2017 Mecklenburg County Community Survey

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Final Report

Submitted to Mecklenburg County, North Carolina
by:

ETC Institute
725 W. Frontier Lane
Olathe, Kansas
66061

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Section 1:
Executive Summary

2017 Mecklenburg County Community Survey

Executive Summary Report

Overview of the Methodology

ETC Institute administered a community survey for the Mecklenburg County during the summer of 2017. The purpose of the survey was to assess citizen satisfaction with the delivery of County services and to identify and respond to the needs of residents. This is the fourth time ETC Institute has administered a community survey for Mecklenburg County. The first survey was administered in 2014.

A seven-page survey and cover letter were mailed to a random sample of households in Mecklenburg County. The cover letter contained a web link for residents who preferred to take the survey online (www.MecklenburgCountySurvey.org). About two weeks after the surveys were mailed, ETC Institute began contacting households by phone. Those who indicated they had not returned the survey were given the option of completing it by phone or online.

The goal was to obtain a total of at least 1,000 completed surveys. This goal was exceeded, with a total of 1,125 surveys having been completed. The results of the random sample of 1,125 households have a 95% level of confidence with a precision of at least +/- 2.9%.

Interpretation of "Don't Know" Responses. The percentage of persons who provide "don't know" responses is important because it often reflects the level of utilization of city services. The percentage of "don't know" responses has been excluded from the graphs shown in this report to facilitate valid comparisons with the survey that was conducted in 2014 and 2016. The number of "don't know" responses for each question is provided in the Tabular Data Section of this report.

This report contains the following:

- charts and graphs
- trend analysis
- tabular data
- cross-tabular data by key demographic variables
- survey instrument

**Question 5 open-ended responses and GIS maps are published separately as Appendices A and B.*

Major Findings:

- ***Respondent Perceptions of Mecklenburg County Government:*** Based on the sum of respondents who either "strongly agree" or "agree," 80% agree that Mecklenburg County provides quality services to residents. Other similar levels of agreement include: there is value in services provided by Mecklenburg County to residents (77%), and satisfaction with opportunities for citizen participation in County policy development & decision-making (58%).

- ***Respondent Ratings of Mecklenburg County:*** Seventy-seven percent (77%) of residents who have an opinion indicated Mecklenburg County is an "excellent" or "good" place to work; 77% thought the County was an "excellent" or "good" place to live.

- ***How Residents Would Like to See Mecklenburg County Develop Its Annual Budget:*** Forty percent (40%) of the respondents who had an opinion would like to see Mecklenburg County create/earmark a new revenue source (other than property tax) to develop its annual budget. Other preferences include: keeping property taxes/services the same (24%), cutting property taxes/reducing less vital services (22%), and raising property taxes slightly to improve needed services (14%).

- ***Agreement With Statements About Diversity in Mecklenburg County:*** Fifty-three percent (53%) the respondents who had an opinion agreed that there is diverse ethnic and racial representation in the community; 53% agreed that there is an array of diverse cultural activities in the County, and 32% agreed that minority owned businesses are well represented in the community.

- ***How Well Mecklenburg County Does at Communicating Information About County Issues, Services and Performance to the Public:*** Forty percent (40%) of respondent households that had an opinion rated Mecklenburg County as "excellent" or "good" in communicating information to the public; 41% rated is as "fair," and 19% rated it as "poor."

- ***Trust of the Information Received from Mecklenburg County:*** Seventy-eight percent (78%) of respondent households that had an opinion indicated they either "strongly agree" or "agree" with the statement, *"I trust the information I receive from Mecklenburg County Government;"* 17% disagree, and 5% strongly disagree with this statement.

- ***Whether or Not Respondents Consider Mecklenburg County Government to be Open and Transparent:*** Thirty-three percent (33%) of respondents consider the Mecklenburg County Government to be open and transparent; 30% do not consider Mecklenburg County Government to be open and transparent, and 37% do not have an opinion.

- ***Respondent Usage of Social Media for Local Government Information:*** Thirty-one percent (31%) of respondent households use Nextdoor for local government information. Other social media respondent households use for local government information include: Facebook (30%), YouTube (16%), LinkedIn (13%), Twitter (10%), and Instagram (9%).

  Additionally, 69% of those who use social media for local government information and had an opinion agreed with the statement, *"The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County Government."*

- ***Preferred Source for Receiving Mecklenburg County News and Announcements:*** More than one-third (37%) of respondents who had an opinion preferred television as a source for receiving news and announcements from Mecklenburg County. Other preferred sources include: Facebook (12%), newspaper (12%), Nextdoor (11%), radio (7%), Twitter (3%), LinkedIn (1%), Instagram (1%), YouTube (1%), and "other" (15%).

- ***Visiting the County's Website to Access County Services or Information:*** Nearly half (48%) of residents who provided a response indicated they had used the County's website to access news or information on Mecklenburg programs and services in the past 12 months. Of those who had used the County's website, 47% who had an opinion indicated they were "often" able to find what they were looking for on the County's website; 45% were "sometimes" able, 7% were "rarely" able, and 1% indicated they were "never" able to find what they were looking for on the County's website.

- ***Resident Knowledge of County Programs, Services and Initiatives:*** Sixty-one percent (61%) of respondents indicated they were aware of the County's domestic violence/crisis program. Other County programs, services and initiatives that residents were aware of include: immunizations for children (60%), HIV and sexually transmitted disease testing (58%), foster training/foster home licensing (45%), and "Coordinated Assessment" to assist homeless (41%).

- ***How Often Respondent Households Have Visited a Mecklenburg County Park or Other Facility Within the Past 12 Months:*** Two-thirds (67%) of households that provided a response have visited a Mecklenburg County park or other facility 10 times or less in the past 12 months; 19% have visited between 11 and 30 times, 5% have visited between 31 and 50 times, and 9% have visited more than 50 times.

- ***Overall Quality and Condition of the Parks Respondent Households Visit Most Often:*** Most (87%) of the respondents who had an opinion rated the overall quality and condition of the parks they visited as either "excellent" or "good;" 12% felt the quality and condition of parks and facilities was "fair," and only 2% rated them "poor."

- ***Respondent Participation in Recreation Programs Offered by the Mecklenburg County Parks and Recreation Department Within the Past 12 Months:*** Seventy-three percent (73%) of households that provided a response have not participated in programs offered by the Mecklenburg County Parks and Recreation Department within the past 12 months. Reasons for not participating in parks and recreation programs include: lack of awareness of programs (62%), no interest in programs (43%), lack of convenient times (31%), lack of convenient locations (30%) and the cost of programs (24%).

- ***Respondent Households That Have Visited or Used a Mecklenburg County Library:*** Sixty-seven percent (67%) of households that provided a response had visited or used a Charlotte Mecklenburg Library in the past 12 months. The library locations households have visited most often include: University City Reg (12%), South County Reg (11%), and Beatties Ford Road Reg (11%).

- ***How Often Respondents Typically Visit the Library in Person:*** More than half (51%) of residents who provided a response indicated they have visited or used a Charlotte Mecklenburg Library in person less than once a month; 18% visited a library once a month, 15% visited twice a month, and 16% indicated they visited a library in person 3 or more times a month.

- ***How Often Respondents Typically Visit the Library Digitally:*** Sixty-seven percent (67%) of residents indicated they have visited or used a Charlotte Mecklenburg Library digitally (via online, mobile application, etc.) less than once a month; 12% visited a library digitally once a month, 8% visited twice a month, and 14% indicated they visited a library digitally 3 or more times a month.

- ***Format Households Prefer When Accessing Charlotte Mecklenburg Library Materials:*** Thirty-eight percent (38%) of respondent households that had an opinion prefer physically accessing Charlotte Mecklenburg Library materials; 9% prefer to access digitally, 28% access both physically and digitally, less than 1% preferred "other" formats, and 25% indicated they do not access Charlotte Mecklenburg Library materials.

- ***Level of Agreement with Various Statements About the Charlotte Mecklenburg Library:*** Based on the sum of "strongly agree" and "agree" among respondents who had an opinion, 93% indicated they agree with the statement, *"The library is a community champion for equal access to digital resources and skills."* Other statements about the Charlotte Mecklenburg Library that respondents agree with include, *"The library is a community champion for equal access to resources citizens need to improve their lives"* (92%), *"The library is a community champion for pre-K to third grade literacy"* (92%), and *"The library is a top institution in the community* (90%).

- ***Participation in the November 2016 General Election:*** Eighty-eight percent (88%) of households that provided a response indicated they voted in the November 2016 general election. Of those, more than two-thirds (68%) used the early voting site. Most (91%) of the residents who used the early voting site and had an opinion rated the overall experience as either "excellent" or "good." Ninety percent (90%) who had an opinion felt the overall experience at their voting location was "excellent" or "good."

- ***How Residents Get Information About Curbside Recycling:*** Forty-six percent (46%) of residents surveyed indicated they usually get information about curbside recycling from friends and neighbors. Other ways that residents get information include: local City/County website (25%), internet website (21%), social media (9%), and other means (21%).

- ***Familiarity With Air Quality Programs:*** Thirty percent (30%) of respondent households indicated they are either "very familiar" or "somewhat familiar" with Mecklenburg County's air quality agency that works to achieve and maintain healthy air. Twenty percent (20%) of households are "very familiar" or "somewhat familiar" with the County's "Air Quality Data Webpage" which provides real-time, County-specific air monitoring information.

Section 2:
Charts and Graphs

Q2. Demographics: Years Lived in Mecklenburg County

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

Source: ETC Institute (2017 - Mecklenburg County)

Q3. Perceptions of Mecklenburg County Government

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

Source: ETC Institute (2017 - Mecklenburg County)

Q4. Ratings of Mecklenburg County
by percentage of respondents (excluding "don't know")
As a place to work
28%
49%
18%
4%
As a place to live
26%
51%
20%
3%
Overall quality of life
17%
56%
24%
3%
As a place to recreate
23%
47%
25%
5%
As a place to learn
18%
42%
29%
11%
As a community that is moving in right direction
17%
41%
30%
12%
0%
20%
40%
60%
80%
100%
Excellent (4)
Good (3)
Fair (2)
Poor (1)
Source: ETC Institute (2017 - Mecklenburg County)

Q6. How Residents Would Like to See Mecklenburg County Develop Its Annual Budget
by percentage of respondents (excluding "don't know")
Cut property taxes/reduce less vital services
22%
Raise property taxes slightly to improve needed services
14%
Keep property taxes/ services the same
24%
40%
Create/earmark a new revenue source (other than property tax)
Source: ETC Institute (2017 - Mecklenburg County)

Q7. Agreement With the Following Statements About the Diversity of Mecklenburg County

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

Source: ETC Institute (2017 - Mecklenburg County)

Q8. Resident Likelihood to Communicate With County Agencies Via Text Email

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

Source: ETC Institute (2017 - Mecklenburg County)

Q9. Resident Likelihood to Communicate With County Agencies Via Text Message

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

Source: ETC Institute (2017 - Mecklenburg County)

Q10. How Well Mecklenburg County Government Communicates Information About County Issues, Services, and Performance

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

Source: ETC Institute (2017 - Mecklenburg County)

Q11. Level of Agreement with the Statement, *"I Trust the Information I Receive from Mecklenburg County Government"*

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

Source: ETC Institute (2017 - Mecklenburg County)

Q12. Whether Residents Consider Mecklenburg County Government to be Open and Transparent

by percentage of respondents

Source: ETC Institute (2017 - Mecklenburg County)

Q13. Usage of Social Media for Local Government Information

by percentage of respondents who answered "yes"

Source: ETC Institute (2017 - Mecklenburg County)

Q13a. Do you agree with the following statement: *"The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County Government"*?

by percentage of respondents who answered "yes" to any part of Question 13 (excluding "don't know")

Source: ETC Institute (2017 - Mecklenburg County)

Q14. Preferred Source for Receiving Mecklenburg County News and Announcements

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

Source: ETC Institute (2017 - Mecklenburg County)

Q15. Have you used the County's website to access County news or information on Mecklenburg programs and services in the past 12 months?

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

Source: ETC Institute (2017 - Mecklenburg County)

Q16. Knowledge of County Programs, Services and Initiatives

by percentage of respondents who answered "yes"

Source: ETC Institute (2017 - Mecklenburg County)

Q17. How Many Times Residents Have Visited a Mecklenburg County Park or Other Facility in the Past 12 Months

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

Source: ETC Institute (2017 - Mecklenburg County)

Q18. Overall Quality and Condition of Parks and Other Facilities That Residents Visit Most Often

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

Source: ETC Institute (2017 - Mecklenburg County)

Q19. Have you or other members of your household participated in any recreation, athletic, or nature program offered by the Mecklenburg County Park and Recreation Dept. within the past 12 months?

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

Source: ETC Institute (2017 - Mecklenburg County)

Q19a. Reasons Why Households Have Not Participated in Mecklenburg County Park and Recreation Programs

by percentage of respondents who answered "no" to Question 17
(excluding "don't know" - multiple selections could be made)

Source: ETC Institute (2017 - Mecklenburg County)

Q20. Familiarity With Facilities Offered by the Mecklenburg County Parks and Recreation Dept.

by percentage of respondents

Source: ETC Institute (2017 - Mecklenburg County)

Q21. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason?

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

Source: ETC Institute (2017 - Mecklenburg County)

Q21a. Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often?

by percentage of respondents (excluding "not provided")

Source: ETC Institute (2017 - Mecklenburg County)

Q21b. How Many Times Residents Have Visited or Used a Charlotte Mecklenburg Library in person

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

Source: ETC Institute (2017 - Mecklenburg County)

Q21c. How Many Times Residents Have Visited or Used a Charlotte Mecklenburg Library Digitally (Online, Mobile App, etc.)

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

Source: ETC Institute (2017 - Mecklenburg County)

Q22. Preferred Formats When Accessing Charlotte Mecklenburg Library Materials

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

Source: ETC Institute (2017 - Mecklenburg County)

Q23. Level of Agreement with the Following Statements About the Charlotte Mecklenburg Library

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

Source: ETC Institute (2017 - Mecklenburg County)

Q24. Whether or Not Residents Voted in the November 2016 General Election

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

Source: ETC Institute (2017 - Mecklenburg County)

Q24a. Whether or Not Residents Used the Early Voting Site

by percentage of respondents who answered "yes" to Question 24 (excluding "don't know")

Source: ETC Institute (2017 - Mecklenburg County)

Q24b. Residents' Overall Experience at the Early Voting Site

by percentage of respondents who answered "yes" to Question 24a (excluding "don't know")

Source: ETC Institute (2017 - Mecklenburg County)

Q24c. Residents' Overall Experience at their Voting Location

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

Source: ETC Institute (2017 - Mecklenburg County)

Q25. How Residents Usually Get Information About Curbside Recycling

by percentage of respondents (multiple selections could be made)

Source: ETC Institute (2017 - Mecklenburg County)

Q26. Familiarity With the Following Programs

by percentage of respondents

Source: ETC Institute (2017 - Mecklenburg County)

Q27. Demographics: Gender

by percentage of respondents

Source: ETC Institute (2017 - Mecklenburg County)

Q28. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)

Source: ETC Institute (2017 - Mecklenburg County)

Q29. Demographics: Respondent Age

by percentage of respondents (excluding "not provided")

Source: ETC Institute (2017 - Mecklenburg County)

Q30. Demographics: Adults Ages 18 and Older in Household

by percentage of respondents

Source: ETC Institute (2017 - Mecklenburg County)

Q31. Demographics: Children Under Age 18 in Household

by percentage of respondents

Source: ETC Institute (2017 - Mecklenburg County)

Q32. Demographics: Respondent's Highest Level of Education

by percentage of respondents (excluding "not provided")

Source: ETC Institute (2017 - Mecklenburg County)

Q33. Demographics: Current Employment Status

by percentage of respondents (excluding "not provided")

Source: ETC Institute (2017 - Mecklenburg County)

Q34. Demographics: Please indicate if anyone in your household has any of the following:

by percentage of respondents (multiple selections could be made)

Source: ETC Institute (2017 - Mecklenburg County)

Q35. Demographics: Do you have access to the Internet at home?

by percentage of respondents (excluding "not provided")

Source: ETC Institute (2017 - Mecklenburg County)

Q35a. Demographics: What type of internet do you have at home?

by percentage of respondents (multiple selections could be made)

Source: ETC Institute (2017 - Mecklenburg County)

Q37. Demographics: Total Household Income Before Tax

by percentage of respondents (excluding "not provided")

Source: ETC Institute (2017 - Mecklenburg County)

Q38. Demographics: Are you an employee of Mecklenburg County?

by percentage of respondents

Source: ETC Institute (2017 - Mecklenburg County)

Q39. Demographics: Military Service Including Immediate Relatives
by percentage of respondents
Yes
20%
No
80%
Source: ETC Institute (2017 - Mecklenburg County)

Section 3:
Trend Analysis

TRENDS: Respondent Perceptions of Mecklenburg County Government - 2014 to 2017
by percentage of respondents who "strongly agreed" or "agreed" with the statement (excluding "don't know")
There is value in services provided by Mecklenburg County to residents
77%
82%
89%
I am satisfied with opportunities for citizen participation in County policy development & decision-making
58%
54%
60%
0%
20%
40%
60%
80%
100%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Respondent Rating of Mecklenburg County - 2014 to 2017
by percentage of respondents who answered "excellent" or "good" (excluding "don't know")
As a place to work
77%
78%
80%
As a place to live
77%
78%
81%
As a place to recreate
70%
71%
76%
0%
20%
40%
60%
80%
100%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: How Well Mecklenburg County Does at Communicating Information About County Issues, Services and Performance 2014 to 2017
by percentage of respondents who answered "excellent" or "good" (excluding "don't know")
60%
40%
20%
0%
40%
34%
45%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Respondent Usage of Social Media for Local Government Information - 2014 to 2017
by percentage of respondents who answered "yes"
Facebook
30%
19%
13%
YouTube
16%
9%
7%
Twitter
10%
6%
4%
0%
10%
20%
30%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: How Often Residents Were Able to Find What They Were Looking for on the Mecklenburg County Website 2014 to 2017
by percentage of respondents who answered "often" or "sometimes" (excluding "don't know")
100%
80%
60%
40%
20%
0%
92%
87%
92%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Respondent Knowledge of County Programs, Services and Initiatives - 2014 to 2017
by percentage of respondents who answered "yes"
Has a domestic violence/crisis program
61%
60%
73%
County Provides Child Immunizations
60%
57%
70%
Provides outreach to the homeless
41%
47%
67%
0%
20%
40%
60%
80%
100%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: How Often Respondent Households Have Visited a Mecklenburg County Parks and Recreation Facility - 2014 to 2017
by percentage of respondents
51+ times
9%
8%
4%
31 to 50 times
5%
7%
4%
11 to 30 times
19%
16%
16%
10 times or less
67%
69%
76%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Respondent Participation in Recreation Programs Offered by the Mecklenburg County Park and Recreation Department Within the Past 12 Months - 2014 to 2017
by percentage of respondents who participated in programs (excluding "not provided")
40%
35%
30%
25%
20%
15%
10%
5%
0%
27%
22%
17%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Reasons for Not Participating in Mecklenburg County Park and Recreation Programs - 2014 to 2017
by percentage of respondents who did not participate in programs during the past 12 months
Not aware of programs
62%
63%
51%
No interest in programs
43%
47%
38%
There are no convenient times
31%
32%
20%
There are no convenient locations
30%
29%
17%
0%
20%
40%
60%
80%
100%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Whether Households Have Visited or Used a Charlotte-Mecklenburg Library - 2014 to 2017
by percentage of respondents who had visited or used a library (excluding "not provided")
67%
63%
58%
60%
40%
20%
0%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Charlotte-Mecklenburg Libraries Households Have Visited Most Often Within the Past 12 Months 2014 to 2017
by percentage of respondents
University City Reg (E WT Harris)
12%
12%
10%
South County Reg (Rea Road)
11%
11%
16%
Beatties Ford Road Regional
11%
8%
8%
Matthews
6%
6%
9%
Main Library (Uptown)
6%
5%
10%
North County Reg (Huntersville)
5%
6%
8%
Hickory Grove
5%
4%
4%
Steele Creek
4%
5%
5%
Cornelius
4%
4%
3%
ImaginOn (East 7th St Uptown)
4%
4%
4%
0%
5%
10%
15%
20%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: (cont.) Charlotte-Mecklenburg Libraries Households Have Visited Most Often Within the Past 12 Months - 2014 to 2017
by percentage of respondents
Independence Reg (Conference Dr & Monroe)
4%
4%
5%
West Boulevard
4%
4%
3%
Mint Hill
3%
4%
5%
Sugar Creek
3%
2%
1%
Plaza Midwood
3%
2%
3%
Myers Park
3%
2%
4%
Scaleybark
2%
2%
3%
Davidson
1%
2%
2%
Do not know library name
1%
1%
5%
0%
5%
10%
15%
20%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: How Often Respondents Visit the Library In a Typical Month - 2014 to 2017
by percentage of respondents (excluding "not provided")
5+ times a month
6%
7%
11%
3 to 4 times a month
10%
12%
15%
Twice a month
15%
17%
24%
Once a month
18%
13%
21%
Less than once a month
51%
51%
29%
0%
10%
20%
30%
40%
50%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Whether Respondents Used the Early Voting Site - 2014 to 2017
by percentage of respondents who used the early voting site (excluding "not provided")
68%
52%
47%
60%
40%
20%
0%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

TRENDS: Respondents' Overall Experience at the Early Voting Site - 2014 to 2017
by percentage of respondents who answered "excellent" or "good" (excluding "don't know")
100%
80%
60%
40%
20%
0%
91%
92%
92%
2017
2016
2014
Source: ETC Institute DirectionFinder (2016)

TRENDS: Respondents Overall Experience at Their Voting Location - 2014 to 2017
by percentage of respondents who answered "excellent" or "good" (excluding "don't know")
100%
80%
60%
40%
20%
0%
90%
89%
94%
2017
2016
2014
Source: ETC Institute DirectionFinder (2017)

Section 4:
Tabular Data

Q1. Do you live inside Mecklenburg County?

Q1. Do you live inside Mecklenburg County?	Number	Percent
Yes	1125	100.0 %
Total	1125	100.0 %

Q2. How long have you lived in Mecklenburg County?

Q2. How long have you lived in Mecklenburg County?	Number	Percent
Less than 1 year	33	2.9 %
1-2 years	59	5.2 %
3-4 years	100	8.9 %
5-10 years	210	18.7 %
11-15 years	136	12.1 %
15+ years	583	51.8 %
Don't know	4	0.4 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q2. How long have you lived in Mecklenburg County? (without "don't know")

Q2. How long have you lived in Mecklenburg County?	Number	Percent
Less than 1 year	33	2.9 %
1-2 years	59	5.3 %
3-4 years	100	8.9 %
5-10 years	210	18.7 %
11-15 years	136	12.1 %
15+ years	583	52.0 %
Total	1121	100.0 %

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County.

(N=1125)

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Q3a. There is value in services I receive for fees/local tax dollars I pay overall	11.9%	55.4%	14.7%	6.4%	11.6%
Q3b. Mecklenburg County provides quality services to residents	10.0%	62.0%	13.5%	4.3%	10.2%
Q3c. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making	5.9%	37.5%	23.4%	8.4%	24.9%

WITHOUT "DON'T KNOW"

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

(N=1125)

	Strongly agree	Agree	Disagree	Strongly disagree
Q3a. There is value in services I receive for fees/local tax dollars I pay overall	13.5%	62.7%	16.6%	7.2%
Q3b. Mecklenburg County provides quality services to residents	11.2%	69.0%	15.0%	4.8%
Q3c. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making	7.8%	49.9%	31.1%	11.1%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County.

(N=1125)

	Excellent	Good	Fair	Poor	Don't know
Q4a. Mecklenburg County as a place to live	25.3%	50.5%	19.6%	2.8%	1.8%
Q4b. Mecklenburg County as a place to learn	17.0%	39.2%	26.9%	10.0%	6.8%
Q4c. Mecklenburg County as a place to work	26.7%	46.8%	17.3%	3.9%	5.3%
Q4d. Mecklenburg County as a place to recreate	21.2%	43.4%	23.4%	4.9%	7.1%
Q4e. Mecklenburg County as a community that is moving in right direction	16.3%	38.4%	28.1%	11.7%	5.5%
Q4f. Overall quality of life in Mecklenburg County	16.7%	54.6%	23.3%	3.4%	2.0%

WITHOUT "DON'T KNOW"

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

(N=1125)

	Excellent	Good	Fair	Poor
Q4a. Mecklenburg County as a place to live	25.8%	51.4%	19.9%	2.9%
Q4b. Mecklenburg County as a place to learn	18.2%	42.1%	28.9%	10.8%
Q4c. Mecklenburg County as a place to work	28.2%	49.4%	18.3%	4.1%
Q4d. Mecklenburg County as a place to recreate	22.9%	46.7%	25.2%	5.3%
Q4e. Mecklenburg County as a community that is moving in right direction	17.2%	40.6%	29.7%	12.4%
Q4f. Overall quality of life in Mecklenburg County	17.1%	55.7%	23.8%	3.4%

Q6. Which ONE of the following approaches would you like to see Mecklenburg County take when developing its annual county budget?

Q6. Which one approach would you like to see Mecklenburg County take when developing its annual County budget?	Number	Percent
Raise property taxes slightly to improve needed services	133	11.8 %
Cut property taxes/reduce less vital services	213	18.9 %
Create/Earmark a new revenue source (other than property tax)	388	34.5 %
Keep property taxes/services the same	237	21.1 %
Don't know	154	13.7 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q6. Which ONE of the following approaches would you like to see Mecklenburg County take when developing its annual county budget? (without "don't know")

Q6. Which one approach would you like to see Mecklenburg County take when developing its annual County budget?	Number	Percent
Raise property taxes slightly to improve needed services	133	13.7 %
Cut property taxes/reduce less vital services	213	21.9 %
Create/Earmark a new revenue source (other than property tax)	388	40.0 %
Keep property taxes/services the same	237	24.4 %
Total	971	100.0 %

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County.

(N=1125)

	Agree	Neutral	Disagree	Don't know
Q7a. Minority owned businesses are well represented in community	26.8%	30.3%	25.7%	17.2%
Q7b. There is an array of diverse cultural activities in County	47.7%	29.0%	14.0%	9.3%
Q7c. There is diverse ethnic & racial representation in community	49.2%	25.5%	17.8%	7.5%

WITHOUT "DON'T KNOW"

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

(N=1125)

	Agree	Neutral	Disagree
Q7a. Minority owned businesses are well represented in community	32.3%	36.6%	31.0%
Q7b. There is an array of diverse cultural activities in County	52.6%	32.0%	15.4%
Q7c. There is diverse ethnic & racial representation in community	53.2%	27.6%	19.2%

Q8. If you had the option to communicate with county agencies about the status of your request for services via email (e.g. to submit service or benefit requests, receiving updates of your application or service request, reporting problems or service issues, receiving notice of problem resolutions, etc.), how likely would you be to use this feature?

Q8. How likely would you be to use this feature?	Number	Percent
Very likely	448	39.8 %
Likely	477	42.4 %
Unlikely	64	5.7 %
Very unlikely	36	3.2 %
Don't know	100	8.9 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q8. If you had the option to communicate with county agencies about the status of your request for services via email (e.g. to submit service or benefit requests, receiving updates of your application or service request, reporting problems or service issues, receiving notice of problem resolutions, etc.), how likely would you be to use this feature? (without "don't know")

Q8. How likely would you be to use this feature?	Number	Percent
Very likely	448	43.7 %
Likely	477	46.5 %
Unlikely	64	6.2 %
Very unlikely	36	3.5 %
Total	1025	100.0 %

Q9. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature?

Q9. How likely would you be to use this feature?	Number	Percent
Very likely	320	28.4 %
Likely	416	37.0 %
Unlikely	186	16.5 %
Very unlikely	114	10.1 %
Don't know	89	7.9 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q9. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature? (without "don't know")

Q9. How likely would you be to use this feature?	Number	Percent
Very likely	320	30.9 %
Likely	416	40.2 %
Unlikely	186	18.0 %
Very unlikely	114	11.0 %
Total	1036	100.0 %

Q10. How good of a job would you say the Mecklenburg County government does communicating information about county issues, services, and performance to the public?

Q10. How good does Mecklenburg County government do communicating information about County issues, services, & performance to the public?	Number	Percent
Excellent	39	3.5 %
Good	361	32.1 %
Fair	418	37.2 %
Poor	191	17.0 %
Don't know	116	10.3 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q10. How good of a job would you say the Mecklenburg County government does communicating information about county issues, services, and performance to the public? (without "don't know")

Q10. How good does Mecklenburg County government do communicating information about County issues, services, & performance to the public?	Number	Percent
Excellent	39	3.9 %
Good	361	35.8 %
Fair	418	41.4 %
Poor	191	18.9 %
Total	1009	100.0 %

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below:

- A lot of closed mind thinking
- A LOT OF PEOPLE DON'T HAVE HOME INTERNET ACCESS AND THE ELDERLY GENERATION DOES NOT KNOW HOW TO USE COMPUTERS MOST
- After the fact.
- All talk, no action
- All they do is fight can not get anything done
- ALLOW CITIZENS TO VOTE ON MAJOR CHANGES
- AS A PERSON THAT FOLLOWS LOCAL ISSUES, MOST COUNTY COMMUNICATION OCCURS AT TIME OR AFTER VOTES/CHANGES APPROVE OR REJECT
- AS SOON AS IT HAPPENS WE SHOULD BE INFORMED
- AS STATED IN Q9 A TEXT MESSAGE SERVICE OPTION WOULD BE HELPFUL
- As with all government entities ***MISINFORMATION & INDIRECT ANSWERS
- Average citizens hear little about county issues until they are already voted in and a done deal. Not that we have a voice in decisions.
- Barely see any communication regarding any issue - whether it is road repair or trash collection or street lights not working etc.
- Be there's still division
- Because a lot I'm not aware of aware of the issues, services, and performances in this county
- Because county government leaves the public out of a lot of it's issues
- Because I hear everything through the news first.
- Because I hear very little
- Because of the way the meeting are conducted
- Because right now communication is limited to sound bites on the news and radio at limited times during the day so if you miss those opportunities then you don't get the information or you receive it second hand.
- Because the "little people"/general public doesn't matter to them
- Because the crime rate keeps going up.
- BECAUSE THERE ARE EVENTS, SERVICES, AGENCIES THAT ARE FOREIGN TO ME
- Because they do a poor job in this area.
- Because town halls are generally after decisions are made and are simply grievance airing with no purpose
- Because we are not aware of services are offered
- BECAUSE YOU DON'T HEAR ABOUT THEM UNLESS ITS ON LOCAL NEWS
- BETTER MEDIA COVERAGE ON THE ISSUES
- BETTER USE OF TV
- BY THE TIME IT REACHES THE ONES THAT REALLY NEED IT, ITS TOO LATE, DEADLINE
- Challenging to reach all
- COMMUNICATING IS DONE WITH IN SMALL SELECT GROUPS AND NOT BROADCAST EVERY WHERE ALL THE TIMES TO EVERY ONE EVERY WHERE ALL TIMES
- Communicating to the public and asking for involve mentioned only matters when they are actually willing to take their concerns into consideration. County Government seems to go through the motions of interaction with the public, but only to appear transparent. No real intentions to change their minds on things based on public feedback.
- Communication is done after the fact!
- Communication comes to citizens late
- COMMUNICATION ISN'T AVAILABLE FOR ALL RESIDENTS TO UNDERSTAND, COMMUNITIES CAN NOT GROW TOGETHER IF COMMUNICATION ISN'T ACCESSIBLE TO ALL
- Concerned about political backlash

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- COULD BE A LITTLE MORE TIMELY, SEEMS TO BE A DELAY IN NOTIFICAITONS
- COUNTY SERVICES ARE INVISIBLE COMPERED TO CITY SERVICES
- Culture of "service" is not there in some departments. Other times, the communication skills are just lacking (in training or personalities).
- DECISIONS ARE USUALLY COMMUNICATED AFTER THE FACT
- Dishonest
- Do have the community best interest at heart.
- DO NOT RECEIVE COMMUNICATION ON COUNTY ISSUES
- Do not receive info
- DOES NOT SEEM EASY ACCESS TO GET INFO
- DON'T ALWAYS KNOW WHERE TO GO TO GET INFORMATION WOULD RATHER IT BE PUSHED TO ME
- Don't care don't know how
- DON'T FIND OUT UNTIL MEDIA/NEWS
- DON'T KNOW UNLESS YOU FOLLOW NEWS REPORTS
- DON'T KNOW WHAT YOU ARE DOING
- Don't know where to find where it communicates..newspapers? I don't subscribe. Sleepy public cable channels? no thanks.
- Don't recall the most recent communication.
- Don't receive a lot of info
- DON'T THINK I'VE RECEIVED ANY COMMUNICATION
- DRAIN REPAIR IN SHARON FOREST, CONTRACTOR ARE CLUELESS AND THERE IS NO TIMELINESS, NO ONE KNOWS ANYTHING
- Economic separate needs of people in certain area of the city
- ELDER NOT TREATED FAIRLY THEY DESERVE SO MUCH MORE, MOST OF THEM WORKED OVER HALF THEIR LIVES
- EMAIL TEXT WOULD HELP COMMUNICATION
- EREZONE AND FORCE LOW INCOME HOUSING IN MATHEWS
- Everything
- Everything is kept behind closed doors so we don't know what's going on
- Everything is last minute for the average working resident
- Fair. I don't hear (on radio) or see (on TV) any community awareness messages. I have signed up for some email notifications. during the property re-evaluation, communication was bad.
- For ex: bus lane closing soon
- Gay rights are taking the rights of other people away. God gave us the laws and they work for ALL people not just a few. It will take the county and our country down turning away from GOD. Fairness for all to feel safe and respected should be what our government tries to produce.
- GOVT EMPLOYEES ARE INDIFFERENT, COLD, NON CARING, RUDE THEY JUST DON'T CARE
- Had not seen much
- HAVE NOT RECEIVED RESPONSE ON REQUEST PLACES 2 MONTHS AGO
- Have to buy newspapers
- HAVEN'T NOTICED ANY
- Health dept
- HEAR FROM THE NEWS AND NEXTDOOR ONLY
- How a card in the mail maybe twice a year ??? news I don't watch ???
- How and where is it????
- How do they communicate

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- How do they communicate with the public? Unaware of direct communication portals
- HOW DO YOU LET PEOPLE KNOW, THAT SHOULD ANSWER YOUR QUESTION
- I am not aware of any attempts by the county (other than Charlotte Water) to communicate any info
- I am not aware of any communications
- I AM NOT SURE HOW INFORMATION IT COMMUNICATED
- I AM NOT SURE I AM LOOKING IN THE RIGHT PLACES, NEWSPAPER, TV I DON 'T KNOW THEREFORE....
- I AM NOT SURE WHAT IS THE BEST WAY TO RECEIVE INFORMATION
- I ASSUME I WOULD GO TO THE MECK COUNTY WEBSITE TO FIND OUT IMPORTANT INFORMATION I'VE DONE THIS AND ITS VERY HARD TO NAVIGATE
- I believe the government focus more on business rather the people!.
- I CAN'T GET THE HELP I NEED
- I can't think of specific ways in which I saw the county involved in public communications.
- I do not know what forum is used to communicate to the public.
- I do not receive any such communications and do not know how to subscribe for that.
- I don't currently receive a lot of information. I'm not sure what is really going on.
- I DON'T HAVE WHAT THE COUNT DOES VS THE CITY
- I don't hear from them
- I don't hear much about how the commission is dealing with county issues
- I DON'T KNOW MUCH ABOUT OFFERED SERVICES OR HOW THEY GET COMMUNICATED TO THE PUBLIC
- I DON'T KNOW WHAT COUNTY SERVICES ARE AVAILABLE TO ME
- I don't know where this communication occurs, so, that's an indicator.
- I don't really hear much about what they are doing for the community.
- I DON'T REALLY RECEIVE THE INFORMATION ABOUT ANY OF IT
- I don't recall any communication from the County
- I don't recall receiving any communication from the county government
- I don't recall hearing/knowing information about county issues
- I DON'T RECEIVE ANY INFORMATION ABOUT ANY ISSUES OR SERVICES
- I don't receive enough info
- I DON'T RECEIVE MANY UPDATE TO KNOW TO RATE HIGHER
- I don't see anything from the county except in the newspaper and an occasional mailing from the tax department or the water department
- I DON'T TAKE PAPER OR LISTEN TO LOCAL NEWS/RADIO HOW DO YOU REACH ME?
- I don't usually hear about something until after its too late
- I DON'T WATCH NEWS, NEED TO FIND A WAY TO COMMUNICATE ISSUES
- I DO'T SEE OR HEAR ANY COMMUNICATION
- I feel a lot of times they are just telling the community what they think we want to hear instead of the truth.
- I feel I have to go looking for information.
- I FEEL THE COUNTY SHOULD USE MORE UP TO DATE SOURCES TO GET INFORMATION AND UPDATES, ISSUES AND SERVICE OUT TO THE PUBLIC
- I feel under represented
- I get a few postcards and print outs info could be centralized better
- I get no information about issues coming up that affect my district or county agenda items that affect my taxes or policy that affects the safety of my family.
- I GET VERY LITTLE COMMUNICATION
- I hardly ever know what's going on with our local government. I feel as if taking part in social media, news media and email/text for important issues in Mecklenburg would keep me as a more informed citizen and voter.

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- I HAVE HAD ISSUES COULD NOT GET A QUALITY RESPONSE FROM ANYONE
- I HAVE LIVED IN MECK COUNTY AND I AM ACTIVE IN MY COMMUNITY, I HAVE YET TO BE INFORMED OF COUNTY ISSUES OUTSIDE OF DOING MY OWN RESEARCH
- I HAVE LIVED IN THE COUNTY FOR 4 YRS AND HAVE NEVER RECEIVED ANY COMMUNICATION ABOUT THE COUNTY FROM THE COUNTY INFO IS HARD TO FIND
- I HAVE NO IDEA ON HOW TO OBTAIN SUCH INFORMATION
- I HAVE NO IDEA WHAT GOVT IS TRYING TO COMMUINCATE
- I HAVE NOT BEEN EXPOSED TO SUCH COMMUNICAITON
- I HAVE NOT CLUE HOW TO KEEP TRACK OF COUNTY COMMUNICATIONS ESPECIALLY FOR REGULAR MEETINGS
- I have not heard much about any of these, so the communication could be better
- I have received or seen little but public notice information. Communication infers a two way process --- this is very poorly organized in our county
- I have seen few communications to this point
- I haven't heard anything from then
- I HAVEN'T HEARD TOO MUCH OF ANYTHING FROM THE COUNTY
- I HAVEN'T RECEIVED ANY COMMUNICATION THUS FAR
- I JUST DON'T FEEL THAT MECK CO IS VERY EFFICIENT
- I NEVER CALL FOR INFO OR VISIT THE WEBSITE OR ANY OTHER METHOD USED IN NORMALLY DISMISSED
- I never got anything but I also don't have requests
- I never hear anything. Don't get mailers or emails. Hear most of it through word of mouth which comes from the news.
- I never know what's going on
- I NEVER RECEIVE ANYTHING ONLY WHAT I HEAR ON TV
- I ONLY HEAR ABOUT THINGS AFTER SUCH AS FLUSHING FIRE HYDRANTS THAT FLOOD THE ROADS AND MY YARD
- I ONLY HEAR ABOUT THINGS ONT HE NEWS (REPORTS)
- I ONLY HEAR INFORMATION VIA THE LOCAL NEWS
- I only know via news reports
- I picked fair due to rarely receiving any information in the mail about Mecklenburg County Govt I have to seek info out
- I probably just don't understand the logistics of communicating to the public. I have a tendency to feel taken advantage of by government agencies.
- I RARELY HEAR ABOUT COUNTY ISSUES ETC
- I RARELY HEAR ABOUT ISSUES, SERVICES AND PERFORMANCES UNTIL WAY AFTER THE FACT
- I rarely hear from the Mecklenburg County government at all. I am not really aware of Mecklenburg County government's plans and actions.
- I RARELY KNOW WHAT THE COUNTY GOVT IS DOING
- I READ ABOUT ISSUES IN THE CHARLOTTE OBSERVER NOT FROM GOVT COMMUNICATION DIRECT TO ME
- I read information I need in newspapers and online
- I read the paper and watch the news but still don't. Feel informed.
- I REALLY DON'T KNOW WHERE TO LOOK OTHER THAN THE NEWSPAPER OR SOCIAL MEDIA
- I receive no notices
- I receive several notifications in the mail
- I think is a fair job, however you can use Social media or speak in public events the progress to keep communicating with the public
- I think there is a level of trust missing. It doesn't seem like the public gets good information

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- I THINK THEY CAN COMMUNICATE BETTER
- I THINK THEY COULD INFORM THE PUBLIC BETTER VIA SOCIAL MEDIA
- I TYPICALLY DON'T HEAR FROM THE COUNTY I HEAR FROM THE CITY OF CHARLOTTE MORE FREQUENTLY (EMAILS, NEWS, SEGMENTS, BOOTHS AT EVENTS ETC)
- I WAS NOT FAMILIAR WITH MANY OF THE PROGRAMS AND SERVICES REFERENCED IN THIS FORM
- If meck co gob communicates issues, services, etc, I am unaware other than notices of rezoning meetings
- If they are communicating I am not aware of it.
- IF YOU DON'T WATCH NEWS THAN YOU WON'T KNOW ANYTHING AND EVEN THEN I DON'T FEEL MUCH IN COMMUNICATED IN LOCL NEWS
- If you don't watch television or can afford television you would most likely never know.
- If you're constantly on the go, it's hard to receive this information unless specifically searching for news and information. In other words, county information should be more easily accessible
- I'M LUCKY IF I HEAR ABOUT CHANGES IN THE OBSERVER
- In all my years here, I have never heard of services without searching for them myself. It is hard to discover needed information - imagine even more so without internet and computer.
- INFO IS AVAILABLE AFTER YOU PASS 1, 3, 6, 0 GIVE ME A HUMAN BEING
- INFO ONLY ONE TV, NEED MORE SOCIAL MEDIA
- Information does not get to all of the people in a timely fashion
- Information does not seem to include all citizens, aimed at higher socioeconomic population with expendable income.
- Information is not easy to find or available.
- Information is not given to the public in a timely manner, the public is notified after some kind of decision has already been made, without asking for the public opinion first. For example the toll on 77 and the school rezoning.
- Information is not known soon enough for community
- Information is not received by everyone. the time of the meetings some people have to work and unable to attend and some don't have cable to and unable to watch
- It communicates what it wants not all
- It doesn't and the Sergeant and the police on beatiesford road needs to be monitored. They are so afraid In the community that I sold my house just to get away from them. They harassing beating up people that work and have no dealing with drugs or crime
- It is very hard to find information
- IT WOULD BE NICE TO HAVE A CENTRAL WEBSITE WHERE ISSUES ARE COLLECTED/SHOWN ALONG WITH DASHBOARD ON PROGRSS
- It's government. They only communicate what the special interest groups want you to know.
- IT'S NOT ENOUGH PUBLICITY LIKE IN THE LOCAL NEWS ETC
- I'VE NEVER GOT ANY INFORMATION ABOUT ANY OF THESE ITEMS
- I've never heard of anything unless it's on the news
- I'VE NEVER RECEIVED AN UPDATE BEFORE
- Just come over to pawtuckette and look at the drug sales going on and the unkept homes and yards
- Just delay on information also CMS closes at the last minute.
- Just hear it on local news
- Just look around the west side of charlotte
- Just think they vote things in without the tax payers approval. Like the I-77 toll and busing kids out of their neighborhood. Hate that. Grandkids are in Mooresville now. Away from Mecklenburg county crap and going to their neighborhood school.
- Key metrics should be created and regularly reported to the public - similar to a report card
- Lack of communicating
- Lack of honesty and integrity

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- LACK OF INFORMATION
- LAGGING TECHNOLOGY
- LAST TO KNOW ABOUT CHANGES, OUR VOICES ARE NOT HEARD/REQUESTED
- LIES THEY TOLD ABOUT THE TOLL ROAD, WE VOTED NO AND NOW TAX PAYERS ARE PAYING FOR THIS WITH NO CAPITAL GAIN TO US
- LOW VISIBILITY OF COMMUNICATIONS
- MAILERS ARE EXTREMELY BRIEF/NOT ADEQUATE, NOT AWARE OF ANY OTHER TYPE OF UPDATES
- Many of the county issues are not fully explained to the general public
- MANY PROBLEMS ARE HIDDEN UNTIL MEDIA REPORTS
- Media will only report what they feel is important to meck county
- MINIMAL/NO FOREWARNING
- MIXED MESSAGES AND INFORMATION
- More communication about spending of tax dollars
- MORE COMMUNICATION MODES NEEDED
- MORE DETAIL INFORMATION IN DIFFERENT LANGUAGES IN THE WEBSITE OR IN PUBLIC
- MORE NEWSLETTERS NEEDED WITH UPDATES
- MORE TIME NEEDED TO PROVIDE INFO ABOUT SERVICES PROVIDED AND USES
- MOST INFO IS RELEASED VIA CL & OBSERVER. UNREADABLE NEWSPAPER COULD DO A BETTER JOB FOLLOWING ON LINE
- MOST INFORMATION GET FROM THE NEWS IF YOU MISS THAT YOU DON'T GET ANY INFORMATION
- MOST PEOPLE GET INFO THROUGH SOCIAL MEDIA/MORE INFO ON EVENTS, MORE ADVERTISING NEEDED
- Most times it seems like you don't have a clear answer
- Mostly rely on social media for news outlets for vague updates
- Multiple sources of communication are needed
- Must citizens don't know the differences between city and county services and neither do a good job of educating the general public of the same.
- Must get my information from the newspaper or TV
- My main source is the news or occasional post card which may get lost before I read it
- NEED MORE COMPREHENSIVE UPDATES FROM ELECTED OFFICIALS
- NEED MORE INFORMATION ON THE WELL BEING OF THE COUNTY AND HELPING THE PERSON
- Need to actively search for information
- NEED TO USE SOCIAL MEDIA, EMAIL TEXT THAT'S HOW PEOPLE COMMUNICATE NOW
- Needs more public service announcements. Newspaper items do not attract attention....make them larger? better? more attention grabbing. Maybe billboards.
- Needs to increase digital presence
- NEEDS TO LEVERAGE OTHER COMMUNICATION METHODS
- Never got information via mail
- NEVER HEAR ANYTHING ABOUT IT
- Never hear from them until now.
- NEVER HEAR OR GET ANY NOTICE CONCERNING ISSUES
- NEVER IN POOR COMMUNITY
- NEVER RECEIVED ANYTHING IN 4 YRS
- NO COMMUNICATION I KNOW OUTSIDE PUBLIC FORUM AT LIBRARY, I WOULD USE EMAIL AND TEXT I ASSUME THEY WOULDN'T ANSWER IN A TIMELY OR EFFECTIVE MANNER
- NO IDEA ABOUT MOST SERVICES, HARD TO FIND

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- NO INTERNET OR CELL PHONE
- NO OR VERY LITTLE ADVANCED ANNOUNCEMENTS
- No updates unless you have certain channel or social media
- NOT AWARE OF COMMUNICATION ABOUT COUNTY ISSUES
- Not aware of services other than trash, landfill and nearby Greenway.
  Not aware of various avenues to be informed of county issues
- NOT ENOUGH COMMUNICATION I GET MORE INFORMATION FROM THE NEWS
- NOT ENOUGH INFORMATION
- Not enough media coverage and often time information is skewed
- Not enough transparency
- Not if you use the Charlotte Observer which we do not look at.
- Not involved in getting communications on a routine basis
- NOT MANY PEOPLE ARE VERY WELL INFORMED WITH THE CURRENT WAYS
- NOT MUCH HONESTY IN COMMUNICATION WITH THE PUBLIC.
- NOT REALLY TRANSPARENT ABOUT WHAT THE COUNTY PROVIDEDS
- NOT SURE ABOUT PARK OR LIBRARY OR SHERIFF, WE GET INFO ABOUT CONSTRUCTION, WATER QUALITY , NEWSPAPER
- Not sure of how to access what is going on in the community
- NOT SURE WHEN/WHERE I SEE COMMUNICATION FROM COUNTY
- Not upfront about issues (safety issues) at schools
- Note very clear with communication
- OF THE TIME WE HAVE HAD IN MECKLENBURG WE HAVE RECEIVE VERY LITTLE COMMUNICATION
- OFTEN EVEN THE INFORMATION WE RECEIVE IS PARTIAL THUS A POOR RATING
- Online information is poorly organized and lacks adequate search capability
- ONLY AT ELECTION TIME AND BUDGET SEASON
- ONLY CARE ABOUT SPECIAL PROJECTS AND THE RICH, NO ONE REPRESENTS THE MIDDLE
- ONLY DO TV OR NEWSPAPERS I AM NOT A USER OF EITHER
- ONLY NOTIFIED IS ISSUE IS WITHIN DIRECT PROXIMITY
- Only regular news I get is in the water/sewer bill would appreciate more regular comprehensive news
- Op ed newspaper articles and closed door sessions do not reach the majority of citizens in my opinion.
- Over-reliance on local television. Additionally, not everyone has access or inclination to use social media.
- Permitting is awful to deal with
- PROPERTY TAX
- Property taxes are due.
- Proposals and or recommendations should be available to view on line before they are voted on by our government representatives
- Public needs more knowledge of available websites for communications
- PUBLIC SERVICE MEETINGS AT INCONVENIENT TIMES
- RARELY HEAR ANYTHING
- Reduction in services was not well announced
- Represent the poor and homelessness.
- ROAD CLOSING, TRASH PICK UP, COUNTY EVENTS
- Roads are very poor and bad conditions
- Room for improvement that all citizens are informed
- Seem, You can not get a truly reply.
- SEEMS LIKE THERE ARE A LOT OF SECRETS

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- Seems superficial in nature. Limited info to abhorrer as communication, but no true depth of the info being shared/ousted online and otherwise.
- SEEMS TO ME NOTHING HAVE CHANGED
- SENSE THAT THERE IS CONFLICT WITHIN COUNTY GOVT
- Services that could possibly benefit people are not always put out there for people to utilize.
- SHOULD ADVERTISE ACROSS VARIOUS OUTLETS COVERING MANY DEMOGRAPHICS
- SHOULD BE MORE TO ADVOCATE NEEDS OF POOR, SENIORS AND STUDENTS
- SHOULD BE NOTIFIED OTHER THAN ELECTRONIC AND MAIL PREFERRED
- Should use social media for communication
- So many ways to get out the info
- So MUCH GOES ON IN Mecklenburg COUNTY THAT ALL CITIZENS ARE NOT AWARE OF, SINCE SOME ADULTS DO NOT HAVE HIGH SCHOOL DIPLOMAS WHICH HINDERS THEM FROM READING THE LOCAL NEWSPAPER, MAGAZINE, OR HAVE ACCESS TO INTERNET
- Some area never get information
- Sometimes its hard to distinguish Mecklenburg County issues from other issues affecting the program
- Storm water
- THAT INFO DOES NOT SEEM TO REACH ME
- The bathroom and the Muslim holiday were not properly introduced to the public as a whole.
- The communication is not very thorough. We need more information regarding county versus city services
- The county likes to cover up information
- The county uses biases when it comes to the public. The county will say whatever benefits the county regarding the matter.
- THE JOB IS GOOD BUT THE PLACE HIRING PEOPLE LIKE AGENCIES IS ALL SPANISH IS HARD ON ASIAN PEOPLE TO HAVE A JOB, STILL RACISM ON THIS LEVEL
- The make meetings at times where most cannot attend. They distribute information in a manner that ensures most will miss it.
- THE NEWS MEDIA SEEMS TO COMMUNICATE WITH THE PUBLIC MORE THEN MECKLENBURG COUNTY
- the only form of communication I noticed is through local news
- THE ONLY REGULAR COMMUNICATION I RECEIVE IS FROM NEWS STORIES AND GENERALLY AFTER THE FACT
- The only thing the county government seems to be interested in is divisiveness, the rights of illegal immigrants and making their own laws not enforcing the ones we have now
- The only time I know about something is if it is in the news.
- The people involved with that task do not take their job seriously enough.
- The vote items of choice is not understood
- THE WAY THE COUNTY DOES IT, ITS OUT OF SITE OUT OF MIND
- THE WEBSITE IS NOT PARTICULARLY FRIENDLY DIFFICULT TO FIND SOME THINGS
- There a lot of things going on that most of us don't know about until it's over.
- THERE ARE NO POSTINGS THAT I HAVE NOTICED
- There are numerous instances of tax resources being wasted or used on projects that do not address the real needs of the community.
- There are people that don't get communication about the activities of what's going on in the county unless it's election time.
- There are quite a few meetings the general public has no knowledge. They hear what they want and do as "they" please. The underdog has no legitimate options.
- THERE AREN'T ENOUGH HOURS IN THE DAY UNLESS GOVT KEEPS UP WITH FAST PACED ROUTES OF COMM, MOST PPL WON'T PAY ATTENTION

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- There is hardly any update from them except when it's election time. You only see them giving interviews on TV and making no attempt to outreach their constituents via town halls or invitation to voice opinions on issues like schooling, immigration, HB2 etc.
- There is no info given and if there is I haven't been made aware of it
- There is no one place to go as a clearing house of info, the site is nice looking but poorly organized
- There is not enough usage of current technologies for communication
- There is too much corruption.
- THERE NEEDS TO BE ANOTHER MEDIUM TO RECEIVE THIS INFO
- There should also be TV and radio communication that talks about meck county gov. Similar to when you go to the beach and the hotel TVs are advertising
- THERE SHOULD BE MORE OPTIONS BESIDES COMMUNICATING THRU TV/RADIO
- There should not be any closed meetings
- They and I agree that too ,much of their opinion, theirs is the only one that counts.
- They are trying to be too politically correct all the time. They are afraid to say anything that they think might cost them votes in the next election.
- They do not communicate at all. The newspaper has to uncover information before the public is told anything.
- They do not use all avenues to reach people
- They do wherever they please with out informing u the proper way
- They don't care. They just approve stuff without building the roads first.
- THEY DON'T COMMUNICATE VERY WELL
- They don't do a good job
- THEY DON'T GET THE INFORMATION OUT TO SOME BECAUSE THEY THINK EVERYONE WATCHES TV OR HAS ACCESS TO INTERNET
- THEY DON'T LET PEOPLE ANYTHING
- They either lie by omission or wait until the very latest opportunity to inform the public of a drastic change to in effect affect the least amount of change the public could possibly do before the final vote.
- They have their own agenda and do what they want
- THEY HAVEN'T FIGURED OUT
- They hide to much
- THEY JUST DON'T
- They need more boots on the ground in the community.
- They speak about the issues they choose to address. They don't talk about the real issues.
- THEY TELL YOU NOTHING
- They're only visible in the community when campaigning. More visibility and support is needed
- To much media involvement
- Too many issues to deal with.
- Too busy catering to few elites, special interest
- Too many different voices.
- Too much partnerships
- Too much political jockeying and not enough bi partisan participation
- TOO Much Time Spent on Social Agendas.
- Uncertain of communication avenues
- Understaffed
- Unclear as to what issues really are, and what options are available for resolution. Too much emphasis on Commission individuals and their choices, not enough clarification as to what issues/options are.
- UNLESS I CATCH THE NEWS I DON'T GET ANY INFORMATION

Q10a. If you chose "fair" or "poor" in Question 10, please provide your reason below (cont.):

- Unless I seek out info its not largely communicated
- Unless I watch the news on television, I see little of what is going on in government. I no longer subscribe to the decreasing and biased newspaper (Observer) and even local news give out very little information other than the daily murder statistics
- UNLESS THERE IS A TOWN HALL MEETING MOST ARE UNAWARE UNTIL THE ISSUE IS BEING FIXED OR REQUIRES MORE TAX DOLLARS TO CORRECT
- Unless you go to the CharMeck site, I've never heard anything on the news or received anything in the mail.
- Usually have to learn about it on TV or in the news
- VERY LITTLE COMMUNICATION DIRECT FROM COUNTY
- Via mail is not always timely
- We don't trust you
- WE SHALL HAVE MORE COMMUNITY NOTICES/CALLS ECT WHEN THINGS LIKE KEITH SUFF TOOK PLACE
- WEBSITE LACK CONTACT INFORMATION, 311 IS GREAT BUT FEW AGENCIES HAVE A RECEPTIONIST TO HELP FIND RIGHT PERSON
- WEBSITE ONLY AND TV NEWS WHICH MAY NOT BE AVAILABLE TO THE MASS OF CITIZENS
- WHAT IF PEOPLE DON'T HAVE ACCESS TO PHONE OR EMAIL
- WHATS REALLY BEING SAID OR DECIDED IN CLOSE DOORS, SEE SIGNS FROM CAREER POLITICIANS WHO THINK WHATS BEST FOR THEM AND NOT THE PEOPLE
- WHEN, WHERE, AND HOW ARE THEY COMMUNICATING EVERYONE DOESN'T HAVE CABLE TO WATCH ON TV
- Where are these communications posted???
- WHERE ARE THOSE COMMUNICATIONS I HAVEN'T SEEN THEM
- WHERE/WHEN DOES THIS INFO GET RELAYED
- WHILE THE INFORMATION MAY BE PROVIDED IT SEEMS TO NOT BE PROVIDED IN AMPLE TIME COMMUNITY AWARENESS MEETINGS SUCH ARE NOT WELL COMMUNICATED
- Who is the public in their eyes?
- You do not use the News Stations enough to get the Word Out
- You have to dig for information especially on crime that should be easy to obtain.
- You have to seek information out instead of it regularly being provided.
- You have too search to find out what's going on. A pamphlet or report should be available to all the community.
- You pick who you want to listen to
- YOUNGER GENERATION GET ALL NEWS ONLINE, FACEBOOK UPDATES WOULD BE AWESOME
- Your past activities on national new media speaks loudly.

Q11. Please indicate your level of agreement with the following statement: "I trust the information I receive from Mecklenburg County government."

Q11. Your level of agreement with the statement: "I trust information I receive from Mecklenburg County government"	Number	Percent
Strongly agree	86	7.6 %
Agree	625	55.6 %
Disagree	153	13.6 %
Strongly disagree	44	3.9 %
Don't know	217	19.3 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q11. Please indicate your level of agreement with the following statement: "I trust the information I receive from Mecklenburg County government." (without "don't know")

Q11. Your level of agreement with the statement: "I trust information I receive from Mecklenburg County government"	Number	Percent
Strongly agree	86	9.5 %
Agree	625	68.8 %
Disagree	153	16.9 %
Strongly disagree	44	4.8 %
Total	908	100.0 %

Q12. Do you consider Mecklenburg County government to be open and transparent with information about County issues, services, and performance?

Q12. Is Mecklenburg County government open & transparent with information about County issues, services, & performance?	Number	Percent
Yes	372	33.1 %
No	335	29.8 %
Don't know	418	37.2 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q12. Do you consider Mecklenburg County government to be open and transparent with information about County issues, services, and performance? (without "don't know")

Q12. Is Mecklenburg County government open & transparent with information about County issues, services, & performance?	Number	Percent
Yes	372	52.6 %
No	335	47.4 %
Total	707	100.0 %

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources.

(N=1125)

	Yes	No	Don't know
Q13a. Facebook	26.3%	61.8%	11.9%
Q13b. Twitter	7.8%	73.7%	18.5%
Q13c. YouTube	13.5%	69.2%	17.2%
Q13d. Instagram	7.3%	74.4%	18.3%
Q13e. Nextdoor	25.6%	57.2%	17.2%
Q13f. LinkedIn	10.7%	70.5%	18.8%

WITHOUT "DON'T KNOW"

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

(N=1125)

	Yes	No
Q13a. Facebook	29.9%	70.1%
Q13b. Twitter	9.6%	90.4%
Q13c. YouTube	16.3%	83.7%
Q13d. Instagram	8.9%	91.1%
Q13e. Nextdoor	30.9%	69.1%
Q13f. LinkedIn	13.1%	86.9%

Q13a. If you have used any of the County's social media services listed in Q13, please indicate whether you agree with the following statement: "The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government."

Q13a. Do you agree with the statement: "Information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government"?	Number	Percent
Agree	251	47.4 %
Disagree	112	21.1 %
Don't know	167	31.5 %
Total	530	100.0 %

WITHOUT "DON'T KNOW"

Q13a. If you have used any of the County's social media services listed in Q13, please indicate whether you agree with the following statement: "The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government." (without "don't know")

Q13a. Do you agree with the statement: "Information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government"?	Number	Percent
Agree	251	69.1 %
Disagree	112	30.9 %
Total	363	100.0 %

Q14. What is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements?

Q14. What is your preferred source for receiving Mecklenburg County news & announcements?	Number	Percent
Facebook	127	11.3 %
Twitter	31	2.8 %
YouTube	11	1.0 %
Instagram	9	0.8 %
Nextdoor	117	10.4 %
LinkedIn	8	0.7 %
Radio	78	6.9 %
Newspaper	131	11.6 %
Television	384	34.1 %
Other	153	13.6 %
Don't know	76	6.8 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q14. What is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements? (without "don't know")

Q14. What is your preferred source for receiving Mecklenburg County news & announcements?	Number	Percent
Facebook	127	12.1 %
Twitter	31	3.0 %
YouTube	11	1.0 %
Instagram	9	0.9 %
Nextdoor	117	11.2 %
LinkedIn	8	0.8 %
Radio	78	7.4 %
Newspaper	131	12.5 %
Television	384	36.6 %
Other	153	14.6 %
Total	1049	100.0 %

Q14. Other

Q14. Other	Number	Percent
Email	42	28.0 %
Mail	39	26.0 %
Text	12	8.0 %
Website	11	7.3 %
Email or mail	3	2.0 %
Email or text	3	2.0 %
Charlotte Observer	3	2.0 %
Email/Websites	2	1.3 %
Mailers	2	1.3 %
Internet	2	1.3 %
Friends	2	1.3 %
Signage	2	1.3 %
Local newspapers inserts weekly	1	0.7 %
Email, instant messages, personally addressed to me	1	0.7 %
Mailing of key metrics to all residents on a monthly basis	1	0.7 %
How about a Website that communicates information	1	0.7 %
Mails, so I don't miss the annoucements	1	0.7 %
Agencies free of government control	1	0.7 %
Spend money on a bi-monthly newletter	1	0.7 %
WENCE APP	1	0.7 %
Neighbors and friends	1	0.7 %
Public offices	1	0.7 %
Charlotte Five	1	0.7 %
Mailing monthly	1	0.7 %
online news outlets	1	0.7 %
Links from other Websites that we all go to	1	0.7 %
Mail/newsletter	1	0.7 %
Direct mail	1	0.7 %
in person	1	0.7 %
Mail/postcard	1	0.7 %
County emailed newsletter	1	0.7 %
mecklenburgcountync.gov	1	0.7 %
Flyer or letter to the house by mail	1	0.7 %
Online news	1	0.7 %
Newspapers, radio, nextdoor	1	0.7 %
HOT LUNCH NURITION CENTER	1	0.7 %
Newsletter or Channel 21	1	0.7 %
Email notifications or newspaper	1	0.7 %
Newsletter	1	0.7 %
Total	150	100.0 %

Q15. In the past 12 months, have you used the County's website (www.MecklenburgCountyNC.gov) to access county news, or information on Mecklenburg programs and services?

Q15. Have you used County's website to access County news, or information on Mecklenburg programs & services in past 12 months?	Number	Percent
Yes	498	44.3 %
No	543	48.3 %
Don't know	84	7.5 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q15. In the past 12 months, have you used the County's website (www.MecklenburgCountyNC.gov) to access county news, or information on Mecklenburg programs and services? (without "don't know")

Q15. Have you used County's website to access County news, or information on Mecklenburg programs & services in past 12 months?	Number	Percent
Yes	498	47.8 %
No	543	52.2 %
Total	1041	100.0 %

Q15a. (If YES to Question 15) When visiting the County's website, how often are you able to find what you are looking for?

Q15a. How often are you able to find what you are looking for when visiting County's website?	Number	Percent
Often	231	46.4 %
Sometimes	221	44.4 %
Rarely	35	7.0 %
Never	6	1.2 %
Don't know	5	1.0 %
Total	498	100.0 %

WITHOUT "DON'T KNOW"

Q15a. (If YES to Question 15) When visiting the County's website, how often are you able to find what you are looking for? (without "don't know")

Q15a. How often are you able to find what you are looking for when visiting County's website?	Number	Percent
Often	231	46.9 %
Sometimes	221	44.8 %
Rarely	35	7.1 %
Never	6	1.2 %
Total	493	100.0 %

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know."

(N=1125)

	Yes	No	Don't know
Q16a. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You" that will move health & human services to new locations that are convenient to customers	8.3%	79.7%	12.0%
Q16b. Did you know County provides children with immunizations against vaccine-preventable diseases (i.e. polio, measles, etc.)	54.7%	37.0%	8.4%
Q16c. Did you know County offers HIV & sexually transmitted disease testing	53.8%	38.9%	7.3%
Q16d. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim	56.2%	35.8%	8.0%
Q16e. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools	29.7%	60.2%	10.1%
Q16f. Did you know County offers training & foster home licensing for people interested in fostering or adopting	40.2%	49.4%	10.4%
Q16g. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing	36.8%	52.5%	10.7%
Q16h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"	27.6%	61.7%	10.8%
Q16i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg"	23.8%	65.1%	11.1%
Q16j. Did you know County provides services for children age birth to three who have developmental delays	29.7%	60.1%	10.2%
Q16k. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)	32.4%	57.8%	9.8%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know."

	Yes	No	Don't know
Q16l. Did you know that County departments have 3-Year Strategic Business Plans	16.3%	71.0%	12.7%
Q16m. Have you seen County's Corporate 3-Year Strategic Business Plan	4.7%	85.8%	9.5%
Q16n. Have you seen County's Annual Performance Report	8.4%	82.4%	9.2%

WITHOUT "DON'T KNOW"

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

(N=1125)

	Yes	No
Q16a. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You" that will move health & human services to new locations that are convenient to customers	9.4%	90.6%
Q16b. Did you know County provides children with immunizations against vaccine-preventable diseases (i.e. polio, measles, etc.)	59.7%	40.3%
Q16c. Did you know County offers HIV & sexually transmitted disease testing	58.0%	42.0%
Q16d. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim	61.1%	38.9%
Q16e. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools	33.0%	67.0%
Q16f. Did you know County offers training & foster home licensing for people interested in fostering or adopting	44.8%	55.2%
Q16g. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing	41.2%	58.8%
Q16h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"	30.9%	69.1%
Q16i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg"	26.8%	73.2%
Q16j. Did you know County provides services for children age birth to three who have developmental delays	33.1%	66.9%
Q16k. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)	36.0%	64.0%

WITHOUT "DON'T KNOW"

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

	Yes	No
Q16l. Did you know that County departments have 3-Year Strategic Business Plans	18.6%	81.4%
Q16m. Have you seen County's Corporate 3-Year Strategic Business Plan	5.2%	94.8%
Q16n. Have you seen County's Annual Performance Report	9.3%	90.7%

Q17. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility?

Q17. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility within past 12 months?	Number	Percent
0 time	150	13.3 %
1-5 times	389	34.6 %
6-10 times	190	16.9 %
11-15 times	97	8.6 %
16-30 times	109	9.7 %
31-50 times	58	5.2 %
50+ times	104	9.2 %
Don't know	28	2.5 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q17. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility? (without "don't know")

Q17. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility within past 12 months?	Number	Percent
0 time	150	13.7 %
1-5 times	389	35.5 %
6-10 times	190	17.3 %
11-15 times	97	8.8 %
16-30 times	109	9.9 %
31-50 times	58	5.3 %
50+ times	104	9.5 %
Total	1097	100.0 %

Q18. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other county facility that you visit MOST OFTEN.

Q18. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other County facility you visit most often	Number	Percent
Excellent	269	23.9 %
Good	568	50.5 %
Fair	113	10.0 %
Poor	18	1.6 %
Don't know	157	14.0 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q18. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other county facility that you visit MOST OFTEN. (without "don't know")

Q18. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other County facility you visit most often	Number	Percent
Excellent	269	27.8 %
Good	568	58.7 %
Fair	113	11.7 %
Poor	18	1.9 %
Total	968	100.0 %

Q19. Have you or other members of your household participated in any recreation, athletic, or nature program offered by the Mecklenburg County Park and Recreation Department within the past 12 months?

Q19. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months?	Number	Percent
Yes	285	25.3 %
No	756	67.2 %
Don't know	84	7.5 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q19. Have you or other members of your household participated in any recreation, athletic, or nature program offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")

Q19. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months?	Number	Percent
Yes	285	27.4 %
No	756	72.6 %
Total	1041	100.0 %

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs.

(N=756)

	Yes	No	Don't know
Q19a-a. You are not aware of programs	48.0%	29.6%	22.4%
Q19a-b. There are no convenient locations	14.8%	34.3%	50.9%
Q19a-c. There are no convenient times	14.2%	31.9%	54.0%
Q19a-d. You have no interest in programs	25.4%	34.0%	40.6%
Q19a-e. Cost of program	11.1%	35.2%	53.7%

WITHOUT "DON'T KNOW"

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

(N=756)

	Yes	No
Q19a-a. You are not aware of programs	61.8%	38.2%
Q19a-b. There are no convenient locations	30.2%	69.8%
Q19a-c. There are no convenient times	30.7%	69.3%
Q19a-d. You have no interest in programs	42.8%	57.2%
Q19a-e. Cost of program	24.0%	76.0%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

(N=1125)

	Very familiar	Somewhat familiar	Not familiar
Q20a. Mecklenburg County Aquatic Center	25.2%	40.5%	34.2%
Q20b. Ray's Splash Planet (an indoor water park & fitness center)	24.9%	30.4%	44.7%
Q20c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center	41.7%	35.1%	23.2%
Q20d. Historic St. Mary's Chapel	14.9%	18.9%	66.1%
Q20e. McDowell Nature Preserve Campground	17.2%	20.4%	62.4%
Q20f. Indoor & outdoor shelters (any park location)	37.2%	35.5%	27.4%
Q20g. County fitness centers	14.6%	21.7%	63.7%

Q21. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or community event)?

Q21. Have you visited or used a Charlotte-Mecklenburg Library for any reason within past 12 months?	Number	Percent
Yes	731	65.0 %
No	365	32.4 %
Don't know	29	2.6 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q21. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or community event)? (without "don't know")

Q21. Have you visited or used a Charlotte-Mecklenburg Library for any reason within past 12 months?	Number	Percent
Yes	731	66.7 %
No	365	33.3 %
Total	1096	100.0 %

Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN?

Q21a. Which Charlotte-Mecklenburg Library have you visited most often within past 12 months?	Number	Percent
Cornelius	27	3.7 %
Davidson	10	1.4 %
Hickory Grove	37	5.1 %
ImaginOn (East 7th St. Uptown)	30	4.1 %
Independence Reg. (Conference Dr & Monroe)	29	4.0 %
Main Library (Uptown)	41	5.6 %
Matthews	43	5.9 %
Mint Hill	25	3.4 %
Morrison Regional (closed for part of the year)	23	3.1 %
Mountain Island	29	4.0 %
Myers Park	25	3.4 %
North County Reg. (Huntersville)	33	4.5 %
Plaza Midwood	19	2.6 %
Scaleybark	16	2.2 %
South County Reg. (Rea Road)	78	10.7 %
Steele Creek	29	4.0 %
Sugar Creek	21	2.9 %
University City Reg. (E. WT Harris)	84	11.5 %
West Boulevard	28	3.8 %
Beatties Ford Road Regional	76	10.4 %
Library Website (www.cmlibrary.org)	13	1.8 %
I do not know library name, but I can provide area or street	5	0.7 %
Not provided	10	1.4 %
Total	731	100.0 %

WITHOUT "NOT PROVIDED"

Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN? (without "not provided")

Q21a. Which Charlotte-Mecklenburg Library have you visited most often within past 12 months?	Number	Percent
Cornelius	27	3.7 %
Davidson	10	1.4 %
Hickory Grove	37	5.1 %
ImaginOn (East 7th St. Uptown)	30	4.2 %
Independence Reg. (Conference Dr & Monroe)	29	4.0 %
Main Library (Uptown)	41	5.7 %
Matthews	43	6.0 %
Mint Hill	25	3.5 %
Morrison Regional (closed for part of the year)	23	3.2 %
Mountain Island	29	4.0 %
Myers Park	25	3.5 %
North County Reg. (Huntersville)	33	4.6 %
Plaza Midwood	19	2.6 %
Scaleybark	16	2.2 %
South County Reg. (Rea Road)	78	10.8 %
Steele Creek	29	4.0 %
Sugar Creek	21	2.9 %
University City Reg. (E. WT Harris)	84	11.7 %
West Boulevard	28	3.9 %
Beatties Ford Road Regional	76	10.5 %
Library Website (www.cmlibrary.org)	13	1.8 %
I do not know library name, but I can provide area or street	5	0.7 %
Total	721	100.0 %

Q21a. Area or street of the library I visited:

Q21a-22. Area or street of the library you visited	Number	Percent
North Tryon	1	20.0 %
RES RD	1	20.0 %
OFF THE PLAZA	1	20.0 %
CLOSER TO ARROWOOD	1	20.0 %
West Blvd	1	20.0 %
Total	5	100.0 %

Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library IN PERSON?

Q21b. How many times have you visited or used Charlotte-Mecklenburg Library in person in a typical month?	Number	Percent
Less than once a month	357	48.8 %
Once a month	130	17.8 %
Twice a month	104	14.2 %
Three or four times a month	69	9.4 %
Five or more times a month	44	6.0 %
Don't know	27	3.7 %
Total	731	100.0 %

WITHOUT "DON'T KNOW"

Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library IN PERSON? (without "don't know")

Q21b. How many times have you visited or used Charlotte-Mecklenburg Library in person in a typical month?	Number	Percent
Less than once a month	357	50.7 %
Once a month	130	18.5 %
Twice a month	104	14.8 %
Three or four times a month	69	9.8 %
Five or more times a month	44	6.3 %
Total	704	100.0 %

Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library DIGITALLY (online, mobile app, etc.)?

Q21c. How many times have you visited or used Charlotte-Mecklenburg Library digitally in a typical month?	Number	Percent
Less than once a month	414	56.6 %
Once a month	73	10.0 %
Twice a month	49	6.7 %
Three or four times a month	43	5.9 %
Five or more times a month	42	5.7 %
Don't know	110	15.0 %
Total	731	100.0 %

WITHOUT "DON'T KNOW"

Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library DIGITALLY (online, mobile app, etc.)? (without "don't know")

Q21c. How many times have you visited or used Charlotte-Mecklenburg Library digitally in a typical month?	Number	Percent
Less than once a month	414	66.7 %
Once a month	73	11.8 %
Twice a month	49	7.9 %
Three or four times a month	43	6.9 %
Five or more times a month	42	6.8 %
Total	621	100.0 %

Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer?

Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer?	Number	Percent
Physical (print book, CD, DVD, etc)	358	31.8 %
Digital (eBook, eAudio, eVideo, eMagazines)	83	7.4 %
Both physical & digital	263	23.4 %
I don't access Charlotte-Mecklenburg Library materials	237	21.1 %
Other	3	0.3 %
Don't know	181	16.1 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer? (without "don't know")

Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer?	Number	Percent
Physical (print book, CD, DVD, etc)	358	37.9 %
Digital (eBook, eAudio, eVideo, eMagazines)	83	8.8 %
Both physical & digital	263	27.9 %
I don't access Charlotte-Mecklenburg Library materials	237	25.1 %
Other	3	0.3 %
Total	944	100.0 %

Q22. Other

Q22. Other	Number	Percent
COMPARE	1	33.3 %
IPAD	1	33.3 %
MAIL	1	33.3 %
Total	3	100.0 %

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library...

(N=1125)

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Q23a. Is a top institution in community	25.5%	36.5%	5.2%	1.2%	31.5%
Q23b. Is a community champion for pre-K to third grade literacy	20.5%	27.6%	3.2%	0.9%	47.8%
Q23c. Is a community champion for equal access to digital resources & skills	23.0%	33.4%	3.4%	0.6%	39.6%
Q23d. Is a community champion for equal access to resources citizens need to improve their lives	23.6%	31.9%	3.6%	0.9%	40.0%

WITHOUT "DON'T KNOW"

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

(N=1125)

	Strongly agree	Agree	Disagree	Strongly disagree
Q23a. Is a top institution in community	37.2%	53.3%	7.7%	1.8%
Q23b. Is a community champion for pre-K to third grade literacy	39.4%	52.8%	6.1%	1.7%
Q23c. Is a community champion for equal access to digital resources & skills	38.1%	55.3%	5.6%	1.0%
Q23d. Is a community champion for equal access to resources citizens need to improve their lives	39.3%	53.2%	6.1%	1.5%

Q24. Did you vote in the November 2016 General Election?

Q24. Did you vote in November 2016 General Election?	Number	Percent
Yes	966	85.9 %
No	126	11.2 %
Don't know	33	2.9 %
Total	1125	100.0 %

WITHOUT "DON'T KNOW"

Q24. Did you vote in the November 2016 General Election? (without "don't know")

Q24. Did you vote in November 2016 General Election?	Number	Percent
Yes	966	88.5 %
No	126	11.5 %
Total	1092	100.0 %

Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2016 General Election, did you use an early voting site?

Q24a. Did you use an early voting site in November 2016 General Election?	Number	Percent
Yes	649	67.2 %
No	303	31.4 %
Don't know	14	1.4 %
Total	966	100.0 %

WITHOUT "DON'T KNOW"

Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2016 General Election, did you use an early voting site? (without "don't know")

Q24a. Did you use an early voting site in November 2016 General Election?	Number	Percent
Yes	649	68.2 %
No	303	31.8 %
Total	952	100.0 %

Q24b. (If YES to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at the early voting site.

Q24b. Your overall experience at the early voting site	Number	Percent
Excellent	378	58.2 %
Good	211	32.5 %
Fair	38	5.9 %
Poor	19	2.9 %
Don't know	3	0.5 %
Total	649	100.0 %

WITHOUT "DON'T KNOW"

Q24b. (If YES to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at the early voting site. (without "don't know")

Q24b. Your overall experience at the early voting site	Number	Percent
Excellent	378	58.5 %
Good	211	32.7 %
Fair	38	5.9 %
Poor	19	2.9 %
Total	646	100.0 %

Q24c. (If NO or DON'T KNOW to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at your voting location.

Q24c. Your overall experience at your voting location	Number	Percent
Excellent	147	46.4 %
Good	111	35.0 %
Fair	22	6.9 %
Poor	7	2.2 %
Don't know	30	9.5 %
Total	317	100.0 %

WITHOUT "DON'T KNOW"

Q24c. (If NO or DON'T KNOW to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at your voting location. (without "don't know")

Q24c. Your overall experience at your voting location	Number	Percent
Excellent	147	51.2 %
Good	111	38.7 %
Fair	22	7.7 %
Poor	7	2.4 %
Total	287	100.0 %

Q25. How do you usually get information about residential curbside recycling?

Q25. How do you usually get information about residential curbside recycling?	Number	Percent
Internet website	224	21.4 %
Local City/County website	259	24.7 %
Social media (Facebook, Twitter, etc.)	89	8.5 %
Friends & neighbors	476	45.5 %
Other	217	20.7 %
Total	1265	

Q25. Other

Q25. Other	Number	Percent
Mail	38	22.1 %
Call 311	23	13.4 %
Newspaper	17	9.9 %
TV	14	8.1 %
Fliers	6	3.5 %
Apartment complex management	6	3.5 %
HOA	5	2.9 %
Phone	5	2.9 %
Email	4	2.3 %
TV newspaper	4	2.3 %
Pamphlets	2	1.2 %
Brochures	2	1.2 %
News	2	1.2 %
Mail inserts	2	1.2 %
Property management/apartment email notifications	1	0.6 %
Fliers for Huntersville	1	0.6 %
Direct mail from the County or flier	1	0.6 %
From Mint Hill Waste/Recycle Company	1	0.6 %
Pamphlets, mailings, leaflets	1	0.6 %
In my mailbox	1	0.6 %
Direct mailing to my home	1	0.6 %
Paper	1	0.6 %
Mail, postcard, or letter from Waste Dept	1	0.6 %
Dumpster in apt complex	1	0.6 %
News media	1	0.6 %
Newspaper, TV , and an independent website	1	0.6 %
WSOC NEWS	1	0.6 %
I call the contractor	1	0.6 %
Garbage/recycling is handled by apartment complex	1	0.6 %
Publication or flyer	1	0.6 %
Observ recycling team	1	0.6 %
My company that picks up our trash	1	0.6 %
Residential HOA	1	0.6 %
HOA notices	1	0.6 %
Spouse	1	0.6 %
In the industry	1	0.6 %
Observation	1	0.6 %

Q25. Other

Q25. Other	Number	Percent
CHARMECK 411	1	0.6 %
Mail or News	1	0.6 %
Yearly mailing	1	0.6 %
Info in bills	1	0.6 %
Mail outs from waste management	1	0.6 %
Fliers sent by waste management	1	0.6 %
Sticker	1	0.6 %
Community	1	0.6 %
Work with waste management	1	0.6 %
Newspaper online	1	0.6 %
Go to the website	1	0.6 %
Inside utility bill	1	0.6 %
Nextdoor	1	0.6 %
News radio	1	0.6 %
I call the City	1	0.6 %
Newsletters	1	0.6 %
Local news	1	0.6 %
Charlotte Observer	1	0.6 %
Call, inserts in water bill	1	0.6 %
Total	172	100.0 %

Q26. Listed below are several programs offered by Mecklenburg County. Please rate your level of familiarity with the following programs.

(N=1125)

	Very familiar	Somewhat familiar	Not familiar
Q26a. Mecklenburg County's air quality agency that works to achieve & maintain healthy air	7.1%	22.9%	70.0%
Q26b. Mecklenburg County's "Air Quality Data Webpage" which provides real-time, County-specific air monitoring information	5.1%	15.0%	79.9%

Q27. What is your gender?

Q27. Your gender	Number	Percent
Male	546	48.5 %
Female	579	51.5 %
Total	1125	100.0 %

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

Q28. Your race/ethnicity	Number	Percent
Hispanic/Latino descent	144	12.8 %
White	598	53.3 %
African American	351	31.3 %
Asian/Pacific Islander	59	5.3 %
American Indian/Native Alaskan	16	1.4 %
Multi-racial	44	3.9 %
Other	8	0.7 %
Total	1220	

Q28. Other

Q28. Other	Number	Percent
Indian	4	50.0 %
Mixed	2	25.0 %
Moorish American	1	12.5 %
Melungeon	1	12.5 %
Total	8	100.0 %

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

Q29. Your age	Number	Percent
18-35	248	22.0 %
36-51	353	31.4 %
52-70	367	32.6 %
71-88	137	12.2 %
89+	13	1.2 %
Not provided	7	0.6 %
Total	1125	100.0 %

WITHOUT "NOT PROVIDED"

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

Q29. Your age	Number	Percent
18-35	248	22.2 %
36-51	353	31.6 %
52-70	367	32.8 %
71-88	137	12.3 %
89+	13	1.2 %
Total	1118	100.0 %

Q30. Including yourself, how many ADULTS (ages 18+) live in your household?

Q30. How many adults (ages 18+) live in your household?	Number	Percent
1	335	29.8 %
2	607	54.0 %
3	114	10.1 %
4	53	4.7 %
5	13	1.2 %
6	1	0.1 %
7	1	0.1 %
8	1	0.1 %
Total	1125	100.0 %

Q31. How many CHILDREN (under age 18) live in your household?

Q31. How many children (under age 18) live in your household?	Number	Percent
0	741	65.9 %
1	185	16.4 %
2	126	11.2 %
3	46	4.1 %
4	20	1.8 %
5	4	0.4 %
6	1	0.1 %
7+	2	0.2 %
Total	1125	100.0 %

Q32. What is the highest level of education you have completed?

Q32. Highest level of education you have completed	Number	Percent
Less than high school graduate	27	2.4 %
High school diploma or equivalent	114	10.1 %
Special/technical training (not college)	53	4.7 %
Some college (did not graduate from 4-year college)	266	23.6 %
College graduate (from 4-year college)	338	30.0 %
Post-graduate study (no advanced degree)	68	6.0 %
Post graduate advanced degree (Masters, MBA, PHD)	234	20.8 %
Not provided	25	2.2 %
Total	1125	100.0 %

WITHOUT "NOT PROVIDED"

Q32. What is the highest level of education you have completed? (without "not provided")

Q32. Highest level of education you have completed	Number	Percent
Less than high school graduate	27	2.5 %
High school diploma or equivalent	114	10.4 %
Special/technical training (not college)	53	4.8 %
Some college (did not graduate from 4-year college)	266	24.2 %
College graduate (from 4-year college)	338	30.7 %
Post-graduate study (no advanced degree)	68	6.2 %
Post graduate advanced degree (Masters, MBA, PHD)	234	21.3 %
Total	1100	100.0 %

Q33. What is your current employment status?

Q33. Your current employment status	Number	Percent
Full time employment	708	62.9 %
Part time employment	86	7.6 %
Unemployed/looking for work	46	4.1 %
Unemployed/not looking for work	37	3.3 %
Student	12	1.1 %
Retired	208	18.5 %
Other	21	1.9 %
Not provided	7	0.6 %
Total	1125	100.0 %

WITHOUT "NOT PROVIDED"

Q33. What is your current employment status? (without "not provided")

Q33. Your current employment status	Number	Percent
Full time employment	708	63.3 %
Part time employment	86	7.7 %
Unemployed/looking for work	46	4.1 %
Unemployed/not looking for work	37	3.3 %
Student	12	1.1 %
Retired	208	18.6 %
Other	21	1.9 %
Total	1118	100.0 %

Q33. Other

Q33. Other	Number	Percent
DISABLED	20	95.2 %
PRN	1	4.8 %
Total	21	100.0 %

Q34. Please indicate if anyone in your household has any of the following items.

Q34. Do you have any of these items?	Number	Percent
Desktop/laptop/notebook computer	995	90.6 %
Smartphone (calls/texts/images)	977	89.0 %
Cell phone (Calls/texts only)	422	38.4 %
Tablet PC (e.g. iPad, Samsung Galaxy, Kindle)	754	68.7 %
Other device	18	1.6 %
Total	3166	

Q34. Other device:

Q34. Other device	Number	Percent
SMART TV	5	27.8 %
APPLE TV	1	5.6 %
KDHR	1	5.6 %
SMARTWATCH	1	5.6 %
Gear Fit	1	5.6 %
smart move	1	5.6 %
VR	1	5.6 %
SAMSUNG, GEAR WATCH AND VR HEADSET	1	5.6 %
IOT	1	5.6 %
ECHO, ROKU	1	5.6 %
WII, XBOX 360	1	5.6 %
home security, video camera	1	5.6 %
GARMIN GPS WATCHES	1	5.6 %
Fire stick	1	5.6 %
Total	18	100.0 %

Q35. Do you have internet access at home?

Q35. Do you have internet access at home?	Number	Percent
Yes	993	88.3 %
No	103	9.2 %
Not provided	29	2.6 %
Total	1125	100.0 %

WITHOUT "NOT PROVIDED"

Q35. Do you have internet access at home? (without "not provided")

Q35. Do you have internet access at home?	Number	Percent
Yes	993	90.6 %
No	103	9.4 %
Total	1096	100.0 %

Q35a. (If YES to Question 35) What type of internet do you have at home?

Q35a. What type of internet do you have at home?	Number	Percent
DSL	159	16.0 %
Cable modem	447	45.0 %
Fiber-optic service	138	13.9 %
Dial-up	6	0.6 %
WiFi accessed from another device in your home	200	20.1 %
Other	4	0.4 %
Not provided	39	3.9 %
Total	993	100.0 %

WITHOUT "NOT PROVIDED"

Q35a. (If YES to Question 35) What type of internet do you have at home? (without "not provided")

Q35a. What type of internet do you have at home?	Number	Percent
DSL	159	16.7 %
Cable modem	447	46.9 %
Fiber-optic service	138	14.5 %
Dial-up	6	0.6 %
WiFi accessed from another device in your home	200	21.0 %
Other	4	0.4 %
Total	954	100.0 %

Q35a. Other

Q35a. Other	Number	Percent
Time Warner Cable sucks	1	25.0 %
smart phone	1	25.0 %
AT&T	1	25.0 %
U-VERSE	1	25.0 %
Total	4	100.0 %

Q36. What is your home zip code?

Q36. Your home zip code	Number	Percent
28031	30	2.7 %
28036	9	0.8 %
28077	1	0.1 %
28078	56	5.0 %
28105	49	4.4 %
28134	10	0.9 %
28202	13	1.2 %
28203	24	2.1 %
28204	9	0.8 %
28205	43	3.8 %
28206	20	1.8 %
28207	7	0.6 %
28208	66	5.9 %
28209	19	1.7 %
28210	41	3.7 %
28211	40	3.6 %
28212	39	3.5 %
28213	35	3.1 %
28214	35	3.1 %
28215	69	6.2 %
28216	134	12.0 %
28217	29	2.6 %
28226	43	3.8 %
28227	38	3.4 %
28229	1	0.1 %
28262	35	3.1 %
28269	85	7.6 %
28270	25	2.2 %
28273	41	3.7 %
28277	64	5.7 %
28278	10	0.9 %
Total	1120	100.0 %

Q37. Approximately, what is your total annual household income before tax?

Q37. What is your total annual household income before tax?	Number	Percent
Less than $15K	71	6.3 %
$15K-$24,999	87	7.7 %
$25K-$34,999	72	6.4 %
$35K-$49,999	133	11.8 %
$50K-$74,999	153	13.6 %
$75K-$99,999	132	11.7 %
$100K-$149,999	171	15.2 %
$150K+	162	14.4 %
Don't know	144	12.8 %
Total	1125	100.0 %

WITHOUT "NOT PROVIDED"

Q37. Approximately, what is your total annual household income before tax? (without "don't know")

Q37. What is your total annual household income before tax?	Number	Percent
Less than $15K	71	7.2 %
$15K-$24,999	87	8.9 %
$25K-$34,999	72	7.3 %
$35K-$49,999	133	13.6 %
$50K-$74,999	153	15.6 %
$75K-$99,999	132	13.5 %
$100K-$149,999	171	17.4 %
$150K+	162	16.5 %
Total	981	100.0 %

Q38. Are you an employee of Mecklenburg County?

Q38. Are you an employee of Mecklenburg County?	Number	Percent
Yes	43	3.8 %
No	1082	96.2 %
Total	1125	100.0 %

Q39. Have you ever served in any branch of the military (including the National Guard or Reserve), or are you an immediate relative of someone who has served?

Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?	Number	Percent
Yes	229	20.4 %
No	896	79.6 %
Total	1125	100.0 %

Section 5:
Cross-Tabular Data by Gender, Military Service and County Employee

Q2. How long have you lived in Mecklenburg County? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q2. How long have you lived in Mecklenburg County?							
Less than 1 year	2.0%	3.8%	4.7%	2.9%	1.8%	3.2%	2.9%
1-2 years	3.7%	6.8%	9.3%	5.1%	4.8%	5.4%	5.3%
3-4 years	8.8%	9.0%	0.0%	9.3%	7.9%	9.2%	8.9%
5-10 years	18.6%	18.9%	25.6%	18.5%	14.0%	19.9%	18.7%
11-15 years	13.8%	10.6%	9.3%	12.2%	14.0%	11.6%	12.1%
15+ years	53.1%	51.0%	51.2%	52.0%	57.5%	50.6%	52.0%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q3a. There is value in services I receive for fees/local tax dollars I pay overall							
Strongly agree	15.3%	11.6%	11.4%	13.6%	14.1%	13.3%	13.5%
Agree	62.3%	63.1%	57.1%	62.9%	63.1%	62.6%	62.7%
Disagree	15.1%	18.1%	20.0%	16.5%	16.5%	16.6%	16.6%
Strongly disagree	7.3%	7.2%	11.4%	7.1%	6.3%	7.5%	7.2%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q3b. Mecklenburg County provides quality services to residents							
Strongly agree	12.7%	9.7%	15.8%	11.0%	11.7%	11.0%	11.2%
Agree	68.9%	69.1%	65.8%	69.1%	64.8%	70.1%	69.0%
Disagree	13.1%	16.9%	7.9%	15.3%	17.4%	14.4%	15.0%
Strongly disagree	5.3%	4.3%	10.5%	4.5%	6.1%	4.4%	4.8%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q3c. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making							
Strongly agree	8.1%	7.6%	10.0%	7.7%	9.1%	7.5%	7.8%
Agree	50.5%	49.4%	50.0%	49.9%	43.2%	51.7%	49.9%
Disagree	29.9%	32.4%	36.7%	30.9%	32.4%	30.8%	31.1%
Strongly disagree	11.6%	10.6%	3.3%	11.4%	15.3%	10.0%	11.1%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q4a. Mecklenburg County as a place to live							
Excellent	26.3%	25.3%	23.8%	25.9%	22.7%	26.6%	25.8%
Good	50.4%	52.4%	54.8%	51.3%	50.2%	51.7%	51.4%
Fair	20.3%	19.5%	19.0%	19.9%	22.7%	19.2%	19.9%
Poor	3.0%	2.8%	2.4%	2.9%	4.4%	2.5%	2.9%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q4b. Mecklenburg County as a place to learn							
Excellent	17.5%	18.9%	15.0%	18.4%	17.5%	18.4%	18.2%
Good	41.1%	43.0%	42.5%	42.1%	46.0%	41.1%	42.1%
Fair	29.8%	28.0%	32.5%	28.8%	28.9%	28.9%	28.9%
Poor	11.5%	10.1%	10.0%	10.8%	7.6%	11.6%	10.8%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q4c. Mecklenburg County as a place to work							
Excellent	28.1%	28.2%	23.8%	28.3%	24.2%	29.1%	28.2%
Good	50.1%	48.7%	47.6%	49.5%	51.7%	48.8%	49.4%
Fair	17.5%	19.0%	26.2%	18.0%	19.3%	18.1%	18.3%
Poor	4.2%	4.0%	2.4%	4.2%	4.8%	4.0%	4.1%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q4d. Mecklenburg County as a place to recreate							
Excellent	21.8%	23.9%	17.9%	23.1%	18.0%	24.1%	22.9%
Good	46.4%	47.0%	56.4%	46.3%	44.5%	47.2%	46.7%
Fair	25.1%	25.2%	23.1%	25.2%	29.4%	24.1%	25.2%
Poor	6.6%	3.9%	2.6%	5.4%	8.1%	4.6%	5.3%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q4e. Mecklenburg County as a community that is moving in right direction							
Excellent	17.9%	16.5%	12.8%	17.4%	17.4%	17.2%	17.2%
Good	40.8%	40.4%	48.7%	40.3%	35.7%	41.9%	40.6%
Fair	28.5%	30.9%	30.8%	29.7%	30.5%	29.5%	29.7%
Poor	12.7%	12.1%	7.7%	12.6%	16.4%	11.4%	12.4%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q4f. Overall quality of life in Mecklenburg County							
Excellent	17.8%	16.4%	19.0%	17.0%	16.1%	17.3%	17.1%
Good	54.9%	56.5%	59.5%	55.6%	54.7%	56.0%	55.7%
Fair	24.0%	23.6%	19.0%	24.0%	26.0%	23.2%	23.8%
Poor	3.4%	3.5%	2.4%	3.5%	3.1%	3.5%	3.4%

Q6. Which ONE of the following approaches would you like to see Mecklenburg County take when developing its annual county budget? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q6. Which one approach would you like to see Mecklenburg County take when developing its annual County budget?							
Raise property taxes slightly to improve needed services	12.9%	14.5%	2.6%	14.1%	11.9%	14.2%	13.7%
Cut property taxes/reduce less vital services	21.4%	22.4%	34.2%	21.4%	20.8%	22.2%	21.9%
Create/Earmark a new revenue source (other than property tax)	39.3%	40.6%	42.1%	39.9%	44.1%	38.9%	40.0%
Keep property taxes/services the same	26.4%	22.4%	21.1%	24.5%	23.3%	24.7%	24.4%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q7a. Minority owned businesses are well represented in community							
Agree	35.2%	29.5%	28.9%	32.5%	34.0%	31.9%	32.3%
Neutral	39.6%	33.8%	28.9%	37.0%	38.8%	36.1%	36.6%
Disagree	25.2%	36.7%	42.1%	30.6%	27.1%	32.0%	31.0%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q7b. There is an array of diverse cultural activities in County							
Agree	58.1%	47.4%	55.3%	52.5%	58.4%	51.2%	52.6%
Neutral	29.4%	34.4%	15.8%	32.6%	28.2%	32.9%	32.0%
Disagree	12.5%	18.2%	28.9%	14.9%	13.4%	15.9%	15.4%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q7c. There is diverse ethnic & racial representation in community							
Agree	55.9%	50.7%	64.1%	52.8%	55.2%	52.7%	53.2%
Neutral	25.9%	29.2%	15.4%	28.0%	27.6%	27.6%	27.6%
Disagree	18.2%	20.2%	20.5%	19.2%	17.1%	19.7%	19.2%

Q8. If you had the option to communicate with county agencies about the status of your request for services via email (e.g. to submit service or benefit requests, receiving updates of your application or service request, reporting problems or service issues, receiving notice of problem resolutions, etc.), how likely would you be to use this feature? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q8. How likely would you be to use this feature?							
Very likely	41.9%	45.4%	47.5%	43.6%	46.0%	43.1%	43.7%
Likely	47.7%	45.4%	47.5%	46.5%	44.1%	47.2%	46.5%
Unlikely	7.0%	5.5%	2.5%	6.4%	3.8%	6.9%	6.2%
Very unlikely	3.4%	3.6%	2.5%	3.6%	6.1%	2.8%	3.5%

Q9. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q9. How likely would you be to use this feature?							
Very likely	32.2%	29.6%	43.9%	30.4%	34.9%	29.9%	30.9%
Likely	38.3%	41.9%	36.6%	40.3%	41.0%	39.9%	40.2%
Unlikely	20.6%	15.5%	12.2%	18.2%	13.7%	19.1%	18.0%
Very unlikely	8.9%	13.0%	7.3%	11.2%	10.4%	11.2%	11.0%

Q10. How good of a job would you say the Mecklenburg County government does communicating information about county issues, services, and performance to the public? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q10. How good does Mecklenburg County government do communicating information about County issues, services, & performance to the public?							
Excellent	3.8%	3.9%	5.6%	3.8%	2.4%	4.3%	3.9%
Good	35.3%	36.3%	50.0%	35.3%	34.0%	36.3%	35.8%
Fair	40.1%	42.7%	25.0%	42.0%	39.7%	41.9%	41.4%
Poor	20.8%	17.1%	19.4%	18.9%	23.9%	17.6%	18.9%

Q11. Please indicate your level of agreement with the following statement: "I trust the information I receive from Mecklenburg County government." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q11. Your level of agreement with the statement: "I trust information I receive from Mecklenburg County government"							
Strongly agree	10.5%	8.5%	8.3%	9.5%	6.3%	10.3%	9.5%
Agree	66.7%	71.0%	66.7%	68.9%	65.6%	69.7%	68.8%
Disagree	18.3%	15.4%	19.4%	16.7%	19.6%	16.1%	16.9%
Strongly disagree	4.6%	5.1%	5.6%	4.8%	8.5%	3.9%	4.8%

Q12. Do you consider Mecklenburg County government to be open and transparent with information about County issues, services, and performance? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q12. Is Mecklenburg County government open & transparent with information about County issues, services, & performance?							
Yes	53.1%	52.1%	67.9%	52.0%	42.0%	55.5%	52.6%
No	46.9%	47.9%	32.1%	48.0%	58.0%	44.5%	47.4%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q13a. Facebook							
Yes	24.1%	35.1%	42.1%	29.4%	25.5%	31.0%	29.9%
No	75.9%	64.9%	57.9%	70.6%	74.5%	69.0%	70.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q13b. Twitter							
Yes	8.8%	10.4%	11.8%	9.5%	6.3%	10.5%	9.6%
No	91.2%	89.6%	88.2%	90.5%	93.8%	89.5%	90.4%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q13c. YouTube							
Yes	14.7%	17.9%	25.7%	16.0%	11.7%	17.6%	16.3%
No	85.3%	82.1%	74.3%	84.0%	88.3%	82.4%	83.7%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q13d. Instagram							
Yes	6.5%	11.2%	13.9%	8.7%	5.2%	9.9%	8.9%
No	93.5%	88.8%	86.1%	91.3%	94.8%	90.1%	91.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q13e. Nextdoor							
Yes	29.5%	32.3%	26.5%	31.1%	29.6%	31.3%	30.9%
No	70.5%	67.7%	73.5%	68.9%	70.4%	68.7%	69.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q13f. LinkedIn							
Yes	12.5%	13.7%	19.4%	12.9%	10.7%	13.8%	13.1%
No	87.5%	86.3%	80.6%	87.1%	89.3%	86.2%	86.9%

Q13a. If you have used any of the County's social media services listed in Q13, please indicate whether you agree with the following statement: "The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government." (without "don't know")

N=530

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q13a. Do you agree with the statement: "Information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government"?							
Agree	68.4%	69.8%	77.3%	68.6%	72.6%	68.3%	69.1%
Disagree	31.6%	30.2%	22.7%	31.4%	27.4%	31.7%	30.9%

Q14. What is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q14. What is your preferred source for receiving Mecklenburg County news & announcements?							
Facebook	9.2%	14.9%	22.0%	11.7%	8.8%	12.9%	12.1%
Twitter	3.1%	2.8%	4.9%	2.9%	1.9%	3.2%	3.0%
YouTube	1.6%	0.6%	0.0%	1.1%	1.9%	0.8%	1.0%
Instagram	0.6%	1.1%	2.4%	0.8%	0.0%	1.1%	0.9%
Nextdoor	10.9%	11.4%	4.9%	11.4%	8.4%	11.9%	11.2%
LinkedIn	1.2%	0.4%	0.0%	0.8%	0.9%	0.7%	0.8%
Radio	8.2%	6.7%	2.4%	7.6%	7.9%	7.3%	7.4%
Newspaper	13.3%	11.7%	2.4%	12.9%	11.2%	12.8%	12.5%
Television	36.3%	36.9%	56.1%	35.8%	43.3%	34.9%	36.6%
Other	15.6%	13.6%	4.9%	15.0%	15.8%	14.3%	14.6%

Q15. In the past 12 months, have you used the County's website (www.MecklenburgCountyNC.gov) to access county news, or information on Mecklenburg programs and services? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q15. Have you used County's website to access County news, or information on Mecklenburg programs & services in past 12 months?							
Yes	50.1%	45.7%	46.2%	47.9%	48.1%	47.8%	47.8%
No	49.9%	54.3%	53.8%	52.1%	51.9%	52.2%	52.2%

Q15a. (If YES to Question 15) When visiting the County's website, how often are you able to find what you are looking for? (without "don't know")

N=498

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q15a. How often are you able to find what you are looking for when visiting County's website?							
Often	48.8%	44.8%	55.6%	46.5%	51.5%	45.7%	46.9%
Sometimes	42.5%	47.3%	22.2%	45.7%	40.4%	45.9%	44.8%
Rarely	7.5%	6.6%	22.2%	6.5%	5.1%	7.6%	7.1%
Never	1.2%	1.2%	0.0%	1.3%	3.0%	0.8%	1.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16a. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You" that will move health & human services to new locations that are convenient to customers?							
Yes	8.8%	9.9%	23.1%	8.8%	8.9%	9.5%	9.4%
No	91.2%	90.1%	76.9%	91.2%	91.1%	90.5%	90.6%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16b. Did you know County provides children with immunizations against vaccine-preventable diseases (i.e. polio, measles, etc.)?							
Yes	55.5%	63.5%	70.0%	59.2%	57.7%	60.2%	59.7%
No	44.5%	36.5%	30.0%	40.8%	42.3%	39.8%	40.3%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16c. Did you know County offers HIV & sexually transmitted disease testing?							
Yes	54.3%	61.5%	65.0%	57.7%	62.2%	56.9%	58.0%
No	45.7%	38.5%	35.0%	42.3%	37.8%	43.1%	42.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16d. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim?							
Yes	61.2%	60.9%	64.1%	60.9%	60.5%	61.2%	61.1%
No	38.8%	39.1%	35.9%	39.1%	39.5%	38.8%	38.9%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16e. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools?							
Yes	34.9%	31.3%	48.7%	32.4%	32.4%	33.2%	33.0%
No	65.1%	68.7%	51.3%	67.6%	67.6%	66.8%	67.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16f. Did you know County offers training & foster home licensing for people interested in fostering or adopting?							
Yes	42.1%	47.4%	60.0%	44.2%	44.6%	44.9%	44.8%
No	57.9%	52.6%	40.0%	55.8%	55.4%	55.1%	55.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16g. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing?							
Yes	43.3%	39.2%	46.2%	41.0%	41.2%	41.2%	41.2%
No	56.7%	60.8%	53.8%	59.0%	58.8%	58.8%	58.8%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"?							
Yes	30.6%	31.2%	33.3%	30.8%	33.8%	30.1%	30.9%
No	69.4%	68.8%	66.7%	69.2%	66.2%	69.9%	69.1%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg"?							
Yes	28.1%	25.6%	28.2%	26.7%	28.4%	26.4%	26.8%
No	71.9%	74.4%	71.8%	73.3%	71.6%	73.6%	73.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16j. Did you know County provides services for children age birth to three who have developmental delays?							
Yes	27.3%	38.5%	43.6%	32.6%	33.3%	33.0%	33.1%
No	72.7%	61.5%	56.4%	67.4%	66.7%	67.0%	66.9%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16k. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?							
Yes	30.7%	40.9%	56.4%	35.1%	37.0%	35.7%	36.0%
No	69.3%	59.1%	43.6%	64.9%	63.0%	64.3%	64.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16l. Did you know that County departments have 3-Year Strategic Business Plans?							
Yes	20.4%	17.0%	18.9%	18.6%	18.3%	18.7%	18.6%
No	79.6%	83.0%	81.1%	81.4%	81.7%	81.3%	81.4%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16m. Have you seen County's Corporate 3-Year Strategic Business Plan?							
Yes	6.7%	3.8%	10.5%	5.0%	6.7%	4.8%	5.2%
No	93.3%	96.2%	89.5%	95.0%	93.3%	95.2%	94.8%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q16n. Have you seen County's Annual Performance Report?							
Yes	10.8%	7.8%	17.5%	9.0%	9.0%	9.4%	9.3%
No	89.2%	92.2%	82.5%	91.0%	91.0%	90.6%	90.7%

Q17. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q17. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility within past 12 months?							
0 time	13.0%	14.3%	14.0%	13.7%	18.6%	12.4%	13.7%
1-5 times	35.2%	35.8%	30.2%	35.7%	35.0%	35.6%	35.5%
6-10 times	17.9%	16.8%	11.6%	17.6%	15.0%	17.9%	17.3%
11-15 times	9.6%	8.1%	14.0%	8.6%	8.6%	8.9%	8.8%
16-30 times	9.4%	10.4%	14.0%	9.8%	9.1%	10.1%	9.9%
31-50 times	4.9%	5.7%	9.3%	5.1%	4.1%	5.6%	5.3%
50+ times	10.2%	8.8%	7.0%	9.6%	9.5%	9.5%	9.5%

Q18. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other county facility that you visit MOST OFTEN. (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q18. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other County facility you visit most often							
Excellent	26.1%	29.4%	28.9%	27.7%	25.8%	28.2%	27.8%
Good	58.5%	58.9%	55.3%	58.8%	58.8%	58.7%	58.7%
Fair	13.3%	10.1%	13.2%	11.6%	12.1%	11.6%	11.7%
Poor	2.1%	1.6%	2.6%	1.8%	3.3%	1.5%	1.9%

Q19. Have you or other members of your household participated in any recreation, athletic, or nature program offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q19. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months?							
Yes	26.2%	28.5%	27.5%	27.4%	29.8%	26.8%	27.4%
No	73.8%	71.5%	72.5%	72.6%	70.2%	73.2%	72.6%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q19a-a. You are not aware of programs							
Yes	58.5%	65.0%	41.7%	62.7%	64.6%	61.2%	61.8%
No	41.5%	35.0%	58.3%	37.3%	35.4%	38.8%	38.2%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q19a-b. There are no convenient locations							
Yes	27.0%	33.3%	23.5%	30.5%	28.9%	30.5%	30.2%
No	73.0%	66.7%	76.5%	69.5%	71.1%	69.5%	69.8%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q19a-c. There are no convenient times							
Yes	26.7%	35.1%	38.9%	30.3%	29.4%	31.1%	30.7%
No	73.3%	64.9%	61.1%	69.7%	70.6%	68.9%	69.3%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q19a-d. You have no interest in programs							
Yes	48.0%	37.5%	36.8%	43.0%	44.3%	42.4%	42.8%
No	52.0%	62.5%	63.2%	57.0%	55.7%	57.6%	57.2%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q19a-e. Cost of program							
Yes	20.8%	26.9%	27.8%	23.8%	20.3%	24.9%	24.0%
No	79.2%	73.1%	72.2%	76.2%	79.7%	75.1%	76.0%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q20a. Mecklenburg County Aquatic Center							
Very familiar	24.9%	25.6%	32.6%	25.0%	26.6%	24.9%	25.2%
Somewhat familiar	41.8%	39.4%	48.8%	40.2%	43.7%	39.7%	40.5%
Not familiar	33.3%	35.1%	18.6%	34.8%	29.7%	35.4%	34.2%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q20b. Ray's Splash Planet (an indoor water park & fitness center)							
Very familiar	23.3%	26.4%	44.2%	24.1%	24.0%	25.1%	24.9%
Somewhat familiar	30.4%	30.4%	30.2%	30.4%	34.1%	29.5%	30.4%
Not familiar	46.3%	43.2%	25.6%	45.5%	41.9%	45.4%	44.7%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q20c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center							
Very familiar	42.1%	41.3%	53.5%	41.2%	44.5%	41.0%	41.7%
Somewhat familiar	34.8%	35.4%	27.9%	35.4%	34.5%	35.3%	35.1%
Not familiar	23.1%	23.3%	18.6%	23.4%	21.0%	23.8%	23.2%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q20d. Historic St. Mary's Chapel							
Very familiar	16.1%	13.8%	25.6%	14.5%	15.7%	14.7%	14.9%
Somewhat familiar	16.1%	21.6%	23.3%	18.8%	19.7%	18.8%	18.9%
Not familiar	67.8%	64.6%	51.2%	66.7%	64.6%	66.5%	66.1%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q20e. McDowell Nature Preserve Campground							
Very familiar	18.5%	15.9%	18.6%	17.1%	18.8%	16.7%	17.2%
Somewhat familiar	20.3%	20.6%	23.3%	20.3%	24.5%	19.4%	20.4%
Not familiar	61.2%	63.6%	58.1%	62.6%	56.8%	63.8%	62.4%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q20f. Indoor & outdoor shelters (any park location)							
Very familiar	36.1%	38.2%	51.2%	36.6%	33.6%	38.1%	37.2%
Somewhat familiar	37.9%	33.2%	27.9%	35.8%	37.1%	35.0%	35.5%
Not familiar	26.0%	28.7%	20.9%	27.6%	29.3%	26.9%	27.4%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q20g. County fitness centers							
Very familiar	14.5%	14.7%	23.3%	14.2%	14.4%	14.6%	14.6%
Somewhat familiar	23.3%	20.2%	30.2%	21.3%	24.5%	21.0%	21.7%
Not familiar	62.3%	65.1%	46.5%	64.4%	61.1%	64.4%	63.7%

Q21. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or community event)? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q21. Have you visited or used a Charlotte-Mecklenburg Library for any reason within past 12 months?							
Yes	60.8%	72.3%	73.8%	66.4%	64.0%	67.4%	66.7%
No	39.2%	27.7%	26.2%	33.6%	36.0%	32.6%	33.3%

Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN? (without "not provided")

N=731

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q21a. Which Charlotte-Mecklenburg Library have you visited most often within past 12 months?							
Cornelius	4.7%	3.0%	0.0%	3.9%	2.9%	4.0%	3.7%
Davidson	1.6%	1.2%	0.0%	1.4%	0.7%	1.5%	1.4%
Hickory Grove	5.0%	5.2%	9.7%	4.9%	5.0%	5.2%	5.1%
ImaginOn (East 7th St. Uptown)	4.1%	4.2%	12.9%	3.8%	5.0%	4.0%	4.2%
Independence Reg. (Conference Dr & Monroe)	4.7%	3.5%	6.5%	3.9%	7.9%	3.1%	4.0%
Main Library (Uptown)	6.9%	4.7%	6.5%	5.7%	5.0%	5.9%	5.7%
Matthews	7.8%	4.5%	0.0%	6.2%	8.6%	5.3%	6.0%
Mint Hill	4.4%	2.7%	3.2%	3.5%	2.9%	3.6%	3.5%
Morrison Regional (closed for part of the year)	3.4%	3.0%	0.0%	3.3%	0.7%	3.8%	3.2%
Mountain Island	3.8%	4.2%	6.5%	3.9%	3.6%	4.1%	4.0%
Myers Park	4.7%	2.5%	0.0%	3.6%	2.9%	3.6%	3.5%
North County Reg. (Huntersville)	4.4%	4.7%	3.2%	4.6%	3.6%	4.8%	4.6%
Plaza Midwood	1.9%	3.2%	0.0%	2.8%	2.9%	2.6%	2.6%
Scaleybark	3.1%	1.5%	0.0%	2.3%	1.4%	2.4%	2.2%

Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN? (without "not provided") (cont.)

N=731

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q21a. Which Charlotte-Mecklenburg Library have you visited most often within past 12 months? (cont.)							
South County Reg. (Rea Road)	10.0%	11.5%	9.7%	10.9%	9.3%	11.2%	10.8%
Steele Creek	2.8%	5.0%	3.2%	4.1%	4.3%	4.0%	4.0%
Sugar Creek	1.6%	4.0%	6.5%	2.8%	4.3%	2.6%	2.9%
University City Reg. (E. WT Harris)	12.8%	10.7%	9.7%	11.7%	16.4%	10.5%	11.7%
West Boulevard	3.1%	4.5%	9.7%	3.6%	2.1%	4.3%	3.9%
Beatties Ford Road Regional	8.1%	12.5%	6.5%	10.7%	7.1%	11.4%	10.5%
Library Website (www.cmlibrary.org)	0.9%	2.5%	3.2%	1.7%	2.9%	1.5%	1.8%
I do not know library name, but I can provide area or street	0.3%	1.0%	3.2%	0.6%	0.7%	0.7%	0.7%

Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library IN PERSON? (without "don't know")

N=731

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q21b. How many times have you visited or used Charlotte-Mecklenburg Library in person in a typical month?							
Less than once a month	48.9%	52.2%	33.3%	51.5%	45.2%	52.0%	50.7%
Once a month	21.2%	16.3%	33.3%	17.8%	20.0%	18.1%	18.5%
Twice a month	14.5%	15.0%	10.0%	15.0%	14.8%	14.8%	14.8%
Three or four times a month	8.0%	11.2%	16.7%	9.5%	14.1%	8.8%	9.8%
Five or more times a month	7.4%	5.3%	6.7%	6.2%	5.9%	6.3%	6.3%

Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library DIGITALLY (online, mobile app, etc.)? (without "don't know")

N=731

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q21c. How many times have you visited or used Charlotte-Mecklenburg Library digitally in a typical month?							
Less than once a month	67.8%	65.8%	64.0%	66.8%	68.9%	66.1%	66.7%
Once a month	10.9%	12.5%	12.0%	11.7%	10.1%	12.2%	11.8%
Twice a month	9.1%	7.0%	8.0%	7.9%	6.7%	8.2%	7.9%
Three or four times a month	6.2%	7.5%	4.0%	7.0%	6.7%	7.0%	6.9%
Five or more times a month	6.2%	7.2%	12.0%	6.5%	7.6%	6.6%	6.8%

Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer?							
Physical (print book, CD, DVD, etc)	36.4%	39.3%	32.4%	38.1%	43.2%	36.6%	37.9%
Digital (eBook, eAudio, eVideo, eMagazines)	8.3%	9.3%	8.1%	8.8%	4.7%	9.8%	8.8%
Both physical & digital	26.8%	28.8%	27.0%	27.9%	25.8%	28.4%	27.9%
I don't access Charlotte-Mecklenburg Library materials	28.3%	22.2%	32.4%	24.8%	25.8%	24.9%	25.1%
Other	0.2%	0.4%	0.0%	0.3%	0.5%	0.3%	0.3%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q23a. Is a top institution in community							
Strongly agree	33.9%	39.9%	50.0%	36.7%	45.3%	35.1%	37.2%
Agree	53.3%	53.3%	43.3%	53.7%	44.0%	55.7%	53.3%
Disagree	9.9%	5.9%	3.3%	7.8%	7.5%	7.7%	7.7%
Strongly disagree	2.9%	0.9%	3.3%	1.8%	3.1%	1.5%	1.8%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q23b. Is a community champion for pre-K to third grade literacy							
Strongly agree	35.0%	42.6%	48.1%	38.9%	42.2%	38.6%	39.4%
Agree	52.8%	52.9%	48.1%	53.0%	51.7%	53.1%	52.8%
Disagree	9.1%	3.9%	0.0%	6.4%	3.4%	6.8%	6.1%
Strongly disagree	3.1%	0.6%	3.7%	1.6%	2.6%	1.5%	1.7%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q23c. Is a community champion for equal access to digital resources & skills							
Strongly agree	35.2%	40.3%	46.4%	37.7%	42.1%	37.1%	38.1%
Agree	55.0%	55.5%	42.9%	55.8%	54.1%	55.6%	55.3%
Disagree	7.7%	3.9%	10.7%	5.4%	1.5%	6.6%	5.6%
Strongly disagree	2.0%	0.3%	0.0%	1.1%	2.3%	0.7%	1.0%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q23d. Is a community champion for equal access to resources citizens need to improve their lives							
Strongly agree	36.2%	41.7%	45.2%	39.0%	44.1%	38.0%	39.3%
Agree	52.5%	53.7%	45.2%	53.6%	50.7%	53.8%	53.2%
Disagree	8.6%	4.0%	9.7%	5.9%	2.9%	6.9%	6.1%
Strongly disagree	2.7%	0.5%	0.0%	1.6%	2.2%	1.3%	1.5%

Q24. Did you vote in the November 2016 General Election? (without "don't know")

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q24. Did you vote in November 2016 General Election?							
Yes	87.9%	89.0%	92.5%	88.3%	90.5%	87.9%	88.5%
No	12.1%	11.0%	7.5%	11.7%	9.5%	12.1%	11.5%

Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2016 General Election, did you use an early voting site? (without "don't know")

N=966

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q24a. Did you use an early voting site in November 2016 General Election?							
Yes	67.2%	69.1%	68.6%	68.2%	67.3%	68.4%	68.2%
No	32.8%	30.9%	31.4%	31.8%	32.7%	31.6%	31.8%

Q24b. (If YES to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at the early voting site. (without "don't know")

N=649

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q24b. Your overall experience at the early voting site							
Excellent	57.4%	59.5%	54.2%	58.7%	59.7%	58.2%	58.5%
Good	30.2%	34.9%	41.7%	32.3%	30.6%	33.2%	32.7%
Fair	7.9%	4.1%	4.2%	5.9%	5.2%	6.1%	5.9%
Poor	4.6%	1.5%	0.0%	3.1%	4.5%	2.5%	2.9%

Q24c. (If NO or DON'T KNOW to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at your voting location. (without "don't know")

N=317

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q24c. Your overall experience at your voting location							
Excellent	48.6%	53.8%	45.5%	51.4%	49.2%	51.8%	51.2%
Good	38.9%	38.5%	54.5%	38.0%	39.3%	38.5%	38.7%
Fair	9.7%	5.6%	0.0%	8.0%	8.2%	7.5%	7.7%
Poor	2.8%	2.1%	0.0%	2.5%	3.3%	2.2%	2.4%

Q25. How do you usually get information about residential curbside recycling?

N=1047

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q25. How do you usually get information about residential curbside recycling?							
Internet website	22.5%	20.3%	23.1%	21.3%	14.6%	23.1%	21.4%
Local City/County website	25.9%	23.6%	23.1%	24.8%	26.7%	24.3%	24.7%
Social media (Facebook, Twitter, etc.)	6.9%	10.1%	7.7%	8.5%	8.3%	8.6%	8.5%
Friends & neighbors	47.1%	43.9%	61.5%	44.8%	45.1%	45.5%	45.5%
Other	16.9%	24.4%	10.3%	21.1%	23.8%	20.0%	20.7%

Q26. Listed below are several programs offered by Mecklenburg County. Please rate your level of familiarity with the following programs.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q26a. Mecklenburg County's air quality agency that works to achieve & maintain healthy air							
Very familiar	8.6%	5.7%	7.0%	7.1%	5.7%	7.5%	7.1%
Somewhat familiar	23.8%	22.1%	25.6%	22.8%	29.7%	21.2%	22.9%
Not familiar	67.6%	72.2%	67.4%	70.1%	64.6%	71.3%	70.0%

Q26. Listed below are several programs offered by Mecklenburg County. Please rate your level of familiarity with the following programs.

N=1125

	Q27. Your gender		Q38. Are you an employee of Mecklenburg County?		Q39. Have you served in any branch of military or are you an immediate relative of someone who has served?		Total
	Male	Female	Yes	No	Yes	No	
Q26b. Mecklenburg County's "Air Quality Data Webpage" which provides real-time, County-specific air monitoring information							
Very familiar	5.3%	4.8%	4.7%	5.1%	3.9%	5.4%	5.1%
Somewhat familiar	16.5%	13.6%	23.3%	14.7%	17.9%	14.3%	15.0%
Not familiar	78.2%	81.5%	72.1%	80.2%	78.2%	80.4%	79.9%

Section 6:
Cross-Tabular Data by Age and Race/Ethnicity

Q2. How long have you lived in Mecklenburg County? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q2. How long have you lived in Mecklenburg County?										
Less than 1 year	6.9%	1.7%	1.4%	3.3%	2.8%	3.5%	1.8%	1.9%	7.3%	2.9%
1-2 years	11.7%	5.4%	1.9%	2.7%	4.9%	6.6%	3.3%	5.6%	4.9%	5.3%
3-4 years	18.1%	5.9%	7.4%	4.0%	9.7%	10.2%	6.9%	5.6%	9.8%	8.9%
5-10 years	26.2%	22.1%	14.0%	10.0%	27.8%	17.9%	15.6%	22.2%	19.5%	18.7%
11-15 years	12.1%	17.0%	7.2%	12.7%	16.7%	12.8%	7.8%	24.1%	7.3%	12.1%
15+ years	25.0%	47.9%	68.0%	67.3%	38.2%	49.0%	64.6%	40.7%	51.2%	52.0%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q3a. There is value in services I receive for fees/local tax dollars I pay overall										
Strongly agree	8.0%	12.0%	18.7%	12.7%	12.5%	13.1%	13.7%	20.0%	13.5%	13.5%
Agree	65.3%	64.2%	57.7%	67.2%	64.1%	66.1%	57.5%	57.8%	56.8%	62.7%
Disagree	19.2%	15.5%	17.2%	14.2%	14.8%	16.1%	17.8%	17.8%	18.9%	16.6%
Strongly disagree	7.5%	8.2%	6.4%	6.0%	8.6%	4.7%	11.0%	4.4%	10.8%	7.2%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q3b. Mecklenburg County provides quality services to residents										
Strongly agree	8.8%	8.9%	15.6%	10.4%	11.9%	9.3%	12.0%	18.4%	15.4%	11.2%
Agree	71.3%	72.1%	64.2%	70.4%	65.9%	72.9%	65.7%	63.3%	64.1%	69.0%
Disagree	15.7%	14.1%	15.9%	14.1%	18.3%	14.2%	15.0%	14.3%	17.9%	15.0%
Strongly disagree	4.2%	4.9%	4.3%	5.2%	4.0%	3.6%	7.3%	4.1%	2.6%	4.8%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q3c. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making										
Strongly agree	3.9%	7.2%	10.0%	10.3%	5.9%	5.6%	9.7%	20.0%	9.4%	7.8%
Agree	53.9%	48.3%	49.5%	50.4%	53.9%	54.6%	42.6%	50.0%	43.8%	49.9%
Disagree	33.1%	34.6%	28.8%	24.8%	34.3%	30.7%	31.0%	22.5%	37.5%	31.1%
Strongly disagree	9.0%	9.9%	11.7%	14.5%	5.9%	9.1%	16.6%	7.5%	9.4%	11.1%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q4a. Mecklenburg County as a place to live										
Excellent	27.6%	21.8%	29.5%	23.4%	25.9%	27.5%	23.0%	24.1%	28.6%	25.8%
Good	52.0%	54.6%	46.0%	56.6%	51.0%	51.7%	50.3%	61.1%	42.9%	51.4%
Fair	17.9%	21.0%	21.2%	17.2%	21.7%	18.2%	22.7%	11.1%	26.2%	19.9%
Poor	2.4%	2.6%	3.3%	2.8%	1.4%	2.6%	3.9%	3.7%	2.4%	2.9%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q4b. Mecklenburg County as a place to learn										
Excellent	17.2%	14.4%	21.6%	20.9%	11.0%	17.5%	21.4%	23.5%	20.0%	18.2%
Good	37.0%	41.7%	42.4%	50.7%	48.5%	39.6%	43.5%	43.1%	37.5%	42.1%
Fair	32.6%	31.5%	26.2%	23.9%	33.1%	31.2%	23.9%	23.5%	32.5%	28.9%
Poor	13.2%	12.3%	9.8%	4.5%	7.4%	11.7%	11.2%	9.8%	10.0%	10.8%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q4c. Mecklenburg County as a place to work										
Excellent	31.0%	25.9%	29.5%	26.0%	24.1%	33.1%	23.3%	26.4%	21.4%	28.2%
Good	49.0%	50.7%	46.7%	53.5%	52.6%	49.0%	48.6%	49.1%	47.6%	49.4%
Fair	17.2%	19.2%	18.9%	15.7%	18.2%	15.0%	21.8%	22.6%	28.6%	18.3%
Poor	2.9%	4.1%	4.9%	4.7%	5.1%	2.9%	6.3%	1.9%	2.4%	4.1%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q4d. Mecklenburg County as a place to recreate										
Excellent	25.3%	19.0%	25.1%	21.5%	19.1%	24.3%	22.9%	18.0%	24.4%	22.9%
Good	46.8%	48.3%	44.8%	48.1%	51.5%	44.9%	46.5%	56.0%	43.9%	46.7%
Fair	23.6%	27.5%	24.5%	23.7%	23.5%	24.9%	25.5%	24.0%	31.7%	25.2%
Poor	4.3%	5.1%	5.6%	6.7%	5.9%	5.9%	5.2%	2.0%	0.0%	5.3%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q4e. Mecklenburg County as a community that is moving in right direction										
Excellent	20.1%	13.6%	19.0%	16.7%	15.7%	16.3%	19.2%	16.7%	20.0%	17.2%
Good	41.4%	42.1%	39.7%	38.6%	44.3%	40.8%	38.4%	47.9%	35.0%	40.6%
Fair	28.5%	32.6%	27.3%	31.1%	32.9%	29.7%	29.9%	27.1%	20.0%	29.7%
Poor	10.0%	11.6%	14.1%	13.6%	7.1%	13.2%	12.6%	8.3%	25.0%	12.4%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q4f. Overall quality of life in Mecklenburg County										
Excellent	18.0%	15.7%	19.0%	14.7%	16.9%	16.6%	17.1%	18.5%	22.0%	17.1%
Good	58.0%	55.4%	54.3%	57.3%	57.0%	60.4%	48.5%	61.1%	39.0%	55.7%
Fair	22.0%	25.1%	23.0%	24.5%	23.2%	20.4%	29.0%	18.5%	36.6%	23.8%
Poor	2.0%	3.7%	3.6%	3.5%	2.8%	2.6%	5.5%	1.9%	2.4%	3.4%

Q6. Which ONE of the following approaches would you like to see Mecklenburg County take when developing its annual county budget? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q6. Which one approach would you like to see Mecklenburg County take when developing its annual County budget?										
Raise property taxes slightly to improve needed services	15.4%	12.9%	15.2%	9.6%	9.8%	17.1%	10.6%	9.3%	11.4%	13.7%
Cut property taxes/reduce less vital services	25.5%	21.2%	20.2%	21.6%	23.8%	21.2%	23.7%	23.3%	11.4%	21.9%
Create/Earmark a new revenue source (other than property tax)	38.5%	41.5%	38.8%	41.6%	36.1%	37.2%	45.2%	34.9%	57.1%	40.0%
Keep property taxes/services the same	20.7%	24.4%	25.8%	27.2%	30.3%	24.5%	20.5%	32.6%	20.0%	24.4%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q7a. Minority owned businesses are well represented in community										
Agree	29.8%	28.8%	34.9%	38.8%	36.4%	39.8%	18.2%	42.5%	35.1%	32.3%
Neutral	38.5%	36.9%	36.2%	34.5%	43.2%	41.7%	29.4%	32.5%	21.6%	36.6%
Disagree	31.7%	34.2%	29.0%	26.7%	20.3%	18.5%	52.5%	25.0%	43.2%	31.0%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q7b. There is an array of diverse cultural activities in County										
Agree	50.2%	48.6%	55.7%	57.6%	48.8%	61.4%	41.3%	50.0%	42.5%	52.6%
Neutral	32.9%	34.3%	29.8%	31.1%	36.4%	28.5%	35.3%	31.8%	37.5%	32.0%
Disagree	16.9%	17.1%	14.6%	11.4%	14.7%	10.2%	23.4%	18.2%	20.0%	15.4%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q7c. There is diverse ethnic & racial representation in community										
Agree	57.5%	48.8%	52.9%	57.7%	48.9%	61.7%	40.4%	52.1%	56.1%	53.2%
Neutral	27.5%	30.0%	25.4%	26.2%	32.1%	25.6%	30.3%	25.0%	22.0%	27.6%
Disagree	15.0%	21.2%	21.6%	16.2%	19.1%	12.7%	29.3%	22.9%	22.0%	19.2%

Q8. If you had the option to communicate with county agencies about the status of your request for services via email (e.g. to submit service or benefit requests, receiving updates of your application or service request, reporting problems or service issues, receiving notice of problem resolutions, etc.), how likely would you be to use this feature? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q8. How likely would you be to use this feature?										
Very likely	42.9%	48.8%	41.0%	40.1%	48.1%	40.3%	45.2%	54.2%	47.2%	43.7%
Likely	48.2%	43.5%	48.5%	45.3%	43.7%	48.5%	46.6%	37.5%	44.4%	46.5%
Unlikely	6.2%	5.6%	5.7%	9.5%	4.4%	8.0%	4.6%	4.2%	5.6%	6.2%
Very unlikely	2.7%	2.2%	4.8%	5.1%	3.7%	3.2%	3.6%	4.2%	2.8%	3.5%

Q9. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q9. How likely would you be to use this feature?										
Very likely	31.3%	35.2%	27.9%	26.9%	31.1%	26.4%	36.5%	41.2%	33.3%	30.9%
Likely	43.9%	37.9%	41.2%	35.4%	41.7%	37.8%	44.2%	35.3%	41.0%	40.2%
Unlikely	13.0%	20.6%	17.5%	21.5%	15.9%	23.1%	12.0%	9.8%	12.8%	18.0%
Very unlikely	11.7%	6.3%	13.4%	16.2%	11.4%	12.7%	7.3%	13.7%	12.8%	11.0%

Q10. How good of a job would you say the Mecklenburg County government does communicating information about county issues, services, and performance to the public? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q10. How good does Mecklenburg County government do communicating information about County issues, services, & performance to the public?										
Excellent	1.4%	3.7%	3.9%	8.0%	3.9%	2.9%	4.6%	8.7%	5.3%	3.9%
Good	31.9%	33.1%	42.0%	32.8%	36.4%	34.7%	39.1%	34.8%	23.7%	35.8%
Fair	44.0%	42.0%	38.4%	43.1%	36.4%	44.6%	39.7%	30.4%	42.1%	41.4%
Poor	22.7%	21.2%	15.6%	16.1%	23.3%	17.9%	16.6%	26.1%	28.9%	18.9%

Q11. Please indicate your level of agreement with the following statement: "I trust the information I receive from Mecklenburg County government." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q11. Your level of agreement with the statement: "I trust information I receive from Mecklenburg County government"										
Strongly agree	8.6%	9.8%	11.0%	6.6%	12.8%	8.4%	7.7%	20.8%	11.4%	9.5%
Agree	72.6%	69.8%	65.9%	67.2%	69.7%	72.5%	64.7%	68.8%	51.4%	68.8%
Disagree	15.7%	15.3%	17.6%	20.5%	12.8%	14.9%	22.4%	8.3%	22.9%	16.9%
Strongly disagree	3.0%	5.1%	5.5%	5.7%	4.6%	4.3%	5.1%	2.1%	14.3%	4.8%

Q12. Do you consider Mecklenburg County government to be open and transparent with information about County issues, services, and performance? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q12. Is Mecklenburg County government open & transparent with information about County issues, services, & performance?										
Yes	58.4%	54.3%	51.6%	42.6%	53.8%	54.1%	49.6%	73.3%	37.0%	52.6%
No	41.6%	45.7%	48.4%	57.4%	46.3%	45.9%	50.4%	26.7%	63.0%	47.4%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q13a. Facebook										
Yes	32.9%	32.5%	28.7%	20.5%	36.2%	25.9%	36.0%	21.4%	25.0%	29.9%
No	67.1%	67.5%	71.3%	79.5%	63.8%	74.1%	64.0%	78.6%	75.0%	70.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q13b. Twitter										
Yes	15.3%	10.8%	6.8%	2.5%	7.1%	9.9%	10.1%	7.9%	13.3%	9.6%
No	84.7%	89.2%	93.2%	97.5%	92.9%	90.1%	89.9%	92.1%	86.7%	90.4%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q13c. YouTube										
Yes	17.1%	15.3%	18.1%	12.2%	19.0%	10.3%	26.7%	12.8%	16.1%	16.3%
No	82.9%	84.7%	81.9%	87.8%	81.0%	89.7%	73.3%	87.2%	83.9%	83.7%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q13d. Instagram										
Yes	16.5%	9.3%	5.8%	1.7%	11.2%	7.2%	12.1%	2.6%	9.7%	8.9%
No	83.5%	90.7%	94.2%	98.3%	88.8%	92.8%	87.9%	97.4%	90.3%	91.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q13e. Nextdoor										
Yes	33.2%	31.4%	30.9%	24.2%	34.8%	34.7%	23.4%	17.9%	34.4%	30.9%
No	66.8%	68.6%	69.1%	75.8%	65.2%	65.3%	76.6%	82.1%	65.6%	69.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q13f. LinkedIn										
Yes	14.1%	13.0%	15.2%	6.1%	11.6%	10.1%	20.1%	12.5%	9.4%	13.1%
No	85.9%	87.0%	84.8%	93.9%	88.4%	89.9%	79.9%	87.5%	90.6%	86.9%

Q13a. If you have used any of the County's social media services listed in Q13, please indicate whether you agree with the following statement: "The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government." (without "don't know")

N=530	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q13a. Do you agree with the statement: "Information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government"?										
Agree	69.2%	76.4%	62.9%	65.9%	69.4%	66.9%	72.6%	78.6%	58.3%	69.1%
Disagree	30.8%	23.6%	37.1%	34.1%	30.6%	33.1%	27.4%	21.4%	41.7%	30.9%

Q14. What is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q14. What is your preferred source for receiving Mecklenburg County news & announcements?										
Facebook	21.8%	12.9%	7.0%	6.3%	13.0%	11.8%	12.8%	20.0%	0.0%	12.1%
Twitter	4.3%	4.3%	1.2%	2.1%	0.0%	4.0%	2.2%	4.4%	2.5%	3.0%
YouTube	2.6%	0.6%	0.6%	0.7%	0.8%	1.0%	0.6%	4.4%	2.5%	1.0%
Instagram	2.1%	0.6%	0.6%	0.0%	0.8%	0.8%	1.3%	0.0%	0.0%	0.9%
Nextdoor	10.7%	13.2%	12.3%	4.2%	9.2%	14.8%	6.1%	13.3%	5.0%	11.2%
LinkedIn	2.1%	0.6%	0.3%	0.0%	3.1%	0.4%	0.3%	0.0%	2.5%	0.8%
Radio	8.5%	7.4%	7.9%	4.9%	9.2%	7.5%	6.4%	0.0%	17.5%	7.4%
Newspaper	6.8%	8.3%	15.8%	23.9%	10.7%	13.5%	13.5%	8.9%	2.5%	12.5%
Television	26.1%	36.8%	40.9%	43.0%	34.4%	30.4%	47.1%	31.1%	47.5%	36.6%
Other	15.0%	15.3%	13.5%	14.8%	19.1%	15.8%	9.6%	17.8%	20.0%	14.6%

Q15. In the past 12 months, have you used the County's website (www.MecklenburgCountyNC.gov) to access county news, or information on Mecklenburg programs and services? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q15. Have you used County's website to access County news, or information on Mecklenburg programs & services in past 12 months?										
Yes	50.7%	51.0%	43.7%	45.5%	44.8%	45.8%	54.5%	36.7%	48.7%	47.8%
No	49.3%	49.0%	56.3%	54.5%	55.2%	54.2%	45.5%	63.3%	51.3%	52.2%

Q15a. (If YES to Question 15) When visiting the County's website, how often are you able to find what you are looking for? (without "don't know")

N=498	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q15a. How often are you able to find what you are looking for when visiting County's website?										
Often	46.6%	42.2%	53.5%	46.6%	50.8%	46.4%	46.6%	50.0%	42.1%	46.9%
Sometimes	44.8%	48.6%	38.2%	48.3%	37.3%	44.7%	47.2%	33.3%	57.9%	44.8%
Rarely	7.8%	7.5%	7.6%	3.4%	11.9%	7.2%	5.0%	16.7%	0.0%	7.1%
Never	0.9%	1.7%	0.7%	1.7%	0.0%	1.7%	1.2%	0.0%	0.0%	1.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16a. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You" that will move health & human services to new locations that are convenient to customers?										
Yes	4.1%	7.5%	11.7%	17.7%	7.6%	7.9%	12.8%	8.3%	8.6%	9.4%
No	95.9%	92.5%	88.3%	82.3%	92.4%	92.1%	87.2%	91.7%	91.4%	90.6%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16b. Did you know County provides children with immunizations against vaccine-preventable diseases (i.e. polio, measles, etc.)?										
Yes	47.2%	58.4%	65.6%	69.6%	52.0%	53.9%	74.1%	45.0%	61.0%	59.7%
No	52.8%	41.6%	34.4%	30.4%	48.0%	46.1%	25.9%	55.0%	39.0%	40.3%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16c. Did you know County offers HIV & sexually transmitted disease testing?										
Yes	48.5%	57.0%	62.5%	65.7%	53.1%	49.8%	75.4%	34.2%	67.5%	58.0%
No	51.5%	43.0%	37.5%	34.3%	46.9%	50.2%	24.6%	65.8%	32.5%	42.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16d. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim?										
Yes	48.2%	59.3%	68.5%	68.3%	58.5%	58.5%	67.8%	51.3%	59.0%	61.1%
No	51.8%	40.7%	31.5%	31.7%	41.5%	41.5%	32.2%	48.7%	41.0%	38.9%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16e. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools?										
Yes	27.1%	29.9%	36.2%	42.4%	31.7%	31.0%	38.9%	21.1%	31.6%	33.0%
No	72.9%	70.1%	63.8%	57.6%	68.3%	69.0%	61.1%	78.9%	68.4%	67.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16f. Did you know County offers training & foster home licensing for people interested in fostering or adopting?										
Yes	32.6%	44.5%	47.9%	58.8%	42.7%	38.7%	56.1%	38.9%	48.6%	44.8%
No	67.4%	55.5%	52.1%	41.2%	57.3%	61.3%	43.9%	61.1%	51.4%	55.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16g. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing?										
Yes	29.7%	36.3%	48.5%	55.0%	42.9%	38.7%	47.7%	26.5%	30.8%	41.2%
No	70.3%	63.7%	51.5%	45.0%	57.1%	61.3%	52.3%	73.5%	69.2%	58.8%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"?										
Yes	23.3%	26.3%	35.6%	43.3%	27.9%	28.0%	40.1%	11.8%	24.3%	30.9%
No	76.7%	73.7%	64.4%	56.7%	72.1%	72.0%	59.9%	88.2%	75.7%	69.1%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg"?										
Yes	20.2%	22.1%	33.0%	34.9%	24.0%	26.3%	30.8%	11.8%	25.6%	26.8%
No	79.8%	77.9%	67.0%	65.1%	76.0%	73.7%	69.2%	88.2%	74.4%	73.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16j. Did you know County provides services for children age birth to three who have developmental delays?										
Yes	26.5%	34.6%	34.8%	36.2%	33.6%	29.2%	40.5%	22.2%	32.4%	33.1%
No	73.5%	65.4%	65.2%	63.8%	66.4%	70.8%	59.5%	77.8%	67.6%	66.9%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16k. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?										
Yes	28.0%	38.5%	36.8%	42.5%	34.7%	29.7%	48.7%	24.3%	33.3%	36.0%
No	72.0%	61.5%	63.2%	57.5%	65.3%	70.3%	51.3%	75.7%	66.7%	64.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16l. Did you know that County departments have 3-Year Strategic Business Plans?										
Yes	18.0%	17.8%	19.7%	19.0%	15.6%	20.6%	18.0%	16.7%	10.8%	18.6%
No	82.0%	82.2%	80.3%	81.0%	84.4%	79.4%	82.0%	83.3%	89.2%	81.4%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16m. Have you seen County's Corporate 3-Year Strategic Business Plan?										
Yes	4.9%	5.9%	4.0%	7.3%	4.0%	4.8%	6.4%	7.7%	2.6%	5.2%
No	95.1%	94.1%	96.0%	92.7%	96.0%	95.2%	93.6%	92.3%	97.4%	94.8%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q16n. Have you seen County's Annual Performance Report?										
Yes	7.5%	9.3%	10.2%	10.2%	6.3%	9.9%	10.3%	7.7%	5.3%	9.3%
No	92.5%	90.7%	89.8%	89.8%	93.7%	90.1%	89.7%	92.3%	94.7%	90.7%

Q17. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q17. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility within past 12 months?										
0 time	9.1%	10.1%	16.0%	23.6%	10.6%	13.4%	14.2%	17.6%	20.0%	13.7%
1-5 times	30.7%	33.5%	41.3%	33.8%	33.3%	28.8%	45.2%	49.0%	35.0%	35.5%
6-10 times	14.9%	19.1%	16.9%	18.2%	19.9%	16.7%	17.2%	11.8%	22.5%	17.3%
11-15 times	10.4%	10.7%	5.9%	9.5%	9.9%	11.2%	5.2%	5.9%	7.5%	8.8%
16-30 times	14.5%	10.1%	7.9%	6.8%	12.1%	10.4%	9.8%	7.8%	0.0%	9.9%
31-50 times	10.0%	5.5%	2.8%	2.7%	6.4%	6.9%	1.8%	7.8%	5.0%	5.3%
50+ times	10.4%	11.0%	9.3%	5.4%	7.8%	12.6%	6.5%	0.0%	10.0%	9.5%

Q18. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other county facility that you visit MOST OFTEN. (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q18. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other County facility you visit most often										
Excellent	30.2%	29.7%	25.1%	24.3%	24.2%	31.4%	23.9%	20.5%	34.3%	27.8%
Good	59.1%	54.1%	61.1%	65.2%	59.8%	57.5%	61.1%	56.8%	51.4%	58.7%
Fair	8.4%	14.7%	12.2%	7.8%	13.6%	9.3%	14.6%	13.6%	11.4%	11.7%
Poor	2.2%	1.6%	1.7%	2.6%	2.3%	1.9%	0.4%	9.1%	2.9%	1.9%

Q19. Have you or other members of your household participated in any recreation, athletic, or nature program offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q19. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months?										
Yes	25.7%	33.5%	25.6%	20.9%	31.6%	22.9%	34.7%	25.0%	21.1%	27.4%
No	74.3%	66.5%	74.4%	79.1%	68.4%	77.1%	65.3%	75.0%	78.9%	72.6%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q19a-a. You are not aware of programs										
Yes	71.1%	58.2%	61.0%	55.3%	57.6%	63.4%	56.2%	75.0%	72.0%	61.8%
No	28.9%	41.8%	39.0%	44.7%	42.4%	36.6%	43.8%	25.0%	28.0%	38.2%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q19a-b. There are no convenient locations										
Yes	19.8%	28.9%	37.5%	35.7%	29.2%	24.7%	37.3%	53.3%	28.6%	30.2%
No	80.2%	71.1%	62.5%	64.3%	70.8%	75.3%	62.7%	46.7%	71.4%	69.8%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q19a-c. There are no convenient times										
Yes	30.1%	29.1%	33.6%	28.9%	39.1%	24.7%	35.7%	40.0%	23.1%	30.7%
No	69.9%	70.9%	66.4%	71.1%	60.9%	75.3%	64.3%	60.0%	76.9%	69.3%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q19a-d. You have no interest in programs										
Yes	26.7%	38.7%	55.6%	49.1%	45.6%	43.0%	43.9%	18.8%	40.0%	42.8%
No	73.3%	61.3%	44.4%	50.9%	54.4%	57.0%	56.1%	81.3%	60.0%	57.2%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q19a-e. Cost of program										
Yes	24.7%	21.6%	27.1%	21.1%	40.8%	16.3%	31.1%	25.0%	7.7%	24.0%
No	75.3%	78.4%	72.9%	78.9%	59.2%	83.7%	68.9%	75.0%	92.3%	76.0%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q20a. Mecklenburg County Aquatic Center										
Very familiar	16.9%	27.5%	26.2%	30.0%	21.5%	16.6%	38.2%	33.3%	33.3%	25.2%
Somewhat familiar	42.3%	41.4%	41.1%	35.3%	44.4%	42.0%	39.4%	25.9%	38.1%	40.5%
Not familiar	40.7%	31.2%	32.7%	34.7%	34.0%	41.4%	22.4%	40.7%	28.6%	34.2%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q20b. Ray's Splash Planet (an indoor water park & fitness center)										
Very familiar	21.8%	32.6%	20.2%	22.7%	23.6%	15.3%	39.7%	24.1%	35.7%	24.9%
Somewhat familiar	27.0%	33.1%	31.1%	27.3%	29.9%	29.4%	33.1%	25.9%	28.6%	30.4%
Not familiar	51.2%	34.3%	48.8%	50.0%	46.5%	55.3%	27.2%	50.0%	35.7%	44.7%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q20c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center										
Very familiar	36.7%	47.6%	40.3%	37.3%	44.4%	39.2%	44.8%	38.9%	40.5%	41.7%
Somewhat familiar	35.1%	32.3%	37.6%	36.7%	31.3%	38.1%	32.8%	24.1%	42.9%	35.1%
Not familiar	28.2%	20.1%	22.1%	26.0%	24.3%	22.6%	22.4%	37.0%	16.7%	23.2%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q20d. Historic St. Mary's Chapel										
Very familiar	10.1%	13.3%	16.3%	21.3%	20.1%	12.8%	16.1%	20.4%	9.5%	14.9%
Somewhat familiar	13.3%	19.0%	20.4%	24.7%	17.4%	19.7%	20.6%	9.3%	14.3%	18.9%
Not familiar	76.6%	67.7%	63.2%	54.0%	62.5%	67.5%	63.3%	70.4%	76.2%	66.1%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q20e. McDowell Nature Preserve Campground										
Very familiar	12.9%	20.1%	15.3%	20.0%	22.2%	14.2%	19.4%	20.4%	16.7%	17.2%
Somewhat familiar	17.7%	19.0%	23.4%	22.0%	20.1%	19.9%	21.8%	20.4%	16.7%	20.4%
Not familiar	69.4%	60.9%	61.3%	58.0%	57.6%	65.9%	58.8%	59.3%	66.7%	62.4%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q20f. Indoor & outdoor shelters (any park location)										
Very familiar	39.1%	39.9%	31.6%	38.7%	37.5%	31.2%	44.2%	40.7%	50.0%	37.2%
Somewhat familiar	36.3%	34.3%	40.3%	26.7%	32.6%	40.5%	31.3%	24.1%	28.6%	35.5%
Not familiar	24.6%	25.8%	28.1%	34.7%	29.9%	28.3%	24.5%	35.2%	21.4%	27.4%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q20g. County fitness centers										
Very familiar	14.1%	15.3%	11.4%	18.7%	14.6%	9.1%	21.8%	22.2%	19.0%	14.6%
Somewhat familiar	18.5%	20.1%	24.5%	24.0%	27.1%	20.6%	23.3%	9.3%	21.4%	21.7%
Not familiar	67.3%	64.6%	64.0%	57.3%	58.3%	70.3%	54.9%	68.5%	59.5%	63.7%

Q21. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or community event)? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q21. Have you visited or used a Charlotte-Mecklenburg Library for any reason within past 12 months?										
Yes	61.3%	66.7%	67.7%	73.6%	69.1%	61.4%	74.4%	61.5%	70.7%	66.7%
No	38.8%	33.3%	32.3%	26.4%	30.9%	38.6%	25.6%	38.5%	29.3%	33.3%

Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN? (without "not provided")

N=731	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q21a. Which Charlotte-Mecklenburg Library have you visited most often within past 12 months?										
Cornelius	2.1%	3.1%	5.9%	2.8%	3.3%	5.2%	2.9%	0.0%	0.0%	3.7%
Davidson	0.0%	2.2%	1.3%	1.9%	3.3%	2.1%	0.0%	0.0%	0.0%	1.4%
Hickory Grove	4.1%	6.6%	4.6%	4.6%	3.3%	3.4%	7.1%	3.3%	17.2%	5.1%
ImaginOn (East 7th St. Uptown)	6.2%	6.6%	2.1%	0.9%	7.6%	3.7%	4.6%	0.0%	0.0%	4.2%
Independence Reg. (Conference Dr & Monroe)	2.7%	3.1%	3.4%	8.3%	2.2%	4.0%	5.0%	0.0%	6.9%	4.0%
Main Library (Uptown)	7.5%	4.8%	5.9%	4.6%	2.2%	5.5%	7.1%	6.7%	6.9%	5.7%
Matthews	4.8%	6.1%	6.3%	6.5%	13.0%	8.8%	0.0%	3.3%	3.4%	6.0%
Mint Hill	0.7%	3.1%	5.9%	2.8%	2.2%	4.9%	2.5%	3.3%	0.0%	3.5%
Morrison Regional (closed for part of the year)	2.7%	3.1%	3.8%	2.8%	2.2%	5.2%	0.4%	10.0%	0.0%	3.2%
Mountain Island	2.7%	5.7%	3.8%	2.8%	7.6%	4.0%	3.3%	0.0%	3.4%	4.0%
Myers Park	3.4%	3.9%	3.0%	3.7%	3.3%	6.4%	0.4%	0.0%	0.0%	3.5%
North County Reg. (Huntersville)	6.2%	5.3%	3.8%	2.8%	4.3%	7.6%	0.8%	3.3%	0.0%	4.6%
Plaza Midwood	4.1%	2.2%	1.7%	3.7%	4.3%	2.1%	2.5%	3.3%	3.4%	2.6%
Scaleybark	3.4%	1.3%	1.7%	3.7%	2.2%	1.2%	3.3%	3.3%	3.4%	2.2%

Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN? (without "not provided") (cont.)

N=731	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q21a. Which Charlotte-Mecklenburg Library have you visited most often within past 12 months (cont.)?										
South County Reg. (Rea Road)	9.6%	9.2%	12.2%	13.0%	12.0%	15.2%	1.7%	36.7%	6.9%	10.8%
Steele Creek	7.5%	3.5%	3.0%	1.9%	8.7%	4.3%	2.5%	3.3%	0.0%	4.0%
Sugar Creek	2.1%	3.9%	3.0%	1.9%	5.4%	0.6%	5.8%	0.0%	0.0%	2.9%
University City Reg. (E. WT Harris)	11.6%	7.0%	14.8%	14.8%	6.5%	8.8%	16.3%	16.7%	13.8%	11.7%
West Boulevard	6.2%	3.9%	3.0%	2.8%	2.2%	1.2%	8.8%	0.0%	3.4%	3.9%
Beatties Ford Road Regional	9.6%	11.0%	10.5%	11.1%	4.3%	2.7%	23.8%	3.3%	17.2%	10.5%
Library Website (www. cmlibrary.org)	2.1%	2.6%	0.4%	2.8%	0.0%	2.4%	0.4%	3.3%	10.3%	1.8%
I do not know library name, but I can provide area or street	0.7%	1.8%	0.0%	0.0%	0.0%	0.6%	0.8%	0.0%	3.4%	0.7%

Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library IN PERSON? (without "don't know")

N=731	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q21b. How many times have you visited or used Charlotte-Mecklenburg Library in person in a typical month?										
Less than once a month	55.2%	50.0%	49.1%	49.5%	40.7%	57.5%	46.2%	41.9%	50.0%	50.7%
Once a month	14.7%	19.2%	20.3%	18.4%	18.7%	17.5%	18.8%	25.8%	19.2%	18.5%
Twice a month	15.4%	12.9%	15.1%	17.5%	16.5%	11.6%	18.8%	12.9%	15.4%	14.8%
Three or four times a month	9.1%	11.6%	9.1%	7.8%	12.1%	9.4%	9.8%	12.9%	3.8%	9.8%
Five or more times a month	5.6%	6.3%	6.5%	6.8%	12.1%	4.1%	6.4%	6.5%	11.5%	6.3%

Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library DIGITALLY (online, mobile app, etc.)? (without "don't know")

N=731	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q21c. How many times have you visited or used Charlotte-Mecklenburg Library digitally in a typical month?										
Less than once a month	69.6%	67.0%	65.3%	65.9%	72.5%	65.8%	68.0%	41.7%	69.6%	66.7%
Once a month	10.9%	13.1%	10.1%	13.2%	7.5%	13.7%	11.0%	8.3%	13.0%	11.8%
Twice a month	7.2%	7.3%	11.1%	2.2%	8.8%	5.5%	9.5%	25.0%	4.3%	7.9%
Three or four times a month	8.0%	5.2%	7.0%	8.8%	8.8%	7.2%	5.5%	12.5%	4.3%	6.9%
Five or more times a month	4.3%	7.3%	6.5%	9.9%	2.5%	7.9%	6.0%	12.5%	8.7%	6.8%

Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer?										
Physical (print book, CD, DVD, etc)	34.9%	37.2%	40.7%	39.0%	42.1%	39.7%	35.0%	31.9%	29.0%	37.9%
Digital (eBook, eAudio, eVideo, eMagazines)	6.0%	8.6%	10.6%	8.9%	7.9%	9.2%	8.6%	4.3%	12.9%	8.8%
Both physical & digital	29.8%	30.2%	25.8%	22.8%	26.2%	23.6%	31.8%	46.8%	35.5%	27.9%
I don't access Charlotte-Mecklenburg Library materials	29.3%	23.9%	22.2%	28.5%	23.8%	27.3%	23.9%	17.0%	22.6%	25.1%
Other	0.0%	0.0%	0.7%	0.8%	0.0%	0.2%	0.7%	0.0%	0.0%	0.3%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q23a. Is a top institution in community										
Strongly agree	34.9%	35.1%	39.6%	39.1%	40.2%	33.3%	41.5%	41.7%	30.3%	37.2%
Agree	54.1%	55.2%	52.0%	50.9%	52.0%	56.5%	49.8%	41.7%	63.6%	53.3%
Disagree	8.9%	8.8%	6.2%	7.3%	5.9%	8.1%	6.7%	16.7%	6.1%	7.7%
Strongly disagree	2.1%	0.8%	2.2%	2.7%	2.0%	2.0%	2.0%	0.0%	0.0%	1.8%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q23b. Is a community champion for pre-K to third grade literacy										
Strongly agree	40.0%	42.3%	39.0%	32.9%	43.9%	35.8%	43.8%	33.3%	27.3%	39.4%
Agree	54.8%	49.0%	52.5%	58.9%	40.2%	58.0%	49.5%	56.7%	68.2%	52.8%
Disagree	2.6%	8.2%	6.0%	6.8%	11.0%	4.1%	6.3%	10.0%	4.5%	6.1%
Strongly disagree	2.6%	0.5%	2.5%	1.4%	4.9%	2.1%	0.5%	0.0%	0.0%	1.7%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q23c. Is a community champion for equal access to digital resources & skills										
Strongly agree	39.0%	40.6%	36.8%	34.1%	43.5%	34.8%	41.9%	31.4%	34.5%	38.1%
Agree	55.3%	51.6%	56.7%	60.2%	47.8%	59.1%	51.5%	62.9%	58.6%	55.3%
Disagree	5.0%	7.8%	4.3%	4.5%	7.6%	4.4%	6.2%	5.7%	6.9%	5.6%
Strongly disagree	0.7%	0.0%	2.2%	1.1%	1.1%	1.7%	0.4%	0.0%	0.0%	1.0%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q23d. Is a community champion for equal access to resources citizens need to improve their lives										
Strongly agree	41.9%	39.1%	39.8%	35.6%	42.6%	36.2%	42.5%	41.9%	33.3%	39.3%
Agree	51.5%	52.6%	52.8%	56.7%	46.8%	58.4%	49.1%	51.6%	53.3%	53.2%
Disagree	4.4%	7.4%	6.1%	5.6%	6.4%	4.1%	7.5%	6.5%	13.3%	6.1%
Strongly disagree	2.2%	0.9%	1.3%	2.2%	4.3%	1.4%	0.9%	0.0%	0.0%	1.5%

Q24. Did you vote in the November 2016 General Election? (without "don't know")

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q24. Did you vote in November 2016 General Election?										
Yes	82.7%	88.8%	89.4%	95.8%	84.6%	90.9%	91.0%	65.4%	78.0%	88.5%
No	17.3%	11.2%	10.6%	4.2%	15.4%	9.1%	9.0%	34.6%	22.0%	11.5%

Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2016 General Election, did you use an early voting site? (without "don't know")

N=966	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q24a. Did you use an early voting site in November 2016 General Election?										
Yes	62.0%	65.0%	72.0%	75.0%	68.5%	63.0%	74.8%	88.2%	65.6%	68.2%
No	38.0%	35.0%	28.0%	25.0%	31.5%	37.0%	25.2%	11.8%	34.4%	31.8%

Q24b. (If YES to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at the early voting site. (without "don't know")

N=649	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q24b. Your overall experience at the early voting site										
Excellent	51.3%	62.2%	57.3%	61.8%	53.3%	57.2%	61.5%	63.3%	57.1%	58.5%
Good	40.3%	27.6%	34.4%	30.4%	34.7%	33.0%	31.0%	33.3%	38.1%	32.7%
Fair	7.6%	4.6%	6.2%	5.9%	8.0%	5.6%	6.1%	3.3%	4.8%	5.9%
Poor	0.8%	5.6%	2.2%	2.0%	4.0%	4.2%	1.4%	0.0%	0.0%	2.9%

Q24c. (If NO or DON'T KNOW to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at your voting location. (without "don't know")

N=317	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q24c. Your overall experience at your voting location										
Excellent	46.4%	52.5%	59.5%	37.5%	48.6%	48.2%	58.0%	75.0%	50.0%	51.2%
Good	37.7%	37.6%	35.7%	50.0%	37.1%	40.5%	37.7%	0.0%	40.0%	38.7%
Fair	11.6%	6.9%	4.8%	9.4%	14.3%	8.3%	2.9%	0.0%	10.0%	7.7%
Poor	4.3%	3.0%	0.0%	3.1%	0.0%	3.0%	1.4%	25.0%	0.0%	2.4%

Q25. How do you usually get information about residential curbside recycling?

N=1047	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q25. How do you usually get information about residential curbside recycling?										
Internet website	29.6%	22.9%	15.6%	19.4%	29.5%	23.0%	16.2%	22.6%	12.5%	21.4%
Local City/County website	24.3%	29.5%	20.7%	23.7%	27.3%	27.1%	19.2%	28.3%	20.0%	24.7%
Social media (Facebook, Twitter, etc.)	9.3%	7.5%	9.2%	7.9%	9.8%	6.6%	9.4%	18.9%	7.5%	8.5%
Friends & neighbors	55.8%	44.0%	44.4%	35.3%	40.9%	44.1%	49.7%	47.2%	42.5%	45.5%
Other	8.8%	20.2%	25.6%	28.8%	16.7%	17.8%	28.2%	11.3%	25.0%	20.7%

Q26. Listed below are several programs offered by Mecklenburg County. Please rate your level of familiarity with the following programs.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q26a. Mecklenburg County's air quality agency that works to achieve & maintain healthy air										
Very familiar	4.0%	7.6%	8.4%	8.0%	7.6%	5.3%	9.0%	11.1%	9.5%	7.1%
Somewhat familiar	11.7%	20.1%	29.4%	32.0%	20.8%	23.4%	24.5%	16.7%	21.4%	22.9%
Not familiar	84.3%	72.2%	62.1%	60.0%	71.5%	71.4%	66.6%	72.2%	69.0%	70.0%

Q26. Listed below are several programs offered by Mecklenburg County. Please rate your level of familiarity with the following programs.

N=1125	Q29. Your age				Q28. Your race/ethnicity					Total
	18-35	36-51	52-70	71+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Q26b. Mecklenburg County's "Air Quality Data Webpage" which provides real-time, County-specific air monitoring information										
Very familiar	2.4%	6.2%	5.4%	6.0%	5.6%	3.8%	6.3%	7.4%	7.1%	5.1%
Somewhat familiar	8.5%	15.0%	17.7%	20.0%	16.7%	14.8%	15.2%	7.4%	21.4%	15.0%
Not familiar	89.1%	78.8%	76.8%	74.0%	77.8%	81.4%	78.5%	85.2%	71.4%	79.9%

Section 7:
Cross-Tabular Data by Household Income

Q2. How long have you lived in Mecklenburg County? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q2. How long have you lived in Mecklenburg County?									
Less than 1 year	2.9%	3.5%	5.6%	2.3%	3.9%	3.1%	2.9%	1.9%	2.9%
1-2 years	4.3%	5.9%	4.2%	6.0%	5.2%	3.1%	9.4%	4.9%	5.3%
3-4 years	7.1%	11.8%	11.1%	9.0%	7.2%	10.7%	11.7%	8.0%	8.9%
5-10 years	22.9%	17.6%	12.5%	20.3%	17.0%	24.4%	18.1%	22.8%	18.7%
11-15 years	1.4%	12.9%	8.3%	11.3%	17.6%	10.7%	10.5%	13.6%	12.1%
15+ years	61.4%	48.2%	58.3%	51.1%	49.0%	48.1%	47.4%	48.8%	52.0%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q3a. There is value in services I receive for fees/local tax dollars I pay overall									
Strongly agree	24.6%	21.4%	9.7%	9.2%	11.9%	13.2%	14.5%	14.3%	13.5%
Agree	47.4%	55.7%	66.1%	61.3%	59.3%	65.3%	66.7%	66.0%	62.7%
Disagree	15.8%	12.9%	14.5%	21.8%	20.7%	14.0%	16.4%	14.3%	16.6%
Strongly disagree	12.3%	10.0%	9.7%	7.6%	8.1%	7.4%	2.5%	5.4%	7.2%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q3b. Mecklenburg County provides quality services to residents									
Strongly agree	23.3%	16.0%	12.9%	7.5%	10.9%	9.8%	9.5%	10.7%	11.2%
Agree	51.7%	57.3%	72.6%	71.7%	64.5%	68.3%	77.2%	77.3%	69.0%
Disagree	16.7%	17.3%	8.1%	18.3%	20.3%	16.3%	11.4%	8.7%	15.0%
Strongly disagree	8.3%	9.3%	6.5%	2.5%	4.3%	5.7%	1.9%	3.3%	4.8%

Q3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q3c. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making									
Strongly agree	15.5%	12.9%	7.4%	6.7%	5.3%	5.7%	3.9%	9.2%	7.8%
Agree	41.4%	43.5%	55.6%	47.1%	50.9%	46.7%	55.9%	56.3%	49.9%
Disagree	32.8%	27.4%	20.4%	36.5%	29.8%	35.2%	35.4%	25.2%	31.1%
Strongly disagree	10.3%	16.1%	16.7%	9.6%	14.0%	12.4%	4.7%	9.2%	11.1%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q4a. Mecklenburg County as a place to live									
Excellent	30.4%	21.2%	20.0%	21.5%	21.2%	30.3%	25.9%	37.3%	25.8%
Good	33.3%	50.6%	58.6%	55.4%	57.0%	44.7%	56.5%	50.0%	51.4%
Fair	29.0%	23.5%	20.0%	22.3%	18.5%	22.7%	14.7%	10.8%	19.9%
Poor	7.2%	4.7%	1.4%	0.8%	3.3%	2.3%	2.9%	1.9%	2.9%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q4b. Mecklenburg County as a place to learn									
Excellent	31.8%	13.4%	17.9%	18.9%	19.7%	17.5%	20.0%	16.7%	18.2%
Good	27.3%	52.4%	53.7%	46.7%	40.8%	38.9%	41.9%	37.3%	42.1%
Fair	34.8%	24.4%	22.4%	24.6%	30.3%	31.0%	28.1%	32.7%	28.9%
Poor	6.1%	9.8%	6.0%	9.8%	9.2%	12.7%	10.0%	13.3%	10.8%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q4c. Mecklenburg County as a place to work									
Excellent	34.8%	13.4%	22.7%	20.8%	24.3%	33.3%	32.9%	42.2%	28.2%
Good	28.8%	52.4%	59.1%	56.0%	54.1%	41.9%	52.4%	40.3%	49.4%
Fair	27.3%	25.6%	16.7%	21.6%	16.9%	20.2%	12.2%	13.6%	18.3%
Poor	9.1%	8.5%	1.5%	1.6%	4.7%	4.7%	2.4%	3.9%	4.1%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q4d. Mecklenburg County as a place to recreate									
Excellent	31.8%	13.9%	21.9%	20.0%	20.1%	28.9%	24.1%	28.1%	22.9%
Good	27.3%	48.1%	51.6%	55.2%	47.9%	40.6%	46.4%	45.2%	46.7%
Fair	33.3%	27.8%	21.9%	20.0%	25.7%	25.8%	26.5%	21.2%	25.2%
Poor	7.6%	10.1%	4.7%	4.8%	6.3%	4.7%	3.0%	5.5%	5.3%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q4e. Mecklenburg County as a community that is moving in right direction									
Excellent	22.1%	19.2%	19.0%	19.8%	14.0%	18.0%	17.0%	15.9%	17.2%
Good	30.9%	38.5%	46.0%	35.7%	44.1%	36.7%	47.3%	45.2%	40.6%
Fair	25.0%	32.1%	22.2%	34.9%	30.8%	30.5%	27.3%	28.7%	29.7%
Poor	22.1%	10.3%	12.7%	9.5%	11.2%	14.8%	8.5%	10.2%	12.4%

Q4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate. Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q4f. Overall quality of life in Mecklenburg County									
Excellent	27.9%	18.1%	17.1%	17.6%	15.1%	17.7%	17.0%	20.1%	17.1%
Good	26.5%	53.0%	55.7%	51.9%	61.2%	53.8%	64.3%	58.5%	55.7%
Fair	33.8%	24.1%	25.7%	27.5%	20.4%	26.2%	17.5%	18.2%	23.8%
Poor	11.8%	4.8%	1.4%	3.1%	3.3%	2.3%	1.2%	3.1%	3.4%

Q6. Which ONE of the following approaches would you like to see Mecklenburg County take when developing its annual county budget? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q6. Which one approach would you like to see Mecklenburg County take when developing its annual County budget?									
Raise property taxes slightly to improve needed services	12.1%	4.5%	7.1%	13.6%	10.8%	13.2%	19.9%	17.7%	13.7%
Cut property taxes/reduce less vital services	34.5%	29.9%	19.6%	18.2%	18.0%	21.5%	17.3%	22.4%	21.9%
Create/Earmark a new revenue source (other than property tax)	32.8%	47.8%	46.4%	43.6%	43.2%	40.5%	35.3%	38.8%	40.0%
Keep property taxes/services the same	20.7%	17.9%	26.8%	24.5%	28.1%	24.8%	27.6%	21.1%	24.4%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q7a. Minority owned businesses are well represented in community									
Agree	36.9%	26.3%	33.3%	28.2%	28.7%	40.2%	32.8%	38.2%	32.3%
Neutral	35.4%	43.4%	30.0%	35.9%	32.6%	29.5%	37.2%	40.5%	36.6%
Disagree	27.7%	30.3%	36.7%	35.9%	38.8%	30.4%	29.9%	21.4%	31.0%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q7b. There is an array of diverse cultural activities in County									
Agree	45.8%	42.5%	54.1%	51.2%	59.2%	59.1%	54.7%	54.4%	52.6%
Neutral	39.0%	41.3%	34.4%	30.6%	26.1%	20.5%	30.4%	34.7%	32.0%
Disagree	15.3%	16.3%	11.5%	18.2%	14.8%	20.5%	14.9%	10.9%	15.4%

Q7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q7c. There is diverse ethnic & racial representation in community									
Agree	42.2%	50.0%	64.1%	53.2%	55.6%	53.1%	51.5%	57.7%	53.2%
Neutral	42.2%	30.0%	17.2%	21.8%	24.6%	26.6%	31.3%	28.2%	27.6%
Disagree	15.6%	20.0%	18.8%	25.0%	19.7%	20.3%	17.2%	14.1%	19.2%

Q8. If you had the option to communicate with county agencies about the status of your request for services via email (e.g. to submit service or benefit requests, receiving updates of your application or service request, reporting problems or service issues, receiving notice of problem resolutions, etc.), how likely would you be to use this feature? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q8. How likely would you be to use this feature?									
Very likely	44.1%	31.5%	37.7%	46.4%	37.2%	46.3%	50.9%	49.0%	43.7%
Likely	44.1%	56.2%	47.8%	45.6%	52.4%	45.5%	42.4%	42.2%	46.5%
Unlikely	6.8%	5.5%	8.7%	6.4%	6.9%	5.8%	3.6%	6.1%	6.2%
Very unlikely	5.1%	6.8%	5.8%	1.6%	3.4%	2.5%	3.0%	2.7%	3.5%

Q9. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q9. How likely would you be to use this feature?									
Very likely	29.8%	29.3%	21.5%	37.9%	26.7%	33.1%	37.1%	31.6%	30.9%
Likely	50.9%	40.0%	49.2%	41.1%	45.2%	32.3%	34.7%	41.4%	40.2%
Unlikely	5.3%	18.7%	15.4%	12.1%	15.1%	24.2%	19.8%	19.7%	18.0%
Very unlikely	14.0%	12.0%	13.8%	8.9%	13.0%	10.5%	8.4%	7.2%	11.0%

Q10. How good of a job would you say the Mecklenburg County government does communicating information about county issues, services, and performance to the public? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q10. How good does Mecklenburg County government do communicating information about County issues, services, & performance to the public?									
Excellent	8.7%	8.1%	4.7%	2.5%	3.8%	4.1%	1.9%	0.7%	3.9%
Good	36.2%	36.5%	46.9%	35.8%	37.9%	29.5%	36.1%	40.1%	35.8%
Fair	31.9%	33.8%	42.2%	48.3%	40.9%	41.0%	45.6%	38.8%	41.4%
Poor	23.2%	21.6%	6.3%	13.3%	17.4%	25.4%	16.5%	20.4%	18.9%

Q11. Please indicate your level of agreement with the following statement: "I trust the information I receive from Mecklenburg County government." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q11. Your level of agreement with the statement: "I trust information I receive from Mecklenburg County government"									
Strongly agree	9.1%	14.5%	13.8%	7.5%	7.1%	12.0%	7.0%	11.9%	9.5%
Agree	58.2%	62.3%	67.2%	70.8%	75.6%	66.7%	74.6%	73.3%	68.8%
Disagree	23.6%	20.3%	17.2%	17.9%	13.4%	15.7%	13.4%	9.6%	16.9%
Strongly disagree	9.1%	2.9%	1.7%	3.8%	3.9%	5.6%	4.9%	5.2%	4.8%

Q12. Do you consider Mecklenburg County government to be open and transparent with information about County issues, services, and performance? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q12. Is Mecklenburg County government open & transparent with information about County issues, services, & performance?									
Yes	54.0%	52.9%	61.7%	53.7%	49.5%	50.0%	59.4%	57.9%	52.6%
No	46.0%	47.1%	38.3%	46.3%	50.5%	50.0%	40.6%	42.1%	47.4%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q13a. Facebook									
Yes	49.2%	34.7%	37.1%	35.7%	28.3%	24.4%	29.7%	24.3%	29.9%
No	50.8%	65.3%	62.9%	64.3%	71.7%	75.6%	70.3%	75.7%	70.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q13b. Twitter									
Yes	16.0%	8.2%	10.7%	7.7%	6.3%	11.3%	11.5%	12.4%	9.6%
No	84.0%	91.8%	89.3%	92.3%	93.7%	88.7%	88.5%	87.6%	90.4%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q13c. YouTube									
Yes	37.3%	29.2%	15.5%	25.7%	9.5%	14.9%	12.6%	9.0%	16.3%
No	62.7%	70.8%	84.5%	74.3%	90.5%	85.1%	87.4%	91.0%	83.7%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q13d. Instagram									
Yes	24.0%	17.7%	12.1%	10.7%	10.2%	4.5%	6.0%	4.2%	8.9%
No	76.0%	82.3%	87.9%	89.3%	89.8%	95.5%	94.0%	95.8%	91.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q13e. Nextdoor									
Yes	25.0%	19.0%	22.8%	29.6%	23.8%	31.9%	41.0%	34.5%	30.9%
No	75.0%	81.0%	77.2%	70.4%	76.2%	68.1%	59.0%	65.5%	69.1%

Q13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q13f. LinkedIn									
Yes	13.0%	9.8%	16.4%	17.0%	14.0%	15.0%	14.6%	8.3%	13.1%
No	87.0%	90.2%	83.6%	83.0%	86.0%	85.0%	85.4%	91.7%	86.9%

Q13a. If you have used any of the County's social media services listed in Q13, please indicate whether you agree with the following statement: "The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government." (without "don't know")

N=530	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q13a. Do you agree with the statement: "Information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government"?									
Agree	78.6%	77.8%	73.9%	75.0%	73.1%	60.5%	71.2%	67.3%	69.1%
Disagree	21.4%	22.2%	26.1%	25.0%	26.9%	39.5%	28.8%	32.7%	30.9%

Q14. What is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q14. What is your preferred source for receiving Mecklenburg County news & announcements?									
Facebook	16.4%	14.8%	15.4%	13.2%	9.9%	8.8%	14.9%	13.0%	12.1%
Twitter	6.6%	0.0%	0.0%	1.6%	1.4%	4.0%	3.1%	5.8%	3.0%
YouTube	0.0%	2.5%	1.5%	1.6%	2.1%	0.0%	0.6%	0.6%	1.0%
Instagram	0.0%	0.0%	1.5%	0.0%	2.1%	1.6%	1.2%	0.6%	0.9%
Nextdoor	3.3%	3.7%	7.7%	8.5%	9.9%	7.2%	16.1%	20.1%	11.2%
LinkedIn	0.0%	1.2%	0.0%	1.6%	0.0%	3.2%	0.6%	0.0%	0.8%
Radio	3.3%	11.1%	10.8%	5.4%	9.9%	8.0%	6.2%	7.1%	7.4%
Newspaper	11.5%	12.3%	13.8%	12.4%	16.3%	15.2%	9.9%	11.0%	12.5%
Television	44.3%	45.7%	33.8%	46.5%	36.2%	40.0%	31.7%	23.4%	36.6%
Other	14.8%	8.6%	15.4%	9.3%	12.1%	12.0%	15.5%	18.2%	14.6%

Q15. In the past 12 months, have you used the County's website (www.MecklenburgCountyNC.gov) to access county news, or information on Mecklenburg programs and services? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q15. Have you used County's website to access County news, or information on Mecklenburg programs & services in past 12 months?									
Yes	55.4%	25.6%	53.7%	47.2%	44.9%	54.8%	46.1%	52.6%	47.8%
No	44.6%	74.4%	46.3%	52.8%	55.1%	45.2%	53.9%	47.4%	52.2%

Q15a. (If YES to Question 15) When visiting the County's website, how often are you able to find what you are looking for? (without "don't know")

N=498	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q15a. How often are you able to find what you are looking for when visiting County's website?									
Often	46.7%	50.0%	54.3%	55.2%	48.5%	48.4%	49.3%	42.0%	46.9%
Sometimes	46.7%	30.0%	37.1%	36.2%	47.0%	45.2%	41.3%	46.9%	44.8%
Rarely	6.7%	10.0%	8.6%	6.9%	4.5%	4.8%	8.0%	9.9%	7.1%
Never	0.0%	10.0%	0.0%	1.7%	0.0%	1.6%	1.3%	1.2%	1.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16a. Did you know County has a Master Facilities Plan called "Bringing Mecklenburg County to You" that will move health & human services to new locations that are convenient to customers?									
Yes	16.4%	9.5%	8.3%	10.8%	8.9%	7.0%	10.7%	8.1%	9.4%
No	83.6%	90.5%	91.7%	89.2%	91.1%	93.0%	89.3%	91.9%	90.6%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16b. Did you know County provides children with immunizations against vaccine-preventable diseases (i.e. polio, measles, etc.)?									
Yes	73.0%	66.3%	64.5%	68.3%	66.0%	50.8%	56.0%	43.9%	59.7%
No	27.0%	33.8%	35.5%	31.7%	34.0%	49.2%	44.0%	56.1%	40.3%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16c. Did you know County offers HIV & sexually transmitted disease testing?									
Yes	76.6%	63.8%	71.9%	62.8%	68.5%	49.2%	52.5%	38.9%	58.0%
No	23.4%	36.3%	28.1%	37.2%	31.5%	50.8%	47.5%	61.1%	42.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16d. Did you know County has a domestic violence/crisis program that offers individual & group counseling for victims, as well as educational programs for those supporting a victim?									
Yes	70.8%	60.0%	64.5%	62.4%	63.4%	60.8%	57.9%	59.7%	61.1%
No	29.2%	40.0%	35.5%	37.6%	36.6%	39.2%	42.1%	40.3%	38.9%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16e. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools?									
Yes	49.2%	34.6%	41.7%	32.2%	32.1%	29.3%	32.3%	28.8%	33.0%
No	50.8%	65.4%	58.3%	67.8%	67.9%	70.7%	67.7%	71.2%	67.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16f. Did you know County offers training & foster home licensing for people interested in fostering or adopting?									
Yes	54.0%	43.6%	44.4%	45.8%	50.4%	48.4%	38.1%	38.5%	44.8%
No	46.0%	56.4%	55.6%	54.2%	49.6%	51.6%	61.9%	61.5%	55.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16g. Did you know County provides "Coordinated Assessment" to assist homeless people to get shelter & housing?									
Yes	54.7%	52.8%	39.7%	44.3%	44.0%	35.8%	35.3%	36.5%	41.2%
No	45.3%	47.2%	60.3%	55.7%	56.0%	64.2%	64.7%	63.5%	58.8%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16h. Are you aware of community program designed to end veteran homelessness called "Housing Our Heroes"?									
Yes	41.9%	39.2%	33.3%	33.3%	33.3%	21.7%	27.6%	29.1%	30.9%
No	58.1%	60.8%	66.7%	66.7%	66.7%	78.3%	72.4%	70.9%	69.1%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16i. Are you aware of community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg"?									
Yes	33.3%	35.6%	27.4%	26.4%	26.1%	23.3%	26.3%	25.7%	26.8%
No	66.7%	64.4%	72.6%	73.6%	73.9%	76.7%	73.7%	74.3%	73.2%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16j. Did you know County provides services for children age birth to three who have developmental delays?									
Yes	43.3%	38.2%	44.4%	28.3%	35.9%	32.3%	28.7%	28.4%	33.1%
No	56.7%	61.8%	55.6%	71.7%	64.1%	67.7%	71.3%	71.6%	66.9%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16k. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?									
Yes	57.4%	46.8%	41.3%	42.4%	36.9%	31.1%	29.7%	25.5%	36.0%
No	42.6%	53.2%	58.7%	57.6%	63.1%	68.9%	70.3%	74.5%	64.0%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16l. Did you know that County departments have 3-Year Strategic Business Plans?									
Yes	26.8%	14.5%	12.5%	15.8%	16.3%	16.7%	25.3%	22.4%	18.6%
No	73.2%	85.5%	87.5%	84.2%	83.7%	83.3%	74.7%	77.6%	81.4%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16m. Have you seen County's Corporate 3-Year Strategic Business Plan?									
Yes	8.3%	2.7%	4.8%	7.3%	4.2%	8.2%	5.1%	4.0%	5.2%
No	91.7%	97.3%	95.2%	92.7%	95.8%	91.8%	94.9%	96.0%	94.8%

Q16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know." (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q16n. Have you seen County's Annual Performance Report?									
Yes	23.0%	6.7%	7.6%	10.7%	6.2%	8.9%	8.2%	11.3%	9.3%
No	77.0%	93.3%	92.4%	89.3%	93.8%	91.1%	91.8%	88.7%	90.7%

Q17. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q17. How many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility within past 12 months?									
0 time	21.2%	24.4%	18.8%	14.4%	12.8%	7.6%	12.4%	5.0%	13.7%
1-5 times	50.0%	37.2%	42.0%	38.6%	36.2%	38.9%	32.0%	25.0%	35.5%
6-10 times	19.7%	18.6%	14.5%	18.2%	14.8%	14.5%	18.9%	20.0%	17.3%
11-15 times	1.5%	8.1%	2.9%	8.3%	10.1%	12.2%	8.3%	11.9%	8.8%
16-30 times	3.0%	4.7%	8.7%	9.8%	11.4%	11.5%	9.5%	16.9%	9.9%
31-50 times	3.0%	0.0%	2.9%	3.8%	7.4%	7.6%	5.3%	7.5%	5.3%
50+ times	1.5%	7.0%	10.1%	6.8%	7.4%	7.6%	13.6%	13.8%	9.5%

Q18. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other county facility that you visit MOST OFTEN. (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q18. Rate overall quality & condition of park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other County facility you visit most often									
Excellent	23.2%	23.5%	25.0%	27.7%	28.8%	27.4%	31.3%	32.3%	27.8%
Good	53.6%	61.8%	66.1%	56.3%	62.9%	58.1%	55.3%	54.8%	58.7%
Fair	17.9%	14.7%	7.1%	15.2%	5.3%	12.9%	12.0%	11.6%	11.7%
Poor	5.4%	0.0%	1.8%	0.9%	3.0%	1.6%	1.3%	1.3%	1.9%

Q19. Have you or other members of your household participated in any recreation, athletic, or nature program offered by the Mecklenburg County Park and Recreation Department within the past 12 months? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q19. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months?									
Yes	21.7%	20.0%	24.2%	29.3%	26.2%	23.6%	36.2%	28.1%	27.4%
No	78.3%	80.0%	75.8%	70.7%	73.8%	76.4%	63.8%	71.9%	72.6%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q19a-a. You are not aware of programs									
Yes	51.5%	46.7%	58.3%	68.2%	60.7%	65.4%	69.4%	64.1%	61.8%
No	48.5%	53.3%	41.7%	31.8%	39.3%	34.6%	30.6%	35.9%	38.2%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q19a-b. There are no convenient locations									
Yes	46.4%	36.4%	33.3%	23.7%	30.5%	19.6%	29.8%	22.2%	30.2%
No	53.6%	63.6%	66.7%	76.3%	69.5%	80.4%	70.2%	77.8%	69.8%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q19a-c. There are no convenient times									
Yes	38.5%	35.3%	45.5%	12.1%	37.9%	17.4%	27.9%	28.0%	30.7%
No	61.5%	64.7%	54.5%	87.9%	62.1%	82.6%	72.1%	72.0%	69.3%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q19a-d. You have no interest in programs									
Yes	46.9%	52.8%	37.5%	50.0%	34.8%	32.1%	36.4%	50.0%	42.8%
No	53.1%	47.2%	62.5%	50.0%	65.2%	67.9%	63.6%	50.0%	57.2%

Q19a. (If NO to Question 19) Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs. (without "don't know")

N=756	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q19a-e. Cost of program									
Yes	51.9%	35.3%	39.1%	32.4%	30.8%	13.3%	6.5%	2.2%	24.0%
No	48.1%	64.7%	60.9%	67.6%	69.2%	86.7%	93.5%	97.8%	76.0%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q20a. Mecklenburg County Aquatic Center									
Very familiar	33.8%	26.4%	31.9%	30.8%	20.3%	20.5%	16.4%	28.4%	25.2%
Somewhat familiar	28.2%	36.8%	40.3%	39.8%	43.1%	46.2%	48.0%	37.0%	40.5%
Not familiar	38.0%	36.8%	27.8%	29.3%	36.6%	33.3%	35.7%	34.6%	34.2%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q20b. Ray's Splash Planet (an indoor water park & fitness center)									
Very familiar	32.4%	28.7%	31.9%	34.6%	20.3%	17.4%	21.1%	22.2%	24.9%
Somewhat familiar	29.6%	24.1%	26.4%	28.6%	32.0%	34.8%	32.2%	32.1%	30.4%
Not familiar	38.0%	47.1%	41.7%	36.8%	47.7%	47.7%	46.8%	45.7%	44.7%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q20c. Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center									
Very familiar	40.8%	34.5%	47.2%	43.6%	37.9%	34.8%	45.0%	45.1%	41.7%
Somewhat familiar	28.2%	37.9%	27.8%	31.6%	43.1%	41.7%	35.7%	35.8%	35.1%
Not familiar	31.0%	27.6%	25.0%	24.8%	19.0%	23.5%	19.3%	19.1%	23.2%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q20d. Historic St. Mary's Chapel									
Very familiar	23.9%	20.7%	18.1%	14.3%	14.4%	8.3%	13.5%	8.6%	14.9%
Somewhat familiar	12.7%	26.4%	15.3%	20.3%	17.6%	19.7%	19.3%	19.8%	18.9%
Not familiar	63.4%	52.9%	66.7%	65.4%	68.0%	72.0%	67.3%	71.6%	66.1%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q20e. McDowell Nature Preserve Campground									
Very familiar	21.1%	16.1%	26.4%	15.8%	17.0%	13.6%	17.5%	13.6%	17.2%
Somewhat familiar	18.3%	28.7%	22.2%	21.1%	16.3%	23.5%	20.5%	19.1%	20.4%
Not familiar	60.6%	55.2%	51.4%	63.2%	66.7%	62.9%	62.0%	67.3%	62.4%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q20f. Indoor & outdoor shelters (any park location)									
Very familiar	38.0%	29.9%	34.7%	38.3%	35.9%	34.8%	38.6%	40.7%	37.2%
Somewhat familiar	31.0%	42.5%	30.6%	34.6%	35.9%	37.9%	36.8%	38.9%	35.5%
Not familiar	31.0%	27.6%	34.7%	27.1%	28.1%	27.3%	24.6%	20.4%	27.4%

Q20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q20g. County fitness centers									
Very familiar	25.4%	18.4%	22.2%	17.3%	15.0%	11.4%	8.2%	9.9%	14.6%
Somewhat familiar	18.3%	23.0%	22.2%	21.1%	22.9%	22.7%	19.3%	19.8%	21.7%
Not familiar	56.3%	58.6%	55.6%	61.7%	62.1%	65.9%	72.5%	70.4%	63.7%

Q21. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or community event)? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q21. Have you visited or used a Charlotte-Mecklenburg Library for any reason within past 12 months?									
Yes	70.1%	64.3%	62.3%	67.2%	67.5%	63.1%	67.8%	66.0%	66.7%
No	29.9%	35.7%	37.7%	32.8%	32.5%	36.9%	32.2%	34.0%	33.3%

Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN? (without "not provided")

N=731	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q21a. Which Charlotte-Mecklenburg Library have you visited most often within past 12 months?									
Cornelius	4.3%	1.9%	4.7%	1.1%	3.0%	4.9%	4.4%	6.7%	3.7%
Davidson	0.0%	0.0%	0.0%	1.1%	3.0%	0.0%	0.9%	3.8%	1.4%
Hickory Grove	0.0%	7.7%	0.0%	8.0%	8.0%	3.7%	0.9%	1.9%	5.1%
ImaginOn (East 7th St. Uptown)	4.3%	0.0%	7.0%	3.4%	4.0%	3.7%	6.1%	2.9%	4.2%
Independence Reg. (Conference Dr & Monroe)	0.0%	5.8%	7.0%	3.4%	5.0%	1.2%	4.4%	1.0%	4.0%
Main Library (Uptown)	10.9%	9.6%	2.3%	3.4%	9.0%	4.9%	5.3%	5.7%	5.7%
Matthews	6.5%	5.8%	7.0%	3.4%	6.0%	3.7%	9.6%	4.8%	6.0%
Mint Hill	2.2%	1.9%	2.3%	2.3%	5.0%	7.3%	3.5%	1.0%	3.5%
Morrison Regional (closed for part of the year)	0.0%	1.9%	0.0%	0.0%	3.0%	1.2%	4.4%	8.6%	3.2%
Mountain Island	4.3%	1.9%	4.7%	4.5%	2.0%	6.1%	4.4%	4.8%	4.0%
Myers Park	0.0%	1.9%	0.0%	3.4%	3.0%	3.7%	3.5%	7.6%	3.5%
North County Reg. (Huntersville)	6.5%	1.9%	2.3%	4.5%	1.0%	3.7%	8.8%	6.7%	4.6%
Plaza Midwood	4.3%	5.8%	4.7%	2.3%	2.0%	3.7%	2.6%	1.9%	2.6%
Scaleybark	0.0%	7.7%	2.3%	3.4%	3.0%	1.2%	1.8%	0.0%	2.2%

Q21a. (If YES to Question 21) Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN? (without "not provided") (cont.)

N=731	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q21a. Which Charlotte-Mecklenburg Library have you visited most often within past 12 months? (cont.)									
South County Reg. (Rea Road)	0.0%	3.8%	4.7%	5.7%	9.0%	13.4%	14.9%	19.0%	10.8%
Steele Creek	0.0%	5.8%	4.7%	2.3%	5.0%	9.8%	5.3%	1.9%	4.0%
Sugar Creek	2.2%	5.8%	9.3%	5.7%	1.0%	2.4%	0.0%	1.0%	2.9%
University City Reg. (E. WT Harris)	6.5%	9.6%	11.6%	19.3%	13.0%	11.0%	14.9%	9.5%	11.7%
West Boulevard	8.7%	9.6%	9.3%	5.7%	2.0%	3.7%	0.0%	1.9%	3.9%
Beatties Ford Road Regional	32.6%	11.5%	16.3%	17.0%	10.0%	6.1%	3.5%	3.8%	10.5%
Library Website (www.cmlibrary.org)	2.2%	0.0%	0.0%	0.0%	2.0%	3.7%	0.9%	4.8%	1.8%
I do not know library name, but I can provide area or street	4.3%	0.0%	0.0%	0.0%	1.0%	1.2%	0.0%	1.0%	0.7%

Q21b. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library IN PERSON? (without "don't know")

N=731	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q21b. How many times have you visited or used Charlotte-Mecklenburg Library in person in a typical month?									
Less than once a month	43.5%	41.2%	42.1%	49.4%	45.5%	51.3%	58.6%	57.7%	50.7%
Once a month	15.2%	13.7%	18.4%	14.9%	22.2%	15.4%	17.1%	26.0%	18.5%
Twice a month	17.4%	25.5%	21.1%	18.4%	15.2%	14.1%	13.5%	7.7%	14.8%
Three or four times a month	10.9%	13.7%	13.2%	9.2%	9.1%	9.0%	7.2%	6.7%	9.8%
Five or more times a month	13.0%	5.9%	5.3%	8.0%	8.1%	10.3%	3.6%	1.9%	6.3%

Q21c. (If YES to Question 21) In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library DIGITALLY (online, mobile app, etc.)? (without "don't know")

N=731	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q21c. How many times have you visited or used Charlotte-Mecklenburg Library digitally in a typical month?									
Less than once a month	61.1%	68.2%	61.8%	73.3%	63.0%	60.8%	62.4%	73.4%	66.7%
Once a month	11.1%	6.8%	11.8%	14.7%	12.0%	16.2%	12.9%	7.4%	11.8%
Twice a month	11.1%	11.4%	5.9%	4.0%	3.3%	10.8%	9.9%	7.4%	7.9%
Three or four times a month	8.3%	9.1%	11.8%	5.3%	9.8%	4.1%	5.0%	7.4%	6.9%
Five or more times a month	8.3%	4.5%	8.8%	2.7%	12.0%	8.1%	9.9%	4.3%	6.8%

Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer?									
Physical (print book, CD, DVD, etc)	30.4%	37.1%	40.4%	37.1%	45.7%	47.3%	33.6%	29.4%	37.9%
Digital (eBook, eAudio, eVideo, eMagazines)	10.9%	4.3%	8.8%	6.0%	5.1%	8.9%	10.3%	14.0%	8.8%
Both physical & digital	34.8%	25.7%	17.5%	34.5%	26.1%	22.3%	34.2%	25.9%	27.9%
I don't access Charlotte-Mecklenburg Library materials	23.9%	30.0%	33.3%	22.4%	23.2%	21.4%	21.9%	30.8%	25.1%
Other	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q23a. Is a top institution in community									
Strongly agree	35.2%	43.5%	36.0%	42.0%	42.7%	35.5%	27.8%	33.7%	37.2%
Agree	55.6%	46.8%	56.0%	51.0%	48.2%	49.5%	64.3%	51.1%	53.3%
Disagree	7.4%	3.2%	4.0%	7.0%	9.1%	11.8%	6.1%	13.0%	7.7%
Strongly disagree	1.9%	6.5%	4.0%	0.0%	0.0%	3.2%	1.7%	2.2%	1.8%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q23b. Is a community champion for pre-K to third grade literacy									
Strongly agree	42.6%	49.0%	42.9%	39.5%	40.0%	35.7%	35.8%	37.3%	39.4%
Agree	53.2%	42.9%	47.6%	53.1%	53.8%	50.0%	59.3%	52.2%	52.8%
Disagree	4.3%	4.1%	7.1%	6.2%	6.3%	10.0%	4.9%	7.5%	6.1%
Strongly disagree	0.0%	4.1%	2.4%	1.2%	0.0%	4.3%	0.0%	3.0%	1.7%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q23c. Is a community champion for equal access to digital resources & skills									
Strongly agree	42.9%	44.1%	35.6%	36.7%	37.6%	42.7%	36.1%	33.3%	38.1%
Agree	51.0%	54.2%	55.6%	57.8%	55.9%	45.1%	56.7%	59.8%	55.3%
Disagree	6.1%	0.0%	4.4%	4.4%	6.5%	11.0%	7.2%	4.6%	5.6%
Strongly disagree	0.0%	1.7%	4.4%	1.1%	0.0%	1.2%	0.0%	2.3%	1.0%

Q23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library. The Charlotte-Mecklenburg Library... (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q23d. Is a community champion for equal access to resources citizens need to improve their lives									
Strongly agree	44.7%	46.6%	43.2%	46.1%	32.3%	39.5%	37.2%	37.5%	39.3%
Agree	48.9%	46.6%	47.7%	46.1%	62.5%	40.7%	58.5%	57.5%	53.2%
Disagree	6.4%	3.4%	6.8%	7.9%	5.2%	14.8%	3.2%	2.5%	6.1%
Strongly disagree	0.0%	3.4%	2.3%	0.0%	0.0%	4.9%	1.1%	2.5%	1.5%

Q24. Did you vote in the November 2016 General Election? (without "don't know")

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q24. Did you vote in November 2016 General Election?									
Yes	86.6%	85.7%	84.1%	86.5%	87.9%	88.2%	92.9%	91.3%	88.5%
No	13.4%	14.3%	15.9%	13.5%	12.1%	11.8%	7.1%	8.8%	11.5%

Q24a. (If YES to Question 24) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2016 General Election, did you use an early voting site? (without "don't know")

N=966	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q24a. Did you use an early voting site in November 2016 General Election?									
Yes	64.9%	64.3%	64.3%	68.1%	65.4%	72.3%	70.8%	66.4%	68.2%
No	35.1%	35.7%	35.7%	31.9%	34.6%	27.7%	29.2%	33.6%	31.8%

Q24b. (If YES to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at the early voting site. (without "don't know")

N=649	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q24b. Your overall experience at the early voting site									
Excellent	67.6%	53.3%	47.2%	61.0%	57.3%	64.2%	59.3%	62.9%	58.5%
Good	29.7%	33.3%	33.3%	33.8%	32.9%	28.4%	29.6%	28.9%	32.7%
Fair	2.7%	8.9%	13.9%	2.6%	7.3%	4.9%	6.5%	5.2%	5.9%
Poor	0.0%	4.4%	5.6%	2.6%	2.4%	2.5%	4.6%	3.1%	2.9%

Q24c. (If NO or DON'T KNOW to Question 24a) Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at your voting location. (without "don't know")

N=317	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q24c. Your overall experience at your voting location									
Excellent	47.1%	42.3%	81.0%	52.9%	43.6%	50.0%	42.9%	66.7%	51.2%
Good	23.5%	53.8%	19.0%	41.2%	46.2%	32.1%	40.5%	31.3%	38.7%
Fair	23.5%	3.8%	0.0%	2.9%	5.1%	14.3%	14.3%	2.1%	7.7%
Poor	5.9%	0.0%	0.0%	2.9%	5.1%	3.6%	2.4%	0.0%	2.4%

Q25. How do you usually get information about residential curbside recycling?

N=1047	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q25. How do you usually get information about residential curbside recycling?									
Internet website	10.6%	20.5%	15.7%	20.2%	18.2%	30.0%	28.0%	25.2%	21.4%
Local City/County website	13.6%	19.2%	21.4%	21.0%	22.4%	33.3%	31.7%	27.7%	24.7%
Social media (Facebook, Twitter, etc.)	15.2%	10.3%	10.0%	11.3%	9.1%	4.2%	4.3%	8.4%	8.5%
Friends & neighbors	56.1%	39.7%	50.0%	50.8%	49.0%	38.3%	40.2%	50.3%	45.5%
Other	25.8%	26.9%	21.4%	25.0%	23.8%	16.7%	15.9%	11.0%	20.7%

Q26. Listed below are several programs offered by Mecklenburg County. Please rate your level of familiarity with the following programs.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q26a. Mecklenburg County's air quality agency that works to achieve & maintain healthy air									
Very familiar	8.5%	10.3%	9.7%	9.8%	6.5%	4.5%	5.3%	4.3%	7.1%
Somewhat familiar	29.6%	32.2%	25.0%	26.3%	20.3%	24.2%	24.0%	16.7%	22.9%
Not familiar	62.0%	57.5%	65.3%	63.9%	73.2%	71.2%	70.8%	79.0%	70.0%

Q26. Listed below are several programs offered by Mecklenburg County. Please rate your level of familiarity with the following programs.

N=1125	Q37. What is your total annual household income before tax?								Total
	Less than $15K	$15K-$24,999	$25K-$34,999	$35K-$49,999	$50K-$74,999	$75K-$99,999	$100K-$149,999	$150K+	
Q26b. Mecklenburg County's "Air Quality Data Webpage" which provides real-time, County-specific air monitoring information									
Very familiar	9.9%	9.2%	9.7%	7.5%	3.9%	1.5%	3.5%	3.1%	5.1%
Somewhat familiar	22.5%	20.7%	12.5%	16.5%	13.1%	18.2%	14.6%	11.1%	15.0%
Not familiar	67.6%	70.1%	77.8%	75.9%	83.0%	80.3%	81.9%	85.8%	79.9%

Section 8:
Survey Instrument

Dear Mecklenburg County resident,

You have been randomly selected to participate in this important survey to assist Mecklenburg County government in assessing awareness and perceptions of County services. This survey has been sent to a limited number of residents. The County appreciates your participation and will use it to better understand the needs of the community.

The answers you provide will remain anonymous. They will factor into County decisions regarding services and programs in several areas, including: parks and recreation, the public library, and communication with the public. In order for County leadership to address opportunities and concerns, we ask that you please complete the survey and return it in the enclosed postage paid envelope.

Mecklenburg County has selected the ETC Institute as its partner to develop this survey and collect the results. The Institute has a reputation for excellent performance in evaluating local governments. The information it compiles based on your feedback will be factored into the County's future decisions. If you have any questions, please contact John Chesser at 980-314-2984 or at *John.Chesser@mecklenburgcountync.gov*. You may also complete this survey online by going to *MecklenburgCountySurvey.org*.

We thank you for taking your valuable time to provide us with feedback so Mecklenburg County can better serve you.

Sincerely,

Dena R. Diorio
County Manager

Mecklenburg County | COUNTY MANAGER'S OFFICE
600 East 4th Street | Charlotte, NC 28202 | charmeck.org
Phone 980-314-2900

2017 Mecklenburg County Community Survey

Mecklenburg County Government is responsible for, and provides funding for: health and human services including, the Public Health Department, and the Department of Social Services. The County also funds Park and Recreation, the Charlotte-Mecklenburg Library, and the Sheriff's Office. These services and others are supported by property taxes, fees for services, and grants.

Please have the youngest adult, age 18 or older, currently living in your household take a few minutes to complete this survey. Your input is an important part of the County's on-going effort to identify and respond to the needs of residents. If you have questions, please contact John Chesser by calling (980) 314-2984, or email *john.chesser@mecklenburgcountync.gov*. You may also complete this survey online by going to *www.MecklenburgCountySurvey.org*.

Unless otherwise noted, respond to the survey using the past 12 months as your reference point.

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1. Do you live inside Mecklenburg County?

____(1) Yes *[Please continue the survey.]*
____(2) No *[This survey is intended for Mecklenburg County residents – please discontinue the survey.]*

2. How long have you lived in Mecklenburg County?

____(1) Less than 1 year
____(2) 1-2 years
____(3) 3-4 years
____(4) 5-10 years
____(5) 11-15 years
____(6) More than 15 years
____(9) Don't know

Mecklenburg County Government

3. Using a 4-point scale, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Mecklenburg County.

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1.	There is value in the services I receive for the fees I pay/local tax dollars overall	4	3	2	1	9
2.	Mecklenburg County provides quality services to residents	4	3	2	1	9
3.	I am satisfied with the amount of opportunities for citizen participation in County policy development and decision making	4	3	2	1	9

4. Mecklenburg County's Board of County Commissioners envision Mecklenburg County being a community of pride, and a preferred choice for people to live, learn, work, and recreate.

Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate the following aspects of Mecklenburg County.

		Excellent	Good	Fair	Poor	Don't Know
1.	Mecklenburg County as a place to live	4	3	2	1	9
2.	Mecklenburg County as a place to learn	4	3	2	1	9
3.	Mecklenburg County as a place to work	4	3	2	1	9
4.	Mecklenburg County as a place to recreate	4	3	2	1	9
5.	Mecklenburg County as a community that is moving in the right direction	4	3	2	1	9
6.	Overall quality of life in Mecklenburg County	4	3	2	1	9

5. In your opinion, what's the MOST IMPORTANT issue facing Mecklenburg County today?

_____

County Budget Process

6. Which ONE of the following approaches would you like to see Mecklenburg County take when developing its annual county budget? *[Check only one.]*

____(1) Raise property taxes slightly to improve needed services
____(2) Cut property taxes/reduce less vital services
____(3) Create/Earmark a new revenue source (other than the property tax)
____(4) Keep property taxes/services the same
____(9) Don't Know

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Diversity in Mecklenburg County

7. Thinking about your experience while living in the County, please indicate your level of agreement with the following statements about the diversity of Mecklenburg County.

		Agree	Neutral	Disagree	Don't Know
1.	Minority owned businesses are well represented in the community	3	2	1	9
2.	There is an array of diverse cultural activities in the County	3	2	1	9
3.	There is diverse ethnic and racial representation in the community	3	2	1	9

County Communication

8. If you had the option to communicate with county agencies about the status of your request for services via email (e.g. to submit service or benefit requests, receiving updates of your application or service request, reporting problems or service issues, receiving notice of problem resolutions, etc.), how likely would you be to use this feature?

____(4) Very likely ____(3) Likely ____(2) Unlikely ____(1) Very unlikely ____(9) Don't know

9. If you have the option to communicate with County agencies about the status of your request for services via text message, how likely would you be to use this feature?

____(4) Very likely ____(3) Likely ____(2) Unlikely ____(1) Very unlikely ____(9) Don't know

10. How good of a job would you say the Mecklenburg County government does communicating information about county issues, services, and performance to the public?

____(4) Excellent ____(3) Good ____(2) Fair ____(1) Poor ____(9) Don't know

10a. *If you chose "Fair" or "Poor" in Q10,* please provide your reason below.

_____

11. Please indicate your level of agreement with the following statement: *"I trust the information I receive from Mecklenburg County government."*

____(4) Strongly agree ____(2) Disagree ____(9) Don't know
____(3) Agree ____(1) Strongly disagree

12. Do you consider Mecklenburg County government to be open and transparent with information about County issues, services, and performance?

____(1) Yes ____(2) No ____(9) Don't know

13. Mecklenburg County uses social media to communicate information to the public. Please indicate whether you have used each of the following Mecklenburg County social media resources.

	Social Media Resource	Yes	No	Don't Know
1.	Facebook	1	2	9
2.	Twitter	1	2	9
3.	YouTube	1	2	9
4.	Instagram	1	2	9
5.	Nextdoor	1	2	9
6.	LinkedIn	1	2	9

13a. *If you have used any of the County's social media services listed in Q13*, please indicate whether you agree with the following statement: *"The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government."*

____(1) Agree ____(2) Disagree ____(9) Don't know

14. What is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements? *[Check only one.]*

____(01) Facebook ____(05) Nextdoor ____(09) Television
____(02) Twitter ____(06) LinkedIn ____(10) Other: _____
____(03) YouTube ____(07) Radio ____(99) Don't know
____(04) Instagram ____(08) Newspaper

15. In the past 12 months, have you used the County's website (*www.MecklenburgCountyNC.gov*) to access county news, or information on Mecklenburg programs and services?

____(1) Yes ____(2) No *[Skip to Q16.]* ____(9) Don't know *[Skip to Q16.]*

15a. When visiting the County's website, how often are you able to find what you are looking for?

____(4) Often ____(2) Rarely ____(9) Don't know
____(3) Sometimes ____(1) Never

Programs, Services, and Initiatives

16. Please answer each of the following questions by circling either "Yes," "No," or "Don't Know."

	County Program, Service, or Initiative	Yes	No	Don't Know
01.	Did you know the County has a Master Facilities Plan called "Bringing Mecklenburg County to You" that will move health and human services to new locations that are convenient to customers?	1	2	9
02.	Did you know the County provides children with immunizations against vaccine-preventable diseases (i.e. polio, measles, etc.)?	1	2	9
03.	Did you know the County offers HIV and sexually transmitted disease testing?	1	2	9
04.	Did you know the County has a domestic violence/crisis program that offers individual and group counseling for victims, as well as educational programs for those supporting a victim?	1	2	9
05.	Did you know the County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg Schools?	1	2	9
06.	Did you know the County offers training and foster home licensing for people interested in fostering or adopting?	1	2	9
07.	Did you know the County provides "Coordinated Assessment" to assist homeless people to get shelter and housing?	1	2	9
08.	Are you aware of the community program designed to end veteran homelessness called "Housing Our Heroes?"	1	2	9
09.	Are you aware of the community program designed to end chronic homelessness called "Housing First Charlotte-Mecklenburg?"	1	2	9
10.	Did you know the County provides services for children age birth to three who have developmental delays?	1	2	9
11.	Did you know the County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?	1	2	9
12.	Did you know that County departments have 3-Year Strategic Business Plans?	1	2	9
13.	Have you seen the County's Corporate 3-Year Strategic Business Plan?	1	2	9
14.	Have you seen the County's Annual Performance Report?	1	2	9

17. Within the past 12 months, how many times have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility?

____(1) 0 times ____(3) 6-10 times ____(5) 16-30 times ____(7) 50 or more times
____(2) 1-5 times ____(4) 11-15 times ____(6) 31-50 times ____(9) Don't know

18. Please rate the overall quality and condition of the park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other county facility that you visit MOST OFTEN.

____(4) Excellent ____(3) Good ____(2) Fair ____(1) Poor ____(9) Don't know

19. Have you or other members of your household participated in any recreation, athletic, or nature program offered by the Mecklenburg County Park and Recreation Department within the past 12 months?

____(1) Yes *[Skip to Q20.]* ____(2) No ____(9) Don't know *[Skip to Q20.]*

19a. Please indicate whether any of the following items were reasons that you or members of your household have not participated in Mecklenburg County Park and Recreation programs.

	Reason	Yes	No	Don't Know
1.	You are not aware of the programs	1	2	9
2.	There are no convenient locations	1	2	9
3.	There are no convenient times	1	2	9
4.	You have no interest in the programs	1	2	9
5.	Cost of program	1	2	9

20. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

	Facility	Very Familiar	Somewhat Familiar	Not Familiar
1.	The Mecklenburg County Aquatic Center	3	2	1
2.	Ray's Splash Planet (an indoor water park and fitness center)	3	2	1
3.	Latta Plantation Nature Center, McDowell, or Ready Creek Nature Center	3	2	1
4.	Historic St. Mary's Chapel	3	2	1
5.	McDowell Nature Preserve Campground	3	2	1
6.	Indoor and outdoor shelters (any park location)	3	2	1
7.	County fitness centers	3	2	1

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21. Within the past 12 months, have you visited or used a Charlotte-Mecklenburg Library for any reason (e.g. to vote, to check out materials, to access wireless internet or a computer, to attend a program or community event)?

____(1) Yes ____(2) No *[Skip to Q22]* ____(9) Don't know *[Skip to Q22]*

21a. Within the past 12 months, which Charlotte-Mecklenburg Library have you visited MOST OFTEN? *[Check only one]*

____(01) Cornelius
____(02) Davidson
____(03) Hickory Grove
____(04) ImaginOn (East 7th St. Uptown)
____(05) Independence Reg. (Conference Dr & Monroe)
____(06) Main Library (Uptown)
____(07) Matthews
____(08) Mint Hill
____(09) Morrison Regional (closed for part of the year)
____(10) Mountain Island
____(11) Myers Park
____(12) North County Reg. (Huntersville)
____(13) Plaza Midwood
____(14) Scaleybark
____(15) South County Reg. (Rea Road)
____(16) Steele Creek
____(17) Sugar Creek
____(18) University City Reg. (E. WT Harris)
____(19) West Boulevard
____(20) Beatties Ford Road Regional
____(21) Library Website (www.cmlibrary.org)
____(22) I do not know the library name, but I can provide the area or street: _____

21b. In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library IN PERSON?

____(1) Less than once a month
____(2) Once a month
____(3) Twice a month
____(4) Three to four times a month
____(5) Five or more times a month
____(9) Don't know

21c. In a typical month, approximately how many times would you say you have visited or used the Charlotte-Mecklenburg Library DIGITALLY (online, mobile app, etc.)?

____(1) Less than once a month
____(2) Once a month
____(3) Twice a month
____(4) Three to four times a month
____(5) Five or more times a month
____(9) Don't know

22. When accessing Charlotte-Mecklenburg Library materials, which format do you prefer?

____(1) Physical (print book, CD, DVD, etc.)
____(2) Digital (eBook, eAudio, eVideo, eMagazines)
____(3) Both Physical and Digital
____(4) I don't access Charlotte-Mecklenburg Library materials
____(5) Other: _____
____(9) Don't know

23. Please indicate your level of agreement with the following statements about the Charlotte-Mecklenburg Library.

	The Charlotte-Mecklenburg Library...	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1.	Is a top institution in the community	4	3	2	1	9
2.	Is a community champion for pre-K to third grade literacy	4	3	2	1	9
3.	Is a community champion for equal access to digital resources and skills	4	3	2	1	9
4.	Is a community champion for equal access to the resources citizens need to improve their lives	4	3	2	1	9

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Voting in Mecklenburg County

24. Did you vote in the November 2016 General Election?
____(1) Yes ____(2) No *[Skip to Q25.]* ____(9) Don't know *[Skip to Q25.]*

24a. Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2016 General Election, did you use an early voting site?
____(1) Yes ____(2) No ____(9) Don't know

24b. *If "Yes" to Q24a:* Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at the early voting site.
____(4) Excellent ____(2) Fair ____(9) Don't know
____(3) Good ____(1) Poor

24c. *If "No" or "Don't know" to Q24a:* Using a 4-point scale, where a rating of 4 means "Excellent" and a rating of 1 means "Poor," please rate your overall experience at your voting location.
____(4) Excellent ____(2) Fair ____(9) Don't know
____(3) Good ____(1) Poor

Other Programs Offered by Mecklenburg County

25. How do you usually get information about residential curbside recycling? *[Check all that apply.]*
____(1) Internet websites
____(2) Local City/County website
____(3) Social media (Facebook, Twitter, etc.)
____(4) Friends and neighbors
____(5) Other: _____

26. Listed below are several programs offered by Mecklenburg County. Please rate your level of familiarity with the following programs.

	Mecklenburg County Program	Very Familiar	Somewhat Familiar	Not Familiar
1.	Mecklenburg County's air quality agency that works to achieve and maintain healthy air	3	2	1
2.	Mecklenburg County's "Air Quality Data Webpage" which provides real-time, county-specific air monitoring information	3	2	1

Demographics

Please answer the following demographic questions about yourself. Your information will remain completely anonymous, and will only be used for classification purposes and to ensure that the results are representative of the county.

27. What is your gender? ____(1) Male ____(2) Female

28. Which of the following best describes your race/ethnicity?
____(1) Hispanic/Latino descent
____(2) White
____(3) African American
____(4) Asian/Pacific Islander
____(5) American Indian/Native Alaskan
____(6) Multi-racial
____(7) Other: _____

29. Which of the following categories best represents your age?
____(1) 18-35 ____(2) 36-51 ____(3) 52-70 ____(4) 71-88 ____(5) 89 or older

30. Including yourself, how many ADULTS (ages 18+) live in your household? _____ adults

31. How many CHILDREN (under age 18) live in your household? _____ children

32. What is the highest level of education you have completed? *[Check only one.]*

____(1) Less than high school graduate
____(2) High school diploma or equivalent
____(3) Special/technical training (not college)
____(4) Some college (did not graduate from 4-year college)
____(5) College graduate (from 4-year college)
____(6) Post-graduate study (no advanced degree)
____(7) Post graduate advanced degree (Masters, MBA, PHD)

33. What is your current employment status?

____(1) Full time employment
____(2) Part time employment
____(3) Unemployed/Looking for work
____(4) Unemployed/Not looking for work
____(5) Student
____(6) Retired
____(7) Other: _____

34. Please indicate if anyone in your household has any of the following items. *[Check all that apply.]*

____(1) Desktop/laptop/notebook computer
____(2) Smartphone (calls/texts/images)
____(3) Cell phone (calls/texts only)
____(4) Tablet PC (e.g. iPad, Samsung Galaxy, Kindle)
____(5) Other device: _____

35. Do you have internet access at home? ____(1) Yes ____(2) No *[Skip to Q36.]*

35a. What type of internet do you have at home?

____(1) DSL
____(2) Cable Modem
____(3) Fiber-optic service
____(4) Dial-up
____(5) Wi-Fi accessed from another device in your home
____(6) Other: _____

36. What is your home zip code? _____

37. Approximately, what is your total annual household income before tax?

____(1) Less than $15,000
____(2) $15,000-$24,999
____(3) $25,000-$34,999
____(4) $35,000-$49,999
____(5) $50,000-$74,999
____(6) $75,000-$99,999
____(7) $100,000-$149,999
____(8) $150,000 or more
____(9) Don't know

38. Are you an employee of Mecklenburg County? ____(1) Yes ____(2) No

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

____(1) Yes ____(2) No

This concludes the survey – Thank you for your time!

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

If you want to provide additional feedback on the survey, please send an email to strategytosuccess@mecklenburgcountync.gov

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

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