

2015 City of Fayetteville Resident Survey *Appendix F – Crosstabs by Gender and Race/Ethnicity*

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Submitted to the City of Fayetteville, North Carolina

by:

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Q1. Major categories of services provided by the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q1-1. Overall quality of police protection</u>							
Very Satisfied	14.4%	20.1%	8.1%	17.0%	21.0%	10.5%	17.2%
Satisfied	52.3%	46.8%	51.6%	49.4%	49.4%	49.1%	49.6%
Neutral	24.0%	24.7%	33.9%	24.9%	22.2%	21.1%	24.3%
Dissatisfied	7.8%	6.8%	4.8%	6.8%	6.2%	17.5%	7.3%
Very Dissatisfied	1.5%	1.6%	1.6%	1.9%	1.2%	1.8%	1.6%
<u>Q1-2. Overall quality of fire protection & rescue services</u>							
Very Satisfied	34.6%	39.3%	28.3%	36.8%	38.7%	37.9%	36.9%
Satisfied	52.8%	47.3%	55.0%	49.2%	50.4%	48.3%	50.2%
Neutral	10.5%	12.0%	15.0%	12.4%	9.3%	10.3%	11.2%
Dissatisfied	1.5%	1.0%	1.7%	1.2%	1.2%	1.7%	1.3%
Very Dissatisfied	0.6%	0.3%	0.0%	0.4%	0.4%	1.7%	0.5%

Q1. Major categories of services provided by the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q1-3. Overall maintenance of City streets</u>							
Very Satisfied	5.1%	6.6%	9.7%	7.8%	3.1%	5.1%	5.8%
Satisfied	33.2%	32.8%	24.2%	31.9%	37.7%	27.1%	33.0%
Neutral	26.3%	29.3%	40.3%	27.0%	27.7%	18.6%	27.8%
Dissatisfied	29.6%	24.9%	22.6%	27.0%	26.2%	39.0%	27.3%
Very Dissatisfied	5.7%	6.3%	3.2%	6.3%	5.4%	10.2%	6.0%
 <u>Q1-4. Overall flow of traffic in City</u>							
Very Satisfied	1.5%	2.2%	1.6%	1.9%	2.0%	1.8%	1.9%
Satisfied	26.4%	26.2%	29.0%	29.7%	24.8%	14.0%	26.3%
Neutral	30.1%	33.9%	30.6%	34.6%	27.2%	42.1%	31.9%
Dissatisfied	31.3%	25.6%	29.0%	23.0%	33.5%	31.6%	28.5%
Very Dissatisfied	10.6%	12.1%	9.7%	10.8%	12.6%	10.5%	11.4%

Q1. Major categories of services provided by the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	

Q1-5. Overall quality of public transit system, Fayetteville Area System of Transit (FAST)

Very Satisfied	9.0%	10.5%	10.3%	10.1%	9.9%	6.3%	9.7%
Satisfied	22.5%	28.1%	13.8%	29.1%	23.4%	15.6%	25.1%
Neutral	50.5%	39.8%	58.6%	41.7%	49.5%	43.8%	45.6%
Dissatisfied	12.0%	17.0%	10.3%	12.1%	14.4%	31.3%	14.3%
Very Dissatisfied	6.0%	4.7%	6.9%	7.0%	2.7%	3.1%	5.4%

Q1-6. Overall quality of water & sewer utilities

Very Satisfied	16.6%	15.0%	13.3%	14.6%	18.7%	11.9%	15.8%
Satisfied	51.1%	46.3%	55.0%	49.6%	49.4%	35.6%	48.7%
Neutral	19.3%	23.5%	23.3%	19.8%	19.9%	32.2%	21.3%
Dissatisfied	9.4%	11.1%	5.0%	12.7%	9.2%	8.5%	10.2%
Very Dissatisfied	3.6%	4.2%	3.3%	3.4%	2.8%	11.9%	3.9%

Q1. Major categories of services provided by the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q1-7. Overall enforcement of codes & ordinances</u>							
Very Satisfied	4.2%	11.2%	7.7%	9.5%	6.6%	1.9%	7.5%
Satisfied	38.2%	32.0%	40.4%	39.1%	32.0%	26.9%	35.3%
Neutral	34.3%	35.3%	28.8%	33.3%	36.4%	40.4%	34.8%
Dissatisfied	17.0%	14.9%	17.3%	12.3%	18.4%	21.2%	16.0%
Very Dissatisfied	6.2%	6.7%	5.8%	5.8%	6.6%	9.6%	6.4%
<u>Q1-8. Overall quality of customer service received from City employees</u>							
Very Satisfied	9.6%	15.9%	13.6%	14.0%	11.0%	11.5%	12.5%
Satisfied	48.1%	42.1%	39.0%	49.4%	46.3%	26.9%	45.3%
Neutral	31.5%	30.0%	33.9%	26.5%	32.5%	40.4%	30.8%
Dissatisfied	8.0%	8.6%	10.2%	7.0%	7.3%	17.3%	8.3%
Very Dissatisfied	2.8%	3.4%	3.4%	3.1%	2.8%	3.8%	3.1%

Q1. Major categories of services provided by the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/ African American	White	Other	
<u>Q1-9. Overall effectiveness of communication with public</u>							
Very Satisfied	6.7%	13.0%	3.6%	11.1%	10.2%	7.3%	9.7%
Satisfied	44.3%	38.2%	48.2%	45.2%	38.3%	30.9%	41.4%
Neutral	34.3%	33.2%	33.9%	31.4%	35.5%	36.4%	33.8%
Dissatisfied	12.2%	12.6%	12.5%	10.0%	13.3%	20.0%	12.4%
Very Dissatisfied	2.4%	3.0%	1.8%	2.3%	2.7%	5.5%	2.7%
<u>Q1-10. Overall quality of Parks & Recreation facilities & programs</u>							
Very Satisfied	11.1%	16.9%	12.7%	18.3%	10.0%	9.8%	13.9%
Satisfied	50.3%	48.3%	52.7%	51.9%	47.3%	41.2%	49.3%
Neutral	25.2%	18.3%	23.6%	17.2%	26.4%	23.5%	21.8%
Dissatisfied	9.7%	12.8%	9.1%	10.3%	12.3%	13.7%	11.2%
Very Dissatisfied	3.7%	3.8%	1.8%	2.3%	4.1%	11.8%	3.7%

Q1. Major categories of services provided by the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q1-11. Overall appearance of major entryways to City</u>							
Very Satisfied	8.1%	10.3%	13.8%	12.2%	5.4%	6.9%	9.1%
Satisfied	36.0%	36.5%	37.9%	44.1%	31.3%	20.7%	36.3%
Neutral	26.7%	28.8%	32.8%	24.8%	27.4%	37.9%	27.8%
Dissatisfied	21.0%	17.6%	13.8%	13.3%	25.1%	27.6%	19.4%
Very Dissatisfied	8.1%	6.7%	1.7%	5.6%	10.8%	6.9%	7.4%
<u>Q1-12. Overall effectiveness of Economic & Business Development by City</u>							
Very Satisfied	3.6%	7.4%	8.9%	6.1%	3.6%	6.0%	5.4%
Satisfied	26.5%	26.6%	32.1%	31.8%	21.6%	16.0%	26.5%
Neutral	35.4%	42.1%	32.1%	41.2%	37.8%	36.0%	38.6%
Dissatisfied	24.8%	15.9%	21.4%	16.3%	24.3%	24.0%	20.6%
Very Dissatisfied	9.6%	8.1%	5.4%	4.5%	12.6%	18.0%	8.9%

Q2. Which THREE of the items listed above in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of top 3 choices)

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q2. Sum of top 3 choices</u>							
Overall quality of police protection	42.2%	39.4%	44.4%	38.0%	45.3%	30.0%	40.8%
Overall quality of fire protection & rescue services	13.0%	11.5%	12.7%	8.6%	14.6%	18.3%	12.3%
Overall maintenance of City streets	33.9%	37.0%	27.0%	39.1%	33.0%	38.3%	35.4%
Overall flow of traffic in City	38.3%	31.8%	38.1%	31.5%	38.2%	35.0%	35.1%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	9.4%	11.2%	15.9%	15.4%	4.1%	8.3%	10.3%
Overall quality of water & sewer utilities	13.0%	13.3%	15.9%	12.5%	10.9%	23.3%	13.2%
Overall enforcement of codes & ordinances	16.2%	14.5%	12.7%	12.5%	19.1%	15.0%	15.4%

Q2. Which THREE of the items listed above in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of top 3 choices) (cont.)

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q2. Sum of top 3 choices (Cont.)</u>							
Overall quality of customer service received from City employees	9.1%	5.5%	6.3%	8.6%	5.6%	10.0%	7.3%
Overall effectiveness of communication with public	11.8%	14.8%	17.5%	14.7%	11.6%	10.0%	13.3%
Overall quality of Parks & Recreation facilities & programs	10.9%	15.2%	12.7%	13.6%	11.6%	16.7%	13.0%
Overall appearance of major entryways to City	16.8%	18.2%	14.3%	15.1%	22.1%	11.7%	17.5%
Overall effectiveness of Economic & Business Development by City	31.0%	27.9%	33.3%	26.9%	31.1%	30.0%	29.4%
None chosen	13.9%	15.8%	14.3%	16.5%	13.5%	13.3%	14.8%

Q3. Several items that may influence your perception of the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q3-1. Overall quality of services provided by City of Fayetteville</u>							
Very Satisfied	8.1%	11.5%	6.7%	10.4%	10.9%	3.7%	9.7%
Satisfied	49.3%	43.6%	55.0%	46.1%	48.6%	29.6%	46.6%
Neutral	30.4%	31.5%	30.0%	31.2%	29.2%	38.9%	30.9%
Dissatisfied	9.6%	10.8%	8.3%	8.9%	9.3%	22.2%	10.2%
Very Dissatisfied	2.7%	2.6%	0.0%	3.3%	1.9%	5.6%	2.7%
 <u>Q3-2. Overall image & appearance of City</u>							
Very Satisfied	5.1%	6.0%	4.9%	8.0%	3.1%	5.2%	5.5%
Satisfied	35.2%	38.7%	31.1%	43.1%	33.1%	31.0%	36.9%
Neutral	27.2%	27.7%	37.7%	24.5%	28.8%	24.1%	27.4%
Dissatisfied	27.2%	24.5%	24.6%	21.5%	28.5%	36.2%	25.9%
Very Dissatisfied	5.4%	3.1%	1.6%	2.9%	6.5%	3.4%	4.3%

Q3. Several items that may influence your perception of the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q3-3. Overall police relationship with your community</u>							
Very Satisfied	13.6%	17.5%	9.8%	13.1%	20.0%	12.3%	15.5%
Satisfied	47.4%	44.0%	52.5%	41.6%	49.4%	42.1%	45.8%
Neutral	24.8%	22.0%	24.6%	25.8%	20.0%	26.3%	23.4%
Dissatisfied	10.3%	12.6%	9.8%	15.7%	7.1%	12.3%	11.4%
Very Dissatisfied	3.9%	3.9%	3.3%	3.7%	3.5%	7.0%	3.9%
<u>Q3-4. Overall preparedness to manage development & growth</u>							
Very Satisfied	3.2%	5.3%	3.5%	4.8%	3.8%	3.6%	4.2%
Satisfied	25.5%	29.1%	21.1%	32.9%	24.4%	20.0%	27.2%
Neutral	41.1%	37.9%	43.9%	39.4%	38.7%	40.0%	39.6%
Dissatisfied	22.6%	21.4%	19.3%	18.5%	26.1%	23.6%	22.0%
Very Dissatisfied	7.6%	6.3%	12.3%	4.4%	7.1%	12.7%	7.0%

Q3. Several items that may influence your perception of the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q3-5. Overall quality of life in City</u>							
Very Satisfied	4.2%	10.2%	5.3%	8.8%	6.2%	5.4%	7.1%
Satisfied	40.2%	39.3%	43.9%	38.6%	43.2%	25.0%	39.8%
Neutral	30.8%	29.7%	26.3%	33.1%	25.5%	42.9%	30.3%
Dissatisfied	19.9%	15.0%	15.8%	14.7%	20.5%	19.6%	17.5%
Very Dissatisfied	4.8%	5.8%	8.8%	4.8%	4.6%	7.1%	5.3%
<u>Q3-6. Overall quality of life in your neighborhood</u>							
Very Satisfied	12.0%	17.0%	8.2%	12.9%	18.1%	12.1%	14.4%
Satisfied	50.2%	41.8%	45.9%	44.1%	50.4%	36.2%	46.1%
Neutral	19.5%	20.8%	23.0%	22.4%	15.0%	29.3%	20.1%
Dissatisfied	13.2%	15.1%	16.4%	15.8%	11.9%	13.8%	14.1%
Very Dissatisfied	5.1%	5.3%	6.6%	4.8%	4.6%	8.6%	5.2%

Q3. Several items that may influence your perception of the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q3-7. Overall availability of arts & cultural amenities</u>							
Very Satisfied	7.8%	10.0%	1.7%	8.6%	11.4%	7.4%	8.9%
Satisfied	32.2%	38.8%	40.0%	34.1%	36.7%	31.5%	35.5%
Neutral	40.1%	33.7%	38.3%	36.9%	37.6%	33.3%	37.0%
Dissatisfied	14.7%	13.1%	11.7%	15.3%	10.9%	22.2%	13.9%
Very Dissatisfied	5.2%	4.5%	8.3%	5.1%	3.5%	5.6%	4.8%
<u>Q3-8. Overall appearance of major corridors</u>							
Very Satisfied	3.0%	4.3%	3.3%	3.5%	3.5%	5.5%	3.6%
Satisfied	32.2%	32.8%	34.4%	38.8%	27.5%	23.6%	32.5%
Neutral	33.4%	36.1%	39.3%	34.6%	32.9%	38.2%	34.7%
Dissatisfied	25.5%	22.5%	19.7%	18.8%	29.8%	27.3%	24.1%
Very Dissatisfied	5.8%	4.3%	3.3%	4.2%	6.3%	5.5%	5.1%

Q3. Several items that may influence your perception of the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q3-9. Overall Downtown Fayetteville experience</u>							
Very Satisfied	4.3%	14.2%	8.3%	7.9%	10.5%	8.9%	9.0%
Satisfied	47.7%	44.6%	41.7%	48.5%	49.2%	26.8%	46.2%
Neutral	32.4%	29.7%	33.3%	30.8%	28.2%	42.9%	31.1%
Dissatisfied	12.2%	10.9%	15.0%	10.9%	10.1%	17.9%	11.6%
Very Dissatisfied	3.4%	0.7%	1.7%	1.9%	2.0%	3.6%	2.1%
<u>Q3-10. Overall strength of Fayetteville's economy</u>							
Very Satisfied	2.9%	4.1%	3.3%	4.4%	2.5%	3.6%	3.5%
Satisfied	29.2%	30.4%	33.3%	29.8%	28.6%	30.9%	29.8%
Neutral	35.3%	38.2%	30.0%	35.7%	39.5%	36.4%	36.7%
Dissatisfied	26.9%	21.8%	23.3%	24.6%	25.2%	21.8%	24.5%
Very Dissatisfied	5.8%	5.5%	10.0%	5.6%	4.2%	7.3%	5.6%

Q3. Several items that may influence your perception of the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q3-11. Overall availability of employment opportunities in Fayetteville</u>							
Very Satisfied	2.2%	3.5%	1.7%	2.7%	3.1%	3.8%	2.8%
Satisfied	13.1%	20.6%	20.0%	16.2%	18.1%	9.6%	16.7%
Neutral	33.7%	27.2%	21.7%	29.6%	33.9%	30.8%	30.6%
Dissatisfied	40.1%	33.8%	36.7%	37.3%	37.0%	36.5%	37.1%
Very Dissatisfied	10.9%	15.0%	20.0%	14.2%	7.9%	19.2%	12.9%
<u>Q3-12. Overall quality of businesses, services & retail in Fayetteville</u>							
Very Satisfied	7.4%	7.3%	4.8%	6.5%	7.3%	14.0%	7.4%
Satisfied	38.9%	41.1%	38.7%	38.1%	45.9%	22.8%	40.0%
Neutral	34.3%	29.6%	33.9%	33.8%	30.1%	29.8%	32.0%
Dissatisfied	15.1%	19.7%	19.4%	16.9%	15.4%	26.3%	17.4%
Very Dissatisfied	4.3%	2.2%	3.2%	4.6%	1.2%	7.0%	3.3%

Q3. Several items that may influence your perception of the City of Fayetteville 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q3-13. Overall availability of sports venues in Fayetteville</u>							
Very Satisfied	4.9%	4.6%	1.7%	5.8%	5.0%	1.9%	4.7%
Satisfied	26.0%	29.4%	24.1%	26.9%	30.7%	22.2%	27.6%
Neutral	37.7%	40.1%	46.6%	34.6%	40.4%	44.4%	38.8%
Dissatisfied	25.6%	22.0%	19.0%	26.5%	21.6%	25.9%	23.9%
Very Dissatisfied	5.8%	3.9%	8.6%	6.2%	2.3%	5.6%	4.9%
<u>Q3-14. Overall affordability of housing in Fayetteville</u>							
Very Satisfied	4.4%	7.1%	4.9%	4.2%	7.2%	7.5%	5.7%
Satisfied	43.5%	37.8%	34.4%	36.6%	47.7%	37.7%	40.8%
Neutral	33.0%	28.4%	24.6%	33.6%	30.2%	26.4%	30.8%
Dissatisfied	15.6%	17.9%	24.6%	19.1%	12.3%	15.1%	16.7%
Very Dissatisfied	3.5%	8.8%	11.5%	6.5%	2.6%	13.2%	6.1%

Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year. (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q4-1. Used a City recreation center</u>							
Yes	51.9%	54.5%	65.1%	65.7%	36.5%	56.7%	53.2%
No	48.1%	45.5%	34.9%	34.3%	63.5%	43.3%	46.8%
<u>Q4-2. Used a City swimming pool</u>							
Yes	11.5%	18.0%	14.3%	24.5%	4.5%	15.0%	14.7%
No	88.5%	82.0%	85.7%	75.5%	95.5%	85.0%	85.3%
<u>Q4-3. Participated in City athletic programs</u>							
Yes	19.8%	23.2%	27.4%	28.3%	12.9%	22.0%	21.5%
No	80.2%	76.8%	72.6%	71.7%	87.1%	78.0%	78.5%
<u>Q4-4. Participated in other City recreation programs</u>							
Yes	30.2%	31.2%	39.3%	40.6%	18.9%	27.1%	30.7%
No	69.8%	68.8%	60.7%	59.4%	81.1%	72.9%	69.3%

Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year. (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q4-5. Visited a neighborhood or City park</u>							
Yes	74.3%	78.6%	82.5%	79.6%	70.3%	81.4%	76.4%
No	25.7%	21.4%	17.5%	20.4%	29.7%	18.6%	23.6%
<u>Q4-6. Participated in a community watch program or crime prevention meeting</u>							
Yes	45.9%	36.0%	43.5%	46.7%	34.2%	42.4%	41.1%
No	54.1%	64.0%	56.5%	53.3%	65.8%	57.6%	58.9%
<u>Q4-7. Participated in a public meeting of an appointed board or commission</u>							
Yes	26.3%	19.9%	22.2%	23.1%	21.6%	31.7%	23.2%
No	73.7%	80.1%	77.8%	76.9%	78.4%	68.3%	76.8%
<u>Q4-8. Attended or viewed a City Council meeting</u>							
Yes	37.2%	30.3%	47.6%	30.9%	31.9%	40.7%	33.8%
No	62.8%	69.7%	52.4%	69.1%	68.1%	59.3%	66.2%

Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year. (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q4-9. Ridden FAST Bus System and/or FASTTRAC! ADA Van System</u>							
Yes	11.8%	17.2%	11.1%	21.3%	6.8%	20.0%	14.5%
No	88.2%	82.8%	88.9%	78.7%	93.2%	80.0%	85.5%
<u>Q4-10. Attended Dogwood Festival</u>							
Yes	58.6%	55.7%	61.9%	58.6%	53.4%	61.7%	57.1%
No	41.4%	44.3%	38.1%	41.4%	46.6%	38.3%	42.9%
<u>Q4-11. Attended International Folk Festival</u>							
Yes	48.1%	44.5%	42.9%	51.1%	40.1%	55.0%	46.3%
No	51.9%	55.5%	57.1%	48.9%	59.9%	45.0%	53.7%
<u>Q4-12. Visited North Carolina Veterans Park</u>							
Yes	70.9%	60.7%	63.5%	64.4%	66.4%	73.3%	65.9%
No	29.1%	39.3%	36.5%	35.6%	33.6%	26.7%	34.1%

Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year. (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q4-13. Attended an event at, or visited, Festival Park</u>							
Yes	65.8%	70.6%	69.8%	67.0%	67.7%	73.3%	68.1%
No	34.2%	29.4%	30.2%	33.0%	32.3%	26.7%	31.9%
<u>Q4-14. Called Code Enforcement</u>							
Yes	24.6%	24.3%	27.9%	23.6%	24.6%	24.1%	24.5%
No	75.4%	75.7%	72.1%	76.4%	75.4%	75.9%	75.5%
<u>Q4-15. Called or visited Police Department</u>							
Yes	47.2%	46.2%	57.1%	41.0%	48.7%	53.3%	46.7%
No	52.8%	53.8%	42.9%	59.0%	51.3%	46.7%	53.3%
<u>Q4-16. Visited Downtown Fayetteville</u>							
Yes	89.1%	88.3%	95.2%	88.8%	86.7%	90.0%	88.7%
No	10.9%	11.7%	4.8%	11.2%	13.3%	10.0%	11.3%

Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year. (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q4-17. Used Downtown parking deck</u>							
Yes	22.3%	19.1%	22.6%	16.6%	22.8%	28.8%	20.7%
No	77.7%	80.9%	77.4%	83.4%	77.2%	71.2%	79.3%
<u>Q4-18. Watched City show, Fayetteville in 5</u>							
Yes	23.4%	24.2%	27.0%	28.9%	18.6%	20.3%	23.8%
No	76.6%	75.8%	73.0%	71.1%	81.4%	79.7%	76.2%
<u>Q4-19. Used Fayetteville Regional Airport</u>							
Yes	72.1%	64.0%	63.5%	64.0%	71.2%	78.3%	68.1%
No	27.9%	36.0%	36.5%	36.0%	28.8%	21.7%	31.9%
<u>Q4-20. Used fire protection & rescue services</u>							
Yes	27.9%	33.3%	24.2%	34.5%	26.1%	38.3%	30.6%
No	72.1%	66.7%	75.8%	65.5%	73.9%	61.7%	69.4%

Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year. (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q4-21. Contacted Fayetteville Call Center (433-1FAY)</u>							
Yes	24.6%	20.3%	25.4%	22.4%	22.5%	20.0%	22.5%
No	75.4%	79.7%	74.6%	77.6%	77.5%	80.0%	77.5%
<u>Q4-22. Visited City's website</u>							
Yes	52.4%	49.8%	60.3%	44.6%	53.8%	60.0%	51.1%
No	47.6%	50.2%	39.7%	55.4%	46.2%	40.0%	48.9%
<u>Q4-23. Used FayFixIt</u>							
Yes	10.4%	8.3%	9.7%	10.4%	8.4%	8.3%	9.4%
No	89.6%	91.7%	90.3%	89.6%	91.6%	91.7%	90.6%
<u>Q4-24. Followed City's social media (Facebook or Twitter)</u>							
Yes	13.4%	17.5%	14.5%	15.5%	15.9%	13.3%	15.4%
No	86.6%	82.5%	85.5%	84.5%	84.1%	86.7%	84.6%

Q4. Please indicate whether you or other members of your household have participated in the following activities during the past year. (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q4-25. Purchased a building permit from City</u>							
Yes	16.1%	9.8%	9.7%	15.8%	11.0%	11.7%	13.0%
No	83.9%	90.2%	90.3%	84.2%	89.0%	88.3%	87.0%

Q5. Public Safety Services: 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q5-1. City efforts to prevent crime</u>							
Very Satisfied	7.9%	10.2%	4.8%	12.2%	7.6%	5.2%	9.0%
Satisfied	47.4%	42.4%	48.4%	46.6%	45.4%	32.8%	45.0%
Neutral	27.1%	30.9%	37.1%	26.7%	27.1%	37.9%	28.9%
Dissatisfied	13.4%	13.2%	6.5%	11.8%	15.5%	17.2%	13.3%
Very Dissatisfied	4.3%	3.3%	3.2%	2.7%	4.4%	6.9%	3.8%
 <u>Q5-2. Enforcement of local traffic laws</u>							
Very Satisfied	7.0%	8.9%	8.1%	10.6%	5.8%	5.2%	7.9%
Satisfied	41.2%	42.5%	46.8%	47.5%	36.8%	32.8%	41.8%
Neutral	25.8%	30.4%	25.8%	27.2%	27.9%	34.5%	28.0%
Dissatisfied	18.2%	15.3%	14.5%	10.9%	22.9%	19.0%	16.8%
Very Dissatisfied	7.9%	2.9%	4.8%	3.8%	6.6%	8.6%	5.4%

Q5. Public Safety Services: 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q5-3. How quickly police respond to emergencies</u>							
Very Satisfied	10.3%	14.5%	10.3%	15.2%	9.5%	13.5%	12.4%
Satisfied	43.3%	38.7%	41.4%	40.8%	44.1%	28.8%	41.1%
Neutral	30.3%	31.2%	32.8%	28.8%	32.0%	32.7%	30.8%
Dissatisfied	10.7%	12.8%	12.1%	10.8%	11.7%	15.4%	11.7%
Very Dissatisfied	5.3%	2.8%	3.4%	4.4%	2.7%	9.6%	4.1%
 <u>Q5-4. Frequency that police officers patrol your neighborhood</u>							
Very Satisfied	6.0%	13.2%	5.1%	14.1%	5.7%	9.3%	9.5%
Satisfied	34.1%	28.0%	27.1%	31.9%	31.8%	27.8%	31.1%
Neutral	28.7%	26.6%	35.6%	24.0%	29.0%	31.5%	27.7%
Dissatisfied	22.1%	24.7%	25.4%	21.7%	25.7%	18.5%	23.3%
Very Dissatisfied	9.1%	7.6%	6.8%	8.4%	7.8%	13.0%	8.4%

Q5. Public Safety Services: 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/ African American	White	Other	
<u>Q5-5. City efforts to prevent fires</u>							
Very Satisfied	12.2%	14.3%	14.8%	16.7%	10.7%	4.3%	13.2%
Satisfied	52.4%	45.3%	44.4%	49.2%	51.5%	42.6%	49.0%
Neutral	31.9%	36.2%	37.0%	29.7%	35.9%	44.7%	34.0%
Dissatisfied	2.1%	3.0%	3.7%	2.4%	1.5%	6.4%	2.5%
Very Dissatisfied	1.4%	1.1%	0.0%	2.0%	0.5%	2.1%	1.3%
 <u>Q5-6. Enforcement of fire code</u>							
Very Satisfied	9.6%	15.7%	13.5%	14.9%	11.0%	4.4%	12.5%
Satisfied	50.2%	44.6%	46.2%	47.2%	50.3%	40.0%	47.6%
Neutral	35.1%	34.7%	34.6%	32.8%	35.4%	44.4%	34.9%
Dissatisfied	3.0%	4.1%	1.9%	3.0%	3.3%	8.9%	3.5%
Very Dissatisfied	2.2%	0.8%	3.8%	2.1%	0.0%	2.2%	1.6%

Q6. Perception of Public Safety: Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following situations: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q6-1. When walking alone in your neighborhood during the day</u>							
Very Safe	30.2%	24.4%	25.0%	27.1%	28.6%	25.4%	27.4%
Safe	50.0%	48.8%	45.0%	51.3%	50.0%	42.4%	49.4%
Neutral	12.0%	14.8%	18.3%	12.8%	12.8%	13.6%	13.4%
Unsafe	6.0%	8.6%	8.3%	7.0%	6.4%	11.9%	7.3%
Very Unsafe	1.8%	3.4%	3.3%	1.8%	2.3%	6.8%	2.6%
<u>Q6-2. When walking alone in your neighborhood at night</u>							
Very Safe	14.2%	5.6%	6.9%	10.6%	9.9%	10.9%	10.0%
Safe	37.5%	22.6%	27.6%	31.8%	30.0%	27.3%	30.3%
Neutral	20.3%	22.3%	20.7%	20.8%	20.6%	27.3%	21.3%
Unsafe	21.2%	32.5%	29.3%	23.9%	30.4%	20.0%	26.7%
Very Unsafe	6.8%	17.0%	15.5%	12.9%	9.1%	14.5%	11.7%

Q6. Perception of Public Safety: Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following situations: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q6-3. When walking alone in the park nearest to your home during the day</u>							
Very Safe	15.4%	14.4%	16.0%	17.7%	13.6%	6.0%	14.9%
Safe	39.1%	33.7%	34.0%	37.9%	34.5%	40.0%	36.4%
Neutral	29.0%	28.5%	32.0%	28.8%	29.1%	24.0%	28.8%
Unsafe	12.5%	17.8%	16.0%	12.3%	17.0%	20.0%	15.1%
Very Unsafe	3.9%	5.6%	2.0%	3.3%	5.8%	10.0%	4.7%
 <u>Q6-4. When visiting recreation centers</u>							
Very Safe	15.1%	19.1%	16.1%	22.1%	13.0%	8.2%	17.1%
Safe	48.4%	48.9%	60.7%	50.6%	44.0%	42.9%	48.6%
Neutral	29.4%	25.7%	19.6%	23.3%	33.7%	34.7%	27.6%
Unsafe	6.1%	4.8%	3.6%	3.2%	7.8%	10.2%	5.4%
Very Unsafe	1.1%	1.5%	0.0%	0.8%	1.6%	4.1%	1.3%

Q6. Perception of Public Safety: Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following situations: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q6-5. In Downtown Fayetteville</u>							
Very Safe	11.6%	16.5%	8.6%	18.0%	10.9%	13.8%	14.0%
Safe	52.4%	47.4%	56.9%	54.9%	46.2%	36.2%	49.9%
Neutral	26.6%	25.5%	27.6%	21.4%	28.7%	34.5%	26.1%
Unsafe	8.2%	7.7%	6.9%	4.5%	11.3%	10.3%	7.9%
Very Unsafe	1.3%	2.9%	0.0%	1.1%	2.8%	5.2%	2.1%
<u>Q6-6. Overall feeling of safety in Fayetteville</u>							
Very Safe	5.7%	6.2%	5.0%	7.7%	5.4%	1.7%	6.0%
Safe	45.8%	40.5%	50.0%	50.5%	36.4%	32.2%	43.2%
Neutral	27.7%	35.5%	26.7%	29.3%	32.2%	44.1%	31.5%
Unsafe	17.5%	13.1%	16.7%	8.1%	21.8%	18.6%	15.3%
Very Unsafe	3.3%	4.7%	1.7%	4.4%	4.2%	3.4%	4.0%

Q6. Perception of Public Safety: Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following situations: (without "don't know")

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q6-7. When riding FAST buses</u>							
Very Safe	5.6%	10.9%	6.3%	10.3%	1.8%	14.3%	8.1%
Safe	27.8%	23.8%	25.0%	28.4%	26.8%	9.5%	25.8%
Neutral	58.3%	48.5%	50.0%	52.6%	57.1%	52.4%	53.6%
Unsafe	5.6%	12.9%	18.8%	6.0%	12.5%	9.5%	9.1%
Very Unsafe	2.8%	4.0%	0.0%	2.6%	1.8%	14.3%	3.3%

Q7. Parks and Recreation. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q7-1. Quality & condition of City parks & recreation facilities</u>							
Very Satisfied	9.3%	15.2%	10.9%	14.2%	11.7%	5.9%	12.2%
Satisfied	53.4%	51.6%	54.5%	56.9%	47.2%	49.0%	52.5%
Neutral	28.3%	26.0%	21.8%	22.5%	32.0%	37.3%	27.2%
Dissatisfied	7.5%	5.8%	12.7%	4.3%	8.1%	5.9%	6.7%
Very Dissatisfied	1.4%	1.4%	0.0%	2.0%	1.0%	2.0%	1.4%
<u>Q7-2. Quality & condition of greenways & trails in City</u>							
Very Satisfied	7.5%	14.8%	11.4%	12.1%	10.3%	8.9%	11.1%
Satisfied	46.8%	46.6%	45.5%	47.4%	50.5%	28.9%	46.7%
Neutral	36.1%	29.2%	36.4%	31.6%	29.3%	48.9%	32.8%
Dissatisfied	7.9%	8.9%	6.8%	7.4%	9.2%	11.1%	8.4%
Very Dissatisfied	1.6%	0.4%	0.0%	1.4%	0.5%	2.2%	1.0%

Q7. Parks and Recreation. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q7-3. Diversity of City recreation opportunities</u>							
Very Satisfied	6.7%	14.3%	10.4%	12.9%	8.6%	6.0%	10.5%
Satisfied	39.0%	35.9%	39.6%	41.5%	35.3%	24.0%	37.5%
Neutral	39.0%	32.0%	33.3%	30.7%	36.9%	56.0%	35.6%
Dissatisfied	12.7%	13.5%	12.5%	12.4%	14.4%	12.0%	13.1%
Very Dissatisfied	2.6%	4.2%	4.2%	2.5%	4.8%	2.0%	3.4%
<u>Q7-4. Overall quality of City's recreation programs & services</u>							
Very Satisfied	6.4%	15.3%	12.0%	13.4%	9.3%	2.0%	10.8%
Satisfied	45.7%	40.8%	42.0%	48.2%	40.1%	32.0%	43.3%
Neutral	38.2%	29.8%	32.0%	28.7%	37.9%	48.0%	34.0%
Dissatisfied	8.6%	12.6%	14.0%	8.9%	10.4%	16.0%	10.6%
Very Dissatisfied	1.1%	1.5%	0.0%	0.8%	2.2%	2.0%	1.3%

Q7. Parks and Recreation. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q7-5. Cultural programming (events, concerts, festivals)</u>							
Very Satisfied	10.3%	16.3%	10.5%	14.5%	14.2%	7.4%	13.4%
Satisfied	48.8%	46.0%	42.1%	46.7%	50.7%	42.6%	47.4%
Neutral	27.8%	26.3%	26.3%	25.9%	27.6%	31.5%	27.1%
Dissatisfied	11.3%	8.7%	12.3%	11.0%	6.7%	16.7%	10.0%
Very Dissatisfied	1.7%	2.7%	8.8%	2.0%	0.9%	1.9%	2.2%
 <u>Q7-6. Customer service provided by City's parks & recreation staff</u>							
Very Satisfied	7.9%	14.8%	10.6%	13.1%	10.2%	6.5%	11.3%
Satisfied	47.0%	45.7%	51.1%	48.7%	43.7%	39.1%	46.4%
Neutral	38.7%	31.7%	34.0%	32.2%	37.7%	43.5%	35.3%
Dissatisfied	5.1%	6.2%	2.1%	5.1%	6.0%	10.9%	5.6%
Very Dissatisfied	1.2%	1.6%	2.1%	0.8%	2.4%	0.0%	1.4%

Q7. Parks and Recreation. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q7-7. Availability of City parks</u>							
Very Satisfied	9.0%	15.1%	7.4%	14.3%	11.3%	7.7%	12.0%
Satisfied	47.9%	49.1%	48.1%	52.6%	47.2%	34.6%	48.5%
Neutral	31.7%	24.7%	29.6%	25.1%	27.8%	44.2%	28.3%
Dissatisfied	10.3%	7.5%	11.1%	6.0%	12.3%	7.7%	9.0%
Very Dissatisfied	1.0%	3.6%	3.7%	2.0%	1.4%	5.8%	2.3%
<u>Q7-8. Availability of biking trails</u>							
Very Satisfied	8.1%	11.8%	9.3%	9.8%	10.8%	7.3%	9.9%
Satisfied	32.8%	37.9%	25.6%	40.7%	32.3%	29.3%	35.2%
Neutral	37.4%	32.2%	34.9%	32.8%	35.4%	43.9%	35.0%
Dissatisfied	18.3%	13.3%	27.9%	12.3%	17.7%	14.6%	15.9%
Very Dissatisfied	3.4%	4.7%	2.3%	4.4%	3.8%	4.9%	4.0%

Q7. Parks and Recreation. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q7-9. Availability of swimming pools</u>							
Very Satisfied	6.9%	9.4%	8.3%	9.4%	7.2%	4.8%	8.1%
Satisfied	25.9%	29.4%	22.9%	34.8%	21.6%	16.7%	27.6%
Neutral	40.1%	32.3%	41.7%	30.4%	39.9%	47.6%	36.2%
Dissatisfied	19.8%	17.9%	16.7%	17.4%	20.9%	21.4%	18.8%
Very Dissatisfied	7.3%	11.1%	10.4%	8.0%	10.5%	9.5%	9.2%
<u>Q7-10. Availability of recreational programming</u>							
Very Satisfied	6.3%	11.5%	4.2%	10.1%	9.7%	4.3%	8.9%
Satisfied	37.2%	40.3%	35.4%	46.0%	32.7%	26.1%	38.7%
Neutral	44.3%	35.4%	41.7%	31.6%	46.7%	56.5%	39.9%
Dissatisfied	10.3%	11.1%	16.7%	10.1%	9.7%	10.9%	10.7%
Very Dissatisfied	2.0%	1.6%	2.1%	2.1%	1.2%	2.2%	1.8%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (Sum of top 2 choices)

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q8. Sum of top 2 choices</u>							
Quality & condition of City parks & recreation facilities	18.9%	16.4%	15.9%	19.4%	16.1%	18.3%	17.6%
Quality & condition of greenways & trails in City	13.6%	10.9%	14.3%	7.2%	18.0%	8.3%	12.3%
Diversity of City recreation opportunities	14.7%	16.4%	17.5%	14.7%	14.6%	21.7%	15.5%
Overall quality of City's recreation programs & services	14.2%	12.4%	14.3%	14.7%	12.0%	11.7%	13.3%
Cultural programming (events, concerts, festivals)	18.3%	16.1%	14.3%	19.0%	14.2%	25.0%	17.2%
Customer service provided by City's parks & recreation staff	5.0%	3.9%	1.6%	6.5%	3.4%	3.3%	4.5%
Availability of City parks	6.2%	6.4%	11.1%	5.0%	7.1%	3.3%	6.3%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (Sum of top 2 choices) (cont.)

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q8. Sum of top 2 choices (Cont.)</u>							
Availability of biking trails	10.0%	8.5%	20.6%	7.2%	9.4%	6.7%	9.3%
Availability of swimming pools	14.2%	18.5%	19.0%	17.2%	15.4%	13.3%	16.3%
Availability of recreational programming	7.4%	9.7%	15.9%	8.2%	7.9%	5.0%	8.5%
None chosen	36.6%	38.8%	25.4%	38.7%	39.3%	38.3%	37.7%

Q9. Code Enforcement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q9-1. Enforcement of junk & debris cleanup on private property</u>							
Very Satisfied	3.2%	7.6%	5.3%	7.2%	4.2%	1.8%	5.3%
Satisfied	30.0%	24.2%	22.8%	31.2%	24.1%	27.3%	27.2%
Neutral	25.8%	24.9%	29.8%	23.2%	26.6%	25.5%	25.4%
Dissatisfied	28.7%	29.8%	31.6%	27.2%	31.2%	27.3%	29.2%
Very Dissatisfied	12.3%	13.5%	10.5%	11.2%	13.9%	18.2%	12.9%
 <u>Q9-2. Enforcement of mowing on private property</u>							
Very Satisfied	3.6%	6.5%	5.4%	6.0%	3.5%	5.7%	4.9%
Satisfied	33.2%	29.0%	26.8%	35.2%	28.2%	30.2%	31.2%
Neutral	25.7%	29.7%	37.5%	21.2%	30.8%	34.0%	27.6%
Dissatisfied	28.0%	25.1%	21.4%	27.2%	29.1%	18.9%	26.6%
Very Dissatisfied	9.4%	9.7%	8.9%	10.4%	8.4%	11.3%	9.6%

Q9. Code Enforcement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q9-3. Removal of abandoned or inoperative vehicles from private property</u>							
Very Satisfied	4.4%	6.8%	5.7%	5.8%	5.2%	6.0%	5.6%
Satisfied	29.3%	26.6%	28.3%	32.2%	23.1%	28.0%	28.0%
Neutral	30.3%	29.3%	34.0%	28.9%	30.2%	28.0%	29.8%
Dissatisfied	25.9%	25.1%	20.8%	23.1%	29.7%	24.0%	25.5%
Very Dissatisfied	10.2%	12.2%	11.3%	9.9%	11.8%	14.0%	11.1%
 <u>Q9-4. Appearance of houses in your neighborhood</u>							
Very Satisfied	13.6%	13.0%	15.0%	10.5%	14.8%	17.5%	13.3%
Satisfied	44.9%	38.0%	35.0%	41.4%	44.9%	33.3%	41.5%
Neutral	22.9%	29.1%	28.3%	27.1%	23.8%	28.1%	26.0%
Dissatisfied	13.6%	15.8%	16.7%	15.8%	12.5%	17.5%	14.7%
Very Dissatisfied	5.0%	4.1%	5.0%	5.3%	3.9%	3.5%	4.5%

Q9. Code Enforcement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q9-5. Graffiti removal</u>							
Very Satisfied	5.7%	9.3%	6.0%	8.7%	6.2%	7.1%	7.4%
Satisfied	40.5%	31.3%	44.0%	38.2%	32.1%	33.3%	36.2%
Neutral	38.9%	43.0%	34.0%	39.1%	45.7%	38.1%	40.8%
Dissatisfied	11.7%	13.6%	14.0%	11.1%	13.6%	14.3%	12.6%
Very Dissatisfied	3.2%	2.8%	2.0%	2.9%	2.5%	7.1%	3.0%
<u>Q9-6. Enforcement of sign ordinance</u>							
Very Satisfied	4.4%	7.8%	9.8%	7.6%	3.7%	4.3%	6.0%
Satisfied	39.3%	35.4%	35.3%	41.1%	35.6%	29.8%	37.4%
Neutral	43.0%	41.6%	47.1%	39.7%	44.0%	42.6%	42.3%
Dissatisfied	8.9%	10.7%	5.9%	7.6%	12.0%	14.9%	9.7%
Very Dissatisfied	4.4%	4.5%	2.0%	4.0%	4.7%	8.5%	4.5%

Q9. Code Enforcement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q9-7. Enforcement of illegal uses</u>							
Very Satisfied	3.0%	7.2%	4.9%	5.5%	4.3%	4.9%	4.9%
Satisfied	33.3%	32.7%	29.3%	38.8%	30.2%	19.5%	33.0%
Neutral	45.6%	45.2%	51.2%	41.8%	46.9%	51.2%	45.4%
Dissatisfied	11.4%	9.1%	7.3%	9.5%	11.7%	12.2%	10.3%
Very Dissatisfied	6.8%	5.8%	7.3%	4.5%	6.8%	12.2%	6.3%
<u>Q9-8. Enforcement of ordinance preventing illegal development activity</u>							
Very Satisfied	4.2%	9.0%	7.0%	7.3%	6.3%	2.6%	6.5%
Satisfied	30.9%	30.2%	27.9%	34.0%	30.6%	15.4%	30.6%
Neutral	45.3%	42.9%	58.1%	41.7%	41.3%	53.8%	44.2%
Dissatisfied	13.1%	12.7%	4.7%	12.6%	15.0%	15.4%	12.9%
Very Dissatisfied	6.4%	5.2%	2.3%	4.4%	6.9%	12.8%	5.8%

Q10. How responsive is the City to your code enforcement requests for service/complaints? (without "not provided")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q10. How responsive is City to your code enforcement requests</u>							
Very much	15.0%	14.2%	15.5%	19.8%	10.3%	8.9%	14.6%
Somewhat	32.1%	34.3%	25.9%	37.6%	30.0%	33.9%	33.2%
Not at all	9.3%	7.8%	6.9%	8.0%	8.7%	12.5%	8.6%
Not applicable	43.6%	43.7%	51.7%	34.6%	51.0%	44.6%	43.7%

Q11. Planning and Zoning: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q11-1. Overall quality of new residential development in City</u>							
Very Satisfied	7.4%	12.8%	11.1%	13.4%	6.4%	7.5%	10.0%
Satisfied	47.2%	43.8%	48.1%	49.8%	43.2%	32.1%	45.5%
Neutral	34.4%	33.8%	29.6%	29.6%	38.2%	43.4%	34.1%
Dissatisfied	8.0%	7.1%	9.3%	5.1%	7.7%	17.0%	7.6%
Very Dissatisfied	3.0%	2.5%	1.9%	2.0%	4.5%	0.0%	2.8%
<u>Q11-2. Overall quality of new commercial development</u>							
Very Satisfied	9.9%	14.0%	12.1%	14.2%	10.0%	9.3%	11.9%
Satisfied	47.0%	48.8%	53.4%	47.3%	49.2%	38.9%	47.9%
Neutral	29.1%	25.1%	22.4%	26.2%	29.2%	27.8%	27.1%
Dissatisfied	11.8%	7.7%	10.3%	9.6%	8.8%	14.8%	9.8%
Very Dissatisfied	2.2%	4.3%	1.7%	2.7%	2.9%	9.3%	3.3%

Q11. Planning and Zoning: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q11-3. How well City is planning for growth</u>							
Very Satisfied	6.3%	10.3%	13.7%	9.8%	5.1%	8.3%	8.2%
Satisfied	29.9%	35.0%	31.4%	42.6%	24.4%	18.8%	32.3%
Neutral	34.4%	34.2%	31.4%	28.9%	39.6%	39.6%	34.3%
Dissatisfied	22.6%	13.3%	15.7%	14.0%	23.0%	18.8%	18.1%
Very Dissatisfied	6.9%	7.2%	7.8%	4.7%	7.8%	14.6%	7.1%

Q12. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q12-1. Overall quality of street maintenance & repair</u>							
Very Satisfied	2.1%	4.4%	3.3%	4.4%	1.5%	5.1%	3.2%
Satisfied	35.6%	36.5%	31.7%	35.1%	38.9%	32.2%	36.0%
Neutral	19.5%	25.2%	23.3%	20.7%	23.7%	22.0%	22.2%
Dissatisfied	34.1%	24.8%	35.0%	31.4%	26.7%	28.8%	29.6%
Very Dissatisfied	8.7%	9.1%	6.7%	8.5%	9.2%	11.9%	8.9%
 <u>Q12-2. Condition of streets in your neighborhood</u>							
Very Satisfied	6.9%	9.7%	9.8%	9.1%	6.9%	8.6%	8.2%
Satisfied	46.6%	44.5%	44.3%	45.1%	47.7%	39.7%	45.6%
Neutral	17.3%	23.7%	24.6%	19.6%	21.4%	15.5%	20.4%
Dissatisfied	21.8%	16.8%	18.0%	19.6%	18.7%	22.4%	19.4%
Very Dissatisfied	7.5%	5.3%	3.3%	6.5%	5.3%	13.8%	6.4%

Q12. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q12-3. Cleanliness of City streets</u>							
Very Satisfied	4.2%	7.5%	6.6%	7.7%	4.2%	3.4%	5.8%
Satisfied	45.5%	43.6%	44.3%	46.3%	43.8%	39.7%	44.5%
Neutral	21.7%	25.7%	27.9%	22.4%	23.5%	25.9%	23.7%
Dissatisfied	22.3%	16.9%	18.0%	17.3%	22.3%	20.7%	19.7%
Very Dissatisfied	6.3%	6.3%	3.3%	6.3%	6.2%	10.3%	6.3%
<u>Q12-4. Condition of street signs & traffic signals</u>							
Very Satisfied	8.7%	13.4%	6.7%	12.4%	10.2%	12.1%	11.0%
Satisfied	62.7%	55.9%	63.3%	58.9%	60.6%	51.7%	59.4%
Neutral	19.4%	23.3%	21.7%	22.2%	20.5%	20.7%	21.3%
Dissatisfied	6.0%	5.6%	6.7%	4.0%	7.2%	6.9%	5.8%
Very Dissatisfied	3.3%	1.9%	1.7%	2.5%	1.5%	8.6%	2.6%

Q12. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q12-5. Cleanliness & appearance of medians & roadsides</u>							
Very Satisfied	3.3%	8.3%	8.2%	8.8%	2.6%	3.4%	5.8%
Satisfied	39.8%	38.0%	36.1%	44.3%	34.3%	37.3%	38.9%
Neutral	25.4%	26.2%	27.9%	24.2%	29.1%	16.9%	25.8%
Dissatisfied	24.6%	19.4%	19.7%	16.8%	26.0%	30.5%	22.0%
Very Dissatisfied	6.9%	8.0%	8.2%	5.9%	7.9%	11.9%	7.4%
 <u>Q12-6. Condition of sidewalks</u>							
Very Satisfied	5.1%	9.6%	8.9%	10.2%	4.2%	5.5%	7.3%
Satisfied	38.6%	40.6%	33.9%	42.8%	38.9%	32.7%	39.6%
Neutral	27.0%	27.1%	32.1%	25.8%	27.2%	27.3%	27.0%
Dissatisfied	21.9%	15.2%	21.4%	13.6%	22.2%	23.6%	18.6%
Very Dissatisfied	7.4%	7.6%	3.6%	7.6%	7.5%	10.9%	7.5%

Q12. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q12-7. Condition of City parks</u>							
Very Satisfied	6.0%	13.2%	9.3%	11.3%	9.4%	1.9%	9.6%
Satisfied	52.3%	48.9%	53.7%	52.1%	47.0%	53.8%	50.6%
Neutral	31.2%	30.4%	27.8%	29.2%	32.7%	34.6%	30.8%
Dissatisfied	9.5%	7.1%	9.3%	6.2%	10.4%	9.6%	8.3%
Very Dissatisfied	1.1%	0.4%	0.0%	1.2%	0.5%	0.0%	0.7%
<u>Q12-8. Cleanliness of stormwater drains & creeks in your neighborhood</u>							
Very Satisfied	5.3%	7.4%	6.8%	7.8%	5.3%	3.6%	6.3%
Satisfied	39.0%	35.0%	37.3%	39.1%	36.7%	29.1%	37.1%
Neutral	29.2%	30.0%	32.2%	26.6%	30.6%	36.4%	29.6%
Dissatisfied	18.9%	20.5%	16.9%	19.5%	18.8%	27.3%	19.7%
Very Dissatisfied	7.5%	7.1%	6.8%	7.0%	8.6%	3.6%	7.3%

Q12. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q12-9. How quickly street repairs are made</u>							
Very Satisfied	2.5%	5.8%	5.2%	5.5%	2.6%	1.8%	4.0%
Satisfied	22.5%	24.1%	17.2%	22.8%	24.2%	27.3%	23.2%
Neutral	32.6%	28.8%	39.7%	31.1%	30.8%	20.0%	30.8%
Dissatisfied	27.5%	27.7%	25.9%	26.0%	28.6%	32.7%	27.6%
Very Dissatisfied	14.9%	13.7%	12.1%	14.6%	13.7%	18.2%	14.3%

Q13. Which THREE of the maintenance items listed in Question 12 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (Sum of top 3 choices)

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q13. Sum of top 3 choices</u>							
Overall quality of street maintenance & repair	48.4%	39.1%	33.3%	43.4%	46.8%	43.3%	43.8%
Condition of streets in your neighborhood	27.4%	20.0%	28.6%	25.8%	20.2%	25.0%	23.8%
Cleanliness of City streets	25.1%	23.6%	19.0%	19.7%	30.3%	25.0%	24.4%
Condition of street signs & traffic signals	11.5%	5.5%	9.5%	9.3%	6.7%	11.7%	8.5%
Cleanliness & appearance of medians & roadsides	28.3%	27.9%	27.0%	25.1%	33.3%	20.0%	28.1%
Condition of sidewalks	17.7%	17.6%	22.2%	18.6%	16.5%	13.3%	17.6%
Condition of City parks	6.8%	9.4%	4.8%	8.2%	10.1%	1.7%	8.1%
Cleanliness of stormwater drains & creeks in your neighborhood	23.6%	28.8%	38.1%	27.6%	24.0%	16.7%	26.2%
How quickly street repairs are made	42.8%	37.9%	38.1%	40.5%	41.2%	38.3%	40.4%
None chosen	17.7%	24.2%	22.2%	21.9%	17.6%	30.0%	20.9%

Q14. City Utility Services: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q14-1. Solid waste collection services</u>							
Very Satisfied	23.4%	23.4%	19.0%	22.8%	25.2%	22.4%	23.4%
Satisfied	54.4%	53.2%	62.1%	57.7%	49.6%	46.6%	53.8%
Neutral	9.1%	14.1%	3.4%	11.2%	13.2%	13.8%	11.5%
Dissatisfied	8.8%	7.1%	13.8%	5.2%	8.5%	12.1%	8.0%
Very Dissatisfied	4.3%	2.2%	1.7%	3.0%	3.5%	5.2%	3.3%
 <u>Q14-2. Curbside recycling services</u>							
Very Satisfied	23.6%	24.8%	16.7%	23.1%	27.0%	24.6%	24.2%
Satisfied	51.5%	52.0%	60.0%	54.9%	47.9%	45.6%	51.8%
Neutral	12.1%	15.0%	13.3%	14.3%	12.4%	15.8%	13.6%
Dissatisfied	9.1%	6.9%	10.0%	5.5%	9.7%	10.5%	8.0%
Very Dissatisfied	3.6%	1.3%	0.0%	2.2%	3.1%	3.5%	2.5%

Q14. City Utility Services: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q14-3. Bulky item pick up/removal services</u>							
Very Satisfied	17.2%	18.3%	14.5%	16.5%	20.9%	13.0%	17.7%
Satisfied	41.9%	40.2%	41.8%	44.4%	39.7%	29.6%	41.1%
Neutral	21.8%	21.6%	25.5%	21.1%	20.9%	24.1%	21.7%
Dissatisfied	12.9%	15.0%	12.7%	13.0%	13.2%	22.2%	13.9%
Very Dissatisfied	6.3%	5.0%	5.5%	5.0%	5.1%	11.1%	5.6%
 <u>Q14-4. Loose leaf collection</u>							
Very Satisfied	13.2%	15.3%	14.3%	16.5%	10.9%	17.6%	14.2%
Satisfied	38.6%	43.7%	42.9%	48.1%	34.7%	33.3%	41.1%
Neutral	22.5%	20.7%	25.0%	20.8%	22.6%	17.6%	21.6%
Dissatisfied	18.6%	15.3%	14.3%	10.8%	23.0%	23.5%	17.0%
Very Dissatisfied	7.1%	5.1%	3.6%	3.8%	8.8%	7.8%	6.1%

Q14. City Utility Services: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q14-5. Containerized yard waste & limb collection</u>							
Very Satisfied	19.0%	19.7%	21.1%	17.7%	22.7%	10.0%	19.4%
Satisfied	51.1%	51.6%	45.6%	54.0%	52.2%	40.0%	51.4%
Neutral	19.4%	18.8%	26.3%	19.2%	15.4%	28.0%	19.1%
Dissatisfied	7.0%	6.9%	5.3%	6.0%	6.5%	16.0%	6.9%
Very Dissatisfied	3.5%	3.0%	1.8%	3.0%	3.2%	6.0%	3.2%
 <u>Q14-6. Quality of drinking water</u>							
Very Satisfied	18.7%	13.6%	15.8%	13.3%	20.6%	10.7%	16.2%
Satisfied	48.5%	47.4%	42.1%	49.2%	49.4%	41.1%	47.9%
Neutral	19.6%	23.4%	28.1%	25.0%	15.6%	25.0%	21.5%
Dissatisfied	8.6%	11.0%	10.5%	7.6%	11.3%	12.5%	9.8%
Very Dissatisfied	4.6%	4.5%	3.5%	4.9%	3.1%	10.7%	4.6%

Q14. City Utility Services: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q14-7. Sewer services</u>							
Very Satisfied	20.2%	16.8%	20.0%	15.0%	23.3%	13.0%	18.6%
Satisfied	53.3%	52.4%	40.0%	58.8%	52.9%	37.0%	52.9%
Neutral	19.2%	24.7%	36.4%	20.4%	18.3%	29.6%	21.8%
Dissatisfied	4.7%	4.1%	1.8%	3.5%	4.2%	13.0%	4.4%
Very Dissatisfied	2.5%	2.1%	1.8%	2.3%	1.3%	7.4%	2.3%
<u>Q14-8. Stream & lake (water-shed) protection</u>							
Very Satisfied	10.2%	14.2%	9.5%	11.8%	14.3%	7.0%	12.1%
Satisfied	43.4%	44.6%	38.1%	49.2%	42.9%	30.2%	44.0%
Neutral	35.7%	34.8%	45.2%	31.8%	33.9%	46.5%	35.3%
Dissatisfied	9.0%	5.4%	7.1%	6.2%	7.1%	14.0%	7.4%
Very Dissatisfied	1.6%	1.0%	0.0%	1.0%	1.8%	2.3%	1.3%

Q14. City Utility Services: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means, "Very Satisfied" and 1 means, "Very Dissatisfied." (without "don't know")

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q14-9. Drainage of City streets</u>							
Very Satisfied	6.3%	11.3%	8.9%	7.9%	9.8%	7.4%	8.7%
Satisfied	38.7%	34.2%	32.1%	38.9%	36.3%	31.5%	36.6%
Neutral	32.4%	32.2%	37.5%	28.6%	32.7%	42.6%	32.3%
Dissatisfied	17.5%	14.7%	17.9%	17.9%	15.5%	9.3%	16.1%
Very Dissatisfied	5.1%	7.5%	3.6%	6.7%	5.7%	9.3%	6.3%

Q15. Transportation and Connectivity. 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/ African American	White	Other	
<u>Q15-1. Adequacy of public parking in Downtown Fayetteville</u>							
Very Satisfied	4.6%	6.0%	6.8%	5.4%	5.0%	3.9%	5.3%
Satisfied	31.5%	33.2%	22.0%	33.5%	36.8%	17.6%	32.3%
Neutral	31.8%	30.0%	35.6%	30.1%	30.1%	33.3%	31.0%
Dissatisfied	25.9%	24.4%	27.1%	24.7%	23.8%	31.4%	25.2%
Very Dissatisfied	6.2%	6.4%	8.5%	6.3%	4.2%	13.7%	6.3%
<u>Q15-2. Availability of public transportation services in FAST bus system</u>							
Very Satisfied	8.8%	11.7%	6.7%	13.3%	7.2%	4.2%	10.2%
Satisfied	30.0%	32.5%	26.7%	34.7%	33.0%	4.2%	31.2%
Neutral	46.5%	31.2%	43.3%	31.2%	47.4%	58.3%	39.2%
Dissatisfied	10.0%	16.9%	10.0%	12.1%	11.3%	33.3%	13.3%
Very Dissatisfied	4.7%	7.8%	13.3%	8.7%	1.0%	0.0%	6.2%

Q15. Transportation and Connectivity. 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/ African American	White	Other	
<u>Q15-3. Ease of travel by car in City</u>							
Very Satisfied	6.7%	5.8%	6.5%	7.6%	4.7%	7.3%	6.3%
Satisfied	45.4%	48.9%	43.5%	50.8%	46.9%	34.5%	47.1%
Neutral	29.1%	30.2%	33.9%	29.4%	29.1%	29.1%	29.7%
Dissatisfied	14.4%	10.6%	9.7%	9.2%	15.1%	20.0%	12.6%
Very Dissatisfied	4.3%	4.5%	6.5%	3.1%	4.3%	9.1%	4.4%
<u>Q15-4. Ease of walking in City</u>							
Very Satisfied	6.3%	7.9%	10.9%	8.2%	5.6%	4.1%	7.0%
Satisfied	40.6%	41.2%	38.2%	46.5%	36.9%	34.7%	40.9%
Neutral	31.4%	30.1%	25.5%	31.8%	30.9%	30.6%	30.8%
Dissatisfied	15.8%	13.3%	20.0%	9.0%	18.5%	18.4%	14.6%
Very Dissatisfied	5.9%	7.5%	5.5%	4.5%	8.2%	12.2%	6.7%

Q15. Transportation and Connectivity. 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q15-5. Ease of biking in City</u>							
Very Satisfied	4.2%	4.0%	4.8%	4.4%	3.2%	5.3%	4.1%
Satisfied	23.3%	23.4%	11.9%	30.0%	18.8%	18.4%	23.3%
Neutral	33.9%	46.3%	45.2%	37.9%	42.9%	28.9%	39.6%
Dissatisfied	26.7%	17.9%	21.4%	20.7%	23.4%	31.6%	22.7%
Very Dissatisfied	11.9%	8.5%	16.7%	6.9%	11.7%	15.8%	10.3%
<u>Q15-6. Overall traffic safety</u>							
Very Satisfied	3.6%	5.8%	6.5%	6.1%	2.7%	5.5%	4.7%
Satisfied	34.4%	34.1%	27.4%	40.7%	30.9%	27.3%	34.3%
Neutral	29.3%	33.8%	33.9%	33.1%	30.5%	25.5%	31.5%
Dissatisfied	25.4%	19.8%	21.0%	15.6%	29.3%	27.3%	22.7%
Very Dissatisfied	7.3%	6.5%	11.3%	4.6%	6.6%	14.5%	6.9%

Q15. Transportation and Connectivity. 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=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q15-7. Timing of traffic signals</u>							
Very Satisfied	5.2%	6.1%	6.5%	7.9%	4.3%	0.0%	5.6%
Satisfied	32.5%	33.7%	27.4%	41.5%	25.2%	35.7%	33.1%
Neutral	22.8%	28.5%	29.0%	26.8%	23.6%	25.0%	25.6%
Dissatisfied	27.4%	22.8%	19.4%	18.5%	34.9%	17.9%	25.1%
Very Dissatisfied	12.2%	9.0%	17.7%	5.3%	12.0%	21.4%	10.6%
<u>Q15-8. Condition & usability of Fayetteville Regional Airport</u>							
Very Satisfied	13.7%	17.3%	15.1%	14.0%	17.5%	12.8%	15.4%
Satisfied	54.9%	49.4%	49.1%	52.7%	54.4%	44.7%	52.3%
Neutral	23.9%	25.1%	32.1%	25.2%	20.3%	31.9%	24.5%
Dissatisfied	5.6%	6.3%	1.9%	5.4%	6.9%	8.5%	5.9%
Very Dissatisfied	1.8%	2.0%	1.9%	2.7%	0.9%	2.1%	1.9%

Q16. Customer Responsiveness: During the past year, have you or other members of your household contacted the City of Fayetteville to seek services, ask a question, or file a complaint? (without "not provided")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q16. Have you contacted City of Fayetteville during past year</u>							
Yes	50.7%	51.3%	51.8%	48.5%	55.0%	43.4%	51.0%
No	49.3%	48.7%	48.2%	51.5%	45.0%	56.6%	49.0%

Q16(1-6). (Only if YES to Question 16) Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (without "don't know")

N=302	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q16-1. How easy they were to contact</u>							
Very Satisfied	16.9%	16.9%	13.8%	19.8%	16.3%	9.1%	16.9%
Satisfied	49.3%	55.4%	48.3%	58.6%	50.4%	36.4%	52.4%
Neutral	16.9%	17.6%	13.8%	13.8%	16.3%	45.5%	17.2%
Dissatisfied	13.5%	6.8%	13.8%	5.2%	14.0%	9.1%	10.1%
Very Dissatisfied	3.4%	3.4%	10.3%	2.6%	3.1%	0.0%	3.4%
<u>Q16-2. Courtesy of employees</u>							
Very Satisfied	28.1%	30.2%	28.6%	27.8%	33.8%	9.1%	29.2%
Satisfied	50.7%	44.3%	39.3%	55.7%	40.8%	54.5%	47.5%
Neutral	13.0%	18.1%	14.3%	13.0%	16.2%	27.3%	15.6%
Dissatisfied	6.8%	2.7%	10.7%	0.9%	6.2%	9.1%	4.7%
Very Dissatisfied	1.4%	4.7%	7.1%	2.6%	3.1%	0.0%	3.1%

Q16(1-6). (Only if YES to Question 16) Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (without "don't know")

N=302	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q16-3. Accuracy of information & assistance you were given</u>							
Very Satisfied	19.3%	26.4%	14.3%	28.1%	21.7%	13.6%	22.9%
Satisfied	47.6%	41.9%	39.3%	50.9%	42.6%	31.8%	44.7%
Neutral	20.7%	14.9%	17.9%	13.2%	17.1%	45.5%	17.7%
Dissatisfied	9.7%	10.8%	10.7%	4.4%	15.5%	9.1%	10.2%
Very Dissatisfied	2.8%	6.1%	17.9%	3.5%	3.1%	0.0%	4.4%
<u>Q16-4. Time it took for your request to be answered</u>							
Very Satisfied	20.5%	24.2%	14.3%	27.0%	22.3%	9.1%	22.4%
Satisfied	39.0%	41.6%	39.3%	48.7%	35.4%	27.3%	40.3%
Neutral	19.9%	13.4%	10.7%	9.6%	19.2%	45.5%	16.6%
Dissatisfied	15.8%	10.1%	14.3%	9.6%	14.6%	18.2%	12.9%
Very Dissatisfied	4.8%	10.7%	21.4%	5.2%	8.5%	0.0%	7.8%

Q16(1-6). (Only if YES to Question 16) Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (without "don't know")

N=302	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q16-5. How well your issue was handled</u>							
Very Satisfied	19.9%	25.2%	17.9%	26.5%	22.5%	8.7%	22.6%
Satisfied	40.4%	37.7%	28.6%	42.7%	38.8%	34.8%	39.1%
Neutral	16.4%	13.2%	14.3%	9.4%	15.5%	39.1%	14.8%
Dissatisfied	13.7%	10.6%	14.3%	10.3%	14.0%	8.7%	12.1%
Very Dissatisfied	9.6%	13.2%	25.0%	11.1%	9.3%	8.7%	11.4%
 <u>Q16-6. Resolution to your issue/concern</u>							
Very Satisfied	19.2%	26.8%	17.9%	26.7%	22.7%	13.0%	23.1%
Satisfied	43.8%	37.6%	28.6%	46.6%	39.8%	30.4%	40.7%
Neutral	17.1%	15.4%	21.4%	11.2%	17.2%	30.4%	16.3%
Dissatisfied	10.3%	8.1%	7.1%	6.0%	10.9%	17.4%	9.2%
Very Dissatisfied	9.6%	12.1%	25.0%	9.5%	9.4%	8.7%	10.8%

Q17. Have you heard about the City's Strategic Plan? (without "not provided")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q17. Have you heard about City's Strategic Plan</u>							
Yes	23.6%	18.5%	23.5%	19.5%	23.0%	17.0%	21.1%
No	76.4%	81.5%	76.5%	80.5%	77.0%	83.0%	78.9%

Q18. The Vision for Our Community: Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q18-1. As a place to live</u>							
Excellent	7.5%	15.3%	9.7%	15.8%	8.8%	3.5%	11.3%
Good	57.8%	56.9%	46.8%	63.7%	53.8%	54.4%	57.3%
Neutral	17.1%	16.9%	25.8%	13.9%	16.4%	24.6%	17.0%
Below Average	14.7%	7.5%	14.5%	5.9%	15.6%	12.3%	11.2%
Poor	3.0%	3.4%	3.2%	0.7%	5.3%	5.3%	3.2%
<u>Q18-2. As a place to raise children</u>							
Excellent	8.2%	14.0%	9.7%	15.9%	7.9%	3.5%	11.0%
Good	49.1%	50.2%	43.5%	57.6%	43.9%	43.9%	49.6%
Neutral	18.0%	17.5%	25.8%	14.0%	18.2%	24.6%	17.7%
Below Average	18.6%	12.7%	17.7%	10.3%	19.8%	21.1%	15.7%
Poor	6.1%	5.7%	3.2%	2.2%	10.3%	7.0%	5.9%

Q18. The Vision for Our Community: Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q18-3. As a place to play</u>							
Excellent	6.5%	11.8%	8.2%	12.9%	6.8%	1.8%	9.1%
Good	37.8%	41.5%	31.1%	47.1%	33.7%	39.3%	39.7%
Neutral	27.7%	22.4%	29.5%	22.8%	25.7%	28.6%	25.1%
Below Average	22.2%	17.6%	23.0%	13.6%	24.9%	25.0%	19.9%
Poor	5.8%	6.7%	8.2%	3.7%	8.8%	5.4%	6.3%
 <u>Q18-4. As a place to work</u>							
Excellent	7.6%	12.5%	10.0%	13.4%	7.8%	3.6%	10.0%
Good	42.5%	40.3%	30.0%	45.7%	41.8%	30.9%	41.4%
Neutral	26.0%	25.6%	28.3%	22.3%	27.3%	32.7%	25.8%
Below Average	17.4%	14.4%	20.0%	13.4%	17.2%	18.2%	15.9%
Poor	6.4%	7.3%	11.7%	5.2%	5.9%	14.5%	6.9%

Q18. The Vision for Our Community: Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q18-5. As a place to retire</u>							
Excellent	13.6%	16.6%	9.8%	23.1%	9.5%	7.3%	15.1%
Good	44.0%	42.6%	37.7%	47.3%	41.2%	40.0%	43.3%
Neutral	19.3%	19.7%	23.0%	17.6%	19.8%	23.6%	19.5%
Below Average	16.9%	12.2%	24.6%	9.2%	16.8%	20.0%	14.6%
Poor	6.3%	8.8%	4.9%	2.9%	12.6%	9.1%	7.5%
 <u>Q18-6. As a place to visit</u>							
Excellent	10.3%	16.1%	11.7%	20.2%	7.7%	5.5%	13.1%
Good	39.6%	42.3%	40.0%	46.3%	35.2%	41.8%	40.9%
Neutral	22.7%	20.5%	18.3%	18.4%	24.1%	29.1%	21.6%
Below Average	21.1%	12.3%	21.7%	12.1%	20.3%	18.2%	16.8%
Poor	6.3%	8.8%	8.3%	2.9%	12.6%	5.5%	7.6%

Q18. The Vision for Our Community: Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q18-7. As a place with a lively Downtown</u>							
Excellent	3.9%	9.5%	3.4%	8.4%	6.8%	0.0%	6.6%
Good	24.6%	33.6%	27.6%	33.0%	25.8%	24.5%	29.0%
Neutral	34.6%	30.5%	34.5%	28.7%	35.6%	36.7%	32.6%
Below Average	25.6%	16.9%	19.0%	21.1%	21.6%	24.5%	21.4%
Poor	11.3%	9.5%	15.5%	8.8%	10.2%	14.3%	10.4%
 <u>Q18-8. As a partner with its citizens</u>							
Excellent	3.8%	7.7%	5.1%	7.6%	4.5%	2.0%	5.7%
Good	29.9%	35.6%	33.9%	36.6%	30.2%	22.4%	32.7%
Neutral	42.4%	37.2%	33.9%	38.5%	41.3%	46.9%	39.9%
Below Average	18.5%	13.4%	20.3%	14.1%	15.7%	22.4%	16.0%
Poor	5.4%	6.0%	6.8%	3.1%	8.3%	6.1%	5.7%

Q18. The Vision for Our Community: Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q18-9. As a sustainable community</u>							
Excellent	5.0%	8.2%	6.6%	8.6%	4.5%	5.8%	6.6%
Good	39.6%	43.1%	34.4%	50.6%	35.2%	30.8%	41.3%
Neutral	35.2%	33.0%	39.3%	29.2%	37.3%	38.5%	34.1%
Below Average	15.7%	9.5%	13.1%	9.4%	16.0%	13.5%	12.7%
Poor	4.4%	6.2%	6.6%	2.2%	7.0%	11.5%	5.3%
<u>Q18-10. As a City that is moving in right direction</u>							
Excellent	6.2%	12.8%	11.3%	11.6%	6.7%	9.1%	9.4%
Good	40.0%	38.5%	37.1%	48.5%	32.5%	27.3%	39.2%
Neutral	31.7%	32.4%	30.6%	26.1%	37.3%	38.2%	32.0%
Below Average	15.4%	10.3%	9.7%	11.9%	13.5%	18.2%	12.9%
Poor	6.8%	6.1%	11.3%	1.9%	9.9%	7.3%	6.4%

Q19. Communication and Engagement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q19-1. Availability of information about City programs & services</u>							
Very Satisfied	8.9%	12.9%	7.0%	15.8%	6.8%	8.9%	10.8%
Satisfied	44.6%	46.1%	47.4%	51.0%	44.3%	21.4%	45.3%
Neutral	32.8%	28.5%	35.1%	23.2%	34.6%	44.6%	30.7%
Dissatisfied	10.5%	10.8%	5.3%	7.7%	12.7%	21.4%	10.7%
Very Dissatisfied	3.2%	1.7%	5.3%	2.3%	1.7%	3.6%	2.5%
 <u>Q19-2. City efforts to keep you informed about local issues</u>							
Very Satisfied	8.8%	13.0%	8.9%	15.6%	6.5%	8.9%	10.8%
Satisfied	40.3%	42.5%	41.1%	47.7%	40.8%	14.3%	41.4%
Neutral	32.1%	27.9%	39.3%	22.5%	31.0%	51.8%	30.0%
Dissatisfied	15.1%	13.0%	5.4%	10.7%	18.8%	17.9%	14.1%
Very Dissatisfied	3.8%	3.7%	5.4%	3.4%	2.9%	7.1%	3.7%

Q19. Communication and Engagement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q19-3. Level of public involvement in local decisions</u>							
Very Satisfied	3.6%	6.8%	5.9%	8.0%	2.6%	1.9%	5.1%
Satisfied	26.1%	31.3%	29.4%	36.8%	23.4%	11.3%	28.5%
Neutral	42.3%	39.9%	45.1%	36.0%	41.6%	60.4%	41.2%
Dissatisfied	23.1%	17.6%	15.7%	16.0%	27.7%	15.1%	20.5%
Very Dissatisfied	4.9%	4.3%	3.9%	3.2%	4.8%	11.3%	4.6%
<u>Q19-4. Usefulness of information available on City's website</u>							
Very Satisfied	7.5%	11.1%	12.2%	12.0%	5.0%	9.5%	9.2%
Satisfied	41.2%	44.9%	36.7%	48.1%	42.5%	26.2%	42.9%
Neutral	42.7%	38.7%	46.9%	32.7%	44.2%	59.5%	40.8%
Dissatisfied	5.5%	4.0%	2.0%	5.8%	5.5%	0.0%	4.8%
Very Dissatisfied	3.1%	1.3%	2.0%	1.4%	2.8%	4.8%	2.3%

Q19. Communication and Engagement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	
<u>Q19-5. Usefulness of FayFixit web application</u>							
Very Satisfied	8.6%	11.0%	7.7%	10.2%	11.0%	3.4%	9.5%
Satisfied	29.1%	31.2%	26.9%	33.3%	30.5%	13.8%	29.9%
Neutral	53.1%	48.6%	50.0%	47.6%	50.0%	75.9%	51.4%
Dissatisfied	5.7%	8.3%	11.5%	6.1%	7.3%	3.4%	6.7%
Very Dissatisfied	3.4%	0.9%	3.8%	2.7%	1.2%	3.4%	2.5%

Q20. Which of the following methods do you use to get information about the City of Fayetteville? (without "none selected")

N=643	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q20. Methods used to get information about City of Fayetteville</u>							
City Manager's Weekly Report	4.0%	2.2%	5.0%	3.3%	2.0%	5.3%	3.1%
City representatives at events or meetings	11.1%	11.6%	15.0%	14.7%	7.9%	7.0%	11.4%
City produced printed brochures, fliers, posters, postcards, letters, etc	33.5%	39.6%	50.0%	41.2%	31.5%	22.8%	36.5%
City's social media	14.5%	17.9%	18.3%	12.5%	18.1%	22.8%	16.2%
City's television programming-FayTv7	30.2%	32.1%	51.7%	41.2%	17.3%	22.8%	31.1%
Live televised City Council meetings	23.1%	24.8%	35.0%	27.9%	19.3%	14.0%	24.0%
1-Fay Call Center	7.4%	6.3%	10.0%	7.4%	6.3%	3.5%	6.8%
City website www.ci.fayetteville.nc.us	34.5%	31.1%	48.3%	26.5%	37.0%	28.1%	32.8%
Local newspapers	78.2%	74.2%	60.0%	81.3%	78.3%	59.6%	76.2%
Local radio news	48.6%	41.2%	40.0%	51.8%	39.4%	42.1%	44.9%

Q20. Which of the following methods do you use to get information about the City of Fayetteville? (without "none selected") (cont.)

N=643	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q20. Methods used to get information about City of Fayetteville (Cont.)</u>							
Local television news	59.4%	61.3%	68.3%	66.5%	53.9%	50.9%	60.3%
Community blogs or list serves	2.2%	5.0%	3.3%	3.3%	4.3%	1.8%	3.6%
Paid advertising in local media outlets	24.0%	32.4%	26.7%	33.1%	26.4%	14.0%	28.1%
Other community websites	8.3%	7.5%	8.3%	6.6%	8.3%	12.3%	7.9%
Billboards	25.2%	30.5%	25.0%	31.6%	25.6%	22.8%	27.8%

Q21. Which THREE sources of information listed in Question 20 are your preferred methods to get information about the City of Fayetteville? (Sum of top 3 choices)

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q21. Sum of top 3 choices</u>							
City Manager's Weekly Report	4.4%	1.5%	3.2%	3.2%	1.9%	6.7%	3.0%
City representatives at events or meetings	3.2%	2.4%	1.6%	4.3%	1.5%	3.3%	2.8%
City produced printed brochures, fliers, posters, postcards, letters, etc	16.2%	15.2%	14.3%	17.6%	15.0%	11.7%	15.7%
City's social media: Facebook, Twitter, or YouTube	5.9%	7.6%	11.1%	4.7%	7.5%	8.3%	6.7%
City's television programming-FayTV7	12.7%	12.1%	19.0%	17.6%	6.7%	6.7%	12.4%
Live televised City Council meetings	8.6%	8.5%	6.3%	7.9%	9.7%	8.3%	8.5%
1-Fay Call Center (433-1FAY)	2.1%	2.7%	3.2%	2.9%	2.2%	0.0%	2.4%
City website (www.ci.fayetteville.nc.us)	19.8%	17.3%	31.7%	12.9%	22.8%	11.7%	18.5%
Local newspapers	50.7%	50.3%	38.1%	50.9%	56.6%	35.0%	50.5%

Q21. Which THREE sources of information listed in Question 20 are your preferred methods to get information about the City of Fayetteville? (Sum of top 3 choices) (cont.)

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q21. Sum of top 3 choices (Cont.)</u>							
Local radio news	25.4%	23.3%	22.2%	26.5%	21.7%	28.3%	24.4%
Local television news	37.2%	40.6%	42.9%	42.3%	36.0%	31.7%	38.9%
Community blogs or list serves	0.9%	0.9%	0.0%	0.7%	1.5%	0.0%	0.9%
Paid advertising in local media outlets	7.1%	10.3%	11.1%	9.0%	9.0%	3.3%	8.7%
Other community websites	1.5%	1.2%	1.6%	0.4%	1.9%	3.3%	1.3%
Billboards	4.4%	4.8%	4.8%	6.1%	3.4%	3.3%	4.6%
None selected	23.9%	26.1%	23.8%	24.7%	23.6%	33.3%	25.0%

Q22. Additional Revenues: Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding that would: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q22-1. Increase police facilities & services</u>							
Very Willing	29.6%	30.9%	33.9%	30.7%	30.7%	22.4%	30.3%
Willing	41.1%	38.4%	37.1%	40.0%	41.4%	34.5%	39.8%
Not Sure	19.0%	24.7%	22.6%	22.6%	18.4%	32.8%	21.8%
Not Willing	10.3%	5.9%	6.5%	6.7%	9.6%	10.3%	8.1%
 <u>Q22-2. Increase fire facilities & services</u>							
Very Willing	23.3%	25.8%	25.8%	28.4%	21.4%	19.0%	24.5%
Willing	40.6%	39.9%	41.9%	40.6%	40.9%	34.5%	40.3%
Not Sure	23.9%	27.4%	24.2%	25.1%	24.5%	34.5%	25.6%
Not Willing	12.1%	6.9%	8.1%	5.9%	13.2%	12.1%	9.6%

Q22. Additional Revenues: Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding that would: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Hispanic/ Latino/Other Spanish Ancestry</u>	<u>Black/African American</u>	<u>White</u>	<u>Other</u>	
<u>Q22-3. Increase economic & business development services</u>							
Very Willing	20.8%	20.9%	29.0%	25.9%	13.9%	19.6%	20.9%
Willing	36.3%	33.2%	32.3%	35.9%	36.3%	25.0%	34.8%
Not Sure	31.7%	34.8%	29.0%	31.5%	34.7%	39.3%	33.2%
Not Willing	11.2%	11.1%	9.7%	6.7%	15.1%	16.1%	11.1%

Q22-4. Recruit sports expansion teams and/or minor league baseball team to Fayetteville

Very Willing	18.1%	11.6%	19.4%	20.7%	8.5%	12.3%	14.9%
Willing	28.7%	25.1%	30.6%	36.2%	16.9%	24.6%	26.9%
Not Sure	29.9%	38.9%	32.3%	29.5%	38.1%	42.1%	34.3%
Not Willing	23.3%	24.5%	17.7%	13.7%	36.5%	21.1%	23.8%

Q22. Additional Revenues: Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding that would: (without "don't know")

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/African American	White	Other	

Q22-5. Increase investment in public transit system (FAST)

Very Willing	11.8%	13.6%	9.7%	20.3%	5.8%	10.9%	12.7%
Willing	29.1%	31.6%	37.1%	38.4%	21.3%	25.5%	30.3%
Not Sure	34.2%	39.2%	38.7%	29.5%	43.0%	40.0%	36.7%
Not Willing	24.8%	15.5%	14.5%	11.8%	29.8%	23.6%	20.3%

Q22-6. Increase & upgrade parks & recreation facilities

Very Willing	19.1%	24.8%	24.6%	30.2%	13.6%	17.5%	21.9%
Willing	40.1%	37.1%	44.3%	40.7%	36.4%	33.3%	38.7%
Not Sure	27.7%	28.3%	24.6%	23.9%	31.4%	35.1%	28.0%
Not Willing	13.1%	9.8%	6.6%	5.2%	18.6%	14.0%	11.5%

Q22. Additional Revenues: Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding that would: (without "don't know")

N=669

	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q22-7. Increase construction & maintenance of sidewalks</u>							
Very Willing	23.2%	23.0%	21.0%	30.4%	16.1%	22.8%	23.1%
Willing	41.0%	36.2%	43.5%	37.8%	38.7%	36.8%	38.6%
Not Sure	25.3%	31.1%	24.2%	25.6%	31.4%	29.8%	28.2%
Not Willing	10.5%	9.7%	11.3%	6.3%	13.8%	10.5%	10.2%

Q22-8. Investments in City's transportation network

Very Willing	25.2%	20.8%	25.8%	28.5%	17.0%	21.4%	23.0%
Willing	42.1%	43.2%	41.9%	41.9%	45.2%	35.7%	42.7%
Not Sure	23.3%	25.6%	24.2%	20.4%	25.9%	37.5%	24.4%
Not Willing	9.4%	10.4%	8.1%	9.3%	12.0%	5.4%	9.9%

Q22. Additional Revenues: Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding that would: (without "don't know")

N=669	<u>Q31. Your gender</u>		<u>Q33. Your race/ethnicity</u>				<u>Total</u>
	Male	Female	Hispanic/ Latino/Other Spanish Ancestry	Black/African American	White	Other	
<u>Q22-9. Increase enforcement of City codes</u>							
Very Willing	16.6%	19.6%	21.0%	20.9%	15.3%	14.3%	18.1%
Willing	32.0%	33.2%	30.6%	37.7%	30.3%	21.4%	32.6%
Not Sure	36.6%	34.8%	35.5%	32.1%	36.4%	50.0%	35.7%
Not Willing	14.8%	12.3%	12.9%	9.3%	18.0%	14.3%	13.6%
 <u>Q22-10. Increase citizen engagement opportunities</u>							
Very Willing	15.8%	20.4%	22.6%	26.1%	9.7%	12.7%	18.0%
Willing	43.0%	38.0%	38.7%	44.4%	38.0%	36.4%	40.6%
Not Sure	29.7%	33.9%	33.9%	21.3%	40.3%	40.0%	31.7%
Not Willing	11.5%	7.7%	4.8%	8.2%	12.0%	10.9%	9.6%

Q22. Additional Revenues: Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding that would: (without "don't know")

N=669	Q31. Your gender		Q33. Your race/ethnicity				Total
	Male	Female	Hispanic/ Latino/ Spanish Ancestry	Black/ African American	White	Other	

Q22-11. Development of incentive programs for beautification efforts

Very Willing	20.2%	20.2%	21.0%	24.0%	16.2%	19.6%	20.2%
Willing	43.7%	41.6%	40.3%	43.5%	43.1%	39.3%	42.7%
Not Sure	24.7%	28.7%	29.0%	22.5%	30.0%	28.6%	26.7%
Not Willing	11.4%	9.5%	9.7%	10.0%	10.8%	12.5%	10.5%

Q22-12. Increase stormwater infrastructure to address flooding concerns

Very Willing	24.6%	21.5%	29.0%	29.2%	16.2%	19.3%	23.1%
Willing	38.4%	41.0%	33.9%	41.3%	40.4%	35.1%	39.7%
Not Sure	27.3%	29.7%	32.3%	22.9%	31.9%	35.1%	28.5%
Not Willing	9.6%	7.9%	4.8%	6.6%	11.5%	10.5%	8.8%