

Findings Report for a Statistically Valid Community Survey



Submitted to

Mecklenburg County, NC

By



725 W. Frontier Circle

Olathe, KS 66061

(913) 829-1215

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Contents

Section 1: Executive Summary	Page 1
Section 2: Charts and Graphs	Page 8
Section 3: Trend Analysis	Page 31
Section 4: Tabular Data	Page 42
Section 5: Cross-Tabular Data by Gender, Military Service & County Employee.....	Page 71
Section 6: Cross-Tabular Data by Age & Race/Ethnicity.....	Page 136
Section 7: Cross-Tabular Data by Household Income	Page 193
Section 8: Survey Instrument	Page 250

Section 1:
Executive Summary

Mecklenburg County

Community Interest and Opinion Survey **Executive Summary Report**

Overview of the Methodology

ETC Institute conducted a Community Interest and Opinion Survey for Mecklenburg County during the summer of 2015 to help assess resident perceptions and awareness of County services. The survey was administered by mail, web and phone.

ETC Institute worked extensively with the Mecklenburg County officials in the development of the survey questionnaire. This work allowed the survey to be tailored to issues of strategic importance. A seven-page survey was mailed to a random sample of households throughout Mecklenburg County. Approximately three days after the surveys were mailed each household that received a survey also received an automated voice message encouraging them to complete the survey.

The goal was to obtain a total of at least 1,000 completed surveys. ETC Institute met that goal with a total of 1,072 surveys completed. The results of the random sample of 1,072 households have a 95% level of confidence with a precision rate of at least +/-3%.

Major Findings:

- ❖ ***How Long Respondents Have Lived in Mecklenburg County:*** Sixty percent (60%) of respondents have lived in Mecklenburg County for *15+ years*. Other years lived in Mecklenburg County are: 5 to 10 years (15%), 11 to 15 years (14%), 3 to 4 years (5%), 1 to 2 years (4%), and less than 1 year (3%).
- ❖ ***Respondent Primary Reason for Moving to Mecklenburg County:*** Thirty-six percent (36%) of respondents moved to Mecklenburg County because they *accepted a job offer*. Other reasons for moving to Mecklenburg County include: I'm a Mecklenburg County native (18%), closer proximity to family or friends (12%), and to seek employment opportunities (8%).

- ❖ **Importance of Characteristics to Respondents When Choosing a Community to Reside:** Based on the percentage of respondents who either selected “very important” or “important”, 96% indicated *cost of living* is important when choosing a community to reside. Other levels of importance when choosing a community to reside include: employment opportunities (93%), affordable housing options (91%), and community vibrancy (87%).
- ❖ **Respondent Perceptions of Mecklenburg County Government:** Based on the sum of respondents who either “strongly agree” or “agree,” 87% agree that *there is value in services provided by Mecklenburg County to residents*. Other similar levels of agreement include: Mecklenburg County spends my local tax dollars on services that help residents improve their community (66%) and I am satisfied with opportunities for citizen participation in County policy development & decision-making (58%).
- ❖ **Respondent Rating of Mecklenburg County:** Based on the percentage of respondents who rated Mecklenburg County as either “excellent” or “good,” 81% state Mecklenburg County as a place to live is either excellent or good. Other similar ratings include: As a place to work (81%) and as a place to recreate (72%).
- ❖ **Respondent Likelihood to Apply for or Access County Services Online:** Forty-six percent (46%) of respondent households indicated they are *very likely* to apply for or access county services online. Other levels of likelihood are: likely (34%), unlikely (11%) and very unlikely (10%).
- ❖ **Respondent Willingness to Use an Automated Response System:** Thirty-three percent (33%) of respondent households indicated they are *willing* to use an automated voice response system instead of speaking with a person. Other levels of willingness are: unwilling (34%), very unwilling (25%) and very willing (8%).
- ❖ **Respondent Rating of How Well Mecklenburg County Does at Communicating Information About County Issues, Services and Performance to the Public:** Thirty-seven percent (37%) of respondent households rate how well Mecklenburg County is communicating information to the public as *good*. Other ratings include: Fair (41%), poor (15%) and excellent (8%).
- ❖ **Respondent Trust of the information Received from Mecklenburg County:** Sixty-nine percent (69%) of respondent households indicated they *agree* with the statement: I trust the information I receive from Mecklenburg County. Other levels of agree with the statement include: disagree (15%), strongly agree (11%), and strongly disagree (5%).

- ❖ **Whether or Not Respondents Consider Mecklenburg County Government to be Open and Transparent:** Thirty-three percent (33%) of respondents do consider the Mecklenburg County Government to be open and transparent. Thirty-three percent (33%) of respondent do not consider Mecklenburg County Government to be open and transparent and 33% don't know.
- ❖ **Respondent Usage of Social Media for Local Government Information:** Seventeen percent (17%) of respondent households use *Facebook* for local government information. Other social media respondent households use for local government information include: YouTube (8%), Twitter (6%) and Instagram (4%).
- ❖ **How Respondent Households Would Most Prefer to Receive Information About Mecklenburg County Issues, Services and Results:** Based on the sum of respondent households top three preferences, (68%) would refer to receive information about Mecklenburg County issues services and results by *local television news*. Other means respondents most prefer to receive information by include: direct mail (53%), county website (51%), and Charlotte Observer (40%).
- ❖ **Frequency Respondents Visit the County's Websites to Access County Services or Information:** Thirty-three percent (33%) of respondents *never* visit the County's websites to access County services or information. Other amounts of visitation include: Sometimes (29%), rarely (28%) and often (10%).
- ❖ **How Often Respondents Find What They Are Looking for on the County's Websites:** Forty-four percent (44%) of respondents *sometimes* find what they are looking for on the County's websites. Other frequencies include: often (38%), rarely (10%), and never (8%).
- ❖ **Respondent Awareness of Services Available on the County Websites:** Fifty-three percent (53%) of respondents have used the County websites to *look up real estate information*, while 27% have not used, but are aware that this service exists and 20% are unaware that this service exists on the County's websites (20%). Thirty-nine percent (39%) of respondents have used *locate a government facility* through the County's website, while 37% were aware of the service but have not used it and 23% were not aware that the County offered this service on their websites.

- ❖ **Respondent Knowledge of County Programs, Services and Initiatives:** Sixty-four percent (64%) of respondent households are knowledgeable that the County *has a domestic violence/crisis program*. Other programs and services respondents are aware of include: County provides children with immunizations (60%), new tobacco free parks & smoke free government facilities plans implemented in March 2015 (60%) and the County provides coordinated assessment to assist homeless people (58%).
- ❖ **Do You Believe Parks, Greenways, Nature Preserves, and Recreational Facilities Improve the Quality of Life in Mecklenburg County?** Ninety-two percent (92%) of respondent households believe that parks, greenways, nature preserves and recreation facilities improve the quality of life in Mecklenburg County. Three percent (3%) of respondent households do not agree and (5%) don't know.
- ❖ **How Often Respondent Households Have Visited a Mecklenburg County Parks and Recreation Facility Within the Last 12 Months:** Seventy percent (70%) of respondent households have visited parks and recreation facilities *10 times or less* in the past 12 months. Other visitation levels include: 11 to 20 (13%), 51+ (8%), 21 to 30 (5%), 31 to 40 (2%) and 41 to 50 (2%).
- ❖ **Overall Quality and Condition of the Parks Respondent Households Visit Most Often:** Fifty-five percent (55%) of respondents rated the overall quality and condition of the parks they visited as *good*. Other ratings of parks are: excellent (27%), fair (15%) and poor (3%).
- ❖ **Respondent Participation in Recreation Programs Offered by the Mecklenburg County Parks and Recreation Department Within the Past 12 Months:** Seventy-eight percent (78%) of respondent households have not participated in programs offered by the Mecklenburg County Parks and Recreation Department within the past 12 months. Twenty-two percent (22%) of respondents have participated in programs over the past 12 months.
- ❖ **Reasons for Not Participating in Parks and Recreation Programs:** Fifty-three percent (53%) of respondents did not participated in programs because they *were not aware of the programs*. Other reasons respondents did not participate include: There was no interest in the program (45%), weren't at convenient times (28%), no convenient locations (26%) and cost of program (21%).

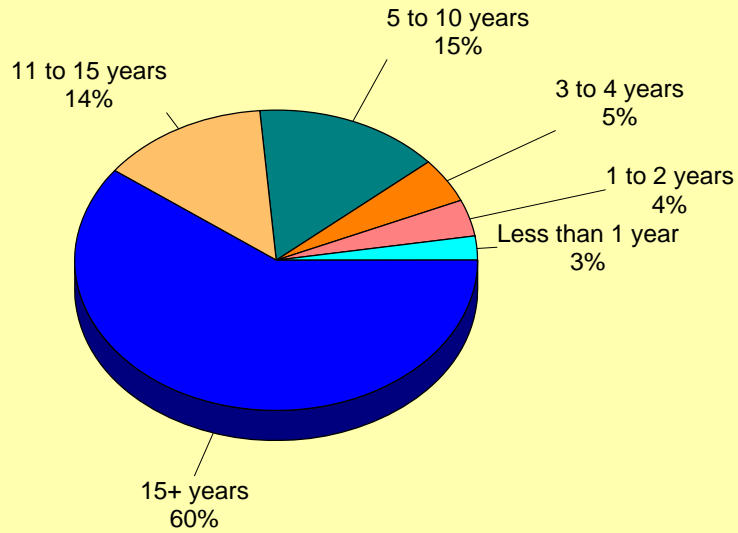
- ❖ **In the Past 12 Months, Have Respondent Households Visited or Used a Mecklenburg County Library for Any Reason:** Sixty-eight percent (68%) of respondent households *have visited or used* the Mecklenburg County Library for any reason in the past 12 months. Thirty-two percent (32%) have not used the library over the past 12 months for any reason.
- ❖ **Mecklenburg County Libraries Respondents Have Visited the Most Often Over the Past 12 Months:** Eleven percent (11%) of respondent have visited the Matthews Library the most often in the past 12 months. Other most visited Libraries include: North County Reg (10%), South County Reg (10%) and University City Reg (9%).
- ❖ **In a Typical Month, How Often Respondents Typically Visit the Library:** Forty-six percent (46%) of respondent households typically visit the library *less than once a month*. Other visitation levels include: once a month (16%), twice a month (15%), three to four times a month (14%) and five or more times a month (8%).
- ❖ **Format Households Prefer When Accessing Charlotte-Mecklenburg Library Materials:** Forty-seven percent (47%) of respondent households prefer *physical* accessing Charlotte-Mecklenburg Library materials. Other formats are: don't access (23%), both (24%) and digital (6%).
- ❖ **Most Important Factor Influencing Respondent Households Choice of Format:** Forty-two percent (42%) of respondent households chose *personal preference* as the most important factor influencing their choice of format. Other factors are: ease of use (34%), availability (20%) and other (4%).
- ❖ **Respondent Level of Agreement with Various Statements About the Charlotte-Mecklenburg Library:** Based on the sum of “strongly agree” and “agree”, 96% of respondent indicated they agree with it *is important to our community*. Other similar levels of agreement include: improves quality of life (91%), is important to me and my family (88%) and is a community champion for pre-K (88%).
- ❖ **Whether or Not Respondents Voted in the November 2014 Local Election:** Eighty-one percent (81%) of respondent households voted in the November 2014 election, while 19% did not vote.
- ❖ **Whether or Not Respondents Use the Early Voting Site:** Fifty-six percent (56%) of respondent households *do not use the early voting site*, while 44% of respondent households do use the early voting site.

- ❖ **How Respondents Rate their Overall Experience at the Early Voting Site:** Based on the percentage of respondents who have used the early voting site, 57% of respondent households rate their overall experience at the early voting site at *excellent*. Other ratings include: Good (33%), fair (6%) and poor (4%).
- ❖ **How Respondents Rate their Overall Experience at their Voting Location:** Fifty-five percent (55%) of respondent households rate their experience as *excellent*. Other ratings include: good (33%), fair (10%) and poor (3%).
- ❖ **Whether or Not Respondents Would Support a Measure Requiring All Public Places in the County to be Smoke-Free Indoors:** Seventy-six percent (76%) of respondents *strongly support* a measure requiring all public places in the County to be Smoke-Free Indoors. Other levels of support are: somewhat support (10%), strongly oppose (8%) and somewhat oppose (6%).
- ❖ **How Respondent Households Get Information About Residential Curbside Recycling:** Forty-one percent (41%) of respondents indicated they get information about residential curbside recycling from *friends and neighbors*. Other ways residents get information include: local City/County website (27%) and internet websites (23%).
- ❖ **Top Reason Household Do Not Recycle:** Four percent (4%) of respondent households indicated the top reason they do not Recycle, other than it not being applicable, is because they *live in an apartment/condo*. Other reasons include: there is not enough room (3%) and I don't know what I can recycle (2%).
- ❖ **Top Reason Household Do Recycle:** Sixty-eight percent (68%) of respondent households indicated the top reason they recycle is *to help conserve environment*. Other reasons households recycle include: It may decrease need for more landfill space (20%) and I don't know.

Section 2:
Charts and Graphs

Q2. Demographics: Years Lived in Mecklenburg County

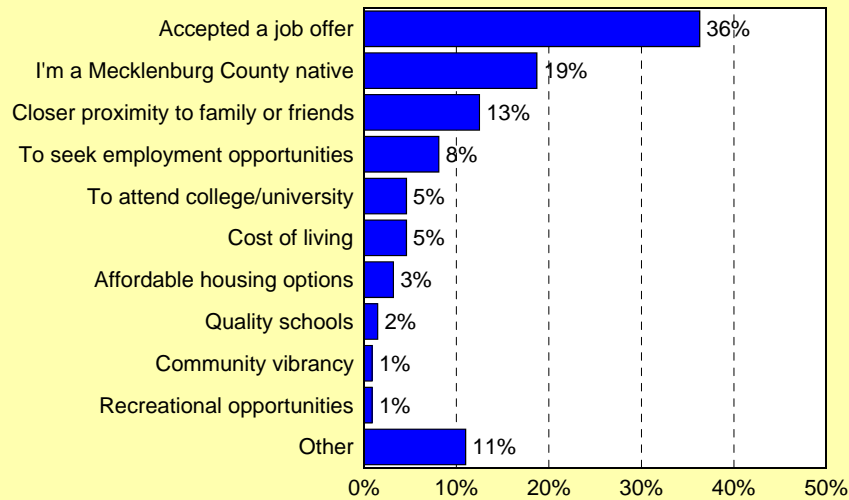
by percentage of respondents



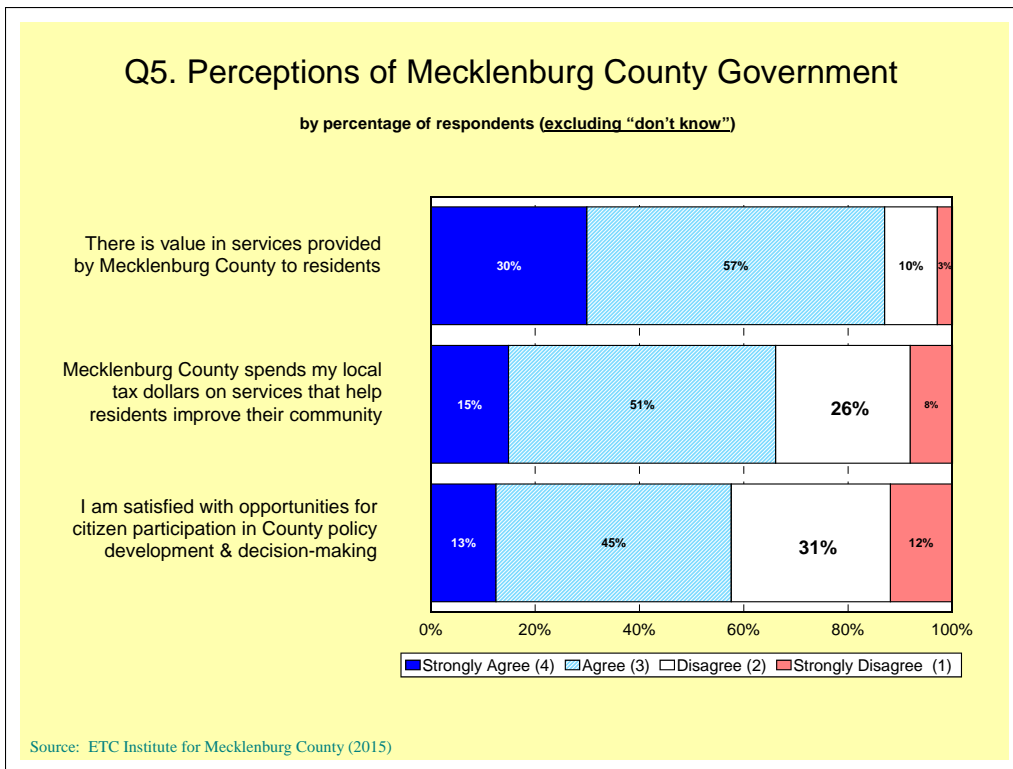
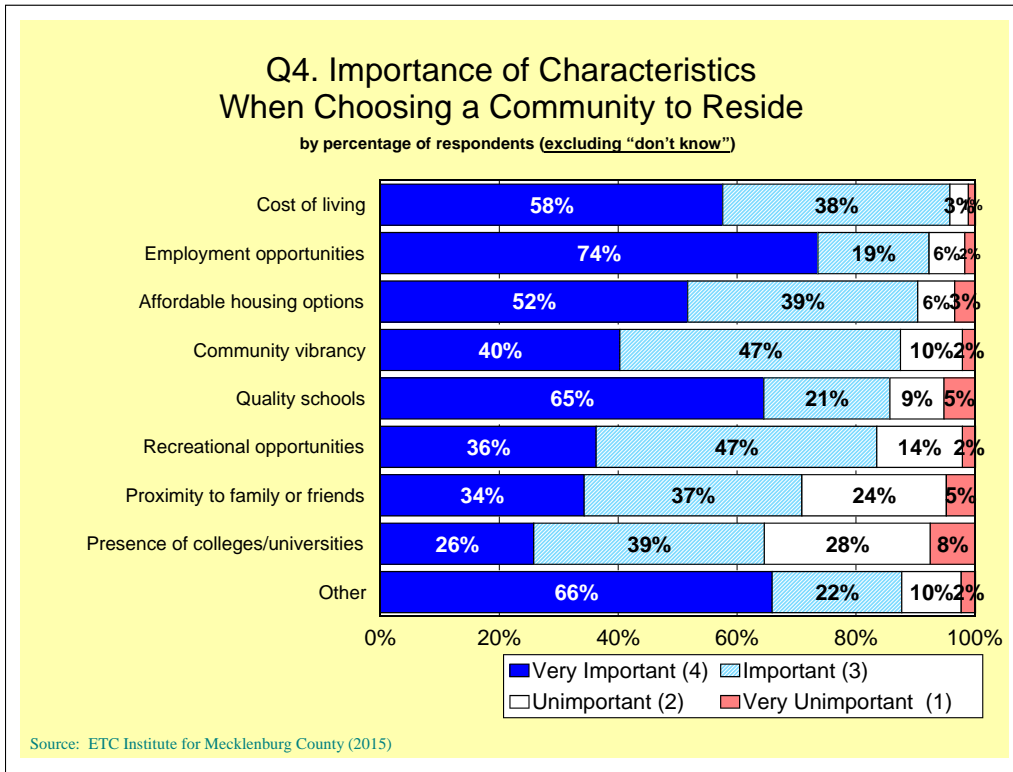
Source: ETC Institute for Mecklenburg County (2015)

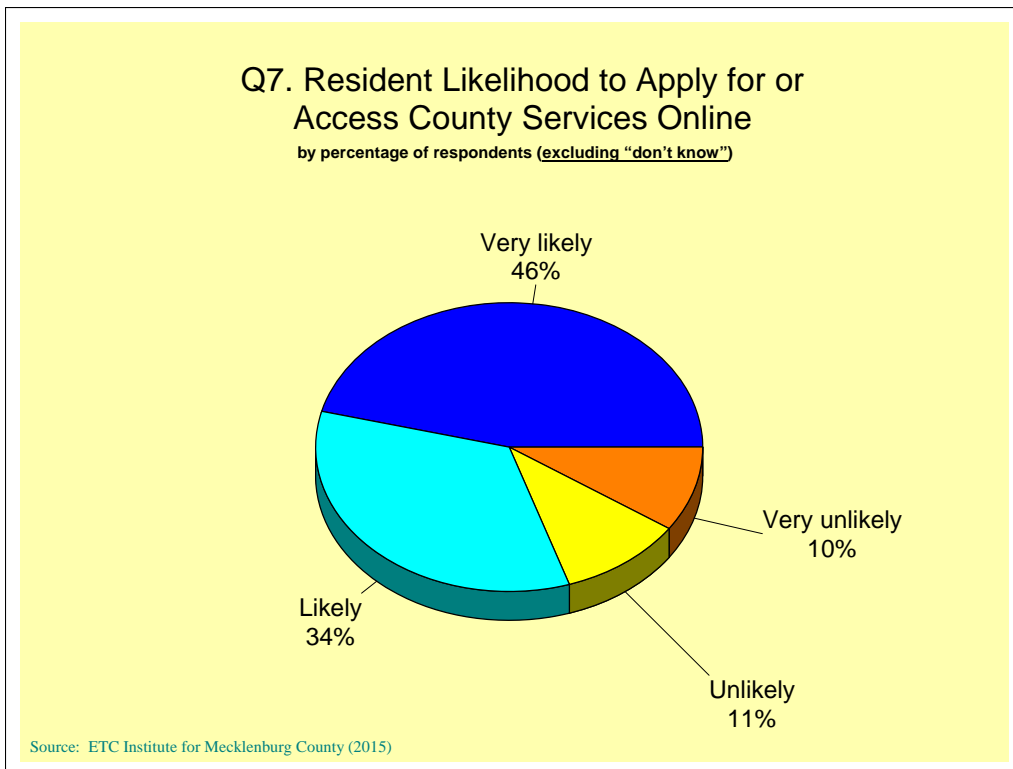
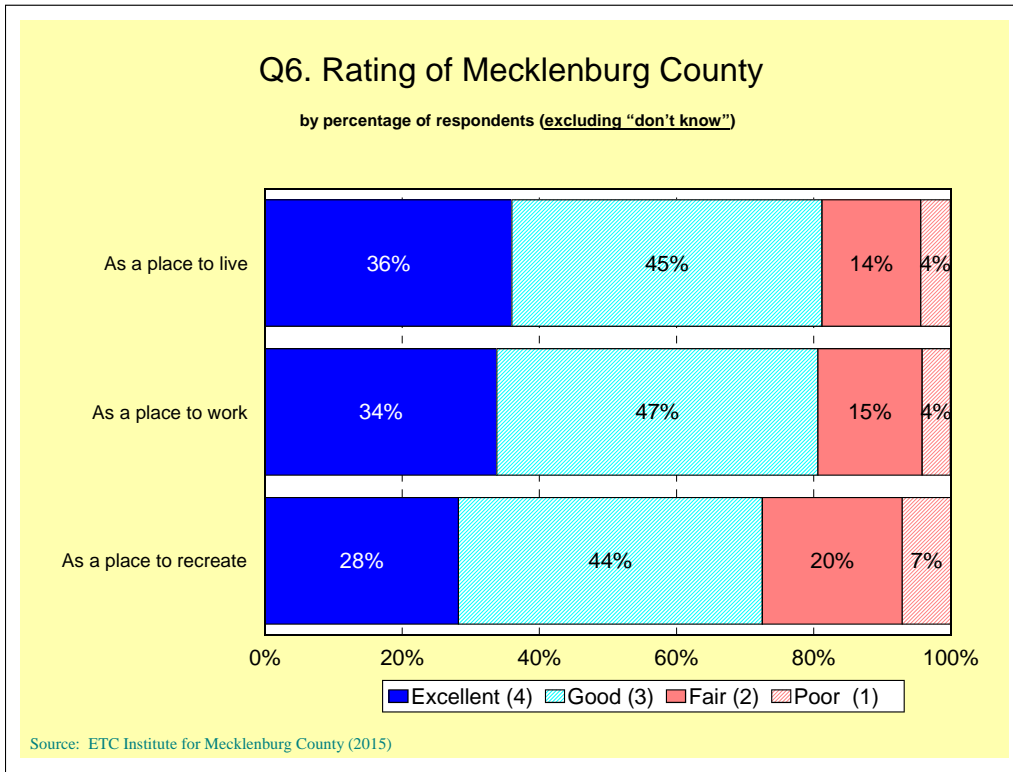
Q3. Primary Reason For Respondents Moving to Mecklenburg County

by percentage of respondents



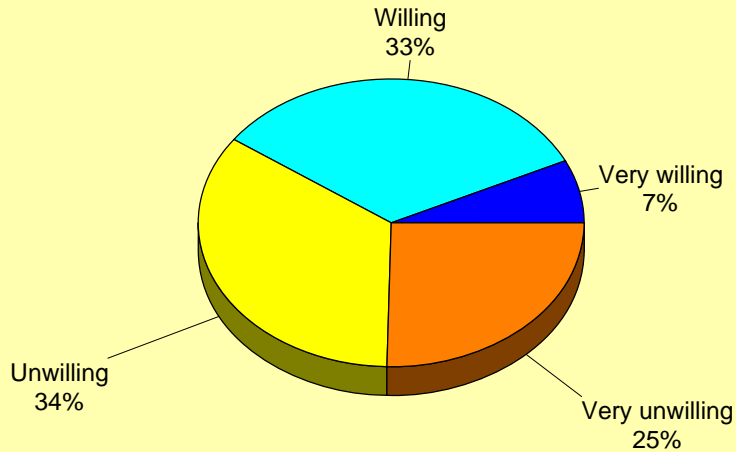
Source: ETC Institute for Mecklenburg County (2015)





Q8. Resident Willingness to Use An Automated Voice Response System When Conducting Business

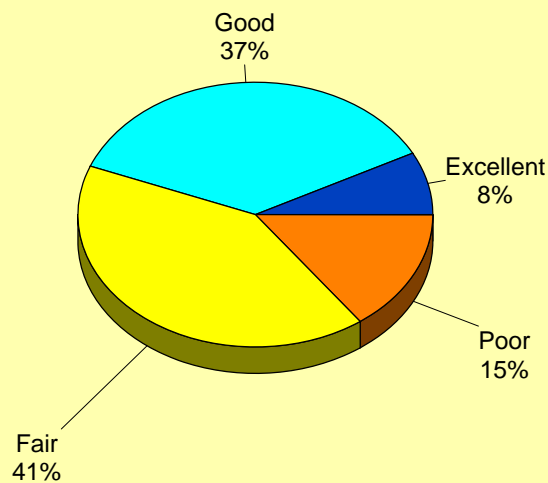
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2015)

Q9. Rating of Mecklenburg County Job of Communicating Information About County Issues, Services, and Performance to the Public

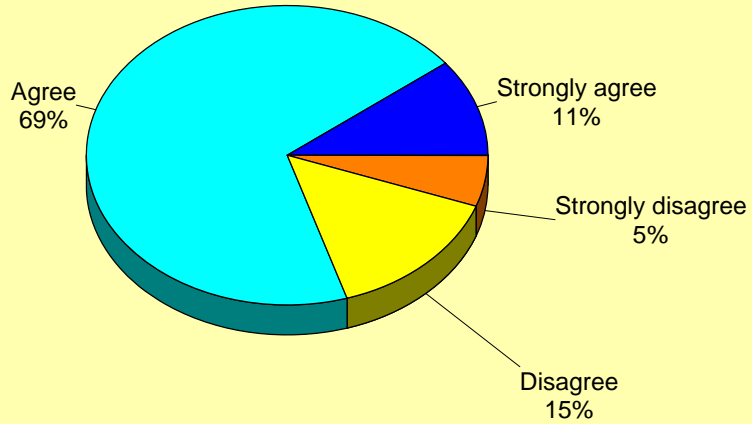
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2015)

Q10. Level of Agreement with: I Trust the Information I Receive from Mecklenburg County

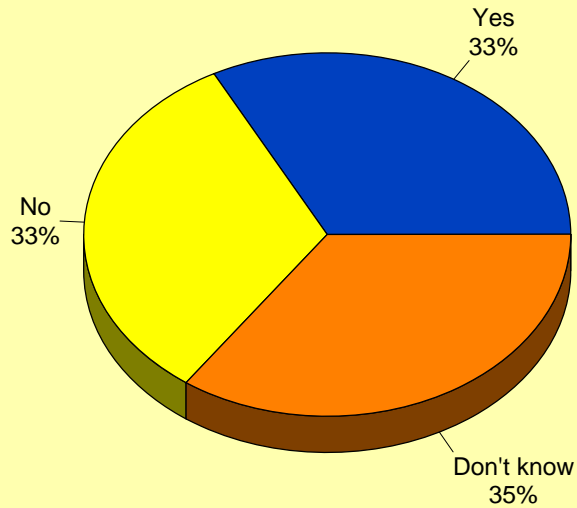
by percentage of respondents (excluding "don't know")



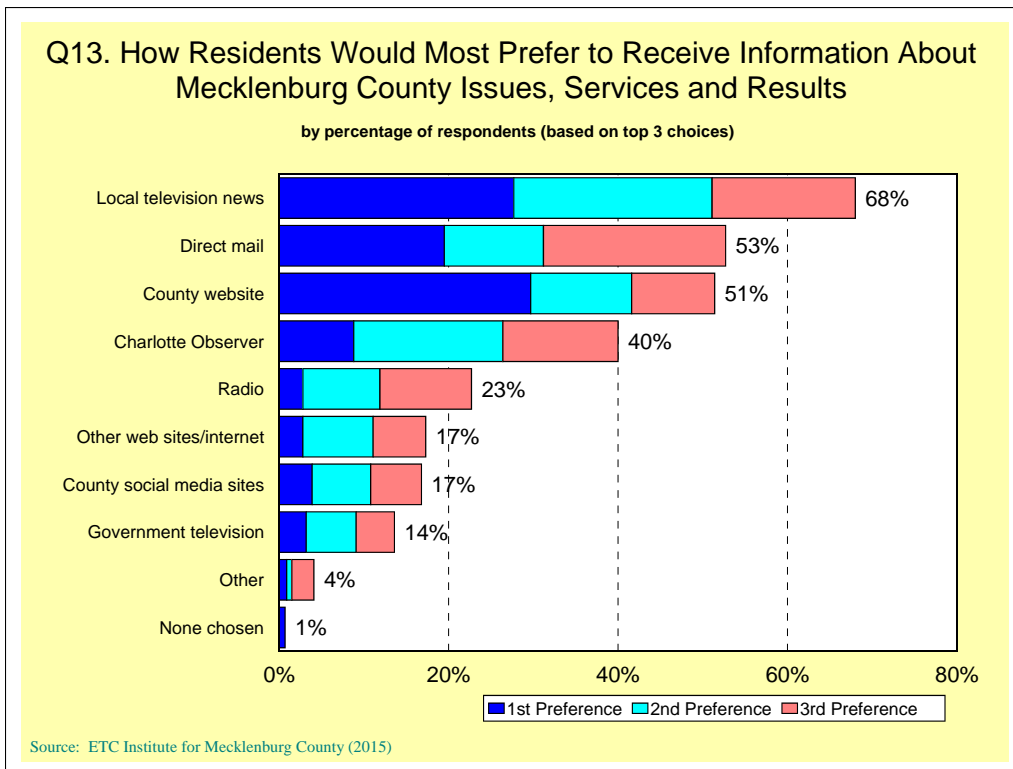
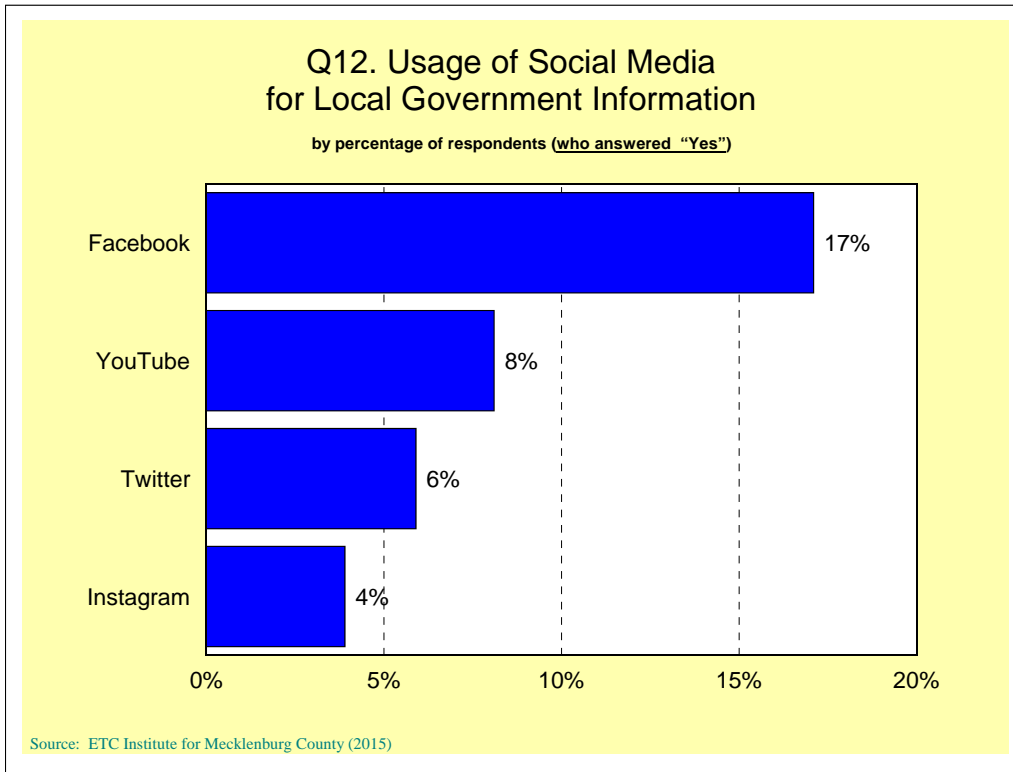
Source: ETC Institute for Mecklenburg County (2015)

Q11. Whether Residents Consider Mecklenburg County Government to be Open and Transparent

by percentage of respondents

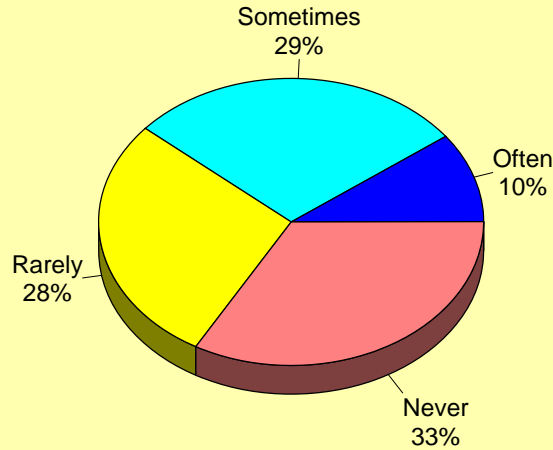


Source: ETC Institute for Mecklenburg County (2015)



Q14. How Often Residents Have Used the County's Website to Access County Services or Information

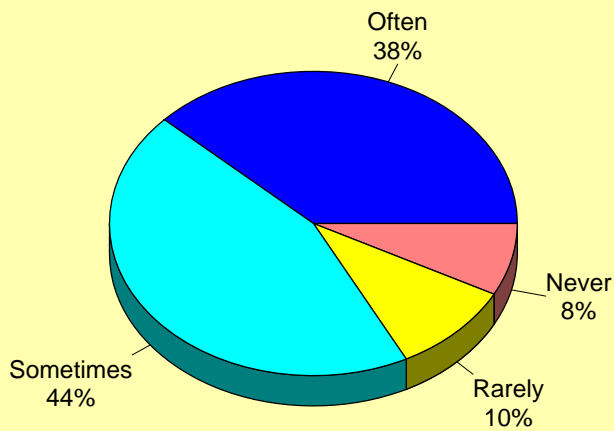
by percentage of respondents (excluding "don't know")



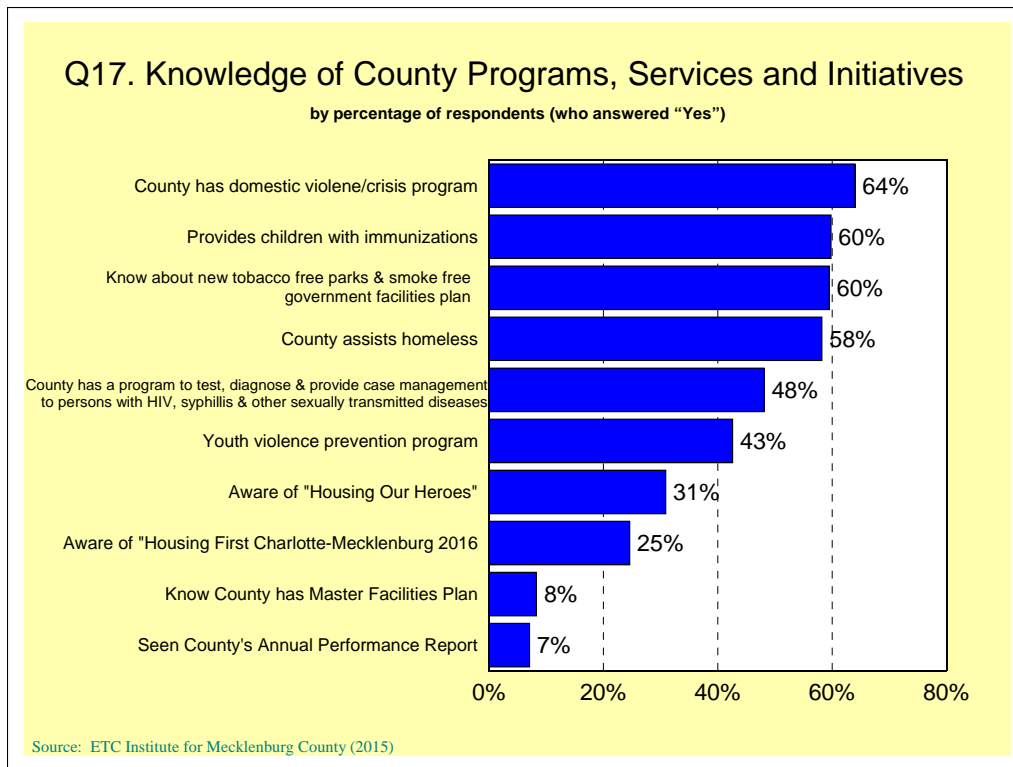
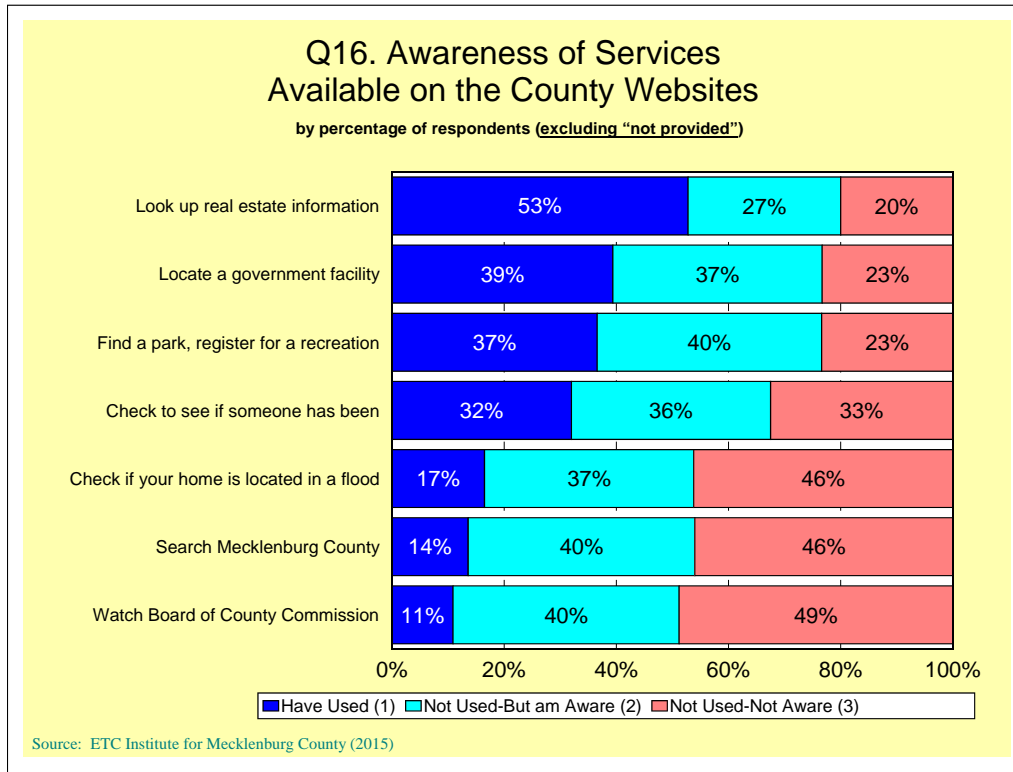
Source: ETC Institute for Mecklenburg County (2015)

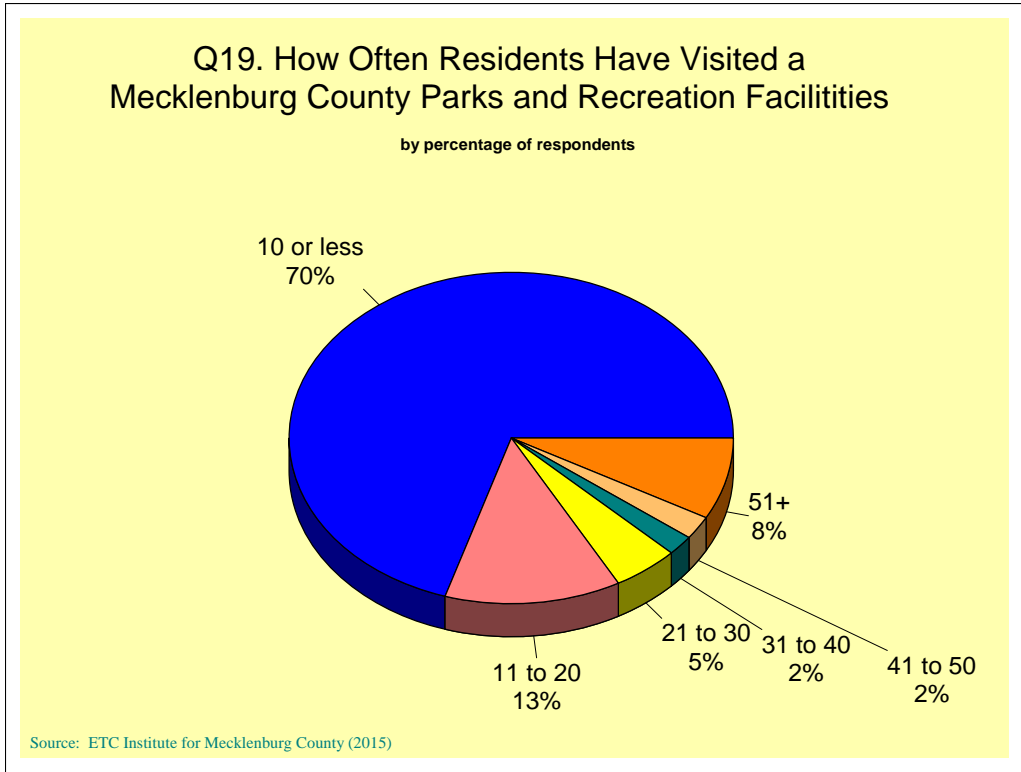
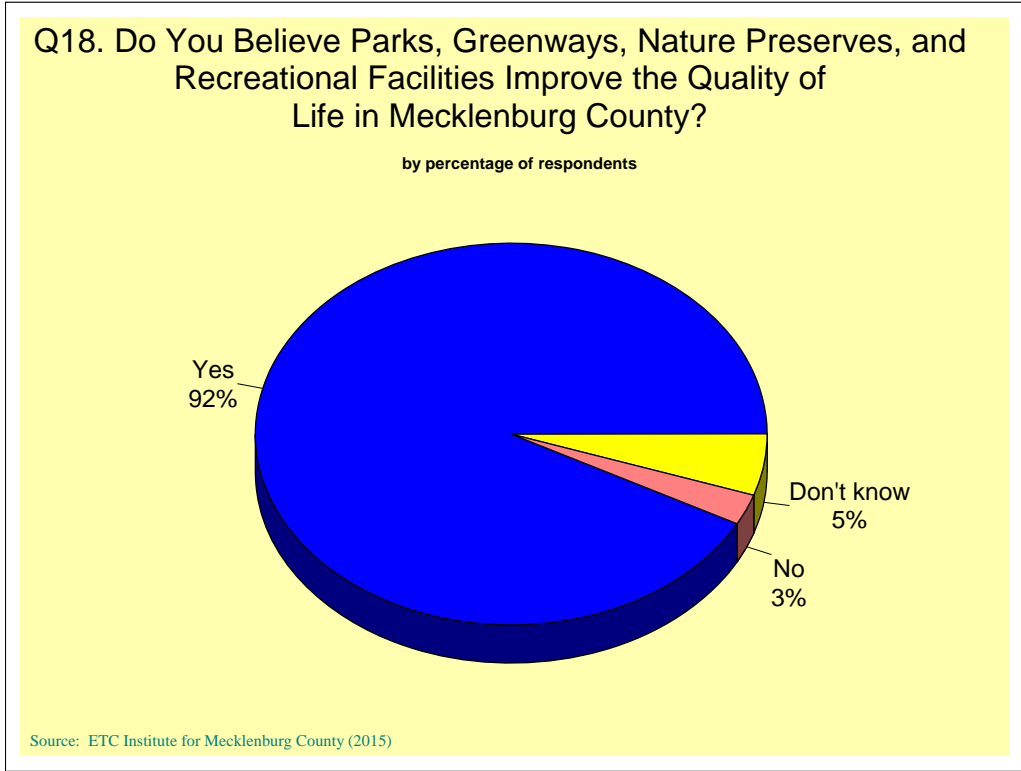
Q15. How Often Residents Were Able to Find What They Were Looking for When Visiting www.MecklenburgCountyNC.gov

by percentage of respondents (excluding "don't know")



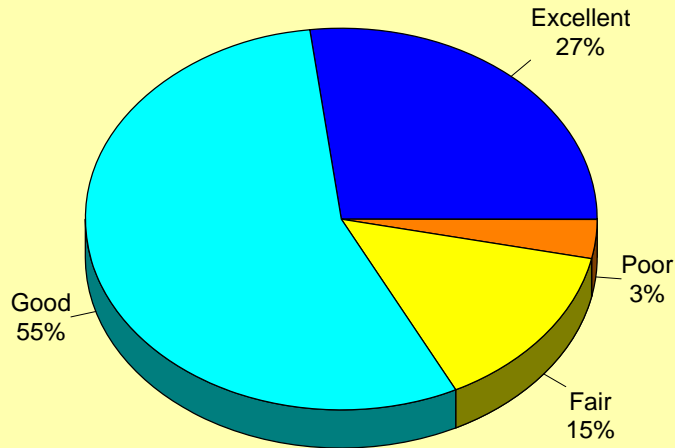
Source: ETC Institute for Mecklenburg County (2015)





**Q20. Overall Quality and Condition of the Parks
Residents Visit Most Often**

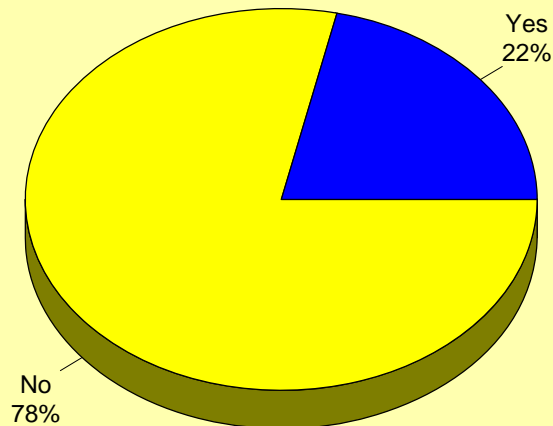
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2015)

**Q21. Whether or not Residents Have Participated in Recreation
Programs Within the Past 12 Months**

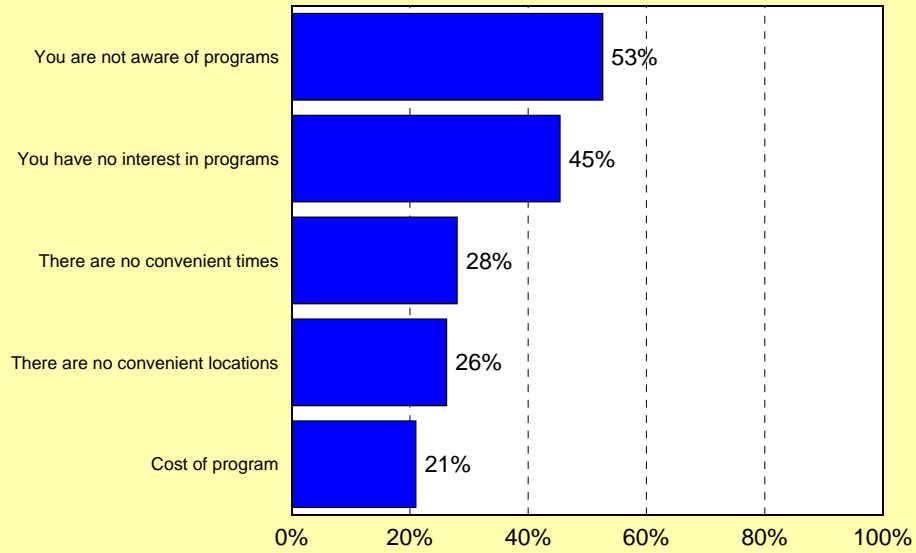
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2015)

Q21a. Reasons Residents Have Not Participated in Mecklenburg County Park and Recreation Programs

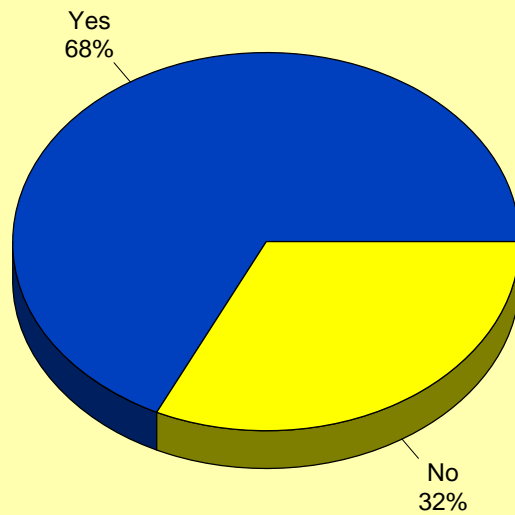
by percentage of respondents (who answered "Yes")



Source: ETC Institute for Mecklenburg County (2015)

Q22. Whether Residents Have Visited or used a Charlotte-Mecklenburg Library for Any Reason

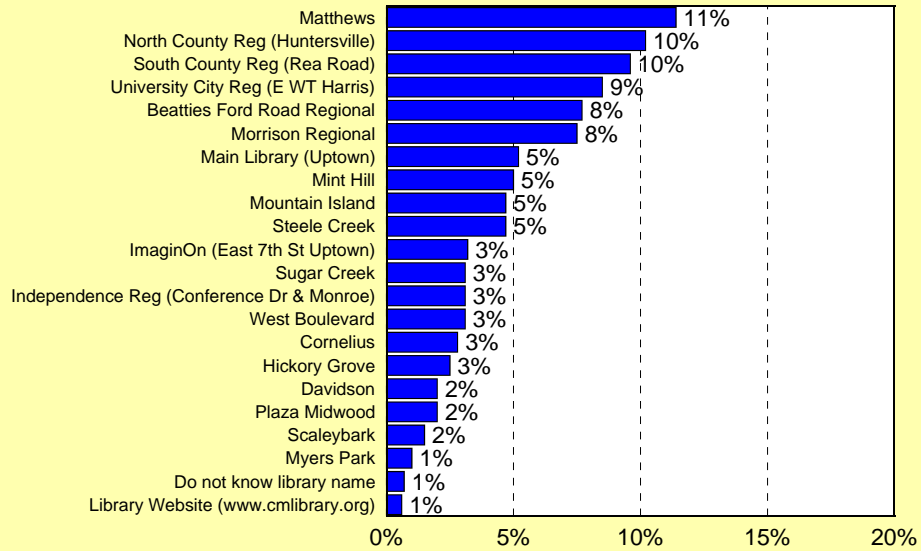
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2015)

Q22a. Charlotte-Mecklenburg Libraries Residents Have Visited Most Often Within the Past 12 Months

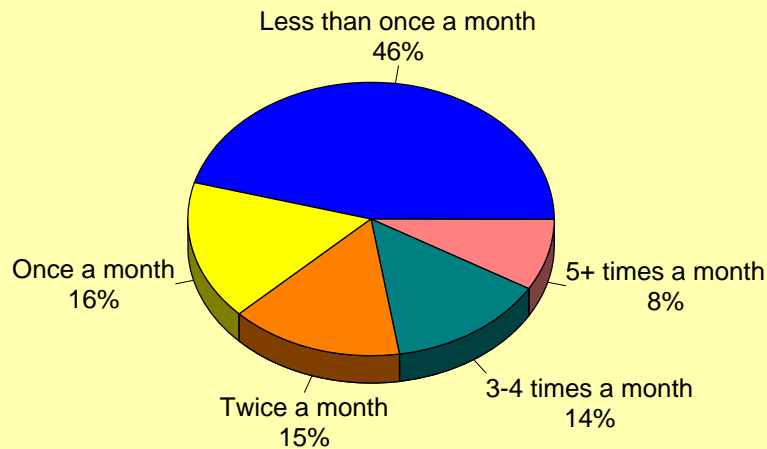
by percentage of respondents (who answered yes to question 22)



Source: ETC Institute for Mecklenburg County (2015)

Q22b. Approximately How Many Times Residents Visit or Use the Charlotte-Mecklenburg Library in a Typical Month

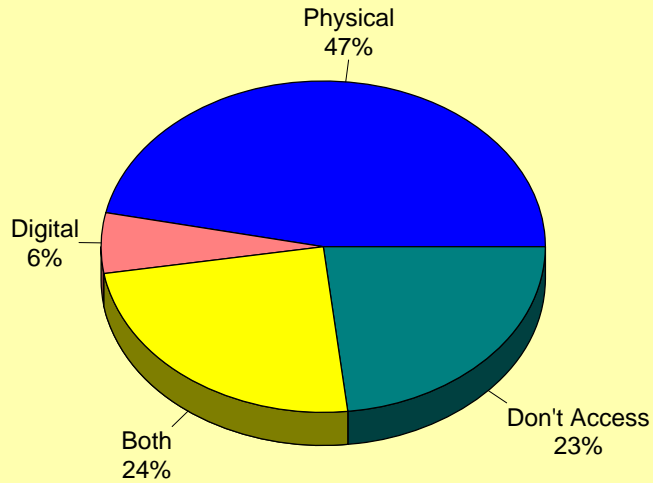
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2015)

Q23. Format Residents Prefer When Accessing Charlotte-Mecklenburg Library Materials

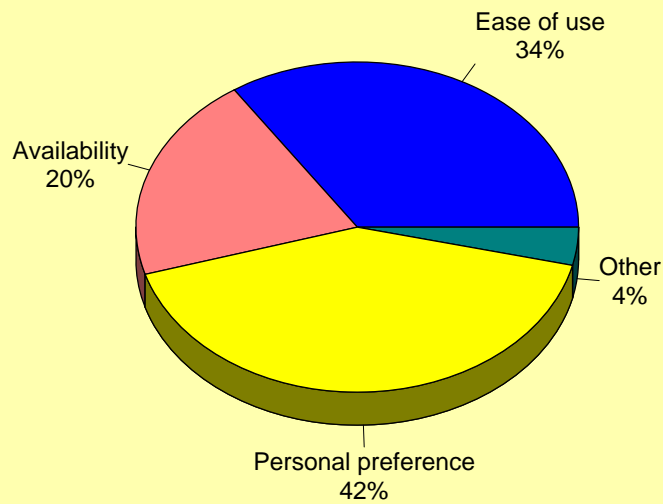
by percentage of respondents (excluding "don't know")



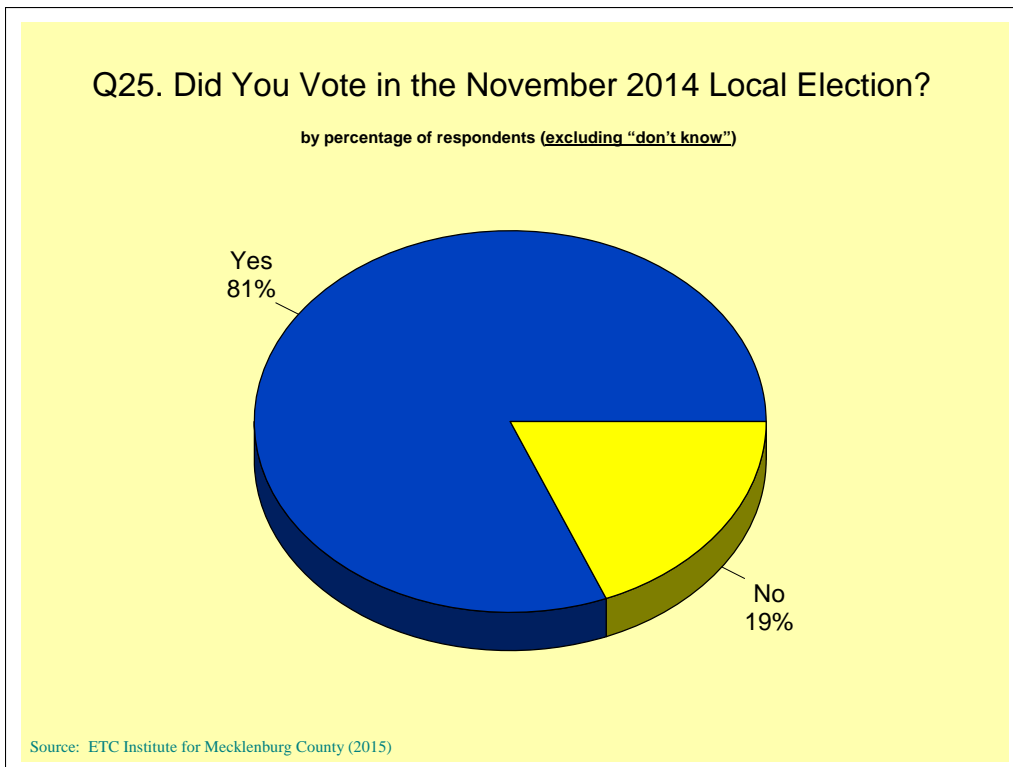
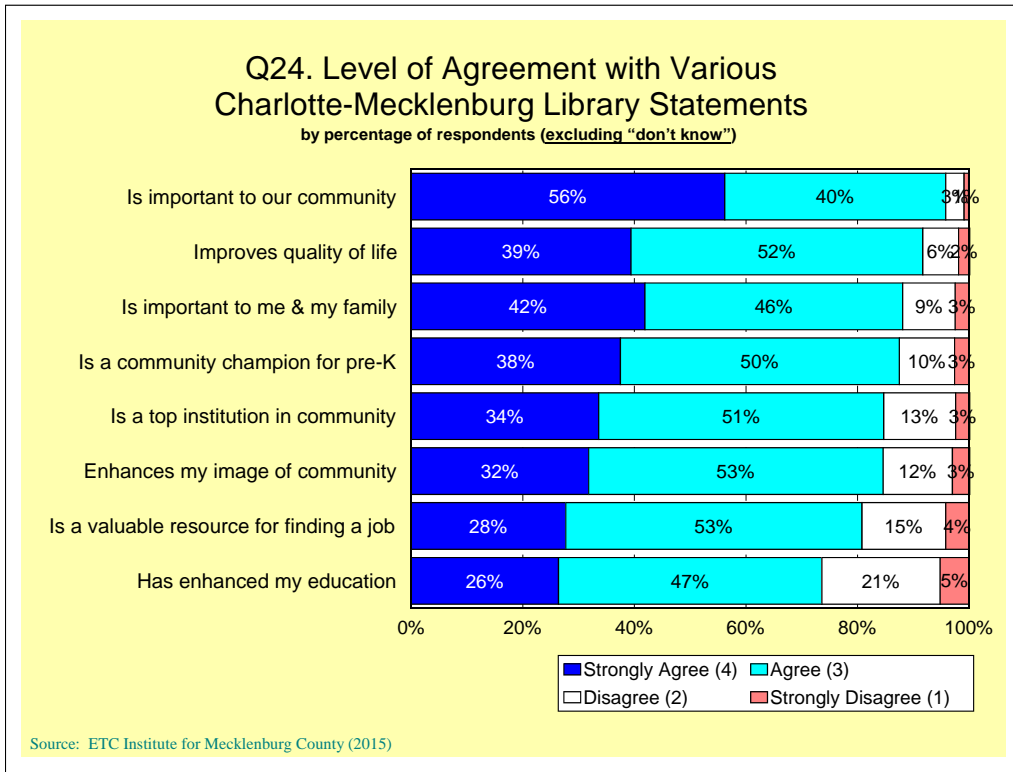
Source: ETC Institute for Mecklenburg County (2015)

Q23a. Most Important Factor Influencing Residents Choice of Format

by percentage of respondents (excluding "don't know")

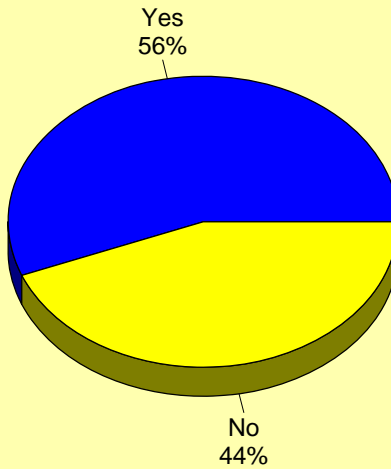


Source: ETC Institute for Mecklenburg County (2015)



Q25a. Whether or Not Residents Use the Early Voting Site

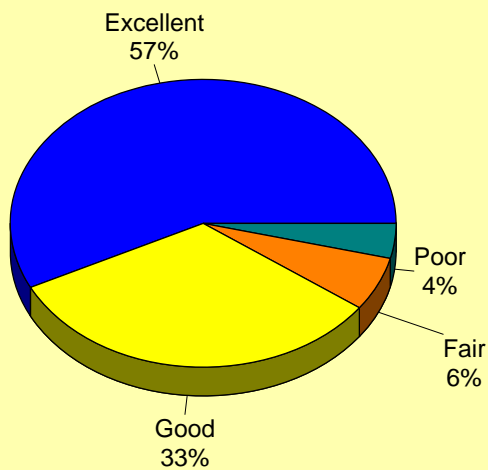
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2015)

Q25a-1. Residents Overall Experience at the Early Voting Site

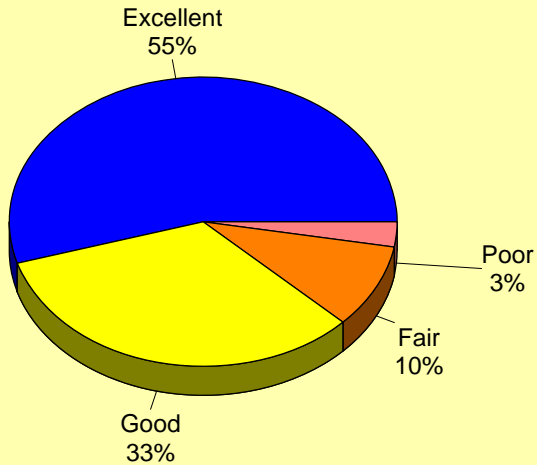
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2015)

Q25b. Residents Overall Experience at their Voting Location

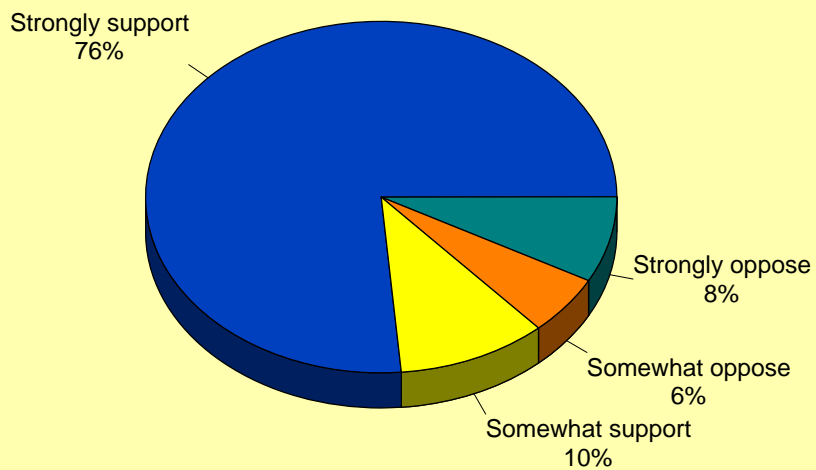
by percentage of respondents (excluding "don't know")



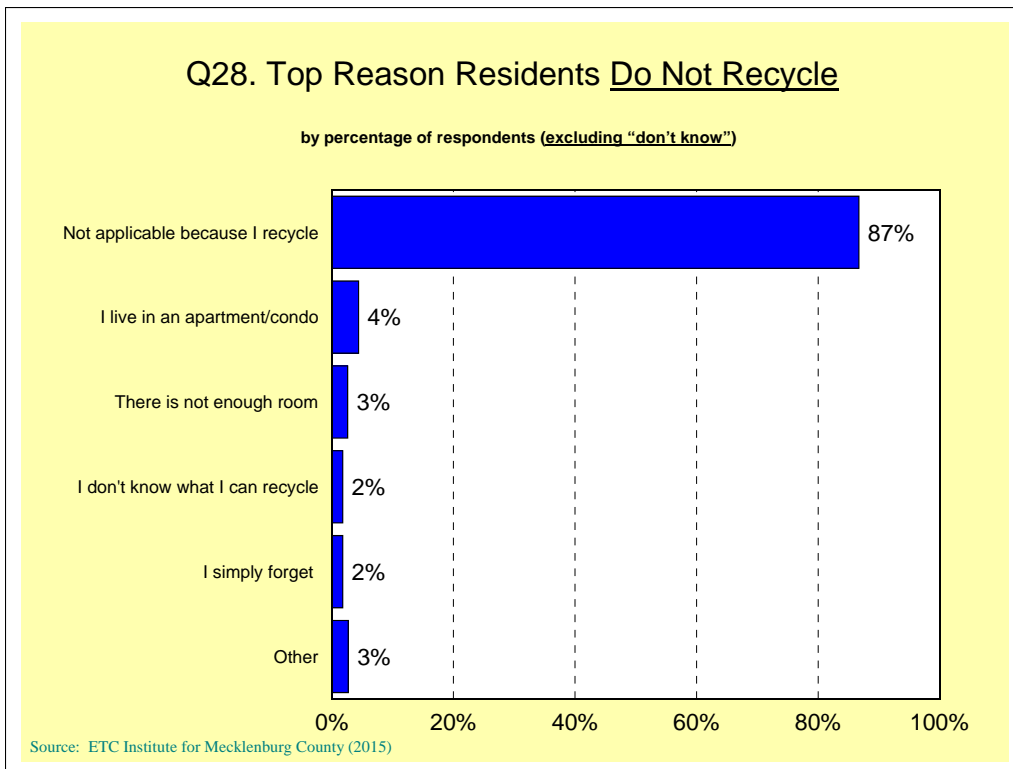
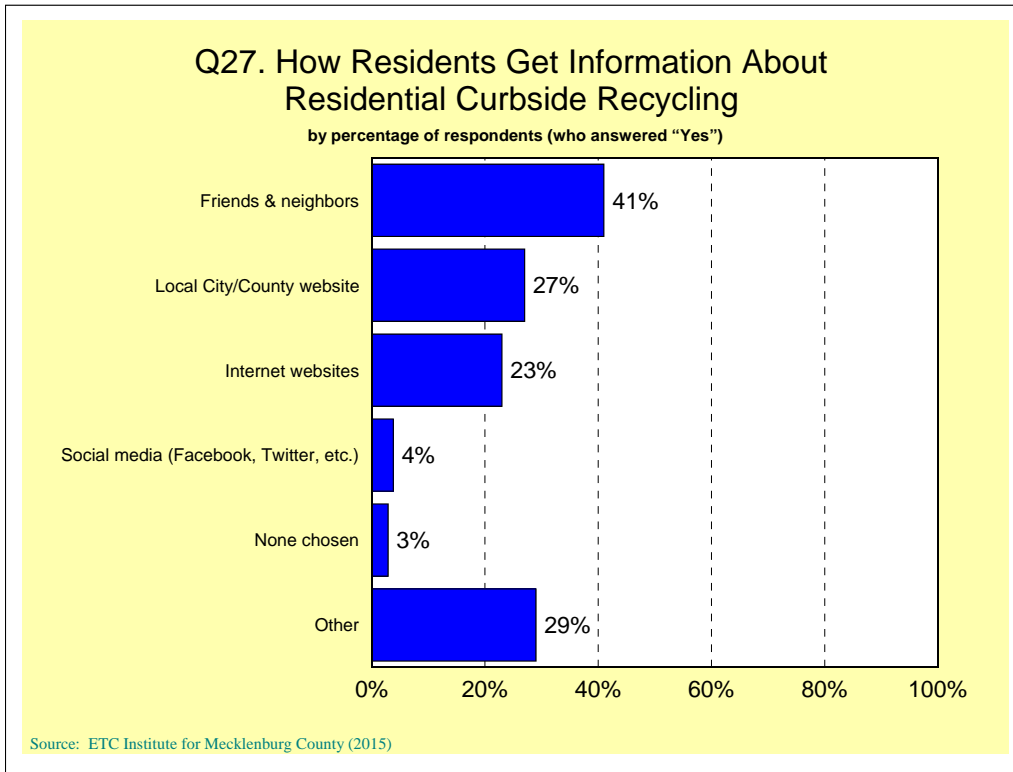
Source: ETC Institute for Mecklenburg County (2015)

Q26. Whether or Not Residents Would Support a Measure Requiring All Public Places in the County to be Smoke-Free Indoors

by percentage of respondents (excluding "don't know")

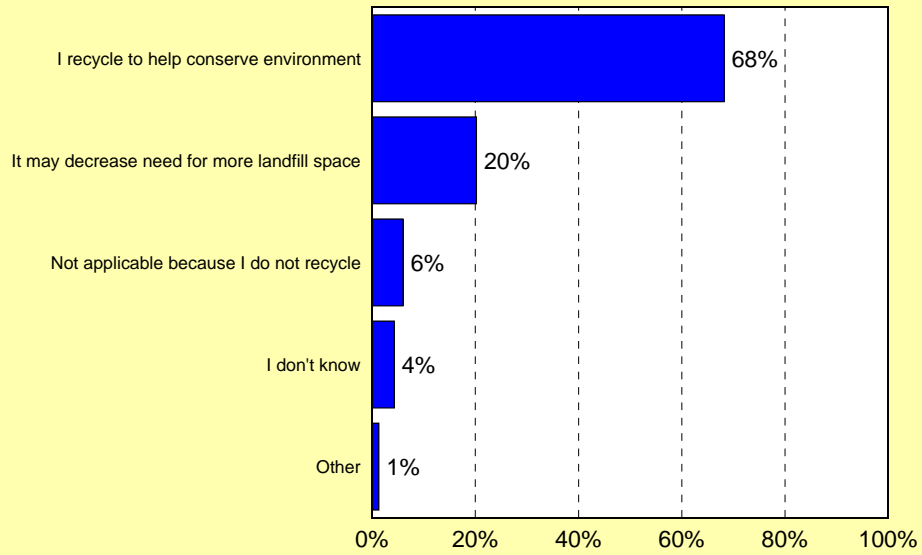


Source: ETC Institute for Mecklenburg County (2015)



Q29. Top Reason Residents Do Recycle

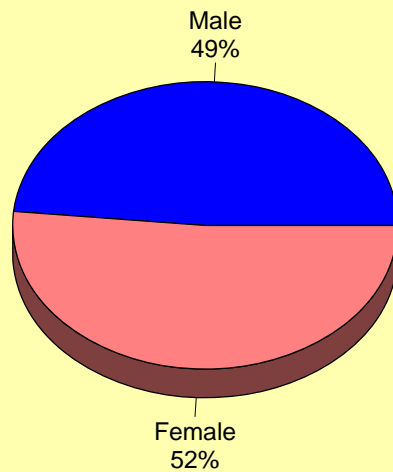
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2015)

Q30. Demographics: Gender

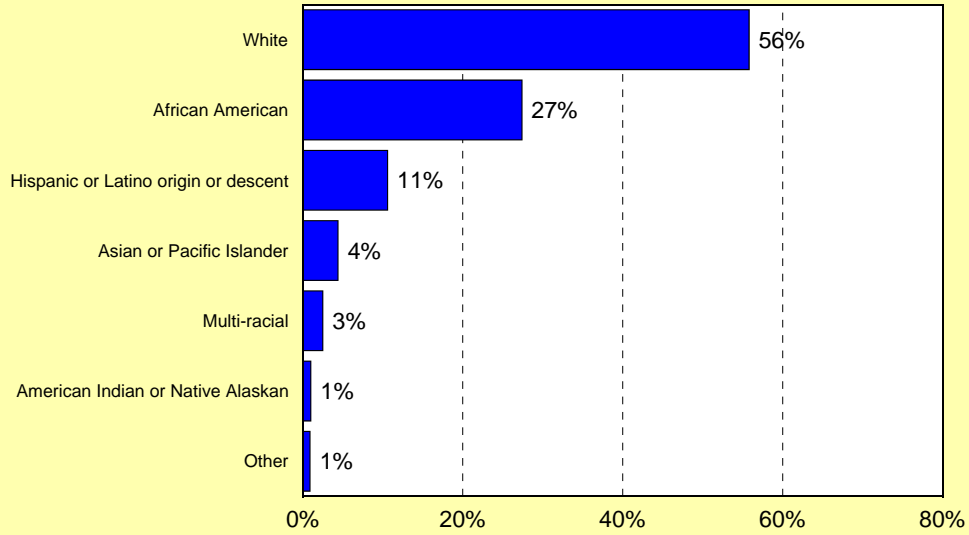
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2015)

Q31. Demographics: Race/Ethnicity

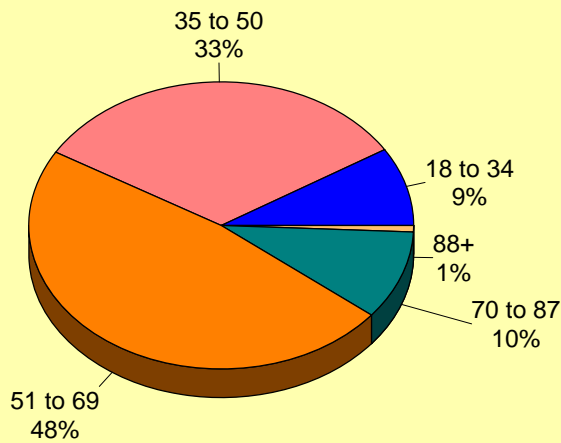
by percentage of respondents (excluding non chosen)



Source: ETC Institute for Mecklenburg County (2015)

Q32. Demographics: Respondent Age

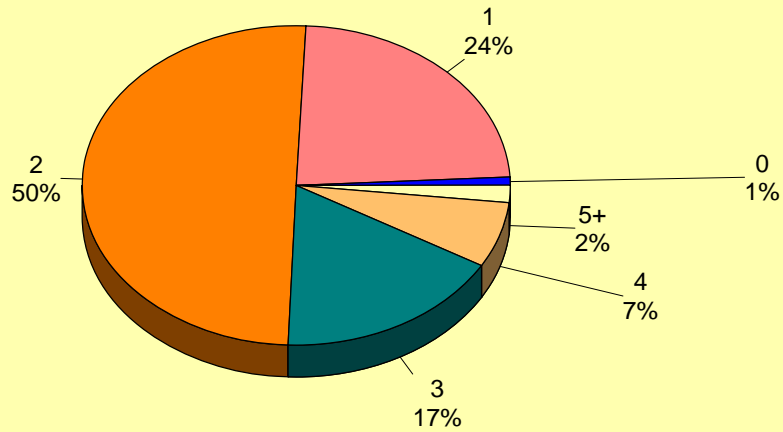
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2015)

Q33. Demographics: Adults Age 18 and Older in Household

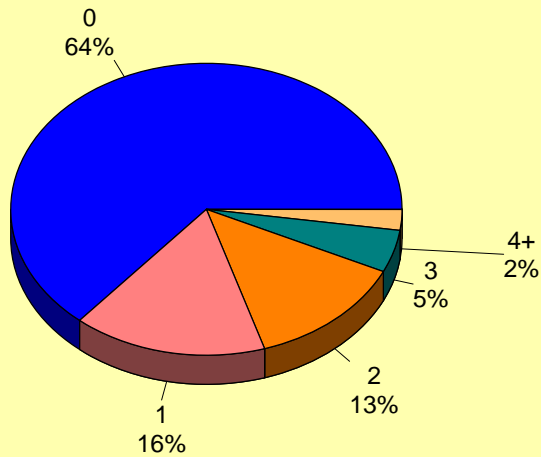
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2015)

Q34. Demographics: Children Under Age 18 in Household

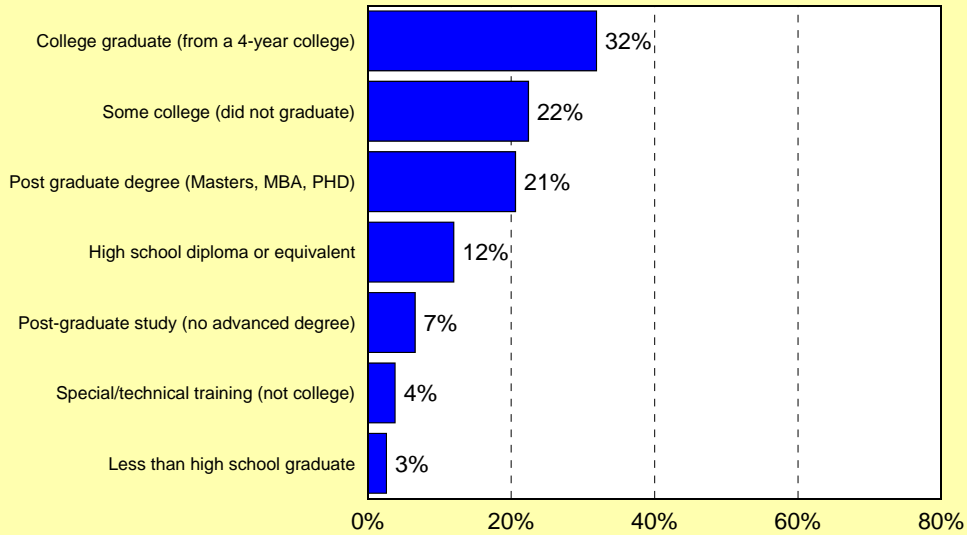
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2015)

Q35. Demographics: Respondent Highest Level of Education

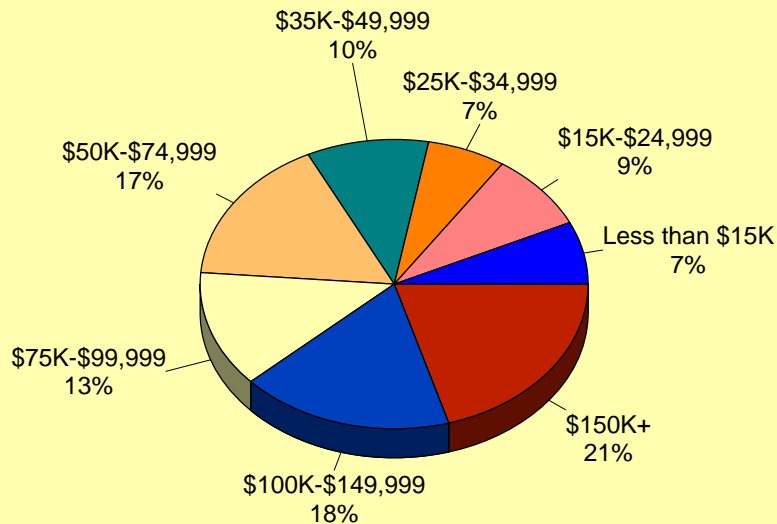
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2015)

Q37. Demographics: Households Income Before Tax

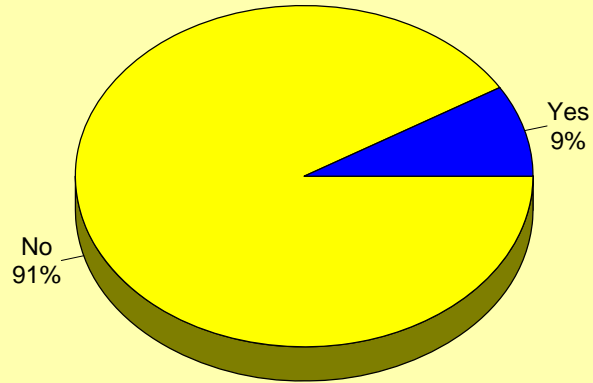
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2015)

Q38. Demographics: Employee of Mecklenburg County

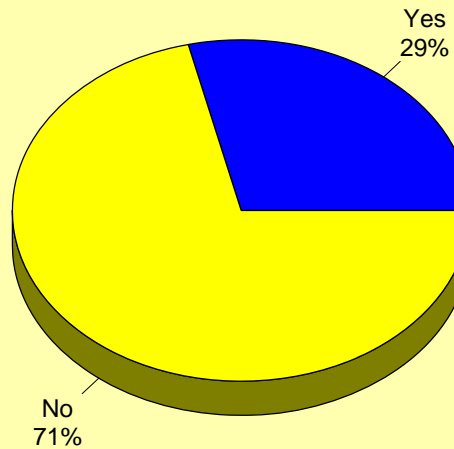
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2015)

Q39. Demographics: Military Service Including Immediate Relatives

by percentage of respondents (excluding "not provided")

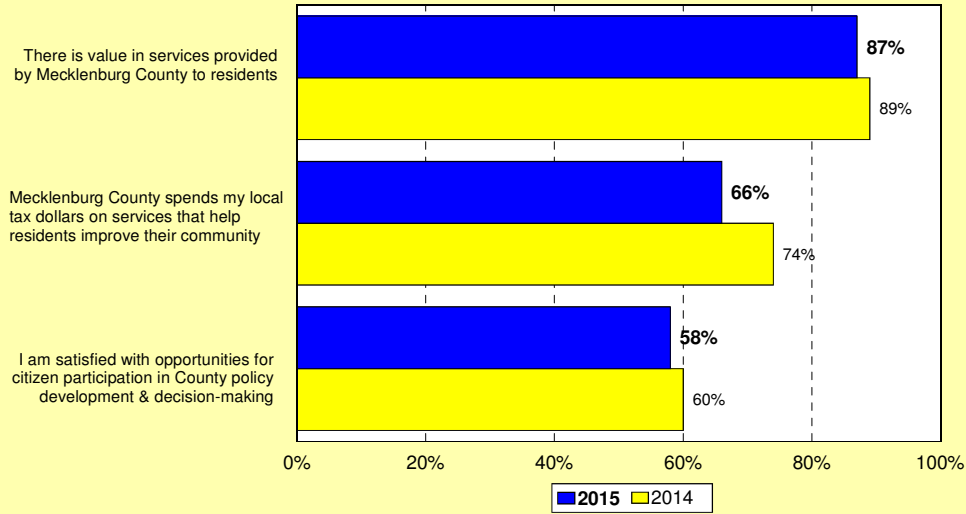


Source: ETC Institute for Mecklenburg County (2015)

Section 3:
Trend Analysis

TRENDS: Respondent Perceptions of Mecklenburg County Government - 2015 vs. 2014

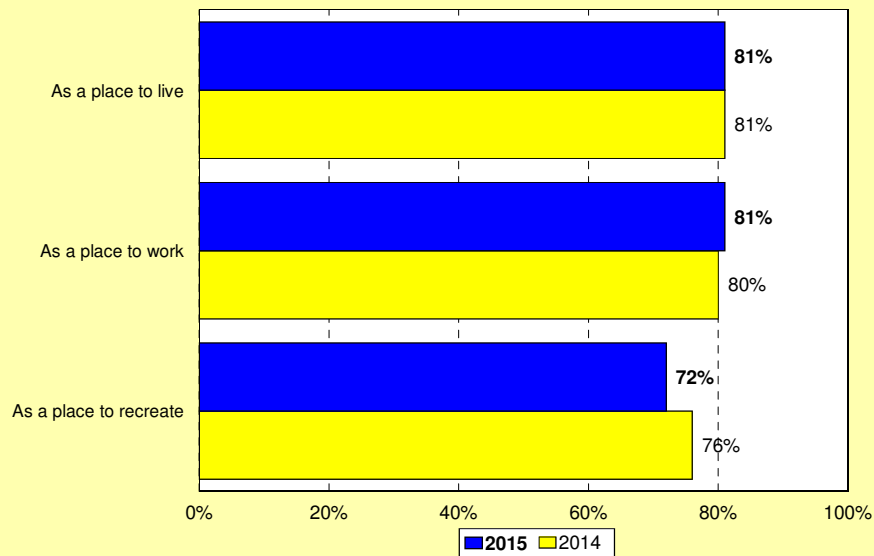
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015)

TRENDS: Respondent Rating of Mecklenburg County - 2015 vs. 2014

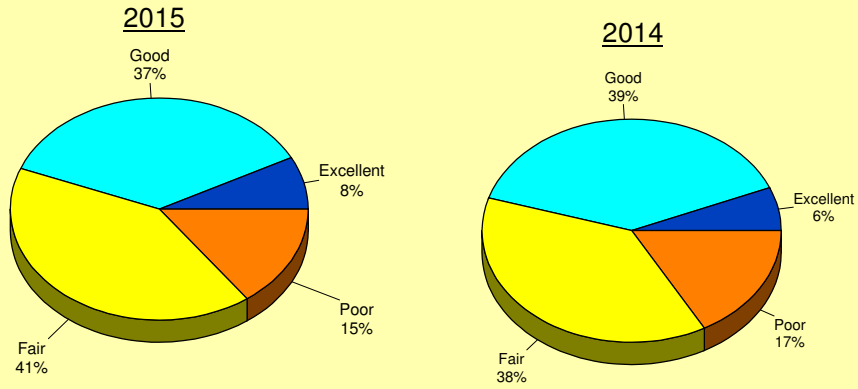
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015)

TRENDS: Respondent Rating of How Well Mecklenburg County Does at Communicating Information About County Issues, Services and Performance to the Public - 2015 vs. 2014

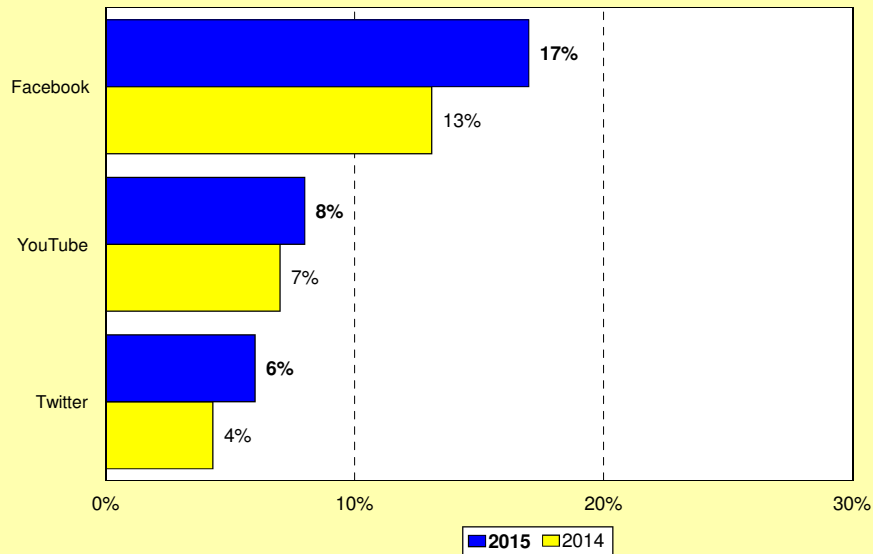
by percentage of respondents (excluding "don't know")



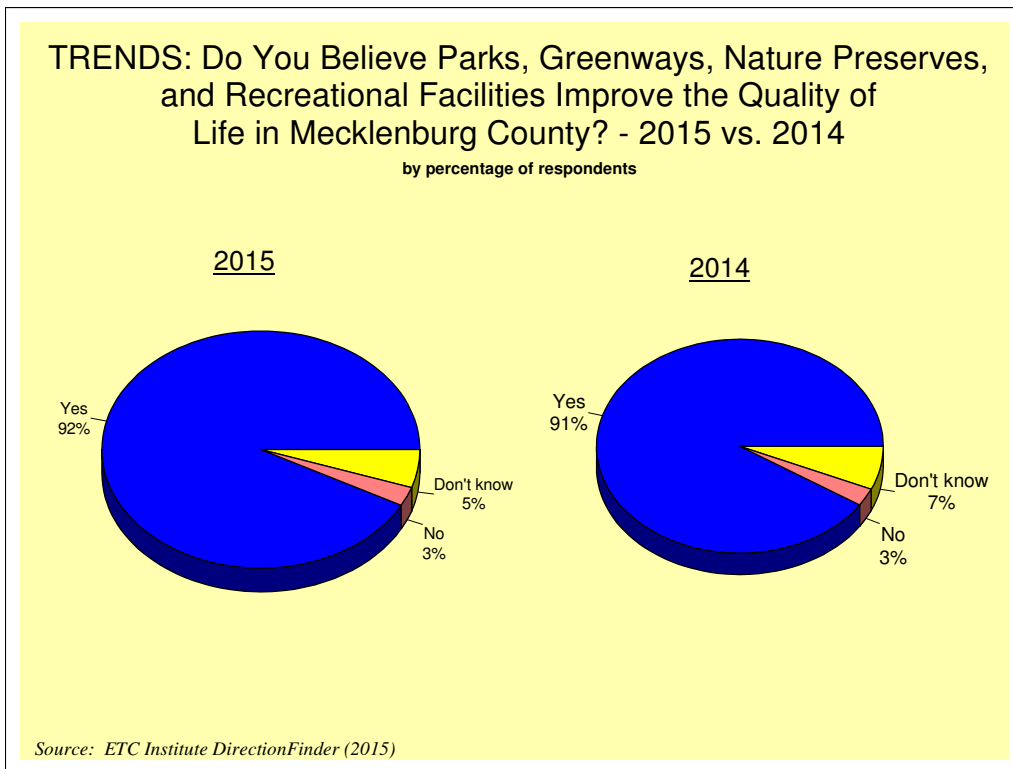
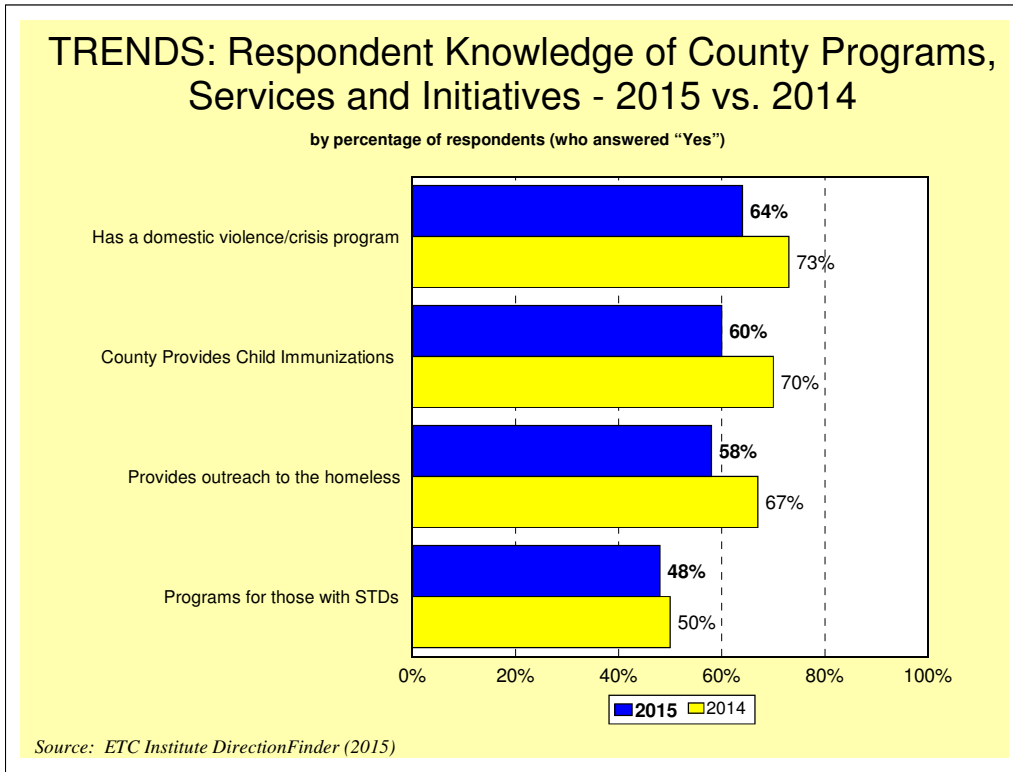
Source: ETC Institute DirectionFinder (2015)

TRENDS: Respondent Usage of Social Media for Local Government Information - 2015 vs. 2014

by percentage of respondents (who answered "Yes")

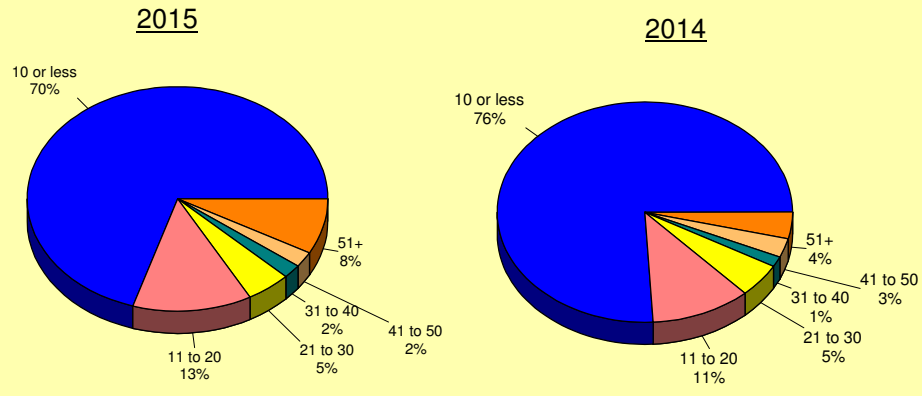


Source: ETC Institute DirectionFinder (2015)



TRENDS: How Often Respondent Households Have Visited a Mecklenburg County Parks and Recreation Facility - 2015 vs. 2014

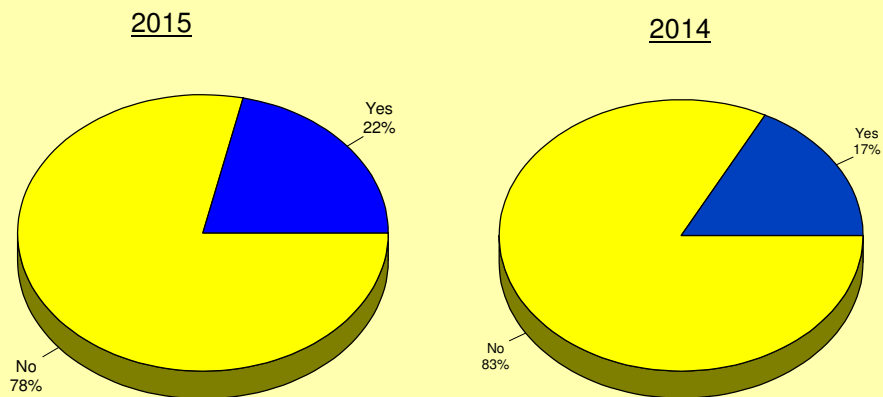
by percentage of respondents



Source: ETC Institute DirectionFinder (2015)

TRENDS: Respondent Participation in Recreation Programs Offered by the Mecklenburg County Park and Recreation Department Within the Past 12 Months - 2015 vs. 2014

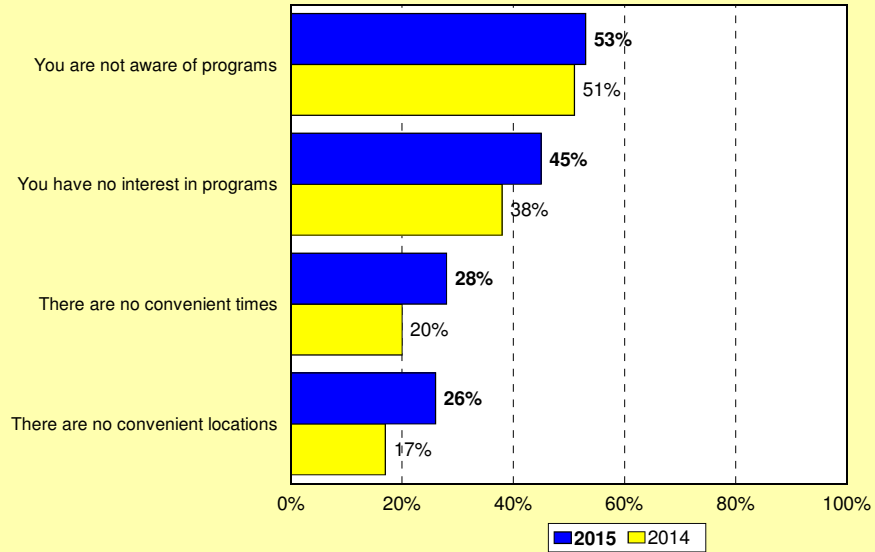
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2015)

TRENDS: Reasons for Not Participating in Mecklenburg County Park and Recreation Programs - 2015 vs. 2014

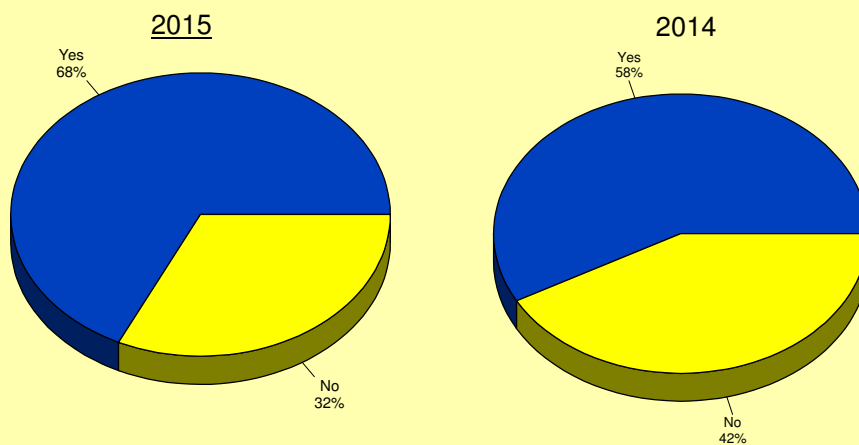
by percentage of respondents (who answered "Yes")



Source: ETC Institute DirectionFinder (2015)

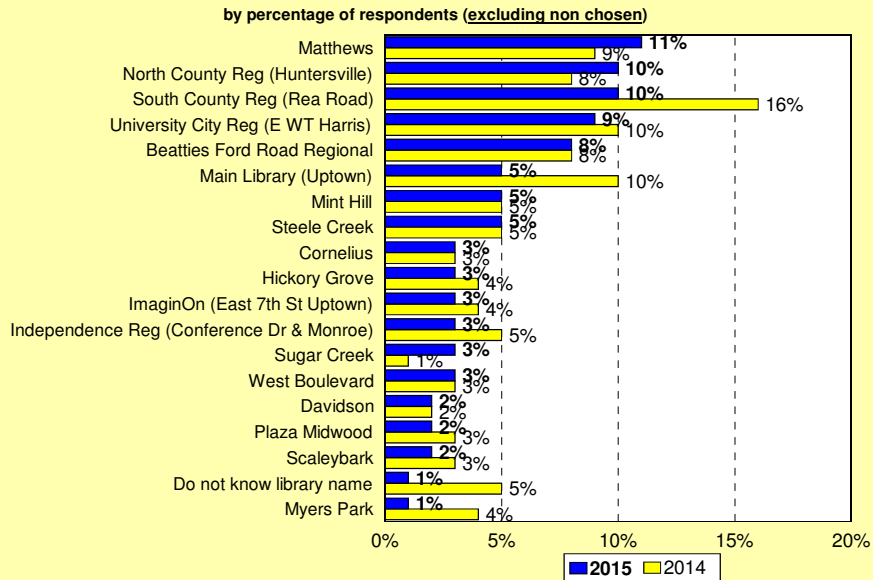
TRENDS: Whether Households Have Visited or used a Charlotte-Mecklenburg Library - 2015 vs. 2014

by percentage of respondents (excluding "not provided")



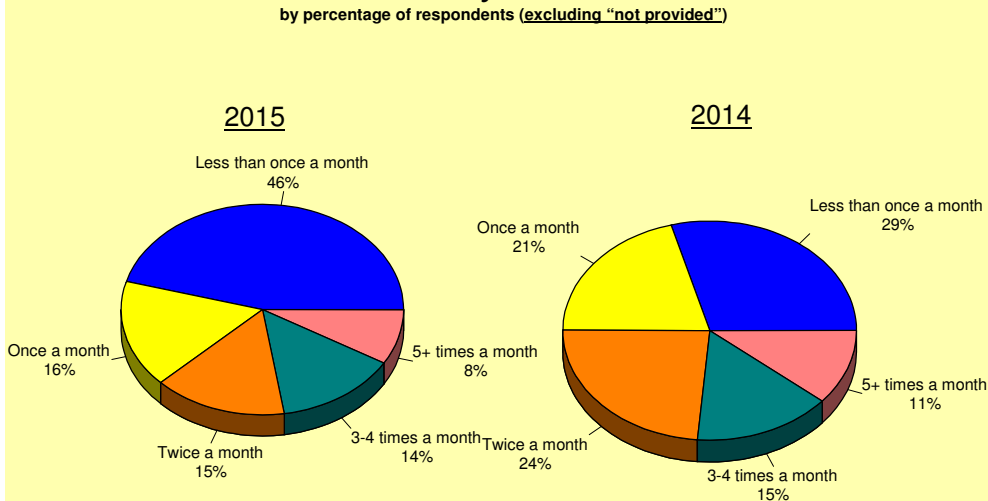
Source: ETC Institute DirectionFinder (2015)

TRENDS: Charlotte-Mecklenburg Libraries Households Have Visited Most Often Within the Past 12 Months 2015 vs. 2014



Source: ETC Institute DirectionFinder (2015)

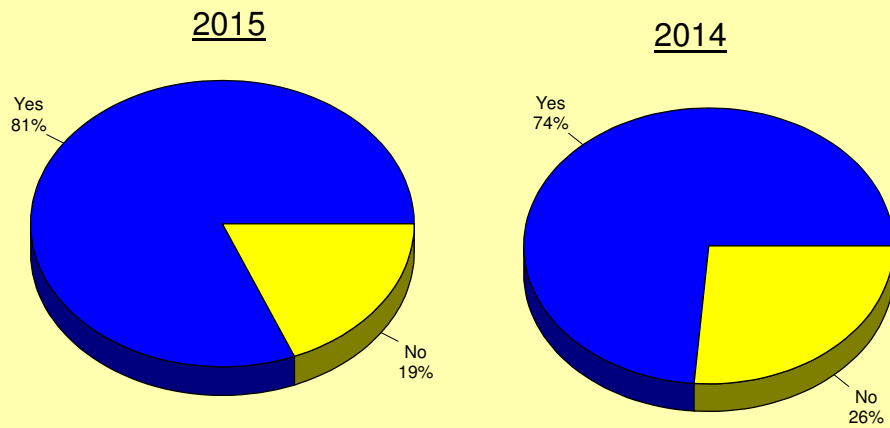
TRENDS: In a Typical Month, How Often Respondents Visit the Library - 2015 vs. 2014



Source: ETC Institute DirectionFinder (2015)

TRENDS: In a Typical Month, How Often Respondents Visit the Library - 2015 vs. 2014

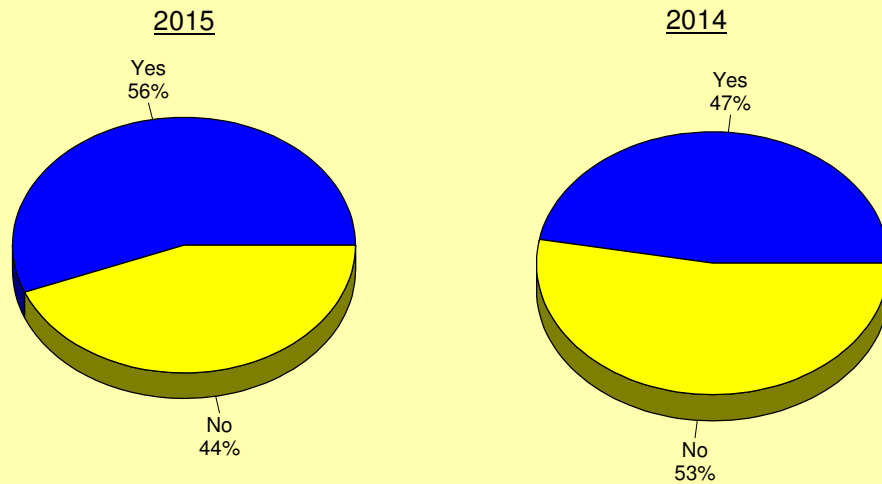
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2015)

TRENDS: Whether or Not Respondents Use the Early Voting Site - 2015 vs. 2014

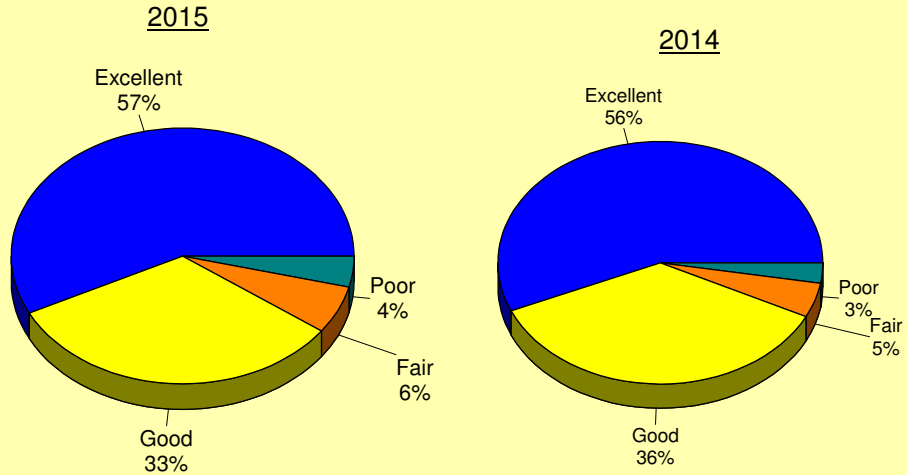
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2015)

TRENDS: Respondents Overall Experience at the Early Voting Site - 2015 vs. 2014

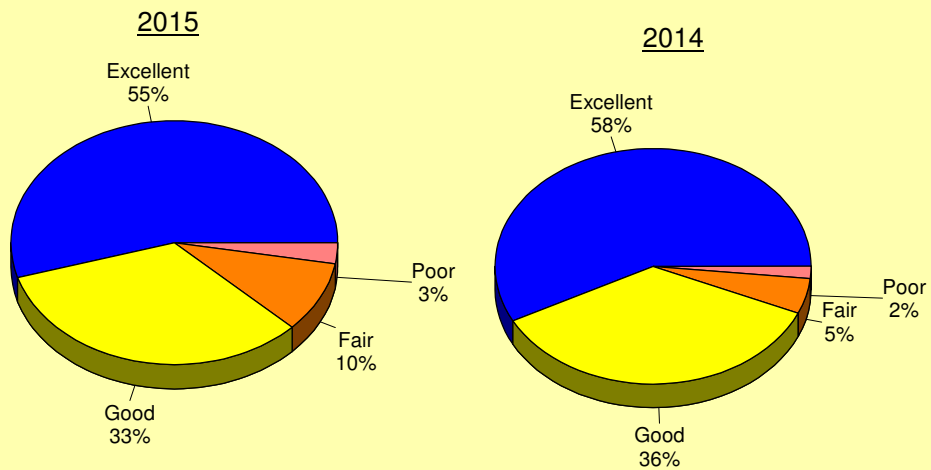
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015)

TRENDS: Respondents Overall Experience at their Voting Location - 2015 vs. 2014

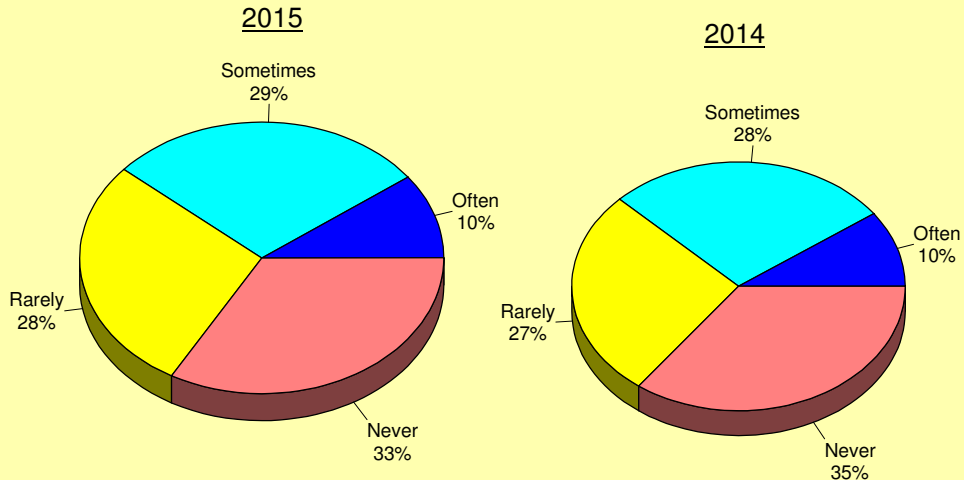
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015)

TRENDS: In a Typical Month, How Often Respondents Visit the Library - 2015 vs. 2014

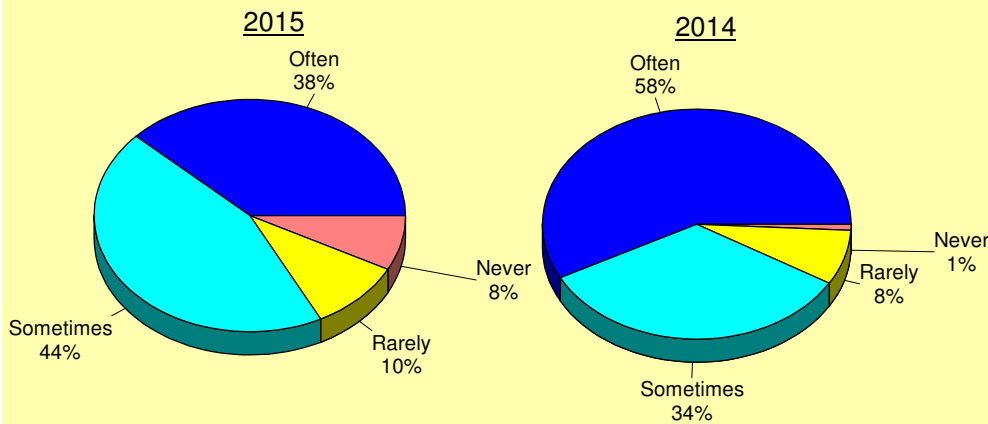
by percentage of respondents (excluding "don't know")



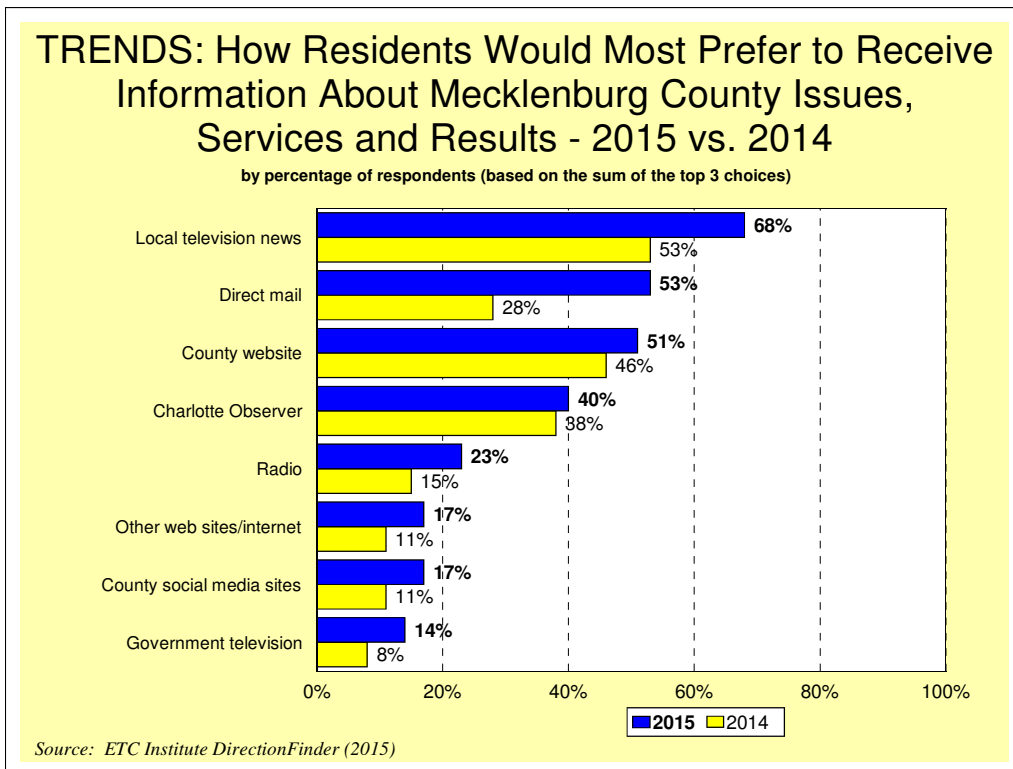
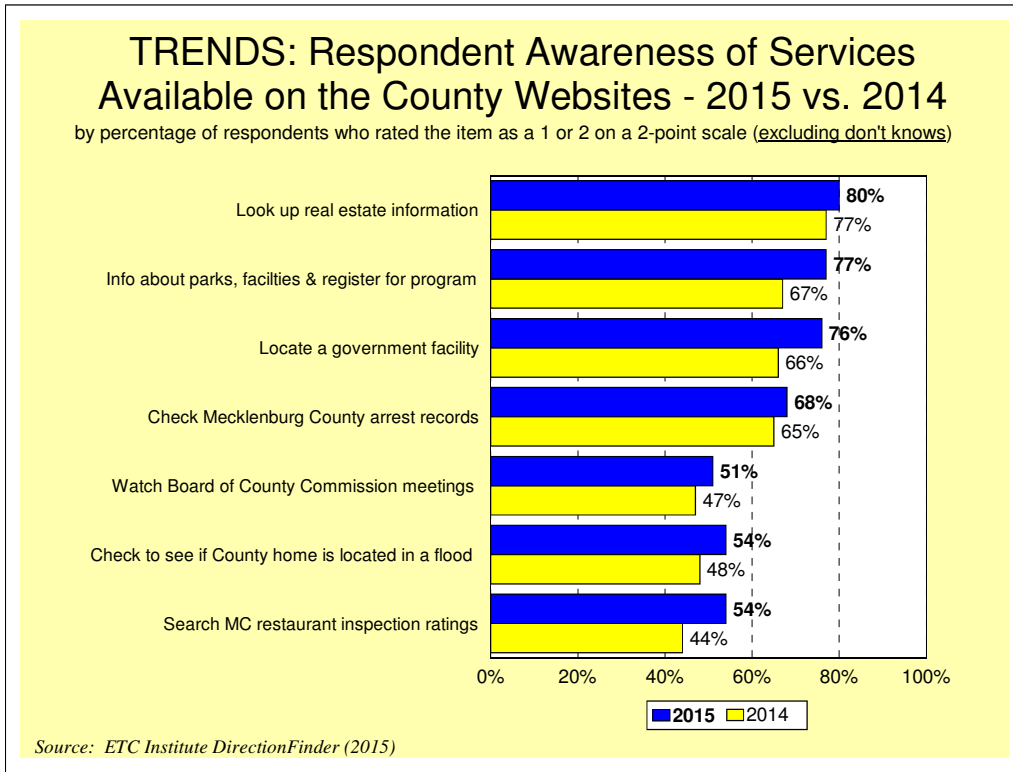
Source: ETC Institute DirectionFinder (2015)

TRENDS: How Often Residents Were Able to Find What They Were Looking for When Visiting www.MecklenburgCountyNC.gov - 2015 vs. 2014

by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2015)



Section 4:
Tabular Data

Tabular Data

Q2. How long have you lived in Mecklenburg County?

<u>Q2. How long have you lived in Mecklenburg County</u>	<u>Number</u>	<u>Percent</u>
Less than 1 year	27	2.5 %
1-2 years	42	3.9 %
3-4 years	53	4.9 %
5-10 years	160	14.9 %
11-15 years	146	13.6 %
<u>15+ years</u>	<u>644</u>	<u>60.1 %</u>
Total	1072	100.0 %

Q3. What was the primary reason for you moving to Mecklenburg County?

<u>Q3. Primary reason for you moving to Mecklenburg County</u>	<u>Number</u>	<u>Percent</u>
To attend college/university	48	4.5 %
Accepted a job offer	381	35.5 %
To seek employment opportunities	85	7.9 %
Closer proximity to family or friends	131	12.2 %
Cost of living	48	4.5 %
Community vibrancy	9	0.8 %
Recreational opportunities	9	0.8 %
Affordable housing options	34	3.2 %
Quality schools	16	1.5 %
I'm a Mecklenburg County native	196	18.3 %
Other	115	10.7 %
<u>Don't know</u>	<u>22</u>	<u>2.1 %</u>
Total	1094	

Q3. What was the primary reason for you moving to Mecklenburg County? (without "don't know")

<u>Q3. Primary reason for you moving to Mecklenburg County</u>	<u>Number</u>	<u>Percent</u>
Accepted a job offer	381	36.3 %
I'm a Mecklenburg County native	196	18.7 %
Closer proximity to family or friends	131	12.5 %
Other	115	11.0 %
To seek employment opportunities	85	8.1 %
To attend college/university	48	4.6 %
Cost of living	48	4.6 %
Affordable housing options	34	3.2 %
Quality schools	16	1.5 %
Community vibrancy	9	0.9 %
<u>Recreational opportunities</u>	<u>9</u>	<u>0.9 %</u>
Total	1072	

Tabular Data

Q3. Other

Q3 Other

ANNEXED	LOCATION WITHIN USA
BORN HERE	LOCATION WITHIN USA
Born in	MARRIAGE
CAME AS REFUGEE	MARRIED
CLOSE TO AIRPORT	Married
CLOSE TO MY JOB	MEDICAL REASONS
CLOSE TO NASCAR	MIGRATED FROM INDIA
CLOSER TO MY CHURCH	Mint Hill area needs biking and jogging trails
CLOSER TO WORK	moved as a child, returned with a spouse for his job
COMPANY MOVE	moved because family retired here when I was young
DAD TRANSFER FOR JOB	MOVED CLOSER TO JOB
DAD'S JOB	MOVED FROM ETHIOPIA
DIVORCE	MOVED FROM SC
Employer relocated to Charlotte	MOVED HERE AT AGE 3
EMPLOYER TRANSFER	MOVED HERE W/PARENTS
family	MOVED WITH FAMILY
FAMILY BOUGHT HOME	NC NATIVE
FAMILY RELOCATED	OPEN BUSINESS
FATHER'S JOB	PARENTS
FOR RETIREMENT	PARENTS JOB
FRIEND MOVED HERE	PARENTS MOVED HERE
getting married	parents moved us here as children
GOT MARRIED	PASTOR AT CHURCH
GREW UP HERE	PLACE TO LIVE
HEALTH INSURANCE	PREFER NOT TO SAY
HOME CLOSE TO WORK	PROXIMITY TO WORK
Hot weather/retirement	RETIRED
HUSBAND ATTEND UNCC	RETIREMENT
I moved here with my family	RETIREMENT
I moved here with my family	SCHOOL
I WAS BORN HERE	SEASONS
Immigrated from Cuba 1965	SICK
Immigrated from Cuba 1965	START A BUSINESS
Immigrated from Cuba 1965	START NEW BUSINESS
JOB IN PINEVILLE	STARTED A CHURCH
JOB LOCATION	VISITED LIKED MOVED
JOB LOCATION	WANTED A CHANGE
JOB RELOCATION	WEATHER
JOB TRANSFER	Weather
JUST TO GET OUT	WEATHER/4 SEASONS
JUST TO GET OUT	WEATHER AND JOBS
LAKE NORMAN	WORK TRANSFER
LIKED THE HOME	
work transfer	

Mecklenburg County 2015 Community Survey: Findings Report

Tabular Data

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant."

(N=1072)

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
Q4a. Presence of colleges/universities	24.3%	36.4%	26.3%	7.0%	6.0%
Q4b. Employment opportunities	71.1%	18.1%	5.8%	1.7%	3.4%
Q4c. Proximity to family or friends	32.9%	35.1%	23.2%	4.6%	4.2%
Q4d. Cost of living	55.7%	36.9%	3.0%	1.1%	3.3%
Q4e. Community vibrancy	38.2%	44.8%	9.8%	2.0%	5.2%
Q4f. Recreational opportunities	34.5%	44.9%	13.7%	2.1%	4.8%
Q4g. Affordable housing options	49.5%	37.1%	6.0%	3.3%	4.2%
Q4h. Quality schools	61.8%	20.3%	8.7%	4.9%	4.3%
Q4i. Other	11.5%	3.8%	1.7%	0.4%	82.5%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

(N=1072)

	Very Important	Important	Unimportant	Very Unimportant
Q4a. Presence of colleges/universities	25.8%	38.8%	27.9%	7.5%
Q4b. Employment opportunities	73.6%	18.7%	6.0%	1.7%
Q4c. Proximity to family or friends	34.3%	36.6%	24.3%	4.8%
Q4d. Cost of living	57.6%	38.2%	3.1%	1.2%
Q4e. Community vibrancy	40.3%	47.2%	10.4%	2.1%
Q4f. Recreational opportunities	36.3%	47.2%	14.4%	2.2%
Q4g. Affordable housing options	51.7%	38.7%	6.2%	3.4%
Q4h. Quality schools	64.5%	21.2%	9.1%	5.2%
Q4i. Other	65.9%	21.8%	10.0%	2.4%

Tabular Data

Q4. Other

Q4I Other

1) Safety 2) Walking paths/cycling paths/sidewalks/tennis courts	Low crime
ACCESS TO HOSPITAL	LOW TAX
AESTHETICS	LOW TAXES
BICYCLE FRIENDLY	Mint Hill area needs biking and jogging trails
BIG CITY AMENITIES	MORE LIGHT RAIL
BUS LINE	Nearest emergency facility
CHURCHES	OFFICIALS ACCOUNTABLE
Churches	PARKING & ROADS
CLIMATE	POLICE FORCE
CLIMATE	POVERTY
CLOSE TO AIRPORT	PROBLEM IN NC ROADS
CLOSE TO STORES	PUBLIC SAFETY
CLOSER TO UPTOWN	PUBLIC TRANS
COMM MASTER PLAN	PUBLIC TRANSIT
COMM MASTER PLAN	PUBLIC TRANSPORT SER
CRIME	QUALITY OF HOSPITALS
CRIME	QUALITY OF ROADS
CRIME RATE	Reasonable tax burden
CRIME RATE	RETAIL
CRIME RATE	RETAIL
CRIME RATE	ROADS
CRIME RATE	SAFE COMMUNITY
CRIME STATS	SAFE ENVIRONMENT
CRIME STATS	SAFE ENVIRONMENT
CULTURAL & FAITH	SAFER
CULTURAL ATTRACTIONS	SAFETY
CULTURE	safety
DIVERSITY	SECURITY
DIVERSITY/POLITICS	SECURITY
DIVERSITY/SAFETY	SENIOR LIVING
FOR RETIREMENT	SENIOR PROGRAMS
FREEDOM TO WORSHIP	SHOPPING
GOOD CLIMATE	SHOPPING CENTER
GOOD MEDICAL CARE	SWIMMING POOLS
GOOD TRANSPORTATION	TAX LEVELS
HEALTH CARE	TAX LIMIT
HELP THE COMMUNITY	TAXES
HELP THE COMMUNITY	TAXES-PROPERTY
HOMELAND SECURITY	TRAFFIC
HONEST POLITICIANS	TRAFFIC PROBLEMS
HOSPITALS	TRANSPORTATION
HOSPITALS	TRANSPORTATION EASE
LAKE/WATER ACCESS	transportation
LIBERAL COMMUNITY	TREES/NATURAL SPACE
LOCATION/WORK	WAGES
LOW CRIME RATES	WALKING/HIKING/BIKE
Low crime	
WEATHER	

Tabular Data

Q5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County:

(N=1072)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Q5a. There is value in services provided by Mecklenburg County to residents	27.9%	53.3%	9.4%	2.7%	6.7%
Q5b. Mecklenburg County spends my local tax dollars on services that help residents improve their community	13.1%	44.8%	22.6%	7.1%	12.5%
Q5c. I am satisfied with opportunities for citizen participation in County policy development & decision-making	10.1%	36.3%	24.5%	9.5%	19.6%

Q5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County: (without "don't know")

(N=1072)

	Strongly Agree	Agree	Disagree	Strongly Disagree
Q5a. There is value in services provided by Mecklenburg County to residents	29.9%	57.1%	10.1%	2.9%
Q5b. Mecklenburg County spends my local tax dollars on services that help residents improve their community	14.9%	51.2%	25.8%	8.1%
Q5c. I am satisfied with opportunities for citizen participation in County policy development & decision-making	12.5%	45.1%	30.5%	11.8%

Tabular Data

Q6. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following areas:

(N=1072)

	Excellent	Good	Fair	Poor	Don't know
Q6a. Mecklenburg County as a place to live	35.7%	44.7%	14.3%	4.3%	1.0%
Q6b. Mecklenburg County as a place to work	32.3%	44.7%	14.6%	3.9%	4.5%
Q6c. Mecklenburg County as a place to recreate	26.9%	42.2%	19.4%	6.8%	4.7%

Q6. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following areas: (without "don't know")

(N=1072)

	Excellent	Good	Fair	Poor
Q6a. Mecklenburg County as a place to live	36.0%	45.2%	14.4%	4.3%
Q6b. Mecklenburg County as a place to work	33.8%	46.8%	15.2%	4.1%
Q6c. Mecklenburg County as a place to recreate	28.2%	44.3%	20.4%	7.1%

Tabular Data

Q7. If you needed to apply for or access County services, how likely would you be to do so online?

Q7. How likely would you be to do so online	Number	Percent
Very likely	467	43.6 %
Likely	342	31.9 %
Unlikely	107	10.0 %
Very unlikely	96	9.0 %
Don't know	60	5.6 %
Total	1072	100.0 %

Q7. If you needed to apply for or access County services, how likely would you be to do so online? (without "don't know")

Q7. How likely would you be to do so online	Number	Percent
Very likely	467	46.1 %
Likely	342	33.8 %
Unlikely	107	10.6 %
Very unlikely	96	9.5 %
Total	1012	100.0 %

Q8. When conducting business with the County by telephone, how willing are you to use an automated voice response system instead of speaking with a person?

Q8. How willing are you to use an automated voice response system instead of speaking with a person	Number	Percent
Very willing	74	6.9 %
Willing	349	32.6 %
Unwilling	362	33.8 %
Very unwilling	266	24.8 %
Don't know	21	2.0 %
Total	1072	100.0 %

Q8. When conducting business with the County by telephone, how willing are you to use an automated voice response system instead of speaking with a person? (without "don't know")

Q8. How willing are you to use an automated voice response system instead of speaking with a person	Number	Percent
Very willing	74	7.0 %
Willing	349	33.2 %
Unwilling	362	34.4 %
Very unwilling	266	25.3 %
Total	1051	100.0 %

Tabular Data

Q9. Would you say Mecklenburg County does an "Excellent," "Good," "Fair," or "Poor" job of communicating information about County issues, services, and performance to the public?

Q9. Mecklenburg County's job of communicating information about County issues, services, & performance to public

	Number	Percent
Excellent	76	7.1 %
Good	367	34.2 %
Fair	410	38.2 %
Poor	150	14.0 %
Don't know	69	6.4 %
Total	1072	100.0 %

Q9. Would you say Mecklenburg County does an "Excellent," "Good," "Fair," or "Poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")

Q9. Mecklenburg County's job of communicating information about County issues, services, & performance to public

	Number	Percent
Excellent	76	7.6 %
Good	367	36.6 %
Fair	410	40.9 %
Poor	150	15.0 %
Total	1003	100.0 %

Q10. Please indicate your level of agreement or disagreement with the following statement: I trust the information I receive from Mecklenburg County.

Q10. Your level of agreement or disagreement with the statement

	Number	Percent
Strongly agree	101	9.4 %
Agree	665	62.0 %
Disagree	143	13.3 %
Strongly disagree	52	4.9 %
Don't know	111	10.4 %
Total	1072	100.0 %

Q10. Please indicate your level of agreement or disagreement with the following statement: I trust the information I receive from Mecklenburg County. (without "don't know")

Q10. Your level of agreement or disagreement with the statement

	Number	Percent
Strongly agree	101	10.5 %
Agree	665	69.2 %
Disagree	143	14.9 %
Strongly disagree	52	5.4 %
Total	961	100.0 %

Tabular Data

Q11. Do you consider Mecklenburg County government to be open and transparent?

Q11. Mecklenburg County government to be open & transparent	Number	Percent
Yes	349	32.6 %
No	350	32.6 %
Don't know	373	34.8 %
Total	1072	100.0 %

Q11. Do you consider Mecklenburg County government to be open and transparent? (without "don't know")

Q11. Mecklenburg County government to be open & transparent	Number	Percent
Yes	349	49.9 %
No	350	50.1 %
Total	699	100.0 %

Q12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources.

(N=1072)

	Yes	No	Don't know
Q12a. Facebook	16.0%	77.2%	6.8%
Q12b. Twitter	5.3%	84.5%	10.2%
Q12c. YouTube	7.3%	83.0%	9.7%
Q12d. Instagram	3.5%	86.2%	10.4%

Q12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources. (without "don't know")

(N=1072)

	Yes	No
Q12a. Facebook	17.1%	82.9%
Q12b. Twitter	5.9%	94.1%
Q12c. YouTube	8.1%	91.9%
Q12d. Instagram	3.9%	96.1%

Tabular Data

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
County website	318	29.7 %
Other web sites/internet	30	2.8 %
County social media sites	42	3.9 %
Government television	34	3.2 %
Local television news	297	27.7 %
Charlotte Observer	94	8.8 %
Radio	30	2.8 %
Direct mail	209	19.5 %
Other	10	0.9 %
None chosen	8	0.7 %
Total	1072	100.0 %

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
County website	128	11.9 %
Other web sites/internet	89	8.3 %
County social media sites	74	6.9 %
Government television	63	5.9 %
Local television news	251	23.4 %
Charlotte Observer	189	17.6 %
Radio	98	9.1 %
Direct mail	125	11.7 %
Other	6	0.6 %
None chosen	49	4.6 %
Total	1072	100.0 %

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
County website	105	9.8 %
Other web sites/internet	66	6.2 %
County social media sites	64	6.0 %
Government television	48	4.5 %
Local television news	181	16.9 %
Charlotte Observer	146	13.6 %
Radio	116	10.8 %
Direct mail	231	21.5 %
Other	28	2.6 %
None chosen	87	8.1 %
Total	1072	100.0 %

Tabular Data

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results? (top 3)

<u>Q13. Sum of the Top choices</u>	<u>Number</u>	<u>Percent</u>
County website	551	51.4 %
Other web sites/internet	185	17.3 %
County social media sites	180	16.8 %
Government television	145	13.5 %
Local television news	729	68.0 %
Charlotte Observer	429	40.0 %
Radio	244	22.8 %
Direct mail	565	52.7 %
Other	44	4.1 %
None chosen	8	0.7 %
Total	3080	

Q13. Other

Q13 Other

- 311
- CELL PHONE
- COUNTY OFFICIALS
- E Mail
- E-MAIL
- e-mail
- EMAIL
- email
- email
- in person
- LOCAL PAPER
- NEWSLETTER
- NPR
- PHONE
- PHONE CALLS
- TELEPHONE
- TEXT
- TEXT MESSAGES
- TV
- unbiased newspaper
- YOU TUBE

Tabular Data

Q14. Within the last 12 months, how often have you used the County's website to access County services or information?

Q14. How often have you used County's website to access County services or information within last 12 months

	Number	Percent
Often	105	9.8 %
Sometimes	299	27.9 %
Rarely	293	27.3 %
Never	347	32.4 %
Don't know	28	2.6 %
Total	1072	100.0 %

Q14. Within the last 12 months, how often have you used the County's website to access County services or information? (without "don't know")

Q14. How often have you used County's website to access County services or information within last 12 months

	Number	Percent
Often	105	10.1 %
Sometimes	299	28.6 %
Rarely	293	28.1 %
Never	347	33.2 %
Total	1044	100.0 %

Q15. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for?

Q15. How often are you able to find what you are looking for when visiting www.MecklenburgCountyNC.gov

	Number	Percent
Often	290	27.1 %
Sometimes	338	31.5 %
Rarely	76	7.1 %
Never	58	5.4 %
Don't know, have not used County's website	310	28.9 %
Total	1072	100.0 %

Q15. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for? (without "don't know")

Q15. How often are you able to find what you are looking for when visiting www.MecklenburgCountyNC.gov

	Number	Percent
Often	290	38.1 %
Sometimes	338	44.4 %
Rarely	76	10.0 %
Never	58	7.6 %
Total	762	100.0 %

Mecklenburg County 2015 Community Survey: Findings Report

Tabular Data

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service."

(N=1072)

	Used	Not used, but am aware of it	Not used & am not aware of it	Not provided
Q16a. Look up real estate information	51.8%	26.7%	19.6%	2.0%
Q16b. Find a park, register for a recreation program, reserve a park facility	35.9%	39.3%	23.0%	1.8%
Q16c. Check if your home is located in a flood zone	16.1%	36.4%	45.0%	2.4%
Q16d. Search Mecklenburg County restaurant inspection ratings	13.3%	39.3%	44.8%	2.6%
Q16e. Check to see if someone has been arrested or has been jailed in Mecklenburg County	31.4%	34.8%	31.9%	1.9%
Q16f. Watch Board of County Commission meetings live or on demand	10.6%	39.5%	47.8%	2.1%
Q16g. Locate a government facility	38.7%	36.6%	22.9%	1.9%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

(N=1072)

	Used	Not used, but am aware of it	Not used & am not aware of it
Q16a. Look up real estate information	52.8%	27.2%	20.0%
Q16b. Find a park, register for a recreation program, reserve a park facility	36.6%	40.0%	23.4%
Q16c. Check if your home is located in a flood zone	16.5%	37.3%	46.2%
Q16d. Search Mecklenburg County restaurant inspection ratings	13.6%	40.4%	46.0%
Q16e. Check to see if someone has been arrested or has been jailed in Mecklenburg County	32.0%	35.5%	32.5%
Q16f. Watch Board of County Commission meetings live or on demand	10.9%	40.3%	48.8%
Q16g. Locate a government facility	39.4%	37.3%	23.3%

Tabular Data

Q17. Please indicate your answer to each question by circling either "Yes" or "No."

(N=1072)

	Yes	No	Don't know
Q17a. Have you seen County's Annual Performance Report	7.0%	91.5%	1.5%
Q17b. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"	8.2%	90.6%	1.2%
Q17c. Did you know County provides children with immunizations against vaccine-preventable diseases	59.0%	39.6%	1.4%
Q17d. Did you know County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases	47.5%	51.3%	1.2%
Q17e. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim	63.2%	35.6%	1.2%
Q17f. Did you know County has a youth violence prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools	42.1%	56.7%	1.2%
Q17g. Did you know County provides coordinated assessment to assist homeless people to get shelter & housing	57.5%	41.3%	1.2%
Q17h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"	30.5%	68.2%	1.3%
Q17i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg, 2016"	24.3%	74.4%	1.3%
Q17j. Did you know about new tobacco free parks & smoke free government facilities plans implemented in March 2015	58.9%	40.0%	1.1%

Tabular Data

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "don't know")

(N=1072)

	Yes	No
Q17a. Have you seen County's Annual Performance Report	7.1%	92.9%
Q17b. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"	8.3%	91.7%
Q17c. Did you know County provides children with immunizations against vaccine-preventable diseases	59.8%	40.2%
Q17d. Did you know County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases	48.1%	51.9%
Q17e. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim	64.0%	36.0%
Q17f. Did you know County has a youth violence prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools	42.6%	57.4%
Q17g. Did you know County provides coordinated assessment to assist homeless people to get shelter & housing	58.2%	41.8%
Q17h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"	30.9%	69.1%
Q17i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg, 2016"	24.6%	75.4%
Q17j. Did you know about new tobacco free parks & smoke free government facilities plans implemented in March 2015	59.5%	40.5%

Tabular Data

Q18. Mecklenburg County Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County?

Q18. Do you believe parks, greenways, nature preserves, & recreational facilities improve quality of life	Number	Percent
Yes	989	92.3 %
No	28	2.6 %
Don't know	55	5.1 %
Total	1072	100.0 %

Q18. Mecklenburg County Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")

Q18. Do you believe parks, greenways, nature preserves, & recreational facilities improve quality of life	Number	Percent
Yes	989	97.2 %
No	28	2.8 %
Total	1017	100.0 %

Q19. Within the past 12 months, how many times have you visited a Mecklenburg County Park and Recreation facility?

Q19. How many times have you visited a Mecklenburg County Park & Recreation facility within past 12 months	Number	Percent
10 or less	739	70.3 %
11-20	132	12.6 %
21-30	52	4.9 %
31-40	21	2.0 %
41-50	24	2.3 %
51-60	14	1.3 %
61-70	3	0.3 %
71-80	4	0.4 %
81-90	0	0.0 %
91+	62	5.9 %
Total	1051	100.0 %

Tabular Data

Q20. Please rate the overall quality and condition of the parks you visit most often.

Q20. Rate overall quality & condition of parks you visit most often	Number	Percent
Excellent	251	23.4 %
Good	516	48.1 %
Fair	135	12.6 %
Poor	30	2.8 %
Don't know	140	13.1 %
Total	1072	100.0 %

Q20. Please rate the overall quality and condition of the parks you visit most often. (without "don't know")

Q20. Rate overall quality & condition of parks you visit most often	Number	Percent
Excellent	251	26.9 %
Good	516	55.4 %
Fair	135	14.5 %
Poor	30	3.2 %
Total	932	100.0 %

Q21. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months?

Q21. Have you participated in any recreation programs within past 12 months	Number	Percent
Yes	214	20.0 %
No	777	72.5 %
Don't know	81	7.6 %
Total	1072	100.0 %

Q21. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")

Q21. Have you participated in any recreation programs within past 12 months	Number	Percent
Yes	214	21.6 %
No	777	78.4 %
Total	991	100.0 %

Tabular Data

Q21a. (If NO to Question 21) Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs.

(N=777)

	Yes	No	Don't know
Q21a. You are not aware of programs	39.7%	35.9%	24.4%
Q21b. There are no convenient locations	13.6%	38.3%	48.1%
Q21c. There are no convenient times	14.4%	37.0%	48.6%
Q21d. You have no interest in programs	29.1%	35.1%	35.8%
Q21e. Cost of program	10.6%	40.0%	49.4%

Q21a. (If NO to Question 21) Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

(N=777)

	Yes	No
Q21a. You are not aware of programs	52.6%	47.4%
Q21b. There are no convenient locations	26.2%	73.8%
Q21c. There are no convenient times	28.0%	72.0%
Q21d. You have no interest in programs	45.4%	54.6%
Q21e. Cost of program	21.0%	79.0%

Tabular Data

Q22. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg library for any reason, for example to vote, to access wireless or a computer, to attend a program or a community event?

Q22. Have you visited or used a Charlotte-Mecklenburg library for any reasons within past 12 months	Number	Percent
Yes	717	66.9 %
No	337	31.4 %
Don't know	18	1.7 %
Total	1072	100.0 %

Q22. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg library for any reason, for example to vote, to access wireless or a computer, to attend a program or a community event? (without "don't know")

Q22. Have you visited or used a Charlotte-Mecklenburg library for any reasons within past 12 months	Number	Percent
Yes	717	68.0 %
No	337	32.0 %
Total	1054	100.0 %

Tabular Data

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte-Mecklenburg library have you visited most often?

Q22a. Which Charlotte-Mecklenburg library have you visited most often	Number	Percent
Matthews	82	11.4 %
North County Reg (Huntersville)	73	10.2 %
South County Reg (Rea Road)	69	9.6 %
University City Reg (E WT Harris)	61	8.5 %
Beatties Ford Road Regional	55	7.7 %
Morrison Regional	54	7.5 %
Main Library (Uptown)	37	5.2 %
Mint Hill	36	5.0 %
Mountain Island	34	4.7 %
Steele Creek	34	4.7 %
ImaginOn (East 7th St Uptown)	23	3.2 %
Sugar Creek	22	3.1 %
Independence Reg (Conference Dr & Monroe)	22	3.1 %
West Boulevard	22	3.1 %
Cornelius	20	2.8 %
Hickory Grove	18	2.5 %
Davidson	14	2.0 %
Plaza Midwood	14	2.0 %
Scaleybark	11	1.5 %
Myers Park	7	1.0 %
Do not know library name	5	0.7 %
Library Website (www.cmlibrary.org)	4	0.6 %
Total	717	100.0 %

Q22a. If you do not know the library name, provide the area or street:

Q22a Area or street

Arbor Glen
 beady fort rd
 Betty's Ford
 e harris blvd & n ryan
 e harris blvd & n ryan
 hidden valley elementary school
 NORTH TRYON ST
 RAE RD

Tabular Data

Q22b. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg library?

Q22b. How many times have you visited or used a Charlotte-Mecklenburg library in a typical month	Number	Percent
Less than once a month	316	44.1 %
Once a month	113	15.8 %
Twice a month	105	14.6 %
Three to four times a month	98	13.7 %
Five or more times a month	58	8.1 %
Don't know	27	3.8 %
Total	717	100.0 %

Q22b. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg library? (without "don't know")

Q22b. How many times have you visited or used a Charlotte-Mecklenburg library in a typical month	Number	Percent
Less than once a month	316	45.8 %
Once a month	113	16.4 %
Twice a month	105	15.2 %
Three to four times a month	98	14.2 %
Five or more times a month	58	8.4 %
Total	690	100.0 %

Tabular Data

Q23. When accessing Charlotte-Mecklenburg library materials, which format do you prefer?

Q23. Which format do you prefer	Number	Percent
Physical (print book, CD, DVD, etc.)	443	41.3 %
Digital (eBook, eAudio, eVideo, eMagazines)	54	5.0 %
Both	229	21.4 %
I don't access Charlotte Mecklenburg library materials	221	20.6 %
I don't know	125	11.7 %
Total	1072	100.0 %

Q23. When accessing Charlotte-Mecklenburg library materials, which format do you prefer? (without "don't know")

Q23. Which format do you prefer	Number	Percent
Physical (print book, CD, DVD, etc.)	443	46.8 %
Digital (eBook, eAudio, eVideo, eMagazines)	54	5.7 %
Both	229	24.2 %
I don't access Charlotte Mecklenburg library materials	221	23.3 %
Total	947	100.0 %

Q23a. What is the most important factor influencing your choice of format?

Q23a. Most important factor	Number	Percent
Ease of use	285	26.6 %
Availability	168	15.7 %
Personal preference	348	32.5 %
Other	29	2.7 %
I don't know	242	22.6 %
Total	1072	100.0 %

Q23a. What is the most important factor influencing your choice of format? (without "don't know")

Q23a. Most important factor	Number	Percent
Ease of use	285	34.3 %
Availability	168	20.2 %
Personal preference	348	41.9 %
Other	29	3.5 %
Total	830	100.0 %

Q23a Other

AVAILABILITY FORMAT
 CLOSED CARMEL
 content
 don't access
 DON'T USE IT
 Habi
 I DON'T USE
 I DON'T USE
 INCONVENIENT
 TRAVEL TIME

KIDS
 MEETING SPACE
 MY SON LIKES DVDS
 NO DEVICE FOR BOOKS
 NO RIDE AVAILABLE
 NO RIDE AVAILABLE
 READ AT HOME
 SPEAK TO LIBRARIAN
 STAFF AVAILABILITY

Mecklenburg County 2015 Community Survey: Findings Report

Tabular Data

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library:

(N=1072)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Q24a. Is a valuable resource for finding a job	15.5%	29.7%	8.4%	2.3%	44.0%
Q24b. Has enhanced my education	19.9%	35.6%	16.0%	3.9%	24.6%
Q24c. Enhances my image of community	25.7%	42.7%	10.0%	2.5%	19.1%
Q24d. Improves quality of life	33.4%	44.3%	5.4%	1.7%	15.2%
Q24e. Is a top institution in community	26.5%	40.3%	10.2%	2.0%	21.0%
Q24f. Is a community champion for pre-K literacy	22.7%	30.3%	6.0%	1.6%	39.5%
Q24g. Is important to me & my family	35.9%	39.5%	8.0%	2.1%	14.5%
Q24h. Is important to our community	50.2%	35.4%	3.0%	0.7%	10.7%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

(N=1072)

	Strongly Agree	Agree	Disagree	Strongly Disagree
Q24a. Is a valuable resource for finding a job	27.7%	53.1%	15.0%	4.2%
Q24b. Has enhanced my education	26.4%	47.2%	21.2%	5.2%
Q24c. Enhances my image of community	31.8%	52.8%	12.4%	3.1%
Q24d. Improves quality of life	39.4%	52.3%	6.4%	2.0%
Q24e. Is a top institution in community	33.6%	51.1%	12.9%	2.5%
Q24f. Is a community champion for pre-K literacy	37.5%	50.0%	9.9%	2.6%
Q24g. Is important to me & my family	41.9%	46.2%	9.4%	2.5%
Q24h. Is important to our community	56.2%	39.6%	3.3%	0.8%

Tabular Data

Q25. Did you vote in the November 2014 local Election?

<u>Q25. Did you vote in November 2014 local election</u>	<u>Number</u>	<u>Percent</u>
Yes	851	79.4 %
No	199	18.6 %
I don't know	22	2.1 %
Total	1072	100.0 %

Q25. Did you vote in the November 2014 local Election? (without "don't know")

<u>Q25. Did you vote in November 2014 local election</u>	<u>Number</u>	<u>Percent</u>
Yes	851	81.0 %
No	199	19.0 %
Total	1050	100.0 %

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. This past election, did you use an early voting site?

<u>Q25a. Did you use an early voting site this past election</u>	<u>Number</u>	<u>Percent</u>
Yes	471	55.3 %
No	372	43.7 %
I don't know	8	0.9 %
Total	851	100.0 %

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. This past election, did you use an early voting site? (without "don't know")

<u>Q25a. Did you use an early voting site this past election</u>	<u>Number</u>	<u>Percent</u>
Yes	471	55.9 %
No	372	44.1 %
Total	843	100.0 %

Tabular Data

Q25a-1. (If YES to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site.

<u>Q25a-1. Your overall experience at early voting site</u>	<u>Number</u>	<u>Percent</u>
Excellent	253	53.7 %
Good	145	30.8 %
Fair	27	5.7 %
Poor	17	3.6 %
<u>Don't know</u>	29	6.2 %
Total	471	100.0 %

Q25a-1. (If YES to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")

<u>Q25a-1. Your overall experience at early voting site</u>	<u>Number</u>	<u>Percent</u>
Excellent	253	57.2 %
Good	145	32.8 %
Fair	27	6.1 %
Poor	17	3.8 %
Total	442	100.0 %

Q25b. (If NO to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at your voting location.

<u>Q25b. Your overall experience at your voting location</u>	<u>Number</u>	<u>Percent</u>
Excellent	183	49.2 %
Good	112	30.1 %
Fair	32	8.6 %
Poor	9	2.4 %
<u>Don't know</u>	36	9.7 %
Total	372	100.0 %

Q25b. (If NO to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at your voting location. (without "don't know")

<u>Q25b. Your overall experience at your voting location</u>	<u>Number</u>	<u>Percent</u>
Excellent	183	54.5 %
Good	112	33.3 %
Fair	32	9.5 %
Poor	9	2.7 %
Total	336	100.0 %

Q26. Mecklenburg County recently passed an ordinance for smoke-free government grounds (for the County, City and Towns). Would you support a measure requiring all public places in the County (defined as businesses/worksites that allow the public inside) to be smoke-free indoors?

Q26. Would you support a measure requiring all public places in county to be smoke-free indoors	Number	Percent
Strongly support	797	74.3 %
Somewhat support	108	10.1 %
Somewhat oppose	58	5.4 %
Strongly oppose	82	7.6 %
Don't know	27	2.5 %
Total	1072	100.0 %

Q26. Mecklenburg County recently passed an ordinance for smoke-free government grounds (for the County, City and Towns). Would you support a measure requiring all public places in the County (defined as businesses/worksites that allow the public inside) to be smoke-free indoors? (without "don't know")

Q26. Would you support a measure requiring all public places in county to be smoke-free indoors	Number	Percent
Strongly support	797	76.3 %
Somewhat support	108	10.3 %
Somewhat oppose	58	5.6 %
Strongly oppose	82	7.8 %
Total	1045	100.0 %

Tabular Data

Q27. How do you get information about residential curbside recycling?

Q27. How do you get information about residential curbside recycling	Number	Percent
Internet websites	247	23.0 %
Local City/County website	289	27.0 %
Social media (Facebook, Twitter, etc.)	41	3.8 %
Friends & neighbors	439	41.0 %
Other	311	29.0 %
None chosen	31	2.9 %
Total	1358	

Q27. How do you get information about residential curbside recycling? (without "none chosen")

Q27. How do you get information about residential curbside recycling	Number	Percent
Friends & neighbors	439	42.2 %
Other	311	29.9 %
Local City/County website	289	27.8 %
Internet websites	247	23.7 %
Social media (Facebook, Twitter, etc.)	41	3.9 %
Total	1327	

Tabular Data

Q27. Other

Q27 Other

1) Library 2) Info mailed to house	CHANT	DON'T HAVE THIS SERV
311	CHARLOTTE OBSERVER	DON'T KNOW
311	CHARLOTTE OBSERVER	DRIVERS THAT PICK UP
311	CLT Observer	drop off
311	commnity	drop off
311	COMMUNITY	FLIERS
311	COMMUNITY	FLYER
311	CONDO HOA	FLYER IN MAIL
311	COUNTY	FLYER W/WATER BILL
311	COUNTY MAILING	FLYERS
311	DIRECT MAIL	FLYERS
311/MAIL	DIRECT MAIL	GARBAGE PICKUP
411	DIRECT MAIL	HAVE PRIVATE CO
apartment office	DIRECT MAIL & NEWS	HOA
BY MAIL	DIRECT MAIL & NEWS	HOA
BY MAIL	DIRECT MAILERS	HOA NEWSLETTER
By mail	DIRECT MAILING	I CALL THE CITY
By mail	Direct Mail	I LIVE IN APARTMENT
call	Direct mail	IN WATER BILL
CALL 311	direct mailings to my home	LIVE IN APARTMENT
call 311	DO NOT RECEIVE ANY	LOCAL NEWS
CALLED THE CITY	DON'T	LOCAL NEWS
CALLED THE CITY	DON'T GEY ANY	LOCAL NEWSPAPER

Mecklenburg County 2015 Community Survey: Findings Report

LOCAL PAPERS	NEWS	POSTAL SERVICE
LOCAL PARKER	NEWS MEDIA	PRINTED FLYER
MAIL	NEWSPAPER	PRIVATE COLLECTOR
MAIL	NEWSPAPER & TV	PRIVATE TRASH SERVIC
Mail	NEWSPAPER, MAIL	RADIO/TV/MAIL
Mail	NEWSPAPER/BILLBOARDS	REAL ESTATE AGENT
Mail	NEWSPAPER/MAIL	REALLY DON'T
MAIL AND BY PHONE	NEWSPAPER/TV	RECYCLE DRIVERS
MAIL/FLYERS	NO ONE	SCHEDULE
Mail from town	NO SERVICE	SCHEDULE
MAIL INFO	NO SERVICE	SCHEDULE IN MAILBOX
MAIL NOTICES	NO SERVICE HERE	SCOUTS
MAILED POSTCARD	NONE	SELECT SANITATION
MAILER	None	STICKER ON CAN
MAILER	none	Through mail
MAILER	none	TOWN HALL
MAILERS	none, we are in the country	TOWN NEWSLETTER
MAILING	none, we are in the country	TRASH CANS
MAILING/NEWSPAPER	OBSERVER	TRASH COMPANY
Mailings	oic memeber	trash services
Mailings	ONLY BY MAIL	trash services
mailings	Our garbage collector	TV
MEDIA	OWNER OF HOUSE	TV NEWS/FLYERS
MONTHLY BILL	PAPER	TV NEWS/NEWSPAPER
MONTHLY BILL	PAPER	TV/NEWSPAPER
MY COMMUNITY	PAPER	WATER BILL
MY JOB HAS RECYCLING	PHONE	WATER BILL
newpaper	PHONE CALLS	WE ALWAYS DID IT
NEWS	PHONE CALLS	WE DON'T
NEWS	PHONE MESSAGES	WE DON'T RECEIVE ANY
NEWS	POSTAL SERVICE	When I got the recycle trash can

Tabular Data

Q28. If you do not recycle at home, what is the top reason you do not recycle?

<u>Q28. What is the top reason you do not recycle</u>	<u>Number</u>	<u>Percent</u>
Not applicable because I recycle	762	71.1 %
I don't know what I can recycle	16	1.5 %
There is not enough room to sort & store recyclables in my home	23	2.1 %
I live in an apartment or condo & recycling is not available or convenient	39	3.6 %
I simply forget to recycle	15	1.4 %
I don't know	142	13.2 %
Other	24	2.2 %
<u>Not provided</u>	<u>51</u>	<u>4.8 %</u>
Total	1072	100.0 %

Q28. If you do not recycle at home, what is the top reason you do not recycle? (without "don't know" or "not provided")

<u>Q28. What is the top reason you do not recycle</u>	<u>Number</u>	<u>Percent</u>
Not applicable because I recycle	762	86.7 %
I live in an apartment or condo & recycling is not available or convenient	39	4.4 %
Other	24	2.7 %
There is not enough room to sort & store recyclables in my home	23	2.6 %
I don't know what I can recycle	16	1.8 %
<u>I simply forget to recycle</u>	<u>15</u>	<u>1.7 %</u>
Total	879	100.0 %

Q28. Other

Q28 Other

-
- DON'T PICKUP
 - DON'T TRY HARD
 - DUMPSTER DIVING
 - I live in an apartment with no recycling available
 - I RECYCLE
 - NEED SCHEDULE
 - NOT AVAILABLE
 - NOT AVAILABLE
 - NOT ENOUGH ITEMS
 - NOT OFFERED
 - NOT OFFERED
 - NOT PROVIDED
 - PRIVATE COLLECTOR
 - TAKE TO RECYCLE CTR

Tabular Data

Q29. If you do recycle, what is the top reason you recycle at home?

<u>Q29. What is the top reason you recycle at home</u>	<u>Number</u>	<u>Percent</u>
Not applicable because I do not recycle	64	6.0 %
I recycle to help conserve environment	731	68.2 %
I recycle because it may decrease need for more landfill space locally	217	20.2 %
I don't know	46	4.3 %
<u>Other</u>	<u>14</u>	<u>1.3 %</u>
Total	1072	100.0 %

Q29. If you do recycle, what is the top reason you recycle at home? (without "don't know")

<u>Q29. What is the top reason you recycle at home</u>	<u>Number</u>	<u>Percent</u>
I recycle to help conserve environment	731	71.2 %
I recycle because it may decrease need for more landfill space locally	217	21.2 %
Not applicable because I do not recycle	64	6.2 %
<u>Other</u>	<u>14</u>	<u>1.4 %</u>
Total	1026	100.0 %

Q29. Other

Q29 Other

BECAUSE I HAVE TO
COMPOST FOR VEGGIES
DAUGHTER BE UPSET
DAUGHTER BE UPSET
GOVT COERCION

It's the right thing to do, but I could do much better

MAKE THE GOV MONEY

N/A

the future of the world

the future of the world

WIFE

Tabular Data

Q30. What is your gender?

Q30. What is your gender	Number	Percent
Male	520	48.5 %
Female	552	51.5 %
Total	1072	100.0 %

Missing Cases = 0

Q31. Which of the following best describes your race/ethnicity?

Q31. Your race/ethnicity	Number	Percent
Hispanic or Latino origin or descent	112	10.4 %
White	588	54.9 %
African American	289	27.0 %
Asian or Pacific Islander	46	4.3 %
American Indian or Native Alaskan	11	1.0 %
Multi-racial	26	2.4 %
Other	10	0.9 %
Not provided	18	1.7 %
Total	1100	

Q31. Which of the following best describes your race/ethnicity? (without "not provided")

Q31. Your race/ethnicity	Number	Percent
White	588	55.8 %
African American	289	27.4 %
Hispanic or Latino origin or descent	112	10.6 %
Asian or Pacific Islander	46	4.4 %
Multi-racial	26	2.5 %
American Indian or Native Alaskan	11	1.0 %
Other	10	0.9 %
Total	1082	

Q31. Other

Q31 Other

-
- American
 - EAST AFRICAN
 - EAST AFRICAN
 - East Indian
 - Hispanic
 - Hispanic
 - India
 - NATIVE AMERICAN

Tabular Data

Q32. Which of the following categories best represents your age?

<u>Q32. Your age</u>	<u>Number</u>	<u>Percent</u>
18 to 34	93	8.7 %
35 to 50	348	32.5 %
51 to 69	508	47.4 %
70 to 87	106	9.9 %
88+	7	0.7 %
Not provided	10	0.9 %
Total	1072	100.0 %

Q32. Which of the following categories best represents your age? (without "not provided")

<u>Q32. Your age</u>	<u>Number</u>	<u>Percent</u>
18 to 34	93	8.8 %
35 to 50	348	32.8 %
51 to 69	508	47.8 %
70 to 87	106	10.0 %
88+	7	0.7 %
Total	1062	100.0 %

Q33. Including yourself, how many adults age 18 or older live in your household?

<u>Q33. How many adults age 18+ live in your household</u>	<u>Number</u>	<u>Percent</u>
0	8	0.8 %
1	249	23.5 %
2	530	50.1 %
3	183	17.3 %
4	70	6.6 %
5	13	1.2 %
6	5	0.5 %
Total	1058	100.0 %

Q34. How many children under the age of 18 live in your household?

<u>Q34. How many children under 18 live in your household</u>	<u>Number</u>	<u>Percent</u>
0	674	63.8 %
1	168	15.9 %
2	141	13.4 %
3	50	4.7 %
4	15	1.4 %
5	6	0.6 %
6	1	0.1 %
7	1	0.1 %
Total	1056	100.0 %

Q35. Which of the following is the highest level of education you have completed?

<u>Q35. Highest level of education you have completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	28	2.6 %
High school diploma or equivalent	127	11.8 %
Special/technical training (not college)	40	3.7 %
Some college (did not graduate from a 4-year college)	237	22.1 %
College graduate (from a 4-year college)	337	31.4 %
Post-graduate study (no advanced degree)	70	6.5 %
Post graduate advanced degree (Masters, MBA, PHD)	218	20.3 %
Not provided	15	1.4 %
Total	1072	100.0 %

Q35. Which of the following is the highest level of education you have completed? (without "not provided")

<u>Q35. Highest level of education you have completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	28	2.6 %
High school diploma or equivalent	127	12.0 %
Special/technical training (not college)	40	3.8 %
Some college (did not graduate from a 4-year college)	237	22.4 %
College graduate (from a 4-year college)	337	31.9 %
Post-graduate study (no advanced degree)	70	6.6 %
Post graduate advanced degree (Masters, MBA, PHD)	218	20.6 %
Total	1057	100.0 %

Tabular Data

Q36. What is your home zip code?

<u>Q36. What is your home zip code</u>	<u>Number</u>	<u>Percent</u>
28028	2	0.2 %
28031	40	3.7 %
28036	18	1.7 %
28070	1	0.1 %
28078	91	8.5 %
28105	94	8.8 %
28134	14	1.3 %
28202	7	0.7 %
28203	14	1.3 %
28204	7	0.7 %
28205	31	2.9 %
28206	16	1.5 %
28207	8	0.7 %
28208	59	5.5 %
28209	5	0.5 %
28210	25	2.3 %
28211	39	3.6 %
28212	18	1.7 %
28213	28	2.6 %
28214	45	4.2 %
28215	42	3.9 %
28216	115	10.7 %
28217	28	2.6 %
28226	38	3.5 %
28227	56	5.2 %
28228	1	0.1 %
28262	21	2.0 %
28269	60	5.6 %
28270	37	3.5 %
28273	30	2.8 %
28277	55	5.1 %
28278	26	2.4 %
Total	1071	100.0 %

Missing Cases = 1
 Response Percent = 99.9 %

Tabular Data

Q37. What is your annual household income before taxes?

<u>Q37. Your annual household income before taxes</u>	<u>Number</u>	<u>Percent</u>
Less than \$15K	64	6.0 %
\$15K-\$24,999	82	7.6 %
\$25K-\$34,999	62	5.8 %
\$35K-\$49,999	93	8.7 %
\$50K-\$74,999	155	14.5 %
\$75K-\$99,999	121	11.3 %
\$100K-\$149,999	165	15.4 %
\$150K+	192	17.9 %
Don't know	138	12.9 %
Total	1072	100.0 %

Q37. What is your annual household income before taxes? (without "don't know")

<u>Q37. Your annual household income before taxes</u>	<u>Number</u>	<u>Percent</u>
Less than \$15K	64	6.9 %
\$15K-\$24,999	82	8.8 %
\$25K-\$34,999	62	6.6 %
\$35K-\$49,999	93	10.0 %
\$50K-\$74,999	155	16.6 %
\$75K-\$99,999	121	13.0 %
\$100K-\$149,999	165	17.7 %
\$150K+	192	20.6 %
Total	934	100.0 %

Tabular Data

Q38. Are you an employee of Mecklenburg County?

<u>Q38. Are you an employee of Mecklenburg County</u>	<u>Number</u>	<u>Percent</u>
Yes	91	8.5 %
No	971	90.6 %
Not provided	10	0.9 %
Total	1072	100.0 %

Q38. Are you an employee of Mecklenburg County? (without "not provided")

<u>Q38. Are you an employee of Mecklenburg County</u>	<u>Number</u>	<u>Percent</u>
Yes	91	8.6 %
No	971	91.4 %
Total	1062	100.0 %

Q39. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served?

<u>Q39. Have you served in any branch of military or are you an immediate relative of someone who has served</u>	<u>Number</u>	<u>Percent</u>
Yes	305	28.5 %
No	761	71.0 %
Not provided	6	0.6 %
Total	1072	100.0 %

Q39. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served? (without "not provided")

<u>Q39. Have you served in any branch of military or are you an immediate relative of someone who has served</u>	<u>Number</u>	<u>Percent</u>
Yes	305	28.6 %
No	761	71.4 %
Total	1066	100.0 %

Section 5:
**Cross-Tabular Data by: Gender,
Military Service & County
Employee**

Q2. How long have you lived in Mecklenburg County?

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q2. How long have you lived in Mecklenburg County

Less than 1 year	3.3%	1.8%	1.1%	2.5%	3.3%	2.2%	2.5%
1-2 years	2.7%	5.1%	3.3%	4.0%	3.3%	4.2%	3.9%
3-4 years	3.8%	6.0%	7.7%	4.7%	3.9%	5.4%	4.9%
5-10 years	16.5%	13.4%	17.6%	14.7%	10.8%	16.4%	14.9%
11-15 years	13.1%	14.1%	11.0%	14.0%	14.1%	13.5%	13.6%
15+ years	60.6%	59.6%	59.3%	60.0%	64.6%	58.2%	60.1%

Q3. What was the primary reason for you moving to Mecklenburg County?

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q3. Primary reason for you moving to Mecklenburg County</u>							
To attend college/university	1.7%	7.1%	8.8%	4.1%	3.3%	5.0%	4.5%
Accepted a job offer	42.9%	28.6%	20.9%	37.1%	37.4%	34.8%	35.5%
To seek employment opportunities	9.0%	6.9%	7.7%	7.8%	8.2%	7.9%	7.9%
Closer proximity to family or friends	9.4%	14.9%	19.8%	11.5%	11.1%	12.4%	12.2%
Cost of living	4.4%	4.5%	2.2%	4.7%	5.6%	4.1%	4.5%
Community vibrancy	0.8%	0.9%	0.0%	0.9%	0.7%	0.9%	0.8%
Recreational opportunities	0.8%	0.9%	0.0%	0.9%	0.0%	1.2%	0.8%
Affordable housing options	1.5%	4.7%	4.4%	2.9%	2.3%	3.5%	3.2%
Quality schools	1.0%	2.0%	1.1%	1.5%	1.0%	1.7%	1.5%
I'm a Mecklenburg County native	17.1%	19.4%	23.1%	17.7%	20.0%	17.7%	18.3%
Other	11.7%	9.8%	11.0%	10.8%	11.5%	10.5%	10.7%
Don't know	1.5%	2.5%	3.3%	2.0%	2.6%	1.7%	2.1%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q4a. Presence of colleges/universities

Very Important	26.6%	25.1%	38.1%	24.5%	25.3%	26.1%	25.8%
Important	38.7%	38.9%	39.3%	38.8%	41.7%	37.5%	38.8%
Unimportant	27.4%	28.4%	19.0%	28.9%	27.1%	28.3%	27.9%
Very Unimportant	7.4%	7.5%	3.6%	7.9%	5.9%	8.1%	7.5%

Q4b. Employment opportunities

Very Important	71.1%	75.9%	81.2%	72.8%	71.6%	74.6%	73.6%
Important	20.4%	17.0%	12.9%	19.2%	19.6%	18.0%	18.7%
Unimportant	6.3%	5.7%	5.9%	6.1%	6.4%	5.9%	6.0%
Very Unimportant	2.2%	1.3%	0.0%	1.9%	2.4%	1.5%	1.7%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q4c. Proximity to family or friends

Very Important	31.2%	37.3%	39.5%	33.9%	33.3%	34.9%	34.3%
Important	35.4%	37.8%	38.3%	36.8%	37.8%	36.2%	36.6%
Unimportant	28.2%	20.5%	19.8%	24.7%	22.9%	24.5%	24.3%
Very Unimportant	5.2%	4.4%	2.5%	4.7%	5.9%	4.4%	4.8%

Q4d. Cost of living

Very Important	53.4%	61.5%	72.9%	56.0%	58.2%	57.5%	57.6%
Important	41.7%	34.9%	24.7%	39.6%	37.3%	38.3%	38.2%
Unimportant	3.2%	3.0%	2.4%	3.2%	3.4%	3.0%	3.1%
Very Unimportant	1.8%	0.6%	0.0%	1.3%	1.0%	1.2%	1.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q4e. Community vibrancy</u>							
Very Important	34.8%	45.6%	44.4%	40.2%	35.7%	42.2%	40.3%
Important	49.3%	45.3%	45.7%	47.1%	48.9%	46.4%	47.2%
Unimportant	13.1%	7.7%	9.9%	10.5%	12.5%	9.6%	10.4%
Very Unimportant	2.8%	1.4%	0.0%	2.3%	2.9%	1.8%	2.1%
<u>Q4f. Recreational opportunities</u>							
Very Important	32.0%	40.3%	34.6%	36.6%	32.8%	37.7%	36.3%
Important	47.7%	46.7%	53.1%	46.8%	50.5%	45.8%	47.2%
Unimportant	16.9%	12.0%	12.3%	14.3%	12.2%	15.2%	14.4%
Very Unimportant	3.4%	1.0%	0.0%	2.4%	4.5%	1.2%	2.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q4g. Affordable housing options</u>							
Very Important	44.4%	58.5%	68.6%	49.7%	51.9%	51.6%	51.7%
Important	42.8%	34.8%	24.4%	40.3%	39.2%	38.4%	38.7%
Unimportant	8.0%	4.5%	5.8%	6.3%	5.5%	6.6%	6.2%
Very Unimportant	4.8%	2.1%	1.2%	3.7%	3.4%	3.4%	3.4%
<u>Q4h. Quality schools</u>							
Very Important	58.3%	70.4%	72.9%	63.6%	59.0%	66.5%	64.5%
Important	23.8%	18.8%	18.8%	21.7%	21.0%	21.4%	21.2%
Unimportant	11.0%	7.2%	5.9%	9.2%	13.8%	7.2%	9.1%
Very Unimportant	6.8%	3.6%	2.4%	5.5%	6.2%	4.8%	5.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q4i. Other</u>							
Very Important	60.0%	72.5%	52.9%	67.3%	74.1%	62.1%	65.9%
Important	24.4%	18.8%	29.4%	20.9%	16.7%	24.1%	21.8%
Unimportant	14.4%	5.0%	17.6%	9.2%	7.4%	11.2%	10.0%
Very Unimportant	1.1%	3.8%	0.0%	2.6%	1.9%	2.6%	2.4%

Q5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County: (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q5a. There is value in services provided by Mecklenburg County to residents

Strongly Agree	26.3%	33.4%	37.0%	29.1%	29.1%	30.2%	29.9%
Agree	57.6%	56.6%	51.9%	57.7%	53.7%	58.5%	57.1%
Disagree	11.4%	8.8%	9.9%	10.1%	10.5%	9.8%	10.1%
Strongly Disagree	4.7%	1.2%	1.2%	3.1%	6.7%	1.4%	2.9%

Q5b. Mecklenburg County spends my local tax dollars on services that help residents improve their community

Strongly Agree	14.8%	15.1%	19.5%	14.4%	14.9%	15.0%	14.9%
Agree	49.9%	52.4%	41.5%	52.1%	50.6%	51.4%	51.2%
Disagree	25.1%	26.5%	30.5%	25.4%	22.7%	26.9%	25.8%
Strongly Disagree	10.3%	5.9%	8.5%	8.1%	11.9%	6.6%	8.1%

Q5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County: (without "don't know")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q5c. I am satisfied with opportunities for citizen participation in County policy development & decision-making

Strongly Agree	12.8%	12.3%	27.3%	10.9%	11.8%	12.9%	12.5%
Agree	41.0%	49.0%	37.7%	46.0%	41.1%	46.8%	45.1%
Disagree	30.8%	30.2%	27.3%	30.7%	33.3%	29.2%	30.5%
Strongly Disagree	15.4%	8.5%	7.8%	12.3%	13.8%	11.1%	11.8%

Q6. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following areas: (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q6a. Mecklenburg County as a place to live</u>							
Excellent	35.9%	36.1%	39.6%	35.8%	33.6%	37.1%	36.0%
Good	44.5%	45.9%	37.4%	46.1%	46.1%	44.9%	45.2%
Fair	14.2%	14.7%	20.9%	13.7%	14.1%	14.4%	14.4%
Poor	5.4%	3.3%	2.2%	4.4%	6.3%	3.6%	4.3%
<u>Q6b. Mecklenburg County as a place to work</u>							
Excellent	32.2%	35.4%	40.0%	33.1%	31.5%	34.8%	33.8%
Good	49.3%	44.5%	27.8%	48.9%	49.5%	45.7%	46.8%
Fair	15.1%	15.4%	24.4%	14.3%	14.2%	15.7%	15.2%
Poor	3.4%	4.8%	7.8%	3.8%	4.8%	3.8%	4.1%

Q6. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following areas: (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q6c. Mecklenburg County as a place to recreate

Excellent	23.0%	33.1%	36.7%	27.5%	28.2%	28.2%	28.2%
Good	48.3%	40.4%	34.4%	45.3%	44.0%	44.6%	44.3%
Fair	19.8%	20.9%	24.4%	19.9%	18.3%	20.9%	20.4%
Poor	8.8%	5.6%	4.4%	7.3%	9.5%	6.3%	7.1%

Q7. If you needed to apply for or access County services, how likely would you be to do so online? (without "don't know")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q7. How likely would you be to do so online

Very likely	45.3%	46.9%	40.2%	47.1%	41.8%	48.1%	46.1%
Likely	35.9%	31.8%	45.1%	32.5%	30.0%	35.0%	33.8%
Unlikely	9.0%	12.1%	6.1%	10.8%	14.3%	9.0%	10.6%
Very unlikely	9.8%	9.2%	8.5%	9.7%	13.9%	7.8%	9.5%

Q8. When conducting business with the County by telephone, how willing are you to use an automated voice response system instead of speaking with a person? (without don't know)

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q8. How willing are you to use an automated voice response system instead of speaking with a person

Very willing	4.3%	9.6%	16.9%	6.2%	3.7%	8.5%	7.0%
Willing	32.0%	34.3%	38.2%	32.8%	30.0%	34.4%	33.2%
Unwilling	35.9%	33.0%	20.2%	35.4%	34.0%	34.6%	34.4%
Very unwilling	27.7%	23.0%	24.7%	25.6%	32.3%	22.6%	25.3%

Q9. Would you say Mecklenburg County does an "Excellent," "Good," "Fair," or "Poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q9. Mecklenburg County's job of communicating information about County issues, services, & performance to public

Excellent	7.3%	7.8%	11.9%	7.1%	5.5%	8.3%	7.6%
Good	32.7%	40.4%	39.3%	36.1%	36.0%	36.7%	36.6%
Fair	41.4%	40.4%	38.1%	41.3%	42.6%	40.4%	40.9%
Poor	18.7%	11.4%	10.7%	15.5%	15.9%	14.5%	15.0%

Q10. Please indicate your level of agreement or disagreement with the following statement: I trust the information I receive from Mecklenburg County. (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q10. Your level of agreement or disagreement with the statement

Strongly agree	10.6%	10.4%	16.3%	10.1%	7.0%	12.0%	10.5%
Agree	65.5%	72.8%	70.0%	69.0%	69.3%	69.1%	69.2%
Disagree	16.9%	12.9%	10.0%	15.3%	15.2%	14.7%	14.9%
Strongly disagree	7.0%	3.9%	3.8%	5.6%	8.5%	4.2%	5.4%

Q11. Do you consider Mecklenburg County government to be open and transparent? (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q11. Mecklenburg County government to be open & transparent</u>							
Yes	47.6%	52.4%	62.3%	49.0%	41.9%	53.0%	49.9%
No	52.4%	47.6%	37.7%	51.0%	58.1%	47.0%	50.1%

Q12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources. (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q12a. Facebook

Yes	13.5%	20.6%	37.3%	15.1%	14.4%	18.1%	17.1%
No	86.5%	79.4%	62.7%	84.9%	85.6%	81.9%	82.9%

Q12b. Twitter

Yes	4.6%	7.2%	20.0%	4.7%	2.5%	7.4%	5.9%
No	95.4%	92.8%	80.0%	95.3%	97.5%	92.6%	94.1%

Q12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources. (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q12c. YouTube

Yes	7.7%	8.4%	21.9%	6.6%	5.4%	9.3%	8.1%
No	92.3%	91.6%	78.1%	93.4%	94.6%	90.7%	91.9%

Q12d. Instagram

Yes	2.8%	4.8%	11.8%	3.2%	2.2%	4.3%	3.9%
No	97.2%	95.2%	88.2%	96.8%	97.8%	95.7%	96.1%

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q13. Top choice</u>							
County website	34.6%	25.0%	26.4%	30.1%	26.6%	30.6%	29.7%
Other web sites/internet	2.1%	3.4%	4.4%	2.7%	1.0%	3.5%	2.8%
County social media sites	3.3%	4.5%	3.3%	3.9%	3.9%	3.9%	3.9%
Government television	3.5%	2.9%	4.4%	2.9%	4.6%	2.6%	3.2%
Local television news	21.9%	33.2%	37.4%	27.0%	29.5%	27.2%	27.7%
Charlotte Observer	9.8%	7.8%	4.4%	9.1%	8.5%	8.8%	8.8%
Radio	2.7%	2.9%	4.4%	2.7%	1.3%	3.4%	2.8%
Direct mail	21.3%	17.8%	14.3%	20.0%	23.9%	17.7%	19.5%
Other	0.6%	1.3%	0.0%	1.0%	0.3%	1.2%	0.9%
None chosen	0.2%	1.3%	1.1%	0.7%	0.3%	0.9%	0.7%

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q13. 2nd choice</u>							
County website	11.3%	12.5%	14.3%	11.8%	13.1%	11.4%	11.9%
Other web sites/internet	8.3%	8.3%	8.8%	8.3%	8.5%	8.3%	8.3%
County social media sites	6.0%	7.8%	12.1%	6.5%	4.9%	7.8%	6.9%
Government television	7.5%	4.3%	9.9%	5.5%	5.6%	5.7%	5.9%
Local television news	22.5%	24.3%	14.3%	24.1%	23.3%	23.4%	23.4%
Charlotte Observer	19.6%	15.8%	24.2%	17.0%	20.3%	16.7%	17.6%
Radio	8.8%	9.4%	5.5%	9.6%	8.2%	9.6%	9.1%
Direct mail	11.7%	11.6%	3.3%	12.4%	11.1%	12.0%	11.7%
Other	0.8%	0.4%	0.0%	0.6%	0.3%	0.7%	0.6%
None chosen	3.5%	5.6%	7.7%	4.2%	4.6%	4.6%	4.6%

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q13. 3rd choice</u>							
County website	10.4%	9.2%	5.5%	10.3%	10.8%	9.5%	9.8%
Other web sites/internet	6.7%	5.6%	2.2%	6.6%	6.6%	6.0%	6.2%
County social media sites	4.6%	7.2%	8.8%	5.6%	3.3%	7.1%	6.0%
Government television	4.6%	4.3%	4.4%	4.4%	5.6%	4.1%	4.5%
Local television news	19.6%	14.3%	18.7%	16.9%	16.7%	17.0%	16.9%
Charlotte Observer	12.5%	14.7%	15.4%	13.6%	15.1%	13.1%	13.6%
Radio	10.0%	11.6%	17.6%	9.9%	10.2%	10.8%	10.8%
Direct mail	22.7%	20.5%	16.5%	22.0%	22.0%	21.3%	21.5%
Other	2.7%	2.5%	0.0%	2.9%	3.3%	2.4%	2.6%
None chosen	6.2%	10.0%	11.0%	7.8%	6.6%	8.8%	8.1%

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results? (top 3)

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q13. Sum of Top 3 Choices</u>							
County website	56.3%	46.7%	46.2%	52.2%	50.5%	51.5%	51.4%
Other web sites/internet	17.1%	17.4%	15.4%	17.6%	16.1%	17.9%	17.3%
County social media sites	13.8%	19.6%	24.2%	16.0%	12.1%	18.8%	16.8%
Government television	15.6%	11.6%	18.7%	12.8%	15.7%	12.4%	13.5%
Local television news	64.0%	71.7%	70.3%	68.0%	69.5%	67.5%	68.0%
Charlotte Observer	41.9%	38.2%	44.0%	39.6%	43.9%	38.6%	40.0%
Radio	21.5%	23.9%	27.5%	22.1%	19.7%	23.8%	22.8%
Direct mail	55.8%	49.8%	34.1%	54.4%	57.0%	51.0%	52.7%
Other	4.0%	4.2%	0.0%	4.5%	3.9%	4.2%	4.1%
None chosen	0.2%	1.3%	1.1%	0.7%	0.3%	0.9%	0.7%

Q14. Within the last 12 months, how often have you used the County's website to access County services or information? (without "don't know")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q14. How often have you used County's website to access County services or information within last 12 months

Often	10.0%	10.1%	19.3%	9.2%	9.7%	10.1%	10.1%
Sometimes	29.7%	27.7%	29.5%	28.7%	28.5%	28.6%	28.6%
Rarely	28.1%	28.0%	22.7%	28.8%	26.5%	28.8%	28.1%
Never	32.2%	34.2%	28.4%	33.3%	35.2%	32.4%	33.2%

Q15. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for? (without "don't know")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q15. How often are you able to find what you are looking for when visiting www.MecklenburgCountyNC.gov

Often	37.1%	39.0%	35.7%	38.4%	41.0%	36.9%	38.1%
Sometimes	46.1%	42.6%	40.0%	44.6%	42.4%	45.3%	44.4%
Rarely	10.1%	9.8%	14.3%	9.6%	8.6%	10.4%	10.0%
Never	6.7%	8.5%	10.0%	7.4%	8.1%	7.5%	7.6%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q16a. Look up real estate information

Used	58.5%	47.4%	50.6%	53.1%	46.8%	55.2%	52.8%
Not used, but am aware of it	22.9%	31.3%	35.6%	26.5%	30.1%	25.9%	27.2%
Not used & am not aware of it	18.6%	21.3%	13.8%	20.4%	23.1%	18.9%	20.0%

Q16b. Find a park, register for a recreation program, reserve a park facility

Used	34.6%	38.4%	31.8%	37.2%	30.2%	39.2%	36.6%
Not used, but am aware of it	42.3%	37.9%	44.3%	39.5%	44.0%	38.2%	40.0%
Not used & am not aware of it	23.1%	23.7%	23.9%	23.2%	25.8%	22.6%	23.4%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q16c. Check if your home is located in a flood zone</u>							
Used	19.2%	13.9%	11.6%	17.0%	15.9%	16.7%	16.5%
Not used, but am aware of it	36.9%	37.7%	45.3%	36.5%	41.7%	35.4%	37.3%
Not used & am not aware of it	43.8%	48.3%	43.0%	46.5%	42.4%	47.9%	46.2%
<u>Q16d. Search Mecklenburg County restaurant inspection ratings</u>							
Used	11.3%	15.8%	19.8%	13.1%	10.8%	14.9%	13.6%
Not used, but am aware of it	42.9%	38.0%	51.2%	39.3%	41.4%	39.6%	40.4%
Not used & am not aware of it	45.8%	46.2%	29.1%	47.6%	47.8%	45.5%	46.0%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q16e. Check to see if someone has been arrested or has been jailed in Mecklenburg County

Used	27.8%	36.0%	35.2%	32.0%	26.9%	34.4%	32.0%
Not used, but am aware of it	34.2%	36.6%	33.0%	35.7%	37.2%	34.5%	35.5%
Not used & am not aware of it	38.0%	27.4%	31.8%	32.3%	35.9%	31.1%	32.5%

Q16f. Watch Board of County Commission meetings live or on demand

Used	10.6%	11.1%	15.9%	10.3%	13.4%	9.9%	10.9%
Not used, but am aware of it	40.6%	40.1%	48.9%	39.8%	44.5%	38.4%	40.3%
Not used & am not aware of it	48.8%	48.8%	35.2%	49.9%	42.1%	51.6%	48.8%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q16g. Locate a government facility</u>							
Used	39.9%	39.0%	35.2%	40.0%	40.1%	39.4%	39.4%
Not used, but am aware of it	36.4%	38.1%	42.0%	36.8%	35.5%	37.6%	37.3%
Not used & am not aware of it	23.7%	22.9%	22.7%	23.2%	24.4%	23.0%	23.3%

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q17a. Have you seen County's Annual Performance Report

Yes	9.7%	4.6%	11.5%	6.8%	9.3%	6.3%	7.1%
No	90.3%	95.4%	88.5%	93.2%	90.7%	93.7%	92.9%

Q17b. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"

Yes	8.9%	7.7%	15.7%	7.7%	8.9%	8.1%	8.3%
No	91.1%	92.3%	84.3%	92.3%	91.1%	91.9%	91.7%

Q17c. Did you know County provides children with immunizations against vaccine-preventable diseases

Yes	54.5%	64.9%	71.9%	58.7%	65.4%	57.7%	59.8%
No	45.5%	35.1%	28.1%	41.3%	34.6%	42.3%	40.2%

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q17d. Did you know County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases

Yes	45.4%	50.5%	64.0%	46.7%	53.2%	46.3%	48.1%
No	54.6%	49.5%	36.0%	53.3%	46.8%	53.7%	51.9%

Q17e. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim

Yes	60.0%	67.7%	73.0%	63.1%	66.8%	62.8%	64.0%
No	40.0%	32.3%	27.0%	36.9%	33.2%	37.2%	36.0%

Q17f. Did you know County has a youth violence prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools

Yes	39.5%	45.6%	44.9%	42.2%	46.0%	41.3%	42.6%
No	60.5%	54.4%	55.1%	57.8%	54.0%	58.7%	57.4%

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q17g. Did you know County provides coordinated assessment to assist homeless people to get shelter & housing

Yes	56.8%	59.6%	59.1%	58.1%	57.8%	58.5%	58.2%
No	43.2%	40.4%	40.9%	41.9%	42.2%	41.5%	41.8%

Q17h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"

Yes	28.1%	33.6%	37.1%	30.2%	33.6%	30.0%	30.9%
No	71.9%	66.4%	62.9%	69.8%	66.4%	70.0%	69.1%

Q17i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg, 2016"

Yes	22.4%	26.7%	25.8%	24.4%	27.9%	23.3%	24.6%
No	77.6%	73.3%	74.2%	75.6%	72.1%	76.7%	75.4%

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q17j. Did you know about new tobacco free parks & smoke free government facilities plans implemented in March 2015

Yes	60.8%	58.3%	61.8%	59.5%	61.4%	59.0%	59.5%
No	39.2%	41.7%	38.2%	40.5%	38.6%	41.0%	40.5%

Q18. Mecklenburg County Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q18. Do you believe parks, greenways, nature preserves, & recreational facilities improve quality of life

Yes	96.0%	98.5%	98.8%	97.2%	95.2%	98.1%	97.2%
No	4.0%	1.5%	1.2%	2.8%	4.8%	1.9%	2.8%

Q19. Within the past 12 months, how many times have you visited a Mecklenburg County Park and Recreation facility?

N=1051

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q19. How many times have you visited a Mecklenburg County Park & Recreation facility within past 12 months

10 or less	67.4%	73.1%	78.4%	69.5%	69.1%	70.6%	70.3%
11-20	14.3%	10.8%	8.0%	13.1%	13.6%	12.2%	12.6%
21-40	7.0%	6.9%	6.8%	7.0%	5.0%	7.8%	6.9%
41+	11.2%	9.2%	6.8%	10.4%	12.3%	9.4%	10.2%

Q20. Please rate the overall quality and condition of the parks you visit most often. (without "don't know")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q20. Rate overall quality & condition of parks you visit most often

Excellent	22.8%	30.8%	21.3%	27.6%	23.8%	28.3%	26.9%
Good	57.6%	53.2%	46.3%	56.1%	53.5%	55.8%	55.4%
Fair	15.5%	13.5%	31.3%	12.9%	18.1%	13.2%	14.5%
Poor	4.0%	2.5%	1.3%	3.4%	4.6%	2.7%	3.2%

Q21. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q21. Have you participated in any recreation programs within past 12 months

Yes	20.6%	22.5%	25.6%	21.3%	23.7%	20.6%	21.6%
No	79.4%	77.5%	74.4%	78.7%	76.3%	79.4%	78.4%

Q21a. (If YES to Question 21) Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=777

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q21a. You are not aware of programs

Yes	53.9%	51.3%	38.8%	53.6%	50.0%	53.4%	52.6%
No	46.1%	48.7%	61.2%	46.4%	50.0%	46.6%	47.4%

Q21b. There are no convenient locations

Yes	21.0%	30.5%	36.4%	25.2%	21.5%	28.1%	26.2%
No	79.0%	69.5%	63.6%	74.8%	78.5%	71.9%	73.8%

Q21c. There are no convenient times

Yes	24.9%	30.5%	36.4%	26.7%	24.8%	29.3%	28.0%
No	75.1%	69.5%	63.6%	73.3%	75.2%	70.7%	72.0%

Q21a. (If YES to Question 21) Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=777

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q21d. You have no interest in programs

Yes	43.3%	47.3%	31.8%	46.6%	44.1%	46.1%	45.4%
No	56.7%	52.7%	68.2%	53.4%	55.9%	53.9%	54.6%

Q21e. Cost of program

Yes	14.3%	26.8%	25.7%	20.3%	19.0%	21.8%	21.0%
No	85.7%	73.2%	74.3%	79.7%	81.0%	78.2%	79.0%

Q22. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg library for any reason, for example to vote, to access wireless or a computer, to attend a program or a community event? (without "don't know")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q22. Have you visited or used a Charlotte-Mecklenburg library for any reasons within past 12 months

Yes	66.2%	69.8%	72.9%	67.5%	67.4%	68.4%	68.0%
No	33.8%	30.2%	27.1%	32.5%	32.6%	31.6%	32.0%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte-Mecklenburg library have you visited most often?

N=717	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
	<u>Q22a. Which Charlotte-Mecklenburg library have you visited most often</u>						
Cornelius	2.9%	2.7%	1.6%	2.9%	3.0%	2.7%	2.8%
Davidson	2.1%	1.9%	1.6%	2.0%	2.0%	2.0%	2.0%
Hickory Grove	1.8%	3.2%	3.2%	2.5%	2.0%	2.7%	2.5%
ImaginOn (East 7th St Uptown)	2.9%	3.5%	6.5%	2.9%	1.5%	3.9%	3.2%
Independence Reg (Conference Dr & Monroe)	4.1%	2.1%	1.6%	3.2%	5.4%	2.2%	3.1%
Main Library (Uptown)	5.9%	4.5%	4.8%	5.2%	3.9%	5.7%	5.2%
Matthews	11.4%	11.4%	8.1%	11.7%	12.3%	11.2%	11.4%
Mint Hill	5.9%	4.3%	4.8%	4.6%	3.4%	5.5%	5.0%
Morrison Regional	6.5%	8.5%	3.2%	8.0%	5.9%	8.2%	7.5%
Mountain Island	4.1%	5.3%	4.8%	4.8%	5.9%	4.3%	4.7%
Myers Park	0.9%	1.1%	3.2%	0.8%	0.5%	1.2%	1.0%
North County Reg (Huntersville)	12.0%	8.5%	3.2%	10.9%	13.8%	8.8%	10.2%
Plaza Midwood	2.1%	1.9%	1.6%	2.0%	2.5%	1.8%	2.0%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte-Mecklenburg library have you visited most often?

N=717

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q22a. Which Charlotte-Mecklenburg library have you visited most often (Cont.)

Scaleybark	1.5%	1.6%	3.2%	1.4%	2.0%	1.4%	1.5%
South County Reg (Rea Road)	11.1%	8.2%	4.8%	10.2%	8.4%	10.2%	9.6%
Steele Creek	4.7%	4.8%	3.2%	4.9%	2.5%	5.7%	4.7%
Sugar Creek	2.6%	3.5%	11.3%	2.3%	2.5%	3.3%	3.1%
University City Reg (E WT Harris)	7.9%	9.0%	11.3%	8.3%	8.9%	8.0%	8.5%
West Boulevard	2.6%	3.5%	4.8%	2.8%	3.4%	2.9%	3.1%
Beatties Ford Road Regional	5.6%	9.6%	12.9%	7.1%	8.4%	7.4%	7.7%
Library Website (www.cmlibrary.org)	0.6%	0.5%	0.0%	0.6%	1.5%	0.2%	0.6%
Do not know library name	0.9%	0.5%	0.0%	0.8%	0.5%	0.8%	0.7%

Q22b. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg library? (without "don't know")

N=717

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q22b. How many times have you visited or used a Charlotte-Mecklenburg library in a typical month

Less than once a month	51.2%	40.9%	35.1%	46.7%	40.0%	48.0%	45.8%
Once a month	17.1%	15.7%	22.8%	15.7%	19.0%	15.4%	16.4%
Twice a month	12.2%	18.0%	15.8%	15.2%	13.8%	15.8%	15.2%
Three to four times a month	13.7%	14.6%	15.8%	14.1%	16.4%	13.4%	14.2%
Five or more times a month	5.8%	10.8%	10.5%	8.3%	10.8%	7.5%	8.4%

Q23. When accessing Charlotte-Mecklenburg library materials, which format do you prefer? (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q23. Which format do you prefer</u>							
Physical (print book, CD, DVD, etc.)	40.7%	52.3%	43.4%	47.2%	42.8%	48.4%	46.8%
Digital (eBook, eAudio, eVideo, eMagazines)	5.3%	6.1%	6.6%	5.7%	4.0%	6.5%	5.7%
Both	28.1%	20.6%	23.7%	24.3%	30.6%	21.5%	24.2%
I don't access Charlotte Mecklenburg library materials	25.9%	21.0%	26.3%	22.8%	22.7%	23.6%	23.3%

Q23a. What is the most important factor influencing your choice of format? (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q23a. Most important factor</u>							
Ease of use	39.2%	29.9%	30.9%	34.8%	30.7%	35.8%	34.3%
Availability	19.5%	20.9%	29.4%	19.0%	20.1%	20.2%	20.2%
Personal preference	39.0%	44.6%	33.8%	42.9%	45.1%	40.8%	41.9%
Other	2.3%	4.6%	5.9%	3.3%	4.1%	3.1%	3.5%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q24a. Is a valuable resource for finding a job</u>							
Strongly Agree	24.8%	30.4%	31.8%	26.7%	28.2%	27.8%	27.7%
Agree	50.7%	55.3%	56.1%	53.1%	53.5%	52.8%	53.1%
Disagree	19.9%	10.5%	7.6%	16.0%	14.1%	15.1%	15.0%
Strongly Disagree	4.5%	3.8%	4.5%	4.2%	4.1%	4.2%	4.2%
<u>Q24b. Has enhanced my education</u>							
Strongly Agree	24.8%	27.9%	40.0%	25.3%	31.0%	24.8%	26.4%
Agree	45.5%	48.8%	49.2%	47.0%	42.8%	48.7%	47.2%
Disagree	22.8%	19.7%	9.2%	22.1%	19.7%	21.8%	21.2%
Strongly Disagree	6.9%	3.6%	1.5%	5.6%	6.6%	4.7%	5.2%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q24c. Enhances my image of community</u>							
Strongly Agree	28.5%	34.8%	39.1%	30.9%	31.0%	32.2%	31.8%
Agree	51.0%	54.5%	50.7%	53.2%	54.0%	52.3%	52.8%
Disagree	16.0%	8.9%	8.7%	12.5%	12.1%	12.4%	12.4%
Strongly Disagree	4.5%	1.8%	1.4%	3.3%	2.9%	3.2%	3.1%
<u>Q24d. Improves quality of life</u>							
Strongly Agree	34.7%	43.7%	39.0%	39.4%	36.6%	40.7%	39.4%
Agree	53.9%	50.7%	54.5%	52.2%	53.8%	51.5%	52.3%
Disagree	8.2%	4.7%	6.5%	6.2%	6.1%	6.4%	6.4%
Strongly Disagree	3.2%	0.8%	0.0%	2.2%	3.4%	1.4%	2.0%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q24e. Is a top institution in community

Strongly Agree	28.4%	38.3%	32.9%	33.6%	35.4%	33.0%	33.6%
Agree	49.1%	52.8%	57.5%	50.6%	51.1%	50.9%	51.1%
Disagree	18.5%	7.7%	6.8%	13.3%	11.0%	13.6%	12.9%
Strongly Disagree	4.0%	1.1%	2.7%	2.5%	2.5%	2.5%	2.5%

Q24f. Is a community champion for pre-K literacy

Strongly Agree	31.3%	42.3%	51.6%	36.1%	41.4%	36.5%	37.5%
Agree	48.9%	50.8%	40.6%	51.3%	45.7%	51.2%	50.0%
Disagree	14.8%	6.0%	6.3%	9.8%	9.9%	9.8%	9.9%
Strongly Disagree	4.9%	0.8%	1.6%	2.8%	3.1%	2.5%	2.6%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q24g. Is important to me & my family</u>							
Strongly Agree	38.2%	45.4%	45.5%	41.8%	45.3%	40.9%	41.9%
Agree	46.6%	45.8%	49.4%	45.9%	44.6%	46.6%	46.2%
Disagree	11.5%	7.4%	3.9%	9.7%	7.8%	10.0%	9.4%
Strongly Disagree	3.6%	1.5%	1.3%	2.6%	2.3%	2.6%	2.5%
<u>Q24h. Is important to our community</u>							
Strongly Agree	51.7%	60.4%	54.8%	56.4%	60.6%	54.8%	56.2%
Agree	40.7%	38.6%	41.7%	39.6%	35.8%	40.9%	39.6%
Disagree	6.1%	0.8%	3.6%	3.1%	2.6%	3.5%	3.3%
Strongly Disagree	1.5%	0.2%	0.0%	0.9%	1.1%	0.7%	0.8%

Q25. Did you vote in the November 2014 local Election? (without "don't know")

N=1072

Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
Male	Female	Yes	No	Yes	No	

Q25. Did you vote in November 2014 local election

Yes	82.0%	80.2%	78.6%	81.4%	87.7%	78.4%	81.0%
No	18.0%	19.8%	21.4%	18.6%	12.3%	21.6%	19.0%

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. This past election, did you use an early voting site? (without "don't know")

N=851

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q25a. Did you use an early voting site this past election

Yes	55.1%	56.6%	69.7%	54.9%	56.4%	56.1%	55.9%
No	44.9%	43.4%	30.3%	45.1%	43.6%	43.9%	44.1%

Q25a-1. (If YES to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")

N=471

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q25a-1. Your overall experience at early voting site

Excellent	57.2%	57.3%	60.5%	56.9%	63.5%	54.4%	57.2%
Good	33.5%	32.2%	37.2%	32.5%	27.7%	35.1%	32.8%
Fair	5.1%	7.0%	2.3%	6.3%	5.1%	6.6%	6.1%
Poor	4.2%	3.5%	0.0%	4.3%	3.6%	3.9%	3.8%

Q25b. (If NO to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at your voting location. (without "don't know")

N=372

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q25b. Your overall experience at your voting location

Excellent	52.5%	56.3%	42.1%	55.1%	51.5%	56.8%	54.5%
Good	35.8%	31.0%	36.8%	33.0%	32.0%	32.8%	33.3%
Fair	9.3%	9.8%	10.5%	9.6%	12.6%	8.3%	9.5%
Poor	2.5%	2.9%	10.5%	2.2%	3.9%	2.2%	2.7%

Q26. Mecklenburg County recently passed an ordinance for smoke-free government grounds (for the County, City and Towns). Would you support a measure requiring all public places in the County (defined as businesses/worksites that allow the public inside) to be smoke-free indoors? (without "don't know")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q26. Would you support a measure requiring all public places in county to be smoke-free indoors</u>							
Strongly support	73.6%	78.8%	67.8%	77.5%	74.8%	77.1%	76.3%
Somewhat support	11.7%	9.0%	18.9%	9.4%	10.3%	10.1%	10.3%
Somewhat oppose	4.5%	6.6%	7.8%	5.4%	7.0%	4.9%	5.6%
Strongly oppose	10.2%	5.6%	5.6%	7.7%	8.0%	7.8%	7.8%

Q27. How do you get information about residential curbside recycling?

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q27. How do you get information about residential curbside recycling

Internet websites	25.8%	20.5%	17.6%	23.8%	17.7%	25.4%	23.0%
Local City/County website	29.0%	25.0%	25.3%	27.3%	28.5%	26.5%	27.0%
Social media (Facebook, Twitter, etc.)	1.7%	5.8%	4.4%	3.7%	3.0%	4.2%	3.8%
Friends & neighbors	44.6%	37.5%	35.2%	41.4%	43.6%	40.1%	41.0%
Other	22.3%	35.3%	28.6%	29.2%	31.5%	27.7%	29.0%
None chosen	3.5%	2.4%	3.3%	2.7%	3.9%	2.4%	2.9%

Q28. If you do not recycle at home, what is the top reason you do not recycle? (without "not provided")

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q28. What is the top reason you do not recycle</u>							
Not applicable because I recycle	79.0%	70.3%	70.2%	75.2%	76.1%	74.2%	74.6%
I don't know what I can recycle	1.8%	1.4%	1.2%	1.6%	0.7%	1.9%	1.6%
There is not enough room to sort & store recyclables in my home	1.6%	2.9%	4.8%	2.0%	1.7%	2.5%	2.3%
I live in an apartment or condo & recycling is not available or convenient	2.0%	5.6%	7.1%	3.3%	4.8%	3.4%	3.8%
I simply forget to recycle	1.2%	1.7%	1.2%	1.5%	1.7%	1.4%	1.5%
I don't know	12.1%	15.7%	11.9%	14.0%	13.1%	13.9%	13.9%
Other	2.4%	2.3%	3.6%	2.3%	1.7%	2.6%	2.4%

Q29. If you do recycle, what is the top reason you recycle at home?

N=1072

	Q30. What is your gender		Q38. Are you an employee of Mecklenburg County		Q39. Have you or a relative served in any branch of military?		Total
	Male	Female	Yes	No	Yes	No	

Q29. What is the top reason you recycle at home

Not applicable because I do not recycle	5.4%	6.6%	7.7%	5.9%	7.3%	5.5%	6.0%
I recycle to help conserve environment	65.0%	71.6%	68.1%	68.6%	63.7%	70.3%	68.4%
I recycle because it may decrease need for more landfill space locally	24.0%	16.8%	16.5%	20.7%	25.4%	18.3%	20.3%
I don't know	3.8%	4.2%	7.7%	3.4%	2.0%	4.7%	4.0%
Other	1.7%	0.9%	0.0%	1.4%	1.7%	1.2%	1.3%

Section 6:
**Cross-Tabular Data by: Age &
Race/Ethnicity**

Mecklenburg County 2015 Community Survey: Findings Report

Q2. How long have you lived in Mecklenburg County?

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q2. How long have you lived in Mecklenburg County

Less than 1 year	9.7%	1.1%	2.2%	2.7%	3.6%	3.1%	1.1%	2.3%	2.5%
1-2 years	7.5%	6.3%	2.6%	0.0%	3.6%	4.3%	1.8%	6.8%	3.9%
3-4 years	11.8%	6.3%	3.1%	3.5%	7.1%	4.9%	4.9%	2.3%	4.9%
5-10 years	28.0%	22.4%	8.9%	8.0%	37.5%	12.0%	11.2%	18.2%	14.9%
11-15 years	18.3%	20.1%	10.2%	5.3%	22.3%	16.1%	5.6%	20.5%	13.6%
15+ years	24.7%	43.7%	73.0%	80.5%	25.9%	59.5%	75.4%	50.0%	60.1%

Q3. What was the primary reason for you moving to Mecklenburg County?

N=1072

	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q3. Primary reason for you moving to Mecklenburg County</u>									
To attend college/university	12.9%	5.5%	3.0%	1.8%	10.7%	2.8%	5.6%	4.5%	4.5%
Accepted a job offer	32.3%	35.6%	37.8%	26.5%	25.0%	44.8%	19.6%	45.5%	35.5%
To seek employment opportunities	7.5%	8.6%	8.3%	5.3%	9.8%	6.1%	8.8%	13.6%	7.9%
Closer proximity to family or friends	9.7%	11.8%	11.4%	19.5%	18.8%	12.2%	10.5%	13.6%	12.2%
Cost of living	3.2%	5.5%	3.5%	6.2%	9.8%	2.6%	6.0%	0.0%	4.5%
Community vibrancy	3.2%	0.3%	0.8%	0.9%	0.9%	1.0%	0.4%	2.3%	0.8%
Recreational opportunities	0.0%	1.7%	0.6%	0.0%	1.8%	1.0%	0.4%	0.0%	0.8%
Affordable housing options	4.3%	3.7%	2.8%	2.7%	8.9%	1.4%	5.6%	0.0%	3.2%
Quality schools	2.2%	1.4%	1.2%	2.7%	3.6%	0.7%	1.4%	4.5%	1.5%
I'm a Mecklenburg County native	10.8%	16.4%	20.1%	23.0%	0.9%	14.9%	35.1%	4.5%	18.3%
Other	11.8%	10.3%	10.6%	11.5%	7.1%	11.3%	10.5%	9.1%	10.7%
Don't know	2.2%	0.6%	2.4%	4.4%	1.8%	1.6%	2.8%	2.3%	2.1%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q4a. Presence of colleges/universities</u>									
Very Important	22.2%	23.8%	26.6%	31.6%	33.3%	16.2%	39.0%	52.5%	25.8%
Important	47.8%	38.0%	38.4%	37.8%	35.2%	41.7%	35.0%	40.0%	38.8%
Unimportant	24.4%	30.7%	27.3%	22.4%	28.6%	33.8%	18.9%	5.0%	27.9%
Very Unimportant	5.6%	7.5%	7.8%	8.2%	2.9%	8.4%	7.1%	2.5%	7.5%
<u>Q4b. Employment opportunities</u>									
Very Important	82.4%	74.8%	75.2%	54.5%	74.8%	71.1%	76.6%	81.4%	73.6%
Important	15.4%	18.8%	17.9%	23.8%	16.8%	20.2%	17.4%	14.0%	18.7%
Unimportant	2.2%	5.8%	4.7%	16.8%	8.4%	6.5%	4.9%	2.3%	6.0%
Very Unimportant	0.0%	0.6%	2.3%	5.0%	0.0%	2.1%	1.1%	2.3%	1.7%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q4c. Proximity to family or friends

Very Important	25.3%	31.5%	34.9%	50.5%	38.0%	32.1%	38.6%	40.5%	34.3%
Important	50.5%	34.1%	37.4%	30.3%	25.0%	39.2%	36.4%	35.7%	36.6%
Unimportant	17.6%	28.5%	23.8%	15.2%	36.1%	24.2%	18.2%	19.0%	24.3%
Very Unimportant	6.6%	5.9%	3.9%	4.0%	0.9%	4.5%	6.8%	4.8%	4.8%

Q4d. Cost of living

Very Important	58.2%	57.8%	58.4%	54.2%	64.5%	49.4%	71.2%	54.8%	57.6%
Important	36.3%	38.4%	38.0%	39.6%	33.6%	46.2%	26.2%	38.1%	38.2%
Unimportant	4.4%	2.6%	2.6%	4.2%	1.8%	3.5%	1.9%	2.4%	3.1%
Very Unimportant	1.1%	1.2%	1.0%	2.1%	0.0%	0.9%	0.7%	4.8%	1.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q4e. Community vibrancy</u>									
Very Important	38.2%	38.8%	45.0%	25.5%	29.5%	37.2%	50.6%	45.2%	40.3%
Important	55.1%	50.3%	41.5%	57.4%	51.4%	50.6%	42.9%	35.7%	47.2%
Unimportant	5.6%	10.4%	10.7%	11.7%	19.0%	9.9%	5.4%	19.0%	10.4%
Very Unimportant	1.1%	0.6%	2.7%	5.3%	0.0%	2.3%	1.2%	0.0%	2.1%
<u>Q4f. Recreational opportunities</u>									
Very Important	40.4%	41.8%	35.4%	18.3%	35.5%	35.1%	38.8%	34.2%	36.3%
Important	51.7%	44.8%	46.1%	57.0%	45.8%	48.0%	47.5%	52.6%	47.2%
Unimportant	6.7%	11.6%	16.7%	18.3%	15.9%	14.8%	12.2%	13.2%	14.4%
Very Unimportant	1.1%	1.8%	1.8%	6.5%	2.8%	2.1%	1.5%	0.0%	2.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q4g. Affordable housing options</u>									
Very Important	53.9%	51.6%	53.5%	43.3%	56.9%	42.4%	68.4%	57.5%	51.7%
Important	32.6%	40.1%	37.4%	44.3%	40.4%	45.1%	26.7%	32.5%	38.7%
Unimportant	9.0%	5.0%	6.5%	5.2%	2.8%	8.0%	3.4%	10.0%	6.2%
Very Unimportant	4.5%	3.2%	2.6%	7.2%	0.0%	4.5%	1.5%	0.0%	3.4%
<u>Q4h. Quality schools</u>									
Very Important	72.5%	73.0%	60.2%	50.5%	65.4%	60.5%	68.6%	82.9%	64.5%
Important	16.5%	16.7%	23.6%	30.9%	24.3%	22.1%	21.6%	9.8%	21.2%
Unimportant	4.4%	4.7%	11.5%	13.4%	5.6%	11.2%	5.7%	7.3%	9.1%
Very Unimportant	6.6%	5.6%	4.7%	5.2%	4.7%	6.2%	4.2%	0.0%	5.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q4i. Other</u>									
Very Important	60.0%	63.8%	67.0%	70.6%	35.3%	70.7%	71.4%	50.0%	65.9%
Important	20.0%	27.7%	20.2%	11.8%	41.2%	18.3%	14.3%	40.0%	21.8%
Unimportant	10.0%	8.5%	11.7%	5.9%	23.5%	9.8%	8.2%	10.0%	10.0%
Very Unimportant	10.0%	0.0%	1.1%	11.8%	0.0%	1.2%	6.1%	0.0%	2.4%

Mecklenburg County 2015 Community Survey: Findings Report

Q5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County: (without "don't know")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q5a. There is value in services provided by Mecklenburg County to residents</u>									
Strongly Agree	24.7%	29.1%	31.3%	31.4%	20.2%	28.0%	37.5%	35.7%	29.9%
Agree	69.4%	57.8%	55.3%	54.9%	66.3%	59.4%	49.8%	52.4%	57.1%
Disagree	5.9%	9.8%	10.3%	12.7%	9.6%	10.1%	10.5%	7.1%	10.1%
Strongly Disagree	0.0%	3.4%	3.2%	1.0%	3.8%	2.4%	2.2%	4.8%	2.9%
<u>Q5b. Mecklenburg County spends my local tax dollars on services that help residents improve their community</u>									
Strongly Agree	13.0%	13.8%	15.7%	16.8%	18.4%	12.7%	16.3%	20.9%	14.9%
Agree	61.0%	52.3%	49.1%	51.6%	59.2%	54.5%	45.7%	51.2%	51.2%
Disagree	22.1%	24.7%	26.8%	27.4%	15.3%	26.3%	30.2%	14.0%	25.8%
Strongly Disagree	3.9%	9.2%	8.4%	4.2%	7.1%	6.5%	7.8%	14.0%	8.1%

Q5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County: (without "don't know")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q5c. I am satisfied with opportunities for citizen participation in County policy development & decision-making</u>									
Strongly Agree	10.9%	13.4%	12.6%	10.9%	12.2%	10.1%	16.2%	17.1%	12.5%
Agree	54.7%	43.8%	44.9%	46.7%	51.1%	44.9%	43.6%	53.7%	45.1%
Disagree	23.4%	31.1%	30.0%	35.9%	28.9%	31.7%	29.9%	24.4%	30.5%
Strongly Disagree	10.9%	11.7%	12.6%	6.5%	7.8%	13.3%	10.4%	4.9%	11.8%

Q6. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following areas: (without "don't know")

N=1072	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q6a. Mecklenburg County as a place to live</u>									
Excellent	51.1%	35.1%	36.1%	28.6%	46.4%	33.2%	39.2%	38.6%	36.0%
Good	34.8%	47.0%	44.9%	50.9%	38.4%	46.7%	45.7%	45.5%	45.2%
Fair	12.0%	13.9%	13.8%	17.0%	11.6%	15.4%	11.9%	6.8%	14.4%
Poor	2.2%	4.1%	5.2%	3.6%	3.6%	4.7%	3.2%	9.1%	4.3%
<u>Q6b. Mecklenburg County as a place to work</u>									
Excellent	44.6%	35.8%	33.0%	23.5%	39.8%	32.4%	38.2%	30.2%	33.8%
Good	42.4%	44.3%	48.1%	53.1%	41.7%	49.5%	41.2%	55.8%	46.8%
Fair	10.9%	16.7%	14.1%	19.4%	14.8%	15.2%	15.4%	7.0%	15.2%
Poor	2.2%	3.2%	4.8%	4.1%	3.7%	2.9%	5.2%	7.0%	4.1%

Q6. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following areas: (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q6c. Mecklenburg County as a place to recreate

Excellent	36.7%	30.0%	27.2%	22.4%	31.8%	27.3%	31.3%	19.0%	28.2%
Good	43.3%	41.8%	46.1%	45.9%	30.9%	46.0%	46.2%	57.1%	44.3%
Fair	17.8%	20.5%	18.7%	25.5%	22.7%	20.3%	17.6%	19.0%	20.4%
Poor	2.2%	7.7%	8.0%	6.1%	14.5%	6.5%	5.0%	4.8%	7.1%

Q7. If you needed to apply for or access County services, how likely would you be to do so online? (without "don't know")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q7. How likely would you be to do so online</u>									
Very likely	69.8%	59.0%	39.4%	20.8%	52.1%	49.6%	34.4%	52.3%	46.1%
Likely	22.1%	30.7%	37.5%	34.7%	27.7%	35.3%	37.0%	22.7%	33.8%
Unlikely	4.7%	5.3%	12.6%	21.8%	7.4%	7.4%	15.9%	18.2%	10.6%
Very unlikely	3.5%	5.0%	10.5%	22.8%	12.8%	7.6%	12.6%	6.8%	9.5%

Q8. When conducting business with the County by telephone, how willing are you to use an automated voice response system instead of speaking with a person? (without don't know)

N=1072

Q32. Your age				Q31. Your race/ethnicity			Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander

Q8. How willing are you to use an automated voice response system instead of speaking with a person

Very willing	4.5%	8.5%	7.2%	4.5%	4.5%	5.6%	10.1%	13.6%	7.0%
Willing	35.2%	35.6%	34.9%	19.8%	24.5%	35.0%	35.4%	20.5%	33.2%
Unwilling	29.5%	35.9%	33.1%	37.8%	34.5%	35.0%	31.8%	43.2%	34.4%
Very unwilling	30.7%	20.0%	24.9%	37.8%	36.4%	24.3%	22.7%	22.7%	25.3%

Q9. Would you say Mecklenburg County does an "Excellent," "Good," "Fair," or "Poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q9. Mecklenburg County's job of communicating information about County issues, services, & performance to public

Excellent	6.3%	8.3%	7.5%	7.5%	11.7%	4.3%	13.0%	11.9%	7.6%
Good	31.3%	34.0%	38.3%	41.1%	28.2%	36.1%	41.1%	40.5%	36.6%
Fair	50.0%	43.6%	38.8%	36.4%	45.6%	42.5%	35.6%	38.1%	40.9%
Poor	12.5%	14.1%	15.4%	15.0%	14.6%	17.1%	10.4%	9.5%	15.0%

Q10. Please indicate your level of agreement or disagreement with the following statement: I trust the information I receive from Mecklenburg County. (without "don't know")

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q10. Your level of agreement or disagreement with the statement

Strongly agree	19.8%	12.3%	7.3%	12.9%	17.3%	9.0%	10.3%	19.0%	10.5%
Agree	70.4%	69.4%	71.5%	58.4%	69.4%	69.5%	67.5%	76.2%	69.2%
Disagree	9.9%	12.0%	16.1%	21.8%	11.2%	14.9%	18.3%	2.4%	14.9%
Strongly disagree	0.0%	6.3%	5.1%	6.9%	2.0%	6.5%	4.0%	2.4%	5.4%

Q11. Do you consider Mecklenburg County government to be open and transparent? (without "don't know")

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q11. Mecklenburg County government to be open & transparent

Yes	60.4%	53.3%	47.7%	45.7%	62.5%	47.0%	52.4%	54.5%	49.9%
No	39.6%	46.7%	52.3%	54.3%	37.5%	53.0%	47.6%	45.5%	50.1%

Q12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources. (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q12a. Facebook

Yes	21.1%	20.1%	15.6%	13.4%	21.6%	15.0%	20.3%	26.8%	17.1%
No	78.9%	79.9%	84.4%	86.6%	78.4%	85.0%	79.7%	73.2%	82.9%

Q12b. Twitter

Yes	6.9%	9.7%	3.9%	3.3%	8.9%	4.7%	8.4%	0.0%	5.9%
No	93.1%	90.3%	96.1%	96.7%	91.1%	95.3%	91.6%	100.0%	94.1%

Q12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources. (without "don't know")

N=1072	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q12c. YouTube</u>									
Yes	5.8%	10.3%	8.4%	2.2%	6.7%	4.4%	15.9%	12.5%	8.1%
No	94.2%	89.7%	91.6%	97.8%	93.3%	95.6%	84.1%	87.5%	91.9%
<u>Q12d. Instagram</u>									
Yes	8.0%	4.6%	2.8%	3.4%	7.9%	1.7%	6.5%	0.0%	3.9%
No	92.0%	95.4%	97.2%	96.6%	92.1%	98.3%	93.5%	100.0%	96.1%

Mecklenburg County 2015 Community Survey: Findings Report

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q13. Top choice</u>									
County website	29.0%	35.3%	29.9%	11.5%	40.2%	30.9%	19.6%	40.9%	29.7%
Other web sites/internet	7.5%	2.9%	2.0%	2.7%	3.6%	2.3%	3.9%	0.0%	2.8%
County social media sites	9.7%	5.7%	2.4%	0.9%	1.8%	4.2%	4.6%	4.5%	3.9%
Government television	0.0%	1.1%	4.7%	5.3%	0.0%	0.9%	9.1%	0.0%	3.2%
Local television news	22.6%	27.3%	25.6%	45.1%	22.3%	26.7%	34.4%	25.0%	27.7%
Charlotte Observer	4.3%	6.0%	10.2%	12.4%	5.4%	12.3%	3.5%	6.8%	8.8%
Radio	4.3%	2.6%	3.0%	1.8%	1.8%	3.1%	2.5%	0.0%	2.8%
Direct mail	22.6%	17.2%	20.3%	18.6%	25.0%	17.9%	20.0%	20.5%	19.5%
Other	0.0%	1.1%	1.2%	0.0%	0.0%	1.7%	0.0%	0.0%	0.9%
None chosen	0.0%	0.6%	0.8%	1.8%	0.0%	0.0%	2.5%	2.3%	0.7%

Mecklenburg County 2015 Community Survey: Findings Report

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q13. 2nd choice</u>									
County website	21.5%	14.4%	10.4%	3.5%	11.6%	13.7%	9.8%	2.3%	11.9%
Other web sites/internet	5.4%	11.2%	7.7%	5.3%	11.6%	8.3%	8.4%	4.5%	8.3%
County social media sites	12.9%	10.9%	4.3%	1.8%	11.6%	6.8%	5.6%	2.3%	6.9%
Government television	4.3%	4.0%	7.7%	4.4%	8.9%	3.0%	10.2%	2.3%	5.9%
Local television news	19.4%	21.8%	25.8%	21.2%	24.1%	23.3%	23.5%	18.2%	23.4%
Charlotte Observer	20.4%	11.5%	18.1%	32.7%	12.5%	20.3%	15.1%	22.7%	17.6%
Radio	7.5%	8.6%	10.6%	4.4%	6.3%	9.2%	8.1%	25.0%	9.1%
Direct mail	7.5%	11.8%	11.2%	15.0%	8.9%	12.8%	9.5%	13.6%	11.7%
Other	1.1%	0.3%	0.8%	0.0%	2.7%	0.0%	0.7%	0.0%	0.6%
None chosen	0.0%	5.5%	3.3%	11.5%	1.8%	2.6%	9.1%	9.1%	4.6%

Mecklenburg County 2015 Community Survey: Findings Report

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q13. 3rd choice</u>									
County website	9.7%	9.2%	12.0%	1.8%	10.7%	10.9%	9.1%	2.3%	9.8%
Other web sites/internet	8.6%	6.9%	6.5%	0.9%	4.5%	6.8%	5.6%	6.8%	6.2%
County social media sites	11.8%	8.6%	3.5%	4.4%	7.1%	6.9%	3.2%	9.1%	6.0%
Government television	2.2%	4.3%	5.1%	4.4%	3.6%	2.8%	7.4%	4.5%	4.5%
Local television news	16.1%	16.1%	17.5%	14.2%	10.7%	18.1%	16.1%	18.2%	16.9%
Charlotte Observer	16.1%	11.5%	14.8%	14.2%	8.0%	12.5%	18.6%	15.9%	13.6%
Radio	14.0%	11.2%	10.0%	10.6%	13.4%	10.9%	9.5%	9.1%	10.8%
Direct mail	20.4%	22.1%	20.1%	26.5%	24.1%	22.7%	18.2%	22.7%	21.5%
Other	1.1%	1.4%	3.1%	5.3%	4.5%	2.6%	2.1%	0.0%	2.6%
None chosen	0.0%	8.6%	7.3%	17.7%	13.4%	5.7%	10.2%	11.4%	8.1%

Mecklenburg County 2015 Community Survey: Findings Report

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results? (top 3)

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q13. Sum of Top 3 Choices

County website	60.2%	58.9%	52.4%	16.8%	62.5%	55.6%	38.6%	45.5%	51.4%
Other web sites/internet	21.5%	21.0%	16.1%	8.8%	19.6%	17.4%	17.9%	11.4%	17.3%
County social media sites	34.4%	25.3%	10.2%	7.1%	20.5%	17.9%	13.3%	15.9%	16.8%
Government television	6.5%	9.5%	17.5%	14.2%	12.5%	6.6%	26.7%	6.8%	13.5%
Local television news	58.1%	65.2%	68.9%	80.5%	57.1%	68.1%	74.0%	61.4%	68.0%
Charlotte Observer	40.9%	29.0%	43.1%	59.3%	25.9%	45.1%	37.2%	45.5%	40.0%
Radio	25.8%	22.4%	23.6%	16.8%	21.4%	23.3%	20.0%	34.1%	22.8%
Direct mail	50.5%	51.1%	51.6%	60.2%	58.0%	53.5%	47.7%	56.8%	52.7%
Other	2.2%	2.9%	5.1%	5.3%	7.1%	4.3%	2.8%	0.0%	4.1%
None chosen	0.0%	0.6%	0.8%	1.8%	0.0%	0.0%	2.5%	2.3%	0.7%

Q14. Within the last 12 months, how often have you used the County's website to access County services or information? (without "don't know")

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q14. How often have you used County's website to access County services or information within last 12 months

Often	5.4%	14.0%	9.9%	1.9%	19.6%	7.6%	12.2%	7.0%	10.1%
Sometimes	32.6%	35.1%	27.5%	9.5%	31.3%	28.2%	28.5%	32.6%	28.6%
Rarely	33.7%	27.5%	28.1%	26.7%	18.8%	31.2%	25.2%	32.6%	28.1%
Never	28.3%	23.4%	34.5%	61.9%	30.4%	33.0%	34.1%	27.9%	33.2%

Q15. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for? (without "don't know")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q15. How often are you able to find what you are looking for when visiting www.MecklenburgCountyNC.gov</u>									
Often	42.3%	36.5%	39.9%	33.9%	40.7%	37.5%	41.0%	24.2%	38.1%
Sometimes	45.1%	50.0%	41.4%	33.9%	42.9%	47.1%	38.5%	51.5%	44.4%
Rarely	7.0%	9.9%	11.3%	3.6%	6.6%	10.7%	8.0%	18.2%	10.0%
Never	5.6%	3.6%	7.4%	28.6%	9.9%	4.7%	12.5%	6.1%	7.6%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q16a. Look up real estate information

Used	40.0%	60.6%	54.0%	30.8%	57.3%	55.4%	47.8%	46.5%	52.8%
Not used, but am aware of it	34.4%	22.6%	27.5%	35.6%	29.1%	25.6%	28.5%	30.2%	27.2%
Not used & am not aware of it	25.6%	16.8%	18.5%	33.7%	13.6%	18.9%	23.7%	23.3%	20.0%

Q16b. Find a park, register for a recreation program, reserve a park facility

Used	30.0%	51.9%	32.3%	11.7%	48.2%	34.4%	37.1%	31.8%	36.6%
Not used, but am aware of it	44.4%	28.5%	46.2%	46.6%	27.3%	43.9%	37.8%	43.2%	40.0%
Not used & am not aware of it	25.6%	19.6%	21.5%	41.7%	24.5%	21.8%	25.1%	25.0%	23.4%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q16c. Check if your home is located in a flood zone

Used	20.0%	18.6%	16.2%	8.7%	19.6%	16.4%	15.8%	15.9%	16.5%
Not used, but am aware of it	32.2%	33.4%	40.4%	40.8%	32.7%	38.6%	38.6%	34.1%	37.3%
Not used & am not aware of it	47.8%	48.0%	43.4%	50.5%	47.7%	45.0%	45.6%	50.0%	46.2%

Q16d. Search Mecklenburg County restaurant inspection ratings

Used	4.4%	15.5%	15.3%	8.7%	18.5%	10.5%	17.7%	15.9%	13.6%
Not used, but am aware of it	44.4%	35.6%	41.3%	47.1%	37.0%	41.8%	37.6%	36.4%	40.4%
Not used & am not aware of it	51.1%	49.0%	43.3%	44.2%	44.4%	47.6%	44.6%	47.7%	46.0%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q16e. Check to see if someone has been arrested or has been jailed in Mecklenburg County

Used	36.7%	39.4%	29.7%	17.0%	33.6%	27.5%	44.8%	9.3%	32.0%
Not used, but am aware of it	31.1%	31.6%	39.1%	34.9%	34.5%	38.8%	28.9%	39.5%	35.5%
Not used & am not aware of it	32.2%	29.0%	31.1%	48.1%	31.8%	33.7%	26.4%	51.2%	32.5%

Q16f. Watch Board of County Commission meetings live or on demand

Used	10.0%	9.6%	12.0%	10.6%	9.1%	5.6%	21.2%	7.0%	10.9%
Not used, but am aware of it	28.9%	33.6%	44.6%	51.0%	30.9%	42.9%	39.9%	32.6%	40.3%
Not used & am not aware of it	61.1%	56.8%	43.4%	38.5%	60.0%	51.5%	38.8%	60.5%	48.8%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q16g. Locate a government facility

Used	37.8%	41.4%	41.9%	22.6%	42.7%	39.2%	38.5%	36.4%	39.4%
Not used, but am aware of it	35.6%	38.0%	35.7%	44.3%	35.5%	38.9%	35.3%	38.6%	37.3%
Not used & am not aware of it	26.7%	20.6%	22.4%	33.0%	21.8%	21.9%	26.2%	25.0%	23.3%

Mecklenburg County 2015 Community Survey: Findings Report

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q17a. Have you seen County's Annual Performance Report</u>									
Yes	6.7%	7.2%	7.4%	6.4%	5.5%	6.7%	10.1%	6.8%	7.1%
No	93.3%	92.8%	92.6%	93.6%	94.5%	93.3%	89.9%	93.2%	92.9%
<u>Q17b. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"</u>									
Yes	5.6%	8.0%	8.8%	9.3%	9.1%	7.0%	10.8%	2.3%	8.3%
No	94.4%	92.0%	91.2%	90.7%	90.9%	93.0%	89.2%	97.7%	91.7%
<u>Q17c. Did you know County provides children with immunizations against vaccine-preventable diseases</u>									
Yes	47.8%	55.0%	63.3%	69.2%	52.7%	55.3%	70.9%	68.2%	59.8%
No	52.2%	45.0%	36.7%	30.8%	47.3%	44.7%	29.1%	31.8%	40.2%

Mecklenburg County 2015 Community Survey: Findings Report

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q17d. Did you know County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases</u>									
Yes	31.1%	41.4%	53.3%	58.3%	41.8%	41.6%	64.5%	45.5%	48.1%
No	68.9%	58.6%	46.7%	41.7%	58.2%	58.4%	35.5%	54.5%	51.9%
<u>Q17e. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim</u>									
Yes	54.4%	56.9%	68.9%	71.3%	53.6%	61.3%	74.2%	65.9%	64.0%
No	45.6%	43.1%	31.1%	28.7%	46.4%	38.7%	25.8%	34.1%	36.0%
<u>Q17f. Did you know County has a youth violence prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools</u>									
Yes	25.6%	39.4%	46.1%	50.5%	40.0%	38.0%	54.5%	36.4%	42.6%
No	74.4%	60.6%	53.9%	49.5%	60.0%	62.0%	45.5%	63.6%	57.4%

Mecklenburg County 2015 Community Survey: Findings Report

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q17g. Did you know County provides coordinated assessment to assist homeless people to get shelter & housing</u>									
Yes	52.2%	55.5%	60.4%	62.0%	50.9%	55.6%	69.3%	54.5%	58.2%
No	47.8%	44.5%	39.6%	38.0%	49.1%	44.4%	30.7%	45.5%	41.8%
<u>Q17h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"</u>									
Yes	21.1%	27.3%	32.5%	43.0%	15.5%	28.7%	44.2%	27.3%	30.9%
No	78.9%	72.7%	67.5%	57.0%	84.5%	71.3%	55.8%	72.7%	69.1%
<u>Q17i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg, 2016"</u>									
Yes	20.0%	19.3%	27.5%	30.6%	15.5%	23.1%	34.2%	13.6%	24.6%
No	80.0%	80.7%	72.5%	69.4%	84.5%	76.9%	65.8%	86.4%	75.4%

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q17j. Did you know about new tobacco free parks & smoke free government facilities plans implemented in March 2015</u>									
Yes	47.8%	56.6%	62.0%	67.9%	43.6%	61.6%	65.2%	40.9%	59.5%
No	52.2%	43.4%	38.0%	32.1%	56.4%	38.4%	34.8%	59.1%	40.5%

Q18. Mecklenburg County Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q18. Do you believe parks, greenways, nature preserves, & recreational facilities improve quality of life

Yes	98.9%	98.2%	97.3%	93.7%	96.2%	97.5%	97.3%	97.7%	97.2%
No	1.1%	1.8%	2.7%	6.3%	3.8%	2.5%	2.7%	2.3%	2.8%

Q19. Within the past 12 months, how many times have you visited a Mecklenburg County Park and Recreation facility?

N=1051	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q19. How many times have you visited a Mecklenburg County Park & Recreation facility within past 12 months</u>									
10 or less	51.6%	64.9%	73.9%	85.3%	68.2%	67.3%	79.3%	75.0%	70.3%
11-20	15.4%	12.3%	14.0%	4.6%	6.4%	13.9%	10.5%	15.9%	12.6%
21-40	8.8%	10.5%	4.6%	4.6%	9.1%	8.5%	3.3%	2.3%	6.9%
41+	24.2%	12.3%	7.4%	5.5%	16.4%	10.4%	6.9%	6.8%	10.2%

Q20. Please rate the overall quality and condition of the parks you visit most often. (without "don't know")

N=1072

<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	

Q20. Rate overall quality & condition of parks you visit most often

Excellent	24.4%	30.1%	28.2%	13.2%	26.6%	27.0%	28.6%	20.0%	26.9%
Good	61.6%	50.9%	54.5%	69.7%	51.1%	57.8%	52.2%	55.0%	55.4%
Fair	9.3%	17.4%	13.5%	14.5%	20.2%	11.4%	16.3%	25.0%	14.5%
Poor	4.7%	1.6%	3.8%	2.6%	2.1%	3.8%	2.9%	0.0%	3.2%

Q21. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q21. Have you participated in any recreation programs within past 12 months</u>									
Yes	22.1%	22.4%	21.5%	18.9%	22.8%	14.1%	35.4%	23.8%	21.6%
No	77.9%	77.6%	78.5%	81.1%	77.2%	85.9%	64.6%	76.2%	78.4%

Q21a. (If YES to Question 21) Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=777

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q21a. You are not aware of programs

Yes	57.4%	55.2%	51.1%	42.9%	43.9%	54.5%	53.1%	48.3%	52.6%
No	42.6%	44.8%	48.9%	57.1%	56.1%	45.5%	46.9%	51.7%	47.4%

Q21b. There are no convenient locations

Yes	31.6%	24.8%	25.9%	30.0%	31.6%	22.8%	28.7%	41.7%	26.2%
No	68.4%	75.2%	74.1%	70.0%	68.4%	77.2%	71.3%	58.3%	73.8%

Q21c. There are no convenient times

Yes	33.3%	22.0%	30.9%	34.5%	34.2%	23.0%	34.0%	37.5%	28.0%
No	66.7%	78.0%	69.1%	65.5%	65.8%	77.0%	66.0%	62.5%	72.0%

Q21a. (If YES to Question 21) Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=777

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q21d. You have no interest in programs

Yes	24.4%	40.3%	49.8%	63.0%	50.0%	48.1%	35.7%	51.9%	45.4%
No	75.6%	59.7%	50.2%	37.0%	50.0%	51.9%	64.3%	48.1%	54.6%

Q21e. Cost of program

Yes	8.3%	26.1%	18.6%	27.6%	22.5%	16.3%	31.5%	26.1%	21.0%
No	91.7%	73.9%	81.4%	72.4%	77.5%	83.7%	68.5%	73.9%	79.0%

Q22. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg library for any reason, for example to vote, to access wireless or a computer, to attend a program or a community event? (without "don't know")

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q22. Have you visited or used a Charlotte-Mecklenburg library for any reasons within past 12 months

Yes	68.9%	70.8%	67.2%	63.0%	69.1%	63.7%	73.4%	81.8%	68.0%
No	31.1%	29.2%	32.8%	37.0%	30.9%	36.3%	26.6%	18.2%	32.0%

Mecklenburg County 2015 Community Survey: Findings Report

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte-Mecklenburg library have you visited most often?

N=717	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q22a. Which Charlotte-Mecklenburg library have you visited most often</u>									
Cornelius	0.0%	5.3%	1.8%	1.5%	2.6%	4.7%	0.5%	0.0%	2.8%
Davidson	0.0%	2.9%	1.5%	2.9%	0.0%	3.6%	0.5%	0.0%	2.0%
Hickory Grove	0.0%	3.3%	2.7%	1.5%	1.3%	0.5%	6.5%	0.0%	2.5%
ImaginOn (East 7th St Uptown)	8.1%	4.9%	1.8%	0.0%	9.2%	2.7%	3.0%	0.0%	3.2%
Independence Reg (Conference Dr & Monroe)	0.0%	2.0%	4.5%	2.9%	5.3%	1.9%	4.5%	0.0%	3.1%
Main Library (Uptown)	11.3%	4.5%	5.1%	2.9%	6.6%	4.4%	6.5%	2.8%	5.2%
Matthews	4.8%	11.8%	12.5%	11.8%	6.6%	17.5%	1.5%	13.9%	11.4%
Mint Hill	3.2%	3.7%	6.3%	4.4%	0.0%	7.4%	2.5%	0.0%	5.0%
Morrison Regional	12.9%	6.5%	7.1%	8.8%	11.8%	11.0%	1.0%	8.3%	7.5%
Mountain Island	4.8%	5.3%	4.8%	2.9%	2.6%	4.9%	6.5%	0.0%	4.7%
Myers Park	1.6%	0.8%	1.2%	0.0%	2.6%	1.4%	0.0%	0.0%	1.0%

Mecklenburg County 2015 Community Survey: Findings Report

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte-Mecklenburg library have you visited most often?

N=717	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q22a. Which Charlotte-Mecklenburg library have you visited most often (Cont.)</u>									
North County Reg (Huntersville)	3.2%	15.1%	8.9%	5.9%	11.8%	14.5%	3.5%	8.3%	10.2%
Plaza Midwood	3.2%	1.6%	2.1%	0.0%	0.0%	1.9%	2.5%	0.0%	2.0%
Scaleybark	3.2%	1.2%	0.9%	4.4%	0.0%	0.8%	2.0%	0.0%	1.5%
South County Reg (Rea Road)	16.1%	8.2%	10.4%	5.9%	17.1%	11.5%	1.5%	19.4%	9.6%
Steele Creek	4.8%	5.7%	3.9%	4.4%	7.9%	3.6%	3.5%	16.7%	4.7%
Sugar Creek	3.2%	3.3%	2.1%	7.4%	0.0%	0.3%	8.5%	8.3%	3.1%
University City Reg (E WT Harris)	14.5%	6.1%	8.6%	8.8%	13.2%	5.8%	12.4%	8.3%	8.5%
West Boulevard	3.2%	1.2%	4.2%	4.4%	0.0%	0.3%	9.5%	0.0%	3.1%
Beatties Ford Road Regional	0.0%	5.3%	8.9%	16.2%	1.3%	0.8%	21.9%	11.1%	7.7%
Library Website (www.cmlibrary.org)	0.0%	0.4%	0.6%	1.5%	0.0%	0.5%	0.5%	0.0%	0.6%
Do not know library name	1.6%	0.8%	0.3%	1.5%	0.0%	0.0%	1.5%	2.8%	0.7%

Q22b. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg library? (without "don't know")

N=717

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q22b. How many times have you visited or used a Charlotte-Mecklenburg library in a typical month

Less than once a month	43.3%	45.4%	48.1%	37.1%	50.0%	47.9%	37.5%	45.7%	45.8%
Once a month	21.7%	13.9%	17.0%	17.7%	13.9%	18.3%	14.1%	20.0%	16.4%
Twice a month	15.0%	15.5%	13.3%	24.2%	15.3%	12.7%	19.6%	17.1%	15.2%
Three to four times a month	10.0%	16.8%	14.2%	9.7%	8.3%	12.5%	20.7%	14.3%	14.2%
Five or more times a month	10.0%	8.4%	7.4%	11.3%	12.5%	8.6%	8.2%	2.9%	8.4%

Q23. When accessing Charlotte-Mecklenburg library materials, which format do you prefer? (without "don't know")

N=1072

	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q23. Which format do you prefer</u>									
Physical (print book, CD, DVD, etc.)	36.5%	47.8%	47.0%	52.9%	41.0%	50.6%	43.8%	43.6%	46.8%
Digital (eBook, eAudio, eVideo, eMagazines)	3.5%	5.9%	5.6%	8.2%	12.0%	4.5%	6.2%	7.7%	5.7%
Both	35.3%	26.9%	22.7%	9.4%	25.0%	21.1%	27.7%	35.9%	24.2%
I don't access Charlotte Mecklenburg library materials	24.7%	19.4%	24.7%	29.4%	22.0%	23.8%	22.3%	12.8%	23.3%

Q23a. What is the most important factor influencing your choice of format? (without "don't know")

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q23a. Most important factor

Ease of use	29.5%	33.2%	36.6%	32.0%	36.8%	33.9%	31.2%	38.5%	34.3%
Availability	26.9%	23.8%	17.0%	16.0%	19.5%	17.8%	22.9%	38.5%	20.2%
Personal preference	41.0%	38.8%	43.7%	46.7%	36.8%	45.6%	42.2%	20.5%	41.9%
Other	2.6%	4.2%	2.6%	5.3%	6.9%	2.7%	3.7%	2.6%	3.5%

Mecklenburg County 2015 Community Survey: Findings Report

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q24a. Is a valuable resource for finding a job

Strongly Agree	22.8%	32.8%	24.8%	32.7%	31.3%	16.4%	44.0%	31.3%	27.7%
Agree	47.4%	50.8%	57.0%	49.1%	39.6%	59.9%	47.0%	50.0%	53.1%
Disagree	24.6%	11.8%	15.4%	12.7%	18.8%	19.9%	6.5%	18.8%	15.0%
Strongly Disagree	5.3%	4.6%	2.8%	5.5%	10.4%	3.8%	2.5%	0.0%	4.2%

Q24b. Has enhanced my education

Strongly Agree	26.0%	28.7%	24.9%	29.2%	29.1%	19.8%	37.4%	30.0%	26.4%
Agree	50.6%	44.8%	49.6%	40.0%	48.8%	46.4%	45.8%	60.0%	47.2%
Disagree	15.6%	22.4%	20.6%	24.6%	18.6%	27.3%	13.7%	10.0%	21.2%
Strongly Disagree	7.8%	4.1%	4.9%	6.2%	3.5%	6.5%	3.1%	0.0%	5.2%

Mecklenburg County 2015 Community Survey: Findings Report

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q24c. Enhances my image of community

Strongly Agree	32.9%	36.3%	29.3%	28.0%	33.7%	26.8%	38.8%	47.4%	31.8%
Agree	60.5%	50.7%	53.1%	52.0%	51.7%	56.5%	46.9%	44.7%	52.8%
Disagree	3.9%	11.0%	14.2%	16.0%	9.0%	13.7%	12.1%	7.9%	12.4%
Strongly Disagree	2.6%	2.1%	3.4%	4.0%	5.6%	3.0%	2.2%	0.0%	3.1%

Q24d. Improves quality of life

Strongly Agree	32.5%	40.5%	39.3%	43.2%	37.5%	37.8%	42.9%	48.8%	39.4%
Agree	62.5%	52.4%	51.6%	46.9%	58.3%	53.2%	48.7%	48.8%	52.3%
Disagree	3.8%	5.8%	6.8%	8.6%	2.1%	7.0%	7.1%	2.4%	6.4%
Strongly Disagree	1.3%	1.3%	2.3%	1.2%	2.1%	2.0%	1.3%	0.0%	2.0%

Mecklenburg County 2015 Community Survey: Findings Report

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q24e. Is a top institution in community

Strongly Agree	23.0%	34.8%	33.5%	41.0%	30.3%	30.0%	42.5%	36.6%	33.6%
Agree	60.8%	49.6%	51.9%	43.6%	62.9%	51.4%	44.6%	48.8%	51.1%
Disagree	12.2%	14.2%	11.7%	15.4%	6.7%	15.4%	12.0%	12.2%	12.9%
Strongly Disagree	4.1%	1.4%	3.0%	0.0%	0.0%	3.2%	0.9%	2.4%	2.5%

Q24f. Is a community champion for pre-K literacy

Strongly Agree	35.5%	39.4%	36.9%	38.0%	43.9%	30.9%	48.6%	25.7%	37.5%
Agree	54.8%	50.9%	49.7%	44.0%	48.5%	51.6%	42.9%	71.4%	50.0%
Disagree	4.8%	7.3%	11.2%	18.0%	7.6%	13.8%	7.1%	2.9%	9.9%
Strongly Disagree	4.8%	2.3%	2.2%	0.0%	0.0%	3.6%	1.4%	0.0%	2.6%

Mecklenburg County 2015 Community Survey: Findings Report

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q24g. Is important to me & my family

Strongly Agree	27.4%	45.9%	41.4%	45.2%	43.8%	36.2%	52.2%	48.8%	41.9%
Agree	52.4%	45.6%	46.9%	40.5%	51.0%	46.9%	41.4%	48.8%	46.2%
Disagree	16.7%	6.6%	9.4%	11.9%	5.2%	13.2%	5.6%	2.4%	9.4%
Strongly Disagree	3.6%	2.0%	2.3%	2.4%	0.0%	3.7%	0.8%	0.0%	2.5%

Q24h. Is important to our community

Strongly Agree	38.4%	60.7%	55.8%	61.2%	53.5%	53.0%	62.9%	66.7%	56.2%
Agree	55.8%	37.1%	40.3%	30.6%	46.5%	41.4%	34.3%	33.3%	39.6%
Disagree	3.5%	1.9%	3.3%	8.2%	0.0%	4.6%	2.4%	0.0%	3.3%
Strongly Disagree	2.3%	0.3%	0.7%	0.0%	0.0%	1.0%	0.4%	0.0%	0.8%

Q25. Did you vote in the November 2014 local Election? (without "don't know")

N=1072

<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	

Q25. Did you vote in November 2014 local election

Yes	59.6%	77.5%	86.5%	85.6%	61.8%	84.2%	87.1%	63.4%	81.0%
No	40.4%	22.5%	13.5%	14.4%	38.2%	15.8%	12.9%	36.6%	19.0%

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. This past election, did you use an early voting site? (without "don't know")

N=851	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	
<u>Q25a. Did you use an early voting site this past election</u>									
Yes	51.0%	51.5%	57.9%	62.4%	41.2%	47.4%	74.9%	61.5%	55.9%
No	49.0%	48.5%	42.1%	37.6%	58.8%	52.6%	25.1%	38.5%	44.1%

Q25a-1. (If YES to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")

N=471

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q25a-1. Your overall experience at early voting site

Excellent	45.8%	58.1%	57.3%	61.1%	51.9%	53.0%	62.5%	66.7%	57.2%
Good	37.5%	34.1%	33.2%	25.9%	33.3%	37.3%	27.5%	26.7%	32.8%
Fair	16.7%	4.7%	4.7%	9.3%	7.4%	5.1%	6.9%	6.7%	6.1%
Poor	0.0%	3.1%	4.7%	3.7%	7.4%	4.6%	3.1%	0.0%	3.8%

Q25b. (If NO to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at your voting location. (without "don't know")

N=372

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q25b. Your overall experience at your voting location

Excellent	30.4%	55.5%	57.8%	56.7%	39.4%	57.3%	50.9%	100.0%	54.5%
Good	47.8%	31.1%	30.4%	40.0%	42.4%	31.2%	34.0%	0.0%	33.3%
Fair	21.7%	10.1%	8.7%	3.3%	12.1%	8.5%	15.1%	0.0%	9.5%
Poor	0.0%	3.4%	3.1%	0.0%	6.1%	3.0%	0.0%	0.0%	2.7%

Q26. Mecklenburg County recently passed an ordinance for smoke-free government grounds (for the County, City and Towns). Would you support a measure requiring all public places in the County (defined as businesses/worksites that allow the public inside) to be smoke-free indoors? (without "don't know")

N=1072

	Q32. Your age				Q31. Your race/ethnicity				Total
	18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q26. Would you support a measure requiring all public places in county to be smoke-free indoors

Strongly support	83.3%	84.7%	71.4%	70.0%	86.0%	74.8%	74.8%	81.4%	76.3%
Somewhat support	7.8%	7.6%	11.3%	16.4%	4.7%	10.4%	12.8%	11.6%	10.3%
Somewhat oppose	2.2%	3.2%	7.5%	5.5%	1.9%	6.0%	6.6%	2.3%	5.6%
Strongly oppose	6.7%	4.4%	9.9%	8.2%	7.5%	8.8%	5.8%	4.7%	7.8%

Q27. How do you get information about residential curbside recycling?

N=1072

<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	

Q27. How do you get information about residential curbside recycling

Internet websites	37.6%	28.2%	20.5%	8.8%	26.8%	24.8%	16.5%	38.6%	23.0%
Local City/County website	23.7%	35.3%	25.8%	9.7%	27.7%	27.6%	26.7%	38.6%	27.0%
Social media (Facebook, Twitter, etc.)	5.4%	5.7%	2.0%	5.3%	4.5%	2.3%	6.3%	9.1%	3.8%
Friends & neighbors	50.5%	39.9%	40.6%	40.7%	43.8%	38.5%	43.9%	47.7%	41.0%
Other	12.9%	23.0%	31.7%	46.0%	17.0%	30.2%	30.9%	6.8%	29.0%
None chosen	2.2%	2.6%	2.8%	3.5%	3.6%	3.1%	2.5%	0.0%	2.9%

Q28. If you do not recycle at home, what is the top reason you do not recycle? (without "not provided")

N=1072	<u>Q32. Your age</u>				<u>Q31. Your race/ethnicity</u>				<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70 or older</u>	<u>Hispanic or Latino origin or descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	
<u>Q28. What is the top reason you do not recycle</u>									
Not applicable because I recycle	80.2%	77.3%	72.9%	71.3%	78.4%	76.9%	69.5%	78.0%	74.6%
I don't know what I can recycle	1.2%	1.2%	2.1%	0.9%	0.0%	1.8%	1.5%	4.9%	1.6%
There is not enough room to sort & store recyclables in my home	1.2%	3.0%	1.6%	3.7%	0.0%	1.6%	3.7%	7.3%	2.3%
I live in an apartment or condo & recycling is not available or convenient	3.5%	5.8%	2.7%	3.7%	2.1%	2.5%	7.4%	0.0%	3.8%
I simply forget to recycle	1.2%	1.5%	1.4%	1.9%	2.1%	0.5%	3.3%	0.0%	1.5%
I don't know	10.5%	9.1%	17.7%	12.0%	15.5%	15.2%	9.6%	9.8%	13.9%
Other	2.3%	2.1%	1.6%	6.5%	2.1%	1.4%	5.1%	0.0%	2.4%

Q29. If you do recycle, what is the top reason you recycle at home?

N=1072

Q32. Your age				Q31. Your race/ethnicity				Total
18 to 34	35 to 50	51 to 69	70 or older	Hispanic or Latino origin or descent	White	African American	Asian or Pacific Islander	

Q29. What is the top reason you recycle at home

Not applicable because I do not recycle	5.4%	6.3%	5.3%	8.8%	0.0%	4.7%	10.9%	4.5%	6.0%
I recycle to help conserve environment	72.8%	67.8%	69.6%	65.5%	70.3%	68.9%	68.0%	65.9%	68.4%
I recycle because it may decrease need for more landfill space locally	14.1%	21.3%	19.8%	20.4%	27.9%	22.1%	13.0%	15.9%	20.3%
I don't know	6.5%	4.0%	3.6%	3.5%	1.8%	2.8%	6.7%	11.4%	4.0%
Other	1.1%	0.6%	1.8%	1.8%	0.0%	1.6%	1.4%	2.3%	1.3%

Section 7:
Cross-Tabular Data by:
Household Income

Q2. How long have you lived in Mecklenburg County?

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q2. How long have you lived in Mecklenburg County

Less than 1 year	1.6%	1.2%	6.5%	2.2%	8.4%	2.5%	0.0%	1.6%	2.5%
1-2 years	1.6%	4.9%	3.2%	4.3%	4.5%	3.3%	3.0%	5.7%	3.9%
3-4 years	0.0%	7.3%	3.2%	8.6%	5.2%	3.3%	6.1%	4.2%	4.9%
5-10 years	10.9%	13.4%	17.7%	14.0%	16.8%	9.9%	18.2%	18.2%	14.9%
11-15 years	7.8%	7.3%	11.3%	12.9%	9.7%	19.0%	18.8%	15.6%	13.6%
15+ years	78.1%	65.9%	58.1%	58.1%	55.5%	62.0%	53.9%	54.7%	60.1%

Q3. What was the primary reason for you moving to Mecklenburg County?

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q3. Primary reason for you moving to Mecklenburg County

To attend college/university	1.6%	3.7%	3.2%	6.5%	7.1%	6.6%	2.4%	3.6%	4.5%
Accepted a job offer	6.3%	7.3%	16.1%	17.2%	27.7%	39.7%	54.5%	62.0%	35.5%
To seek employment opportunities	7.8%	4.9%	17.7%	8.6%	12.9%	7.4%	3.0%	7.8%	7.9%
Closer proximity to family or friends	18.8%	28.0%	16.1%	11.8%	12.3%	12.4%	9.7%	3.6%	12.2%
Cost of living	6.3%	7.3%	3.2%	5.4%	7.7%	5.8%	2.4%	1.6%	4.5%
Community vibrancy	0.0%	2.4%	3.2%	2.2%	1.3%	0.0%	0.6%	0.0%	0.8%
Recreational opportunities	1.6%	0.0%	3.2%	0.0%	1.3%	0.0%	1.2%	0.5%	0.8%
Affordable housing options	1.6%	4.9%	6.5%	6.5%	4.5%	1.7%	3.6%	0.5%	3.2%
Quality schools	3.1%	2.4%	4.8%	4.3%	0.6%	0.0%	0.0%	1.6%	1.5%
I'm a Mecklenburg County native	40.6%	29.3%	21.0%	23.7%	13.5%	19.0%	12.7%	8.9%	18.3%
Other	18.8%	8.5%	9.7%	10.8%	11.6%	8.3%	7.9%	9.4%	10.7%
Don't know	4.7%	4.9%	1.6%	3.2%	1.3%	2.5%	1.8%	1.0%	2.1%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q4a. Presence of colleges/universities

Very Important	34.5%	35.5%	38.6%	34.5%	25.7%	20.0%	22.0%	20.7%	25.8%
Important	40.0%	35.5%	26.3%	35.6%	34.5%	41.7%	42.1%	42.4%	38.8%
Unimportant	20.0%	14.5%	26.3%	21.8%	33.8%	27.8%	31.7%	31.0%	27.9%
Very Unimportant	5.5%	14.5%	8.8%	8.0%	6.1%	10.4%	4.3%	6.0%	7.5%

Q4b. Employment opportunities

Very Important	64.9%	67.9%	66.7%	79.1%	75.2%	68.6%	72.6%	82.1%	73.6%
Important	21.1%	17.9%	18.3%	14.0%	18.3%	24.6%	20.7%	14.2%	18.7%
Unimportant	12.3%	9.0%	10.0%	7.0%	5.9%	5.1%	4.3%	3.2%	6.0%
Very Unimportant	1.8%	5.1%	5.0%	0.0%	0.7%	1.7%	2.4%	0.5%	1.7%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q4c. Proximity to family or friends

Very Important	48.2%	65.3%	38.6%	35.2%	36.2%	33.1%	24.5%	22.5%	34.3%
Important	35.7%	13.3%	36.8%	37.4%	33.6%	29.7%	44.2%	43.9%	36.6%
Unimportant	10.7%	14.7%	14.0%	19.8%	27.0%	34.7%	27.0%	29.4%	24.3%
Very Unimportant	5.4%	6.7%	10.5%	7.7%	3.3%	2.5%	4.3%	4.3%	4.8%

Q4d. Cost of living

Very Important	75.4%	75.0%	65.5%	62.6%	62.1%	60.0%	49.1%	42.9%	57.6%
Important	21.1%	19.7%	24.1%	35.2%	32.7%	35.0%	47.9%	54.0%	38.2%
Unimportant	3.5%	2.6%	5.2%	2.2%	3.3%	4.2%	2.4%	2.1%	3.1%
Very Unimportant	0.0%	2.6%	5.2%	0.0%	2.0%	0.8%	0.6%	1.1%	1.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q4e. Community vibrancy

Very Important	54.9%	42.5%	34.5%	37.5%	42.9%	34.8%	39.0%	41.5%	40.3%
Important	37.3%	41.1%	48.3%	50.0%	41.6%	54.8%	47.6%	51.1%	47.2%
Unimportant	5.9%	11.0%	13.8%	10.2%	14.3%	8.7%	10.4%	7.4%	10.4%
Very Unimportant	2.0%	5.5%	3.4%	2.3%	1.3%	1.7%	3.0%	0.0%	2.1%

Q4f. Recreational opportunities

Very Important	46.4%	30.1%	35.1%	32.6%	36.6%	37.3%	35.6%	39.5%	36.3%
Important	44.6%	49.3%	38.6%	51.7%	45.1%	47.5%	50.9%	47.4%	47.2%
Unimportant	5.4%	15.1%	22.8%	14.6%	14.4%	14.4%	12.3%	13.2%	14.4%
Very Unimportant	3.6%	5.5%	3.5%	1.1%	3.9%	0.8%	1.2%	0.0%	2.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q4g. Affordable housing options

Very Important	70.2%	68.8%	63.8%	62.9%	60.1%	51.7%	42.6%	34.2%	51.7%
Important	29.8%	23.4%	31.0%	29.2%	34.0%	40.7%	46.9%	48.1%	38.7%
Unimportant	0.0%	1.3%	1.7%	5.6%	3.3%	5.1%	6.2%	12.8%	6.2%
Very Unimportant	0.0%	6.5%	3.4%	2.2%	2.6%	2.5%	4.3%	4.8%	3.4%

Q4h. Quality schools

Very Important	74.5%	52.6%	65.0%	55.6%	60.0%	56.8%	72.8%	74.1%	64.5%
Important	16.4%	26.3%	11.7%	30.0%	24.0%	23.7%	18.5%	16.9%	21.2%
Unimportant	3.6%	13.2%	15.0%	6.7%	10.7%	13.6%	4.3%	6.3%	9.1%
Very Unimportant	5.5%	7.9%	8.3%	7.8%	5.3%	5.9%	4.3%	2.6%	5.2%

Q4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant." (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q4i. Other

Very Important	76.9%	84.6%	66.7%	87.5%	56.0%	57.1%	55.3%	79.2%	65.9%
Important	0.0%	0.0%	16.7%	12.5%	24.0%	14.3%	36.8%	20.8%	21.8%
Unimportant	15.4%	15.4%	0.0%	0.0%	20.0%	19.0%	7.9%	0.0%	10.0%
Very Unimportant	7.7%	0.0%	16.7%	0.0%	0.0%	9.5%	0.0%	0.0%	2.4%

Mecklenburg County 2015 Community Survey: Findings Report

Q5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County: (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q5a. There is value in services provided by Mecklenburg County to residents

Strongly Agree	44.8%	39.7%	29.8%	32.2%	27.8%	23.1%	23.4%	31.8%	29.9%
Agree	46.6%	43.8%	57.9%	60.0%	61.1%	58.1%	67.7%	58.1%	57.1%
Disagree	3.4%	13.7%	12.3%	6.7%	9.7%	9.4%	7.0%	8.4%	10.1%
Strongly Disagree	5.2%	2.7%	0.0%	1.1%	1.4%	9.4%	1.9%	1.7%	2.9%

Q5b. Mecklenburg County spends my local tax dollars on services that help residents improve their community

Strongly Agree	20.4%	31.5%	16.1%	16.3%	14.1%	12.4%	7.8%	16.7%	14.9%
Agree	46.3%	30.1%	48.2%	45.3%	57.8%	49.5%	62.4%	55.4%	51.2%
Disagree	24.1%	28.8%	28.6%	29.1%	24.4%	22.9%	22.7%	25.0%	25.8%
Strongly Disagree	9.3%	9.6%	7.1%	9.3%	3.7%	15.2%	7.1%	3.0%	8.1%

Q5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County: (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q5c. I am satisfied with opportunities for citizen participation in County policy development & decision-making

Strongly Agree	20.4%	25.7%	11.8%	17.1%	10.0%	11.3%	5.5%	11.0%	12.5%
Agree	44.4%	29.7%	54.9%	40.2%	55.8%	40.2%	56.7%	44.5%	45.1%
Disagree	20.4%	28.4%	27.5%	34.1%	29.2%	29.9%	28.3%	31.5%	30.5%
Strongly Disagree	14.8%	16.2%	5.9%	8.5%	5.0%	18.6%	9.4%	13.0%	11.8%

Q6. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following areas: (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q6a. Mecklenburg County as a place to live

Excellent	43.8%	42.0%	27.6%	37.6%	36.4%	28.9%	33.1%	40.3%	36.0%
Good	35.9%	37.0%	53.4%	50.5%	44.2%	47.9%	52.8%	43.5%	45.2%
Fair	17.2%	14.8%	12.1%	11.8%	16.2%	14.0%	11.0%	12.0%	14.4%
Poor	3.1%	6.2%	6.9%	0.0%	3.2%	9.1%	3.1%	4.2%	4.3%

Q6b. Mecklenburg County as a place to work

Excellent	30.5%	37.7%	29.8%	37.8%	36.3%	31.1%	30.0%	39.2%	33.8%
Good	42.4%	37.7%	42.1%	48.9%	46.6%	42.0%	54.4%	48.4%	46.8%
Fair	20.3%	18.2%	24.6%	11.1%	13.7%	22.7%	13.8%	10.2%	15.2%
Poor	6.8%	6.5%	3.5%	2.2%	3.4%	4.2%	1.9%	2.2%	4.1%

Q6. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following areas: (without "don't know")

N=1072

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q6c. Mecklenburg County as a place to recreate

Excellent	34.5%	36.8%	31.4%	29.7%	27.8%	20.7%	26.6%	29.5%	28.2%
Good	46.6%	30.3%	35.3%	40.7%	49.0%	50.9%	49.4%	38.9%	44.3%
Fair	15.5%	23.7%	25.5%	24.2%	15.2%	14.7%	22.2%	25.3%	20.4%
Poor	3.4%	9.2%	7.8%	5.5%	7.9%	13.8%	1.9%	6.3%	7.1%

Q7. If you needed to apply for or access County services, how likely would you be to do so online? (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q7. How likely would you be to do so online

Very likely	27.1%	26.3%	27.9%	44.6%	51.0%	52.1%	49.7%	66.3%	46.1%
Likely	39.0%	38.2%	44.3%	34.9%	22.8%	34.5%	35.0%	28.3%	33.8%
Unlikely	13.6%	21.1%	13.1%	9.6%	13.8%	5.0%	11.5%	2.7%	10.6%
Very unlikely	20.3%	14.5%	14.8%	10.8%	12.4%	8.4%	3.8%	2.7%	9.5%

Q8. When conducting business with the County by telephone, how willing are you to use an automated voice response system instead of speaking with a person? (without don't know)

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q8. How willing are you to use an automated voice response system instead of speaking with a person

Very willing	13.1%	7.6%	6.5%	4.3%	6.8%	8.3%	2.5%	7.3%	7.0%
Willing	27.9%	30.4%	30.6%	38.0%	33.8%	32.2%	40.5%	33.5%	33.2%
Unwilling	19.7%	34.2%	41.9%	31.5%	30.4%	33.9%	33.1%	40.8%	34.4%
Very unwilling	39.3%	27.8%	21.0%	26.1%	29.1%	25.6%	23.9%	18.3%	25.3%

Q9. Would you say Mecklenburg County does an "Excellent," "Good," "Fair," or "Poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")

N=1072

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q9. Mecklenburg County's job of communicating information about County issues, services, & performance to public

Excellent	8.6%	11.5%	5.4%	13.8%	10.0%	3.5%	5.1%	5.5%	7.6%
Good	36.2%	32.1%	44.6%	42.5%	38.6%	33.0%	41.7%	31.3%	36.6%
Fair	37.9%	41.0%	39.3%	34.5%	41.4%	43.5%	41.7%	44.5%	40.9%
Poor	17.2%	15.4%	10.7%	9.2%	10.0%	20.0%	11.5%	18.7%	15.0%

Q10. Please indicate your level of agreement or disagreement with the following statement: I trust the information I receive from Mecklenburg County. (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q10. Your level of agreement or disagreement with the statement

Strongly agree	13.0%	11.8%	9.3%	18.2%	10.1%	6.1%	4.1%	16.9%	10.5%
Agree	66.7%	63.2%	74.1%	63.6%	76.8%	67.0%	78.9%	64.5%	69.2%
Disagree	9.3%	15.8%	13.0%	17.0%	11.6%	17.4%	12.2%	14.0%	14.9%
Strongly disagree	11.1%	9.2%	3.7%	1.1%	1.4%	9.6%	4.8%	4.7%	5.4%

Q11. Do you consider Mecklenburg County government to be open and transparent? (without "don't know")

N=1072

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q11. Mecklenburg County government to be open & transparent

Yes	63.4%	50.0%	52.5%	39.7%	49.4%	43.6%	54.5%	53.7%	49.9%
No	36.6%	50.0%	47.5%	60.3%	50.6%	56.4%	45.5%	46.3%	50.1%

Q12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources. (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q12a. Facebook

Yes	38.6%	21.1%	16.4%	23.9%	19.6%	17.9%	15.1%	9.8%	17.1%
No	61.4%	78.9%	83.6%	76.1%	80.4%	82.1%	84.9%	90.2%	82.9%

Q12b. Twitter

Yes	13.5%	8.1%	3.8%	7.9%	6.5%	4.5%	4.5%	5.0%	5.9%
No	86.5%	91.9%	96.2%	92.1%	93.5%	95.5%	95.5%	95.0%	94.1%

Q12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources. (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q12c. YouTube

Yes	17.6%	10.9%	12.7%	14.0%	8.0%	4.5%	5.1%	6.1%	8.1%
No	82.4%	89.1%	87.3%	86.0%	92.0%	95.5%	94.9%	93.9%	91.9%

Q12d. Instagram

Yes	6.3%	8.1%	7.3%	8.0%	2.9%	0.0%	1.3%	2.2%	3.9%
No	93.8%	91.9%	92.7%	92.0%	97.1%	100.0%	98.7%	97.8%	96.1%

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
<u>Q13. Top choice</u>									
County website	12.5%	17.1%	17.7%	35.5%	30.3%	35.5%	33.3%	37.5%	29.7%
Other web sites/internet	1.6%	1.2%	4.8%	3.2%	0.6%	5.0%	3.0%	2.1%	2.8%
County social media sites	9.4%	2.4%	1.6%	2.2%	4.5%	5.8%	4.2%	4.2%	3.9%
Government television	14.1%	3.7%	6.5%	2.2%	3.2%	0.8%	0.6%	1.6%	3.2%
Local television news	40.6%	39.0%	40.3%	32.3%	27.7%	23.1%	25.5%	17.7%	27.7%
Charlotte Observer	4.7%	4.9%	6.5%	7.5%	4.5%	10.7%	10.9%	14.1%	8.8%
Radio	4.7%	4.9%	6.5%	2.2%	3.9%	0.0%	1.8%	1.6%	2.8%
Direct mail	9.4%	23.2%	16.1%	15.1%	23.9%	19.0%	19.4%	18.2%	19.5%
Other	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	1.2%	2.6%	0.9%
None chosen	3.1%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.7%

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
<u>Q13. 2nd choice</u>									
County website	4.7%	4.9%	11.3%	9.7%	8.4%	17.4%	19.4%	11.5%	11.9%
Other web sites/internet	6.3%	7.3%	6.5%	11.8%	8.4%	9.1%	6.1%	10.4%	8.3%
County social media sites	4.7%	3.7%	11.3%	11.8%	8.4%	6.6%	4.8%	9.4%	6.9%
Government television	10.9%	11.0%	9.7%	7.5%	6.5%	6.6%	0.6%	2.6%	5.9%
Local television news	23.4%	25.6%	17.7%	21.5%	28.4%	19.8%	26.7%	22.4%	23.4%
Charlotte Observer	10.9%	20.7%	14.5%	17.2%	19.4%	17.4%	15.8%	17.7%	17.6%
Radio	9.4%	3.7%	12.9%	6.5%	11.0%	10.7%	13.3%	7.3%	9.1%
Direct mail	12.5%	14.6%	16.1%	12.9%	6.5%	12.4%	10.3%	13.5%	11.7%
Other	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	1.8%	0.5%	0.6%
None chosen	17.2%	8.5%	0.0%	0.0%	3.2%	0.0%	1.2%	4.7%	4.6%

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results?

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
<u>Q13. 3rd choice</u>									
County website	3.1%	7.3%	3.2%	4.3%	16.1%	6.6%	10.9%	12.0%	9.8%
Other web sites/internet	4.7%	1.2%	6.5%	3.2%	9.7%	7.4%	7.3%	4.7%	6.2%
County social media sites	7.8%	3.7%	14.5%	4.3%	9.0%	5.8%	6.1%	3.6%	6.0%
Government television	4.7%	9.8%	6.5%	7.5%	5.2%	3.3%	1.8%	5.2%	4.5%
Local television news	3.1%	9.8%	11.3%	23.7%	14.8%	18.2%	18.8%	21.9%	16.9%
Charlotte Observer	9.4%	15.9%	24.2%	14.0%	14.2%	13.2%	10.9%	15.1%	13.6%
Radio	10.9%	18.3%	11.3%	11.8%	5.8%	11.6%	17.0%	6.8%	10.8%
Direct mail	34.4%	18.3%	14.5%	22.6%	18.7%	28.9%	18.2%	20.8%	21.5%
Other	3.1%	1.2%	3.2%	6.5%	0.6%	4.1%	1.2%	2.1%	2.6%
None chosen	18.8%	14.6%	4.8%	2.2%	5.8%	0.8%	7.9%	7.8%	8.1%

Mecklenburg County 2015 Community Survey: Findings Report

Q13. Which THREE sources would you MOST PREFER to receive information about Mecklenburg County issues, services and results? (top 3)

N=1072

	Q37. Your annual household income before taxes							Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	

Q13. Sum of Top 3 Choices

County website	20.3%	29.3%	32.3%	49.5%	54.8%	59.5%	63.6%	60.9%	51.4%
Other web sites/internet	12.5%	9.8%	17.7%	18.3%	18.7%	21.5%	16.4%	17.2%	17.3%
County social media sites	21.9%	9.8%	27.4%	18.3%	21.9%	18.2%	15.2%	17.2%	16.8%
Government television	29.7%	24.4%	22.6%	17.2%	14.8%	10.7%	3.0%	9.4%	13.5%
Local television news	67.2%	74.4%	69.4%	77.4%	71.0%	61.2%	70.9%	62.0%	68.0%
Charlotte Observer	25.0%	41.5%	45.2%	38.7%	38.1%	41.3%	37.6%	46.9%	40.0%
Radio	25.0%	26.8%	30.6%	20.4%	20.6%	22.3%	32.1%	15.6%	22.8%
Direct mail	56.3%	56.1%	46.8%	50.5%	49.0%	60.3%	47.9%	52.6%	52.7%
Other	3.1%	1.2%	3.2%	7.5%	1.9%	4.1%	4.2%	5.2%	4.1%
None chosen	3.1%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.7%

Q14. Within the last 12 months, how often have you used the County's website to access County services or information? (without "don't know")

N=1072

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q14. How often have you used County's website to access County services or information within last 12 months

Often	14.5%	4.9%	6.9%	6.7%	8.7%	17.4%	9.8%	11.5%	10.1%
Sometimes	16.1%	23.2%	24.1%	34.8%	29.5%	32.2%	34.4%	28.8%	28.6%
Rarely	24.2%	18.3%	29.3%	32.6%	26.2%	24.3%	33.1%	30.4%	28.1%
Never	45.2%	53.7%	39.7%	25.8%	35.6%	26.1%	22.7%	29.3%	33.2%

Q15. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for? (without "don't know")

N=1072

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q15. How often are you able to find what you are looking for when visiting www.MecklenburgCountyNC.gov

Often	34.1%	45.8%	44.4%	41.7%	37.7%	36.5%	39.0%	35.6%	38.1%
Sometimes	29.3%	33.3%	33.3%	43.1%	49.1%	51.8%	46.3%	50.7%	44.4%
Rarely	7.3%	2.1%	13.9%	11.1%	10.4%	8.2%	10.3%	11.0%	10.0%
Never	29.3%	18.8%	8.3%	4.2%	2.8%	3.5%	4.4%	2.7%	7.6%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q16a. Look up real estate information

Used	30.2%	23.5%	40.4%	41.6%	50.3%	59.8%	58.9%	72.8%	52.8%
Not used, but am aware of it	41.3%	39.5%	35.1%	33.7%	27.1%	24.8%	26.4%	14.7%	27.2%
Not used & am not aware of it	28.6%	37.0%	24.6%	24.7%	22.6%	15.4%	14.7%	12.6%	20.0%

Q16b. Find a park, register for a recreation program, reserve a park facility

Used	23.8%	18.5%	40.4%	42.7%	40.6%	34.7%	47.0%	38.5%	36.6%
Not used, but am aware of it	39.7%	48.1%	36.8%	34.8%	40.0%	39.0%	36.6%	40.1%	40.0%
Not used & am not aware of it	36.5%	33.3%	22.8%	22.5%	19.4%	26.3%	16.5%	21.4%	23.4%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q16c. Check if your home is located in a flood zone

Used	9.5%	12.5%	17.5%	12.6%	15.6%	19.0%	18.9%	20.0%	16.5%
Not used, but am aware of it	34.9%	37.5%	35.1%	43.7%	37.0%	37.9%	36.0%	34.7%	37.3%
Not used & am not aware of it	55.6%	50.0%	47.4%	43.7%	47.4%	43.1%	45.1%	45.3%	46.2%

Q16d. Search Mecklenburg County restaurant inspection ratings

Used	20.6%	8.6%	8.8%	19.8%	18.2%	16.4%	14.7%	8.9%	13.6%
Not used, but am aware of it	31.7%	40.7%	47.4%	30.2%	36.4%	44.8%	38.7%	41.6%	40.4%
Not used & am not aware of it	47.6%	50.6%	43.9%	50.0%	45.5%	38.8%	46.6%	49.5%	46.0%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q16e. Check to see if someone has been arrested or has been jailed in Mecklenburg County

Used	33.3%	18.5%	43.9%	45.6%	33.5%	38.1%	28.8%	24.2%	32.0%
Not used, but am aware of it	34.9%	40.7%	26.3%	34.4%	37.4%	37.3%	36.8%	35.3%	35.5%
Not used & am not aware of it	31.7%	40.7%	29.8%	20.0%	29.0%	24.6%	34.4%	40.5%	32.5%

Q16f. Watch Board of County Commission meetings live or on demand

Used	14.3%	11.1%	14.0%	14.6%	11.6%	15.5%	6.7%	7.9%	10.9%
Not used, but am aware of it	44.4%	39.5%	38.6%	39.3%	40.6%	37.9%	42.9%	33.2%	40.3%
Not used & am not aware of it	41.3%	49.4%	47.4%	46.1%	47.7%	46.6%	50.3%	58.9%	48.8%

Q16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service." (without "not provided")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q16g. Locate a government facility

Used	28.6%	29.6%	33.3%	43.8%	40.6%	44.1%	43.9%	44.2%	39.4%
Not used, but am aware of it	41.3%	34.6%	42.1%	34.8%	35.5%	35.6%	38.4%	33.2%	37.3%
Not used & am not aware of it	30.2%	35.8%	24.6%	21.3%	23.9%	20.3%	17.7%	22.6%	23.3%

Mecklenburg County 2015 Community Survey: Findings Report

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q17a. Have you seen County's Annual Performance Report

Yes	9.4%	6.1%	3.4%	8.9%	4.5%	14.3%	6.7%	6.9%	7.1%
No	90.6%	93.9%	96.6%	91.1%	95.5%	85.7%	93.3%	93.1%	92.9%

Q17b. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"

Yes	12.7%	8.5%	8.5%	8.9%	3.2%	7.6%	6.1%	9.4%	8.3%
No	87.3%	91.5%	91.5%	91.1%	96.8%	92.4%	93.9%	90.6%	91.7%

Q17c. Did you know County provides children with immunizations against vaccine-preventable diseases

Yes	68.3%	56.1%	59.3%	70.0%	59.4%	58.0%	65.0%	46.4%	59.8%
No	31.7%	43.9%	40.7%	30.0%	40.6%	42.0%	35.0%	53.6%	40.2%

Mecklenburg County 2015 Community Survey: Findings Report

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q17d. Did you know County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases

Yes	59.4%	44.4%	50.8%	55.6%	52.3%	49.6%	47.6%	33.9%	48.1%
No	40.6%	55.6%	49.2%	44.4%	47.7%	50.4%	52.4%	66.1%	51.9%

Q17e. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim

Yes	75.0%	66.7%	67.8%	70.0%	59.4%	57.1%	65.9%	59.4%	64.0%
No	25.0%	33.3%	32.2%	30.0%	40.6%	42.9%	34.1%	40.6%	36.0%

Q17f. Did you know County has a youth violence prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools

Yes	43.8%	36.6%	47.5%	53.3%	48.7%	37.8%	47.6%	34.9%	42.6%
No	56.3%	63.4%	52.5%	46.7%	51.3%	62.2%	52.4%	65.1%	57.4%

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q17g. Did you know County provides coordinated assessment to assist homeless people to get shelter & housing

Yes	70.3%	50.6%	57.6%	61.1%	49.7%	57.1%	71.3%	57.3%	58.2%
No	29.7%	49.4%	42.4%	38.9%	50.3%	42.9%	28.7%	42.7%	41.8%

Q17h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"

Yes	46.0%	29.6%	35.6%	38.9%	31.6%	26.1%	27.4%	26.0%	30.9%
No	54.0%	70.4%	64.4%	61.1%	68.4%	73.9%	72.6%	74.0%	69.1%

Q17i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg, 2016"

Yes	34.9%	18.3%	23.7%	28.1%	19.4%	23.5%	24.4%	25.0%	24.6%
No	65.1%	81.7%	76.3%	71.9%	80.6%	76.5%	75.6%	75.0%	75.4%

Q17. Please indicate your answer to each question by circling either "Yes" or "No." (without "not provided")

N=1072

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q17j. Did you know about new tobacco free parks & smoke free government facilities plans implemented in March 2015

Yes	68.3%	61.0%	57.6%	66.7%	61.3%	61.3%	64.0%	50.0%	59.5%
No	31.7%	39.0%	42.4%	33.3%	38.7%	38.7%	36.0%	50.0%	40.5%

Q18. Mecklenburg County Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")

N=1072

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q18. Do you believe parks, greenways, nature preserves, & recreational facilities improve quality of life

Yes	98.2%	96.0%	98.2%	97.7%	94.6%	95.8%	98.8%	98.9%	97.2%
No	1.8%	4.0%	1.8%	2.3%	5.4%	4.2%	1.2%	1.1%	2.8%

Q19. Within the past 12 months, how many times have you visited a Mecklenburg County Park and Recreation facility?

N=1051

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q19. How many times have you visited a Mecklenburg County Park & Recreation facility within past 12 months

10 or less	88.1%	83.5%	68.9%	77.8%	76.1%	70.0%	55.6%	60.0%	70.3%
11-20	3.4%	8.9%	9.8%	8.9%	12.3%	14.2%	16.0%	15.8%	12.6%
21-40	1.7%	2.5%	8.2%	4.4%	4.5%	9.2%	11.7%	8.4%	6.9%
41+	6.8%	5.1%	13.1%	8.9%	7.1%	6.7%	16.7%	15.8%	10.2%

Q20. Please rate the overall quality and condition of the parks you visit most often. (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q20. Rate overall quality & condition of parks you visit most often

Excellent	15.7%	33.8%	30.8%	28.9%	27.2%	25.5%	24.3%	29.4%	26.9%
Good	54.9%	38.5%	50.0%	57.9%	58.1%	56.6%	57.9%	58.3%	55.4%
Fair	27.5%	21.5%	15.4%	11.8%	14.0%	10.4%	14.5%	9.4%	14.5%
Poor	2.0%	6.2%	3.8%	1.3%	0.7%	7.5%	3.3%	2.8%	3.2%

Q21. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q21. Have you participated in any recreation programs within past 12 months

Yes	31.6%	24.7%	32.1%	27.6%	19.9%	19.6%	19.1%	18.5%	21.6%
No	68.4%	75.3%	67.9%	72.4%	80.1%	80.4%	80.9%	81.5%	78.4%

Q21a. (If YES to Question 21) Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=777

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q21a. You are not aware of programs

Yes	56.7%	52.3%	33.3%	54.9%	58.0%	53.0%	44.0%	61.1%	52.6%
No	43.3%	47.7%	66.7%	45.1%	42.0%	47.0%	56.0%	38.9%	47.4%

Q21b. There are no convenient locations

Yes	38.1%	48.4%	30.0%	40.5%	17.9%	22.0%	17.6%	25.4%	26.2%
No	61.9%	51.6%	70.0%	59.5%	82.1%	78.0%	82.4%	74.6%	73.8%

Q21c. There are no convenient times

Yes	33.3%	43.3%	42.1%	38.5%	31.6%	17.5%	20.5%	18.8%	28.0%
No	66.7%	56.7%	57.9%	61.5%	68.4%	82.5%	79.5%	81.3%	72.0%

Q21a. (If YES to Question 21) Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=777

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q21d. You have no interest in programs

Yes	50.0%	58.1%	40.0%	34.8%	37.1%	37.5%	45.7%	46.3%	45.4%
No	50.0%	41.9%	60.0%	65.2%	62.9%	62.5%	54.3%	53.7%	54.6%

Q21e. Cost of program

Yes	50.0%	37.5%	21.7%	33.3%	23.6%	27.5%	11.8%	5.9%	21.0%
No	50.0%	62.5%	78.3%	66.7%	76.4%	72.5%	88.2%	94.1%	79.0%

Q22. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg library for any reason, for example to vote, to access wireless or a computer, to attend a program or a community event? (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q22. Have you visited or used a Charlotte-Mecklenburg library for any reasons within past 12 months

Yes	56.7%	61.7%	69.0%	64.8%	69.0%	76.7%	69.7%	66.1%	68.0%
No	43.3%	38.3%	31.0%	35.2%	31.0%	23.3%	30.3%	33.9%	32.0%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte-Mecklenburg library have you visited most often?

N=717

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q22a. Which Charlotte-Mecklenburg library have you visited most often

Cornelius	0.0%	0.0%	0.0%	0.0%	1.9%	3.3%	3.5%	7.1%	2.8%
Davidson	0.0%	0.0%	2.5%	0.0%	0.0%	2.2%	1.7%	4.7%	2.0%
Hickory Grove	2.9%	4.0%	5.0%	7.0%	3.7%	1.1%	1.7%	0.0%	2.5%
ImaginOn (East 7th St Uptown)	2.9%	0.0%	5.0%	3.5%	0.9%	5.4%	2.6%	6.3%	3.2%
Independence Reg (Conference Dr & Monroe)	5.9%	0.0%	0.0%	3.5%	10.3%	3.3%	2.6%	0.8%	3.1%
Main Library (Uptown)	8.8%	8.0%	2.5%	3.5%	5.6%	6.5%	1.7%	7.1%	5.2%
Matthews	5.9%	8.0%	10.0%	7.0%	7.5%	10.9%	18.3%	14.2%	11.4%
Mint Hill	0.0%	2.0%	15.0%	1.8%	8.4%	3.3%	6.1%	3.9%	5.0%
Morrison Regional	2.9%	2.0%	0.0%	3.5%	4.7%	4.3%	6.1%	15.7%	7.5%
Mountain Island	0.0%	2.0%	10.0%	5.3%	5.6%	6.5%	7.0%	0.0%	4.7%
Myers Park	0.0%	0.0%	0.0%	0.0%	0.9%	1.1%	0.9%	1.6%	1.0%
North County Reg (Huntersville)	5.9%	6.0%	10.0%	7.0%	6.5%	10.9%	13.0%	12.6%	10.2%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte-Mecklenburg library have you visited most often?

N=717

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q22a. Which Charlotte-Mecklenburg library have you visited most often (Cont.)

Plaza Midwood	8.8%	2.0%	2.5%	0.0%	2.8%	2.2%	1.7%	0.8%	2.0%
Scaleybark	2.9%	6.0%	0.0%	5.3%	1.9%	0.0%	0.0%	0.0%	1.5%
South County Reg (Rea Road)	0.0%	6.0%	7.5%	7.0%	6.5%	13.0%	16.5%	15.0%	9.6%
Steele Creek	0.0%	4.0%	0.0%	7.0%	6.5%	6.5%	7.0%	1.6%	4.7%
Sugar Creek	5.9%	10.0%	2.5%	8.8%	1.9%	0.0%	0.0%	1.6%	3.1%
University City Reg (E WT Harris)	8.8%	12.0%	10.0%	5.3%	14.0%	16.3%	2.6%	2.4%	8.5%
West Boulevard	14.7%	4.0%	10.0%	3.5%	2.8%	2.2%	0.0%	1.6%	3.1%
Beatties Ford Road Regional	23.5%	20.0%	7.5%	17.5%	6.5%	1.1%	5.2%	2.4%	7.7%
Library Website (www.cmlibrary.org)	0.0%	2.0%	0.0%	1.8%	0.0%	0.0%	0.9%	0.8%	0.6%
Do not know library name	0.0%	2.0%	0.0%	1.8%	0.9%	0.0%	0.9%	0.0%	0.7%

Q22b. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg library? (without "don't know")

N=717

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q22b. How many times have you visited or used a Charlotte-Mecklenburg library in a typical month

Less than once a month	30.0%	29.2%	37.1%	29.1%	46.1%	52.3%	50.9%	59.8%	45.8%
Once a month	3.3%	14.6%	14.3%	18.2%	20.6%	21.6%	14.9%	11.0%	16.4%
Twice a month	16.7%	31.3%	22.9%	25.5%	12.7%	13.6%	14.9%	6.3%	15.2%
Three to four times a month	33.3%	12.5%	20.0%	16.4%	12.7%	8.0%	10.5%	15.7%	14.2%
Five or more times a month	16.7%	12.5%	5.7%	10.9%	7.8%	4.5%	8.8%	7.1%	8.4%

Q23. When accessing Charlotte-Mecklenburg library materials, which format do you prefer? (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q23. Which format do you prefer

Physical (print book, CD, DVD, etc.)	36.7%	42.2%	44.0%	55.6%	46.2%	54.0%	46.1%	46.0%	46.8%
Digital (eBook, eAudio, eVideo, eMagazines)	6.1%	4.7%	4.0%	6.2%	4.9%	1.8%	5.2%	10.8%	5.7%
Both	24.5%	26.6%	26.0%	22.2%	28.0%	17.7%	27.3%	21.0%	24.2%
I don't access Charlotte Mecklenburg library materials	32.7%	26.6%	26.0%	16.0%	21.0%	26.5%	21.4%	22.2%	23.3%

Q23a. What is the most important factor influencing your choice of format? (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q23a. Most important factor

Ease of use	40.9%	40.0%	30.0%	31.4%	29.8%	33.0%	32.6%	43.6%	34.3%
Availability	20.5%	20.0%	26.0%	25.7%	22.3%	18.6%	18.8%	20.1%	20.2%
Personal preference	31.8%	30.0%	44.0%	40.0%	43.8%	45.4%	45.7%	35.6%	41.9%
Other	6.8%	10.0%	0.0%	2.9%	4.1%	3.1%	2.9%	0.7%	3.5%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

Q37. Your annual household income before taxes									Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+		

Q24a. Is a valuable resource for finding a job

Strongly Agree	37.8%	37.3%	47.7%	39.3%	26.4%	28.4%	25.3%	10.7%	27.7%
Agree	51.1%	47.1%	31.8%	47.5%	57.5%	53.7%	52.6%	61.3%	53.1%
Disagree	4.4%	11.8%	18.2%	13.1%	12.6%	13.4%	18.9%	18.7%	15.0%
Strongly Disagree	6.7%	3.9%	2.3%	0.0%	3.4%	4.5%	3.2%	9.3%	4.2%

Q24b. Has enhanced my education

Strongly Agree	47.9%	42.9%	43.5%	29.3%	25.4%	28.7%	26.9%	9.0%	26.4%
Agree	37.5%	44.6%	32.6%	53.3%	50.8%	45.7%	46.2%	51.4%	47.2%
Disagree	10.4%	12.5%	15.2%	17.3%	20.3%	18.1%	24.6%	30.6%	21.2%
Strongly Disagree	4.2%	0.0%	8.7%	0.0%	3.4%	7.4%	2.3%	9.0%	5.2%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q24c. Enhances my image of community

Strongly Agree	42.2%	36.4%	43.8%	26.7%	30.7%	37.1%	35.6%	22.6%	31.8%
Agree	44.4%	47.3%	35.4%	62.7%	50.4%	47.4%	55.0%	61.0%	52.8%
Disagree	11.1%	16.4%	16.7%	10.7%	14.2%	14.4%	6.0%	13.4%	12.4%
Strongly Disagree	2.2%	0.0%	4.2%	0.0%	4.7%	1.0%	3.4%	3.0%	3.1%

Q24d. Improves quality of life

Strongly Agree	44.2%	48.3%	46.0%	35.1%	41.8%	41.7%	42.5%	31.8%	39.4%
Agree	44.2%	48.3%	40.0%	61.0%	46.3%	50.5%	53.6%	58.2%	52.3%
Disagree	9.6%	3.3%	12.0%	3.9%	9.0%	3.9%	3.9%	6.5%	6.4%
Strongly Disagree	1.9%	0.0%	2.0%	0.0%	3.0%	3.9%	0.0%	3.5%	2.0%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q24e. Is a top institution in community

Strongly Agree	47.1%	50.9%	35.3%	41.7%	31.3%	42.1%	34.0%	19.9%	33.6%
Agree	47.1%	43.6%	51.0%	47.2%	52.3%	40.0%	51.8%	56.8%	51.1%
Disagree	3.9%	5.5%	13.7%	9.7%	14.1%	14.7%	12.8%	17.1%	12.9%
Strongly Disagree	2.0%	0.0%	0.0%	1.4%	2.3%	3.2%	1.4%	6.2%	2.5%

Q24f. Is a community champion for pre-K literacy

Strongly Agree	53.5%	40.8%	42.9%	47.6%	30.0%	35.3%	46.7%	21.6%	37.5%
Agree	41.9%	55.1%	45.2%	42.9%	59.0%	45.6%	42.1%	60.8%	50.0%
Disagree	2.3%	4.1%	11.9%	9.5%	10.0%	14.7%	9.3%	11.3%	9.9%
Strongly Disagree	2.3%	0.0%	0.0%	0.0%	1.0%	4.4%	1.9%	6.2%	2.6%

Q24. Please indicate your level of agreement or disagreement with the following statements about the Charlotte-Mecklenburg library: (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q24g. Is important to me & my family

Strongly Agree	51.7%	53.2%	46.9%	47.4%	40.9%	45.9%	43.5%	27.8%	41.9%
Agree	41.4%	41.9%	42.9%	47.4%	47.0%	43.1%	44.8%	51.2%	46.2%
Disagree	6.9%	4.8%	10.2%	5.1%	9.8%	6.4%	9.7%	17.9%	9.4%
Strongly Disagree	0.0%	0.0%	0.0%	0.0%	2.3%	4.6%	1.9%	3.1%	2.5%

Q24h. Is important to our community

Strongly Agree	56.9%	56.5%	60.8%	59.3%	55.1%	58.2%	59.6%	52.2%	56.2%
Agree	41.4%	43.5%	31.4%	38.4%	40.4%	37.3%	38.5%	42.7%	39.6%
Disagree	1.7%	0.0%	7.8%	2.3%	3.7%	3.6%	1.9%	3.9%	3.3%
Strongly Disagree	0.0%	0.0%	0.0%	0.0%	0.7%	0.9%	0.0%	1.1%	0.8%

Q25. Did you vote in the November 2014 local Election? (without "don't know")

N=1072

		Q37. Your annual household income before taxes							Total
		Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+

Q25. Did you vote in November 2014 local election

Yes	74.2%	79.0%	65.6%	75.3%	76.2%	86.2%	89.7%	84.4%	81.0%
No	25.8%	21.0%	34.4%	24.7%	23.8%	13.8%	10.3%	15.6%	19.0%

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. This past election, did you use an early voting site? (without "don't know")

N=851

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q25a. Did you use an early voting site this past election

Yes	63.0%	58.7%	56.4%	56.7%	60.5%	60.6%	48.3%	52.8%	55.9%
No	37.0%	41.3%	43.6%	43.3%	39.5%	39.4%	51.7%	47.2%	44.1%

Q25a-1. (If YES to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")

N=471

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q25a-1. Your overall experience at early voting site

Excellent	55.2%	66.7%	61.9%	69.4%	50.0%	50.9%	61.2%	56.6%	57.2%
Good	27.6%	21.2%	33.3%	22.2%	35.9%	32.7%	34.3%	34.9%	32.8%
Fair	10.3%	6.1%	4.8%	5.6%	12.5%	10.9%	1.5%	2.4%	6.1%
Poor	6.9%	6.1%	0.0%	2.8%	1.6%	5.5%	3.0%	6.0%	3.8%

Q25b. (If NO to Question 25a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at your voting location. (without "don't know")

N=372

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q25b. Your overall experience at your voting location

Excellent	23.1%	40.9%	60.0%	63.0%	60.0%	52.6%	50.0%	62.0%	54.5%
Good	53.8%	36.4%	33.3%	33.3%	28.6%	23.7%	40.0%	29.6%	33.3%
Fair	23.1%	13.6%	6.7%	3.7%	11.4%	18.4%	8.6%	4.2%	9.5%
Poor	0.0%	9.1%	0.0%	0.0%	0.0%	5.3%	1.4%	4.2%	2.7%

Q26. Mecklenburg County recently passed an ordinance for smoke-free government grounds (for the County, City and Towns). Would you support a measure requiring all public places in the County (defined as businesses/worksites that allow the public inside) to be smoke-free indoors? (without "don't know")

N=1072

Q37. Your annual household income before taxes								Total
Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q26. Would you support a measure requiring all public places in county to be smoke-free indoors

Strongly support	68.4%	67.1%	77.4%	78.0%	77.0%	74.8%	78.5%	79.1%	76.3%
Somewhat support	14.0%	13.9%	6.5%	6.6%	13.2%	13.4%	6.1%	10.2%	10.3%
Somewhat oppose	8.8%	8.9%	6.5%	5.5%	3.9%	5.0%	5.5%	4.8%	5.6%
Strongly oppose	8.8%	10.1%	9.7%	9.9%	5.9%	6.7%	9.8%	5.9%	7.8%

Q27. How do you get information about residential curbside recycling?

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q27. How do you get information about residential curbside recycling

Internet websites	9.4%	19.5%	22.6%	22.6%	22.6%	27.3%	27.9%	25.5%	23.0%
Local City/County website	18.8%	14.6%	17.7%	29.0%	28.4%	30.6%	33.3%	28.6%	27.0%
Social media (Facebook, Twitter, etc.)	10.9%	2.4%	4.8%	6.5%	4.5%	0.8%	6.1%	1.0%	3.8%
Friends & neighbors	50.0%	52.4%	43.5%	34.4%	41.9%	35.5%	39.4%	46.4%	41.0%
Other	31.3%	31.7%	35.5%	34.4%	23.2%	28.9%	28.5%	23.4%	29.0%
None chosen	1.6%	2.4%	0.0%	2.2%	3.2%	4.1%	3.0%	2.1%	2.9%

Q28. If you do not recycle at home, what is the top reason you do not recycle? (without "not provided")

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q28. What is the top reason you do not recycle

Not applicable because I recycle	57.4%	65.8%	70.2%	73.0%	77.9%	78.8%	80.4%	78.2%	74.6%
I don't know what I can recycle	4.9%	1.3%	0.0%	1.1%	2.1%	0.8%	0.6%	2.1%	1.6%
There is not enough room to sort & store recyclables in my home	3.3%	3.8%	1.8%	2.2%	2.1%	3.4%	0.6%	1.1%	2.3%
I live in an apartment or condo & recycling is not available or convenient	19.7%	13.9%	5.3%	3.4%	2.1%	0.0%	1.3%	0.0%	3.8%
I simply forget to recycle	4.9%	1.3%	3.5%	1.1%	4.1%	0.8%	0.0%	0.0%	1.5%
I don't know	8.2%	10.1%	12.3%	15.7%	11.7%	14.4%	14.6%	17.0%	13.9%
Other	1.6%	3.8%	7.0%	3.4%	0.0%	1.7%	2.5%	1.6%	2.4%

Q29. If you do recycle, what is the top reason you recycle at home?

N=1072

	Q37. Your annual household income before taxes								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	

Q29. What is the top reason you recycle at home

Not applicable because I do not recycle	22.2%	19.5%	3.2%	7.6%	3.9%	2.5%	3.0%	2.1%	6.0%
I recycle to help conserve environment	54.0%	61.0%	69.4%	65.2%	69.0%	74.2%	66.7%	74.5%	68.4%
I recycle because it may decrease need for more landfill space locally	15.9%	15.9%	19.4%	20.7%	20.6%	19.2%	26.1%	18.2%	20.3%
I don't know	7.9%	2.4%	8.1%	4.3%	5.2%	2.5%	3.0%	3.1%	4.0%
Other	0.0%	1.2%	0.0%	2.2%	1.3%	1.7%	1.2%	2.1%	1.3%

Section 8:
Survey Instrument



Dear Mecklenburg County resident,

You have been randomly selected to participate in this important survey to assist Mecklenburg County government in assessing awareness and perceptions of County services. This survey has been sent to a limited number of residents. The County appreciates your participation and will use it to better understand the needs of the community.

The answers you provide will remain anonymous. They will factor into County decisions regarding services and programs in several areas, including: parks and recreation, Public Library, and communication with the public. In order for County leadership to address opportunities and concerns, we ask that you please complete the survey and return it in the enclosed postage paid envelope. If you would prefer to take the survey online, please visit www.mecklenburgcounty2015survey.org.

Mecklenburg County has selected the ETC Institute as its partner to develop this survey and collect the results. The Institute has a reputation for excellent performance in evaluating local governments. The information it compiles based on your feedback will be factored into the County's future decisions. If you have any questions please contact John Chesser at 980-314-2984 or at John.Chesser@mecklenburgcountync.gov.

We thank you for taking your valuable time to provide us with feedback so Mecklenburg County can better serve you.

Sincerely,

A handwritten signature in black ink that reads "Dena R. Diorio".

Dena R. Diorio
County Manager

2015 Mecklenburg County Community Survey

Please have the youngest adult age 18 or older currently living in your household take a few minutes to complete this survey. Your input is an important part of the County's on-going effort to identify and respond to the needs of residents. If you have questions, please call John Chesser at 980-314-2984. **THANK YOU!**

Unless otherwise noted, respond to the survey with the last 12 months as your reference point.

1. Do you live inside Mecklenburg County?

- (1) Yes [Please continue with the survey.]
 (2) No [This survey is intended for Mecklenburg County residents, please discontinue the survey.]

2. How long have you lived in Mecklenburg County?

- | | |
|---|---|
| <input type="checkbox"/> (1) Less than 1 year | <input type="checkbox"/> (5) 11-15 years |
| <input type="checkbox"/> (2) 1-2 years | <input type="checkbox"/> (6) More than 15 years |
| <input type="checkbox"/> (3) 3-4 years | <input type="checkbox"/> (7) Don't know |
| <input type="checkbox"/> (4) 5-10 years | |

3. What was the primary reason for you moving to Mecklenburg County? (Please select ONE.)

- | | |
|---|---|
| <input type="checkbox"/> (01) To attend college/university | <input type="checkbox"/> (07) Recreational opportunities |
| <input type="checkbox"/> (02) Accepted a job offer | <input type="checkbox"/> (08) Affordable housing options |
| <input type="checkbox"/> (03) To seek employment opportunities | <input type="checkbox"/> (09) Quality schools |
| <input type="checkbox"/> (04) Closer proximity to family or friends | <input type="checkbox"/> (10) I'm a Mecklenburg County native |
| <input type="checkbox"/> (05) Cost of living | <input type="checkbox"/> (11) Other: _____ |
| <input type="checkbox"/> (06) Community vibrancy | <input type="checkbox"/> (12) Don't know |

4. When choosing a community in which to reside, please indicate the level of importance for each of the following characteristics. Please use a 4-point scale, where a rating of 4 means "Very Important" and a rating of 1 means "Very Unimportant."

	Very Important	Important	Unimportant	Very Unimportant	Don't Know
A. Presence of colleges/universities	4	3	2	1	9
B. Employment opportunities	4	3	2	1	9
C. Proximity to family or friends	4	3	2	1	9
D. Cost of living	4	3	2	1	9
E. Community vibrancy	4	3	2	1	9
F. Recreational opportunities	4	3	2	1	9
G. Affordable housing options	4	3	2	1	9
H. Quality schools	4	3	2	1	9
I. Other: _____	4	3	2	1	9

The next two questions are about information relating to Mecklenburg County Government.

5. Using a 4-point scale, where a rating of 4 means "Strongly Agree" and a rating of 1 means "Strongly Disagree," please rate your agreement with the following statements about Mecklenburg County:

Perceptions of Mecklenburg County	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
A. There is value in the services provided by Mecklenburg County to residents	4	3	2	1	9
B. Mecklenburg County spends my local tax dollars on services that help residents improve their community	4	3	2	1	9
C. I am satisfied with opportunities for citizen participation in County policy development and decision-making	4	3	2	1	9

6. Mecklenburg County’s Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means “Excellent” and a rating of 1 means “Poor,” please rate the following areas:

Ratings of Mecklenburg County	Excellent	Good	Fair	Poor	Don't Know
A. Mecklenburg County as a place to live	4	3	2	1	9
B. Mecklenburg County as a place to work	4	3	2	1	9
C. Mecklenburg County as a place to recreate	4	3	2	1	9

The next several questions are about how County information is shared and accessed.

7. If you needed to apply for or access County services, how likely would you be to do so online?

- ___ (4) Very likely
- ___ (3) Likely
- ___ (2) Unlikely
- ___ (1) Very unlikely
- ___ (9) Don't know

8. When conducting business with the County by telephone, how willing are you to use an automated voice response system instead of speaking with a person?

- ___ (4) Very willing
- ___ (3) Willing
- ___ (2) Unwilling
- ___ (1) Very unwilling
- ___ (9) Don't know

9. Would you say Mecklenburg County does an “Excellent,” “Good,” “Fair,” or “Poor” job of communicating information about County issues, services, and performance to the public?

- ___ (4) Excellent
- ___ (3) Good
- ___ (2) Fair
- ___ (1) Poor
- ___ (9) Don't know

10. Please indicate your level of agreement or disagreement with the following statement: **I trust the information I receive from Mecklenburg County.**

- ___ (4) Strongly agree
- ___ (3) Agree
- ___ (2) Disagree
- ___ (1) Strongly disagree
- ___ (9) Don't know

11. Do you consider Mecklenburg County government to be open and transparent?

- ___ (1) Yes
- ___ (2) No
- ___ (9) Don't know

12. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following Mecklenburg County social media resources.

Use of Mecklenburg County Social Media Resources	Yes	No	Don't Know
A. Facebook	1	2	9
B. Twitter	1	2	9
C. YouTube	1	2	9
D. Instagram	1	2	9

13. Which **THREE** sources would you **MOST PREFER** to receive information about Mecklenburg County issues, services and results? [Please indicate your top 3 choices by writing in the numbers for your 1st, 2nd, and 3rd choices in the spaces below.]

- (1) County website
- (2) Other web sites/internet
- (3) County social media sites (Twitter, Facebook, etc.)
- (4) Government television
- (5) Local television news
- (6) Charlotte Observer
- (7) Radio
- (8) Direct mail
- (9) Other: _____

1st Choice: ___ 2nd Choice: ___ 3rd Choice: ___

The next several questions are about the County's website (www.MecklenburgCountyNC.gov).

14. Within the last 12 months, how often have you used the County's website to access County services or information?

- | | |
|--|---|
| <input type="checkbox"/> (1) Often | <input type="checkbox"/> (4) Never |
| <input type="checkbox"/> (2) Sometimes | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (3) Rarely | |

15. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for?

- | | |
|--|---|
| <input type="checkbox"/> (1) Often | <input type="checkbox"/> (4) Never |
| <input type="checkbox"/> (2) Sometimes | <input type="checkbox"/> (9) Don't know, have not used the County's website |
| <input type="checkbox"/> (3) Rarely | |

16. Listed below are services available online on Mecklenburg County's website. Please indicate whether you "have used the online service", "have not used the service but are aware of the service" or you "have not used the service and are not aware of the service".

Online Services	Used	Not used, but am aware of it	Not used and am not aware of it
A. Look up real estate information (e.g., tax values, bldg. info, and maps)	1	2	3
B. Find a park, register for a recreation program, reserve a park facility	1	2	3
C. Check if your home is located in a flood zone	1	2	3
D. Search Mecklenburg County restaurant inspection ratings	1	2	3
E. Check to see if someone has been arrested or has been jailed in Mecklenburg County	1	2	3
F. Watch Board of County Commission meetings live or on demand	1	2	3
G. Locate a government facility	1	2	3

The next several questions are about programs, services and initiatives offered by Mecklenburg County.

17. Please indicate your answer to each question by circling either "Yes" or "No."

County Programs, Services and Initiatives	Yes	No
A. Have you seen the County's Annual Performance Report?	1	2
B. Did you know the County has a Master Facilities Plan called "Bringing Mecklenburg County to You?"	1	2
C. Did you know the County provides children with immunizations against vaccine-preventable diseases (i.e. polio, measles, etc.)?	1	2
D. Did you know the County has a program to test, diagnose and provide case management to persons with HIV, syphilis and other sexually transmitted diseases?	1	2
E. Did you know the County has a domestic violence/crisis program that offers individual and group counseling for victims, as well as educational programs for those supporting a victim?	1	2
F. Did you know the County has a youth violence prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools?	1	2
G. Did you know the County provides coordinated assessment to assist homeless people to get shelter and housing?	1	2
H. Are you aware of the community program designed to end veteran homelessness called "Housing Our Heroes?"	1	2
I. Are you aware of the community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg, 2016?"	1	2
J. Did you know about the new tobacco free parks and smoke free government facilities plans implemented in March 2015?	1	2

The next few questions are about Mecklenburg County Park and Recreation facilities and programs.

18. Mecklenburg County Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County?

___(1) Yes ___(2) No ___(3) Don't know

19. Within the past 12 months, how many times have you visited a Mecklenburg County Park and Recreation facility? [If you have not visited a facility, please write "0."]

_____ number of times

20. Please rate the overall quality and condition of the parks you visit most often.

___ (4) Excellent ___ (1) Poor
 ___ (3) Good ___ (9) Don't know
 ___ (2) Fair

21. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months?

___(1) Yes [Go to Q22.] ___(2) No [Go to Q21a.] ___(3) Don't know [Go to Q22.]

21a. Please indicate if any of the following were reasons you or members of your household have not participated in Mecklenburg County Park and Recreation programs.

Reasons for Not Participating in Park and Recreation Programs	Yes	No	Don't Know
A. You are not aware of the programs	1	2	9
B. There are no convenient locations	1	2	9
C. There are no convenient times	1	2	9
D. You have no interest in the programs	1	2	9
E. Cost of program	1	2	9

The next several questions are about Charlotte- Mecklenburg Library.

22. Within the past 12 months, have you visited or used a Charlotte- Mecklenburg Library for any reason, for example to vote, to access wireless or a computer, to attend a program or a community event?

___(1) Yes [Go to Q22a & b.] ___(2) No [Go to Q23.] ___(3) Don't know [Go to Q23.]

22a. Within the past 12 months, which Charlotte-Mecklenburg Library have you visited most often?

[Select only ONE from the list below.]

- | | |
|---|--|
| ___(01) Cornelius | ___(12) North County Reg. (Huntersville) |
| ___(02) Davidson | ___(13) Plaza Midwood |
| ___(03) Hickory Grove | ___(14) Scaleybark |
| ___(04) ImaginOn (East 7th St. Uptown) | ___(15) South County Reg. (Rea Road) |
| ___(05) Independence Reg.(Conference Dr & Monroe) | ___(16) Steele Creek |
| ___(06) Main Library (Uptown) | ___(17) Sugar Creek |
| ___(07) Matthews | ___(18) University City Reg. (E. WT Harris) |
| ___(08) Mint Hill | ___(19) West Boulevard |
| ___(09) Morrison Regional | ___(20) Beatties Ford Road Regional |
| ___(10) Mountain Island | ___(21) Library Website (www.cmlibrary.org) |
| ___(11) Myers Park | ___(22) If you do not know the library name, provide the area or street: |

The following question is about a recently passed smoke-free ordinance.

26. Mecklenburg County recently passed an ordinance for smoke-free government grounds (for the county, city and towns). Would you support a measure requiring all public places in the county (defined as businesses/worksites that allow the public inside) to be smoke-free indoors?

- | | |
|---|--|
| <input type="checkbox"/> (4) Strongly support | <input type="checkbox"/> (1) Strongly oppose |
| <input type="checkbox"/> (3) Somewhat support | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (2) Somewhat oppose | |

The following questions are about recycling.

27. How do you get information about residential curbside recycling? (Check all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> (1) Internet websites | <input type="checkbox"/> (4) Friends and neighbors |
| <input type="checkbox"/> (2) Local City/County website | <input type="checkbox"/> (5) Other: _____ |
| <input type="checkbox"/> (3) Social media (Facebook, Twitter, etc.) | |

28. If you do not recycle at home, what is the top reason you do not recycle? (Please select one.)

- (1) Not applicable because I recycle
- (2) I don't know what I can recycle
- (3) There is not enough room to sort and store recyclables in my home
- (4) I live in an apartment or condo and recycling is not available or convenient
- (5) I simply forget to recycle
- (6) I don't know
- (7) Other: _____

29. If you do recycle, what is the top reason you recycle at home? (Please select one.)

- (1) Not applicable because I do not recycle
- (2) I recycle to help conserve the environment
- (3) I recycle because it may decrease the need for more landfill space locally
- (4) I don't know
- (5) Other: _____

DEMOGRAPHICS

Please answer the following demographic questions about yourself. Your information will remain **completely confidential** and will only be used for classification purposes and to ensure the results are representative of the County.

30. What is your gender?

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> (1) Male | <input type="checkbox"/> (2) Female |
|-----------------------------------|-------------------------------------|

31. Which of the following best describes your race/ethnicity?

- | | |
|---|--|
| <input type="checkbox"/> (1) Hispanic or Latino origin or descent | <input type="checkbox"/> (5) American Indian or Native Alaskan |
| <input type="checkbox"/> (2) White | <input type="checkbox"/> (6) Multi-racial |
| <input type="checkbox"/> (3) African American | <input type="checkbox"/> (7) Other: _____ |
| <input type="checkbox"/> (4) Asian or Pacific Islander | |

32. Which of the following categories best represents your age?

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> (1) 18 to 34 | <input type="checkbox"/> (4) 70 to 87 |
| <input type="checkbox"/> (2) 35 to 50 | <input type="checkbox"/> (5) 88 or older |
| <input type="checkbox"/> (3) 51 to 69 | |

33. Including yourself, how many adults age 18 or older live in your household? _____ years

34. How many children under the age of 18 live in your household? _____ years

35. Which of the following is the highest level of education you have completed?

- (1) Less than high school graduate
- (2) High school diploma or equivalent
- (3) Special/technical training (Not college.)
- (4) Some college (Did not graduate from a 4-year college.)
- (5) College graduate (From a 4-year college.)
- (6) Post-graduate study (No advanced degree.)
- (7) Post graduate advanced degree (Masters, MBA, PHD)

36. What is your home Zip Code? _____

37. What is your annual household income before taxes?

- | | |
|---|--|
| <input type="checkbox"/> (1) Less than \$15,000 | <input type="checkbox"/> (6) \$75,000-\$99,999 |
| <input type="checkbox"/> (2) \$15,000-\$24,999 | <input type="checkbox"/> (7) \$100,000-\$149,999 |
| <input type="checkbox"/> (3) \$25,000-\$34,999 | <input type="checkbox"/> (8) \$150,000 or more |
| <input type="checkbox"/> (4) \$35,000-\$49,999 | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (5) \$50,000-\$74,999 | |

38. Are you an employee of Mecklenburg County?

- (1) Yes (2) No

39. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served?

- (1) Yes (2) No

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.
The information printed to the right will ONLY be used to help identify which areas of the County are having problems with services. If your address is not correct, please provide the correct information. Thank you.