

RESEARCH AND TRAINING SPECIALISTS, INC
Concord, North Carolina



**2013 CITIZEN SATISFACTION SURVEY
Analytical Report**

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Analytical Report

The Town of Matthews conducted a survey to determine citizen perceptions, attitudes, needs and expectations. This year, the survey was on-line between February 1 and March 10, 2013. The Town took considerable effort to inform residents about the survey and the response rate was 323. However, 27 respondents were not Matthew residents and they were excluded from the analysis. Given the 295 valid responses statistically valid within $\pm 5.5\%$.

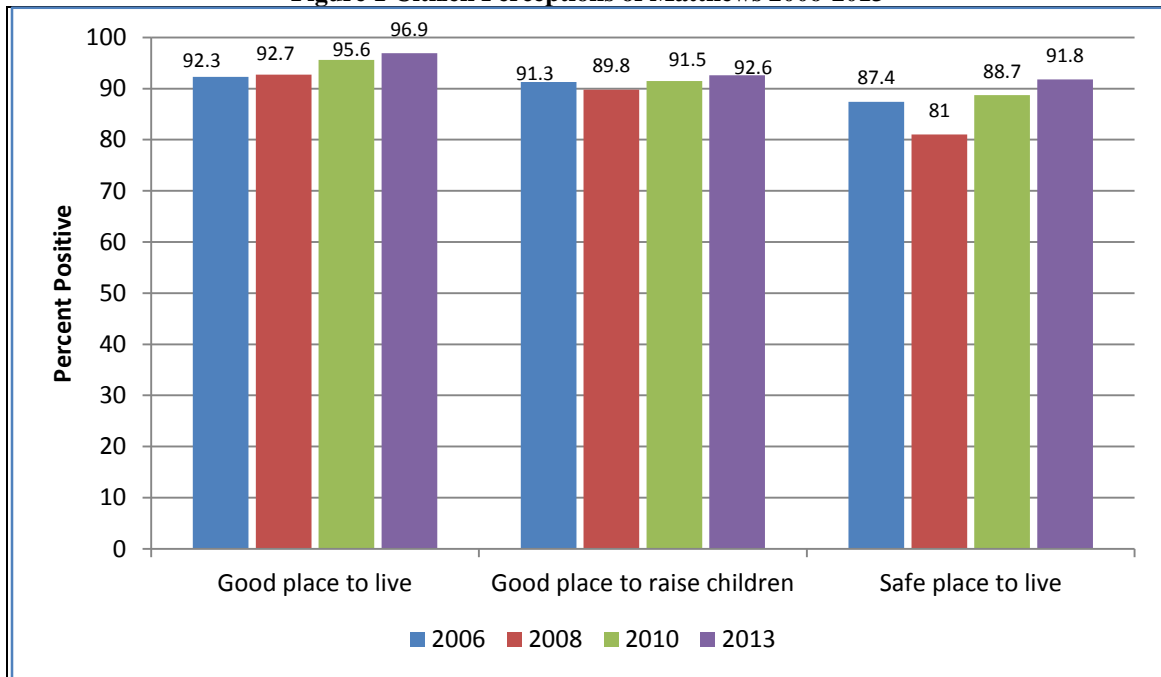
Perception of Matthews

Four basic questions were used for this section:

a. Matthews is a good place to live
b. Matthews is a good place to raise children
c. Matthews is a safe place to live
d. Matthews provides a good environment for businesses to succeed
e. The town is responsive to the needs of citizens
f. I feel safe walking in my neighborhood

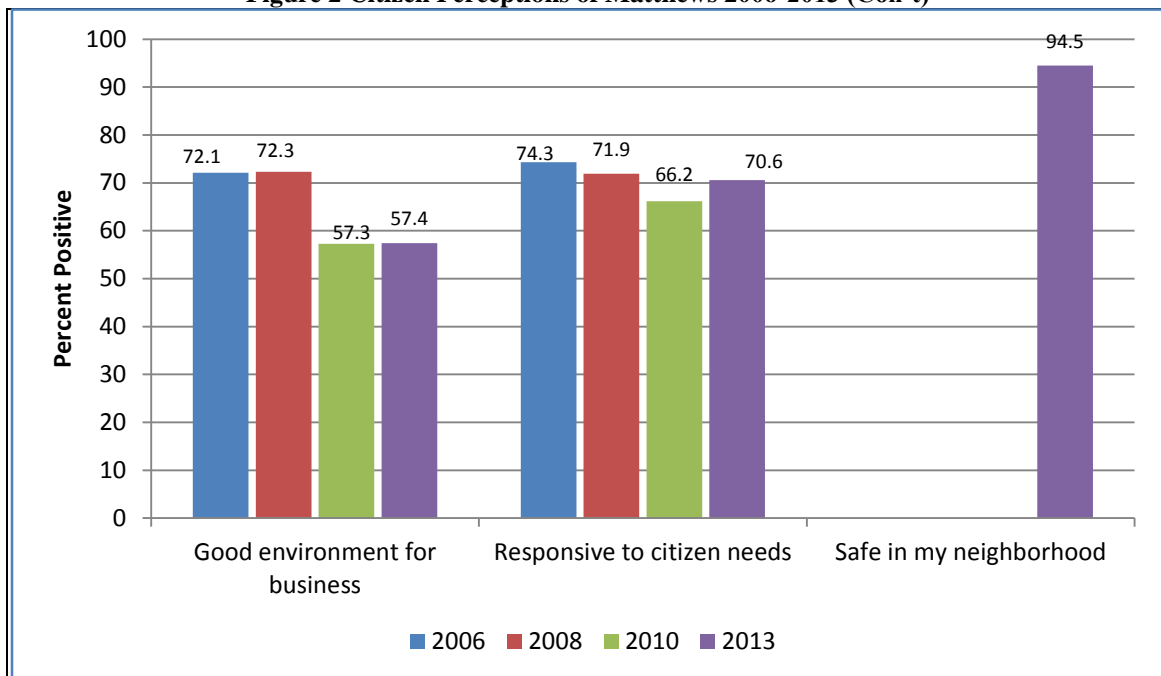
- 96.9% of respondents feel that Matthews is a good place to live
- 92.6% of respondents feel that Matthews place to raise children;
- 91.8% of respondents feel that Matthews is a safe place to live;

Figure 1 Citizen Perceptions of Matthews 2006-2013



- 57.4% of respondents feel that Matthews provides a good environment for business to succeed;
- 70.6% of respondents feel that Matthews is responsive to citizen needs;
- 94.5% of respondents feel that Matthews is a good place to live;

Figure 2 Citizen Perceptions of Matthews 2006-2013 (Con't)



The question safe in my neighborhood was asked for the first time in 2013

- 93.2% of residents would recommend Matthews to their friends as a place to live
 - 88.4% in 2010
- 53.3% would recommend Matthews as a place to open or relocate a business
 - 48.2% in 2010

Perceptions of Town Management

Five questions were used to measure citizen perceptions:

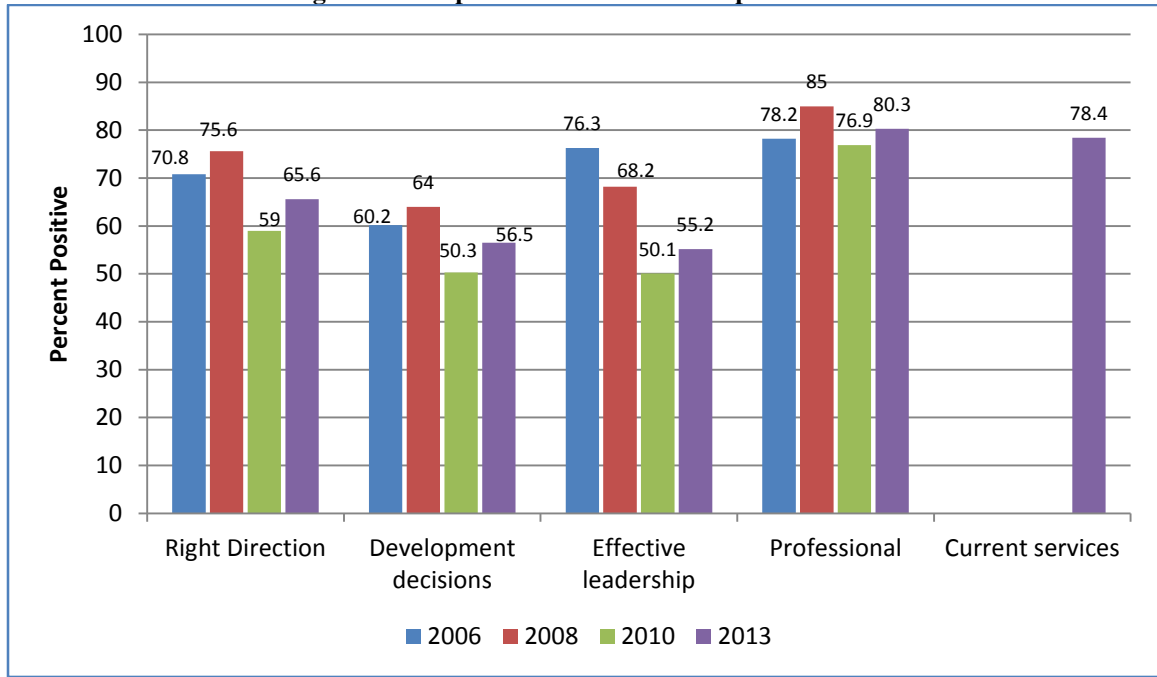
a. Town leaders are taking Matthews in the right direction
b. The Town is making good decisions about development
c. Elected town leaders show effective leadership
d. Town employees do their jobs in a professional manner
e. I am satisfied with the Town's current level of services

Resident perceptions that elected Town leaders show effective leadership has increased from a low of 50% to 55% in 2013.

- 65.6% feel that Town leaders are taking Matthews in the right direction
- 56.5% feel that the Town is making good decisions about development
- 55.2% feel that elected Town officials show effective leadership

- 80.3% feel that Town employees do their jobs in a professional manner
- 78.4% are satisfied with the Town’s current level of services

Figure 3 Perception of Town Leadership 2006 -2013



The question about satisfaction with the current level of services was not previously asked

Visiting Downtown

- Only 2.4% of residents say that they never visit Downtown Matthews
- 52.9% of those who visit downtown visit more than 5 times per month
 - 29.0% visit 2-5 times per month
 - 14.3% visit once a month
- About two thirds (64.3%) visit Town Hall and the library.

**The biggest increase is the percent visiting for:
 The Farmers’ Market – 39.9% in 2010; 48.3% in 2013
 Special Events – 56.8% in 2010; 60.2% in 2013**

Table 1 Reasons for Visiting Downtown Matthews, 2010, 2013

Reason	2006	2008	2010	2013
Stores & shopping	46.4	47.7	55.8	54.4
Restaurants	61.9	57.0	60.3	60.5
Town Hall/ Library	66.7	69.9	64.6	64.3
Private offices	11.5	9.1	8.0	10.9
Farmers' Market	41.7	43.3	39.9	48.3
Special Events	50.8	59.4	56.8	60.2
Access Transit	X	4.1	3.1	4.4
Wingate University	X	X	X	1.0
Commute through	x	36.5	24.5	42.9

Town Appearance

- 88.9% of respondents are satisfied with the overall appearance of Matthews; 88.4% were satisfied in 2010; only about 6% are dissatisfied
- 38.9% say that beatifications should be made at all suggested areas- entrances, and street medians

Opportunity Awareness

Respondents were asked if they were aware of a variety of opportunities to become involved in Town decisions.

- | | | | |
|-----------------------|-------|-------------------------------------|-------|
| a) Public meetings | 93.4% | d) Information sessions/open houses | 70.2% |
| b) Public Hearings | 85.4% | e) Volunteer opportunities | 66.5% |
| c) Serving committees | 76.4% | | |

Assessment of Departments

Respondents were asked their level of satisfaction with each Town Department's job performance.

- EMS/Fire received the highest percentage of very satisfied assessments – 80.0%
- Police had the second highest percent of very satisfied assessments – 72.7%

Figure 4 Satisfaction with Town Departments, 2013

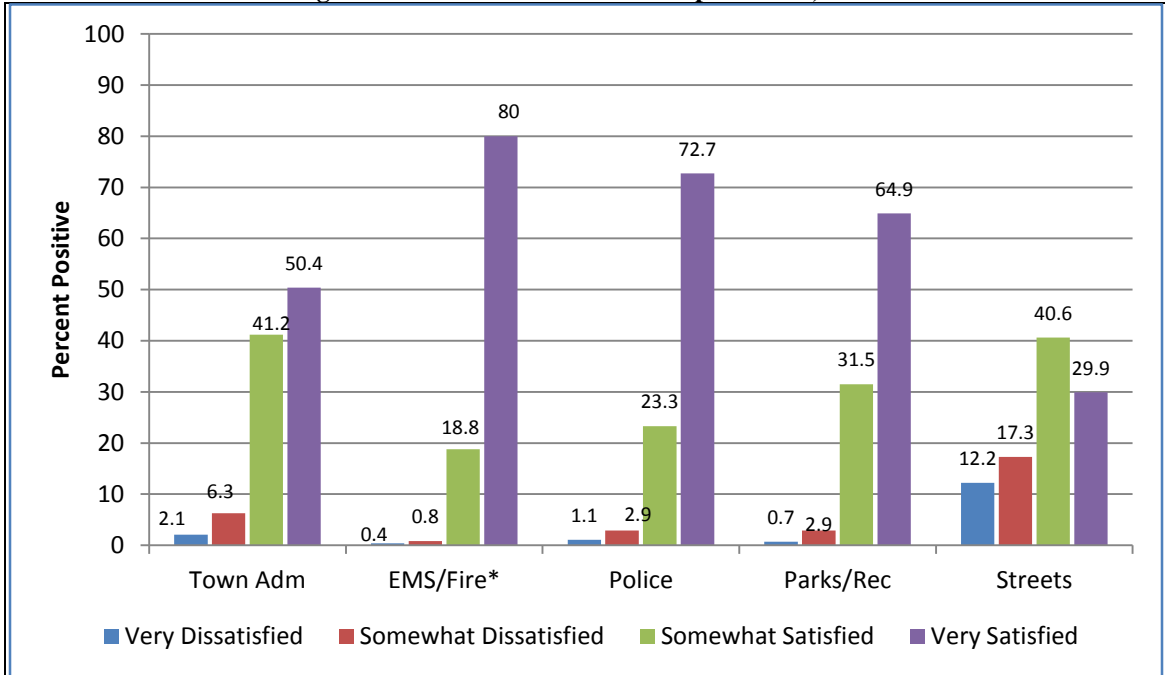
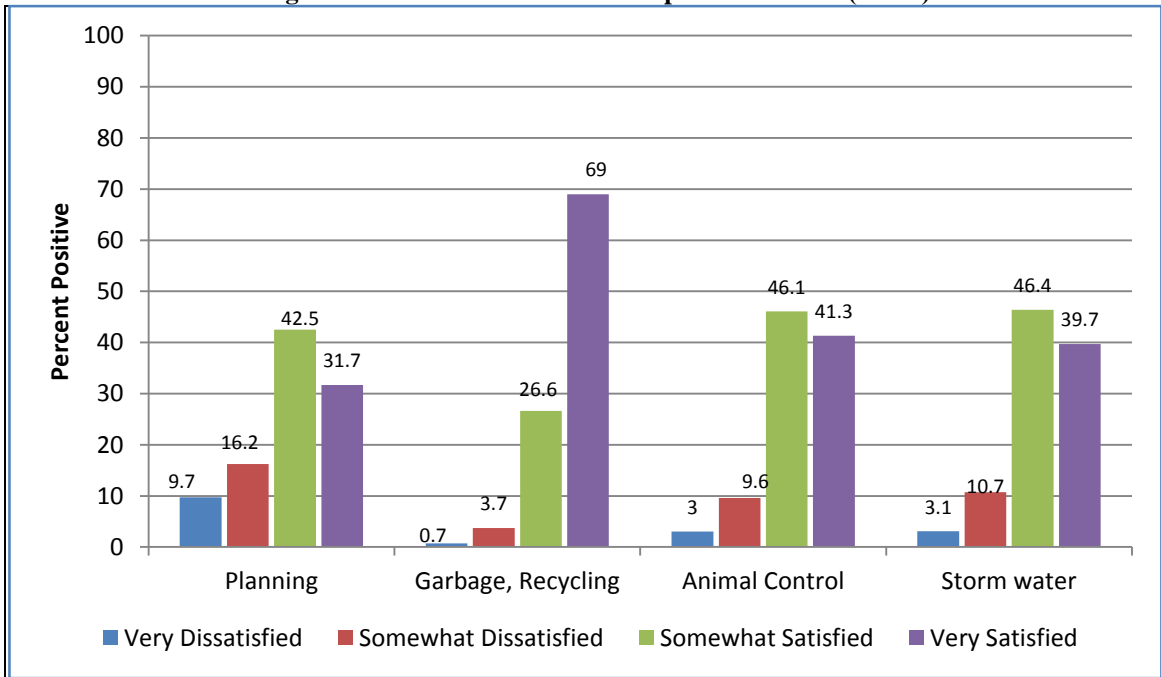


Figure 5 Satisfaction with Town Departments 2013 (Con't)



- The department with the lowest percent of very satisfied residents is the Streets/Traffic and Sidewalks Department – 29.9%

Contact Experience

It is valuable to know how those who have actually had contact with a department within the past year evaluate that department. Therefore, the following table shows the evaluations of each department controlling for contact.

Table 2 Difference in satisfaction with contact

Office/Department	Total Sample Satisfied	If Contact Satisfied
a. Town Administration	91.6	89.2
b. Fire/EMS	98.8	97.7
c. Police Department	96.0	79.4
d. Parks, Recreation, Cult. Resources	96.4	96.0
e. Storm water	86.2	63.2
f. Streets/traffic/sidewalks	70.5	89.2
g. Planning & Development	74.1	82.2
h. Animal Control	87.4	86.8
i. Garbage/ Recycling	95.6	94.8

- After contact with the Streets, Traffic, and Sidewalk Department and the Planning and Development Department the proportion of residents who were satisfied *increased*.
- *Fewer* residents were satisfied after having contact with three departments: Town Administration, Police, and Storm water

Further, we asked respondents to identify with which department they had their most recent contact. Controlling for this they were asked how they made contact and how satisfied they were with different aspects of that contact.

- 51.7% made contact by phone
- 24.4% made contact by email
- 23.4% made contact in person
- 0.5% made contact by mail
- If staff needed to call the person back, 88.5% indicated that they did.

With exception of the Parks and Recreation Department, 100% of respondents who had contact with various departments were satisfied with the ease of contact. Over 90% were satisfied with all departments with the way they were treated.

Satisfaction levels declined regarding the accuracy of information received, response time and the way the issues were handled but the number of responses is small. Respondents were offered the opportunity to clarify their responses but in all cases the responses were general complaints about situations/conditions rather than the

departments themselves. The most comments were directed at Planning and Development, Streets, Traffic, and Sidewalks and Storm Water departments. All comments are in Appendix I.

Table 3 Satisfaction with most recent department contacted

Office/Dept	Percent Satisfied				
	Ease of contact	Way Treated	Accuracy of information	Response Time	Way issue handled
a. Town Administration (N=43)	100	97.7	95.2	95.3	92.9
b. Fire/EMS (N=5)	100	100	100		
c. Police Department (N=32)	100	96.8	96.8	100	93.5
d. Parks, Recreation, Cult. Resources (N=32)	90.6	93.8	90.6	90.6	87.5
e. Storm water (N=9)	100	100	77.8	77.8	44.4
f. Streets/traffic/sidewalks (N=10)	100	100	100	90.0	90.0
g. Planning & Development (N=13)	100	100	100	84.6	76.9
h. Animal Control (N=16)	87.5	93.8	75.0	81.3	68.8
i. Garbage/ Recycling (N=44)	97.6	97.6	100	100	92.9

To determine if there were any demographic differences in the evaluations of departments, each department’s evaluation was analyzed in relation to the respondent’s age, gender, race, income, education, whether they rent or own and their voting location. A few statistically significant differences were found¹.

- While only 8.8% of all respondents in this cross-tabulation were dissatisfied with the Town Manager’s Office, the voters at Crown Point School and Matthews Community Center are the most dissatisfied.
- Male residents are significantly more likely than female residents to be dissatisfied with the Planning and Development Department.
- Residents voting at Matthews Community are more dissatisfied than voters at other polling stations with the Planning and Development Department.

¹ Statistical significance means that the results found in the analysis are accurate but could be found by “chance” only once in the probability (p=) noted. No factor is considered significant unless the probability is at least .05 or 5 times in 100 times the research would be done. The total percentages are based only on respondents who answered both questions in the cross-tabulation. The statistics take into consideration the number of respondents, so N is not a factor.

Table 4 Satisfaction with Planning & Development Department by Polling Station

Planning & Development		At which polling station do you vote?						Total
		Crown Point School	Christ Covenant Church	Elizabeth Lane School	Matthews Community Center	CPCC Levine Campus	Mount Harmony Church	
Satisfied	Count	35	22	27	46	16	14	160
	Percent	83.3%	88.0%	75.0%	58.2%	84.2%	66.7%	72.1%
Dissatisfied	Count	7	3	9	33	3	7	62
	Percent	16.7%	12.0%	25.0%	41.8%	15.8%	33.3%	27.9%
Total	Count	42	25	36	79	19	21	222
	Percent	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

$X^2 = 15.17, df=5, p<.01$

- Males are significantly more dissatisfied than females with the Streets, Traffic and Sidewalk Department

Table 5 Satisfaction with Streets, Traffic and Sidewalk Department by Gender

Streets, Traffic, Sidewalks		Gender		Total
		Male	Female	
Satisfied	Count	68	107	175
	Percent	61.3%	77.5%	70.3%
Dissatisfied	Count	43	31	74
	Percent	38.7%	22.5%	29.7%
Total	Count	111	138	249
	Percent	100.0%	100.0%	100.0%

$X^2 = 7.8, df=1, p<.008$

- Higher income residents are more dissatisfied than other residents with the Streets, Traffic and Sidewalk Department. 42.9% of residents with incomes over \$125,000 are dissatisfied compared with 23.2% of residents with incomes under \$75,000.

Table 6 Satisfaction with Streets, Traffic and Sidewalk Department by Income

Streets, Traffic, Sidewalks		Income			Total
		Under \$75,000	\$75-\$125,000	Over \$125,000	
Satisfied	Count	63	59	32	154
	Percent	76.8%	78.7%	57.1%	72.3%
Dissatisfied	Count	19	16	24	59
	Percent	23.2%	21.3%	42.9%	27.7%
Total	Count	82	75	56	213
	Percent	100.0%	100.0%	100.0%	100.0%

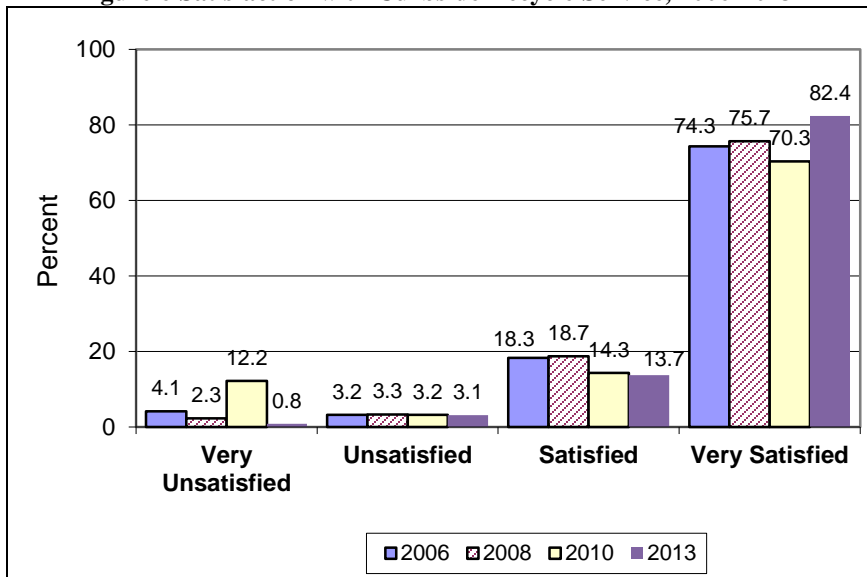
$X^2 = 8.78, df=2, p<.012$

Satisfaction with Curbside Services

Recycling

- 92.0% are satisfied with curbside recycling (96.2% if neutral responses are excluded)

Figure 6 Satisfaction with Curbside Recycle Service, 2006-2013*

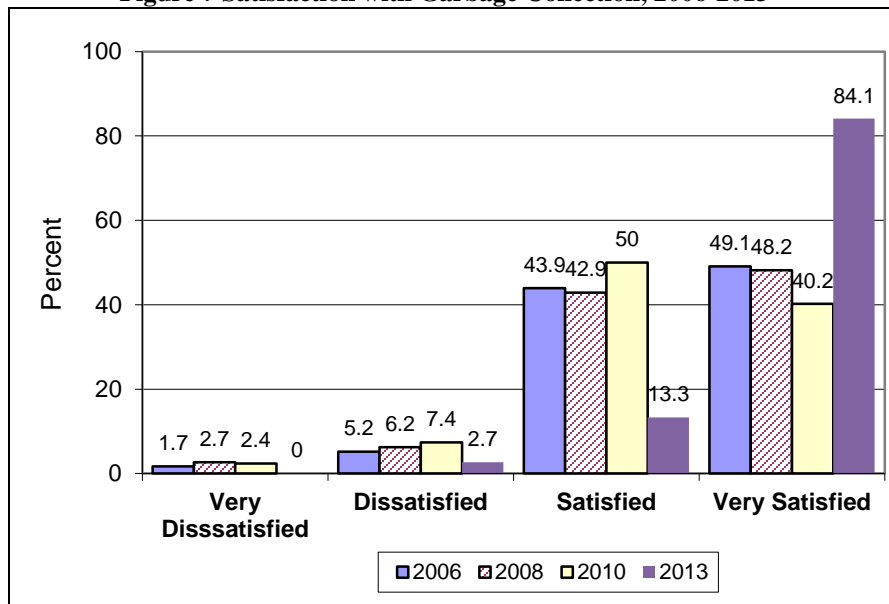


* Neutral responses were excluded

Garbage Collection

- 93.5% are satisfied with curbside garbage collection (97.3% if neutral responses are excluded)

Figure 7 Satisfaction with Garbage Collection, 2006-2013**

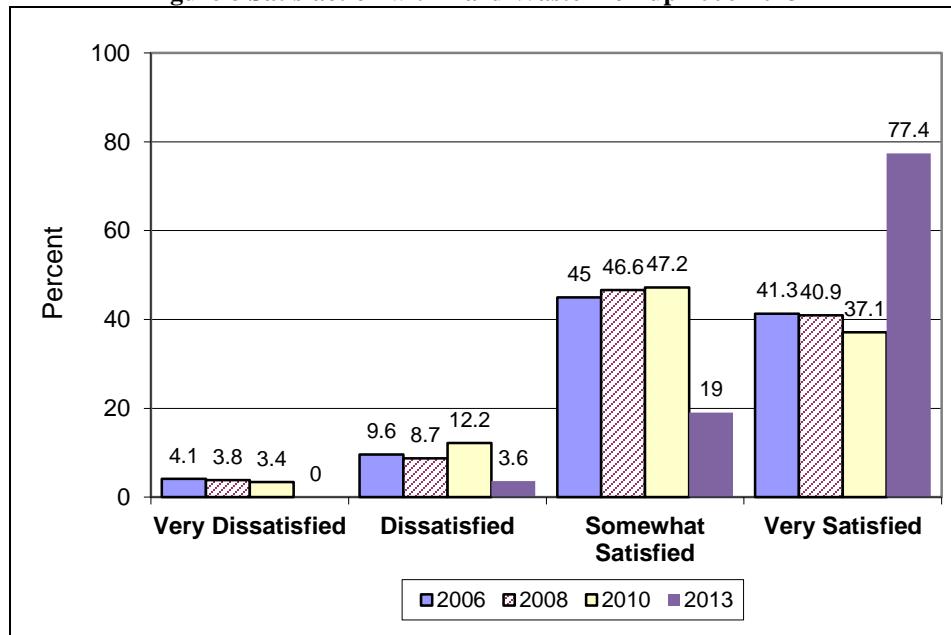


* Neutral responses were excluded + The scale was Poor, fair, good, very good from 2006-2010

Yard Waste Pick-up

- 88.2% are satisfied with curbside yard waste pick-up service (96.4% if neutral responses are excluded)

Figure 8 Satisfaction with Yard Waste Pick-up 2006-2013**



* Neutral responses were excluded + The scale was Poor, fair, good, very good from 2006-2010

Parks and Recreation Centers

Park/Community Visitation

- 84.6% of respondents say they have visited a Town park or center
 - This is less than the 94.2% of respondents in 2010
- The most frequently visited park is Stumptown Park

The following lists the percent of residents who visit each location at least once a year.

Table 7 Visitation of Parks and Recreation Centers, 2013

Location	Percent visiting at least once a year
Stumptown Park	89.6
Squirrel Lake Park	85.7
Community Center	71.9
Sardis Park	31.1
Crews Road Rec Center	29.0
Windsor Park	27.6
Baucom Park	21.3

Table 8 Details of Visitations to Parks and Recreation Centers, 2013

Facility/ Park	At least once a month	Once every 3 months	Once a year	Less than once a year
a. Community Center	12.9	23.8	35.2	28.1
b. Crews Road Rec Center	4.7	9.3	15.0	71.0
c. StumpTown Park	14.5	48.4	26.7	10.4
d. Baucom Park	4.3	8.0	9.0	78.7
e. Sardis Park	9.7	10.7	10.7	68.9
f. Windsor Park	2.6	8.9	16.1	72.4
g. Squirrel Lake Park	34.1	33.6	17.9	14.3

The following table shows the percent of residents from each polling station who visited each park or recreation center in the past year.

Table 9 Proportion from each polling station visiting different parks and center 2013

Polling Station	Matthews Community Center	Crews Road	StumpTown	Baucom Park	Sardis Park	Windsor Park	Squirrel Lake
Crown Point	59.4	32.3	85.7	17.2	30.0	50.5	71.1
Christ Covenant	78.9	41.2	89.5	23.5	75.0	41.2	76.2
Elizabeth Lane	65.6	29.0	91.2	6.7	45.2	23.3	94.3
Matthews Comm. Center	77.3	26.1	91.2	31.5	29.0	17.6	93.7
CPCC (N=9)	77.8	33.3	100	11.1	20.2	33.3	44.4
Mt. Harmony	76.5	15.4	94.4	14.3	0	0	94.7

Table 10 Evaluation of park amenities 2010, 2013

	Have not visited or used	Good as is	Needs Improvement	No opinion
a. Community Center/theater	19.1	56.4	5.9	18.6
b. Walking/jogging/fitness/bicycle paths	9.3	66.8	12.8	11.1
c. concerts/ movies	16.6	60.1)	9.4	13.9)
d. Playgrounds or Tot Lots	18.1	53.8	9.0	19.0
e. Picnic Shelters	15.8	59.0	6.8	18.5
f. Single Family Picnic Sites	21.2	44.2	9.2)	25.3
g. Open green spaces	10.8	57.2	21.2	18.0
h. Park Restroom Facilities	17.4	51.1	15.1	16.4

* Figure in parentheses is 2010 percents

Other comments regarding amenities are in Appendix II.

- Fewer residents in 2013 than in 2010 feel that park restrooms need improvement. 30.6% said they needed improvement in 2010 but 15.1% say they need improvement in 2013
- Fewer residents in 2013 than in 2010 feel that walking/jogging/fitness/bicycle paths need improvement. 25.4% said they needed improvement in 2010 but 12.8% say they need improvement in 2013
- Proportionately more people in 2013 than in 2010 feel that open green spaces need improvement

79.9% of residents say they have noticed POSITIVE changes in the parks and recreation centers over the past two years

5.0% say they have noticed NEGATIVE changes

Most frequently noted as positive changes were:

- Improvements to Squirrel Lake Park
- The addition of restroom facilities
- Parks appeared to be cleaner
- Improved landscaping and grooming
- Signage

Citizen observations of positive changes are listed in Appendix III.

There was no consistency in the twelve negative comments. They are found in Appendix IV.

Town Events

This year we asked respondents to indicate if they attend any of the following. We did not give a time-frame so we do not know if it was within the past year or not. The largest percent of residents said that they have attended Matthews Alive – 91.1%

Table 11 Attendance at Town Events

	YES
Matthews Alive	91.1%
Concert & Movie Series	64.4%
BeachFest	48.8%
Tree Lighting Celebration	47.2%
Earth Day	35.8%
Not So Spooky Halloween	15.3%
Easter Eggstravaganza	15.2%

A variety of recommendations were made regarding the events. They were generally very positive with expressions reflecting an interest in having more events. Some suggestions were made; they are all listed in Appendix V

- The most frequent suggestion had to do with the availability of parking and the suggestion to have shuttles
- **87.8% like the types of music at the concert and movies series**
 - There were a variety of suggestions made (See Appendix VI The most frequent request was for 50-70s rock, followed by country, bluegrass and Christian.

Town Streets

- The perception of Town Roads as good or excellent has improved since 2010

Table 12 Rating of Town Roads, 2010-2013

Town Roads	Poor	Fair	Average	Good	Excellent
2013	2.3	19.5	33.9	39.3	5.1
2010	5.1	19.0	38.7	32.7	4.5

Additional Tax

- Overall, ¼ **would not** be willing to pay any new taxes for **streets**
- 2/3 **would** be willing to pay some new taxes for **greenways and parks**
- About 20% **would be willing** to pay some new taxes for **police officers or firefighters**

• **Of those who would be willing to pay new taxes, the average and Median amount is \$5-\$10 per year**

Table 13 Amount of New Taxes Residents are Prepared to Pay per year

Tax to Support	No Tax	\$1-\$5	\$5-\$10	\$10-\$15	\$15-\$20
Greenways	36.8	30.0	15.2	6.0	12.0
Parks	31.7	33.7	17.9	7.5	9.1
Police Officers	21.0	28.2	23.8	9.5	17.5
Firefighters	20.1	29.5	22.8	9.4	18.1
New/improved streets	24.9	33.2	21.7	7.9	12.3

Communications

- 66.7% of respondents say that the Town email newsletter is a good way to communicate
 - Only 14.3% indicate that information flyers and pamphlets are good ways to communicate

Table 14 Preferred Method of Communication

<p>66.7% Town Email newsletter</p> <p>57.8% Town web site, www.matthews.gov</p> <p>46.6% Street Banners</p>	<p>45.2% Local newspapers/magazines</p> <p>33.0% Social media: Facebook, Twitter</p> <p>29.6% Direct mailing</p>	<p>15.3% Radio/Television</p> <p>15.0% Mobile App</p> <p>14.3% Information flyers/pamphlets</p>
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Facebook, Twitter, Website

- 22.6% indicated that they have used Facebook and/or Twitter to communicate with the Town
- 93.1% of respondents have used the Town’s website.
 - This is an increase from 79.3% in 2010 and 55.6% in 2008
 - 94.6% say it is easy to navigate;
 - This is an increase from 89.8% in 2010 and 86.0% in 2008
- 52.1% visit the site at least once a month (51.1% in 2010 and 46.7% in 2008)

Table 15 How Often Residents Visit Website

How often	Frequency	Percent	Cumulative Percent
daily	4	1.7	1.7
weekly	36	15.1	16.8
monthly	84	35.3	52.1
<once/month	66	27.7	79.8
don't remember	48	20.2	100.0
Total	238	100.0	

- 66.7% of residents currently receive the Town’s email newsletter;
- 81.8% indicate they would like to be on the distribution list

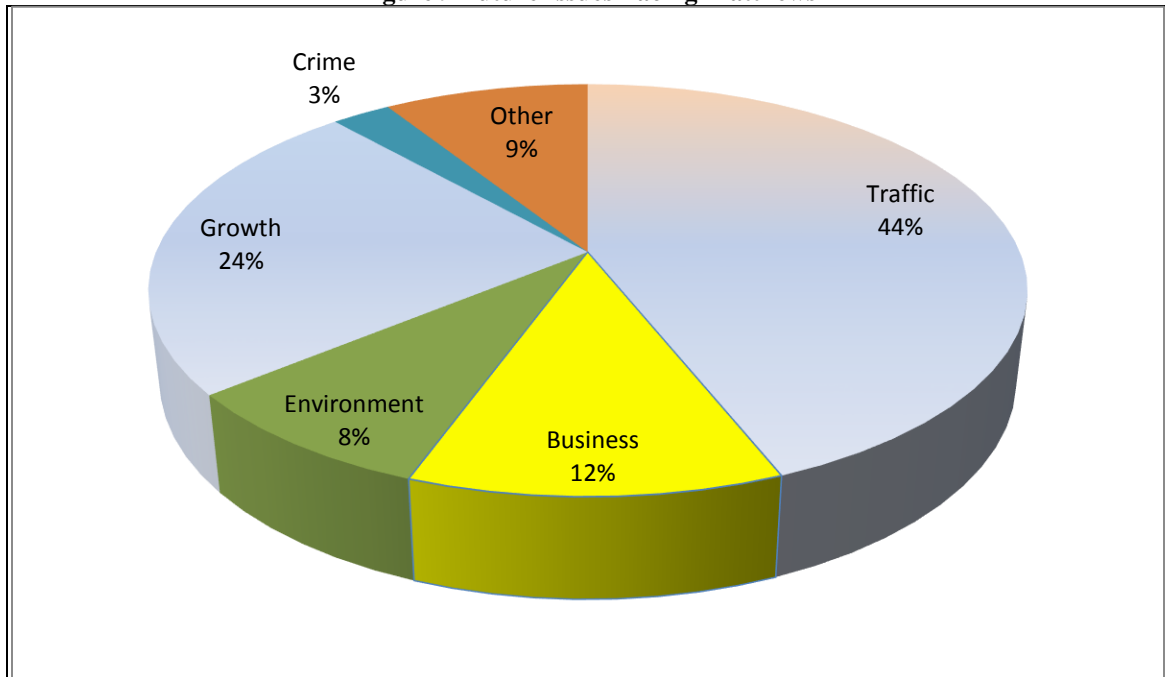
There are no specific demographics that distinguish those who visit the website and those who do not.

Issues

Residents were asked to identify what they thought were the biggest issues facing the Town of Matthews. There were 189 responses. Comments about traffic in the town were the most frequent comments. All comments are in Appendix VII

- 43.9% said that traffic was the major issue facing the town
- 24.3% said development and growth were the major issues
- 11.6% feel that attracting and/or keeping business was the primary issue
- 8.5% were concerned about the living environment and how the Town will maintain its current charm and small town atmosphere
- 2.6% identified crime as the issue
- 9.0% had other, general, political comments or mentioned taxes

Figure 9 Future Issues Facing Matthews



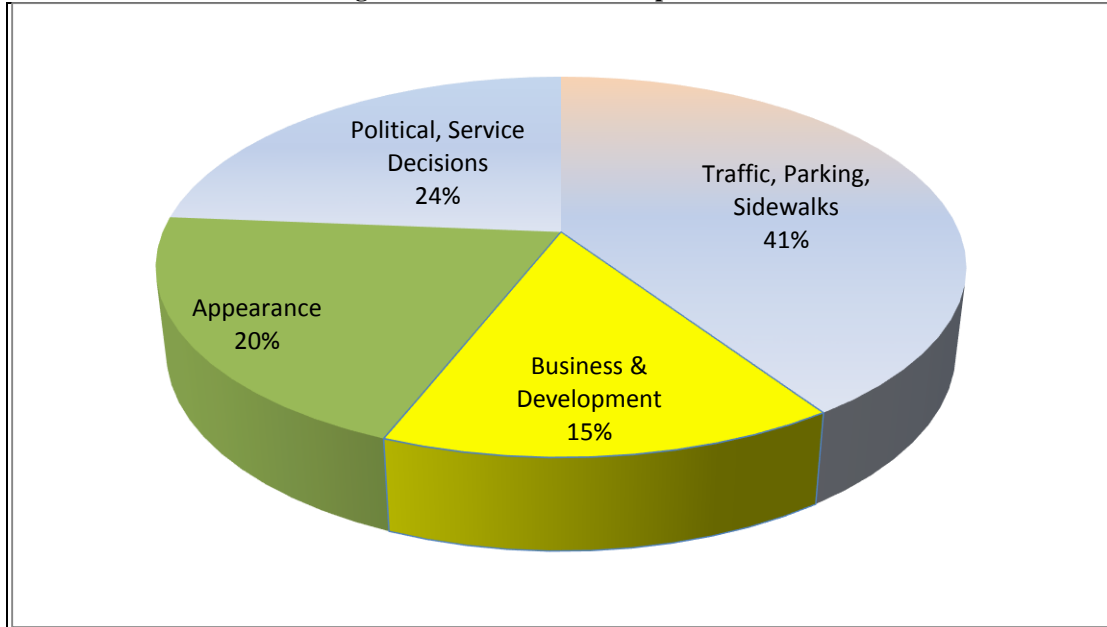
Improvements

Residents were given the opportunity to make specific suggestions for improvements. Many of the responses merely suggested areas to address, such as specific traffic problems; others offered : Political, Traffic, Appearance, and Business & Development. There were 143 suggestions and 4 positive statements about liking to live here. The 143 divided themselves in the following way:

- 40.6% had suggestions for traffic, parking and sidewalks
- 23.7% had suggestions for the leaders to consider
- 20.3% offered suggestions for maintaining the appearance of the Town

- 15.4% made suggestions for businesses and development

Figure 10 Recommended Improvements



Comments

Of the 95 comments, 53 were non-specific positive statements about the Town, Town management and about the decision to conduct the survey. The remaining comments were directed at past or potential future political/service decisions. All comments are in Appendix IX.

On the negative side

As is the case of many politicians I am not sure why you ask the residents questions & then fail to heed what they tell you....I moved to Matthews to escape the uncontrolled development in Charlotte but it is quite apparent the 'good old boy' network is alive & well in Matthews as well, which is sad to say the least.

Not that this can be changed, but I do not think that the new signage is all that attractive or well-designed. Some of the words seem to run together and they can also be very difficult to read at night. I wish the colors that were chosen had been more bold.

Very disappointed with the growth of Matthews. I feel like we the citizens, who pay the taxes, are not represented properly.

On the positive side

I LOVE the My Matthews app! It's modern and effective! Keep up the great work!

44 years living here with zero complaints. That sums up my opinion of Matthews.

Great job - I love living in Matthews

Great Job! Great People!

Statistical Report: Basic Frequencies

1. Your Perceptions of Matthews

Matthews is a good place to live.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	182	61.9	62.1	62.1
	Agree	102	34.7	34.8	96.9
	Neutral	6	2.0	2.0	99.0
	Strongly Disagree	3	1.0	1.0	100.0
	Total	293	99.7	100.0	
Missing	System	1	.3		
Total		294	100.0		

Matthews is a good place to raise children.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	179	60.9	61.3	61.3
	Agree	91	31.0	31.2	92.5
	Neutral	18	6.1	6.2	98.6
	Disagree	2	.7	.7	99.3
	Strongly Disagree	2	.7	.7	100.0
	Total	292	99.3	100.0	
Missing	System	2	.7		
Total		294	100.0		

Matthews is a safe place to live.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	137	46.6	46.8	46.8
	Agree	132	44.9	45.1	91.8
	Neutral	20	6.8	6.8	98.6
	Disagree	1	.3	.3	99.0
	Strongly Disagree	3	1.0	1.0	100.0
	Total	293	99.7	100.0	
Missing	System	1	.3		
Total		294	100.0		

Matthews provides a good environment for businesses to succeed.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	67	22.8	23.0	23.0
	Agree	100	34.0	34.4	57.4
	Neutral	95	32.3	32.6	90.0
	Disagree	24	8.2	8.2	98.3
	Strongly Disagree	5	1.7	1.7	100.0
	Total	291	99.0	100.0	
Missing	System	3	1.0		
Total		294	100.0		

The Town is responsive to the needs of citizens.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	73	24.8	25.3	25.3
	Agree	131	44.6	45.3	70.6
	Neutral	59	20.1	20.4	91.0
	Disagree	22	7.5	7.6	98.6
	Strongly Disagree	4	1.4	1.4	100.0
	Total	289	98.3	100.0	
Missing	System	5	1.7		
Total		294	100.0		

I feel safe walking in my neighborhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	163	55.4	55.8	55.8
	Agree	113	38.4	38.7	94.5
	Neutral	10	3.4	3.4	97.9
	Disagree	5	1.7	1.7	99.7
	Strongly Disagree	1	.3	.3	100.0
	Total	292	99.3	100.0	
Missing	System	2	.7		
Total		294	100.0		

2. I would recommend Matthews as a place to live to my friends

I would recommend Matthews as a place to live

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	273	92.9	93.2	93.2
	No	7	2.4	2.4	95.6
	Not Sure	13	4.4	4.4	100.0
	Total	293	99.7	100.0	
Missing	System	1	.3		
Total		294	100.0		

3. I would recommend Matthews as a place to open or relocate their business

I would recommend Matthews as a place to open-relocate a business					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	155	52.7	53.3	53.3
	No	24	8.2	8.2	61.5
	Not Sure	112	38.1	38.5	100.0
	Total	291	99.0	100.0	
Missing	System	3	1.0		
Total		294	100.0		

4. Your Perceptions of Town Management

Town leaders are taking Matthews in the right direction					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	52	17.7	17.9	17.9
	Agree	139	47.3	47.8	65.6
	Neutral	67	22.8	23.0	88.7
	Disagree	25	8.5	8.6	97.3
	Strongly Disagree	8	2.7	2.7	100.0
	Total	291	99.0	100.0	
Missing	System	3	1.0		
Total		294	100.0		

Elected town leaders show strong leadership					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	52	17.7	17.9	17.9
	Agree	108	36.7	37.2	55.2
	Neutral	100	34.0	34.5	89.7
	Disagree	22	7.5	7.6	97.2
	Strongly Disagree	8	2.7	2.8	100.0
	Total	290	98.6	100.0	
Missing	System	4	1.4		
Total		294	100.0		

Town employees do their jobs in a professional manner					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	90	30.6	31.1	31.1
	Agree	142	48.3	49.1	80.3
	Neutral	48	16.3	16.6	96.9
	Disagree	5	1.7	1.7	98.6
	Strongly Disagree	4	1.4	1.4	100.0
	Total	289	98.3	100.0	
Missing	System	5	1.7		
Total		294	100.0		

I am satisfied with the Town's current level of services					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	69	23.5	23.7	23.7
	Agree	159	54.1	54.6	78.4
	Neutral	44	15.0	15.1	93.5
	Disagree	13	4.4	4.5	97.9
	Strongly Disagree	6	2.0	2.1	100.0
	Total	291	99.0	100.0	
Missing	System	3	1.0		
Total		294	100.0		

5. How often do you visit Downtown Matthews?

How often do you visit Downtown?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	more than 5 times a month	154	52.4	52.9	52.9
	2-5 times a month	83	28.2	28.5	81.4
	once a month	47	16.0	16.2	97.6
	never	7	2.4	2.4	100.0
	Total	291	99.0	100.0	
Missing	System	3	1.0		
Total		294	100.0		

6. Which of the following takes you to downtown Matthews? (Check all that apply)

I visit Downtown Matthews for stores and shopping					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	160	54.4	100.0	100.0
Missing	System	134	45.6		
Total		294	100.0		

I visit Downtown Matthews for the restaurants.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	178	60.5	100.0	100.0
Missing	System	116	39.5		
Total		294	100.0		

I visit Downtown Matthews for the Town Hall/Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	189	64.3	100.0	100.0
Missing	System	105	35.7		
Total		294	100.0		

I visit Downtown Matthews for the private, non-commercial offices.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	32	10.9	100.0	100.0
Missing	System	262	89.1		
Total		294	100.0		

I visit Downtown Matthews for the farmer's market

		Frequency	Percent	Valid Percent	Cumulative Percent
	yes	142	48.3	99.3	100.0
	Total	142	48.3	100.0	
Missing	System	152	51.7		
Total		294	100.0		

I visit Downtown Matthews for the special events

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	177	60.2	100.0	100.0
Missing	System	117	39.8		
Total		294	100.0		

I visit Downtown Matthews to access transit.

		Frequency	Percent	Valid Percent	Cumulative Percent
	yes	14	4.8	92.9	100.0
	Total	14	4.8	100.0	
Missing	System	280	95.2		
Total		294	100.0		

I go to Wingate University					
		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	3	1.0	100.0	100.0
	Total	3	1.0	100.0	
Missing	System	291	99.0		
Total		294	100.0		

I commute through town					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	126	42.9	100.0	100.0
Missing	System	168	57.1		
Total		294	100.0		

7. How satisfied are you with the overall appearance of Matthews as a Town?

How satisfied are you with the overall appearance of Matthews as a town?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	145	49.3	50.3	50.3
	Somewhat Satisfied	111	37.8	38.5	88.9
	Neutral	15	5.1	5.2	94.1
	Somewhat Dissatisfied	12	4.1	4.2	98.3
	Very Dissatisfied	5	1.7	1.7	100.0
	Total		288	98.0	100.0
Missing	System	6	2.0		
Total		294	100.0		

8. Where do you think the Town should focus its beautification efforts?

Where do you think the Town should focus its beautification efforts?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fine as is	80	27.2	27.8	27.8
	Town entrances	26	8.8	9.0	36.8
	Downtown	46	15.6	16.0	52.8
	Town Street Medians	24	8.2	8.3	61.1
	All- entrances, downtown, and street medians	112	38.1	38.9	100.0
	Total		288	98.0	100.0
Missing	System	6	2.0		
Total		294	100.0		

9. Please indicate whether you are aware of the following opportunities that are offered by the Town of Matthews to involve residents in the Town's decision-making.

Public meetings					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	269	91.5	93.4	93.4
	No	19	6.5	6.6	100.0
	Total	288	98.0	100.0	
Missing	System	6	2.0		
Total		294	100.0		

Public Hearings					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	246	83.7	85.4	85.4
	No	42	14.3	14.6	100.0
	Total	288	98.0	100.0	
Missing	System	6	2.0		
Total		294	100.0		

Serving on citizen committee					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	217	73.8	76.4	76.4
	No	67	22.8	23.6	100.0
	Total	284	96.6	100.0	
Missing	System	10	3.4		
Total		294	100.0		

Information sessions or open houses					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	200	68.0	70.2	70.2
	No	85	28.9	29.8	100.0
	Total	285	96.9	100.0	
Missing	System	9	3.1		
Total		294	100.0		

Volunteer opportunities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	189	64.3	66.5	66.5
	No	95	32.3	33.5	100.0
	Total	284	96.6	100.0	
Missing	System	10	3.4		
Total		294	100.0		

10. How satisfied are you with the JOB PERFORMANCE of the following departments/offices

Evaluate: Town Administration					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	120	40.8	50.4	50.4
	Somewhat Satisfied	98	33.3	41.2	91.6
	Somewhat Dissatisfied	15	5.1	6.3	97.9
	Very Dissatisfied	5	1.7	2.1	100.0
	Total	238	81.0	100.0	
Missing	NA	36	12.2		
	System	20	6.8		
	Total	56	19.0		
Total		294	100.0		

Evaluate: Fire/EMS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	208	70.7	80.0	80.0
	Somewhat Satisfied	49	16.7	18.8	98.8
	Somewhat Dissatisfied	2	.7	.8	99.6
	Very Dissatisfied	1	.3	.4	100.0
	Total	260	88.4	100.0	
Missing	5.00	21	7.1		
	System	13	4.4		
	Total	34	11.6		
Total		294	100.0		

Evaluate Police Department					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	200	68.0	72.7	72.7
	Somewhat Satisfied	64	21.8	23.3	96.0
	Somewhat Dissatisfied	8	2.7	2.9	98.9
	Very Dissatisfied	3	1.0	1.1	100.0
	Total	275	93.5	100.0	
Missing	5.00	7	2.4		
	System	12	4.1		
	Total	19	6.5		
Total		294	100.0		

Evaluate: Parks & Recreation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	181	61.6	64.9	64.9
	Somewhat Satisfied	88	29.9	31.5	96.4
	Somewhat Dissatisfied	8	2.7	2.9	99.3
	Very Dissatisfied	2	.7	.7	100.0
	Total	279	94.9	100.0	
Missing	5.00	4	1.4		
	System	11	3.7		
	Total	15	5.1		
Total		294	100.0		

Evaluate: Storm Water					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	89	30.3	39.7	39.7
	Somewhat Satisfied	104	35.4	46.4	86.2
	Somewhat Dissatisfied	24	8.2	10.7	96.9
	Very Dissatisfied	7	2.4	3.1	100.0
	Total	224	76.2	100.0	
Missing	5.00	55	18.7		
	System	15	5.1		
	Total	70	23.8		
Total		294	100.0		

Evaluate: Planning Department					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	82	27.9	31.7	31.7
	Somewhat Satisfied	110	37.4	42.5	74.1
	Somewhat Dissatisfied	42	14.3	16.2	90.3
	Very Dissatisfied	25	8.5	9.7	100.0
	Total	259	88.1	100.0	
Missing	5.00	22	7.5		
	System	13	4.4		
	Total	35	11.9		
Total		294	100.0		

Evaluate: Animal Control					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	95	32.3	41.3	41.3
	Somewhat Satisfied	106	36.1	46.1	87.4
	Somewhat Dissatisfied	22	7.5	9.6	97.0
	Very Dissatisfied	7	2.4	3.0	100.0
	Total	230	78.2	100.0	
Missing	5.00	48	16.3		
	System	16	5.4		
	Total	64	21.8		
Total		294	100.0		

Evaluate: Streets Department					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	81	27.6	29.9	29.9
	Somewhat Satisfied	110	37.4	40.6	70.5
	Somewhat Dissatisfied	47	16.0	17.3	87.8
	Very Dissatisfied	33	11.2	12.2	100.0
	Total	271	92.2	100.0	
Missing	5.00	9	3.1		
	System	14	4.8		
	Total	23	7.8		
Total		294	100.0		

Evaluate: Garbage/Recycling Service					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	187	63.6	69.0	69.0
	Somewhat Satisfied	72	24.5	26.6	95.6
	Somewhat Dissatisfied	10	3.4	3.7	99.3
	Very Dissatisfied	2	.7	.7	100.0
	Total	271	92.2	100.0	
Missing	5.00	10	3.4		
	System	13	4.4		
	Total	23	7.8		
Total		294	100.0		

11. With which of the following departments have you had contact within the last year? Check all that apply.

Contact: Town Administration					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	28.9	100.0	100.0
Missing	System	209	71.1		
Total		294	100.0		

Contact: EMS/Fire					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	15.3	100.0	100.0
Missing	System	249	84.7		
Total		294	100.0		

Contact: Police					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	107	36.4	100.0	100.0
Missing	System	187	63.6		
Total		294	100.0		

Contact: Parks/Recreation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	100	34.0	100.0	100.0
Missing	System	194	66.0		
Total		294	100.0		

Contact: Storm Water					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	6.5	100.0	100.0
Missing	System	275	93.5		
Total		294	100.0		

Contact: Streets (Public Works)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	50	17.0	100.0	100.0
Missing	System	244	83.0		
Total		294	100.0		

Contact: Planning Dept					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	17.3	100.0	100.0
Missing	System	243	82.7		
Total		294	100.0		

Contact: Animal Control					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	13.3	100.0	100.0
Missing	System	255	86.7		
Total		294	100.0		

Contact: Garbage/recycling					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	116	39.5	100.0	100.0
Missing	System	178	60.5		
Total		294	100.0		

12. Which Town Department did you contact MOST RECENTLY?

Most recent contact department					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Town Administration	43	14.6	21.1	21.1
	Fire/EMS	5	1.7	2.5	23.5
	Police	32	10.9	15.7	39.2
	Parks/Recreation	32	10.9	15.7	54.9
	Storm water	9	3.1	4.4	59.3
	Streets/traffic/sidewalks	13	4.4	6.4	65.7
	Planning & Development	16	5.4	7.8	73.5
	Animal Control	10	3.4	4.9	78.4
	Garbage/Recycling	44	15.0	21.6	100.0
	Total	204	69.4	100.0	
Missing	System	90	30.6		
Total		294	100.0		

13. How did you make contact?

Method of contact					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Telephone	106	36.1	51.7	51.7
	Mail	1	.3	.5	52.2
	Email	50	17.0	24.4	76.6
	In person	48	16.3	23.4	100.0
	Total	205	69.7	100.0	
Missing	System	89	30.3		
Total		294	100.0		

14. Please rate your satisfaction with the Town employees with whom you had the MOST RECENT contact. How satisfied are you with:

[NOTE: Each response was controlled by the last department contacted – See Analytical Report]

15. If the staff needed to call you back, did they do so within 24 hours?

If staff had to call back, was it within 24 hours?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	23.5	88.5	88.5
	No	9	3.1	11.5	100.0
	Total	78	26.5	100.0	
Missing	Not Sure/NA	129	43.9		
	System	87	29.6		
	Total	216	73.5		

16. How satisfied are you with the following services?

How satisfied are you with curbside recycling collection?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	216	73.5	82.4	82.4
	Somewhat Satisfied	36	12.2	13.7	96.2
	Somewhat Dissatisfied	8	2.7	3.1	99.2
	Very Dissatisfied	2	.7	.8	100.0
	Total	262	89.1	100.0	
Missing	Neutral	12	4.1		
	System	20	6.8		
	Total	32	10.9		
Total		294	100.0		

How would you rate curbside GARBAGE pick-up service?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	222	75.5	84.1	84.1
	Somewhat Satisfied	35	11.9	13.3	97.3
	Somewhat Dissatisfied	7	2.4	2.7	100.0
	Total	264	89.8	100.0	
Missing	Neutral	11	3.7		
	System	19	6.5		
	Total	30	10.2		
Total		294	100.0		

How would you rate your YARD WASTE pick-up service?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	192	65.3	77.4	77.4
	Somewhat Satisfied	47	16.0	19.0	96.4
	Somewhat Dissatisfied	9	3.1	3.6	100.0
	Total	248	84.4	100.0	
Missing	Neutral	23	7.8		
	System	23	7.8		
	Total	46	15.6		
Total		294	100.0		

17. Have you visited ANY of the Town's parks or recreation centers in the last year?

Have you visited ANY Town parks or centers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	236	80.3	84.6	84.6
	No	43	14.6	15.4	100.0
	Total	279	94.9	100.0	
Missing	System	15	5.1		
Total		294	100.0		

18. On average, how often do you visit each of the following facilities/parks?

How often do you visit the Community Center?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At least once a month	27	9.2	12.9	12.9
	Once every 3 months	50	17.0	23.8	36.7
	Once a year	74	25.2	35.2	71.9
	Less than once a year	59	20.1	28.1	100.0
	Total	210	71.4	100.0	
Missing	System	84	28.6		
Total		294	100.0		

How often do you visit the Crews Road Rec Center?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At least once a month	9	3.1	4.7	4.7
	Once every 3 months	18	6.1	9.3	14.0
	Once a year	29	9.9	15.0	29.0
	Less than once a year	137	46.6	71.0	100.0
	Total	193	65.6	100.0	
Missing	System	101	34.4		
Total		294	100.0		

How often do you visit Stumptown Park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At least once a month	32	10.9	14.5	14.5
	Once every 3 months	107	36.4	48.4	62.9
	Once a year	59	20.1	26.7	89.6
	Less than once a year	23	7.8	10.4	100.0
	Total	221	75.2	100.0	
Missing	System	73	24.8		
Total		294	100.0		

How often do you visit Baucom Park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At least once a month	8	2.7	4.3	4.3
	Once every 3 months	15	5.1	8.0	12.2
	Once a year	17	5.8	9.0	21.3
	Less than once a year	148	50.3	78.7	100.0
	Total	188	63.9	100.0	
Missing	System	106	36.1		
Total		294	100.0		

How often do you visit Sardis Park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At least once a month	19	6.5	9.7	9.7
	Once every 3 months	21	7.1	10.7	20.4
	Once a year	21	7.1	10.7	31.1
	Less than once a year	135	45.9	68.9	100.0
	Total	196	66.7	100.0	
Missing	System	98	33.3		
Total		294	100.0		

How often do you visit Windsor Park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At least once a month	5	1.7	2.6	2.6
	Once every 3 months	17	5.8	8.9	11.5
	Once a year	31	10.5	16.1	27.6
	Less than once a year	139	47.3	72.4	100.0
	Total	192	65.3	100.0	
Missing	System	102	34.7		
Total		294	100.0		

How often do you visit Squirrel Lake Park?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At least once a month	76	25.9	34.1	34.1
	Once every 3 months	75	25.5	33.6	67.7
	Once a year	40	13.6	17.9	85.7
	Less than once a year	32	10.9	14.3	100.0
	Total	223	75.9	100.0	
Missing	System	71	24.1		
Total		294	100.0		

Amenities the Community Center/theater?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not visited or used	42	14.3	19.1	19.1
	Good as is	124	42.2	56.4	75.5
	Needs improvement	13	4.4	5.9	81.4
	No Opinion	41	13.9	18.6	100.0
	Total	220	74.8	100.0	
Missing	System	74	25.2		
Total		294	100.0		

19. In this section, we would like your opinion regarding amenities within our parks.

Amenities the walking/jogging/fitness/bicycle paths?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not visited or used	21	7.1	9.3	9.3
	Good as is	151	51.4	66.8	76.1
	Needs improvement	29	9.9	12.8	88.9
	No Opinion	25	8.5	11.1	100.0
	Total	226	76.9	100.0	
Missing	System	68	23.1		
Total		294	100.0		

Amenities concerts/movies					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not visited or used	37	12.6	16.6	16.6
	Good as is	134	45.6	60.1	76.7
	Needs improvement	21	7.1	9.4	86.1
	No Opinion	31	10.5	13.9	100.0
	Total	223	75.9	100.0	
Missing	System	71	24.1		
Total		294	100.0		

Amenities playgrounds or tot lots?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not visited or used	40	13.6	18.1	18.1
	Good as is	119	40.5	53.8	71.9
	Needs improvement	20	6.8	9.0	81.0
	No Opinion	42	14.3	19.0	100.0
	Total	221	75.2	100.0	
Missing	System	73	24.8		
Total		294	100.0		

Amenities the picnic shelters?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not visited or used	35	11.9	15.8	15.8
	Good as is	131	44.6	59.0	74.8
	Needs improvement	15	5.1	6.8	81.5
	No Opinion	41	13.9	18.5	100.0
	Total	222	75.5	100.0	
Missing	System	72	24.5		
Total		294	100.0		

Amenities single family picnic sites?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not visited or used	46	15.6	21.2	21.2
	Good as is	96	32.7	44.2	65.4
	Needs improvement	20	6.8	9.2	74.7
	No Opinion	55	18.7	25.3	100.0
	Total	217	73.8	100.0	
Missing	System	77	26.2		
Total		294	100.0		

Amenities opinion of the open space?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not visited or used	24	8.2	10.8	10.8
	Good as is	127	43.2	57.2	68.0
	Needs improvement	47	16.0	21.2	89.2
	No Opinion	24	8.2	10.8	100.0
	Total	222	75.5	100.0	
Missing	System	72	24.5		
Total		294	100.0		

What is your opinion of the park restroom facilities?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not visited or used	38	12.9	17.4	17.4
	Good as is	112	38.1	51.1	68.5
	Needs improvement	33	11.2	15.1	83.6
	No Opinion	36	12.2	16.4	100.0
	Total	219	74.5	100.0	
Missing	System	75	25.5		
Total		294	100.0		

20. Have you noticed any POSITIVE CHANGES in our parks and recreation centers over the past TWO years?

Noticed any POSITIVE changes in parks & recreation centers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	175	59.5	79.9	79.9
	No	44	15.0	20.1	100.0
	Total	219	74.5	100.0	
Missing	System	75	25.5		
Total		294	100.0		

21. If yes, what changes have you noticed? [See analytical Report]

22. Have you noticed any NEGATIVE changes in our parks and recreation centers over the past TWO years?

Noticed any NEGATIVE changes in parks & recreation centers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	3.7	5.0	5.0
	No	208	70.7	95.0	100.0
	Total	219	74.5	100.0	
Missing	System	75	25.5		
Total		294	100.0		

23. If yes, what negative changes have you noticed? [See Analytical Report]

24. Do you attend any of the following Town events?

Attend Easter Eggstravaganza					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	31	10.5	15.2	15.2
	No	173	58.8	84.8	100.0
	Total	204	69.4	100.0	
Missing	System	90	30.6		
Total		294	100.0		

Attend Earth Day					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	25.9	35.8	35.8
	No	136	46.3	64.2	100.0
	Total	212	72.1	100.0	
Missing	System	82	27.9		
Total		294	100.0		

Attend Not So Spooky Halloween					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	31	10.5	15.3	15.3
	No	172	58.5	84.7	100.0
	Total	203	69.0	100.0	
Missing	System	91	31.0		
Total		294	100.0		

Attend Tree Lighting Celebration					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	100	34.0	47.2	47.2
	No	112	38.1	52.8	100.0
	Total	212	72.1	100.0	
Missing	System	82	27.9		
Total		294	100.0		

Attend BeachFest					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	102	34.7	48.8	48.8
	No	107	36.4	51.2	100.0
	Total	209	71.1	100.0	
Missing	System	85	28.9		
Total		294	100.0		

Attend Concert & Movie Series					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	139	47.3	64.4	64.4
	No	77	26.2	35.6	100.0
	Total	216	73.5	100.0	
Missing	System	78	26.5		
Total		294	100.0		

Attend Matthews Alive					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	204	69.4	91.1	91.1
	No	20	6.8	8.9	100.0
	Total	224	76.2	100.0	
Missing	System	70	23.8		
Total		294	100.0		

25. What would you add/change about any of these events? [See Analytical Report]

26. Do you like the types of music at the Concert & Movie Series?[See Analytical Report]

Like music at Matthews Alive/ Concert & Movie Series					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	165	56.1	87.8	87.8
	No	23	7.8	12.2	100.0
	Total	188	63.9	100.0	
Missing	System	106	36.1		
Total		294	100.0		

27. If you would change the type of music, what type of music would you prefer? [See Analytical Report]

28. How would you rate the physical conditions of TOWN STREETS?

Physical condition of Town streets					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	2.0	2.3	2.3
	Fair	50	17.0	19.5	21.8
	Average	87	29.6	33.9	55.6
	Good	101	34.4	39.3	94.9
	Excellent	13	4.4	5.1	100.0
	Total	257	87.4	100.0	
Missing	System	37	12.6		
Total		294	100.0		

29. For each of the following how much additional tax are you willing to pay per year

Additional tax to improve greenways

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing	92	31.3	36.8	36.8
	\$1-\$5	75	25.5	30.0	66.8
	\$5-\$10	38	12.9	15.2	82.0
	\$10-\$15	15	5.1	6.0	88.0
	\$15-20	30	10.2	12.0	100.0
	Total	250	85.0	100.0	
Missing	System	44	15.0		
Total		294	100.0		

Additional tax to improve parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing	80	27.2	31.7	31.7
	\$1-\$5	85	28.9	33.7	65.5
	\$5-\$10	45	15.3	17.9	83.3
	\$10-\$15	19	6.5	7.5	90.9
	\$15-20	23	7.8	9.1	100.0
	Total	252	85.7	100.0	
Missing	System	42	14.3		
Total		294	100.0		

Additional tax for police officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing	53	18.0	21.0	21.0
	\$1-\$5	71	24.1	28.2	49.2
	\$5-\$10	60	20.4	23.8	73.0
	\$10-\$15	24	8.2	9.5	82.5
	\$15-20	44	15.0	17.5	100.0
	Total	252	85.7	100.0	
Missing	System	42	14.3		
Total		294	100.0		

Additional tax for firefighters

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing	51	17.3	20.1	20.1
	\$1-\$5	75	25.5	29.5	49.6
	\$5-\$10	58	19.7	22.8	72.4
	\$10-\$15	24	8.2	9.4	81.9
	\$15-20	46	15.6	18.1	100.0
	Total	254	86.4	100.0	
Missing	System	40	13.6		
Total		294	100.0		

Additional tax for new/improved streets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing	63	21.4	24.9	24.9
	\$1-\$5	84	28.6	33.2	58.1
	\$5-\$10	55	18.7	21.7	79.8
	\$10-\$15	20	6.8	7.9	87.7
	\$15-20	31	10.5	12.3	100.0
	Total	253	86.1	100.0	
Missing	System	41	13.9		
Total		294	100.0		

30. Please tell us which the following are good ways to get information to YOU about town events, projects or issues. Select all that apply.

Communication - website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	170	57.8	100.0	100.0
Missing	System	124	42.2		
Total		294	100.0		

Communication - Social Media

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	97	33.0	100.0	100.0
Missing	System	197	67.0		
Total		294	100.0		

Communication - Direct mailings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	87	29.6	100.0	100.0
Missing	System	207	70.4		
Total		294	100.0		

Communication - Email newsletter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	196	66.7	100.0	100.0
Missing	System	98	33.3		
Total		294	100.0		

Communication - Flyers/pamphlets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	14.3	100.0	100.0
Missing	System	252	85.7		
Total		294	100.0		

Communication - Mobile app

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44	15.0	100.0	100.0
Missing	System	250	85.0		
Total		294	100.0		

Communication - local newspapers, magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	133	45.2	100.0	100.0
Missing	System	161	54.8		
Total		294	100.0		

Communication - Radio/TV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	15.3	100.0	100.0
Missing	System	249	84.7		
Total		294	100.0		

Communication - Street Banners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	137	46.6	100.0	100.0
Missing	System	157	53.4		
Total		294	100.0		

31. Have you used Facebook or Twitter to communicate with the Town in the past year?

Used Facebook to communicate with the Town

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	59	20.1	22.6	22.6
	No	202	68.7	77.4	100.0
	Total	261	88.8	100.0	
Missing	System	33	11.2		
Total		294	100.0		

32. Have you ever visited the Town's website: www.matthewsnc.gov?

Have you ever visited the Town's website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	244	83.0	93.1	93.1
	No	18	6.1	6.9	100.0
	Total	262	89.1	100.0	
Missing	System	32	10.9		
Total		294	100.0		

33. How often?

If yes, how often do you visit the Town's website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	daily	4	1.4	1.7	1.7
	weekly	36	12.2	15.1	16.7
	monthly	84	28.6	35.1	51.9
	<once/month	67	22.8	28.0	79.9
	don't remember	48	16.3	20.1	100.0
	Total	239	81.3	100.0	
Missing	n/a	4	1.4		
	System	51	17.3		
	Total	55	18.7		
Total		294	100.0		

34. Did you find it easy to navigate?

If yes, did you find the Town's website easy to navigate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	228	77.6	94.6	94.6
	No	13	4.4	5.4	100.0
	Total	241	82.0	100.0	
Missing	System	53	18.0		
Total		294	100.0		

35. Do you receive the Town's email newsletter?

Do you receive the email newsletter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	169	57.5	65.3	65.3
	No	90	30.6	34.7	100.0
	Total	259	88.1	100.0	
Missing	System	35	11.9		
Total		294	100.0		

36. Would you like to be on our email newsletter distribution list?

Would you like to receive the newsletter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	23.5	80.2	80.2
	No	17	5.8	19.8	100.0
	Total	86	29.3	100.0	
Missing	System	208	70.7		
Total		294	100.0		

37. By completing this survey and providing your email address you could win gifts. We will randomly select winners for tickets to Matthews Playhouse Productions, Town merchandise and gift certificates to local restaurants. Please provide your email address if you would like to enter this drawing.

Email: [Email addresses privately communicated to protect confidentiality]

These last few questions are for statistical purposes only.

38. How long have you lived in Matthews?

How long have you lived in Matthews

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one year	11	3.7	4.2	4.2
	1-5 years	43	14.6	16.5	20.7
	5-10 years	52	17.7	19.9	40.6
	10-15 years	48	16.3	18.4	59.0
	More than 15 years	107	36.4	41.0	100.0
	Total	261	88.8	100.0	
Missing	System	33	11.2		
Total		294	100.0		

39. At which polling station do you vote?

At which polling station do you vote?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Crown Point School	48	16.3	19.8	19.8
	Christ Covenant Church	28	9.5	11.6	31.4
	Elizabeth Lane School	39	13.3	16.1	47.5
	Matthews Community Center	86	29.3	35.5	83.1
	CPCC Levine Campus	20	6.8	8.3	91.3
	Mount Harmony Church	21	7.1	8.7	100.0
	Total	242	82.3	100.0	
	Missing	Do not live in Matthews System	6	2.0	
	Total	46	15.6		
	Total	52	17.7		
	Total	294	100.0		

40. What is your gender?

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	111	37.8	42.7	42.7
	female	149	50.7	57.3	100.0
	Total	260	88.4	100.0	
Missing	System	34	11.6		
	Total	294	100.0		

41. In what age category do you belong?

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21-25	2	.7	.8	.8
	26-30	9	3.1	3.5	4.3
	31-35	14	4.8	5.5	9.8
	36-40	26	8.8	10.2	20.0
	41-45	28	9.5	11.0	31.0
	46-50	34	11.6	13.3	44.3
	50-55	38	12.9	14.9	59.2
	56-60	36	12.2	14.1	73.3
	61-65	26	8.8	10.2	83.5
	Over 65	42	14.3	16.5	100.0

Total	255	86.7	100.0
Missing System	39	13.3	
Total	294	100.0	

42. With which race/ethnic group do you identify yourself?

With which race/ethnic group do you identify yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	African American	3	1.0	1.2	1.2
	Asian	2	.7	.8	2.0
	Caucasian (white)	236	80.3	94.8	96.8
	Hispanic/Latino	4	1.4	1.6	98.4
	Mixed	4	1.4	1.6	100.0
	Total	249	84.7	100.0	
Missing	System	45	15.3		
Total		294	100.0		

43. What is your highest level of education?

Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High School Diploma/GED	18	6.1	6.9	6.9
	Some college	45	15.3	17.4	24.3
	Associate Degree	27	9.2	10.4	34.7
	Bachelors	104	35.4	40.2	74.9
	Post Graduate	56	19.0	21.6	96.5
	Professional (PhD,MD,JD)	9	3.1	3.5	100.0
	Total	259	88.1	100.0	
Missing	System	35	11.9		
Total		294	100.0		

44. What is the category of your total household income?

		Income			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	Under \$35,000	20	6.8	9.0	9.0
	\$35-\$75,000	65	22.1	29.3	38.3
	\$75-\$125,000	78	26.5	35.1	73.4
	\$125-\$150,000	29	9.9	13.1	86.5
	\$150-\$200,000	17	5.8	7.7	94.1
	Over \$200,000	13	4.4	5.9	100.0
	Total	222	75.5	100.0	
Missing	System	72	24.5		
Total		294	100.0		

45. Do You

Do you own, rent, or live with relatives/friends?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	own	242	82.3	94.2	94.2
	rent	15	5.1	5.8	100.0
	Total	257	87.4	100.0	
Missing	live with relatives/friends	4	1.4		
	System	33	11.2		
	Total	37	12.6		
Total		294	100.0		

Appendix I – Department Comments

Town Manager and Staff

Decisions seem to be made by a few influential folks versus what might be financially practical and useful to most people.

I believe we need leaders with more experience. Former Mayor Lee Myers sheltered Matthews from growth and the town will need strong leaders to restore it to its former glory.

Need more paid staff

The department leadership staff does not have the same customer service attitude as other Town departments.

The town manager and council cater more to business than residents. The planning department continues to promote/allow growth without solving the awful traffic in the town. The streets are inadequate. The fancy new signs are a waste of money. The fire department unnecessarily blares its sirens on every call whether it is at 3pm or 3 am while I am sleeping and there is little to no traffic on the road.

Too much control. Has run good opportunities out of town.

Town leadership chooses to selectively hear the concerns of citizens when it comes to downtown development. Even recently, failed projects were implemented against the will of citizens because of relationships with developers. Traffic flow and pedestrian connectivity clearly remain an issue in Matthews.

Town made a big mistake on their employee group benefits!

Town Manager and staff: All they do is waste money in every way that they can. Police Dept: These clowns are more interested in handing out traffic tickets to raise money for the city than stop crime. Planning and Development: All they do is develop a plan to waste money.

Streets and Traffic: The streets are falling apart and the traffic is horrible. The Town's solution: close lanes, lower speed limits, and put in speed humps big enough to stop a tank.

Town Manager/Planning - During a rezoning they took sides and did everything possible to help petitioner get zoning passed. Staff - They will not answer emails. They like to play word games with citizens. Police Dept. - Requested copy of event report. This is public record. They would not give complete copy. When called out they come with attitudes. Garbage - My family has to deal with refuse service being pickup every Thursday between 2-2:30 & 4-4:30 AM at a office complex and church next door and Matthews will do nothing.

update the info on the websites, some info is very outdated

We have too many pet owners in the Heathers that allow their pets to roam the neighborhood off leash. I do not feel safe in walking my small dogs on leash in the neighborhood because we've been charged by large off leash dogs time and time again. Pet owners need to be reminded of the leash laws!

why didn't you ask this on Q4? Elected Officials are obviously ANTI-Development. the Town staff must have a tough time doing anything that is close to pro-growth/ or good for economic development

Our leadership either lives or works out side of city.

Fire/EMS

I watched a house fire in my community (Millstone Ridge) I got there before the fire dept, it took them over 15 minutes after arrival before a drop of water was sprayed on the home. Rt 51 needs immediate attention where it turns from 2 lanes into one, traffic is horrible during

Butler HS dismissal times and M-F from 4:30-6:00 pm. There is plenty of room to widen the road all the way to the light at Idlewild.

Police

Police are seldom seen unless ticketing.

Police not responsive to prevent vehicle break-ins. Fails to develop relationships with residential citizens. Very little presence in neighborhoods even when asked to drive by.... Rice Road speeders go un-checked.

police were very slow to respond to a 911 call made. Things could have easily gotten out of control and someone hurt - took 20+ minutes for the response,

Their ability to enforce speed limits and stop signs in residential neighborhoods is lacking or completely absent. I understand that it is costly to place officers there but there are accidents from speed, and only a matter of time before someone is mowed down by a driver not obeying a stop sign.

Parks & Recreation

For parks and Rec: because the greenway was one and a half years overdue and no action was taken.

I would like to see the activity banners put up at t Stumptown Park. I turn right at the light and missing things that are scheduled at the park. Also, new lighted street light decoration at Christmas. Hemby Bridge has more than Matthews and the lighted decoration in the park are dull and not anything to be proud of for our wonderful town. Who every put the street lights in without electric hook up made a mistake take which needs to be fixed and the should be red bulbs are sooooooo orange on the Christmas decorations. Where is the Holiday spirit!

Parks & Rec: Not enough greenway parking Animal Control: not available in evenings and on weekends Streets, traffic, sidewalks: Sidewalks are too narrow, traffic flow in downtown is horrible

Parks should organize Soccer championship among Soars, CSA, Union County Soccer Academy, etc. Animal Control: dogs are running around on Saturdays and Sundays at 407 River Banks Rd. but no Town Service during the weekend.

The town has done a great job in improving the local parks. Squirrel Lake Park is wonderful. Love the walking trails & picnic areas. The garbage & recycling crews seem to rush through their jobs & often leave the bins in our driveways, or lids open, or not removed from the street. I have had to replace my yard waste can twice in the last year as it was thrown on the asphalt & broken. I know these crews work hard but wish they would make more of an effort to take pride in their work & produce a quality effort. We need to do something about the overpopulation of deer in our area. There are far too many deer for the natural areas in our neighborhood & they are starving & malnourished. Plus, they are eating all our expensive shrubbery & plants. Some plan for safe elimination of deer (certified bow hunters) needs to be created SOON. I often clean out the exterior grates of the storm water drains in our area. In the past, a town crew came around in a truck with a sweeper to clean off the edges of the streets & the drain covers. We need this to be done again. Thanks for allowing us to comment! Matthews is a great place to live but could use just a few improvements for what we are paying in taxes.

I have been trying to get access for our neighborhood to the greenway without success. F. I would like more input on development in our town. G. There are too many animals unleashed on the greenway.

Storm Water

A lot of streams still need to be cleaned of debris. It is apparent the town wants to get rid of the uptown businesses and have it all on Independence. Why in the world would anyone want to direct traffic away from uptown.

All of the stormwater from 51 is currently designed to drain down a culvert right through my yard. Lots of trash and debris comes with it. There is constantly litter coming down through my yard due to this. Also, the city doesn't come and maintain the culvert. The streets are OK for the most part but traffic in Matthews is terrible. Particularly on Fullwood and since I live on a side road off of Fullwood it makes it very hard to get onto Fullwood from my road or to my road from Fullwood due to traffic being pretty consistently backed up both ways on Fullwood near the intersection with 51. An entrance/exit ramp to 485 near McKee Road would greatly reduce this traffic in my opinion. Sidewalks are generally in fairly good condition although the sidewalk near Fusions Salon was torn up several months ago for water pipe work and never replaced. I would also like to see sidewalk improvements along 51, the sidewalk is so close to the road that it is very scary to have traffic whizzing by, also there should be a pedestrian crossing over the bridge on 51 between the intersections of Monroe and Sam Newell and over the bridge that crosses over 74, there are lots of pedestrians that walk across the bridge in the road because of no pedestrian crossing being available.

Creek floods and little maintenance are done by the bridges. Trade Street should be widened. I am dissatisfied with the fact that our street floods, with extremely high water. We miss work, our kids miss school, and we are not able to get emergency response. If you have a newborn, you cannot get home. If you worked all day, and it is late, you cannot get home, you are tired, and want to get home! After bringing it up to the town manager, and at a meeting, there is still not any attention to it. It's bothersome. I appreciate the beautification of the town, but feel strongly that the basic needs of citizens are more important than flowers, statues, brick insets in streets, etc. Why don't the town leaders care more about this?

Personal - we have water issues in our cul de sac that seem unresolved.

Poor soil erosion enforcement, lots of runoff into Four Mile Creek in Squirrel Lake Park. Stormwater runs through my property every time there is a strong rain. I do not like the Fullwood/ South trade expansion plan.

The storm drain at the end of my driveway is always clogged with leaves and debris. This causes my front yard to flood (severely in heavy rains) sometime past the first step of my front porch! When I call 311 OR 411, nobody seems to know who to dispatch or which districts responsibility it is to clean it out. The one time someone did come to do it, they shoveled all the pile of mess onto my yard. Now I just clean it myself to avoid the headache.

Planning and Development

Building condos close to road on Johns street between trade and 485, a road that will certainly need to be widened in the future seems like a poor choice. the 485 access is poorly marked for night time driving, even after a history of accidents. Reflective paint or markings are needed
Code enforcement takes too long to get places cleaned up

I feel that there are some improvements that could be made away from downtown - within outlying neighborhoods that relate to the upkeep & paving of streets, street sweeper cleanup, stormwater drain cleanup, etc. We live in the half of Sardis Forest that is considered Matthews. I still prefer to keep the cost low, but it would be nice for future budget consideration.

Not sure if my complaint belongs here, but I am not happy with the purchase of the old Bradford Clinic. I think it was a colossal waste of big money.

P & D..... take too long to approve items / don't offer enough communication with the public .
planning dept. too many surveys and too little effort to make decisions quickly

Planning & Development-allowing new businesses to clear forested land for new development

when there are so many existing building sitting empty. Streets, Traffic, Sidewalks: downtown is still a traffic nightmare, turning lanes blocked until you are right on the intersection, streets with incomplete sidewalks.

Planning for amount and type of vehicles allowed at one address in one drive way. Also know of a house where they are repairing vehicle in an enclosed fenced area of their home. I was told the city of Matthews cannot do anything to top this even though I have sent many pictures to Mr. McCoy

The planning group & commissioners fail to listen to the people who reside in Matthews & cater to the developers. We can use Pure as an example - that was a bad idea from the start & a couple of years later we now have another vacant building downtown. That concept did not fit w/what we currently have in Matthews NOR did Gary Smith's idea. Sometimes the best option is to do nothing @ all...The City is apparently unable to do that,,,

The Town has not continuity! New building architecture has no cohesiveness! Nothing ties the town together (from 74 through center town). Matthews looks like a hodge podge of... What do you think?

The town is growing too fast. The roads can't support it. As it already is, there is so much traffic on Trade Street that I can't even exit my development. Also, the designation of Tree City USA should be revoked. So many trees are being taken down including the new development allowed at the top of Fullwood on Hwy 51. That's ridiculous when so many homes are vacant now. We DO NOT need more residential developments. Why do you continue to allow that???

There are several dilapidated businesses right in downtown and a strategy needs to be implemented to begin to address these. Many commuters into Charlotte only see the businesses on the corner of John and Trade and it gives them a poor impression of Matthews. there is nothing to do except for dining in downtown Matthews

There really is not place for people my age to hang out and meet other than Dilworth coffee or Starbucks. I don't drink and downtown Matthews hardly offers a variety of places to meet *except* in the many bars/drinking restaurants. How many bars do we really need? Why not offer us more diversity?

Town - Allows too many houses look like shambles, i.e. all of John Street to Post Office. Too many trucks/cars parking on streets. Stormwater - There are too many leaves in storm drains and homeowners aren't held responsible for blowing their leaves into streets. P & D - too many trees taken down. Too much thru traffic through downtown. Not enough restaurants, too much retail development sitting empty.

We need to stop building apartments in Matthews!

A shop now located in Mint Hill was warned to stay out of Matthews downtown due to their uncooperative nature on rent charges. 3. I do not like the way our Mayor encouraged the speed bumps and then changed his tune when they were not liked.

Uptown looks like a forgotten town. It is dominated by Renfrows and other odd and unattractive businesses. parking is horrible, the farmers market looks like a pig sty.

Planning & Developments mantra seems to be develop, develop, develop and cut down as many trees as possible. I don't know how we maintain the designation "Tree City."

Animal Control

Animal Control - Several stray dogs on the street. Not safe to walk alone. Crews Road Gym is not available for basketball as frequently as other sports during lunch on weekdays and weekends in the morning. When Jason was working it was really organized. Now things seem unorganized and messy.

Animal control is no-existent "after hours." The police department was very helpful but it

doesn't seem right that if my husband found a stray dog running down the middle of the street that it's actually better NOT to pick it up or you might get STUCK with it.

Animal control isn't always available.

Do not enforce current laws as to dog issues.

More staffing is needed for animal control to allow the service to be provided 24 hours a day.

Also, repairs inside the animal control building should be made so they can hold dogs again. A volunteer program to help care for the animals is needed.

online licensing is not done well. I have received 1-yr renewal notices for pets that have 3-yr licenses. We have received repeated notices about deceased pets even after replying that the pet was deceased. Seems disorganized.

Also, the beaver problem we have has not been addressed in the past year.

Streets, Traffic, and Sidewalks

Traffic coming through downtown is terrible and seems to be getting worse,

Trade Street heading from the MARA fields towards downtown have needed to be repaved for a couple of years now.

I know that the shops downtown have trouble due to lack of parking. Of course it is nice to walk, but when making a purchase it's nice to put it in the car.

Development is displacing too much wildlife and forest areas. Encourage developers to use existing buildings, boxes, etc.

downtown traffic is horrible. Parking is hard to get in and out of. Median strips should not be there. I avoid having to travel thru town.

During the fall when we have so many leaves, can the city come and "suck up" all of the leaves with a truck? In the city we lived prior to this they did this during the fall, this way we aren't using all of the bags for leaves.

Feel that crosswalks are in the main ignored by many drivers. Feel many, many handicapped parking spaces are being wasted on those non-handicapped individuals who use the permits.

This will Not change--no one issues tickets to those vehicles with tags no matter how obtained.

Fact of Life..sad

Get rid of the raised crosswalks downtown as they impede the flow of traffic. I hardly ever see anyone using them. Quit spending money on "feel good" projects such as new signs, the sportsplex, and the greenway. Instead spend tax dollars on road enhancements such as the widening of South Trade Street and others.

I feel like all of our requests to ease traffic congestion beginning on Hwy. 51 by Butler High School through to Mint Hill on Hwy. 51 have been ignored. Hwy. 51 needs to be widened to two lanes in each direction. There's no other solution to the problem. A roundabout is not the answer and getting rid of the "no u turn" sign and median by Brackenberry is not the answer either. The road needs to be widened. Also, you need to have the cleaning crews go around more frequently picking up trash lying on the side of the road.

i hate driving through dt Matthews - traffic is terrible driving through - office buildings are going up everywhere

I know several people who have said they have complained about the intersection of Sardis Rd. and HWY 51 dangerous crosswalks and traffic flow - nothing has been done and people do not use it

I personally think the signage that has been put up around town(directional) is a waste of tax payers \$\$\$, similar with the over the top signs along greenway.

I thank that john st should be 4 lanes to I485 , or at least 2 lane with a center turning lane.

I think the street department does a nice job. The roads seem well maintained and in good condition. My only knock against them is a selfish one. Some neighbors in our neighborhood

wanted speed humps on one of our roads. I signed the petition to go along with it. The problem is the speed humps are way too high and I am worried about the long term damage done to my car. It is very abrupt when we drive over them. Charlotte's speed humps are awesome! Those speed humps transition nicely from road to bump and seem to do little wear to the car. I wish Matthews did a better job with those. Had I known what we were going to get, I would have voted against getting them. Otherwise, I love Matthews and think all of you do a great job. Thanks!

I think there needs to be additional parking available for the MARA fields. The congestion of traffic on the roads and the parking situation on either side of the street are CRAZY! I would love to see more lights on Pleasant Plains and Weddington road up to McKee. I notice many people run/bike in the early morning, it is often difficult to see.

I think there should be more sidewalks connecting neighborhoods to shops and other neighborhoods

I would love if there were more sidewalks connecting streets. I run outdoors and since moving to Matthews, have found it difficult to safely run longer distances due to unconnected sidewalks.

I'm answered "somewhat dissatisfied" for item h. because I find the town's streets to be rather congested and difficult to negotiate during rush-hours. I recognized that this is a heavy traffic part of the day, but I do anything I can to go around the town to get to my destination.

It would be nice to have sidewalks on the side where the farm field is on McKee Road and on Pleasant Planes also. There are so many families in the neighborhood that would love to ride their bike to get ice cream but couldn't due to safety reason

many side streets are dark at night and feel unsafe to walk and traffic is very congested at certain times of the day.

Need to Have plan for better traffic flow especially around downtown.

Not happy with the commute through downtown or the way around downtown. Seems to me when offered more \$\$\$ from a retirement home all plans from Fullwood went out the door.

Fullwood and Trade should be one un-interrupted 4 lane road with a turn in the middle for the neighborhoods. Roads and planning are just horrible.

Pleasant Plains Road is in horrible shape; speed humps in the middle of town are still awful.

Don't mind them being there, but whoever made the decision on the grade didn't have a clue! potholes need repairing

Public Works dept has an attitude unlike the open / listen attitude of most Matthews depts.

Rush hour traffic is very overwhelming and dangerous. I try to avoid all hours of rush hour but some time can't be helped.

streets - traffic congestion, appearance not enough being done.. garbage recycling.. just make it every week.. missed opportunities

Streets + Planning & Development: Very unhappy with lack of action/progress on Trade St expansion/reconfiguration @ Fullwood.

Streets and traffic and sidewalks - and stormwater - really mostly satisfied, but there are some areas I am dissatisfied and wanted to comment. I despise the speed humps downtown - they are too high and as they've aged, they are unsightly. The railroad crossing downtown gets too worn down too fast - the asphalt next to the rails is terribly worn and can cause tire damage.

There aren't enough storm drains in the area around Matthews Elementary, so the water stands in the road. I've seen people walking on that sidewalk get doused by puddles as cars go by. The sidewalk going to Matthews Elementary from MUMC is unsafe for kids to walk to - traffic is so close to that sidewalk for kids who are in the walk zone of the school and have to use that way to get to and from school. The drainage ditches on Trade St next to Country Place drive - I turn right from there a lot and I am always afraid I'm going to cut that turn short and end up in the ditch. The road keep breaking up next to that corner making the ditch closer and close to the edge of the road. There has to be something better than can be done there.

Streets, traffic, sidewalks: I think there should be a commitment to the development of more pedestrian-friendly streets and bikeways, particularly leading into downtown Matthews.

The "humps" in the downtown area impede traffic flow.

The nice new sign on Fullwood has a spelling error. It says downtown instead of downtown.

The traffic patterns and light sequencing are a joke. Downtown Matthews is an eye sore and a huge bottleneck for traffic flow. It is no wonder businesses don't do well downtown.

There is not enough consistent sidewalks on Pleasant Plains. One has to cross the street too many times to walk into town.

Too much commuter traffic and too little being done about it.

Too much traffic flows through downtown. It's much bigger than a department issue

Traffic has been a disaster since we moved here 16 years ago.

Traffic is a mess but I am sure the town is addressing this the best they can.

Traffic is a nightmare. I avoid Matthews at certain hours.

Traffic is awful through downtown Matthews!!

Traffic is horrible. Deciding that downtown "should not be a thorough fair" does not mean that it's not used as one. If there are no alternatives provided, taking measures to impede the flow of traffic in an area only makes it worse. We cannot continue to allow development when nothing is being done to widen the roads or provide alternate routes. It should not take 20 minutes to get from Pleasant Plains to Fullwood/51.

Traffic issues on Trade by Country Place this needs to be addressed.

Trying to get through downtown Matthews is a nightmare...when I first moved here 20 yrs ago, it was idyllic, but with all the new neighborhoods and shopping centers I try to avoid downtown whenever possible.

Very poor at managing traffic through Matthews. Lights are out of sync from one intersection to another, too many speed bumps thus slowing traffic and preventing better flow through town.

Traffic is a disaster yet they approve for more housing off Trade St across Matthews Methodist Church in that large lot. What are they thinking? I am thinking they need to be voted out and put someone in who has the interest of the residents.

We do not have enough sidewalks or bike-paths - especially on Sam Newell between Margaret Wallace & Independence. I would love to be able to walk or bike out of my neighborhood into other communities but can't because it is unsafe.

We need to push forward with our street improvement programs. I'm sure there are budget issues, but we need to continue to push forward in that area as we can...

South Trade St.- doing nothing seems to be the latest plan.

Desperately need solution to Independence Blvd cutting off access from one side of Matthews to the other for pedestrians. Can't believe there are not many young people killed crossing highway. Walking over the hwy on 51 is risking life and limb!

There are oblivious items that should be taken care of immediately which are not. Thrown out trash along the road needs picked up.

Garbage/Recycling

Almost every Thursday afternoon after garbage and recycling pick up, I have to stop, get out of my car and move the bins out of my driveway. Or a bin will be turned over in the street at the entrance to my driveway.

I have had many issues with garbage pickup since we have moved to Matthews. I would think that town planning put up the signs that you can't really see?

Need to bring back blue containers for recycle in places like Park Square Place townhomes and condos. A lot of residence are not recycling because of decision to remove blue containers.

Don't have facilities for recycling either as a community or individuals.

Recycling - I live in a town home and cannot fit the new recycle bin in my patio. Town will not give us an option to keep smaller blue bins. Now I don't recycle like I should because it is much harder to bring to the center to recycle.

Recycling should be picked up more often/garbage less often. Also, not happy with sidewalks: they are often missing in areas where they are needed. Finally, there is a dangerous street crossing at Darlington and McKee near the shopping center....there really needs to be a pedestrian crossing there.

Since Matthews moved to the one-man Garbage/Recycling trucks, more and more waste is being left behind on our driveways and in our streets....

Trash service isn't as good as it was - and we lost our voice to choose....their service is poor and they have little incentive to improve.

General

I don't have enough information regarding job performance to have an opinion for most departments.

I have very little to no interface with any of these.

Not dissatisfied at all just some we have not had to experience.

Old school, not involved in the day to day of Matthews,
should be a part of union county not Mecklenburg--for lower taxes and better school system.

Appendix II – Comments on Amenities

The following comments were offered under “other” regarding amenities.

Basketball and tennis courts at squirrel lake park would be nice.

Connect the Community Center to the Greenway please.

Crews Road Gym- Staff needs improvement

dog park needed; play fountain needed

Frisbee golf

Greenway needs lights and Windsor Park needs a bathroom.

I am so proud of our events at Stumptown Park. I brag about our park all of the time especially when I meet someone new to town.

Love the Greenway!!

many have very limited parking. Not sure how to fix that

Other than Stumptown, I have no idea where the other parks are located. That needs to be made more known.

Soccer Championships organize by Town

Some of the "improvements" at Squirrel Lake appear to be very expensive & therefore beyond what would be functional & a waste of taxpayers \$\$

The lake at Squirrel Park is dirty. It would be nice if this area was cleaned and perhaps do some landscape around this lake.

we are a business

We use Idlewild County Park... A lot!!!!!!!

Windsor walk trail is in poor condition following rain.

You should "market" the parks more. I don't know where Baucom park is. Perhaps an online map and hard copy brochures delivered to each house that provide the name, address and amenities of each park; you could sponsor a Treasure Hunt so people visit one park a week for a month;

Appendix III – Positive Changes in Parks

4 Mile Creek Greenway GREAT!

Addition of toilets

Bathrooms at Stumptown and Squirrel Lake parks; renovations to Squirrel Lake; new playground equipment at Sardis Park

Bathrooms at Stumptown, work at Squirrel Lake, trails, signage.

Better signage,

better, cleaner facilities, well kept

Bike trails

changes yes, some of those changes as noted in 20 are over the top as far as being good stewards of public tax \$

Cleaner

Cleaner, more activities being held there, more development

Cleanliness and maintenance

Cleanliness and overall appearance

Continued improvements along the 4 mile creek greenway and squirrel lake park.

Cultural programs exceed expectations - great job to Jason and his staff

disc golf parks

everything redone at Squirrel Park

Expanded greenway. Restrooms and other great changes @ Squirrel Lake.

great job at Squirrel lake and greenway

Great job at Squirrel Lake Park and Greenway

great walking trail

Greenway

GREENWAY - POSITIVELY YES

greenway improvements

greenway kept in good status.

I am so pleased that the parks now have potties! This has been a remarkable improvement for family quality of life and for increasing my use of the park with our scout group. We love the greenways, squirrel lake, stumptown parks. Knowing we have bathroom access has made heading out to picnic much more fun.

I don't visit frequently enough to notice changes

I found out there was a park on Idlewild road near our house.

I know they have been updating some but just haven't gone to them.

I live across the street from Squirrel Lake Park in Thornblade Subdivision - I absolutely love the entrance sign and the other signs that match throughout the Matthews area

I love the Greenway, and I love Squirrel Lake Park. We need to be proud of what our city has done and continue to follow that model...

I was very impressed with Squirrel Lake when I attended a group picnic there.

I'm new to the area, been here two years and love it!

Improvements at Squirrel Park-- Parking access and seemingly new restrooms.

improved landscaping

Improvement in the Squirrel Lake Park

Improvements

Improvements at Squirrel Lake

Improvements at Squirrel Lake

improvements at squirrel lake park. it does seem, however, that Baucom park is being less developed and that services have been reduced. Over 10 years, we've lost a lot of equipment and a basketball court.

improvements to SLP and the Greenway

Improvements to Squirrel Lake and MAC.

Improvements to Squirrel Lake Park and addition of Greenway were great.

improvements to Squirrel Lake Park. Nice signage at all parks.

increase in number of classes for children offered - summer camps, classes during school year, etc.

It's nice to have parks in the community to provide a safe family outing location.

I've noticed new signage all over Matthews that looks great.

labeling of trees

love Squirrel Lake Park

love Squirrel lake park updates

love squirrel lake park, excellent job

LOVE the Four Mile Creek Greenway!! We use it every day.

Love the Greenway excellent job and is very well maintained.

love the greenway! Squirrel Lake park is great! Nice job!

love the new squirrel lake park

many changes to Squirrel Lake

more availability with squirrel lake

more equipment;

More greenways/trails

More restraint

more space, remodeled buildings, cleaner look

mowing and grooming

New equipment, bathrooms, better parking, greenway, pocket parks, events. It is wonderful and never neglected.

New parks finished, clean

new playground equipment

new signage and many improvements to several parks

New signs

new trails and walkways in parks

opening of Squirrel Park and better walking trail

Opening of walking trail 4-mile creek.

park improvements

Parks are great!

Parks have been upgraded with new shelters and cleaned up

Quality of Squirrel Lake Park

Really appreciate the beautification of Squirrel Lake Park. Love the greenway there.

Rehab of Squirrel Lake Park is great. Granddaughter loves to fish there.

Renovations at Sardis Park and Squirrel Park

Restoration of Squirrel Lake Park

Restrooms at Squirrel Lake and Stumptown.

Restrooms at Stumptown

Restrooms at Stumptown

restrooms for stumptown park

Restrooms for Stumptown Park (Bradford Clinic) and Squirrel Lake Park. Greenway going to Squirrel

Lake Park. The Greenway in general is outstanding. It looks like the access road leading to the Community Center is being built - that will be very nice. I also think the sand volleyball court at Stumptown Park is an outstanding amenity - although I don't use it myself. I've seen others use it. The changes made to the Ag Building. The addition of the Bradford Clinic.

restrooms in Squirrel Lake are wonderful

Sardis Park and Squirrel Lake improvements

Seem to be cleaner.

Signage

Signage, new equipment, shelters, cleaner areas, better lighting and parking

Signage, update of Squirrel Lake Park - great!

signs

Signs and walk way. With. Great up keep in the improvement of the parks

Signage

SLP and the Greenway are awesome!! Would love to see continued walking trails, greenway's, outdoor areas etc...

some updates

squirrel lake park

Squirrel Park fixed up.

Squirrel Lake has greatly improved.

Squirrel lake improvements

Squirrel lake improvements. Greenway hook ups

Squirrel Lake is awesome

Squirrel Lake is beautiful and the restrooms help a lot--very high quality looking--doesn't look like a typical "government project". Greenway is fantastic. New signs look super--very high quality.

Squirrel Lake looks great

Squirrel Lake makeover is wonderful... Camps are always great as well as the Arts courses offered.

Squirrel Lake Park & Greenway-great addition! Community Center/Playhouse offerings are wonderful

Squirrel Lake Park and Four Mile Greenway are wonderful improvements!

Squirrel lake park and greenway are fantastic!

Squirrel Lake Park and walking trails in Matthews

Squirrel Lake Park development

Squirrel lake park has been greatly improved

squirrel lake park has made so many good changes,restrooms,playgrounds,water fountains, dock on the water,shelters,info about the natural habitats,etc

Squirrel Lake Park has newly constructed restrooms

Squirrel Lake Park improvements and restroom facilities.

Squirrel Lake Park is great with all of the changes, Stumptown Park's new restrooms are great.

Squirrel Lake Park is greatly improved. Good job!

squirrel lake park is nice

Squirrel lake park is now an enormous asset to the town, along with the greenway. Fantastic!

Squirrel Lake Park looks fantastic!!

Squirrel Lake Park looks great!

Squirrel Lake Park much improved, but now very crowded . . .

Squirrel Lake Park playground!

Squirrel Lake park renovations & signage

Squirrel Lake Park renovations are amazing and the addition of the McDowell Arts Center is a true gem. Four Mile Creek Greenway- finally!!!

Squirrel Lake park was a huge improvement. And the 4 mile trail
Squirrel Lake Park, new, and beautiful!
Squirrel Lake park's renovation is beautiful...especially the rest rooms.
squirrel lake parks renovations are awesome!
Squirrel Lake parks upgrades as well as the 4 mile greenway
Squirrel Lake parks upgrades. Restrooms + handicapped access in bathrooms- Wonderful!
Squirrel lake remodel is terrific!!
Squirrel Lake Renovations
squirrel lake updates
Squirrel Park completed.
Squirrel Lake nice for little ones
Squirrel Park renovation..
Stumptown looks more beautiful, usable, and appealing. Thank you! The hike and biking trail is VERY nice. We totally enjoy it and appreciate the thoughtful signs/labels and decorations along the paths..
Thank you!
Stumptown park
Stumptown Park bathrooms, cleanliness and general attractiveness.
The 4 Mile Creek Greenway has had the most improvements. I would like to see more of a police presence there since there are many of us that walk the greenway on a regular basis alone in the mornings.
The greenway and its connection to Squirrel Lake Park, and all of the improvements to the park's facilities.
the greenway opening and the access points are very convenient. Also, the addition of restrooms at Stumptown Park and Squirrel Lake was desperately needed and appreciated!
the greenway, LOVE IT
The improvement of Squirrel Lake Park Wonderful restroom facility Stumptown park restrooms (wonderful!)
The improvement to Squirrel Lake Park
The new signage that is consistent throughout the town is beautiful.
The new signs are a waste of money in my opinion.
The new signs are helpful to visitors and look so nice. I like the volleyball set up for some of the young people. Having a pickup game of volleyball is great for high school and college people and helps keep them out of trouble. The greenway is beautiful and enjoy walking it and it connection to Squirrel Lake is great when my grandkids are here.
The playground area in the Squirrel park is nice and well kept.
The trails with the Greenway are great, Squirrel Lake is much improved, and the overall Greenway efforts have made things look much nicer.
The updates to Squirrel Lake were great, however for the life of me I will never understand why the town has not at least tripled the size of the parking lot.
There are a few fish in Squirrel Lake.
They are kept up nicely.
They have been improved.
Things seem cleaner
Trails & work at Squirrel Lake was a refreshing improvement. Did not know about some of the other parks, so can't comment on those.
Tremendous improvements with the remodel of Squirrel Lake Park, very nice.
upgrade in all facilities at Squirrel Park in particular
Update to Squirrel Lake Park

updates at Squirrel Lake Park

updates to shelters, paths, signs

updating of Squirrel Lake Park although I am not a fan of the disc golf

updating the playgrounds/parks, more signs in town

upgraded

upgrades

Upgrades at Sardis Park. New street entrance sign. Very nice.

Upgrades at Squirrel Lake Park are FANTASTIC! What used to be a depressing place has become a joy to use.

upgrades to squirrel lake are great

Very impressed with Squirrel Park when I took my grandchildren on Sundays

walking paths

Walking trail behind community center

We LOVE Squirrel Lake Park and the Greenway! I would recommend updating the playground equipment at Stumptown, it is currently awkward and not fun for the kids. I do however, love the big sandbox and the added restrooms, I'm assuming these will be open on a regular basis...I would like to see more family friendly concerts at Stumptown but not so late (i.e. movie night is late for most young kids).

We love that you have big spacious parks with water, lakes, walking trails, and disc courses.

Appendix IV – Negative Park Changes

Change in staff at Crews Road Gym seems to be much unorganized and not offering open gym for basketball to Matthews residents as frequently as before.

disc golf and non-impervious walking trails which lead to flooding of Four Mile Creek

haven't visited many other parks

Need to pave parking area

Need water fountains at child height at squirrel lake! The dogs can drink, but our kids can't!

No soccer field so far...!!!

Only used past 6 months. Lots of graffiti and trash but the has been cleaned up recently. Windsor trail has lots of bad places making walking, running, biking difficult.

parks slow to reopen after repairs

The only park I have been to recently is Sardis and it is very nice.

The parks close too early and are not consistent when they open.

The trees that were cut down between the Baptist Church lot and the Community Center

They severely underestimated the popularity of the Squirrel Lake park and it was over developed. I love the greenway and the disc golf but the park is now over crowded. It would nice to have another park that could handle some of the traffic.

Too much paving where there used to be gravel

Appendix V – Town Events

Add a beer tent.

Add a sign at stump town park which announces upcoming events.

Advertising, definitely. I'd attend more if I were more aware of them.

Allow more spots.

Allow pets.

any change would be a change

Art vendors tend to country crafts- would like to see a better selection

Attended all of these when the kids were younger. Out of town for Matthews Alive

Beach Fest - would avoid closing off Trade St!

Being able to take your pet on leash of course

Better deals on rides. Many families find it is too expensive to take the kids.

better flow of visitors to these events

Charge for Easter Eggstravaganza

Country fair where people from different countries have food/dance, etc...

Get more information out about them, don't usually know about them - since the newsletter stopped going out on a regular basis.

Have more Jazz

Huge parking problems, congestion is horrible. I do not attend these events anymore. Poor city planning on traffic congestion.

I absolutely love the Beach Fest & would not miss it! Wish you could add more bands.

I have enjoyed the safety while attending these events. Plus the events have been well organized as far as I can tell

I think Parks and Rec does a great job.

I wish the movies started a little earlier

I would change the location of Matthews Alive to the CPCC Campus, it is a resource that the townspeople need to be familiar with and the children need to be comfortable at. I would venture to guess that the same people attend all of these events, they tend to be focused on a particular crowd, there needs to be events that cater to the diverse population of Matthews, not just toddlers and soccer moms.

I would like to see smaller venue music activities in town. I would like to see active business activities in the evenings that focus on live music, arts, food, and support for local businesses in the downtown area.

I would love more concerts. Especially the Charlotte Symphony Orchestra, what a treat that is! We also enjoyed the chili cook off but wish there was more to do. I did like the bounce house and craft activities.

Keep the events like Matthews Alive free of alcohol.

Keep them coming!

Loved the events we have attended as we have only lived in Matthews for six months.

lower food prices at Matthews Alive!!

Matthews Alive would be better in the fall when it is a bit cooler.

more advanced notice offer something for all age groups

More band nights

More events... opportunities.....

More security for the larger events as I've seen many unruly teenagers and nothing was ever done with them because there is never anyone around the rides.

Most of these events are geared towards families with children. We do not have children. It would be

nice to see an event for adults.

need better bands and not the same lame ducks every year -

Not so much emphasis on Christian holidays. Need more ethnic PC or drop religious holidays making them more Seasonal themes

Only lived her little over 6 months. Will probably increase attendance in future.

parking

Parking - need shuttles for outsiders

Parking. Where is it allowed and not allowed.

Pet friendly outing or event despite the town ordinance. I would love to see something surrounding a spring kickoff supporting the town farmer's market. The town of Shelby has done a great job with this in recent years.

Recycling stations should be provided at ALL town events, not just Matthews Alive. And those recycling stations should be next to trash cans, not in hard to find places.

Shuttle for remote parking at Matthews Alive. If you have it, I don't know about it.

The concerts could bring bigger name acts.

The one year that the Christmas Tree lighting was advertised to have '100% snow' it did not happen and that upset the children. We were right near the tree, we watched the ceremony, but the snow did not happen. Otherwise, the event was lovely.

they are wonderful don't change a thing

They're all great already, and being copied by other Towns nearby.

Tree lighting needs to go back to Stumptown Park.....more "hometown" feel and much more space to see.

tree lighting said it would be 6 pm - all the kids were around the tree chanting turn the lights on but they waited another hour -0 too long for kids - next time just say at dark

We are usually out of town during these events and cannot attend.

We need some Hispanic food vendors for a change and more chairs in Stumptown for the concerts during Matthews Alive.

We used to attend the Easter Eggstravangza but it has become so well attended that the hunt is just too crazy and crowded- mostly from families out of Matthews.

well done, more for senior citizens (> 62)

when you block off downtown everyone avoids downtown - very inconvenient and has to cost merchants

Wi-Fi availability throughout the entire event venue spaces, not just in pockets.

Would like to see permanent bathroom facilities built around Stumptown Park. Porte Johns during Matthews Alive are too hot and nasty.

Appendix VI – Music Preference

60's rock / roll

60's and 70's music

70 and 80's

80s type bands or a DJ

A bit more Oldies /Goldie's - 50's thru 70's

Add some bluegrass. Female C&W singer.

Anything acoustic or folk, but that's just my preference.

Beach and country are my favorite but enjoy all the concerts

bluegrass and blues

Bluegrass, folk, canella groups

Bring Jimmy Buffett.

Christian Band every once in a while

Christian Rock

Classic Rock - tribute bands - I know the symphony comes once, but I'd like to see another performance like that.....maybe the philharmonic. Maybe even invite the area high school's concert bands to perform there possibly even middle schools, but high school would have a better level of music.

Country

country and blue grass. Not hard rock.

Country, bluegrass

Hard to please all the people all the time...good effort...wouldn't mind more blues & country.

hire The Relics, best local R & B/Soul/Beach band in Charlotte hands down

how about some local (charlotte) bands

I hate blues rock and jam music, but that is just me.

I like more R&B, Soul & Motown- there's a great local band called Cookie 2.0. I do NOT like Country Music or Rock.

I like when there is a good mix--you can always find at least one concert you want to go to. Jazz would be great to have!

I prefer country music.

I would be more interested in Cultural Events, Mexican Mariachis on Cinco de Mayo, Octoberfest with a polka band, maybe something Irish on St. Patty's Day, maybe something for the Koreans.

I would love to see the addition of classical music

It's been a great variety.

Local bands .. Blue Grass..

Loved the time when we heard some Billy Joel.

modern bluegrass/folk

More classical

More jazz

More jazz, regional

More of the same! Keep it coming!

More oldies tunes by bands.

More pop and top 40 songs.

More singer/songwriter type music.

Music to dance..!!!!!!!

My husband and I love oldies music.

Not a fan of country music

Older style music.

Oldies

Rock, Country, Folk

The beach music concerts tend to have the best attendance. Add more beach music bands & more concerts!

The symphony was fantastic.

Would like to see more singer-songwriters, folk rock, bluegrass

Would love to see the symphony more than once a year.

You offer a nice variety.

Appendix VII – Biggest Issues Facing Matthews

Business Issues

Acquiring and keeping the right business down town. Also the amount of traffic that goes through town.

Attracting more business

Attracting new businesses. The upcoming traffic changes to Independence extended to 485. Downtown & surrounding traffic & growth. Setting ourselves apart from CharMeck & make it attractive for new residents & existing residents to spend their time & money within Matthews city limits.

Being more friendly to businesses trying to open
business expansion

Business growth and crime

Failing businesses due to the high cost of rental space.

I would like to see a Farmers' Market that is in an accessible location. Where it is situated now is not a safe place for people who have any problems with walking on uneven ground. I would really like to attend but I am not willing to risk a fall. The parking is not good either. Isn't there another place in Matthews where this could be held?

Keeping business in downtown and traffic from Fullwood thru downtown. Traffic is #1. I moved to Matthews 37 years ago and love living here and agree with most of the changes to the town but living in Country Place and having to leave early sometimes to be able to get in out is a pain or people blocking the street where you can't turn in. This happened several time a day no rhyme or reason to it. Thank you for the survey.

Keeping good *family food* restaurants in Downtown. We really miss PURE. We were regular customers there and Friday evenings the place was full of families who wanted good local food.

Lack of support for downtown businesses. The potential to lose a town identity and character like some of the surrounding "towns."

Maintaining a good mix of business to residential in our tax base. I am concerned that we may not have the businesses that we need to support the town in the future
need to promote more retail / restaurants in downtown area

New business owners sustaining their business. Sad to see Jimmie's Bakery closed, then the Pure Taqueria closed....recently Mena's Grill mentioned how they were struggling. I'm not putting the honus on the Town of Matthews, however I do see businesses in Matthews struggle to survive.

Promoting new business growth.

Quality businesses filling empty spaces;

Stop trying to bring in so many large business close to the downtown area of Matthews.

The economy.....jobs, which every community is facing.

the 'snob' attitude that Matthews is so good that they don't allow any business or residential that the Council doesn't deem to be good enough. We need a variety of housing types which means density. The Town should not dictate what people homes should look like (a violation of NC law). We need to support job creation & retail sales by getting out of the way of proposed development

too many Mexican, Chinese, etc. restaurants

Too many businesses closing

Who are we? How do we attract the "right" businesses? How do we grow, sprawl or urban?

Economic vibrancy and sustainability. Sycamore Commons is a revolving door for restaurants and stores. I think part of why companies don't last there is because there is no

sign on 74 between 485 and 51 letting drivers no they can stop and shop or get food. While I appreciate that 74 is a State-Owned street, it seems like the city of Matthews should be able to work something out with the state - esp. now that Gov. McCrory is in office It looks like 74 is being left to wither and die, and Matthews will not be able to attract non-Matthews residents and businesses to visit - let alone stay - if their trips in and out are bumpy/rocky..

Crime

Crime - There were 2 big crimes within 1 mile of our home in the past few days: The robbery and shooting at Red Lobster (which has not been solved yet) and the arrest of the drug dealer in front of Kohls

Crime and traffic

Improving the town including the lower income neighborhoods. Getting rid of the drug dealings and closing down the drug houses.

Keep the town safe and crime free.

Security

Development, Growth, Jobs

our elected officials seem very concerned with traffic on Trade and going thru downtown. -I think encouraging employment is a stronger concern for the Matthews citizens Trying to cram too much into downtown Matthews and on Independence Blvd all in the name of increasing the tax base. (3) Concerns about what is going to be built on that huge vacant land area at McKee & Pleasant Plains Roads.

Becoming Charlotte. Live here work here? If I wanted to live near work (Charlotte) I'd move to Charlotte.

control growth and fill "dead-zone" retail spaces.

Controlled growth

controlled growth

Controlling growth and traffic

controlling growth,zoning

crowding

Crowding, overgrowth, traffic

Dealing with the continued growth. I think more and better parking would attract and keep more shops and businesses.

Downtown development traffic/roads

Economic diversity and establishing Matthews as more than a family-friendly, bedroom community. Keeping low taxes and high quality of life.

Employment Safety Values

Growth

growth

growth traffic

Growth and development of remaining land.

Growth and development while preserving our historic and small town charm.

Growth and the infrastructure to support the growth. Budget and tax structure.

Growth of personal in the town. More car and bus traffic in the town of Matthew. New shop and work place. As home or neighbor. Hood developments. Expand Matthew . Family enjoy

they time here in Matthews. As. Well in events and parks.

Growth of residents

Growth, roads, infrastructure

Growth, Traffic, Parking

growth. & 485 interchange

Growth. Need to make infrastructure changes (roads, freeway access, public transportation, etc) and make wise choices about residential and business development. And don't develop every last bit of land. Leave fields and trees in some places.

growth... new housing

Growth: The lack of area to contain growth.

Growth; traffic; attracting new businesses

I'm wondering about the big piece of land off of Pleasant Plains and Weddington.

I've heard from town leaders that they would like to be more like a Ballantyne. I do not feel like this is a good move for the town because it is nothing like a Ballantyne area.

keeping a balance of open space and density keeping businesses and restaurants connectivity

keeping up with the population growth in the area, especially the traffic, and most especially the traffic on John Street going into town from Highway 51.

Managing growth, planning for and maintaining an effective infrastructure, encouraging businesses of all sizes and advertising Matthews manufacturing companies.

Over development and traffic

Overdevelopment of open space. No high density! Matthews is a great town; please don't ruin it by cramming buildings in where they shouldn't be. Traffic, of course. Redirect traffic so it doesn't go right through town.

Planned Growth... Keeping and growing the small town atmosphere... Quality of life and diversity. Pressures of Charlotte and Mecklenburg County...

Population growth & Traffic

Proper development of the downtown area, preserving buildings of historical significance, drawing tourist dollars to the downtown area

Smart Growth

Smart, intentional growth, especially in business, while keeping our small town identity

Supplying services (fire, police, traffic control, rubbish pickup) for the expanded growth
Traffic on the central arteries

The pressure to consider high density as a solution. It is not a solution rather a long term scourge. Remember that families, schools, the church community, and the business community are the backbone of Matthews.

The unfettered/uncontrolled development w/little or no concern for the town residents.

There seems to be a lack of long term planning with regard to the growth of Matthews and the transportation concerns in and around Matthews for those that live here and would like to see it retain its small town charm and feel. Expanding roads through our historic downtown will move the town in a direction contrary to what attracted and keeps so many of us here, and will just further enable those that use travel through Matthews as a commuting short-cut due to street and traffic designs/decisions that would further accommodate those that use it for that purpose.

Growth of Charlotte around us, and flow through traffic as a result.

Environment – Community Atmosphere

Matthews is losing the charm that brought us here in the first place.

Air pollution, traffic, destruction of green areas and wildlife.
Keeping and expanding green spaces and making the town more walkable by ensuring sidewalks and safe crosswalks are available and maintained everywhere.
keeping enough greenspace in the face of all the housing development
Keeping Matthews a desirable & safe place to live.
Keeping our small town atmosphere. Encouraging new businesses. Keeping our taxes lower than Charlotte!
Loss of forest land
marketing it as the ideal place to retire
Matthew is heading in a positive direction and we love living here!
Matthews is going in a direction of artsy and I seriously doubt that most people are very interested in that.
Preserving some of our green spaces. If we develop every square inch and cut down every tree, it will ruin the feel of the town and the reason we moved here
The aging of its buildings and homes.
transportation
Transportation. keeping that home town feel while continuing to grow.. have 74 become a complete hwy past Matthews, growing business that can survive
appearance to visitors on 74 corridor and John St/Monroe Rd
Maintaining small town appeal while serving growth community.
We also need more parks

Street, Traffic, Sidewalks

Sidewalks and bike-paths. We are an obese country and it would be nice if I could take advantage of walking / biking through Matthews beautiful scenery WITHOUT having to drive to/through it.
Streets - Driving down 74 is a bumpy, messy experience that is BAD for my car and my back. Please lobby/partner with the state to get this repaired.
Traffic around Fullwood/Trade/Weddington Roads
Traffic. Lack of Connectivity. Independence (Highway) cutting off our local Businesses, similar loss already seen on the way uptown.
An issue of management of traffic in town during usual work and school commuting times.
Need to promote businesses in town and encourage the maintenance of the historic character of area. Control building of high population units. Highest priority is keeping schools upgraded and well funded.
Congestion in downtown.
dangerous to make left hand turns through much of downtown, should encourage people to use common sense and not attempt!
downtown traffic
Downtown traffic congestion
Downtown traffic control and fire stations spread out
Downtown traffic flow, reasonable residential growth, maintaining the "small town" atmosphere, while developing a future friendly town. There's nothing in the rule book that says we have to "keep up with the jones". At the risk of sounding like we should put up a barricade, I don't think developing every square inch is prudent.
improving infrastructure
Increased traffic
Keeping up with infrastructure.

Maintaining infrastructure. Maintaining good emergency services, police department etc.
Traffic: We have made major mistakes by being so cocky and not following the State and County plans. (I-485 and Weddington, South Trade, Fullwood and the Union County Connector,) So do SOMETHING . . .anything besides what you all have been doing . . .which is nothing. And I'm not talking about all the Fed and State money handed out during recession- THAT DOESN'T COUNT!

traffic through downtown;

road conditions, downtown congestion

Road improvement/Infrastructure building

road upgrade for commuters.

Roads and traffic.

roads too small to handle commute traffic

Street congestion, inability for business to thrive downtown, downtown parking

Streets and bottlenecks given all of the uptick in new neighborhoods in Union County and down Weddington-Matthews Rd

The traffic in town.

The traffic is only going to get worse. The town will waste even more money.

The traffic. Lots of new homes and no new roads. It's crazy to have such a gridlock at five this far from uptown Charlotte.

Too much traffic just driving through our town and not stopping at local businesses.

too much traffic. too many dilapidated homes. too much empty commercial space.

traffic

Traffic

Traffic

traffic

Traffic

Traffic

Traffic

traffic

Traffic empty stores, not all are "big box".

Traffic Seldom seen police patrols in my neighborhood

traffic - commuters who do not live in Matthews congesting Matthews roads

traffic / business development

traffic and a cohesive vision for downtown live-work development

Traffic and congestion

Traffic and crime due to growth.

Traffic and crime.

Traffic and development around I-485

Traffic and growth - development of Independence construction to Matthews will need to be handled smartly

Traffic and keeping crime down

Traffic and Maintaining Quality of Housing and Life

Traffic and managing growth

Traffic and over development are the biggest issue facing Matthews. Adding retirement communities, new businesses and ignoring the hour long commutes are a disservice to current residents.

Traffic and overcrowding. Crime.

Traffic and roads. Appropriate use of bond funds. Controlled growth Appropriate business

recruitment

Traffic and Streets. I would like to see new streets built to encourage people to not come down Trade Street to get to wherever they are going. I'm intrigued by the proposal of the realignment of Trade at Fullwood. I'm concerned by the development of Plantation Estates behind the wall on Trade Street and the traffic it would bring. I'm concerned about the possibility of adding a center lane to Trace St at Country Place. Currently, the only way we can get out to make a left is when someone who lives back here stops traffic and lets us out. With a center lane, we won't have that anymore and I don't see how there is any way we'll be able to turn left - especially when Plantation Estates moves in. I know there has been talk of extending McKee Road all the way to Independence Blvd. I think this would alleviate a TON of traffic - maybe those cars coming from Weddington will make that turn to get to I-485 using Independence Blvd instead of Trade St. If there is another other routes to get people to 51 more directly than having them go to Fullwood - that would be outstanding as well - I don't know of a way though.

Traffic at Post Office

Traffic congestion and crime. Matthews-Twp Parkway (51) is a bottle-neck especially where the road goes from two lanes to one lane heading towards Mint Hill as well as traffic that runs through the center of town. I would like to see more police patrols in the neighborhoods. There seems to be a lot more crime along the Independence corridor that runs through Matthews.

Traffic congestion on 51 and Monroe Rd E Johns Street intersection is horrible, one lane going toward 485 is the biggest problem. I would like to know who was in charge of that planning.

Traffic congestion; Over-growth of housing in downtown areas or near downtown; Failure of business within the downtown due to the lack of parking and quality of the businesses

Traffic control and growth.

Traffic Control.

Traffic cutting through. Cross walks in downtown need to be marked by overhead lighting. Drivers cannot see people trying to cross when traffic is heavy or after dark

Traffic flow through downtown and on south Main

Traffic flow through downtown with continued growth.

traffic from outside (Union Cty , Charlotte) the city using our roads as a cut through to work. We are unfairly asked to pay, through higher taxes, for more roads to bring more traffic through our neighborhood. These folks don't stop to buy from Matthews businesses.

traffic growth

traffic in downtown and near our schools

Traffic in downtown. I feel like it hurts business because no one wants to stop b/c of the traffic.

Traffic is going to be an increasing challenge as Charlotte grows from 1 to 3 million people. We're a pass thru town, not a destination..yet...With a number of retirement communities slated to begin operations, we need to think more about attracting more foot traffic downtown--better sidewalks, crosswalks, lighting & future parking

traffic on Trade and John

Traffic through downtown area. Doesn't feel like a safe place to cross due to the many crosswalk bumps. Cars seemed to be annoyed/distracted by them, and don't notice pedestrians trying to cross. I've noticed this several times at the crosswalk in front of the bike shop.

Traffic thru Matthews Parking issues- and it will get worse if downtown population density increases

Traffic thru the town

Traffic! The South Trade Street expansion is needed. Also push for widening of N.C. 51 near Idlewild.

traffic, crime

Traffic, keeping the small town feel

Traffic, keeping the small town feel, but still putting residents first

Traffic, overcrowding and pollution. As more people move into Matthews due to lax zoning regulations, the traffic will become even worse and pollution will increase.

traffic, streets, and police dept due to growth

Traffic, traffic, traffic!

Traffic, Zoning, Business Development

Traffic flow. south Main and Fullwood

Transit integration, smart development, planning

Transportation - roads, traffic, parking.

We need to repair our roads throughout Matthews.

Hard to get through downtown in a timely fashion

Other -Political

council members that can't make decisions because they don't get out and visit the people

Having a voice in Mecklenburg county

HONEST & TRUTHFUL GOVERNMENT: The citizens cannot trust a government that does not stand behind their word. The people should be their first concern.

It should be a part of union county

Meeting the needs of the aging population - the mix of revenue from business versus residential.

Over controlling town council that stifles good business growth. Does not have the long term life of the city in mind.

Poor leadership: Most of the people making the decisions about our town . . . don't live here.

Right now, the biggest issue for me is not having confidence in / being unsure of our leaders' plans for our town's future.

Schools - CMS is terrible Rezoning and cleaning up sloppy areas of the town Drawing more families to settle rather than in Waxhaw/Weddington

schools and growth - traffic congestion

Schools and neighborhood zoning. I live in Sardis Forest in the Matthews section and currently children in that part of the neighborhood are sent to Charlotte schools. It's not right for them to not be zoned for Matthews schools.

Spending money on things like multiple consultations about downtown traffic and then making a worse mess out of it. Matthews is not a pedestrian mall, it is a very busy access to other areas. Put the flow of traffic outside and around downtown so it can stay quaint and historic.

Taxes

The taxes have got to get under control. Stop spending money on pretty things until we can afford it. Save the money and then spend it.

taxes

when my daughter moved here the welcome committee drop off a package of information, welcoming her and the family to the community. We have not heard a word from anyone.

Education

Appendix VIII Suggested Improvements

Improvement

I love it here. I moved from the other side of Charlotte into Plantation Estates, and I find everything I need within 5 miles; it's wonderful. I feel safe and well provided for.

I'm not knowledgeable enough about Matthews to answer this.

I'm not sure I would improve anything. I suppose communities always need improving, but I love it here.

Like it the way it is.

improve communications. I would love it if the Matthews-Mint Hill newspaper reported UPCOMING events with more advance notice. We receive the paper on Friday and sometimes can't read it until Saturday. Then I learn about events that happened the previous week that I would have liked to attend. We generally plan our schedules 2 - 4 weeks in advance. 2) I also strongly recommend improving the look and feel of the annual Matthews calendar that is sent. While the coupons look worthwhile, I find the calendar to be so UNATTRACTIVE that I don't put it up in our house. 3) I mostly understand what Parks & Rec activities are coming up, but don't have a sense of the CULTURAL activities in Matthews. What are they? 4) Have more Yoga!
Competition for phone, cable and Internet service. Give us access to A T&T and others.
Continue to communicate with your citizens online. Don't grow too big too fast & keep the downtown feel - otherwise we are just an extension of Charlotte.

term limits for all elected / appointed officials

Develop a ten year strategy; with a mission, vision, and strategic objectives, for a Matthews that attracts more small businesses and concentrates on enhancing our downtown as a destination for residents and visitors (e.g. restaurants, shops, services), and then begin executing against that strategy.

Education and looking into moving away from Char-Meck school system.

Elect town board members who understand current issues that have a desire to make decision for the betterment of Matthews and not their personal prejudiced ideas.

FAIRNESS: Our leadership and town employee's need to listen and help all citizens not just the ones who have something to offer for their support.

Get rid of Bill James - he just gives this community a black eye. Conservative views are one thing but the press on it is obnoxious.

get the H out of the county govt. Do you need to ask why?

Give more money to the public library so they could be open like they were before.

Have someone available to clean storm drains that is easy to get ahold of. I'm terrified of snakes, and last time I cleaned it there was a Copperhead in the drain!

have welcoming committee to visit any new owner who lives hear visit the newcomers. giving them a list of phone numbers, addresses, and email addresses where they can find things, when meetings are and where. list of local DR.'s dentists etc.

Hire more paid firefighters

I would let the town manager know that Matthews residents NEEDS are as important, if not more, than the beautification of the town.

I would love to volunteer but did not realize there was a place to sign-up -

Improve cellular reception in Downtown Matthews, the community center and the parks. Offering Wi-Fi to anyone visiting in Matthews would be great as well

improve the efficiency of our town board and management, too slow , not involved in the day to day of the town. The planning dept. is not friendly to development, but you guys have known that for a while.

Invigorate the downtown and link it with the other smaller neighboring towns assets with a round-

robin bus. Stallings has a fantastic park, we will have the sportsplex, we have great restaurants, there are great theaters in town and in Stallings, mint hill has...sure there is something. If they could all be linked - through easy transport - it would be a boon.

Little less personal wish list from board & more adhering to ordinance.

More recycling. More library hours. More new businesses. Demolish closed businesses with eyesore buildings. Do something about the crazy downtown and Fullwood traffic. Get more public transportation like a light rail line out here so we don't have such long commutes to South Park and uptown Charlotte.

move it into Union county

Same thing you are doing now,(surveying people living here for their suggestions.)

Slate a new city council. See above they are not good for this town.

Move MARA to McKee and Pleasant Plains to alleviate the bottleneck during baseball season and extend McKee over to Independence. Also, widen Independence to at least 3 lanes all the way down to where it bottlenecks to 2 lanes where the old Best Buy is.

offer occasional individual meetings with neighborhoods and have individual volunteer groups for services needed

Pull our schools out of CMS. I think the taxes we pay should benefit our schools more appropriately. I think the school day is too long.

Push forward with the sportsplex.

Require walkers and joggers to use the sidewalk when one is available. It is dangerous to walk and jog in the street.

stop paying for so many surveys we elect very qualified officials that should not have to keep second guessing themselves

Strengthen our police department and make it attractive for more experienced officers to stay here. I think crime will increase. Safety will encourage businesses to thrive. Police presence and establishing relationships will help in the schools.

Volunteer program for animal control shelter.

Weekday evening events.

Create a "Idea Warehouse" to foster people with great ideas to have a place to go (have a physical address for startup, etc.)

directional signage

485 needs a service road that will reduce people having to drive through town just to get to and from work.

Address traffic issues related to Trade/Fullwood corridor.

Better traffic flow

Better traffic/roads

Develop alternate traffic routes around town rather than through it.

Downtown parking deck, increased parking at Squirrel Lake

Downtown. I would like to make it more walker friendly

Extend McKee Road to US 74.

figure out a way to alleviate downtown rush hour traffic; would like town council to listen to towns people once in a while - cases in point: Pure Taqueria and McKee Road property

Figure out better ways to manage rush hour traffic through town, on Fullwood, Monroe Rd., 51, ... it's all a mess.

Fix downtown traffic issues or offer a bypass

Fix the downtown area - especially the speed bumps! Work on a way to use the traffic congestion through town.

Get sidewalks over independence on 51. I see too many pedestrians there and it is dangerous.

how to re-route traffic of workers going from Charlotte to Union County....just passing thru

Hwy 51 between Butler High School and Idlewild Rd desperately needs to be widened. It is very difficult to exit my neighborhood because the traffic is so heavy all day/night long.

I love what we're doing. I know it takes time and I wish we could move faster. I'd like to see us complete some of the larger street projects that are on the books now. And I hope that someday we will get hooked into the light rail system.

I would like to improve downtown Trade St - do something about those too high speed humps and the rail road tracks - having steel surrounding the rails would be awesome and prevent the erosion that happens on the sidewalk. I see and hear cars and trucks scrape all the time over those humps - and unless you veer off course slightly at the tracks, you find yourself hitting one of those holes ate the tracks next to the rails. I'd love a light at the corner of Trade and Country Place - I know a study was done, but I didn't see the people there during the real problem times - when Matthews Elem starts and during rush hour at home and when there are ball games at MARA.

I would like to see more roads and pass thrus - no more cul de sacs

I would like to see safe crosswalks from Darlington Road across to the shopping center (CVS, Bi-Lo, etc.) and sidewalks completed along Weddington Road from Fieldstone Manor Drive all the way to McKee Road.

I would spend the bond money and improve traffic on Trade St, Fullwood etc. I am considering moving my family closer to the city to avoid the Matthews traffic. It is ridiculous the amount of time it takes to get from Pleasant Plains to Monroe and Sardis each day. The town officials should be embarrassed at continually putting the traffic issue on the back burner.

Improve traffic flow in congested areas Limit growth (new housing)

Independence Blvd cutting off access

keep sidewalks clear on major roads for walkers and joggers

-Light rail into center city Charlotte - ease commute and access to cultural opps. Key feature of Matthews is the small town feel, with access to big city -Add a K-8 public school. Matthews schools are HUGE. Kids need smaller education communities.

Make john st 4 lanes to I485

Matthews is the gateway to Union County traffic will continue to be a problem on roads that lead there, Because most of those roads are state roads the pressure must be put where needed for improvements.

Maybe the roads in some areas

My biggest gripe is the traffic on John Street going south. At the intersection of Trade street - the left lane is left turn only and the right lane is Straight / Right turn. The traffic in the right lane is slower and gets backed up (because there are more people going that way) and many people go in the left lane past cars that are backed up or slower and then either wait to get in the right lane or force their way into the right lane. I see so many people do that that and it is obviously unsafe and I know it makes a lot of people mad. I think there should be more police checks for speeding and also make it a violation to change lanes near that intersection with more police enforcement of that. I think that would make it safer for all involved.

New roads.

Parking lots downtown - near RR track for example, get really unkempt. Too many downtown stores don't make it.

Pass an ordinance preventing parking on the street in residential neighborhoods. Parking in streets make neighborhoods look trashy and leaves traffic little room to navigate.

Pave some of the key streets and get the NCDOT to do the same

Put a traffic light in by the movie theater - I've seen too many cars wrecked there, widen streets, update flow - ie the light on Idelwild and 51, during rush hour and on Sunday's the traffic backs up all the way past Rice Road - there has to be a better option. Traffic going through downtown is horrible and I avoid going down town at all because of it.

Rework traffic issues in downtown especially around the school.

Some road routes are heavily filled with car. After work so people are in traffic long that could with small changes. To the road or driving patterns.

Somehow re-route the "thru traffic" around downtown Matthews. Many people use Matthews as a "cut through" for work etc...

speed bumps on trace lake drive.

Still hate those speed humps in downtown Matthews. They are truly awful!!

Synchronize the lights to allow better flow of traffic especially during rush hour; Remove the speed bumps to allow better flow of traffic--cars slow down so much to go over the speed bumps the traffic continues to build up and not move through town in a quicker fashion. In a 2 block distance there are 2 traffic lights, 2 speed bumps and railroad tracks that are horrendous--wonder why traffic backs up? Then it backs up from downtown to Pleasant Plains.

Take out the speed mountains on Main street and redo the stop lights to better control traffic. A good example is at the intersection of 51 and Monroe Rd trying to turn left on Monroe heading toward downtown Charlotte. Yesterday 4 cars got through the light. I sat there for over 5 minutes. The parking area for Karrousel Kids/Renfrow/Farmers Market is so bumpy and difficult to navigate. I don't think pavement is necessary the answer, but a better parking area would be nice. The sidewalk for the children that walk to Matthews Elem school is very scary. It doesn't have a green buffer between the children and the road, it's frequently damaged for their little bikes, and it's narrow for mothers with strollers and other walking young children. The sidewalk section between Matthews UMC and Matthews Elem needs significant improvement.

The Town area. Parking access is better but quality stores do not seem to survive. More support in advertising the annual art show so that more artists are attracted and return.

The traffic

There needs to be a way to improve traffic in downtown. Perhaps some way to connect Sardis Road intersection with streets near Siskey Y would alleviate traffic in downtown.

This is not Mayberry. What Matthews used to be and what it has become is just a sign of the times. Get the traffic out of downtown!!!! And try to remember that theft, assault, drugs, and crime are a real part of the world we live in. I don't need to see an unmarked police car sitting on my dead end street at 9:30 PM watching for drivers to blow the stop sign. I want them patrolling the neighborhood so I don't get burglarized.

Traffic and better restaurants

traffic is awful during rush hour

Traffic.

Walkability / Public transportation .

We have made major mistakes by being so cocky and not following the State and County plans. (I-485 and Weddington, South Trade, Fullwood and the Union County Connector,) So do SOMETHING . . . anything besides what you all have been doing . . . which is nothing. And I'm not talking about all the Fed and State money handed out during recession--THAT DOESN'T COUNT! All Matthews has become is a bottleneck.

Widen John Street at Trade Street to avoid long traffic lines

widen road without increasing traffic - impossible

Widen Rt 51 between Brandywine/Swaim and Idlewild and create a turning lane from Rt 51 onto Idlewild. Please add more bicycle police officers at the 4 mile creek greenway on a regular basis.

Widen South Trade street as promised

Widen the roads, remove the bump-outs in downtown and at the corner of Sadie and Trade St. Remove the white pylons on Trade St. across the street from Stumptown Park, remove the Pylons on Hwy 74 outbound by the Audi Dealership. It is ridiculous to bottleneck and choke the traffic as bad as it is. These simple things would be money much better spent than the unnecessary signs and the little whatever it is on the Matthews St. at the exit from the library.

Widen Trade St. and do something about entrance/exit of Hampton Green.

You have to address the parking issues and decide if you want downtown Matthews to be pedestrian friendly or a major thru fare for Charlotte commuters. If you are not going to fix the traffic then move the events for Matthews to a less traffic infested area.

A constant focus on the appearance of the community is imperative. If Town government has one failing it is their complacency towards the appearance of previously developed properties, both residential and commercial. Our gateways to Town (Monroe Road, East John Street) are a sure turn off for anyone considering Matthews for home or business. Leverage CPCC and Wingate more! The downtown Farmers Market is a great asset but it needs a new permanent structure instead of a tent city.

add a park near Sam Newell/rice as our area is underserved

Add greenways Our first greenway appears to be heavily used. New ones could provide additional corridors for walking & biking etc. and perhaps taking some traffic off the roads!

Beautification- the Pleasant Plains/McKee Road area is horrid since the retirement home development never occurred and the area has been left to grow into weeds and houses have been burned and used as fire training exercises. Completely embarrassing for the look of Matthews to have weeds and burned homes at a busy intersection.

Clean up downtown; the Renfrow Annex is a disgrace.

Clean up the litter and impose more severe penalties for those caught littering. Lately, I see so much litter along the roads that I would be embarrassed for my out of town friends/relatives to see. And the worst part is that it seems to stay until it disenigrates rather than be picked up. Can our street department or city workers not be assigned to keeping our city a little more litter free?

Continue to develop greenways and parks.

Expand the hanging baskets & flower pots further along Trade Street toward the new developments on what used to be Sam Newell.

focus on building a thriving downtown or "cultural hub". Make downtown a destination for residents...build more parks and eliminate sprawl.

formalize a long-term placement for community farmer's market. focus on clean-up and code enforcement of town gateways.

Foster and revamp the historic charm of downtown Matthews making it a desirable place to shop, dine and do business. There is not enough of the mix to draw more people into town. A role model downtown would be Greenville, SC with a healthy mix of day/night, weekday/weekend activity all year long. The current vacant and rundown buildings are not appealing. This diversity would help bring vitality and life to downtown, draw more storefront businesses, etc.

i think Matthews should look at doing something like beach bash or red white and boom.. similar to what Rock Hill, SC does. I have worked the beer trucks for these events for about 10 yrs and I can tell you the ones I have worked at have never gotten out of hand. Maybe we should look at our neighbor cities to see what other events they do.

I would focus a lot of energy on making downtown Matthews even better - make it something that helps Matthews stand out from Mint Hill, Huntersville, etc. Make it easier to get to downtown Matthews by foot/bike so it can thrive while keeping a smaller community feel.

I would like to see a town environmental newsletter or page in the Matthews-Mint Hill Times that focuses on conservation, reducing impact on the environment, tips for saving energy - like unplugging electrical cords after your phone has been charged (called vampire power loss). You could also include stories about why recycling your plastic grocery bags isn't the best for the environment and why, including real figures on how much water and power it takes to recycle a plastic bag. Or why you can't dump grease down the drain, or old prescriptions down the toilet. Why taking your car through a car wash is better than washing it at your house. Just examples.

I would like to see more to do in the old downtown area. Maybe a small theater with food and alcohol much like what they have done at Arboretum cinemas but on a smaller scale.

I would like to see the downtown area have more of the hometown feel. There is so much traffic that people avoid the businesses.

Keep and protect trees, green spaces, add more parks
Keep Matthews well treed with more green areas including more parks throughout town.
Relocate Farmer's Market to a more accessible place with good parking Provide regularly scheduled outdoor activities for school age children in parks -hiking, nature exploration, conservation, etc,
keep the small town image - do not spread out like charlotte
Keep up community events and make sure they're widely publicized
land along the railroad tracks. Takes away from the charm of downtown
Maintain what history we do have and help get the word out about our history/historical markers, keep parking downtown, establish local coffee shops and evening places that don't hinge on drinking, more flowers (I appreciate the ones that we do have!).
Make the town inviting architecturally. When it is classy, then it raises people's expectations of themselves.
More green space. More economic Dev.
more open space, parks, trees (as Charlotte is now doing) and not spend our money on roads for outsiders.
Pay more tax for better appearance/services Participate in community clean up days
stop taking down trees; help the neighborhoods along the busy roads esp. Trade Street that have so much trouble exiting the neighborhood (i.e. Courtney, Hampton Green, etc). We need roads that will divert traffic from Union County some other way than through Weddington/Pleasant Plains to Trade to Fullwood to Charlotte.
The entrance to the town hall center was spoiled by the addition of Pure- which is no longer in business--- but guess we have to live with that.
Work with the Crestdale Community on beautification and preservation.
Attract more restaurants to downtown.
Economy is hurting all of us, but we need more businesses - restaurants, movie theaters, etc.
Get a Publix Supermarket
Have a business incubator center for new businesses to get started
I would like to see continued growth in retail in the town center. Would love to see Matthews become a Blowing Rock or Black Mountain!
I would place a moratorium on new construction of commercial properties until the plan that we supposedly have is utilized properly. Many of the projects that are ongoing & in the past have required zoning changes, etc. & the developers are seldom told no.
I would redevelop the west side of the Trade St. area (across from Matthews Station). I would like to see some big name stores open smaller venues in the Gateway area. A small grocery store/deli would be a great addition.
It would really be nice if Matthews had a Trader Joes or some other Healthy Food grocery store close by. Right now people have to travel to the Rea Rd store.
Keep encouraging small businesses to come downtown.
Lower cost for businesses...too many water holes(drinking establishments) in downtown....see the DWI arrests in the local paper
Make downtown Matthews a destination spot. Keep adding places like the wine bar, Thai restaurant to get families and young professionals (like me) to want to live here.
More attractive mid-to-high-end shops and restaurants in area. Connect Matthews-Mint Hill Rd. to E. Charles St. and E. John St. to allow commuters to bypass travelling through downtown and still avoid (or otherwise access) 74 and 485.
None of the downtown shops seem to add character to the area like other small historic districts have. For example unique gift shops, art galleries, antique stores. There are getting to be too many alcohol establishments, and there isn't much of a draw for families with kids on the weekends unless there is an event in Stumptown park. It would be nice to get some retail into the town

center complex. We love the addition of the Game Store and Jets Pizza this year. We miss Sister's Gift shop, but was hard to get to because of difficult access to parking. If it wasn't for Dilworth Coffee and the library, we wouldn't come to the downtown area.

Put more restriction on development to protect green areas and wildlife habitat. We are losing what will never be regained.

Start buying up properties as they become available for future road expansions and widening. Stop development where forest has to be cut down. Add more bike lanes to existing roads. Add electric car charging station in downtown. Put in a wildlife tunnel under Trade Street where it crosses Four Mile Creek. Buy what's left of the Fisher Farm and leave as green space. Continue greenway and park enhancement similar to the excellent work done at Squirrel Lake. Our entire fire department should be full-time.

Stop trying to send business away from uptown. Help the businesses by improving traffic. DO NOT try to deter traffic away from town. Encourage it.

We need more restaurants and bars and cultural venues downtown and more support for the ones already there.

We need someone to enforce development control. Christ Covenant has razed all trees that we were told would be a noise and lights buffer on the sports complex on 51. The meetings were a joke and the "Church" planted small grow trees to replace, sad.

We need to encourage development that allows people to walk/bike to stores and shopping.

Allowing for the right kind of density in town will be smart for growth. One story development and single family homes on 1/4 acre lots is not the right direction for the future. We can have new and better development and still be "Matthews".

Wish we could get more store front businesses in downtown area that are useful. Also wonder if there is a way to stop all the traffic cutting through from Union County (both streets....Trade and John).

Work on enticing and keeping profitable businesses in downtown, specifically businesses that are in line with the values and needs of our residents.

Appendix IX General Comments

Positive Comments

I LOVE the My Matthews app! It's modern and effective! Keep up the great work!

44 years living here with zero complaints. That sums up my opinion of Matthews.

add an explanation blank on Q4 And thanks for asking our opinions

Basically I like living in Matthews. It is nice to be able to walk to restaurants, etc. and also feel safe.

Continue to work hard.. the citizens deserve it

Dana Crump and his team did a great job fixing our sidewalk. Dana's communications were great and thorough. The whole team was very careful and considerate. Thank you

good job - thanks for asking

Great job - I love living in Matthews

Great Job! Great People!

Great town and happy to be a long-time tax payer. Hire my band The Relics for Matthews Alive/Beach Fest etc.

Great town, great place to be for families looking to settle down.

I am proud to say I live in Matthews - really enjoy the new green way and Squirrel Lake Park.

I am so happy I located to this Town 8 years ago. Best move I ever made, having come from Long Island, NY. I also worked for the local municipality in NY and think the government of this town is wonderful - very responsive to its citizens.

I am very proud to live and work in this town. It is a small town with all that you would want from a large city around us. Keep on supporting the arts!

I am very proud to live in Matthews. The services are good and the police and fire depts. are the best.

I enjoy living in Matthews NC and couldn't imagine raising a family anywhere else.

I find the police to be VERY responsive and courteous.

I have lived in Matthews since 1993 and absolutely LOVE it!!

I lived in Matthews for 17 years and had a business here for 31 years...

I love living in Matthews, and the town is doing a wonderful job of communicating via Facebook lately! I love the use of social media!

I love living in Matthews. I have especially appreciated over the years the strict controls the Town has over growth, both business and residential - and rezoning attempts that are only for the good of a business trying to move into Matthews.

I love Matthews and feel the folks in our government are doing a good job. We cannot be everything to everyone though.

I love Matthews! I love the small town feel of it. I love the festivals, events, library, farmers market, etc. Thank you so much for this opportunity to share my thoughts and opinions!

I love the community garden, can we do more??

I love the Matthews community and think the town is very attractive. We are away a lot and most of the services I use have to do with my grand children. We use the library, Sardis Park, I have started taking art classes within the last month at the community center and enjoy all of these services very much. Wish I could provide more input in other areas but unfortunately I just don't have enough information in other areas to help you. Whenever I have needed help within the city I have always received a good service and I appreciate it very much.

I love this town!

I really enjoy the Farmer's Market, Dilworth, and Renfrow. I like the fact that our town does have shops that have been around for many, many years.

It's a wonderful Town to live, go to school, go to church, and raise a family in. The Concert Series in the Summer is the absolute BEST!

Keep up the good work!!!

Keep up the good work. The spirit of constant improvement is appreciated.

Keep up the great work!

Keep up the great work.

Love living here, working here, people here. Wish the traffic and uptown issues could be resolved.

love taking my grandchildren to all kids events - they live in Matthews

Matthews has been a great place to live. However it's loosing the charm that brought us here in the first place. There is too much development of our green spaces. We love the work that has been done at Squirrel Lake Park. We especially love the Farmers Market. We hope the city maintains that focus. Thank you for the survey.

Matthews is a beautiful place - but we are not keeping pace with the traffic and the additional communities.

Matthews is a fantastic place to live and will continue to grow resulting in overcrowded schools. Something must be done with CMS. They added a new school years ago to alleviate McKee Road's 800 students but left Matthews and Elizabeth Lane both at 1100. The schools are well beyond capacity for healthy learning.

Matthews is a great town to live in and the town does an excellent job providing activities and resources for its citizens.

No, thanks for asking

No. As you can tell...only one hot button because I walk several miles a day and would like to be able to cross to other side of town to stores, etc

Not really, except to say I am very proud to live in Matthews.

Our community leaders do a great job!!

Thank you for caring about what Matthews residents think and would like, to make their lives more enjoyable. I feel that the town government works together when it comes down to the important issues, to make this a positive and progressive place to live.

Thank you for putting this Survey together.

thank you for the survey

Thanks for the survey

Thanks for the survey - I love Matthews and am involved in many community events heavily. I'm proud to live here and am thankful for this outlet to make some of my issues known.

The few departments I've been in contact with, I've had excellent customer service. Nice place to live and raise children.

Town of my is my favorite place. And keep up the awesome job. Town of Matthews

We are thrilled to be living in this quaint community with a big city feel right down the road. The people in Matthews are the friendliest around.

We love living in Matthews!

We love Matthews and could not have chosen a better place to raise our kids.

You all rock.

About Political/ Service Decisions/Issues

As is the case of many politicians I am not sure why you ask the residents questions & then fail to heed what they tell you....I moved to Matthews to escape the uncontrolled development in Charlotte but it is quite apparent the 'good old boy' network is alive & well in Matthews as well, which is sad to say the least.

Ask the police to remove the man that panhandles at the entrance of the Matthews Festival shopping center. We are aware that he has a long police record for larceny, (thanks to the Matthews Mint Hill Weekly publication) he is also verbally abusive to the people shopping in that

area! We have noticed that he sometimes stands there for hours without any police intervention! Be careful about allowing outside educates like Mary Newsome to define the future of Matthews. Can't you use a Matthews or Mecklenburg company to study and analyze the results? Concern about a proposed apartment complex on property near the Pocket Park. Congestion a problem on an already busy street.

Don't become a microcosm of the government. You shouldn't even be considering raising taxes. Use the money for what is needed, not beautification.

Don't forget about the citizens that live on the "other" side of Independence Blvd. Sometimes I feel like we're the forgotten stepchild that lives on the wrong side of the track (or road, in this case).

I am disappointed that town commissioners have chosen to travel out of town for retreats in recent years -- stay in town! Support our local businesses and allow the public to have access to the retreat -- distractions only happen if you allow them. Cell phones can be turned off.

I believe we need to be very careful in placement of density. While I agree that downtown density is important, I think it would be a mistake to put apartments next to the Plaxco house on the side of the road going to the Library & Town Hall.

I think it was poor planning to remove parking in downtown for those big curbs that don't seem to serve a purpose.

I would like a law passed that would prohibit homeowners from keeping dogs outside. We need to have more animal control officers that work more hours. Most people are at work during the time the animal control officer is on duty and the services are needed on off hours. I left a message with the animal control officer and was never called back.

I would like to see Matthews maintain its small town character

If citizens do not read your future plan they do not realize that you plan to 5 lane E. John St., so maybe they need to know their advantages and disadvantages for that proposal as it directly affects their lives. The plan for Matthews to be a "walking town" is nice but first we have to conquer the traffic passing thru...a lot of frustration for those of us who have lived here all our lives is surely different than those that have moved here from larger cities, I realize, so we hope the town is able to recognize our love of the history of our town and area and hope to preserve for our grandchildren the sense of small town life for peace and a slower pace to help calm from the hectic world around us every day.

It is somewhat confusing to have a Matthews mailing address yet live in Stallings. I feel that we should have access to the Matthews library even though we live in Union County since we technically live in Matthews.

It's amazing how much more we pay in taxes than the Union County residents only 1 mile down the road, yet this survey is asking how much more we are willing to pay a year in taxes. How about we spend more of our tax income on items we actually need and curb spending in other areas that are more selective to only a few.

Leave the hills and valleys so the town is interesting to look at and difficult for "problem people" to run away. This creates a natural security format.

Like to see taxes lowered.

More enforcement of pedestrian right of ways, crosswalks are great but drivers still ignore them, especially while on the mobile phone.

My only "complaint" other than animal control mentioned earlier in the survey is that my trashcan sometimes gets put in the middle of my driveway and I have to get out of my car and move it to pull into my driveway.

Not that this can be changed, but I do not think that the new signage is all that attractive or well-designed. Some of the words seem to run together and they can also be very difficult to read at night. I wish the colors that were chosen had been more bold.

Now that our fire dept. has ALL new equipment and housing can we stop bowing down to their every want. Those guys are a bunch of whining victims who always think they are getting screwed.

PLEASE STOP! I bet most of those overweight young men couldn't even run up one flight of stairs without becoming out of breath. I think it's time for Matthews to expect something more. A 2+ million dollar ladder truck to drive to the beef buffet and they still act like assholes.

Please, please, we don't NEED more residential neighborhoods! Established neighborhoods and vacant houses are not good and indicate that new neighborhoods aren't needed!

Police dept. need to patrol neighborhoods on a regular basis. Gangs need to be eliminated. Crime should be one of our top 3 priorities. Eliminate the speed bumps on Main St.

Purchase the corner of Trade Street and Weddington Road for development as part of the Greenway expansion.

Re: the question "The Town is making good decisions about development" - I'm not sure what DEVELOPMENT is referring to. Business development? Property development?

Reinstate the Mayor for one day program in CMS schools (even Middle Schools)

scheduling for library and other activities around all school scheduled not just early schools

Stop playing with tax money! Waste seems worse than ever. A good example is all the new homey signs. Did we really need those to let folks know how to drive through town?

Stop using the citizens of Matthews tax dollars as their personal piggy bank.

Taxes are already high enough here. Some of the highest in the state, if I'm not mistaken.. We don't need higher taxes, need smart management.

The question about extra taxes was tricky. In theory, I have no problem with spending additional taxes on parks/greenways/police/fire - but it's tough to say "I'll spend an extra \$5 or an extra \$15" without knowing what it's being spent on. Do the police need to replace severely outdated equipment? Then let's give them the tools they need to do their job properly and keep our community safe. Can we follow through on a comprehensive bike/greenway plan to make it easy to get to downtown without using your car and promoting exercise? Then let's do it. But it's tough to say "yes, I'll spend an extra \$25 on the fire department" without having any idea on what it's for. The question about Facebook and Twitter, asking if I have used it to communicate with the town: I use it to get info. I have not responded back, so I said "no". But I find it useful "push" info.

the recycle collection should be weekly

The wording in question is incorrect --- should have asked What is your age group?

This survey was too long.

Very disappointed with the growth of Matthews. I feel like we the citizens, who pay the taxes, are not represented properly.

We have a mayor but you would never run into him in Matthews except at a parade. Would like to see a mayor that is a part of the city on a daily basis.

We need to keep Matthews looking and acting like a smaller town and not get caught up in the Charlotte concepts -- they don't work in Matthews!

what groups need volunteers? where can you contact them, when do they meet , etc.

Yes, once again, Hwy. 51 needs to be widened at the part by Butler High school through to Mint Hill to two lanes in each direction. You can't continue to keep zoning for residential unless you do something about the traffic situation.

Did not see a place earlier to comment on streets. Reverdy Lane desperately needs to be re-paved. Efforts have been made in the past to patch holes but they reappear within just a few months. The road was widened from Hwy. 51 for about 1/3 mile by one of the neighborhood developers/builders but needs to be widened all the way to the intersection with Home Place. Thanks.

I would like to see a turning signal on Matthews - Mint Hill and John Street.

Appendix X 2013 Matthews Citizen Survey

The Town of Matthews is conducting a citizen survey. As a town we are interested in your opinions and experiences so that we can best serve you. We will use your responses to help us to improve and plan for the next few years. This is your opportunity to anonymously and confidentially give us your honest opinions. You may, however, give us your email address to be entered into a prize drawing. See Question 33 for details. If you provide an address it will not be linked with any of your responses; only your email address will be given to the Town by the researchers if you are a winner or you request the newsletter.

Your answers to these questions are very important to us. Thank you for participating in this survey. Please tell us whether you agree or disagree with the following statements.

1. Your Perceptions of Matthews

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Matthews is a good place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Matthews is a good place to raise children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Matthews is a safe place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Matthews provides a good environment for businesses to succeed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Town is responsive to the needs of citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I feel safe walking in my neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. I would recommend Matthews as a place to live to my friends

Yes No Not Sure

3. I would recommend Matthews as a place to open or relocate their business

Yes No Not Sure

4. Your Perceptions of Town Management

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. Town Leaders are taking Matthews in the right direction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The Town is making good decisions about development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Elected Town Leaders show effective leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Town employees do their jobs in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I am satisfied with the Town's current level of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We would like to ask you about your experiences in Downtown Matthews

5. How often do you visit Downtown Matthews?

More than 5 times a month Once a month
 2-5 times a month Never

2013 Matthews Citizen Survey

6. Which of the following takes you to downtown Matthews? (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> a. Stores and shopping | <input type="checkbox"/> f. Special Events |
| <input type="checkbox"/> b. Restaurants | <input type="checkbox"/> Access Transit |
| <input type="checkbox"/> c. Town Hall/ Library | <input type="checkbox"/> Wingate University |
| <input type="checkbox"/> d. Private offices | <input type="checkbox"/> I Commute through town |
| <input type="checkbox"/> e. Farmers' market | |

7. How satisfied are you with the overall appearance of Matthews as a Town?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Somewhat dissatisfied |
| <input type="checkbox"/> Somewhat satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neutral | |

8. Where do you think the Town should focus its beautification efforts?

- | | |
|--|--|
| <input type="checkbox"/> 1. Fine as is | <input type="checkbox"/> 4. Town Street Medians |
| <input type="checkbox"/> 2. Town Entrances | <input type="checkbox"/> 5. All entrances, downtown and street medians |
| <input type="checkbox"/> 3. Downtown | |

This sections is about Town government and administration

9. Please indicate whether you are aware of the following opportunities that are offered by the Town of Matthews to involve residents in the Town's decisionmaking

- | | yes | no |
|--|--------------------------|--------------------------|
| a. Public meetings | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Public hearings | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Serving on citizen committees | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Information sessions or open houses | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Volunteer opportunities | <input type="checkbox"/> | <input type="checkbox"/> |

2013 Matthews Citizen Survey

10. How satisfied are you with the JOB PERFORMANCE of the following Departments/offices

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not Applicable
a. Town Manager and staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Fire/EMS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Police Department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Parks, Recreation & Cultural Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Stormwater	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Planning & Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Animal Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Streets, traffic, sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Garbage/ Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you were dissatisfied with a department why? _____

11. With which of the following departments have you had contact within the last year? Check all that apply.

- a. Town Manager and staff
- b. Fire/EMS (Emergency Medical Services)
- c. Police Department
- d. Parks , Recreation & Cultural Resources
- e. Stormwater
- f. Streets, traffic, sidewalks
- g. Planning & Development
- h. Animal Control
- i. Garbage/Recycling
- j. NONE

12. Which Town Department did you contact MOST RECENTLY?

- a. Town Administration
- b. Fire/EMS (Emergency Medical Services)
- c. Police Department
- d. Parks, Recreation & Cultural Resources
- e. Storm water
- f. Streets, traffic, sidewalks
- g. Planning & Development
- h. Animal Control
- i. Garbage/recycling

13. How did you make contact?

- Telephone
- Mail
- Email
- In person

2013 Matthews Citizen Survey

14. Please rate your satisfaction with the Town employees with whom you had the MOST RECENT contact. How satisfied are you with:

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
a. How easy they were to contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The way you were treated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The accuracy of the information and assistance you were given	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. How quickly Town staff responded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. How well your issue was handled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. If the staff needed to call you back, did they do so within 24 hours?

Yes No Not sure/Not applicable

16. How satisfied are you with the following services?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
a. Curbside recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Curbside garbage collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Curbside yard/lawn waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Have you visited ANY of the Town's parks or recreation centers in the last year?

Yes No

18. On average, how often do you visit each of the following facilities/parks?

	At least once a month	Once every three months	Once a year	Less than once a year
a. Community Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Crews Road Rec Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Stumptown Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Baucom Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Sardis Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Windsor Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Squirrel Lake Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2013 Matthews Citizen Survey

19. In this section, we would like your opinion regarding amenities within our parks.

	Have not visited or used	Good as is	Needs Improvement	No opinion
a. Community Center/theater	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Walking/jogging/fitness/bicycle paths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Concerts/ movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Picnic Shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Single Family Picnic Sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Open green spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Park Restroom Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If Other (please specify)				

20. Have you noticed any POSITIVE CHANGES in our parks and recreation centers over the past TWO years?

Yes No

21. If yes, what changes have you noticed?

22. Have you noticed any NEGATIVE changes in our parks and recreation centers over the past TWO years?

Yes No

23. If yes, what negative changes have you noticed?

2013 Matthews Citizen Survey

24 Do you attend any of the following Town events?

	Yes	No
a. Easter Eggstravaganza	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
b. Earth Day	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
c. Not So Spooky Halloween	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
d. Tree Lighting Celebration	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
e. BeachFest	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
f. Concert & Movie Series	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
g. Matthews Alive	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>

24. What would you add/change about any of these events?

25. Do you like the types of music at the Concert & Movie Series?

Yes No

26. If you would change the type of music, what type of music would you prefer?

Many of the main roads in Matthews are state roads; most residential streets are Town streets.

27. How would you rate the physical conditions of TOWN STREETS?

Poor Fair Average Good Excellent

28. For each of the following how much additional tax are you willing to pay per year

	Nothing	\$15	\$510	\$1015	\$1520
a. Greenways	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
b. Parks	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
c. Police officers	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
d. Firefighters	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
e. New/improved streets	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>

Please tell us which of the following are good ways to get information to YOU about town events, projects or issues. Select all that apply.

29. Please tell us which the following are good ways to get information to YOU about town events, projects or issues. Select all that apply.

- a. Town web site, www.matthews.gov
- b. Social media: Facebook, Twitter
- c. Direct mailings
- d. Town Email newsletter
- e. Information flyers/pamphlets
- f. My Matthews App
- g. Local newspapers/magazines
- h. Radio/Television
- i. Street Banners

Other

30. Have you used Facebook or Twitter to communicate with the Town in the past year?

- Yes No

31. Have you ever visited the Town's website: www.matthewsnc.gov?

- Yes No

32. How often?

- Daily Monthly Don't remember
 Weekly < once/month N/A

33. Did you find it easy to navigate?

- Yes No

34. Do you receive the Town's email newsletter?

- Yes No

35. Would you like to be on our email newsletter distribution list?

1. Yes 2. No

Your email address

37. By completing this survey and providing your email address you could win gifts. We will randomly select winners for tickets to Matthews Playhouse Productions, Town merchandise and gift certificates to local restaurants. Please provide your email address if you would like to enter this drawing.

Email:

These last few questions are for statistical purposes only.

38. How long have you lived in Matthews?

- I do not live in Matthews
- Between 15 years
- 10 15 years
- Less than one year
- Between 510 years
- More than 15 years

39. At which polling station do you vote?

- 1. Crown Point School
- 2. Christ Covenant Church
- 3. Elizabeth Lane School
- 4. Matthews Community Center
- 5. Mt. Harmony
- 6. CPCC Levine Campus
- 7. I do not live in Matthews

40. What is your gender?

- Male
- Female

41. In what age category do you belong?

- 1821
- 2125
- 2630
- 3135
- 3640
- 4145
- 4650
- 5155
- 5660
- 6165
- Over 65

42. With which race/ethnic group do you identify yourself?

- African American
- Asian
- Caucasian (White)
- Hispanic/Latino
- Mixed

Other (please specify)

43. What is your highest level of education?

- No High School degree
- High School diploma/GED
- Some college
- Associate Degree
- Bachelors
- Post Graduate
- Professional (PhD, MD, JD)

44. What is the category of your total household income?

Under \$35,000 for last year

Between \$125 150,000

Between \$3575,000

Between \$150,000 200,000

45. Do you: Own Rent Live with relatives/friends

46. What do you think are the biggest issues facing Matthews in the Future?

47. What is something you would do to improve Matthews and why?

48. Do you have any comments for us?

The Town of Matthews thanks you very much for your time and opinion!

