

Crossroads Charlotte

2008 Social Capital Benchmark Community Survey

Prepared for the



FOUNDATION FOR
THE CAROLINAS

May 2009
UNC Charlotte Urban Institute
9201 University City Boulevard
Charlotte, NC 28223





The UNIVERSITY of NORTH CAROLINA at
CHARLOTTE

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1. Introduction

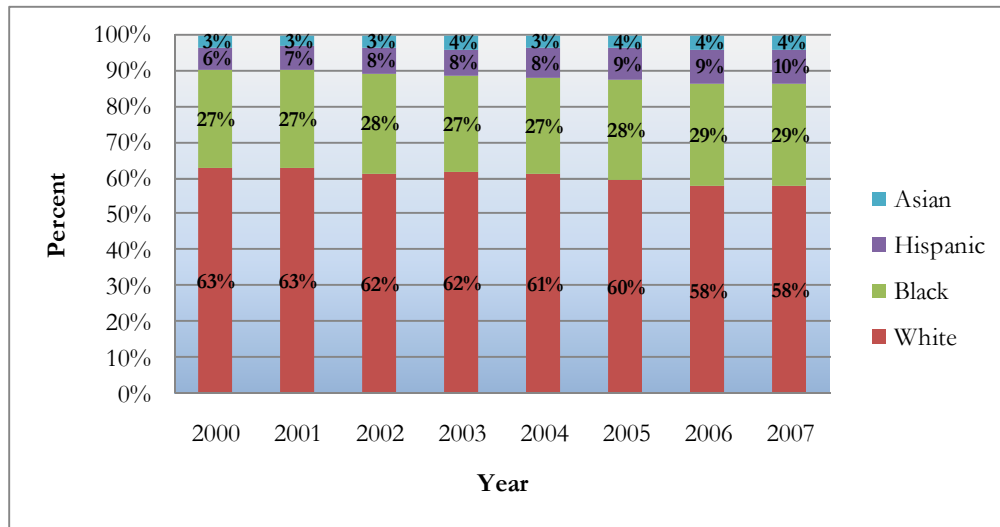
Background: Social Capital in Charlotte-Mecklenburg

Over seven years ago, a number of community foundations across the country undertook the largest scientific investigation of civic engagement in America, resulting in the 2001 Social Capital Community Benchmark Survey (“2001 Survey”). The 2001 Survey instrument, developed by Dr. Robert D. Putnam of Harvard University, was a groundbreaking telephone survey that helped measure the strengths and weaknesses of a diverse community. The Charlotte-Mecklenburg Region was one of forty (40) communities that participated in this research.

The term social capital refers to “connections among individuals—social networks and norms of reciprocity and trustworthiness that arise from them.”¹ Social capital is multi-faceted and can be measured through several dimensions, such as trust, diversity of friendships, political participation, civic leadership and associational involvement, informal socializing, giving and volunteering, and faith-based engagement. Higher levels of social capital are believed to create positive consequences, such as mutual aid, cooperation, better government services, and more opportunities for economic growth.

Promoting social capital in a dynamic, growing, and diverse community is essential and at the same time, challenging. Mecklenburg County, as Figure 1 reveals, has experienced changes in its racial and ethnic composition since 2000. By increasing social capital, as defined by the measures used in this survey, individuals’ potential to achieve better access, equity, and inclusion within the community will more than likely improve.

Figure 1: Percent Population of Racial/Ethnic Groups in Mecklenburg County (2000–2007)



Source: U.S. Census, 2007

¹ Putnam, Robert D. 2000. *Bowling Alone: The Collapse and Revival of American Community*. New York: Simon & Schuster.

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The key finding from the 2001 Survey, relative to the Charlotte-Mecklenburg region, was its 39th place ranking (out of 40) on two trust indices: Social Trust and Inter-racial Trust. Working through the existing Community Building Initiative², community leaders developed a countywide project called Crossroads Charlotte³ to improve the levels of social trust, inter-racial trust, and other dimensions of social capital within the region's most populous and demographically diverse county—Mecklenburg. Crossroads Charlotte was designed to facilitate improvements in access, inclusion, and equal opportunity that the project's sponsors believe will lead to increases in social and inter-racial trust.

As a component of the project, The Foundation For The Carolinas planned social capital telephone surveys of Mecklenburg County residents for 2008 and 2011. The 2008 Crossroads Charlotte Social Capital Benchmark Survey ("2008 Survey") was conducted by the UNC Charlotte Urban Institute ("Institute") on behalf of the Foundation For The Carolinas in July and August of 2008.

The 2008 Crossroads Charlotte Social Capital Benchmark Community Survey Report

This report presents the results of the 2008 Survey. Specifically, it presents findings from a preponderance of questions that the Foundation wanted to ask its community members regarding their opinion on access, inclusion, and equal opportunities. The main purposes of this report are to update the key measures covered in the 2001 Survey as well as to establish benchmark measures for comparison in 2011. Furthermore, this report revisits the main findings of the 2001 Survey for Mecklenburg County on four indices—Social Trust, Inter-racial Trust, Diversity of Friendships, and Giving and Volunteering—using the most current population estimates.⁴

Moreover, Institute researchers created four new indices of social capital to strengthen the analysis and to address the mission of Crossroads Charlotte. The new measures of social capital used in this report are: (1) Diversity of Informal Socializing; (2) Access to Community Involvement; (3) Access, Inclusion, and Equal Opportunity; and (4) Rating of Mecklenburg County as a Place to Live for a Diverse Population. More information on how all the indices were constructed is available in the Methodology section that follows and in Appendix B (page 191).⁵

The report includes five sections, including this Introduction: Methodology, Survey Population Characteristics, Survey Findings, and Conclusion. The first part of the survey findings section contains the frequency distribution of the survey results by showing the distribution of responses to each survey question as provided by survey participants. For this presentation, the survey questions were grouped by similar subject matter:

² For more information, see www.communitybuildinginitiative.org.

³ For more information, see www.crossroadscharlotte.org.

⁴ The population parameter of the 2001 Social Capital Survey for the Charlotte-Mecklenburg Region consisted of 10 counties in North Carolina (including Mecklenburg County) and 4 counties in South Carolina. In comparison, only Mecklenburg County residents were surveyed from the 2008 Crossroads Charlotte Social Capital Survey.

⁵ More information on the dimensions of social capital and the original indices used in the 2001 Social Capital Benchmark Survey is available online at www.fftc.org.

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1. Survey Population Characteristics
2. Economy
3. Public Services
4. Education
5. Health Care
6. Public Affairs / Political and Civic Participation
7. Religion
8. Diversity of Informal Socializing
9. Online Activity
10. Giving and Volunteering
11. Diversity of Group Members within Organization and in the Workplace
12. Access to Community Involvement
13. Community
14. Diversity of Friendships
15. Television Habits
16. Immigrants' Rights
17. Social Trust
18. Inter-Racial Trust
19. Perception of Crossroads Charlotte

Furthermore, cross-tabulations (the joint distribution of two variables) were conducted to examine the distribution of responses, to various questions, across the major demographic variables. Although a crude “rule of thumb” was used to report percentages that differ by at least five percent, chi-square was used to tests for statistical significance. It should be noted that the survey sample consists of 151 respondents whose religious preference was Catholic, and of those respondents 46 percent self-identified as Hispanic or Latino (n=70). Therefore, there is a potential that any observed differences by religious preference might be inter-related with respondents’ race or ethnicity. The same could be said for survey participants who indicated that they were not a U.S. citizen, for which 70 of the 89 non-U.S. citizen respondents self-identified themselves as Hispanic or Latino (or 79% of all non-U.S. citizen respondents).

The second part of the survey findings section presents the results of the indices that were constructed from the various survey questions. The five appendices present, respectively, the open-end responses to the question pertaining to respondents’ perception of Crossroads Charlotte, technical details for the weighting procedures and for the indices construction, the survey instrument, the un-weighted frequency distributions of responses to each question in the 2008 Survey, and lastly the weighted frequency distributions.

2. Methodology

This section of the report documents the methods used in design, implementation and results analysis of the 2008 Survey. All analyses were conducted using the Statistical Package for the Social Sciences version 15. Categories of responses were sometimes combined into smaller groups to strengthen the analysis. For the purpose of clarity, “Don’t know” or “Refused” answers were omitted from the tables and charts, but these frequencies are listed in Appendices D and E. Moreover, percentages were rounded to the nearest whole number and therefore total percentages may be slightly more or less than 100. As previously mentioned, cross-tabulations (the joint distribution of two variables) were conducted to describe the attitudinal differences by major demographic characteristics among survey participants.⁶ In the cross-tab analyses, differences that were said to be statistically significant are referred to as an association or a relationship between two variables, however these differences may not necessarily mean a causal relationship.

Survey Instrument Design

The Institute staff worked with the survey sponsor to develop the survey instrument, creating new questions and adopting the majority of the questions from the 2001 Survey (both long-form and short-form).⁷ Several changes to the 2001 Survey were made to accommodate the specific goals of Crossroads Charlotte, as well as to preserve response quality by avoiding an extremely lengthy interview. While many questions from the 2001 Survey were used in the 2008 Survey, the wording of a given question may have been modified slightly or new response choices added, and the order in which the questions were asked was changed.⁸ In addition, the survey instrument was translated into Spanish. Institute staff and UNC Charlotte faculty members were engaged in translating the survey instrument. Seventy-eight completed surveys (9 percent of all respondents) were conducted in Spanish.

Survey Sample and Sampling Error

A Random Digit Dial (RDD) sample of residential telephone numbers was purchased from a private survey-sampling firm. To ensure that the study had a proportionate number of Latinos or Hispanic respondents, a random sample of listed telephone numbers belonging to persons with Hispanic surnames was also purchased.⁹ The combined sample included 13,831 random telephone

⁶ For this report, the predetermined significance level was set at .05 and categories with small cell sizes (<25) were dropped from the cross-tab analyses and only major demographic groups with substantial cell sizes were reported.

⁷ Both the long and short form social capital survey instruments were developed by Dr. Robert Putnam and researchers at the Saguaro Seminar at Harvard’s John F. Kennedy School of Government (www.hks.harvard.edu/saguaro).

⁸ Since some questions from the 2001 Survey were omitted, a few of the 2001 indices could not be replicated in the 2008 Survey results. More details on how indices for this report were constructed are discussed at a later part of this Methodology section and in Appendix B.

⁹ This Hispanic surname sample was not identified as such after it was comingled with the random sample, telephone numbers were drawn at random for survey interviews from the combined sample, and only respondents who self-identified as Hispanic/Latino are categorized as such in the findings (regardless of from which sample the respondent’s telephone number originated).

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numbers, which were attempted up to 11 times.¹⁰ However, seventy-six percent (76%) of the telephone numbers reached a final disposition after four attempts. Eligibility criteria for respondents included being an adult age 18 years or older and living in Mecklenburg County.

The target respondent within the household was selected using a modified Troldahl-Carter methodology. The modified Troldahl-Carter approach uses an alternating procedure to select the oldest male, oldest female, youngest male and youngest female in order to obtain a representative sample based upon age and gender. If the target respondent was not present in the household at the time of the initial call, a subsequent callback date and time were arranged. The average length of completed interviews was approximately 25.20 minutes.

A total of 856 interviews were completed, resulting in a margin of error of approximately ± 3.24 percentage points at the ninety-five percent (95%) confidence level. In other words, in 19 out of 20 such studies, the sample results could differ by 3.24 percentage points above or below the results that would be obtained if every adult in Mecklenburg County were interviewed.

Interviewing Process

The Institute employed 17 UNC Charlotte students to conduct the surveys using a Computer Assisted Telephone Interviewing (CATI) system. The CATI system is located at the Institute's survey center on the UNC Charlotte campus. Each interviewer received a minimum of six hours of specialized training and was systematically monitored and evaluated in order to ensure the highest quality and reliability of the data.

The survey period extended from July 7, 2008 through August 14, 2008. The interviews were conducted on Mondays through Thursdays between 5:00 P.M. and 9:00 P.M., and Fridays between 4:00 P.M. and 7:00 P.M.

Response Rates

The American Association of Public Opinion Research (AAPOR) has developed a set of definitions/rules for final disposition codes and outcome calculations that serve to promote consistent reporting across studies. Based upon these definitions and using AAPOR RR1 formula, or the minimum response rate, the 2008 Survey resulted in a 13 percent response rate. The refusal/break-off rate, examining the percent of those contacted who opted not to be interviewed, was 38 percent. The only numbers excluded from the RR1 and the refusal/break-off rate formulas are non-residential numbers, non-working numbers and not-qualified numbers.¹¹

¹⁰ Three numbers exceeded 11 attempts due to continued requests for callbacks.

¹¹ Not-qualified numbers were defined as telephone numbers in households located outside of Mecklenburg County, a secondary phone line, and randomly selected respondents who were not able to participate for some reason (e.g., physical incapacity, language barrier).

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Weighting Procedure

The main survey findings presented in this report are weighted to adjust for biases in the sample's age, race and ethnicity, and education.¹² The main purpose of this weighting is to reduce bias in inferring survey findings to the County population by up-weighting population sub-groups that are under-represented in the sample and down weighting those that are over-represented in the sample. All weights are estimates of the adjustment factors needed to reflect the demographics of the population. A brief summary of the main steps of the weighting procedure for this particular survey is attached as Appendix B on page 191.

Constructed Social Capital Indices and Related Variables

Creating an index is a common method used in social sciences for measuring an underlying concept. An index summarizes responses to a number of questions (i.e. variables) into a single score. When constructing the indices used in this report, effort was made to combine questions and variables in such a way that created indices would be as close as possible to the original indices used in the 2001 Survey. It should be reiterated that many questions from the 2001 Survey were revisited in the 2008 Survey, but some of the language used in a given question may have been slightly modified or new response choices added, and the order in which the questions were asked was changed. In a number of cases, such as Faith-based Engagement, Civic Leadership and Associational Involvement, the original indices could not be reconstructed because some of the questions used as variables in the 2001 questionnaire were not adopted for the 2008 Survey. It should also be noted that further analysis of the Inter-Racial Trust Index was conducted by adopting the Inter-Racial Relative Trust Indices, which were not used in the 2001 survey analyses despite the availability of the data. The Inter-Racial Trust Index reflects respondents' levels of trust of persons with a different racial or ethnic background, while the Inter-racial Relative Trust Indices compare that with respondents' levels of trust of persons of the same racial or ethnic background as themselves. Technical details on how the social capital indices for this report were constructed are attached as an Appendix B on page 191.

Caveats on Comparing 2008 Survey Results with the 2001 Survey Results and with Current Events

Because the 2008 Mecklenburg County Social Capital Survey used a modified questionnaire from the 2001 Charlotte-Mecklenburg Regional Social Capital Survey and because the two surveys were administered for different geographic areas, it is not entirely appropriate to directly compare results from the 2001 Survey with those from the 2008 Survey. It is important to recognize that differences between the surveys may lead to variation in the results and caution should be used in interpreting the differences in the two sets of results. Whenever appropriate, therefore, the results of the two surveys are compared simply for assessment of patterns of social capital. It should also be noted that due to events that have taken place since the survey was administered (e.g., economic recession, the 2008 Presidential election), the responses to the same questions if asked today might yield different results.

¹² Except for information on Survey Population Characteristics, which describes the demographic traits of survey respondents, percentages presented throughout this report are weighted data based on 2007 U.S. Census estimates.

3. Survey Population Characteristics¹³

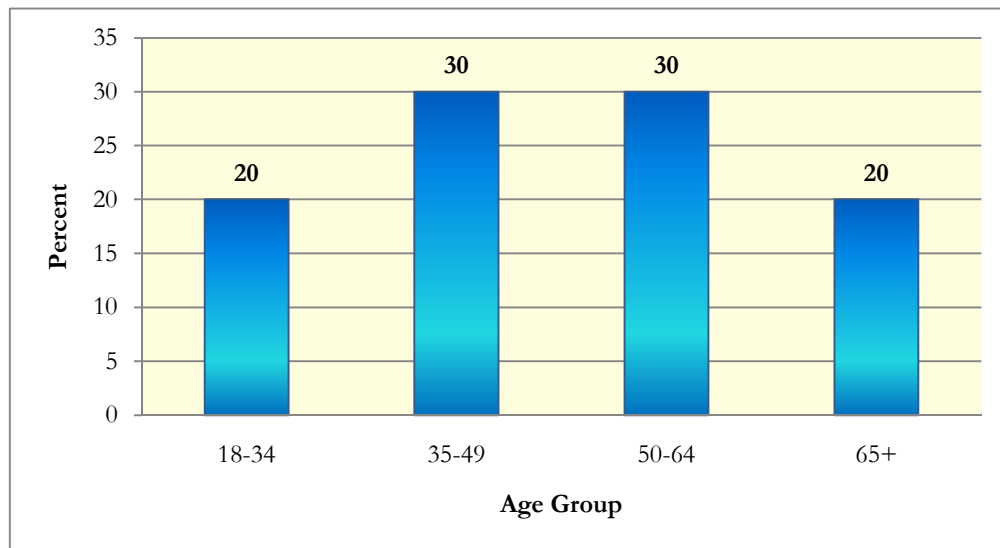
Survey population characteristics describe the diverse social, demographic, and economic features of survey respondents. Some of these characteristics include gender, age, employment status, racial and ethnic distribution of the survey population, education, religious preference, marital status, household income, whether respondents owned or rented their place of residence, and location of residence in Mecklenburg County. The following section presents unweighted data provided by survey participants.¹⁴ Note: Percentages may not add up to 100 percent due to rounding.

Gender and Age

The survey sample was 49 percent male and 51 percent female. Based on U.S. Census population estimates from the 2007 American Community Survey, the gender ratio of this survey sample represented the actual population of Mecklenburg County.

Survey respondents were asked for year of birth and calculations were made to estimate the age of each respondent. The estimated average age of survey respondents was 50 years and the median age was 49 years. To reflect similar age categories from the 2001 Survey, respondents' ages were collapsed into four categories: 18–34, 35–49, 50–64, and 65+ (Figure 2).

Figure 2: Age of Survey Respondents
(percentage distribution)



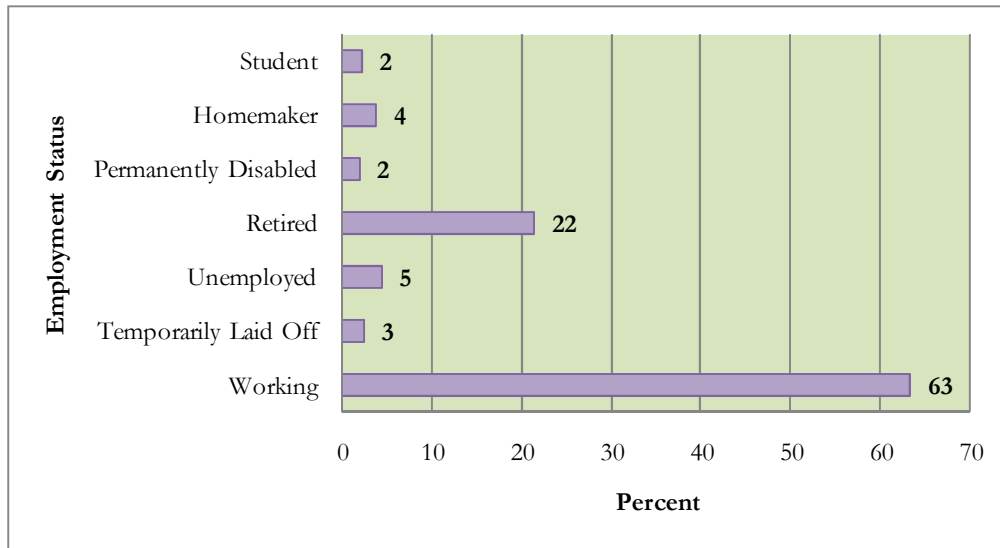
¹³ Survey population characteristics reflect unweighted data.

¹⁴ To strengthen the overall analysis, categories of responses were sometimes combined into smaller groups.

Employment Status

Almost two-thirds (63%) of those surveyed indicated that they were currently employed. The remaining respondents (38%) were collapsed as not working, in which the main reason was retirement (22%). Other survey respondents categorized as not working were those who stated they were temporarily laid off (3%), unemployed (5%), permanently disabled (2%), a homemaker (4%) or a student (2%).

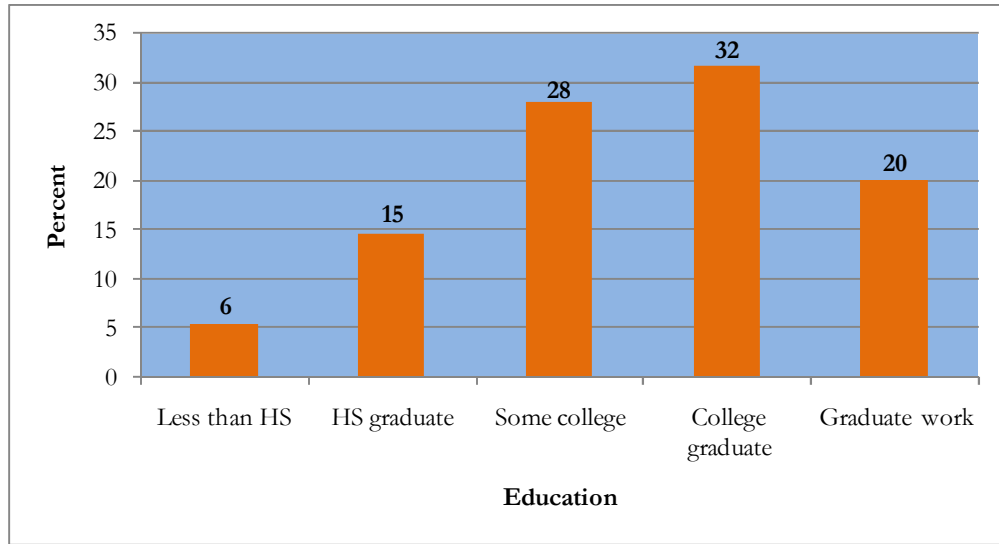
Figure 3: Employment Status of Survey Respondents
(percentage distribution)



Education

As Figure 4 illustrates, more than half (52%) of all survey respondents reported having at least a bachelor's degree. Estimates derived from U.S. Census data show that 42 percent of Mecklenburg County residents have a bachelor's degree or higher. For the remainder of this report, respondents' levels of education were collapsed into three categories: high school graduate (includes equivalency), some college, and college graduate or more.

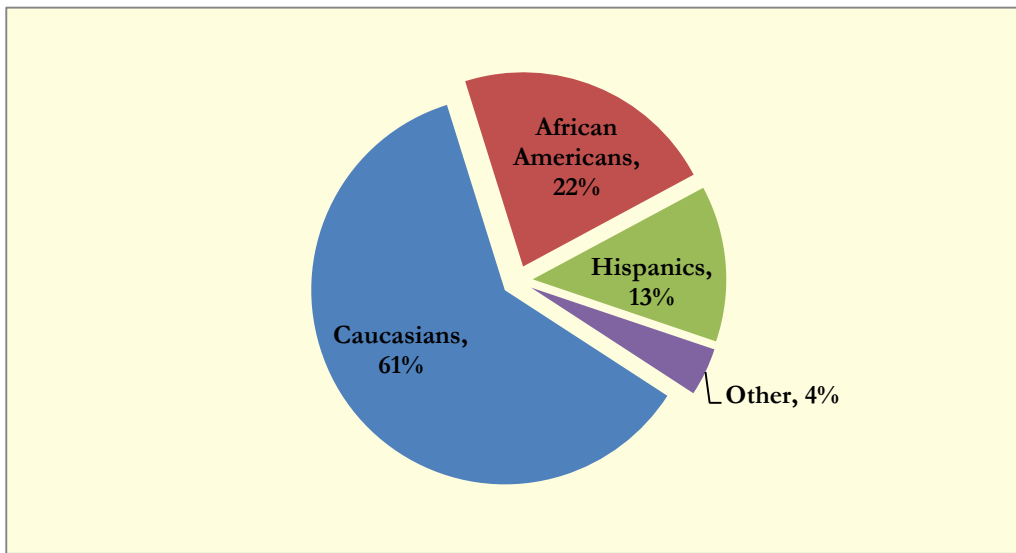
Figure 4: Educational Attainment of Survey Respondents
(percentage distribution)



Race and Ethnicity

U.S. Census data estimates from the 2007 American Community Survey show that 55 percent of Mecklenburg County residents were Caucasian/White, 29 percent were African American/Black, and 10 percent were Hispanic/Latino. In comparison, 61 percent of survey respondents identified themselves as White or Caucasian. Another 22 percent identified themselves as African American/Black and 13 percent identified themselves as Latino/Hispanic (Figure 5).¹⁵ The remaining 4 percent consisted of respondents who identified themselves as one of the following: Asian or Pacific Islander, Alaskan Native or Native American, of more than one race, or those who did not specify. To strengthen the analysis, race and ethnicity have been collapsed into Caucasian, African American, Hispanic, and Other. However, due to the small sample size of respondents who were categorized under Other, most responses to the survey can only be compared among the three largest groups: Caucasians, African Americans, and Latinos. Please note that for each racial category, the terms, Caucasian or White, African American or Black, and Hispanic or Latino are used interchangeably throughout this report.

Figure 5: Race and Ethnicity of Survey Respondents
(percentage distribution)

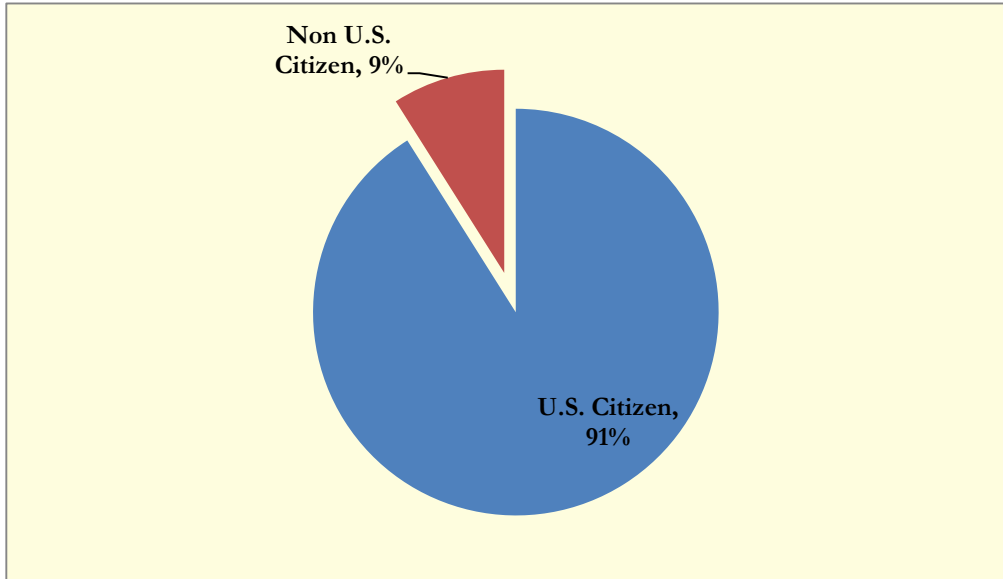


¹⁵ The Hispanic population for this survey was intentionally over-sampled to achieve a substantial sample size.

Citizenship

The vast majority of survey respondents were American citizens. Ninety-one percent of those surveyed replied “Yes” to the question, “Are you an American citizen?” compared to 9 percent who said “No.” According to the 2007 American Community Survey from the U.S. Census Bureau, 8 percent of Mecklenburg County residents were not a U.S. citizen.

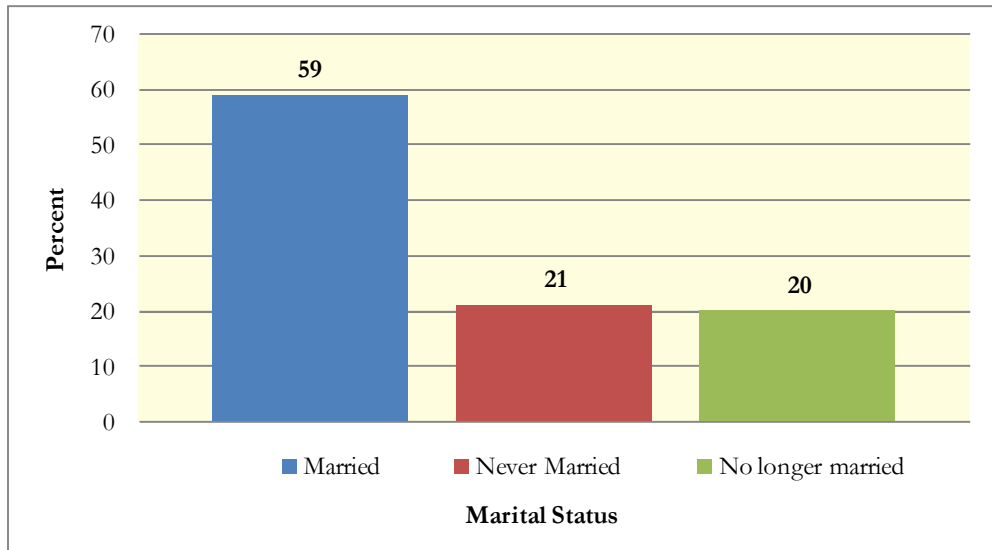
Figure 6: Citizenship Status of Survey Respondents
(percentage distribution)



Marital Status

Figure 7 illustrates the marital status of survey respondents. More than half (59%) of survey respondents indicated that they were currently married. Conversely, 21 percent indicated they were never married. The remaining 20 percent of those surveyed stated they were no longer married due to separation, divorce, or becoming a widow(er). These figures differ slightly from the actual population in Mecklenburg County. The 2008 U.S. Census estimates for Mecklenburg County showed that 54 percent of the adult population were married, 30 percent were never married, and 16 percent were no longer married.

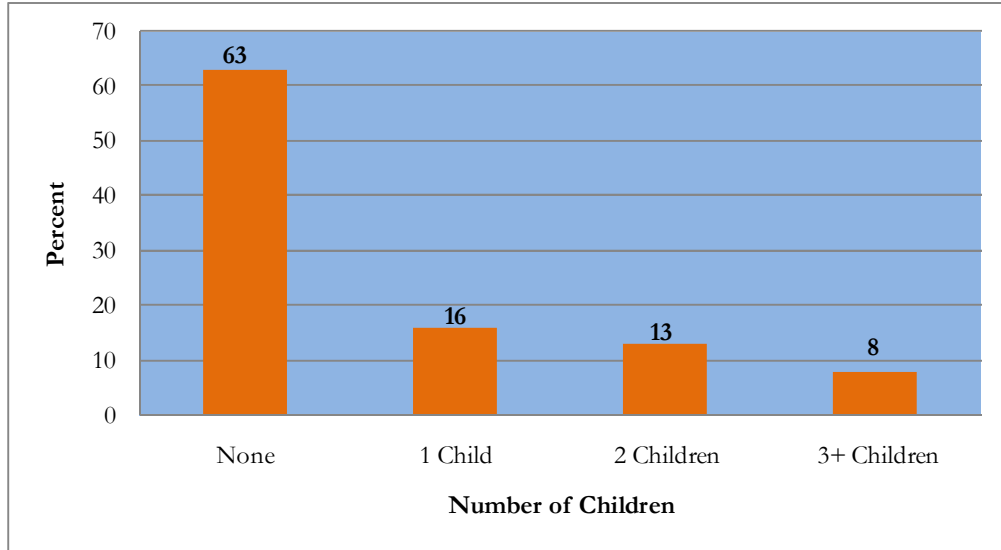
Figure 7: Marital Status of Survey Respondents
(percentage distribution)



Minors Living in the Household

Regardless of marital status or whether the respondent had any children of his or her own, respondents were asked how many children, aged 17 or younger, lived in their household. Almost two-thirds (63%) indicated that there were no children under 17 living in their household, while 8 percent reported that at least 3 children under 17 were living in their household.

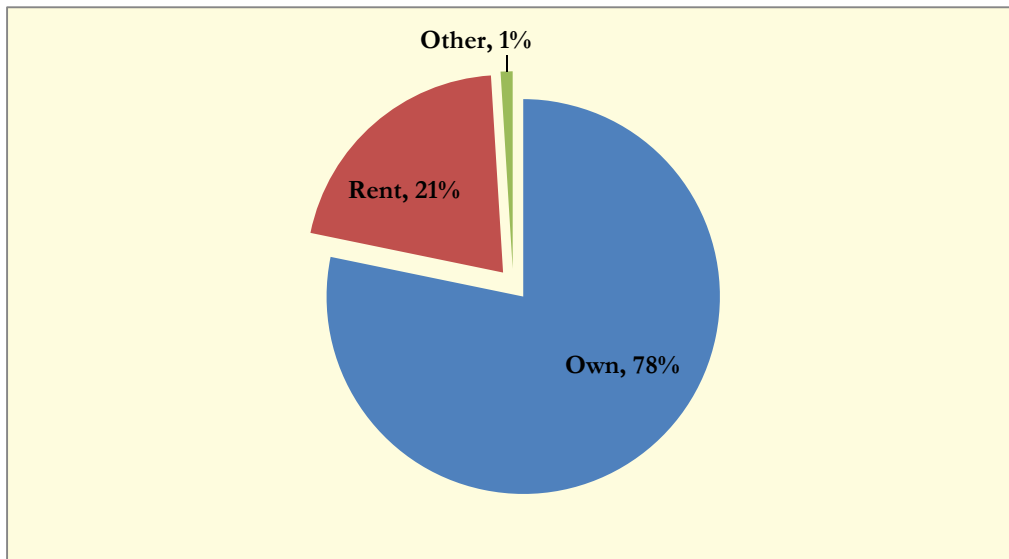
Figure 8: Number of Children Living with Survey Respondents
(percentage distribution)



Home Ownership

Nearly four-fifths (79%) of those answering this survey said they own their place of residence. Conversely, 21 percent of survey respondents were not homeowners. Lastly, the remaining one percent were survey respondents who were neither renters nor homeowners.

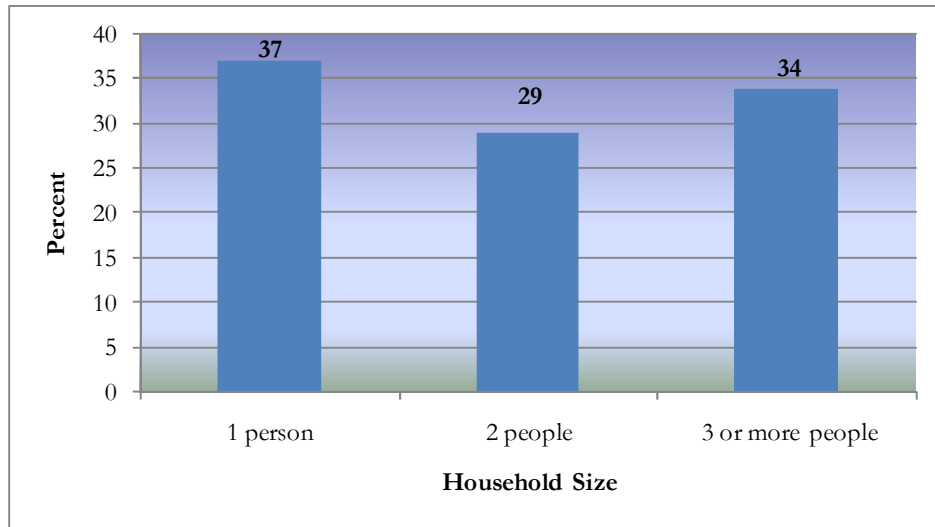
Figure 9: Home Ownership
(percentage distribution)



Household Size

According to the U.S. Census data estimates from the 2007 American Community Survey, the average household size in Mecklenburg County was 2.42 persons. For this survey, the average household size of survey respondents was 2.32 persons. Figure 10 depicts the household size of all survey respondents. Thirty-seven percent of survey participants reported living alone while those in a two-person household were at 29 percent. The remaining 34 percent were survey respondents in a household with at least three people.

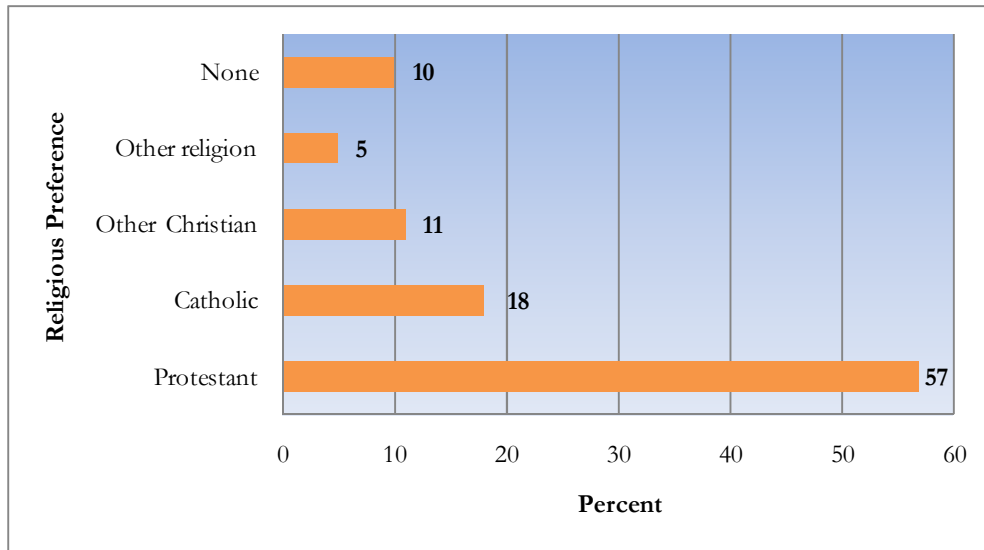
Figure 10: Household Size
(percentage distribution)



Religious Preference

Respondents were asked for their religious preference. Of the 837 survey respondents who answered this question, more than half (57%) identified themselves as Protestants. Catholics consisted of 18 percent of all survey respondents and 11 percent were of other Christian religion. Respondents who stated they had Other religious preference were about 5 percent of all survey respondents. The remaining 10 percent of the respondents had no religious preference. Note: Percentages may not add up to 100 percent due to rounding.

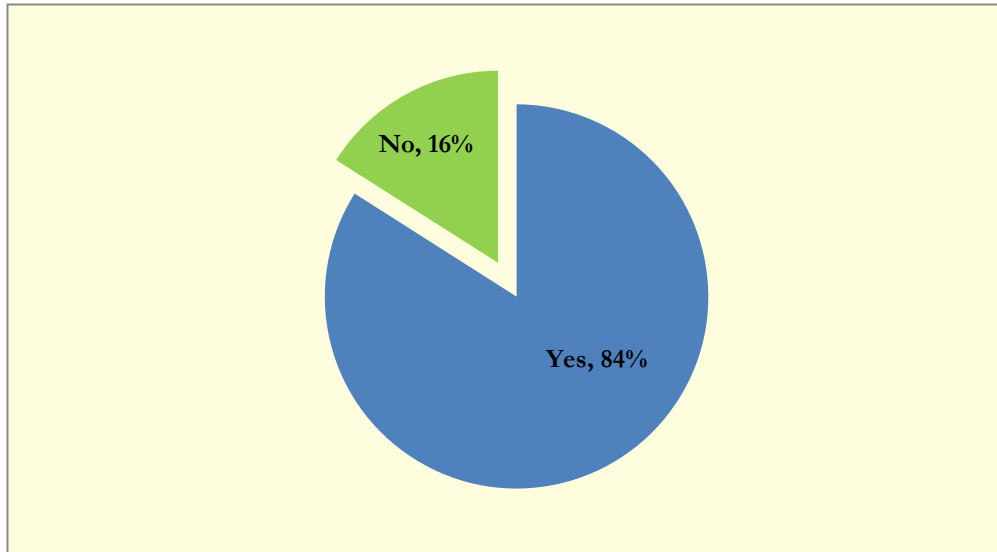
Figure 11: Religious Preference of Survey Respondents
(percentage distribution)



Internet Access

The survey asked respondents if they have access to the Internet. As Figure 12 depicts, over four-fifths (84%) of survey respondents had access to the Internet. The remaining 16 percent consisted of respondents who stated they have no access to the Internet.

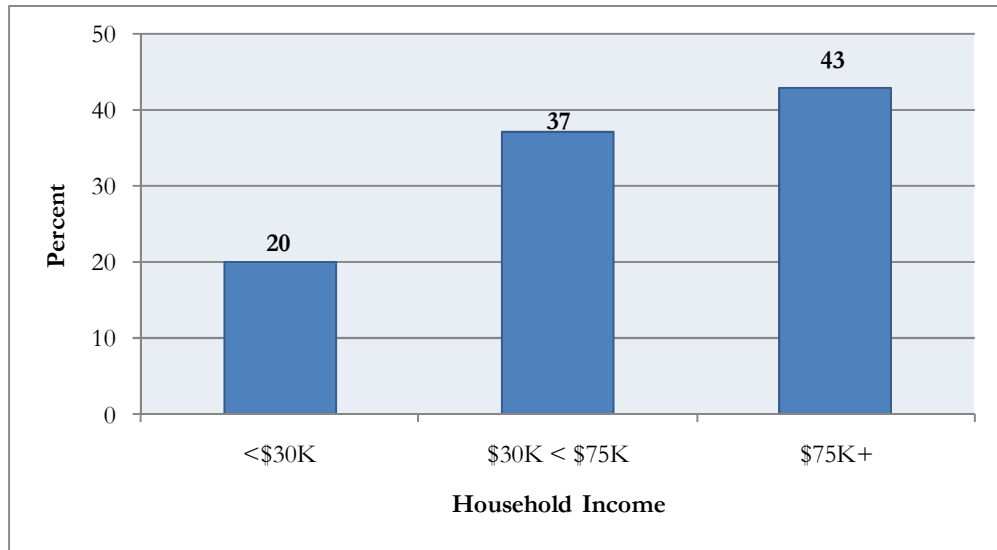
Figure 12: Internet Access
(percentage distribution)



Household Income

One-fifth (20%) of those surveyed reported a household income of less than \$30,000 per year, while over one-third (37%) reported a household income of greater than \$30,000 per year but less than \$75,000 per year (Figure 13). The remaining 43 percent of survey respondents had a household income of \$75,000 or more per year. In contrast, only 36 percent of households in Mecklenburg County have an annual household income of \$75,000 or more according to the U.S. Census data estimates.

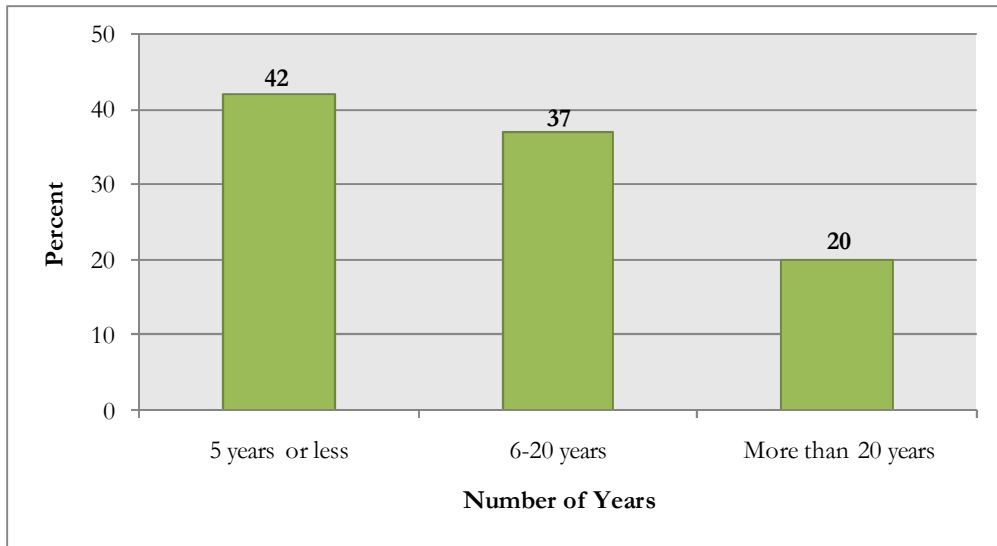
Figure 13: Household Income
(percentage distribution)



Years in Community

When survey respondents were asked to indicate the number of years they have lived in their community, 42 percent of survey respondents who provided a response reported living in their community for 5 years or less. Over one-third of survey participants (37%) said they have lived in their community for 6 to 20 years, while the remaining 20 percent lived in their community for more than 20 years (Figure 14). Note: Percentages may not add up to 100 percent due to rounding.

Figure 14: Years in Community
(percentage distribution)

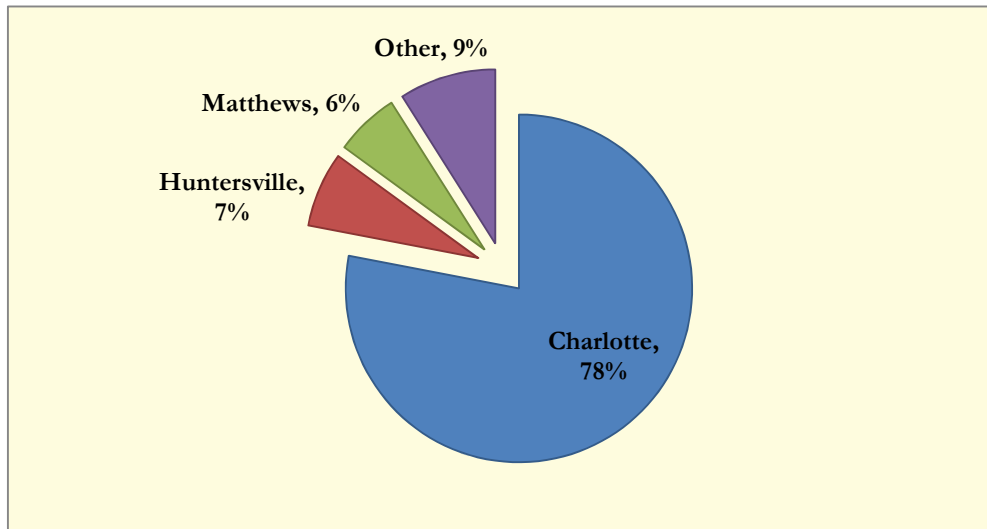


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City or Town of Residence

Survey respondents were asked to name the city or town within Mecklenburg County in which he or she resides. Over three-fourths (78%) of survey respondents reported living in the city of Charlotte. Seven percent of survey participants said they live in Huntersville and 7 percent mentioned Matthews. Due to the small numbers of respondents from Cornelius, Davidson, Mint Hill, and Pineville, these respondents were collapsed under an Other category that also included part of Weddington and any unincorporated area of the county. The Other category comprises roughly nine percent of all the survey respondents.

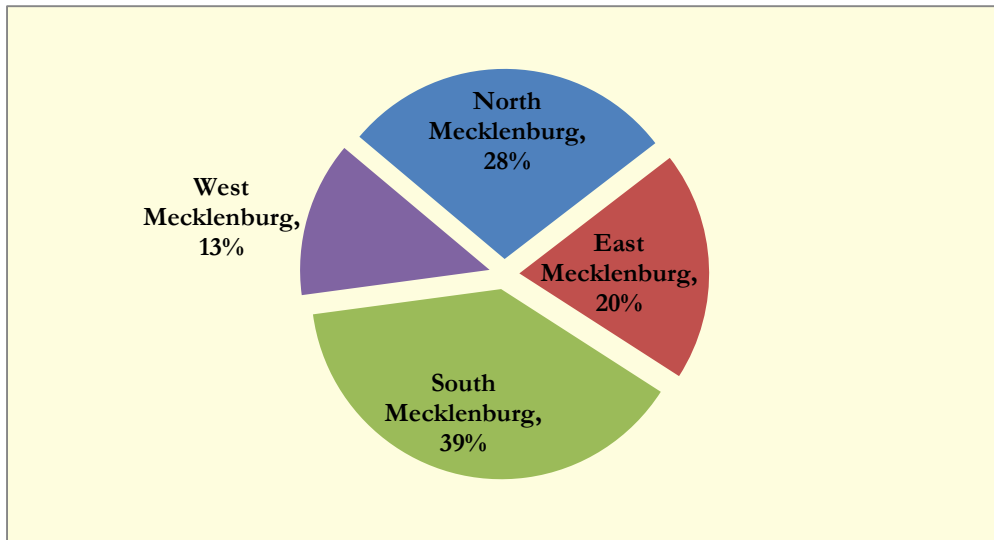
Figure 15: Survey Respondents' City or Town of Residence
(percentage distribution)



Respondent Location by Zip Code

In addition to probing respondents for the name of the city or town in which they lived, the survey also asked respondents for their zip code. Respondents who provided their zip code were grouped into four geographic areas—Northern, Western, Southern, and Eastern parts of Mecklenburg County. Nearly two-fifths (39%) of all respondents were from the southern part of the county while less than one-third (29 percent) were from the northern side. Survey participants who reported living in East Mecklenburg were 20 percent of all respondents. The remaining 13 percent consisted of survey respondents who lived in West Mecklenburg.

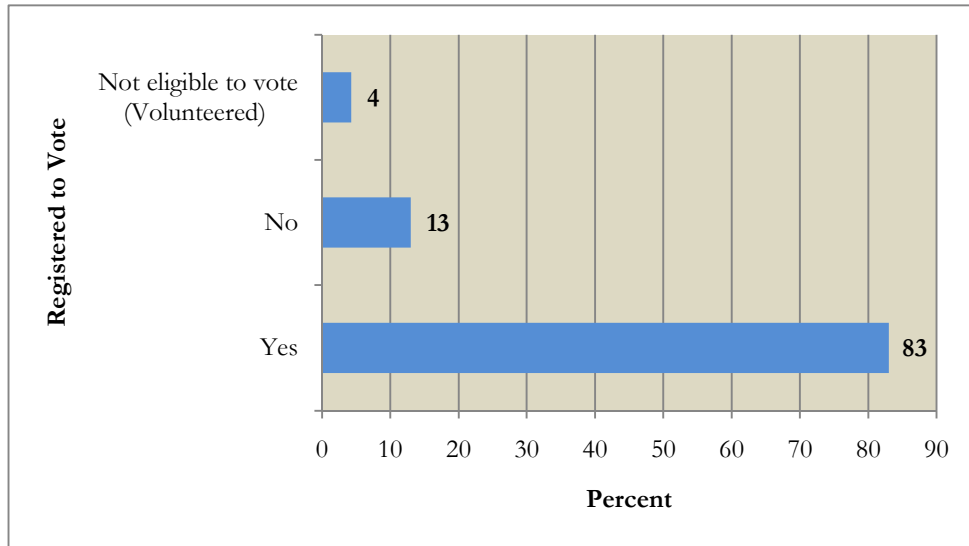
Figure 16: Respondent's Location
(percentage distribution)



Voter Registration

Finally, survey respondents were asked if they were currently registered to vote. The majority of respondents (83%) indicated that they were currently registered to vote and nearly one-eighths (13%) stated that they were not currently registered to vote. Respondents were also able to volunteer the information that they were currently ineligible to vote and 4 percent of survey respondents belonged in this category.

Figure 17: Are you currently registered to vote?
(percentage distribution)



4. Economy

Current Findings

This section of the report presents the study findings of the 2008 Crossroads Charlotte Social Capital Benchmark Community Survey. First, the findings are presented by showing the weighted distribution of responses to each survey question as provided by survey participants. Second, the weighted distributions of responses were then analyzed by grouping them by weighted demographic factors (i.e. cross-tabulations), such as gender, age, race and ethnicity, marital status, household income, etc. As previously stated in the Introduction, the survey questions were arranged by similar subject matter:

1. Survey Population Characteristics
2. Economy
3. Public Services
4. Education
5. Health Care
6. Public Affairs / Political and Civic Participation
7. Religion
8. Diversity of Informal Socializing
9. Online Activity
10. Giving and Volunteering
11. Diversity of Group Members within Organization and in the Workplace
12. Access to Community Involvement
13. Community
14. Diversity of Friendships
15. Television Habits
16. Immigrants' Rights
17. Social Trust
18. Inter-Racial Trust
19. Perception of Crossroads Charlotte

The first series of question that is presented in the survey findings section is the subject of economy.

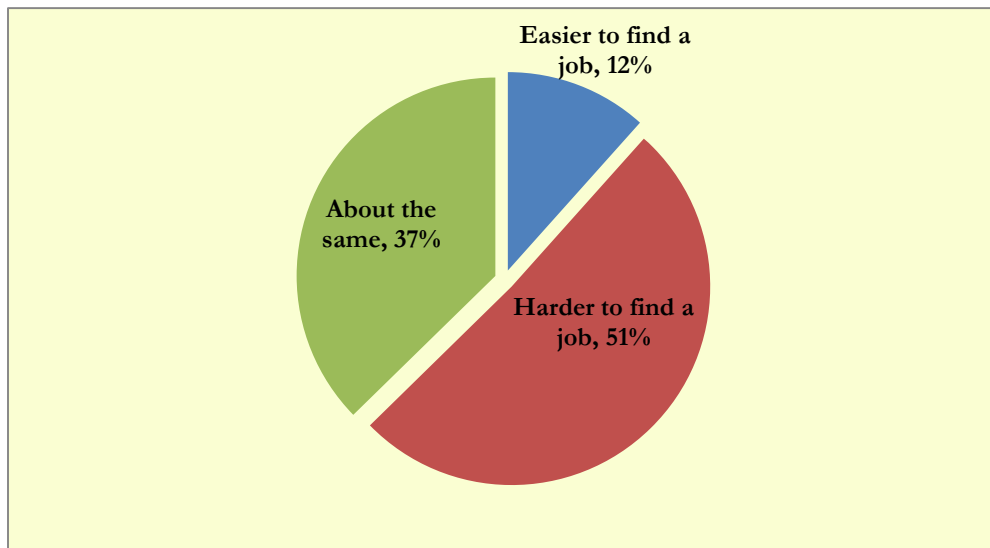
In simplistic terms, the term economy is best defined as a system of consumption and production of goods and services. As Mecklenburg County continues to grow, its economy will be a driving force that will affect the future of its residents. Factors such as job availability, a decent income, and affordable housing will all be important to maintain. Furthermore, higher levels of social capital are believed to create more opportunities for economic growth. In order to understand better the interrelationships between the economy and social capital in Mecklenburg County, a series of questions that pertain to the economy was included in the survey instrument. These economic questions include respondents' employment prospects, income expectation, and the availability of affordable housing.

Employment Prospects

Survey respondents were asked three questions that pertain to the economy. The first question asked respondents if they think it will be easier, harder or the same for someone like them to find a job in the Charlotte region six months from now. More than half (51%) of all survey respondents stated that it will be harder to find a job for someone who is similar to them compared to less than one-eighth (12%) who stated it will be easier. The remaining 37 percent believed that their prospect for finding a job in the next six months would be about the same.

Figure 18: Thinking about six months from now, do you think it will be easier, harder, or the same for someone like you to find a job in the Charlotte region?

(percentage distribution)



Cross-tabulation analyses suggest that respondents' outlook on employment prospect showed statistically significant differences across several demographic variables—gender, Internet access, education, race and ethnicity, citizenship, homeownership, household income, household size, and registered to vote. Survey respondents more likely to report it would be harder for someone similar to them to find a job in the Charlotte region six months from when the survey was administered were:

- Women (56%)
- Persons with no Internet access (66%)
- Persons with an educational level of high school or less (58%)
- Persons with some college level of education (58%)
- African Americans (58%)
- Latinos (63%)
- No longer married persons (60%)
- Never married persons (57%)
- Renters (59%)
- Non-U.S. citizens (68%)
- Annual household income level below \$30,000 (62%)

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- Annual household income of \$30,000 or greater but less than \$75,000 (60%)
- Persons not currently registered to vote (59%).

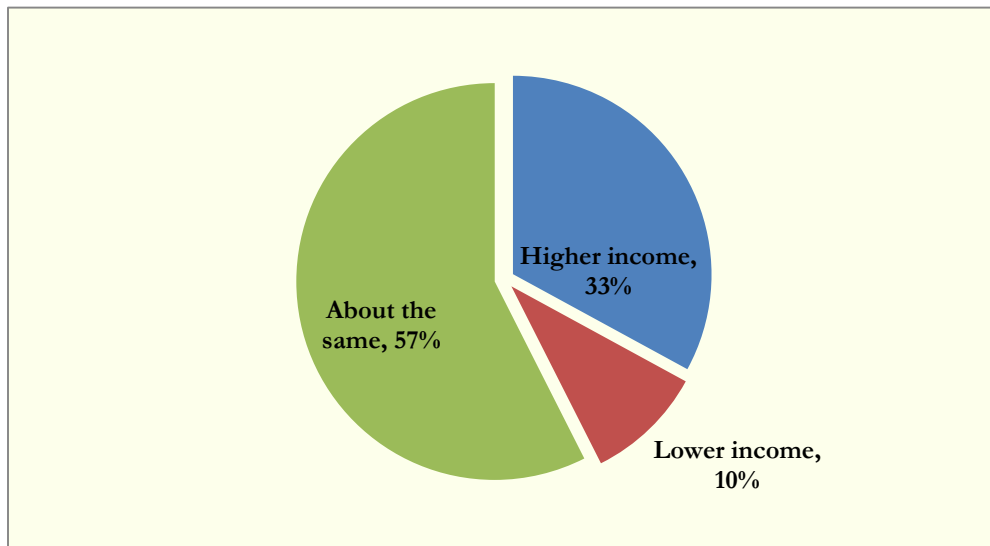
Respondents more likely to report that it would be about the same for someone as themselves to find a job in the next six months were:

- Persons with a college education or more (49%)
- Caucasians (46%)
- Married persons (44%)
- Persons in households with two children aged 17 or younger (45%)
- Persons earning \$75,000 or more a year (51%).

Income Expectation

Over half of the respondents (57%) stated their income would be nearly the same within the next six months. One-third (33%) of those questioned stated they will be earning a higher wage while only 10 percent believed their wages will be less over the same six month period.

Figure 19: Thinking about six months from now, do you think your income will be higher, lower, or the same as it is today?
(percentage distribution)



When asked if they thought their income would be higher, lower or remain the same six months from now, gender, religious preference, Internet access, employment status, age, education, race and ethnicity, citizenship, household income, area of residency, and registered to vote showed statistically significant differences in terms of income expectation. Respondents more apt to report that their income would be higher six months from the time the survey was administered were:

- Persons between the ages of 18–34 years of age (42%)
- Those with some college education (39%)
- African Americans (44%).

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On the other hand, survey participants more likely to hold the belief that their income would be lower in the next six months were:

- Those with a high school education or less (16%)
- Catholics (21%)
- Persons with no Internet access (22%)
- Persons who were not U.S. citizens (38%)
- Those with an annual household income of less than \$30,000 (18%)
- Residents of the eastern part of the county (15%)
- Persons not registered to vote (23%).

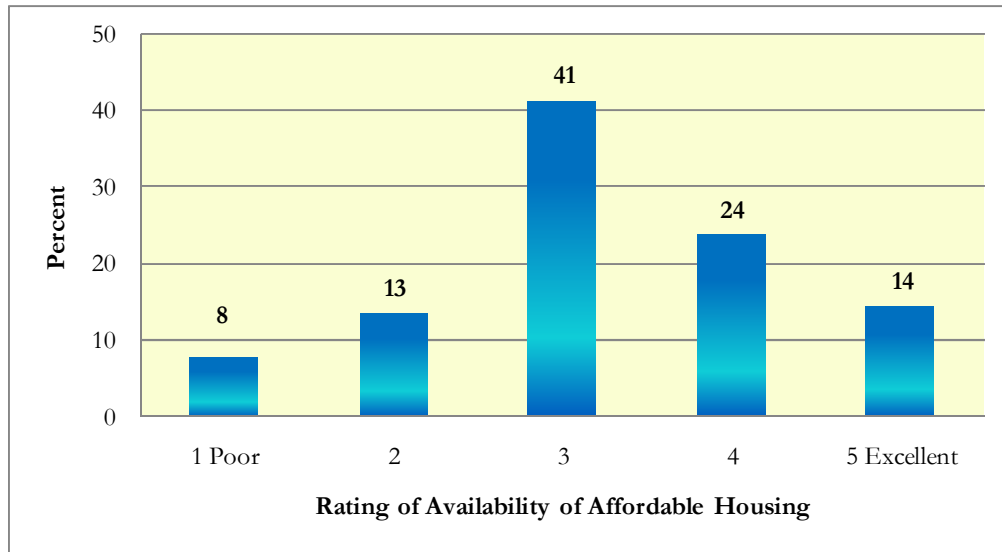
Respondents more likely to report that their income would remain about the same six months from the time the survey was administered had the following demographic characteristics:

- Women (62%)
- Persons with an annual household income of \$75,000 or more (62%)
- Persons living in the northern part of the county (65%)
- Caucasians (63%)
- College-educated respondents (65%)
- Persons between the ages of 50–64 (62%)
- Persons 65 years old or greater (80%).

Affordable Housing

The third question asked respondents to rate on a scale from 1 to 5, with 1 being poor and 5 being excellent, the availability of affordable housing in their community. Nearly half (40%) of the respondents indicated average availability for affordable housing. Thirty-eight percent rated the availability of affordable housing as being good or excellent. A combined 21 percent rated the availability of affordable housing as below average or poor.

Figure 20: Using a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate the availability of affordable housing in your community?
(percentage distribution)



When respondents’ ratings on the availability of affordable housing in their community were analyzed by cross-tabulations, a number of demographic categories—years in the community, age, race and ethnicity, citizenship, marital status, homeownership, household income, household size, and registered to vote—exhibited statistically significant differences. Respondents who were not homeowners (14%) were more likely to select one (poor) on the rating scale of one to five. Moreover, persons who were no longer married (21%) and those with an annual household income of \$30,000 or more but less than \$75,000 (19%) were more apt to select two on the rating scale.

As Figure 20 illustrated, 41 percent of survey participants rated the availability of affordable housing as three (average) on the rating scale of one to five. Cross-tabulation results indicate that respondents with the following demographic characteristics were more likely to select three on the rating scale:

- Persons ages 18–34 years old (48%)
- Hispanics (48%)
- Non-U.S. citizens (53%)
- Persons who never married (51%)
- Those with an annual household income of less than \$30,000 (46%)
- Persons reporting a household size of three or more persons (46%)
- Non-registered voters (48%).

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Respondents who had lived in their community between 6–20 years (30%) and those who were 65 years of age or older (30%) were more likely to rate the availability of affordable housing as four. Finally, persons reporting a household size of two persons (22%) were more likely to select five (excellent) on the rating scale.

Summary

In general, survey respondents to the 2008 Crossroads Charlotte Social Capital Benchmark Community Survey were mixed about their views on employment prospects and income expectations. Although just over half of all respondents indicated that they believed it would be harder for someone like them to find a job in the region, a plurality of them believed that their income would be the same or higher six months from the time the survey was administered. In regards to respondents' ratings of the availability of affordable housing in their community, over three-fourths gave an average or above rating.

When responses to these economic questions were analyzed by cross-tabulations, a few demographic characteristics were observed to be statistically significant in terms of respondents' differing views on employment prospects, income expectations, and the availability of affordable housing in their community. Respondents who were more pessimistic with regard to their being able to find a job six months from the time of the interview and also thought their income would be lower at this future point in time were distinguished by their lower educational level, persons with an annual household income of less than \$30,000, not being registered to vote, and persons who were not U.S. citizens. College educated, Caucasian, and respondents with higher income levels were a bit more optimistic and expressed the feeling that it would be about the same in regards to finding a job and their income level would also remain the same were. In regards to respondents' ratings of the availability of affordable housing in their community, respondents who had lived in their community between 6–20 years and those who were of retirement age were both more likely to give a rating of four out of five. Finally, respondents who were not homeowners were more likely to give a poor rating on the availability of affordable housing in their community.

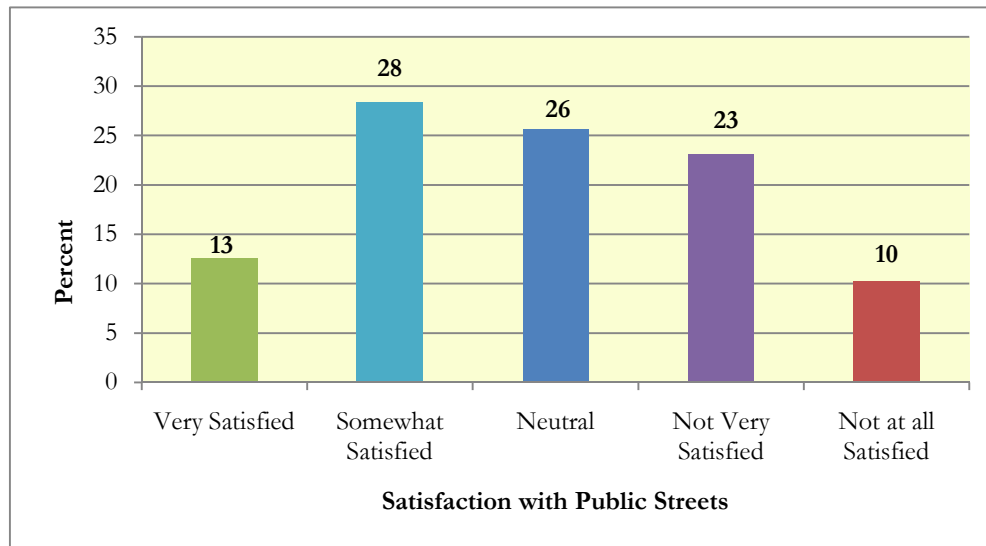
5. Public Services

Public services tend to be those considered essential in a community that should be available to anyone, regardless of one’s social, demographic, and economic background. Services provided by government institutions range from transportation to waste management. In order to determine the effectiveness of public services in Mecklenburg County as provided by the local government, survey participants were asked to rate four public services: streets, parks, trash removal, and libraries. Survey respondents were able to choose their rating on a 5-point scale with 1 being very satisfied, 2 being somewhat satisfied, 3 being neutral, 4 being not very satisfied, and 5 being not at all satisfied.

Streets

The first series of questions regarding public services asked survey respondents to rate their satisfaction with the streets as provided by local government. Twenty-eight percent of the respondents stated they were somewhat satisfied and 13 percent stated they were very satisfied. Nearly one-quarter (26%) indicated they were neutral while a smaller portion (23%) stated they were not very satisfied. Ten percent of survey respondents were not at all satisfied with streets as a public service provided by local government.

Figure 21: Respondents' Levels of Satisfaction with Public Streets
(percentage distribution)



When respondents’ levels of satisfaction with regard to public streets were analyzed by cross-tabulations, statistically significant differences were found with gender, Internet access, years in the community, employment status, race and ethnicity, household size, and registered to vote. Survey participants more likely to be very satisfied with public streets were those without Internet access (22%) and Hispanics (25%).

Respondents more likely to be somewhat satisfied with the streets were:

- Males (36%)
- Those with two children aged 17 or younger (33%)
- Persons not registered to vote (35%)
- Those in households with three or more persons (33%).

Survey participants more likely to report being neutral with regard to public streets were:

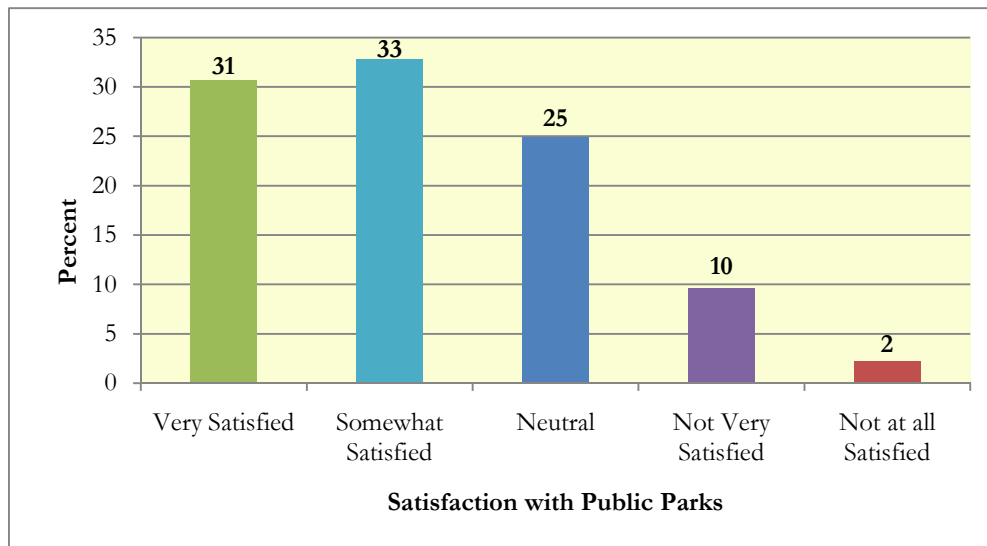
- Residents of their community for 6–20 years (31%)
- Non-working respondents (32%).

Persons in a two-person household (28%) were more likely to state not very satisfied with public streets. Residents of their community for more than twenty years (18%) and single-person households (15%) were more likely to state not at all satisfied with public streets.

Parks

In addition to asking respondents about streets, respondents were also asked to rate their satisfaction with parks as a service provided by local government. The large majority (64%) of respondents stated they were somewhat satisfied to very satisfied. A quarter (25%) of respondents indicated they were neutral on the topic of parks as a service to the public. A combined 12 percent stated they were not very or not at all satisfied. Note: Percentages may not add up to 100 percent due to rounding.

Figure 22: Respondents' Levels of Satisfaction with Parks
(percentage distribution)



In the cross-tabulation analyses, four demographic variables—Internet access, education, race and ethnicity, and marital status—showed statistical significance with regard to the respondents’

levels of satisfaction of public parks. Survey respondents who have never married (17%) were more likely to report as not very satisfied with public parks.

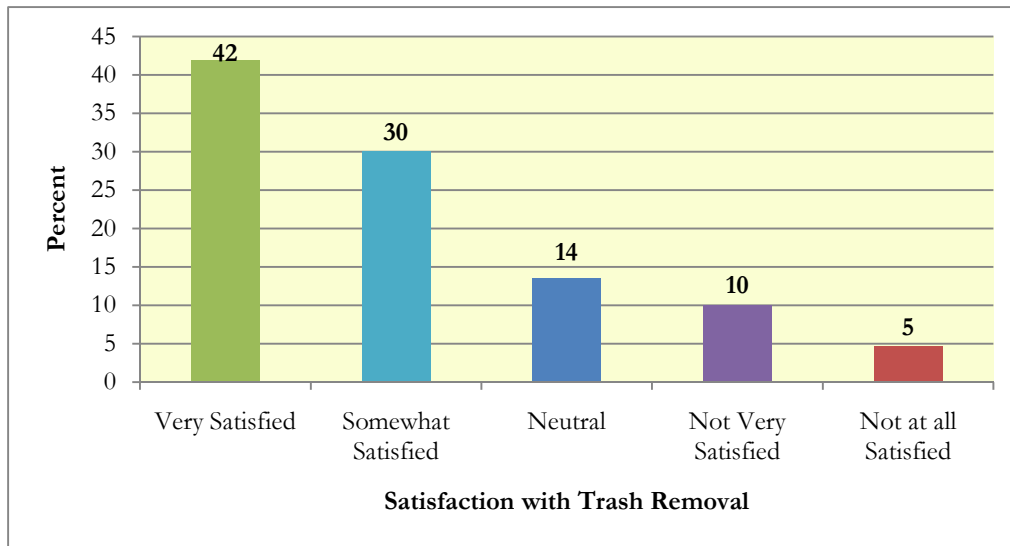
Those more likely to report as being very satisfied with public parks were:

- Those with no Internet access (39%)
- Respondents with some college education (35%)
- Hispanics (43%).

Trash Removal

The third question asked respondents to rate their satisfaction with trash removal. Forty-two percent of those surveyed stated they were very satisfied with trash removal service. A combined 44 percent responded that they were either somewhat satisfied or neutral on the topic. A smaller set (15%) of respondents stated they were either not very satisfied or not at all satisfied with trash removal as a service provided by local government. Note: Percentages may not add up to 100 percent due to rounding.

Figure 23: Respondents' Levels of Satisfaction with Trash Removal
(percentage distribution)

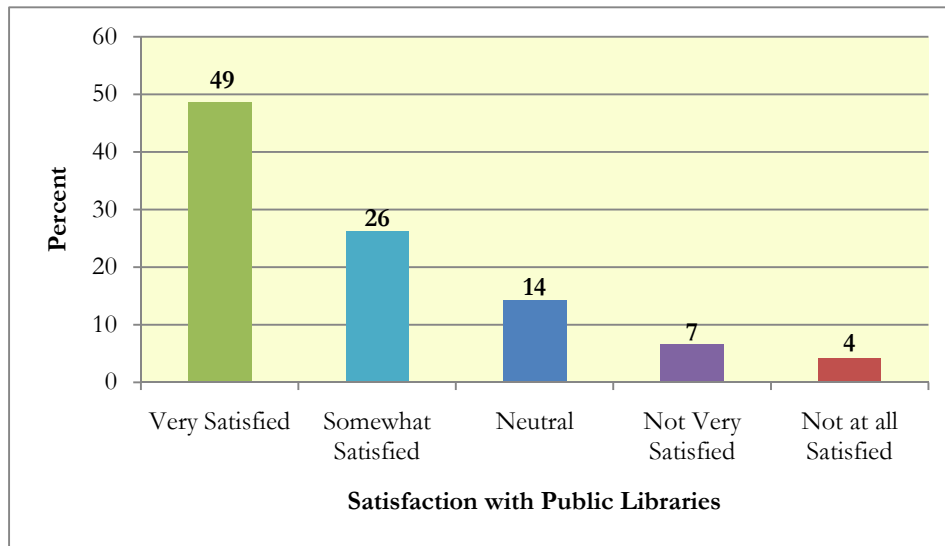


Cross-tabulation analyses of respondents' levels of satisfaction with the trash removal services provided by local government revealed the following demographic variables to have statistical significance: religion, marital status, household income, and area of residence. Respondents more likely to report being very satisfied with this service were Catholics (51%). Those surveyed who were more apt to be somewhat satisfied with trash removal service were residents living in the southern part of the county (35%). Respondents more likely to report as not very satisfied with trash removal service were persons who never married (16%) and those living in households with an annual income of less than \$30,000 (15%).

Public Libraries

The final question on public services asked respondents to rate their satisfaction with public libraries. Nearly half of the survey respondents (49%) stated they were very satisfied with libraries as a service provided by local government. A combined 40 percent responded that they were either somewhat satisfied or neutral about library services. Only 11 percent of respondents stated they were either not very satisfied or not at all satisfied with libraries as a service provided by local government.

Figure 24: Respondents' Levels of Satisfaction with Public Libraries
(percentage distribution)



Cross-tabulation analyses revealed statistically significant differences in respondents' satisfaction with public libraries across the following demographic variables: employment status, marital status, and number of children living in the household. Persons in households with one child aged 17 or younger were more likely to report being somewhat satisfied with public libraries (34%). Moreover, respondents more likely to express being very satisfied with libraries were:

- Non-working respondents (59%)
- Respondents with three or more children aged 17 or younger (60%)
- Residents of the southern part of the county (54.4%).

Summary

Overall, respondents were pleased with public libraries, trash removal services, and parks in their community. A number of survey respondents reported as being either somewhat or very satisfied with the effectiveness of government services in providing these three services. As for public streets, one-third of respondents were either not very satisfied or not at all satisfied with this service.

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Moreover, results from cross-tabulation analyses revealed significant differences in respondents' satisfaction of the four cited local government services across a few demographic characteristics, such as Internet access, years in the community, employment status, education, race and ethnicity, marital status, household income, and household size. For instance, persons without Internet access and Hispanics were more likely to be very satisfied with public streets and parks. Those most likely to be not at all satisfied with public streets were residents of their community for more than twenty years and those in a single-person household.

Concerning trash removal, residents of the southern part of the county were more likely to report as being satisfied with their trash removal services while persons who never married and those with an annual household income of less than \$30,000 were more likely to be not very satisfied. Lastly, persons who reported not working and residents of the southern part of the county were more likely to be very satisfied with public libraries.

In sum, survey respondents were generally satisfied with government services in the areas of public streets, parks, trash removal, and libraries. However, opportunity does exist in improving the effectiveness of these government services, particularly for improving public streets. Finally, differences among respondents in their satisfaction with these services were found across demographic characteristics but none of the variables was statistically significant for each one of these services.

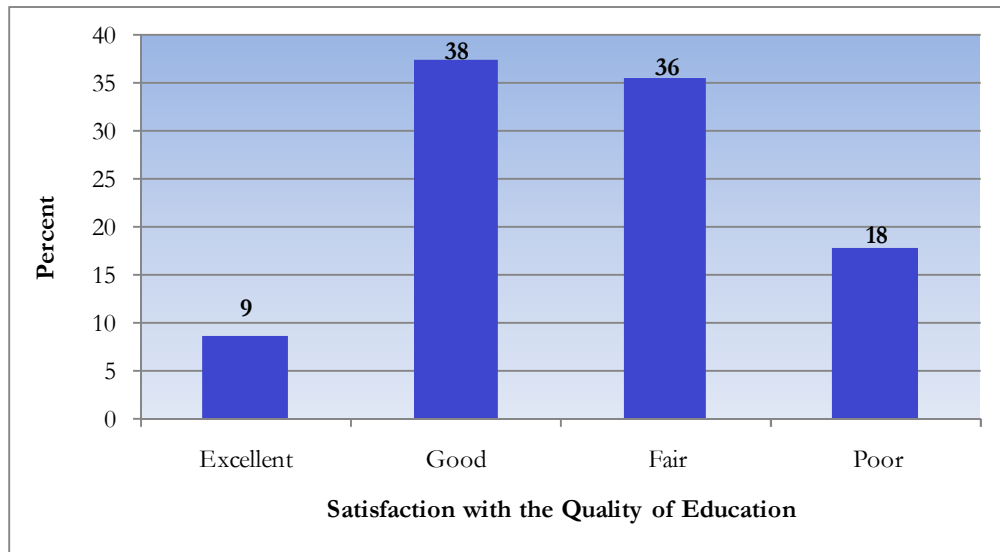
6. Education

Citizens who have knowledge, information, and skills bring value to their community. It has been argued that a community with high rates of education will be able to achieve high levels of economic growth. Furthermore, education is considered an important predictor of civic engagement. To assess the quality and diversity of the educational system in Mecklenburg County, survey participants were asked several questions pertaining to education.

Educational Quality

Survey respondents were asked about their satisfaction with the quality of education provided by the Charlotte-Mecklenburg Schools. Potential responses included excellent, good, fair, or poor. Nine percent of respondents believed the quality of education is excellent. The largest portion of survey respondents (38%) stated the quality of education is good, while 36 percent believed the education quality to be fair. Eighteen percent of survey respondents stated the educational quality in Charlotte-Mecklenburg Schools is poor. Note: Percentages may not add up to 100 percent due to rounding.

Figure 25: Is the Quality of Education provided by Charlotte-Mecklenburg Schools excellent, good, fair, or poor?
(percentage distribution)



Cross-tabulation analysis of respondent’s satisfaction with the quality of education provided by Charlotte-Mecklenburg Schools showed the following demographic variables having statistical significance: city or town of residence, Internet access, employment status, age, education, race and ethnicity, citizenship, number of children in the household, homeownership, household size, and registered to vote. One of the observed discernible patterns was that survey participants ages 18–34 years old were more likely to rate CMS as excellent.

Furthermore, those surveyed more likely to rate the public schools in Charlotte-Mecklenburg as good were:

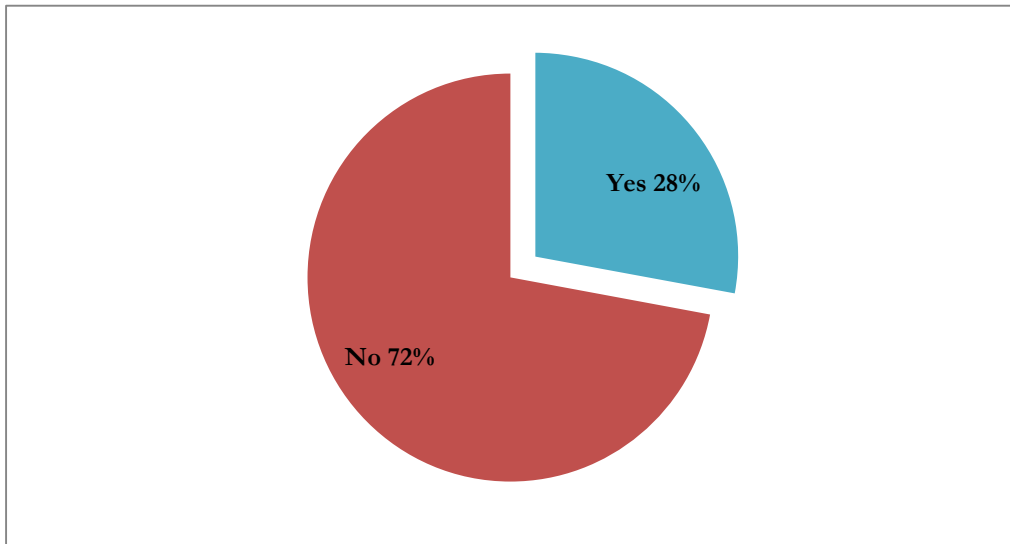
- Those without Internet access (48%)
- Not working respondents (47%)
- Persons between the ages of 35–49 years old (43%)
- Latinos (53%)
- Non-U.S. citizens (46%)
- Families with two children aged 17 or younger (49%)
- Families with three or more children aged 17 or younger (48%)
- Those living in a household with three or more people (43%)
- Persons with children in CMS (45%).

Finally, respondents with some college education (42%) were more likely to rate CMS as fair.

Children in Charlotte-Mecklenburg Schools

In addition to asking respondents about the quality of education in Charlotte-Mecklenburg Schools, respondents were also asked if they currently have a child attending the school system. Of the total number of survey respondents, 28 percent indicated they have a child enrolled in Charlotte-Mecklenburg Schools. The remaining 72 percent of the survey respondents stated they did not have a child enrolled in Charlotte-Mecklenburg Schools.

Figure 26: Do you have any children who attend Charlotte-Mecklenburg Schools?
(percentage distribution)



Several demographic variables—city or town of residence, Internet access, number of years in the community, employment status, age, race and ethnicity, citizenship, marital status, children in the household, household income, area of residence within the county, household size, and registered to vote—were found to be associated with respondents’ response to the question, “Do

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you have any children who attend Charlotte-Mecklenburg Schools?” Survey participants more likely to report they did have children in CMS were:

- Those between the ages of 35–49 years old (47%)
- Hispanics (47%)
- Non-U.S. citizens (47%)
- Married respondents (36%)
- Persons with one child aged 17 or younger (51%)
- Persons with two children aged 17 or younger (66%)
- Persons with three or more children aged 17 or younger (74%)
- Respondents earning \$30,000 or more but less than \$75,000 a year (37%)
- Those residing in the eastern part of the county (35%)
- Households of three or more persons (56%).

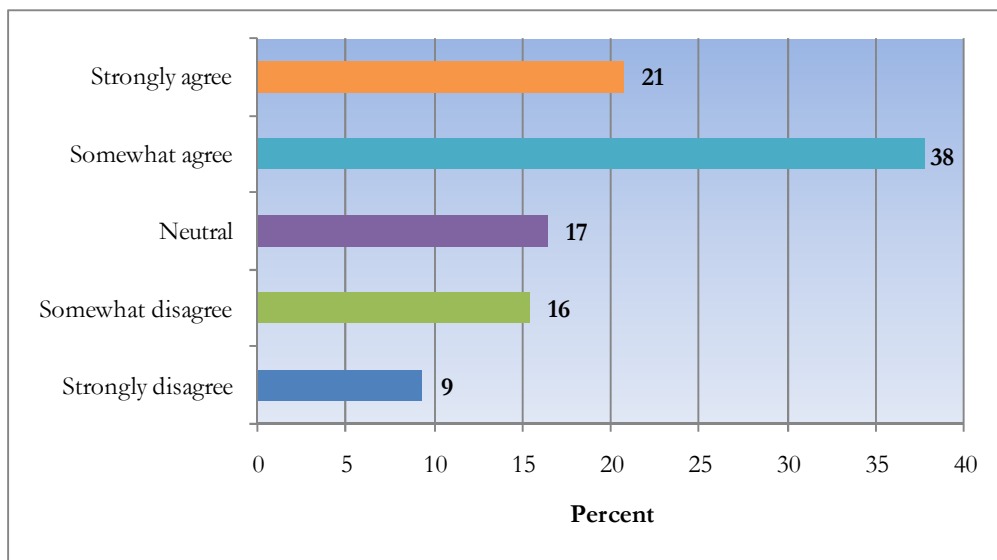
Respondents more likely to report that they did not have children in CMS were:

- Huntersville residents (77%) and those living in areas categorized as “Other” which excludes Charlotte, Huntersville, and Matthews (84%)
- Persons residing in their community for more than twenty years (88%)
- Not working respondents (79%)
- Those 50–64 years of age (83%)
- Those 65 years of age and older (98%)
- No longer married respondents (85%)
- Never married respondents (79%)
- Persons in households without children aged 17 or younger (98%)
- Caucasians (81%)
- Those without Internet access (79%)
- Those residing in the northern part of the county (77%)
- Two-person (83.3%) and one-person households (99%).

Promotion of Positive Relations

The third question asked respondents to indicate their level of agreement with the following statement: Charlotte- Mecklenburg schools promote positive relations among students of diverse background. Thirty-eight percent of respondents stated they somewhat agree with this statement and 21 percent indicated that they strongly agree. Seventeen percent stated they were neutral regarding the topic. A combined 25 percent responded they either somewhat disagree or strongly disagree that Charlotte-Mecklenburg Schools promote positive relations among students of diverse background. Note: Percentages may not add up to 100 percent due to rounding.

Figure 27: Charlotte-Mecklenburg Schools promote positive relations among students of diverse background.
(percentage distribution)



Cross-tabulation analysis revealed the following demographic variables—city or town of residence, number of years in the community, race and ethnicity, number of children in the household, homeownership, area of residence within the county, household size, and if the respondent had any children attending CMS—having statistical significance in relation to respondents’ differences in agreeing to the following statement, “CMS promotes positive relations among students of diverse background.” Respondents more likely to strongly agree with this statement were:

- Residents of their community for less than five years (26%)
- Renters (32%)
- Residents of the western part of the county (29%)
- Respondents with children in CMS (33.2%).

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Survey participants more likely to somewhat agree that CMS promote positive relations among students of diverse background were:

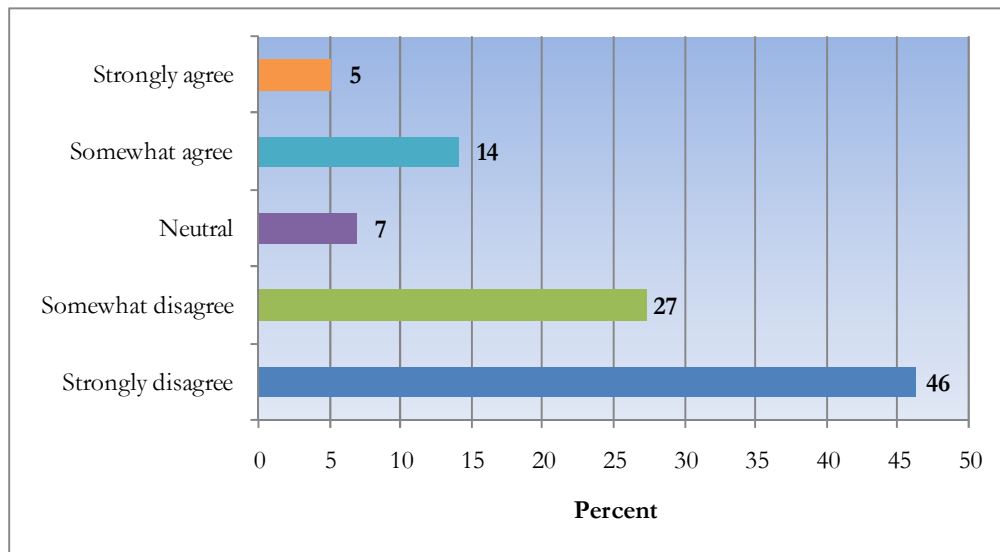
- Latinos (47%)
- Families with two children aged 17 or younger (44%)
- Respondents from the east side of the county (47%)
- Those living in households with three or more people (43%).

Finally, respondents in a one-person household (24%) were more apt to be neutral.

School Resources

Respondents were asked to rate their agreement with the following statement: All Charlotte-Mecklenburg schools have the same resources. Nearly half of the survey respondents (46%) stated they strongly disagree that all schools have the same resources. On the other hand, over a quarter (27%) stated they somewhat disagree, while 7 percent were neutral on the topic. A combined 19 percent responded they either somewhat agree or strongly agree that there are equal resources within Charlotte-Mecklenburg Schools. Note: Percentages may not add up to 100 percent due to rounding.

Figure 28: All Charlotte-Mecklenburg schools have the same resources.
(percentage distribution)



When respondents' levels of agreement to the statement, "All Charlotte-Mecklenburg schools have the same resources," were analyzed by cross-tabulations, several demographic variables were found to be statistically significant: Internet access, employment status, age, education, race and ethnicity, citizenship, marital status, children in the household aged 17 or younger, homeownership, household income, area of residence within the county, and whether or not the respondent had any children attending CMS. Respondents more likely to somewhat agree with the aforementioned statement were:

- Those without Internet access (25%)

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- Respondents with a high school education or less (20%)
- Hispanics (31%)
- Non-U.S. citizens (44%)
- Renters (20%)
- Residents of the eastern part of the county (22%).

Respondents more likely to somewhat disagree were:

- Respondents 18–34 years old (33%)
- Persons ages 65 and older (35%)
- Those with some college education (32%)
- Caucasians (33%)
- Respondents with an annual household income of \$75,000 or greater (33%)
- Respondents from the southern part of the county (35%).

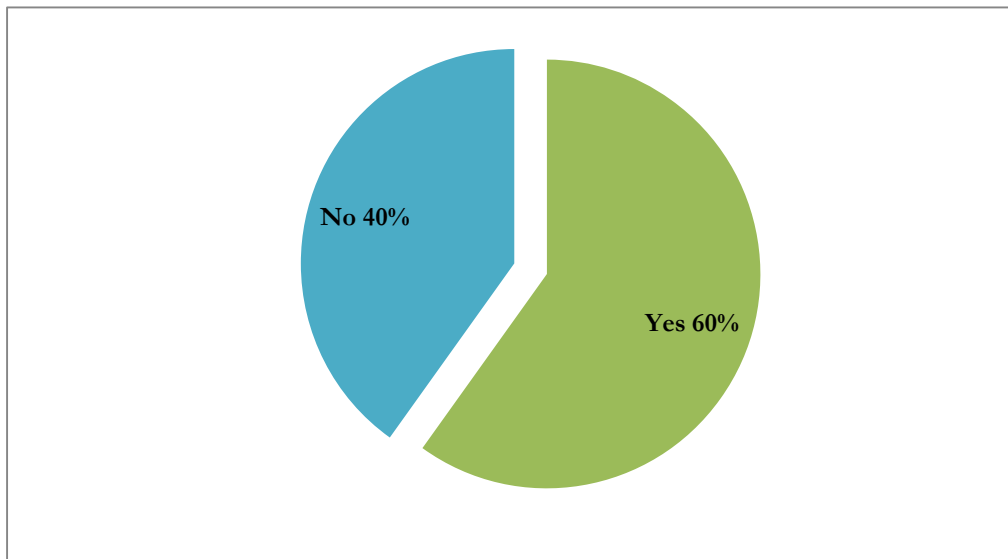
Respondents more likely to strongly disagree with the equity of resources between CMS schools were:

- Respondents with employment (51%)
- Respondents 35–49 years of age (54%)
- Respondents 50–64 years of age (53%)
- College graduates (56%)
- African Americans (55%)
- No longer married respondents (52%)
- Respondents from the western part of the county (55%).

Racial Segregation in Charlotte-Mecklenburg Schools

The final question on education asked survey respondents if they believed Charlotte-Mecklenburg Schools were currently becoming more racially segregated. Of the total respondents, over half (60%) stated they believe schools were becoming more racially segregated, while the remaining 40 percent stated they do not believe racial segregation was increasing in Charlotte-Mecklenburg Schools.

Figure 29: Do you think Charlotte-Mecklenburg Schools are becoming more racially segregated?
(percentage distribution)



Cross-tabulation analysis results showed that age was the only demographic variable to have any association with respondents' opinion on whether CMS is becoming more racially segregated. Respondents ages 35–49 years old (68%) were more likely to believe that CMS is becoming more racially segregated. On the other hand, survey participants between the ages of 18–34 years old (47%) were more apt to say no that the public schools in Charlotte-Mecklenburg were becoming more racially segregated.

Summary

Overall, survey responses to the questions pertaining to education yielded some interesting results. In general, a majority of survey participants indicated that the quality of education provided by Charlotte-Mecklenburg Schools was either good or fair. However, the majority of respondents believed that not all schools in the district have the same resources. In addition, more than half agreed that CMS promote positive relations among students of diverse backgrounds and almost the same percent of respondents believed that schools in the district were becoming more racially segregated.

Based on cross-tabulations, several demographic variables revealed statistical significance with regard to the topic of education, particularly age and race/ethnicity. Age of the respondent was

observed to have an association with all of the questions relating to education except for the one pertaining to CMS promoting positive relations among students of diverse backgrounds. Respondents between the ages of 18–34 years old were more positive about the quality of instruction in CMS and were less likely to believe that the school system is becoming more racially segregated. Race and ethnicity were also found to have a relationship with respondents' opinion on education. Hispanics or Latinos were rather positive in rating the quality of education, and in somewhat agreeing that all Charlotte-Mecklenburg schools have the same resources and promote positive relations among students of diverse backgrounds. Conversely, African Americans were more likely to strongly disagree that all Charlotte-Mecklenburg schools have the same resources. Interestingly enough, however, no significant differences were found among Whites, Blacks or Hispanics on their view on whether or not Charlotte-Mecklenburg Schools were becoming more racially segregated.

Furthermore, cross-tabulations were run for questions on the quality of education from CMS, the district's promotion of diverse relationships, equitable resources, and racial segregation against the question that queried respondents if they have any children who attend CMS. Results suggest that statistically significant differences do exist between respondents with children in CMS and those without in terms of their view of the quality of education provided by CMS, the district's promotion of relations among students of diverse backgrounds, and whether all schools in the district had the same resources. Respondents with children in Charlotte-Mecklenburg Schools were more likely to rate the quality of education in the district as either good or excellent than those reporting they did not have any children in CMS. In addition, respondents with children in CMS were also more apt to strongly agree that the school district promotes a positive diverse relationship among its students. Finally, this group of respondents was also more likely to somewhat disagree that all Charlotte-Mecklenburg Schools have the same resources albeit the differences between the two groups was small.

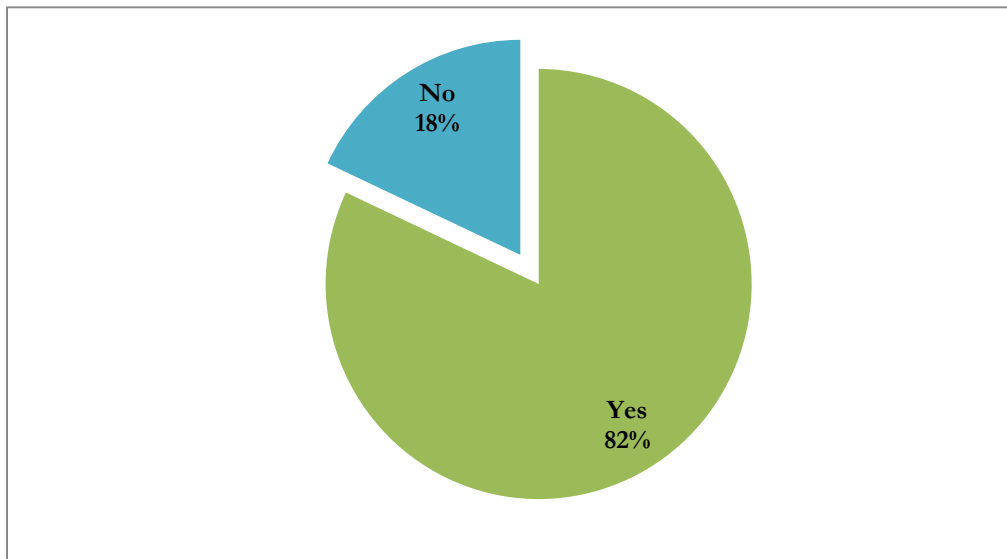
7. Health Care

Health care is a system of goods and services designed to improve the well-being of individuals. However, a community’s health care resources may not always be available or accessible to those in need. Furthermore, the allocation of health care resources is becoming more limited as substantial increases in the cost of health care continue. Respondents to the survey were asked two questions that relate to health care regarding health insurance coverage and overall health status. This section describes the survey results from these two questions.

Health Insurance Coverage

Survey respondents were asked if they were currently covered by any type of health insurance such as coverage through an employer, Medicaid, Medicare, or private insurance. The over-whelming majority (82%) stated they were currently health insured with the remaining 18 percent indicating that they were not currently covered.

Figure 30: Are you currently covered by any type of health insurance such as coverage through your employer, Medicaid, Medicare, or private insurance.
(percentage distribution)



Cross-tabulations analysis results reveal that certain demographic variables—religious preference, Internet access, number of years living in the community, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within the county, household size, and registered to vote—were associated with the differences between survey participants’ with health insurance coverage and those without coverage. Those more likely to report that they had some type of health insurance were:

- Protestants (87%)

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- Persons with a religious preference falling under the “Other” category (91%)
- Residents of their community from 6–20 years (89%)
- Residents of their community for more than 20 years (93%)
- Persons aged 50–64 years old (88%)
- Persons 65 years or older (96%)
- College graduates (95%)
- Caucasians (91%)
- U.S. citizens (88%)
- Homeowners (89%)
- Those with incomes of \$75,000 or more (97%)
- Residents of the southern part of the county (91%)
- One-person households (89%)
- Registered voters (90%).

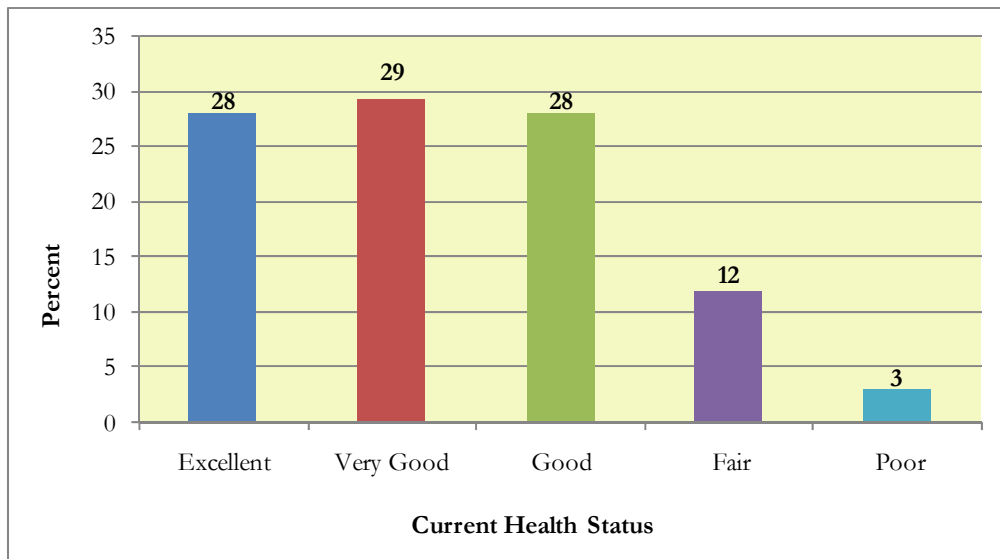
Those surveyed that were more likely to report not having health insurance coverage were:

- Catholics (36%)
- Those without Internet access (35%)
- Residents in their community for less than 5 years (26%)
- Respondents 18–34 years old (31%)
- Persons with a high school education or less (36%)
- Hispanics (61%)
- Non-U.S. citizens (63%)
- Never married respondents (24%)
- Respondents with three or more children aged 17 or younger (36%)
- Renters (37%)
- Those with incomes less than \$30,000 (35%)
- Residents of the western part of the county (22%)
- Residents of the eastern part of the county (27%)
- Persons in three or more person household (25%)
- Non-registered voters (42%).

Current Health Condition

Respondents were also asked their opinion about their own state of health. Respondents could rate their health as excellent, very good, good, fair or poor. Twenty-eight percent of individuals rated their health as excellent and 29 percent rated their health as very good. Twenty-eight percent stated their health was currently good. The smallest percentage of respondents (combined 15%) rated their health as either fair or poor in quality.

Figure 31: Respondents' Overall State of Health
(percentage distribution)



Cross-tabulations result indicated that the following demographic variables—religious preference, Internet access, employment status, education, race and ethnicity, citizenship, number of children under age 17 living in the household, homeownership, household income, area of residence within Mecklenburg County, and registered to vote—were statistically significant in relation to survey participants' differences in reporting their current health status. Some of the discernible patterns observed from the joint distributions of two variables were as follows. Persons in a household with two children aged 17 or younger were more likely to rate their health as excellent (35%).

Those surveyed who were more likely to report the state of their health as very good were:

- Respondents with no religious preference (39%)
- College graduates (38%)
- Caucasians (34%)
- Those earning \$75,000 or more (39%)
- Persons living in the western part of the county (33%)
- Persons living in the southern part of the county (38%).

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Respondents more apt to report the status of their health as good were:

- Catholics (33%)
- Not working respondents (33%)
- Persons with a high schools education or less (34%)
- African Americans (36%)
- Latinos (39%)
- Those living in a household with three or more children aged 17 or younger (36%)
- Respondents with an income of \$30,000 but less than \$75,000 (36%)

Respondents more apt to report the status of their health as *fair* were:

- Those without Internet access (26%)
- Renters (20%)
- Persons with incomes less than \$30,000 (24%)
- Non-U.S. citizens (21%).

Summary

Over four-fifths of respondents to this survey indicated that they had insurance coverage. In addition, more than half of survey participants rated their overall health status as being very good or excellent. However, survey findings suggest that education, race and ethnicity, and household income were strongly associated with health care disparities among survey respondents. Specifically, respondents with a bachelor's degree or higher were more likely to state that they did have health insurance coverage and report their health status as either excellent or very good. Conversely, persons with a high school education or less were more apt to not have health insurance and report that the state of their health as good or fair.

As for income, wealthier respondents (those with annual household income of \$75,000 or more) were more likely to have health insurance and to report the status of their health as either excellent or very good. On the other hand, middle-income respondents (those with an annual household income of \$30,000 but less than \$75,000) were more apt to report their health as good, while respondents in the lowest income level (those reporting an annual household income of less than \$30,000) were more likely to report not having health insurance and to report their health status as fair. Both African Americans and Latinos reported the status of their health as good but Latinos were more likely to report that they did not have any type of health insurance. In contrast, Caucasians were more likely to indicate having health insurance and to report the status of their health as very good or excellent.

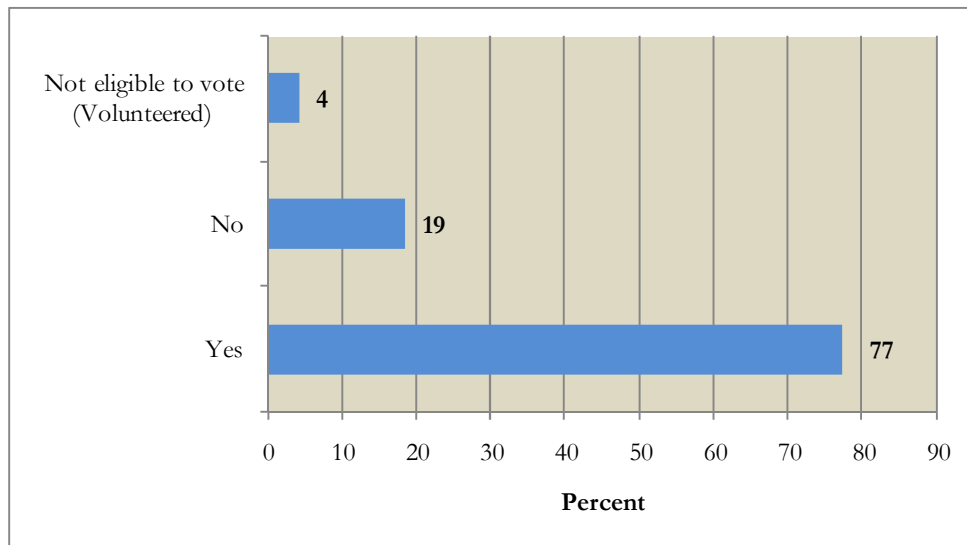
8. Public Affairs/Political & Civic Participation

One of the key determinants of social capital is how engaged community members are in public affairs. Participation in political and civic life activities not only helps to find a collective solution to problems, but it also promotes social interaction among those who participate. The 2008 Crossroads Charlotte Social Capital Benchmark Community Survey asks survey respondents a series of question pertaining to civic engagement, such as voter registration and attendance at any public or political meetings. It should be noted that the question on voter registration was asked only once in the survey, but responses to this is presented twice in this report. First, it was presented in the survey population characteristics section as unweighted data. The following responses on the voter registration question as presented in this section of the report were weighted.¹⁶

Voter Registration

Survey respondents were asked if they were currently registered to vote. Respondents were also able to volunteer the information that they were currently not eligible to vote. Four percent of the total respondents did volunteer that they were ineligible to vote. Of the remaining response group, 77 percent stated they were currently registered, while 19 percent indicated they were not currently registered.

Figure 32: Are you currently registered to vote?
(percentage distribution)



¹⁶ See Appendix B on page 191 for more details regarding the weighting procedures.

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In the cross-tabulation analyses, differences between respondents in terms of their likelihood of reporting they are registered to vote were statistically significant for the following demographic variables: gender, religious preference, Internet access, years in the community, age, education, race, citizenship, marital status, number of children aged 17 or younger in the household, homeownership, household income, area of residence within the county, and household size. Survey participants more likely to be registered voters were:

- Female respondents (82%)
- Protestants (85.8%)
- Persons with Internet access (82%)
- Those living in their community for 6–20 years (84%)
- Those residing in their community for more than 20 years (84%)
- Persons age 50–64 years old (85%)
- Persons age 65 or older (89%)
- Those with some college education (85%)
- College graduates (92%)
- Caucasian (87%)
- African Americans (86%)
- American citizens (86%)
- Persons no longer married (91%)
- Households without children under the age of 17 (83%)
- Homeowners (83%)
- Persons with an annual household income of \$75,000 or more (92%)
- Residents of the northern part of the county (84%)
- Residents of the southern part of the county (86%)
- One-person households (87%)
- Two-person households (82%).

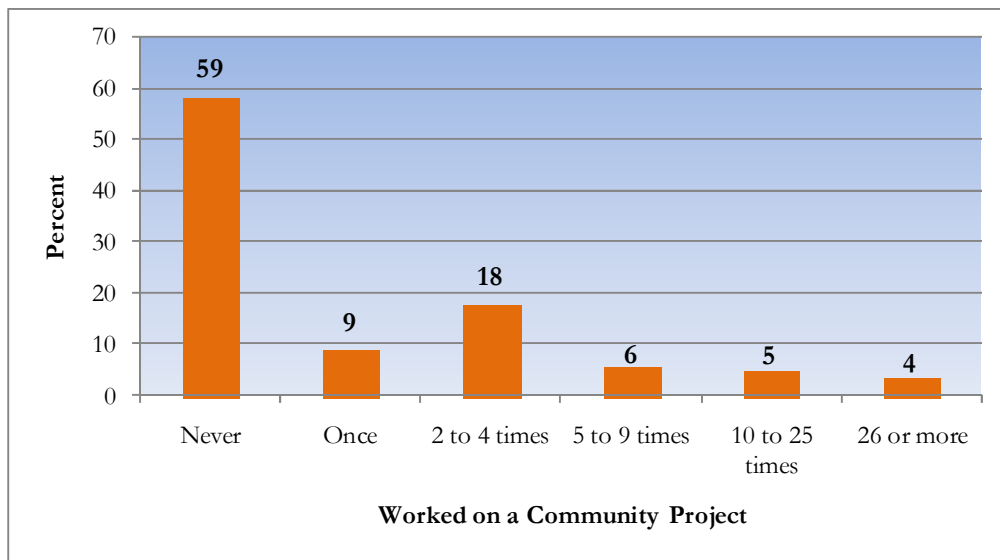
Respondents more likely to report that they are *not* registered voters were:

- Catholics (34%)
- Persons without Internet access (38%)
- Persons 18–34 years old (28%)
- Persons with a high school education or less (38.4%)
- Latinos (52%)
- Non-U.S. citizens (69%)
- Never married respondents (28%)
- Households with one child aged 17 or younger (25%)
- Households with three or more children aged 17 or younger (26%)
- Renters (29%)
- Those with an annual household income of less than \$30,000 (33%)
- Respondents from the eastern part of the county (26%)
- Residents of the western part of the county (23%)
- Persons in households with three or more (25%).

Community Project Involvement

Respondents were asked how many times in the past twelve months they worked on a community project. The largest response group (59%) indicated no involvement in a community project within the past twelve months. Nine percent responded they had been involved in a community project once, while 18 percent had been involved 2 to 4 times. Six percent stated they had worked on a community project 5 to 9 times and 5 percent were involved 10 to 25 times. The smallest response group (4%) stated they had been involved on a community project 26 times or more.

Figure 33: How many times in the past twelve months have you worked on a community project?
(percentage distribution)



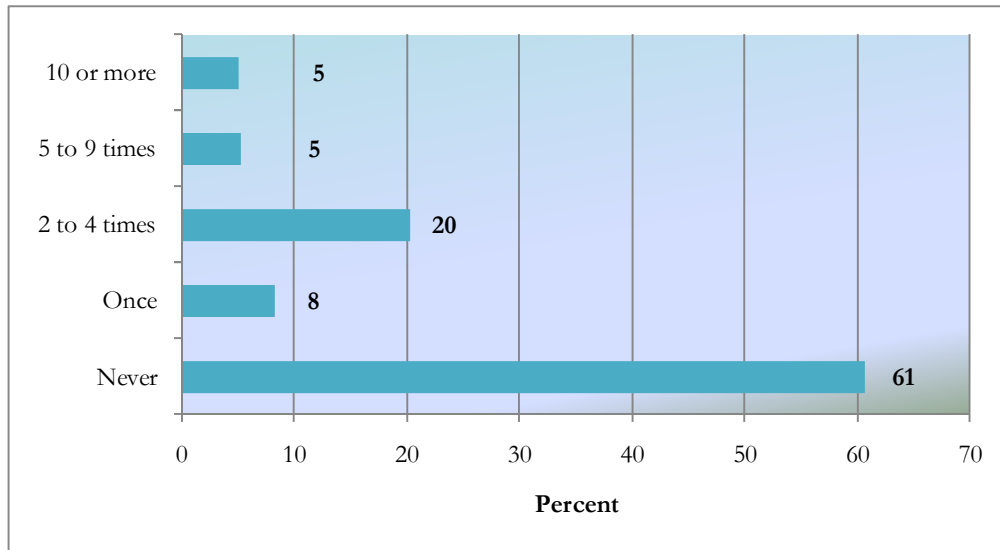
When survey participants’ responses were analyzed by cross-tabulation analyses, statistically significant differences were found with the following demographic variables: Internet access, years in the community, employment status, education, race and ethnicity, citizenship, number of children in the household, homeownership, household income, area of residence within the county, and registered to vote. Some of the discernible patterns found in the survey results suggest that survey participants more likely to report never having volunteered in the prior twelve months were:

- Respondents without Internet access (81%)
- Not working respondents (67%)
- Those with a high school education or less (76%)
- Latinos (80%)
- Non-U.S. citizens (87.6%)
- Persons without children aged 17 or younger (63%)
- Renters (73%)
- Respondents earning less than \$30,000 (75%)
- Persons earning \$30,000 but less than \$75,000 (62%)
- Residents of the eastern part of the county (70%).

Public Meeting Attendance

The third question asked respondents if they had attended any public meeting in which there was discussion of town or school affairs. Sixty-one percent of respondents stated they had never attended a public meeting discussing town or school affairs. Eight percent responded they had attended one time. Twenty percent indicated they had been to a public meeting discussing town or school affairs 2 to 4 times. Five percent stated they had attended 5 to 9 times. Five percent of survey respondents stated they had attended 10 or more times. Note: Percentages may not add up to 100 percent due to rounding.

Figure 34: How many times in the past twelve months have you attended any public meeting in which there was discussion of town or school affairs?
(percentage distribution)



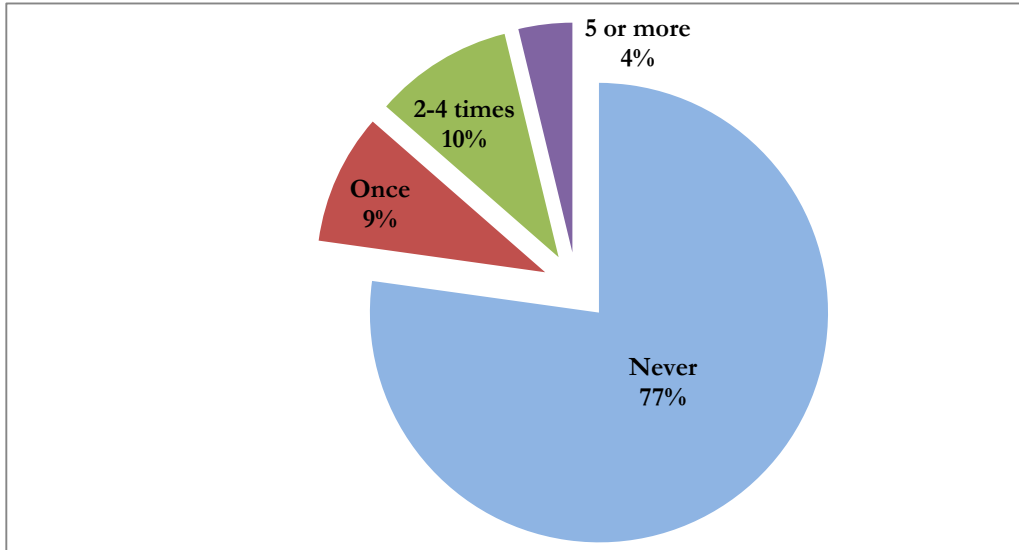
Cross-tabulation analyses suggest differences between survey respondents' frequency of attending any public meetings in which there was a discussion of town or school affairs were statistically significant for the following demographic variables: Internet access, education, number of children aged 17 or younger in the household, and household size. Respondents more likely to report they never attended any public meeting where a discussion of town or school affairs occurred were:

- Those without Internet access (74%)
- Survey participants with a high school education or less (69%)
- Respondents without children aged 17 or younger (68%)
- Single-person households (70%).

Attendance at Political Meeting or Rally

Respondents were asked if they attended a political meeting or rally over the past twelve months. Of the total responses, 77 percent had not attended a political meeting or rally. Nine percent attended once, while ten percent attended 2–4 times. The smallest response group (4%) stated they had attended a political meeting or rally 5 or more times.

Figure 35: How many times in the past twelve months have you attended a political meeting or rally?
(percentage distribution)



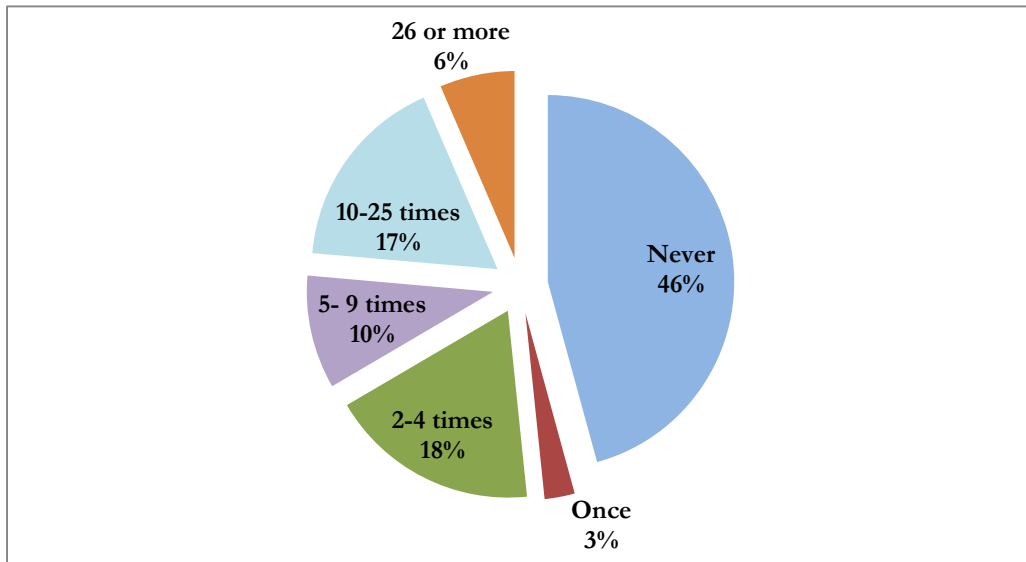
Variation among survey respondents in their frequency of attending a political meeting or rally were found to be statistically significant for gender, religious preference, Internet access, education, race and ethnicity, citizenship, number of children aged 17 or younger in the household, and registered to vote. Results from cross-tabulation analysis suggest that respondents more likely to have never attended a political meeting or rally in the past twelve months were:

- Males (79%)
- Catholic respondents (87%)
- Respondents without Internet access (88%)
- Respondents with a high school education or less (88%)
- Latinos (90%)
- Non-U.S. citizens (94%)
- Non-registered voters (94%) and respondents ineligible to vote (89%).

Attendance at Club or Organizational Meeting

The final question asked survey respondents if they attended any club or organizational meeting (not including meetings for work) within the past twelve months. Nearly half (46%) stated they had never attended while 6 percent stated they had attended 26 or more times. Seventeen percent stated they had attended 10–25 times and 10 percent had been involved 5–9 times. Eighteen percent attended 2–4 times, while the smallest response group (3%) stated they attended one club or organizational meeting.

Figure 36: How many times in the past twelve months have you attended any club or organizational meeting (not including meetings for work)?
(percentage distribution)



Differences in respondents’ likelihood of having attended a club or organizational meeting, excluding work-related meetings, were statistically significant for gender, religious preference, Internet access, education, race and ethnicity, citizenship, number of children aged 17 or younger in the household, homeownership, household income, and area of residence within the county. Respondents more likely to report having never attended such a meeting were:

- Male respondents (50%)
- Catholics (57%) and respondents with a religious preference categorized as “Other” (61%)
- Persons without Internet access (67%)
- Those with a high school education or less (62%)
- Latinos (68%)
- Non-U.S. citizens (69%)
- Families with one child aged 17 or younger (52%)
- Renters (58%)
- Those earning less than \$30,000 (59%)
- Those whose income was \$30,000 but less than \$75,000 (53%)
- Residents of the western part of the county (52%).

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Summary

Over four-fifths of survey respondents were registered to vote but the same share of survey respondents reported that they have never attended a political meeting or rally. Furthermore, nearly three-fifths of survey participants said that they have never participated in a community project and just about the same share of respondents reported that they have never attended any public meetings. These findings suggest that the majority of those surveyed do not engage in public affairs and in political and civic activities.

Survey findings on public affairs and civic engagement indicate that differences among respondents on their engagement in public affairs and in political and civic activities were related to certain demographic characteristics. In particular, education was observed to have a statistical significance in terms of respondents' likelihood of being active in public affairs and in political and civic life activities. For instance, persons with a high school education or less were more likely to be non-registered voters, to report having never worked on a community project, to have never attended a public meeting, a political meeting, or a club or organizational meeting within the last twelve months.

In addition to education, race and ethnicity was also found to be related to respondents' likelihood of reporting that they were registered to vote, have worked on a community project, attended a political meeting, and attended any club or organizational meeting. Respondents who self-identified themselves as Hispanic or Latino were more likely to be non-registered voters, to have never been involved in a community project, to have never attended a political meeting, and to have never attended a club or organizational meeting. Finally, survey participants with an annual household income of less than \$30,000 were more likely to be not registered to vote, to have never been involved in a community project, and to have never attended a club or organizational meeting.

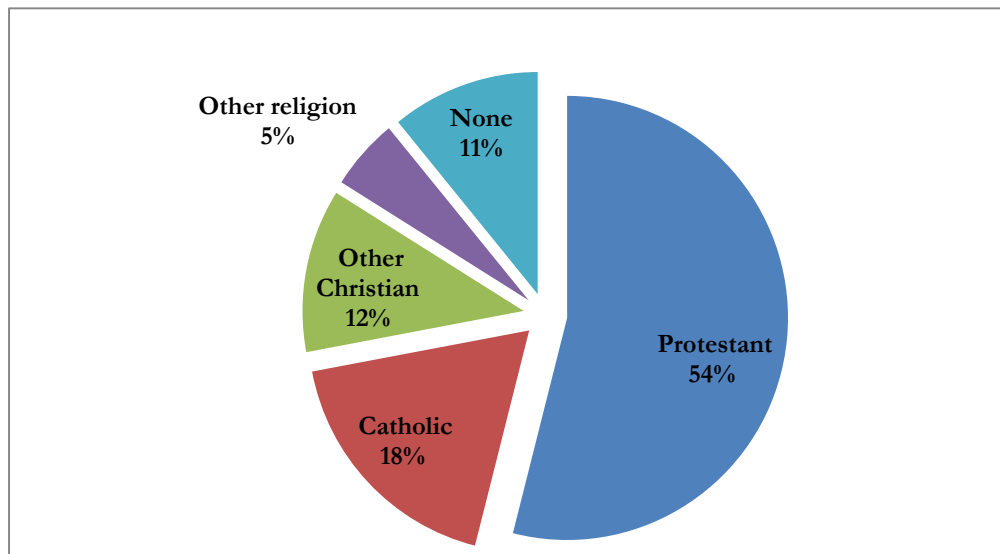
9. Religion

Faith institutions contribute to a community’s social capital in various ways. Not only are their philanthropic endeavors efforts notable, but they have historically provided social services for their constituent populations such as programs for the underserved or the elderly. Faith institutions have utilized the volunteerism of their congregations to support these efforts. The survey instrument asked four questions with regard to respondent’s religious practices. Specifically, survey participants were asked their religious preference, the frequency of their attendance at religious services, and if they volunteered for their place of worship. In addition, they were asked if religion was a very important factor in their lives. Note: The question on religious affiliation was asked only once in the survey, but is presented twice in this report. When it was previously presented in the survey population characteristics chapter, religious affiliation was not weighted. The following responses on the religious affiliation question as presented in this chapter were weighted.¹⁷

Religious Affiliation

Fifty-four percent of respondents identified their religious preference as Protestant, followed by 18 percent reporting they were of the Catholic faith. Twelve percent classified their faith in a category titled “Other Christian” that included religions such as the Jehovah’s Witness, Ecumenical, and the Church of Jesus Christ of Latter-day Saints. Five percent of survey participants reported their faith as being ‘Other Religion’ that was comprised of faiths such as the Unification Church, Baha’i, and Unitarian Universalist Church. Eleven percent of respondents disclosed that they had no religious preference.

Figure 37: Respondent’s Religious Preference
(percentage distribution)



¹⁷ For more information about the weighting procedures, see Appendix B on page 191.

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To strengthen the cross-tabulation analysis, religious preference was collapsed into five categories—Protestant, Catholic, Other Christian, Other Religion, and No Religious Preference. When religious preference was analyzed by other demographic variables, some of the discernible patterns found in the analysis were as follows. Survey participants more likely to identify their religious preference as Protestant were:

- Females (57%)
- Persons with Internet access (55%)
- Residents of their community for more than 20 years (69%)
- Not working respondents (59%)
- Respondents 50–64 years old (59%)
- Respondents 65 years or older (75%)
- African Americans (67%)
- No longer married respondents (70%)
- Persons in households without children aged 17 or younger (59%)
- Those living in the western part of the county (59%)
- Single-person households (64%)
- Registered voters (60%).

Survey respondents more likely to report their religious preference as Catholic were:

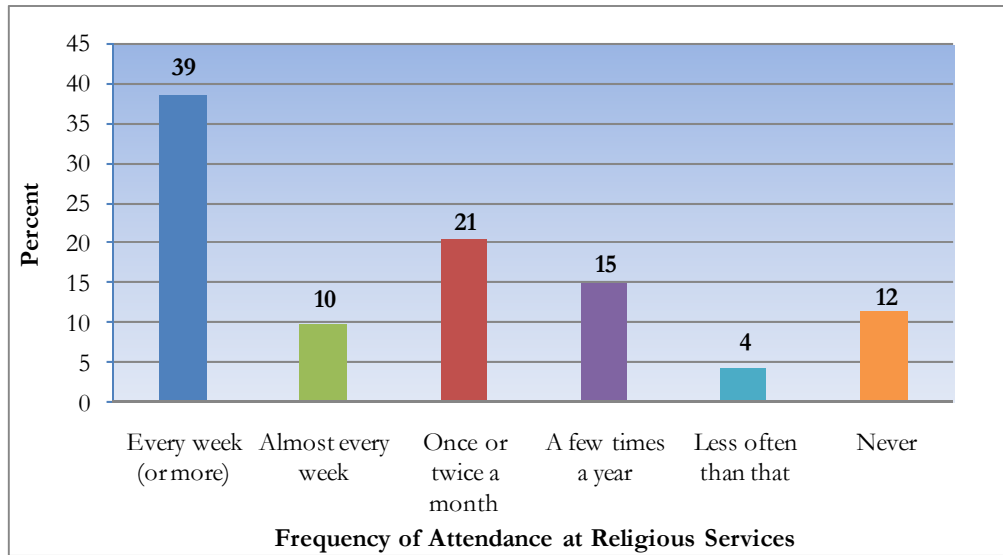
- Males (22%)
- Persons without Internet access (27%)
- Residents of their community for five years or less (20%)
- Those with a high school education or less (28%)
- Latinos (64%)¹⁸
- Non-U.S. citizens (60%)
- Respondents earning less than \$30,000 (26%)
- Persons in households with three or more people (26%)
- Those not registered to vote (33%).

¹⁸ It should be reiterated that 70 of the 151 Catholic respondents self-identified as Hispanic or Latino (or 46% of all Catholic respondents), and therefore there is a potential that any observed differences by religious preference, particularly among Catholics, might be inter-related with respondents' race or ethnicity. This issue should be considered for future research.

Frequency of Attendance at Religious Services

Survey results indicated that, excluding weddings and funerals, nearly half of respondents attended religious services almost every week or more. Thirty-nine percent attended every week or more often while another 10 percent were present almost every week. Twenty-one percent of survey participants attended services once or twice a month; 15 percent attended a few times a year, and 4 percent less often than that. Twelve percent of those surveyed reported never attending church.

Figure 38: Frequency of Attendance at Religious Services
(percentage distribution)



Several demographic characteristics—gender, religious preference, employment status, age, race and ethnicity, marital status, and household size—displayed statistical significance in relation to differences in the number of times a person attended religious services (excluding weddings and funerals). Survey participants more likely to attend religious services every week or more frequently were:

- Female respondents (43%)
- Protestants (44%)
- Persons with a religious preference categorized as “Other Christians” (55%)
- Not working respondents (45%)
- Those age 50–64 years old (44%) and persons age 65 or older (52.2%)
- Married respondents (44%).

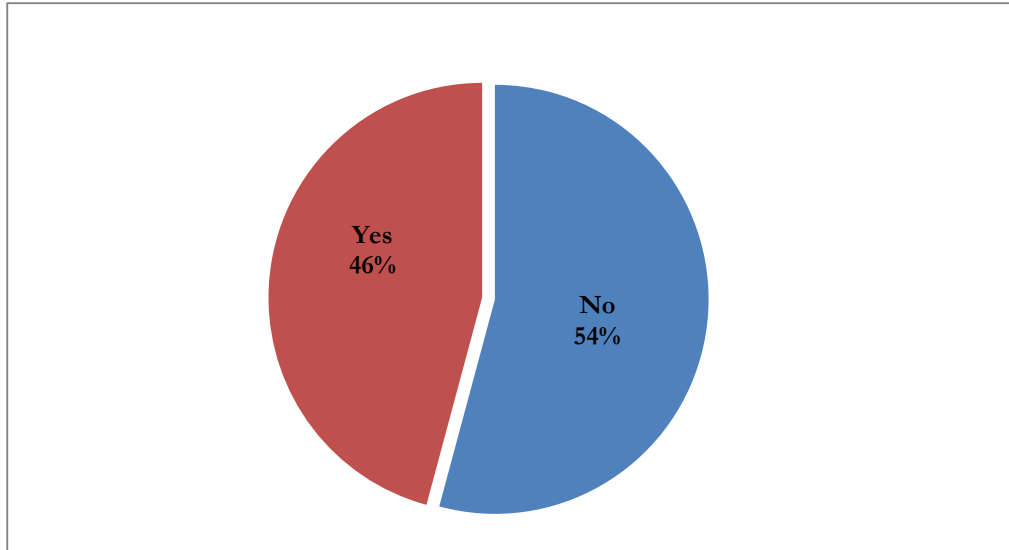
Respondents more likely to indicate that they attended services once or twice a month were:

- Catholics (26%)
- Those age 18–34 (26%)
- Never married respondents (26%)
- Person in households with three or more people (26%).

Volunteering for Place of Worship

One way to measure people’s faith-based engagement is to look at whether or not people volunteer for their place of worship. Forty-six percent of survey participants reported volunteering for their place of worship while 54 percent reported they did not.

Figure 39: Volunteer for Place of Worship
(percentage distribution)



With regard to volunteering for their place of worship, cross-tabulation analysis found that differences among respondents in their likelihood of reporting that they volunteered for their faith institution were associated with the following demographic variables: religious preference, Internet access, number of years living in the community, education, marital status, number of children aged 17 or younger in the household, homeownership, and household income. Results from cross-tabulation analyses suggest that those more likely to have volunteered for their place of worship were as follows:

- Protestants (54%)
- Persons with a religious preference categorized as “Other Christians” (63%)
- Residents of their community from 6–20 years (52%)
- College graduates (52%)
- Married respondents (55%)
- Families with one child aged 17 or younger (54%)
- Those with incomes of \$75,000 or greater (55%).

Conversely, survey respondents more likely not to have volunteered for their faith institution were:

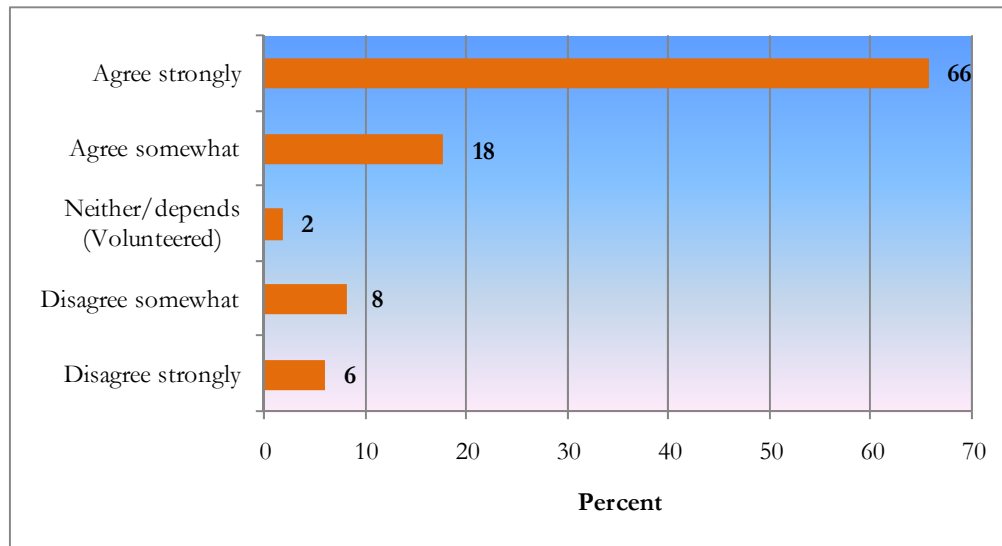
- Persons with no religious preference (84%)
- Catholics (69%)
- Those without Internet access (65%)
- Residents of their community for less than five years (60%)

- Respondents with a high school education or less (64%)
- Persons no longer married (60%)
- Never married persons (70%)
- Renters (64%)
- Persons with incomes less than \$30,000 (64%).

Importance of Religion in Respondent's Life

The survey instrument asked respondents their level of agreement with the statement, "Religion is very important in my life." Eighty-four percent of survey participants expressed some degree of agreement with two-thirds (66%) strongly agreeing. Two percent of respondents volunteered that they were neither in agreement nor in disagreement with the statement. Fourteen percent disagreed that religion was a very important factor in their lives. Eight percent somewhat disagreed while 6 percent strongly disagreed.

Figure 40: Religion is very important in my life.
(percentage distribution)



When survey respondents' levels of agreement with the statement, "Religion is very important in my life," were analyzed by cross-tabulations, the following demographic characteristics exhibited statistical significance: gender, Internet access, number of years in the community, employment status, age, education, race and ethnicity, marital status, household income, and area of residence within Mecklenburg County. Respondents more likely to strongly agree with the aforementioned statement were:

- Women (73%)
- Those without Internet access (80%)
- Residents of their community for more than 20 years (78%)
- Not working respondents (73%)

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- Respondents ages 50–64 years (72%)
- Respondents age 65 or older (80%)
- Those with some college education (71%)
- African Americans (86%)
- No longer married respondents (80%)
- Respondents with income of less than \$30,000 (77%)
- Residents of the western part of the county (81%)
- Residents of the eastern part of the county (72%).

Summary

Survey findings suggest that nearly two-thirds of all survey participants indicated that religion was very important in their life. In fact, over one-third reported they attend religious services weekly and nearly half have volunteered for their place of worship. In addition, the survey produced some evidence of differences by demographic characteristics among survey respondents in terms of their religious practices. However, none of the demographic characteristics was found to be statistically significant for each of the questions that relate to religion.

One of the demographic variables that were found to be a predictor of religious activities was the age of the respondent. For instance, older respondents were more likely to report their religious preference as Protestant. Older respondents (ages 50 or older) were also found to be more likely to attend religious services on a regular basis than younger respondents were (ages 18–34 years old). In addition to age, survey findings also produced evidence of gender differences in terms of attending religious activities. Survey results suggest that female respondents were more likely to attend religious services weekly or more frequently than males.

Moreover, marital status revealed some interesting findings by consistently showing up as a predictor of religious practices. Never married respondents were less likely to attend religious services and to volunteer for their place of worship. In addition, respondents reporting they were no longer married were more likely to strongly agree that religion was very important in their lives when compared to respondents who were married or were never married (albeit the association between marital status and the level of importance of religion was found to be relatively weak). Finally, among religious groups, respondents of Catholic faith were less likely to be engaged with their religion than respondents whose religious preference was Protestant. Such findings warrant further research to determine if a third variable, such as the age of the respondent, is also a factor.

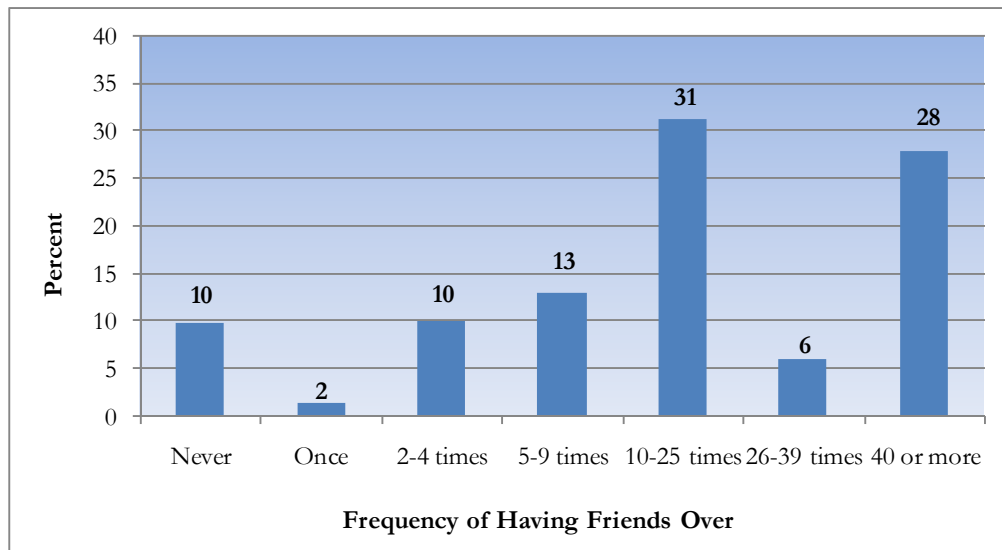
10. Diversity of Informal Socializing

Informal social relationships are important to the overall effectiveness and success of a community. Such ties may promote access to information or support that might only be available in an informal setting. The survey instrument asked four questions with regard to the diversity of the respondent's informal socializing in addition to how frequently the events had occurred in the previous twelve months.

Had friends over to your home

The first query asked if the respondents had friends over to their house and how often during the previous twelve months. Just over one-third of survey participants (35%) reported having friends over 9 times or less for this period. Specifically, 10 percent reported that in the past year they never had friends visit them in their place of residence; 2 percent indicated that only once did this occur; an additional 10 percent reported that friends visited their home between 2 and 4 times; and 13 percent stated that they were visited by friends in their home between 5 and 9 times. Thirty-one percent of respondents reported having socialized with friends in their home between 10 and 25 times during the past year. Thirty-four percent of survey participants indicated that this activity occurred 26 times or more.

Figure 41: Had Friends Over to Respondent's Home
(percentage distribution)



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Differences among respondents in relation to the number of times they had friends over to their home were found to be statistically significant for the following variables: gender, Internet access, employment status, age, education, marital status, household income, household size, and registered to vote. Cross-tabulation analyses revealed that respondents more likely to state they never had friends over to their home were:

- Those without Internet access (25%)
- Not working respondents (15%)
- Those with a high school education or less (16%).

Respondents more likely to report they had friends over to their home from 10–25 times were:

- Persons 50–64 years old (38%)
- College graduates (39%)
- Married respondents (37%)
- Those with an annual household income of \$75,000 or greater (37%).

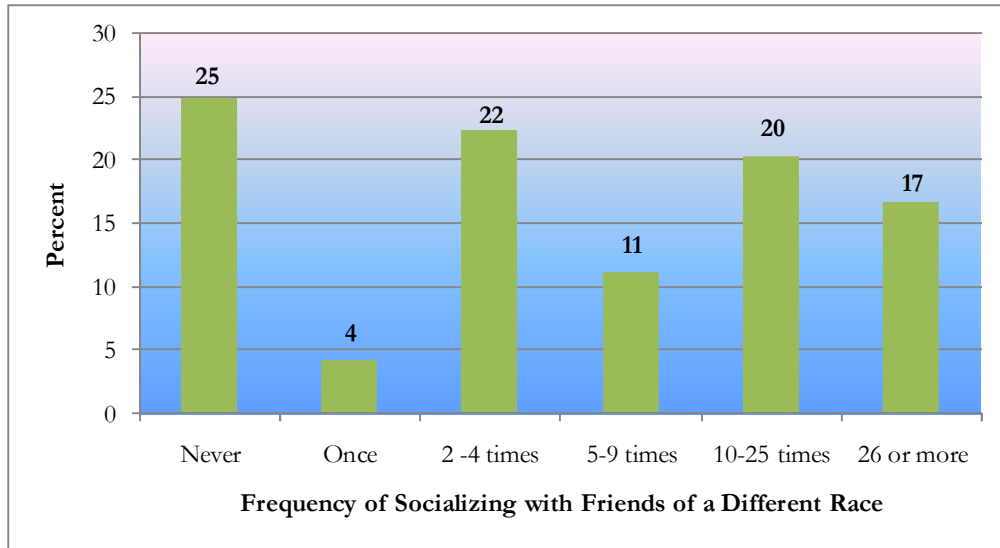
Respondents more apt to state they had friends over to their homes 26 times or more were:

- Working respondents (37%)
- Persons 18–34 years old (47%)
- Those with some college education (38%)
- Never married respondents (47%)
- Households with three or more people (40%).

Been in the home of a friend of a different race or had them in your home

Sixty-two percent of those who responded reported that they had been in the home of a friend of a different race or had had them in the respondent’s residence nine times or less during the previous year. Specifically, one quarter (25%) of respondents had never been in the home of a friend of a different race or had had them in the respondent’s home during the previous twelve months while an additional 4 percent stated that this had occurred only once. Twenty-two percent had socialized in this manner between 2 and 4 times and 11 percent between 5 and 9 times. Twenty percent reported this informal social activity between 10 and 25 times in the previous year. Lastly, 17 percent socialized with a friend of a different race in a home environment 26 times or more during the specified time period.

Figure 42: Been in the Home of Friend of a Different Race or Had Them to Respondent’s Home
(percentage distribution)



Cross-tabulation analysis of respondents’ frequency of socializing with friends of a difference race revealed that the following demographic variables were statistically significant: religious preference, Internet access, age, education, race and ethnicity, citizenship, number of children in the household aged 17 or younger, household income, area of residence within the county, and registered to vote. Some of the discernible patterns were as follows. Respondents more likely to report that they had never been in the home of a friend of a different race or had them into their own home were:

- Catholics (34%)
- Survey participants without Internet access (43%)
- Persons age 65 or older (47%)
- Respondents with less than a high school education (32%)
- Latinos (36%)
- Non-U.S. citizens (46%)
- Those living in a household without children aged 17 or younger (29%)

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- Persons earning less than \$30,000 (31%)
- Single-person households (32%)
- Respondents not registered to vote (30%).

Survey participants more likely to indicate that they had done this activity between 2 to 4 times were:

- Protestants (28%)
- Persons 50–64 years old (30%)
- Persons reporting some college education (28%)
- African Americans (27%)
- Those in households with two children aged 17 or younger (27%).

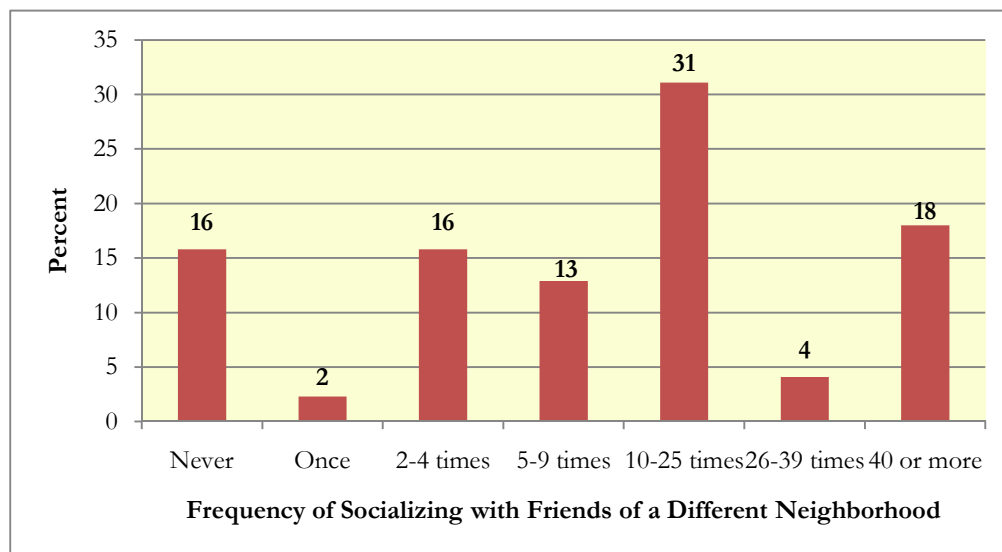
Respondents more likely to report that they had socialized with friends of a different race for 26 or more times were:

- Persons age 18–34 years old (23%)
- Residents of the western part of Mecklenburg County (27%).

Been in the home of someone of a different neighborhood or had them in your home

In order to gauge another aspect of social capital the questionnaire asked if the respondents had been in the home of someone from a different neighborhood or had him or her over to their home. Fifty-three percent of those surveyed reported that this had occurred 10 or more times in the previous year. Thirty-one percent indicated that they had socialized in their home or that of a friend from another neighborhood between one and nine times. Sixteen percent of respondents stated that they had never socialized in this manner during the previous year.

Figure 43: Been in the Home of Someone of a Different Neighborhood or Had Him or Her in Your Home
(percentage distribution)



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To further understand survey respondents' frequency of socializing with friends of a different neighborhood, cross-tabulation analyses (the joint distribution of two variables) were conducted. Crosstab results suggest that religious preference, Internet access, age, education, race and ethnicity, citizenship, marital status, number of children in the household, homeownership, household income, and registered to vote were statistically significant. Specifically, respondents more likely to say that they had never been in the home of someone of a different neighborhood or had them in his/her home in the past year were:

- Catholics (25%)
- Persons without Internet access (35%)
- Persons age 65 or older (29%)
- Those with a high school education or less (25%)
- Latinos (34%)
- Non-U.S. citizens (36%)
- Renters (23%)
- Respondents with an income level of less than \$30,000 (19%)
- Non-registered voters (21%).

Respondents more apt to report socializing with friends of a different neighborhood between 10–25 times were as follows:

- College graduates (40%)
- Caucasians (38%)
- Respondents with income of \$75,000 or more (40%).

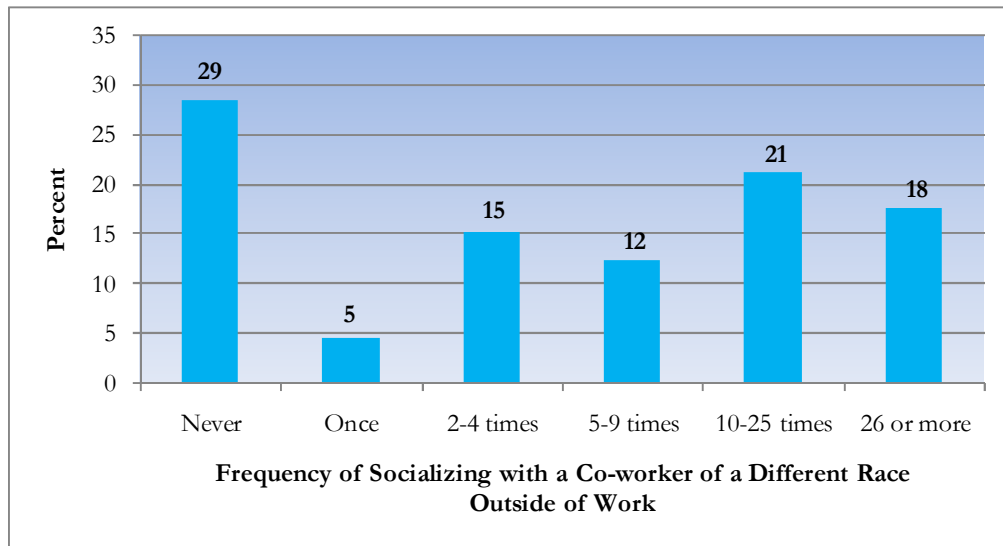
Those surveyed more likely to have been in the home of someone of a different neighborhood or had him or her into their home 26 times or more were:

- Persons ages 18–34 years old (29%)
- Respondents with a religious preference categorized as “Other Christian” (33%)
- Persons with some college education (29%)
- African Americans (28%)
- Never married respondents (31%)
- Those living in a household with three or more children aged 17 or younger (29%).

Met a friend of a different race/ethnicity outside of work for a meal/coffee/some other drink

As a measure of bridging social capital, the survey instrument asked how many times the respondents had met a friend of a different race or ethnicity outside of work for a meal, coffee, or some other drink during the past twelve months. Notably, 29 percent of respondents had never done this. Five percent of those surveyed had done this only once; 15 percent had socialized in this manner between 2 and 4 times; and 12 percent between 5 and 9 times in the previous year. Twenty-one percent of the remaining respondents had socialized outside of work with a person of a different race or ethnicity between 10 and 25 times while 18 percent reported such activity 26 times or more.

Figure 44: Met a Friend of a Different Race/Ethnicity Outside of Work for a meal/coffee/some other drink
(percentage distribution)



Analysis by cross-tabulations revealed the following demographics to be associated with respondents’ frequency of socializing with a co-worker of a different race outside of the workplace: religious preference, Internet access, employment status, age, education, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household income, and registered to vote. Respondents more likely to state that they had never met a friend of a different race or ethnicity outside of work for a meal/coffee/some other drink were:

- Catholics (37%)
- Persons without Internet access (47%)
- Not working respondents (37%)
- Those aged 65 or older (50%)
- Those with a high school education or less (38%)
- Non-U.S. citizens (40%)
- Persons no longer married (33%)
- Renters (34%)

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- Respondents with incomes less than \$30,000 (34%)
- Non-registered voters (33%).

Demographic characteristics showing significance for those who reported engaging in this activity 2–4 times were:

- Persons 50–64 years old (21%)
- Those living in a household with a child aged 17 or younger (24%).

Respondents reporting they had met outside of work with a person of a different race or ethnicity 10–25 times were more likely to be:

- College graduates (28%)
- Those with income levels of \$75,000 or more (29%).

Demographic characteristics showing significance for those who reported engaging in this activity 26 times or more were:

- Person 18–34 years old (27%)
- Never married respondents (25%).

Summary

Respondents to this survey were asked four questions pertaining to their informal social relationships. The most frequent informal social interaction respondents reported happening within the last year was having friends over to their home. In fact, more than one-third of respondents stated that this event occurred 26 or more times within the last twelve months. However, the share of respondents who reported that they had been in the home of a friend of a different race or had had them in their home 26 or more times was much smaller (17%). In addition, over one-third of survey participants reported that they either have once or never met a friend of a different race or ethnicity outside of work for a meal, coffee, or some other drink. In regards to informal social interaction with someone of a different neighborhood, over one-fifth of respondents reported that they had been in the home of someone from a different neighborhood or had him or her over to their home 26 or more times within the last year. These findings suggest that for this sample of Mecklenburg County residents, informal social interactions do occur but interactions with someone of a different race or ethnicity or someone of a different neighborhood occur less.

The four questions regarding informal social relationships were analyzed by cross-tabulations. Results consistently revealed age and education as being statistically significant in relation to informal social interactions. Survey participant ages 18–34 years old were more likely to report high frequency (26 times or more) in each of the four informal social interaction questions. Respondents with a high school education or less were less likely to have friends over, less likely to socialize with a friend of a different race, less likely to socialize with someone of a different neighborhood, and less likely to meet a co-worker of a different race outside of work. In terms of race and ethnicity, Hispanics were more likely to report never participating in informal social interactions with members of a different race or neighborhood.

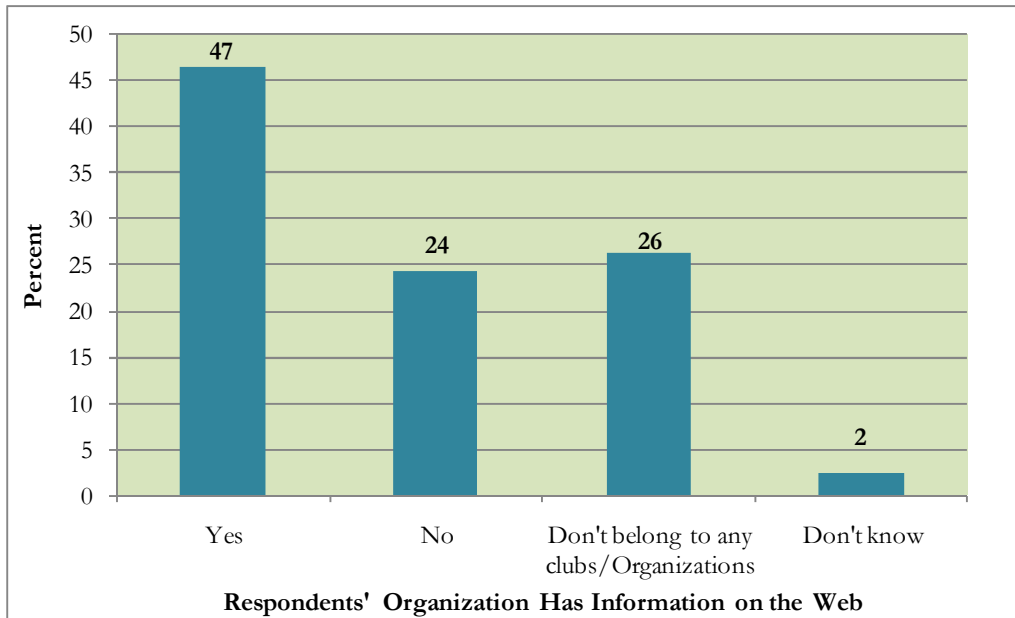
11. Online Activity

The Internet has increasingly been incorporated into people’s daily lives. Social interactions may not only occur through face-to-face and telephone communication, but could also occur over the Internet. With the recent proliferation of online social networks, the survey instrument asked five questions concerning the respondent’s Internet connectivity and usage of various sites on the Internet. It should be noted that question that queried respondents whether they have access to the Internet was asked only once in the survey, but is presented twice in this report. When it was previously presented in the survey population characteristics chapter, responses to the question about Internet access was not weighted. Respondents’ responses to the question about Internet access, as presented in this chapter, reflects the weighted data.¹⁹

If organization has information available on the web

The first question asked if any of the respondents’ clubs or organizations that they belonged to in Charlotte have information available on the Web such as bulletin boards or a discussion board. Forty-seven percent of survey participants answered in the affirmative and 24 percent stated that their clubs or organizations did not provide such a service. Just over one-quarter (26%) reported that they did not belong to any clubs or organizations in Charlotte and 2 percent were unsure if any of their organizations have information available online.

Figure 45: Respondent’s Organization Provides Information on the Web
(percentage distribution)



¹⁹ Details about the weighting procedures are attached as Appendix B on page 191.

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When survey participants' responses to the question, "Thinking about the clubs or organizations that you belong to here in Charlotte, do any of your clubs or organizations have information available on the web, such as a bulletin board or a discussion board?" were analyzed by cross-tabulation analyses, demographic characteristics of respondents that showed statistical significance were as follows: gender, religious preference, Internet access, employment status, age, education, race and ethnicity, citizenship, household income, area of residence within the county, and registered to vote. One of the discernible patterns observed was that survey participants more likely to report they did belong to an organization or club that had information on the Web were:

- Females (49%)
- Respondents whose religious preference was categorized as "Other Christian" (55%)
- Residents of their community from 6–20 years (54%)
- Working respondents (51%)
- Respondents 35–49 years old (56%)
- College graduates (58%)
- Caucasians (54%)
- Those with an annual household income of \$75,000 or greater (65%)
- Residents of the southern part of the county (56%)
- Registered voters (54%).

Respondents more likely to report they belonged to a club that did not provide information on the Web were:

- Males (27%)
- Catholics (29%)
- Not working respondents (30%)
- Persons 65 years of age and older (33%)
- Respondents with an income of less than \$30,000 (33%)
- Respondents from the eastern part of the county (31%)
- Persons not registered to vote (34%).

Survey participants who were more likely to report that they did not belong to any club were:

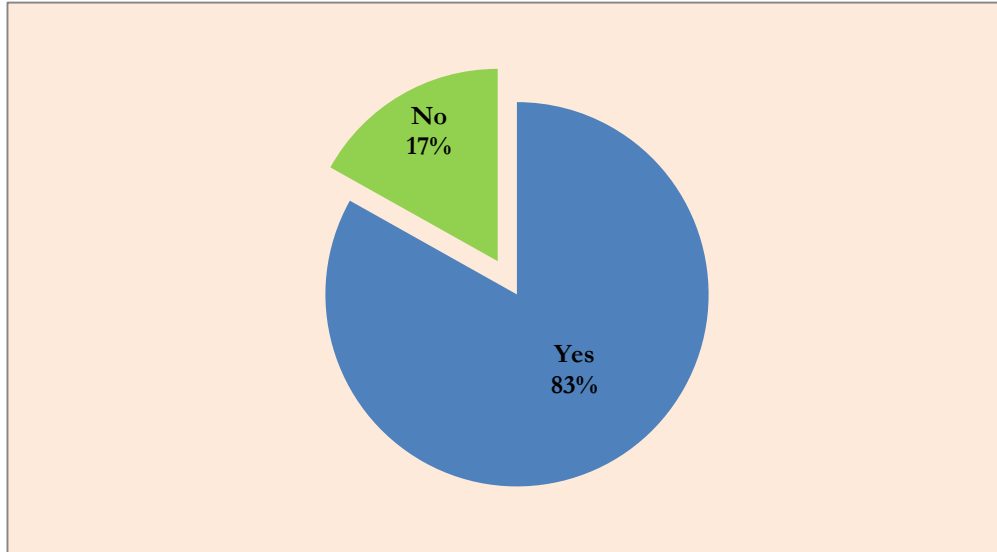
- Those with a high school education or less (34%)
- Latinos (45%)
- Non-U.S. citizens (49%)
- Those ineligible to vote (68%).

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Internet Access and Involvement with an Online Group

When asked if the respondent has Internet access, 83 percent stated that they have access and 17 percent said no.

Figure 46: Internet Access
(percentage distribution)



Cross-tabulation analyses were conducted to distinguish any significant differences between those with Internet access and those without Internet access. Crosstab results suggest that gender, religious preference, years in the community, employment status, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 and under in the household, homeownership, household income, area of residence within Mecklenburg County, household size, and registered to vote were statistically significant in terms of differences among survey participants in their likelihood of reporting having Internet access or not. Those surveyed who were more likely to have Internet access were:

- Male respondents (86%)
- Persons with no religious preference (89%)
- Residents of their community for 6–20 years (88%)
- Working respondents (89%)
- Those 35–49 years old (90%)
- Respondents with some college (89%) and college graduates (95%)
- Caucasians (91%)
- Persons living in a household with one child aged 17 or younger (88%)
- Those in households with three or more children aged 17 or younger (90%)
- Homeowners (87%)
- Respondents with an annual household income of \$75,000 or more (97%)
- Residents of the southern part of the county (91%)
- Registered voters (89%).

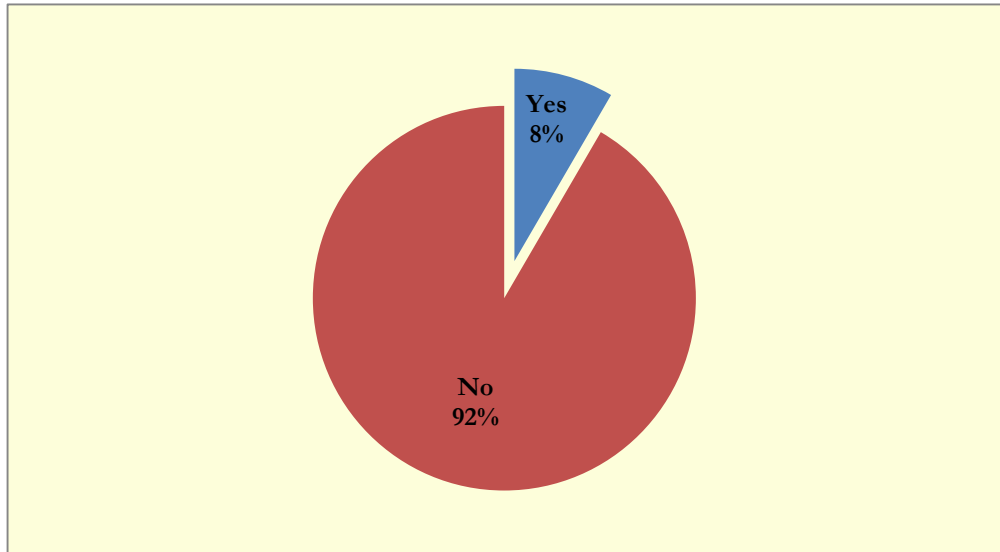
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Conversely, survey participants more likely to say they do not have access to the Internet were:

- Female respondents (20%)
- Catholics (26%)
- Residents of their community for more than 20 years (35%)
- Non-working respondents (30%)
- Persons age 65 and older (43%)
- Those with a high school education or less (36%)
- Latinos (41%)
- Non-U.S. citizens (48%)
- Persons no longer married (30%)
- Respondents living in a household with no children aged 17 or younger (21%)
- Renters (27%)
- Respondents with an annual household income of less than \$30,000 (38%)
- Those living in the western (23%) and eastern (25%) parts of the county
- Single-person households (22%)
- Persons not registered to vote (35%).

Additionally, respondents were asked if they were involved in any group that only met over the Internet. Ninety-two percent responded in the negative and 8 percent said yes.

Figure 47: Respondent's Involvement with Online Group
(percentage distribution)



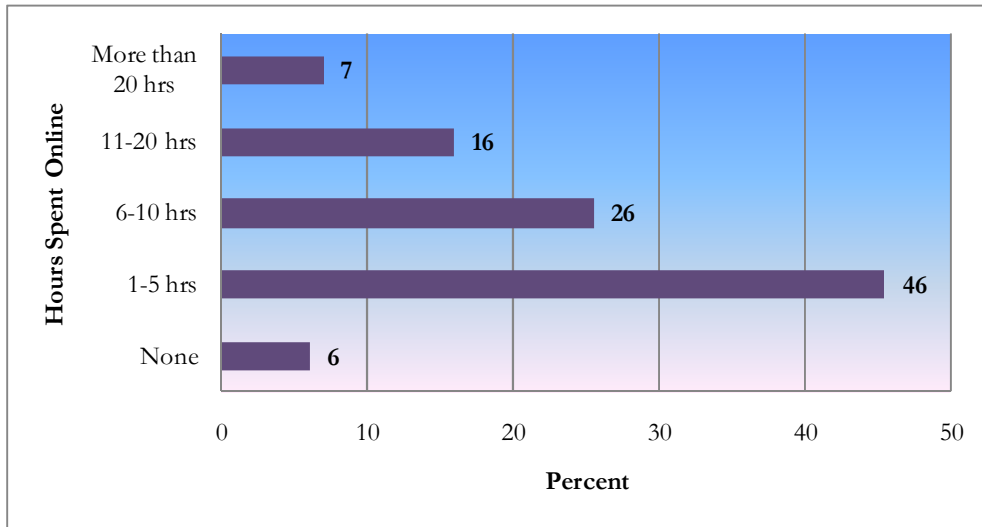
Only three demographic characteristics—gender, age, and marital status—demonstrated statistical significance with regard to differences in respondents' likelihood of belonging to a group that only met over the Internet. Persons more apt to indicate that they did not belong to any group that solely met over the Internet were male respondents (11%), persons age 50–64 years old (98%), and no longer married respondents (98%).

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Average Hours Spent Online

Respondents were asked on average, how many hours per week did they spend online, excluding any work-related time. Twenty-three percent of those surveyed indicated that they spent eleven or more hours per week online, with 7 percent of those reporting usage at over twenty hours a week. Just over one-quarter (26%) stated their online usage was between six and ten hours for this time period. Forty-six percent spent on average between one and five hours online a week. Six percent of survey respondents did not spend any time online.

Figure 48: Average Hours Spent Online per Week (Excluding work-related online time)
(percentage distribution)



Cross-tabulation analysis of the reported number of hours per week survey participants' spends online (excluding work-related online time) revealed the following demographic variables to be statistically significant: religious preference, number of years in the community, employment status, age, education, race and ethnicity, citizenship, marital status, household income, and registered to vote. These variables suggest some association in terms of the differences on the number of hours a respondent spends online. Some of the discernible patterns observed were as follows. Those more likely to report they spend 1–5 hours online on a weekly basis were:

- Persons with a religious preference categorized as 'Other Christian' (57%)
- Working respondents (50%)
- No longer married respondents (52%).

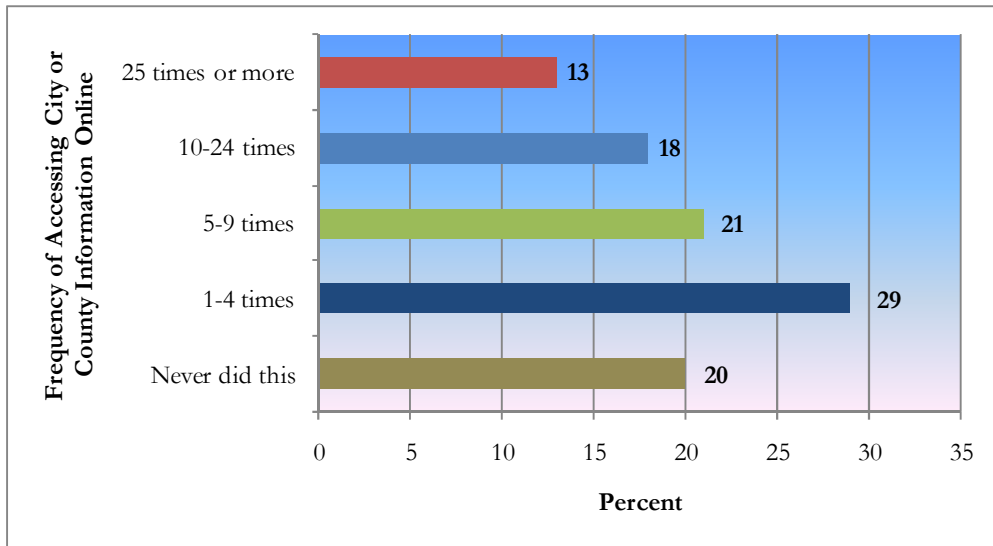
Those surveyed who were more apt to report that they spend 11–20 hours online were respondents who never married (22%). Finally, survey participants ages 18–34 years old (11%) were more likely to state they spend more than twenty hours a week online.

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Frequency of Accessing City or County Information Online

To determine if survey participants were participating in civic engagement using the Internet, survey respondents were further asked how many times in the past twelve months have they accessed city or county information online. Of the survey participants who responded to this question, 81 percent stated that they accessed city or county information online in the past twelve months. Specifically, 13 percent did so 25 times or more, 18 percent did so 10 to 24 times, 21 percent did so 5 to 9 times, and 29 percent went online 1 to 4 times in the past twelve months to access city or county information. The remaining 20 percent consisted of survey participants who never accessed city or county information online during the past twelve months.

Figure 49: How Many Times in the Past Twelve Months have you Accessed City or County Information Online?
(percentage distribution)



Differences in the number of times respondents accessed city or county information online in the past twelve months were found to be associated with employment status, age, education, race and ethnicity, citizenship, household income, and registered to vote. The most discernible pattern observed was for those who reported they never accessed city or county information online. Those surveyed more likely to report they have never accessed city or county information online in the past 12 months were:

- Not working respondents (27%)
- Those with a high school education or less (32%)
- Respondents with an annual household income of less than \$30,000 (32%)
- Persons not registered to vote (37%).

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Summary

Survey questions pertaining to online usage yielded the following results. More than four-fifths of survey respondents had Internet access yet a preponderance of respondents indicated that they were not involved with groups that only met online. In addition, less than half of survey participants reported spending between one to five hours per week over the Internet, excluding work-related activities. The last question regarding online use asked survey participants how many times in the past twelve months they have accessed city or county information online and one-fifth of respondents replied never doing so.

Cross-tabulation analyses revealed race and ethnicity, education, income, age, and geographic location to be predictors of respondents' likelihood of having Internet connectivity and participating in online activities. For instance, Caucasians, college graduates, persons age 35–49, and residents of the southern part of the county were more likely to report they had Internet access. These groups of respondents were also more likely to belong to an organization or club that had information on the web. Moreover, respondents in age groups 18–34 and 35–49 were more likely to be involved with online groups than older respondents (age 50 and older). Finally, persons with a high school education or less and those living in a household with an annual income of less than \$30,000 were both more likely not to have Internet access and more apt to say they have never accessed city or county government information through the Internet.

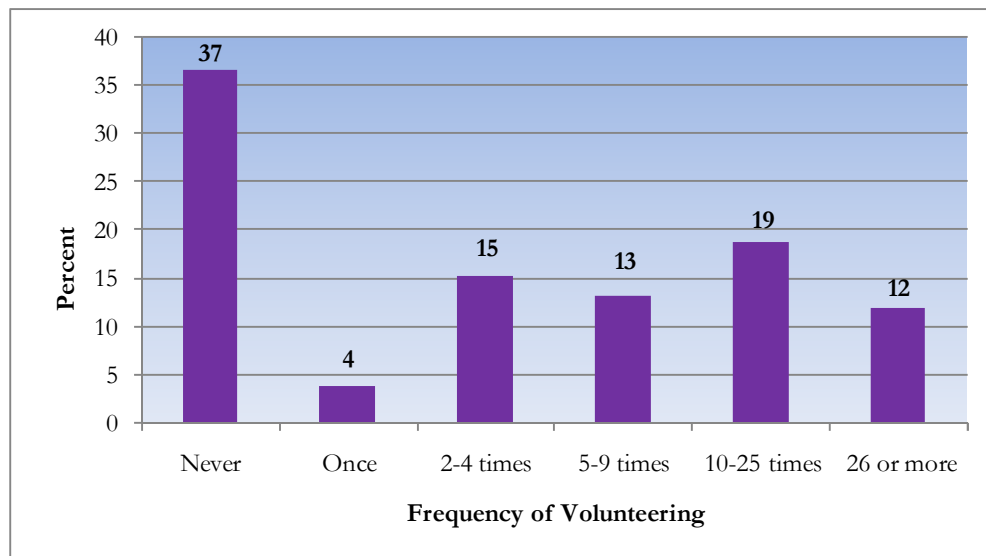
12. Giving and Volunteering

Philanthropy and volunteering are two important measures of a community’s social capital. Therefore, seven questions were asked to assist in gauging Mecklenburg County’s social capital. Survey participants were asked a general question of how many times they volunteered in the past twelve months. In addition, they were queried as to how many times they volunteered for a particular group or organization. The types of volunteer opportunities included were for their place of worship,²⁰ for any health-related organizations, for youth groups, for the poor or elderly, for the arts, and/or for their neighborhood. The last question in this group asked the approximate dollar amount that the respondent’s household donated in the past year to charitable causes. It should be noted that percentages might not add up to 100 percent due to rounding.

Frequency of Volunteer Activities

Respondents were asked how often they volunteered in the preceding twelve months. Over one-third of survey respondents (37%) indicated that they had not volunteered at all in the past year. Thirty-two percent of survey participants had volunteered during this period from one to nine times. Just under one-fifth of those surveyed (19%) had volunteered between ten and twenty-five times and 12 percent reported volunteering twenty-six times or more.

Figure 50: Frequency of Volunteer Activities
(percentage distribution)



²⁰ Please note that survey results regarding volunteering for place of worship were previously presented in the ‘Religion’ section of this report.

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To further explore the volunteering behavior of survey participants, cross tabulation analyses (the joint distribution of two variables) were conducted on the question that asked respondents how frequently they volunteer within the last twelve months. Crosstab results produced evidence of differences in volunteering behavior among respondents that were associated with the following demographic characteristics: gender, religious preference, Internet access, number of years living in the community, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, household size, and registered to vote. Respondents more likely to say that they never volunteered in the past year were:

- Male respondents (44%)
- Catholics (50%)
- Persons without Internet access (57%)
- Residents of their community for more than 20 years (42%)
- Those with a high school education or less (54%)
- Latinos (59%)
- Non-U.S. citizens (62%)
- No longer married respondents (49%)
- Persons without children aged 17 and under living in the household (44%)
- Renters (50%)
- Respondents with an annual household income of less than \$30,000 (50%)
- Respondents with incomes of \$30,000 but less than \$75,000 (44%)
- Those living in the western (41%), eastern (40%), and northern (40%) parts of the county
- Single-person households (46%)
- Not registered voters (55%).

Another discernible pattern observed was for persons earning \$75,000 or more annually (20%) to be more likely to report that they have volunteered 5–9 times in the previous year. In addition, respondents more apt to have volunteered 10–25 times were as follows:

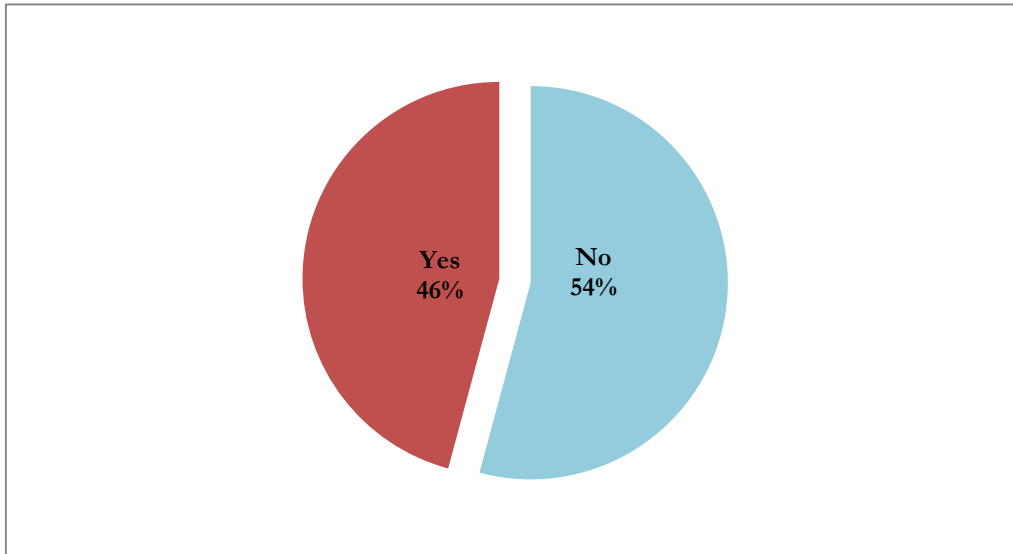
- Residents of their community 6–20 years (24%)
- College graduates (24%)
- Persons with an annual household income level of \$75,000 or greater (28%).

Volunteered for Place of Worship

When asked if the respondent had volunteered for their place of worship 54 percent said no and 46 percent answered in the affirmative.

Figure 51: Volunteered for Place of Worship

(percentage distribution)



The following demographic variables were found to be statistically significant in relation to differences among respondents' likelihood of having volunteered for their place of worship: religious preference, Internet access, number of years in the community, education, marital status, number of children aged 17 and under living in the household, homeownership, and household income. Those surveyed more likely to report they volunteered for their place of worship were:

- Protestants (54%) and "Other Christians" (63%)²¹
- Residents of their community for 6–20 years (52%)
- College graduates (52%)
- Married respondents (55%)
- Households with one child aged 17 or younger (54%)
- Those with incomes of \$75,000 or greater (55%)

Survey respondents more likely to report that they had not volunteered for their place of worship were:

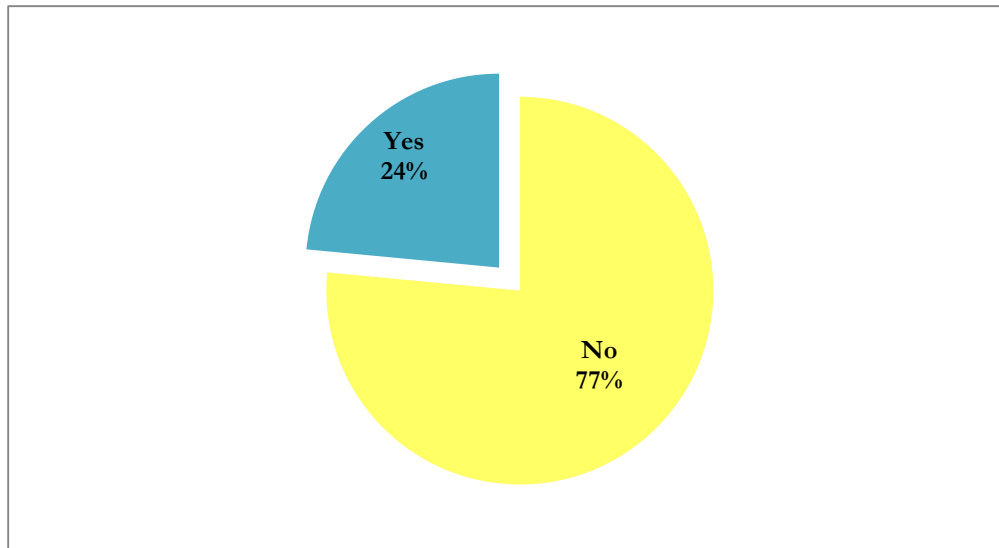
- Those with no religious preference (84%) and Catholics (69%)
- Respondents with no Internet access (65%)
- Residents of their community for five years or less (60%)
- Those with a high school education or less (64%)
- Never married respondents (70%) and respondents no longer married (60%)
- Renters (64%) and those with an annual household income of less than \$30,000 (64%).

²¹ "Other Christians" included religions such as Jehovah's Witness, Ecumenical, and the Church of Jesus Christ of Latter-day Saints.

Volunteered for a Health-related Organization

Seventy-seven percent of respondents indicated that they had not volunteered for a health-related organization in the previous twelve months. Just less than one-quarter of survey participants (24%) reported that they had volunteered for this type of organization.

Figure 52: Volunteered for a Health-Related Organization
(percentage distribution)



Several demographic variables—gender, Internet access, number of years living in the community, employment status, education, race and ethnicity, citizenship, marital status, homeownership, household income, and registered to vote—were found to be associated with respondents’ likelihood of having volunteered for a health-related organization in the prior twelve months. Specifically, those surveyed more likely to say they have volunteered for a health-related organization in the past year were:

- Women (28%)
- Residents for their community for 6–20 years (31%)
- College graduates (36%)
- Persons with one child under the age of 17 (29.6%)
- Homeowners (30%)
- Respondents with an annual household income of \$75,000 or greater (37%).

Survey participants more likely to report they had not volunteered for a health-related group in the past year were:

- Male respondents (81%)
- Persons without Internet access (87%)
- Not working respondents (83%)
- Those with a high school education or less (91%)
- Latinos (90%)
- Non-U.S. citizens (88%)

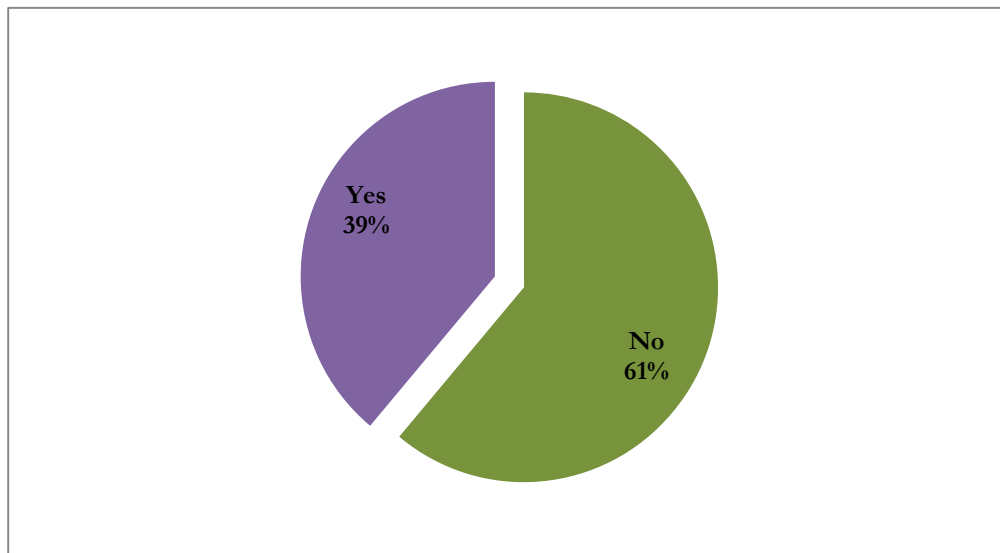
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- Never married respondents (82%)
- Renters (91%)
- Those with an annual household income of less than \$30,000 (87%)
- Persons not registered to vote (87%).

Volunteered for School or Youth Programs

When asked if they had volunteered for a school or youth program in the preceding year, 61 percent of respondents stated no, while 39 percent said yes.

Figure 53: Volunteered for a School or Youth Program
(percentage distribution)



Cross tabulation analyses revealed that gender, religious preference, Internet access, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 and under living in the household, homeownership, household income, household size, and registered to vote were statistically significant relative to survey participants' likelihood of having volunteered for a school or youth program in the past twelve months. Survey findings suggest that respondents more likely to report having volunteered for a school or youth program in the previous twelve months were:

- Women (44%)
- Those with a religious preference categorized as "Other Christian" (48%)
- Respondents with Internet access (43%)
- Persons 35–49 years old (53%)
- College graduates (49%)
- African Americans (48%)
- Married respondents (45%)
- Persons in households with two children aged 17 or younger (66%)
- Those living in a household with three or more children aged 17 or younger (63%)

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- Respondents with an annual household income of \$75,000 or greater (53%)
- Households with three or more persons (56%).

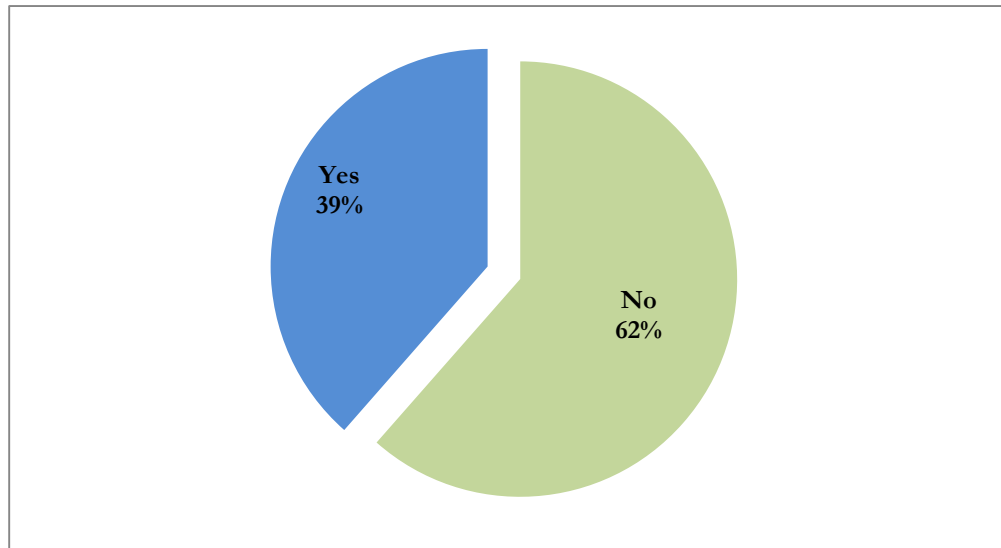
Conversely, respondents more apt to report not having volunteered for a school or youth program in the previous year were:

- Men (66%)
- Catholics (74%)
- Persons without Internet access (78%)
- Those 50–64 years old (68%)
- Persons age 65 or older (84%)
- Those with a high school education or less (70%)
- Latinos (74%)
- Non-U.S. citizens (78%)
- Persons no longer married (70%)
- Never married respondents (67%)
- Those living in a household without children aged 17 and under (74%)
- Renters (70%)
- Persons with an annual household income of less than \$30,000 (70%)
- Single-person households (77%)
- Two-person households (69%)
- Persons not registered to vote (76%).

Volunteered to Help the Poor or Elderly

Sixty-two percent of those surveyed did not volunteer to assist the poor or elderly in the preceding year while 39 percent had engaged in such activities.

Figure 54: Volunteered to Help the Poor or Elderly
(percentage distribution)



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Differences in respondents' likelihood of volunteering in the past year for groups that helped the poor or elderly were found to be associated with gender, religious preference, Internet access, number of years living in the community, education, race and ethnicity, citizenship, marital status, homeownership, household income, and registered to vote. Survey participants more likely to report that they did volunteer in the past year for an organization to assist the poor or elderly were:

- Female respondents (43%)
- Those whose religious preference was categorized as "Other Christians" (53%)
- Residents of their community for 6–20 years (45%)
- College graduates (50%)
- Respondents with an annual household income of \$75,000 or greater (50%).

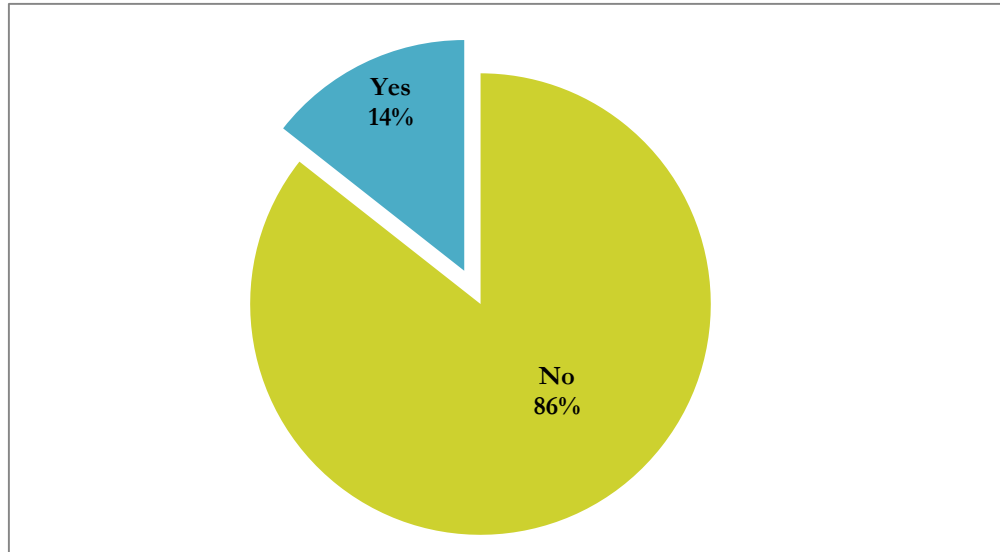
Respondents more apt to report that they did not volunteer for such groups were:

- Males (66%)
- Catholics (76%)
- Those without a religious preference (64%)
- Persons without Internet access (75%)
- Respondents with a high school education or less (73%)
- Latinos (82%)
- Non-U.S. citizens (84%)
- Never married respondents (68%)
- Renters (75%)
- Respondents with an annual household income of less than \$30,000 (71%)
- Persons not registered to vote (73%).

Volunteered for the Arts

In the preceding year, 14 percent of respondents reported that they had volunteered for the arts and 86 percent indicated that they had not.

Figure 55: Volunteered for the Arts
(percentage distribution)



Survey participants' responses to the question pertaining to any volunteer work they have done for an arts or cultural organization were examined by cross-tabulation analyses. Results suggest that a number of demographic variables—Internet access, education, homeownership, household income, area of residence within Mecklenburg County, and registered to vote—were statistically significant. Those surveyed more likely to report having volunteered in the past year for an arts or cultural group were:

- College graduates (21%)
- Persons with an annual household income of \$75,000 or greater (22%).

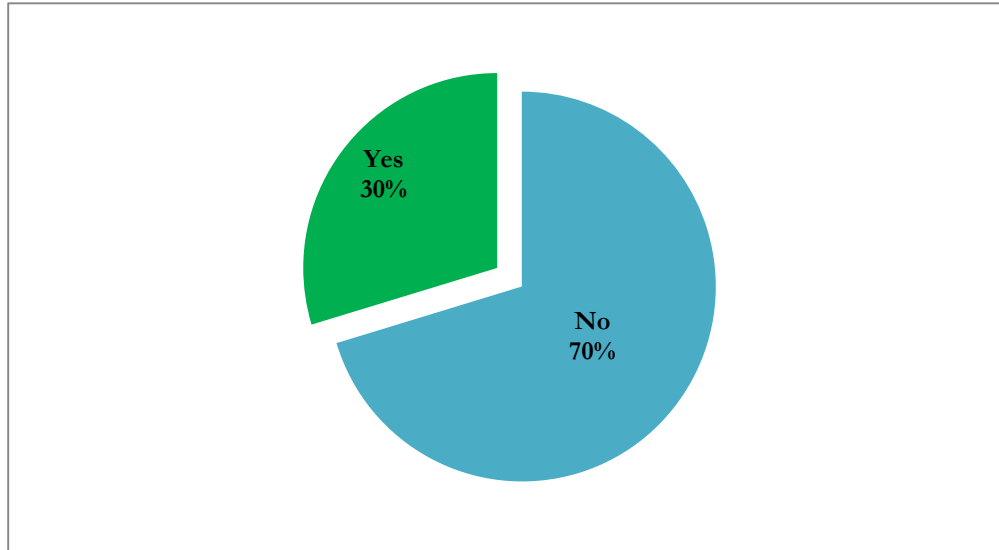
Respondents more likely to report not having volunteered for an arts organization in the past year were:

- Persons with no Internet access (93%)
- Those with a high school education or less (95%)
- Renters (93%)
- Those with an annual household income of less than \$30,000 (91%)
- Residents of the eastern part of the county (91%)
- Persons not registered to vote (92%) and those ineligible to vote (97%).

Volunteered for Their Neighborhood

Thirty percent of those surveyed had volunteered for their neighborhood and 70 percent had not performed this activity.

Figure 56: Volunteered for their Neighborhood
(percentage distribution)



Cross-tabulation analyses revealed statistically significant differences in terms of respondents' likelihood of having volunteered for their neighborhood for the following demographic characteristics: religious preference, Internet access, education, race and ethnicity, citizenship, homeownership, household income, area of residence within Mecklenburg County, household size, and registered to vote. Respondents more likely to report having volunteered for their neighborhood were:

- Those with a religious preference categorized as "Other Christians" (41%)
- College graduates (40%)
- Homeowners (35%)
- Respondents with an annual household income of \$75,000 or more (39%)
- Residents of the southern part of the county (36%).

Survey participants more likely to report not having volunteered for their neighborhood in the past 12 months were:

- Catholics (82%)
- Respondents with no religious preference (80%)
- Persons with no Internet access (84%)
- Those with a high school education or less (81%)
- Latinos (85%)
- Non-U.S. citizens (88%)
- Renters (84%)
- Persons with an annual household income of less than \$30,000 (77%)

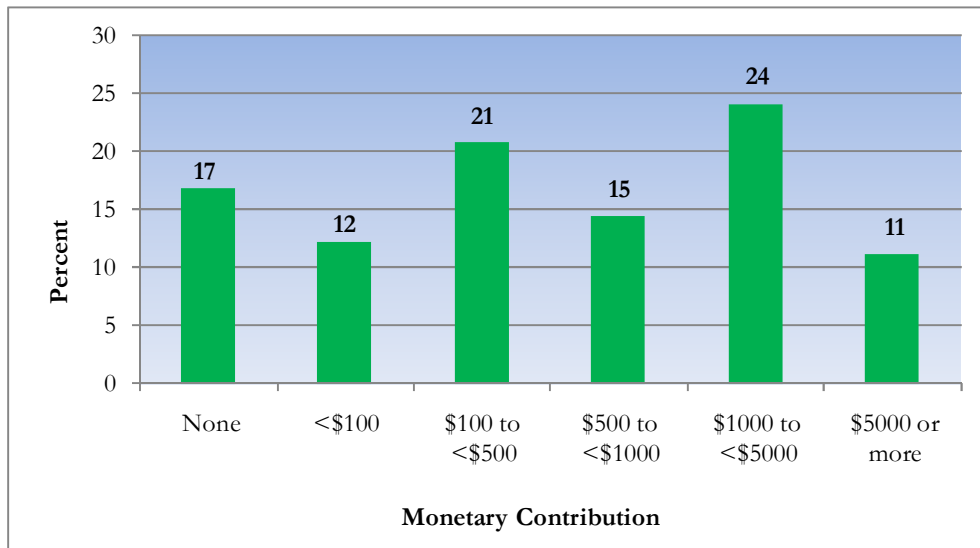
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- Persons with an annual household income of \$30,000 but less than \$75,000 (76%)
- Residents of the western part of the county (75%)
- Residents of the eastern part of the county (79%)
- Respondents not registered to vote (84%).

Philanthropy

Respondents were asked approximately how much money they and their other family members had contributed to all secular causes and all religious causes, including their local religious congregation, during the past twelve months. Almost one-quarter of survey participants (24%) had donated \$1,000 but less than \$5,000 in the past year. Eleven percent reported their charitable giving at \$5,000 or more for that time period. Fifteen percent of respondents approximated their donations at \$500 but less than \$1,000 while 21 percent estimated they contributed \$100 but less than \$500. Less than \$100 was donated by 12 percent of those surveyed, and 17 percent reported no charitable giving in the previous year.

Figure 57: Philanthropy
(percentage distribution)



To further explore the giving behavior of the survey respondents, cross-tabulations were conducted with the amount of monetary contribution grouped by demographic characteristics. Results revealed statistically significant differences in respondents' charitable contribution for several demographic variables—religious preference, Internet access, number of years in the community, employment status, age, education, race and ethnicity, citizenship, marital status, homeownership, household income, area of residence within Mecklenburg County, and registered to vote. Respondents more likely to report having donated nothing in the past year were:

- Catholics (24%)
- Persons without Internet access (24%)
- Respondents ages 18–34 years old (22%)

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- Those with a high school education or less (32%)
- Hispanics (25%)
- Non-U.S. citizens (31%)
- Never married respondents (27%)
- Renters (29%)
- Persons with an annual household income of less than \$30,000 (32%)
- Residents of the eastern part of the county (21%)
- Those not registered to vote (26%).

Respondents more likely to have donated less than \$100 in the past year were:

- Not working respondents (17%).

Respondents more like to have made a monetary contribution of \$100 but less than \$500 were:

- Respondents with some college (27%).

Respondents more likely to have donated \$1,000 but less than \$5,000 were:

- Protestants (30%)
- Residents of their community from 6–20 years (31%)
- Residents of their community for more than twenty years (30%)
- Working respondents (28%)
- Those 50–64 years old (31%)
- College graduates (33%)
- Homeowners (29%)
- Persons with an annual household income of \$75,000 or more (34%).

Respondents more likely to have donated \$5,000 or more were:

- College graduates (17%)
- Respondents with an annual household income of \$75,000 or more (22%)
- Residents of the southern part of the county (16%).

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Summary

Survey participants of the 2008 Crossroads Charlotte Social Capital Benchmark Survey indicated the following volunteering and philanthropic behaviors. Almost two-thirds of those surveyed volunteered at least once during the last twelve months. In contrast, over one-third of respondents never volunteered within the last twelve months. When comparing the different causes for which respondents volunteered their time, nearly half of all respondents volunteered for their place of worship while the arts had the lowest share of respondents. Concerning monetary contributions to secular and religious causes, a large majority of survey participants reported doing so within the past year. In fact, over one-third contributed \$1,000 or higher in the past year.

Cross-tabulation analyses have demonstrated that education and income were both related to the volunteering behavior and philanthropic activities of survey respondents. In general, survey participants more likely to have not volunteered or made a monetary contribution in the previous twelve months were more often than not those with a high school education or less and those with lower incomes (\$30,000 or less). On the other hand, respondents more likely to be engaged in volunteerism and philanthropic endeavors were college graduates and those with higher income levels (\$75,000 or more).

Moreover, race and ethnicity also had a statistically significant relationship with giving and volunteering, except in the areas of arts and for place of worship. African American respondents were more likely to have volunteered for a school or youth-related program. Latinos were more likely to report they have never volunteered within the last twelve months than any other race or ethnic group.

Concerning gender, the survey produced evidence of differences between male and female respondents in terms of their volunteering behavior, but not for charitable giving. In general, men were more likely to have never volunteered within the last twelve months. Some of the other observed gender differences were for women, when compared to male respondents, to be more likely to have volunteered for a health-related organization, to help the poor or the elderly, and for a school or youth-related program. Finally, non-U.S. citizens, renters, persons not registered to vote, and those without Internet access were observed to be less likely to volunteer or to make a donation.

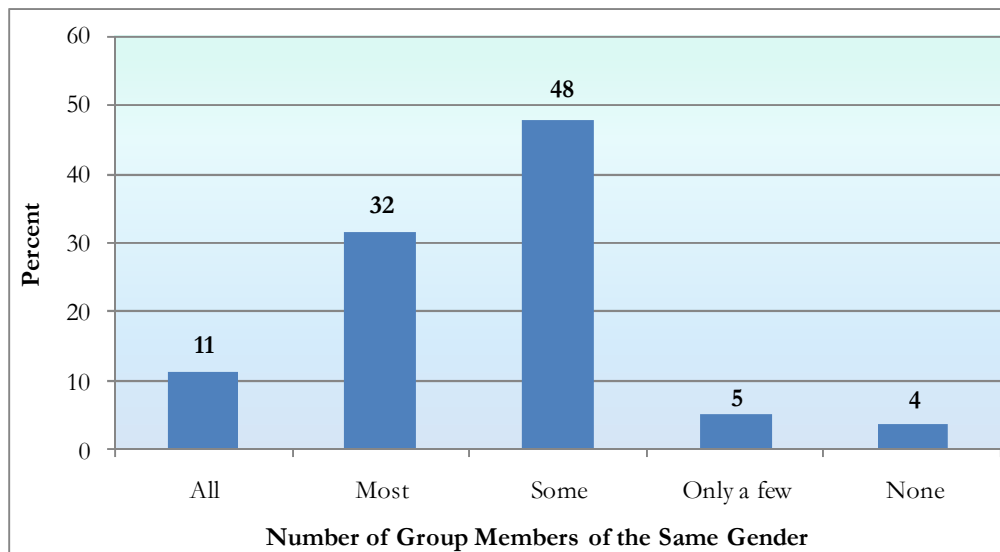
13. Diversity of Group Members within Organizations and in the Workplace

To further assess the diversity of relationships of survey respondents, three questions were asked with regard to the groups or organizations with which the participant was involved. These questions relate to gender, race or ethnicity, and educational level of the respondent and the members of these groups. In addition, the survey participant was queried as to the diversity of race at his/her workplace.

Number of Group Members of the Same Gender as Respondent

Respondents were requested to consider all the groups with which they were involved, including both religious and non-religious ones, and to think of the one that was most important to them. They were then asked how many persons in this particular group were of the same gender as the respondent. Eleven percent of those surveyed stated that all members of the group were the same gender; nearly one-third of respondents (32%) said most were of the same gender; and 48 percent said some were of the same gender. Only 5 percent said only a few were the same and 4 percent said none were the same gender.

Figure 58: Number of Group Members of the Same Gender as Respondent
(percentage distribution)



When survey participants’ responses to the question that queried how many members of the group they were involved with were of the same gender as the respondent, significant differences in their responses were observed by race and ethnicity, marital status, household size, and registered to vote. Survey respondents more likely to report that most of the members of this group were the same gender as them were:

- African Americans (38%)
- No longer married respondents (41%)
- Persons in a household with a child aged 17 or younger (36%)
- Those living in a household with two children aged 17 or younger (37%)
- Registered voters (34%).

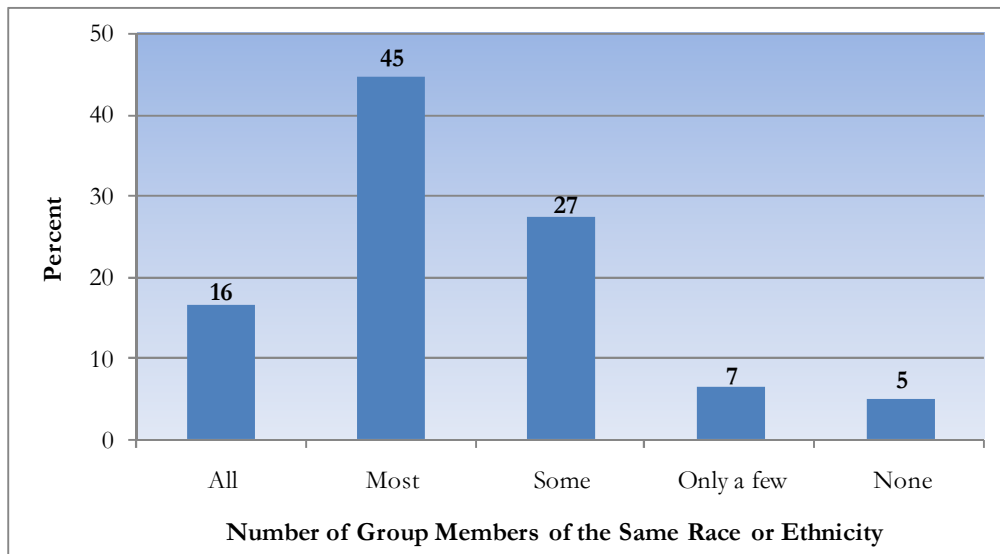
Respondents more apt to indicate that some of them were of the same gender were:

- Hispanics (59%)
- Married respondents (54%)
- Persons in a household with three or more children aged 17 and under (52%).

Number of Group Members of the Same Race or Ethnicity as Respondent

Still considering the same group, the respondent was asked how many people of this group were of the same race or ethnicity as the respondent. Sixty-one percent of the responding sample said all (16%) or most of them (45%). Just over one-quarter (27%) reported that some were of the same race or ethnicity while 7 percent indicated that there were only a few. Five percent of respondents said that there was no one of the same race.

Figure 59: Number of Group Members of the Same Race or Ethnicity as Respondent
(percentage distribution)



Again, cross-tabulations were conducted with the number of group members of the same race or ethnicity classified by demographic variables. Results revealed that religious preference, Internet access, education, race and ethnicity, citizenship, marital status, household income, and area of residence in Mecklenburg County were statistically significant. Survey participants more apt to report that all of the members of the group they were involved in were of the same race or ethnicity as them were as follows:

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- Persons without Internet access (26%)
- Those with a high school education or less (22%)
- Hispanics (23%) and Non-U.S. citizens (29%)
- Respondents with an annual household income of less than \$30,000 (22%).

Survey participants more likely to report that most of this group was the same race or ethnicity as the respondent were:

- Respondents with no religious preference (49%)
- College graduates (51%)
- Caucasians (56%)
- Respondents with an annual household earning of \$75,000 or more (51%)
- Those residing in the southern part of the county (50%).

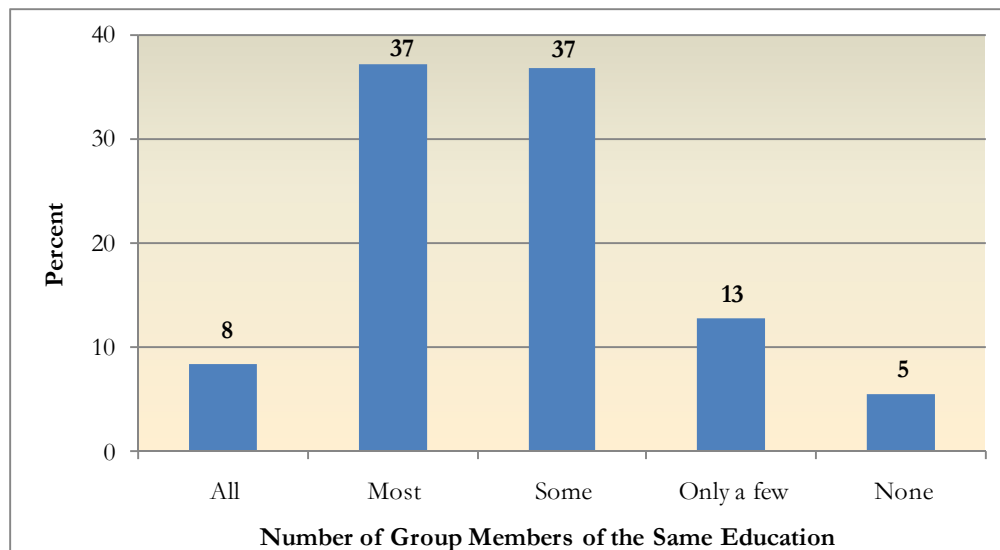
Respondents more likely to report that some of this group's members were the same race or ethnicity as the respondent were:

- Persons identifying their religious preference as 'other Christian' (36%)
- African Americans (35%)
- No longer married respondents (34%).

Number of Group Members of the Same Educational Level as Respondent

Another question related to the members of the group that was most important to the respondent asked how many people were of the same educational level as the respondent. Eight percent reported that all members had the same educational level; 37 percent said that most did; and another 37 percent said that some were of the same level. Thirteen percent reported that only a few had the same level and 5 percent stated that none fit that category.

Figure 60: Number of Group Members of the Same Educational Level as Respondent
(percentage distribution)



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Differences in the reported number of group members of the same educational level as the respondent were found to be statistically significant for the following demographic variables: gender, religious preference, Internet access, education, race and ethnicity, citizenship, marital status, homeownership, household income, area of residence within Mecklenburg County, and registered to vote. Specifically, those surveyed who reported that most of their group members were of the same educational level as them were:

- Male respondents (42%)
- Persons identifying their religious preference as 'Other Christian' (44%)
- College graduates (44%)
- Caucasians (46%)
- Respondents with an annual household income of \$75,000 or more (45%)
- Persons residing in the northern part of the county (42%)
- Persons residing in the southern part of the county (44%).

Respondents more apt to report that some of this group's members were of the same educational level were:

- Women (42%)
- Persons with a high school education or less (42%)
- African Americans (44%)
- No longer married respondents (44%)
- Renters (42%)
- Those with an annual household income of less than \$30,000 (42%)
- Persons residing in the eastern part of the county (47%).

Survey participants more likely to state that only a few group members were of the same educational level as them were:

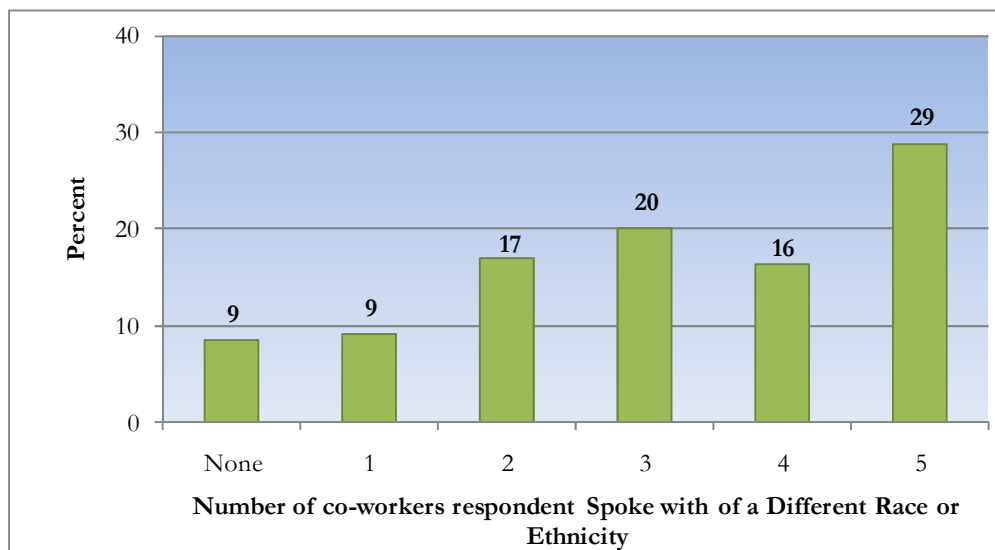
- Persons without Internet access (22%)
- Never married respondents (19%)
- Respondents not registered to vote (21%).

Social Diversity in the Workplace

Respondents were asked to think of the five people they spoke with the most at work and of those individuals how many were the same race as the respondent. Twenty-nine percent indicated that of these five individuals all were of the same race as the respondent. Sixteen percent stated that four out of the five were of the same race; and one-fifth (20%) of respondents said there were three persons of the same race or ethnicity. Seventeen percent reported only two of these colleagues were of the same race and 9 percent said there was only one. Nine percent said that none of these five people was of the same ethnicity as the respondent.

Figure 61: Social Diversity in the Workplace

(percentage distribution)



Further looking at bridging social capital, statistically significant differences in the number of individuals the respondent spoke with most frequently in the workplace that were of the same race as them were found to be related with the following demographic characteristics: gender, religious preference, Internet access, race and ethnicity, citizenship, and registered to vote. Of the five individuals that were most often spoken to at work, African American respondents were more apt to report that two were of the same race (23%).

Some of the discernible patterns observed were as follows. Respondents more likely to report that five or all of the individuals they spoke to at work the most were of the same race were:

- Catholics (37%)
- Persons without Internet access (44%)
- Caucasians (34%)
- Non-U.S. citizens (48%).

Summary

One aspect of measuring bridging social capital is to look at the diversity of a person's relationships with people unlike themselves. Survey respondents were asked four questions regarding the diversity of their relationships in groups or organizations with which they were involved, as well as the diversity of their relationships in the workplace. Survey results suggest that nearly half of respondents were involved in groups where some group members were of the same gender and educational level. In regards to group members of the same race or ethnicity, respondents were less likely to report diversity within their group memberships. In fact, over three-fifths of survey respondents indicated that the number of group members of the same race or ethnicity as them were either most or all. On the other hand, only a small number of respondents indicated that none of the co-workers they spoke with at work was of a different race or ethnicity, (albeit this relationship might be spurious and other factors not measured by the survey should be considered, such as the size of the workplace).

Survey responses to these four questions were further analyzed by cross-tabulations. Race and ethnicity was found to be a predictor for each question asked. Caucasians were more likely to report that most group members were of the same race or ethnicity as they were; that most had the same educational level; and all of the five persons they spoke with most frequently in the workplace were of the same race as themselves. On the other hand, African Americans were more apt to indicate that only some of the group members were of the same race, had the same educational level, and there were only two members of this group in the workplace that were of the same race.

In addition, education and income were also observed to be a predictor of respondents' likelihood of having a diverse social network in terms of their race and educational attainment. Survey findings suggest that persons with a high school education or less were more apt to report that all of the group members were of the same race or ethnicity and to report that some were of the same educational level as them. Finally, wealthier respondents (those with an annual household income of \$75,000 or greater) were more likely to report that most group members were of the same race or ethnicity and were of the same education level as them. In sum, results from the cross-tabulation analyses of the four questions for this topic suggest that little bridging of social capital is occurring in group or organizational memberships.

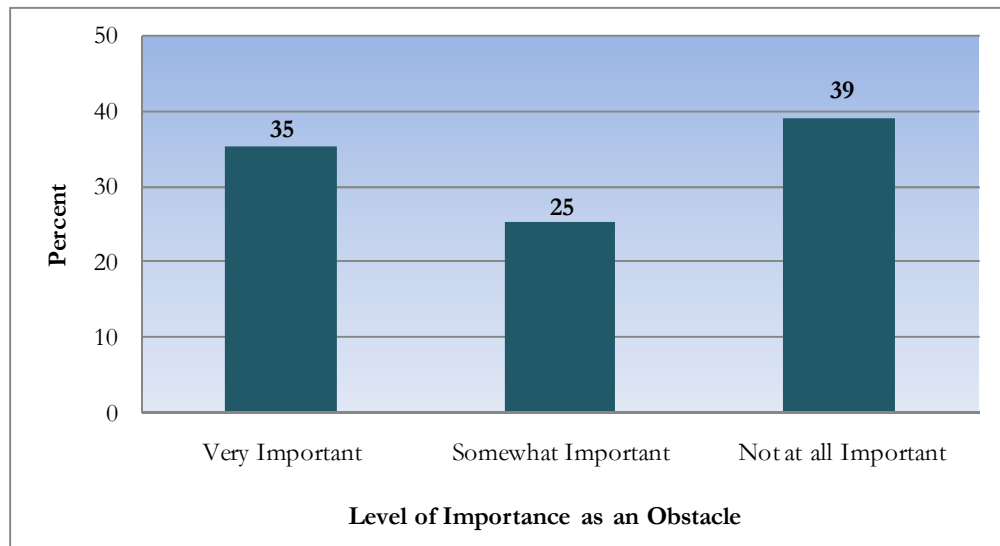
14. Access to Community Involvement

An individual may encounter various barriers to civic engagement activities. To determine what some of these potential obstacles were, the survey instrument presented a list of seven such obstacles—their work schedule, childcare needs, transportation, feeling unwelcome, concerns for their safety, lack of information to get involved, and the feeling that the activity will not make a difference. Respondents were asked if each of these items was a very important obstacle, a somewhat important obstacle, or not an obstacle at all. Note: Percentages may not add up to 100 due to rounding.

Work Schedule

Just over one-third of those surveyed (35%) stated that their work schedule was a very important obstacle to being involved in their community. Twenty-five percent reported that the work schedule was a somewhat important barrier and 39 percent indicated it was not a hindrance to being engaged in the community.

Figure 62: Inflexible or Demanding Work Schedule
(percentage distribution)



When respondent’s view of an inflexible or demanding work schedule as an important obstacle to community involvement were examined by cross-tabulations, the survey produced evidence of statistically significant differences by the number of years in the community, employment status, age, citizenship, marital status, number of children aged 17 and under, and household size. Respondents more likely to report that an inflexible or demanding work schedule was a very important obstacle impeding their involvement in the community were as follows:

- Residents of their community for five years or less (39%)
- Working respondents (42%)

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- Non-U.S. citizens (48%)
- Persons in households with two children aged 17 or younger (51%)
- Households with three or more people (42%).

Survey participants more likely to state that their work schedule was a somewhat important obstacle in being involved in the community were:

- Never married respondents (31%)
- Respondents living with a child aged 17 or younger (32%).

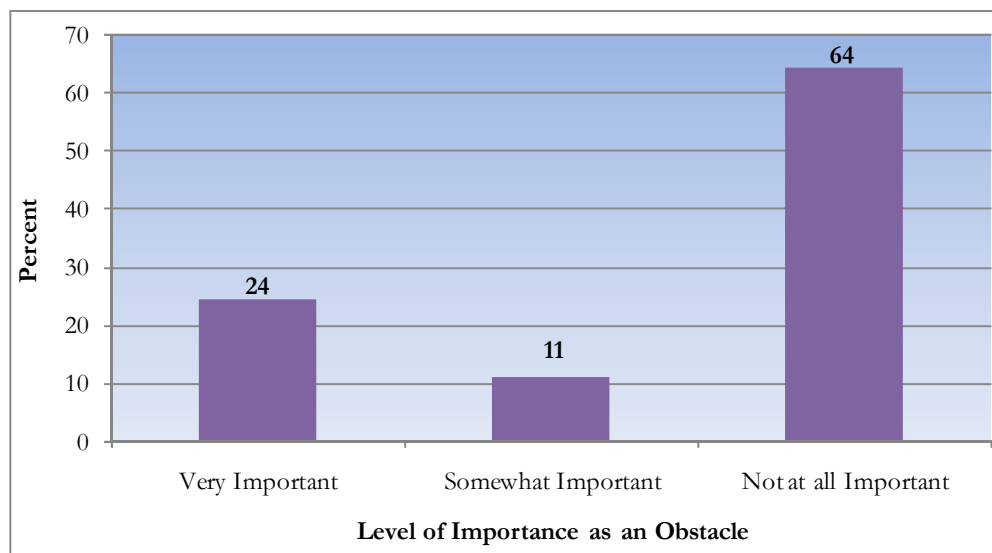
Respondents more likely to report that their work schedule was not at all important in their being engaged in their community were:

- Residents of their community for over 20 years (85%)
- Not working respondents (59%)
- Respondents age 65 or older (85%)
- No longer married respondents (55%)
- Those living in a household without any children aged 17 or younger (45%)
- Single-person households (44%).

Inadequate Childcare

Twenty-four percent of respondents found that childcare issues were a very important obstacle inhibiting them from being involved in their community and 11 percent felt that this was only somewhat of a problem. Sixty-four percent reported that childcare issues were not at all an important barrier to civic engagement.

Figure 63: Inadequate Childcare
(percentage distribution)



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Statistically significant differences among respondents in relation to how they view inadequate childcare as an important obstacle to community involvement were found to be associated by gender, religious preference, number of years in the community, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household size, and registered to vote. Some of the discernible patterns observed were as follows. Respondents more likely to report that inadequate childcare was a very important obstacle impeding their involvement in the community were:

- Catholics (33%)
- Residents of their community for five years or less (31%)
- Respondents age 18–34 years old (32%)
- Those with a high school education or less (32%)
- Latinos (45%)
- Non-U.S. citizens (38%)
- Never married respondents (30%)
- Respondents in households with two children aged 17 or younger (39%)
- Respondents in households with three or more children aged 17 or younger (38%)
- Renters (40%)
- Those living in a household with three or more people (36%)
- Persons not registered to vote (33%).

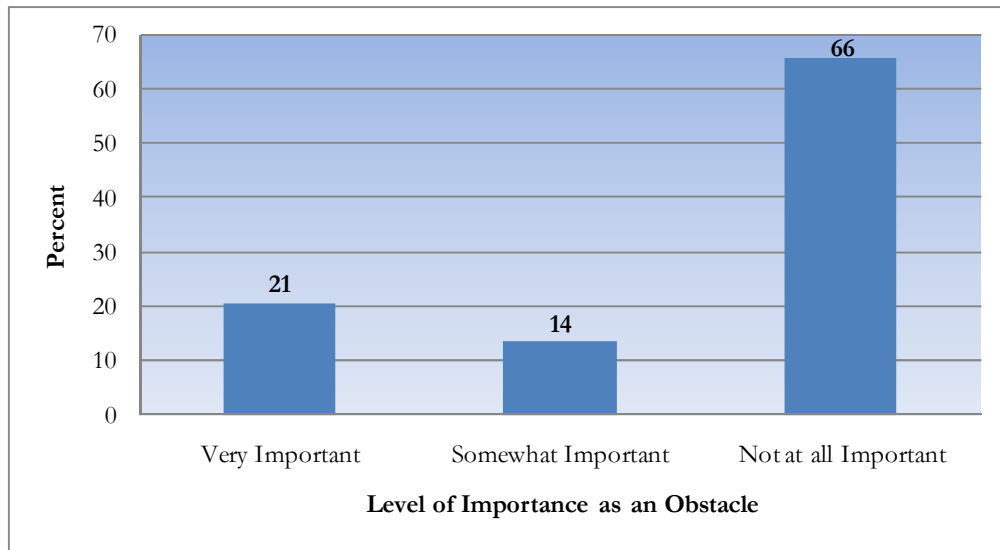
Respondents more likely to report that inadequate childcare was not at all important in their being engaged in their community were:

- Residents of their community for more than 20 years (77%)
- Residents of their community for 6–20 years (70%)
- Persons age 50–64 years old (84%)
- Respondents age 65 or older (91%)
- College graduates (70%)
- Caucasians (72%)
- No longer married respondents (72%)
- Persons in households without any children aged 17 or younger (80%)
- Homeowners (71%)
- Single-person households (84%).

Inadequate Transportation

Thirty-five percent of respondents indicated that transportation issues inhibited their potential activity in the community. Just over one-fifth (21%) of respondents felt that the lack of adequate transportation posed a very important barrier to community involvement while 14 percent said that it was a somewhat important obstacle. Two-thirds (66%) of those surveyed stated that transportation issues were not an issue.

Figure 64: Inadequate Transportation
(percentage distribution)



Cross-tabulation analyses of the importance of inadequate transportation as an obstacle to community involvement by respondents’ demographic characteristics revealed statistically significant relationships with Internet access, number of years in the community, employment status, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger in the household, homeownership, household income, area of residence within Mecklenburg County, household size, and registered to vote. Those more likely to report that inadequate transportation was a very important obstacle impeding their involvement in the community were:

- Those without Internet access (34%)
- Residents of their community for less than five years (27%)
- Respondents age 18–34 (26%)
- Persons with a high school education or less (35%)
- African Americans (28%) and Latinos (35%)
- Non-U.S. citizens (41%)
- No longer married respondents (26%)
- Renters (39%)
- Respondents with an annual household income of less than \$30,000 (43%)
- Respondents from the western part of the county (25%)
- Respondents from the eastern part of the county (29%)
- Persons not registered to vote (32%).

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Survey participants more likely to state that inadequate transportation was a somewhat important obstacle in being involved in the community were:

- Never married respondents (21%)
- Persons in households with a child aged 17 or younger (22%).

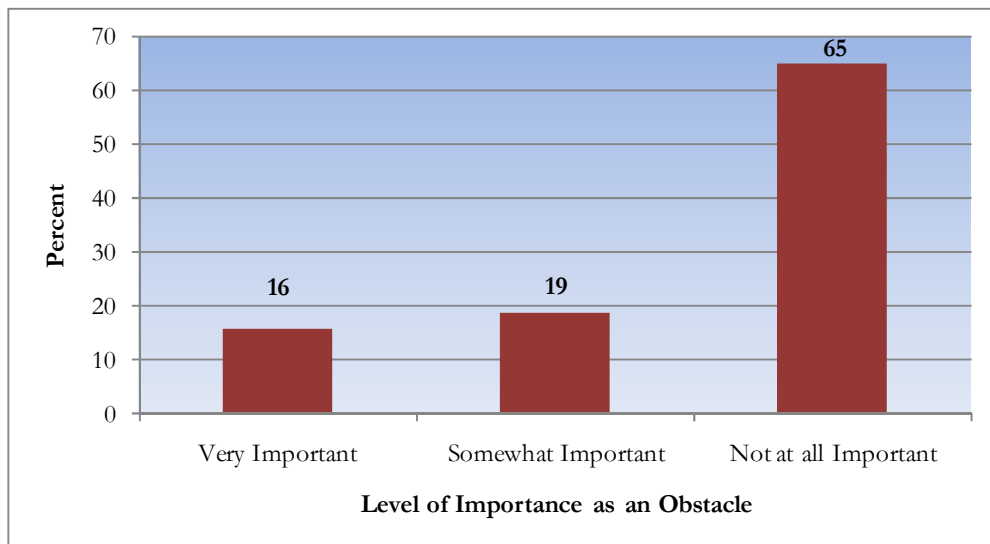
Respondents more likely to report that inadequate transportation was not at all important in their being engaged in their community were:

- Residents of their community 6–20 years (73%)
- Residents of their community for more than 20 years (75%)
- Respondents 35–49 years old (72%)
- Respondents 50–64 years old (72%)
- College graduates (82%)
- Caucasians (77%)
- Married respondents (73%)
- Homeowners (74%)
- Respondents with an annual household income of \$75,000 or more (82%)
- Single-person households (73%)
- Respondents from the southern part of the county (74%)
- Registered voters (72%).

Feeling Unwelcome

Feeling unwelcome when engaged in a community activity was not considered a very important barrier by 65 percent of survey participants. On the other hand, 35 percent felt that this was to some degree an obstacle inhibiting their involvement in the community.

Figure 65: Feeling Unwelcome
(percentage distribution)



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When responses to the question that queried respondents to state the importance of feeling unwelcome as a deterrent to community engagement were analyzed by cross-tabulations, the following demographic characteristics were statistically significant: number of years in the community, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within the county, and registered to vote. Results suggest that for those more likely to report that feeling unwelcome was a very important obstacle impeding their involvement in the community were:

- Survey participants living in their community for five years or less (22%)
- Persons with a high school education or less (23%)
- African Americans (25%)
- Never married respondents (22%)
- Renters (31%)
- Persons with an annual household earning of less than \$30,000 (28%)
- Residents of the eastern part of the county (24%)
- Persons not registered to vote (26%).

Survey participants more likely to state that feeling unwelcome was a somewhat important obstacle in being involved in the community were:

- Persons with a high school education or less (26%)
- Hispanics (31%)
- Never married respondents (22%)
- Those with an annual household income of \$30,000 or more but less than \$75,000 (24%)
- Residents of the western area of the county (76%).

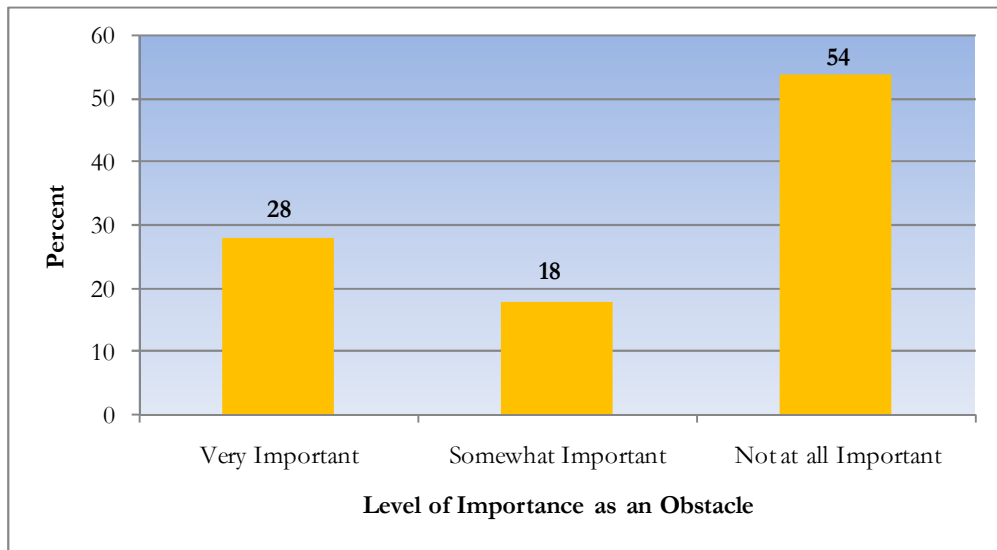
Respondents more likely to report that feeling unwelcome was not at all important in their being engaged in their community were:

- Respondents living in their community for 6–20 years (71%)
- Survey participants living in their community for more than 20 years (75%)
- Respondents 50–64 years old (72%)
- Those age 65 or older (77%)
- College graduates (75%)
- Caucasians (76%)
- Homeowners (70%)
- Those with an annual household income of \$75,000 or greater (74%)
- Residents of the southern part of the county (76%)
- Registered voters (70%).

Safety Concerns

Concerns for one’s personal safety were not at all an important barrier to community involvement for 54 percent of respondents. However, 46 percent shared that this was an obstacle to their being involved in the community. Specifically, 28 percent revealed that safety concerns were a very important barrier to community activity while 18 percent reported these concerns as somewhat important.

Figure 66: Safety Concerns
(percentage distribution)



Several demographic variables—gender, city or town of residence, religious preference, Internet access, number of years in the community, education, race and ethnicity, citizenship, homeownership, and area of residence within the county—were found to have a statistically significant relationship with respondents likelihood of reporting safety concerns as a barrier to community involvement. Those surveyed more likely to report that safety concerns were a *very* important obstacle impeding their involvement in the community were:

- Women (33%)
- Respondents identifying their religious preference as ‘Other Christian’ (37%)
- Those without Internet access (35%)
- Persons with a high school education or less (35%)
- Persons with some college education (34%)
- African Americans (42%)
- Non-U.S. citizens (33%)
- Renters (39%)
- Respondents with an annual household income of less than \$30,000 (41%)
- Persons living in the western part of the county (39%)
- Persons residing in the eastern part of the county (36%).

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Survey participants more likely to state that safety concerns were a somewhat important obstacle in being involved in the community were Latinos (27%).

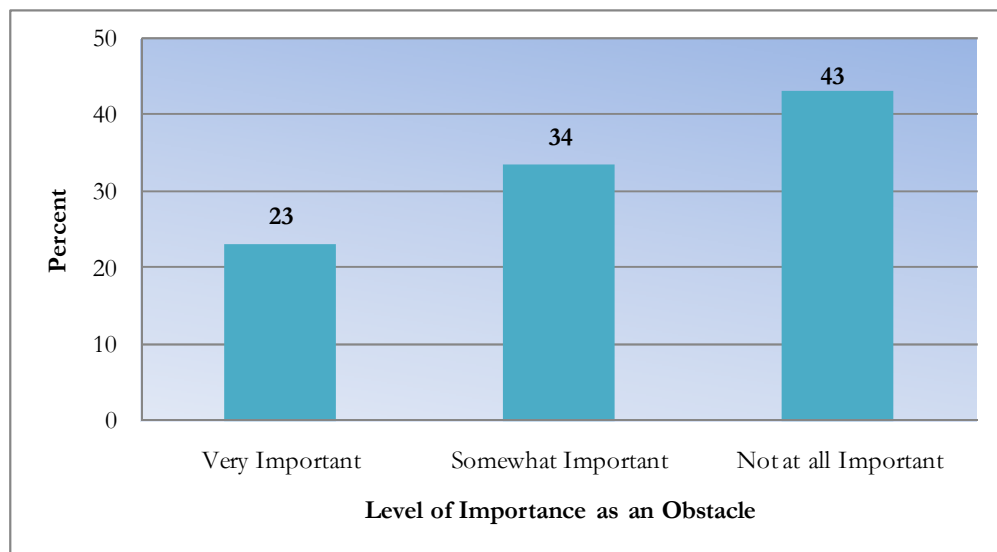
Lastly, respondents more likely to report that safety concerns were not at all important in their being engaged in their community were:

- Men (61%)
- Huntersville residents (65%)
- Residents of Matthews (72%)
- Residents of other areas of the county excluding Charlotte, Huntersville, and Matthews (70%)
- Persons identifying their religious preference as 'Other religion' (79%)
- Persons with no religious preference (66%)
- Residents of their community from 6–20 years (61%)
- College graduates (65%)
- Caucasians (65%)
- Those with an annual household income of \$75,000 or more (62%)
- Persons living in the southern part of the county (63%).

Lack of Information

Nearly one-quarter of respondents (23%) disclosed that the lack of information or not knowing how to begin getting involved in community activities was a very important factor in their not participating. Just over one-third (34%) indicated that this lack of information was a somewhat important barrier while 43 percent reported that this did not at all effect their civic engagement.

Figure 67: Lack of Information
(percentage distribution)



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Cross-tabulation analyses revealed that differences among respondents in relation to how they view lack of information as an important obstacle to community engagement were found to be statistically significant for the following demographic characteristics: religious preference, number of years in the community, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger in the household, homeownership, household income, and household size. Respondents more likely to report that the lack of information or not knowing what to do was a very important obstacle impeding their involvement in the community were:

- Persons living in their community for five years or less (29%)
- Respondents age 18–34 years old (29%)
- Those with a high school education or less (28%)
- African Americans (35%)
- Renters (35%)
- Persons with annual household income of less than \$30,000 (33%).

Survey participants more likely to state that the lack of information was a somewhat important obstacle in being involved in the community were:

- Catholics (45%)
- Latinos (39%)
- Non-U.S. citizens (45%)
- Never married respondents (39%)
- Persons living in a household with two children aged 17 or younger (41%).

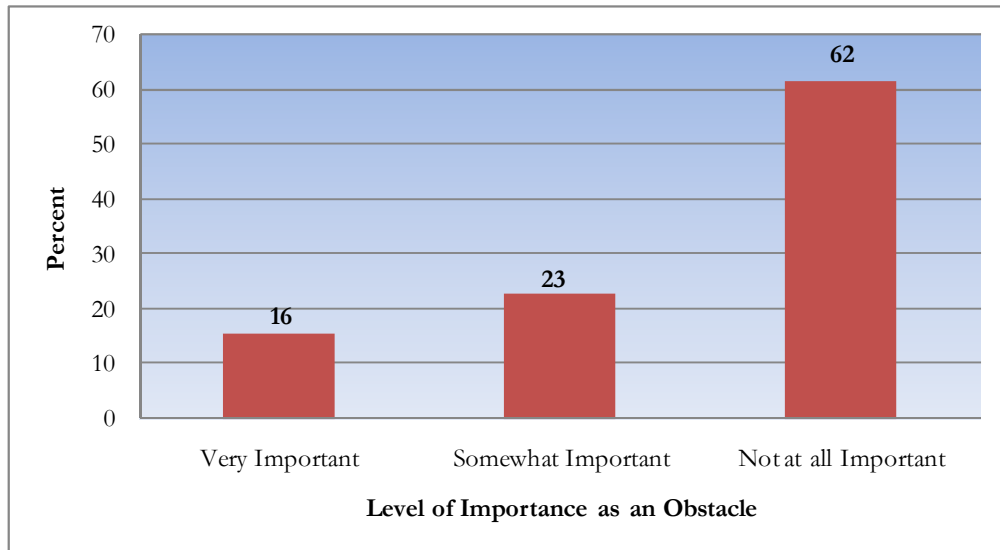
Respondents more likely to report that the lack of information was not at all important in their being engaged in their community were:

- Residents of their community for more than 20 years (62%)
- Residents of their community for 6–20 years (48%)
- Those age 65 or older (71%)
- Persons 50–64 years old (49%)
- College graduates (50%)
- Caucasians (49%)
- No longer married respondents (54%)
- Respondents in households without children aged 17 or younger (49%)
- Homeowners (48%)
- Single-person households (52%).

Feeling One Cannot Make a Difference

Nearly two-thirds (62%) of survey participants reported that feeling that their community involvement would not make a difference was not an obstacle in their participation. Conversely, 39 percent expressed that a feeling of futility did affect their decision to become active or involved in their community.

Figure 68: Feeling One Cannot Make a Difference
(percentage distribution)



Survey participants' responses to the question pertaining to feeling one cannot make a difference as an important obstacle to community involvement were analyzed by cross-tabulation analyses. Results revealed the following demographic variables to be statistically significant: religious preference, number of years in the community, age, education, race and ethnicity, marital status, number of children aged 17 or younger in the household, homeownership, household income, and registered to vote. Some of the discernible patterns observed were as follows. Those surveyed more likely to report that feeling one cannot make a difference was a very important obstacle impeding their involvement in the community were:

- Persons age 35–49 years old (21%)
- African Americans (22%)
- Renters (24%).

Survey participants more likely to state that feeling one cannot make a difference was a somewhat important obstacle in being involved in the community were:

- Those with a high school education or less (30%)
- Never married respondents (29%)
- Persons not registered to vote (31%).

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Respondents more likely to report that feeling one cannot make a difference was not at all important in their being engaged in their community were:

- Persons identifying their religious preference as 'Other Religion' (83%)
- Residents of their community for more than 20 years (71%)
- Persons 65 years of age or older (71%)
- College graduates (70%)
- Families with two children aged 17 or younger (54.0%)
- Respondents with an annual household income of \$75,000 or greater (66%).

Summary

Survey respondents were asked seven questions to determine what barriers, if any, they have for becoming more involved in their community. Survey results indicate that respondents' leading barrier to becoming more engaged in their community was an inflexible or demanding work schedule, which indicates that they lack the time for civic engagement. In fact, three-fifths of survey participants indicated that this was a somewhat or a very important obstacle. The next biggest barrier to civic involvement respondents cited was the lack of information on how to begin getting involved in their community, followed next by safety concerns. In addition, more than three-fifths of respondents indicated that inadequate transportation, feeling unwelcome, inadequate childcare, and feeling one cannot make a difference were not at all important obstacles.

Moreover, cross-tabulation analyses revealed that certain demographic characteristics were related to respondents' ability to access community involvement. One in particular is the length of time a respondent had lived in their community, which was observed to be a consistent predictor of respondents' reporting of an obstacle to community engagement. Newcomers (respondents who had lived in their community for five years or less) were more likely to report that all seven obstacles to community involvement were very important (although three obstacles—a demanding work schedule, concerns for safety, and feelings that one cannot make a difference—had smaller effects).

Although no differences were found among Caucasians, Blacks, and Hispanics on the importance of a demanding work schedule as an impediment to community engagement, statistically significant differences were found on all the other obstacles. Latino respondents were more apt to report childcare and transportation as very important obstacles to community involvement. African American respondents, on the other hand, were more likely to state that feelings of being unwelcome, safety concerns, and lack of information on where to start were all very important barriers to community engagement. Finally, Caucasians were more likely to report that five of the seven barriers were not at all important in their civic participation.

Furthermore, education and household income were also found to have a relationship with access to community involvement. Respondents with a high school education or less were more apt to state that childcare, transportation, feelings of being unwelcome, safety concerns, and lack of information on how to begin were very important obstacles to civic involvement. In terms of household income, respondents with lower incomes (less than \$30,000) were also observed to be more likely to report that transportation, feelings of being unwelcome, safety concerns, and lack of information were very important obstacles to community involvement. This analogous trend between education and household income on civic engagement was not too surprising since the

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relationship between education and income is often a direct one (i.e. higher levels of education may lead to a lifetime of higher income).

Finally, except for safety concerns, age was found to be a predictor of respondents' access to community involvement. The most apparent relationship found between age and access to community engagement were for older respondents (those ages 65 or older) to state that a demanding work schedule, childcare, transportation, feeling unwelcome, lack of information on how to begin, and feeling that one cannot make a difference were not at all important. Conversely, younger respondents (persons age 18–34 years old) were more likely to state these barriers to community involvement as very important.

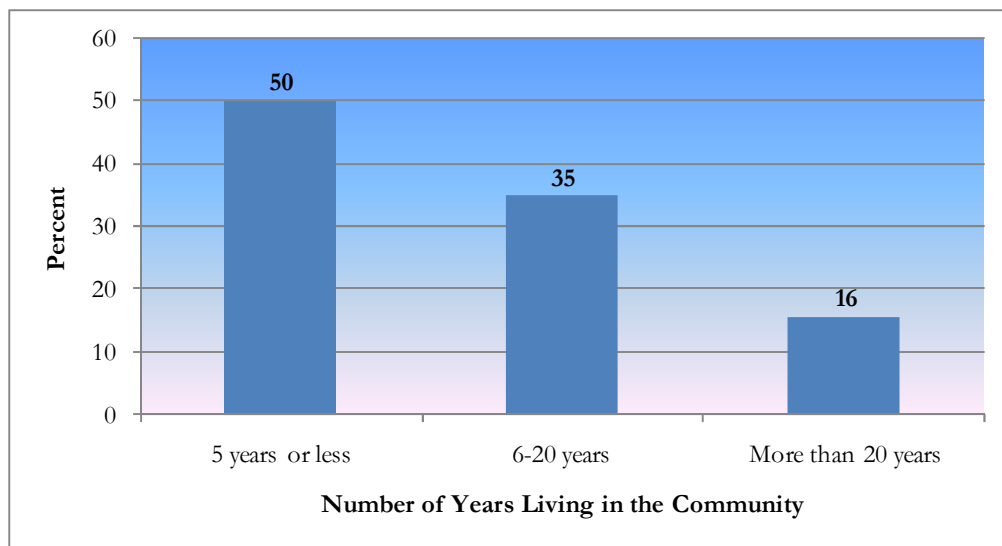
15. Community

Enhancing social capital in a community is central to the mission of Crossroads Charlotte. Therefore, respondents to the survey were asked a series of questions regarding their community that relate to social capital, such as the number of years they have lived in their community, how they would rate their community as a place to live, if people in their community would cooperate to conserve resources during an emergency, and the diversity of their neighborhood. Additionally, questions pertaining to access, inclusion, and equal opportunity within their community were also asked. Specifically, the survey asked respondents if they feel members of different or the same races and ethnicities have more or less access, inclusion, and equal opportunity than the respondent. Please note that percentages may not add up to 100 percent due to rounding. It should also be noted that the number of years in the community was asked only once in the survey, but is presented twice in this report. When it was previously presented in the survey population characteristics section, the reported number of years in the community was not weighted. The following responses on the number of years the respondent has lived in their community as presented in this section of the report were weighted (see Appendix B on page 191 for details).

Number of Years in Community

One-half (50%) of survey participants have lived in their community for five years or less. Over one-third (35%) have resided in their community between six and twenty years while 16 percent have been there for more than twenty years. Because community was not defined on the survey instrument, one is unable to determine if this reflects the respondent’s residency in the county or in their specific neighborhood.

Figure 69: Number of Years in Community
(percentage distribution)



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When survey participants' responses were grouped by other demographic variables, some of the discernible patterns found were as follows. Those surveyed more apt to report living in their community for five years or less were:

- Catholics (56%)
- Persons identifying their religious preference as "Other Christians" (57%)
- African Americans (62%)
- Latinos (75%)
- Persons ages 18–34 years old (70%)
- Those with a high school education or less (42%)
- Hispanics (61.5%)
- Non-U.S. citizens (71%)
- Respondents who have never been married (60%)
- Persons living in households with two children aged 17 or younger (64%)
- Respondents in households with three or more children aged 17 or younger (62%)
- Renters (78%)
- Respondents with an annual household income of less than \$30,000 (58%)
- Residents of the western part of the county (61%)
- Those in households with three or more people (56%)
- Persons not registered to vote (61%).

Survey respondents more likely to report living in their community for 6–20 years were:

- Survey participants ages 35–49 years old (41%)
- College graduates (27%)
- Caucasians (42%)
- Those in households with a child aged 17 or younger (46%)
- Homeowners (42%)
- Respondents with an annual household income of \$75,000 or greater (44%).

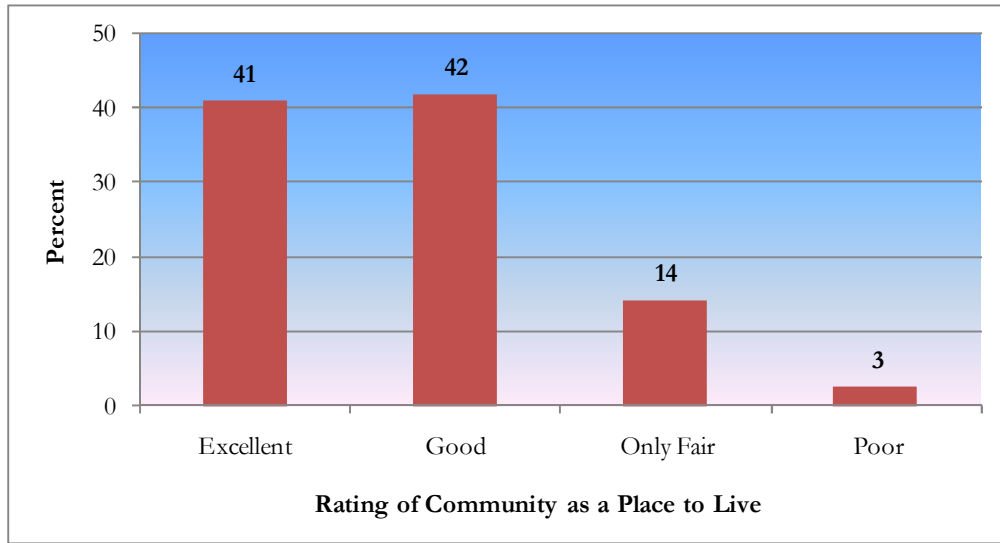
Survey participants more likely to report living in their community for more than 20 years were:

- Persons without Internet access (32%)
- Not working residents (21%)
- Those age 65 or older (50%)
- Respondents who were no longer married (31%)
- Persons without any children aged 17 or younger in their household (23%)
- Residents of the southern part of the county (20%)
- Single-person households (25%).

Overall Rating of Community as a Place to Live

When asked to rate their community as a place to live, 83 percent reported it was either excellent or good and 14 percent felt it was fair. Three percent of respondents indicated that it was a poor place to live.

Figure 70: Overall Rating of Community as a Place to Live
(percentage distribution)



Statistically significant differences among respondents' rating of their community as a place to live were found to be associated with the city or town in which the respondent resides, Internet access, number of years in the community, age, education, race and ethnicity, citizenship, marital status, homeownership, household income, area of residence within Mecklenburg County, and registered to vote. Specifically, those surveyed more likely to rate their community as an excellent place to live: were:

- Huntersville residents (59%)
- Respondents living in Matthews (56%)
- Persons residing in areas that exclude Charlotte, Huntersville, and Matthews (62%)
- Respondents living in their community for more than 20 years (51%)
- Persons age 65 or older (54%)
- College graduates (54%)
- Caucasians (50%)
- Married respondents (46%)
- Homeowners (47%)
- Those with an annual household income of \$75,000 or more (53%)
- Residents of the southern part of the county (55%).

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Survey participants more likely to rate their community as a good place to live were:

- Respondents with some college education (48%)
- Persons who never married (47%)
- Those with an annual household income of \$30,000 or more but less than \$75,000 (49%)
- Residents of the western part of the county (53%).

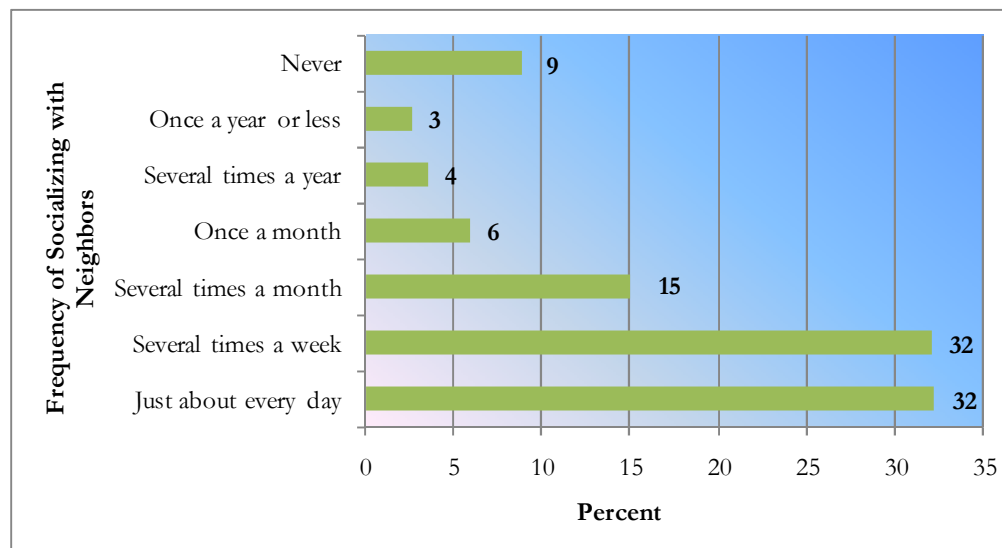
Respondents more likely to rate their community as only fair were:

- Persons without Internet access (22%)
- Respondents age 18–34 years old (21%)
- Those with a high school education or less (21%)
- Renters (25%)
- Persons with an annual household income of less than \$30,000 (27%)
- Residents of the eastern part of the county (23%)
- Respondents not registered to vote (24%).

Interaction with Immediate Neighbors

To help measure social capital, respondents were asked how often they talked or visited with one of their immediate neighbors. About 9 percent said they never spoke with these neighbors while 3 percent reported speaking with them once a year or less. Four percent reported speaking with their neighbors several times a year while 6 percent indicated once a month. Fifteen percent spoke with or visited their immediate neighbors several times a month. Nearly one-third (32%) of those surveyed socialized with these neighbors several times a week. Another 32 percent reported this activity just about every day.

Figure 71: Interaction with Immediate Neighbors
(percentage distribution)



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In the cross-tabulation analyses, the following demographic variables were statistically significant relative to the number of times respondents have talked or visited their immediate neighbors: number of years in the community, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger in the household, homeownership, household income, and registered to vote. Survey participants more likely to report never interacting with their immediate neighbors were:

- Residents of their community for five years or less (14%)
- Persons ages 18–34 years old (14%)
- Those with a high school education or less (17%)
- Renters (23%).

Those surveyed who were more likely to report interacting with their immediate neighbor several times a week were:

- Persons ages 50–64 years old (40%)
- Married respondents (38%).

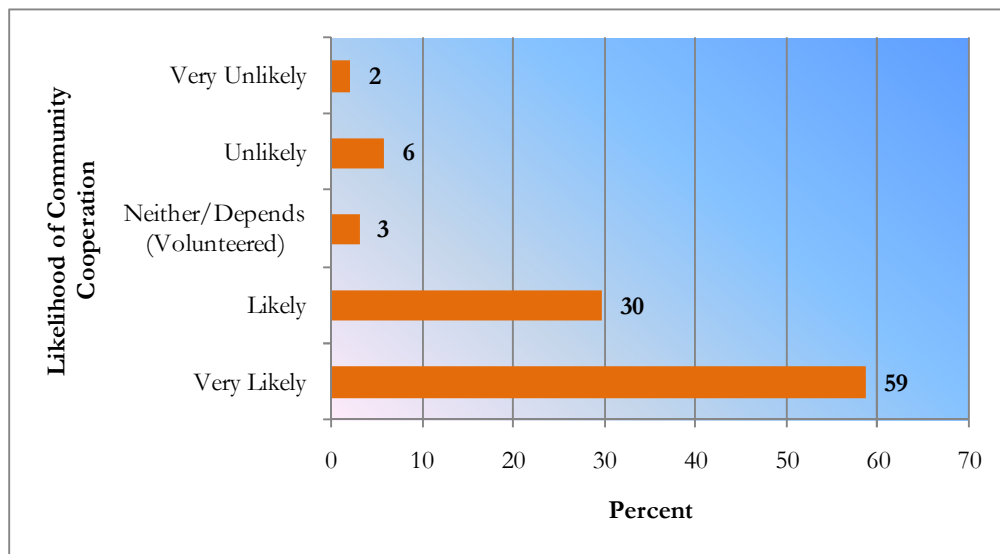
Respondents who were more likely to report interacting with their immediate neighbor just about every day were:

- Residents of their community for more than 20 years (47%)
- Persons age 65 or older (50%)
- Those surveyed who were no longer married (40%)
- Respondents in households with two children aged 17 or younger (39%)
- Those surveyed with annual earnings of \$75,000 or more (38%).

Community Cooperation to Conserve Resources During an Emergency

Respondents were asked how likely it would be that people in their community would cooperate if public officials requested that everyone conserve water and electricity because of some emergency. More than half (59%) of those surveyed stated that it was very likely that residents of their community would cooperate with such a request while 30 percent thought it would be likely. Six percent of respondents expressed the belief that it was unlikely that those in their community would comply and 2 percent felt it was very unlikely. Three percent of survey participants volunteered that it was neither likely nor unlikely but depended on the situation.

Figure 72: Community Cooperation to Conserve Resources During an Emergency
(percentage distribution)



Demographic characteristics that showed statistical significance with regard to community cooperation if public officials requested its community members to conserve water and electricity because of an emergency were as follows. Survey participants who were more likely to report that their community was likely to cooperate were:

- Catholics (40%)
- Persons ages 18–34 years old (38%)
- Those with a high school education or less (39%)
- Hispanics (51%)
- Non-U.S. citizens (51%)
- Renters (37%)
- Those with an annual household income of \$30,000 or more but less than \$75,000 (35%)
- Residents of the western part of the county (39%).

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Respondents who were more likely to report that their community was very likely to cooperate were:

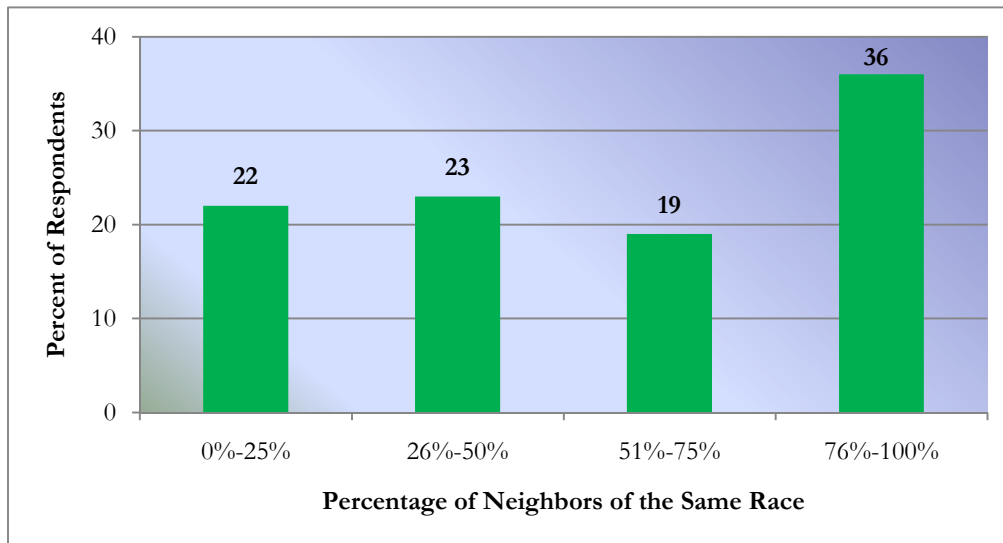
- Other Christians (65%)
- Persons ages 50–64 (70%) and person age 65 or older (71%)
- College graduates (67%)
- Respondents who were no longer married (64%) and married respondents (63%)
- Homeowners (64%)
- Those reporting a household income of \$75,000 or more annually (69%)
- Residents of the southern part of the county (64%).

Finally, respondents more apt to report that their community was unlikely to cooperate were those survey participants who have never been married (11%).

Percentage of Neighbors of the Same Race of Respondent

In further measuring bridging social capital, respondents were asked what percentage of their neighbors was of the same race as the respondent. Thirty-six percent of respondents reported that over three-quarters of their neighbors were of the same race while 19 percent indicated that between fifty-one percent and seventy-five percent were of the identical race. Just under one quarter of survey participants (23%) said twenty-six to fifty percent were of the same race and 22 percent said one-quarter or less of their neighbors were the same race.

Figure 73: Percentage of Neighbors of the Same Race of Respondent
(percentage distribution)



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Differences in the reported percentage of neighbors of the same race as the respondent were found to have a statistical significant relationship with gender, the city or town the respondent resides, religious preference, number of years in the community, age, education, race and ethnicity, citizenship, homeownership, household income, area of residence within Mecklenburg County, household size, and registered to vote. Some of the discernible patterns observed were as follows. Survey respondents more likely to report the percentage of neighbors of the same race to be between zero percent and 25 percent were:

- Residents in their community for five years or less (30%)
- Persons with a high school education or less (32%)
- Hispanics (63%)
- Non-U.S. citizens (59%)
- Renters (34%)
- Persons with a household income of less than \$30,000 per year (35%)
- Those residing in households with three or more people (27%).

Respondents more likely to report the percentage of neighbors of the same race to be between 26 percent and 50 percent were:

- African Americans (34%)
- Residents of western (34%) and eastern (32%) parts of the county.

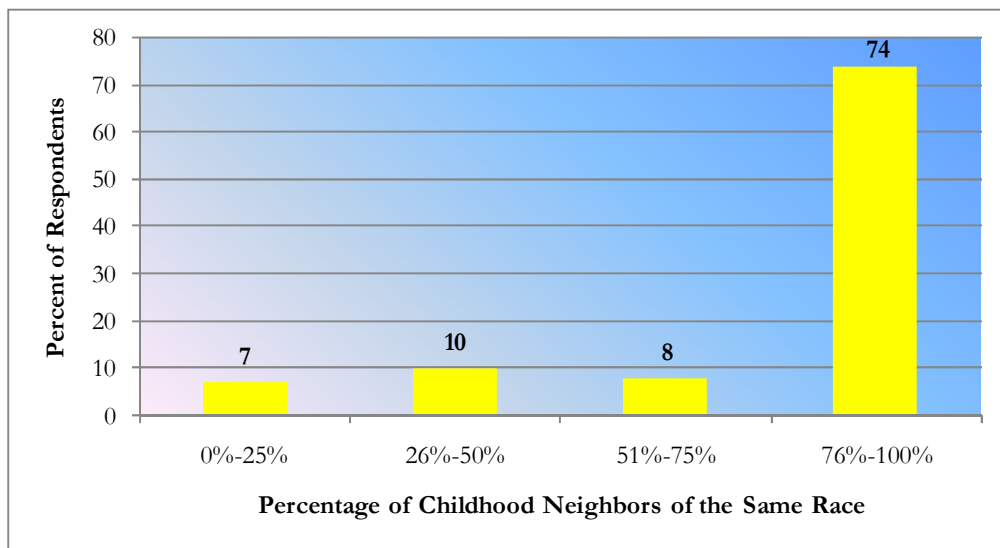
Survey participants more likely to report the percentage of neighbors of the same race to be between 76 percent and 100 percent were:

- Residents of Huntersville (57%)
- Those residing in their community for more than 20 years (55%)
- Persons age 65 or older (59%)
- College graduates (45%)
- Caucasians (47%)
- Residents of the southern part of the county (51%).

Percentage of Neighbors of the Same Race When Growing Up

Respondents were subsequently asked to think back on the neighborhood in which they had been raised and to estimate the percentage of people in the neighborhood who were of the same race or ethnicity as the respondent. Nearly three-quarters of respondents (74%) reported that over three-quarters were of the same race. Eight percent of those surveyed indicated that between fifty-one percent and seventy-five percent were of the same race or ethnicity. Ten percent reported that one quarter to one-half were of the identical race and 7 percent said that less than one-quarter of their neighbors were of the same race or ethnicity.

Figure 74: Percentage of Neighbors of the Same Race When Growing Up
(percentage distribution)



Regarding survey participants’ answer on the percentage of neighbors of the same race growing up, the following variables were observed to be statistically significant: Internet access, age, race and ethnicity, marital status, and homeownership. Respondents more apt to report growing up with about 26–50 percent of the neighbors to be of the same race were African Americans (19%) and renters (16%). Those surveyed more likely to report growing up with about 51–75 percent of the neighbors to be of the same race were person ages 18–34 years old (13%).

Finally, respondents more likely to report growing up with about 76–100 percent of the neighbors to be of the same race were:

- Persons without Internet access (82%)
- Respondents age 65 or older (81%)
- Caucasians (79%)
- Latinos (79%)
- No longer married respondents (80%).

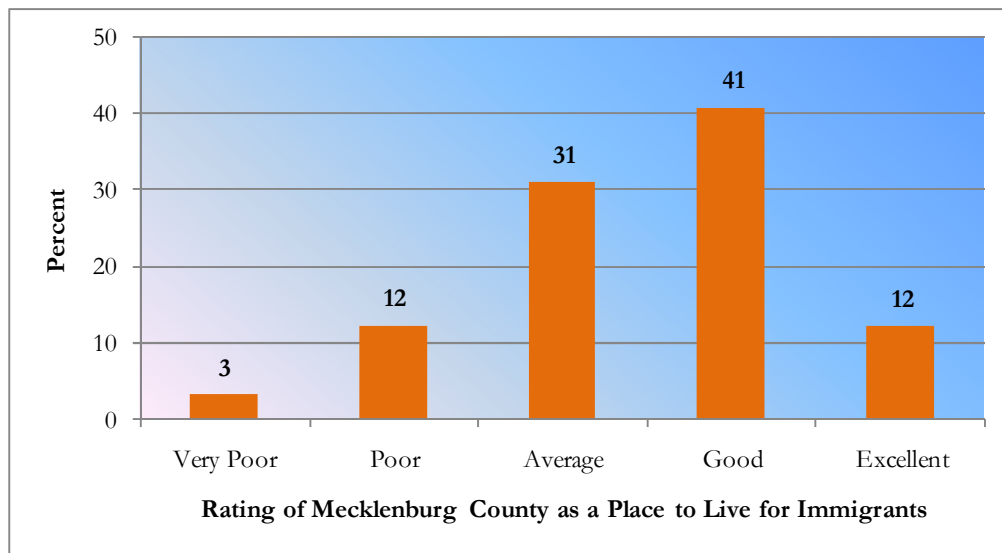
Rating of Mecklenburg County as a Place to Live

A series of questions queried respondents with regard to Mecklenburg County as a place to live and the opportunities it provides for various diverse groups of residents. Respondents were asked to rate the county on a 5-point Likert scale comprised of rankings of very poor, poor, average, good, and excellent. Nine groups of people were identified—immigrants from other countries, newcomers from other parts of the U.S., families with children, gay or lesbian people, senior citizens, single adults, young adults entering the workforce, racial and ethnic minorities, and persons with disabilities.

Immigrants from Other Countries

When thinking about Mecklenburg County as a place to live and the opportunities and amenities it provides for immigrants from other countries, 53 percent of respondents rated the county as either a good or an excellent place. Thirty-one percent said the county was average in the provision of opportunities for new people from outside of the U.S. and 15 percent rated the county as poor or very poor for immigrants.

Figure 75: Immigrants from Other Countries
(percentage distribution)



Respondents' rating of Mecklenburg County as a place to live for immigrants was analyzed by cross-tabulations and results revealed education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger in the household, homeownership, and household size to be statistically significant. These demographics variables were associated to how respondents rated Mecklenburg County. Survey participants more likely to rate Mecklenburg County as an *average* place to live for immigrants were:

- Persons with a high school education or less (37%)

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- Hispanics (44%)
- Non-U.S. citizens (42%)
- Those surveyed in households with three or more children aged 17 or younger (50%)
- Renters (38%)
- Persons in households with three or more people (36%).

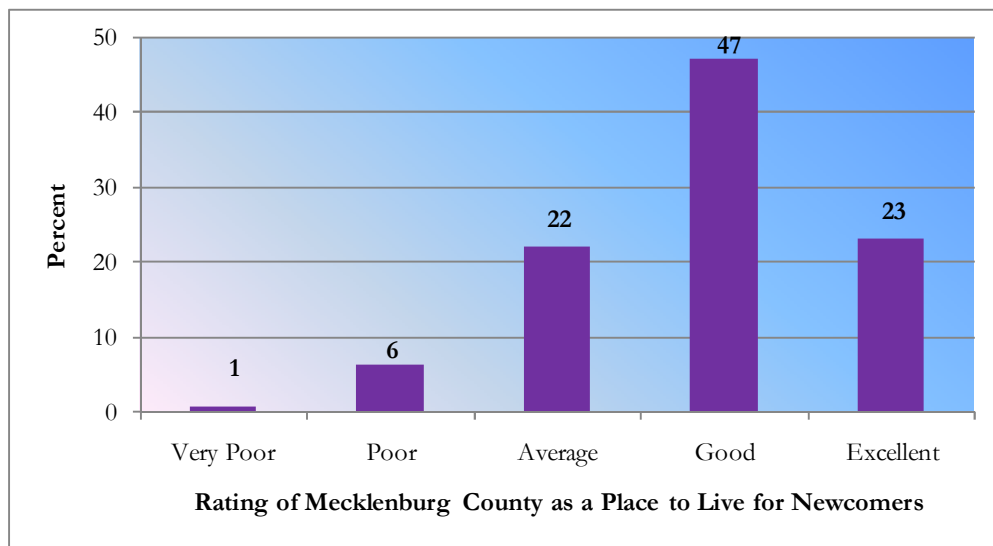
Respondents more likely to rate Mecklenburg County as a *good* place to live for immigrants were:

- Those with some college education (48%)
- Caucasians (46%)
- Persons in households with a child aged 17 or younger (46%)
- Respondents living in a two-person household (46%).

Newcomers from Other Parts of the U.S.

When asked to rate Mecklenburg County as a place to live for newcomers from other parts of the United States, 70 percent of survey participants rated it as either good or excellent, seventeen percentage points higher than the rating for immigrants from another country. Twenty-two percent of respondents rated the county as average in the opportunities and amenities provided to newcomers from other parts of the U.S. and 7 percent regarded it as very poor or poor.

Figure 76: Newcomers from Other Parts of the U.S.
(percentage distribution)



Demographic variables that showed statistical significance with regard to respondent's rating of Mecklenburg County as a place to live for newcomers from other parts of the county were as follows: employment status, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger in the household, homeownership, and registered to vote. Respondents

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more apt to rate Mecklenburg County as an average place for newcomers from other parts of the U.S. were:

- Not working respondents (28%)
- Persons ages 18–34 years old (30%)
- Those with a high school education or less (27%)
- Non-U.S. citizens (36%)
- Respondents who have never been married (28%)
- Renters (32%)
- Those earning less than \$30,000 per year (32%).

Survey participants who were more likely to rate Mecklenburg County as a good place for newcomers from other parts of the U.S. to live were:

- Those age 65 or older (54%)
- Caucasians (53%)
- Respondents who were no longer married (54%)
- Homeowners (54%)
- Those with a household income of \$30,000 or more but less than \$75,000 a year (52%).

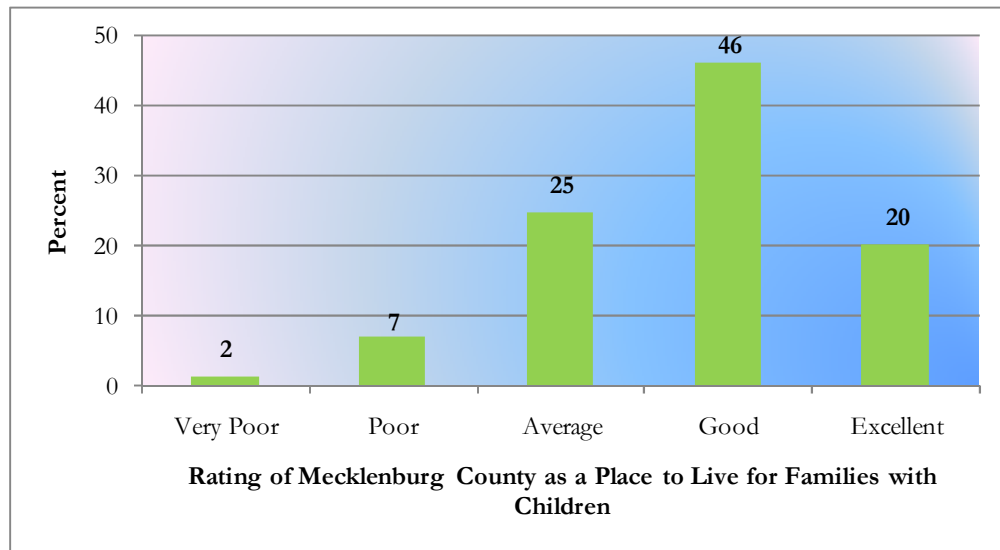
Those surveyed who were more likely to rate Mecklenburg County as an *excellent* place for newcomers from other parts of the U.S. to live were:

- Respondents ages 50–64 years old (29%)
- Those with a household income of \$75,000 or more annually (31%)
- Residents of the southern part of the county (29%).

Families with Children Under the Age of 18

Families with children under the age of eighteen might also encounter specific challenges, thus the survey instrument asked how the respondent would rate Mecklenburg County and the opportunities it offered for families with children under 18 years old. Two-thirds (66%) of those surveyed expressed the belief that the county was either a good or an excellent place for families with children in this age group. One-quarter (25%) of respondents thought it was average while 9 percent reported it as poor or very poor.

Figure 77: Families with Children Under the Age of 18
(percentage distribution)



Results from cross-tabulation analyses show that the city or town the respondent resides, Internet access, number of years in the community, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger in the household, homeownership, household income, area of residence within the county, household size, and registered to vote have statistically significant relationship with respondents' rating of Mecklenburg County as a place to live for families with children. Some of the discernible patterns observed were as follows. Survey participants more likely to rate Mecklenburg as an average place to live for families with children were:

- Those without Internet access (30%)
- Respondents ages 18–34 years old (33%)
- Those with a high school education or less (36%)
- African Americans (34%)
- Persons who have never been married (33%)
- Respondents earning less than \$30,000 a year (34%).

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Respondents more likely to rate Mecklenburg County as a good place to live for families with children were:

- Persons age 65 or older (53%)
- Caucasians (51%)
- Non-U.S. citizens (59%)
- Those living in a household with a child (52%)
- Renters (32%).

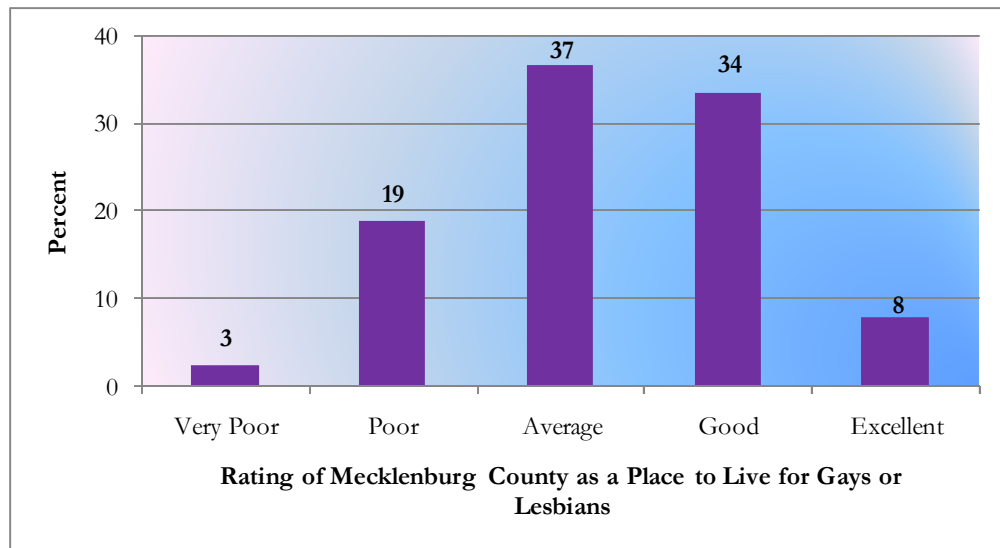
Those surveyed more likely to rate Mecklenburg County as an excellent place to live for families with children were:

- College graduates (30%)
- Person in a household with two children (31%).

Gay or Lesbian People

In further assessing inclusion as social capital, the survey instrument asked how the respondent would rate these opportunities and amenities in the county for gay or lesbian people. A much lower rating was reflected in these results as only 42 percent indicated that the county was either good or excellent in provision of amenities and opportunities for gays or lesbians. Thirty-seven percent found the county as average in supporting this group while 22 percent stated that it was poor or very poor.

Figure 78: Gay or Lesbian People
(percentage distribution)



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Demographic characteristics of survey respondents that showed statistical significance relative to respondents rating of Mecklenburg County as a place to live for gays or lesbians were as follows. Age, race and ethnicity, citizenship, number of children aged 17 or younger in the household, homeownership, household income, area of residence within the county, household size, and registered to vote were found to be associated with respondents' rating of Mecklenburg County as a place to live for gays or lesbians. Specifically, respondents more likely to rate Mecklenburg County as an average place to live for gay or lesbian people were:

- Persons ages 18–34 years old (43%)
- Renters (44%)
- Those with an annual household income of less than \$30,000 (49%)
- Residents of the eastern part of the county (43%)
- Persons in households with three or more people (42%).

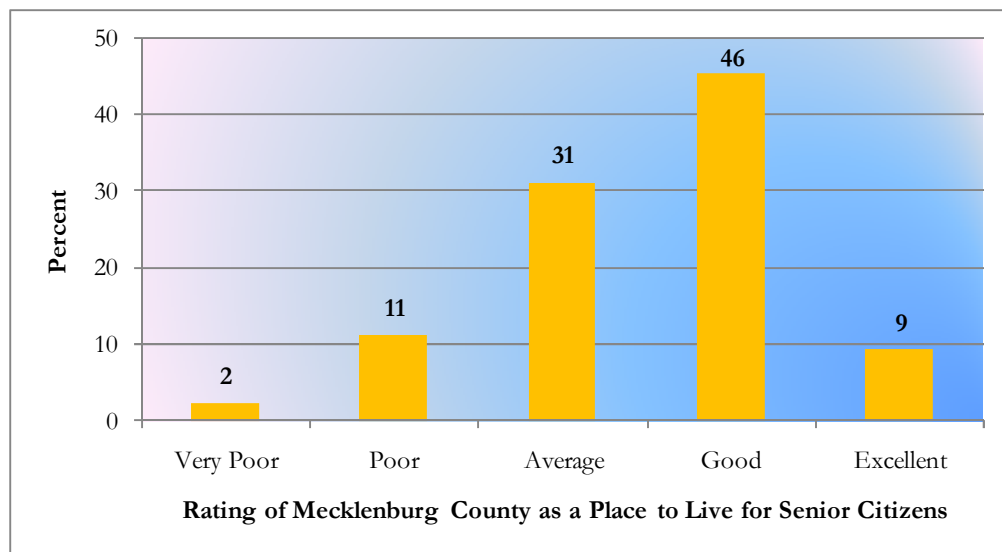
Survey participants more likely to rate Mecklenburg County as a good place to live for gay or lesbian people were:

- Persons living in a household with an annual income of \$75,000 or more (41%)
- Residents of the southern part of the county (42%).

Senior Citizens

Fifty-five percent of respondents stated that Mecklenburg County was either a good or an excellent place for senior citizens with regard to the opportunities and amenities it provided this group. Just under one-third (31%) of respondents rated the county as average in this endeavor while 13 percent felt it was poor or very poor in relation to the opportunities for seniors.

Figure 79: Senior Citizens
(percentage distribution)



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Again, cross-tabulations were conducted with respondents' rating of Mecklenburg County as a place to live for senior citizens grouped by demographic variables. Results revealed that religious preference, Internet access, age, education, race and ethnicity, number of children aged 17 or younger living in the household, area of residence within Mecklenburg County, and household size were statistically significant. Survey participants more likely to rate Mecklenburg County as an average place to live for senior citizens were:

- African Americans (37%)
- Persons living in a household with a child (37%).

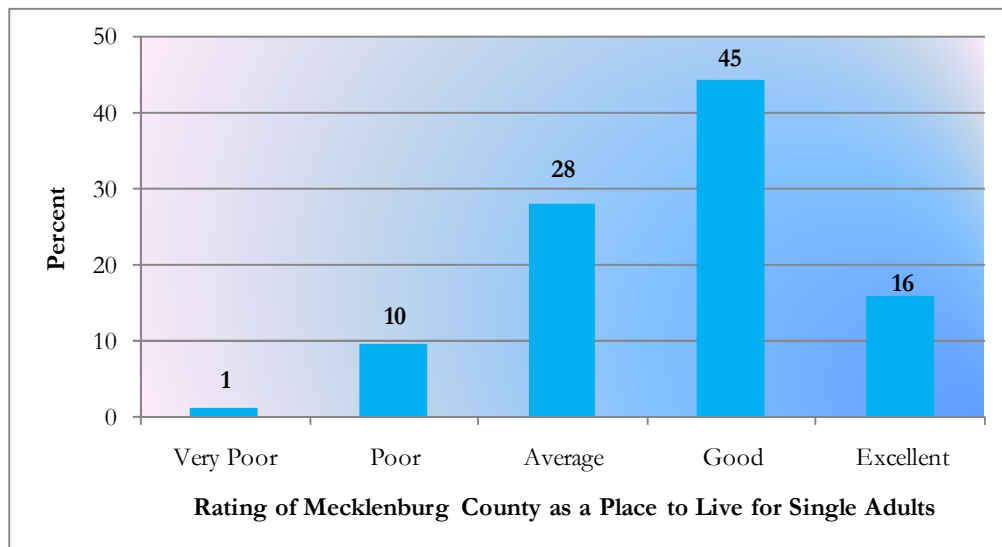
Survey respondents more likely to rate Mecklenburg County as a good place to live for senior citizens were:

- Catholics (58%)
- Persons age 65 or older (52%)
- Caucasians (54%)
- Residents of the southern part of the county (50%).

Single Adults

When rating the county for the opportunities and amenities it provided for single adults, 61 percent stated that Mecklenburg was either good or excellent in these endeavors. Over a quarter (28%) rated the county as average and 11 percent rated Mecklenburg as either poor or very poor.

Figure 80: Single Adults
(percentage distribution)



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Analysis by cross-tabulations revealed statistically significant differences among respondents' rating of Mecklenburg County as a place to live for single adults by education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within the county, and registered to vote. Survey participants more likely to rate Mecklenburg County as an average place to live for single adults were:

- Persons with a high school education or less (38%)
- African Americans (34%)
- Renters (38%)
- Those with a household income of than \$30,000 a year (36%).

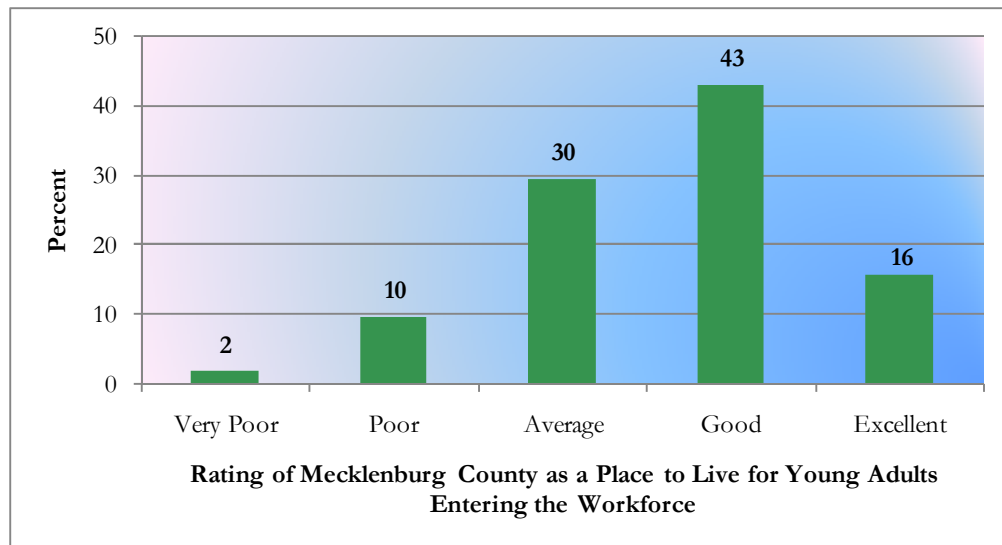
Respondents more likely to rate Mecklenburg County as a good place to live for single adults were:

- Caucasians (53%)
- Non-U.S. citizens (51%)
- Residents of the southern part of the county (51%).

Young Adults Entering the Workforce

Just under three-fifths (59%) of survey respondents rated Mecklenburg County as good or excellent with regard to the opportunities and amenities it provided for young adults entering the workforce. Thirty percent rated Mecklenburg as average, while 12 percent rated the county as either poor or very poor in supporting this group.

Figure 81: Young Adults Entering the Workforce
(percentage distribution)



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Cross-tabulation analysis of survey respondents' rating of Mecklenburg County as a place to live for young adults entering the workforce revealed statistically significant relationships with the following demographic characteristics: gender, Internet access, employment status, education, race and ethnicity, marital status, household income, and registered to vote. Respondents more likely to rate Mecklenburg County as an average place to live for young adults entering the workforce were:

- Persons without Internet access (37%)
- Those with a high school education or less (39%)
- African Americans (36%)
- Respondents who have never been married (36%).

Respondents more likely to rate Mecklenburg County as a good place to live for young adults entering the workforce were:

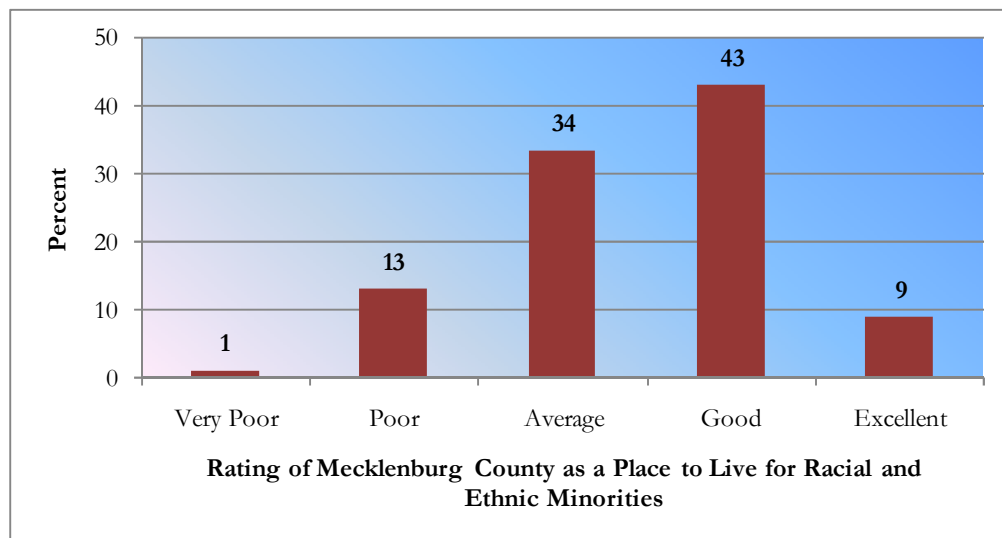
- College graduates (48%)
- Caucasians (48%).

Finally, respondents with a household earning of \$75,000 or more a year were more likely to rate Mecklenburg County as an excellent place to live for young adults entering the workforce (26%).

Racial and Ethnic Minorities

When survey participants were further asked to rate Mecklenburg County as a place to live and the opportunities and the amenities it provided for racial and ethnic minorities, more than half (52%) of survey participants rated the county as good or excellent in these endeavors. Thirty-four percent said the county was average in the provision of opportunities for racial and ethnic minorities. The remaining 14 percent rated Mecklenburg as poor or very poor for racial and ethnic minorities.

Figure 82: Racial and Ethnic Minorities
(percentage distribution)



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In the cross-tabulation analysis, the following demographic variables showed statistically significant differences among survey respondents' rating of Mecklenburg County as a place to live for racial and ethnic minorities by the following demographic characteristics: education, race and ethnicity, citizenship, number of children aged 17 or younger living in the household, homeownership, household income, areas of residence within the county, household size, and registered to vote. Those surveyed more likely to rate Mecklenburg County as an average place to live for racial and ethnic minorities were:

- Persons with a high school education or less (43%)
- African Americans (38%)
- Hispanics (46%)
- Non-U.S. citizens (48%)
- Persons in households with two children (40%)
- Renters (40%)
- Residents of the western part of the county (43%)
- Persons living in a household with three or more people (42%).

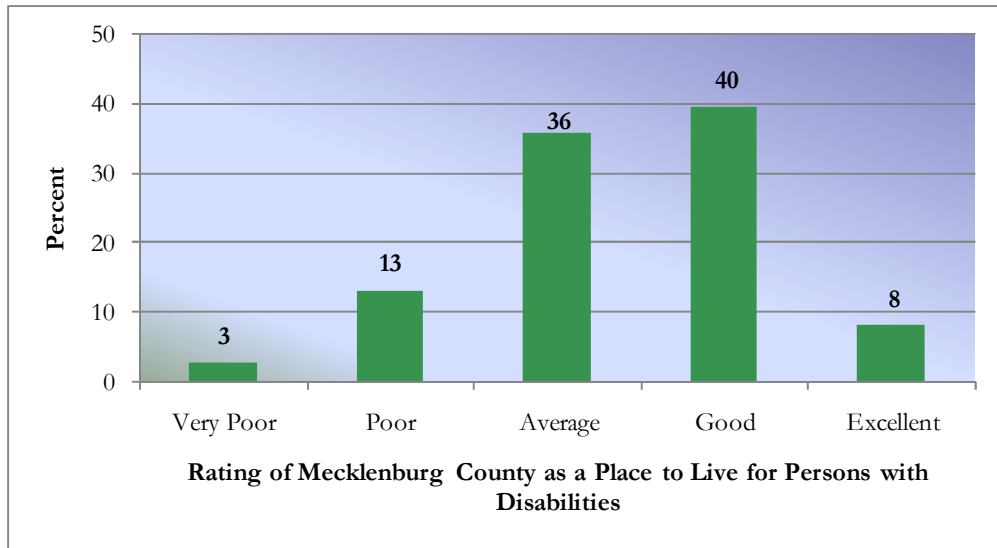
Respondents more likely to rate Mecklenburg County as a good place to live for racial and ethnic minorities were:

- College graduates (50%)
- Caucasians (53%)
- Those with an annual household income of \$75,000 or greater (49%)
- Persons living in the northern part of the county (52%).

Persons with Disabilities

Persons with disabilities was the last group of residents that the survey asked respondents to rate Mecklenburg County on as a place to live and the opportunities it provides for this group. Just under half (48%) of survey respondents rated the county as good or excellent in provision of amenities and opportunities for persons with disabilities. Over one-third (36%) rated the county as average, while 16 percent rated it as either poor or very poor.

Figure 83: Persons with Disabilities
(percentage distribution)



Cross-tabulations were conducted and the following demographic variables—number of years in the community, race and ethnicity, citizenship, number of children aged 17 or younger living in the household, household size, and registered to vote—were found to be associated with respondents’ rating of Mecklenburg County as a place to live for persons with disabilities. Respondents more likely to rate Mecklenburg County as an average place to live for persons with disabilities were those living in households with three or more children aged 17 or younger (47%).

Survey participants more likely to rate Mecklenburg County as a good place to live for persons with disabilities were:

- Hispanics (51%)
- Non-U.S. citizens (49%)
- Those living in households with three or more people (44%).

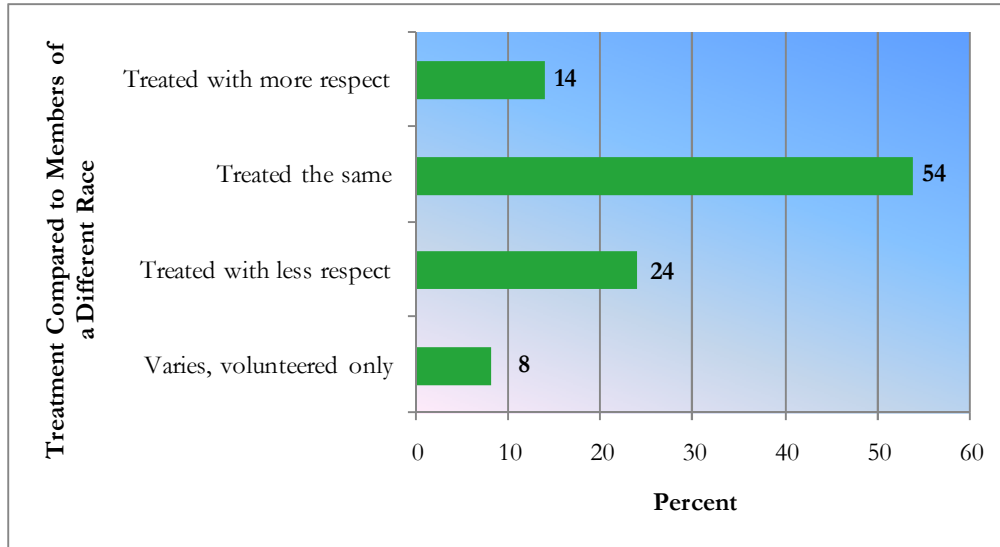
Access, Inclusion, and Equal Opportunity

Five questions were asked of respondents with regard to the inclusion of and equal opportunities for members of different races and ethnicities in Mecklenburg County. The five topics covered in this series were the general respect residents of different races/ethnicities received; the employment opportunities; the educational opportunities; healthcare opportunities; and treatment in the criminal justice system. The survey findings from these questions are presented as follows.

General Respect

The first question in this series asked how the respondents felt about the respect that members of other races and ethnicities received in the county. Respondents were given three options for their responses—treated with the same respect as respondent, treated with more respect or treated with less respect. A fourth option of “varies” was available for the interviewer to use but only if the survey participant had volunteered that response. Fourteen percent of those surveyed felt that members of other races or ethnicities were treated with more respect than they were while 54 percent indicated that the treatment was the same. Nearly one-quarter (24%) believed that they were treated with less respect and 8 percent volunteered that the treatment varied.

Figure 84: General Respect
(percentage distribution)



Results from cross-tabulation analyses revealed statistically significant differences among respondents’ view that members of different races and ethnicities in Mecklenburg County were treated differently from them were related to various demographic characteristics—city or town where the respondent resides, religious preference, number of years in the community, employment status, education, race and ethnicity, marital status, number of children aged 17 or younger living in the household, area of residence within the county, and household size. Survey respondents more

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likely to report that members of a different race or ethnicity were treated with the same amount of respect as the respondent were:

- Those with other Christian beliefs (63%)
- Non-working respondents (61%)
- Caucasians (59%)
- Persons in households with three or more children (66%).

Those surveyed more likely to report that members of a different race or ethnicity were treated with less respect than the respondent were:

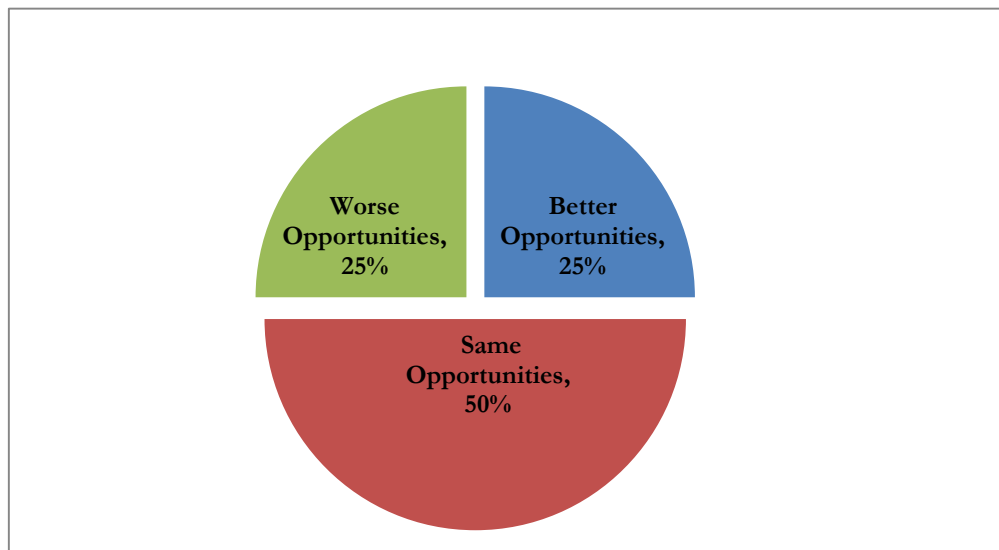
- Residents of their community for 6–20 years (30%)
- Those who were no longer married (32%)
- Single-person households (32%).

Finally, respondents more likely to report that members of a different race or ethnicity were treated with more respect than the respondent were African Americans (30%).

Job Opportunities

Fifty percent of respondents reported equitable opportunities with regard to employment options for those of other racial groups when compared to his or herself. One-quarter of those surveyed expressed that members of other races/ethnicities had worse opportunities than they did, while conversely another 25 percent believed they had better prospects.

Figure 85: Job Opportunities
(percentage distribution)



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Differences among respondents in their view of employment opportunities were found to be statistically significant by gender, city or town where the respondent resides, Internet access, number of years living in the community, education, race and ethnicity, number of children aged 17 or younger living in the household, homeownership, household income, and area of residence within the county. Respondents more likely to report that members of other races/ethnicities had the same job opportunities as them were:

- Male respondents (56%)
- Residents of Huntersville (69%)
- Residents of their community for 6–20 years (56%)
- College graduates (56%)
- Caucasians (60%)
- Those in households with a child aged 17 or younger (57%).

Those surveyed more likely to report that members of other races/ethnicities had worse job opportunities than they do were:

- Respondents in households with two children aged 17 or younger (31%)
- Residents of the southern part of the county (31%).

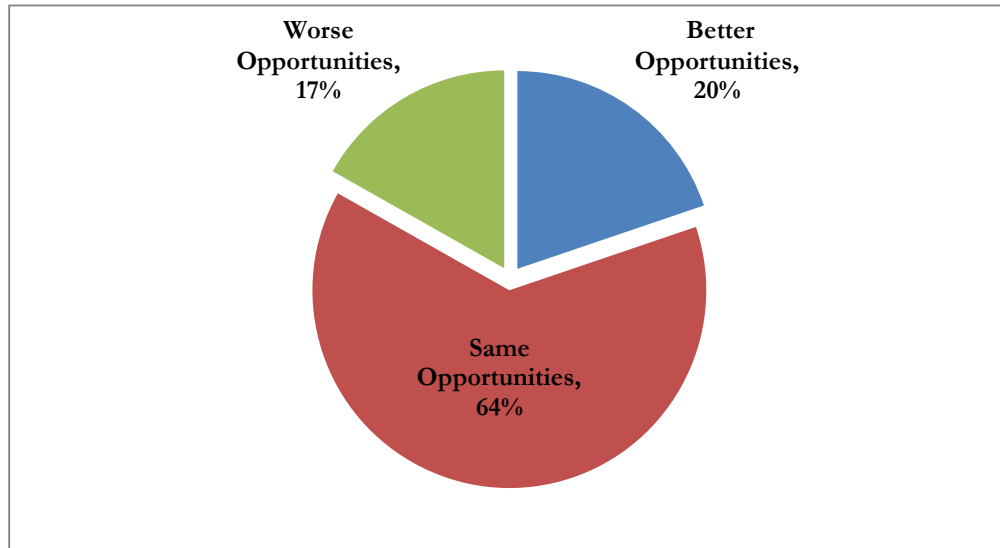
Survey participants more likely to report that members of other races/ethnicities had better job opportunities than they do were:

- Those without Internet access (42%)
- Residents of their community for five years or less (30%)
- Persons with a high school education or less (34%)
- African Americans (48%)
- Those in households with three or more children (41%)
- Renters (36%)
- Respondents with an annual household income of less than \$30,000 (35%)
- Residents of the western part of the county (41%).

Educational Opportunities

When asked whether members of different racial groups had different educational opportunities than the respondent, 64 percent expressed their feeling that these opportunities were the same while 17 percent indicated that they were worse. Twenty percent of those surveyed believed that members of other races and ethnicities had better opportunities than they did.

Figure 86: Educational Opportunities
(percentage distribution)



Several demographic variables—the city or town where the respondent resides, Internet access, age, education, race and ethnicity, homeownership, household income, and area of residence within the county—were observed to have a statistically significant relationship with respondents’ view towards educational opportunities for members of other races or ethnicities. Respondents more likely to report that members of other races or ethnicities had the same educational opportunities as them were residents of Huntersville (78%), persons ages 50–64 years old (70%), persons age 65 or older (73%), and Caucasians (71%).

Survey participants more likely to report that members of other races or ethnicities had worse educational opportunities than they do were those ages 18–34 years old (23%).

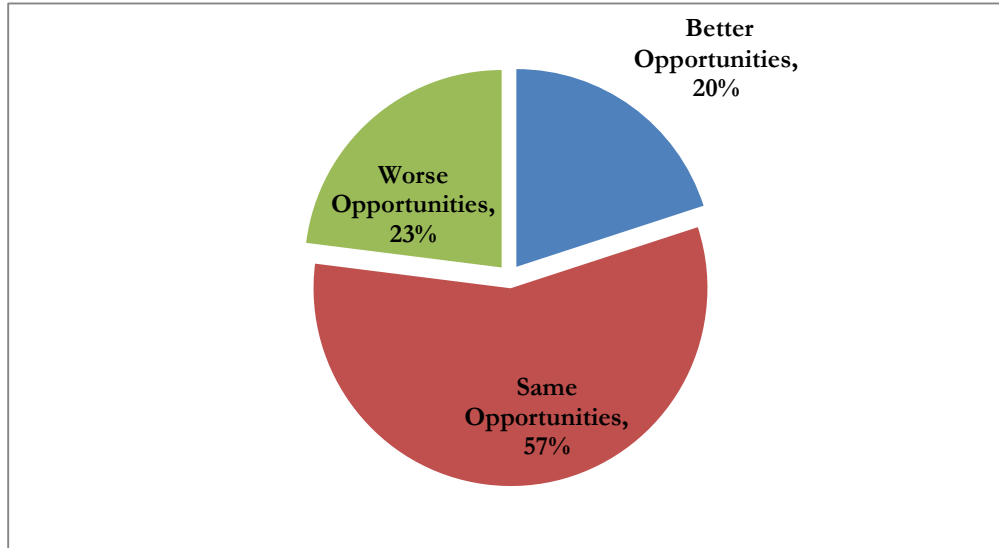
Finally, respondents more likely to report that members of other races or ethnicities had better educational opportunities than them were:

- Those without Internet access (30%)
- Persons with a high school education or less (25%)
- African Americans (35%)
- Hispanics (27%)
- Renters (30%)
- Those with an annual household income of less than \$30,000 (26%)
- Residents of the western part of the county (32%).

Healthcare Opportunities

Over half of respondents (57%) believed that healthcare opportunities were the same as the respondents' for members of different racial or ethnic groups. Twenty-three percent reported that the healthcare prospects were worse for these groups while 20 percent thought they were better when compared to their own opportunities.

Figure 87: Healthcare Opportunities
(percentage distribution)



Again, cross-tabulation analyses were conducted and results suggest that the city or town the respondent resides, Internet access, number of years in the community, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger in the household, homeownership, household income, area of residence within the county, and registered to vote were associated with respondents' view of healthcare opportunities for members of other races/ethnicities. Survey respondents more likely to report that members of other races/ethnicities had the same healthcare opportunities as them were:

- Residents of Huntersville (68%)
- Those living in a household with a child aged 17 or younger (65%).

Survey participants more likely to report that members of other races/ethnicities had worse healthcare opportunities than them were as follows:

- Residents of their community for 6–20 years (29%)
- College graduates (33%)
- Caucasians (29%)
- Those living in a household with two children aged 17 or younger (30%)
- Persons with an annual household income of \$75,000 or greater (30%)
- Residents of the southern part of the county (31%).

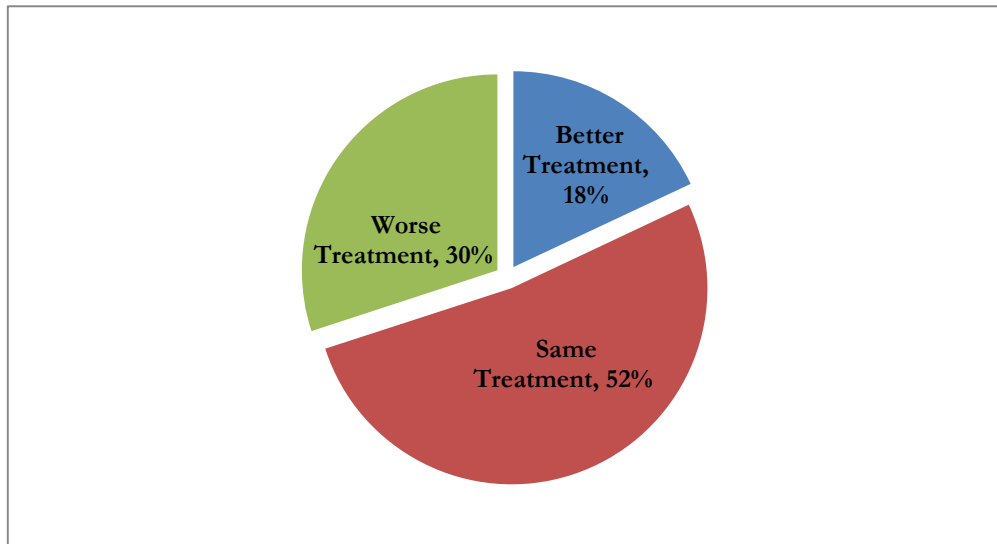
Survey participants more likely to report that members of other races/ethnicities had better healthcare opportunities than them were:

- Those without Internet access (32%)
- Persons with a high school education or less (26%)
- African Americans (31%)
- Hispanics (30%)
- Respondents who were no longer married (27%)
- Renters (37%)
- Persons with an annual household income of less than \$30,000 (37%)
- Residents of the western part of the county (33%).

Treatment in the Criminal Justice System

As mentioned at the beginning of this section, results showed that the perception on the treatment in the criminal justice system of members of different races/ethnicities was different from other issues aforementioned. Thirty percent believed that these diverse groups of individuals received worse treatment in the justice system than the respondent. Less than one-fifth (18%) of respondents reported the belief that better treatment was afforded these groups while 52 percent thought the treatment was the same.

Figure 88: Treatment in the Criminal Justice System
(percentage distribution)



When survey respondents' perception on the treatment in the criminal justice system of different races/ethnicities were analyzed by cross-tabulations, statistically significant relationships were found between respondents on demographic variables such as gender, the city or town the respondent resides, religious preference, Internet access, number of years in the community, education, race and ethnicity, number of children aged 17 or younger in the household, homeownership, household income, area of residence within the county, and registered to vote.

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Specifically, survey participants more likely to report that members of other races/ethnicities are treated the same in the criminal justice system as them were:

- Male respondents (58%)
- Residents of Huntersville (51%)
- Those with other Christian beliefs (60%)
- Persons without Internet access (68%)
- Residents of their community for more than twenty years (60%)
- Those with a high school education or less (60%)
- Caucasians (59%)
- Hispanics (58%)
- Those in a household with a child aged 17 or younger (59%)
- Residents of the western part of the county (60%).

Respondents more likely to report that members of other races/ethnicities are treated worse in the criminal justice system than them were:

- Persons with no religious preference (46%)
- Residents of their community for 6–20 years (38%)
- College graduates (39%)
- Those with an annual household income of \$75,000 or greater (36%)
- Residents of the southern part of the county (43%).

Survey respondents more likely to report that members of other races/ethnicities are treated better in the criminal justice system than them were:

- African Americans (41%)
- Those with an annual household income of \$30,000 or more but less than \$75,000 (26%).

Summary

Survey findings from the series of community questions suggest that the majority of respondents were pleased with their community as a place to live. This is especially true given that more than four-fifths rated their community as either an excellent or a good place to live. In addition, more than three-fifths of survey participants indicated that they interact with their immediate neighbors daily or several times a week. The majority of survey respondents also believed that members of their community were likely or very likely to cooperate when requested to conserve resources. In regards to rating Mecklenburg County as a place to live and the opportunities it provides for various groups of residents, more than half of survey respondents rated the county as either good or excellent place to live for the following groups: immigrants, newcomers from other parts of the U.S., families with children under the age of 18, senior citizens, single adults, young adults entering the workforce, and racial and ethnic minorities. The two groups for which less than half of respondents rated Mecklenburg County as either a good or an excellent place to live were for those who was gay or lesbian and people with disabilities.

The series of community questions that relate to social capital provided insight to survey respondents' differing view of their community as a place to live and the available opportunities for

its residents. In particular, a relationship was observed between race/ethnicity and all of the aforementioned community questions. Some of the discernible patterns observed were as follows. Caucasians were more likely to rate their community as an excellent place to live while both African Americans and Hispanics were more likely to rate their community as good. In terms of respondents' ratings of Mecklenburg County as a place to live for groups of people, Caucasians were more likely to rate the county as a good place to live for immigrants, newcomers from other parts of the country, families with children, senior citizens, single adults, young adults entering the workforce, and racial and ethnic minorities. African Americans, on the other hand, were more apt to rate Mecklenburg County as an average place to live for families with children, senior citizens, single adults, young adults entering the workforce, and racial and ethnic minorities. As for respondents who self-identified themselves as Hispanic or Latino, this group of respondents generally rated the county as an average place to live for immigrants and for racial and ethnic minorities.

In addition, Caucasians were more likely to report that members of a different race or ethnicity were treated with the same amount of respect, had the same opportunities in employment and in education, and treated the same in the criminal justice system. Conversely, African Americans were more likely to state that members of other races or ethnicities were treated with more respect, had better opportunities in employment, education, and healthcare. African Americans were also more likely to report that members of a different race or ethnicity were treated better in the criminal justice system. Hispanic respondents were more likely to report that members of other races or ethnicities had better educational opportunities and healthcare opportunities. In terms of the criminal justice system, Hispanic respondents were more likely to state that members of other races and ethnicities were treated the same as them.

Another demographic variable that was found to be related with these sets of questions that pertain to the respondent's community and his/her view on available opportunities was education. One of the observed trends was for college graduates to be more apt to rate their community as an excellent place to live while those with a high school education were more likely to rate their community as only fair. Another difference found among respondents with different educational attainment was for college graduates to report that their community was very likely to cooperate in conserving resources during an emergency and to rate Mecklenburg County as an excellent place to live for families with children. Persons with a high school education or less were more often than not to rate Mecklenburg County as an average place to live for immigrants, newcomers from other parts of the country, families with children, single adults, adults entering the workforce, and racial and ethnic minorities.

Finally, age also revealed some association to survey participants' varying views of their community and the opportunities that are available to different groups of people. Older respondents (those aged 35 or older) were more likely to rate their community as excellent while younger respondents (persons age 18–34 years old) were more apt to rate their community as only fair. Younger respondents were also more likely to report never interacting with their immediate neighbor.

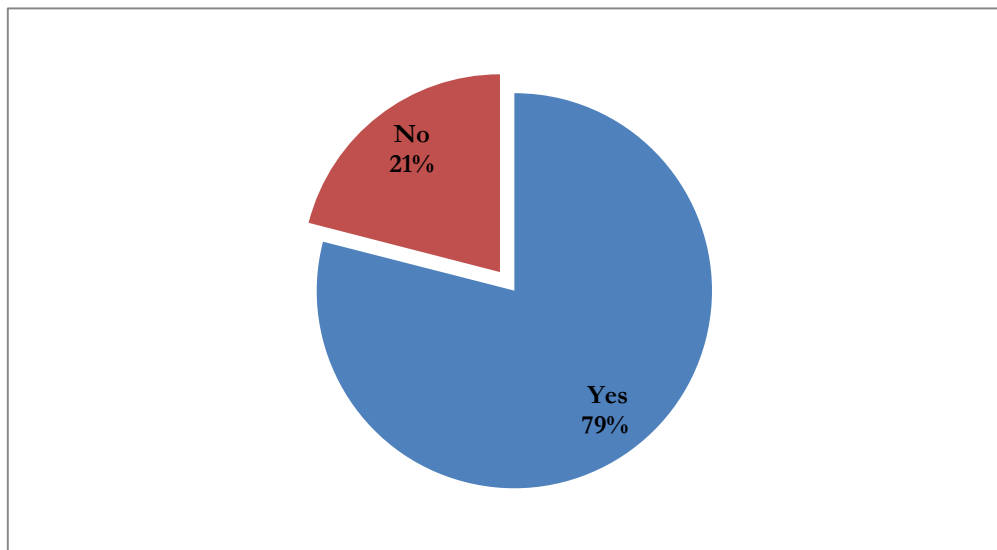
16. Diversity of Friendships

Social networks are important for building social capital. Furthermore, the diversity of people’s social networks is also important in helping people connect with those who may be different in terms of gender, age, race and ethnicity, religious preference, education, and income. Therefore, social capital can in part be measured by assessing how diverse people’s social networks are. Survey respondents were asked a series of questions to determine the diversity of their friendships. These questions asked respondents if they have a friend who is a business owner, a manual worker, a welfare recipient, owns a vacation home, someone with a different religious orientation, someone of a different race or ethnic background, a homosexual, and a community leader.

Business Owner

The first question asked respondents if they have a personal friend who owns their own business. Nearly four-fifths (79%) of survey respondents reported having a personal friend who is a business owner. Conversely, 21 percent said they do not have a friend who owns their own business.

Figure 89: Do you have a friend who owns his or her own business?
(percentage distribution)



According to cross-tabulation results, statistically significant differences among survey respondents’ likelihood of having a friend who is a business owner were observed for the following demographic variables: religious preference, Internet access, number of years in the community, employment status, age, education, race and ethnicity, citizenship, marital status, homeownership, household income, and registered to vote. Survey participants more likely to report having a friend who owns his or her own business were

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- Residents in their community for more than 20 years (84%)
- Persons ages 35–49 years old (85%)
- College graduates (86%)
- Caucasians (85%)
- Respondents with an annual household income of \$75,000 or more (90%).

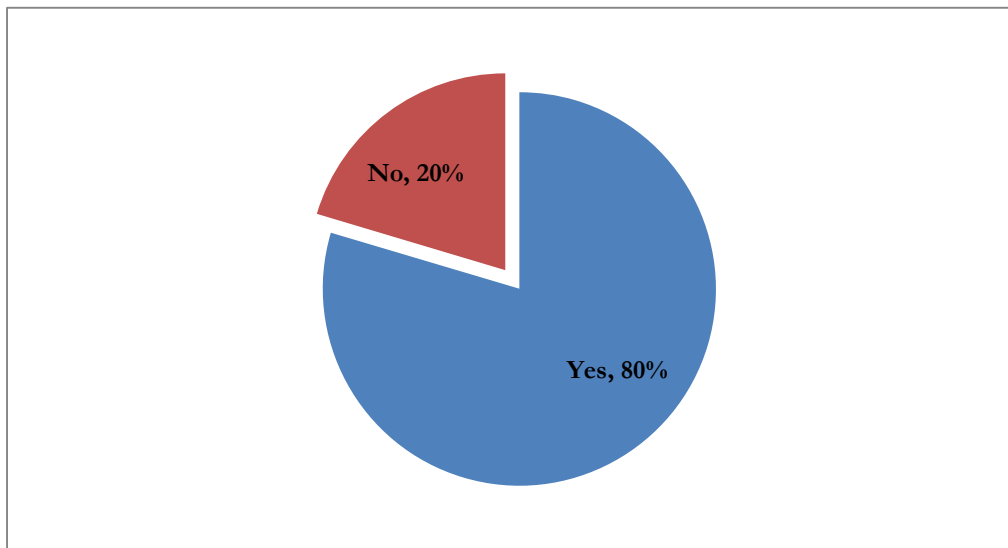
Respondents less likely to report having a friend who is a business owner were:

- Catholics (31%)
- Persons without Internet access (42%)
- Persons ages 18–34 years old (26%)
- Those with a high school education or less (30%)
- Hispanics (41%)
- Non-U.S. citizens (43%)
- Respondents who were no longer married (27%)
- Renters (32%)
- Those with earnings of less than \$30,000 annually (33%).

Manual Worker

The second question on diversity of friendships asked respondents if they have a personal friend who is a manual worker. The concept of manual worker was defined in the survey as someone who works in a factory, as a truck driver, or as a laborer. Four-fifths (80%) of survey participants said they do have a personal friend who is a manual worker. The remaining 20 percent said they did not have a personal friend who is a manual worker.

Figure 90: Do you have a personal friend who is a manual worker?
(percentage distribution)



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When survey participants' responses to the question, "Do you have a personal friend who is a manual worker," were examined by cross-tabulations, gender, the city or town of residence, Internet access, employment status, age, race and ethnicity, and area of residence within Mecklenburg County were found to be associated with respondents' likelihood of having a personal friend who is a manual worker. Those surveyed more likely to report having a friend who is a manual worker were:

- Residents of Huntersville (93%)
- Residents of "Other areas" which excludes Charlotte, Huntersville, and Matthews (85%)
- Residents of the eastern (86%) and western (85%) parts of the county.

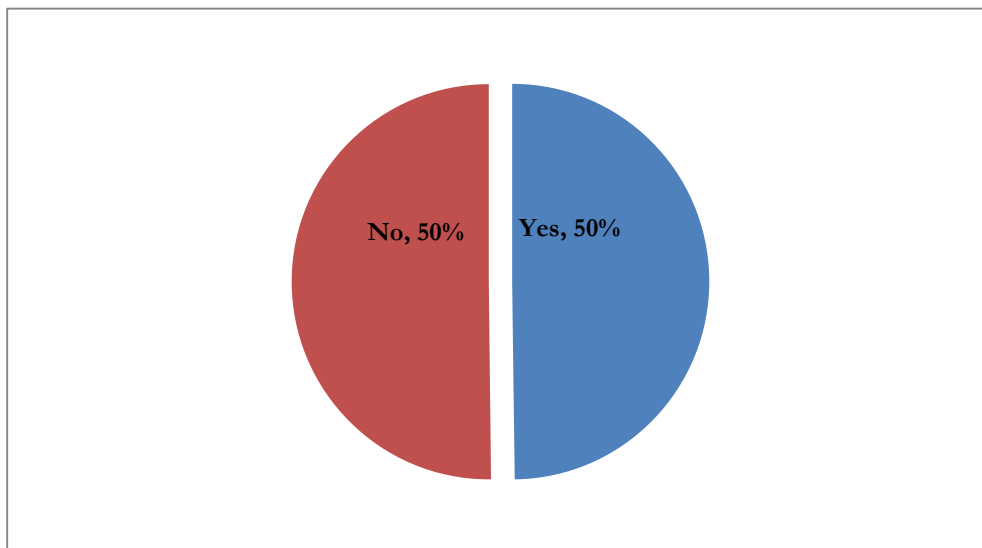
Respondents less likely to report having a friend who is a manual worker were:

- Persons without Internet access (27%)
- Not working respondents (28%)
- Persons ages 65 and over (34%)
- Residents of the southern part of the county (27%).

Welfare Recipient

The survey further asked respondents if they have a personal friend who has been on welfare. Survey results show that half of the survey participants (50%) who responded to this question have had a personal friend who has been on welfare. On the other hand, the other half (50%) of survey respondents did not have a personal friend who has been on welfare.

Figure 91: Do you have a personal friend who has been on welfare?
(percentage distribution)



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Again, survey participants' responses were analyzed by cross-tabulations and demographic characteristics that showed statistical significance were as follows: gender, religious preference, number of years in the community, age, education, race and ethnicity, number of children aged 17 or younger living in the household, homeownership, household income, and area of residence within Mecklenburg County. Results suggest that respondents more likely to report having a personal friend who has been on welfare were:

- Females (59%)
- Other Christians (61%)
- Persons ages 35–49 years old (55%)
- Survey participants with some college (59%) or with a high school education or less (55%)
- African Americans (69%)
- Persons living in households with three or more children aged 17 or younger (64%)
- Renters (68%)
- Respondents with an annual household income of less than \$30,000 (66%)
- Residents of the western (63%) and eastern (55%) parts of the county.

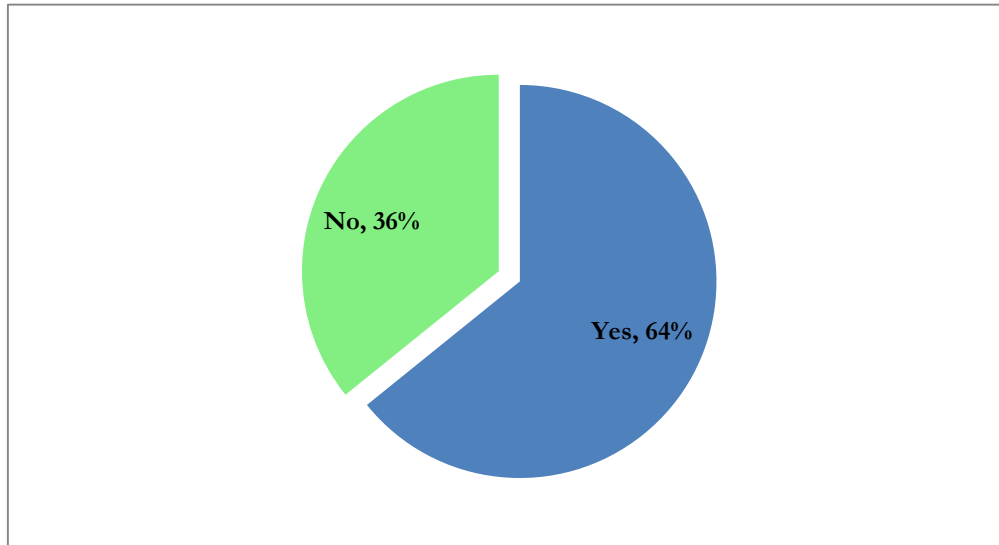
Respondents less likely to report having a personal friend who has been on welfare were:

- Males (59%)
- Catholics (57%) and those with no religious preference (56%)
- Residents in their community for 6–20 years (57%)
- Persons ages 65 and over (63%)
- College graduates (61%)
- Caucasians (59%)
- Survey participants with an annual household income of \$75,000 or more (56%)
- Residents of the southern part of the county (61%).

Owns a Vacation Home

When asked if they have a personal friend who owns a vacation home, nearly two-thirds (64%) of survey respondents indicated that they have a personal friend who owns a vacation home. Respondents who did not have a personal friend who owns a vacation home comprised 36 percent.

Figure 92: Do you have a personal friend who owns a vacation home?
(percentage distribution)



Statistically significant differences in respondents' likelihood of having a friend who owns a vacation home were found to be associated with the city or town of residence, religious preference, Internet access, number of years in the community, age, education, race and ethnicity, citizenship, marital status, homeownership, household income, area of residence within Mecklenburg County, household size and registered to vote. Specifically, respondents more likely to report having a personal friend who owns a vacation home were:

- Residents of Matthews (76%)
- Those living in "Other areas" which excludes Charlotte, Huntersville, and Matthews (76%)
- Other Christians (77%)
- Persons with Internet access (69%)
- Residents of their community for more than 20 years (74%)
- Survey participants ages 65 and over (70%)
- College graduates (77%)
- Caucasians (77%)
- American citizens (70%)
- Married respondents (71%)
- Homeowners (70%)
- Those with an annual household income \$75,000 or more (83%).

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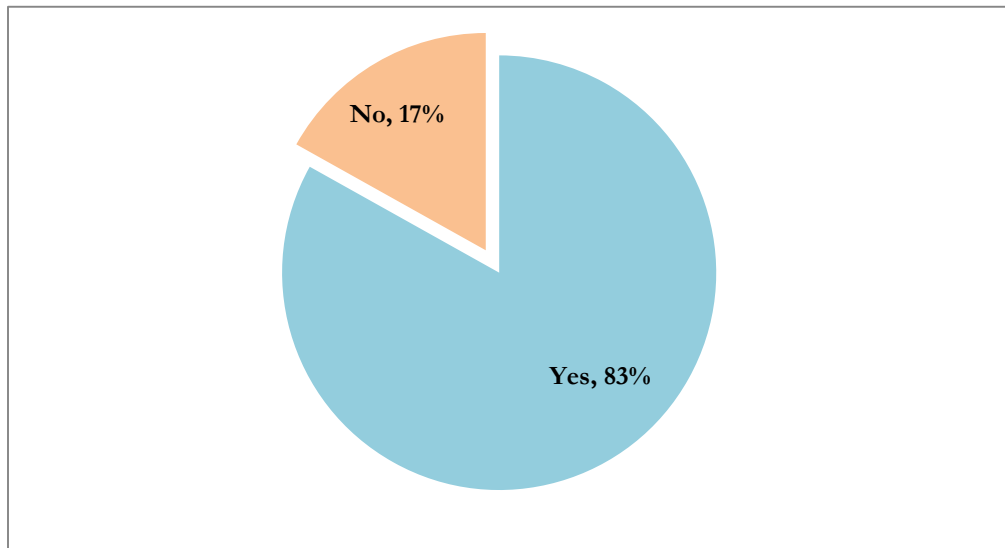
Conversely, survey participants less likely to report having a personal friend who owns a vacation home were:

- Persons without Internet access (61%)
- Those residing in their community for five years or less (43%)
- Persons ages 18–34 years old (49%)
- Respondents with a high school education or less (59%)
- Hispanics (67%)
- Non-U.S. citizens (80%)
- Survey participants who have never been married (49%)
- Renters (52%)
- Persons with an annual household income of less than \$30,000 (57%).

Different Religious Belief

The fifth question from this series of questions on friendships asks respondents if they have a personal friend who has a different religious orientation. Over four-fifths (83%) of survey respondents said they do have a personal friend who has a different religious belief. On the other hand, one-sixth (17%) responded that they do not have a personal friend with a different religious orientation.

Figure 93: Do you have a personal friend with a different religious orientation?
(percentage distribution)



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The following demographic characteristics—Internet access, education, race and ethnicity, citizenship, household income, and area of residence within Mecklenburg County—showed statistical significance regarding respondents’ likelihood of having a personal friend with a different religious orientation. Survey respondents more likely to report they have a friend with a different religious preference were:

- College graduates (89%)
- Caucasians (91%)
- Those with an annual household income of \$75,000 or more (90%)
- Residents of the southern part of the county (89%).

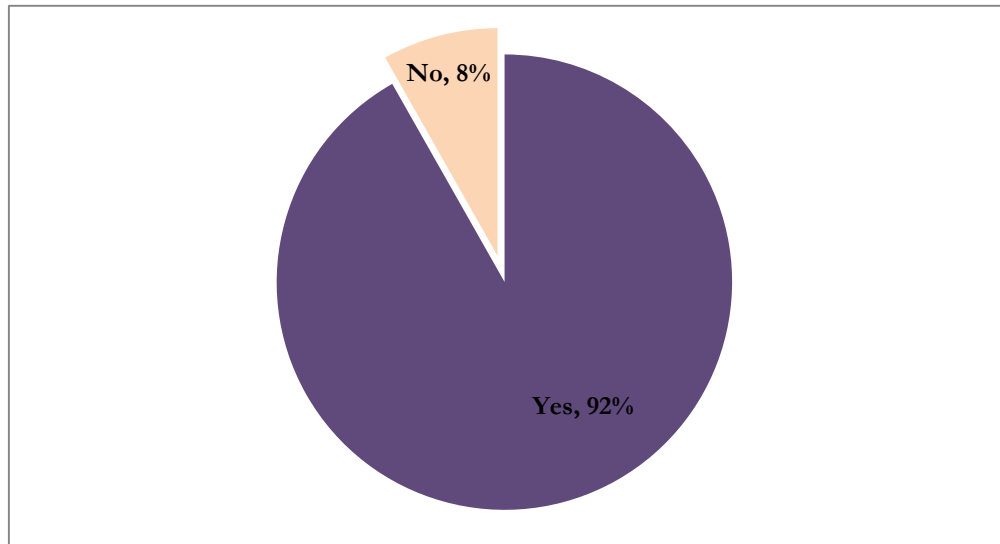
On the other hand, respondents less likely to report having a personal friend with a different religious orientation were:

- Persons without Internet access (33%)
- Those with a high school education or less (26%)
- Hispanics (23%).

Friend Who is White

The survey also asked survey respondents if they have personal friends with different racial and ethnic backgrounds. When asked if they have a personal friend who is White, the majority of survey participants (92%) replied “Yes.” Eight percent of survey respondents said “No” indicating they do not have a personal friend who is White.

Figure 94: Do you have a personal friend who is White?
(percentage distribution)



2008 Crossroads Charlotte Social Capital Benchmark Community Survey

Results from cross-tabulations analyses suggest that religious preference, Internet access, age, education, race and ethnicity, citizenship, marital status, homeownership, household income, area of residence within Mecklenburg County, household size and registered to vote to be statistically significant in terms of respondents' likelihood of having a personal friend who is White. Survey respondents more likely to report having a personal friend who is White were:

- Those with Other religious preference (98%)
- Persons ages 65 and over (97%)
- College graduates (97%)
- Caucasians (98%)
- Homeowners (96%)
- Those living in households with annual earnings of \$75,000 or more (98%).

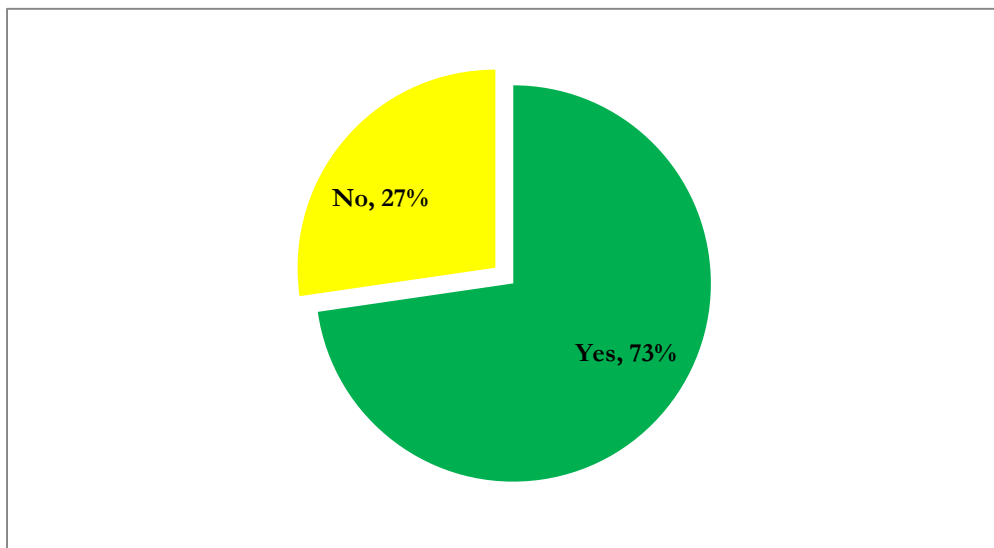
Survey participants less likely to report having a personal friend who is White were:

- Persons without Internet access (22%)
- Survey participants with a high school education or less (16%)
- Hispanics (29%)
- Non-U.S. citizens (33%)
- Renters (19%)
- Respondents in households with three or more people (13%).

Friend Who is Hispanic

When respondents were asked if they have a personal friend who is Latino or Hispanic, almost three-fourths (73%) replied "Yes." The remaining 27 percent comprised of respondents who reported not having a personal friend who is Latino or Hispanic.

Figure 95: Do you have a personal friend who is Latino or Hispanic?
(percentage distribution)



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Cross-tabulations were conducted and several demographic variables—gender, religious preference, number of years in the community, employment status, age, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, household size and registered to vote—revealed statistically significant relationships with respondents' likelihood of having a personal friend who is Latino or Hispanic. Some of the discernible patterns observed were as follows. Survey participants more likely to report having a personal friend who is Latino or Hispanic were:

- Males (78%)
- Catholics (85%)
- Working respondents (79%).

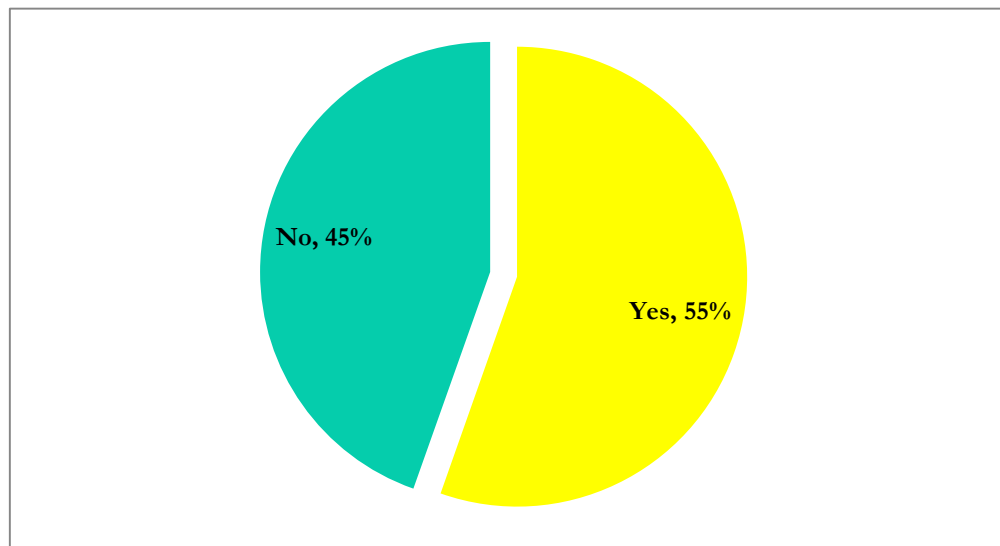
Respondents less likely to report having a personal friend who is Latino or Hispanic were:

- Females (32%)
- Protestants (32%)
- Residents of their community for more than 20 years (37%)
- Not working respondents (40%).

Friend Who is Asian

Survey respondents were also asked if they have a personal friend who is Asian. More than half of those who responded (55%) indicated that they have a personal friend who is Asian. Conversely, 45 percent reported that they do not have a personal friend who is Asian.

Figure 96: Do you have a personal friend who is Asian?
(percentage distribution)



2008 Crossroads Charlotte Social Capital Benchmark Community Survey

Results from cross-tabulation analyses show that statistically significant differences in respondents' likelihood of having a personal friend who is Asian were found to be associated with the following demographic variables: gender, the city or town of residence, Internet access, employment status, age, education, race and ethnicity, citizenship, homeownership, and household income. Those surveyed more likely to report having a personal friend who is Asian were:

- Male respondents (60%)
- Residents of Huntersville (68%)
- Residents of "Other areas" which excludes Charlotte, Huntersville, and Matthews (72%)
- Working respondents (61%)
- Persons ages 35–49 years old (62%)
- College graduates (61%)
- Caucasians (64%)
- Those with an annual household earning of \$75,000 or more (71%).

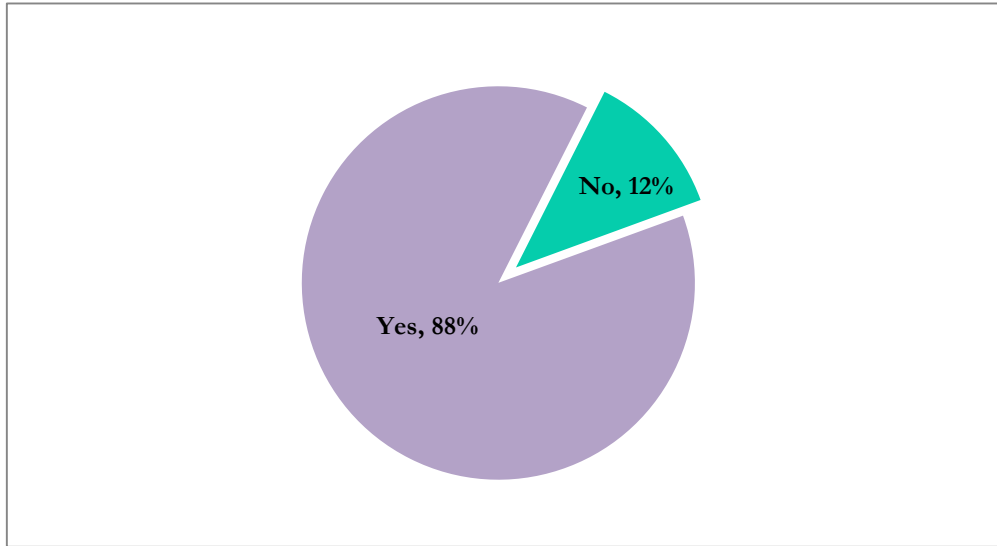
Survey participants less likely to report having a personal friend who is Asian were:

- Females (49%)
- Persons without Internet access (63%)
- Not working respondents (56%)
- Persons ages 65 and over (61%)
- Respondents with a high school education or less (53%)
- Hispanics (65%) and African Americans (54%)
- Non-U.S. citizens (69%)
- Renters (57%)
- Persons with an annual household income of less than \$30,000 (63%).

Friend Who is African American

Survey respondents were asked if they have a personal friend who is African American. More than four-fifths (88%) of respondents said they have a personal friend who is African American. The remaining 12 percent consisted of respondents who did not have a personal friend who is African American.

Figure 97: Do you have a personal friend who is Black or African American?
(percentage distribution)



Demographic characteristics that showed statistical significance with regard to survey participants' likelihood of having a friend who is Black or African American were observed for religious preference, Internet access, employment status, education, race and ethnicity, citizenship, homeownership, household income, household size and registered to vote.

Those surveyed more likely to report having a personal friend who is Black or African American were:

- Other Christians (94%)
- African Americans (98%)
- U.S. citizens (93%)
- Those with an annual household income of \$75,000 or more (95%).

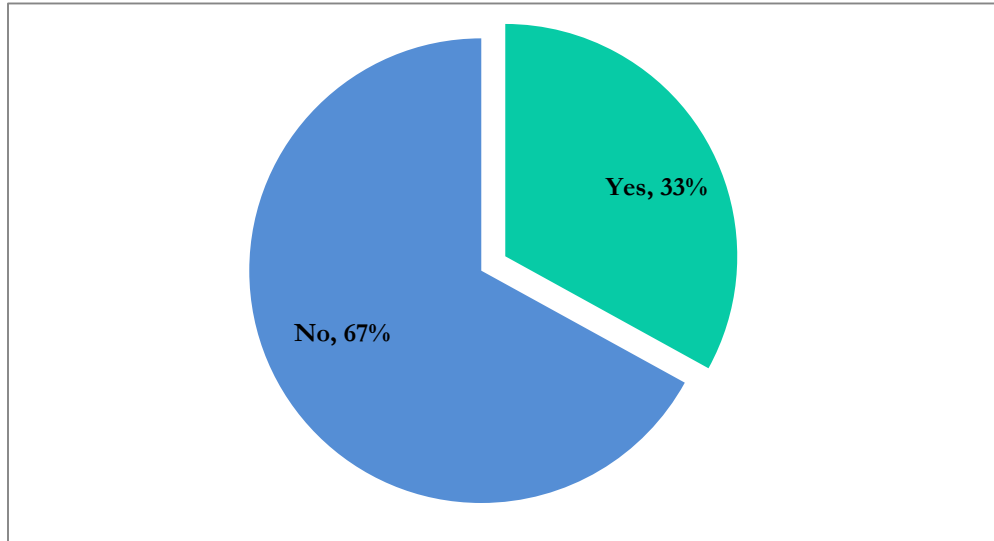
Conversely, survey respondents less likely to report having a friend who is Black or African American were:

- Catholics (30%)
- Persons without Internet access (31%)
- Survey participants with a high school education or less (19%)
- Hispanics (43%)
- Non-U.S. citizens (51%)
- Renters (20%) and those with an annual household income of less than \$30,000 (18%).

Friend Who is of Arab Ancestry

Respondents were further asked if they have a friend who is of Arab ancestry. About two-thirds (67%) of survey participants stated that they do not have a personal friend who is of Arab ancestry. On the other hand, one-third (33%) said that they have a personal friend who is of Arab ancestry.

Figure 98: Do you have a personal friend who is of Arab ancestry?
(percentage distribution)



Differences in respondents' likelihood of having a personal friend who is of Arab ancestry were found to have a statistically significant relationship with several demographic variables—Internet access, employment status, age, education, race and ethnicity, citizenship, homeownership, and household income. Crosstab results suggest that survey respondents more likely to report having a personal friend who is of Arab ancestry were:

- Working respondents (38%)
- Persons ages 18–34 years old (38%)
- College graduates (39%) and Caucasians (39%)
- Those reporting an annual household income of \$75,000 or more (44%).

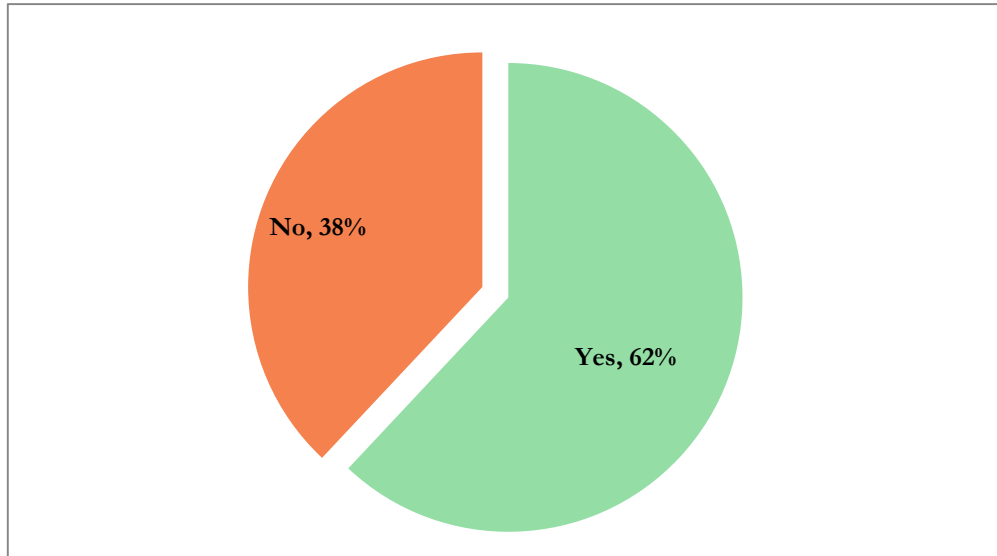
Survey respondents less likely to report having a personal friend who is of Arab ancestry were:

- Those without Internet access (85%)
- Not working respondents (78%)
- Persons ages 65 and over (80%)
- Those with a high school education or less (77%)
- African Americans (76%) and Hispanics (76%)
- Non-U.S. citizens (82%)
- Renters (75%)
- Respondents with an annual household income of less than \$30,000 (76%).

Friend Who is Homosexual

Beyond friendships with other racial groups, the survey asked respondents the question, whether they have a personal friend who is gay or lesbian. Nearly two-thirds (62%) of those who responded to this question said “Yes.” Over one-third (38%) of respondents reported not having a personal friend who is gay or lesbian.

Figure 99: Do you have a personal friend who is Gay or Lesbian?
(percentage distribution)



When respondents’ answers to the question, “Do you have a personal friend who is gay or lesbian,” were grouped by demographic characteristics, there was a statistically significant association between having a personal friend who is a homosexual and several demographic variables— gender, religious preference, Internet access, age, education, race and ethnicity, citizenship, marital status, homeownership, household income, and registered to vote. Those surveyed more likely to report having a personal friend who is gay or lesbian were:

- Female respondents (68%)
- Respondents with Other religious preference (73%)
- Those with no religious preference (72%)
- Persons ages 35–49 years old (68%)
- College graduates (71%)
- Caucasians (71%)
- U.S. citizens (67%)
- Those who have never been married (70%)
- Survey participants with an annual household income of \$75,000 or more (77%)
- Residents of the southern part of the county (72%).

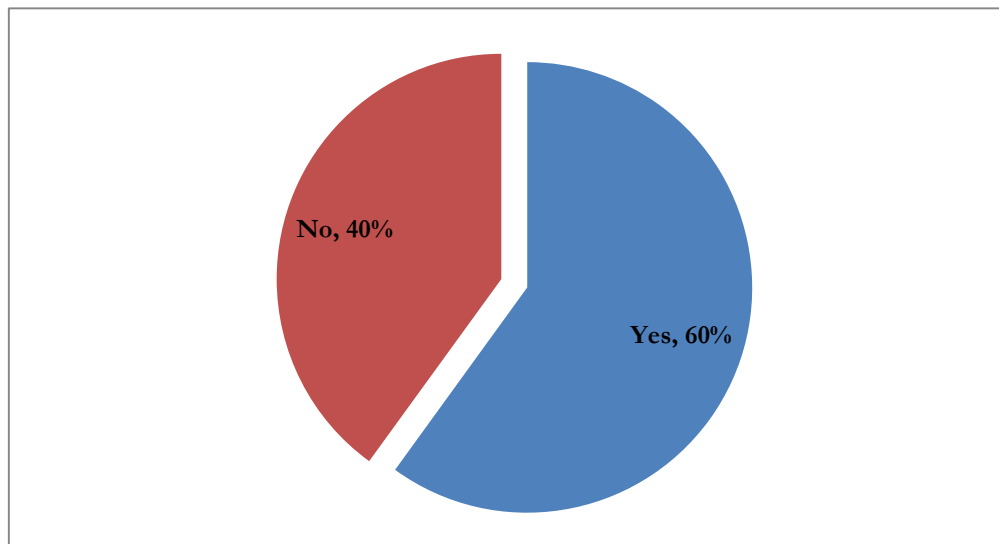
Survey respondents less likely to report having a personal friend who is gay or lesbian were:

- Males (44%)
- Catholics (51%)
- Persons without Internet access (58%)
- Persons ages 65 and over (54%)
- Survey participants with a high school education or less (49%)
- Hispanics (72%)
- Non-U.S. citizens (82%)
- Renters (47%)
- Those reporting a household income of less than \$30,000 annually (51%)
- Residents of the eastern part of the county (48%).

Friend Who is a Community Leader

Finally, the survey asked respondents to indicate if they have a personal friend who they would describe as a community leader. Three-fifths (60%) of survey participants reported that they have a personal friend who they would describe as a community leader. On the other hand, 40 percent of respondents indicated that they do not have a personal friend who they would describe as a community leader.

Figure 100: Do you have a personal friend who you would describe as a community leader?
(percentage distribution)



Cross-tabulation analyses were further conducted and religious preference, Internet access, age, education, race and ethnicity, citizenship, marital status, homeownership, household income, and registered to vote demonstrated statistical significance with regard to respondents' likelihood of having a personal friend whom they would describe as a community leader. Survey respondents more likely to report having a personal friend who is a community leader were:

- Other Christians (75%)

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- Persons ages 65 and over (67%)
- College graduates (69%)
- African Americans (66%)
- Those who were no longer married (65%)
- Persons with an annual household income of \$75,000 or more (70%).

In contrast, respondents less likely to report having a personal friend who can be described as a community leader were:

- Catholics (64%)
- Persons without Internet access (59%)
- Respondents ages 18–34 years old (49%)
- Those with a high school education or less (55%)
- Hispanics (64%)
- Non-U.S. citizens (71%)
- Persons who have never been married (51%)
- Renters (52%)
- Those reporting a household earning of less than \$30,000 per year (46%).

Summary

Taken together, the results from the cross-tabulation analyses of the respondent's diversity of friendships revealed similar trends to other social capital issues previously discussed. Survey findings provided evidence that education, household income, and race/ethnicity were key predictors in determining the breadth of survey participants' relationships. Race and ethnicity was found to be statistically significant in terms of respondents' diversity of friendships. Specifically, African Americans were more apt to have a friend who had been on welfare, was of the same race, and was a community leader but less likely to report having had a friend who was Asian or of Arab ancestry. Caucasians, on the other hand, were more apt to have a personal friend in 7 of the 12 categories—business owner, vacation homeowner, person of a different religion, other Caucasians, Asians, a friend of Arab descent, and a homosexual. In comparison, Latino respondents were less likely to have a personal friend who was a business owner, owned a vacation home, had a different religious preference, White, Asian, African American, homosexual, and a community leader.

With regard to the education level of respondents, persons with a high school education or less were more apt to report not having a friend who was a business owner, vacation homeowner, had a different religious belief, homosexual, or a community leader. Conversely, survey participants who were college graduates were more likely to have a personal friend who was a business owner, vacation homeowner, had a different religion, White, Asian Arab, homosexual, and a community leader. In addition, college graduates were more likely not to have a friend who had been on welfare.

As presented earlier, household income is a determinant in measuring different levels of social capital. Analyses of survey results found household income to be statistically significant to one's diversity of friendships (with the exception of having a friend who was either a manual worker or Latino, for which no differences were found among respondents with different household

income). Results from cross-tabulation analyses suggest that those reporting household income of less than \$30,000 annually were more likely not to have had a friend who was a business owner, vacation homeowner, Asian, African American, of Arab ancestry, homosexual, and a community leader. However, this group of respondents was more likely to have had a friend who had been on welfare. Wealthier respondents (those with an annual household income of \$75,000 or more) were less likely to report having a personal friend who had been on welfare.

Another predictor of one's diversity of friendship was age, which factored into a respondent's likelihood of having a diverse social network (with the exception of having a friend with a different religious orientation or a friend who was Black). Specifically, younger respondents (18–34 years old) were more likely to have a friend of Arab descent and less likely to have a friend who was a business owner, vacation homeowner, or a community leader. Respondents 35–49 years old were more likely to have a friend who was a business owner, had been on welfare, was Asian, and was a homosexual. The oldest survey participants (65 years old or more) were less likely to have a friend who was a manual laborer, had been on welfare, was Asian, of Arab ancestry, or homosexual. These older respondents were more likely to have a friend who owned a vacation home and who was Caucasian.

A few other interesting trends emerged in the analyses of the diversity of friendships. For some of the questions on this topic, gender differences were observed with women being more likely to have a friend who had been on welfare, was gay or lesbian and less likely to have a friend who was Latino or Asian. Conversely, men were more likely to have a friend who was Latino and Asian and were less likely to have a friend who had been on welfare or was homosexual. Homeownership also saw a few significant trends in that renters were more likely to have a personal friend who had been on welfare but not to have a personal friend who owned a vacation home, was Caucasian, Asian, African American, of Arab descent, homosexual, or a community leader.

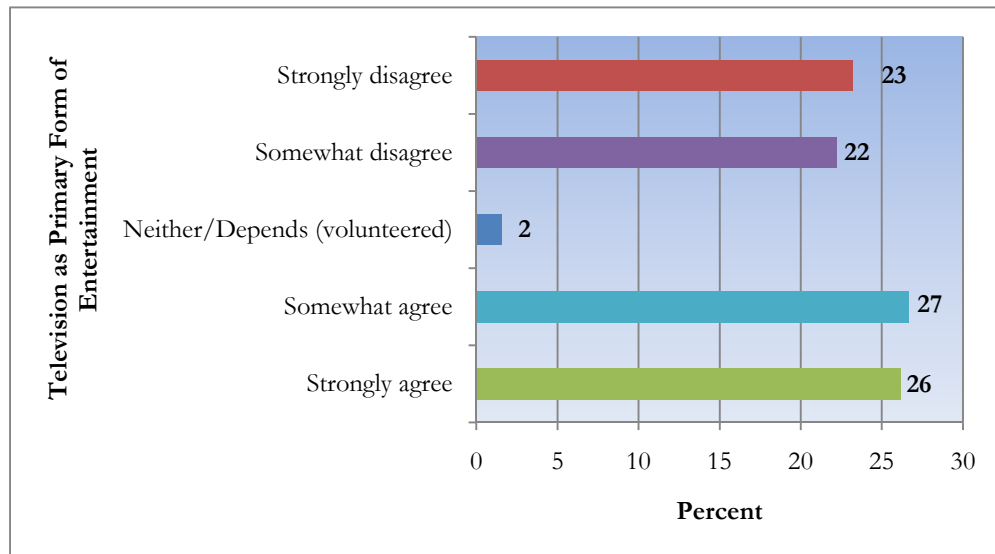
17. Television Habits

Watching television has become a major pastime for many people. In fact, television has been blamed for the decline of participation in activities outside the home. To determine the extent of television use in Mecklenburg County, the 2008 Crossroads Charlotte Social Capital Benchmark Community Survey queried respondents with regard to their television viewing habits.

Television as Primary Form of Entertainment

Survey respondents were asked to rate their level of agreement with the following statement, “Television is my primary form of entertainment.” Respondents’ responses ranged from (1) strongly agree, (2) somewhat agree, (3) neither/depends, (4) somewhat disagree, to (5) strongly disagree. According to survey results, more than half of survey participants (53%) agreed with that statement. Specifically, 27 percent somewhat agreed and 26 percent strongly agreed. Conversely, 45 percent of survey respondents disagreed with the statement that television was their primary form of entertainment. Specifically, 22 percent somewhat disagreed and 23 percent strongly disagreed. The remaining 2 percent were respondents who said it depends and they neither agreed nor disagreed with the statement.

Figure 101: Television is my primary form of entertainment.
(percentage distribution)



Using cross-tabulation analyses, differences among survey participants’ level of agreement to the statement, “Television is my primary form of entertainment,” were found to be statistically significant with the following demographic characteristics—Internet access, employment status, education, race and ethnicity, citizenship, household income, and registered to vote. Survey respondents more likely to strongly agree with the statement were:

- Persons without Internet access (44%)

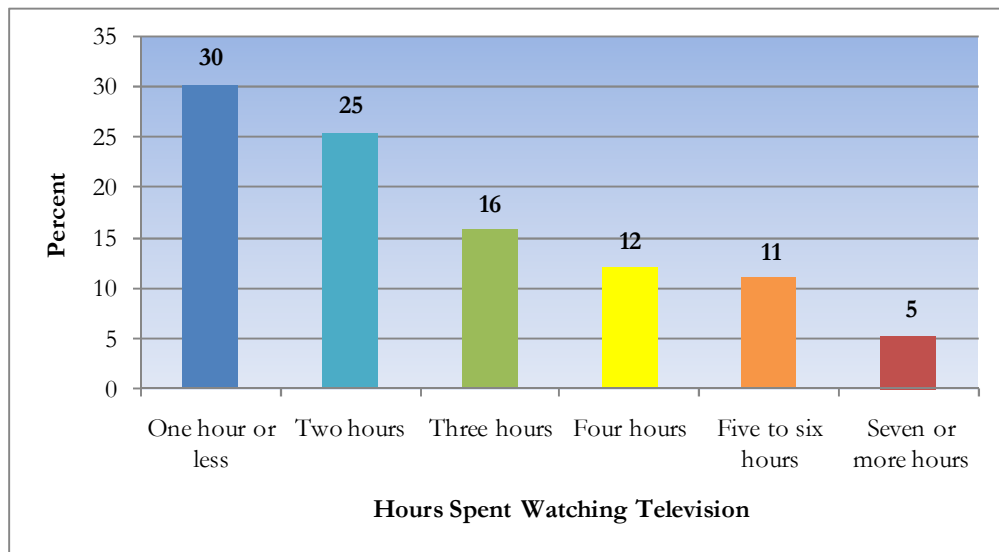
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- Respondents with a high school education or less (35%)
- African Americans (36%)
- Hispanics (32%)
- Non-U.S. citizens (32%)
- Persons with a household income of less than \$30,000 (32%)
- Persons with a household income of \$30,000 or more but less than \$75,000 a year (34%).

Hours Spent Watching Television

When survey respondents were further asked about how many hours per day they usually watched television, under one-third (30%) reported watching television for one hour or less each day and one-quarter (25%) of respondents said they watched television for about two hours each day. The percentage of respondents who indicated they watched television for three hours each day was 16 percent, those who reported watching for four hours each day comprised 12 percent, and those who said they watched television for about five to six hours each day comprised 11 percent. The remaining 5 percent consisted of respondents who indicated that they watched television at least seven hours each day.

Figure 102: Hours Spent Watching Television
(percentage distribution)



To better understand the amount of television respondents watch, cross-tabulation analyses were conducted on the question that queried respondents for the number of hours they spend daily watching television. Crosstab results suggest that respondents' differences in the number of hours they spend watching television were statistically significant by the city or town of residence, Internet access, number of years in the community, employment status, age, education, race and ethnicity, marital status, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, and household size. Respondents more likely to report watching one hour or less of television were:

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- Other residents (non-residents of Charlotte, Huntersville, or Matthews) (39%)
- College graduates (35%)
- Caucasians (36%)
- Respondents in households with one or two children aged 17 or younger (39%)
- Those living in households with three or more children aged 17 or younger (36%)
- Persons with an annual household income of \$75,000 or greater (42%)
- Residents in the southern part of the county (36%)
- Persons in households with three or more people (37%).

Survey respondents more likely to report watching three hours of television per day were:

- Survey participants who were no longer married (21%).

Those surveyed more likely to report watching four hours of television per day were:

- Survey participants earning \$30,000 or more but less than \$75,000 (18%).

Respondents more likely to report watching five to six hours of television daily were:

- Persons without Internet access (22%)
- Not working respondents (19%) and respondents with a high school education or less (17%)
- African Americans (22%)
- Those who were never married (16%)
- Renters (18%) and those with an annual household income of less than \$30,000 (19%).

Summary

Television viewing habits contributed to measuring the social capital of respondents as it is generally a solitary activity with little social interaction. As seen with other cross-tabulation analyses, income and education had an impact on this activity. With regards to education, those with a high school education or less were more likely to strongly agree with the statement, “Television is my primary form of entertainment.” Moreover, college-educated respondents tended to watch fewer hours of television (one hour per day or less) while those with a high school education or less reported watching from five to six hours per day.

In terms of household income, those respondents who were more likely to disagree with the statement that television was their primary form of entertainment were from the highest income bracket. In addition, they were more apt to report watching less than one hour of television per day. Conversely, survey participants from the lowest end of the income scale were more likely to somewhat agree with the statement and were more apt to indicate their level of daily television viewing at five to six hours per day.

Finally, race and ethnicity was also found to be a predictor of television habits. Cross-tabulation analyses suggest that minority groups (African Americans and Hispanics) were both more likely to strongly agree with the statement that television was their primary form of entertainment. Additionally, Caucasians were more likely to report watching television one hour or less per day while African Americans were more likely to report five to six hours.

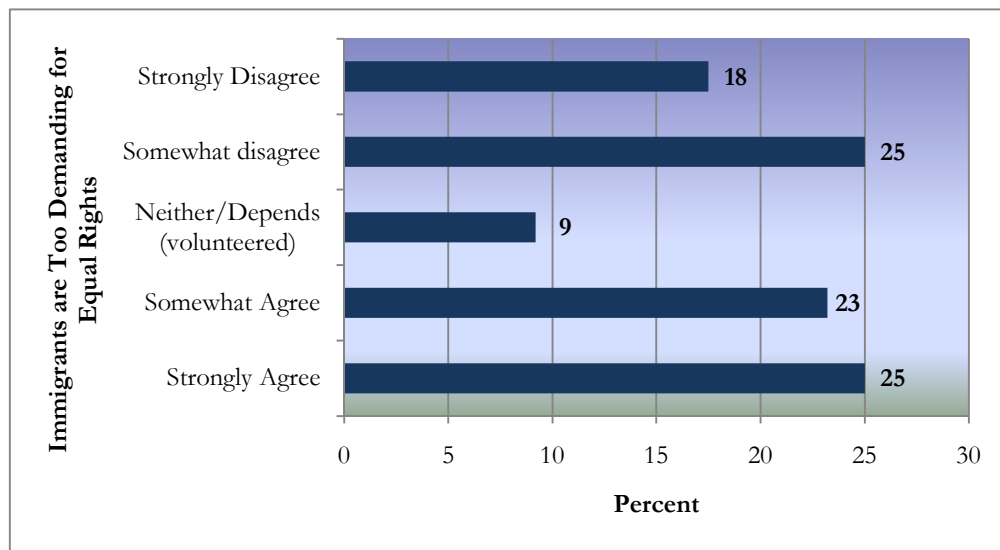
18. Equal Rights for Immigrants

One of the challenges that immigrants face when being integrated into a new community is their lack of social capital. Often times, immigrants must overcome barriers in accessing employment, education, and social networks to be fully integrated into their community. Furthermore, immigrants may experience hostility from native groups, particularly when allocations of community resources are involved.

Immigrants' Demand for Equal Rights

Survey respondents were asked to indicate their level of agreement with the following statement, “Immigrants are getting too demanding in their push for equal rights.” Respondents’ responses to this statement ranged from (1) agree strongly, (2) agree somewhat, (3) neither/depends, (4) disagree somewhat, to (5) disagree strongly. Nearly half of survey participants (48%) agreed with the statement that immigrants are getting too demanding in their push for equal rights. Specifically, 23 percent somewhat agreed and 25 percent strongly agreed. Forty-three percent of survey respondents disagreed that immigrants are getting too demanding in their push for equal rights. Specifically, 25 percent somewhat disagreed and 18 percent strongly disagreed. The remaining 9 percent said it depends and that they neither agreed nor disagreed with the statement.

Figure 103: Immigrants are getting too demanding in their push for equal rights.
(percentage distribution)



When respondents’ levels of agreement with the statement, “Immigrants are getting too demanding in their push for equal rights,” were analyzed by cross-tabulation analyses, results show that several demographic variables—religious preference, Internet access, education, race and ethnicity, citizenship, marital status, homeownership, household income, and area of residence within Mecklenburg County—have a statistically significant relationship with respondents’ view of

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immigrants' rights. One of the discernible patterns observed was for persons with no religious preference to be more likely to strongly disagree with the statement that immigrants are getting too demanding for their push for equal rights (32%).

Furthermore, respondents more likely to somewhat disagree were:

- College graduates (31%)
- Respondents reporting an annual household income of \$75,000 or more (31%).

Those surveyed more likely to somewhat agree were:

- Catholics (39%)
- Hispanics (31%)
- Non-U.S. citizens (39%)
- Those who were never married (29%)
- Renters (30%).

Survey participants more likely to agree strongly were:

- Persons with a high school education or less (38%)
- Those who were no longer married (32%)
- Respondents with a household income of less than \$30,000 annually (33%)
- Residents of the western part of the county (42%)
- Residents of the eastern part of the county (32%).

Respondents more likely to state neither or depends were:

- Caucasians (14%)
- Residents of the southern part of the county (15%).

Summary

Integrating immigrants into their adopted community is essential for achieving social cohesion. Thus, survey participants of the 2008 Crossroads Charlotte Social Capital Benchmark Survey were asked if they agree or disagree that immigrants are getting too demanding in their push for equal rights. Overall, nearly half of survey respondents (48%) believed that immigrants were getting too demanding in their push for equal rights. Specifically, 23 percent somewhat agreed and 25 percent strongly agreed with this sentiment. Conversely, over two-fifths either somewhat or strongly disagreed that immigrants were getting too demanding for equal rights (43%).

Results from cross-tabulations revealed that statistically significant differences in respondents' agreement levels to the statement that immigrants are getting too demanding for their equal rights were found across several demographic factors, such as religious preference, education, and household income. For instance, persons with no religious preference, college graduates, and those with an annual household income of \$75,000 or greater were more likely to disagree with the statement that immigrants were too demanding for equitable treatment. Survey participants more likely to agree with the statement were those with a high school education or less and those with an annual household income of less than \$30,000.

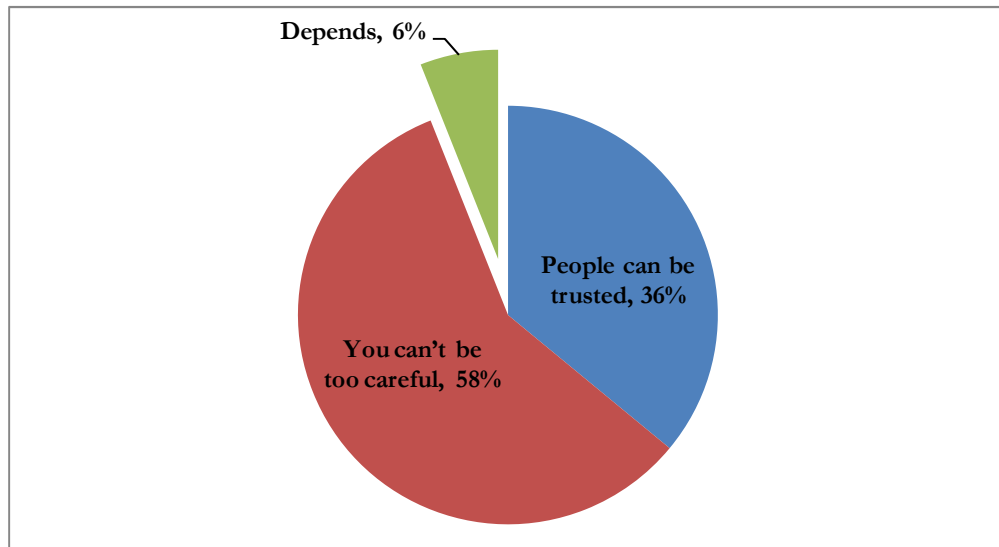
19. Social Trust

One of the drivers of social capital is trust. It has been asserted that communities with high levels of trust also have high levels of social capital. Trust helps encourage reciprocity and exchange between community members. To measure the trust levels of survey participants, a series of questions pertaining to trust was included in the survey instrument. This section of the report describes the survey results for these questions. It should be noted that some of the percentages may not add up to 100 percent due to rounding.

Trust of Most People

Survey respondents were asked, “Generally speaking, would you say that most people can be trusted or that you can’t be too careful in dealing with people?” More than half of survey respondents (58%) who provided an answer said that you could not be too careful in dealing with people. Conversely, over one-third of respondents (36%) stated that people could be trusted. Survey participants who indicated that it depends were the remaining six percent.

Figure 104: Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?
(percentage distribution)



Cross-tabulation analyses were conducted and Internet access, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, household size and registered to vote showed statistically significant differences relating to how respondents’ trust others. Some of the discernible patterns were as follows. Survey participants more likely to report people can be trusted were:

- Persons aged 50–64 years old (45%)

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- Respondents age 65 or older (45%)
- College graduates (51%)
- Caucasians (50%)
- Those who were married (42%) and no longer married (41%)
- Respondents with an annual household income of \$75,000 or more (49%)
- Residents of the southern part of the county (48%).

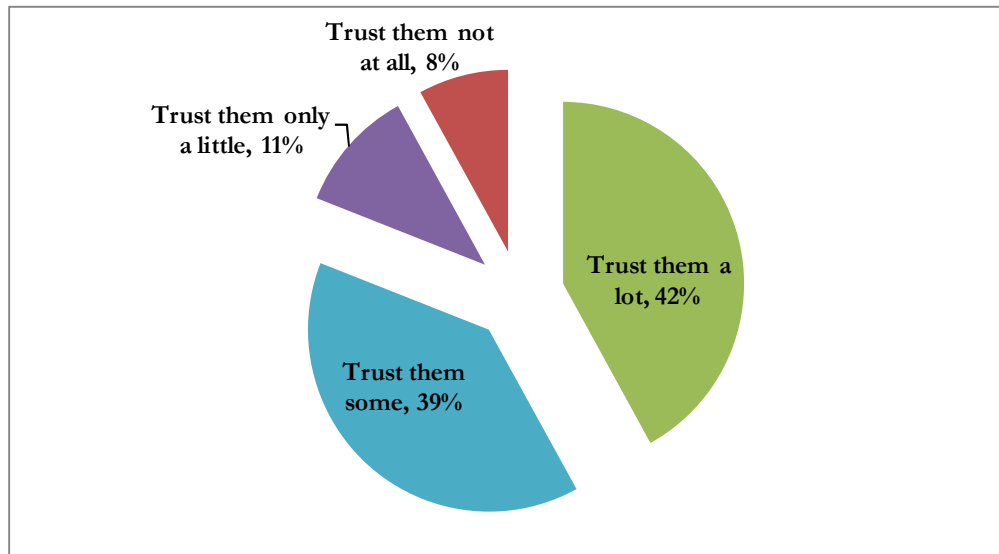
Respondents more likely to report that you can't be too careful were:

- Persons without Internet access (71%)
- Respondents age 18–34 years old (70%)
- Those with a high school education or less (76%)
- African Americans (77%)
- Hispanics (62%)
- Other race (76%)
- Non-U.S. citizens (66%)
- Survey participants who have never married (71%)
- Respondents in households with three or more children aged 17 or younger (67%)
- Renters (74%)
- Respondents with an annual household income of less than \$30,000 (74%)
- Residents of the western part of the county (69%)
- Those in households with three or more people (58%).

Trust of Neighbors

Survey respondents were also asked how much they trust people in their neighborhood. Respondents could rate their level of trust as (1) trust them a lot, (2) trust them some, (3) trust them only a little, or (4) trust them not at all. For survey participants who provided a response, 42 percent said they trust their neighbors a lot, 39 percent indicated they trust their neighbors some, and 11 percent reported they trust their neighbors only a little. The remaining 8 percent consisted of survey respondents who indicated they do not trust their neighbors at all.

Figure 105: Trust of People in Respondent’s Neighborhood
(percentage distribution)



Based on the results of the cross-tabulation analyses, respondents’ trust of neighbors showed statistically significant differences across a preponderance of demographic variables. These differences were found with the city or town of residence, religious preference, Internet access, number of years in the community, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, household size and registered to vote. Survey respondents more likely to state they trust people in their neighborhoods a lot were:

- Residents of Huntersville (56%)
- Residents of “Other areas” which excludes Charlotte, Huntersville, and Matthews (60%)
- Residents of their community from 6–20 years (51%) and for more than 20 years (53%)
- Respondents ages 50–64 years old (55%) and ages 65 and over (54%)
- College graduates (53%)
- Caucasians (58%)
- Homeowners (50%)
- Those reporting a household earning \$75,000 or more annually (56%)
- Residents of the southern part of the county (57%)
- Single-person households (49%).

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Respondents more likely to report that they trust their neighbors some were:

- Persons ages 18–34 years old
- African Americans (47.5%)
- Hispanics (46.7%)
- Non-U.S. citizens (45.9%)
- Respondents who were no longer married (44.5%)
- Renters (44.3%)
- Respondents with an annual income of \$30,000 or more but less than \$75,000 (46.7%)
- Residents of the northern (45%) and western (46%) parts of the county.

Survey respondents more likely to report that they trust their neighbors only a little were:

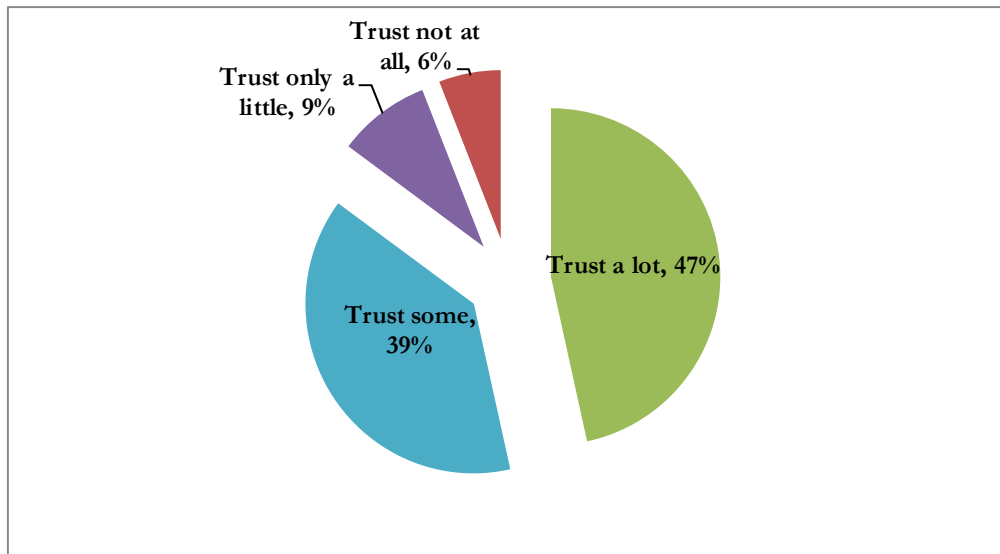
- Catholics (19%)
- Persons without Internet access (25%)
- Those with a high school education or less (19%)
- Respondents with income less than \$30,000 (19%)
- Residents of the eastern part of the county (16%)
- Those who live in households with three or more people (17%).

Lastly, survey participants who never married were more likely to report that they do not trust their neighbors at all (13%).

Trust of Police

In addition to asking survey participants to rate their level of trust of their neighbors, the survey also asked respondents to rate their level of trust of the local police in their community. Nearly half (47%) of those who provided a response indicated that they trust their local police a lot and over one-third (39%) reported trusting the police in their local community some. Nine percent of survey respondents said they trust the police in their local community only a little and 6 percent reported they do not trust their local police at all.

Figure 106: Trust of Police in Respondent’s Local Community
(percentage distribution)



Again, cross-tabulations were conducted and statistically significant differences in respondents’ trust of local police were found with religious preference, Internet access, number of years in the community, age, education, race and ethnicity, citizenship, marital status, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, household size and registered to vote. Respondents more likely to state they trust the police in their local community a lot were:

- Residents of their community from 6–20 years (56%) and for more than 20 years (55%)
- Survey participants ages 50–64 years old (61%) and ages 65 and over (61%)
- College graduates (55%) and those with some college education (51%)
- Caucasians (62%)
- Those who were married (52%) and no longer married (54%)
- Homeowners (52%) and single-person households (54%)
- Respondents with an annual household income of \$75,000 or greater (56%)
- Residents of the southern part of the county (58%).

Those surveyed more likely to report that they trust the police in their local community some were:

- African Americans (55%), and persons ages 18–34 years old (42%) and ages 35–49 (43%)
- Renters (45%) and persons living in the eastern part of the county (46%).

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Respondents more likely to report that they trust the police in their local community a little were:

- Persons with a high school education or less (16%) and those who were never married (15%)
- Survey participants with an annual income of \$30,000 or more but less than \$75,000 (14%).

Summary

Regarding the levels of social trust, nearly three-fifths of survey respondents reported that one could not be too careful in dealing with people in general. However, a majority of respondents reported that they either trust some or trust a lot both the people in their neighborhood and their local police. Cross-tabulation analyses demonstrated several demographic characteristics, such as age, education, income, race and ethnicity, marital status, and homeownership were related to respondents' levels of social trust. Specifically, younger respondents (18–34 years old) were more apt to state that one cannot be too careful with people and to report that they trust the people in their neighborhood and their local police some. Older respondents (ages 50 and over) were more likely to indicate that people in general can be trusted and that they trusted their neighbors and the local police in their community a lot.

In regards to education, respondents with higher educational attainment (college graduates) were found to have higher levels of trust. Respondents with a college degree or higher were more apt to report that, in general, people can be trusted. Furthermore, when these respondents with higher educational attainment were queried as to the level of trust with people in their neighborhood and the police, they reported that they could trust them a lot. Conversely, respondents with a high school education or less were more likely to indicate that one cannot be too careful when dealing with people, and were more likely to trust their neighbors and their local police only a little.

Economically speaking, respondents with an annual household income of \$75,000 or greater were more apt to state that people can be trusted and to trust the people in their neighborhood and local law enforcement a lot. On the other hand, survey participants with an annual household income of less than \$30,000 were more apt to state that one could not be too careful with people. With regard to their levels of trust with the people in their neighborhood and the local police, this group of respondents was more likely to report they trusted both groups only a little.

Race and ethnicity again factored into respondents' attitudes on social trust. Caucasians were more likely to report that people could indeed be trusted while all other racial or ethnic groups were more likely to indicate that one cannot be too careful. Whites were more likely to trust both the people in their neighborhood and the local police a lot. On the other hand, African Americans and Latinos were both more apt to report that they trust their neighbors some. Furthermore, African Americans were more likely to say they only have some trust of their local police.

Marital status and homeownership were two other predictors of respondents' levels of social trust. Respondents who had never married were more likely to state that one cannot be too careful with people, as well as to state that they trust their neighbors not at all and their local police only a little. Lastly, respondents who were renters were more apt to say that one cannot be too careful when dealing with people and that they trust their neighbors and the local police only some.

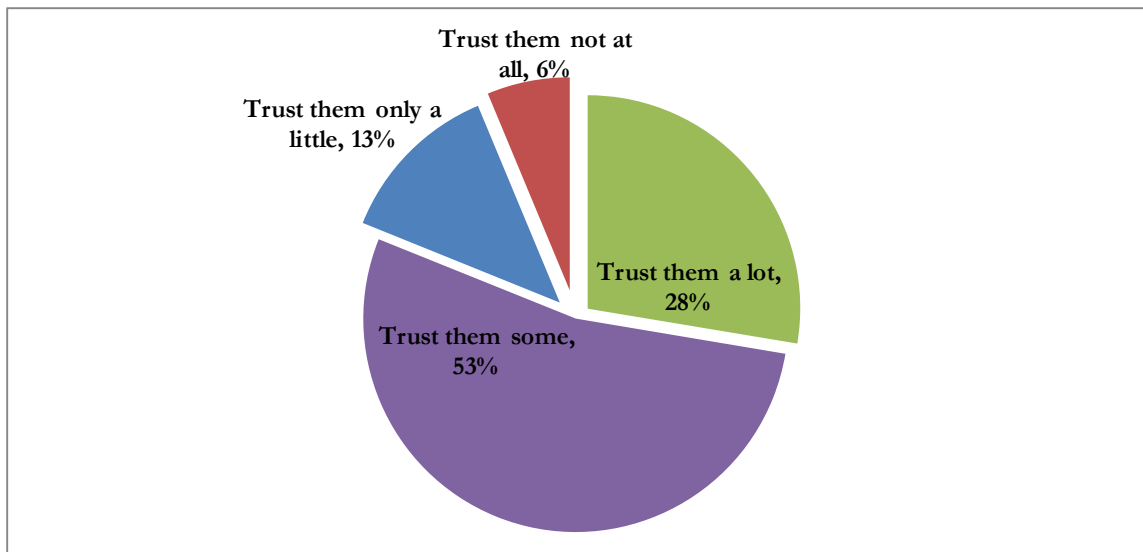
20. Inter-Racial Trust

In addition to the social trust questions, survey respondents were asked a series of questions to indicate their level of trust among racial and ethnic groups of people. In particular, five racial and ethnic groups were identified—Whites, African Americans, Hispanics, Asians, and people of Arab ancestry. The different levels of trust that respondents could rate groups of people upon were (1) trust them a lot, (2) trust them some, (3) trust them only a little, and (4) trust them not at all.

Trust of Whites

The first question asked how much respondents trust White people. For survey respondents who answered this question, over a quarter (28%) said they trust Whites a lot. More than half (53%) indicated they trust White people only some. Respondents who trust Whites only a little were 13 percent and those who do not trust Whites at all comprise 6 percent.

Figure 107: Trust of Whites
(percentage distribution)



Variations among respondents in their reporting of how much they trust Whites were examined by cross-tabulations. Results suggest that Internet access, number of years in the community, employment status, age, education, race and ethnicity, citizenship, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, household size, and registered to vote were statistically significant. Some of the discernible relationships observed were as follows. Survey participants more apt to report trusting Whites a lot were:

- Persons aged 50–64 years old (35%)
- Whites (37%)
- Those residing in the southern part of the county (35%).

Survey respondents more likely to report trusting Whites some were:

- Residents of their community from 6–20 years (58%)
- College graduates (58%)
- African Americans (58%)
- Those residing in the northern part of the county (58%).

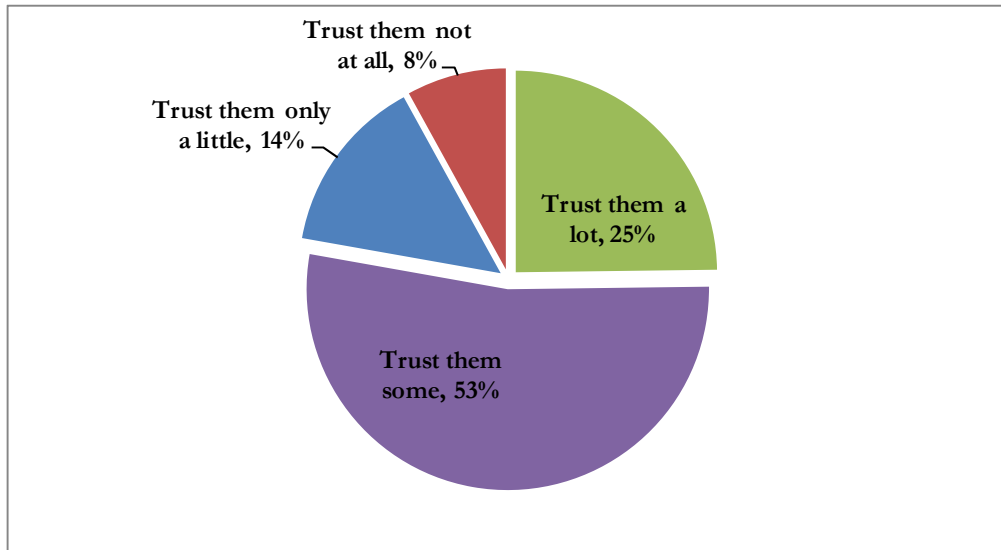
Respondents more likely to report trusting Whites only a little were:

- Persons without Internet (24%)
- Persons with a high school education or less (19%)
- Hispanics (28%)
- Non-U.S. citizens (24%)
- Renters (18%)
- Those reporting an annual household income of less than \$30,000 (21%)
- Respondents in households with three or more people (18%).

Trust of African Americans

Survey respondents were also asked how much they trust African Americans or Blacks. More than half (53%) said they trust African Americans some and a quarter (25%) said they trust African Americans a lot. Respondents who reported trusting African Americans only a little were 14 percent. The remaining 8 percent were those who stated they do not trust African Americans at all.

Figure 108: Trust of African Americans
(percentage distribution)



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Demographic variables that showed statistically significant differences with regard to respondent's level of trust of African Americans were observed for religious preference, Internet access, employment status, age, education, race and ethnicity, citizenship, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, household size, and registered to vote. Those surveyed more likely to report trusting African Americans a lot were:

- Persons aged 50-64 years old (30%)
- Caucasians (34%)
- Residents of the southern part of the county (33%).

Respondents more prone to report trusting African Americans some were:

- College graduates (62%)
- Respondents with an annual household income level of \$75,000 or greater (60%)
- Residents of the northern part of the county (59%)
- Single-person households (58%).

Survey respondents more likely to report trusting African Americans only a little were:

- Respondents without Internet access (24%)
- Survey participants with a high school education or less (23%)
- African Americans (21%)
- Hispanics (31%)
- Renters (19%)
- Persons reporting an annual household earning of less than \$30,000 (24%)
- Residents of the western part of the county (20%).

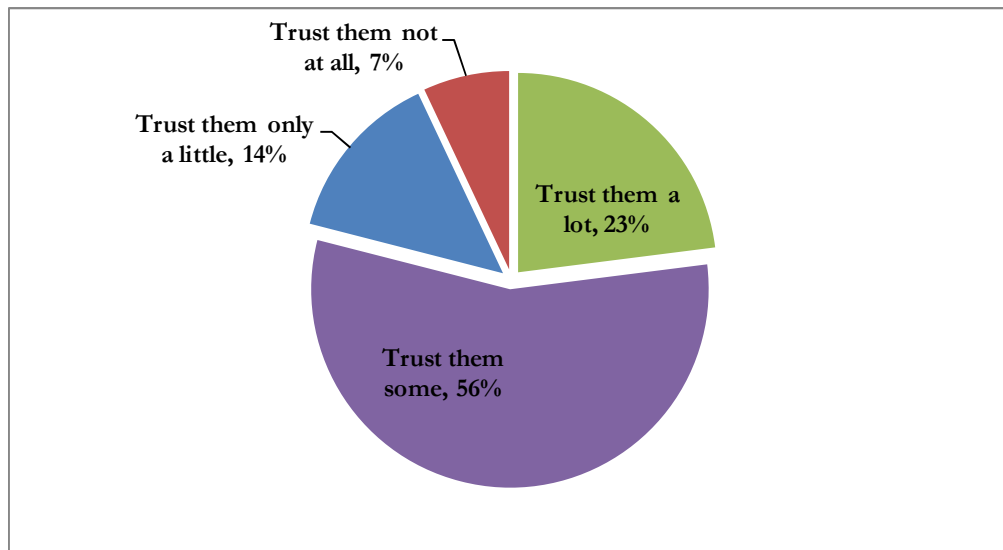
Finally, survey participants more apt to report trusting African Americans not at all were:

- Catholics (19%)
- Persons in households with three or more people (13.1%).

Trust of Hispanics

A third question asked survey respondents to rate their level of trust of Hispanics or Latinos. Those who trust Hispanics a lot comprised 24 percent of respondents who answered this question. More than half of survey respondents (55%) reported trusting Hispanics some. Survey respondents who trust Hispanics only a little were 14 percent and those who do not trust them at all were 7 percent.

Figure 109: Trust of Hispanics
(percentage distribution)



When respondents' level of trust of Hispanics or Latinos were further examined by cross-tabulation analyses, Internet access, employment status, education, race and ethnicity, number of children aged 17 or younger living in the household, household income, area of residence within Mecklenburg County, household size, and registered to vote showed statistically significant differences. Some of the specific discernible patterns found were as follows. Respondents more likely to report trusting Hispanics a lot were Caucasians (31%) and residents of the southern part of the county (31%).

In addition, respondents more apt to report trusting Hispanics some were:

- College graduates (64%)
- African Americans (60%)
- Residents of the northern part of the county (62%) and single-person households (62%).

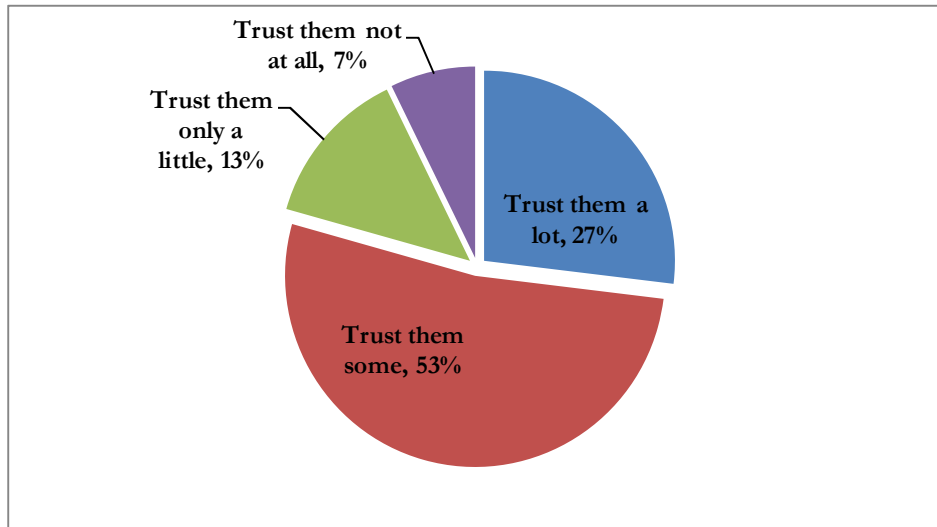
Finally, respondents more likely to report trusting Hispanics only a little were:

- Respondents without Internet access (27%)
- Not working respondents (19%)
- Survey participants with a high school education or less (23%)
- Hispanics (27%)
- Persons with an annual household income of less than \$30,000 (20%).

Trust of Asians

Respondents were further asked to indicate the extent to which they trust Asians. For survey participants who gave an answer, more than a quarter (27%) said they trust Asians a lot. More than half (53%) of survey respondents who answered this questions reported trusting Asians only some. Respondents who trust Asians only a little comprise 13 percent and those who do not trust Asians at all comprise 7 percent.

Figure 110: Trust of Asians



In the cross-tabulation analyses, the following demographic variables—Internet access, employment status, age, education, race and ethnicity, citizenship, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, household size and registered to vote—showed statistical significance relative to differences found in the reported level of trust respondents have for people identified as Asians. Survey respondents more likely to report trusting Asians a lot were:

- Persons age 50–64 years old (34%)
- Caucasians (37%)
- Respondents in households with a child aged 17 or younger (33%)
- Survey participants with an annual household income level of \$75,000 or greater (35%)
- Residents of the southern part of the county (37%).

Respondents more likely to report trusting Asians some were:

- College graduates (58%) and single-person households (58%).

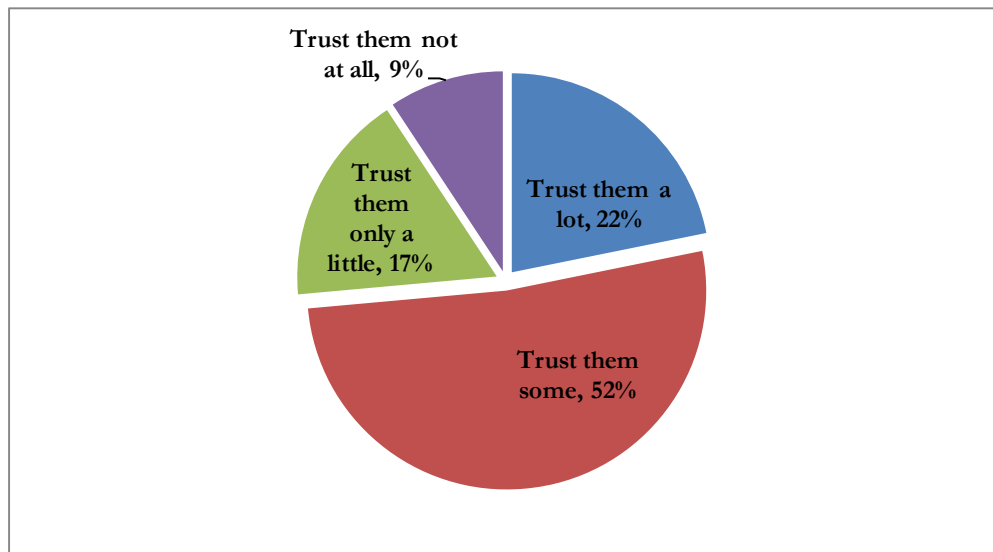
Those surveyed more apt to report trusting Asians only a little were:

- Respondents without Internet access (31%)
- Not working respondents (19%) and those with a high school education or less (24%)
- Persons reporting an annual household income of less than \$30,000 (25%)
- African Americans (19%) and Hispanics (29%).

Trust of People of Arab Ancestry

Finally, survey respondents were asked how much they trust people of Arab ancestry. For respondents who gave a response, 22 percent said they trust people of Arab ancestry a lot. More than half of survey participants (52%) stated they trust people of Arab ancestry some. Respondents who indicated they trust people of Arab ancestry only a little were 17 percent and those who said they do not trust people of Arab ancestry at all comprise 9 percent.

Figure 111: Trust of People of Arab Ancestry
(percentage distribution)



Cross-tabulations analyses suggest that statistically significant differences on respondents' level of trust for persons of an Arab ancestry were associated with Internet access, employment status, education, race and ethnicity, citizenship, number of children aged 17 or younger living in the household, homeownership, household income, area of residence within Mecklenburg County, household size, and registered to vote. Survey participants more prone to report trusting people of Arab ancestry a lot were Caucasians (30%) and those residing in the southern part of the county (29%).

Those surveyed more apt to report trusting people of Arab ancestry some were:

- College graduates (58%)
- African Americans (58%)
- Respondents in households with an annual income of \$75,000 or greater (58%).

Respondents more likely to report trusting people of Arab ancestry only a little were:

- Survey participants without Internet access (27%)
- Not working respondents (23%)
- Survey participants with a high school education or less (27%)
- Hispanics (31%)
- Persons with an annual household income of less than \$30,000 (24%).

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Finally, survey respondents who rent their residence were observed to be more likely to report not trusting people of Arab ancestry at all (17%).

Summary

As we have seen in previous cross-tabulation analyses for this survey, the education level, income level, and race or ethnicity of respondents were significant demographic factors in measuring social capital. In the analyses of inter-racial trust, the following trends were observed. Respondents with higher educational attainment (college graduates) were more likely to report that they trust each of the five racial or ethnic groups some. On the other hand, persons with a high school education or less were more apt to indicate that they trust each of the five of the racial groups only a little. In addition, annual household income also factored in the analyses of inter-racial trust. Results revealed that respondents with an annual household income of less than \$30,000 were more likely to say they trust each of the five racial groups only a little. Conversely, persons with an annual household income of \$75,000 or greater were more apt to report that they trust African Americans and persons of Arab ancestry some, while more likely to trust Asians a lot.

In terms of race and ethnicity, it should be noted that all respondents were asked their level of trust for each of the five racial or ethnic groups—Caucasians, African Americans, Hispanics, Asians, and people of Arab ancestry—regardless of the respondent's race or ethnicity. In the cross-tabulation analyses, Caucasians were more likely to trust each of the five racial/ethnic groups a lot. Hispanic or Latino respondents, on the other hand, were more apt to trust each of the five racial groups only a little. As for African Americans, they were more likely to trust Whites, Latinos, and those of Arab ancestry some, but trust other African Americans only a little.

Finally, a few other demographic variables showed some associations to inter-racial trust as follows. Geographic location factored into the respondents' levels of inter-racial trust. Residents of the southern part of the county were more likely to report that they trust each of the five racial groups a lot while respondents from the northern area of the county were more apt to indicate that they trust Caucasians, African Americans, and Latinos some. Age was also found to be a predictor of inter-racial trust, but was only statistically significant when it inquired about respondents' levels of trust towards Whites, Blacks, and Asians. One of the discernible patterns observed was respondents aged 50–64 years old were more likely to trust Caucasians, African Americans, and Asians a lot than any other age group. Lastly, non-working respondents were more apt to indicate they trust Latinos, Asians, and people of Arab descent only a little.

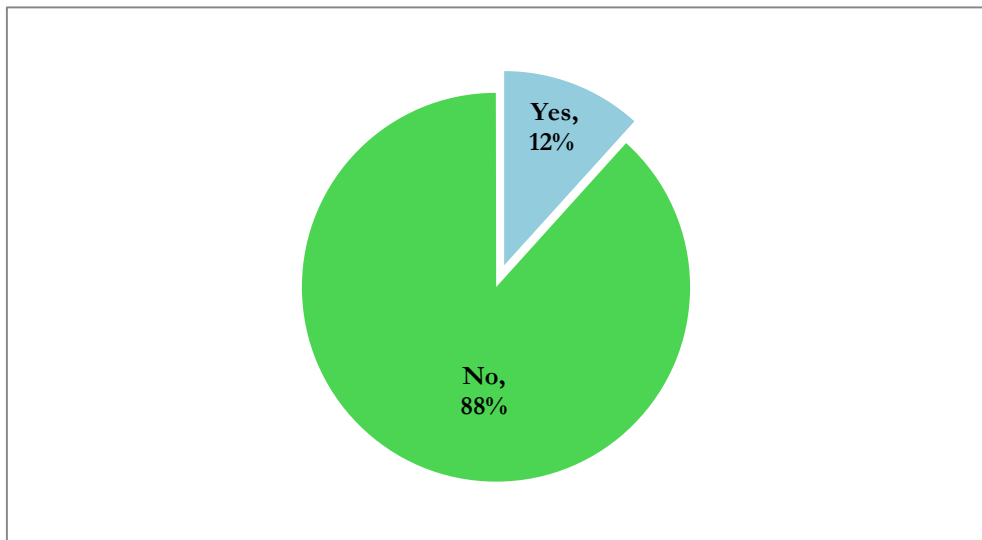
21. Perception of Crossroads Charlotte

As previously described in the Introduction, *Crossroads Charlotte* is a countywide project designed to increase the levels of social trust, inter-racial trust, and other dimensions of social capital in Mecklenburg County. *Crossroads Charlotte* also aims to improve access, equity, and inclusion among Mecklenburg County residents. The ultimate goal of this countywide project is to help its community collaboratively choose and pursue a future based on deliberate choices and creative foresight.

Awareness of Crossroads Charlotte

To determine the awareness of survey respondents regarding this initiative, survey participants were asked the question, “Have you heard of the community project called *Crossroads Charlotte*?” Of the 853 respondents who answered, 88 percent stated that they have never heard of *Crossroads Charlotte*. Twelve percent of survey respondents reported that they have heard of *Crossroads Charlotte*.

Figure 112: Have you ever heard of the community project called Crossroads Charlotte?
(percentage distribution)



To further understand the likelihood of survey respondents to report they have previously heard of *Crossroads Charlotte*, cross-tabulation analyses were conducted. Respondents’ awareness of *Crossroads Charlotte* showed statistically significant differences for five demographic variables—gender, years in the community, citizenship, household size, and registered to vote. Respondents more likely to have heard of *Crossroads Charlotte* were female respondents (14%) and those have been in the community for more than 20 years (20%).

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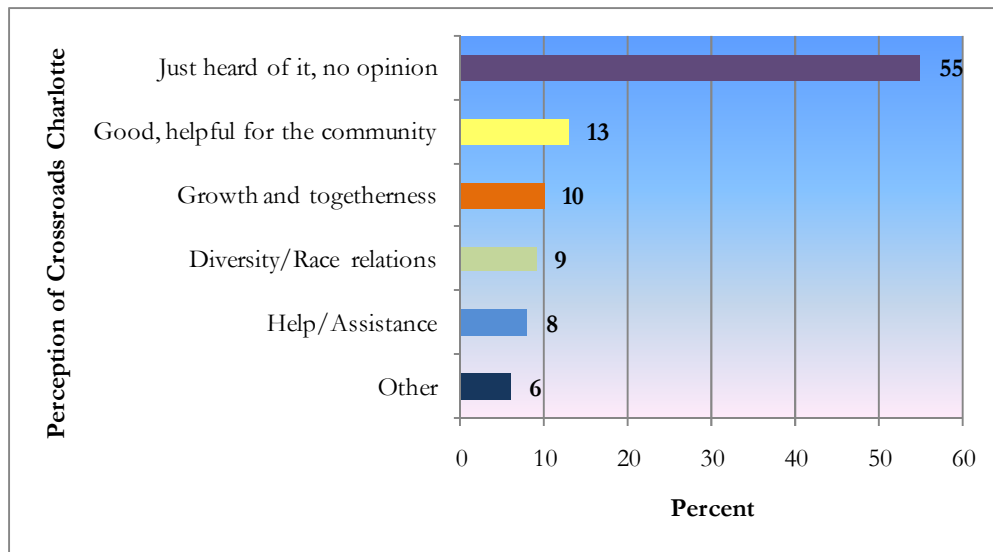
In contrast, survey participants more likely to have never heard of *Crossroads Charlotte* before were:

- Non-U.S. citizens (96%)
- Persons residing in a household with three or more people (92%)
- Respondents not registered to vote (94%).

Respondent's Opinion of Crossroads Charlotte

Furthermore, respondents who stated that they have heard of *Crossroads Charlotte* were asked a follow-up question regarding their opinion of the project. More than half (55%) of those respondents who answered this question stated that they just heard of *Crossroads Charlotte* and had no opinion about the organization. In addition, 12 percent of survey respondents who were aware of *Crossroads Charlotte* thought that the initiative was good or helpful for the community. Another 10 percent believed that the initiative supports growth and brings the community together; nine percent stated that *Crossroads Charlotte* promoted diversity and improved race relations; and eight percent said that the project provided assistance to the needy. The remaining 6 percent consisted of responses that were categorized into an “Other” category, with responses that ranged from “something to do with the gay community” to “an organization to think through things.” It should be noted that, in order to somewhat quantify respondents’ opinions of *Crossroads Charlotte*, these comments were grouped into common themes as best as possible. Detailed comments are available as an Appendix. Moreover, percentages do not total to 100 due to rounding.

Figure 113: Can you please tell me what you think of this organization (Crossroads Charlotte)?
(percentage distribution)



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When respondents' opinions of *Crossroads Charlotte* were analyzed by cross-tabulations, no sufficient evidence of a relationship between respondents' perceptions of *Crossroads Charlotte* and any of the key demographic variables was found. However, it should be noted that a relationship might be evident for two demographic variables—the city or town where the respondent resides and religious preference—however, the actual numbers involved (e.g., just five respondents from Huntersville, one from Matthews, eleven Catholics) mean that there was insufficient confidence that a real underlying trend was occurring in the population as a whole.

Summary

According to survey results, a plurality of Mecklenburg residents had never heard of *Crossroads Charlotte* prior to participating in the survey. However, survey findings suggest that women and residents who have been in their community for more than twenty years were more likely to have heard of the countywide initiative. Furthermore, half of those who have heard of *Crossroads Charlotte* indicated that they “just heard of it” signifying that these respondents did not have any opinion about the initiative. These suggest that additional efforts by *Crossroads Charlotte* might be needed to increase its community presence, as well as to engage more men and more recent community members.

To help reach more community members, *Crossroads Charlotte* has introduced an interactive website, an educational movie, and a theme song. Through these various efforts, community awareness of *Crossroads Charlotte* is likely to increase over the next few years. Therefore, it may be of interest to ask in the next wave of the Social Capital Community Survey how respondents initially heard of *Crossroads Charlotte*. Providing more information on how the community becomes aware of the initiative will help gauge the program's effectiveness with its advertising efforts.

22. Social Capital Indices

Current Findings

In this section, the indices constructed for this report will be presented.²² The first part of the analysis (Table 1) is a straightforward presentation of the 2008 survey respondents’ distribution on each of the indices. Results from the 2001 Survey (for Mecklenburg County residents only) are also presented in Table 1. The second part of the analysis looks at how respondents’ responses on the social capital indices varied across the demographic categories, based on the percent of respondent sub-groups scoring “High” on a given index (Tables 2–6.) Lastly, the variables that comprised each of the indices are examined (Tables 7–15).

Mecklenburg County and Social Capital

Although the 2001 Survey was conducted in 14 counties, it was possible to disaggregate respondents from Mecklenburg County. Disaggregation of Mecklenburg County respondents made it possible to estimate if patterns of social capital seen in the 2001 study persisted in the 2008 Survey. Table 1 presents the distribution of respondents who scored high on each of the social capital indices.

Table 1: Mecklenburg County Residence and Social Capital
(percentage with high ranking)

Indices	2008	2001 ²³	Difference
High Social Trust	30%	31%	-1%
High Inter-racial Trust	24%	24%	0%
High Diversity of Friendships	51%	23%	28%
High Giving and Volunteering	34%	38%	-4%
High Diversity of Informal Socializing	32%	N/A	N/A
High Access to Community Involvement	39%	N/A	N/A
High Access, Inclusion, and Equal Opportunity ²⁴	77%	N/A	N/A
High Rating as a Place to Live	30%	N/A	N/A

²² Further details on the construction of these indices are available as Appendix B on page 191.

²³ Figures are based on the average percentage distribution of respondents who reside in Mecklenburg County as defined in the 2001 Social Capital Survey.

²⁴ High values on this scale were calculated by adding the percent of respondents who felt they have equal access, inclusion, and opportunity (47 percent) and the percent of respondents who felt they have more access, inclusion, and opportunity (30 percent) when compared to someone of a different race, cultural, or ethnic background.

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Race and Social Capital

Consistent with the 2001 Survey, Hispanic respondents tended to rank lower than Caucasian or African American respondents in most of the social capital indices. As Table 2 illustrates, Hispanic respondents as a group were lowest on 6 out of 8 indices, which suggests that social capital among Latinos is still exceptionally low. African Americans, on the other hand, responded lowest on two scales (Access, Inclusion, and Equal Opportunity and Rating of Mecklenburg County as a Place to Live for a diverse group). Lastly, Caucasians were more likely to be high on most indices, particularly on Diversity of Friendships (57 percent) and on Access, Inclusion, and Equal Opportunity (89 percent).

Table 2: Race and Social Capital
(percentage with high ranking)

Indices	Caucasian	African American	Hispanic
High Social Trust	46%	12%	10%
High Inter-racial Trust	34%	13%	10%
High Diversity of Friendships	57%	52%	32%
High Diversity of Informal Socializing	31%	34%	27%
High Giving and Volunteering	38%	36%	14%
High Access to Community Involvement	47%	30%	26%
High Access, Inclusion, and Equal Opportunity	89%	54%	71%
High Rating as a Place to Live	39%	20%	22%

Education and Social Capital

As Table 3 indicates, education has a robust association with social capital. In general, respondents with the lowest educational attainment were more likely to have the lowest score on all the indices. The sharpest differences between respondents with less and more educational attainment were on the following scales: Giving and Volunteering (32 percentage point difference), Social Trust (28 percentage points difference) and access to community involvement (22 percentage points difference). Only one scale (diversity of informal socializing) did not present any significant variation among those with different educational attainment.

Table 3: Education and Social Capital
(percentage with high ranking)

Indices	HS or Less	Some College	College Graduate
High Social Trust	15%	29%	43%
High Inter-racial Trust	14%	31%	27%
High Diversity of Friendships	38%	59%	57%
High Diversity of Informal Socializing	30%	34%	31%
High Giving and Volunteering	17%	31%	49%
High Access to Community Involvement	29%	32%	51%
High Access, Inclusion, and Equal Opportunity	67%	76%	85%
High Rating as a Place to Live	20%	34%	35%

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Income and Social Capital

Income and education tend to have a positive relationship: people with higher education are more likely to have higher income. Given this relationship, it is not surprising to find that income and education have similar relationships with social capital. As Table 4 suggests, respondents with lower income were less likely to score high on the majority of the indices. In particular, people with lower income were less likely to give and volunteer than people with higher income (38 percentage points). Other sharp differences between the low and high income groups were found on Diversity of Friendships (30 percentage points), Social Trust (29 percentage points), rating of Mecklenburg County as a Place to Live for a diverse group of people (23 percentage points), and access to community involvement (22 percentage points). Responses on two indices (diversity of informal socializing and access, inclusion, and equal opportunity) did not provide any substantial variation among the three income groups.

Table 4: Income and Social Capital
(percentage with high ranking)

Indices	<\$30K	\$30K–\$75K	\$75K+
High Social Trust	16%	24%	45%
High Inter-racial Trust	16%	20%	31%
High Diversity of Friendships	36%	50%	66%
High Diversity of Informal Socializing	35%	34%	38%
High Giving and Volunteering	18%	28%	56%
High Access to Community Involvement	22%	35%	44%
High Access, Inclusion, and Equal Opportunity	68%	74%	83%
High Rating as a Place to Live	17%	29%	40%

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Age and Social Capital

As Table 5 illustrates, age was also found to have some association with social capital (albeit not as pronounced as race, education, and income). Although a weak pattern, scores on the social capital indices indicate that respondents in mid-years (ages 35–49 and ages 50–64) ranked higher in social capital than respondents ages 18–34 and respondents ages 65 and over. Perhaps the most striking finding that closely mirrored the 2001 Survey was the negative relationship between age and diversity of informal socializing²⁵. This suggests that as age increases, the level of informal social interactions decreases. Or, perhaps, that people currently in the older age group grew up and formed relationships in a time when inter-group social interaction happened less.

In addition, a slight pattern emerged for age and scores on Social Trust, access to community involvement, and rating of Mecklenburg County as a Place to Live for a diverse group. Table 5 reveals that respondents' scores on these three scales increases with age.

Table 5: Age and Social Capital
(percentage with high ranking)

Indices	18–34	35–49	50–64	65+
High Social Trust	17%	32%	41%	41%
High Inter-racial Trust	20%	24%	31%	23%
High Diversity of Friendships	48%	63%	53%	30%
High Diversity of Informal Socializing	42%	34%	23%	14%
High Giving and Volunteering	27%	38%	40%	27%
High Access to Community Involvement	28%	38%	44%	60%
High Access, Inclusion, and Equal Opportunity	74%	77%	79%	79%
High Rating as a Place to Live	24%	32%	32%	34%

²⁵ Diversity of Informal Socializing was constructed as an alternate to the Informal Socializing index.

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Years in Community and Social Capital

As expected, the relationship between the number of years living in a community and social capital is similar to the findings for age of the respondent (albeit not as strong as the findings of the 2001 Survey). As Table 6 presents, the strongest relationship between social capital and years in community was on the access to community involvement scale. Those who lived in their community for 5 years or less are less likely to have access to community involvement than those who had been a part of their community for more than 20 years (a difference of 20 percentage points). In addition, a somewhat weaker negative relationship can also be observed on the diversity of informal socializing scale. Respondents who stated they have lived in their community for more than 20 years were less likely to report higher level of diversity of informal social interactions than respondents who have lived in their community for 5 years or less (a difference of 15 percentage points).

Table 6: Years in Community and Social Capital
(percentage with high ranking)

Indices	5 or less	6–20	>20
High Social Trust	25%	35%	35%
High Inter-racial Trust	23%	25%	27%
High Diversity of Friendships	49%	55%	49%
High Diversity of Informal Socializing	35%	32%	20%
High Giving and Volunteering	27%	45%	31%
High Access to Community Involvement	30%	46%	50%
High Access, Inclusion, and Equal Opportunity	73%	85%	74%
High Rating as a Place to Live	33%	22%	32%

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Variables within the Indices

Responses to a number of questions were used as variables to construct the indices.²⁶ In this last section of the analysis, some of the indices will be disaggregated so that any variation across the relevant variables can be captured. For descriptive purposes, results from the 2001 Survey (both regional and national figures) were presented whenever possible. For the reasons described in the Methodology section above, caution must be exercised in comparing the results from the 2001 Survey and the 2008 Survey.

Social Trust Variables

Table 7 compares three questions chosen from the 2001 Survey with the results for the same questions in the 2008 Survey. In all three questions, survey respondents from the 2008 Survey in Mecklenburg County were less likely than the 2001 Survey respondents in the region as a whole to believe that most people are trustworthy and to say that they trust their neighbors and their local police a lot.

Table 7: Social Trust Variables
(percentage distribution)

Social Trust	2008 Mecklenburg	2001 Regional	2001 National
Trusts most people	36%	39%	47%
Trusts neighbors a lot	42%	48%	49%
Trusts local police a lot	47%	50%	51%

²⁶ Note: The frequency distributions of the variables used in the indices were previously presented in earlier sections of this report.

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Inter-Racial Trust Variables

The results of the 2008 Survey indicate modest improvements in three of the Inter-racial Trust variables. As Table 8 shows, respondents of the 2008 Survey answered more similarly with the 2001 national sample than the 2001 regional sample on many indices. However, with the exception of the variable Trust Asians a lot, responses from the 2008 Survey were still below the 2001 national sample, which could indicate that opportunities still exist for improving Inter-racial Trust in Mecklenburg County.

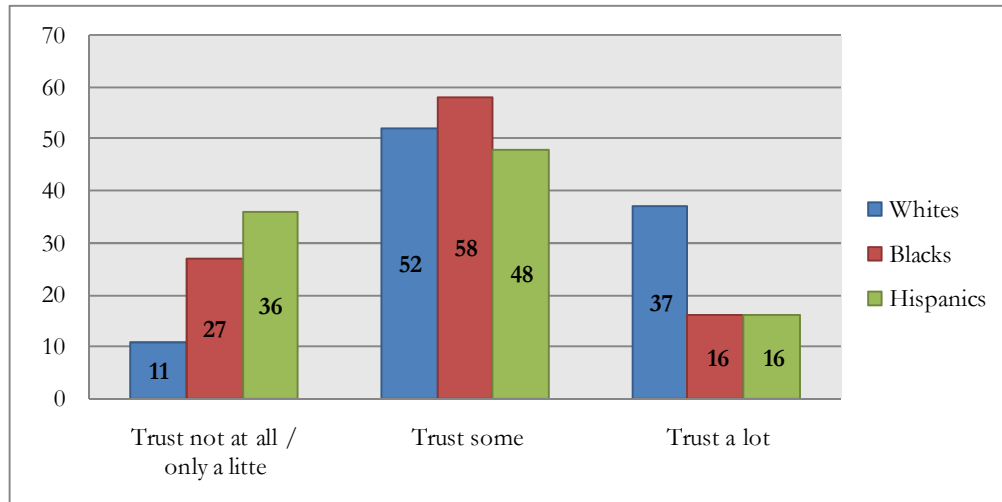
Table 8: Inter-Racial Trust Variables
(percentage distribution)

Inter-Racial Trust	2008 Mecklenburg	2001 Regional	2001 National
Trusts Caucasians / Whites a lot	28%	28%	31%
Trusts African Americans / Blacks a lot	25%	23%	26%
Trusts Latinos / Hispanics a lot	23%	19%	25%
Trusts Asians a lot	27%	21%	24%
Trusts people of Arab ancestry a lot	22%	N/A	N/A

Inter-racial Relative Trust

The 2008 Survey extends the findings of the 2001 survey by further exploring the Inter-Racial Relative Trust index scores of Mecklenburg County residents. By comparing respondents' trust of their own racial or ethnic group with their level of trust of other racial or ethnic groups, we can better understand the degree of trust among these three main racial or ethnic groups (Whites, African Americans, and Latinos) in Mecklenburg County. Figure 114 presents each group's trust level of persons in the same racial or ethnic group. One main finding from this figure was that Latinos were less likely to trust their own group than were Whites or African Americans. On the other hand, Whites were more likely to state that they trust their own racial or ethnic group than were either African Americans or Latinos.

Figure 114: Trust of Own Racial or Ethnic Group
(percentage distribution)



While Figure 114 shows the level of trust that each racial or ethnic group has towards its own group, Figures 115, 116, and 117 display how each racial or ethnic group trusts its own group relative to how much it trusts others with a different racial or ethnic background.

As Figure 115 indicates, African Americans and Latinos report similar levels of trust of Whites. For respondents who stated they were Black and for respondents who stated they were Hispanic, over four-fifths (86 percent and 83 percent, respectively) cited that they trust Whites at the same level as their own racial or ethnic group.

Figure 115: Relative Trust of Whites
(percentage distribution)



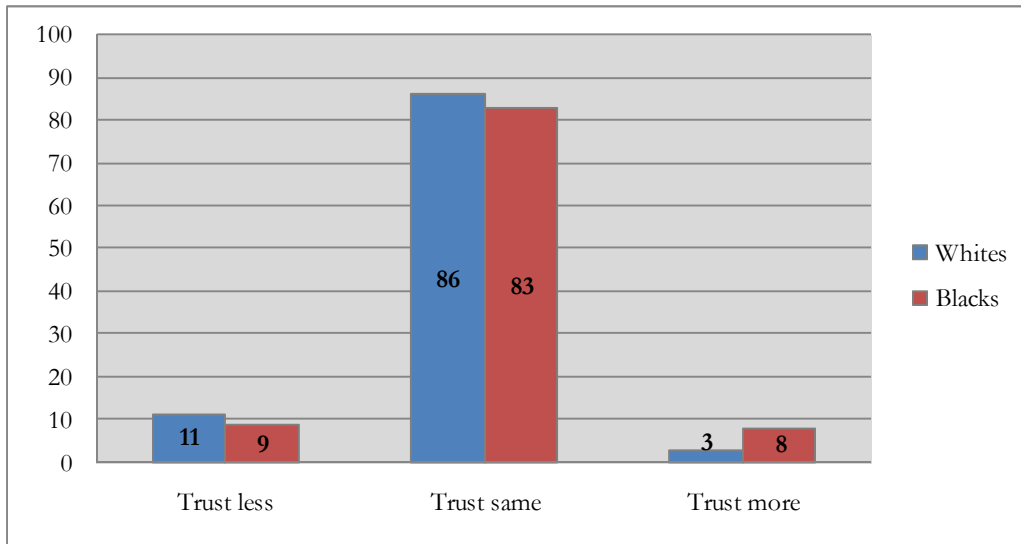
Figure 116 presents the relative trust of African Americans reported by Whites and Latinos. The majority of Whites (90 percent) trust African Americans at the same level as their own racial or ethnic group. Latinos, on the other hand, were more likely to state that they trust African Americans less than their own racial or ethnic group.

Figure 116: Relative Trust of African Americans
(percentage distribution)



Finally, Figure 117 below does not show much variation in the relative trust of Latinos by Whites versus by African Americans.

Figure 117: Relative Trust of Latinos
(percentage distribution)



Diversity of Friendships Variables

A set of questions was asked of survey respondents to allow construction of an index that could measure how varied respondents' social networks are. These questions were used to determine if respondents had a friend who:

- was a business owner
- was a manual worker
- was a welfare recipient
- owned a vacation home
- had a different faith
- was White/Caucasian
- was of Hispanic/Latino origin
- was Asian
- was Black/African American
- was of Arab ancestry
- was a homosexual
- was a community leader

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In the diversity of friendship variables, Mecklenburg County respondents from the 2008 Survey reported higher percentages of friends across all friendship diversity variables than either the regional or the national respondents in the 2001 Survey. (Note that the variable for “friends with someone of an Arab ancestry” was not asked in 2001.)

Table 9: Diversity of Friendships Variables
(percentage distribution)

Diversity of Friendships	2008	2001 Regional	2001 National
Friends with - a business owner	79%	66%	64%
Friends with - a manual worker	80%	75%	72%
Friends with - a welfare recipient	50%	38%	38%
Friends with - a vacation home owner	64%	54%	44%
Friends with - people from different religion	83%	71%	77%
Friends with - a White	92%	89%	91%
Friends with - of Hispanic origin	73%	39%	49%
Friends with - an Asian	55%	30%	34%
Friends with - a Black	88%	74%	61%
Friends with – of Arab ancestry	33%	N/A	N/A
Friends with - a homosexual	62%	34%	35%
Friends with - a community leader	60%	49%	48%

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Giving and Volunteering

Responses on the Giving and Volunteering variables from the 2008 Survey suggest a number of patterns. The most common pattern is for volunteering to be lower in all areas when compared to how respondents from the 2001 Survey responded (both regionally and nationally). However, it should be noted that volunteering rates are influenced by several factors, such as attachment to the community and socioeconomic characteristics. The sharp differences between the responses of the 2008 survey with the 2001 survey may be due to the demographics changes in Mecklenburg County since 2001, particularly given that two-fifths of all survey participants of the 2008 survey reported only living in their community for 5 years or less.²⁷

Despite lower percentages of volunteering in all areas, survey participants in the 2008 survey indicated a higher frequency of volunteering in general. This may suggest that even though fewer people reported volunteering in 2008 than in 2001, for those who reported that they do volunteer, the average number of times volunteering has increased. Furthermore, although the question on monetary contributions for secular and religious causes were combined, Mecklenburg County residents were still more likely to contribute to charitable organizations than the 2001 regional and national samples.

Table 10: Giving and Volunteering Variables
(percentage distribution)

Giving and Volunteering	2008	2001 Regional	2001 National
Volunteered for health-related organizations	24%	35%	35%
Volunteered at place of worship	46%	86%	79%
Volunteered with youth groups	39%	56%	59%
Volunteered to help the poor or elderly	39%	61%	53%
Volunteered with arts organization	14%	19%	22%
Volunteered with neighborhood/civic group	30%	43%	39%
Average number of times volunteered last year	9.9	8.5	9.5
Gave to both religious and secular organizations	83%	71% ²⁸	67% ²⁹

²⁷ It should be noted that 27% of respondents who had lived in Mecklenburg County for 5 years or less scored high on Giving and Volunteering in the 2008 survey compared to 30% percent for the same group (5 years or less in the community) in the 2001 survey.

²⁸ This was estimated by taking the regional average between contributions to religious organizations (76%) and secular organizations (65%).

²⁹ This was also estimated by taking the national average between contributions to religious organizations (70%) and secular organizations (64%).

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In addition, some patterns in the 2008 Survey of Mecklenburg residents were found to be somewhat consistent with the 2001 Survey's regional findings. For instance, Mecklenburg County residents in 2008 were more likely to volunteer at their place of worship than in any other areas, consistent with the 2001 Survey results for regional residents. This should be of no surprise to readers since Charlotte-Mecklenburg, along with the Southern region of the country, are known to have a population with strong affiliations with religious organizations. This is clearly true when we view how the 2008 survey respondents rated the importance of religion in their lives. Over four-fifths (84 percent) stated that they either strongly agreed or somewhat agreed that religion was very important in their lives.

Diversity of Informal Socializing

This index was created as a surrogate of the 2001 measure of informal socializing, but with an emphasis on measuring the degree to which respondents had informal social interactions with people of a different racial or ethnic background. Specifically, to measure survey participants' diversity of informal socializing they were asked if, within the last twelve months, friends had visited in their home, they had been in the home of a friend of a different race or had them in their own home, they had been in the home of a friend of a different neighborhood or had them in their own home, and they had met a friend of a different race or ethnicity outside of work.

Table 11: Diversity of Informal Socializing Variables
(percentage distribution)

Diversity of Informal Socializing	2008
Had friends over to respondent home	22%
Been in the home of a friend of a different race or had them in respondent home	13%
Been in the home of someone of a different neighborhood or had them in respondent's home	17%
Met a friend of a different race or ethnicity outside of work	13%

Since the diversity of informal socializing scale mainly captures the degree to which respondents socialize with others of a different race or ethnicity, further analyses were conducted to determine if any variation among race and ethnic groups existed when responding to the variables within the index. As Table 12 suggests, the main variation exists for Latinos. Specifically, when compared to Caucasians and African Americans, Latinos are less likely to have had friends over to their home within the last twelve months and less likely to have been in the home of someone of a different neighborhood or had them in their home.

Table 12: Race and Diversity of Informal Socializing Variables
(percentage distribution)

Diversity of Informal Socializing	Total	White	Black	Hispanic
Had friends over to respondent home	22%	23%	23%	19%
Been in the home of a friend of a different race or had them in respondent home	13%	12%	14%	14%
Been in the home of someone of a different neighborhood or had them in respondent home	17%	17%	19%	13%
Met a friend of a different race or ethnicity outside of work	13%	14%	12%	13%

Access to Community Involvement

This index was created to determine if respondents have any obstacles to being involved in the community. Table 13 indicates that only 39 percent of all respondents stated that work schedule was not an important obstacle, and thus is the most cited obstacle to community involvement with 60 percent of respondents reporting that that their work schedule was somewhat or a very important obstacle to community involvement.

Table 13: Access to Community Involvement Variables
(percentage distribution)

Importance of Obstacles to Community Involvement	Not Important	Somewhat Important	Very Important
Inflexible or demanding work schedule	39%	25%	35%
Inadequate childcare	64%	11%	24%
Inadequate transportation	66%	14%	21%
Feeling unwelcome	65%	19%	16%
Concerns for your safety	54%	18%	28%
Lack of information or not knowing how to begin	43%	34%	23%
Feeling that you can't make a difference	62%	23%	16%

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Access, Inclusion, and Equal Opportunity

The Access, Inclusion, and Equal Opportunity index indicates respondents’ views of having equal or more access, inclusion, and opportunity than someone of a different race, cultural, or ethnic background. The variables that were used to construct this index involved questions on: general respect, job opportunities, education, healthcare opportunities, and treatment within the criminal justice system. Table 14 shows responses to access, inclusion, and equal opportunity.

Table 14: Access, Inclusion, and Equal Opportunity Variables
(percentage distribution)

Access, Inclusion, and Equal Opportunity	More / Better	Same	Less / Worse
In general, do you feel members of different races and ethnicities in Mecklenburg County are treated with the same amount of respect as you? Or do you feel they are treated with less respect or more respect than you?	14%	54%	24%
In general, do you feel members of a different race/cultural/ethnic background receive better/worse job opportunities than you, or are they the same?	25%	50%	25%
In general, do you feel members of a different race/cultural/ethnic background receive better/worse educational opportunities than you, or are they the same?	20%	64%	17%
In general, do you feel members of a different race/cultural/ethnic background receive better/worse healthcare opportunities than you, or are they the same?	20%	57%	23%
In general, do you feel members of a different race, cultural, or ethnic backgrounds receive better or worse treatment within the criminal justice system as you, or is it the same?	18%	52%	30%

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Mecklenburg County as a Place to Live for a diverse group of people

The final index that will be disaggregated into its component variables is the rating of Mecklenburg County as a Place to Live for a diverse group of people. As Table 15 shows, except for two groups (gay or lesbian people and persons with disabilities) at least half of all survey respondents of the 2008 Crossroads Charlotte Social Capital Survey rated Mecklenburg County as either a good or an excellent place to live for the groups in question. Seventy-one percent of respondents felt that Mecklenburg County is a good or excellent place for newcomers from other parts of the U.S. The second highest group for which survey participants felt Mecklenburg County provided opportunities and amenities, as a place to live was families with children under the age of 18 (67 percent), followed by single adults (61 percent).

Table 15: Mecklenburg County as a Place to Live variables
(percentage distribution)

Mecklenburg County as a Place to Live for:	Very Poor/ Poor	Average	Good/ Excellent
Immigrants from other countries	16%	31%	53%
Newcomers from other parts of the US	7%	22%	71%
Families with children under the age of 18	9%	25%	67%
Gay or lesbian people	21%	37%	42%
Senior citizens	14%	31%	55%
Single adults	11%	28%	61%
Young adults entering the workforce	12%	30%	58%
Racial and ethnic minorities	14%	34%	52%
Persons with disabilities	16%	36%	48%

23. Conclusion

Findings from the 2001 Survey ranked the Charlotte-Mecklenburg region low on trust, particularly inter-racial trust and social trust. As a result, community leaders in Mecklenburg County launched *Crossroads Charlotte*, a countywide initiative designed to address the low levels of social trust and inter-racial trust of the increasingly diverse population in Mecklenburg County. In order to assess the current status in Mecklenburg County of the selected measures used in the 2001 Survey, the 2008 Crossroads Charlotte Social Capital Benchmark Community Survey was conducted. Furthermore, questions from the 2001 Survey (both long form and short form) were adopted and modified to address the goals of *Crossroads Charlotte*, as well as to ask county residents regarding their opinion on access, inclusion, and equal opportunities. Additionally, new measures of social capital (Inter-racial Relative Trust, Diversity of Informal Socializing; Access to Community Involvement; Access, Inclusion, and Equal Opportunity; and Rating of Mecklenburg County as a Place to Live for a Diverse Population) were constructed from the 2008 Survey results to serve as additional benchmarks for the planned 2011 Survey and for future research.

General Findings from the 2008 Survey of Mecklenburg County Residents

Survey results of the 2008 Crossroads Charlotte Social Capital Benchmark Community Survey suggest that the majority of survey participants view their community as an excellent or a good place to live. In addition, more than half of survey respondents believed that Mecklenburg County was either an excellent or a good place to live for various groups of people, namely newcomers from other parts of the U.S., single adults, young adults entering the workforce, families with children under the age of 18, senior citizens, immigrants from other countries, and racial and ethnic minorities. Most respondents were also satisfied with government services in the areas of public libraries, trash removal, and parks. Compared with the aforementioned groups, survey respondents were less likely to rate Mecklenburg County as an excellent or a good place to live for two groups: homosexuals and persons with disabilities. Another area of dissatisfaction respondents cited was the effectiveness of government services concerning public streets.

When it comes to public education, a majority of survey participants indicated that the quality of education provided by Charlotte-Mecklenburg Schools (CMS) was either good or fair yet they also believed that resources within the district were not distributed equally. In addition, although most respondents believed that CMS promote positive relations among students of diverse backgrounds, most respondents also believed that CMS were becoming more racially segregated. Lastly, when respondents with children attending CMS and those without children attending CMS were split, survey findings indicate that respondents without any children attending CMS had more negative views of CMS than respondents with children in CMS.

In terms of the economy, respondents were generally optimistic about their income either staying the same or being higher twelve months from when the time the survey was administered. However, respondents were less optimistic about their employment prospects. In addition, when both questions were scrutinized simultaneously, it was observed that respondents who were likely to

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believe that their income would be lower were also more likely to state that it would be harder for them to find a job within the next twelve months.

Another interesting finding from this survey was the high percentage of respondents with health care insurance and those who rated their overall health status as being very good or excellent. However, this might be due to the fact that this present sample was more representative of respondents with better access to health care (e.g., older adults, working adults, high-earning respondents) than those who may have less access to health care (e.g., younger respondents, those with less education, non-working respondents). Health care disparities among survey respondents were found to be associated with education, race and ethnicity, and household income.

In the 2001 survey, the Charlotte-Mecklenburg region ranked high in the dimensions of giving and volunteering, particularly for church-based activities. When similar questions on giving and volunteering were queried in the 2008 Crossroads Charlotte Social Capital Benchmark Survey, the most striking difference between the two survey results were for volunteering activities to be lower in all areas (albeit volunteering for place of worship remained to be the primary cause for respondents to volunteer). Despite a decline in overall volunteering activities in the 2008 survey, the frequency of volunteering by those who do volunteer has increased. In addition, respondents to the 2008 survey reported higher amounts of charitable giving than in the 2001 survey.³⁰

With regard to public affairs and civic engagement, survey findings suggest that the majority of those surveyed do not engage in such activities. This is particularly true given that most respondents indicated they have never participated in a community project or attended a public or a political meeting within the last twelve months. When respondents were asked what barriers they face in being involved in their community, the three most cited reasons were an inflexible or demanding work schedule, lack of information on how to begin getting involved in their community, and safety concerns.

Lastly, only a handful of respondents indicated that they have heard of *Crossroads Charlotte* prior to participating in the survey, the majority of them being female respondents and those who have been a resident in their community for more than twenty years. Furthermore, the majority of those who were aware of this countywide initiative had no substantial knowledge of *Crossroads Charlotte* and simply reported “hearing” about it. To date, the initiative has made various efforts to make community members more aware of its mission, and thus would likely help community awareness of *Crossroads Charlotte*.

General Findings from the Social Capital Indices

The highest levels of social capital are in the indices measuring:

- Access, Inclusion, and Equal Opportunity (77 percent scored “High”), and
- Diversity of Friendships (51 percent scored “High”).

³⁰ It should be reiterated that the 2001 Survey encompassed Mecklenburg County and its thirteen neighboring counties (Anson, Cabarrus, Catawba, Cleveland, Gaston, Iredell, Lincoln, Rowan, Stanly, and Union counties in North Carolina and Chester, Lancaster, and York Counties in South Carolina) and thus any true comparison would require further research.

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The lowest levels are in the indices measuring:

- Inter-racial Trust (24 percent scored “High”),
- Social Trust (30 percent scored “High”), and
- Rating of Mecklenburg County as a Place to Live for a Diverse Population (also 30 percent scored “High”).

Interestingly, although the Diversity of Friendships index had the second highest scores, the Diversity of Informal Socializing index scores were substantially lower. This gap suggests there may be categories of friends with which differing degrees of informal socializing takes place that tend to diverge along racial or ethnic lines. This hypothesis may merit further exploration.

When examined by race and ethnicity, the indices reveal that Hispanic/Latino residents are less likely to report “High” levels of social capital than either Caucasians/Whites or African Americans/Blacks, except for “Access, Inclusion, and Equal Opportunity.” For “Access, Inclusion, and Equal Opportunity,” African Americans/Blacks as a group are less likely to report “High” scores than Caucasians/Whites or Hispanics/Latinos. Conversely, Caucasians/Whites are the most likely to report “High” levels of social capital, except for “Diversity of Informal Socializing.” Diversity of Informal Socializing is the one index on which all three racial/ethnic groups are on a par.

Generally, the social capital indices increase with education and with income. However, in some instances, having some college education was not a major factor and differences between respondents with a high school education or less and those with a college education were more pronounced. In some cases, income was observed to be a sharper predictor of social capital than education. Again, Diversity of Informal Socializing provides the exception in remaining relatively stable across education and income groups.

Age of respondents appears to impact the social capital indices in different ways. Indices for Social Trust and Access to Community Involvement increase with age, while indices for Diversity of Friendships and Informal Socializing decline with age. Giving and Volunteering is highest for middle-aged respondents, and is lower for both younger and older adults. Indices for Inter-racial Trust, Access, Inclusion, and Equal Opportunity, and Rating of Mecklenburg County are relatively stable across age groups.

Comparison with 2001 Survey Results

Findings from the 2008 Survey parallel the findings of the 2001 Survey in several ways, although it is important to reiterate that due to the different geographic scope and modified survey instrument, the results are not directly comparable. Race, education, and income had the most significant relationship with social capital in Mecklenburg County in 2008, as they had in the region in 2001. Specifically, measures of social capital generally increased as education and income increased in both surveys. In terms of race, Hispanics/Latinos in both surveys reported lower levels of social capital than their White or Black counterparts did. Respondents in both surveys were more likely to report volunteering for activities sponsored by their place of worship than for any other

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organization. Furthermore, in both surveys, the strongest barrier to becoming more involved in the community was an inflexible or demanding work schedule. This suggests that an opportunity still exists for businesses to promote civic engagement by allowing employees more flexibility to participate in the community.

Avenues for Further Exploration

As benchmarks for future research (particularly for the planned 2011 Social Capital Survey), this report was structured to provide an overall descriptive analysis of 2008 Crossroads Charlotte Social Capital Benchmark Community Survey results. Thus, analyses in this report were conducted primarily by assessing the relationship between two variables. It is imperative, however, to go beyond looking at more than two variables for association. For instance, respondents who were Catholics could be split into two groups (non-Hispanic Catholics and Hispanic Catholics) and determine if there are any differences between the two groups in their responses to the survey questions. By doing so, we can better understand the inter-relations and the varying degrees that are associated among several factors. Thus, there are countless of opportunities for further exploration of all the topics covered in the survey using more advanced statistical analysis (e.g., regression models and factor analysis).

Examining relationships between the indices may yield more valuable insight into the drivers of and barriers to increased social capital. For example, a pattern emerged on scores on three indices (Social Trust, Access to Community Involvement, and Rating of Mecklenburg County), all of which increased with age. This raises questions for future inquiry: “What relationships exist between the indices? Is there a causal relationship between its high score on these three indices and lower scores on other indices?”

Further disaggregating the 2001 Survey results by county beyond the indices themselves to the individual variables that make up the indices would allow a closer comparison of the prior results to the 2008 Survey results. For example, responses to the set of questions on Diversity of Friendships between the two surveys suggests an increase in the breadth of social networks among survey. In particular, Mecklenburg residents in the 2008 Survey more frequently reported being friends with someone who was Hispanic than did regional residents in 2001. Examining the Mecklenburg County findings from 2001 would address the question of the degree to which this is attributable to the increasing Hispanic population in Mecklenburg County.

Appendix A: Comments Regarding Crossroads Charlotte

Can you please tell me what you think of when you think of this organization? ³¹		Frequency	Percent
Valid	Doing a good job	3	0.4
	Diversity (within the community)	3	0.4
	Believe in it 100%	1	0.1
	Gets neighborhood together	1	0.1
	Group of leaders trying to help community grow	1	0.1
	Very enlightening	1	0.1
	Gets various ethnic groups to understand each other	1	0.1
	Good program/project that brings people together	4	0.5
	Not familiar with it but thinks it will be good	1	0.1
	Just heard of it	49	5.7
	No opinion	4	0.5
	Guidance and helping	1	0.1
	Something to do with the gay community	1	0.1
	Huge meeting but didn't attend	1	0.1
	Good organization; benefits the community	5	0.6
	Youth offenders	1	0.1
	Opportunity for connection and breaking barriers	1	0.1
	Bridging racial barriers	1	0.1
	Would like to know more about it and glad that it's there	1	0.1
	Very helpful; making good effort	1	0.1
	Parents should be more involved in children's life	1	0.1
	Provides assistance to the needy	2	0.2
	Providing housing or communities for people	1	0.1
	Religion and helping others	1	0.1
	Organization of all races	1	0.1
	Program to improve race relations	1	0.1
Brings together local businesses to better understand and help their surrounding communities	1	0.1	
Community work	1	0.1	
Organization to think through things	1	0.1	
Multi-cultural activities	1	0.1	
Total	93	10.9	
Missing	Don't know / Refused	16	1.9
	Question skipped	747	87.3
	Total	763	89.1
Total		856	100

³¹ Reflects unweighted data and only survey participants who stated they have heard of *Crossroads Charlotte* were asked for their comments.

Appendix B: Weighting Procedure and Indices Construction

This Appendix sets out further details on the weighting procedures and how the social capital indices were constructed for the 2008 Crossroads Charlotte Social Capital Benchmark Community Survey. The first part of this Appendix is a brief summary of the main steps of the weighting procedure for this particular survey. The second part is how the indices used in this report were constructed.

Steps for Weighting Survey Data

The main purpose of weighting the survey data was to reduce bias in inferring survey findings to the population by up-weighting population sub-groups that were under-represented in the sample and down-weighting those that were over-represented in the sample. Construction of the 2008 Crossroads Charlotte Social Capital Benchmark Survey final weight involved three basic steps. The first step in the weighting process was to create a base weight for each telephone number by dividing the number of telephone numbers in the sampling frame by the total number of telephone numbers sampled ($8073/856 = 9.43$).³² The base weight is the inverse of the probability of selection of the telephone number. The second step was to compensate for the reduction in the sample due to households that could not be reached for an interview. This is done by computing the non-response adjustment factor. The non-response adjustment factor is the inverse of the survey response rate ($100/13 = 7.69$). Finally, the third step involved a post-stratification adjustment to the cells of the survey respondents. The main purpose of this adjustment was to ensure that the sums of the adjusted weights were equal to the known population totals for certain subgroups of the population (e.g., gender-age, race-ethnicity, and education). Post-stratification weighting “entails cell-by-cell weighting of the sample by ratio-adjusting the design weights of the completed cases in a given cell so that their weight sums to the control total.”³³ The final weight incorporates all of these steps described above and is simply the product of the three: base weight, non-response adjustment factor, and the post-stratification weights.

Constructed Social Capital Indices and Related Variables

Institute researchers reconstructed four of the original indices used in the 2001 Survey with minor modifications using the 2008 Survey results: Social Trust, Inter-racial Trust, Diversity of Friendships, and Giving and Volunteering. Although only two of the 2001 indices (Inter-racial Trust and Diversity of Friendships) were found to be statistically reliable, the other two indices, Social Trust and Giving and Volunteering, were both used for analysis, for two reasons. First, their scale-reliability (alpha) scores were sufficiently close to the acceptable score of 0.700 to warrant inclusion, both being greater than 0.650. Second, Social Trust and Giving and Volunteering were

³² Telephone numbers that were disconnected, for businesses, and considered not qualified were not included in the calculation.

³³ Battaglia et al. 2008. “Improving Standard Poststratification Techniques For Random-Digit-Dialing Telephone Surveys.” *Survey Research Methods* 2: 11-19.

both found to be important dimensions of social capital for the Charlotte-Mecklenburg region in the 2001 Survey.

In addition to the four indices adopted from the 2001 Survey, five new indices were constructed: Inter-racial Relative Trust, Diversity of Informal Socializing, Access to Community Involvement, Access, Inclusion, and Equal Opportunity, and the Rating of Mecklenburg County as a Place to Live for a Diverse Population. The methodology for calculating each of the nine indices is described below. Each index is identified both by its name and by a shorthand label:

Table 16: Indices Names and Labels

Index Name	Index Label
Social Trust	(SOCTRUST)
Inter-racial Trust	(RACETRST)
Inter-racial Relative Trust	(RTSTBLK, RTSTHIS, RTSTWHT)
Diversity of Friendships	(DIVRSITY)
Giving and Volunteering	(CHARITY)
Diversity of Informal Socializing	(SCHMOOZ)
Access to Community Involvement	(ACTCMTY)
Access, Inclusion, and Equal Opportunity	(AIEO)
Rating of Mecklenburg County as a Place to Live for a Diverse Population	(RATEMECK)

The specific questions used in each index calculation are identified both by their question number from the survey instrument (e.g., “Q38rc”) and by a shorthand label (e.g., “General interpersonal trust”). Deviations in structure from the original 2001 indices are noted whenever applicable.

Social Trust (SOCTRUST): General interpersonal trust (Q38rc), Trust neighbors (Q38a_1rc), and Trust local police (Q38a_2rc). The original 2001 index on Social Trust comprised six items (4 in the revised short-form instrument). The Social Trust index for the 2008 Survey was calculated as the mean of the responses to these three questions: Q38rc, Q38a_1rc, and Q38a_2rc. All three items went through coding reversal so that high values on SOCTRUST indicate higher social trust. The SPSS syntax to create this index was:

Compute SOCTRUST = Mean.3 (Q38rc, Q38a_1rc, Q38a_2rc).

Inter-Racial Trust (RACETRST): Trust Whites (Q38a_3rc), Trust African Americans/Blacks (Q38a_4rc), Trust Latinos/Hispanics (Q38a_5rc), Trust Asians (Q38a_6rc), and Trust people of Arab ancestry (Q38_7rc). The Inter-racial Trust index for this survey was created using the composite mean trust across four of the aforementioned five groups, excluding only the respondent’s own racial or ethnic group. For instance, RACETRST would be calculated for Caucasian respondents by only using their trust level of African Americans/Blacks, Latinos/Hispanics, Asians, and people of Arab ancestry. Two of the four items had to be answered for a score to be calculated and coding reversal was performed so that high values reflect higher racial trust. The Inter-racial Trust index for this survey differs from the Inter-racial Trust index of the 2001 Survey in that it includes a fourth item, trust people of Arab ancestry. By including this

fourth item the reliability of the Inter-racial Trust index for this survey slightly improved.³⁴ The following SPSS syntax explains how the Inter-racial Trust index was created:³⁵

```
If (Q45rc = 1) RACETRST = Mean.2 (Q38a_4rc, Q38a_5rc, Q38a_6rc, Q38_7rc).  
If (Q45rc = 2) RACETRST = Mean.2 (Q38a_3rc, Q38a_5rc, Q38a_6rc, Q38_7rc).  
If (Q45rc = 3) RACETRST = Mean.2 (Q38a_3rc, Q38a_4rc, Q38a_6rc, Q38_7rc).
```

Inter-Racial Relative Trust Indices (RTSTWHT, RTSTBLK, and RTSTHIS): In order to compare respondents' trust of other racial/ethnic groups to trust of their own group, the variable TRUSTOWN was first computed as a measure of trust each respondent indicated for his/her own racial/ethnic group:

```
If (Q45rc = 1) TRUSTOWN = Q38a_3rc.  
If (Q45rc = 2) TRUSTOWN = Q38a_4rc.  
If (Q45rc = 3) TRUSTOWN = Q38a_5rc.
```

By subtracting each respondent's score on TRUSTOWN from the score for each of the other groups he/she rated (Q38a_3rc, Q38a_4rc, Q38a_5rc), it was possible to compare trust of other groups to trust of one's own group by creating an Inter-Racial Relative Trust Index. Variables RTSTWHT, RTSTBLK, and RTSTHIS reflect the various inter-racial pairings, respectively, for Whites, African Americans, and Latinos.

```
If (Q45rc = 1) RTSTBLK = Q38a_4rc - TRUSTOWN.  
If (Q45rc = 1) RTSTHIS = Q38a_5rc - TRUSTOWN.  
If (Q45rc = 2) RTSTWHT = Q38a_3rc - TRUSTOWN.  
If (Q45rc = 2) RTSTHIS = Q38a_5rc - TRUSTOWN.  
If (Q45rc = 3) RTSTWHT = Q38a_3rc - TRUSTOWN.  
If (Q45rc = 3) RTSTBLK = Q38a_4rc - TRUSTOWN.
```

Using this formula, all negative values reflect trusting other groups less than one's own, positive values represent trusting other groups more than one's own, and differences of zero signify equal trust.

³⁴ As a 3-item index (without *trust people of Arab ancestry*), RACETRST produced an Alpha score of 0.943 whereas including it (4-item index) produced an Alpha score of 0.955.

³⁵ Despite collapsing the two groups, the sample size for Asians and for people of Arab ancestry was too small to create a reliable index.

Diversity of Friendship (DIVRSITY): This index was created by tallying the number of “Yes” answers in the Q36 series. This index is the sum of all friends the respondent reported:

$$\text{Count DIVRSITY} = \text{Q36_1} + \text{Q36_2} + \text{Q36_3} + \text{Q36_4} + \text{Q36_5} + \text{Q36_6} + \text{Q36_7} + \text{Q36_8} + \text{Q36_9} + \text{Q36_10} + \text{Q36_11} + \text{Q36_12} (1).$$

The Diversity of Friendship Index from the 2001 Survey did not probe respondents as to whether they had a friend who was of Arab ancestry. By including this question from the 2008 Social Capital Survey as a twelfth item to construct DIVRSITY, the reliability of the index improved.³⁶

Diversity of Informal Socializing (SCHMOOZ): This index measures the diversity of informal social interactions with those of a different neighborhood and race or ethnicity. It was created by calculating the mean frequency for which respondents had friends over to their home (Q17erc), had been in the home of a friend of a different race or had them in their home (Q17frc), had been in the home of someone of a different neighborhood or had them in their home (Q17grc), and met a friend of a different race or ethnicity outside of work for a meal or for coffee or some other drink (Q17irc). At least three questions had to be answered for a score to be calculated:

$$\text{Compute SCHMOOZ} = \text{MEAN.3} (\text{q17erc}, \text{q17frc}, \text{q17grc}, \text{q17irc}).^{37}$$

Giving and Volunteering (CHARITY): This index combines volunteering for different types of organizations: place of worship (Q23a), health-related (Q23b), youth groups (Q23c), to help the poor or elderly (Q23d), arts (Q23e), and neighborhood (Q23f), the total number of times the respondent volunteered in the past twelve months (Q17h), and contributions to all secular and religious causes (Q14rc).³⁸ At least four responses had to be given for a score on CHARITY to be computed. Prior to creating the index, several of the items went through a coding reversal process so that high values on CHARITY indicate higher levels of Giving and Volunteering.

The SPSS syntax to create this index was:

$$\text{Compute CHARITY} = 8 * (\text{Mean.5}(\text{Q23a}, \text{Q23b}, \text{Q23c}, \text{Q23d}, \text{Q23e}, \text{Q23f}, \text{Q17hr}, \text{Q14rc})).$$

Access to Community Involvement (ACTCMTY): This index was computed by taking at least four answers from the Q25 series. Respondents with the most “Not at all important” obstacles or barriers to community involvement reflected higher access to community involvement:

$$\text{Compute ACTCMTY} = 7 * (\text{Mean.4}(\text{Q25a}, \text{Q25b}, \text{Q25c}, \text{Q25d}, \text{Q25e}, \text{Q25f}, \text{Q25g})).^{39}$$

³⁶ The alpha score for an 11-item index was 0.740 and it was 0.751 for a 12-item index.

³⁷ The alpha score for this index was 0.756.

³⁸ The 2008 survey asked respondents for the total of monetary contributions made by the household to all secular and religious causes, whereas in the 2001 survey it probed respondents separately for these two types of monetary contribution.

³⁹ The alpha score for this index was 0.808.

Access, Inclusion, and Equal Opportunity (AIEO): This index was calculated by using the composite mean across these five questions: General respect (Q33), Job opportunities (Q34a), Educational opportunities (Q34b), Healthcare opportunities (Q34c), and Treatment within the criminal justice system (Q35rc). Coding reversal was conducted so that high values on AIEO reflected respondents' sense of having better access, inclusion, and equal opportunity (relative to employment, education, healthcare, and the criminal justice system) within the community when compared to someone of a different race, cultural, or ethnic background. At least three responses had to be given in order for a score to be calculated:

$$\text{Compute AIEO} = \text{Mean.3 (Q33, Q34a, Q34b, Q34c, Q35rc)}.^{40}$$

Mecklenburg County as a Place to Live for a Diverse Population (RATEMECK): RATEMECK is an index that combines the rating that respondents gave Mecklenburg County as a place to live for a diverse group of people: immigrants from other countries (Q32a), newcomers from other parts of the United States (Q32b), families with children under the age of eighteen (Q32c), gay or lesbian people (Q32d), senior citizens (Q32e), single adults (Q32f), young adults entering the workforce (Q32g), racial and ethnic minorities (Q32h), and persons with disabilities (Q32i). Five of the nine items had to be answered for a score to be calculated:

$$\text{Compute RATEMECK} = \text{Mean.5 (q32a, q32b, q32c, q32d, q32e, q32f, q32g, q32h, q32i)}.^{41}$$

⁴⁰ The alpha score for this index was 0.763.

⁴¹ The alpha score for this index was 0.862.

Definition of “High” Values for Each Index

Please note that in the analysis of demographic variation in responses, results are presented as the percent of respondent sub-groups scoring “High” on a given index. The definition for “High” values on each index varies since both the number of questions used to construct the indices and how the responses were numerically coded vary. For clarity, “High” values in this report’s indices are defined as:

- *High Social Trust* refers to the mean of the responses on three social trust questions – General interpersonal trust (Q38rc), Trust neighbors (Q38a_1rc), and Trust local police (Q38a_2rc) – with 3.0 as the highest possible score and 0.333 as the lowest possible score. Scores ranging from 2.5 thru 3.0 were categorized as those with high social trust.
- *High Inter-Racial Trust* refers to the mean of the answers on four inter-racial trust questions with 3 being the highest possible score and 0 the lowest. Respondents with scores ranging from 2.33 thru 3 were considered to have high inter-racial trust based on their responses to the following questions: Trust Whites (Q38a_3rc), Trust African Americans/Blacks (Q38a_4rc), Trust Hispanics/Latinos (Q38a_5rc), Trust Asians (Q38a_6rc), and Trust people of Arab ancestry (Q38_7rc).
- *High Diversity of Friendships* is the sum of all categories of friends the respondent reported. The score ranges from 0 to 12, with 9 or more friend categories defined as High Diversity of Friendships. The 12 questions (Q36 series) that comprised this index asked respondents if they had a friend who:
 - was a business owner
 - was a manual worker
 - was a welfare recipient
 - owned a vacation home
 - had a different faith
 - was White or Caucasian
 - was Black or African American
 - was Hispanic or of Latino origin
 - was Asian
 - was of Arab ancestry
 - was gay or lesbian
 - was a community leader
- *High Diversity of Informal Socializing* is the mean frequency for which respondents had informal social interactions with someone of a different background. The highest possible score was 5.67 and 0 was the lowest possible score. Respondents with a mean score of 4 or higher were categorized as High Diversity of Informal Socializing. The four questions used to calculate the mean scores were: Had friends over to their home (Q17erc); Had been in the home of a friend of a different race or had them in their home (Q17frc); Had been in the home of someone of a different neighborhood or had them in their home (Q17grc); and Met a friend of a different race or ethnicity outside of work for a meal or for coffee or some other drink (Q17irc).

- *High Giving and Volunteering* is the mean score of the responses on at least five of the eight questions used to construct this index: place of worship (Q23a), health-related (Q23b), youth groups (Q23c), to help the poor or elderly (Q23d), arts (Q23e), and neighborhood (Q23f), the total number of times the respondent volunteered in the past twelve months (Q17h), and contributions to all secular and religious causes (Q14rc). The range of possible scores is 0 thru 16, with scores 9 thru 16 grouped as High Giving and Volunteering.
- *High Access to Community Involvement* refers to the mean of at least four answers to the seven questions (Q25 series) used to create this index. Possible scores range from 7 to 21, with scores of 18.20 to 21 ranked as High Access to Community Involvement. The seven questions that comprised this index asked respondents how important the following obstacles are to them in getting involved in the community:
 - Inflexible or demanding work schedule (Q25a)
 - Inadequate childcare (Q25b)
 - Inadequate transportation (Q25c)
 - Feeling unwelcome (Q25d)
 - Concerns for safety (Q25e)
 - Lack of information or not knowing how to begin (Q25f)
 - Feeling that respondent can't make a difference (Q25g)
- *High Access, Inclusion, and Equal Opportunity* refers to the highest mean score on five questions: General respect (Q33), Job opportunities (Q34a), Educational opportunities (Q34b), Healthcare opportunities (Q34c), and Treatment within the criminal justice system (Q35rc). Possible scores ranged from -1 to +1, with +.25 to +1 considered as having High Access, Inclusion, and Equal Opportunity.
- *High Rating as a Place to Live* is the highest rating that respondents gave Mecklenburg County as a place to live for a diverse group of people. This rating was calculated from at least five of nine questions. Possible scores range from 1 thru 5, and 4–5 was categorized as High. The ratings that respondents gave to the following nine questions were used to construct this measure: immigrants from other countries (Q32a), newcomers from other parts of the United States (Q32b), families with children under the age of eighteen (Q32c), gay or lesbian people (Q32d), senior citizens (Q32e), single adults (Q32f), young adults entering the workforce (Q32g), racial and ethnic minorities (Q32h), and persons with disabilities (Q32i).

Appendix C: Survey Instrument

Introduction: “Hello, this is _____ with UNC Charlotte’s Urban Institute. This month we are conducting research on public opinion in Mecklenburg County and we’d appreciate your help and cooperation. Before we begin, this interview will take approximately 13 minutes. The interview may be monitored for quality assurance purposes, but all information obtained in this study will remain confidential. In what county is this household located?”

- | | |
|-------------------------|---|
| 1. Mecklenburg | (Continue with survey) |
| 2. Outside Mecklenburg | (Say: “Thank you for your help. At this time, we are surveying Mecklenburg County residents only.”) |
| 3. Don’t know / Refused | (Say: “Thank you for your help. At this time, we are surveying Mecklenburg County residents only.”) |

[**Gender:** Interviewer: record RS's gender, if necessary say: I am recording that you are a male/female.)
<GENDER>

1. Male 2. Female

▪ First I have a few questions about our region’s economy.

1. What city or town do you live in? <CITY_STR> [STRING] (**Putnam 21, long form 2a**)

- | | | |
|-----------------|-----------------------|-----------------------------------|
| 1. Charlotte | 6. Midland | 11. Other, Specify |
| 2. Cornelius | 7. Mint Hill | 12. Unincorporated area of county |
| 3. Davidson | 8. Pineville | 13. Don’t know |
| 4. Huntersville | 9. Stallings (part) | 14. Refused |
| 5. Matthews | 10. Weddington (part) | |

2. Thinking about six months from now, do you think it will be easier, harder, or the same for someone like you to find a job in the Charlotte region?

- | | | |
|-------------------------|--------------------------|------------|
| 1. Easier to find a job | 3. About the same income | 5. Refused |
| 2. Harder to find a job | 4. Don’t know | |

3. Thinking about six months from now, do you think your income will be higher, lower, or the same as it is today?

- | | | |
|------------------|--------------------------|------------|
| 1. Higher income | 3. About the same income | 5. Refused |
| 2. Lower income | 4. Don’t know | |

4. Using a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate the availability of affordable housing in your community?

- | | | | | | | |
|------|---|---|---|-----------|----|---------|
| Poor | | | | Excellent | DK | Refused |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

▪ I would now like to ask you about various public services.

5. As you think about the effectiveness of public services provided by local government, how satisfied are you with the following public services? Using a scale of 1 to 5 with 1 being very satisfied and 5 being not at all satisfied how would you rate the following services?

- | | Very Satisfied | Somewhat Satisfied | Neutral | Not very Satisfied | Not at all Satisfied | Refused |
|------------------|----------------|--------------------|---------|--------------------|----------------------|---------|
| 5a Streets | 1 | 2 | 3 | 4 | 5 | 6 |
| 5b Parks | 1 | 2 | 3 | 4 | 5 | 6 |
| 5c Trash removal | 1 | 2 | 3 | 4 | 5 | 6 |
| 5d Libraries | 1 | 2 | 3 | 4 | 5 | |

- I now have some questions about education in your county.
6. Education is an important factor in the quality of life in our community. In your opinion, is the quality of the education provided by Charlotte-Mecklenburg Schools excellent, good, fair, or poor?
1. Excellent 2. Good 3. Fair 4. Poor 5. Don't know 6. Refused
7. Do you **have** any children who attend Charlotte Mecklenburg Schools?
1. Yes 2. No 3. Refused
- Please tell me if you strongly disagree, somewhat disagree, neutral, somewhat agree, or strongly agree to the following statements.

8. Charlotte Mecklenburg Schools promote positive relations among students of diverse background.
1. Strongly disagree 3. Neutral 5. Strongly agree 7 Refused
 2. Somewhat disagree 4. Somewhat agree 6. Don't know

9. All Charlotte Mecklenburg schools have the same resources.
1. Strongly disagree 3. Neutral 5. Strongly agree 7 Refused
 2. Somewhat disagree 4. Somewhat agree 6. Don't know

10. Do you think Charlotte Mecklenburg Schools are becoming more racially segregated?
1. Yes 2. No 3. Don't know 4. Refused

- Next I would like to ask you about your health and health care.

11. Are you currently covered by any type of health insurance such as coverage through your employer, Medicaid, Medicare, or private insurance?
1. Yes 2. No 3. Refused

12. And how would you describe your overall state of health these days? Would you say it is excellent, very good, good, fair, or poor? <HEALTH> **(Putnam 11a)**
1. Excellent 2. Very Good 3. Good 4. Fair 5. Poor 6. Don't know 7. Refused

- My next questions are about public affairs.

13. Are you currently registered to vote? <REGVOTE> **(Putnam 4)**
1. Yes 2. No 3. Not eligible to vote (Volunteered) 4. Don't know 5. Refused

14. People and families contribute money, property or other assets for a wide variety of charitable purposes. During the past 12 months, approximately how much money did you and the other family members in your household contribute to all secular causes and all religious causes, including your local religious congregation? <GIVE> **(Putnam 9)**

(IF NECESSARY: By contribution, I mean a voluntary contribution with no intention of making a profit or obtaining goods or services for yourself.) (IF NECESSARY: REPEAT ASSURANCES OF CONFIDENTIALITY)

1. None 2. Less than \$100 3. \$100 to less than \$500 4. \$500 to less than \$1000
 5. \$1000 to less than \$5000 6. \$5000 or more 7. Don't know 8. Refused

- I want to change subjects now and ask about the groups and organizations you may be involved with.

15. First, what is your religious preference? **(Putnam long form 29)**

- | | | | |
|-------------------|----------|---------------------------|---------------|
| 1 Protestant | 4 Jewish | 7 Buddhist | 10 DK/Refused |
| 2 Catholic | 5 Muslim | 8 None | |
| 3 Other Christian | 6 Hindu | 9 Other religion, specify | |

16. Not including weddings and funerals, how often do you attend religious services? (IF NECESSARY PROBE WITH CATEGORIES) (Every week (or more often)/Almost every week/Once or twice a month/A few times per year/Less often than that//Never/Don't know/Refused) <RELATEND> **(Putnam 8)**

- | | | |
|-------------------------------|-------------------------|--------------------------|
| 1. Every week (or more often) | 2. Almost every week | 3. Once or twice a month |
| 4. A few times per year | 5. Less often than that | 6. Never |
| 7. Don't know | 8. Refused | |

17. Now I am going to ask you how many times you've done certain things in the past 12 months, if at all. For all of these, I want you just to give me your best guess, and don't worry that you might be off a little. About how many times in the past 12 months have you (ACTIVITY): **(Putnam 6)**
RANDOMIZE A-J

(Note: for all questions 17A-17J, interviewer probes for an actual number and if respondent can not provide an actual number, the interviewer follows up with:

Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that? 97 = Don't know 99 = Refused

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2-4 times or 5-9 times? VALID RANGE 0 to 53

17a. (How many times in the past twelve months have you) **Worked on a community project?**
<CPROJECT>

_____times 97 Don't Know 99 Refused **(Putnam)**

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2-4 times or 5-9 times? < PROJECT >

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2-4 times | 98. Don't Know |
| 5. 5-9 times | 99. Refused |
| 6. About once a month on average | |

17b. (How many times in the past twelve months have you) **Attended any public meeting in which there was discussion of town or school affairs?** <CPUBMEET> **(Putnam 6)**
_____times 98 Don't Know 99 Refused

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times? < PROJCT >

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2-4 times | 98. Don't Know |
| 5. 5-9 times | 99. Refused |
| 6. About once a month on average | |

17c. (How many times in the past twelve months have you) **Attended a political meeting or rally?** <CRALLY> **(Putnam)**
_____times 98 Don't Know 99 Refused

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times? < RALLY >

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2–4 times | 98. Don't Know |
| 5. 5–9 times | 99. Refused |
| 6. About once a month on average | |

17d. (How many times in the past twelve months have you) **Attended any club or organizational meeting (not including meetings for work)?** <CORGMTG> **(Putnam)**
_____times 98 Don't Know 99 Refused

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times? < ORGMTG > **(Putnam)**

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2–4 times | 98. Don't Know |
| 5. 5–9 times | 99. Refused |
| 6. About once a month on average | |

17e. (How many times in the past twelve months have you) **had friends over to your home?**
<CFRDVIS> **(Putnam)** _____times 98 Don't Know 99 Refused

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times? < ORGMTG >

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2–4 times | 98. Don't Know |
| 5. 5–9 times | 99. Refused |
| 6. About once a month on average | |

17f. (How many times in the past twelve months have you) **been in the home of a friend of a different race or had them in your home?** <CFRDRAC> **(Putnam)**
_____times 98 Don't Know 99 Refused

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times? < ORGMTG >

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2–4 times | 98. Don't Know |
| 5. 5–9 times | 99. Refused |
| 6. About once a month on average | |

17g. (How many times in the past twelve months have you) **been in the home of someone of a different neighborhood or had them in your home?** <CFRDXNEI> **(Putnam)**
_____times 98 Don't Know 99 Refused

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times? < FRDXNEI >

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2–4 times | 98. Don't Know |
| 5. 5–9 times | 99. Refused |
| 6. About once a month on average | |

17h. (How many times in the past twelve months have you) **volunteered?** <CVOLTIM> **(Putnam)**
(If necessary say, Volunteering refers to any unpaid work that you do to help other people other than your family and friends that you work with.

_____times 98 Don't Know 99 Refused

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times? < VOLTIM >

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2–4 times | 98. Don't Know |
| 5. 5–9 times | 99. Refused |
| 6. About once a month on average | |

17i. (How many times in the past twelve months have you) **met a friend of a different race/ethnicity outside of work for a meal or for coffee or some other drink?** (Even if this friend is someone you know from work, if you met with this friend outside of work, please count this meeting.)

_____times 98 Don't Know 99 Refused

(IF RESPONDENT IS UNABLE TO ANSWER, PROBE:) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times?

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2–4 times | 98. Don't Know |
| 5. 5–9 times | 99. Refused |
| 6. About once a month on average | |

- We are interested in how people may participate in online groups in the Charlotte region. By online groups, we mean groups that provide information or support primarily through email or the internet. We want to ask you a series of questions about groups of this type in Mecklenburg County.

18. Thinking about the clubs or organizations that you belong to here in Charlotte, do any of your clubs or organizations have information available on the web, such as a bulletin board or a discussion board?

1. Yes 2. No 3. Don't belong to any clubs/organizations 4. Don't know
5. Refused

19. Do you have Internet access?

1. Yes **Go to 20** 2. No **Skip to 23** 3. Refused **Skip to 23**

20. Are you involved in any group that meets only over the Internet?

1. Yes 2. No 3. Refused

21. On average, how many hours per week do you spend online, excluding any work-related online time?
_____ hours per week

22. How many times in the past twelve months have you accessed city or county information online?
(IF RESPONDENT IS UNABLE TO ANSWER, PROBE :) Would you say you never did this, did it once, a few times, about once a month on average, twice a month, about once a week on average, or more often than that?

(IF RESPONDENT ANSWERS "A FEW TIMES", PROBE WITH:) Would that be closer to 2–4 times or 5–9 times?

- | | |
|---|---------------------------------|
| 1. Never did this | 7. Twice a month |
| 2. Once | 8. About once a week on average |
| 3. A few times (enter only if figure cannot be clarified) | 9. More than once a week |
| 4. 2-4 times | 97. Don't Know |
| 5. 5-9 times | 99. Refused |
| 6. About once a month on average | |

23. I'm going to list some of the types of organizations where people do volunteer work. Just tell me whether you have done any volunteer work for each in the past twelve months. ... **(Putnam long form 59)**

PROGRAMMING RANDOMIZE A-F

23a. **(SKIP UNLESS RELMEM=1)** For your place of worship **(Putnam)**

1. Yes 2. No 3. Don't know 4. Refused

23b. For health care or fighting particular diseases **(Putnam)**

1. Yes 2. No 3. Don't know 4. Refused

23c. For school or youth programs **(Putnam)**

1. Yes 2. No 3. Don't know 4. Refused

23d. For any organization to help the poor or elderly **(Putnam)**

1. Yes 2. No 3. Don't know 4. Refused

23e. For any arts or cultural organizations **(Putnam)**

1. Yes 2. No 3. Don't know 4. Refused

23f. For any neighborhood or civic group **(Putnam)**

1. Yes 2. No 3. Don't know 4. Refused

24. Of all the groups that you are involved with, including both religious and non-religious ones, please think of the one that is MOST IMPORTANT to you and about the members of this group you are involved with.

[PROGRAMMER-RANDOMIZE]

[Interviewer: if RS is unsure about group, clarify with: Think of the group that you spend the most time on.]

24a. Of this group about how many would you say are the same gender as you? Would you say all, most, some, only a few, or none of them?

1. All 2. Most 3. Some 4. Only a few 5. None 6. Don't know 7 Refused

24b. Of this group about how many of them are the same race/ethnicity as you? Would you say all, most, some, only a few, or none of them?
 1. All 2. Most 3. Some 4. Only a few 5. None 6. Don't know 7 Refused

24c. Of this group about how many of them are of the same educational level as you? Would you say all, most, some, only a few, or none of them?
 1. All 2. Most 3. Some 4. Only a few 5. None 6. Don't know 7 Refused

- Thinking about your own life, I would like you to tell me whether any of the following obstacles or barriers makes it difficult for you to be involved with your community.

25. I'd like you to tell me whether each of the following is a very important obstacle, somewhat important, or not at all important. [RANDOMIZE A-G]

	Very Important	Somewhat Important	Not at all Important	Not Applicable	Refused
25a. An inflexible or demanding work schedule	1	2	3	4	5
25b. Inadequate childcare	1	2	3	4	5
25c. Inadequate transportation	1	2	3	4	5
25d. Feeling unwelcome	1	2	3	4	5
25e. Concerns for your safety	1	2	3	4	5
25f. Lack of information or not knowing how to begin	1	2	3	4	5
25g. Feeling that you can't make a difference	1	2	3	4	5

- My next questions are about the community in which you live.

26. How many years have you lived in your community? **(Putnam long form 12)**
 1. Less than 1 year 3. 6–10 years 5. More than 20 years 7. Don't know
 2. 1–5 years 4. 11–20 years 6. All my life 8. Refused

27. Overall, how would you rate your community as a place to live — excellent, good, only fair, or poor? **(Putnam long form 14)**
 1. Excellent 2. Good 3. Only Fair 4. Poor 5. Don't know 6. Refused

28. Next I have a question about your IMMEDIATE NEIGHBORS. These are the 10 or 20 households that live closest to you. About how often do you talk to or visit with your immediate neighbors — just about everyday, several times a week, several times a month, once a month, several times a year, once a year or less, or never? **(Putnam long form 51)**
 1. Just about everyday 4. Once a month 7. Never
 2. Several times a week 5. Several times a year 8. Don't know
 3. Several times a month 6. Once a year or less 9. Refused

29. Now I'd like to ask you a few questions about the local community where you live. If public officials asked everyone to conserve water or electricity because of some emergency, how likely is it that people in your community would cooperate — would you say it is very likely, likely, unlikely, or very unlikely? **(Putnam long form 11)**
 1. Very likely 2. Likely 3. Neither/Depends (Volunteered) 4. Unlikely 5. Very Unlikely
 8. Don't Know 9. Refused

30. Where you live now, about what percent of your neighbors are the same race/ethnicity as you?
 _____ percent 998 Don't know 999 Refused

31. Think back to the neighborhood you lived in when you were growing up, in that neighborhood about what percent of your neighbors were of the same race/ethnicity as you?
 _____ percent Don't know Refused

32. When thinking about Mecklenburg County as a place to live and the opportunities and amenities it provides, how would you rate Mecklenburg County for the following groups of people. Would you say it is very poor, poor, average, good or excellent for.....? [PROGRAMMER-Randomize]

	Very Poor	Poor	Average	Good	Excellent	DK	Refused
32a. Immigrants from other countries	1	2	3	4	5	6	7
32b. Newcomers from other parts of the US	1	2	3	4	5	6	7
32c. Families w/ children under the age of 18	1	2	3	4	5	6	7
32d. Gay or lesbian people	1	2	3	4	5	6	7
32e. Senior citizens	1	2	3	4	5	6	7
32f. Single adults	1	2	3	4	5	6	7
32g. Young adults entering the workforce	1	2	3	4	5	6	7
32h. Racial and ethnic minorities	1	2	3	4	5	6	7
32i. Persons with disabilities	1	2	3	4	5	6	7

▪ These next questions focus on access, inclusion, and equal opportunity within the community.

33. In general, do you feel members of different races and ethnicities in Mecklenburg County are treated with the same amount of respect as you? Or do you feel they are treated with less respect or more respect than you?

34. I am going to read you a list of opportunities and could you please tell me, in general, if you feel members of a different race, cultural, or ethnic background receive better or worse opportunities than you, or are they the same?

	Better opportunities	Same opportunities	Worse opportunities	Don't Know	Refused
39a Job opportunities	1	2	3	4	5
39b Educational opportunities	1	2	3	4	5
39c Healthcare opportunities	1	2	3	4	5

35. In general, do you feel members of a different race, cultural, or ethnic backgrounds receive better or worse treatment within the criminal justice system as you, or is it the same?

1. Better treatment 2. Worse treatments 3. Same treatment 4. DK 5. Refused

▪ Now I want to ask some questions about you, your family and your friends.

36. Thinking now about everyone that you would count as a PERSONAL FRIEND, not just your closest friends—do you have a personal friend who... **(Putnam long form 55)**

PROGRAMMING: PARTS A-K IN RANDOM ORDER

36a. Owns their own business? **(Putnam)**

1. Yes 2. No 3. Don't know 4. Refused

36b. Is a manual worker? (IF NECESSARY: Works in a factory, as a truck driver, or as a laborer.)

(Putnam)

1. Yes 2. No 8. Don't know 9. Refused

36c. Has been on welfare? **(Putnam)**

1. Yes 2. No 8. Don't know 9. Refused

36d. Owns a vacation home? **(Putnam)**

1. Yes 2. No 8. Don't know 9. Refused

36e. [coded to signify, has personal friend with a different religious orientation] **(Putnam)**

(IF <RELIG>=1) Is not Protestant?

(IF <RELIG>=2) Is not Catholic?

(IF <RELIG>=3) Has a different Christian religion than you?

(IF <RELIG>=4) Is not Jewish?

(IF <RELIG>=5) Is not Muslim?

(IF <RELIG>=6) Is not Hindu?

(IF <RELIG>=7) Is not Buddhist?

(IF <RELIG>=8) You consider to be very religious?

(IF <RELIG>=9) Has a different religion than you?

(IF <RELIG>=10) You consider to be very religious?

1. Yes 2. No 8. Don't know 9. Refused

36f. Is White? <BWHT> **(Putnam)**

1. Yes 2. No 8. Don't know 9. Refused

36g. Is Latino or Hispanic? <BHISP> **(Putnam)**

1. Yes 2. No 8. Don't know 9. Refused

36h. Is Asian? <BASN> **(Putnam)**

1. Yes 2. No 8. Don't know 9. Refused

36i. Is Black or African American? <BBLK> **(Putnam)**

1. Yes 2. No 8. Don't know 9. Refused

36j. Is of Arab ancestry?

1. Yes 2. No 8. Don't know 9. Refused

36k. Is Gay or Lesbian? <BGAY> **(Putnam)**

1. Yes 2. No 8. Don't know 9. Refused

36l. You would describe as a community leader? <BLEADER> **(Putnam)**

1. Yes 2. No 8. Don't know 9. Refused

- Now I am going to read a list of statements. For each please tell me whether you agree strongly, agree somewhat, disagree somewhat, or disagree strongly. **(Putnam long form)**

37a. Television is my primary form of entertainment. **(Putnam long form 38b)**

1. Agree strongly 4. Disagree somewhat 8. Don't know
2. Agree somewhat 5. Disagree strongly 9. Refused
3. Neither/depends(Volunteered)

37ab. And how many hours per day do you usually watch television?

Use 99 for Refused]

_____ hours

37b. Immigrants are getting too demanding in their push for equal rights. **(Putnam long form 38d)**

- | | | |
|--------------------------------|----------------------|---------------|
| 1. Agree strongly | 4. Disagree somewhat | 8. Don't know |
| 2. Agree somewhat | 5. Disagree strongly | 9. Refused |
| 3 Neither/depends(Volunteered) | | |

37c. Religion is very important in my life. **(Putnam long form 38e)**

- | | | |
|--------------------------------|----------------------|---------------|
| 1. Agree strongly | 4. Disagree somewhat | 8. Don't know |
| 2. Agree somewhat | 5. Disagree strongly | 9. Refused |
| 3 Neither/depends(Volunteered) | | |

- I'd like to ask you some questions about how you view other people, groups and institutions.

38. Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people? <TRUST> **(Putnam 1) Read 1-4**

- | | | |
|-----------------------------|--------------------------|------------|
| 1. People can be trusted | 3. (VOLUNTEERED) Depends | 5. Refused |
| 2. You can't be too careful | 4. Don't know | |

- Next, we'd like to know how much you trust different groups of people. First, think about (GROUP). Generally speaking, would you say that you can trust them a lot, some, only a little or not at all? How about.....

38a. People in your neighborhood **(Putnam 2a)**

- | | | | |
|---------------------------------|--------------------|-----------------------------|--------------------------|
| 1. Trust them a lot | 2. Trust them some | 3. Trust them only a little | 4. Trust them not at all |
| 5. Does not apply (Volunteered) | | 8. Don't Know | 9. Refused |

38b. (How about) The police in your local community (would you say that you can trust them a lot, some, only a little, or not at all?) <TRCOP> **(Putnam 2b)**

- | | | | |
|---------------------------------|--------------------|-----------------------------|--------------------------|
| 1. Trust them a lot | 2. Trust them some | 3. Trust them only a little | 4. Trust them not at all |
| 5. Does not apply (Volunteered) | | 8. Don't Know | 9. Refused |

38c. (How about) White people? <TRWHT> **(Putnam 2d)**

- | | | | |
|---------------------------------|--------------------|-----------------------------|--------------------------|
| 1. Trust them a lot | 2. Trust them some | 3. Trust them only a little | 4. Trust them not at all |
| 5. Does not apply (Volunteered) | | 8. Don't Know | 9. Refused |

38d. (How about) African Americans or Blacks? <TRBLK> **(Putnam 2e)**

- | | | | |
|---------------------------------|--------------------|-----------------------------|--------------------------|
| 1. Trust them a lot | 2. Trust them some | 3. Trust them only a little | 4. Trust them not at all |
| 5. Does not apply (Volunteered) | | 8. Don't Know | 9. Refused |

38e. (How about) Hispanics or Latinos? **(Putnam 2f)**

- | | | | |
|---------------------------------|--------------------|-----------------------------|--------------------------|
| 1. Trust them a lot | 2. Trust them some | 3. Trust them only a little | 4. Trust them not at all |
| 5. Does not apply (Volunteered) | | 8. Don't Know | 9. Refused |

38f. (How about) Asians? **(Putnam 2g)**

- | | | | |
|---------------------------------|--------------------|-----------------------------|--------------------------|
| 1. Trust them a lot | 2. Trust them some | 3. Trust them only a little | 4. Trust them not at all |
| 5. Does not apply (Volunteered) | | 8. Don't Know | 9. Refused |

38g. (How about) people of Arab ancestry?

- | | | | |
|---------------------------------|--------------------|-----------------------------|--------------------------|
| 1. Trust them a lot | 2. Trust them some | 3. Trust them only a little | 4. Trust them not at all |
| 5. Does not apply (Volunteered) | | 8. Don't Know | 9. Refused |

39. Have you ever heard of the community project called Crossroads Charlotte?

- | | | |
|------------------------------|-------|------------|
| 1. Yes (Go to next question) | 2. No | 3. Refused |
|------------------------------|-------|------------|

40. Can you please tell me what you think of when you think of this organization?

[INTERVIEWER: After RS answers question if they ask of Crossroads Charlotte you may respond with “Crossroads Charlotte is a civic engagement initiative that provides a way for people in the Charlotte, NC area to collectively choose a future for the community.” If RS requests information on Crossroads Charlotte, please refer them to www.crossroadscharlotte.org.]

▪ Our last questions are used to ensure that our sample for this survey accurately reflects the population as a whole.

41. First, we'd like to know if you are working now, temporarily laid off, or if you are unemployed, retired, permanently disabled, a homemaker, a student, or what? (INTERVIEWER: IF MULTIPLE RESPONSES ARE GIVEN, ENTER THE ONE WITH THE LOWEST CODE NUMBER.)

<LABOR> (Putnam 13)

1 Working **Go to Q41a**

2. Temporarily laid off

3. Unemployed

4. Retired

5. Permanently Disabled

6. Homemaker

7. Student

8. Don't Know

9. Refused

Go to Q42

41a. Think of the five people you speak with the most at work. How many of these individuals are the same race as you?

_____ people

42. Next, in what year were you born? <BYEAR> VALID RANGE 1880-1982

(Putnam 14, long form 60))

[Interviewer: Use 9999 for Refused]

_____ (year born)

43. What is the highest grade of school or year of college you have completed? <EDUC> (Putnam 15, long form 61)

1. Less than high school (Grade 11 or less) **Go to 43a**

2. High school diploma (including GED) **Skip to 44**

3. Some college **SKIP TO 44**

4. Assoc. degree (2 year) or specialized technical training **SKIP TO 44**

5. Bachelor's degree **SKIP TO 44**

6. Some graduate training **SKIP TO 44**

7. Graduate or professional degree **SKIP TO 44**

8. Don't know **SKIP TO 44**

9. Refused **SKIP TO 44**

43a. Do you have a GED or high school equivalency? <EDUC2> (Putnam 15 long form 61a)

1. Yes

2. No

3. Don't know

4. Refused

50c Would that be: (READ 1-5) <YP_3> **(Putnam 20c)**

1. \$30,000 but less than \$50,000
2. \$50,000 but less than \$75,000
3. \$75,000 but less than \$100,000
4. \$100,000 but less than \$150,000
5. \$150,000 or more
6. Don't Know
7. Refused

51. Could you please tell me what is your zip code? **(long form 3)** _____

This completes our survey. Thank you very much for your help and cooperation. If you have any questions about this survey, please call the UNC Charlotte Urban Institute at (704) 687-2317.

[INTERVIEWER: Fill in your CATI ID number _____]

Appendix D: Unweighted Frequencies⁴¹

2008 Crossroads Charlotte Social Capital Benchmark Survey			
		Frequency	Percent
	In what county is this household located? Mecklenburg	856	100
	Gender		
	Male	422	49.3
	Female	434	50.7
		856	100
Q1	What city or town do you live in?		
	Charlotte	699	78.2
	Cornelius	28	3.3
	Davidson	11	1.3
	Huntersville	63	7.4
	Matthews	47	5.5
	Mint Hill	21	2.5
	Pineville	10	1.2
	Weddington (part)	3	.4
	Unincorporated area of the county	3	.4
	Refused	1	.1
		856	100
Q2	Thinking about six months from now, do you think it will be easier, harder, or the same for someone like you to find a job in the Charlotte region?		
	Easier to find a job	80	9.3
	Harder to find a job	359	41.9
	About the same	301	35.2
	Don't know	111	13.0
	Refused	5	.6
		856	100
Q3	Thinking about six months from now, do you think your income will be higher, lower, or the same as it is today?		
	Higher income	238	27.8
	Lower income	71	8.3
	About the same income	516	60.3
	Don't know	29	3.4
	Refused	2	.2
		856	100

⁴¹ Reflects raw data of survey results. Weighting procedures are available on page 191 (Appendix B).

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q4	Using a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate the availability of affordable housing in your community?		
	1 poor	60	7
	2	109	12.7
	3	318	37.1
	4	197	23
	5 excellent	123	14.4
	Don't know	48	5.6
	Refused	1	.1
	856	100	
Q5a	As you think about the effectiveness of public services provided by local government, how satisfied are you with the following public services? How about streets?		
	Very Satisfied	109	12.7
	Somewhat Satisfied	233	27.2
	Neutral	229	26.8
	Not Very Satisfied	193	22.5
	Not at all Satisfied	91	10.6
	Refused	1	.1
		856	100
Q5b	How about parks?		
	Very Satisfied	257	30.0
	Somewhat Satisfied	269	31.4
	Neutral	216	25.2
	Not Very Satisfied	74	8.6
	Not at all Satisfied	16	1.9
	Refused	24	2.8
	856	100	
Q5c	How about trash Removal?		
	Very Satisfied	370	43.2
	Somewhat Satisfied	249	29.1
	Neutral	114	13.3
	Not Very Satisfied	76	8.9
	Not at all Satisfied	37	4.3
	Refused	10	1.2
	856	100	
Q5d	How about libraries?		
	Very Satisfied	421	49.2
	Somewhat Satisfied	220	25.7
	Neutral	111	13.0
	Not Very Satisfied	50	5.8
	Not at all Satisfied	30	3.5
	Refused	24	2.8
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q6	Education is an important factor in the quality of life in our community. In your opinion, is the quality of the education provided by Charlotte-Mecklenburg Schools excellent, good, fair, or poor?		
	Excellent	56	6.5
	Good	294	34.3
	Fair	258	30.1
	Poor	128	15.0
	Don't Know	117	13.7
	Refused	3	.4
		856	100
Q7	Do you have any children who attend Charlotte- Mecklenburg Schools?		
	Yes	215	25.1
	No	640	74.8
	Refused	1	.1
		856	100
Q8	Please tell me if you strongly disagree, somewhat disagree, neutral, somewhat agree, or strongly agree to the following statements. Charlotte-Mecklenburg Schools promote positive relations among students of diverse background		
	Strongly disagree	62	7.2
	Somewhat disagree	108	12.6
	Neutral	118	13.8
	Somewhat agree	269	31.4
	Strongly agree	136	15.9
	Don't Know	160	18.7
	Refused	3	.4
		856	100
Q9	All Charlotte-Mecklenburg schools have the same resources.		
	Strongly disagree	334	39.0
	Somewhat disagree	191	22.3
	Neutral	48	5.6
	Somewhat agree	91	10.6
	Strongly agree	33	3.9
	Don't Know	157	18.3
	Refused	2	.2
		856	100
Q10	Do you think Charlotte-Mecklenburg Schools are becoming more racially segregated?		
	Yes	372	43.5
	No	243	28.4
	Don't Know	238	27.8
	Refused	3	.4
		856	100
Q11	Are you currently covered by any type of health insurance such as coverage through your employer, Medicaid, Medicare, or private insurance?		
	Yes	743	86.8
	No	113	13.2
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q12	And how would you describe your overall state of health these days? Would you say it is excellent, very good, good, fair, or poor?		
	Excellent	230	26.9
	Very Good	266	31.1
	Good	243	28.4
	Fair	95	11.1
	Poor	22	2.6
		856	100
Q13	Are you currently registered to vote?		
	Yes	709	82.8
	No	115	13.4
	Not eligible to vote (volunteered)	32	3.7
		856	100
Q14	During the past 12 months, approximately how much money did you and the other family members in your household contribute to all secular causes and all religious causes, including your local religious congregation?		
	None	98	11.4
	<\$100	78	9.1
	\$100 to <\$500	158	18.5
	\$500 to <\$1000	112	13.1
	\$1000 to <\$5000	201	23.5
	\$5000 or more	92	10.7
	Don't Know	79	9.2
	Refused	38	4.4
		856	100
Q15	What is your religious preference?		
	Protestant	475	55.5
	Catholic	148	17.3
	Other Christian	88	10.3
	Jewish	14	1.6
	Muslim	4	.5
	Hindu	4	.5
	Buddhist	2	.2
	None	84	9.8
	Non-denominational Christian	5	.6
	Messianic	1	.1
	Unitarian	4	.5
	Believes in all religions	1	.1
	Agnostic	2	.2
	Wicken	1	.1
	Salvation Army	1	.1
	Eckanar	1	.1
	Spiritual	1	.1
	Open to all religions	1	.1
Don't know or Refused	19	2.2	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q16	Not including weddings and funerals, how often do you attend religious services?		
	Every week (or more often)	338	39.5
	Almost every week	83	9.7
	Once or twice a month	163	19.0
	A few times a year	137	16.0
	Less often than that	32	3.7
	Never	91	10.6
	Don't know	2	.2
	Refused	10	1.2
	856	100	
Q17a	About how many times in the past 12 months have you worked on a community project?		
	0	480	56.1
	1	79	9.2
	2	80	9.3
	3	56	6.5
	4	24	2.8
	5	27	3.2
	6	16	1.9
	7	1	.1
	8	5	.6
	9	1	.1
	10	10	1.2
	12	20	2.3
	14	2	.2
	15	3	.4
	20	7	.8
	24	3	.4
	25	2	.2
	30	4	.5
	32	1	.1
40	2	.2	
48	2	.2	
50	5	.6	
52	3	.4	
53	22	2.6	
Refused	1	.1	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q17b	Attended any public meeting in which there was discussion of town/school affairs?		
	0	507	59.2
	1	77	9.0
	2	96	11.2
	3	49	5.7
	4	34	4.0
	5	31	3.6
	6	11	1.3
	7	4	.5
	8	3	.4
	10	12	1.4
	12	16	1.9
	13	1	.1
	15	3	.4
	20	4	.5
	24	2	.2
	25	1	.1
	48	1	.1
	53	2	.2
	Refused	2	.2
	856	100	
Q17c	Attended a political meeting or rally?		
	0	659	77.0
	1	71	8.3
	2	50	5.8
	3	27	3.2
	4	10	1.2
	5	16	1.9
	6	5	.6
	7	2	.2
	10	4	.5
	12	3	.4
	15	1	.1
	24	2	.2
	25	1	.1
	30	1	.1
	50	1	.1
	53	1	.1
	Refused	2	.2
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q17d	Attended any club or organizational meeting (not including meetings for work)?		
	0	370	43.2
	1	24	2.8
	2	58	6.8
	3	51	6.0
	4	50	5.8
	5	38	4.4
	6	25	2.9
	7	7	.8
	8	11	1.3
	9	1	.1
	10	29	3.4
	11	4	.5
	12	50	5.8
	15	16	1.9
	16	1	.1
	20	17	2.0
	21	1	.1
	24	21	2.5
	25	19	2.2
	26	1	.1
	30	6	.7
	35	1	.1
	36	5	.6
	40	7	.8
	48	2	.2
	50	5	.6
52	5	.6	
53	28	3.3	
Don't know	2	.2	
Refused	1	.1	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q17e	Had friends over to your home?		
	0	78	9.1
	1	13	1.5
	2	29	3.4
	3	32	3.7
	4	28	3.3
	5	45	5.3
	6	38	4.4
	7	14	1.6
	8	19	2.2
	9	2	.2
	10	75	8.8
	12	80	9.3
	13	1	.1
	14	1	.1
	15	30	3.5
	20	55	6.4
	23	1	.1
	24	31	3.6
	25	19	2.2
	26	1	.1
	30	35	4.1
	35	6	.7
	36	8	.9
	40	12	1.4
	42	3	.4
	45	2	.2
	48	2	.2
50	27	3.2	
52	14	1.6	
53	153	17.9	
Refused	2	.2	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q17f	Been in the home of a friend of a different race or had them in your home?		
	0	229	26.8
	1	35	4.1
	2	89	10.4
	3	62	7.2
	4	48	5.6
	5	47	5.5
	6	25	2.9
	7	9	1.1
	8	13	1.5
	10	44	5.1
	11	1	.1
	12	47	5.5
	15	17	2.0
	17	1	.1
	20	28	3.3
	24	15	1.8
	25	13	1.5
	26	2	.2
	30	11	1.3
	35	1	.1
	36	3	.4
	40	8	.9
	45	1	.1
	48	2	.2
	50	16	1.9
	52	7	.8
	53	79	9.2
Don't know	2	.2	
Refused	1	.1	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q17g	Been in the home of someone of a different neighborhood or had them in your home?		
	0	133	15.5
	1	17	2.0
	2	43	5.0
	3	53	6.2
	4	43	5.0
	5	55	6.4
	6	33	3.9
	7	8	.9
	8	16	1.9
	10	73	8.5
	12	74	8.6
	14	3	.4
	15	28	3.3
	17	1	.1
	20	63	7.4
	23	1	.1
	24	23	2.7
	25	20	2.3
	28	1	.1
	30	22	2.6
	35	1	.1
	36	7	.8
	40	7	.8
	42	1	.1
	45	2	.2
	48	2	.2
50	22	2.6	
52	9	1.1	
53	92	10.7	
Don't know	1	.1	
Refused	2	.2	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q17h	Volunteered?		
	0	294	34.3
	1	29	3.4
	2	57	6.7
	3	40	4.7
	4	28	3.3
	5	46	5.4
	6	51	6.0
	7	9	1.1
	8	15	1.8
	10	47	5.5
	12	40	4.7
	13	2	.2
	15	10	1.2
	16	1	.1
	20	29	3.4
	22	1	.1
	24	24	2.8
	25	10	1.2
	26	1	.1
	30	14	1.6
	32	1	.1
	35	1	.1
	36	1	.1
	40	5	.6
	41	1	.1
	42	3	.4
	48	2	.2
	50	10	1.2
	52	10	1.2
53	68	7.9	
Don't know	2	.2	
Refused	4	.5	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q17i	Met a friend of a different race/ethnicity outside of work for a meal/coffee/some other drink?		
	0	249	29.1
	1	37	4.3
	2	65	7.6
	3	41	4.8
	4	26	3.0
	5	62	7.2
	6	39	4.6
	7	5	.6
	8	4	.5
	9	2	.2
	10	59	6.9
	11	1	.1
	12	42	4.9
	14	1	.1
	15	20	2.3
	16	1	.1
	18	1	.1
	20	28	3.3
	21	1	.1
	24	19	2.2
	25	11	1.3
	30	17	2.0
	32	1	.1
	35	1	.1
	36	5	.6
	40	5	.6
	48	1	.1
	50	12	1.4
	52	14	1.6
53	72	8.4	
	Don't know	4	.5
	Refused	10	1.2
		856	100
Q18	Thinking about the clubs or organizations that you belong to here in Charlotte, do any of your clubs or organizations have information available on the web, such as a bulletin board or discussion board?		
	Yes	407	47.5
	No	203	23.7
	Don't belong to any clubs/organizations	210	24.5
	Don't know	26	3.0
	Refused	10	1.2
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q19	Do you have Internet access?		
	Yes	721	84.2
	No	135	15.8
		856	100
Q20	Are you involved in any group that meets only over the Internet?		
	Yes	55	6.4
	No	664	77.6
	Refused	2	.2
	Question Skipped	135	15.8
		856	100
Q21	On average, how many hours per week do you spend online, excluding any work-related online time?		
	0	47	5.5
	1	74	8.6
	2	67	7.8
	3	57	6.7
	4	40	4.7
	5	82	9.6
	6	29	3.4
	7	43	5.0
	8	33	3.9
	9	2	.2
	10	79	9.2
	12	17	2.0
	1	2	.2
	14	28	3.3
	15	30	3.5
	16	1	.1
	17	1	.1
	20	42	4.9
	21	8	.9
	24	1	.1
	25	3	.4
	28	2	.2
	30	13	1.5
	32	1	.1
	35	2	.2
	40	2	.2
	42	1	.1
	48	1	.1
	50	4	.5
	53	2	.2
	60	2	.2
84	1	.1	
99	4	.5	
Question Skipped	135	15.8	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q22	How many times in the past twelve months have you accessed city or county information online?		
	Never did this	136	15.9
	Once	37	4.3
	A few times	19	2.2
	2-4 times	154	18.0
	5-9 times	149	17.4
	About once a month on average	82	9.6
	Twice a month	50	5.8
	About once a week on average	33	3.9
	More than once a week	58	6.8
	Don't know	1	.1
	Question skipped	135	15.8
Refused	2	.2	
	856	100	
Q23a	I'm going to list some of the types of organizations where people do volunteer work. Just tell me whether you have done any volunteer work for each in the past twelve months. How about for your place of Worship?		
	Yes	395	46.1
	No	454	53.0
	Don't know	4	.5
	Refused	3	.4
	856	100	
Q23b	For health care or fighting particular diseases?		
	Yes	218	25.5
	No	635	74.2
	Don't know	1	.1
	Refused	2	.2
	856	100	
Q23c	For school or youth programs?		
	Yes	324	37.9
	No	528	61.7
	Don't know	2	.2
	Refused	2	.2
	856	100	
Q23d	For any organization to help the poor or elderly?		
	Yes	341	39.8
	No	510	59.6
	Don't know	3	.4
	Refused	2	.2
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q23e	For any arts or cultural organizations?		
	Yes	136	15.9
	No	715	83.5
	Don't know	3	.4
	Refused	2	.2
		856	100
Q23f	For any neighborhood or civic group?		
	Yes	276	32.2
	No	576	67.3
	Don't know	2	.2
	Refused	2	.2
		856	100
Q24a	Of all the groups that you are involved with, including both religious and non-religious ones, please think of the one that is MOST IMPORTANT to you and about the members of this group you are involved with. Of this group about how many would you say are the same gender as you?		
	All	94	11.0
	Most	251	29.3
	Some	386	45.1
	Only a few	42	4.9
	None	29	3.4
	Don't know	36	4.2
	Refused	18	2.1
		856	100
Q24b	Of this group about how many of them are the same race/ethnicity as you?		
	All	134	15.7
	Most	364	42.5
	Some	209	24.4
	Only a few	57	6.7
	None	37	4.3
	Don't know	36	4.2
	Refused	19	2.2
		856	100
Q24c	Of this group about how many of them are the same educational level as you?		
	All	64	7.5
	Most	290	33.9
	Some	267	31.2
	Only a few	89	10.4
	None	34	4.0
	Don't know	94	11.0
	Refused	18	2.1
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q25a	Thinking about your own life, I would like you to tell me whether any of the following obstacles or barriers makes it difficult for you to be involved with your community. I'd like you to tell me whether each of the following is a very important obstacle, somewhat important, or not at all important. How about an inflexible or demanding work schedule?		
	Very important	249	29.1
	Somewhat important	185	21.6
	Not at all important	315	36.8
	Not applicable	105	12.3
	Refused	2	.2
		856	100
Q25b	Inadequate childcare?		
	Very important	126	14.7
	Somewhat important	59	6.9
	Not at all important	422	49.3
	Not applicable	245	28.6
	Refused	4	.5
		856	100
Q25c	Inadequate transportation?		
	Very important	140	16.4
	Somewhat important	97	11.3
	Not at all important	594	69.4
	Not applicable	24	2.8
	Refused	1	.1
		856	100
Q25d	Feeling unwelcome?		
	Very important	110	12.9
	Somewhat important	136	15.9
	Not at all important	586	68.5
	Not applicable	20	2.3
	Refused	4	.5
		856	100
Q25e	Concerns for your safety?		
	Very important	210	24.5
	Somewhat important	152	17.8
	Not at all important	476	55.6
	Not applicable	17	2.0
	Refused	1	.1
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q25f	Lack of information or not knowing how to begin?		
	Very important	171	20.0
	Somewhat important	260	30.4
	Not at all important	401	46.8
	Not applicable	20	2.3
	Refused	4	.5
		856	100
Q25g	Feeling that you can't make a difference?		
	Very important	118	13.8
	Somewhat important	173	20.2
	Not at all important	540	63.1
	Not applicable	21	2.5
	Refused	4	.5
		856	100
Q26	How many years have you lived in your community?		
	Less than 1 year	72	8.4
	1-5 years	291	34.0
	6-10 years	167	19.5
	11-20 years	152	17.8
	More than 20 years	174	20.3
		856	100
Q27	Overall, how would you rate you community as a place to live?		
	Excellent	407	47.5
	Good	337	39.4
	Only fair	95	11.1
	Poor	16	1.9
	Don't know	1	.1
		856	100
Q28	About how often do you talk to or visit with your immediate neighbors?		
	Just about everyday	284	33.2
	Several times a week	289	33.8
	Several times a month	123	14.4
	Once a month	45	5.3
	Several times a year	30	3.5
	Once a year or less	18	2.1
	Never	54	6.3
	Don't know	4	.5
	Refused	9	1.1
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q29	If public officials asked everyone to conserve water or electricity because of some emergency, how likely is it that people in your community would cooperate?		
	Very likely	534	62.4
	Likely	221	25.8
	Neither/depends (volunteered)	22	2.6
	Unlikely	37	4.3
	Very unlikely	15	1.8
	Don't know	25	2.9
	Refused	2	.2
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q30	Where you live now, about what percent of your neighbors are the same race/ethnicity as you?		
	0	15	1.8
	1	16	1.9
	2	12	1.4
	3	9	1.1
	4	4	.5
	5	24	2.8
	6	1	.1
	7	1	.1
	8	1	.1
	10	30	3.5
	12	1	.1
	15	8	.9
	20	23	2.7
	25	16	1.9
	30	30	3.5
	33	7	.8
	35	6	.7
	40	26	3.0
	45	7	.8
	50	93	10.9
	55	1	.1
	60	44	5.1
	65	13	1.5
	66	1	.1
	70	25	2.9
	71	1	.1
	75	62	7.2
	80	78	9.1
	85	23	2.7
	90	79	9.2
	92	1	.1
95	43	5.0	
97	4	.5	
98	15	1.8	
99	19	2.2	
100	81	9.5	
Don't Know	32	3.7	
Refused	4	.5	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q31	Think back to the neighborhood you lived in when you were growing up, in that neighborhood about what percent of your neighbors were of the same race/ethnicity as you?		
	0	10	1.2
	1	4	.5
	2	3	.4
	4	2	.2
	5	9	1.1
	10	13	1.5
	15	2	.2
	20	12	1.4
	25	5	.6
	30	13	1.5
	33	1	.1
	35	1	.1
	40	10	1.2
	45	3	.4
	50	51	6.0
	55	1	.1
	60	10	1.2
	65	2	.2
	66	1	.1
	70	19	2.2
	75	23	2.7
	80	23	2.7
	85	8	.9
	90	59	6.9
	91	1	.1
	94	1	.1
95	54	6.3	
97	2	.2	
98	11	1.3	
99	29	3.4	
100	456	53.3	
Don't Know	10	1.2	
Refused	7	.8	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q32a	When thinking about Mecklenburg County as a place to live and the opportunities and amenities it provides, how would you rate Mecklenburg County for the following groups of people. How about immigrants from other countries?		
	Very Poor	24	2.8
	Poor	90	10.5
	Average	230	26.9
	Good	318	37.1
	Excellent	91	10.6
	Don't know	95	11.1
	Refused	8	.9
	856	100	
Q32b	Newcomers from other parts of the US		
	Very Poor	6	.7
	Poor	39	4.6
	Average	160	18.7
	Good	400	46.7
	Excellent	200	23.4
	Don't know	47	5.5
	Refused	4	.5
	856	100	
Q32c	Families with children under the age of 18		
	Very Poor	10	1.2
	Poor	44	5.1
	Average	168	19.6
	Good	380	44.4
	Excellent	184	21.5
	Don't know	66	7.7
	Refused	4	.5
	856	100	
Q32d	Gay or lesbian people		
	Very Poor	14	1.6
	Poor	103	12.0
	Average	190	22.2
	Good	206	24.1
	Excellent	47	5.5
	Don't know	285	33.3
	Refused	11	1.3
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)	Frequency	Percent
Q32e	Senior Citizens		
	Very Poor	16	1.9
	Poor	79	9.2
	Average	213	24.9
	Good	374	43.7
	Excellent	86	10.0
	Don't know	84	9.8
	Refused	4	.5
	856	100	
Q32f	Single adults		
	Very Poor	10	1.2
	Poor	62	7.2
	Average	197	23.0
	Good	349	40.8
	Excellent	132	15.4
	Don't know	103	12.0
	Refused	3	.4
	856	100	
Q32g	Young adults entering the workforce		
	Very Poor	14	1.6
	Poor	64	7.5
	Average	210	24.5
	Good	361	42.2
	Excellent	133	15.5
	Don't know	69	8.1
	Refused	5	.6
	856	100	
Q32h	Racial and ethnic minorities		
	Very Poor	10	1.2
	Poor	92	10.7
	Average	240	28.0
	Good	353	41.2
	Excellent	73	8.5
	Don't know	83	9.7
	Refused	5	.6
	856	100	
Q32i	Persons with disabilities		
	Very Poor	18	2.1
	Poor	90	10.5
	Average	246	28.7
	Good	291	34.0
	Excellent	60	7.0
	Don't know	148	17.3
	Refused	3	.4
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q33	In general, do you feel members of different races and ethnicities in Mecklenburg County are treated with the same amount of respect as you? Or do you feel they are treated with less respect or more respect than you?		
	Treated with more respect	93	10.9
	Treated with the same amount of respect	444	51.9
	Treated with less respect	213	24.9
	Varies (Volunteered only)	64	7.5
	Don't know	36	4.2
	Refused	6	.7
		856	100
Q34a	I am going to read you a list of opportunities & could you please tell me, in general, if you feel members of a different race/cultural/ethnic background receive better/worse opportunities than you, or are they the same? How about job opportunities?		
	Better	160	18.7
	Same	419	48.9
	Worse	201	23.5
	Don't know	67	7.8
	Refused	9	1.1
		856	100
Q34b	How about educational opportunities?		
	Better	133	15.5
	Same	528	61.7
	Worse	127	14.8
	Don't know	62	7.2
	Refused	6	.7
		856	100
Q34c	How about Healthcare opportunities?		
	Better	132	15.4
	Same	454	53.0
	Worse	193	22.5
	Don't know	70	8.2
	Refused	7	.8
		856	100
Q35	In general, do you feel members of a different race, cultural, or ethnic backgrounds receive better or worse treatment within the criminal justice system as you, or is it the same?		
	Better	104	12.1
	Same	215	25.1
	Worse	364	42.5
	Don't know	163	19.0
	Refused	10	1.2
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q36a	Thinking now about everyone that you would count as a PERSONAL FRIEND, not just your closest friends—do you have a personal friend who owns their own business?		
	Yes	685	80.0
	No	161	18.8
	Don't know	6	.7
	Refused	4	.5
		856	100
Q36b	Is a manual worker?		
	Yes	659	77.0
	No	187	21.8
	Don't know	7	.8
	Refused	3	.4
		856	100
Q36c	Has been on welfare?		
	Yes	366	42.8
	No	425	49.6
	Don't know	63	7.4
	Refused	2	.2
		856	100
Q36d	Owens a vacation home?		
	Yes	591	69.0
	No	254	29.7
	Don't know	8	.9
	Refused	3	.4
		856	100
Q36e	Has personal friend with a different religious orientation?		
	Yes	708	82.7
	No	129	15.1
	Don't know	16	1.9
	Refused	3	.4
		856	100
Q36f	Is White?		
	Yes	797	93.1
	No	54	6.3
	Don't know	2	.2
	Refused	3	.4
		856	100
Q36g	Is Latino or Hispanic?		
	Yes	597	69.7
	No	253	29.6
	Don't know	3	.4
	Refused	3	.4
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q36h	Is Asian?		
	Yes	463	54.1
	No	385	45.0
	Don't know	5	.6
	Refused	3	.4
	856	100	
Q36i.	Is Black or African American?		
	Yes	745	87.0
	No	107	12.5
	Don't know	1	.1
	Refused	3	.4
	856	100	
Q36j	Is of Arab ancestry?		
	Yes	272	31.8
	No	564	65.9
	Don't know	17	2.0
	Refused	3	.4
	856	100	
Q36k	Is Gay or Lesbian?		
	Yes	507	59.2
	No	313	36.6
	Don't know	32	3.7
	Refused	4	.5
	856	100	
Q36l	You would describe as a community leader?		
	Yes	533	62.3
	No	309	36.1
	Don't know	10	1.2
	Refused	4	.5
	856	100	
Q37a	Television is my primary form of entertainment.		
	Agree strongly	209	24.4
	Agree somewhat	228	26.6
	Neither/depends (Volunteered)	16	1.9
	Disagree somewhat	201	23.5
	Disagree strongly	199	23.2
	Don't know	2	.2
	Refused	1	.1
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)	Frequency	Percent
Q37ab	And how many hours per day do you usually watch television?		
	0	22	2.6
	1	233	27.2
	2	231	27.0
	3	142	16.6
	4	107	12.5
	5	48	5.6
	6	33	3.9
	7	6	.7
	8	17	2.0
	10	4	.5
	12	6	.7
	15	2	.2
	16	2	.2
	20	1	.1
	Refused	2	.2
	856	100	
Q37b	Immigrants are getting too demanding in their push for equal rights.		
	Agree strongly	190	22.2
	Agree somewhat	181	21.1
	Neither/depends (Volunteered)	81	9.5
	Disagree somewhat	209	24.4
	Disagree strongly	152	17.8
	Don't know	36	4.2
Refused	7	.8	
	856	100	
Q37c	Religion is very important in my life.		
	Agree strongly	556	65
	Agree somewhat	155	18.1
	Neither/depends (Volunteered)	18	2.1
	Disagree somewhat	71	8.3
	Disagree strongly	54	6.3
	Don't know	1	.1
Refused	1	.1	
	856	100	
Q38	Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?		
	People can be trusted	370	43.2
	You can't be to carefully	416	48.6
	Depends	62	7.2
	Don't know	4	.5
	Refused	4	.5
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q38a	We'd like to know how much you trust different groups of people. How about people in your neighborhood?		
	Trust them a lot	406	47.4
	Trust them some	299	34.9
	Trust them only a little	80	9.3
	Trust them not at all	38	4.4
	Does not apply	6	.7
	Don't know	19	2.2
	Refused	8	.9
	856	100	
Q38b	The police in your local community?		
	Trust them a lot	448	52.3
	Trust them some	295	34.5
	Trust them only a little	55	6.4
	Trust them not at all	31	3.6
	Does not apply	2	.2
	Don't know	18	2.1
	Refused	7	.8
	856	100	
Q38c	White people?		
	Trust them a lot	246	28.7
	Trust them some	419	48.9
	Trust them only a little	86	10.0
	Trust them not at all	37	4.3
	Does not apply	22	2.6
	Don't know	29	3.4
	Refused	17	2.0
	856	100	
Q38d	African Americans or Blacks?		
	Trust them a lot	212	24.8
	Trust them some	424	49.5
	Trust them only a little	95	11.1
	Trust them not at all	46	5.4
	Does not apply	23	2.7
	Don't know	36	4.2
	Refused	20	2.3
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q38e	Hispanics or Latinos?		
	Trust them a lot	196	22.9
	Trust them some	438	51.2
	Trust them only a little	96	11.2
	Trust them not at all	39	4.6
	Does not apply	24	2.8
	Don't know	42	4.9
	Refused	21	2.5
	856	100	
Q38f	Asians?		
	Trust them a lot	223	26.1
	Trust them some	394	46.0
	Trust them only a little	84	9.8
	Trust them not at all	43	5.0
	Does not apply	36	4.2
	Don't know	56	6.5
	Refused	20	2.3
	856	100	
Q38g	People of Arab ancestry?		
	Trust them a lot	173	20.2
	Trust them some	363	42.4
	Trust them only a little	107	12.5
	Trust them not at all	56	6.5
	Does not apply	42	4.9
	Don't know	94	11.0
	Refused	21	2.5
	856	100	
Q39	Have you ever heard of the community project called Crossroads Charlotte?		
	Yes	109	12.7
	No	744	86.9
	Refused	3	.4
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)	Frequency	Percent
Q40	Can you please tell me what you think of when you think of this organization?		
	Doing a good job	3	.4
	Diversity (Within the community)	3	.4
	Believe in it 100%	1	.1
	Gets neighborhood together	1	.1
	Group of leaders trying to help community grow	1	.1
	Very enlightening	1	.1
	Gets various ethnic groups to understand each other	1	.1
	Good program/project that brings people together	4	.5
	Not familiar with it but thinks it will be good	1	.1
	Just heard of it	49	5.7
	No opinion	4	.5
	Guidance and helping	1	.1
	Something to do with the gay community	1	.1
	Huge meeting but didn't attend	1	.1
	Good organization; benefits the community	5	.6
	Youth offenders	1	.1
	Opportunity for connection and breaking barriers	1	.1
	Bridging racial barriers	1	.1
	Would like to know more about it and glad that it's there	1	.1
	Very helpful; making good effort	1	.1
	Parents should be more involved in children's life	1	.1
	Provides assistance to the needy	2	.2
	Providing housing or communities for people	1	.1
	Religion and helping others	1	.1
	Organization of all races	1	.1
	Program to improve race relations	1	.1
	Brings together local businesses to better understand and help their surrounding communities	1	.1
	Community work	1	.1
	Organization to think through things	1	.1
Multi-cultural activities	1	.1	
Don't know	15	1.8	
Question skipped	747	87.3	
Refused	1	.1	
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)	Frequency	Percent
Q41	Employment Status		
	Working	540	63.1
	Temporarily laid off	21	2.5
	Unemployed	38	4.4
	Retired	183	21.4
	Permanently Disabled	17	2.0
	Homemaker	33	3.9
	Student	20	2.3
	Don't know	2	.2
	Refused	2	.2
	856	100	
Q41a	Think of the five people you speak with the most at work. How many of these individuals are the same race as you?		
	0	42	4.9
	1	47	5.5
	2	85	9.9
	3	104	12.1
	4	91	10.6
	5	153	17.9
	Don't know	15	1.8
	Question Skipped	316	36.9
	Refused	3	.4
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q42	In what year were you born?		
	1915	1	.1
	1916	2	.2
	1917	1	.1
	1918	3	.4
	1919	1	.1
	1921	1	.1
	1922	2	.2
	1923	5	.6
	1924	3	.4
	1925	8	.9
	1926	4	.5
	1927	1	.1
	1928	2	.2
	1929	6	.7
	1930	8	.9
	1931	7	.8
	1932	7	.8
	1933	8	.9
	1934	6	.7
	1935	5	.6
	1936	8	.9
	1937	8	.9
	1938	10	1.2
	1939	6	.7
	1940	9	1.1
	1941	14	1.6
	1942	18	2.1
	1943	11	1.3
	1944	13	1.5
	1945	17	2.0
	1946	10	1.2
	1947	19	2.2
	1948	16	1.9
	1949	20	2.3
	1950	12	1.4
	1951	18	2.1
	1952	16	1.9
	1953	12	1.4
	1954	14	1.6
1955	24	2.8	
1956	17	2.0	
1957	21	2.5	
1958	23	2.7	
1959	14	1.6	
1960	17	2.0	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q42	In what year were you born (continued)?		
	1961	19	2.2
	1962	15	1.8
	1963	20	2.3
	1964	15	1.8
	1965	16	1.9
	1966	20	2.3
	1967	19	2.2
	1968	11	1.3
	1969	20	2.3
	1970	13	1.5
	1971	21	2.5
	1972	21	2.5
	1973	13	1.5
	1974	19	2.2
	1975	21	2.5
	1976	11	1.3
	1977	12	1.4
	1978	9	1.1
	1979	7	.8
	1980	16	1.9
	1981	9	1.1
	1982	9	1.1
	1983	8	.9
	1984	7	.8
	1985	6	.7
	1986	3	.4
1987	10	1.2	
1988	4	.5	
1989	11	1.3	
1990	6	.7	
Refused	17	2.0	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q42rc	Age (recode from "In what year were you born?")		
	18	6	.7
	19	11	1.3
	20	4	.5
	21	10	1.2
	22	3	.4
	23	6	.7
	24	7	.8
	25	8	.9
	26	9	1.1
	27	9	1.1
	28	16	1.9
	29	7	.8
	30	9	1.1
	31	12	1.4
	32	11	1.3
	33	21	2.5
	34	19	2.2
	35	13	1.5
	36	21	2.5
	37	21	2.5
	38	13	1.5
	39	20	2.3
	40	11	1.3
	41	19	2.2
	42	20	2.3
	43	16	1.9
	44	15	1.8
	45	20	2.3
	46	15	1.8
	47	19	2.2
	48	17	2.0
	49	14	1.6
	50	23	2.7
	51	21	2.5
	52	17	2.0
	53	24	2.8
	54	14	1.6
	55	12	1.4
	56	16	1.9
	57	18	2.1
	58	12	1.4
	59	20	2.3
	60	16	1.9
	61	19	2.2
62	10	1.2	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q42rc	Age (Cont.)		
	63	17	2.0
	64	13	1.5
	65	11	1.3
	66	18	2.1
	67	14	1.6
	68	9	1.1
	69	6	.7
	70	10	1.2
	71	8	.9
	72	8	.9
	73	5	.6
	74	6	.7
	75	8	.9
	76	7	.8
	77	7	.8
	78	8	.9
	79	6	.7
	80	2	.2
	81	1	.1
	82	4	.5
	83	8	.9
	84	3	.4
	85	5	.6
	86	2	.2
	87	1	.1
89	1	.1	
90	3	.4	
91	1	.1	
92	2	.2	
93	1	.1	
Missing	17	2	
	856	100	
Q43	Educational Level		
	Less than high school (Grade 11 or less)	55	6.4
	High school diploma including GED)	116	13.6
	Some college	167	19.5
	Associates degree (2 year) or specialized technical training	71	8.3
	Bachelor's degree	270	31.5
	Some graduate training	23	2.7
	Graduate or professional degree	148	17.3
Refused	6	.7	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q43a	Do you have a GED or high school equivalency?		
	Yes	8	.9
	No	45	5.3
	Don't know	1	.1
	Refused	1	.1
	Question skipped	801	93.6
		856	100
Q44	Do you consider yourself Hispanic or Latino?		
	Yes	107	12.5
	No	748	87.4
	Refused	1	.1
		856	100
Q44a	Would you say your background is Mexican, Puerto Rican, Cuban, or something else?		
	Mexican	42	4.9
	Puerto Rican	11	1.3
	Cuban	7	.8
	Colombian	11	1.3
	Dominican	3	.4
	Ecuadoran	4	.5
	Salvadoran	8	.9
	Guatemalan	3	.4
	Honduran	3	.4
	Central American	2	.2
	Caribbean	1	.1
	Panamanian	2	.2
	Spaniard	2	.2
	Mixed	3	.4
	Peruvian	1	.1
	Nicaraguan	1	.1
	Venezuelan	2	.2
	Refused	1	.1
	Question Skipped	749	87.5
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)		Frequency	Percent
Q44b	Do you consider yourself to be White or Black?		
	White	44	5.1
	Black	6	.7
	Mexican	16	1.9
	Mixed	4	.5
	Puerto Rican	1	.1
	Colombian	4	.5
	Latino	2	.2
	Ecuadoran	1	.1
	Salvadoran	1	.1
	Brown	1	.1
	Nicaraguan	1	.1
	Venezuelan	1	.1
	Peruvian	1	.1
	Don't know	4	.5
	Refused	20	2.3
	Question skipped	749	87.5
	856	100	
Q45	Do you consider yourself to be White, Black or African American, Asian or Pacific Islander, Native American, or some other race?		
	White	521	60.9
	African American or Black	190	22.2
	Asian or Pacific Islander	15	1.8
	Alaskan Native/ Native American	1	.1
	More than 1 race	11	1.3
	Hispanic/Latino	107	12.5
	Jamaican	1	.1
	Arab	1	.1
	American Born	1	.1
	Human Being	1	.1
	Refused	7	.8
	856	100	
Q46	Are you an American citizen?		
	Yes	779	91.0
	No	73	8.5
	Refused	4	.5
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)	Frequency	Percent
Q47	Marital Status		
	Currently married	480	56.1
	Separated	19	2.2
	Divorced	93	10.9
	Widowed	77	9.0
	Never Married	148	17.3
	Living with a partner	33	3.9
	Refused	6	.7
	856	100	
Q48	How many children, aged 17 or younger, live in your household?		
	0	540	63.1
	1	133	15.5
	2	114	13.3
	3	55	6.4
	4	10	1.2
	6	2	.2
	8	1	.1
Refused	1	.1	
	856	100	
Q49	Do you or your family own the place where you are living now, or do you rent?		
	Own	671	78.4
	Rent	177	20.7
	Minister's House	1	.1
	Living with son	1	.1
	Retirement community	2	.2
	Living with mother	1	.1
Refused	3	.4	
	856	100	
Q50a	If you added together the yearly incomes, before taxes, of all the members of your household for last year, 2007, would the total be:		
	Less than \$30,000	139	16.2
	\$30,000 or more	595	69.5
	Don't know	36	4.2
	Refused	86	10.0
	856	100	
Q50b	Would that be:		
	\$20,000 or less	59	6.9
	Over \$20,000 but less than \$30,000	76	8.9
	Don't know	1	.1
	Refused	3	.4
	Question Skipped	717	83.8
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (unweighted)	Frequency	Percent
Q50c	Would that be:		
	\$30,000 but less than \$50,000	121	14.1
	\$50,000 but less than \$75,000	124	14.5
	\$75,000 but less than \$100,000	102	11.9
	\$100,000 but less than \$150,000	92	10.7
	\$150,000 or more	97	11.3
	Don't know	21	2.5
	Refused	38	4.4
	Question Skipped	261	30.5
		856	100
Q51rc	Zip Code (Recoded to geographic area)		
	North Mecklenburg	237	27.7
	West Mecklenburg	110	12.9
	South Mecklenburg	320	37.4
	East Mecklenburg	163	19.0
	Refused	26	3.0
		856	100
	Language in which the survey was conducted		
	English	790	92.3
	Spanish	66	7.7
		856	100
	HH Size		
	1	315	36.8
	2	244	28.5
	3	122	14.3
	4	104	12.1
	5	50	5.8
	6	9	1.1
	7	7	.8
	8	3	.4
	10	1	.1
	11	1	.1
		856	100

Appendix E: Weighted Frequencies⁴²

2008 Crossroads Charlotte Social Capital Benchmark Survey			
		Frequency	Percent
	In what county is this household located? Mecklenburg	856	100
	Gender		
	Male	426	49.8
	Female	430	50.2
		856	100
Q1	What city or town do you live in?		
	Charlotte	690	80.6
	Cornelius	29	3.3
	Davidson	12	1.4
	Huntersville	53	6.2
	Matthews	39	4.5
	Mint Hill	17	2.0
	Pineville	9	1.0
	Weddington (part)	3	.3
	Unincorporated area of the county	3	.4
	Refused	2	.2
		856	100
Q2	Thinking about six months from now, do you think it will be easier, harder, or the same for someone like you to find a job in the Charlotte region?		
	Easier to find a job	87	10.2
	Harder to find a job	384	44.9
	About the same	281	32.8
	Don't know	100	11.7
	Refused	4	.4
		856	100
Q3	Thinking about six months from now, do you think your income will be higher, lower, or the same as it is today?		
	Higher income	273	31.8
	Lower income	79	9.3
	About the same income	475	55.5
	Don't know	28	3.3
	Refused	1	.1
		856	100

⁴² See Appendix B on page 191 for more details about the weighting procedures for this report.

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q4	Using a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate the availability of affordable housing in your community?		
	1 poor	61	7.2
	2	108	12.6
	3	332	38.8
	4	190	22.2
	5 excellent	115	13.5
	Don't know	49	5.7
	Refused	1	.1
	856	100	
Q5a	As you think about the effectiveness of public services provided by local government, how satisfied are you with the following public services? How about streets?		
	Very Satisfied	108	12.6
	Somewhat Satisfied	243	28.4
	Neutral	220	25.7
	Not Very Satisfied	197	23.0
	Not at all Satisfied	88	10.2
	Refused	1	.1
		856	100
Q5b	How about parks?		
	Very Satisfied	253	29.5
	Somewhat Satisfied	271	31.7
	Neutral	206	24.0
	Not Very Satisfied	79	9.2
	Not at all Satisfied	18	2.1
	Refused	29	3.4
	856	100	
Q5c	How about trash Removal?		
	Very Satisfied	354	41.3
	Somewhat Satisfied	253	29.5
	Neutral	114	13.3
	Not Very Satisfied	84	9.8
	Not at all Satisfied	39	4.6
	Refused	13	1.5
	856	100	
Q5d	How about libraries?		
	Very Satisfied	403	47.0
	Somewhat Satisfied	218	25.4
	Neutral	118	13.8
	Not Very Satisfied	55	6.4
	Not at all Satisfied	35	4.1
	Refused	28	3.3
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q6	Education is an important factor in the quality of life in our community. In your opinion, is the quality of the education provided by Charlotte-Mecklenburg Schools excellent, good, fair, or poor?		
	Excellent	65	7.6
	Good	278	32.4
	Fair	264	30.8
	Poor	132	15.4
	Don't Know	115	13.5
	Refused	3	.3
		856	100
Q7	Do you have any children who attend Charlotte- Mecklenburg Schools?		
	Yes	238	27.9
	No	616	72.0
	Refused	1	.2
		856	100
Q8	Please tell me if you strongly disagree, somewhat disagree, neutral, somewhat agree, or strongly agree to the following statements. Charlotte-Mecklenburg Schools promote positive relations among students of diverse background		
	Strongly disagree	66	7.7
	Somewhat disagree	109	12.7
	Neutral	115	13.5
	Somewhat agree	265	30.9
	Strongly agree	146	17.1
	Don't Know	152	17.8
	Refused	3	.3
		856	100
Q9	All Charlotte-Mecklenburg schools have the same resources.		
	Strongly disagree	326	38.1
	Somewhat disagree	192	22.5
	Neutral	49	5.7
	Somewhat agree	100	11.7
	Strongly agree	36	4.2
	Don't Know	151	17.6
	Refused	2	.2
		856	100
Q10	Do you think Charlotte-Mecklenburg Schools are becoming more racially segregated?		
	Yes	377	44.0
	No	252	29.5
	Don't Know	225	26.3
	Refused	2	.2
		856	100
Q11	Are you currently covered by any type of health insurance such as coverage through your employer, Medicaid, Medicare, or private insurance?		
	Yes	704	82.3
	No	152	17.7
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q12	And how would you describe your overall state of health these days? Would you say it is excellent, very good, good, fair, or poor?		
	Excellent	235	27.5
	Very Good	251	29.3
	Good	242	28.3
	Fair	102	11.9
	Poor	26	3.0
		856	100
Q13	Are you currently registered to vote?		
	Yes	661	77.3
	No	158	18.5
	Not eligible to vote (volunteered)	36	4.3
		856	100
Q14	During the past 12 months, approximately how much money did you and the other family members in your household contribute to all secular causes and all religious causes, including your local religious congregation?		
	None	125	14.6
	<\$100	91	10.7
	\$100 to <\$500	154	18.0
	\$500 to <\$1000	108	12.6
	\$1000 to <\$5000	179	21.0
	\$5000 or more	83	9.7
	Don't Know	84	9.8
Refused	31	3.6	
		856	100
Q15	What is your religious preference?		
	Protestant	452	52.8
	Catholic	151	17.6
	Other Christian	99	11.6
	Jewish	12	1.5
	Muslim	5	.6
	Hindu	4	.4
	Buddhist	1	.2
	None	91	10.6
	Non-denominational Christian	5	.5
	Messianic	2	.2
	Unitarian	4	.5
	Believes in all religions	1	.1
	Agnostic	2	.3
	Wicken	3	.3
	Salvation Army	1	.1
	Eckanar	1	.1
	Spiritual	1	.1
Open to all religions	1	.1	
Don't know or Refused	19	2.2	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q16	Not including weddings and funerals, how often do you attend religious services?		
	Every week (or more often)	328	38.3
	Almost every week	82	9.6
	Once or twice a month	174	20.3
	A few times a year	127	14.8
	Less often than that	36	4.2
	Never	98	11.4
	Don't know	1	.2
	Refused	9	1.1
	856	100	
Q17a	About how many times in the past 12 months have you worked on a community project?		
	0	501	58.6
	1	78	9.1
	2	74	8.7
	3	57	6.6
	4	23	2.7
	5	28	3.3
	6	15	1.8
	7	1	.1
	8	4	.4
	9	0	.1
	10	8	1.0
	12	18	2.1
	14	1	.2
	15	1	.1
	20	10	1.2
	24	2	.2
	25	1	.1
	30	6	.7
	32	2	.2
	40	1	.1
48	2	.2	
50	2	.3	
52	2	.2	
53	16	1.9	
Refused	1	.1	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q17b	Attended any public meeting in which there was discussion of town/school affairs?		
	0	518	60.6
	1	72	8.4
	2	96	11.2
	3	48	5.6
	4	30	3.6
	5	25	3.0
	6	11	1.3
	7	5	.6
	8	3	.3
	10	13	1.6
	12	17	1.9
	13	2	.2
	15	3	.4
	20	5	.6
	24	1	.1
	25	0	.1
	48	1	.1
	53	2	.3
	Refused	2	.2
	856	100	
Q17c	Attended a political meeting or rally?		
	0	660	77.0
	1	78	9.2
	2	49	5.7
	3	24	2.8
	4	11	1.3
	5	13	1.5
	6	3	.4
	7	2	.3
	10	5	.6
	12	3	.4
	15	1	.1
	24	2	.3
	25	1	.1
	30	0	.1
	50	1	.1
	53	1	.1
	Refused	2	.2
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q17d	Attended any club or organizational meeting (not including meetings for work)?		
	0	391	45.6
	1	22	2.6
	2	61	7.1
	3	56	6.5
	4	39	4.6
	5	45	5.2
	6	20	2.3
	7	9	1.0
	8	10	1.2
	9	1	.1
	10	26	3.0
	11	3	.4
	12	45	5.3
	15	14	1.7
	16	0	.1
	20	22	2.5
	21	0	.0
	24	15	1.7
	25	20	2.4
	26	1	.1
	30	6	.7
	35	0	.1
	36	5	.6
	40	3	.4
	48	1	.1
	50	4	.5
52	4	.5	
53	30	3.6	
Don't know	1	.1	
Refused	1	.1	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q17e	Had friends over to your home?		
	0	86	10.0
	1	13	1.5
	2	31	3.6
	3	31	3.6
	4	24	2.8
	5	43	5.1
	6	35	4.0
	7	13	1.5
	8	19	2.2
	9	3	.3
	10	78	9.1
	12	62	7.3
	13	1	.1
	14	2	.2
	15	27	3.1
	20	59	6.9
	23	0	.1
	24	23	2.7
	25	16	1.8
	26	0	.1
	30	32	3.7
	35	10	1.2
	36	9	1.1
	40	10	1.2
	42	1	.1
	45	2	.3
	48	1	.2
50	27	3.2	
52	13	1.5	
53	183	21.4	
Refused	2	.2	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q17f	Been in the home of a friend of a different race or had them in your home?		
	0	213	24.8
	1	37	4.3
	2	87	10.2
	3	56	6.6
	4	47	5.5
	5	53	6.2
	6	20	2.4
	7	8	1.0
	8	14	1.6
	10	46	5.4
	11	1	.1
	12	45	5.3
	15	21	2.5
	17	1	.1
	20	31	3.6
	24	15	1.8
	25	14	1.6
	26	2	.2
	30	12	1.4
	35	0	.0
	36	3	.3
	40	7	.9
	45	1	.1
	48	1	.2
	50	17	1.9
	52	7	.8
	53	93	10.9
Don't know	3	.3	
Refused	1	.1	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q17g	Been in the home of someone of a different neighborhood or had them in your home?		
	0	135	15.7
	1	20	2.3
	2	40	4.7
	3	53	6.2
	4	41	4.8
	5	60	7.0
	6	29	3.4
	7	6	.7
	8	15	1.7
	10	69	8.1
	12	62	7.2
	14	2	.3
	15	30	3.5
	17	0	.0
	20	61	7.1
	23	0	.1
	24	22	2.6
	25	19	2.2
	28	2	.2
	30	26	3.1
	35	0	.1
	36	6	.7
	40	5	.5
	42	0	.0
	45	2	.2
	48	1	.2
	50	25	2.9
	52	9	1.1
	53	111	13.0
Don't know	1	.1	
Refused	2	.2	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q17h	Volunteered?	311	36.3
	0	33	3.9
	1	64	7.4
	2	41	4.8
	3	26	3.0
	4	48	5.6
	5	42	4.9
	6	9	1.1
	7	14	1.6
	8	49	5.7
	10	35	4.1
	12	1	.1
	13	10	1.2
	15	1	.1
	16	32	3.7
	20	0	.0
	22	24	2.8
	24	7	.8
	25	1	.1
	26	13	1.5
	30	2	.2
	32	1	.1
	35	0	.0
	36	7	.8
	40	1	.1
	41	2	.2
	42	2	.3
	48	9	1.1
	50	7	.8
	52	58	6.7
53	2	.3	
Don't know	4	.5	
Refused			
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q17i	Met a friend of a different race/ethnicity outside of work for a meal/coffee/some other drink?		
	0	240	28.1
	1	39	4.5
	2	63	7.3
	3	40	4.6
	4	27	3.1
	5	65	7.6
	6	31	3.6
	7	4	.5
	8	3	.4
	9	1	.1
	10	60	7.0
	11	1	.1
	12	40	4.6
	14	1	.1
	15	20	2.3
	16	1	.1
	18	1	.2
	20	27	3.1
	21	1	.1
	24	17	2.0
	25	12	1.4
	30	18	2.1
	32	1	.1
	35	1	.1
	36	5	.6
	40	6	.7
	48	1	.1
	50	16	1.9
	52	16	1.8
53	87	10.1	
Don't know	3	.4	
Refused	9	1.0	
	856	100	
Q18	Thinking about the clubs or organizations that you belong to here in Charlotte, do any of your clubs or organizations have information available on the web, such as a bulletin board or discussion board?		
	Yes	394	46.0
	No	206	24.0
	Don't belong to any clubs/organizations	222	25.9
	Don't know	24	2.8
	Refused	11	1.2
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q19	Do you have Internet access?		
	Yes	712	83.1
	No	144	16.9
		856	100
Q20	Are you involved in any group that meets only over the Internet?		
	Yes	59	6.9
	No	650	76.0
	Refused	2	.3
	Question Skipped	144	16.9
		856	100
Q21	On average, how many hours per week do you spend online, excluding any work-related online time?		
	0	43	5.1
	1	73	8.5
	2	64	7.5
	3	56	6.6
	4	36	4.2
	5	94	11.0
	6	28	3.2
	7	42	4.9
	8	27	3.2
	9	4	.4
	10	81	9.
	12	14	1.7
	13	1	.1
	14	25	2.9
	15	31	3.6
	16	1	.2
	17	0	.1
	20	40	4.7
	21	4	.5
	24	1	.1
	25	3	.3
	28	2	.2
	30	15	1.7
	32	1	.1
	35	4	.4
	40	3	.3
	42	1	.1
	48	2	.2
	50	6	.7
53	2	.2	
60	2	.2	
84	3	.3	
99	4	.4	
Question Skipped	144	16.9	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q22	How many times in the past twelve months have you accessed city or county information online?		
	Never did this	143	16.6
	Once	38	4.5
	A few times	22	2.6
	2-4 times	143	16.7
	5-9 times	145	17.0
	About once a month on average	70	8.2
	Twice a month	57	6.7
	About once a week on average	34	4.0
	More than once a week	57	6.6
	Don't know	1	.1
	Question skipped	144	16.9
Refused	2	.2	
	856	100	
Q23a	I'm going to list some of the types of organizations where people do volunteer work. Just tell me whether you have done any volunteer work for each in the past twelve months. How about for your place of Worship?		
	Yes	389	45.5
	No	461	43.8
	Don't know	4	.5
	Refused	2	.3
	856	100	
Q23b	For health care or fighting particular diseases?		
	Yes	201	23.5
	No	652	76.2
	Don't know	1	.2
	Refused	2	.2
	856	100	
Q23c	For school or youth programs?		
	Yes	331	38.7
	No	520	60.8
	Don't know	3	.3
	Refused	2	.2
	856	100	
Q23d	For any organization to help the poor or elderly?		
	Yes	328	38.3
	No	523	61.1
	Don't know	3	.4
	Refused	2	.2
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q23e	For any arts or cultural organizations?		
	Yes	122	14.3
	No	728	85.0
	Don't know	4	.5
	Refused	2	.2
		856	100
Q23f	For any neighborhood or civic group?		
	Yes	253	29.6
	No	599	69.9
	Don't know	3	.3
	Refused	2	.2
		856	100
Q24a	Of all the groups that you are involved with, including both religious and non-religious ones, please think of the one that is MOST IMPORTANT to you and about the members of this group you are involved with. Of this group about how many would you say are the same gender as you?		
	All	91	10.7
	Most	253	29.5
	Some	380	44.4
	Only a few	43	5.0
	None	31	3.6
	Don't know	42	4.9
	Refused	16	1.9
		856	100
Q24b	Of this group about how many of them are the same race/ethnicity as you?		
	All	131	15.3
	Most	355	41.5
	Some	219	25.6
	Only a few	52	6.1
	None	40	4.7
	Don't know	42	4.9
	Refused	17	1.9
		856	100
Q24c	Of this group about how many of them are the same educational level as you?		
	All	60	7.0
	Most	271	31.7
	Some	270	31.5
	Only a few	92	10.8
	None	39	4.6
	Don't know	107	12.5
	Refused	16	1.9
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q25a	Thinking about your own life, I would like you to tell me whether any of the following obstacles or barriers makes it difficult for you to be involved with your community. I'd like you to tell me whether each of the following is a very important obstacle, somewhat important, or not at all important. How about an inflexible or demanding work schedule?		
	Very important	270	31.5
	Somewhat important	194	22.7
	Not at all important	299	34.9
	Not applicable	90	10.5
	Refused	4	.5
		856	100
Q25b	Inadequate childcare?		
	Very important	153	17.8
	Somewhat important	70	8.2
	Not at all important	402	46.9
	Not applicable	225	26.3
	Refused	6	.8
		856	100
Q25c	Inadequate transportation?		
	Very important	172	20.1
	Somewhat important	113	13.2
	Not at all important	547	63.9
	Not applicable	22	2.6
	Refused	2	.2
		856	100
Q25d	Feeling unwelcome?		
	Very important	132	15.5
	Somewhat important	157	18.4
	Not at all important	542	63.4
	Not applicable	18	2.1
	Refused	6	.7
		856	100
Q25e	Concerns for your safety?		
	Very important	235	27.5
	Somewhat important	150	17.5
	Not at all important	452	52.8
	Not applicable	16	1.9
	Refused	2	.2
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q25f	Lack of information or not knowing how to begin?		
	Very important	194	22.6
	Somewhat important	280	32.7
	Not at all important	359	41.9
	Not applicable	17	2.0
	Refused	6	.8
		856	100
Q25g	Feeling that you can't make a difference?		
	Very important	130	15.1
	Somewhat important	190	22.2
	Not at all important	511	59.6
	Not applicable	22	2.5
	Refused	4	.5
		856	100
Q26	How many years have you lived in your community?		
	Less than 1 year	94	11.0
	1-5 years	329	38.5
	6-10 years	163	19.0
	11-20 years	136	15.8
	More than 20 years	134	15.6
		856	100
Q27	Overall, how would you rate you community as a place to live?		
	Excellent	351	41.0
	Good	359	41.9
	Only fair	122	14.3
	Poor	23	2.7
	Don't know	1	.1
		856	100
Q28	About how often do you talk to or visit with your immediate neighbors?		
	Just about everyday	271	31.7
	Several times a week	269	31.5
	Several times a month	127	14.8
	Once a month	49	5.8
	Several times a year	30	3.5
	Once a year or less	22	2.5
	Never	74	8.7
	Don't know	5	.6
	Refused	9	1.0
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q29	If public officials asked everyone to conserve water or electricity because of some emergency, how likely is it that people in your community would cooperate?		
	Very likely	482	56.3
	Likely	244	28.6
	Neither/depends (volunteered)	26	3.1
	Unlikely	50	5.8
	Very unlikely	19	2.2
	Don't know	34	3.9
	Refused	1	.1
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q30	Where you live now, about what percent of your neighbors are the same race/ethnicity as you?		
	0	22	2.6
	1	18	2.1
	2	11	1.3
	3	9	1.1
	4	4	.4
	5	26	3.1
	6	1	.1
	7	1	.1
	8	2	.2
	10	37	4.3
	12	1	.1
	15	8	.9
	20	25	2.9
	25	15	1.8
	30	32	3.7
	33	10	1.1
	35	6	.7
	40	28	3.2
	45	10	1.2
	50	106	12.4
	55	2	.2
	60	43	5.0
	65	13	1.5
	66	1	.1
	70	26	3.0
	71	1	.2
	75	66	7.7
	80	67	7.8
	85	21	2.5
	90	72	8.4
	92	0	.1
	95	35	4.1
97	4	.5	
98	12	1.4	
99	13	1.5	
100	74	8.6	
Don't Know	35	4.0	
Refused	2	.2	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q31	Think back to the neighborhood you lived in when you were growing up, in that neighborhood about what percent of your neighbors were of the same race/ethnicity as you?		
	0	12	1.4
	1	3	.3
	2	4	.5
	4	4	.4
	5	9	1.1
	10	13	1.5
	15	3	.3
	20	12	1.4
	25	3	.4
	30	13	1.5
	33	1	.1
	35	2	.2
	40	10	1.1
	45	4	.5
	50	56	6.6
	55	1	.1
	60	11	1.3
	65	3	.4
	66	1	.1
	70	25	2.9
	75	26	3.0
	80	21	2.4
	85	12	1.4
	90	60	7.0
	91	1	.1
	94	1	.1
	95	59	6.9
	97	3	.3
	98	11	1.2
99	27	3.2	
100	430	50.2	
Don't Know	12	1.4	
Refused	6	.7	
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q32a	When thinking about Mecklenburg County as a place to live and the opportunities and amenities it provides, how would you rate Mecklenburg County for the following groups of people. How about immigrants from other countries?		
	Very Poor	25	3.0
	Poor	95	11.1
	Average	237	27.7
	Good	312	36.5
	Excellent	94	11.0
	Don't know	86	10.1
	Refused	6	.7
	856	100	
Q32b	Newcomers from other parts of the US		
	Very Poor	5	.6
	Poor	52	6.1
	Average	179	20.9
	Good	382	44.7
	Excellent	188	22.0
	Don't know	46	5.4
	Refused	3	.4
	856	100	
Q32c	Families with children under the age of 18		
	Very Poor	12	1.4
	Poor	56	6.5
	Average	197	23.0
	Good	365	42.7
	Excellent	160	18.7
	Don't know	63	7.3
	Refused	3	.4
	856	100	
Q32d	Gay or lesbian people		
	Very Poor	15	1.7
	Poor	109	12.7
	Average	212	24.8
	Good	194	22.7
	Excellent	46	5.4
	Don't know	271	31.6
	Refused	9	1.1
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q32e	Senior Citizens		
	Very Poor	19	2.2
	Poor	87	10.1
	Average	239	27.9
	Good	348	40.6
	Excellent	72	8.4
	Don't know	89	10.4
	Refused	3	.3
	856	100	
Q32f	Single adults		
	Very Poor	10	1.2
	Poor	75	8.7
	Average	215	25.2
	Good	341	39.8
	Excellent	123	14.3
	Don't know	90	10.5
	Refused	2	.3
	856	100	
Q32g	Young adults entering the workforce		
	Very Poor	15	1.7
	Poor	76	8.9
	Average	232	27.0
	Good	337	39.4
	Excellent	125	14.6
	Don't know	67	7.9
	Refused	4	.4
	856	100	
Q32h	Racial and ethnic minorities		
	Very Poor	10	1.1
	Poor	101	11.8
	Average	258	30.1
	Good	331	38.6
	Excellent	69	8.0
	Don't know	83	9.6
	Refused	5	.6
	856	100	
Q32i	Persons with disabilities		
	Very Poor	20	2.4
	Poor	95	11.1
	Average	256	29.9
	Good	282	33.0
	Excellent	59	6.9
	Don't know	142	16.6
	Refused	2	.3
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q33	In general, do you feel members of different races and ethnicities in Mecklenburg County are treated with the same amount of respect as you? Or do you feel they are treated with less respect or more respect than you?		
	Treated with more respect	117	13.7
	Treated with the same amount of respect	436	51.0
	Treated with less respect	199	23.2
	Varies (Volunteered only)	62	7.3
	Don't know	37	4.3
	Refused	5	.6
		856	100
Q34a	I am going to read you a list of opportunities & could you please tell me, in general, if you feel members of a different race/cultural/ethnic background receive better/worse opportunities than you, or are they the same? How about job opportunities?		
	Better	197	23.0
	Same	396	46.3
	Worse	197	23.0
	Don't know	61	7.1
	Refused	5	.6
		856	100
Q34b	How about educational opportunities?		
	Better	154	18.0
	Same	501	58.6
	Worse	132	15.5
	Don't know	64	7.5
	Refused	4	.4
		856	100
Q34c	How about Healthcare opportunities?		
	Better	157	18.3
	Same	449	52.5
	Worse	183	21.4
	Don't know	62	7.3
	Refused	5	.5
		856	100
Q35	In general, do you feel members of a different race, cultural, or ethnic backgrounds receive better or worse treatment within the criminal justice system as you, or is it the same?		
	Better	123	14.4
	Same	209	24.4
	Worse	364	42.6
	Don't know	151	17.6
	Refused	8	1.0
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q36a	Thinking now about everyone that you would count as a PERSONAL FRIEND, not just your closest friends—do you have a personal friend who owns their own business?		
	Yes	669	78.1
	No	176	20.6
	Don't know	6	.7
	Refused	5	.6
		856	100
Q36b	Is a manual worker?		
	Yes	671	78.4
	No	172	20.1
	Don't know	8	.9
	Refused	5	.6
		856	100
Q36c	Has been on welfare?		
	Yes	339	46.6
	No	402	46.9
	Don't know	53	6.2
	Refused	3	.4
		856	100
Q36d	Owens a vacation home?		
	Yes	540	63.1
	No	301	35.2
	Don't know	9	1.1
	Refused	5	.6
		856	100
Q36e	Has personal friend with a different religious orientation?		
	Yes	695	81.2
	No	141	16.5
	Don't know	15	1.7
	Refused	5	.6
		856	100
Q36f	Is White?		
	Yes	778	90.9
	No	70	8.2
	Don't know	3	.4
	Refused	5	.6
		856	100
Q36g	Is Latino or Hispanic?		
	Yes	618	72.1
	No	232	27.1
	Don't know	2	.2
	Refused	5	.6
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q36h	Is Asian?		
	Yes	469	54.8
	No	377	44.1
	Don't know	4	.5
	Refused	5	.6
	856	100	
Q36i.	Is Black or African American?		
	Yes	750	87.7
	No	100	11.7
	Don't know	0	.0
	Refused	5	.6
	856	100	
Q36j	Is of Arab ancestry?		
	Yes	274	32.0
	No	560	65.5
	Don't know	17	1.9
	Refused	5	.6
	856	100	
Q36k	Is Gay or Lesbian?		
	Yes	509	59.5
	No	313	36.6
	Don't know	28	3.3
	Refused	5	.6
	856	100	
Q36l	You would describe as a community leader?		
	Yes	501	58.6
	No	339	39.5
	Don't know	10	1.2
	Refused	6	.7
	856	100	
Q37a	Television is my primary form of entertainment.		
	Agree strongly	224	26.2
	Agree somewhat	228	26.7
	Neither/depends (Volunteered)	14	1.6
	Disagree somewhat	189	22.1
	Disagree strongly	198	23.1
	Don't know	2	.2
	Refused	1	.1
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q37ab	And how many hours per day do you usually watch television?		
	0	28	3.2
	1	232	27.1
	2	217	25.3
	3	135	15.8
	4	104	12.1
	5	54	6.3
	6	40	4.7
	7	7	.8
	8	20	2.4
	10	4	.4
	12	9	1.1
	15	2	.3
	16	2	.3
	20	1	.1
Refused	1	.2	
	856	100	
Q37b	Immigrants are getting too demanding in their push for equal rights.		
	Agree strongly	202	23.6
	Agree somewhat	188	21.9
	Neither/depends (Volunteered)	75	8.7
	Disagree somewhat	203	23.7
	Disagree strongly	142	16.6
	Don't know	41	4.8
Refused	6	.7	
	856	100	
Q37c	Religion is very important in my life.		
	Agree strongly	562	65.7
	Agree somewhat	151	17.6
	Neither/depends (Volunteered)	17	2.0
	Disagree somewhat	72	8.4
	Disagree strongly	53	6.2
	Don't know	0	.1
Refused	1	.1	
	856	100	
Q38	Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?		
	People can be trusted	307	35.9
	You can't be too carefully	488	57.0
	Depends	53	6.1
	Don't know	5	.6
	Refused	3	.4
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q38a	We'd like to know how much you trust different groups of people. How about people in your neighborhood?		
	Trust them a lot	347	40.6
	Trust them some	320	37.4
	Trust them only a little	91	10.7
	Trust them not at all	62	7.2
	Does not apply	6	.7
	Don't know	23	2.7
	Refused	6	.7
	856	100	
Q38b	The police in your local community?		
	Trust them a lot	388	45.4
	Trust them some	321	37.5
	Trust them only a little	73	8.6
	Trust them not at all	46	5.4
	Does not apply	1	.1
	Don't know	20	2.4
	Refused	6	.7
	856	100	
Q38c	White people?		
	Trust them a lot	218	25.5
	Trust them some	422	49.3
	Trust them only a little	100	11.7
	Trust them not at all	50	5.8
	Does not apply	18	2.1
	Don't know	31	3.6
	Refused	18	2.1
	856	100	
Q38d	African Americans or Blacks?		
	Trust them a lot	194	22.7
	Trust them some	413	48.3
	Trust them only a little	110	12.9
	Trust them not at all	63	7.3
	Does not apply	19	2.2
	Don't know	36	4.2
	Refused	20	2.4
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)	Frequency	Percent
Q38e	Hispanics or Latinos?		
	Trust them a lot	181	21.2
	Trust them some	433	50.6
	Trust them only a little	107	12.5
	Trust them not at all	53	6.2
	Does not apply	18	2.1
	Don't know	43	5.0
	Refused	22	2.6
	856	100	
Q38f	Asians?		
	Trust them a lot	203	23.7
	Trust them some	395	46.1
	Trust them only a little	101	11.8
	Trust them not at all	55	6.4
	Does not apply	28	3.3
	Don't know	55	6.4
	Refused	21	2.4
	856	100	
Q38g	People of Arab ancestry?		
	Trust them a lot	155	18.1
	Trust them some	366	42.8
	Trust them only a little	122	14.2
	Trust them not at all	66	7.7
	Does not apply	36	4.2
	Don't know	89	10.4
	Refused	22	2.5
	856	100	
Q39	Have you ever heard of the community project called Crossroads Charlotte?		
	Yes	99	11.6
	No	745	88.0
	Refused	3	.4
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)	Frequency	Percent
Q40	Can you please tell me what you think of when you think of this organization?		
	Doing a good job	4	.5
	Diversity (Within the community)	3	.4
	Believe in it 100%	1	.1
	Gets neighborhood together	0	.1
	Group of leaders trying to help community grow	1	.1
	Very enlightening	1	.1
	Gets various ethnic groups to understand each other	0	.1
	Good program/project that brings people together	6	.7
	Not familiar with it but thinks it will be good	1	.1
	Just heard of it	42	4.9
	No opinion	2	.3
	Guidance and helping	2	.2
	Something to do with the gay community	1	.1
	Huge meeting but didn't attend	1	.1
	Good organization; benefits the community	3	.4
	Youth offenders	2	.2
	Opportunity for connection and breaking barriers	1	.1
	Bridging racial barriers	1	.1
	Would like to know more about it and glad that it's there	0	.1
	Very helpful; making good effort	1	.1
	Parents should be more involved in children's life	1	.1
	Provides assistance to the needy	2	.2
	Providing housing or communities for people	1	.1
	Religion and helping others	1	.1
	Organization of all races	1	.1
	Program to improve race relations	1	.1
	Brings together local businesses to better understand and help their surrounding communities	1	.1
	Community work	1	.1
	Organization to think through things	0	0
Multi-cultural activities	1	.1	
Don't know	18	2.1	
Question skipped	757	88.4	
Refused	0	.1	
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)	Frequency	Percent
Q41	Employment Status		
	Working	567	66.3
	Temporarily laid off	27	3.2
	Unemployed	45	5.3
	Retired	117	13.7
	Permanently Disabled	21	2.4
	Homemaker	38	4.5
	Student	37	4.3
	Don't know	1	.2
	Refused	2	.2
	856	100	
Q41a	Think of the five people you speak with the most at work. How many of these individuals are the same race as you?		
	0	46	5.4
	1	50	5.9
	2	93	10.9
	3	110	12.8
	4	90	10.5
	5	158	18.5
	Don't know	17	2.0
	Question Skipped	289	33.7
	Refused	2	.2
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q42	In what year were you born?		
	1915	1	.1
	1916	1	.1
	1917	1	.1
	1918	2	.2
	1919	0	.1
	1921	1	.1
	1922	1	.1
	1923	3	.3
	1924	1	.2
	1925	6	.7
	1926	2	.2
	1927	1	.1
	1928	1	.1
	1929	3	.4
	1930	5	.5
	1931	5	.6
	1932	4	.5
	1933	4	.5
	1934	3	.4
	1935	2	.3
	1936	5	.6
	1937	4	.5
	1938	5	.6
	1939	5	.6
	1940	4	.5
	1941	8	1.0
	1942	10	1.2
	1943	6	.7
	1944	9	1.1
	1945	15	1.8
	1946	8	1.0
	1947	13	1.6
	1948	14	1.6
	1949	15	1.7
	1950	11	1.3
	1951	15	1.8
	1952	14	1.6
	1953	8	.9
	1954	13	1.5
1955	22	2.6	
1956	13	1.5	
1957	18	2.1	
1958	22	2.6	
1959	12	1.4	
1960	15	1.8	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q42	In what year were you born (continued)?		
	1961	13	1.6
	1962	13	1.5
	1963	16	1.8
	1964	16	1.8
	1965	19	2.2
	1966	26	3.0
	1967	23	2.6
	1968	13	1.5
	1969	21	2.5
	1970	12	1.4
	1971	20	2.4
	1972	21	2.5
	1973	13	1.5
	1974	27	3.2
	1975	31	3.6
	1976	19	2.2
	1977	18	2.2
	1978	15	1.7
	1979	13	1.5
	1980	24	2.8
	1981	15	1.7
	1982	17	2.0
	1983	12	1.4
	1984	10	1.2
	1985	13	1.6
	1986	3	.4
	1987	18	2.1
	1988	7	.8
	1989	24	2.8
1990	14	1.7	
Refused	18	2.1	
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q42rc	Age (recode from "In what year were you born?")		
	18	14	1.7
	19	24	2.8
	20	7	.8
	21	18	2.1
	22	3	.4
	23	13	1.6
	24	10	1.2
	25	12	1.4
	26	17	2.0
	27	15	1.7
	28	24	2.8
	29	13	1.5
	30	15	1.7
	31	18	2.2
	32	19	2.2
	33	31	3.6
	34	27	3.2
	35	13	1.5
	36	21	2.5
	37	20	2.4
	38	12	1.4
	39	21	2.5
	40	13	1.5
	41	23	2.6
	42	26	3.0
	43	19	2.2
	44	16	1.8
	45	16	1.8
	46	13	1.5
	47	13	1.6
	48	15	1.8
	49	12	1.4
	50	22	2.6
	51	18	2.1
	52	13	1.5
	53	22	2.6
	54	13	1.5
	55	8	.9
	56	14	1.6
	57	15	1.8
	58	11	1.3
	59	15	1.7
	60	14	1.6
	61	13	1.6
62	8	1.0	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q42rc	Age (Cont.)		
	63	15	1.8
	64	9	1.1
	65	6	.7
	66	10	1.2
	67	8	1.0
	68	4	.5
	69	5	.6
	70	5	.6
	71	4	.5
	72	5	.6
	73	2	.3
	74	3	.4
	75	4	.5
	76	4	.5
	77	5	.6
	78	5	.5
	79	3	.4
	80	1	.1
	81	1	.1
	82	2	.2
	83	6	.7
	84	1	.2
	85	3	.3
	86	1	.1
	87	1	.1
	89	0	.1
90	2	.2	
91	1	.1	
92	1	.1	
93	1	.1	
Missing	18	2.1	
	856	100	
Q43	Educational Level		
	Less than high school (Grade 11 or less)	94	11.0
	High school diploma including GED)	177	20.7
	Some college	176	20.6
	Associates degree (2 year) or specialized technical training	70	8.1
	Bachelor's degree	237	27.7
	Some graduate training	12	1.4
	Graduate or professional degree	84	9.8
Refused	6	.6	
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)	Frequency	Percent
Q43a	Do you have a GED or high school equivalency?		
	Yes	12	1.4
	No	77	9.0
	Don't know	2	.3
	Refused	2	.3
	Question skipped	762	89.0
		856	100
Q44	Do you consider yourself Hispanic or Latino?		
	Yes	109	12.8
	No	746	87.1
	Refused	1	.1
		856	100
Q44a	Would you say your background is Mexican, Puerto Rican, Cuban, or something else?		
	Mexican	55	6.4
	Puerto Rican	8	.9
	Cuban	5	.6
	Colombian	8	.9
	Dominican	2	.2
	Ecuadoran	3	.4
	Salvadoran	9	1.1
	Guatemalan	4	.5
	Honduran	4	.4
	Central American	1	.2
	Caribbean	1	.1
	Panamanian	1	.1
	Spaniard	1	.1
	Mixed	2	.3
	Peruvian	1	.1
	Nicaraguan	1	.1
	Venezuelan	2	.3
	Refused	1	.1
	Question Skipped	747	87.2
		856	100

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q44b	Do you consider yourself to be White or Black?		
	White	40	4.6
	Black	6	.7
	Mexican	20	2.4
	Mixed	4	.5
	Puerto Rican	0	.0
	Colombian	3	.4
	Latino	2	.3
	Ecuadoran	1	.1
	Salvadoran	2	.2
	Brown	1	.1
	Nicaraguan	1	.1
	Venezuelan	1	.1
	Peruvian	1	.1
	Don't know	4	.4
	Refused	24	2.8
	Question skipped	747	87.2
	856	100	
Q45	Do you consider yourself to be White, Black or African American, Asian or Pacific Islander, Native American, or some other race?		
	White	451	52.7
	African American or Black	251	29.3
	Asian or Pacific Islander	16	1.9
	Alaskan Native/ Native American	1	.2
	More than 1 race	16	1.8
	Hispanic/Latino	109	12.8
	Jamaican	1	.1
	Arab	1	.2
	American Born	1	.2
	Human Being	2	.2
	Refused	6	.7
	856	100	
Q46	Are you an American citizen?		
	Yes	764	89.2
	No	89	10.3
	Refused	4	.5
	856	100	

2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)		Frequency	Percent
Q47	Marital Status		
	Currently married	438	51.1
	Separated	18	2.1
	Divorced	84	9.8
	Widowed	56	6.5
	Never Married	213	24.9
	Living with a partner	39	4.5
	Refused	9	1.0
	856	100	
Q48	How many children, aged 17 or younger, live in your household?		
	0	487	56.9
	1	153	17.8
	2	129	15.0
	3	66	7.7
	4	17	2.0
	6	3	.3
	8	1	.1
Refused	1	.1	
	856	100	
Q49	Do you or your family own the place where you are living now, or do you rent?		
	Own	617	72.1
	Rent	232	27.1
	Minister's House	0	.1
	Living with son	0	.1
	Retirement community	1	.1
	Living with mother	1	.1
Refused	4	.5	
	856	100	
Q50a	If you added together the yearly incomes, before taxes, of all the members of your household for last year, 2007, would the total be:		
	Less than \$30,000	174	20.3
	\$30,000 or more	562	65.6
	Don't know	51	5.9
	Refused	70	8.1
	856	100	
Q50b	Would that be:		
	\$20,000 or less	77	9.0
	Over \$20,000 but less than \$30,000	93	10.9
	Don't know	1	.1
	Refused	2	.3
Question Skipped	682	79.7	
	856	100	

	2008 Crossroads Charlotte Social Capital Benchmark Survey (weighted)	Frequency	Percent
Q50c	Would that be:		
	\$30,000 but less than \$50,000	128	15.0
	\$50,000 but less than \$75,000	123	14.4
	\$75,000 but less than \$100,000	98	11.5
	\$100,000 but less than \$150,000	83	9.7
	\$150,000 or more	83	9.7
	Don't know	21	2.5
	Refused	25	2.9
	Question Skipped	294	34.4
		856	100
Q51rc	Zip Code (Recoded to geographic area)		
	North Mecklenburg	249	29.1
	West Mecklenburg	127	14.8
	South Mecklenburg	265	30.9
	East Mecklenburg	184	21.5
	Refused	31	3.6
		856	100
	Language in which the survey was conducted		
	English	778	90.9
	Spanish	78	9.1
		856	100
	HH Size		
	1	265	31.0
	2	240	28.1
	3	135	15.8
	4	123	14.4
	5	61	7.1
	6	14	1.6
	7	11	1.2
	8	5	.5
	10	1	.1
	11	1	.2
		856	100



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