

# Findings Report for a Statistically Valid Community Survey



Submitted to

**Mecklenburg County, NC**

**By**



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# Contents

|  |           |
|--|-----------|
| Executive Summary.....                     | Section 1 |
| Charts and Graphs .....                    | Section 2 |
| Tabular Data .....                         | Section 3 |
| <u>Cross Tabular Data by:</u>              |           |
| Gender, Military Service, Employment ..... | Section 4 |
| Age.....                                   | Section 5 |
| Household Income.....                      | Section 6 |
| Race and Ethnicity.....                    | Section 7 |
| Survey Instrument .....                    | Section 8 |

**Section 1**  
***Executive Summary***

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# *Mecklenburg County*

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

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### **Overview of the Methodology**

ETC Institute conducted a Mecklenburg County Community Interest and Opinion Survey Spring of 2014 to help understand citizen input and establish priorities for programs, facilities and services. The survey was designed to obtain statistically valid results from households throughout Mecklenburg County. The survey was administered by mail, web and phone.

ETC Institute worked extensively with the Mecklenburg County officials in the development of the survey questionnaire. This work allowed the survey to be tailored to issues of strategic importance.

A seven-page survey was mailed to a random sample of 4,000 households throughout Mecklenburg County. Approximately three days after the surveys were mailed each household that received a survey also received an automated voice message encouraging them to complete the survey. In addition, about two weeks after the surveys were mailed ETC Institute began contacting households by phone. Those who had indicated they had not returned the survey were given the option of completing it by phone.

The goal was to obtain a total of at least 1,000 completed surveys. ETC Institute met that goal with a total of 1,016 surveys completed. The results of the random sample of 1,016 households have a 95% level of confidence with a precision rate of at least +/-3%.

The following pages summarize major survey findings.

## Major Findings:

- ❖ **Respondent Perceptions of Mecklenburg County Government:** Based on the sum of respondents who either “strongly agree” or “agree,” eighty-nine percent (89%) agree that *there is value in services provided by Mecklenburg County to residents*. Other similar levels of agreement include: Mecklenburg County spends my local tax dollars on services that help residents improve their lives (74%), Mecklenburg County spends my local tax dollars on services that help residents improve their community (71%) and I am satisfied with opportunities for citizen participation in County policy development & decision-making (60%).
- ❖ **Respondent Rating of Mecklenburg County:** Based on the percentage of respondents who rate Mecklenburg County as either “excellent” or “good,” eighty-one percent (81%) state Mecklenburg County as a place to live is either excellent or good. Other similar ratings include: As a place to work (80%) and as a place to recreate (76%).
- ❖ **Respondent Interaction with the Mecklenburg County Assessor’s Office Over the Past 12 Months:** Eighty-five percent (85%) of respondent households *have not had* any interaction with the Mecklenburg County Assessor Office over the past 12 months. Fifteen percent (15%) of respondent’s households have had an interaction with the Assessor’s Office over the past 12 months.
- ❖ **Respondent Rating of Customer Service:** Based on the percentage of respondent households who either “strongly agree” or “agree,” eighty-five percent (85%) agree that *the staff was courteous*. Other similar levels of agreement include: Information I was provided was easy to understand (79%), staff served me in a timely manner (77%) and the Assessor’s Office provided quality service (73%).
- ❖ **Respondent Awareness that Mecklenburg County is Conducting a Review of all Real Estate and Residential Parcel Values from the 2011 Revaluation:** Seventy-one percent (71%) of respondent households *are aware* that Mecklenburg County is conducting a review of all real estate and residential parcel value from the 2011 revaluation. Thirty percent (30%) are not aware about the review.
- ❖ **Respondent Rating of Property Values:** Based on the percentage of respondent households who either “strongly agree” or “agree,” forty-nine percent (49%) agree that *Mecklenburg County evaluates property fairly*. Forty-seven percent (47%) agree that the County Assessor’s office fairly evaluate property.

- ❖ **Respondent Rating of How Well Mecklenburg County Does at Communicating Information About County Issues, Services and Performance to the Public:** Thirty-nine percent (39%) of respondent households rate how well Mecklenburg County is communicating information to the public as *good*. Other ratings include: Fair (38%), poor (17%) and excellent (6%).
  
- ❖ **Respondent Awareness that Mecklenburg County is Promoting Awareness of County Programs and Services:** Sixty-three percent (63%) of respondent households *are not aware* that Mecklenburg County is promoting awareness of County programs and services. Thirty-seven percent (37%) are aware that the County is raising awareness of programs and services.
  
- ❖ **Respondent Usage of Social Media for Local Government Information:** Thirteen percent (13%) of respondent households use *Facebook* for local government information. Other social media respondent households use for local government information include: YouTube (7%), Twitter (4%) and Pinterest (2%).
  
- ❖ **Respondent Knowledge of County Programs and Services:** Ninety-five percent (95%) of respondent households are knowledgeable that the County *accepts and processes recyclable materials*. Other programs and services respondents are aware of include: Charlotte-Mecklenburg 311 customer service phone number (84%), County has foster care and adoption services (77%) and the County is engaged in initiatives to protect their environment (75%).
  
- ❖ **Respondent Familiarity with Facilities Offered by the Mecklenburg County Parks and Recreation Department:** Based on the percentage of respondent households who are either “very familiar” or “somewhat familiar,” eighty-three percent (83%) of households are familiar with *Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center*. Other similar levels of facility awareness include: Mecklenburg County Aquatic Center (75%) and Ray’s Splash Planet, an indoor water park and fitness center (55%).
  
- ❖ **Do You Believe Parks, Greenways, Nature Preserves, and Recreational Facilities Improve the Quality of Life in Mecklenburg County?** Ninety-one percent (91%) of respondent households believe that parks, greenways, nature preserves and recreation facilities improve the quality of life in Mecklenburg County. Three percent (3%) of respondent households do not agree and (7%) don’t know.

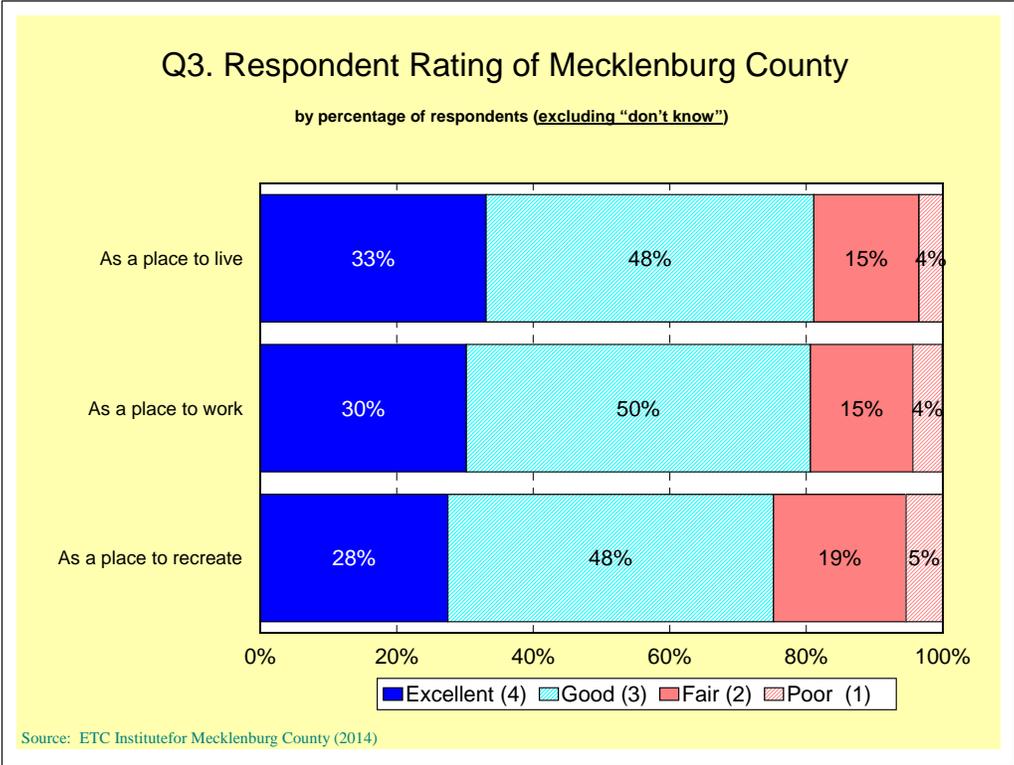
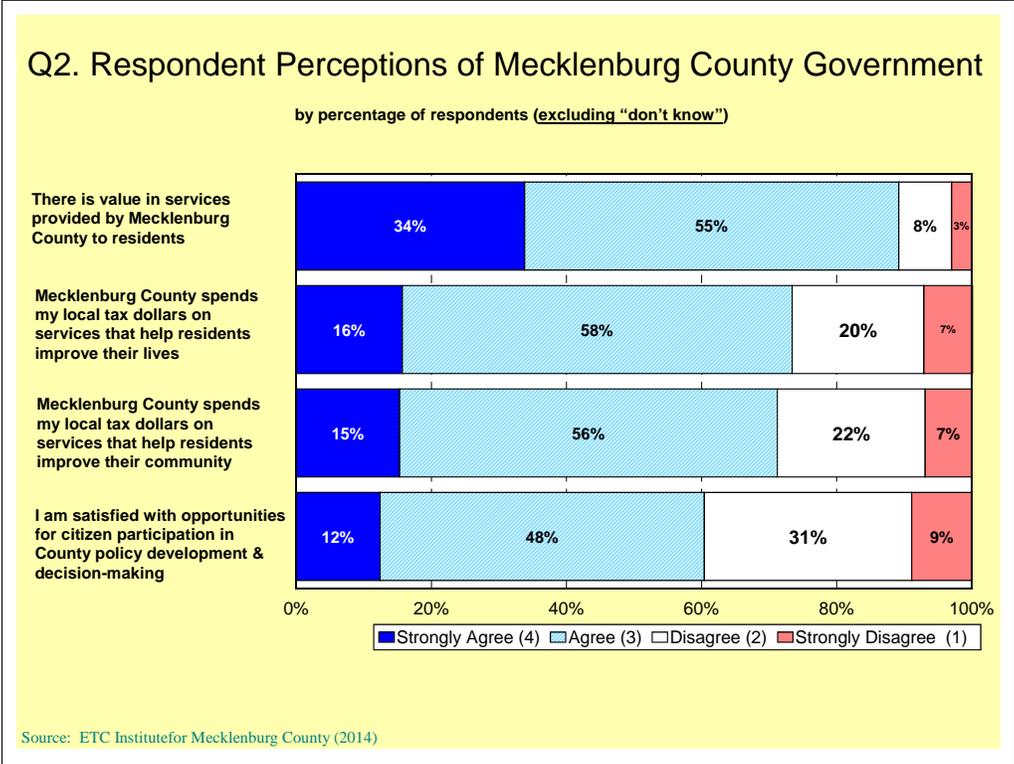
- ❖ **How Often Respondent Households Have Visited a Mecklenburg County Parks and Recreation Facility Within the Last 12 Months:** Sixty-one percent (61%) of respondent households have visited parks and recreation facilities *5 times or less* in the past 12 months. Other visitation levels include: 6 to 10 (15%), 11-15 (6%), 16-20 (5%) and 21-30 (5%).
  
- ❖ **Respondent Rating of Parks, Greenways or Nature Preserves:** Based on the percentage of respondents who rated the park, greenway or nature preserve as either “excellent” or “good,” ninety-two percent (92%) rated the overall experience as either excellent or good. Other similar ratings include: Overall cleanliness (90%), condition of recreation facilities (89%), appearance of grounds (89%) and overall safety (85%).
  
- ❖ **Respondent Participation in Recreation Programs Offered by the Mecklenburg County Parks and Recreation Department Over the Past 12 Months:** Eighty-three percent (83%) of respondent households have not participated in programs offered by the Mecklenburg County Parks and Recreation Department over the past 12 months. Seventeen percent (17%) of respondents have participated in programs over the past 12 months.
  
- ❖ **Reasons for Not Participating in Parks and Recreation Programs:** Fifty-one percent (51%) of respondents did not participated in programs because they *were not aware of the programs*. Other reasons respondents did not participate include: There was no interest in the program (38%), weren’t at convenient times (20%) and no convenient locations (17%).
  
- ❖ **In the Past 12 Months, Have Respondent Households Visited or Used a Mecklenburg County Library in any way, Other than Just to Vote:** Fifty-eight percent (58%) of respondent households *have visited or used* the Mecklenburg County Library for other reasons in the past 12 months other than to vote. Forty-two percent (42%) have not used the library over the past 12 months for any other reason.
  
- ❖ **Mecklenburg County Libraries Respondents Have Visited the Most Often Over the Past 12 Months:** Sixteen percent (16%) of respondent have visited the South County Regional (Rea Road) Library the most often in the past 12 months. Other most visited Libraries include: University City Regional (E WT Harris) (10%), Main Library (Uptown) (10%), Morrocroft (9%), Matthews (9%), Beatties Ford Road Regional (8%) and North County Regional (Huntersville) (8%),

- ❖ **Respondent Rating of the Library They Visit the Most:** Based on the percentage of respondents who rated the Library as either “excellent” or “good,” ninety-eight percent (98%) rated the upkeep of the Library’s buildings & grounds as excellent or good. Other similar ratings include: Staff’s responsiveness to your questions or concerns (96%), availability of books and other resources (91%), convenience of Library hours of service (89%) and availability of computers for public use (87%).
  
- ❖ **In a Typical Month, How Often Respondents Typically Visit the Library:** Twenty-nine percent (29%) of respondent households typically visit the library *less than once a month*. Other visitation levels include: Twice a month (24%), once a month (21%), 3-4 times a month (15%) and 5 + times a month (11%).
  
- ❖ **Whether or Not Respondents Voted in the November 2013 Local Election:** Seventy-four percent (74%) of respondent households voted in the November 2013 election. Twenty-six percent (26%) did not vote in the November 2013 election.
  
- ❖ **Whether or Not Respondents Use the Early Voting Site:** Fifty-three percent (53%) of respondent households do not use the early voting site. Forty-seven percent (47%) of respondent households do use *the early voting site*.
  
- ❖ **How Respondents Rate their Overall Experience at the Early Voting Site:** Fifty-six percent (56%) of respondent households rate their overall experience at the early voting site at *excellent*. Other ratings include: Good (36%), fair (5%) and poor (3%).
  
- ❖ **How Respondents Rate their Overall Experience at their Voting Location:** Fifty-eight percent (58%) of respondent households rate their experience as *excellent*. Other ratings include: good (36%), fair (5%) and poor (2%).
  
- ❖ **Frequency Respondents Visit the County’s Websites to Access County Services or Information:** Thirty-five percent (35%) of respondents *never* visit the County’s websites to access County services or information. Other amounts of visitation include: Sometimes (28%), rarely (27%) and often (10%).
  
- ❖ **How Often Respondents Find What They Are Looking for on the County’s Websites:** Fifty-eight percent (58%) of respondents *often* find what they are looking for on the County’s websites. Other frequencies include: Sometimes (34%), rarely (8%) and never (1%).

- ❖ **Respondents Level of Agreement that the County’s Website Provides Accurate Information:** Seventy percent (70%) of respondents *agree* that the County’s website provides accurate information. Other levels of agreement include: Strongly agree (24%), disagree (5%) and strongly disagree (1%).
  
- ❖ **Respondent Awareness of Services Available on the County Websites:** Fifty-two percent (52%) of respondents have used the County websites to *look up real estate information*. Twenty-five percent (25%) are aware that this service exists and another (23%) are unaware that this service exists on the County’s websites. Thirty-two percent (32%) of respondents have *paid their taxes* through the County’s website. Forty-one percent (41%) were aware of the service but have not used it and (27%) were not aware that the County offered this service on their websites.
  
- ❖ **Respondent Agreement with the Diversity in Mecklenburg County:** Seventy-one percent (71%) of respondent households *agree that there is an array of diverse cultural activities*. Other levels of agreement include: There is a diverse ethnic & racial representation (70%) and minority owned businesses are well represented (47%).
  
- ❖ **Whether or Not Respondents Have Seen the County’s Annual Performance Report:** Ninety-three percent (93%) of respondent’s households *have not seen* the County’s annual performance report. Seven percent (7%) of respondent households have seen the annual performance report.
  
- ❖ **How Respondent Households Would Most Prefer to Receive Information About Mecklenburg County Issues, Services and Results:** Based on the sum of respondent households top three preferences, fifty-three percent (53%) would prefer to receive information about Mecklenburg County issues services and results by *local television news*. Other means respondents most prefer to receive information by include: City/ County website (46%), Charlotte Observer (38%), direct mail (28%) and subscriptions to email alerts (21%).
  
- ❖ **Respondent Familiarity with Programs Offered in Mecklenburg County:** Based on the sum of respondent households who were either “very familiar” or “somewhat familiar,” twenty-seven percent (27%) of households were familiar with the *Swat-A-Litterbug program that empowers citizens to report drivers discarding litter and cigarettes from vehicles*. Eleven percent (11%) of respondent households were familiar with “Smoking and choking” program that allows citizens to report vehicles with smoking tailpipes.

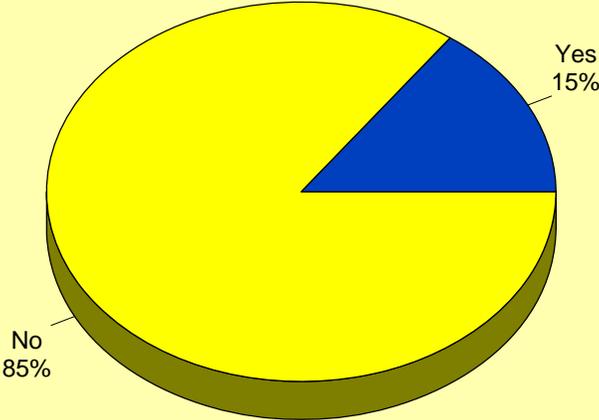
**Section 2**  
***Charts and Graphs***

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### Q4. Respondent Interaction with the Mecklenburg County Assessor's Office Over the Past 12 Months

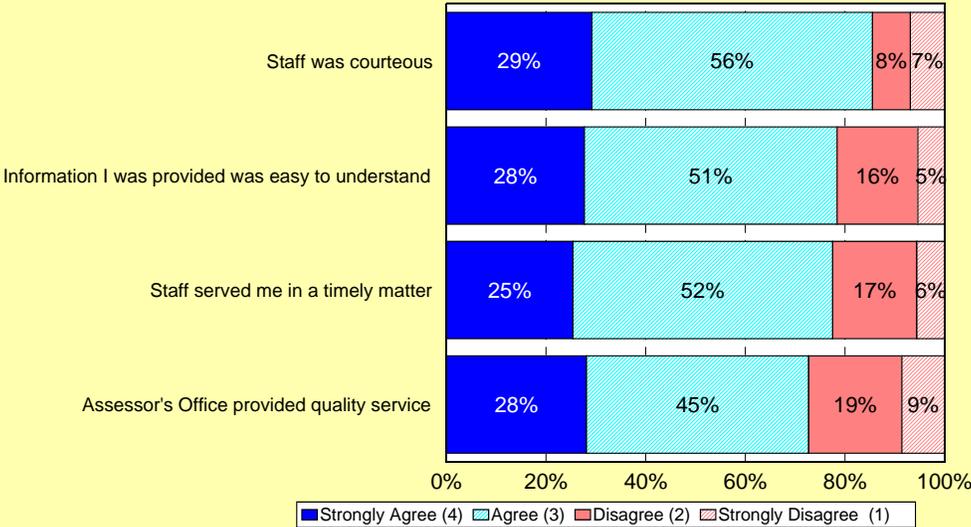
by percentage of respondents (excluding "not provided")



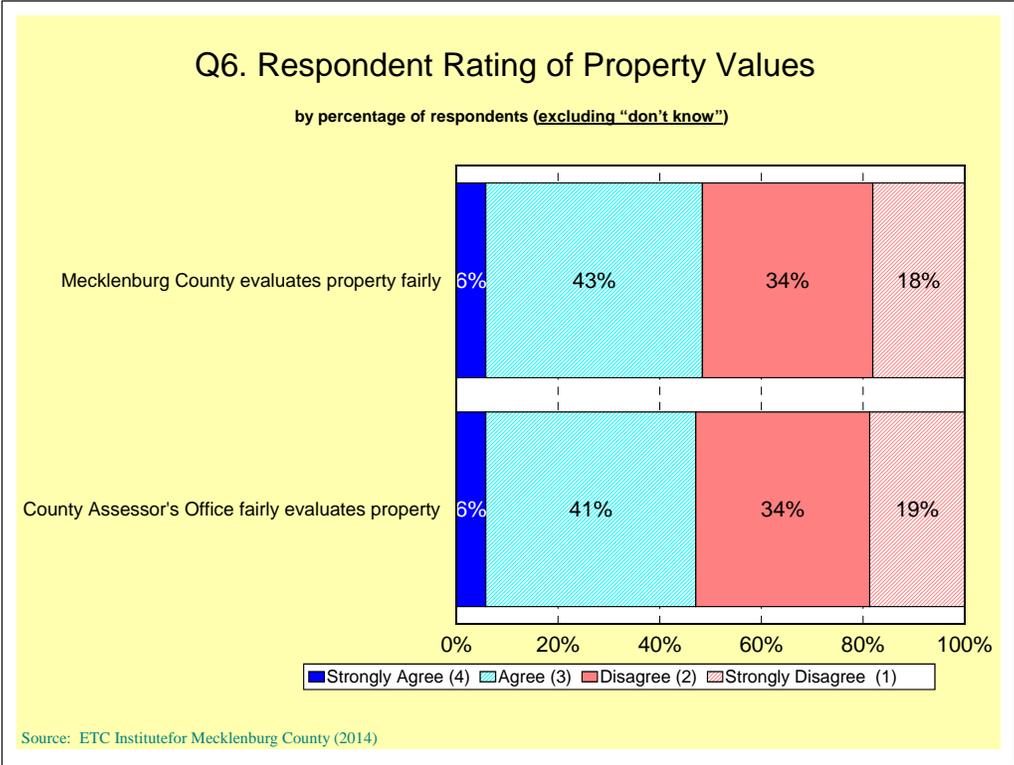
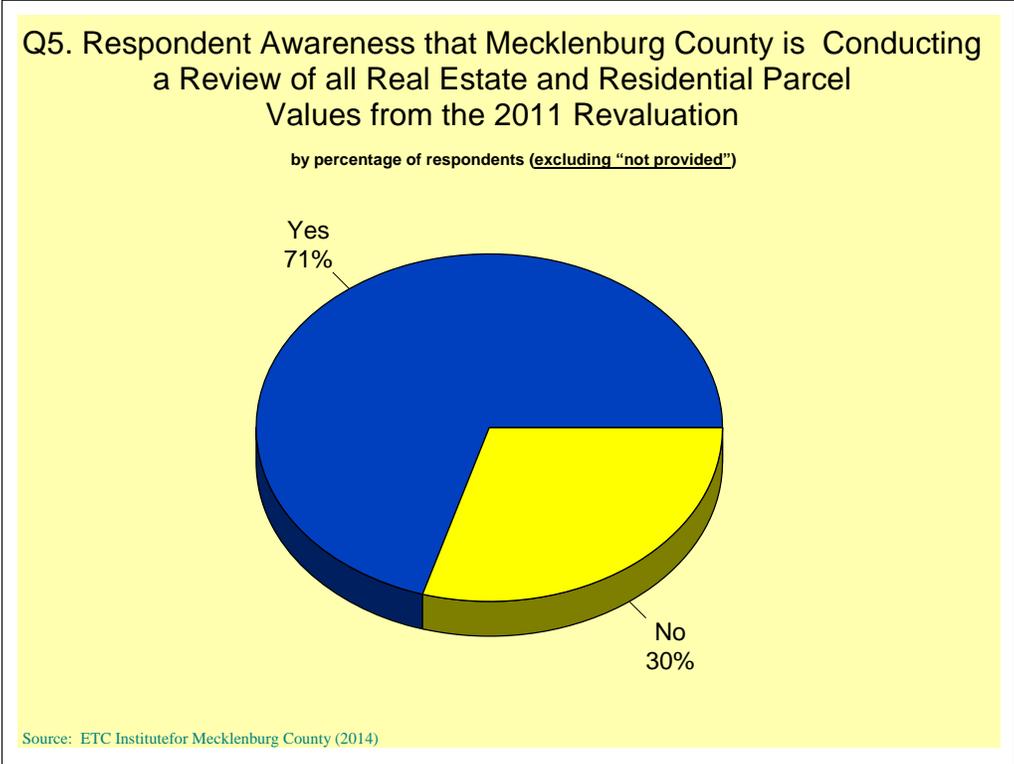
Source: ETC Institute for Mecklenburg County (2014)

### Q4a. Respondent Rating of Customer Service

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

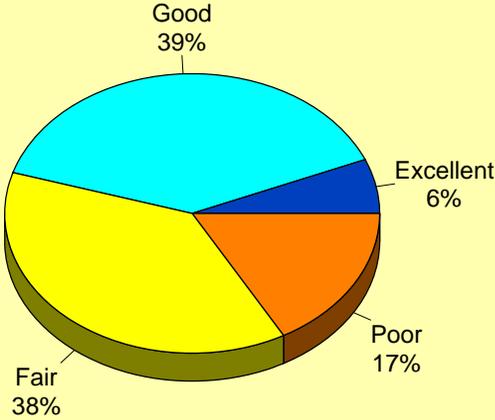


Source: ETC Institute for Mecklenburg County (2014)



### Q7. Respondent Rating of How Well Mecklenburg County Does at Communicating Information About County Issues, Services and Performance to the Public

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



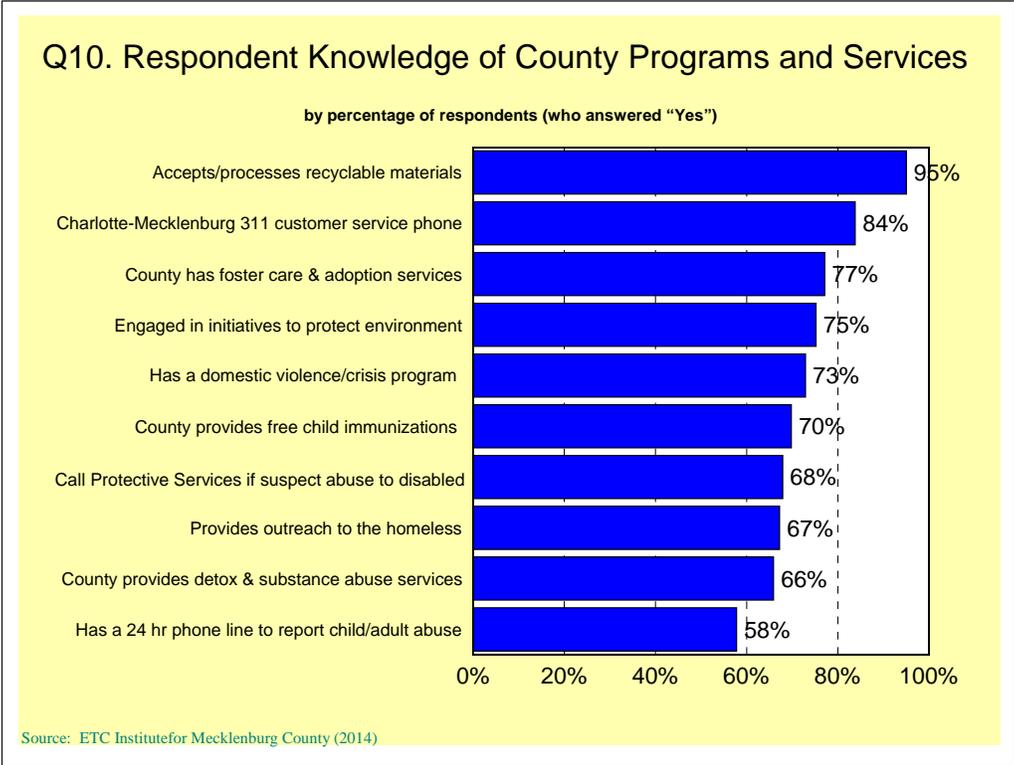
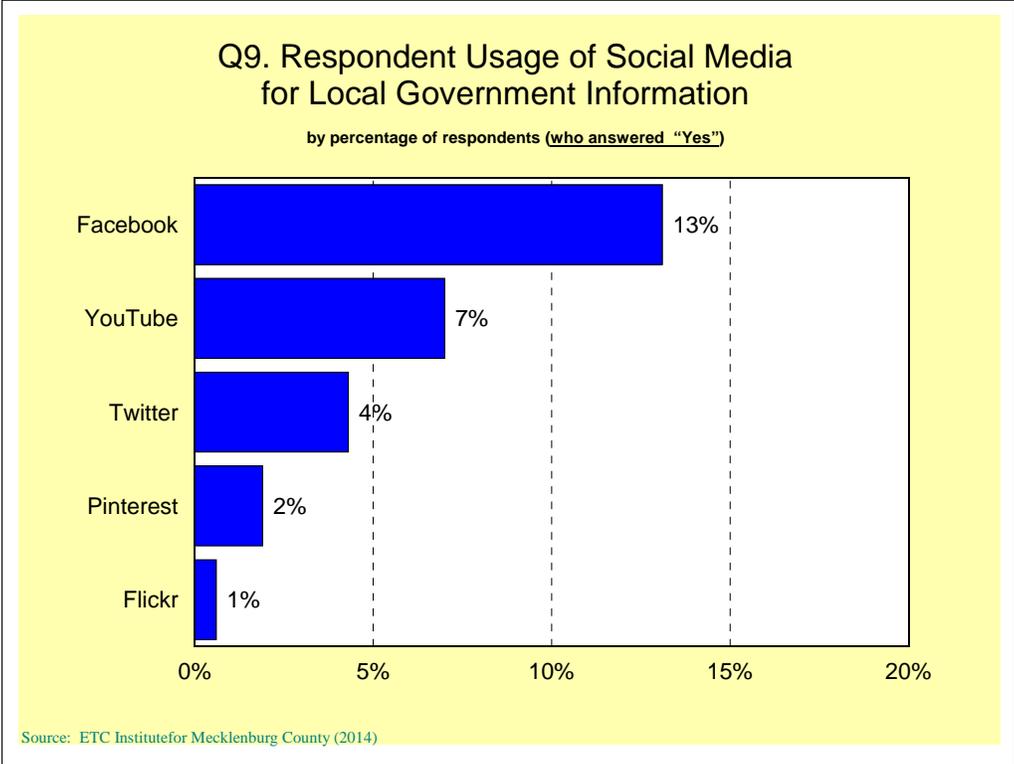
Source: ETC Institute for Mecklenburg County (2014)

### Q8. Respondent Awareness of Mecklenburg County Promoting Awareness of County Programs and Services

by percentage of respondents

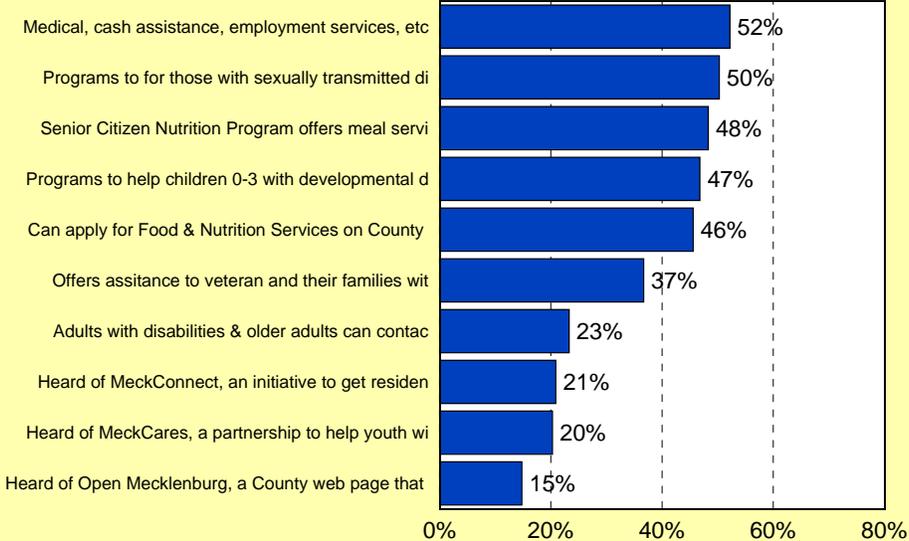


Source: ETC Institute for Mecklenburg County (2014)



### Q10. Respondent Knowledge of County Programs and Services Cont.

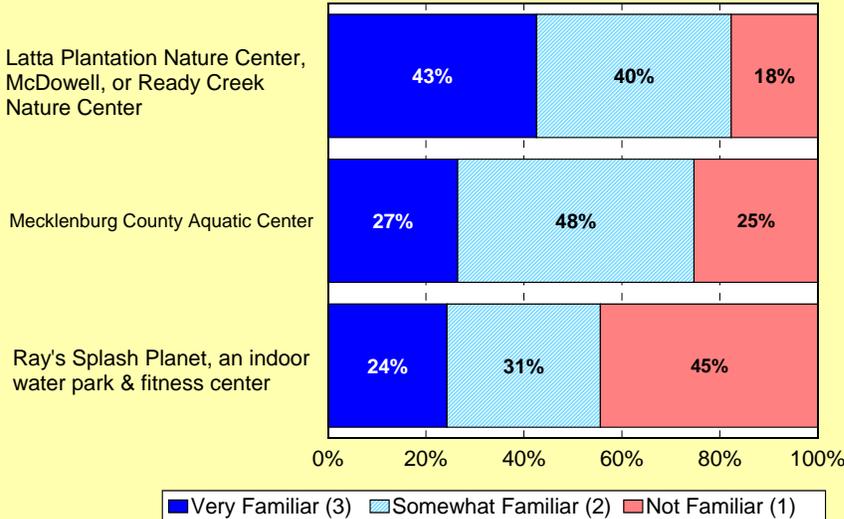
by percentage of respondents (who answered "Yes")



Source: ETC Institute for Mecklenburg County (2014)

### Q11. Respondent Familiarity with Facilities Offered by the Mecklenburg County Parks and Recreation Department

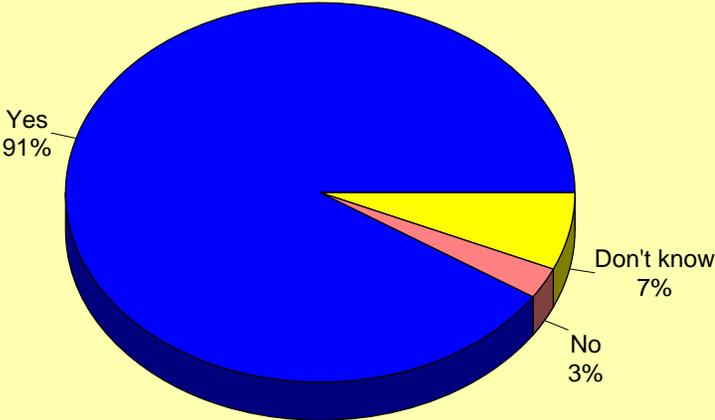
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

### Q12. Do You Believe Parks, Greenways, Nature Preserves, and Recreational Facilities Improve the Quality of Life in Mecklenburg County?

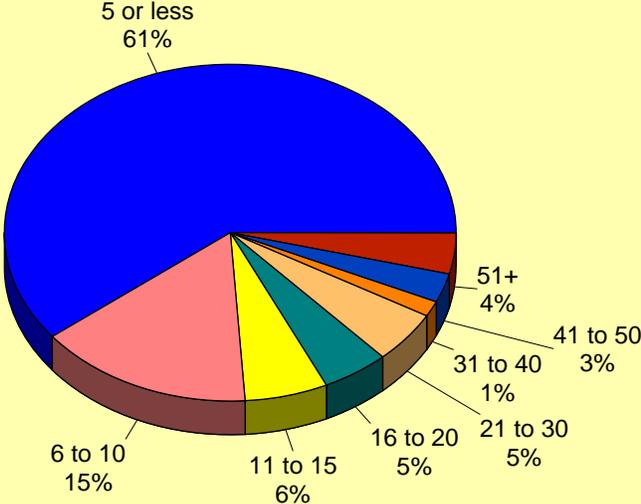
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)

### Q13. How Often Respondent Households Have Visited a Mecklenburg County Parks and Recreation Facility

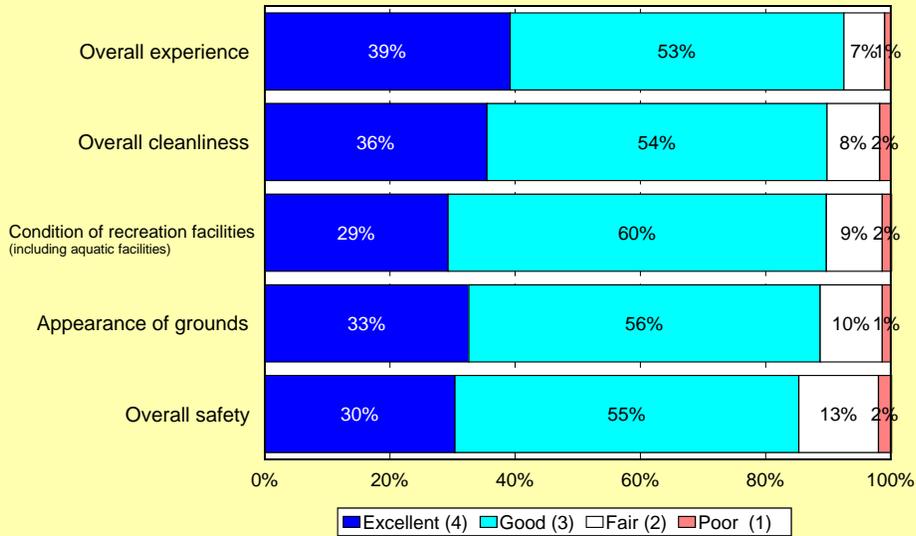
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)

### Q14. Respondent Rating of Parks, Greenways or Nature Preserves

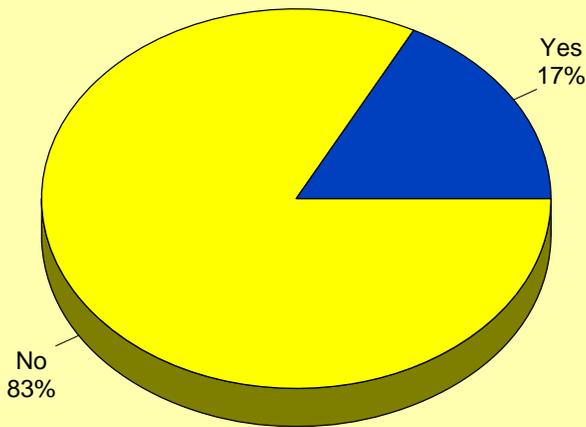
by percentage of respondents (who have visited the facility)



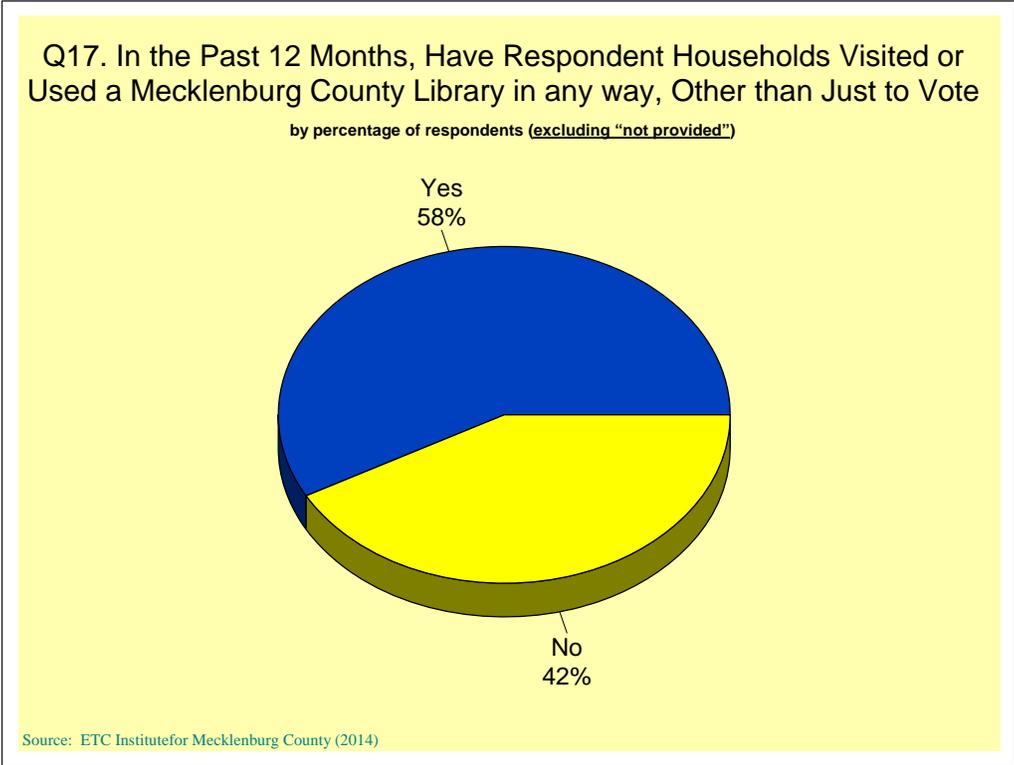
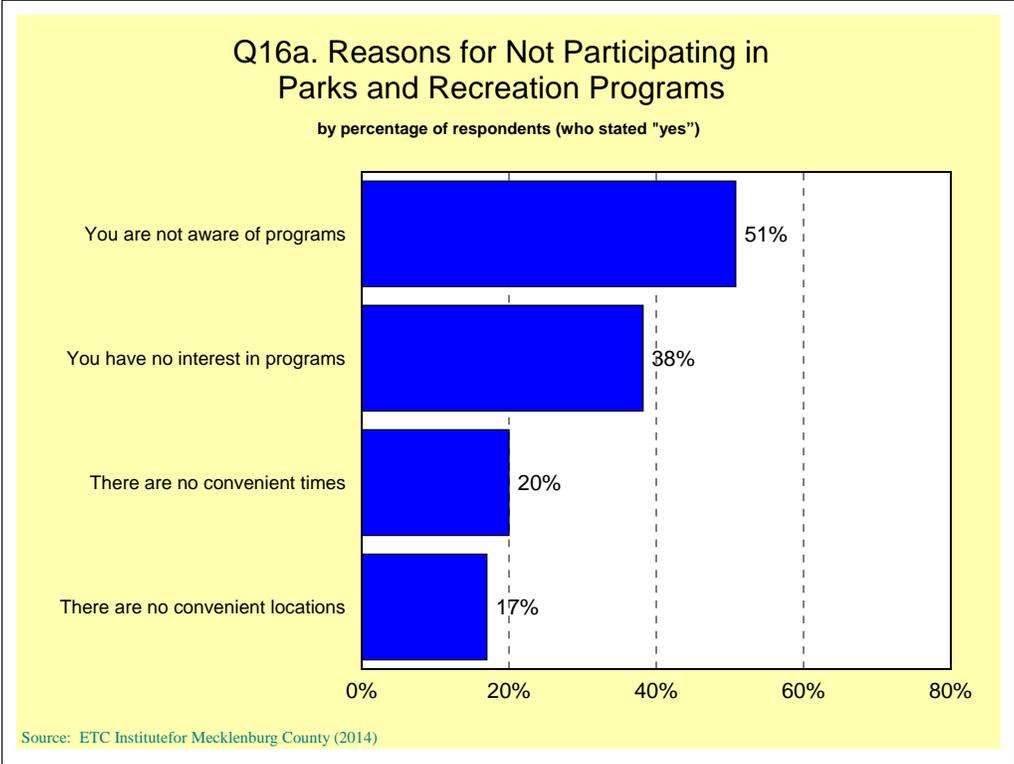
Source: ETC Institute for Mecklenburg County (2014)

### Q16. Respondent Participation in Recreation Programs Offered by the Mecklenburg County Parks and Recreation Department Over the Past 12 Months

by percentage of respondents (excluding "not provided")

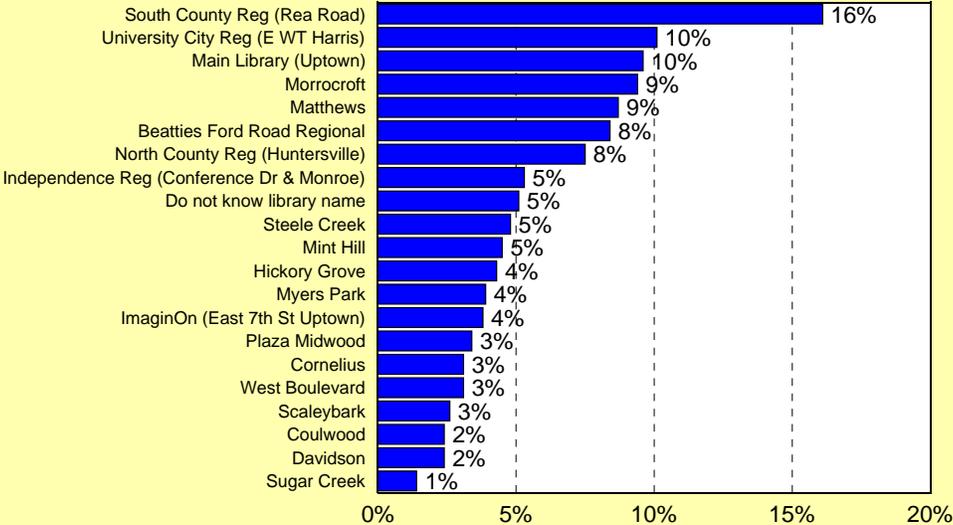


Source: ETC Institute for Mecklenburg County (2014)



### Q17a. Mecklenburg County Libraries Respondents Have Visited the Most Often Over the Past 12 Months

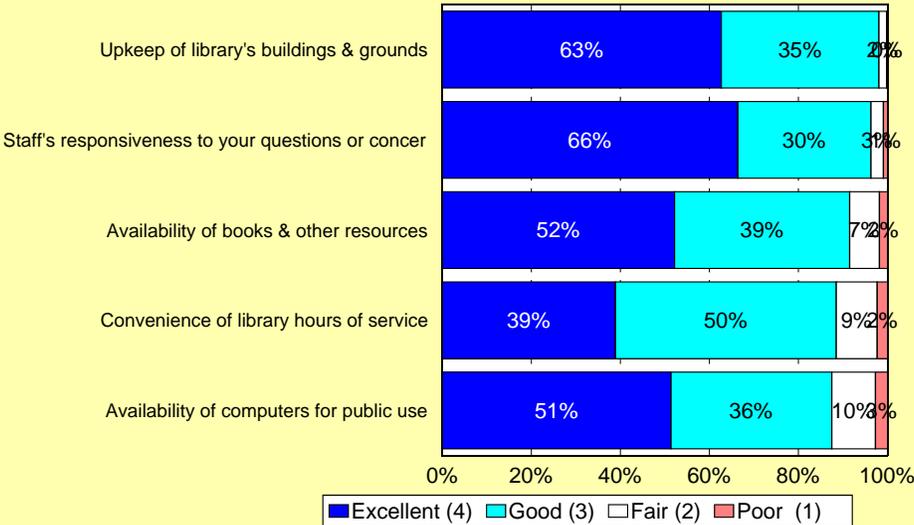
by percentage of respondents (excluding non chosen)



Source: ETC Institute for Mecklenburg County (2014)

### Q17b. Respondent Rating of the Library They Visit the Most

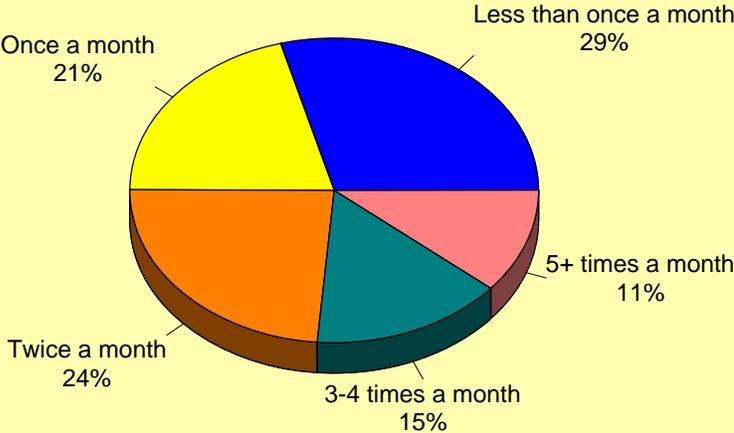
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

### Q17C. In a Typical Month, How Often Respondents Visit the Library

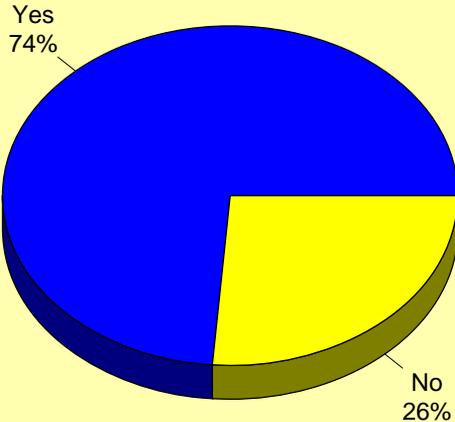
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2014)

### Q18. Whether or Not Respondents Voted in the November 2013 Local Election

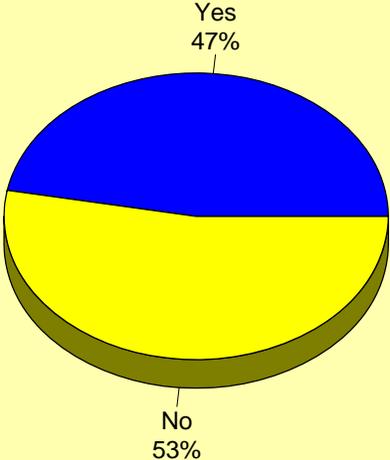
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2014)

### Q18a. Whether or Not Respondents Use the Early Voting Site

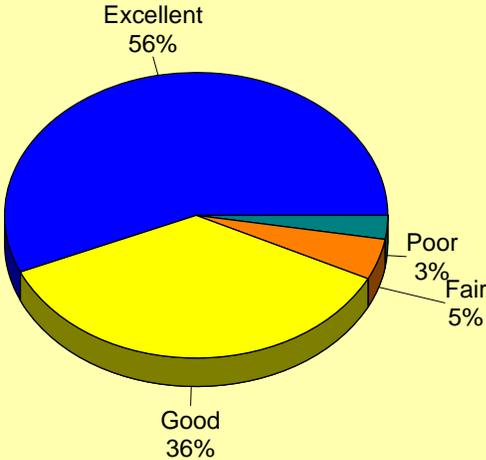
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2014)

### Q18a-1. Respondents Overall Experience at the Early Voting Site

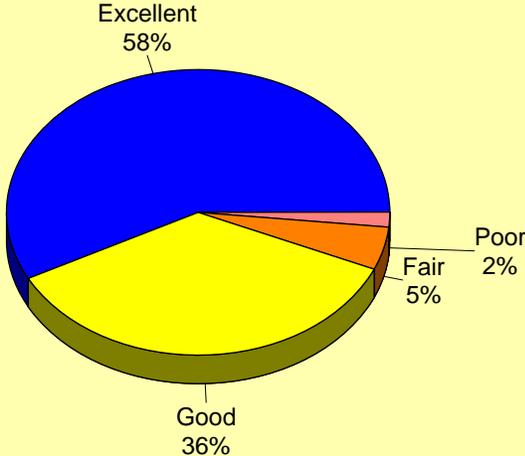
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

### Q18b. Respondents Overall Experience at their Voting Location

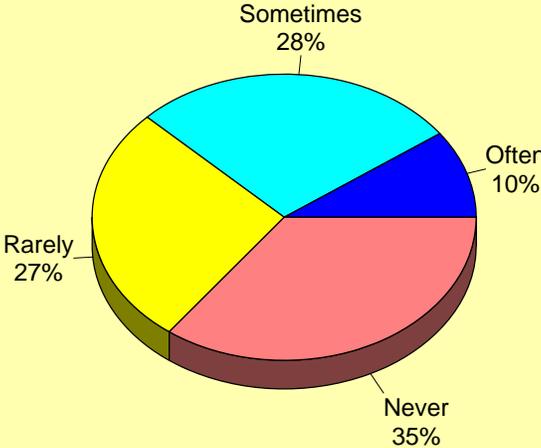
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

### Q19. Frequency of Respondents Visit the County's Websites to Access County Services or Information

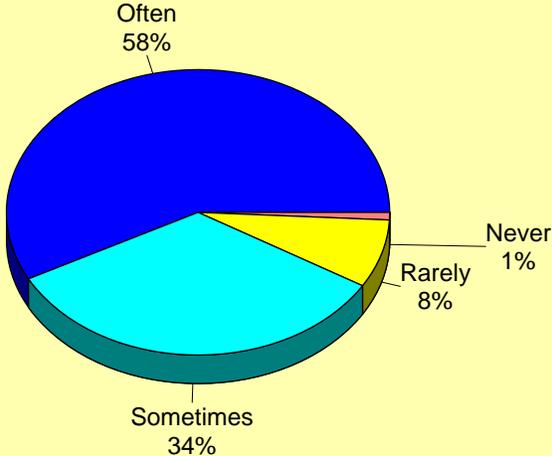
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

### Q20. How Often Respondents Find What They Are Looking for on the County's Websites

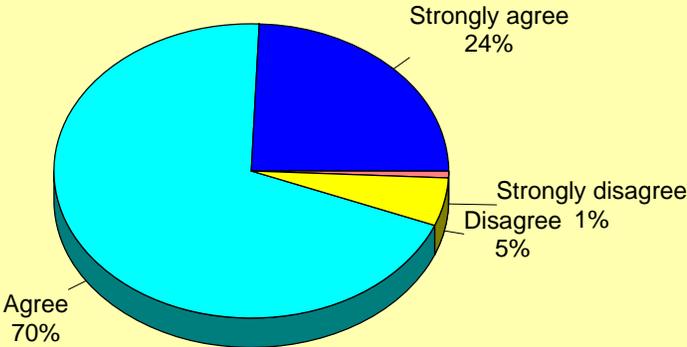
by percentage of respondents (excluding "don't know")



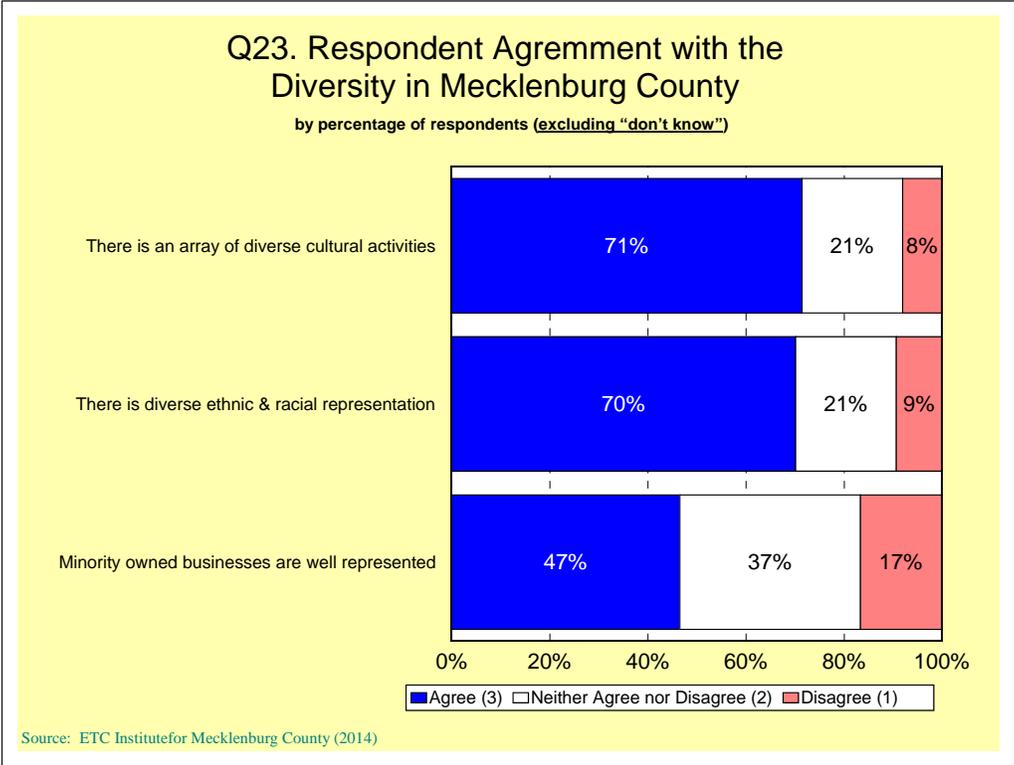
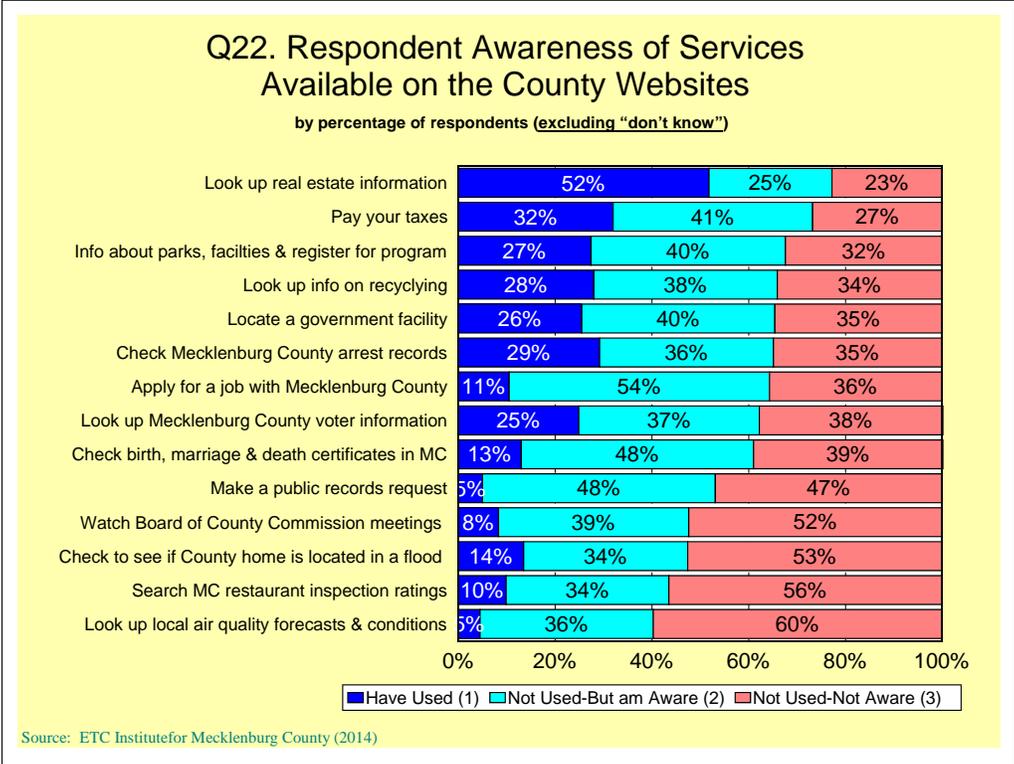
Source: ETC Institute for Mecklenburg County (2014)

### Q21. Respondents Level of Agreement that the County's Website Provides Accurate Information

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

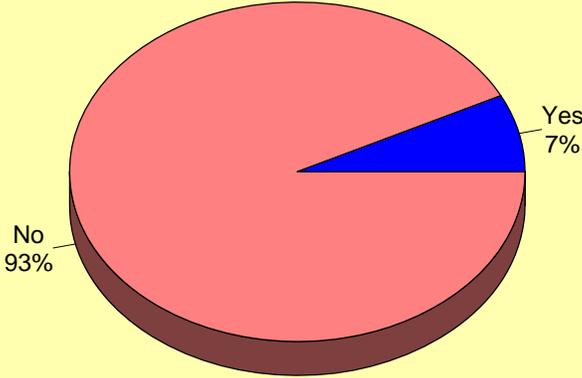


Source: ETC Institute for Mecklenburg County (2014)



### Q24. If Respondents Have Seen the County's Annual Performance Report

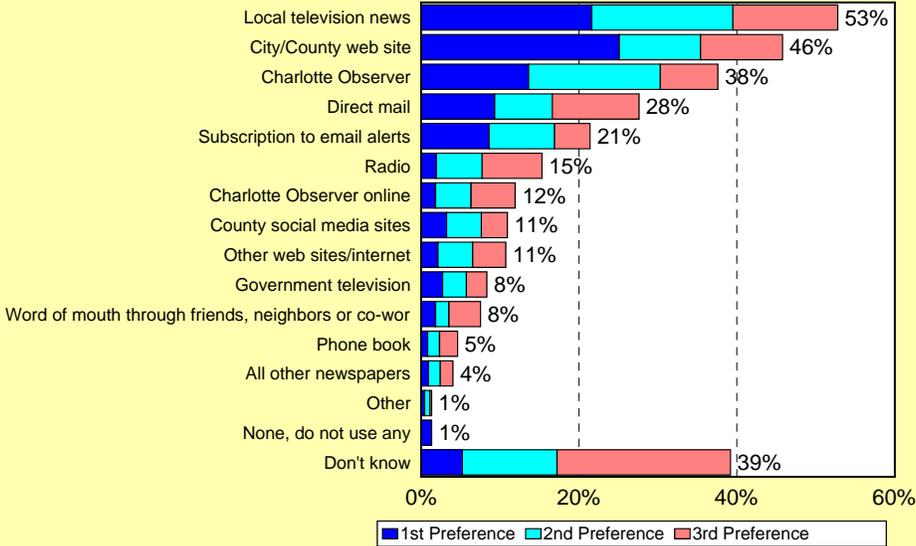
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

### Q25. How Respondent Households Would Most Prefer to Receive Information About Mecklenburg County Issues, Services and Results

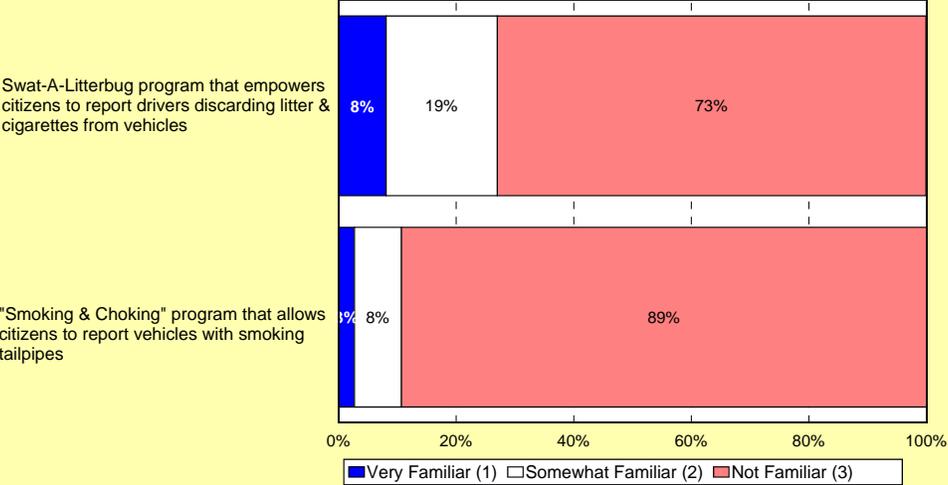
by percentage of respondents (based on top 3 choices)



Source: ETC Institute for Mecklenburg County (2014)

### Q26. Respondent Familiarity with Programs Offered in Mecklenburg County

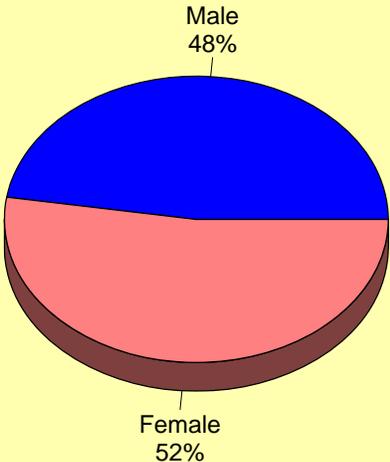
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

### Q27. Demographics: Gender

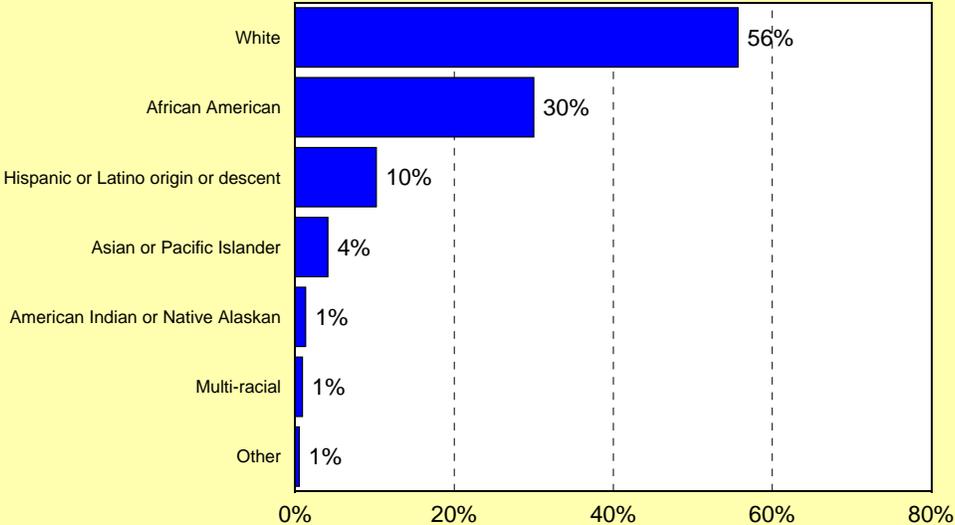
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)

### Q28. Demographics: Race/Ethnicity

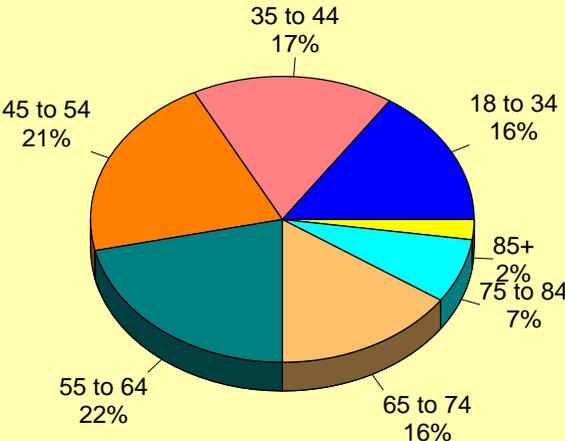
by percentage of respondents (excluding non chosen)



Source: ETC Institute for Mecklenburg County (2014)

### Q29. Demographics: Respondent Age

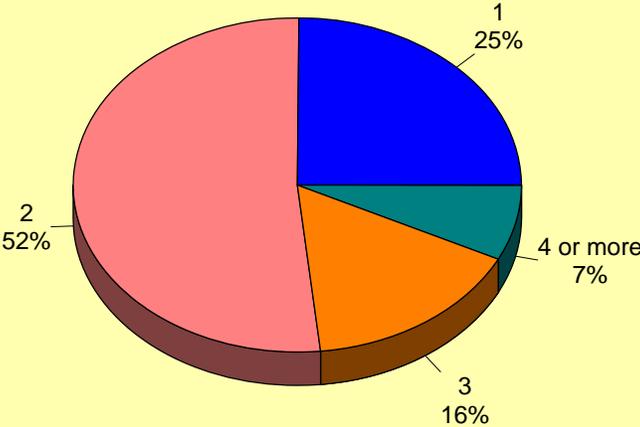
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

### Q30.Demographics: Adults Age 18 and Older in Household

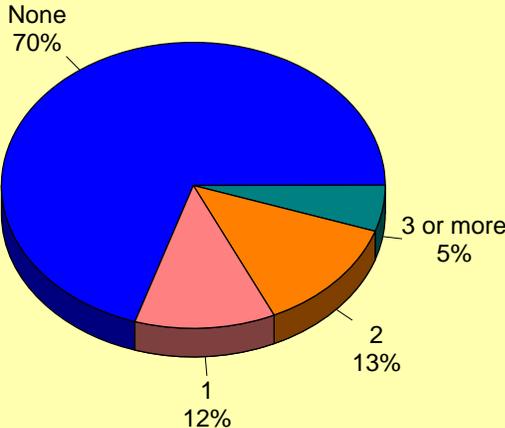
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)

### Q31.Demographics: Children Under Age 18 in Household

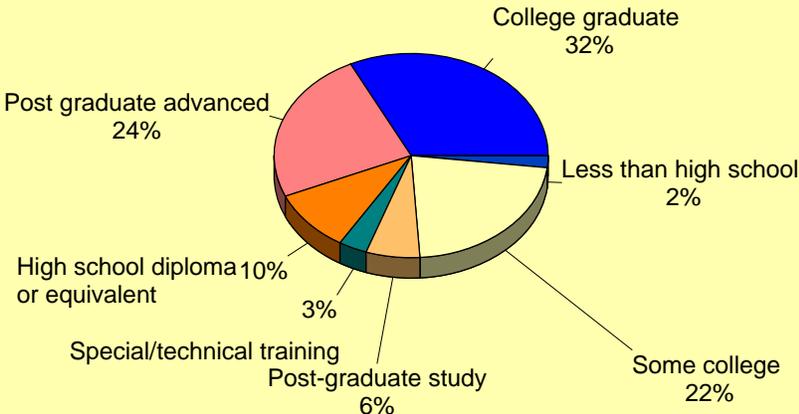
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)

### Q32.Demographics: Respondent Highest Level of Education

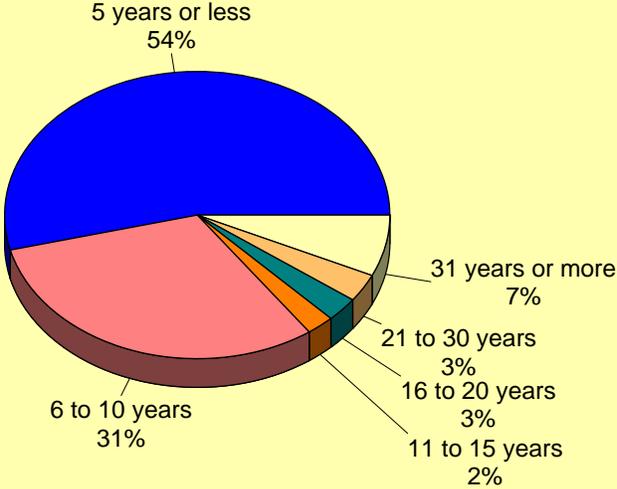
by percentage of respondents



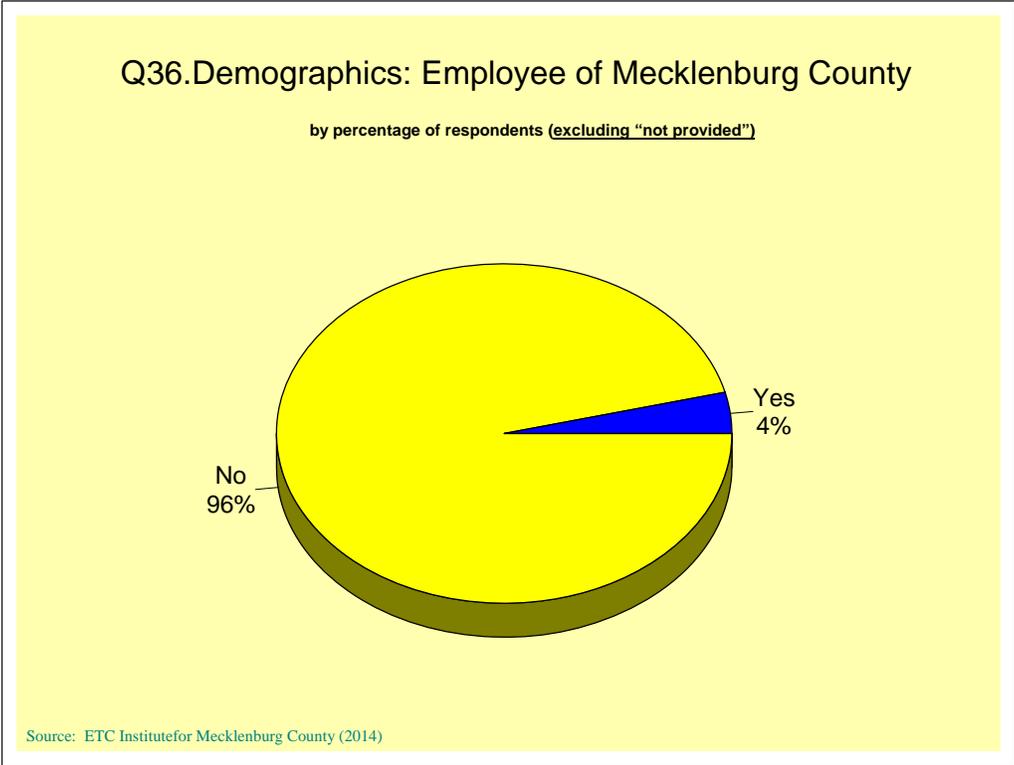
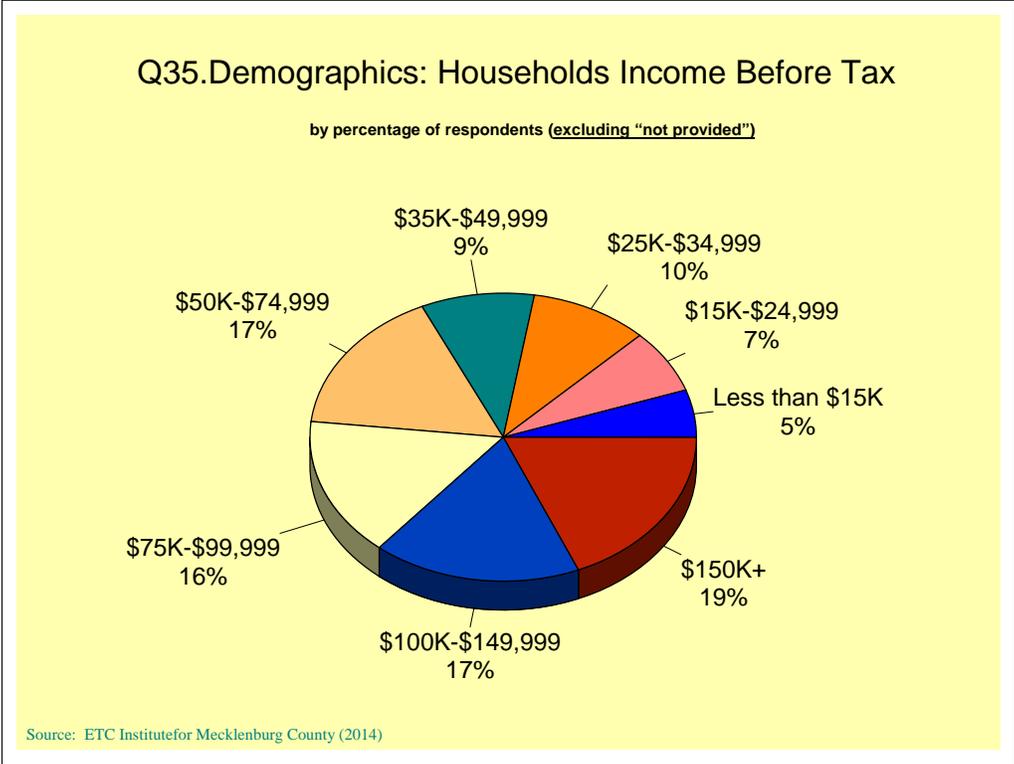
Source: ETC Institute for Mecklenburg County (2014)

### Q33.Demographics: Years Lived in Mecklenburg County

by percentage of respondents

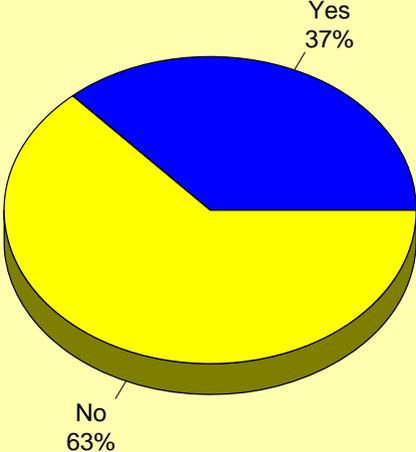


Source: ETC Institute for Mecklenburg County (2014)



### Q37.Demographics: Military Service

by percentage of respondents including immediate relatives (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2014)

**Section 3**  
*Tabular Data*

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

| <u>Q1. Do you live inside Mecklenburg County</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Yes  | 1016          | 100.0 %        |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government:**

(N=1016)

|   | Strongly agree | Agree | Disagree | Strongly disagree | Don't know |
|---|----------------|-------|----------|-------------------|------------|
| Q2a. There is value in services provided by Mecklenburg County to residents                                     | 31.4%          | 51.6% | 7.3%     | 2.8%              | 7.0%       |
| Q2b. Mecklenburg County spends my local tax dollars on services that help residents improve their lives         | 13.7%          | 50.4% | 17.0%    | 6.3%              | 12.6%      |
| Q2c. Mecklenburg County spends my local tax dollars on services that help residents improve their community     | 13.1%          | 48.0% | 18.8%    | 5.9%              | 14.2%      |
| Q2d. I am satisfied with opportunities for citizen participation in County policy development & decision-making | 9.7%           | 37.3% | 23.9%    | 6.9%              | 22.3%      |

**Q2. (without "don't know")**

(N=1016)

|   | Strongly agree | Agree | Disagree | Strongly disagree |
|---|----------------|-------|----------|-------------------|
| Q2a. There is value in services provided by Mecklenburg County to residents                                     | 33.8%          | 55.4% | 7.8%     | 3.0%              |
| Q2b. Mecklenburg County spends my local tax dollars on services that help residents improve their lives         | 15.7%          | 57.7% | 19.5%    | 7.2%              |
| Q2c. Mecklenburg County spends my local tax dollars on services that help residents improve their community     | 15.3%          | 55.9% | 21.9%    | 6.9%              |
| Q2d. I am satisfied with opportunities for citizen participation in County policy development & decision-making | 12.4%          | 48.0% | 30.7%    | 8.9%              |

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas:**

(N=1016)

|  | Excellent | Good  | Fair  | Poor | Don't know |
|--|-----------|-------|-------|------|------------|
| Q3a. Mecklenburg County as a place to live     | 32.8%     | 47.4% | 15.3% | 3.4% | 1.1%       |
| Q3b. Mecklenburg County as a place to work     | 28.7%     | 47.9% | 14.3% | 4.1% | 4.9%       |
| Q3c. Mecklenburg County as a place to recreate | 26.6%     | 46.1% | 18.8% | 5.2% | 3.3%       |

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

(N=1016)

|  | Excellent | Good  | Fair  | Poor |
|--|-----------|-------|-------|------|
| Q3a. Mecklenburg County as a place to live     | 33.1%     | 48.0% | 15.4% | 3.5% |
| Q3b. Mecklenburg County as a place to work     | 30.2%     | 50.4% | 15.0% | 4.3% |
| Q3c. Mecklenburg County as a place to recreate | 27.5%     | 47.7% | 19.4% | 5.4% |

**Q4. In the past 12 months, have you had any interactions with the Mecklenburg County Assessor's Office?**

| Q4. Had any interactions with Mecklenburg County Assessor's Office in past 12 months | Number | Percent |
|--|--------|---------|
| Yes  | 153    | 15.1 %  |
| No   | 860    | 84.6 %  |
| Not provided   | 3      | 0.3 %   |
| Total  | 1016   | 100.0 % |

Missing Cases = 0  
Response Percent = 100.0 %

**Q4. In the past 12 months, have you had any interactions with the Mecklenburg County Assessor's Office? (without not provided)**

| Q4. Had any interactions with Mecklenburg County Assessor's Office in past 12 months | Number | Percent |
|--|--------|---------|
| Yes  | 153    | 15.1 %  |
| No   | 860    | 84.9 %  |
| Total  | 1013   | 100.0 % |

Missing Cases = 3  
Response Percent = 99.7 %

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office:**

(N=153)

|  | Strongly agree | Agree | Disagree | Strongly disagree | Don't know |
|--|----------------|-------|----------|-------------------|------------|
| Q4a-1. Staff was courteous                               | 27.5%          | 52.9% | 7.2%     | 6.5%              | 5.9%       |
| Q4a-2. Staff served me in a timely matter                | 23.5%          | 48.4% | 15.7%    | 5.2%              | 7.2%       |
| Q4a-3. Information I was provided was easy to understand | 26.8%          | 49.0% | 15.7%    | 5.2%              | 3.3%       |
| Q4a-4. Assessor's Office provided quality service        | 25.5%          | 40.5% | 17.0%    | 7.8%              | 9.2%       |

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

(N=153)

|  | Strongly agree | Agree | Disagree | Strongly disagree |
|--|----------------|-------|----------|-------------------|
| Q4a-1. Staff was courteous                               | 29.2%          | 56.3% | 7.6%     | 6.9%              |
| Q4a-2. Staff served me in a timely matter                | 25.4%          | 52.1% | 16.9%    | 5.6%              |
| Q4a-3. Information I was provided was easy to understand | 27.7%          | 50.7% | 16.2%    | 5.4%              |
| Q4a-4. Assessor's Office provided quality service        | 28.1%          | 44.6% | 18.7%    | 8.6%              |

**Q5. Are you aware that Mecklenburg County is conducting a review of all real estate and residential parcel values from the 2011 Revaluation?**

Q5. Are you aware that Mecklenburg County is conducting a review of all real estate & residential parcel values from 2011 Revaluation

|            | <u>Number</u> | <u>Percent</u> |
|------------|---------------|----------------|
| Yes        | 706           | 69.5 %         |
| No         | 296           | 29.1 %         |
| Don't Know | 14            | 1.4 %          |
| Total      | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q5. Are you aware that Mecklenburg County is conducting a review of all real estate and residential parcel values from the 2011 Revaluation? (without "don't know")**

Q5. Are you aware that Mecklenburg County is conducting a review of all real estate & residential parcel values from 2011 Revaluation

|       | <u>Number</u> | <u>Percent</u> |
|-------|---------------|----------------|
| Yes   | 706           | 70.5 %         |
| No    | 296           | 29.5 %         |
| Total | 1002          | 100.0 %        |

Missing Cases = 14

Response Percent = 98.6 %

**Q6. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements:**

(N=1016)

|  | Strongly agree | Agree | Disagree | Strongly disagree | Don't know |
|--|----------------|-------|----------|-------------------|------------|
| Q6a. Mecklenburg County evaluates your property fairly       | 4.5%           | 33.5% | 26.4%    | 14.3%             | 21.4%      |
| Q6b. County Assessor's Office fairly evaluates your property | 4.3%           | 30.9% | 25.6%    | 14.0%             | 25.2%      |

**Q6. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements: (without "don't know")**

(N=1016)

|  | Strongly agree | Agree | Disagree | Strongly disagree |
|--|----------------|-------|----------|-------------------|
| Q6a. Mecklenburg County evaluates your property fairly       | 5.8%           | 42.6% | 33.5%    | 18.1%             |
| Q6b. County Assessor's Office fairly evaluates your property | 5.8%           | 41.3% | 34.2%    | 18.7%             |

**Q7. Would you say Mecklenburg County does an "excellent," "good," "fair," or "poor" job of communicating information about County issues, services, and performance to the public?**

| Q7. Communicating information about County issues, services, & performance to public | Number | Percent |
|--|--------|---------|
| Excellent  | 59     | 5.8 %   |
| Good   | 373    | 36.7 %  |
| Fair   | 358    | 35.2 %  |
| Poor   | 162    | 15.9 %  |
| Don't know   | 64     | 6.3 %   |
| Total  | 1016   | 100.0 % |

Missing Cases = 0  
 Response Percent = 100.0 %

**Q7. Would you say Mecklenburg County does an "excellent," "good," "fair," or "poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")**

| Q7. Communicating information about County issues, services, & performance to public | Number | Percent |
|--|--------|---------|
| Excellent  | 59     | 6.2 %   |
| Good   | 373    | 39.2 %  |
| Fair   | 358    | 37.6 %  |
| Poor   | 162    | 17.0 %  |
| Total  | 952    | 100.0 % |

Missing Cases = 64  
 Response Percent = 93.7 %

**Q8. Did you know that Mecklenburg County uses social media to promote awareness of County programs and services?**

| Q8. Mecklenburg County uses social media to promote awareness of County programs & services | Number | Percent |
|---|--------|---------|
| Yes, I am aware   | 379    | 37.3 %  |
| No, I am not aware  | 637    | 62.7 %  |
| Total   | 1016   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information.**

(N=1016)

|                | Yes   | No    | Don't know |
|----------------|-------|-------|------------|
| Q9a. Facebook  | 12.2% | 80.6% | 7.2%       |
| Q9b. Twitter   | 3.9%  | 86.9% | 9.2%       |
| Q9c. YouTube   | 6.4%  | 85.0% | 8.6%       |
| Q9d. Flickr    | 0.5%  | 89.6% | 9.9%       |
| Q9e. Pinterest | 1.7%  | 88.5% | 9.8%       |

**Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information. (without "don't know")**

(N=1016)

|                | Yes   | No    |
|----------------|-------|-------|
| Q9a. Facebook  | 13.1% | 86.9% |
| Q9b. Twitter   | 4.3%  | 95.7% |
| Q9c. YouTube   | 7.0%  | 93.0% |
| Q9d. Flickr    | 0.5%  | 99.5% |
| Q9e. Pinterest | 1.9%  | 98.1% |

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No."**

(N=1016)

|  | Yes   | No    | Don't Know |
|--|-------|-------|------------|
| Q10a. County is actively engaged in initiatives to protect environment   | 74.8% | 24.6% | 0.6%       |
| Q10b. County accepts & processes many types of recyclable materials  | 94.4% | 5.0%  | 0.6%       |
| Q10c. County assists veterans & their families who reside in Mecklenburg County with applying for federal, state & local VA benefits                                     | 36.5% | 63.1% | 0.4%       |
| Q10d. County has foster care & adoption services   | 76.3% | 22.6% | 1.1%       |
| Q10e. County has a program to assess & provide therapy to children with developmental delays from birth to age three   | 46.6% | 53.0% | 0.5%       |
| Q10f. County provides children with immunizations against vaccine-preventable diseases at no charge  | 69.4% | 30.0% | 0.6%       |
| Q10g. County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases                               | 50.1% | 49.4% | 0.5%       |
| Q10h. County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim | 72.6% | 27.0% | 0.4%       |
| Q10i. County provides detox & substance abuse services   | 65.7% | 34.0% | 0.3%       |
| Q10j. County provides outreach, assessment & referrals to persons experiencing homelessness in Mecklenburg County  | 66.6% | 32.6% | 0.8%       |
| Q10k. You should immediately call Adult Protective Services whenever you suspect that a disabled adult is experiencing abuse, neglect &/or exploitations                 | 67.7% | 32.0% | 0.3%       |
| Q10l. Senior Citizen Nutrition Program offers meal services Monday through Friday to residents age 60+ at multiple locations throughout County                           | 48.1% | 51.5% | 0.4%       |

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No."**

|  | Yes   | No    | Don't Know |
|--|-------|-------|------------|
| Q10m. Adults with disabilities & older adults who reside in Mecklenburg County can contact "Just 1 Call" to discuss availability of services                         | 23.2% | 76.6% | 0.2%       |
| Q10n. Mecklenburg County residents can apply for Food & Nutrition Services (Food Stamps) on County website   | 45.5% | 54.3% | 0.2%       |
| Q10o. County administers medical insurance, cash assistance, employment services, & food & nutrition services for citizens who meet certain eligibility requirements | 52.1% | 47.7% | 0.2%       |
| Q10p. County maintains a phone line that is available 24 hours a day, every day of year, to report child & adult abuse & neglect                                     | 57.7% | 42.1% | 0.2%       |
| Q10q. Heard of MeckCares, a partnership to help youth with severe emotional problems & their families  | 20.3% | 79.5% | 0.2%       |
| Q10r. Heard of MeckConnect, an initiative to get residents more involved in County government & engage citizens in governing process                                 | 20.9% | 78.8% | 0.3%       |
| Q10s. Heard of Charlotte-Mecklenburg 311 customer service phone number   | 83.4% | 16.1% | 0.5%       |
| Q10t. Heard of Open Mecklenburg, a County web page that increases transparency in local government   | 14.8% | 84.9% | 0.3%       |

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

(N=1016)

|  | Yes   | No    |
|--|-------|-------|
| Q10a. County is actively engaged in initiatives to protect environment   | 75.2% | 24.8% |
| Q10b. County accepts & processes many types of recyclable materials  | 95.0% | 5.0%  |
| Q10c. County assists veterans & their families who reside in Mecklenburg County with applying for federal, state & local VA benefits                                     | 36.7% | 63.3% |
| Q10d. County has foster care & adoption services   | 77.1% | 22.9% |
| Q10e. County has a program to assess & provide therapy to children with developmental delays from birth to age three   | 46.8% | 53.2% |
| Q10f. County provides children with immunizations against vaccine-preventable diseases at no charge  | 69.8% | 30.2% |
| Q10g. County has a program to test, diagnose & provide case management to persons with HIV, syphilis & other sexually transmitted diseases                               | 50.3% | 49.7% |
| Q10h. County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim | 72.9% | 27.1% |
| Q10i. County provides detox & substance abuse services   | 65.9% | 34.1% |
| Q10j. County provides outreach, assessment & referrals to persons experiencing homelessness in Mecklenburg County  | 67.2% | 32.8% |
| Q10k. You should immediately call Adult Protective Services whenever you suspect that a disabled adult is experiencing abuse, neglect &/or exploitations                 | 67.9% | 32.1% |
| Q10l. Senior Citizen Nutrition Program offers meal services Monday through Friday to residents age 60+ at multiple locations throughout County                           | 48.3% | 51.7% |

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

|  | Yes   | No    |
|--|-------|-------|
| Q10m. Adults with disabilities & older adults who reside in Mecklenburg County can contact "Just 1 Call" to discuss availability of services                         | 23.3% | 76.7% |
| Q10n. Mecklenburg County residents can apply for Food & Nutrition Services (Food Stamps) on County website   | 45.6% | 54.4% |
| Q10o. County administers medical insurance, cash assistance, employment services, & food & nutrition services for citizens who meet certain eligibility requirements | 52.2% | 47.8% |
| Q10p. County maintains a phone line that is available 24 hours a day, every day of year, to report child & adult abuse & neglect                                     | 57.8% | 42.2% |
| Q10q. Heard of MeckCares, a partnership to help youth with severe emotional problems & their families  | 20.3% | 79.7% |
| Q10r. Heard of MeckConnect, an initiative to get residents more involved in County government & engage citizens in governing process                                 | 20.9% | 79.1% |
| Q10s. Heard of Charlotte-Mecklenburg 311 customer service phone number   | 83.8% | 16.2% |
| Q10t. Heard of Open Mecklenburg, a County web page that increases transparency in local government   | 14.8% | 85.2% |

**Q11. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following facilities:**

(N=1016)

|  | Very familiar | Somewhat familiar | Not familiar | Don't know |
|--|---------------|-------------------|--------------|------------|
| Q11a. Mecklenburg County Aquatic Center                                      | 26.2%         | 47.6%             | 25.0%        | 1.2%       |
| Q11b. Ray's Splash Planet, an indoor water park & fitness center             | 23.9%         | 30.8%             | 43.8%        | 1.5%       |
| Q11c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center | 42.1%         | 39.3%             | 17.5%        | 1.1%       |

**Q11. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following facilities: (without "don't know")**

(N=1016)

|  | Very familiar | Somewhat familiar | Not familiar |
|--|---------------|-------------------|--------------|
| Q11a. Mecklenburg County Aquatic Center                                      | 26.5%         | 48.2%             | 25.3%        |
| Q11b. Ray's Splash Planet, an indoor water park & fitness center             | 24.3%         | 31.3%             | 44.5%        |
| Q11c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center | 42.6%         | 39.7%             | 17.7%        |

**Q12. The next few questions are about Mecklenburg Parks and Recreation facilities. Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County?**

Q12. Do you believe parks, greenways, nature preserves, & recreational facilities improve quality of life in Mecklenburg County

|            | Number | Percent |
|------------|--------|---------|
| Yes        | 923    | 90.8 %  |
| No         | 27     | 2.7 %   |
| Don't know | 66     | 6.5 %   |
| Total      | 1016   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**Q12. The next few questions are about Mecklenburg Parks and Recreation facilities. Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")**

Q12. Do you believe parks, greenways, nature preserves, & recreational facilities improve quality of life in Mecklenburg County

|       | Number | Percent |
|-------|--------|---------|
| Yes   | 923    | 97.2 %  |
| No    | 27     | 2.8 %   |
| Total | 950    | 100.0 % |

Missing Cases = 66

Response Percent = 93.5 %

**Q13. Within the past 12 months, how many times have you visited a Mecklenburg County Park & Recreation facility?**

Q13. How many times have you visited a Mecklenburg County Park & Recreation facility within past 12 months

|           | Number | Percent |
|-----------|--------|---------|
| 5 or less | 608    | 60.6 %  |
| 6 to 10   | 155    | 15.5 %  |
| 11 to 15  | 59     | 5.9 %   |
| 16 to 20  | 49     | 4.9 %   |
| 21 to 30  | 51     | 5.1 %   |
| 31 to 40  | 15     | 1.5 %   |
| 41 to 50  | 28     | 2.8 %   |
| 51+       | 38     | 3.8 %   |
| Total     | 1003   | 100.0 % |

Missing Cases = 13  
Response Percent = 98.7 %

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often.**

(N=1016)

|  | Excellent | Good  | Fair  | Poor | Don't know |
|--|-----------|-------|-------|------|------------|
| Q14a. Overall experience   | 32.4%     | 44.1% | 5.4%  | 0.8% | 17.3%      |
| Q14b. Overall cleanliness  | 29.5%     | 45.2% | 7.0%  | 1.5% | 16.8%      |
| Q14c. Overall safety   | 24.7%     | 44.7% | 10.3% | 1.7% | 18.6%      |
| Q14d. Condition of recreation facilities, including aquatic facilities | 21.8%     | 44.9% | 6.6%  | 1.1% | 25.7%      |
| Q14e. Appearance of grounds  | 27.2%     | 46.8% | 8.3%  | 1.2% | 16.6%      |

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

(N=1016)

|  | Excellent | Good  | Fair  | Poor |
|--|-----------|-------|-------|------|
| Q14a. Overall experience   | 39.2%     | 53.3% | 6.5%  | 1.0% |
| Q14b. Overall cleanliness  | 35.5%     | 54.3% | 8.4%  | 1.8% |
| Q14c. Overall safety   | 30.4%     | 54.9% | 12.7% | 2.1% |
| Q14d. Condition of recreation facilities, including aquatic facilities | 29.3%     | 60.4% | 8.9%  | 1.5% |
| Q14e. Appearance of grounds  | 32.6%     | 56.1% | 9.9%  | 1.4% |

**Q16. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Parks & Recreation Department during the past 12 months?**

Q16. Have you participated in any recreation programs offered by Mecklenburg County Parks & Recreation

| <u>Department during past 12 months</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes                                     | 165           | 16.2 %         |
| No                                      | 786           | 77.4 %         |
| Don't know                              | 65            | 6.4 %          |
| Total                                   | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q16. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Parks & Recreation Department during the past 12 months? (without "don't know")**

Q16. Have you participated in any recreation programs offered by Mecklenburg County Parks & Recreation

| <u>Department during past 12 months</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes                                     | 165           | 17.4 %         |
| No                                      | 786           | 82.6 %         |
| Total                                   | 951           | 100.0 %        |

Missing Cases = 65

Response Percent = 93.6 %

**Q16a. (If YES to Question 16) Please indicate if any of the following were reasons you or members of your household have not participated in County Park and Recreation Programs.**

(N=786)

|   | Yes, this is a reason | No, this is not a reason | Don't know |
|---|-----------------------|--------------------------|------------|
| Q16a-1. You are not aware of programs     | 39.8%                 | 38.5%                    | 21.6%      |
| Q16a-2. There are no convenient locations | 10.8%                 | 52.8%                    | 36.4%      |
| Q16a-3. There are no convenient times     | 12.2%                 | 48.7%                    | 39.1%      |
| Q16a-4. You have no interest in programs  | 27.0%                 | 43.6%                    | 29.4%      |

**Q16a. (If YES to Question 16) Please indicate if any of the following were reasons you or members of your household have not participated in County Park and Recreation Programs. (without "don't know")**

(N=786)

|   | Yes, this is a reason | No, this is not a reason |
|---|-----------------------|--------------------------|
| Q16a-1. You are not aware of programs     | 50.8%                 | 49.2%                    |
| Q16a-2. There are no convenient locations | 17.0%                 | 83.0%                    |
| Q16a-3. There are no convenient times     | 20.0%                 | 80.0%                    |
| Q16a-4. You have no interest in programs  | 38.2%                 | 61.8%                    |

**Q17. In the past 12 months, have you visited or used a Mecklenburg County Library in any way, other than just to vote?**

| Q17. Have you visited or used a Mecklenburg County Library in past 12 months | Number | Percent |
|--|--------|---------|
| Yes  | 584    | 57.5 %  |
| No   | 425    | 41.8 %  |
| Don't know   | 7      | 0.7 %   |
| Total  | 1016   | 100.0 % |

Missing Cases = 0  
Response Percent = 100.0 %

**Q17. In the past 12 months, have you visited or used a Mecklenburg County Library in any way, other than just to vote? (without "don't know")**

| Q17. Have you visited or used a Mecklenburg County Library in past 12 months | Number | Percent |
|--|--------|---------|
| Yes  | 584    | 57.9 %  |
| No   | 425    | 42.1 %  |
| Total  | 1009   | 100.0 % |

Missing Cases = 7  
Response Percent = 99.3 %

**Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often?**

| Q17a. Which Mecklenburg County Library have you visited most often in past 12 months | Number | Percent |
|--|--------|---------|
| Cornelius  | 18     | 3.1 %   |
| Davidson   | 14     | 2.4 %   |
| Hickory Grove  | 25     | 4.3 %   |
| ImaginOn (East 7th St Uptown)  | 22     | 3.8 %   |
| Independence Reg (Conference Dr & Monroe)  | 31     | 5.3 %   |
| Main Library (Uptown)  | 56     | 9.6 %   |
| Matthews   | 51     | 8.7 %   |
| Mint Hill  | 26     | 4.5 %   |
| Morrocroft   | 55     | 9.4 %   |
| Coulwood   | 14     | 2.4 %   |
| Myers Park   | 23     | 3.9 %   |
| North County Reg (Huntersville)  | 44     | 7.5 %   |
| Plaza Midwood  | 20     | 3.4 %   |
| Scaleybark   | 15     | 2.6 %   |
| South County Reg (Rea Road)  | 94     | 16.1 %  |
| Steele Creek   | 28     | 4.8 %   |
| Sugar Creek  | 8      | 1.4 %   |
| University City Reg (E WT Harris)  | 59     | 10.1 %  |
| West Boulevard   | 18     | 3.1 %   |
| Beatties Ford Road Regional  | 49     | 8.4 %   |
| Do not know library name   | 30     | 5.1 %   |
| None chosen  | 1      | 0.2 %   |
| Total  | 701    |         |

Number of Cases = 584

Number of Responses = 701

Average Number Of Responses Per Case = 1.2

Number Of Cases With At Least One Response = 584

Response Percent = 100.0 %

**Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")**

| Q17a. Which Mecklenburg County Library have you visited most often in past 12 months | Number | Percent |
|--|--------|---------|
| South County Reg (Rea Road)  | 94     | 16.1 %  |
| University City Reg (E WT Harris)  | 59     | 10.1 %  |
| Main Library (Uptown)  | 56     | 9.6 %   |
| Morrocroft   | 55     | 9.4 %   |
| Matthews   | 51     | 8.7 %   |
| Beatties Ford Road Regional  | 49     | 8.4 %   |
| North County Reg (Huntersville)  | 44     | 7.5 %   |
| Independence Reg (Conference Dr & Monroe)  | 31     | 5.3 %   |
| Do not know library name   | 30     | 5.1 %   |
| Steele Creek   | 28     | 4.8 %   |
| Mint Hill  | 26     | 4.5 %   |
| Hickory Grove  | 25     | 4.3 %   |
| Myers Park   | 23     | 3.9 %   |
| ImaginOn (East 7th St Uptown)  | 22     | 3.8 %   |
| Plaza Midwood  | 20     | 3.4 %   |
| Cornelius  | 18     | 3.1 %   |
| West Boulevard   | 18     | 3.1 %   |
| Scaleybark   | 15     | 2.6 %   |
| Coulwood   | 14     | 2.4 %   |
| Davidson   | 14     | 2.4 %   |
| Sugar Creek  | 8      | 1.4 %   |
| Total  | 700    |         |

Number of Cases = 583

Number of Responses = 700

Average Number Of Responses Per Case = 1.2

Number Of Cases With At Least One Response = 583

Response Percent = 100.0 %

**Q17a. If you do not know the library name, provide the area or street:**

| <u>Q17. Area or street</u>     | <u>Number</u> | <u>Percent</u> |
|--------------------------------|---------------|----------------|
| MOUNTAIN ISLAND                | 4             | 13.3 %         |
| REA RD & NC 51                 | 1             | 3.3 %          |
| COTSWOLD EAST MECK HS          | 1             | 3.3 %          |
| ROE RD                         | 1             | 3.3 %          |
| ALLEGHANY                      | 1             | 3.3 %          |
| FEMA CIRCLE                    | 1             | 3.3 %          |
| MT ISLAND                      | 1             | 3.3 %          |
| MORRISON                       | 1             | 3.3 %          |
| REA RD                         | 1             | 3.3 %          |
| ONLINE-BOOKS                   | 1             | 3.3 %          |
| E-BOOKS                        | 1             | 3.3 %          |
| MT. ISLAND                     | 1             | 3.3 %          |
| Shopping ctr, Fairview/Colony  | 1             | 3.3 %          |
| mote Island                    | 1             | 3.3 %          |
| Mountain Island Branch         | 1             | 3.3 %          |
| huntersville                   | 1             | 3.3 %          |
| Charlotte/ Meck Library        | 1             | 3.3 %          |
| Mountain Island                | 1             | 3.3 %          |
| not sure...near airport        | 1             | 3.3 %          |
| 4420 Hoyt Galvin Way Charlotte | 1             | 3.3 %          |
| downtown                       | 1             | 3.3 %          |
| valentine                      | 1             | 3.3 %          |
| north meck                     | 1             | 3.3 %          |
| Battys Ford Rd                 | 1             | 3.3 %          |
| on Styulart                    | 1             | 3.3 %          |
| the one downtown               | 1             | 3.3 %          |
| unvier                         | 1             | 3.3 %          |
| Total                          | 30            | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often.**

(N=584)

|  | Excellent | Good  | Fair | Poor | Don't know |
|--|-----------|-------|------|------|------------|
| Q17b-1. staff's responsiveness to your questions or concerns | 64.6%     | 29.1% | 2.7% | 0.9% | 2.7%       |
| Q17b-2. Convenience of library hours of service              | 38.2%     | 48.6% | 9.1% | 2.2% | 1.9%       |
| Q17b-3. Availability of computers for public use             | 38.7%     | 27.2% | 7.4% | 2.1% | 24.7%      |
| Q17b-4. Availability of books & other resources              | 50.5%     | 38.0% | 6.5% | 1.7% | 3.3%       |
| Q17b-5. Upkeep of library's buildings & grounds              | 61.5%     | 34.8% | 1.7% | 0.2% | 1.9%       |

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

(N=584)

|  | Excellent | Good  | Fair | Poor |
|--|-----------|-------|------|------|
| Q17b-1. staff's responsiveness to your questions or concerns | 66.4%     | 29.9% | 2.8% | 0.9% |
| Q17b-2. Convenience of library hours of service              | 38.9%     | 49.6% | 9.2% | 2.3% |
| Q17b-3. Availability of computers for public use             | 51.4%     | 36.1% | 9.8% | 2.7% |
| Q17b-4. Availability of books & other resources              | 52.2%     | 39.3% | 6.7% | 1.8% |
| Q17b-5. Upkeep of library's buildings & grounds              | 62.7%     | 35.4% | 1.7% | 0.2% |

**Q17c. (If YES to Question 17) In a typical month, approximately how many times would you say you have visited or used the library?**

| Q17c. How many times have you visited or used library<br>in a typical month | Number | Percent |
|---|--------|---------|
| Less than once a month  | 165    | 28.3 %  |
| Once a month  | 118    | 20.2 %  |
| Twice a month   | 135    | 23.1 %  |
| 3-4 times a month   | 86     | 14.7 %  |
| 5+ times a month  | 63     | 10.8 %  |
| Don't know  | 17     | 2.9 %   |
| Total   | 584    | 100.0 % |

Missing Cases = 0  
Response Percent = 100.0 %

**Q17c. (If YES to Question 17) In a typical month, approximately how many times would you say you have visited or used the library? (without "don't know")**

| Q17c. How many times have you visited or used library<br>in a typical month | Number | Percent |
|---|--------|---------|
| Less than once a month  | 165    | 29.1 %  |
| Once a month  | 118    | 20.8 %  |
| Twice a month   | 135    | 23.8 %  |
| 3-4 times a month   | 86     | 15.2 %  |
| 5+ times a month  | 63     | 11.1 %  |
| Total   | 567    | 100.0 % |

Missing Cases = 17  
Response Percent = 97.1 %

**Q18. Did you vote in the November 2013 local election?**

| <u>Q18. Did you vote in November 2013 local election</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Yes  | 750           | 73.8 %         |
| No   | 265           | 26.1 %         |
| Not provided   | 1             | 0.1 %          |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q18a. (If YES to Question 18) Mecklenburg County has an early voting process that allows residents to vote at designated sites weeks before the official election date. This past election, did you use an early voting site?**

| <u>Q18a. Did you use an early voting site</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes   | 354           | 47.2 %         |
| No  | 395           | 52.7 %         |
| Not provided                                  | 1             | 0.1 %          |
| Total   | 750           | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q18a-1. (If YES to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site.**

| <u>Q18a-1. Your overall experience at early voting site</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Excellent   | 195           | 55.1 %         |
| Good  | 126           | 35.6 %         |
| Fair  | 16            | 4.5 %          |
| Poor  | 9             | 2.5 %          |
| Don't Know  | 8             | 2.3 %          |
| Total   | 354           | 100.0 %        |

Missing Cases = 0  
 Response Percent = 100.0 %

**Q18a-1. (If YES to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")**

| <u>Q18a-1. Your overall experience at early voting site</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Excellent   | 195           | 56.4 %         |
| Good  | 126           | 36.4 %         |
| Fair  | 16            | 4.6 %          |
| Poor  | 9             | 2.6 %          |
| Total   | 346           | 100.0 %        |

Missing Cases = 8  
 Response Percent = 97.7 %

**Q18b. (If NO to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at your voting location.**

| <u>Q18b. Your overall experience at your voting location</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Excellent  | 217           | 54.9 %         |
| Good   | 136           | 34.4 %         |
| Fair   | 18            | 4.6 %          |
| Poor   | 6             | 1.5 %          |
| Don't know   | 18            | 4.6 %          |
| Total  | 395           | 100.0 %        |

Missing Cases = 0  
 Response Percent = 100.0 %

**Q18b. (If NO to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at your voting location. (without "don't know")**

| <u>Q18b. Your overall experience at your voting location</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Excellent  | 217           | 57.6 %         |
| Good   | 136           | 36.1 %         |
| Fair   | 18            | 4.8 %          |
| Poor   | 6             | 1.6 %          |
| Total  | 377           | 100.0 %        |

Missing Cases = 18  
 Response Percent = 95.4 %

**Q19. In the last 12 months, how often have you used the County's websites (www.MecklenburgCountyNC.gov or www.CharMeck.org) to access County services or information?**

| Q19. How often have you used County's websites to access County services or information in last 12 months | Number | Percent |
|---|--------|---------|
| Often   | 98     | 9.6 %   |
| Sometimes   | 275    | 27.1 %  |
| Rarely  | 269    | 26.5 %  |
| Never   | 348    | 34.3 %  |
| Don't know  | 26     | 2.6 %   |
| Total   | 1016   | 100.0 % |

Missing Cases = 0  
 Response Percent = 100.0 %

**Q19. In the last 12 months, how often have you used the County's websites (www.MecklenburgCountyNC.gov or www.CharMeck.org) to access County services or information? (without "don't know")**

| Q19. How often have you used County's websites to access County services or information in last 12 months | Number | Percent |
|---|--------|---------|
| Often   | 98     | 9.9 %   |
| Sometimes   | 275    | 27.8 %  |
| Rarely  | 269    | 27.2 %  |
| Never   | 348    | 35.2 %  |
| Total   | 990    | 100.0 % |

Missing Cases = 26  
 Response Percent = 97.4 %

**Q20. When visiting www.MecklenburgCountyNC.gov or www.CharMeck.org, how often are you able to find what you are looking for?**

Q20. How often are you able to find what you are looking for

|   | Number    | Percent      |
|---|-----------|--------------|
| Often   | 359       | 55.9 %       |
| Sometimes   | 211       | 32.9 %       |
| Rarely  | 48        | 7.5 %        |
| Never   | 5         | 0.8 %        |
| <u>Don't know, have not used County's website</u> | <u>19</u> | <u>3.0 %</u> |
| Total   | 642       | 100.0 %      |

Missing Cases = 0  
Response Percent = 100.0 %

**Q20. When visiting www.MecklenburgCountyNC.gov or www.CharMeck.org, how often are you able to find what you are looking for? (without "don't know")**

Q20. How often are you able to find what you are looking for

|           | Number | Percent |
|-----------|--------|---------|
| Often     | 359    | 57.6 %  |
| Sometimes | 211    | 33.9 %  |
| Rarely    | 48     | 7.7 %   |
| Never     | 5      | 0.8 %   |
| Total     | 623    | 100.0 % |

Missing Cases = 19  
Response Percent = 97.0 %

**Q21. Thinking about your most recent experience with the County's website, please rate your level of agreement that the website provides accurate information:**

| <u>Q21. County's website provides accurate information</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Strongly agree   | 149           | 23.2 %         |
| Agree  | 425           | 66.2 %         |
| Disagree   | 32            | 5.0 %          |
| Strongly disagree  | 4             | 0.6 %          |
| <u>Don't know</u>  | <u>32</u>     | <u>5.0 %</u>   |
| Total  | 642           | 100.0 %        |

Missing Cases = 0  
 Response Percent = 100.0 %

**Q21. Thinking about your most recent experience with the County's website, please rate your level of agreement that the website provides accurate information: (without "don't know")**

| <u>Q21. County's website provides accurate information</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Strongly agree   | 149           | 24.4 %         |
| Agree  | 425           | 69.7 %         |
| Disagree   | 32            | 5.2 %          |
| <u>Strongly disagree</u>                                   | <u>4</u>      | <u>0.7 %</u>   |
| Total  | 610           | 100.0 %        |

Missing Cases = 32  
 Response Percent = 95.0 %

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service.**

(N=1016)

|   | I have used this service | I have not used this service, but I am aware of it | I have not used this service, but I am not aware of it | Don't know |
|---|--------------------------|--|--|------------|
| Q22a. Look up real estate information   | 50.8%                    | 24.9%  | 22.3%  | 2.0%       |
| Q22b. Find a park, register for a recreation program, reserve a park facility or download Get Going Guide | 26.9%                    | 39.4%  | 31.8%  | 2.0%       |
| Q22c. Check to see if County home is located in a flood zone  | 13.3%                    | 33.3%  | 51.6%  | 1.9%       |
| Q22d. Search Mecklenburg County restaurant inspection ratings   | 9.6%                     | 32.3%  | 54.2%  | 3.9%       |
| Q22e. Look up Mecklenburg County voter information  | 24.3%                    | 36.4%  | 37.0%  | 2.3%       |
| Q22f. Check to see if someone has been arrested or has been jailed in Mecklenburg County                  | 28.7%                    | 35.2%  | 34.2%  | 2.0%       |
| Q22g. Pay your taxes  | 31.4%                    | 40.4%  | 26.3%  | 2.0%       |
| Q22h. Look up birth, marriage & death certificates recorded in Mecklenburg County                         | 12.7%                    | 47.0%  | 38.3%  | 2.0%       |
| Q22i. Look up local air quality forecasts & existing air quality conditions                               | 4.4%                     | 35.2%  | 58.5%  | 1.9%       |
| Q22j. Watch Board of County Commission meetings live or on demand   | 8.2%                     | 38.6%  | 51.5%  | 1.8%       |
| Q22k. Locate a government facility  | 25.0%                    | 39.1%  | 34.0%  | 2.0%       |
| Q22l. Look up what materials are recyclable & how & where I can recycle them                              | 27.4%                    | 37.1%  | 33.4%  | 2.1%       |
| Q22m. Apply for a job with Mecklenburg County   | 10.3%                    | 52.8%  | 34.9%  | 2.0%       |
| Q22n. Make a public records request   | 4.9%                     | 46.9%  | 45.8%  | 2.4%       |

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

(N=1016)

|   | I have used this service | I have not used this service, but I am aware of it | I have not used this service, but I am not aware of it |
|---|--------------------------|--|--|
| Q22a. Look up real estate information   | 51.8%                    | 25.4%  | 22.8%  |
| Q22b. Find a park, register for a recreation program, reserve a park facility or download Get Going Guide | 27.4%                    | 40.2%  | 32.4%  |
| Q22c. Check to see if County home is located in a flood zone  | 13.5%                    | 33.9%  | 52.6%  |
| Q22d. Search Mecklenburg County restaurant inspection ratings   | 9.9%                     | 33.6%  | 56.4%  |
| Q22e. Look up Mecklenburg County voter information  | 24.9%                    | 37.3%  | 37.9%  |
| Q22f. Check to see if someone has been arrested or has been jailed in Mecklenburg County                  | 29.2%                    | 35.9%  | 34.9%  |
| Q22g. Pay your taxes  | 32.0%                    | 41.2%  | 26.8%  |
| Q22h. Look up birth, marriage & death certificates recorded in Mecklenburg County                         | 13.0%                    | 48.0%  | 39.1%  |
| Q22i. Look up local air quality forecasts & existing air quality conditions                               | 4.5%                     | 35.8%  | 59.6%  |
| Q22j. Watch Board of County Commission meetings live or on demand   | 8.3%                     | 39.3%  | 52.4%  |
| Q22k. Locate a government facility  | 25.5%                    | 39.9%  | 34.6%  |
| Q22l. Look up what materials are recyclable & how & where I can recycle them                              | 28.0%                    | 37.9%  | 34.1%  |
| Q22m. Apply for a job with Mecklenburg County   | 10.5%                    | 53.8%  | 35.6%  |
| Q22n. Make a public records request   | 5.0%                     | 48.1%  | 46.9%  |

**Q23. Thinking about your experiences while living in the County, please indicate whether you "agree," "neither agree nor disagree" or "disagree" with the following statements about the diversity of Mecklenburg County.**

(N=1016)

|  | Agree | Neither agree nor disagree | Disagree | Don't know |
|--|-------|----------------------------|----------|------------|
| Q23a. Minority owned businesses are well represented in community  | 34.4% | 27.3%                      | 12.3%    | 26.0%      |
| Q23b. There is an array of diverse cultural activities in County   | 62.0% | 17.8%                      | 7.0%     | 13.2%      |
| Q23c. There is diverse ethnic & racial representation in community | 61.8% | 18.1%                      | 8.3%     | 11.8%      |

**Q23. Thinking about your experiences while living in the County, please indicate whether you "agree," "neither agree nor disagree" or "disagree" with the following statements about the diversity of Mecklenburg County. (without "don't know")**

(N=1016)

|  | Agree | Neither agree nor disagree | Disagree |
|--|-------|----------------------------|----------|
| Q23a. Minority owned businesses are well represented in community  | 46.5% | 36.8%                      | 16.6%    |
| Q23b. There is an array of diverse cultural activities in County   | 71.4% | 20.5%                      | 8.0%     |
| Q23c. There is diverse ethnic & racial representation in community | 70.1% | 20.5%                      | 9.4%     |

**Q24. Have you seen the County's Annual Performance Report?**

Q24. Have you seen County's Annual Performance

| <u>Report</u> | <u>Number</u> | <u>Percent</u> |
|---------------|---------------|----------------|
| Yes           | 74            | 7.3 %          |
| No            | 934           | 91.9 %         |
| Don't Know    | 8             | 0.8 %          |
| Total         | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q24. Have you seen the County's Annual Performance Report? (without "don't know")**

Q24. Have you seen County's Annual Performance

| <u>Report</u> | <u>Number</u> | <u>Percent</u> |
|---------------|---------------|----------------|
| Yes           | 74            | 7.3 %          |
| No            | 934           | 92.7 %         |
| Total         | 1008          | 100.0 %        |

Missing Cases = 8

Response Percent = 99.2 %

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

| <u>Q25. Top choice</u>                                 | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| City/County web site                                   | 255           | 25.1 %         |
| Other web sites/internet                               | 21            | 2.1 %          |
| County social media sites                              | 33            | 3.2 %          |
| Government television                                  | 27            | 2.7 %          |
| Subscription to email alerts                           | 87            | 8.6 %          |
| Local television news                                  | 219           | 21.6 %         |
| Charlotte Observer                                     | 138           | 13.6 %         |
| Charlotte Observer online                              | 18            | 1.8 %          |
| All other newspapers                                   | 9             | 0.9 %          |
| Radio  | 19            | 1.9 %          |
| Phone book   | 8             | 0.8 %          |
| Direct mail  | 94            | 9.3 %          |
| Word of mouth through friends, neighbors or co-workers | 18            | 1.8 %          |
| None, do not use any                                   | 13            | 1.3 %          |
| Other  | 4             | 0.4 %          |
| <u>Don't know</u>                                      | <u>53</u>     | <u>5.2 %</u>   |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

| <u>Q25. 2nd choice</u>                                 | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| City/County web site                                   | 105           | 10.3 %         |
| Other web sites/internet                               | 45            | 4.4 %          |
| County social media sites                              | 45            | 4.4 %          |
| Government television                                  | 30            | 3.0 %          |
| Subscription to email alerts                           | 84            | 8.3 %          |
| Local television news                                  | 182           | 17.9 %         |
| Charlotte Observer                                     | 170           | 16.7 %         |
| Charlotte Observer online                              | 46            | 4.5 %          |
| All other newspapers                                   | 15            | 1.5 %          |
| Radio  | 59            | 5.8 %          |
| Phone book   | 15            | 1.5 %          |
| Direct mail  | 74            | 7.3 %          |
| Word of mouth through friends, neighbors or co-workers | 17            | 1.7 %          |
| Other  | 7             | 0.7 %          |
| <u>Don't know</u>                                      | <u>122</u>    | <u>12.0 %</u>  |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

| <u>Q25. 3rd choice</u>                                 | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| City/County web site                                   | 106           | 10.4 %         |
| Other web sites/internet                               | 43            | 4.2 %          |
| County social media sites                              | 34            | 3.3 %          |
| Government television                                  | 26            | 2.6 %          |
| Subscription to email alerts                           | 46            | 4.5 %          |
| Local television news                                  | 135           | 13.3 %         |
| Charlotte Observer                                     | 74            | 7.3 %          |
| Charlotte Observer online                              | 57            | 5.6 %          |
| All other newspapers                                   | 16            | 1.6 %          |
| Radio  | 77            | 7.6 %          |
| Phone book   | 23            | 2.3 %          |
| Direct mail  | 112           | 11.0 %         |
| Word of mouth through friends, neighbors or co-workers | 41            | 4.0 %          |
| Other  | 2             | 0.2 %          |
| <u>Don't know</u>                                      | <u>224</u>    | <u>22.0 %</u>  |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results? (top 3)**

| <u>Q25. Top choice</u>                                 | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| City/County web site                                   | 466           | 45.9 %         |
| Other web sites/internet                               | 109           | 10.7 %         |
| County social media sites                              | 112           | 11.0 %         |
| Government television                                  | 83            | 8.2 %          |
| Subscription to email alerts                           | 217           | 21.4 %         |
| Local television news                                  | 536           | 52.8 %         |
| Charlotte Observer                                     | 382           | 37.6 %         |
| Charlotte Observer online                              | 121           | 11.9 %         |
| All other newspapers                                   | 40            | 3.9 %          |
| Radio  | 155           | 15.3 %         |
| Phone book   | 46            | 4.5 %          |
| Direct mail  | 280           | 27.6 %         |
| Word of mouth through friends, neighbors or co-workers | 76            | 7.5 %          |
| None, do not use any                                   | 13            | 1.3 %          |
| Other  | 13            | 1.3 %          |
| <u>Don't know</u>                                      | <u>107</u>    | <u>10.5 %</u>  |
| Total  | 2756          |                |

Number of Cases = 1016

Number of Responses = 2756

Average Number Of Responses Per Case = 2.7

Number Of Cases With At Least One Response = 1016

Response Percent = 100.0 %

**Q26. Listed below are several programs offered by Mecklenburg County. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following programs:**

(N=1016)

|  | Very familiar | Somewhat familiar | Not familiar | Don't know |
|--|---------------|-------------------|--------------|------------|
| Q26a. "Smoking & Choking" program that allows citizens to report vehicles with smoking tailpipes                     | 2.7%          | 8.0%              | 88.9%        | 0.5%       |
| Q26b. Swat-A-Litterbug program that empowers citizens to report drivers discarding litter & cigarettes from vehicles | 8.1%          | 18.8%             | 72.4%        | 0.7%       |

**Q26. Listed below are several programs offered by Mecklenburg County. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following programs: (without "don't know")**

(N=1016)

|  | Very familiar | Somewhat familiar | Not familiar |
|--|---------------|-------------------|--------------|
| Q26a. "Smoking & Choking" program that allows citizens to report vehicles with smoking tailpipes                     | 2.7%          | 8.0%              | 89.3%        |
| Q26b. Swat-A-Litterbug program that empowers citizens to report drivers discarding litter & cigarettes from vehicles | 8.1%          | 18.9%             | 72.9%        |

**Q27. What is your gender?**

| <u>Q27. Your gender</u> | <u>Number</u> | <u>Percent</u> |
|-------------------------|---------------|----------------|
| Male                    | 484           | 47.6 %         |
| Female                  | 532           | 52.4 %         |
| Total                   | 1016          | 100.0 %        |

Missing Cases = 0  
Response Percent = 100.0 %

**Q28. Which of the following best describes your race/ethnicity?**

| <u>Q28. Your race/ethnicity</u>      | <u>Number</u> | <u>Percent</u> |
|--------------------------------------|---------------|----------------|
| Hispanic or Latino origin or descent | 104           | 10.2 %         |
| White                                | 566           | 55.7 %         |
| African American                     | 305           | 30.0 %         |
| Asian or Pacific Islander            | 42            | 4.1 %          |
| American Indian or Native Alaskan    | 13            | 1.3 %          |
| Multi-racial                         | 9             | 0.9 %          |
| Other                                | 5             | 0.5 %          |
| Not provided                         | 3             | 0.3 %          |
| Total                                | 1047          |                |

Number of Cases = 1016  
Number of Responses = 1047  
Average Number Of Responses Per Case = 1.0  
Number Of Cases With At Least One Response = 1010  
Response Percent = 99.4 %

**Q28. Which of the following best describes your race/ethnicity? (without not provided)**

| <u>Q28. Your race/ethnicity</u>      | <u>Number</u> | <u>Percent</u> |
|--------------------------------------|---------------|----------------|
| Hispanic or Latino origin or descent | 104           | 10.2 %         |
| White                                | 566           | 55.7 %         |
| African American                     | 305           | 30.0 %         |
| Asian or Pacific Islander            | 42            | 4.1 %          |
| American Indian or Native Alaskan    | 13            | 1.3 %          |
| Multi-racial                         | 9             | 0.9 %          |
| Other                                | 5             | 0.5 %          |
| Total                                | 1044          |                |

Number of Cases = 1016  
Number of Responses = 1044  
Average Number Of Responses Per Case = 1.0  
Number Of Cases With At Least One Response = 1007  
Response Percent = 99.1 %

**Q29. Which of the following categories best represents your age?**

| <u>Q29. Your age</u> | <u>Number</u> | <u>Percent</u> |
|----------------------|---------------|----------------|
| 18 to 34             | 156           | 15.4 %         |
| 35 to 44             | 169           | 16.6 %         |
| 45 to 54             | 209           | 20.6 %         |
| 55 to 64             | 216           | 21.3 %         |
| 65 to 74             | 155           | 15.3 %         |
| 75 to 84             | 73            | 7.2 %          |
| 85+                  | 22            | 2.2 %          |
| Not provided         | 16            | 1.6 %          |
| Total                | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q29. Which of the following categories best represents your age? (without not provided)**

| <u>Q29. Your age</u> | <u>Number</u> | <u>Percent</u> |
|----------------------|---------------|----------------|
| 18 to 34             | 156           | 15.6 %         |
| 35 to 44             | 169           | 16.9 %         |
| 45 to 54             | 209           | 20.9 %         |
| 55 to 64             | 216           | 21.6 %         |
| 65 to 74             | 155           | 15.5 %         |
| 75 to 84             | 73            | 7.3 %          |
| 85+                  | 22            | 2.2 %          |
| Total                | 1000          | 100.0 %        |

Missing Cases = 16

Response Percent = 98.4 %

**Q30. Including yourself, how many adults age 18 or older live in your household?**

| <u>Q30. How many adults age 18+ live in your household</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| 1  | 253           | 24.9 %         |
| 2  | 525           | 51.7 %         |
| 3  | 165           | 16.2 %         |
| 4 or more  | 73            | 7.2 %          |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q31. How many children under the age of 18 live in your household?**

| <u>Q31. How many children under age of 18 live in your household</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| None   | 713           | 70.2 %         |
| 1  | 118           | 11.6 %         |
| 2  | 133           | 13.1 %         |
| 3 or more  | 52            | 5.1 %          |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Total household size**

| <u>household-size</u> | <u>Number</u> | <u>Percent</u> |
|-----------------------|---------------|----------------|
| 1                     | 209           | 20.6 %         |
| 2                     | 369           | 36.3 %         |
| 3                     | 175           | 17.2 %         |
| 4                     | 170           | 16.7 %         |
| 5+                    | 93            | 9.2 %          |
| Total                 | 1016          | 100.0 %        |

Missing Cases = 0  
Response Percent = 100.0 %

**Q32. Which of the following is the highest level of education you have completed?**

| <u>Q32. Highest level of education you have completed</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Less than high school graduate                            | 18            | 1.8 %          |
| High school diploma or equivalent                         | 101           | 9.9 %          |
| Special/technical training (not college)                  | 34            | 3.3 %          |
| Some college (did not graduate from a 4-year college)     | 223           | 21.9 %         |
| College graduate (from a 4-year college)                  | 324           | 31.9 %         |
| Post-graduate study (no advanced degree)                  | 62            | 6.1 %          |
| Post graduate advanced degree (Masters, MBA, PHD)         | 243           | 23.9 %         |
| Don 't know   | 11            | 1.1 %          |
| Total   | 1016          | 100.0 %        |

Missing Cases = 0  
Response Percent = 100.0 %

**Q32. Which of the following is the highest level of education you have completed? (without not provided)**

| <u>Q32. Highest level of education you have completed</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Less than high school graduate                            | 18            | 1.8 %          |
| High school diploma or equivalent                         | 101           | 10.0 %         |
| Special/technical training (not college)                  | 34            | 3.4 %          |
| Some college (did not graduate from a 4-year college)     | 223           | 22.2 %         |
| College graduate (from a 4-year college)                  | 324           | 32.2 %         |
| Post-graduate study (no advanced degree)                  | 62            | 6.2 %          |
| Post graduate advanced degree (Masters, MBA, PHD)         | 243           | 24.2 %         |
| Total   | 1005          | 100.0 %        |

Missing Cases = 11  
Response Percent = 98.9 %

**Q33. How many years have you lived in Mecklenburg County?**

| Q33. How many years have you lived in Mecklenburg County | Number | Percent |
|--|--------|---------|
| 5 years or less  | 547    | 53.8 %  |
| 6 to 10 years  | 315    | 31.0 %  |
| 11 to 15 years   | 24     | 2.4 %   |
| 16 to 20 years   | 28     | 2.8 %   |
| 21 to 30 years   | 33     | 3.2 %   |
| 31 years or more   | 69     | 6.8 %   |
| Total  | 1016   | 100.0 % |

Missing Cases = 0

Response Percent = 100.0 %

**Q34. What is your home Zip Code?**

| <u>Q34. Your home zip code</u> | <u>Number</u> | <u>Percent</u> |
|--------------------------------|---------------|----------------|
| 21216                          | 1             | 0.1 %          |
| 28031                          | 22            | 2.2 %          |
| 28036                          | 10            | 1.0 %          |
| 28078                          | 76            | 7.5 %          |
| 28105                          | 51            | 5.0 %          |
| 28130                          | 1             | 0.1 %          |
| 28134                          | 9             | 0.9 %          |
| 28202                          | 7             | 0.7 %          |
| 28203                          | 14            | 1.4 %          |
| 28204                          | 6             | 0.6 %          |
| 28205                          | 39            | 3.8 %          |
| 28206                          | 10            | 1.0 %          |
| 28207                          | 15            | 1.5 %          |
| 28208                          | 44            | 4.3 %          |
| 28209                          | 21            | 2.1 %          |
| 28210                          | 40            | 3.9 %          |
| 28211                          | 39            | 3.8 %          |
| 28212                          | 20            | 2.0 %          |
| 28213                          | 26            | 2.6 %          |
| 28214                          | 41            | 4.0 %          |
| 28215                          | 44            | 4.3 %          |
| 28216                          | 86            | 8.5 %          |
| 28217                          | 33            | 3.2 %          |
| 28226                          | 56            | 5.5 %          |
| 28227                          | 54            | 5.3 %          |
| 28262                          | 21            | 2.1 %          |
| 28269                          | 67            | 6.6 %          |
| 28270                          | 41            | 4.0 %          |
| 28273                          | 17            | 1.7 %          |
| 28277                          | 81            | 8.0 %          |
| 28278                          | 18            | 1.8 %          |
| <u>Not provided</u>            | <u>6</u>      | <u>0.6 %</u>   |
| Total                          | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q35. What is your total before tax household income?**

| <u>Q35. Your total before tax household income</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Less than \$15K                                    | 45            | 4.4 %          |
| \$15K-\$24,999                                     | 64            | 6.3 %          |
| \$25K-\$34,999                                     | 87            | 8.6 %          |
| \$35K-\$49,999                                     | 81            | 8.0 %          |
| \$50K-\$74,999                                     | 144           | 14.2 %         |
| \$75K-\$99,999                                     | 136           | 13.4 %         |
| \$100K-\$149,999                                   | 151           | 14.9 %         |
| \$150K+  | 163           | 16.0 %         |
| Not provided                                       | 145           | 14.3 %         |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0

Response Percent = 100.0 %

**Q35. What is your total before tax household income? (without not provided)**

| <u>Q35. Your total before tax household income</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Less than \$15K                                    | 45            | 5.2 %          |
| \$15K-\$24,999                                     | 64            | 7.3 %          |
| \$25K-\$34,999                                     | 87            | 10.0 %         |
| \$35K-\$49,999                                     | 81            | 9.3 %          |
| \$50K-\$74,999                                     | 144           | 16.5 %         |
| \$75K-\$99,999                                     | 136           | 15.6 %         |
| \$100K-\$149,999                                   | 151           | 17.3 %         |
| \$150K+  | 163           | 18.7 %         |
| Total  | 871           | 100.0 %        |

Missing Cases = 145

Response Percent = 85.7 %

**Q36. Are you an employee of Mecklenburg County?**

| <u>Q36. Are you an employee of Mecklenburg County</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes   | 39            | 3.8 %          |
| No  | 975           | 96.0 %         |
| Not provided  | 2             | 0.2 %          |
| Total   | 1016          | 100.0 %        |

Missing Cases = 0  
Response Percent = 100.0 %

**Q36. Are you an employee of Mecklenburg County? (without not provided)**

| <u>Q36. Are you an employee of Mecklenburg County</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes   | 39            | 3.8 %          |
| No  | 975           | 96.2 %         |
| Total   | 1014          | 100.0 %        |

Missing Cases = 2  
Response Percent = 99.8 %

**Q37. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served?**

| <u>Q37. Have you ever served in any branch of the military</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Yes  | 368           | 36.2 %         |
| No   | 638           | 62.8 %         |
| Not provided   | 10            | 1.0 %          |
| Total  | 1016          | 100.0 %        |

Missing Cases = 0  
Response Percent = 100.0 %

**Q37. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served? (without not provided)**

| <u>Q37. Have you ever served in any branch of the military</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Yes  | 368           | 36.6 %         |
| No   | 638           | 63.4 %         |
| Total  | 1006          | 100.0 %        |

Missing Cases = 10  
Response Percent = 99.0 %

**Survey**

**#**      **Comment (Question 15)**

- 1 Ribbon walk needs to have the trails marked better. Got lost in that park before due to poor markings.
- 4 MLK Park: disgraceful, disrespectful to Martin Luther King's legacy & name. MLK Blvd, dead end street; location is shameful.
- 16 Need more security.
- 20 Latta Plantation, Jetton park.
- 30 McDowell.
- 31 McAlpine Park & greenway; Davie Park dog park.
- 32 Bathroom at McAlpine greenway needs upgraded.
- 34 Aquatic Center.
- 36 Freedom Park & Park Road parks.
- 45 Jetton Park.
- 47 McDowell Preserve; Freedom Park.
- 49 Parks in the Mint Hill area.
- 53 I do not use City parks, only Mint Hill (where we live).
- 61 You never know who will be at parks & what they will do.
- 69 Park Road park.
- 74 Sugar Creek park.
- 90 Park Road park.
- 91 No dog parks, though! We need these.
- 93 McAlpine.
- 96 Sugar Creek.
- 102 Four-Mile Creek greenways.
- 110 Pineville.
- 116 Freedom Park; Sugar Creek greenway.
- 126 One off Roe Rd.
- 136 Freedom Park & Park Road parks.
- 139 McAlpine greenway.
- 145 Four-Mile.
- 154 All!
- 159 Revolution.
- 162 Jetton Park.
- 171 Coalwood Park.
- 177 Latta Plantation Nature Center.
- 180 McDowell Park.
- 216 McAlpine, Davies.
- 226 Freedom Park.
- 228 Fair.
- 230 Campbell Neighborhood park had trash & glass broken on the ground left by teenagers.
- 234 Freedom Park.

235 All.  
246 Mint Hill Park.  
249 Hornet Nest, Revolution, Southside.  
256 Freedom & Mallard Creek, my favorites.  
257 Some parts of greenway are very narrow and secluded by developing trees.  
258 Ramsey Creek, "West Side sites".  
264 Nevin Park; Sugar Creek Park.  
268 McDowell Park.  
274 Little Sugar Creek.  
281 Latta Plantation & Jetton Park.  
286 Latta Plantation & greenway.  
287 There have been car break-ins at Renaissance Park recently.  
291 Bike Park @ Camp Stewart & Rocky River Ch. Rd. unsafe!  
295 The goose poop is hard to maneuver around and unsightly.  
297 All.  
318 Where are they?  
320 Davies Park.  
324 Sugar Creek greenway.  
325 Greenway near Freedom Park and hospital.  
336 Freedom Park & West Trade greenway.  
338 McAlpine.  
339 Briar Creek greenway near Masonic Dr & Arnold Dr.  
367 Latta.  
377 Fair.  
384 McAlpine Park; tired of too much goose poop; kill them all.  
385 Colonel Beatty Park.  
386 The greenway off of Roe Road has too many bikers sometimes.  
388 Park Rd, Little Sugar Creek, McAlpine.  
391 Latta Plantation.  
424 All of them.  
429 Latta Plantation.  
433 Hornet's Nest tennis courts.  
434 Torrence, Sugar Creek greenway, HFAA, NMP, HAP, Ramsey Creek.  
436 Fair.  
438 Greenway.  
442 Rocky River.  
445 Always concerned about safety at parks & the greenways.  
456 Mallard Creek.  
457 North Mecklenburg Park soccer fields; Renaissance Park.  
459 Park Rd. Park.  
463 Tuckaseegee Neighborhood Park.  
464 Greenway by Central/Kings Ave.  
481 Mint Hill Park; Veterans Memorial.

- 513 Hwy 49.
- 515 Reedy Creek.
- 523 All not safe anywhere anymore.
- 542 McAlpine.
- 546 Colonel Francis Beatty Park.
- 552 McAlpine Creek greenway.
- 557 Hornet's Nest Park; need to do better job with duck poop.
- 558 McAlpine.
- 568 Nivens Park.
- 571 McAlpine.
- 572 Greenway in East Mecklenburg area.
- 573 Freedom Park.
- 574 McAlpine.
- 577 North Mecklenburg Park.
- 578 William R. Davie Regional Park.
- 583 Four-Mile Creek greenways.
- 585 Safe.
- 586 McAlpine.
- 593 Sugar Creek.
- 596 William R. Davie Regional Park.
- 600 Aquatic Center.
- 609 Hornet's Nest.
- 614 Mallard Creek walking trails.
- 617 Freedom Park; sometimes overflowing trash cans, safety concerns.
- 619 Revolution Rec park fitness center.
- 635 Little Rock Rd.
- 638 Freedom Park.  
I don't know the names, but there have been several people attacked and some  
639 caught selling drugs, cars vandalized, theft, etc.
- 648 Freedom Park.
- 660 Reedy Creek--Hummingbird Festival.
- 671 Greenways in general; parking is poor; bathrooms fair or none.  
Overall, the level of security patrols must be increased to keep the facilities safe  
674 and useable.
- 678 Park in our area has very little.
- 679 Oakhurst, Nomia Drenam.
- 691 North Mecklenburg greenway; Aquatic Center; Latta Plantation plus other parks.
- 701 McMullen Creek.
- 714 New one on old Highway 16.
- 716 Hornet's Nest; Mallard Creek greenway.
- 721 Latta Plantation.
- 723 Park Road park & Freedom Park.
- 724 Bailey, North Mecklenburg.

- 726 Sugar Creek.
- 728 Hwy 115 & McCord.
- 729 Most, and Howie Acres park.  
Sugar Creek playground should look a lot safer, and should cut trees by the play area.
- 735
- 750 I use greenways and parks mostly in Davidson & Cornelius.
- 756 Hornet's Nest & Jetton; crime is HIGH!
- 757 Latta Plantation; Reedy Creek.
- 763 Idlewild Road Park.
- 771 Howie Acre Park.
- 775 Nivens Park, Ray's Splash.
- 777 Reedy Creek Park.
- 784 Hornet's Nest Park, Reedy Creek.
- 787 McAlpine Park, Aquatic Center.
- 790 Greenway on Hwy 51.
- 791 Reedy Creek and the one off Monroe Rd.
- 794 McDowell Park.

**Section 4**  
***Gender, Military Service, Employment***

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## Gender, Military Service and Employment

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government: (without "don't know")**

| N=1016   | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q2a. There is value in services provided by Mecklenburg County to residents</u>                             |                         |        |   |       |  |       |              |
| Strongly agree   | 31.7%                   | 35.8%  | 37.1%   | 33.6% | 35.9%  | 32.6% | 33.8%        |
| Agree  | 58.2%                   | 52.8%  | 51.4%   | 55.7% | 51.6%  | 57.6% | 55.4%        |
| Disagree   | 7.3%                    | 8.3%   | 8.6%  | 7.7%  | 6.7%   | 8.4%  | 7.8%         |
| Strongly disagree  | 2.8%                    | 3.1%   | 2.9%  | 3.0%  | 5.8%   | 1.4%  | 3.0%         |
| <u>Q2b. Mecklenburg County spends my local tax dollars on services that help residents improve their lives</u> |                         |        |   |       |  |       |              |
| Strongly agree   | 15.3%                   | 16.0%  | 21.6%   | 15.4% | 16.0%  | 15.4% | 15.7%        |
| Agree  | 60.8%                   | 54.7%  | 45.9%   | 58.2% | 56.3%  | 58.6% | 57.7%        |
| Disagree   | 17.4%                   | 21.4%  | 21.6%   | 19.3% | 18.6%  | 19.8% | 19.5%        |
| Strongly disagree  | 6.5%                    | 7.9%   | 10.8%   | 7.1%  | 9.1%   | 6.3%  | 7.2%         |

## Gender, Military Service and Employment

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government: (without "don't know")**

N=1016

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |    | <u>Q37. Have you ever served in any branch of the military</u> |    | <u>Total</u> |
|--|-------------------------|--------|---|----|--|----|--------------|
|  | Male                    | Female | Yes   | No | Yes  | No |              |

Q2c. Mecklenburg County spends my local tax dollars on services that help residents improve their community

|                   |       |       |       |       |       |       |       |
|-------------------|-------|-------|-------|-------|-------|-------|-------|
| Strongly agree    | 13.2% | 17.2% | 25.7% | 14.7% | 13.6% | 16.2% | 15.3% |
| Agree             | 59.3% | 52.8% | 40.0% | 56.6% | 57.1% | 55.1% | 55.9% |
| Disagree          | 20.8% | 23.0% | 25.7% | 21.8% | 20.1% | 22.9% | 21.9% |
| Strongly disagree | 6.7%  | 7.1%  | 8.6%  | 6.8%  | 9.1%  | 5.8%  | 6.9%  |

Q2d. I am satisfied with opportunities for citizen participation in County policy development & decision-making

|                   |       |       |       |       |       |       |       |
|-------------------|-------|-------|-------|-------|-------|-------|-------|
| Strongly agree    | 11.1% | 13.8% | 18.8% | 12.2% | 12.3% | 12.3% | 12.4% |
| Agree             | 47.0% | 48.9% | 43.8% | 48.0% | 44.9% | 50.1% | 48.0% |
| Disagree          | 33.4% | 28.1% | 25.0% | 31.0% | 32.5% | 29.4% | 30.7% |
| Strongly disagree | 8.5%  | 9.3%  | 12.5% | 8.8%  | 10.3% | 8.2%  | 8.9%  |

## Gender, Military Service and Employment

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

| N=1016  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|---|------------------|--------|--|-------|---|-------|-------|
|   | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q3a. Mecklenburg County as a place to live</u> |                  |        |  |       |   |       |       |
| Excellent   | 34.2%            | 32.1%  | 39.5%  | 32.7% | 32.4%   | 33.1% | 33.1% |
| Good  | 45.9%            | 49.8%  | 47.4%  | 48.1% | 46.4%   | 49.1% | 48.0% |
| Fair  | 15.0%            | 15.8%  | 10.5%  | 15.6% | 15.7%   | 15.4% | 15.4% |
| Poor  | 4.8%             | 2.3%   | 2.6%   | 3.5%  | 5.5%  | 2.4%  | 3.5%  |
| <u>Q3b. Mecklenburg County as a place to work</u> |                  |        |  |       |   |       |       |
| Excellent   | 31.7%            | 28.8%  | 35.9%  | 29.8% | 29.1%   | 30.5% | 30.2% |
| Good  | 50.1%            | 50.7%  | 38.5%  | 51.0% | 50.6%   | 50.7% | 50.4% |
| Fair  | 14.7%            | 15.3%  | 17.9%  | 14.9% | 14.9%   | 15.0% | 15.0% |
| Poor  | 3.5%             | 5.2%   | 7.7%   | 4.2%  | 5.4%  | 3.8%  | 4.3%  |

**Gender, Military Service and Employment**

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

| N=1016  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|---|------------------|--------|--|-------|---|-------|-------|
|   | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q3c. Mecklenburg County as a place to recreate</u> |                  |        |  |       |   |       |       |
| Excellent   | 26.1%            | 28.7%  | 35.9%  | 27.1% | 26.0%   | 28.0% | 27.5% |
| Good  | 45.0%            | 50.2%  | 43.6%  | 48.0% | 50.6%   | 46.3% | 47.7% |
| Fair  | 22.1%            | 17.0%  | 10.3%  | 19.7% | 16.9%   | 20.8% | 19.4% |
| Poor  | 6.9%             | 4.1%   | 10.3%  | 5.2%  | 6.5%  | 4.9%  | 5.4%  |

**Gender, Military Service and Employment**

**Q4. In the past 12 months, have you had any interactions with the Mecklenburg County Assessor's Office? (without don't know)**

N=1016

|   | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q4. Had any interactions with Mecklenburg County Assessor's Office in past 12 months</u> |                         |        |   |       |  |       |              |
| Yes   | 18.0%                   | 12.5%  | 12.8%   | 15.1% | 16.0%  | 14.5% | 15.1%        |
| No  | 82.0%                   | 87.5%  | 87.2%   | 84.9% | 84.0%  | 85.5% | 84.9%        |

## Gender, Military Service and Employment

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

| N=153  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------|--------|--|-------|---|-------|-------|
|  | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q4a-1. Staff was courteous</u>                |                  |        |  |       |   |       |       |
| Strongly agree                                   | 22.9%            | 37.7%  | 20.0%  | 29.0% | 29.3%   | 27.4% | 29.2% |
| Agree  | 60.2%            | 50.8%  | 80.0%  | 55.8% | 53.4%   | 59.5% | 56.3% |
| Disagree   | 10.8%            | 3.3%   | 0.0%   | 8.0%  | 5.2%  | 9.5%  | 7.6%  |
| Strongly disagree                                | 6.0%             | 8.2%   | 0.0%   | 7.2%  | 12.1%   | 3.6%  | 6.9%  |
| <u>Q4a-2. Staff served me in a timely matter</u> |                  |        |  |       |   |       |       |
| Strongly agree                                   | 18.5%            | 34.4%  | 20.0%  | 25.0% | 25.0%   | 23.8% | 25.4% |
| Agree  | 55.6%            | 47.5%  | 60.0%  | 52.2% | 55.4%   | 51.2% | 52.1% |
| Disagree   | 21.0%            | 11.5%  | 20.0%  | 16.9% | 10.7%   | 21.4% | 16.9% |
| Strongly disagree                                | 4.9%             | 6.6%   | 0.0%   | 5.9%  | 8.9%  | 3.6%  | 5.6%  |

## Gender, Military Service and Employment

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

| N=153   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|---|------------------|--------|--|-------|---|-------|-------|
|   | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q4a-3. Information I was provided was easy to understand</u> |                  |        |  |       |   |       |       |
| Strongly agree  | 20.2%            | 37.5%  | 40.0%  | 26.8% | 27.6%   | 27.3% | 27.7% |
| Agree   | 52.4%            | 48.4%  | 40.0%  | 51.4% | 53.4%   | 48.9% | 50.7% |
| Disagree  | 17.9%            | 14.1%  | 20.0%  | 16.2% | 15.5%   | 17.0% | 16.2% |
| Strongly disagree   | 9.5%             | 0.0%   | 0.0%   | 5.6%  | 3.4%  | 6.8%  | 5.4%  |
| <u>Q4a-4. Assessor's Office provided quality service</u>        |                  |        |  |       |   |       |       |
| Strongly agree  | 17.3%            | 43.1%  | 40.0%  | 27.1% | 29.1%   | 25.6% | 28.1% |
| Agree   | 45.7%            | 43.1%  | 40.0%  | 45.1% | 43.6%   | 46.3% | 44.6% |
| Disagree  | 27.2%            | 6.9%   | 0.0%   | 19.5% | 14.5%   | 22.0% | 18.7% |
| Strongly disagree   | 9.9%             | 6.9%   | 20.0%  | 8.3%  | 12.7%   | 6.1%  | 8.6%  |

**Gender, Military Service and Employment**

**Q5. Are you aware that Mecklenburg County is conducting a review of all real estate and residential parcel values from the 2011 Revaluation? (without "don't know")**

N=1016

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q5. Are you aware that Mecklenburg County is conducting a review of all real estate &amp; residential parcel values from 2011 Revaluation</u> |                         |        |   |       |  |       |              |
| Yes  | 75.2%                   | 66.2%  | 57.9%   | 71.1% | 73.0%  | 69.2% | 70.5%        |
| No   | 24.8%                   | 33.8%  | 42.1%   | 28.9% | 27.0%  | 30.8% | 29.5%        |

## Gender, Military Service and Employment

**Q6. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements: (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q6a. Mecklenburg County evaluates your property fairly</u>       |                         |        |   |       |  |       |              |
| Strongly agree  | 4.5%                    | 7.0%   | 25.8%   | 5.0%  | 4.3%   | 6.3%  | 5.8%         |
| Agree   | 38.9%                   | 46.1%  | 41.9%   | 42.7% | 42.8%  | 42.5% | 42.6%        |
| Disagree  | 36.2%                   | 30.9%  | 22.6%   | 33.8% | 32.8%  | 34.1% | 33.5%        |
| Strongly disagree   | 20.4%                   | 16.0%  | 9.7%  | 18.5% | 20.1%  | 17.1% | 18.1%        |
| <u>Q6b. County Assessor's Office fairly evaluates your property</u> |                         |        |   |       |  |       |              |
| Strongly agree  | 4.8%                    | 6.8%   | 20.7%   | 5.2%  | 5.0%   | 5.9%  | 5.8%         |
| Agree   | 36.3%                   | 46.2%  | 37.9%   | 41.6% | 41.4%  | 41.4% | 41.3%        |
| Disagree  | 38.4%                   | 30.1%  | 31.0%   | 34.3% | 32.7%  | 35.2% | 34.2%        |
| Strongly disagree   | 20.5%                   | 16.9%  | 10.3%   | 18.9% | 20.9%  | 17.5% | 18.7%        |

**Gender, Military Service and Employment**

**Q7. Would you say Mecklenburg County does an "excellent," "good," "fair," or "poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")**

N=1016

|   | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q7. Communicating information about County issues, services, &amp; performance to public</u> |                         |        |   |       |  |       |              |
| Excellent   | 5.2%                    | 7.2%   | 8.1%  | 6.1%  | 6.3%   | 6.1%  | 6.2%         |
| Good  | 35.9%                   | 42.3%  | 43.2%   | 39.1% | 37.4%  | 40.3% | 39.2%        |
| Fair  | 39.3%                   | 36.0%  | 32.4%   | 37.7% | 37.7%  | 37.8% | 37.6%        |
| Poor  | 19.7%                   | 14.5%  | 16.2%   | 17.1% | 18.6%  | 15.9% | 17.0%        |

## Gender, Military Service and Employment

### Q8. Did you know that Mecklenburg County uses social media to promote awareness of County programs and services?

N=1016

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q8. Mecklenburg County uses social media to promote awareness of County programs &amp; services</u> |                         |        |   |       |  |       |              |
| Yes, I am aware  | 37.0%                   | 37.6%  | 43.6%   | 37.1% | 41.8%  | 34.8% | 37.3%        |
| No, I am not aware   | 63.0%                   | 62.4%  | 56.4%   | 62.9% | 58.2%  | 65.2% | 62.7%        |

## Gender, Military Service and Employment

### **Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information. (without "don't know")**

| N=1016               | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|----------------------|-------------------------|--------|---|-------|--|-------|--------------|
|                      | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q9a. Facebook</u> |                         |        |   |       |  |       |              |
| Yes                  | 11.4%                   | 14.7%  | 27.0%   | 12.6% | 13.7%  | 12.9% | 13.1%        |
| No                   | 88.6%                   | 85.3%  | 73.0%   | 87.4% | 86.3%  | 87.1% | 86.9%        |
| <u>Q9b. Twitter</u>  |                         |        |   |       |  |       |              |
| Yes                  | 4.7%                    | 4.1%   | 5.7%  | 4.3%  | 4.1%   | 4.5%  | 4.3%         |
| No                   | 95.3%                   | 95.9%  | 94.3%   | 95.7% | 95.9%  | 95.5% | 95.7%        |
| <u>Q9c. YouTube</u>  |                         |        |   |       |  |       |              |
| Yes                  | 6.9%                    | 7.0%   | 11.4%   | 6.8%  | 7.3%   | 6.9%  | 7.0%         |
| No                   | 93.1%                   | 93.0%  | 88.6%   | 93.2% | 92.7%  | 93.1% | 93.0%        |
| <u>Q9d. Flickr</u>   |                         |        |   |       |  |       |              |
| Yes                  | 0.2%                    | 0.8%   | 2.9%  | 0.5%  | 0.6%   | 0.5%  | 0.5%         |
| No                   | 99.8%                   | 99.2%  | 97.1%   | 99.5% | 99.4%  | 99.5% | 99.5%        |

**Gender, Military Service and Employment**

**Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information. (without "don't know")**

N=1016

|                       | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|-----------------------|-------------------------|--------|---|-------|--|-------|--------------|
|                       | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q9e. Pinterest</u> |                         |        |   |       |  |       |              |
| Yes                   | 1.4%                    | 2.3%   | 5.7%  | 1.7%  | 2.4%   | 1.6%  | 1.9%         |
| No                    | 98.6%                   | 97.7%  | 94.3%   | 98.3% | 97.6%  | 98.4% | 98.1%        |

## Gender, Military Service and Employment

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q10a. County is actively engaged in initiatives to protect environment</u>   |                         |        |   |       |  |       |              |
| Yes   | 78.8%                   | 72.0%  | 76.9%   | 75.3% | 77.9%  | 74.1% | 75.2%        |
| No  | 21.2%                   | 28.0%  | 23.1%   | 24.7% | 22.1%  | 25.9% | 24.8%        |
| <u>Q10b. County accepts &amp; processes many types of recyclable materials</u>  |                         |        |   |       |  |       |              |
| Yes   | 95.0%                   | 94.9%  | 92.3%   | 95.0% | 94.2%  | 95.6% | 95.0%        |
| No  | 5.0%                    | 5.1%   | 7.7%  | 5.0%  | 5.8%   | 4.4%  | 5.0%         |
| <u>Q10c. County assists veterans &amp; their families who reside in Mecklenburg County with applying for federal, state &amp; local VA benefits</u> |                         |        |   |       |  |       |              |
| Yes   | 34.0%                   | 39.1%  | 46.2%   | 36.3% | 38.4%  | 35.4% | 36.7%        |
| No  | 66.0%                   | 60.9%  | 53.8%   | 63.7% | 61.6%  | 64.6% | 63.3%        |
| <u>Q10d. County has foster care &amp; adoption services</u>   |                         |        |   |       |  |       |              |
| Yes   | 68.6%                   | 84.8%  | 74.4%   | 77.2% | 78.5%  | 76.3% | 77.1%        |
| No  | 31.4%                   | 15.2%  | 25.6%   | 22.8% | 21.5%  | 23.7% | 22.9%        |

## Gender, Military Service and Employment

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q10e. County has a program to assess &amp; provide therapy to children with developmental delays from birth to age three</u>   |                         |        |   |       |  |       |              |
| Yes   | 37.8%                   | 54.9%  | 64.1%   | 46.0% | 45.5%  | 46.9% | 46.8%        |
| No  | 62.2%                   | 45.1%  | 35.9%   | 54.0% | 54.5%  | 53.1% | 53.2%        |
| <u>Q10f. County provides children with immunizations against vaccine-preventable diseases at no charge</u>  |                         |        |   |       |  |       |              |
| Yes   | 62.6%                   | 76.4%  | 76.9%   | 69.5% | 70.8%  | 68.9% | 69.8%        |
| No  | 37.4%                   | 23.6%  | 23.1%   | 30.5% | 29.2%  | 31.1% | 30.2%        |
| <u>Q10g. County has a program to test, diagnose &amp; provide case management to persons with HIV, syphilis &amp; other sexually transmitted diseases</u>                           |                         |        |   |       |  |       |              |
| Yes   | 45.0%                   | 55.2%  | 59.0%   | 49.9% | 51.1%  | 49.8% | 50.3%        |
| No  | 55.0%                   | 44.8%  | 41.0%   | 50.1% | 48.9%  | 50.2% | 49.7%        |
| <u>Q10h. County has a domestic violence/crisis program that offers individual &amp; group counseling for victims, as well as educational programs for those supporting a victim</u> |                         |        |   |       |  |       |              |
| Yes   | 67.8%                   | 77.5%  | 79.5%   | 72.7% | 73.3%  | 72.6% | 72.9%        |
| No  | 32.2%                   | 22.5%  | 20.5%   | 27.3% | 26.7%  | 27.4% | 27.1%        |

## Gender, Military Service and Employment

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q10i. County provides detox &amp; substance abuse services</u>   |                         |        |   |       |  |       |              |
| Yes   | 61.4%                   | 70.1%  | 71.8%   | 65.6% | 70.0%  | 63.5% | 65.9%        |
| No  | 38.6%                   | 29.9%  | 28.2%   | 34.4% | 30.0%  | 36.5% | 34.1%        |
| <u>Q10j. County provides outreach, assessment &amp; referrals to persons experiencing homelessness in Mecklenburg County</u>  |                         |        |   |       |  |       |              |
| Yes   | 65.1%                   | 69.0%  | 71.8%   | 67.1% | 67.5%  | 67.2% | 67.2%        |
| No  | 34.9%                   | 31.0%  | 28.2%   | 32.9% | 32.5%  | 32.8% | 32.8%        |
| <u>Q10k. You should immediately call Adult Protective Services whenever you suspect that a disabled adult is experiencing abuse, neglect &amp;/or exploitations</u> |                         |        |   |       |  |       |              |
| Yes   | 62.0%                   | 73.3%  | 69.2%   | 67.8% | 68.7%  | 67.5% | 67.9%        |
| No  | 38.0%                   | 26.7%  | 30.8%   | 32.2% | 31.3%  | 32.5% | 32.1%        |
| <u>Q10l. Senior Citizen Nutrition Program offers meal services Monday through Friday to residents age 60+ at multiple locations throughout County</u>               |                         |        |   |       |  |       |              |
| Yes   | 42.7%                   | 53.4%  | 48.7%   | 48.2% | 55.0%  | 44.6% | 48.3%        |
| No  | 57.3%                   | 46.6%  | 51.3%   | 51.8% | 45.0%  | 55.4% | 51.7%        |

## Gender, Military Service and Employment

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q10m. Adults with disabilities &amp; older adults who reside in Mecklenburg County can contact "Just 1 Call" to discuss availability of services</u>                             |                         |        |   |       |  |       |              |
| Yes   | 20.7%                   | 25.6%  | 30.8%   | 22.9% | 23.9%  | 22.8% | 23.3%        |
| No  | 79.3%                   | 74.4%  | 69.2%   | 77.1% | 76.1%  | 77.2% | 76.7%        |
| <u>Q10n. Mecklenburg County residents can apply for Food &amp; Nutrition Services (Food Stamps) on County website</u>   |                         |        |   |       |  |       |              |
| Yes   | 41.2%                   | 49.5%  | 59.0%   | 44.9% | 46.2%  | 44.7% | 45.6%        |
| No  | 58.8%                   | 50.5%  | 41.0%   | 55.1% | 53.8%  | 55.3% | 54.4%        |
| <u>Q10o. County administers medical insurance, cash assistance, employment services, &amp; food &amp; nutrition services for citizens who meet certain eligibility requirements</u> |                         |        |   |       |  |       |              |
| Yes   | 46.0%                   | 57.8%  | 64.1%   | 51.7% | 52.7%  | 52.0% | 52.2%        |
| No  | 54.0%                   | 42.2%  | 35.9%   | 48.3% | 47.3%  | 48.0% | 47.8%        |
| <u>Q10p. County maintains a phone line that is available 24 hours a day, every day of year, to report child &amp; adult abuse &amp; neglect</u>                                     |                         |        |   |       |  |       |              |
| Yes   | 52.0%                   | 63.1%  | 61.5%   | 57.6% | 58.2%  | 57.2% | 57.8%        |
| No  | 48.0%                   | 36.9%  | 38.5%   | 42.4% | 41.8%  | 42.8% | 42.2%        |

## Gender, Military Service and Employment

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q10q. Heard of MeckCares, a partnership to help youth with severe emotional problems &amp; their families</u>                                |                         |        |   |       |  |       |              |
| Yes   | 18.4%                   | 22.0%  | 33.3%   | 19.8% | 21.5%  | 19.8% | 20.3%        |
| No  | 81.6%                   | 78.0%  | 66.7%   | 80.2% | 78.5%  | 80.2% | 79.7%        |
| <u>Q10r. Heard of MeckConnect, an initiative to get residents more involved in County government &amp; engage citizens in governing process</u> |                         |        |   |       |  |       |              |
| Yes   | 21.3%                   | 20.6%  | 15.4%   | 21.2% | 22.6%  | 20.2% | 20.9%        |
| No  | 78.7%                   | 79.4%  | 84.6%   | 78.8% | 77.4%  | 79.8% | 79.1%        |
| <u>Q10s. Heard of Charlotte-Mecklenburg 311 customer service phone number</u>   |                         |        |   |       |  |       |              |
| Yes   | 80.3%                   | 87.0%  | 84.6%   | 83.7% | 85.2%  | 83.0% | 83.8%        |
| No  | 19.7%                   | 13.0%  | 15.4%   | 16.3% | 14.8%  | 17.0% | 16.2%        |
| <u>Q10t. Heard of Open Mecklenburg, a County web page that increases transparency in local government</u>                                       |                         |        |   |       |  |       |              |
| Yes   | 16.4%                   | 13.4%  | 17.9%   | 14.7% | 15.0%  | 14.5% | 14.8%        |
| No  | 83.6%                   | 86.6%  | 82.1%   | 85.3% | 85.0%  | 85.5% | 85.2%        |

## Gender, Military Service and Employment

**Q11. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following facilities: (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q11a. Mecklenburg County Aquatic Center</u>                                      |                         |        |   |       |  |       |              |
| Very familiar   | 25.5%                   | 27.4%  | 38.5%   | 26.0% | 22.8%  | 28.3% | 26.5%        |
| Somewhat familiar   | 51.4%                   | 45.3%  | 43.6%   | 48.5% | 51.9%  | 46.3% | 48.2%        |
| Not familiar  | 23.2%                   | 27.2%  | 17.9%   | 25.5% | 25.3%  | 25.4% | 25.3%        |
| <u>Q11b. Ray's Splash Planet, an indoor water park &amp; fitness center</u>         |                         |        |   |       |  |       |              |
| Very familiar   | 19.1%                   | 29.0%  | 36.8%   | 23.8% | 17.4%  | 28.3% | 24.3%        |
| Somewhat familiar   | 30.8%                   | 31.7%  | 26.3%   | 31.5% | 32.3%  | 30.8% | 31.3%        |
| Not familiar  | 50.1%                   | 39.3%  | 36.8%   | 44.6% | 50.3%  | 40.9% | 44.5%        |
| <u>Q11c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center</u> |                         |        |   |       |  |       |              |
| Very familiar   | 41.3%                   | 43.7%  | 53.8%   | 42.0% | 40.1%  | 43.9% | 42.6%        |
| Somewhat familiar   | 40.5%                   | 39.0%  | 23.1%   | 40.5% | 42.3%  | 38.4% | 39.7%        |
| Not familiar  | 18.2%                   | 17.3%  | 23.1%   | 17.5% | 17.6%  | 17.7% | 17.7%        |

**Gender, Military Service and Employment**

**Q12. The next few questions are about Mecklenburg Parks and Recreation facilities. Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")**

| N=1016   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------|--------|--|-------|---|-------|-------|
|  | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q12. Do you believe parks, greenways, nature preserves, &amp; recreational facilities improve quality of life in Mecklenburg County</u> |                  |        |  |       |   |       |       |
| Yes  | 97.4%            | 97.0%  | 97.2%  | 97.1% | 97.7%   | 97.1% | 97.2% |
| No   | 2.6%             | 3.0%   | 2.8%   | 2.9%  | 2.3%  | 2.9%  | 2.8%  |

**Gender, Military Service and Employment**

**Q13. Within the past 12 months, how many times have you visited a Mecklenburg County Park & Recreation facility?**

N=1016

|   | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q13. How many times have you visited a Mecklenburg County Park &amp; Recreation facility within past 12 months</u> |                         |        |   |       |  |       |              |
| 5 or less   | 56.6%                   | 64.3%  | 43.6%   | 61.3% | 62.5%  | 59.4% | 60.6%        |
| 6 to 10   | 16.6%                   | 14.4%  | 30.8%   | 14.9% | 15.9%  | 15.4% | 15.5%        |
| 11 to 15  | 6.1%                    | 5.7%   | 2.6%  | 6.0%  | 5.2%   | 6.4%  | 5.9%         |
| 16 to 20  | 5.9%                    | 4.0%   | 7.7%  | 4.8%  | 3.8%   | 5.4%  | 4.9%         |
| 21 to 30  | 6.3%                    | 4.0%   | 10.3%   | 4.8%  | 4.7%   | 5.4%  | 5.1%         |
| 31 to 40  | 1.5%                    | 1.5%   | 2.6%  | 1.5%  | 1.6%   | 1.3%  | 1.5%         |
| 41 to 50  | 3.4%                    | 2.3%   | 2.6%  | 2.8%  | 2.5%   | 3.0%  | 2.8%         |
| 51+   | 3.8%                    | 3.8%   | 0.0%  | 4.0%  | 3.8%   | 3.7%  | 3.8%         |

## Gender, Military Service and Employment

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016                           | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|----------------------------------|-------------------------|--------|---|-------|--|-------|--------------|
|                                  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q14a. Overall experience</u>  |                         |        |   |       |  |       |              |
| Excellent                        | 37.4%                   | 40.8%  | 47.1%   | 38.8% | 39.9%  | 39.1% | 39.2%        |
| Good                             | 53.6%                   | 53.1%  | 44.1%   | 53.7% | 51.2%  | 54.4% | 53.3%        |
| Fair                             | 8.5%                    | 4.8%   | 8.8%  | 6.5%  | 7.9%   | 5.7%  | 6.5%         |
| Poor                             | 0.5%                    | 1.4%   | 0.0%  | 1.0%  | 1.0%   | 0.7%  | 1.0%         |
| <u>Q14b. Overall cleanliness</u> |                         |        |   |       |  |       |              |
| Excellent                        | 34.3%                   | 36.6%  | 50.0%   | 34.9% | 35.4%  | 35.6% | 35.5%        |
| Good                             | 53.1%                   | 55.5%  | 35.3%   | 55.1% | 54.2%  | 54.4% | 54.3%        |
| Fair                             | 11.6%                   | 5.5%   | 11.8%   | 8.3%  | 8.8%   | 8.2%  | 8.4%         |
| Poor                             | 1.0%                    | 2.5%   | 2.9%  | 1.7%  | 1.7%   | 1.9%  | 1.8%         |

## Gender, Military Service and Employment

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q14c. Overall safety</u>   |                         |        |   |       |  |       |              |
| Excellent   | 29.9%                   | 30.8%  | 23.5%   | 30.7% | 32.5%  | 29.7% | 30.4%        |
| Good  | 53.4%                   | 56.3%  | 64.7%   | 54.4% | 50.0%  | 57.5% | 54.9%        |
| Fair  | 14.2%                   | 11.3%  | 5.9%  | 13.0% | 13.6%  | 11.7% | 12.7%        |
| Poor  | 2.5%                    | 1.6%   | 5.9%  | 1.9%  | 3.8%   | 1.1%  | 2.1%         |
| <u>Q14d. Condition of recreation facilities, including aquatic facilities</u> |                         |        |   |       |  |       |              |
| Excellent   | 26.4%                   | 31.9%  | 28.1%   | 29.4% | 30.8%  | 29.0% | 29.3%        |
| Good  | 59.7%                   | 61.0%  | 56.3%   | 60.7% | 57.3%  | 61.6% | 60.4%        |
| Fair  | 12.2%                   | 5.8%   | 15.6%   | 8.4%  | 10.0%  | 8.2%  | 8.9%         |
| Poor  | 1.7%                    | 1.3%   | 0.0%  | 1.5%  | 1.9%   | 1.2%  | 1.5%         |

**Gender, Military Service and Employment**

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016                             | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|------------------------------------|-------------------------|--------|---|-------|--|-------|--------------|
|                                    | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q14e. Appearance of grounds</u> |                         |        |   |       |  |       |              |
| Excellent                          | 28.3%                   | 36.5%  | 42.4%   | 32.1% | 32.2%  | 33.1% | 32.6%        |
| Good                               | 56.7%                   | 55.6%  | 48.5%   | 56.4% | 54.6%  | 56.7% | 56.1%        |
| Fair                               | 13.5%                   | 6.6%   | 9.1%  | 10.0% | 11.2%  | 9.0%  | 9.9%         |
| Poor                               | 1.5%                    | 1.4%   | 0.0%  | 1.5%  | 2.0%   | 1.1%  | 1.4%         |

**Gender, Military Service and Employment**

**Q16. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Parks & Recreation Department during the past 12 months? (without "don't know")**

N=1016

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q16. Have you participated in any recreation programs offered by Mecklenburg County Parks &amp; Recreation Department during past 12 months</u> |                         |        |   |       |  |       |              |
| Yes  | 15.4%                   | 19.1%  | 23.7%   | 17.1% | 14.9%  | 18.8% | 17.4%        |
| No   | 84.6%                   | 80.9%  | 76.3%   | 82.9% | 85.1%  | 81.2% | 82.6%        |

## Gender, Military Service and Employment

### **Q16a. (If YES to Question 16) Please indicate if any of the following were reasons you or members of your household have not participated in County Park and Recreation Programs. (without "don't know")**

| N=786  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q16a-1. You are not aware of programs</u>     |                         |        |   |       |  |       |              |
| Yes, this is a reason                            | 51.9%                   | 49.8%  | 73.9%   | 49.7% | 50.2%  | 51.5% | 50.8%        |
| No, this is not a reason                         | 48.1%                   | 50.2%  | 26.1%   | 50.3% | 49.8%  | 48.5% | 49.2%        |
| <u>Q16a-2. There are no convenient locations</u> |                         |        |   |       |  |       |              |
| Yes, this is a reason                            | 13.2%                   | 20.1%  | 26.3%   | 16.7% | 15.0%  | 18.5% | 17.0%        |
| No, this is not a reason                         | 86.8%                   | 79.9%  | 73.7%   | 83.3% | 85.0%  | 81.5% | 83.0%        |
| <u>Q16a-3. There are no convenient times</u>     |                         |        |   |       |  |       |              |
| Yes, this is a reason                            | 16.7%                   | 22.8%  | 29.4%   | 19.7% | 21.7%  | 19.0% | 20.0%        |
| No, this is not a reason                         | 83.3%                   | 77.2%  | 70.6%   | 80.3% | 78.3%  | 81.0% | 80.0%        |
| <u>Q16a-4. You have no interest in programs</u>  |                         |        |   |       |  |       |              |
| Yes, this is a reason                            | 47.7%                   | 30.0%  | 30.0%   | 38.6% | 42.8%  | 35.4% | 38.2%        |
| No, this is not a reason                         | 52.3%                   | 70.0%  | 70.0%   | 61.4% | 57.2%  | 64.6% | 61.8%        |

**Gender, Military Service and Employment**

**Q17. In the past 12 months, have you visited or used a Mecklenburg County Library in any way, other than just to vote? (without "don't know")**

N=1016

|   | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q17. Have you visited or used a Mecklenburg County Library in past 12 months</u> |                         |        |   |       |  |       |              |
| Yes   | 54.1%                   | 61.4%  | 53.8%   | 58.1% | 59.2%  | 57.1% | 57.9%        |
| No  | 45.9%                   | 38.6%  | 46.2%   | 41.9% | 40.8%  | 42.9% | 42.1%        |

## Gender, Military Service and Employment

### Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")

| N=583   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |      | Q37. Have you ever served in any branch of the military |      | Total |  |
|---|------------------|--------|--|------|---|------|-------|--|
|   | Male             | Female | Yes  | No   | Yes   | No   |       |  |
| <u>Q17a. Which Mecklenburg County Library have you visited most often in past 12 months</u> |                  |        |  |      |   |      |       |  |
| Cornelius   | 3.5%             | 2.8%   | 0.0%   | 3.2% | 1.9%  | 3.9% | 3.1%  |  |
| Davidson  | 2.3%             | 2.5%   | 9.5%   | 2.1% | 3.7%  | 1.7% | 2.4%  |  |
| Hickory Grove   | 1.9%             | 6.2%   | 0.0%   | 4.5% | 3.3%  | 5.0% | 4.3%  |  |
| ImaginOn (East 7th St Uptown)   | 3.1%             | 4.3%   | 4.8%   | 3.7% | 1.4%  | 5.2% | 3.8%  |  |
| Independence Reg (Conference Dr & Monroe)   | 5.0%             | 5.6%   | 4.8%   | 5.3% | 4.2%  | 6.1% | 5.3%  |  |
| Main Library (Uptown)   | 12.7%            | 7.1%   | 9.5%   | 9.6% | 10.2%   | 9.4% | 9.6%  |  |
| Matthews  | 9.6%             | 8.0%   | 0.0%   | 9.1% | 14.0%   | 5.8% | 8.7%  |  |
| Mint Hill   | 4.6%             | 4.3%   | 4.8%   | 4.5% | 5.1%  | 4.1% | 4.5%  |  |
| Morrocroft  | 11.2%            | 8.0%   | 4.8%   | 9.6% | 8.8%  | 9.7% | 9.4%  |  |
| Coulwood  | 2.7%             | 2.2%   | 4.8%   | 2.3% | 3.7%  | 1.7% | 2.4%  |  |
| Myers Park  | 3.5%             | 4.3%   | 4.8%   | 3.9% | 2.3%  | 5.0% | 3.9%  |  |
| North County Reg (Huntersville)   | 8.1%             | 7.1%   | 14.3%  | 7.3% | 7.4%  | 7.5% | 7.5%  |  |
| Plaza Midwood   | 3.1%             | 3.7%   | 0.0%   | 3.6% | 1.9%  | 4.4% | 3.4%  |  |
| Scaleybark  | 1.5%             | 3.4%   | 0.0%   | 2.7% | 2.8%  | 1.9% | 2.6%  |  |

## Gender, Military Service and Employment

### Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")

N=583

|   | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q17a. Which Mecklenburg County Library have you visited most often in past 12 months (Cont.)</u> |                         |        |   |       |  |       |              |
| South County Reg (Rea Road)   | 20.8%                   | 12.4%  | 9.5%  | 16.4% | 14.9%  | 17.1% | 16.1%        |
| Steele Creek  | 5.0%                    | 4.6%   | 4.8%  | 4.8%  | 6.5%   | 3.6%  | 4.8%         |
| Sugar Creek   | 0.8%                    | 1.9%   | 4.8%  | 1.2%  | 0.5%   | 1.9%  | 1.4%         |
| University City Reg (E WT Harris)   | 9.2%                    | 10.8%  | 4.8%  | 10.3% | 10.2%  | 10.2% | 10.1%        |
| West Boulevard  | 1.9%                    | 4.0%   | 4.8%  | 2.9%  | 2.8%   | 2.8%  | 3.1%         |
| Beatties Ford Road Regional   | 5.4%                    | 10.8%  | 9.5%  | 8.4%  | 8.4%   | 8.6%  | 8.4%         |
| Do not know library name  | 3.8%                    | 6.2%   | 4.8%  | 5.2%  | 3.3%   | 6.1%  | 5.1%         |

## Gender, Military Service and Employment

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584  | <u>Q27. Your gender</u>   |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|---|--------|---|-------|--|-------|--------------|
|  | Male  | Female | Yes   | No    | Yes  | No    |              |
|  | <u>Q17b-1. staff's responsiveness to your questions or concerns</u> |        |   |       |  |       |              |
| Excellent  | 64.8%   | 67.6%  | 65.0%   | 66.4% | 71.8%  | 63.3% | 66.4%        |
| Good   | 31.6%   | 28.6%  | 30.0%   | 30.0% | 24.9%  | 32.8% | 29.9%        |
| Fair   | 2.8%  | 2.9%   | 5.0%  | 2.7%  | 1.9%   | 3.4%  | 2.8%         |
| Poor   | 0.8%  | 1.0%   | 0.0%  | 0.9%  | 1.4%   | 0.6%  | 0.9%         |
| <u>Q17b-2. Convenience of library hours of service</u> |   |        |   |       |  |       |              |
| Excellent  | 36.6%   | 40.8%  | 35.0%   | 38.9% | 40.3%  | 38.2% | 38.9%        |
| Good   | 51.4%   | 48.1%  | 35.0%   | 50.2% | 46.9%  | 50.8% | 49.6%        |
| Fair   | 10.1%   | 8.5%   | 25.0%   | 8.7%  | 10.4%  | 8.7%  | 9.2%         |
| Poor   | 1.9%  | 2.5%   | 5.0%  | 2.2%  | 2.4%   | 2.2%  | 2.3%         |

## Gender, Military Service and Employment

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q17b-3. Availability of computers for public use</u>    |                         |        |   |       |  |       |              |
| Excellent  | 51.2%                   | 51.5%  | 56.3%   | 51.1% | 53.3%  | 50.6% | 51.4%        |
| Good   | 39.3%                   | 33.5%  | 31.3%   | 36.4% | 36.4%  | 35.8% | 36.1%        |
| Fair   | 8.5%                    | 10.9%  | 12.5%   | 9.7%  | 9.1%   | 10.3% | 9.8%         |
| Poor   | 1.0%                    | 4.2%   | 0.0%  | 2.8%  | 1.2%   | 3.3%  | 2.7%         |
| <u>Q17b-4. Availability of books &amp; other resources</u> |                         |        |   |       |  |       |              |
| Excellent  | 52.4%                   | 52.1%  | 60.0%   | 51.8% | 54.5%  | 51.1% | 52.2%        |
| Good   | 39.0%                   | 39.5%  | 30.0%   | 39.7% | 40.7%  | 38.0% | 39.3%        |
| Fair   | 5.9%                    | 7.4%   | 10.0%   | 6.6%  | 3.3%   | 8.9%  | 6.7%         |
| Poor   | 2.8%                    | 1.0%   | 0.0%  | 1.8%  | 1.4%   | 2.0%  | 1.8%         |

## Gender, Military Service and Employment

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

N=584

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q17b-5. Upkeep of library's buildings &amp; grounds</u> |                         |        |   |       |  |       |              |
| Excellent  | 62.5%                   | 62.8%  | 65.0%   | 62.5% | 64.5%  | 62.1% | 62.7%        |
| Good   | 34.8%                   | 36.0%  | 35.0%   | 35.5% | 32.7%  | 36.5% | 35.4%        |
| Fair   | 2.3%                    | 1.3%   | 0.0%  | 1.8%  | 2.4%   | 1.4%  | 1.7%         |
| Poor   | 0.4%                    | 0.0%   | 0.0%  | 0.2%  | 0.5%   | 0.0%  | 0.2%         |

Q17c. How many times have you visited or used library in a typical month

|                        |       |       |       |       |       |       |       |
|------------------------|-------|-------|-------|-------|-------|-------|-------|
| Less than once a month | 27.4% | 30.5% | 19.0% | 29.5% | 25.1% | 31.5% | 29.1% |
| Once a month           | 21.8% | 20.0% | 33.3% | 20.4% | 19.1% | 22.3% | 20.8% |
| Twice a month          | 25.4% | 22.5% | 23.8% | 23.9% | 24.7% | 23.1% | 23.8% |
| 3-4 times a month      | 17.5% | 13.3% | 9.5%  | 15.4% | 19.1% | 12.7% | 15.2% |
| 5+ times a month       | 7.9%  | 13.7% | 14.3% | 10.8% | 12.1% | 10.4% | 11.1% |

## Gender, Military Service and Employment

### Q18. Did you vote in the November 2013 local election?

N=1016

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q18. Did you vote in November 2013 local election</u> |                         |        |   |       |  |       |              |
| Yes  | 75.0%                   | 72.9%  | 66.7%   | 74.2% | 79.9%  | 70.5% | 73.9%        |
| No   | 25.0%                   | 27.1%  | 33.3%   | 25.8% | 20.1%  | 29.5% | 26.1%        |
| <u>Q18a. Did you use an early voting site</u>            |                         |        |   |       |  |       |              |
| Yes  | 45.3%                   | 49.1%  | 50.0%   | 47.2% | 46.4%  | 48.0% | 47.3%        |
| No   | 54.7%                   | 50.9%  | 50.0%   | 52.8% | 53.6%  | 52.0% | 52.7%        |

## Gender, Military Service and Employment

**Q18a-1. (If YES to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")**

| N=354  | Q27. Your gender  |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|---|--------|--|-------|---|-------|-------|
|  | Male  | Female | Yes  | No    | Yes   | No    |       |
|  | <u>Q18a-1. Your overall experience at early voting site</u> |        |  |       |   |       |       |
| Excellent  | 55.1%   | 57.4%  | 61.5%  | 56.2% | 59.5%   | 54.9% | 56.4% |
| Good   | 37.3%   | 35.6%  | 30.8%  | 36.6% | 35.9%   | 36.2% | 36.4% |
| Fair   | 4.4%  | 4.8%   | 0.0%   | 4.8%  | 3.1%  | 5.6%  | 4.6%  |
| Poor   | 3.2%  | 2.1%   | 7.7%   | 2.4%  | 1.5%  | 3.3%  | 2.6%  |
| <u>Q18b. Your overall experience at your voting location</u> |   |        |  |       |   |       |       |
| Excellent  | 54.3%   | 60.7%  | 63.6%  | 57.5% | 54.4%   | 59.8% | 57.6% |
| Good   | 39.2%   | 33.0%  | 27.3%  | 36.4% | 38.9%   | 34.4% | 36.1% |
| Fair   | 4.3%  | 5.2%   | 9.1%   | 4.7%  | 4.7%  | 4.5%  | 4.8%  |
| Poor   | 2.2%  | 1.0%   | 0.0%   | 1.4%  | 2.0%  | 1.3%  | 1.6%  |

## Gender, Military Service and Employment

### Q19. In the last 12 months, how often have you used the County's websites (www.MecklenburgCountyNC.gov or www.CharMeck.org) to access County services or information? (without "don't know")

N=1016

|  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------|--------|--|-------|---|-------|-------|
|  | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q19. How often have you used County's websites to access County services or information in last 12 months</u> |                  |        |  |       |   |       |       |
| Often  | 8.3%             | 11.3%  | 21.6%  | 9.5%  | 9.5%  | 10.3% | 9.9%  |
| Sometimes  | 29.4%            | 26.3%  | 29.7%  | 27.8% | 29.1%   | 27.1% | 27.8% |
| Rarely   | 29.1%            | 25.4%  | 13.5%  | 27.7% | 24.6%   | 28.4% | 27.2% |
| Never  | 33.2%            | 36.9%  | 35.1%  | 35.1% | 36.7%   | 34.2% | 35.2% |

### Q20. When visiting www.MecklenburgCountyNC.gov or www.CharMeck.org, how often are you able to find what you are looking for? (without "don't know")

N=642

|   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|---|------------------|--------|--|-------|---|-------|-------|
|   | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q20. How often are you able to find what you are looking for</u> |                  |        |  |       |   |       |       |
| Often   | 56.1%            | 59.1%  | 56.5%  | 57.6% | 64.7%   | 54.3% | 57.6% |
| Sometimes   | 34.0%            | 33.8%  | 39.1%  | 33.7% | 28.5%   | 36.6% | 33.9% |
| Rarely  | 9.9%             | 5.6%   | 4.3%   | 7.8%  | 6.8%  | 8.1%  | 7.7%  |
| Never   | 0.0%             | 1.6%   | 0.0%   | 0.8%  | 0.0%  | 1.0%  | 0.8%  |

**Gender, Military Service and Employment**

**Q21. Thinking about your most recent experience with the County's website, please rate your level of agreement that the website provides accurate information: (without "don't know")**

N=642

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q21. County's website provides accurate information</u> |                         |        |   |       |  |       |              |
| Strongly agree   | 21.5%                   | 27.2%  | 43.5%   | 23.5% | 28.6%  | 22.5% | 24.4%        |
| Agree  | 70.8%                   | 68.6%  | 52.2%   | 70.5% | 66.2%  | 71.1% | 69.7%        |
| Disagree   | 7.0%                    | 3.5%   | 4.3%  | 5.3%  | 4.7%   | 5.6%  | 5.2%         |
| Strongly disagree  | 0.7%                    | 0.6%   | 0.0%  | 0.7%  | 0.5%   | 0.8%  | 0.7%         |

## Gender, Military Service and Employment

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------|--------|--|-------|---|-------|-------|
|  | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q22a. Look up real estate information</u>   |                  |        |  |       |   |       |       |
| I have used this service   | 52.6%            | 51.1%  | 48.7%  | 51.8% | 52.9%   | 51.1% | 51.8% |
| I have not used this service, but I am aware of it   | 24.2%            | 26.5%  | 25.6%  | 25.4% | 24.2%   | 26.3% | 25.4% |
| I have not used this service, but I am not aware of it   | 23.2%            | 22.5%  | 25.6%  | 22.7% | 22.9%   | 22.6% | 22.8% |
| <u>Q22b. Find a park, register for a recreation program, reserve a park facility or download Get Going Guide</u> |                  |        |  |       |   |       |       |
| I have used this service   | 26.1%            | 28.7%  | 41.0%  | 26.8% | 27.1%   | 27.8% | 27.4% |
| I have not used this service, but I am aware of it   | 39.3%            | 41.0%  | 33.3%  | 40.4% | 38.8%   | 40.7% | 40.2% |
| I have not used this service, but I am not aware of it   | 34.7%            | 30.4%  | 25.6%  | 32.8% | 34.1%   | 31.5% | 32.4% |

## Gender, Military Service and Employment

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------|--------|--|-------|---|-------|-------|
|  | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q22c. Check to see if County home is located in a flood zone</u>  |                  |        |  |       |   |       |       |
| I have used this service   | 15.3%            | 11.9%  | 15.4%  | 13.4% | 14.0%   | 13.4% | 13.5% |
| I have not used this service, but I am aware of it                   | 33.6%            | 34.2%  | 35.9%  | 33.9% | 34.2%   | 33.8% | 33.9% |
| I have not used this service, but I am not aware of it               | 51.1%            | 53.9%  | 48.7%  | 52.7% | 51.8%   | 52.8% | 52.6% |
| <u>Q22d. Search Mecklenburg County restaurant inspection ratings</u> |                  |        |  |       |   |       |       |
| I have used this service   | 9.1%             | 10.7%  | 10.5%  | 9.8%  | 11.3%   | 9.3%  | 9.9%  |
| I have not used this service, but I am aware of it                   | 34.3%            | 33.0%  | 28.9%  | 33.9% | 35.4%   | 32.6% | 33.6% |
| I have not used this service, but I am not aware of it               | 56.5%            | 56.3%  | 60.5%  | 56.3% | 53.3%   | 58.1% | 56.4% |

## Gender, Military Service and Employment

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|---|------------------|--------|--|-------|---|-------|-------|
|   | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q22e. Look up Mecklenburg County voter information</u>                                       |                  |        |  |       |   |       |       |
| I have used this service  | 28.1%            | 22.0%  | 23.1%  | 25.0% | 27.9%   | 23.2% | 24.9% |
| I have not used this service, but I am aware of it  | 33.8%            | 40.5%  | 35.9%  | 37.2% | 36.5%   | 37.6% | 37.3% |
| I have not used this service, but I am not aware of it  | 38.2%            | 37.6%  | 41.0%  | 37.8% | 35.6%   | 39.2% | 37.9% |
| <u>Q22f. Check to see if someone has been arrested or has been jailed in Mecklenburg County</u> |                  |        |  |       |   |       |       |
| I have used this service  | 27.1%            | 31.2%  | 46.2%  | 28.5% | 28.7%   | 29.6% | 29.2% |
| I have not used this service, but I am aware of it  | 34.5%            | 37.2%  | 25.6%  | 36.3% | 37.0%   | 35.3% | 35.9% |
| I have not used this service, but I am not aware of it  | 38.4%            | 31.6%  | 28.2%  | 35.2% | 34.3%   | 35.1% | 34.9% |

## Gender, Military Service and Employment

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------|--------|--|-------|---|-------|-------|
|  | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q22g. Pay your taxes</u>  |                  |        |  |       |   |       |       |
| I have used this service   | 32.7%            | 31.4%  | 48.7%  | 31.3% | 32.0%   | 32.5% | 32.0% |
| I have not used this service, but I am aware of it   | 39.8%            | 42.4%  | 30.8%  | 41.6% | 42.1%   | 40.4% | 41.2% |
| I have not used this service, but I am not aware of it                                       | 27.5%            | 26.2%  | 20.5%  | 27.1% | 25.9%   | 27.1% | 26.8% |
| <u>Q22h. Look up birth, marriage &amp; death certificates recorded in Mecklenburg County</u> |                  |        |  |       |   |       |       |
| I have used this service   | 10.1%            | 15.5%  | 17.9%  | 12.7% | 12.7%   | 13.1% | 13.0% |
| I have not used this service, but I am aware of it   | 49.5%            | 46.6%  | 41.0%  | 48.4% | 48.6%   | 48.0% | 48.0% |
| I have not used this service, but I am not aware of it                                       | 40.4%            | 37.8%  | 41.0%  | 39.0% | 38.7%   | 38.9% | 39.1% |

## Gender, Military Service and Employment

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------|--------|--|-------|---|-------|-------|
|  | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q22i. Look up local air quality forecasts &amp; existing air quality conditions</u> |                  |        |  |       |   |       |       |
| I have used this service   | 3.4%             | 5.6%   | 7.9%   | 4.4%  | 6.1%  | 3.7%  | 4.5%  |
| I have not used this service, but I am aware of it                                     | 37.3%            | 34.5%  | 31.6%  | 36.1% | 38.1%   | 34.9% | 35.8% |
| I have not used this service, but I am not aware of it                                 | 59.4%            | 59.9%  | 60.5%  | 59.5% | 55.8%   | 61.4% | 59.6% |
| <u>Q22j. Watch Board of County Commission meetings live or on demand</u>               |                  |        |  |       |   |       |       |
| I have used this service   | 7.8%             | 8.8%   | 7.7%   | 8.3%  | 12.1%   | 6.2%  | 8.3%  |
| I have not used this service, but I am aware of it                                     | 37.2%            | 41.2%  | 33.3%  | 39.5% | 40.8%   | 38.3% | 39.3% |
| I have not used this service, but I am not aware of it                                 | 55.0%            | 50.0%  | 59.0%  | 52.2% | 47.1%   | 55.4% | 52.4% |

## Gender, Military Service and Employment

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|---|------------------|--------|--|-------|---|-------|-------|
|   | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q22k. Locate a government facility</u>   |                  |        |  |       |   |       |       |
| I have used this service  | 27.8%            | 23.4%  | 23.1%  | 25.5% | 28.1%   | 24.0% | 25.5% |
| I have not used this service, but I am aware of it  | 37.7%            | 41.8%  | 41.0%  | 39.8% | 39.1%   | 40.5% | 39.9% |
| I have not used this service, but I am not aware of it                                      | 34.5%            | 34.7%  | 35.9%  | 34.7% | 32.8%   | 35.4% | 34.6% |
| <u>Q22l. Look up what materials are recyclable &amp; how &amp; where I can recycle them</u> |                  |        |  |       |   |       |       |
| I have used this service  | 29.4%            | 26.6%  | 42.1%  | 27.4% | 28.8%   | 27.7% | 28.0% |
| I have not used this service, but I am aware of it  | 36.8%            | 39.0%  | 31.6%  | 38.2% | 35.2%   | 39.3% | 37.9% |
| I have not used this service, but I am not aware of it                                      | 33.8%            | 34.4%  | 26.3%  | 34.5% | 36.0%   | 33.0% | 34.1% |

## Gender, Military Service and Employment

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------|--------|--|-------|---|-------|-------|
|  | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q22m. Apply for a job with Mecklenburg County</u>   |                  |        |  |       |   |       |       |
| I have used this service                               | 5.7%             | 15.0%  | 28.2%  | 9.8%  | 10.5%   | 10.4% | 10.5% |
| I have not used this service, but I am aware of it     | 54.8%            | 52.9%  | 30.8%  | 54.7% | 54.0%   | 53.5% | 53.8% |
| I have not used this service, but I am not aware of it | 39.5%            | 32.1%  | 41.0%  | 35.5% | 35.5%   | 36.1% | 35.6% |
| <u>Q22n. Make a public records request</u>             |                  |        |  |       |   |       |       |
| I have used this service                               | 3.8%             | 6.2%   | 5.1%   | 5.0%  | 5.0%  | 5.2%  | 5.0%  |
| I have not used this service, but I am aware of it     | 49.4%            | 46.9%  | 38.5%  | 48.4% | 51.4%   | 46.1% | 48.1% |
| I have not used this service, but I am not aware of it | 46.8%            | 46.9%  | 56.4%  | 46.6% | 43.6%   | 48.8% | 46.9% |

## Gender, Military Service and Employment

**Q23. Thinking about your experiences while living in the County, please indicate whether you "agree," "neither agree nor disagree" or "disagree" with the following statements about the diversity of Mecklenburg County. (without "don't know")**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q23a. Minority owned businesses are well represented in community</u>      |                         |        |   |       |  |       |              |
| Agree   | 49.6%                   | 43.7%  | 53.8%   | 46.3% | 50.5%  | 44.5% | 46.5%        |
| Neither agree nor disagree  | 36.8%                   | 36.8%  | 26.9%   | 37.1% | 34.2%  | 38.3% | 36.8%        |
| Disagree  | 13.6%                   | 19.4%  | 19.2%   | 16.6% | 15.3%  | 17.2% | 16.6%        |
| <u>Q23b. There is an array of diverse cultural activities in County</u>       |                         |        |   |       |  |       |              |
| Agree   | 73.6%                   | 69.5%  | 70.0%   | 71.6% | 77.0%  | 68.5% | 71.4%        |
| Neither agree nor disagree  | 19.0%                   | 21.9%  | 20.0%   | 20.4% | 15.1%  | 23.3% | 20.5%        |
| Disagree  | 7.4%                    | 8.7%   | 10.0%   | 8.0%  | 7.9%   | 8.2%  | 8.0%         |
| <u>Q23c. There is diverse ethnic &amp; racial representation in community</u> |                         |        |   |       |  |       |              |
| Agree   | 71.9%                   | 68.4%  | 76.7%   | 69.8% | 72.2%  | 69.1% | 70.1%        |
| Neither agree nor disagree  | 18.5%                   | 22.4%  | 10.0%   | 20.9% | 17.7%  | 21.8% | 20.5%        |
| Disagree  | 9.6%                    | 9.2%   | 13.3%   | 9.2%  | 10.1%  | 9.1%  | 9.4%         |

**Gender, Military Service and Employment**

**Q24. Have you seen the County's Annual Performance Report? (without "don't know")**

N=1016

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q24. Have you seen County's Annual Performance Report</u> |                         |        |   |       |  |       |              |
| Yes  | 8.3%                    | 6.4%   | 7.9%  | 7.3%  | 7.9%   | 7.1%  | 7.3%         |
| No   | 91.7%                   | 93.6%  | 92.1%   | 92.7% | 92.1%  | 92.9% | 92.7%        |

## Gender, Military Service and Employment

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

N=1016

|                              | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|------------------------------|------------------|--------|--|-------|---|-------|-------|
|                              | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q25. Top choice</u>       |                  |        |  |       |   |       |       |
| City/County web site         | 25.2%            | 25.0%  | 23.1%  | 25.2% | 21.7%   | 27.4% | 25.1% |
| Other web sites/internet     | 1.4%             | 2.6%   | 0.0%   | 2.1%  | 3.3%  | 1.4%  | 2.1%  |
| County social media sites    | 3.3%             | 3.2%   | 0.0%   | 3.4%  | 3.3%  | 3.3%  | 3.2%  |
| Government television        | 2.7%             | 2.6%   | 5.1%   | 2.6%  | 3.3%  | 2.0%  | 2.7%  |
| Subscription to email alerts | 9.9%             | 7.3%   | 10.3%  | 8.5%  | 8.2%  | 8.8%  | 8.6%  |
| Local television news        | 20.2%            | 22.7%  | 20.5%  | 21.6% | 23.1%   | 20.8% | 21.6% |
| Charlotte Observer           | 14.9%            | 12.4%  | 7.7%   | 13.8% | 14.4%   | 13.3% | 13.6% |
| Charlotte Observer online    | 1.9%             | 1.7%   | 2.6%   | 1.7%  | 1.6%  | 1.9%  | 1.8%  |
| All other newspapers         | 0.8%             | 0.9%   | 5.1%   | 0.7%  | 0.3%  | 1.3%  | 0.9%  |
| Radio                        | 2.1%             | 1.7%   | 2.6%   | 1.8%  | 1.4%  | 2.2%  | 1.9%  |
| Phone book                   | 0.6%             | 0.9%   | 0.0%   | 0.8%  | 0.8%  | 0.6%  | 0.8%  |
| Direct mail                  | 8.5%             | 10.0%  | 2.6%   | 9.5%  | 9.8%  | 9.1%  | 9.3%  |

**Gender, Military Service and Employment**

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

N=1016

|  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |      | Q37. Have you ever served in any branch of the military |      | Total |
|--|------------------|--------|--|------|---|------|-------|
|  | Male             | Female | Yes  | No   | Yes   | No   |       |
| <u>Q25. Top choice (Cont.)</u>                         |                  |        |  |      |   |      |       |
| Word of mouth through friends, neighbors or co-workers | 1.0%             | 2.4%   | 5.1%   | 1.6% | 2.2%  | 1.6% | 1.8%  |
| None, do not use any                                   | 1.7%             | 0.9%   | 2.6%   | 1.2% | 1.4%  | 1.3% | 1.3%  |
| Other  | 0.2%             | 0.6%   | 2.6%   | 0.3% | 0.3%  | 0.5% | 0.4%  |
| Don't know   | 5.6%             | 4.9%   | 10.3%  | 4.9% | 5.2%  | 4.5% | 5.2%  |

## Gender, Military Service and Employment

### **Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

| N=1016   | Q27. Your gender       |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------------|--------|--|-------|---|-------|-------|
|  | Male                   | Female | Yes  | No    | Yes   | No    |       |
|  | <u>Q25. 2nd choice</u> |        |  |       |   |       |       |
| City/County web site                                   | 11.6%                  | 9.2%   | 12.8%  | 10.2% | 11.4%   | 9.6%  | 10.3% |
| Other web sites/internet                               | 3.7%                   | 5.1%   | 7.7%   | 4.3%  | 3.5%  | 5.0%  | 4.4%  |
| County social media sites                              | 3.3%                   | 5.5%   | 2.6%   | 4.5%  | 3.3%  | 5.2%  | 4.4%  |
| Government television                                  | 2.9%                   | 3.0%   | 5.1%   | 2.9%  | 2.7%  | 3.1%  | 3.0%  |
| Subscription to email alerts                           | 8.1%                   | 8.5%   | 7.7%   | 8.3%  | 5.4%  | 10.0% | 8.3%  |
| Local television news                                  | 18.4%                  | 17.5%  | 10.3%  | 18.3% | 21.2%   | 16.1% | 17.9% |
| Charlotte Observer                                     | 16.5%                  | 16.9%  | 7.7%   | 17.1% | 17.1%   | 16.6% | 16.7% |
| Charlotte Observer online                              | 5.4%                   | 3.8%   | 2.6%   | 4.6%  | 4.6%  | 4.5%  | 4.5%  |
| All other newspapers                                   | 1.2%                   | 1.7%   | 2.6%   | 1.4%  | 0.3%  | 2.0%  | 1.5%  |
| Radio  | 6.0%                   | 5.6%   | 7.7%   | 5.7%  | 5.7%  | 6.0%  | 5.8%  |
| Phone book   | 1.7%                   | 1.3%   | 0.0%   | 1.5%  | 1.6%  | 1.4%  | 1.5%  |
| Direct mail  | 6.4%                   | 8.1%   | 2.6%   | 7.5%  | 7.6%  | 7.2%  | 7.3%  |
| Word of mouth through friends, neighbors or co-workers | 1.4%                   | 1.9%   | 0.0%   | 1.7%  | 1.4%  | 1.9%  | 1.7%  |
| Other  | 0.6%                   | 0.8%   | 2.6%   | 0.6%  | 0.8%  | 0.6%  | 0.7%  |
| Don't know   | 12.8%                  | 11.3%  | 28.2%  | 11.3% | 13.3%   | 10.7% | 12.0% |

## Gender, Military Service and Employment

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

| N=1016   | Q27. Your gender       |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--|------------------------|--------|--|-------|---|-------|-------|
|  | Male                   | Female | Yes  | No    | Yes   | No    |       |
|  | <u>Q25. 3rd choice</u> |        |  |       |   |       |       |
| City/County web site                                   | 10.5%                  | 10.3%  | 5.1%   | 10.7% | 10.9%   | 10.3% | 10.4% |
| Other web sites/internet                               | 4.8%                   | 3.8%   | 2.6%   | 4.3%  | 3.3%  | 4.7%  | 4.2%  |
| County social media sites                              | 2.7%                   | 3.9%   | 5.1%   | 3.3%  | 3.8%  | 3.1%  | 3.3%  |
| Government television                                  | 2.3%                   | 2.8%   | 7.7%   | 2.4%  | 4.6%  | 1.3%  | 2.6%  |
| Subscription to email alerts                           | 4.3%                   | 4.7%   | 0.0%   | 4.7%  | 3.8%  | 5.0%  | 4.5%  |
| Local television news                                  | 12.2%                  | 14.3%  | 10.3%  | 13.3% | 12.8%   | 13.8% | 13.3% |
| Charlotte Observer                                     | 6.4%                   | 8.1%   | 7.7%   | 7.3%  | 7.1%  | 7.4%  | 7.3%  |
| Charlotte Observer online                              | 7.0%                   | 4.3%   | 2.6%   | 5.7%  | 4.1%  | 6.6%  | 5.6%  |
| All other newspapers                                   | 1.7%                   | 1.5%   | 0.0%   | 1.6%  | 1.6%  | 1.6%  | 1.6%  |
| Radio  | 8.5%                   | 6.8%   | 5.1%   | 7.7%  | 8.2%  | 7.4%  | 7.6%  |
| Phone book   | 2.5%                   | 2.1%   | 2.6%   | 2.3%  | 2.7%  | 2.0%  | 2.3%  |
| Direct mail  | 10.3%                  | 11.7%  | 7.7%   | 11.2% | 11.1%   | 10.8% | 11.0% |
| Word of mouth through friends, neighbors or co-workers | 4.8%                   | 3.4%   | 0.0%   | 4.2%  | 4.1%  | 4.1%  | 4.0%  |
| Other  | 0.2%                   | 0.2%   | 0.0%   | 0.2%  | 0.0%  | 0.3%  | 0.2%  |
| Don't know   | 21.9%                  | 22.2%  | 43.6%  | 21.1% | 22.0%   | 21.6% | 22.0% |

## Gender, Military Service and Employment

### **Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results? (top 3)**

| N=1016                       | Q27. Your gender       |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|------------------------------|------------------------|--------|--|-------|---|-------|-------|
|                              | Male                   | Female | Yes  | No    | Yes   | No    |       |
|                              | <u>Q25. Top choice</u> |        |  |       |   |       |       |
| City/County web site         | 47.3%                  | 44.5%  | 41.0%  | 46.1% | 44.0%   | 47.3% | 45.9% |
| Other web sites/internet     | 9.9%                   | 11.5%  | 10.3%  | 10.7% | 10.1%   | 11.1% | 10.7% |
| County social media sites    | 9.3%                   | 12.6%  | 7.7%   | 11.2% | 10.3%   | 11.6% | 11.0% |
| Government television        | 7.9%                   | 8.5%   | 17.9%  | 7.8%  | 10.6%   | 6.4%  | 8.2%  |
| Subscription to email alerts | 22.3%                  | 20.5%  | 17.9%  | 21.5% | 17.4%   | 23.8% | 21.4% |
| Local television news        | 50.8%                  | 54.5%  | 41.0%  | 53.2% | 57.1%   | 50.8% | 52.8% |
| Charlotte Observer           | 37.8%                  | 37.4%  | 23.1%  | 38.3% | 38.6%   | 37.3% | 37.6% |
| Charlotte Observer online    | 14.3%                  | 9.8%   | 7.7%   | 12.1% | 10.3%   | 13.0% | 11.9% |
| All other newspapers         | 3.7%                   | 4.1%   | 7.7%   | 3.8%  | 2.2%  | 4.9%  | 3.9%  |
| Radio                        | 16.5%                  | 14.1%  | 15.4%  | 15.3% | 15.2%   | 15.5% | 15.3% |
| Phone book                   | 4.8%                   | 4.3%   | 2.6%   | 4.6%  | 5.2%  | 4.1%  | 4.5%  |
| Direct mail                  | 25.2%                  | 29.7%  | 12.8%  | 28.2% | 28.5%   | 27.1% | 27.6% |

**Gender, Military Service and Employment**

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results? (top 3)**

N=1016

|  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |      | Q37. Have you ever served in any branch of the military |      | Total |
|--|------------------|--------|--|------|---|------|-------|
|  | Male             | Female | Yes  | No   | Yes   | No   |       |
| <u>Q25. Top choice (Cont.)</u>                         |                  |        |  |      |   |      |       |
| Word of mouth through friends, neighbors or co-workers | 7.2%             | 7.7%   | 5.1%   | 7.6% | 7.6%  | 7.5% | 7.5%  |
| None, do not use any                                   | 1.7%             | 0.9%   | 2.6%   | 1.2% | 1.4%  | 1.3% | 1.3%  |
| Other  | 1.0%             | 1.5%   | 5.1%   | 1.1% | 1.1%  | 1.4% | 1.3%  |
| Don't know   | 8.7%             | 12.2%  | 25.6%  | 9.8% | 10.1%   | 9.6% | 10.5% |

## Gender, Military Service and Employment

**Q26. Listed below are several programs offered by Mecklenburg County. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following programs: (without "don't know")**

N=1016

|   | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|-------|--|-------|--------------|
|   | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q26a. "Smoking &amp; Choking" program that allows citizens to report vehicles with smoking tailpipes</u> |                         |        |   |       |  |       |              |
| Very familiar   | 2.5%                    | 2.8%   | 10.3%   | 2.4%  | 3.6%   | 2.2%  | 2.7%         |
| Somewhat familiar   | 11.0%                   | 5.3%   | 12.8%   | 7.8%  | 8.7%   | 7.6%  | 8.0%         |
| Not familiar  | 86.5%                   | 91.9%  | 76.9%   | 89.8% | 87.7%  | 90.2% | 89.3%        |

Q26b. Swat-A-Litterbug program that empowers citizens to report drivers discarding litter & cigarettes from vehicles

|                   |       |       |       |       |       |       |       |
|-------------------|-------|-------|-------|-------|-------|-------|-------|
| Very familiar     | 6.0%  | 10.0% | 23.1% | 7.4%  | 9.3%  | 7.4%  | 8.1%  |
| Somewhat familiar | 17.9% | 19.9% | 15.4% | 19.1% | 21.6% | 17.5% | 18.9% |
| Not familiar      | 76.1% | 70.1% | 61.5% | 73.5% | 69.1% | 75.0% | 72.9% |

## Gender, Military Service and Employment

### Q27. What is your gender?

| N=1016                  | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|-------------------------|------------------|--------|--|-------|---|-------|-------|
|                         | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q27. Your gender</u> |                  |        |  |       |   |       |       |
| Male                    | 100.0%           | 0.0%   | 28.2%  | 48.4% | 55.4%   | 43.3% | 47.6% |
| Female                  | 0.0%             | 100.0% | 71.8%  | 51.6% | 44.6%   | 56.7% | 52.4% |

### Q28. Which of the following best describes your race/ethnicity? (without don't know)

| N=1016                               | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|--------------------------------------|------------------|--------|--|-------|---|-------|-------|
|                                      | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q28. Your race/ethnicity</u>      |                  |        |  |       |   |       |       |
| Hispanic or Latino origin or descent | 12.2%            | 8.5%   | 12.8%  | 10.2% | 12.2%   | 9.2%  | 10.2% |
| White                                | 59.3%            | 52.4%  | 48.7%  | 56.0% | 56.0%   | 56.1% | 55.7% |
| African American                     | 22.3%            | 37.0%  | 30.8%  | 29.9% | 30.4%   | 29.0% | 30.0% |
| Asian or Pacific Islander            | 5.4%             | 3.0%   | 5.1%   | 4.1%  | 1.9%  | 5.5%  | 4.1%  |
| American Indian or Native Alaskan    | 1.7%             | 0.9%   | 2.6%   | 1.2%  | 1.4%  | 1.3%  | 1.3%  |
| Multi-racial                         | 1.0%             | 0.8%   | 0.0%   | 0.9%  | 1.1%  | 0.8%  | 0.9%  |
| Other                                | 0.6%             | 0.4%   | 0.0%   | 0.5%  | 0.5%  | 0.5%  | 0.5%  |

**Gender, Military Service and Employment**

**Q29. Which of the following categories best represents your age? (without not provided)**

N=1016

|                      | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|----------------------|-------------------------|--------|---|-------|--|-------|--------------|
|                      | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q29. Your age</u> |                         |        |   |       |  |       |              |
| 18 to 34             | 18.6%                   | 12.9%  | 5.1%  | 16.0% | 12.5%  | 17.4% | 15.6%        |
| 35 to 44             | 14.6%                   | 18.9%  | 23.1%   | 16.7% | 13.9%  | 18.8% | 16.9%        |
| 45 to 54             | 17.4%                   | 24.1%  | 30.8%   | 20.4% | 15.2%  | 24.4% | 20.9%        |
| 55 to 64             | 22.2%                   | 21.0%  | 25.6%   | 21.5% | 20.8%  | 22.2% | 21.6%        |
| 65 to 74             | 17.4%                   | 13.8%  | 15.4%   | 15.5% | 23.3%  | 10.8% | 15.5%        |
| 75 to 84             | 7.4%                    | 7.2%   | 0.0%  | 7.6%  | 10.2%  | 5.7%  | 7.3%         |
| 85+                  | 2.3%                    | 2.1%   | 0.0%  | 2.3%  | 4.2%   | 0.8%  | 2.2%         |

## Gender, Military Service and Employment

### Q30. Including yourself, how many adults age 18 or older live in your household?

| N=1016    | Q27. Your gender   |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|-----------|--|--------|--|-------|---|-------|-------|
|           | Male   | Female | Yes  | No    | Yes   | No    |       |
|           | <u>Q30. How many adults age 18+ live in your household</u> |        |  |       |   |       |       |
| 1         | 20.2%  | 29.1%  | 20.5%  | 25.0% | 22.0%   | 26.0% | 24.9% |
| 2         | 55.4%  | 48.3%  | 59.0%  | 51.4% | 56.8%   | 49.1% | 51.7% |
| 3         | 16.9%  | 15.6%  | 12.8%  | 16.4% | 15.5%   | 16.8% | 16.2% |
| 4 or more | 7.4%   | 7.0%   | 7.7%   | 7.2%  | 5.7%  | 8.2%  | 7.2%  |

### Q31. How many children under the age of 18 live in your household?

| N=1016    | Q27. Your gender   |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|-----------|--|--------|--|-------|---|-------|-------|
|           | Male   | Female | Yes  | No    | Yes   | No    |       |
|           | <u>Q31. How many children under age of 18 live in your household</u> |        |  |       |   |       |       |
| None      | 73.3%  | 67.3%  | 51.3%  | 71.0% | 77.7%   | 65.5% | 70.2% |
| 1         | 9.9%   | 13.2%  | 17.9%  | 11.3% | 9.0%  | 13.2% | 11.6% |
| 2         | 12.6%  | 13.5%  | 23.1%  | 12.7% | 9.2%  | 15.5% | 13.1% |
| 3 or more | 4.1%   | 6.0%   | 7.7%   | 5.0%  | 4.1%  | 5.8%  | 5.1%  |

## Gender, Military Service and Employment

### Q32. Which of the following is the highest level of education you have completed? (without don't know)

| N=1016  | Q27. Your gender  |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|---|---|--------|--|-------|---|-------|-------|
|   | Male  | Female | Yes  | No    | Yes   | No    |       |
|   | <u>Q32. Highest level of education you have completed</u> |        |  |       |   |       |       |
| Less than high school graduate                        | 1.5%  | 2.1%   | 2.6%   | 1.8%  | 0.8%  | 2.4%  | 1.8%  |
| High school diploma or equivalent                     | 6.9%  | 12.8%  | 17.9%  | 9.6%  | 8.8%  | 10.5% | 10.0% |
| Special/technical training (not college)              | 2.7%  | 4.0%   | 2.6%   | 3.4%  | 3.3%  | 3.5%  | 3.4%  |
| Some college (did not graduate from a 4-year college) | 18.1%   | 25.8%  | 20.5%  | 22.3% | 26.2%   | 19.7% | 22.2% |
| College graduate (from a 4-year college)              | 35.2%   | 29.6%  | 35.9%  | 32.2% | 27.3%   | 35.1% | 32.2% |
| Post-graduate study (no advanced degree)              | 7.2%  | 5.3%   | 5.1%   | 6.2%  | 8.0%  | 5.2%  | 6.2%  |
| Post graduate advanced degree (Masters, MBA, PHD)     | 28.4%   | 20.4%  | 15.4%  | 24.5% | 25.4%   | 23.7% | 24.2% |

## Gender, Military Service and Employment

### Q33. How many years have you lived in Mecklenburg County?

N=1016

|   | Q27. Your gender |        | Q36. Are you an employee of Mecklenburg County |       | Q37. Have you ever served in any branch of the military |       | Total |
|---|------------------|--------|--|-------|---|-------|-------|
|   | Male             | Female | Yes  | No    | Yes   | No    |       |
| <u>Q33. How many years have you lived in Mecklenburg County</u> |                  |        |  |       |   |       |       |
| 5 years or less   | 60.3%            | 47.9%  | 46.2%  | 54.2% | 47.8%   | 57.4% | 53.8% |
| 6 to 10 years   | 26.4%            | 35.2%  | 20.5%  | 31.5% | 35.3%   | 28.8% | 31.0% |
| 11 to 15 years  | 1.4%             | 3.2%   | 7.7%   | 2.2%  | 1.9%  | 2.7%  | 2.4%  |
| 16 to 20 years  | 3.5%             | 2.1%   | 7.7%   | 2.6%  | 3.3%  | 2.5%  | 2.8%  |
| 21 to 30 years  | 3.1%             | 3.4%   | 7.7%   | 3.1%  | 3.5%  | 3.0%  | 3.2%  |
| 31 years or more  | 5.2%             | 8.3%   | 10.3%  | 6.6%  | 8.2%  | 5.6%  | 6.8%  |

## Gender, Military Service and Employment

### Q35. What is your total before tax household income? (without not provided)

N=1016

|  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|-------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No    |              |
| <u>Q35. Your total before tax household income</u> |                         |        |   |       |  |       |              |
| Less than \$15K                                    | 1.4%                    | 8.6%   | 9.1%  | 5.0%  | 2.8%   | 6.5%  | 5.2%         |
| \$15K-\$24,999                                     | 4.6%                    | 9.9%   | 18.2%   | 6.9%  | 6.9%   | 7.6%  | 7.3%         |
| \$25K-\$34,999                                     | 7.2%                    | 12.5%  | 3.0%  | 10.3% | 11.9%  | 8.9%  | 10.0%        |
| \$35K-\$49,999                                     | 7.7%                    | 10.7%  | 6.1%  | 9.4%  | 12.5%  | 7.3%  | 9.3%         |
| \$50K-\$74,999                                     | 15.2%                   | 17.8%  | 15.2%   | 16.6% | 15.0%  | 17.3% | 16.5%        |
| \$75K-\$99,999                                     | 19.3%                   | 12.3%  | 24.2%   | 15.3% | 14.7%  | 16.2% | 15.6%        |
| \$100K-\$149,999                                   | 21.2%                   | 13.8%  | 15.2%   | 17.4% | 19.1%  | 16.4% | 17.3%        |
| \$150K+  | 23.4%                   | 14.5%  | 9.1%  | 19.1% | 16.9%  | 19.8% | 18.7%        |

**Gender, Military Service and Employment**

**Q36. Are you an employee of Mecklenburg County? (without not provided)**

| N=1016  | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |        | <u>Q37. Have you ever served in any branch of the military</u> |       | <u>Total</u> |
|---|-------------------------|--------|---|--------|--|-------|--------------|
|   | Male                    | Female | Yes   | No     | Yes  | No    |              |
| <u>Q36. Are you an employee of Mecklenburg County</u> |                         |        |   |        |  |       |              |
| Yes   | 2.3%                    | 5.3%   | 100.0%  | 0.0%   | 3.8%   | 3.9%  | 3.8%         |
| No  | 97.7%                   | 94.7%  | 0.0%  | 100.0% | 96.2%  | 96.1% | 96.2%        |

**Q37. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served? (without not provided)**

| N=1016   | <u>Q27. Your gender</u> |        | <u>Q36. Are you an employee of Mecklenburg County</u> |       | <u>Q37. Have you ever served in any branch of the military</u> |        | <u>Total</u> |
|--|-------------------------|--------|---|-------|--|--------|--------------|
|  | Male                    | Female | Yes   | No    | Yes  | No     |              |
| <u>Q37. Have you ever served in any branch of the military</u> |                         |        |   |       |  |        |              |
| Yes  | 42.5%                   | 31.2%  | 35.9%   | 36.5% | 100.0%   | 0.0%   | 36.6%        |
| No   | 57.5%                   | 68.8%  | 64.1%   | 63.5% | 0.0%   | 100.0% | 63.4%        |

**Section 5**  
*Age*

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## Respondent Age

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government: (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q2a. There is value in services provided by Mecklenburg County to residents</u>                             |               |          |          |          |          |          |       |       |
| Strongly agree   | 31.7%         | 37.9%    | 32.8%    | 34.3%    | 32.0%    | 37.7%    | 38.1% | 33.8% |
| Agree  | 59.3%         | 52.3%    | 53.6%    | 55.4%    | 59.9%    | 47.8%    | 57.1% | 55.4% |
| Disagree   | 6.2%          | 7.2%     | 9.9%     | 8.3%     | 6.1%     | 8.7%     | 0.0%  | 7.8%  |
| Strongly disagree  | 2.8%          | 2.6%     | 3.6%     | 2.0%     | 2.0%     | 5.8%     | 4.8%  | 3.0%  |
| <u>Q2b. Mecklenburg County spends my local tax dollars on services that help residents improve their lives</u> |               |          |          |          |          |          |       |       |
| Strongly agree   | 15.5%         | 17.1%    | 19.7%    | 13.5%    | 11.2%    | 15.5%    | 33.3% | 15.7% |
| Agree  | 57.4%         | 58.2%    | 51.1%    | 62.5%    | 61.5%    | 56.9%    | 47.6% | 57.7% |
| Disagree   | 20.9%         | 17.1%    | 21.3%    | 18.0%    | 21.0%    | 13.8%    | 14.3% | 19.5% |
| Strongly disagree  | 6.2%          | 7.5%     | 7.9%     | 6.0%     | 6.3%     | 13.8%    | 4.8%  | 7.2%  |

**Respondent Age**

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government: (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q2c. Mecklenburg County spends my local tax dollars on services that help residents improve their community</u>         |               |          |          |          |          |          |       |       |
| Strongly agree   | 12.2%         | 15.5%    | 18.6%    | 16.1%    | 11.4%    | 17.2%    | 16.7% | 15.3% |
| Agree  | 58.8%         | 57.7%    | 50.3%    | 57.8%    | 59.3%    | 53.4%    | 50.0% | 55.9% |
| Disagree   | 25.2%         | 19.7%    | 22.6%    | 20.8%    | 22.9%    | 17.2%    | 22.2% | 21.9% |
| Strongly disagree  | 3.8%          | 7.0%     | 8.5%     | 5.2%     | 6.4%     | 12.1%    | 11.1% | 6.9%  |
| <u>Q2d. I am satisfied with opportunities for citizen participation in County policy development &amp; decision-making</u> |               |          |          |          |          |          |       |       |
| Strongly agree   | 10.2%         | 9.2%     | 14.5%    | 12.4%    | 12.7%    | 15.5%    | 11.8% | 12.4% |
| Agree  | 51.7%         | 52.9%    | 45.3%    | 46.5%    | 45.8%    | 46.6%    | 64.7% | 48.0% |
| Disagree   | 35.6%         | 27.7%    | 29.6%    | 31.9%    | 30.5%    | 29.3%    | 17.6% | 30.7% |
| Strongly disagree  | 2.5%          | 10.1%    | 10.7%    | 9.2%     | 11.0%    | 8.6%     | 5.9%  | 8.9%  |

**Respondent Age**

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q3a. Mecklenburg County as a place to live</u> |               |          |          |          |          |          |       |       |
| Excellent   | 34.8%         | 32.7%    | 34.0%    | 31.2%    | 33.3%    | 31.9%    | 47.6% | 33.1% |
| Good  | 52.3%         | 47.6%    | 46.6%    | 47.9%    | 46.4%    | 50.0%    | 33.3% | 48.0% |
| Fair  | 11.0%         | 16.7%    | 16.0%    | 16.3%    | 17.6%    | 11.1%    | 19.0% | 15.4% |
| Poor  | 1.9%          | 3.0%     | 3.4%     | 4.7%     | 2.6%     | 6.9%     | 0.0%  | 3.5%  |
| <u>Q3b. Mecklenburg County as a place to work</u> |               |          |          |          |          |          |       |       |
| Excellent   | 31.5%         | 28.8%    | 33.3%    | 26.0%    | 33.6%    | 27.3%    | 38.1% | 30.2% |
| Good  | 51.7%         | 49.7%    | 49.3%    | 52.9%    | 46.9%    | 53.0%    | 52.4% | 50.4% |
| Fair  | 14.8%         | 14.7%    | 13.4%    | 14.9%    | 19.6%    | 12.1%    | 9.5%  | 15.0% |
| Poor  | 2.0%          | 6.7%     | 4.0%     | 6.3%     | 0.0%     | 7.6%     | 0.0%  | 4.3%  |

**Respondent Age**

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q3c. Mecklenburg County as a place to recreate</u> |               |          |          |          |          |          |       |       |
| Excellent   | 30.9%         | 27.1%    | 30.8%    | 22.3%    | 23.1%    | 33.8%    | 42.9% | 27.5% |
| Good  | 44.7%         | 44.0%    | 44.8%    | 56.9%    | 50.3%    | 42.6%    | 38.1% | 47.7% |
| Fair  | 19.7%         | 23.5%    | 18.4%    | 15.6%    | 23.8%    | 16.2%    | 0.0%  | 19.4% |
| Poor  | 4.6%          | 5.4%     | 6.0%     | 5.2%     | 2.7%     | 7.4%     | 19.0% | 5.4%  |

**Respondent Age**

**Q4. In the past 12 months, have you had any interactions with the Mecklenburg County Assessor's Office? (without don't know)**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q4. Had any interactions with Mecklenburg County Assessor's Office in past 12 months</u> |               |          |          |          |          |          |       |       |
| Yes   | 10.9%         | 10.7%    | 14.0%    | 18.5%    | 17.4%    | 19.2%    | 19.0% | 15.1% |
| No  | 89.1%         | 89.3%    | 86.0%    | 81.5%    | 82.6%    | 80.8%    | 81.0% | 84.9% |

## Respondent Age

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

| N=153  | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q4a-1. Staff was courteous</u>                |               |          |          |          |          |          |       |       |
| Strongly agree                                   | 13.3%         | 33.3%    | 13.8%    | 39.5%    | 29.2%    | 41.7%    | 25.0% | 29.2% |
| Agree  | 73.3%         | 61.1%    | 65.5%    | 50.0%    | 45.8%    | 50.0%    | 75.0% | 56.3% |
| Disagree   | 13.3%         | 5.6%     | 6.9%     | 5.3%     | 12.5%    | 0.0%     | 0.0%  | 7.6%  |
| Strongly disagree                                | 0.0%          | 0.0%     | 13.8%    | 5.3%     | 12.5%    | 8.3%     | 0.0%  | 6.9%  |
| <u>Q4a-2. Staff served me in a timely matter</u> |               |          |          |          |          |          |       |       |
| Strongly agree                                   | 14.3%         | 33.3%    | 10.7%    | 26.3%    | 33.3%    | 38.5%    | 33.3% | 25.4% |
| Agree  | 57.1%         | 55.6%    | 64.3%    | 52.6%    | 29.2%    | 53.8%    | 66.7% | 52.1% |
| Disagree   | 28.6%         | 11.1%    | 10.7%    | 21.1%    | 29.2%    | 0.0%     | 0.0%  | 16.9% |
| Strongly disagree                                | 0.0%          | 0.0%     | 14.3%    | 0.0%     | 8.3%     | 7.7%     | 0.0%  | 5.6%  |

## Respondent Age

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

| N=153   | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q4a-3. Information I was provided was easy to understand</u> |               |          |          |          |          |          |       |       |
| Strongly agree  | 20.0%         | 38.9%    | 20.7%    | 33.3%    | 23.1%    | 21.4%    | 33.3% | 27.7% |
| Agree   | 53.3%         | 44.4%    | 55.2%    | 46.2%    | 38.5%    | 78.6%    | 66.7% | 50.7% |
| Disagree  | 20.0%         | 16.7%    | 20.7%    | 10.3%    | 30.8%    | 0.0%     | 0.0%  | 16.2% |
| Strongly disagree   | 6.7%          | 0.0%     | 3.4%     | 10.3%    | 7.7%     | 0.0%     | 0.0%  | 5.4%  |
| <u>Q4a-4. Assessor's Office provided quality service</u>        |               |          |          |          |          |          |       |       |
| Strongly agree  | 14.3%         | 35.3%    | 11.1%    | 34.2%    | 30.4%    | 38.5%    | 66.7% | 28.1% |
| Agree   | 64.3%         | 41.2%    | 59.3%    | 39.5%    | 30.4%    | 46.2%    | 33.3% | 44.6% |
| Disagree  | 21.4%         | 17.6%    | 14.8%    | 18.4%    | 26.1%    | 7.7%     | 0.0%  | 18.7% |
| Strongly disagree   | 0.0%          | 5.9%     | 14.8%    | 7.9%     | 13.0%    | 7.7%     | 0.0%  | 8.6%  |

**Respondent Age**

**Q5. Are you aware that Mecklenburg County is conducting a review of all real estate and residential parcel values from the 2011 Revaluation? (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q5. Are you aware that Mecklenburg County is conducting a review of all real estate &amp; residential parcel values from 2011 Revaluation</u> |               |          |          |          |          |          |       |       |
| Yes  | 64.5%         | 65.9%    | 67.5%    | 73.7%    | 76.5%    | 80.8%    | 77.3% | 70.5% |
| No   | 35.5%         | 34.1%    | 32.5%    | 26.3%    | 23.5%    | 19.2%    | 22.7% | 29.5% |

## Respondent Age

**Q6. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements: (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q6a. Mecklenburg County evaluates your property fairly</u>       |               |          |          |          |          |          |       |       |
| Strongly agree  | 6.0%          | 5.8%     | 6.4%     | 3.2%     | 6.8%     | 10.2%    | 5.9%  | 5.8%  |
| Agree   | 42.2%         | 38.0%    | 46.5%    | 47.3%    | 36.8%    | 45.8%    | 29.4% | 42.6% |
| Disagree  | 37.9%         | 36.4%    | 28.0%    | 34.4%    | 34.6%    | 23.7%    | 47.1% | 33.5% |
| Strongly disagree   | 13.8%         | 19.8%    | 19.1%    | 15.1%    | 21.8%    | 20.3%    | 17.6% | 18.1% |
| <u>Q6b. County Assessor's Office fairly evaluates your property</u> |               |          |          |          |          |          |       |       |
| Strongly agree  | 6.4%          | 5.2%     | 5.3%     | 4.5%     | 7.8%     | 7.5%     | 6.3%  | 5.8%  |
| Agree   | 39.1%         | 36.5%    | 47.3%    | 45.8%    | 36.7%    | 43.4%    | 31.3% | 41.3% |
| Disagree  | 40.0%         | 38.3%    | 27.3%    | 33.5%    | 34.4%    | 28.3%    | 37.5% | 34.2% |
| Strongly disagree   | 14.5%         | 20.0%    | 20.0%    | 16.2%    | 21.1%    | 20.8%    | 25.0% | 18.7% |

**Respondent Age**

**Q7. Would you say Mecklenburg County does an "excellent," "good," "fair," or "poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q7. Communicating information about County issues, services, &amp; performance to public</u> |               |          |          |          |          |          |       |       |
| Excellent   | 5.6%          | 3.9%     | 9.2%     | 5.3%     | 5.4%     | 8.7%     | 5.0%  | 6.2%  |
| Good  | 41.0%         | 43.8%    | 36.4%    | 39.6%    | 38.9%    | 39.1%    | 40.0% | 39.2% |
| Fair  | 38.9%         | 35.9%    | 35.4%    | 39.1%    | 39.6%    | 33.3%    | 40.0% | 37.6% |
| Poor  | 14.6%         | 16.3%    | 19.0%    | 15.9%    | 16.1%    | 18.8%    | 15.0% | 17.0% |

**Respondent Age**

**Q8. Did you know that Mecklenburg County uses social media to promote awareness of County programs and services?**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q8. Mecklenburg County uses social media to promote awareness of County programs &amp; services</u> |               |          |          |          |          |          |       |       |
| Yes, I am aware  | 35.3%         | 30.2%    | 31.6%    | 44.9%    | 39.4%    | 47.9%    | 40.9% | 37.3% |
| No, I am not aware   | 64.7%         | 69.8%    | 68.4%    | 55.1%    | 60.6%    | 52.1%    | 59.1% | 62.7% |

**Respondent Age**

**Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information. (without "don't know")**

| N=1016               | Q29. Your age |          |          |          |          |          | Total  |       |
|----------------------|---------------|----------|----------|----------|----------|----------|--------|-------|
|                      | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |        | 85+   |
| <u>Q9a. Facebook</u> |               |          |          |          |          |          |        |       |
| Yes                  | 15.9%         | 14.1%    | 16.3%    | 10.7%    | 12.9%    | 7.5%     | 5.0%   | 13.1% |
| No                   | 84.1%         | 85.9%    | 83.7%    | 89.3%    | 87.1%    | 92.5%    | 95.0%  | 86.9% |
| <u>Q9b. Twitter</u>  |               |          |          |          |          |          |        |       |
| Yes                  | 7.7%          | 6.6%     | 4.7%     | 2.6%     | 2.1%     | 1.5%     | 5.3%   | 4.3%  |
| No                   | 92.3%         | 93.4%    | 95.3%    | 97.4%    | 97.9%    | 98.5%    | 94.7%  | 95.7% |
| <u>Q9c. YouTube</u>  |               |          |          |          |          |          |        |       |
| Yes                  | 9.7%          | 6.6%     | 8.8%     | 6.2%     | 5.5%     | 4.5%     | 0.0%   | 7.0%  |
| No                   | 90.3%         | 93.4%    | 91.2%    | 93.8%    | 94.5%    | 95.5%    | 100.0% | 93.0% |
| <u>Q9d. Flickr</u>   |               |          |          |          |          |          |        |       |
| Yes                  | 0.0%          | 1.3%     | 0.0%     | 1.0%     | 0.7%     | 0.0%     | 0.0%   | 0.5%  |
| No                   | 100.0%        | 98.7%    | 100.0%   | 99.0%    | 99.3%    | 100.0%   | 100.0% | 99.5% |

**Respondent Age**

**Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information. (without "don't know")**

| N=1016                | Q29. Your age |          |          |          |          |          | Total  |       |
|-----------------------|---------------|----------|----------|----------|----------|----------|--------|-------|
|                       | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |        | 85+   |
| <u>Q9e. Pinterest</u> |               |          |          |          |          |          |        |       |
| Yes                   | 2.1%          | 2.0%     | 1.1%     | 2.6%     | 2.1%     | 0.0%     | 0.0%   | 1.9%  |
| No                    | 97.9%         | 98.0%    | 98.9%    | 97.4%    | 97.9%    | 100.0%   | 100.0% | 98.1% |

## Respondent Age

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          |        | Total |
|---|---------------|----------|----------|----------|----------|----------|--------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+    |       |
| <u>Q10a. County is actively engaged in initiatives to protect environment</u>   |               |          |          |          |          |          |        |       |
| Yes   | 74.0%         | 65.5%    | 73.4%    | 81.0%    | 79.4%    | 79.5%    | 81.8%  | 75.2% |
| No  | 26.0%         | 34.5%    | 26.6%    | 19.0%    | 20.6%    | 20.5%    | 18.2%  | 24.8% |
| <u>Q10b. County accepts &amp; processes many types of recyclable materials</u>  |               |          |          |          |          |          |        |       |
| Yes   | 93.5%         | 94.1%    | 95.2%    | 95.8%    | 97.4%    | 95.9%    | 90.5%  | 95.0% |
| No  | 6.5%          | 5.9%     | 4.8%     | 4.2%     | 2.6%     | 4.1%     | 9.5%   | 5.0%  |
| <u>Q10c. County assists veterans &amp; their families who reside in Mecklenburg County with applying for federal, state &amp; local VA benefits</u> |               |          |          |          |          |          |        |       |
| Yes   | 30.3%         | 41.4%    | 32.2%    | 38.0%    | 34.4%    | 51.4%    | 45.5%  | 36.7% |
| No  | 69.7%         | 58.6%    | 67.8%    | 62.0%    | 65.6%    | 48.6%    | 54.5%  | 63.3% |
| <u>Q10d. County has foster care &amp; adoption services</u>   |               |          |          |          |          |          |        |       |
| Yes   | 73.4%         | 77.5%    | 76.3%    | 76.3%    | 79.6%    | 77.8%    | 100.0% | 77.1% |
| No  | 26.6%         | 22.5%    | 23.7%    | 23.7%    | 20.4%    | 22.2%    | 0.0%   | 22.9% |

## Respondent Age

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q10e. County has a program to assess &amp; provide therapy to children with developmental delays from birth to age three</u>   |               |          |          |          |          |          |       |       |
| Yes   | 40.0%         | 50.9%    | 43.0%    | 53.7%    | 41.6%    | 50.7%    | 59.1% | 46.8% |
| No  | 60.0%         | 49.1%    | 57.0%    | 46.3%    | 58.4%    | 49.3%    | 40.9% | 53.2% |
| <u>Q10f. County provides children with immunizations against vaccine-preventable diseases at no charge</u>  |               |          |          |          |          |          |       |       |
| Yes   | 56.8%         | 69.6%    | 68.1%    | 77.3%    | 70.1%    | 78.1%    | 81.0% | 69.8% |
| No  | 43.2%         | 30.4%    | 31.9%    | 22.7%    | 29.9%    | 21.9%    | 19.0% | 30.2% |
| <u>Q10g. County has a program to test, diagnose &amp; provide case management to persons with HIV, syphilis &amp; other sexually transmitted diseases</u>                           |               |          |          |          |          |          |       |       |
| Yes   | 42.9%         | 53.8%    | 45.1%    | 56.5%    | 52.9%    | 50.7%    | 63.6% | 50.3% |
| No  | 57.1%         | 46.2%    | 54.9%    | 43.5%    | 47.1%    | 49.3%    | 36.4% | 49.7% |
| <u>Q10h. County has a domestic violence/crisis program that offers individual &amp; group counseling for victims, as well as educational programs for those supporting a victim</u> |               |          |          |          |          |          |       |       |
| Yes   | 65.2%         | 74.0%    | 73.9%    | 75.5%    | 76.8%    | 76.7%    | 57.1% | 72.9% |
| No  | 34.8%         | 26.0%    | 26.1%    | 24.5%    | 23.2%    | 23.3%    | 42.9% | 27.1% |

## Respondent Age

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q10i. County provides detox &amp; substance abuse services</u>   |               |          |          |          |          |          |       |       |
| Yes   | 61.3%         | 62.1%    | 61.8%    | 70.4%    | 71.0%    | 76.7%    | 63.6% | 65.9% |
| No  | 38.7%         | 37.9%    | 38.2%    | 29.6%    | 29.0%    | 23.3%    | 36.4% | 34.1% |
| <u>Q10j. County provides outreach, assessment &amp; referrals to persons experiencing homelessness in Mecklenburg County</u>  |               |          |          |          |          |          |       |       |
| Yes   | 66.5%         | 68.6%    | 64.3%    | 69.2%    | 69.5%    | 66.7%    | 68.2% | 67.2% |
| No  | 33.5%         | 31.4%    | 35.7%    | 30.8%    | 30.5%    | 33.3%    | 31.8% | 32.8% |
| <u>Q10k. You should immediately call Adult Protective Services whenever you suspect that a disabled adult is experiencing abuse, neglect &amp;/or exploitations</u> |               |          |          |          |          |          |       |       |
| Yes   | 71.0%         | 60.9%    | 62.8%    | 68.5%    | 67.1%    | 83.6%    | 86.4% | 67.9% |
| No  | 29.0%         | 39.1%    | 37.2%    | 31.5%    | 32.9%    | 16.4%    | 13.6% | 32.1% |
| <u>Q10l. Senior Citizen Nutrition Program offers meal services Monday through Friday to residents age 60+ at multiple locations throughout County</u>               |               |          |          |          |          |          |       |       |
| Yes   | 39.4%         | 39.3%    | 43.5%    | 55.1%    | 51.0%    | 61.6%    | 81.8% | 48.3% |
| No  | 60.6%         | 60.7%    | 56.5%    | 44.9%    | 49.0%    | 38.4%    | 18.2% | 51.7% |

## Respondent Age

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q10m. Adults with disabilities &amp; older adults who reside in Mecklenburg County can contact "Just 1 Call" to discuss availability of services</u>                             |               |          |          |          |          |          |       |       |
| Yes   | 16.1%         | 18.9%    | 22.1%    | 25.9%    | 25.2%    | 35.6%    | 40.9% | 23.3% |
| No  | 83.9%         | 81.1%    | 77.9%    | 74.1%    | 74.8%    | 64.4%    | 59.1% | 76.7% |
| <u>Q10n. Mecklenburg County residents can apply for Food &amp; Nutrition Services (Food Stamps) on County website</u>   |               |          |          |          |          |          |       |       |
| Yes   | 40.0%         | 46.2%    | 40.9%    | 48.1%    | 48.4%    | 45.2%    | 72.7% | 45.6% |
| No  | 60.0%         | 53.8%    | 59.1%    | 51.9%    | 51.6%    | 54.8%    | 27.3% | 54.4% |
| <u>Q10o. County administers medical insurance, cash assistance, employment services, &amp; food &amp; nutrition services for citizens who meet certain eligibility requirements</u> |               |          |          |          |          |          |       |       |
| Yes   | 40.6%         | 55.6%    | 57.2%    | 56.9%    | 47.7%    | 53.4%    | 50.0% | 52.2% |
| No  | 59.4%         | 44.4%    | 42.8%    | 43.1%    | 52.3%    | 46.6%    | 50.0% | 47.8% |
| <u>Q10p. County maintains a phone line that is available 24 hours a day, every day of year, to report child &amp; adult abuse &amp; neglect</u>                                     |               |          |          |          |          |          |       |       |
| Yes   | 52.3%         | 53.8%    | 52.9%    | 63.4%    | 63.9%    | 60.3%    | 68.2% | 57.8% |
| No  | 47.7%         | 46.2%    | 47.1%    | 36.6%    | 36.1%    | 39.7%    | 31.8% | 42.2% |

## Respondent Age

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q10q. Heard of MeckCares, a partnership to help youth with severe emotional problems &amp; their families</u>                                |               |          |          |          |          |          |       |       |
| Yes   | 16.8%         | 20.7%    | 18.8%    | 22.2%    | 20.0%    | 26.0%    | 27.3% | 20.3% |
| No  | 83.2%         | 79.3%    | 81.3%    | 77.8%    | 80.0%    | 74.0%    | 72.7% | 79.7% |
| <u>Q10r. Heard of MeckConnect, an initiative to get residents more involved in County government &amp; engage citizens in governing process</u> |               |          |          |          |          |          |       |       |
| Yes   | 16.2%         | 20.7%    | 22.6%    | 22.2%    | 18.7%    | 21.9%    | 31.8% | 20.9% |
| No  | 83.8%         | 79.3%    | 77.4%    | 77.8%    | 81.3%    | 78.1%    | 68.2% | 79.1% |
| <u>Q10s. Heard of Charlotte-Mecklenburg 311 customer service phone number</u>   |               |          |          |          |          |          |       |       |
| Yes   | 79.4%         | 85.2%    | 84.1%    | 86.5%    | 86.4%    | 76.4%    | 81.8% | 83.8% |
| No  | 20.6%         | 14.8%    | 15.9%    | 13.5%    | 13.6%    | 23.6%    | 18.2% | 16.2% |
| <u>Q10t. Heard of Open Mecklenburg, a County web page that increases transparency in local government</u>                                       |               |          |          |          |          |          |       |       |
| Yes   | 12.9%         | 14.2%    | 12.0%    | 18.1%    | 13.5%    | 20.5%    | 18.2% | 14.8% |
| No  | 87.1%         | 85.8%    | 88.0%    | 81.9%    | 86.5%    | 79.5%    | 81.8% | 85.2% |

## Respondent Age

**Q11. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following facilities: (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q11a. Mecklenburg County Aquatic Center</u>                                      |               |          |          |          |          |          |       |       |
| Very familiar   | 29.2%         | 29.5%    | 28.8%    | 26.8%    | 17.8%    | 24.7%    | 22.7% | 26.5% |
| Somewhat familiar   | 41.6%         | 48.2%    | 48.1%    | 49.3%    | 56.6%    | 43.8%    | 50.0% | 48.2% |
| Not familiar  | 29.2%         | 22.3%    | 23.1%    | 23.9%    | 25.7%    | 31.5%    | 27.3% | 25.3% |
| <u>Q11b. Ray's Splash Planet, an indoor water park &amp; fitness center</u>         |               |          |          |          |          |          |       |       |
| Very familiar   | 24.0%         | 32.9%    | 27.9%    | 23.5%    | 17.6%    | 16.7%    | 14.3% | 24.3% |
| Somewhat familiar   | 31.2%         | 29.9%    | 38.5%    | 32.4%    | 28.1%    | 20.8%    | 19.0% | 31.3% |
| Not familiar  | 44.8%         | 37.2%    | 33.7%    | 44.1%    | 54.2%    | 62.5%    | 66.7% | 44.5% |
| <u>Q11c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center</u> |               |          |          |          |          |          |       |       |
| Very familiar   | 37.0%         | 51.8%    | 45.4%    | 49.3%    | 31.4%    | 34.7%    | 36.4% | 42.6% |
| Somewhat familiar   | 40.3%         | 30.1%    | 37.7%    | 36.7%    | 54.2%    | 41.7%    | 45.5% | 39.7% |
| Not familiar  | 22.7%         | 18.1%    | 16.9%    | 14.0%    | 14.4%    | 23.6%    | 18.2% | 17.7% |

**Respondent Age**

**Q12. The next few questions are about Mecklenburg Parks and Recreation facilities. Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          |        | Total |
|--|---------------|----------|----------|----------|----------|----------|--------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+    |       |
| <u>Q12. Do you believe parks, greenways, nature preserves, &amp; recreational facilities improve quality of life in Mecklenburg County</u> |               |          |          |          |          |          |        |       |
| Yes  | 100.0%        | 98.1%    | 97.0%    | 95.6%    | 96.5%    | 95.5%    | 100.0% | 97.2% |
| No   | 0.0%          | 1.9%     | 3.0%     | 4.4%     | 3.5%     | 4.5%     | 0.0%   | 2.8%  |

**Respondent Age**

**Q13. Within the past 12 months, how many times have you visited a Mecklenburg County Park & Recreation facility?**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q13. How many times have you visited a Mecklenburg County Park &amp; Recreation facility within past 12 months</u> |               |          |          |          |          |          |       |       |
| 5 or less   | 45.2%         | 57.3%    | 54.6%    | 63.4%    | 70.8%    | 83.3%    | 77.3% | 60.6% |
| 6 to 10   | 15.5%         | 18.3%    | 17.4%    | 19.2%    | 10.4%    | 5.6%     | 9.1%  | 15.5% |
| 11 to 15  | 11.0%         | 3.7%     | 8.2%     | 3.8%     | 4.5%     | 4.2%     | 0.0%  | 5.9%  |
| 16 to 20  | 9.7%          | 6.7%     | 4.8%     | 2.3%     | 3.9%     | 0.0%     | 4.5%  | 4.9%  |
| 21 to 30  | 9.7%          | 4.9%     | 6.8%     | 4.7%     | 1.3%     | 1.4%     | 0.0%  | 5.1%  |
| 31 to 40  | 2.6%          | 3.0%     | 0.5%     | 0.5%     | 1.9%     | 0.0%     | 0.0%  | 1.5%  |
| 41 to 50  | 2.6%          | 1.8%     | 3.9%     | 3.3%     | 3.2%     | 1.4%     | 0.0%  | 2.8%  |
| 51+   | 3.9%          | 4.3%     | 3.9%     | 2.8%     | 3.9%     | 4.2%     | 9.1%  | 3.8%  |

**Respondent Age**

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016                           | Q29. Your age |          |          |          |          |          | Total |       |
|----------------------------------|---------------|----------|----------|----------|----------|----------|-------|-------|
|                                  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q14a. Overall experience</u>  |               |          |          |          |          |          |       |       |
| Excellent                        | 40.3%         | 39.9%    | 39.6%    | 42.1%    | 32.2%    | 42.9%    | 31.3% | 39.2% |
| Good                             | 52.1%         | 52.4%    | 55.5%    | 52.5%    | 58.3%    | 44.9%    | 50.0% | 53.3% |
| Fair                             | 6.9%          | 7.0%     | 4.4%     | 5.5%     | 6.1%     | 10.2%    | 18.8% | 6.5%  |
| Poor                             | 0.7%          | 0.7%     | 0.5%     | 0.0%     | 3.5%     | 2.0%     | 0.0%  | 1.0%  |
| <u>Q14b. Overall cleanliness</u> |               |          |          |          |          |          |       |       |
| Excellent                        | 34.0%         | 30.8%    | 36.4%    | 39.9%    | 34.8%    | 37.5%    | 35.3% | 35.5% |
| Good                             | 52.1%         | 61.5%    | 53.3%    | 53.0%    | 53.9%    | 52.1%    | 47.1% | 54.3% |
| Fair                             | 11.8%         | 4.2%     | 8.7%     | 6.6%     | 9.6%     | 8.3%     | 17.6% | 8.4%  |
| Poor                             | 2.1%          | 3.5%     | 1.6%     | 0.5%     | 1.7%     | 2.1%     | 0.0%  | 1.8%  |

**Respondent Age**

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q14c. Overall safety</u>   |               |          |          |          |          |          |       |       |
| Excellent   | 26.2%         | 30.3%    | 31.9%    | 30.9%    | 31.8%    | 38.3%    | 23.5% | 30.4% |
| Good  | 56.7%         | 57.0%    | 52.7%    | 59.0%    | 48.2%    | 46.8%    | 58.8% | 54.9% |
| Fair  | 14.2%         | 9.9%     | 14.3%    | 8.4%     | 17.3%    | 12.8%    | 17.6% | 12.7% |
| Poor  | 2.8%          | 2.8%     | 1.1%     | 1.7%     | 2.7%     | 2.1%     | 0.0%  | 2.1%  |
| <u>Q14d. Condition of recreation facilities, including aquatic facilities</u> |               |          |          |          |          |          |       |       |
| Excellent   | 27.5%         | 27.4%    | 28.2%    | 31.4%    | 27.1%    | 42.9%    | 28.6% | 29.3% |
| Good  | 61.1%         | 65.2%    | 59.4%    | 60.4%    | 61.5%    | 47.6%    | 50.0% | 60.4% |
| Fair  | 10.7%         | 5.9%     | 10.6%    | 7.5%     | 8.3%     | 7.1%     | 21.4% | 8.9%  |
| Poor  | 0.8%          | 1.5%     | 1.8%     | 0.6%     | 3.1%     | 2.4%     | 0.0%  | 1.5%  |

**Respondent Age**

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016                             | Q29. Your age |          |          |          |          |          | Total |       |
|------------------------------------|---------------|----------|----------|----------|----------|----------|-------|-------|
|                                    | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q14e. Appearance of grounds</u> |               |          |          |          |          |          |       |       |
| Excellent                          | 28.3%         | 32.4%    | 33.9%    | 37.2%    | 29.3%    | 36.7%    | 25.0% | 32.6% |
| Good                               | 55.9%         | 59.3%    | 53.0%    | 54.6%    | 61.2%    | 53.1%    | 56.3% | 56.1% |
| Fair                               | 15.2%         | 7.6%     | 11.5%    | 6.6%     | 6.9%     | 8.2%     | 18.8% | 9.9%  |
| Poor                               | 0.7%          | 0.7%     | 1.6%     | 1.6%     | 2.6%     | 2.0%     | 0.0%  | 1.4%  |

**Respondent Age**

**Q16. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Parks & Recreation Department during the past 12 months? (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q16. Have you participated in any recreation programs offered by Mecklenburg County Parks &amp; Recreation Department during past 12 months</u> |               |          |          |          |          |          |       |       |
| Yes  | 19.7%         | 22.1%    | 13.4%    | 16.5%    | 18.6%    | 17.5%    | 10.0% | 17.4% |
| No   | 80.3%         | 77.9%    | 86.6%    | 83.5%    | 81.4%    | 82.5%    | 90.0% | 82.6% |

## Respondent Age

### **Q16a. (If YES to Question 16) Please indicate if any of the following were reasons you or members of your household have not participated in County Park and Recreation Programs. (without "don't know")**

| N=786  | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q16a-1. You are not aware of programs</u>     |               |          |          |          |          |          |       |       |
| Yes, this is a reason                            | 56.4%         | 58.0%    | 54.1%    | 49.6%    | 42.0%    | 39.5%    | 23.1% | 50.8% |
| No, this is not a reason                         | 43.6%         | 42.0%    | 45.9%    | 50.4%    | 58.0%    | 60.5%    | 76.9% | 49.2% |
| <u>Q16a-2. There are no convenient locations</u> |               |          |          |          |          |          |       |       |
| Yes, this is a reason                            | 11.3%         | 25.7%    | 17.9%    | 15.5%    | 14.3%    | 16.7%    | 15.4% | 17.0% |
| No, this is not a reason                         | 88.7%         | 74.3%    | 82.1%    | 84.5%    | 85.7%    | 83.3%    | 84.6% | 83.0% |
| <u>Q16a-3. There are no convenient times</u>     |               |          |          |          |          |          |       |       |
| Yes, this is a reason                            | 10.6%         | 26.5%    | 24.5%    | 20.2%    | 16.9%    | 20.0%    | 16.7% | 20.0% |
| No, this is not a reason                         | 89.4%         | 73.5%    | 75.5%    | 79.8%    | 83.1%    | 80.0%    | 83.3% | 80.0% |
| <u>Q16a-4. You have no interest in programs</u>  |               |          |          |          |          |          |       |       |
| Yes, this is a reason                            | 34.9%         | 35.0%    | 30.6%    | 41.3%    | 46.2%    | 40.0%    | 66.7% | 38.2% |
| No, this is not a reason                         | 65.1%         | 65.0%    | 69.4%    | 58.7%    | 53.8%    | 60.0%    | 33.3% | 61.8% |

**Respondent Age**

**Q17. In the past 12 months, have you visited or used a Mecklenburg County Library in any way, other than just to vote? (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q17. Have you visited or used a Mecklenburg County Library in past 12 months</u> |               |          |          |          |          |          |       |       |
| Yes   | 59.0%         | 62.1%    | 59.9%    | 55.1%    | 56.5%    | 54.8%    | 38.1% | 57.9% |
| No  | 41.0%         | 37.9%    | 40.1%    | 44.9%    | 43.5%    | 45.2%    | 61.9% | 42.1% |

## Respondent Age

### Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")

| N=583   | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q17a. Which Mecklenburg County Library have you visited most often in past 12 months</u> |               |          |          |          |          |          |       |       |
| Cornelius   | 1.1%          | 4.8%     | 4.0%     | 2.5%     | 3.5%     | 2.5%     | 0.0%  | 3.1%  |
| Davidson  | 2.2%          | 3.8%     | 0.8%     | 4.2%     | 2.3%     | 0.0%     | 0.0%  | 2.4%  |
| Hickory Grove   | 2.2%          | 5.7%     | 9.7%     | 1.7%     | 3.5%     | 0.0%     | 0.0%  | 4.3%  |
| ImaginOn (East 7th St Uptown)   | 8.7%          | 7.6%     | 2.4%     | 1.7%     | 1.2%     | 0.0%     | 0.0%  | 3.8%  |
| Independence Reg (Conference Dr & Monroe)   | 5.4%          | 6.7%     | 4.0%     | 4.2%     | 8.1%     | 5.0%     | 0.0%  | 5.3%  |
| Main Library (Uptown)   | 8.7%          | 14.3%    | 6.5%     | 11.9%    | 10.5%    | 5.0%     | 0.0%  | 9.6%  |
| Matthews  | 7.6%          | 7.6%     | 11.3%    | 8.5%     | 4.7%     | 15.0%    | 0.0%  | 8.7%  |
| Mint Hill   | 3.3%          | 3.8%     | 4.8%     | 3.4%     | 7.0%     | 5.0%     | 0.0%  | 4.5%  |
| Morrocroft  | 15.2%         | 9.5%     | 8.1%     | 7.6%     | 8.1%     | 7.5%     | 12.5% | 9.4%  |
| Coulwood  | 3.3%          | 1.9%     | 0.8%     | 3.4%     | 1.2%     | 7.5%     | 0.0%  | 2.4%  |
| Myers Park  | 4.3%          | 5.7%     | 0.8%     | 5.1%     | 4.7%     | 5.0%     | 0.0%  | 3.9%  |
| North County Reg (Huntersville)   | 8.7%          | 7.6%     | 9.7%     | 7.6%     | 3.5%     | 5.0%     | 12.5% | 7.5%  |
| Plaza Midwood   | 2.2%          | 5.7%     | 0.0%     | 5.1%     | 7.0%     | 0.0%     | 0.0%  | 3.4%  |
| Scaleybark  | 3.3%          | 2.9%     | 1.6%     | 2.5%     | 2.3%     | 5.0%     | 0.0%  | 2.6%  |

**Respondent Age**

**Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")**

| N=583   | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q17a. Which Mecklenburg County Library have you visited most often in past 12 months (Cont.)</u> |               |          |          |          |          |          |       |       |
| South County Reg (Rea Road)   | 14.1%         | 12.4%    | 16.9%    | 22.0%    | 15.1%    | 10.0%    | 25.0% | 16.1% |
| Steele Creek  | 2.2%          | 5.7%     | 3.2%     | 4.2%     | 7.0%     | 2.5%     | 25.0% | 4.8%  |
| Sugar Creek   | 2.2%          | 1.9%     | 1.6%     | 0.8%     | 0.0%     | 2.5%     | 0.0%  | 1.4%  |
| University City Reg (E WT Harris)   | 9.8%          | 12.4%    | 12.9%    | 7.6%     | 5.8%     | 17.5%    | 0.0%  | 10.1% |
| West Boulevard  | 3.3%          | 1.9%     | 3.2%     | 2.5%     | 3.5%     | 5.0%     | 0.0%  | 3.1%  |
| Beatties Ford Road Regional   | 6.5%          | 16.2%    | 6.5%     | 5.9%     | 7.0%     | 10.0%    | 12.5% | 8.4%  |
| Do not know library name  | 6.5%          | 1.9%     | 5.6%     | 5.9%     | 5.8%     | 5.0%     | 12.5% | 5.1%  |

**Respondent Age**

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584   | Q29. Your age |          |          |          |          |          | Total  |       |
|---|---------------|----------|----------|----------|----------|----------|--------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |        | 85+   |
| <u>Q17b-1. staff's responsiveness to your questions or concerns</u> |               |          |          |          |          |          |        |       |
| Excellent   | 64.0%         | 64.4%    | 63.6%    | 64.1%    | 74.1%    | 72.5%    | 100.0% | 66.4% |
| Good  | 33.7%         | 32.7%    | 28.9%    | 31.6%    | 24.7%    | 25.0%    | 0.0%   | 29.9% |
| Fair  | 1.1%          | 1.9%     | 5.8%     | 3.4%     | 1.2%     | 2.5%     | 0.0%   | 2.8%  |
| Poor  | 1.1%          | 1.0%     | 1.7%     | 0.9%     | 0.0%     | 0.0%     | 0.0%   | 0.9%  |
| <u>Q17b-2. Convenience of library hours of service</u>              |               |          |          |          |          |          |        |       |
| Excellent   | 30.4%         | 46.2%    | 36.9%    | 37.6%    | 46.3%    | 35.9%    | 42.9%  | 38.9% |
| Good  | 55.4%         | 40.4%    | 53.3%    | 51.3%    | 45.1%    | 48.7%    | 57.1%  | 49.6% |
| Fair  | 12.0%         | 11.5%    | 9.0%     | 8.5%     | 7.3%     | 5.1%     | 0.0%   | 9.2%  |
| Poor  | 2.2%          | 1.9%     | 0.8%     | 2.6%     | 1.2%     | 10.3%    | 0.0%   | 2.3%  |

**Respondent Age**

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584  | Q29. Your age |          |          |          |          |          | Total  |       |
|--|---------------|----------|----------|----------|----------|----------|--------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |        | 85+   |
| <u>Q17b-3. Availability of computers for public use</u>    |               |          |          |          |          |          |        |       |
| Excellent  | 51.4%         | 51.2%    | 51.5%    | 54.1%    | 50.8%    | 53.1%    | 50.0%  | 51.4% |
| Good   | 37.5%         | 36.6%    | 38.1%    | 29.4%    | 33.9%    | 40.6%    | 33.3%  | 36.1% |
| Fair   | 9.7%          | 7.3%     | 9.3%     | 14.1%    | 10.2%    | 6.3%     | 0.0%   | 9.8%  |
| Poor   | 1.4%          | 4.9%     | 1.0%     | 2.4%     | 5.1%     | 0.0%     | 16.7%  | 2.7%  |
| <u>Q17b-4. Availability of books &amp; other resources</u> |               |          |          |          |          |          |        |       |
| Excellent  | 53.3%         | 51.0%    | 47.9%    | 53.9%    | 53.0%    | 60.5%    | 100.0% | 52.2% |
| Good   | 37.8%         | 38.2%    | 41.3%    | 36.5%    | 42.2%    | 36.8%    | 0.0%   | 39.3% |
| Fair   | 5.6%          | 9.8%     | 9.9%     | 6.1%     | 3.6%     | 2.6%     | 0.0%   | 6.7%  |
| Poor   | 3.3%          | 1.0%     | 0.8%     | 3.5%     | 1.2%     | 0.0%     | 0.0%   | 1.8%  |

**Respondent Age**

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584  | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q17b-5. Upkeep of library's buildings &amp; grounds</u> |               |          |          |          |          |          |       |       |
| Excellent  | 67.4%         | 58.7%    | 58.7%    | 65.0%    | 61.9%    | 71.8%    | 85.7% | 62.7% |
| Good   | 31.5%         | 40.4%    | 38.0%    | 32.5%    | 35.7%    | 28.2%    | 14.3% | 35.4% |
| Fair   | 0.0%          | 1.0%     | 3.3%     | 2.6%     | 2.4%     | 0.0%     | 0.0%  | 1.7%  |
| Poor   | 1.1%          | 0.0%     | 0.0%     | 0.0%     | 0.0%     | 0.0%     | 0.0%  | 0.2%  |

**Respondent Age**

**Q17c. (If YES to Question 17) In a typical month, approximately how many times would you say you have visited or used the library? (without "don't know")**

| N=584   | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q17c. How many times have you visited or used library in a typical month</u> |               |          |          |          |          |          |       |       |
| Less than once a month  | 35.6%         | 22.1%    | 29.2%    | 31.6%    | 27.4%    | 36.8%    | 0.0%  | 29.1% |
| Once a month  | 17.8%         | 25.0%    | 19.2%    | 25.4%    | 22.6%    | 7.9%     | 0.0%  | 20.8% |
| Twice a month   | 24.4%         | 18.3%    | 23.3%    | 24.6%    | 23.8%    | 31.6%    | 57.1% | 23.8% |
| 3-4 times a month   | 11.1%         | 19.2%    | 20.8%    | 10.5%    | 8.3%     | 15.8%    | 42.9% | 15.2% |
| 5+ times a month  | 11.1%         | 15.4%    | 7.5%     | 7.9%     | 17.9%    | 7.9%     | 0.0%  | 11.1% |

**Respondent Age**

**Q18. Did you vote in the November 2013 local election?**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q18. Did you vote in November 2013 local election</u> |               |          |          |          |          |          |       |       |
| Yes  | 69.2%         | 60.9%    | 74.2%    | 78.2%    | 82.6%    | 78.1%    | 81.0% | 73.9% |
| No   | 30.8%         | 39.1%    | 25.8%    | 21.8%    | 17.4%    | 21.9%    | 19.0% | 26.1% |

**Q18a. (If YES to Question 18) Mecklenburg County has an early voting process that allows residents to vote at designated sites weeks before the official election date. This past election, did you use an early voting site?**

| N=750   | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q18a. Did you use an early voting site</u> |               |          |          |          |          |          |       |       |
| Yes   | 46.3%         | 47.6%    | 47.7%    | 46.7%    | 52.0%    | 40.4%    | 47.1% | 47.3% |
| No  | 53.7%         | 52.4%    | 52.3%    | 53.3%    | 48.0%    | 59.6%    | 52.9% | 52.7% |

## Respondent Age

**Q18a-1. (If YES to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")**

| N=354   | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q18a-1. Your overall experience at early voting site</u> |               |          |          |          |          |          |       |       |
| Excellent   | 56.0%         | 51.0%    | 48.6%    | 53.9%    | 70.8%    | 63.6%    | 71.4% | 56.4% |
| Good  | 38.0%         | 40.8%    | 45.8%    | 36.8%    | 23.1%    | 31.8%    | 28.6% | 36.4% |
| Fair  | 2.0%          | 4.1%     | 2.8%     | 6.6%     | 4.6%     | 4.5%     | 0.0%  | 4.6%  |
| Poor  | 4.0%          | 4.1%     | 2.8%     | 2.6%     | 1.5%     | 0.0%     | 0.0%  | 2.6%  |

**Q18b. (If NO to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at your voting location. (without "don't know")**

| N=395  | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q18b. Your overall experience at your voting location</u> |               |          |          |          |          |          |       |       |
| Excellent  | 57.9%         | 51.9%    | 53.2%    | 61.2%    | 70.7%    | 50.0%    | 42.9% | 57.6% |
| Good   | 38.6%         | 42.3%    | 36.7%    | 34.1%    | 27.6%    | 34.4%    | 57.1% | 36.1% |
| Fair   | 3.5%          | 1.9%     | 7.6%     | 4.7%     | 1.7%     | 9.4%     | 0.0%  | 4.8%  |
| Poor   | 0.0%          | 3.8%     | 2.5%     | 0.0%     | 0.0%     | 6.3%     | 0.0%  | 1.6%  |

**Respondent Age**

**Q19. In the last 12 months, how often have you used the County's websites (www.MecklenburgCountyNC.gov or www.CharMeck.org) to access County services or information? (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q19. How often have you used County's websites to access County services or information in last 12 months</u> |               |          |          |          |          |          |       |       |
| Often  | 10.9%         | 16.0%    | 12.4%    | 7.5%     | 4.7%     | 6.8%     | 4.8%  | 9.9%  |
| Sometimes  | 31.4%         | 29.6%    | 25.9%    | 30.4%    | 29.7%    | 9.6%     | 23.8% | 27.8% |
| Rarely   | 30.1%         | 24.7%    | 30.8%    | 29.9%    | 25.7%    | 15.1%    | 9.5%  | 27.2% |
| Never  | 27.6%         | 29.6%    | 30.8%    | 32.2%    | 39.9%    | 68.5%    | 61.9% | 35.2% |

**Q20. When visiting www.MecklenburgCountyNC.gov or www.CharMeck.org, how often are you able to find what you are looking for? (without "don't know")**

| N=642   | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q20. How often are you able to find what you are looking for</u> |               |          |          |          |          |          |       |       |
| Often   | 56.8%         | 63.2%    | 53.4%    | 60.0%    | 58.8%    | 50.0%    | 62.5% | 57.6% |
| Sometimes   | 40.5%         | 28.9%    | 37.6%    | 27.9%    | 31.8%    | 36.4%    | 37.5% | 33.9% |
| Rarely  | 2.7%          | 6.1%     | 8.3%     | 12.1%    | 7.1%     | 13.6%    | 0.0%  | 7.7%  |
| Never   | 0.0%          | 1.8%     | 0.8%     | 0.0%     | 2.4%     | 0.0%     | 0.0%  | 0.8%  |

## Respondent Age

### Q21. Thinking about your most recent experience with the County's website, please rate your level of agreement that the website provides accurate information: (without "don't know")

| N=642  | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q21. County's website provides accurate information</u> |               |          |          |          |          |          |       |       |
| Strongly agree   | 14.7%         | 25.2%    | 30.1%    | 24.1%    | 28.9%    | 19.0%    | 42.9% | 24.4% |
| Agree  | 82.6%         | 72.1%    | 62.4%    | 66.4%    | 69.9%    | 61.9%    | 57.1% | 69.7% |
| Disagree   | 1.8%          | 2.7%     | 7.5%     | 8.0%     | 1.2%     | 14.3%    | 0.0%  | 5.2%  |
| Strongly disagree  | 0.9%          | 0.0%     | 0.0%     | 1.5%     | 0.0%     | 4.8%     | 0.0%  | 0.7%  |

## Respondent Age

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q22a. Look up real estate information</u>   |               |          |          |          |          |          |       |       |
| I have used this service   | 52.3%         | 53.6%    | 55.2%    | 50.2%    | 57.2%    | 40.3%    | 21.1% | 51.8% |
| I have not used this service, but I am aware of it   | 22.9%         | 22.3%    | 25.6%    | 27.9%    | 23.7%    | 27.8%    | 36.8% | 25.4% |
| I have not used this service, but I am not aware of it   | 24.8%         | 24.1%    | 19.2%    | 21.9%    | 19.1%    | 31.9%    | 42.1% | 22.8% |
| <u>Q22b. Find a park, register for a recreation program, reserve a park facility or download Get Going Guide</u> |               |          |          |          |          |          |       |       |
| I have used this service   | 38.1%         | 37.7%    | 31.7%    | 21.4%    | 19.1%    | 14.3%    | 0.0%  | 27.4% |
| I have not used this service, but I am aware of it   | 31.0%         | 33.5%    | 39.6%    | 47.4%    | 44.1%    | 38.6%    | 52.6% | 40.2% |
| I have not used this service, but I am not aware of it   | 31.0%         | 28.7%    | 28.7%    | 31.2%    | 36.8%    | 47.1%    | 47.4% | 32.4% |

## Respondent Age

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q22c. Check to see if County home is located in a flood zone</u>  |               |          |          |          |          |          |       |       |
| I have used this service   | 14.2%         | 15.0%    | 14.4%    | 10.7%    | 14.5%    | 16.9%    | 5.3%  | 13.5% |
| I have not used this service,<br>but I am aware of it                | 25.8%         | 24.6%    | 39.1%    | 43.7%    | 34.2%    | 23.9%    | 47.4% | 33.9% |
| I have not used this service,<br>but I am not aware of it            | 60.0%         | 60.5%    | 46.5%    | 45.6%    | 51.3%    | 59.2%    | 47.4% | 52.6% |
| <u>Q22d. Search Mecklenburg County restaurant inspection ratings</u> |               |          |          |          |          |          |       |       |
| I have used this service   | 8.6%          | 11.6%    | 8.0%     | 10.8%    | 10.2%    | 13.2%    | 5.6%  | 9.9%  |
| I have not used this service,<br>but I am aware of it                | 21.9%         | 27.4%    | 32.8%    | 43.9%    | 36.7%    | 35.3%    | 38.9% | 33.6% |
| I have not used this service,<br>but I am not aware of it            | 69.5%         | 61.0%    | 59.2%    | 45.3%    | 53.1%    | 51.5%    | 55.6% | 56.4% |

## Respondent Age

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q22e. Look up Mecklenburg County voter information</u>                                       |               |          |          |          |          |          |       |       |
| I have used this service  | 24.8%         | 27.5%    | 21.7%    | 26.2%    | 26.5%    | 22.5%    | 5.6%  | 24.9% |
| I have not used this service,<br>but I am aware of it   | 34.6%         | 32.3%    | 36.9%    | 39.7%    | 37.1%    | 43.7%    | 61.1% | 37.3% |
| I have not used this service,<br>but I am not aware of it                                       | 40.5%         | 40.1%    | 41.4%    | 34.1%    | 36.4%    | 33.8%    | 33.3% | 37.9% |
| <u>Q22f. Check to see if someone has been arrested or has been jailed in Mecklenburg County</u> |               |          |          |          |          |          |       |       |
| I have used this service  | 36.8%         | 30.7%    | 34.2%    | 25.6%    | 25.8%    | 16.9%    | 21.1% | 29.2% |
| I have not used this service,<br>but I am aware of it   | 29.0%         | 39.8%    | 31.7%    | 41.4%    | 30.5%    | 43.7%    | 47.4% | 35.9% |
| I have not used this service,<br>but I am not aware of it                                       | 34.2%         | 29.5%    | 34.2%    | 33.0%    | 43.7%    | 39.4%    | 31.6% | 34.9% |

## Respondent Age

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q22g. Pay your taxes</u>  |               |          |          |          |          |          |       |       |
| I have used this service   | 37.0%         | 37.7%    | 36.8%    | 33.0%    | 21.2%    | 19.7%    | 5.6%  | 32.0% |
| I have not used this service,<br>but I am aware of it  | 36.4%         | 40.7%    | 38.7%    | 41.4%    | 46.4%    | 43.7%    | 61.1% | 41.2% |
| I have not used this service,<br>but I am not aware of it                                    | 26.6%         | 21.6%    | 24.5%    | 25.6%    | 32.5%    | 36.6%    | 33.3% | 26.8% |
| <u>Q22h. Look up birth, marriage &amp; death certificates recorded in Mecklenburg County</u> |               |          |          |          |          |          |       |       |
| I have used this service   | 11.0%         | 14.4%    | 12.8%    | 12.1%    | 12.6%    | 15.7%    | 15.8% | 13.0% |
| I have not used this service,<br>but I am aware of it  | 43.9%         | 47.3%    | 47.8%    | 53.0%    | 44.4%    | 48.6%    | 52.6% | 48.0% |
| I have not used this service,<br>but I am not aware of it                                    | 45.2%         | 38.3%    | 39.4%    | 34.9%    | 43.0%    | 35.7%    | 31.6% | 39.1% |

## Respondent Age

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q22i. Look up local air quality forecasts &amp; existing air quality conditions</u> |               |          |          |          |          |          |       |       |
| I have used this service   | 3.2%          | 6.0%     | 3.9%     | 5.1%     | 2.0%     | 9.9%     | 0.0%  | 4.5%  |
| I have not used this service,<br>but I am aware of it                                  | 24.5%         | 32.5%    | 35.0%    | 45.1%    | 36.4%    | 39.4%    | 42.1% | 35.8% |
| I have not used this service,<br>but I am not aware of it                              | 72.3%         | 61.4%    | 61.1%    | 49.8%    | 61.6%    | 50.7%    | 57.9% | 59.6% |
| <u>Q22j. Watch Board of County Commission meetings live or on demand</u>               |               |          |          |          |          |          |       |       |
| I have used this service   | 7.1%          | 7.2%     | 4.4%     | 9.3%     | 10.5%    | 16.9%    | 5.3%  | 8.3%  |
| I have not used this service,<br>but I am aware of it                                  | 28.4%         | 35.9%    | 40.9%    | 45.1%    | 38.8%    | 47.9%    | 47.4% | 39.3% |
| I have not used this service,<br>but I am not aware of it                              | 64.5%         | 56.9%    | 54.7%    | 45.6%    | 50.7%    | 35.2%    | 47.4% | 52.4% |

## Respondent Age

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q22k. Locate a government facility</u>   |               |          |          |          |          |          |       |       |
| I have used this service  | 26.6%         | 28.3%    | 22.7%    | 27.9%    | 25.0%    | 19.7%    | 10.5% | 25.5% |
| I have not used this service,<br>but I am aware of it                                       | 37.0%         | 39.8%    | 42.9%    | 41.9%    | 36.2%    | 39.4%    | 47.4% | 39.9% |
| I have not used this service,<br>but I am not aware of it                                   | 36.4%         | 31.9%    | 34.5%    | 30.2%    | 38.8%    | 40.8%    | 42.1% | 34.6% |
| <u>Q22l. Look up what materials are recyclable &amp; how &amp; where I can recycle them</u> |               |          |          |          |          |          |       |       |
| I have used this service  | 34.8%         | 32.1%    | 29.7%    | 24.2%    | 28.9%    | 14.3%    | 10.5% | 28.0% |
| I have not used this service,<br>but I am aware of it                                       | 29.0%         | 36.4%    | 41.6%    | 42.3%    | 32.2%    | 42.9%    | 52.6% | 37.9% |
| I have not used this service,<br>but I am not aware of it                                   | 36.1%         | 31.5%    | 28.7%    | 33.5%    | 38.8%    | 42.9%    | 36.8% | 34.1% |

## Respondent Age

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          |       | Total |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q22m. Apply for a job with Mecklenburg County</u>      |               |          |          |          |          |          |       |       |
| I have used this service                                  | 11.6%         | 16.9%    | 13.3%    | 7.0%     | 4.6%     | 9.9%     | 0.0%  | 10.5% |
| I have not used this service,<br>but I am aware of it     | 50.3%         | 51.2%    | 55.2%    | 58.1%    | 55.6%    | 43.7%    | 52.6% | 53.8% |
| I have not used this service,<br>but I am not aware of it | 38.1%         | 31.9%    | 31.5%    | 34.9%    | 39.7%    | 46.5%    | 47.4% | 35.6% |
| <u>Q22n. Make a public records request</u>                |               |          |          |          |          |          |       |       |
| I have used this service                                  | 3.9%          | 7.3%     | 3.9%     | 3.7%     | 4.7%     | 12.7%    | 0.0%  | 5.0%  |
| I have not used this service,<br>but I am aware of it     | 47.4%         | 46.1%    | 47.8%    | 54.2%    | 46.0%    | 36.6%    | 57.9% | 48.1% |
| I have not used this service,<br>but I am not aware of it | 48.7%         | 46.7%    | 48.3%    | 42.1%    | 49.3%    | 50.7%    | 42.1% | 46.9% |

## Respondent Age

**Q23. Thinking about your experiences while living in the County, please indicate whether you "agree," "neither agree nor disagree" or "disagree" with the following statements about the diversity of Mecklenburg County. (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q23a. Minority owned businesses are well represented in community</u> |               |          |          |          |          |          |       |       |
| Agree  | 42.4%         | 44.4%    | 47.7%    | 53.1%    | 45.9%    | 42.6%    | 46.2% | 46.5% |
| Neither agree nor disagree   | 39.0%         | 38.1%    | 34.2%    | 34.6%    | 37.8%    | 37.7%    | 38.5% | 36.8% |
| Disagree   | 18.6%         | 17.5%    | 18.1%    | 12.3%    | 16.2%    | 19.7%    | 15.4% | 16.6% |
| <u>Q23b. There is an array of diverse cultural activities in County</u>  |               |          |          |          |          |          |       |       |
| Agree  | 76.3%         | 69.6%    | 70.1%    | 73.3%    | 73.1%    | 68.9%    | 62.5% | 71.4% |
| Neither agree nor disagree   | 18.7%         | 23.6%    | 19.0%    | 17.8%    | 21.5%    | 19.7%    | 37.5% | 20.5% |
| Disagree   | 5.0%          | 6.8%     | 10.9%    | 8.9%     | 5.4%     | 11.5%    | 0.0%  | 8.0%  |

## Respondent Age

**Q23. Thinking about your experiences while living in the County, please indicate whether you "agree," "neither agree nor disagree" or "disagree" with the following statements about the diversity of Mecklenburg County. (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q23c. There is diverse ethnic &amp; racial representation in community</u> |               |          |          |          |          |          |       |       |
| Agree   | 72.9%         | 64.6%    | 72.8%    | 71.8%    | 73.1%    | 63.5%    | 68.8% | 70.1% |
| Neither agree nor disagree  | 20.8%         | 24.5%    | 16.8%    | 17.4%    | 20.9%    | 23.8%    | 25.0% | 20.5% |
| Disagree  | 6.3%          | 10.9%    | 10.3%    | 10.8%    | 6.0%     | 12.7%    | 6.3%  | 9.4%  |

**Respondent Age**

**Q24. Have you seen the County's Annual Performance Report? (without "don't know")**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q24. Have you seen County's Annual Performance Report</u> |               |          |          |          |          |          |       |       |
| Yes  | 4.5%          | 5.9%     | 8.7%     | 6.0%     | 11.0%    | 9.7%     | 4.8%  | 7.3%  |
| No   | 95.5%         | 94.1%    | 91.3%    | 94.0%    | 89.0%    | 90.3%    | 95.2% | 92.7% |

## Respondent Age

### **Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q25. Top choice</u>                                 |               |          |          |          |          |          |       |       |
| City/County web site                                   | 31.4%         | 34.3%    | 27.3%    | 23.6%    | 20.6%    | 8.2%     | 4.5%  | 25.1% |
| Other web sites/internet                               | 0.0%          | 1.2%     | 2.4%     | 4.6%     | 1.9%     | 0.0%     | 0.0%  | 2.1%  |
| County social media sites                              | 7.1%          | 4.7%     | 3.8%     | 0.5%     | 0.6%     | 5.5%     | 0.0%  | 3.2%  |
| Government television                                  | 0.6%          | 1.2%     | 2.9%     | 3.2%     | 2.6%     | 8.2%     | 0.0%  | 2.7%  |
| Subscription to email alerts                           | 9.0%          | 7.7%     | 11.0%    | 11.1%    | 6.5%     | 2.7%     | 0.0%  | 8.6%  |
| Local television news                                  | 16.7%         | 17.8%    | 17.2%    | 22.7%    | 27.1%    | 35.6%    | 22.7% | 21.6% |
| Charlotte Observer                                     | 13.5%         | 8.9%     | 10.5%    | 15.7%    | 16.8%    | 17.8%    | 27.3% | 13.6% |
| Charlotte Observer online                              | 2.6%          | 1.2%     | 2.9%     | 2.3%     | 0.0%     | 0.0%     | 4.5%  | 1.8%  |
| All other newspapers                                   | 1.3%          | 0.6%     | 1.4%     | 0.5%     | 1.3%     | 0.0%     | 0.0%  | 0.9%  |
| Radio  | 1.3%          | 1.8%     | 2.4%     | 2.8%     | 1.3%     | 1.4%     | 0.0%  | 1.9%  |
| Phone book   | 0.6%          | 0.6%     | 0.5%     | 0.9%     | 0.6%     | 2.7%     | 0.0%  | 0.8%  |
| Direct mail  | 10.9%         | 11.2%    | 10.0%    | 7.4%     | 10.3%    | 5.5%     | 4.5%  | 9.3%  |
| Word of mouth through friends, neighbors or co-workers | 1.9%          | 1.2%     | 1.9%     | 1.9%     | 0.0%     | 5.5%     | 4.5%  | 1.8%  |
| None, do not use any                                   | 0.6%          | 1.8%     | 1.4%     | 1.4%     | 1.9%     | 0.0%     | 0.0%  | 1.3%  |
| Other  | 0.0%          | 0.6%     | 0.5%     | 0.0%     | 0.6%     | 1.4%     | 0.0%  | 0.4%  |
| Don't know   | 2.6%          | 5.3%     | 3.8%     | 1.4%     | 7.7%     | 5.5%     | 31.8% | 5.2%  |

## Respondent Age

### **Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q25. 2nd choice</u>                                 |               |          |          |          |          |          |       |       |
| City/County web site                                   | 12.8%         | 11.2%    | 11.5%    | 12.0%    | 7.7%     | 2.7%     | 0.0%  | 10.3% |
| Other web sites/internet                               | 6.4%          | 4.7%     | 3.8%     | 5.1%     | 3.2%     | 2.7%     | 0.0%  | 4.4%  |
| County social media sites                              | 7.7%          | 7.1%     | 5.7%     | 2.3%     | 2.6%     | 0.0%     | 0.0%  | 4.4%  |
| Government television                                  | 2.6%          | 2.4%     | 1.9%     | 4.2%     | 2.6%     | 5.5%     | 4.5%  | 3.0%  |
| Subscription to email alerts                           | 11.5%         | 7.7%     | 9.6%     | 9.3%     | 5.8%     | 4.1%     | 0.0%  | 8.3%  |
| Local television news                                  | 17.3%         | 16.6%    | 15.8%    | 20.8%    | 20.0%    | 17.8%    | 18.2% | 17.9% |
| Charlotte Observer                                     | 12.2%         | 11.2%    | 16.3%    | 19.0%    | 19.4%    | 28.8%    | 13.6% | 16.7% |
| Charlotte Observer online                              | 4.5%          | 9.5%     | 4.8%     | 2.8%     | 2.6%     | 2.7%     | 4.5%  | 4.5%  |
| All other newspapers                                   | 1.9%          | 2.4%     | 0.5%     | 0.9%     | 1.9%     | 1.4%     | 0.0%  | 1.5%  |
| Radio  | 6.4%          | 4.1%     | 6.2%     | 5.6%     | 7.7%     | 5.5%     | 4.5%  | 5.8%  |
| Phone book   | 1.3%          | 1.8%     | 0.5%     | 1.4%     | 1.9%     | 2.7%     | 4.5%  | 1.5%  |
| Direct mail  | 10.9%         | 8.3%     | 7.2%     | 6.5%     | 6.5%     | 4.1%     | 4.5%  | 7.3%  |
| Word of mouth through friends, neighbors or co-workers | 0.6%          | 1.2%     | 3.3%     | 0.9%     | 1.3%     | 4.1%     | 0.0%  | 1.7%  |
| Other  | 0.0%          | 1.2%     | 0.0%     | 0.9%     | 0.0%     | 4.1%     | 0.0%  | 0.7%  |
| Don't know   | 3.8%          | 10.7%    | 12.9%    | 8.3%     | 16.8%    | 13.7%    | 45.5% | 12.0% |

## Respondent Age

### **Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q25. 3rd choice</u>                                 |               |          |          |          |          |          |       |       |
| City/County web site                                   | 14.7%         | 10.7%    | 11.0%    | 13.0%    | 7.7%     | 1.4%     | 4.5%  | 10.4% |
| Other web sites/internet                               | 4.5%          | 5.3%     | 3.3%     | 5.1%     | 3.9%     | 2.7%     | 0.0%  | 4.2%  |
| County social media sites                              | 4.5%          | 7.7%     | 3.3%     | 1.9%     | 1.9%     | 0.0%     | 0.0%  | 3.3%  |
| Government television                                  | 4.5%          | 0.6%     | 1.0%     | 4.2%     | 1.9%     | 4.1%     | 4.5%  | 2.6%  |
| Subscription to email alerts                           | 7.1%          | 4.7%     | 5.3%     | 3.2%     | 5.2%     | 0.0%     | 0.0%  | 4.5%  |
| Local television news                                  | 17.3%         | 18.3%    | 13.4%    | 10.6%    | 10.3%    | 11.0%    | 4.5%  | 13.3% |
| Charlotte Observer                                     | 5.1%          | 5.9%     | 8.1%     | 8.3%     | 10.3%    | 5.5%     | 0.0%  | 7.3%  |
| Charlotte Observer online                              | 10.3%         | 4.7%     | 8.6%     | 3.2%     | 4.5%     | 1.4%     | 0.0%  | 5.6%  |
| All other newspapers                                   | 0.6%          | 1.8%     | 2.4%     | 1.4%     | 1.3%     | 2.7%     | 0.0%  | 1.6%  |
| Radio  | 7.7%          | 5.9%     | 7.2%     | 10.6%    | 6.5%     | 9.6%     | 0.0%  | 7.6%  |
| Phone book   | 2.6%          | 1.8%     | 1.0%     | 2.3%     | 1.9%     | 4.1%     | 13.6% | 2.3%  |
| Direct mail  | 8.3%          | 13.6%    | 8.6%     | 12.5%    | 9.7%     | 12.3%    | 18.2% | 11.0% |
| Word of mouth through friends, neighbors or co-workers | 5.1%          | 1.8%     | 3.3%     | 4.2%     | 5.2%     | 6.8%     | 4.5%  | 4.0%  |
| Other  | 0.6%          | 0.0%     | 0.0%     | 0.5%     | 0.0%     | 0.0%     | 0.0%  | 0.2%  |
| Don't know   | 7.1%          | 17.2%    | 23.4%    | 19.0%    | 29.7%    | 38.4%    | 50.0% | 22.0% |

## Respondent Age

### **Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results? (top 3)**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q25. Top choice</u>                                 |               |          |          |          |          |          |       |       |
| City/County web site                                   | 59.0%         | 56.2%    | 49.8%    | 48.6%    | 36.1%    | 12.3%    | 9.1%  | 45.9% |
| Other web sites/internet                               | 10.9%         | 11.2%    | 9.6%     | 14.8%    | 9.0%     | 5.5%     | 0.0%  | 10.7% |
| County social media sites                              | 19.2%         | 19.5%    | 12.9%    | 4.6%     | 5.2%     | 5.5%     | 0.0%  | 11.0% |
| Government television                                  | 7.7%          | 4.1%     | 5.7%     | 11.6%    | 7.1%     | 17.8%    | 9.1%  | 8.2%  |
| Subscription to email alerts                           | 27.6%         | 20.1%    | 25.8%    | 23.6%    | 17.4%    | 6.8%     | 0.0%  | 21.4% |
| Local television news                                  | 51.3%         | 52.7%    | 46.4%    | 54.2%    | 57.4%    | 64.4%    | 45.5% | 52.8% |
| Charlotte Observer                                     | 30.8%         | 26.0%    | 34.9%    | 43.1%    | 46.5%    | 52.1%    | 40.9% | 37.6% |
| Charlotte Observer online                              | 17.3%         | 15.4%    | 16.3%    | 8.3%     | 7.1%     | 4.1%     | 9.1%  | 11.9% |
| All other newspapers                                   | 3.8%          | 4.7%     | 4.3%     | 2.8%     | 4.5%     | 4.1%     | 0.0%  | 3.9%  |
| Radio  | 15.4%         | 11.8%    | 15.8%    | 19.0%    | 15.5%    | 16.4%    | 4.5%  | 15.3% |
| Phone book   | 4.5%          | 4.1%     | 1.9%     | 4.6%     | 4.5%     | 9.6%     | 18.2% | 4.5%  |
| Direct mail  | 30.1%         | 33.1%    | 25.8%    | 26.4%    | 26.5%    | 21.9%    | 27.3% | 27.6% |
| Word of mouth through friends, neighbors or co-workers | 7.7%          | 4.1%     | 8.6%     | 6.9%     | 6.5%     | 16.4%    | 9.1%  | 7.5%  |
| None, do not use any                                   | 0.6%          | 1.8%     | 1.4%     | 1.4%     | 1.9%     | 0.0%     | 0.0%  | 1.3%  |
| Other  | 0.6%          | 1.8%     | 0.5%     | 1.4%     | 0.6%     | 5.5%     | 0.0%  | 1.3%  |
| Don't know   | 5.1%          | 7.1%     | 11.0%    | 6.0%     | 13.5%    | 19.2%    | 45.5% | 10.5% |

**Respondent Age**

**Q26. Listed below are several programs offered by Mecklenburg County. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following programs: (without "don't know")**

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q26a. "Smoking &amp; Choking" program that allows citizens to report vehicles with smoking tailpipes</u>                         |               |          |          |          |          |          |       |       |
| Very familiar   | 0.0%          | 3.0%     | 1.4%     | 2.8%     | 4.5%     | 6.8%     | 4.8%  | 2.7%  |
| Somewhat familiar   | 6.4%          | 5.9%     | 7.7%     | 8.8%     | 7.7%     | 9.6%     | 23.8% | 8.0%  |
| Not familiar  | 93.6%         | 91.1%    | 90.9%    | 88.4%    | 87.7%    | 83.6%    | 71.4% | 89.3% |
| <br><u>Q26b. Swat-A-Litterbug program that empowers citizens to report drivers discarding litter &amp; cigarettes from vehicles</u> |               |          |          |          |          |          |       |       |
| Very familiar   | 3.9%          | 8.9%     | 6.3%     | 9.3%     | 9.7%     | 13.7%    | 10.0% | 8.1%  |
| Somewhat familiar   | 15.5%         | 15.4%    | 17.8%    | 21.4%    | 20.0%    | 23.3%    | 40.0% | 18.9% |
| Not familiar  | 80.6%         | 75.7%    | 76.0%    | 69.3%    | 70.3%    | 63.0%    | 50.0% | 72.9% |

**Respondent Age**

**Q27. What is your gender?**

N=1016

|                         | <u>Q29. Your age</u> |          |          |          |          |          |       | <u>Total</u> |
|-------------------------|----------------------|----------|----------|----------|----------|----------|-------|--------------|
|                         | 18 to 34             | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |              |
| <u>Q27. Your gender</u> |                      |          |          |          |          |          |       |              |
| Male                    | 56.4%                | 40.8%    | 39.2%    | 48.6%    | 52.9%    | 47.9%    | 50.0% | 47.6%        |
| Female                  | 43.6%                | 59.2%    | 60.8%    | 51.4%    | 47.1%    | 52.1%    | 50.0% | 52.4%        |

## Respondent Age

### Q28. Which of the following best describes your race/ethnicity? (without don't know)

| N=1016                               | Q29. Your age |          |          |          |          |          | Total |       |
|--------------------------------------|---------------|----------|----------|----------|----------|----------|-------|-------|
|                                      | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q28. Your race/ethnicity</u>      |               |          |          |          |          |          |       |       |
| Hispanic or Latino origin or descent | 10.3%         | 8.9%     | 13.4%    | 8.8%     | 10.3%    | 8.2%     | 9.1%  | 10.2% |
| White                                | 53.8%         | 51.5%    | 51.7%    | 63.4%    | 60.6%    | 60.3%    | 40.9% | 55.7% |
| African American                     | 32.7%         | 34.3%    | 32.5%    | 21.8%    | 25.2%    | 28.8%    | 40.9% | 30.0% |
| Asian or Pacific Islander            | 6.4%          | 4.7%     | 3.3%     | 5.1%     | 2.6%     | 1.4%     | 4.5%  | 4.1%  |
| American Indian or Native Alaskan    | 1.3%          | 3.6%     | 0.0%     | 0.9%     | 0.6%     | 1.4%     | 0.0%  | 1.3%  |
| Multi-racial                         | 0.6%          | 0.0%     | 0.5%     | 1.9%     | 1.9%     | 0.0%     | 0.0%  | 0.9%  |
| Other                                | 0.0%          | 1.2%     | 0.5%     | 0.5%     | 0.6%     | 0.0%     | 0.0%  | 0.5%  |

## Respondent Age

### Q29. Which of the following categories best represents your age? (without not provided)

| N=1016               | Q29. Your age |          |          |          |          |          |        | Total |
|----------------------|---------------|----------|----------|----------|----------|----------|--------|-------|
|                      | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+    |       |
| <u>Q29. Your age</u> |               |          |          |          |          |          |        |       |
| 18 to 34             | 100.0%        | 0.0%     | 0.0%     | 0.0%     | 0.0%     | 0.0%     | 0.0%   | 15.6% |
| 35 to 44             | 0.0%          | 100.0%   | 0.0%     | 0.0%     | 0.0%     | 0.0%     | 0.0%   | 16.9% |
| 45 to 54             | 0.0%          | 0.0%     | 100.0%   | 0.0%     | 0.0%     | 0.0%     | 0.0%   | 20.9% |
| 55 to 64             | 0.0%          | 0.0%     | 0.0%     | 100.0%   | 0.0%     | 0.0%     | 0.0%   | 21.6% |
| 65 to 74             | 0.0%          | 0.0%     | 0.0%     | 0.0%     | 100.0%   | 0.0%     | 0.0%   | 15.5% |
| 75 to 84             | 0.0%          | 0.0%     | 0.0%     | 0.0%     | 0.0%     | 100.0%   | 0.0%   | 7.3%  |
| 85+                  | 0.0%          | 0.0%     | 0.0%     | 0.0%     | 0.0%     | 0.0%     | 100.0% | 2.2%  |

## Respondent Age

### Q30. Including yourself, how many adults age 18 or older live in your household?

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q30. How many adults age 18+ live in your household</u> |               |          |          |          |          |          |       |       |
| 1  | 22.4%         | 24.3%    | 21.1%    | 21.3%    | 23.2%    | 42.5%    | 45.5% | 24.9% |
| 2  | 53.8%         | 61.5%    | 49.8%    | 45.8%    | 58.7%    | 39.7%    | 50.0% | 51.7% |
| 3  | 15.4%         | 10.1%    | 19.6%    | 22.7%    | 14.2%    | 12.3%    | 4.5%  | 16.2% |
| 4 or more  | 8.3%          | 4.1%     | 9.6%     | 10.2%    | 3.9%     | 5.5%     | 0.0%  | 7.2%  |

### Q31. How many children under the age of 18 live in your household?

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q31. How many children under age of 18 live in your household</u> |               |          |          |          |          |          |       |       |
| None   | 68.6%         | 45.6%    | 57.4%    | 75.9%    | 92.3%    | 94.5%    | 90.9% | 70.2% |
| 1  | 10.9%         | 17.8%    | 15.3%    | 12.5%    | 5.2%     | 1.4%     | 4.5%  | 11.6% |
| 2  | 17.3%         | 28.4%    | 17.7%    | 8.3%     | 0.6%     | 1.4%     | 0.0%  | 13.1% |
| 3 or more  | 3.2%          | 8.3%     | 9.6%     | 3.2%     | 1.9%     | 2.7%     | 4.5%  | 5.1%  |

## Respondent Age

### Q32. Which of the following is the highest level of education you have completed? (without don't know)

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q32. Highest level of education you have completed</u> |               |          |          |          |          |          |       |       |
| Less than high school graduate                            | 0.6%          | 2.4%     | 1.9%     | 1.4%     | 0.6%     | 4.2%     | 9.5%  | 1.8%  |
| High school diploma or equivalent                         | 6.4%          | 12.4%    | 8.2%     | 7.0%     | 11.7%    | 18.1%    | 28.6% | 10.0% |
| Special/technical training (not college)                  | 2.6%          | 2.4%     | 3.9%     | 3.7%     | 3.9%     | 4.2%     | 4.8%  | 3.4%  |
| Some college (did not graduate from a 4-year college)     | 17.9%         | 16.6%    | 21.7%    | 24.8%    | 27.3%    | 27.8%    | 28.6% | 22.2% |
| College graduate (from a 4-year college)                  | 40.4%         | 36.7%    | 35.7%    | 28.5%    | 25.3%    | 25.0%    | 19.0% | 32.2% |
| Post-graduate study (no advanced degree)                  | 6.4%          | 5.3%     | 4.3%     | 7.5%     | 5.8%     | 5.6%     | 9.5%  | 6.2%  |
| Post graduate advanced degree (Masters, MBA, PHD)         | 25.6%         | 24.3%    | 24.2%    | 27.1%    | 25.3%    | 15.3%    | 0.0%  | 24.2% |

## Respondent Age

### Q33. How many years have you lived in Mecklenburg County?

| N=1016  | Q29. Your age |          |          |          |          |          | Total |       |
|---|---------------|----------|----------|----------|----------|----------|-------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q33. How many years have you lived in Mecklenburg County</u> |               |          |          |          |          |          |       |       |
| 5 years or less   | 70.5%         | 70.4%    | 61.2%    | 44.4%    | 41.3%    | 24.7%    | 13.6% | 53.8% |
| 6 to 10 years   | 26.3%         | 23.7%    | 24.4%    | 35.6%    | 35.5%    | 50.7%    | 50.0% | 31.0% |
| 11 to 15 years  | 0.6%          | 1.8%     | 5.3%     | 2.3%     | 1.3%     | 1.4%     | 0.0%  | 2.4%  |
| 16 to 20 years  | 1.3%          | 1.2%     | 2.4%     | 5.1%     | 1.9%     | 5.5%     | 0.0%  | 2.8%  |
| 21 to 30 years  | 1.3%          | 1.8%     | 1.4%     | 4.2%     | 5.8%     | 5.5%     | 4.5%  | 3.2%  |
| 31 years or more  | 0.0%          | 1.2%     | 5.3%     | 8.3%     | 14.2%    | 12.3%    | 31.8% | 6.8%  |

## Respondent Age

### Q35. What is your total before tax household income? (without not provided)

| N=1016   | Q29. Your age |          |          |          |          |          | Total |       |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 |       | 85+   |
| <u>Q35. Your total before tax household income</u> |               |          |          |          |          |          |       |       |
| Less than \$15K                                    | 2.1%          | 5.5%     | 6.3%     | 4.3%     | 2.2%     | 10.0%    | 22.2% | 5.2%  |
| \$15K-\$24,999                                     | 4.1%          | 6.8%     | 4.6%     | 6.4%     | 11.9%    | 13.3%    | 22.2% | 7.3%  |
| \$25K-\$34,999                                     | 9.6%          | 9.6%     | 5.7%     | 8.5%     | 14.2%    | 18.3%    | 5.6%  | 10.0% |
| \$35K-\$49,999                                     | 6.2%          | 8.2%     | 6.9%     | 9.6%     | 10.4%    | 18.3%    | 27.8% | 9.3%  |
| \$50K-\$74,999                                     | 19.9%         | 13.7%    | 19.0%    | 16.5%    | 16.4%    | 11.7%    | 11.1% | 16.5% |
| \$75K-\$99,999                                     | 15.1%         | 16.4%    | 14.9%    | 18.6%    | 14.2%    | 15.0%    | 5.6%  | 15.6% |
| \$100K-\$149,999                                   | 22.6%         | 19.9%    | 17.8%    | 14.9%    | 17.9%    | 6.7%     | 5.6%  | 17.3% |
| \$150K+  | 20.5%         | 19.9%    | 24.7%    | 21.3%    | 12.7%    | 6.7%     | 0.0%  | 18.7% |

**Respondent Age**

**Q36. Are you an employee of Mecklenburg County? (without not provided)**

| N=1016  | Q29. Your age |          |          |          |          |          |        | Total |
|---|---------------|----------|----------|----------|----------|----------|--------|-------|
|   | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+    |       |
| <u>Q36. Are you an employee of Mecklenburg County</u> |               |          |          |          |          |          |        |       |
| Yes   | 1.3%          | 5.3%     | 5.8%     | 4.6%     | 3.9%     | 0.0%     | 0.0%   | 3.8%  |
| No  | 98.7%         | 94.7%    | 94.2%    | 95.4%    | 96.1%    | 100.0%   | 100.0% | 96.2% |

**Q37. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served? (without not provided)**

| N=1016   | Q29. Your age |          |          |          |          |          |       | Total |
|--|---------------|----------|----------|----------|----------|----------|-------|-------|
|  | 18 to 34      | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 to 84 | 85+   |       |
| <u>Q37. Have you ever served in any branch of the military</u> |               |          |          |          |          |          |       |       |
| Yes  | 29.0%         | 29.6%    | 26.3%    | 34.9%    | 55.3%    | 50.7%    | 75.0% | 36.6% |
| No   | 71.0%         | 70.4%    | 73.7%    | 65.1%    | 44.7%    | 49.3%    | 25.0% | 63.4% |

**Section 6**  
***Household Income***

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## Household Income

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government: (without "don't know")**

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q2a. There is value in services provided by Mecklenburg County to residents</u>                             |   |                |                |                |                |                |                  |         |       |
| Strongly agree   | 32.5%                                       | 20.7%          | 35.9%          | 34.7%          | 28.1%          | 33.8%          | 38.9%            | 43.1%   | 33.8% |
| Agree  | 42.5%                                       | 67.2%          | 56.4%          | 50.0%          | 58.5%          | 56.9%          | 54.2%            | 50.3%   | 55.4% |
| Disagree   | 17.5%                                       | 5.2%           | 7.7%           | 12.5%          | 10.4%          | 4.6%           | 6.3%             | 5.9%    | 7.8%  |
| Strongly disagree  | 7.5%  | 6.9%           | 0.0%           | 2.8%           | 3.0%           | 4.6%           | 0.7%             | 0.7%    | 3.0%  |
| <u>Q2b. Mecklenburg County spends my local tax dollars on services that help residents improve their lives</u> |   |                |                |                |                |                |                  |         |       |
| Strongly agree   | 22.9%                                       | 18.6%          | 14.5%          | 13.9%          | 14.4%          | 10.7%          | 19.1%            | 20.4%   | 15.7% |
| Agree  | 28.6%                                       | 44.1%          | 60.5%          | 56.9%          | 60.8%          | 64.8%          | 60.3%            | 60.6%   | 57.7% |
| Disagree   | 25.7%                                       | 25.4%          | 19.7%          | 20.8%          | 19.2%          | 13.9%          | 19.1%            | 16.9%   | 19.5% |
| Strongly disagree  | 22.9%                                       | 11.9%          | 5.3%           | 8.3%           | 5.6%           | 10.7%          | 1.5%             | 2.1%    | 7.2%  |

## Household Income

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government: (without "don't know")**

| N=1016 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|        | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

Q2c. Mecklenburg County spends my local tax dollars on services that help residents improve their community

|                   |       |       |       |       |       |       |       |       |       |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Strongly agree    | 23.7% | 17.5% | 18.1% | 14.7% | 10.8% | 11.6% | 15.7% | 18.4% | 15.3% |
| Agree             | 28.9% | 40.4% | 55.6% | 54.4% | 60.0% | 57.9% | 61.2% | 66.0% | 55.9% |
| Disagree          | 34.2% | 28.1% | 23.6% | 23.5% | 20.8% | 22.3% | 21.6% | 12.1% | 21.9% |
| Strongly disagree | 13.2% | 14.0% | 2.8%  | 7.4%  | 8.3%  | 8.3%  | 1.5%  | 3.5%  | 6.9%  |

Q2d. I am satisfied with opportunities for citizen participation in County policy development & decision-making

|                   |       |       |       |       |       |       |       |       |       |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Strongly agree    | 34.4% | 18.5% | 11.4% | 13.6% | 8.3%  | 6.4%  | 13.4% | 15.1% | 12.4% |
| Agree             | 21.9% | 38.9% | 48.6% | 48.5% | 51.9% | 49.1% | 52.1% | 49.6% | 48.0% |
| Disagree          | 31.3% | 29.6% | 31.4% | 28.8% | 33.3% | 28.2% | 31.9% | 31.1% | 30.7% |
| Strongly disagree | 12.5% | 13.0% | 8.6%  | 9.1%  | 6.5%  | 16.4% | 2.5%  | 4.2%  | 8.9%  |

## Household Income

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q3a. Mecklenburg County as a place to live</u> |   |                |                |                |                |                |                  |         |       |
| Excellent   | 18.6%                                       | 25.4%          | 26.4%          | 39.5%          | 28.0%          | 25.7%          | 38.3%            | 44.7%   | 33.1% |
| Good  | 44.2%                                       | 42.9%          | 52.9%          | 39.5%          | 53.1%          | 52.9%          | 48.3%            | 47.8%   | 48.0% |
| Fair  | 27.9%                                       | 28.6%          | 14.9%          | 17.3%          | 16.1%          | 15.4%          | 10.7%            | 6.8%    | 15.4% |
| Poor  | 9.3%  | 3.2%           | 5.7%           | 3.7%           | 2.8%           | 5.9%           | 2.7%             | 0.6%    | 3.5%  |
| <u>Q3b. Mecklenburg County as a place to work</u> |   |                |                |                |                |                |                  |         |       |
| Excellent   | 16.7%                                       | 23.3%          | 26.5%          | 31.2%          | 27.1%          | 25.8%          | 34.7%            | 38.8%   | 30.2% |
| Good  | 35.7%                                       | 50.0%          | 44.6%          | 49.4%          | 52.1%          | 55.5%          | 55.1%            | 53.9%   | 50.4% |
| Fair  | 31.0%                                       | 18.3%          | 25.3%          | 15.6%          | 17.1%          | 14.1%          | 7.5%             | 5.9%    | 15.0% |
| Poor  | 16.7%                                       | 8.3%           | 3.6%           | 3.9%           | 3.6%           | 4.7%           | 2.7%             | 1.3%    | 4.3%  |

## Household Income

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q3c. Mecklenburg County as a place to recreate</u> |   |                |                |                |                |                |                  |         |       |
| Excellent   | 19.0%                                       | 21.0%          | 32.9%          | 26.9%          | 23.0%          | 22.6%          | 28.1%            | 35.4%   | 27.5% |
| Good  | 40.5%                                       | 46.8%          | 41.5%          | 48.7%          | 55.4%          | 49.6%          | 51.4%            | 46.8%   | 47.7% |
| Fair  | 28.6%                                       | 19.4%          | 20.7%          | 20.5%          | 18.7%          | 21.1%          | 17.8%            | 13.9%   | 19.4% |
| Poor  | 11.9%                                       | 12.9%          | 4.9%           | 3.8%           | 2.9%           | 6.8%           | 2.7%             | 3.8%    | 5.4%  |

## Household Income

### Q4. In the past 12 months, have you had any interactions with the Mecklenburg County Assessor's Office? (without don't know)

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q4. Had any interactions with Mecklenburg County Assessor's Office in past 12 months</u> |   |                |                |                |                |                |                  |         |       |
| Yes   | 17.8%                                       | 23.4%          | 11.5%          | 17.5%          | 8.4%           | 12.5%          | 20.0%            | 12.9%   | 15.1% |
| No  | 82.2%                                       | 76.6%          | 88.5%          | 82.5%          | 91.6%          | 87.5%          | 80.0%            | 87.1%   | 84.9% |

## Household Income

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

| N=153  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q4a-1. Staff was courteous</u>                |   |                |                |                |                |                |                  |         |       |
| Strongly agree                                   | 37.5%                                       | 33.3%          | 62.5%          | 38.5%          | 27.3%          | 31.3%          | 31.0%            | 10.5%   | 29.2% |
| Agree  | 62.5%                                       | 53.3%          | 37.5%          | 53.8%          | 72.7%          | 56.3%          | 51.7%            | 78.9%   | 56.3% |
| Disagree   | 0.0%  | 6.7%           | 0.0%           | 7.7%           | 0.0%           | 12.5%          | 3.4%             | 10.5%   | 7.6%  |
| Strongly disagree                                | 0.0%  | 6.7%           | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 13.8%            | 0.0%    | 6.9%  |
| <u>Q4a-2. Staff served me in a timely matter</u> |   |                |                |                |                |                |                  |         |       |
| Strongly agree                                   | 50.0%                                       | 28.6%          | 55.6%          | 33.3%          | 27.3%          | 31.3%          | 14.3%            | 5.3%    | 25.4% |
| Agree  | 50.0%                                       | 50.0%          | 44.4%          | 58.3%          | 72.7%          | 37.5%          | 64.3%            | 68.4%   | 52.1% |
| Disagree   | 0.0%  | 14.3%          | 0.0%           | 8.3%           | 0.0%           | 31.3%          | 10.7%            | 26.3%   | 16.9% |
| Strongly disagree                                | 0.0%  | 7.1%           | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 10.7%            | 0.0%    | 5.6%  |

## Household Income

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

| N=153   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q4a-3. Information I was provided was easy to understand</u> |   |                |                |                |                |                |                  |         |       |
| Strongly agree  | 50.0%                                       | 42.9%          | 50.0%          | 35.7%          | 33.3%          | 37.5%          | 20.7%            | 5.3%    | 27.7% |
| Agree   | 37.5%                                       | 42.9%          | 40.0%          | 50.0%          | 66.7%          | 50.0%          | 58.6%            | 42.1%   | 50.7% |
| Disagree  | 12.5%                                       | 14.3%          | 10.0%          | 14.3%          | 0.0%           | 0.0%           | 17.2%            | 31.6%   | 16.2% |
| Strongly disagree   | 0.0%  | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 12.5%          | 3.4%             | 21.1%   | 5.4%  |
| <u>Q4a-4. Assessor's Office provided quality service</u>        |   |                |                |                |                |                |                  |         |       |
| Strongly agree  | 50.0%                                       | 50.0%          | 75.0%          | 35.7%          | 33.3%          | 31.3%          | 20.7%            | 5.3%    | 28.1% |
| Agree   | 50.0%                                       | 50.0%          | 12.5%          | 50.0%          | 66.7%          | 43.8%          | 55.2%            | 52.6%   | 44.6% |
| Disagree  | 0.0%  | 0.0%           | 12.5%          | 14.3%          | 0.0%           | 12.5%          | 13.8%            | 31.6%   | 18.7% |
| Strongly disagree   | 0.0%  | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 12.5%          | 10.3%            | 10.5%   | 8.6%  |

## Household Income

### Q5. Are you aware that Mecklenburg County is conducting a review of all real estate and residential parcel values from the 2011 Revaluation? (without "don't know")

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q5. Are you aware that Mecklenburg County is conducting a review of all real estate &amp; residential parcel values from 2011 Revaluation</u> |   |                |                |                |                |                |                  |         |       |
| Yes  | 41.9%                                       | 60.3%          | 56.5%          | 74.7%          | 73.2%          | 68.9%          | 73.3%            | 84.5%   | 70.5% |
| No   | 58.1%                                       | 39.7%          | 43.5%          | 25.3%          | 26.8%          | 31.1%          | 26.7%            | 15.5%   | 29.5% |

## Household Income

**Q6. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements: (without "don't know")**

| N=1016 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|        | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

### Q6a. Mecklenburg County evaluates your property fairly

|                   |       |       |       |       |       |       |       |       |       |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Strongly agree    | 18.5% | 11.4% | 3.3%  | 7.7%  | 7.3%  | 5.4%  | 2.4%  | 4.8%  | 5.8%  |
| Agree             | 22.2% | 34.1% | 43.3% | 36.9% | 49.5% | 39.6% | 46.8% | 45.5% | 42.6% |
| Disagree          | 25.9% | 29.5% | 43.3% | 40.0% | 27.5% | 37.8% | 33.1% | 30.3% | 33.5% |
| Strongly disagree | 33.3% | 25.0% | 10.0% | 15.4% | 15.6% | 17.1% | 17.7% | 19.3% | 18.1% |

### Q6b. County Assessor's Office fairly evaluates your property

|                   |       |       |       |       |       |       |       |       |       |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Strongly agree    | 17.4% | 10.3% | 3.6%  | 7.9%  | 8.7%  | 5.6%  | 2.5%  | 4.4%  | 5.8%  |
| Agree             | 30.4% | 25.6% | 44.6% | 41.3% | 47.1% | 39.8% | 43.8% | 43.8% | 41.3% |
| Disagree          | 17.4% | 33.3% | 42.9% | 36.5% | 28.8% | 36.1% | 35.5% | 32.1% | 34.2% |
| Strongly disagree | 34.8% | 30.8% | 8.9%  | 14.3% | 15.4% | 18.5% | 18.2% | 19.7% | 18.7% |

## Household Income

### Q7. Would you say Mecklenburg County does an "excellent," "good," "fair," or "poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")

| N=1016 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|        | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

#### Q7. Communicating information about County issues, services, & performance to public

|           |       |       |       |       |       |       |       |       |       |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 20.0% | 8.9%  | 6.3%  | 6.8%  | 5.3%  | 1.5%  | 4.9%  | 3.8%  | 6.2%  |
| Good      | 20.0% | 33.9% | 48.8% | 37.8% | 46.2% | 36.4% | 40.3% | 41.4% | 39.2% |
| Fair      | 30.0% | 37.5% | 32.5% | 37.8% | 31.8% | 41.7% | 44.4% | 41.4% | 37.6% |
| Poor      | 30.0% | 19.6% | 12.5% | 17.6% | 16.7% | 20.5% | 10.4% | 13.4% | 17.0% |

### Q8. Did you know that Mecklenburg County uses social media to promote awareness of County programs and services?

| N=1016 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|        | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

#### Q8. Mecklenburg County uses social media to promote awareness of County programs & services

|                    |       |       |       |       |       |       |       |       |       |
|--------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Yes, I am aware    | 35.6% | 39.1% | 55.2% | 49.4% | 36.1% | 31.6% | 34.4% | 32.5% | 37.3% |
| No, I am not aware | 64.4% | 60.9% | 44.8% | 50.6% | 63.9% | 68.4% | 65.6% | 67.5% | 62.7% |

## Household Income

### **Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information. (without "don't know")**

| N=1016                       | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|------------------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|                              | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <b><u>Q9a. Facebook</u></b>  |   |                |                |                |                |                |                  |         |       |
| Yes                          | 23.8%                                       | 11.1%          | 17.7%          | 20.8%          | 11.9%          | 11.4%          | 14.6%            | 9.2%    | 13.1% |
| No                           | 76.2%                                       | 88.9%          | 82.3%          | 79.2%          | 88.1%          | 88.6%          | 85.4%            | 90.8%   | 86.9% |
| <b><u>Q9b. Twitter</u></b>   |   |                |                |                |                |                |                  |         |       |
| Yes                          | 5.3%  | 5.7%           | 5.1%           | 5.3%           | 1.5%           | 3.3%           | 5.6%             | 5.3%    | 4.3%  |
| No                           | 94.7%                                       | 94.3%          | 94.9%          | 94.7%          | 98.5%          | 96.7%          | 94.4%            | 94.7%   | 95.7% |
| <b><u>Q9c. YouTube</u></b>   |   |                |                |                |                |                |                  |         |       |
| Yes                          | 10.5%                                       | 5.7%           | 11.3%          | 9.2%           | 5.2%           | 6.7%           | 7.7%             | 4.7%    | 7.0%  |
| No                           | 89.5%                                       | 94.3%          | 88.8%          | 90.8%          | 94.8%          | 93.3%          | 92.3%            | 95.3%   | 93.0% |
| <b><u>Q9d. Flickr</u></b>    |   |                |                |                |                |                |                  |         |       |
| Yes                          | 2.8%  | 0.0%           | 0.0%           | 1.4%           | 0.0%           | 0.8%           | 0.0%             | 1.3%    | 0.5%  |
| No                           | 97.2%                                       | 100.0%         | 100.0%         | 98.6%          | 100.0%         | 99.2%          | 100.0%           | 98.7%   | 99.5% |
| <b><u>Q9e. Pinterest</u></b> |   |                |                |                |                |                |                  |         |       |
| Yes                          | 0.0%  | 0.0%           | 2.6%           | 1.4%           | 0.8%           | 2.5%           | 2.8%             | 2.0%    | 1.9%  |
| No                           | 100.0%                                      | 100.0%         | 97.4%          | 98.6%          | 99.2%          | 97.5%          | 97.2%            | 98.0%   | 98.1% |

## Household Income

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q10a. County is actively engaged in initiatives to protect environment</u>   |   |                |                |                |                |                |                  |         |       |
| Yes   | 65.1%                                       | 69.8%          | 79.3%          | 72.8%          | 76.8%          | 76.5%          | 76.8%            | 80.4%   | 75.2% |
| No  | 34.9%                                       | 30.2%          | 20.7%          | 27.2%          | 23.2%          | 23.5%          | 23.2%            | 19.6%   | 24.8% |
| <u>Q10b. County accepts &amp; processes many types of recyclable materials</u>  |   |                |                |                |                |                |                  |         |       |
| Yes   | 90.7%                                       | 93.8%          | 98.8%          | 93.8%          | 94.4%          | 92.6%          | 97.4%            | 96.3%   | 95.0% |
| No  | 9.3%  | 6.3%           | 1.2%           | 6.2%           | 5.6%           | 7.4%           | 2.6%             | 3.7%    | 5.0%  |
| <u>Q10c. County assists veterans &amp; their families who reside in Mecklenburg County with applying for federal, state &amp; local VA benefits</u> |   |                |                |                |                |                |                  |         |       |
| Yes   | 50.0%                                       | 40.3%          | 58.6%          | 40.7%          | 35.7%          | 36.8%          | 28.5%            | 27.6%   | 36.7% |
| No  | 50.0%                                       | 59.7%          | 41.4%          | 59.3%          | 64.3%          | 63.2%          | 71.5%            | 72.4%   | 63.3% |
| <u>Q10d. County has foster care &amp; adoption services</u>   |   |                |                |                |                |                |                  |         |       |
| Yes   | 95.3%                                       | 85.7%          | 75.3%          | 85.0%          | 76.1%          | 75.6%          | 72.7%            | 70.6%   | 77.1% |
| No  | 4.7%  | 14.3%          | 24.7%          | 15.0%          | 23.9%          | 24.4%          | 27.3%            | 29.4%   | 22.9% |

## Household Income

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q10e. County has a program to assess &amp; provide therapy to children with developmental delays from birth to age three</u>   |   |                |                |                |                |                |                  |         |       |
| Yes   | 65.9%                                       | 47.6%          | 47.1%          | 53.1%          | 47.6%          | 46.3%          | 46.4%            | 38.7%   | 46.8% |
| No  | 34.1%                                       | 52.4%          | 52.9%          | 46.9%          | 52.4%          | 53.7%          | 53.6%            | 61.3%   | 53.2% |
| <u>Q10f. County provides children with immunizations against vaccine-preventable diseases at no charge</u>  |   |                |                |                |                |                |                  |         |       |
| Yes   | 81.4%                                       | 82.3%          | 72.4%          | 74.1%          | 67.8%          | 64.0%          | 66.2%            | 65.0%   | 69.8% |
| No  | 18.6%                                       | 17.7%          | 27.6%          | 25.9%          | 32.2%          | 36.0%          | 33.8%            | 35.0%   | 30.2% |
| <u>Q10g. County has a program to test, diagnose &amp; provide case management to persons with HIV, syphilis &amp; other sexually transmitted diseases</u>                           |   |                |                |                |                |                |                  |         |       |
| Yes   | 70.5%                                       | 60.9%          | 54.0%          | 60.5%          | 55.2%          | 43.0%          | 44.4%            | 39.5%   | 50.3% |
| No  | 29.5%                                       | 39.1%          | 46.0%          | 39.5%          | 44.8%          | 57.0%          | 55.6%            | 60.5%   | 49.7% |
| <u>Q10h. County has a domestic violence/crisis program that offers individual &amp; group counseling for victims, as well as educational programs for those supporting a victim</u> |   |                |                |                |                |                |                  |         |       |
| Yes   | 86.0%                                       | 76.6%          | 78.2%          | 77.8%          | 72.0%          | 66.9%          | 74.2%            | 66.9%   | 72.9% |
| No  | 14.0%                                       | 23.4%          | 21.8%          | 22.2%          | 28.0%          | 33.1%          | 25.8%            | 33.1%   | 27.1% |

## Household Income

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q10i. County provides detox &amp; substance abuse services</u>   |   |                |                |                |                |                |                  |         |       |
| Yes   | 84.1%                                       | 76.6%          | 72.4%          | 74.1%          | 64.3%          | 61.8%          | 62.9%            | 55.2%   | 65.9% |
| No  | 15.9%                                       | 23.4%          | 27.6%          | 25.9%          | 35.7%          | 38.2%          | 37.1%            | 44.8%   | 34.1% |
| <u>Q10j. County provides outreach, assessment &amp; referrals to persons experiencing homelessness in Mecklenburg County</u>  |   |                |                |                |                |                |                  |         |       |
| Yes   | 81.4%                                       | 56.5%          | 73.6%          | 64.2%          | 72.0%          | 68.9%          | 66.2%            | 65.6%   | 67.2% |
| No  | 18.6%                                       | 43.5%          | 26.4%          | 35.8%          | 28.0%          | 31.1%          | 33.8%            | 34.4%   | 32.8% |
| <u>Q10k. You should immediately call Adult Protective Services whenever you suspect that a disabled adult is experiencing abuse, neglect &amp;/or exploitations</u> |   |                |                |                |                |                |                  |         |       |
| Yes   | 90.9%                                       | 76.6%          | 81.6%          | 74.1%          | 68.5%          | 71.3%          | 54.3%            | 58.9%   | 67.9% |
| No  | 9.1%  | 23.4%          | 18.4%          | 25.9%          | 31.5%          | 28.7%          | 45.7%            | 41.1%   | 32.1% |
| <u>Q10l. Senior Citizen Nutrition Program offers meal services Monday through Friday to residents age 60+ at multiple locations throughout County</u>               |   |                |                |                |                |                |                  |         |       |
| Yes   | 65.9%                                       | 46.9%          | 62.1%          | 59.3%          | 49.7%          | 44.9%          | 44.0%            | 35.6%   | 48.3% |
| No  | 34.1%                                       | 53.1%          | 37.9%          | 40.7%          | 50.3%          | 55.1%          | 56.0%            | 64.4%   | 51.7% |

## Household Income

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q10m. Adults with disabilities &amp; older adults who reside in Mecklenburg County can contact "Just 1 Call" to discuss availability of services</u>                             |   |                |                |                |                |                |                  |         |       |
| Yes   | 50.0%                                       | 25.0%          | 29.9%          | 28.4%          | 25.2%          | 24.3%          | 16.6%            | 14.1%   | 23.3% |
| No  | 50.0%                                       | 75.0%          | 70.1%          | 71.6%          | 74.8%          | 75.7%          | 83.4%            | 85.9%   | 76.7% |
| <u>Q10n. Mecklenburg County residents can apply for Food &amp; Nutrition Services (Food Stamps) on County website</u>   |   |                |                |                |                |                |                  |         |       |
| Yes   | 65.9%                                       | 62.5%          | 51.7%          | 49.4%          | 42.0%          | 47.1%          | 41.7%            | 33.7%   | 45.6% |
| No  | 34.1%                                       | 37.5%          | 48.3%          | 50.6%          | 58.0%          | 52.9%          | 58.3%            | 66.3%   | 54.4% |
| <u>Q10o. County administers medical insurance, cash assistance, employment services, &amp; food &amp; nutrition services for citizens who meet certain eligibility requirements</u> |   |                |                |                |                |                |                  |         |       |
| Yes   | 72.7%                                       | 65.6%          | 63.2%          | 60.5%          | 48.3%          | 52.2%          | 47.7%            | 41.7%   | 52.2% |
| No  | 27.3%                                       | 34.4%          | 36.8%          | 39.5%          | 51.7%          | 47.8%          | 52.3%            | 58.3%   | 47.8% |
| <u>Q10p. County maintains a phone line that is available 24 hours a day, every day of year, to report child &amp; adult abuse &amp; neglect</u>                                     |   |                |                |                |                |                |                  |         |       |
| Yes   | 68.2%                                       | 70.3%          | 62.1%          | 61.7%          | 58.7%          | 55.1%          | 55.6%            | 49.7%   | 57.8% |
| No  | 31.8%                                       | 29.7%          | 37.9%          | 38.3%          | 41.3%          | 44.9%          | 44.4%            | 50.3%   | 42.2% |

## Household Income

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q10q. Heard of MeckCares, a partnership to help youth with severe emotional problems &amp; their families</u>                                |   |                |                |                |                |                |                  |         |       |
| Yes   | 34.1%                                       | 29.7%          | 28.7%          | 17.3%          | 18.2%          | 21.3%          | 17.2%            | 20.2%   | 20.3% |
| No  | 65.9%                                       | 70.3%          | 71.3%          | 82.7%          | 81.8%          | 78.7%          | 82.8%            | 79.8%   | 79.7% |
| <u>Q10r. Heard of MeckConnect, an initiative to get residents more involved in County government &amp; engage citizens in governing process</u> |   |                |                |                |                |                |                  |         |       |
| Yes   | 27.3%                                       | 15.6%          | 21.8%          | 26.3%          | 19.6%          | 25.0%          | 21.2%            | 16.6%   | 20.9% |
| No  | 72.7%                                       | 84.4%          | 78.2%          | 73.8%          | 80.4%          | 75.0%          | 78.8%            | 83.4%   | 79.1% |
| <u>Q10s. Heard of Charlotte-Mecklenburg 311 customer service phone number</u>   |   |                |                |                |                |                |                  |         |       |
| Yes   | 84.1%                                       | 92.2%          | 81.6%          | 90.1%          | 84.6%          | 85.3%          | 85.4%            | 76.7%   | 83.8% |
| No  | 15.9%                                       | 7.8%           | 18.4%          | 9.9%           | 15.4%          | 14.7%          | 14.6%            | 23.3%   | 16.2% |
| <u>Q10t. Heard of Open Mecklenburg, a County web page that increases transparency in local government</u>                                       |   |                |                |                |                |                |                  |         |       |
| Yes   | 13.6%                                       | 15.6%          | 15.1%          | 21.0%          | 14.7%          | 15.4%          | 12.6%            | 15.3%   | 14.8% |
| No  | 86.4%                                       | 84.4%          | 84.9%          | 79.0%          | 85.3%          | 84.6%          | 87.4%            | 84.7%   | 85.2% |

## Household Income

**Q11. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following facilities: (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q11a. Mecklenburg County Aquatic Center</u>                                      |   |                |                |                |                |                |                  |         |       |
| Very familiar   | 27.9%                                       | 19.4%          | 28.2%          | 35.8%          | 22.4%          | 25.0%          | 26.0%            | 23.8%   | 26.5% |
| Somewhat familiar   | 37.2%                                       | 45.2%          | 37.6%          | 44.4%          | 49.0%          | 49.3%          | 52.7%            | 54.4%   | 48.2% |
| Not familiar  | 34.9%                                       | 35.5%          | 34.1%          | 19.8%          | 28.7%          | 25.7%          | 21.3%            | 21.9%   | 25.3% |
| <u>Q11b. Ray's Splash Planet, an indoor water park &amp; fitness center</u>         |   |                |                |                |                |                |                  |         |       |
| Very familiar   | 30.2%                                       | 24.6%          | 24.7%          | 32.5%          | 28.2%          | 19.9%          | 25.2%            | 17.5%   | 24.3% |
| Somewhat familiar   | 18.6%                                       | 29.5%          | 18.8%          | 30.0%          | 27.5%          | 38.2%          | 39.1%            | 28.1%   | 31.3% |
| Not familiar  | 51.2%                                       | 45.9%          | 56.5%          | 37.5%          | 44.4%          | 41.9%          | 35.8%            | 54.4%   | 44.5% |
| <u>Q11c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center</u> |   |                |                |                |                |                |                  |         |       |
| Very familiar   | 27.9%                                       | 34.4%          | 34.1%          | 46.9%          | 49.3%          | 45.9%          | 46.4%            | 39.8%   | 42.6% |
| Somewhat familiar   | 37.2%                                       | 37.7%          | 41.2%          | 35.8%          | 35.4%          | 37.8%          | 41.1%            | 47.2%   | 39.7% |
| Not familiar  | 34.9%                                       | 27.9%          | 24.7%          | 17.3%          | 15.3%          | 16.3%          | 12.6%            | 13.0%   | 17.7% |

**Household Income**

**Q12. The next few questions are about Mecklenburg Parks and Recreation facilities. Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")**

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q12. Do you believe parks, greenways, nature preserves, &amp; recreational facilities improve quality of life in Mecklenburg County</u> |   |                |                |                |                |                |                  |         |       |
| Yes  | 91.4%                                       | 96.3%          | 94.7%          | 97.2%          | 97.1%          | 96.9%          | 100.0%           | 99.4%   | 97.2% |
| No   | 8.6%  | 3.7%           | 5.3%           | 2.8%           | 2.9%           | 3.1%           | 0.0%             | 0.6%    | 2.8%  |

## Household Income

### Q13. Within the past 12 months, how many times have you visited a Mecklenburg County Park & Recreation facility?

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q13. How many times have you visited a Mecklenburg County Park &amp; Recreation facility within past 12 months</u> |   |                |                |                |                |                |                  |         |       |
| 5 or less   | 88.4%                                       | 81.0%          | 75.6%          | 68.4%          | 60.1%          | 58.1%          | 50.3%            | 50.3%   | 60.6% |
| 6 to 10   | 4.7%  | 9.5%           | 11.6%          | 16.5%          | 15.4%          | 16.2%          | 15.9%            | 20.5%   | 15.5% |
| 11 to 15  | 0.0%  | 1.6%           | 1.2%           | 5.1%           | 4.9%           | 3.7%           | 7.9%             | 9.9%    | 5.9%  |
| 16 to 20  | 0.0%  | 1.6%           | 3.5%           | 2.5%           | 4.2%           | 5.9%           | 6.0%             | 8.1%    | 4.9%  |
| 21 to 30  | 4.7%  | 3.2%           | 2.3%           | 0.0%           | 4.2%           | 6.6%           | 9.9%             | 3.7%    | 5.1%  |
| 31 to 40  | 0.0%  | 0.0%           | 2.3%           | 0.0%           | 2.1%           | 1.5%           | 3.3%             | 0.0%    | 1.5%  |
| 41 to 50  | 2.3%  | 3.2%           | 1.2%           | 3.8%           | 4.2%           | 4.4%           | 2.0%             | 2.5%    | 2.8%  |
| 51+   | 0.0%  | 0.0%           | 2.3%           | 3.8%           | 4.9%           | 3.7%           | 4.6%             | 5.0%    | 3.8%  |

## Household Income

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016                           | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|----------------------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|                                  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q14a. Overall experience</u>  |   |                |                |                |                |                |                  |         |       |
| Excellent                        | 23.3%                                       | 34.8%          | 32.8%          | 25.0%          | 39.3%          | 35.8%          | 46.0%            | 46.4%   | 39.2% |
| Good                             | 53.3%                                       | 56.5%          | 60.9%          | 63.2%          | 53.8%          | 51.7%          | 48.2%            | 52.9%   | 53.3% |
| Fair                             | 23.3%                                       | 4.3%           | 6.3%           | 11.8%          | 6.8%           | 10.0%          | 5.8%             | 0.7%    | 6.5%  |
| Poor                             | 0.0%  | 4.3%           | 0.0%           | 0.0%           | 0.0%           | 2.5%           | 0.0%             | 0.0%    | 1.0%  |
| <u>Q14b. Overall cleanliness</u> |   |                |                |                |                |                |                  |         |       |
| Excellent                        | 33.3%                                       | 29.5%          | 34.4%          | 26.5%          | 36.1%          | 31.7%          | 39.6%            | 41.4%   | 35.5% |
| Good                             | 51.5%                                       | 56.8%          | 53.1%          | 60.3%          | 54.6%          | 53.3%          | 54.7%            | 54.3%   | 54.3% |
| Fair                             | 6.1%  | 9.1%           | 7.8%           | 13.2%          | 8.4%           | 12.5%          | 5.8%             | 4.3%    | 8.4%  |
| Poor                             | 9.1%  | 4.5%           | 4.7%           | 0.0%           | 0.8%           | 2.5%           | 0.0%             | 0.0%    | 1.8%  |

## Household Income

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q14c. Overall safety</u>   |   |                |                |                |                |                |                  |         |       |
| Excellent   | 33.3%                                       | 23.3%          | 25.9%          | 25.0%          | 31.9%          | 27.5%          | 35.5%            | 36.0%   | 30.4% |
| Good  | 48.5%                                       | 51.2%          | 53.4%          | 56.3%          | 56.9%          | 55.0%          | 53.6%            | 53.2%   | 54.9% |
| Fair  | 18.2%                                       | 20.9%          | 19.0%          | 17.2%          | 9.5%           | 13.3%          | 10.1%            | 10.1%   | 12.7% |
| Poor  | 0.0%  | 4.7%           | 1.7%           | 1.6%           | 1.7%           | 4.2%           | 0.7%             | 0.7%    | 2.1%  |
| <u>Q14d. Condition of recreation facilities, including aquatic facilities</u> |   |                |                |                |                |                |                  |         |       |
| Excellent   | 37.0%                                       | 30.8%          | 32.2%          | 25.4%          | 27.3%          | 28.2%          | 29.9%            | 33.3%   | 29.3% |
| Good  | 48.1%                                       | 53.8%          | 59.3%          | 60.3%          | 65.5%          | 56.3%          | 63.0%            | 59.3%   | 60.4% |
| Fair  | 11.1%                                       | 12.8%          | 6.8%           | 14.3%          | 7.3%           | 10.7%          | 7.1%             | 7.3%    | 8.9%  |
| Poor  | 3.7%  | 2.6%           | 1.7%           | 0.0%           | 0.0%           | 4.9%           | 0.0%             | 0.0%    | 1.5%  |

## Household Income

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016                             | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|------------------------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|                                    | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q14e. Appearance of grounds</u> |   |                |                |                |                |                |                  |         |       |
| Excellent                          | 34.4%                                       | 29.5%          | 34.4%          | 30.3%          | 35.0%          | 25.8%          | 35.0%            | 34.8%   | 32.6% |
| Good                               | 43.8%                                       | 56.8%          | 54.7%          | 56.1%          | 54.2%          | 60.0%          | 60.0%            | 57.2%   | 56.1% |
| Fair                               | 18.8%                                       | 11.4%          | 6.3%           | 13.6%          | 10.8%          | 11.7%          | 5.0%             | 8.0%    | 9.9%  |
| Poor                               | 3.1%  | 2.3%           | 4.7%           | 0.0%           | 0.0%           | 2.5%           | 0.0%             | 0.0%    | 1.4%  |

**Household Income**

**Q16. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Parks & Recreation Department during the past 12 months? (without "don't know")**

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q16. Have you participated in any recreation programs offered by Mecklenburg County Parks &amp; Recreation Department during past 12 months</u> |   |                |                |                |                |                |                  |         |       |
| Yes  | 17.9%                                       | 9.3%           | 23.8%          | 24.0%          | 15.8%          | 13.8%          | 18.6%            | 17.5%   | 17.4% |
| No   | 82.1%                                       | 90.7%          | 76.3%          | 76.0%          | 84.2%          | 86.2%          | 81.4%            | 82.5%   | 82.6% |

## Household Income

### **Q16a. (If YES to Question 16) Please indicate if any of the following were reasons you or members of your household have not participated in County Park and Recreation Programs. (without "don't know")**

| N=786  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q16a-1. You are not aware of programs</u>     |   |                |                |                |                |                |                  |         |       |
| Yes, this is a reason                            | 71.4%                                       | 64.1%          | 51.9%          | 39.6%          | 38.4%          | 51.7%          | 52.6%            | 60.0%   | 50.8% |
| No, this is not a reason                         | 28.6%                                       | 35.9%          | 48.1%          | 60.4%          | 61.6%          | 48.3%          | 47.4%            | 40.0%   | 49.2% |
| <u>Q16a-2. There are no convenient locations</u> |   |                |                |                |                |                |                  |         |       |
| Yes, this is a reason                            | 34.6%                                       | 27.6%          | 31.1%          | 17.8%          | 15.7%          | 14.7%          | 6.6%             | 8.2%    | 17.0% |
| No, this is not a reason                         | 65.4%                                       | 72.4%          | 68.9%          | 82.2%          | 84.3%          | 85.3%          | 93.4%            | 91.8%   | 83.0% |
| <u>Q16a-3. There are no convenient times</u>     |   |                |                |                |                |                |                  |         |       |
| Yes, this is a reason                            | 26.9%                                       | 27.6%          | 22.0%          | 16.7%          | 25.0%          | 15.5%          | 22.2%            | 9.7%    | 20.0% |
| No, this is not a reason                         | 73.1%                                       | 72.4%          | 78.0%          | 83.3%          | 75.0%          | 84.5%          | 77.8%            | 90.3%   | 80.0% |
| <u>Q16a-4. You have no interest in programs</u>  |   |                |                |                |                |                |                  |         |       |
| Yes, this is a reason                            | 25.9%                                       | 37.1%          | 42.0%          | 34.8%          | 39.7%          | 35.4%          | 36.9%            | 44.9%   | 38.2% |
| No, this is not a reason                         | 74.1%                                       | 62.9%          | 58.0%          | 65.2%          | 60.3%          | 64.6%          | 63.1%            | 55.1%   | 61.8% |

**Household Income**

**Q17. In the past 12 months, have you visited or used a Mecklenburg County Library in any way, other than just to vote? (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q17. Have you visited or used a Mecklenburg County Library in past 12 months</u> |   |                |                |                |                |                |                  |         |       |
| Yes   | 57.8%                                       | 53.1%          | 52.3%          | 59.5%          | 54.9%          | 51.5%          | 62.7%            | 58.0%   | 57.9% |
| No  | 42.2%                                       | 46.9%          | 47.7%          | 40.5%          | 45.1%          | 48.5%          | 37.3%            | 42.0%   | 42.1% |

## Household Income

### Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")

| N=583   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q17a. Which Mecklenburg County Library have you visited most often in past 12 months</u> |   |                |                |                |                |                |                  |         |       |
| Cornelius   | 0.0%  | 0.0%           | 0.0%           | 6.4%           | 0.0%           | 5.7%           | 4.3%             | 5.4%    | 3.1%  |
| Davidson  | 7.7%  | 2.9%           | 2.2%           | 0.0%           | 0.0%           | 1.4%           | 3.2%             | 3.2%    | 2.4%  |
| Hickory Grove   | 7.7%  | 14.7%          | 6.7%           | 8.5%           | 6.3%           | 1.4%           | 4.3%             | 0.0%    | 4.3%  |
| ImaginOn (East 7th St Uptown)   | 0.0%  | 2.9%           | 2.2%           | 2.1%           | 3.8%           | 4.3%           | 5.3%             | 4.3%    | 3.8%  |
| Independence Reg (Conference Dr & Monroe)   | 7.7%  | 2.9%           | 8.9%           | 4.3%           | 3.8%           | 14.3%          | 1.1%             | 2.2%    | 5.3%  |
| Main Library (Uptown)   | 3.8%  | 8.8%           | 6.7%           | 12.8%          | 11.4%          | 7.1%           | 8.5%             | 11.8%   | 9.6%  |
| Matthews  | 3.8%  | 5.9%           | 8.9%           | 2.1%           | 8.9%           | 8.6%           | 6.4%             | 14.0%   | 8.7%  |
| Mint Hill   | 3.8%  | 0.0%           | 4.4%           | 2.1%           | 7.6%           | 10.0%          | 5.3%             | 2.2%    | 4.5%  |
| Morrocroft  | 3.8%  | 0.0%           | 0.0%           | 4.3%           | 5.1%           | 11.4%          | 8.5%             | 21.5%   | 9.4%  |
| Coulwood  | 0.0%  | 0.0%           | 4.4%           | 2.1%           | 3.8%           | 5.7%           | 2.1%             | 0.0%    | 2.4%  |
| Myers Park  | 0.0%  | 0.0%           | 0.0%           | 2.1%           | 3.8%           | 5.7%           | 2.1%             | 10.8%   | 3.9%  |
| North County Reg (Huntersville)   | 0.0%  | 2.9%           | 6.7%           | 2.1%           | 8.9%           | 7.1%           | 7.4%             | 10.8%   | 7.5%  |
| Plaza Midwood   | 11.5%                                       | 8.8%           | 4.4%           | 2.1%           | 6.3%           | 4.3%           | 1.1%             | 0.0%    | 3.4%  |

## Household Income

### Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")

| N=583   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q17a. Which Mecklenburg County Library have you visited most often in past 12 months (Cont.)</u> |   |                |                |                |                |                |                  |         |       |
| Scaleybark  | 7.7%  | 2.9%           | 2.2%           | 6.4%           | 2.5%           | 1.4%           | 1.1%             | 0.0%    | 2.6%  |
| South County Reg (Rea Road)   | 3.8%  | 5.9%           | 6.7%           | 8.5%           | 15.2%          | 21.4%          | 24.5%            | 20.4%   | 16.1% |
| Steele Creek  | 7.7%  | 2.9%           | 2.2%           | 4.3%           | 6.3%           | 8.6%           | 4.3%             | 2.2%    | 4.8%  |
| Sugar Creek   | 3.8%  | 0.0%           | 6.7%           | 4.3%           | 1.3%           | 0.0%           | 0.0%             | 0.0%    | 1.4%  |
| University City Reg (E WT Harris)   | 11.5%                                       | 2.9%           | 15.6%          | 17.0%          | 12.7%          | 8.6%           | 11.7%            | 8.6%    | 10.1% |
| West Boulevard  | 7.7%  | 5.9%           | 8.9%           | 6.4%           | 2.5%           | 1.4%           | 0.0%             | 0.0%    | 3.1%  |
| Beatties Ford Road Regional   | 26.9%                                       | 23.5%          | 13.3%          | 19.1%          | 8.9%           | 2.9%           | 3.2%             | 0.0%    | 8.4%  |
| Do not know library name  | 0.0%  | 8.8%           | 11.1%          | 4.3%           | 7.6%           | 1.4%           | 6.4%             | 2.2%    | 5.1%  |

## Household Income

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q17b-1. staff's responsiveness to your questions or concerns</u> |   |                |                |                |                |                |                  |         |       |
| Excellent   | 65.2%                                       | 58.8%          | 69.8%          | 78.3%          | 75.3%          | 62.9%          | 57.6%            | 70.7%   | 66.4% |
| Good  | 34.8%                                       | 35.3%          | 25.6%          | 19.6%          | 22.1%          | 32.9%          | 37.0%            | 26.1%   | 29.9% |
| Fair  | 0.0%  | 2.9%           | 2.3%           | 2.2%           | 2.6%           | 2.9%           | 5.4%             | 2.2%    | 2.8%  |
| Poor  | 0.0%  | 2.9%           | 2.3%           | 0.0%           | 0.0%           | 1.4%           | 0.0%             | 1.1%    | 0.9%  |
| <u>Q17b-2. Convenience of library hours of service</u>              |   |                |                |                |                |                |                  |         |       |
| Excellent   | 41.7%                                       | 38.2%          | 48.8%          | 57.4%          | 42.3%          | 35.7%          | 33.7%            | 38.5%   | 38.9% |
| Good  | 54.2%                                       | 50.0%          | 34.9%          | 29.8%          | 46.2%          | 50.0%          | 53.3%            | 51.6%   | 49.6% |
| Fair  | 4.2%  | 8.8%           | 14.0%          | 10.6%          | 9.0%           | 8.6%           | 12.0%            | 8.8%    | 9.2%  |
| Poor  | 0.0%  | 2.9%           | 2.3%           | 2.1%           | 2.6%           | 5.7%           | 1.1%             | 1.1%    | 2.3%  |

## Household Income

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q17b-3. Availability of computers for public use</u>    |   |                |                |                |                |                |                  |         |       |
| Excellent  | 52.2%                                       | 44.4%          | 59.0%          | 65.9%          | 55.0%          | 52.1%          | 46.3%            | 54.9%   | 51.4% |
| Good   | 34.8%                                       | 37.0%          | 20.5%          | 24.4%          | 38.3%          | 35.4%          | 43.3%            | 32.4%   | 36.1% |
| Fair   | 8.7%  | 18.5%          | 15.4%          | 9.8%           | 6.7%           | 10.4%          | 7.5%             | 11.3%   | 9.8%  |
| Poor   | 4.3%  | 0.0%           | 5.1%           | 0.0%           | 0.0%           | 2.1%           | 3.0%             | 1.4%    | 2.7%  |
| <u>Q17b-4. Availability of books &amp; other resources</u> |   |                |                |                |                |                |                  |         |       |
| Excellent  | 50.0%                                       | 57.6%          | 61.0%          | 65.2%          | 56.6%          | 49.3%          | 47.8%            | 53.3%   | 52.2% |
| Good   | 41.7%                                       | 36.4%          | 31.7%          | 34.8%          | 36.8%          | 37.7%          | 43.3%            | 33.7%   | 39.3% |
| Fair   | 8.3%  | 6.1%           | 4.9%           | 0.0%           | 5.3%           | 8.7%           | 7.8%             | 10.9%   | 6.7%  |
| Poor   | 0.0%  | 0.0%           | 2.4%           | 0.0%           | 1.3%           | 4.3%           | 1.1%             | 2.2%    | 1.8%  |

## Household Income

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|-------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|       | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

### Q17b-5. Upkeep of library's buildings & grounds

|           |       |       |       |       |       |       |       |       |       |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 70.8% | 58.8% | 69.8% | 68.1% | 66.7% | 60.0% | 62.6% | 64.1% | 62.7% |
| Good      | 29.2% | 35.3% | 27.9% | 31.9% | 33.3% | 35.7% | 36.3% | 33.7% | 35.4% |
| Fair      | 0.0%  | 5.9%  | 2.3%  | 0.0%  | 0.0%  | 2.9%  | 1.1%  | 2.2%  | 1.7%  |
| Poor      | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 1.4%  | 0.0%  | 0.0%  | 0.2%  |

### Q17c. How many times have you visited or used library in a typical month

|                        |       |       |       |       |       |       |       |       |       |
|------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Less than once a month | 25.0% | 24.2% | 27.9% | 20.0% | 32.1% | 27.9% | 29.7% | 37.6% | 29.1% |
| Once a month           | 20.8% | 24.2% | 20.9% | 11.1% | 19.2% | 27.9% | 16.5% | 21.5% | 20.8% |
| Twice a month          | 25.0% | 24.2% | 18.6% | 37.8% | 25.6% | 23.5% | 29.7% | 19.4% | 23.8% |
| 3-4 times a month      | 20.8% | 15.2% | 14.0% | 15.6% | 16.7% | 13.2% | 16.5% | 11.8% | 15.2% |
| 5+ times a month       | 8.3%  | 12.1% | 18.6% | 15.6% | 6.4%  | 7.4%  | 7.7%  | 9.7%  | 11.1% |

**Household Income**

**Q18. Did you vote in the November 2013 local election?**

| N=1016 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|        | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

Q18. Did you vote in November 2013 local election

|     |       |       |       |       |       |       |       |       |       |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Yes | 64.4% | 71.9% | 65.5% | 63.8% | 68.1% | 80.9% | 82.1% | 71.8% | 73.9% |
| No  | 35.6% | 28.1% | 34.5% | 36.3% | 31.9% | 19.1% | 17.9% | 28.2% | 26.1% |

**Q18a. (If YES to Question 18) Mecklenburg County has an early voting process that allows residents to vote at designated sites weeks before the official election date. This past election, did you use an early voting site?**

| N=750 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|-------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|       | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

Q18a. Did you use an early voting site

|     |       |       |       |       |       |       |       |       |       |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Yes | 55.2% | 50.0% | 54.4% | 43.1% | 51.0% | 38.2% | 39.8% | 54.7% | 47.3% |
| No  | 44.8% | 50.0% | 45.6% | 56.9% | 49.0% | 61.8% | 60.2% | 45.3% | 52.7% |

## Household Income

**Q18a-1. (If YES to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")**

| N=354 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|-------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|       | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

### Q18a-1. Your overall experience at early voting site

|           |       |       |       |       |       |       |       |       |       |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 43.8% | 59.1% | 51.6% | 59.1% | 46.0% | 65.0% | 72.9% | 51.6% | 56.4% |
| Good      | 37.5% | 31.8% | 38.7% | 31.8% | 44.0% | 32.5% | 25.0% | 40.3% | 36.4% |
| Fair      | 18.8% | 4.5%  | 6.5%  | 4.5%  | 6.0%  | 0.0%  | 2.1%  | 4.8%  | 4.6%  |
| Poor      | 0.0%  | 4.5%  | 3.2%  | 4.5%  | 4.0%  | 2.5%  | 0.0%  | 3.2%  | 2.6%  |

### Q18b. Your overall experience at your voting location

|           |       |       |       |       |       |       |       |       |       |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Excellent | 69.2% | 42.1% | 66.7% | 57.1% | 52.2% | 36.9% | 67.6% | 59.6% | 57.6% |
| Good      | 15.4% | 47.4% | 33.3% | 39.3% | 45.7% | 53.8% | 28.4% | 30.8% | 36.1% |
| Fair      | 15.4% | 5.3%  | 0.0%  | 3.6%  | 0.0%  | 9.2%  | 2.7%  | 7.7%  | 4.8%  |
| Poor      | 0.0%  | 5.3%  | 0.0%  | 0.0%  | 2.2%  | 0.0%  | 1.4%  | 1.9%  | 1.6%  |

## Household Income

### Q19. In the last 12 months, how often have you used the County's websites (www.MecklenburgCountyNC.gov or www.CharMeck.org) to access County services or information? (without "don't know")

| N=1016 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|        | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

#### Q19. How often have you used County's websites to access County services or information in last 12 months

|           |       |       |       |       |       |       |       |       |       |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Often     | 2.6%  | 10.2% | 8.1%  | 15.0% | 10.7% | 11.3% | 12.0% | 7.4%  | 9.9%  |
| Sometimes | 15.4% | 20.3% | 24.4% | 36.3% | 27.1% | 34.6% | 32.0% | 29.6% | 27.8% |
| Rarely    | 20.5% | 16.9% | 27.9% | 20.0% | 26.4% | 24.1% | 29.3% | 34.0% | 27.2% |
| Never     | 61.5% | 52.5% | 39.5% | 28.8% | 35.7% | 30.1% | 26.7% | 29.0% | 35.2% |

#### Q20. How often are you able to find what you are looking for

|           |       |       |       |       |       |       |       |       |       |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Often     | 42.9% | 46.2% | 46.0% | 59.6% | 60.2% | 56.0% | 63.9% | 64.3% | 57.6% |
| Sometimes | 50.0% | 42.3% | 38.0% | 40.4% | 30.7% | 33.0% | 31.5% | 31.3% | 33.9% |
| Rarely    | 7.1%  | 11.5% | 14.0% | 0.0%  | 8.0%  | 11.0% | 4.6%  | 3.6%  | 7.7%  |
| Never     | 0.0%  | 0.0%  | 2.0%  | 0.0%  | 1.1%  | 0.0%  | 0.0%  | 0.9%  | 0.8%  |

## Household Income

**Q21. Thinking about your most recent experience with the County's website, please rate your level of agreement that the website provides accurate information: (without "don't know")**

| N=642  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q21. County's website provides accurate information</u> |   |                |                |                |                |                |                  |         |       |
| Strongly agree   | 21.4%                                       | 32.0%          | 19.1%          | 37.5%          | 23.9%          | 16.9%          | 26.7%            | 23.2%   | 24.4% |
| Agree  | 78.6%                                       | 56.0%          | 66.0%          | 58.9%          | 73.9%          | 73.0%          | 70.5%            | 73.2%   | 69.7% |
| Disagree   | 0.0%  | 12.0%          | 12.8%          | 3.6%           | 2.3%           | 9.0%           | 1.9%             | 2.7%    | 5.2%  |
| Strongly disagree  | 0.0%  | 0.0%           | 2.1%           | 0.0%           | 0.0%           | 1.1%           | 1.0%             | 0.9%    | 0.7%  |

## Household Income

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q22a. Look up real estate information</u>   |   |                |                |                |                |                |                  |         |       |
| I have used this service   | 21.4%                                       | 40.0%          | 35.3%          | 46.3%          | 49.0%          | 57.5%          | 62.0%            | 64.2%   | 51.8% |
| I have not used this service, but I am aware of it   | 33.3%                                       | 31.7%          | 32.9%          | 35.0%          | 28.0%          | 15.7%          | 21.3%            | 21.0%   | 25.4% |
| I have not used this service, but I am not aware of it   | 45.2%                                       | 28.3%          | 31.8%          | 18.8%          | 23.1%          | 26.9%          | 16.7%            | 14.8%   | 22.8% |
| <u>Q22b. Find a park, register for a recreation program, reserve a park facility or download Get Going Guide</u> |   |                |                |                |                |                |                  |         |       |
| I have used this service   | 22.0%                                       | 18.3%          | 25.9%          | 25.0%          | 26.6%          | 27.4%          | 40.0%            | 28.2%   | 27.4% |
| I have not used this service, but I am aware of it   | 29.3%                                       | 45.0%          | 34.1%          | 46.3%          | 40.6%          | 42.2%          | 35.3%            | 41.7%   | 40.2% |
| I have not used this service, but I am not aware of it   | 48.8%                                       | 36.7%          | 40.0%          | 28.8%          | 32.9%          | 30.4%          | 24.7%            | 30.1%   | 32.4% |

## Household Income

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|        | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

### Q22c. Check to see if County home is located in a flood zone

|  |       |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| I have used this service                               | 14.3% | 8.3%  | 11.6% | 17.7% | 9.8%  | 17.9% | 14.7% | 12.9% | 13.5% |
| I have not used this service, but I am aware of it     | 26.2% | 23.3% | 27.9% | 43.0% | 44.1% | 29.9% | 40.0% | 33.7% | 33.9% |
| I have not used this service, but I am not aware of it | 59.5% | 68.3% | 60.5% | 39.2% | 46.2% | 52.2% | 45.3% | 53.4% | 52.6% |

### Q22d. Search Mecklenburg County restaurant inspection ratings

|  |       |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| I have used this service                               | 7.5%  | 15.3% | 13.4% | 15.2% | 9.3%  | 9.1%  | 8.2%  | 5.7%  | 9.9%  |
| I have not used this service, but I am aware of it     | 30.0% | 30.5% | 32.9% | 38.0% | 38.6% | 32.6% | 36.7% | 28.7% | 33.6% |
| I have not used this service, but I am not aware of it | 62.5% | 54.2% | 53.7% | 46.8% | 52.1% | 58.3% | 55.1% | 65.6% | 56.4% |

## Household Income

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016 | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|        | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

### Q22e. Look up Mecklenburg County voter information

|  |       |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| I have used this service                               | 17.1% | 25.0% | 17.4% | 26.3% | 23.2% | 24.6% | 30.7% | 23.5% | 24.9% |
| I have not used this service, but I am aware of it     | 36.6% | 36.7% | 40.7% | 38.8% | 37.3% | 37.3% | 36.7% | 38.3% | 37.3% |
| I have not used this service, but I am not aware of it | 46.3% | 38.3% | 41.9% | 35.0% | 39.4% | 38.1% | 32.7% | 38.3% | 37.9% |

### Q22f. Check to see if someone has been arrested or has been jailed in Mecklenburg County

|  |       |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| I have used this service                               | 40.5% | 33.3% | 29.4% | 40.0% | 28.9% | 29.1% | 28.0% | 23.9% | 29.2% |
| I have not used this service, but I am aware of it     | 35.7% | 31.7% | 32.9% | 41.3% | 38.0% | 33.6% | 37.3% | 38.7% | 35.9% |
| I have not used this service, but I am not aware of it | 23.8% | 35.0% | 37.6% | 18.8% | 33.1% | 37.3% | 34.7% | 37.4% | 34.9% |

## Household Income

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q22g. Pay your taxes</u>  |   |                |                |                |                |                |                  |         |       |
| I have used this service   | 14.6%                                       | 36.7%          | 27.9%          | 34.2%          | 33.1%          | 28.7%          | 42.7%            | 32.5%   | 32.0% |
| I have not used this service, but I am aware of it   | 48.8%                                       | 38.3%          | 36.0%          | 49.4%          | 40.8%          | 39.7%          | 38.0%            | 42.3%   | 41.2% |
| I have not used this service, but I am not aware of it                                       | 36.6%                                       | 25.0%          | 36.0%          | 16.5%          | 26.1%          | 31.6%          | 19.3%            | 25.2%   | 26.8% |
| <u>Q22h. Look up birth, marriage &amp; death certificates recorded in Mecklenburg County</u> |   |                |                |                |                |                |                  |         |       |
| I have used this service   | 16.7%                                       | 15.0%          | 12.8%          | 24.1%          | 14.8%          | 12.7%          | 9.3%             | 9.8%    | 13.0% |
| I have not used this service, but I am aware of it   | 40.5%                                       | 43.3%          | 44.2%          | 46.8%          | 50.7%          | 44.8%          | 53.3%            | 50.3%   | 48.0% |
| I have not used this service, but I am not aware of it                                       | 42.9%                                       | 41.7%          | 43.0%          | 29.1%          | 34.5%          | 42.5%          | 37.3%            | 39.9%   | 39.1% |

## Household Income

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q22i. Look up local air quality forecasts &amp; existing air quality conditions</u> |   |                |                |                |                |                |                  |         |       |
| I have used this service   | 7.1%  | 3.4%           | 0.0%           | 10.0%          | 7.0%           | 2.2%           | 3.3%             | 3.7%    | 4.5%  |
| I have not used this service, but I am aware of it                                     | 33.3%                                       | 32.2%          | 40.7%          | 43.8%          | 38.0%          | 33.6%          | 39.3%            | 28.2%   | 35.8% |
| I have not used this service, but I am not aware of it                                 | 59.5%                                       | 64.4%          | 59.3%          | 46.3%          | 54.9%          | 64.2%          | 57.3%            | 68.1%   | 59.6% |
| <u>Q22j. Watch Board of County Commission meetings live or on demand</u>               |   |                |                |                |                |                |                  |         |       |
| I have used this service   | 11.9%                                       | 10.0%          | 8.1%           | 13.8%          | 10.5%          | 5.2%           | 8.0%             | 3.1%    | 8.3%  |
| I have not used this service, but I am aware of it                                     | 35.7%                                       | 31.7%          | 43.0%          | 41.3%          | 42.7%          | 38.1%          | 43.3%            | 37.4%   | 39.3% |
| I have not used this service, but I am not aware of it                                 | 52.4%                                       | 58.3%          | 48.8%          | 45.0%          | 46.9%          | 56.7%          | 48.7%            | 59.5%   | 52.4% |

## Household Income

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q22k. Locate a government facility</u>   |   |                |                |                |                |                |                  |         |       |
| I have used this service  | 21.4%                                       | 23.3%          | 20.0%          | 27.5%          | 20.3%          | 28.4%          | 33.3%            | 27.6%   | 25.5% |
| I have not used this service, but I am aware of it  | 33.3%                                       | 26.7%          | 40.0%          | 45.0%          | 46.9%          | 38.1%          | 40.0%            | 40.5%   | 39.9% |
| I have not used this service, but I am not aware of it                                      | 45.2%                                       | 50.0%          | 40.0%          | 27.5%          | 32.9%          | 33.6%          | 26.7%            | 31.9%   | 34.6% |
| <u>Q22l. Look up what materials are recyclable &amp; how &amp; where I can recycle them</u> |   |                |                |                |                |                |                  |         |       |
| I have used this service  | 9.8%  | 16.7%          | 15.5%          | 26.3%          | 25.9%          | 27.6%          | 38.3%            | 39.3%   | 28.0% |
| I have not used this service, but I am aware of it  | 43.9%                                       | 38.3%          | 40.5%          | 43.8%          | 43.4%          | 35.8%          | 34.2%            | 35.6%   | 37.9% |
| I have not used this service, but I am not aware of it                                      | 46.3%                                       | 45.0%          | 44.0%          | 30.0%          | 30.8%          | 36.6%          | 27.5%            | 25.2%   | 34.1% |

## Household Income

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q22m. Apply for a job with Mecklenburg County</u>   |   |                |                |                |                |                |                  |         |       |
| I have used this service                               | 21.4%                                       | 13.3%          | 16.7%          | 16.3%          | 11.2%          | 8.2%           | 10.0%            | 1.2%    | 10.5% |
| I have not used this service, but I am aware of it     | 23.8%                                       | 38.3%          | 44.0%          | 53.8%          | 55.9%          | 56.0%          | 64.0%            | 60.1%   | 53.8% |
| I have not used this service, but I am not aware of it | 54.8%                                       | 48.3%          | 39.3%          | 30.0%          | 32.9%          | 35.8%          | 26.0%            | 38.7%   | 35.6% |
| <u>Q22n. Make a public records request</u>             |   |                |                |                |                |                |                  |         |       |
| I have used this service                               | 21.4%                                       | 10.0%          | 2.4%           | 8.8%           | 3.5%           | 3.0%           | 7.3%             | 0.6%    | 5.0%  |
| I have not used this service, but I am aware of it     | 21.4%                                       | 35.0%          | 43.9%          | 51.3%          | 54.6%          | 50.7%          | 53.3%            | 50.9%   | 48.1% |
| I have not used this service, but I am not aware of it | 57.1%                                       | 55.0%          | 53.7%          | 40.0%          | 41.8%          | 46.3%          | 39.3%            | 48.5%   | 46.9% |

## Household Income

**Q23. Thinking about your experiences while living in the County, please indicate whether you "agree," "neither agree nor disagree" or "disagree" with the following statements about the diversity of Mecklenburg County. (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q23a. Minority owned businesses are well represented in community</u>      |   |                |                |                |                |                |                  |         |       |
| Agree   | 29.4%                                       | 49.0%          | 47.9%          | 40.0%          | 40.2%          | 50.0%          | 52.7%            | 48.3%   | 46.5% |
| Neither agree nor disagree  | 38.2%                                       | 33.3%          | 38.0%          | 40.0%          | 38.2%          | 34.6%          | 30.0%            | 43.2%   | 36.8% |
| Disagree  | 32.4%                                       | 17.6%          | 14.1%          | 20.0%          | 21.6%          | 15.4%          | 17.3%            | 8.5%    | 16.6% |
| <u>Q23b. There is an array of diverse cultural activities in County</u>       |   |                |                |                |                |                |                  |         |       |
| Agree   | 57.1%                                       | 66.7%          | 66.7%          | 65.8%          | 71.1%          | 73.8%          | 80.4%            | 75.2%   | 71.4% |
| Neither agree nor disagree  | 20.0%                                       | 19.6%          | 30.7%          | 26.0%          | 19.8%          | 17.2%          | 12.3%            | 21.5%   | 20.5% |
| Disagree  | 22.9%                                       | 13.7%          | 2.7%           | 8.2%           | 9.1%           | 9.0%           | 7.2%             | 3.4%    | 8.0%  |
| <u>Q23c. There is diverse ethnic &amp; racial representation in community</u> |   |                |                |                |                |                |                  |         |       |
| Agree   | 55.9%                                       | 62.0%          | 63.2%          | 64.5%          | 67.2%          | 73.8%          | 78.9%            | 76.2%   | 70.1% |
| Neither agree nor disagree  | 23.5%                                       | 24.0%          | 26.3%          | 27.6%          | 22.7%          | 18.0%          | 13.4%            | 15.9%   | 20.5% |
| Disagree  | 20.6%                                       | 14.0%          | 10.5%          | 7.9%           | 10.2%          | 8.2%           | 7.7%             | 7.9%    | 9.4%  |

## Household Income

### Q24. Have you seen the County's Annual Performance Report? (without "don't know")

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q24. Have you seen County's Annual Performance Report</u> |   |                |                |                |                |                |                  |         |       |
| Yes  | 6.8%  | 4.8%           | 3.4%           | 5.0%           | 5.6%           | 8.1%           | 11.3%            | 9.2%    | 7.3%  |
| No   | 93.2%                                       | 95.2%          | 96.6%          | 95.0%          | 94.4%          | 91.9%          | 88.7%            | 90.8%   | 92.7% |

## Household Income

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

N=1016

|                              | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|------------------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|                              | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q25. Top choice</u>       |   |                |                |                |                |                |                  |         |       |
| City/County web site         | 8.9%  | 18.8%          | 24.1%          | 30.9%          | 28.5%          | 23.5%          | 30.5%            | 31.9%   | 25.1% |
| Other web sites/internet     | 0.0%  | 3.1%           | 4.6%           | 4.9%           | 0.7%           | 1.5%           | 0.7%             | 0.6%    | 2.1%  |
| County social media sites    | 4.4%  | 0.0%           | 3.4%           | 2.5%           | 1.4%           | 5.1%           | 6.6%             | 1.8%    | 3.2%  |
| Government television        | 13.3%                                       | 3.1%           | 3.4%           | 2.5%           | 2.8%           | 0.7%           | 2.0%             | 0.6%    | 2.7%  |
| Subscription to email alerts | 4.4%  | 4.7%           | 5.7%           | 7.4%           | 8.3%           | 11.8%          | 6.6%             | 14.7%   | 8.6%  |
| Local television news        | 35.6%                                       | 28.1%          | 24.1%          | 21.0%          | 22.9%          | 22.1%          | 19.9%            | 13.5%   | 21.6% |
| Charlotte Observer           | 0.0%  | 14.1%          | 8.0%           | 17.3%          | 12.5%          | 14.7%          | 12.6%            | 17.8%   | 13.6% |
| Charlotte Observer online    | 2.2%  | 1.6%           | 2.3%           | 1.2%           | 1.4%           | 2.2%           | 1.3%             | 1.2%    | 1.8%  |
| All other newspapers         | 4.4%  | 4.7%           | 1.1%           | 0.0%           | 0.0%           | 0.0%           | 0.7%             | 1.2%    | 0.9%  |
| Radio                        | 0.0%  | 1.6%           | 3.4%           | 0.0%           | 0.7%           | 1.5%           | 1.3%             | 3.1%    | 1.9%  |
| Phone book                   | 2.2%  | 0.0%           | 2.3%           | 0.0%           | 0.7%           | 0.7%           | 0.7%             | 0.0%    | 0.8%  |
| Direct mail                  | 11.1%                                       | 10.9%          | 10.3%          | 4.9%           | 9.0%           | 11.0%          | 9.3%             | 8.0%    | 9.3%  |

## Household Income

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| Q25. Top choice (Cont.)                                |   |                |                |                |                |                |                  |         |       |
| Word of mouth through friends, neighbors or co-workers | 4.4%  | 0.0%           | 2.3%           | 2.5%           | 2.1%           | 0.7%           | 1.3%             | 1.8%    | 1.8%  |
| None, do not use any                                   | 0.0%  | 1.6%           | 1.1%           | 0.0%           | 4.2%           | 0.0%           | 1.3%             | 1.8%    | 1.3%  |
| Other  | 0.0%  | 1.6%           | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 1.3%             | 0.0%    | 0.4%  |
| Don't know   | 8.9%  | 6.3%           | 3.4%           | 4.9%           | 4.9%           | 4.4%           | 4.0%             | 1.8%    | 5.2%  |

## Household Income

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

N=1016

|                              | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|------------------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|                              | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q25. 2nd choice</u>       |   |                |                |                |                |                |                  |         |       |
| City/County web site         | 8.9%  | 3.1%           | 5.7%           | 8.6%           | 11.8%          | 11.0%          | 9.3%             | 14.1%   | 10.3% |
| Other web sites/internet     | 0.0%  | 0.0%           | 3.4%           | 8.6%           | 5.6%           | 0.7%           | 6.6%             | 6.1%    | 4.4%  |
| County social media sites    | 4.4%  | 1.6%           | 5.7%           | 4.9%           | 5.6%           | 3.7%           | 6.6%             | 5.5%    | 4.4%  |
| Government television        | 4.4%  | 7.8%           | 5.7%           | 0.0%           | 2.1%           | 0.7%           | 2.6%             | 2.5%    | 3.0%  |
| Subscription to email alerts | 0.0%  | 4.7%           | 5.7%           | 3.7%           | 5.6%           | 11.8%          | 10.6%            | 11.7%   | 8.3%  |
| Local television news        | 20.0%                                       | 18.8%          | 18.4%          | 25.9%          | 18.1%          | 16.9%          | 17.2%            | 20.2%   | 17.9% |
| Charlotte Observer           | 13.3%                                       | 12.5%          | 17.2%          | 23.5%          | 16.7%          | 17.6%          | 14.6%            | 16.6%   | 16.7% |
| Charlotte Observer online    | 0.0%  | 3.1%           | 2.3%           | 4.9%           | 3.5%           | 3.7%           | 2.6%             | 9.8%    | 4.5%  |
| All other newspapers         | 0.0%  | 0.0%           | 2.3%           | 1.2%           | 1.4%           | 1.5%           | 2.0%             | 0.0%    | 1.5%  |
| Radio                        | 11.1%                                       | 10.9%          | 5.7%           | 2.5%           | 7.6%           | 5.9%           | 9.9%             | 1.2%    | 5.8%  |
| Phone book                   | 4.4%  | 6.3%           | 0.0%           | 0.0%           | 0.0%           | 2.2%           | 0.0%             | 1.8%    | 1.5%  |
| Direct mail                  | 13.3%                                       | 10.9%          | 8.0%           | 6.2%           | 7.6%           | 10.3%          | 7.9%             | 2.5%    | 7.3%  |

**Household Income**

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

N=1016

|  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

Q25. 2nd choice (Cont.)

|  |       |       |       |      |       |       |      |      |       |
|--|-------|-------|-------|------|-------|-------|------|------|-------|
| Word of mouth through friends, neighbors or co-workers | 0.0%  | 4.7%  | 5.7%  | 0.0% | 0.7%  | 0.7%  | 0.7% | 1.2% | 1.7%  |
| Other  | 2.2%  | 1.6%  | 1.1%  | 1.2% | 0.0%  | 0.7%  | 0.0% | 0.6% | 0.7%  |
| Don't know   | 17.8% | 14.1% | 12.6% | 8.6% | 13.9% | 12.5% | 9.3% | 6.1% | 12.0% |

## Household Income

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

N=1016

|                              | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|------------------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|                              | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q25. 3rd choice</u>       |   |                |                |                |                |                |                  |         |       |
| City/County web site         | 4.4%  | 6.3%           | 4.6%           | 9.9%           | 10.4%          | 16.2%          | 12.6%            | 14.1%   | 10.4% |
| Other web sites/internet     | 0.0%  | 3.1%           | 1.1%           | 3.7%           | 4.2%           | 1.5%           | 6.0%             | 5.5%    | 4.2%  |
| County social media sites    | 2.2%  | 3.1%           | 2.3%           | 2.5%           | 3.5%           | 0.0%           | 8.6%             | 3.7%    | 3.3%  |
| Government television        | 0.0%  | 4.7%           | 8.0%           | 3.7%           | 2.8%           | 2.2%           | 0.7%             | 1.2%    | 2.6%  |
| Subscription to email alerts | 0.0%  | 1.6%           | 4.6%           | 2.5%           | 3.5%           | 4.4%           | 6.6%             | 8.6%    | 4.5%  |
| Local television news        | 17.8%                                       | 7.8%           | 13.8%          | 16.0%          | 14.6%          | 12.5%          | 12.6%            | 11.0%   | 13.3% |
| Charlotte Observer           | 2.2%  | 6.3%           | 10.3%          | 2.5%           | 10.4%          | 4.4%           | 4.6%             | 9.8%    | 7.3%  |
| Charlotte Observer online    | 0.0%  | 0.0%           | 4.6%           | 6.2%           | 6.3%           | 4.4%           | 6.6%             | 11.7%   | 5.6%  |
| All other newspapers         | 2.2%  | 1.6%           | 1.1%           | 4.9%           | 0.7%           | 0.7%           | 0.7%             | 3.1%    | 1.6%  |
| Radio                        | 2.2%  | 6.3%           | 9.2%           | 9.9%           | 9.0%           | 8.1%           | 6.6%             | 6.7%    | 7.6%  |
| Phone book                   | 2.2%  | 12.5%          | 1.1%           | 4.9%           | 1.4%           | 1.5%           | 0.7%             | 1.8%    | 2.3%  |
| Direct mail                  | 20.0%                                       | 10.9%          | 11.5%          | 13.6%          | 8.3%           | 14.0%          | 11.3%            | 6.1%    | 11.0% |

## Household Income

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q25. 3rd choice (Cont.)</u>                         |   |                |                |                |                |                |                  |         |       |
| Word of mouth through friends, neighbors or co-workers | 0.0%  | 6.3%           | 6.9%           | 4.9%           | 3.5%           | 5.9%           | 4.6%             | 1.2%    | 4.0%  |
| Other  | 2.2%  | 1.6%           | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 0.0%             | 0.0%    | 0.2%  |
| Don't know   | 44.4%                                       | 28.1%          | 20.7%          | 14.8%          | 21.5%          | 24.3%          | 17.9%            | 15.3%   | 22.0% |

## Household Income

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results? (top 3)

N=1016

|                              | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|------------------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|                              | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q25. Top choice</u>       |   |                |                |                |                |                |                  |         |       |
| City/County web site         | 22.2%                                       | 28.1%          | 34.5%          | 49.4%          | 50.7%          | 50.7%          | 52.3%            | 60.1%   | 45.9% |
| Other web sites/internet     | 0.0%  | 6.3%           | 9.2%           | 17.3%          | 10.4%          | 3.7%           | 13.2%            | 12.3%   | 10.7% |
| County social media sites    | 11.1%                                       | 4.7%           | 11.5%          | 9.9%           | 10.4%          | 8.8%           | 21.9%            | 11.0%   | 11.0% |
| Government television        | 17.8%                                       | 15.6%          | 17.2%          | 6.2%           | 7.6%           | 3.7%           | 5.3%             | 4.3%    | 8.2%  |
| Subscription to email alerts | 4.4%  | 10.9%          | 16.1%          | 13.6%          | 17.4%          | 27.9%          | 23.8%            | 35.0%   | 21.4% |
| Local television news        | 73.3%                                       | 54.7%          | 56.3%          | 63.0%          | 55.6%          | 51.5%          | 49.7%            | 44.8%   | 52.8% |
| Charlotte Observer           | 15.6%                                       | 32.8%          | 35.6%          | 43.2%          | 39.6%          | 36.8%          | 31.8%            | 44.2%   | 37.6% |
| Charlotte Observer online    | 2.2%  | 4.7%           | 9.2%           | 12.3%          | 11.1%          | 10.3%          | 10.6%            | 22.7%   | 11.9% |
| All other newspapers         | 6.7%  | 6.3%           | 4.6%           | 6.2%           | 2.1%           | 2.2%           | 3.3%             | 4.3%    | 3.9%  |
| Radio                        | 13.3%                                       | 18.8%          | 18.4%          | 12.3%          | 17.4%          | 15.4%          | 17.9%            | 11.0%   | 15.3% |
| Phone book                   | 8.9%  | 18.8%          | 3.4%           | 4.9%           | 2.1%           | 4.4%           | 1.3%             | 3.7%    | 4.5%  |
| Direct mail                  | 44.4%                                       | 32.8%          | 29.9%          | 24.7%          | 25.0%          | 35.3%          | 28.5%            | 16.6%   | 27.6% |

**Household Income**

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results? (top 3)**

N=1016

|  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |

Q25. Top choice (Cont.)

|  |       |       |       |       |       |      |      |      |       |
|--|-------|-------|-------|-------|-------|------|------|------|-------|
| Word of mouth through friends, neighbors or co-workers | 4.4%  | 10.9% | 14.9% | 7.4%  | 6.3%  | 7.4% | 6.6% | 4.3% | 7.5%  |
| None, do not use any                                   | 0.0%  | 1.6%  | 1.1%  | 0.0%  | 4.2%  | 0.0% | 1.3% | 1.8% | 1.3%  |
| Other  | 4.4%  | 4.7%  | 1.1%  | 1.2%  | 0.0%  | 0.7% | 1.3% | 0.6% | 1.3%  |
| Don't know   | 24.4% | 10.9% | 12.6% | 11.1% | 10.4% | 8.8% | 8.6% | 2.5% | 10.5% |

## Household Income

**Q26. Listed below are several programs offered by Mecklenburg County. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following programs: (without "don't know")**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q26a. "Smoking &amp; Choking" program that allows citizens to report vehicles with smoking tailpipes</u>                     |   |                |                |                |                |                |                  |         |       |
| Very familiar   | 13.6%                                       | 4.7%           | 5.7%           | 1.2%           | 2.1%           | 2.2%           | 2.7%             | 0.6%    | 2.7%  |
| Somewhat familiar   | 2.3%  | 9.4%           | 11.5%          | 11.1%          | 7.7%           | 11.8%          | 5.3%             | 3.7%    | 8.0%  |
| Not familiar  | 84.1%                                       | 85.9%          | 82.8%          | 87.7%          | 90.2%          | 86.0%          | 92.0%            | 95.7%   | 89.3% |
| <u>Q26b. Swat-A-Litterbug program that empowers citizens to report drivers discarding litter &amp; cigarettes from vehicles</u> |   |                |                |                |                |                |                  |         |       |
| Very familiar   | 11.6%                                       | 17.2%          | 13.8%          | 12.3%          | 7.0%           | 8.1%           | 5.3%             | 3.1%    | 8.1%  |
| Somewhat familiar   | 11.6%                                       | 21.9%          | 26.4%          | 22.2%          | 16.9%          | 18.4%          | 22.7%            | 11.7%   | 18.9% |
| Not familiar  | 76.7%                                       | 60.9%          | 59.8%          | 65.4%          | 76.1%          | 73.5%          | 72.0%            | 85.2%   | 72.9% |
| <u>Q27. Your gender</u>   |   |                |                |                |                |                |                  |         |       |
| Male  | 13.3%                                       | 29.7%          | 34.5%          | 39.5%          | 43.8%          | 58.8%          | 58.3%            | 59.5%   | 47.6% |
| Female  | 86.7%                                       | 70.3%          | 65.5%          | 60.5%          | 56.3%          | 41.2%          | 41.7%            | 40.5%   | 52.4% |

## Household Income

### Q28. Which of the following best describes your race/ethnicity? (without don't know)

| N=1016                               | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--------------------------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|                                      | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q28. Your race/ethnicity</u>      |   |                |                |                |                |                |                  |         |       |
| Hispanic or Latino origin or descent | 8.9%  | 12.5%          | 5.7%           | 11.1%          | 11.1%          | 13.2%          | 7.3%             | 10.4%   | 10.2% |
| White                                | 17.8%                                       | 37.5%          | 50.6%          | 33.3%          | 54.9%          | 62.5%          | 65.6%            | 78.5%   | 55.7% |
| African American                     | 71.1%                                       | 53.1%          | 39.1%          | 50.6%          | 29.2%          | 22.1%          | 23.2%            | 6.7%    | 30.0% |
| Asian or Pacific Islander            | 2.2%  | 3.1%           | 2.3%           | 4.9%           | 5.6%           | 2.2%           | 2.6%             | 4.9%    | 4.1%  |
| American Indian or Native Alaskan    | 2.2%  | 0.0%           | 4.6%           | 1.2%           | 0.7%           | 0.7%           | 0.0%             | 0.0%    | 1.3%  |
| Multi-racial                         | 2.2%  | 0.0%           | 2.3%           | 3.7%           | 0.0%           | 0.0%           | 0.7%             | 0.0%    | 0.9%  |
| Other                                | 0.0%  | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 1.5%           | 1.3%             | 0.0%    | 0.5%  |

## Household Income

### Q29. Which of the following categories best represents your age? (without not provided)

| N=1016               | Q35. Your total before tax household income |                |                |                |                |                |                  | Total |         |
|----------------------|---|----------------|----------------|----------------|----------------|----------------|------------------|-------|---------|
|                      | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 |       | \$150K+ |
| <u>Q29. Your age</u> |   |                |                |                |                |                |                  |       |         |
| 18 to 34             | 7.0%  | 9.4%           | 16.5%          | 11.1%          | 20.1%          | 16.2%          | 22.0%            | 18.4% | 15.6%   |
| 35 to 44             | 18.6%                                       | 15.6%          | 16.5%          | 14.8%          | 13.9%          | 17.6%          | 19.3%            | 17.8% | 16.9%   |
| 45 to 54             | 25.6%                                       | 12.5%          | 11.8%          | 14.8%          | 22.9%          | 19.1%          | 20.7%            | 26.4% | 20.9%   |
| 55 to 64             | 18.6%                                       | 18.8%          | 18.8%          | 22.2%          | 21.5%          | 25.7%          | 18.7%            | 24.5% | 21.6%   |
| 65 to 74             | 7.0%  | 25.0%          | 22.4%          | 17.3%          | 15.3%          | 14.0%          | 16.0%            | 10.4% | 15.5%   |
| 75 to 84             | 14.0%                                       | 12.5%          | 12.9%          | 13.6%          | 4.9%           | 6.6%           | 2.7%             | 2.5%  | 7.3%    |
| 85+                  | 9.3%  | 6.3%           | 1.2%           | 6.2%           | 1.4%           | 0.7%           | 0.7%             | 0.0%  | 2.2%    |

## Household Income

### Q30. Including yourself, how many adults age 18 or older live in your household?

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q30. How many adults age 18+ live in your household</u> |   |                |                |                |                |                |                  |         |       |
| 1  | 53.3%                                       | 48.4%          | 34.5%          | 34.6%          | 30.6%          | 19.1%          | 11.9%            | 12.3%   | 24.9% |
| 2  | 31.1%                                       | 29.7%          | 39.1%          | 44.4%          | 50.0%          | 61.8%          | 62.3%            | 57.1%   | 51.7% |
| 3  | 13.3%                                       | 14.1%          | 16.1%          | 16.0%          | 15.3%          | 11.0%          | 18.5%            | 22.1%   | 16.2% |
| 4 or more  | 2.2%  | 7.8%           | 10.3%          | 4.9%           | 4.2%           | 8.1%           | 7.3%             | 8.6%    | 7.2%  |

### Q31. How many children under the age of 18 live in your household?

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q31. How many children under age of 18 live in your household</u> |   |                |                |                |                |                |                  |         |       |
| None   | 71.1%                                       | 73.4%          | 75.9%          | 75.3%          | 79.9%          | 68.4%          | 60.9%            | 63.8%   | 70.2% |
| 1  | 4.4%  | 12.5%          | 8.0%           | 11.1%          | 9.0%           | 12.5%          | 13.2%            | 15.3%   | 11.6% |
| 2  | 22.2%                                       | 7.8%           | 6.9%           | 9.9%           | 7.6%           | 15.4%          | 17.2%            | 16.6%   | 13.1% |
| 3 or more  | 2.2%  | 6.3%           | 9.2%           | 3.7%           | 3.5%           | 3.7%           | 8.6%             | 4.3%    | 5.1%  |

## Household Income

### Q32. Which of the following is the highest level of education you have completed? (without don't know)

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q32. Highest level of education you have completed</u> |   |                |                |                |                |                |                  |         |       |
| Less than high school graduate                            | 14.0%                                       | 9.4%           | 2.3%           | 0.0%           | 0.0%           | 0.0%           | 0.0%             | 0.0%    | 1.8%  |
| High school diploma or equivalent                         | 37.2%                                       | 40.6%          | 18.4%          | 11.3%          | 4.9%           | 3.7%           | 2.6%             | 0.0%    | 10.0% |
| Special/technical training (not college)                  | 7.0%  | 10.9%          | 3.4%           | 5.0%           | 4.2%           | 3.0%           | 2.0%             | 0.6%    | 3.4%  |
| Some college (did not graduate from a 4-year college)     | 25.6%                                       | 28.1%          | 46.0%          | 43.8%          | 31.3%          | 27.4%          | 11.3%            | 3.1%    | 22.2% |
| College graduate (from a 4-year college)                  | 4.7%  | 4.7%           | 21.8%          | 18.8%          | 36.1%          | 31.9%          | 49.0%            | 37.7%   | 32.2% |
| Post-graduate study (no advanced degree)                  | 4.7%  | 3.1%           | 2.3%           | 5.0%           | 8.3%           | 6.7%           | 6.6%             | 8.6%    | 6.2%  |
| Post graduate advanced degree (Masters, MBA, PHD)         | 7.0%  | 3.1%           | 5.7%           | 16.3%          | 15.3%          | 27.4%          | 28.5%            | 50.0%   | 24.2% |

## Household Income

### Q33. How many years have you lived in Mecklenburg County?

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  | Total |         |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|-------|---------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 |       | \$150K+ |
| <u>Q33. How many years have you lived in Mecklenburg County</u> |   |                |                |                |                |                |                  |       |         |
| 5 years or less   | 37.8%                                       | 29.7%          | 42.5%          | 42.0%          | 56.3%          | 57.4%          | 59.6%            | 73.6% | 53.8%   |
| 6 to 10 years   | 42.2%                                       | 51.6%          | 43.7%          | 39.5%          | 33.3%          | 27.9%          | 23.8%            | 19.0% | 31.0%   |
| 11 to 15 years  | 4.4%  | 6.3%           | 1.1%           | 0.0%           | 3.5%           | 0.7%           | 3.3%             | 1.2%  | 2.4%    |
| 16 to 20 years  | 4.4%  | 3.1%           | 1.1%           | 2.5%           | 0.0%           | 3.7%           | 1.3%             | 3.7%  | 2.8%    |
| 21 to 30 years  | 4.4%  | 1.6%           | 5.7%           | 3.7%           | 3.5%           | 2.2%           | 4.0%             | 0.6%  | 3.2%    |
| 31 years or more  | 6.7%  | 7.8%           | 5.7%           | 12.3%          | 3.5%           | 8.1%           | 7.9%             | 1.8%  | 6.8%    |

## Household Income

### Q35. What is your total before tax household income? (without not provided)

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q35. Your total before tax household income</u> |   |                |                |                |                |                |                  |         |       |
| Less than \$15K                                    | 100.0%                                      | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 0.0%             | 0.0%    | 5.2%  |
| \$15K-\$24,999                                     | 0.0%  | 100.0%         | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 0.0%             | 0.0%    | 7.3%  |
| \$25K-\$34,999                                     | 0.0%  | 0.0%           | 100.0%         | 0.0%           | 0.0%           | 0.0%           | 0.0%             | 0.0%    | 10.0% |
| \$35K-\$49,999                                     | 0.0%  | 0.0%           | 0.0%           | 100.0%         | 0.0%           | 0.0%           | 0.0%             | 0.0%    | 9.3%  |
| \$50K-\$74,999                                     | 0.0%  | 0.0%           | 0.0%           | 0.0%           | 100.0%         | 0.0%           | 0.0%             | 0.0%    | 16.5% |
| \$75K-\$99,999                                     | 0.0%  | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 100.0%         | 0.0%             | 0.0%    | 15.6% |
| \$100K-\$149,999                                   | 0.0%  | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 100.0%           | 0.0%    | 17.3% |
| \$150K+  | 0.0%  | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 0.0%           | 0.0%             | 100.0%  | 18.7% |

## Household Income

### **Q36. Are you an employee of Mecklenburg County? (without not provided)**

| N=1016  | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|---|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|   | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q36. Are you an employee of Mecklenburg County</u> |   |                |                |                |                |                |                  |         |       |
| Yes   | 6.7%  | 9.4%           | 1.1%           | 2.5%           | 3.5%           | 5.9%           | 3.3%             | 1.8%    | 3.8%  |
| No  | 93.3%                                       | 90.6%          | 98.9%          | 97.5%          | 96.5%          | 94.1%          | 96.7%            | 98.2%   | 96.2% |

### **Q37. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served? (without not provided)**

| N=1016   | Q35. Your total before tax household income |                |                |                |                |                |                  |         | Total |
|--|---|----------------|----------------|----------------|----------------|----------------|------------------|---------|-------|
|  | Less than \$15K                             | \$15K-\$24,999 | \$25K-\$34,999 | \$35K-\$49,999 | \$50K-\$74,999 | \$75K-\$99,999 | \$100K-\$149,999 | \$150K+ |       |
| <u>Q37. Have you ever served in any branch of the military</u> |   |                |                |                |                |                |                  |         |       |
| Yes  | 20.0%                                       | 34.4%          | 43.7%          | 50.0%          | 33.6%          | 34.6%          | 40.4%            | 33.1%   | 36.6% |
| No   | 80.0%                                       | 65.6%          | 56.3%          | 50.0%          | 66.4%          | 65.4%          | 59.6%            | 66.9%   | 63.4% |

**Section 7**  
***Race and Ethnicity***

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## Race and Ethnicity

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government: (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q2a. There is value in services provided by Mecklenburg County to residents</u>                             |                                      |       |                  |                           |                                   |              |       |       |
| Strongly agree   | 34.7%                                | 32.6% | 35.1%            | 46.2%                     | 14.3%                             | 33.3%        | 40.0% | 33.8% |
| Agree  | 51.4%                                | 59.0% | 51.7%            | 46.2%                     | 42.9%                             | 50.0%        | 40.0% | 55.4% |
| Disagree   | 8.3%                                 | 7.5%  | 7.7%             | 5.1%                      | 28.6%                             | 16.7%        | 20.0% | 7.8%  |
| Strongly disagree  | 5.6%                                 | 0.9%  | 5.5%             | 2.6%                      | 14.3%                             | 0.0%         | 0.0%  | 3.0%  |
| <u>Q2b. Mecklenburg County spends my local tax dollars on services that help residents improve their lives</u> |                                      |       |                  |                           |                                   |              |       |       |
| Strongly agree   | 15.9%                                | 15.8% | 15.3%            | 19.4%                     | 14.3%                             | 14.3%        | 0.0%  | 15.7% |
| Agree  | 56.5%                                | 62.5% | 51.5%            | 52.8%                     | 42.9%                             | 28.6%        | 50.0% | 57.7% |
| Disagree   | 15.9%                                | 18.0% | 22.0%            | 22.2%                     | 28.6%                             | 42.9%        | 25.0% | 19.5% |
| Strongly disagree  | 11.6%                                | 3.7%  | 11.2%            | 5.6%                      | 14.3%                             | 14.3%        | 25.0% | 7.2%  |

## Race and Ethnicity

**Q2. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about Mecklenburg County Government: (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q2c. Mecklenburg County spends my local tax dollars on services that help residents improve their community</u>         |                                      |       |                  |                           |                                   |              |       |       |
| Strongly agree   | 15.7%                                | 14.7% | 16.1%            | 18.4%                     | 14.3%                             | 14.3%        | 0.0%  | 15.3% |
| Agree  | 58.6%                                | 60.6% | 48.7%            | 52.6%                     | 28.6%                             | 28.6%        | 75.0% | 55.9% |
| Disagree   | 17.1%                                | 20.6% | 24.9%            | 18.4%                     | 42.9%                             | 57.1%        | 25.0% | 21.9% |
| Strongly disagree  | 8.6%                                 | 4.0%  | 10.3%            | 10.5%                     | 14.3%                             | 0.0%         | 0.0%  | 6.9%  |
| <u>Q2d. I am satisfied with opportunities for citizen participation in County policy development &amp; decision-making</u> |                                      |       |                  |                           |                                   |              |       |       |
| Strongly agree   | 15.5%                                | 11.6% | 13.1%            | 13.5%                     | 0.0%                              | 14.3%        | 25.0% | 12.4% |
| Agree  | 46.6%                                | 50.8% | 47.1%            | 37.8%                     | 33.3%                             | 0.0%         | 50.0% | 48.0% |
| Disagree   | 25.9%                                | 32.2% | 27.9%            | 37.8%                     | 50.0%                             | 71.4%        | 0.0%  | 30.7% |
| Strongly disagree  | 12.1%                                | 5.4%  | 11.9%            | 10.8%                     | 16.7%                             | 14.3%        | 25.0% | 8.9%  |

## Race and Ethnicity

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q3a. Mecklenburg County as a place to live</u> |                                      |       |                  |                           |                                   |              |       |       |
| Excellent   | 41.3%                                | 33.1% | 31.0%            | 35.7%                     | 33.3%                             | 14.3%        | 40.0% | 33.1% |
| Good  | 41.3%                                | 50.2% | 46.7%            | 52.4%                     | 50.0%                             | 14.3%        | 20.0% | 48.0% |
| Fair  | 15.0%                                | 13.5% | 18.0%            | 11.9%                     | 0.0%                              | 57.1%        | 40.0% | 15.4% |
| Poor  | 2.5%                                 | 3.2%  | 4.3%             | 0.0%                      | 16.7%                             | 14.3%        | 0.0%  | 3.5%  |
| <u>Q3b. Mecklenburg County as a place to work</u> |                                      |       |                  |                           |                                   |              |       |       |
| Excellent   | 39.0%                                | 30.1% | 29.1%            | 28.2%                     | 33.3%                             | 14.3%        | 20.0% | 30.2% |
| Good  | 45.5%                                | 55.2% | 44.9%            | 51.3%                     | 16.7%                             | 28.6%        | 40.0% | 50.4% |
| Fair  | 10.4%                                | 11.9% | 19.5%            | 17.9%                     | 16.7%                             | 57.1%        | 20.0% | 15.0% |
| Poor  | 5.2%                                 | 2.8%  | 6.5%             | 2.6%                      | 33.3%                             | 0.0%         | 20.0% | 4.3%  |

## Race and Ethnicity

**Q3. Mecklenburg County's Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate Mecklenburg County in the following areas: (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q3c. Mecklenburg County as a place to recreate</u> |                                      |       |                  |                           |                                   |              |       |       |
| Excellent   | 32.5%                                | 25.7% | 29.5%            | 31.7%                     | 28.6%                             | 14.3%        | 20.0% | 27.5% |
| Good  | 46.8%                                | 51.6% | 43.5%            | 39.0%                     | 28.6%                             | 14.3%        | 40.0% | 47.7% |
| Fair  | 16.9%                                | 18.7% | 19.2%            | 24.4%                     | 28.6%                             | 57.1%        | 40.0% | 19.4% |
| Poor  | 3.9%                                 | 4.1%  | 7.9%             | 4.9%                      | 14.3%                             | 14.3%        | 0.0%  | 5.4%  |

**Race and Ethnicity**

**Q4. In the past 12 months, have you had any interactions with the Mecklenburg County Assessor's Office? (without don't know)**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q4. Had any interactions with Mecklenburg County Assessor's Office in past 12 months</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 10.0%                                | 12.8% | 19.9%            | 7.1%                      | 42.9%                             | 42.9%        | 20.0% | 15.1% |
| No  | 90.0%                                | 87.2% | 80.1%            | 92.9%                     | 57.1%                             | 57.1%        | 80.0% | 84.9% |

## Race and Ethnicity

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

| N=153  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q4a-1. Staff was courteous</u>                |                                      |       |                  |                           |                                   |              |        |       |
| Strongly agree                                   | 62.5%                                | 22.1% | 35.7%            | 0.0%                      | 33.3%                             | 33.3%        | 0.0%   | 29.2% |
| Agree  | 25.0%                                | 66.2% | 55.4%            | 100.0%                    | 0.0%                              | 33.3%        | 0.0%   | 56.3% |
| Disagree   | 12.5%                                | 2.9%  | 3.6%             | 0.0%                      | 66.7%                             | 33.3%        | 0.0%   | 7.6%  |
| Strongly disagree                                | 0.0%                                 | 8.8%  | 5.4%             | 0.0%                      | 0.0%                              | 0.0%         | 100.0% | 6.9%  |
| <u>Q4a-2. Staff served me in a timely matter</u> |                                      |       |                  |                           |                                   |              |        |       |
| Strongly agree                                   | 50.0%                                | 23.5% | 29.6%            | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 25.4% |
| Agree  | 50.0%                                | 51.5% | 57.4%            | 100.0%                    | 33.3%                             | 33.3%        | 0.0%   | 52.1% |
| Disagree   | 0.0%                                 | 19.1% | 7.4%             | 0.0%                      | 66.7%                             | 66.7%        | 100.0% | 16.9% |
| Strongly disagree                                | 0.0%                                 | 5.9%  | 5.6%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 5.6%  |

## Race and Ethnicity

**Q4a. (If YES to Question 4) Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor's Office: (without "don't know")**

| N=153   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q4a-3. Information I was provided was easy to understand</u> |                                      |       |                  |                           |                                   |              |        |       |
| Strongly agree  | 37.5%                                | 18.6% | 39.7%            | 0.0%                      | 0.0%                              | 33.3%        | 0.0%   | 27.7% |
| Agree   | 37.5%                                | 58.6% | 44.8%            | 100.0%                    | 66.7%                             | 0.0%         | 0.0%   | 50.7% |
| Disagree  | 25.0%                                | 14.3% | 15.5%            | 0.0%                      | 0.0%                              | 66.7%        | 100.0% | 16.2% |
| Strongly disagree   | 0.0%                                 | 8.6%  | 0.0%             | 0.0%                      | 33.3%                             | 0.0%         | 0.0%   | 5.4%  |
| <u>Q4a-4. Assessor's Office provided quality service</u>        |                                      |       |                  |                           |                                   |              |        |       |
| Strongly agree  | 37.5%                                | 22.4% | 40.4%            | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 28.1% |
| Agree   | 12.5%                                | 50.7% | 46.2%            | 100.0%                    | 0.0%                              | 33.3%        | 0.0%   | 44.6% |
| Disagree  | 37.5%                                | 17.9% | 9.6%             | 0.0%                      | 66.7%                             | 33.3%        | 100.0% | 18.7% |
| Strongly disagree   | 12.5%                                | 9.0%  | 3.8%             | 0.0%                      | 33.3%                             | 33.3%        | 0.0%   | 8.6%  |

**Race and Ethnicity**

**Q5. Are you aware that Mecklenburg County is conducting a review of all real estate and residential parcel values from the 2011 Revaluation? (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <b><u>Q5. Are you aware that Mecklenburg County is conducting a review of all real estate &amp; residential parcel values from 2011 Revaluation</u></b> |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 65.0%                                | 76.7% | 62.0%            | 75.0%                     | 42.9%                             | 42.9%        | 40.0% | 70.5% |
| No  | 35.0%                                | 23.3% | 38.0%            | 25.0%                     | 57.1%                             | 57.1%        | 60.0% | 29.5% |

## Race and Ethnicity

**Q6. Using a 4-point scale, where a rating of 4 means "strongly agree" and a rating of 1 means "strongly disagree," please rate your agreement with the following statements: (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q6a. Mecklenburg County evaluates your property fairly</u>       |                                      |       |                  |                           |                                   |              |       |       |
| Strongly agree  | 8.2%                                 | 4.2%  | 8.2%             | 8.6%                      | 0.0%                              | 0.0%         | 0.0%  | 5.8%  |
| Agree   | 42.6%                                | 46.3% | 35.6%            | 40.0%                     | 50.0%                             | 40.0%        | 50.0% | 42.6% |
| Disagree  | 24.6%                                | 35.7% | 33.7%            | 31.4%                     | 33.3%                             | 20.0%        | 0.0%  | 33.5% |
| Strongly disagree   | 24.6%                                | 13.8% | 22.6%            | 20.0%                     | 16.7%                             | 40.0%        | 50.0% | 18.1% |
| <u>Q6b. County Assessor's Office fairly evaluates your property</u> |                                      |       |                  |                           |                                   |              |       |       |
| Strongly agree  | 3.4%                                 | 4.5%  | 9.5%             | 6.1%                      | 0.0%                              | 0.0%         | 0.0%  | 5.8%  |
| Agree   | 46.6%                                | 45.3% | 32.7%            | 39.4%                     | 33.3%                             | 40.0%        | 50.0% | 41.3% |
| Disagree  | 22.4%                                | 35.9% | 35.7%            | 36.4%                     | 33.3%                             | 20.0%        | 0.0%  | 34.2% |
| Strongly disagree   | 27.6%                                | 14.3% | 22.1%            | 18.2%                     | 33.3%                             | 40.0%        | 50.0% | 18.7% |

## Race and Ethnicity

### Q7. Would you say Mecklenburg County does an "excellent," "good," "fair," or "poor" job of communicating information about County issues, services, and performance to the public? (without "don't know")

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q7. Communicating information about County issues, services, &amp; performance to public</u> |                                      |       |                  |                           |                                   |              |       |       |
| Excellent   | 3.8%                                 | 4.7%  | 9.9%             | 5.1%                      | 0.0%                              | 14.3%        | 0.0%  | 6.2%  |
| Good  | 44.3%                                | 39.7% | 38.0%            | 41.0%                     | 20.0%                             | 0.0%         | 60.0% | 39.2% |
| Fair  | 35.4%                                | 40.6% | 34.3%            | 28.2%                     | 0.0%                              | 71.4%        | 0.0%  | 37.6% |
| Poor  | 16.5%                                | 15.0% | 17.9%            | 25.6%                     | 80.0%                             | 14.3%        | 40.0% | 17.0% |

### Q8. Did you know that Mecklenburg County uses social media to promote awareness of County programs and services?

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q8. Mecklenburg County uses social media to promote awareness of County programs &amp; services</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes, I am aware  | 31.3%                                | 37.1% | 38.3%            | 40.5%                     | 42.9%                             | 42.9%        | 40.0% | 37.3% |
| No, I am not aware   | 68.8%                                | 62.9% | 61.7%            | 59.5%                     | 57.1%                             | 57.1%        | 60.0% | 62.7% |

## Race and Ethnicity

### Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information. (without "don't know")

| N=1016               | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|----------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|                      | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q9a. Facebook</u> |                                      |       |                  |                           |                                   |              |        |       |
| Yes                  | 17.1%                                | 11.1% | 15.5%            | 20.0%                     | 14.3%                             | 0.0%         | 0.0%   | 13.1% |
| No                   | 82.9%                                | 88.9% | 84.5%            | 80.0%                     | 85.7%                             | 100.0%       | 100.0% | 86.9% |
| <u>Q9b. Twitter</u>  |                                      |       |                  |                           |                                   |              |        |       |
| Yes                  | 1.4%                                 | 3.2%  | 6.3%             | 12.1%                     | 0.0%                              | 16.7%        | 0.0%   | 4.3%  |
| No                   | 98.6%                                | 96.8% | 93.7%            | 87.9%                     | 100.0%                            | 83.3%        | 100.0% | 95.7% |
| <u>Q9c. YouTube</u>  |                                      |       |                  |                           |                                   |              |        |       |
| Yes                  | 2.7%                                 | 5.5%  | 11.1%            | 8.6%                      | 0.0%                              | 14.3%        | 0.0%   | 7.0%  |
| No                   | 97.3%                                | 94.5% | 88.9%            | 91.4%                     | 100.0%                            | 85.7%        | 100.0% | 93.0% |
| <u>Q9d. Flickr</u>   |                                      |       |                  |                           |                                   |              |        |       |
| Yes                  | 0.0%                                 | 0.4%  | 1.1%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 0.5%  |
| No                   | 100.0%                               | 99.6% | 98.9%            | 100.0%                    | 100.0%                            | 100.0%       | 100.0% | 99.5% |

**Race and Ethnicity**

**Q9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information. (without "don't know")**

| N=1016                | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|-----------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|                       | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q9e. Pinterest</u> |                                      |       |                  |                           |                                   |              |        |       |
| Yes                   | 1.4%                                 | 2.1%  | 1.5%             | 0.0%                      | 0.0%                              | 16.7%        | 0.0%   | 1.9%  |
| No                    | 98.6%                                | 97.9% | 98.5%            | 100.0%                    | 100.0%                            | 83.3%        | 100.0% | 98.1% |

## Race and Ethnicity

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q10a. County is actively engaged in initiatives to protect environment</u>   |                                      |       |                  |                           |                                   |              |        |       |
| Yes   | 78.8%                                | 77.7% | 69.4%            | 80.5%                     | 71.4%                             | 57.1%        | 60.0%  | 75.2% |
| No  | 21.3%                                | 22.3% | 30.6%            | 19.5%                     | 28.6%                             | 42.9%        | 40.0%  | 24.8% |
| <u>Q10b. County accepts &amp; processes many types of recyclable materials</u>  |                                      |       |                  |                           |                                   |              |        |       |
| Yes   | 91.3%                                | 96.2% | 94.0%            | 95.2%                     | 85.7%                             | 100.0%       | 100.0% | 95.0% |
| No  | 8.8%                                 | 3.8%  | 6.0%             | 4.8%                      | 14.3%                             | 0.0%         | 0.0%   | 5.0%  |
| <u>Q10c. County assists veterans &amp; their families who reside in Mecklenburg County with applying for federal, state &amp; local VA benefits</u> |                                      |       |                  |                           |                                   |              |        |       |
| Yes   | 22.5%                                | 32.6% | 45.2%            | 52.4%                     | 42.9%                             | 42.9%        | 40.0%  | 36.7% |
| No  | 77.5%                                | 67.4% | 54.8%            | 47.6%                     | 57.1%                             | 57.1%        | 60.0%  | 63.3% |
| <u>Q10d. County has foster care &amp; adoption services</u>   |                                      |       |                  |                           |                                   |              |        |       |
| Yes   | 68.4%                                | 74.3% | 84.0%            | 83.3%                     | 85.7%                             | 71.4%        | 40.0%  | 77.1% |
| No  | 31.6%                                | 25.7% | 16.0%            | 16.7%                     | 14.3%                             | 28.6%        | 60.0%  | 22.9% |

## Race and Ethnicity

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q10e. County has a program to assess &amp; provide therapy to children with developmental delays from birth to age three</u>   |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 40.0%                                | 44.5% | 52.6%            | 45.2%                     | 57.1%                             | 28.6%        | 60.0% | 46.8% |
| No  | 60.0%                                | 55.5% | 47.4%            | 54.8%                     | 42.9%                             | 71.4%        | 40.0% | 53.2% |
| <u>Q10f. County provides children with immunizations against vaccine-preventable diseases at no charge</u>  |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 67.5%                                | 66.9% | 75.2%            | 73.8%                     | 71.4%                             | 57.1%        | 80.0% | 69.8% |
| No  | 32.5%                                | 33.1% | 24.8%            | 26.2%                     | 28.6%                             | 42.9%        | 20.0% | 30.2% |
| <u>Q10g. County has a program to test, diagnose &amp; provide case management to persons with HIV, syphilis &amp; other sexually transmitted diseases</u>                           |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 49.4%                                | 43.9% | 63.0%            | 50.0%                     | 42.9%                             | 42.9%        | 40.0% | 50.3% |
| No  | 50.6%                                | 56.1% | 37.0%            | 50.0%                     | 57.1%                             | 57.1%        | 60.0% | 49.7% |
| <u>Q10h. County has a domestic violence/crisis program that offers individual &amp; group counseling for victims, as well as educational programs for those supporting a victim</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 76.3%                                | 69.5% | 79.5%            | 78.6%                     | 57.1%                             | 42.9%        | 40.0% | 72.9% |
| No  | 23.8%                                | 30.5% | 20.5%            | 21.4%                     | 42.9%                             | 57.1%        | 60.0% | 27.1% |

## Race and Ethnicity

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q10i. County provides detox &amp; substance abuse services</u>   |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 61.3%                                | 62.7% | 75.6%            | 54.8%                     | 71.4%                             | 71.4%        | 20.0% | 65.9% |
| No  | 38.8%                                | 37.3% | 24.4%            | 45.2%                     | 28.6%                             | 28.6%        | 80.0% | 34.1% |
| <u>Q10j. County provides outreach, assessment &amp; referrals to persons experiencing homelessness in Mecklenburg County</u>  |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 58.2%                                | 68.0% | 68.5%            | 70.7%                     | 71.4%                             | 42.9%        | 40.0% | 67.2% |
| No  | 41.8%                                | 32.0% | 31.5%            | 29.3%                     | 28.6%                             | 57.1%        | 60.0% | 32.8% |
| <u>Q10k. You should immediately call Adult Protective Services whenever you suspect that a disabled adult is experiencing abuse, neglect &amp;/or exploitations</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 61.3%                                | 64.7% | 75.9%            | 64.3%                     | 71.4%                             | 42.9%        | 80.0% | 67.9% |
| No  | 38.8%                                | 35.3% | 24.1%            | 35.7%                     | 28.6%                             | 57.1%        | 20.0% | 32.1% |
| <u>Q10l. Senior Citizen Nutrition Program offers meal services Monday through Friday to residents age 60+ at multiple locations throughout County</u>               |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 45.0%                                | 43.6% | 60.4%            | 38.1%                     | 14.3%                             | 42.9%        | 40.0% | 48.3% |
| No  | 55.0%                                | 56.4% | 39.6%            | 61.9%                     | 85.7%                             | 57.1%        | 60.0% | 51.7% |

## Race and Ethnicity

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q10m. Adults with disabilities &amp; older adults who reside in Mecklenburg County can contact "Just 1 Call" to discuss availability of services</u>                             |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 18.8%                                | 18.4% | 33.7%            | 26.2%                     | 0.0%                              | 14.3%        | 40.0% | 23.3% |
| No  | 81.3%                                | 81.6% | 66.3%            | 73.8%                     | 100.0%                            | 85.7%        | 60.0% | 76.7% |
| <u>Q10n. Mecklenburg County residents can apply for Food &amp; Nutrition Services (Food Stamps) on County website</u>   |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 42.5%                                | 40.3% | 54.5%            | 54.8%                     | 28.6%                             | 85.7%        | 40.0% | 45.6% |
| No  | 57.5%                                | 59.7% | 45.5%            | 45.2%                     | 71.4%                             | 14.3%        | 60.0% | 54.4% |
| <u>Q10o. County administers medical insurance, cash assistance, employment services, &amp; food &amp; nutrition services for citizens who meet certain eligibility requirements</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 47.5%                                | 48.0% | 61.4%            | 54.8%                     | 14.3%                             | 71.4%        | 20.0% | 52.2% |
| No  | 52.5%                                | 52.0% | 38.6%            | 45.2%                     | 85.7%                             | 28.6%        | 80.0% | 47.8% |
| <u>Q10p. County maintains a phone line that is available 24 hours a day, every day of year, to report child &amp; adult abuse &amp; neglect</u>                                     |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 60.0%                                | 54.9% | 63.4%            | 52.4%                     | 71.4%                             | 42.9%        | 60.0% | 57.8% |
| No  | 40.0%                                | 45.1% | 36.6%            | 47.6%                     | 28.6%                             | 57.1%        | 40.0% | 42.2% |

## Race and Ethnicity

**Q10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No." (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q10q. Heard of MeckCares, a partnership to help youth with severe emotional problems &amp; their families</u>                                |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 20.0%                                | 17.6% | 25.7%            | 28.6%                     | 0.0%                              | 0.0%         | 20.0% | 20.3% |
| No  | 80.0%                                | 82.4% | 74.3%            | 71.4%                     | 100.0%                            | 100.0%       | 80.0% | 79.7% |
| <u>Q10r. Heard of MeckConnect, an initiative to get residents more involved in County government &amp; engage citizens in governing process</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 16.3%                                | 20.9% | 22.5%            | 21.4%                     | 14.3%                             | 28.6%        | 20.0% | 20.9% |
| No  | 83.8%                                | 79.1% | 77.5%            | 78.6%                     | 85.7%                             | 71.4%        | 80.0% | 79.1% |
| <u>Q10s. Heard of Charlotte-Mecklenburg 311 customer service phone number</u>   |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 83.5%                                | 81.5% | 90.7%            | 68.3%                     | 71.4%                             | 71.4%        | 80.0% | 83.8% |
| No  | 16.5%                                | 18.5% | 9.3%             | 31.7%                     | 28.6%                             | 28.6%        | 20.0% | 16.2% |
| <u>Q10t. Heard of Open Mecklenburg, a County web page that increases transparency in local government</u>                                       |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 16.3%                                | 12.5% | 18.2%            | 19.0%                     | 14.3%                             | 14.3%        | 20.0% | 14.8% |
| No  | 83.8%                                | 87.5% | 81.8%            | 81.0%                     | 85.7%                             | 85.7%        | 80.0% | 85.2% |

## Race and Ethnicity

**Q11. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following facilities: (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q11a. Mecklenburg County Aquatic Center</u>                                      |                                      |       |                  |                           |                                   |              |       |       |
| Very familiar   | 23.8%                                | 19.5% | 35.9%            | 45.0%                     | 57.1%                             | 14.3%        | 60.0% | 26.5% |
| Somewhat familiar   | 46.3%                                | 54.5% | 41.3%            | 35.0%                     | 14.3%                             | 28.6%        | 20.0% | 48.2% |
| Not familiar  | 30.0%                                | 26.0% | 22.8%            | 20.0%                     | 28.6%                             | 57.1%        | 20.0% | 25.3% |
| <u>Q11b. Ray's Splash Planet, an indoor water park &amp; fitness center</u>         |                                      |       |                  |                           |                                   |              |       |       |
| Very familiar   | 17.5%                                | 16.0% | 38.4%            | 41.5%                     | 33.3%                             | 14.3%        | 60.0% | 24.3% |
| Somewhat familiar   | 32.5%                                | 33.9% | 28.3%            | 19.5%                     | 50.0%                             | 14.3%        | 0.0%  | 31.3% |
| Not familiar  | 50.0%                                | 50.1% | 33.3%            | 39.0%                     | 16.7%                             | 71.4%        | 40.0% | 44.5% |
| <u>Q11c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center</u> |                                      |       |                  |                           |                                   |              |       |       |
| Very familiar   | 40.0%                                | 41.0% | 43.4%            | 61.0%                     | 42.9%                             | 28.6%        | 80.0% | 42.6% |
| Somewhat familiar   | 35.0%                                | 46.0% | 32.0%            | 24.4%                     | 42.9%                             | 42.9%        | 0.0%  | 39.7% |
| Not familiar  | 25.0%                                | 13.1% | 24.6%            | 14.6%                     | 14.3%                             | 28.6%        | 20.0% | 17.7% |

**Race and Ethnicity**

**Q12. The next few questions are about Mecklenburg Parks and Recreation facilities. Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County? (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q12. Do you believe parks, greenways, nature preserves, &amp; recreational facilities improve quality of life in Mecklenburg County</u> |                                      |       |                  |                           |                                   |              |        |       |
| Yes  | 100.0%                               | 97.8% | 95.5%            | 100.0%                    | 71.4%                             | 75.0%        | 100.0% | 97.2% |
| No   | 0.0%                                 | 2.2%  | 4.5%             | 0.0%                      | 28.6%                             | 25.0%        | 0.0%   | 2.8%  |

**Race and Ethnicity**

**Q13. Within the past 12 months, how many times have you visited a Mecklenburg County Park & Recreation facility?**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q13. How many times have you visited a Mecklenburg County Park &amp; Recreation facility within past 12 months</u> |                                      |       |                  |                           |                                   |              |       |       |
| 5 or less   | 52.5%                                | 58.0% | 67.5%            | 58.5%                     | 83.3%                             | 71.4%        | 60.0% | 60.6% |
| 6 to 10   | 15.0%                                | 16.4% | 14.2%            | 12.2%                     | 0.0%                              | 14.3%        | 40.0% | 15.5% |
| 11 to 15  | 7.5%                                 | 6.4%  | 4.4%             | 9.8%                      | 0.0%                              | 0.0%         | 0.0%  | 5.9%  |
| 16 to 20  | 8.8%                                 | 4.6%  | 4.4%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 4.9%  |
| 21 to 30  | 5.0%                                 | 5.5%  | 3.7%             | 12.2%                     | 0.0%                              | 0.0%         | 0.0%  | 5.1%  |
| 31 to 40  | 2.5%                                 | 1.6%  | 1.0%             | 0.0%                      | 16.7%                             | 0.0%         | 0.0%  | 1.5%  |
| 41 to 50  | 5.0%                                 | 3.0%  | 2.0%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 2.8%  |
| 51+   | 3.8%                                 | 4.3%  | 2.7%             | 4.9%                      | 0.0%                              | 14.3%        | 0.0%  | 3.8%  |

## Race and Ethnicity

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016                           | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|----------------------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|                                  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q14a. Overall experience</u>  |                                      |       |                  |                           |                                   |              |       |       |
| Excellent                        | 26.2%                                | 43.8% | 33.7%            | 38.5%                     | 50.0%                             | 0.0%         | 75.0% | 39.2% |
| Good                             | 67.7%                                | 51.3% | 54.7%            | 56.4%                     | 33.3%                             | 66.7%        | 25.0% | 53.3% |
| Fair                             | 6.2%                                 | 4.3%  | 9.9%             | 5.1%                      | 16.7%                             | 33.3%        | 0.0%  | 6.5%  |
| Poor                             | 0.0%                                 | 0.6%  | 1.6%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 1.0%  |
| <u>Q14b. Overall cleanliness</u> |                                      |       |                  |                           |                                   |              |       |       |
| Excellent                        | 26.2%                                | 38.5% | 32.5%            | 26.3%                     | 50.0%                             | 16.7%        | 60.0% | 35.5% |
| Good                             | 63.1%                                | 54.0% | 53.7%            | 60.5%                     | 33.3%                             | 66.7%        | 40.0% | 54.3% |
| Fair                             | 9.2%                                 | 6.6%  | 10.2%            | 13.2%                     | 16.7%                             | 16.7%        | 0.0%  | 8.4%  |
| Poor                             | 1.5%                                 | 0.9%  | 3.7%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 1.8%  |

## Race and Ethnicity

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q14c. Overall safety</u>   |                                      |       |                  |                           |                                   |              |       |       |
| Excellent   | 19.7%                                | 34.6% | 25.7%            | 21.1%                     | 50.0%                             | 16.7%        | 75.0% | 30.4% |
| Good  | 66.7%                                | 53.8% | 54.8%            | 63.2%                     | 33.3%                             | 50.0%        | 25.0% | 54.9% |
| Fair  | 10.6%                                | 10.1% | 17.0%            | 15.8%                     | 0.0%                              | 33.3%        | 0.0%  | 12.7% |
| Poor  | 3.0%                                 | 1.5%  | 2.5%             | 0.0%                      | 16.7%                             | 0.0%         | 0.0%  | 2.1%  |
| <u>Q14d. Condition of recreation facilities, including aquatic facilities</u> |                                      |       |                  |                           |                                   |              |       |       |
| Excellent   | 23.7%                                | 30.8% | 26.5%            | 27.0%                     | 50.0%                             | 16.7%        | 66.7% | 29.3% |
| Good  | 67.8%                                | 60.1% | 61.2%            | 62.2%                     | 33.3%                             | 66.7%        | 33.3% | 60.4% |
| Fair  | 8.5%                                 | 7.9%  | 10.0%            | 10.8%                     | 16.7%                             | 16.7%        | 0.0%  | 8.9%  |
| Poor  | 0.0%                                 | 1.2%  | 2.3%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 1.5%  |

## Race and Ethnicity

**Q14. Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the following attributes of parks, greenways or nature preserves you visit most often. (without "don't know")**

| N=1016                             | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|------------------------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|                                    | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q14e. Appearance of grounds</u> |                                      |       |                  |                           |                                   |              |       |       |
| Excellent                          | 29.2%                                | 35.5% | 28.7%            | 25.0%                     | 50.0%                             | 16.7%        | 50.0% | 32.6% |
| Good                               | 61.5%                                | 55.8% | 56.3%            | 60.0%                     | 33.3%                             | 66.7%        | 25.0% | 56.1% |
| Fair                               | 9.2%                                 | 7.6%  | 13.0%            | 15.0%                     | 16.7%                             | 16.7%        | 0.0%  | 9.9%  |
| Poor                               | 0.0%                                 | 1.1%  | 2.0%             | 0.0%                      | 0.0%                              | 0.0%         | 25.0% | 1.4%  |

**Race and Ethnicity**

**Q16. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Parks & Recreation Department during the past 12 months? (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q16. Have you participated in any recreation programs offered by Mecklenburg County Parks &amp; Recreation Department during past 12 months</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes  | 13.3%                                | 13.9% | 22.4%            | 31.6%                     | 14.3%                             | 28.6%        | 20.0% | 17.4% |
| No   | 86.7%                                | 86.1% | 77.6%            | 68.4%                     | 85.7%                             | 71.4%        | 80.0% | 82.6% |

## Race and Ethnicity

### **Q16a. (If YES to Question 16) Please indicate if any of the following were reasons you or members of your household have not participated in County Park and Recreation Programs. (without "don't know")**

| N=786  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q16a-1. You are not aware of programs</u>     |                                      |       |                  |                           |                                   |              |        |       |
| Yes, this is a reason                            | 49.1%                                | 50.0% | 50.0%            | 61.9%                     | 50.0%                             | 100.0%       | 100.0% | 50.8% |
| No, this is not a reason                         | 50.9%                                | 50.0% | 50.0%            | 38.1%                     | 50.0%                             | 0.0%         | 0.0%   | 49.2% |
| <u>Q16a-2. There are no convenient locations</u> |                                      |       |                  |                           |                                   |              |        |       |
| Yes, this is a reason                            | 15.9%                                | 12.4% | 22.4%            | 27.8%                     | 66.7%                             | 0.0%         | 50.0%  | 17.0% |
| No, this is not a reason                         | 84.1%                                | 87.6% | 77.6%            | 72.2%                     | 33.3%                             | 100.0%       | 50.0%  | 83.0% |
| <u>Q16a-3. There are no convenient times</u>     |                                      |       |                  |                           |                                   |              |        |       |
| Yes, this is a reason                            | 25.0%                                | 18.6% | 19.7%            | 23.5%                     | 20.0%                             | 33.3%        | 50.0%  | 20.0% |
| No, this is not a reason                         | 75.0%                                | 81.4% | 80.3%            | 76.5%                     | 80.0%                             | 66.7%        | 50.0%  | 80.0% |
| <u>Q16a-4. You have no interest in programs</u>  |                                      |       |                  |                           |                                   |              |        |       |
| Yes, this is a reason                            | 50.0%                                | 43.9% | 27.0%            | 27.8%                     | 0.0%                              | 0.0%         | 50.0%  | 38.2% |
| No, this is not a reason                         | 50.0%                                | 56.1% | 73.0%            | 72.2%                     | 100.0%                            | 100.0%       | 50.0%  | 61.8% |

**Race and Ethnicity**

**Q17. In the past 12 months, have you visited or used a Mecklenburg County Library in any way, other than just to vote? (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q17. Have you visited or used a Mecklenburg County Library in past 12 months</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 44.3%                                | 57.7% | 61.2%            | 63.4%                     | 28.6%                             | 71.4%        | 60.0% | 57.9% |
| No  | 55.7%                                | 42.3% | 38.8%            | 36.6%                     | 71.4%                             | 28.6%        | 40.0% | 42.1% |

## Race and Ethnicity

### Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")

| N=583   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q17a. Which Mecklenburg County Library have you visited most often in past 12 months</u> |                                      |       |                  |                           |                                   |              |       |       |
| Cornelius   | 0.0%                                 | 4.3%  | 2.2%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 3.1%  |
| Davidson  | 2.9%                                 | 3.1%  | 1.6%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 2.4%  |
| Hickory Grove   | 8.6%                                 | 0.9%  | 8.2%             | 12.0%                     | 0.0%                              | 0.0%         | 33.3% | 4.3%  |
| ImaginOn (East 7th St Uptown)   | 0.0%                                 | 3.7%  | 3.8%             | 8.0%                      | 0.0%                              | 0.0%         | 33.3% | 3.8%  |
| Independence Reg (Conference Dr & Monroe)   | 5.7%                                 | 4.3%  | 5.5%             | 12.0%                     | 0.0%                              | 0.0%         | 66.7% | 5.3%  |
| Main Library (Uptown)   | 11.4%                                | 8.6%  | 8.7%             | 16.0%                     | 0.0%                              | 20.0%        | 33.3% | 9.6%  |
| Matthews  | 5.7%                                 | 12.3% | 2.7%             | 8.0%                      | 0.0%                              | 0.0%         | 66.7% | 8.7%  |
| Mint Hill   | 11.4%                                | 4.9%  | 2.2%             | 4.0%                      | 0.0%                              | 0.0%         | 33.3% | 4.5%  |
| Morrocroft  | 17.1%                                | 13.3% | 2.7%             | 4.0%                      | 0.0%                              | 0.0%         | 0.0%  | 9.4%  |
| Coulwood  | 0.0%                                 | 2.8%  | 2.7%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 2.4%  |
| Myers Park  | 2.9%                                 | 6.2%  | 0.5%             | 0.0%                      | 0.0%                              | 20.0%        | 0.0%  | 3.9%  |
| North County Reg (Huntersville)   | 5.7%                                 | 9.6%  | 4.4%             | 8.0%                      | 0.0%                              | 0.0%         | 0.0%  | 7.5%  |
| Plaza Midwood   | 2.9%                                 | 4.0%  | 1.6%             | 4.0%                      | 0.0%                              | 20.0%        | 33.3% | 3.4%  |

## Race and Ethnicity

### Q17a. (If YES to Question 17) In the past 12 months, which Mecklenburg County Library have you visited most often? (without "none chosen")

| N=583   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q17a. Which Mecklenburg County Library have you visited most often in past 12 months (Cont.)</u> |                                      |       |                  |                           |                                   |              |       |       |
| Scaleybark  | 5.7%                                 | 0.9%  | 5.5%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 2.6%  |
| South County Reg (Rea Road)   | 17.1%                                | 21.9% | 6.0%             | 16.0%                     | 0.0%                              | 0.0%         | 33.3% | 16.1% |
| Steele Creek  | 8.6%                                 | 3.7%  | 5.5%             | 12.0%                     | 0.0%                              | 0.0%         | 0.0%  | 4.8%  |
| Sugar Creek   | 0.0%                                 | 0.0%  | 3.8%             | 4.0%                      | 0.0%                              | 0.0%         | 0.0%  | 1.4%  |
| University City Reg (E WT Harris)   | 5.7%                                 | 4.6%  | 20.2%            | 16.0%                     | 50.0%                             | 0.0%         | 0.0%  | 10.1% |
| West Boulevard  | 0.0%                                 | 0.3%  | 8.2%             | 4.0%                      | 0.0%                              | 20.0%        | 0.0%  | 3.1%  |
| Beatties Ford Road Regional   | 0.0%                                 | 1.2%  | 21.9%            | 8.0%                      | 50.0%                             | 20.0%        | 0.0%  | 8.4%  |
| Do not know library name  | 5.7%                                 | 4.9%  | 4.4%             | 4.0%                      | 0.0%                              | 20.0%        | 0.0%  | 5.1%  |

## Race and Ethnicity

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q17b-1. staff's responsiveness to your questions or concerns</u> |                                      |       |                  |                           |                                   |              |        |       |
| Excellent   | 77.1%                                | 69.0% | 59.3%            | 66.7%                     | 100.0%                            | 80.0%        | 66.7%  | 66.4% |
| Good  | 22.9%                                | 26.9% | 36.7%            | 33.3%                     | 0.0%                              | 20.0%        | 33.3%  | 29.9% |
| Fair  | 0.0%                                 | 3.8%  | 2.3%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 2.8%  |
| Poor  | 0.0%                                 | 0.3%  | 1.7%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 0.9%  |
| <u>Q17b-2. Convenience of library hours of service</u>              |                                      |       |                  |                           |                                   |              |        |       |
| Excellent   | 42.9%                                | 35.6% | 43.9%            | 32.0%                     | 50.0%                             | 20.0%        | 100.0% | 38.9% |
| Good  | 51.4%                                | 51.1% | 45.6%            | 56.0%                     | 50.0%                             | 80.0%        | 0.0%   | 49.6% |
| Fair  | 2.9%                                 | 10.7% | 8.3%             | 12.0%                     | 0.0%                              | 0.0%         | 0.0%   | 9.2%  |
| Poor  | 2.9%                                 | 2.5%  | 2.2%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 2.3%  |

## Race and Ethnicity

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q17b-3. Availability of computers for public use</u>    |                                      |       |                  |                           |                                   |              |        |       |
| Excellent  | 65.4%                                | 50.0% | 49.3%            | 59.1%                     | 100.0%                            | 40.0%        | 100.0% | 51.4% |
| Good   | 30.8%                                | 40.4% | 32.7%            | 36.4%                     | 0.0%                              | 20.0%        | 0.0%   | 36.1% |
| Fair   | 3.8%                                 | 7.9%  | 14.7%            | 0.0%                      | 0.0%                              | 20.0%        | 0.0%   | 9.8%  |
| Poor   | 0.0%                                 | 1.8%  | 3.3%             | 4.5%                      | 0.0%                              | 20.0%        | 0.0%   | 2.7%  |
| <u>Q17b-4. Availability of books &amp; other resources</u> |                                      |       |                  |                           |                                   |              |        |       |
| Excellent  | 60.0%                                | 51.3% | 53.4%            | 50.0%                     | 50.0%                             | 20.0%        | 66.7%  | 52.2% |
| Good   | 31.4%                                | 41.1% | 37.4%            | 45.8%                     | 50.0%                             | 40.0%        | 33.3%  | 39.3% |
| Fair   | 8.6%                                 | 6.3%  | 6.3%             | 4.2%                      | 0.0%                              | 40.0%        | 0.0%   | 6.7%  |
| Poor   | 0.0%                                 | 1.3%  | 2.9%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 1.8%  |

**Race and Ethnicity**

**Q17b. (If YES to Question 17) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate the library you visit most often. (without "don't know")**

| N=584  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q17b-5. Upkeep of library's buildings &amp; grounds</u> |                                      |       |                  |                           |                                   |              |        |       |
| Excellent  | 71.4%                                | 61.0% | 63.7%            | 68.0%                     | 50.0%                             | 40.0%        | 100.0% | 62.7% |
| Good   | 28.6%                                | 37.1% | 34.6%            | 32.0%                     | 50.0%                             | 60.0%        | 0.0%   | 35.4% |
| Fair   | 0.0%                                 | 1.9%  | 1.1%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 1.7%  |
| Poor   | 0.0%                                 | 0.0%  | 0.6%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 0.2%  |

## Race and Ethnicity

### Q17c. (If YES to Question 17) In a typical month, approximately how many times would you say you have visited or used the library? (without "don't know")

N=584

Q28. Your race/ethnicity

Total

|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
| <u>Q17c. How many times have you visited or used library in a typical month</u> |                                      |       |                  |                           |                                   |              |       |       |
| Less than once a month  | 14.7%                                | 32.6% | 28.9%            | 16.0%                     | 0.0%                              | 40.0%        | 0.0%  | 29.1% |
| Once a month  | 32.4%                                | 21.9% | 18.5%            | 8.0%                      | 0.0%                              | 20.0%        | 0.0%  | 20.8% |
| Twice a month   | 23.5%                                | 24.1% | 20.8%            | 36.0%                     | 0.0%                              | 20.0%        | 66.7% | 23.8% |
| 3-4 times a month   | 20.6%                                | 11.3% | 19.7%            | 24.0%                     | 0.0%                              | 20.0%        | 33.3% | 15.2% |
| 5+ times a month  | 8.8%                                 | 10.0% | 12.1%            | 16.0%                     | 100.0%                            | 0.0%         | 0.0%  | 11.1% |

## Race and Ethnicity

### Q18. Did you vote in the November 2013 local election?

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q18. Did you vote in November 2013 local election</u> |                                      |       |                  |                           |                                   |              |        |       |
| Yes  | 70.0%                                | 73.9% | 76.2%            | 64.3%                     | 57.1%                             | 57.1%        | 100.0% | 73.9% |
| No   | 30.0%                                | 26.1% | 23.8%            | 35.7%                     | 42.9%                             | 42.9%        | 0.0%   | 26.1% |

### Q18a. (If YES to Question 18) Mecklenburg County has an early voting process that allows residents to vote at designated sites weeks before the official election date. This past election, did you use an early voting site?

| N=750   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q18a. Did you use an early voting site</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes   | 42.9%                                | 40.5% | 58.7%            | 63.0%                     | 25.0%                             | 50.0%        | 40.0% | 47.3% |
| No  | 57.1%                                | 59.5% | 41.3%            | 37.0%                     | 75.0%                             | 50.0%        | 60.0% | 52.7% |

**Race and Ethnicity**

**Q18a-1. (If YES to Question 18a) Using a 4-point scale, where a rating of 4 means "excellent" and a rating of 1 means "poor," please rate your overall experience at the early voting site. (without "don't know")**

| N=354  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q18a-1. Your overall experience at early voting site</u>  |                                      |       |                  |                           |                                   |              |        |       |
| Excellent  | 54.2%                                | 59.9% | 54.9%            | 47.1%                     | 0.0%                              | 0.0%         | 100.0% | 56.4% |
| Good   | 41.7%                                | 34.0% | 36.1%            | 47.1%                     | 100.0%                            | 100.0%       | 0.0%   | 36.4% |
| Fair   | 4.2%                                 | 4.3%  | 4.5%             | 5.9%                      | 0.0%                              | 0.0%         | 0.0%   | 4.6%  |
| Poor   | 0.0%                                 | 1.9%  | 4.5%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 2.6%  |
| <u>Q18b. Your overall experience at your voting location</u> |                                      |       |                  |                           |                                   |              |        |       |
| Excellent  | 51.7%                                | 58.3% | 53.3%            | 100.0%                    | 33.3%                             | 100.0%       | 33.3%  | 57.6% |
| Good   | 37.9%                                | 36.2% | 39.1%            | 0.0%                      | 33.3%                             | 0.0%         | 66.7%  | 36.1% |
| Fair   | 6.9%                                 | 4.7%  | 5.4%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 4.8%  |
| Poor   | 3.4%                                 | 0.9%  | 2.2%             | 0.0%                      | 33.3%                             | 0.0%         | 0.0%   | 1.6%  |

## Race and Ethnicity

### Q19. In the last 12 months, how often have you used the County's websites (www.MecklenburgCountyNC.gov or www.CharMeck.org) to access County services or information? (without "don't know")

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q19. How often have you used County's websites to access County services or information in last 12 months</u> |                                      |       |                  |                           |                                   |              |       |       |
| Often  | 9.1%                                 | 9.2%  | 12.8%            | 2.5%                      | 14.3%                             | 0.0%         | 20.0% | 9.9%  |
| Sometimes  | 24.7%                                | 27.5% | 29.9%            | 22.5%                     | 14.3%                             | 28.6%        | 40.0% | 27.8% |
| Rarely   | 28.6%                                | 29.1% | 21.9%            | 35.0%                     | 14.3%                             | 57.1%        | 20.0% | 27.2% |
| Never  | 37.7%                                | 34.3% | 35.4%            | 40.0%                     | 57.1%                             | 14.3%        | 20.0% | 35.2% |

### Q20. When visiting www.MecklenburgCountyNC.gov or www.CharMeck.org, how often are you able to find what you are looking for? (without "don't know")

| N=642   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q20. How often are you able to find what you are looking for</u> |                                      |       |                  |                           |                                   |              |       |       |
| Often   | 53.3%                                | 60.1% | 56.9%            | 47.8%                     | 33.3%                             | 33.3%        | 50.0% | 57.6% |
| Sometimes   | 33.3%                                | 33.7% | 34.3%            | 43.5%                     | 0.0%                              | 50.0%        | 0.0%  | 33.9% |
| Rarely  | 13.3%                                | 5.6%  | 8.3%             | 8.7%                      | 33.3%                             | 0.0%         | 50.0% | 7.7%  |
| Never   | 0.0%                                 | 0.6%  | 0.6%             | 0.0%                      | 33.3%                             | 16.7%        | 0.0%  | 0.8%  |

## Race and Ethnicity

### Q21. Thinking about your most recent experience with the County's website, please rate your level of agreement that the website provides accurate information: (without "don't know")

| N=642  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q21. County's website provides accurate information</u> |                                      |       |                  |                           |                                   |              |       |       |
| Strongly agree   | 13.3%                                | 23.6% | 29.9%            | 8.7%                      | 33.3%                             | 0.0%         | 75.0% | 24.4% |
| Agree  | 82.2%                                | 70.9% | 64.4%            | 87.0%                     | 33.3%                             | 80.0%        | 0.0%  | 69.7% |
| Disagree   | 4.4%                                 | 4.8%  | 4.6%             | 4.3%                      | 33.3%                             | 20.0%        | 25.0% | 5.2%  |
| Strongly disagree  | 0.0%                                 | 0.6%  | 1.1%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 0.7%  |

## Race and Ethnicity

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q22a. Look up real estate information</u>   |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service   | 50.6%                                | 55.6% | 45.7%            | 48.8%                     | 42.9%                             | 42.9%        | 60.0% | 51.8% |
| I have not used this service, but I am aware of it   | 27.8%                                | 24.3% | 27.6%            | 24.4%                     | 14.3%                             | 14.3%        | 20.0% | 25.4% |
| I have not used this service, but I am not aware of it   | 21.5%                                | 20.1% | 26.6%            | 26.8%                     | 42.9%                             | 42.9%        | 20.0% | 22.8% |
| <u>Q22b. Find a park, register for a recreation program, reserve a park facility or download Get Going Guide</u> |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service   | 31.3%                                | 25.2% | 30.7%            | 30.0%                     | 14.3%                             | 28.6%        | 40.0% | 27.4% |
| I have not used this service, but I am aware of it   | 35.0%                                | 42.1% | 38.9%            | 37.5%                     | 42.9%                             | 28.6%        | 40.0% | 40.2% |
| I have not used this service, but I am not aware of it   | 33.8%                                | 32.7% | 30.4%            | 32.5%                     | 42.9%                             | 42.9%        | 20.0% | 32.4% |

## Race and Ethnicity

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q22c. Check to see if County home is located in a flood zone</u>  |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service   | 15.2%                                | 13.3% | 13.9%            | 9.8%                      | 28.6%                             | 14.3%        | 20.0% | 13.5% |
| I have not used this service, but I am aware of it                   | 34.2%                                | 35.6% | 29.9%            | 41.5%                     | 14.3%                             | 28.6%        | 20.0% | 33.9% |
| I have not used this service, but I am not aware of it               | 50.6%                                | 51.1% | 56.1%            | 48.8%                     | 57.1%                             | 57.1%        | 60.0% | 52.6% |
| <u>Q22d. Search Mecklenburg County restaurant inspection ratings</u> |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service   | 9.1%                                 | 7.7%  | 13.2%            | 15.4%                     | 42.9%                             | 14.3%        | 0.0%  | 9.9%  |
| I have not used this service, but I am aware of it                   | 28.6%                                | 37.4% | 28.6%            | 33.3%                     | 28.6%                             | 14.3%        | 40.0% | 33.6% |
| I have not used this service, but I am not aware of it               | 62.3%                                | 54.9% | 58.2%            | 51.3%                     | 28.6%                             | 71.4%        | 60.0% | 56.4% |

## Race and Ethnicity

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q22e. Look up Mecklenburg County voter information</u>                                       |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service  | 21.8%                                | 23.4% | 28.0%            | 25.0%                     | 42.9%                             | 42.9%        | 0.0%  | 24.9% |
| I have not used this service, but I am aware of it  | 33.3%                                | 39.8% | 34.1%            | 40.0%                     | 28.6%                             | 28.6%        | 60.0% | 37.3% |
| I have not used this service, but I am not aware of it  | 44.9%                                | 36.8% | 37.9%            | 35.0%                     | 28.6%                             | 28.6%        | 40.0% | 37.9% |
| <u>Q22f. Check to see if someone has been arrested or has been jailed in Mecklenburg County</u> |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service  | 23.1%                                | 24.3% | 42.0%            | 26.8%                     | 28.6%                             | 14.3%        | 0.0%  | 29.2% |
| I have not used this service, but I am aware of it  | 37.2%                                | 39.2% | 28.7%            | 36.6%                     | 42.9%                             | 28.6%        | 60.0% | 35.9% |
| I have not used this service, but I am not aware of it  | 39.7%                                | 36.5% | 29.4%            | 36.6%                     | 28.6%                             | 57.1%        | 40.0% | 34.9% |

## Race and Ethnicity

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q22g. Pay your taxes</u>  |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service   | 29.1%                                | 29.3% | 35.2%            | 47.5%                     | 28.6%                             | 42.9%        | 40.0% | 32.0% |
| I have not used this service, but I am aware of it   | 38.0%                                | 43.8% | 40.3%            | 27.5%                     | 42.9%                             | 28.6%        | 40.0% | 41.2% |
| I have not used this service, but I am not aware of it                                       | 32.9%                                | 26.9% | 24.6%            | 25.0%                     | 28.6%                             | 28.6%        | 20.0% | 26.8% |
| <u>Q22h. Look up birth, marriage &amp; death certificates recorded in Mecklenburg County</u> |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service   | 9.1%                                 | 9.9%  | 19.7%            | 14.6%                     | 0.0%                              | 14.3%        | 20.0% | 13.0% |
| I have not used this service, but I am aware of it   | 46.8%                                | 51.8% | 42.0%            | 46.3%                     | 57.1%                             | 57.1%        | 0.0%  | 48.0% |
| I have not used this service, but I am not aware of it                                       | 44.2%                                | 38.3% | 38.3%            | 39.0%                     | 42.9%                             | 28.6%        | 80.0% | 39.1% |

## Race and Ethnicity

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q22i. Look up local air quality forecasts &amp; existing air quality conditions</u> |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service   | 3.8%                                 | 3.6%  | 5.4%             | 7.3%                      | 0.0%                              | 0.0%         | 0.0%  | 4.5%  |
| I have not used this service, but I am aware of it                                     | 34.6%                                | 37.9% | 32.3%            | 34.1%                     | 71.4%                             | 42.9%        | 20.0% | 35.8% |
| I have not used this service, but I am not aware of it                                 | 61.5%                                | 58.5% | 62.2%            | 58.5%                     | 28.6%                             | 57.1%        | 80.0% | 59.6% |
| <u>Q22j. Watch Board of County Commission meetings live or on demand</u>               |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service   | 6.4%                                 | 6.3%  | 11.8%            | 12.2%                     | 0.0%                              | 14.3%        | 0.0%  | 8.3%  |
| I have not used this service, but I am aware of it                                     | 34.6%                                | 42.1% | 35.8%            | 36.6%                     | 57.1%                             | 28.6%        | 60.0% | 39.3% |
| I have not used this service, but I am not aware of it                                 | 59.0%                                | 51.6% | 52.4%            | 51.2%                     | 42.9%                             | 57.1%        | 40.0% | 52.4% |

## Race and Ethnicity

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q22k. Locate a government facility</u>              |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service                               | 24.1%                                | 25.2% | 27.0%            | 20.5%                     | 28.6%                             | 28.6%        | 20.0% | 25.5% |
| I have not used this service, but I am aware of it     | 39.2%                                | 42.2% | 35.1%            | 48.7%                     | 42.9%                             | 28.6%        | 40.0% | 39.9% |
| I have not used this service, but I am not aware of it | 36.7%                                | 32.6% | 37.8%            | 30.8%                     | 28.6%                             | 42.9%        | 40.0% | 34.6% |

## Race and Ethnicity

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q22l. Look up what materials are recyclable &amp; how &amp; where I can recycle them</u> |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service  | 30.4%                                | 32.9% | 16.4%            | 35.0%                     | 42.9%                             | 14.3%        | 60.0% | 28.0% |
| I have not used this service, but I am aware of it  | 30.4%                                | 37.9% | 40.8%            | 40.0%                     | 14.3%                             | 42.9%        | 20.0% | 37.9% |
| I have not used this service, but I am not aware of it                                      | 39.2%                                | 29.1% | 42.8%            | 25.0%                     | 42.9%                             | 42.9%        | 20.0% | 34.1% |
| <u>Q22m. Apply for a job with Mecklenburg County</u>  |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service  | 5.1%                                 | 4.9%  | 21.6%            | 12.5%                     | 14.3%                             | 14.3%        | 40.0% | 10.5% |
| I have not used this service, but I am aware of it  | 51.3%                                | 59.6% | 45.6%            | 47.5%                     | 42.9%                             | 42.9%        | 20.0% | 53.8% |
| I have not used this service, but I am not aware of it                                      | 43.6%                                | 35.5% | 32.8%            | 40.0%                     | 42.9%                             | 42.9%        | 40.0% | 35.6% |

## Race and Ethnicity

**Q22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service. (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q22n. Make a public records request</u>             |                                      |       |                  |                           |                                   |              |       |       |
| I have used this service                               | 3.8%                                 | 2.9%  | 9.2%             | 10.0%                     | 0.0%                              | 0.0%         | 0.0%  | 5.0%  |
| I have not used this service, but I am aware of it     | 48.7%                                | 49.6% | 43.7%            | 62.5%                     | 57.1%                             | 28.6%        | 40.0% | 48.1% |
| I have not used this service, but I am not aware of it | 47.4%                                | 47.5% | 47.1%            | 27.5%                     | 42.9%                             | 71.4%        | 60.0% | 46.9% |

## Race and Ethnicity

**Q23. Thinking about your experiences while living in the County, please indicate whether you "agree," "neither agree nor disagree" or "disagree" with the following statements about the diversity of Mecklenburg County. (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q23a. Minority owned businesses are well represented in community</u>      |                                      |       |                  |                           |                                   |              |       |       |
| Agree   | 50.9%                                | 57.0% | 25.4%            | 60.6%                     | 80.0%                             | 57.1%        | 50.0% | 46.5% |
| Neither agree nor disagree  | 38.6%                                | 37.2% | 39.3%            | 21.2%                     | 20.0%                             | 28.6%        | 25.0% | 36.8% |
| Disagree  | 10.5%                                | 5.8%  | 35.2%            | 18.2%                     | 0.0%                              | 14.3%        | 25.0% | 16.6% |
| <u>Q23b. There is an array of diverse cultural activities in County</u>       |                                      |       |                  |                           |                                   |              |       |       |
| Agree   | 70.4%                                | 79.8% | 54.2%            | 79.5%                     | 100.0%                            | 57.1%        | 60.0% | 71.4% |
| Neither agree nor disagree  | 22.5%                                | 16.5% | 29.2%            | 12.8%                     | 0.0%                              | 14.3%        | 20.0% | 20.5% |
| Disagree  | 7.0%                                 | 3.6%  | 16.6%            | 7.7%                      | 0.0%                              | 28.6%        | 20.0% | 8.0%  |
| <u>Q23c. There is diverse ethnic &amp; racial representation in community</u> |                                      |       |                  |                           |                                   |              |       |       |
| Agree   | 69.1%                                | 79.1% | 53.6%            | 71.8%                     | 80.0%                             | 57.1%        | 40.0% | 70.1% |
| Neither agree nor disagree  | 20.6%                                | 15.9% | 30.0%            | 15.4%                     | 0.0%                              | 28.6%        | 40.0% | 20.5% |
| Disagree  | 10.3%                                | 5.0%  | 16.3%            | 12.8%                     | 20.0%                             | 14.3%        | 20.0% | 9.4%  |

**Race and Ethnicity**

**Q24. Have you seen the County's Annual Performance Report? (without "don't know")**

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q24. Have you seen County's Annual Performance Report</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes  | 6.3%                                 | 9.1%  | 4.7%             | 2.4%                      | 0.0%                              | 14.3%        | 20.0% | 7.3%  |
| No   | 93.8%                                | 90.9% | 95.3%            | 97.6%                     | 100.0%                            | 85.7%        | 80.0% | 92.7% |

## Race and Ethnicity

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

N=1016

|                              | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|------------------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|                              | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q25. Top choice</u>       |                                      |       |                  |                           |                                   |              |       |       |
| City/County web site         | 23.8%                                | 26.8% | 23.8%            | 21.4%                     | 0.0%                              | 42.9%        | 0.0%  | 25.1% |
| Other web sites/internet     | 5.0%                                 | 1.4%  | 2.6%             | 0.0%                      | 0.0%                              | 0.0%         | 20.0% | 2.1%  |
| County social media sites    | 7.5%                                 | 2.0%  | 4.6%             | 2.4%                      | 14.3%                             | 0.0%         | 0.0%  | 3.2%  |
| Government television        | 2.5%                                 | 1.4%  | 5.0%             | 4.8%                      | 0.0%                              | 0.0%         | 0.0%  | 2.7%  |
| Subscription to email alerts | 11.3%                                | 8.9%  | 8.6%             | 0.0%                      | 14.3%                             | 14.3%        | 0.0%  | 8.6%  |
| Local television news        | 13.8%                                | 19.5% | 25.7%            | 23.8%                     | 14.3%                             | 28.6%        | 40.0% | 21.6% |
| Charlotte Observer           | 11.3%                                | 16.9% | 7.9%             | 19.0%                     | 28.6%                             | 0.0%         | 0.0%  | 13.6% |
| Charlotte Observer online    | 1.3%                                 | 2.5%  | 0.7%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 1.8%  |
| All other newspapers         | 2.5%                                 | 0.7%  | 1.0%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 0.9%  |
| Radio                        | 2.5%                                 | 2.5%  | 0.7%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 1.9%  |
| Phone book                   | 1.3%                                 | 0.7%  | 0.7%             | 0.0%                      | 14.3%                             | 0.0%         | 0.0%  | 0.8%  |
| Direct mail                  | 8.8%                                 | 9.4%  | 7.3%             | 19.0%                     | 0.0%                              | 14.3%        | 40.0% | 9.3%  |

**Race and Ethnicity**

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

N=1016

|  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |

Q25. Top choice (Cont.)

|  |      |      |      |      |       |      |      |      |
|--|------|------|------|------|-------|------|------|------|
| Word of mouth through friends, neighbors or co-workers | 2.5% | 1.2% | 3.0% | 0.0% | 0.0%  | 0.0% | 0.0% | 1.8% |
| None, do not use any                                   | 1.3% | 1.4% | 1.0% | 0.0% | 14.3% | 0.0% | 0.0% | 1.3% |
| Other  | 1.3% | 0.5% | 0.0% | 0.0% | 0.0%  | 0.0% | 0.0% | 0.4% |
| Don't know   | 3.8% | 4.1% | 7.6% | 4.8% | 0.0%  | 0.0% | 0.0% | 5.2% |

## Race and Ethnicity

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

N=1016

|                              | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|------------------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|                              | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q25. 2nd choice</u>       |                                      |       |                  |                           |                                   |              |       |       |
| City/County web site         | 8.8%                                 | 10.8% | 9.6%             | 16.7%                     | 0.0%                              | 0.0%         | 0.0%  | 10.3% |
| Other web sites/internet     | 3.8%                                 | 5.0%  | 3.6%             | 0.0%                      | 0.0%                              | 28.6%        | 0.0%  | 4.4%  |
| County social media sites    | 1.3%                                 | 4.8%  | 4.3%             | 4.8%                      | 0.0%                              | 14.3%        | 0.0%  | 4.4%  |
| Government television        | 0.0%                                 | 1.6%  | 5.9%             | 4.8%                      | 0.0%                              | 14.3%        | 0.0%  | 3.0%  |
| Subscription to email alerts | 11.3%                                | 8.7%  | 7.3%             | 9.5%                      | 0.0%                              | 0.0%         | 0.0%  | 8.3%  |
| Local television news        | 22.5%                                | 17.4% | 18.2%            | 19.0%                     | 14.3%                             | 0.0%         | 40.0% | 17.9% |
| Charlotte Observer           | 11.3%                                | 19.2% | 13.9%            | 21.4%                     | 14.3%                             | 0.0%         | 20.0% | 16.7% |
| Charlotte Observer online    | 3.8%                                 | 5.9%  | 3.0%             | 0.0%                      | 0.0%                              | 14.3%        | 0.0%  | 4.5%  |
| All other newspapers         | 0.0%                                 | 1.2%  | 2.0%             | 4.8%                      | 0.0%                              | 0.0%         | 0.0%  | 1.5%  |
| Radio                        | 10.0%                                | 4.6%  | 7.3%             | 2.4%                      | 0.0%                              | 0.0%         | 20.0% | 5.8%  |
| Phone book                   | 1.3%                                 | 1.6%  | 1.3%             | 0.0%                      | 0.0%                              | 14.3%        | 0.0%  | 1.5%  |
| Direct mail                  | 10.0%                                | 6.7%  | 7.6%             | 4.8%                      | 28.6%                             | 14.3%        | 0.0%  | 7.3%  |

**Race and Ethnicity**

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

N=1016

|  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q25. 2nd choice (Cont.)</u>                         |                                      |       |                  |                           |                                   |              |       |       |
| Word of mouth through friends, neighbors or co-workers | 3.8%                                 | 1.4%  | 1.3%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 1.7%  |
| Other  | 1.3%                                 | 0.9%  | 0.3%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 0.7%  |
| Don't know   | 11.3%                                | 10.1% | 14.5%            | 9.5%                      | 42.9%                             | 0.0%         | 20.0% | 12.0% |

## Race and Ethnicity

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

N=1016

|                              | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|------------------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|                              | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q25. 3rd choice</u>       |                                      |       |                  |                           |                                   |              |       |       |
| City/County web site         | 12.5%                                | 11.0% | 8.9%             | 9.5%                      | 0.0%                              | 28.6%        | 20.0% | 10.4% |
| Other web sites/internet     | 3.8%                                 | 4.4%  | 5.0%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 4.2%  |
| County social media sites    | 1.3%                                 | 3.7%  | 3.3%             | 2.4%                      | 14.3%                             | 0.0%         | 0.0%  | 3.3%  |
| Government television        | 1.3%                                 | 1.6%  | 5.0%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 2.6%  |
| Subscription to email alerts | 5.0%                                 | 5.2%  | 4.0%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 4.5%  |
| Local television news        | 17.5%                                | 11.9% | 13.9%            | 23.8%                     | 14.3%                             | 14.3%        | 0.0%  | 13.3% |
| Charlotte Observer           | 11.3%                                | 8.2%  | 5.3%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 7.3%  |
| Charlotte Observer online    | 3.8%                                 | 6.0%  | 5.0%             | 7.1%                      | 0.0%                              | 14.3%        | 20.0% | 5.6%  |
| All other newspapers         | 2.5%                                 | 1.1%  | 2.0%             | 4.8%                      | 0.0%                              | 0.0%         | 0.0%  | 1.6%  |
| Radio                        | 7.5%                                 | 8.2%  | 6.9%             | 9.5%                      | 0.0%                              | 0.0%         | 0.0%  | 7.6%  |
| Phone book                   | 2.5%                                 | 2.5%  | 2.0%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 2.3%  |
| Direct mail                  | 7.5%                                 | 10.8% | 10.9%            | 16.7%                     | 14.3%                             | 28.6%        | 40.0% | 11.0% |

**Race and Ethnicity**

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?**

N=1016

|  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q25. 3rd choice (Cont.)</u>                         |                                      |       |                  |                           |                                   |              |       |       |
| Word of mouth through friends, neighbors or co-workers | 2.5%                                 | 4.4%  | 3.6%             | 2.4%                      | 14.3%                             | 0.0%         | 0.0%  | 4.0%  |
| Other  | 0.0%                                 | 0.0%  | 0.7%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 0.2%  |
| Don't know   | 21.3%                                | 21.0% | 23.8%            | 14.3%                     | 42.9%                             | 14.3%        | 20.0% | 22.0% |

## Race and Ethnicity

### Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results? (top 3)

N=1016

|                              | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|------------------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|                              | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q25. Top choice</u>       |                                      |       |                  |                           |                                   |              |       |       |
| City/County web site         | 45.0%                                | 48.7% | 42.2%            | 47.6%                     | 0.0%                              | 71.4%        | 20.0% | 45.9% |
| Other web sites/internet     | 12.5%                                | 10.8% | 11.2%            | 0.0%                      | 0.0%                              | 28.6%        | 20.0% | 10.7% |
| County social media sites    | 10.0%                                | 10.5% | 12.2%            | 9.5%                      | 28.6%                             | 14.3%        | 0.0%  | 11.0% |
| Government television        | 3.8%                                 | 4.6%  | 15.8%            | 11.9%                     | 0.0%                              | 14.3%        | 0.0%  | 8.2%  |
| Subscription to email alerts | 27.5%                                | 22.7% | 19.8%            | 11.9%                     | 14.3%                             | 14.3%        | 0.0%  | 21.4% |
| Local television news        | 53.8%                                | 48.8% | 57.8%            | 66.7%                     | 42.9%                             | 42.9%        | 80.0% | 52.8% |
| Charlotte Observer           | 33.8%                                | 44.2% | 27.1%            | 42.9%                     | 42.9%                             | 0.0%         | 20.0% | 37.6% |
| Charlotte Observer online    | 8.8%                                 | 14.4% | 8.6%             | 9.5%                      | 0.0%                              | 28.6%        | 20.0% | 11.9% |
| All other newspapers         | 5.0%                                 | 3.0%  | 5.0%             | 9.5%                      | 0.0%                              | 0.0%         | 0.0%  | 3.9%  |
| Radio                        | 20.0%                                | 15.3% | 14.9%            | 14.3%                     | 0.0%                              | 0.0%         | 20.0% | 15.3% |
| Phone book                   | 5.0%                                 | 4.8%  | 4.0%             | 2.4%                      | 14.3%                             | 14.3%        | 0.0%  | 4.5%  |
| Direct mail                  | 26.3%                                | 27.0% | 25.7%            | 40.5%                     | 42.9%                             | 57.1%        | 80.0% | 27.6% |

**Race and Ethnicity**

**Q25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results? (top 3)**

N=1016

|  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q25. Top choice (Cont.)</u>                         |                                      |       |                  |                           |                                   |              |       |       |
| Word of mouth through friends, neighbors or co-workers | 8.8%                                 | 7.1%  | 7.9%             | 4.8%                      | 14.3%                             | 0.0%         | 0.0%  | 7.5%  |
| None, do not use any                                   | 1.3%                                 | 1.4%  | 1.0%             | 0.0%                      | 14.3%                             | 0.0%         | 0.0%  | 1.3%  |
| Other  | 2.5%                                 | 1.4%  | 1.0%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%  | 1.3%  |
| Don't know   | 7.5%                                 | 8.2%  | 15.5%            | 9.5%                      | 28.6%                             | 0.0%         | 0.0%  | 10.5% |

## Race and Ethnicity

**Q26. Listed below are several programs offered by Mecklenburg County. Please rate whether you are "very familiar," "somewhat familiar" or "not familiar" with the following programs: (without "don't know")**

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q26a. "Smoking &amp; Choking" program that allows citizens to report vehicles with smoking tailpipes</u>                     |                                      |       |                  |                           |                                   |              |       |       |
| Very familiar   | 2.5%                                 | 2.9%  | 2.7%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 2.7%  |
| Somewhat familiar   | 12.5%                                | 8.0%  | 6.7%             | 9.5%                      | 0.0%                              | 0.0%         | 20.0% | 8.0%  |
| Not familiar  | 85.0%                                | 89.1% | 90.7%            | 88.1%                     | 100.0%                            | 100.0%       | 80.0% | 89.3% |
| <u>Q26b. Swat-A-Litterbug program that empowers citizens to report drivers discarding litter &amp; cigarettes from vehicles</u> |                                      |       |                  |                           |                                   |              |       |       |
| Very familiar   | 5.0%                                 | 7.1%  | 10.0%            | 12.2%                     | 14.3%                             | 14.3%        | 20.0% | 8.1%  |
| Somewhat familiar   | 21.3%                                | 17.1% | 21.4%            | 19.5%                     | 28.6%                             | 14.3%        | 0.0%  | 18.9% |
| Not familiar  | 73.8%                                | 75.8% | 68.6%            | 68.3%                     | 57.1%                             | 71.4%        | 80.0% | 72.9% |

## Race and Ethnicity

### Q27. What is your gender?

| N=1016                  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|-------------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|                         | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q27. Your gender</u> |                                      |       |                  |                           |                                   |              |       |       |
| Male                    | 61.3%                                | 50.6% | 35.3%            | 61.9%                     | 71.4%                             | 42.9%        | 60.0% | 47.6% |
| Female                  | 38.8%                                | 49.4% | 64.7%            | 38.1%                     | 28.6%                             | 57.1%        | 40.0% | 52.4% |

### Q28. Which of the following best describes your race/ethnicity? (without don't know)

| N=1016                               | Q28. Your race/ethnicity             |        |                  |                           |                                   |              |        | Total |
|--------------------------------------|--------------------------------------|--------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|                                      | Hispanic or Latino origin or descent | White  | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q28. Your race/ethnicity</u>      |                                      |        |                  |                           |                                   |              |        |       |
| Hispanic or Latino origin or descent | 101.3%                               | 0.2%   | 6.9%             | 0.0%                      | 0.0%                              | 14.3%        | 0.0%   | 10.2% |
| White                                | 3.8%                                 | 100.0% | 0.0%             | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 55.7% |
| African American                     | 0.0%                                 | 0.2%   | 100.3%           | 0.0%                      | 0.0%                              | 0.0%         | 0.0%   | 30.0% |
| Asian or Pacific Islander            | 0.0%                                 | 0.0%   | 0.0%             | 100.0%                    | 0.0%                              | 0.0%         | 0.0%   | 4.1%  |
| American Indian or Native Alaskan    | 1.3%                                 | 0.7%   | 0.0%             | 2.4%                      | 100.0%                            | 0.0%         | 0.0%   | 1.3%  |
| Multi-racial                         | 0.0%                                 | 0.0%   | 0.3%             | 2.4%                      | 0.0%                              | 100.0%       | 0.0%   | 0.9%  |
| Other                                | 0.0%                                 | 0.0%   | 0.0%             | 0.0%                      | 0.0%                              | 0.0%         | 100.0% | 0.5%  |

## Race and Ethnicity

### Q29. Which of the following categories best represents your age? (without not provided)

| N=1016               | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|----------------------|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|                      | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q29. Your age</u> |                                      |       |                  |                           |                                   |              |       |       |
| 18 to 34             | 16.3%                                | 14.6% | 17.5%            | 23.8%                     | 0.0%                              | 0.0%         | 0.0%  | 15.6% |
| 35 to 44             | 13.8%                                | 15.4% | 19.9%            | 19.0%                     | 57.1%                             | 0.0%         | 40.0% | 16.9% |
| 45 to 54             | 27.5%                                | 19.3% | 23.4%            | 16.7%                     | 0.0%                              | 14.3%        | 20.0% | 20.9% |
| 55 to 64             | 17.5%                                | 24.5% | 15.8%            | 26.2%                     | 28.6%                             | 57.1%        | 20.0% | 21.6% |
| 65 to 74             | 15.0%                                | 16.8% | 13.1%            | 9.5%                      | 0.0%                              | 28.6%        | 20.0% | 15.5% |
| 75 to 84             | 7.5%                                 | 7.9%  | 7.2%             | 2.4%                      | 14.3%                             | 0.0%         | 0.0%  | 7.3%  |
| 85+                  | 2.5%                                 | 1.6%  | 3.1%             | 2.4%                      | 0.0%                              | 0.0%         | 0.0%  | 2.2%  |

## Race and Ethnicity

### Q30. Including yourself, how many adults age 18 or older live in your household?

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q30. How many adults age 18+ live in your household</u> |                                      |       |                  |                           |                                   |              |       |       |
| 1  | 12.5%                                | 22.7% | 33.0%            | 21.4%                     | 28.6%                             | 28.6%        | 20.0% | 24.9% |
| 2  | 62.5%                                | 54.7% | 43.9%            | 47.6%                     | 57.1%                             | 28.6%        | 60.0% | 51.7% |
| 3  | 16.3%                                | 16.7% | 14.5%            | 21.4%                     | 14.3%                             | 28.6%        | 0.0%  | 16.2% |
| 4 or more  | 8.8%                                 | 5.9%  | 8.6%             | 9.5%                      | 0.0%                              | 14.3%        | 20.0% | 7.2%  |

### Q31. How many children under the age of 18 live in your household?

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q31. How many children under age of 18 live in your household</u> |                                      |       |                  |                           |                                   |              |       |       |
| None   | 68.8%                                | 73.2% | 65.7%            | 66.7%                     | 71.4%                             | 85.7%        | 60.0% | 70.2% |
| 1  | 11.3%                                | 10.5% | 14.9%            | 4.8%                      | 14.3%                             | 0.0%         | 0.0%  | 11.6% |
| 2  | 13.8%                                | 11.7% | 13.9%            | 21.4%                     | 14.3%                             | 0.0%         | 40.0% | 13.1% |
| 3 or more  | 6.3%                                 | 4.6%  | 5.6%             | 7.1%                      | 0.0%                              | 14.3%        | 0.0%  | 5.1%  |

## Race and Ethnicity

### Q32. Which of the following is the highest level of education you have completed? (without don't know)

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q32. Highest level of education you have completed</u> |                                      |       |                  |                           |                                   |              |       |       |
| Less than high school graduate                            | 1.3%                                 | 0.2%  | 4.7%             | 2.4%                      | 14.3%                             | 0.0%         | 0.0%  | 1.8%  |
| High school diploma or equivalent                         | 8.8%                                 | 7.3%  | 14.9%            | 14.3%                     | 42.9%                             | 0.0%         | 0.0%  | 10.0% |
| Special/technical training (not college)                  | 5.0%                                 | 3.6%  | 3.0%             | 0.0%                      | 0.0%                              | 14.3%        | 0.0%  | 3.4%  |
| Some college (did not graduate from a 4-year college)     | 23.8%                                | 18.2% | 31.1%            | 16.7%                     | 0.0%                              | 14.3%        | 25.0% | 22.2% |
| College graduate (from a 4-year college)                  | 33.8%                                | 36.6% | 23.3%            | 33.3%                     | 28.6%                             | 14.3%        | 50.0% | 32.2% |
| Post-graduate study (no advanced degree)                  | 2.5%                                 | 7.7%  | 3.7%             | 4.8%                      | 0.0%                              | 14.3%        | 25.0% | 6.2%  |
| Post graduate advanced degree (Masters, MBA, PHD)         | 25.0%                                | 26.4% | 19.3%            | 28.6%                     | 14.3%                             | 42.9%        | 0.0%  | 24.2% |

## Race and Ethnicity

### Q33. How many years have you lived in Mecklenburg County?

N=1016

|   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q33. How many years have you lived in Mecklenburg County</u> |                                      |       |                  |                           |                                   |              |       |       |
| 5 years or less   | 65.0%                                | 56.3% | 45.5%            | 61.9%                     | 42.9%                             | 42.9%        | 80.0% | 53.8% |
| 6 to 10 years   | 23.8%                                | 29.3% | 37.6%            | 26.2%                     | 14.3%                             | 42.9%        | 20.0% | 31.0% |
| 11 to 15 years  | 5.0%                                 | 1.6%  | 2.6%             | 2.4%                      | 14.3%                             | 0.0%         | 0.0%  | 2.4%  |
| 16 to 20 years  | 1.3%                                 | 2.3%  | 3.6%             | 4.8%                      | 0.0%                              | 0.0%         | 0.0%  | 2.8%  |
| 21 to 30 years  | 2.5%                                 | 3.4%  | 2.6%             | 2.4%                      | 14.3%                             | 14.3%        | 0.0%  | 3.2%  |
| 31 years or more  | 2.5%                                 | 7.1%  | 7.9%             | 2.4%                      | 14.3%                             | 0.0%         | 0.0%  | 6.8%  |

## Race and Ethnicity

### Q35. What is your total before tax household income? (without not provided)

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q35. Your total before tax household income</u> |                                      |       |                  |                           |                                   |              |       |       |
| Less than \$15K                                    | 4.1%                                 | 1.6%  | 12.5%            | 3.1%                      | 0.0%                              | 20.0%        | 0.0%  | 5.2%  |
| \$15K-\$24,999                                     | 5.5%                                 | 4.9%  | 13.2%            | 6.3%                      | 0.0%                              | 0.0%         | 0.0%  | 7.3%  |
| \$25K-\$34,999                                     | 5.5%                                 | 9.0%  | 12.5%            | 6.3%                      | 75.0%                             | 40.0%        | 0.0%  | 10.0% |
| \$35K-\$49,999                                     | 9.6%                                 | 5.5%  | 16.0%            | 12.5%                     | 0.0%                              | 20.0%        | 0.0%  | 9.3%  |
| \$50K-\$74,999                                     | 17.8%                                | 15.9% | 16.3%            | 25.0%                     | 0.0%                              | 0.0%         | 0.0%  | 16.5% |
| \$75K-\$99,999                                     | 21.9%                                | 16.9% | 11.7%            | 9.4%                      | 25.0%                             | 0.0%         | 50.0% | 15.6% |
| \$100K-\$149,999                                   | 13.7%                                | 20.2% | 13.6%            | 12.5%                     | 0.0%                              | 20.0%        | 50.0% | 17.3% |
| \$150K+  | 21.9%                                | 26.1% | 4.3%             | 25.0%                     | 0.0%                              | 0.0%         | 0.0%  | 18.7% |

## Race and Ethnicity

### Q36. Are you an employee of Mecklenburg County? (without not provided)

| N=1016  | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |        | Total |
|---|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|--------|-------|
|   | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other  |       |
| <u>Q36. Are you an employee of Mecklenburg County</u> |                                      |       |                  |                           |                                   |              |        |       |
| Yes   | 6.3%                                 | 3.4%  | 4.0%             | 4.8%                      | 14.3%                             | 0.0%         | 0.0%   | 3.8%  |
| No  | 93.8%                                | 96.6% | 96.0%            | 95.2%                     | 85.7%                             | 100.0%       | 100.0% | 96.2% |

### Q37. Have you ever served in any branch of the military, including National Guard or Reserve, or are you an immediate relative of someone who has served? (without not provided)

| N=1016   | Q28. Your race/ethnicity             |       |                  |                           |                                   |              |       | Total |
|--|--------------------------------------|-------|------------------|---------------------------|-----------------------------------|--------------|-------|-------|
|  | Hispanic or Latino origin or descent | White | African American | Asian or Pacific Islander | American Indian or Native Alaskan | Multi-racial | Other |       |
| <u>Q37. Have you ever served in any branch of the military</u> |                                      |       |                  |                           |                                   |              |       |       |
| Yes  | 43.8%                                | 36.5% | 38.0%            | 16.7%                     | 14.3%                             | 28.6%        | 40.0% | 36.6% |
| No   | 56.3%                                | 63.5% | 62.0%            | 83.3%                     | 85.7%                             | 71.4%        | 60.0% | 63.4% |

**Section 8**  
***Survey Instrument***

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# 2014 Mecklenburg County Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the County's on-going effort to identify and respond to the needs of residents. If you have questions, please call Tiffany Waddell at 704-432-3062. **THANK YOU!**

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

- \_\_\_(1) Yes [Please continue.]  
 \_\_\_(2) No [This survey is intended for Mecklenburg County residents only, you do not need to complete the survey.]

**2. Using a 4-point scale, where a rating of 4 means “strongly agree” and a rating of 1 means “strongly disagree,” please rate your agreement with the following statements about Mecklenburg County Government:**

| Perceptions of Mecklenburg County |  | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know |
|-----------------------------------|--|----------------|-------|----------|-------------------|------------|
| A.                                | There is value in the services provided by Mecklenburg County to residents                                   | 4              | 3     | 2        | 1                 | 9          |
| B.                                | Mecklenburg County spends my local tax dollars on services that help residents improve their lives           | 4              | 3     | 2        | 1                 | 9          |
| C.                                | Mecklenburg County spends my local tax dollars on services that help residents improve their community       | 4              | 3     | 2        | 1                 | 9          |
| D.                                | I am satisfied with opportunities for citizen participation in County policy development and decision-making | 4              | 3     | 2        | 1                 | 9          |

**3. Mecklenburg County’s Board of County Commissioners has a vision for Mecklenburg County to be a community of pride and choice for people to live, work and recreate. Using a 4-point scale, where a rating of 4 means “excellent” and a rating of 1 means “poor,” please rate Mecklenburg County in the following areas:**

| Ratings of Mecklenburg County |   | Excellent | Good | Fair | Poor | Don't Know |
|-------------------------------|---|-----------|------|------|------|------------|
| A.                            | Mecklenburg County as a place to live     | 4         | 3    | 2    | 1    | 9          |
| B.                            | Mecklenburg County as a place to work     | 4         | 3    | 2    | 1    | 9          |
| C.                            | Mecklenburg County as a place to recreate | 4         | 3    | 2    | 1    | 9          |

**4. In the past 12 months have you had any interactions with the Mecklenburg County Assessor’s Office?**

- \_\_\_(1) Yes [answer Q4a#1-4] \_\_\_(2) No [go to Q5]

**4a. Using a 4-point scale, where a rating of 4 means “strongly agree” and a rating of 1 means “strongly disagree,” please rate your agreement with the following statements about your most recent interaction with the Mecklenburg County Assessor’s Office:**

| Customer Service |   | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know |
|------------------|---|----------------|-------|----------|-------------------|------------|
| 1.               | The staff was courteous                                 | 4              | 3     | 2        | 1                 | 9          |
| 2.               | The staff served me in a timely matter                  | 4              | 3     | 2        | 1                 | 9          |
| 3.               | The information I was provided was easy to understand   | 4              | 3     | 2        | 1                 | 9          |
| 4.               | Overall, the Assessor’s Office provided quality service | 4              | 3     | 2        | 1                 | 9          |

**5. Are you aware that Mecklenburg County is conducting a review of all real estate and residential parcel values from the 2011 Revaluation?**

- \_\_\_(1) Yes \_\_\_(2) No

**6. Using a 4-point scale, where a rating of 4 means “strongly agree” and a rating of 1 means “strongly disagree,” please rate your agreement with the following statements:**

| Property Values |   | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know |
|-----------------|---|----------------|-------|----------|-------------------|------------|
| A.              | Mecklenburg County evaluates your property fairly           | 4              | 3     | 2        | 1                 | 9          |
| B.              | The County Assessor’s Office fairly evaluates your property | 4              | 3     | 2        | 1                 | 9          |

**7. Would you say Mecklenburg County does an “excellent,” “good,” “fair,” or “poor” job of communicating information about County issues, services, and performance to the public?**

- \_\_\_(4) Excellent                      \_\_\_(3) Good                      \_\_\_(9) Don't know  
 \_\_\_(2) Fair                              \_\_\_(1) Poor

8. Did you know that Mecklenburg County uses social media to promote awareness of County programs and services?

\_\_\_(1) Yes, I am aware      \_\_\_(2) No, I am not aware

9. Mecklenburg County also uses social media sites to communicate information to the public. Please indicate whether or not you have used the following social media sites to get local government information.

| Use of Social Media for Local Government Information | Yes | No | Don't Know |
|--|-----|----|------------|
| A. Facebook  | 1   | 2  | 9          |
| B. Twitter   | 1   | 2  | 9          |
| C. YouTube   | 1   | 2  | 9          |
| D. Flickr  | 1   | 2  | 9          |
| E. Pinterest   | 1   | 2  | 9          |

10. Listed below are several questions about programs, services and initiatives offered by Mecklenburg County. Please answer each question with a "Yes" or "No."

| County Programs, Services and Initiatives  | Yes | No |
|--|-----|----|
| A. Did you know the County is actively engaged in initiatives to protect the environment (i.e. air, water, land)?  | 1   | 2  |
| B. Did you know the County accepts and processes many types of recyclable material?  | 1   | 2  |
| C. Did you know the County assists veterans and their families who reside in Mecklenburg County with applying for federal, state and local VA benefits?  | 1   | 2  |
| D. Did you know the County has foster care and adoption services?  | 1   | 2  |
| E. Did you know that the County has a program to assess and provide therapy to children with developmental delays from birth to age three?   | 1   | 2  |
| F. Did you know the County provides children with immunizations against vaccine-preventable diseases (i.e. polio, measles, etc.) at no charge?   | 1   | 2  |
| G. Did you know the County has a program to test, diagnose and provide case management to persons with HIV, syphilis and other sexually transmitted diseases?  | 1   | 2  |
| H. Did you know the County has a domestic violence/crisis program that offers individual and group counseling for victims, as well as educational programs for those supporting a victim?                | 1   | 2  |
| I. Did you know the County provides detox and substance abuse services?  | 1   | 2  |
| J. Did you know the County provides outreach, assessment and referrals to persons experiencing homelessness in Mecklenburg County?   | 1   | 2  |
| K. Did you know that you should immediately call Adult Protective Services whenever you suspect that a disabled adult is experiencing abuse, neglect and or exploitations?                               | 1   | 2  |
| L. Did you know that Senior Citizen Nutrition Program offers meal services Monday through Friday to residents age 60 and over at multiple locations throughout the County?                               | 1   | 2  |
| M. Did you know that adults with disabilities and older adults who reside in Mecklenburg County can contact "Just 1 Call" to discuss the availability of services?                                       | 1   | 2  |
| N. Did you know Mecklenburg County residents can apply for Food & Nutrition Services (Food Stamps) on the County website?  | 1   | 2  |
| O. Did you know the County administers medical insurance, cash assistance (i.e., Work First), employment services, and food & nutrition services for citizens who meet certain eligibility requirements? | 1   | 2  |
| P. Did you know that the County maintains a phone line that is available 24 hours a day, every day of the year, to report child and adult abuse and neglect?   | 1   | 2  |
| Q. Have you heard of MeckCares, a partnership to help youth with severe emotional problems and their families?   | 1   | 2  |
| R. Have you heard of MeckConnect, an initiative to get residents more involved in County government and engage citizens in the governing process?  | 1   | 2  |
| S. Have you heard of the Charlotte-Mecklenburg 311 customer service phone number?  | 1   | 2  |
| T. Have you heard of Open Mecklenburg, a County web page that increases transparency in local government?  | 1   | 2  |

11. Listed below are several facilities offered by the Mecklenburg County Parks and Recreation Department. Please rate whether you are “very familiar,” “somewhat familiar” or “not familiar” with the following facilities:

| Parks and Recreation Facilities   | Very Familiar | Somewhat Familiar | Not Familiar |
|---|---------------|-------------------|--------------|
| A. The Mecklenburg County Aquatic Center                                  | 3             | 2                 | 1            |
| B. Ray’s Splash Planet, an indoor water park and fitness center           | 3             | 2                 | 1            |
| C. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center | 3             | 2                 | 1            |

12. The next few questions are about Mecklenburg Parks and Recreation facilities. Park and Recreation facilities include parks, recreation centers, aquatic facilities, greenways and nature preserves. Do you believe parks, greenways, nature preserves, and recreational facilities improve the quality of life in Mecklenburg County?

\_\_\_(1) Yes                      \_\_\_(2) No                      \_\_\_(3) Don’t know

13. Within the past 12 months, how many times have you visited a Mecklenburg County Park & Recreation facility? [If you have not visited a facility, please write “0.”]

\_\_\_\_\_ number of times

14. Using a 4-point scale, where a rating of 4 means “excellent” and a rating of 1 means “poor,” please rate the following attributes of parks, greenways or nature preserves you visit most often.

| Parks, Greenways and Nature Preserves                                       | Excellent | Good | Fair | Poor | Don't Know |
|---|-----------|------|------|------|------------|
| A. Overall experience   | 4         | 3    | 2    | 1    | 9          |
| B. Overall cleanliness  | 4         | 3    | 2    | 1    | 9          |
| C. Overall safety   | 4         | 3    | 2    | 1    | 9          |
| D. The condition of the recreation facilities, including aquatic facilities | 4         | 3    | 2    | 1    | 9          |
| E. Appearance of the grounds  | 4         | 3    | 2    | 1    | 9          |

15. If you rated any of the attributes in Q14 as “fair” or “poor,” which park, greenway or nature preserve were you rating?

[Write your response below]

\_\_\_\_\_

16. Have you or other members of your household participated in any recreation programs offered by the Mecklenburg County Parks & Recreation Department during the past 12 months?

\_\_\_(1) Yes [go to Q17]                      \_\_\_(2) No [answer to Q16a#1-4]                      \_\_\_(3) Don’t know [go to Q17]

16a. Please indicate if any of the following were reasons you or members of your household have not participated in County Park and Recreation Programs.

| Reasons for Not Participating in Parks and Recreation Programs | Yes, this is a reason | No, this is not a reason | Don't Know |
|--|-----------------------|--------------------------|------------|
| 1. You are not aware of the programs                           | 1                     | 2                        | 9          |
| 2. There are no convenient locations                           | 1                     | 2                        | 9          |
| 3. There are no convenient times                               | 1                     | 2                        | 9          |
| 4. You have no interest in the programs                        | 1                     | 2                        | 9          |

**17. In the past 12 months, have you visited or used a Mecklenburg County Library in any way, other than just to vote?**

- (1) Yes [go to Q17a-c]     (2) No [answer to Q18]     (3) Don't know [go to Q18]

**17a. In the past 12 months, which Mecklenburg County Library have you visited most often?** [Select one from the list below.]

- |   |  |
|---|--|
| <input type="checkbox"/> (01) Cornelius                                 | <input type="checkbox"/> (12) North County Reg. (Huntersville)                                       |
| <input type="checkbox"/> (02) Davidson                                  | <input type="checkbox"/> (13) Plaza Midwood  |
| <input type="checkbox"/> (03) Hickory Grove                             | <input type="checkbox"/> (14) Scaleybark   |
| <input type="checkbox"/> (04) ImaginOn (East 7th St. Uptown)            | <input type="checkbox"/> (15) South County Reg. (Rea Road)   |
| <input type="checkbox"/> (05) Independence Reg.(Conference Dr & Monroe) | <input type="checkbox"/> (16) Steele Creek   |
| <input type="checkbox"/> (06) Main Library (Uptown)                     | <input type="checkbox"/> (17) Sugar Creek  |
| <input type="checkbox"/> (07) Matthews                                  | <input type="checkbox"/> (18) University City Reg. (E. WT Harris)                                    |
| <input type="checkbox"/> (08) Mint Hill                                 | <input type="checkbox"/> (19) West Boulevard   |
| <input type="checkbox"/> (09) Morrocroft                                | <input type="checkbox"/> (20) Beatties Ford Road Regional  |
| <input type="checkbox"/> (10) Coulwood                                  | <input type="checkbox"/> (21) If you do not know the library name, provide the area or street: _____ |
| <input type="checkbox"/> (11) Myers Park                                |  |

**17b. Using a 4-point scale, where a rating of 4 means “excellent” and a rating of 1 means “poor,” please rate the library you visit most often.**

| Mecklenburg County Public Library |  | Excellent | Good | Fair | Poor | Don't Know |
|-----------------------------------|--|-----------|------|------|------|------------|
| 1.                                | The staff's responsiveness to your questions or concerns | 4         | 3    | 2    | 1    | 9          |
| 2.                                | The convenience of library hours of service              | 4         | 3    | 2    | 1    | 9          |
| 3.                                | The availability of computers for public use             | 4         | 3    | 2    | 1    | 9          |
| 4.                                | The availability of books and other resources            | 4         | 3    | 2    | 1    | 9          |
| 5.                                | Upkeep of library's buildings and grounds                | 4         | 3    | 2    | 1    | 9          |

**17c. In a typical month, approximately how many times would you say you have visited or used the library?**

- |   |  |
|---|--|
| <input type="checkbox"/> (1) Less than once a month | <input type="checkbox"/> (4) 3-4 times a month       |
| <input type="checkbox"/> (2) Once a month           | <input type="checkbox"/> (5) 5 or more times a month |
| <input type="checkbox"/> (3) Twice a month          | <input type="checkbox"/> (6) Don't know              |

**18. Did you vote in the November 2013 local Election?**

- (1) Yes [answer Q18a]     (2) No [skip to Q19]

**18a. Mecklenburg County has an early voting process that allows residents to vote at designated sites weeks before the official election date. This past election, did you use an early voting site?**

- (1) Yes [answer Q18a-1 and then skip to Q19]     (2) No [skip to Q18b]

**18a-1. Using a 4-point scale, where a rating of 4 means “excellent” and a rating of 1 means “poor,” please rate your overall experience at the early voting site.**

- (4) Excellent  
 (3) Good  
 (2) Fair  
 (1) Poor  
 (9) Don't know

**18b. Using a 4-point scale, where a rating of 4 means “excellent” and a rating of 1 means “poor,” please rate your overall experience at your voting location.**

- (4) Excellent  
 (3) Good  
 (2) Fair  
 (1) Poor  
 (9) Don't know

19. In the last 12 months, how often have you used the County's websites (www.MecklenburgCountyNC.gov or www.CharMeck.org) to access County services or information?

- \_\_\_(1) Often
- \_\_\_(2) Sometimes
- \_\_\_(3) Rarely
- \_\_\_(4) Never (skip to Question 22)
- \_\_\_(9) Don't know (skip to Question 22)

20. When visiting www.MecklenburgCountyNC.gov or www.CharMeck.org, how often are you able to find what you are looking for?

- \_\_\_(1) Often
- \_\_\_(2) Sometimes
- \_\_\_(3) Rarely
- \_\_\_(4) Never
- \_\_\_(9) Don't know, have not used the County's website

21. Thinking about your most recent experience with the County's website, please rate your level of agreement that the website provides accurate information:

- \_\_\_(4) Strongly Agree
- \_\_\_(3) Agree
- \_\_\_(2) Disagree
- \_\_\_(1) Strongly Disagree
- \_\_\_(9) Don't know, have not used the County's website

22. Listed below are services available online on Mecklenburg County's website (www.MecklenburgCountyNC.gov or www.CharMeck.org). Please indicate whether you have used the online service, have not used the service but are aware of the service, or you have not used the service and are not aware of the service.

| Online Services  | I have used this service | I have not used this service, but I am aware of it | I have not used this service, and I am not aware of it |
|--|--------------------------|--|--|
| A. Look up real estate information, such as tax values, building information, and maps   | 1                        | 2  | 3  |
| B. Find a park, register for a recreation program, reserve a park facility such as a picnic shelter, deck, wedding site, indoor meeting facility or download the Get Going Guide | 1                        | 2  | 3  |
| C. Check to see if your Mecklenburg County home is located in a flood zone   | 1                        | 2  | 3  |
| D. Search Mecklenburg County restaurant inspection ratings   | 1                        | 2  | 3  |
| E. Look up Mecklenburg County voter information, such as district representatives, precinct locations or district boundaries   | 1                        | 2  | 3  |
| F. Check to see if someone has been arrested or has been jailed in Mecklenburg County  | 1                        | 2  | 3  |
| G. Pay your taxes  | 1                        | 2  | 3  |
| H. Look up birth, marriage and death certificates recorded in Mecklenburg County   | 1                        | 2  | 3  |
| I. Look up local air quality forecasts and existing air quality conditions   | 1                        | 2  | 3  |
| J. Watch Board of County Commission meetings live or on demand   | 1                        | 2  | 3  |
| K. Locate a government facility  | 1                        | 2  | 3  |
| L. Look up what materials are recyclable and how and where I can recycle them  | 1                        | 2  | 3  |
| M. Apply for a job with Mecklenburg County   | 1                        | 2  | 3  |
| N. Make a public records request   | 1                        | 2  | 3  |

23. Thinking about your experiences while living in the County, please indicate whether you “agree,” “neither agree nor disagree” or “disagree” with the following statements about the diversity of Mecklenburg County.

| Diversity in Mecklenburg County  | Agree | Neither Agree nor Disagree | Disagree | Don't Know |
|--|-------|----------------------------|----------|------------|
| A. Minority owned businesses are well represented in the community.    | 3     | 2                          | 1        | 9          |
| B. There is an array of diverse cultural activities in the County.     | 3     | 2                          | 1        | 9          |
| C. There is diverse ethnic and racial representation in the community. | 3     | 2                          | 1        | 9          |

24. Have you seen the County’s Annual Performance Report?

\_\_\_(1) Yes                      \_\_\_(2) No

25. Which THREE sources would you most prefer to receive information about Mecklenburg County issues, services and results?

[Enter the letters for your top choices using the list below.]

- |  |  |
|--|--|
| (A) City/county web site   | (I) All other newspapers                                   |
| (B) Other web sites/internet                                       | (J) Radio  |
| (C) County social media sites (Twitter, Facebook, YouTube, Flickr) | (K) Phone book   |
| (D) Government television  | (L) Direct mail  |
| (E) Subscription to email alerts                                   | (M) Word of mouth through friends, neighbors or co-workers |
| (F) Local television news  | (N) None, do not use any                                   |
| (G) Charlotte Observer   | (O) Other: _____   |
| (H) Charlotte Observer online                                      | (P) Don't know   |

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

26. Listed below are several programs offered by Mecklenburg County. Please rate whether you are “very familiar,” “somewhat familiar” or “not familiar” with the following programs:

| Mecklenburg County Programs   | Very Familiar | Somewhat Familiar | Not Familiar |
|---|---------------|-------------------|--------------|
| A. “Smoking and Choking” program that allows citizens to report vehicles with smoking tailpipes                     | 1             | 2                 | 3            |
| B. Swat-A-Litterbug program that empowers citizens to report drivers discarding litter and cigarettes from vehicles | 1             | 2                 | 3            |

**DEMOGRAPHICS**

Please answer the following demographic questions about yourself. Your information will remain **completely confidential** and will only be used for classification purposes and to ensure the results are representative of the County.

27. What is your gender?

\_\_\_(1) Male  
\_\_\_(2) Female

28. Which of the following best describes your race/ethnicity? [Check all that apply]

- |   |  |
|---|--|
| ___(1) Hispanic or Latino origin or descent | ___(5) American Indian or Native Alaskan |
| ___(2) White                                | ___(6) Multi-racial                      |
| ___(3) African American                     | ___(7) Other: _____                      |
| ___(4) Asian or Pacific Islander            |  |

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

- |                 |                    |
|-----------------|--------------------|
| ___(1) 18 to 24 | ___(5) 55 to 64    |
| ___(2) 25 to 34 | ___(6) 65 to 74    |
| ___(3) 35 to 44 | ___(7) 75 to 84    |
| ___(4) 45 to 54 | ___(8) 85 or older |

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

31. How many children under the age of 18 live in your household? \_\_\_\_\_

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

- \_\_\_\_(1) Less than high school graduate
- \_\_\_\_(2) High school diploma or equivalent
- \_\_\_\_(3) Special/technical training (not college)
- \_\_\_\_(4) Some college (did not graduate from a 4-year college)
- \_\_\_\_(5) College graduate (from a 4-year college)
- \_\_\_\_(6) Post-graduate study (no advanced degree)
- \_\_\_\_(7) Post graduate advanced degree (Masters, MBA, PHD)

33. How many years have you lived in Mecklenburg County? \_\_\_\_\_ years

34. What is your home Zip Code? \_\_\_\_\_

35. What is your total before tax household income?

- \_\_\_\_(1) Less than \$15,000
- \_\_\_\_(2) \$15,000-\$24,999
- \_\_\_\_(3) \$25,000-\$34,999
- \_\_\_\_(4) \$35,000-\$49,999
- \_\_\_\_(5) \$50,000-\$74,999
- \_\_\_\_(6) \$75,000-\$99,999
- \_\_\_\_(7) \$100,000-\$149,999
- \_\_\_\_(8) \$150,000 or more
- \_\_\_\_(9) Don't know

36. Are you an employee of Mecklenburg County?

- \_\_\_\_(1) Yes
- \_\_\_\_(2) No

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

- \_\_\_\_(1) Yes
- \_\_\_\_(2) No

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

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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