

Section 4:
Tabular Data

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of police services	18.9%	43.0%	22.3%	8.5%	2.3%	5.1%
B. Overall quality of the City's parks and recreation programs and facilities	20.5%	49.6%	16.6%	5.8%	0.9%	6.6%
C. Overall maintenance of City streets and sidewalks	5.8%	25.1%	27.8%	26.8%	12.8%	1.9%
D. Overall quality of fire services	31.4%	42.6%	12.4%	1.3%	0.5%	11.9%
E. Overall efforts by the City to enforce codes and ordinances	9.8%	28.6%	29.3%	10.8%	4.3%	17.4%
F. Overall quality of customer service provided by City employees	13.0%	39.8%	27.6%	6.5%	2.4%	10.8%
G. Overall effectiveness of City communication with the public	13.1%	37.4%	31.0%	10.4%	3.4%	4.8%
H. Overall management of traffic flow on City streets	4.0%	24.3%	24.3%	32.9%	12.1%	2.5%
I. Overall management of stormwater runoff by the City	7.1%	31.6%	28.0%	18.0%	7.9%	7.4%
J. Overall quality of trash, recycling, and yard waste collection services	33.1%	44.4%	11.8%	4.1%	2.3%	4.4%

WITHOUT DON'T KNOW

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of police services	19.9%	45.3%	23.5%	9.0%	2.4%
B. Overall quality of the City's parks and recreation programs and facilities	22.0%	53.1%	17.8%	6.2%	0.9%
C. Overall maintenance of City streets and sidewalks	5.9%	25.6%	28.3%	27.3%	13.0%
D. Overall quality of fire services	35.6%	48.4%	14.0%	1.4%	0.6%
E. Overall efforts by the City to enforce codes and ordinances	11.8%	34.6%	35.4%	13.0%	5.1%
F. Overall quality of customer service provided by City employees	14.6%	44.5%	31.0%	7.3%	2.7%
G. Overall effectiveness of City communication with the public	13.8%	39.2%	32.5%	10.9%	3.5%
H. Overall management of traffic flow on City streets	4.1%	24.9%	24.9%	33.7%	12.4%
I. Overall management of stormwater runoff by the City	7.7%	34.1%	30.2%	19.4%	8.5%
J. Overall quality of trash, recycling, and yard waste collection services	34.6%	46.4%	12.3%	4.3%	2.4%

Q2. Which THREE of the major categories of City services listed above do you think are MOST IMPORTANT for the City to provide?

<u>Q2. Most Important</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	431	53.9 %
Overall quality of the City's parks and recreation programs and facilities	12	1.5 %
Overall maintenance of City streets and sidewalks	76	9.5 %
Overall quality of fire services	27	3.4 %
Overall efforts by the City to enforce codes and ordinances	9	1.1 %
Overall quality of customer service provided by City employees	5	0.6 %
Overall effectiveness of City communication with the public	16	2.0 %
Overall management of traffic flow on City streets	66	8.3 %
Overall management of stormwater runoff by the City	20	2.5 %
Overall quality of trash, recycling, and yard waste	34	4.3 %
<u>None chosen</u>	<u>104</u>	<u>13.0 %</u>
Total	800	100.0 %

Q2. Which THREE of the major categories of City services listed above do you think are MOST IMPORTANT for the City to provide?

<u>Q2. 2nd Most Important</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	78	9.8 %
Overall quality of the City's parks and recreation programs and facilities	36	4.5 %
Overall maintenance of City streets and sidewalks	115	14.4 %
Overall quality of fire services	215	26.9 %
Overall efforts by the City to enforce codes and ordinances	21	2.6 %
Overall quality of customer service provided by City employees	14	1.8 %
Overall effectiveness of City communication with the public	20	2.5 %
Overall management of traffic flow on City streets	110	13.8 %
Overall management of stormwater runoff by the City	24	3.0 %
Overall quality of trash, recycling, and yard waste	32	4.0 %
<u>None chosen</u>	<u>135</u>	<u>16.9 %</u>
Total	800	100.0 %

Q2. Which THREE of the major categories of City services listed above do you think are MOST IMPORTANT for the City to provide?

<u>Q2. 3rd Most Important</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	39	4.9 %
Overall quality of the City's parks and recreation programs and facilities	47	5.9 %
Overall maintenance of City streets and sidewalks	112	14.0 %
Overall quality of fire services	64	8.0 %
Overall efforts by the City to enforce codes and ordinances	35	4.4 %
Overall quality of customer service provided by City employees	22	2.8 %
Overall effectiveness of City communication with the public	44	5.5 %
Overall management of traffic flow on City streets	111	13.9 %
Overall management of stormwater runoff by the City	60	7.5 %
Overall quality of trash, recycling, and yard waste	97	12.1 %
<u>None chosen</u>	<u>169</u>	<u>21.1 %</u>
Total	800	100.0 %

Q2. The sum of the THREE major categories of City services listed above you think are MOST IMPORTANT for the City to provide

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	548	68.5 %
Overall quality of fire services	306	38.3 %
Overall maintenance of City streets and sidewalks	303	37.9 %
Overall management of traffic flow on City streets	287	35.9 %
Overall quality of trash, recycling, and yard waste	163	20.4 %
Overall management of stormwater runoff by the City	104	13.0 %
Overall quality of the City's parks and recreation programs and facilities	95	11.9 %
Overall effectiveness of City communication with the public	80	10.0 %
Overall efforts by the City to enforce codes and ordinances	65	8.1 %
Overall quality of customer service provided by City employees	41	5.1 %
<u>None chosen</u>	<u>26</u>	<u>3.3 %</u>
Total	2018	

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of services provided by the City	9.8%	51.4%	27.4%	6.0%	1.5%	4.0%
B. Appearance of the City	10.1%	48.3%	25.4%	11.8%	2.3%	2.3%
C. How well the City is planning growth	7.3%	21.8%	30.0%	25.5%	8.5%	7.0%
D. Overall quality of life in the City	14.6%	47.4%	23.6%	10.4%	1.9%	2.1%
E. Availability of job opportunities	2.6%	13.4%	31.8%	27.1%	11.3%	13.9%
F. Overall value you receive for City taxes and fees	5.3%	25.0%	33.2%	22.3%	10.3%	4.0%

WITHOUT DON'T KNOW

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."(Without "Don't Know")

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of services provided by the City	10.2%	53.5%	28.5%	6.3%	1.6%
B. Appearance of the City	10.4%	49.4%	26.0%	12.0%	2.3%
C. How well the City is planning growth	7.8%	23.4%	32.3%	27.4%	9.1%
D. Overall quality of life in the City	14.9%	48.4%	24.1%	10.6%	1.9%
E. Availability of job opportunities	3.0%	15.5%	36.9%	31.5%	13.1%
F. Overall value you receive for City taxes and fees	5.5%	26.1%	34.6%	23.2%	10.7%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. City efforts to prevent crimes	8.3%	36.0%	24.6%	18.6%	7.3%	5.3%
B. Enforcement of local traffic laws	10.2%	42.9%	27.1%	11.4%	4.5%	4.0%
C. How quickly police respond to emergencies	14.8%	38.9%	20.5%	5.5%	3.4%	16.9%
D. The frequency that police officers patrol your neighborhood	8.8%	28.6%	28.4%	17.3%	8.6%	8.4%
E. City efforts to prevent fires	14.9%	41.9%	21.7%	1.6%	1.1%	18.8%
F. Enforcement of fire codes	13.0%	35.3%	22.5%	1.6%	0.4%	27.2%

WITHOUT DON'T KNOW

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:(Without "Don't Know")

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. City efforts to prevent crimes	8.7%	38.0%	26.0%	19.7%	7.7%
B. Enforcement of local traffic laws	10.6%	44.6%	28.2%	11.9%	4.7%
C. How quickly police respond to emergencies	17.8%	46.8%	24.7%	6.6%	4.1%
D. The frequency that police officers patrol your neighborhood	9.5%	31.2%	31.0%	18.8%	9.4%
E. City efforts to prevent fires	18.3%	51.6%	26.7%	2.0%	1.4%
F. Enforcement of fire codes	17.9%	48.5%	30.9%	2.2%	0.5%

Q5. Which TWO of the public safety services listed above do you think are most important for the City to provide?

<u>Q5. Most Important</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	428	53.5 %
Enforcement of local traffic laws	30	3.8 %
How quickly police respond to emergencies	124	15.5 %
The frequency that police officers patrol your neighborhood	65	8.1 %
City efforts to prevent fires	27	3.4 %
Enforcement of fire codes	9	1.1 %
None chosen	117	14.6 %
Total	800	100.0 %

Q5. Which TWO of the public safety services listed above do you think are most important for the City to provide?

<u>Q5. 2nd Most Important</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	93	11.6 %
Enforcement of local traffic laws	77	9.6 %
How quickly police respond to emergencies	205	25.6 %
The frequency that police officers patrol your neighborhood	130	16.3 %
City efforts to prevent fires	100	12.5 %
Enforcement of fire codes	35	4.4 %
None chosen	160	20.0 %
Total	800	100.0 %

Q5. The sum of the TWO public safety services most important for the City to provide

<u>Q5. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	521	65.1 %
How quickly police respond to emergencies	329	41.1 %
The frequency that police officers patrol your neighborhood	195	24.4 %
City efforts to prevent fires	127	15.9 %
Enforcement of local traffic laws	107	13.4 %
Enforcement of fire codes	44	5.5 %
None chosen	15	1.9 %
Total	1338	

Q6. Perceptions of Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations:

(N=800)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. In the downtown business district during the day	28.6%	47.5%	12.9%	4.4%	1.8%	4.9%
B. In the downtown business district at night	3.8%	15.6%	24.4%	28.9%	17.3%	10.1%
C. In City parks	12.6%	39.8%	27.5%	10.0%	4.1%	6.0%
D. In shopping areas	18.0%	52.4%	20.0%	6.1%	0.9%	2.6%
E. In your neighborhood during the day	45.4%	40.3%	8.9%	4.0%	0.6%	0.9%
F. In your neighborhood at night	20.8%	42.5%	18.9%	10.6%	5.6%	1.6%

WITHOUT DON'T KNOW

Q6. Perceptions of Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations:(Without "Don't Know")

(N=800)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
A. In the downtown business district during the day	30.1%	49.9%	13.5%	4.6%	1.8%
B. In the downtown business district at night	4.2%	17.4%	27.1%	32.1%	19.2%
C. In City parks	13.4%	42.3%	29.3%	10.6%	4.4%
D. In shopping areas	18.5%	53.8%	20.5%	6.3%	0.9%
E. In your neighborhood during the day	45.8%	40.6%	9.0%	4.0%	0.6%
F. In your neighborhood at night	21.1%	43.2%	19.2%	10.8%	5.7%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance and appearance of existing City parks	18.4%	55.5%	16.1%	3.1%	1.3%	5.6%
B. Number of City parks	15.9%	47.3%	19.9%	8.0%	2.3%	6.6%
C. Walking trails in the City	16.3%	40.6%	18.5%	10.4%	2.9%	11.4%
D. Biking trails in the City	14.3%	36.0%	19.6%	11.3%	4.5%	14.4%
E. City recreation centers	7.6%	27.8%	28.6%	10.8%	3.1%	22.1%
F. City swimming pools	6.1%	19.8%	30.4%	10.9%	4.8%	28.1%
G. City golf course	15.3%	28.0%	24.6%	2.1%	1.0%	29.0%
H. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	11.5%	38.7%	23.9%	4.9%	1.5%	19.5%
I. Quality of City recreation programs and classes	7.6%	23.1%	29.0%	6.5%	1.5%	32.3%
J. Variety of recreation programs and classes offered by the City	7.0%	21.9%	29.1%	8.0%	2.0%	32.0%

WITHOUT DON'T KNOW

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance and appearance of existing City parks	19.5%	58.8%	17.1%	3.3%	1.3%
B. Number of City parks	17.0%	50.7%	21.3%	8.6%	2.4%
C. Walking trails in the City	18.4%	45.8%	20.9%	11.7%	3.2%
D. Biking trails in the City	16.6%	42.0%	22.9%	13.1%	5.3%
E. City recreation centers	9.8%	35.6%	36.8%	13.8%	4.0%
F. City swimming pools	8.5%	27.5%	42.3%	15.1%	6.6%
G. City golf course	21.5%	39.4%	34.7%	3.0%	1.4%
H. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	14.3%	48.1%	29.7%	6.1%	1.9%
I. Quality of City recreation programs and classes	11.3%	34.1%	42.8%	9.6%	2.2%
J. Variety of recreation programs and classes offered by the City	10.3%	32.2%	42.8%	11.8%	2.9%

Q8. Which TWO of the parks and recreation items listed above do you think are MOST IMPORTANT for the City to provide?

<u>Q8. Most Important</u>	<u>Number</u>	<u>Percent</u>
Maintenance and appearance of existing City parks	297	37.1 %
Number of City parks	56	7.0 %
Walking trails in the City	75	9.4 %
Biking trails in the City	54	6.8 %
City recreation centers	33	4.1 %
City swimming pools	26	3.3 %
City golf course	22	2.8 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	45	5.6 %
Quality of City recreation programs and classes	35	4.4 %
Variety of recreation programs and classes offered by the City	23	2.9 %
<u>None chosen</u>	<u>134</u>	<u>16.8 %</u>
Total	800	100.0 %

Q8. Which TWO of the parks and recreation items listed above do you think are MOST IMPORTANT for the City to provide?

<u>Q8. 2nd Most Important</u>	<u>Number</u>	<u>Percent</u>
Maintenance and appearance of existing City parks	85	10.6 %
Number of City parks	86	10.8 %
Walking trails in the City	100	12.5 %
Biking trails in the City	85	10.6 %
City recreation centers	37	4.6 %
City swimming pools	19	2.4 %
City golf course	15	1.9 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	79	9.9 %
Quality of City recreation programs and classes	39	4.9 %
Variety of recreation programs and classes offered by the City	70	8.8 %
<u>None chosen</u>	<u>185</u>	<u>23.1 %</u>
Total	800	100.0 %

Q8. The sum of the TWO parks and recreation MOST IMPORTANT for the City to provide

<u>Q8. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance and appearance of existing City parks	382	47.8 %
Walking trails in the City	175	21.9 %
Number of City parks	142	17.8 %
Biking trails in the City	139	17.4 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer, etc.)	124	15.5 %
Variety of recreation programs and classes offered by the City	93	11.6 %
Quality of City recreation programs and classes	74	9.3 %
City recreation centers	70	8.8 %
City swimming pools	45	5.6 %
City golf course	37	4.6 %
<u>None chosen</u>	<u>18</u>	<u>2.3 %</u>
Total	1299	

Q9. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The availability of information about City programs and services	10.8%	33.4%	32.0%	13.4%	2.8%	7.8%
B. City efforts to keep residents informed about local issues	9.9%	38.3%	28.6%	15.1%	2.8%	5.4%
C. The level of public involvement in City decision-making	4.6%	22.1%	34.8%	21.8%	7.5%	9.3%
D. The quality of the City's cable television channel	6.8%	25.8%	29.6%	8.9%	6.9%	22.1%
E. Usefulness of the information that is available on the City's Web site	8.0%	26.8%	32.8%	5.3%	2.4%	24.9%

WITHOUT DON'T KNOW

Q9. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:(Without "Don't Know")

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. The availability of information about City programs and services	11.7%	36.2%	34.7%	14.5%	3.0%
B. City efforts to keep residents informed about local issues	10.4%	40.4%	30.3%	16.0%	2.9%
C. The level of public involvement in City decision-making	5.1%	24.4%	38.3%	24.0%	8.3%
D. The quality of the City's cable television channel	8.7%	33.1%	38.0%	11.4%	8.8%
E. Usefulness of the information that is available on the City's Web site	10.6%	35.6%	43.6%	7.0%	3.2%

Q10. From which of the following sources do you currently get information about the City of Wilmington? (Check all that apply.)

Q10. Sources do you currently get information	Number	Percent
City newsletter	482	60.3 %
Local newspapers	501	62.6 %
Local radio	339	42.4 %
Local television news	632	79.0 %
Social networking sites (Facebook, Twitter)	118	14.8 %
City website	240	30.0 %
City cable channel	201	25.1 %
Calling the City	154	19.3 %
Other	31	3.9 %
None chosen	14	1.8 %
Total	2712	

Q10. Other

Q10_Other

- APP
- ASKING NEIGHBORS
- BY MAIL
- FRIENDS
- INTERNET
- MAIL
- MAILINGS REBO CARDS
- NEW APPS
- NEWS ONLINE
- ON LINE PAPERS ABOUT THE CITY
- PEOPLE WHO WORK FOR CITY
- PHONE BOOK
- PUBLIC EVENT SESSIONS
- REFERRALS FROM FRIENDS
- RUMOR
- SERVES ON THE BOARD
- TALK
- TALKING TO PEOPLE
- TELEVISION
- UNIVERSITY WEBSITE
- WHATS ON WILMINGTON
- WORD OF MOUTH
- WORD OF MOUTH
- WORD OF MOUTH
- WORD OF MOUTH
- WORD OF MOUTH
- WORD OF MOUTH
- WORD OF MOUTH
- YAHOO NEWS

Q11. From which of the following sources would you prefer to get information about the City of Wilmington? (Check all that apply.)

Q11. Sources would you prefer to get information	Number	Percent
City newsletter	453	56.6 %
Local newspapers	402	50.3 %
Local radio	289	36.1 %
Local television news	517	64.6 %
Social networking sites (Facebook, Twitter)	154	19.3 %
City website	251	31.4 %
City cable channel	151	18.9 %
Calling the City	87	10.9 %
Other	19	2.4 %
None chosen	34	4.3 %
Total	2357	

Q11. Other

Q11 Other

A MIX IS GOOD
 ANYHTING INTERNET BASED
 APP
 BETTER RESPONSE FROM CITY
 BY MAIL
 E-MAIL
 EMAIL
 EMAIL
 EMAIL
 EMAIL
 EMAIL
 EMAIL
 EMAIL NEWSLETTER
 EMAIL NEWSLETTER
 EMAILS, MESSAGE ALERTS
 EMAILS PREFERABLY
 FREQUENCY NEIGHBORHOOD CRIMES
 MAIL
 MAIL
 MAIL
 MEETINGS
 MONTHLY NEWS LETTER TO AREAS OUTSIDE OF THE CITY/ IT SHOULD HAVE INFORMATION ABOUT THE CITY
 NEEDS APPS
 NEIGHBORHOODS EFFECTED
 NEWSTEXT
 NON-POLITICIANS
 ON THE PHONE MESSAGES
 ONLINE NEWSLETTER
 SOCIAL MEDIA
 SOCIAL NETWORKING
 SOCIAL NETWORKING
 UNIVERSITY WEBSITE
 WECT
 WELL FORMATTED, EASY TO READ

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of major City streets	4.5%	31.5%	25.1%	25.8%	10.8%	2.4%
B. Maintenance of streets in YOUR neighborhood	8.3%	29.8%	20.9%	23.3%	14.3%	3.6%
C. How quickly street repairs are made	4.9%	13.4%	27.6%	31.9%	14.8%	7.5%
D. Condition of street signs and traffic signals	11.8%	53.1%	23.9%	6.1%	3.0%	2.1%
E. Timing of traffic signals in the City	6.4%	30.3%	25.9%	23.5%	11.1%	2.8%
F. Mowing and tree trimming along City streets and other public areas	8.9%	38.9%	26.9%	13.6%	8.1%	3.6%
G. Adequacy of City street lighting	7.8%	40.1%	25.4%	19.0%	5.6%	2.1%
H. Cleanliness of City streets and other public areas	8.8%	40.4%	29.4%	15.0%	4.1%	2.3%
I. Cleanliness of stormwater drains	6.0%	29.9%	30.5%	17.6%	5.4%	10.6%
J. Maintenance of City sidewalks in your neighborhood	8.1%	28.0%	23.7%	13.0%	9.3%	17.9%

WITHOUT DON'T KNOW

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:(Without "Don't Know")

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance of major City streets	4.6%	32.3%	25.7%	26.4%	11.0%
B. Maintenance of streets in YOUR neighborhood	8.6%	30.9%	21.7%	24.1%	14.8%
C. How quickly street repairs are made	5.3%	14.5%	29.9%	34.5%	15.9%
D. Condition of street signs and traffic signals	12.0%	54.3%	24.4%	6.3%	3.1%
E. Timing of traffic signals in the City	6.6%	31.1%	26.6%	24.2%	11.5%
F. Mowing and tree trimming along City streets and other public areas	9.2%	40.3%	27.9%	14.1%	8.4%
G. Adequacy of City street lighting	7.9%	41.0%	25.9%	19.4%	5.7%
H. Cleanliness of City streets and other public areas	9.0%	41.4%	30.1%	15.4%	4.2%
I. Cleanliness of stormwater drains	6.7%	33.4%	34.1%	19.7%	6.0%
J. Maintenance of City sidewalks in your neighborhood	9.9%	34.1%	28.8%	15.9%	11.3%

Q13. Which TWO of the maintenance items listed above do you think are MOST IMPORTANT for the City to provide?

<u>Q13. Most Important</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	332	41.5 %
Maintenance of streets in YOUR neighborhood	80	10.0 %
How quickly street repairs are made	67	8.4 %
Condition of street signs and traffic signals	14	1.8 %
Timing of traffic signals in the City	58	7.3 %
Mowing and tree trimming along City streets and other public areas	19	2.4 %
Adequacy of City street lighting	38	4.8 %
Cleanliness of City streets and other public areas	21	2.6 %
Cleanliness of stormwater drains	29	3.6 %
Maintenance of City sidewalks in your neighborhood	30	3.8 %
<u>None chosen</u>	<u>112</u>	<u>14.0 %</u>
Total	800	100.0 %

Q13. Which TWO of the maintenance items listed above do you think are MOST IMPORTANT for the City to provide?

<u>Q13. 2nd Important</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	64	8.0 %
Maintenance of streets in YOUR neighborhood	89	11.1 %
How quickly street repairs are made	134	16.8 %
Condition of street signs and traffic signals	27	3.4 %
Timing of traffic signals in the City	101	12.6 %
Mowing and tree trimming along City streets and other public areas	32	4.0 %
Adequacy of City street lighting	63	7.9 %
Cleanliness of City streets and other public areas	74	9.3 %
Cleanliness of stormwater drains	46	5.8 %
Maintenance of City sidewalks in your neighborhood	34	4.3 %
<u>None chosen</u>	<u>136</u>	<u>17.0 %</u>
Total	800	100.0 %

Q13. The sum of the TWO maintenance items MOST IMPORTANT for the City to provide

<u>Q13. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	396	49.5 %
How quickly street repairs are made	201	25.1 %
Maintenance of streets in YOUR neighborhood	169	21.1 %
Timing of traffic signals in the City	159	19.9 %
Adequacy of City street lighting	101	12.6 %
Cleanliness of City streets and other public areas	95	11.9 %
Cleanliness of stormwater drains	75	9.4 %
Maintenance of City sidewalks in your neighborhood	64	8.0 %
Mowing and tree trimming along City streets and other public areas	51	6.4 %
Condition of street signs and traffic signals	41	5.1 %
<u>None chosen</u>	<u>6</u>	<u>0.8 %</u>
Total	1358	

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Enforcement of the cleanup of junk and debris on private property	7.5%	24.0%	25.9%	17.0%	7.3%	18.4%
B. Enforcement of mowing and cutting of weeds & grass on private property	5.9%	23.4%	30.1%	14.4%	5.6%	20.6%
C. Enforcement of exterior maintenance of residential property	4.1%	22.0%	33.9%	13.5%	5.9%	20.6%
D. Enforcement of exterior maintenance of commercial/business property	3.5%	25.9%	32.8%	11.1%	5.0%	21.8%
E. Enforcement of sign regulations	5.5%	26.1%	33.9%	8.4%	5.3%	20.9%
F. City efforts to remove abandoned or inoperative vehicles	6.6%	23.9%	30.9%	8.8%	4.5%	25.4%

WITHOUT DON'T KNOW

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:(Without "Don't Know")

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Enforcement of the cleanup of junk and debris on private property	9.2%	29.4%	31.7%	20.8%	8.9%
B. Enforcement of mowing and cutting of weeds & grass on private property	7.4%	29.4%	38.0%	18.1%	7.1%
C. Enforcement of exterior maintenance of residential property	5.2%	27.7%	42.7%	17.0%	7.4%
D. Enforcement of exterior maintenance of commercial/business property	4.5%	33.1%	41.9%	14.2%	6.4%
E. Enforcement of sign regulations	7.0%	33.0%	42.8%	10.6%	6.6%
F. City efforts to remove abandoned or inoperative vehicles	8.9%	32.0%	41.4%	11.7%	6.0%

Q15. Which TWO of the code enforcement items listed above do you think are most important for the City to provide?

<u>Q15. Most Important</u>	<u>Number</u>	<u>Percent</u>
Enforcement of the cleanup of junk and debris on private property	339	42.4 %
Enforcement of mowing and cutting of weeds & grass on private property	57	7.1 %
Enforcement of exterior maintenance of residential property	55	6.9 %
Enforcement of exterior maintenance of commercial/business property	68	8.5 %
Enforcement of sign regulations	62	7.8 %
City efforts to remove abandoned or inoperative vehicles	58	7.3 %
None chosen	161	20.1 %
Total	800	100.0 %

Q15. Which TWO of the code enforcement items listed above do you think are most important for the City to provide?

<u>Q15. 2nd Most Important</u>	<u>Number</u>	<u>Percent</u>
Enforcement of the cleanup of junk and debris on private property	88	11.0 %
Enforcement of mowing and cutting of weeds & grass on private property	144	18.0 %
Enforcement of exterior maintenance of residential property	110	13.8 %
Enforcement of exterior maintenance of commercial/business property	97	12.1 %
Enforcement of sign regulations	57	7.1 %
City efforts to remove abandoned or inoperative vehicles	98	12.3 %
None chosen	206	25.8 %
Total	800	100.0 %

Q15. The sum of the TWO code enforcement items most important for the City to provide

<u>Q15. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Enforcement of the cleanup of junk and debris on private property	427	53.4 %
Enforcement of mowing and cutting of weeds & grass on private property	201	25.1 %
Enforcement of exterior maintenance of residential property	165	20.6 %
Enforcement of exterior maintenance of commercial/business property	165	20.6 %
City efforts to remove abandoned or inoperative vehicles	156	19.5 %
Enforcement of sign regulations	119	14.9 %
None chosen	27	3.4 %
Total	1260	

Q16. Have you contacted the City of Wilmington during the past year?

Q16. Have you contacted the City of Wilmington during the past year?	Number	Percent
Yes	408	51.0 %
No	392	49.0 %
Total	800	100.0 %

Q16a. Which City Department did you contact most recently?

Q16a. Which City Department did you contact most recently?	Number	Percent
City Manager/City Council	33	8.1 %
Fire Department	16	3.9 %
Parks and Recreation	28	6.9 %
Planning	32	7.8 %
Police Department	108	26.5 %
Solid Waste	191	46.8 %
Business Licenses	13	3.2 %
Stormwater	31	7.6 %
Street Maintenance	56	13.7 %
Code Enforcement	63	15.4 %
Other	37	9.1 %
None chosen	1	0.2 %
Total	609	

Q16a. Other

Q16a Other

ABORIST

BIG TRASH PICKUP

BRUSH/LIMBS PICKUP

BUILDING DEPARTMENT

BULKY ITEM PICK UP

CAPE PUBLIC UTILITIES

DEBRIS AND WATER SERVICE

ENGINEERS

HOUSING AUTHORITY

I CALLED THE CITY BECAUSE I THINK I HAVE A GRAVE IN MY YARD/ AND THE CORNER STONES IN MY YARD/
WHEN I WAS PLOWING MY GARDEN/

MAYOR

PARKS AND RECREATION

PATROLLING NEIGHBORHOOD

PROPERTY TAXES

RECYCLING

REGISTER OF DEEDS

ROAD MAINTENANCE

STREET LIGHTS

TAX

TAX OFFICE

TRAFFIC

TRAFFIC LIGHT DEPT

TRASH AND DEBRIS

TRASH PICK UP

TRASH PICKUP

TRASH PICKUP

TREE DEPT/ TO CUT DOWN THE TREES

U-PAVING

UTILITIES

UTILITIES

WASTE DEPARTMENT

WATER DEPT

WATER FOR DRINKING

WATER UTILITY

WAVE TRANSPORT

ZONING

ZONING

Q16b-f. Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied, " please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following:

(N=408)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
B. How easy they were to contact	34.6%	39.7%	10.3%	9.1%	5.6%	0.7%
C. The way you were treated	39.0%	39.2%	10.0%	5.4%	5.4%	1.0%
D. The accuracy of the information and the assistance you were given	34.6%	36.5%	11.5%	8.8%	6.9%	1.7%
E. How quickly City staff responded to your request	32.6%	36.0%	10.0%	8.8%	11.3%	1.2%
F. How well your issue was handled	34.1%	31.6%	11.0%	10.0%	12.7%	0.5%

WITHOUT DON'T KNOW

Q16b-f. Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied, " please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following: (Without "Don't Know")

(N=408)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
B. How easy they were to contact	34.8%	40.0%	10.4%	9.1%	5.7%
C. The way you were treated	39.4%	39.6%	10.1%	5.4%	5.4%
D. The accuracy of the information and the assistance you were given	35.2%	37.2%	11.7%	9.0%	7.0%
E. How quickly City staff responded to your request	33.0%	36.5%	10.2%	8.9%	11.4%
F. How well your issue was handled	34.2%	31.8%	11.1%	10.1%	12.8%

Q17. City Utility/Public Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash collection services	44.5%	41.0%	6.1%	1.5%	1.3%	5.6%
B. Curbside recycling services	43.3%	36.9%	7.9%	2.1%	1.9%	8.0%
C. Bulky item pick up/removal services (old furniture, appliances, etc.)	33.0%	33.9%	12.3%	6.9%	2.6%	11.4%
D. Yard waste collection services	35.8%	37.9%	9.4%	7.0%	2.0%	8.0%

WITHOUT DON'T KNOW

Q17. City Utility/Public Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:(Without "Don't Know")

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Residential trash collection services	47.2%	43.4%	6.5%	1.6%	1.3%
B. Curbside recycling services	47.0%	40.1%	8.6%	2.3%	2.0%
C. Bulky item pick up/removal services (old furniture, appliances, etc.)	37.2%	38.2%	13.8%	7.8%	3.0%
D. Yard waste collection services	38.9%	41.2%	10.2%	7.6%	2.2%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months.

(N=800)

	Yes	No	Don't Know
A. Used public transportation services supported by the City	10.3%	86.4%	3.4%
B. Participated in recreation programs offered by the City	19.1%	77.8%	3.1%
C. Visited City recreation centers	39.4%	57.6%	3.0%
D. Visited a neighborhood or City park	81.0%	17.0%	2.0%
E. Used Fire services	7.9%	88.8%	3.4%
F. Called Code Enforcement	13.1%	83.1%	3.8%
G. Called or visited the Police Department	32.8%	64.5%	2.8%
H. Visited the City's website	48.4%	49.0%	2.6%
I. Read the City's newsletter	74.4%	23.6%	2.0%
J. Watched the City's cable television channel	47.8%	49.9%	2.4%
K. Watched a video on the City website	11.4%	84.3%	4.4%
L. Seen anything from the City on Facebook, Twitter or YouTube	16.1%	79.6%	4.3%

WITHOUT DON'T KNOW

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months.(Without "Don't Know")

(N=800)

	Yes	No
A. Used public transportation services supported by the City	10.6%	89.4%
B. Participated in recreation programs offered by the City	19.7%	80.3%
C. Visited City recreation centers	40.6%	59.4%
D. Visited a neighborhood or City park	82.7%	17.3%
E. Used Fire services	8.2%	91.8%
F. Called Code Enforcement	13.6%	86.4%
G. Called or visited the Police Department	33.7%	66.3%
H. Visited the City's website	49.7%	50.3%
I. Read the City's newsletter	75.9%	24.1%
J. Watched the City's cable television channel	48.9%	51.1%
K. Watched a video on the City website	11.9%	88.1%
L. Seen anything from the City on Facebook, Twitter or YouTube	16.8%	83.2%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items:

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Adequacy of public parking in downtown Wilmington	6.3%	29.9%	25.4%	22.9%	9.0%	6.6%
B. Availability of public transportation services in Wilmington	6.4%	22.5%	28.1%	10.1%	5.5%	27.4%
C. Ease of travel by car in the City	8.0%	40.6%	26.0%	17.6%	5.6%	2.1%
D. Ease of walking in the City	9.0%	40.5%	24.5%	14.6%	4.4%	7.0%
E. Ease of biking in the City	5.5%	19.5%	26.3%	16.8%	6.9%	25.0%
F. Opportunities to attend cultural activities in Wilmington	15.0%	41.4%	24.0%	6.3%	1.9%	11.5%
G. Availability of affordable housing in Wilmington	5.4%	19.0%	28.8%	16.3%	8.9%	21.7%

WITHOUT DON'T KNOW

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items:(Without "Don't Know")

(N=800)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Adequacy of public parking in downtown Wilmington	6.7%	32.0%	27.2%	24.5%	9.6%
B. Availability of public transportation services in Wilmington	8.8%	31.0%	38.7%	13.9%	7.6%
C. Ease of travel by car in the City	8.2%	41.5%	26.6%	18.0%	5.7%
D. Ease of walking in the City	9.7%	43.5%	26.3%	15.7%	4.7%
E. Ease of biking in the City	7.3%	26.0%	35.1%	22.4%	9.2%
F. Opportunities to attend cultural activities in Wilmington	16.9%	46.8%	27.1%	7.1%	2.1%
G. Availability of affordable housing in Wilmington	6.9%	24.3%	36.7%	20.8%	11.3%

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5 where 5 means "Extremely Important" and 1 means "Not Important At All," please indicate how important you think it is for the city to continue to invest in the following projects:

(N=800)

	Extremely Important	Very Important	Important	Not Very Important	Not Important At All	Don't Know
A. Upgrades to public facilities (i.e., public buildings, Riverwalk, stormwater facilities, etc.)	26.8%	33.1%	28.3%	6.5%	1.5%	3.9%
B. Improvements to parks & open space	20.8%	33.9%	31.6%	8.4%	1.6%	3.8%
C. Improvements to Police/Fire facilities	27.9%	33.0%	25.6%	7.8%	1.8%	4.0%
D. Improvements to the city's transportation network (i.e., roads, bridges, public transit)	40.9%	32.8%	18.4%	3.8%	1.1%	3.1%
E. Additional crosswalks, bike lanes, multi-use trails	28.0%	25.6%	24.9%	11.1%	5.9%	4.5%
F. Improvements to arts/cultural facilities	14.5%	25.0%	36.4%	14.0%	5.0%	5.0%

WITHOUT DON'T KNOW

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5 where 5 means "Extremely Important" and 1 means "Not Important At All," please indicate how important you think it is for the city to continue to invest in the following projects:(Without "Don't Know")

(N=800)

	Extremely Important	Very Important	Important	Not Very Important	Not Important At All
A. Upgrades to public facilities (i.e., public buildings, Riverwalk, stormwater facilities, etc.)	27.8%	34.5%	29.4%	6.8%	1.6%
B. Improvements to parks & open space	21.6%	35.2%	32.9%	8.7%	1.7%
C. Improvements to Police/Fire facilities	29.0%	34.4%	26.7%	8.1%	1.8%
D. Improvements to the city's transportation network (i.e., roads, bridges, public transit)	42.2%	33.8%	19.0%	3.9%	1.2%
E. Additional crosswalks, bike lanes, multi-use trails	29.3%	26.8%	26.0%	11.6%	6.2%
F. Improvements to arts/cultural facilities	15.3%	26.4%	38.3%	14.8%	5.3%

Q21. Which TWO of the capital improvements listed above would you be Most Willing to pay an increase in taxes to support?

<u>Q21. Most Willing</u>	<u>Number</u>	<u>Percent</u>
Upgrades to public facilities (i.e., public buildings, Riverwalk, stormwater facilities, etc.)	105	13.1 %
Improvements to parks & open space	48	6.0 %
Improvements to Police/Fire facilities	134	16.8 %
Improvements to the city's transportation network (i.e., roads, bridges, public transit)	176	22.0 %
Additional crosswalks, bike lanes, multi-use trails	92	11.5 %
Improvements to arts/cultural facilities	15	1.9 %
<u>None chosen</u>	<u>230</u>	<u>28.8 %</u>
Total	800	100.0 %

Q21. Which TWO of the capital improvements listed above would you be Most Willing to pay an increase in taxes to support?

<u>Q21. 2nd Most Willing</u>	<u>Number</u>	<u>Percent</u>
Upgrades to public facilities (i.e., public buildings, Riverwalk, stormwater facilities, etc.)	90	11.3 %
Improvements to parks & open space	70	8.8 %
Improvements to Police/Fire facilities	68	8.5 %
Improvements to the city's transportation network (i.e., roads, bridges, public transit)	137	17.1 %
Additional crosswalks, bike lanes, multi-use trails	95	11.9 %
Improvements to arts/cultural facilities	40	5.0 %
<u>None chosen</u>	<u>300</u>	<u>37.5 %</u>
Total	800	100.0 %

Q21. The sum of the TWO capital improvements Most Willing to pay an increase in taxes to support

<u>Q21. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Improvements to the city's transportation network (i.e., roads, bridges, public transit)	313	39.1 %
Improvements to Police/Fire facilities	202	25.3 %
Upgrades to public facilities (i.e., public buildings, Riverwalk, stormwater facilities, etc.)	195	24.4 %
Additional crosswalks, bike lanes, multi-use trails	187	23.4 %
Improvements to parks & open space	118	14.8 %
Improvements to arts/cultural facilities	55	6.9 %
<u>None chosen</u>	<u>40</u>	<u>5.0 %</u>
Total	1110	

Q22. Funding for City Services. Using a scale of 1 to 5 where 5 means "Spend Much More" and 1 means "Spend Much Less," please indicate what you think about the City's current level of funding for each of the City services listed below:

(N=800)

	Spend much more	Spend more	Spend about same	Spend less	Spend much less	Don't know
A. Police Services	21.1%	39.1%	32.3%	2.4%	1.8%	3.4%
B. Fire Services	13.5%	28.4%	49.8%	3.4%	1.4%	3.6%
C. Parks and Recreation	7.1%	25.5%	51.8%	9.4%	2.4%	3.9%
D. Maintenance of Streets and Sidewalks	24.0%	45.4%	24.8%	2.0%	0.8%	3.1%
E. Upkeep of parks and other public areas	7.9%	26.4%	54.5%	6.9%	1.0%	3.4%
F. Enforcement of city codes	8.4%	17.4%	57.4%	9.0%	2.5%	5.3%

WITHOUT DON'T KNOW

Q22. Funding for City Services. Using a scale of 1 to 5 where 5 means "Spend Much More" and 1 means "Spend Much Less," please indicate what you think about the City's current level of funding for each of the City services listed below:(Without "Don't Know")

(N=800)

	Spend much more	Spend more	Spend about same	Spend less	Spend much less
A. Police Services	21.9%	40.5%	33.4%	2.5%	1.8%
B. Fire Services	14.0%	29.4%	51.6%	3.5%	1.4%
C. Parks and Recreation	7.4%	26.5%	53.8%	9.8%	2.5%
D. Maintenance of Streets and Sidewalks	24.8%	46.8%	25.5%	2.1%	0.8%
E. Upkeep of parks and other public areas	8.2%	27.3%	56.4%	7.1%	1.0%
F. Enforcement of city codes	8.9%	18.4%	60.6%	9.5%	2.6%

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5 where 5 means "Extremely Important" and 1 means "Not Important At All," please indicate how important each of the City's focus areas are to you:

(N=800)

	Extremely Important	Very Important	Important	Not Very Important	Not Important At All	Don't Know
A. Share information, get citizen input and build relationships.	34.0%	34.8%	25.0%	2.9%	0.8%	2.6%
B. Improve the local economy through public and private investments and partnerships.	34.4%	33.1%	21.5%	5.1%	2.0%	3.9%
C. Work to ensure the city is positioned for future sustainability and growth.	42.8%	35.0%	15.6%	3.1%	0.8%	2.8%
D. Provide a safe community.	68.5%	22.4%	6.6%	0.3%	0.3%	2.0%
E. Support neighborhoods to help them thrive.	41.6%	30.8%	20.9%	3.6%	0.6%	2.5%
F. Provide a safe and efficient transportation system.	36.0%	27.6%	27.3%	5.4%	1.8%	2.0%

WITHOUT DON'T KNOW

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5 where 5 means "Extremely Important" and 1 means "Not Important At All," please indicate how important each of the City's focus areas are to you:(Without "Don't Know")

(N=800)

	Extremely Important	Very Important	Important	Not Very Important	Not Important At All
A. Share information, get citizen input and build relationships.	34.9%	35.7%	25.7%	3.0%	0.8%
B. Improve the local economy through public and private investments and partnerships.	35.8%	34.5%	22.4%	5.3%	2.1%
C. Work to ensure the city is positioned for future sustainability and growth.	44.0%	36.0%	16.1%	3.2%	0.8%
D. Provide a safe community.	69.9%	22.8%	6.8%	0.3%	0.3%
E. Support neighborhoods to help them thrive.	42.7%	31.5%	21.4%	3.7%	0.6%
F. Provide a safe and efficient transportation system.	36.7%	28.2%	27.8%	5.5%	1.8%

Q24. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," please rate the City of Wilmington with regard to the following:

(N=800)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. As a place to live	32.4%	50.4%	10.5%	4.6%	0.9%	1.3%
B. As a place to raise children	25.8%	43.1%	15.1%	7.6%	2.3%	6.1%
C. As a place to work or build a business	16.4%	35.0%	24.9%	14.4%	5.0%	4.4%
D. As a place to retire	33.8%	41.9%	11.6%	5.5%	2.5%	4.8%
E. As a place to visit	47.0%	38.8%	8.8%	2.1%	1.1%	2.3%

WITHOUT DON'T KNOW

Q24. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor," please rate the City of Wilmington with regard to the following:(Without "Don't Know")

(N=800)

	Excellent	Good	Neutral	Below Average	Poor
A. As a place to live	32.8%	51.0%	10.6%	4.7%	0.9%
B. As a place to raise children	27.4%	45.9%	16.1%	8.1%	2.4%
C. As a place to work or build a business	17.1%	36.6%	26.0%	15.0%	5.2%
D. As a place to retire	35.4%	44.0%	12.2%	5.8%	2.6%
E. As a place to visit	48.1%	39.6%	9.0%	2.2%	1.2%

Q25. Approximately how many years have you lived in Wilmington?

Q25. How many years have you lived in Wilmington?	Number	Percent
Less than 5 years	84	10.5 %
5 - 10 years	111	13.9 %
11 - 20 years	171	21.4 %
More than 20 years	419	52.4 %
Not provided	15	1.9 %
Total	800	100.0 %

Q26. What is your age?

Q26. What is your age?	Number	Percent
18 - 34 years	140	17.5 %
35 - 44 years	168	21.0 %
45 - 54 years	154	19.3 %
55 - 64 years	168	21.0 %
65 - 74 years	108	13.5 %
75+ years	54	6.8 %
Not provided	8	1.0 %
Total	800	100.0 %

Q27. Have you been a victim of a crime in the City of Wilmington during the past year?

Q27. Have you been a victim of a crime?	Number	Percent
Yes	111	13.9 %
No	680	85.0 %
Not provided	9	1.1 %
Total	800	100.0 %

Q28. What is your gender?

Q28. What is your gender?	Number	Percent
Male	387	48.4 %
Female	413	51.6 %
Total	800	100.0 %

Q29. Have you visited Downtown Wilmington during the past year?

Q29. Have you visited Downtown Wilmington during the past year?	Number	Percent
Yes	716	89.5 %
No	78	9.8 %
Not provided	6	0.8 %
Total	800	100.0 %

Q30. Which of the following best describes your race/ethnicity? (check all that apply)

Q30. Which of the following best describes your race/ethnicity?	Number	Percent
Asian/Pacific Islander	11	1.4 %
White	569	71.1 %
American Indian/Eskimo	12	1.5 %
Black/African American	190	23.8 %
Hispanic/Latino/Spanish	25	3.1 %
Other	18	2.3 %
Not provided	4	0.5 %
Total	829	

Q31. Would you say your total annual household income is:

<u>Q31. Would you say your total annual household income is:</u>	<u>Number</u>	<u>Percent</u>
Under \$30,000	121	15.1 %
\$30,000 - \$59,999	177	22.1 %
\$60,000 - \$99,999	205	25.6 %
\$100,000 or more	229	28.6 %
Not provided	68	8.5 %
Total	800	100.0 %

Q32. What is your home zip code?

<u>Q32. What is your home zip code?</u>	<u>Number</u>	<u>Percent</u>
28409	223	27.9 %
28403	205	25.6 %
28405	115	14.4 %
28401	156	19.5 %
28412	101	12.6 %
Total	800	100.0 %