	7%	N=29	6%	N=24	0%	N=1	100%	N=397
In Charlotte's Uptown area during the day	42%	N=155	46%	N=169	8%	N=30	3%	N=11	1%	N=3	100%	N=368

The National Citizen Survey™

Table 5: Question 5

Please rate each of the following characteristics as they relate to Charlotte as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	3%	N=10	31%	N=121	41%	N=161	26%	N=101	100%	N=394
Ease of public parking	6%	N=23	32%	N=121	41%	N=153	21%	N=81	100%	N=379
Ease of travel by car in Charlotte	7%	N=26	42%	N=168	37%	N=146	14%	N=56	100%	N=396
Ease of travel by public transportation in Charlotte	6%	N=19	28%	N=87	41%	N=129	25%	N=79	100%	N=314
Ease of travel by bicycle in Charlotte	5%	N=14	30%	N=79	32%	N=85	32%	N=83	100%	N=262
Ease of walking in Charlotte	8%	N=27	34%	N=124	33%	N=121	25%	N=93	100%	N=366
Availability of paths and walking trails	10%	N=35	43%	N=156	30%	N=111	17%	N=63	100%	N=366
Air quality	8%	N=32	49%	N=190	34%	N=131	8%	N=31	100%	N=384
Cleanliness of Charlotte	20%	N=79	51%	N=202	27%	N=107	2%	N=10	100%	N=397
Overall appearance of Charlotte	23%	N=92	58%	N=229	16%	N=64	2%	N=9	100%	N=393
Public places where people want to spend time	18%	N=68	46%	N=175	30%	N=116	6%	N=22	100%	N=381
Variety of housing options	15%	N=55	44%	N=164	32%	N=117	9%	N=33	100%	N=369
Availability of affordable quality housing	10%	N=34	40%	N=145	32%	N=115	18%	N=65	100%	N=359
Fitness opportunities (including exercise classes and paths or trails, etc.)	19%	N=72	50%	N=187	25%	N=94	6%	N=22	100%	N=376
Recreational opportunities	17%	N=63	51%	N=187	25%	N=90	8%	N=28	100%	N=368
Availability of affordable quality health care	17%	N=61	42%	N=150	28%	N=99	13%	N=48	100%	N=357
Availability of preventive health services	17%	N=59	45%	N=155	28%	N=98	10%	N=34	100%	N=346
Availability of affordable quality mental health care	10%	N=28	40%	N=107	30%	N=79	20%	N=52	100%	N=265

Table 6: Question 6

Please rate each of the following characteristics as they relate to Charlotte as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	14%	N=32	35%	N=83	36%	N=85	16%	N=37	100%	N=237
K-12 public education	9%	N=25	34%	N=98	31%	N=90	26%	N=74	100%	N=287
Adult educational opportunities	14%	N=40	47%	N=131	32%	N=89	6%	N=18	100%	N=277
Opportunities to attend cultural/arts/music activities	20%	N=74	49%	N=179	26%	N=93	5%	N=18	100%	N=365
Opportunities to participate in religious or spiritual events and activities	35%	N=123	45%	N=159	18%	N=64	3%	N=9	100%	N=355
Employment opportunities	9%	N=34	42%	N=157	32%	N=118	17%	N=63	100%	N=372
Shopping opportunities	30%	N=117	53%	N=203	14%	N=55	3%	N=12	100%	N=387
Cost of living in Charlotte	8%	N=31	38%	N=147	39%	N=151	15%	N=56	100%	N=385
Overall quality of business and service establishments in Charlotte	16%	N=57	56%	N=207	23%	N=86	5%	N=17	100%	N=367
Vibrant Uptown/commercial area	17%	N=60	50%	N=177	29%	N=102	4%	N=15	100%	N=355
Overall quality of new development in Charlotte	17%	N=59	51%	N=180	29%	N=101	4%	N=13	100%	N=353
Opportunities to participate in social events and activities	19%	N=67	49%	N=176	27%	N=98	5%	N=19	100%	N=360
Opportunities to volunteer	26%	N=89	54%	N=184	16%	N=55	4%	N=13	100%	N=341
Opportunities to participate in community matters	17%	N=56	48%	N=155	28%	N=91	7%	N=23	100%	N=325
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=44	41%	N=142	33%	N=113	13%	N=45	100%	N=344
Neighborliness of residents in Charlotte	13%	N=47	42%	N=152	34%	N=123	11%	N=39	100%	N=360

The National Citizen Survey™

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	25%	N=99	75%	N=293	100%	N=392
Made efforts to make your home more energy efficient	19%	N=76	81%	N=316	100%	N=392
Observed a code violation or other hazard in Charlotte	50%	N=195	50%	N=192	100%	N=387
Household member was a victim of a crime in Charlotte	81%	N=314	19%	N=75	100%	N=389
Reported a crime to the police in Charlotte	72%	N=279	28%	N=108	100%	N=387
Stocked supplies in preparation for an emergency	73%	N=284	27%	N=104	100%	N=388
Campaigned or advocated for an issue, cause or candidate	79%	N=308	21%	N=81	100%	N=389
Contacted City of Charlotte (in-person, phone, email or web) for help or information	47%	N=185	53%	N=205	100%	N=389
Contacted Charlotte elected officials (in-person, phone, email or web) to express your opinion	81%	N=317	19%	N=72	100%	N=389
Made efforts to replace a water-using appliance	77%	N=299	23%	N=89	100%	N=387

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Charlotte?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used County recreation centers or their services	6%	N=24	17%	N=66	38%	N=148	39%	N=151	100%	N=389
Visited a neighborhood park or community park	8%	N=33	33%	N=130	41%	N=159	18%	N=69	100%	N=391
Used Charlotte public libraries or their services	7%	N=27	20%	N=80	37%	N=144	36%	N=140	100%	N=391
Participated in religious or spiritual activities in Charlotte	20%	N=80	26%	N=101	22%	N=87	32%	N=123	100%	N=391
Used bus, rail, subway or other public transportation instead of driving	13%	N=51	6%	N=23	22%	N=88	58%	N=229	100%	N=392
Carpooled with other adults or children instead of driving alone	11%	N=44	11%	N=42	21%	N=83	56%	N=219	100%	N=389
Walked or biked instead of driving	9%	N=35	11%	N=42	26%	N=102	54%	N=212	100%	N=392
Volunteered your time to some group/activity in Charlotte	11%	N=45	14%	N=54	32%	N=125	43%	N=166	100%	N=390
Talked to or visited with your immediate neighbors	36%	N=143	22%	N=88	24%	N=93	17%	N=68	100%	N=393
Done a favor for a neighbor	21%	N=84	21%	N=81	37%	N=143	21%	N=83	100%	N=391
Visited a cultural facility	4%	N=17	8%	N=30	42%	N=165	46%	N=180	100%	N=391

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=6	1%	N=4	16%	N=61	82%	N=322	100%	N=392
Watched (online or on television) a local public meeting	3%	N=12	7%	N=28	34%	N=132	56%	N=219	100%	N=391

Table 10: Question 10

Please rate the quality of each of the following services in Charlotte:	Excellent		Good		Fair		Poor		Total	
Police services	20%	N=72	54%	N=191	20%	N=70	5%	N=18	100%	N=352
Fire services	37%	N=117	53%	N=168	10%	N=30	0%	N=0	100%	N=315
County ambulance or emergency medical services	31%	N=89	55%	N=158	12%	N=34	2%	N=5	100%	N=287
Crime prevention	12%	N=36	43%	N=135	35%	N=111	10%	N=33	100%	N=315
Fire prevention and education	19%	N=52	47%	N=129	31%	N=85	2%	N=6	100%	N=272

The National Citizen Survey™

Please rate the quality of each of the following services in Charlotte:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	11%	N=37	41%	N=143	34%	N=119	14%	N=50	100%	N=349
Street repair	6%	N=22	31%	N=119	42%	N=160	21%	N=78	100%	N=378
Street cleaning	9%	N=30	43%	N=154	36%	N=130	12%	N=43	100%	N=358
Street lighting	7%	N=28	38%	N=145	36%	N=137	19%	N=74	100%	N=383
Sidewalk maintenance	7%	N=25	38%	N=142	38%	N=143	17%	N=62	100%	N=371
Traffic signal timing	3%	N=12	41%	N=150	36%	N=134	20%	N=74	100%	N=370
Bus or transit services	11%	N=30	40%	N=104	29%	N=77	20%	N=52	100%	N=263
Garbage collection	25%	N=93	52%	N=191	20%	N=73	2%	N=9	100%	N=366
Recycling	25%	N=89	50%	N=180	22%	N=78	3%	N=12	100%	N=359
Yard waste pick-up	23%	N=73	51%	N=158	22%	N=69	4%	N=11	100%	N=311
Storm drainage	13%	N=43	53%	N=173	26%	N=85	7%	N=24	100%	N=325
Drinking water	21%	N=77	47%	N=174	23%	N=84	10%	N=36	100%	N=372
Sewer services	19%	N=62	58%	N=191	21%	N=68	3%	N=9	100%	N=330
Utility billing (water/sewer)	13%	N=46	46%	N=161	31%	N=111	10%	N=35	100%	N=354
County parks	23%	N=76	59%	N=201	17%	N=57	1%	N=4	100%	N=337
County recreation programs or classes	16%	N=34	52%	N=115	26%	N=58	6%	N=14	100%	N=221
County recreation centers or facilities	17%	N=45	50%	N=130	26%	N=69	6%	N=17	100%	N=261
Land use, planning and zoning	6%	N=17	37%	N=102	43%	N=119	13%	N=37	100%	N=274
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=22	39%	N=105	35%	N=93	18%	N=49	100%	N=269
Animal control	12%	N=33	47%	N=123	32%	N=85	9%	N=24	100%	N=265
Economic development	9%	N=27	49%	N=151	36%	N=110	7%	N=20	100%	N=308
Health services	15%	N=47	49%	N=155	30%	N=94	6%	N=18	100%	N=314
Public library services	24%	N=78	49%	N=155	22%	N=71	5%	N=14	100%	N=318
Public information services	17%	N=49	49%	N=137	31%	N=86	3%	N=9	100%	N=281
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=39	40%	N=94	36%	N=83	8%	N=19	100%	N=235
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=26	45%	N=129	34%	N=99	11%	N=32	100%	N=286
Charlotte open space	11%	N=32	38%	N=112	39%	N=115	12%	N=35	100%	N=294
Overall customer service by Charlotte employees (police, receptionists, planners, etc.)	12%	N=38	51%	N=158	30%	N=95	7%	N=21	100%	N=312

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Charlotte	13%	N=47	54%	N=194	25%	N=88	8%	N=29	100%	N=357
The Federal Government	10%	N=32	30%	N=100	36%	N=120	25%	N=84	100%	N=336
The State of North Carolina	6%	N=22	35%	N=124	37%	N=129	22%	N=76	100%	N=351

Table 12: Question 12

Please rate the following categories of Charlotte government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Charlotte	6%	N=20	31%	N=112	41%	N=147	22%	N=78	100%	N=357
The overall direction that Charlotte is taking	11%	N=37	46%	N=160	37%	N=131	6%	N=21	100%	N=349
The job Charlotte government does at welcoming citizen involvement	8%	N=24	43%	N=124	34%	N=99	15%	N=44	100%	N=291
Overall confidence in Charlotte government	5%	N=16	33%	N=112	44%	N=146	18%	N=61	100%	N=335

The National Citizen Survey™

Please rate the following categories of Charlotte government performance:	Excellent		Good		Fair		Poor		Total	
Generally acting in the best interest of the community	7%	N=22	34%	N=112	43%	N=143	16%	N=55	100%	N=332
Being honest	7%	N=20	31%	N=93	40%	N=119	22%	N=65	100%	N=298
Treating all residents fairly	7%	N=22	25%	N=77	39%	N=121	29%	N=90	100%	N=310

Table 13: Question 13

Please rate how important, if at all, you think it is for the Charlotte community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Charlotte	55%	N=216	39%	N=155	5%	N=19	1%	N=6	100%	N=396
Overall ease of getting to the places you usually have to visit	36%	N=142	53%	N=208	11%	N=45	0%	N=1	100%	N=395
Quality of overall natural environment in Charlotte	33%	N=132	41%	N=162	24%	N=94	2%	N=6	100%	N=394
Overall ""built environment"" of Charlotte (including overall design, buildings, parks and transportation systems)	28%	N=112	46%	N=182	24%	N=95	1%	N=5	100%	N=395
Health and wellness opportunities in Charlotte	39%	N=153	43%	N=169	16%	N=63	3%	N=10	100%	N=394
Overall opportunities for education and enrichment	49%	N=191	39%	N=153	11%	N=43	1%	N=6	100%	N=393
Overall economic health of Charlotte	57%	N=224	38%	N=152	4%	N=18	0%	N=1	100%	N=395
Sense of community	33%	N=131	45%	N=178	19%	N=75	2%	N=8	100%	N=393

Table 14: Question 14

How often, if ever, do you use each of the following to describe where you live?	Always		Sometimes		Never		Total	
Charlotte	88%	N=339	11%	N=41	1%	N=4	100%	N=385
Mecklenburg County	16%	N=60	46%	N=174	39%	N=148	100%	N=383
Char-Meck	11%	N=40	18%	N=68	71%	N=260	100%	N=368
North Carolina	37%	N=139	56%	N=209	7%	N=26	100%	N=374
Your specific neighborhood	25%	N=94	58%	N=221	18%	N=67	100%	N=383

Table 15: Question 15

How familiar, if at all, do you consider yourself with each of the following?	Extremely familiar		Very familiar		Somewhat familiar		Not at all familiar		Total	
City's economic development initiatives	5%	N=18	9%	N=36	53%	N=205	33%	N=129	100%	N=388
City's investments in infrastructure (streets, sidewalks, storm water and sewer)	4%	N=15	16%	N=63	47%	N=180	34%	N=130	100%	N=387
City's plans for development and growth	5%	N=21	17%	N=67	48%	N=185	30%	N=114	100%	N=387
City's transportation and transit plan	6%	N=22	22%	N=85	46%	N=176	26%	N=102	100%	N=385
City's housing and neighborhood policies	4%	N=15	14%	N=56	41%	N=158	41%	N=160	100%	N=389
City's environmental initiatives (tree canopy, air quality, recycling, water quality, energy efficiency)	4%	N=14	17%	N=67	43%	N=169	36%	N=140	100%	N=390
City's budget	2%	N=9	8%	N=32	44%	N=171	45%	N=175	100%	N=386

Table 16: Question 16

How often, if ever, do you use each of the following to access information or services?	Always		Sometimes		Never		Total	
Charlotte.gov website	5%	N=20	42%	N=164	53%	N=210	100%	N=394
Charmeck.org website	13%	N=52	45%	N=176	42%	N=165	100%	N=392
Pay bill by phone	12%	N=47	23%	N=89	65%	N=258	100%	N=394
Pay bill over the counter/drive thru/drop box	9%	N=36	14%	N=54	77%	N=305	100%	N=395

The National Citizen Survey™

How often, if ever, do you use each of the following to access information or services?	Always		Sometimes		Never		Total	
Pay bill at authorized payment locations	7%	N=29	15%	N=58	78%	N=306	100%	N=393
Pay bill online through the city's web portal	17%	N=65	23%	N=89	61%	N=240	100%	N=394
Pay bill online via bank website or bank draft	41%	N=161	21%	N=83	38%	N=151	100%	N=395

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	8%	N=30	4%	N=15	10%	N=37	16%	N=61	63%	N=244	100%	N=387
Purchase goods or services from a business located in Charlotte	2%	N=7	3%	N=11	13%	N=52	45%	N=174	36%	N=140	100%	N=385
Eat at least 5 portions of fruits and vegetables a day	3%	N=10	16%	N=64	37%	N=143	28%	N=110	15%	N=60	100%	N=386
Participate in moderate or vigorous physical activity	4%	N=14	14%	N=52	42%	N=160	22%	N=86	19%	N=72	100%	N=384
Read or watch local news (via television, paper, computer, etc.)	5%	N=21	8%	N=29	18%	N=69	27%	N=105	42%	N=160	100%	N=384
Vote in local elections	18%	N=69	5%	N=17	11%	N=44	27%	N=102	39%	N=149	100%	N=382

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	24%	N=94
Very good	42%	N=166
Good	25%	N=97
Fair	7%	N=28
Poor	2%	N=9
Total	100%	N=394

Table 19: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	9%	N=36
Somewhat positive	25%	N=97
Neutral	44%	N=170
Somewhat negative	15%	N=59
Very negative	7%	N=28
Total	100%	N=390

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	66%	N=258
Working part time for pay	9%	N=36
Unemployed, looking for paid work	8%	N=32
Unemployed, not looking for paid work	4%	N=18
Fully retired	12%	N=48
Total	100%	N=391

The National Citizen Survey™

Table 21: Question D5

Do you work inside the boundaries of Charlotte?	Percent	Number
Yes, outside the home	64%	N=239
Yes, from home	12%	N=46
No	24%	N=90
Total	100%	N=375

Table 22: Question D6

How many years have you lived in Charlotte?	Percent	Number
Less than 2 years	16%	N=65
2 to 5 years	11%	N=41
6 to 10 years	20%	N=79
11 to 20 years	21%	N=81
More than 20 years	32%	N=127
Total	100%	N=394

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=238
Building with two or more homes (duplex, townhome, apartment or condominium)	37%	N=145
Mobile home	1%	N=2
Other	1%	N=5
Total	100%	N=390

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	42%	N=164
Owned	58%	N=227
Total	100%	N=391

Table 25: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=13
\$300 to \$599 per month	12%	N=44
\$600 to \$999 per month	38%	N=144
\$1,000 to \$1,499 per month	22%	N=83
\$1,500 to \$2,499 per month	19%	N=73
\$2,500 or more per month	6%	N=23
Total	100%	N=380

The National Citizen Survey™

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=247
Yes	37%	N=143
Total	100%	N=390

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	83%	N=329
Yes	17%	N=65
Total	100%	N=394

Table 28: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	17%	N=65
\$25,000 to \$49,999	29%	N=109
\$50,000 to \$99,999	26%	N=99
\$100,000 to \$149,999	12%	N=43
\$150,000 or more	16%	N=59
Total	100%	N=374

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	90%	N=351
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	N=38
Total	100%	N=389

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=10
Asian, Asian Indian or Pacific Islander	9%	N=34
Black or African American	34%	N=130
White	53%	N=205
Other	7%	N=29

Total may exceed 100% as respondents could select more than one option.

The National Citizen Survey™

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=11
25 to 34 years	32%	N=127
35 to 44 years	19%	N=75
45 to 54 years	21%	N=81
55 to 64 years	13%	N=52
65 to 74 years	8%	N=31
75 years or older	4%	N=15
Total	100%	N=391

Table 32: Question D16

What is your sex?	Percent	Number
Female	53%	N=206
Male	47%	N=183
Total	100%	N=388

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=258
Land line	16%	N=63
Both	18%	N=71
Total	100%	N=391

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in Charlotte:	Excellent		Good		Fair		Poor		Don't know		Total	
Charlotte as a place to live	35%	N=140	53%	N=213	11%	N=44	1%	N=3	0%	N=0	100%	N=400
Your neighborhood as a place to live	29%	N=113	47%	N=186	19%	N=74	5%	N=22	0%	N=0	100%	N=395
Charlotte as a place to raise children	27%	N=107	42%	N=167	20%	N=79	4%	N=14	7%	N=30	100%	N=398
Charlotte as a place to work	27%	N=107	46%	N=184	19%	N=76	6%	N=23	2%	N=6	100%	N=396
Charlotte as a place to visit	24%	N=95	43%	N=170	26%	N=102	6%	N=22	2%	N=8	100%	N=398
Charlotte as a place to retire	18%	N=70	36%	N=141	25%	N=98	11%	N=45	10%	N=40	100%	N=395
The overall quality of life in Charlotte	23%	N=90	57%	N=224	20%	N=77	1%	N=3	0%	N=1	100%	N=396

Table 35: Question 2

Please rate each of the following characteristics as they relate to Charlotte as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Charlotte	10%	N=40	54%	N=215	30%	N=121	5%	N=20	1%	N=3	100%	N=400
Overall ease of getting to the places you usually have to visit	11%	N=46	49%	N=196	28%	N=111	12%	N=46	0%	N=0	100%	N=399
Quality of overall natural environment in Charlotte	17%	N=67	52%	N=207	26%	N=105	3%	N=13	1%	N=5	100%	N=397
Overall “built environment” of Charlotte (including overall design, buildings, parks and transportation systems)	15%	N=61	47%	N=188	29%	N=116	7%	N=30	1%	N=4	100%	N=398
Health and wellness opportunities in Charlotte	22%	N=86	50%	N=196	21%	N=83	5%	N=18	2%	N=9	100%	N=393
Overall opportunities for education and enrichment	17%	N=68	47%	N=185	27%	N=108	6%	N=24	3%	N=11	100%	N=397
Overall economic health of Charlotte	11%	N=42	48%	N=191	29%	N=114	9%	N=35	4%	N=15	100%	N=397
Sense of community	9%	N=36	41%	N=163	39%	N=155	8%	N=33	2%	N=7	100%	N=394
Overall image or reputation of Charlotte	15%	N=61	60%	N=239	20%	N=81	1%	N=6	2%	N=9	100%	N=396

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Charlotte to someone who asks	46%	N=180	44%	N=174	8%	N=30	2%	N=9	0%	N=2	100%	N=395
Remain in Charlotte for the next five years	53%	N=209	33%	N=130	6%	N=25	6%	N=23	2%	N=7	100%	N=393

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	56%	N=225	30%	N=118	7%	N=29	6%	N=24	0%	N=1	0%	N=1	100%	N=398
In Charlotte's Uptown area during the day	39%	N=155	43%	N=169	7%	N=30	3%	N=11	1%	N=3	7%	N=29	100%	N=397

Table 38: Question 5

Please rate each of the following characteristics as they relate to Charlotte as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	3%	N=10	31%	N=121	41%	N=161	26%	N=101	1%	N=3	100%	N=397
Ease of public parking	6%	N=23	30%	N=121	38%	N=153	20%	N=81	5%	N=20	100%	N=399
Ease of travel by car in Charlotte	7%	N=26	42%	N=168	37%	N=146	14%	N=56	0%	N=1	100%	N=397

The National Citizen Survey™

Please rate each of the following characteristics as they relate to Charlotte as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of travel by public transportation in Charlotte	5%	N=19	22%	N=87	33%	N=129	20%	N=79	21%	N=84	100%	N=397
Ease of travel by bicycle in Charlotte	4%	N=14	20%	N=79	21%	N=85	21%	N=83	34%	N=135	100%	N=397
Ease of walking in Charlotte	7%	N=27	32%	N=124	31%	N=121	24%	N=93	7%	N=29	100%	N=395
Availability of paths and walking trails	9%	N=35	39%	N=156	28%	N=111	16%	N=63	8%	N=32	100%	N=397
Air quality	8%	N=32	48%	N=190	33%	N=131	8%	N=31	3%	N=14	100%	N=397
Cleanliness of Charlotte	20%	N=79	51%	N=202	27%	N=107	2%	N=10	0%	N=0	100%	N=397
Overall appearance of Charlotte	23%	N=92	58%	N=229	16%	N=64	2%	N=9	1%	N=2	100%	N=396
Public places where people want to spend time	17%	N=68	44%	N=175	29%	N=116	6%	N=22	4%	N=17	100%	N=398
Variety of housing options	14%	N=55	41%	N=164	30%	N=117	8%	N=33	7%	N=27	100%	N=396
Availability of affordable quality housing	9%	N=34	37%	N=145	29%	N=115	16%	N=65	9%	N=36	100%	N=395
Fitness opportunities (including exercise classes and paths or trails, etc.)	18%	N=72	47%	N=187	24%	N=94	6%	N=22	6%	N=23	100%	N=399
Recreational opportunities	16%	N=63	47%	N=187	23%	N=90	7%	N=28	7%	N=29	100%	N=398
Availability of affordable quality health care	15%	N=61	38%	N=150	25%	N=99	12%	N=48	10%	N=40	100%	N=397
Availability of preventive health services	15%	N=59	39%	N=155	25%	N=98	9%	N=34	13%	N=53	100%	N=398
Availability of affordable quality mental health care	7%	N=28	27%	N=107	20%	N=79	13%	N=52	33%	N=130	100%	N=396

Table 39: Question 6

Please rate each of the following characteristics as they relate to Charlotte as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	8%	N=32	21%	N=83	22%	N=85	10%	N=37	39%	N=155	100%	N=392
K-12 public education	6%	N=25	25%	N=98	23%	N=90	19%	N=74	27%	N=104	100%	N=391
Adult educational opportunities	10%	N=40	34%	N=131	23%	N=89	5%	N=18	29%	N=113	100%	N=390
Opportunities to attend cultural/arts/music activities	19%	N=74	46%	N=179	24%	N=93	5%	N=18	6%	N=24	100%	N=388
Opportunities to participate in religious or spiritual events and activities	32%	N=123	41%	N=159	16%	N=64	2%	N=9	9%	N=36	100%	N=391
Employment opportunities	9%	N=34	40%	N=157	30%	N=118	16%	N=63	4%	N=17	100%	N=388
Shopping opportunities	30%	N=117	52%	N=203	14%	N=55	3%	N=12	1%	N=5	100%	N=392
Cost of living in Charlotte	8%	N=31	38%	N=147	39%	N=151	14%	N=56	1%	N=2	100%	N=388
Overall quality of business and service establishments in Charlotte	15%	N=57	53%	N=207	22%	N=86	4%	N=17	7%	N=26	100%	N=392
Vibrant Uptown/commercial area	15%	N=60	46%	N=177	26%	N=102	4%	N=15	9%	N=34	100%	N=390
Overall quality of new development in Charlotte	15%	N=59	46%	N=180	26%	N=101	3%	N=13	9%	N=36	100%	N=389
Opportunities to participate in social events and activities	17%	N=67	45%	N=176	25%	N=98	5%	N=19	8%	N=30	100%	N=390
Opportunities to volunteer	23%	N=89	47%	N=184	14%	N=55	3%	N=13	13%	N=51	100%	N=391
Opportunities to participate in community matters	14%	N=56	40%	N=155	23%	N=91	6%	N=23	16%	N=64	100%	N=389
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=44	37%	N=142	29%	N=113	12%	N=45	10%	N=40	100%	N=384
Neighborliness of residents in Charlotte	12%	N=47	39%	N=152	32%	N=123	10%	N=39	6%	N=25	100%	N=385

Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	25%	N=99	75%	N=293	100%	N=392
Made efforts to make your home more energy efficient	19%	N=76	81%	N=316	100%	N=392
Observed a code violation or other hazard in Charlotte	50%	N=195	50%	N=192	100%	N=387
Household member was a victim of a crime in Charlotte	81%	N=314	19%	N=75	100%	N=389

The National Citizen Survey™

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Charlotte	72%	N=279	28%	N=108	100%	N=387
Stocked supplies in preparation for an emergency	73%	N=284	27%	N=104	100%	N=388
Campaigned or advocated for an issue, cause or candidate	79%	N=308	21%	N=81	100%	N=389
Contacted City of Charlotte (in-person, phone, email or web) for help or information	47%	N=185	53%	N=205	100%	N=389
Contacted Charlotte elected officials (in-person, phone, email or web) to express your opinion	81%	N=317	19%	N=72	100%	N=389
Made efforts to replace a water-using appliance	77%	N=299	23%	N=89	100%	N=387

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Charlotte?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used County recreation centers or their services	6%	N=24	17%	N=66	38%	N=148	39%	N=151	100%	N=389
Visited a neighborhood park or community park	8%	N=33	33%	N=130	41%	N=159	18%	N=69	100%	N=391
Used Charlotte public libraries or their services	7%	N=27	20%	N=80	37%	N=144	36%	N=140	100%	N=391
Participated in religious or spiritual activities in Charlotte	20%	N=80	26%	N=101	22%	N=87	32%	N=123	100%	N=391
Used bus, rail, subway or other public transportation instead of driving	13%	N=51	6%	N=23	22%	N=88	58%	N=229	100%	N=392
Carpooled with other adults or children instead of driving alone	11%	N=44	11%	N=42	21%	N=83	56%	N=219	100%	N=389
Walked or biked instead of driving	9%	N=35	11%	N=42	26%	N=102	54%	N=212	100%	N=392
Volunteered your time to some group/activity in Charlotte	11%	N=45	14%	N=54	32%	N=125	43%	N=166	100%	N=390
Talked to or visited with your immediate neighbors	36%	N=143	22%	N=88	24%	N=93	17%	N=68	100%	N=393
Done a favor for a neighbor	21%	N=84	21%	N=81	37%	N=143	21%	N=83	100%	N=391
Visited a cultural facility	4%	N=17	8%	N=30	42%	N=165	46%	N=180	100%	N=391

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=6	1%	N=4	16%	N=61	82%	N=322	100%	N=392
Watched (online or on television) a local public meeting	3%	N=12	7%	N=28	34%	N=132	56%	N=219	100%	N=391

Table 43: Question 10

Please rate the quality of each of the following services in Charlotte:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	19%	N=72	49%	N=191	18%	N=70	5%	N=18	10%	N=38	100%	N=389
Fire services	30%	N=117	43%	N=168	8%	N=30	0%	N=0	19%	N=74	100%	N=389
County ambulance or emergency medical services	23%	N=89	41%	N=158	9%	N=34	1%	N=5	26%	N=103	100%	N=389
Crime prevention	9%	N=36	35%	N=135	29%	N=111	8%	N=33	19%	N=72	100%	N=387
Fire prevention and education	13%	N=52	33%	N=129	22%	N=85	2%	N=6	30%	N=114	100%	N=386
Traffic enforcement	10%	N=37	37%	N=143	31%	N=119	13%	N=50	9%	N=36	100%	N=385
Street repair	6%	N=22	31%	N=119	41%	N=160	20%	N=78	3%	N=10	100%	N=388
Street cleaning	8%	N=30	40%	N=154	34%	N=130	11%	N=43	7%	N=25	100%	N=383
Street lighting	7%	N=28	37%	N=145	35%	N=137	19%	N=74	1%	N=6	100%	N=389
Sidewalk maintenance	6%	N=25	37%	N=142	37%	N=143	16%	N=62	4%	N=16	100%	N=387
Traffic signal timing	3%	N=12	39%	N=150	35%	N=134	19%	N=74	4%	N=17	100%	N=387

The National Citizen Survey™

Please rate the quality of each of the following services in Charlotte:	Excellent		Good		Fair		Poor		Don't know		Total	
Bus or transit services	8%	N=30	27%	N=104	20%	N=77	14%	N=52	32%	N=122	100%	N=384
Garbage collection	24%	N=93	49%	N=191	19%	N=73	2%	N=9	6%	N=22	100%	N=388
Recycling	23%	N=89	47%	N=180	20%	N=78	3%	N=12	6%	N=25	100%	N=384
Yard waste pick-up	19%	N=73	41%	N=158	18%	N=69	3%	N=11	20%	N=76	100%	N=387
Storm drainage	11%	N=43	45%	N=173	22%	N=85	6%	N=24	16%	N=60	100%	N=385
Drinking water	20%	N=77	45%	N=174	22%	N=84	9%	N=36	4%	N=17	100%	N=389
Sewer services	16%	N=62	49%	N=191	18%	N=68	2%	N=9	15%	N=57	100%	N=388
Utility billing (water/sewer)	12%	N=46	41%	N=161	29%	N=111	9%	N=35	9%	N=36	100%	N=390
County parks	20%	N=76	52%	N=201	15%	N=57	1%	N=4	12%	N=47	100%	N=384
County recreation programs or classes	9%	N=34	30%	N=115	15%	N=58	4%	N=14	43%	N=166	100%	N=388
County recreation centers or facilities	12%	N=45	34%	N=130	18%	N=69	4%	N=17	32%	N=124	100%	N=385
Land use, planning and zoning	4%	N=17	26%	N=102	31%	N=119	10%	N=37	29%	N=110	100%	N=384
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=22	27%	N=105	24%	N=93	13%	N=49	30%	N=114	100%	N=384
Animal control	9%	N=33	32%	N=123	22%	N=85	6%	N=24	31%	N=120	100%	N=385
Economic development	7%	N=27	39%	N=151	28%	N=110	5%	N=20	21%	N=80	100%	N=388
Health services	12%	N=47	40%	N=155	24%	N=94	5%	N=18	19%	N=75	100%	N=388
Public library services	20%	N=78	40%	N=155	18%	N=71	4%	N=14	18%	N=69	100%	N=388
Public information services	13%	N=49	36%	N=137	22%	N=86	2%	N=9	27%	N=104	100%	N=385
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	10%	N=39	24%	N=94	22%	N=83	5%	N=19	39%	N=150	100%	N=386
Preservation of natural areas such as open space, farmlands and greenbelts	7%	N=26	33%	N=129	26%	N=99	8%	N=32	26%	N=100	100%	N=386
Charlotte open space	9%	N=32	30%	N=112	30%	N=115	9%	N=35	22%	N=84	100%	N=378
Overall customer service by Charlotte employees (police, receptionists, planners, etc.)	10%	N=38	41%	N=158	25%	N=95	5%	N=21	19%	N=71	100%	N=383

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Charlotte	12%	N=47	50%	N=194	23%	N=88	7%	N=29	8%	N=32	100%	N=389
The Federal Government	8%	N=32	26%	N=100	31%	N=120	22%	N=84	13%	N=52	100%	N=388
The State of North Carolina	6%	N=22	32%	N=124	33%	N=129	20%	N=76	10%	N=37	100%	N=388

Table 45: Question 12

Please rate the following categories of Charlotte government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Charlotte	5%	N=20	29%	N=112	38%	N=147	20%	N=78	7%	N=29	100%	N=386
The overall direction that Charlotte is taking	10%	N=37	41%	N=160	34%	N=131	5%	N=21	10%	N=39	100%	N=388
The job Charlotte government does at welcoming citizen involvement	6%	N=24	32%	N=124	26%	N=99	11%	N=44	25%	N=96	100%	N=387
Overall confidence in Charlotte government	4%	N=16	29%	N=112	38%	N=146	16%	N=61	13%	N=52	100%	N=387
Generally acting in the best interest of the community	6%	N=22	29%	N=112	37%	N=143	14%	N=55	14%	N=56	100%	N=387
Being honest	5%	N=20	24%	N=93	31%	N=119	17%	N=65	23%	N=89	100%	N=387
Treating all residents fairly	6%	N=22	20%	N=77	31%	N=121	23%	N=90	20%	N=79	100%	N=388

The National Citizen Survey™

Table 46: Question 13

Please rate how important, if at all, you think it is for the Charlotte community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Charlotte	55%	N=216	39%	N=155	5%	N=19	1%	N=6	100%	N=396
Overall ease of getting to the places you usually have to visit	36%	N=142	53%	N=208	11%	N=45	0%	N=1	100%	N=395
Quality of overall natural environment in Charlotte	33%	N=132	41%	N=162	24%	N=94	2%	N=6	100%	N=394
Overall ""built environment"" of Charlotte (including overall design, buildings, parks and transportation systems)	28%	N=112	46%	N=182	24%	N=95	1%	N=5	100%	N=395
Health and wellness opportunities in Charlotte	39%	N=153	43%	N=169	16%	N=63	3%	N=10	100%	N=394
Overall opportunities for education and enrichment	49%	N=191	39%	N=153	11%	N=43	1%	N=6	100%	N=393
Overall economic health of Charlotte	57%	N=224	38%	N=152	4%	N=18	0%	N=1	100%	N=395
Sense of community	33%	N=131	45%	N=178	19%	N=75	2%	N=8	100%	N=393

Table 47: Question 14

How often, if ever, do you use each of the following to describe where you live?	Always		Sometimes		Never		Total	
Charlotte	88%	N=339	11%	N=41	1%	N=4	100%	N=385
Mecklenburg County	16%	N=60	46%	N=174	39%	N=148	100%	N=383
Char-Meck	11%	N=40	18%	N=68	71%	N=260	100%	N=368
North Carolina	37%	N=139	56%	N=209	7%	N=26	100%	N=374
Your specific neighborhood	25%	N=94	58%	N=221	18%	N=67	100%	N=383

Table 48: Question 15

How familiar, if at all, do you consider yourself with each of the following?	Extremely familiar		Very familiar		Somewhat familiar		Not at all familiar		Total	
City's economic development initiatives	5%	N=18	9%	N=36	53%	N=205	33%	N=129	100%	N=388
City's investments in infrastructure (streets, sidewalks, storm water and sewer)	4%	N=15	16%	N=63	47%	N=180	34%	N=130	100%	N=387
City's plans for development and growth	5%	N=21	17%	N=67	48%	N=185	30%	N=114	100%	N=387
City's transportation and transit plan	6%	N=22	22%	N=85	46%	N=176	26%	N=102	100%	N=385
City's housing and neighborhood policies	4%	N=15	14%	N=56	41%	N=158	41%	N=160	100%	N=389
City's environmental initiatives (tree canopy, air quality, recycling, water quality, energy efficiency)	4%	N=14	17%	N=67	43%	N=169	36%	N=140	100%	N=390
City's budget	2%	N=9	8%	N=32	44%	N=171	45%	N=175	100%	N=386

Table 49: Question 16

How often, if ever, do you use each of the following to access information or services?	Always		Sometimes		Never		Total	
Charlotte.gov website	5%	N=20	42%	N=164	53%	N=210	100%	N=394
Charmeck.org website	13%	N=52	45%	N=176	42%	N=165	100%	N=392
Pay bill by phone	12%	N=47	23%	N=89	65%	N=258	100%	N=394
Pay bill over the counter/drive thru/drop box	9%	N=36	14%	N=54	77%	N=305	100%	N=395
Pay bill at authorized payment locations	7%	N=29	15%	N=58	78%	N=306	100%	N=393
Pay bill online through the city's web portal	17%	N=65	23%	N=89	61%	N=240	100%	N=394
Pay bill online via bank website or bank draft	41%	N=161	21%	N=83	38%	N=151	100%	N=395

The National Citizen Survey™

Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	8%	N=30	4%	N=15	10%	N=37	16%	N=61	63%	N=244	100%	N=387
Purchase goods or services from a business located in Charlotte	2%	N=7	3%	N=11	13%	N=52	45%	N=174	36%	N=140	100%	N=385
Eat at least 5 portions of fruits and vegetables a day	3%	N=10	16%	N=64	37%	N=143	28%	N=110	15%	N=60	100%	N=386
Participate in moderate or vigorous physical activity	4%	N=14	14%	N=52	42%	N=160	22%	N=86	19%	N=72	100%	N=384
Read or watch local news (via television, paper, computer, etc.)	5%	N=21	8%	N=29	18%	N=69	27%	N=105	42%	N=160	100%	N=384
Vote in local elections	18%	N=69	5%	N=17	11%	N=44	27%	N=102	39%	N=149	100%	N=382

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	24%	N=94
Very good	42%	N=166
Good	25%	N=97
Fair	7%	N=28
Poor	2%	N=9
Total	100%	N=394

Table 52: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	9%	N=36
Somewhat positive	25%	N=97
Neutral	44%	N=170
Somewhat negative	15%	N=59
Very negative	7%	N=28
Total	100%	N=390

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	66%	N=258
Working part time for pay	9%	N=36
Unemployed, looking for paid work	8%	N=32
Unemployed, not looking for paid work	4%	N=18
Fully retired	12%	N=48
Total	100%	N=391

Table 54: Question D5

Do you work inside the boundaries of Charlotte?	Percent	Number
Yes, outside the home	64%	N=239
Yes, from home	12%	N=46
No	24%	N=90
Total	100%	N=375

The National Citizen Survey™

Table 55: Question D6

How many years have you lived in Charlotte?	Percent	Number
Less than 2 years	16%	N=65
2 to 5 years	11%	N=41
6 to 10 years	20%	N=79
11 to 20 years	21%	N=81
More than 20 years	32%	N=127
Total	100%	N=394

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=238
Building with two or more homes (duplex, townhome, apartment or condominium)	37%	N=145
Mobile home	1%	N=2
Other	1%	N=5
Total	100%	N=390

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	42%	N=164
Owned	58%	N=227
Total	100%	N=391

Table 58: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=13
\$300 to \$599 per month	12%	N=44
\$600 to \$999 per month	38%	N=144
\$1,000 to \$1,499 per month	22%	N=83
\$1,500 to \$2,499 per month	19%	N=73
\$2,500 or more per month	6%	N=23
Total	100%	N=380

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	63%	N=247
Yes	37%	N=143
Total	100%	N=390

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	83%	N=329
Yes	17%	N=65
Total	100%	N=394

Table 61: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	17%	N=65
\$25,000 to \$49,999	29%	N=109
\$50,000 to \$99,999	26%	N=99
\$100,000 to \$149,999	12%	N=43
\$150,000 or more	16%	N=59
Total	100%	N=374

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	90%	N=351
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	N=38
Total	100%	N=389

Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=10
Asian, Asian Indian or Pacific Islander	9%	N=34
Black or African American	34%	N=130
White	53%	N=205
Other	7%	N=29

Total may exceed 100% as respondents could select more than one option.

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=11
25 to 34 years	32%	N=127
35 to 44 years	19%	N=75
45 to 54 years	21%	N=81
55 to 64 years	13%	N=52
65 to 74 years	8%	N=31
75 years or older	4%	N=15
Total	100%	N=391

The National Citizen Survey™

Table 65: Question D16

What is your sex?	Percent	Number
Female	53%	N=206
Male	47%	N=183
Total	100%	N=388

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	66%	N=258
Land line	16%	N=63
Both	18%	N=71
Total	100%	N=391

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Charlotte chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (cities with populations from 200,000 to 2,500,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Charlotte's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Charlotte's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Charlotte's rating to the benchmark.

In that final column, Charlotte's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Charlotte residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Charlotte	80%	245	407	Similar
Overall image or reputation of Charlotte	78%	143	302	Similar
Charlotte as a place to live	88%	175	335	Similar
Your neighborhood as a place to live	76%	191	268	Similar
Charlotte as a place to raise children	75%	209	332	Similar
Charlotte as a place to retire	60%	211	316	Similar
Overall appearance of Charlotte	82%	93	307	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Charlotte	64%	103	121	Lower
	In your neighborhood during the day	86%	236	304	Similar
	In Charlotte's Uptown/commercial area during the day	88%	183	261	Similar
Mobility	Overall ease of getting to the places you usually have to visit	61%	26	27	Lower
	Availability of paths and walking trails	52%	169	234	Similar
	Ease of walking in Charlotte	42%	232	255	Lower
	Ease of travel by bicycle in Charlotte	36%	228	262	Lower
	Ease of travel by public transportation in Charlotte	34%	50	67	Lower
	Ease of travel by car in Charlotte	49%	219	263	Similar
	Ease of public parking	38%	16	20	Lower
	Traffic flow on major streets	33%	240	295	Lower
Natural Environment	Quality of overall natural environment in Charlotte	70%	136	236	Similar
	Cleanliness of Charlotte	71%	127	237	Similar
	Air quality	58%	174	219	Similar
Built Environment	Overall "built environment" of Charlotte (including overall design, buildings, parks and transportation systems)	63%	14	25	Similar
	Overall quality of new development in Charlotte	68%	59	250	Similar
	Availability of affordable quality housing	50%	121	271	Similar
	Variety of housing options	59%	107	225	Similar
	Public places where people want to spend time	64%	11	23	Similar
	Overall economic health of Charlotte	61%	17	28	Similar
Economy	Vibrant Uptown/commercial area	67%	7	23	Higher
	Overall quality of business and service establishments in Charlotte	72%	74	224	Similar
	Cost of living in Charlotte	46%	12	25	Similar
	Shopping opportunities	83%	26	256	Higher
	Employment opportunities	51%	47	273	Higher
	Charlotte as a place to visit	68%	17	37	Similar
	Charlotte as a place to work	75%	76	303	Similar
	Health and wellness opportunities in Charlotte	74%	13	25	Similar
	Availability of affordable quality mental health care	51%	12	23	Similar
	Availability of preventive health services	62%	77	178	Similar
	Availability of affordable quality health care	59%	85	222	Similar
Recreation and Wellness	Recreational opportunities	68%	134	268	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	69%	14	25	Similar
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	79%	60	180	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Opportunities to attend cultural/arts/music activities	69%	62	269	Similar
	Adult educational opportunities	61%	11	22	Similar
	K-12 education	43%	209	225	Much lower
	Availability of affordable quality child care/preschool	48%	88	223	Similar
Community Engagement	Opportunities to participate in social events and activities	67%	78	215	Similar
	Neighborhoodness of Charlotte	55%	13	24	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	54%	189	252	Similar
	Opportunities to participate in community matters	65%	109	223	Similar
	Opportunities to volunteer	80%	79	226	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Charlotte	67%	276	378	Similar
Overall customer service by Charlotte employees (police, receptionists, planners, etc.)	63%	305	325	Lower
Value of services for the taxes paid to Charlotte	37%	319	357	Lower
Overall direction that Charlotte is taking	56%	136	292	Similar
Job Charlotte government does at welcoming citizen involvement	51%	149	273	Similar
Overall confidence in Charlotte government	38%	19	27	Similar
Generally acting in the best interest of the community	40%	18	25	Similar
Being honest	38%	20	25	Similar
Treating all residents fairly	32%	21	25	Lower
Services provided by the Federal Government	39%	114	224	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	75%	277	378	Similar
	Fire services	90%	211	320	Similar
	County ambulance or emergency medical services	86%	229	298	Similar
	Crime prevention	54%	238	308	Similar
	Fire prevention and education	67%	207	254	Similar
	Animal control	59%	175	290	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	56%	144	247	Similar
Mobility	Traffic enforcement	52%	291	331	Similar
	Street repair	37%	274	388	Similar
	Street cleaning	52%	202	258	Similar
	Street lighting	45%	256	288	Lower
	Sidewalk maintenance	45%	201	262	Similar
	Traffic signal timing	44%	181	224	Similar
	Bus or transit services	51%	128	195	Similar
Natural Environment	Garbage collection	78%	261	316	Similar
	Recycling	75%	211	321	Similar
	Yard waste pick-up	74%	125	226	Similar
	Drinking water	68%	175	290	Similar
	Preservation of natural areas such as open space,	54%	153	230	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	farmlands and greenbelts				
	Charlotte open space	49%	36	42	Lower
	Storm drainage	67%	164	321	Similar
	Sewer services	77%	148	271	Similar
	Utility billing (water/sewer)	59%	32	37	Similar
	Land use, planning and zoning	43%	145	258	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	47%	182	320	Similar
Economy	Economic development	58%	74	253	Similar
	County parks	82%	191	287	Similar
	County recreation programs or classes	67%	214	292	Similar
Recreation and Wellness	County recreation centers or facilities	67%	158	244	Similar
	Health services	64%	86	174	Similar
Education and Enrichment	Public library services	73%	260	306	Similar
Community Engagement	Public information services	66%	122	243	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	52%	215	272	Similar
Recommend living in Charlotte to someone who asks	90%	93	229	Similar
Remain in Charlotte for the next five years	88%	75	229	Similar
Contacted City of Charlotte (in-person, phone, email or web) for help or information	53%	91	260	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	27%	18	22	Lower
	Did NOT report a crime to the police	72%	20	24	Similar
Safety	Household member was NOT a victim of a crime	81%	209	231	Similar
	Used bus, rail, subway or other public transportation instead of driving	42%	7	24	Higher
	Carpooled with other adults or children instead of driving alone	44%	13	24	Similar
Mobility	Walked or biked instead of driving	46%	17	24	Similar
	Made efforts to conserve water	75%	21	23	Similar
	Made efforts to make your home more energy efficient	81%	7	23	Similar
Natural Environment	Recycle at home	88%	103	219	Similar
	Did NOT observe a code violation or other hazard in Charlotte	50%	15	24	Similar
Built Environment	NOT experiencing housing costs stress	72%	67	217	Similar
	Purchase goods or services from a business located in Charlotte	95%	17	23	Similar
	Economy will have positive impact on income	34%	5	215	Higher
Economy	Work inside boundaries of Charlotte	76%	1	23	Much higher
	Used County recreation centers or their services	61%	59	190	Similar
Recreation and Wellness	Visited a neighborhood park or community park	82%	163	225	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	81%	14	23	Similar
	Participate in moderate or vigorous physical activity	83%	14	23	Similar
	In very good to excellent health	66%	11	23	Similar
Education and Enrichment	Used Charlotte public libraries or their services	64%	156	201	Similar
	Participated in religious or spiritual activities in Charlotte	68%	12	165	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	21%	15	24	Similar
	Contacted Charlotte elected officials (in-person, phone, email or web) to express your opinion	19%	9	24	Similar
	Volunteered your time to some group/activity in Charlotte	57%	25	222	Higher
	Talked to or visited with your immediate neighbors	83%	21	23	Similar
	Done a favor for a neighbor	79%	14	21	Similar
	Attended a local public meeting	18%	194	226	Similar
	Watched (online or on television) a local public meeting	44%	46	185	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	16	23	Similar
	Vote in local elections	77%	108	224	Similar

Communities included in national comparisons

The communities included in Charlotte's comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS 6,844
 Adams County, CO 441,603
 Airway Heights city, WA 6,114
 Albany city, GA 77,434
 Albany city, OR 50,158
 Albemarle County, VA 98,970
 Albert Lea city, MN 18,016
 Altoona city, IA 14,541
 Ames city, IA 58,965
 Andover CDP, MA 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI 113,934
 Annapolis city, MD 38,394
 Apple Valley town, CA 69,135
 Arapahoe County, CO 572,003
 Arlington city, TX 365,438
 Arlington County, VA 207,627
 Arvada city, CO 106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078
 Ashland town, VA 7,225
 Aspen city, CO 6,658
 Auburn city, AL 53,380
 Auburn city, WA 70,180
 Aurora city, CO 325,078
 Austin city, TX 790,390
 Bainbridge Island city, WA 23,025
 Baltimore city, MD 620,961
 Baltimore County, MD 805,029
 Barnstable Town city, MA 45,193
 Battle Creek city, MI 52,347

Bay City city, MI 34,932
 Baytown city, TX 71,802
 Bedford town, MA 13,320
 Bellevue city, WA 122,363
 Beltrami County, MN 44,442
 Benbrook city, TX 21,234
 Benicia city, CA 26,997
 Bettendorf city, IA 33,217
 Billings city, MT 104,170
 Blaine city, MN 57,186
 Bloomfield Hills city, MI 3,869
 Bloomington city, IL 76,610
 Bloomington city, MN 82,893
 Blue Ash city, OH 12,114
 Blue Springs city, MO 52,575
 Boise City city, ID 205,671
 Boonville city, MO 8,319
 Botetourt County, VA 33,148
 Boulder city, CO 97,385
 Boulder County, CO 294,567
 Bowling Green city, KY 58,067
 Branson city, MO 10,520
 Brea city, CA 39,282
 Brevard County, FL 543,376
 Bristol city, TN 26,702
 Broken Arrow city, OK 98,850
 Brookfield city, WI 37,920
 Brookline CDP, MA 58,732
 Brookline town, NH 4,991
 Broomfield city, CO 55,889
 Brownsburg town, IN 21,285

The National Citizen Survey™

Bryan city, TX	76,201	Destin city, FL	12,305
Burleson city, TX	36,690	Dewey-Humboldt town, AZ	3,894
Cabarrus County, NC	178,011	Dorchester County, MD	32,618
Cambridge city, MA	105,162	Dothan city, AL	65,496
Cape Coral city, FL	154,305	Douglas County, CO	285,465
Cape Girardeau city, MO	37,941	Dover city, DE	36,047
Carlisle borough, PA	18,682	Dover city, NH	29,987
Carlsbad city, CA	105,328	Dublin city, OH	41,751
Cartersville city, GA	19,731	Duluth city, MN	86,265
Carver County, MN	91,042	Duncanville city, TX	38,524
Cary town, NC	135,234	Durham city, NC	228,330
Casa Grande city, AZ	48,571	East Grand Forks city, MN	8,601
Casper city, WY	55,316	East Lansing city, MI	48,579
Castle Pines North city, CO	10,360	East Providence city, RI	47,037
Castle Rock town, CO	48,231	Eau Claire city, WI	65,883
Cedar Falls city, IA	39,260	Eden Prairie city, MN	60,797
Cedar Rapids city, IA	126,326	Edgerton city, KS	1,671
Centennial city, CO	100,377	Edina city, MN	47,941
Centralia city, IL	13,032	Edmond city, OK	81,405
Chambersburg borough, PA	20,268	Edmonds city, WA	39,709
Chandler city, AZ	236,123	El Cerrito city, CA	23,549
Chanhassen city, MN	22,952	El Paso city, TX	649,121
Chapel Hill town, NC	57,233	Elk Grove city, CA	153,015
Charlotte city, NC	731,424	Elk River city, MN	22,974
Charlotte County, FL	159,978	Elko New Market city, MN	4,110
Charlottesville city, VA	43,475	Elmhurst city, IL	44,121
Chesapeake city, VA	222,209	Encinitas city, CA	59,518
Chesterfield County, VA	316,236	Englewood city, CO	30,255
Chippewa Falls city, WI	13,661	Erie town, CO	18,135
Citrus Heights city, CA	83,301	Escambia County, FL	297,619
Clayton city, MO	15,939	Escanaba city, MI	12,616
Clearwater city, FL	107,685	Estes Park town, CO	5,858
Clive city, IA	15,447	Farmington Hills city, MI	79,740
Clovis city, CA	95,631	Fayetteville city, NC	200,564
College Park city, MD	30,413	Federal Way city, WA	89,306
College Station city, TX	93,857	Fishers town, IN	76,794
Colleyville city, TX	22,807	Flagstaff city, AZ	65,870
Collinsville city, IL	25,579	Flower Mound town, TX	64,669
Columbia city, MO	108,500	Flushing city, MI	8,389
Columbus city, WI	4,991	Forest Grove city, OR	21,083
Commerce City city, CO	45,913	Fort Collins city, CO	143,986
Concord city, CA	122,067	Fort Smith city, AR	86,209
Concord town, MA	17,668	Fort Worth city, TX	741,206
Conyers city, GA	15,195	Fountain Hills town, AZ	22,489
Cookeville city, TN	30,435	Franklin city, TN	62,487
Coon Rapids city, MN	61,476	Fredericksburg city, VA	24,286
Cooper City city, FL	28,547	Freeport CDP, ME	1,485
Coronado city, CA	18,912	Freeport city, IL	25,638
Corpus Christi city, TX	305,215	Fremont city, CA	214,089
Corvallis city, OR	54,462	Friendswood city, TX	35,805
Coventry Lake CDP, CT	2,990	Fruita city, CO	12,646
Cranberry township, PA	28,098	Gainesville city, FL	124,354
Crested Butte town, CO	1,487	Gaithersburg city, MD	59,933
Cross Roads town, TX	1,563	Galveston city, TX	47,743
Crystal Lake city, IL	40,743	Garden City city, KS	26,658
Cupertino city, CA	58,302	Gardner city, KS	19,123
Dade City city, FL	6,437	Geneva city, NY	13,261
Dakota County, MN	398,552	Georgetown city, TX	47,400
Dallas city, OR	14,583	Georgetown town, CO	1,034
Dallas city, TX	1,197,816	Gig Harbor city, WA	7,126
Dania Beach city, FL	29,639	Gilbert town, AZ	208,453
Davenport city, IA	99,685	Gillette city, WY	29,087
Davidson town, NC	10,944	Globe city, AZ	7,532
De Pere city, WI	23,800	Goodyear city, AZ	65,275
Decatur city, GA	19,335	Grafton village, WI	11,459
Delray Beach city, FL	60,522	Grand Island city, NE	48,520
Denton city, TX	113,383	Greeley city, CO	92,889
Denver city, CO	600,158	Green Valley CDP, AZ	21,391
Derby city, KS	22,158	Greenwood Village city, CO	13,925
Des Moines city, IA	203,433	Greer city, SC	25,515

The National Citizen Survey™

Gulf Shores city, AL.....	9,741	Lee's Summit city, MO.....	91,364
Gunnison County, CO.....	15,324	Lewiston city, ME.....	36,592
Hailey city, ID.....	7,960	Lexington city, VA.....	7,042
Haines Borough, AK.....	2,508	Lincoln city, NE.....	258,379
Hallandale Beach city, FL.....	37,113	Littleton city, CO.....	41,737
Hamilton city, OH.....	62,477	Livermore city, CA.....	80,968
Hampton city, VA.....	137,436	Lone Tree city, CO.....	10,218
Hanover County, VA.....	99,863	Longmont city, CO.....	86,270
Harrisonville city, MO.....	10,019	Los Alamos County, NM.....	17,950
Hartford city, CT.....	124,775	Louisville city, CO.....	18,376
Hayward city, CA.....	144,186	Lower Providence township, PA.....	25,436
Henderson city, NV.....	257,729	Lynchburg city, VA.....	75,568
Hermiston city, OR.....	16,745	Lynnwood city, WA.....	35,836
Herndon town, VA.....	23,292	Lyons village, IL.....	10,729
High Point city, NC.....	104,371	Madison city, WI.....	233,209
Highland Park city, IL.....	29,763	Mankato city, MN.....	39,309
Highlands Ranch CDP, CO.....	96,713	Maple Grove city, MN.....	61,567
Hillsborough town, NC.....	6,087	Maple Valley city, WA.....	22,684
Holden town, MA.....	17,346	Maricopa County, AZ.....	3,817,117
Holland city, MI.....	33,051	Marin County, CA.....	252,409
Honolulu City/County, HI.....	953,207	Marion County, IA.....	33,309
Hooksett town, NH.....	13,451	Maryland Heights city, MO.....	27,472
Hopkins city, MN.....	17,591	Mayer city, MN.....	1,749
Hopkinton town, MA.....	14,925	McAllen city, TX.....	129,877
Hoquiam city, WA.....	8,726	McDonough city, GA.....	22,084
Houston city, TX.....	2,099,451	McKinney city, TX.....	131,117
Howell city, MI.....	9,489	McMinnville city, OR.....	32,187
Hudson city, OH.....	22,262	Mecklenburg County, NC.....	919,628
Hudson town, CO.....	2,356	Medford city, OR.....	74,907
Hudsonville city, MI.....	7,116	Menlo Park city, CA.....	32,026
Huntersville town, NC.....	46,773	Meridian charter township, MI.....	39,688
Hurst city, TX.....	37,337	Meridian city, ID.....	75,092
Hutchinson city, MN.....	14,178	Merriam city, KS.....	11,003
Hutto city, TX.....	14,698	Merrill city, WI.....	9,661
Hyattsville city, MD.....	17,557	Mesa city, AZ.....	439,041
Indian Trail town, NC.....	33,518	Mesa County, CO.....	146,723
Indianola city, IA.....	14,782	Miami Beach city, FL.....	87,779
Iowa City city, IA.....	67,862	Midland city, MI.....	41,863
Jackson County, MI.....	160,248	Milford city, DE.....	9,559
Jefferson City city, MO.....	43,079	Minneapolis city, MN.....	382,578
Jefferson County, CO.....	534,543	Mission Viejo city, CA.....	93,305
Jerome city, ID.....	10,890	Missoula city, MT.....	66,788
Johnson City city, TN.....	63,152	Modesto city, CA.....	201,165
Johnson County, KS.....	544,179	Monterey city, CA.....	27,810
Jupiter town, FL.....	55,156	Montgomery County, MD.....	971,777
Kalamazoo city, MI.....	74,262	Montgomery County, VA.....	94,392
Kansas City city, MO.....	459,787	Montpelier city, VT.....	7,855
Kenmore city, WA.....	20,460	Montrose city, CO.....	19,132
Kennett Square borough, PA.....	6,072	Mooresville town, NC.....	32,711
Kirkland city, WA.....	48,787	Morristown city, TN.....	29,137
Kutztown borough, PA.....	5,012	Morrisville town, NC.....	18,576
La Mesa city, CA.....	57,065	Moscow city, ID.....	23,800
La Plata town, MD.....	8,753	Mountlake Terrace city, WA.....	19,909
La Porte city, TX.....	33,800	Munster town, IN.....	23,603
La Vista city, NE.....	15,758	Muscatine city, IA.....	22,886
Lafayette city, CO.....	24,453	Naperville city, IL.....	141,853
Laguna Beach city, CA.....	22,723	Needham CDP, MA.....	28,886
Laguna Hills city, CA.....	30,344	New Braunfels city, TX.....	57,740
Lake Oswego city, OR.....	36,619	New Brighton city, MN.....	21,456
Lake Zurich village, IL.....	19,631	New Orleans city, LA.....	343,829
Lakeville city, MN.....	55,954	New York city, NY.....	8,175,133
Lakewood city, CO.....	142,980	Newport Beach city, CA.....	85,186
Lane County, OR.....	351,715	Newport city, RI.....	24,672
Larimer County, CO.....	299,630	Newport News city, VA.....	180,719
Las Cruces city, NM.....	97,618	Noblesville city, IN.....	51,969
Las Vegas city, NV.....	583,756	Nogales city, AZ.....	20,837
Lawrence city, KS.....	87,643	Norfolk city, VA.....	242,803
League City city, TX.....	83,560	Norman city, OK.....	110,925
Lebanon city, NH.....	13,151	North Las Vegas city, NV.....	216,961
Lee County, FL.....	618,754	North Palm Beach village, FL.....	12,015

The National Citizen Survey™

Northglenn city, CO.....	35,789	Riverside city, CA.....	303,871
Novato city, CA.....	51,904	Riverside city, MO.....	2,937
Novi city, MI.....	55,224	Riverside village, IL.....	8,875
O'Fallon city, IL.....	28,281	Rochester city, MI.....	12,711
Oak Park village, IL.....	51,878	Rochester Hills city, MI.....	70,995
Oakland charter township, MI.....	16,779	Rock Hill city, SC.....	66,154
Oakland Park city, FL.....	41,363	Rockford city, IL.....	152,871
Ocala city, FL.....	56,315	Rockville city, MD.....	61,209
Ogdensburg city, NY.....	11,128	Roeland Park city, KS.....	6,731
Oklahoma City city, OK.....	579,999	Rolla city, MO.....	19,559
Olathe city, KS.....	125,872	Roswell city, GA.....	88,346
Olmsted County, MN.....	144,248	Round Rock city, TX.....	99,887
Orland Park village, IL.....	56,767	Rowlett city, TX.....	56,199
Oshkosh city, WI.....	66,083	Royal Oak city, MI.....	57,236
Otsego County, MI.....	24,164	Saco city, ME.....	18,482
Oviedo city, FL.....	33,342	Sahuarita town, AZ.....	25,259
Paducah city, KY.....	25,024	Salida city, CO.....	5,236
Palm Beach County, FL.....	1,320,134	Salt Lake City city, UT.....	186,440
Palm Coast city, FL.....	75,180	Sammamish city, WA.....	45,780
Palm Springs city, CA.....	44,552	San Antonio city, TX.....	1,327,407
Palo Alto city, CA.....	64,403	San Carlos city, CA.....	28,406
Panama City city, FL.....	36,484	San Diego city, CA.....	1,307,402
Papillion city, NE.....	18,894	San Francisco city, CA.....	805,235
Park City city, UT.....	7,558	San Jose city, CA.....	945,942
Park Ridge city, IL.....	37,480	San Juan County, NM.....	130,044
Parker town, CO.....	45,297	San Marcos city, TX.....	44,894
Pasadena city, CA.....	137,122	San Rafael city, CA.....	57,713
Pasco city, WA.....	59,781	Sandy city, UT.....	87,461
Pasco County, FL.....	464,697	Sandy Springs city, GA.....	93,853
Peachtree City city, GA.....	34,364	Sanford city, FL.....	53,570
Pearland city, TX.....	91,252	Sangamon County, IL.....	197,465
Peoria city, AZ.....	154,065	Santa Clarita city, CA.....	176,320
Peoria County, IL.....	186,494	Santa Fe County, NM.....	144,170
Peters township, PA.....	21,213	Santa Monica city, CA.....	89,736
Petoskey city, MI.....	5,670	Sarasota city, FL.....	51,917
Pflugerville city, TX.....	46,936	Sarasota County, FL.....	379,448
Phoenix city, AZ.....	1,445,632	Savage city, MN.....	26,911
Pinal County, AZ.....	375,770	Savannah city, GA.....	136,286
Pinehurst village, NC.....	13,124	Scarborough CDP, ME.....	4,403
Piqua city, OH.....	20,522	Scott County, MN.....	129,928
Plano city, TX.....	259,841	Scottsdale city, AZ.....	217,385
Platte City city, MO.....	4,691	Seaside city, CA.....	33,025
Plymouth city, MN.....	70,576	SeaTac city, WA.....	26,909
Pocatello city, ID.....	54,255	Sevierville city, TN.....	14,807
Polk County, FL.....	602,095	Shawnee city, KS.....	62,209
Port Huron city, MI.....	30,184	Sheboygan city, WI.....	49,288
Port Orange city, FL.....	56,048	Sherman village, IL.....	4,148
Port St. Lucie city, FL.....	164,603	Shorewood city, MN.....	7,307
Portland city, OR.....	583,776	Sioux Falls city, SD.....	153,888
Post Falls city, ID.....	27,574	Skokie village, IL.....	64,784
Prince William County, VA.....	402,002	Smyrna city, GA.....	51,271
Provo city, UT.....	112,488	Snellville city, GA.....	18,242
Pueblo city, CO.....	106,595	South Lake Tahoe city, CA.....	21,403
Purcellville town, VA.....	7,727	South Portland city, ME.....	25,002
Queen Creek town, AZ.....	26,361	Southborough town, MA.....	9,767
Radford city, VA.....	16,408	Southlake city, TX.....	26,575
Radnor township, PA.....	31,531	Sparks city, NV.....	90,264
Rapid City city, SD.....	67,956	Spokane Valley city, WA.....	89,755
Raymore city, MO.....	19,206	Springboro city, OH.....	17,409
Redmond city, WA.....	54,144	Springfield city, OR.....	59,403
Rehoboth Beach city, DE.....	1,327	Springville city, UT.....	29,466
Reno city, NV.....	225,221	St. Charles city, IL.....	32,974
Renton city, WA.....	90,927	St. Cloud city, MN.....	65,842
Reston CDP, VA.....	58,404	St. Joseph city, MO.....	76,780
Richmond city, CA.....	103,701	St. Louis County, MN.....	200,226
Richmond Heights city, MO.....	8,603	St. Louis Park city, MN.....	45,250
Rifle city, CO.....	9,172	Stallings town, NC.....	13,831
Rio Rancho city, NM.....	87,521	State College borough, PA.....	42,034
River Falls city, WI.....	15,000	Sterling Heights city, MI.....	129,699
Riverdale city, UT.....	8,426	Sugar Grove village, IL.....	8,997

The National Citizen Survey™

Sugar Land city, TX.....	78,817	Wauwatosa city, WI	46,396
Summit city, NJ.....	21,457	Waverly city, IA	9,874
Sunnyvale city, CA	140,081	Weddington town, NC	9,459
Surprise city, AZ.....	117,517	Wentzville city, MO.....	29,070
Suwanee city, GA.....	15,355	West Carrollton city, OH.....	13,143
Tacoma city, WA.....	198,397	West Chester borough, PA.....	18,461
Takoma Park city, MD	16,715	West Des Moines city, IA.....	56,609
Temecula city, CA	100,097	West Richland city, WA.....	11,811
Tempe city, AZ	161,719	Westerville city, OH.....	36,120
Temple city, TX.....	66,102	Westlake town, TX	992
The Woodlands CDP, TX.....	93,847	Westminster city, CO.....	106,114
Thornton city, CO.....	118,772	Weston town, MA.....	11,261
Thousand Oaks city, CA.....	126,683	Wheat Ridge city, CO	30,166
Tomball city, TX.....	10,753	White House city, TN	10,255
Tualatin city, OR	26,054	Whitewater township, MI.....	2,597
Tulsa city, OK	391,906	Wichita city, KS.....	382,368
Twin Falls city, ID	44,125	Williamsburg city, VA.....	14,068
Tyler city, TX	96,900	Wilmington city, IL.....	5,724
Umatilla city, OR	6,906	Wilmington city, NC.....	106,476
Upper Arlington city, OH.....	33,771	Wilsonville city, OR.....	19,509
Urbandale city, IA	39,463	Winchester city, VA	26,203
Vail town, CO.....	5,305	Wind Point village, WI	1,723
Vancouver city, WA.....	161,791	Windsor town, CO	18,644
Ventura CCD, CA.....	111,889	Windsor town, CT	29,044
Vestavia Hills city, AL.....	34,033	Winston-Salem city, NC	229,617
Virginia Beach city, VA.....	437,994	Winter Garden city, FL.....	34,568
Visalia city, CA	124,442	Woodland city, CA.....	55,468
Wahpeton city, ND	7,766	Woodland city, WA.....	5,509
Wake Forest town, NC.....	30,117	Wrentham town, MA	10,955
Walnut Creek city, CA.....	64,173	Yakima city, WA.....	91,067
Washington County, MN.....	238,136	York County, VA.....	65,464
Washoe County, NV	421,407	Yuma city, AZ	93,064
Watauga city, TX	23,497		

Cities with Populations from 200,000 to 2,500,000 Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Charlotte	80%	9	28	Similar
Overall image or reputation of Charlotte	78%	6	22	Higher
Charlotte as a place to live	88%	10	27	Similar
Your neighborhood as a place to live	76%	7	17	Similar
Charlotte as a place to raise children	75%	9	26	Similar
Charlotte as a place to retire	60%	12	22	Similar
Overall appearance of Charlotte	82%	4	20	Higher

Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Charlotte	64%	8	12	Similar
	In your neighborhood during the day	86%	9	19	Similar
	In Charlotte's Uptown/commercial area during the day	88%	3	16	Higher
	Overall ease of getting to the places you usually have to visit	61%	4	6	Similar
Mobility	Availability of paths and walking trails	52%	10	16	Similar
	Ease of walking in Charlotte	42%	14	15	Lower
	Ease of travel by bicycle in Charlotte	36%	11	16	Similar
	Ease of travel by public transportation in Charlotte	34%	7	9	Similar
	Ease of travel by car in Charlotte	49%	11	16	Similar
	Ease of public parking	38%	2	5	Similar
	Traffic flow on major streets	33%	11	20	Similar
	Quality of overall natural environment in Charlotte	70%	6	14	Similar
Natural Environment	Cleanliness of Charlotte	71%	6	16	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Air quality	58%	7	16	Similar
Built Environment	Overall "built environment" of Charlotte (including overall design, buildings, parks and transportation systems)	63%	3	6	Similar
	Overall quality of new development in Charlotte	68%	5	15	Similar
	Availability of affordable quality housing	50%	9	17	Similar
	Variety of housing options	59%	8	13	Similar
	Public places where people want to spend time	64%	3	6	Similar
	Overall economic health of Charlotte	61%	3	6	Similar
Economy	Vibrant Uptown/commercial area	67%	3	6	Similar
	Overall quality of business and service establishments in Charlotte	72%	4	12	Similar
	Cost of living in Charlotte	46%	3	6	Similar
	Shopping opportunities	83%	6	15	Similar
	Employment opportunities	51%	6	19	Similar
	Charlotte as a place to visit	68%	6	12	Similar
	Charlotte as a place to work	75%	8	23	Similar
	Health and wellness opportunities in Charlotte	74%	3	6	Similar
	Availability of affordable quality mental health care	51%	3	6	Similar
	Availability of preventive health services	62%	6	11	Similar
	Availability of affordable quality health care	59%	6	13	Similar
	Recreational opportunities	68%	6	15	Similar
Recreation and Wellness	Fitness opportunities (including exercise classes and paths or trails, etc.)	69%	3	6	Similar
	Opportunities to participate in religious or spiritual events and activities	79%	4	11	Similar
Education and Enrichment	Opportunities to attend cultural/arts/music activities	69%	6	15	Similar
	Adult educational opportunities	61%	3	5	Similar
	K-12 education	43%	8	12	Similar
	Availability of affordable quality child care/preschool	48%	5	12	Similar
	Opportunities to participate in social events and activities	67%	2	11	Similar
Community Engagement	Neighborhoodness of Charlotte	55%	2	5	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	54%	10	15	Similar
	Opportunities to participate in community matters	65%	5	13	Similar
	Opportunities to volunteer	80%	4	12	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Charlotte	67%	13	30	Similar
Overall customer service by Charlotte employees (police, receptionists, planners, etc.)	63%	13	20	Similar
Value of services for the taxes paid to Charlotte	37%	18	24	Similar
Overall direction that Charlotte is taking	56%	8	18	Similar
Job Charlotte government does at welcoming citizen involvement	51%	6	16	Similar
Overall confidence in Charlotte government	38%	4	6	Similar
Generally acting in the best interest of the community	40%	4	6	Similar
Being honest	38%	4	6	Similar
Treating all residents fairly	32%	4	6	Similar
Services provided by the Federal Government	39%	7	14	Similar

Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	75%	11	34	Similar
	Fire services	90%	9	28	Similar
	County ambulance or emergency medical services	86%	10	21	Similar
	Crime prevention	54%	8	20	Similar
	Fire prevention and education	67%	9	17	Similar
	Animal control	59%	7	22	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	56%	3	13	Similar
Mobility	Traffic enforcement	52%	13	24	Similar
	Street repair	37%	12	26	Similar
	Street cleaning	52%	8	16	Similar
	Street lighting	45%	16	21	Similar
	Sidewalk maintenance	45%	8	15	Similar
	Traffic signal timing	44%	9	17	Similar
	Bus or transit services	51%	10	13	Similar
Natural Environment	Garbage collection	78%	12	22	Similar
	Recycling	75%	12	24	Similar
	Yard waste pick-up	74%	4	13	Similar
	Drinking water	68%	9	21	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	54%	8	14	Similar
	Charlotte open space	49%	4	5	Similar
	Storm drainage	67%	5	21	Similar
Built Environment	Sewer services	77%	8	20	Similar
	Utility billing (water/sewer)	59%	NA	NA	NA
	Land use, planning and zoning	43%	10	17	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	47%	10	22	Similar
	Economic development	58%	7	19	Similar
Recreation and Wellness	County parks	82%	8	22	Similar
	County recreation programs or classes	67%	9	22	Similar
	County recreation centers or facilities	67%	8	16	Similar
	Health services	64%	3	10	Similar
	Public library services	73%	13	23	Similar
Community Engagement	Public information services	66%	4	15	Similar

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	52%	8	15	Similar
Recommend living in Charlotte to someone who asks	90%	6	14	Similar
Remain in Charlotte for the next five years	88%	6	14	Similar
Contacted City of Charlotte (in-person, phone, email or web) for help or information	53%	2	16	Similar

Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	27%	4	5	Lower
	Did NOT report a crime to the police	72%	4	6	Similar
	Household member was NOT a victim of a crime	81%	11	16	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	42%	3	6	Similar
	Carpooled with other adults or children instead of driving alone	44%	5	6	Similar
	Walked or biked instead of driving	46%	5	6	Lower
Natural Environment	Made efforts to conserve water	75%	6	6	Lower
	Made efforts to make your home more energy efficient	81%	3	6	Similar
	Recycle at home	88%	6	13	Similar
Built Environment	Did NOT observe a code violation or other hazard in Charlotte	50%	3	6	Similar
	NOT experiencing housing costs stress	72%	3	13	Higher
Economy	Purchase goods or services from a business located in Charlotte	95%	4	5	Similar
	Economy will have positive impact on income	34%	2	13	Higher
	Work inside boundaries of Charlotte	76%	1	5	Much higher
Recreation and Wellness	Used County recreation centers or their services	61%	3	15	Similar
	Visited a neighborhood park or community park	82%	11	16	Similar
	Eat at least 5 portions of fruits and vegetables a day	81%	5	5	Similar
	Participate in moderate or vigorous physical activity	83%	4	5	Similar
	In very good to excellent health	66%	3	5	Similar
Education and Enrichment	Used Charlotte public libraries or their services	64%	6	13	Similar
	Participated in religious or spiritual activities in Charlotte	68%	2	11	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	21%	6	6	Similar
	Contacted Charlotte elected officials (in-person, phone, email or web) to express your opinion	19%	3	5	Similar
	Volunteered your time to some group/activity in Charlotte	57%	2	13	Higher
	Talked to or visited with your immediate neighbors	83%	5	5	Similar
	Done a favor for a neighbor	79%	2	5	Similar
	Attended a local public meeting	18%	12	14	Similar
	Watched (online or on television) a local public meeting	44%	4	15	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	3	5	Similar
	Vote in local elections	77%	8	13	Similar

Communities included in select cities comparisons

The communities included in Charlotte's custom comparisons are listed below along with their population according to the 2010 Census.

Arlington city, TX.....	365,438	Lincoln city, NE	258,379
Aurora city, CO.....	325,078	Madison city, WI	233,209
Austin city, TX.....	790,390	Minneapolis city, MN	382,578
Boise City city, ID.....	205,671	Modesto city, CA	201,165
Chandler city, AZ	236,123	New Orleans city, LA	343,829
Charlotte city, NC	731,424	Norfolk city, VA.....	242,803
Chesapeake city, VA	222,209	North Las Vegas city, NV	216,961
Colorado Springs city, CO.....	416,427	Oklahoma City city, OK.....	579,999
Corpus Christi city, TX.....	305,215	Phoenix city, AZ	1,445,632
Dallas city, TX	1,197,816	Portland city, OR.....	583,776
Denver city, CO	600,158	Reno city, NV.....	225,221
Des Moines city, IA.....	203,433	Richmond city, CA.....	103,701
Durham city, NC.....	228,330	Riverside city, CA	303,871
El Paso city, TX	649,121	San Antonio city, TX.....	1,327,407
Fayetteville city, NC	200,564	San Diego city, CA	1,307,402
Fort Worth city, TX	741,206	San Francisco city, CA	805,235
Fremont city, CA.....	214,089	San Jose city, CA	945,942
Gilbert town, AZ	208,453	Scottsdale city, AZ	217,385
Henderson city, NV	257,729	Tulsa city, OK	391,906
Honolulu City/County, HI	953,207	Virginia Beach city, VA.....	437,994
Houston city, TX.....	2,099,451	Wichita city, KS.....	382,368
Kansas City city, MO	459,787	Winston-Salem city, NC	229,617
Las Vegas city, NV	583,756		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are the representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a

body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an importance measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Charlotte were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving Charlotte. Since some of the zip codes that serve the City of Charlotte households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Charlotte boundaries were removed from consideration.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Survey Administration and Response

Selected households received three mailings, one week apart, beginning in November 2013. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The third mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The final mailing was a reminder postcard. Both cover letters contained paragraphs in Spanish instructing participants to contact the City if they needed a questionnaire in Spanish; respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following 11 weeks.

About 4% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,858 households that received the survey, 400 completed the survey, providing an overall response rate of 14%. Of the 400 completed surveys 44 were completed online.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Charlotte survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (400 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Charlotte. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing unit type, housing tenure and race and ethnicity. The results of the weighting scheme are presented in the following table.

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 79: Charlotte, NC 2013 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	43%	32%	42%
Own home	57%	68%	58%
Detached unit	61%	64%	61%
Attached unit	39%	36%	39%
Race and Ethnicity			
White	53%	63%	50%
Not white	47%	37%	50%
Not Hispanic	89%	94%	90%
Hispanic	11%	6%	10%
Sex and Age			
Female	53%	62%	53%
Male	47%	38%	47%
18-34 years of age	37%	15%	35%
35-54 years of age	39%	33%	40%
55+ years of age	24%	52%	25%
Females 18-34	19%	10%	18%
Females 35-54	20%	22%	21%
Females 55+	14%	30%	14%
Males 18-34	18%	5%	17%
Males 35-54	19%	10%	19%
Males 55+	10%	22%	11%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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

Appendix D: Survey Materials

Dear Charlotte resident,

Estimado residente de Charlotte,

It won't take much of your time to make a big difference!

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about our community. Your survey will arrive in a few days.

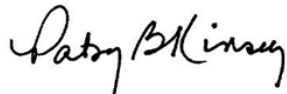
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

¡Gracias por ayudar a crear una Charlotte mejor!

Sincerely,

Atentamente,



Patsy B. Kinsey
Mayor/Alcalde

Dear Charlotte resident,

Estimado residente de Charlotte,

It won't take much of your time to make a big difference!

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about our community. Your survey will arrive in a few days.

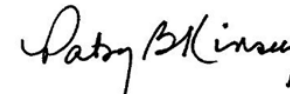
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

¡Gracias por ayudar a crear una Charlotte mejor!

Sincerely,

Atentamente,



Patsy B. Kinsey
Mayor/Alcalde

Dear Charlotte resident,

Estimado residente de Charlotte,

It won't take much of your time to make a big difference!

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about our community. Your survey will arrive in a few days.

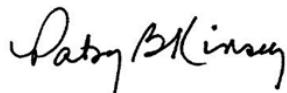
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

¡Gracias por ayudar a crear una Charlotte mejor!

Sincerely,

Atentamente,



Patsy B. Kinsey
Mayor/Alcalde

Dear Charlotte resident,

Estimado residente de Charlotte,

It won't take much of your time to make a big difference!

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about our community. Your survey will arrive in a few days.

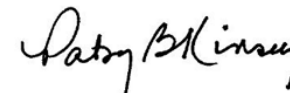
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city!

¡Gracias por ayudar a crear una Charlotte mejor!

Sincerely,

Atentamente,



Patsy B. Kinsey
Mayor/Alcalde



City of Charlotte
600 East Fourth Street
Charlotte, NC 28202-2861

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Charlotte
600 East Fourth Street
Charlotte, NC 28202-2861

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Charlotte
600 East Fourth Street
Charlotte, NC 28202-2861

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Charlotte
600 East Fourth Street
Charlotte, NC 28202-2861

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



November 2013

Dear City of Charlotte Resident:

Please help us shape the future of Charlotte! You have been selected at random to participate in the 2013 Charlotte Citizen Survey.

¡Por favor ayúdenos a moldear el futuro de Charlotte! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Charlotte del 2013. Por favor tome unos minutos para llenar la encuesta adjunta. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente una cantidad pequeña de hogares que se están encuestando. Sus respuestas son completamente anónimas. Si usted no puede completar esta encuesta en inglés, por favor llame al 704-336-2396 para solicitar una en español. Por favor devuelva su encuesta en el sobre pre-pagado adjunto. ¡Gracias!

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Charlotte make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**
www.n-r-c.com/survey/2013charlottencs.htm

If you have any questions about the survey please call 704-336-2396.

Thank you for your time and participation!

Sincerely,

Patsy B. Kinsey
Mayor



November 2013

Dear City of Charlotte Resident:

Here's a second chance if you haven't already responded to the 2013 Charlotte Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

¡Por favor ayúdenos a moldear el futuro de Charlotte! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Charlotte del 2013. Por favor tome unos minutos para llenar la encuesta adjunta. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente una cantidad pequeña de hogares que se están encuestando. Sus respuestas son completamente anónimas. Si usted no puede completar esta encuesta en inglés, por favor llame al 704-336-2396 para solicitar una en español. Por favor devuelva su encuesta en el sobre pre-pagado adjunto. ¡Gracias!

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Charlotte make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**
www.n-r-c.com/survey/2013charlottencs.htm

If you have any questions about the survey please call 704-336-2396.

Thank you for your time and participation!

Sincerely,

Patsy B. Kinsey
Mayor

The City of Charlotte 2013 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Charlotte:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Charlotte as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Charlotte as a place to raise children	1	2	3	4	5
Charlotte as a place to work	1	2	3	4	5
Charlotte as a place to visit	1	2	3	4	5
Charlotte as a place to retire	1	2	3	4	5
The overall quality of life in Charlotte.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Charlotte as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Charlotte	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Charlotte	1	2	3	4	5
Overall "built environment" of Charlotte (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Charlotte	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Charlotte.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Charlotte	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Charlotte to someone who asks	1	2	3	4	5
Remain in Charlotte for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Charlotte's Uptown area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Charlotte as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Charlotte	1	2	3	4	5
Ease of travel by public transportation in Charlotte	1	2	3	4	5
Ease of travel by bicycle in Charlotte.....	1	2	3	4	5
Ease of walking in Charlotte	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Charlotte	1	2	3	4	5
Overall appearance of Charlotte	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Charlotte as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 public education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Charlotte.....	1	2	3	4	5
Overall quality of business and service establishments in Charlotte	1	2	3	4	5
Vibrant Uptown/commercial area.....	1	2	3	4	5
Overall quality of new development in Charlotte.....	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Charlotte	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Charlotte (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Charlotte	1	2
Reported a crime to the police in Charlotte	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted City of Charlotte (in-person, phone, email or web) for help or information	1	2
Contacted Charlotte elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Made efforts to replace a water-using appliance.....	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Charlotte?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used County recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or community park.....	1	2	3	4
Used public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Charlotte	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Charlotte	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4
Visited a cultural facility	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, home owners association, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Charlotte 2013 Citizen Survey

10. Please rate the quality of each of the following services in Charlotte:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Fire services.....	1	2	3	4	5
County ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Utility billing (water/sewer)	1	2	3	4	5
County parks.....	1	2	3	4	5
County recreation programs or classes	1	2	3	4	5
County recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Charlotte open space	1	2	3	4	5
Overall customer service by City employees (police, receptionists, planners, etc.)	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Charlotte	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State of North Carolina Government	1	2	3	4	5

12. Please rate the following categories of Charlotte government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Charlotte	1	2	3	4	5
The overall direction that Charlotte is taking.....	1	2	3	4	5
The job Charlotte government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in Charlotte government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important you think it is for the Charlotte community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Charlotte	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Charlotte	1	2	3	4
Overall “built environment” of Charlotte (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Charlotte	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Charlotte.....	1	2	3	4
Sense of community.....	1	2	3	4

14. How often, if ever, do you use each of the following to describe where you live?

	<i>Always</i>	<i>Sometimes</i>	<i>Never</i>
Charlotte.....	1	2	3
Mecklenburg County.....	1	2	3
Char-Meck.....	1	2	3
North Carolina	1	2	3
Your specific neighborhood.....	1	2	3

15. How familiar, if at all, do you consider yourself with each of the following?

	<i>Extremely familiar</i>	<i>Very familiar</i>	<i>Somewhat familiar</i>	<i>Not at all familiar</i>
City’s economic development initiatives	1	2	3	4
City’s investments in infrastructure (streets, sidewalks, storm water and sewer)	1	2	3	4
City’s plans for development and growth	1	2	3	4
City’s transportation and transit plans	1	2	3	4
City’s housing and neighborhood policies	1	2	3	4
City’s environmental initiatives (tree canopy, air quality, recycling, water quality, energy efficiency)	1	2	3	4
City’s budget	1	2	3	4

16. How often, if ever, do you use each of the following to access information or services?

	<i>Always</i>	<i>Sometimes</i>	<i>Never</i>
Charlottenc.gov website.....	1	2	3
Charmeck.org website	1	2	3
Pay bill by phone	1	2	3
Pay bill over the counter/drive thru/drop box.....	1	2	3
Pay bill at authorized payment locations	1	2	3
Pay bill online through the city’s web portal.....	1	2	3
Pay bill online via bank website or bank draft	1	2	3

The City of Charlotte 2013 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Charlotte	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- ☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- ☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of Charlotte?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in Charlotte?

- ☐ Less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ More than 20 years
☐ 6-10 years

D7. Which best describes the building you live in?

- ☐ One family house detached from any other houses
☐ Building with two or more homes (duplex, townhome, apartment or condominium)
☐ Mobile home
☐ Other

D8. Is this house, apartment or mobile home...

- ☐ Rented
☐ Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- ☐ Less than \$300 per month
☐ \$300 to \$599 per month
☐ \$600 to \$999 per month
☐ \$1,000 to \$1,499 per month
☐ \$1,500 to \$2,499 per month
☐ \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D15. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

- ☐ Cell ☐ Land line ☐ Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



Noviembre 2013

Estimado Residente de la Ciudad de Charlotte:

¡Por favor ayúdenos a moldear el futuro de Charlotte! Usted ha sido seleccionado al azar para participar en la Encuesta de Ciudadanos de Charlotte de 2013.

Por favor tome unos pocos minutos para llenar la encuesta incluida. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Charlotte tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en:**

www.n-r-c.com/survey/charlotte2013espanol.htm

Si tiene alguna pregunta sobre la encuesta por favor llame al 704-336-2396.

¡Gracias por su tiempo y participación!

Atentamente,

Patsy B. Kinsey
Alcalde

La Encuesta 2013 de Ciudadanos de la ciudad de Charlotte

Por favor complete este cuestionario si usted es el adulto (de 18 años o mayor) del hogar que recientemente cumplió años. La fecha de nacimiento del adulto no importa. Por favor seleccione la respuesta (circulando el número o marcando la caja) que más represente su opinión para cada pregunta. Sus respuestas son anónimas y serán reportadas únicamente en forma de grupo.

1. Por favor clasifique cada uno de los siguientes aspectos sobre la calidad de vida en Charlotte:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Charlotte como un lugar para vivir	1	2	3	4	5
Su vecindario como un lugar para vivir	1	2	3	4	5
Charlotte como un lugar para criar hijos.....	1	2	3	4	5
Charlotte como un lugar para trabajar.....	1	2	3	4	5
Charlotte como un lugar para visitar.....	1	2	3	4	5
Charlotte como un lugar para jubilarse/retirarse.....	1	2	3	4	5
La calidad de vida en general en Charlotte	1	2	3	4	5

2. Por favor clasifique cada una de las siguientes características relacionadas con Charlotte en su totalidad:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Sentimiento en general de seguridad en Charlotte	1	2	3	4	5
Facilidad en general de llegar a los lugares que usted usualmente tiene que visitar	1	2	3	4	5
Calidad del ambiente natural de Charlotte en general	1	2	3	4	5
“Ambiente construido” en general de Charlotte (incluyendo diseño, edificios, parques y sistemas de transporte en general).....	1	2	3	4	5
Oportunidades de salud y bienestar en Charlotte.....	1	2	3	4	5
Oportunidades en general para educación y enriquecimiento	1	2	3	4	5
Salud económica en general de Charlotte	1	2	3	4	5
Sentido de comunidad	1	2	3	4	5
Imagen o reputación en general de Charlotte	1	2	3	4	5

3. Por favor indique qué tan probable o improbable es usted de hacer cada uno de los siguientes:

	<i>Muy probable</i>	<i>Algo probable</i>	<i>Algo improbable</i>	<i>Muy improbable</i>	<i>No sé</i>
Recomendarle a vivir en Charlotte a alguien que pregunte	1	2	3	4	5
Permanecer en Charlotte por los próximos cinco años	1	2	3	4	5

4. Por favor clasifique qué tan seguro o inseguro se siente usted:

	<i>Muy seguro</i>	<i>Algo seguro</i>	<i>Ni seguro ni inseguro</i>	<i>Algo inseguro</i>	<i>Muy inseguro</i>	<i>No sé</i>
En su vecindario durante el día	1	2	3	4	5	6
En el área del centro/comercial de Charlotte durante el día	1	2	3	4	5	6

5. Por favor clasifique cada una de las siguientes características relacionadas con Charlotte en su totalidad:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Flujo de tráfico sobre calles principales.....	1	2	3	4	5
Facilidad de estacionamiento público	1	2	3	4	5
Facilidad para viajar en carro en Charlotte	1	2	3	4	5
Facilidad para viajar en transporte público en Charlotte	1	2	3	4	5
Facilidad para viajar en bicicleta en Charlotte	1	2	3	4	5
Facilidad de caminar en Charlotte	1	2	3	4	5
Disponibilidad de caminos y senderos para caminar.....	1	2	3	4	5
Calidad del aire.....	1	2	3	4	5
Limpieza de Charlotte	1	2	3	4	5
Apariencia general de Charlotte.....	1	2	3	4	5
Lugares públicos donde las personas quieran pasar el tiempo.....	1	2	3	4	5
Variedad en opciones de vivienda	1	2	3	4	5
Disponibilidad en viviendas de calidad a precios accesibles	1	2	3	4	5
Oportunidades para mejoras físicas (incluyendo clases de ejercicio y caminos o senderos, etc.)	1	2	3	4	5
Oportunidades de recreación	1	2	3	4	5
Disponibilidad en cuidados de calidad de salud a precios accesibles.....	1	2	3	4	5
Disponibilidad de servicios preventivos de salud	1	2	3	4	5
Disponibilidad de cuidados de calidad de salud mental a precios accesibles.....	1	2	3	4	5

6. Por favor clasifique cada una de las siguientes características relacionadas con Charlotte en su totalidad:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Disponibilidad de cuidados de niños/escuelas preescolares de calidad y a precios accesibles	1	2	3	4	5
Educación pública K-12	1	2	3	4	5
Oportunidades educativas para adultos.....	1	2	3	4	5
Oportunidades para asistir a actividades culturales/artísticas/musicales.....	1	2	3	4	5
Oportunidades para participar en eventos y actividades religiosas o espirituales	1	2	3	4	5
Oportunidades de empleo.....	1	2	3	4	5
Oportunidades para compras	1	2	3	4	5
El costo de vida en Charlotte.....	1	2	3	4	5
Calidad general de establecimientos de negocio y de servicio en Charlotte	1	2	3	4	5
En el área del centro/comercial de gran actividad	1	2	3	4	5
Calidad general de desarrollo nuevo en Charlotte	1	2	3	4	5
Oportunidades para participar en eventos y actividades sociales	1	2	3	4	5
Oportunidades para trabajo voluntario	1	2	3	4	5
Oportunidades para participar en asuntos comunitarios.....	1	2	3	4	5
Receptividad y aceptación de la comunidad hacia personas con orígenes diversos.....	1	2	3	4	5
Amabilidad de vecino de residentes en Charlotte.....	1	2	3	4	5

7. Por favor indique si usted ha realizado o no cada uno de los siguientes durante los últimos 12 meses.

	<i>No</i>	<i>Si</i>
Se esforzó para conservar agua.....	1	2
Se esforzó para hacer su hogar más eficiente de energía	1	2
Observó una violación de código u otro peligro en Charlotte (hierbas, edificios abandonados, etc.).....	1	2
Un miembro del hogar fue víctima de un crimen en Charlotte.....	1	2
Reportó un crimen a la policía en Charlotte	1	2
Almacenó provisiones en preparación para una emergencia	1	2
Hizo campaña o abogó por un asunto, una causa o un candidato	1	2
Contactó la ciudad de Charlotte (en persona, por teléfono, correo electrónico o red) para ayuda o información	1	2
Contactó oficiales electos de Charlotte (en persona, por teléfono, correo electrónico o red) para expresar su opinión	1	2
Realizó esfuerzos para reemplazar un electrodoméstico de uso de agua.....	1	2

8. Durante los últimos 12 meses, ¿como cuántas veces, si alguna, han realizado usted u otros miembros del hogar cada uno de los siguientes en Charlotte?

	<i>2 veces por semana o más</i>	<i>2-4 veces por mes</i>	<i>Una vez al mes o menos</i>	<i>Nunca</i>
Utilizó centros de recreación del condado o sus servicios en Charlotte.....	1	2	3	4
Visitó un parque del vecindario o de la comunidad	1	2	3	4
Utilizó bibliotecas públicas de Charlotte o sus servicios	1	2	3	4
Participó en actividades religiosas o espirituales en Charlotte	1	2	3	4
Utilizó autobús, vía férrea, metro u otra transportación pública en vez de conducir	1	2	3	4
Compartió vehículo con otros adultos o niños en vez de conducir solo.....	1	2	3	4
Caminó o anduvo en bicicleta en vez de conducir	1	2	3	4
Ofreció voluntariamente su tiempo a algún grupo/alguna actividad en Charlotte.....	1	2	3	4
Habló con o visitó a sus vecinos inmediatos	1	2	3	4
Le hizo un favor a un vecino	1	2	3	4
Visitó a un equipamiento cultural.....	1	2	3	4

9. Pensando sobre reuniones públicas locales (de oficiales electos locales como el Concejo Ciudadano o Comisionados de Condados, juntas consultoras, ayuntamientos, HOA, vigilancia de vecindario, etc.), durante los últimos 12 meses, ¿como cuántas veces, si alguna, han asistido a o visto usted u otros miembros del hogar una reunión pública local?

	<i>2 veces por semana o más</i>	<i>2-4 veces por mes</i>	<i>Una vez al mes o menos</i>	<i>Nunca</i>
Asistió a una reunión pública local	1	2	3	4
Vio (en línea o por televisión) una reunión pública local	1	2	3	4

La Encuesta 2013 de Ciudadanos de la ciudad de Charlotte

10. Por favor clasifique la calidad de cada uno de los siguientes servicios en Charlotte:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
Servicios de policía.....	1	2	3	4	5
Servicios por incendio.....	1	2	3	4	5
Servicios de ambulancia del condado o de emergencia médica	1	2	3	4	5
Prevención del crimen	1	2	3	4	5
Prevención de y educación sobre el incendio.....	1	2	3	4	5
Ejecución de leyes de tráfico	1	2	3	4	5
Reparación de calles	1	2	3	4	5
Limpieza de calles.....	1	2	3	4	5
Iluminación de calles	1	2	3	4	5
Mantenimiento de aceras.....	1	2	3	4	5
Cronometraje de las señales de tráfico (semáforos).....	1	2	3	4	5
Servicios de autobús o tránsito.....	1	2	3	4	5
Recogida de basura.....	1	2	3	4	5
Reciclaje.....	1	2	3	4	5
Recogida de desechos de patio	1	2	3	4	5
Desagüe de tormentas.....	1	2	3	4	5
Agua potable.....	1	2	3	4	5
Servicios de alcantarillado	1	2	3	4	5
Cobro de servicios públicos de energía (agua/alcantarillado).....	1	2	3	4	5
Parques del condado.....	1	2	3	4	5
Programas o clases de recreación del condado	1	2	3	4	5
Centros o instalaciones públicas de recreación del condado	1	2	3	4	5
Uso, planificación y división en zonas del terreno	1	2	3	4	5
Ejecución del código (hierbas, edificios abandonados, etc.).....	1	2	3	4	5
Control de animales.....	1	2	3	4	5
Desarrollo económico	1	2	3	4	5
Servicios de salud.....	1	2	3	4	5
Servicios de bibliotecas públicas	1	2	3	4	5
Servicios de información pública	1	2	3	4	5
Preparación de emergencias (servicios que preparan a la comunidad para desastres naturales u otras situaciones de emergencia).....	1	2	3	4	5
Preservación de áreas naturales tales como espacio abierto, fincas y zonas verdes	1	2	3	4	5
Espacio abierto de Charlotte	1	2	3	4	5
Servicio en general al cliente por empleados de Charlotte (policía, repcionistas, planificadores, etc.).....	1	2	3	4	5

11. En general, ¿cómo clasificaría usted la calidad de los servicios proporcionados por cada uno de los siguientes?

	<i>Excelente</i>	<i>Buena</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
La ciudad de Charlotte	1	2	3	4	5
El Gobierno Federal	1	2	3	4	5
El Gobierno del Estado de Carolina del Norte.....	1	2	3	4	5

12. Por favor clasifique las siguientes categorías de desempeño gubernamental de Charlotte:

	<i>Excelente</i>	<i>Bueno</i>	<i>Regular</i>	<i>Deficiente</i>	<i>No sé</i>
El valor de los servicios por los impuestos pagados a Charlotte.....	1	2	3	4	5
La dirección en general que está tomando Charlotte	1	2	3	4	5
El trabajo que realiza el gobierno de Charlotte para acoger la participación de los ciudadanos	1	2	3	4	5
La confianza general en el gobierno de Charlotte	1	2	3	4	5
En lo general, actuando por el mejor interés de la comunidad.....	1	2	3	4	5
Ser honesto	1	2	3	4	5
Tratar a todos los residentes justamente	1	2	3	4	5

13. Por favor clasifique qué tan importante, si lo es, piensa que sea que la comunidad de Charlotte se concentre en cada uno de los siguientes durante los dos años venideros:

	<i>Esencial</i>	<i>Muy importante</i>	<i>Algo importante</i>	<i>No importante en absoluto</i>
Sentimiento en general de seguridad en Charlotte	1	2	3	4
Facilidad en general de llegar a los lugares que usted usualmente tiene que visitar	1	2	3	4
Calidad del ambiente natural de Charlotte en general	1	2	3	4
“Ambiente construido” en general de Charlotte (incluyendo diseño, edificios, parques y sistemas de transporte en general)	1	2	3	4
Oportunidades de salud y bienestar en Charlotte.....	1	2	3	4
Oportunidades en general para educación y enriquecimiento	1	2	3	4
Salud económica en general de Charlotte	1	2	3	4
Sentido de comunidad	1	2	3	4

14. ¿Qué tan a menudo, si lo hace, usa usted cada una de los siguientes para describir donde vive usted?

	<i>Siempre</i>	<i>A veces</i>	<i>Nunca</i>
Charlotte.....	1	2	3
Condado de Mecklenburg	1	2	3
Char-Meck.....	1	2	3
Carolina del Norte	1	2	3
Su vecindario específico	1	2	3

15. ¿Qué tan familiarizado, si lo está, se considera usted con cada uno de los siguientes?

	<i>Extremadamente familiarizado</i>	<i>Muy familiarizado</i>	<i>Algo familiarizado</i>	<i>No familiarizado en absoluto</i>
Iniciativas de desarrollo económico de la ciudad.....	1	2	3	4
Inversiones en infraestructura (calles, aceras, agua de tormenta y alcantarillado) de la ciudad.....	1	2	3	4
Planes de la ciudad para desarrollo y crecimiento	1	2	3	4
Planes de transporte y tránsito de la ciudad	1	2	3	4
Normas de vivienda y vecindario de la ciudad	1	2	3	4
Iniciativas ambientales (frondas/follaje de árboles, calidad de aire, reciclaje, calidad de agua, eficiencia de energía) de la ciudad.....	1	2	3	4
Presupuesto de la ciudad.....	1	2	3	4

16. ¿Qué tan a menudo, si lo hace, usa usted cada uno de los siguientes para acceder información o servicios?

	<i>Siempre</i>	<i>A veces</i>	<i>Nunca</i>
Sitio de red Charlottenc.gov	1	2	3
Sitio de red Charneck.org	1	2	3
Pago de cuenta por teléfono.....	1	2	3
Pago de cuenta en el mostrador/por carro en la ventana de pago/buzón de pago	1	2	3
Pago de cuenta en locales autorizados para pagos.....	1	2	3
Pago de cuenta en línea por medio del portal de red de la ciudad	1	2	3
Pago de cuenta en línea a través del sitio de red del banco o con una letra bancaria.....	1	2	3

La Encuesta 2013 de Ciudadanos de la ciudad de Charlotte

Nuestras últimas preguntas se tratan de usted y su hogar. De nuevo, todas sus respuestas a esta encuesta son completamente anónimas y serán reportadas únicamente en forma de grupo.

D1. ¿Qué tan a menudo, si lo hace, realiza usted cada uno de los siguientes, considerando todas las veces que podría?

	<i>Nunca</i>	<i>Rara vez</i>	<i>A Veces</i>	<i>Usualmente</i>	<i>Siempre</i>
Reciclar en el hogar	1	2	3	4	5
Comprar bienes o servicios de una empresa localizada en Charlotte	1	2	3	4	5
Comer por lo menos 5 porciones de frutas y vegetales al día	1	2	3	4	5
Participar en actividad física moderada o vigorosa	1	2	3	4	5
Leer o mirar noticias locales (vía televisión, periódico, computadora, etc.)	1	2	3	4	5
Votar en elecciones locales	1	2	3	4	5

D2. Usted diría que en general su salud es:

- ☐ Excelente ☐ Muy buena ☐ Buena ☐ Regular ☐ Deficiente

D3. ¿Qué impacto, si alguno, cree usted que tendrá la economía sobre su ingreso familiar en los próximos 6 meses? Cree usted que el impacto será:

- ☐ Muy positivo ☐ Algo positivo ☐ Neutro ☐ Algo negativo ☐ Muy negativo

D4. ¿Cuál es su estado de empleo?

- ☐ Trabajando tiempo completo para pago
☐ Trabajando medio tiempo para pago
☐ Sin empleo, buscando trabajo pagado
☐ Sin empleo, no buscando trabajo pagado
☐ Completamente retirado/jubilado

D5. ¿Trabaja usted dentro de los límites de Charlotte?

- ☐ Sí, fuera del hogar
☐ Sí, desde el hogar
☐ No

D6. ¿Cuántos años ha vivido usted en Charlotte?

- ☐ Menos de 2 años ☐ 11-20 años
☐ 2-5 años ☐ Más de 20 años
☐ 6-10 años

D7. ¿Cuál describe mejor el edificio en que vive?

- ☐ Casa individual de familia separada de cualquier otra casa
☐ Edificio con dos o más casas (dúplex, townhome, apartamento o condominio)
☐ Hogar móvil
☐ Otro

D8. Esta casa, este apartamento u hogar móvil es...

- ☐ Alquilado
☐ Suyo propio

D9. ¿Como cuánto es su costo mensual de alojamiento para el lugar donde vive usted (incluyendo alquiler, pago de hipoteca, impuesto de propiedad, seguro de propiedad y tarifas de la asociación de dueños de hogar (HOA))?

- ☐ Menos de \$300 por mes
☐ De \$300 a \$599 por mes
☐ De \$600 a \$999 por mes
☐ De \$1,000 a \$1,499 por mes
☐ De \$1,500 a \$2,499 por mes
☐ \$2,500 o más por mes

D10. ¿Algún niño de 17 años o menos vive en su hogar?

- ☐ No ☐ Sí

D11. ¿Usted u otros miembros de su hogar tienen edad de 65 años o mayor?

- ☐ No ☐ Sí

D12. ¿Cuánto espera que será el ingreso total de su hogar antes de los impuestos para el año actual? (Por favor incluya su ingreso total de dinero de todas las fuentes para todas las personas que viven en su hogar.)

- ☐ Menos de \$25,000
☐ De \$25,000 a \$49,999
☐ De \$50,000 a \$99,999
☐ De \$100,000 a \$149,999
☐ \$150,000 o más

Por favor responda ambas preguntas D13 y D14:

D13. ¿Es usted Español, Hispano o Latino?

- ☐ No, ni Español, ni Hispano ni Latino
☐ Sí, me considero como Español, Hispano o Latino

D14. ¿Cuál es su raza? (Marque una o más razas para indicar de cuál raza se considera usted.)

- ☐ Indígena Americana o Nativo de Alaska
☐ Asiática, Indígena Asiática o Isleña del Pacífico
☐ Negra o Afroamericana
☐ Blanca
☐ Otra

D15. ¿Dentro de cuál categoría está su edad?

- ☐ 18-24 años ☐ 55-64 años
☐ 25-34 años ☐ 65-74 años
☐ 35-44 años ☐ 75 años o mayor
☐ 45-54 años

D16. ¿Cuál es su género?

- ☐ Femenino ☐ Masculino

D17. ¿Considera usted un teléfono celular o una línea instalada como su número primordial de teléfono?

- ☐ Celular ☐ Línea instalada ☐ Ambos

Gracias por completar esta encuesta. Por favor devuelva la encuesta completada en el sobre pre-pagado al: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Let us know how our City is doing.

www.n-r-c.com/survey/2013charlottencs.htm



Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Let us know how our City is doing.

www.n-r-c.com/survey/2013charlottencs.htm



Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Let us know how our City is doing.

www.n-r-c.com/survey/2013charlottencs.htm



Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Let us know how our City is doing.

www.n-r-c.com/survey/2013charlottencs.htm

You still have time!

Let us know how our City is doing.

Please complete the confidential **National Citizen Survey** you received from the City of Charlotte. If it's more convenient, **complete the survey online now** at:

www.n-r-c.com/survey/2013charlottencs.htm

"I'm excited about the opportunity we've created to learn from residents how local government is serving your needs along with your perceptions of our city. This information will be used to shape future priorities and ensure we're creating the city you're proud to call home."



Mayor Patrick Cannon

You still have time!

Let us know how our City is doing.

Please complete the confidential **National Citizen Survey** you received from the City of Charlotte. If it's more convenient, **complete the survey online now** at:

www.n-r-c.com/survey/2013charlottencs.htm

"I'm excited about the opportunity we've created to learn from residents how local government is serving your needs along with your perceptions of our city. This information will be used to shape future priorities and ensure we're creating the city you're proud to call home."



Mayor Patrick Cannon

You still have time!

Let us know how our City is doing.

Please complete the confidential **National Citizen Survey** you received from the City of Charlotte. If it's more convenient, **complete the survey online now** at:

www.n-r-c.com/survey/2013charlottencs.htm

"I'm excited about the opportunity we've created to learn from residents how local government is serving your needs along with your perceptions of our city. This information will be used to shape future priorities and ensure we're creating the city you're proud to call home."



Mayor Patrick Cannon

You still have time!

Let us know how our City is doing.

Please complete the confidential **National Citizen Survey** you received from the City of Charlotte. If it's more convenient, **complete the survey online now** at:

www.n-r-c.com/survey/2013charlottencs.htm

"I'm excited about the opportunity we've created to learn from residents how local government is serving your needs along with your perceptions of our city. This information will be used to shape future priorities and ensure we're creating the city you're proud to call home."



Mayor Patrick Cannon



Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94