

# 2016 Mecklenburg County Community Survey

*...helping organizations make better decisions since 1982*

## Final Report

**Submitted to Mecklenburg County, North Carolina**

**by:**

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# Section 1

## *Executive Summary*

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# 2016 Mecklenburg County Community Survey Executive Summary Report

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## Overview of the Methodology

ETC Institute administered a community survey for the Mecklenburg County during the summer of 2016. The purpose of the survey was to assess citizen satisfaction with the delivery of County services and to identify and respond to the needs of residents. This is the third time ETC Institute has administered a community survey for Mecklenburg County. The survey was previously administered in 2014 and 2015.

A seven-page survey and cover letter were mailed to a random sample of households in the Mecklenburg County. The cover letter contained a web link for residents who preferred to take the survey online. About two weeks after the surveys were mailed, ETC Institute began contacting households by phone. Those who indicated they had not returned the survey were given the option of completing it by phone.

The goal was to obtain a total of at least 1,000 completed surveys. This goal was far exceeded, with a total of 1,283 surveys having been completed. The results of the random sample of 1,283 households have a 95% level of confidence with a precision of at least +/- 2.7%.

***Interpretation of “Don’t Know” Responses.*** The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. The percentage of “don’t know” responses has been excluded from the graphs shown in this report to facilitate valid comparisons with the survey that was conducted in 2014 and 2015. The number of “don’t know” responses for each question is provided in the Tabular Data Section of this report.

## Major Findings:

- **Primary Reason for Moving to Mecklenburg County:** The primary reason respondents moved to Mecklenburg County was employment opportunities. Other reasons for moving to Mecklenburg County include: community vibrancy, recreational opportunities, and cost of living. Ninety percent (90%) of respondents thought they would remain in Mecklenburg County in one year.

- **Respondent Perceptions of Mecklenburg County Government:** Based on the sum of respondents who either “strongly agree” or “agree,” 82% agree that there is value in services provided by Mecklenburg County to residents. Other similar levels of agreement include: Mecklenburg County spends local tax dollars on services that help residents improve their community (59%), and satisfaction with opportunities for citizen participation in County policy development & decision-making (54%).
- **Respondent Rating of Mecklenburg County:** Seventy-eight percent (78%) of residents who have an opinion indicated Mecklenburg County is an “excellent” or “good” place to work; 78% thought the County was an “excellent” or “good” place to live.
- **Likelihood of Applying for or Accessing County Services Online:** Forty-four percent (44%) of respondent households indicated they are “very likely” to apply for or access county services online; 39% are “likely,” 9% are “unlikely,” and 7% are “very unlikely” to apply for or access County services online.
- **How Well Mecklenburg County Does at Communicating Information About County Issues, Services and Performance to the Public:** Thirty-four percent (34%) of respondent households rated Mecklenburg County as “excellent” or “good” in communicating information to the public; 47% rated is as “fair,” and 18% rated it as “poor.”
- **Trust of the Information Received from Mecklenburg County:** Sixty-eight percent (68%) of respondent households indicated they either “strongly agree” or “agree” with the statement, “I trust the information I receive from Mecklenburg County;” 23% disagree, and 9% strongly disagree with this statement.
- **Whether or Not Respondents Consider Mecklenburg County Government to be Open and Transparent:** Thirty percent (30%) of respondents consider the Mecklenburg County Government to be open and transparent; 35% do not consider Mecklenburg County Government to be open and transparent, and 35% do not have an opinion.
- **Respondent Usage of Social Media for Local Government Information:** Nineteen percent (19%) of respondent households use Facebook for local government information. Other social media respondent households use for local government information include: NextDoor (17%), YouTube (9%), and LinkedIn (6%).

Additionally, nearly three-fourths (71%) of those who use social media for local government information agreed with the statement, “*The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County Government.*”

- **Frequency Respondents Visit the County’s Website to Access County Services or Information:** Thirty-seven percent (37%) of respondents indicated they never visit the County’s website to access County services or information; 32% visit the County’s website “rarely”, 25% visit the website “sometimes,” and 6% visit the County website “often.” When asked how often residents were able to find what they were looking for on the County website, 38% answered “often;” 49% indicated “sometimes,” 10% said “rarely,” and 3% indicated “never.”
- **Resident Knowledge of County Programs, Services and Initiatives:** Sixty-eight percent (68%) of respondents indicated they were aware of the new tobacco free parks and smoke free government facilities plan. Other County programs, services and initiatives that residents were aware of include: domestic violence/crisis program (60%), immunizations for children (57%), and assistance for homeless (47%).
- **How Often Respondent Households Have Visited a Mecklenburg County Park or Other Facility Within the Past 12 Months:** Fifty-two percent (52%) of respondent households have visited a Mecklenburg County park or other facility 10 times or less in the past 12 months; 16% visited between 11 and 30 times, 7% visited between 31 and 50 times, and 8% visited more than 50 times. Seventeen percent (17%) of respondent households indicated they had not visited a Mecklenburg County park or facility in the past 12 months.
- **Overall Quality and Condition of the Parks Respondent Households Visit Most Often:** Most (87%) of the respondents who had an opinion rated the overall quality and condition of the parks they visited as either “excellent” or “good;” 12% felt the quality and condition of parks and facilities was “fair,” and only 2% rated them “poor.”
- **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. Reasons for not participating in parks and recreation programs include: lack of awareness of programs (63%), no interest in programs (47%), lack of convenient times (32%), lack of convenient locations (29%) and the cost of programs (24%).

- **Respondent Households That Have Visited or Used a Mecklenburg County Library:** Sixty-three percent (63%) of respondent households have visited or used a Charlotte Mecklenburg Library in the past 12 months. The Charlotte library locations households have visited most often include: University City Reg (12%), South County Reg (11%), and Beatties Ford Road Reg (8%).
- **How Often Respondents Typically Visit the Library in Person:** More than half (51%) of residents indicated they have visited or used a Charlotte Mecklenburg Library in person less than once a month; 13% visited a library once a month, 17% visited twice a month, and 19% indicated they visited a library in person 3 or more times a month.
- **How Often Respondents Typically Visit the Library Digitally:** Sixty-six percent (66%) of residents indicated they have visited or used a Charlotte Mecklenburg Library digitally (via online, mobile application, etc.) less than once a month; 10% visited a library digitally once a month, 11% visited twice a month, and 13% indicated they visited a library digitally 3 or more times a month.
- **Format Households Prefer When Accessing Charlotte Mecklenburg Library Materials:** Forty percent (40%) of respondent households prefer physically accessing Charlotte Mecklenburg Library materials; 7% prefer to access digitally, 24% access both physically and digitally, 1% preferred “other” formats, and 28% indicated they do not access Charlotte Mecklenburg Library materials.
- **Level of Agreement with Various Statements About the Charlotte Mecklenburg Library:** Based on the sum of “strongly agree” and “agree”, 93% of respondent indicated they agree with the statement, “*The library is a community champion for equal access to digital resources and skills.*” Other statements about the Charlotte Mecklenburg Library that respondents agree with include, “*The library is a community champion for equal access to resources citizens need to improve their lives*” (93%), “*The library is a community champion for pre-K to third grade literacy*” (93%), and “*The library improves quality of life*” (91%).
- **Participation in the November 2015 Local Election:** Seventy-two percent (72%) of respondent households indicated they voted in the November 2015 local election. Of those, more than half (52%) used the early voting site. Most (92%) of the residents who used the early voting site indicated the overall experience was either “excellent” or “good,” and 89% felt the overall experience at their voting location was “excellent” or “good.”

## **Section 2**

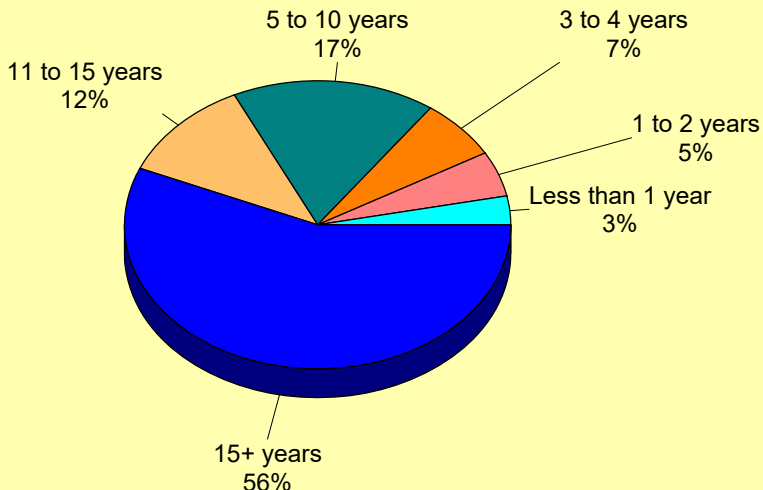
# ***Charts and Graphs***

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### Q2. Demographics: Years Lived in Mecklenburg County

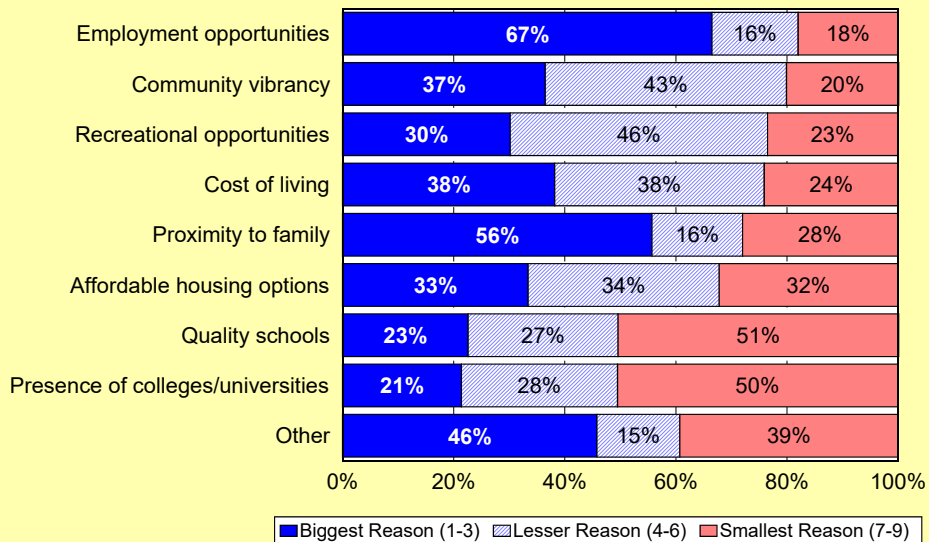
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

### Q3. Primary Reasons That Respondents Choose to Stay in Mecklenburg County

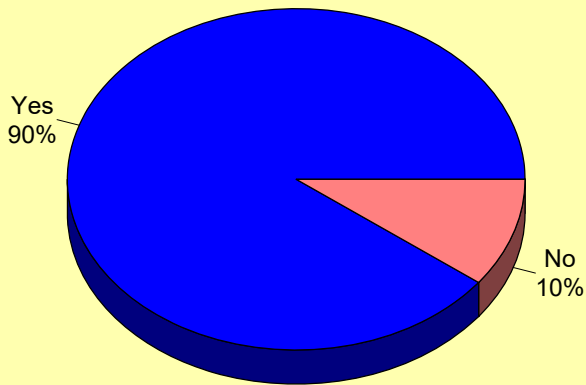
by percentage of respondents



Source: ETC Institute (2016 - Mecklenburg County)

### Q4. In one year, do you think you will remain in Mecklenburg County?

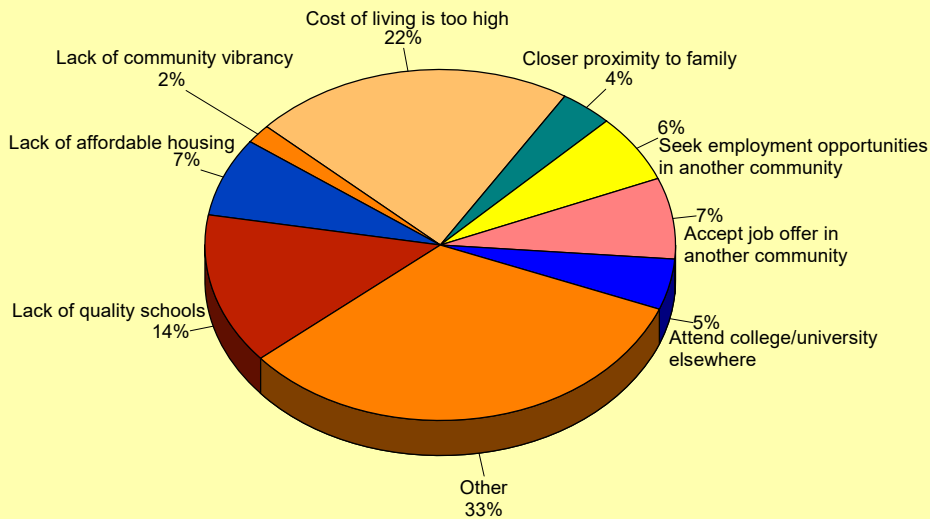
by percentage of respondents (excluding "don't know")



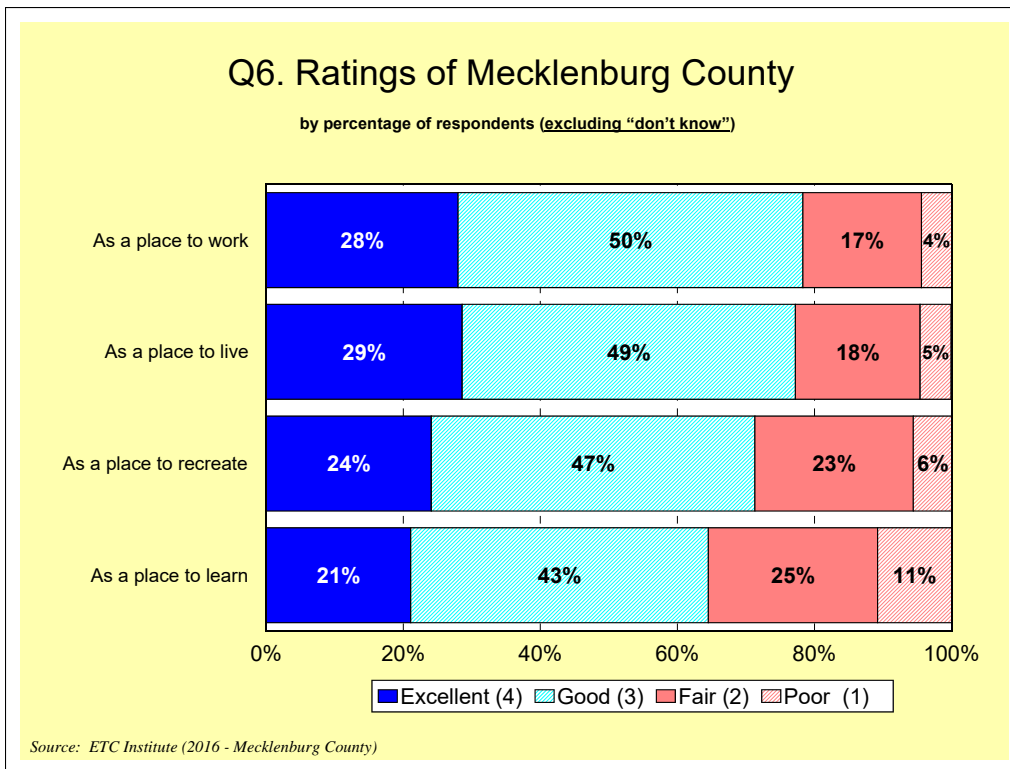
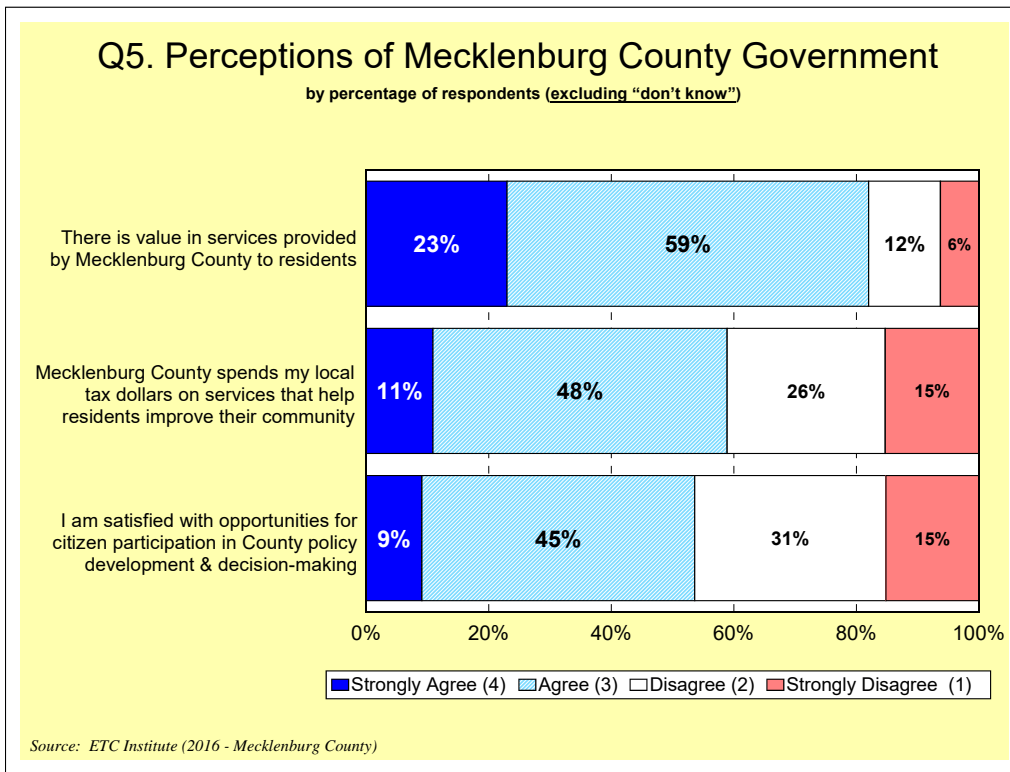
Source: ETC Institute (2016 - Mecklenburg County)

### Q4a. Top Reason Why Respondents Will Move Outside Mecklenburg County

by percentage of respondents who answered "no" to Question 4 (excluding "don't know")

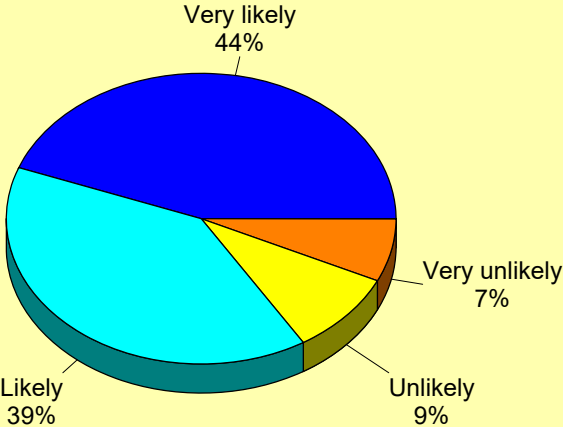


Source: ETC Institute (2016 - Mecklenburg County)



### Q7. Resident Likelihood to Apply for or Access County Services Online

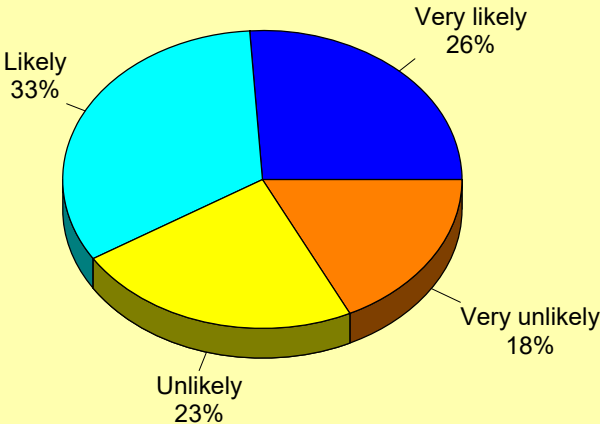
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

### Q8. Resident Likelihood to Communicate With County Agencies Via Text Message

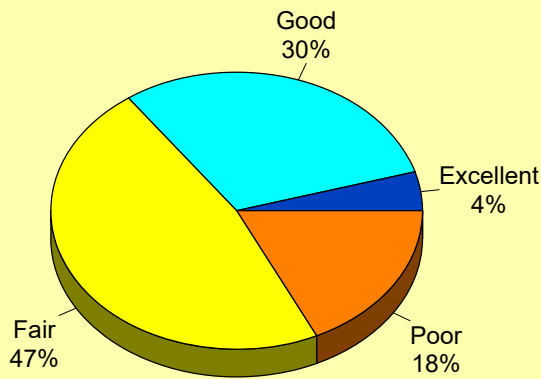
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

### Q9. How Well Mecklenburg County Government Communicates Information About County Issues, Services, and Performance

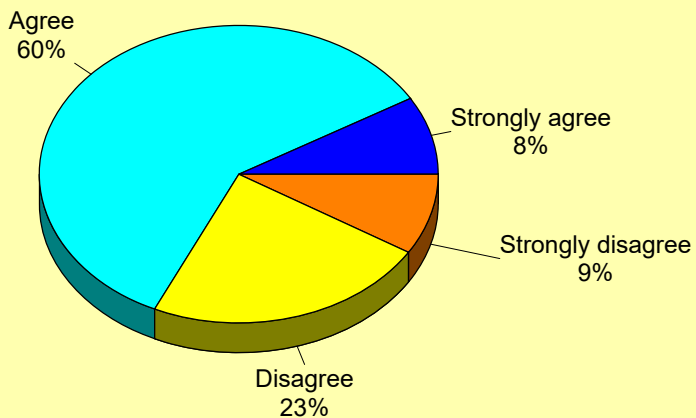
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

### Q10. Level of Agreement with the Statement, "I Trust the Information I Receive from Mecklenburg County"

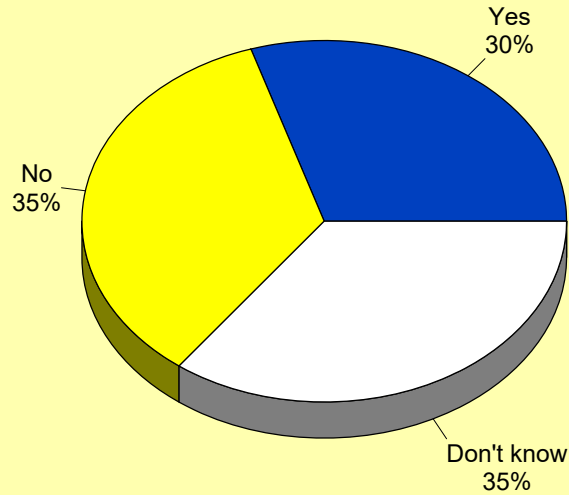
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

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

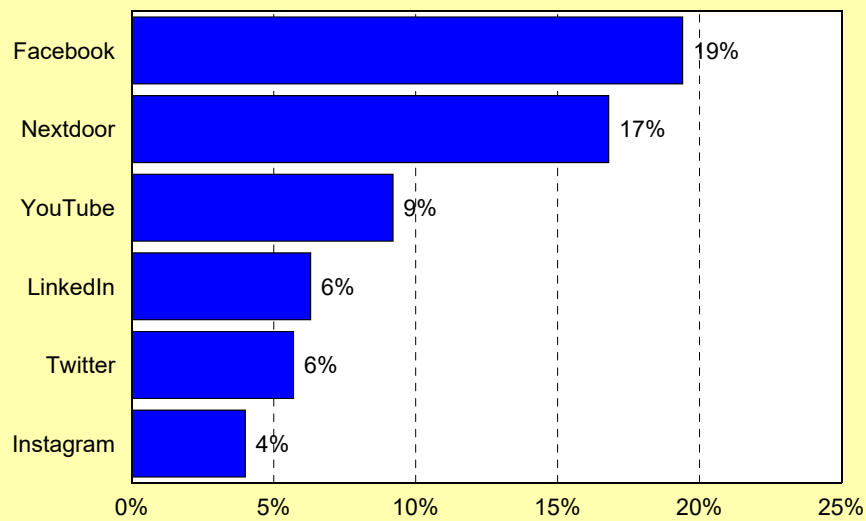
by percentage of respondents



Source: ETC Institute (2016 - Mecklenburg County)

### Q12. Usage of Social Media for Local Government Information

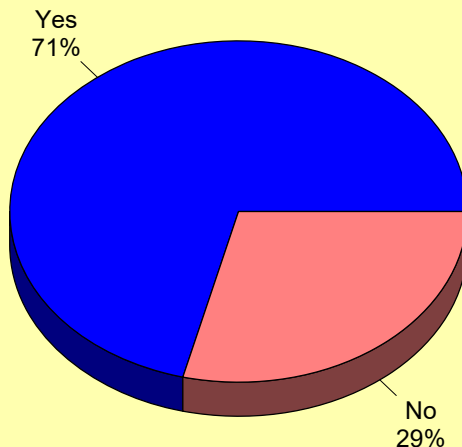
by percentage of respondents who answered "yes"



Source: ETC Institute (2016 - Mecklenburg County)

Q12a. Do you agree with the following statement: *“The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County Government?”*

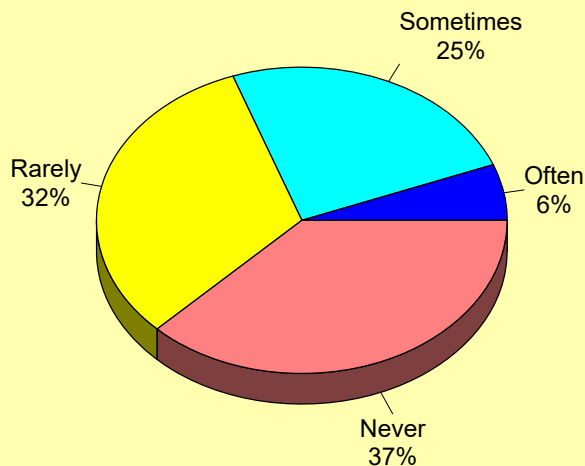
by percentage of respondents who answered "yes" to any part of Question 12 (excluding "don't know")



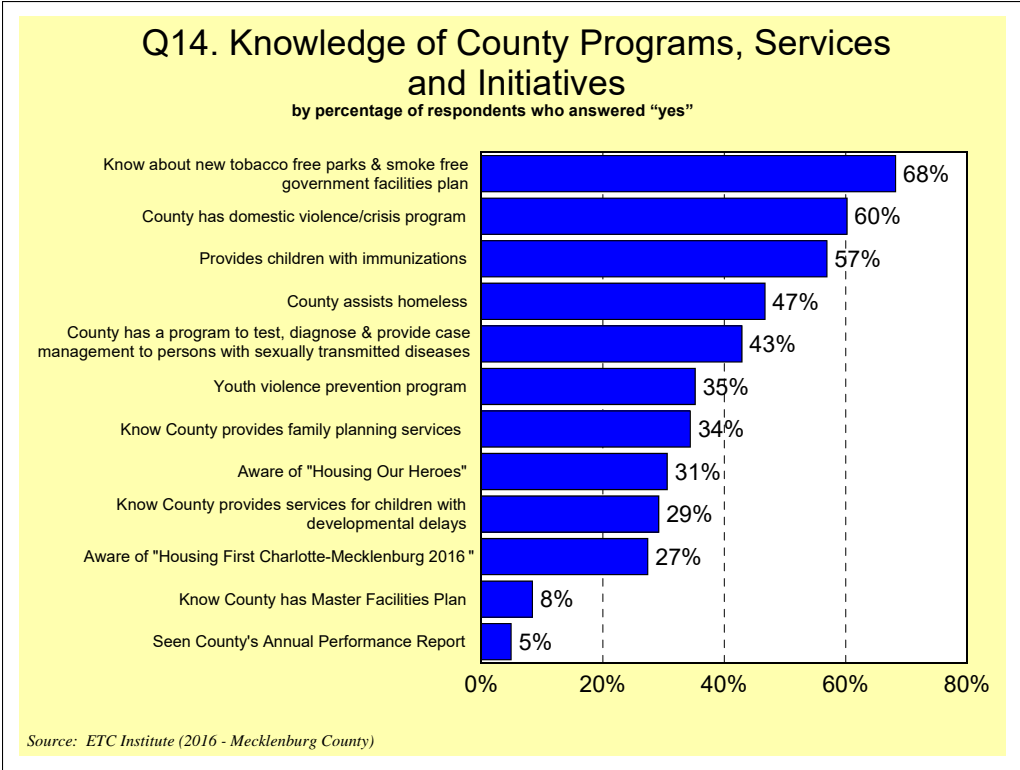
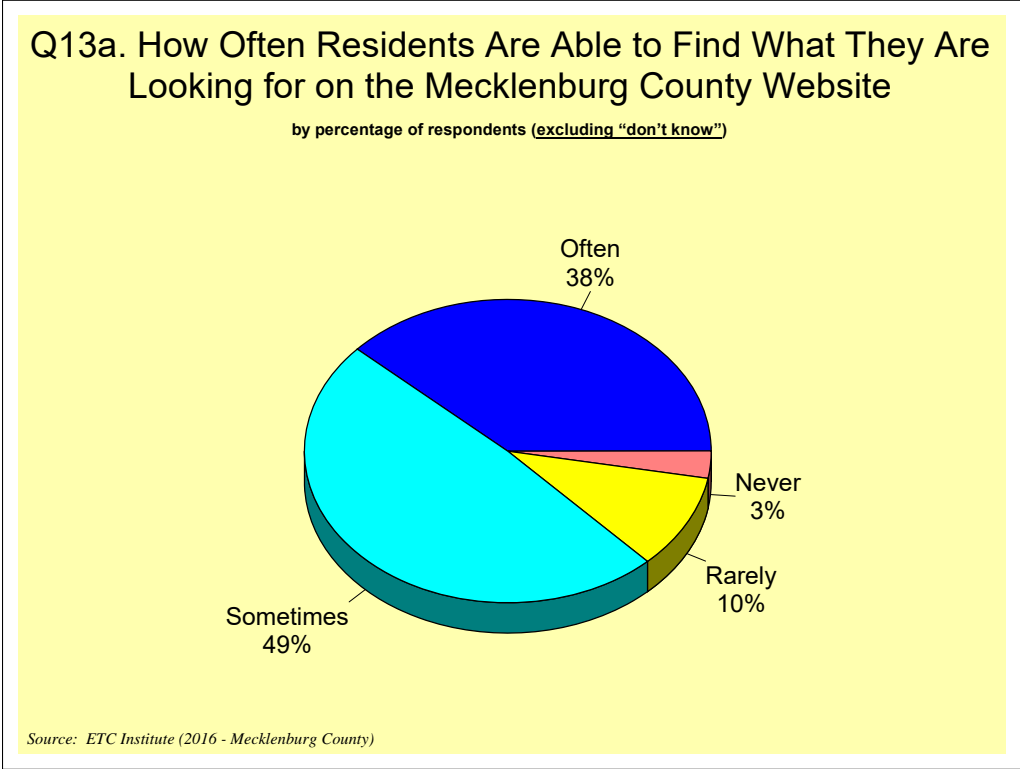
Source: ETC Institute (2016 - Mecklenburg County)

Q13. How Often Residents Have Used the County’s Website to Access County News, Programs, and Services Within the Last 12 Months

by percentage of respondents (excluding “don’t know”)



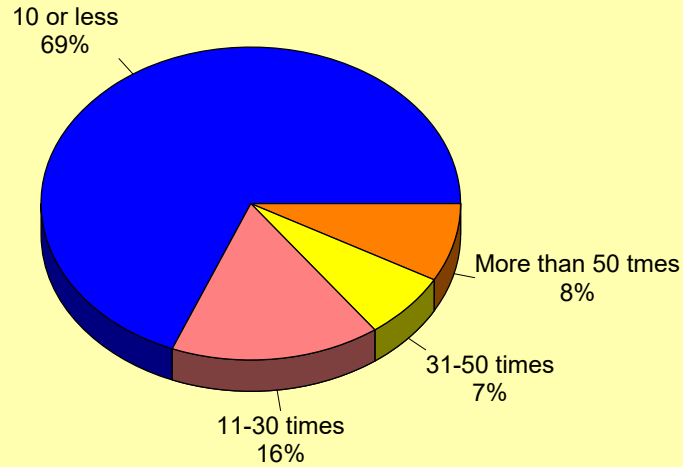
Source: ETC Institute (2016 - Mecklenburg County)





### Q15. How Many Times Residents Have Visited a Mecklenburg County Park or Other Facility in the Past 12 Months

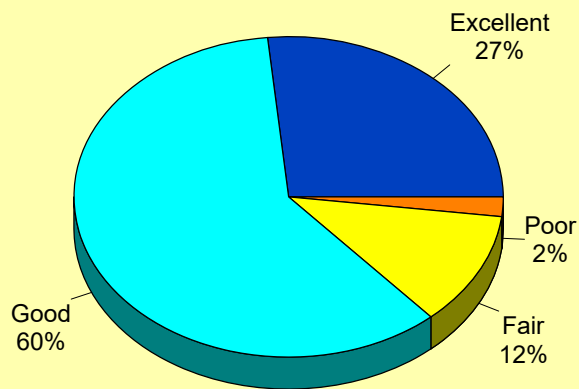
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

### Q16. Overall Quality and Condition of Parks and Other Facilities That Residents Visit Most Often

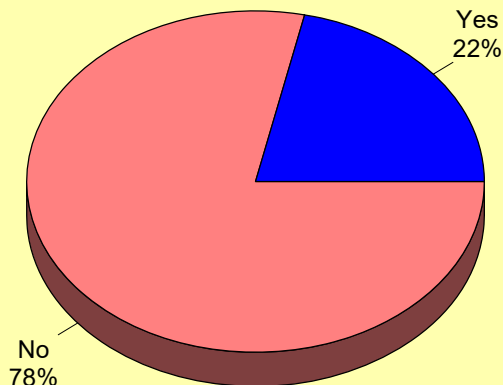
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

**Q17. Have you or other members of your household participated in any recreation, athletic, or nature programs offered by the Mecklenburg County Park and Recreation Dept. within the past 12 months?**

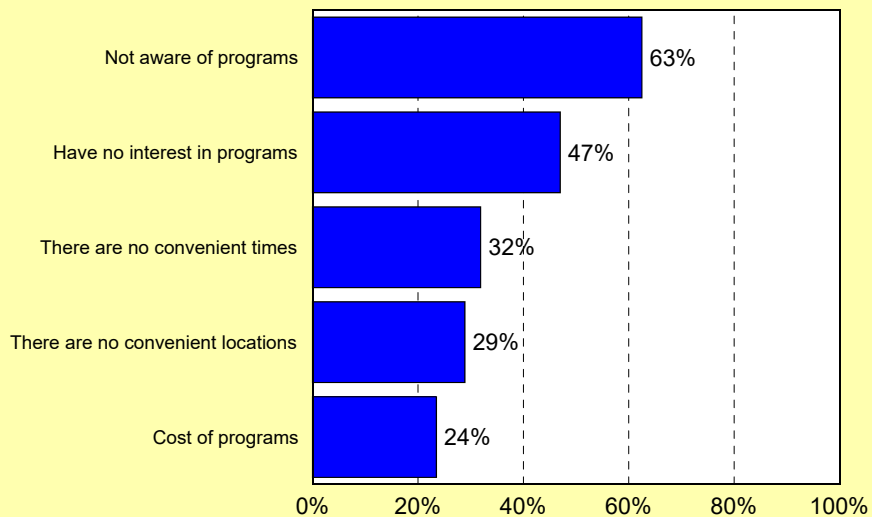
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

**Q17a. Reasons Why Households Have Not Participated in Mecklenburg County Park and Recreation Programs**

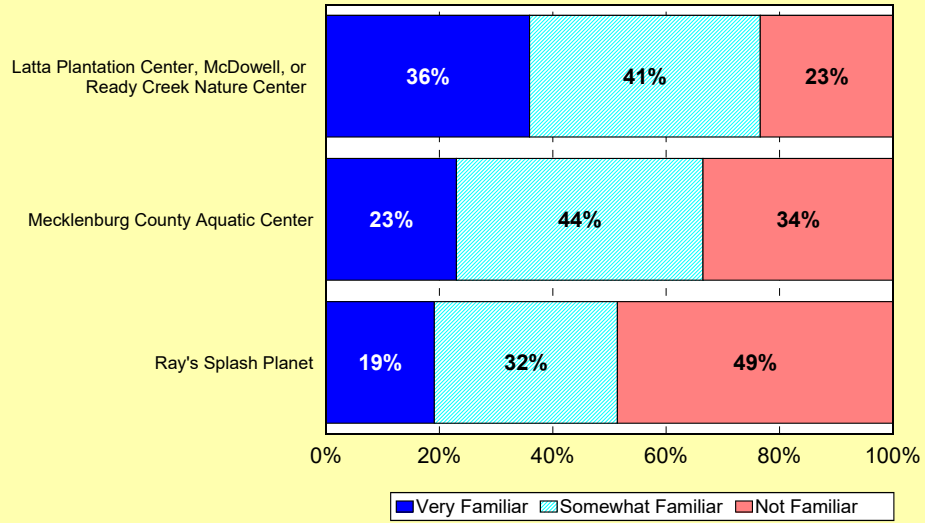
by percentage of respondents who answered "no" to Question 17 (excluding "don't know" - multiple selections could be made)



Source: ETC Institute (2016 - Mecklenburg County)

### Q18. Familiarity With Facilities Offered by the Mecklenburg County Parks and Recreation Dept.

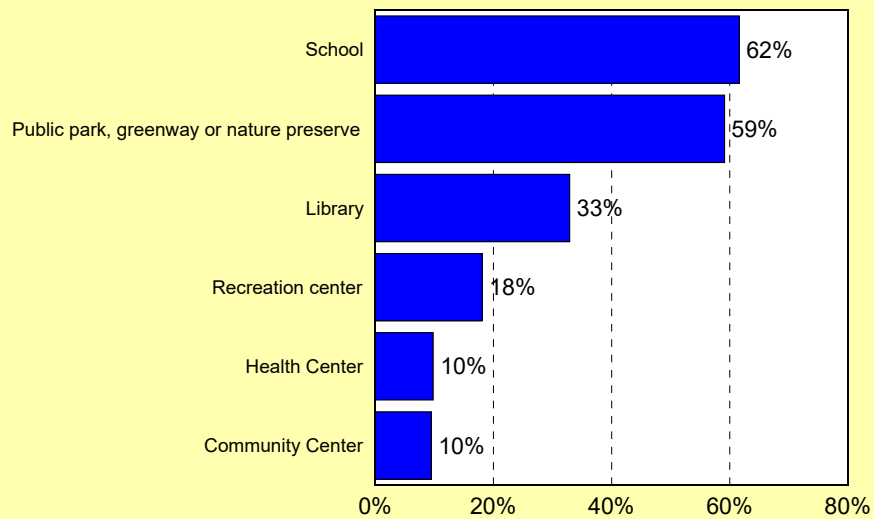
by percentage of respondents



Source: ETC Institute (2016 - Mecklenburg County)

### Q19. Which of the following neighborhood services are within walking distance of your home?

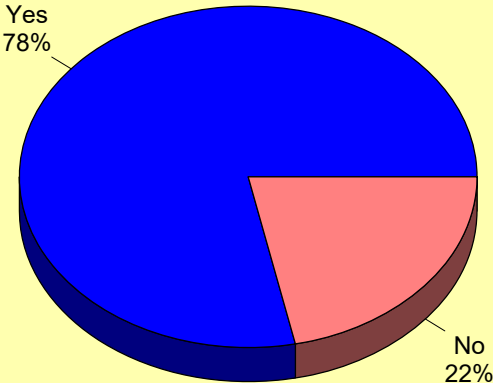
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2016 - Mecklenburg County)

**Q20. Do you feel safe walking to these neighborhood services?**

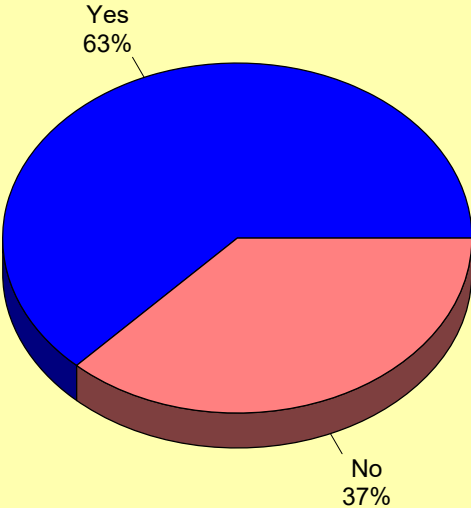
by percentage of respondents who selected any of the services in Question 19 (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

**Q21. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason?**

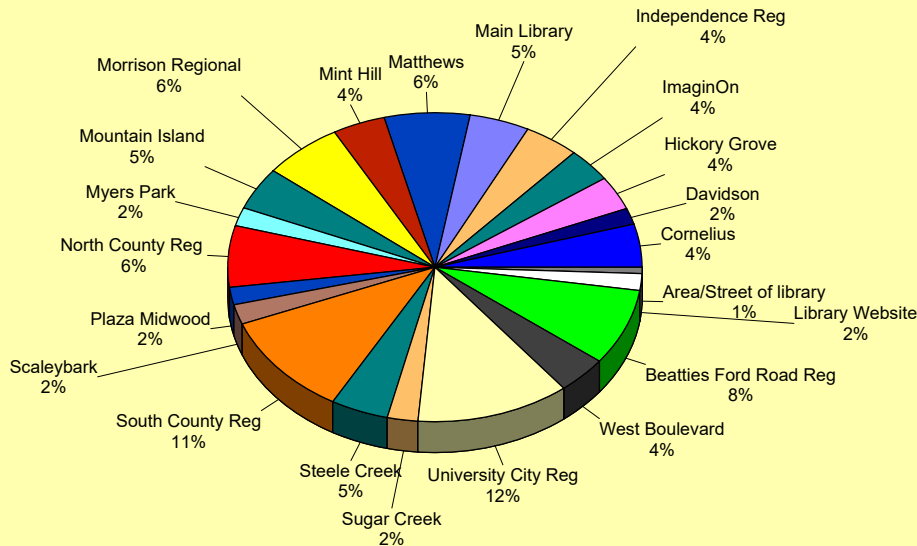
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

**Q21a. Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often?**

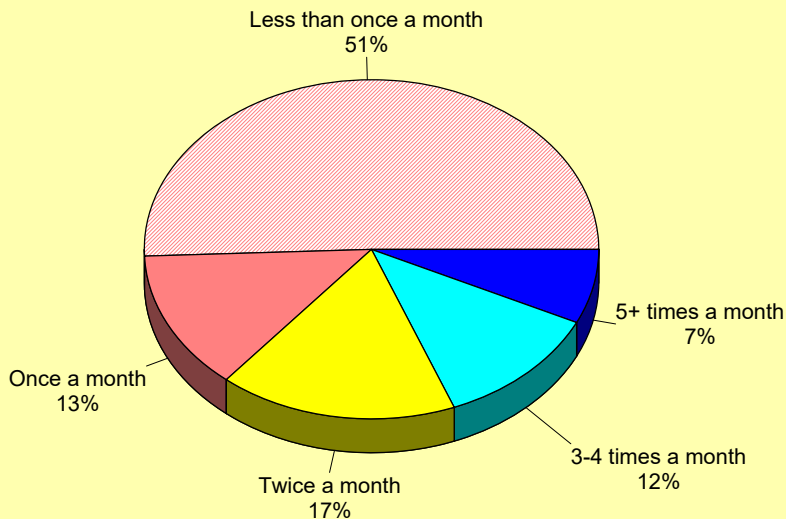
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2016 - Mecklenburg County)

**Q21b. How Many Times Residents Have Visited or Used a Charlotte Mecklenburg Library in person**

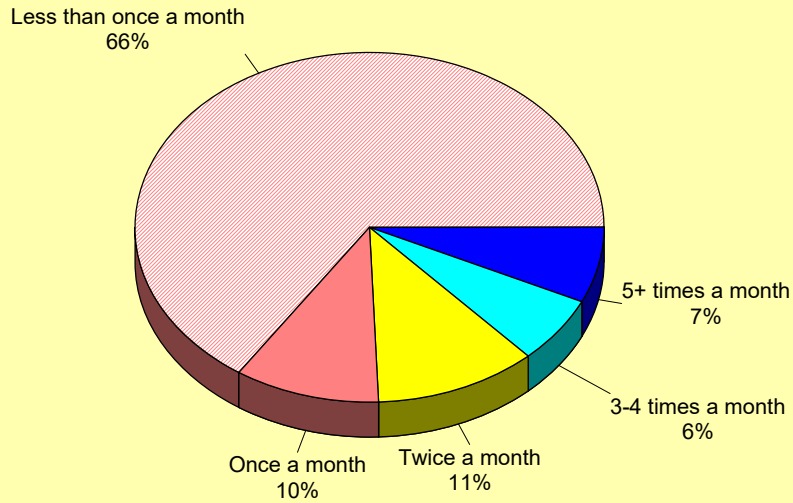
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

**Q21c. How Many Times Residents Have Visited or Used a Charlotte Mecklenburg Library Digitally (Online, Mobile App, etc.)**

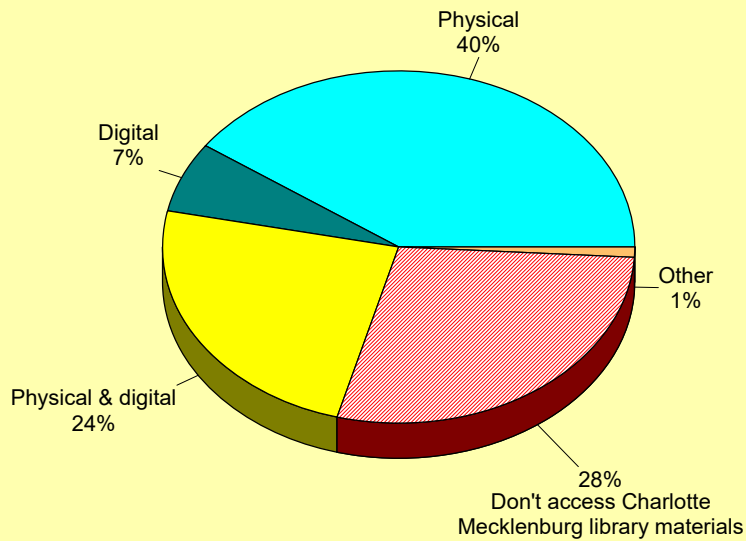
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

**Q22. Preferred Formats When Accessing Charlotte Mecklenburg Library Materials**

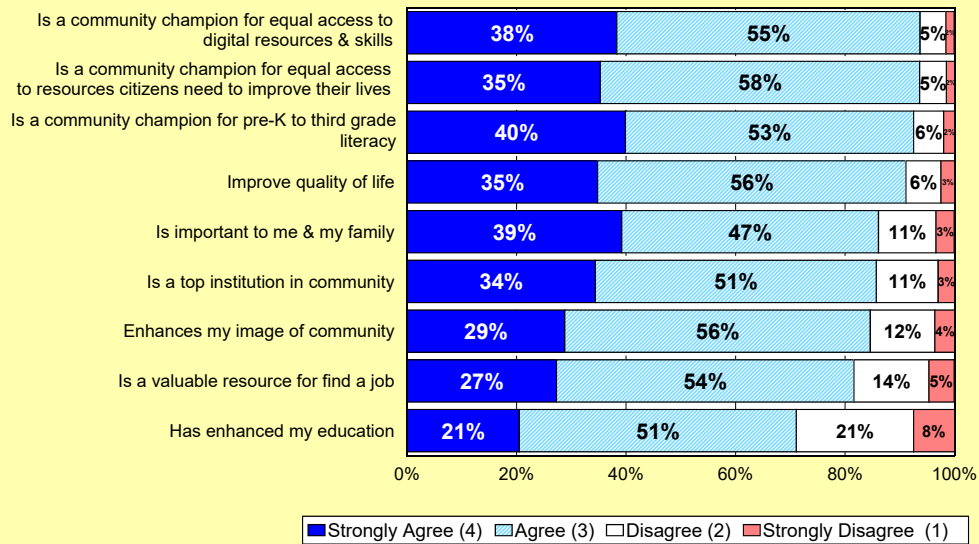
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2016 - Mecklenburg County)

### Q23. Level of Agreement with the Following Statements About the Charlotte Mecklenburg Library

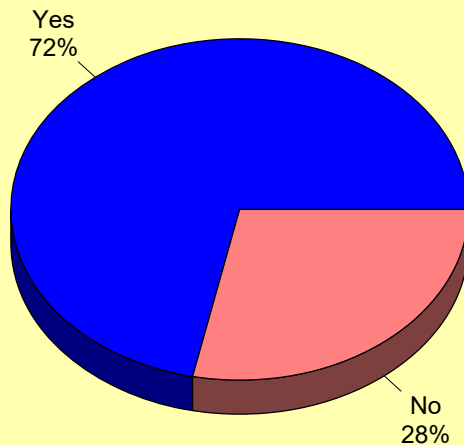
by percentage of respondents (excluding "don't know")



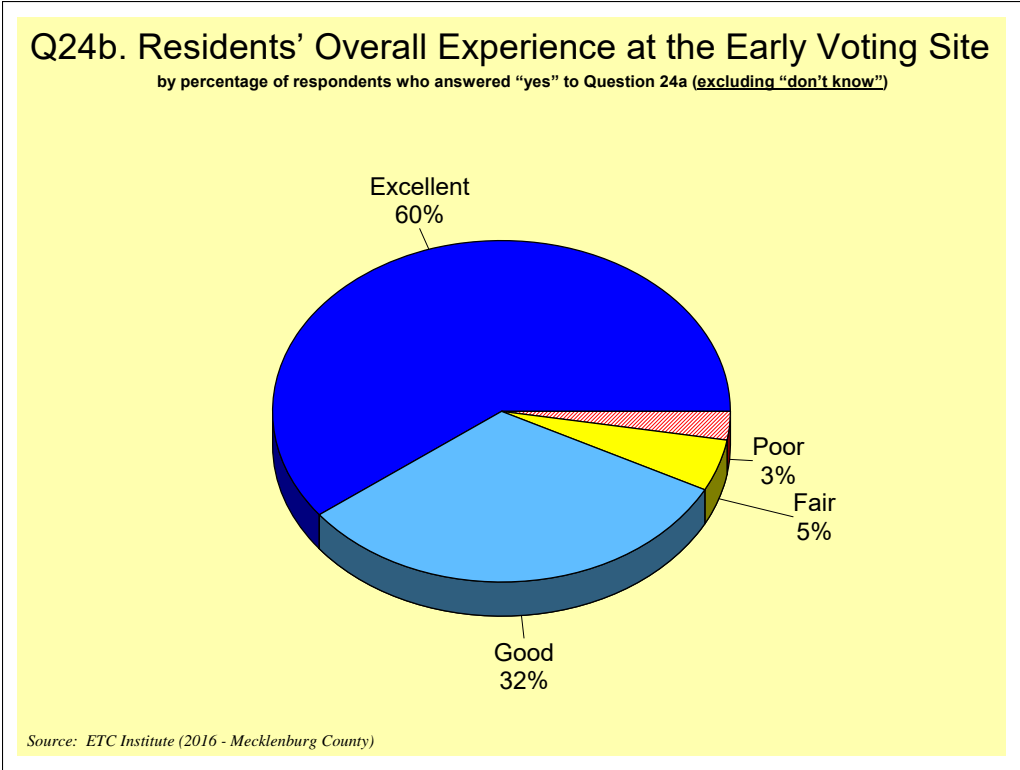
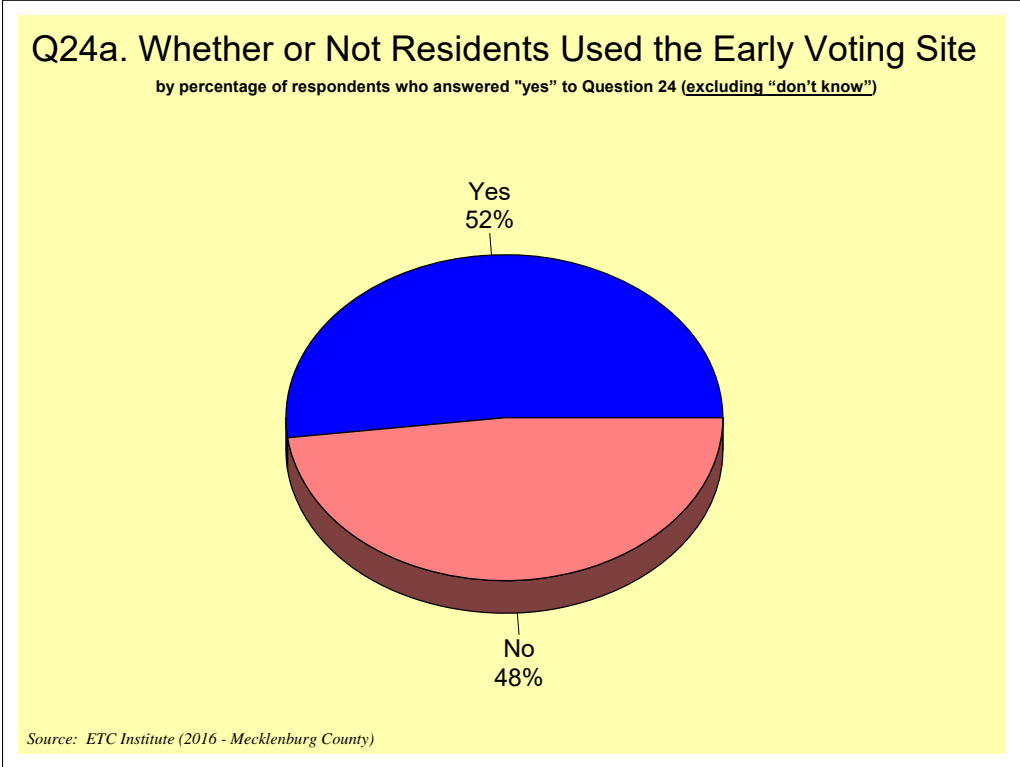
Source: ETC Institute (2016 - Mecklenburg County)

### Q24. Whether or Not Residents Voted in the November 2015 Local Election

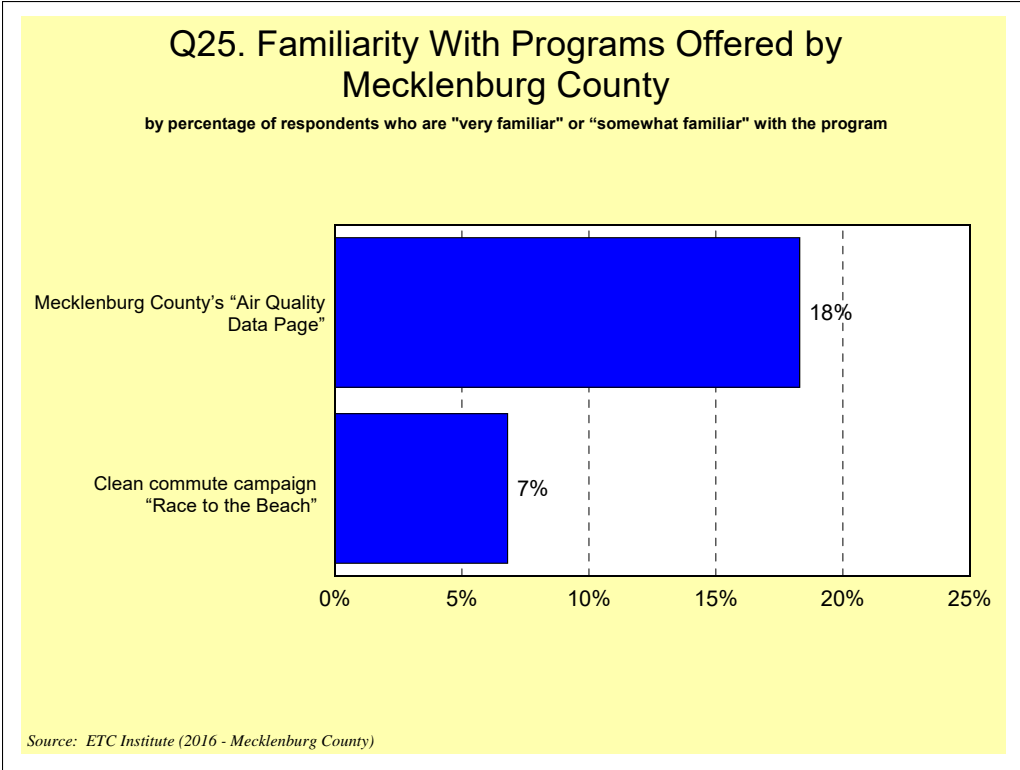
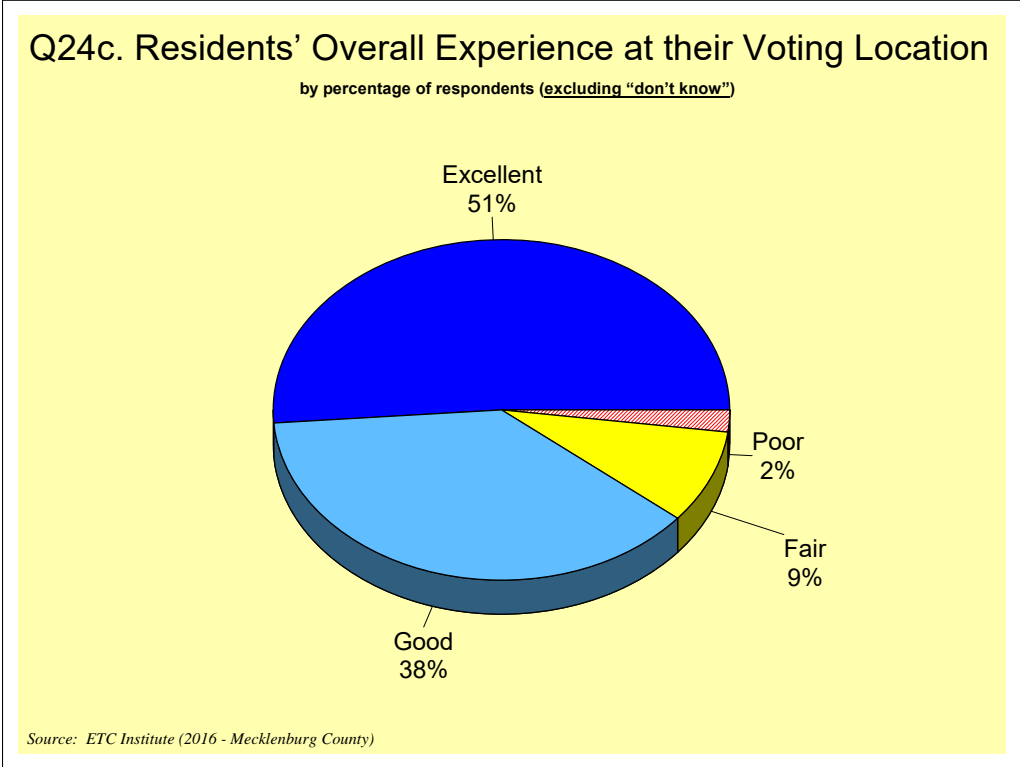
by percentage of respondents (excluding "don't know")

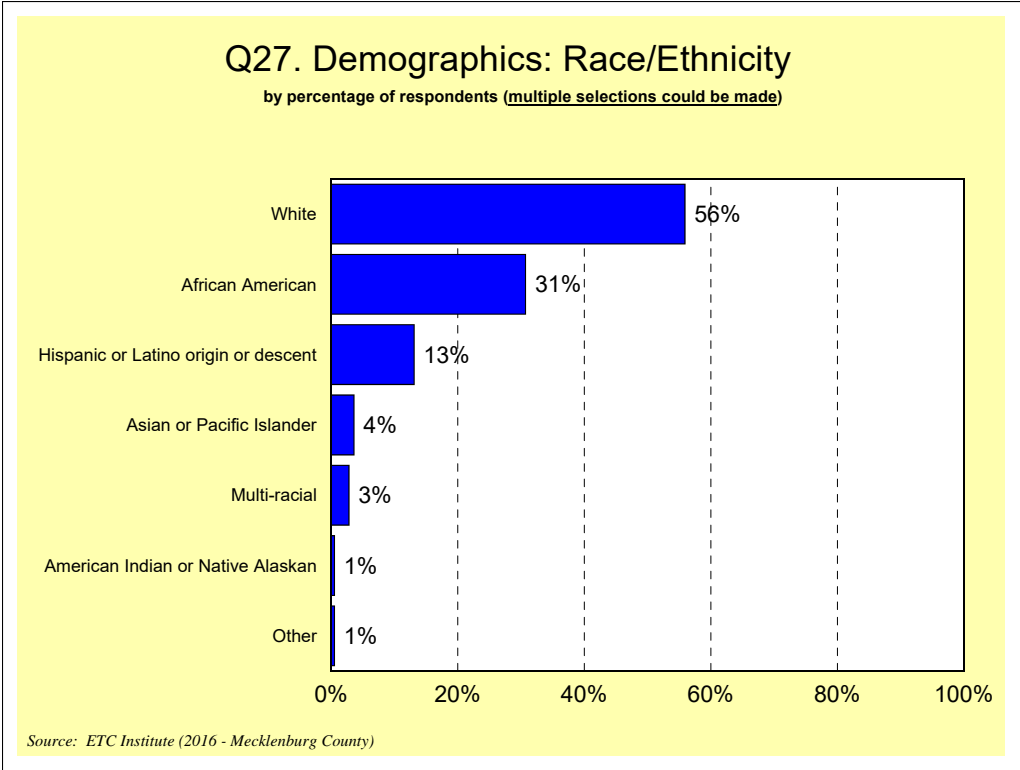
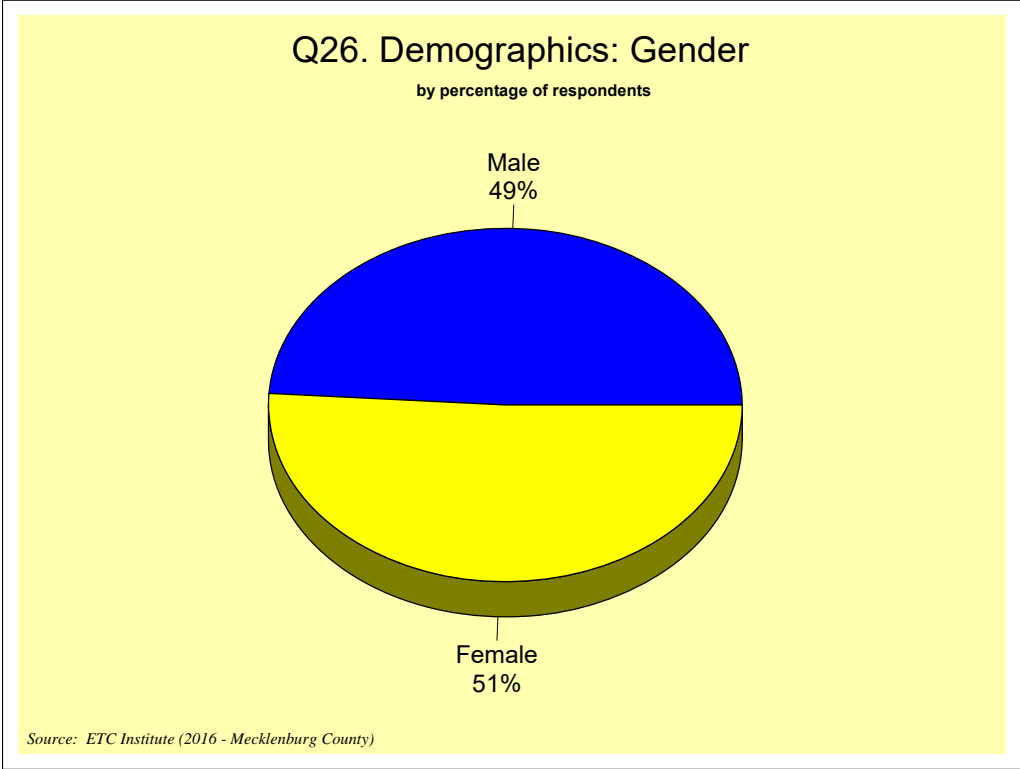


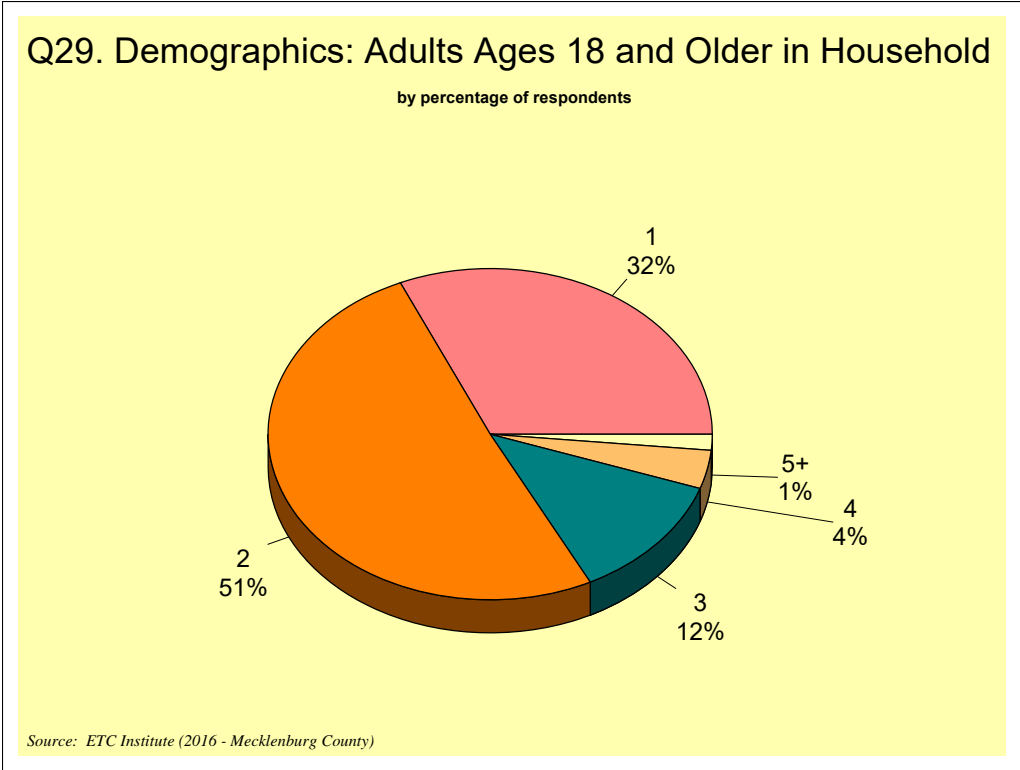
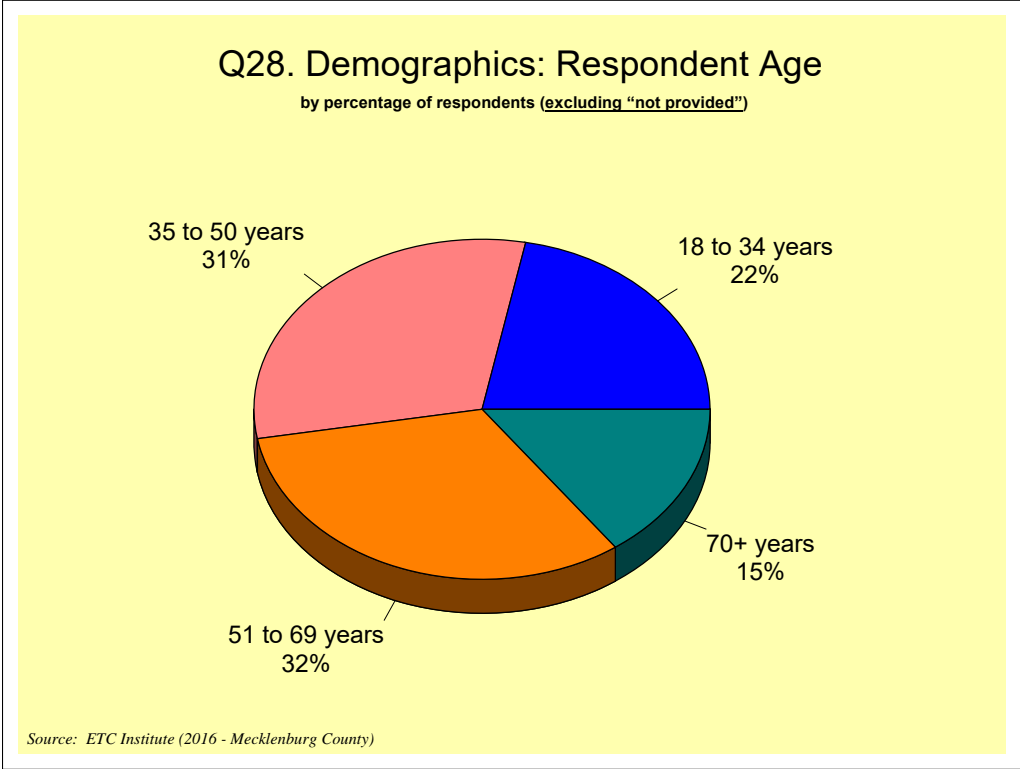
Source: ETC Institute (2016 - Mecklenburg County)



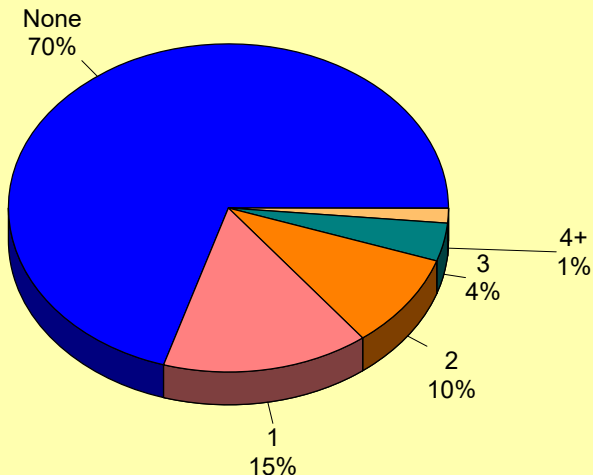








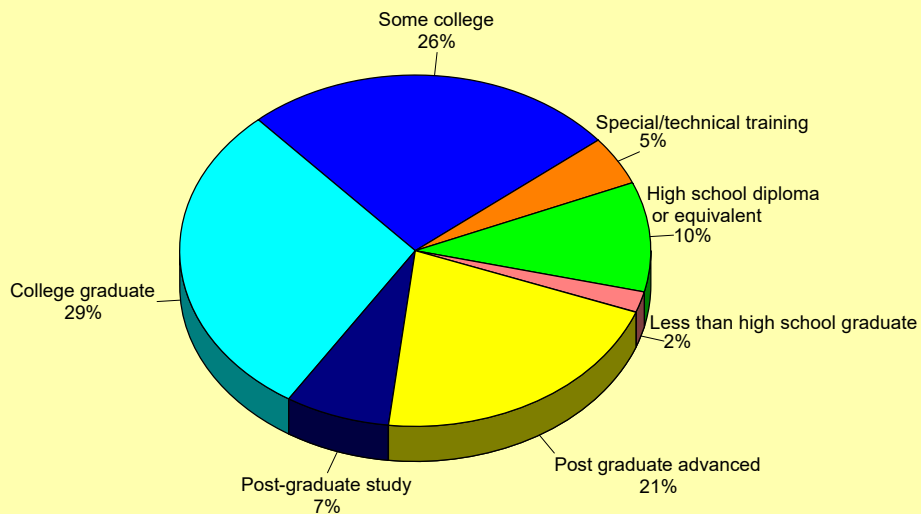
**Q30. Demographics: Children Under Age 18 in Household**  
by percentage of respondents



Source: ETC Institute (2016 - Mecklenburg County)

**Q31. Demographics: Respondent's Highest Level of Education**

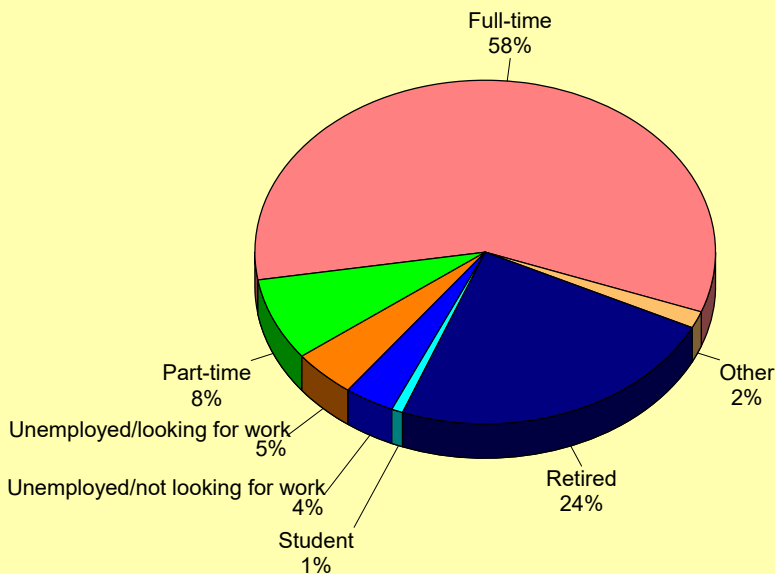
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2016 - Mecklenburg County)

**Q32. Demographics: Current Employment Status**

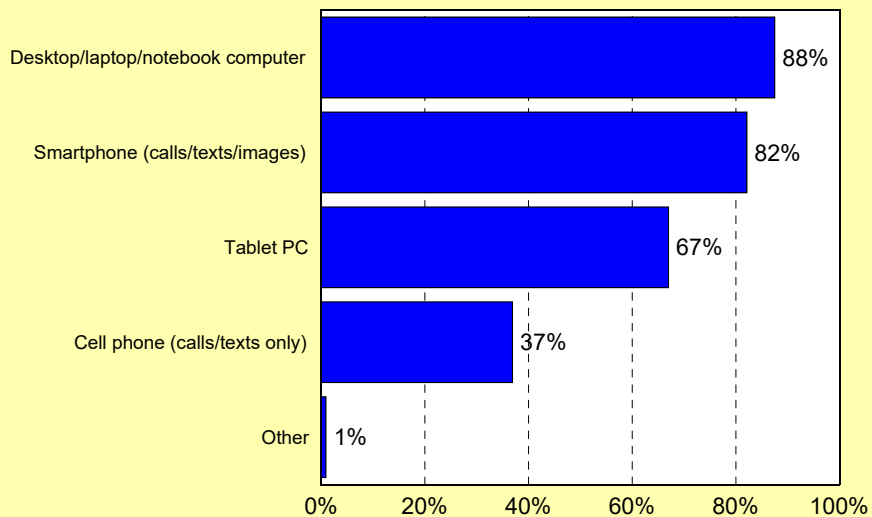
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2016 - Mecklenburg County)

**Q33. Demographics: Please indicate if anyone in your household has any of the following:**

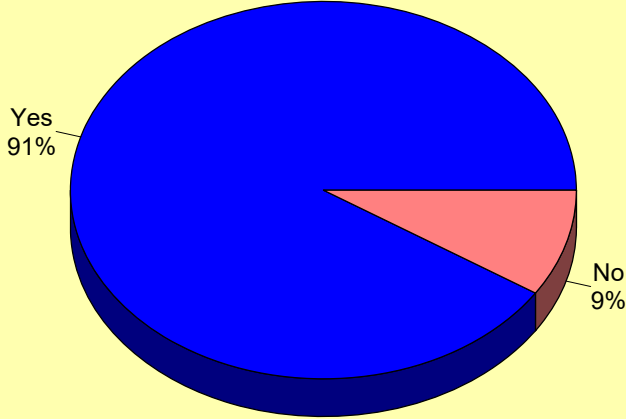
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2016 - Mecklenburg County)

### Q34. Demographics: Do you have access to the Internet at home?

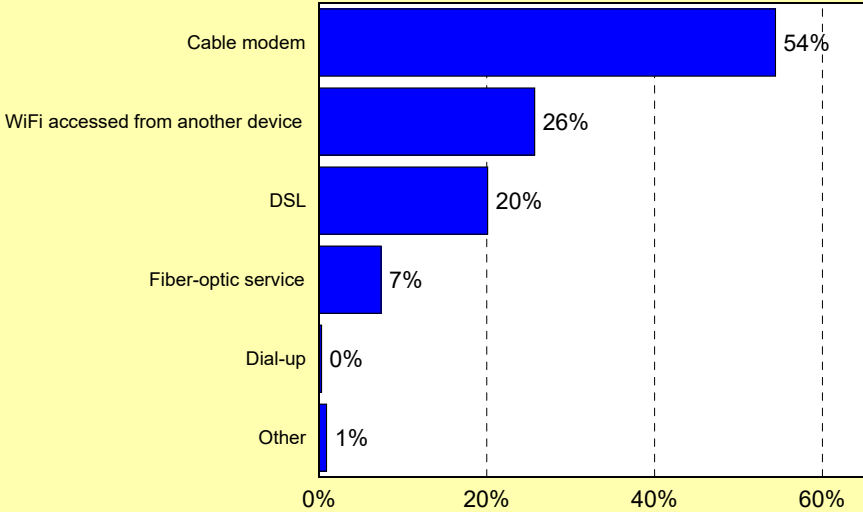
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2016 - Mecklenburg County)

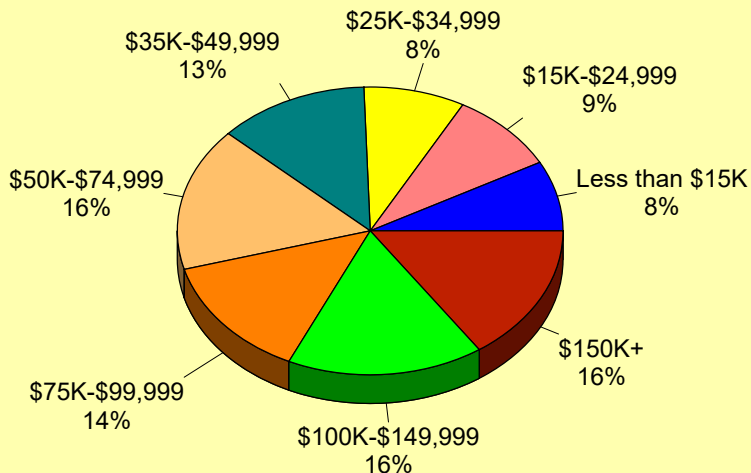
### Q35. Demographics: What type of internet do you have at home?

by percentage of respondents (multiple selections could be made)



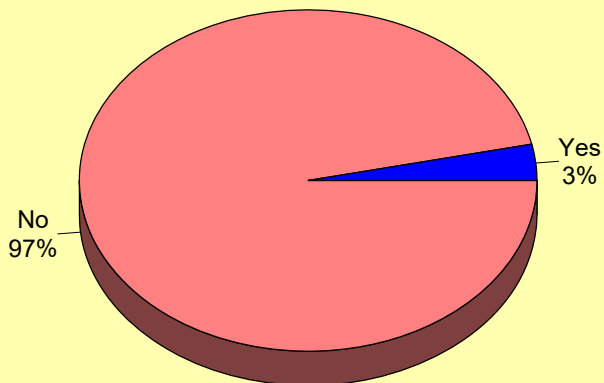
Source: ETC Institute (2016 - Mecklenburg County)

**Q37. Demographics: Total Household Income Before Tax**  
by percentage of respondents (excluding "not provided")

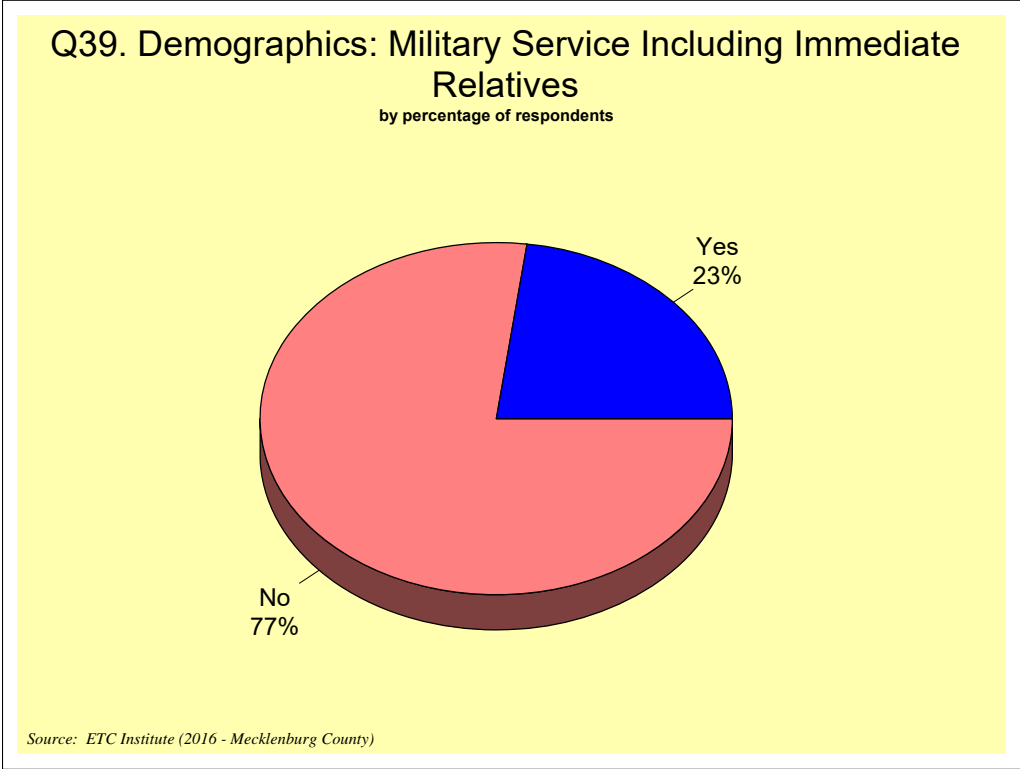


Source: ETC Institute (2016 - Mecklenburg County)

**Q38. Demographics: Are you an employee of Mecklenburg County?**  
by percentage of respondents



Source: ETC Institute (2016 - Mecklenburg County)





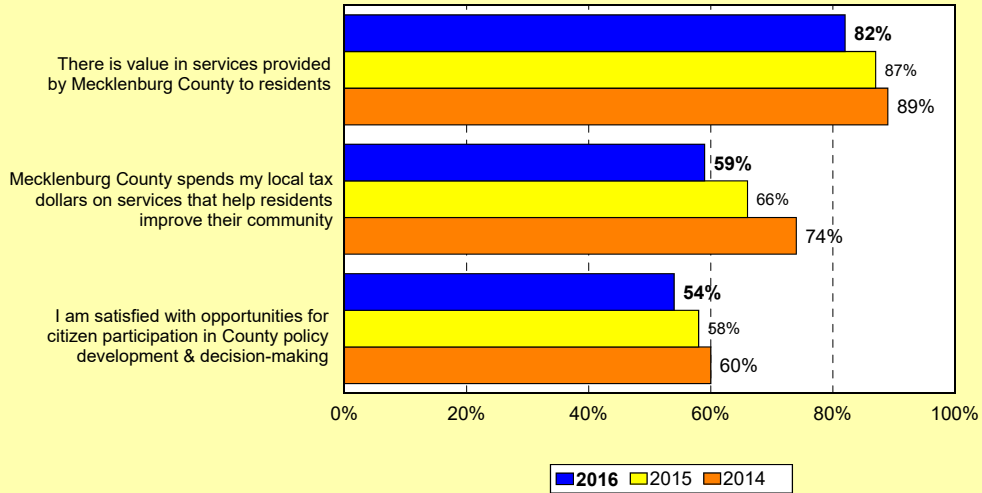
## **Section 3**

# ***Trend Analysis***

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### TRENDS: Respondent Perceptions of Mecklenburg County Government - 2014 to 2016

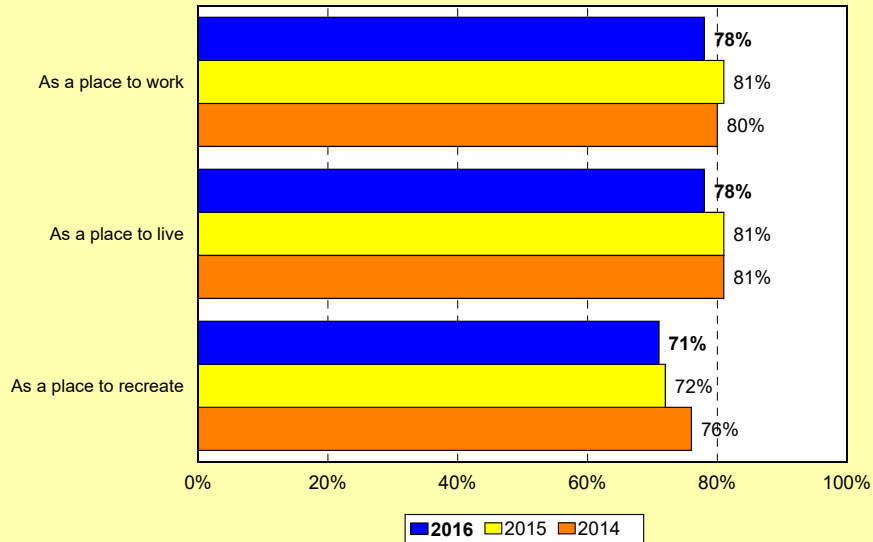
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016)

### TRENDS: Respondent Rating of Mecklenburg County - 2014 to 2016

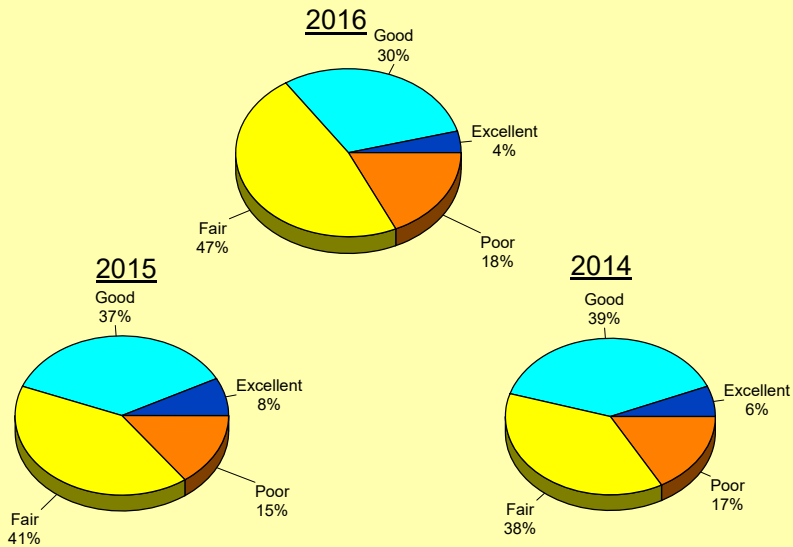
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2016)

**TRENDS: How Well Mecklenburg County Does at Communicating Information About County Issues, Services and Performance 2014 to 2016**

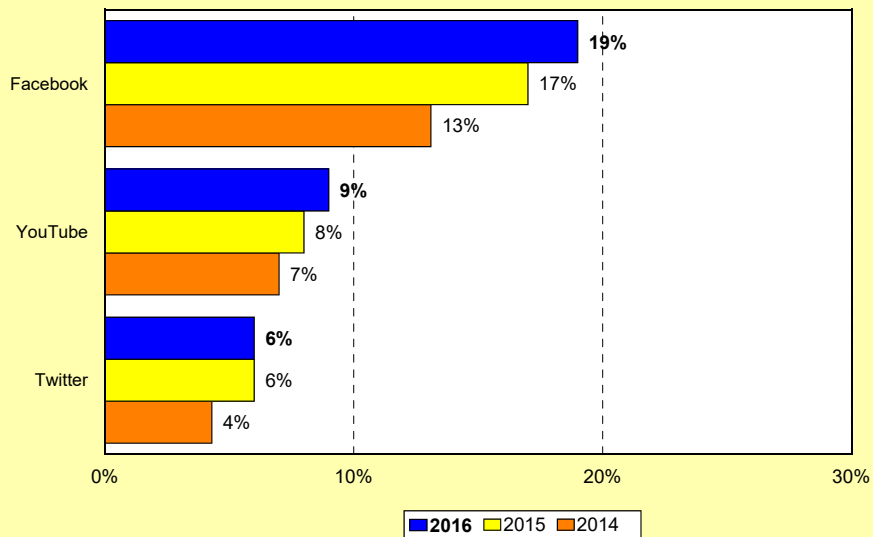
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016)

**TRENDS: Respondent Usage of Social Media for Local Government Information - 2014 to 2016**

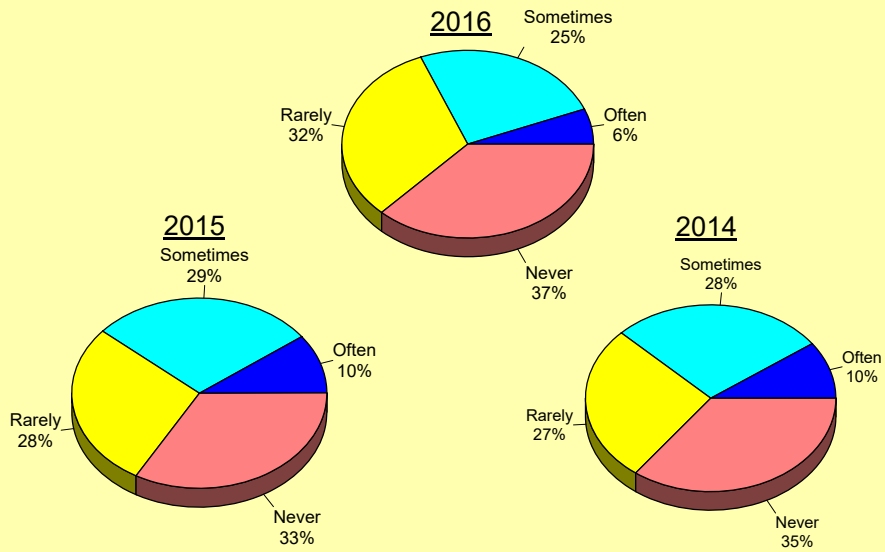
by percentage of respondents (who answered "Yes")



Source: ETC Institute DirectionFinder (2016)

### TRENDS: How Often Residents Have Used the County's Website to Access County News, Programs, and Services 2014 to 2016

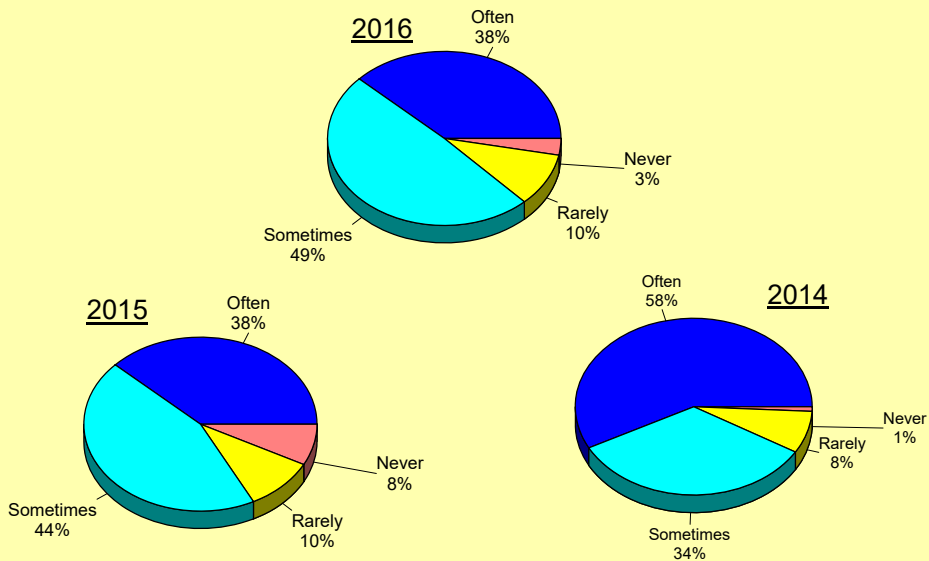
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016)

### TRENDS: How Often Residents Were Able to Find What They Were Looking for on the Mecklenburg County Website 2014 to 2016

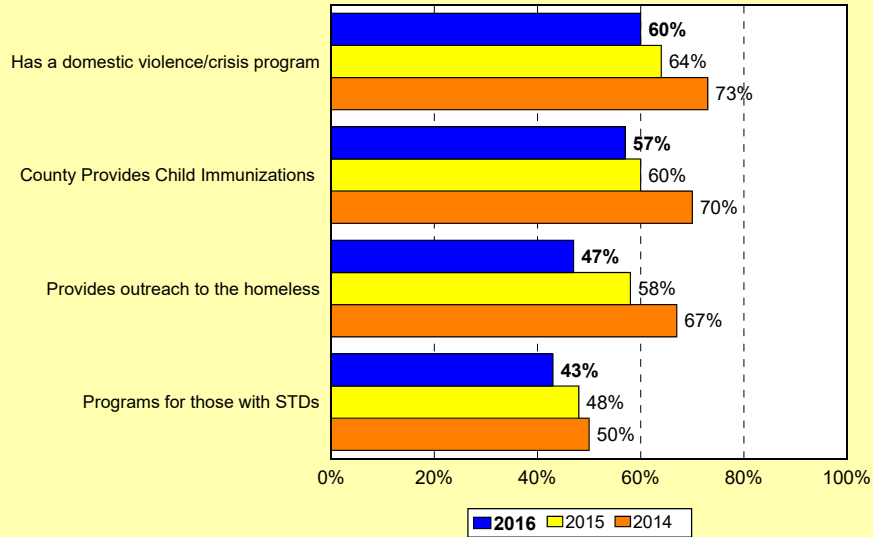
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016)

### TRENDS: Respondent Knowledge of County Programs, Services and Initiatives - 2014 to 2016

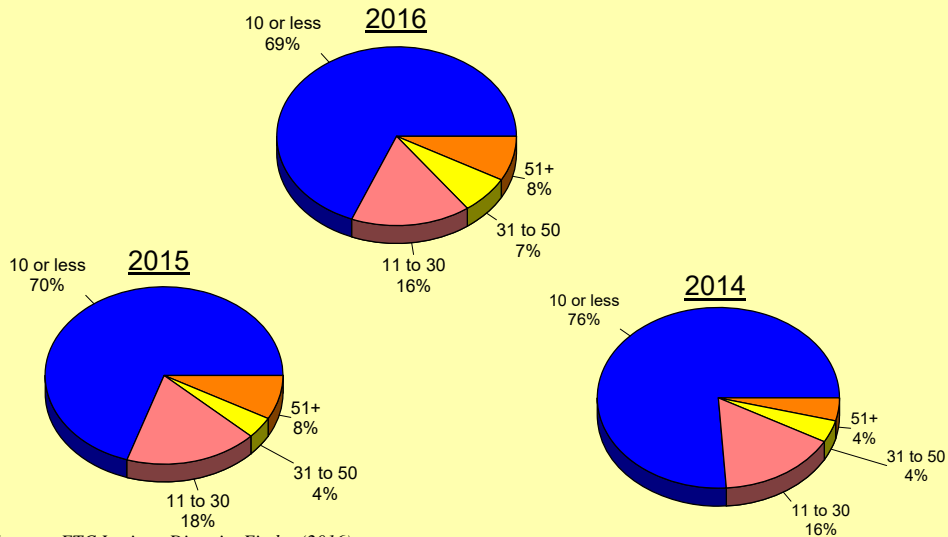
by percentage of respondents (who answered "Yes")



Source: ETC Institute DirectionFinder (2016)

### TRENDS: How Often Respondent Households Have Visited a Mecklenburg County Parks and Recreation Facility - 2014 to 2016

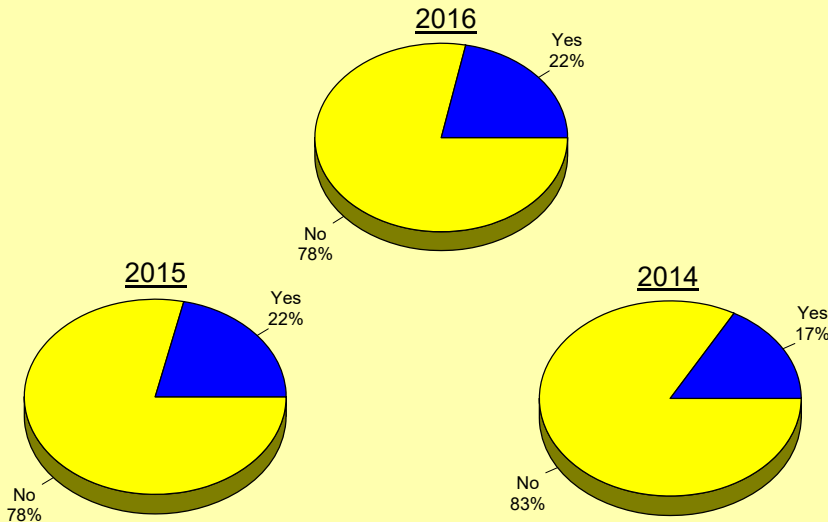
by percentage of respondents



Source: ETC Institute DirectionFinder (2016)

### TRENDS: Respondent Participation in Recreation Programs Offered by the Mecklenburg County Park and Recreation Department Within the Past 12 Months - 2014 to 2016

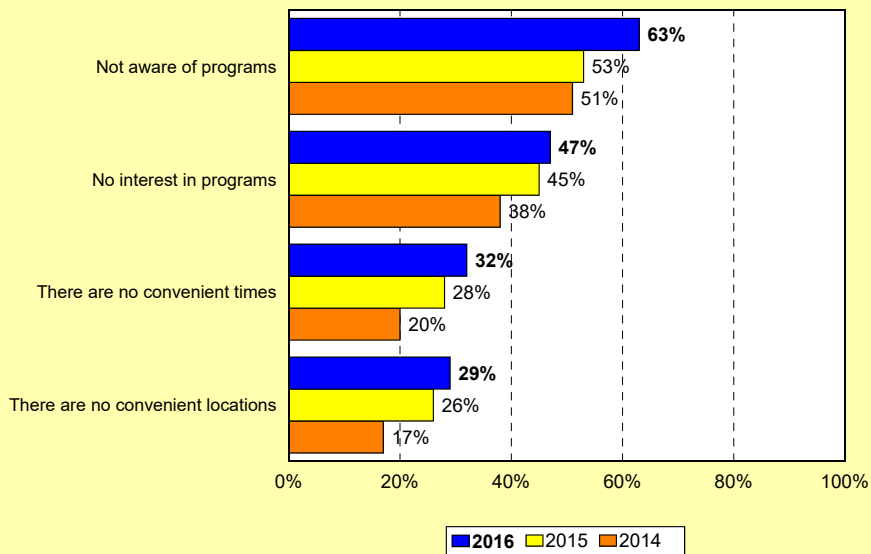
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2016)

### TRENDS: Reasons for Not Participating in Mecklenburg County Park and Recreation Programs - 2014 to 2016

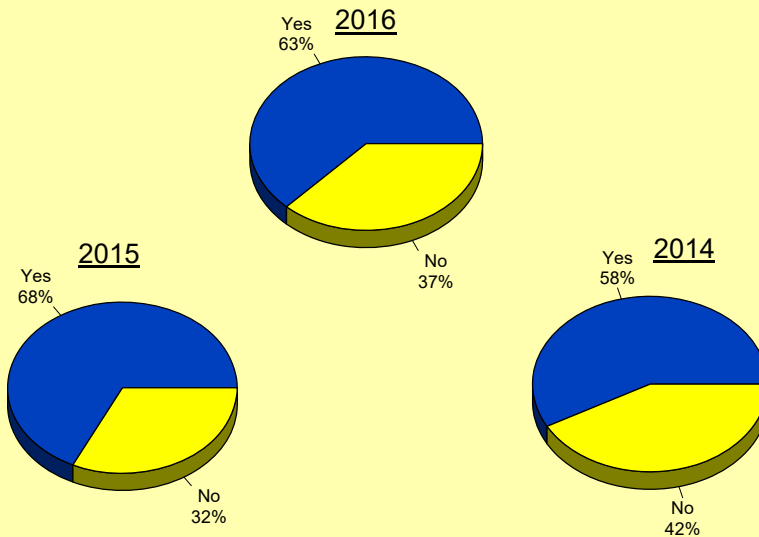
by percentage of respondents (who answered "Yes")



Source: ETC Institute DirectionFinder (2016)

### TRENDS: Whether Households Have Visited or used a Charlotte-Mecklenburg Library - 2014 to 2016

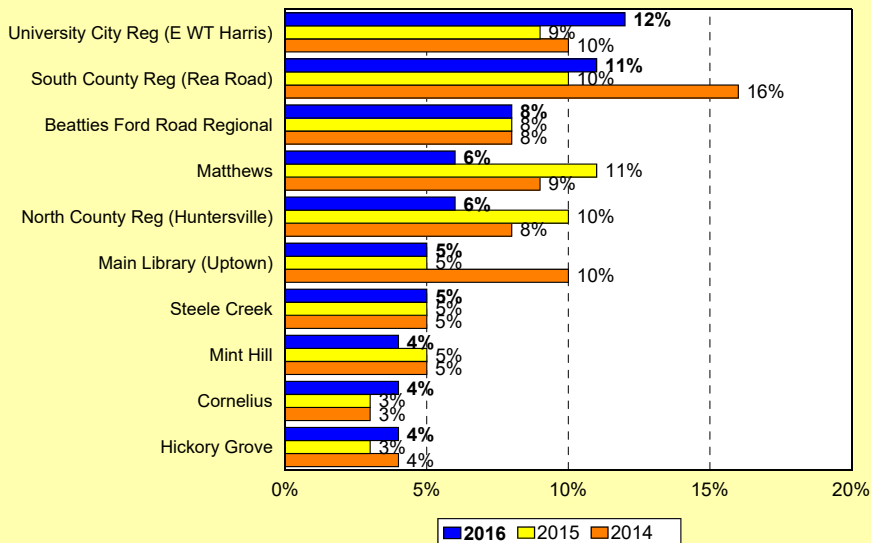
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2016)

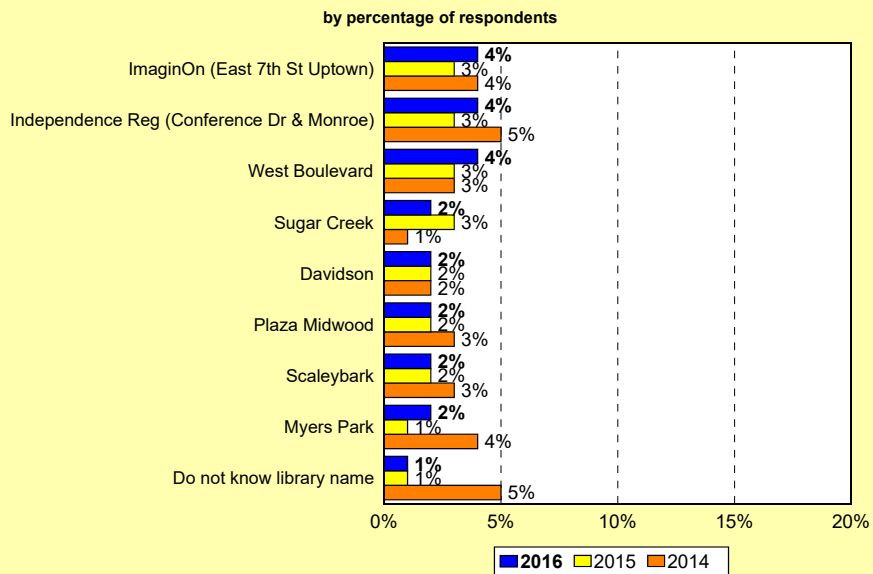
### TRENDS: Charlotte-Mecklenburg Libraries Households Have Visited Most Often Within the Past 12 Months 2014 to 2016

by percentage of respondents



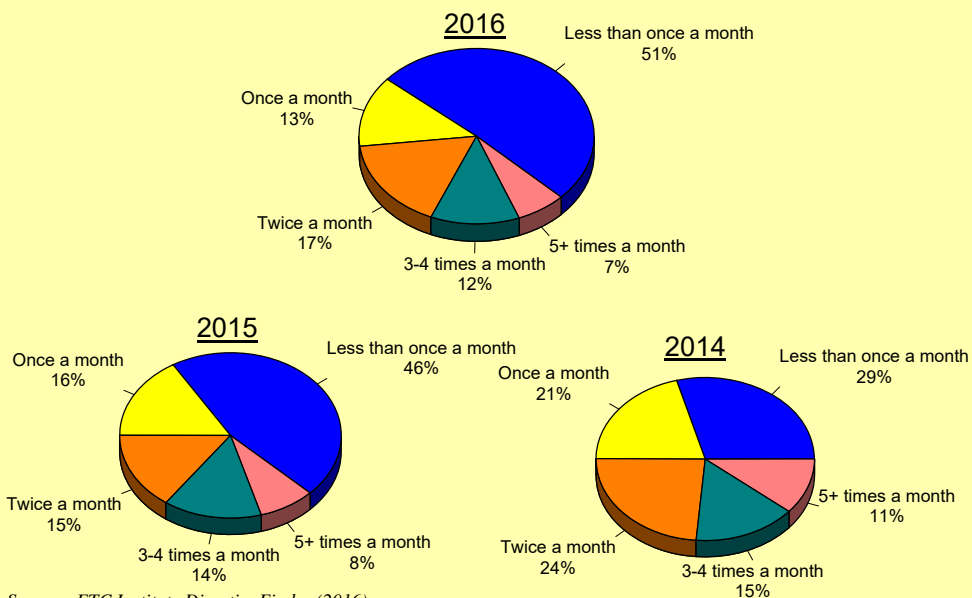
Source: ETC Institute DirectionFinder (2016)

### TRENDS: (cont.) Charlotte-Mecklenburg Libraries Households Have Visited Most Often Within the Past 12 Months - 2014 to 2016



### TRENDS: In a Typical Month, How Often Respondents Visit the Library - 2014 to 2016

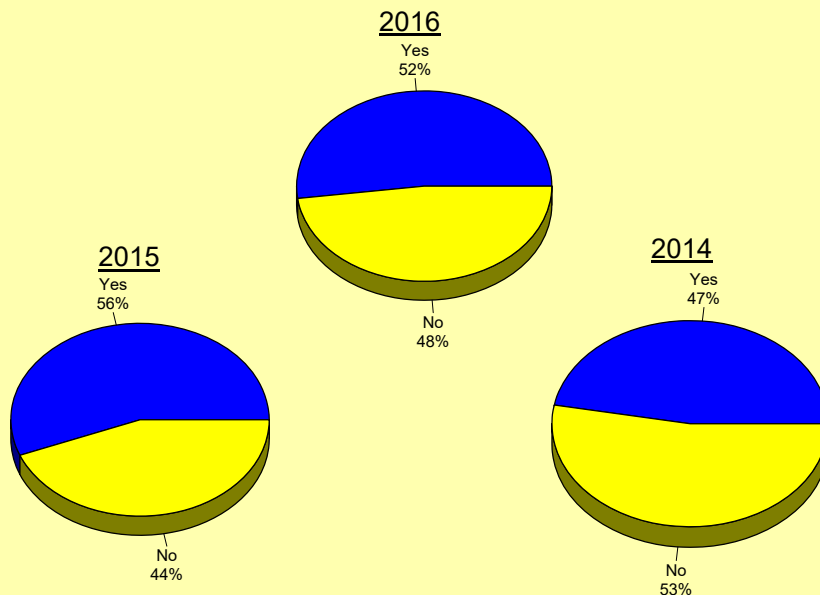
by percentage of respondents (excluding "not provided")





### TRENDS: Whether or Not Respondents Used the Early Voting Site - 2014 to 2016

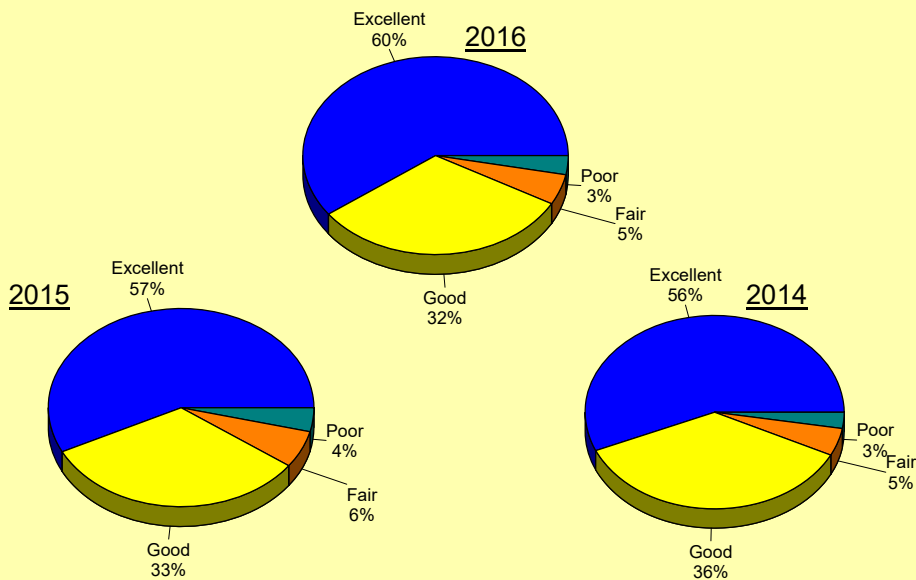
by percentage of respondents (excluding "not provided")



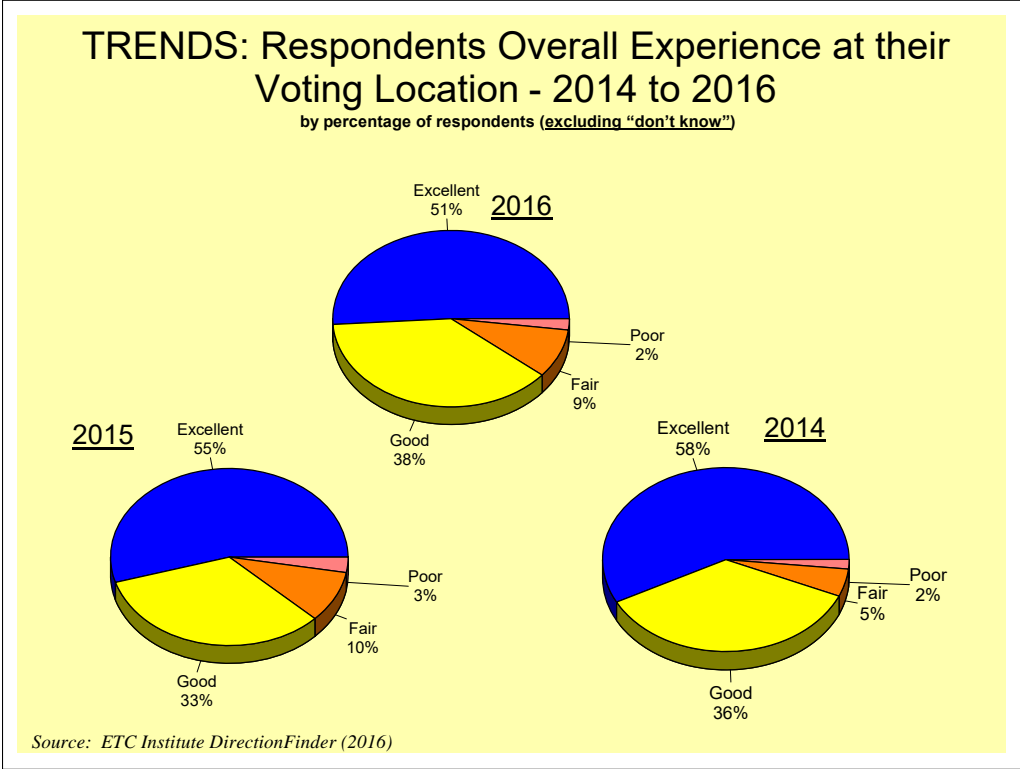
Source: ETC Institute DirectionFinder (2016)

### TRENDS: Respondents Overall Experience at the Early Voting Site - 2014 to 2016

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



Source: ETC Institute DirectionFinder (2016)



## **Section 4**

### ***GIS Maps***

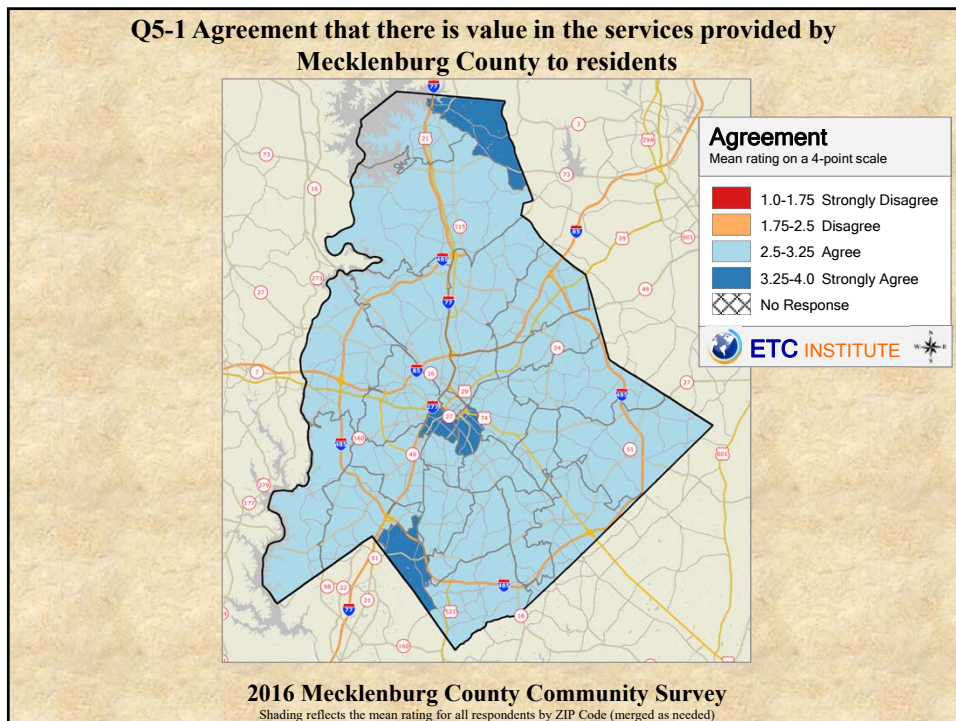
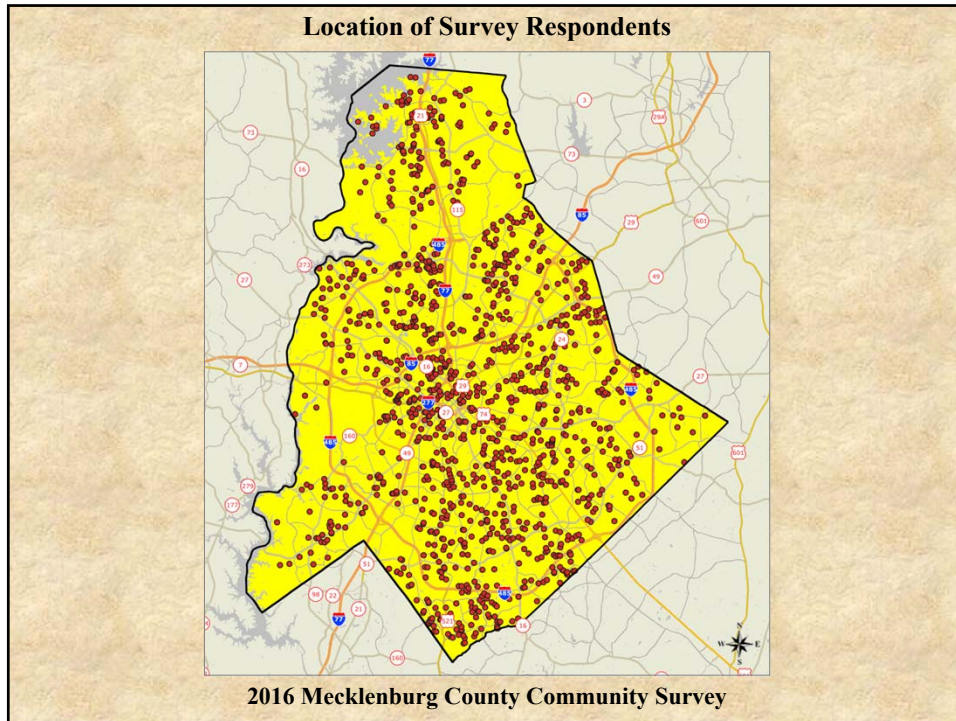
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## Interpreting the Maps

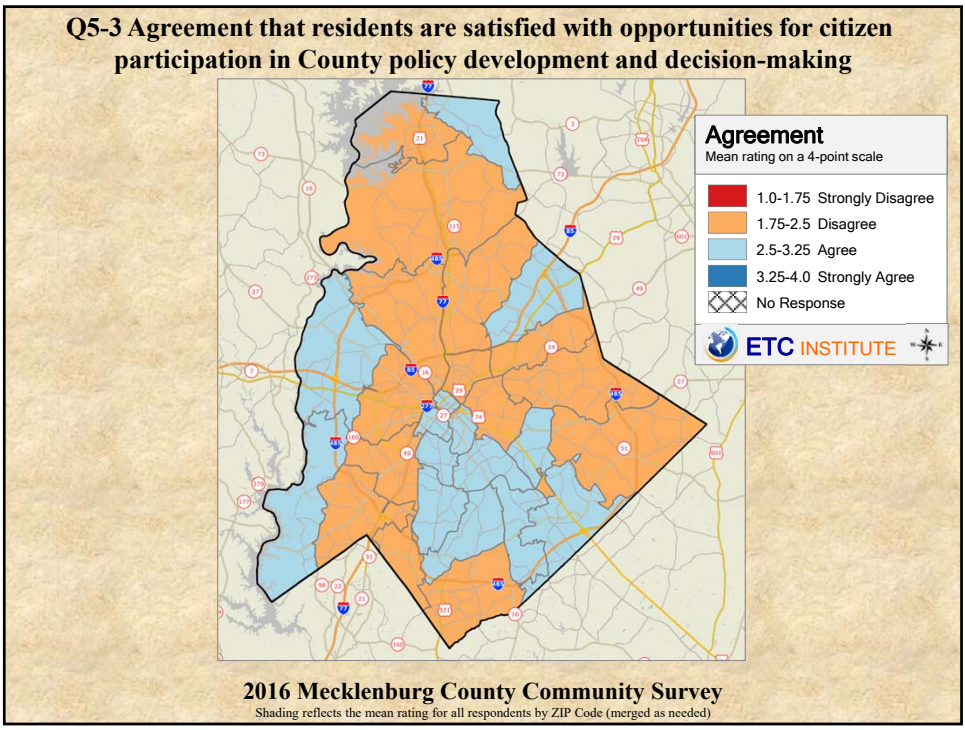
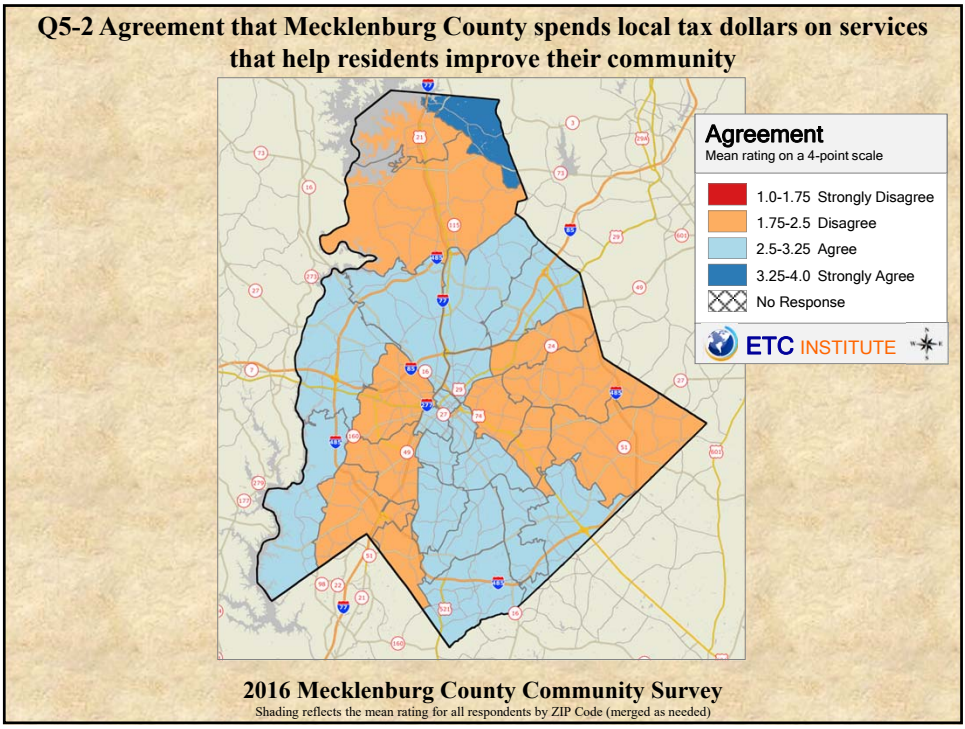
The maps on the following pages show the mean ratings for several questions on the survey by Zip Code. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

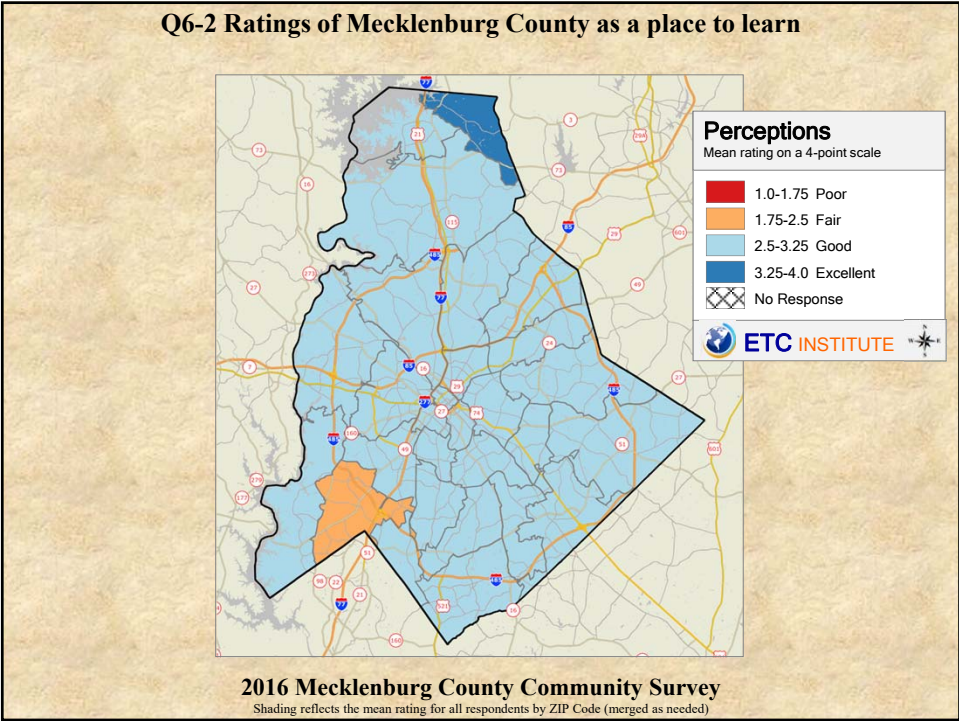
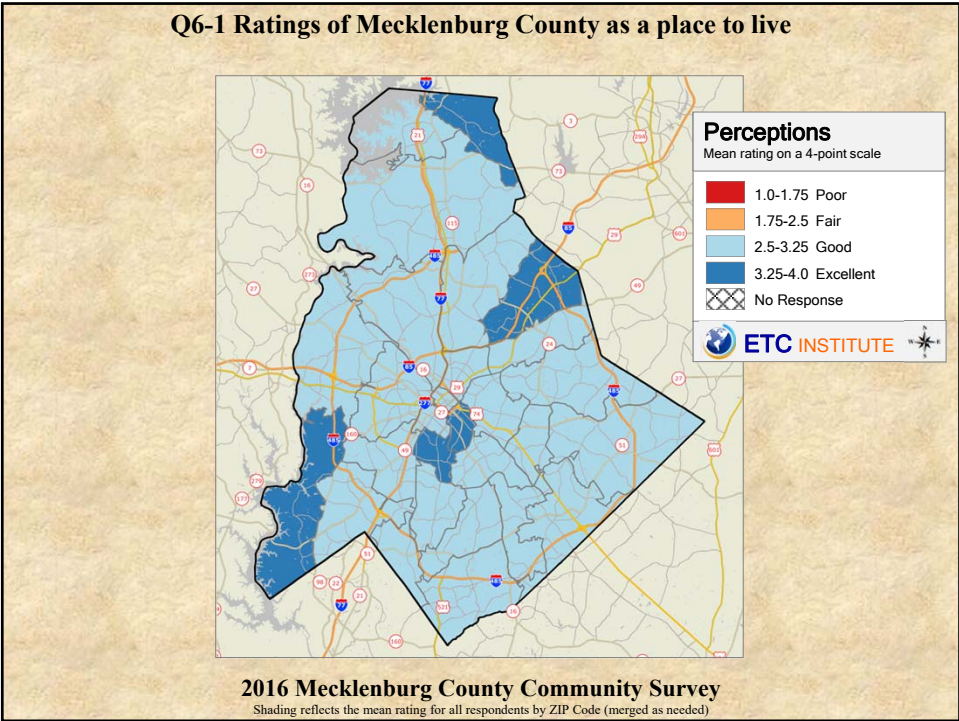
When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

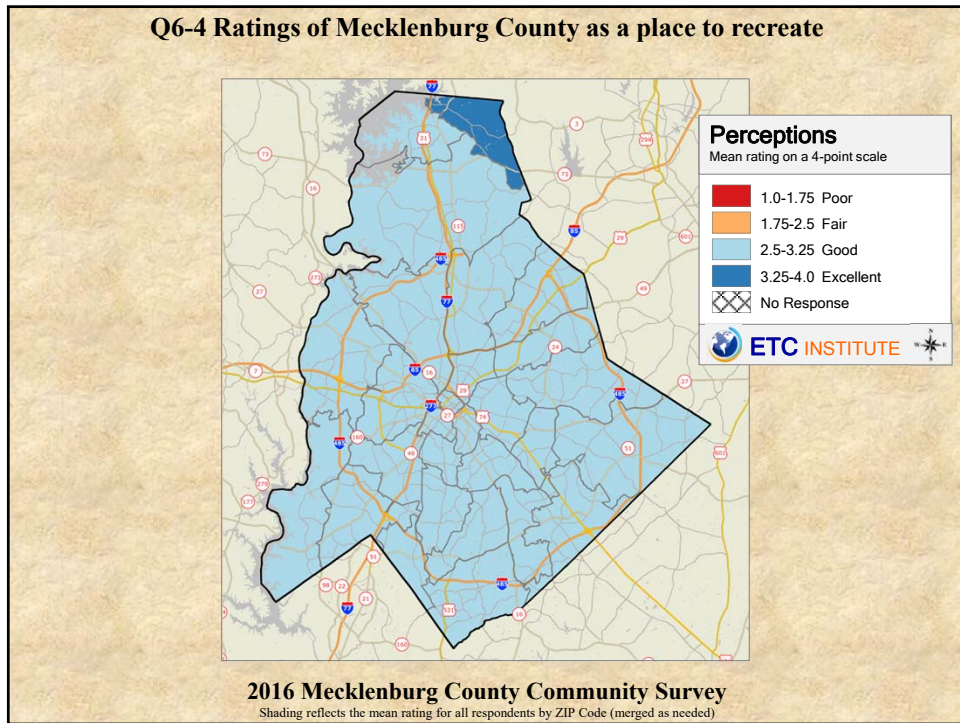
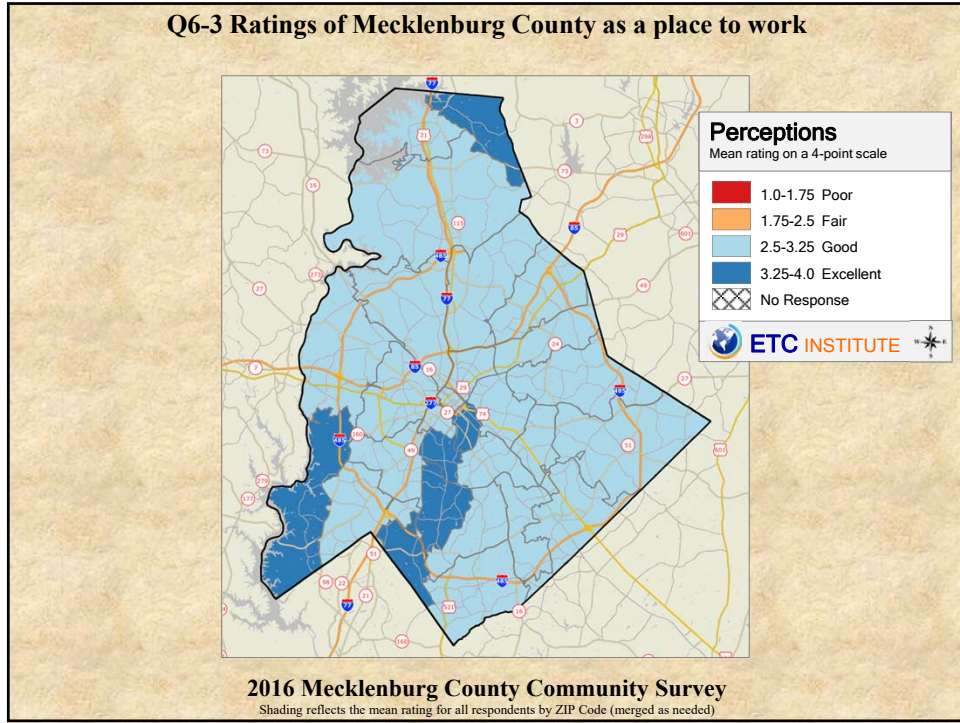






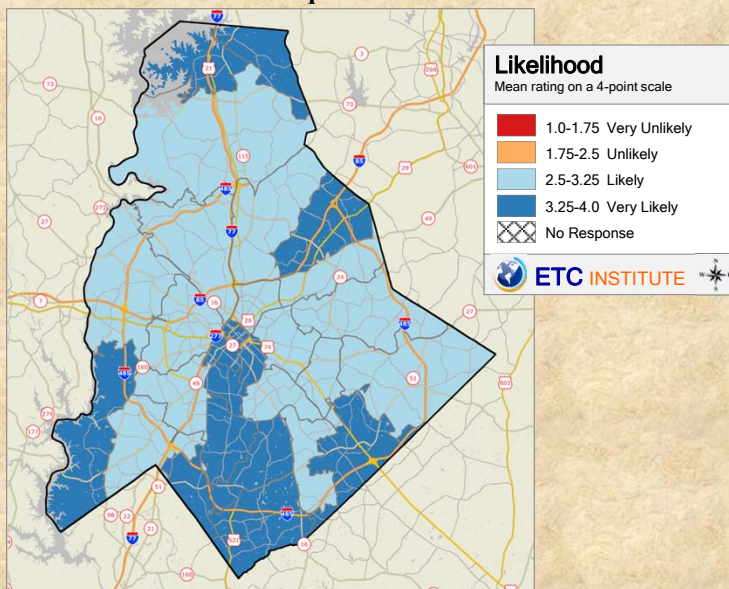








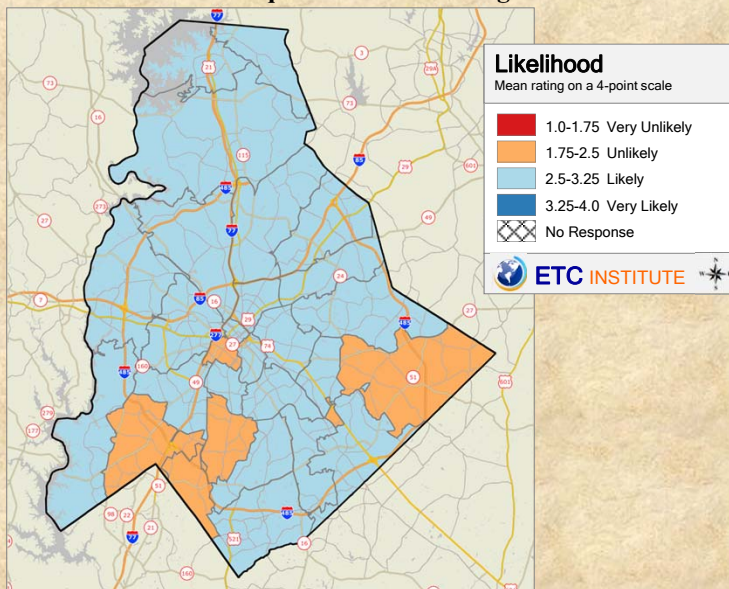
**Q7 How likely residents would be to communicate with County agencies about the status of service requests via email**



**2016 Mecklenburg County Community Survey**

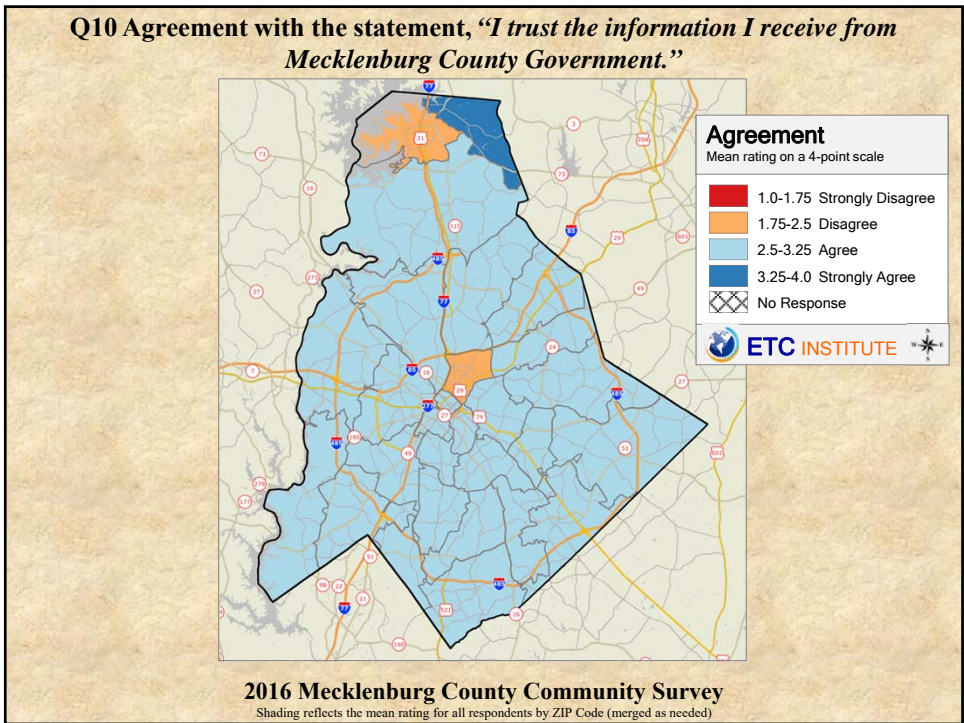
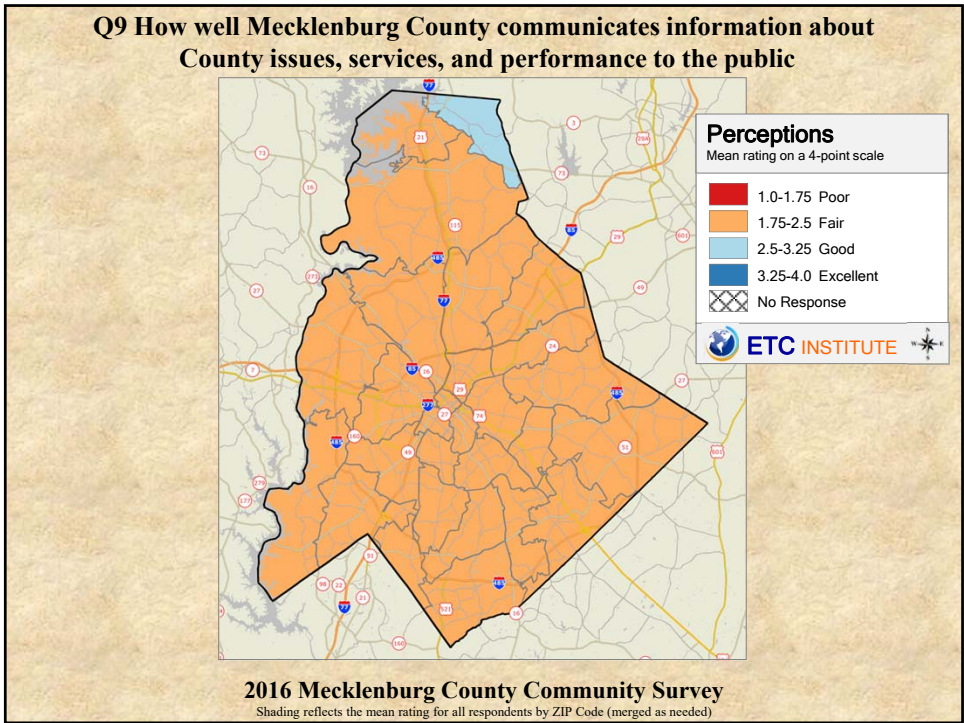
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Q8 How likely residents would be to communicate with County agencies about the status of service requests via text message**

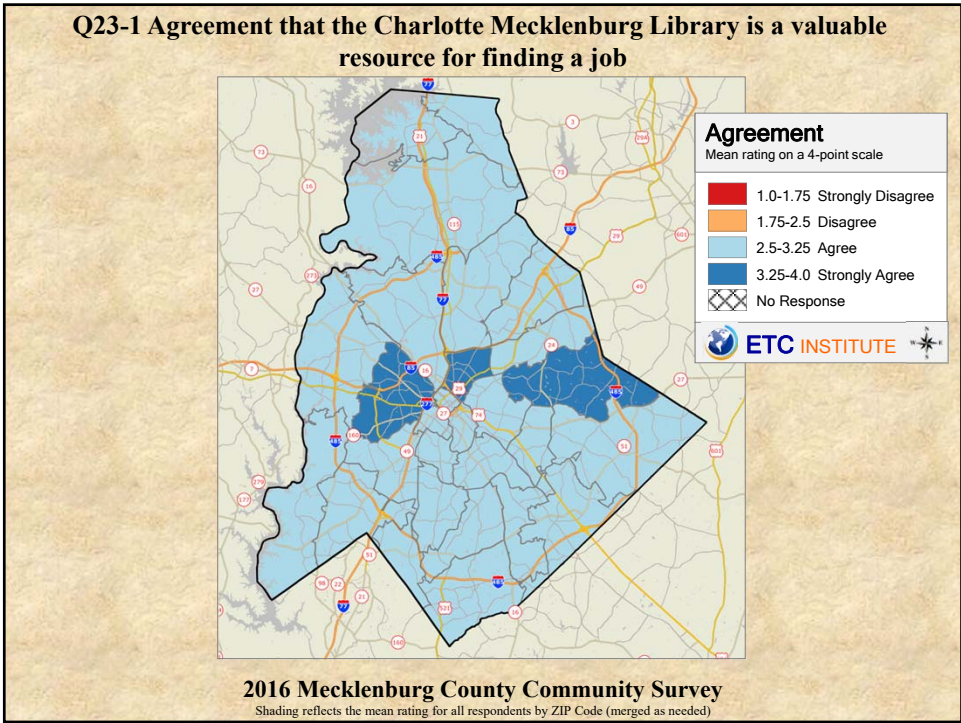
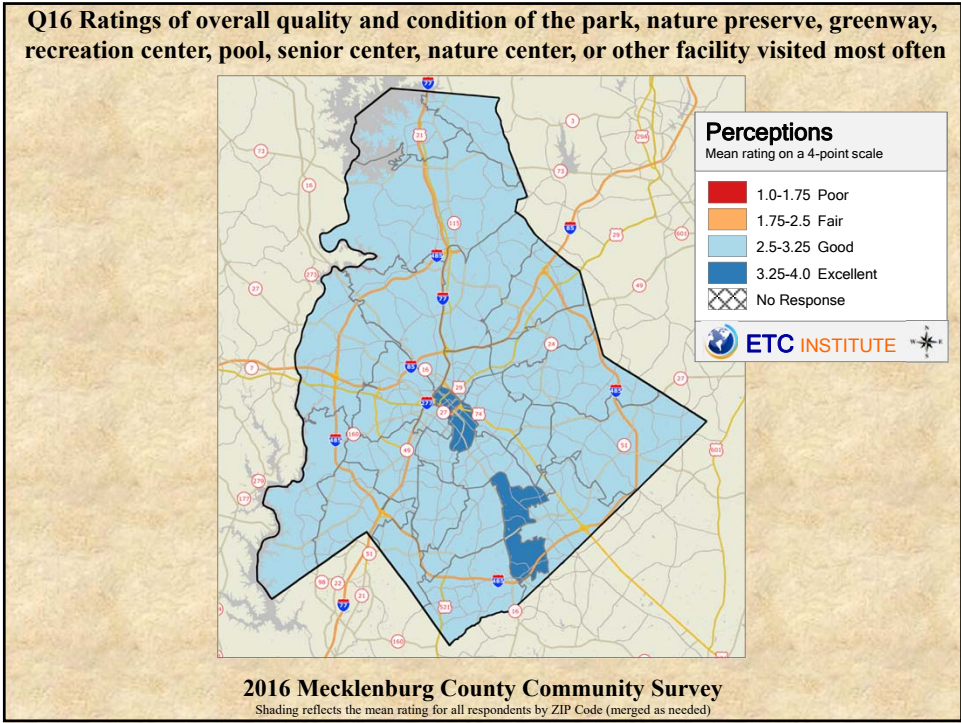


**2016 Mecklenburg County Community Survey**

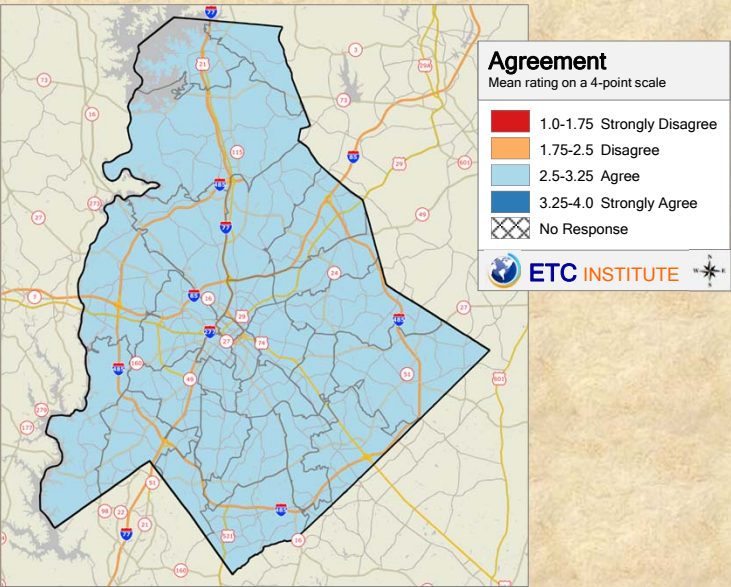
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)





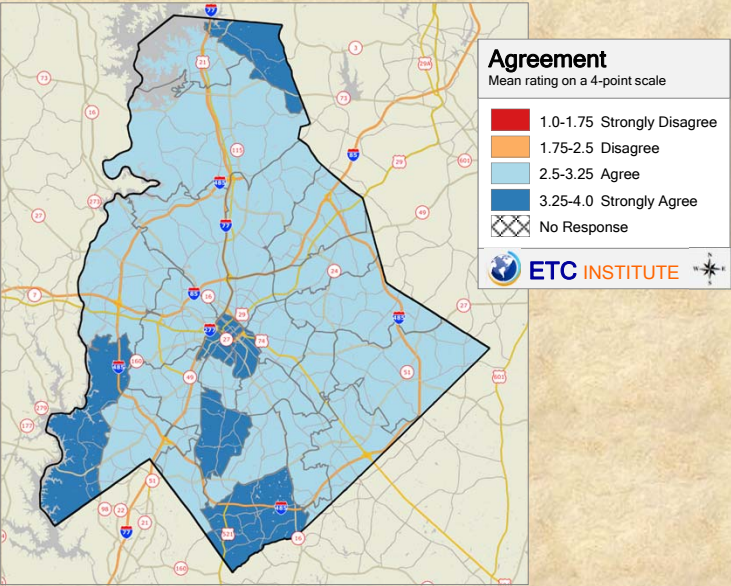


**Q23-2 Agreement that the Charlotte Mecklenburg Library has enhanced education**



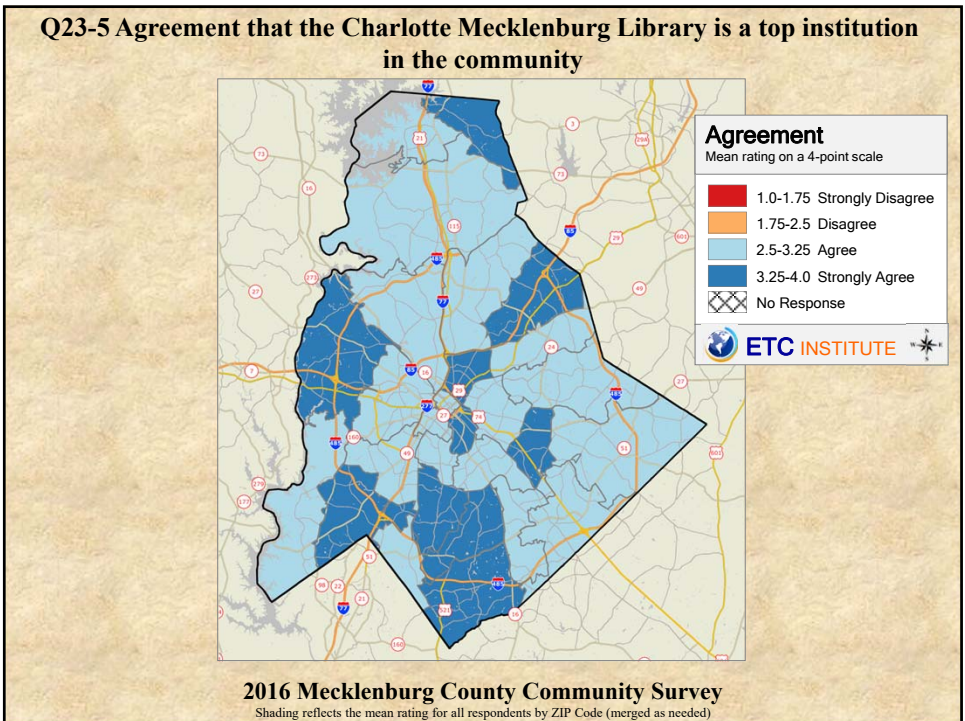
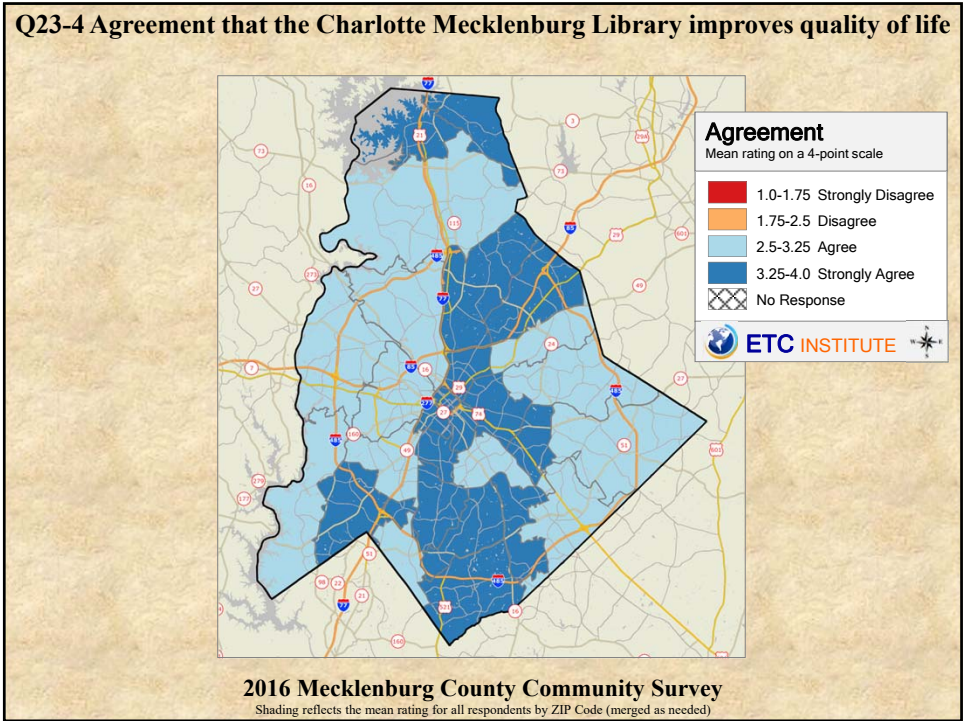
**2016 Mecklenburg County Community Survey**  
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

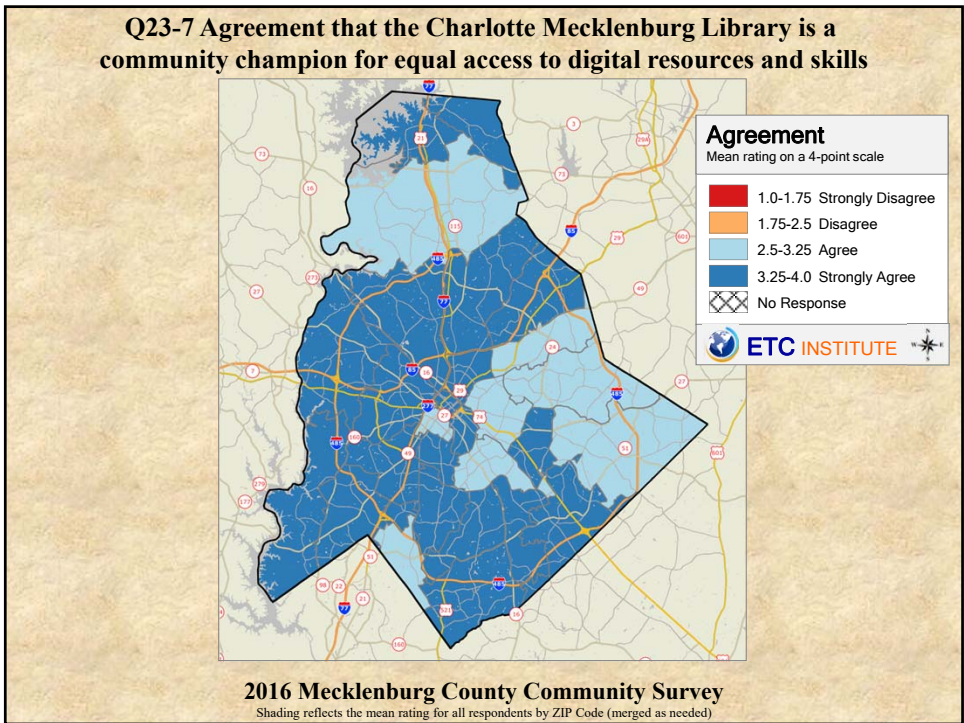
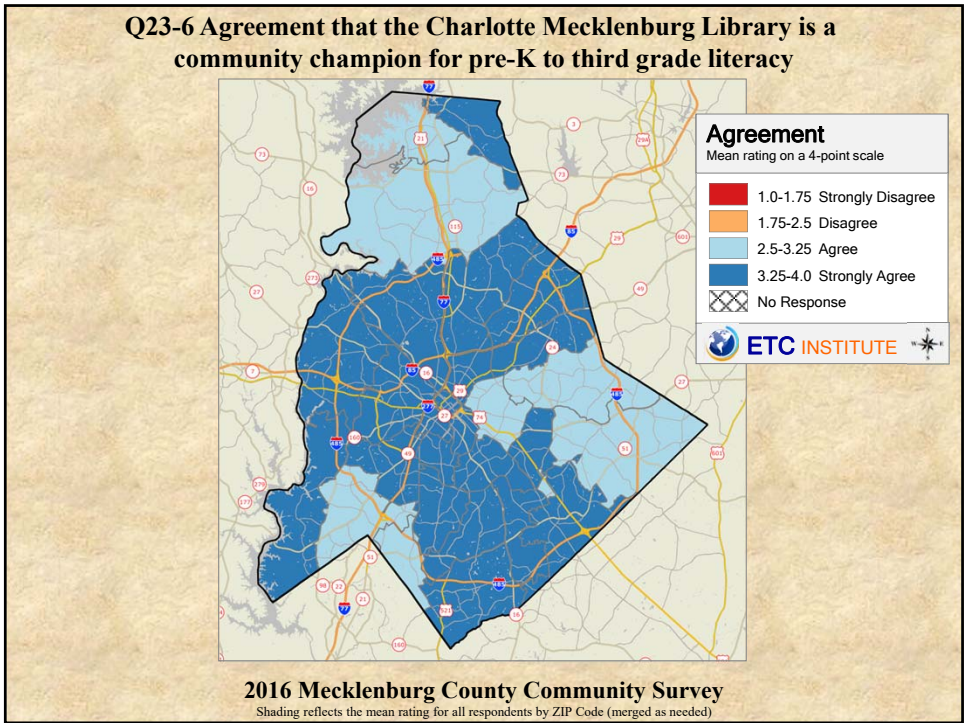
**Q23-3 Agreement that the Charlotte Mecklenburg Library enhances image of the community**



**2016 Mecklenburg County Community Survey**  
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

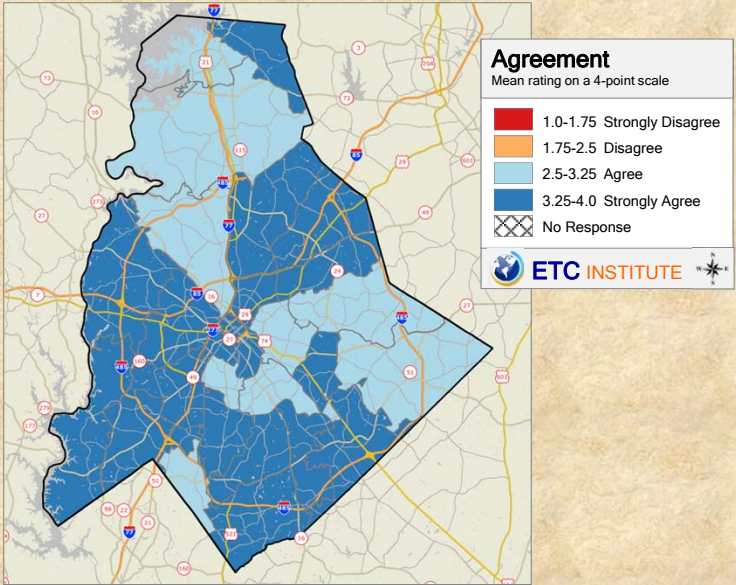






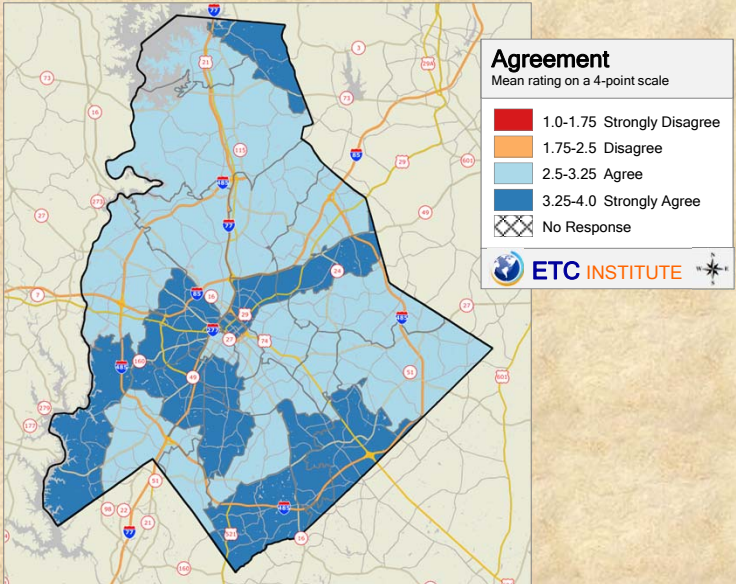


**Q23-8 Agreement that the Charlotte Mecklenburg Library is a community champion for equal access to the resources citizens need to improve their lives**



**2016 Mecklenburg County Community Survey**  
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Q23-9 Agreement that the Charlotte Mecklenburg Library is important to residents and their families**



**2016 Mecklenburg County Community Survey**  
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

## **Section 5**

### ***Tabular Data***

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**Q1. Do you live inside Mecklenburg County?**

<u>Q1. Do you live inside Mecklenburg County</u>	<u>Number</u>	<u>Percent</u>
Yes	1283	100.0 %
Total	1283	100.0 %

**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	40	3.1 %
1-2 years	65	5.1 %
3-4 years	88	6.9 %
5-10 years	214	16.7 %
11-15 years	148	11.5 %
15+ years	715	55.7 %
Don't know	13	1.0 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q2. How long have you lived in Mecklenburg County? (without "don't know")**

<u>Q2. How long have you lived in Mecklenburg County</u>	<u>Number</u>	<u>Percent</u>
Less than 1 year	40	3.1 %
1-2 years	65	5.1 %
3-4 years	88	6.9 %
5-10 years	214	16.9 %
11-15 years	148	11.7 %
15+ years	715	56.3 %
Total	1270	100.0 %

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

(N=1283)

	Biggest reason	2	3	4	5	6	7	8	Smallest reason
Q3-1. Presence of colleges/universities	6.5%	7.5%	7.4%	7.3%	11.7%	9.1%	15.1%	15.3%	20.0%
Q3-2. Employment opportunities	36.4%	19.3%	10.8%	5.0%	7.2%	3.3%	5.1%	4.0%	8.8%
Q3-3. Proximity to family	35.6%	12.9%	7.2%	5.4%	7.0%	3.9%	5.1%	7.6%	15.2%
Q3-4. Cost of living	10.8%	12.7%	14.7%	12.8%	13.8%	11.1%	7.6%	7.2%	9.3%
Q3-5. Community vibrancy	8.7%	11.8%	16.0%	14.4%	17.6%	11.4%	8.8%	5.0%	6.4%
Q3-6. Recreational opportunities	5.6%	10.3%	14.3%	15.6%	17.4%	13.3%	10.5%	6.7%	6.2%
Q3-7. Affordable housing options	10.5%	9.7%	13.2%	10.1%	14.1%	10.2%	14.0%	10.0%	8.1%
Q3-8. Quality schools	7.4%	6.6%	8.6%	8.2%	9.5%	9.3%	12.5%	19.8%	18.2%
Q3-9. Other	31.2%	10.1%	4.5%	6.2%	4.2%	4.5%	3.9%	6.5%	28.9%

**Q3. Other**

<u>Q3. Other</u>	<u>Number</u>	<u>Percent</u>
Weather	12	5.6 %
Churches	7	3.3 %
Close to friends	6	2.8 %
Proximity to work	6	2.8 %
Taxes	2	0.9 %
stuck here	2	0.9 %
Close to my job	2	0.9 %
Convenience	2	0.9 %
Diversity	2	0.9 %
Born here	2	0.9 %
Health care	2	0.9 %
Family	2	0.9 %
Airport	2	0.9 %
Climate	2	0.9 %
Born and raised here	2	0.9 %
Unitarian Universalist Church	1	0.5 %
Sporting events and the culinary culture	1	0.5 %
Availability and convenience	1	0.5 %
#1 Swim Team in America is SwimMAC Carolinas	1	0.5 %
Beautiful area	1	0.5 %
Scenery	1	0.5 %
Lack of entertainment for the lgbtq community	1	0.5 %
Always lived in NC	1	0.5 %
Inertia	1	0.5 %
I was born here, so I just stay	1	0.5 %
It's where my wife found a house	1	0.5 %
Haven't found another alternative yet	1	0.5 %
Proximity to highways and other cities	1	0.5 %
Had to move due to foreclosure	1	0.5 %
Close to family	1	0.5 %
Neighborhood	1	0.5 %
Airport affords excellent travel	1	0.5 %
Weather and climate	1	0.5 %
I simply haven't had any reason to move elsewhere.	1	0.5 %
Weather, business owner, friends	1	0.5 %
Taxes on home too high	1	0.5 %
My husband's employment and the weather	1	0.5 %
easy access to highways	1	0.5 %
Enjoyed home & property more than the negatives	1	0.5 %
Can't afford to leave	1	0.5 %
Quality hospital	1	0.5 %
Culture	1	0.5 %
Built a nice accounting business	1	0.5 %
International Airport	1	0.5 %
Safety and quality of community where I live	1	0.5 %
Convenience around city	1	0.5 %
job transfer	1	0.5 %
Diversity of residents is greater	1	0.5 %
Proximity to city	1	0.5 %
Good weather	1	0.5 %
Once retired we are out of here	1	0.5 %
I absolutely hate Mecklenburg County	1	0.5 %
Warm climate	1	0.5 %
Raised here & our family	1	0.5 %
Weather, access to airport as a hub city	1	0.5 %
pollen count in the spring is a drag	1	0.5 %
Close to everything	1	0.5 %

**Q3. Other**

<u>Q3. Other</u>	<u>Number</u>	<u>Percent</u>
Roads	1	0.5 %
Been here 74 years	1	0.5 %
It's not in the city	1	0.5 %
Good neighbors	1	0.5 %
Was recruited here for a job	1	0.5 %
Lifestyle	1	0.5 %
church, bank, library, park, grocery and drug stores are all within walking distance	1	0.5 %
Grew up here & returned after army	1	0.5 %
A comfortable setting close enough to the action of the big city	1	0.5 %
Quality home	1	0.5 %
Moved here for husband's job	1	0.5 %
We Like NC	1	0.5 %
Church community	1	0.5 %
Roads, traffic, police response	1	0.5 %
no special reason	1	0.5 %
Work location	1	0.5 %
Too tired to move	1	0.5 %
Fair treatment of citizens	1	0.5 %
NODA is dog friendly	1	0.5 %
A feel of the south with modern ways	1	0.5 %
moving out of Mecklenburg County in 2-3 years	1	0.5 %
Can't afford to move	1	0.5 %
No other choice	1	0.5 %
Proximity to JCB	1	0.5 %
New place of employment	1	0.5 %
Diverse population	1	0.5 %
Traffic horrible	1	0.5 %
Family, friends, church, neighborhood connections	1	0.5 %
Have a child enrolled in CMS	1	0.5 %
Access to 485, 85, 77, etc.	1	0.5 %
Always lived here	1	0.5 %
Safe community	1	0.5 %
My job is here	1	0.5 %
My husband	1	0.5 %
People mix	1	0.5 %
Quality of life, nice neighborhood, easy access to entertainment, airport, uptown	1	0.5 %
It's very diverse	1	0.5 %
Moving, food tax Un-American	1	0.5 %
Special public separate school-metro	1	0.5 %
Have lived here for 40 years! Love Charlotte!	1	0.5 %
Relocated job--stayed	1	0.5 %
New environment	1	0.5 %
Relocated due to marriage	1	0.5 %
Work	1	0.5 %
Location	1	0.5 %
Town of Davidson residents	1	0.5 %
Private fishing ponds	1	0.5 %
Entertainment & restaurants	1	0.5 %
Proximity to everything I need within 30 minutes or less	1	0.5 %
Short commute to work/airport	1	0.5 %
Place of worship/faith community	1	0.5 %
City life/sports	1	0.5 %
Proximity to beaches and mountains	1	0.5 %
Proximity to friends	1	0.5 %
family in area	1	0.5 %

**Q3. Other****Mecklenburg County 2016 Community Survey: Final Report**

<b>Q3. Other</b>	<b>Number</b>	<b>Percent</b>
close to downtown & south park	1	0.5 %
can't afford to move	1	0.5 %
proximity to convenient places	1	0.5 %
culture activities	1	0.5 %
own a business	1	0.5 %
Opportunity	1	0.5 %
Own a home, cannot afford to move	1	0.5 %
Scenic downtown area & excellent public transportation system	1	0.5 %
Atmosphere	1	0.5 %
Proximity to church	1	0.5 %
Home	1	0.5 %
Strong Diversity	1	0.5 %
The people	1	0.5 %
Born & worked here 25 years	1	0.5 %
Entrepreneur opportunities	1	0.5 %
Own Home	1	0.5 %
Shopping	1	0.5 %
Have no choice at this time, financially unstable	1	0.5 %
like the area	1	0.5 %
Waiting for 5 years to be up so we can buy a house outside of Mecklenburg	1	0.5 %
HOSPITALS-MEDICAL ACCESS	1	0.5 %
Better environment for my family	1	0.5 %
GOOD MEDICAL CARE	1	0.5 %
Proximity to out-of-town family	1	0.5 %
Debt	1	0.5 %
Can't move, too expensive, own my home	1	0.5 %
Location NC/SC Territory	1	0.5 %
Once had a discrimination law in place	1	0.5 %
Commute to work/home shorter	1	0.5 %
BEAUTY SAVE TREE PROGRAM	1	0.5 %
INTERNATIONAL AIRPORT	1	0.5 %
HABIT	1	0.5 %
LOVE CHARLOTTE	1	0.5 %
medical health assistance	1	0.5 %
never moved	1	0.5 %
Hometown	1	0.5 %
Was born here	1	0.5 %
Transportation	1	0.5 %
city life	1	0.5 %
progressive ideas	1	0.5 %
always lived here	1	0.5 %
Due to high taxes & tolls, we are looking at homes outside Mecklenburg	1	0.5 %
natural beauty	1	0.5 %
Closeness to friends and community	1	0.5 %
Grew up in Mecklenburg County	1	0.5 %
Cookout	1	0.5 %
No money to move	1	0.5 %
Heritage	1	0.5 %
Born and raised in Mecklenburg County	1	0.5 %
Evangelical Churches	1	0.5 %
Attractive uptown landscape	1	0.5 %
Night Life	1	0.5 %
quality health care	1	0.5 %
Wary weather	1	0.5 %
close to the airport and downtown	1	0.5 %
vibe	1	0.5 %

**Q3. Other**

<u>Q3. Other</u>	<u>Number</u>	<u>Percent</u>
proximity to school classmates	1	0.5 %
Pat McCrory	1	0.5 %
Scenery, freeway access	1	0.5 %
Many friends and colleagues here	1	0.5 %
driving distance from places of interest	1	0.5 %
we own home in Mint Hill	1	0.5 %
Medical facilities	1	0.5 %
Good government	1	0.5 %
Lake Norman	1	0.5 %
Total	215	100.0 %

**Q4. In one (1) year from the time you respond to this survey, do you think you will remain in Mecklenburg County?**

Q4. Will you remain in Mecklenburg County in one year	Number	Percent
Yes	969	75.5 %
No	111	8.7 %
Don't know	203	15.8 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q4. In one (1) year from the time you respond to this survey, do you think you will remain in Mecklenburg County? (without "don't know")**

Q4. Will you remain in Mecklenburg County in one year	Number	Percent
Yes	969	89.7 %
No	111	10.3 %
Total	1080	100.0 %

**Q4a. (If NO to Question 4) Please specify the top reason why you will move outside Mecklenburg County.**

Q4a. Top reason why you might move outside Mecklenburg County

County	Number	Percent
To attend college/university elsewhere	5	4.5 %
To accept a job offer in another community	8	7.2 %
To seek employment opportunities in another community	7	6.3 %
Closer proximity to family	4	3.6 %
Cost of living is too high	24	21.6 %
Lack of community vibrancy	2	1.8 %
Lack of affordable housing options	8	7.2 %
Lack of quality schools	15	13.5 %
Other	36	32.4 %
Don't know	2	1.8 %
Total	111	100.0 %

**WITHOUT DON'T KNOW**

**Q4a. (If NO to Question 4) Please specify the top reason why you will move outside Mecklenburg County.**

**(without "don't know")**

Q4a. Top reason why you might move outside Mecklenburg County

County	Number	Percent
To attend college/university elsewhere	5	4.6 %
To accept a job offer in another community	8	7.3 %
To seek employment opportunities in another community	7	6.4 %
Closer proximity to family	4	3.7 %
Cost of living is too high	24	22.0 %
Lack of community vibrancy	2	1.8 %
Lack of affordable housing options	8	7.3 %
Lack of quality schools	15	13.8 %
Other	36	33.0 %
Total	109	100.0 %



**Q4a. Other**

<u>Q4a. Other</u>	<u>Number</u>	<u>Percent</u>
Taxes are too high	2	5.6 %
High taxes	2	5.6 %
Taxes	2	5.6 %
Crime	2	5.6 %
Too much crime	1	2.8 %
County taxes	1	2.8 %
They may	1	2.8 %
taxes and discrimination towards lgbt community	1	2.8 %
Liberal politics	1	2.8 %
Moving to new work assignment	1	2.8 %
High taxes and toll lanes	1	2.8 %
This county is too large to accommodate the needs of its residents	1	2.8 %
Fiance wants to move to Fort Mill	1	2.8 %
Weather, political climate in Raleigh	1	2.8 %
crime, dirty looks	1	2.8 %
Too many taxes, trans gender policies	1	2.8 %
Tax on food	1	2.8 %
If Trump is elected, I will leave	1	2.8 %
Health	1	2.8 %
Moving out of state for personal reasons	1	2.8 %
Moving	1	2.8 %
TERRIBLE TRAFFIC NO PLANNING FOR GROWTH	1	2.8 %
SOMETHING NEW FOR HUBBY AND I	1	2.8 %
RETIRE	1	2.8 %
IF THE SCHOOL BILL IS PASSED I WILL MOVE AWAY	1	2.8 %
Toll Lanes will force me to move out of Mecklenburg county	1	2.8 %
The county seems to be moving to the left	1	2.8 %
Too many blacks	1	2.8 %
Traffic is horrible and the toll roads are criminal	1	2.8 %
Property taxes too high and no senior amenities	1	2.8 %
I-77 Toll Lanes	1	2.8 %
Crime rate where I can afford to live is too high	1	2.8 %
Total	36	100.0 %

**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=1283)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Q5-1. There is value in the services provided by Mecklenburg County to residents	20.9%	53.6%	10.7%	5.7%	9.1%
Q5-2. Mecklenburg County spends my local tax dollars on services that help residents improve their community	9.3%	40.9%	22.0%	13.0%	14.8%
Q5-3. I am satisfied with opportunities for citizen participation in County policy development & decision-making	7.3%	35.6%	24.9%	12.2%	20.0%

**WITHOUT DON'T KNOW**

**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=1283)

	Strongly Agree	Agree	Disagree	Strongly Disagree
Q5-1. There is value in the services provided by Mecklenburg County to residents	23.0%	59.0%	11.7%	6.3%
Q5-2. Mecklenburg County spends my local tax dollars on services that help residents improve their community	10.9%	48.0%	25.8%	15.3%
Q5-3. I am satisfied with opportunities for citizen participation in County policy development & decision-making	9.1%	44.5%	31.2%	15.2%

**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, LEARN, 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=1283)

	Excellent	Good	Fair	Poor	Don't know
Q6-1. Mecklenburg County as a place to live	28.1%	47.8%	17.9%	4.4%	1.7%
Q6-2. Mecklenburg County as a place to learn	19.8%	40.8%	23.1%	10.1%	6.2%
Q6-3. Mecklenburg County as a place to work	26.8%	48.1%	16.5%	4.2%	4.5%
Q6-4. Mecklenburg County as a place to recreate	22.8%	44.8%	21.9%	5.4%	5.1%

**WITHOUT DON'T KNOW**

**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, LEARN, 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=1283)

	Excellent	Good	Fair	Poor
Q6-1. Mecklenburg County as a place to live	28.6%	48.6%	18.2%	4.5%
Q6-2. Mecklenburg County as a place to learn	21.1%	43.4%	24.7%	10.8%
Q6-3. Mecklenburg County as a place to work	28.0%	50.3%	17.3%	4.4%
Q6-4. Mecklenburg County as a place to recreate	24.1%	47.2%	23.1%	5.7%

**Q7. If you have the option to communicate with County agencies about the status of your request for services via email, how likely would you be to use this feature?**

Q7. How likely would you be to use this feature	Number	Percent
Very likely	521	40.6 %
Likely	461	35.9 %
Unlikely	110	8.6 %
Very unlikely	81	6.3 %
Don't know	110	8.6 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q7. If you have the option to communicate with County agencies about the status of your request for services via email, how likely would you be to use this feature? (without "don't know")**

Q7. How likely would you be to use this feature	Number	Percent
Very likely	521	44.4 %
Likely	461	39.3 %
Unlikely	110	9.4 %
Very unlikely	81	6.9 %
Total	1173	100.0 %

**Q8. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature?**

Q8. How likely would you be to use this feature	Number	Percent
Very likely	306	23.9 %
Likely	387	30.2 %
Unlikely	274	21.4 %
Very unlikely	211	16.4 %
Don't know	105	8.2 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q8. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature? (without "don't know")**

Q8. How likely would you be to use this feature	Number	Percent
Very likely	306	26.0 %
Likely	387	32.9 %
Unlikely	274	23.3 %
Very unlikely	211	17.9 %
Total	1178	100.0 %

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

Q9. What do you think of Mecklenburg County communicating information to public	Number	Percent
Excellent	52	4.1 %
Good	355	27.7 %
Fair	551	42.9 %
Poor	211	16.4 %
Don't know	114	8.9 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q9. Would you say Mecklenburg County Government 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. What do you think of Mecklenburg County communicating information to public	Number	Percent
Excellent	52	4.4 %
Good	355	30.4 %
Fair	551	47.1 %
Poor	211	18.0 %
Total	1169	100.0 %

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

Q10. Your level of agreement with the statement	Number	Percent
Strongly agree	86	6.7 %
Agree	610	47.5 %
Disagree	236	18.4 %
Strongly disagree	89	6.9 %
Don't know	262	20.4 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

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

Q10. Your level of agreement with the statement	Number	Percent
Strongly agree	86	8.4 %
Agree	610	59.7 %
Disagree	236	23.1 %
Strongly disagree	89	8.7 %
Total	1021	100.0 %

**Q11. Do you consider Mecklenburg County Government to be open and transparent with information about County issues, services, and performance?**

Q11. Do you consider Mecklenburg County Government to be open & transparent with information	Number	Percent
Yes	382	29.8 %
No	450	35.1 %
Don't know	451	35.2 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q11. Do you consider Mecklenburg County Government to be open and transparent with information about County issues, services, and performance? (without "don't know")**

Q11. Do you consider Mecklenburg County Government to be open & transparent with information	Number	Percent
Yes	382	45.9 %
No	450	54.1 %
Total	832	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=1283)

	Yes	No	Don't know
Q12-1. Facebook	18.3%	76.0%	5.7%
Q12-2. Twitter	5.4%	88.8%	5.9%
Q12-3. YouTube	8.6%	85.4%	6.0%
Q12-4. Instagram	3.7%	90.0%	6.3%
Q12-5. Nextdoor	15.8%	78.1%	6.1%
Q12-6. LinkedIn	5.9%	87.1%	7.0%

**WITHOUT DON'T KNOW**

**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=1283)

	Yes	No
Q12-1. Facebook	19.4%	80.6%
Q12-2. Twitter	5.7%	94.3%
Q12-3. YouTube	9.2%	90.8%
Q12-4. Instagram	4.0%	96.0%
Q12-5. Nextdoor	16.8%	83.2%
Q12-6. LinkedIn	6.3%	93.7%

**Q12a. If you responded "Yes" to any part of Question 12, do you agree or disagree with the following statement: "The information I receive from Mecklenburg County social media sites keeps me informed about what is happening in Mecklenburg County Government."**

Q12a. Please indicate whether or not you agree with the statement

	Number	Percent
Yes	223	54.5 %
No	90	22.0 %
Don't know	96	23.5 %
Total	409	100.0 %

**WITHOUT DON'T KNOW**

**Q12a. If you responded "Yes" to any part of Question 12, do you agree or disagree with the following statement: "The information I receive from Mecklenburg County social media sites keeps me informed about what is happening in Mecklenburg County Government." (without "don't know")**

Q12a. Please indicate whether or not you agree with the statement

	Number	Percent
Yes	223	71.2 %
No	90	28.8 %
Total	313	100.0 %

**Q13. Within the last 12 months, how often have you used the County's website (www.MecklenburgCountyNC.gov) to access County news, programs, and services?**

Q13. How often have you used County's website

	Number	Percent
Often	70	5.5 %
Sometimes	294	22.9 %
Rarely	386	30.1 %
Never	448	34.9 %
Don't know	85	6.6 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q13. Within the last 12 months, how often have you used the County's website (www.MecklenburgCountyNC.gov) to access County news, programs, and services? (without "don't know")**

Q13. How often have you used County's website

	Number	Percent
Often	70	5.8 %
Sometimes	294	24.5 %
Rarely	386	32.2 %
Never	448	37.4 %
Total	1198	100.0 %



**Q13a. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for?**

Q13a. How often are you able to find what you are looking for when visiting County's website	Number	Percent
Often	274	36.5 %
Sometimes	349	46.5 %
Rarely	73	9.7 %
Never	20	2.7 %
Don't know	34	4.5 %
Total	750	100.0 %

**WITHOUT DON'T KNOW**

**Q13a. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for? (without "don't know")**

Q13a. How often are you able to find what you are looking for when visiting County's website	Number	Percent
Often	274	38.3 %
Sometimes	349	48.7 %
Rarely	73	10.2 %
Never	20	2.8 %
Total	716	100.0 %

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

(N=1283)

	Yes	No
Q14-1. Have you seen County's Annual Performance Report	4.9%	95.1%
Q14-2. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"	8.4%	91.6%
Q14-3. Did you know County provides children with immunizations against vaccine-preventable diseases	56.9%	43.1%
Q14-4. Did you know County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases	42.9%	57.1%
Q14-5. 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	60.2%	39.8%
Q14-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools	35.2%	64.8%
Q14-7. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing	46.7%	53.3%
Q14-8. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"	30.6%	69.4%
Q14-9. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte Mecklenburg"	27.4%	72.6%
Q14-10. Did you know about tobacco free parks & smoke free government facilities plans implemented in March 2015	68.2%	31.8%
Q14-11. Did you know County provides services for children age birth to three who have developmental delays	29.2%	70.8%
Q14-12. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)	34.4%	65.6%

**Q15. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility?**

Q15. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility

	Number	Percent
0 times	213	16.6 %
1-5 times	449	35.0 %
6-10 times	194	15.1 %
11-15 times	104	8.1 %
16-30 times	103	8.0 %
31-50 times	81	6.3 %
50+ times	100	7.8 %
Don't know	39	3.0 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q15. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility? (without "don't know")**

Q15. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility

	Number	Percent
0 times	213	17.1 %
1-5 times	449	36.1 %
6-10 times	194	15.6 %
11-15 times	104	8.4 %
16-30 times	103	8.3 %
31-50 times	81	6.5 %
50+ times	100	8.0 %
Total	1244	100.0 %

**Q16. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often.**

Q16. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often

	Number	Percent
Excellent	281	21.9 %
Good	636	49.6 %
Fair	123	9.6 %
Poor	20	1.6 %
Don't know	223	17.4 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q16. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often. (without "don't know")**

Q16. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often

	Number	Percent
Excellent	281	26.5 %
Good	636	60.0 %
Fair	123	11.6 %
Poor	20	1.9 %
Total	1060	100.0 %

**Q17. Have you or other members of your household participated in any recreation, athletic, or nature programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months?**

Q17. Have you participated in any recreation, athletic, or nature programs offered by Mecklenburg County Park & Recreation Department within past 12 months

	Number	Percent
Yes	255	19.9 %
No	922	71.9 %
Don't know	106	8.3 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q17. Have you or other members of your household participated in any recreation, athletic, or nature programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")**

Q17. Have you participated in any recreation, athletic, or nature programs offered by Mecklenburg County Park & Recreation Department within past 12 months

	Number	Percent
Yes	255	21.7 %
No	922	78.3 %
Total	1177	100.0 %

**Q17a. (If NO to Question 17) 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=922)

	Yes	No	Don't know
Q17a-1. You are not aware of programs	53.1%	31.9%	14.9%
Q17a-2. There are no convenient locations	16.6%	40.9%	42.4%
Q17a-3. There are no convenient times	17.7%	37.7%	44.6%
Q17a-4. You have no interest in programs	32.4%	36.5%	31.1%
Q17a-5. Cost of programs	12.3%	40.1%	47.6%

**WITHOUT DON'T KNOW**

**Q17a. (If NO to Question 17) 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=922)

	Yes	No
Q17a-1. You are not aware of programs	62.5%	37.5%
Q17a-2. There are no convenient locations	28.9%	71.1%
Q17a-3. There are no convenient times	31.9%	68.1%
Q17a-4. You have no interest in programs	47.0%	53.0%
Q17a-5. Cost of programs	23.5%	76.5%

**Q18. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following facilities.**

(N=1283)

	Very familiar	Somewhat familiar	Not familiar
Q18-1. The Mecklenburg County Aquatic Center	23.0%	43.5%	33.5%
Q18-2. Ray's Splash Planet (an indoor water park & fitness center)	19.1%	32.3%	48.6%
Q18-3. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center	35.9%	40.7%	23.4%

**Q19. Which of the following neighborhood services are within walking distance to your home (10-minute walk or less)?**

Q19. What neighborhood services are within walking distance to your home	Number	Percent
Public park, greenway or nature preserve	462	36.0 %
Recreation Center	141	11.0 %
Library	256	20.0 %
Health Center	76	5.9 %
School	480	37.4 %
Community Center	74	5.8 %
None	504	39.3 %
Total	1993	

**WITHOUT DON'T KNOW**

**Q19. Which of the following neighborhood services are within walking distance to your home (10-minute walk or less)? (without "none")**

Q19. What neighborhood services are within walking distance to your home	Number	Percent
Public park, greenway or nature preserve	460	59.1 %
Recreation Center	141	18.1 %
Library	256	32.9 %
Health Center	76	9.8 %
School	480	61.6 %
Community Center	74	9.5 %
Total	1487	

**Q20. (If you selected any of the responses in Question 19) Do you feel safe walking to these neighborhood services?**

Q20. Do you feel safe walking to these neighborhood services	Number	Percent
Yes	552	72.2 %
No	154	20.1 %
Don't know	59	7.7 %
Total	765	100.0 %

**WITHOUT DON'T KNOW**

**Q20. (If you selected any of the responses in Question 19) Do you feel safe walking to these neighborhood services? (without "don't know")**

Q20. Do you feel safe walking to these neighborhood services	Number	Percent
Yes	552	78.2 %
No	154	21.8 %
Total	706	100.0 %

**Q21. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or a community event)?**

Q21. Have you visited or used a Charlotte Mecklenburg Library for any reason within past 12 month	Number	Percent
Yes	775	60.4 %
No	455	35.5 %
Don't know	53	4.1 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q21. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or a community event)? (without "don't know")**

Q21. Have you visited or used a Charlotte Mecklenburg Library for any reason within past 12 month	Number	Percent
Yes	775	63.0 %
No	455	37.0 %
Total	1230	100.0 %

**Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often?**

Q21a. Which Charlotte Mecklenburg Library have you visited most often within past 12 months	Number	Percent
Cornelius	34	4.4 %
Davidson	13	1.7 %
Hickory Grove	28	3.6 %
ImaginOn (East 7th St Uptown)	28	3.6 %
Independence Reg (Conference Dr & Monroe)	34	4.4 %
Main Library (Uptown)	36	4.6 %
Matthews	50	6.5 %
Mint Hill	32	4.1 %
Morrison Regional	49	6.3 %
Mountain Island	35	4.5 %
Myers Park	15	1.9 %
North County Reg (Huntersville)	48	6.2 %
Plaza Midwood	14	1.8 %
Scaleybark	16	2.1 %
South County Reg (Rea Road)	85	11.0 %
Steele Creek	35	4.5 %
Sugar Creek	18	2.3 %
University City Reg (E WT Harris)	92	11.9 %
West Boulevard	31	4.0 %
Beatties Ford Road Regional	62	8.0 %
Library Website (www.cmlibrary.com)	13	1.7 %
Area/Street of library	5	0.6 %
Not provided	2	0.3 %
Total	775	100.0 %



**WITHOUT NOT PROVIDED**

**Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often? (without "not provided")**

Q21a. Which Charlotte Mecklenburg Library have you visited most often within past 12 months	Number	Percent
Cornelius	34	4.4 %
Davidson	13	1.7 %
Hickory Grove	28	3.6 %
ImaginOn (East 7th St Uptown)	28	3.6 %
Independence Reg (Conference Dr & Monroe)	34	4.4 %
Main Library (Uptown)	36	4.7 %
Matthews	50	6.5 %
Mint Hill	32	4.1 %
Morrison Regional	49	6.3 %
Mountain Island	35	4.5 %
Myers Park	15	1.9 %
North County Reg (Huntersville)	48	6.2 %
Plaza Midwood	14	1.8 %
Scaleybark	16	2.1 %
South County Reg (Rea Road)	85	11.0 %
Steele Creek	35	4.5 %
Sugar Creek	18	2.3 %
University City Reg (E WT Harris)	92	11.9 %
West Boulevard	31	4.0 %
Beatties Ford Road Regional	62	8.0 %
Library Website (www.cmlibrary.com)	13	1.7 %
Area/Street of library	5	0.6 %
Total	773	100.0 %

**Q21a. If you do not know the library name, provide the area or street:**

Q21a. Area or street of the library	Number	Percent
Huntersville	2	50.0 %
Rea Rd	1	25.0 %
South Park Area	1	25.0 %
Total	4	100.0 %

**Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library in person?**

Q21b. How many times have you visited or used Charlotte Mecklenburg Library in person

	Number	Percent
Less than once a month	374	48.3 %
Once a month	99	12.8 %
Twice a month	124	16.0 %
Three to four times a month	90	11.6 %
Five or more times a month	52	6.7 %
Don't know	36	4.6 %
Total	775	100.0 %

**WITHOUT DON'T KNOW**

**Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library in person? (without "don't know")**

Q21b. How many times have you visited or used Charlotte Mecklenburg Library in person

	Number	Percent
Less than once a month	374	50.6 %
Once a month	99	13.4 %
Twice a month	124	16.8 %
Three to four times a month	90	12.2 %
Five or more times a month	52	7.0 %
Total	739	100.0 %

**Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library digitally (online, mobile app, etc.)?**

Q21c. How many times have you visited or used Charlotte Mecklenburg Library digitally	Number	Percent
Less than once a month	445	57.4 %
Once a month	67	8.6 %
Twice a month	76	9.8 %
Three to four times a month	43	5.5 %
Five or more times a month	47	6.1 %
Don't know	97	12.5 %
Total	775	100.0 %

**WITHOUT DON'T KNOW**

**Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library digitally (online, mobile app, etc.)? (without "don't know")**

Q21c. How many times have you visited or used Charlotte Mecklenburg Library digitally	Number	Percent
Less than once a month	445	65.6 %
Once a month	67	9.9 %
Twice a month	76	11.2 %
Three to four times a month	43	6.3 %
Five or more times a month	47	6.9 %
Total	678	100.0 %

**Q22. When accessing Charlotte Mecklenburg Library materials, which format do you prefer?**

Q22. Which format do you prefer when accessing Charlotte Mecklenburg Library	Number	Percent
Physical (print book, CD, DVD, etc)	438	34.1 %
Digital (eBook, eAudio, eVideo, eMagazines)	71	5.5 %
Both Physical & Digital	262	20.4 %
I don't access Charlotte Mecklenburg Library Materials	306	23.9 %
Other	10	0.8 %
Don't know	196	15.3 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q22. When accessing Charlotte Mecklenburg Library materials, which format do you prefer? (without "don't know")**

Q22. Which format do you prefer when accessing Charlotte Mecklenburg Library	Number	Percent
Physical (print book, CD, DVD, etc)	438	40.3 %
Digital (eBook, eAudio, eVideo, eMagazines)	71	6.5 %
Both Physical & Digital	262	24.1 %
I don't access Charlotte Mecklenburg Library Materials	306	28.2 %
Other	10	0.9 %
Total	1087	100.0 %

**Q22. Other**

Q22. Other	Number	Percent
Copies, Internet Access	1	16.7 %
Voter registration	1	16.7 %
Job sites	1	16.7 %
AARP	1	16.7 %
Computer	1	16.7 %
Digital: Lynda.com program	1	16.7 %
Total	6	100.0 %

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library.**

(N=1283)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Q23-1. Is a valuable resource for finding a job	13.4%	26.7%	6.8%	2.3%	50.8%
Q23-2. Has enhanced my education	14.8%	36.5%	15.4%	5.4%	27.8%
Q23-3. Enhances my image of community	22.3%	43.2%	9.1%	2.8%	22.5%
Q23-4. Improves quality of life	28.1%	45.5%	5.1%	2.1%	19.2%
Q23-5. Is a top institution in community	25.6%	38.3%	8.4%	2.2%	25.5%
Q23-6. Is a community champion for pre-K to third grade literacy	21.8%	28.8%	3.0%	1.1%	45.2%
Q23-7. Is a community champion for equal access to digital resources & skills	23.7%	34.3%	2.9%	0.9%	38.1%
Q23-8. Is a community champion for equal access to resources citizens need to improve their lives	22.9%	37.9%	3.2%	0.9%	35.1%
Q23-9. Is important to me & my family	33.2%	39.7%	8.9%	2.8%	15.3%

**WITHOUT DON'T KNOW**

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

(N=1283)

	Strongly Agree	Agree	Disagree	Strongly Disagree
Q23-1. Is a valuable resource for finding a job	27.3%	54.3%	13.7%	4.6%
Q23-2. Has enhanced my education	20.5%	50.6%	21.4%	7.5%
Q23-3. Enhances my image of community	28.8%	55.8%	11.8%	3.7%
Q23-4. Improves quality of life	34.8%	56.3%	6.4%	2.5%
Q23-5. Is a top institution in community	34.4%	51.3%	11.3%	3.0%
Q23-6. Is a community champion for pre-K to third grade literacy	39.9%	52.6%	5.5%	2.0%
Q23-7. Is a community champion for equal access to digital resources & skills	38.3%	55.4%	4.7%	1.5%
Q23-8. Is a community champion for equal access to resources citizens need to improve their lives	35.3%	58.3%	4.9%	1.5%
Q23-9. Is important to me & my family	39.2%	46.9%	10.5%	3.3%

**Q24. Did you vote in the November 2015 local Election?**

Q24. Did you vote in November 2015 local Election	Number	Percent
Yes	898	70.0 %
No	353	27.5 %
Don't know	32	2.5 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q24. Did you vote in the November 2015 local Election? (without "don't know")**

Q24. Did you vote in November 2015 local Election	Number	Percent
Yes	898	71.8 %
No	353	28.2 %
Total	1251	100.0 %

**Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2015 local election, did you use an early voting site?**

Q24a. Did you use an early voting site	Number	Percent
Yes	457	50.9 %
No	424	47.2 %
Don't know	17	1.9 %
Total	898	100.0 %

**WITHOUT DON'T KNOW**

**Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2015 local election, did you use an early voting site? (without "don't know")**

Q24a. Did you use an early voting site	Number	Percent
Yes	457	51.9 %
No	424	48.1 %
Total	881	100.0 %

**Q24b. (If YES to Question 24a) 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.**

Q24b. Please rate your overall experience at early voting site	Number	Percent
Excellent	258	56.5 %
Good	138	30.2 %
Fair	21	4.6 %
Poor	11	2.4 %
Don't know	29	6.3 %
Total	457	100.0 %

**WITHOUT DON'T KNOW**

**Q24b. (If YES to Question 24a) 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")**

Q24b. Please rate your overall experience at early voting site	Number	Percent
Excellent	258	60.3 %
Good	138	32.2 %
Fair	21	4.9 %
Poor	11	2.6 %
Total	428	100.0 %

**Q24c. (If NO to Question 24a) 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.**

Q24c. Please rate your overall experience at your voting location	Number	Percent
Excellent	201	47.4 %
Good	149	35.1 %
Fair	35	8.3 %
Poor	10	2.4 %
Don't know	29	6.8 %
Total	424	100.0 %

**WITHOUT DON'T KNOW**

**Q24c. (If NO to Question 24a) 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")**

Q24c. Please rate your overall experience at your voting location	Number	Percent
Excellent	201	50.9 %
Good	149	37.7 %
Fair	35	8.9 %
Poor	10	2.5 %
Total	395	100.0 %

**Q25. Listed below are a couple programs offered by Mecklenburg County. Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following programs.**

(N=1283)

	Very familiar	Somewhat familiar	Not familiar
Q25-1. Clean commute campaign "Race to the Beach" that provides prizes for commuters who find alternatives to driving alone	1.5%	5.3%	93.1%
Q25-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, county-specific air monitoring information	2.7%	15.6%	81.7%



**Q26. What is your gender?**

<u>Q26. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	629	49.0 %
Female	654	51.0 %
Total	1283	100.0 %

**WITHOUT NOT PROVIDED**

**Q26. What is your gender? (without "not provided")**

<u>Q26. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	629	49.0 %
Female	654	51.0 %
Total	1283	100.0 %

**Q27. Which of the following best describes your race/ethnicity?**

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic or Latino descent	168	13.1 %
White	717	55.9 %
African American	394	30.7 %
Asian or Pacific Islande	46	3.6 %
American Indian or Native Alaskan	6	0.5 %
Multi-racial	36	2.8 %
Other	7	0.5 %
Total	1374	

**Q27. Other**

<u>Q27. Other</u>	<u>Number</u>	<u>Percent</u>
American	3	42.9 %
Italian American	2	28.6 %
European-American	1	14.3 %
Eritrean	1	14.3 %
Total	7	100.0 %

**Q28. Which of the following categories best represents your age?**

Q28. Your age	Number	Percent
18 to 34	282	22.0 %
35 to 50	392	30.6 %
51 to 69	412	32.1 %
70 to 87	178	13.9 %
88+	15	1.2 %
Not provided	4	0.3 %
Total	1283	100.0 %

**WITHOUT NOT PROVIDED**

**Q28. Which of the following categories best represents your age? (without "not provided")**

Q28. Your age	Number	Percent
18 to 34	282	22.0 %
35 to 50	392	30.6 %
51 to 69	412	32.2 %
70 to 87	178	13.9 %
88+	15	1.2 %
Total	1279	100.0 %

**Q29. Including yourself, how many ADULTS (ages 18+) live in your household?**

Q29. How many adults (ages 18+) live in your household	Number	Percent
1	405	31.6 %
2	653	50.9 %
3	160	12.5 %
4	47	3.7 %
5	15	1.2 %
6	1	0.1 %
7+	2	0.2 %
Total	1283	100.0 %

**Q30. How many CHILDREN (under age 18) live in your household?**

Q30. How many children (under age 18) live in your household	Number	Percent
0	902	70.3 %
1	193	15.0 %
2	122	9.5 %
3	48	3.7 %
4	15	1.2 %
5+	3	0.2 %
Total	1283	100.0 %

**Q31. Which of the following is the highest level of education you have completed?**

<u>Q31. Highest level of education you have completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	24	1.9 %
High school diploma or equivalent	125	9.7 %
Special/technical training (not college)	58	4.5 %
Some college (did not graduate from 4-year college)	326	25.4 %
College graduate (from 4-year college)	373	29.1 %
Post-graduate study (no advanced degree)	91	7.1 %
Post graduate advanced degree (Masters, MBA, PHD)	269	21.0 %
<u>Not provided</u>	<u>17</u>	<u>1.3 %</u>
Total	1283	100.0 %

**WITHOUT NOT PROVIDED**

**Q31. Which of the following is the highest level of education you have completed? (without "not provided")**

<u>Q31. Highest level of education you have completed</u>	<u>Number</u>	<u>Percent</u>
Less than high school graduate	24	1.9 %
High school diploma or equivalent	125	9.9 %
Special/technical training (not college)	58	4.6 %
Some college (did not graduate from 4-year college)	326	25.8 %
College graduate (from 4-year college)	373	29.5 %
Post-graduate study (no advanced degree)	91	7.2 %
Post graduate advanced degree (Masters, MBA, PHD)	269	21.2 %
Total	1266	100.0 %

**Q32. What is your current employment status?**

<u>Q32. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Full time employment	740	57.7 %
Part time employment	99	7.7 %
Unemployed/Looking for work	58	4.5 %
Unemployed/Not looking for work	46	3.6 %
Student	10	0.8 %
Retired	301	23.5 %
Other	20	1.6 %
<u>Not provided</u>	<u>9</u>	<u>0.7 %</u>
Total	1283	100.0 %

**WITHOUT NOT PROVIDED**

**Q32. What is your current employment status? (without "not provided")**

Q32. Your current employment status	Number	Percent
Full time employment	740	58.1 %
Part time employment	99	7.8 %
Unemployed/Looking for work	58	4.6 %
Unemployed/Not looking for work	46	3.6 %
Student	10	0.8 %
Retired	301	23.6 %
Other	20	1.6 %
Total	1274	100.0 %

**Q32. Other**

Q32. Other	Number	Percent
Disabled	20	100.0 %
Total	20	100.0 %

**Q33. Please indicate if anyone in your household has any of the following:**

Q33. What does anyone in household have	Number	Percent
Desktop/laptop/notebook computer	1122	87.5 %
Smartphone (calls/texts/images)	1053	82.1 %
Cell phone for calls/texts only	473	36.9 %
Tablet PC (i.e. iPad, Samsung Galaxy, Kindle)	860	67.0 %
Other	12	0.9 %
Total	3520	

**Q33. Other**

Q33. Other	Number	Percent
IPOD	3	25.0 %
MAC	2	16.7 %
Kindle	1	8.3 %
IMAC	1	8.3 %
Mac/Dell	1	8.3 %
Touch smart H/P	1	8.3 %
GATEWAY	1	8.3 %
Chrome Book	1	8.3 %
2-IN-1 loptop and tablet	1	8.3 %
Total	12	100.0 %

**Q34. Do you have access to the Internet at home?**

Q34. Do you have access to Internet at home	Number	Percent
Yes	1133	88.3 %
No	114	8.9 %
Not provided	36	2.8 %
Total	1283	100.0 %

**WITHOUT NOT PROVIDED**

**Q34. Do you have access to the Internet at home? (without "not provided")**

Q34. Do you have access to Internet at home	Number	Percent
Yes	1133	90.9 %
No	114	9.1 %
Total	1247	100.0 %

**Q35. (If YES to Question 34) What type of internet do you have at home?**

Q35. What type of internet do you have at home	Number	Percent
DSL	228	20.1 %
Cable modem	616	54.4 %
Fiber-optic service	84	7.4 %
Dial-up	3	0.3 %
WiFi accessed from another device in your home	291	25.7 %
Other	10	0.9 %
Total	1232	

**Q35. Other**

Q35. Other	Number	Percent
AT&T	3	33.3 %
UVERSE	2	22.2 %
A plus plus	1	11.1 %
Direct TV	1	11.1 %
phone line modem verizon wireless data package	1	11.1 %
Business center in building	1	11.1 %
Total	9	100.0 %

**Q36. What is your home Zip Code?**

<u>Q36. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
28031	47	3.7 %
28036	10	0.8 %
28078	74	5.8 %
28105	57	4.4 %
28107	1	0.1 %
28134	14	1.1 %
28202	13	1.0 %
28203	22	1.7 %
28204	11	0.9 %
28205	36	2.8 %
28206	18	1.4 %
28207	8	0.6 %
28208	72	5.6 %
28209	27	2.1 %
28210	43	3.4 %
28211	39	3.0 %
28212	37	2.9 %
28213	46	3.6 %
28214	43	3.4 %
28215	68	5.3 %
28216	139	10.8 %
28217	27	2.1 %
28224	1	0.1 %
28226	57	4.4 %
28227	61	4.8 %
28256	1	0.1 %
28262	32	2.5 %
28269	101	7.9 %
28270	42	3.3 %
28273	34	2.7 %
28277	83	6.5 %
28278	10	0.8 %
<u>Not provided</u>	<u>9</u>	<u>0.7 %</u>
Total	1283	100.0 %

**Q37. Approximately, what is your total household income (before tax)?**

Q37. Your total household income before tax	Number	Percent
Less than \$15K	87	6.8 %
\$15K-\$24,999	103	8.0 %
\$25K-\$34,999	93	7.2 %
\$35K-\$49,999	141	11.0 %
\$50K-\$74,999	177	13.8 %
\$75K-\$99,999	155	12.1 %
\$100K-\$149,999	181	14.1 %
\$150+	172	13.4 %
Don't know	174	13.6 %
Total	1283	100.0 %

**WITHOUT DON'T KNOW**

**Q37. Approximately, what is your total household income (before tax)? (without "don't know")**

Q37. Your total household income before tax	Number	Percent
Less than \$15K	87	7.8 %
\$15K-\$24,999	103	9.3 %
\$25K-\$34,999	93	8.4 %
\$35K-\$49,999	141	12.7 %
\$50K-\$74,999	177	16.0 %
\$75K-\$99,999	155	14.0 %
\$100K-\$149,999	181	16.3 %
\$150+	172	15.5 %
Total	1109	100.0 %

**Q38. Are you an employee of Mecklenburg County?**

Q38. Are you an employee of Mecklenburg County	Number	Percent
Yes	42	3.3 %
No	1241	96.7 %
Total	1283	100.0 %

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

Q39. Have you ever served in any branch of the military	Number	Percent
Yes	289	22.5 %
No	994	77.5 %
Total	1283	100.0 %

**Section 6**  
***Cross-Tabular Data by Gender,  
Military Service & County Employee***

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**Q2. How long have you lived in Mecklenburg County? (without "don't know")**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q2. How long have you lived in Mecklenburg County?</u>							
Less than 1 year	2.4%	3.9%	2.4%	3.2%	1.8%	3.6%	3.1%
1-2 years	3.8%	6.3%	2.4%	5.2%	6.3%	4.8%	5.1%
3-4 years	6.1%	7.7%	2.4%	7.1%	4.6%	7.6%	6.9%
5-10 years	19.2%	14.6%	29.3%	16.4%	12.3%	18.2%	16.9%
11-15 years	10.9%	12.4%	17.1%	11.5%	8.4%	12.6%	11.7%
15+ years	57.5%	55.1%	46.3%	56.6%	66.7%	53.3%	56.3%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q3-1. Presence of colleges/universities</u>							
Biggest reason	8.3%	4.9%	0.0%	6.7%	6.4%	6.6%	6.5%
2	7.8%	7.3%	7.4%	7.5%	10.8%	6.6%	7.5%
3	6.0%	8.8%	11.1%	7.3%	7.4%	7.4%	7.4%
4	6.7%	7.9%	0.0%	7.5%	7.8%	7.2%	7.3%
5	11.0%	12.4%	25.9%	11.3%	13.2%	11.3%	11.7%
6	8.7%	9.4%	7.4%	9.1%	8.3%	9.3%	9.1%
7	16.6%	13.7%	14.8%	15.1%	10.8%	16.3%	15.1%
8	14.7%	15.8%	18.5%	15.2%	12.7%	16.0%	15.3%
Smallest reason	20.2%	19.9%	14.8%	20.2%	22.5%	19.3%	20.0%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q3-2. Employment opportunities</u>							
Biggest reason	39.4%	33.4%	25.8%	36.7%	34.2%	37.0%	36.4%
2	17.9%	20.7%	32.3%	18.9%	20.3%	19.0%	19.3%
3	10.6%	10.9%	12.9%	10.7%	9.5%	11.1%	10.8%
4	5.7%	4.4%	3.2%	5.1%	4.1%	5.3%	5.0%
5	7.7%	6.8%	12.9%	7.1%	7.2%	7.2%	7.2%
6	2.4%	4.2%	3.2%	3.3%	2.7%	3.5%	3.3%
7	4.1%	6.2%	0.0%	5.3%	5.4%	5.0%	5.1%
8	4.1%	4.0%	3.2%	4.0%	4.1%	4.0%	4.0%
Smallest reason	8.1%	9.5%	6.5%	8.9%	12.6%	7.8%	8.8%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q3-3. Proximity to family</u>							
Biggest reason	31.5%	39.6%	38.7%	35.5%	41.4%	33.9%	35.6%
2	13.8%	12.1%	6.5%	13.1%	13.7%	12.7%	12.9%
3	9.2%	5.4%	0.0%	7.5%	8.8%	6.8%	7.2%
4	4.2%	6.6%	6.5%	5.4%	3.5%	6.0%	5.4%
5	7.9%	6.2%	3.2%	7.2%	6.2%	7.3%	7.0%
6	4.6%	3.2%	6.5%	3.8%	1.8%	4.5%	3.9%
7	4.2%	6.0%	6.5%	5.0%	3.5%	5.6%	5.1%
8	7.7%	7.6%	12.9%	7.5%	6.2%	8.1%	7.6%
Smallest reason	16.9%	13.5%	19.4%	15.0%	15.0%	15.2%	15.2%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q3-4. Cost of living</u>							
Biggest reason	10.0%	11.6%	20.0%	10.5%	7.4%	11.8%	10.8%
2	12.4%	13.0%	13.3%	12.7%	12.3%	12.9%	12.7%
3	15.9%	13.6%	3.3%	15.1%	13.8%	15.0%	14.7%
4	14.6%	11.2%	13.3%	12.8%	12.3%	13.0%	12.8%
5	14.2%	13.4%	10.0%	13.9%	12.3%	14.2%	13.8%
6	10.3%	11.8%	10.0%	11.1%	10.8%	11.1%	11.1%
7	6.8%	8.3%	13.3%	7.4%	7.9%	7.5%	7.6%
8	6.8%	7.5%	6.7%	7.2%	10.8%	6.2%	7.2%
Smallest reason	9.0%	9.6%	10.0%	9.2%	12.3%	8.4%	9.3%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q3-5. Community vibrancy</u>							
Biggest reason	8.2%	9.1%	3.4%	8.8%	7.5%	9.0%	8.7%
2	13.1%	10.5%	6.9%	11.9%	9.5%	12.4%	11.8%
3	17.1%	14.9%	17.2%	15.9%	19.6%	15.0%	16.0%
4	16.0%	12.8%	13.8%	14.4%	12.6%	14.9%	14.4%
5	17.4%	17.8%	20.7%	17.5%	15.6%	18.1%	17.6%
6	10.0%	12.6%	13.8%	11.3%	13.6%	10.8%	11.4%
7	7.6%	9.9%	13.8%	8.6%	9.0%	8.7%	8.8%
8	4.2%	5.8%	6.9%	5.0%	5.0%	5.0%	5.0%
Smallest reason	6.2%	6.6%	3.4%	6.5%	7.5%	6.1%	6.4%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q3-6. Recreational opportunities</u>							
Biggest reason	4.9%	6.4%	7.1%	5.6%	6.4%	5.4%	5.6%
2	10.4%	10.2%	14.3%	10.2%	5.9%	11.5%	10.3%
3	15.7%	13.1%	7.1%	14.6%	15.8%	13.9%	14.3%
4	16.3%	15.0%	17.9%	15.6%	16.3%	15.4%	15.6%
5	17.0%	17.8%	3.6%	17.9%	18.3%	17.2%	17.4%
6	15.2%	11.5%	25.0%	12.9%	11.4%	13.8%	13.3%
7	9.5%	11.5%	10.7%	10.5%	10.4%	10.6%	10.5%
8	4.6%	8.6%	3.6%	6.8%	7.4%	6.5%	6.7%
Smallest reason	6.4%	5.9%	10.7%	6.0%	7.9%	5.7%	6.2%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q3-7. Affordable housing options</u>							
Biggest reason	9.2%	11.8%	16.7%	10.3%	8.9%	11.0%	10.5%
2	9.8%	9.6%	13.3%	9.6%	10.8%	9.4%	9.7%
3	13.8%	12.6%	16.7%	13.1%	11.8%	13.5%	13.2%
4	9.2%	11.0%	13.3%	10.0%	11.8%	9.7%	10.1%
5	14.2%	14.1%	20.0%	13.9%	14.3%	14.1%	14.1%
6	12.0%	8.6%	0.0%	10.6%	9.4%	10.5%	10.2%
7	15.1%	13.0%	10.0%	14.1%	13.3%	14.2%	14.0%
8	10.3%	9.8%	3.3%	10.2%	9.9%	10.1%	10.0%
Smallest reason	6.6%	9.6%	6.7%	8.2%	9.9%	7.6%	8.1%



**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q3-8. Quality schools</u>							
Biggest reason	6.7%	8.1%	3.6%	7.5%	6.7%	7.6%	7.4%
2	6.4%	6.8%	14.3%	6.4%	6.7%	6.6%	6.6%
3	8.3%	8.9%	14.3%	8.4%	6.7%	9.1%	8.6%
4	8.0%	8.3%	10.7%	8.1%	9.8%	7.7%	8.2%
5	8.3%	10.6%	7.1%	9.6%	9.8%	9.4%	9.5%
6	10.3%	8.3%	7.1%	9.3%	9.3%	9.3%	9.3%
7	13.3%	11.7%	10.7%	12.5%	10.8%	12.9%	12.5%
8	19.8%	19.7%	21.4%	19.7%	17.0%	20.5%	19.8%
Smallest reason	18.9%	17.6%	10.7%	18.5%	23.2%	16.9%	18.2%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q3-9. Other</u>							
Biggest reason	29.9%	32.6%	28.6%	31.2%	39.4%	28.7%	31.2%
2	9.1%	11.1%	0.0%	10.3%	11.3%	9.7%	10.1%
3	4.9%	4.2%	0.0%	4.7%	4.2%	4.6%	4.5%
4	6.7%	5.6%	14.3%	6.0%	4.2%	6.8%	6.2%
5	3.7%	4.9%	28.6%	3.7%	2.8%	4.6%	4.2%
6	4.9%	4.2%	0.0%	4.7%	5.6%	4.2%	4.5%
7	4.3%	3.5%	0.0%	4.0%	1.4%	4.6%	3.9%
8	9.8%	2.8%	0.0%	6.6%	5.6%	6.8%	6.5%
Smallest reason	26.8%	31.3%	28.6%	28.9%	25.4%	30.0%	28.9%

**Q4. In one (1) year from the time you respond to this survey, do you think you will remain in Mecklenburg County? (without "don't know")**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	
<u>Q4. Will you remain in Mecklenburg County in one year?</u>							
Yes	90.1%	89.4%	92.1%	89.6%	88.6%	90.1%	89.7%
No	9.9%	10.6%	7.9%	10.4%	11.4%	9.9%	10.3%

**Q4a. (If NO to Question 4) Please specify the top reason why you will move outside Mecklenburg County. (without "don't know")**

N=111

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q4a. Top reason why you might move outside Mecklenburg County

To attend college/university elsewhere	5.8%	3.5%	0.0%	4.7%	0.0%	6.2%	4.6%
To accept a job offer in another community	5.8%	8.8%	0.0%	7.5%	0.0%	9.9%	7.3%
To seek employment opportunities in another community	3.8%	8.8%	0.0%	6.6%	3.6%	7.4%	6.4%
Closer proximity to family	1.9%	5.3%	0.0%	3.8%	10.7%	1.2%	3.7%
Cost of living is too high	28.8%	15.8%	0.0%	22.6%	21.4%	22.2%	22.0%
Lack of community vibrancy	0.0%	3.5%	33.3%	0.9%	0.0%	2.5%	1.8%
Lack of affordable housing options	5.8%	8.8%	0.0%	7.5%	7.1%	7.4%	7.3%
Lack of quality schools	15.4%	12.3%	33.3%	13.2%	14.3%	13.6%	13.8%
Other	32.7%	33.3%	33.3%	33.0%	42.9%	29.6%	33.0%

**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=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	

Q5-1. There is value in the services provided by Mecklenburg County to residents

Strongly Agree	25.4%	20.5%	21.6%	23.0%	21.5%	23.4%	23.0%
Agree	57.2%	60.8%	64.9%	58.8%	58.1%	59.3%	59.0%
Disagree	11.1%	12.4%	13.5%	11.7%	10.8%	12.0%	11.7%
Strongly Disagree	6.3%	6.3%	0.0%	6.5%	9.6%	5.3%	6.3%

Q5-2. Mecklenburg County spends my local tax dollars on services that help residents improve their community

Strongly Agree	12.6%	9.0%	12.5%	10.8%	11.5%	10.7%	10.9%
Agree	48.4%	47.7%	46.9%	48.1%	43.6%	49.3%	48.0%
Disagree	24.4%	27.4%	34.4%	25.6%	29.2%	24.8%	25.8%
Strongly Disagree	14.7%	15.9%	6.3%	15.5%	15.6%	15.2%	15.3%

Q5-3. I am satisfied with opportunities for citizen participation in County policy development & decision-making

Strongly Agree	11.6%	6.6%	8.8%	9.1%	7.3%	9.7%	9.1%
Agree	41.5%	47.5%	73.5%	43.5%	41.0%	45.5%	44.5%
Disagree	31.1%	31.2%	11.8%	31.8%	37.2%	29.3%	31.2%
Strongly Disagree	15.8%	14.7%	5.9%	15.6%	14.5%	15.4%	15.2%

**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, LEARN, 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=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q6-1. Mecklenburg County as a place to live</u>							
Excellent	29.1%	28.2%	33.3%	28.5%	27.9%	28.9%	28.6%
Good	45.8%	51.3%	54.8%	48.4%	46.7%	49.2%	48.6%
Fair	19.6%	16.9%	11.9%	18.5%	18.8%	18.1%	18.2%
Poor	5.4%	3.6%	0.0%	4.6%	6.6%	3.8%	4.5%
 <u>Q6-2. Mecklenburg County as a place to learn</u>							
Excellent	20.8%	21.5%	22.5%	21.1%	24.4%	20.2%	21.1%
Good	41.7%	45.0%	50.0%	43.2%	38.7%	44.8%	43.4%
Fair	25.1%	24.2%	22.5%	24.7%	25.5%	24.4%	24.7%
Poor	12.4%	9.3%	5.0%	11.0%	11.4%	10.6%	10.8%

**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, LEARN, 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=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q6-3. Mecklenburg County as a place to work</u>							
Excellent	30.1%	26.0%	26.8%	28.1%	28.1%	28.0%	28.0%
Good	47.7%	52.8%	53.7%	50.2%	47.0%	51.3%	50.3%
Fair	17.3%	17.3%	19.5%	17.2%	17.8%	17.1%	17.3%
Poor	4.9%	3.9%	0.0%	4.5%	7.0%	3.6%	4.4%

Q6-4. Mecklenburg County as a place to recreate

Excellent	22.2%	25.9%	20.5%	24.2%	22.1%	24.6%	24.1%
Good	46.9%	47.5%	56.4%	46.9%	41.9%	48.7%	47.2%
Fair	24.6%	21.6%	23.1%	23.1%	27.3%	21.8%	23.1%
Poor	6.3%	5.0%	0.0%	5.9%	8.6%	4.8%	5.7%

**Q7. If you have the option to communicate with County agencies about the status of your request for services via email, how likely would you be to use this feature? (without "don't know")**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q7. How likely would you be to use this feature?</u>							
Very likely	44.2%	44.7%	45.7%	44.4%	44.0%	44.5%	44.4%
Likely	40.7%	38.0%	31.4%	39.5%	36.9%	40.0%	39.3%
Unlikely	8.0%	10.7%	14.3%	9.2%	10.4%	9.1%	9.4%
Very unlikely	7.2%	6.7%	8.6%	6.9%	8.6%	6.4%	6.9%

**Q8. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature? (without "don't know")**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q8. How likely would you be to use this feature?</u>							
Very likely	24.1%	27.9%	30.8%	25.8%	22.7%	27.0%	26.0%
Likely	32.6%	33.1%	41.0%	32.6%	33.8%	32.6%	32.9%
Unlikely	25.9%	20.6%	12.8%	23.6%	24.9%	22.8%	23.3%
Very unlikely	17.4%	18.5%	15.4%	18.0%	18.6%	17.7%	17.9%



**Q9. Would you say Mecklenburg County Government 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=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q9. What do you think of Mecklenburg County communicating information to public?</u>							
Excellent	5.2%	3.7%	5.0%	4.4%	4.5%	4.4%	4.4%
Good	28.8%	31.9%	42.5%	29.9%	29.9%	30.5%	30.4%
Fair	45.9%	48.4%	45.0%	47.2%	42.0%	48.6%	47.1%
Poor	20.2%	16.0%	7.5%	18.4%	23.5%	16.5%	18.0%

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

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q10. Your level of agreement with the statement</u>							
Strongly agree	9.6%	7.2%	12.5%	8.3%	5.8%	9.2%	8.4%
Agree	57.8%	61.8%	71.9%	59.4%	56.6%	60.7%	59.7%
Disagree	21.6%	24.7%	15.6%	23.4%	26.9%	22.0%	23.1%
Strongly disagree	11.0%	6.4%	0.0%	9.0%	10.7%	8.1%	8.7%

**Q11. Do you consider Mecklenburg County Government to be open and transparent with information about County issues, services, and performance? (without "don't know")**

N=1283

Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
Male	Female	Yes	No	Yes	No	

Q11. Do you consider Mecklenburg County Government to be open & transparent with information?

Yes	45.7%	46.2%	57.7%	45.5%	38.7%	48.2%	45.9%
No	54.3%	53.8%	42.3%	54.5%	61.3%	51.8%	54.1%

**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=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	
<u>Q12-1. Facebook</u>							
Yes	17.0%	21.7%	28.9%	19.1%	10.6%	22.0%	19.4%
No	83.0%	78.3%	71.1%	80.9%	89.4%	78.0%	80.6%
<u>Q12-2. Twitter</u>							
Yes	5.5%	5.9%	5.7%	5.7%	3.0%	6.5%	5.7%
No	94.5%	94.1%	94.3%	94.3%	97.0%	93.5%	94.3%
<u>Q12-3. YouTube</u>							
Yes	8.3%	10.0%	9.1%	9.2%	8.4%	9.4%	9.2%
No	91.7%	90.0%	90.9%	90.8%	91.6%	90.6%	90.8%
<u>Q12-4. Instagram</u>							
Yes	3.4%	4.5%	8.8%	3.8%	3.0%	4.3%	4.0%
No	96.6%	95.5%	91.2%	96.2%	97.0%	95.7%	96.0%

**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. (without "don't know")**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q12-5. Nextdoor

Yes	15.8%	17.8%	12.1%	16.9%	14.4%	17.5%	16.8%
No	84.2%	82.2%	87.9%	83.1%	85.6%	82.5%	83.2%

Q12-6. LinkedIn

Yes	6.3%	6.3%	17.6%	5.9%	6.9%	6.1%	6.3%
No	93.7%	93.7%	82.4%	94.1%	93.1%	93.9%	93.7%

**Q12a. If you responded "Yes" to any part of Question 12, do you agree or disagree with the following statement: "The information I receive from Mecklenburg County social media sites keeps me informed about what is happening in Mecklenburg County Government." (without "don't know")**

N=409

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q12a. Please indicate whether or not you agree with the statement

Yes	72.5%	70.3%	73.3%	71.1%	68.4%	71.9%	71.2%
No	27.5%	29.7%	26.7%	28.9%	31.6%	28.1%	28.8%

**Q13. Within the last 12 months, how often have you used the County's website (www.MecklenburgCountyNC.gov) to access County news, programs, and services? (without "don't know")**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q13. How often have you used County's website?</u>							
Often	6.6%	5.1%	5.6%	5.9%	6.0%	5.8%	5.8%
Sometimes	26.9%	22.2%	22.2%	24.6%	24.3%	24.6%	24.5%
Rarely	32.4%	32.1%	25.0%	32.4%	30.6%	32.7%	32.2%
Never	34.1%	40.6%	47.2%	37.1%	39.2%	36.9%	37.4%

**Q13a. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for? (without "don't know")**

N=750

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	
<u>Q13a. How often are you able to find what you are looking for when visiting County's website?</u>							
Often	39.1%	37.4%	29.4%	38.5%	31.2%	40.2%	38.3%
Sometimes	47.6%	50.0%	70.6%	48.2%	53.2%	47.5%	48.7%
Rarely	10.1%	10.3%	0.0%	10.4%	13.6%	9.3%	10.2%
Never	3.2%	2.4%	0.0%	2.9%	1.9%	3.0%	2.8%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q14-1. Have you seen County's Annual Performance Report?</u>							
Yes	4.8%	5.0%	12.2%	4.6%	5.4%	4.7%	4.9%
No	95.2%	95.0%	87.8%	95.4%	94.6%	95.3%	95.1%
<u>Q14-2. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"?</u>							
Yes	10.2%	6.7%	14.3%	8.2%	9.3%	8.1%	8.4%
No	89.8%	93.3%	85.7%	91.8%	90.7%	91.9%	91.6%
<u>Q14-3. Did you know County provides children with immunizations against vaccine-preventable diseases?</u>							
Yes	52.2%	61.3%	61.9%	56.7%	61.2%	55.7%	56.9%
No	47.8%	38.7%	38.1%	43.3%	38.8%	44.3%	43.1%
<u>Q14-4. Did you know County has a program to test, diagnose &amp; provide case management to persons with HIV, syphilis &amp; other sexually transmitted diseases?</u>							
Yes	37.7%	47.8%	50.0%	42.6%	46.8%	41.8%	42.9%
No	62.3%	52.2%	50.0%	57.4%	53.2%	58.2%	57.1%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q14-5. 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	57.4%	62.8%	69.0%	59.9%	63.0%	59.3%	60.2%
No	42.6%	37.2%	31.0%	40.1%	37.0%	40.7%	39.8%

Q14-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools?

Yes	33.1%	37.3%	38.1%	35.1%	34.8%	35.4%	35.2%
No	66.9%	62.7%	61.9%	64.9%	65.2%	64.6%	64.8%

Q14-7. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing?

Yes	47.9%	45.4%	45.2%	46.7%	49.5%	45.8%	46.7%
No	52.1%	54.6%	54.8%	53.3%	50.5%	54.2%	53.3%

Q14-8. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"?

Yes	29.8%	31.5%	42.9%	30.2%	31.1%	30.5%	30.6%
No	70.2%	68.5%	57.1%	69.8%	68.9%	69.5%	69.4%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q14-9. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte Mecklenburg"?

Yes	27.4%	27.3%	31.0%	27.2%	26.3%	27.6%	27.4%
No	72.6%	72.7%	69.0%	72.8%	73.7%	72.4%	72.6%

Q14-10. Did you know about tobacco free parks & smoke free government facilities plans implemented in March 2015?

Yes	67.1%	69.3%	69.0%	68.2%	69.5%	67.9%	68.2%
No	32.9%	30.7%	31.0%	31.8%	30.5%	32.1%	31.8%

Q14-11. Did you know County provides services for children age birth to three who have developmental delays?

Yes	23.3%	34.7%	35.7%	29.0%	25.1%	30.4%	29.2%
No	76.7%	65.3%	64.3%	71.0%	74.9%	69.6%	70.8%

Q14-12. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?

Yes	28.3%	40.2%	38.1%	34.3%	30.7%	35.5%	34.4%
No	71.7%	59.8%	61.9%	65.7%	69.3%	64.5%	65.6%



**Q15. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility? (without "don't know")**

N=1283

Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
Male	Female	Yes	No	Yes	No	

Q15. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility?

0 times	17.8%	16.5%	16.7%	17.1%	23.9%	15.2%	17.1%
1-5 times	34.4%	37.7%	42.9%	35.9%	39.0%	35.3%	36.1%
6-10 times	16.1%	15.1%	11.9%	15.7%	12.5%	16.5%	15.6%
11-15 times	7.7%	8.9%	11.9%	8.2%	6.6%	8.8%	8.4%
16-30 times	9.6%	7.1%	4.8%	8.4%	8.1%	8.3%	8.3%
31-50 times	6.6%	6.4%	2.4%	6.7%	5.5%	6.8%	6.5%
50+ times	7.7%	8.3%	9.5%	8.0%	4.4%	9.1%	8.0%

**Q16. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often. (without "don't know")**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q16. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often

Excellent	24.2%	28.7%	25.0%	26.6%	26.0%	26.6%	26.5%
Good	62.8%	57.4%	55.6%	60.2%	55.7%	61.1%	60.0%
Fair	9.7%	13.3%	16.7%	11.4%	16.0%	10.5%	11.6%
Poor	3.3%	0.5%	2.8%	1.9%	2.3%	1.8%	1.9%

**Q17. Have you or other members of your household participated in any recreation, athletic, or nature programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q17. Have you participated in any recreation, athletic, or nature programs offered by Mecklenburg County Park & Recreation Department within past 12 months?

Yes	20.8%	22.5%	13.9%	21.9%	17.8%	22.8%	21.7%
No	79.2%	77.5%	86.1%	78.1%	82.2%	77.2%	78.3%

**Q17a. (If NO to Question 17) 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=922

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q17a-1. You are not aware of programs</u>							
Yes	66.5%	58.6%	60.0%	62.5%	62.0%	62.6%	62.5%
No	33.5%	41.4%	40.0%	37.5%	38.0%	37.4%	37.5%
 <u>Q17a-2. There are no convenient locations</u>							
Yes	28.5%	29.3%	36.4%	28.7%	37.9%	26.3%	28.9%
No	71.5%	70.7%	63.6%	71.3%	62.1%	73.8%	71.1%
 <u>Q17a-3. There are no convenient times</u>							
Yes	28.1%	35.4%	45.5%	31.5%	33.3%	31.5%	31.9%
No	71.9%	64.6%	54.5%	68.5%	66.7%	68.5%	68.1%
 <u>Q17a-4. You have no interest in programs</u>							
Yes	49.8%	44.1%	46.7%	47.0%	51.5%	45.5%	47.0%
No	50.2%	55.9%	53.3%	53.0%	48.5%	54.5%	53.0%

**Q17a. (If NO to Question 17) 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=922

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q17a-5. Cost of programs</u>							
Yes	21.3%	25.5%	61.5%	22.2%	18.2%	25.2%	23.5%
No	78.7%	74.5%	38.5%	77.8%	81.8%	74.8%	76.5%

**Q18. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following facilities.**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q18-1. The Mecklenburg County Aquatic Center</u>							
Very familiar	19.1%	26.7%	22.0%	23.0%	19.6%	24.0%	23.0%
Somewhat familiar	43.8%	43.2%	43.9%	43.5%	43.5%	43.5%	43.5%
Not familiar	37.1%	30.0%	34.1%	33.4%	37.0%	32.5%	33.5%
<u>Q18-2. Ray's Splash Planet (an indoor water park &amp; fitness center)</u>							
Very familiar	13.1%	24.8%	22.0%	19.0%	15.7%	20.1%	19.1%
Somewhat familiar	31.0%	33.5%	26.8%	32.5%	25.5%	34.2%	32.3%
Not familiar	55.9%	41.7%	51.2%	48.5%	58.8%	45.7%	48.6%
<u>Q18-3. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center</u>							
Very familiar	32.5%	39.2%	36.6%	35.9%	29.3%	37.8%	35.9%
Somewhat familiar	44.2%	37.3%	41.5%	40.7%	44.9%	39.5%	40.7%
Not familiar	23.3%	23.5%	22.0%	23.4%	25.7%	22.7%	23.4%

**Q19. Which of the following neighborhood services are within walking distance to your home (10-minute walk or less)? (without "none")**

N=779

Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
Male	Female	Yes	No	Yes	No	

Q19. What neighborhood services are within walking distance to your home?

Public park, greenway or nature preserve	60.2%	58.0%	58.1%	59.1%	59.7%	58.9%	59.1%
Recreation Center	15.5%	20.5%	19.4%	18.0%	13.2%	19.4%	18.1%
Library	31.8%	33.8%	41.9%	32.5%	34.6%	32.4%	32.9%
Health Center	5.9%	13.3%	16.1%	9.5%	6.3%	10.6%	9.8%
School	61.5%	61.7%	64.5%	61.5%	57.2%	62.7%	61.6%
Community Center	7.5%	11.4%	12.9%	9.4%	5.7%	10.5%	9.5%

**Q20. (If you selected any of the responses in Question 19) Do you feel safe walking to these neighborhood services? (without "don't know")**

N=765

Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
Male	Female	Yes	No	Yes	No	

Q20. Do you feel safe walking to these neighborhood services?

Yes	80.7%	75.9%	72.4%	78.4%	81.3%	77.4%	78.2%
No	19.3%	24.1%	27.6%	21.6%	18.8%	22.6%	21.8%

**Q21. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or a community event)? (without "don't know")**

N=1283

Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
Male	Female	Yes	No	Yes	No	

Q21. Have you visited or used a Charlotte Mecklenburg Library for any reason within past 12 months?

Yes	60.8%	65.0%	57.1%	63.2%	62.7%	63.1%	63.0%
No	39.2%	35.0%	42.9%	36.8%	37.3%	36.9%	37.0%

**Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often? (without "not provided")**

N=775

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q21a. Which Charlotte Mecklenburg Library have you visited most often within past 12 months?</u>							
Cornelius	3.6%	5.1%	4.2%	4.4%	4.0%	4.5%	4.4%
Davidson	1.4%	1.9%	0.0%	1.7%	1.1%	1.8%	1.7%
Hickory Grove	4.2%	3.1%	4.2%	3.6%	4.0%	3.5%	3.6%
ImaginOn (East 7th St Uptown)	3.1%	4.1%	4.2%	3.6%	3.4%	3.7%	3.6%
Independence Reg (Conference Dr & Monroe)	3.6%	5.1%	8.3%	4.3%	6.9%	3.7%	4.4%
Main Library (Uptown)	5.3%	4.1%	12.5%	4.4%	4.0%	4.8%	4.7%
Matthews	7.8%	5.3%	4.2%	6.5%	6.3%	6.5%	6.5%
Mint Hill	5.3%	3.1%	4.2%	4.1%	6.3%	3.5%	4.1%
Morrison Regional	5.3%	7.3%	0.0%	6.5%	7.4%	6.0%	6.3%
Mountain Island	4.2%	4.8%	4.2%	4.5%	6.3%	4.0%	4.5%
Myers Park	1.9%	1.9%	4.2%	1.9%	2.3%	1.8%	1.9%
North County Reg (Huntersville)	6.7%	5.8%	4.2%	6.3%	6.3%	6.2%	6.2%
Plaza Midwood	2.5%	1.2%	4.2%	1.7%	0.6%	2.2%	1.8%
Scaleybark	3.3%	1.0%	4.2%	2.0%	1.1%	2.3%	2.1%



**Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often? (without "not provided") (cont.)**

N=775

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	
<u>Q21a. Which Charlotte Mecklenburg Library have you visited most often within past 12 months (cont.)?</u>							
South County Reg (Rea Road)	13.1%	9.2%	16.7%	10.8%	12.6%	10.5%	11.0%
Steele Creek	5.0%	4.1%	0.0%	4.7%	4.6%	4.5%	4.5%
Sugar Creek	1.9%	2.7%	4.2%	2.3%	1.7%	2.5%	2.3%
University City Reg (E WT Harris)	12.5%	11.4%	4.2%	12.1%	12.6%	11.7%	11.9%
West Boulevard	2.8%	5.1%	8.3%	3.9%	3.4%	4.2%	4.0%
Beatties Ford Road Regional	4.4%	11.1%	4.2%	8.1%	2.9%	9.5%	8.0%
Library Website (www.cmlibrary.com)	1.4%	1.9%	0.0%	1.7%	1.7%	1.7%	1.7%
Area/Street of library	0.8%	0.5%	0.0%	0.7%	0.6%	0.7%	0.6%

**Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library in person? (without "don't know")**

N=775

Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
Male	Female	Yes	No	Yes	No	

Q21b. How many times have you visited or used Charlotte Mecklenburg Library in person?

Less than once a month	56.8%	45.4%	40.9%	50.9%	46.3%	51.8%	50.6%
Once a month	11.5%	15.0%	13.6%	13.4%	12.3%	13.7%	13.4%
Twice a month	16.8%	16.8%	18.2%	16.7%	16.0%	17.0%	16.8%
Three to four times a month	11.2%	13.0%	13.6%	12.1%	15.4%	11.3%	12.2%
Five or more times a month	3.8%	9.8%	13.6%	6.8%	9.9%	6.2%	7.0%

**Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library digitally (online, mobile app, etc.)? (without "don't know")**

N=775

Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
Male	Female	Yes	No	Yes	No	

Q21c. How many times have you visited or used Charlotte Mecklenburg Library digitally?

Less than once a month	71.4%	60.8%	47.1%	66.1%	62.6%	66.5%	65.6%
Once a month	8.8%	10.8%	11.8%	9.8%	9.0%	10.1%	9.9%
Twice a month	11.0%	11.4%	23.5%	10.9%	9.7%	11.7%	11.2%
Three to four times a month	3.6%	8.6%	5.9%	6.4%	9.0%	5.5%	6.3%
Five or more times a month	5.2%	8.4%	11.8%	6.8%	9.7%	6.1%	6.9%

**Q22. When accessing Charlotte Mecklenburg Library materials, which format do you prefer? (without "don't know")**

N=1283

<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	

Q22. Which format do you prefer when accessing Charlotte Mecklenburg Library?

Physical (print book, CD, DVD, etc)	38.1%	42.2%	31.4%	40.6%	33.5%	42.2%	40.3%
Digital (eBook, eAudio, eVideo, eMagazines)	7.5%	5.7%	2.9%	6.7%	5.8%	6.7%	6.5%
Both Physical & Digital	24.1%	24.1%	28.6%	24.0%	26.9%	23.3%	24.1%
I don't access Charlotte Mecklenburg Library Materials	29.4%	27.0%	37.1%	27.9%	33.5%	26.6%	28.2%
Other	0.8%	1.0%	0.0%	1.0%	0.4%	1.1%	0.9%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q23-1. Is a valuable resource for finding a job</u>							
Strongly Agree	20.4%	33.4%	36.4%	27.0%	25.6%	27.8%	27.3%
Agree	54.7%	53.9%	40.9%	54.8%	55.0%	54.1%	54.3%
Disagree	18.6%	9.4%	18.2%	13.6%	12.4%	14.1%	13.7%
Strongly Disagree	6.2%	3.2%	4.5%	4.6%	7.0%	4.0%	4.6%
 <u>Q23-2. Has enhanced my education</u>							
Strongly Agree	17.4%	23.3%	30.8%	20.2%	21.4%	20.3%	20.5%
Agree	50.1%	51.0%	38.5%	51.0%	46.4%	51.9%	50.6%
Disagree	25.3%	17.8%	26.9%	21.2%	23.5%	20.7%	21.4%
Strongly Disagree	7.2%	7.8%	3.8%	7.6%	8.7%	7.1%	7.5%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q23-3. Enhances my image of community</u>							
Strongly Agree	26.3%	31.1%	28.0%	28.8%	29.9%	28.4%	28.8%
Agree	57.0%	54.6%	68.0%	55.4%	49.0%	57.8%	55.8%
Disagree	12.1%	11.4%	4.0%	12.0%	14.7%	10.9%	11.8%
Strongly Disagree	4.6%	2.8%	0.0%	3.8%	6.4%	2.9%	3.7%
<u>Q23-4. Improves quality of life</u>							
Strongly Agree	30.8%	38.4%	33.3%	34.9%	33.7%	35.1%	34.8%
Agree	58.9%	53.9%	59.3%	56.2%	54.3%	56.8%	56.3%
Disagree	6.7%	6.0%	7.4%	6.3%	7.7%	6.0%	6.4%
Strongly Disagree	3.6%	1.6%	0.0%	2.6%	4.3%	2.0%	2.5%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q23-5. Is a top institution in community</u>							
Strongly Agree	31.1%	37.2%	33.3%	34.4%	38.1%	33.4%	34.4%
Agree	48.6%	53.6%	51.9%	51.3%	43.9%	53.4%	51.3%
Disagree	16.0%	7.2%	14.8%	11.2%	12.7%	10.9%	11.3%
Strongly Disagree	4.3%	1.9%	0.0%	3.1%	5.3%	2.4%	3.0%
 <u>Q23-6. Is a community champion for pre-K to third grade literacy</u>							
Strongly Agree	33.7%	44.6%	47.8%	39.6%	41.8%	39.3%	39.9%
Agree	54.3%	51.2%	43.5%	52.9%	44.0%	55.0%	52.6%
Disagree	9.1%	2.8%	8.7%	5.4%	9.2%	4.4%	5.5%
Strongly Disagree	2.9%	1.4%	0.0%	2.1%	5.0%	1.2%	2.0%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283

<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
Male	Female	Yes	No	Yes	No	

**Q23-7. Is a community champion for equal access to digital resources & skills**

Strongly Agree	35.0%	41.1%	28.6%	38.6%	37.2%	38.7%	38.3%
Agree	56.0%	54.9%	57.1%	55.4%	54.9%	55.6%	55.4%
Disagree	6.5%	3.3%	14.3%	4.4%	4.3%	4.9%	4.7%
Strongly Disagree	2.5%	0.8%	0.0%	1.6%	3.7%	0.9%	1.5%

**Q23-8. Is a community champion for equal access to resources citizens need to improve their lives**

Strongly Agree	29.0%	40.8%	28.6%	35.5%	34.1%	35.7%	35.3%
Agree	61.6%	55.4%	66.7%	58.1%	56.6%	58.8%	58.3%
Disagree	7.4%	2.7%	4.8%	4.9%	6.4%	4.5%	4.9%
Strongly Disagree	2.0%	1.0%	0.0%	1.5%	2.9%	1.0%	1.5%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q23-9. Is important to me &amp; my family</u>							
Strongly Agree	34.7%	43.2%	32.1%	39.4%	41.4%	38.6%	39.2%
Agree	48.5%	45.5%	60.7%	46.5%	42.7%	48.1%	46.9%
Disagree	12.9%	8.4%	7.1%	10.6%	10.0%	10.7%	10.5%
Strongly Disagree	3.9%	2.9%	0.0%	3.4%	5.9%	2.6%	3.3%



**Q24. Did you vote in the November 2015 local Election? (without "don't know")**

N=1283

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q24. Did you vote in November 2015 local Election?</u>							
Yes	73.0%	70.6%	72.5%	71.8%	80.6%	69.2%	71.8%
No	27.0%	29.4%	27.5%	28.2%	19.4%	30.8%	28.2%

**Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2015 local election, did you use an early voting site? (without "don't know")**

N=898

	<u>Q26. Your gender</u>		<u>Q38. Are you an employee of Mecklenburg County?</u>		<u>Q39. Have you ever served in any branch of the military?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q24a. Did you use an early voting site?</u>							
Yes	47.9%	55.8%	71.4%	51.2%	51.1%	52.1%	51.9%
No	52.1%	44.2%	28.6%	48.8%	48.9%	47.9%	48.1%

**Q24b. (If YES to Question 24a) 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=457

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q24b. Please rate your overall experience at early voting site?

Excellent	58.7%	61.7%	50.0%	60.7%	64.2%	58.9%	60.3%
Good	32.8%	31.7%	50.0%	31.5%	27.5%	33.9%	32.2%
Fair	5.5%	4.4%	0.0%	5.1%	5.5%	4.7%	4.9%
Poor	3.0%	2.2%	0.0%	2.7%	2.8%	2.5%	2.6%

**Q24c. (If NO to Question 24a) 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=424

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q24c. Please rate your overall experience at your voting location?

Excellent	50.2%	51.7%	28.6%	51.3%	55.4%	49.3%	50.9%
Good	37.3%	38.2%	57.1%	37.4%	32.7%	39.5%	37.7%
Fair	9.2%	8.4%	14.3%	8.8%	7.9%	9.2%	8.9%
Poor	3.2%	1.7%	0.0%	2.6%	4.0%	2.0%	2.5%

**Q25. Listed below are a couple programs offered by Mecklenburg County. Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following programs.**

N=1283

	Q26. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you ever served in any branch of the military?		Total
	Male	Female	Yes	No	Yes	No	

Q25-1. Clean commute campaign "Race to the Beach" that provides prizes for commuters who find alternatives to driving alone

Very familiar	1.5%	1.6%	4.8%	1.4%	0.7%	1.8%	1.5%
Somewhat familiar	6.0%	4.7%	14.3%	5.0%	5.7%	5.2%	5.3%
Not familiar	92.5%	93.7%	81.0%	93.6%	93.6%	93.0%	93.1%

Q25-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, county-specific air monitoring information

Very familiar	2.5%	2.8%	2.4%	2.7%	2.5%	2.7%	2.7%
Somewhat familiar	16.0%	15.3%	12.2%	15.7%	16.4%	15.4%	15.6%
Not familiar	81.5%	81.9%	85.4%	81.6%	81.1%	81.9%	81.7%

**Section 7**  
***Cross-Tabular Data by Age &  
Race/Ethnicity***

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**Q2. How long have you lived in Mecklenburg County? (without "don't know")**

N=1283

<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	

**Q2. How long have you lived in Mecklenburg County?**

Less than 1 year	7.2%	2.1%	2.2%	1.6%	3.6%	4.0%	1.6%	4.5%	2.6%	3.1%
1-2 years	7.9%	5.6%	3.9%	2.6%	5.4%	5.4%	3.4%	9.1%	13.2%	5.1%
3-4 years	13.6%	5.1%	6.4%	2.1%	7.2%	6.2%	7.2%	11.4%	10.5%	6.9%
5-10 years	21.9%	22.1%	11.8%	9.5%	21.7%	16.2%	15.0%	20.5%	21.1%	16.9%
11-15 years	14.3%	13.3%	8.8%	10.6%	12.7%	11.1%	11.1%	22.7%	10.5%	11.7%
15+ years	35.1%	51.8%	66.9%	73.5%	49.4%	57.1%	61.8%	31.8%	42.1%	56.3%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

Q3-1. Presence of colleges/universities

Biggest reason	7.5%	4.6%	5.7%	11.3%	10.8%	4.3%	8.4%	16.1%	0.0%	6.5%
2	5.7%	6.7%	8.1%	11.3%	7.8%	7.5%	7.3%	0.0%	15.4%	7.5%
3	4.8%	7.0%	9.9%	7.5%	11.8%	5.1%	9.1%	12.9%	7.7%	7.4%
4	7.0%	7.7%	6.7%	8.5%	9.8%	6.4%	8.0%	3.2%	11.5%	7.3%
5	11.0%	10.9%	14.5%	8.5%	7.8%	14.7%	8.7%	9.7%	7.7%	11.7%
6	10.1%	9.5%	8.5%	7.5%	4.9%	10.3%	9.1%	6.5%	7.7%	9.1%
7	18.4%	15.5%	12.7%	13.2%	13.7%	16.2%	12.4%	22.6%	19.2%	15.1%
8	19.7%	16.2%	10.6%	16.0%	11.8%	16.0%	16.4%	12.9%	7.7%	15.3%
Smallest reason	15.8%	21.8%	23.3%	16.0%	21.6%	19.4%	20.7%	16.1%	23.1%	20.0%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q3-2. Employment opportunities**

Biggest reason	41.7%	39.7%	31.9%	27.9%	39.5%	40.4%	27.2%	42.9%	42.9%	36.4%
2	19.4%	17.2%	22.4%	17.2%	16.0%	19.1%	19.8%	25.7%	25.0%	19.3%
3	9.3%	13.8%	9.2%	9.8%	11.8%	9.9%	12.4%	5.7%	10.7%	10.8%
4	8.1%	4.4%	3.6%	4.1%	5.9%	5.3%	4.4%	5.7%	3.6%	5.0%
5	7.7%	6.9%	7.6%	6.6%	5.9%	6.4%	8.7%	11.4%	3.6%	7.2%
6	2.4%	3.1%	3.6%	4.9%	3.4%	3.9%	3.0%	0.0%	0.0%	3.3%
7	2.8%	4.4%	6.6%	8.2%	1.7%	3.5%	8.7%	5.7%	10.7%	5.1%
8	3.6%	3.1%	5.6%	3.3%	4.2%	2.9%	6.0%	0.0%	3.6%	4.0%
Smallest reason	4.9%	7.5%	9.5%	18.0%	11.8%	8.6%	9.7%	2.9%	0.0%	8.8%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

Q3-3. Proximity to family

Biggest reason	24.8%	28.1%	42.1%	57.8%	33.6%	33.0%	40.6%	25.0%	48.3%	35.6%
2	12.4%	13.1%	13.2%	13.3%	12.6%	13.7%	11.4%	15.6%	13.8%	12.9%
3	10.7%	7.5%	4.3%	7.0%	8.4%	8.5%	5.7%	3.1%	0.0%	7.2%
4	6.6%	5.9%	5.6%	1.6%	6.7%	4.4%	7.0%	6.3%	0.0%	5.4%
5	8.7%	8.2%	6.3%	3.1%	4.2%	7.0%	7.7%	9.4%	10.3%	7.0%
6	6.6%	3.9%	2.3%	2.3%	4.2%	3.6%	4.4%	0.0%	6.9%	3.9%
7	6.6%	5.9%	4.6%	1.6%	5.9%	4.8%	5.4%	9.4%	0.0%	5.1%
8	9.1%	11.1%	5.3%	2.3%	6.7%	9.1%	4.4%	21.9%	3.4%	7.6%
Smallest reason	14.5%	16.3%	16.4%	10.9%	17.6%	15.9%	13.4%	9.4%	17.2%	15.2%



**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	Q28. Your age				Q27. Your race/ethnicity					Total
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q3-4. Cost of living</u>										
Biggest reason	12.5%	9.3%	11.2%	10.7%	12.1%	7.2%	16.4%	12.9%	10.0%	10.8%
2	16.7%	14.3%	7.8%	13.4%	16.4%	12.1%	12.9%	9.7%	10.0%	12.7%
3	14.6%	17.3%	14.9%	8.0%	11.2%	15.2%	13.6%	25.8%	20.0%	14.7%
4	14.2%	12.3%	13.2%	10.7%	13.8%	13.6%	10.5%	19.4%	10.0%	12.8%
5	11.3%	14.0%	13.6%	19.6%	12.1%	15.4%	12.9%	9.7%	6.7%	13.8%
6	12.1%	11.0%	10.2%	11.6%	9.5%	13.2%	7.0%	16.1%	16.7%	11.1%
7	5.8%	7.3%	9.5%	7.1%	4.3%	7.8%	8.7%	0.0%	13.3%	7.6%
8	5.8%	6.3%	9.5%	6.3%	6.9%	7.2%	8.0%	6.5%	0.0%	7.2%
Smallest reason	7.1%	8.3%	10.2%	12.5%	13.8%	8.2%	9.8%	0.0%	13.3%	9.3%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	Q28. Your age				Q27. Your race/ethnicity					Total
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q3-5. Community vibrancy</u>										
Biggest reason	8.5%	10.8%	6.2%	10.3%	12.8%	9.5%	6.8%	3.3%	3.4%	8.7%
2	11.4%	10.1%	14.4%	10.3%	11.0%	12.1%	12.2%	6.7%	10.3%	11.8%
3	16.1%	16.8%	15.5%	15.0%	20.2%	17.7%	10.4%	23.3%	17.2%	16.0%
4	18.6%	16.5%	11.0%	8.4%	11.9%	15.0%	13.7%	10.0%	24.1%	14.4%
5	17.8%	18.2%	18.2%	13.1%	16.5%	16.9%	18.3%	13.3%	31.0%	17.6%
6	10.2%	10.4%	12.4%	14.0%	14.7%	9.3%	13.7%	13.3%	6.9%	11.4%
7	7.2%	8.1%	9.6%	12.1%	2.8%	8.6%	10.8%	20.0%	3.4%	8.8%
8	6.4%	3.4%	5.2%	6.5%	2.8%	5.1%	5.8%	10.0%	0.0%	5.0%
Smallest reason	3.8%	5.7%	7.6%	10.3%	7.3%	5.8%	8.3%	0.0%	3.4%	6.4%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q3-6. Recreational opportunities**

Biggest reason	3.7%	5.1%	6.8%	8.4%	8.1%	5.3%	5.7%	6.5%	0.0%	5.6%
2	11.1%	12.2%	8.8%	7.5%	11.7%	11.8%	8.6%	6.5%	0.0%	10.3%
3	13.9%	16.0%	13.6%	13.1%	14.4%	14.9%	12.1%	12.9%	25.0%	14.3%
4	17.6%	14.6%	15.0%	15.0%	15.3%	17.3%	12.5%	19.4%	14.3%	15.6%
5	21.3%	15.6%	17.3%	14.0%	17.1%	18.2%	17.1%	9.7%	17.9%	17.4%
6	15.2%	14.6%	10.9%	12.1%	7.2%	13.9%	13.9%	16.1%	17.9%	13.3%
7	9.0%	11.2%	11.2%	10.3%	9.9%	10.2%	11.4%	6.5%	14.3%	10.5%
8	4.5%	4.4%	8.8%	12.1%	4.5%	4.9%	9.6%	16.1%	7.1%	6.7%
Smallest reason	3.7%	6.1%	7.5%	7.5%	11.7%	3.5%	8.9%	6.5%	3.6%	6.2%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

Q3-7. Affordable housing options

Biggest reason	9.1%	8.6%	12.0%	14.7%	13.4%	7.1%	15.0%	15.6%	7.1%	10.5%
2	6.2%	11.3%	10.7%	10.3%	9.8%	9.3%	10.5%	6.3%	10.7%	9.7%
3	17.0%	13.1%	11.4%	10.3%	16.1%	13.3%	11.9%	12.5%	14.3%	13.2%
4	7.9%	11.0%	10.7%	11.2%	7.1%	10.6%	11.2%	6.3%	7.1%	10.1%
5	16.2%	12.0%	14.7%	13.8%	8.0%	13.3%	16.3%	21.9%	17.9%	14.1%
6	12.4%	8.9%	10.7%	7.8%	7.1%	12.2%	9.5%	6.3%	0.0%	10.2%
7	16.6%	15.5%	11.4%	12.1%	8.9%	17.6%	9.9%	9.4%	21.4%	14.0%
8	7.9%	11.3%	10.0%	11.2%	12.5%	10.2%	7.8%	18.8%	10.7%	10.0%
Smallest reason	6.6%	8.2%	8.4%	8.6%	17.0%	6.4%	7.8%	3.1%	10.7%	8.1%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	Q28. Your age				Q27. Your race/ethnicity					Total
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q3-8. Quality schools</u>										
Biggest reason	6.6%	8.1%	7.3%	7.7%	7.5%	7.1%	7.9%	10.0%	3.8%	7.4%
2	7.9%	9.1%	5.2%	1.0%	6.6%	5.6%	7.5%	20.0%	0.0%	6.6%
3	9.3%	7.0%	10.1%	7.7%	7.5%	8.4%	9.3%	10.0%	7.7%	8.6%
4	5.3%	9.5%	7.6%	11.5%	7.5%	7.8%	9.0%	10.0%	7.7%	8.2%
5	3.5%	10.5%	11.1%	15.4%	4.7%	9.7%	11.5%	10.0%	3.8%	9.5%
6	12.8%	8.8%	7.6%	7.7%	11.3%	7.8%	10.4%	16.7%	7.7%	9.3%
7	18.9%	11.6%	8.3%	12.5%	16.0%	12.5%	11.5%	10.0%	7.7%	12.5%
8	22.0%	18.6%	21.2%	14.4%	15.1%	23.1%	16.5%	3.3%	34.6%	19.8%
Smallest reason	13.7%	16.8%	21.5%	22.1%	23.6%	18.1%	16.5%	10.0%	26.9%	18.2%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

	Q28. Your age				Q27. Your race/ethnicity					Total
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q3-9. Other</u>										
Biggest reason	27.6%	30.6%	34.9%	33.3%	40.9%	29.3%	33.0%	0.0%	22.2%	31.2%
2	9.2%	9.3%	10.5%	13.9%	6.8%	11.3%	10.3%	12.5%	0.0%	10.1%
3	5.3%	1.9%	9.3%	0.0%	6.8%	5.3%	3.1%	0.0%	0.0%	4.5%
4	3.9%	7.4%	8.1%	2.8%	4.5%	7.3%	4.1%	0.0%	22.2%	6.2%
5	5.3%	3.7%	3.5%	5.6%	2.3%	5.3%	4.1%	0.0%	0.0%	4.2%
6	5.3%	4.6%	3.5%	5.6%	2.3%	7.3%	1.0%	12.5%	0.0%	4.5%
7	3.9%	4.6%	2.3%	5.6%	6.8%	3.3%	2.1%	12.5%	11.1%	3.9%
8	6.6%	8.3%	4.7%	5.6%	6.8%	5.3%	8.2%	0.0%	11.1%	6.5%
Smallest reason	32.9%	29.6%	23.3%	27.8%	22.7%	25.3%	34.0%	62.5%	33.3%	28.9%

**Q4. In one (1) year from the time you respond to this survey, do you think you will remain in Mecklenburg County? (without "don't know")**

N=1283

<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	

Q4. Will you remain in Mecklenburg County in one year?

Yes	83.6%	89.0%	92.4%	94.0%	88.4%	89.1%	90.8%	97.6%	83.3%	89.7%
No	16.4%	11.0%	7.6%	6.0%	11.6%	10.9%	9.2%	2.4%	16.7%	10.3%

**Q4a. (If NO to Question 4) Please specify the top reason why you will move outside Mecklenburg County. (without "don't know")**

N=111	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q4a. Top reason why you might move outside Mecklenburg County</u>										
To attend college/university elsewhere	13.2%	0.0%	0.0%	0.0%	6.3%	5.1%	3.4%	0.0%	0.0%	4.6%
To accept a job offer in another community	10.5%	11.1%	0.0%	0.0%	18.8%	3.4%	10.3%	0.0%	0.0%	7.3%
To seek employment opportunities in another community	7.9%	5.6%	7.7%	0.0%	0.0%	10.2%	3.4%	0.0%	0.0%	6.4%
Closer proximity to family	0.0%	2.8%	3.8%	22.2%	0.0%	5.1%	3.4%	0.0%	0.0%	3.7%
Cost of living is too high	15.8%	13.9%	38.5%	33.3%	6.3%	18.6%	31.0%	100.0%	50.0%	22.0%
Lack of community vibrancy	5.3%	0.0%	0.0%	0.0%	0.0%	1.7%	3.4%	0.0%	0.0%	1.8%
Lack of affordable housing options	7.9%	8.3%	3.8%	11.1%	12.5%	5.1%	10.3%	0.0%	0.0%	7.3%
Lack of quality schools	13.2%	25.0%	0.0%	11.1%	6.3%	13.6%	17.2%	0.0%	25.0%	13.8%
Other	26.3%	33.3%	46.2%	22.2%	50.0%	37.3%	17.2%	0.0%	25.0%	33.0%



**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=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q5-1. There is value in the services provided by Mecklenburg County to residents</u>										
Strongly Agree	18.6%	22.0%	26.4%	23.3%	24.0%	22.3%	24.2%	28.2%	11.8%	23.0%
Agree	63.3%	61.2%	55.9%	55.8%	57.3%	62.6%	54.1%	69.2%	47.1%	59.0%
Disagree	12.2%	11.0%	11.7%	12.8%	12.0%	10.3%	13.7%	2.6%	23.5%	11.7%
Strongly Disagree	5.9%	5.8%	6.0%	8.1%	6.7%	4.8%	8.0%	0.0%	17.6%	6.3%
<u>Q5-2. Mecklenburg County spends my local tax dollars on services that help residents improve their community</u>										
Strongly Agree	7.5%	12.5%	10.4%	13.5%	12.9%	9.1%	12.0%	18.4%	9.4%	10.9%
Agree	48.9%	47.6%	48.5%	47.4%	45.0%	53.1%	39.6%	68.4%	34.4%	48.0%
Disagree	27.3%	25.0%	26.2%	24.4%	22.9%	25.7%	29.4%	10.5%	25.0%	25.8%
Strongly Disagree	16.3%	14.9%	14.9%	14.7%	19.3%	12.0%	19.0%	2.6%	31.3%	15.3%
<u>Q5-3. I am satisfied with opportunities for citizen participation in County policy development &amp; decision-making</u>										
Strongly Agree	7.7%	11.0%	8.7%	8.5%	13.8%	5.1%	12.7%	21.1%	6.1%	9.1%
Agree	44.9%	40.5%	46.1%	49.0%	43.9%	47.1%	40.6%	44.7%	45.5%	44.5%
Disagree	31.9%	33.2%	29.9%	28.8%	25.2%	32.5%	32.8%	31.6%	21.2%	31.2%
Strongly Disagree	15.5%	15.3%	15.3%	13.7%	17.1%	15.4%	14.0%	2.6%	27.3%	15.2%

**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, LEARN, 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=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q6-1. Mecklenburg County as a place to live</u>										
Excellent	28.3%	30.1%	28.0%	28.0%	32.1%	29.0%	28.5%	30.2%	10.8%	28.6%
Good	48.9%	48.2%	47.3%	52.4%	49.1%	49.6%	47.6%	51.2%	40.5%	48.6%
Fair	17.6%	17.5%	19.6%	17.5%	13.9%	16.6%	20.5%	18.6%	35.1%	18.2%
Poor	5.1%	4.2%	5.2%	2.1%	4.8%	4.8%	3.5%	0.0%	13.5%	4.5%
<u>Q6-2. Mecklenburg County as a place to learn</u>										
Excellent	14.3%	21.6%	23.1%	25.7%	24.3%	19.0%	23.6%	23.3%	8.3%	21.1%
Good	42.1%	40.0%	45.3%	48.6%	41.4%	44.5%	43.1%	46.5%	38.9%	43.4%
Fair	29.3%	28.2%	22.0%	16.6%	21.7%	24.5%	26.0%	27.9%	22.2%	24.7%
Poor	14.3%	10.1%	9.6%	9.1%	12.5%	12.0%	7.3%	2.3%	30.6%	10.8%
<u>Q6-3. Mecklenburg County as a place to work</u>										
Excellent	29.2%	30.4%	24.7%	28.3%	29.9%	29.7%	24.4%	33.3%	21.6%	28.0%
Good	48.3%	49.1%	52.4%	52.4%	52.2%	52.7%	46.1%	50.0%	48.6%	50.3%
Fair	18.5%	15.7%	18.5%	15.7%	11.5%	14.3%	24.4%	16.7%	21.6%	17.3%
Poor	4.1%	4.7%	4.4%	3.6%	6.4%	3.3%	5.1%	0.0%	8.1%	4.4%

**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, LEARN, 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=1283	Q28. Your age				Q27. Your race/ethnicity					Total
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q6-4. Mecklenburg County as a place to recreate</u>										
Excellent	25.9%	23.1%	25.2%	21.2%	29.0%	22.7%	24.7%	23.8%	19.4%	24.1%
Good	45.9%	49.1%	45.5%	49.4%	48.1%	50.7%	41.8%	40.5%	50.0%	47.2%
Fair	22.2%	24.1%	23.4%	21.8%	17.9%	20.8%	27.4%	33.3%	25.0%	23.1%
Poor	6.0%	3.7%	6.0%	7.6%	4.9%	5.8%	6.0%	2.4%	5.6%	5.7%

**Q7. If you have the option to communicate with County agencies about the status of your request for services via email, how likely would you be to use this feature? (without "don't know")**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q7. How likely would you be to use this feature?</u>										
Very likely	47.3%	49.3%	45.5%	25.2%	45.5%	44.8%	42.4%	59.5%	38.9%	44.4%
Likely	40.0%	38.3%	36.3%	48.4%	41.0%	38.8%	39.5%	32.4%	44.4%	39.3%
Unlikely	7.7%	7.5%	11.1%	12.6%	5.8%	9.2%	12.4%	2.7%	5.6%	9.4%
Very unlikely	5.0%	4.9%	7.1%	13.8%	7.7%	7.2%	5.6%	5.4%	11.1%	6.9%

**Q8. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature? (without "don't know")**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q8. How likely would you be to use this feature?</u>										
Very likely	29.9%	32.2%	23.5%	11.2%	27.5%	21.5%	31.5%	47.5%	18.9%	26.0%
Likely	35.2%	30.6%	34.6%	30.8%	34.6%	29.2%	37.8%	27.5%	43.2%	32.9%
Unlikely	22.2%	22.9%	21.9%	28.4%	22.9%	25.8%	19.8%	22.5%	16.2%	23.3%
Very unlikely	12.6%	14.4%	20.0%	29.6%	15.0%	23.5%	10.9%	2.5%	21.6%	17.9%

**Q9. Would you say Mecklenburg County Government 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=1283

	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q9. What do you think of Mecklenburg County communicating information to public?</u>										
Excellent	2.4%	5.5%	4.5%	5.2%	6.6%	1.9%	7.8%	5.6%	3.2%	4.4%
Good	20.6%	29.6%	34.5%	37.4%	31.1%	28.8%	32.8%	30.6%	25.8%	30.4%
Fair	56.3%	44.9%	45.8%	42.0%	44.4%	52.4%	41.2%	44.4%	35.5%	47.1%
Poor	20.6%	19.9%	15.3%	15.5%	17.9%	16.9%	18.2%	19.4%	35.5%	18.0%

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

N=1283

	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q10. Your level of agreement with the statement</u>										
Strongly agree	8.6%	9.4%	8.6%	5.9%	10.1%	5.5%	11.4%	22.9%	3.4%	8.4%
Agree	62.0%	59.6%	58.7%	59.9%	66.2%	62.9%	52.1%	74.3%	41.4%	59.7%
Disagree	19.0%	23.5%	24.5%	25.7%	12.9%	22.7%	29.0%	2.9%	37.9%	23.1%
Strongly disagree	10.4%	7.5%	8.3%	8.6%	10.8%	8.9%	7.5%	0.0%	17.2%	8.7%

**Q11. Do you consider Mecklenburg County Government to be open and transparent with information about County issues, services, and performance? (without "don't know")**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

Q11. Do you consider Mecklenburg County Government to be open & transparent with information?

Yes	43.3%	47.5%	45.0%	48.8%	54.7%	43.4%	46.7%	62.5%	25.0%	45.9%
No	56.7%	52.5%	55.0%	51.2%	45.3%	56.6%	53.3%	37.5%	75.0%	54.1%

**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=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q12-1. Facebook</u>										
Yes	24.2%	22.2%	18.6%	7.7%	19.1%	16.3%	25.0%	28.6%	10.8%	19.4%
No	75.8%	77.8%	81.4%	92.3%	80.9%	83.7%	75.0%	71.4%	89.2%	80.6%
<u>Q12-2. Twitter</u>										
Yes	10.0%	6.0%	4.4%	1.2%	6.1%	4.8%	6.0%	17.6%	5.4%	5.7%
No	90.0%	94.0%	95.6%	98.8%	93.9%	95.2%	94.0%	82.4%	94.6%	94.3%
<u>Q12-3. YouTube</u>										
Yes	10.7%	10.5%	9.7%	3.0%	7.4%	4.6%	16.6%	17.6%	13.5%	9.2%
No	89.3%	89.5%	90.3%	97.0%	92.6%	95.4%	83.4%	82.4%	86.5%	90.8%
<u>Q12-4. Instagram</u>										
Yes	6.6%	5.5%	2.0%	1.2%	4.9%	2.2%	6.6%	6.5%	2.7%	4.0%
No	93.4%	94.5%	98.0%	98.8%	95.1%	97.8%	93.4%	93.5%	97.3%	96.0%

**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. (without "don't know")**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q12-5. Nextdoor</u>										
Yes	20.2%	18.7%	15.3%	10.8%	15.9%	19.0%	13.5%	21.2%	11.1%	16.8%
No	79.8%	81.3%	84.7%	89.2%	84.1%	81.0%	86.5%	78.8%	88.9%	83.2%
<u>Q12-6. LinkedIn</u>										
Yes	7.0%	9.5%	4.5%	2.4%	4.2%	5.5%	8.8%	6.3%	5.4%	6.3%
No	93.0%	90.5%	95.5%	97.6%	95.8%	94.5%	91.2%	93.8%	94.6%	93.7%

**Q12a. If you responded "Yes" to any part of Question 12, do you agree or disagree with the following statement: "The information I receive from Mecklenburg County social media sites keeps me informed about what is happening in Mecklenburg County Government." (without "don't know")**

N=409	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q12a. Please indicate whether or not you agree with the statement</u>										
Yes	68.1%	70.5%	76.7%	66.7%	73.8%	65.0%	76.1%	100.0%	50.0%	71.2%
No	31.9%	29.5%	23.3%	33.3%	26.2%	35.0%	23.9%	0.0%	50.0%	28.8%



**Q13. Within the last 12 months, how often have you used the County's website (www.MecklenburgCountyNC.gov) to access County news, programs, and services? (without "don't know")**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q13. How often have you used County's website?</u>										
Often	4.5%	7.5%	7.0%	1.7%	8.2%	4.0%	8.7%	0.0%	5.6%	5.8%
Sometimes	27.1%	29.3%	21.1%	17.4%	31.4%	21.8%	25.8%	25.6%	27.8%	24.5%
Rarely	35.7%	31.7%	32.4%	27.3%	32.1%	32.3%	31.5%	43.6%	25.0%	32.2%
Never	32.7%	31.5%	39.4%	53.5%	28.3%	41.9%	34.0%	30.8%	41.7%	37.4%

**Q13a. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for? (without "don't know")**

N=750	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q13a. How often are you able to find what you are looking for when visiting County's website?</u>										
Often	37.4%	41.1%	40.5%	26.0%	39.1%	39.4%	37.4%	32.0%	33.3%	38.3%
Sometimes	52.9%	48.4%	45.1%	49.4%	45.5%	51.6%	46.7%	44.0%	44.4%	48.7%
Rarely	8.0%	8.9%	11.6%	15.6%	12.7%	6.9%	12.3%	24.0%	11.1%	10.2%
Never	1.7%	1.6%	2.8%	9.1%	2.7%	2.1%	3.5%	0.0%	11.1%	2.8%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	

Q14-1. Have you seen County's Annual Performance Report?

Yes	2.5%	6.0%	4.7%	6.5%	5.5%	4.6%	5.9%	2.3%	0.0%	4.9%
No	97.5%	94.0%	95.3%	93.5%	94.5%	95.4%	94.1%	97.7%	100.0%	95.1%

Q14-2. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"?

Yes	5.1%	8.8%	9.7%	9.8%	15.0%	8.8%	5.9%	4.7%	2.7%	8.4%
No	94.9%	91.2%	90.3%	90.2%	85.0%	91.2%	94.1%	95.3%	97.3%	91.6%

Q14-3. Did you know County provides children with immunizations against vaccine-preventable diseases?

Yes	44.4%	51.6%	66.6%	65.1%	55.4%	52.2%	66.8%	51.2%	51.4%	56.9%
No	55.6%	48.4%	33.4%	34.9%	44.6%	47.8%	33.2%	48.8%	48.6%	43.1%

Q14-4. Did you know County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases?

Yes	34.8%	40.3%	51.2%	42.6%	35.5%	35.0%	61.3%	18.6%	51.4%	42.9%
No	65.2%	59.7%	48.8%	57.4%	64.5%	65.0%	38.7%	81.4%	48.6%	57.1%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

Q14-5. 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	48.2%	58.4%	66.7%	67.4%	57.5%	55.6%	70.9%	43.2%	62.2%	60.2%
No	51.8%	41.6%	33.3%	32.6%	42.5%	44.4%	29.1%	56.8%	37.8%	39.8%

Q14-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools?

Yes	25.8%	36.9%	38.4%	38.6%	34.9%	30.7%	43.4%	27.3%	40.5%	35.2%
No	74.2%	63.1%	61.6%	61.4%	65.1%	69.3%	56.6%	72.7%	59.5%	64.8%

Q14-7. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing?

Yes	38.3%	44.4%	51.4%	52.9%	47.6%	44.2%	51.7%	34.1%	43.2%	46.7%
No	61.7%	55.6%	48.6%	47.1%	52.4%	55.8%	48.3%	65.9%	56.8%	53.3%

Q14-8. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"?

Yes	23.5%	28.6%	36.1%	33.7%	26.3%	29.0%	36.3%	18.2%	35.1%	30.6%
No	76.5%	71.4%	63.9%	66.3%	73.7%	71.0%	63.7%	81.8%	64.9%	69.4%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	

Q14-9. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte Mecklenburg"?

Yes	21.3%	27.2%	31.5%	27.5%	23.4%	28.2%	29.1%	13.6%	32.4%	27.4%
No	78.7%	72.8%	68.5%	72.5%	76.6%	71.8%	70.9%	86.4%	67.6%	72.6%

Q14-10. Did you know about tobacco free parks & smoke free government facilities plans implemented in March 2015?

Yes	63.9%	65.4%	72.5%	72.0%	55.1%	70.9%	74.1%	40.9%	62.2%	68.2%
No	36.1%	34.6%	27.5%	28.0%	44.9%	29.1%	25.9%	59.1%	37.8%	31.8%

Q14-11. Did you know County provides services for children age birth to three who have developmental delays?

Yes	21.3%	27.9%	36.5%	28.0%	31.3%	25.4%	36.4%	15.9%	29.7%	29.2%
No	78.7%	72.1%	63.5%	72.0%	68.7%	74.6%	63.6%	84.1%	70.3%	70.8%

Q14-12. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?

Yes	25.3%	36.2%	40.8%	30.9%	33.1%	28.0%	46.7%	22.7%	40.5%	34.4%
No	74.7%	63.8%	59.2%	69.1%	66.9%	72.0%	53.3%	77.3%	59.5%	65.6%

**Q15. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility? (without "don't know")**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q15. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility?**

0 times	9.5%	10.9%	18.7%	37.7%	16.4%	17.5%	16.5%	12.2%	27.0%	17.1%
1-5 times	27.0%	36.5%	41.9%	36.6%	35.8%	32.4%	44.4%	24.4%	29.7%	36.1%
6-10 times	18.2%	17.7%	15.5%	7.7%	17.6%	14.8%	16.0%	24.4%	8.1%	15.6%
11-15 times	9.5%	10.9%	6.2%	5.5%	7.3%	8.7%	7.4%	9.8%	13.5%	8.4%
16-30 times	16.8%	6.5%	6.0%	4.4%	7.3%	9.3%	5.3%	12.2%	18.9%	8.3%
31-50 times	8.0%	8.6%	4.2%	4.9%	7.3%	7.5%	4.0%	14.6%	2.7%	6.5%
50+ times	10.9%	8.9%	7.5%	3.3%	8.5%	9.8%	6.4%	2.4%	0.0%	8.0%

**Q16. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often. (without "don't know")**

N=1283	Q28. Your age				Q27. Your race/ethnicity					Total
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q16. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often**

Excellent	28.2%	24.4%	28.5%	23.1%	32.4%	26.2%	24.9%	22.2%	22.2%	26.5%
Good	58.3%	62.4%	57.3%	65.3%	56.8%	61.9%	59.9%	52.8%	55.6%	60.0%
Fair	11.5%	10.3%	12.8%	11.6%	7.2%	9.9%	14.3%	25.0%	18.5%	11.6%
Poor	2.0%	2.9%	1.5%	0.0%	3.6%	2.1%	0.9%	0.0%	3.7%	1.9%

**Q17. Have you or other members of your household participated in any recreation, athletic, or nature programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")**

N=1283	Q28. Your age				Q27. Your race/ethnicity					Total
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q17. Have you participated in any recreation, athletic, or nature programs offered by Mecklenburg County Park & Recreation Department within past 12 months?**

Yes	22.4%	23.1%	21.5%	17.7%	21.1%	19.2%	25.9%	19.5%	28.1%	21.7%
No	77.6%	76.9%	78.5%	82.3%	78.9%	80.8%	74.1%	80.5%	71.9%	78.3%

**Q17a. (If NO to Question 17) 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=922	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q17a-1. You are not aware of programs</u>										
Yes	72.1%	63.0%	53.2%	63.5%	59.1%	65.9%	56.8%	71.0%	58.8%	62.5%
No	27.9%	37.0%	46.8%	36.5%	40.9%	34.1%	43.2%	29.0%	41.2%	37.5%
<u>Q17a-2. There are no convenient locations</u>										
Yes	18.8%	33.6%	26.7%	42.2%	28.6%	27.3%	31.4%	20.0%	41.7%	28.9%
No	81.3%	66.4%	73.3%	57.8%	71.4%	72.7%	68.6%	80.0%	58.3%	71.1%
<u>Q17a-3. There are no convenient times</u>										
Yes	31.3%	36.2%	30.4%	25.0%	49.0%	25.7%	33.6%	35.3%	50.0%	31.9%
No	68.7%	63.8%	69.6%	75.0%	51.0%	74.3%	66.4%	64.7%	50.0%	68.1%
<u>Q17a-4. You have no interest in programs</u>										
Yes	39.0%	47.1%	44.3%	68.1%	50.0%	51.8%	39.3%	26.1%	45.5%	47.0%
No	61.0%	52.9%	55.7%	31.9%	50.0%	48.2%	60.7%	73.9%	54.5%	53.0%

**Q17a. (If NO to Question 17) 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=922

	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q17a-5. Cost of programs</u>										
Yes	26.7%	28.5%	17.3%	17.6%	26.5%	18.3%	32.7%	16.7%	14.3%	23.5%
No	73.3%	71.5%	82.7%	82.4%	73.5%	81.7%	67.3%	83.3%	85.7%	76.5%



**Q18. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following facilities.**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q18-1. The Mecklenburg County Aquatic Center</u>										
Very familiar	19.9%	26.8%	26.4%	12.6%	14.8%	19.3%	34.0%	9.5%	26.3%	23.0%
Somewhat familiar	43.1%	41.3%	43.3%	48.6%	40.1%	45.0%	45.1%	28.6%	36.8%	43.5%
Not familiar	37.0%	31.9%	30.2%	38.8%	45.1%	35.7%	21.0%	61.9%	36.8%	33.5%
<u>Q18-2. Ray's Splash Planet (an indoor water park &amp; fitness center)</u>										
Very familiar	18.8%	24.6%	20.0%	5.5%	16.7%	10.6%	35.4%	11.9%	16.2%	19.1%
Somewhat familiar	34.4%	33.2%	32.4%	26.5%	31.5%	31.6%	34.6%	23.8%	32.4%	32.3%
Not familiar	46.7%	42.1%	47.6%	68.0%	51.9%	57.7%	30.0%	64.3%	51.4%	48.6%
<u>Q18-3. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center</u>										
Very familiar	39.1%	41.7%	35.0%	21.4%	35.8%	36.3%	35.6%	26.2%	43.2%	35.9%
Somewhat familiar	39.1%	37.5%	42.1%	46.7%	35.8%	45.7%	36.4%	33.3%	29.7%	40.7%
Not familiar	21.7%	20.8%	22.9%	31.9%	28.4%	18.0%	27.9%	40.5%	27.0%	23.4%

**Q19. Which of the following neighborhood services are within walking distance to your home (10-minute walk or less)? (without "none")**

N=779	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q19. What neighborhood services are within walking distance to your home?</u>										
Public park, greenway or nature preserve	67.4%	58.5%	56.7%	53.2%	61.6%	63.4%	51.5%	57.7%	57.1%	59.1%
Recreation Center	15.7%	16.5%	21.4%	18.0%	14.1%	13.3%	28.9%	11.5%	14.3%	18.1%
Library	32.6%	31.4%	34.1%	34.2%	39.4%	25.8%	42.3%	34.6%	28.6%	32.9%
Health Center	7.9%	8.9%	11.1%	11.7%	7.1%	6.1%	16.7%	11.5%	9.5%	9.8%
School	65.2%	67.8%	57.9%	52.3%	64.6%	59.1%	64.4%	69.2%	61.9%	61.6%
Community Center	7.9%	8.9%	9.9%	12.6%	6.1%	6.4%	17.2%	3.8%	4.8%	9.5%

**Q20. (If you selected any of the responses in Question 19) Do you feel safe walking to these neighborhood services? (without "don't know")**

N=765	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q20. Do you feel safe walking to these neighborhood services?</u>										
Yes	75.3%	84.8%	75.9%	73.6%	75.8%	83.4%	70.2%	95.8%	57.9%	78.2%
No	24.7%	15.2%	24.1%	26.4%	24.2%	16.6%	29.8%	4.2%	42.1%	21.8%

**Q21. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or a community event)? (without "don't know")**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q21. Have you visited or used a Charlotte Mecklenburg Library for any reason within past 12 months?**

Yes	62.6%	61.9%	62.7%	66.7%	58.5%	59.3%	69.6%	70.7%	67.6%	63.0%
No	37.4%	38.1%	37.3%	33.3%	41.5%	40.7%	30.4%	29.3%	32.4%	37.0%

**Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often? (without "not provided")**

N=775

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q21a. Which Charlotte Mecklenburg Library have you visited most often within past 12 months?**

Cornelius	4.1%	3.1%	5.6%	5.0%	5.4%	5.7%	2.3%	0.0%	8.0%	4.4%
Davidson	1.2%	1.7%	1.6%	2.5%	2.2%	2.7%	0.4%	0.0%	0.0%	1.7%
Hickory Grove	4.7%	3.1%	4.0%	2.5%	2.2%	0.8%	8.2%	3.4%	4.0%	3.6%
ImaginOn (East 7th St Uptown)	4.7%	6.6%	1.6%	0.8%	4.3%	3.0%	3.1%	10.3%	4.0%	3.6%
Independence Reg (Conference Dr & Monroe)	1.8%	3.5%	4.8%	9.2%	6.5%	2.5%	5.9%	0.0%	16.0%	4.4%
Main Library (Uptown)	7.0%	5.2%	4.0%	1.7%	3.2%	4.4%	5.1%	10.3%	4.0%	4.7%
Matthews	7.6%	5.2%	6.3%	7.5%	6.5%	9.8%	1.6%	10.3%	4.0%	6.5%
Mint Hill	1.2%	3.9%	4.0%	8.3%	7.5%	5.2%	1.6%	0.0%	4.0%	4.1%
Morrison Regional	4.1%	5.7%	6.7%	10.0%	8.6%	10.4%	0.8%	3.4%	0.0%	6.3%
Mountain Island	4.1%	4.4%	5.2%	4.2%	3.2%	5.2%	3.9%	0.0%	12.0%	4.5%
Myers Park	1.8%	1.7%	2.4%	1.7%	1.1%	3.0%	1.2%	0.0%	0.0%	1.9%
North County Reg (Huntersville)	9.4%	5.7%	4.8%	5.8%	9.7%	8.7%	1.6%	3.4%	4.0%	6.2%
Plaza Midwood	3.5%	1.7%	1.6%	0.0%	1.1%	2.2%	1.6%	0.0%	4.0%	1.8%

**Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often? (without "not provided") (cont.)**

N=775

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q21a. Which Charlotte Mecklenburg Library have you visited most often within past 12 months (cont.)?**

Scaleybark	2.9%	2.6%	2.0%	0.0%	3.2%	1.4%	2.7%	3.4%	0.0%	2.1%
South County Reg (Rea Road)	9.9%	10.5%	11.5%	12.5%	12.9%	16.1%	3.1%	17.2%	4.0%	11.0%
Steele Creek	4.7%	7.9%	2.4%	2.5%	9.7%	3.3%	4.3%	0.0%	12.0%	4.5%
Sugar Creek	3.5%	0.9%	2.8%	2.5%	1.1%	1.1%	5.1%	0.0%	0.0%	2.3%
University City Reg (E WT Harris)	13.5%	9.6%	14.3%	9.2%	8.6%	8.7%	16.4%	20.7%	16.0%	11.9%
West Boulevard	2.9%	3.5%	3.6%	7.5%	0.0%	0.5%	11.3%	0.0%	0.0%	4.0%
Beatties Ford Road Regional	5.3%	9.6%	9.5%	5.8%	3.2%	2.2%	19.1%	3.4%	4.0%	8.0%
Library Website (www.cmlibrary.com)	1.8%	3.1%	1.2%	0.0%	0.0%	2.2%	0.8%	10.3%	0.0%	1.7%
Area/Street of library	0.6%	0.9%	0.4%	0.8%	0.0%	1.1%	0.0%	3.4%	0.0%	0.6%

**Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library in person? (without "don't know")**

N=775

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

Q21b. How many times have you visited or used Charlotte Mecklenburg Library in person?

Less than once a month	57.0%	51.3%	45.4%	50.5%	51.7%	51.8%	48.0%	48.1%	62.5%	50.6%
Once a month	13.3%	14.2%	14.3%	10.1%	10.3%	15.5%	11.1%	14.8%	16.7%	13.4%
Twice a month	12.7%	14.6%	20.6%	19.3%	17.2%	16.1%	18.0%	22.2%	8.3%	16.8%
Three to four times a month	12.7%	11.9%	12.2%	11.9%	9.2%	11.3%	14.8%	11.1%	8.3%	12.2%
Five or more times a month	4.2%	8.0%	7.6%	8.3%	11.5%	5.4%	8.2%	3.7%	4.2%	7.0%

**Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library digitally (online, mobile app, etc.)? (without "don't know")**

N=775

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q21c. How many times have you visited or used Charlotte Mecklenburg Library digitally?**

Less than once a month	66.4%	64.3%	63.8%	71.1%	70.5%	63.0%	68.8%	62.5%	69.6%	65.6%
Once a month	8.6%	11.4%	10.1%	8.2%	12.8%	10.7%	7.4%	12.5%	4.3%	9.9%
Twice a month	11.8%	12.4%	11.5%	7.2%	9.0%	12.2%	9.8%	25.0%	4.3%	11.2%
Three to four times a month	5.3%	5.2%	7.3%	8.2%	6.4%	6.6%	5.6%	0.0%	13.0%	6.3%
Five or more times a month	7.9%	6.7%	7.3%	5.2%	1.3%	7.5%	8.4%	0.0%	8.7%	6.9%

**Q22. When accessing Charlotte Mecklenburg Library materials, which format do you prefer? (without "don't know")**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

Q22. Which format do you prefer when accessing Charlotte Mecklenburg Library?

Physical (print book, CD, DVD, etc)	39.9%	39.9%	40.2%	42.3%	44.2%	40.6%	38.2%	35.0%	46.7%	40.3%
Digital (eBook, eAudio, eVideo, eMagazines)	6.0%	7.5%	6.2%	6.1%	5.1%	6.5%	7.5%	10.0%	0.0%	6.5%
Both Physical & Digital	29.6%	28.5%	21.9%	11.7%	26.8%	22.3%	23.8%	40.0%	26.7%	24.1%
I don't access Charlotte Mecklenburg Library Materials	24.0%	23.1%	30.3%	39.3%	23.2%	30.3%	28.8%	12.5%	23.3%	28.2%
Other	0.4%	0.9%	1.4%	0.6%	0.7%	0.4%	1.6%	2.5%	3.3%	0.9%



**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q23-1. Is a valuable resource for finding a job</u>										
Strongly Agree	20.0%	34.7%	27.7%	17.9%	25.3%	17.3%	37.1%	31.8%	33.3%	27.3%
Agree	55.7%	46.6%	54.9%	71.6%	49.3%	57.0%	54.1%	45.5%	55.6%	54.3%
Disagree	20.0%	13.5%	12.6%	7.5%	17.3%	20.3%	6.1%	13.6%	11.1%	13.7%
Strongly Disagree	4.3%	5.2%	4.9%	3.0%	8.0%	5.5%	2.6%	9.1%	0.0%	4.6%
<u>Q23-2. Has enhanced my education</u>										
Strongly Agree	18.0%	21.4%	23.6%	14.7%	19.4%	15.8%	26.3%	34.5%	20.8%	20.5%
Agree	47.2%	49.6%	50.4%	60.8%	54.6%	50.8%	49.3%	48.3%	45.8%	50.6%
Disagree	24.7%	22.1%	18.7%	19.6%	18.5%	26.5%	16.1%	17.2%	16.7%	21.4%
Strongly Disagree	10.1%	6.9%	7.4%	4.9%	7.4%	6.9%	8.4%	0.0%	16.7%	7.5%
<u>Q23-3. Enhances my image of community</u>										
Strongly Agree	29.2%	32.1%	27.8%	22.8%	35.8%	28.0%	26.1%	36.7%	26.9%	28.8%
Agree	55.4%	53.3%	58.3%	56.1%	51.2%	57.5%	55.0%	63.3%	50.0%	55.8%
Disagree	13.4%	11.1%	9.5%	15.8%	7.3%	12.3%	14.6%	0.0%	7.7%	11.8%
Strongly Disagree	2.0%	3.5%	4.4%	5.3%	5.7%	2.3%	4.3%	0.0%	15.4%	3.7%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q23-4. Improves quality of life</u>										
Strongly Agree	36.9%	34.3%	36.0%	30.2%	37.0%	35.8%	32.3%	34.3%	32.0%	34.8%
Agree	54.7%	57.7%	53.7%	61.9%	53.5%	55.9%	57.9%	60.0%	56.0%	56.3%
Disagree	5.9%	6.0%	7.1%	5.6%	7.1%	5.5%	7.7%	5.7%	4.0%	6.4%
Strongly Disagree	2.5%	2.0%	3.2%	2.4%	2.4%	2.8%	2.1%	0.0%	8.0%	2.5%
<u>Q23-5. Is a top institution in community</u>										
Strongly Agree	27.8%	34.9%	37.4%	36.1%	37.5%	30.4%	37.1%	50.0%	34.8%	34.4%
Agree	51.1%	49.5%	51.0%	56.6%	49.2%	54.8%	49.1%	38.5%	43.5%	51.3%
Disagree	17.0%	14.2%	7.8%	4.1%	9.2%	11.4%	11.7%	11.5%	17.4%	11.3%
Strongly Disagree	4.0%	1.5%	3.7%	3.3%	4.2%	3.4%	2.1%	0.0%	4.3%	3.0%
<u>Q23-6. Is a community champion for pre-K to third grade literacy</u>										
Strongly Agree	38.8%	43.8%	38.1%	37.0%	46.2%	33.2%	44.3%	38.1%	52.9%	39.9%
Agree	51.9%	47.1%	57.4%	54.8%	43.0%	58.5%	49.6%	61.9%	41.2%	52.6%
Disagree	7.8%	6.7%	3.6%	2.7%	7.5%	6.5%	4.4%	0.0%	0.0%	5.5%
Strongly Disagree	1.6%	2.4%	0.9%	5.5%	3.2%	1.8%	1.8%	0.0%	5.9%	2.0%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q23-7. Is a community champion for equal access to digital resources &amp; skills</u>										
Strongly Agree	38.2%	40.5%	36.2%	39.3%	38.1%	34.9%	41.2%	50.0%	41.7%	38.3%
Agree	56.3%	50.4%	59.4%	56.2%	54.6%	58.3%	54.0%	37.5%	54.2%	55.4%
Disagree	2.8%	7.8%	3.5%	2.2%	5.2%	4.9%	4.0%	12.5%	0.0%	4.7%
Strongly Disagree	2.8%	1.3%	0.8%	2.2%	2.1%	1.9%	0.8%	0.0%	4.2%	1.5%
<u>Q23-8. Is a community champion for equal access to resources citizens need to improve their lives</u>										
Strongly Agree	35.9%	38.1%	34.1%	31.1%	40.2%	30.9%	37.3%	48.0%	42.9%	35.3%
Agree	57.7%	52.9%	61.8%	64.2%	52.0%	62.4%	56.9%	52.0%	47.6%	58.3%
Disagree	4.5%	7.8%	2.8%	2.8%	4.9%	5.5%	4.6%	0.0%	4.8%	4.9%
Strongly Disagree	1.9%	1.2%	1.2%	1.9%	2.9%	1.2%	1.2%	0.0%	4.8%	1.5%
<u>Q23-9. Is important to me &amp; my family</u>										
Strongly Agree	33.6%	44.9%	39.6%	35.3%	40.3%	36.0%	42.4%	48.6%	40.0%	39.2%
Agree	47.9%	43.2%	45.6%	56.6%	41.9%	46.6%	50.7%	45.7%	40.0%	46.9%
Disagree	14.7%	9.6%	10.3%	5.9%	14.7%	13.3%	4.9%	5.7%	10.0%	10.5%
Strongly Disagree	3.7%	2.3%	4.5%	2.2%	3.1%	4.1%	2.0%	0.0%	10.0%	3.3%

**Q24. Did you vote in the November 2015 local Election? (without "don't know")**

N=1283	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q24. Did you vote in November 2015 local Election?</u>										
Yes	54.7%	71.8%	79.8%	79.5%	62.0%	72.5%	79.0%	41.9%	62.2%	71.8%
No	45.3%	28.2%	20.2%	20.5%	38.0%	27.5%	21.0%	58.1%	37.8%	28.2%

**Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2015 local election, did you use an early voting site? (without "don't know")**

N=898	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	<u>18 to 34</u>	<u>35 to 50</u>	<u>51 to 69</u>	<u>70+</u>	<u>Hispanic or Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian or Pacific Islander</u>	<u>Other</u>	
<u>Q24a. Did you use an early voting site?</u>										
Yes	44.5%	50.9%	57.4%	49.3%	36.1%	42.7%	71.6%	50.0%	47.8%	51.9%
No	55.5%	49.1%	42.6%	50.7%	63.9%	57.3%	28.4%	50.0%	52.2%	48.1%

**Q24b. (If YES to Question 24a) 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=457	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q24b. Please rate your overall experience at early voting site</u>										
Excellent	57.1%	61.2%	57.5%	68.1%	63.3%	62.3%	60.0%	37.5%	40.0%	60.3%
Good	25.4%	31.8%	36.5%	29.0%	33.3%	29.5%	33.3%	50.0%	50.0%	32.2%
Fair	14.3%	3.9%	4.2%	0.0%	3.3%	5.5%	4.6%	0.0%	10.0%	4.9%
Poor	3.2%	3.1%	1.8%	2.9%	0.0%	2.7%	2.1%	12.5%	0.0%	2.6%

**Q24c. (If NO to Question 24a) 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=424	<u>Q28. Your age</u>				<u>Q27. Your race/ethnicity</u>					<u>Total</u>
	18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	
<u>Q24c. Please rate your overall experience at your voting location</u>										
Excellent	53.2%	47.2%	56.6%	43.8%	47.4%	54.5%	46.1%	37.5%	33.3%	50.9%
Good	35.4%	43.9%	31.8%	40.6%	45.6%	36.4%	38.2%	12.5%	41.7%	37.7%
Fair	8.9%	8.1%	8.5%	10.9%	1.8%	6.6%	15.8%	50.0%	16.7%	8.9%
Poor	2.5%	0.8%	3.1%	4.7%	5.3%	2.5%	0.0%	0.0%	8.3%	2.5%

**Q25. Listed below are a couple programs offered by Mecklenburg County. Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following programs.**

N=1283

Q28. Your age				Q27. Your race/ethnicity					Total
18 to 34	35 to 50	51 to 69	70+	Hispanic or Latino descent	White	African American	Asian or Pacific Islander	Other	

**Q25-1. Clean commute campaign "Race to the Beach" that provides prizes for commuters who find alternatives to driving alone**

Very familiar	1.9%	2.1%	1.2%	0.5%	2.5%	0.6%	3.0%	0.0%	0.0%	1.5%
Somewhat familiar	2.6%	4.4%	8.5%	4.4%	7.4%	4.2%	5.8%	9.3%	8.3%	5.3%
Not familiar	95.5%	93.5%	90.3%	95.1%	90.2%	95.2%	91.2%	90.7%	91.7%	93.1%

**Q25-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, county-specific air monitoring information**

Very familiar	3.3%	2.6%	3.0%	1.1%	3.7%	1.6%	4.4%	0.0%	2.8%	2.7%
Somewhat familiar	12.6%	13.5%	18.8%	17.7%	23.2%	15.5%	12.1%	18.6%	16.7%	15.6%
Not familiar	84.0%	83.9%	78.3%	81.2%	73.2%	82.9%	83.5%	81.4%	80.6%	81.7%

**Section 8**  
***Cross-Tabular Data by***  
***Household Income***

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**Q2. How long have you lived in Mecklenburg County? (without "don't know")**

N=1283

		Q37. Your total household income before tax							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	4.6%	2.0%	2.2%	4.3%	2.9%	3.2%	4.0%	4.1%	3.1%
1-2 years	1.1%	5.9%	3.3%	5.8%	5.7%	5.2%	6.8%	7.0%	5.1%
3-4 years	6.9%	10.8%	4.4%	7.9%	6.3%	8.4%	5.6%	6.4%	6.9%
5-10 years	17.2%	13.7%	24.2%	15.1%	17.8%	16.8%	13.0%	25.0%	16.9%
11-15 years	6.9%	11.8%	12.1%	11.5%	12.6%	12.9%	16.4%	9.3%	11.7%
15+ years	63.2%	55.9%	53.8%	55.4%	54.6%	53.5%	54.2%	48.3%	56.3%



**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-1. Presence of colleges/universities

Biggest reason	14.8%	9.4%	7.9%	4.2%	4.7%	7.7%	4.2%	4.6%	6.5%
2	3.7%	7.8%	4.8%	9.4%	9.4%	12.0%	4.9%	6.2%	7.5%
3	7.4%	3.1%	14.3%	10.4%	7.0%	6.8%	4.9%	5.4%	7.4%
4	5.6%	7.8%	9.5%	3.1%	10.9%	5.1%	7.7%	6.2%	7.3%
5	1.9%	10.9%	11.1%	11.5%	10.9%	14.5%	17.5%	10.0%	11.7%
6	11.1%	6.3%	3.2%	8.3%	10.2%	9.4%	10.5%	10.8%	9.1%
7	11.1%	12.5%	17.5%	18.8%	12.5%	13.7%	12.6%	23.1%	15.1%
8	13.0%	17.2%	14.3%	12.5%	14.8%	12.8%	16.1%	19.2%	15.3%
Smallest reason	31.5%	25.0%	17.5%	21.9%	19.5%	17.9%	21.7%	14.6%	20.0%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-2. Employment opportunities

Biggest reason	22.0%	18.6%	18.6%	33.6%	39.3%	46.4%	38.7%	54.7%	36.4%
2	15.3%	15.7%	22.9%	24.3%	19.3%	20.8%	15.5%	16.7%	19.3%
3	10.2%	12.9%	12.9%	10.3%	15.0%	9.6%	10.3%	8.0%	10.8%
4	3.4%	4.3%	5.7%	3.7%	5.7%	4.8%	7.7%	3.3%	5.0%
5	6.8%	12.9%	12.9%	5.6%	6.4%	2.4%	9.7%	4.0%	7.2%
6	0.0%	4.3%	5.7%	5.6%	0.7%	2.4%	3.2%	2.7%	3.3%
7	20.3%	10.0%	8.6%	2.8%	2.9%	4.8%	3.9%	1.3%	5.1%
8	5.1%	7.1%	4.3%	5.6%	2.9%	0.8%	4.5%	4.7%	4.0%
Smallest reason	16.9%	14.3%	8.6%	8.4%	7.9%	8.0%	6.5%	4.7%	8.8%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-3. Proximity to family

Biggest reason	47.3%	40.8%	48.6%	41.6%	36.2%	31.5%	30.9%	15.3%	35.6%
2	12.7%	12.7%	12.2%	10.9%	15.9%	14.2%	11.8%	15.3%	12.9%
3	3.6%	5.6%	4.1%	5.9%	9.4%	6.3%	8.6%	9.5%	7.2%
4	5.5%	5.6%	1.4%	8.9%	6.5%	7.1%	5.9%	5.1%	5.4%
5	9.1%	7.0%	5.4%	4.0%	7.2%	8.7%	9.9%	6.6%	7.0%
6	1.8%	1.4%	4.1%	4.0%	5.1%	3.9%	5.9%	5.1%	3.9%
7	5.5%	2.8%	2.7%	3.0%	4.3%	7.9%	4.6%	8.0%	5.1%
8	3.6%	2.8%	4.1%	5.9%	4.3%	8.7%	9.2%	16.1%	7.6%
Smallest reason	10.9%	21.1%	17.6%	15.8%	10.9%	11.8%	13.2%	19.0%	15.2%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-4. Cost of living

Biggest reason	25.4%	18.2%	13.2%	9.9%	11.5%	9.1%	8.2%	4.3%	10.8%
2	8.5%	19.7%	4.4%	7.9%	11.5%	14.9%	14.3%	18.1%	12.7%
3	11.9%	15.2%	14.7%	19.8%	12.2%	14.9%	17.0%	11.6%	14.7%
4	8.5%	9.1%	11.8%	15.8%	10.1%	16.5%	12.2%	15.9%	12.8%
5	6.8%	10.6%	16.2%	12.9%	13.7%	19.0%	12.2%	10.9%	13.8%
6	8.5%	6.1%	10.3%	12.9%	7.2%	10.7%	11.6%	18.1%	11.1%
7	10.2%	1.5%	10.3%	5.0%	11.5%	6.6%	8.2%	6.5%	7.6%
8	5.1%	4.5%	10.3%	8.9%	6.5%	5.8%	8.2%	8.0%	7.2%
Smallest reason	15.3%	15.2%	8.8%	6.9%	15.8%	2.5%	8.2%	6.5%	9.3%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-5. Community vibrancy

Biggest reason	11.1%	7.7%	4.5%	7.1%	6.1%	7.7%	6.1%	16.4%	8.7%
2	11.1%	3.1%	10.4%	10.2%	10.6%	12.0%	14.2%	17.9%	11.8%
3	9.3%	7.7%	13.4%	13.3%	14.4%	20.5%	16.9%	22.1%	16.0%
4	13.0%	9.2%	7.5%	18.4%	14.4%	15.4%	18.2%	14.3%	14.4%
5	14.8%	26.2%	19.4%	12.2%	20.5%	21.4%	17.6%	12.1%	17.6%
6	16.7%	18.5%	14.9%	10.2%	15.9%	5.1%	12.2%	7.1%	11.4%
7	11.1%	9.2%	16.4%	9.2%	7.6%	10.3%	6.1%	6.4%	8.8%
8	5.6%	1.5%	7.5%	11.2%	5.3%	4.3%	4.1%	2.1%	5.0%
Smallest reason	7.4%	16.9%	6.0%	8.2%	5.3%	3.4%	4.7%	1.4%	6.4%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-6. Recreational opportunities

Biggest reason	9.1%	4.7%	4.4%	7.8%	4.5%	5.0%	2.7%	7.2%	5.6%
2	12.7%	10.9%	5.9%	9.8%	6.8%	13.4%	12.8%	12.3%	10.3%
3	18.2%	7.8%	7.4%	13.7%	17.4%	15.1%	14.8%	19.6%	14.3%
4	9.1%	10.9%	19.1%	13.7%	16.7%	16.8%	14.8%	18.1%	15.6%
5	12.7%	14.1%	19.1%	14.7%	20.5%	12.6%	18.8%	21.0%	17.4%
6	10.9%	15.6%	19.1%	13.7%	9.8%	17.6%	12.1%	10.1%	13.3%
7	9.1%	12.5%	10.3%	11.8%	12.1%	7.6%	12.8%	6.5%	10.5%
8	10.9%	10.9%	8.8%	7.8%	7.6%	7.6%	6.0%	2.9%	6.7%
Smallest reason	7.3%	12.5%	5.9%	6.9%	4.5%	4.2%	5.4%	2.2%	6.2%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-7. Affordable housing options

Biggest reason	27.9%	14.5%	8.6%	11.9%	7.2%	10.9%	7.6%	6.1%	10.5%
2	4.9%	15.9%	14.3%	9.9%	10.8%	11.8%	8.3%	6.9%	9.7%
3	11.5%	17.4%	12.9%	12.9%	16.5%	16.8%	10.3%	11.5%	13.2%
4	8.2%	8.7%	11.4%	9.9%	11.5%	9.2%	8.3%	14.5%	10.1%
5	8.2%	11.6%	15.7%	16.8%	10.1%	17.6%	18.6%	10.7%	14.1%
6	8.2%	8.7%	7.1%	7.9%	12.9%	9.2%	11.7%	12.2%	10.2%
7	8.2%	5.8%	15.7%	13.9%	10.1%	12.6%	16.6%	21.4%	14.0%
8	9.8%	5.8%	5.7%	11.9%	13.7%	6.7%	11.7%	10.7%	10.0%
Smallest reason	13.1%	11.6%	8.6%	5.0%	7.2%	5.0%	6.9%	6.1%	8.1%

**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-8. Quality schools

Biggest reason	19.6%	8.1%	4.8%	7.1%	2.3%	7.8%	6.4%	8.1%	7.4%
2	1.8%	9.7%	7.9%	6.1%	6.1%	5.2%	9.3%	8.1%	6.6%
3	7.1%	6.5%	17.5%	8.2%	7.6%	6.9%	5.7%	8.9%	8.6%
4	8.9%	9.7%	1.6%	10.2%	6.1%	10.3%	8.6%	8.1%	8.2%
5	10.7%	14.5%	12.7%	8.2%	9.1%	10.3%	6.4%	8.9%	9.5%
6	5.4%	4.8%	9.5%	7.1%	11.4%	7.8%	11.4%	11.1%	9.3%
7	10.7%	6.5%	7.9%	12.2%	9.8%	10.3%	19.3%	17.0%	12.5%
8	10.7%	16.1%	14.3%	21.4%	24.2%	25.9%	17.9%	16.3%	19.8%
Smallest reason	25.0%	24.2%	23.8%	19.4%	23.5%	15.5%	15.0%	13.3%	18.2%



**Q3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

N=1283

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

Q3-9. Other

Biggest reason	21.4%	47.4%	40.0%	20.0%	34.0%	28.2%	38.1%	16.3%	31.2%
2	28.6%	0.0%	15.0%	16.7%	2.0%	12.8%	9.5%	11.6%	10.1%
3	0.0%	5.3%	0.0%	3.3%	2.0%	2.6%	7.1%	7.0%	4.5%
4	7.1%	5.3%	5.0%	10.0%	10.0%	5.1%	2.4%	7.0%	6.2%
5	7.1%	0.0%	10.0%	6.7%	8.0%	2.6%	0.0%	2.3%	4.2%
6	0.0%	0.0%	0.0%	0.0%	2.0%	2.6%	4.8%	16.3%	4.5%
7	0.0%	10.5%	0.0%	3.3%	6.0%	5.1%	2.4%	2.3%	3.9%
8	0.0%	0.0%	0.0%	10.0%	10.0%	2.6%	11.9%	4.7%	6.5%
Smallest reason	35.7%	31.6%	30.0%	30.0%	26.0%	38.5%	23.8%	32.6%	28.9%

**Q4. In one (1) year from the time you respond to this survey, do you think you will remain in Mecklenburg County? (without "don't know")**

N=1283

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

Q4. Will you remain in Mecklenburg County in one year?

Yes	88.1%	91.6%	90.4%	85.7%	89.1%	88.7%	90.3%	90.5%	89.7%
No	11.9%	8.4%	9.6%	14.3%	10.9%	11.3%	9.7%	9.5%	10.3%

**Q4a. (If NO to Question 4) Please specify the top reason why you will move outside Mecklenburg County. (without "don't know")**

N=111

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

Q4a. Top reason why you might move outside Mecklenburg County

To attend college/university elsewhere	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	12.5%	6.7%	4.6%
To accept a job offer in another community	0.0%	14.3%	14.3%	13.3%	0.0%	13.3%	0.0%	13.3%	7.3%
To seek employment opportunities in another community	25.0%	0.0%	0.0%	6.7%	0.0%	6.7%	6.3%	6.7%	6.4%
Closer proximity to family	0.0%	0.0%	0.0%	6.7%	6.3%	0.0%	0.0%	6.7%	3.7%
Cost of living is too high	37.5%	28.6%	28.6%	33.3%	25.0%	13.3%	18.8%	0.0%	22.0%
Lack of community vibrancy	0.0%	14.3%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%
Lack of affordable housing options	25.0%	28.6%	14.3%	0.0%	0.0%	20.0%	0.0%	0.0%	7.3%
Lack of quality schools	12.5%	0.0%	0.0%	26.7%	12.5%	13.3%	25.0%	6.7%	13.8%
Other	0.0%	14.3%	28.6%	13.3%	50.0%	33.3%	37.5%	60.0%	33.0%

**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=1283

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

Q5-1. There is value in the services provided by Mecklenburg County to residents

Strongly Agree	23.4%	23.1%	21.0%	23.0%	19.6%	24.3%	27.0%	25.0%	23.0%
Agree	46.8%	54.9%	60.5%	57.1%	59.5%	62.9%	62.0%	60.6%	59.0%
Disagree	15.6%	13.2%	11.1%	11.1%	17.7%	10.0%	7.4%	8.1%	11.7%
Strongly Disagree	14.3%	8.8%	7.4%	8.7%	3.2%	2.9%	3.7%	6.3%	6.3%

Q5-2. Mecklenburg County spends my local tax dollars on services that help residents improve their community

Strongly Agree	14.3%	13.4%	5.7%	9.8%	9.0%	11.7%	12.2%	10.5%	10.9%
Agree	24.3%	42.7%	54.3%	49.2%	50.6%	49.2%	57.1%	54.9%	48.0%
Disagree	37.1%	26.8%	22.9%	21.3%	25.6%	28.9%	21.8%	22.9%	25.8%
Strongly Disagree	24.3%	17.1%	17.1%	19.7%	14.7%	10.2%	9.0%	11.8%	15.3%

**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=1283

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

Q5-3. I am satisfied with opportunities for citizen participation in County policy development & decision-making

Strongly Agree	19.7%	13.8%	5.8%	6.8%	5.7%	11.6%	8.8%	8.1%	9.1%
Agree	35.2%	45.0%	53.6%	49.2%	45.0%	43.8%	49.3%	43.4%	44.5%
Disagree	26.8%	25.0%	27.5%	26.3%	35.7%	33.1%	33.8%	27.9%	31.2%
Strongly Disagree	18.3%	16.3%	13.0%	17.8%	13.6%	11.6%	8.1%	20.6%	15.2%

**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, LEARN, 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=1283

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

Q6-1. Mecklenburg County as a place to live

Excellent	31.3%	30.0%	25.0%	25.0%	24.0%	22.7%	35.4%	35.9%	28.6%
Good	41.0%	45.0%	51.1%	49.3%	55.4%	58.4%	45.1%	48.2%	48.6%
Fair	21.7%	22.0%	17.0%	19.9%	17.7%	17.5%	15.4%	11.2%	18.2%
Poor	6.0%	3.0%	6.8%	5.9%	2.9%	1.3%	4.0%	4.7%	4.5%

Q6-2. Mecklenburg County as a place to learn

Excellent	30.0%	25.5%	17.2%	20.7%	23.9%	20.1%	18.3%	20.1%	21.1%
Good	35.0%	46.8%	51.7%	47.4%	41.1%	46.3%	47.6%	42.1%	43.4%
Fair	21.3%	19.1%	24.1%	21.5%	20.2%	26.2%	22.6%	27.7%	24.7%
Poor	13.8%	8.5%	6.9%	10.4%	14.7%	7.4%	11.6%	10.1%	10.8%

**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, LEARN, 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=1283

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

Q6-3. Mecklenburg County as a place to work

Excellent	22.2%	25.5%	19.5%	28.0%	30.1%	27.7%	32.2%	36.1%	28.0%
Good	40.7%	47.9%	54.0%	46.2%	47.6%	60.1%	56.9%	48.5%	50.3%
Fair	24.7%	24.5%	21.8%	17.4%	19.9%	10.8%	8.0%	12.4%	17.3%
Poor	12.3%	2.1%	4.6%	8.3%	2.4%	1.4%	2.9%	3.0%	4.4%

Q6-4. Mecklenburg County as a place to recreate

Excellent	27.7%	20.0%	26.5%	24.2%	24.1%	24.3%	26.9%	21.8%	24.1%
Good	42.2%	47.4%	45.8%	43.9%	48.8%	52.7%	46.2%	54.1%	47.2%
Fair	13.3%	27.4%	24.1%	28.0%	25.3%	17.6%	22.2%	18.8%	23.1%
Poor	16.9%	5.3%	3.6%	3.8%	1.9%	5.4%	4.7%	5.3%	5.7%

**Q7. If you have the option to communicate with County agencies about the status of your request for services via email, how likely would you be to use this feature? (without "don't know")**

N=1283

	Q37. Your total household income before tax								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 use this feature?

Very likely	42.9%	31.8%	31.8%	39.5%	45.1%	47.9%	50.0%	62.0%	44.4%
Likely	27.1%	45.5%	40.0%	44.2%	40.9%	38.4%	36.9%	32.5%	39.3%
Unlikely	14.3%	14.8%	16.5%	10.1%	8.5%	8.9%	7.1%	2.4%	9.4%
Very unlikely	15.7%	8.0%	11.8%	6.2%	5.5%	4.8%	6.0%	3.0%	6.9%

**Q8. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature? (without "don't know")**

N=1283

	Q37. Your total household income before tax								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 likely would you be to use this feature?

Very likely	34.7%	26.7%	15.3%	24.1%	25.2%	27.5%	31.1%	32.3%	26.0%
Likely	29.2%	37.8%	40.0%	30.8%	35.0%	30.9%	27.5%	31.1%	32.9%
Unlikely	19.4%	20.0%	25.9%	24.1%	23.9%	26.8%	23.4%	21.6%	23.3%
Very unlikely	16.7%	15.6%	18.8%	21.1%	16.0%	14.8%	18.0%	15.0%	17.9%



**Q9. Would you say Mecklenburg County Government 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=1283

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

Q9. What do you think of Mecklenburg County communicating information to public?

Excellent	7.8%	7.4%	7.3%	4.0%	4.4%	5.4%	3.1%	1.9%	4.4%
Good	35.1%	36.8%	32.9%	38.4%	31.4%	28.6%	27.8%	25.9%	30.4%
Fair	40.3%	45.3%	42.7%	41.6%	44.0%	51.0%	51.9%	53.1%	47.1%
Poor	16.9%	10.5%	17.1%	16.0%	20.1%	15.0%	17.3%	19.1%	18.0%

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

N=1283

	Q37. Your total household income before tax								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 with the statement

Strongly agree	11.4%	13.3%	13.5%	5.3%	9.5%	7.9%	7.2%	8.8%	8.4%
Agree	50.0%	61.3%	55.4%	62.3%	61.3%	62.7%	67.8%	55.8%	59.7%
Disagree	25.7%	20.0%	28.4%	20.2%	22.6%	24.6%	16.4%	24.5%	23.1%
Strongly disagree	12.9%	5.3%	2.7%	12.3%	6.6%	4.8%	8.6%	10.9%	8.7%

**Q11. Do you consider Mecklenburg County Government to be open and transparent with information about County issues, services, and performance? (without "don't know")**

N=1283

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

Q11. Do you consider Mecklenburg County Government to be open & transparent with information?

Yes	49.2%	58.2%	52.6%	47.8%	38.7%	55.0%	47.4%	39.5%	45.9%
No	50.8%	41.8%	47.4%	52.2%	61.3%	45.0%	52.6%	60.5%	54.1%

**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=1283

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

Q12-1. Facebook

Yes	26.0%	26.5%	22.6%	22.8%	20.4%	16.3%	18.8%	17.0%	19.4%
No	74.0%	73.5%	77.4%	77.2%	79.6%	83.7%	81.2%	83.0%	80.6%

Q12-2. Twitter

Yes	4.1%	8.5%	6.0%	3.4%	7.4%	4.1%	7.3%	6.3%	5.7%
No	95.9%	91.5%	94.0%	96.6%	92.6%	95.9%	92.7%	93.7%	94.3%

Q12-3. YouTube

Yes	17.3%	20.5%	11.0%	12.3%	9.1%	7.6%	4.8%	4.4%	9.2%
No	82.7%	79.5%	89.0%	87.7%	90.9%	92.4%	95.2%	95.6%	90.8%

Q12-4. Instagram

Yes	10.8%	7.7%	4.9%	4.3%	3.1%	3.5%	3.6%	3.2%	4.0%
No	89.2%	92.3%	95.1%	95.7%	96.9%	96.5%	96.4%	96.8%	96.0%

**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. (without "don't know")**

N=1283

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

Q12-5. Nextdoor

Yes	6.9%	10.0%	16.9%	17.8%	16.7%	17.5%	22.8%	18.6%	16.8%
No	93.1%	90.0%	83.1%	82.2%	83.3%	82.5%	77.2%	81.4%	83.2%

Q12-6. LinkedIn

Yes	8.3%	6.6%	7.6%	5.9%	3.1%	6.3%	9.6%	4.5%	6.3%
No	91.7%	93.4%	92.4%	94.1%	96.9%	93.7%	90.4%	95.5%	93.7%

**Q12a. If you responded "Yes" to any part of Question 12, do you agree or disagree with the following statement: "The information I receive from Mecklenburg County social media sites keeps me informed about what is happening in Mecklenburg County Government." (without "don't know")**

N=409

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

Q12a. Please indicate whether or not you agree with the statement

Yes	73.7%	68.0%	68.2%	71.8%	73.3%	81.4%	70.0%	56.8%	71.2%
No	26.3%	32.0%	31.8%	28.2%	26.7%	18.6%	30.0%	43.2%	28.8%

**Q13. Within the last 12 months, how often have you used the County's website (www.MecklenburgCountyNC.gov) to access County news, programs, and services? (without "don't know")**

N=1283

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

Q13. How often have you used County's website?

Often	6.7%	7.5%	9.2%	5.5%	6.9%	5.4%	5.7%	5.5%	5.8%
Sometimes	26.7%	15.1%	19.5%	28.3%	20.8%	28.6%	28.2%	28.5%	24.5%
Rarely	30.7%	30.1%	26.4%	29.9%	33.5%	29.3%	31.6%	38.8%	32.2%
Never	36.0%	47.3%	44.8%	36.2%	38.7%	36.7%	34.5%	27.3%	37.4%

**Q13a. When visiting www.MecklenburgCountyNC.gov, how often are you able to find what you are looking for? (without "don't know")**

N=750

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

Q13a. How often are you able to find what you are looking for when visiting County's website?

Often	42.2%	38.3%	37.0%	38.0%	36.3%	35.2%	47.3%	40.7%	38.3%
Sometimes	35.6%	38.3%	47.8%	48.1%	48.0%	56.0%	43.6%	52.2%	48.7%
Rarely	20.0%	23.4%	10.9%	7.6%	11.8%	7.7%	7.3%	6.2%	10.2%
Never	2.2%	0.0%	4.3%	6.3%	3.9%	1.1%	1.8%	0.9%	2.8%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

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

Q14-1. Have you seen County's Annual Performance Report?

Yes	9.5%	4.9%	2.2%	4.4%	4.5%	5.3%	5.1%	4.1%	4.9%
No	90.5%	95.1%	97.8%	95.6%	95.5%	94.7%	94.9%	95.9%	95.1%

Q14-2. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You"?

Yes	14.3%	4.0%	7.7%	6.7%	5.7%	10.5%	10.1%	8.8%	8.4%
No	85.7%	96.0%	92.3%	93.3%	94.3%	89.5%	89.9%	91.2%	91.6%

Q14-3. Did you know County provides children with immunizations against vaccine-preventable diseases?

Yes	68.7%	55.9%	64.1%	60.3%	55.4%	57.2%	52.8%	46.5%	56.9%
No	31.3%	44.1%	35.9%	39.7%	44.6%	42.8%	47.2%	53.5%	43.1%

Q14-4. Did you know County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases?

Yes	54.8%	45.1%	51.1%	49.3%	44.3%	37.5%	41.6%	32.2%	42.9%
No	45.2%	54.9%	48.9%	50.7%	55.7%	62.5%	58.4%	67.8%	57.1%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

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

Q14-5. 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	69.0%	56.9%	70.7%	63.2%	54.3%	58.8%	59.0%	56.4%	60.2%
No	31.0%	43.1%	29.3%	36.8%	45.7%	41.2%	41.0%	43.6%	39.8%

Q14-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools?

Yes	42.9%	38.2%	35.9%	38.2%	32.4%	37.9%	31.1%	30.2%	35.2%
No	57.1%	61.8%	64.1%	61.8%	67.6%	62.1%	68.9%	69.8%	64.8%

Q14-7. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing?

Yes	51.2%	43.1%	44.6%	48.5%	38.6%	53.3%	46.6%	45.3%	46.7%
No	48.8%	56.9%	55.4%	51.5%	61.4%	46.7%	53.4%	54.7%	53.3%

Q14-8. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"?

Yes	34.5%	31.4%	29.3%	30.6%	30.7%	34.9%	30.9%	26.7%	30.6%
No	65.5%	68.6%	70.7%	69.4%	69.3%	65.1%	69.1%	73.3%	69.4%

**Q14. Please indicate your answer to each question of County programs, services and initiatives by circling either "Yes" or "No."**

N=1283

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

Q14-9. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte Mecklenburg"?

Yes	33.3%	28.4%	19.6%	23.7%	26.7%	31.6%	26.4%	27.5%	27.4%
No	66.7%	71.6%	80.4%	76.3%	73.3%	68.4%	73.6%	72.5%	72.6%

Q14-10. Did you know about tobacco free parks & smoke free government facilities plans implemented in March 2015?

Yes	70.2%	71.6%	66.3%	71.1%	66.3%	68.4%	64.4%	67.4%	68.2%
No	29.8%	28.4%	33.7%	28.9%	33.7%	31.6%	35.6%	32.6%	31.8%

Q14-11. Did you know County provides services for children age birth to three who have developmental delays?

Yes	35.7%	30.4%	27.5%	29.4%	29.7%	23.8%	26.4%	29.2%	29.2%
No	64.3%	69.6%	72.5%	70.6%	70.3%	76.2%	73.6%	70.8%	70.8%

Q14-12. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?

Yes	50.0%	39.2%	40.0%	39.0%	29.0%	39.5%	29.8%	27.8%	34.4%
No	50.0%	60.8%	60.0%	61.0%	71.0%	60.5%	70.2%	72.2%	65.6%



**Q15. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility? (without "don't know")**

N=1283

Q37. Your total household income before tax								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 many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility?**

0 times	28.0%	29.7%	26.9%	19.1%	18.2%	16.1%	10.7%	3.5%	17.1%
1-5 times	37.8%	43.6%	45.2%	41.2%	35.8%	33.6%	29.9%	30.6%	36.1%
6-10 times	15.9%	8.9%	12.9%	12.5%	14.8%	16.8%	19.2%	16.5%	15.6%
11-15 times	7.3%	4.0%	5.4%	9.6%	6.3%	10.7%	9.6%	11.8%	8.4%
16-30 times	2.4%	5.9%	4.3%	5.9%	9.1%	8.7%	11.9%	11.8%	8.3%
31-50 times	0.0%	4.0%	2.2%	7.4%	6.8%	4.7%	9.6%	12.4%	6.5%
50+ times	8.5%	4.0%	3.2%	4.4%	9.1%	9.4%	9.0%	13.5%	8.0%

**Q16. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often. (without "don't know")**

N=1283

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

Q16. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often

Excellent	37.5%	22.7%	28.6%	21.6%	26.5%	25.0%	33.3%	25.9%	26.5%
Good	46.9%	62.7%	52.9%	66.7%	59.9%	64.1%	56.8%	61.1%	60.0%
Fair	15.6%	14.7%	15.7%	10.8%	12.2%	9.4%	9.3%	9.3%	11.6%
Poor	0.0%	0.0%	2.9%	0.9%	1.4%	1.6%	0.6%	3.7%	1.9%

**Q17. Have you or other members of your household participated in any recreation, athletic, or nature programs offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")**

N=1283

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

Q17. Have you participated in any recreation, athletic, or nature programs offered by Mecklenburg County Park & Recreation Department within past 12 months?

Yes	26.4%	13.6%	17.4%	16.9%	19.6%	19.4%	24.0%	29.9%	21.7%
No	73.6%	86.4%	82.6%	83.1%	80.4%	80.6%	76.0%	70.1%	78.3%

**Q17a. (If NO to Question 17) 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=922

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

Q17a-1. You are not aware of programs

Yes	48.8%	50.0%	45.5%	67.9%	67.3%	68.7%	58.3%	67.0%	62.5%
No	51.2%	50.0%	54.5%	32.1%	32.7%	31.3%	41.7%	33.0%	37.5%

Q17a-2. There are no convenient locations

Yes	42.9%	30.2%	27.8%	23.9%	35.3%	30.2%	23.0%	18.2%	28.9%
No	57.1%	69.8%	72.2%	76.1%	64.7%	69.8%	77.0%	81.8%	71.1%

Q17a-3. There are no convenient times

Yes	40.7%	37.8%	38.9%	29.8%	38.9%	33.3%	19.0%	25.0%	31.9%
No	59.3%	62.2%	61.1%	70.2%	61.1%	66.7%	81.0%	75.0%	68.1%

Q17a-4. You have no interest in programs

Yes	50.0%	54.8%	42.9%	40.3%	49.4%	43.1%	54.4%	49.3%	47.0%
No	50.0%	45.2%	57.1%	59.7%	50.6%	56.9%	45.6%	50.7%	53.0%

**Q17a. (If NO to Question 17) 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=922

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

Q17a-5. Cost of programs

Yes	44.8%	50.0%	18.8%	31.3%	26.5%	9.1%	18.6%	6.5%	23.5%
No	55.2%	50.0%	81.3%	68.8%	73.5%	90.9%	81.4%	93.5%	76.5%

**Q18. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following facilities.**

N=1283

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

Q18-1. The Mecklenburg County Aquatic Center

Very familiar	29.8%	22.2%	25.8%	16.3%	18.8%	19.2%	30.6%	23.1%	23.0%
Somewhat familiar	38.1%	42.4%	48.4%	49.6%	43.8%	49.7%	38.2%	42.6%	43.5%
Not familiar	32.1%	35.4%	25.8%	34.1%	37.5%	31.1%	31.2%	34.3%	33.5%

Q18-2. Ray's Splash Planet (an indoor water park & fitness center)

Very familiar	30.1%	22.4%	17.2%	17.8%	14.8%	19.2%	20.7%	15.6%	19.1%
Somewhat familiar	24.1%	26.5%	30.1%	35.6%	37.5%	31.1%	31.6%	35.9%	32.3%
Not familiar	45.8%	51.0%	52.7%	46.7%	47.7%	49.7%	47.7%	48.5%	48.6%

Q18-3. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center

Very familiar	31.3%	28.3%	31.2%	36.3%	30.7%	36.2%	48.6%	39.5%	35.9%
Somewhat familiar	31.3%	36.4%	43.0%	39.3%	48.3%	42.1%	37.7%	42.5%	40.7%
Not familiar	37.3%	35.4%	25.8%	24.4%	21.0%	21.7%	13.7%	18.0%	23.4%

**Q19. Which of the following neighborhood services are within walking distance to your home (10-minute walk or less)? (without "none")**

N=779

	Q37. Your total household income before tax								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
Public park, greenway or nature preserve	58.7%	45.5%	62.3%	57.0%	56.8%	62.8%	66.7%	65.1%	59.1%
Recreation Center	30.2%	21.2%	26.4%	18.6%	19.8%	14.0%	11.4%	13.8%	18.1%
Library	49.2%	34.8%	30.2%	36.0%	35.1%	29.1%	32.4%	24.8%	32.9%
Health Center	17.5%	19.7%	13.2%	10.5%	8.1%	9.3%	3.8%	4.6%	9.8%
School	49.2%	71.2%	66.0%	59.3%	62.2%	60.5%	70.5%	58.7%	61.6%
Community Center	19.0%	16.7%	11.3%	9.3%	9.0%	5.8%	4.8%	5.5%	9.5%

Q19. What neighborhood services are within walking distance to your home?

**Q20. (If you selected any of the responses in Question 19) Do you feel safe walking to these neighborhood services? (without "don't know")**

N=765

	Q37. Your total household income before tax								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
Yes	61.1%	61.4%	84.0%	74.1%	71.7%	82.3%	84.8%	91.3%	78.2%
No	38.9%	38.6%	16.0%	25.9%	28.3%	17.7%	15.2%	8.7%	21.8%

Q20. Do you feel safe walking to these neighborhood services?

**Q21. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or a community event)? (without "don't know")**

N=1283

		Q37. Your total household income before tax							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 visited or used a Charlotte Mecklenburg Library for any reason within past 12 months?

Yes	59.3%	64.6%	56.8%	63.2%	61.5%	61.9%	65.1%	65.1%	63.0%
No	40.7%	35.4%	43.2%	36.8%	38.5%	38.1%	34.9%	34.9%	37.0%

**Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often? (without "not provided")**

N=775

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

Q21a. Which Charlotte Mecklenburg Library have you visited most often within past 12 months?

Cornelius	8.3%	0.0%	6.0%	4.8%	1.9%	2.2%	7.0%	7.4%	4.4%
Davidson	0.0%	0.0%	0.0%	2.4%	0.0%	2.2%	1.8%	4.6%	1.7%
Hickory Grove	8.3%	7.8%	6.0%	3.6%	3.7%	3.4%	1.8%	0.9%	3.6%
ImaginOn (East 7th St Uptown)	8.3%	4.7%	0.0%	1.2%	1.9%	2.2%	5.3%	6.5%	3.6%
Independence Reg (Conference Dr & Monroe)	4.2%	9.4%	2.0%	6.0%	8.4%	4.5%	0.9%	2.8%	4.4%
Main Library (Uptown)	10.4%	6.3%	4.0%	2.4%	2.8%	3.4%	6.1%	8.3%	4.7%
Matthews	4.2%	4.7%	2.0%	6.0%	10.3%	11.2%	1.8%	4.6%	6.5%
Mint Hill	2.1%	6.3%	6.0%	6.0%	1.9%	3.4%	6.1%	1.9%	4.1%
Morrison Regional	2.1%	1.6%	2.0%	2.4%	7.5%	5.6%	7.9%	11.1%	6.3%
Mountain Island	2.1%	6.3%	4.0%	6.0%	6.5%	3.4%	2.6%	3.7%	4.5%
Myers Park	0.0%	1.6%	2.0%	3.6%	0.9%	1.1%	0.9%	5.6%	1.9%
North County Reg (Huntersville)	0.0%	1.6%	6.0%	2.4%	7.5%	6.7%	13.2%	8.3%	6.2%
Plaza Midwood	0.0%	3.1%	0.0%	3.6%	0.9%	5.6%	1.8%	0.9%	1.8%



**Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often? (without "not provided") (cont.)**

N=775

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

**Q21a. Which Charlotte Mecklenburg Library have you visited most often within past 12 months (cont.)?**

Scaleybark	0.0%	1.6%	2.0%	6.0%	2.8%	3.4%	2.6%	0.0%	2.1%
South County Reg (Rea Road)	0.0%	3.1%	12.0%	0.0%	9.3%	13.5%	16.7%	17.6%	11.0%
Steele Creek	2.1%	3.1%	2.0%	8.3%	6.5%	10.1%	4.4%	0.0%	4.5%
Sugar Creek	6.3%	1.6%	0.0%	4.8%	2.8%	2.2%	0.0%	0.0%	2.3%
University City Reg (E WT Harris)	10.4%	10.9%	16.0%	11.9%	13.1%	10.1%	13.2%	10.2%	11.9%
West Boulevard	14.6%	9.4%	8.0%	2.4%	3.7%	2.2%	0.0%	0.0%	4.0%
Beatties Ford Road Regional	16.7%	15.6%	20.0%	13.1%	6.5%	2.2%	3.5%	0.9%	8.0%
Library Website (www.cmlibrary.com)	0.0%	0.0%	0.0%	3.6%	0.9%	1.1%	2.6%	3.7%	1.7%
Area/Street of library	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.6%

**Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library in person? (without "don't know")**

N=775

	Q37. Your total household income before tax								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
<u>Q21b. How many times have you visited or used Charlotte Mecklenburg Library in person?</u>									
Less than once a month	45.5%	50.0%	36.7%	43.2%	51.0%	56.2%	50.0%	62.6%	50.6%
Once a month	9.1%	12.1%	12.2%	13.6%	14.7%	15.7%	11.8%	16.8%	13.4%
Twice a month	25.0%	8.6%	20.4%	22.2%	14.7%	13.5%	19.1%	10.3%	16.8%
Three to four times a month	15.9%	17.2%	22.4%	11.1%	12.7%	7.9%	16.4%	5.6%	12.2%
Five or more times a month	4.5%	12.1%	8.2%	9.9%	6.9%	6.7%	2.7%	4.7%	7.0%

**Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library digitally (online, mobile app, etc.)? (without "don't know")**

N=775

	Q37. Your total household income before tax								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
<u>Q21c. How many times have you visited or used Charlotte Mecklenburg Library digitally?</u>									
Less than once a month	67.6%	66.7%	58.7%	65.8%	66.7%	67.9%	69.5%	68.3%	65.6%
Once a month	18.9%	9.8%	10.9%	11.8%	14.4%	7.7%	4.8%	8.7%	9.9%
Twice a month	5.4%	9.8%	10.9%	10.5%	6.7%	14.1%	14.3%	13.5%	11.2%
Three to four times a month	8.1%	3.9%	10.9%	1.3%	6.7%	5.1%	3.8%	4.8%	6.3%
Five or more times a month	0.0%	9.8%	8.7%	10.5%	5.6%	5.1%	7.6%	4.8%	6.9%

**Q22. When accessing Charlotte Mecklenburg Library materials, which format do you prefer? (without "don't know")**

N=1283

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

Q22. Which format do you prefer when accessing Charlotte Mecklenburg Library?

Physical (print book, CD, DVD, etc)	41.4%	41.6%	33.3%	44.5%	35.9%	37.7%	41.1%	42.7%	40.3%
Digital (eBook, eAudio, eVideo, eMagazines)	2.9%	2.2%	3.7%	5.0%	4.6%	6.9%	9.3%	12.7%	6.5%
Both Physical & Digital	15.7%	20.2%	27.2%	21.0%	30.7%	22.3%	28.5%	22.7%	24.1%
I don't access Charlotte Mecklenburg Library Materials	32.9%	33.7%	34.6%	29.4%	28.8%	33.1%	20.5%	21.3%	28.2%
Other	7.1%	2.2%	1.2%	0.0%	0.0%	0.0%	0.7%	0.7%	0.9%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283

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

Q23-1. Is a valuable resource for finding a job

Strongly Agree	40.4%	42.3%	31.1%	30.1%	26.4%	32.4%	18.7%	15.7%	27.3%
Agree	47.4%	48.1%	57.8%	47.9%	58.3%	54.4%	57.3%	45.7%	54.3%
Disagree	8.8%	5.8%	11.1%	15.1%	12.5%	8.8%	21.3%	28.6%	13.7%
Strongly Disagree	3.5%	3.8%	0.0%	6.8%	2.8%	4.4%	2.7%	10.0%	4.6%

Q23-2. Has enhanced my education

Strongly Agree	23.1%	29.0%	23.6%	22.7%	17.5%	24.1%	18.4%	15.4%	20.5%
Agree	50.8%	48.4%	50.9%	47.4%	53.5%	48.3%	48.8%	50.4%	50.6%
Disagree	18.5%	14.5%	20.0%	18.6%	23.7%	20.7%	26.4%	24.8%	21.4%
Strongly Disagree	7.7%	8.1%	5.5%	11.3%	5.3%	6.9%	6.4%	9.4%	7.5%

Q23-3. Enhances my image of community

Strongly Agree	30.2%	19.1%	22.4%	29.3%	28.5%	31.8%	33.1%	34.8%	28.8%
Agree	49.2%	58.8%	63.8%	46.5%	56.9%	59.1%	54.0%	55.3%	55.8%
Disagree	15.9%	17.6%	12.1%	15.2%	12.2%	7.3%	10.1%	8.3%	11.8%
Strongly Disagree	4.8%	4.4%	1.7%	9.1%	2.4%	1.8%	2.9%	1.5%	3.7%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283

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

Q23-4. Improves quality of life

Strongly Agree	28.1%	29.7%	33.3%	40.2%	28.2%	39.3%	40.0%	39.1%	34.8%
Agree	60.9%	59.5%	60.3%	45.1%	64.1%	55.4%	53.1%	52.6%	56.3%
Disagree	7.8%	10.8%	4.8%	10.8%	5.3%	3.6%	4.1%	6.0%	6.4%
Strongly Disagree	3.1%	0.0%	1.6%	3.9%	2.3%	1.8%	2.8%	2.3%	2.5%

Q23-5. Is a top institution in community

Strongly Agree	37.1%	44.3%	36.7%	44.8%	26.5%	36.0%	35.9%	29.4%	34.4%
Agree	53.2%	44.3%	55.0%	37.5%	62.4%	52.0%	46.9%	50.4%	51.3%
Disagree	8.1%	8.6%	8.3%	13.5%	9.4%	10.0%	13.3%	15.1%	11.3%
Strongly Disagree	1.6%	2.9%	0.0%	4.2%	1.7%	2.0%	3.9%	5.0%	3.0%

Q23-6. Is a community champion for pre-K to third grade literacy

Strongly Agree	45.8%	43.4%	42.2%	48.5%	41.4%	42.7%	37.4%	36.0%	39.9%
Agree	47.9%	52.8%	55.6%	37.9%	52.9%	53.3%	52.7%	53.9%	52.6%
Disagree	2.1%	3.8%	2.2%	9.1%	4.6%	2.7%	7.7%	6.7%	5.5%
Strongly Disagree	4.2%	0.0%	0.0%	4.5%	1.1%	1.3%	2.2%	3.4%	2.0%

**Q23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

N=1283

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

Q23-7. Is a community champion for equal access to digital resources & skills

Strongly Agree	39.3%	46.2%	42.6%	47.2%	39.8%	34.4%	39.8%	27.5%	38.3%
Agree	51.8%	50.0%	57.4%	41.7%	56.3%	61.1%	53.7%	63.7%	55.4%
Disagree	8.9%	3.8%	0.0%	8.3%	1.9%	2.2%	4.6%	6.9%	4.7%
Strongly Disagree	0.0%	0.0%	0.0%	2.8%	1.9%	2.2%	1.9%	2.0%	1.5%

Q23-8. Is a community champion for equal access to resources citizens need to improve their lives

Strongly Agree	38.6%	41.0%	40.0%	36.7%	33.0%	32.6%	37.3%	30.6%	35.3%
Agree	56.1%	52.5%	54.5%	57.0%	61.5%	63.0%	54.5%	63.0%	58.3%
Disagree	3.5%	4.9%	5.5%	3.8%	4.6%	3.3%	6.4%	4.6%	4.9%
Strongly Disagree	1.8%	1.6%	0.0%	2.5%	0.9%	1.1%	1.8%	1.9%	1.5%

Q23-9. Is important to me & my family

Strongly Agree	46.3%	43.2%	40.0%	45.2%	34.0%	39.5%	38.2%	37.9%	39.2%
Agree	46.3%	50.0%	50.0%	43.3%	49.3%	47.4%	44.7%	42.4%	46.9%
Disagree	7.5%	6.8%	8.6%	6.7%	13.2%	8.8%	13.2%	14.4%	10.5%
Strongly Disagree	0.0%	0.0%	1.4%	4.8%	3.5%	4.4%	3.9%	5.3%	3.3%

**Q24. Did you vote in the November 2015 local Election? (without "don't know")**

N=1283	Q37. Your total household income before tax								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
<u>Q24. Did you vote in November 2015 local Election?</u>									
Yes	65.5%	63.4%	55.7%	69.8%	72.4%	74.3%	75.6%	72.9%	71.8%
No	34.5%	36.6%	44.3%	30.2%	27.6%	25.7%	24.4%	27.1%	28.2%

**Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2015 local election, did you use an early voting site? (without "don't know")**

N=898	Q37. Your total household income before tax								Total
	Less than \$15K	\$15K-\$24,999	\$25K-\$34,999	\$35K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$149,999	\$150K+	
<u>Q24a. Did you use an early voting site?</u>									
Yes	51.9%	61.0%	45.8%	57.3%	52.4%	43.4%	53.8%	47.5%	51.9%
No	48.1%	39.0%	54.2%	42.7%	47.6%	56.6%	46.2%	52.5%	48.1%

**Q24b. (If YES to Question 24a) 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=457

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

Q24b. Please rate your overall experience at early voting site

Excellent	48.0%	55.9%	52.4%	61.5%	59.7%	71.1%	67.7%	64.3%	60.3%
Good	44.0%	35.3%	42.9%	32.7%	33.9%	17.8%	24.6%	26.8%	32.2%
Fair	4.0%	5.9%	4.8%	5.8%	6.5%	4.4%	4.6%	3.6%	4.9%
Poor	4.0%	2.9%	0.0%	0.0%	0.0%	6.7%	3.1%	5.4%	2.6%

**Q24c. (If NO to Question 24a) 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=424

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

Q24c. Please rate your overall experience at your voting location

Excellent	31.8%	61.9%	50.0%	46.3%	48.1%	51.7%	57.4%	51.7%	50.9%
Good	45.5%	19.0%	37.5%	34.1%	50.0%	41.4%	27.9%	41.4%	37.7%
Fair	18.2%	19.0%	8.3%	17.1%	1.9%	5.2%	13.1%	3.4%	8.9%
Poor	4.5%	0.0%	4.2%	2.4%	0.0%	1.7%	1.6%	3.4%	2.5%



**Q25. Listed below are a couple programs offered by Mecklenburg County. Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following programs.**

N=1283

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

Q25-1. Clean commute campaign "Race to the Beach" that provides prizes for commuters who find alternatives to driving alone

Very familiar	4.8%	4.1%	1.1%	2.2%	1.1%	0.0%	0.6%	1.2%	1.5%
Somewhat familiar	13.1%	4.1%	1.1%	5.1%	4.6%	6.6%	4.6%	5.3%	5.3%
Not familiar	82.1%	91.8%	97.7%	92.7%	94.3%	93.4%	94.9%	93.5%	93.1%

Q25-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, county-specific air monitoring information

Very familiar	4.8%	5.2%	2.2%	3.6%	2.9%	0.7%	2.3%	1.2%	2.7%
Somewhat familiar	15.5%	12.5%	15.7%	11.7%	9.8%	21.1%	17.0%	21.9%	15.6%
Not familiar	79.8%	82.3%	82.0%	84.7%	87.4%	78.3%	80.7%	76.9%	81.7%

## **Section 9**

# ***Survey Instrument***

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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.

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](mailto:John.Chesser@mecklenburgcountync.gov). You may also complete this survey online by going to [MecklenburgCountySurvey.org](http://MecklenburgCountySurvey.org).

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". The signature is written in a cursive style.

Dena R. Diorio  
County Manager



# 2016 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 contact John Chesser by calling (980) 314-2984, or email [john.chesser@mecklenburgcountync.gov](mailto:john.chesser@mecklenburgcountync.gov). You may also complete this survey online by going to [www.MecklenburgCountySurvey.org](http://www.MecklenburgCountySurvey.org).

Mecklenburg County Government is responsible for, and provides funding for, health and human services including, the Public Health Department, and the Department of Social Services. The County also funds Park and Recreation, the Charlotte-Mecklenburg Library, and the Sheriff's Office. These services and others are supported by property taxes, fees for services and grants. 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?**

- \_\_\_(1) Less than 1 year      \_\_\_(3) 3-4 years      \_\_\_(5) 11-15 years      \_\_\_(9) Don't know
- \_\_\_(2) 1-2 years      \_\_\_(4) 5-10 years      \_\_\_(6) More than 15 years

**3. What are some of the reasons you have chosen to stay in Mecklenburg County? Please rank the following possible reasons below using a 9-point scale, where a rating of 1 means it is the "Biggest reason" and a rating of 9 means it is the "Smallest reason."**

Please rank each reason from 1 – 9. <i>[You may use each number only once.]</i>	
1.	Presence of colleges/universities
2.	Employment opportunities
3.	Proximity to family
4.	Cost of living
5.	Community vibrancy
6.	Recreational opportunities
7.	Affordable housing options
8.	Quality schools
9.	Other: _____

**4. In one (1) year from the time you respond to this survey, do you think you will remain in Mecklenburg County? *[Choose only one.]***

- \_\_\_(1) Yes *[Skip to Question 5.]*      \_\_\_(2) No *[Answer Question 4-2.]*      \_\_\_(9) Don't know *[Skip to Question 5.]*

**4-2. Please specify the top reason why you will move outside Mecklenburg County *[Check only one.]***

- \_\_\_(01) To attend college/university elsewhere      \_\_\_(07) Lack of recreational opportunities
- \_\_\_(02) To accept a job offer in another community      \_\_\_(08) Lack of affordable housing options
- \_\_\_(03) To seek employment opportunities in another community      \_\_\_(09) Lack of quality schools
- \_\_\_(04) Closer proximity to family      \_\_\_(10) Other: \_\_\_\_\_
- \_\_\_(05) Cost of living is too high      \_\_\_(99) Don't know
- \_\_\_(06) Lack of community vibrancy

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
1.	There is value in the services provided by Mecklenburg County to residents	4	3	2	1	9
2.	Mecklenburg County spends my local tax dollars on services that help residents improve their community	4	3	2	1	9
3.	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, LEARN, 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
1.	Mecklenburg County as a place to live	4	3	2	1	9
2.	Mecklenburg County as a place to learn	4	3	2	1	9
3.	Mecklenburg County as a place to work	4	3	2	1	9
4.	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 have the option to communicate with County agencies about the status of your request for services via email, how likely would you be to use this feature? [e.g. to submit service or benefit request, receive update of your application or service request, report problem or service issue, or receive notice of problem resolution.]

\_\_\_(4) Very likely      \_\_\_(2) Unlikely      \_\_\_(9) Don't know  
 \_\_\_(3) Likely      \_\_\_(1) Very unlikely

8. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature?

\_\_\_(4) Very likely      \_\_\_(2) Unlikely      \_\_\_(9) Don't know  
 \_\_\_(3) Likely      \_\_\_(1) Very unlikely

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

\_\_\_(4) Excellent      \_\_\_(2) Fair      \_\_\_(9) Don't know  
 \_\_\_(3) Good      \_\_\_(1) Poor

10. Please indicate your level of agreement with the following statement: "I trust the information I receive from Mecklenburg County Government."

\_\_\_(4) Strongly agree      \_\_\_(2) Disagree      \_\_\_(9) Don't know  
 \_\_\_(3) Agree      \_\_\_(1) Strongly disagree

11. Do you consider Mecklenburg County Government to be open and transparent with information about County issues, services, and performance?

\_\_\_(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.**

<b>Use of Mecklenburg County Social Media Resources</b>		<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
1.	Facebook	1	2	9
2.	Twitter	1	2	9
3.	YouTube	1	2	9
4.	Instagram	1	2	9
5.	Nextdoor	1	2	9
6.	LinkedIn	1	2	9

**12-2. If you responded "Yes" to any part of Question 12, do you agree or disagree with the following statement: "The information I receive from Mecklenburg County social media sites keeps me informed about what is happening in Mecklenburg County Government."**

\_\_\_(1) Yes    \_\_\_(2) No    \_\_\_(9) Don't know

**13. Within the last 12 months, how often have you used the County's website ([www.MecklenburgCountyNC.gov](http://www.MecklenburgCountyNC.gov)) to access County news, and information on programs and services?**

\_\_\_(1) Often                      \_\_\_(3) Rarely                      \_\_\_(9) Don't know [Skip to Question 14.]  
 \_\_\_(2) Sometimes              \_\_\_(4) Never [Skip to Question 14.]

**13-2. When visiting [www.MecklenburgCountyNC.gov](http://www.MecklenburgCountyNC.gov), how often are you able to find what you are looking for?**

\_\_\_(1) Often              \_\_\_(2) Sometimes              \_\_\_(3) Rarely              \_\_\_(4) Never

*The next several questions are about programs, services and initiatives offered by Mecklenburg County.*

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

<b>County Programs, Services and Initiatives</b>		<b>Yes</b>	<b>No</b>
01.	Have you seen the County's Annual Performance Report?	1	2
02.	Did you know the County has a Master Facilities Plan called "Bringing Mecklenburg County to You?"	1	2
03.	Did you know the County provides children with immunizations against vaccine-preventable diseases ( <i>i.e. polio, measles, etc.</i> )?	1	2
04.	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
05.	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
06.	Did you know the County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools?	1	2
07.	Did you know the County provides "Coordinated Assessment" to assist homeless people to get shelter and housing?	1	2
08.	Are you aware of the community program designed to end veteran homelessness called "Housing Our Heroes?"	1	2
09.	Are you aware of the community program designed to end chronic homelessness called "Housing First Charlotte Mecklenburg?"	1	2
10.	Did you know about the tobacco free parks and smoke free government facilities plans implemented in March 2015?	1	2
11.	Did you know the County provides services for children age birth to three who have developmental delays?	1	2
12.	Did you know the County provides family planning services at a cost based on residents' ability to pay ( <i>sliding-fee scale</i> )?	1	2

The next few questions are about Mecklenburg County Park and Recreation facilities and programs.

15. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility?

- (1) 0 times       (4) 11-15 times       (7) 50 or more times  
 (2) 1-5 times       (5) 16-30 times       (9) Don't know  
 (3) 6-10 times       (6) 31-50 times

16. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility you visit most often.

- (4) Excellent       (3) Good       (2) Fair       (1) Poor       (9) Don't know

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

- (1) Yes [Skip to Question 18.]       (2) No       (9) Don't know [Skip to Question 18.]

17-2. 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
1.	You are not aware of the programs	1	2	9
2.	There are no convenient locations	1	2	9
3.	There are no convenient times	1	2	9
4.	You have no interest in the programs	1	2	9
5.	Cost of program	1	2	9

18. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department.

Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following facilities.

Park and Recreation Facilities		Very Familiar	Somewhat Familiar	Not Familiar
1.	The Mecklenburg County Aquatic Center	3	2	1
2.	Ray's Splash Planet (an indoor water park and fitness center)	3	2	1
3.	Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center	3	2	1

19. Which of the following neighborhood services are within walking distance to your home (10-minute walk or less)? [Check all that apply.]

- (1) Public park, greenway or nature preserve       (4) Health Center       (9) None  
 (2) Recreation Center       (5) School  
 (3) Library       (6) Community Center

20. [If you selected any of the responses in Question 19] Do you feel safe walking to these neighborhood services?

- (1) Yes       (2) No       (9) Don't know

The next several questions are about Charlotte Mecklenburg Library.

21. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or a community event)?

\_\_\_(1) Yes      \_\_\_(2) No [Skip to Question 22.]      \_\_\_(9) Don't know [Skip to Question 22.]

21-2. Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often? [Check only one.]

- |  |  |
|--|--|
| ___(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 ( <a href="http://www.cmlibrary.org">www.cmlibrary.org</a> ) |
| ___(11) Myers Park                                 | ___(22) If you do not know the library name, provide the area or street: _____       |

21-3. In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library in person?

- |                               |                                    |                                   |
|-------------------------------|------------------------------------|-----------------------------------|
| ___(1) Less than once a month | ___(3) Twice a month               | ___(5) Five or more times a month |
| ___(2) Once a month           | ___(4) Three to four times a month | ___(9) Don't know                 |

21-4. In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library digitally (online, mobile app, etc.)?

- |                               |                                    |                                   |
|-------------------------------|------------------------------------|-----------------------------------|
| ___(1) Less than once a month | ___(3) Twice a month               | ___(5) Five or more times a month |
| ___(2) Once a month           | ___(4) Three to four times a month | ___(9) Don't know                 |

22. When accessing Charlotte Mecklenburg Library materials, which format do you prefer?

- |  |   |
|--|---|
| ___(1) Physical (print book, CD, DVD, etc.)        | ___(4) I don't access Charlotte Mecklenburg Library Materials |
| ___(2) Digital (eBook, eAudio, eVideo, eMagazines) | ___(5) Other: _____   |
| ___(3) Both Physical and Digital                   | ___(9) Don't know   |

23. Please indicate your level of agreement or disagreement with the following statements about the Charlotte Mecklenburg Library.

Charlotte Mecklenburg Library	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. Is a valuable resource for finding a job	4	3	2	1	9
2. Has enhanced my education	4	3	2	1	9
3. Enhances my image of the community	4	3	2	1	9
4. Improves quality of life	4	3	2	1	9
5. Is a top institution in the community	4	3	2	1	9
6. Is a community champion for pre-K to third grade literacy	4	3	2	1	9
7. Is a community champion for equal access to digital resources and skills	4	3	2	1	9
8. Is a community champion for equal access to the resources citizens need to improve their lives	4	3	2	1	9
9. Is important to me and my family	4	3	2	1	9



The next several questions are about your experiences with voting in Mecklenburg County.

**24. Did you vote in the November 2015 local Election?**

\_\_\_(1) Yes    \_\_\_(2) No [Skip to Question 25.]    \_\_\_(9) Don't know [Skip to Question 25.]

**24-2. Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date.**

**In the November 2015 local election, did you use an early voting site?**

\_\_\_(1) Yes [Answer Question 24-3, then skip to Question 25.]    \_\_\_(3) I don't know [Skip to Question 24-4.]  
 \_\_\_(2) No [Skip to Question 24-4.]

**24-3. 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.**

\_\_\_(4) Excellent    \_\_\_(3) Good    \_\_\_(2) Fair    \_\_\_(1) Poor    \_\_\_(9) Don't know

**24-4. 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.**

\_\_\_(4) Excellent    \_\_\_(3) Good    \_\_\_(2) Fair    \_\_\_(1) Poor    \_\_\_(9) Don't know

The next question is about awareness of a couple of programs offered by Mecklenburg County.

**25. Listed below are a couple programs offered by Mecklenburg County.**

**Please rate whether you are "Very Familiar," "Somewhat Familiar" or "Not Familiar" with the following programs.**

Mecklenburg County Programs		Very Familiar	Somewhat Familiar	Not Familiar
1.	Clean commute campaign "Race to the Beach" that provides prizes for commuters who find alternatives to driving alone	3	2	1
2.	Mecklenburg County's "Air Quality Data Page" which provides real-time, county-specific air monitoring information	3	2	1

**DEMOGRAPHICS**

Please answer the following demographic questions about yourself. Your information will remain completely anonymous and will only be used for classification purposes and to ensure the results are representative of the County.

**26. What is your gender?** \_\_\_(1) Male    \_\_\_(2) Female

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

\_\_\_(1) Hispanic or Latino descent    \_\_\_(4) Asian or Pacific Islander    \_\_\_(7) Other: \_\_\_\_\_  
 \_\_\_(2) White    \_\_\_(5) American Indian or Native Alaskan  
 \_\_\_(3) African American    \_\_\_(6) Multi-racial

**28. Which of the following categories best represents your age?**

\_\_\_(1) 18 to 34    \_\_\_(2) 35 to 50    \_\_\_(3) 51 to 69    \_\_\_(4) 70 to 87    \_\_\_(5) 88 or older

**29. Including yourself, how many ADULTS (ages 18+) live in your household?** \_\_\_\_\_ adults

**30. How many CHILDREN (under age 18) live in your household?** \_\_\_\_\_ children

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

- (1) Less than high school graduate       (5) College graduate (*from 4-year college*)  
 (2) High school diploma or equivalent       (6) Post-graduate study (*no advanced degree*)  
 (3) Special/technical training (*not college*)       (7) Post graduate advanced degree (*Masters, MBA, PHD*)  
 (4) Some college (*did not graduate from 4-year college*)

**32. What is your current employment status?**

- (1) Full time employment       (4) Unemployed/Not looking for work       (7) Other: \_\_\_\_\_  
 (2) Part time employment       (5) Student  
 (3) Unemployed/Looking for work       (6) Retired

**33. Please indicate if anyone in your household has any of the following:**

- (1) Desktop/laptop/notebook computer       (4) Tablet PC (*i.e. iPad, Samsung Galaxy, Kindle*)  
 (2) Smartphone (*calls/texts/images*)       (5) Other (*Type of computer: \_\_\_\_\_*)  
 (3) Cell phone for calls/texts only

**34. Do you have access to the Internet at home?**  (1) Yes       (2) No [*Skip to Question 36.*]

**35. What type of internet do you have at home?**

- (1) DSL       (3) Fiber-optic service       (5) Wifi accessed from another device in your home  
 (2) Cable Modem       (4) Dial-up       (6) Other: \_\_\_\_\_

**36. What is your home Zip Code?** \_\_\_\_\_

**37. Approximately, what is your total household income (*before tax*)?**

- (1) Less than \$15,000       (4) \$35,000-\$49,999       (7) \$100,000-\$149,999  
 (2) \$15,000-\$24,999       (5) \$50,000-\$74,999       (8) \$150,000 or more  
 (3) \$25,000-\$34,999       (6) \$75,000-\$99,999       (9) Don't know

**38. Are you an employee of Mecklenburg County?**  (1) Yes       (2) No

**39. Have you ever served in any branch of the military, including the 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

*If you want to provide additional feedback on the survey, please send an email to [managing4results@mecklenburqcountync.gov](mailto:managing4results@mecklenburqcountync.gov).*

Your responses will remain completely anonymous. 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.