



# *2014 Community Survey*

## **Findings Report**

*Submitted to the*

# *Cabarrus County, North Carolina*



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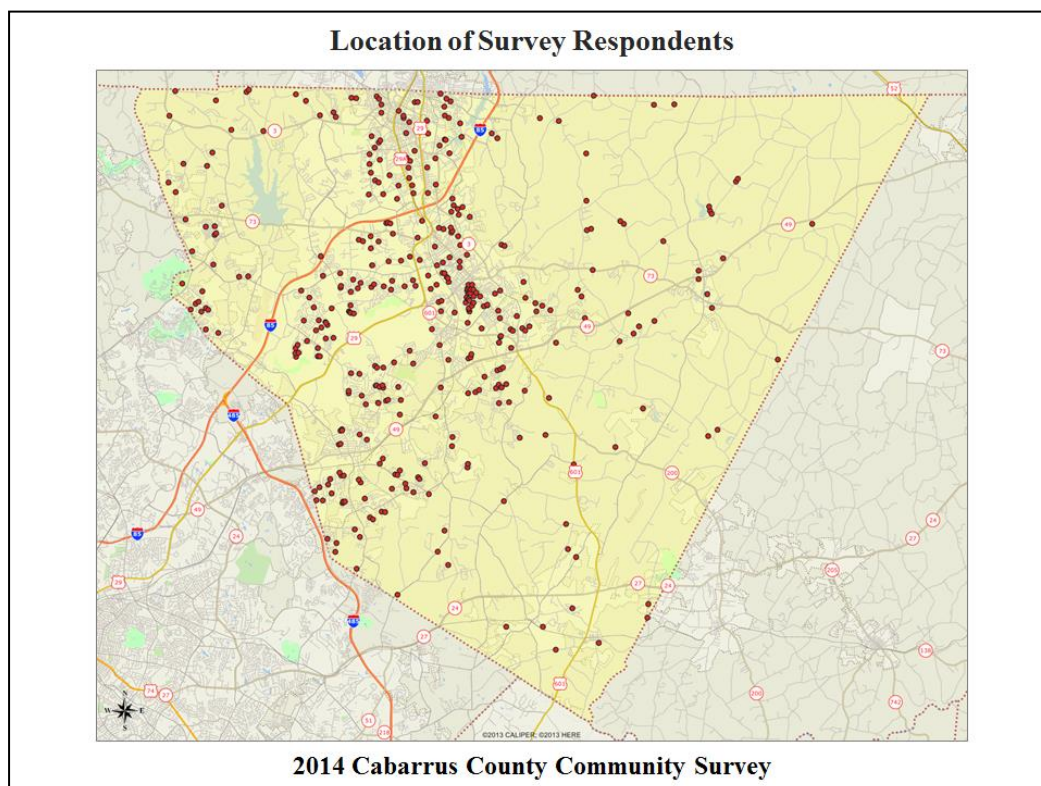


## Overview

ETC Institute administered a survey to residents of Cabarrus County during the spring of 2014. This is the third time that the survey was administered for the County. The survey was also administered 2008 and 2010, providing valuable trend data for the County. The purpose of the survey was to assess satisfaction with the quality of county services and to gather input about priorities for the community.

**Methodology.** A seven-page survey was mailed to a random sample of 1,200 households during March 2014. Approximately seven days after the survey was mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Households that received a survey in the mail also had the option of completing the survey online. A total of 406 residents completed the survey. The overall results for the survey have a precision of at least +/-4.9% at the 95% level of confidence. There were no statistically significant differences in the results of the survey based on the method of administration (mail, phone, online).

In order to better understand how well residents think County services are being delivered in different areas of the County, ETC Institute geocoded the home address of respondents to the survey. The dots on the map below shows the physical distribution of respondents to the survey based on the location of their home.



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Cabarrus County with the results from other communities in the *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report.

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey
- benchmarking data that show how the results for Cabarrus compare to other communities
- importance-satisfaction analysis that identifies priorities for the County
- GIS maps that show the results for selected questions on the survey
- tables that show the results for all questions on the survey
- a copy of the survey instrument

## Trends

**Significant Changes from 2010 to 2014.** Overall satisfaction has stayed the same or improved in 26 of the 44 areas that were rated in 2010 and 2014. There were statistically significant improvements in 10 of the 44 areas that were rated. There were only two significant decreases. The significant increases and decreases are listed below:

### **Significant Increases**

- Employment opportunities
- Cabarrus County recreation leagues and classes
- Conservation easements
- Emergency preparedness
- Veteran services
- Transportation service for seniors/disabled
- Housing rehabilitation
- Tax relief exemptions
- Landfill/household hazardous waste center
- How well issues were handled by County employees

### **Significant Decreases**

- Ease of travel in the County
- Children’s programs



Overall satisfaction has stayed the same or improved in 19 of the 21 areas that were rated in 2008 and also in 2014. There were statistically significant improvements in 10 of the 21 areas that were rated. There were no significant decreases.

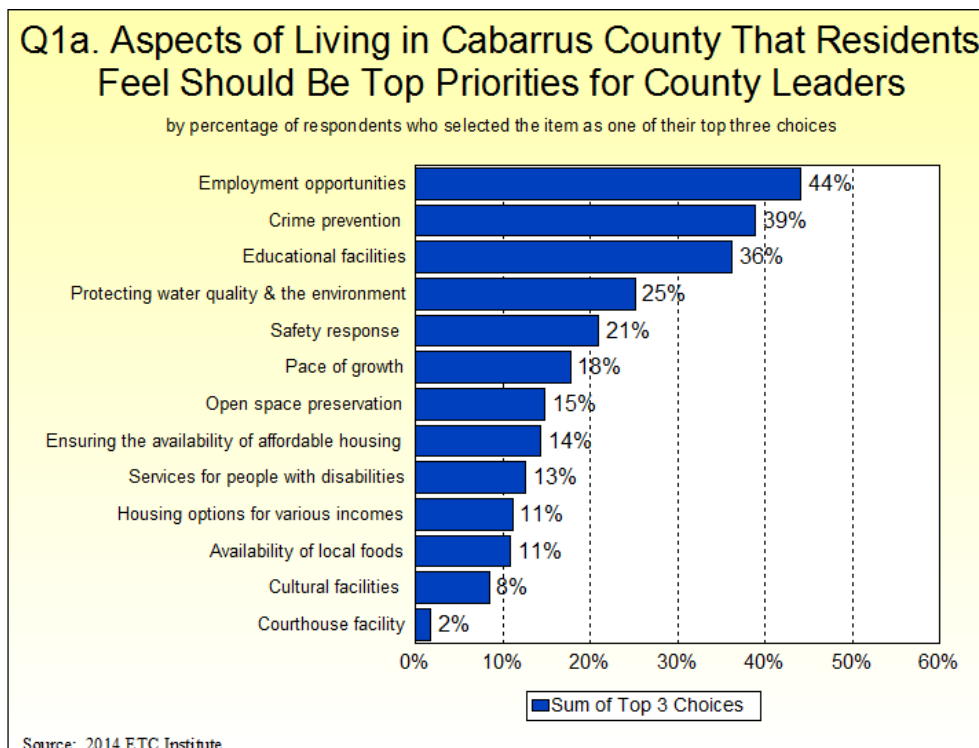
## How Cabarrus County Compares to Other Communities

**Cabarrus County is setting the standard with regard to the overall quality of County services.** The mean rating for Cabarrus County was at or above the national average for all 23 areas that were comparatively assessed on the survey. The County rated significantly above the national average in 15 areas. The County did not rate significantly below the national average in any areas. The 10 areas in which the County outperformed the national average the most were:

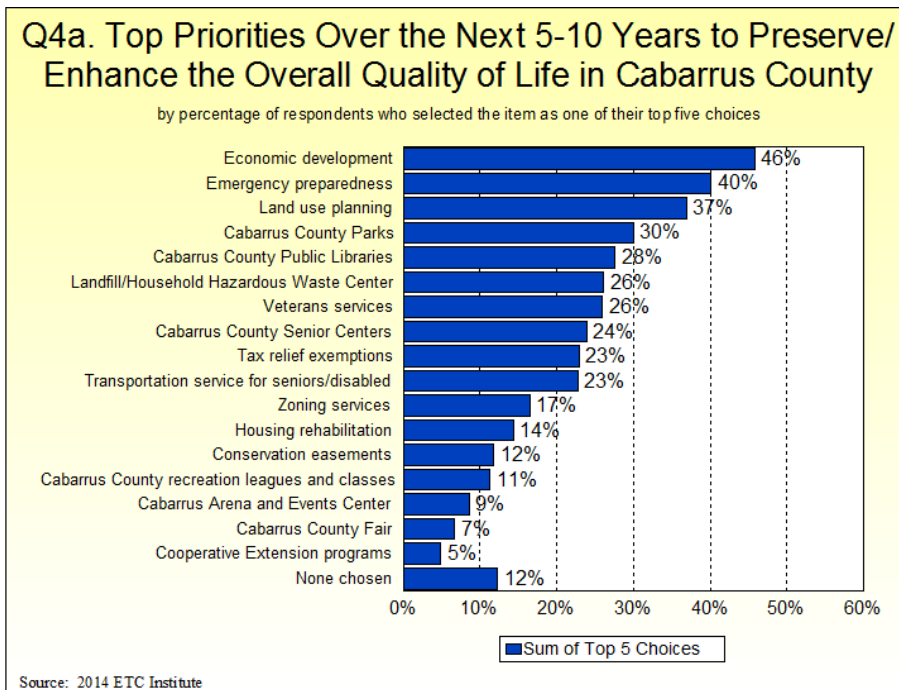
- How well issues were handled by County employees
- Emergency preparedness
- How quickly County staff responded
- Accuracy of information and assistance given
- Recreation leagues and classes
- The way County staff treated residents
- Overall quality of County services
- Feeling of safety in County parks
- County parks
- Library services

## Priorities

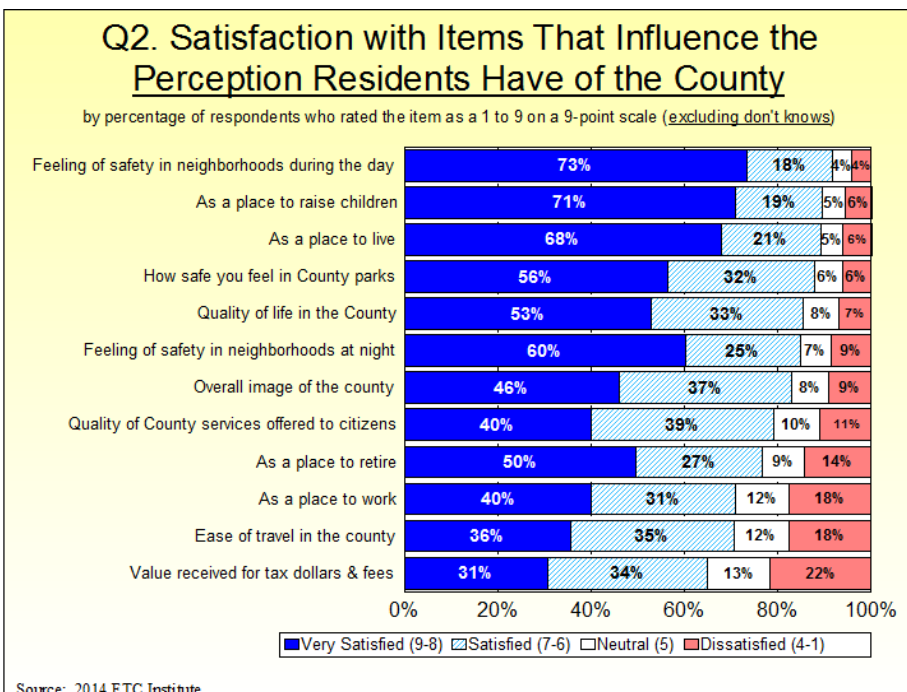
**County Issues.** Among 13 County issues that residents were asked to rate, residents thought employment opportunities (44%), crime prevention (39%), and educational facilities (36%) were the most important. The chart below shows the percentage of residents who selected each issue as one of their top three choices.



**County Programs and Services.** Among 17 county services that residents were asked to rate, residents thought economic development (46%), emergency preparedness (40%) and land use planning (37%) should be the top priorities over the next 5 to 10 years to preserve/enhance the overall quality of life in the County. The chart below shows the percentage of residents who selected each service as one of their top five choices.



**Perception of the County.** Among 12 items that influence residents’ perception of the County, the items that received the highest satisfaction ratings were the feeling of safety in neighborhoods during the day (91%), the County as a place to raise children (90%), and the County as a place to live (89%). The chart below shows the level of satisfaction for each item that was rated.



## Other Findings

- **Location of Public Library Branches:** 76% of the residents surveyed thought public libraries were conveniently located; 17% did not, and 7% did not have an opinion.
- **Usage of Public Libraries:** 60% of the residents surveyed indicated that they had used a public library in Cabarrus County during the past year.
- **Sources of Information About County Programs and Services:** The top sources of information used by residents to get information about County programs and services are: newspaper (39%), the County's website (36%), mail (36%), and television (30%).
- **Importance of "Cabarrus County Transportation Services".** Over three-fourths (82%) of those surveyed thought it was "very important" or "important" for the County to provide "Cabarrus County Transportation Services"; 13% thought it was "somewhat important", and only 5% did not think it was important.
- **Awareness of Channel 22.** 46% of residents surveyed are aware of the Cabarrus County Government Channel (channel 22); of those that are aware of Channel 22, 75% find the programs on Channel 22 to be entertaining, informative, and/or helpful.
- **County website.** 83% of residents surveyed have visited the County's website; of the 83% that have visited the County's website, 89% found the website easy to navigate.
- **County Emergency Services.** 96% of residents surveyed are either "very satisfied" or "satisfied" with Cabarrus County Emergency Medical Services; over 90% of residents surveyed are also "very satisfied" or "somewhat satisfied" with the Cabarrus County Fire Marshal's Office, the Cabarrus County 9-1-1- call center, and the Cabarrus County Sheriff's Office.
- **County Customer Service.** 40% of residents surveyed have contacted Cabarrus County during the past year; of the 40% that have contacted Cabarrus County, 84% were "very satisfied" or "satisfied" with the way they were treated, and 83% were "very satisfied" or "satisfied" with the accuracy of the information and assistance they were given.

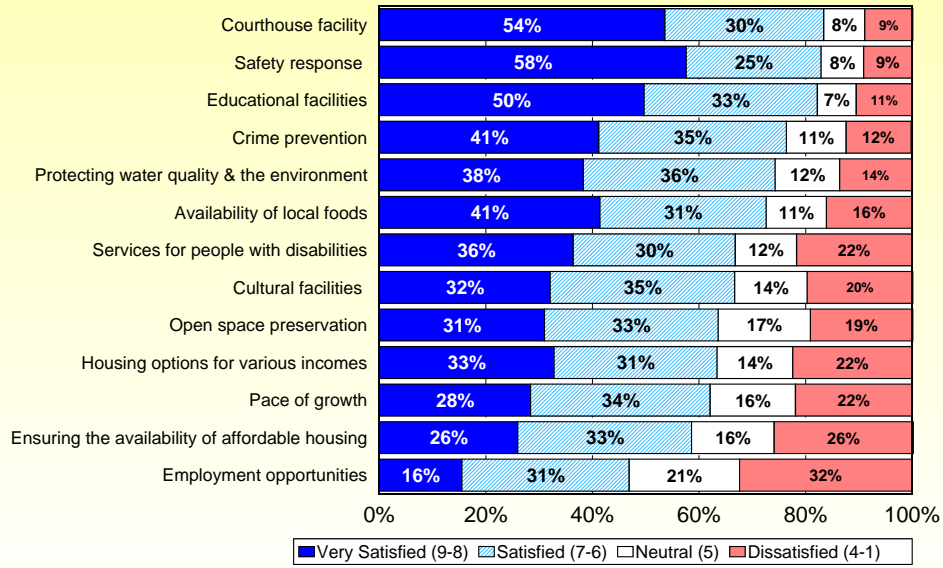
*Section 1:*  
*Charts and Graphs*

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### Q1. Overall Satisfaction with Various Aspects of Living in Cabarrus County

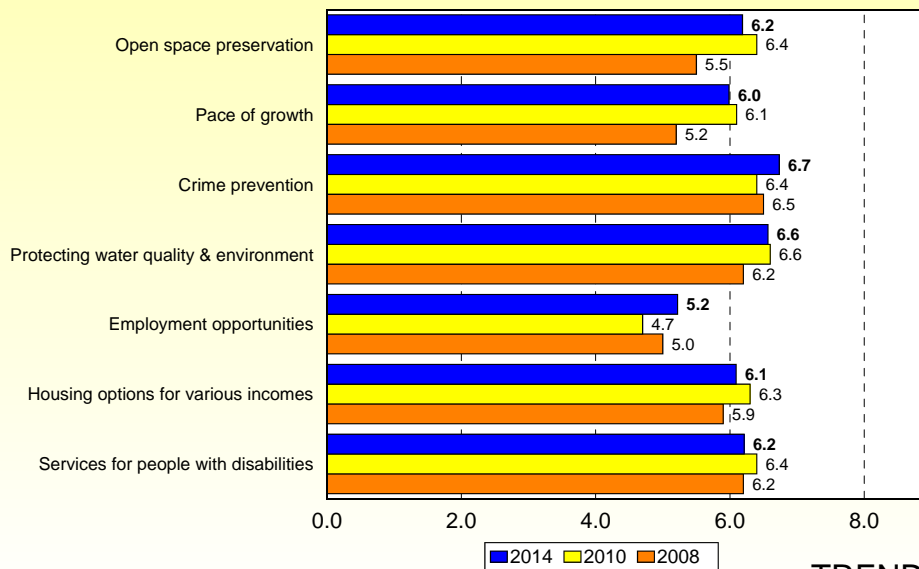
by percentage of respondents who rated the item as a 1 to 9 on a 9-point scale (excluding don't knows)



Source: 2014 ETC Institute

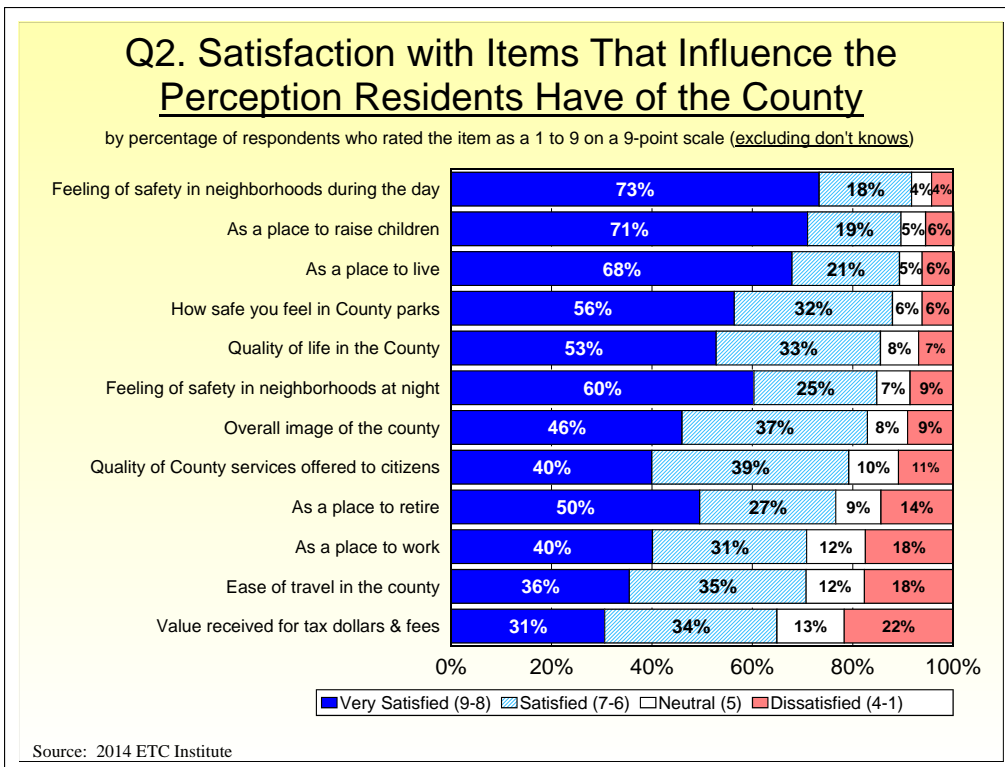
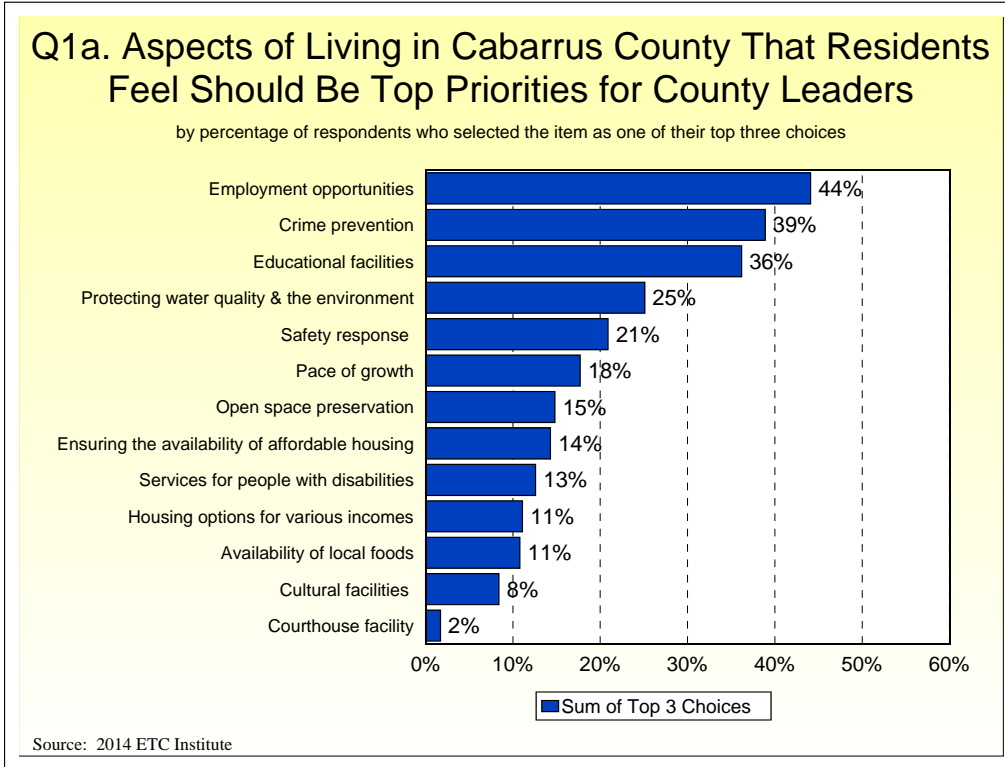
### Q1. Overall Satisfaction with Various Aspects of Living in Cabarrus County

Mean ratings on a scale from 1 to 9, where 9 means "very satisfied" and 1 means "very dissatisfied" (excluding don't knows)



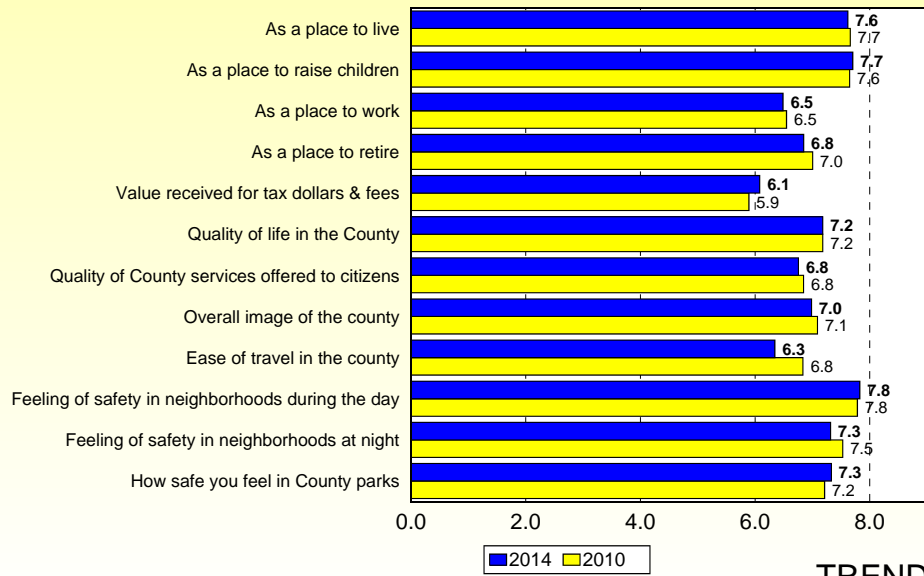
Source: 2014 ETC Institute

**TRENDS**



### Q2. Satisfaction with Items That Influence the Perception Residents Have of the County

Mean ratings on a scale from 1 to 9, where 9 means "very satisfied" and 1 means "very dissatisfied" (excluding don't knows)

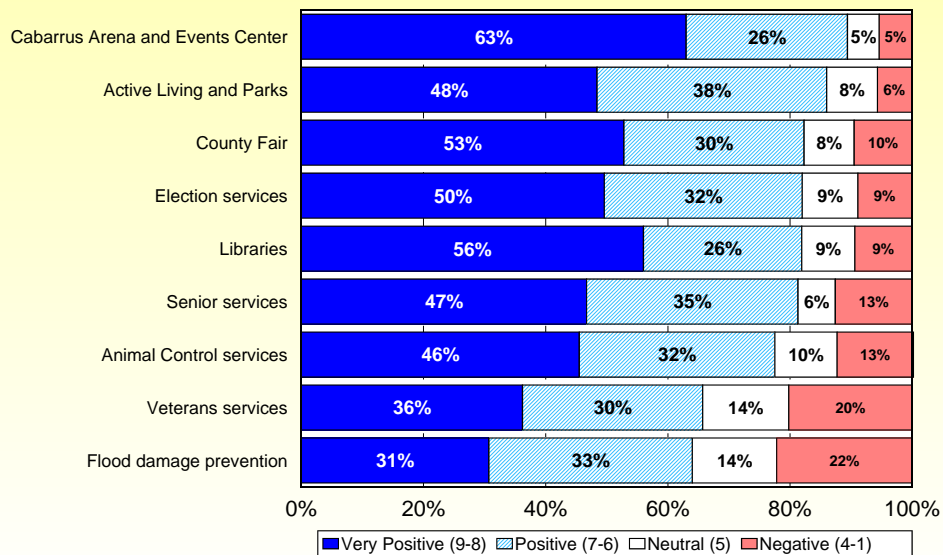


Source: 2014 ETC Institute

**TRENDS**

### Q3. Overall Impression of Various Programs and Services Offered by Cabarrus County

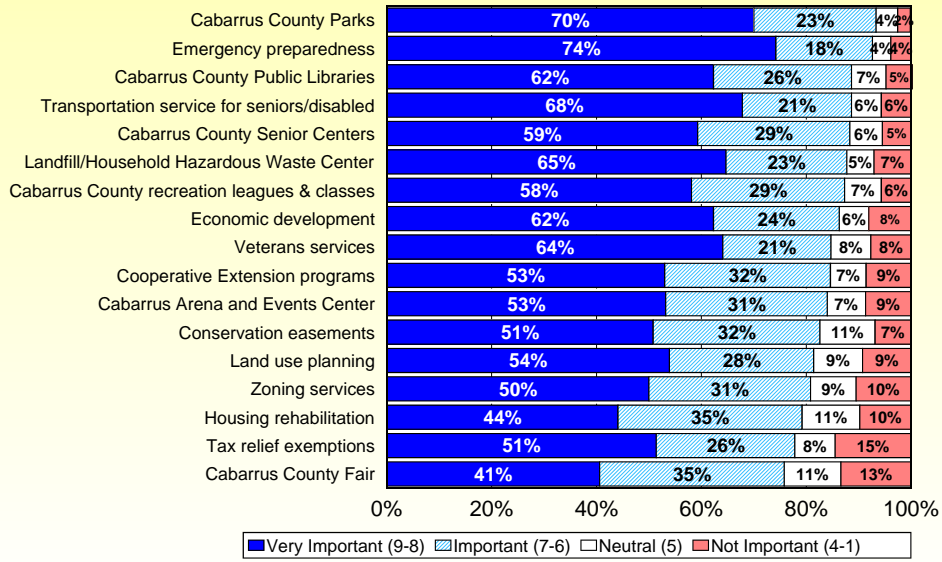
by percentage of respondents who rated the item as a 1 to 9 on a 9-point scale (excluding don't knows)



Source: 2014 ETC Institute

### Q4. Importance of Various Cabarrus County Programs and Services to the Quality of Life in the County

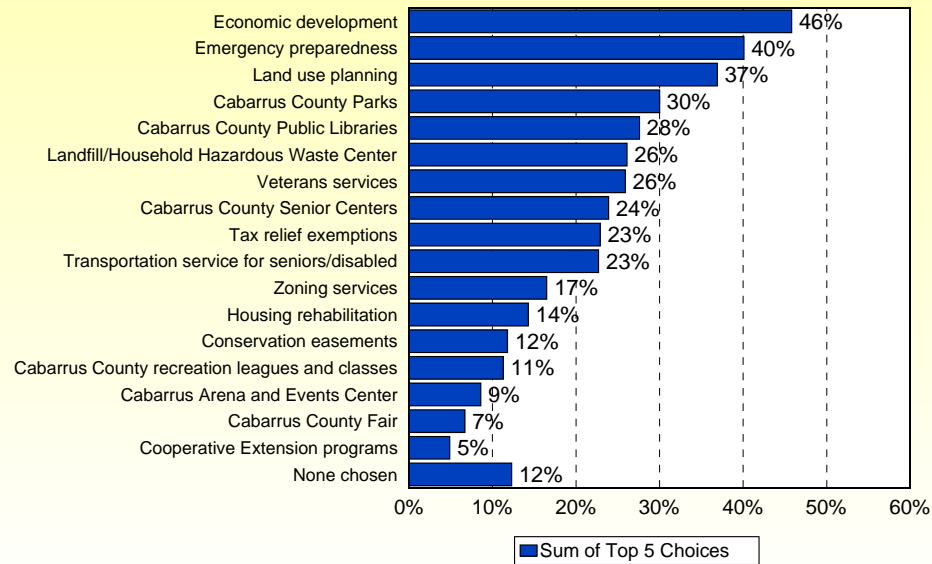
by percentage of respondents who rated the item as a 1 to 9 on a 9-point scale (excluding don't knows)



Source: 2014 ETC Institute

### Q4a. Top Priorities Over the Next 5-10 Years to Preserve/Enhance the Overall Quality of Life in Cabarrus County

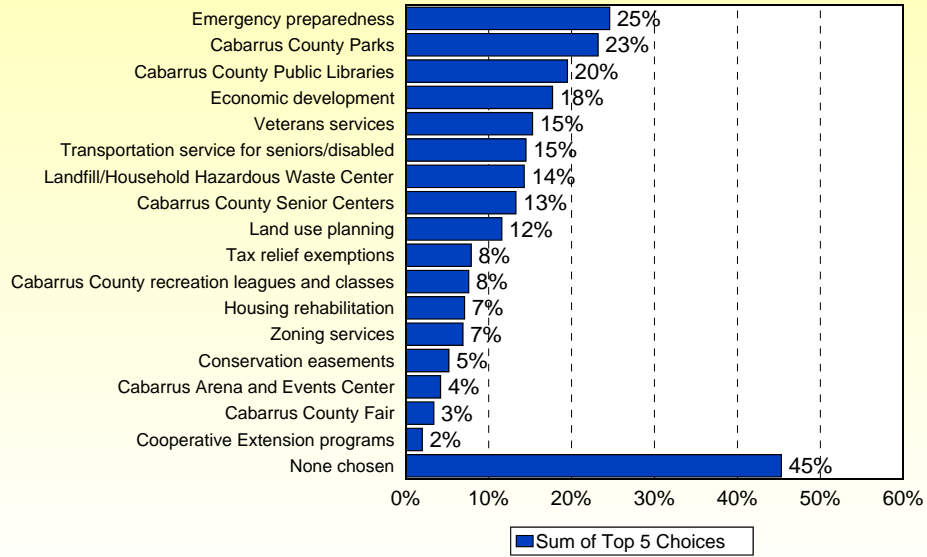
by percentage of respondents who selected the item as one of their top five choices



Source: 2014 ETC Institute

### Q4b. Items Residents Are Most Willing to Pay More for to Avoid Reductions in Service or Decreased Quality

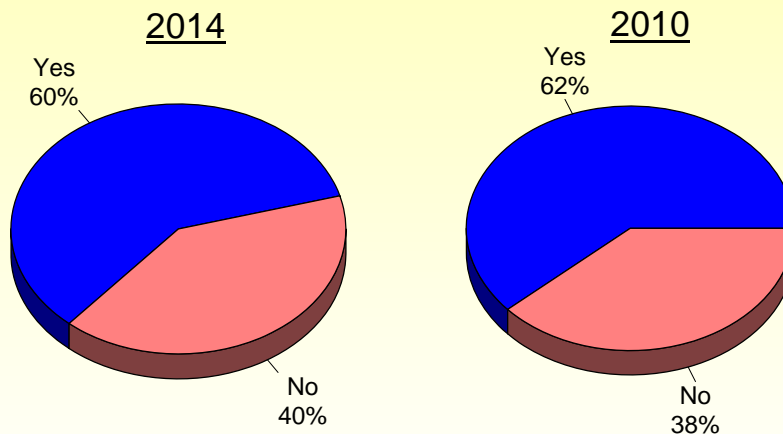
by percentage of respondents who selected the item as one of their top five choices



Source: 2014 ETC Institute

### Q5. Within the past year, have you used a Cabarrus County public library?

by percentage of respondents (excluding don't knows)

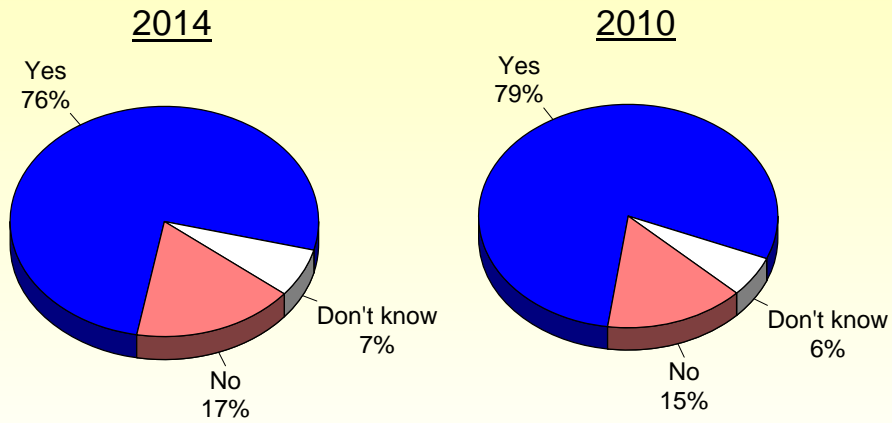


Source: 2014 ETC Institute

**TRENDS**

### Q6. Is there a public library branch in a convenient location for you to use?

by percentage of respondents

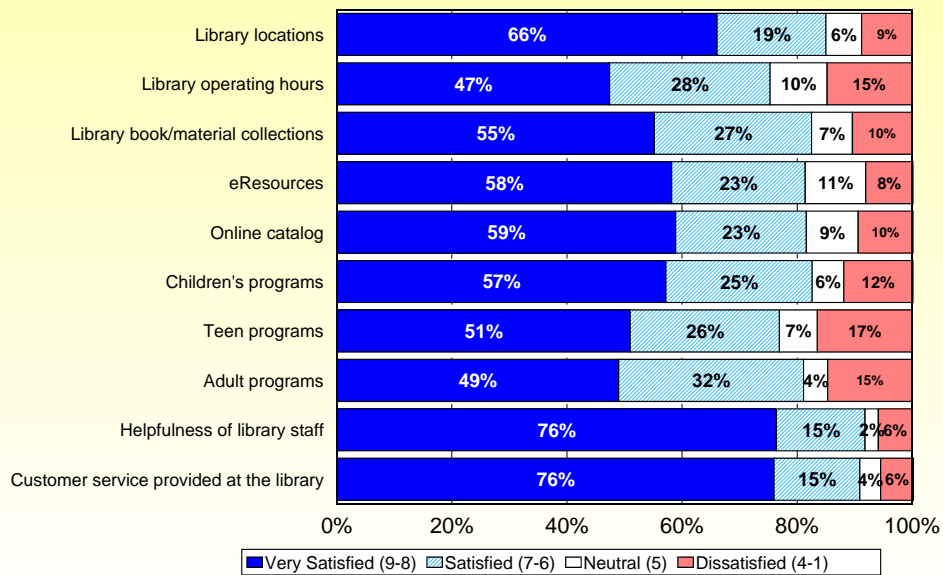


Source: 2014 ETC Institute

**TRENDS**

### Q7. Satisfaction with County Library Services

by percentage of respondents who rated the item as a 1 to 9 on a 9-point scale (excluding don't knows)

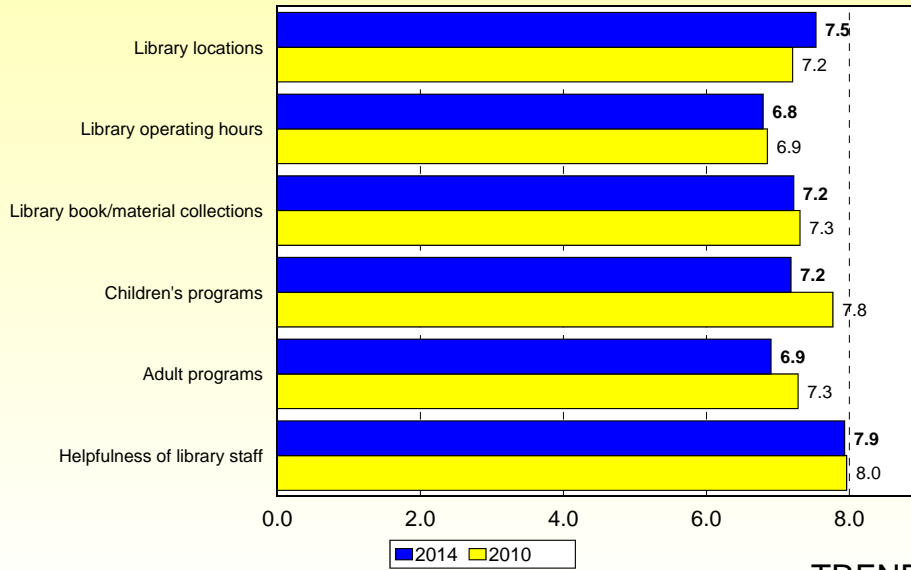


Source: 2014 ETC Institute



### Q7. Satisfaction with County Library Services

Mean ratings on a scale from 1 to 9, where 9 means "very satisfied" and 1 means "very dissatisfied" (excluding don't knows)

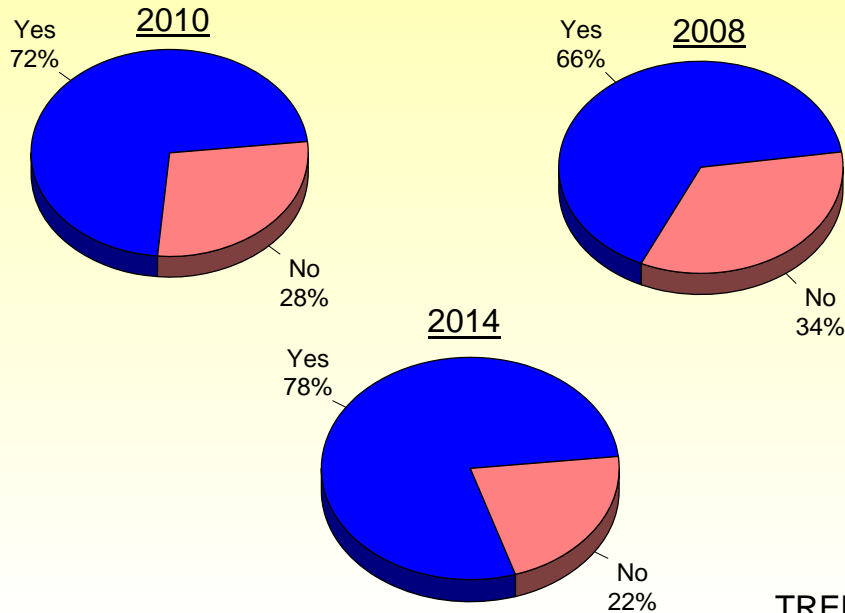


Source: 2014 ETC Institute

**TRENDS**

### Q8. Did you vote in the last election in Cabarrus County?

by percentage of respondents (excluding don't knows)

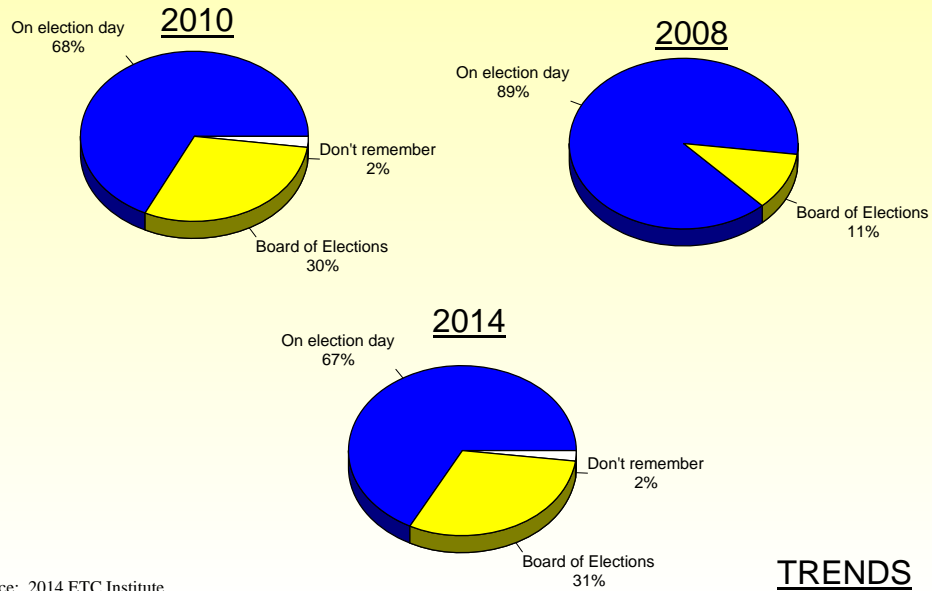


Source: 2014 ETC Institute

**TRENDS**

**Q8a. Did you vote on election day at your precinct or did you vote early at the Board of Elections office?**

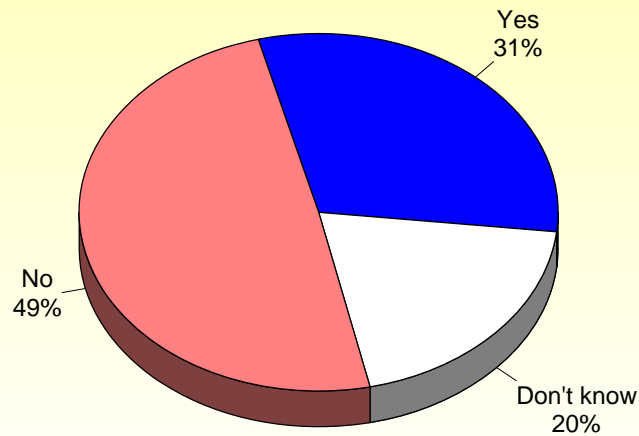
by percentage of respondents who voted in the last election in Cabarrus County



Source: 2014 ETC Institute

**Q8b. Do you support the implementation of fewer and larger voting precincts?**

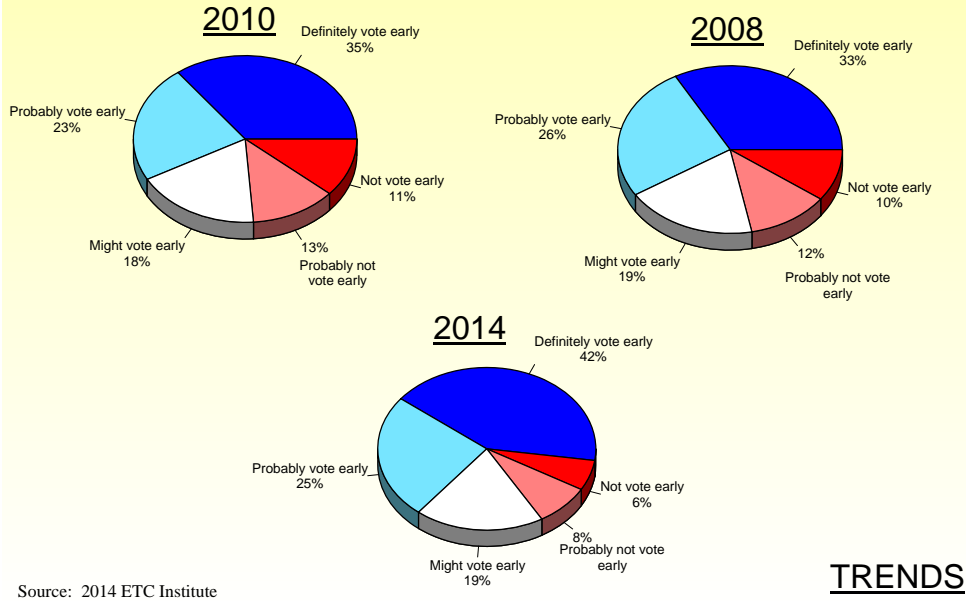
by percentage of respondents who voted in the last election in Cabarrus County



Source: 2014 ETC Institute

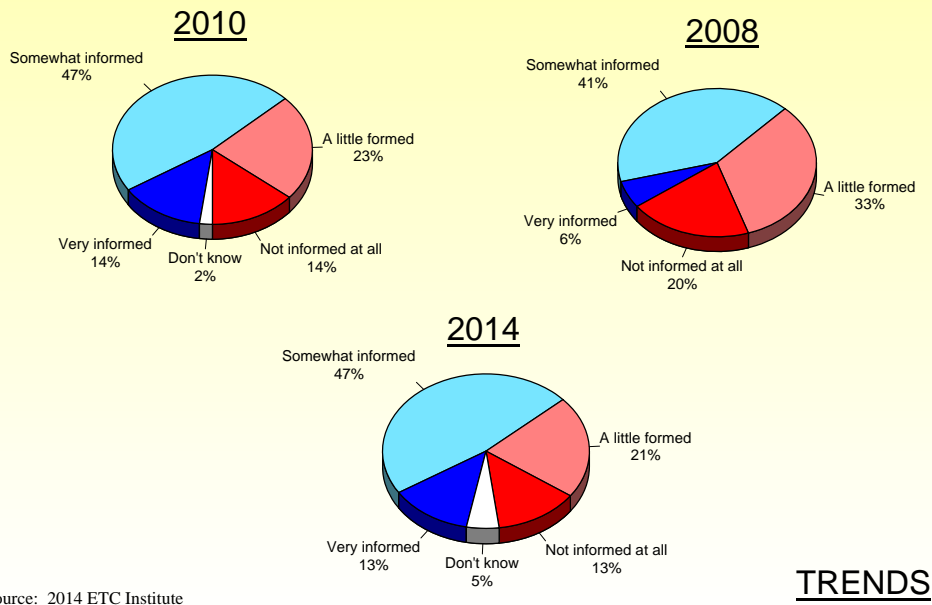
**Q9. How likely would you be to vote early if it were available at more convenient locations in the County?**

by percentage of respondents (excluding don't knows)



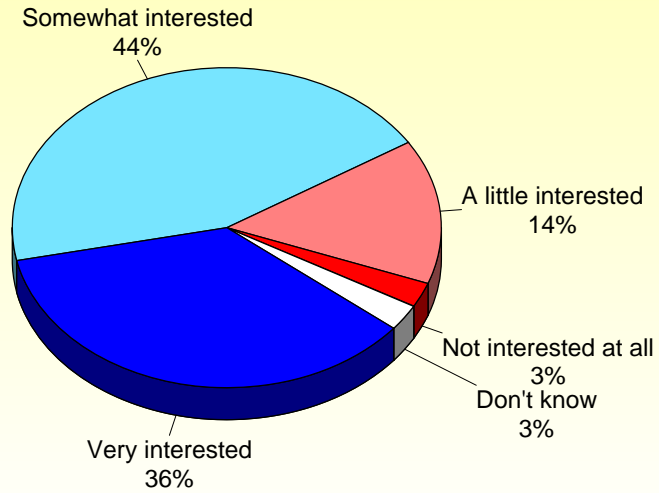
**Q10. How informed are you about Cabarrus County Government issues?**

by percentage of respondents (excluding don't knows)



### Q11. How interested are you about Cabarrus County Government issues?

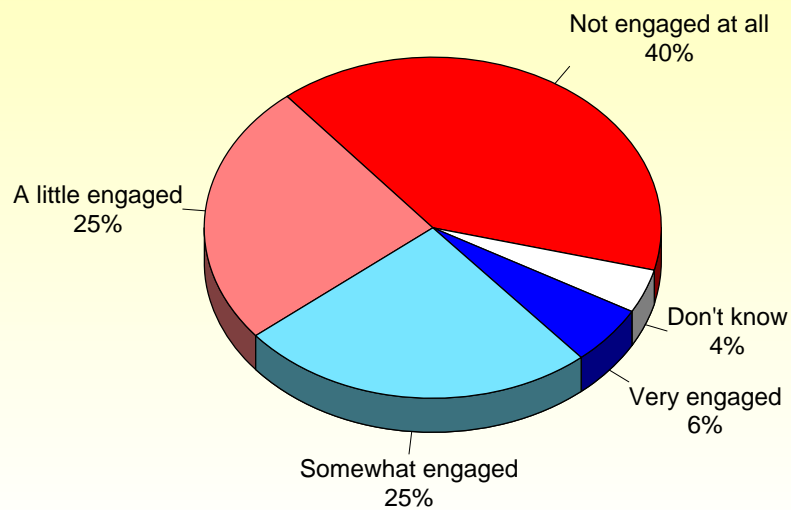
by percentage of respondents



Source: 2014 ETC Institute

### Q12. How engaged are you in the work of Cabarrus County Government?

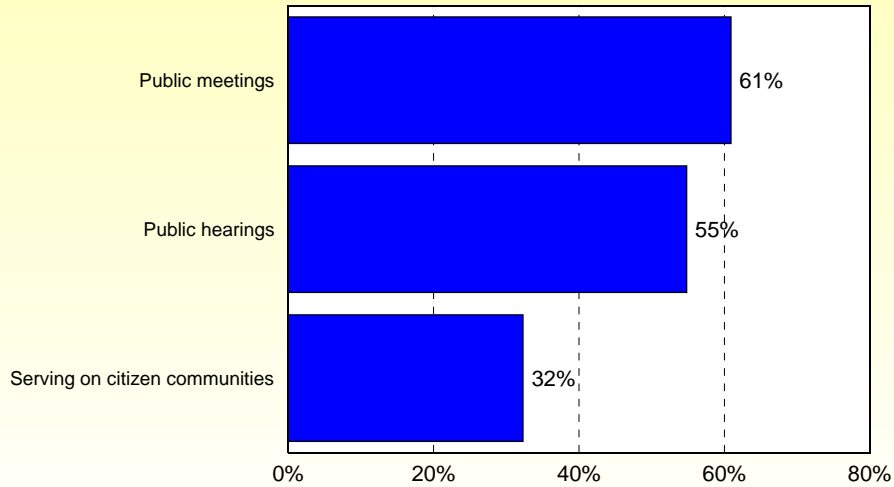
by percentage of respondents



Source: 2014 ETC Institute

Q13. Are you aware of any of these opportunities for citizens to be involved in decision-making for Cabarrus County government issues?

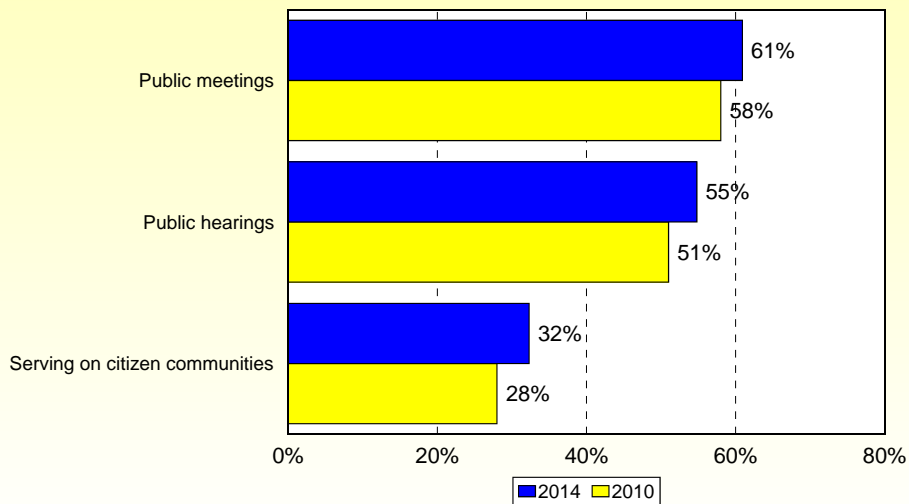
by percentage of respondents



Source: 2014 ETC Institute

Q13. Are you aware of any of these opportunities for citizens to be involved in decision-making for Cabarrus County government issues?

by percentage of respondents

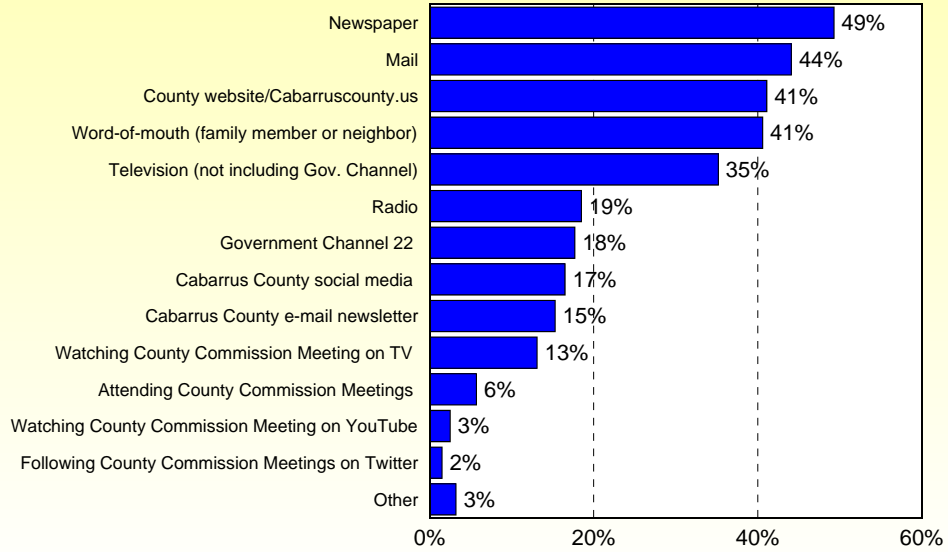


Source: 2014 ETC Institute

**TRENDS**

### Q14. Sources Residents Use to Obtain Information About Cabarrus County Programs and Services

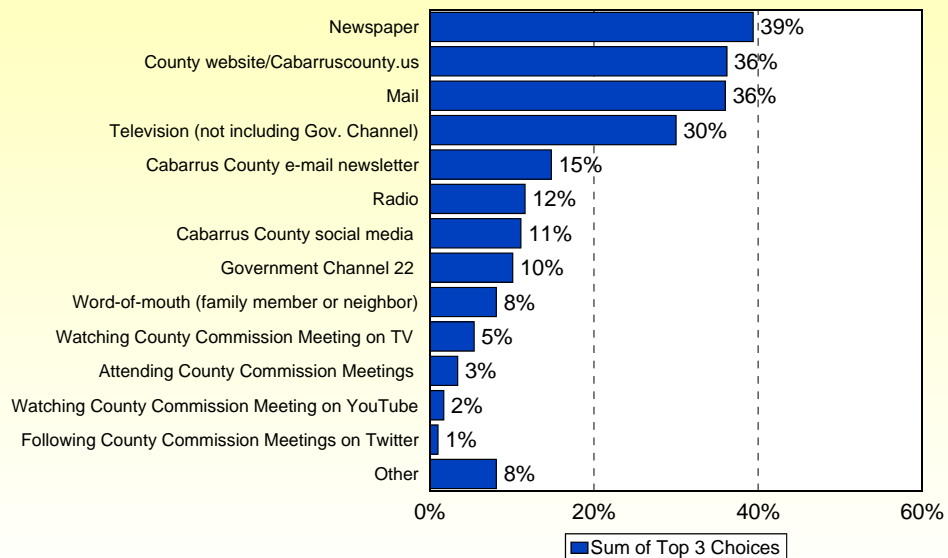
by percentage of respondents (multiple choices could be made)



Source: 2014 ETC Institute

### Q14a. Sources of Information Most Important to Cabarrus County Residents

by percentage of respondents who selected the item as one of their top three choices

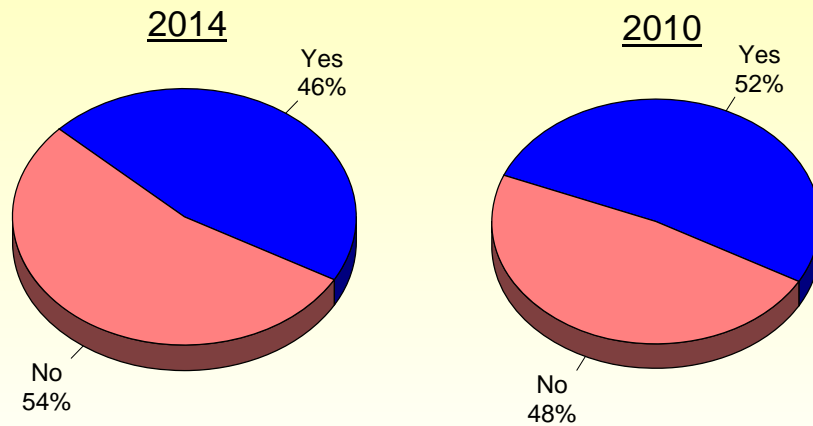


Source: 2014 ETC Institute



**Q15. Are you aware of the Cabarrus County Government Channel, which is cable channel 22?**

by percentage of respondents (excluding don't knows)

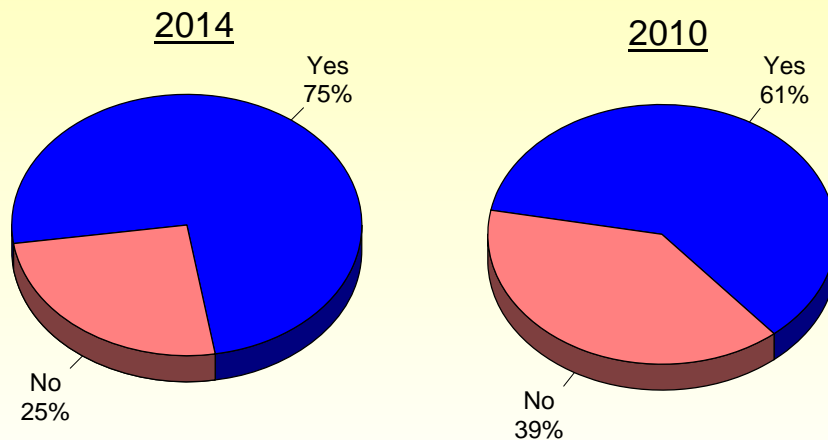


Source: 2014 ETC Institute

**TRENDS**

**Q16. Overall, do you find the programs on Channel 22 entertaining, informative and/or helpful to you?**

by percentage of respondents who are aware of Channel 22 (excluding don't knows)

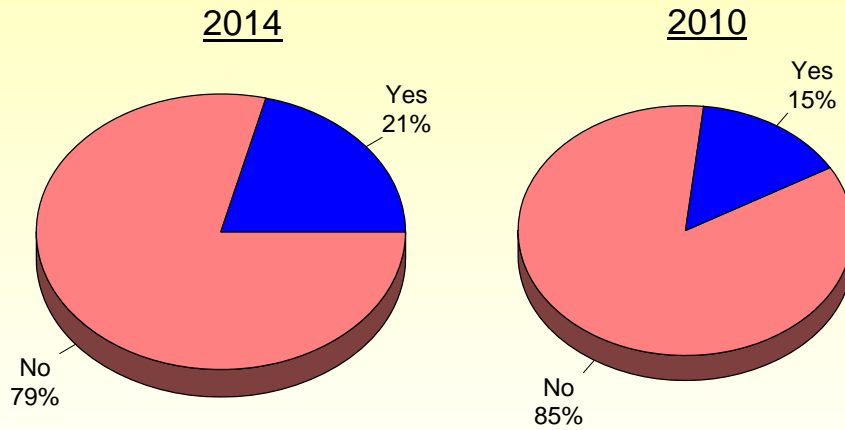


Source: 2014 ETC Institute

**TRENDS**

**Q17. Are you aware that you can watch many of Channel 22's shows On Demand, on the Cabarrus County website and/or YouTube channel?**

by percentage of respondents (excluding don't knows)

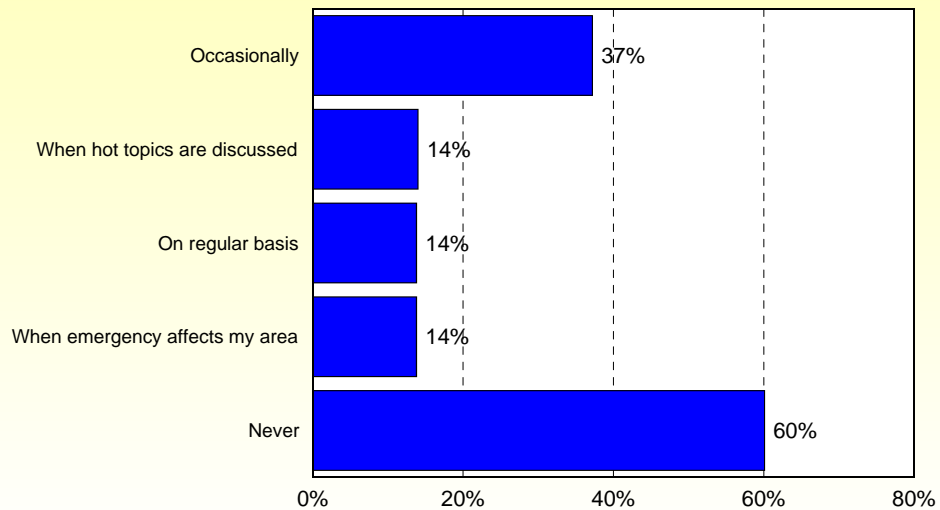


Source: 2014 ETC Institute

**TRENDS**

**Q18. Do you rely on the Cabarrus County website, social media, e-newsletter and/or Channel 22 for news and information about Cabarrus County?**

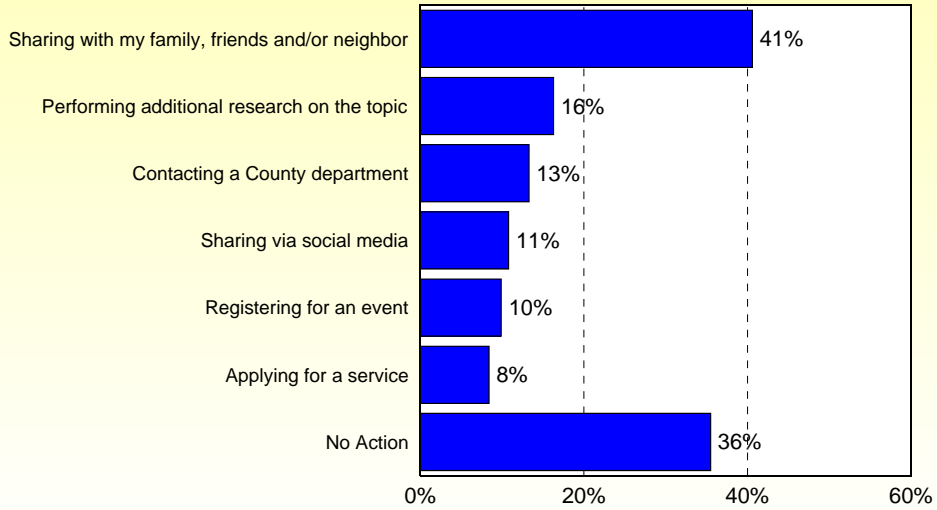
by percentage of respondents (multiple choices could be made)



Source: 2014 ETC Institute

**Q19. In the last year, have you acted on news and information you received from the Cabarrus County website, social media, e-newsletter and/or Channel 22?**

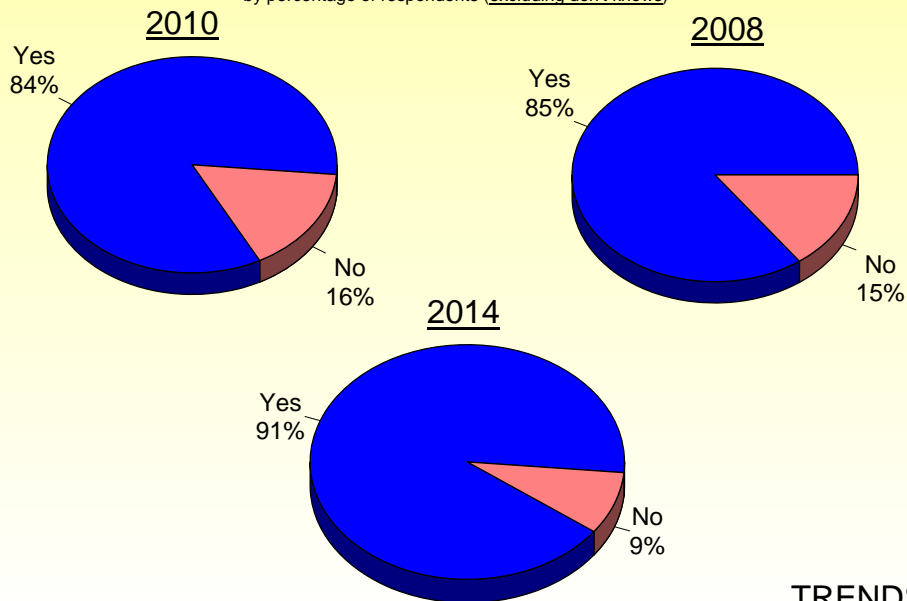
by percentage of respondents (multiple choices could be made)



Source: 2014 ETC Institute

**Q20. Do you have access to the Internet or the World Wide Web?**

by percentage of respondents (excluding don't knows)

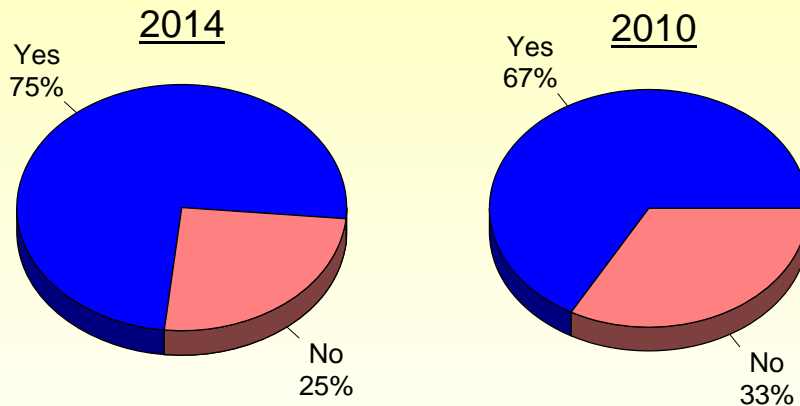


Source: 2014 ETC Institute

**TRENDS**

Q21. Are you aware of the County's website,  
[www.cabarruscounty.us](http://www.cabarruscounty.us)?

by percentage of respondents (excluding don't knows)

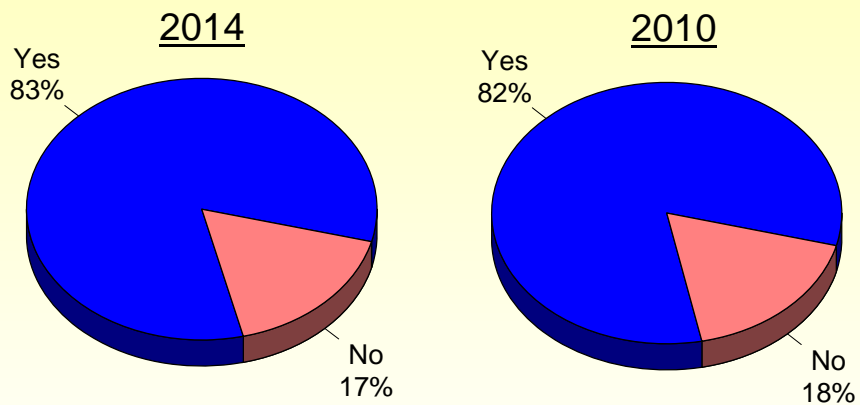


Source: 2014 ETC Institute

TRENDS

Q21a. Have you ever visited [www.cabarruscounty.us](http://www.cabarruscounty.us)?

by percentage of respondents who were aware of the County's website

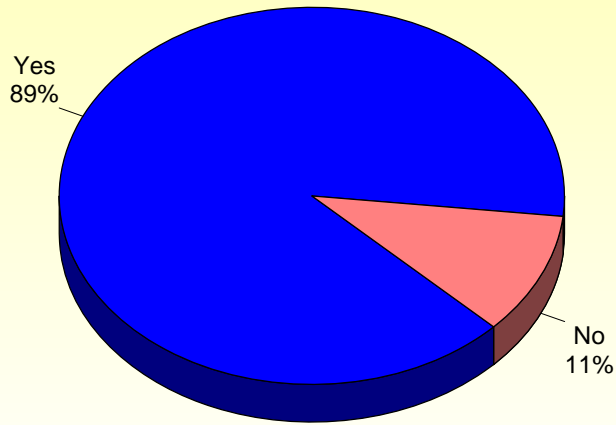


Source: 2014 ETC Institute

TRENDS

### Q21c. Was the County's website easy to navigate?

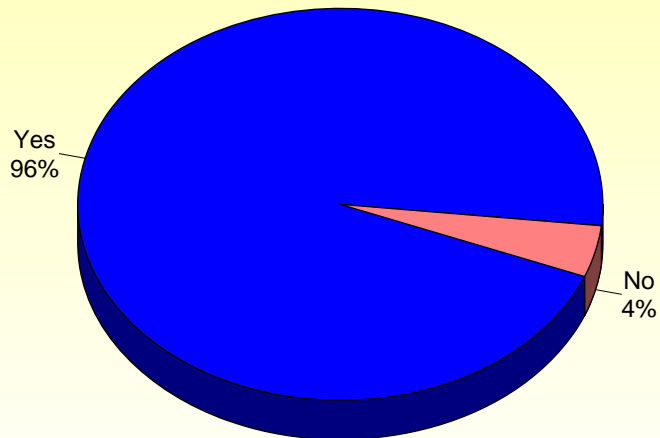
by percentage of respondents who have visited the County's website (excluding don't knows)



Source: 2014 ETC Institute

### Q21d. Did you find what you were looking for on the County website?

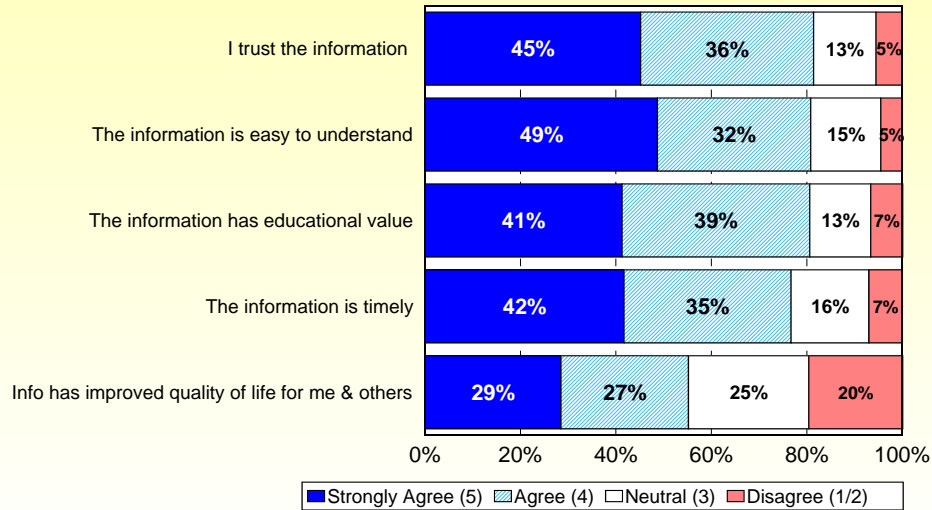
by percentage of respondents who have visited the County's website (excluding don't knows)



Source: 2014 ETC Institute

### Q22. Level of Agreement with Statements Regarding Information from County Website, Social Media, E-Newsletter and/or Channel 22

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

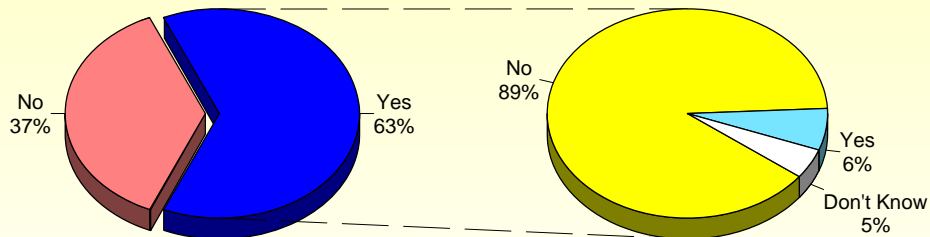


Source: 2014 ETC Institute

### Q23. Prior to receiving this survey, had you heard about "Cabarrus County Transportation Service" (CCTS)?

by percentage of respondents

Q23a. If yes, have you used the service?

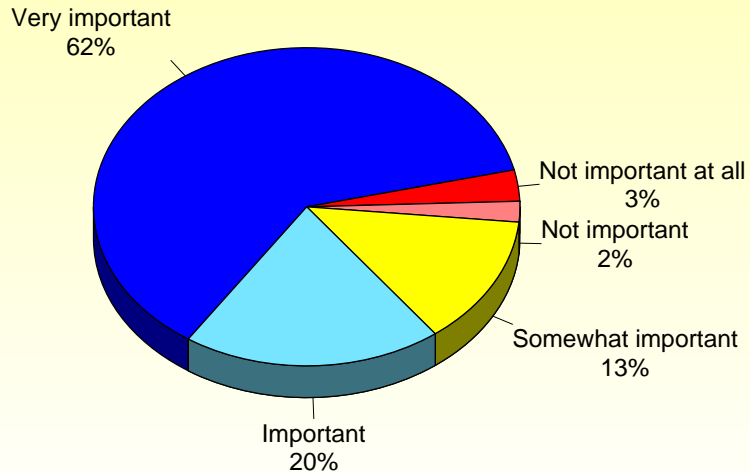


Source: 2014 ETC Institute



**Q24. How important do you think it is for the County to provide CCTS services to Cabarrus County residents?**

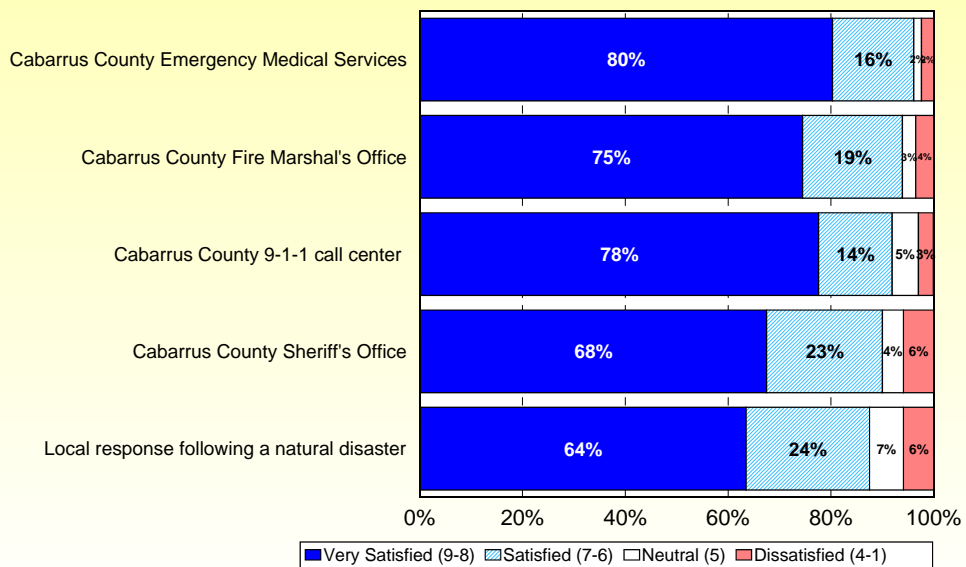
by percentage of respondents (excluding don't knows)



Source: 2014 ETC Institute

**Q25. Satisfaction with County Emergency Services**

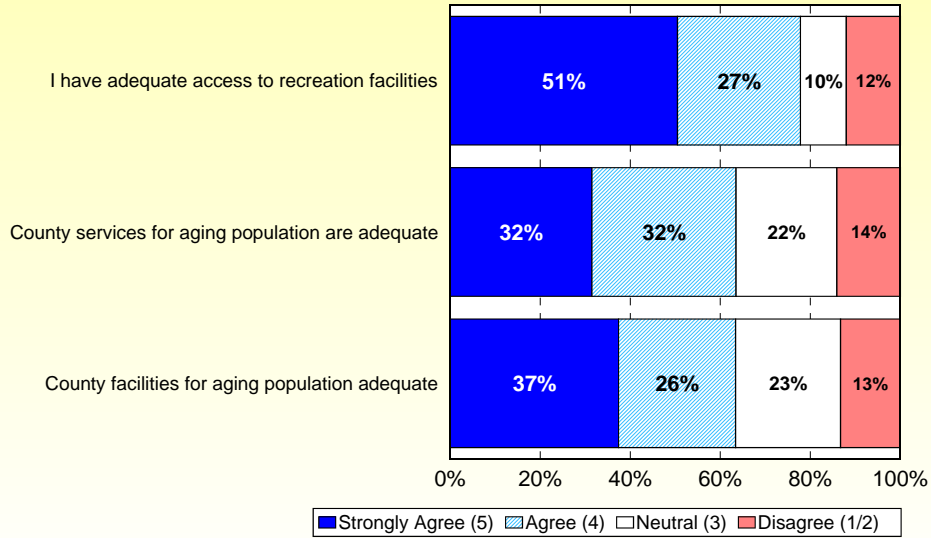
by percentage of respondents who rated the item as a 1 to 9 on a 9-point scale (excluding don't knows)



Source: 2014 ETC Institute

### Q26. Level of Agreement with Various Statements

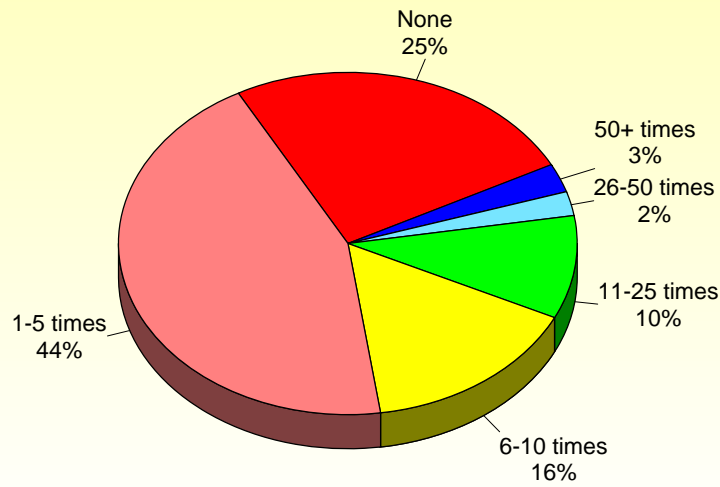
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: 2014 ETC Institute

### Q27. In the last year, how many times have you visited or used Frank Liske, Camp T.N. Spencer and/or North Cabarrus park(s)?

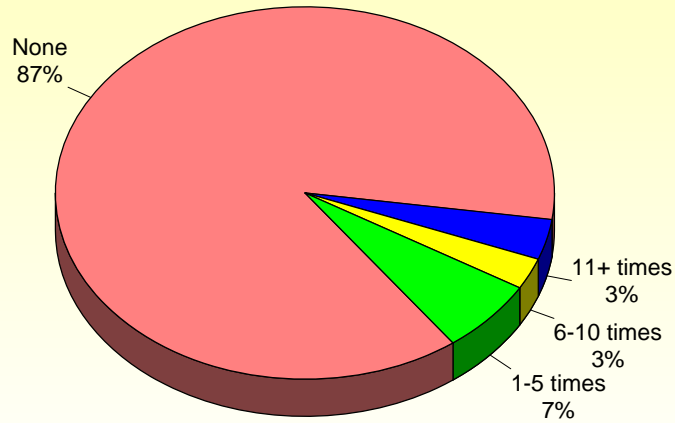
by percentage of respondents (excluding don't knows)



Source: 2014 ETC Institute

**Q29. In the last year, how many times have you visited or used the Concord or Mt. Pleasant Senior Center?**

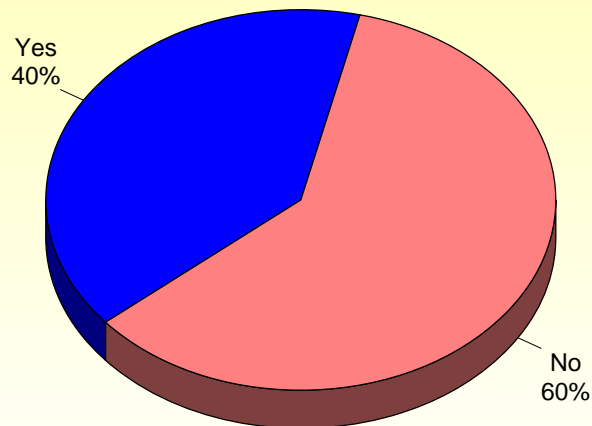
by percentage of respondents (excluding don't knows)



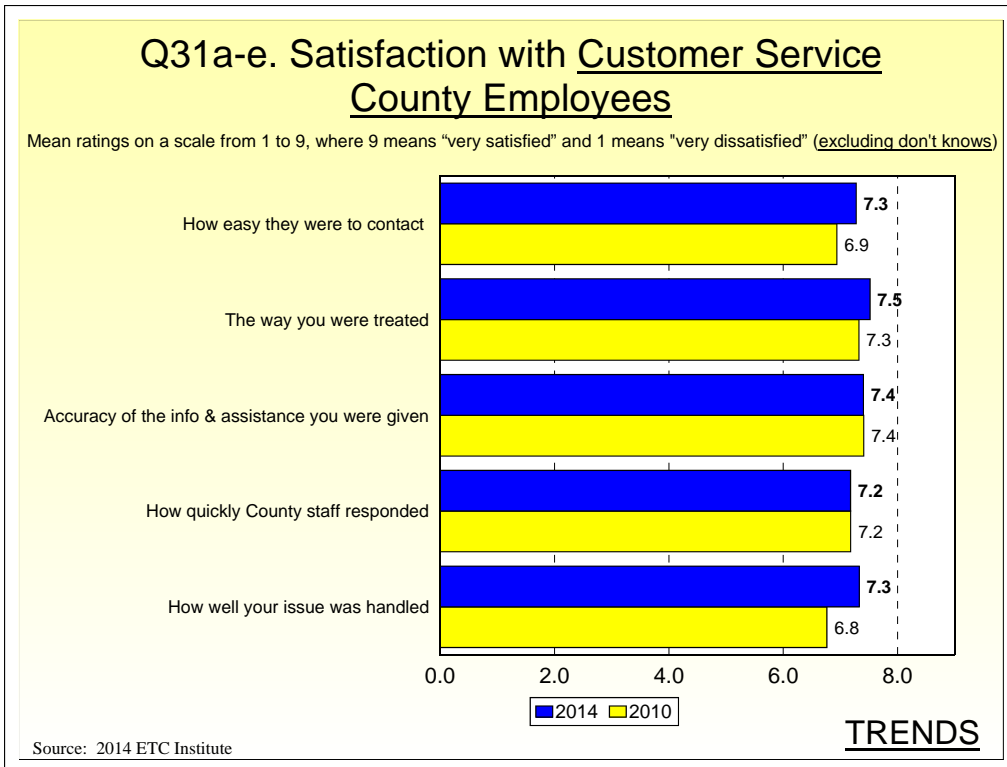
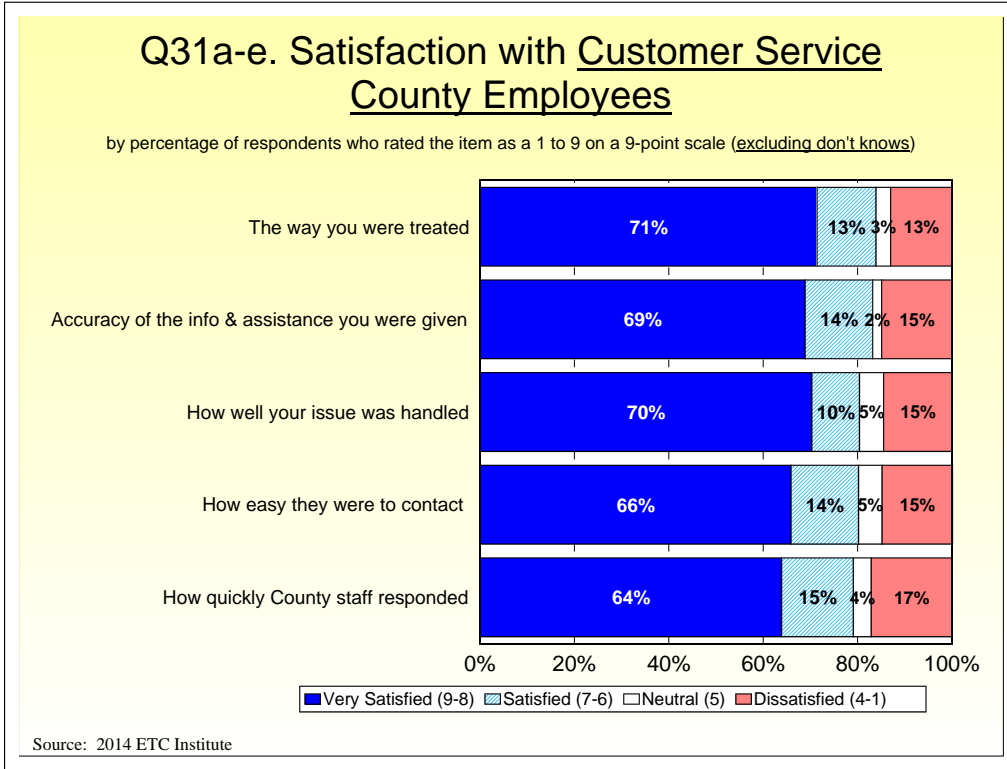
Source: 2014 ETC Institute

**Q31. Have you contacted Cabarrus County during the past year?**

by percentage of respondents

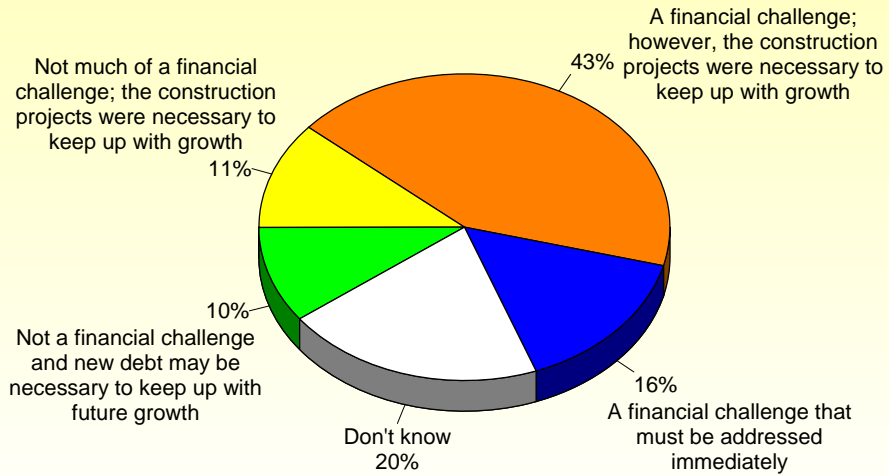


Source: 2014 ETC Institute



**Q32. Which of the following best describes your view regarding the amount of debt that has been issued by the County?**

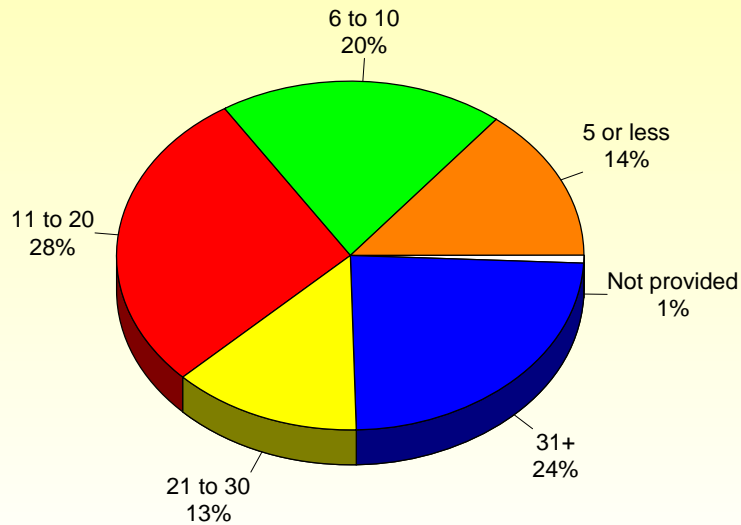
by percentage of respondents



Source: 2014 ETC Institute

**Q33. Demographics: Years Lived in Cabarrus County**

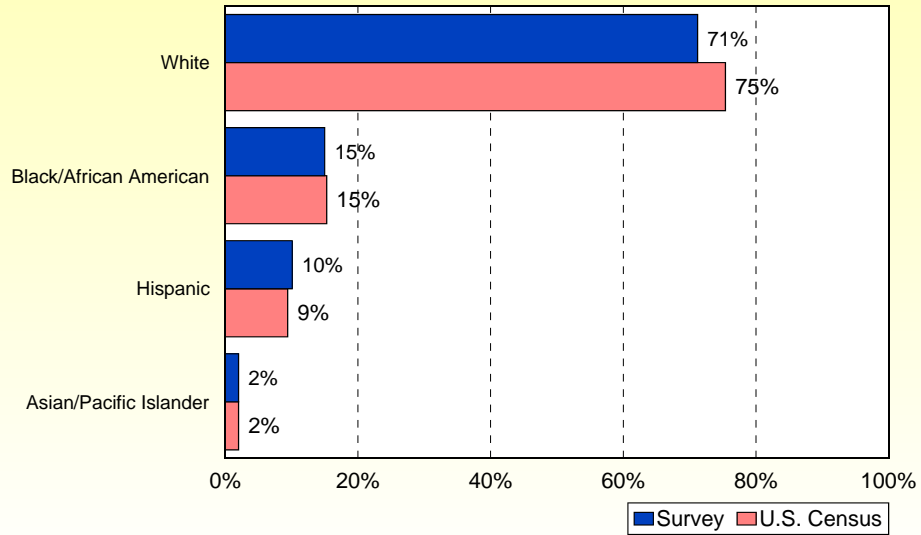
by percentage of respondents



Source: 2014 ETC Institute

### Q34. Demographics: Which of the following best describes your race/ethnicity?

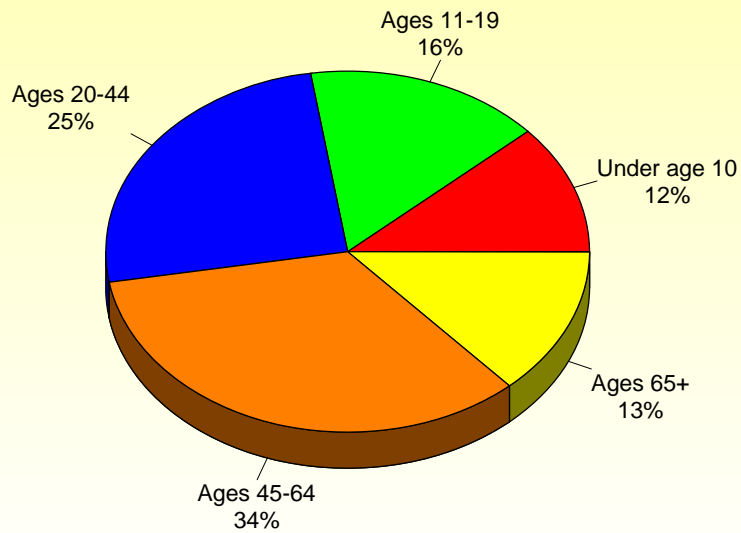
by percentage of respondents (multiple choices could be made)



Source: 2014 ETC Institute

### Q35. Demographics: Ages of Household Occupants

by percentage of respondents

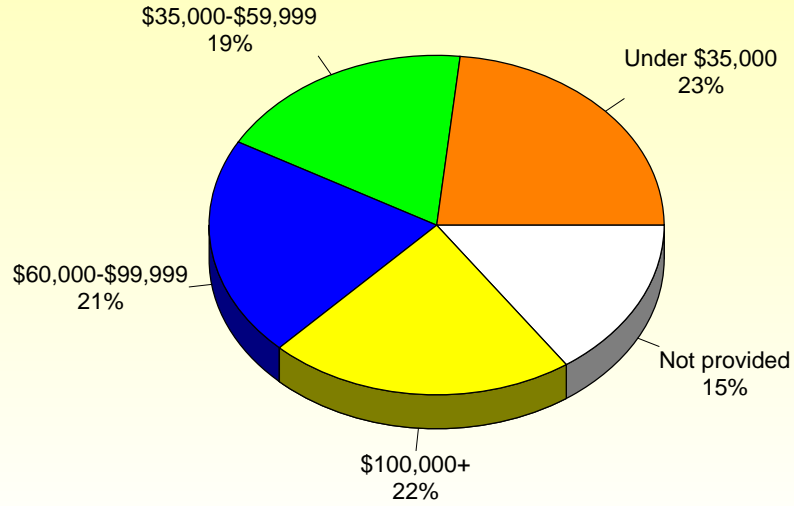


Source: 2014 ETC Institute



### Q36. Demographics: Household Income

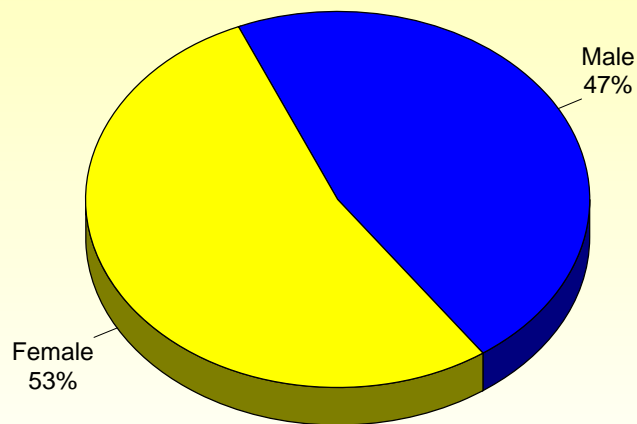
by percentage of respondents



Source: 2014 ETC Institute

### Q37. Demographics: Gender

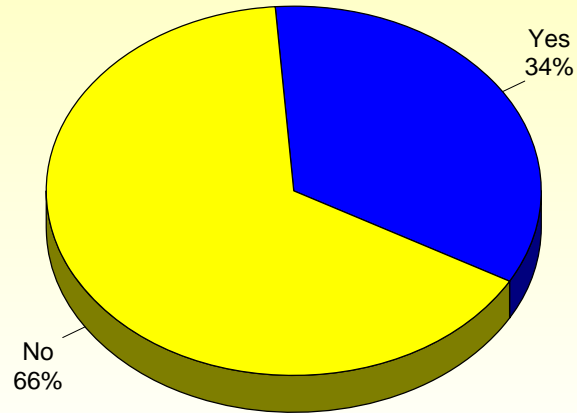
by percentage of respondents



Source: 2014 ETC Institute

Q38. Demographics: Would you be interested in being placed on a list to receive information on community events and Cabarrus County news by email?

by percentage of respondents



Source: 2014 ETC Institute

*Section 2:*  
*Benchmarking Analysis*

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# Benchmarking Summary Report

## Cabarrus County, North Carolina

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### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 210 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2013 to a random sample of more than 4,000 residents across the United States.

### Interpreting the Charts

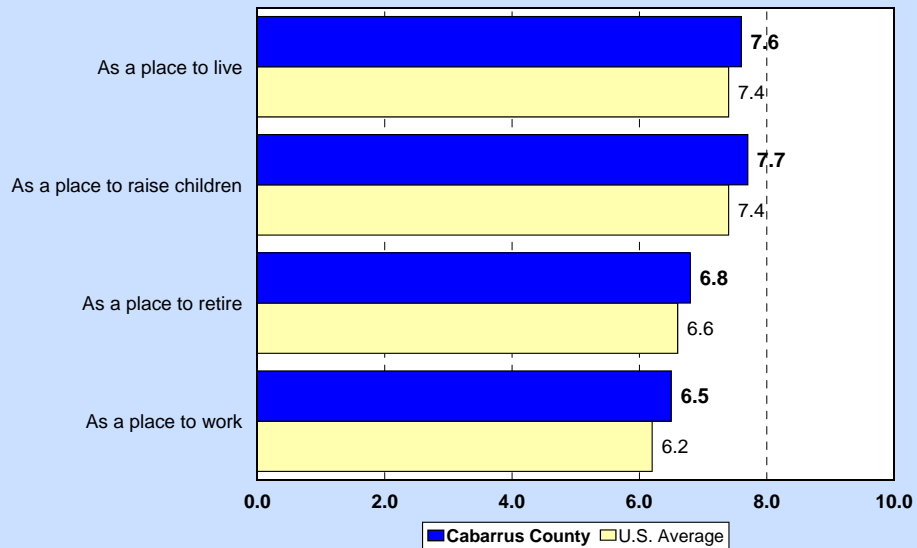
**National Benchmarks.** The charts on the following pages show how the overall results for Cabarrus County compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

# National Benchmarks

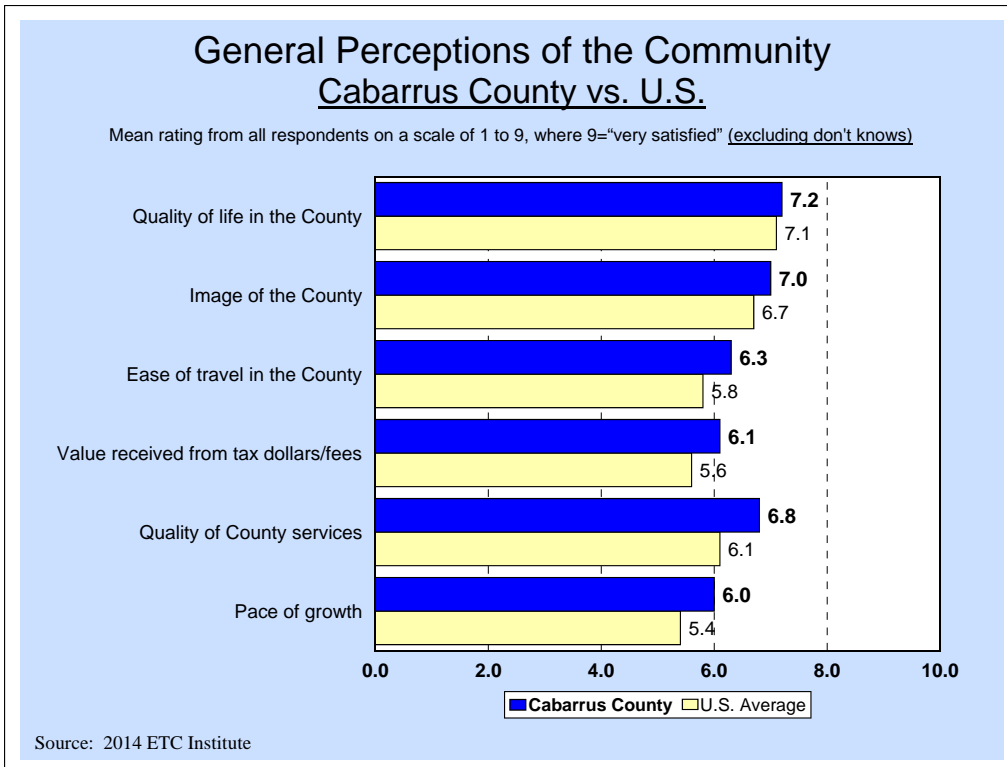
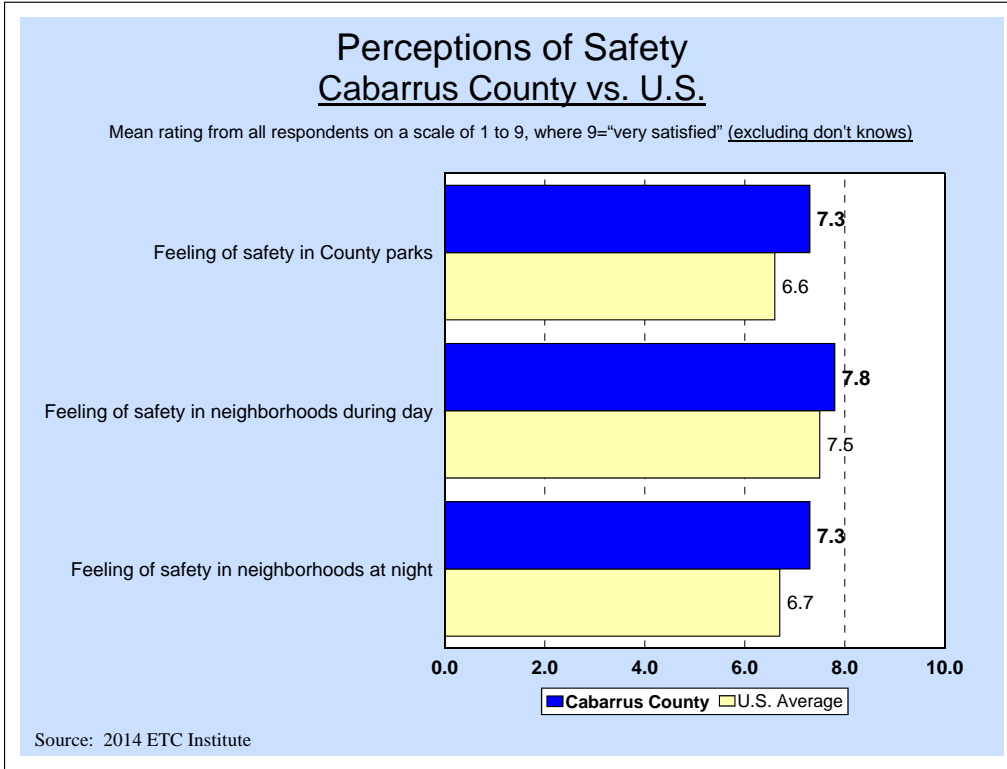
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Cabarrus County is not authorized without written consent from ETC Institute.**

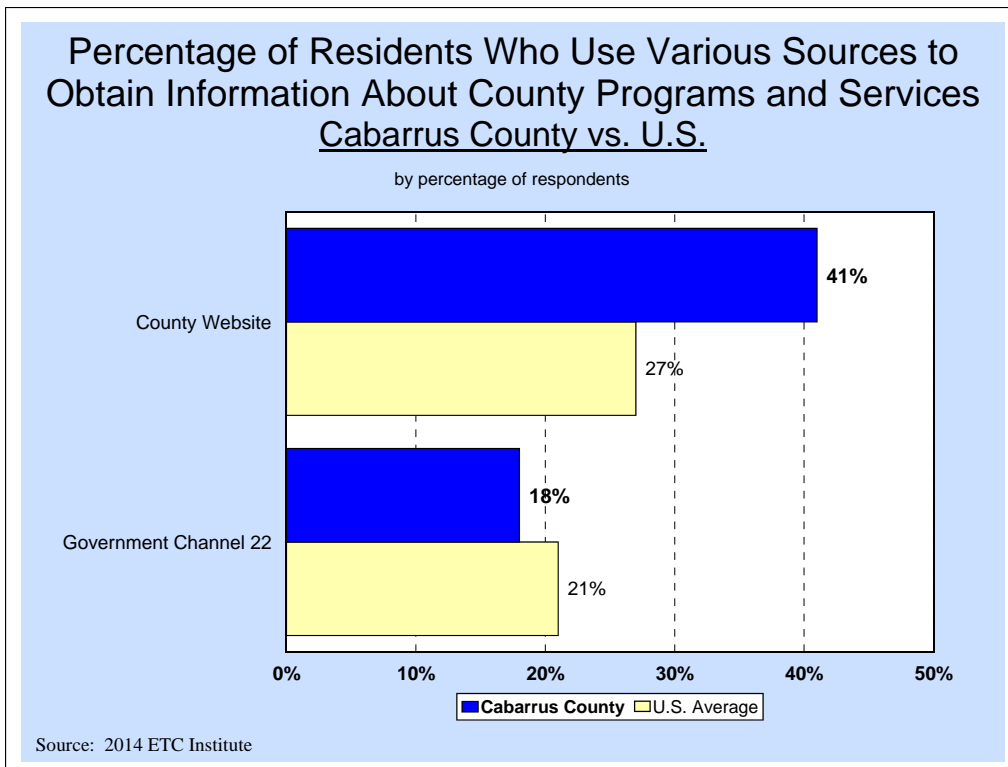
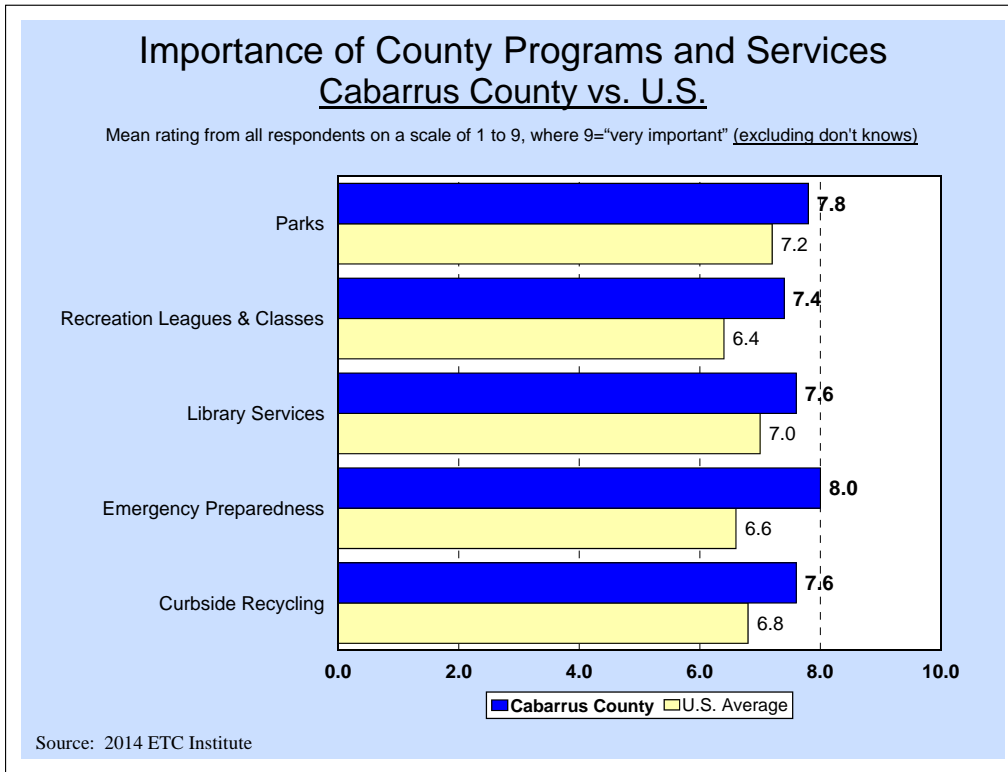
## How Residents Rate Their Community Cabarrus County vs. U.S.

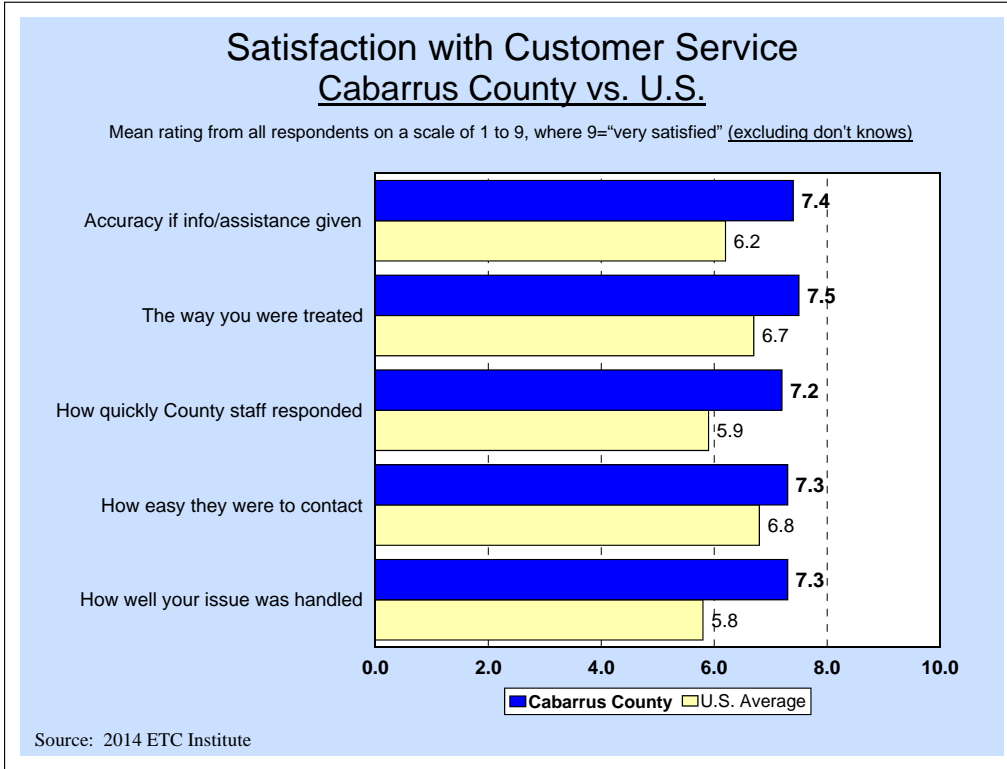
Mean rating from all respondents on a scale of 1 to 9, where 9="very satisfied" (excluding don't knows)



Source: 2014 ETC Institute



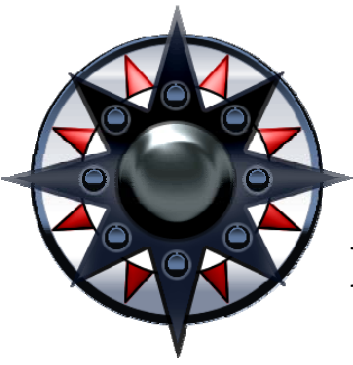






*Section 3:*  
*Importance-Satisfaction Analysis*

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# Importance-Satisfaction Analysis

## Cabarrus County, North Carolina

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### Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that counties will maximize overall satisfaction among residents by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses who selected an issue/service as one of the most important issues/services for the County. This sum of the importance ratings is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 6, 7, 8, or 9 on a 9-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Respondents were asked to identify the aspects of living in Cabarrus County they thought should be the top priorities for Cabarrus County leaders. Forty-four percent (44%) of respondents selected *employment opportunities* as the most important services for the County to provide. Based on the percentage of respondents who selected *employment opportunities* as one of their top three choices, *employment opportunities* was the most important among 13 items that were rated.

With regard to satisfaction, *employment opportunities* was ranked 13th with forty-seven percent (47%) rating *employment opportunities* as a “6” thru “9” on a 9-point scale excluding “Don't know” responses. The I-S rating for *employment opportunities* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 44% was multiplied by 53% (1-0.47). This calculation yielded an I-S rating of **0.2332**, which was ranked 1st out of the 13 items that were rated.

The top priority rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices for the County to provide and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest priority rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the five most important services for the County to provide.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for Cabarrus County are provided on the following page. All but one of the items were classified as a “medium priority”, which indicates the County is doing an excellent job meeting the expectations of residents given the relative importance that residents place on each service.

# Importance-Satisfaction Rating

## Cabarrus County

### ASPECTS OF LIVING IN THE COUNTY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Employment opportunities	44%	1	47%	13	0.2332	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Crime prevention	39%	2	76%	4	0.0936	2
Pace of growth	18%	6	62%	11	0.0684	3
Protecting water quality & the environment	25%	4	74%	5	0.0650	4
Educational facilities	36%	3	82%	3	0.0648	5
Ensuring the availability of affordable housing	14%	8	59%	12	0.0574	6
Open space preservation	15%	7	64%	9	0.0540	7
Services for people with disabilities	13%	9	67%	7	0.0429	8
Housing options for various incomes	11%	10	63%	10	0.0407	9
Safety response	21%	5	83%	1	0.0357	10
Availability of local foods	11%	10	73%	6	0.0297	11
Cultural facilities	8%	12	67%	7	0.0264	12
Courthouse facility	2%	13	83%	1	0.0034	13

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "9-8" and "7-6" excluding 'don't knows'. Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 9 with "9-8" being very satisfied and "4-1" being very dissatisfied.

2014 by ETC Institute

### **Importance-Satisfaction Matrix Analysis**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed Importance-Satisfaction Matrices to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

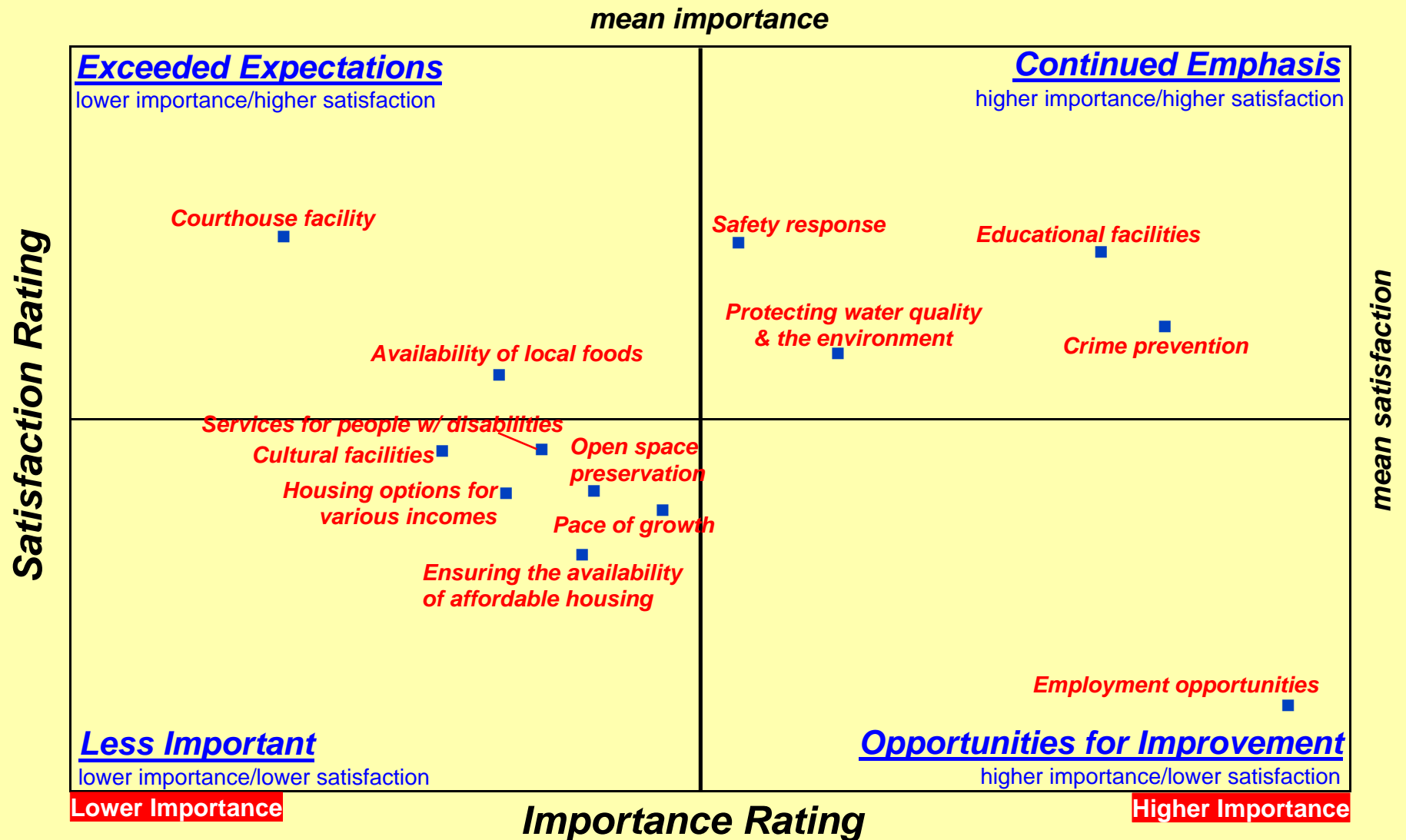
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the County is performing better than customers expect the County to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with County services because they are less important to residents. The County should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the County is not performing as well as residents expect the County to perform. This area has a significant impact on customer satisfaction, and the County should increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the County is not performing well relative to the County's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with County services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

The matrices showing the results for Cabarrus County are provided on the following page.

# Cabarrus County 2014 Community Survey Importance-Satisfaction Assessment Matrix

## -Aspects of Living in the County-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



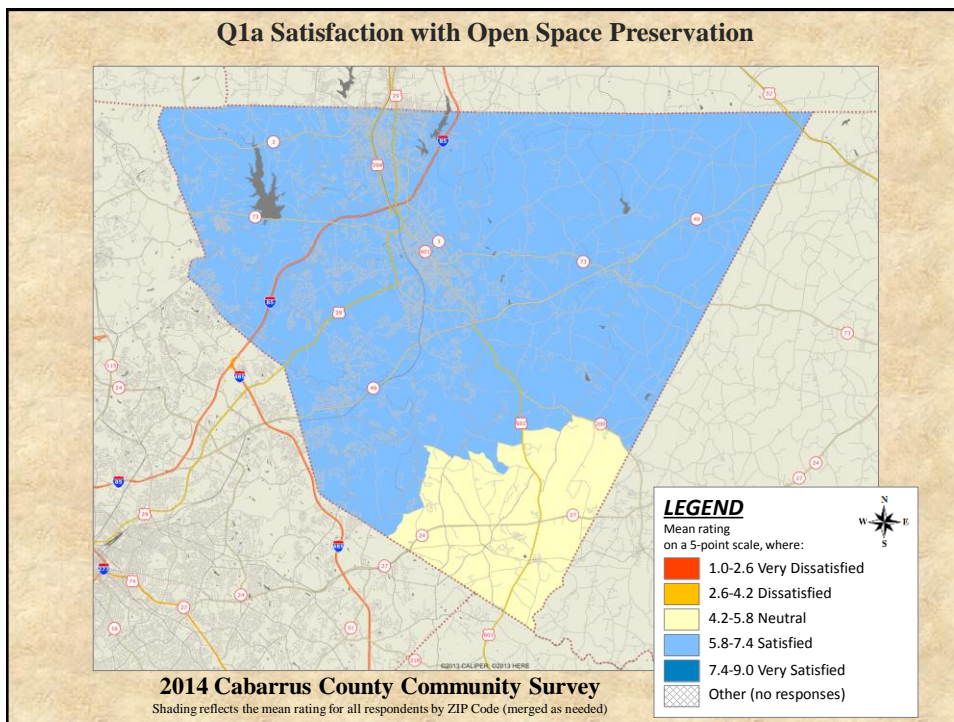
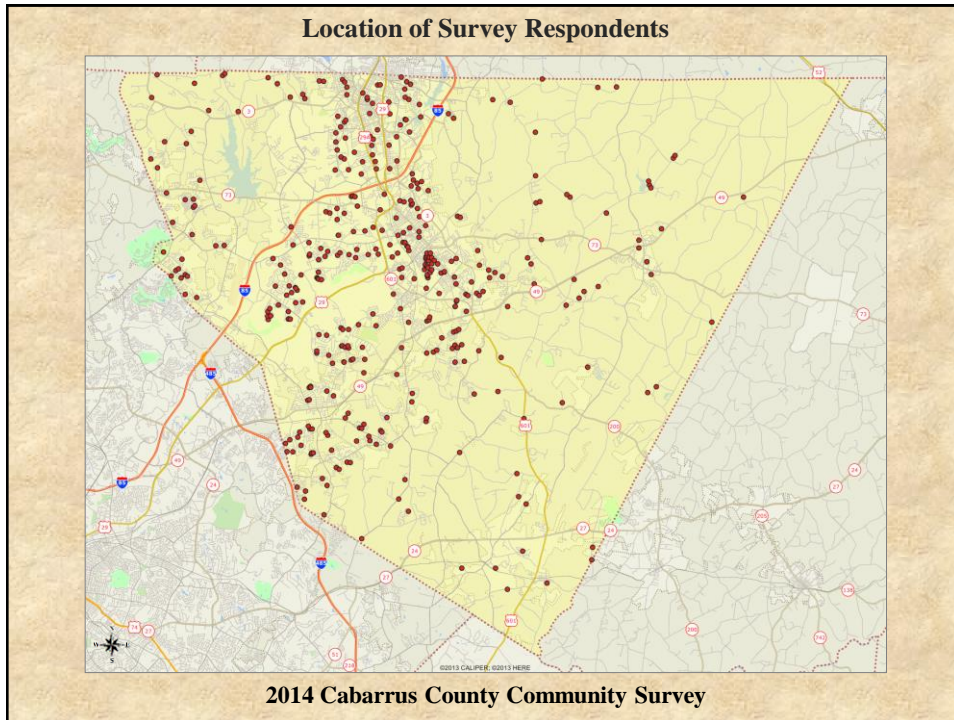
Source: ETC Institute (2014)

ETC Institute

*Section 4:*  
***GIS Maps***

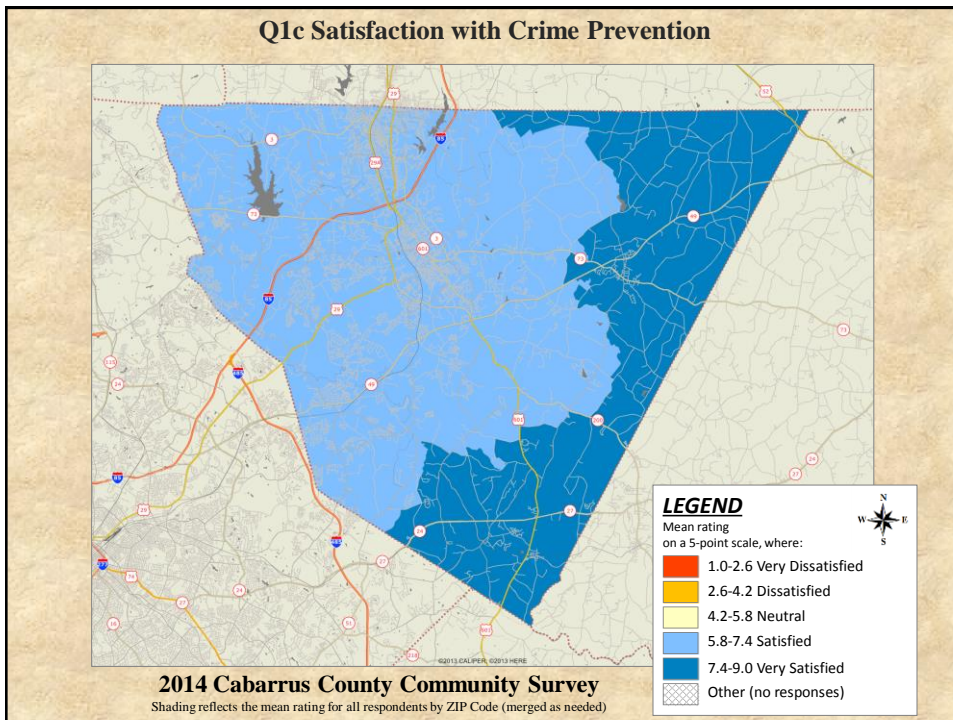
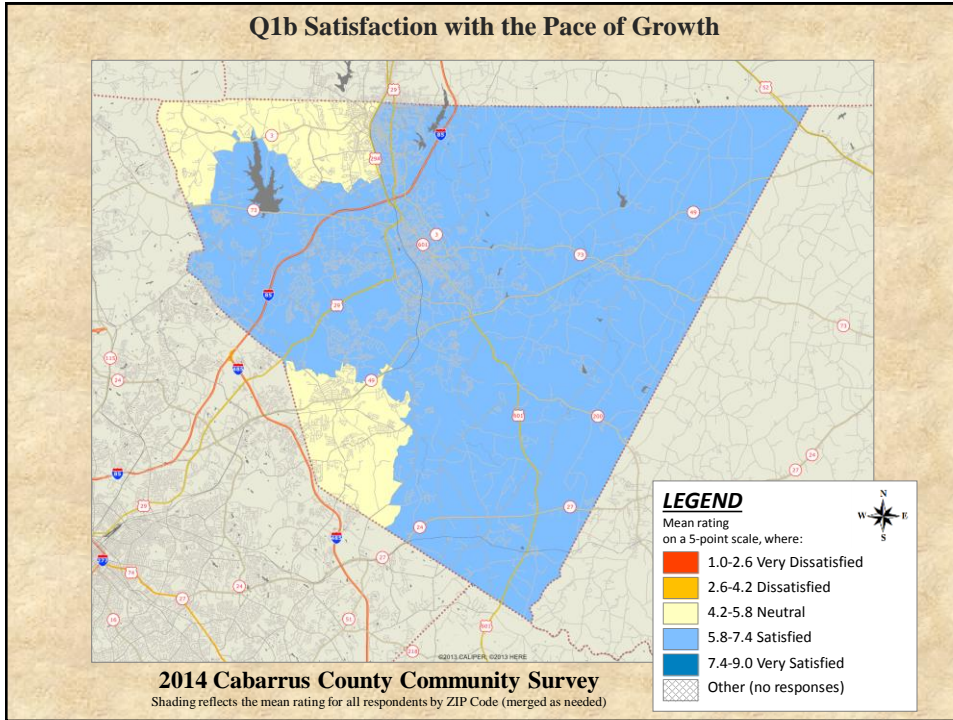
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# Cabarrus County 2014 Community Survey

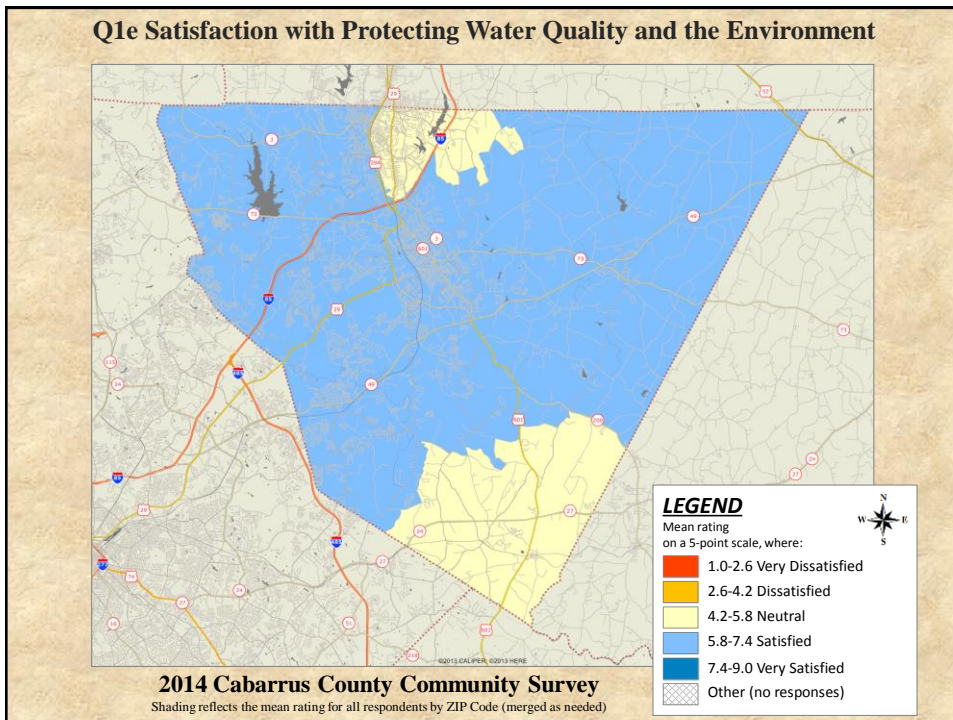
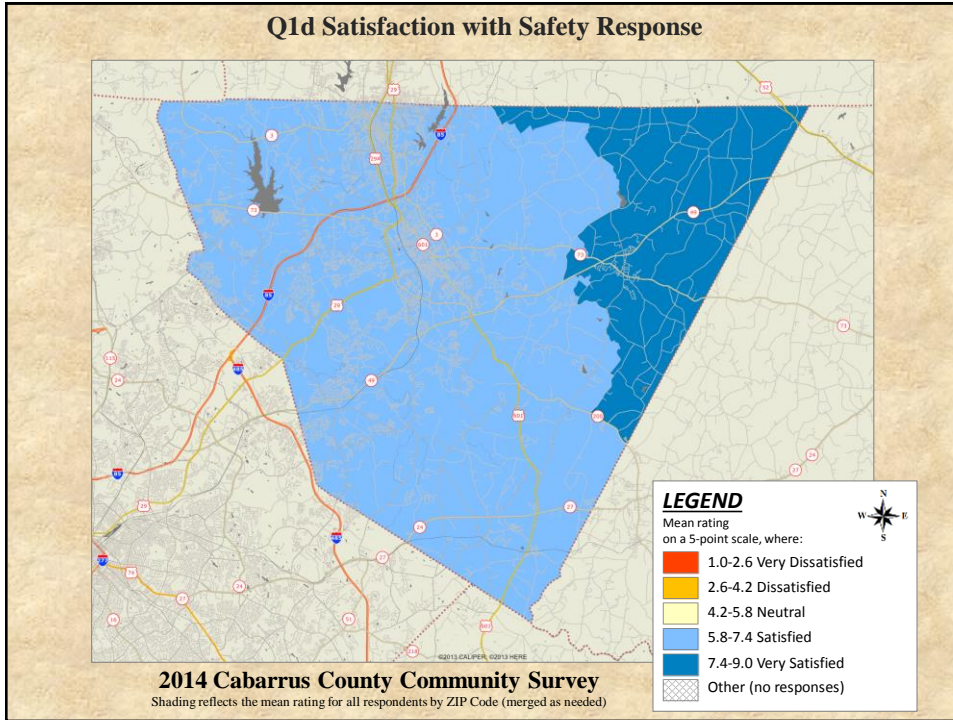




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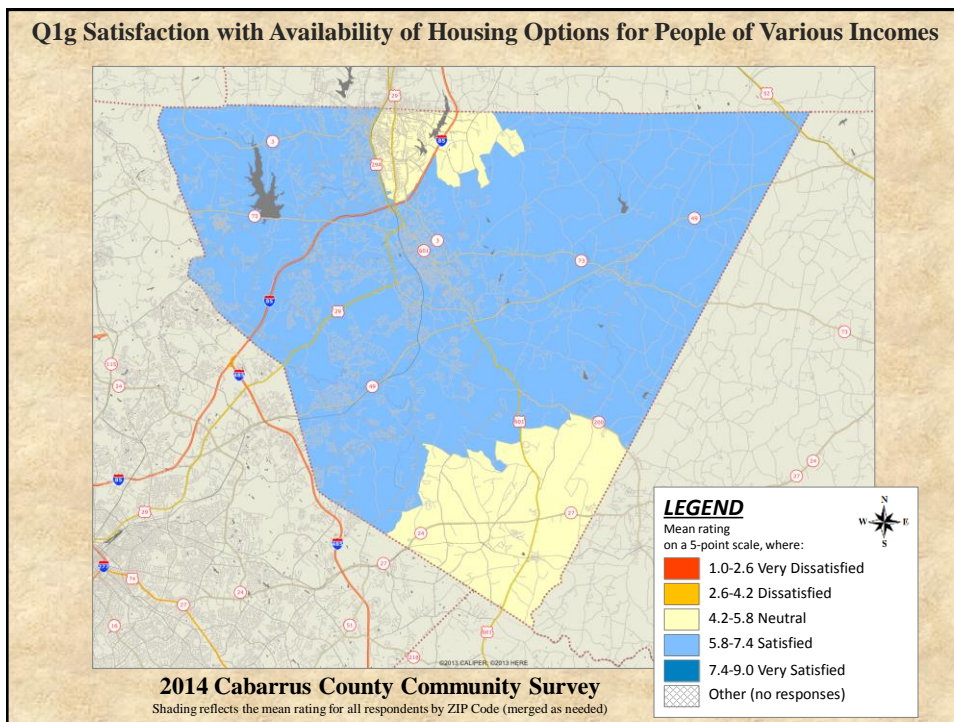
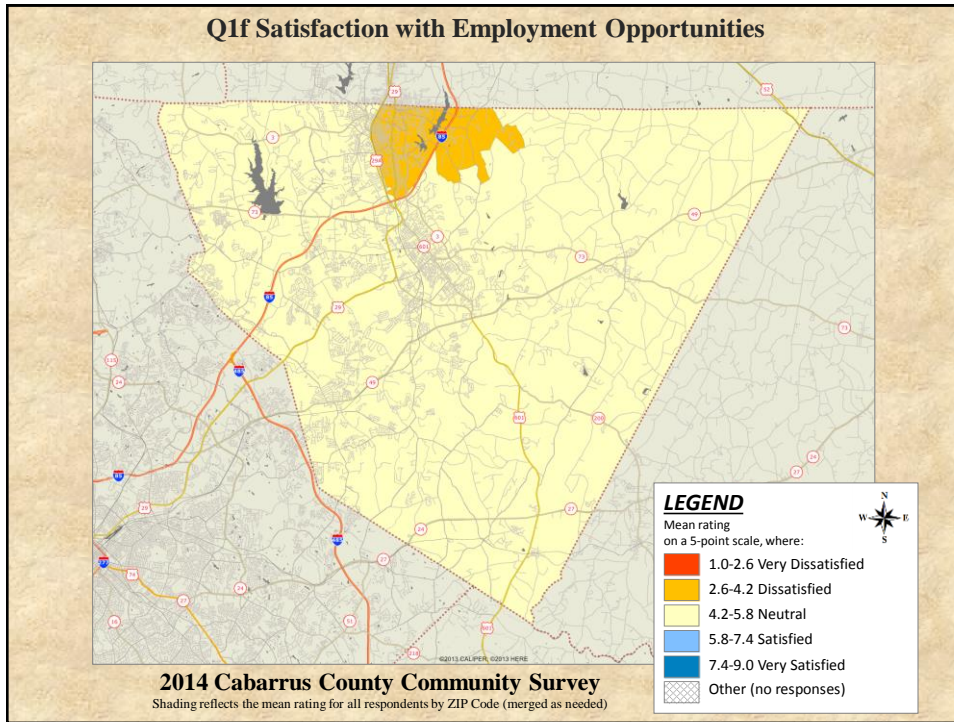


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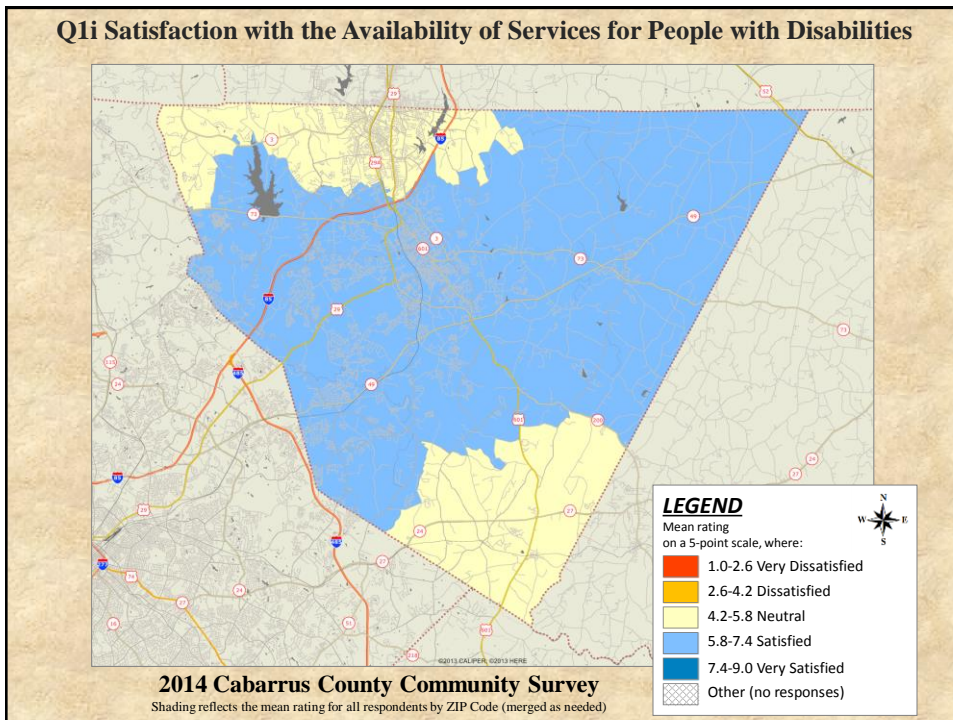
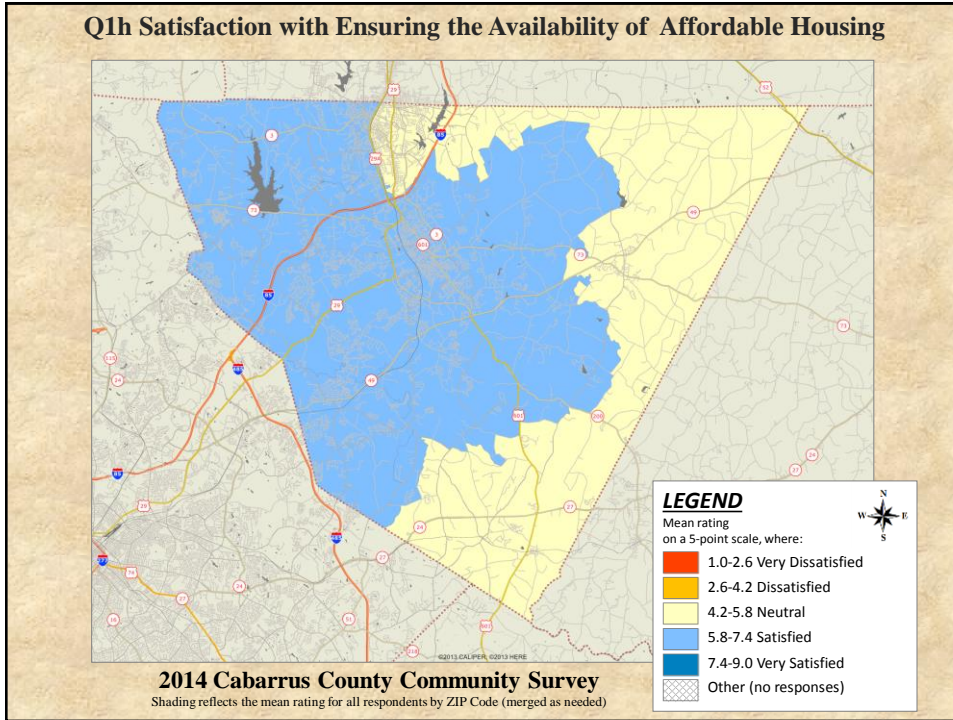




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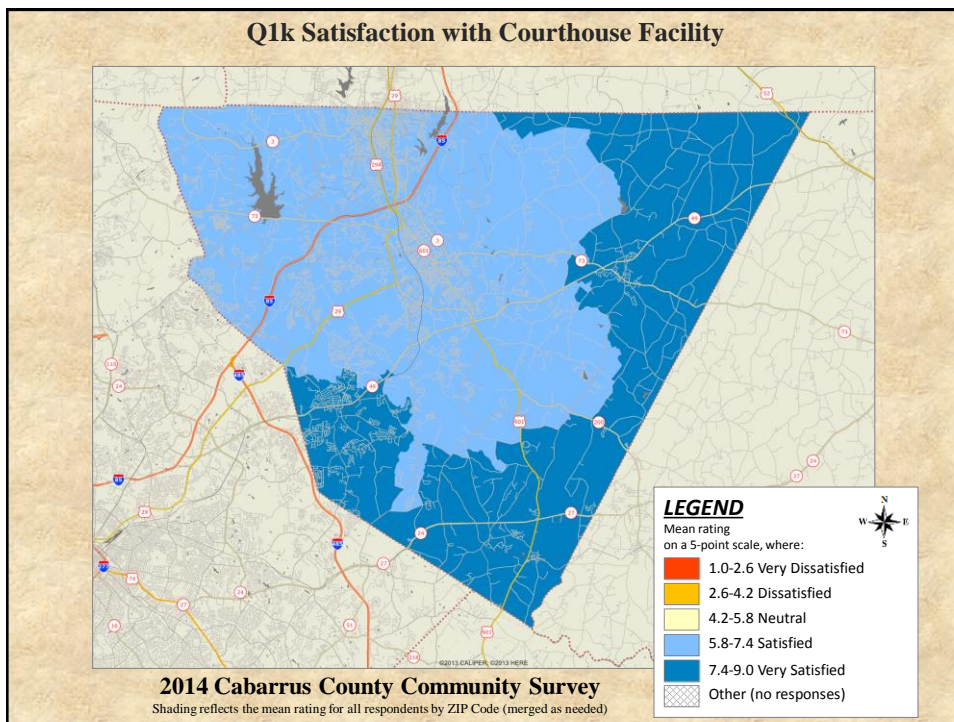
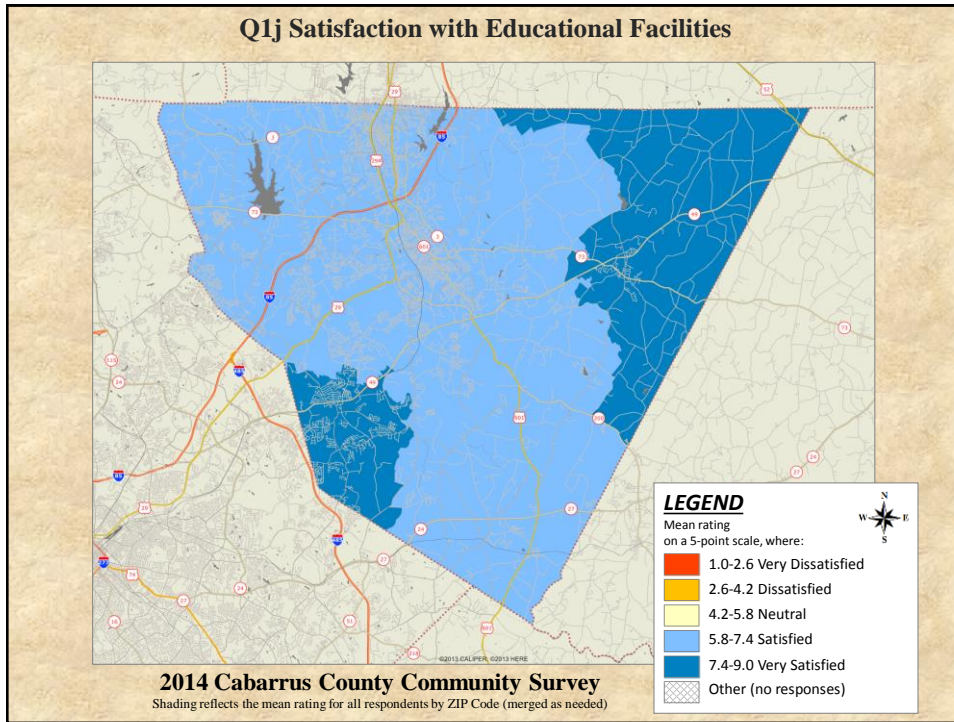


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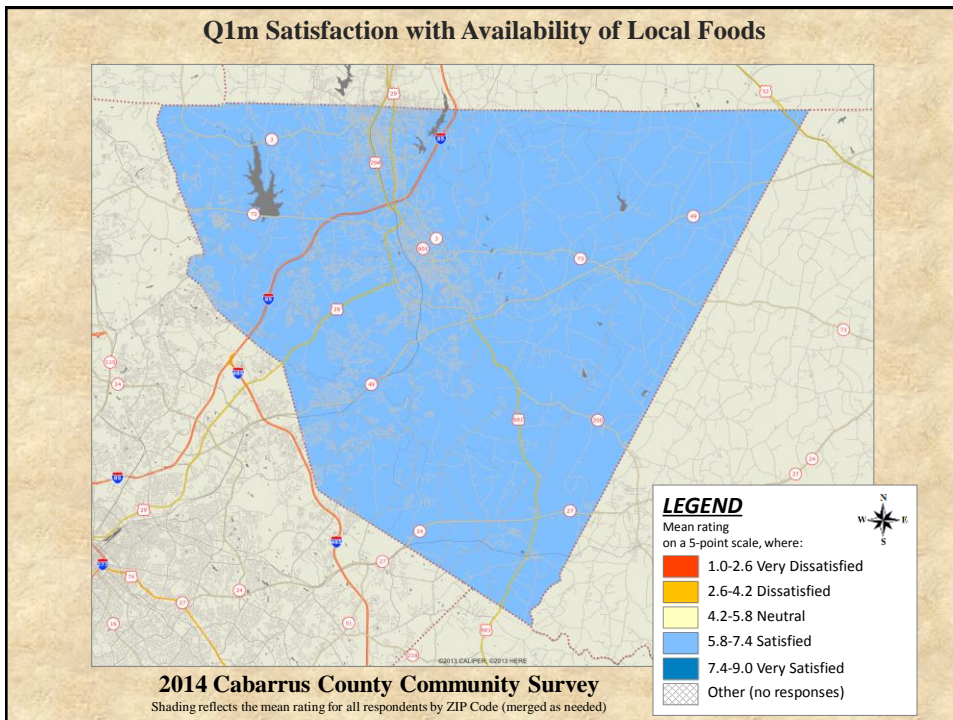
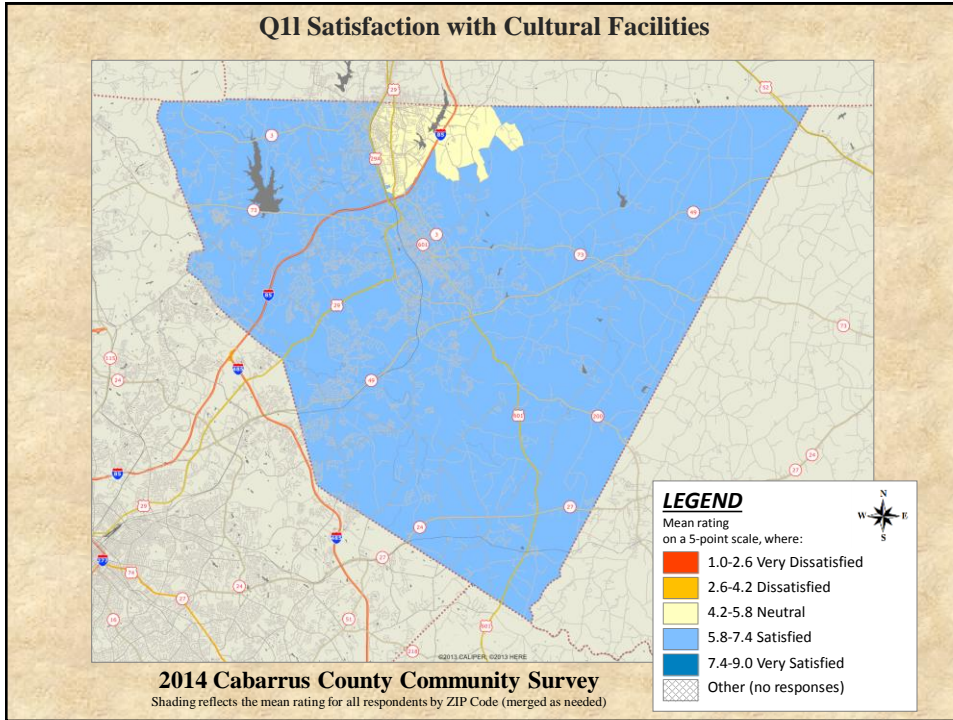




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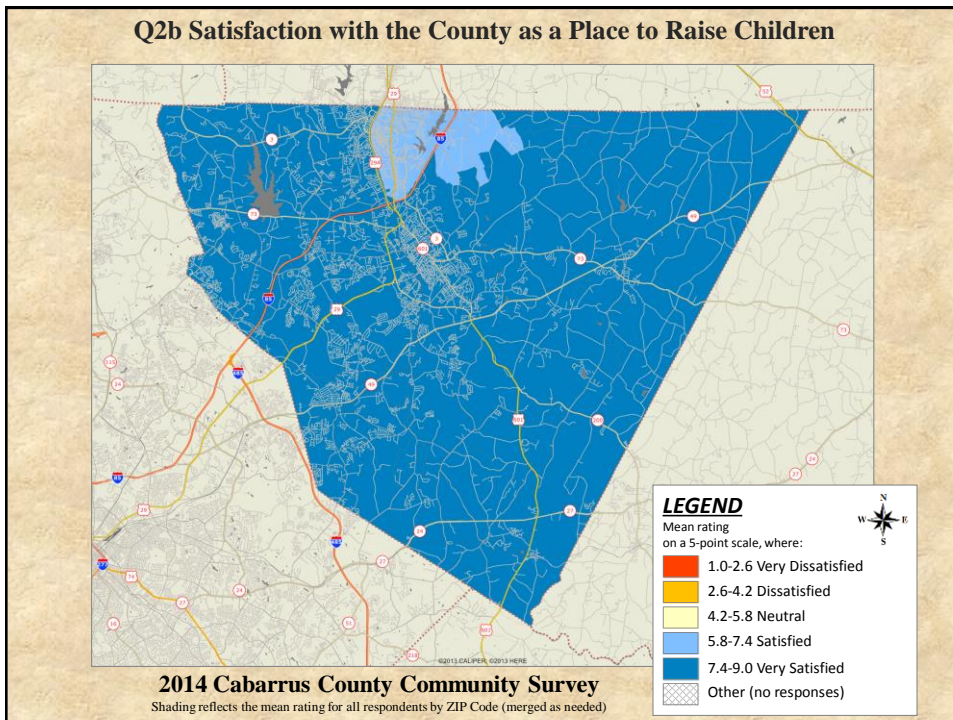
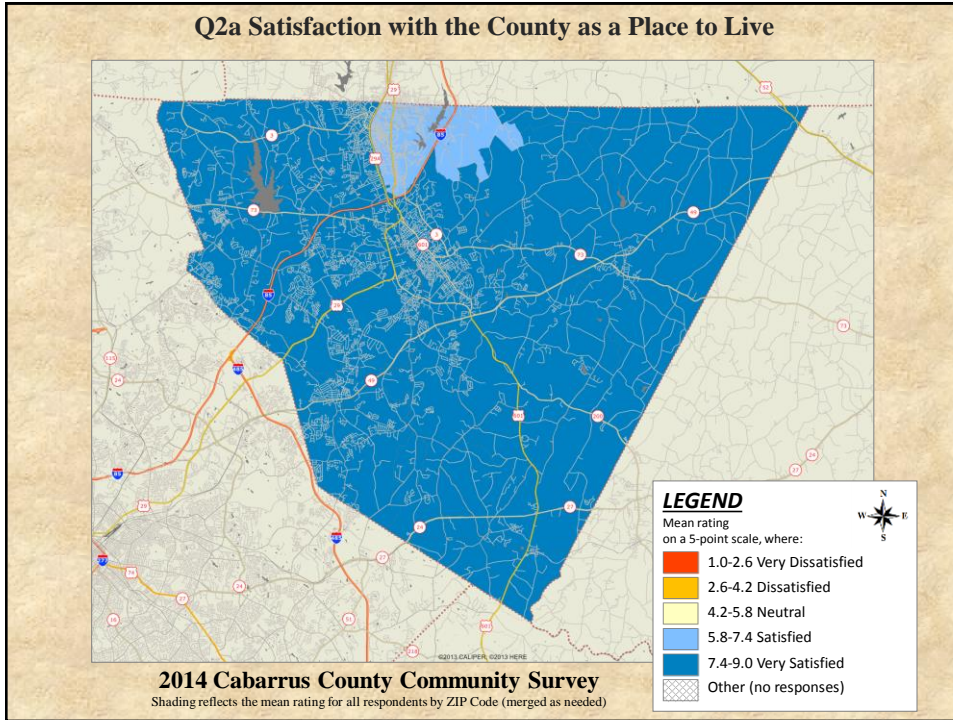


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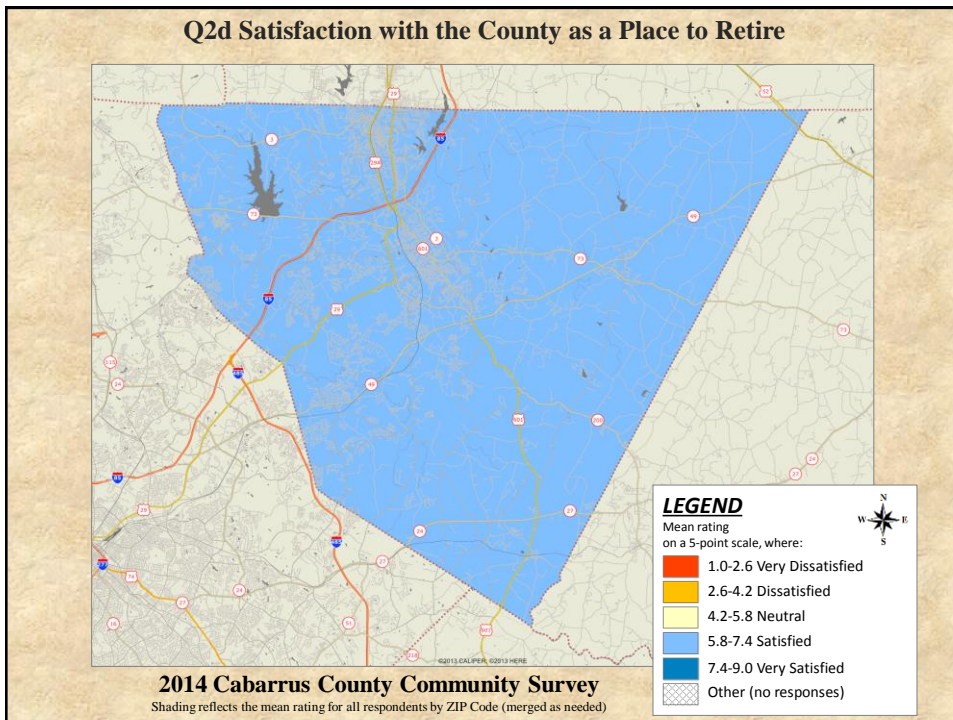
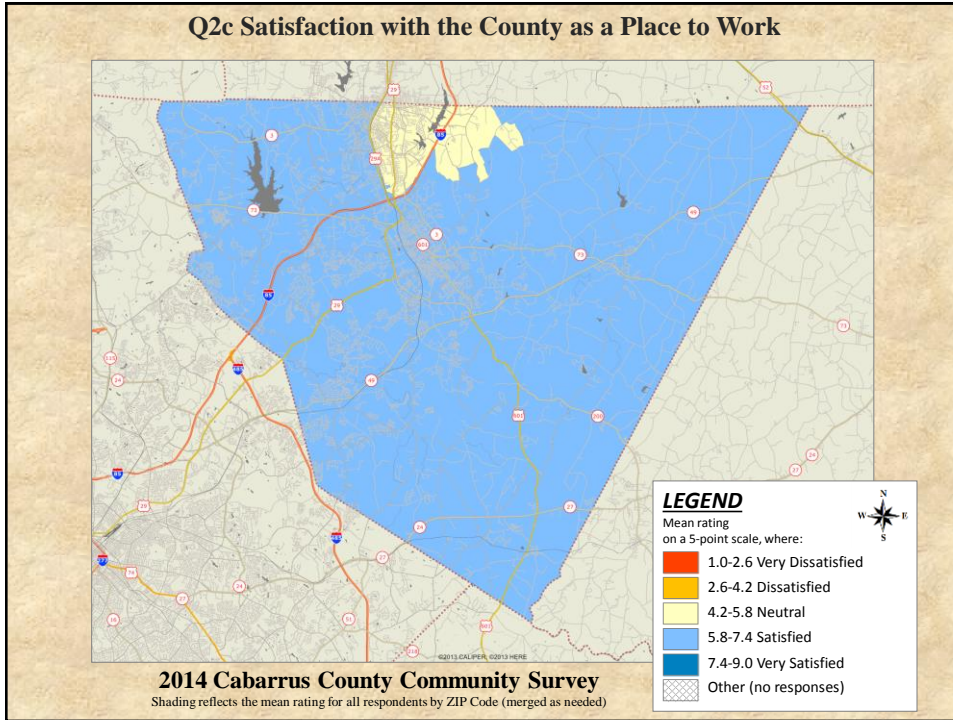




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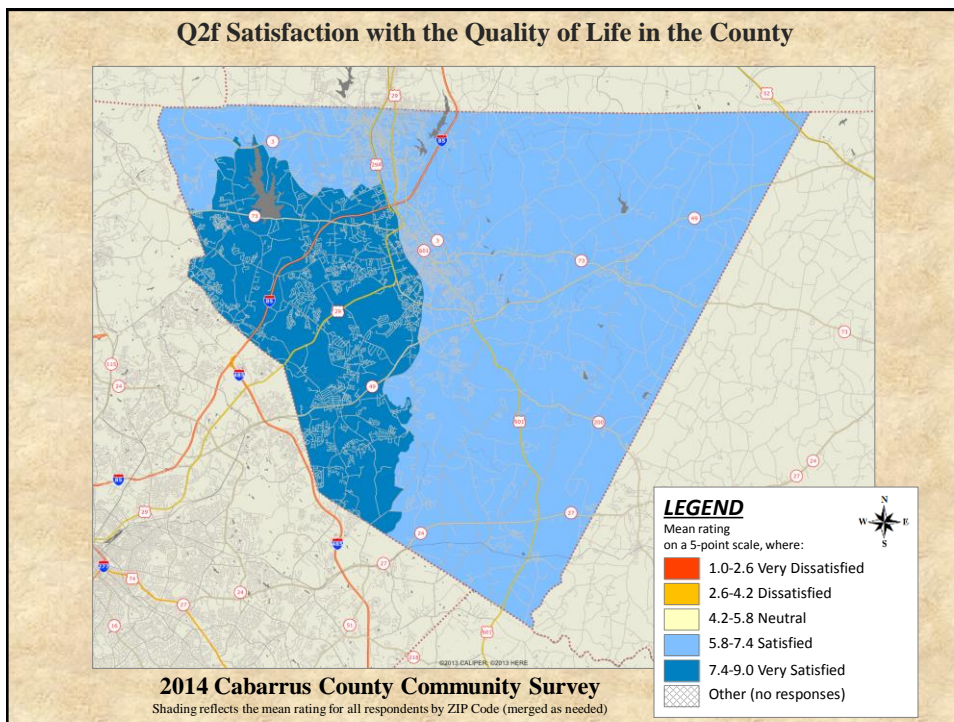
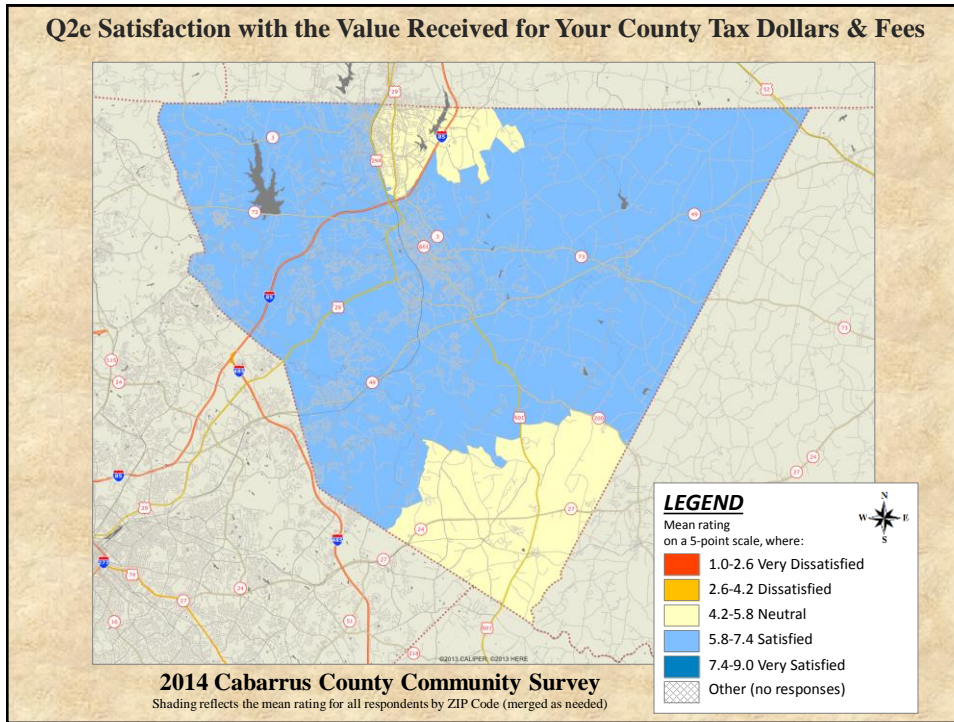


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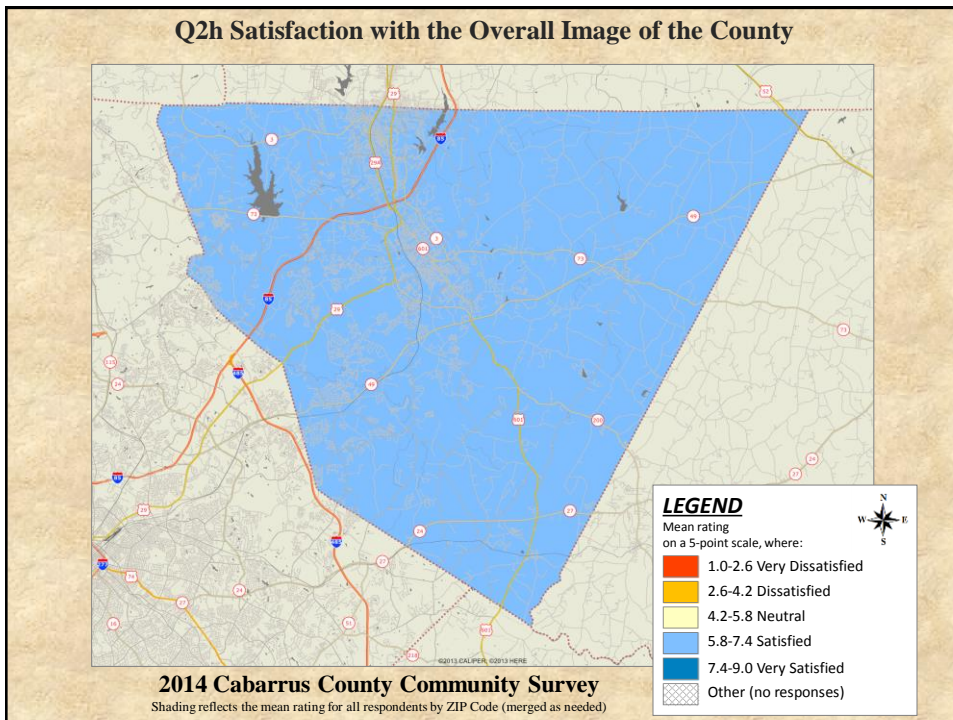
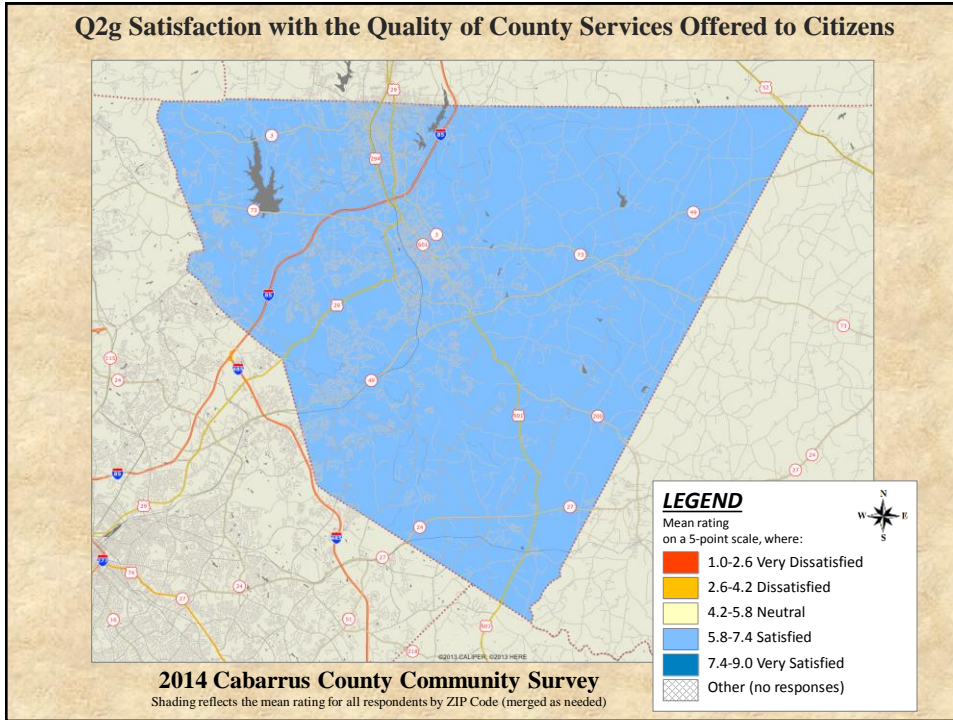




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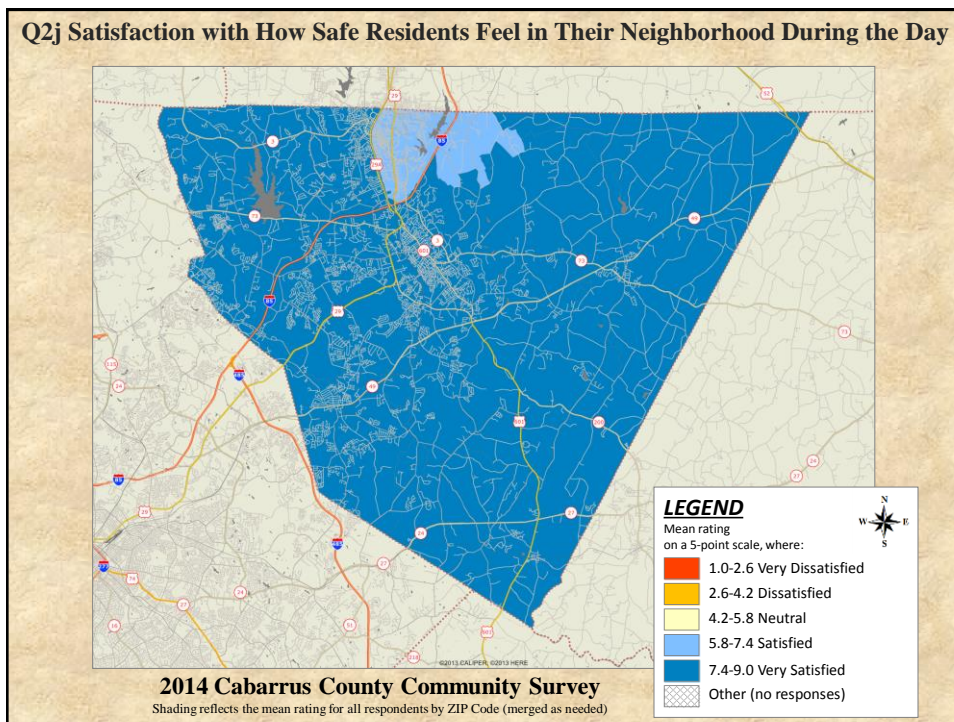
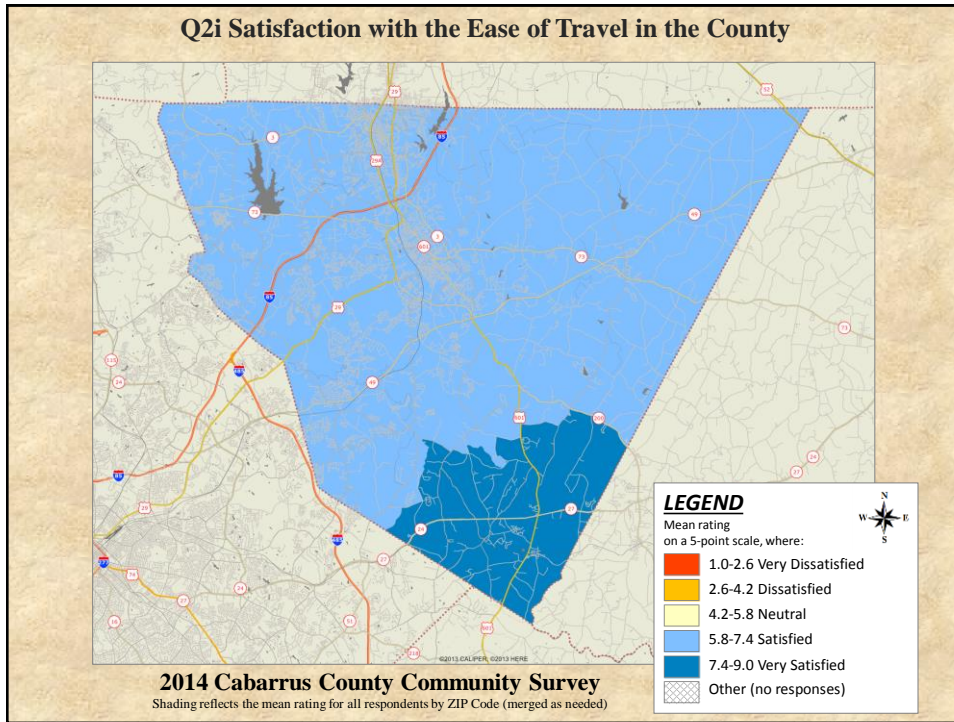


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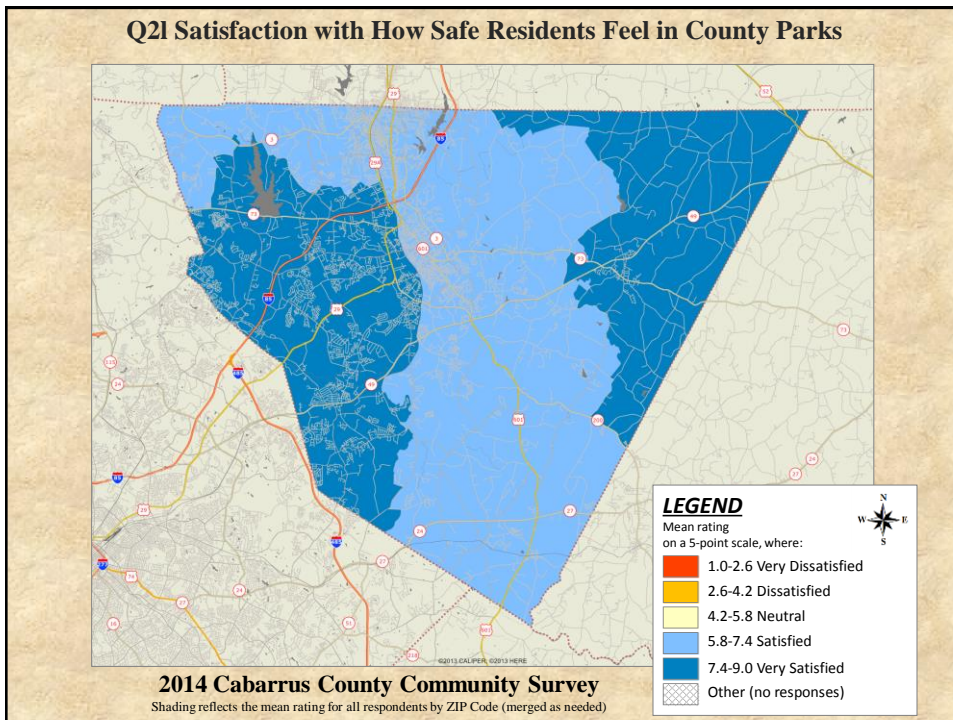
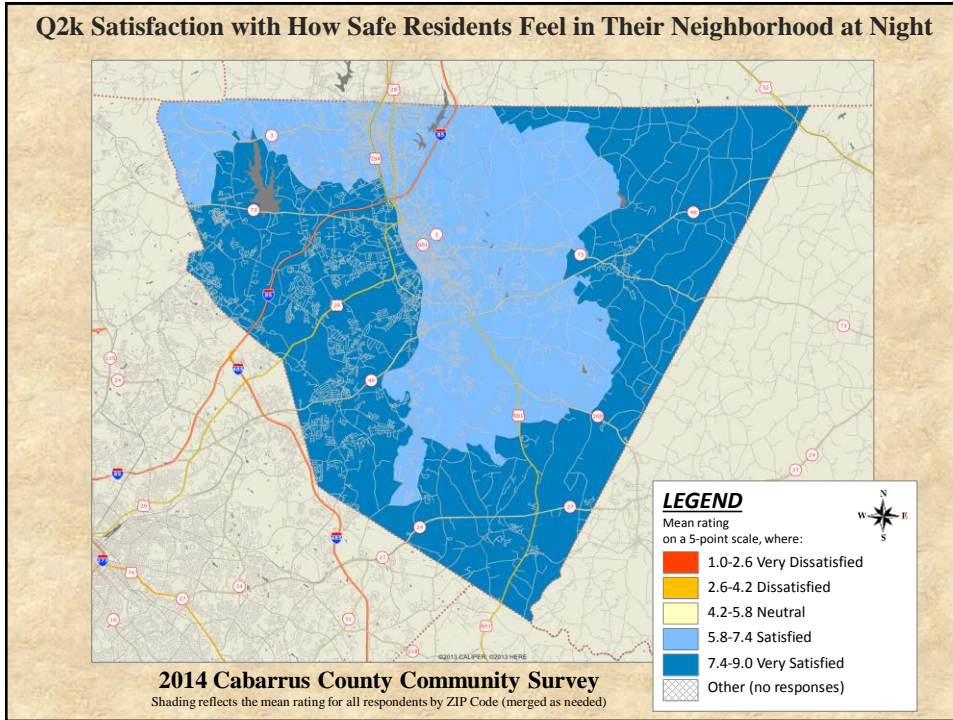




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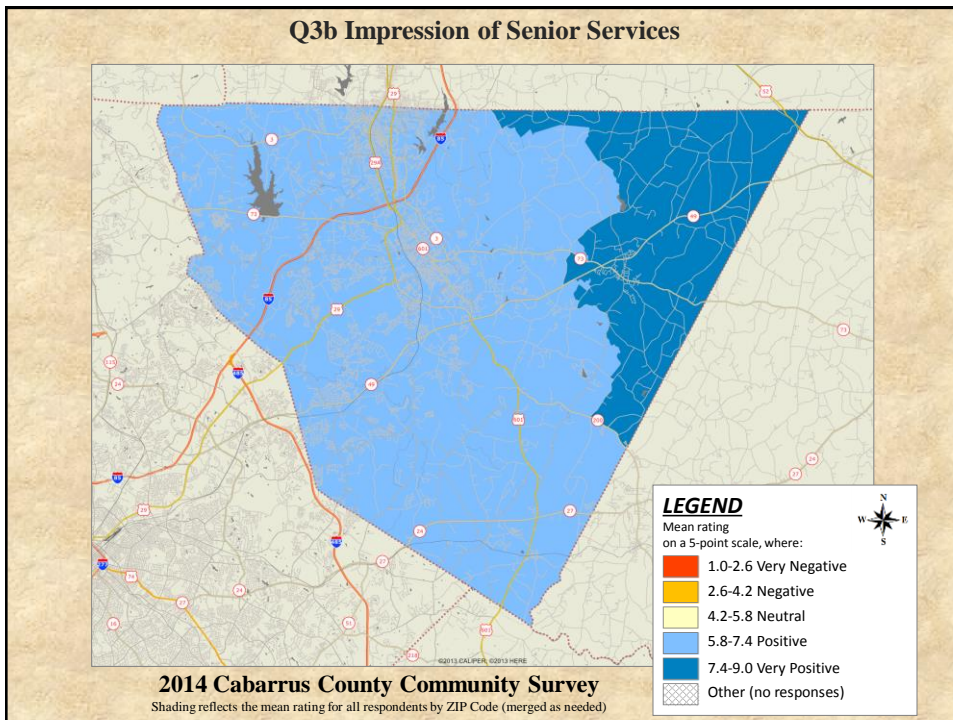
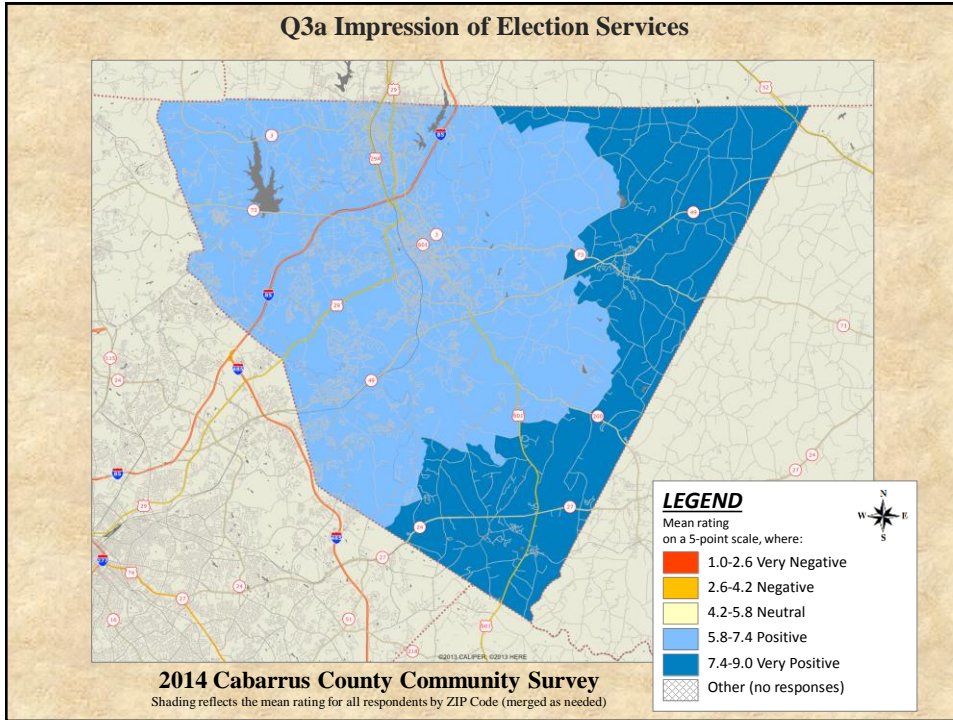


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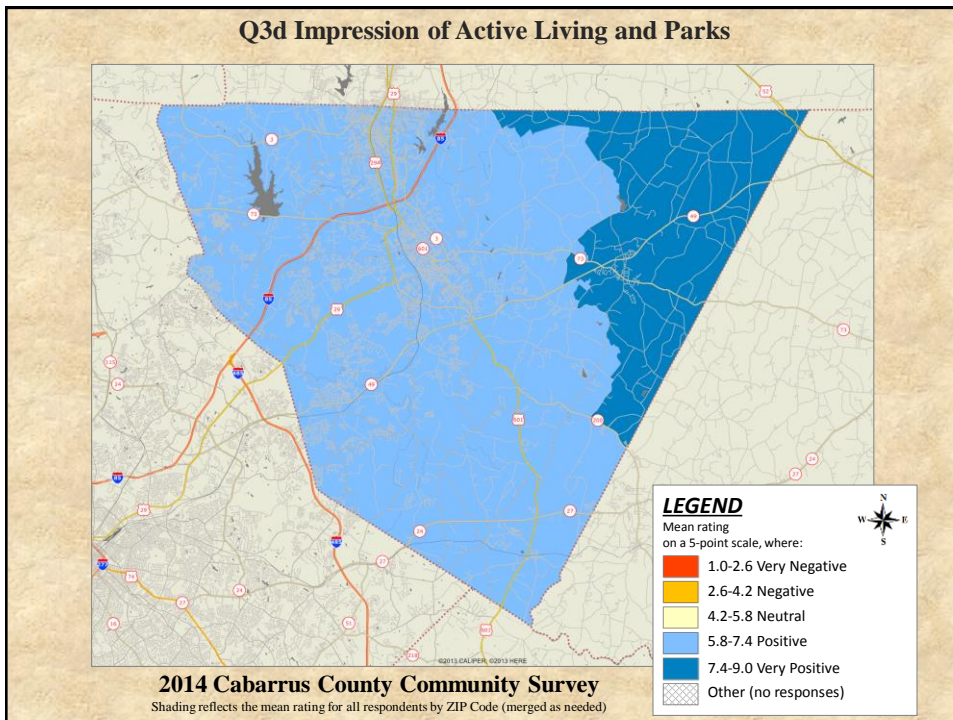
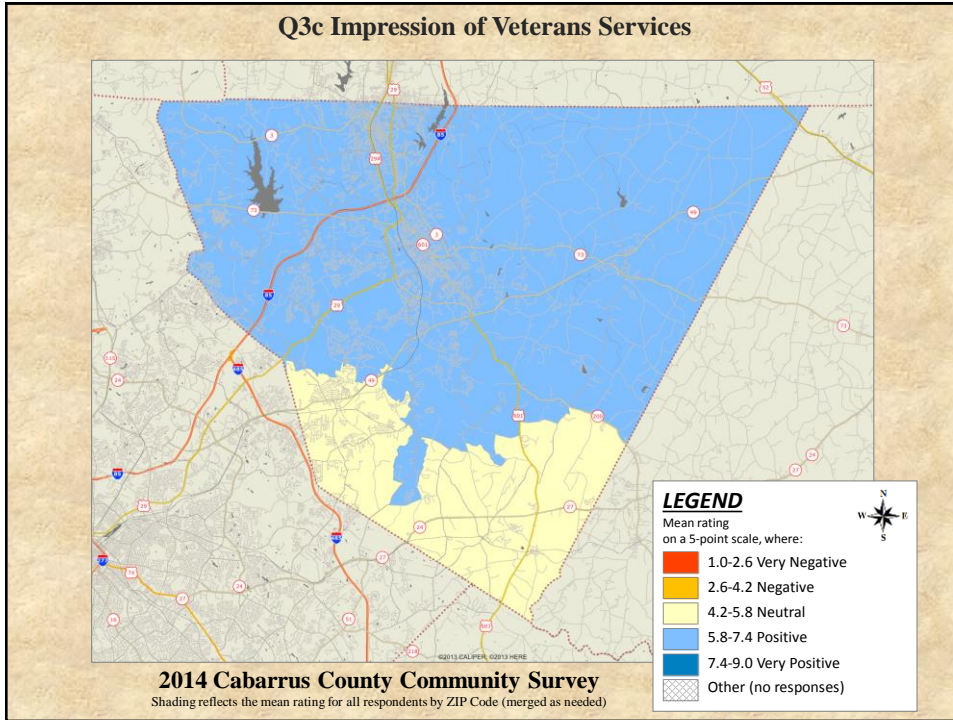




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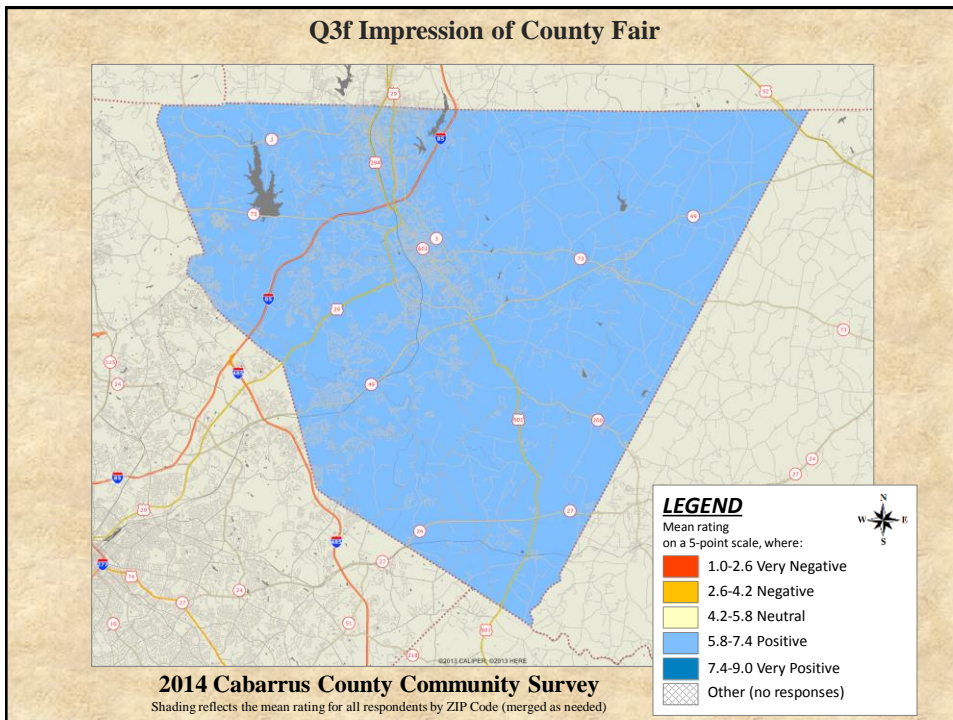
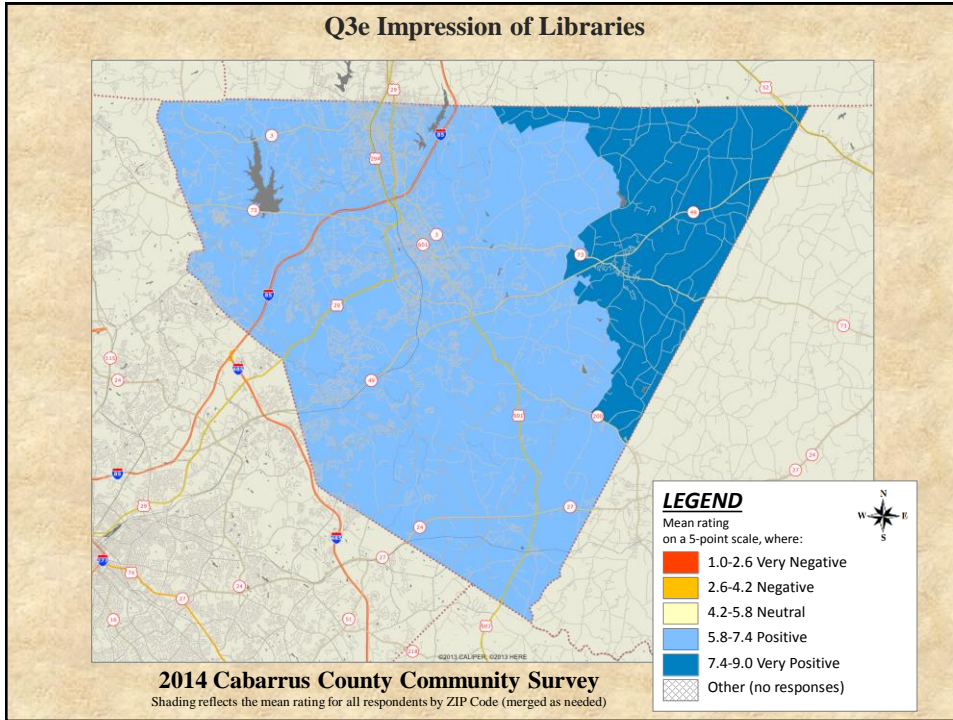


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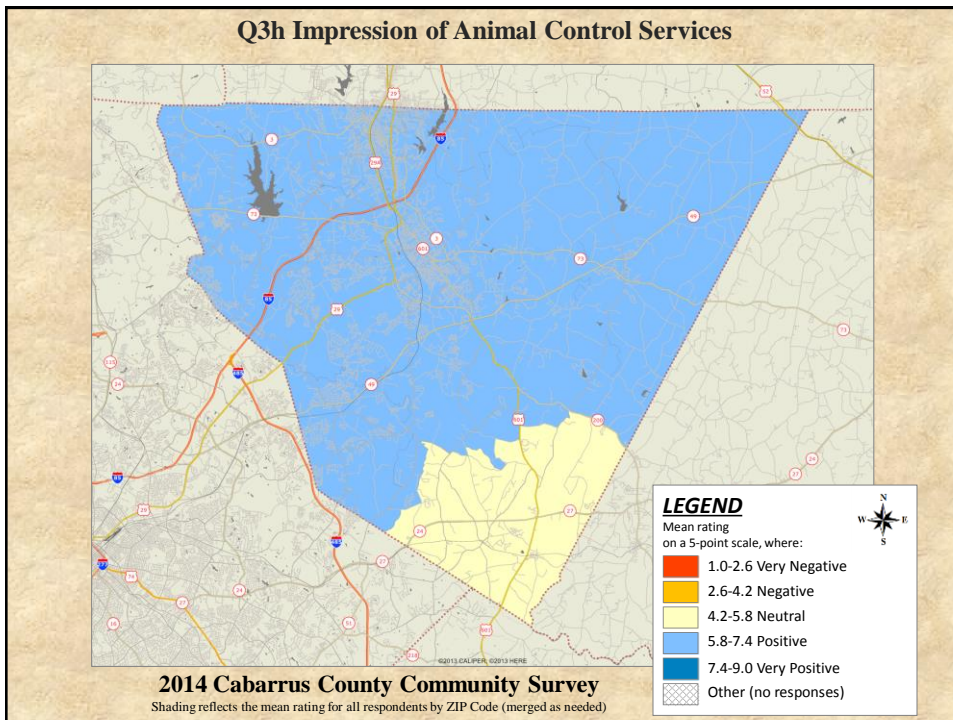
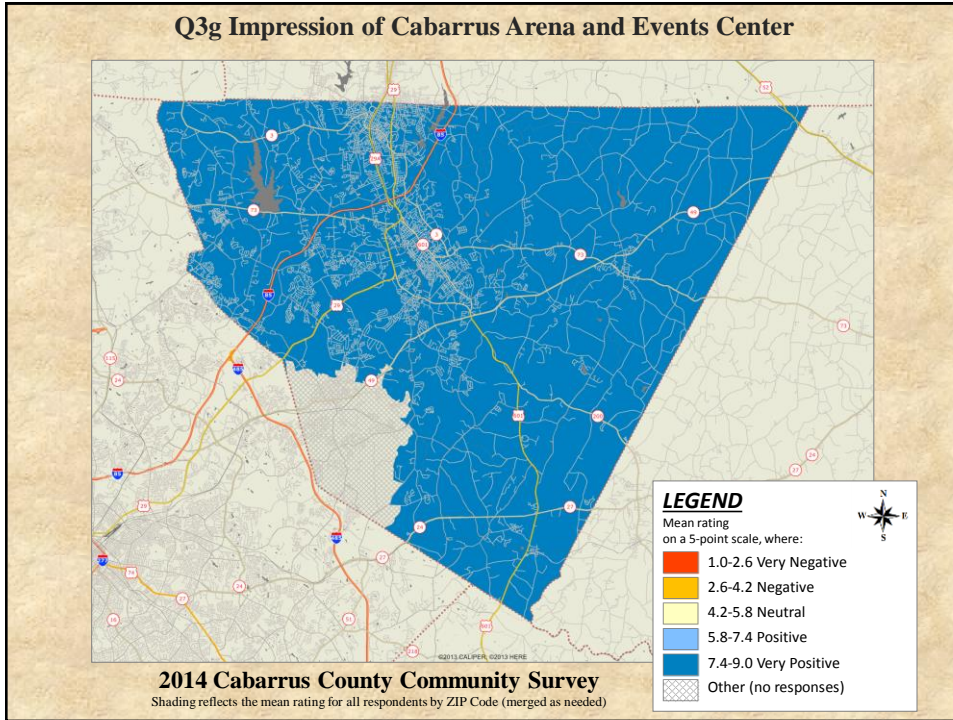




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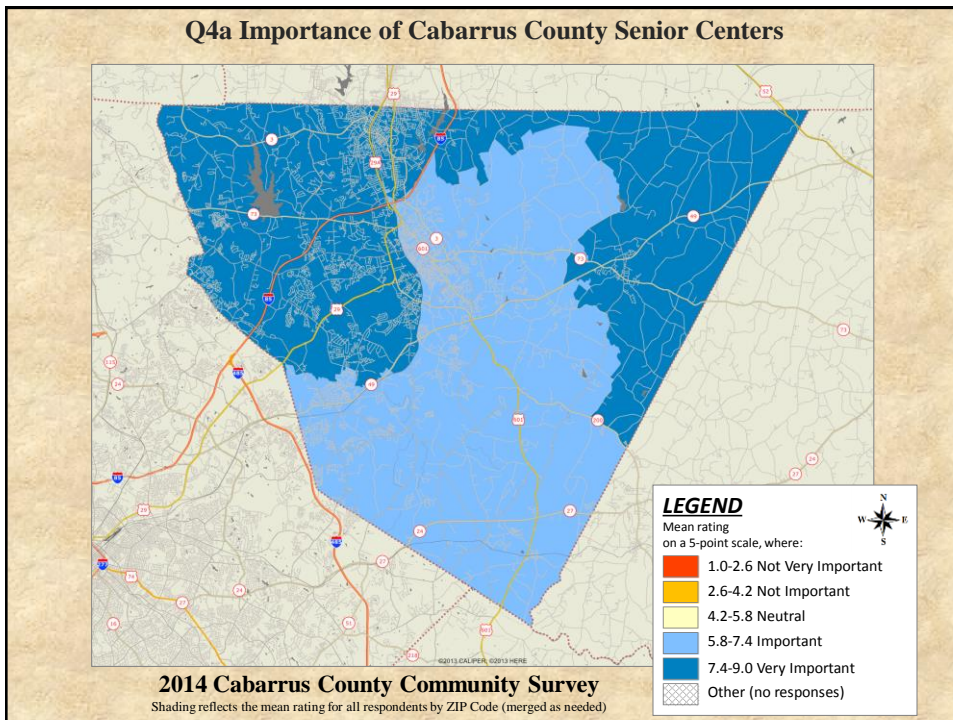
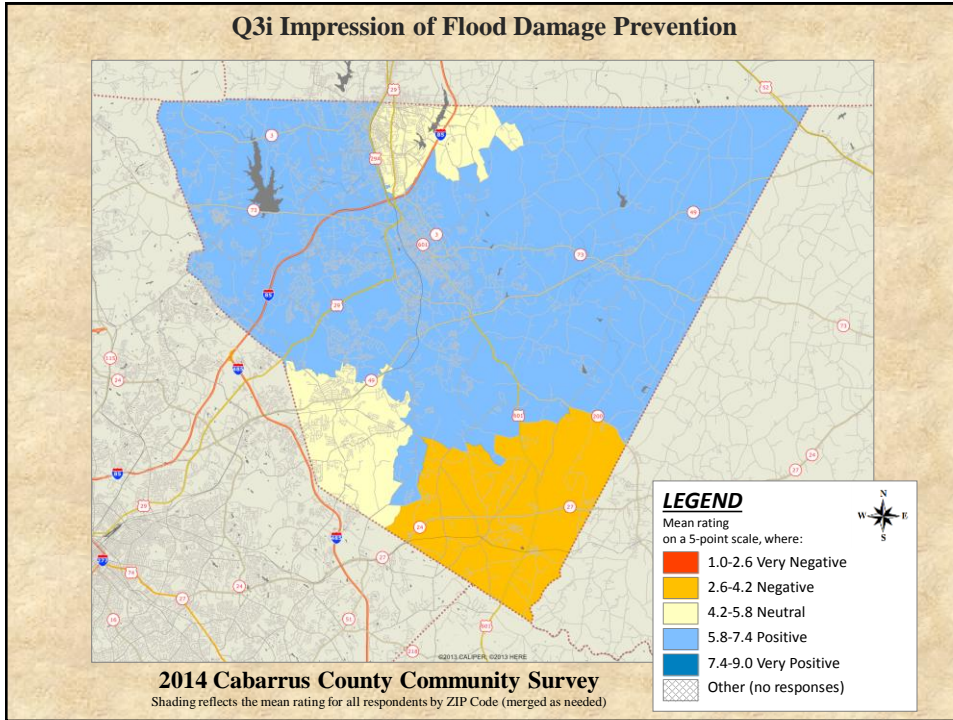


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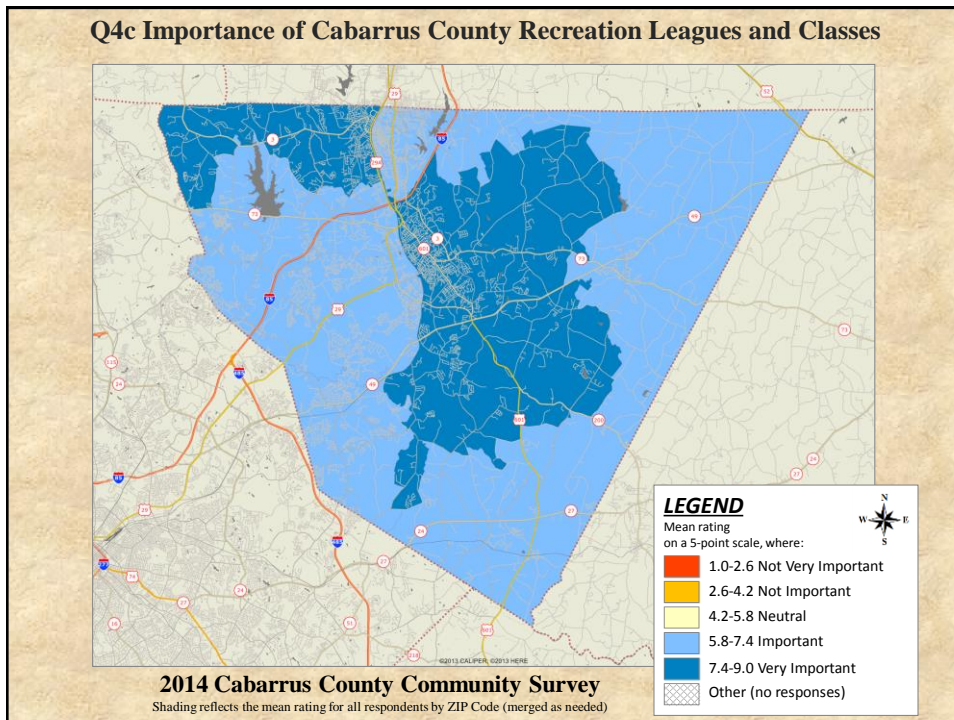
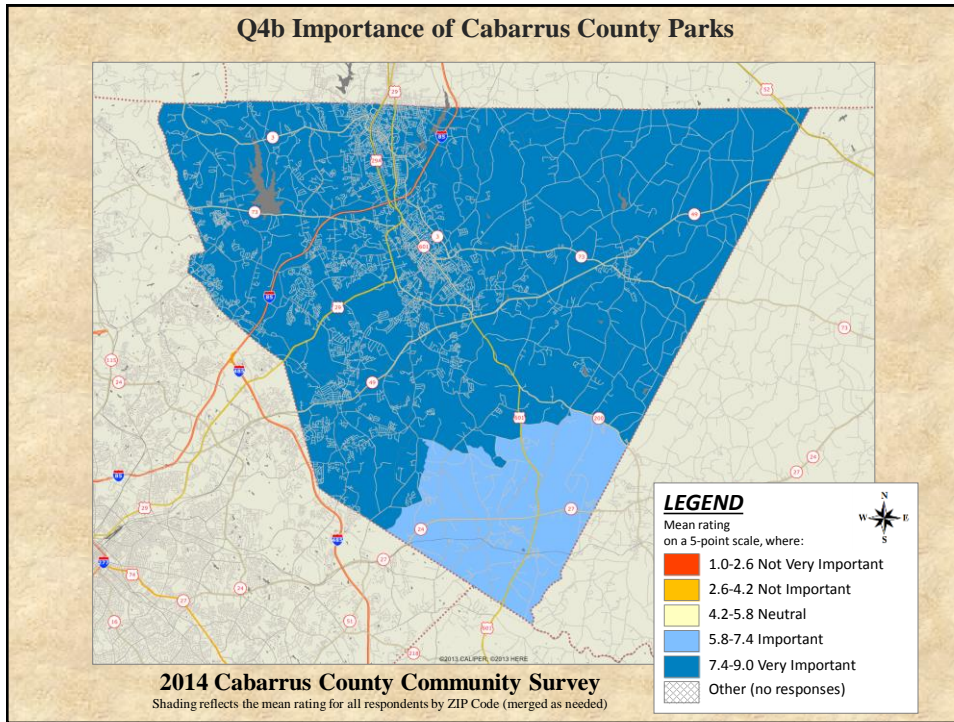




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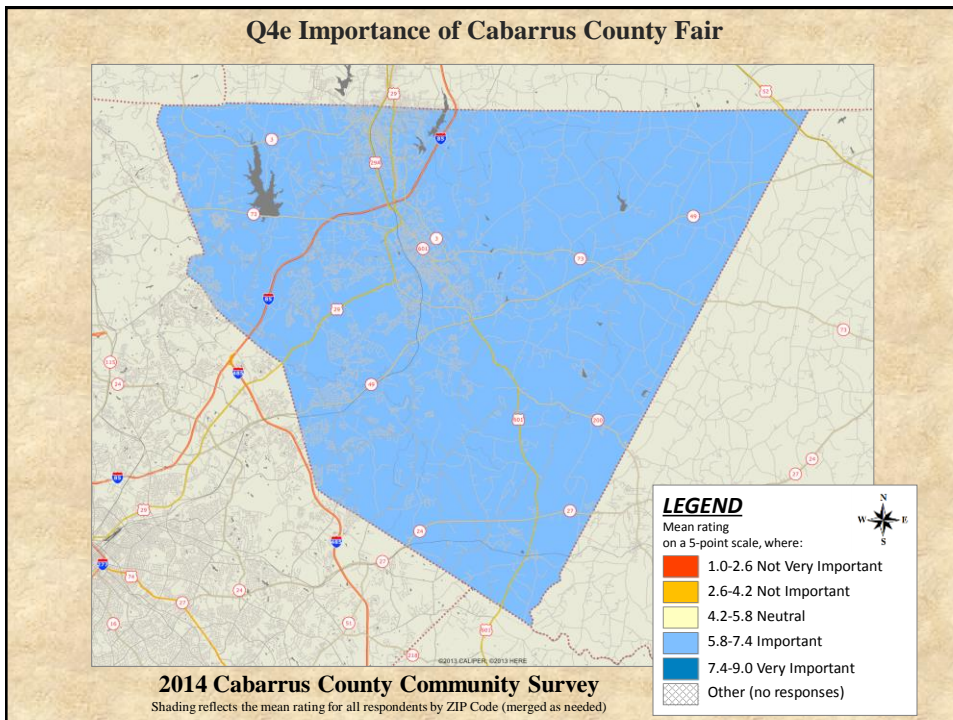
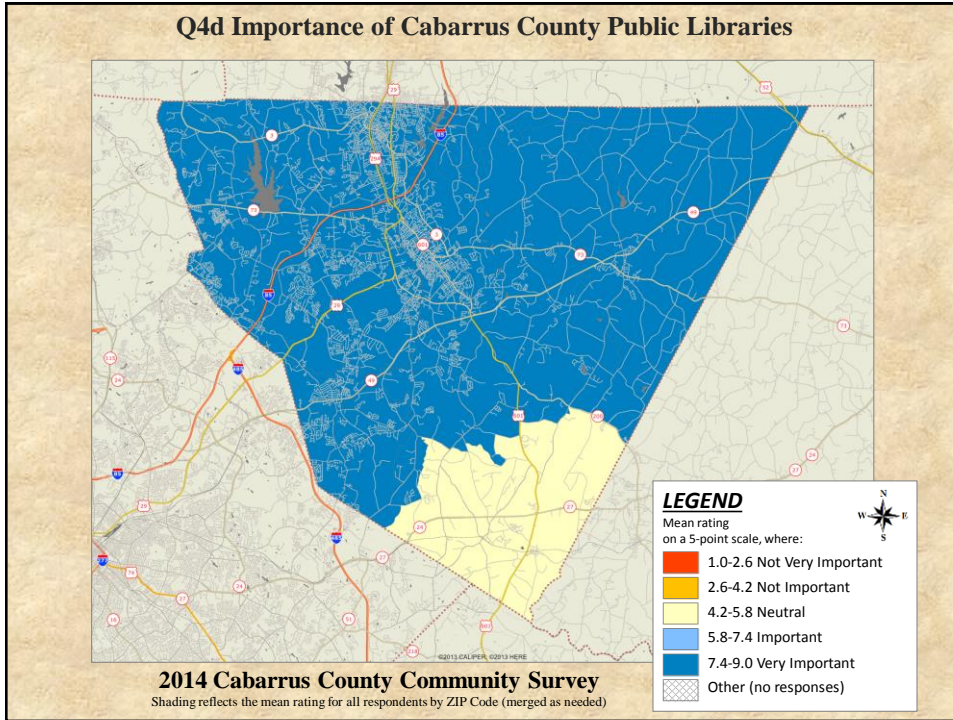


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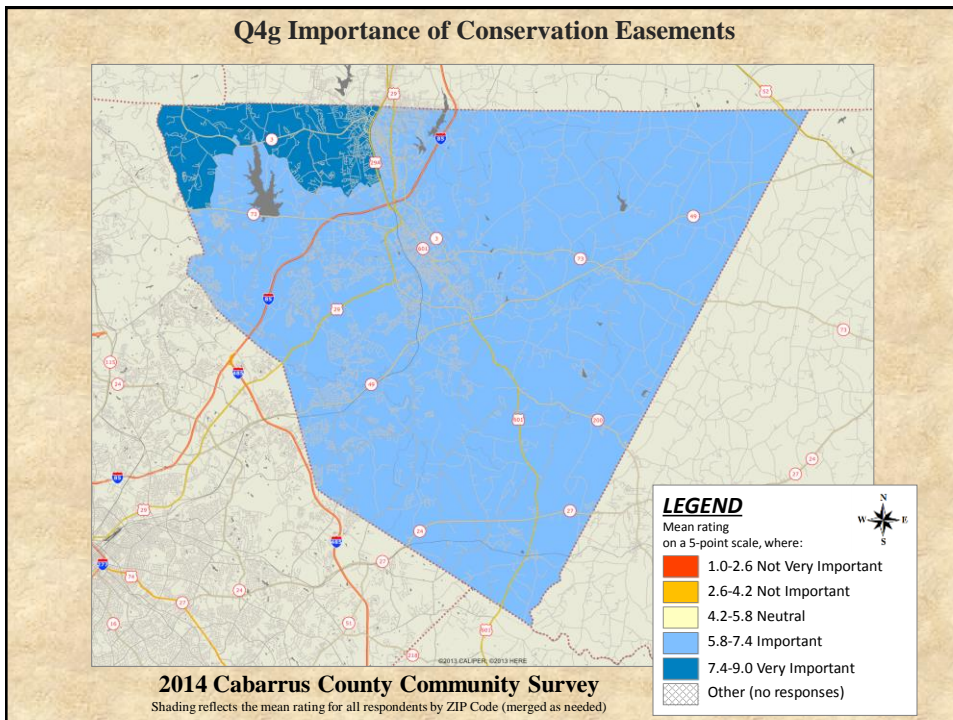
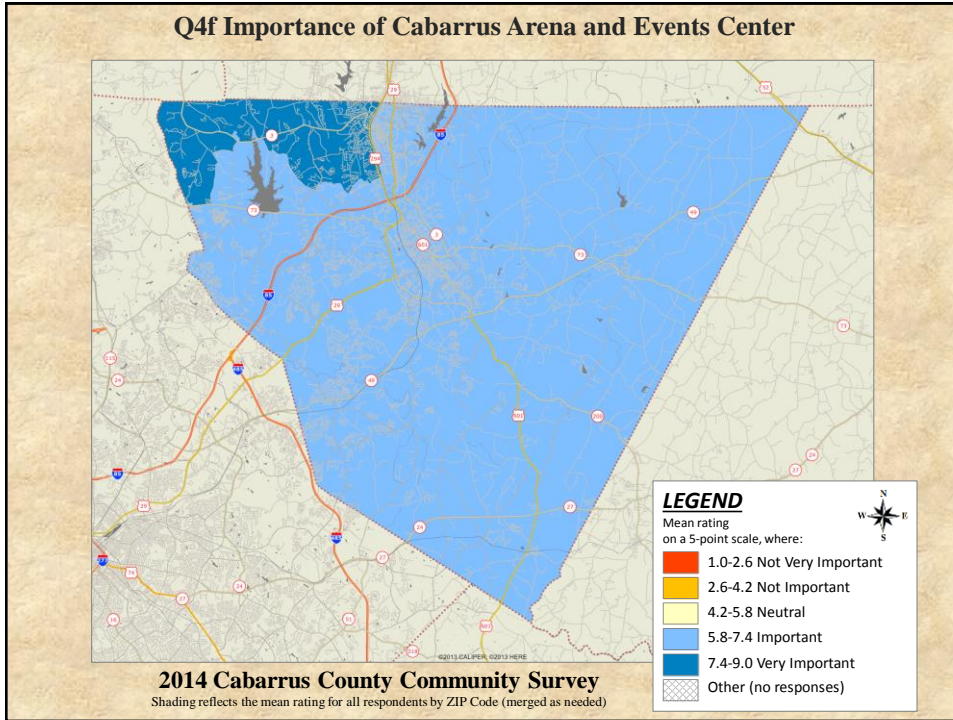




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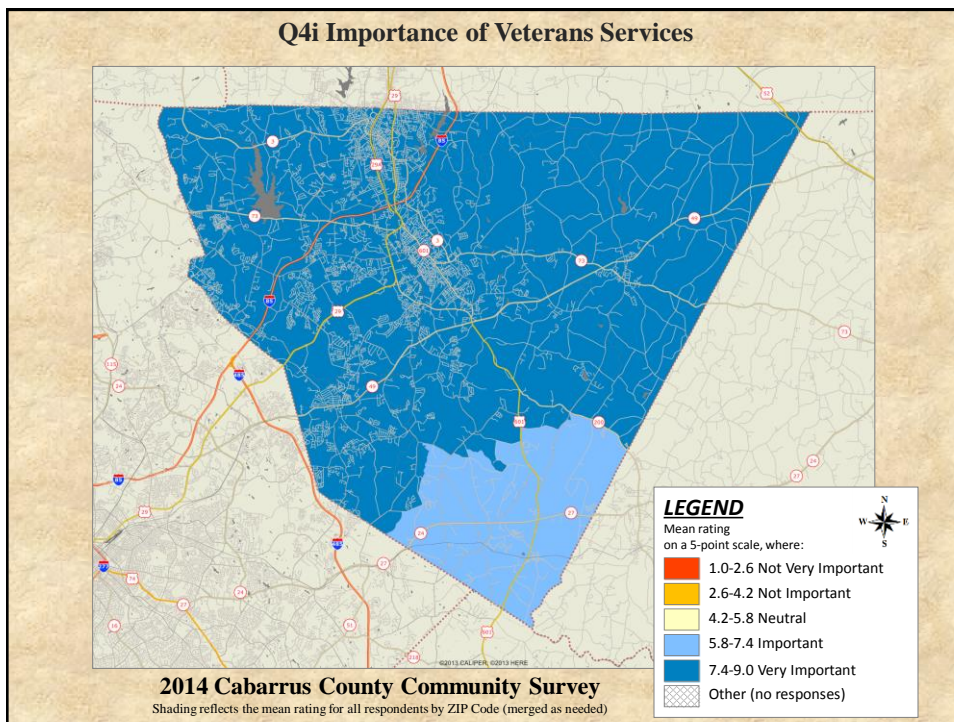
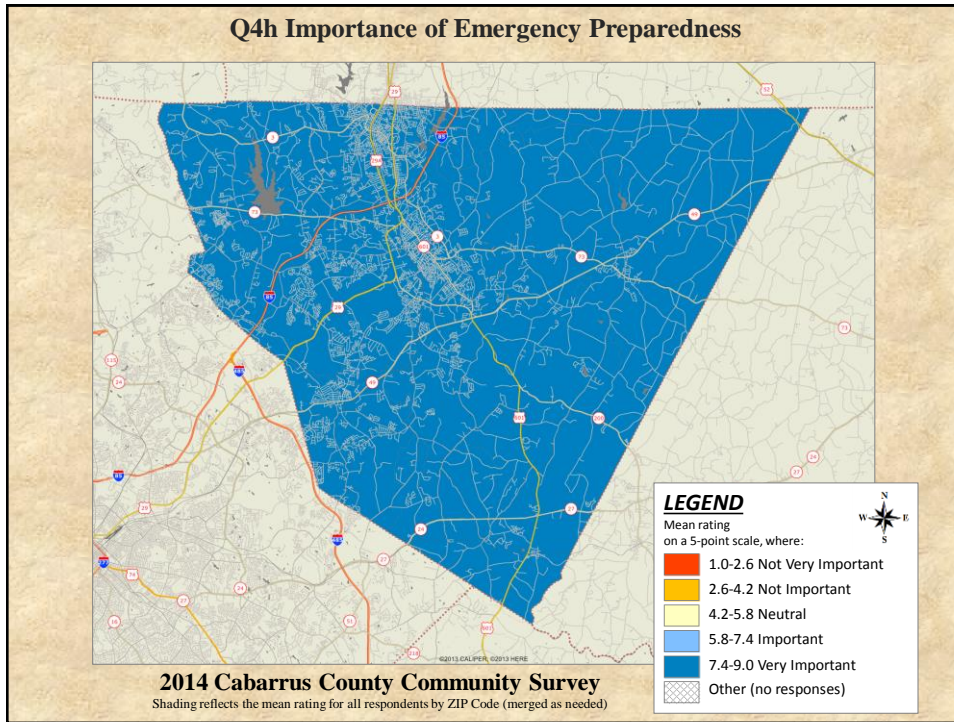


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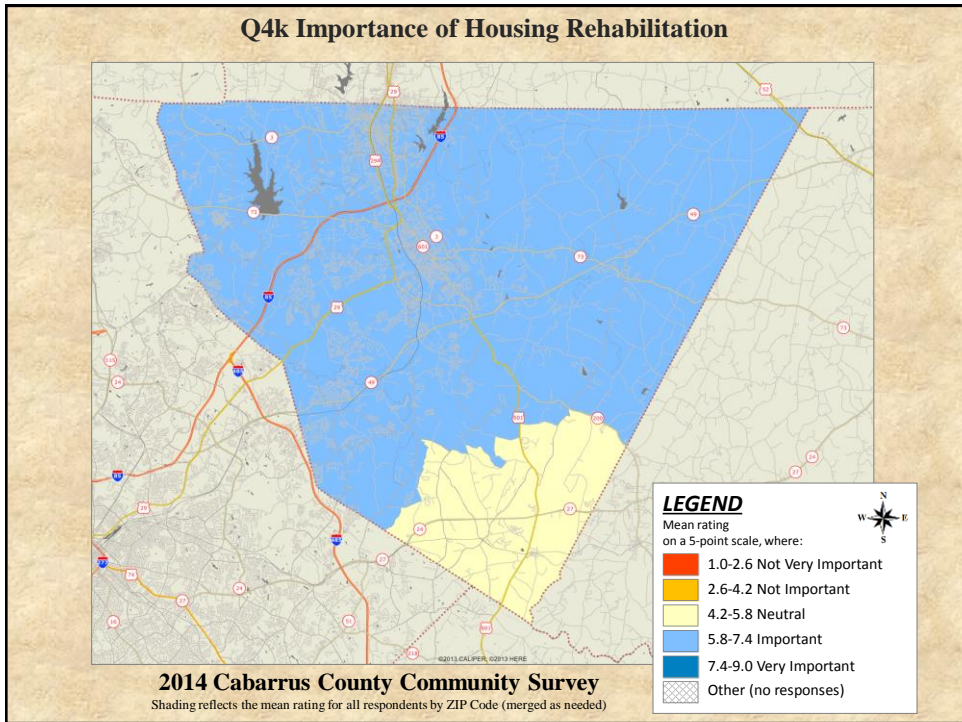
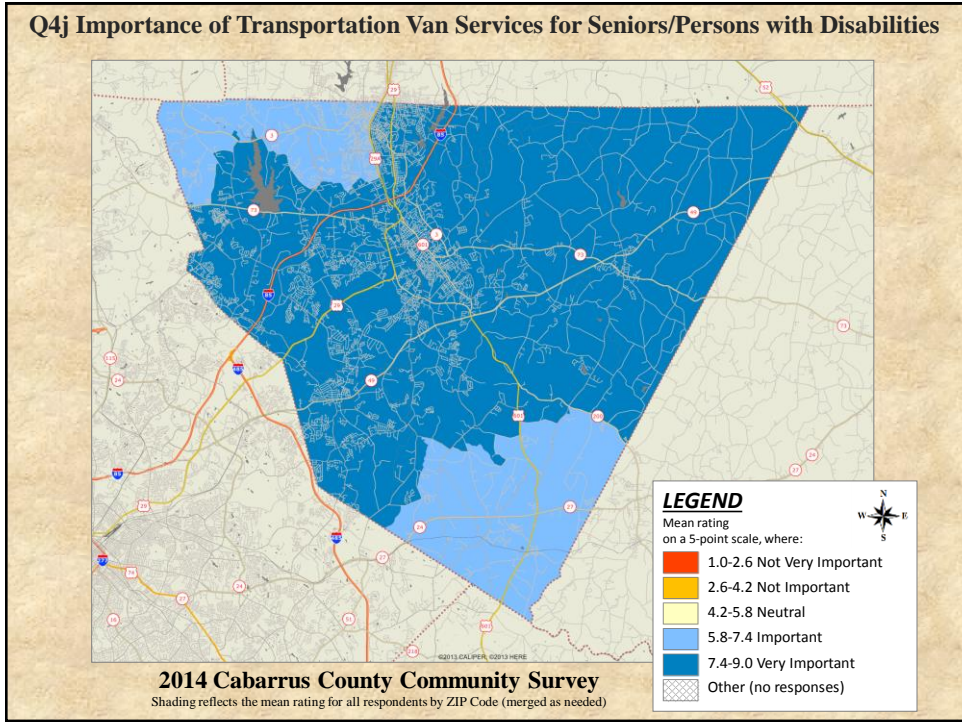




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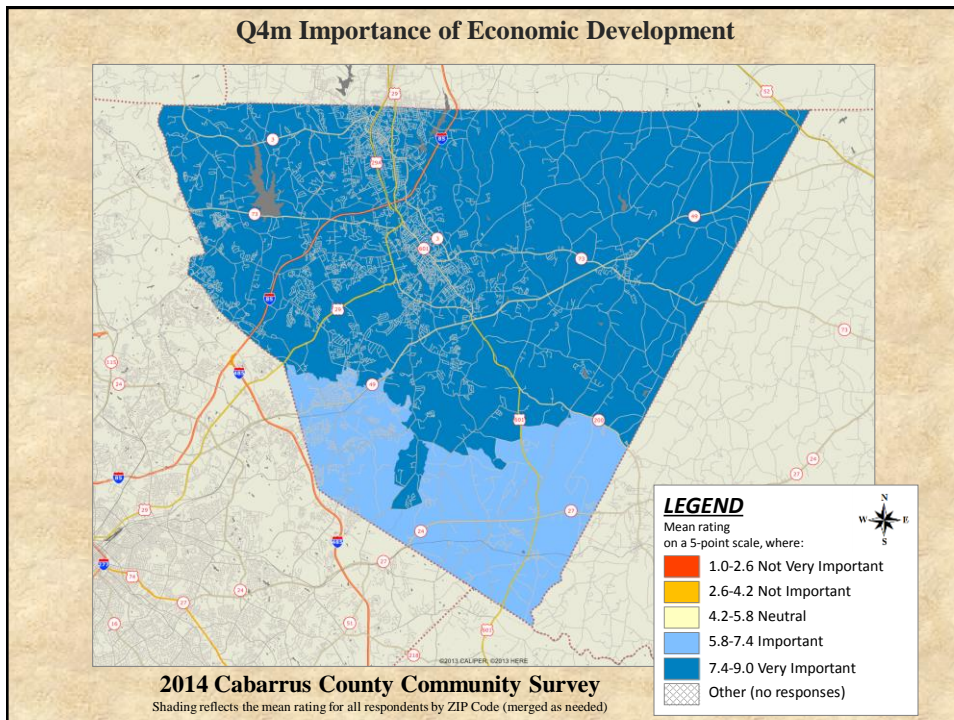
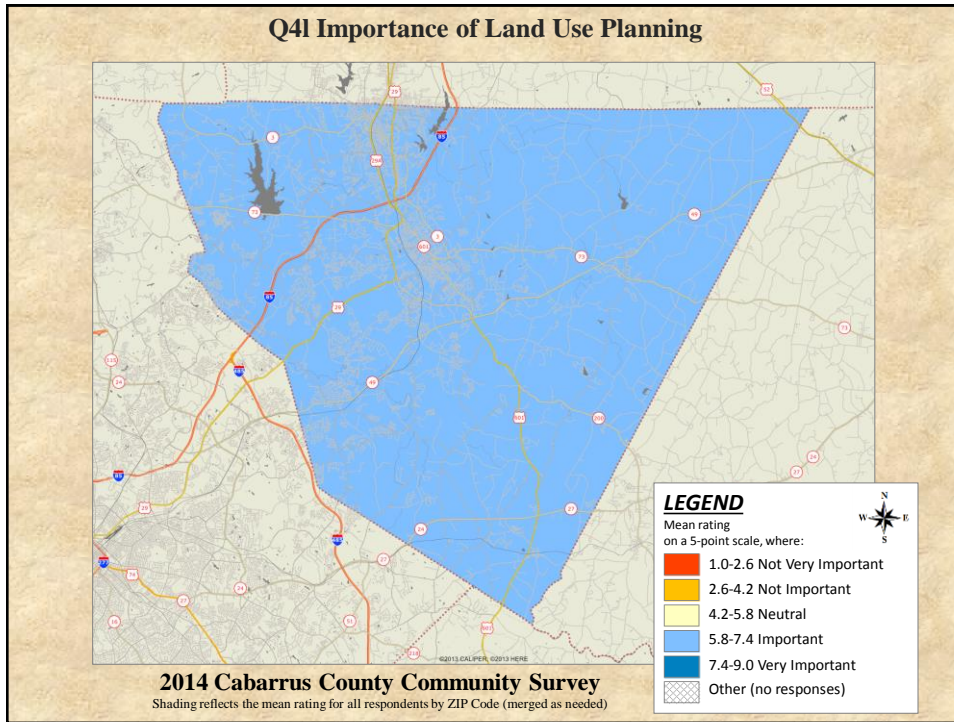


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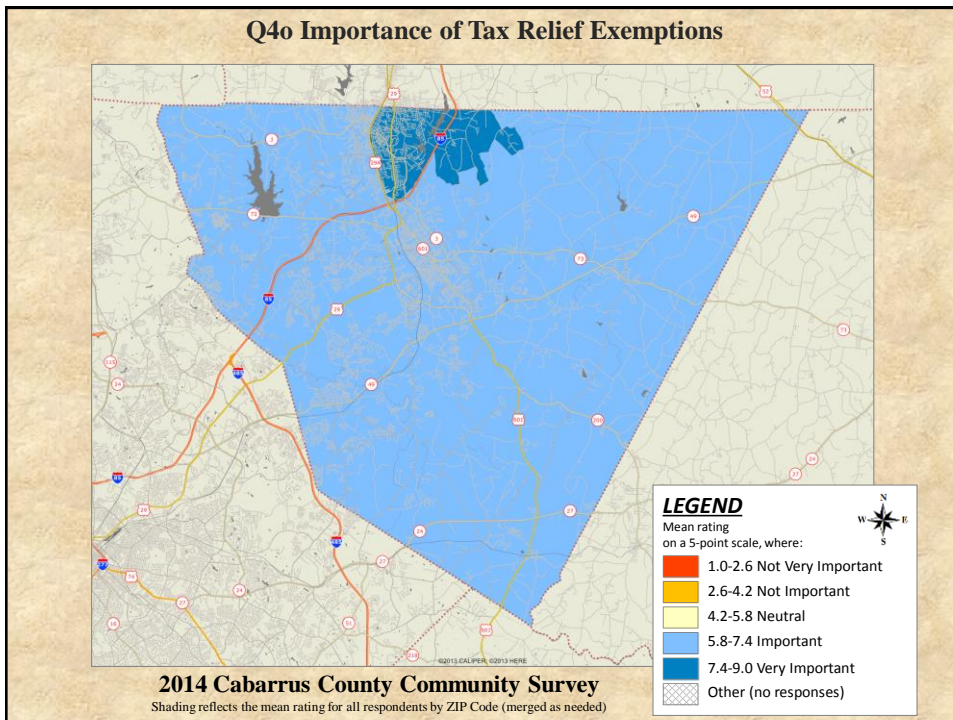
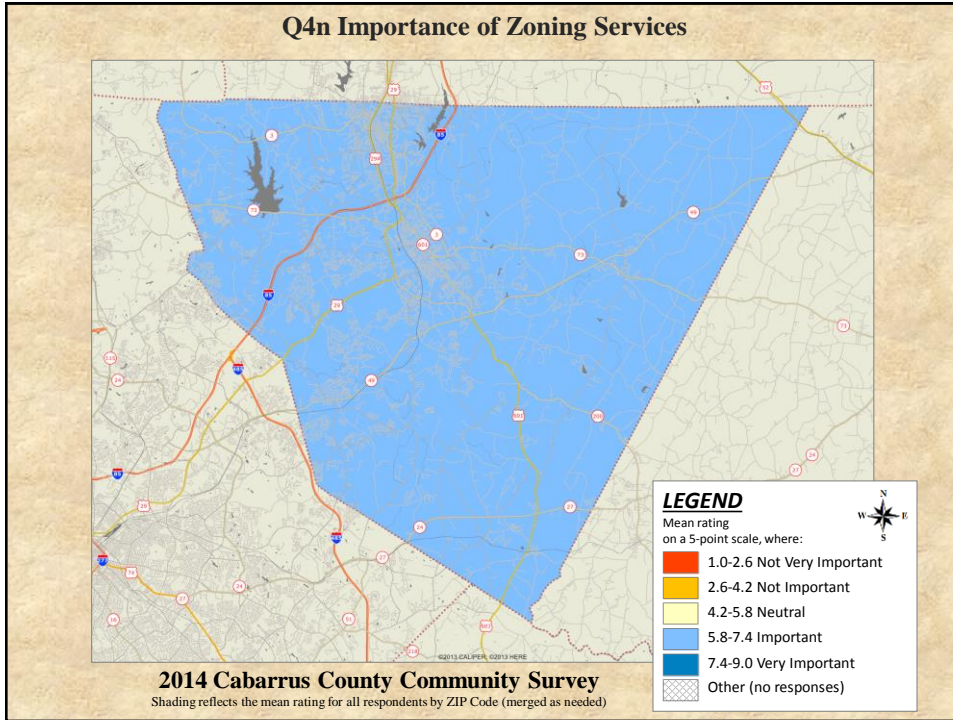




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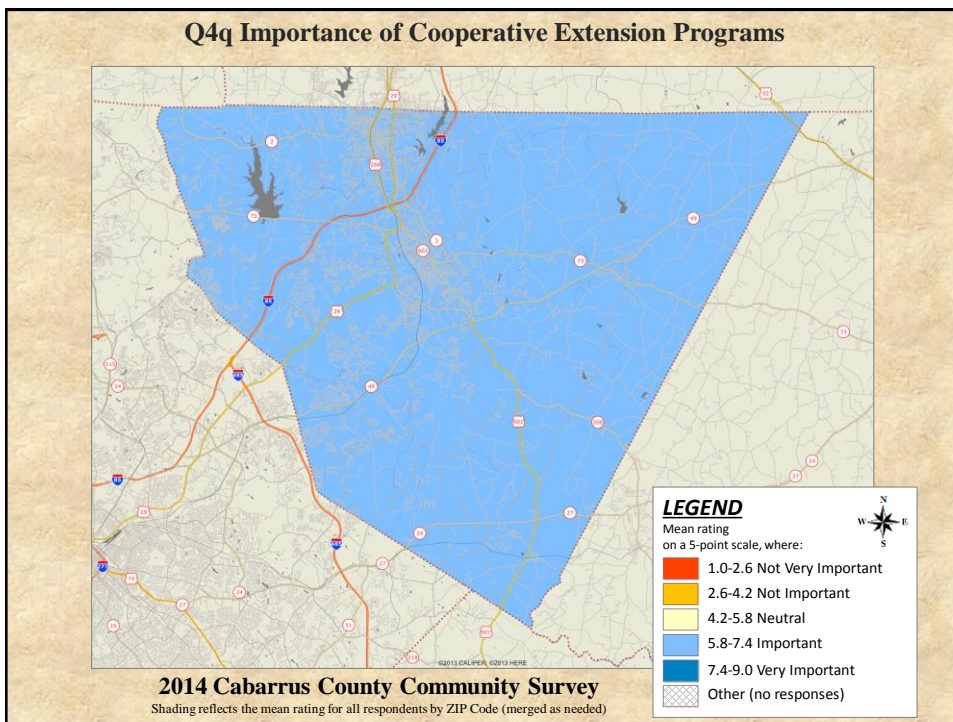
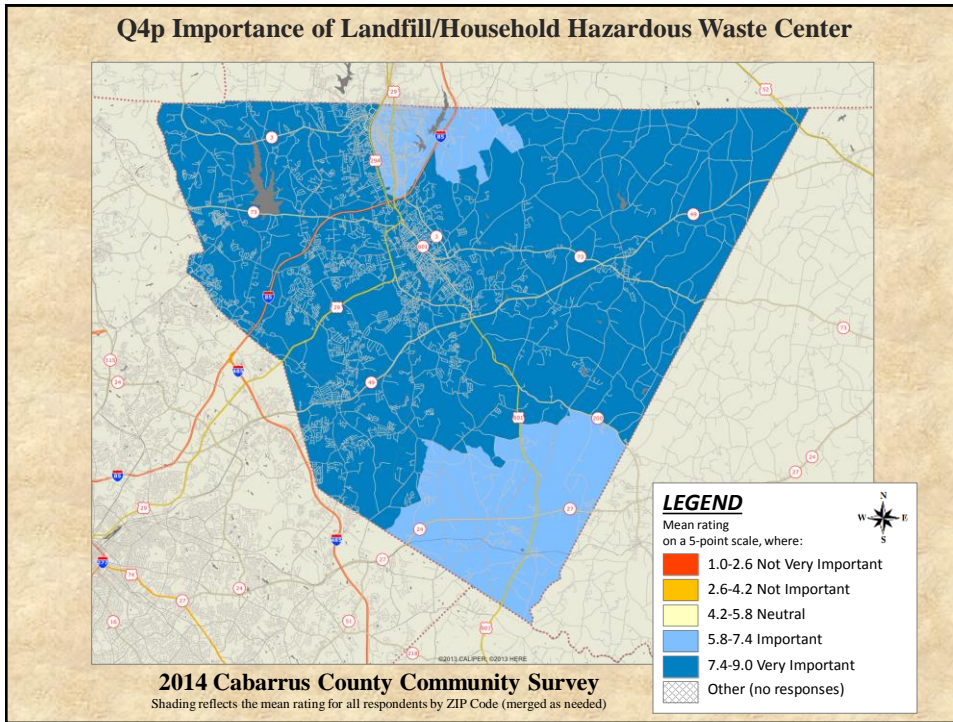


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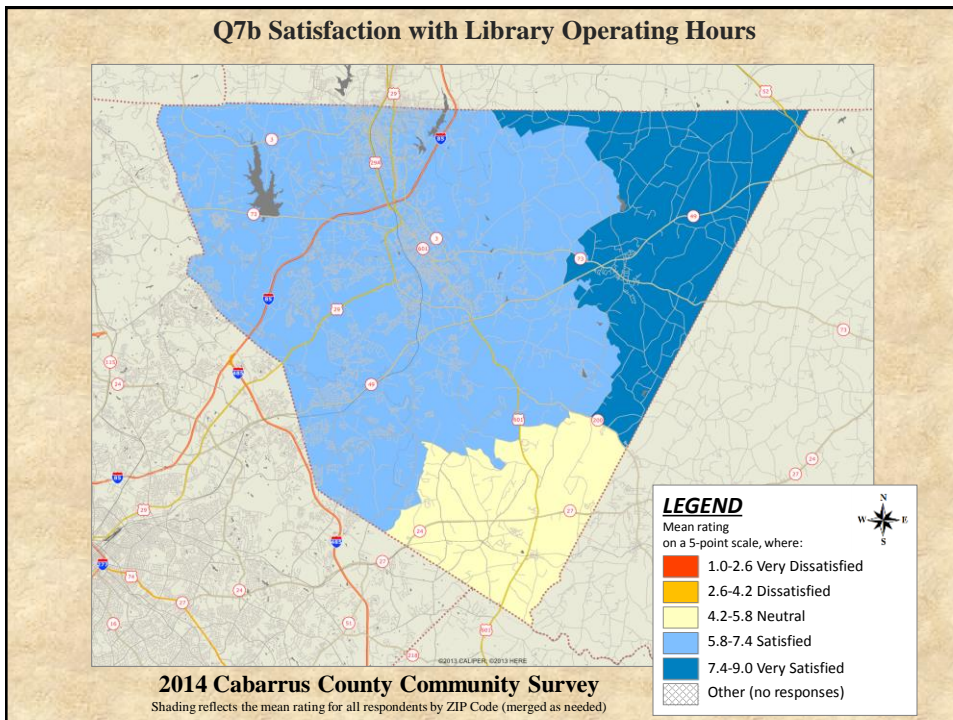
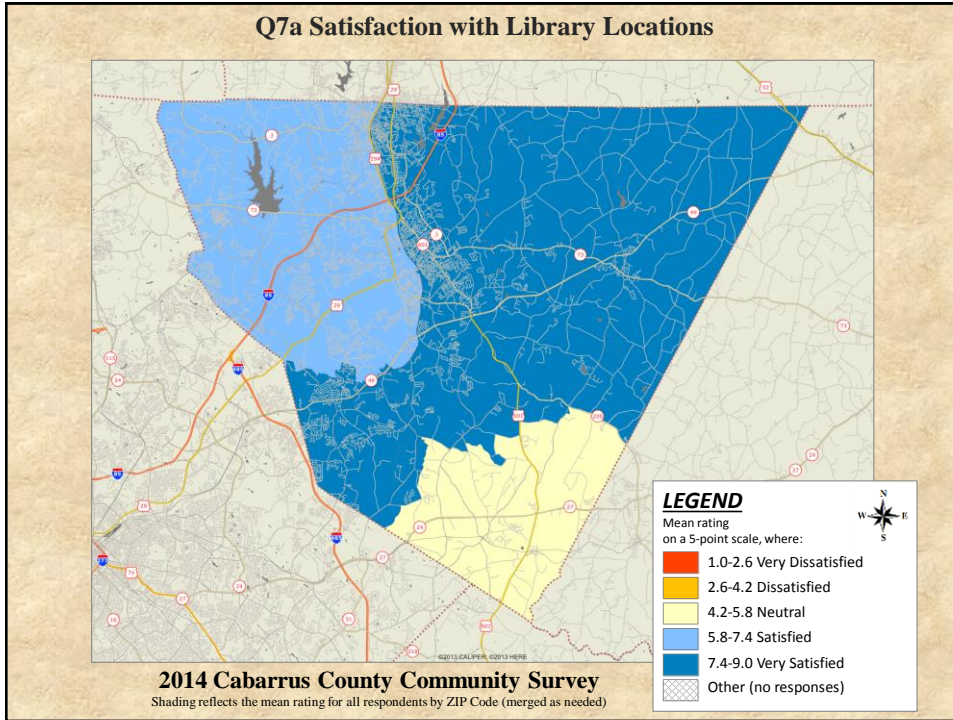




# Cabarrus County 2014 Community Survey

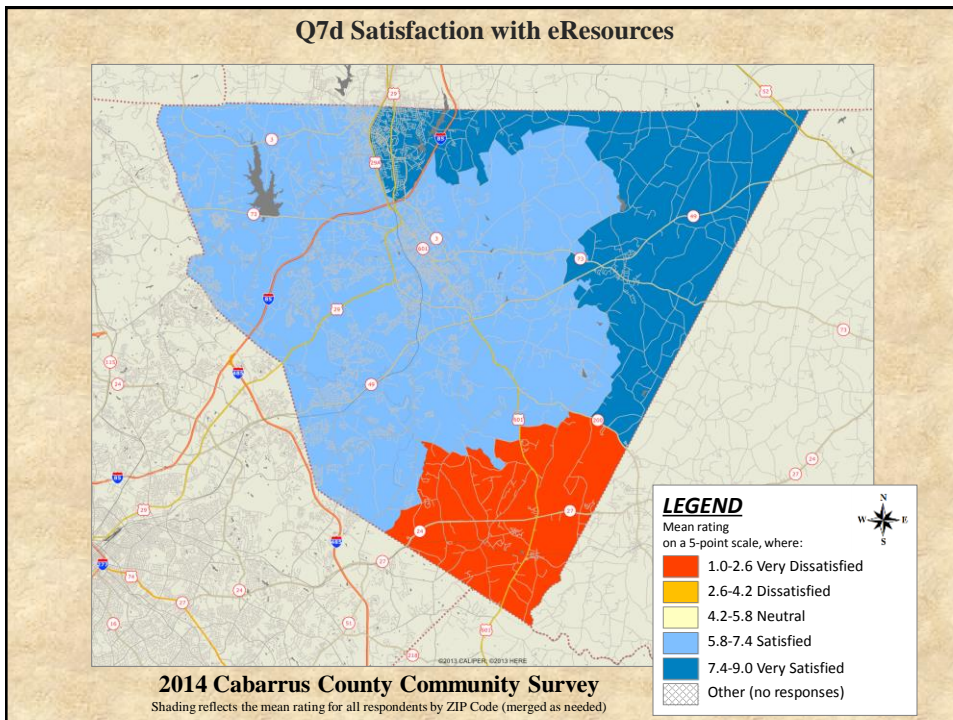
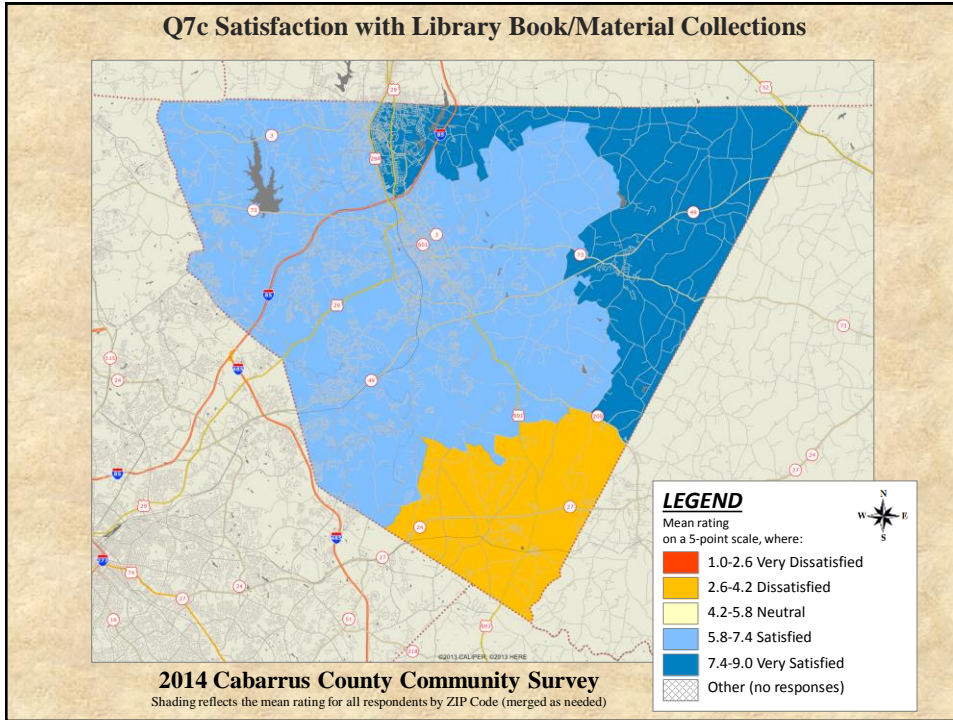


# Cabarrus County 2014 Community Survey

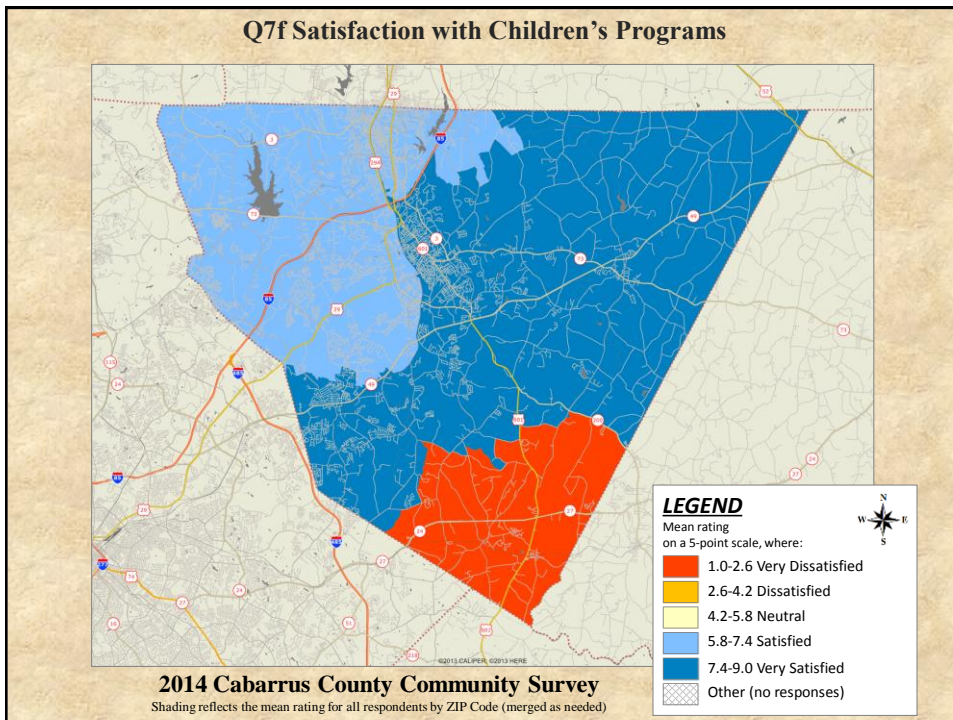
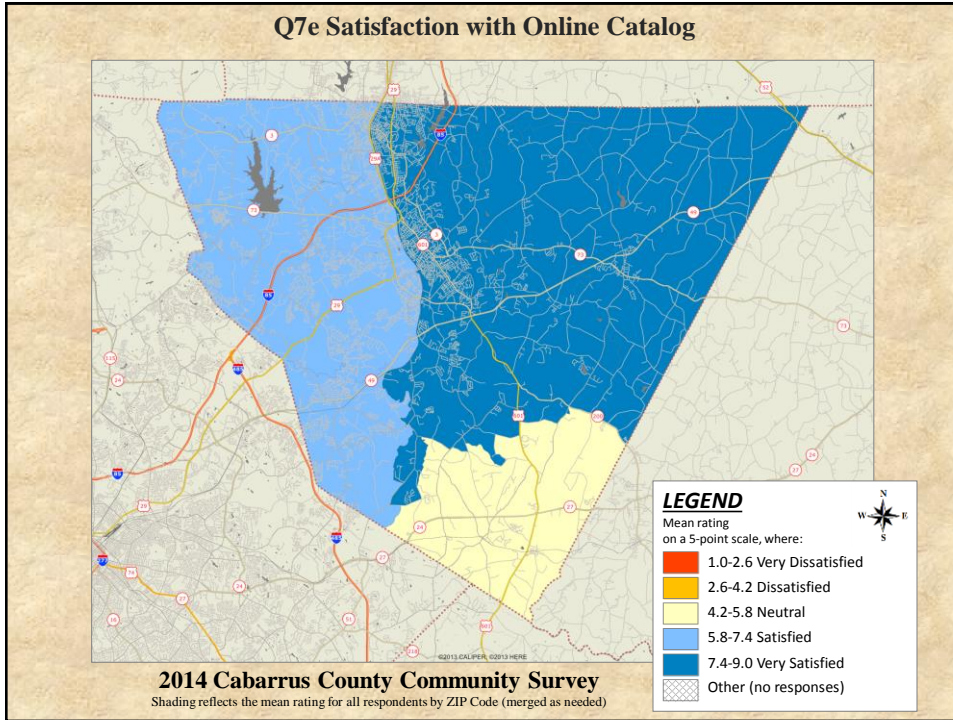




# Cabarrus County 2014 Community Survey

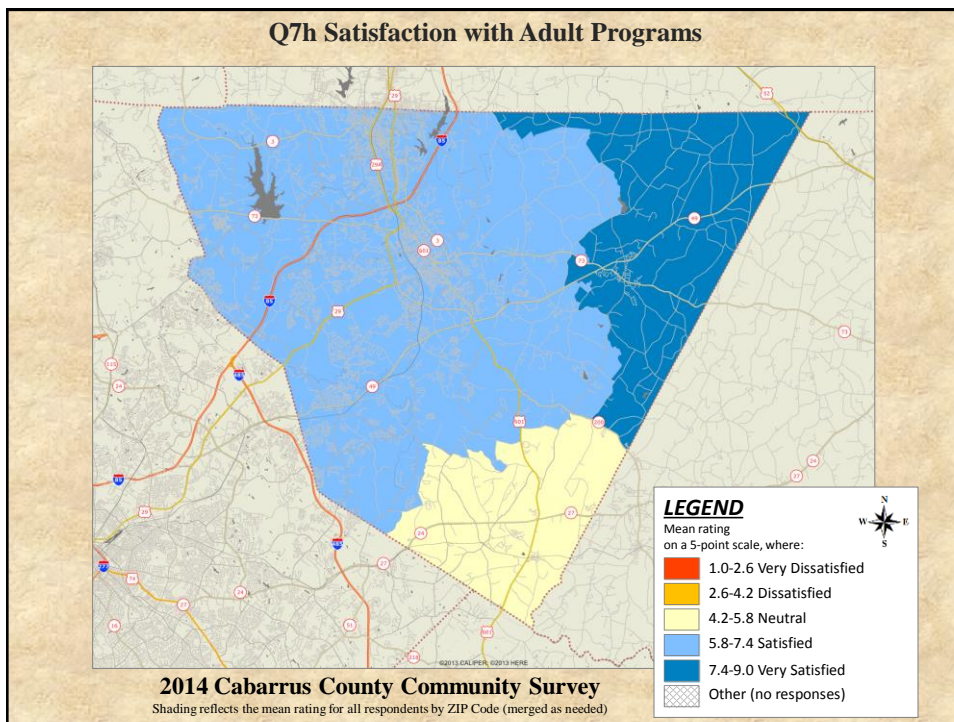
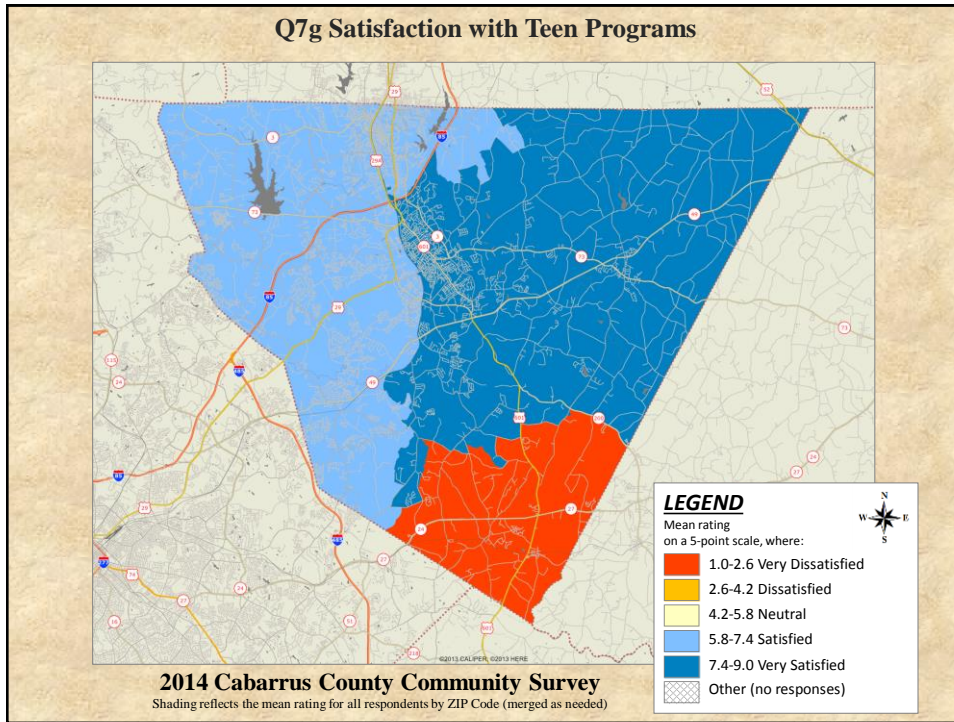


# Cabarrus County 2014 Community Survey

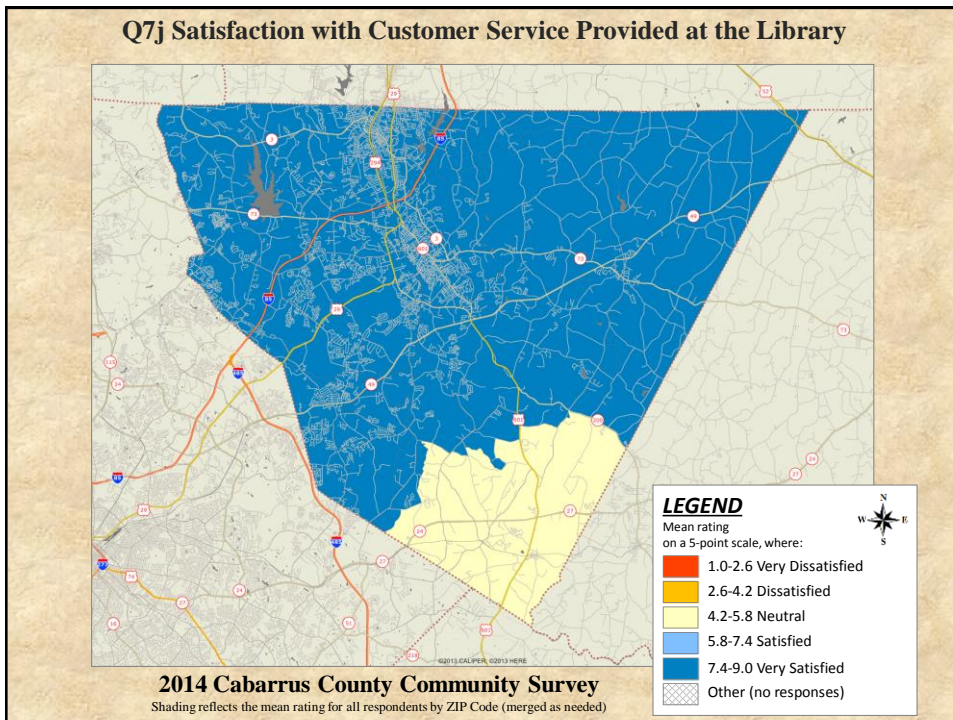
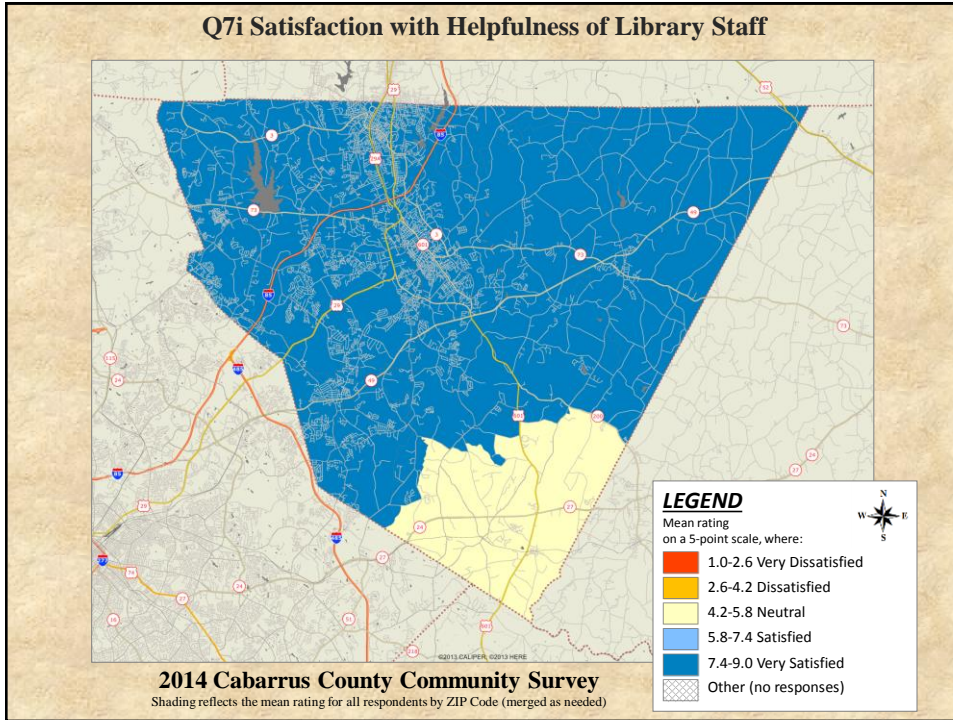




# Cabarrus County 2014 Community Survey

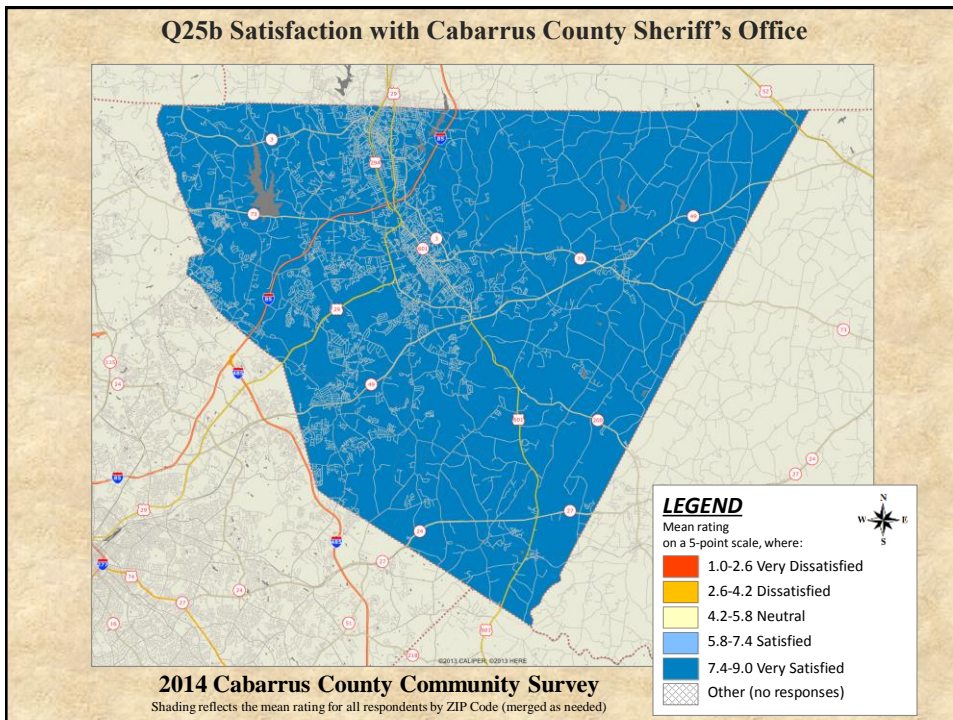
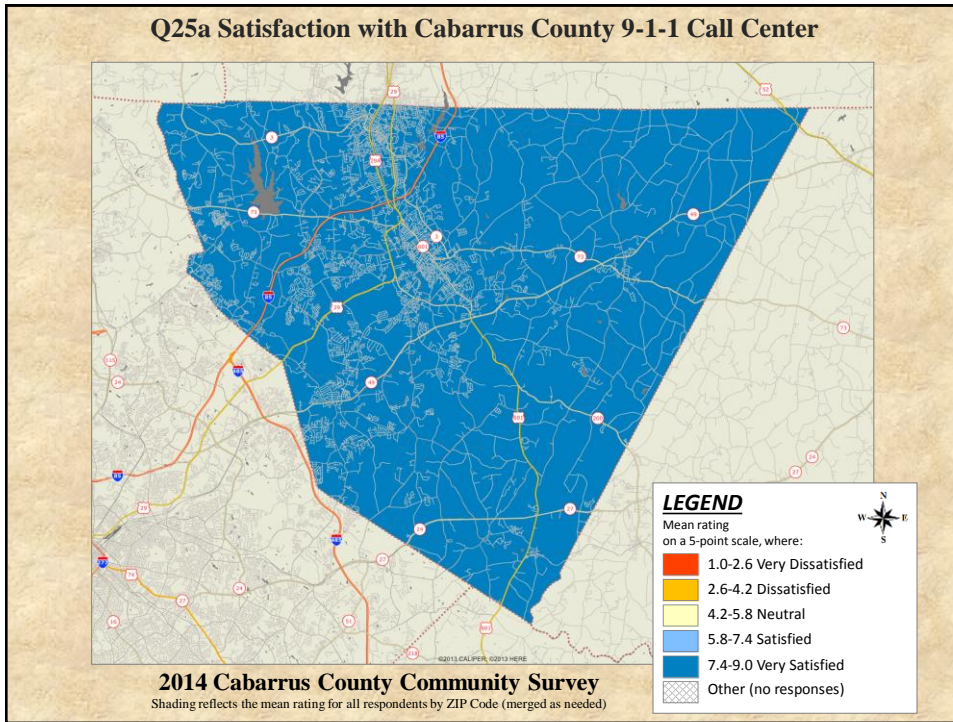


# Cabarrus County 2014 Community Survey

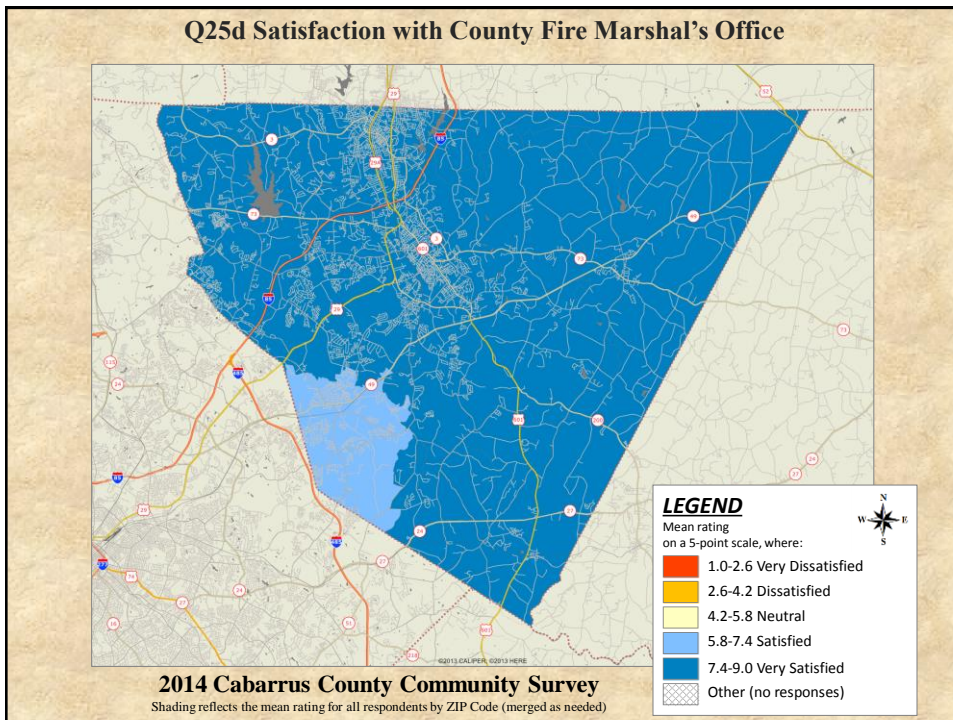
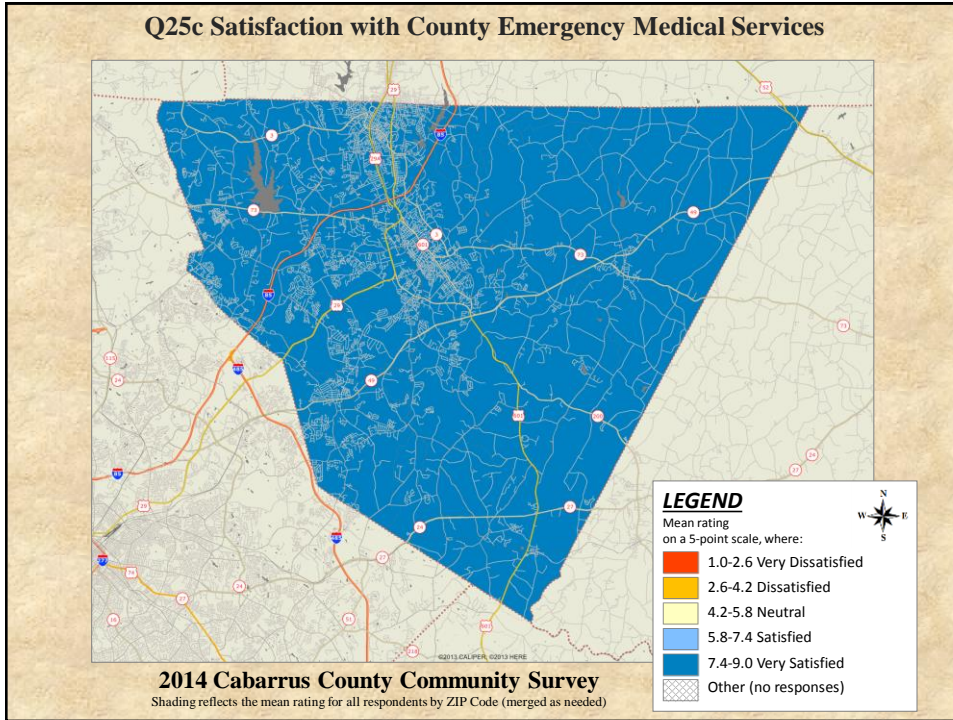




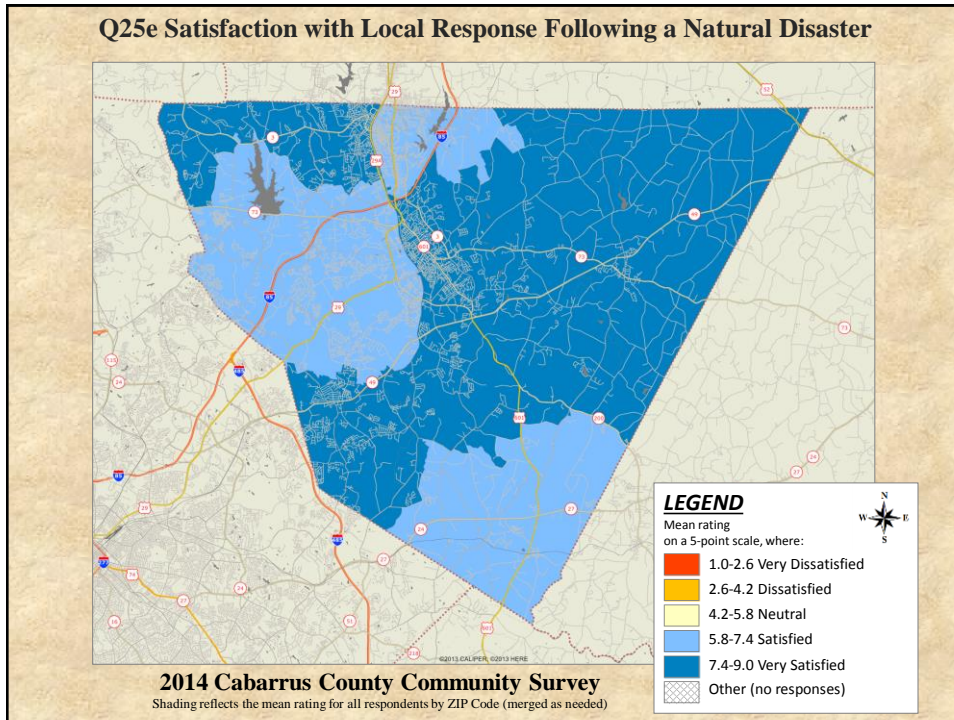
# Cabarrus County 2014 Community Survey



# Cabarrus County 2014 Community Survey







*Section 5:*  
*Tabular Data*

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**Q1. Using a scale of 1 to 9, where 1 is "very dissatisfied" and 9 is "very satisfied," please rate your satisfaction with the following aspects of living in Cabarrus County by circling the corresponding number below:**

(N=406)

	Very Dissatisfied	02	03	04	05	06	07	08	Very Satisfied	Don't Know
Q1a. Open space preservation	5.0%	2.3%	3.3%	5.5%	14.6%	8.3%	19.1%	12.3%	13.9%	15.6%
Q1b. Pace of growth	6.7%	2.5%	5.5%	5.7%	14.9%	12.4%	18.9%	13.2%	13.2%	7.0%
Q1c. Crime prevention	2.7%	1.0%	3.7%	4.2%	10.7%	10.2%	23.4%	22.2%	17.2%	4.5%
Q1d. Safety response	1.7%	1.2%	2.0%	3.0%	7.0%	7.5%	14.7%	25.9%	24.7%	12.2%
Q1e. Protecting water quality & the environment	3.8%	2.0%	2.8%	3.5%	10.8%	11.8%	20.3%	18.8%	15.3%	11.3%
Q1f. Employment opportunities	7.3%	5.0%	6.8%	9.3%	18.0%	14.5%	12.8%	8.3%	5.3%	13.0%
Q1g. Availability of housing options for people in different income categories	5.0%	1.7%	4.5%	6.7%	11.5%	10.5%	14.2%	15.5%	11.0%	19.5%
Q1h. Ensuring the availability of affordable housing	6.7%	1.5%	4.7%	6.7%	11.7%	10.0%	14.7%	11.5%	8.2%	24.2%
Q1i. Availability of services for people with disabilities	3.8%	2.8%	4.5%	4.5%	8.3%	9.5%	12.3%	14.5%	11.5%	28.5%
Q1j. Educational facilities	2.5%	2.0%	2.0%	3.5%	7.0%	11.7%	19.2%	26.7%	20.7%	4.7%
Q1k. Courthouse facility	2.0%	1.0%	1.7%	2.7%	6.5%	9.2%	16.0%	24.9%	20.2%	15.7%
Q1l. Cultural facilities	2.3%	3.0%	5.5%	5.3%	11.1%	11.6%	16.6%	14.1%	12.1%	18.6%
Q1m. Availability of local foods	2.3%	1.5%	6.1%	5.6%	10.9%	8.6%	21.2%	17.4%	22.2%	4.3%

**Q1. Using a scale of 1 to 9, where 1 is "very dissatisfied" and 9 is "very satisfied," please rate your satisfaction with the following aspects of living in Cabarrus County by circling the corresponding number below:(Without "Don't Know")**

**Excluding "don't knows"**

(N=406)

	Very Dissat	02	03	04	05	06	07	08	Very Satisfied
Q1a. Open space preservation	6.0%	2.7%	3.9%	6.6%	17.3%	9.9%	22.7%	14.6%	16.4%
Q1b. Pace of growth	7.2%	2.7%	5.9%	6.1%	16.0%	13.4%	20.3%	14.2%	14.2%
Q1c. Crime prevention	2.9%	1.0%	3.9%	4.4%	11.2%	10.7%	24.5%	23.2%	18.0%
Q1d. Safety response	2.0%	1.4%	2.3%	3.4%	8.0%	8.5%	16.8%	29.5%	28.1%
Q1e. Protecting water quality & the environment	4.2%	2.3%	3.1%	3.9%	12.1%	13.2%	22.8%	21.1%	17.2%
Q1f. Employment opportunities	8.3%	5.7%	7.8%	10.6%	20.7%	16.7%	14.7%	9.5%	6.0%
Q1g. Availability of housing options for people in different income categories	6.2%	2.2%	5.6%	8.4%	14.2%	13.0%	17.6%	19.2%	13.6%
Q1h. Ensuring the availability of affordable housing	8.9%	2.0%	6.3%	8.9%	15.5%	13.2%	19.4%	15.1%	10.9%
Q1i. Availability of services for people with disabilities	5.2%	3.8%	6.3%	6.3%	11.5%	13.3%	17.1%	20.3%	16.1%
Q1j. Educational facilities	2.6%	2.1%	2.1%	3.7%	7.3%	12.3%	20.2%	28.0%	21.7%
Q1k. Courthouse facility	2.4%	1.2%	2.1%	3.3%	7.7%	10.9%	18.9%	29.6%	24.0%
Q1l. Cultural facilities	2.8%	3.7%	6.8%	6.5%	13.6%	14.2%	20.4%	17.3%	14.8%
Q1m. Availability of local foods	2.4%	1.6%	6.3%	5.8%	11.3%	9.0%	22.2%	18.2%	23.2%

**Q1a. Which THREE of the items listed above do you think should be the top priorities for leaders in Cabarrus County? (Top Three)**

<u>Q1a. Sum of Top 3 choices</u>	<u>Number</u>	<u>Percent</u>
F=Employment opportunities	179	44.1 %
C=Crime prevention	158	38.9 %
J=Educational facilities	147	36.2 %
E=Protect water quality & the environment	102	25.1 %
D=Safety response	85	20.9 %
Z=None Chosen	78	19.2 %
B=Pace of growth	72	17.7 %
A=Open space preservation	60	14.8 %
H=Ensuring the availability of affordable housing	58	14.3 %
I=Availability of Services for people with disabilities	51	12.6 %
G=Availability of housing options for people in different income categories	45	11.1 %
M=Availability of local foods	44	10.8 %
L=Cultural facilities	34	8.4 %
K=Courthouse facility	7	1.7 %
Total	1120	

**Q2. Using a scale of 1 to 9, where 1 is "very dissatisfied" and 9 is "very satisfied," please rate your satisfaction with the following issues that impact your perception of Cabarrus County by circling the corresponding number below:**

(N=406)

	Very Dissat	02	03	04	05	06	07	08	Very Satisfied	Don't Know
Q2a. The county as a place to live	1.2%	1.7%	2.2%	1.0%	4.5%	4.2%	17.0%	32.9%	34.4%	0.7%
Q2b. The county as a place to raise children	0.7%	1.5%	1.5%	1.5%	4.7%	3.7%	14.2%	33.4%	35.2%	3.5%
Q2c. The county as a place to work	2.5%	3.8%	4.0%	5.0%	10.3%	9.8%	17.0%	19.8%	15.3%	12.5%
Q2d. The county as a place to retire	3.0%	2.7%	3.5%	4.0%	8.2%	9.5%	15.4%	21.1%	24.1%	8.5%
Q2e. Overall value that you receive for your county tax dollars & fees	5.8%	4.8%	4.0%	6.3%	12.8%	9.8%	23.0%	18.0%	11.3%	4.5%
Q2f. Overall quality of life in the county	2.0%	1.0%	1.7%	2.0%	7.5%	8.2%	24.1%	32.8%	19.4%	1.2%
Q2g. Overall quality of county services offered to citizens	2.0%	2.2%	2.7%	3.2%	9.2%	12.7%	23.9%	22.7%	14.7%	6.5%
Q2h. Overall image of the county	1.7%	1.7%	2.0%	3.5%	8.0%	12.2%	24.4%	26.7%	19.0%	0.7%
Q2i. Ease of travel in the county	4.3%	2.8%	4.8%	5.8%	11.5%	14.5%	20.3%	22.0%	13.0%	1.3%
Q2j. How safe you feel in your neighborhood during the day	1.5%	1.0%	1.2%	0.5%	4.0%	5.7%	12.4%	29.4%	43.3%	1.0%
Q2k. How safe you feel in your neighborhood at night	3.5%	1.0%	1.8%	2.3%	6.5%	6.8%	17.6%	28.6%	31.2%	0.8%
Q2l. How safe you feel in County parks	1.3%	1.3%	1.3%	1.8%	5.3%	8.0%	20.0%	28.5%	21.8%	11.0%



**Q2. Using a scale of 1 to 9, where 1 is "very dissatisfied" and 9 is "very satisfied," please rate your satisfaction with the following issues that impact your perception of Cabarrus County by circling the corresponding number below: (Without "Don't Know")**

**Excluding "don't knows"**

(N=406)

	Very Dissat	02	03	04	05	06	07	08	Very Satisfied
Q2a. The county as a place to live	1.3%	1.8%	2.3%	1.0%	4.5%	4.3%	17.1%	33.2%	34.7%
Q2b. The county as a place to raise children	0.8%	1.6%	1.6%	1.6%	4.9%	3.9%	14.7%	34.6%	36.4%
Q2c. The county as a place to work	2.9%	4.3%	4.6%	5.7%	11.7%	11.2%	19.5%	22.6%	17.5%
Q2d. The county as a place to retire	3.3%	3.0%	3.8%	4.3%	9.0%	10.3%	16.8%	23.1%	26.4%
Q2e. Overall value that you receive for your county tax dollars & fees	6.0%	5.0%	4.2%	6.5%	13.4%	10.2%	24.1%	18.8%	11.8%
Q2f. Overall quality of life in the county	2.0%	1.0%	1.8%	2.0%	7.6%	8.3%	24.4%	33.2%	19.6%
Q2g. Overall quality of county services offered to citizens	2.1%	2.4%	2.9%	3.5%	9.9%	13.6%	25.6%	24.3%	15.7%
Q2h. Overall image of the county	1.8%	1.8%	2.0%	3.5%	8.0%	12.3%	24.6%	26.9%	19.1%
Q2i. Ease of travel in the county	4.3%	2.8%	4.8%	5.8%	11.6%	14.7%	20.5%	22.3%	13.2%
Q2j. How safe you feel in your neighborhood during the day	1.5%	1.0%	1.3%	0.5%	4.0%	5.8%	12.6%	29.6%	43.7%
Q2k. How safe you feel in your neighborhood at night	3.5%	1.0%	1.8%	2.3%	6.6%	6.8%	17.7%	28.9%	31.4%
Q2l. How safe you feel in County parks	1.4%	1.4%	1.4%	2.0%	5.9%	9.0%	22.5%	32.0%	24.4%

**Q3. Using a scale of 1 to 9, where 1 is "very negative" and 9 is "very positive," please rate your overall impression of the following programs and services offered by Cabarrus County, by circling the corresponding number below. If you have heard of the program or service but don't know enough to rate it, circle "99." If you have never heard of the program or service, circle "88."**

(N=406)

	Very Negative	02	03	04	05	06	07	08	Very Positive	Don't Know	Have Not Heard
Q3a. Election services	1.3%	2.3%	1.3%	2.3%	7.3%	8.0%	17.8%	19.8%	19.8%	14.6%	5.5%
Q3b. Senior services	1.5%	1.3%	2.5%	1.5%	3.3%	6.8%	11.9%	13.9%	11.4%	34.7%	11.1%
Q3c. Veterans services	2.3%	2.3%	2.0%	1.8%	5.8%	5.3%	6.8%	7.5%	7.3%	44.2%	14.8%
Q3d. Active Living and Parks	1.0%	0.3%	0.8%	2.3%	6.3%	8.6%	19.9%	19.4%	17.2%	16.7%	7.6%
Q3e. Libraries	1.0%	1.3%	2.0%	3.5%	7.3%	10.3%	11.3%	23.1%	23.6%	13.1%	3.5%
Q3f. County Fair	0.8%	1.3%	2.0%	3.3%	6.3%	7.8%	14.8%	18.5%	21.8%	19.3%	4.3%
Q3g. Cabarrus Arena and Events Center	0.5%	0.0%	2.0%	2.0%	4.3%	8.3%	13.5%	25.8%	26.3%	13.8%	3.5%
Q3h. Animal Control services	2.5%	2.5%	1.5%	1.8%	6.8%	10.5%	10.8%	15.8%	14.5%	27.3%	6.0%
Q3i. Flood damage prevention	3.8%	1.0%	3.3%	2.5%	6.5%	6.8%	9.0%	7.8%	6.8%	38.7%	13.8%

**Q3. Using a scale of 1 to 9, where 1 is "very negative" and 9 is "very positive," please rate your overall impression of the following programs and services offered by Cabarrus County, by circling the corresponding number below. If you have heard of the program or service but don't know enough to rate it, circle "99." If you have never heard of the program or service, circle "88." (Without "Don't Know" and "Have Not Heard")**

**Excluding "don't knows" and "have not heard"**

(N=406)

	Very Negative	02	03	04	05	06	07	08	Very Positive
Q3a. Election services	1.6%	2.8%	1.6%	2.8%	9.1%	10.1%	22.3%	24.8%	24.8%
Q3b. Senior services	2.8%	2.3%	4.7%	2.8%	6.1%	12.6%	22.0%	25.7%	21.0%
Q3c. Veterans services	5.5%	5.5%	4.9%	4.3%	14.1%	12.9%	16.6%	18.4%	17.8%
Q3d. Active Living and Parks	1.3%	0.3%	1.0%	3.0%	8.3%	11.3%	26.3%	25.7%	22.7%
Q3e. Libraries	1.2%	1.5%	2.4%	4.2%	8.7%	12.3%	13.6%	27.7%	28.3%
Q3f. County Fair	1.0%	1.6%	2.6%	4.3%	8.2%	10.2%	19.3%	24.3%	28.5%
Q3g. Cabarrus Arena and Events Center	0.6%	0.0%	2.4%	2.4%	5.2%	10.0%	16.4%	31.2%	31.8%
Q3h. Animal Control services	3.8%	3.8%	2.3%	2.6%	10.2%	15.8%	16.2%	23.7%	21.8%
Q3i. Flood damage prevention	7.9%	2.1%	6.9%	5.3%	13.8%	14.3%	19.0%	16.4%	14.3%

**Q4. Using a scale of 1 to 9, where 1 is "not very important" and 9 is "very important," please indicate how important the following Cabarrus County programs and services are to your perception of overall quality of life in Cabarrus County. If you have heard of the program or service but don't know enough to rate it, circle "99." If you have never heard of the program or service, circle "88."**

(N=406)

	Not Very Import	02	03	04	05	06	07	08	Very Import	Don't- Know	Not Heard
Q4a. Cabarrus County Senior Centers	0.8%	0.0%	1.5%	1.0%	3.8%	5.5%	12.1%	12.1%	23.9%	30.2%	9.3%
Q4b. Cabarrus County Parks	0.3%	0.5%	0.8%	0.8%	3.8%	5.8%	15.5%	27.6%	36.3%	6.5%	2.3%
Q4c. Cabarrus County recreation leagues and classes	1.5%	0.5%	1.5%	1.0%	5.5%	7.8%	15.3%	22.1%	23.9%	14.6%	6.3%
Q4d. Cabarrus County Public Libraries	1.3%	1.0%	1.3%	1.0%	6.0%	7.0%	17.0%	19.5%	37.5%	6.8%	1.8%
Q4e. Cabarrus County Fair	2.0%	2.0%	3.0%	4.8%	9.6%	12.4%	18.9%	15.7%	20.5%	8.8%	2.3%
Q4f. Cabarrus Arena and Events Center	1.3%	0.8%	2.0%	3.8%	6.6%	8.3%	19.4%	22.5%	25.5%	7.1%	2.8%
Q4g. Conservation easements	1.5%	0.3%	1.3%	1.3%	6.5%	8.6%	11.3%	16.9%	14.9%	22.9%	14.6%
Q4h. Emergency preparedness	0.8%	0.0%	0.8%	1.5%	2.8%	3.5%	10.8%	20.4%	37.5%	14.4%	7.6%
Q4i. Veterans services	1.8%	0.0%	1.8%	1.5%	5.0%	4.3%	9.3%	14.1%	28.2%	24.2%	9.8%
Q4j. Transportation van service for seniors/ persons with disabilities	1.5%	0.3%	1.5%	0.8%	4.0%	4.8%	10.0%	17.0%	31.1%	20.6%	8.5%
Q4k. Housing rehabilitation	2.5%	0.5%	0.8%	2.5%	7.1%	5.3%	17.1%	10.8%	17.4%	24.4%	11.6%
Q4l. Land use planning	1.3%	1.3%	1.8%	2.3%	6.5%	7.0%	12.3%	13.8%	24.1%	19.5%	10.3%
Q4m. Economic development	1.5%	0.8%	2.3%	2.0%	4.5%	7.3%	12.0%	19.5%	30.6%	13.8%	5.8%
Q4n. Zoning services	1.8%	1.3%	1.3%	3.0%	6.0%	6.0%	15.3%	15.3%	19.3%	22.6%	8.0%
Q4o. Tax relief exemptions	3.0%	1.8%	2.5%	2.3%	5.0%	5.5%	11.8%	12.6%	21.2%	21.9%	12.3%
Q4p. Landfill/Household Hazardous Waste Center (recycling and composting)	1.5%	1.3%	0.5%	3.0%	4.5%	6.0%	14.0%	20.8%	35.5%	9.5%	3.5%
Q4q. Cooperative Extension programs	2.0%	1.0%	0.0%	1.8%	3.8%	5.1%	12.7%	13.5%	16.2%	26.9%	17.0%

**Q4. Using a scale of 1 to 9, where 1 is "not very important" and 9 is "very important," please indicate how important the following Cabarrus County programs and services are to your perception of overall quality of life in Cabarrus County. If you have heard of the program or service but don't know enough to rate it, circle "99." If you have never heard of the program or service, circle "88." (Without "Don't Know" and "Have Not Heard")**

**Excluding "don't knows" and "have not heard"**

(N=406)

	Not Very Important	02	03	04	05	06	07	08	Very Import
Q4a. Cabarrus County Senior Centers	1.2%	0.0%	2.5%	1.7%	6.2%	9.1%	19.9%	19.9%	39.4%
Q4b. Cabarrus County Parks	0.3%	0.5%	0.8%	0.8%	4.1%	6.3%	17.0%	30.2%	39.8%
Q4c. Cabarrus County recreation leagues and classes	1.9%	0.6%	1.9%	1.3%	7.0%	9.8%	19.4%	27.9%	30.2%
Q4d. Cabarrus County Public Libraries	1.4%	1.1%	1.4%	1.1%	6.6%	7.7%	18.6%	21.3%	41.0%
Q4e. Cabarrus County Fair	2.3%	2.3%	3.4%	5.4%	10.8%	13.9%	21.3%	17.6%	23.0%
Q4f. Cabarrus Arena and Events Center	1.4%	0.8%	2.2%	4.2%	7.3%	9.2%	21.6%	24.9%	28.3%
Q4g. Conservation easements	2.4%	0.4%	2.0%	2.0%	10.5%	13.7%	18.1%	27.0%	23.8%
Q4h. Emergency preparedness	1.0%	0.0%	1.0%	1.9%	3.5%	4.5%	13.9%	26.1%	48.1%
Q4i. Veterans services	2.7%	0.0%	2.7%	2.3%	7.6%	6.5%	14.1%	21.4%	42.7%
Q4j. Transportation van service for seniors/ persons with disabilities	2.1%	0.4%	2.1%	1.1%	5.7%	6.7%	14.1%	24.0%	43.8%
Q4k. Housing rehabilitation	3.9%	0.8%	1.2%	3.9%	11.0%	8.3%	26.8%	16.9%	27.2%
Q4l. Land use planning	1.8%	1.8%	2.5%	3.2%	9.3%	10.0%	17.5%	19.6%	34.3%
Q4m. Economic development	1.9%	0.9%	2.8%	2.5%	5.6%	9.0%	15.0%	24.3%	38.0%
Q4n. Zoning services	2.5%	1.8%	1.8%	4.3%	8.7%	8.7%	22.1%	22.1%	27.9%
Q4o. Tax relief exemptions	4.6%	2.7%	3.8%	3.4%	7.7%	8.4%	18.0%	19.2%	32.2%
Q4p. Landfill/Household Hazardous Waste Center (recycling and composting)	1.7%	1.4%	0.6%	3.4%	5.2%	6.9%	16.1%	23.9%	40.8%
Q4q. Cooperative Extension programs	3.6%	1.8%	0.0%	3.2%	6.8%	9.0%	22.6%	24.0%	29.0%

**Q4a. Which FIVE of the items listed above do you think should be the County's top strategic priorities over the next 5 to 10 years to preserve and/or enhance the overall quality of life in Cabarrus County? (Top Five)**

<u>Q4a. Sum of Top 5 Choices</u>	<u>Number</u>	<u>Percent</u>
M=Economic development	186	45.8 %
H=Emergency preparedness	163	40.1 %
L=Land use planning	150	36.9 %
B=Cabarrus County parks	122	30.0 %
D=Cabarrus County Public libraries	112	27.6 %
P=Landfill/Household Hazardous Waste Center (recycling and composting)	106	26.1 %
I=Veterans service	105	25.9 %
A=Cabarrus County Senior centers	97	23.9 %
O=Tax relief exemptions	93	22.9 %
J=Transportation van services for Seniors/persons with disabilities	92	22.7 %
N=Zoning services	67	16.5 %
K=Housing rehabilitation	58	14.3 %
Z=None Chosen	50	12.3 %
G=Conservation easements	48	11.8 %
C=Cabarrus County Recreation leagues and classes	46	11.3 %
F=Cabarrus Arena and Events Center	35	8.6 %
E=Cabarrus County Fair	27	6.7 %
Q=Cooperative extensions programs	20	4.9 %
Total	1577	



**Q4b. Which FIVE of the items listed above would you be most willing to pay more for to avoid reductions in service or decreased quality? (Top Five)**

<u>Q4b. Sum of Top Five Choices</u>	<u>Number</u>	<u>Percent</u>
Z=None Chosen	184	45.3 %
H=Emergency preparedness	100	24.6 %
B=Cabarrus County parks	94	23.2 %
D=Cabarrus County Public libraries	79	19.5 %
M=Economic development	72	17.7 %
I=Veterans service	62	15.3 %
J=Transportation van services for Seniors/persons with disabilities	59	14.5 %
P=Landfill/Household Hazardous Waste Center (recycling and composting)	58	14.3 %
A=Cabarrus County Senior centers	54	13.3 %
L=Land use planning	47	11.6 %
O=Tax relief exemptions	32	7.9 %
C=Cabarrus County Recreation leagues and classes	31	7.6 %
K=Housing rehabilitation	29	7.1 %
N=Zoning services	28	6.9 %
G=Conservation easements	21	5.2 %
F=Cabarrus Arena and Events Center	17	4.2 %
E=Cabarrus County Fair	14	3.4 %
Q=Cooperative extensions programs	8	2.0 %
Total	989	

**Q5. Within the past year, have you used a Cabarrus County public library?**

Q5. Within the past year, have you used a Cabarrus County public library?	Number	Percent
1=Yes	241	59.4 %
2=No	164	40.4 %
9=Don't Know	1	0.2 %
Total	406	100.0 %

**Q6. Is there a public library branch in a convenient location for you to use?**

Q6. Is there a public library branch in a convenient location for you to use?	Number	Percent
1=Yes	309	76.1 %
2=No	69	17.0 %
3=Don't know	28	6.9 %
Total	406	100.0 %

**Q7. Using a scale of 1 to 9, where 1 is "very dissatisfied" and 9 is "very satisfied," please rate your satisfaction with the following library services provided by Cabarrus County by circling the corresponding number below:**

(N=406)

	Very Dissat- isfied	02	03	04	05	06	07	08	Very Satisf- ied	Don't Know
Q7a. Library locations	2.7%	1.7%	1.5%	1.7%	5.5%	6.9%	9.7%	15.1%	42.9%	12.2%
Q7b. Library operating hours	4.2%	2.5%	2.0%	3.5%	8.2%	10.2%	12.9%	12.4%	26.8%	17.4%
Q7c. Library book/ material collections	1.7%	0.5%	2.2%	3.5%	5.5%	6.7%	14.2%	17.4%	24.9%	23.4%
Q7d. eResources	2.0%	0.5%	0.7%	1.2%	5.7%	4.0%	8.7%	13.2%	18.7%	45.1%
Q7e. Online catalog	1.0%	1.0%	1.7%	1.2%	4.7%	3.7%	8.2%	13.7%	17.5%	47.1%
Q7f. Children's programs	1.7%	0.7%	2.2%	1.2%	2.7%	5.0%	7.7%	10.9%	17.6%	50.1%
Q7g. Teen programs	1.7%	1.2%	1.5%	1.7%	2.5%	4.2%	5.5%	6.7%	12.5%	62.3%
Q7h. Adult programs	2.0%	1.2%	2.5%	1.2%	2.0%	6.0%	9.2%	9.2%	13.9%	52.7%
Q7i. Helpfulness of library staff	1.7%	0.7%	1.0%	1.0%	1.7%	2.5%	9.2%	17.9%	40.0%	24.1%
Q7j. Customer service provided at the library	1.2%	1.0%	0.7%	1.2%	2.7%	3.0%	8.2%	18.6%	38.4%	25.0%

**Q7. Using a scale of 1 to 9, where 1 is "very dissatisfied" and 9 is "very satisfied," please rate your satisfaction with the following library services provided by Cabarrus County by circling the corresponding number below:(Without "Don't Know")**

**Excluding "don't knows"**

(N=406)

	Very Dissati- sified	02	03	04	05	06	07	08	Very Satisfi- ed
Q7a. Library locations	3.1%	2.0%	1.7%	2.0%	6.2%	7.9%	11.0%	17.2%	48.9%
Q7b. Library operating hours	5.1%	3.0%	2.4%	4.2%	9.9%	12.3%	15.6%	15.0%	32.4%
Q7c. Library book/ material collections	2.3%	0.6%	2.9%	4.5%	7.1%	8.8%	18.5%	22.7%	32.5%
Q7d. eResources	3.6%	0.9%	1.4%	2.3%	10.5%	7.3%	15.9%	24.1%	34.1%
Q7e. Online catalog	1.9%	1.9%	3.3%	2.4%	9.0%	7.1%	15.6%	25.9%	33.0%
Q7f. Children's programs	3.5%	1.5%	4.5%	2.5%	5.5%	10.0%	15.4%	21.9%	35.3%
Q7g. Teen programs	4.6%	3.3%	4.0%	4.6%	6.6%	11.3%	14.6%	17.9%	33.1%
Q7h. Adult programs	4.2%	2.6%	5.3%	2.6%	4.2%	12.6%	19.5%	19.5%	29.5%
Q7i. Helpfulness of library staff	2.3%	1.0%	1.3%	1.3%	2.3%	3.3%	12.1%	23.6%	52.8%
Q7j. Customer service provided at the library	1.7%	1.3%	1.0%	1.7%	3.6%	4.0%	10.9%	24.8%	51.2%

**Q8. Did you vote in the last election in Cabarrus County?**

Q8. Did you vote in the last election in Cabarrus County?	Number	Percent
1=Yes	310	76.4 %
2=No	87	21.4 %
9=Don't know	9	2.2 %
Total	406	100.0 %

**Q8a. [If YES to #8] Did you vote on election day at your precinct or did you vote early at the Board of Elections office?**

Q8a. Did you vote on election day at your precinct or early at the Board of Elections office?	Number	Percent
1=On election day	209	67.4 %
2=Early at Board of Elections Office	95	30.6 %
3=Don't remember	6	1.9 %
Total	310	100.0 %

**Q8b. Do you support the implementation of fewer and larger voting precincts?**

Q8b. Do you support the implementation of fewer and larger voting precincts?	Number	Percent
1=Yes	95	30.6 %
2=No	153	49.4 %
3=Don't know	62	20.0 %
Total	310	100.0 %

**Q9. How likely would you be to vote early if it were available at more convenient locations throughout the County?**

Q9. How likely would you be to vote early if it were available at more convenient locations throughout the County?

	Number	Percent
1=Definitely would vote early	160	39.4 %
2=Probably would vote early	95	23.4 %
3= Might or might not vote early	73	18.0 %
4=Probably would not vote early	33	8.1 %
5=Definitely would not vote early	23	5.7 %
6=Don't know	22	5.4 %
Total	406	100.0 %

**Q10. How informed are you about Cabarrus County Government issues?**

Q10. How informed are you about Cabarrus County Government issues?

	Number	Percent
1=Not informed at all	54	13.3 %
2=A little informed	87	21.4 %
3=Somewhat informed	192	47.3 %
4=Very informed	53	13.1 %
5=Don't know	20	4.9 %
Total	406	100.0 %

**Q11. How interested are you about Cabarrus County Government issues?**

Q11. How interested are you about Cabarrus County Government issues?

	Number	Percent
1=Not interested at all	10	2.5 %
2=A little interested	59	14.5 %
3=Somewhat interested	180	44.3 %
4=Very interested	146	36.0 %
5=Don't know	11	2.7 %
Total	406	100.0 %



**Q12. How engaged are you in the work of Cabarrus County Government?**

Q12. How engaged are you in the work of Cabarrus County Government?	Number	Percent
1=Not engaged at all	162	39.9 %
2=A little engaged	101	24.9 %
3=Somewhat engaged	103	25.4 %
4=Very engaged	23	5.7 %
5=Don't know	17	4.2 %
Total	406	100.0 %

**Q13. Please indicate whether you are aware of the following opportunities offered by Cabarrus County to involve residents in decision-making for Cabarrus County government issues by circling YES or NO.**

(N=406)

	Yes 1	No 2
Q13a. Public meetings	60.9%	39.1%
Q13b. Public hearings	54.8%	45.3%
Q13c. Serving on citizen committees	32.3%	67.7%

**Q14. Which of the following sources do you use to obtain information about the programs and services Cabarrus County Government offers? (check all that apply)**

Q14. Which of the following sources do you use to obtain information?	Number	Percent
B=Newspaper	200	49.3 %
E=Mail	179	44.1 %
F=County website/Cabarruscounty.us	167	41.1 %
M=Word-of-mouth (family member or neighbor)	165	40.6 %
C=Television (not including Gov. Channel)	143	35.2 %
A=Radio	75	18.5 %
D=Government Channel 22	72	17.7 %
G=Cabarrus County Social media	67	16.5 %
H=Cabarrus County Email newsletter	62	15.3 %
J=Watching County Commission meetings	53	13.1 %
I=Attending County Commission meetings	23	5.7 %
N=Other	13	3.2 %
L=Watching County Commission on YouTube	10	2.5 %
K=Following County Commission meetings on Twitter	6	1.5 %
Total	1235	

**Q14a. Of the sources listed above, which THREE are most important to you? (Top Three)**

Q14a. Sum of Top 3 Choices	Number	Percent
B=Newspaper	160	39.4 %
F=County website/Cabarruscounty.us	147	36.2 %
E=Mail	146	36.0 %
C=Television (not including Gov. Channel)	122	30.0 %
H=Cabarrus County Email newsletter	60	14.8 %
Z=None chosen	49	12.1 %
A=Radio	47	11.6 %
G=Cabarrus County Social media	45	11.1 %
D=Government Channel 22	41	10.1 %
M=Word-of-mouth (family member or neighbor)	33	8.1 %
N=Other	33	8.1 %
J=Watching County Commission meetings	22	5.4 %
I=Attending County Commission meetings	14	3.4 %
L=Watching County Commission on YouTube	7	1.7 %
K=Following County Commission meetings on Twitter	4	1.0 %
Total	930	

**Q15. Are you aware of the Cabarrus County Government Channel, which is cable channel 22?**

Q15. Are you aware of the Cabarrus County Government Channel, which is cable channel 22?	Number	Percent
1=Yes	185	45.6 %
2=No	217	53.4 %
9=Don't know	4	1.0 %
Total	406	100.0 %

**Q16. [IF YES to #15] Overall, do you find the programs on Channel 22 entertaining, informative and/or helpful to you?**

Q16. Overall, do find the programs on Channel 22 entertaining, informative and/or helpful to you?	Number	Percent
1=Yes	118	63.8 %
2=No	40	21.6 %
9=Don't know	27	14.6 %
Total	185	100.0 %

**Q17. Are you aware that you can watch many of Channel 22's shows On Demand, on the Cabarrus County website and/or YouTube channel?**

Q17. Are you aware that you can watch many of Channel 22's shows On Demand, on the Cabarrus County website and/or YouTube channel?	Number	Percent
1=Yes	82	20.2 %
2=No	305	75.1 %
9=Don't know	19	4.7 %
Total	406	100.0 %

**Q18. Do you rely on the Cabarrus County website, social media, e-newsletter and/or Channel 22 for news and information about Cabarrus County (check all that apply):**

Q18. you rely on the Cabarrus County website, social media, e-newsletter and/or Channel 22 for news and information about Cabarrus County

	Number	Percent
1=On regular basis	56	13.8 %
2=When emergency affects my area	56	13.8 %
3=When hot topics are discussed	57	14.0 %
4=Occasionally	151	37.2 %
5=Never	244	60.1 %
Total	564	

**Q19. In the last year, how have you acted on news and information you received from the Cabarrus County website, social media, e-newsletter and/or Channel 22 by (check all that apply):**

Q19. In the last year, have you acted on news and information you received from the Cabarrus County website, social media, e-newsletter and/or Channel 22 by

	Number	Percent
1=Sharing with my family, friends and/or neighbor	165	40.6 %
2=Sharing via social media	44	10.8 %
3=Registering for an event	40	9.9 %
4=Applying for a service	34	8.4 %
5=Contacting a County department	54	13.3 %
6=Performing additional research on the topic	66	16.3 %
7=No Action	144	35.5 %
9=None chosen	78	19.2 %
Total	625	

**Q20. Do you have access to the Internet or the World Wide Web?**

Q20. Do you have access to the Internet or the World Wide Web?

	Number	Percent
1=Yes	369	90.9 %
2=No	35	8.6 %
9=Not provided	2	0.5 %
Total	406	100.0 %

**Q21. Are you aware of the County's website, www.cabarruscounty.us?**

Q21. Are you aware of the County's website, www.cabarruscounty.us?

	Number	Percent
1=Yes	302	74.4 %
2=No	102	25.1 %
9=Not provided	2	0.5 %
Total	406	100.0 %

**Q21a. Have you ever visited www.cabarruscounty.us?**

Q21a. Have you ever visited www.cabarruscounty.us?

	Number	Percent
1=Yes	249	82.5 %
2=No	53	17.5 %
Total	302	100.0 %

**Q21b. [IF YES to #21a] For what reason did you use the County's website?**

- Additional information about sheriff dept.
- Agenda information, budget, elected officials
- Apply for job.
- Bill information, services.
- Board of elections information
- Browse taxes, pay taxes, new land records.
- Business personal property, building standards.
- Check on a 5k registration.
- Check on events or parks.
- Contact county services.
- Curiosity.
- Current events.
- Current events.
- Election, taxes, fair
- Employment and bills.
- Employment.
- Employments, other services.
- Engineering
- Events
- Events
- Events, news, meetings
- Find contacts and applications.
- Find hours for land fill.
- Find out about waste restrictions/sign up for classes.
- General info, calendar, tax info
- GIS
- GIS info, permits, library info, election info
- GIS lookup

**Q21b. [IF YES to #21a] For what reason did you use the County's website? (continued)**

- GIS property information
- GIS, property information
- GIS, recycling.
- GIS, tax records
- Info on parks and to pay utility bill.
- Information
- information
- information
- Information
- Information look up
- Information on events.
- Information, entertainment, claims
- Information.
- Job
- Job application and county info.
- Job hunting
- Job, info about city offices, phone numbers.
- Jobs, departmental information, tax records. Other records
- Jobs, events.
- Just to look at it.
- Just to look up what is happening.
- Just wanted to see what was there.
- Landfill hours, community planning contact.
- Library information, county tax.
- Library information.
- Local attractions, county services.
- Look for recycling centers/tax information
- Look up information
- Names of elected officials and their contact info.
- News, employment, county fair
- Online payment
- Parks and rec, recycling.
- Parks, events, library
- Parks, events, library
- Pay car reg. check on trash recycling calendars. Holiday closings, hours of operation.
- Pay car taxes.
- Pay county taxes.
- Pay county taxes.
- Pay property tax.
- Pay taxes
- Pay taxes, check on activities, check on property.
- Pay taxes, park info
- Pay taxes.



**Q21b. [IF YES to #21a] For what reason did you use the County's website? (continued)**

- Pay utility bill, access info on yard waste, programs.
- Pay water bill, taxes.
- Phone numbers.
- Police dept., locations
- Research property values and taxes.
- Research.
- Road construction.
- School system/jobs
- School system/jobs
- Senior services for parent and other various
- Services.
- Sherriff office
- Summer activities for special needs children.
- Tax bill.
- Tax info
- Tax info
- Taxes, irrigation system
- Taxes, irrigation system
- To be sure it was available when I needed to learn something.
- To find voting sites and senior citizen information.
- To learn about our county.
- To look for local farmers markets and current events in the area.
- To look up county personnel.
- To pay taxes.
- To scan for information.
- To try to find a phone number.
- Upcoming events, pay water bill.
- View services for court house, recycle center.
- Who was running for local election and school board issues.

**Q21c. [IF YES to #21a] Was the website easy to navigate?**

Q21c. Was the County's website easy to navigate	Number	Percent
1=Yes	219	88.0 %
2=No	26	10.4 %
9=Don't know	4	1.6 %
Total	249	100.0 %

**Q21d. Did you find what you were looking for on the County website?**

Q21d. Did you find what you were looking for on the County website?	Number	Percent
1=Yes	226	90.8 %
2=No	10	4.0 %
9=Don't know	13	5.2 %
Total	249	100.0 %

**Q22. Thinking of the information you receive from the Cabarrus County website, social media, e-newsletter and/or Channel 22, please rate your level of agreement with:**

(N=406)

	Strongly Disagree	02	03	04	Strongly Agree	Don't Know
Q22a. I trust the information	2.6%	1.8%	10.5%	28.9%	36.1%	20.2%
Q22b. The information is timely	2.3%	3.1%	12.6%	26.9%	32.1%	23.1%
Q22c. The information is easy to understand	1.5%	2.1%	11.8%	25.7%	39.1%	19.8%
Q22d. The information has educational value	2.1%	3.1%	9.8%	30.2%	31.8%	23.0%
Q22e. The information has improved my quality of life or that of someone I know	7.2%	6.4%	17.4%	18.5%	19.7%	30.8%

**Q22. Thinking of the information you receive from the Cabarrus County website, social media, e-newsletter and/or Channel 22, please rate your level of agreement with: (Without "Don't Know")**

**Excluding "don't knows"**

(N=406)

	Strongly Disagree	02	03	04	Strongly Agree
Q22a. I trust the information	3.2%	2.2%	13.1%	36.2%	45.2%
Q22b. The information is timely	3.0%	4.0%	16.3%	35.0%	41.7%
Q22c. The information is easy to understand	1.9%	2.6%	14.7%	32.1%	48.7%
Q22d. The information has educational value	2.7%	4.0%	12.8%	39.3%	41.3%
Q22e. The information has improved my quality of life or that of someone I know	10.4%	9.3%	25.2%	26.7%	28.5%

**Q23. Prior to receiving this survey, had you heard about "Cabarrus County Transportation Service" (CCTS), which provides transportation throughout Cabarrus County at little or no cost to residents who, because of age, disability or income restraints, do not have access to conventional public transportation options?**

Q23. Have you heard about Cabarrus County Transportation Service	Number	Percent
1=Yes	255	62.8 %
2=No	151	37.2 %
Total	406	100.0 %

**Q23a. Have you used the service?**

Q23a. Have you used the service?	Number	Percent
1=Yes	16	6.3 %
2=No	227	89.0 %
9=Don't know	12	4.7 %
Total	255	100.0 %

**Q24. How important do you think it is for the County to provide CCTS services to Cabarrus County residents?**

Q24. How important do you think it is for the County to provide CCTS services to Cabarrus County residents?	Number	Percent
1=Very important	248	61.1 %
2=Important	77	19.0 %
3=Somewhat important	53	13.1 %
4=Not important	8	2.0 %
5=Not important at all	8	2.0 %
9=Don't know	12	3.0 %
Total	406	100.0 %

**Q25. Please rate your satisfaction with the County emergency services you have relied on.**

(N=406)

	Very Dissat	02	03	04	05	06	07	08	Very Satis- fied	Don't Know
Q25a. Cabarrus County 9-1-1 call center	0.5%	0.8%	0.3%	0.5%	3.5%	3.5%	6.3%	14.5%	38.3%	31.8%
Q25b. Cabarrus County Sheriff's Office	1.8%	1.0%	0.8%	0.5%	2.8%	3.8%	11.6%	15.1%	31.0%	31.7%
Q25c. Cabarrus County Emergency Medical Services (EMS)	0.0%	0.5%	0.5%	0.5%	1.0%	2.0%	8.3%	14.3%	37.9%	34.9%
Q25d. Cabarrus County Fire Marshal's Office	0.8%	0.8%	0.3%	0.0%	1.3%	3.0%	6.6%	12.4%	24.5%	50.5%
Q25e. Local response following a natural disaster (flood, tornado, etc.)	0.5%	1.0%	0.5%	0.5%	2.8%	3.5%	6.6%	10.4%	16.4%	57.8%

**Q25. Please rate your satisfaction with the County emergency services you have relied on. (Without "Don't Know")**

**Excluding "don't knows"**

(N=406)

	Very Dissatis- fied	02	03	04	05	06	07	08	Very Satis- fied
Q25a. Cabarrus County 9-1-1 call center	0.7%	1.1%	0.4%	0.7%	5.1%	5.1%	9.2%	21.3%	56.3%
Q25b. Cabarrus County Sheriff's Office	2.6%	1.5%	1.1%	0.7%	4.1%	5.5%	17.0%	22.1%	45.4%
Q25c. Cabarrus County Emergency Medical Services (EMS)	0.0%	0.8%	0.8%	0.8%	1.5%	3.1%	12.7%	22.0%	58.3%
Q25d. Cabarrus County Fire Marshal's Office	1.5%	1.5%	0.5%	0.0%	2.6%	6.1%	13.3%	25.0%	49.5%
Q25e. Local response following a natural disaster (flood, tornado, etc.)	1.2%	2.4%	1.2%	1.2%	6.6%	8.4%	15.6%	24.6%	38.9%

**Q26. Using a scale of 1 to 5, where 1 is "strongly disagree" and 5 is "strongly agree," please rate your level of agreement with the following statements by circling the corresponding number below:**

(N=406)

	Strongly Disagree	02	03	04	Strongly Agree	Don't Know
Q26a. Have adequate access to recreation facilities, such as athletic fields, gymnasiums, pools, walking trails, etc.	6.7%	4.5%	9.5%	25.4%	47.0%	7.0%
Q26b. Cabarrus County's services for its aging population are adequate	3.5%	5.0%	13.4%	19.2%	18.9%	40.0%
Q26c. Cabarrus County's facilities (senior centers) for its aging population are adequate	3.3%	4.3%	13.3%	14.8%	21.3%	43.1%

**Q26. Using a scale of 1 to 5, where 1 is "strongly disagree" and 5 is "strongly agree," please rate your level of agreement with the following statements by circling the corresponding number below: (Without "Don't Know")**

**Excluding "don't knows"**

(N=406)

	Strongly Disagree	02	03	04	Strongly Agree
Q26a. have adequate access to recreation facilities, such as athletic fields, gymnasiums, pools, walking trails, etc.	7.2%	4.8%	10.2%	27.3%	50.5%
Q26b. Cabarrus County's services for its aging population are adequate	5.8%	8.3%	22.4%	32.0%	31.5%
Q26c. Cabarrus County's facilities (senior centers) for its aging population are adequate	5.7%	7.5%	23.3%	26.0%	37.4%



**Q27. In the last year, how many times have you visited or used Frank Liske, Camp T.N. Spencer and/or North Cabarrus park(s)?**

Q27. In the last year, how many times have you visited or used Frank Liske, Camp T.N. Spencer and/or North Cabarrus park(s)?

	Number	Percent
0=None	101	24.9 %
1=1-5 times	177	43.6 %
2=6-10 times	63	15.5 %
3=11-25 times	38	9.4 %
4=26-50 times	9	2.2 %
5=50+ times	11	2.7 %
9=Don't know	7	1.7 %
Total	406	100.0 %

**Q28. Is there anything that prevents you from using a public park more often than you currently do?**

- Disabilities.
- Access
- Busy
- Children are grown now, used them when they were younger.
- Closeness to home.
- Closeness to house.
- Crowded.
- Current work schedule.
- Distance.
- Distance.
- Do not have family to share public parks with.
- Don't know where it is.
- Equipment for kids to play with are too boring for older kids we have.
- Family illness
- Family obligations
- Putt Putt should be open at night when it is cooler.
- Gas prices.
- Gas, timing.
- Have to work to pay bills.
- Hours of operation during winter months.
- Hours of operation.
- I do not drive, there are no sidewalks, the roads are very dangerous.
- I have arthritis.
- I just don't want to.
- Just moved here.
- Lack of grandchildren in NC
- Lack of services @ parks.
- Location is not convenient
- Needs more to do there.

**Q28. Is there anything that prevents you from using a public park more often than you currently do?**  
**(continued)**

- No shade.
- No sidewalk close to my road before I get past KMS.
- None here where I live in Mt Pleasant, would love to have access to a gym.
- Not enough time.
- Not interested.
- Not really, I try to go as much as I can.
- Parks seem adequate. Personal preference to use or not use.
- Public park locations.
- Scared. Bad people.
- School and work
- The restrictions for having parties/times.
- They are located so far away from my home.
- Too little time.
- Too little time.
- Too little time.
- Too little time.
- Too little time.
- Too little time.
- Too little time.
- Too little time.
- Too little time.
- Time management.
- Time, family, busy schedule
- Time, weather.
- Too little time.
- Too crowded with Hispanics.
- Too far away.
- Too far from home, closer parks to home.
- Too many uncontrollable, not safe looking people at facility. We don't feel safe.
- Traffic.
- Unable to walk.
- Use Dorton
- Weather and work schedule.
- Work/lack of time.
- Working hours and lighting at the park.
- Would like more music activities, concerts in Harrisburg area.

**Q29. In the last year, how many times have you visited or used the Concord or Mt. Pleasant Senior Center?**

Q29. In the last year, how many times have you visited or used the Concord or Mt. Pleasant Senior Center?	Number	Percent
0=None	348	85.7 %
1=1-5 times	26	6.4 %
2=6-10 times	11	2.7 %
3=11-25 times	6	1.5 %
4=26-50 times	3	0.7 %
5=50+ times	5	1.2 %
9=Don't know	7	1.7 %
Total	406	100.0 %

**Q30. Does anything prevent you from using senior center more often than you currently do?**

- Busy and no knowledge of senior centers.
- Complete lack of bus services.
- Did not know about it.
- Didn't realize you could just volunteer/freely visit.
- Do not know the programs they have.
- Don't know activities, did not know Mt Pleasant had a senior center.
- Don't know where it is located.
- Don't know where it is located.
- Don't need it currently.
- Family illness
- Family obligations
- Gas prices
- Haven't had the need.
- I use to have bridge lessons, but they do not have enough room now.
- Just not interested.
- Location
- Need more information about them and closer to Kannapolis-concord area.
- Need transportation. Also unable to walk down to meet a ride because I use a walker and I have porch stairs and cement steps.
- Never heard of it.
- No desire to do so.
- No idea where it is or what it can be used for.
- No need.
- No reason to go.
- Not interested.
- Not large enough, very small.
- Seems to be a lot of seniors here, so I hope by the time I get up in age, there will be a lot more to do.
- Services were cut.
- No time
- Too cumbersome to travel there need to be more concerned about people in Kannapolis and build a center here.
- Too far away.
- Unaware of programs.

**Q31. Have you contacted Cabarrus County during the past year?**

Q31. Have you contacted Cabarrus County during the past year?	Number	Percent
1=Yes	161	39.7 %
2=No	245	60.3 %
Total	406	100.0 %

**Q31a-e. Please rate your satisfaction with the County employees in the Department you spoke with in regard to the following:**

(N=161)

	Very Dissat	02	03	04	05	06	07	08	Very Satis-fied	Don't Know
Q31a. How easy they were to contact	5.6%	4.3%	1.9%	3.1%	5.0%	3.7%	10.6%	19.3%	46.6%	0.0%
Q31b. The way you were treated	6.2%	0.6%	3.1%	3.1%	3.1%	1.9%	10.6%	21.1%	50.3%	0.0%
Q31c. The accuracy of the information and the assistance you were given	5.6%	1.9%	3.1%	4.3%	1.9%	5.0%	9.3%	20.5%	48.4%	0.0%
Q31d. How quickly County staff responded	6.2%	3.7%	1.2%	5.6%	3.7%	3.7%	11.2%	19.3%	43.5%	1.9%
Q31e. How well your issue was handled	6.8%	2.5%	3.7%	1.2%	5.0%	4.3%	5.6%	19.9%	49.1%	1.9%

**Q31a-e. Please rate your satisfaction with the County employees in the Department you spoke with in regard to the following: (Without "Don't Know")**

**Excluding "don't knows"**

(N=161)

	Very Dissat	02	03	04	05	06	07	08	Very Satis-fied
Q31a. How easy they were to contact	5.6%	4.3%	1.9%	3.1%	5.0%	3.7%	10.6%	19.3%	46.6%
Q31b. The way you were treated	6.2%	0.6%	3.1%	3.1%	3.1%	1.9%	10.6%	21.1%	50.3%
Q31c. The accuracy of the information and the assistance you were given	5.6%	1.9%	3.1%	4.3%	1.9%	5.0%	9.3%	20.5%	48.4%
Q31d. How quickly County staff responded	6.3%	3.8%	1.3%	5.7%	3.8%	3.8%	11.4%	19.6%	44.3%
Q31e. How well your issue was handled	7.0%	2.5%	3.8%	1.3%	5.1%	4.4%	5.7%	20.3%	50.0%

**Q32. During the last 20 years, Cabarrus County constructed 19 public schools and the Sheriff's Administration and Detention Facility, renovated 35 school facilities and completed other projects. The projects were partially financed through low-interest loans. This resulted in a current debt obligation of approximately \$469 million (principal and interest). The yearly payment on this amount is \$42 million or 20% of the County's total operating budget. Of the debt, 74% goes toward public schools, 22% toward the Sheriff's Administration and Detention Facility and 4% toward other projects. Knowing this, which of the following BEST describes your view regarding the amount of debt that has been issued by the County.**

Q32. Which of the following BEST describes your view regarding the amount of debt that has been issued by the County?

	Number	Percent
1=A financial challenge that must be addressed immediately.	63	15.5 %
2=A financial challenge; however, the construction projects were necessary to keep up with growth	173	42.6 %
3=Not much of a financial challenge; the construction projects were necessary to keep up with growth	46	11.3 %
4=Not a financial challenge and new debt may be necessary to keep up with future growth.	41	10.1 %
5=Don't know	83	20.4 %
Total	406	100.0 %

**Q33. Approximately how many years have you lived in Cabarrus County?**

Q33. Approximately how many years have you lived in Cabarrus County?

	Number	Percent
1=0 to 5	58	14.3 %
2=6 to 10	80	19.7 %
3=11 to 20	115	28.3 %
4=21 to 30	53	13.1 %
5=31+	97	23.9 %
9=Not Provided	3	0.7 %
Total	406	100.0 %

**Q34. Which of the following best describes your race/ethnicity**

Q34. Which of the following best describes your race/ethnicity

	Number	Percent
1=Asian/Pacific Islander	8	2.0 %
2=Black/African American	61	15.0 %
3=Hispanic	41	10.1 %
4=White	289	71.2 %
5=American Indian/Eskimo	6	1.5 %
6=Other	5	1.2 %
9=Not provided	9	2.2 %
Total	419	



**Q35. How many persons, counting you, are currently living in your household?**

	Mean	Sum
number	2.86	1146
Under age 10	0.33	133
Ages 11-19	0.45	179
Ages 20-44	0.72	290
Ages 45-64	0.97	390
Ages 65+	0.38	154

**Q36. Which of the following best describes your total annual household income?**

Q36. Which of the following best describes your total annual household income?

	Number	Percent
1=Under \$35,000	95	23.4 %
2=\$35,000 - \$59,999	75	18.5 %
3=\$60,000 - \$99,999	85	20.9 %
4=More than \$100,000	88	21.7 %
9=Not provided	63	15.5 %
Total	406	100.0 %

**Q37. Your gender:**

Q37. Your gender:	Number	Percent
1=Male	189	46.6 %
2=Female	217	53.4 %
Total	406	100.0 %

**Q38. Would you be interested in being placed on a list to receive information on community events and Cabarrus County news by email?**

Q38. Would you be interested in being placed on a list to receive information on community events and Cabarrus County news by email?

	Number	Percent
1=Yes	139	34.2 %
2=No	267	65.8 %
Total	406	100.0 %

*Section 6:*  
*Survey Instrument*

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# 2014 Cabarrus County Community Survey

**Thank you for taking time to complete this important survey. The Board of County Commissioners will use your input to help improve the quality of County services. When you are finished, please return your completed survey in the postage-paid envelope provided.**

## Overall Ratings

- 1. Using a scale of 1 to 9, where 1 is “very dissatisfied” and 9 is “very satisfied,” please rate your satisfaction with the following aspects of living in Cabarrus County by circling the corresponding number below:**

Thinking about Cabarrus County, how satisfied are you with:		1=Very DISSATISFIED 9=Very SATISFIED									Don't Know
A.	Open space preservation	1	2	3	4	5	6	7	8	9	99
B.	Pace of growth	1	2	3	4	5	6	7	8	9	99
C.	Crime prevention	1	2	3	4	5	6	7	8	9	99
D.	Safety response	1	2	3	4	5	6	7	8	9	99
E.	Protecting water quality & the environment	1	2	3	4	5	6	7	8	9	99
F.	Employment opportunities	1	2	3	4	5	6	7	8	9	99
G.	Availability of housing options for people in different income categories	1	2	3	4	5	6	7	8	9	99
H.	Ensuring the availability of affordable housing	1	2	3	4	5	6	7	8	9	99
I.	Availability of services for people with disabilities	1	2	3	4	5	6	7	8	9	99
J.	Educational facilities	1	2	3	4	5	6	7	8	9	99
K.	Courthouse facility	1	2	3	4	5	6	7	8	9	99
L.	Cultural facilities	1	2	3	4	5	6	7	8	9	99
M.	Availability of local foods	1	2	3	4	5	6	7	8	9	99

- 1a. Which THREE of the items listed above do you think should be the top priorities for leaders in Cabarrus County?** [Write in the letters below for your top 3 choices using the letters from Question 1 above].

1<sup>st</sup>.\_\_\_\_ 2<sup>nd</sup>.\_\_\_\_ 3<sup>rd</sup>.\_\_\_\_

- 2. Using a scale of 1 to 9, where 1 is “very dissatisfied” and 9 is “very satisfied,” please rate your satisfaction with the following issues that impact your perception of Cabarrus County by circling the corresponding number below:**

How would you rate your satisfaction with:		1=Very DISSATISFIED 9=Very SATISFIED									Don't Know
A.	The county as a place to live	1	2	3	4	5	6	7	8	9	99
B.	The county as a place to raise children	1	2	3	4	5	6	7	8	9	99
C.	The county as a place to work	1	2	3	4	5	6	7	8	9	99
D.	The county as a place to retire	1	2	3	4	5	6	7	8	9	99
E.	Overall value that you receive for your county tax dollars & fees	1	2	3	4	5	6	7	8	9	99
F.	Overall quality of life in the county	1	2	3	4	5	6	7	8	9	99
G.	Overall quality of county services offered to citizens	1	2	3	4	5	6	7	8	9	99
H.	Overall image of the county	1	2	3	4	5	6	7	8	9	99
I.	Ease of travel in the county	1	2	3	4	5	6	7	8	9	99
J.	How safe you feel in your neighborhood during the day	1	2	3	4	5	6	7	8	9	99
K.	How safe you feel in your neighborhood at night	1	2	3	4	5	6	7	8	9	99
L.	How safe you feel in County parks	1	2	3	4	5	6	7	8	9	99

3. Using a scale of 1 to 9, where 1 is “very negative” and 9 is “very positive,” please rate your overall impression of the following programs and services offered by Cabarrus County, by circling the corresponding number below. If you have heard of the program or service but don’t know enough to rate it, circle “99.” If you have never heard of the program or service, circle “88.”

What is your impression of:		1=Very NEGATIVE 9=Very POSITIVE									Don't Know	Have Not Heard
A.	Election services	1	2	3	4	5	6	7	8	9	99	88
B.	Senior services	1	2	3	4	5	6	7	8	9	99	88
C.	Veterans services	1	2	3	4	5	6	7	8	9	99	88
D.	Active Living and Parks	1	2	3	4	5	6	7	8	9	99	88
E.	Libraries	1	2	3	4	5	6	7	8	9	99	88
F.	County Fair	1	2	3	4	5	6	7	8	9	99	88
G.	Cabarrus Arena and Events Center	1	2	3	4	5	6	7	8	9	99	88
H.	Animal Control services	1	2	3	4	5	6	7	8	9	99	88
I.	Flood damage prevention	1	2	3	4	5	6	7	8	9	99	88

4. Using a scale of 1 to 9, where 1 is “not very important” and 9 is “very important,” please indicate how important the following Cabarrus County programs and services are to your perception of overall quality of life in Cabarrus County. If you have heard of the program or service but don’t know enough to rate it, circle “99.” If you have never heard of the program or service, circle “88.”

What is your impression of:		1=Not Very Important 9=Very Important									Don't Know	Have Not Heard
A.	Cabarrus County Senior Centers	1	2	3	4	5	6	7	8	9	99	88
B.	Cabarrus County Parks	1	2	3	4	5	6	7	8	9	99	88
C.	Cabarrus County recreation leagues and classes	1	2	3	4	5	6	7	8	9	99	88
D.	Cabarrus County Public Libraries	1	2	3	4	5	6	7	8	9	99	88
E.	Cabarrus County Fair	1	2	3	4	5	6	7	8	9	99	88
F.	Cabarrus Arena and Events Center	1	2	3	4	5	6	7	8	9	99	88
G.	Conservation easements	1	2	3	4	5	6	7	8	9	99	88
H.	Emergency preparedness	1	2	3	4	5	6	7	8	9	99	88
I.	Veterans services	1	2	3	4	5	6	7	8	9	99	88
J.	Transportation van service for seniors/persons with disabilities	1	2	3	4	5	6	7	8	9	99	88
K.	Housing rehabilitation	1	2	3	4	5	6	7	8	9	99	88
L.	Land use planning	1	2	3	4	5	6	7	8	9	99	88
M.	Economic development	1	2	3	4	5	6	7	8	9	99	88
N.	Zoning services	1	2	3	4	5	6	7	8	9	99	88
O.	Tax relief exemptions	1	2	3	4	5	6	7	8	9	99	88
P.	Landfill/Household Hazardous Waste Center (recycling and composting)	1	2	3	4	5	6	7	8	9	99	88
Q.	Cooperative Extension programs	1	2	3	4	5	6	7	8	9	99	88

- 4a. Which FIVE of the items listed above do you think should be the County’s top strategic priorities over the next 5 to 10 years to preserve and/or enhance the overall quality of life in Cabarrus County? [Write in the letters below using the letters from the list in Question 4 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_ 4<sup>th</sup>. \_\_\_\_\_ 5<sup>th</sup>. \_\_\_\_\_

**4b. Which FIVE of the items listed above would you be most willing to pay more for to avoid reductions in service or decreased quality?** [Write in the letters below using the letters from the list in Question 4 above]. If you would not be willing to pay more for any of the items listed, circle "NONE."

NONE      1<sup>st</sup>:\_\_\_\_ 2<sup>nd</sup>:\_\_\_\_ 3<sup>rd</sup>:\_\_\_\_ 4<sup>th</sup>:\_\_\_\_ 5<sup>th</sup>:\_\_\_\_

**Library Services**

5. Within the past year, have you used a Cabarrus County public library?  
 \_\_\_\_ (1) Yes      \_\_\_\_ (2) No
6. Is there a public library branch in a convenient location for you to use?  
 \_\_\_\_ (1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (3) Don't know
7. Using a scale of 1 to 9, where 1 is "very dissatisfied" and 9 is "very satisfied," please rate your satisfaction with the following library services provided by Cabarrus County by circling the corresponding number below:

How satisfied are you with:		1=Very DISSATISFIED 9=Very SATISFIED									Don't Know
A.	Library locations	1	2	3	4	5	6	7	8	9	99
B.	Library operating hours	1	2	3	4	5	6	7	8	9	99
C.	Library book/material collections	1	2	3	4	5	6	7	8	9	99
D.	eResources	1	2	3	4	5	6	7	8	9	99
E.	Online catalog	1	2	3	4	5	6	7	8	9	99
F.	Children's programs	1	2	3	4	5	6	7	8	9	99
G.	Teen programs	1	2	3	4	5	6	7	8	9	99
H.	Adult programs	1	2	3	4	5	6	7	8	9	99
F.	Helpfulness of library staff	1	2	3	4	5	6	7	8	9	99
G.	Customer service provided at the library	1	2	3	4	5	6	7	8	9	99

**Election Services**

8. Did you vote in the last election in Cabarrus County? \_\_\_\_ (1) Yes \_\_\_\_ (2) No
- 8a. [If YES to #8] Did you vote on election day at your precinct or did you vote early at the Board of Elections office?  
 \_\_\_\_ (1) On election day  
 \_\_\_\_ (2) Early at Board of Elections office  
 \_\_\_\_ (3) Don't remember
- 8b. [If YES to #8] Do you support the implementation of fewer and larger voting precincts?  
 \_\_\_\_ (1) Yes  
 \_\_\_\_ (2) No  
 \_\_\_\_ (3) Don't know
9. How likely would you be to vote early if it were available at more convenient locations throughout the County? Would you say...  
 \_\_\_\_ (1) Definitely would vote early      \_\_\_\_ (4) Probably would not vote early  
 \_\_\_\_ (2) Probably would vote early      \_\_\_\_ (5) Definitely would not vote early  
 \_\_\_\_ (3) Might or might not vote early      \_\_\_\_ (6) Don't know



**Communication Services**

**10. How informed are you about Cabarrus County Government issues? Would you say. . .**

- (1) Not informed at all
- (2) A little informed
- (3) Somewhat informed
- (4) Very informed
- (5) Don't know

**11. How interested are you about Cabarrus County Government issues? Would you say. . .**

- (1) Not interested at all
- (2) A little interested
- (3) Somewhat interested
- (4) Very interested
- (5) Don't know

**12. How engaged are you in the work of Cabarrus County Government? Would you say. . .**

- (1) Not engaged at all
- (2) A little engaged
- (3) Somewhat engaged
- (4) Very engaged
- (5) Don't know

**13. Please indicate whether you are aware of the following opportunities offered by Cabarrus County to involve residents in decision-making for Cabarrus County government issues by circling YES or NO.**

- A. Public meetings.....YES .....NO
- B. Public hearings .....YES .....NO
- C. Serving on citizen committees .....YES .....NO

**14. Which of the following sources do you use to obtain information about the programs and services Cabarrus County Government offers?**

- (A) Radio
- (B) Newspaper
- (C) Television (not including Gov. Channel)
- (D) Government Channel 22
- (E) Mail
- (F) County website/[Cabarruscounty.us](http://Cabarruscounty.us)
- (G) Cabarrus County social media
- (H) Cabarrus County e-mail newsletter
- (I) Attending County Commission Meetings
- (J) Watching County Commission Meeting on TV
- (K) Following County Commission Meetings on Twitter
- (L) Watching County Commission Meeting on YouTube
- (M) Word-of-mouth (family member or neighbor)
- (N) OTHER: \_\_\_\_\_

**14a. Of the sources listed above, which THREE are most important to you?** [Write in the letters below for your top 3 choices using the letters from Question 14 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

**15. Are you aware of the Cabarrus County Government Channel, which is cable channel 22?**

- (1) Yes
- (2) No

**16. Overall, do find the programs on Channel 22 entertaining, informative and/or helpful to you?**

- (1) Yes
- (2) No

**17. Are you aware that you can watch many of Channel 22's shows On Demand, on the Cabarrus County website and/or YouTube channel?**

- (1) Yes
- (2) No

**18. Do you rely on the Cabarrus County website, social media, e-newsletter and/or Channel 22 for news and information about Cabarrus County (check all that apply):**

- (1) On a regular basis
- (2) When an emergency affects my area
- (3) When hot topics are discussed
- (4) Occasionally
- (5) Never

**19. In the last year, have you acted on news and information you received from the Cabarrus County website, social media, e-newsletter and/or Channel 22 by (check all that apply):**

- (1) Sharing with my family, friends and/or neighbor
- (2) Sharing via social media
- (3) Registering for an event
- (4) Applying for a service
- (5) Contacting a County department
- (6) Performing additional research on the topic
- (7) No action

20. Do you have access to the Internet or the World Wide Web? \_\_\_(1) Yes \_\_\_(2) No
21. Are you aware of the County’s website, [www.cabarruscounty.us](http://www.cabarruscounty.us)? \_\_\_(1) Yes \_\_\_(2) No
- 21a. [If YES to #21] Have you ever visited [www.cabarruscounty.us](http://www.cabarruscounty.us)? \_\_\_(1) Yes \_\_\_(2) No
- 21b. [If YES to #21a] For what reason did you use the County’s website?  
\_\_\_\_\_
- 21c. [If YES to #21a] Was the County’s website easy to navigate? \_\_\_(1) Yes \_\_\_(2) No
- 21d. [If YES to #21a] Did you find what you were looking for on the County website?  
\_\_\_(1) Yes \_\_\_(2) No

22. Using a scale of 1 to 5, where 1 is “strongly disagree” and 5 is “strongly agree,” please rate your level of agreement with the following statements by circling the corresponding number below:

Thinking of the information you receive from the Cabarrus County website, social media, e-newsletter and/or Channel 22, please rate your level of agreement with:		1=Strongly DISAGREE 5=Strongly AGREE					Don't Know
		1	2	3	4	5	
A.	I trust the information	1	2	3	4	5	99
B.	The information is timely	1	2	3	4	5	99
C.	The information is easy to understand	1	2	3	4	5	99
D.	The information has educational value	1	2	3	4	5	99
E.	The information has improved my quality of life or that of someone I know	1	2	3	4	5	99

### Public Transportation

23. Prior to receiving this survey, had you heard about “Cabarrus County Transportation Service” (CCTS), which provides transportation throughout Cabarrus County at little or no cost to residents who, because of age, disability or income restraints, do not have access to conventional public transportation options?  
\_\_\_(1) Yes [If YES, go to #23a] \_\_\_(2) No
- 23a. [If YES to #23] Have you used the service? \_\_\_(1) Yes \_\_\_(2) No
24. How important do you think it is for the County to provide CCTS services to Cabarrus County residents?  
\_\_\_(1) Very important  
\_\_\_(2) Important  
\_\_\_(3) Somewhat important  
\_\_\_(4) Not important  
\_\_\_(5) Not important at all

### Emergency Services

25. Please rate your satisfaction with the County emergency services you have relied on.

How satisfied are you with:		1=Very DISSATISFIED 9=Very SATISFIED									Don't Know
		1	2	3	4	5	6	7	8	9	
A.	Cabarrus County 9-1-1 call center	1	2	3	4	5	6	7	8	9	99
B.	Cabarrus County Sheriff’s Office	1	2	3	4	5	6	7	8	9	99
C.	Cabarrus County Emergency Medical Services (EMS)	1	2	3	4	5	6	7	8	9	99
D.	Cabarrus County Fire Marshal’s Office	1	2	3	4	5	6	7	8	9	99
E.	Local response following a natural disaster (flood, tornado, etc.)	1	2	3	4	5	6	7	8	9	99

**Active Living and Parks**

26. Using a scale of 1 to 5, where 1 is “strongly disagree” and 5 is “strongly agree,” please rate your level of agreement with the following statements by circling the corresponding number below:

Please rate your level of agreement with:		1=Strongly DISAGREE 5=Strongly AGREE					Don't Know
A.	I have adequate access to recreation facilities, such as athletic fields, gymnasiums, pools, walking trails, etc.	1	2	3	4	5	99
B.	Cabarrus County's services for its aging population are adequate	1	2	3	4	5	99
C.	Cabarrus County's facilities (senior centers) for its aging population are adequate	1	2	3	4	5	99

27. In the last year, how many times have you visited or used Frank Liske, Camp T.N. Spencer and/or North Cabarrus park(s)?

- \_\_\_(0) None
- \_\_\_(1) 1-5 times
- \_\_\_(2) 6-10 times
- \_\_\_(3) 11-25 times
- \_\_\_(4) 26-50 times
- \_\_\_(5) 50+ times

28. Is there anything that prevents you from using a public park more often than you currently do?

\_\_\_\_\_

29. In the last year, how many times have you visited or used the Concord or Mt. Pleasant Senior Center?

- \_\_\_(0) None
- \_\_\_(1) 1-5 times
- \_\_\_(2) 6-10 times
- \_\_\_(3) 11-25 times
- \_\_\_(4) 26-50 times
- \_\_\_(5) 50+ times

30. Is there anything that prevents you from using a senior center more often than you currently do?

\_\_\_\_\_

**Customer Service**

31. Have you contacted Cabarrus County during the past year?

- \_\_\_(1) Yes [If YES, go to #31a-e]
- \_\_\_(2) No [If NO, go to #32]

31a-e. [If YES to #31] Please rate your satisfaction with the County employees in the Department you spoke with in regard to the following:

How satisfied are you with:		1=Very DISSATISFIED 9=Very SATISFIED									Don't Know
A.	How easy they were to contact	1	2	3	4	5	6	7	8	9	99
B.	The way you were treated	1	2	3	4	5	6	7	8	9	99
C.	The accuracy of the information and the assistance you were given	1	2	3	4	5	6	7	8	9	99
D.	How quickly County staff responded	1	2	3	4	5	6	7	8	9	99
E.	How well your issue was handled	1	2	3	4	5	6	7	8	9	99

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**Funding**

32. During the last 20 years, Cabarrus County constructed 19 public schools and the Sheriff's Administration and Detention Facility, renovated 35 school facilities and completed other projects. The projects were partially financed through low-interest loans. This resulted in a current debt obligation of approximately \$469 million (principal and interest). The yearly payment on this amount is \$42 million or 20% of the County's total operating budget. Of the debt, 74% goes toward public schools, 22% toward the Sheriff's Administration and Detention Facility and 4% toward other projects. Knowing this, which of the following BEST describes your view regarding the amount of debt that has been issued by the County.

- (1) A financial challenge that must be addressed immediately.
- (2) A financial challenge; however, the construction projects were necessary to keep up with growth.
- (3) Not much of a financial challenge; the construction projects were necessary to keep up with growth.
- (4) Not a financial challenge and new debt may be necessary to keep up with future growth.
- (5) Don't know

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**Demographics**

To ensure that the people who respond to this survey accurately represent the residents of Cabarrus County, please provide the demographic information listed below.

33. Approximately how many years have you lived in Cabarrus County? \_\_\_\_\_ years

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

- (1) Asian/Pacific Islander
- (2) Black/African American
- (3) Hispanic
- (4) White
- (5) American Indian/Eskimo
- (6) Other: \_\_\_\_\_

35. How many persons, counting you, are currently living in your household?

Under age 10      \_\_\_\_\_      Ages 20-44      \_\_\_\_\_      Ages 65+      \_\_\_\_\_  
Ages 11-19      \_\_\_\_\_      Ages 45-64      \_\_\_\_\_

36. Which of the following best describes your total annual household income?

- (1) Under \$35,000
- (2) \$35,000 to \$59,999
- (3) \$60,000 to \$99,999
- (4) more than \$100,000

37. Your gender:  (1) Male       (2) Female

38. Would you be interested in being placed on a list to receive information on community events and Cabarrus County news by email?

- (1) Yes: Please provide your e-mail address: \_\_\_\_\_
- (2) No

39. Do you have any other suggestions for how the County could serve you better?

**This concludes the survey. Thank you for your time!**

**Please return your survey in the postage-paid envelope addressed to ETC Institute.  
725 W. Frontier Circle, Olathe, KS 66061**

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the County are having problems with County services. If your address is not correct, please provide the correct information.