

Findings Report for a Statistically Valid Community Survey



Submitted to

Mecklenburg County, NC

By



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Section 1
Executive Summary

Mecklenburg County

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

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.

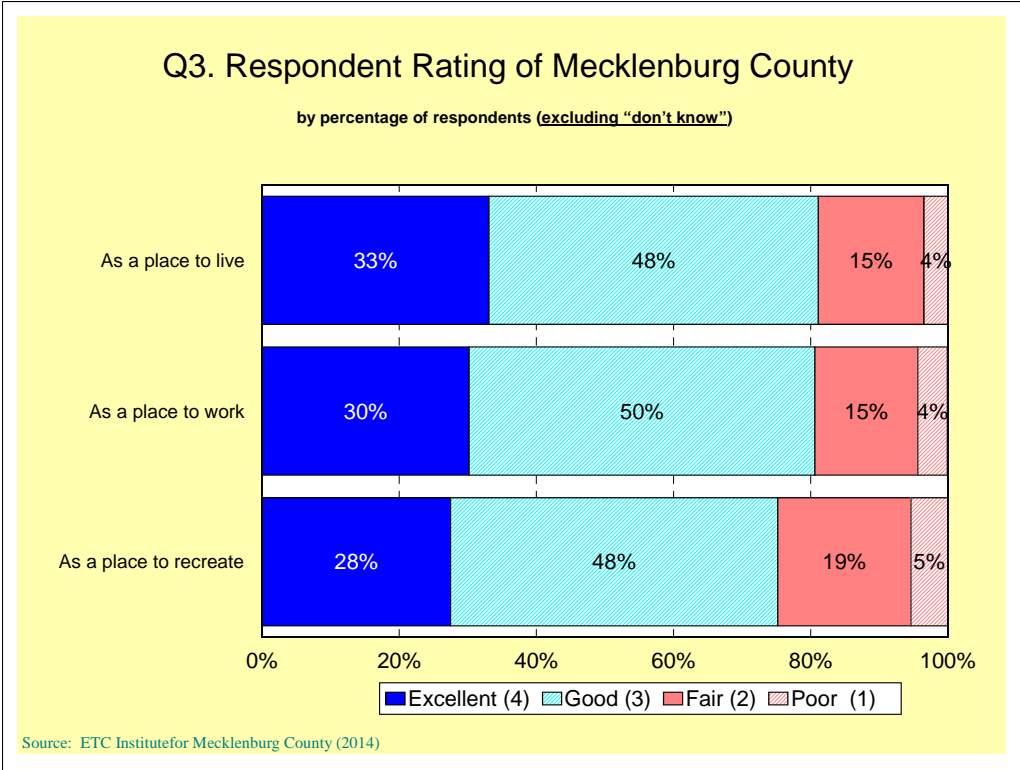
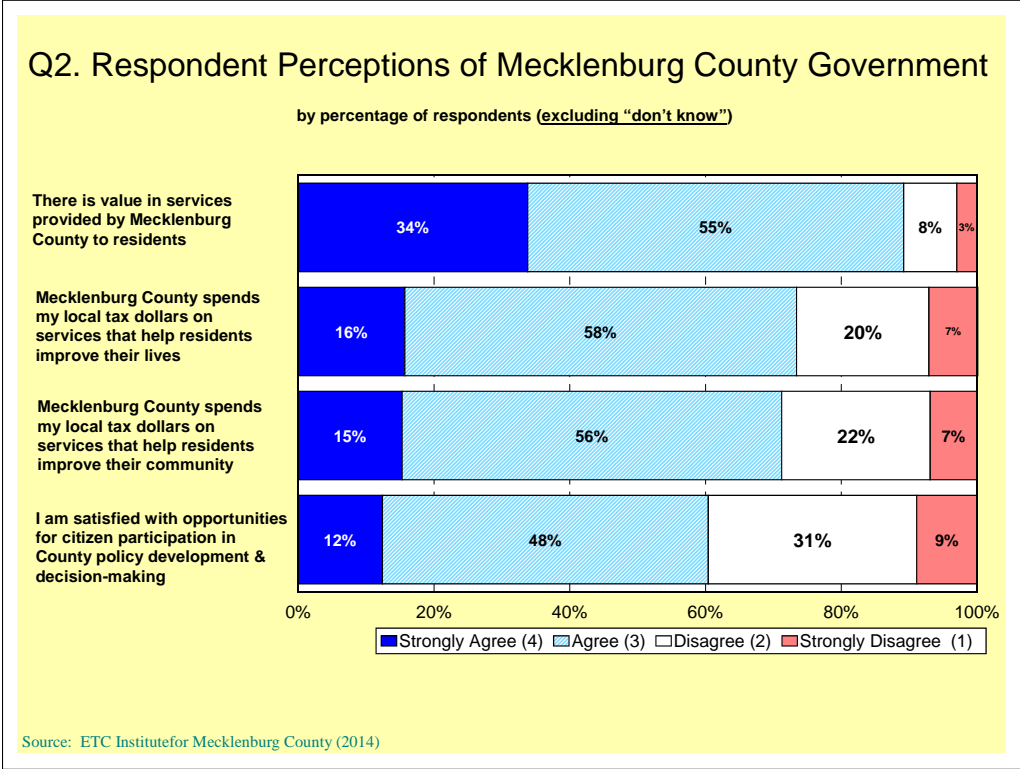
- ❖ **Respondent Agreement with the Diversity in Mecklenburg County:** Seventy-one percent (71%) of respondent households *agree that there is an array of diverse cultural activities*. Other levels of agreement include: There is a diverse ethnic & racial representation (70%) and minority owned businesses 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%).

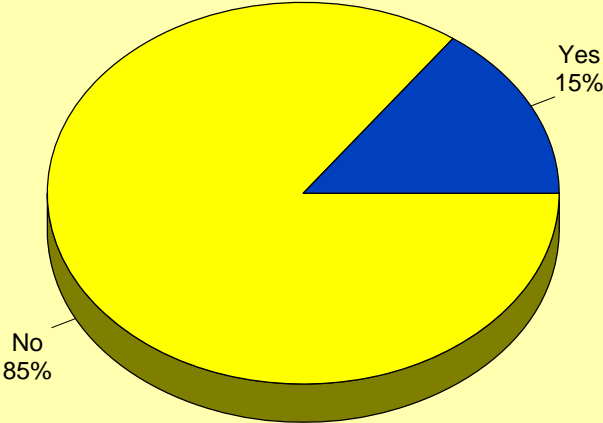
- ❖ **Respondent Familiarity with Programs Offered in Mecklenburg County:** Based on the sum of respondent households who were either “very familiar” or “somewhat familiar,” twenty-seven percent (27%) of households were familiar with the *Swat-A-Litterbug program that empowers citizens to report drivers 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



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

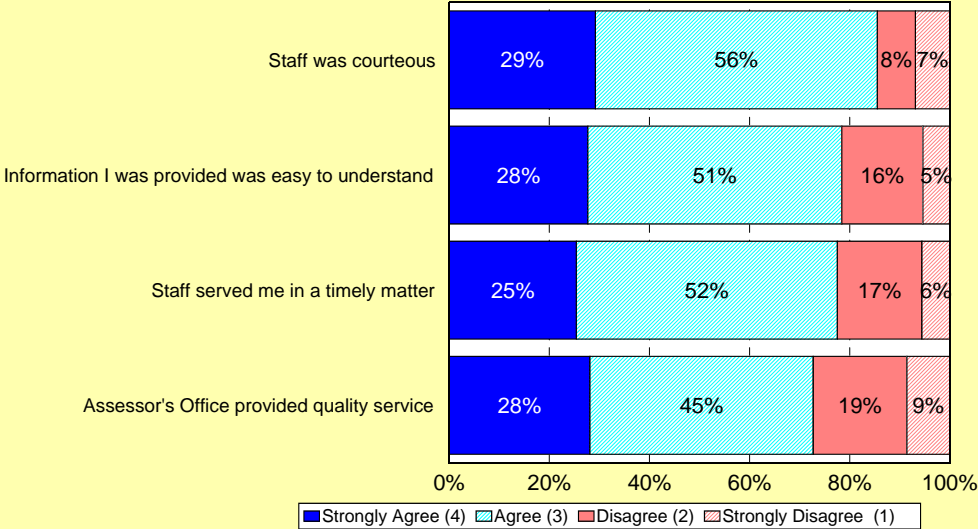
by percentage of respondents (excluding "not provided")



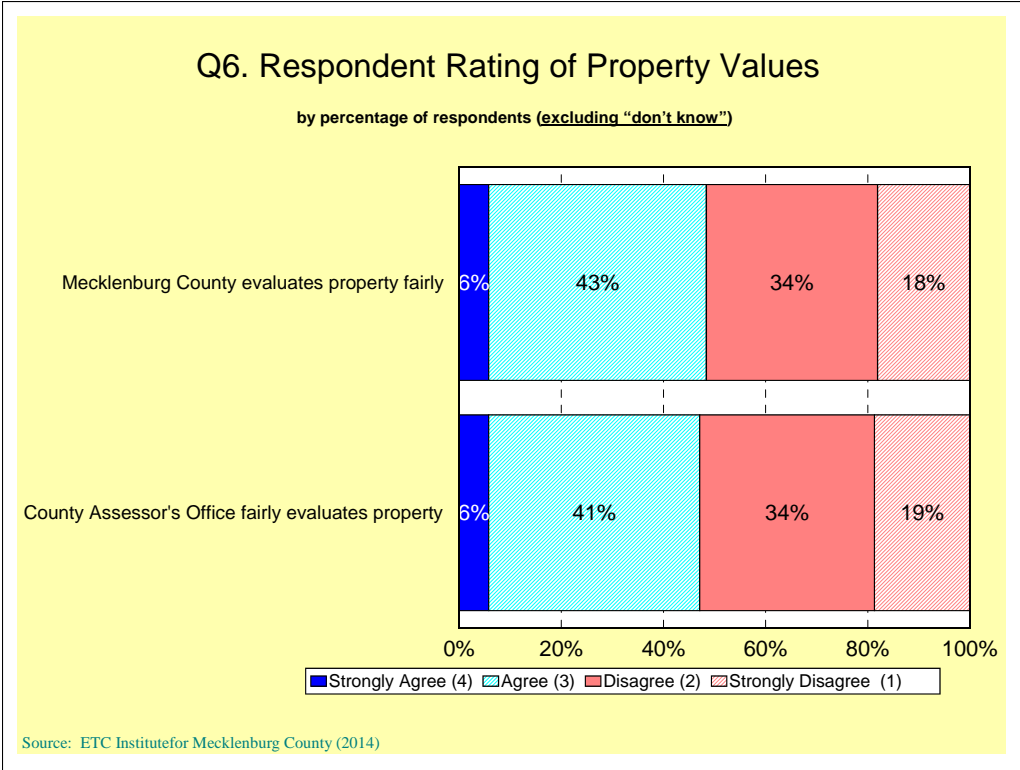
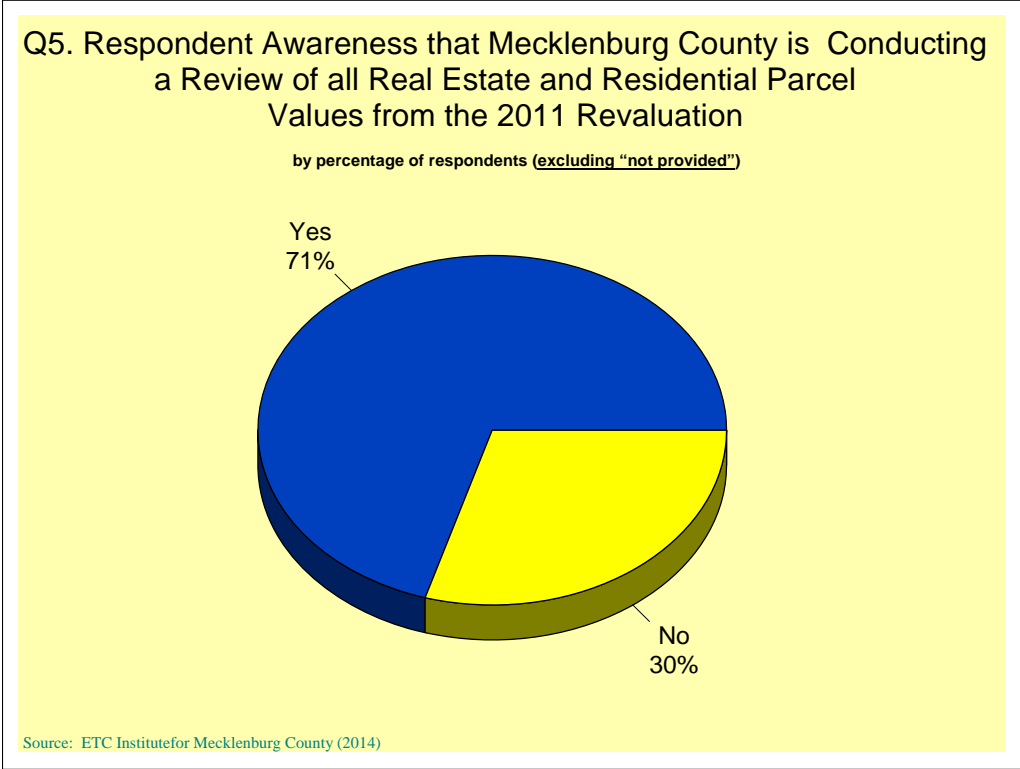
Source: ETC Institute for Mecklenburg County (2014)

Q4a. Respondent Rating of Customer Service

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

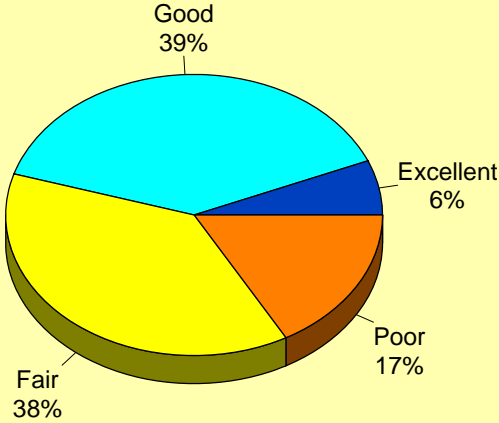


Source: ETC Institute for Mecklenburg County (2014)



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")



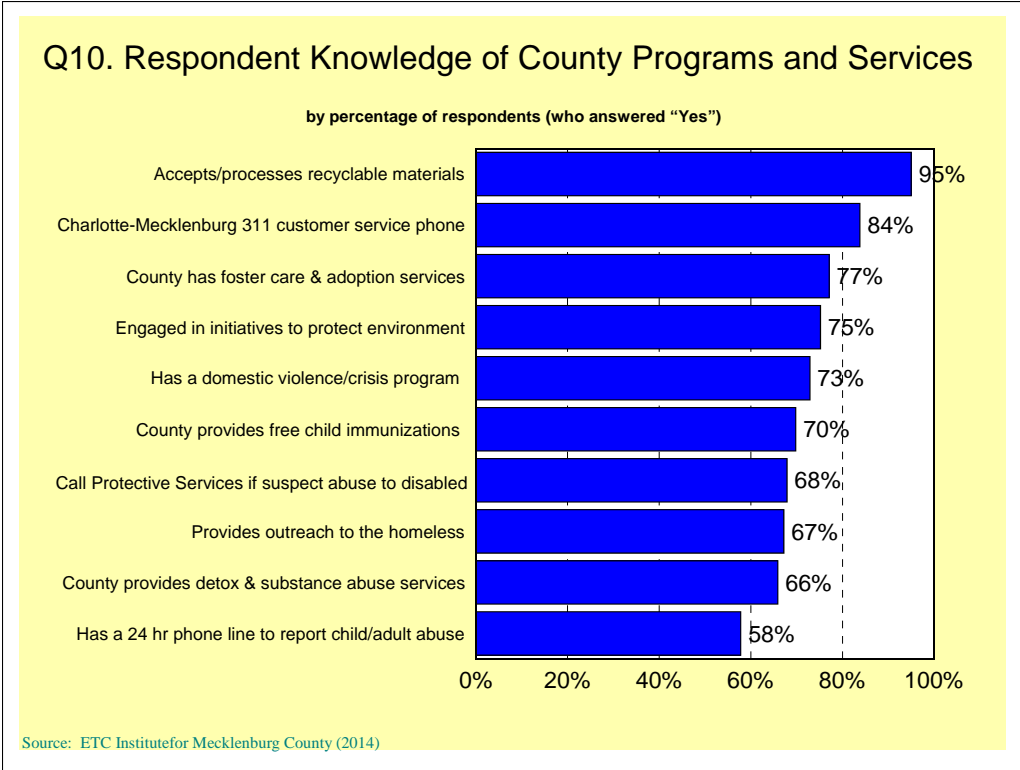
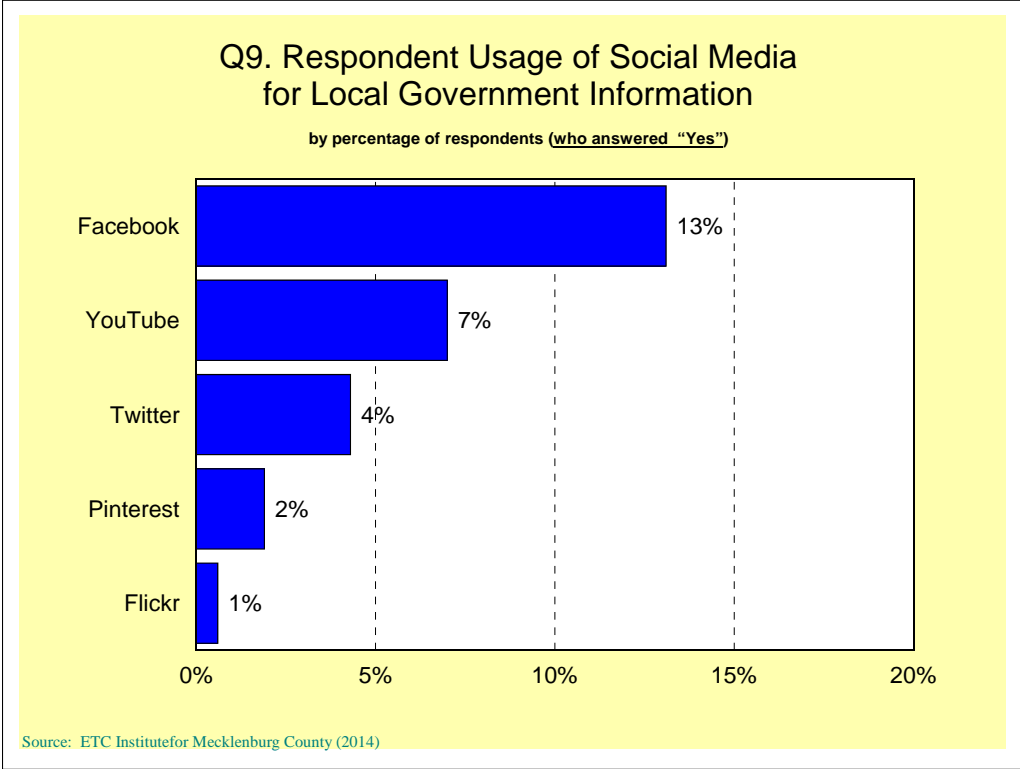
Source: ETC Institute for Mecklenburg County (2014)

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

by percentage of respondents

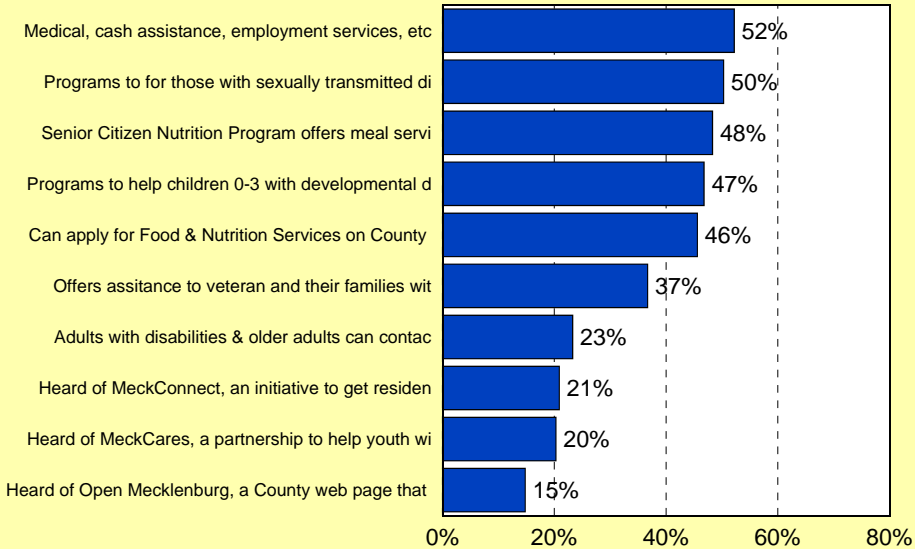


Source: ETC Institute for Mecklenburg County (2014)



Q10. Respondent Knowledge of County Programs and Services Cont.

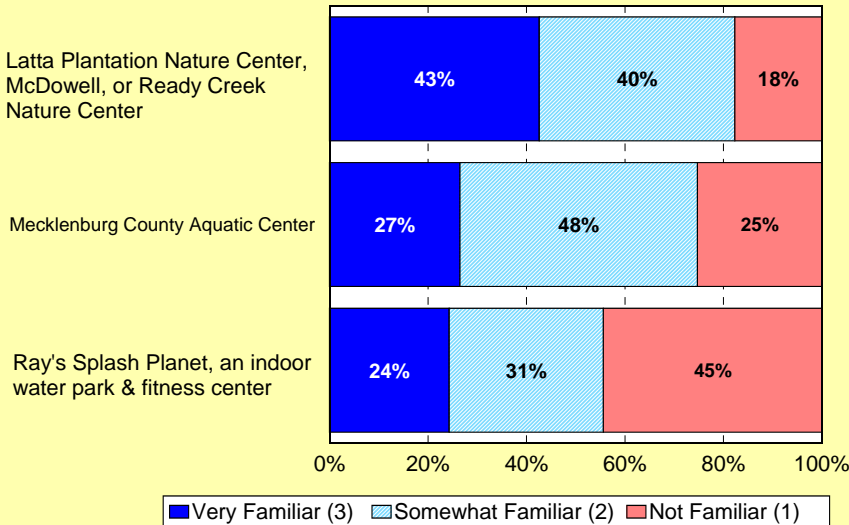
by percentage of respondents (who answered "Yes")



Source: ETC Institute for Mecklenburg County (2014)

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

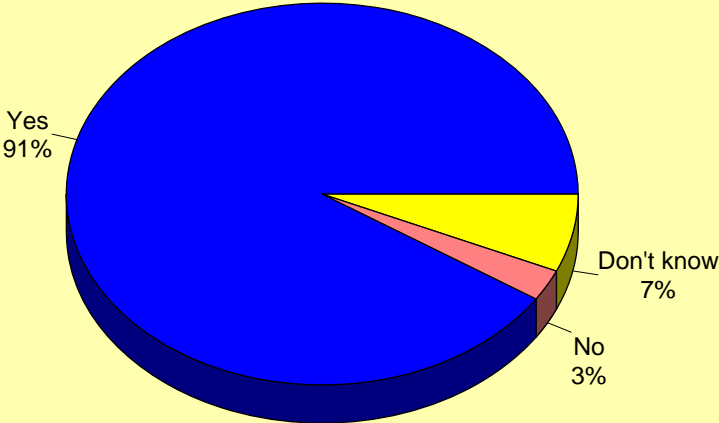
by percentage of respondents (excluding "don't know")



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?

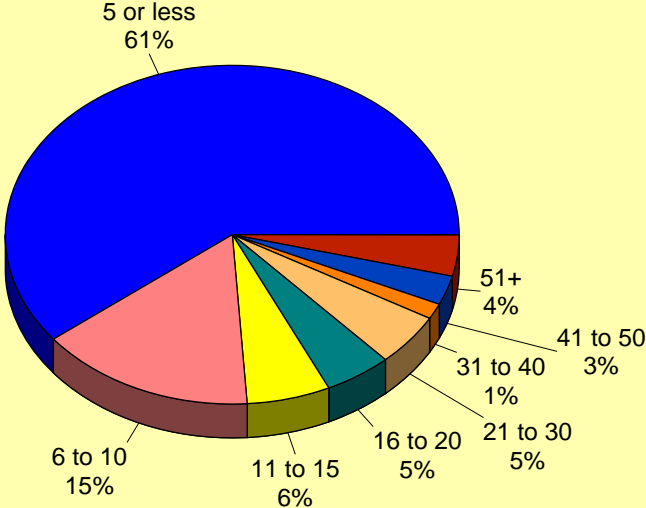
by percentage of respondents



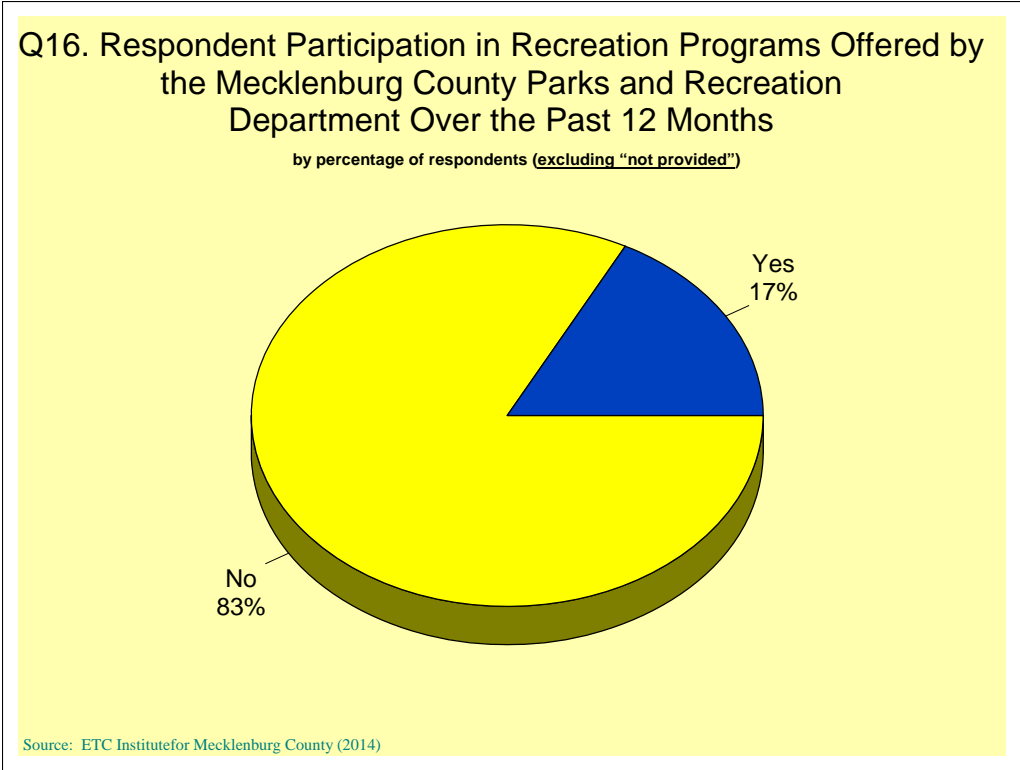
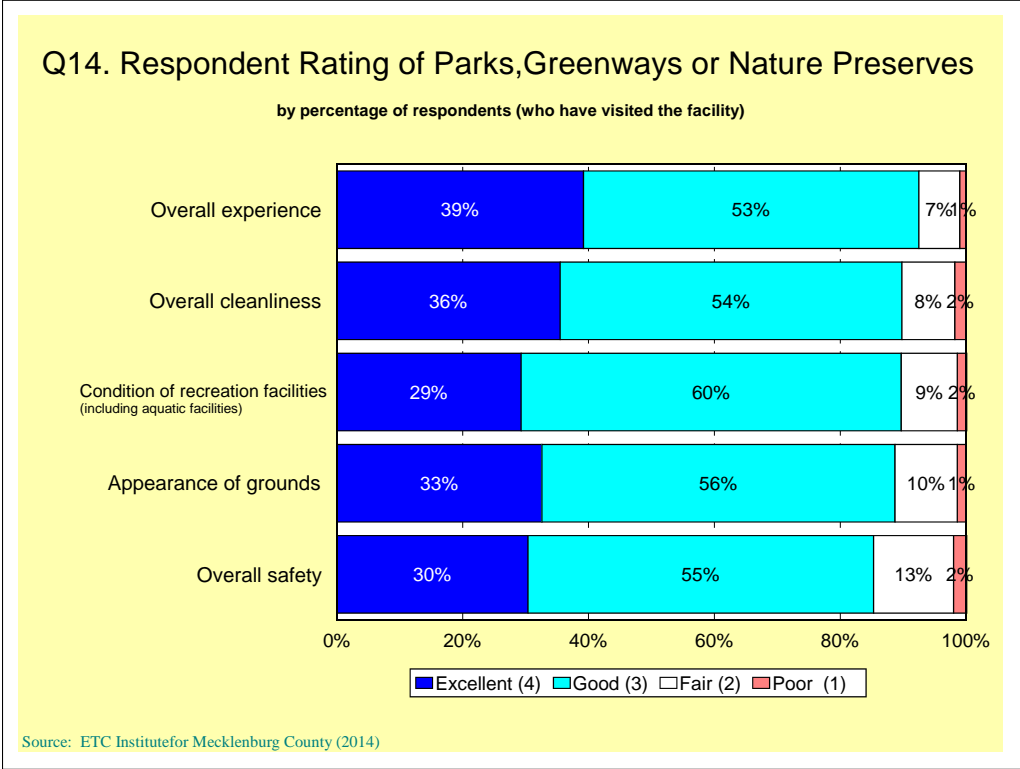
Source: ETC Institute for Mecklenburg County (2014)

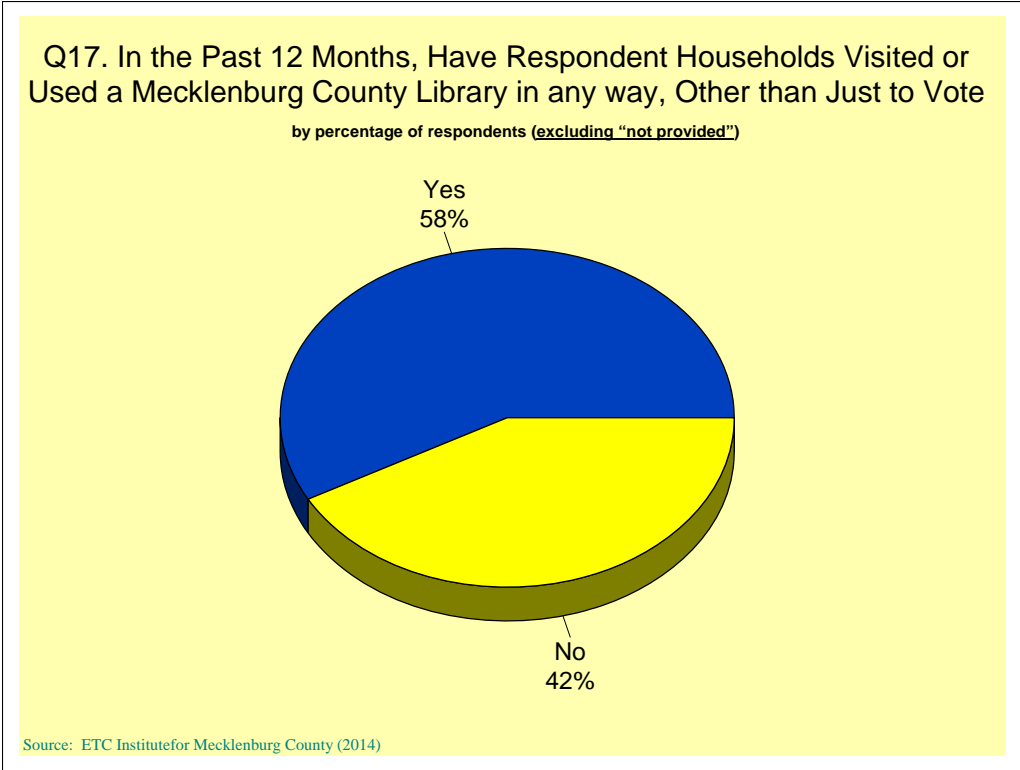
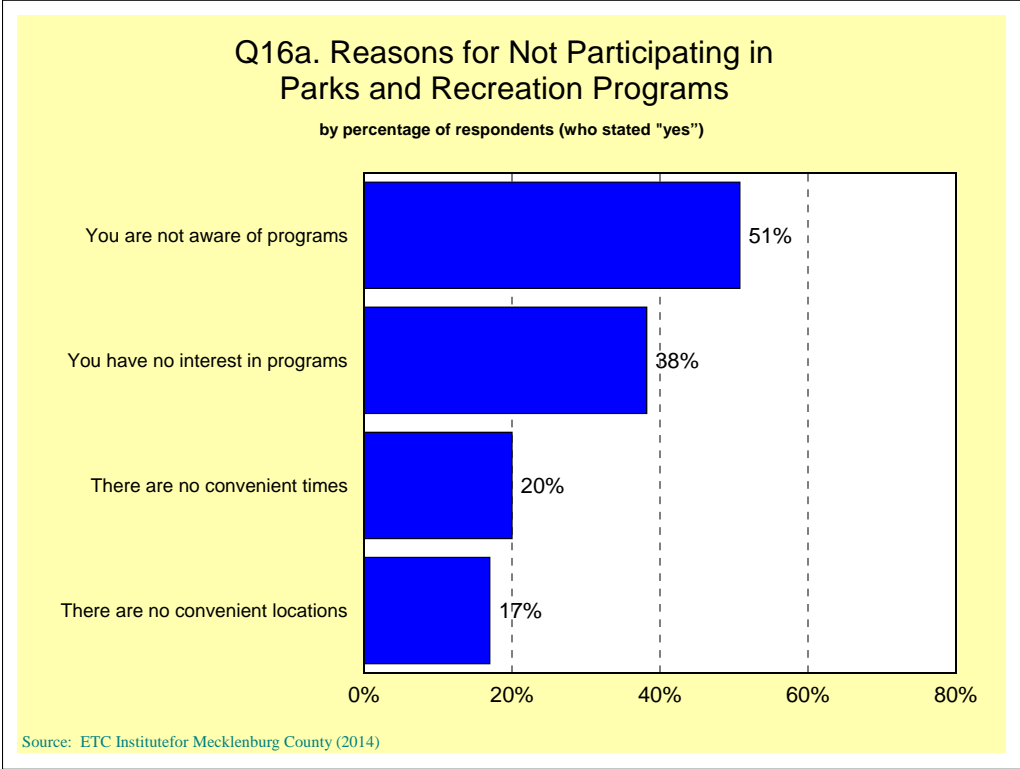
Q13. How Often Respondent Households Have Visited a Mecklenburg County Parks and Recreation Facility

by percentage of respondents



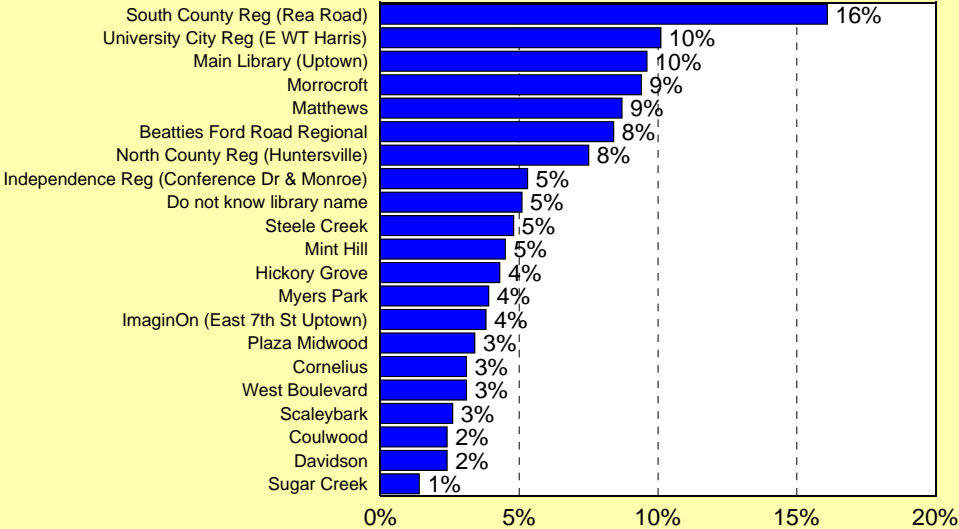
Source: ETC Institute for Mecklenburg County (2014)





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

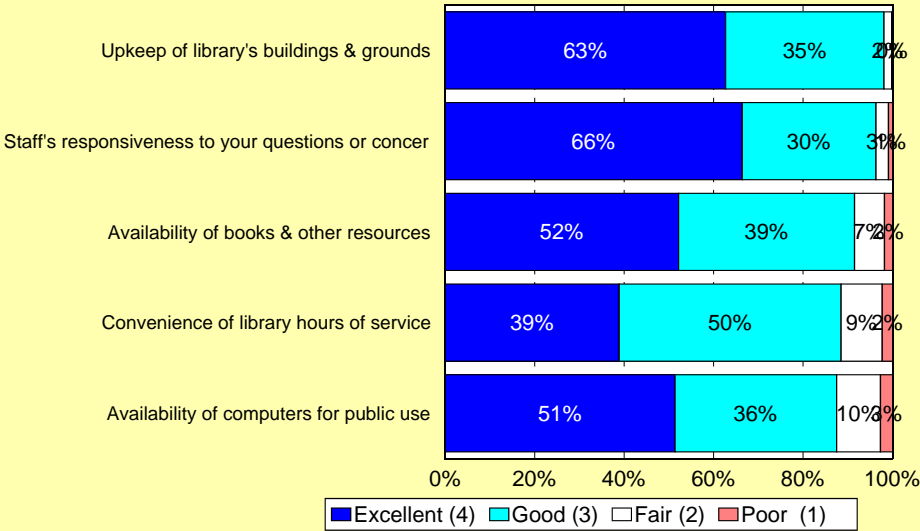
by percentage of respondents (excluding non chosen)



Source: ETC Institute for Mecklenburg County (2014)

Q17b. Respondent Rating of the Library They Visit the Most

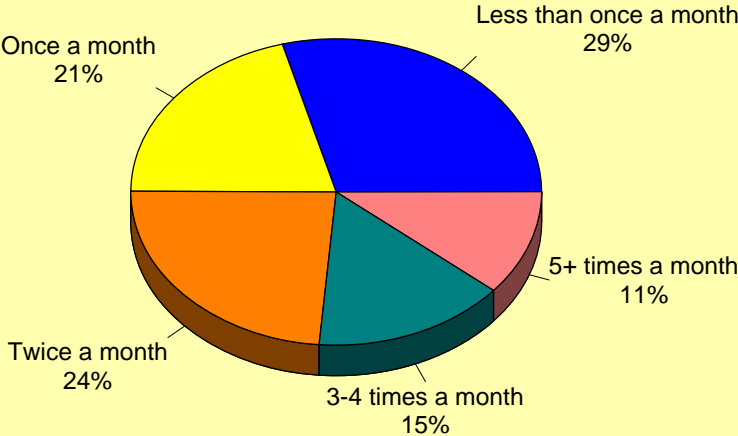
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

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

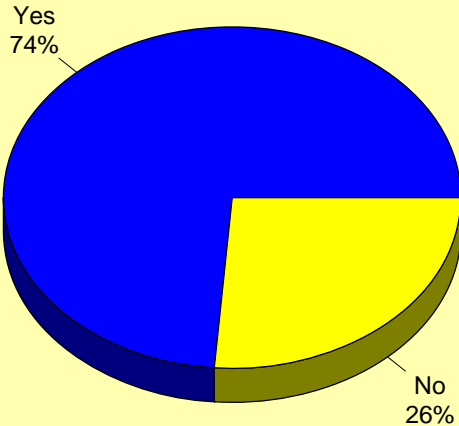
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2014)

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

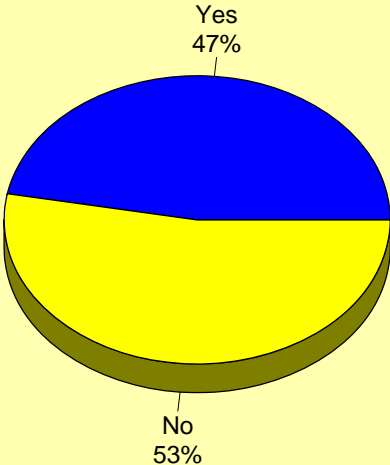
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2014)

Q18a. Whether or Not Respondents Use the Early Voting Site

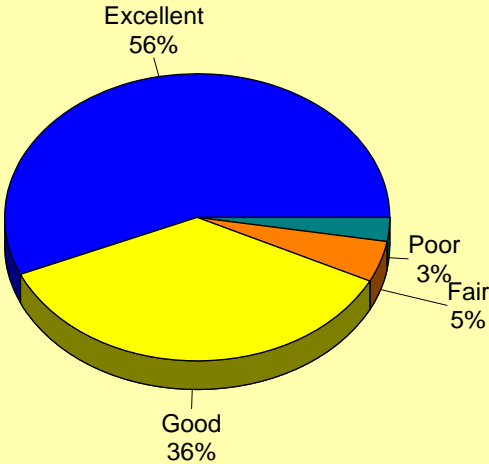
by percentage of respondents (excluding "not provided")



Source: ETC Institute for Mecklenburg County (2014)

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

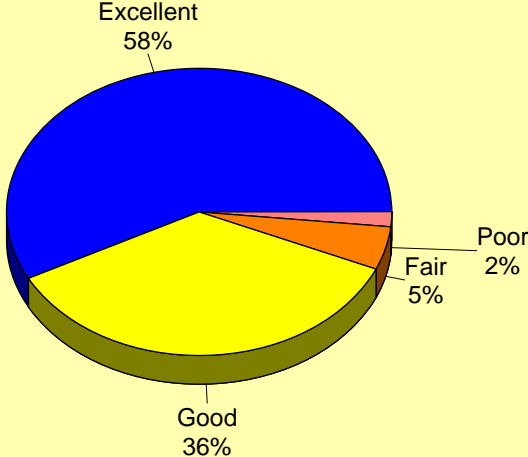
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

Q18b. Respondents Overall Experience at their Voting Location

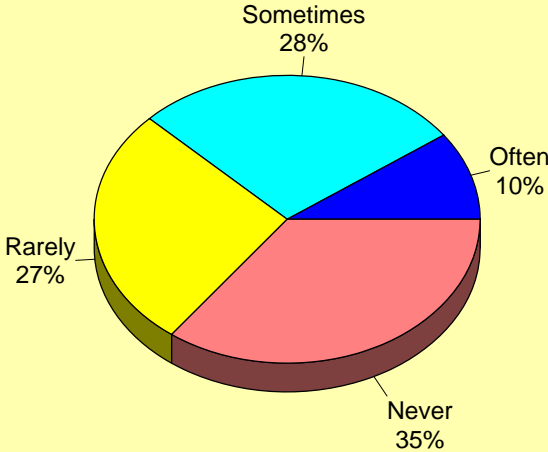
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

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

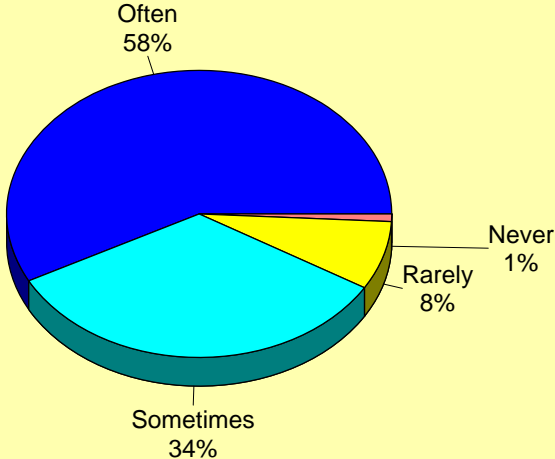
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

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

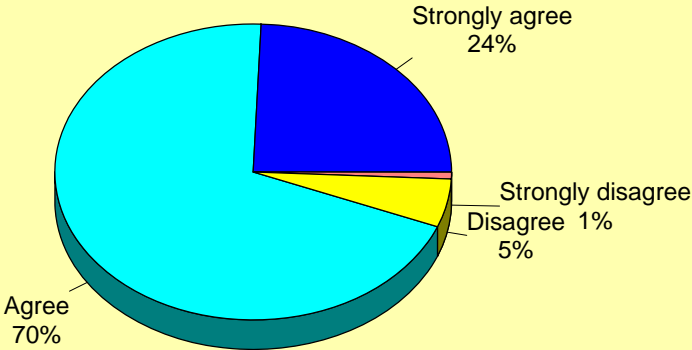
by percentage of respondents (excluding "don't know")



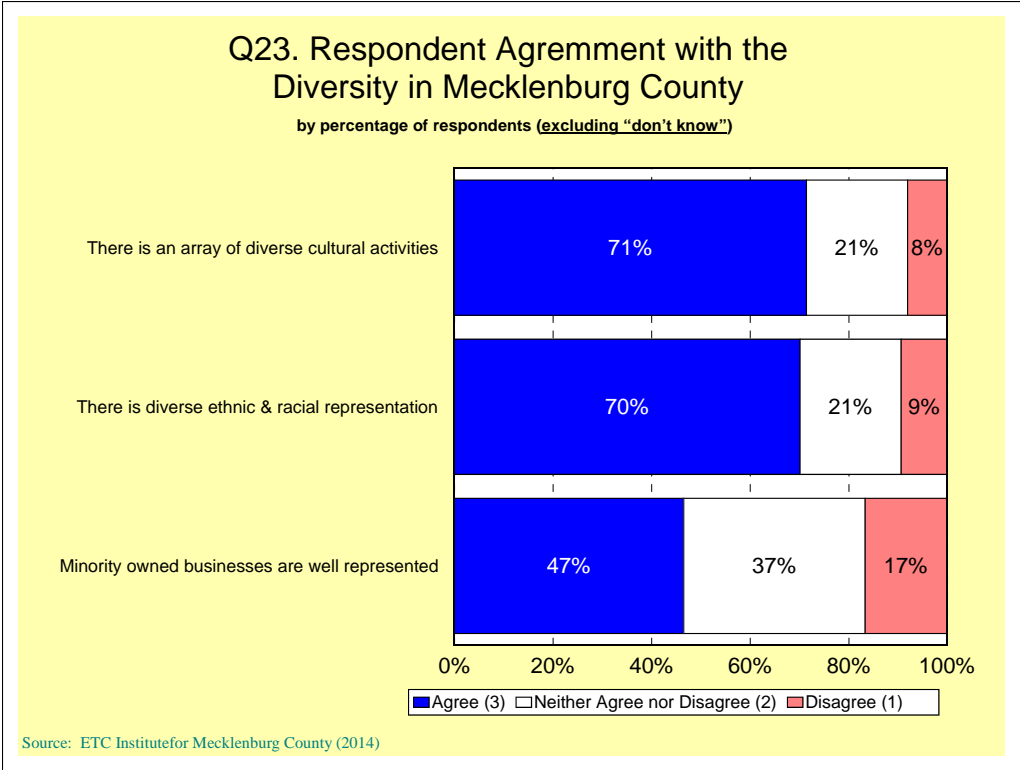
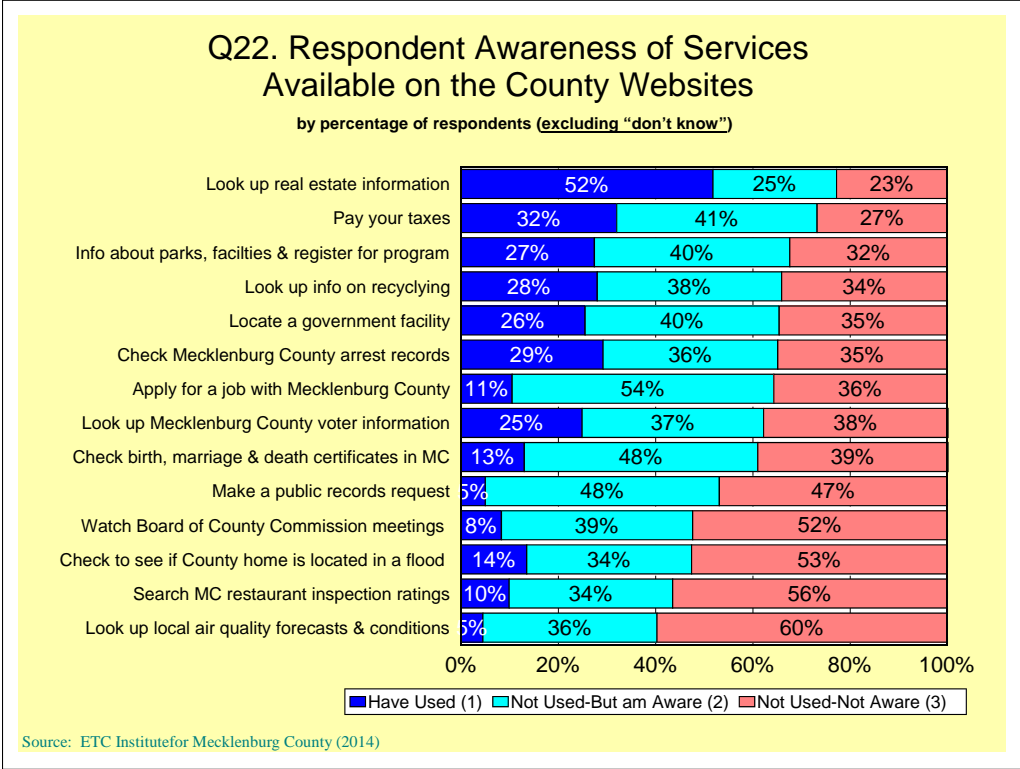
Source: ETC Institute for Mecklenburg County (2014)

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

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

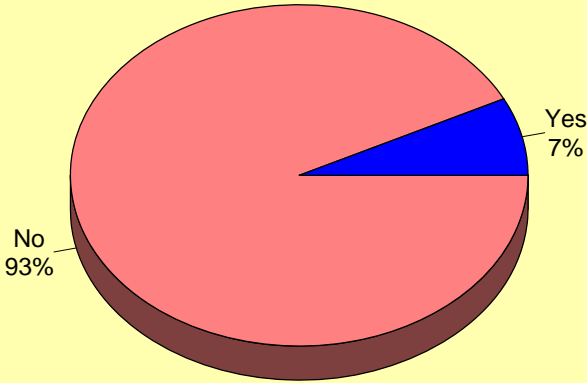


Source: ETC Institute for Mecklenburg County (2014)



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

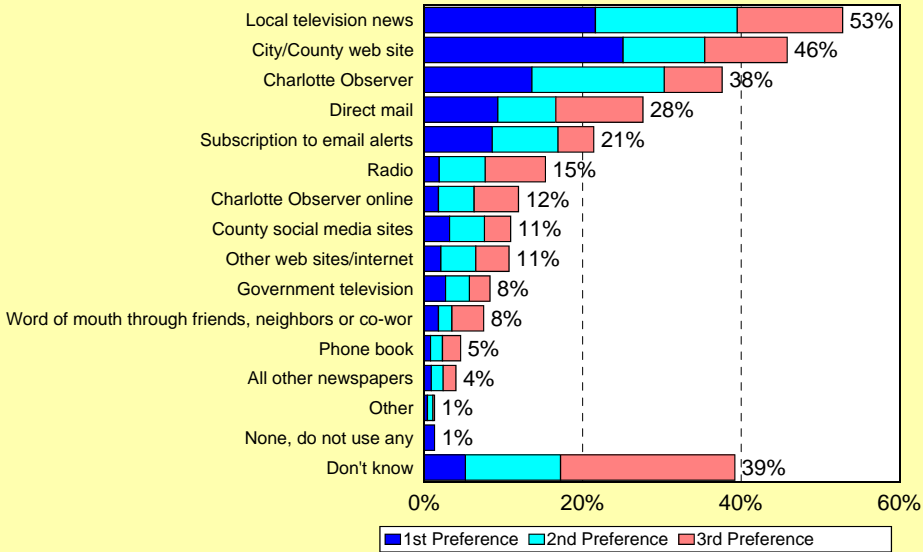
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

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

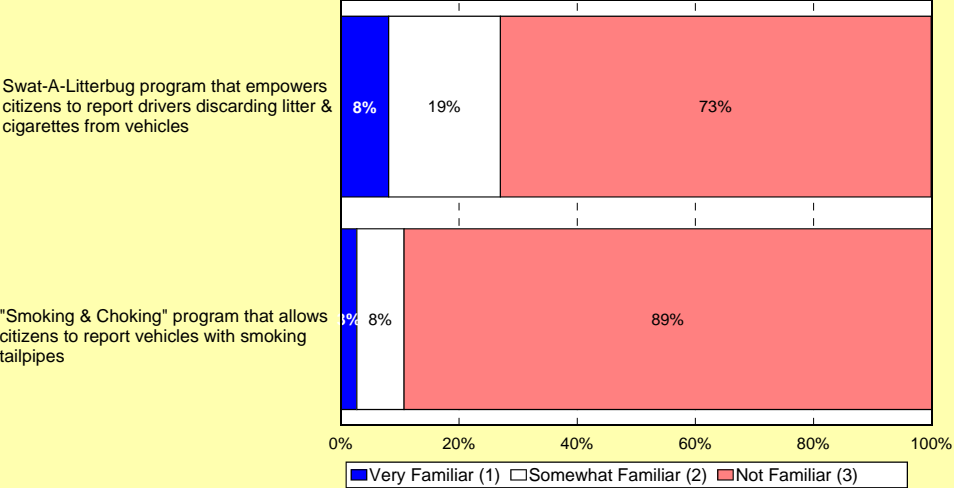
by percentage of respondents (based on top 3 choices)



Source: ETC Institute for Mecklenburg County (2014)

Q26. Respondent Familiarity with Programs Offered in Mecklenburg County

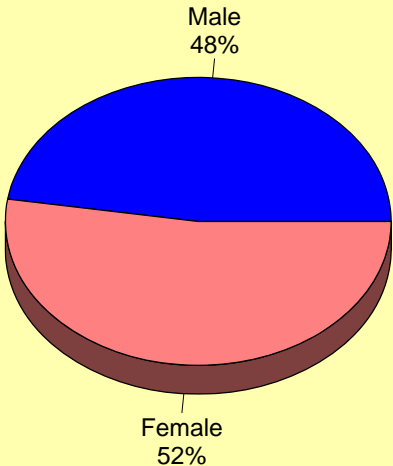
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

Q27. Demographics: Gender

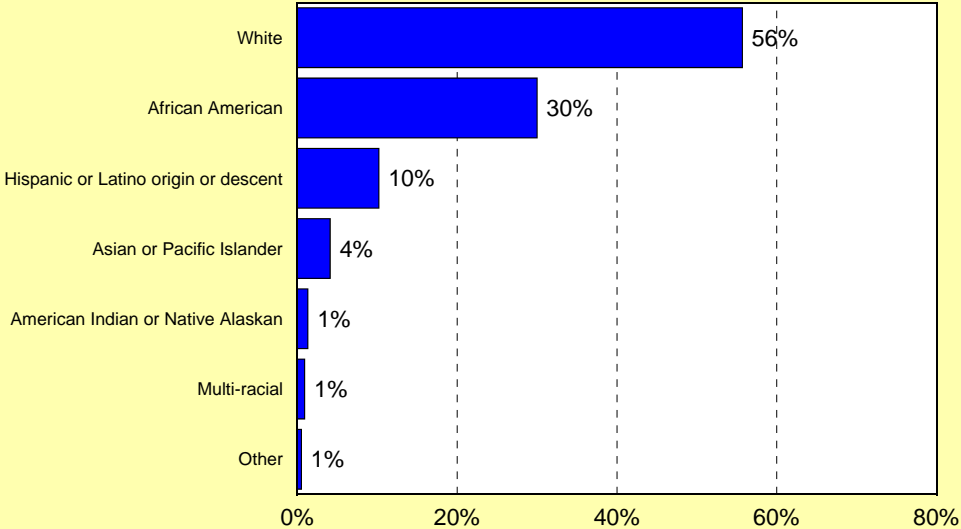
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)

Q28. Demographics: Race/Ethnicity

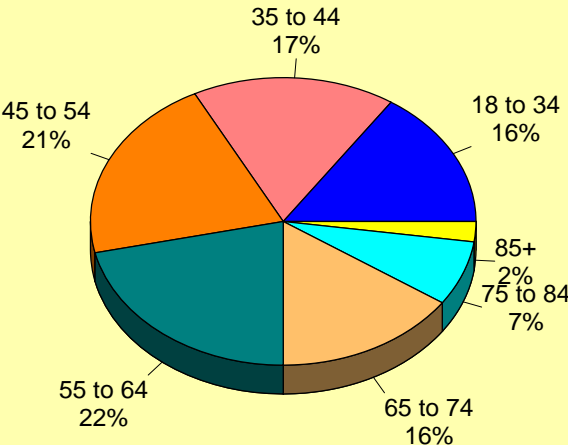
by percentage of respondents (excluding non chosen)



Source: ETC Institute for Mecklenburg County (2014)

Q29. Demographics: Respondent Age

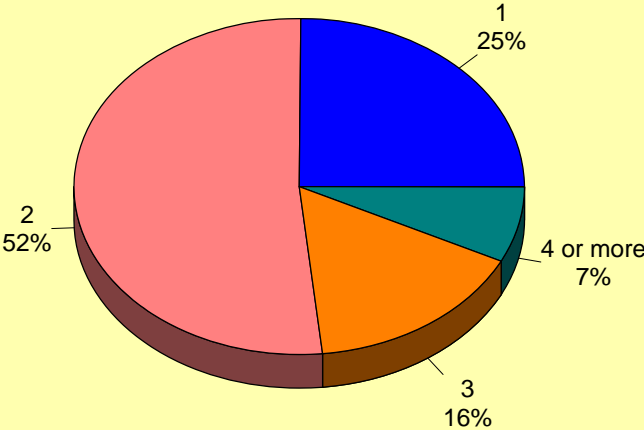
by percentage of respondents (excluding "don't know")



Source: ETC Institute for Mecklenburg County (2014)

Q30. Demographics: Adults Age 18 and Older in Household

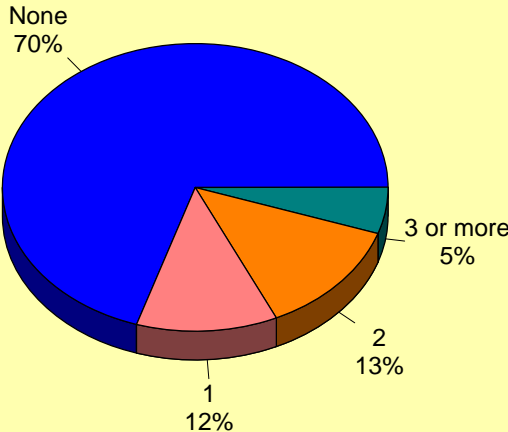
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)

Q31. Demographics: Children Under Age 18 in Household

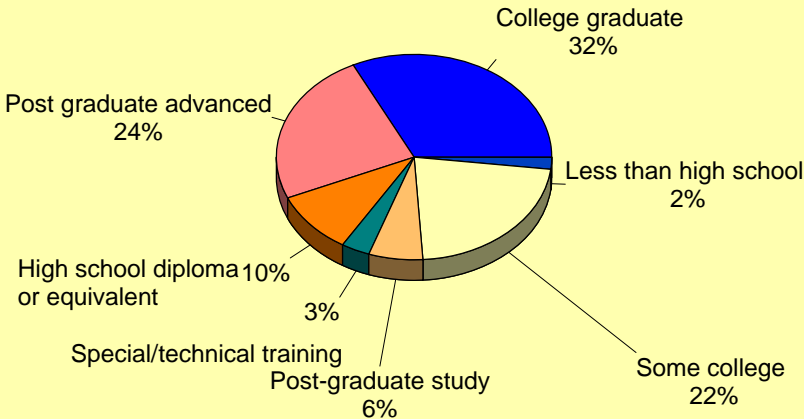
by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)

Q32.Demographics: Respondent Highest Level of Education

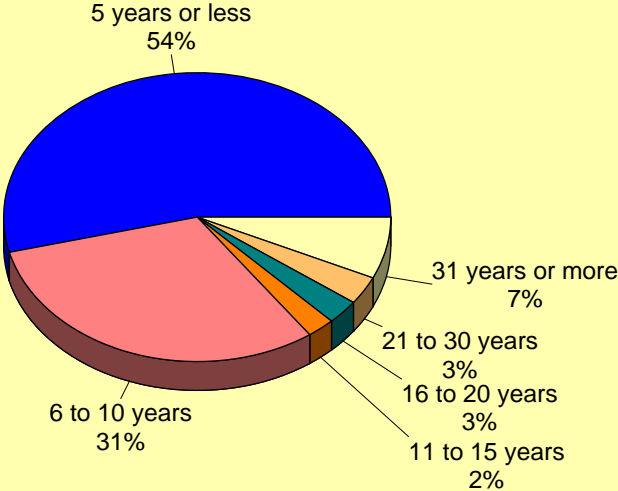
by percentage of respondents



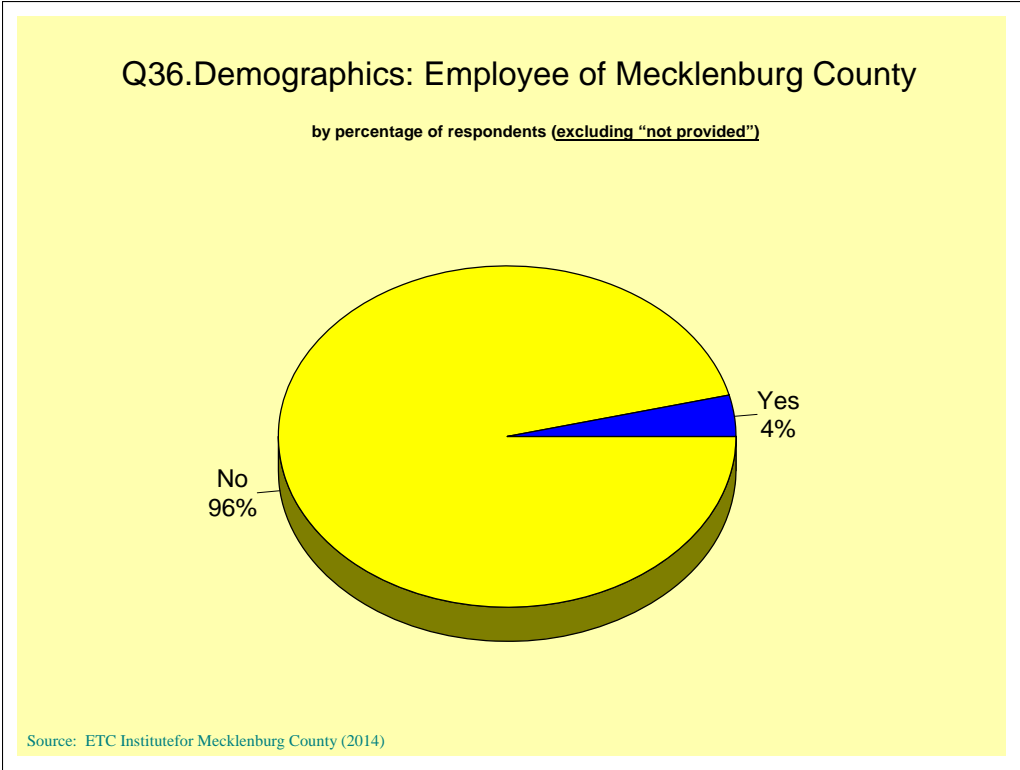
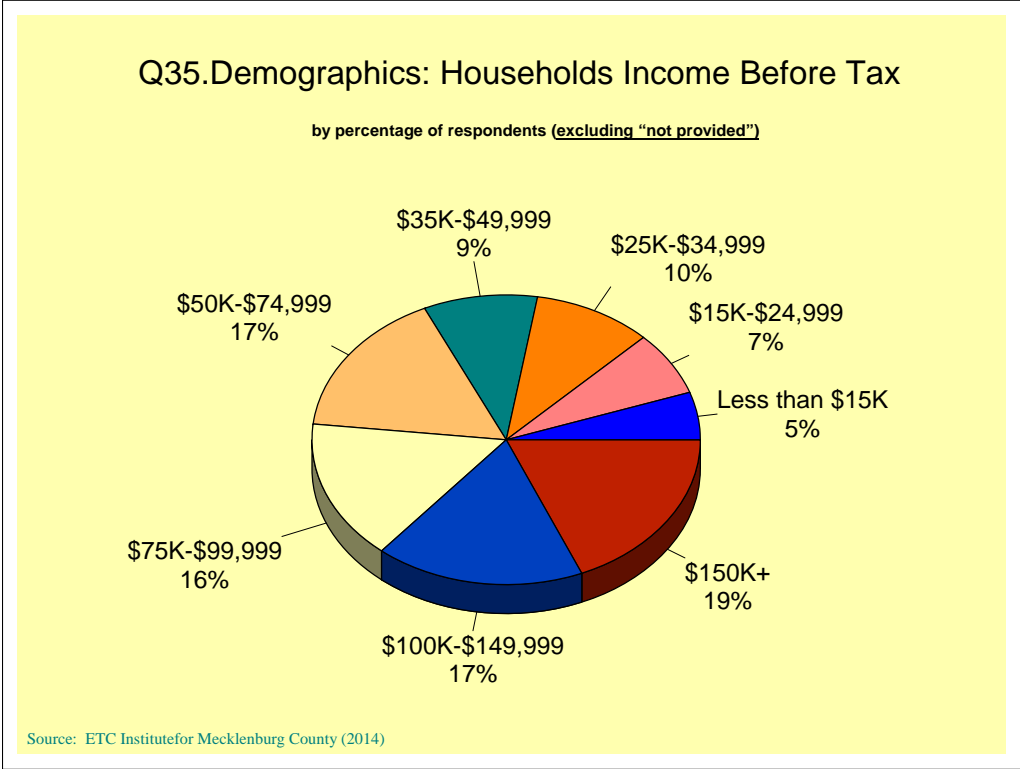
Source: ETC Institute for Mecklenburg County (2014)

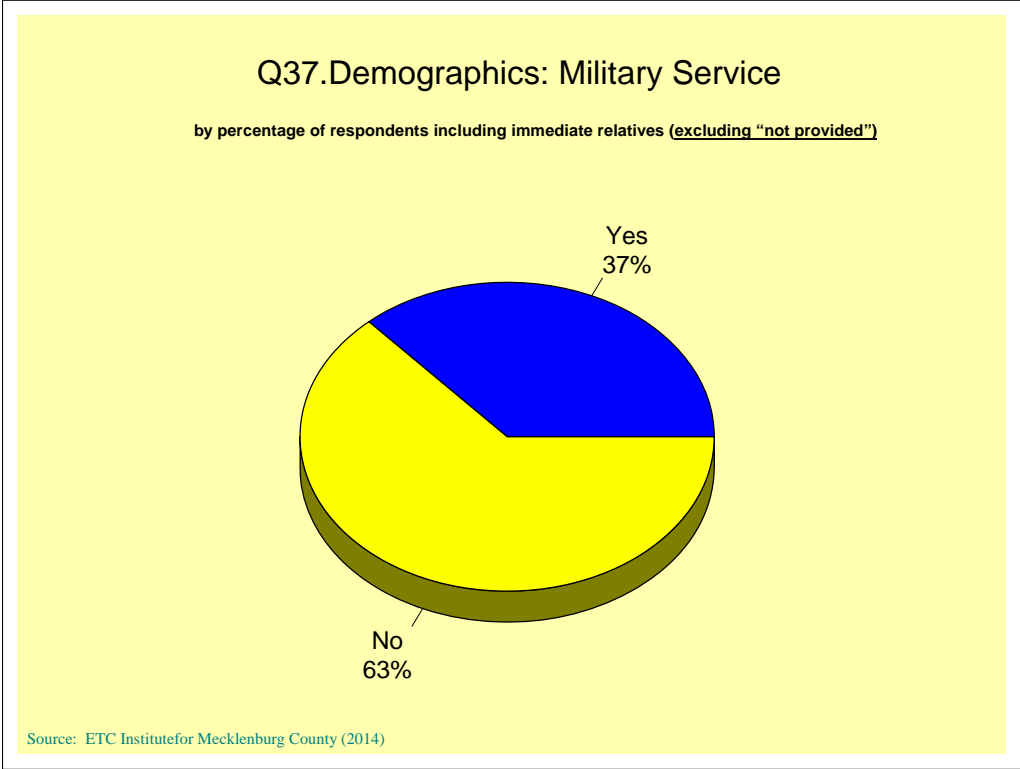
Q33.Demographics: Years Lived in Mecklenburg County

by percentage of respondents



Source: ETC Institute for Mecklenburg County (2014)





Section 3
Tabular Data

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 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 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 %
<u>Don't Know</u>	<u>8</u>	<u>2.3 %</u>
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>	19	3.0 %
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 %
Don't know	32	5.0 %
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 %
Strongly disagree	4	0.7 %
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?

Q36. Are you an employee of Mecklenburg County	Number	Percent
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)

Q36. Are you an employee of Mecklenburg County	Number	Percent
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?

Q37. Have you ever served in any branch of the military	Number	Percent
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)

Q37. Have you ever served in any branch of the military	Number	Percent
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

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 & 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, & 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 & 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 & 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 & their families who reside in Mecklenburg County with applying for federal, state & 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 & 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 & 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 & provide case management to persons with HIV, syphilis & 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 & 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 & 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 & 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 &/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 & 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 & 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, & food & 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 & adult abuse & 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 & 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 & 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	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>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 & 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, & 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

	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>Q13. How many times have you visited a Mecklenburg County Park & 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 & 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	

Q17a. Which Mecklenburg County Library have you visited most often in past 12 months (Cont.)

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 & 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 & 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	<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>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

	<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>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

	<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>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 & 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 & 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 & how & 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	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>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 & 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 & 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

	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>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

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 & 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 & 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, & 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 & 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 & 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 & their families who reside in Mecklenburg County with applying for federal, state & 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 & 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 & 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 & provide case management to persons with HIV, syphilis & 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 & 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 & 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 & 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 &/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 & 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 & 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, & food & 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 & adult abuse & 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 & 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 & 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 & 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, & 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 & 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 & 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 & 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 & 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, 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, 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, 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, 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, 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, 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, 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, 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, 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, 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 & 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, 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, 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 & 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, 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, 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, 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, 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, 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, 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 & how & 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, 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, 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, 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, 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, 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, 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 & 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 & 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%
 <u>Q26b. Swat-A-Litterbug program that empowers citizens to report drivers discarding litter & 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>
	<u>18 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>75 to 84</u>	<u>85+</u>	
<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

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+	

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

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+	
<u>Q6a. Mecklenburg County evaluates your property fairly</u>									
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%
<u>Q6b. County Assessor's Office fairly evaluates your property</u>									
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+	
<u>Q9a. Facebook</u>									
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%
<u>Q9b. Twitter</u>									
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%
<u>Q9c. YouTube</u>									
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%
<u>Q9d. Flickr</u>									
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%
<u>Q9e. Pinterest</u>									
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 & 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 & their families who reside in Mecklenburg County with applying for federal, state & 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 & 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 & 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 & provide case management to persons with HIV, syphilis & 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 & 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 & 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 & 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 &/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 & 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 & 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, & food & 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 & adult abuse & 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 & 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 & 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 & 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, & 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 & 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 & 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+	

Q17. Have you visited or used a Mecklenburg County Library in past 12 months

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	

Q17a. Which Mecklenburg County Library have you visited most often in past 12 months (Cont.)

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+	

Q17b-3. Availability of computers for public use

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%

Q17b-4. Availability of books & other resources

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+	
<u>Q22e. Look up Mecklenburg County voter information</u>									
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%
<u>Q22f. Check to see if someone has been arrested or has been jailed in Mecklenburg County</u>									
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 & 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 & 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 & how & 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 & 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+	
<u>Q25. Top choice (Cont.)</u>									
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+	
<u>Q25. 2nd choice (Cont.)</u>									
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 & 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 & 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

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 & 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	
<u>Q5. Are you aware that Mecklenburg County is conducting a review of all real estate & residential parcel values from 2011 Revaluation</u>								
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, & 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 & 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 & 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 & their families who reside in Mecklenburg County with applying for federal, state & 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 & 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 & 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 & provide case management to persons with HIV, syphilis & 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 & 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 & 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 & 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 &/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 & 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 & 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, & food & 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 & adult abuse & 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 & 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 & 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 & 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, & 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 & 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 & 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	

Q17a. Which Mecklenburg County Library have you visited most often in past 12 months (Cont.)

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 & 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 & 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	
<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 & 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 & 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 & how & 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 & 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	
<u>Q25. Top choice (Cont.)</u>								
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	

Q25. 3rd choice (Cont.)

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 & 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 & 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

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 |

1st Choice: ___ 2nd Choice: ___ 3rd 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.