

RICHLAND COUNTY
DEVELOPMENT & SERVICES
COMMITTEE AGENDA



Thursday, MAY 23, 2019

5:00 PM

COUNCIL CHAMBERS

The Honorable Gwen Kennedy, Chair

County Council District 7

The Honorable Allison Terracio

County Council District 5

The Honorable Jim Manning

County Council District 8

The Honorable Chip Jackson

County Council District 9

The Honorable Chakisse Newton

County Council District 11

RICHLAND COUNTY COUNCIL 2019



Bill Malinowski
District 1
2018-2022



Joyce Dickerson
District 2
2016-2020



Yvonne McBride
District 3
2016-2020



Paul Livingston
District 4
2018-2022



Allison Terracio
District 5
2018-2022



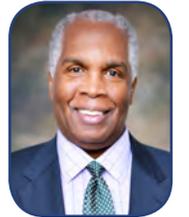
Joe Walker, III
District 6
2018-2022



Gwendolyn Kennedy
District 7
2016-2020



Jim Manning
District 8
2016-2020



Calvin "Chip" Jackson
District 9
2016-2020



Dalhi Myers
District 10
2016-2020



Chakisse Newton
District 11
2018-2022





Richland County Development & Services Committee

May 23, 2019 - 5:00 PM
Council Chambers
2020 Hampton Street, Columbia, SC 29201

1. **CALL TO ORDER** The Honorable Gwen Kennedy
2. **APPROVAL OF MINUTES** The Honorable Gwen Kennedy
 - a. Regular Session: April 23, 2019 [PAGES 7-14]
3. **ADOPTION OF AGENDA** The Honorable Gwen Kennedy
4. **ITEMS FOR ACTION** The Honorable Gwen Kennedy
 - a. Determine if there is any state/federal law that prohibits a county from creating an ordinance that will address the use of plastic bags by commercial entities. If not, create an ordinance that would prohibit the use of plastic bags for use in putting product purchases, with certain exceptions if deemed necessary. Example: many products already come prepackaged in plastic and could not come under these restrictions [MALINOWSKI and N. JACKSON] [PAGES 15-25]
 - b. I move to direct the County Administrator to solicit proposals for a survey to residents of Richland County. The purpose of the survey will be to help the County strategically plan for the future as they continue to grow and meet new challenges. The survey will also assist elected officials, as well as County administrators, in making critical decisions about prioritizing resources and helping set the direction for the future of the County. The survey will gather and analyze input and data from residents on service quality, priorities and overall performance and satisfaction with County services. [WALKER] [PAGES 26-347]

5. ITEMS FOR INFORMATION/DISCUSSION

- a. I move that Richland County Council secure the services of a public relations firm to, among other things, assist Council as a whole and its individual members in informing the media and general public of the body's collective work and activities and community engagements of individual members. A public relations contractor will complement the work of the Clerk's Office, as well as the Public Information Office, which promotes activities of the entire County organization; while a public relations firm will focus solely on Council and its members. The assistance of a contractor will ensure Council abides by state law in its interactions with staff, as the nature of public relations assistance can involve individual requests or directives to staff, which falls outside the authority of individual members.
[DICKERSON]

6. ADJOURNMENT



Special Accommodations and Interpreter Services Citizens may be present during any of the County's meetings. If requested, the agenda and backup materials will be made available in alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), as amended and the federal rules and regulations adopted in implementation thereof. Any person who requires a disability-related modification or accommodation, including auxiliary aids or services, in order to participate in the public meeting may request such modification, accommodation, aid or service by contacting the Clerk of Council's office either in person at 2020 Hampton Street, Columbia, SC, by telephone at (803) 576-2061, or TDD at 803-576-2045 no later than 24 hours prior to the scheduled meeting.



Richland County Council

DEVELOPMENT AND SERVICES COMMITTEE

March 26, 2019 – 5:00 PM

Council Chambers

2020 Hampton Street, Columbia, SC 29204

COMMITTEE MEMBERS PRESENT: Gwen Kennedy, Chair, Allison Terracio, Jim Manning, Calvin Jackson and Chakisse Newton

OTHER COUNCIL MEMBERS PRESENT: Bill Malinowski

OTHERS PRESENT: Michelle Onley, Trena Bowers, Kimberly Williams-Roberts, Larry Smith, Stacey Hamm, Ashiya Myers, Clayton Voignier, Brad Farrar, John Thompson, Geo Price, Ashley Powell, Brian Crooks, Donny Phipps, Michael Niermeier, Tommy DeLage, Quinton Epps, Dale Welch and John Hopkins

1. **CALL TO ORDER** – Ms. Kennedy called the meeting to order at approximately 5:00 PM.

2. **APPROVAL OF MINUTES**

a. March 26, 2018

In Favor: Terracio, Jackson and Kennedy

Present but Not Voting: Manning

The vote in favor was unanimous.

3. **ADOPTION OF AGENDA**

In Favor: Terracio, Jackson and Kennedy

Present but Not Voting: Manning

The vote in favor was unanimous.

4. **ITEMS FOR ACTION**

a. I move that all RC contracts must be reviewed & approved by the Office of the County Attorney & that notices under of modifications to RC contracts must be sent to the County Attorney, but may be copied to external counsel, as desired [MYERS] – Mr. Smith stated, at the last committee meeting, the question was asked about what the maker of the motion meant by “all Richland County contracts”. He was directed to get with the maker of the motion to clarify what was meant by “all Richland County contracts”. The maker of the motion indicated she was talking about all contracts generated by the departments under the direction of the County

Administrator, and those contracts that may be entered into by elected/appointed officials, which was not initial understanding. She went on to say, if it is a situation where a claim or a lawsuit could result from the breach of that contract or the County could get involved with putting its faith and credit on the line, she wanted all those contracts to be reviewed as well. He wanted to be sure the committee was clear on what was meant by "all Richland County contracts". One of the things he wants to make sure we amend, in terms of fiscal impact, is that would mean the Legal Department would have to hire additional attorneys to accomplish that. There is no way the current staff could review all County contracts, including those that are entered into by elected/appointed officials.

Mr. Manning moved, seconded by Mr. Jackson, to send this item to the A&F Committee.

Mr. Jackson inquired, as a result of the discussion with the maker of the motion, did Mr. Smith suggest a process for screening, which may be the more appropriate contracts, and let others continue to follow whatever normal course they are following.

Mr. Smith stated they attempted to streamline this by putting in the briefing document that there would be certain things that would be excluded from the Legal Department's review (i.e. routine work orders, notice of contract performance, etc.), but the maker of the motion's intent was to expand this to include elected/appointed officials. At this point, they do not know what is out there, as it relates to the elected/appointed officials. He does not think there is any way to get around additional staff for that.

Ms. Terracio inquired if Mr. Smith would anticipate one full-time staff person, a part-time position, etc.

Mr. Smith stated he currently does not have anyone in his office that is solely dedicated to reviewing all contracts. They all have to be fairly proficient in multiple areas because of the size of his office. Part of the challenge of trying to respond to this is, if this is going to include elected/appointed officials, we do not know what is out there, as it relates to agreements that they may be currently entering into, and that they routinely enter into. He would have to do an assessment of what kinds of contracts are currently being entered into by the elected/appointed officials, in order to give you an informed answer. For example, the Sheriff's Department enters into a contract, and we do not get to review the contract. He does not know what contracts has been into by the Sheriff or the Sheriff's Department. At this point, he does not know whether or not we have other people that are entering into contracts, as well, so he will have to do an assessment about who is entering into contracts that do not come through the County's normal procurement process, and how frequently they are doing it, in order to do an assessment of the number of contract reviews we are talking about. The Sheriff's Department has their own in-house counsel, but there are matters which the Legal Department handles on behalf of them.

Ms. Newton inquired, if we are clear, or unclear, if the maker of the motion wanted to include the elected/appointed officials.

Mr. Smith stated, it is his understanding, she wants to include them. She also indicated she wanted someone to review the Economic Development agreements, as well.

Ms. Newton inquired if matters that traditionally have budgetary implications handled by A&F.

Mr. Manning responded in the affirmative.

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April 23, 2019

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In Favor: Terracio, Jackson, Kennedy and Manning

Present but Not Voting: Newton

The vote in favor was unanimous.

- b. Petition to Close Portion of Old Percival Rd./Spears Creek Rd. – Mr. Malinowski stated the minutes indicated Ms. Myers and Mr. Jackson represent this area and they wanted to hold a community meeting prior to this moving forward. He inquired if this meeting took place, and what comments were received.

Mr. Jackson stated the meeting has not taken place.

Mr. Jackson moved, seconded by Ms. Newton, to defer this until the community meeting is held.

In Favor: Terracio, Jackson, Newton, Kennedy and Manning

The vote in favor was unanimous.

- c. Revisit the bed and breakfast ordinance to increase the number of rooms up to 20, so the business can be profitable and flourish. This would be in line with keeping the rural character and allow opportunities for small businesses [N. JACKSON] – Mr. Farrar stated there is a State Law entitled the SC Bed and Breakfast Act. In Chapter 45 of the State Code, it states, “Bed and breakfast” means a residential type lodging facility having no more than ten guestrooms where transient guests are fed and lodged for pay.” He stated State law caps a bed and breakfast, by definition, at 10 rooms. We would be pre-empted by State law, if we are going to proceed under the bed and breakfast concept. If you look at a different type of use, there may be some additional analysis.

Mr. Manning moved, seconded by Ms. Terracio, to table this item.

In Favor: Terracio, Jackson, Newton, Kennedy and Manning

The vote in favor was unanimous.

- d. I move, based on my being horrified as I heard for the first time the week of March 4, 2019 of the need to address current critical needs for Administrative office space as the number of vacancies we currently have in our County administration is tremendous, but we are limited in filling these vacancies by physical office space; and that we don't have anywhere to put the people we need to hire and that addressing this need will also create a County level employment opportunity, that the Interim County Administrator commandeer the unneeded office formed and assigned to me, Richland County District 8 Councilman Jim Manning by the former County Administrator with no official input by the Richland County Council so as to create a currently funded Richland County employment opportunity, the ability to address to a degree the critical need for an Administrative office space, and the opportunity for citizens and stakeholders to have needs met that are going unmet or service enhancements because we did not have an Administrative office space for the unfilled vacant position [MANNING] – Mr. Jackson inquired if anyone had done an assessment to determine that we are 100% occupied, and there are zero vacancies, as it relates to office spaces in this building.

Dr. Thompson stated he will need to check with Operational Services to determine if we are at 100% capacity. In looking for additional space for Transportation, Operational Services has been gracious enough to find the team an office location.

Mr. Manning stated that information was sent out from the PIO Office on the week of March 4th. When he got that information, it seriously alarmed him. He had not seen, and there was not anything presented, in terms of those numbers. If Dr. Thompson is not aware of this situation, that was reported by the PIO Office, for a need to address tremendous critical needs that were going unmet, he was operating his motion based on inaccurate information, as reported, then he will be happy to remove his motion.

Mr. Manning moved, seconded by Ms. Terracio, to withdraw his motion.

In Favor: Terracio, Jackson, Newton, Kennedy and Manning

The vote in favor was unanimous.

6. **ITEMS FOR INFORMATION/DISCUSSION**

- a. Determine if there is any state/federal law that prohibit a county from creating an ordinance that will address the use of plastic bags by commercial entities. If not, create an ordinance that would prohibit the use of plastic bags for use in putting product purchases, with certain exceptions if deemed necessary. Example: many products already come prepackaged in plastic and could not come under these restrictions [MALINOWSKI and N. JACKSON] – Ms. A. Myers stated included in the agenda packet is information relative to best practices from municipalities, cities and counties that have already enacted plastic ban/fee hybrids, which according to industry is the best practice. Plastic bans only encourage the use of thicker plastic and still end up in the landfill. If you are looking to curb pollution and help waste management efforts, you do a ban/fee hybrid so that people can purchase other means of bags (i.e. reusable plastic bags or paper bags), which discourages them from disposing of those bags.

Mr. Malinowski stated, on the approved minutes for the last meeting, on p. 14, it specifically states that a motion was made, and unanimously approved, that this item was to be placed on the April committee agenda for action. He stated here we are again putting an item for information and discussion, when this committee said it should be there for action, which delays it for 30 more days. On p. 33, there is the start of a great deal of information that appears to be of ordinance language in nature, and he would hope that the department responsible for creating that ordinance would do so.

Ms. Newton stated, in addition to a sample ordinance provided by this organization, she knows there are other sample ordinances that Legal has. There was a lot of discussion about the need for public outreach, and information to have something like this to be successful. Whatever Council move forward with, in addition to the drafting of an ordinance, it would be important to have best practices and plans regarding public outreach so we do not have an ordinance that gets approved and we are not able to launch successfully because we have neglected a critical component.

Ms. Terracio moved, seconded by Mr. Manning, to direct the County Attorney's office to draft an ordinance based on the model ordinance included in the agenda packet, which includes the elements of a plastic ban/fee hybrid, and to include public outreach and information programming, when the ordinance becomes available for presentation to the public for their review and approval.

Mr. Smith stated, for clarification, Ms. Terracio wants them to basically duplicate the ordinance that is in the packet.

She stated she is not sure, since she is not an attorney.

Mr. Smith stated, all of the ones they have used, they considered to be legal, in that they had the appropriate language, but obviously some of them were a little bit different from the standpoint that you had law enforcement, in some cases, enforcing the ordinance, and in some cases, you did not.

Ms. Terracio stated, she wondered if we could start with the model, and then make adjustments.

In Favor: Terracio, Jackson, Newton, Kennedy and Manning

The vote in favor was unanimous.

- b. Request staff to consider a public/private partnership for ambulance services in Richland County. Private ambulance companies could be utilized at various sporting events or in response to situations that are not life and death with where immediate qualified EMT personnel are not needed. This would reduce the current incident responses for Richland County personnel [MALINOWSKI] – Mr. Malinowski stated staff provided quite a bit of information. Their recommendation was to receive this as information, and he is fine with that.

Mr. Manning moved, seconded by Mr. Jackson, to receive this as information.

Ms. Kennedy inquired if there is a shortage of EMTs.

Mr. Byrd stated, if you recall, over the last 1 ½ year we have been sending quarterly reports to Council addressing the shortage of paramedics at Richland County, and it does impact operations.

Ms. Kennedy stated she has noticed several private ambulance services around lately. She was concerned about why we had so many of them around now.

Mr. Byrd stated the medical care models have changed so much in the last 10 years that require patients being moved from facility to facility, as part of treatment protocols, insurance, or other issues. Richland County does not do non-emergency transports; therefore, we rely on private services to come in and do that.

Ms. Kennedy inquired if we pay them to do this.

Mr. Byrd responded that the County does not pay them.

Mr. Malinowski stated, it does say in the summary, Richland County may have to pay the costs of services to a private ambulance service, if the private services cannot cover their costs.

Mr. Byrd stated that would be if we allowed them to run emergency calls. Right now, we are not involved in that process. Private services make arrangements with nursing homes, doctor's offices, etc. They determine their financial arrangements.

Mr. Malinowski inquired about the section that says, "Richland County may also have to guarantee payment to private services dispatched by Richland County, as some emergency calls result in no one being transported."

Mr. Byrd stated that is if we entered into an agreement for them to handle 911 calls.

Ms. Kennedy inquired, if Mr. Byrd will inform Council, if they have to enter into an agreement with the private ambulance services.

Mr. Byrd stated the only agreements they have, right now, is they allow several ambulance services to operate in the County. The way the current ordinance is written, we have the ability to authorize private services to come in and respond to non-emergency calls.

7. **ITEMS PENDING ANALYSIS: NO ACTION REQUIRED:**

- a. I move to direct the County Administrator to solicit proposals for a survey to residents of Richland County. The purpose of the survey will be to help the County strategically plan for the future as they continue to grow and meet new challenges. The survey will also assist elected officials, as well as County administrators, in making critical decisions about prioritizing resources and helping set the direction for the future of the County. The survey will gather and analyze input and data from residents on service quality, priorities and overall performance and satisfaction with County services [WALKER] – Ms. Newton stated she was confused as to why this item is here under “Pending Analysis”, since the original motion was to direct the County Administrator to solicit proposals. Since it is a procurement action, it seems it would need action on the committee’s part. Her understanding is that staff had already begun investigating this process, so that it just requires action from the committee to start a solicitation process that would fall under the purview of the Administrator.

Ms. A. Myers requested clarification on Ms. Newton’s comments.

Ms. Newton stated her question is, if you require action. The motion was to direct the County Administrator. Was the Administrator directed? Is that process moving forward? Is there action you need from us?

Ms. A. Myers stated staff is researching, but beyond research there is very little they can do. You would have to direct us to perform any solicitation and request the County to procure said services.

Mr. Jackson stated one of the challenges he has, as a committee member, with several motions, is that when they have some vague ambiguity in the language, and the maker of motion is not present to be able to clarify, as we discussed earlier with the motion that Mr. Smith spoke, with regards to contracts. He stated he thinks it would be incumbent upon us, going forward, to ask the makers of those motion to attend the appropriate subcommittee meeting, and offer clarification and/or meet with the appropriate County staff. For example, in this motion, it is more than just going out and procuring a service provider who can do surveys. His questions would be around, when you say, for example, “helping them to make critical decisions about prioritizing resources.” There is a process by which we prioritize resources, and it is not necessarily driven by what the public thinks are the correct priority. There are some critical questions embedded in the motion that probably needs clarification. Then, an example of a survey should be brought back and shared with the committee, before we commit to doing it, with some explanation as to how that data will be collected, analyzed, and, as a result, how it would be presented

Mr. Jackson moved, seconded by Ms. Terracio, to direct the County Administrator meet with the maker of the motion to talk in detail about questions, and get clarification, to ensure they are moving forward appropriately, as the maker of the motion has suggested.

Ms. Newton stated Mr. Gomeau sent a sample survey, and she believes staff met with Mr. Walker.

Mr. Malinowski stated it was not that long ago that a survey was done by Richland County and several responses were received. He would think we would want to have that survey and results provided to the maker of the motion to see if what he is asking for was not previously covered.

Mr. Manning stated, for clarification, staff cannot move forward with procurement without action by committee and Council.

Ms. Powell stated they have begun looking into community surveys, what they might entail and how other jurisdictions have used them.

Mr. Manning stated this all came from Mr. Gomeau sending Council pages and pages from Mecklenburg County. There was a company that did it. It laid out what all they looked at. So, his thinking, when he first saw this motion, it looked like he had seen the packet, and tried to write in his motion about service quality, priorities, overall performance and satisfaction with County services because those were the areas that was reported out. We may need to circle back to see, if what he was really meaning was the company that did that for them, are available and we do something like that here. He thinks, when we do this, we want to do it right. Also, he is honing in on that it was direct the County Administrator. It will be close to a month before we can anything about this because of where it is on agenda, so we may want to consider doing this in conjunction with the new County Administrator.

Mr. Manning moved to defer this item, and ask the maker of the motion if they want to provide any clarity, in writing to the committee.

- b. I move that Richland County Council secure the services of a public relations firm to, among other things, assist Council as a whole and its individual members in informing the media and general public of the body's collective work and activities and community engagements of individual members. A public relations contractor will complement the work of the Clerk's Office, as well as the Public Information Office, which promotes activities of the entire County organization; while a public relations firm will focus solely on Council and its members. The assistance of a contractor will ensure Council abides by state law in its interactions with staff, as the nature of public relations assistance can involve individual requests or directives to staff, which falls outside the authority of individual members [DICKERSON] – Ms. Roberts stated she had an in depth conversation with the maker of the motion, in regards to the details of this motion. From that conversation, she derived that it might be better suited for a staff person to handle this versus a PR firm. She has since then had a conversation with Acting Administrator, Dr. Thompson, in regards to the possibility of staff. She also plans to have a conversation with the Chair regarding the vacant position in the Clerk's Office, to see if perhaps the needs of this motion could be fulfilled by that person.

Mr. Malinowski stated there may be the need for Council input, as well, to see if Council wants this take place, rather than spend all your time going through the motions and coming up with a potential solution for the maker of the motion, when it may be something that full Council does not want.

Mr. Jackson stated, by the time we have the next committee meeting, maybe those additional conversations and recommendations could be prepared, and this would be placed on the agenda as an action item, for us to make a decision.

Mr. Manning stated he is not sure what has changed, but it seems like we keep coming month after month, and things are floating somewhere. They are on the wrong place on the agenda. We

**Development and Services
April 23, 2019**

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do not have the information we need. He feels like the whole committee process has drifted in the last year or 2. There is a whole lot less that we seem ready for, and are able to take action out of the committee.

Mr. Jackson stated, speaking as a Chair of another committee, one of the things that has been most helpful for him, is pre-meeting and pre-planning with the appropriate staff before the committee meetings. They talk about what was discussed at the last meeting that needs to be brought forward, or actions that need to be taken, based upon committee input. Secondly, items on the agenda, for the upcoming meeting, and what supporting documentation will be needed.

7. **ADJOURNMENT** – The meeting adjourned at approximately 5:52 PM.



Agenda Briefing

To: Committee Chair Gwendolyn Kennedy and Honorable Members of the Committee
Prepared by: Ashiya Myers, Assistant to the County Administrator
Department: Administration
Date Prepared: April 03, 2019 **Meeting Date:** May 23, 2019

Legal Review	Elizabeth McLean via email	Date:	April 11, 2019
Budget Review	James Hayes via email	Date:	April 04, 2019
Finance Review	Stacey Hamm via email	Date:	April 05, 2019
Approved for Council Consideration:	Acting County Administrator	John Thompson, Ph.D., MBA, CPM	
Committee	Development & Services		
Subject:	Plastic Bag Ordinance Recommendations		

Recommended Action:

This is a Council initiative. Should Council wish to implement a plastic bag ban/fee hybrid, staff recommends adopting the ordinance as presented or as amended by the Development and Services committee.

Should Council wish to delay the implementation of a plastic bag ban/fee hybrid, staff recommends monitoring state efforts relative to preemptive legislation regarding plastic ban/fee hybrid ordinances.

Motion Requested:

1. I move to adopt the ordinance and presented/amended, or,
2. I move to direct staff to monitor state efforts relative to preemptive legislation regarding plastic ban/fee hybrid ordinances.

Request for Council Reconsideration: Yes

Fiscal Impact:

The fiscal impact is currently unknown. Depending upon the enforcement mechanism, additional staff may be required. Additionally, costs associated with public outreach and education as well as bag giveaways are indeterminate.

Motion of Origin:

Determine if there is any state/federal law that prohibits a county from creating an ordinance that will address the use of plastic bags by commercial entities. If not, create an ordinance that would prohibit the use of plastic bags for use in putting product purchases, with certain exceptions if deemed necessary. Example: many products already come prepackaged in plastic and could not come under these restrictions

Council Member	Bill Malinowski, Norman Jackson
Meeting	Special Called
Date	July 10, 2018

Discussion:

Relevant Terminology:

- a) **Mil:** a unit of measurement equal to a thousandth of an inch
- b) **Post-consumer recycled content:** material from products that people or businesses have already used
- c) **Fee/charge:** money that retailers are mandated to charge, but is retained by the retailer
- d) **Reusable bag:** bags greater than 2.25 mils thick or as otherwise defined by material, load capacity, durability, and/or minimum lifetime of use

Successful Plastic Bag Ordinance Development

As the proposed ordinance is developed, input from potentially impacted retailers, food establishments, and the general public is greatly encouraged. The following have proven effective in public education campaigns:

- Record of specific harms caused by plastic bags to include costs of associated litter clean-ups and municipal waste impact
- Effective ordinances from other municipalities

The most effective plastic bag ordinances offer a comprehensive method to address all carryout bags via ban/fee hybrids that charge a fee on all other carryout bags (paper, reusable, compostable). This method is the most effective in changing consumer behavior and reducing carryout bag consumption. Fees/charges may range from 5 cents to 25 cents per bag and are set as minimums rather than as flat fees.

“Straight” plastic bag bans are ineffective as paper and reusable bags are still available for free, resulting in increased use of free paper and plastic bags greater than 2.25 mils thick.

It is recommended that any plastic bag law:

- Include a minimum fee/charge component
- Cover as many businesses as possible
- Paper bags should be recyclable and contain at least 40% post-consumer recycled content
- Include a reporting mandate for the implementation/enforcement agency

To address concerns of the impact of a ban/fee hybrid ordinance on low-income residents, require education and outreach as well as reusable bag giveaways in low-income communities during the transition period and during special events. Also, include an exemption for transactions paid in whole or in part by food stamp programs.

As plastic bag ordinances are intended to apply only to carryout bags, the ordinance should also include exemptions for other specific types of bags. Most ordinances/laws exempt bags without handles used to carry unpackaged food and bags provided by a pharmacy to carry prescriptions. Further exemptions may be determined by public input and/or state regulatory requirements.

Enforcement of the ban/fee varies by jurisdiction. Examples include departments of waste management, business licensing departments, city/town mayors/managers, and local tourism boards.

Penalties also vary by jurisdiction, but the overall trend is monetary enforcement fines levied which may gradually increase per violation. Activists do not recommend the use of plastic bag ordinances/laws as a punitive measure against the consumer or as a means to generate general fund revenue.

Plastic Bag Ordinance Implementation

Effective implementation requires education about the ordinance to residents and businesses. Notices should inform businesses of the ordinance's requirements as well as signs for them to post near points of sale.

Most ordinances/laws allow a period between implementation and penalty enforcement. The first violation may be a warning with any subsequent violations resulting in penalties that gradually increase.

To measure the effectiveness of the law, one may look for reductions in the amount of single-use carryout bags used at businesses and the amount of plastic bag litter. Observational data, bag purchase data, and litter clean-up data may be analyzed to assist in ordinance effectiveness measurement efforts.

Concerns

Presently, legislation has been introduced at the state level to preempt local ordinances relative to plastic bans/fees. Activists encourage the development of statewide coalitions of groups working on the initiative as well as lobbying state legislators to combat the proposed legislation.

At its March 23, 2019 meeting, the Development and Services Committee directed the County Attorney's office to draft the ordinance.

Attachments:

1. Draft Ordinance

STATE OF SOUTH CAROLINA
COUNTY COUNCIL FOR RICHLAND COUNTY
ORDINANCE NO. ___-19HR

AN ORDINANCE CREATING CHAPTER 18, OFFENSES; SECTION 18-7, REGULATIONS AND REQUIREMENTS RELATING TO THE USE OF SINGLE-USE PLASTIC BAGS; SO AS TO ESTABLISH REGULATIONS AND REQUIREMENTS RELATING TO SINGLE-USE PLASTIC BAGS.

WHEREAS, Richland County seeks to protect the health, safety, and general welfare of the residents and visitors within the County; and

WHEREAS, the Richland County Council finds that the use of single-use plastic bags is detrimental to the environment; and

WHEREAS, the Richland County Council seeks to improve and protect the environment within the County by encouraging the use of reusable checkout bags and recyclable paper carryout bags and banning the use of single-use plastic bags for retail checkout of purchased goods throughout the County; and

Pursuant to the authority granted by the Constitution of the State of South Carolina and the General Assembly of the State of South Carolina, BE IT ENACTED BY RICHLAND COUNTY COUNCIL:

SECTION I. The Richland County Code of Ordinances; Chapter 18, Offenses; is hereby amended by the addition of Section 18-8, Regulations and Requirements Relating to the Use of Single-Use Plastic Bags; to read as follows:

Sec. 18-8. Regulations and requirements relating to the use of single-use plastic bags.

(A) Findings and Purpose.

1. The use of single-use carryout bags by consumers at retail establishments is detrimental to the environment, public health, and welfare.
2. The manufacture and distribution of single-use carryout bags requires utilization of natural resources and results in the generation of greenhouse gas emissions.
3. Single-use carryout bags contribute to environmental problems, including litter in storm drains, rivers and streams, and the ocean.
4. Single-use carryout bags impose unseen costs on consumers, local governments, the state, and taxpayers, and constitute a public nuisance.

The county council does therefore find and declare that it should restrict the use of

single-use carryout bags.

(B) Definitions.

The following words, terms and phrases, when used in this ordinance, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Department means [relevant department].

Director means the Director of [relevant department].

Person means an individual, trust, firm, joint stock company, corporation, cooperative, partnership, or association.

Postconsumer recycled material means a material that would otherwise be destined for solid waste disposal, having completed its intended end use and product life cycle. Postconsumer recycled material does not include materials and byproducts generated from, and commonly reused within, an original manufacturing and fabrication process.

Recycled paper bag means a paper carryout bag provided by a store to a customer at the point of sale that meets all of the following requirements:

- 1) Contains only post-consumer recycled fiber, and fiber from sources accredited by the Forest Stewardship Council or other independent certification organization, as approved by the Director.
- 2) Contains a minimum of 40% post-consumer recycled content.
- 3) Displays the word "Recyclable" in a highly visible manner on the outside of the bag, and is labeled with the name of the manufacturer, the location (country) where the bag was manufactured, and the percentage of post-consumer recycled content in an easy-to-read size font.
- 4) Is accepted for recycling in curbside programs in Richland County.

Reusable bag means a bag that is provided by a store to a customer at the point of sale that is specifically designed and manufactured for multiple reuse and meets all of the requirements herein related.

Reusable bag producer means a person or entity that does any of the following:

- 1) Manufactures reusable bags for sale or distribution to a store.
- 2) Imports reusable bags into this state, for sale or distribution to a store.
- 3) Sells or distributes reusable bags to a store.

Reusable bag producer does not include a store, with regard to a reusable bag for which there is a manufacturer or importer, as specified in subparagraph (1) or (2) of this definition.

Single-use carryout bag means a bag made of plastic, paper, or other material that is provided by a store to a customer at the point of sale and that is not a recycled paper bag or a reusable bag that meets the requirements set forth herein.

A single-use carryout bag does not include either of the following:

- 1) A bag to hold prescription medication dispensed from a pharmacy.
- 2) A nonhandled bag used to protect a purchased item from damaging or contaminating other purchased items when placed in a recycled paper bag or a reusable bag.
- 3) A bag provided to contain an unwrapped food item.
- 4) A nonhandled bag that is designed to be placed over articles of clothing on a hanger.

Food establishment means any operation that prepares, processes, packages, serves or otherwise provides food for human consumption, either on or off the premises, regardless of whether there is a charge for the food. These establishments include, but are not limited to, restaurants, delicatessens, snack bars, catering operations, ice cream parlors, school cafeterias, independent living food service operations, licensed healthcare facilities, temporary food establishments, grocery stores, retail meat markets, fish/seafood markets, retail ice merchants, shared use operations, mobile food establishments (to include the associated commissary and mobile units).

Store means a retail establishment or food establishment located within the unincorporated Richland County.

Retail establishment includes any public commercial establishment engaged in the sale of personal consumer or household items to the customers who will use or consume such items.

(C) Reusable Bags.

- 1) On and after [Month date, year], a store may sell or distribute a reusable bag to a customer at the point of sale only if the reusable bag is made by a producer certified pursuant to this section to meet all of the following requirements:
 - i. Has a stitched handle and is designed for at least 125 uses, as provided in this section.

- ii. Has a volume capacity of at least 15 liters.
- iii. Is machine washable or made from a material capable of being washed so as to be cleaned and disinfected at least 100 times.
- iv. Has printed on the bag, or on a tag attached to the bag that is not intended to be removed, and in a manner visible to the consumer, all of the following information:
 - a) The name of the manufacturer.
 - b) The country where the bag was manufactured.
 - c) A statement that the bag is a reusable bag and designed for at least 125 uses.
 - d) If the bag is eligible for recycling in the unincorporated Richland County, instructions to return the bag to the store for recycling or to another appropriate recycling location. If recyclable in the unincorporated Richland County, the bag shall include the chasing arrows recycling symbol or the term “recyclable,” consistent with the Federal Trade Commission guidelines use of that term, as updated.
- v. Does not contain lead, cadmium, or any other toxic material that may pose a threat to public health.
- vi. Complies with Section 260.12 of Part 260 of Title 16 of the Code of Federal Regulations related to recyclable claims if the reusable bag producer makes a claim that the reusable bag is recyclable.

2) In addition to the requirements in subdivision (1), a reusable bag made from plastic film shall meet all of the following requirements:

- i. On and after [Month date, year], it shall be made from a minimum of 20 percent postconsumer recycled material.
- ii. On and after [Month date, year], it shall be made from a minimum of 40 percent postconsumer recycled material.
- iii. Meets any further standards for minimum recycled content established by regulation adopted by the Department after a public hearing and at least 60 days’ notice, based upon environmental benefit and market availability.
- iv. It shall be recyclable in the unincorporated Richland County, and accepted for return to at-store recycling programs.

v. It shall have, in addition to the above requirements, a statement that the bag is made partly or wholly from postconsumer recycled material and stating the postconsumer recycled material content percentage, as applicable.

vi. It shall be capable of carrying 25 pounds over a distance of 300 feet for a minimum of 125 uses and be at least 4 mils thick, measured according to the American Society of Testing and Materials (ASTM) Standard D6988-13.

vii. It shall be made of plastic other than polyethylene (HDPE, LDPE, PETE, etc.) or polyvinyl chloride that is durable, non-toxic, and generally considered a food-grade material.

3) In addition to the requirements of subdivision (1), a reusable bag that is not made of plastic film and that is made from any other natural or synthetic fabric, including, but not limited to, woven or nonwoven nylon, polypropylene, polyethylene-terephthalate, or Tyvek, shall satisfy all of the following:

i) It shall be sewn.

ii) It shall be capable of carrying 22 pounds over a distance of 175 feet for a minimum of 125 uses.

iii) It shall have a minimum fabric weight of at least 80 grams per square meter.

(D) Single-use carryout bags.

1. On and after [Month date, year], a store shall not provide a single-use carryout bag to a customer at the point of sale.

2. On and after [Month date, year], a store shall not sell or distribute a reusable bag at the point of sale except as provided in this subdivision.

i. On and after [Month date, year], a store may make available for purchase at the point of sale a reusable bag that meets the requirements of Section 3.

ii. On and after [Month date, year], a store that makes reusable bags available for purchase shall not sell the reusable bag for less than ten cents (\$0.10) in order to ensure that the cost of providing a reusable bag is not subsidized by a customer who does not require that bag.

3. On and after [Month date, year], a store shall not sell or distribute a recycled paper bag at the point of sale except as provided in this subdivision.

i. A store may make available for purchase a recycled paper bag. On and after [Month date, year], the store shall not sell a recycled paper bag for less than ten

cents (\$0.10) in order to ensure that the cost of providing a recycled paper bag is not subsidized by a consumer who does not require that bag.

4. Exemption.

i. Notwithstanding any other law, on and after [Month date, year], a store that makes reusable bags or recycled paper bags available for purchase at the point of sale shall provide a reusable bag or a recycled paper bag at no cost at the point of sale to a customer receiving supplemental food assistance, WIC and other public assistance programs available in South Carolina.

ii. A store shall not charge for a reusable bag that is distributed to a customer without charge during a limited duration promotional event, not to exceed 12 days per year.

5. A store shall not require a customer to use, purchase, or accept a single-use carryout bag, recycled paper bag, or reusable bag as a condition of sale of any product.

6. Any owner or operator of a store may petition the County for a full or partial waiver of the requirements of this Section, for a period of up to one year, if the owner or operator can:

i. Demonstrate that application of this Section would create undue hardship or practical difficulty for the store not generally applicable to other stores in similar circumstances, or

ii. Establish that the business as a whole cannot, under the terms of this Section, generate a return that is commensurate with returns on investments in other enterprises having corresponding risks and is sufficient to attract capital.

7. All moneys collected pursuant to this section shall be retained by the store and may be used only for the following purposes:

i. Costs associated with complying with the requirements of this ordinance.

ii. Actual costs of providing recycled paper bags or reusable bags.

iii. Costs associated with a store's educational materials or educational campaign encouraging the use of reusable bags.

8. Stores shall separately itemize the fee charged pursuant to this ordinance on the standard receipt provided to customers.

(E) Outreach and Implementation.

Stores that provide reusable or recycled paper bags at the point of sale shall display a sign in a location outside or inside of the business, viewable by customers, alerting customers of the charge per bag.

The Department's responsibilities for implementing this ordinance include conducting outreach to stores, providing multi-lingual information to educate store employees and customers, and making available lists of vendors who sell recycled paper, or reusable bags. The Director, after a public comment, may adopt and may amend guidelines to implement assist in implementing this ordinance.

[Relevant Department] shall establish an educational outreach program for the public. To further promote the use of reusable shopping bags and reduce the quantity of single-use carryout bags entering the Richland County's waste stream, the [relevant department] is authorized to make reusable carryout bags available to the public at low cost or free-of-charge, targeting such programs to reach low-income households to the greatest degree possible.

(F) Penalties.

1. Any store that violates or fails to comply with any of the provisions of this ordinance after a written warning notice has been issued for that violation shall be deemed guilty of an offense. The civil penalty shall not exceed \$100 for a first violation; \$200 for a second violation within any 12-month period; and \$500 for each additional violation within any 12-month period. Each day that a violation continues will constitute a separate offense.
2. In addition to the penalties set forth in this section, repeated violations of this chapter by a person who owns, manages, operates, is a business agent of, or otherwise controls a business establishment may result in the suspension or revocation of the business license issued to the premises on which the violations occurred. No business license shall be issued or renewed until all fines outstanding against the applicant for violations of this chapter are paid in full.
3. Violation of this chapter is hereby declared to be a public nuisance, which may be abated by the county by restraining order, preliminary and permanent injunction, or other means provided for by law, and the county may take action to recover the costs of the nuisance abatement.

SECTION II. If any section, subsection, or clause of this Ordinance shall be deemed to be unconstitutional or otherwise invalid, the validity of the remaining sections, subsections, and clauses shall not be affected thereby.

SECTION III. All ordinances or parts of ordinances in conflict with the provisions of this Ordinance are superseded during the time this Ordinance is effective.

SECTION IV. This Ordinance shall be effective immediately upon adoption by Richland County Council.

RICHLAND COUNTY COUNCIL

BY: _____
Paul Livingston, Chair

Attest this the ____ day of
_____, 2019

Kimberly Williams-Roberts
Clerk of Council

RICHLAND COUNTY ATTORNEY'S OFFICE

Approved As To LEGAL Form Only
No Opinion Rendered As To Content

DRAFT



Agenda Briefing

To: Chair Gwendolyn Kennedy and Honorable Members of the Committee
Prepared by: Ashley M. Powell
Department: Administration
Date Prepared: May 3, 2019 **Meeting Date:** May 23, 2019

Legal Review	Elizabeth McLean, Deputy Attorney, via email	Date:	May 16, 2019
Budget Review	James Hayes, Budget and Grants Director, via email	Date:	May 16, 2019
Finance Review	Stacey Hamm, Finance Director, via email	Date:	May 15, 2019
Approved for Council consideration:	Assistant County Administrator	Ashley M. Powell	
Committee	Development & Services		
Subject:	Community Survey		

Recommended Action:

Staff recommends Council direct the Acting County Administrator to procure a specialized firm to administer a survey to residents of Richland County for the purposes of strategic planning, goal and priority setting.

Motion Requested:

I move to direct the Acting County Administrator to procure a specialized firm to administer a survey to residents of Richland County for the purpose of strategic planning, goal and priority setting.

Request for Council Reconsideration: Yes

Fiscal Impact:

Preliminary research conducted by staff indicates that the cost for a community-wide survey could range from approximately \$24K - \$48K depending on several factors including, but not limited to, the following:

- Length of survey
- Need/desire for demographic-specific reporting
- Number of on-site presentations required
- Need/desire for the development of (an) interactive data dashboard(s)

Note: *The cost range provided in this briefing document is intended to be an estimate only. Actual costs will depend on the firm or team procured to perform this work on behalf of Richland County Government.*

Per the Office of Budget and Grants Management, contingency funds may be used as a funding source.

Motion of Origin:

I move to direct the County Administrator to solicit proposals for a survey to residents of Richland County. The purpose of the survey will be to help the County strategically plan for the future as they continue to grow and meet new challenges. The survey will also assist elected officials, as well as County administrators, in making critical decisions about prioritizing resources and helping set the direction for

the future of the County. The survey will gather and analyze input and data from residents on service quality, priorities and overall performance and satisfaction with County services.

Council Member	The Honorable Joe Walker
Meeting	Regular Session
Date	March 5, 2019

Discussion:

Community Surveys are valuable tools to aid in the equitable establishment of strategic goals for moving local governments forward. Community surveys yield context specific data via market research conducted through a comprehensive process that includes focus groups and stakeholder interviews, surveys conducted via mail, phone, in person and online; consensus building workshops; surveys of populations that are often underserved to include non-English speaking persons, persons with mental and physical disabilities, inner city and rural low income populations and the elderly; benchmarking and normative comparisons; importance-satisfaction ratings and the geocoding of data.

On March 12, 2019, Administration staff visited Mecklenburg County to research how community surveys and strategic planning are helping to move government forward. Mecklenburg County is located in the southwestern region of North Carolina and, as of the 2010 Census, had a population of approximately 919,618. The County Manager’s Strategic Planning and Evaluation team has conducted an annual survey for 16 years, asking a random sample of 1,116 households for feedback on a wide range of areas including quality of life, community engagement, policy/decision making and affordable housing.

The benchmarking data derived from the Community Survey helps to inform the goal areas and outcomes in Mecklenburg County’s Corporate Strategic Business Plan. In the early 2000s, Mecklenburg County’s Board of County Commissioners endorsed County Management’s philosophy of strategic decision-making to include the establishment of a community vision and a performance management and strategic planning framework.

Following this endorsement, Mecklenburg County continues to refine its decision-making strategies to include the establishment of, and investment in, a culture of strategic thinking that aligns the work of local government with the needs of the community as articulated by the county’s citizens. A model of “strategy to success” allows Mecklenburg to achieve efficiencies in performance management, ensures the organization is making strategic decisions and investments based on quantifiable and qualifiable performance data and better aligns spending with the county’s priorities as established by government leaders and those they represent.

As should occur as a result of a cultural movement within an organization, the aforementioned methodology has expanded beyond the Office of the County Manager to inform the actions of all departments within Mecklenburg County. In 2014, County Manager Dena Diorio requested each County department and business partner (Mecklenburg EMS and Charlotte-Mecklenburg Library) to develop three-year strategic business plans for FY2017 – 2019. These plans establish departmental priorities, goals, objectives and strategies for the achievement thereof. Further, post approval of the Mecklenburg County Executive Team, comprised of the County Manager and her direct reports, these plans then move to Mecklenburg’s budget team for utilization in the development of county budgets.

Via the implementation of this closed loop process, which synthesizes input from citizens, staff and elected and appointed officials, as modeled by Mecklenburg County (and other jurisdictions), Richland County Government can begin to provide greater assurances that finances, operations and implementation better align with the needs of the communities it is in place to serve.

Attachments:

1. Richland County Citizen Survey
 - a. **Note:** *staff was unable to locate data and/or responses relative to this survey*
2. Richland County Telephone Survey Narrative
3. Richland County Telephone Survey Responses
4. Mecklenburg County, 2018 Community Survey
5. Mecklenburg County, 2018 Community Survey Presentation
6. Mecklenburg County, 2017 – 2019 Corporate Strategic Plan



Richland County Citizen Survey

COMMUNITY & ECONOMIC DEVELOPMENT

	Poor	Fair	Good	Very Good	Excellent	No Opinion
How would you rate the county's performance in promoting job creation and economic development?	<input type="checkbox"/>					
How would you rate the county's performance in building strong neighborhoods and communities?	<input type="checkbox"/>					
How would you rate the county's performance in promoting homeownership and affordable housing?	<input type="checkbox"/>					
How would you rate the county's performance in attracting tourists to Richland County?	<input type="checkbox"/>					
How would you rate the county's performance in planning for and managing residential growth?	<input type="checkbox"/>					
How would you rate the county's performance in planning for and managing commercial growth?	<input type="checkbox"/>					

Comments: _____

PUBLIC SAFETY

	Poor	Fair	Good	Very Good	Excellent	No Opinion
How would you rate the quality and availability of Sheriff's Department services in Richland County?	<input type="checkbox"/>					
How would you rate the quality and availability of fire suppression services in Richland County?	<input type="checkbox"/>					
How would you rate the quality and availability of ambulance services in Richland County?	<input type="checkbox"/>					
How would you rate the performance of the Alvin S. Glenn Detention Center?	<input type="checkbox"/>					
How would you rate the county's overall performance in promoting and protecting public safety?	<input type="checkbox"/>					

Comments: _____

SERVICES & INFRASTRUCTURE

	Poor	Fair	Good	Very Good	Excellent	No Opinion
How would you rate the quality and accessibility of parks and recreational facilities in Richland County?	<input type="checkbox"/>					
How would you rate the quality and accessibility of public libraries in Richland County?	<input type="checkbox"/>					
How would you rate the quality of animal care and rescue services in Richland County?	<input type="checkbox"/>					
How would you rate the quality and accessibility of roads and highways in Richland County?	<input type="checkbox"/>					
How would you rate the quality and accessibility of the public transportation in Richland County?	<input type="checkbox"/>					
How would you rate the quality and accessibility of alternative modes of transportation, such as greenways, bike paths, and sidewalks?	<input type="checkbox"/>					
If you live in an area where the county provides garbage collection services, how would you rate the overall quality of those services?	<input type="checkbox"/>					
If you live in an area where the county provides recycling services, how would you rate the overall quality of those services?	<input type="checkbox"/>					
How would you rate the overall quality, appearance, and functionality of county-owned buildings and facilities?	<input type="checkbox"/>					

Comments: _____

SOCIAL SERVICES & QUALITY OF LIFE

	Poor	Fair	Good	Very Good	Excellent	No Opinion
How would you rate the quality of public schools in Richland County?	<input type="checkbox"/>					
How would you rate the quality of social services in Richland County, such as senior, youth, and homeless services?	<input type="checkbox"/>					
How would you rate the availability and affordability of health care services in Richland County?	<input type="checkbox"/>					
How would you rate the availability and accessibility of cultural resources and facilities in Richland County, such as museums, galleries, etc.?	<input type="checkbox"/>					

Comments: _____

ENVIRONMENTAL STEWARDSHIP

	Poor	Fair	Good	Very Good	Excellent	No Opinion
How would you rate the overall appearance of Richland County?	<input type="checkbox"/>					
How would you rate the county's performance in protecting rivers, creeks and wetlands?	<input type="checkbox"/>					
How would you rate the county's performance in protecting trees and wildlife?	<input type="checkbox"/>					
How would you rate the county's performance in promoting and protecting air quality?	<input type="checkbox"/>					
How would you rate the county's overall performance as a steward of our natural resources?	<input type="checkbox"/>					

Comments: _____

GENERAL OPERATIONS

	Poor	Fair	Good	Very Good	Excellent	No Opinion
How would you rate the county's ability to distribute news and information about county programs, events and services?	<input type="checkbox"/>					
How would you rate the overall quality of customer service that you have experienced when dealing with county government?	<input type="checkbox"/>					
How would you rate the value of services you receive in return for the level of taxes you pay?	<input type="checkbox"/>					
How well do you think Richland County works with other governments, such as neighboring cities, counties, and the state of South Carolina?	<input type="checkbox"/>					
How would you rate Richland County Government's overall performance in providing public services to the citizens of Richland County?	<input type="checkbox"/>					

Comments: _____

Additional Comments:

What is your home zip code?

How long have you lived in Richland County?

Do you live within the corporate limits of any of the following municipalities?

- | | | |
|--|---|---|
| <input type="checkbox"/> City of Arcadia Lakes | <input type="checkbox"/> Town of Blythewood | <input type="checkbox"/> City of Columbia |
| <input type="checkbox"/> Town of Eastover | <input type="checkbox"/> City of Forest Acres | <input type="checkbox"/> Town of Irmo |

The following information is OPTIONAL. If you would like to receive updates and information regarding county programs and services, please include your contact information below.

Name: _____

Address: _____

City: _____

State: _____

Zip: _____

Phone: _____

Email: _____

Thank you for your participation!



A random telephone survey of 428 registered voters was conducted in Richland County on June 13-15 to both land lines and mobile numbers. Registered voters were used because of the accessibility to demographics, telephone numbers and regions that they reside. The four regions are identified in the last page of the document.

Conclusions

47% of respondents felt that the county is moving in the right direction.

34% disagreed

57% of respondents or very or somewhat satisfied with the level of county services.

33% feel that the county is off track.

82% of respondents are pleased with Emergency Services

60% of respondents have a bad opinion of Public Works

75% of respondents gave Solid Waste & Recycling high marks

57% of respondents disapprove of the Transportation Department

Open Ended Questions

Roads surfaced as the number one issue that needs to be addressed by Richland County.

Law Enforcement & Emergency Services received the most positive responses.

Richland County Survey -- Final Results

1. Are things in Richland County are moving in the right direction or are we off on the wrong track?

		Region 1	Region 2	Region 3	Region 4	Total	%
1	Right Direction	53	63	41	43	200	46.73%
2	Wrong Track	33	34	44	34	145	33.88%
3	Undecided	23	21	28	11	83	19.39%
Total		109	118	113	88	428	100.00%

2. Are you satisfied or dissatisfied with the level of service provided by Richland County Government?

		Region 1	Region 2	Region 3	Region 4	Total	%
1	Very Satisfied	19	21	18	17	75	17.52%
2	Somewhat Satisfied	49	52	35	33	169	39.49%
3	No Opinion	13	9	11	8	41	9.58%
4	Somewhat Dissatisfied	17	22	29	18	86	20.09%
5	Very Dissatisfied	11	14	20	12	57	13.32%
Total		109	118	113	88	428	100.00%

Richland County Survey -- Final Results

3. Tell me if you have a favorable or unfavorable opinion of these departments -- **Emergency Services**

		Region 1	Region 2	Region 3	Region 4	Total	%
1	Very Favorable	55	53	58	46	212	49.53%
2	Somewhat Favorable	36	42	32	28	138	32.24%
3	No Opinion	11	13	7	8	39	9.11%
4	Somewhat Unfavorable	4	7	9	4	24	5.61%
5	Very Unfavorable	3	3	7	2	15	3.50%
Total		109	118	113	88	428	100.00%

4. Tell me if you have a favorable or unfavorable opinion of these departments -- **Public Works**

		Region 1	Region 2	Region 3	Region 4	Total	%
1	Very Favorable	14	19	8	11	52	12.15%
2	Somewhat Favorable	21	31	25	18	95	22.20%
3	No Opinion	10	6	3	6	25	5.84%
4	Somewhat Unfavorable	22	23	32	20	97	22.66%
5	Very Unfavorable	42	39	45	33	159	37.15%
Total		109	118	113	88	428	100.00%

Richland County Survey -- Final Results

5. Tell me if you have a favorable or unfavorable opinion of these departments -- **Solid Waste & Recycling**

		Region 1	Region 2	Region 3	Region 4	Total	%
1	Very Favorable	43	47	46	41	177	41.36%
2	Somewhat Favorable	42	40	35	31	148	34.58%
3	No Opinion	13	4	7	6	30	7.01%
4	Somewhat Unfavorable	5	17	12	3	37	8.64%
5	Very Unfavorable	6	10	13	7	36	8.41%
Total		109	118	113	88	428	100.00%

6. Tell me if you have a favorable or unfavorable opinion of these departments -- **Transportation Department**

		Region 1	Region 2	Region 3	Region 4	Total	%
1	Very Favorable	9	15	6	7	37	8.64%
2	Somewhat Favorable	26	33	21	18	98	22.90%
3	No Opinion	10	7	9	9	35	8.18%
4	Somewhat Unfavorable	26	27	22	25	100	23.36%
5	Very Unfavorable	38	36	55	29	158	36.92%
Total		109	118	113	88	428	100.00%

Richland County Survey -- Final Results

7. In your opinion, what is the biggest issue that needs attention from Richland County Government?

		Region 1	Region 2	Region 3	Region 4	Total	%
1	Recorded Answer	88	106	102	74	370	86.45%
2	Undecided/Don't Know	21	12	11	14	58	13.55%
Total		109	118	113	88	428	100.00%

8. In your opinion, what is the most positive thing about Richland County Government?

		Region 1	Region 2	Region 3	Region 4	Total	%
1	Recorded Answer	69	80	68	62	279	65.19%
2	Undecided/Don't Know	40	38	45	26	149	34.81%
Total		109	118	113	88	428	100.00%

Richland County Survey -- Final Results

9. So that we can get a balanced survey, can you give me your age range?

		Region 1	Region 2	Region 3	Region 4	Total	%
1	18-29	4	5	4	2	15	3.50%
2	30-39	7	12	10	10	39	9.11%
3	40-49	18	13	11	10	52	12.15%
4	50-59	15	31	23	15	84	19.63%
5	60-69	35	32	27	21	115	26.87%
6	70 and over	28	25	37	29	119	27.80%
7	Would not say	2	0	1	1	4	0.93%
Total		109	118	113	88	428	100.00%

10. Observe Gender of survey participant

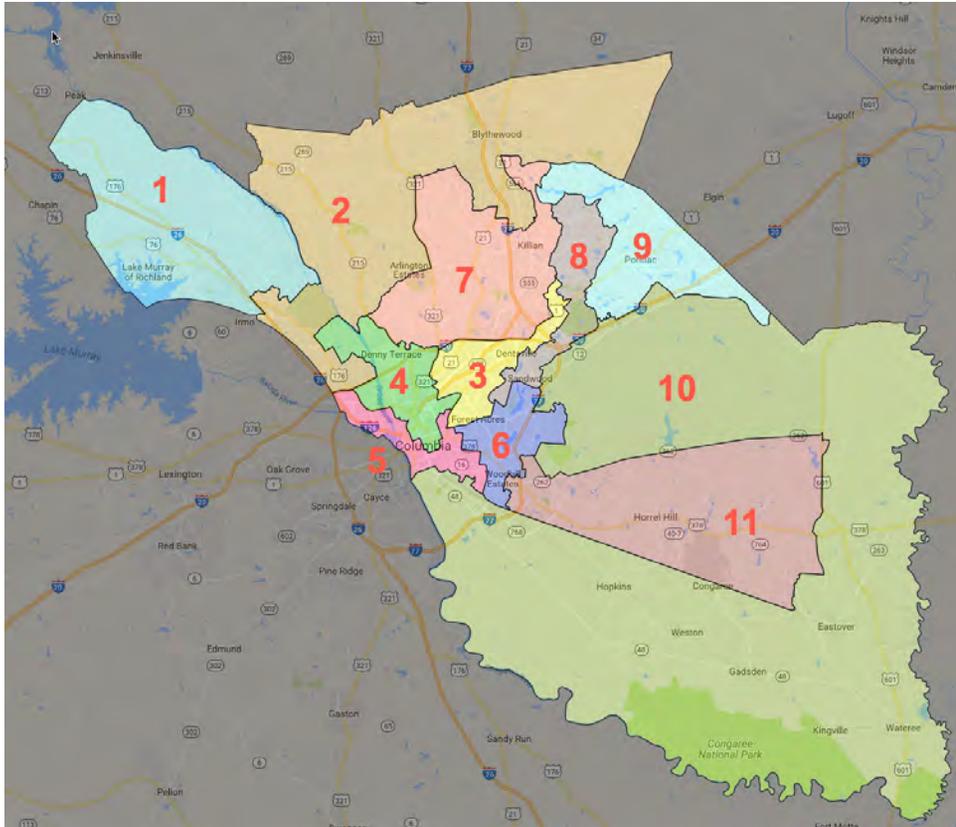
		Region 1	Region 2	Region 3	Region 4	Total	%
1	Male	52	59	57	40	208	48.60%
2	Female	57	59	56	48	220	51.40%
Total		109	118	113	88	428	100.00%

Richland County Survey -- Final Results

COMPLETED SURVEYS (Final)			
Region	Landline (85%)	Mobile (15%)	Total
Region 1	93	16	109
Region 2	100	18	118
Region 3	99	14	113
Region 4	<u>76</u>	<u>12</u>	<u>88</u>
TOTAL SURVEYS	368	60	428

Richland County Survey Regions

The survey regions used in the satisfaction survey are composed of several county council districts. See chart below.



Survey Regions*	Council Districts	Region Population	% of the County	Completed Surveys
Region One	1, 4 & 5	65,969	27.18%	109
Region Two	2, 7 & 9	71,786	29.58%	118
Region Three	10 & 11	40,847	16.83%	67
Region Four	3, 6 & 8	64,082	26.40%	106
		242,684	100.00%	400

2018 Mecklenburg County Community Survey

...helping organizations make better decisions since 1982

Final Report

Submitted to Mecklenburg County, North Carolina

by:

ETC Institute
725 W. Frontier Lane
Olathe, Kansas
66061



August 2018

ETC Institute (2018)

41 of 347

Section 1:
Executive Summary

2018 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 2018. 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 fifth 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 e-mail to encourage participation.

The goal was to obtain a total of at least 1,000 completed surveys. This goal was exceeded, with a total of 1,116 surveys having been completed. The results of the random sample of 1,116 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 2017. 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,” 78% 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 (76%), and satisfaction with opportunities for citizen participation in County policy development & decision-making (57%).
- **Respondent Ratings of Mecklenburg County:** Eighty percent (80%) 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 Support Paying More Property Taxes to Ensure Access to High-Quality Pre-K Programs.** Eighty-five percent (85%) of the respondents who had an opinion agree that high-quality preschool programs should be made available for every child in Mecklenburg County. Of those, 69% who had an opinion would support paying more property taxes to ensure that all 4-year olds in Mecklenburg County have access to high-quality Pre-Kindergarten programs.
- **Awareness of Mecklenburg Board of County Commission Meetings.** Just over half (55%) of residents surveyed who had an opinion are aware that the Mecklenburg County Board of County Commission meetings are broadcast online at MeckNC.gov, as well as on Government Spectrum TV Channel 16 and through social media on Twitter and Facebook. Of those who are aware of the broadcasts, 45% indicated they have followed the meetings via Channel 16 and 38% through MeckNC.gov.
- **Awareness of Revaluation Process.** Residents were asked to respond to a series of questions regarding revaluation in Mecklenburg County. Respondents answered “yes” to the following: “Do you own real property (e.g. land, residential or commercial)?” (77% yes), “Are you aware that Mecklenburg County will be conducting a county-wide revaluation in 2019?” (36% yes), “Are you aware of the county’s revaluation website (meckreval.com)?” (13% yes), and “Do you know how to contact the County Assessor’s Office in the event that you have questions about the 2019 revaluation?” (36% yes).
- **Likelihood of Communicating With County Agencies Via E-mail and Text Message.** Eighty-eight percent (88%) of residents who have an opinion are “very likely” or “likely” to communicate with County agencies via e-mail; 8% are “unlikely” and 3% are “very unlikely.” Sixty-three percent (63%) who have an opinion are “very likely” or “likely” to communicate with County agencies via text message; 25% are “unlikely” and 12% are “very unlikely.”

- **How Well the County Communicates Information.** Thirty-seven percent (37%) of respondents who had an opinion rated Mecklenburg County as “excellent” or “good” in communicating information to the public; 46% rated it as “fair,” and 17% rated it as “poor.”
- **Whether or Not Respondents Consider Mecklenburg County Government to be Open and Transparent:** Thirty-four percent (34%) of respondents consider the Mecklenburg County Government to be open and transparent; 27% do not consider Mecklenburg County Government to be open and transparent, and 39% do not have an opinion.
- **Respondent Usage of Social Media for Local Government Information:** Thirty percent (30%) of respondent households use Nextdoor for local government information. Other social media resources respondent households use for local government information include: Facebook (29%), YouTube (13%), Twitter (13%), LinkedIn (10%), and Instagram (7%).

Additionally, 73% 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:** Nearly one-third (32%) of respondents who had an opinion preferred television as a source for receiving news and announcements from Mecklenburg County. Other preferred sources include: Facebook (16%), newspaper (12%), Nextdoor (11%), radio (9%), Twitter (3%), YouTube (1%), Instagram (1%), LinkedIn (1%), and “other” (14%).
- **Visiting the County’s Website to Access County Services or Information:** Thirty-six percent (36%) 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, 48% who had an opinion indicated they were “often” able to find what they were looking for on the County’s website; 44% 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-eight percent (68%) of respondents indicated they were aware that the County’s parks are tobacco-free. Other County programs, services and initiatives that residents were aware of include: immunizations for children (64%), domestic violence/crisis program (56%), HIV and sexually transmitted disease testing (53%), and foster training/foster home licensing (46%).

- **How Often Respondent Households Visit a Mecklenburg County Park or Other Facility:** More than three-fourths (79%) of residents who provided a response had visited a Mecklenburg County Park and Recreation site in the past 12 months. Of those, 46% who provided a response visited a park at least monthly. Other park and recreation sites visited most often include 1) greenway, 2) nature preserve, and 3) recreation center.
- **Overall Quality and Condition of the Park and Recreation Sites Households Visit Most Often:** Most (95%) of the respondents who had an opinion rated the overall quality and condition of the greenway they visited as either “excellent,” “very good” or “good.” Other sites with similar ratings include: nature preserve (95%), park (93%), and nature center (91%).
- **Respondent Participation in Recreation Programs Offered by the Mecklenburg County Park and Recreation Department Within the Past 12 Months:** Eighty-three percent (83%) 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 park and recreation programs include: lack of awareness of programs (65%), no interest in programs (41%), lack of convenient times (32%), lack of convenient locations (31%) and the cost of programs (23%).
- **Respondent Households That Have Visited or Used a Mecklenburg County Library:** Sixty-five percent (65%) 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: South County Reg (12%), University City Reg (11%), and Steele Creek (7%).
- **How Often Respondents Typically Visit the Library in Person:** Half (50%) 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 18% indicated they visited a library in person 3 or more times a month.
- **How Often Respondents Typically Visit the Library Digitally:** Sixty-four percent (64%) of residents indicated they have visited or used a Charlotte Mecklenburg Library digitally (via online, mobile application, etc.) less than once a month; 10% visited a library digitally once a month, 8% visited twice a month, and 18% indicated they visited a library digitally 3 or more times a month.
- **Format Households Prefer When Accessing Charlotte Mecklenburg Library Materials:** Forty-six percent (46%) of respondent households that had an opinion prefer physically accessing Charlotte Mecklenburg Library materials; 8% prefer to access digitally, 32% access both physically and digitally, 1% preferred “other” formats, and 14% 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, 96% 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*” (95%), “*The library is a top institution in the community*” (94%), and “*The library is a community champion for pre-K to third grade literacy*” (94%).

- **Participation in the November 2017 Local Election:** Seventy-four percent (74%) of households that provided a response indicated they voted in the November 2017 local election. Of those, more than 57% used the early voting site. Most (95%) of the residents who used the early voting site and had an opinion rated the overall experience as either “excellent” or “good.” Ninety-three percent (93%) who had an opinion felt the overall experience at their voting location was “excellent” or “good.”

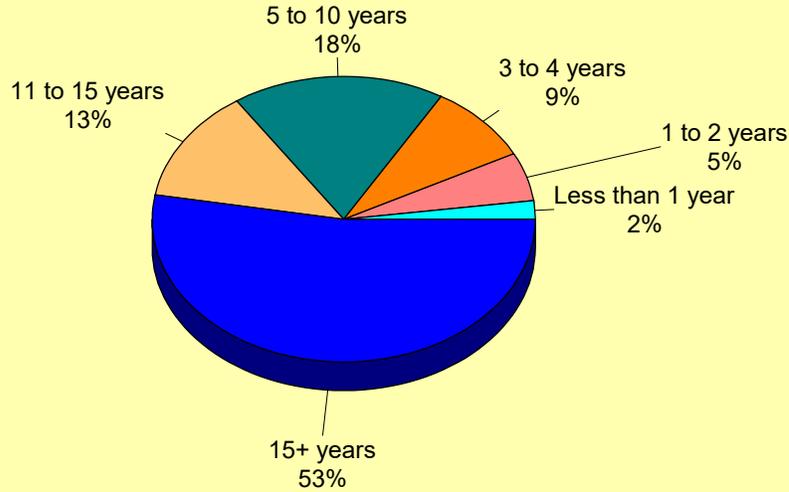
- **How Residents Get Information About Curbside Recycling:** Forty-two percent (42%) of residents surveyed indicated they usually get information about curbside recycling from friends and neighbors. Other ways that residents get information include: internet website (25%), local City/County website (23%), social media (7%), and other means (20%).

- **Familiarity With Air Quality Programs:** Thirty-one percent (31%) 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-three percent (23%) of households are “very familiar” or “somewhat familiar” with the County’s “Air Quality Data Page” which provides real-time, County-specific air monitoring information.

Section 2:
Charts and Graphs

Q2. Demographics: Years Lived in Mecklenburg County

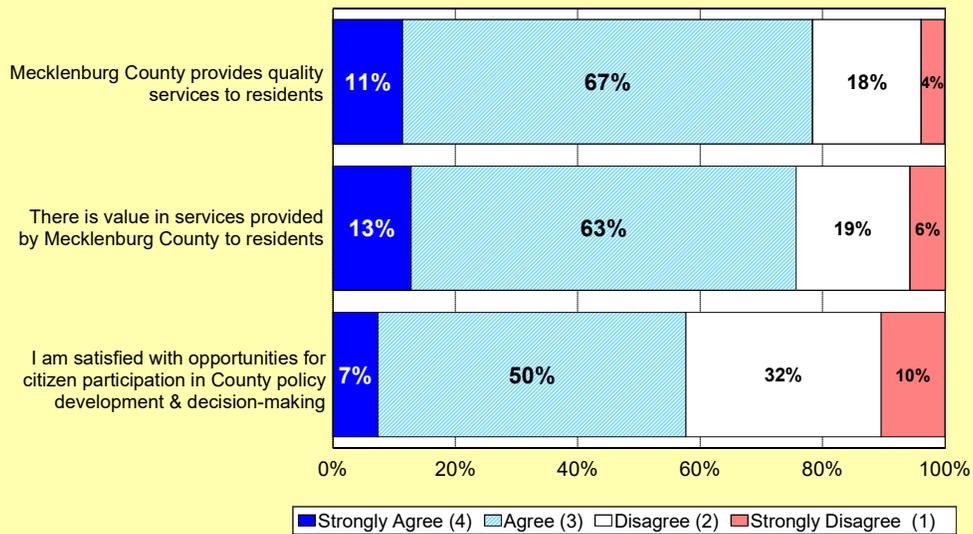
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q3. Perceptions of Mecklenburg County Government

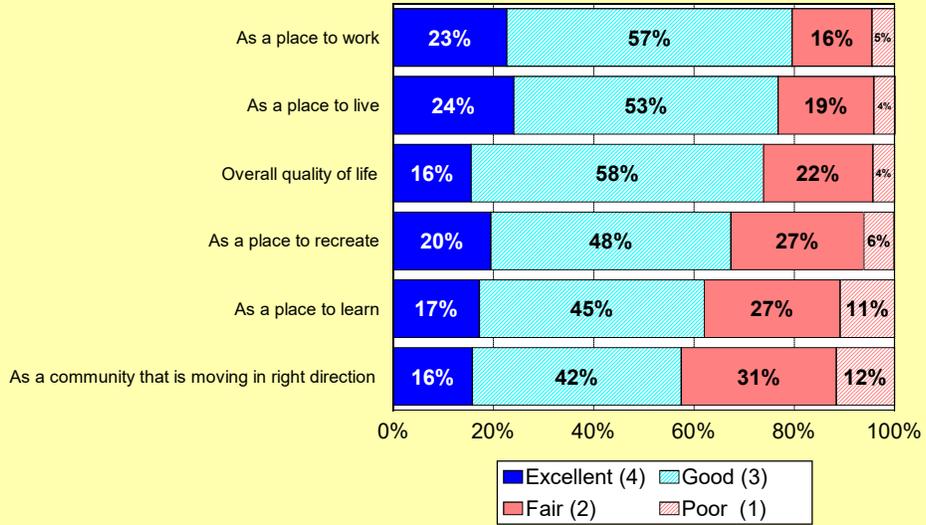
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q4. Ratings of Mecklenburg County

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



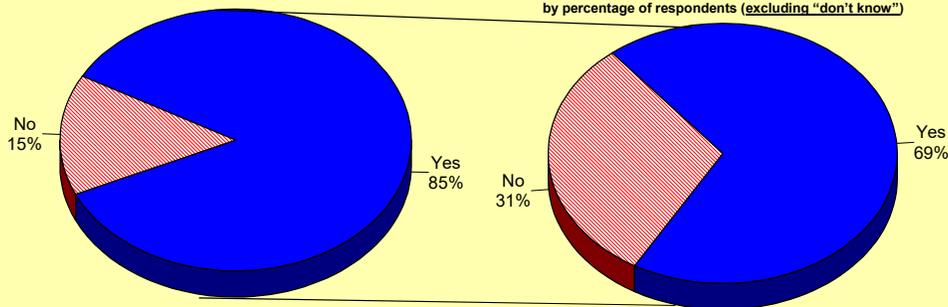
Source: ETC Institute (2018 - Mecklenburg County)

Q6. Do you agree that high-quality preschool programs should be made available for every child in Mecklenburg County?

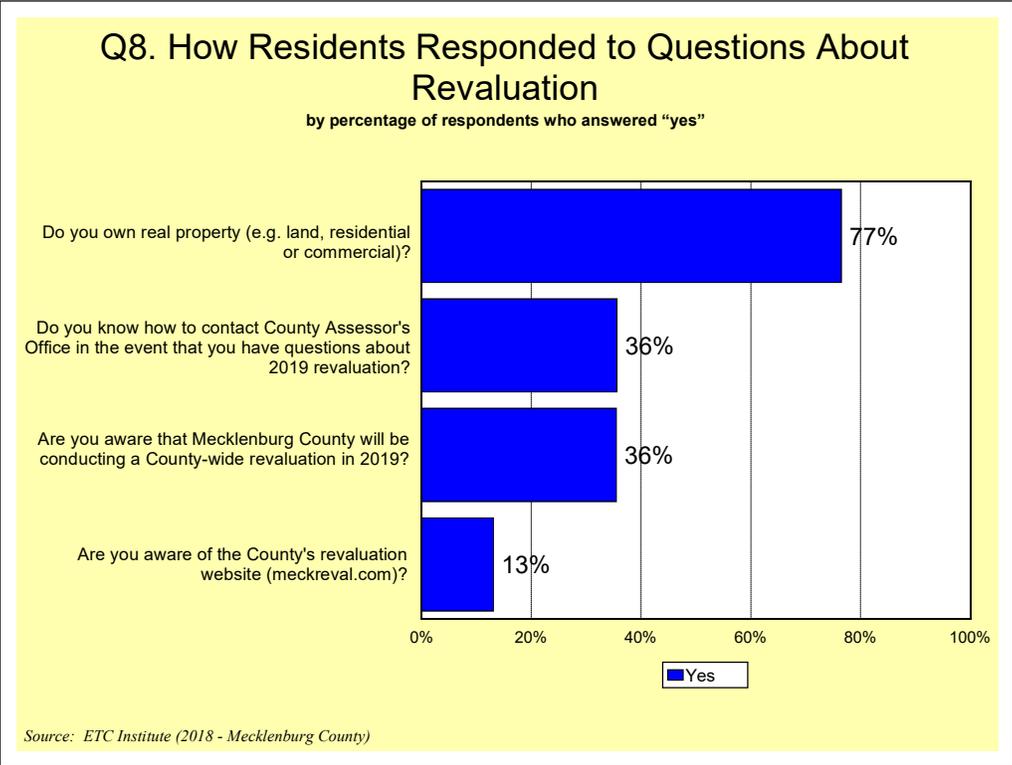
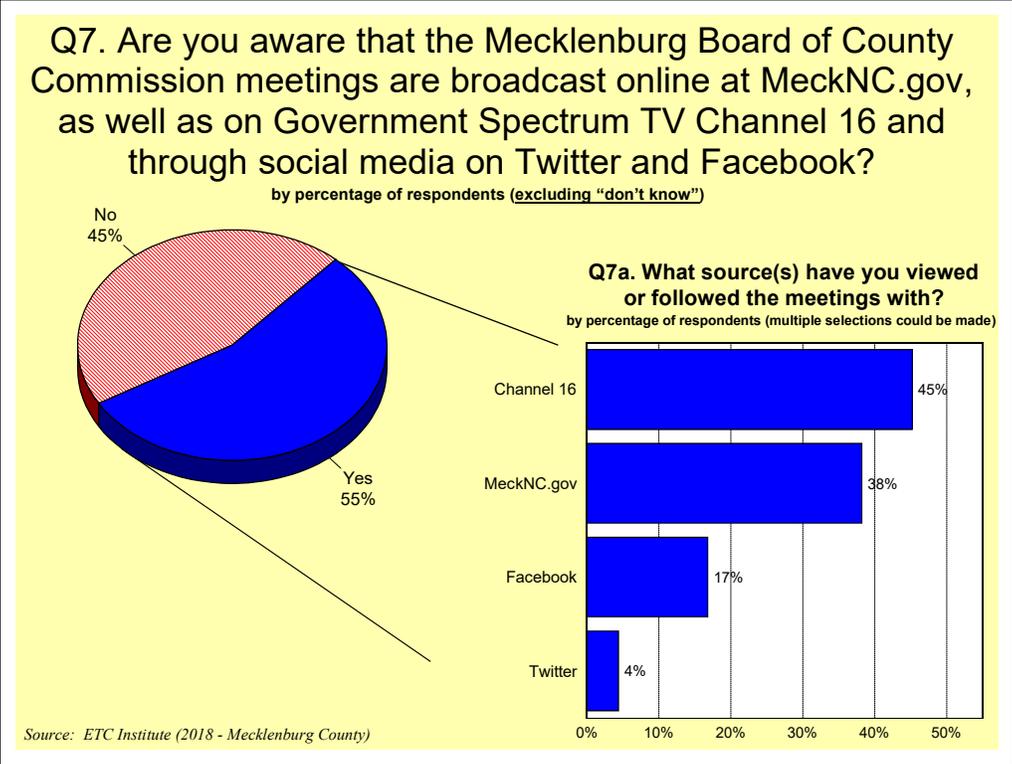
by percentage of respondents (excluding "don't know")

Q6a. Would you support paying more property taxes to ensure that all 4-year olds in Mecklenburg County have access to high-quality Pre-K programs?

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

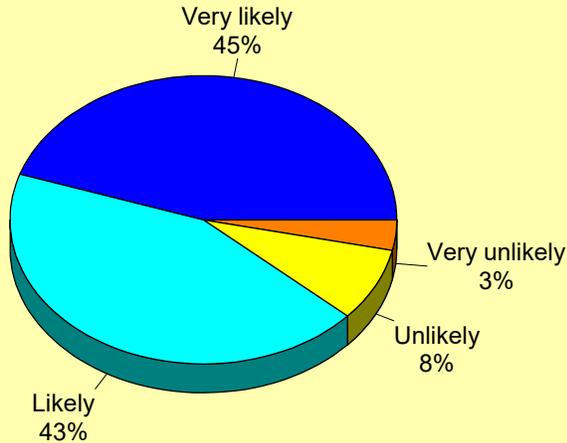


Source: ETC Institute (2018 - Mecklenburg County)



Q9. Likelihood of Communicating With County Agencies Via Email

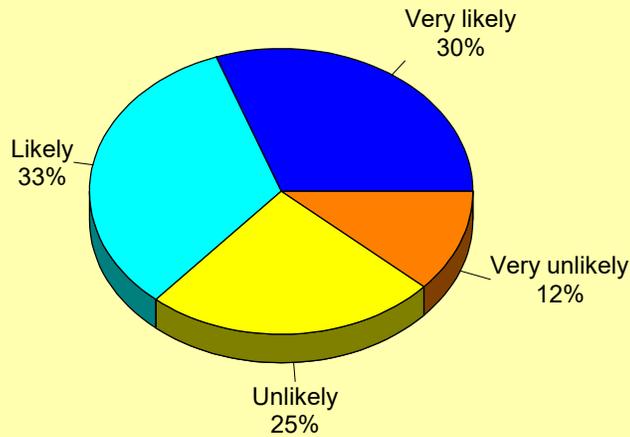
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q10. Likelihood of Communicating With County Agencies Via Text Message

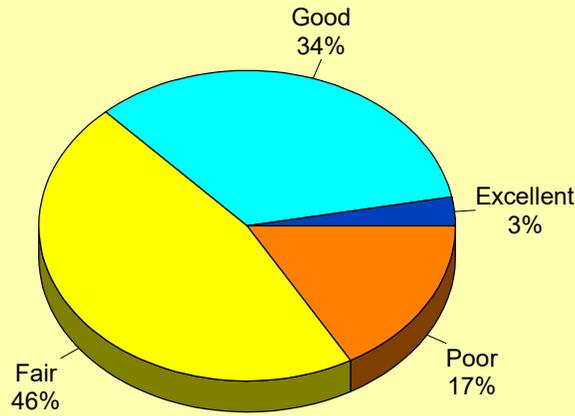
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q11. How Well Mecklenburg County Government Communicates Information About County Issues, Services, and Performance

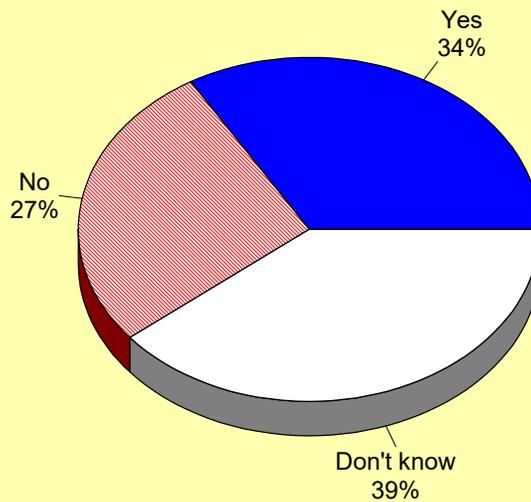
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

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

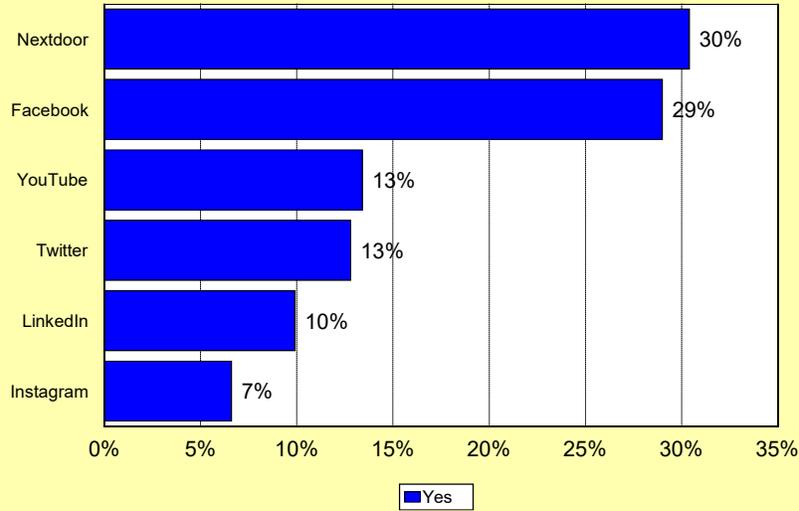
by percentage of respondents



Source: ETC Institute (2018 - Mecklenburg County)

Q13. Whether Residents Have Used the Following Social Media Resources

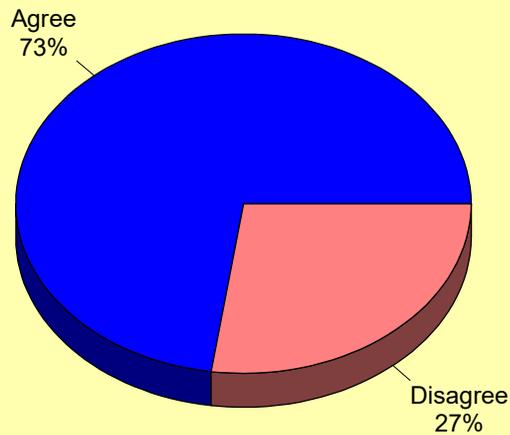
by percentage of respondents who answered "yes" (excluding "don't know")



Source: ETC Institute (2018 - 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"?

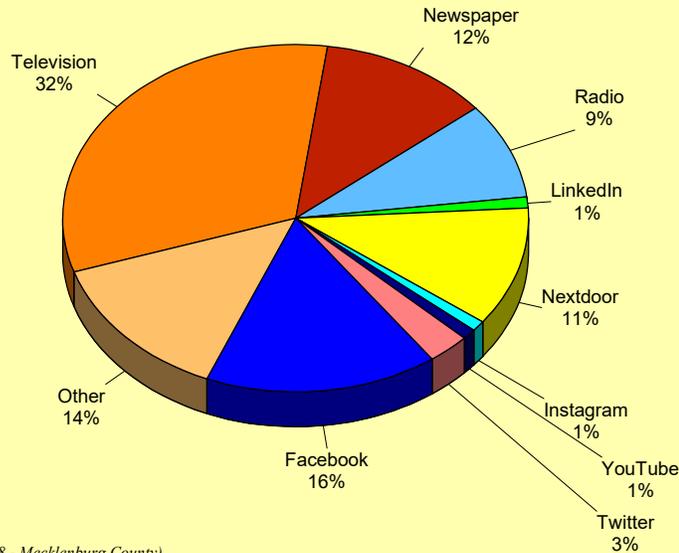
by percentage of respondents who answered "yes" to any part of Question 13 (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q14. Preferred Source for Receiving Mecklenburg County News and Announcements

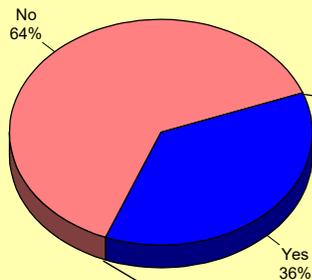
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

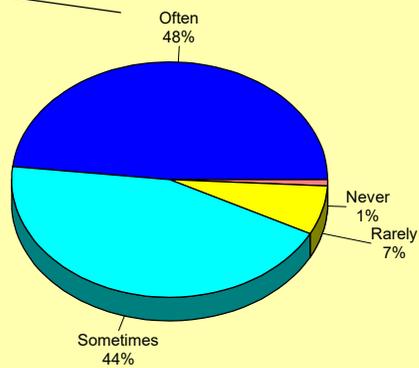
Q15. Have you used the County's website (MeckNC.gov) to access County news or information on Mecklenburg programs and services in the past 12 months?

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



Q15a. If YES, how often are you able to find what you are looking for when visiting the County's website?

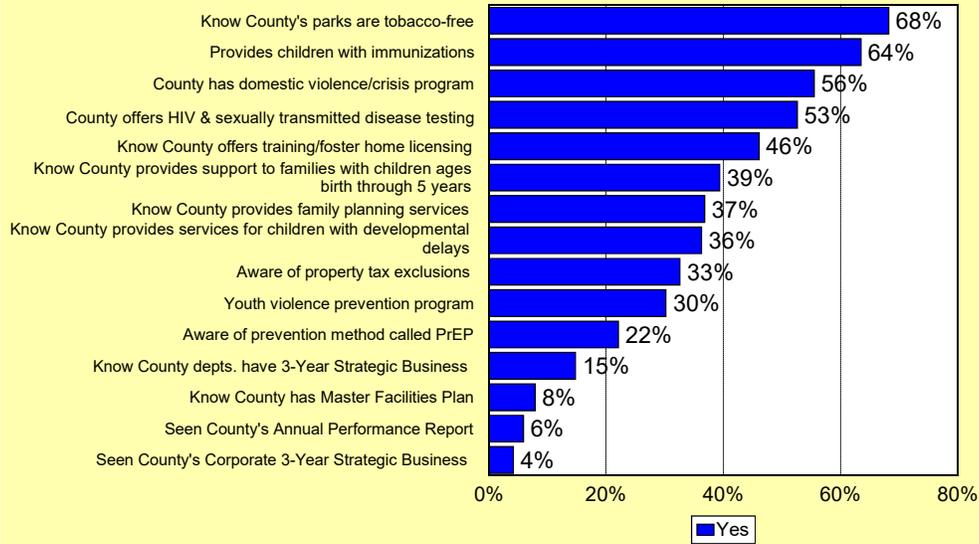
(excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q16. Knowledge of County Programs, Services and Initiatives

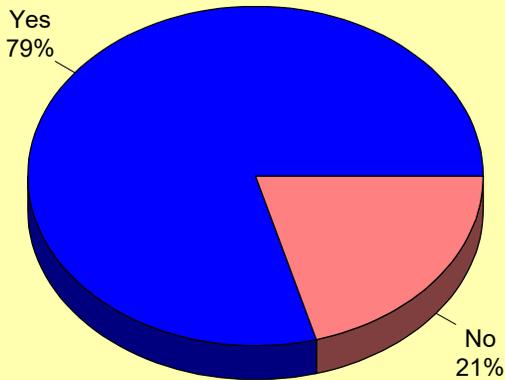
by percentage of respondents who answered "yes"



Source: ETC Institute (2018 - Mecklenburg County)

Q17. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other facility within the past 12 months?

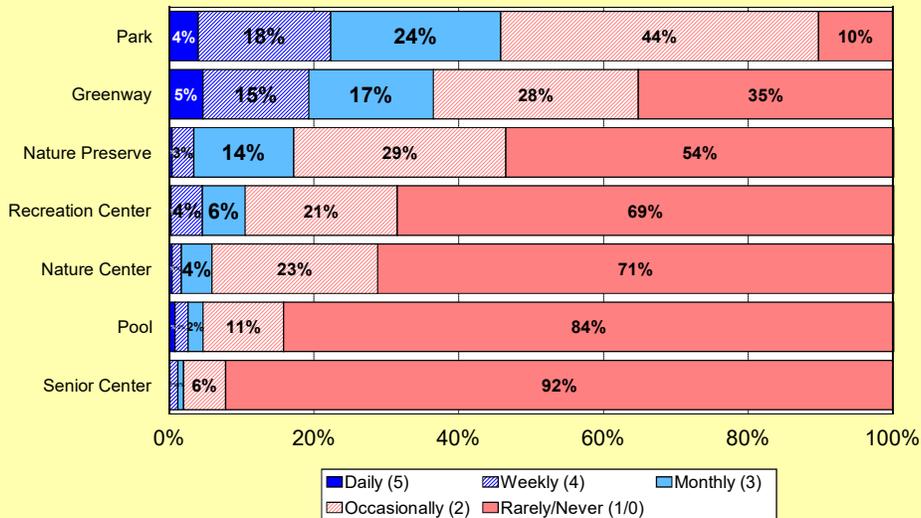
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q18. How Often Residents Have Visited the Following Mecklenburg County Park and Recreation Site(s)

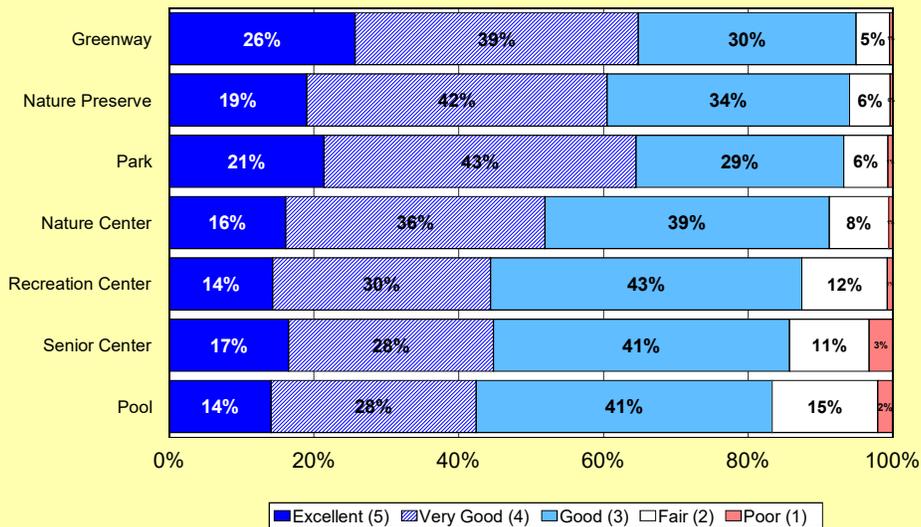
by percentage of respondents who indicated they had visited a Mecklenburg County park or facility in the past 12 months (excluding "not provided")



Source: ETC Institute (2018 - Mecklenburg County)

Q19. Ratings of the Overall Quality and Condition of Mecklenburg County Park and Recreation Site(s)

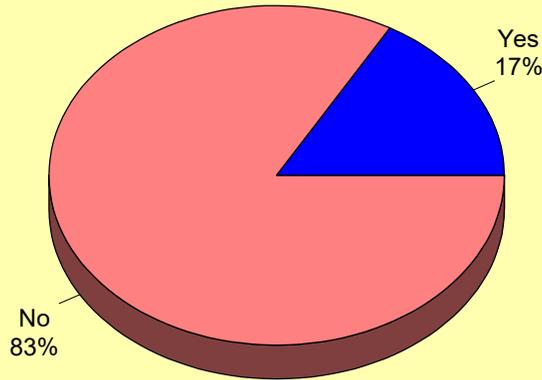
by percentage of respondents who indicated they had visited a Mecklenburg County park or facility in the past 12 months (excluding "not provided/not applicable")



Source: ETC Institute (2018 - Mecklenburg County)

Q20. 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?

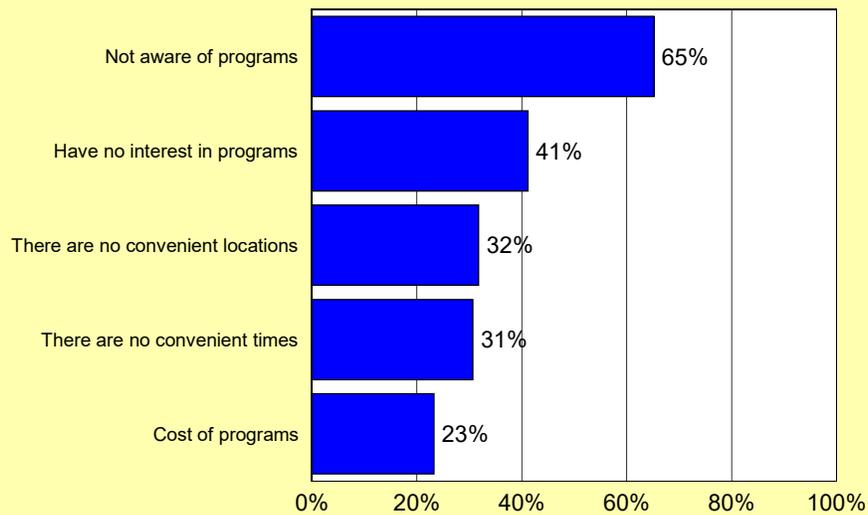
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q20a. Reasons Why Households Have Not Participated in Mecklenburg County Park and Recreation Programs

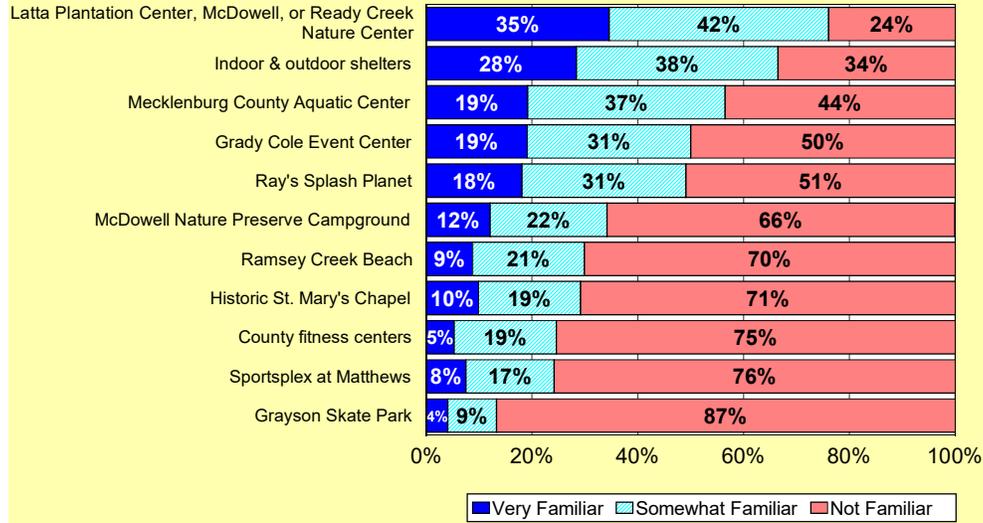
by percentage of respondents who answered "no" to Question 20 (excluding "don't know" - multiple selections could be made)



Source: ETC Institute (2018 - Mecklenburg County)

Q21. Familiarity With Facilities Offered by the Mecklenburg County Park and Recreation Dept.

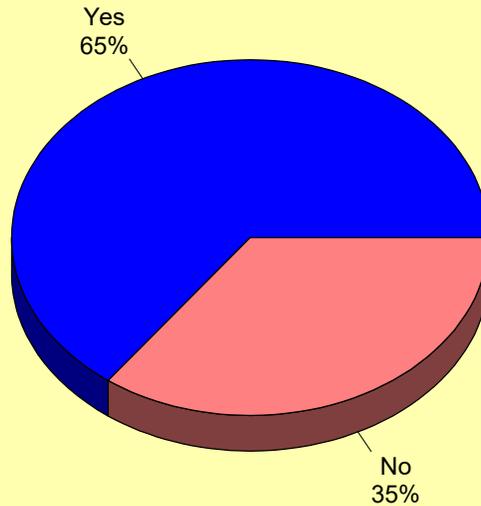
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 - Mecklenburg County)

Q22. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason?

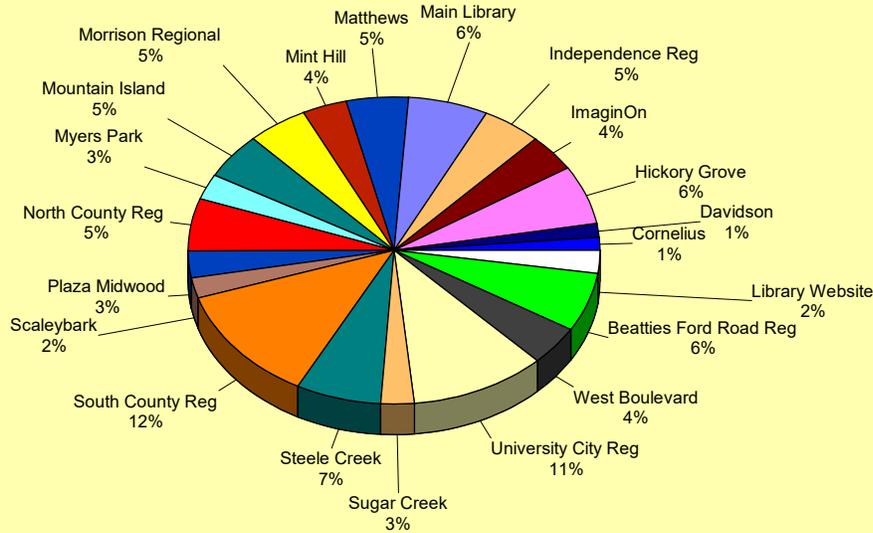
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q22a. Within the past 12 months, which Charlotte Mecklenburg Library have you visited most often?

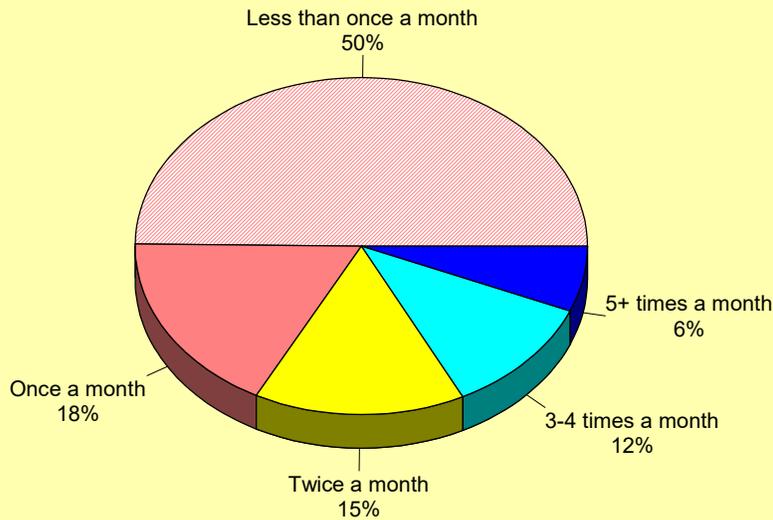
by percentage of respondents who had visited or used a Charlotte Mecklenburg library in the past 12 months
(excluding "none chosen")



Source: ETC Institute (2018 - Mecklenburg County)

Q22b. How Many Times Residents Have Visited or Used a Charlotte Mecklenburg Library in Person

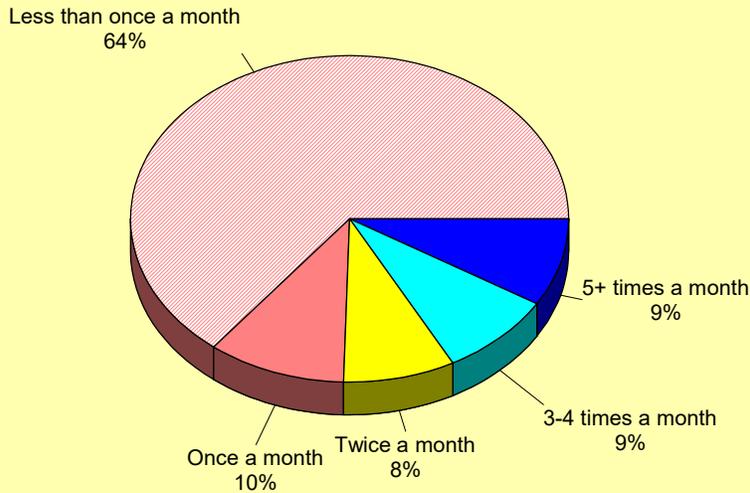
by percentage of respondents who had visited or used a Charlotte Mecklenburg library in the past 12 months
(excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q22c. How Many Times Residents Have Visited or Used the Charlotte Mecklenburg Library Digitally (Online, Mobile App, etc.)

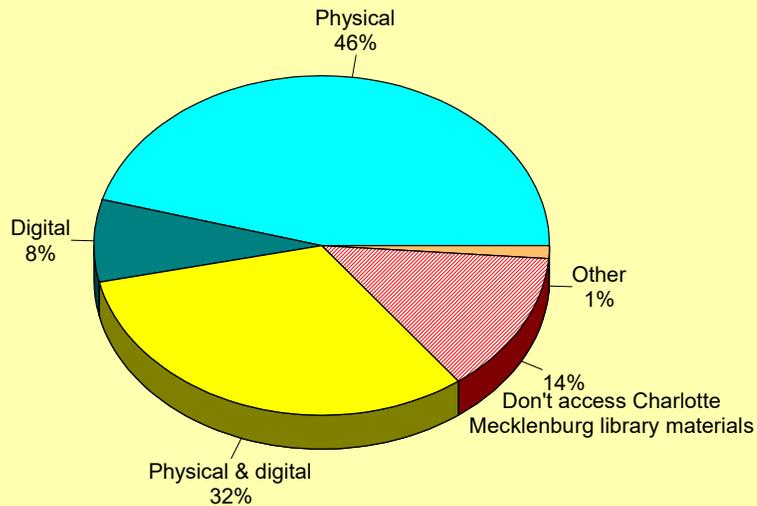
by percentage of respondents who had visited or used a Charlotte Mecklenburg library in the past 12 months (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q23. Preferred Formats When Accessing Charlotte Mecklenburg Library Materials

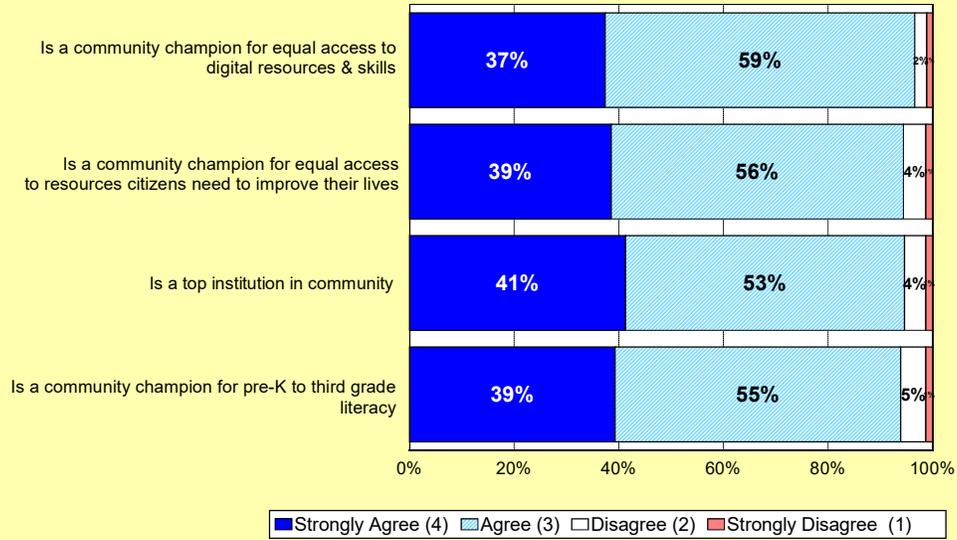
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q24. Level of Agreement with the Following Statements About the Charlotte Mecklenburg Library

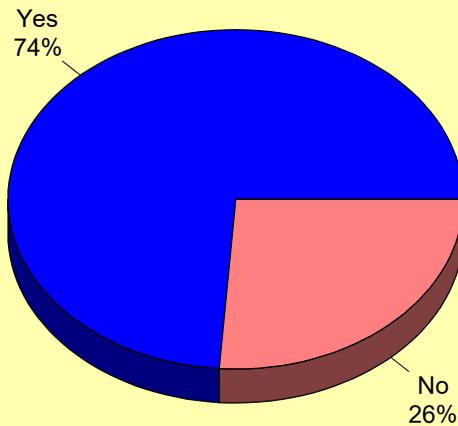
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q25. Whether or Not Residents Voted in the November 2017 Local Election

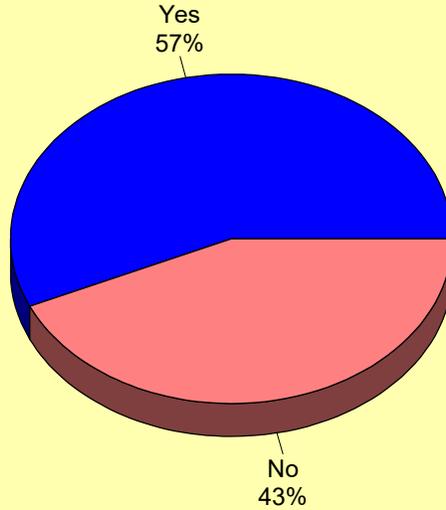
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018 - Mecklenburg County)

Q25a. Whether or Not Residents Used the Early Voting Site

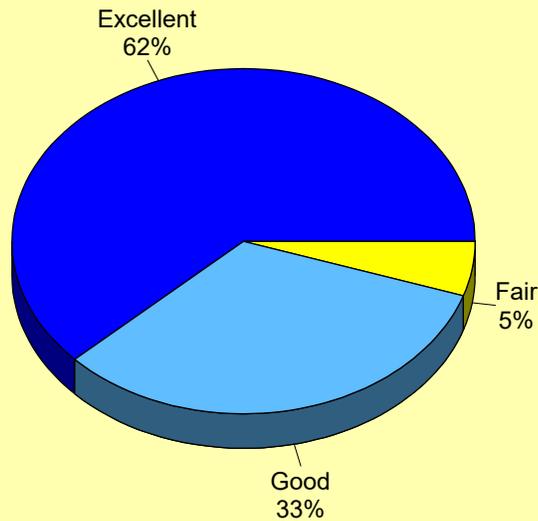
by percentage of respondents who answered "yes" to Question 25 (excluding "don't know")



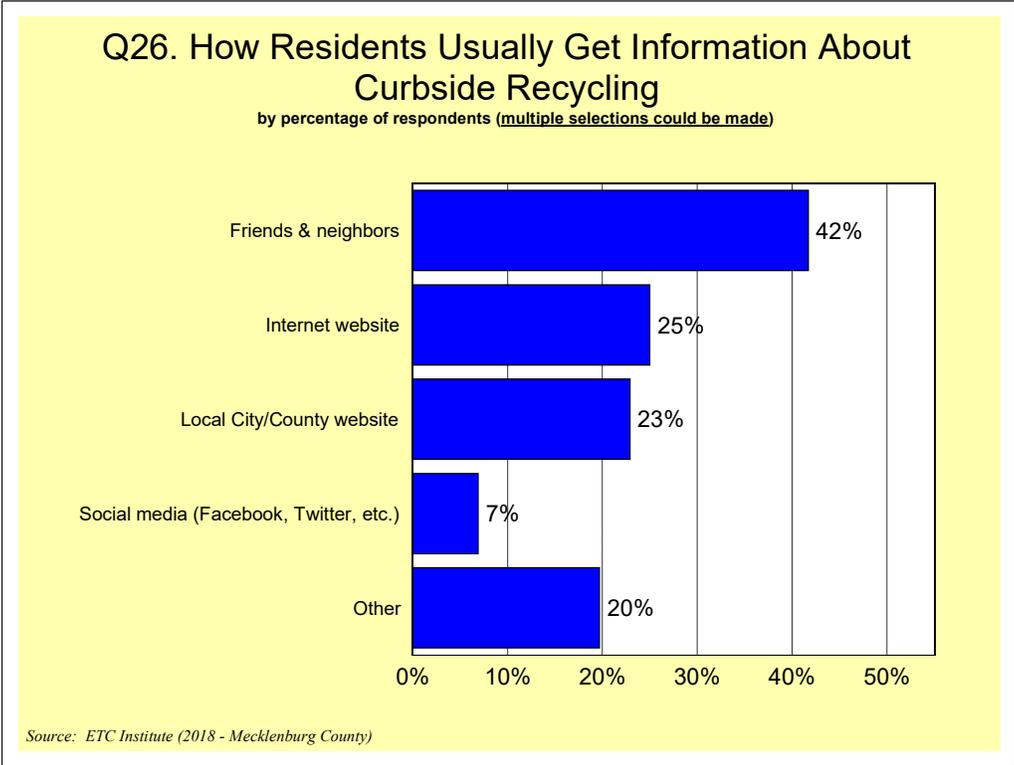
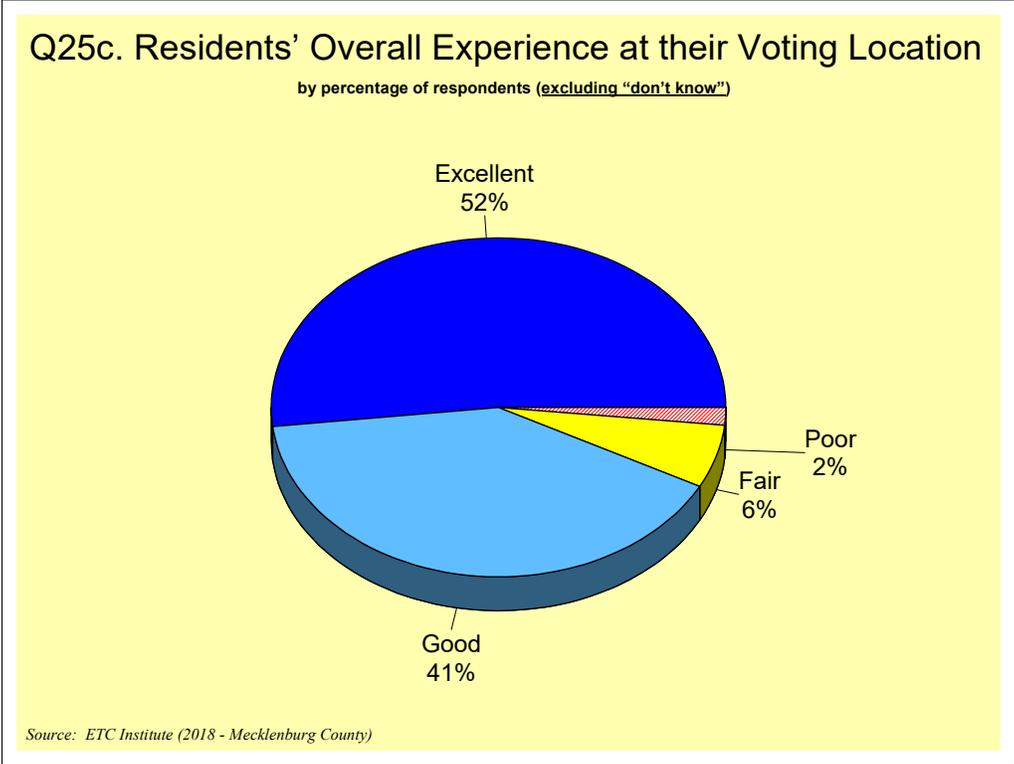
Source: ETC Institute (2018 - Mecklenburg County)

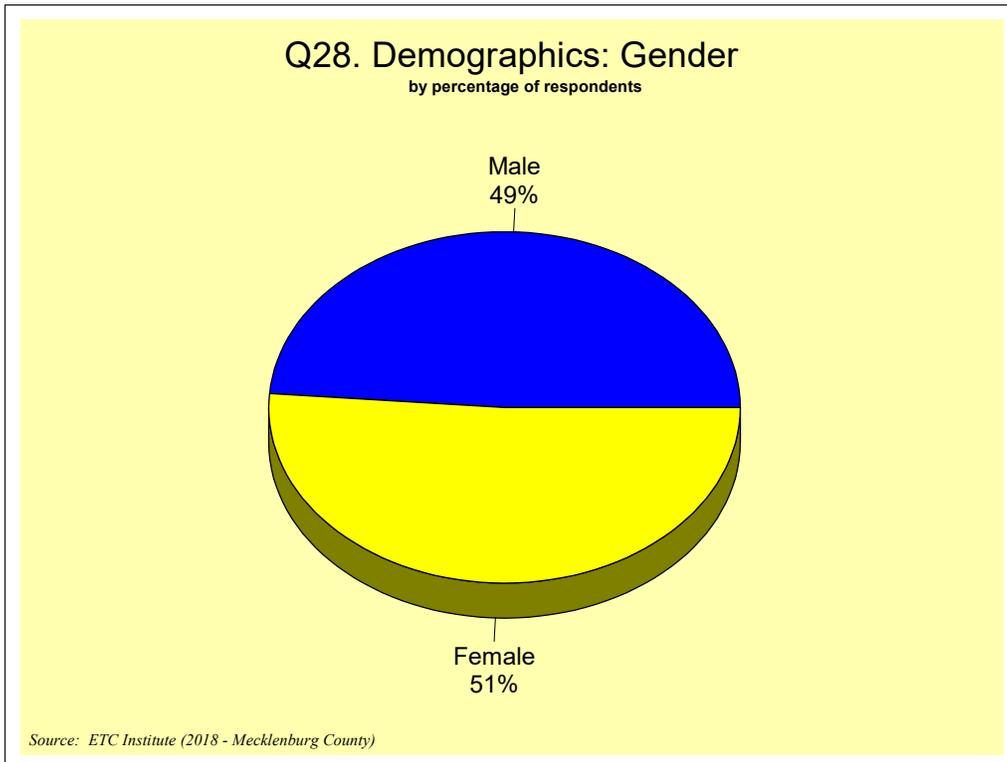
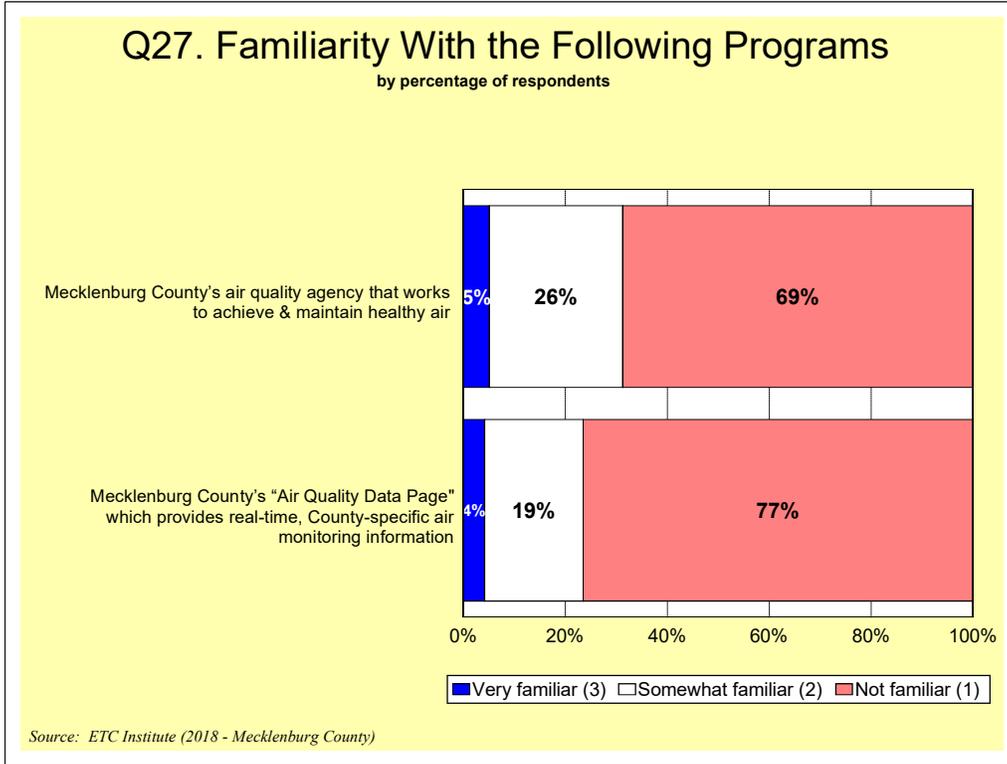
Q25b. Residents' Overall Experience at the Early Voting Site

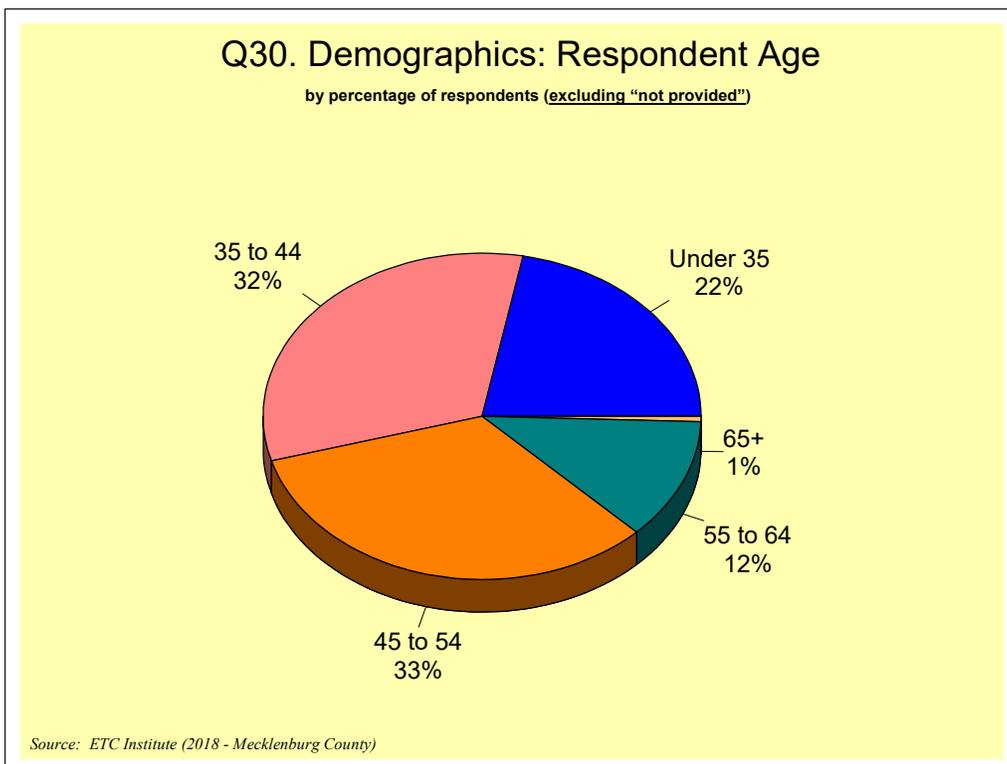
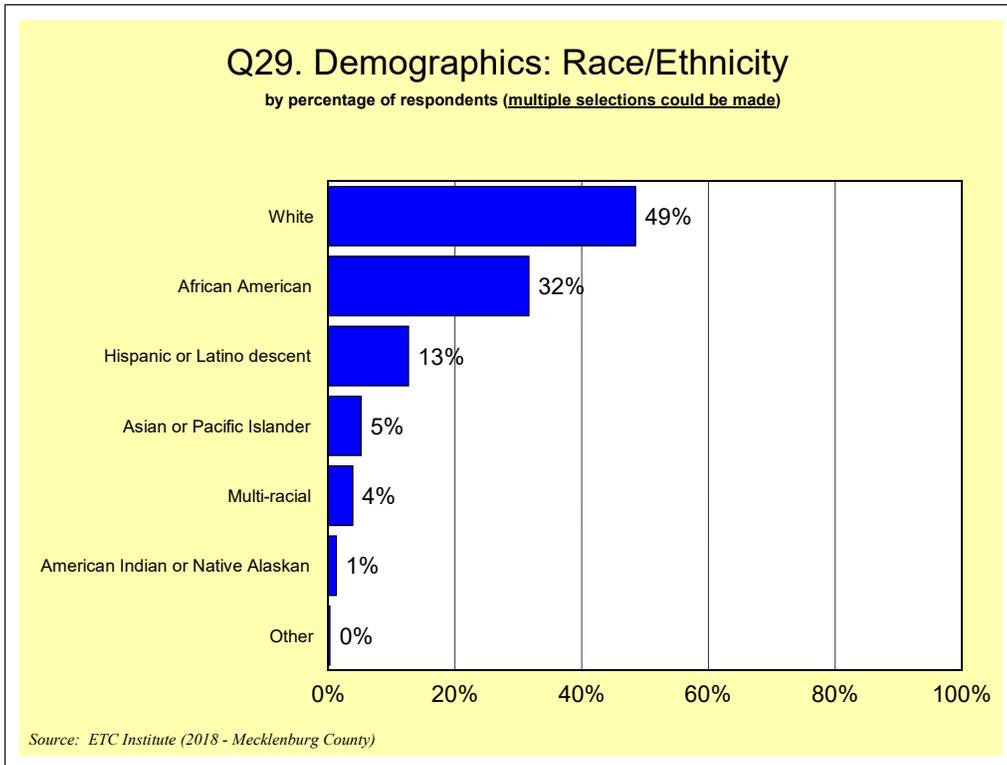
by percentage of respondents who answered "yes" to Question 25a (excluding "don't know")

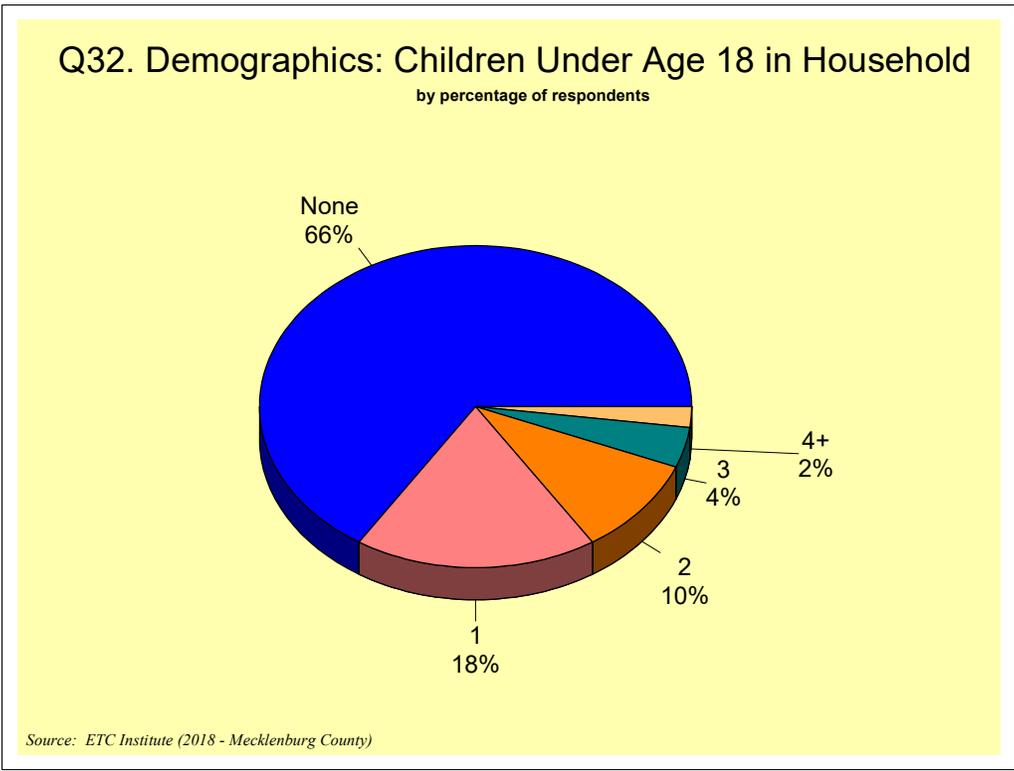
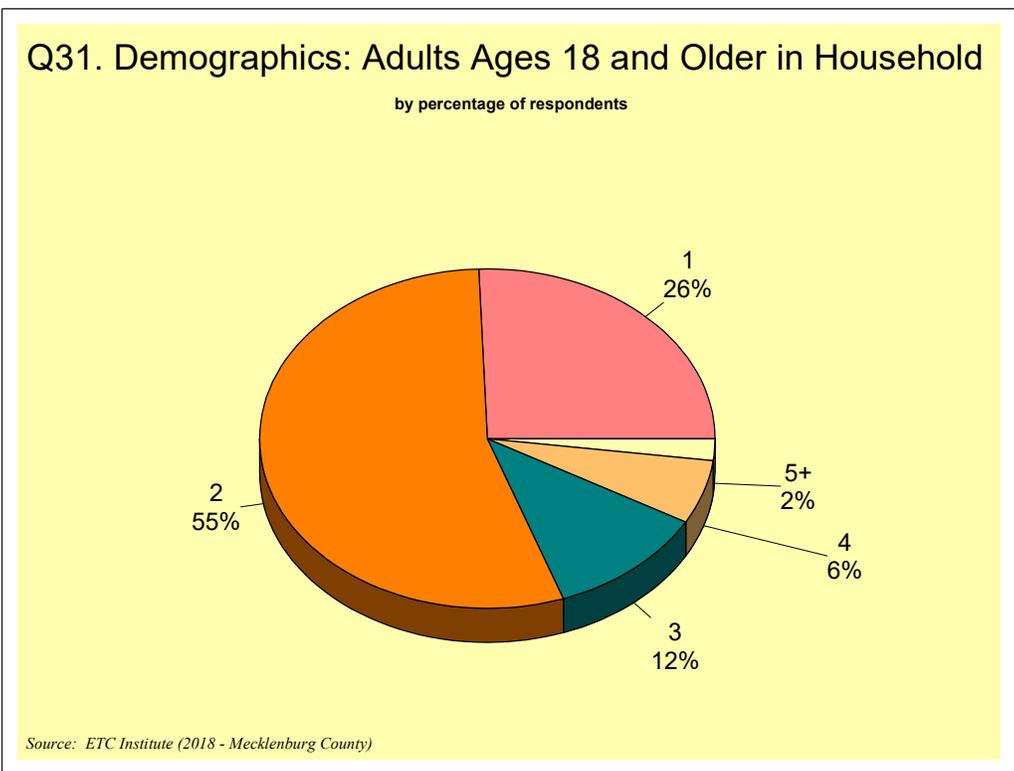


Source: ETC Institute (2018 - Mecklenburg County)



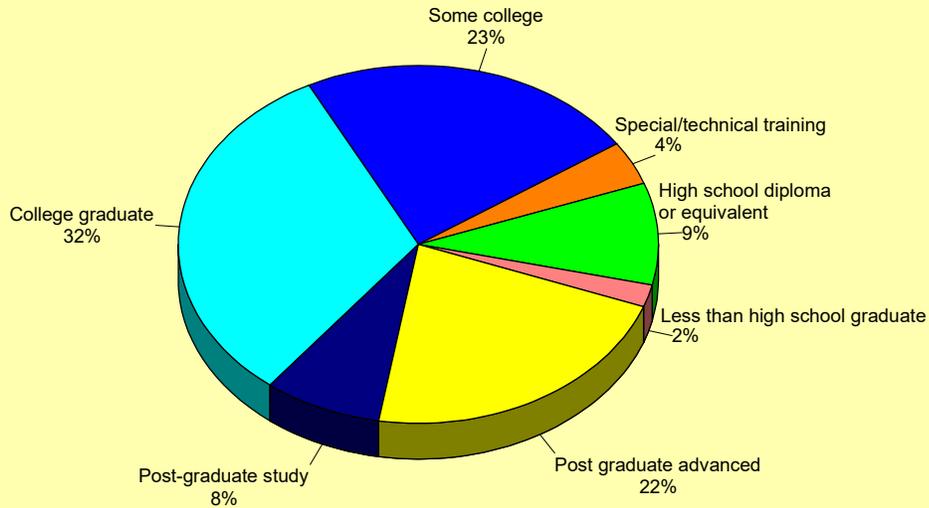






Q33. Demographics: Respondent's Highest Level of Education

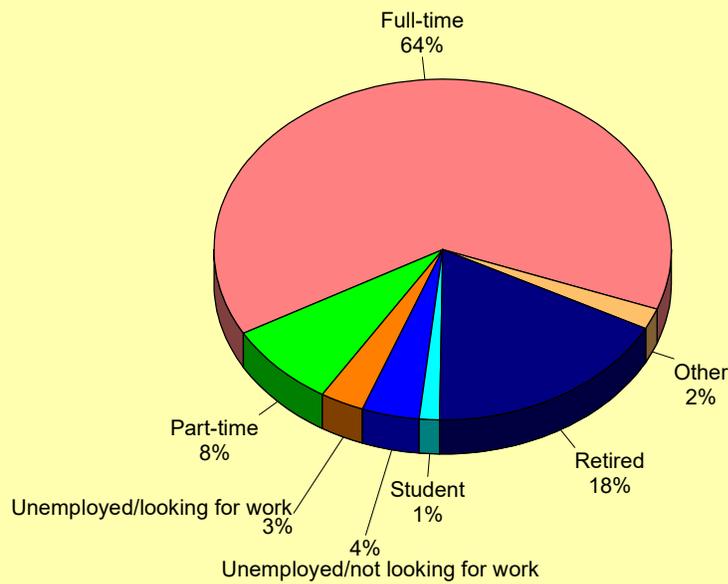
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 - Mecklenburg County)

Q34. Demographics: Current Employment Status

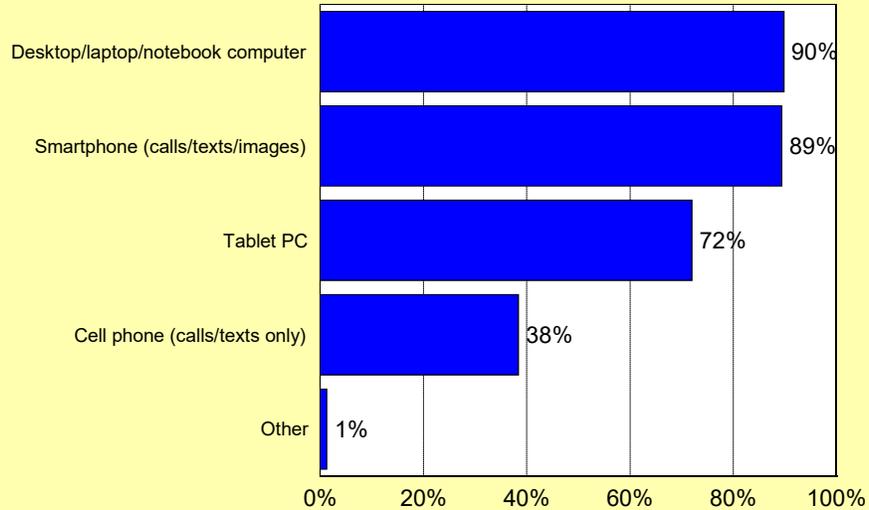
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 - Mecklenburg County)

Q35. Demographics: Please indicate if anyone in your household has any of the following:

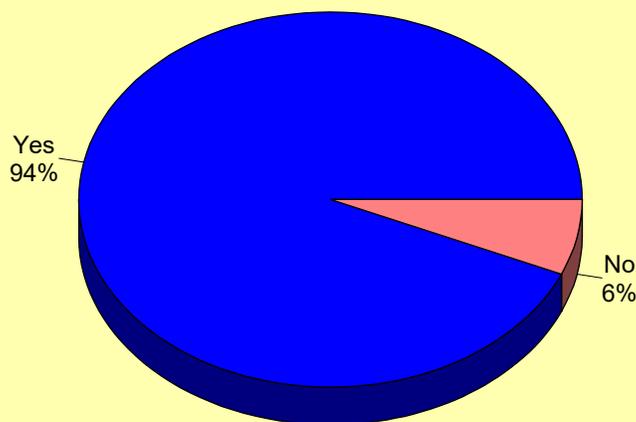
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2018 - Mecklenburg County)

Q36. Demographics: Do you have access to the Internet at home?

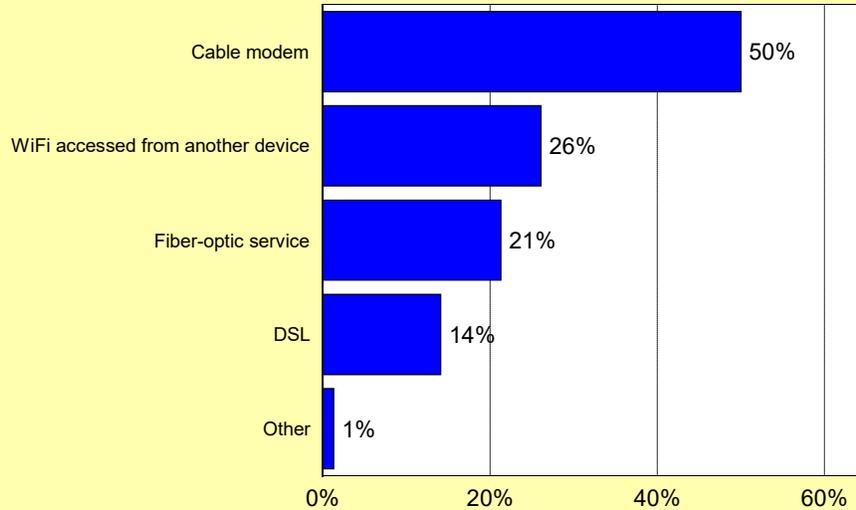
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 - Mecklenburg County)

Q36a. Demographics: What type of internet do you have at home?

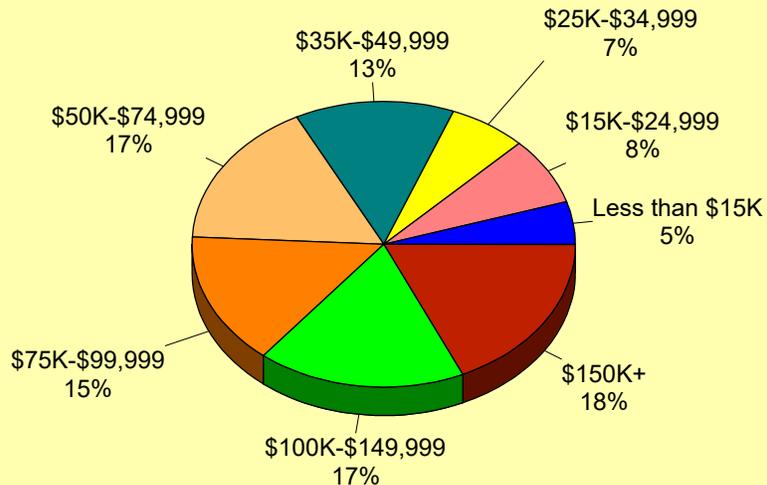
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2018 - Mecklenburg County)

Q38. Demographics: Total Household Income Before Tax

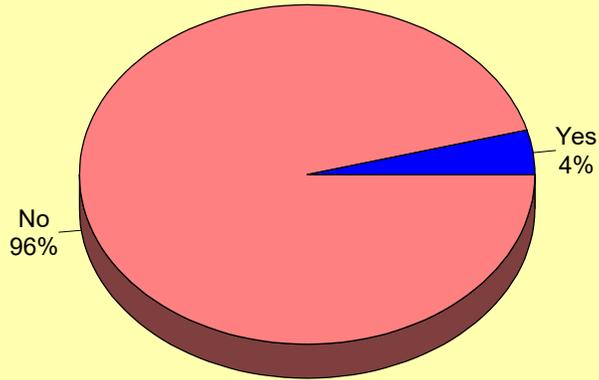
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 - Mecklenburg County)

Q39. Demographics: Are you an employee of Mecklenburg County?

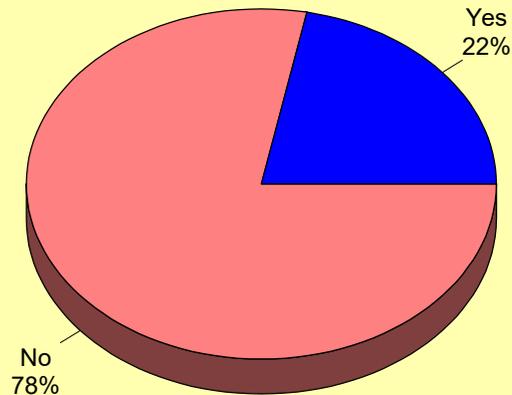
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 - Mecklenburg County)

Q40. Demographics: Military Service, Including Immediate Relatives

by percentage of respondents (excluding "not provided")

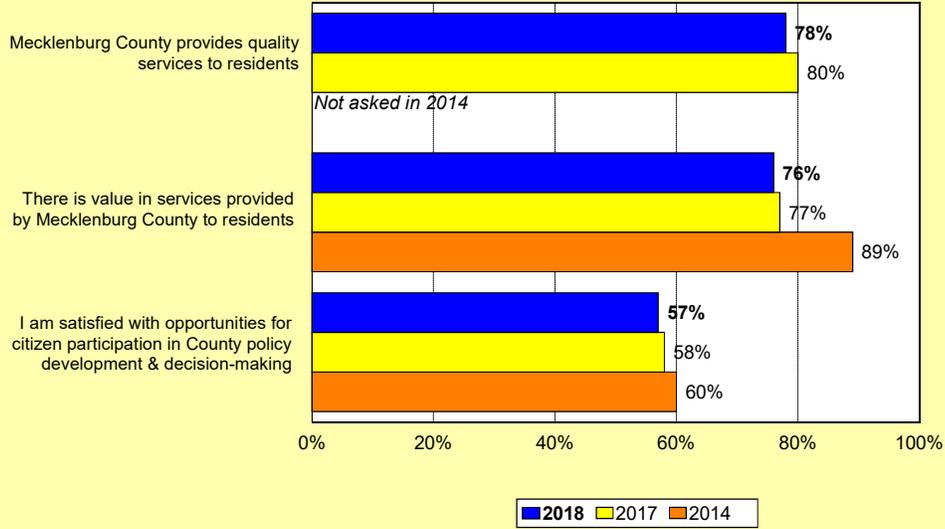


Source: ETC Institute (2018 - Mecklenburg County)

Section 3:
Trend Analysis

TRENDS: Respondent Perceptions of Mecklenburg County Government - 2014 to 2018

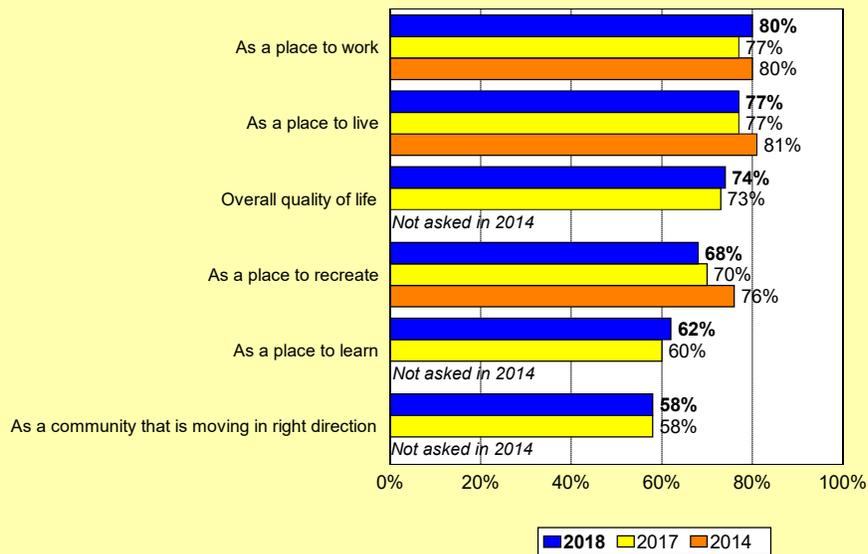
by percentage of respondents who "strongly agreed" or "agreed" with the statement (excluding "don't know")



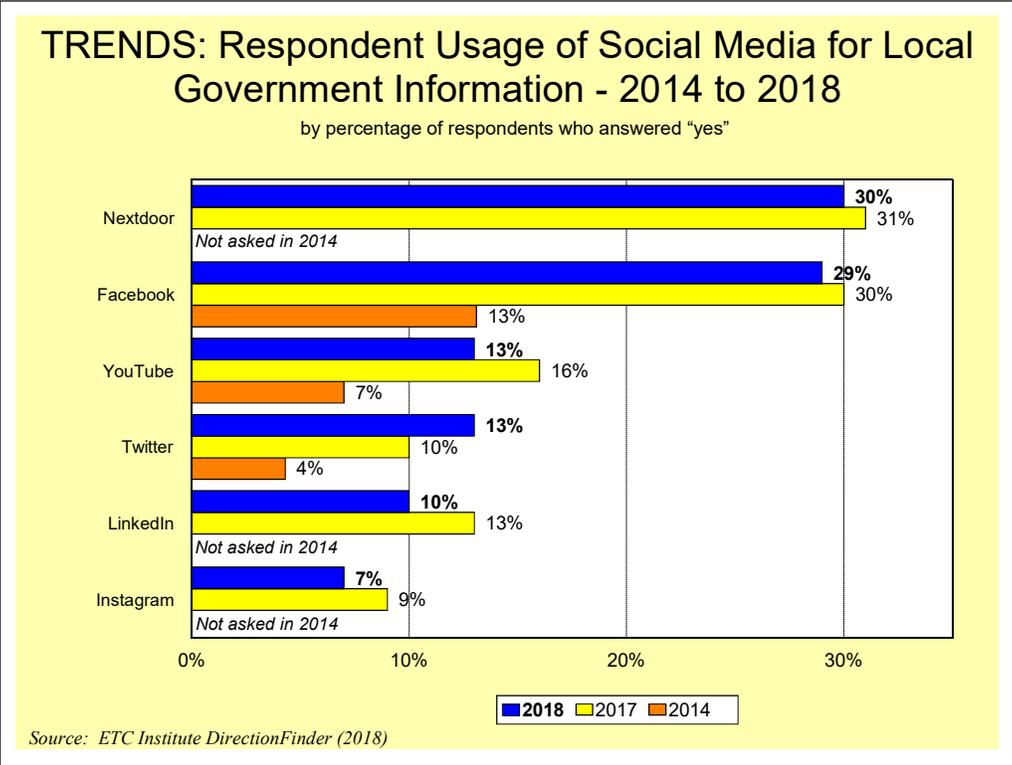
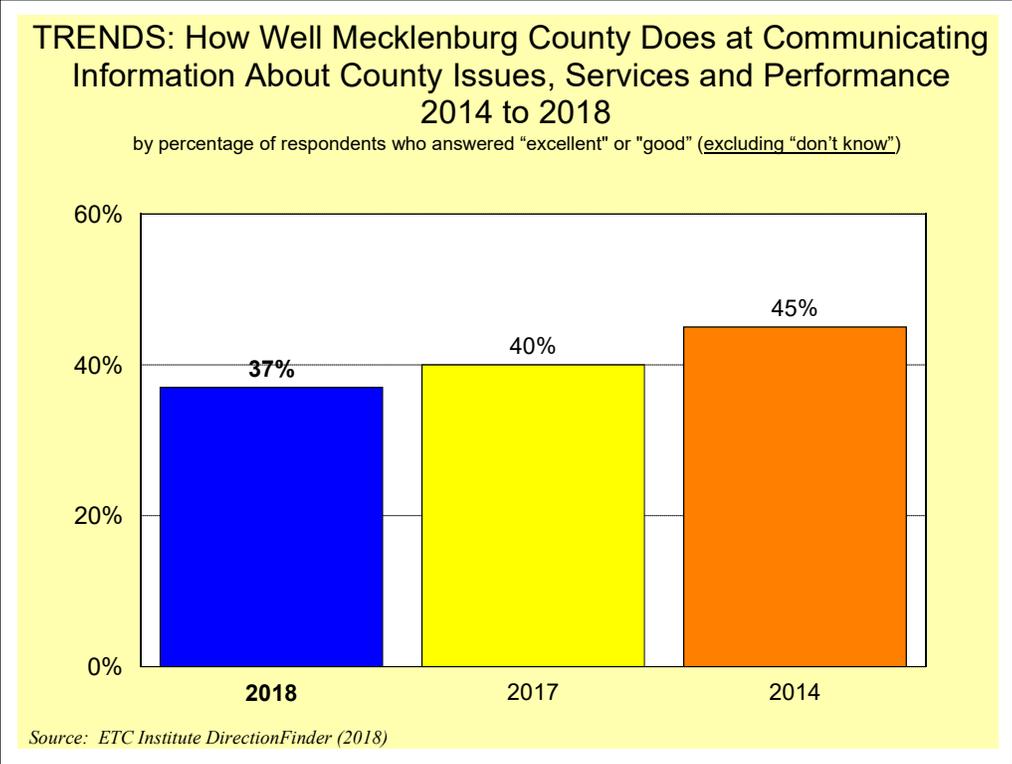
Source: ETC Institute DirectionFinder (2018)

TRENDS: Respondent Rating of Mecklenburg County 2014 to 2018

by percentage of respondents who answered "excellent" or "good" (excluding "don't know")

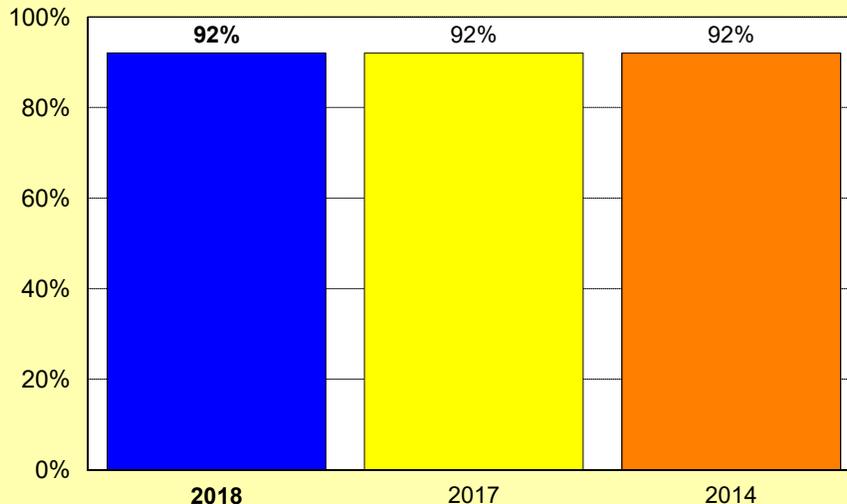


Source: ETC Institute DirectionFinder (2018)



TRENDS: How Often Residents Were Able to Find What They Were Looking for on the Mecklenburg County Website 2014 to 2018

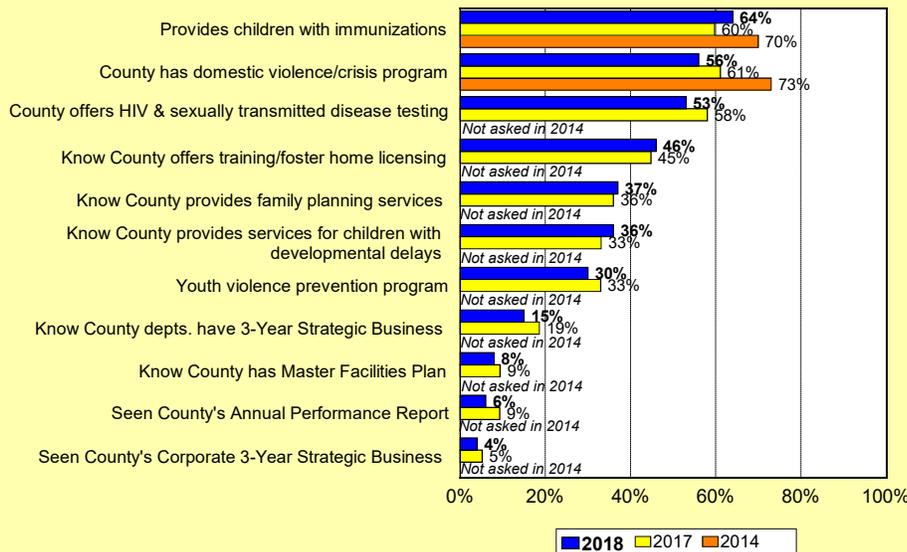
by percentage of respondents who answered "often" or "sometimes" (excluding "don't know")



Source: ETC Institute DirectionFinder (2018)

TRENDS: Respondent Knowledge of County Programs, Services and Initiatives - 2014 to 2018

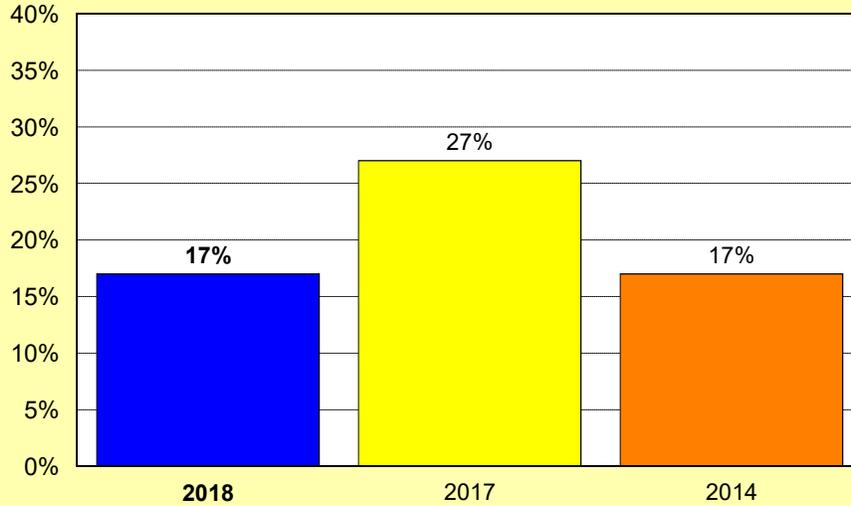
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2018)

TRENDS: Respondent Participation in Recreation Programs Offered by the Mecklenburg County Park and Recreation Department Within the Past 12 Months - 2014 to 2018

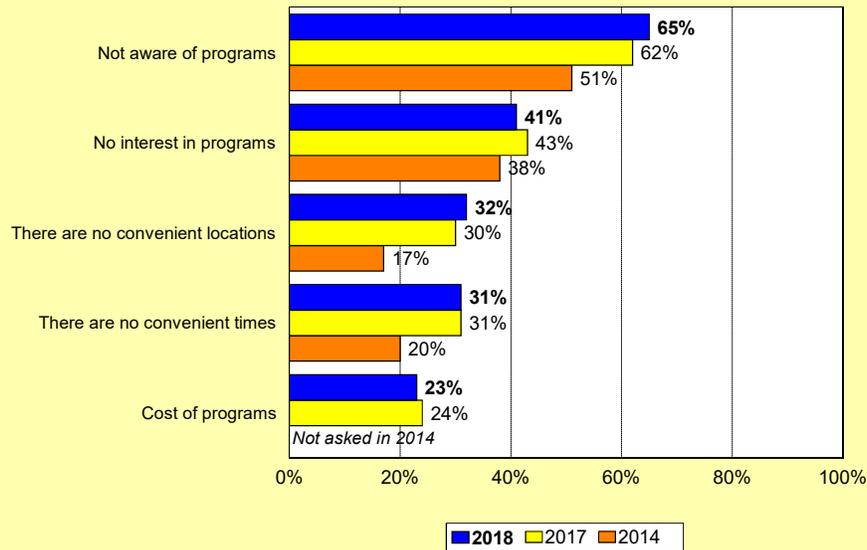
by percentage of respondents who participated in programs (excluding "not provided")



Source: ETC Institute DirectionFinder (2018)

TRENDS: Reasons for Not Participating in Mecklenburg County Park and Recreation Programs - 2014 to 2018

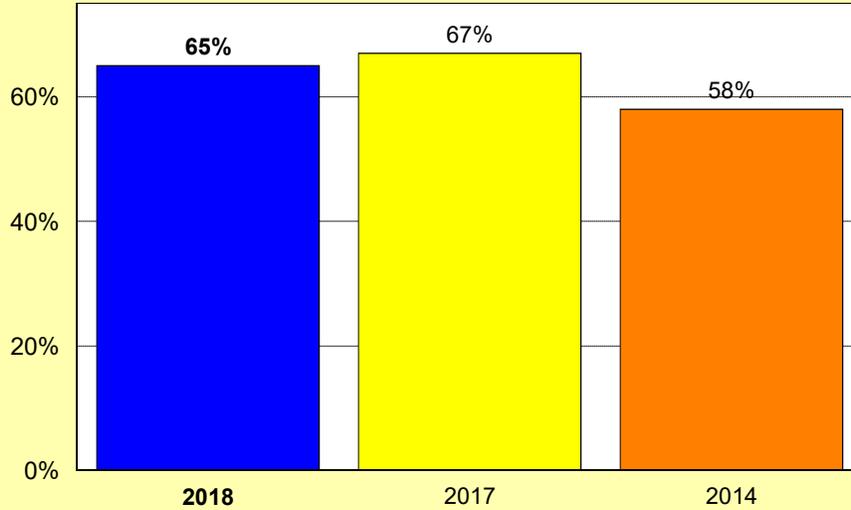
by percentage of respondents who did not participate in programs during the past 12 months



Source: ETC Institute DirectionFinder (2018)

TRENDS: Whether Households Have Visited or Used a Charlotte-Mecklenburg Library - 2014 to 2018

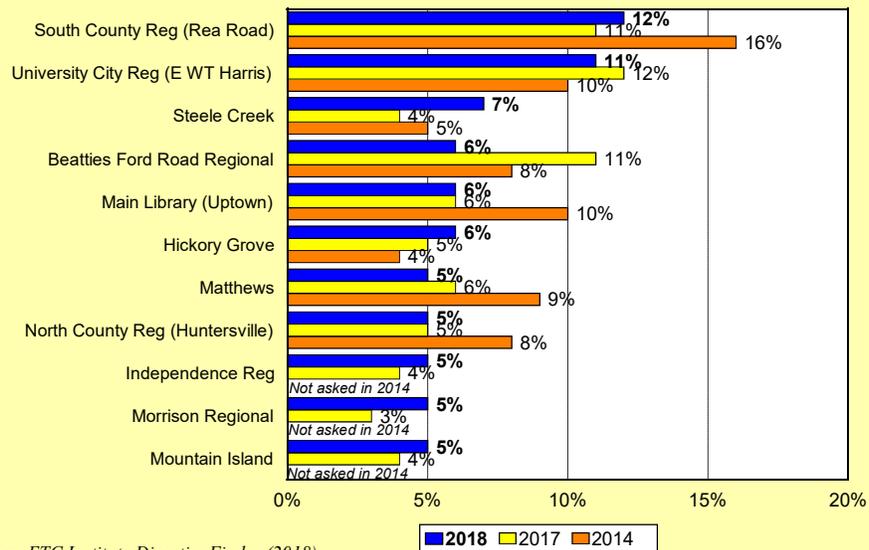
by percentage of respondents who had visited or used a library (excluding "not provided")



Source: ETC Institute DirectionFinder (2018)

TRENDS: Charlotte-Mecklenburg Libraries Households Have Visited Most Often Within the Past 12 Months - 2014 to 2018

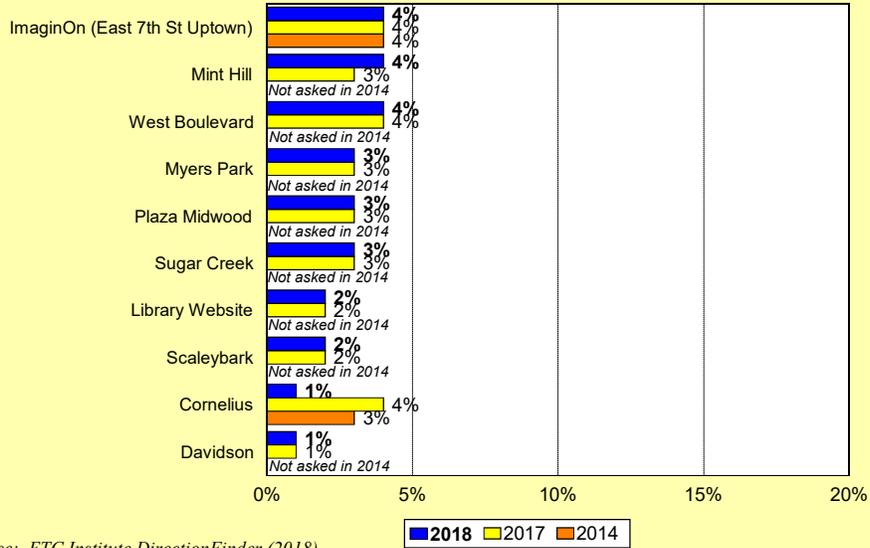
by percentage of respondents



Source: ETC Institute DirectionFinder (2018)

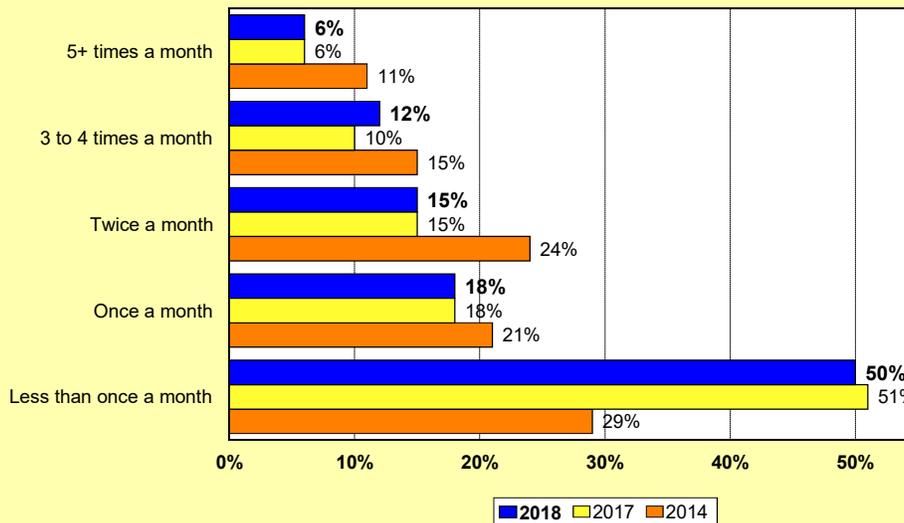
TRENDS: (cont.) Charlotte-Mecklenburg Libraries Households Have Visited Most Often Within the Past 12 Months - 2014 to 2018

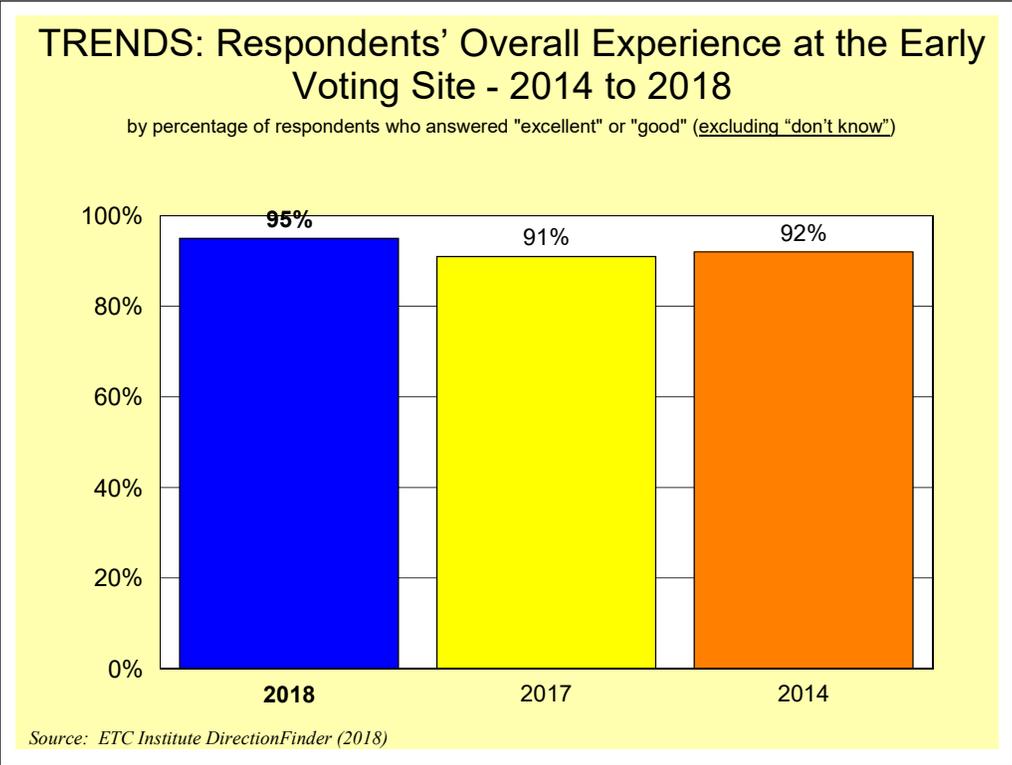
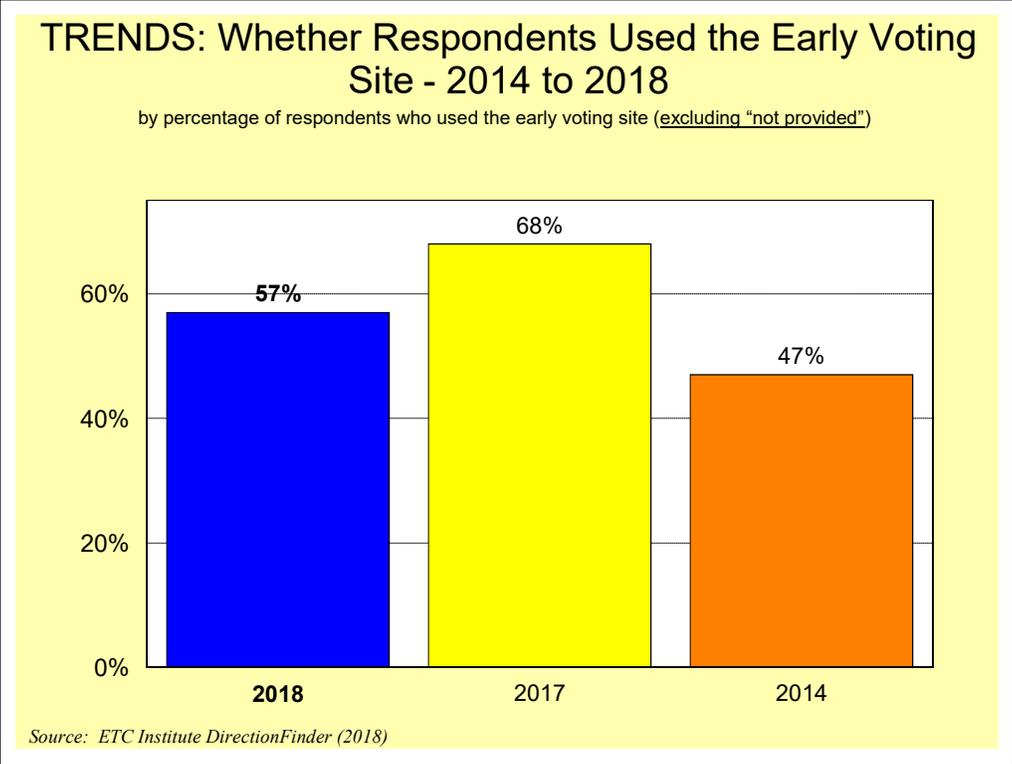
by percentage of respondents



TRENDS: How Often Respondents Visit the Library In Person In a Typical Month - 2014 to 2018

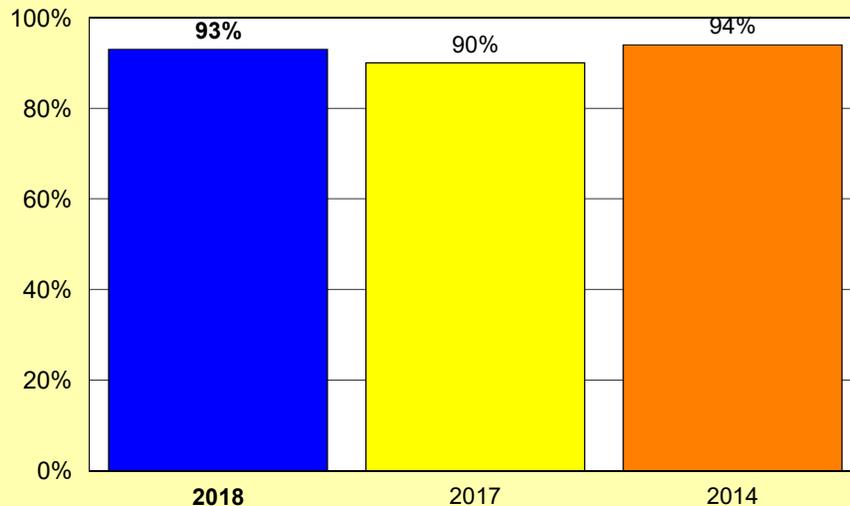
by percentage of respondents (excluding "not provided")





TRENDS: Respondents Overall Experience at Their Voting Location - 2014 to 2018

by percentage of respondents who answered "excellent" or "good" (excluding "don't know")



Source: ETC Institute DirectionFinder (2018)

Section 4:
Tabular Data

Q1. Do you live inside Mecklenburg County?

<u>Q1. Do you live inside Mecklenburg County?</u>	<u>Number</u>	<u>Percent</u>
Yes	1116	100.0 %
Total	1116	100.0 %

Q2. How long have you lived in Mecklenburg County?

<u>Q2. How long have you lived in Mecklenburg County?</u>	<u>Number</u>	<u>Percent</u>
Less than 1 year	22	2.0 %
1-2 years	61	5.5 %
3-4 years	101	9.1 %
5-10 years	197	17.7 %
11-15 years	144	12.9 %
15+ years	584	52.3 %
Don't know	7	0.6 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"**Q2. How long have you lived in Mecklenburg County? (without "don't know")**

<u>Q2. How long have you lived in Mecklenburg County?</u>	<u>Number</u>	<u>Percent</u>
Less than 1 year	22	2.0 %
1-2 years	61	5.5 %
3-4 years	101	9.1 %
5-10 years	197	17.8 %
11-15 years	144	13.0 %
15+ years	584	52.7 %
Total	1109	100.0 %

Q3. Mecklenburg County Government. Please rate your level of agreement with the following statements about Mecklenburg County.

(N=1116)

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Q3-1. There is value in the services I receive for fees I pay/local tax overall	11.4%	56.1%	16.6%	5.2%	10.8%
Q3-2. Mecklenburg County provides quality services to residents	10.4%	61.0%	16.1%	3.5%	9.0%
Q3-3. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making	5.6%	38.5%	24.5%	8.0%	23.4%

WITHOUT "DON'T KNOW"**Q3. Mecklenburg County Government. Please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")**

(N=1116)

	Strongly agree	Agree	Disagree	Strongly disagree
Q3-1. There is value in the services I receive for fees I pay/local tax overall	12.8%	62.9%	18.6%	5.8%
Q3-2. Mecklenburg County provides quality services to residents	11.4%	67.0%	17.7%	3.8%
Q3-3. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making	7.4%	50.3%	31.9%	10.4%

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. With this in mind, please rate the following aspects of Mecklenburg County.

(N=1116)

	Excellent	Good	Fair	Poor	Don't know
Q4-1. Mecklenburg County as a place to live	23.8%	52.2%	18.9%	4.1%	1.0%
Q4-2. Mecklenburg County as a place to learn	16.3%	42.7%	25.7%	10.2%	5.1%
Q4-3. Mecklenburg County as a place to work	21.9%	54.8%	15.3%	4.3%	3.7%
Q4-4. Mecklenburg County as a place to recreate	18.5%	45.4%	25.2%	5.7%	5.1%
Q4-5. Mecklenburg County as a community that is moving in right direction	15.1%	39.9%	29.6%	11.1%	4.3%
Q4-6. Overall quality of life in Mecklenburg County	15.4%	57.4%	21.5%	4.2%	1.4%

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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

(N=1116)

	Excellent	Good	Fair	Poor
Q4-1. Mecklenburg County as a place to live	24.1%	52.7%	19.1%	4.2%
Q4-2. Mecklenburg County as a place to learn	17.2%	44.9%	27.1%	10.8%
Q4-3. Mecklenburg County as a place to work	22.7%	56.9%	15.9%	4.5%
Q4-4. Mecklenburg County as a place to recreate	19.5%	47.9%	26.5%	6.0%
Q4-5. Mecklenburg County as a community that is moving in right direction	15.8%	41.7%	30.9%	11.6%
Q4-6. Overall quality of life in Mecklenburg County	15.6%	58.3%	21.8%	4.3%

Q6. County Policy. Do you agree that high-quality preschool programs should be made available for every child in Mecklenburg County?

Q6. Do you agree that high quality preschool programs should be made available for every child in Mecklenburg County?

	Number	Percent
Yes	850	76.2 %
No	146	13.1 %
Don't know	120	10.8 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q6. County Policy. Do you agree that high-quality preschool programs should be made available for every child in Mecklenburg County? (without "don't know")

Q6. Do you agree that high quality preschool programs should be made available for every child in Mecklenburg County?

	Number	Percent
Yes	850	85.3 %
No	146	14.7 %
Total	996	100.0 %

Q6a. (If YES to Question 6) Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-Kindergarten (Pre-K) programs?

Q6a. Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-K programs?

	Number	Percent
Yes	492	57.9 %
No	219	25.8 %
Don't know	139	16.4 %
Total	850	100.0 %

WITHOUT "DON'T KNOW"

Q6a. (If YES to Question 6) Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-Kindergarten (Pre-K) programs? (without "don't know")

Q6a. Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-K programs?

	Number	Percent
Yes	492	69.2 %
No	219	30.8 %
Total	711	100.0 %

Q7. Are you aware that the Mecklenburg Board of County Commission meetings are broadcast online at MeckNC.gov, as well as on Government Spectrum TV Channel 16 and through social media on Twitter and Facebook?

Q7. Are you aware that Mecklenburg Board of County Commission meetings are broadcast online on MeckNC.gov, as well as on Government Spectrum TV Channel 16 & through social media on Twitter & Facebook?

	Number	Percent
Yes	566	50.7 %
No	463	41.5 %
Don't know	87	7.8 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q7. Are you aware that the Mecklenburg Board of County Commission meetings are broadcast online at MeckNC.gov, as well as on Government Spectrum TV Channel 16 and through social media on Twitter and Facebook? (without "don't know")

Q7. Are you aware that Mecklenburg Board of County Commission meetings are broadcast online on MeckNC.gov, as well as on Government Spectrum TV Channel 16 & through social media on Twitter & Facebook?

	Number	Percent
Yes	566	55.0 %
No	463	45.0 %
Total	1029	100.0 %

Q7a. (If YES to Question 7) What source(s) have you viewed or followed the meetings with?

Q7a. What source(s) have you viewed or followed meetings with?

	Number	Percent
MeckNC.gov	216	38.2 %
Channel 16	256	45.2 %
Twitter	25	4.4 %
Facebook	95	16.8 %
Total	592	

Q8. Revaluation is a process in which all property within a taxing jurisdiction is revalued to its current market value. The Mecklenburg County Assessor's Office appraises all real property (land, buildings, and other improvements to land). With this in mind, please answer each of the following questions.

(N=1116)

	Yes	No	Don't know
Q8-1. Do you own real property (e.g. land, residential or commercial)	75.9%	23.3%	0.8%
Q8-2. Are you aware that Mecklenburg County will be conducting a County-wide revaluation in 2019	34.1%	62.0%	3.9%
Q8-3. Are you aware of County's revaluation website (meckreval.com)	12.5%	83.1%	4.4%
Q8-4. Do you know how to contact County Assessor's Office in the event that you have questions about 2019 revaluation	33.8%	61.0%	5.2%

WITHOUT "DON'T KNOW"

Q8. Revaluation is a process in which all property within a taxing jurisdiction is revalued to its current market value. The Mecklenburg County Assessor's Office appraises all real property (land, buildings, and other improvements to land). With this in mind, please answer each of the following questions. (without "don't know")

(N=1116)

	Yes	No
Q8-1. Do you own real property (e.g. land, residential or commercial)	76.5%	23.5%
Q8-2. Are you aware that Mecklenburg County will be conducting a County-wide revaluation in 2019	35.5%	64.5%
Q8-3. Are you aware of County's revaluation website (meckreval.com)	13.1%	86.9%
Q8-4. Do you know how to contact County Assessor's Office in the event that you have questions about 2019 revaluation	35.6%	64.4%

Q9. County Communication. 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?

Q9. How likely would you be to use email feature?	Number	Percent
Very likely	475	42.6 %
Likely	458	41.0 %
Unlikely	88	7.9 %
Very unlikely	35	3.1 %
Don't know	60	5.4 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q9. County Communication. 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")

Q9. How likely would you be to use email feature?	Number	Percent
Very likely	475	45.0 %
Likely	458	43.4 %
Unlikely	88	8.3 %
Very unlikely	35	3.3 %
Total	1056	100.0 %

Q10. If you had 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?

Q10. How likely would you be to use text feature?	Number	Percent
Very likely	322	28.9 %
Likely	352	31.5 %
Unlikely	261	23.4 %
Very unlikely	123	11.0 %
Don't know	58	5.2 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q10. If you had 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")

Q10. How likely would you be to use text feature?	Number	Percent
Very likely	322	30.4 %
Likely	352	33.3 %
Unlikely	261	24.7 %
Very unlikely	123	11.6 %
Total	1058	100.0 %

Q11. How good of a job would you say the Mecklenburg County government does communicating information about County issues, services, and performance to the public?

Q11. How good of a job does Mecklenburg County government do communicating information about County issues, services, & performance to public?

	Number	Percent
Excellent	29	2.6 %
Good	340	30.5 %
Fair	463	41.5 %
Poor	168	15.1 %
Don't know	116	10.4 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q11. 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")

Q11. How good of a job does Mecklenburg County government do communicating information about County issues, services, & performance to public?

	Number	Percent
Excellent	29	2.9 %
Good	340	34.0 %
Fair	463	46.3 %
Poor	168	16.8 %
Total	1000	100.0 %

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

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

	Number	Percent
Yes	374	33.5 %
No	305	27.3 %
Don't know	437	39.2 %
Total	1116	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. Do you consider Mecklenburg County government to be open & transparent with information about County issues, services, & performance?

	Number	Percent
Yes	374	55.1 %
No	305	44.9 %
Total	679	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=1116)

	Yes	No	Don't know
Q13-1. Facebook	26.6%	65.1%	8.3%
Q13-2. Twitter	11.3%	77.2%	11.5%
Q13-3. YouTube	12.0%	77.3%	10.7%
Q13-4. Instagram	5.8%	82.3%	11.9%
Q13-5. Nextdoor	27.5%	62.9%	9.6%
Q13-6. LinkedIn	8.7%	79.4%	11.9%

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=1116)

	Yes	No
Q13-1. Facebook	29.0%	71.0%
Q13-2. Twitter	12.8%	87.2%
Q13-3. YouTube	13.4%	86.6%
Q13-4. Instagram	6.6%	93.4%
Q13-5. Nextdoor	30.4%	69.6%
Q13-6. LinkedIn	9.9%	90.1%

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. The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government?

	Number	Percent
Agree	275	51.3 %
Disagree	103	19.2 %
Don't know	158	29.5 %
Total	536	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. The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government?

	Number	Percent
Agree	275	72.8 %
Disagree	103	27.2 %
Total	378	100.0 %

Q14. Which ONE of the following 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	169	15.1 %
Twitter	33	3.0 %
YouTube	12	1.1 %
Instagram	10	0.9 %
Nextdoor	110	9.9 %
LinkedIn	5	0.4 %
Radio	95	8.5 %
Newspaper	120	10.8 %
Television	330	29.6 %
Other	143	12.8 %
Don't know	89	8.0 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q14. Which ONE of the following 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	169	16.5 %
Twitter	33	3.2 %
YouTube	12	1.2 %
Instagram	10	1.0 %
Nextdoor	110	10.7 %
LinkedIn	5	0.5 %
Radio	95	9.3 %
Newspaper	120	11.7 %
Television	330	32.1 %
Other	143	13.9 %
Total	1027	100.0 %

Q14. Other

<u>Q14. Other</u>	<u>Number</u>	<u>Percent</u>
Email	49	36.3 %
Mail	41	30.4 %
Mecklenburg County website	7	5.2 %
Email/text	5	3.7 %
Email/mail	4	3.0 %
Phone	2	1.5 %
Text	2	1.5 %
Observer, WCNC, Charlotte Agenda etc	1	0.7 %
Letter to taxpayers	1	0.7 %
City water bill inserts	1	0.7 %
Internet	1	0.7 %
Google feed	1	0.7 %
Email/newsletter	1	0.7 %
Newsletter	1	0.7 %
Email alerts	1	0.7 %
Church	1	0.7 %
Email/phone call	1	0.7 %
Email newsletter	1	0.7 %
Department website	1	0.7 %
Word of mouth	1	0.7 %
Mail, TV	1	0.7 %
Google	1	0.7 %
Mail/phone	1	0.7 %
Charlotteobserver.com	1	0.7 %
Email, text, or app	1	0.7 %
CMS, email	1	0.7 %
Email or website	1	0.7 %
Apple business chat	1	0.7 %
Tradition and communications	1	0.7 %
Ccounty newsletters	1	0.7 %
Daily email news briefs	1	0.7 %
TV	1	0.7 %
Total	135	100.0 %

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

Q15. Have you used County's website (MeckNC.gov) to access County news or information on Mecklenburg programs & services in past 12 months?

	Number	Percent
Yes	393	35.2 %
No	686	61.5 %
Don't know	37	3.3 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

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

Q15. Have you used County's website (MeckNC.gov) to access County news or information on Mecklenburg programs & services in past 12 months?

	Number	Percent
Yes	393	36.4 %
No	686	63.6 %

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	188	47.8 %
Sometimes	172	43.8 %
Rarely	26	6.6 %
Never	3	0.8 %
Don't know	4	1.0 %
Total	393	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	188	48.3 %
Sometimes	172	44.2 %
Rarely	26	6.7 %
Never	3	0.8 %
Total	389	100.0 %

Q16. Programs, Services, and Initiatives. Please answer each of the following questions.

(N=1116)

	Yes	No	Don't know
Q16-1. 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	7.4%	86.6%	6.0%
Q16-2. Did you know County provides children with immunizations against vaccine-preventable diseases (e.g. polio, measles, etc.)	60.2%	34.6%	5.2%
Q16-3. Did you know County offers HIV & sexually transmitted disease testing	50.4%	45.5%	4.0%
Q16-4. Are you aware of a prevention method called PrEP, which is a pill taken to help prevent spread of HIV	21.0%	73.8%	5.2%
Q16-5. 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	53.0%	42.6%	4.4%
Q16-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools	28.5%	65.9%	5.6%
Q16-7. Did you know County offers training & foster home licensing for people interested in fostering or adopting	43.5%	51.0%	5.5%
Q16-8. Did you know County provides services for children age birth to three who have developmental delays	34.3%	60.2%	5.5%
Q16-9. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?	34.8%	59.8%	5.5%
Q16-10. Did you know that County provides support to families with children ages birth through 5 years by connecting families to services & resources within community such as primary care, dental services & addressing barriers to care	37.2%	57.1%	5.7%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions.

	Yes	No	Don't know
Q16-11. Did you know that County's parks are tobacco-free?	66.2%	30.9%	2.9%
Q16-12. Are you aware of property tax exclusions for low-income elderly or disabled homeowners	31.0%	64.1%	4.9%
Q16-13. Did you know that County departments have 3-Year Strategic Business Plans	13.9%	79.7%	6.4%
Q16-14. Have you seen County's Corporate 3-Year Strategic Business Plan	4.0%	91.4%	4.6%
Q16-15. Have you seen County's Annual Performance Report	5.6%	90.4%	3.9%

WITHOUT "DON'T KNOW"**Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")**

(N=1116)

	Yes	No
Q16-1. 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	7.9%	92.1%
Q16-2. Did you know County provides children with immunizations against vaccine-preventable diseases (e.g. polio, measles, etc.)	63.5%	36.5%
Q16-3. Did you know County offers HIV & sexually transmitted disease testing	52.6%	47.4%
Q16-4. Are you aware of a prevention method called PrEP, which is a pill taken to help prevent spread of HIV	22.1%	77.9%
Q16-5. 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	55.5%	44.5%
Q16-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools	30.2%	69.8%
Q16-7. Did you know County offers training & foster home licensing for people interested in fostering or adopting	46.1%	53.9%
Q16-8. Did you know County provides services for children age birth to three who have developmental delays	36.3%	63.7%
Q16-9. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?	36.8%	63.2%
Q16-10. Did you know that County provides support to families with children ages birth through 5 years by connecting families to services & resources within community such as primary care, dental services & addressing barriers to care	39.4%	60.6%

WITHOUT "DON'T KNOW"

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

	Yes	No
Q16-11. Did you know that County's parks are tobacco-free?	68.2%	31.8%
Q16-12. Are you aware of property tax exclusions for low-income elderly or disabled homeowners	32.6%	67.4%
Q16-13. Did you know that County departments have 3-Year Strategic Business Plans	14.8%	85.2%
Q16-14. Have you seen County's Corporate 3-Year Strategic Business Plan	4.2%	95.8%
Q16-15. Have you seen County's Annual Performance Report	5.9%	94.1%

Q17. Mecklenburg County Park and Recreation. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park and Recreation facility within the past 12 months?

Q17. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park & Recreation facility within past 12 months

	Number	Percent
Yes	860	77.1 %
No	226	20.3 %
Don't know	30	2.7 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q17. Mecklenburg County Park and Recreation. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park and Recreation facility within the past 12 months? (without "don't know")

Q17. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park & Recreation facility within past 12 months

	Number	Percent
Yes	860	79.2 %
No	226	20.8 %
Total	1086	100.0 %

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)?

(N=860)

	Daily	Weekly	Monthly	Occasionally	Rarely	Never	Not provided
Q18-1. Park	4.0%	18.1%	23.3%	43.5%	8.7%	1.4%	1.0%
Q18-2. Nature Preserve	0.3%	2.8%	13.0%	27.7%	24.9%	25.8%	5.5%
Q18-3. Greenway	4.5%	14.2%	16.6%	27.4%	14.0%	20.1%	3.1%
Q18-4. Recreation Center	0.2%	4.0%	5.5%	19.5%	25.6%	38.1%	7.1%
Q18-5. Pool	0.7%	1.6%	2.0%	10.2%	17.8%	60.2%	7.4%
Q18-6. Senior Center	0.1%	1.0%	0.7%	5.3%	11.0%	73.8%	7.9%
Q18-7. Nature Center	0.3%	1.2%	3.8%	21.2%	22.6%	43.3%	7.7%
Q18-8. Other	7.9%	34.2%	18.4%	26.3%	5.3%	7.9%	0.0%

WITHOUT "NOT PROVIDED"**Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")**

(N=860)

	Daily	Weekly	Monthly	Occasionally	Rarely	Never
Q18-1. Park	4.0%	18.3%	23.5%	43.9%	8.8%	1.4%
Q18-2. Nature Preserve	0.4%	3.0%	13.8%	29.3%	26.3%	27.3%
Q18-3. Greenway	4.7%	14.6%	17.2%	28.3%	14.4%	20.8%
Q18-4. Recreation Center	0.3%	4.3%	5.9%	21.0%	27.5%	41.1%
Q18-5. Pool	0.8%	1.8%	2.1%	11.1%	19.2%	65.1%
Q18-6. Senior Center	0.1%	1.1%	0.8%	5.8%	12.0%	80.2%
Q18-7. Nature Center	0.4%	1.3%	4.2%	22.9%	24.4%	46.9%
Q18-8. Other	7.9%	34.2%	18.4%	26.3%	5.3%	7.9%

Q18. Other

<u>Q18-8. Other</u>	<u>Number</u>	<u>Percent</u>
Dog park	6	15.8 %
Library	4	10.5 %
Whitewater Center	3	7.9 %
Golf course	2	5.3 %
Recreational center	2	5.3 %
Disc golf course	2	5.3 %
National park	1	2.6 %
Discovery Place	1	2.6 %
Golf and driving range	1	2.6 %
Grady Cole Center, St. Mary's Chapel	1	2.6 %
Public spaces uptown	1	2.6 %
Soccer field	1	2.6 %
Sportsplex	1	2.6 %
Splash places in parks	1	2.6 %
Mountain Lake	1	2.6 %
Nature museums	1	2.6 %
Neighborhood parks	1	2.6 %
Mcdonnell Park	1	2.6 %
I-9 sports	1	2.6 %
Sprayground	1	2.6 %
Splash pads	1	2.6 %
YMCA	1	2.6 %
Park sites	1	2.6 %
Latta Plantation	1	2.6 %
<u>Football and baseball field</u>	<u>1</u>	<u>2.6 %</u>
Total	38	100.0 %

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months.

(N=860)

	Excellent	Very good	Good	Fair	Poor	Not applicable	Not provided
Q19-1. Park	20.3%	41.0%	27.3%	5.8%	0.7%	2.7%	2.1%
Q19-2. Nature Preserve	11.2%	24.3%	19.7%	3.3%	0.2%	33.1%	8.3%
Q19-3. Greenway	18.4%	27.9%	21.5%	3.3%	0.3%	23.0%	5.6%
Q19-4. Recreation Center	5.9%	12.4%	17.8%	4.9%	0.3%	45.7%	12.9%
Q19-5. Pool	3.3%	6.5%	9.4%	3.4%	0.5%	63.4%	13.6%
Q19-6. Senior Center	2.4%	4.2%	6.0%	1.6%	0.5%	70.6%	14.7%
Q19-7. Nature Center	6.4%	14.2%	15.6%	3.3%	0.2%	47.4%	12.9%
Q19-8. Other	34.6%	30.8%	15.4%	15.4%	3.8%	0.0%	0.0%

WITHOUT "NOT PROVIDED"**Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided")**

(N=860)

	Excellent	Very good	Good	Fair	Poor	Not applicable
Q19-1. Park	20.8%	41.9%	27.9%	5.9%	0.7%	2.7%
Q19-2. Nature Preserve	12.2%	26.5%	21.4%	3.5%	0.3%	36.1%
Q19-3. Greenway	19.5%	29.6%	22.8%	3.4%	0.4%	24.4%
Q19-4. Recreation Center	6.8%	14.3%	20.4%	5.6%	0.4%	52.5%
Q19-5. Pool	3.8%	7.5%	10.9%	3.9%	0.5%	73.4%
Q19-6. Senior Center	2.9%	4.9%	7.1%	1.9%	0.5%	82.7%
Q19-7. Nature Center	7.3%	16.3%	17.9%	3.7%	0.3%	54.5%
Q19-8. Other	34.6%	30.8%	15.4%	15.4%	3.8%	0.0%

Q19. Other

Q19-8. Other	Number	Percent
Dog park	5	20.0 %
Library	3	12.0 %
Whitewater Center	2	8.0 %
Disc golf course	2	8.0 %
Discovery Place	1	4.0 %
Fourth Ward Sprayground	1	4.0 %
Lakes	1	4.0 %
Ramblewood	1	4.0 %
Sportsplex	1	4.0 %
Mint and nature museums	1	4.0 %
Mountain Lake	1	4.0 %
I-9 sports at designated fields within the County	1	4.0 %
Splash pads	1	4.0 %
Golf course	1	4.0 %
Shuffletown Dog Park	1	4.0 %
Latta Plantation	1	4.0 %
Football and baseball field	1	4.0 %
Total	25	100.0 %

Q20. 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?

Q20. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months?

	Number	Percent
Yes	179	16.0 %
No	885	79.3 %
Don't know	52	4.7 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q20. 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")

Q20. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months?

	Number	Percent
Yes	179	16.8 %
No	885	83.2 %
Total	1064	100.0 %

Q20a. (If NO to Question 20) 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=885)

	Yes	No	Don't know
Q20a-1. You are not aware of programs	47.6%	25.4%	27.0%
Q20a-2. There are no convenient locations	13.2%	28.4%	58.4%
Q20a-3. There are no convenient times	12.4%	28.0%	59.5%
Q20a-4. You have no interest in programs	22.4%	32.0%	45.6%
Q20a-5. Cost of program	9.3%	30.5%	60.2%

WITHOUT "DON'T KNOW"

Q20a. (If NO to Question 20) 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=885)

	Yes	No
Q20a-1. You are not aware of programs	65.2%	34.8%
Q20a-2. There are no convenient locations	31.8%	68.2%
Q20a-3. There are no convenient times	30.7%	69.3%
Q20a-4. You have no interest in programs	41.2%	58.8%
Q20a-5. Cost of program	23.3%	76.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department.

(N=1116)

	Very familiar	Somewhat familiar	Not familiar	Not provided
Q21-1. Mecklenburg County Aquatic Center	18.5%	36.1%	42.0%	3.3%
Q21-2. Ray's Splash Planet (an indoor water park & fitness center)	17.5%	29.9%	49.2%	3.4%
Q21-3. Grayson Skate Park	3.9%	8.8%	83.1%	4.2%
Q21-4. Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center	33.6%	40.2%	23.2%	3.0%
Q21-5. Historic St. Mary's Chapel	9.5%	18.5%	67.9%	4.1%
Q21-6. McDowell Nature Preserve Campground	11.6%	21.2%	63.1%	4.0%
Q21-7. Ramsey Creek Beach	8.4%	20.2%	67.1%	4.3%
Q21-8. Grady Cole Event Center	18.5%	29.7%	48.2%	3.6%
Q21-9. Sportsplex at Matthews	7.2%	15.9%	72.6%	4.3%
Q21-10. Indoor & outdoor shelters (any park location)	27.3%	36.6%	32.3%	3.8%
Q21-11. County fitness centers	5.1%	18.5%	72.3%	4.0%

WITHOUT "NOT PROVIDED"**Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")**

(N=1116)

	Very familiar	Somewhat familiar	Not familiar
Q21-1. Mecklenburg County Aquatic Center	19.2%	37.3%	43.5%
Q21-2. Ray's Splash Planet (an indoor water park & fitness center)	18.1%	31.0%	50.9%
Q21-3. Grayson Skate Park	4.1%	9.2%	86.7%
Q21-4. Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center	34.6%	41.5%	23.9%
Q21-5. Historic St. Mary's Chapel	9.9%	19.3%	70.8%
Q21-6. McDowell Nature Preserve Campground	12.1%	22.1%	65.7%
Q21-7. Ramsey Creek Beach	8.8%	21.1%	70.1%
Q21-8. Grady Cole Event Center	19.1%	30.9%	50.0%
Q21-9. Sportsplex at Matthews	7.5%	16.7%	75.8%
Q21-10. Indoor & outdoor shelters (any park location)	28.4%	38.1%	33.5%
Q21-11. County fitness centers	5.3%	19.3%	75.4%

Q22. Charlotte Mecklenburg Library. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, check out materials, access wireless internet or a computer, attend a program or community event)?

Q22. Have you visited or used a Charlotte Mecklenburg library for any reason within past 12 months?	Number	Percent
Yes	713	63.9 %
No	386	34.6 %
Don't know	17	1.5 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q22. Charlotte Mecklenburg Library. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, check out materials, access wireless internet or a computer, attend a program or community event)? (without "don't know")

Q22. Have you visited or used a Charlotte Mecklenburg library for any reason within past 12 months?	Number	Percent
Yes	713	64.9 %
No	386	35.1 %
Total	1099	100.0 %

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN?

Q22a. Which Charlotte Mecklenburg library have you visited most often within past 12 months?	Number	Percent
Cornelius	9	1.3 %
Davidson	10	1.4 %
Hickory Grove	44	6.2 %
ImaginOn (East 7th St. Uptown)	28	3.9 %
Independence Reg. (Conference Dr & Monroe)	33	4.6 %
Main Library (Uptown)	44	6.2 %
Matthews	33	4.6 %
Mint Hill	25	3.5 %
Morrison Regional (closed for part of year)	34	4.8 %
Mountain Island	35	4.9 %
Myers Park	19	2.7 %
North County Reg. (Huntersville)	38	5.3 %
Plaza Midwood	19	2.7 %
Scaleybark	15	2.1 %
South County Reg. (Rea Road)	88	12.3 %
Steele Creek	47	6.6 %
Sugar Creek	18	2.5 %
University City Reg. (E. WT Harris)	76	10.7 %
West Boulevard	30	4.2 %
Beatties Ford Road Regional	44	6.2 %
Library website (cmlibrary.org)	16	2.2 %
I do not know library name, but I can provide area or street	3	0.4 %
None chosen	5	0.7 %
Total	713	100.0 %

WITHOUT "NONE CHOSEN"**Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN? (without "none chosen")**

Q22a. Which Charlotte Mecklenburg library have you visited most often within past 12 months?	Number	Percent
Cornelius	9	1.3 %
Davidson	10	1.4 %
Hickory Grove	44	6.2 %
ImaginOn (East 7th St. Uptown)	28	4.0 %
Independence Reg. (Conference Dr & Monroe)	33	4.7 %
Main Library (Uptown)	44	6.2 %
Matthews	33	4.7 %
Mint Hill	25	3.5 %
Morrison Regional (closed for part of year)	34	4.8 %
Mountain Island	35	4.9 %
Myers Park	19	2.7 %
North County Reg. (Huntersville)	38	5.4 %
Plaza Midwood	19	2.7 %
Scaleybark	15	2.1 %
South County Reg. (Rea Road)	88	12.4 %
Steele Creek	47	6.6 %
Sugar Creek	18	2.5 %
University City Reg. (E. WT Harris)	76	10.7 %
West Boulevard	30	4.2 %
Beatties Ford Road Regional	44	6.2 %
Library website (cmlibrary.org)	16	2.3 %
I do not know library name, but I can provide area or street	3	0.4 %
Total	708	100.0 %

Q22a-22. If you do not know the library name, please provide the area or street.

Q22a. Area or street where library locates	Number	Percent
Alleghany and Ashley Rd	1	33.3 %
Ballentyne	1	33.3 %
Huntersville, Regional	1	33.3 %
Total	3	100.0 %

Q22b. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library IN PERSON?

Q22b. Approximately how many times have you visited or used Charlotte Mecklenburg Library in person in a typical month?

	Number	Percent
Less than once a month	337	47.3 %
Once a month	119	16.7 %
Twice a month	101	14.2 %
Three to four times a month	78	10.9 %
Five or more times a month	42	5.9 %
Don't know	36	5.0 %
Total	713	100.0 %

WITHOUT "DON'T KNOW"

Q22b. (If YES to Question 22) 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")

Q22b. Approximately how many times have you visited or used Charlotte Mecklenburg Library in person in a typical month?

	Number	Percent
Less than once a month	337	49.8 %
Once a month	119	17.6 %
Twice a month	101	14.9 %
Three to four times a month	78	11.5 %
Five or more times a month	42	6.2 %
Total	677	100.0 %

Q22c. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library DIGITALLY (e.g. online, mobile app, etc.)?

Q22c. Approximately how many times have you visited or used Charlotte Mecklenburg Library digitally in a typical month?

	Number	Percent
Less than once a month	384	53.9 %
Once a month	61	8.6 %
Twice a month	48	6.7 %
Three to four times a month	52	7.3 %
Five or more times a month	51	7.2 %
Don't know	117	16.4 %
Total	713	100.0 %

WITHOUT "DON'T KNOW"

Q22c. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library DIGITALLY (e.g. online, mobile app, etc.)? (without "don't know")

Q22c. Approximately how many times have you visited or used Charlotte Mecklenburg Library digitally in a typical month?

	Number	Percent
Less than once a month	384	64.4 %
Once a month	61	10.2 %
Twice a month	48	8.1 %
Three to four times a month	52	8.7 %
Five or more times a month	51	8.6 %
Total	596	100.0 %

Q23. When accessing Charlotte Mecklenburg Library materials, which format do you prefer?

Q23. Which format do you prefer when accessing

<u>Charlotte Mecklenburg Library materials?</u>	<u>Number</u>	<u>Percent</u>
Physical (e.g. print book, CD, DVD, etc.)	305	42.8 %
Digital (eBook, eAudio, eVideo, eMagazines)	51	7.2 %
Both physical & digital	212	29.7 %
I don't access Charlotte Mecklenburg Library materials	91	12.8 %
Other	8	1.1 %
<u>Don't know</u>	<u>46</u>	<u>6.5 %</u>
Total	713	100.0 %

WITHOUT "DON'T KNOW"**Q23. When accessing Charlotte Mecklenburg Library materials, which format do you prefer? (without "don't know")**

Q23. Which format do you prefer when accessing

<u>Charlotte Mecklenburg Library materials?</u>	<u>Number</u>	<u>Percent</u>
Physical (e.g. print book, CD, DVD, etc.)	305	45.7 %
Digital (eBook, eAudio, eVideo, eMagazines)	51	7.6 %
Both physical & digital	212	31.8 %
I don't access Charlotte Mecklenburg Library materials	91	13.6 %
<u>Other</u>	<u>8</u>	<u>1.2 %</u>
Total	667	100.0 %

Q23. Other

<u>Q23. Other</u>	<u>Number</u>	<u>Percent</u>
Family Research Ancestry.com	1	16.7 %
Internet	1	16.7 %
Computer/print jobs	1	16.7 %
Books/magazines	1	16.7 %
Book signing	1	16.7 %
<u>Meetings</u>	<u>1</u>	<u>16.7 %</u>
Total	6	100.0 %

Q24. Please indicate your level of agreement with the following statements about the Charlotte Mecklenburg Library.

(N=713)

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Q24-1. Is a top institution in the community	36.3%	46.8%	3.6%	1.1%	12.1%
Q24-2. Is a community champion for pre-K to third grade literacy	25.1%	34.9%	3.1%	0.8%	36.0%
Q24-3. Is a community champion for equal access to digital resources & skills	27.6%	43.8%	1.7%	0.8%	26.1%
Q24-4. Is a community champion for equal access to resources citizens need to improve their lives	29.2%	42.2%	3.2%	1.0%	24.4%

WITHOUT "DON'T KNOW"**Q24. Please indicate your level of agreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")**

(N=713)

	Strongly agree	Agree	Disagree	Strongly disagree
Q24-1. Is a top institution in the community	41.3%	53.3%	4.1%	1.3%
Q24-2. Is a community champion for pre-K to third grade literacy	39.3%	54.6%	4.8%	1.3%
Q24-3. Is a community champion for equal access to digital resources & skills	37.4%	59.2%	2.3%	1.1%
Q24-4. Is a community champion for equal access to resources citizens need to improve their lives	38.6%	55.8%	4.3%	1.3%

Q25. Voting in Mecklenburg County. Did you vote in the November 2017 local election?

Q25. Did you vote in November 2017 local election?	Number	Percent
Yes	811	72.7 %
No	286	25.6 %
Don't know	19	1.7 %
Total	1116	100.0 %

WITHOUT "DON'T KNOW"

Q25. Voting in Mecklenburg County. Did you vote in the November 2017 local election? (without "don't know")

Q25. Did you vote in November 2017 local election?	Number	Percent
Yes	811	73.9 %
No	286	26.1 %
Total	1097	100.0 %

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2017 local election, did you use an early voting site?

Q25a. Did you use an early voting site in November 2017 local election?	Number	Percent
Yes	454	56.0 %
No	348	42.9 %
Don't know	9	1.1 %
Total	811	100.0 %

WITHOUT "DON'T KNOW"

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2017 local election, did you use an early voting site? (without "don't know")

Q25a. Did you use an early voting site in November 2017 local election?	Number	Percent
Yes	454	56.6 %
No	348	43.4 %
Total	802	100.0 %

Q25b. (If YES to Question 25a) Please rate your overall experience at the early voting site.

Q25b. Your overall experience at early voting site	Number	Percent
Excellent	278	61.2 %
Good	147	32.4 %
Fair	24	5.3 %
Poor	1	0.2 %
Don't know	4	0.9 %
Total	454	100.0 %

WITHOUT "DON'T KNOW"

Q25b. (If YES to Question 25a) Please rate your overall experience at the early voting site. (without "don't know")

Q25b. Your overall experience at early voting site	Number	Percent
Excellent	278	61.8 %
Good	147	32.7 %
Fair	24	5.3 %
Poor	1	0.2 %
Total	450	100.0 %

Q25c. (If NO or DON'T KNOW to Question 25a) Please rate your overall experience at your voting location.

Q25c. Your overall experience at your voting location	Number	Percent
Excellent	163	45.7 %
Good	128	35.9 %
Fair	19	5.3 %
Poor	5	1.4 %
Don't know	42	11.8 %
Total	357	100.0 %

WITHOUT "DON'T KNOW"

Q25c. (If NO or DON'T KNOW to Question 25a) Please rate your overall experience at your voting location. (without "don't know")

Q25c. Your overall experience at your voting location	Number	Percent
Excellent	163	51.7 %
Good	128	40.6 %
Fair	19	6.0 %
Poor	5	1.6 %
Total	315	100.0 %

Q26. Other Programs Offered by Mecklenburg County. How do you usually get information about residential curbside recycling?

Q26. How do you usually get information about residential curbside recycling?	Number	Percent
Internet websites	279	25.0 %
Local City/County website	256	22.9 %
Social media (Facebook, Twitter, etc.)	77	6.9 %
Friends & neighbors	465	41.7 %
Other	220	19.7 %
Total	1297	

Q26. Other

<u>Q26. Other</u>	<u>Number</u>	<u>Percent</u>
Charmeck 311	44	20.3 %
Mail	36	16.6 %
Newspaper	18	8.3 %
Flyers	9	4.1 %
Email	7	3.2 %
I live in apartment	7	3.2 %
TV	6	2.8 %
HOA	4	1.8 %
Water bill inserts	4	1.8 %
TV news	4	1.8 %
Nextdoor	4	1.8 %
Phone	3	1.4 %
News	3	1.4 %
Condo Association	3	1.4 %
Charlotte Observer	2	0.9 %
Newsletter	2	0.9 %
TV, newspaper	2	0.9 %
Flyers, notices etc from the County	1	0.5 %
Newspaper, TV, etc	1	0.5 %
I have never recieved this type of informaiton	1	0.5 %
Service truck in area	1	0.5 %
Community meeting	1	0.5 %
Facebook	1	0.5 %
Mail, water bill, flyers	1	0.5 %
I pay for my pickup	1	0.5 %
Mailed schedule	1	0.5 %
Apartment office	1	0.5 %
Neighbors	1	0.5 %
Local TV news reports	1	0.5 %
I pay for garbage pick up and recycling	1	0.5 %
Magnet on fridge	1	0.5 %
Not on County recycling	1	0.5 %
Literature & schedules from Mint Hill	1	0.5 %
Senior Center	1	0.5 %
Local City news in my bill	1	0.5 %
Curbside recycling NOT offered	1	0.5 %
Township notified by mail	1	0.5 %
Company I pay	1	0.5 %
Email newsletter	1	0.5 %
Neighborhood website	1	0.5 %
Local mailings	1	0.5 %
Piggyback flyers	1	0.5 %
Charmeck 311 & mail	1	0.5 %
Townhome	1	0.5 %
Complex	1	0.5 %
TV, radio, and Charmeck 311	1	0.5 %
Do not curbside recycle	1	0.5 %
Charlotte Observer, Charmeck 311	1	0.5 %
Association newsletter	1	0.5 %
Called, but infor given was incorrect	1	0.5 %
Info received by mail, not recently	1	0.5 %

Q26. Other

<u>Q26. Other</u>	<u>Number</u>	<u>Percent</u>
They have a set date	1	0.5 %
Water bill	1	0.5 %
Town	1	0.5 %
Paper left in my mailbox	1	0.5 %
Printed schedule from recycle company	1	0.5 %
Keep track of dates	1	0.5 %
Town has recycling	1	0.5 %
News and flyers	1	0.5 %
Mail or Charmeck 311	1	0.5 %
Don't have curbside recycle	1	0.5 %
Radio	1	0.5 %
Neighborhood newsletter	1	0.5 %
Radio, water bill inserts	1	0.5 %
I was not aware	1	0.5 %
Call County office	1	0.5 %
Word of mouth	1	0.5 %
Curbside recycling is not provided by County in my neighborhood	1	0.5 %
Don't have this resource	1	0.5 %
Info given by Mint Hill	1	0.5 %
City water bill inserts	1	0.5 %
Always recycle at City recycle center	1	0.5 %
I know the schedule	1	0.5 %
News, mail	1	0.5 %
Email from town of Davidson	1	0.5 %
<u>I don't know info</u>	<u>1</u>	<u>0.5 %</u>
Total	217	100.0 %

Q27. Please rate your level of familiarity with the following programs offered by Mecklenburg County.

(N=1116)

	Very familiar	Somewhat familiar	Not familiar	Not provided
Q27-1. Mecklenburg County's air quality agency that works to achieve & maintain healthy air	5.1%	26.0%	68.2%	0.7%
Q27-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, County-specific air monitoring information	4.1%	19.1%	75.7%	1.1%

WITHOUT "NOT PROVIDED"

Q27. Please rate your level of familiarity with the following programs offered by Mecklenburg County. (without "not provided")

(N=1116)

	Very familiar	Somewhat familiar	Not familiar
Q27-1. Mecklenburg County's air quality agency that works to achieve & maintain healthy air	5.1%	26.2%	68.7%
Q27-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, County-specific air monitoring information	4.2%	19.3%	76.5%

Q28. What is your gender?

Q28. Your gender	Number	Percent
Male	543	48.7 %
Female	570	51.1 %
Not provided	3	0.3 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q28. What is your gender? (without "not provided")

Q28. Your gender	Number	Percent
Male	543	48.8 %
Female	570	51.2 %
Total	1113	100.0 %

Q29. Which of the following best describes your race/ethnicity?

<u>Q29. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic/Latino descent	142	12.7 %
White (non-Hispanic)	541	48.5 %
African American	354	31.7 %
Asian/Pacific Islander	58	5.2 %
American Indian/Native Alaskan	15	1.3 %
Multi-racial	43	3.9 %
<u>Other</u>	<u>3</u>	<u>0.3 %</u>
Total	1156	

Q29. Other

<u>Q29. Other</u>	<u>Number</u>	<u>Percent</u>
European	1	33.3 %
East Indian	1	33.3 %
<u>Middle Eastern</u>	<u>1</u>	<u>33.3 %</u>
Total	3	100.0 %

Q30. Which of the following categories best represents your age?

<u>Q30. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	245	22.0 %
35-44	352	31.5 %
45-54	371	33.2 %
55-64	135	12.1 %
65+	5	0.4 %
<u>Not provided</u>	<u>8</u>	<u>0.7 %</u>
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q30. Which of the following categories best represents your age? (without "not provided")

<u>Q30. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	245	22.1 %
35-44	352	31.8 %
45-54	371	33.5 %
55-64	135	12.2 %
65+	5	0.5 %
Total	1108	100.0 %

Q31. Including yourself, how many ADULTS (ages 18+) live in your household?

Q31. How many adults (ages 18+) live in your household?	Number	Percent
1	282	25.3 %
2	603	54.0 %
3	128	11.5 %
4	67	6.0 %
5	16	1.4 %
6	3	0.3 %
7	3	0.3 %
Not provided	14	1.3 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q31. Including yourself, how many ADULTS (ages 18+) live in your household? (without "not provided")

Q31. How many adults (ages 18+) live in your household?	Number	Percent
1	282	25.6 %
2	603	54.7 %
3	128	11.6 %
4	67	6.1 %
5	16	1.5 %
6	3	0.3 %
7	3	0.3 %

Q32. How many CHILDREN (under age 18) live in your household?

Q32. How many children (under age 18) live in your household?	Number	Percent
0	719	64.4 %
1	191	17.1 %
2	104	9.3 %
3	49	4.4 %
4	12	1.1 %
5	2	0.2 %
7+	4	0.4 %
Not provided	35	3.1 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q32. How many CHILDREN (under age 18) live in your household? (without "not provided")

Q32. How many children (under age 18) live in your household?	Number	Percent
0	719	66.5 %
1	191	17.7 %
2	104	9.6 %
3	49	4.5 %
4	12	1.1 %
5	2	0.2 %
7+	4	0.4 %
Total	1081	100.0 %

Q33. What is the highest level of education you have completed?

Q33. What is the highest level of education you have completed?	Number	Percent
Less than high school graduate	21	1.9 %
High school diploma or equivalent	96	8.6 %
Special/technical training (not college)	45	4.0 %
Some college (did not graduate from 4-year college)	246	22.0 %
College graduate (from 4-year college)	354	31.7 %
Post-graduate study (no advanced degree)	82	7.3 %
Post graduate advanced degree (Masters, MBA, PHD)	244	21.9 %
Not provided	28	2.5 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q33. What is the highest level of education you have completed? (without "not provided")

Q33. What is the highest level of education you have completed?	Number	Percent
Less than high school graduate	21	1.9 %
High school diploma or equivalent	96	8.8 %
Special/technical training (not college)	45	4.1 %
Some college (did not graduate from 4-year college)	246	22.6 %
College graduate (from 4-year college)	354	32.5 %
Post-graduate study (no advanced degree)	82	7.5 %
Post graduate advanced degree (Masters, MBA, PHD)	244	22.4 %
Total	1088	100.0 %

Q34. What is your current employment status?

Q34. What is your current employment status?	Number	Percent
Full time employment	702	62.9 %
Part time employment	90	8.1 %
Unemployed/looking for work	35	3.1 %
Unemployed/not looking for work	44	3.9 %
Student	15	1.3 %
Retired	195	17.5 %
Other	22	2.0 %
Not provided	13	1.2 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q34. What is your current employment status? (without "not provided")

Q34. What is your current employment status?	Number	Percent
Full time employment	702	63.6 %
Part time employment	90	8.2 %
Unemployed/looking for work	35	3.2 %
Unemployed/not looking for work	44	4.0 %
Student	15	1.4 %
Retired	195	17.7 %
Other	22	2.0 %
Total	1103	100.0 %

Q34. Other

Q34. Other	Number	Percent
Disabled	20	100.0 %
Total	20	100.0 %

Q35. Please indicate if anyone in your household has any of the following items.

<u>Q35. What does anyone in your household have?</u>	<u>Number</u>	<u>Percent</u>
Desktop/laptop/notebook computer	1002	89.8 %
Smartphone (calls/texts/images)	998	89.4 %
Cell phone (calls/texts only)	429	38.4 %
Tablet PC (e.g. iPad, Samsung Galaxy, Kindle)	804	72.0 %
Other	15	1.3 %
Total	3248	

Q35. Other

<u>Q35. Other</u>	<u>Number</u>	<u>Percent</u>
Smart TV	6	40.0 %
Playstation 4	1	6.7 %
2 in 1	1	6.7 %
Ipod/texting	1	6.7 %
Micro computer	1	6.7 %
Landline	1	6.7 %
Printer	1	6.7 %
Free cell phone	1	6.7 %
Apple watch	1	6.7 %
Residential phone	1	6.7 %
Total	15	100.0 %

Q36. Do you have internet access at home?

<u>Q36. Do you have internet access at home?</u>	<u>Number</u>	<u>Percent</u>
Yes	1034	92.7 %
No	71	6.4 %
Not provided	11	1.0 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Do you have internet access at home? (without "not provided")**

<u>Q36. Do you have internet access at home?</u>	<u>Number</u>	<u>Percent</u>
Yes	1034	93.6 %
No	71	6.4 %
Total	1105	100.0 %

Q36a. What type of internet do you have at home?

<u>Q36a. What type of internet do you have at home?</u>	<u>Number</u>	<u>Percent</u>
DSL	146	14.1 %
Cable modem	517	50.0 %
Fiber optic service	220	21.3 %
Wi-Fi accessed from another device in your home	270	26.1 %
Other	13	1.3 %
Total	1166	

Q36a. Other

<u>Q36a. Other</u>	<u>Number</u>	<u>Percent</u>
AT&T uVerse	5	38.5 %
Smart phone	2	15.4 %
Data connection	1	7.7 %
Hot spot WiFi	1	7.7 %
Cellular Backup	1	7.7 %
Google	1	7.7 %
Hot spot	1	7.7 %
Bulk account under my apartment complex	1	7.7 %
Total	13	100.0 %

Q37. What is your home zip code?

<u>Q37. What is your home zip code</u>	<u>Number</u>	<u>Percent</u>
28269	92	8.2 %
28216	91	8.2 %
28215	77	6.9 %
28277	67	6.0 %
28208	61	5.5 %
28227	54	4.8 %
28226	46	4.1 %
28078	42	3.8 %
28270	41	3.7 %
28105	41	3.7 %
28217	40	3.6 %
28205	39	3.5 %
28278	38	3.4 %
28210	38	3.4 %
28213	36	3.2 %
28214	34	3.0 %
28262	32	2.9 %
28212	32	2.9 %
28273	32	2.9 %
28211	31	2.8 %
28209	24	2.2 %
28031	22	2.0 %
28203	20	1.8 %
28206	18	1.6 %
28202	16	1.4 %
28036	14	1.3 %
28204	12	1.1 %
28207	9	0.8 %
28134	8	0.7 %
28219	1	0.1 %
28222	1	0.1 %
28218	1	0.1 %
28070	1	0.1 %
28232	1	0.1 %
28240	1	0.1 %
28104	1	0.1 %
28032	1	0.1 %
28107	1	0.1 %
Total	1116	100.0 %

Q38. Approximately, what is your total annual household income before tax?

Q38. What is your total annual household income before tax?	Number	Percent
Less than \$15K	47	4.2 %
\$15K-\$24,999	77	6.9 %
\$25K-\$34,999	67	6.0 %
\$35K-\$49,999	131	11.7 %
\$50K-\$74,999	167	15.0 %
\$75K-\$99,999	149	13.4 %
\$100K-\$149,999	173	15.5 %
\$150K+	182	16.3 %
Not provided	123	11.0 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q38. Approximately, what is your total annual household income before tax? (without "don't know")

Q38. What is your total annual household income before tax?	Number	Percent
Less than \$15K	47	4.7 %
\$15K-\$24,999	77	7.8 %
\$25K-\$34,999	67	6.7 %
\$35K-\$49,999	131	13.2 %
\$50K-\$74,999	167	16.8 %
\$75K-\$99,999	149	15.0 %
\$100K-\$149,999	173	17.4 %
\$150K+	182	18.3 %
Total	993	100.0 %

Q39. Are you an employee of Mecklenburg County?

Q39. Are you an employee of Mecklenburg County?	Number	Percent
Yes	45	4.0 %
No	1058	94.8 %
Not provided	13	1.2 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q39. Are you an employee of Mecklenburg County? (without "not provided")

Q39. Are you an employee of Mecklenburg County?	Number	Percent
Yes	45	4.1 %
No	1058	95.9 %
Total	1103	100.0 %

Q40. 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?

Q40. Have you ever served in any branch of military or are you an immediate relative of someone who has served?

	Number	Percent
Yes	244	21.9 %
No	865	77.5 %
Not provided	7	0.6 %
Total	1116	100.0 %

WITHOUT "NOT PROVIDED"

Q40. 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? (without "not provided")

Q40. Have you ever served in any branch of military or are you an immediate relative of someone who has served?

	Number	Percent
Yes	244	22.0 %
No	865	78.0 %
Total	1109	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=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q2. How long have you lived in Mecklenburg County</u>							
Less than 1 year	1.7%	2.3%	4.8%	1.9%	2.9%	1.7%	2.0%
1-2 years	6.9%	4.2%	4.8%	5.5%	4.1%	5.9%	5.5%
3-4 years	9.5%	8.8%	7.1%	9.2%	8.2%	9.4%	9.1%
5-10 years	17.8%	17.6%	35.7%	17.2%	16.8%	18.2%	17.8%
11-15 years	14.3%	11.6%	4.8%	13.4%	9.4%	14.1%	13.0%
15+ years	49.9%	55.4%	42.9%	52.8%	58.6%	50.6%	52.7%

Q3. Mecklenburg County Government. Please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	
<u>Q3-1. There is value in the services I receive for fees I pay/local tax overall</u>							
Strongly agree	10.7%	14.8%	16.7%	12.6%	10.0%	13.5%	12.8%
Agree	67.2%	58.5%	52.8%	63.3%	63.9%	62.9%	62.9%
Disagree	16.8%	20.2%	22.2%	18.3%	19.2%	18.3%	18.6%
Strongly disagree	5.3%	6.4%	8.3%	5.7%	6.8%	5.3%	5.8%
 <u>Q3-2. Mecklenburg County provides quality services to residents</u>							
Strongly agree	10.9%	12.0%	9.8%	11.5%	9.3%	12.0%	11.4%
Agree	69.3%	64.6%	68.3%	67.1%	69.9%	66.3%	67.0%
Disagree	15.6%	19.8%	19.5%	17.4%	17.3%	17.7%	17.7%
Strongly disagree	4.2%	3.5%	2.4%	3.9%	3.5%	4.0%	3.8%

Q3. Mecklenburg County Government. Please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q3-3. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making

Strongly agree	8.1%	6.6%	8.1%	7.3%	4.7%	8.2%	7.4%
Agree	48.8%	51.9%	62.2%	50.0%	51.3%	50.2%	50.3%
Disagree	31.2%	32.5%	18.9%	32.2%	31.6%	31.9%	31.9%
Strongly disagree	11.9%	9.0%	10.8%	10.5%	12.4%	9.7%	10.4%

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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q4-1. Mecklenburg County as a place to live</u>							
Excellent	23.6%	24.7%	34.9%	23.6%	25.7%	23.7%	24.1%
Good	54.4%	50.8%	51.2%	52.6%	48.5%	53.8%	52.7%
Fair	16.9%	21.3%	9.3%	19.5%	22.0%	18.2%	19.1%
Poor	5.2%	3.2%	4.7%	4.2%	3.7%	4.3%	4.2%
 <u>Q4-2. Mecklenburg County as a place to learn</u>							
Excellent	14.9%	19.4%	26.2%	16.7%	21.8%	16.0%	17.2%
Good	45.2%	44.4%	38.1%	45.1%	49.3%	43.5%	44.9%
Fair	29.7%	24.8%	26.2%	27.2%	19.2%	29.4%	27.1%
Poor	10.2%	11.4%	9.5%	11.0%	9.6%	11.1%	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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q4-3. Mecklenburg County as a place to work</u>							
Excellent	21.7%	23.8%	37.2%	22.1%	21.1%	23.2%	22.7%
Good	57.9%	55.8%	51.2%	57.4%	57.0%	56.8%	56.9%
Fair	15.8%	16.1%	7.0%	16.1%	17.5%	15.5%	15.9%
Poor	4.6%	4.4%	4.7%	4.5%	4.4%	4.5%	4.5%

Q4-4. Mecklenburg County as a place to recreate

Excellent	16.4%	22.5%	35.9%	18.8%	15.2%	20.9%	19.5%
Good	47.0%	48.8%	43.6%	48.2%	50.9%	46.9%	47.9%
Fair	30.1%	23.1%	17.9%	26.8%	28.3%	26.0%	26.5%
Poor	6.6%	5.6%	2.6%	6.3%	5.7%	6.2%	6.0%

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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	
<u>Q4-5. Mecklenburg County as a community that is moving in right direction</u>							
Excellent	14.5%	17.2%	19.5%	15.7%	14.7%	16.2%	15.8%
Good	40.6%	42.6%	46.3%	41.4%	40.1%	42.2%	41.7%
Fair	31.1%	30.6%	26.8%	31.1%	33.2%	30.2%	30.9%
Poor	13.7%	9.6%	7.3%	11.8%	12.1%	11.5%	11.6%
 <u>Q4-6. Overall quality of life in Mecklenburg County</u>							
Excellent	14.7%	16.6%	20.9%	15.4%	15.9%	15.7%	15.6%
Good	59.3%	57.1%	53.5%	58.4%	58.6%	58.0%	58.3%
Fair	22.1%	21.6%	20.9%	21.8%	22.6%	21.7%	21.8%
Poor	3.9%	4.6%	4.7%	4.3%	2.9%	4.7%	4.3%

Q6. County Policy. Do you agree that high-quality preschool programs should be made available for every child in Mecklenburg County? (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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. Do you agree that high quality preschool programs should be made available for every child in Mecklenburg County

Yes	81.1%	89.4%	89.7%	85.3%	80.2%	87.0%	85.3%
No	18.9%	10.6%	10.3%	14.7%	19.8%	13.0%	14.7%

Q6a. (If YES to Question 6) Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-Kindergarten (Pre-K) programs? (without "don't know")

N=850

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q6a. Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-K programs

Yes	68.8%	69.5%	65.6%	69.4%	65.8%	70.3%	69.2%
No	31.2%	30.5%	34.4%	30.6%	34.2%	29.7%	30.8%

Q7. Are you aware that the Mecklenburg Board of County Commission meetings are broadcast online at MeckNC.gov, as well as on Government Spectrum TV Channel 16 and through social media on Twitter and Facebook? (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q7. Are you aware that Mecklenburg Board of County Commission meetings are broadcast online on MeckNC.gov, as well as on Government Spectrum TV Channel 16 & through social media on Twitter & Facebook

Yes	55.8%	54.2%	69.0%	54.4%	58.7%	53.8%	55.0%
No	44.2%	45.8%	31.0%	45.6%	41.3%	46.2%	45.0%

Q7a. (If YES to Question 7) What source(s) have you viewed or followed the meetings with?

N=566

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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. What source(s) have you viewed or followed meetings with

MeckNC.gov	36.1%	40.0%	58.6%	36.7%	43.0%	36.5%	38.2%
Channel 16	47.4%	43.4%	44.8%	45.5%	44.4%	45.7%	45.2%
Twitter	6.2%	2.8%	13.8%	3.9%	1.5%	5.4%	4.4%
Facebook	16.4%	17.2%	13.8%	17.1%	13.3%	18.0%	16.8%

Q8. Revaluation is a process in which all property within a taxing jurisdiction is revalued to its current market value. The Mecklenburg County Assessor's Office appraises all real property (land, buildings, and other improvements to land). With this in mind, please answer each of the following questions. (without "don't know")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	
<u>Q8-1. Do you own real property (e.g. land, residential or commercial)</u>							
Yes	80.3%	72.7%	75.0%	76.8%	78.2%	76.1%	76.5%
No	19.7%	27.3%	25.0%	23.2%	21.8%	23.9%	23.5%
 <u>Q8-2. Are you aware that Mecklenburg County will be conducting a County-wide revaluation in 2019</u>							
Yes	39.1%	31.9%	36.6%	35.7%	34.2%	36.0%	35.5%
No	60.9%	68.1%	63.4%	64.3%	65.8%	64.0%	64.5%
 <u>Q8-3. Are you aware of County's revaluation website (meckreval.com)</u>							
Yes	13.1%	13.2%	12.2%	13.2%	15.5%	12.4%	13.1%
No	86.9%	86.8%	87.8%	86.8%	84.5%	87.6%	86.9%
 <u>Q8-4. Do you know how to contact County Assessor's Office in the event that you have questions about 2019 revaluation</u>							
Yes	34.5%	36.9%	41.5%	35.4%	42.5%	33.8%	35.6%
No	65.5%	63.1%	58.5%	64.6%	57.5%	66.2%	64.4%

Q9. County Communication. 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=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q9. How likely would you be to use email feature</u>							
Very likely	42.6%	47.4%	40.5%	45.7%	40.5%	46.5%	45.0%
Likely	43.9%	42.7%	50.0%	43.1%	46.6%	42.2%	43.4%
Unlikely	9.7%	7.1%	7.1%	8.1%	9.5%	8.0%	8.3%
Very unlikely	3.9%	2.8%	2.4%	3.2%	3.4%	3.3%	3.3%

Q10. If you had 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=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q10. How likely would you be to use text feature</u>							
Very likely	28.2%	32.6%	36.6%	30.5%	27.1%	31.6%	30.4%
Likely	34.2%	32.6%	39.0%	32.9%	38.2%	31.8%	33.3%
Unlikely	25.4%	23.9%	17.1%	24.9%	20.9%	25.7%	24.7%
Very unlikely	12.2%	10.9%	7.3%	11.7%	13.8%	10.9%	11.6%

Q11. 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=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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. How good of a job does Mecklenburg County government do communicating information about County issues, services, & performance to public

Excellent	2.4%	3.4%	5.3%	2.8%	2.7%	2.9%	2.9%
Good	34.7%	33.5%	36.8%	33.9%	35.1%	33.9%	34.0%
Fair	42.4%	49.9%	42.1%	46.3%	45.9%	46.4%	46.3%
Poor	20.4%	13.2%	15.8%	16.9%	16.2%	16.9%	16.8%

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=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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. Do you consider Mecklenburg County government to be open & transparent with information about County issues, services, & performance

Yes	55.5%	54.7%	59.3%	54.9%	54.1%	55.2%	55.1%
No	44.5%	45.3%	40.7%	45.1%	45.9%	44.8%	44.9%

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=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q13-1. Facebook</u>							
Yes	26.1%	31.8%	41.0%	28.5%	26.4%	29.7%	29.0%
No	73.9%	68.2%	59.0%	71.5%	73.6%	70.3%	71.0%
<u>Q13-2. Twitter</u>							
Yes	14.4%	11.2%	23.1%	12.4%	12.1%	12.9%	12.8%
No	85.6%	88.8%	76.9%	87.6%	87.9%	87.1%	87.2%
<u>Q13-3. YouTube</u>							
Yes	12.7%	14.2%	28.2%	12.8%	13.4%	13.5%	13.4%
No	87.3%	85.8%	71.8%	87.2%	86.6%	86.5%	86.6%
<u>Q13-4. Instagram</u>							
Yes	5.9%	7.3%	10.5%	6.4%	5.2%	7.1%	6.6%
No	94.1%	92.7%	89.5%	93.6%	94.8%	92.9%	93.4%

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=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q13-5. Nextdoor</u>							
Yes	29.8%	31.0%	23.7%	30.5%	26.7%	31.5%	30.4%
No	70.2%	69.0%	76.3%	69.5%	73.3%	68.5%	69.6%

Q13-6. LinkedIn

Yes	8.8%	10.9%	10.5%	9.9%	10.2%	9.9%	9.9%
No	91.2%	89.1%	89.5%	90.1%	89.8%	90.1%	90.1%

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=536

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q13a. The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government</u>							
Agree	68.7%	76.8%	80.0%	72.6%	67.6%	74.1%	72.8%
Disagree	31.3%	23.2%	20.0%	27.4%	32.4%	25.9%	27.2%

Q14. Which ONE of the following is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements? (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	12.9%	19.8%	17.9%	16.2%	12.9%	17.4%	16.5%
Twitter	4.0%	2.5%	2.6%	3.3%	3.4%	3.2%	3.2%
YouTube	1.8%	0.6%	2.6%	1.1%	1.3%	1.1%	1.2%
Instagram	1.0%	0.9%	2.6%	0.9%	0.9%	1.0%	1.0%
Nextdoor	9.5%	11.9%	10.3%	10.9%	6.9%	11.9%	10.7%
LinkedIn	0.6%	0.4%	2.6%	0.3%	0.4%	0.4%	0.5%
Radio	8.7%	9.5%	12.8%	9.1%	9.9%	9.1%	9.3%
Newspaper	14.9%	8.7%	10.3%	11.5%	16.3%	10.3%	11.7%
Television	31.0%	33.3%	30.8%	32.4%	36.5%	31.0%	32.1%
Other	15.5%	12.5%	7.7%	14.3%	11.6%	14.6%	13.9%

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

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	

Q15. Have you used County's website (MeckNC.gov) to access County news or information on Mecklenburg programs & services in past 12 months

Yes	35.9%	36.9%	36.4%	36.6%	33.6%	37.2%	36.4%
No	64.1%	63.1%	63.6%	63.4%	66.4%	62.8%	63.6%

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=393

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	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	47.1%	49.8%	37.5%	48.6%	41.6%	49.8%	48.3%
Sometimes	43.9%	44.3%	43.8%	44.3%	53.2%	42.1%	44.2%
Rarely	8.0%	5.5%	18.8%	6.2%	3.9%	7.4%	6.7%
Never	1.1%	0.5%	0.0%	0.8%	1.3%	0.6%	0.8%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q16-1. 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	8.1%	7.6%	20.0%	7.2%	7.9%	7.9%	7.9%
No	91.9%	92.4%	80.0%	92.8%	92.1%	92.1%	92.1%

Q16-2. Did you know County provides children with immunizations against vaccine-preventable diseases (e.g. polio, measles, etc.)

Yes	56.6%	70.1%	70.0%	63.3%	65.9%	62.9%	63.5%
No	43.4%	29.9%	30.0%	36.7%	34.1%	37.1%	36.5%

Q16-3. Did you know County offers HIV & sexually transmitted disease testing

Yes	45.2%	59.9%	61.9%	52.3%	53.0%	52.8%	52.6%
No	54.8%	40.1%	38.1%	47.7%	47.0%	47.2%	47.4%

Q16-4. Are you aware of a prevention method called PrEP, which is a pill taken to help prevent spread of HIV

Yes	21.3%	23.0%	21.4%	22.1%	15.4%	24.0%	22.1%
No	78.7%	77.0%	78.6%	77.9%	84.6%	76.0%	77.9%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q16-5. 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	53.2%	58.0%	61.0%	55.1%	59.2%	54.4%	55.5%
No	46.8%	42.0%	39.0%	44.9%	40.8%	45.6%	44.5%

Q16-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools

Yes	28.0%	32.5%	38.5%	29.6%	32.1%	29.6%	30.2%
No	72.0%	67.5%	61.5%	70.4%	67.9%	70.4%	69.8%

Q16-7. Did you know County offers training & foster home licensing for people interested in fostering or adopting

Yes	38.1%	53.7%	65.0%	45.1%	46.9%	45.7%	46.1%
No	61.9%	46.3%	35.0%	54.9%	53.1%	54.3%	53.9%

Q16-8. Did you know County provides services for children age birth to three who have developmental delays

Yes	27.1%	45.2%	41.5%	36.3%	33.0%	37.3%	36.3%
No	72.9%	54.8%	58.5%	63.7%	67.0%	62.7%	63.7%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q16-9. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?

Yes	31.7%	41.8%	50.0%	36.1%	35.3%	37.4%	36.8%
No	68.3%	58.2%	50.0%	63.9%	64.7%	62.6%	63.2%

Q16-10. Did you know that County provides support to families with children ages birth through 5 years by connecting families to services & resources within community such as primary care, dental services & addressing barriers to care

Yes	33.9%	45.0%	51.2%	38.9%	36.9%	40.2%	39.4%
No	66.1%	55.0%	48.8%	61.1%	63.1%	59.8%	60.6%

Q16-11. Did you know that County's parks are tobacco-free?

Yes	67.9%	68.4%	70.0%	68.1%	68.1%	68.2%	68.2%
No	32.1%	31.6%	30.0%	31.9%	31.9%	31.8%	31.8%

Q16-12. Are you aware of property tax exclusions for low-income elderly or disabled homeowners

Yes	33.4%	31.9%	26.8%	33.0%	38.7%	30.8%	32.6%
No	66.6%	68.1%	73.2%	67.0%	61.3%	69.2%	67.4%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q16-13. Did you know that County departments have 3-Year Strategic Business Plans

Yes	15.4%	14.3%	20.0%	14.6%	18.8%	13.7%	14.8%
No	84.6%	85.7%	80.0%	85.4%	81.2%	86.3%	85.2%

Q16-14. Have you seen County's Corporate 3-Year Strategic Business Plan

Yes	4.6%	3.9%	4.9%	4.1%	4.8%	4.0%	4.2%
No	95.4%	96.1%	95.1%	95.9%	95.2%	96.0%	95.8%

Q16-15. Have you seen County's Annual Performance Report

Yes	7.0%	4.8%	7.1%	5.7%	6.5%	5.6%	5.9%
No	93.0%	95.2%	92.9%	94.3%	93.5%	94.4%	94.1%

Q17. Mecklenburg County Park and Recreation. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park and Recreation facility within the past 12 months? (without "don't know")

N=1116

Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park & Recreation facility within past 12 months

Yes	79.0%	79.2%	82.9%	79.2%	71.4%	81.2%	79.2%
No	21.0%	20.8%	17.1%	20.8%	28.6%	18.8%	20.8%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q18-1. Park</u>							
Daily	4.9%	3.2%	5.9%	3.8%	4.8%	3.8%	4.0%
Weekly	20.2%	16.7%	14.7%	18.6%	20.5%	18.0%	18.3%
Monthly	23.2%	24.0%	26.5%	23.5%	19.3%	24.6%	23.5%
Occasionally	42.2%	45.4%	47.1%	43.6%	48.8%	42.4%	43.9%
Rarely	8.0%	9.4%	2.9%	9.1%	6.6%	9.4%	8.8%
Never	1.5%	1.4%	2.9%	1.4%	0.0%	1.8%	1.4%
<u>Q18-2. Nature Preserve</u>							
Daily	0.8%	0.0%	0.0%	0.4%	0.6%	0.3%	0.4%
Weekly	4.4%	1.7%	0.0%	3.1%	1.9%	3.2%	3.0%
Monthly	14.9%	12.6%	21.2%	13.6%	10.8%	14.6%	13.8%
Occasionally	28.7%	30.0%	18.2%	29.6%	27.2%	29.6%	29.3%
Rarely	26.9%	26.0%	30.3%	26.1%	34.2%	24.3%	26.3%
Never	24.4%	29.8%	30.3%	27.2%	25.3%	27.9%	27.3%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q18-3. Greenway</u>							
Daily	5.5%	4.0%	2.9%	4.8%	5.1%	4.6%	4.7%
Weekly	16.7%	12.8%	17.6%	14.6%	10.8%	15.7%	14.6%
Monthly	19.5%	15.2%	20.6%	17.0%	16.5%	17.3%	17.2%
Occasionally	26.9%	29.4%	29.4%	28.4%	29.7%	28.1%	28.3%
Rarely	13.0%	15.9%	17.6%	14.1%	15.2%	13.9%	14.4%
Never	18.5%	22.8%	11.8%	21.1%	22.8%	20.3%	20.8%
<u>Q18-4. Recreation Center</u>							
Daily	0.3%	0.2%	0.0%	0.3%	0.0%	0.3%	0.3%
Weekly	4.7%	3.8%	0.0%	4.5%	6.3%	3.8%	4.3%
Monthly	7.3%	4.6%	3.0%	5.9%	7.0%	5.7%	5.9%
Occasionally	19.2%	22.8%	27.3%	20.9%	22.2%	20.9%	21.0%
Rarely	29.7%	25.7%	24.2%	27.6%	26.6%	27.7%	27.5%
Never	38.8%	42.8%	45.5%	40.8%	38.0%	41.6%	41.1%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q18-5. Pool</u>							
Daily	1.1%	0.5%	2.9%	0.5%	0.6%	0.8%	0.8%
Weekly	1.8%	1.7%	0.0%	1.9%	1.9%	1.7%	1.8%
Monthly	2.4%	1.9%	2.9%	2.1%	1.3%	2.4%	2.1%
Occasionally	11.1%	11.1%	5.9%	11.2%	11.0%	11.2%	11.1%
Rarely	19.3%	19.1%	17.6%	19.3%	18.1%	19.4%	19.2%
Never	64.4%	65.7%	70.6%	64.9%	67.1%	64.6%	65.1%
<u>Q18-6. Senior Center</u>							
Daily	0.3%	0.0%	0.0%	0.1%	0.0%	0.2%	0.1%
Weekly	0.8%	1.5%	0.0%	1.2%	1.9%	0.9%	1.1%
Monthly	0.3%	1.2%	0.0%	0.8%	0.6%	0.8%	0.8%
Occasionally	4.0%	7.5%	11.8%	5.5%	9.1%	5.1%	5.8%
Rarely	12.5%	11.7%	8.8%	12.0%	16.2%	10.8%	12.0%
Never	82.2%	78.2%	79.4%	80.4%	72.1%	82.3%	80.2%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q18-7. Nature Center</u>							
Daily	0.8%	0.0%	0.0%	0.4%	0.0%	0.5%	0.4%
Weekly	1.6%	1.0%	2.9%	1.2%	1.3%	1.3%	1.3%
Monthly	4.7%	3.6%	11.8%	3.9%	4.6%	4.1%	4.2%
Occasionally	21.3%	24.3%	14.7%	23.2%	24.2%	22.7%	22.9%
Rarely	23.2%	25.8%	11.8%	25.1%	22.9%	24.6%	24.4%
Never	48.4%	45.3%	58.8%	46.2%	47.1%	46.9%	46.9%
<u>Q18-8. Other</u>							
Daily	10.0%	5.6%	0.0%	7.9%	10.0%	7.1%	7.9%
Weekly	45.0%	22.2%	0.0%	34.2%	40.0%	32.1%	34.2%
Monthly	15.0%	22.2%	0.0%	18.4%	10.0%	21.4%	18.4%
Occasionally	25.0%	27.8%	0.0%	26.3%	20.0%	28.6%	26.3%
Rarely	0.0%	11.1%	0.0%	5.3%	10.0%	3.6%	5.3%
Never	5.0%	11.1%	0.0%	7.9%	10.0%	7.1%	7.9%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q19-1. Park</u>							
Excellent	20.6%	22.0%	33.3%	20.8%	20.1%	21.7%	21.4%
Very good	42.4%	44.1%	42.4%	43.1%	43.4%	43.0%	43.1%
Good	30.2%	27.0%	21.2%	29.1%	32.1%	27.8%	28.7%
Fair	5.8%	6.4%	3.0%	6.3%	3.1%	6.9%	6.1%
Poor	1.0%	0.5%	0.0%	0.8%	1.3%	0.6%	0.7%
 <u>Q19-2. Nature Preserve</u>							
Excellent	18.1%	20.1%	26.3%	18.9%	18.9%	19.3%	19.0%
Very good	42.9%	39.8%	42.1%	41.3%	40.0%	41.7%	41.5%
Good	33.9%	33.3%	26.3%	33.8%	38.9%	32.1%	33.5%
Fair	5.1%	6.0%	0.0%	5.8%	2.1%	6.4%	5.6%
Poor	0.0%	0.8%	5.3%	0.2%	0.0%	0.5%	0.4%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q19-3. Greenway</u>							
Excellent	24.4%	27.3%	37.0%	25.4%	20.6%	27.0%	25.7%
Very good	40.9%	36.8%	33.3%	39.6%	47.7%	37.4%	39.1%
Good	30.5%	29.9%	22.2%	30.0%	28.0%	30.2%	30.1%
Fair	3.9%	5.3%	3.7%	4.6%	3.7%	4.8%	4.6%
Poor	0.3%	0.7%	3.7%	0.3%	0.0%	0.6%	0.5%

Q19-4. Recreation Center

Excellent	15.7%	13.0%	35.7%	13.6%	16.2%	14.0%	14.3%
Very good	26.7%	33.2%	42.9%	29.6%	33.8%	29.4%	30.1%
Good	45.9%	40.2%	21.4%	43.8%	42.6%	42.7%	43.0%
Fair	10.5%	13.0%	0.0%	12.1%	5.9%	13.3%	11.8%
Poor	1.2%	0.5%	0.0%	0.9%	1.5%	0.7%	0.8%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q19-5. Pool</u>							
Excellent	19.2%	8.2%	28.6%	13.3%	13.9%	13.8%	14.1%
Very good	30.3%	26.5%	14.3%	29.3%	25.0%	29.4%	28.3%
Good	34.3%	48.0%	42.9%	40.4%	41.7%	40.6%	40.9%
Fair	15.2%	14.3%	14.3%	14.9%	13.9%	15.0%	14.6%
Poor	1.0%	3.1%	0.0%	2.1%	5.6%	1.3%	2.0%
 <u>Q19-6. Senior Center</u>							
Excellent	16.1%	16.9%	28.6%	16.2%	12.9%	18.1%	16.5%
Very good	28.6%	28.2%	14.3%	29.9%	38.7%	25.5%	28.3%
Good	41.1%	40.8%	42.9%	40.2%	38.7%	41.5%	40.9%
Fair	12.5%	9.9%	14.3%	11.1%	6.5%	12.8%	11.0%
Poor	1.8%	4.2%	0.0%	2.6%	3.2%	2.1%	3.1%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q19-7. Nature Center</u>							
Excellent	16.9%	15.6%	25.0%	16.0%	12.7%	17.2%	16.1%
Very good	35.6%	36.1%	50.0%	35.7%	34.9%	36.6%	35.8%
Good	40.6%	37.8%	25.0%	39.4%	41.3%	38.1%	39.3%
Fair	6.9%	9.4%	0.0%	8.6%	11.1%	7.7%	8.2%
Poor	0.0%	1.1%	0.0%	0.3%	0.0%	0.4%	0.6%
 <u>Q19-8. Other</u>							
Excellent	42.9%	25.0%	0.0%	34.6%	42.9%	31.6%	34.6%
Very good	42.9%	16.7%	0.0%	30.8%	28.6%	31.6%	30.8%
Good	7.1%	25.0%	0.0%	15.4%	14.3%	15.8%	15.4%
Fair	7.1%	25.0%	0.0%	15.4%	14.3%	15.8%	15.4%
Poor	0.0%	8.3%	0.0%	3.8%	0.0%	5.3%	3.8%

Q20. 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=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q20. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months</u>							
Yes	17.0%	16.8%	32.5%	16.3%	18.3%	16.5%	16.8%
No	83.0%	83.2%	67.5%	83.7%	81.7%	83.5%	83.2%

Q20a. (If NO to Question 20) 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=885

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q20a-1. You are not aware of programs</u>							
Yes	64.0%	66.4%	75.0%	64.5%	62.2%	65.6%	65.2%
No	36.0%	33.6%	25.0%	35.5%	37.8%	34.4%	34.8%
<u>Q20a-2. There are no convenient locations</u>							
Yes	29.7%	33.9%	33.3%	31.5%	32.5%	31.0%	31.8%
No	70.3%	66.1%	66.7%	68.5%	67.5%	69.0%	68.2%
<u>Q20a-3. There are no convenient times</u>							
Yes	28.6%	33.0%	36.4%	30.1%	32.1%	30.0%	30.7%
No	71.4%	67.0%	63.6%	69.9%	67.9%	70.0%	69.3%
<u>Q20a-4. You have no interest in programs</u>							
Yes	43.8%	38.4%	45.5%	40.9%	33.6%	43.1%	41.2%
No	56.2%	61.6%	54.5%	59.1%	66.4%	56.9%	58.8%

Q20a. (If NO to Question 20) 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=885

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q20a-5. Cost of program</u>							
Yes	20.0%	26.5%	20.0%	23.2%	23.1%	22.5%	23.3%
No	80.0%	73.5%	80.0%	76.8%	76.9%	77.5%	76.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q21-1. Mecklenburg County Aquatic Center</u>							
Very familiar	17.1%	21.1%	27.3%	18.8%	17.1%	19.7%	19.2%
Somewhat familiar	37.8%	37.1%	34.1%	37.4%	34.6%	38.0%	37.3%
Not familiar	45.1%	41.8%	38.6%	43.8%	48.3%	42.3%	43.5%
<u>Q21-2. Ray's Splash Planet (an indoor water park & fitness center)</u>							
Very familiar	14.6%	21.2%	25.0%	17.8%	16.6%	18.4%	18.1%
Somewhat familiar	27.7%	34.0%	29.5%	31.2%	24.3%	32.7%	31.0%
Not familiar	57.6%	44.8%	45.5%	51.0%	59.1%	48.9%	50.9%
<u>Q21-3. Grayson Skate Park</u>							
Very familiar	3.1%	5.1%	11.4%	3.7%	3.5%	4.3%	4.1%
Somewhat familiar	10.8%	7.7%	6.8%	9.2%	7.4%	9.6%	9.2%
Not familiar	86.1%	87.2%	81.8%	87.1%	89.2%	86.1%	86.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q21-4. Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center

Very familiar	34.7%	34.6%	45.5%	34.2%	33.8%	34.9%	34.6%
Somewhat familiar	38.7%	44.0%	34.1%	41.8%	39.7%	41.8%	41.5%
Not familiar	26.7%	21.4%	20.5%	24.1%	26.5%	23.4%	23.9%

Q21-5. Historic St. Mary's Chapel

Very familiar	7.3%	12.4%	11.4%	9.8%	10.1%	9.9%	9.9%
Somewhat familiar	16.8%	21.7%	15.9%	19.4%	19.7%	19.0%	19.3%
Not familiar	75.9%	65.9%	72.7%	70.8%	70.2%	71.1%	70.8%

Q21-6. McDowell Nature Preserve Campground

Very familiar	13.7%	10.7%	20.5%	11.9%	9.9%	12.8%	12.1%
Somewhat familiar	21.6%	22.7%	22.7%	21.9%	20.7%	22.3%	22.1%
Not familiar	64.7%	66.5%	56.8%	66.2%	69.4%	64.8%	65.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q21-7. Ramsey Creek Beach</u>							
Very familiar	8.3%	9.1%	11.4%	8.8%	8.2%	9.0%	8.8%
Somewhat familiar	21.6%	20.7%	22.7%	20.9%	20.3%	21.2%	21.1%
Not familiar	70.1%	70.2%	65.9%	70.3%	71.4%	69.8%	70.1%
 <u>Q21-8. Grady Cole Event Center</u>							
Very familiar	17.8%	20.5%	34.1%	18.5%	23.5%	18.1%	19.1%
Somewhat familiar	30.5%	31.2%	15.9%	31.6%	23.1%	33.0%	30.9%
Not familiar	51.7%	48.3%	50.0%	49.9%	53.4%	48.9%	50.0%
 <u>Q21-9. Sportsplex at Matthews</u>							
Very familiar	7.8%	7.3%	11.4%	7.3%	8.7%	7.1%	7.5%
Somewhat familiar	18.8%	14.7%	18.2%	16.7%	16.9%	16.6%	16.7%
Not familiar	73.4%	78.0%	70.5%	76.0%	74.5%	76.3%	75.8%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	
<u>Q21-10. Indoor & outdoor shelters (any park location)</u>							
Very familiar	25.0%	31.6%	41.9%	27.9%	27.4%	28.8%	28.4%
Somewhat familiar	37.3%	38.8%	27.9%	38.5%	38.0%	38.0%	38.1%
Not familiar	37.7%	29.6%	30.2%	33.5%	34.6%	33.2%	33.5%
<u>Q21-11. County fitness centers</u>							
Very familiar	3.9%	6.5%	13.6%	4.9%	6.0%	5.0%	5.3%
Somewhat familiar	18.6%	20.1%	18.2%	19.2%	18.9%	19.5%	19.3%
Not familiar	77.6%	73.3%	68.2%	75.9%	75.1%	75.5%	75.4%

Q22. Charlotte Mecklenburg Library. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, check out materials, access wireless internet or a computer, attend a program or community event)? (without "don't know")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q22. Have you visited or used a Charlotte Mecklenburg library for any reason within past 12 months</u>							
Yes	60.2%	69.1%	57.8%	65.4%	67.5%	64.0%	64.9%
No	39.8%	30.9%	42.2%	34.6%	32.5%	36.0%	35.1%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN? (without "none chosen")

N=713

Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q22a. Which Charlotte Mecklenburg library have you visited most often within past 12 months

Cornelius	1.6%	1.0%	3.8%	1.2%	1.9%	1.1%	1.3%
Davidson	1.9%	1.0%	7.7%	1.2%	1.2%	1.5%	1.4%
Hickory Grove	5.9%	6.5%	11.5%	6.1%	11.1%	4.8%	6.2%
ImaginOn (East 7th St. Uptown)	3.1%	4.7%	0.0%	4.0%	3.7%	3.9%	4.0%
Independence Reg. (Conference Dr & Monroe)	5.6%	3.6%	0.0%	4.9%	4.9%	4.6%	4.7%
Main Library (Uptown)	8.1%	4.7%	11.5%	6.1%	5.6%	6.5%	6.2%
Matthews	5.9%	3.6%	3.8%	4.7%	5.6%	4.4%	4.7%
Mint Hill	3.4%	3.4%	0.0%	3.7%	2.5%	3.7%	3.5%
Morrison Regional (closed for part of year)	5.0%	4.7%	3.8%	4.9%	4.3%	5.0%	4.8%
Mountain Island	5.9%	4.2%	3.8%	5.0%	3.1%	5.5%	4.9%
Myers Park	2.2%	3.1%	0.0%	2.8%	1.2%	3.1%	2.7%
North County Reg. (Huntersville)	4.7%	5.7%	3.8%	5.5%	7.4%	4.8%	5.4%
Plaza Midwood	1.9%	3.4%	0.0%	2.8%	1.2%	3.1%	2.7%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN? (without "none chosen") (cont.)

N=713

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q22a. Which Charlotte Mecklenburg library have you visited most often within past 12 months (cont.)

Scaleybark	1.6%	2.6%	0.0%	2.2%	0.6%	2.6%	2.1%
South County Reg. (Rea Road)	12.5%	12.5%	11.5%	12.6%	8.6%	13.7%	12.4%
Steele Creek	8.4%	5.2%	11.5%	6.5%	4.9%	7.0%	6.6%
Sugar Creek	1.9%	3.1%	3.8%	2.4%	0.0%	3.1%	2.5%
University City Reg. (E. WT Harris)	10.6%	10.9%	11.5%	10.6%	12.3%	10.2%	10.7%
West Boulevard	2.2%	6.0%	3.8%	4.1%	6.2%	3.7%	4.2%
Beatties Ford Road Regional	5.9%	6.5%	3.8%	6.4%	8.6%	5.5%	6.2%
Library website (cmlibrary.org)	1.6%	2.9%	3.8%	2.1%	3.7%	1.8%	2.3%
I do not know library name, but I can provide area or street	0.0%	0.8%	0.0%	0.4%	1.2%	0.2%	0.4%

Q22b. (If YES to Question 22) 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=713

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q22b. Approximately how many times have you visited or used Charlotte Mecklenburg Library in person in a typical month

Less than once a month	51.0%	48.6%	44.0%	50.1%	54.3%	48.2%	49.8%
Once a month	17.3%	17.7%	24.0%	17.5%	16.6%	18.0%	17.6%
Twice a month	13.7%	16.0%	4.0%	15.1%	11.3%	15.9%	14.9%
Three to four times a month	12.4%	10.9%	16.0%	11.3%	11.3%	11.7%	11.5%
Five or more times a month	5.6%	6.8%	12.0%	6.0%	6.6%	6.1%	6.2%

Q22c. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library DIGITALLY (e.g. online, mobile app, etc.)? (without "don't know")

N=713

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q22c. Approximately how many times have you visited or used Charlotte Mecklenburg Library digitally in a typical month

Less than once a month	66.4%	62.8%	66.7%	64.2%	65.2%	64.0%	64.4%
Once a month	10.6%	10.1%	0.0%	10.5%	12.6%	9.6%	10.2%
Twice a month	7.5%	8.5%	19.0%	7.7%	8.1%	7.9%	8.1%
Three to four times a month	8.3%	9.1%	4.8%	8.9%	4.4%	10.1%	8.7%
Five or more times a month	7.2%	9.5%	9.5%	8.6%	9.6%	8.3%	8.6%

Q23. When accessing Charlotte Mecklenburg Library materials, which format do you prefer? (without "don't know")

N=713

Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q23. Which format do you prefer when accessing Charlotte Mecklenburg Library materials

Physical (e.g. print book, CD, DVD, etc.)	45.0%	46.4%	44.0%	45.7%	38.4%	47.6%	45.7%
Digital (eBook, eAudio, eVideo, eMagazines)	7.4%	7.4%	4.0%	7.8%	7.9%	7.6%	7.6%
Both physical & digital	32.2%	31.7%	32.0%	31.7%	31.8%	31.9%	31.8%
I don't access Charlotte Mecklenburg Library materials	13.4%	13.9%	20.0%	13.5%	19.9%	11.9%	13.6%
Other	2.0%	0.5%	0.0%	1.3%	2.0%	1.0%	1.2%

Q24. Please indicate your level of agreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")

N=713

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q24-1. Is a top institution in the community</u>							
Strongly agree	37.9%	43.8%	45.5%	41.3%	43.2%	41.0%	41.3%
Agree	56.3%	51.0%	50.0%	53.2%	50.4%	53.8%	53.3%
Disagree	4.7%	3.7%	4.5%	4.2%	5.8%	3.7%	4.1%
Strongly disagree	1.1%	1.4%	0.0%	1.3%	0.7%	1.4%	1.3%
<u>Q24-2. Is a community champion for pre-K to third grade literacy</u>							
Strongly agree	36.3%	41.6%	40.9%	39.3%	38.3%	39.6%	39.3%
Agree	56.7%	52.9%	50.0%	54.7%	56.4%	54.0%	54.6%
Disagree	6.0%	3.9%	4.5%	4.9%	5.3%	4.7%	4.8%
Strongly disagree	1.0%	1.6%	4.5%	1.2%	0.0%	1.7%	1.3%

Q24. Please indicate your level of agreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")

N=713

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q24-3. Is a community champion for equal access to digital resources & skills

Strongly agree	32.0%	41.8%	34.8%	37.8%	39.3%	36.8%	37.4%
Agree	63.9%	55.4%	65.2%	58.6%	57.1%	59.8%	59.2%
Disagree	2.5%	2.1%	0.0%	2.4%	2.7%	2.2%	2.3%
Strongly disagree	1.7%	0.7%	0.0%	1.2%	0.9%	1.2%	1.1%

Q24-4. Is a community champion for equal access to resources citizens need to improve their lives

Strongly agree	35.5%	41.0%	40.9%	38.8%	36.4%	39.3%	38.6%
Agree	60.0%	52.6%	54.5%	55.6%	57.0%	55.4%	55.8%
Disagree	3.3%	5.1%	0.0%	4.5%	5.8%	3.9%	4.3%
Strongly disagree	1.2%	1.4%	4.5%	1.2%	0.8%	1.4%	1.3%

Q25. Voting in Mecklenburg County. Did you vote in the November 2017 local election? (without "don't know")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q25. Did you vote in November 2017 local election</u>							
Yes	73.4%	74.3%	63.6%	74.7%	83.0%	71.5%	73.9%
No	26.6%	25.7%	36.4%	25.3%	17.0%	28.5%	26.1%

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2017 local election, did you use an early voting site? (without "don't know")

N=811

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	Male	Female	Yes	No	Yes	No	
<u>Q25a. Did you use an early voting site in November 2017 local election</u>							
Yes	53.9%	59.4%	64.3%	56.3%	61.3%	55.3%	56.6%
No	46.1%	40.6%	35.7%	43.8%	38.7%	44.7%	43.4%

Q25b. (If YES to Question 25a) Please rate your overall experience at the early voting site. (without "don't know")

N=454

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q25b. Your overall experience at early voting site</u>							
Excellent	62.0%	61.8%	72.2%	61.7%	64.5%	61.0%	61.8%
Good	32.7%	32.4%	22.2%	32.7%	29.8%	33.5%	32.7%
Fair	4.8%	5.8%	5.6%	5.4%	5.8%	5.2%	5.3%
Poor	0.5%	0.0%	0.0%	0.2%	0.0%	0.3%	0.2%

Q25c. (If NO or DON'T KNOW to Question 25a) Please rate your overall experience at the early voting site. (without "don't know")

N=357

	Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	
<u>Q25c. Your overall experience at your voting location</u>							
Excellent	56.3%	45.9%	42.9%	52.3%	47.1%	53.1%	51.7%
Good	36.5%	45.9%	57.1%	39.9%	44.3%	39.5%	40.6%
Fair	4.8%	7.5%	0.0%	6.2%	5.7%	6.2%	6.0%
Poor	2.4%	0.7%	0.0%	1.6%	2.9%	1.2%	1.6%

Q26. Other Programs Offered by Mecklenburg County. How do you usually get information about residential curbside recycling?

N=1116

Q28. Your gender		Q39. Are you an employee of Mecklenburg County?		Q40. 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	

Q26. How do you usually get information about residential curbside recycling

Internet websites	26.2%	24.0%	24.4%	25.2%	22.5%	25.9%	25.0%
Local City/County website	22.3%	23.5%	20.0%	23.1%	24.6%	22.4%	22.9%
Social media (Facebook, Twitter, etc.)	7.7%	6.1%	8.9%	6.8%	5.7%	7.3%	6.9%
Friends & neighbors	42.7%	40.9%	28.9%	42.1%	44.3%	41.0%	41.7%
Other	19.7%	19.8%	26.7%	19.4%	23.8%	18.5%	19.7%

Q27. Please rate your level of familiarity with the following programs offered by Mecklenburg County. (without "not provided")

N=1116

	<u>Q28. Your gender</u>		<u>Q39. Are you an employee of Mecklenburg County?</u>		<u>Q40. Have you served in any branch of military or are you an immediate relative of someone who has served?</u>		<u>Total</u>
	<u>Male</u>	<u>Female</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	
<u>Q27-1. Mecklenburg County's air quality agency that works to achieve & maintain healthy air</u>							
Very familiar	5.6%	4.8%	11.4%	4.9%	4.9%	5.2%	5.1%
Somewhat familiar	26.0%	26.5%	27.3%	25.7%	30.5%	24.9%	26.2%
Not familiar	68.4%	68.8%	61.4%	69.5%	64.6%	69.8%	68.7%
 <u>Q27-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, County-specific air monitoring information</u>							
Very familiar	4.9%	3.5%	4.5%	4.2%	4.1%	4.2%	4.2%
Somewhat familiar	17.7%	20.9%	25.0%	18.6%	19.8%	19.1%	19.3%
Not familiar	77.4%	75.6%	70.5%	77.2%	76.0%	76.7%	76.5%

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

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

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q2. How long have you lived in Mecklenburg County</u>											
Less than 1 year	5.3%	0.6%	1.6%	0.8%	0.0%	2.8%	3.0%	0.6%	0.0%	0.0%	2.0%
1-2 years	11.8%	4.9%	2.2%	4.5%	0.0%	6.3%	5.2%	4.4%	13.3%	7.7%	5.5%
3-4 years	18.8%	9.5%	4.6%	3.8%	0.0%	11.3%	10.2%	7.0%	6.7%	7.7%	9.1%
5-10 years	25.7%	23.5%	10.0%	8.3%	60.0%	21.8%	18.7%	13.8%	22.2%	20.5%	17.8%
11-15 years	11.4%	18.3%	10.6%	9.0%	0.0%	17.6%	11.5%	12.6%	11.1%	23.1%	13.0%
15+ years	26.9%	43.3%	71.0%	73.7%	40.0%	40.1%	51.5%	61.6%	46.7%	41.0%	52.7%

Q3. Mecklenburg County Government. Please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q3-1. There is value in the services I receive for fees I pay/local tax overall

Strongly agree	12.6%	11.7%	15.1%	10.3%	0.0%	9.9%	15.6%	10.2%	6.7%	12.1%	12.8%
Agree	61.7%	62.2%	62.4%	66.7%	100.0%	64.9%	68.1%	53.2%	62.2%	60.6%	62.9%
Disagree	18.9%	20.3%	16.3%	19.7%	0.0%	19.8%	12.0%	28.5%	26.7%	18.2%	18.6%
Strongly disagree	6.8%	5.8%	6.2%	3.4%	0.0%	5.3%	4.4%	8.1%	4.4%	9.1%	5.8%

Q3-2. Mecklenburg County provides quality services to residents

Strongly agree	9.5%	10.3%	14.2%	10.7%	0.0%	10.4%	13.7%	7.8%	9.1%	18.8%	11.4%
Agree	67.6%	64.5%	67.4%	69.7%	100.0%	66.7%	72.2%	60.1%	68.2%	53.1%	67.0%
Disagree	18.1%	20.6%	15.7%	15.6%	0.0%	16.3%	12.5%	26.0%	20.5%	21.9%	17.7%
Strongly disagree	4.8%	4.5%	2.6%	4.1%	0.0%	6.7%	1.6%	6.2%	2.3%	6.3%	3.8%

Q3. Mecklenburg County Government. Please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q3-3. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making</u>											
Strongly agree	4.8%	8.8%	7.5%	7.7%	0.0%	4.2%	8.2%	7.5%	5.3%	10.7%	7.4%
Agree	52.1%	46.3%	51.3%	54.8%	75.0%	58.8%	54.6%	40.9%	57.9%	39.3%	50.3%
Disagree	33.9%	32.7%	31.0%	28.8%	0.0%	26.1%	28.7%	40.1%	21.1%	35.7%	31.9%
Strongly disagree	9.1%	12.1%	10.1%	8.7%	25.0%	10.9%	8.5%	11.5%	15.8%	14.3%	10.4%

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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q4-1. Mecklenburg County as a place to live

Excellent	23.6%	26.3%	24.2%	18.8%	40.0%	23.4%	27.9%	19.1%	21.7%	15.8%	24.1%
Good	53.7%	48.9%	51.9%	62.4%	40.0%	54.6%	53.9%	49.7%	54.3%	55.3%	52.7%
Fair	19.0%	19.1%	20.4%	15.8%	20.0%	20.6%	15.1%	24.1%	21.7%	23.7%	19.1%
Poor	3.7%	5.7%	3.5%	3.0%	0.0%	1.4%	3.2%	7.1%	2.2%	5.3%	4.2%

Q4-2. Mecklenburg County as a place to learn

Excellent	15.2%	17.6%	17.1%	19.8%	25.0%	12.7%	16.6%	20.0%	19.6%	11.1%	17.2%
Good	39.7%	41.4%	49.7%	47.6%	75.0%	43.3%	45.3%	45.4%	43.5%	44.4%	44.9%
Fair	28.6%	29.2%	26.0%	23.8%	0.0%	32.1%	26.5%	25.1%	28.3%	36.1%	27.1%
Poor	16.5%	11.9%	7.2%	8.7%	0.0%	11.9%	11.7%	9.6%	8.7%	8.3%	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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q4-3. Mecklenburg County as a place to work

Excellent	26.4%	22.9%	19.6%	24.4%	0.0%	22.8%	25.7%	17.8%	24.4%	20.0%	22.7%
Good	54.4%	55.0%	58.3%	62.2%	100.0%	59.6%	61.2%	50.8%	53.3%	45.7%	56.9%
Fair	14.6%	15.8%	19.3%	9.2%	0.0%	14.7%	11.0%	22.7%	17.8%	28.6%	15.9%
Poor	4.6%	6.3%	2.8%	4.2%	0.0%	2.9%	2.1%	8.8%	4.4%	5.7%	4.5%

Q4-4. Mecklenburg County as a place to recreate

Excellent	22.4%	22.2%	17.2%	13.2%	20.0%	20.9%	21.7%	15.8%	22.7%	16.7%	19.5%
Good	50.9%	41.0%	52.5%	47.9%	40.0%	44.6%	47.4%	50.9%	43.2%	44.4%	47.9%
Fair	21.6%	29.0%	25.6%	31.4%	40.0%	27.3%	25.6%	27.6%	27.3%	25.0%	26.5%
Poor	5.2%	7.8%	4.7%	7.4%	0.0%	7.2%	5.3%	5.8%	6.8%	13.9%	6.0%

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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q4-5. Mecklenburg County as a community that is moving in right direction

Excellent	22.8%	14.5%	13.8%	13.5%	0.0%	15.6%	16.4%	16.4%	13.6%	7.9%	15.8%
Good	38.4%	42.4%	42.8%	42.9%	20.0%	42.2%	42.0%	38.8%	52.3%	47.4%	41.7%
Fair	28.0%	29.7%	31.5%	35.7%	60.0%	33.3%	29.1%	33.0%	25.0%	34.2%	30.9%
Poor	10.8%	13.4%	11.9%	7.9%	20.0%	8.9%	12.5%	11.8%	9.1%	10.5%	11.6%

Q4-6. Overall quality of life in Mecklenburg County

Excellent	16.0%	16.2%	14.1%	18.3%	20.0%	15.7%	18.1%	12.5%	15.2%	10.5%	15.6%
Good	61.5%	55.5%	59.5%	55.7%	60.0%	57.1%	61.1%	53.4%	58.7%	63.2%	58.3%
Fair	18.0%	22.8%	22.8%	22.9%	20.0%	24.3%	18.4%	27.0%	21.7%	15.8%	21.8%
Poor	4.5%	5.5%	3.5%	3.1%	0.0%	2.9%	2.4%	7.1%	4.3%	10.5%	4.3%

Q6. County Policy. Do you agree that high-quality preschool programs should be made available for every child in Mecklenburg County? (without "don't know")

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q6. Do you agree that high quality preschool programs should be made available for every child in Mecklenburg County</u>											
Yes	93.7%	84.4%	82.6%	80.5%	100.0%	87.7%	77.0%	96.8%	84.6%	90.3%	85.3%
No	6.3%	15.6%	17.4%	19.5%	0.0%	12.3%	23.0%	3.2%	15.4%	9.7%	14.7%

Q6a. (If YES to Question 6) Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-Kindergarten (Pre-K) programs? (without "don't know")

N=850	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q6a. Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-K programs</u>											
Yes	73.0%	71.1%	65.9%	64.1%	66.7%	61.9%	71.7%	69.9%	60.0%	68.0%	69.2%
No	27.0%	28.9%	34.1%	35.9%	33.3%	38.1%	28.3%	30.1%	40.0%	32.0%	30.8%

Q7. Are you aware that the Mecklenburg Board of County Commission meetings are broadcast online at MeckNC.gov, as well as on Government Spectrum TV Channel 16 and through social media on Twitter and Facebook? (without "don't know")

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q7. Are you aware that Mecklenburg Board of County Commission meetings are broadcast online on MeckNC.gov, as well as on Government Spectrum TV Channel 16 & through social media on Twitter & Facebook

Yes	36.5%	54.7%	66.1%	60.0%	50.0%	50.0%	51.6%	63.9%	37.5%	58.3%	55.0%
No	63.5%	45.3%	33.9%	40.0%	50.0%	50.0%	48.4%	36.1%	62.5%	41.7%	45.0%

Q7a. (If YES to Question 7) What source(s) have you viewed or followed the meetings with?

N=566	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q7a. What source(s) have you viewed or followed meetings with

MeckNC.gov	30.0%	39.0%	41.7%	34.7%	0.0%	35.8%	28.4%	51.5%	40.0%	38.1%	38.2%
Channel 16	42.5%	42.9%	48.2%	45.8%	50.0%	41.8%	41.2%	52.5%	33.3%	42.9%	45.2%
Twitter	6.3%	7.1%	3.1%	0.0%	0.0%	11.9%	5.1%	2.0%	0.0%	0.0%	4.4%
Facebook	30.0%	22.0%	12.3%	4.2%	0.0%	19.4%	18.3%	14.2%	20.0%	14.3%	16.8%

Q8. Revaluation is a process in which all property within a taxing jurisdiction is revalued to its current market value. The Mecklenburg County Assessor's Office appraises all real property (land, buildings, and other improvements to land). With this in mind, please answer each of the following questions. (without "don't know")

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q8-1. Do you own real property (e.g. land, residential or commercial)

Yes	59.3%	77.7%	83.2%	85.7%	80.0%	76.6%	85.5%	63.2%	88.9%	55.3%	76.5%
No	40.7%	22.3%	16.8%	14.3%	20.0%	23.4%	14.5%	36.8%	11.1%	44.7%	23.5%

Q8-2. Are you aware that Mecklenburg County will be conducting a County-wide revaluation in 2019

Yes	23.2%	30.4%	44.1%	47.3%	25.0%	30.6%	41.7%	29.4%	29.5%	25.6%	35.5%
No	76.8%	69.6%	55.9%	52.7%	75.0%	69.4%	58.3%	70.6%	70.5%	74.4%	64.5%

Q8-3. Are you aware of County's revaluation website (meckreval.com)

Yes	8.5%	12.8%	15.5%	15.5%	0.0%	10.9%	12.2%	15.8%	11.9%	12.8%	13.1%
No	91.5%	87.2%	84.5%	84.5%	100.0%	89.1%	87.8%	84.2%	88.1%	87.2%	86.9%

Q8-4. Do you know how to contact County Assessor's Office in the event that you have questions about 2019 revaluation

Yes	19.4%	35.4%	43.5%	45.5%	40.0%	25.5%	34.0%	44.5%	26.8%	27.8%	35.6%
No	80.6%	64.6%	56.5%	54.5%	60.0%	74.5%	66.0%	55.5%	73.2%	72.2%	64.4%

Q9. County Communication. 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=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q9. How likely would you be to use email feature</u>											
Very likely	51.3%	49.3%	44.6%	25.2%	0.0%	44.7%	46.2%	42.7%	45.5%	48.6%	45.0%
Likely	41.9%	41.2%	44.9%	46.3%	80.0%	48.5%	42.3%	44.2%	38.6%	37.8%	43.4%
Unlikely	4.7%	6.6%	7.7%	21.1%	0.0%	3.8%	7.9%	10.3%	13.6%	8.1%	8.3%
Very unlikely	2.1%	3.0%	2.8%	7.3%	20.0%	3.0%	3.7%	2.8%	2.3%	5.4%	3.3%

Q10. If you had 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=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q10. How likely would you be to use text feature</u>											
Very likely	36.3%	37.2%	27.3%	11.2%	0.0%	33.3%	26.3%	35.6%	34.9%	29.7%	30.4%
Likely	30.8%	31.2%	38.1%	30.4%	60.0%	34.1%	31.7%	36.3%	25.6%	35.1%	33.3%
Unlikely	23.2%	21.0%	25.3%	34.4%	20.0%	23.5%	27.9%	20.3%	25.6%	18.9%	24.7%
Very unlikely	9.7%	10.5%	9.4%	24.0%	20.0%	9.1%	14.1%	7.8%	14.0%	16.2%	11.6%

Q11. 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=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Excellent	3.9%	2.2%	3.2%	1.6%	0.0%	3.1%	2.1%	4.2%	2.4%	3.2%	2.9%
Good	25.7%	33.2%	39.8%	35.5%	25.0%	29.5%	36.0%	33.5%	28.6%	32.3%	34.0%
Fair	51.0%	45.3%	43.6%	47.6%	75.0%	51.2%	43.7%	48.2%	52.4%	38.7%	46.3%
Poor	19.4%	19.3%	13.5%	15.3%	0.0%	16.3%	18.2%	14.1%	16.7%	25.8%	16.8%

Q11. How good of a job does Mecklenburg County government do communicating information about County issues, services, & performance to public

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=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
Yes	56.4%	51.3%	58.0%	52.9%	50.0%	58.2%	57.7%	53.5%	45.5%	34.8%	55.1%
No	43.6%	48.7%	42.0%	47.1%	50.0%	41.8%	42.3%	46.5%	54.5%	65.2%	44.9%

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

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=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q13-1. Facebook</u>											
Yes	33.2%	34.9%	24.8%	17.4%	20.0%	23.1%	28.3%	33.1%	37.8%	17.1%	29.0%
No	66.8%	65.1%	75.2%	82.6%	80.0%	76.9%	71.7%	66.9%	62.2%	82.9%	71.0%
<u>Q13-2. Twitter</u>											
Yes	19.9%	15.8%	9.1%	1.7%	0.0%	11.4%	13.7%	11.8%	16.7%	8.6%	12.8%
No	80.1%	84.2%	90.9%	98.3%	100.0%	88.6%	86.3%	88.2%	83.3%	91.4%	87.2%
<u>Q13-3. YouTube</u>											
Yes	11.8%	17.8%	12.4%	7.5%	0.0%	7.3%	10.3%	20.7%	21.1%	8.6%	13.4%
No	88.2%	82.2%	87.6%	92.5%	100.0%	92.7%	89.7%	79.3%	78.9%	91.4%	86.6%
<u>Q13-4. Instagram</u>											
Yes	11.7%	7.7%	3.8%	0.8%	0.0%	4.0%	5.9%	8.1%	11.1%	8.6%	6.6%
No	88.3%	92.3%	96.2%	99.2%	100.0%	96.0%	94.1%	91.9%	88.9%	91.4%	93.4%

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=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q13-5. Nextdoor

Yes	30.8%	27.8%	36.4%	23.0%	0.0%	29.0%	34.7%	25.2%	32.4%	16.7%	30.4%
No	69.2%	72.2%	63.6%	77.0%	100.0%	71.0%	65.3%	74.8%	67.6%	83.3%	69.6%

Q13-6. LinkedIn

Yes	10.4%	12.7%	9.5%	2.5%	20.0%	5.7%	7.5%	15.5%	13.9%	5.7%	9.9%
No	89.6%	87.3%	90.5%	97.5%	80.0%	94.3%	92.5%	84.5%	86.1%	94.3%	90.1%

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=536	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q13a. The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government

Agree	79.8%	71.8%	73.9%	48.1%	0.0%	64.3%	74.2%	74.8%	64.7%	71.4%	72.8%
Disagree	20.2%	28.2%	26.1%	51.9%	0.0%	35.7%	25.8%	25.2%	35.3%	28.6%	27.2%

Q14. Which ONE of the following is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements? (without "don't know")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q14. What is your preferred source for receiving Mecklenburg County news & announcements</u>											
Facebook	23.2%	19.7%	12.6%	7.1%	0.0%	12.2%	17.2%	16.4%	26.2%	11.1%	16.5%
Twitter	5.4%	3.9%	2.1%	0.8%	0.0%	3.1%	4.9%	1.2%	2.4%	0.0%	3.2%
YouTube	1.8%	1.5%	0.6%	0.8%	0.0%	0.8%	1.2%	1.2%	2.4%	0.0%	1.2%
Instagram	2.2%	0.9%	0.3%	0.8%	0.0%	2.3%	1.0%	0.6%	0.0%	0.0%	1.0%
Nextdoor	10.7%	9.7%	13.2%	7.1%	20.0%	10.7%	14.5%	5.2%	9.5%	11.1%	10.7%
LinkedIn	0.9%	0.0%	0.6%	0.0%	0.0%	0.8%	0.2%	0.9%	0.0%	0.0%	0.5%
Radio	10.3%	8.5%	9.3%	8.7%	0.0%	13.0%	8.8%	9.4%	4.8%	5.6%	9.3%
Newspaper	6.3%	10.0%	11.4%	26.8%	20.0%	13.0%	13.1%	9.1%	7.1%	16.7%	11.7%
Television	21.4%	29.4%	38.6%	40.2%	60.0%	26.7%	25.2%	45.0%	21.4%	38.9%	32.1%
Other	17.9%	16.4%	11.4%	7.9%	0.0%	17.6%	13.7%	10.9%	26.2%	16.7%	13.9%

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

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q15. Have you used County's website (MeckNC.gov) to access County news or information on Mecklenburg programs & services in past 12 months</u>											
Yes	37.7%	46.9%	33.1%	18.6%	0.0%	34.3%	38.4%	36.1%	23.8%	34.2%	36.4%
No	62.3%	53.1%	66.9%	81.4%	100.0%	65.7%	61.6%	63.9%	76.2%	65.8%	63.6%

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=393	Q30. Your age				Q29. Your race/ethnicity					Total	
	18-34	35-44	45-54	55-64	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other		
<u>Q15a. How often are you able to find what you are looking for when visiting County's website</u>											
Often	55.6%	45.9%	48.3%	39.1%	46.8%	48.5%	51.3%	40.0%	30.8%	48.3%	
Sometimes	33.3%	45.2%	49.2%	52.2%	42.6%	44.5%	42.0%	40.0%	69.2%	44.2%	
Rarely	11.1%	7.6%	2.5%	4.3%	10.6%	6.0%	5.9%	20.0%	0.0%	6.7%	
Never	0.0%	1.3%	0.0%	4.3%	0.0%	1.0%	0.8%	0.0%	0.0%	0.8%	

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q16-1. 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	7.6%	5.4%	10.0%	10.5%	0.0%	4.5%	6.2%	11.6%	11.9%	8.1%	7.9%
No	92.4%	94.6%	90.0%	89.5%	100.0%	95.5%	93.8%	88.4%	88.1%	91.9%	92.1%

Q16-2. Did you know County provides children with immunizations against vaccine-preventable diseases (e.g. polio, measles, etc.)

Yes	51.5%	62.2%	72.0%	65.3%	75.0%	58.3%	56.9%	75.8%	68.3%	55.3%	63.5%
No	48.5%	37.8%	28.0%	34.7%	25.0%	41.7%	43.1%	24.2%	31.7%	44.7%	36.5%

Q16-3. Did you know County offers HIV & sexually transmitted disease testing

Yes	50.2%	50.7%	56.8%	50.0%	80.0%	44.1%	42.7%	71.1%	51.2%	51.3%	52.6%
No	49.8%	49.3%	43.2%	50.0%	20.0%	55.9%	57.3%	28.9%	48.8%	48.7%	47.4%

Q16-4. Are you aware of a prevention method called PrEP, which is a pill taken to help prevent spread of HIV

Yes	25.8%	24.4%	19.5%	16.5%	0.0%	19.8%	18.3%	30.1%	16.3%	21.1%	22.1%
No	74.2%	75.6%	80.5%	83.5%	100.0%	80.2%	81.7%	69.9%	83.7%	78.9%	77.9%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q16-5. 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	51.3%	55.3%	60.0%	50.8%	75.0%	55.1%	49.7%	65.0%	60.0%	46.2%	55.5%
No	48.7%	44.7%	40.0%	49.2%	25.0%	44.9%	50.3%	35.0%	40.0%	53.8%	44.5%

Q16-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools

Yes	27.8%	30.9%	32.3%	26.0%	50.0%	29.1%	24.9%	39.6%	29.3%	25.6%	30.2%
No	72.2%	69.1%	67.7%	74.0%	50.0%	70.9%	75.1%	60.4%	70.7%	74.4%	69.8%

Q16-7. Did you know County offers training & foster home licensing for people interested in fostering or adopting

Yes	39.6%	44.3%	51.1%	47.6%	75.0%	42.6%	38.8%	59.1%	42.5%	46.2%	46.1%
No	60.4%	55.7%	48.9%	52.4%	25.0%	57.4%	61.2%	40.9%	57.5%	53.8%	53.9%

Q16-8. Did you know County provides services for children age birth to three who have developmental delays

Yes	32.5%	40.4%	38.0%	28.7%	50.0%	36.4%	30.8%	46.0%	36.6%	24.3%	36.3%
No	67.5%	59.6%	62.0%	71.3%	50.0%	63.6%	69.2%	54.0%	63.4%	75.7%	63.7%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q16-9. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?</u>											
Yes	34.5%	38.5%	38.2%	31.7%	75.0%	28.6%	28.3%	53.9%	30.8%	42.1%	36.8%
No	65.5%	61.5%	61.8%	68.3%	25.0%	71.4%	71.7%	46.1%	69.2%	57.9%	63.2%
<u>Q16-10. Did you know that County provides support to families with children ages birth through 5 years by connecting families to services & resources within community such as primary care, dental services & addressing barriers to care</u>											
Yes	34.6%	39.5%	42.8%	38.5%	75.0%	37.8%	33.6%	52.5%	24.4%	27.8%	39.4%
No	65.4%	60.5%	57.2%	61.5%	25.0%	62.2%	66.4%	47.5%	75.6%	72.2%	60.6%
<u>Q16-11. Did you know that County's parks are tobacco-free?</u>											
Yes	69.9%	69.7%	66.6%	64.7%	100.0%	68.6%	68.0%	68.9%	74.4%	59.5%	68.2%
No	30.1%	30.3%	33.4%	35.3%	0.0%	31.4%	32.0%	31.1%	25.6%	40.5%	31.8%
<u>Q16-12. Are you aware of property tax exclusions for low-income elderly or disabled homeowners</u>											
Yes	24.6%	27.7%	39.0%	41.6%	100.0%	26.3%	33.7%	34.8%	26.2%	27.8%	32.6%
No	75.4%	72.3%	61.0%	58.4%	0.0%	73.7%	66.3%	65.2%	73.8%	72.2%	67.4%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q16-13. Did you know that County departments have 3-Year Strategic Business Plans</u>											
Yes	12.1%	14.3%	17.8%	13.4%	0.0%	8.9%	15.7%	17.4%	7.5%	10.8%	14.8%
No	87.9%	85.7%	82.2%	86.6%	100.0%	91.1%	84.3%	82.6%	92.5%	89.2%	85.2%
<u>Q16-14. Have you seen County's Corporate 3-Year Strategic Business Plan</u>											
Yes	3.9%	2.9%	5.0%	6.6%	0.0%	1.5%	3.6%	5.9%	4.8%	8.1%	4.2%
No	96.1%	97.1%	95.0%	93.4%	100.0%	98.5%	96.4%	94.1%	95.2%	91.9%	95.8%
<u>Q16-15. Have you seen County's Annual Performance Report</u>											
Yes	6.0%	4.3%	6.5%	8.7%	0.0%	3.7%	5.7%	7.0%	4.8%	8.1%	5.9%
No	94.0%	95.7%	93.5%	91.3%	100.0%	96.3%	94.3%	93.0%	95.2%	91.9%	94.1%

Q17. Mecklenburg County Park and Recreation. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park and Recreation facility within the past 12 months? (without "don't know")

N=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q17. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park & Recreation facility within past 12 months

Yes	89.9%	84.5%	76.4%	55.5%	60.0%	83.6%	82.7%	72.9%	82.2%	66.7%	79.2%
No	10.1%	15.5%	23.6%	44.5%	40.0%	16.4%	17.3%	27.1%	17.8%	33.3%	20.8%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q18-1. Park</u>											
Daily	3.7%	5.5%	3.3%	1.5%	0.0%	5.2%	4.4%	2.5%	5.4%	3.8%	4.0%
Weekly	23.8%	20.7%	14.7%	7.4%	0.0%	20.0%	21.7%	13.4%	10.8%	11.5%	18.3%
Monthly	30.8%	25.2%	18.7%	13.2%	0.0%	26.1%	26.6%	17.6%	24.3%	15.4%	23.5%
Occasionally	32.7%	40.7%	50.9%	63.2%	100.0%	38.3%	39.5%	53.1%	45.9%	57.7%	43.9%
Rarely	7.9%	7.9%	9.2%	13.2%	0.0%	9.6%	6.9%	11.3%	8.1%	11.5%	8.8%
Never	0.9%	0.0%	3.3%	1.5%	0.0%	0.9%	0.9%	2.1%	5.4%	0.0%	1.4%
<u>Q18-2. Nature Preserve</u>											
Daily	0.0%	0.7%	0.4%	0.0%	0.0%	0.0%	0.0%	0.9%	2.9%	0.0%	0.4%
Weekly	4.3%	2.9%	1.9%	3.2%	0.0%	6.3%	2.9%	1.7%	2.9%	0.0%	3.0%
Monthly	19.7%	15.6%	10.3%	1.6%	0.0%	17.0%	17.7%	6.4%	11.4%	8.0%	13.8%
Occasionally	30.3%	29.3%	30.7%	19.0%	50.0%	30.4%	29.5%	25.8%	48.6%	28.0%	29.3%
Rarely	22.1%	25.7%	28.0%	36.5%	50.0%	27.7%	26.3%	27.5%	11.4%	32.0%	26.3%
Never	23.6%	25.7%	28.7%	39.7%	0.0%	18.8%	23.6%	37.8%	22.9%	32.0%	27.3%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q18-3. Greenway</u>											
Daily	5.2%	5.6%	3.7%	3.2%	0.0%	6.9%	5.2%	1.7%	11.4%	3.8%	4.7%
Weekly	19.0%	17.5%	10.5%	6.3%	0.0%	14.7%	18.6%	8.2%	14.3%	7.7%	14.6%
Monthly	18.5%	16.8%	19.5%	4.8%	0.0%	16.4%	23.6%	7.8%	17.1%	0.0%	17.2%
Occasionally	25.1%	30.1%	30.3%	22.2%	33.3%	30.2%	29.2%	24.7%	28.6%	38.5%	28.3%
Rarely	12.8%	14.7%	14.2%	19.0%	33.3%	15.5%	10.8%	19.5%	8.6%	26.9%	14.4%
Never	19.4%	15.4%	21.7%	44.4%	33.3%	16.4%	12.5%	38.1%	20.0%	23.1%	20.8%
<u>Q18-4. Recreation Center</u>											
Daily	0.0%	0.7%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	2.9%	0.0%	0.3%
Weekly	5.0%	4.0%	3.5%	6.5%	0.0%	2.7%	3.5%	6.5%	2.9%	3.8%	4.3%
Monthly	6.4%	7.3%	3.9%	6.5%	0.0%	2.7%	5.8%	8.7%	2.9%	0.0%	5.9%
Occasionally	21.3%	20.4%	22.0%	21.0%	0.0%	14.3%	15.9%	32.0%	23.5%	26.9%	21.0%
Rarely	24.8%	26.5%	31.4%	22.6%	100.0%	30.4%	26.3%	28.1%	26.5%	26.9%	27.5%
Never	42.6%	41.1%	39.2%	43.5%	0.0%	49.1%	48.4%	24.7%	41.2%	42.3%	41.1%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q18-5. Pool</u>											
Daily	0.0%	1.4%	0.8%	0.0%	0.0%	0.0%	0.5%	0.4%	8.8%	0.0%	0.8%
Weekly	1.5%	2.5%	1.6%	0.0%	0.0%	1.8%	2.3%	0.9%	2.9%	0.0%	1.8%
Monthly	5.0%	1.4%	0.8%	1.7%	0.0%	0.0%	1.8%	3.1%	2.9%	8.0%	2.1%
Occasionally	10.6%	13.8%	9.4%	8.3%	0.0%	5.4%	10.3%	15.9%	11.8%	4.0%	11.1%
Rarely	17.1%	18.8%	21.5%	16.7%	50.0%	16.2%	17.8%	23.3%	17.6%	20.0%	19.2%
Never	65.8%	62.0%	66.0%	73.3%	50.0%	76.6%	67.3%	56.4%	55.9%	68.0%	65.1%
<u>Q18-6. Senior Center</u>											
Daily	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.1%
Weekly	0.0%	0.0%	1.6%	7.8%	0.0%	0.9%	0.8%	2.2%	0.0%	0.0%	1.1%
Monthly	0.5%	0.0%	1.6%	1.6%	0.0%	0.0%	0.5%	1.7%	0.0%	0.0%	0.8%
Occasionally	3.0%	3.3%	7.5%	17.2%	100.0%	1.8%	3.3%	13.1%	2.9%	0.0%	5.8%
Rarely	8.6%	9.6%	14.9%	21.9%	0.0%	10.8%	9.7%	16.6%	11.8%	12.5%	12.0%
Never	87.9%	86.7%	74.5%	51.6%	0.0%	86.5%	85.8%	66.4%	82.4%	87.5%	80.2%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q18-7. Nature Center</u>											
Daily	0.5%	0.4%	0.4%	0.0%	0.0%	0.0%	0.5%	0.0%	2.9%	0.0%	0.4%
Weekly	1.0%	2.2%	0.4%	1.6%	0.0%	2.7%	1.0%	1.3%	0.0%	0.0%	1.3%
Monthly	7.5%	3.3%	3.5%	0.0%	0.0%	3.6%	5.6%	3.1%	0.0%	0.0%	4.2%
Occasionally	21.1%	23.1%	25.7%	18.0%	0.0%	21.6%	25.6%	18.0%	32.4%	20.0%	22.9%
Rarely	23.1%	28.2%	21.0%	27.9%	0.0%	28.8%	24.3%	24.6%	11.8%	24.0%	24.4%
Never	46.7%	42.9%	49.0%	52.5%	100.0%	43.2%	43.0%	53.1%	52.9%	56.0%	46.9%
<u>Q18-8. Other</u>											
Daily	10.0%	8.3%	8.3%	0.0%	0.0%	0.0%	5.9%	13.3%	0.0%	0.0%	7.9%
Weekly	20.0%	33.3%	41.7%	50.0%	0.0%	100.0%	35.3%	20.0%	0.0%	33.3%	34.2%
Monthly	40.0%	25.0%	0.0%	0.0%	0.0%	0.0%	35.3%	0.0%	0.0%	33.3%	18.4%
Occasionally	20.0%	33.3%	25.0%	25.0%	0.0%	0.0%	17.6%	40.0%	0.0%	33.3%	26.3%
Rarely	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%	5.3%
Never	10.0%	0.0%	8.3%	25.0%	0.0%	0.0%	5.9%	13.3%	0.0%	0.0%	7.9%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q19-1. Park</u>											
Excellent	26.4%	23.5%	15.4%	19.0%	0.0%	29.5%	21.1%	19.4%	13.9%	20.0%	21.4%
Very good	36.8%	45.6%	46.9%	38.1%	50.0%	37.5%	45.7%	43.6%	38.9%	28.0%	43.1%
Good	26.4%	25.6%	31.5%	38.1%	50.0%	25.0%	28.5%	29.1%	30.6%	40.0%	28.7%
Fair	9.9%	4.2%	6.3%	1.6%	0.0%	7.1%	4.1%	7.5%	16.7%	8.0%	6.1%
Poor	0.5%	1.1%	0.0%	3.2%	0.0%	0.9%	0.7%	0.4%	0.0%	4.0%	0.7%
<u>Q19-2. Nature Preserve</u>											
Excellent	20.7%	21.8%	17.5%	3.7%	0.0%	22.8%	18.2%	21.6%	0.0%	33.3%	19.0%
Very good	43.7%	41.3%	40.6%	33.3%	50.0%	38.0%	45.8%	36.0%	44.4%	8.3%	41.5%
Good	26.7%	33.5%	34.4%	63.0%	50.0%	34.2%	31.3%	34.2%	40.7%	58.3%	33.5%
Fair	8.1%	3.4%	6.9%	0.0%	0.0%	3.8%	4.4%	8.1%	14.8%	0.0%	5.6%
Poor	0.7%	0.0%	0.6%	0.0%	0.0%	1.3%	0.4%	0.0%	0.0%	0.0%	0.4%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q19-3. Greenway</u>											
Excellent	28.2%	28.6%	22.5%	11.1%	0.0%	30.5%	25.6%	24.8%	11.1%	33.3%	25.7%
Very good	35.6%	39.4%	39.8%	51.9%	0.0%	36.8%	44.3%	29.8%	37.0%	11.1%	39.1%
Good	27.6%	26.8%	35.6%	33.3%	0.0%	28.4%	26.7%	38.0%	37.0%	44.4%	30.1%
Fair	7.4%	5.2%	1.6%	3.7%	0.0%	3.2%	2.8%	7.4%	14.8%	11.1%	4.6%
Poor	1.2%	0.0%	0.5%	0.0%	0.0%	1.1%	0.6%	0.0%	0.0%	0.0%	0.5%
 <u>Q19-4. Recreation Center</u>											
Excellent	25.8%	11.1%	12.5%	0.0%	0.0%	20.5%	13.4%	15.5%	5.9%	0.0%	14.3%
Very good	22.5%	34.1%	33.7%	23.1%	0.0%	25.0%	30.6%	33.8%	11.8%	25.0%	30.1%
Good	37.1%	43.0%	41.3%	65.4%	100.0%	47.7%	44.0%	36.5%	64.7%	58.3%	43.0%
Fair	14.6%	10.4%	11.5%	11.5%	0.0%	6.8%	11.9%	12.2%	17.6%	16.7%	11.8%
Poor	0.0%	1.5%	1.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.8%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q19-5. Pool</u>											
Excellent	20.4%	11.0%	14.5%	0.0%	0.0%	12.5%	14.6%	15.0%	14.3%	0.0%	14.1%
Very good	24.5%	28.0%	32.7%	27.3%	0.0%	37.5%	29.3%	27.5%	21.4%	16.7%	28.3%
Good	36.7%	48.8%	32.7%	45.5%	0.0%	37.5%	36.6%	43.8%	42.9%	66.7%	40.9%
Fair	16.3%	9.8%	18.2%	27.3%	0.0%	6.3%	17.1%	12.5%	21.4%	16.7%	14.6%
Poor	2.0%	2.4%	1.8%	0.0%	0.0%	6.3%	2.4%	1.3%	0.0%	0.0%	2.0%
<u>Q19-6. Senior Center</u>											
Excellent	22.2%	12.5%	16.0%	19.2%	0.0%	9.1%	21.4%	14.1%	22.2%	0.0%	16.5%
Very good	0.0%	25.0%	38.0%	30.8%	100.0%	27.3%	35.7%	28.1%	0.0%	0.0%	28.3%
Good	55.6%	43.8%	32.0%	46.2%	0.0%	45.5%	33.3%	43.8%	44.4%	100.0%	40.9%
Fair	16.7%	12.5%	14.0%	0.0%	0.0%	9.1%	9.5%	10.9%	22.2%	0.0%	11.0%
Poor	5.6%	6.3%	0.0%	3.8%	0.0%	9.1%	0.0%	3.1%	11.1%	0.0%	3.1%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q19-7. Nature Center</u>											
Excellent	17.2%	18.6%	14.3%	5.3%	0.0%	16.0%	16.6%	17.4%	5.6%	16.7%	16.1%
Very good	37.9%	34.1%	37.1%	31.6%	0.0%	38.0%	42.0%	26.7%	16.7%	16.7%	35.8%
Good	35.6%	38.8%	41.9%	42.1%	0.0%	40.0%	36.5%	39.5%	55.6%	66.7%	39.3%
Fair	9.2%	7.8%	6.7%	15.8%	0.0%	6.0%	5.0%	15.1%	16.7%	0.0%	8.2%
Poor	0.0%	0.8%	0.0%	5.3%	0.0%	0.0%	0.0%	1.2%	5.6%	0.0%	0.6%
 <u>Q19-8. Other</u>											
Excellent	42.9%	33.3%	22.2%	100.0%	0.0%	66.7%	30.8%	33.3%	0.0%	0.0%	34.6%
Very good	28.6%	44.4%	22.2%	0.0%	0.0%	33.3%	38.5%	11.1%	0.0%	100.0%	30.8%
Good	14.3%	0.0%	33.3%	0.0%	0.0%	0.0%	7.7%	33.3%	0.0%	0.0%	15.4%
Fair	14.3%	11.1%	22.2%	0.0%	0.0%	0.0%	23.1%	11.1%	0.0%	0.0%	15.4%
Poor	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	3.8%

Q20. 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=1116	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q20. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months

Yes	17.0%	18.0%	17.3%	12.7%	0.0%	16.4%	14.9%	21.5%	15.6%	8.1%	16.8%
No	83.0%	82.0%	82.7%	87.3%	100.0%	83.6%	85.1%	78.5%	84.4%	91.9%	83.2%

Q20a. (If NO to Question 20) 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=885	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q20a-1. You are not aware of programs</u>											
Yes	72.3%	62.7%	63.7%	59.7%	50.0%	61.8%	68.7%	58.2%	70.4%	81.5%	65.2%
No	27.7%	37.3%	36.3%	40.3%	50.0%	38.2%	31.3%	41.8%	29.6%	18.5%	34.8%
<u>Q20a-2. There are no convenient locations</u>											
Yes	21.2%	37.3%	35.0%	30.2%	0.0%	33.3%	22.2%	38.7%	47.1%	47.6%	31.8%
No	78.8%	62.7%	65.0%	69.8%	100.0%	66.7%	77.8%	61.3%	52.9%	52.4%	68.2%
<u>Q20a-3. There are no convenient times</u>											
Yes	28.1%	33.0%	29.1%	37.5%	0.0%	33.3%	22.7%	34.7%	50.0%	45.0%	30.7%
No	71.9%	67.0%	70.9%	62.5%	100.0%	66.7%	77.3%	65.3%	50.0%	55.0%	69.3%
<u>Q20a-4. You have no interest in programs</u>											
Yes	40.5%	31.3%	43.9%	58.3%	50.0%	44.9%	46.9%	33.6%	26.1%	31.6%	41.2%
No	59.5%	68.7%	56.1%	41.7%	50.0%	55.1%	53.1%	66.4%	73.9%	68.4%	58.8%

Q20a. (If NO to Question 20) 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=885	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q20a-5. Cost of program</u>											
Yes	10.5%	22.0%	30.4%	33.3%	0.0%	19.1%	12.1%	31.0%	60.0%	52.6%	23.3%
No	89.5%	78.0%	69.6%	66.7%	100.0%	80.9%	87.9%	69.0%	40.0%	47.4%	76.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q21-1. Mecklenburg County Aquatic Center</u>											
Very familiar	16.2%	23.8%	19.8%	11.2%	0.0%	10.2%	15.2%	30.1%	14.6%	13.2%	19.2%
Somewhat familiar	32.8%	37.5%	41.2%	34.4%	40.0%	38.0%	38.7%	36.6%	39.0%	21.1%	37.3%
Not familiar	51.0%	38.7%	39.0%	54.4%	60.0%	51.8%	46.1%	33.3%	46.3%	65.8%	43.5%
<u>Q21-2. Ray's Splash Planet (an indoor water park & fitness center)</u>											
Very familiar	19.0%	25.1%	14.6%	7.1%	0.0%	6.6%	12.0%	32.6%	11.9%	21.1%	18.1%
Somewhat familiar	29.3%	32.7%	34.7%	17.5%	40.0%	34.6%	32.5%	29.7%	33.3%	7.9%	31.0%
Not familiar	51.7%	42.3%	50.7%	75.4%	60.0%	58.8%	55.4%	37.7%	54.8%	71.1%	50.9%
<u>Q21-3. Grayson Skate Park</u>											
Very familiar	5.4%	3.8%	4.2%	2.4%	0.0%	3.0%	2.5%	7.5%	2.4%	2.8%	4.1%
Somewhat familiar	8.3%	9.4%	10.5%	6.5%	0.0%	9.6%	7.9%	11.4%	14.3%	0.0%	9.2%
Not familiar	86.3%	86.8%	85.3%	91.1%	100.0%	87.4%	89.7%	81.0%	83.3%	97.2%	86.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q21-4. Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center</u>											
Very familiar	38.0%	37.7%	34.3%	22.8%	20.0%	27.2%	34.9%	39.3%	26.2%	23.7%	34.6%
Somewhat familiar	36.8%	39.4%	45.4%	43.3%	40.0%	47.8%	44.8%	35.5%	33.3%	34.2%	41.5%
Not familiar	25.2%	22.9%	20.3%	33.9%	40.0%	25.0%	20.3%	25.1%	40.5%	42.1%	23.9%
<u>Q21-5. Historic St. Mary's Chapel</u>											
Very familiar	7.1%	7.9%	13.0%	13.0%	0.0%	6.8%	9.7%	13.3%	2.4%	2.7%	9.9%
Somewhat familiar	13.7%	19.8%	21.2%	22.8%	20.0%	15.8%	20.0%	19.0%	23.8%	16.2%	19.3%
Not familiar	79.3%	72.3%	65.7%	64.2%	80.0%	77.4%	70.2%	67.8%	73.8%	81.1%	70.8%
<u>Q21-6. McDowell Nature Preserve Campground</u>											
Very familiar	10.8%	13.2%	13.6%	8.7%	0.0%	11.1%	11.7%	13.8%	9.5%	10.8%	12.1%
Somewhat familiar	21.2%	19.0%	26.7%	20.6%	0.0%	22.2%	21.1%	22.8%	33.3%	18.9%	22.1%
Not familiar	68.0%	67.8%	59.7%	70.6%	100.0%	66.7%	67.2%	63.4%	57.1%	70.3%	65.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q21-7. Ramsey Creek Beach</u>											
Very familiar	9.5%	7.9%	9.7%	8.1%	0.0%	8.2%	8.6%	10.9%	2.4%	2.7%	8.8%
Somewhat familiar	16.2%	22.6%	24.4%	17.7%	0.0%	20.1%	20.7%	22.1%	28.6%	13.5%	21.1%
Not familiar	74.3%	69.5%	65.9%	74.2%	100.0%	71.6%	70.7%	67.1%	69.0%	83.8%	70.1%
<u>Q21-8. Grady Cole Event Center</u>											
Very familiar	16.1%	19.2%	20.3%	22.2%	20.0%	8.8%	11.8%	35.7%	9.5%	21.1%	19.1%
Somewhat familiar	21.9%	35.0%	35.8%	23.0%	20.0%	22.8%	31.4%	32.4%	33.3%	34.2%	30.9%
Not familiar	62.0%	45.8%	43.9%	54.8%	60.0%	68.4%	56.8%	31.8%	57.1%	44.7%	50.0%
<u>Q21-9. Sportsplex at Matthews</u>											
Very familiar	6.2%	9.4%	7.1%	6.5%	0.0%	6.7%	7.5%	9.1%	2.4%	2.7%	7.5%
Somewhat familiar	16.2%	17.0%	18.5%	11.3%	20.0%	14.9%	18.8%	13.6%	21.4%	13.5%	16.7%
Not familiar	77.6%	73.7%	74.4%	82.3%	80.0%	78.4%	73.8%	77.3%	76.2%	83.8%	75.8%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q21-10. Indoor & outdoor shelters (any park location)</u>											
Very familiar	32.6%	30.3%	25.5%	23.0%	20.0%	23.9%	23.2%	40.0%	19.5%	21.6%	28.4%
Somewhat familiar	34.3%	37.9%	42.5%	34.1%	40.0%	34.3%	44.0%	31.3%	39.0%	27.0%	38.1%
Not familiar	33.1%	31.8%	32.0%	42.9%	40.0%	41.8%	32.8%	28.7%	41.5%	51.4%	33.5%
 <u>Q21-11. County fitness centers</u>											
Very familiar	5.4%	7.0%	4.8%	2.4%	0.0%	0.7%	2.5%	12.2%	2.4%	2.7%	5.3%
Somewhat familiar	17.9%	16.7%	23.5%	17.5%	0.0%	17.0%	16.5%	26.3%	16.7%	8.1%	19.3%
Not familiar	76.7%	76.3%	71.7%	80.2%	100.0%	82.2%	81.0%	61.5%	81.0%	89.2%	75.4%

Q22. Charlotte Mecklenburg Library. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, check out materials, access wireless internet or a computer, attend a program or community event)? (without "don't know")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q22. Have you visited or used a Charlotte Mecklenburg library for any reason within past 12 months</u>											
Yes	53.5%	67.3%	70.1%	64.9%	40.0%	61.7%	63.1%	69.6%	71.1%	52.6%	64.9%
No	46.5%	32.7%	29.9%	35.1%	60.0%	38.3%	36.9%	30.4%	28.9%	47.4%	35.1%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN? (without "none chosen")

N=713	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q22a. Which Charlotte Mecklenburg library have you visited most often within past 12 months</u>											
Cornelius	1.6%	1.3%	0.4%	3.6%	0.0%	2.3%	1.5%	0.4%	3.1%	0.0%	1.3%
Davidson	0.8%	1.7%	1.6%	1.2%	0.0%	1.1%	1.5%	1.3%	3.1%	0.0%	1.4%
Hickory Grove	6.3%	5.1%	7.9%	2.4%	100.0%	8.0%	2.4%	11.1%	6.3%	5.0%	6.2%
ImaginOn (East 7th St. Uptown)	7.0%	6.4%	0.8%	1.2%	0.0%	3.4%	3.9%	4.3%	3.1%	5.0%	4.0%
Independence Reg. (Conference Dr & Monroe)	2.3%	3.4%	5.1%	9.6%	0.0%	4.6%	5.4%	3.8%	6.3%	0.0%	4.7%
Main Library (Uptown)	9.4%	8.5%	4.3%	1.2%	0.0%	8.0%	6.3%	6.0%	3.1%	5.0%	6.2%
Matthews	4.7%	6.4%	3.1%	4.8%	0.0%	5.7%	6.3%	1.7%	9.4%	0.0%	4.7%
Mint Hill	1.6%	3.0%	3.5%	7.2%	0.0%	6.9%	4.2%	0.4%	9.4%	5.0%	3.5%
Morrison Regional (closed for part of year)	2.3%	5.5%	5.1%	6.0%	0.0%	8.0%	7.2%	0.4%	3.1%	0.0%	4.8%
Mountain Island	7.0%	6.8%	2.8%	3.6%	0.0%	2.3%	4.5%	6.4%	6.3%	5.0%	4.9%
Myers Park	4.7%	1.7%	3.1%	1.2%	0.0%	3.4%	4.5%	0.4%	0.0%	0.0%	2.7%
North County Reg. (Huntersville)	3.1%	4.7%	6.7%	7.2%	0.0%	10.3%	6.6%	2.1%	3.1%	5.0%	5.4%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN? (without "none chosen") (cont.)

N=713	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q22a. Which Charlotte Mecklenburg library have you visited most often within past 12 months (cont.)</u>											
Plaza Midwood	7.8%	2.5%	1.2%	0.0%	0.0%	2.3%	3.9%	1.7%	0.0%	0.0%	2.7%
Scaleybark	3.9%	1.3%	2.4%	1.2%	0.0%	0.0%	2.1%	3.0%	0.0%	5.0%	2.1%
South County Reg. (Rea Road)	10.2%	9.7%	15.7%	14.5%	0.0%	14.9%	18.9%	0.9%	28.1%	5.0%	12.4%
Steele Creek	7.0%	8.1%	5.9%	4.8%	0.0%	6.9%	6.0%	7.7%	3.1%	10.0%	6.6%
Sugar Creek	2.3%	1.7%	3.9%	1.2%	0.0%	0.0%	0.6%	6.0%	0.0%	10.0%	2.5%
University City Reg. (E. WT Harris)	9.4%	10.6%	12.6%	8.4%	0.0%	8.0%	8.1%	17.1%	6.3%	0.0%	10.7%
West Boulevard	1.6%	3.0%	5.5%	7.2%	0.0%	0.0%	1.2%	9.8%	3.1%	10.0%	4.2%
Beatties Ford Road Regional	4.7%	5.9%	5.9%	9.6%	0.0%	1.1%	1.5%	13.7%	0.0%	30.0%	6.2%
Library website (cmlibrary.org)	2.3%	2.5%	2.0%	2.4%	0.0%	2.3%	3.0%	1.3%	3.1%	0.0%	2.3%
I do not know library name, but I can provide area or street	0.0%	0.4%	0.4%	1.2%	0.0%	0.0%	0.6%	0.4%	0.0%	0.0%	0.4%

Q22b. (If YES to Question 22) 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=713

	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
	<u>Q22b. Approximately how many times have you visited or used Charlotte Mecklenburg Library in person in a typical month</u>										
Less than once a month	46.7%	47.6%	51.4%	54.5%	0.0%	53.7%	51.4%	45.0%	51.6%	55.0%	49.8%
Once a month	21.3%	17.9%	17.1%	13.0%	0.0%	18.3%	17.3%	19.5%	12.9%	5.0%	17.6%
Twice a month	14.8%	13.1%	15.9%	18.2%	0.0%	13.4%	12.7%	17.7%	12.9%	30.0%	14.9%
Three to four times a month	11.5%	13.5%	9.8%	10.4%	0.0%	8.5%	12.7%	10.9%	19.4%	0.0%	11.5%
Five or more times a month	5.7%	7.9%	5.7%	3.9%	0.0%	6.1%	5.9%	6.8%	3.2%	10.0%	6.2%

Q22c. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library DIGITALLY (e.g. online, mobile app, etc.)? (without "don't know")

N=713

	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
	<u>Q22c. Approximately how many times have you visited or used Charlotte Mecklenburg Library digitally in a typical month</u>										
Less than once a month	68.1%	63.8%	60.5%	72.1%	50.0%	63.3%	62.5%	69.7%	50.0%	70.6%	64.4%
Once a month	11.2%	10.7%	10.5%	7.4%	0.0%	12.7%	10.5%	9.7%	10.7%	0.0%	10.2%
Twice a month	5.2%	8.2%	9.0%	7.4%	50.0%	6.3%	7.8%	8.6%	10.7%	11.8%	8.1%
Three to four times a month	7.8%	9.7%	10.5%	2.9%	0.0%	15.2%	8.1%	5.1%	17.9%	11.8%	8.7%
Five or more times a month	7.8%	7.7%	9.5%	10.3%	0.0%	2.5%	11.1%	6.9%	10.7%	5.9%	8.6%

Q23. When accessing Charlotte Mecklenburg Library materials, which format do you prefer? (without "don't know")

N=713	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q23. Which format do you prefer when accessing Charlotte Mecklenburg Library materials</u>											
Physical (e.g. print book, CD, DVD, etc.)	44.8%	47.5%	43.5%	48.7%	100.0%	48.8%	51.1%	37.3%	46.7%	35.3%	45.7%
Digital (eBook, eAudio, eVideo, eMagazines)	7.2%	5.9%	10.0%	5.3%	0.0%	4.9%	8.8%	6.8%	13.3%	0.0%	7.6%
Both physical & digital	38.4%	29.9%	35.1%	18.4%	0.0%	36.6%	29.7%	33.6%	26.7%	35.3%	31.8%
I don't access Charlotte Mecklenburg Library materials	8.0%	16.3%	10.0%	25.0%	0.0%	9.8%	9.8%	19.5%	13.3%	29.4%	13.6%
Other	1.6%	0.5%	1.3%	2.6%	0.0%	0.0%	0.6%	2.7%	0.0%	0.0%	1.2%

Q24. Please indicate your level of agreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")

N=713	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	<u>18-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65+</u>	<u>Hispanic/ Latino descent</u>	<u>White</u>	<u>African American</u>	<u>Asian/ Pacific Islander</u>	<u>Other</u>	
<u>Q24-1. Is a top institution in the community</u>											
Strongly agree	38.6%	39.4%	43.5%	44.3%	50.0%	42.0%	41.2%	44.2%	19.4%	41.2%	41.3%
Agree	56.1%	55.3%	50.4%	51.4%	50.0%	51.9%	54.0%	50.0%	71.0%	58.8%	53.3%
Disagree	5.3%	3.4%	4.3%	4.3%	0.0%	4.9%	3.8%	4.4%	6.5%	0.0%	4.1%
Strongly disagree	0.0%	1.9%	1.7%	0.0%	0.0%	1.2%	1.0%	1.5%	3.2%	0.0%	1.3%
 <u>Q24-2. Is a community champion for pre-K to third grade literacy</u>											
Strongly agree	43.4%	41.6%	38.0%	27.9%	0.0%	26.2%	43.9%	41.1%	22.7%	46.2%	39.3%
Agree	48.2%	54.2%	55.8%	62.8%	100.0%	60.0%	52.9%	53.6%	63.6%	46.2%	54.6%
Disagree	7.2%	3.6%	3.7%	9.3%	0.0%	9.2%	3.2%	4.2%	9.1%	7.7%	4.8%
Strongly disagree	1.2%	0.6%	2.5%	0.0%	0.0%	4.6%	0.0%	1.2%	4.5%	0.0%	1.3%

Q24. Please indicate your level of agreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")

N=713	Q30. Your age					Q29. Your race/ethnicity					Total
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q24-3. Is a community champion for equal access to digital resources & skills

Strongly agree	39.8%	40.1%	35.5%	28.8%	50.0%	28.1%	39.0%	40.9%	21.4%	41.2%	37.4%
Agree	58.3%	57.7%	59.6%	65.4%	50.0%	67.2%	59.3%	54.1%	71.4%	58.8%	59.2%
Disagree	0.9%	1.1%	3.8%	3.8%	0.0%	1.6%	1.7%	2.8%	7.1%	0.0%	2.3%
Strongly disagree	0.9%	1.1%	1.1%	1.9%	0.0%	3.1%	0.0%	2.2%	0.0%	0.0%	1.1%

Q24-4. Is a community champion for equal access to resources citizens need to improve their lives

Strongly agree	40.4%	39.6%	38.9%	30.2%	50.0%	32.4%	42.9%	37.6%	18.5%	50.0%	38.6%
Agree	55.8%	56.7%	53.4%	62.3%	50.0%	55.9%	53.8%	57.1%	66.7%	50.0%	55.8%
Disagree	2.9%	2.7%	6.2%	5.7%	0.0%	7.4%	2.9%	3.7%	14.8%	0.0%	4.3%
Strongly disagree	1.0%	1.1%	1.6%	1.9%	0.0%	4.4%	0.4%	1.6%	0.0%	0.0%	1.3%

Q25. Voting in Mecklenburg County. Did you vote in the November 2017 local election? (without "don't know")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q25. Did you vote in November 2017 local election</u>											
Yes	50.0%	74.9%	85.2%	84.2%	80.0%	60.1%	74.5%	81.3%	52.3%	74.4%	73.9%
No	50.0%	25.1%	14.8%	15.8%	20.0%	39.9%	25.5%	18.7%	47.7%	25.6%	26.1%

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2017 local election, did you use an early voting site? (without "don't know")

N=811	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q25a. Did you use an early voting site in November 2017 local election</u>											
Yes	53.8%	51.6%	59.1%	65.8%	25.0%	52.4%	50.4%	64.9%	63.6%	67.9%	56.6%
No	46.2%	48.4%	40.9%	34.2%	75.0%	47.6%	49.6%	35.1%	36.4%	32.1%	43.4%

Q25b. (If YES to Question 25a) Please rate your overall experience at the early voting site. (without "don't know")

N=454	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q25b. Your overall experience at early voting site</u>											
Excellent	59.4%	61.8%	60.8%	67.6%	100.0%	62.8%	68.3%	57.8%	28.6%	47.4%	61.8%
Good	31.3%	32.1%	34.8%	29.6%	0.0%	25.6%	29.6%	35.3%	57.1%	42.1%	32.7%
Fair	9.4%	5.3%	4.4%	2.8%	0.0%	11.6%	2.0%	6.9%	14.3%	5.3%	5.3%
Poor	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.2%

Q25c. (If NO or DON'T KNOW to Question 25a) Please rate your overall experience at the early voting site. (without "don't know")

N=357	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q25c. Your overall experience at your voting location</u>											
Excellent	35.8%	54.8%	55.5%	57.6%	0.0%	63.2%	51.1%	47.1%	71.4%	42.9%	51.7%
Good	60.4%	36.5%	37.3%	33.3%	50.0%	26.3%	40.4%	48.2%	14.3%	57.1%	40.6%
Fair	3.8%	6.1%	6.4%	6.1%	50.0%	5.3%	6.7%	4.7%	14.3%	0.0%	6.0%
Poor	0.0%	2.6%	0.9%	3.0%	0.0%	5.3%	1.7%	0.0%	0.0%	0.0%	1.6%

Q26. Other Programs Offered by Mecklenburg County. How do you usually get information about residential curbside recycling?

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	
<u>Q26. How do you usually get information about residential curbside recycling</u>											
Internet websites	29.0%	25.0%	28.6%	10.4%	0.0%	26.8%	27.0%	20.8%	21.7%	33.3%	25.0%
Local City/County website	25.3%	26.4%	21.3%	15.6%	0.0%	22.5%	22.4%	23.1%	28.3%	25.6%	22.9%
Social media (Facebook, Twitter, etc.)	8.6%	8.5%	5.4%	3.0%	0.0%	3.5%	6.8%	6.6%	13.0%	12.8%	6.9%
Friends & neighbors	38.8%	42.9%	40.2%	49.6%	60.0%	38.0%	44.4%	39.3%	39.1%	41.0%	41.7%
Other	13.5%	18.2%	21.0%	31.9%	40.0%	16.2%	18.3%	23.7%	17.4%	20.5%	19.7%

Q27. Please rate your level of familiarity with the following programs offered by Mecklenburg County. (without "not provided")

N=1116	<u>Q30. Your age</u>					<u>Q29. Your race/ethnicity</u>					<u>Total</u>
	18-34	35-44	45-54	55-64	65+	Hispanic/ Latino descent	White	African American	Asian/ Pacific Islander	Other	

Q27-1. Mecklenburg County's air quality agency that works to achieve & maintain healthy air

Very familiar	6.5%	4.3%	4.6%	6.7%	0.0%	5.6%	4.6%	6.4%	0.0%	5.1%	5.1%
Somewhat familiar	17.1%	24.5%	31.0%	34.3%	20.0%	25.4%	25.0%	30.1%	25.0%	12.8%	26.2%
Not familiar	76.3%	71.2%	64.4%	59.0%	80.0%	69.0%	70.3%	63.5%	75.0%	82.1%	68.7%

Q27-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, County-specific air monitoring information

Very familiar	4.9%	3.1%	4.4%	5.3%	0.0%	3.5%	3.9%	5.0%	2.3%	5.1%	4.2%
Somewhat familiar	16.7%	19.1%	21.0%	19.7%	20.0%	20.6%	17.1%	23.0%	20.5%	12.8%	19.3%
Not familiar	78.4%	77.8%	74.6%	75.0%	80.0%	75.9%	79.0%	72.0%	77.3%	82.1%	76.5%

Section 7:
Cross-Tabular Data by
Household Income

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

N=1116

Q38. 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	0.0%	1.3%	1.5%	2.3%	3.0%	2.7%	1.7%	1.7%	2.0%
1-2 years	4.3%	2.6%	1.5%	8.5%	7.9%	6.0%	5.8%	5.5%	5.5%
3-4 years	4.3%	9.1%	6.1%	6.9%	9.1%	8.1%	14.5%	11.6%	9.1%
5-10 years	15.2%	9.1%	15.2%	12.3%	23.0%	16.1%	21.5%	26.0%	17.8%
11-15 years	2.2%	13.0%	15.2%	13.1%	11.5%	14.1%	14.0%	14.9%	13.0%
15+ years	73.9%	64.9%	60.6%	56.9%	45.5%	53.0%	42.4%	40.3%	52.7%

Q3. Mecklenburg County Government. Please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1116

	Q38. 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	

Q3-1. There is value in the services I receive for fees I pay/local tax overall

Strongly agree	7.9%	10.2%	7.4%	13.9%	9.0%	13.0%	15.9%	16.1%	12.8%
Agree	47.4%	64.4%	48.1%	57.4%	67.7%	63.4%	70.1%	65.5%	62.9%
Disagree	31.6%	16.9%	29.6%	22.6%	18.7%	19.8%	11.6%	12.6%	18.6%
Strongly disagree	13.2%	8.5%	14.8%	6.1%	4.5%	3.8%	2.4%	5.7%	5.8%

Q3-2. Mecklenburg County provides quality services to residents

Strongly agree	7.7%	10.8%	10.3%	10.7%	8.4%	12.6%	15.2%	14.1%	11.4%
Agree	46.2%	64.6%	50.0%	63.9%	71.0%	69.6%	73.2%	70.6%	67.0%
Disagree	30.8%	16.9%	31.0%	22.1%	18.7%	15.6%	8.5%	13.5%	17.7%
Strongly disagree	15.4%	7.7%	8.6%	3.3%	1.9%	2.2%	3.0%	1.8%	3.8%

Q3. Mecklenburg County Government. Please rate your level of agreement with the following statements about Mecklenburg County. (without "don't know")

N=1116	Q38. 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	

Q3-3. I am satisfied with amount of opportunities for citizen participation in County policy development & decision making

Strongly agree	7.5%	8.5%	3.6%	9.9%	5.3%	8.7%	9.4%	8.4%	7.4%
Agree	42.5%	54.2%	47.3%	45.9%	52.6%	56.5%	52.0%	51.1%	50.3%
Disagree	35.0%	23.7%	32.7%	37.8%	36.1%	25.2%	28.3%	26.0%	31.9%
Strongly disagree	15.0%	13.6%	16.4%	6.3%	6.0%	9.6%	10.2%	14.5%	10.4%

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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116

Q38. 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+	

Q4-1. Mecklenburg County as a place to live

Excellent	17.4%	19.7%	10.6%	19.4%	23.5%	26.8%	28.7%	31.9%	24.1%
Good	39.1%	42.1%	51.5%	50.4%	50.6%	54.4%	59.6%	57.1%	52.7%
Fair	34.8%	32.9%	25.8%	25.6%	24.1%	16.1%	11.1%	9.3%	19.1%
Poor	8.7%	5.3%	12.1%	4.7%	1.8%	2.7%	0.6%	1.6%	4.2%

Q4-2. Mecklenburg County as a place to learn

Excellent	19.6%	16.0%	18.5%	21.4%	16.0%	17.5%	16.6%	16.4%	17.2%
Good	39.1%	52.0%	40.0%	51.6%	48.1%	36.4%	48.4%	45.2%	44.9%
Fair	30.4%	24.0%	29.2%	23.0%	22.4%	32.9%	26.8%	25.4%	27.1%
Poor	10.9%	8.0%	12.3%	4.0%	13.5%	13.3%	8.3%	13.0%	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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116	Q38. 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+	

Q4-3. Mecklenburg County as a place to work

Excellent	15.2%	15.3%	10.9%	23.4%	19.0%	24.3%	27.6%	29.2%	22.7%
Good	41.3%	47.2%	54.7%	51.6%	60.1%	60.1%	59.4%	60.7%	56.9%
Fair	26.1%	29.2%	21.9%	22.6%	17.7%	12.2%	11.8%	8.4%	15.9%
Poor	17.4%	8.3%	12.5%	2.4%	3.2%	3.4%	1.2%	1.7%	4.5%

Q4-4. Mecklenburg County as a place to recreate

Excellent	11.4%	20.5%	10.2%	16.1%	19.4%	22.4%	24.6%	22.3%	19.5%
Good	47.7%	37.0%	45.8%	52.4%	52.5%	44.8%	49.7%	48.6%	47.9%
Fair	31.8%	32.9%	33.9%	25.8%	25.6%	25.2%	23.4%	24.6%	26.5%
Poor	9.1%	9.6%	10.2%	5.6%	2.5%	7.7%	2.4%	4.6%	6.0%

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. With this in mind, please rate the following aspects of Mecklenburg County. (without "don't know")

N=1116	Q38. 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	

Q4-5. Mecklenburg County as a community that is moving in right direction

Excellent	19.1%	17.6%	11.5%	13.6%	15.1%	14.6%	21.9%	16.2%	15.8%
Good	23.4%	35.1%	41.0%	43.2%	45.3%	41.0%	43.2%	44.7%	41.7%
Fair	42.6%	33.8%	26.2%	31.2%	28.3%	36.8%	29.0%	25.7%	30.9%
Poor	14.9%	13.5%	21.3%	12.0%	11.3%	7.6%	5.9%	13.4%	11.6%

Q4-6. Overall quality of life in Mecklenburg County

Excellent	19.1%	14.7%	6.2%	11.8%	13.9%	15.0%	19.8%	20.9%	15.6%
Good	36.2%	49.3%	56.9%	55.1%	59.6%	60.5%	62.2%	62.1%	58.3%
Fair	36.2%	29.3%	27.7%	26.8%	21.7%	21.8%	16.9%	15.4%	21.8%
Poor	8.5%	6.7%	9.2%	6.3%	4.8%	2.7%	1.2%	1.6%	4.3%

Q6. County Policy. Do you agree that high-quality preschool programs should be made available for every child in Mecklenburg County? (without "don't know")

N=1116

	Q38. 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. Do you agree that high quality preschool programs should be made available for every child in Mecklenburg County

Yes	87.5%	88.7%	90.0%	93.3%	85.7%	88.1%	85.2%	78.7%	85.3%
No	12.5%	11.3%	10.0%	6.7%	14.3%	11.9%	14.8%	21.3%	14.7%

Q6a. (If YES to Question 6) Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-Kindergarten (Pre-K) programs? (without "don't know")

N=850

	Q38. 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+	

Q6a. Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-K programs

Yes	58.3%	60.0%	50.0%	71.0%	68.2%	77.6%	80.4%	72.0%	69.2%
No	41.7%	40.0%	50.0%	29.0%	31.8%	22.4%	19.6%	28.0%	30.8%

Q7. Are you aware that the Mecklenburg Board of County Commission meetings are broadcast online at MeckNC.gov, as well as on Government Spectrum TV Channel 16 and through social media on Twitter and Facebook? (without "don't know")

N=1116

	Q38. 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+	

Q7. Are you aware that Mecklenburg Board of County Commission meetings are broadcast online on MeckNC.gov, as well as on Government Spectrum TV Channel 16 & through social media on Twitter & Facebook

Yes	62.5%	54.3%	53.8%	48.3%	53.3%	56.8%	54.5%	58.2%	55.0%
No	37.5%	45.7%	46.2%	51.7%	46.7%	43.2%	45.5%	41.8%	45.0%

Q7a. (If YES to Question 7) What source(s) have you viewed or followed the meetings with?

N=566

	Q38. 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. What source(s) have you viewed or followed meetings with

MeckNC.gov	52.0%	44.7%	37.1%	46.4%	45.7%	39.2%	31.9%	24.2%	38.2%
Channel 16	44.0%	42.1%	57.1%	46.4%	42.0%	40.5%	51.6%	43.4%	45.2%
Twitter	0.0%	0.0%	0.0%	0.0%	6.2%	7.6%	6.6%	6.1%	4.4%
Facebook	16.0%	26.3%	11.4%	19.6%	22.2%	12.7%	15.4%	17.2%	16.8%

Q8. Revaluation is a process in which all property within a taxing jurisdiction is revalued to its current market value. The Mecklenburg County Assessor's Office appraises all real property (land, buildings, and other improvements to land). With this in mind, please answer each of the following questions. (without "don't know")

N=1116	Q38. 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	

Q8-1. Do you own real property (e.g. land, residential or commercial)

Yes	39.1%	49.3%	48.5%	66.4%	75.2%	81.8%	90.8%	94.5%	76.5%
No	60.9%	50.7%	51.5%	33.6%	24.8%	18.2%	9.2%	5.5%	23.5%

Q8-2. Are you aware that Mecklenburg County will be conducting a County-wide revaluation in 2019

Yes	12.5%	25.4%	22.6%	23.3%	35.4%	34.7%	49.1%	43.0%	35.5%
No	87.5%	74.6%	77.4%	76.7%	64.6%	65.3%	50.9%	57.0%	64.5%

Q8-3. Are you aware of County's revaluation website (meckreval.com)

Yes	9.5%	6.8%	10.8%	11.0%	14.6%	13.0%	15.0%	15.3%	13.1%
No	90.5%	93.2%	89.2%	89.0%	85.4%	87.0%	85.0%	84.7%	86.9%

Q8-4. Do you know how to contact County Assessor's Office in the event that you have questions about 2019 revaluation

Yes	31.0%	38.6%	33.9%	32.6%	31.4%	38.5%	36.3%	39.9%	35.6%
No	69.0%	61.4%	66.1%	67.4%	68.6%	61.5%	63.7%	60.1%	64.4%

Q9. County Communication. 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=1116

	Q38. 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 email feature

Very likely	41.0%	27.8%	33.8%	38.8%	46.3%	51.4%	53.6%	51.4%	45.0%
Likely	46.2%	44.4%	52.3%	45.5%	42.5%	39.6%	42.3%	41.1%	43.4%
Unlikely	10.3%	20.8%	7.7%	12.4%	9.4%	6.3%	2.4%	6.3%	8.3%
Very unlikely	2.6%	6.9%	6.2%	3.3%	1.9%	2.8%	1.8%	1.1%	3.3%

Q10. If you had 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=1116

	Q38. 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 likely would you be to use text feature

Very likely	32.5%	24.3%	26.6%	28.7%	34.4%	30.8%	34.1%	34.7%	30.4%
Likely	35.0%	43.2%	37.5%	33.6%	31.2%	34.9%	28.1%	30.7%	33.3%
Unlikely	22.5%	24.3%	21.9%	23.0%	22.9%	24.7%	27.5%	25.6%	24.7%
Very unlikely	10.0%	8.1%	14.1%	14.8%	11.5%	9.6%	10.2%	9.1%	11.6%

Q11. 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=1116

	Q38. 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. How good of a job does Mecklenburg County government do communicating information about County issues, services, & performance to public

Excellent	9.8%	2.7%	3.4%	4.4%	2.8%	2.9%	1.2%	2.4%	2.9%
Good	29.3%	34.2%	44.1%	39.5%	30.8%	28.7%	38.5%	36.1%	34.0%
Fair	41.5%	52.1%	32.2%	41.2%	50.3%	52.9%	49.1%	42.2%	46.3%
Poor	19.5%	11.0%	20.3%	14.9%	16.1%	15.4%	11.2%	19.3%	16.8%

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=1116

	Q38. 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. Do you consider Mecklenburg County government to be open & transparent with information about County issues, services, & performance

Yes	58.3%	55.3%	47.6%	60.0%	61.8%	50.5%	62.8%	55.8%	55.1%
No	41.7%	44.7%	52.4%	40.0%	38.2%	49.5%	37.2%	44.2%	44.9%

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=1116

Q38. 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+		

Q13-1. Facebook

Yes	32.4%	40.0%	31.5%	27.0%	35.8%	25.5%	29.0%	26.3%	29.0%
No	67.6%	60.0%	68.5%	73.0%	64.2%	74.5%	71.0%	73.7%	71.0%

Q13-2. Twitter

Yes	5.6%	5.9%	11.5%	10.9%	15.8%	10.7%	13.2%	19.2%	12.8%
No	94.4%	94.1%	88.5%	89.1%	84.2%	89.3%	86.8%	80.8%	87.2%

Q13-3. YouTube

Yes	18.4%	22.2%	25.5%	10.7%	13.1%	11.3%	9.9%	9.9%	13.4%
No	81.6%	77.8%	74.5%	89.3%	86.9%	88.7%	90.1%	90.1%	86.6%

Q13-4. Instagram

Yes	5.6%	10.1%	9.6%	3.6%	7.0%	7.9%	4.0%	8.1%	6.6%
No	94.4%	89.9%	90.4%	96.4%	93.0%	92.1%	96.0%	91.9%	93.4%

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=1116

Q38. 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+	

Q13-5. Nextdoor

Yes	11.8%	19.4%	13.0%	30.4%	35.1%	31.5%	39.6%	33.7%	30.4%
No	88.2%	80.6%	87.0%	69.6%	64.9%	68.5%	60.4%	66.3%	69.6%

Q13-6. LinkedIn

Yes	8.6%	9.2%	11.5%	13.4%	9.0%	7.2%	12.3%	10.5%	9.9%
No	91.4%	90.8%	88.5%	86.6%	91.0%	92.8%	87.7%	89.5%	90.1%

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=536	Q38. 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+	
<u>Q13a. The information I receive from Mecklenburg County social media keeps me informed about what is happening in Mecklenburg County government</u>									
Agree	57.1%	81.5%	70.8%	70.0%	74.2%	66.1%	72.6%	79.0%	72.8%
Disagree	42.9%	18.5%	29.2%	30.0%	25.8%	33.9%	27.4%	21.0%	27.2%

Q14. Which ONE of the following is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements? (without "don't know")

N=1116

	Q38. 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	

Q14. What is your preferred source for receiving Mecklenburg County news & announcements

Facebook	14.3%	23.6%	14.3%	15.0%	20.1%	15.9%	15.7%	17.4%	16.5%
Twitter	0.0%	0.0%	3.2%	1.7%	3.9%	2.9%	2.5%	7.8%	3.2%
YouTube	4.8%	2.8%	0.0%	0.8%	0.0%	0.7%	1.3%	2.4%	1.2%
Instagram	0.0%	1.4%	1.6%	0.8%	0.6%	0.7%	1.3%	0.6%	1.0%
Nextdoor	0.0%	6.9%	4.8%	11.7%	6.5%	14.5%	13.8%	14.4%	10.7%
LinkedIn	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	1.3%	0.6%	0.5%
Radio	7.1%	5.6%	6.3%	10.0%	11.0%	9.4%	7.5%	12.0%	9.3%
Newspaper	9.5%	9.7%	11.1%	12.5%	12.3%	13.8%	9.4%	9.0%	11.7%
Television	52.4%	44.4%	50.8%	40.8%	28.6%	26.8%	32.1%	16.8%	32.1%
Other	11.9%	5.6%	7.9%	6.7%	16.2%	15.2%	15.1%	19.2%	13.9%

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

N=1116

	Q38. 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 (MeckNC.gov) to access County news or information on Mecklenburg programs & services in past 12 months

Yes	36.4%	24.3%	32.3%	31.0%	35.4%	31.7%	43.7%	50.3%	36.4%
No	63.6%	75.7%	67.7%	69.0%	64.6%	68.3%	56.3%	49.7%	63.6%

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=393

	Q38. 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	43.8%	38.9%	40.0%	48.7%	49.1%	63.0%	45.2%	47.1%	48.3%
Sometimes	50.0%	55.6%	45.0%	46.2%	43.9%	32.6%	46.6%	41.4%	44.2%
Rarely	6.3%	5.6%	10.0%	5.1%	7.0%	4.3%	6.8%	10.3%	6.7%
Never	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	1.4%	1.1%	0.8%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116

	Q38. 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+	

Q16-1. 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	9.8%	6.9%	9.7%	12.4%	7.8%	6.4%	9.5%	5.7%	7.9%
No	90.2%	93.1%	90.3%	87.6%	92.2%	93.6%	90.5%	94.3%	92.1%

Q16-2. Did you know County provides children with immunizations against vaccine-preventable diseases (e.g. polio, measles, etc.)

Yes	72.1%	76.1%	70.8%	72.7%	67.7%	60.4%	58.4%	57.4%	63.5%
No	27.9%	23.9%	29.2%	27.3%	32.3%	39.6%	41.6%	42.6%	36.5%

Q16-3. Did you know County offers HIV & sexually transmitted disease testing

Yes	68.2%	68.1%	62.1%	64.2%	52.2%	51.0%	50.9%	39.1%	52.6%
No	31.8%	31.9%	37.9%	35.8%	47.8%	49.0%	49.1%	60.9%	47.4%

Q16-4. Are you aware of a prevention method called PrEP, which is a pill taken to help prevent spread of HIV

Yes	26.2%	23.6%	18.5%	24.6%	21.4%	24.6%	19.8%	21.3%	22.1%
No	73.8%	76.4%	81.5%	75.4%	78.6%	75.4%	80.2%	78.7%	77.9%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116

Q38. 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+	

Q16-5. 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	55.6%	68.1%	69.2%	58.1%	59.6%	56.6%	54.8%	43.5%	55.5%
No	44.4%	31.9%	30.8%	41.9%	40.4%	43.4%	45.2%	56.5%	44.5%

Q16-6. Did you know County has a youth prevention program which provides educational programming on teen dating violence in Charlotte-Mecklenburg schools

Yes	45.2%	36.1%	40.0%	35.6%	27.7%	28.7%	25.3%	27.5%	30.2%
No	54.8%	63.9%	60.0%	64.4%	72.3%	71.3%	74.7%	72.5%	69.8%

Q16-7. Did you know County offers training & foster home licensing for people interested in fostering or adopting

Yes	42.9%	56.2%	61.3%	47.6%	46.2%	48.6%	41.4%	40.3%	46.1%
No	57.1%	43.8%	38.7%	52.4%	53.8%	51.4%	58.6%	59.7%	53.9%

Q16-8. Did you know County provides services for children age birth to three who have developmental delays

Yes	38.6%	41.4%	46.9%	41.3%	40.8%	35.0%	28.9%	33.7%	36.3%
No	61.4%	58.6%	53.1%	58.7%	59.2%	65.0%	71.1%	66.3%	63.7%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116	Q38. 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	

Q16-9. Did you know County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?

Yes	62.2%	58.3%	41.9%	46.7%	39.4%	35.9%	30.6%	24.9%	36.8%
No	37.8%	41.7%	58.1%	53.3%	60.6%	64.1%	69.4%	75.1%	63.2%

Q16-10. Did you know that County provides support to families with children ages birth through 5 years by connecting families to services & resources within community such as primary care, dental services & addressing barriers to care

Yes	57.1%	53.4%	43.8%	40.3%	43.9%	35.2%	37.3%	37.4%	39.4%
No	42.9%	46.6%	56.3%	59.7%	56.1%	64.8%	62.7%	62.6%	60.6%

Q16-11. Did you know that County's parks are tobacco-free?

Yes	51.1%	60.3%	64.2%	72.7%	69.0%	71.9%	74.4%	67.6%	68.2%
No	48.9%	39.7%	35.8%	27.3%	31.0%	28.1%	25.6%	32.4%	31.8%

Q16-12. Are you aware of property tax exclusions for low-income elderly or disabled homeowners

Yes	30.2%	32.9%	25.0%	26.2%	35.1%	35.2%	31.2%	36.9%	32.6%
No	69.8%	67.1%	75.0%	73.8%	64.9%	64.8%	68.8%	63.1%	67.4%

Q16. Programs, Services, and Initiatives. Please answer each of the following questions. (without "don't know")

N=1116

	Q38. 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+	

Q16-13. Did you know that County departments have 3-Year Strategic Business Plans

Yes	9.8%	10.0%	14.3%	13.4%	15.6%	15.3%	15.9%	20.0%	14.8%
No	90.2%	90.0%	85.7%	86.6%	84.4%	84.7%	84.1%	80.0%	85.2%

Q16-14. Have you seen County's Corporate 3-Year Strategic Business Plan

Yes	4.9%	0.0%	7.6%	3.3%	3.9%	4.8%	3.6%	5.6%	4.2%
No	95.1%	100.0%	92.4%	96.7%	96.1%	95.2%	96.4%	94.4%	95.8%

Q16-15. Have you seen County's Annual Performance Report

Yes	2.3%	1.4%	7.6%	7.2%	4.5%	7.5%	7.2%	6.8%	5.9%
No	97.7%	98.6%	92.4%	92.8%	95.5%	92.5%	92.8%	93.2%	94.1%

Q17. Mecklenburg County Park and Recreation. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park and Recreation facility within the past 12 months? (without "don't know")

N=1116

Q38. 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. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park & Recreation facility within past 12 months

Yes	69.8%	65.8%	60.0%	72.2%	79.1%	80.1%	88.3%	91.1%	79.2%
No	30.2%	34.2%	40.0%	27.8%	20.9%	19.9%	11.7%	8.9%	20.8%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860

Q38. 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+	

Q18-1. Park

Daily	0.0%	4.2%	5.1%	3.4%	3.9%	5.2%	4.0%	5.6%	4.0%
Weekly	13.8%	10.4%	12.8%	15.9%	18.0%	20.9%	20.5%	26.1%	18.3%
Monthly	10.3%	16.7%	15.4%	18.2%	23.4%	17.4%	28.5%	31.1%	23.5%
Occasionally	48.3%	58.3%	56.4%	48.9%	44.5%	49.6%	36.4%	32.3%	43.9%
Rarely	17.2%	8.3%	10.3%	12.5%	9.4%	4.3%	8.6%	5.0%	8.8%
Never	10.3%	2.1%	0.0%	1.1%	0.8%	2.6%	2.0%	0.0%	1.4%

Q18-2. Nature Preserve

Daily	3.6%	0.0%	0.0%	1.2%	0.8%	0.0%	0.0%	0.0%	0.4%
Weekly	0.0%	4.3%	0.0%	0.0%	1.6%	3.6%	5.6%	5.2%	3.0%
Monthly	0.0%	2.2%	10.5%	14.3%	17.6%	8.9%	16.2%	17.0%	13.8%
Occasionally	32.1%	23.9%	23.7%	26.2%	31.2%	31.3%	32.4%	32.0%	29.3%
Rarely	21.4%	26.1%	42.1%	25.0%	25.6%	31.3%	18.3%	26.8%	26.3%
Never	42.9%	43.5%	23.7%	33.3%	23.2%	25.0%	27.5%	19.0%	27.3%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860

Q38. 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+	

Q18-3. Greenway

Daily	0.0%	0.0%	2.7%	2.3%	6.3%	6.2%	4.1%	7.0%	4.7%
Weekly	3.6%	2.2%	5.4%	12.6%	15.0%	19.5%	18.9%	18.4%	14.6%
Monthly	0.0%	8.7%	5.4%	11.5%	12.6%	14.2%	23.0%	29.1%	17.2%
Occasionally	28.6%	26.1%	29.7%	24.1%	26.0%	27.4%	33.1%	29.7%	28.3%
Rarely	21.4%	17.4%	27.0%	20.7%	18.9%	14.2%	8.1%	7.6%	14.4%
Never	46.4%	45.7%	29.7%	28.7%	21.3%	18.6%	12.8%	8.2%	20.8%

Q18-4. Recreation Center

Daily	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.7%	0.3%
Weekly	7.4%	2.2%	7.9%	6.0%	2.4%	4.5%	7.3%	1.3%	4.3%
Monthly	7.4%	4.4%	7.9%	3.6%	6.5%	4.5%	5.1%	6.0%	5.9%
Occasionally	18.5%	35.6%	34.2%	26.2%	22.0%	19.6%	19.7%	18.1%	21.0%
Rarely	22.2%	17.8%	31.6%	28.6%	26.8%	26.8%	29.9%	25.5%	27.5%
Never	44.4%	40.0%	18.4%	34.5%	42.3%	44.6%	38.0%	48.3%	41.1%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860

	Q38. 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+
<u>Q18-5. Pool</u>									
Daily	3.6%	2.2%	0.0%	1.2%	0.0%	1.8%	0.7%	0.0%	0.8%
Weekly	0.0%	2.2%	0.0%	3.6%	1.6%	0.9%	1.5%	2.7%	1.8%
Monthly	3.6%	2.2%	5.3%	1.2%	3.3%	2.7%	2.2%	1.3%	2.1%
Occasionally	14.3%	20.0%	15.8%	19.3%	8.2%	10.8%	8.0%	9.4%	11.1%
Rarely	3.6%	13.3%	23.7%	22.9%	20.5%	18.0%	19.7%	17.4%	19.2%
Never	75.0%	60.0%	55.3%	51.8%	66.4%	65.8%	67.9%	69.1%	65.1%

Q18-6. Senior Center

Daily	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.1%
Weekly	6.9%	4.3%	0.0%	1.2%	0.8%	0.0%	1.5%	0.0%	1.1%
Monthly	3.4%	2.2%	5.3%	0.0%	0.0%	0.0%	1.5%	0.0%	0.8%
Occasionally	17.2%	10.9%	7.9%	13.1%	5.0%	5.4%	4.5%	2.0%	5.8%
Rarely	13.8%	15.2%	23.7%	17.9%	6.7%	12.6%	11.2%	6.8%	12.0%
Never	58.6%	67.4%	63.2%	66.7%	87.5%	82.0%	81.3%	91.2%	80.2%

Q18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)? (without "not provided")

N=860

	Q38. 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+	

Q18-7. Nature Center

Daily	0.0%	2.2%	0.0%	1.2%	0.0%	0.9%	0.0%	0.0%	0.4%
Weekly	0.0%	0.0%	0.0%	1.2%	2.5%	0.9%	2.2%	1.4%	1.3%
Monthly	0.0%	2.2%	5.3%	6.0%	5.8%	4.5%	5.1%	3.4%	4.2%
Occasionally	25.9%	15.2%	5.3%	21.4%	26.7%	23.4%	23.4%	24.5%	22.9%
Rarely	14.8%	30.4%	36.8%	16.7%	25.0%	22.5%	28.5%	23.1%	24.4%
Never	59.3%	50.0%	52.6%	53.6%	40.0%	47.7%	40.9%	47.6%	46.9%

Q18-8. Other

Daily	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	16.7%	25.0%	7.9%
Weekly	25.0%	50.0%	50.0%	40.0%	0.0%	50.0%	50.0%	0.0%	34.2%
Monthly	0.0%	0.0%	0.0%	40.0%	14.3%	0.0%	16.7%	75.0%	18.4%
Occasionally	50.0%	0.0%	50.0%	0.0%	71.4%	25.0%	16.7%	0.0%	26.3%
Rarely	25.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	5.3%
Never	0.0%	50.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	7.9%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860	Q38. 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+	
<u>Q19-1. Park</u>									
Excellent	20.0%	18.2%	15.8%	24.7%	26.0%	25.0%	17.0%	22.8%	21.4%
Very good	32.0%	47.7%	31.6%	44.7%	36.2%	40.7%	51.0%	47.5%	43.1%
Good	28.0%	22.7%	42.1%	21.2%	31.5%	30.6%	28.6%	23.4%	28.7%
Fair	16.0%	11.4%	7.9%	7.1%	6.3%	3.7%	3.4%	5.1%	6.1%
Poor	4.0%	0.0%	2.6%	2.4%	0.0%	0.0%	0.0%	1.3%	0.7%
<u>Q19-2. Nature Preserve</u>									
Excellent	7.7%	30.0%	9.1%	21.3%	26.7%	17.4%	17.9%	20.6%	19.0%
Very good	15.4%	15.0%	40.9%	40.4%	37.2%	44.9%	47.4%	45.8%	41.5%
Good	61.5%	45.0%	40.9%	31.9%	31.4%	30.4%	31.6%	27.1%	33.5%
Fair	15.4%	10.0%	9.1%	6.4%	3.5%	7.2%	3.2%	5.6%	5.6%
Poor	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.9%	0.4%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860	Q38. 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	

Q19-3. Greenway

Excellent	23.1%	17.4%	9.5%	27.8%	34.7%	29.6%	28.8%	24.1%	25.7%
Very good	23.1%	34.8%	28.6%	40.7%	29.5%	35.8%	44.8%	46.1%	39.1%
Good	38.5%	47.8%	47.6%	25.9%	26.3%	30.9%	24.8%	25.5%	30.1%
Fair	15.4%	0.0%	14.3%	5.6%	8.4%	3.7%	1.6%	3.5%	4.6%
Poor	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.7%	0.5%

Q19-4. Recreation Center

Excellent	18.2%	18.2%	16.0%	14.0%	24.6%	11.6%	11.1%	14.3%	14.3%
Very good	27.3%	36.4%	44.0%	41.9%	21.1%	25.6%	28.6%	30.4%	30.1%
Good	27.3%	27.3%	36.0%	34.9%	42.1%	53.5%	52.4%	39.3%	43.0%
Fair	27.3%	18.2%	0.0%	9.3%	10.5%	9.3%	7.9%	14.3%	11.8%
Poor	0.0%	0.0%	4.0%	0.0%	1.8%	0.0%	0.0%	1.8%	0.8%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860

	Q38. 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+	
<u>Q19-5. Pool</u>									
Excellent	11.1%	18.8%	13.3%	14.3%	22.6%	19.2%	11.5%	6.1%	14.1%
Very good	22.2%	12.5%	46.7%	39.3%	12.9%	30.8%	26.9%	33.3%	28.3%
Good	44.4%	31.3%	26.7%	28.6%	48.4%	42.3%	50.0%	45.5%	40.9%
Fair	22.2%	31.3%	13.3%	14.3%	16.1%	7.7%	7.7%	15.2%	14.6%
Poor	0.0%	6.3%	0.0%	3.6%	0.0%	0.0%	3.8%	0.0%	2.0%

Q19-6. Senior Center

Excellent	15.4%	16.7%	18.2%	15.8%	21.1%	11.1%	20.0%	8.3%	16.5%
Very good	23.1%	25.0%	27.3%	31.6%	15.8%	33.3%	40.0%	33.3%	28.3%
Good	30.8%	41.7%	45.5%	52.6%	47.4%	33.3%	33.3%	41.7%	40.9%
Fair	23.1%	16.7%	9.1%	0.0%	10.5%	16.7%	0.0%	16.7%	11.0%
Poor	7.7%	0.0%	0.0%	0.0%	5.3%	5.6%	6.7%	0.0%	3.1%

Q19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months. (without "not provided/not applicable")

N=860

	Q38. 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+	

Q19-7. Nature Center

Excellent	9.1%	25.0%	15.4%	21.9%	23.5%	10.9%	14.9%	14.3%	16.1%
Very good	18.2%	12.5%	15.4%	34.4%	32.4%	39.1%	41.8%	48.2%	35.8%
Good	36.4%	43.8%	53.8%	34.4%	35.3%	41.3%	40.3%	30.4%	39.3%
Fair	36.4%	18.8%	15.4%	9.4%	7.4%	6.5%	3.0%	7.1%	8.2%
Poor	0.0%	0.0%	0.0%	0.0%	1.5%	2.2%	0.0%	0.0%	0.6%

Q19-8. Other

Excellent	50.0%	100.0%	0.0%	100.0%	40.0%	0.0%	33.3%	0.0%	34.6%
Very good	0.0%	0.0%	100.0%	0.0%	20.0%	33.3%	50.0%	33.3%	30.8%
Good	50.0%	0.0%	0.0%	0.0%	20.0%	33.3%	0.0%	33.3%	15.4%
Fair	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	16.7%	33.3%	15.4%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	3.8%

Q20. 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=1116

	Q38. 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	

Q20. Have you participated in any recreation, athletic, or nature program offered by Mecklenburg County Park & Recreation Department within past 12 months

Yes	12.2%	14.1%	14.3%	15.2%	13.8%	18.6%	22.6%	16.2%	16.8%
No	87.8%	85.9%	85.7%	84.8%	86.3%	81.4%	77.4%	83.8%	83.2%

Q20a. (If NO to Question 20) 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=885

	Q38. 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-1. You are not aware of programs

Yes	57.7%	64.3%	59.5%	61.0%	63.3%	70.4%	68.5%	65.1%	65.2%
No	42.3%	35.7%	40.5%	39.0%	36.7%	29.6%	31.5%	34.9%	34.8%

Q20a-2. There are no convenient locations

Yes	62.5%	34.5%	38.5%	44.7%	30.4%	27.3%	28.8%	19.3%	31.8%
No	37.5%	65.5%	61.5%	55.3%	69.6%	72.7%	71.2%	80.7%	68.2%

Q20a-3. There are no convenient times

Yes	28.6%	41.4%	55.6%	43.2%	28.3%	20.4%	22.0%	23.3%	30.7%
No	71.4%	58.6%	44.4%	56.8%	71.7%	79.6%	78.0%	76.7%	69.3%

Q20a-4. You have no interest in programs

Yes	58.8%	25.8%	29.0%	44.1%	42.1%	37.3%	35.2%	42.2%	41.2%
No	41.2%	74.2%	71.0%	55.9%	57.9%	62.7%	64.8%	57.8%	58.8%

Q20a. (If NO to Question 20) 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=885	Q38. 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+	
<u>Q20a-5. Cost of program</u>									
Yes	69.2%	44.8%	48.0%	31.0%	30.4%	10.0%	6.7%	4.8%	23.3%
No	30.8%	55.2%	52.0%	69.0%	69.6%	90.0%	93.3%	95.2%	76.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116

Q38. 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+	

Q21-1. Mecklenburg County Aquatic Center

Very familiar	15.6%	14.1%	21.2%	19.5%	18.4%	18.6%	18.6%	24.4%	19.2%
Somewhat familiar	31.1%	46.5%	31.8%	44.5%	31.3%	33.8%	41.3%	31.8%	37.3%
Not familiar	53.3%	39.4%	47.0%	35.9%	50.3%	47.6%	40.1%	43.8%	43.5%

Q21-2. Ray's Splash Planet (an indoor water park & fitness center)

Very familiar	20.0%	14.1%	22.7%	23.4%	15.4%	21.2%	19.2%	16.6%	18.1%
Somewhat familiar	33.3%	38.0%	18.2%	23.4%	32.7%	32.9%	31.7%	33.1%	31.0%
Not familiar	46.7%	47.9%	59.1%	53.1%	51.9%	45.9%	49.1%	50.3%	50.9%

Q21-3. Grayson Skate Park

Very familiar	2.2%	5.6%	6.1%	1.6%	6.8%	3.5%	4.2%	4.0%	4.1%
Somewhat familiar	17.8%	5.6%	7.6%	10.3%	5.6%	11.1%	9.1%	10.9%	9.2%
Not familiar	80.0%	88.7%	86.4%	88.1%	87.7%	85.4%	86.7%	85.1%	86.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116

Q38. 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+	

Q21-4. Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center

Very familiar	22.2%	27.8%	27.3%	33.6%	41.2%	32.4%	42.3%	34.1%	34.6%
Somewhat familiar	37.8%	48.6%	37.9%	35.9%	34.5%	46.2%	38.7%	46.0%	41.5%
Not familiar	40.0%	23.6%	34.8%	30.5%	24.2%	21.4%	19.0%	19.9%	23.9%

Q21-5. Historic St. Mary's Chapel

Very familiar	2.2%	11.3%	3.1%	10.3%	9.9%	13.1%	13.3%	6.3%	9.9%
Somewhat familiar	15.6%	16.9%	28.1%	19.0%	17.3%	16.6%	19.3%	20.7%	19.3%
Not familiar	82.2%	71.8%	68.8%	70.6%	72.8%	70.3%	67.5%	73.0%	70.8%

Q21-6. McDowell Nature Preserve Campground

Very familiar	6.8%	11.4%	10.8%	11.0%	13.4%	19.3%	14.5%	9.8%	12.1%
Somewhat familiar	15.9%	17.1%	16.9%	19.7%	23.2%	20.7%	25.9%	23.0%	22.1%
Not familiar	77.3%	71.4%	72.3%	69.3%	63.4%	60.0%	59.6%	67.2%	65.7%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116

Q38. 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+	

Q21-7. Ramsey Creek Beach

Very familiar	4.5%	11.8%	12.3%	8.7%	12.3%	9.0%	6.0%	9.1%	8.8%
Somewhat familiar	18.2%	20.6%	16.9%	19.7%	22.1%	19.3%	27.7%	21.1%	21.1%
Not familiar	77.3%	67.6%	70.8%	71.7%	65.6%	71.7%	66.3%	69.7%	70.1%

Q21-8. Grady Cole Event Center

Very familiar	18.2%	22.5%	18.5%	29.4%	19.5%	20.4%	17.5%	12.5%	19.1%
Somewhat familiar	31.8%	31.0%	35.4%	32.5%	26.2%	32.0%	28.3%	30.1%	30.9%
Not familiar	50.0%	46.5%	46.2%	38.1%	54.3%	47.6%	54.2%	57.4%	50.0%

Q21-9. Sportsplex at Matthews

Very familiar	2.3%	7.2%	7.7%	3.9%	9.9%	5.5%	10.3%	9.1%	7.5%
Somewhat familiar	9.1%	10.1%	16.9%	14.1%	14.9%	20.0%	17.6%	21.7%	16.7%
Not familiar	88.6%	82.6%	75.4%	82.0%	75.2%	74.5%	72.1%	69.1%	75.8%

Q21. Please rate how familiar you are with each of the following facilities offered by the Mecklenburg County Park and Recreation Department. (without "not provided")

N=1116

Q38. 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+	

Q21-10. Indoor & outdoor shelters (any park location)

Very familiar	25.0%	35.2%	26.2%	36.2%	29.6%	29.5%	30.1%	23.9%	28.4%
Somewhat familiar	29.5%	28.2%	38.5%	33.1%	34.0%	39.7%	41.0%	40.3%	38.1%
Not familiar	45.5%	36.6%	35.4%	30.7%	36.4%	30.8%	28.9%	35.8%	33.5%

Q21-11. County fitness centers

Very familiar	4.5%	7.0%	7.7%	5.5%	8.0%	4.8%	4.8%	4.6%	5.3%
Somewhat familiar	27.3%	18.3%	20.0%	26.6%	17.3%	18.6%	21.7%	16.0%	19.3%
Not familiar	68.2%	74.6%	72.3%	68.0%	74.7%	76.6%	73.5%	79.4%	75.4%

Q22. Charlotte Mecklenburg Library. Within the past 12 months, have you visited or used a Charlotte Mecklenburg Library for any reason (e.g. to vote, check out materials, access wireless internet or a computer, attend a program or community event)? (without "don't know")

N=1116

Q38. 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. Have you visited or used a Charlotte Mecklenburg library for any reason within past 12 months

Yes	68.2%	67.1%	55.2%	66.2%	61.8%	61.6%	66.9%	66.3%	64.9%
No	31.8%	32.9%	44.8%	33.8%	38.2%	38.4%	33.1%	33.7%	35.1%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN? (without "none chosen")

N=713	Q38. 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+
<u>Q22a. Which Charlotte Mecklenburg library have you visited most often within past 12 months</u>									
Cornelius	0.0%	0.0%	0.0%	1.2%	3.0%	2.2%	0.9%	1.7%	1.3%
Davidson	0.0%	0.0%	0.0%	1.2%	1.0%	2.2%	2.6%	1.7%	1.4%
Hickory Grove	10.3%	10.2%	13.9%	8.1%	6.9%	10.0%	1.7%	2.5%	6.2%
ImaginOn (East 7th St. Uptown)	0.0%	0.0%	2.8%	3.5%	4.0%	4.4%	6.1%	3.4%	4.0%
Independence Reg. (Conference Dr & Monroe)	3.4%	8.2%	2.8%	9.3%	5.0%	4.4%	1.7%	3.4%	4.7%
Main Library (Uptown)	13.8%	2.0%	11.1%	8.1%	0.0%	6.7%	6.1%	10.9%	6.2%
Matthews	0.0%	0.0%	5.6%	1.2%	5.0%	5.6%	8.7%	4.2%	4.7%
Mint Hill	3.4%	4.1%	2.8%	4.7%	2.0%	5.6%	2.6%	2.5%	3.5%
Morrison Regional (closed for part of year)	0.0%	0.0%	0.0%	1.2%	4.0%	4.4%	8.7%	9.2%	4.8%
Mountain Island	0.0%	0.0%	8.3%	3.5%	6.9%	6.7%	7.0%	5.9%	4.9%
Myers Park	0.0%	0.0%	0.0%	0.0%	2.0%	2.2%	4.3%	5.9%	2.7%
North County Reg. (Huntersville)	0.0%	8.2%	2.8%	7.0%	5.9%	0.0%	3.5%	7.6%	5.4%

Q22a. (If YES to Question 22) Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN? (without "none chosen") (cont.)

N=713

Q38. 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+	

Q22a. Which Charlotte Mecklenburg library have you visited most often within past 12 months (cont.)

Plaza Midwood	6.9%	2.0%	0.0%	0.0%	2.0%	1.1%	4.3%	3.4%	2.7%
Scaleybark	6.9%	8.2%	0.0%	3.5%	2.0%	1.1%	0.9%	0.8%	2.1%
South County Reg. (Rea Road)	0.0%	2.0%	2.8%	4.7%	18.8%	13.3%	13.9%	20.2%	12.4%
Steele Creek	0.0%	6.1%	8.3%	9.3%	5.9%	6.7%	7.8%	5.0%	6.6%
Sugar Creek	17.2%	4.1%	5.6%	4.7%	1.0%	0.0%	0.0%	1.7%	2.5%
University City Reg. (E. WT Harris)	6.9%	6.1%	16.7%	14.0%	14.9%	14.4%	9.6%	5.0%	10.7%
West Boulevard	17.2%	12.2%	11.1%	2.3%	3.0%	2.2%	2.6%	1.7%	4.2%
Beatties Ford Road Regional	13.8%	22.4%	5.6%	10.5%	3.0%	5.6%	3.5%	0.0%	6.2%
Library website (cmlibrary.org)	0.0%	2.0%	0.0%	2.3%	3.0%	0.0%	3.5%	3.4%	2.3%
I do not know library name, but I can provide area or street	0.0%	2.0%	0.0%	0.0%	1.0%	1.1%	0.0%	0.0%	0.4%

Q22b. (If YES to Question 22) 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=713	Q38. 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	

Q22b. Approximately how many times have you visited or used Charlotte Mecklenburg Library in person in a typical month

Less than once a month	38.5%	45.7%	58.8%	50.0%	51.5%	44.0%	47.8%	56.4%	49.8%
Once a month	11.5%	17.4%	11.8%	18.3%	17.2%	20.2%	18.6%	16.2%	17.6%
Twice a month	34.6%	21.7%	11.8%	15.9%	19.2%	14.3%	8.8%	13.7%	14.9%
Three to four times a month	7.7%	8.7%	11.8%	8.5%	6.1%	11.9%	17.7%	12.0%	11.5%
Five or more times a month	7.7%	6.5%	5.9%	7.3%	6.1%	9.5%	7.1%	1.7%	6.2%

Q22c. (If YES to Question 22) In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library DIGITALLY (e.g. online, mobile app, etc.)? (without "don't know")

N=713	Q38. 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	

Q22c. Approximately how many times have you visited or used Charlotte Mecklenburg Library digitally in a typical month

Less than once a month	80.0%	62.2%	78.6%	78.7%	65.6%	60.0%	56.9%	61.3%	64.4%
Once a month	5.0%	10.8%	3.6%	8.2%	13.3%	8.0%	13.7%	11.7%	10.2%
Twice a month	10.0%	16.2%	3.6%	3.3%	7.8%	9.3%	8.8%	6.3%	8.1%
Three to four times a month	5.0%	8.1%	7.1%	4.9%	4.4%	8.0%	11.8%	10.8%	8.7%
Five or more times a month	0.0%	2.7%	7.1%	4.9%	8.9%	14.7%	8.8%	9.9%	8.6%

Q23. When accessing Charlotte Mecklenburg Library materials, which format do you prefer? (without "don't know")

N=713

	Q38. 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	

Q23. Which format do you prefer when accessing Charlotte Mecklenburg Library materials

Physical (e.g. print book, CD, DVD, etc.)	32.1%	44.4%	58.1%	48.1%	46.5%	53.5%	38.2%	41.6%	45.7%
Digital (eBook, eAudio, eVideo, eMagazines)	3.6%	4.4%	0.0%	4.9%	5.1%	8.1%	10.0%	13.3%	7.6%
Both physical & digital	39.3%	28.9%	19.4%	23.5%	30.3%	30.2%	40.0%	38.1%	31.8%
I don't access Charlotte Mecklenburg Library materials	21.4%	20.0%	16.1%	22.2%	17.2%	7.0%	11.8%	7.1%	13.6%
Other	3.6%	2.2%	6.5%	1.2%	1.0%	1.2%	0.0%	0.0%	1.2%

Q24. Please indicate your level of agreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")

N=713	Q38. 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+	

Q24-1. Is a top institution in the community

Strongly agree	52.0%	36.4%	34.4%	44.2%	41.1%	41.7%	43.3%	34.3%	41.3%
Agree	40.0%	61.4%	56.3%	51.9%	53.3%	53.6%	50.0%	58.8%	53.3%
Disagree	0.0%	2.3%	9.4%	2.6%	5.6%	3.6%	5.8%	4.9%	4.1%
Strongly disagree	8.0%	0.0%	0.0%	1.3%	0.0%	1.2%	1.0%	2.0%	1.3%

Q24-2. Is a community champion for pre-K to third grade literacy

Strongly agree	42.9%	21.9%	33.3%	38.7%	41.5%	37.3%	42.7%	42.9%	39.3%
Agree	42.9%	71.9%	54.2%	59.7%	52.3%	54.2%	50.7%	51.4%	54.6%
Disagree	4.8%	6.3%	12.5%	1.6%	4.6%	5.1%	5.3%	5.7%	4.8%
Strongly disagree	9.5%	0.0%	0.0%	0.0%	1.5%	3.4%	1.3%	0.0%	1.3%

Q24. Please indicate your level of agreement with the following statements about the Charlotte Mecklenburg Library. (without "don't know")

N=713	Q38. 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	

Q24-3. Is a community champion for equal access to digital resources & skills

Strongly agree	36.4%	27.8%	34.5%	44.8%	37.5%	27.0%	44.4%	42.5%	37.4%
Agree	54.5%	66.7%	58.6%	53.7%	57.5%	71.4%	52.2%	56.3%	59.2%
Disagree	4.5%	0.0%	6.9%	1.5%	2.5%	1.6%	2.2%	1.3%	2.3%
Strongly disagree	4.5%	5.6%	0.0%	0.0%	2.5%	0.0%	1.1%	0.0%	1.1%

Q24-4. Is a community champion for equal access to resources citizens need to improve their lives

Strongly agree	34.6%	22.2%	33.3%	40.3%	41.0%	33.3%	41.8%	47.4%	38.6%
Agree	57.7%	72.2%	56.7%	56.9%	53.8%	62.1%	50.5%	48.7%	55.8%
Disagree	3.8%	2.8%	10.0%	2.8%	3.8%	1.5%	6.6%	2.6%	4.3%
Strongly disagree	3.8%	2.8%	0.0%	0.0%	1.3%	3.0%	1.1%	1.3%	1.3%

Q25. Voting in Mecklenburg County. Did you vote in the November 2017 local election? (without "don't know")

N=1116	Q38. 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. Did you vote in November 2017 local election

Yes	71.1%	72.2%	77.6%	72.3%	65.6%	72.6%	78.5%	78.5%	73.9%
No	28.9%	27.8%	22.4%	27.7%	34.4%	27.4%	21.5%	21.5%	26.1%

Q25a. (If YES to Question 25) Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2017 local election, did you use an early voting site? (without "don't know")

N=811	Q38. 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+	

Q25a. Did you use an early voting site in November 2017 local election

Yes	58.1%	67.3%	45.1%	71.0%	50.9%	56.7%	55.2%	50.7%	56.6%
No	41.9%	32.7%	54.9%	29.0%	49.1%	43.3%	44.8%	49.3%	43.4%

Q25b. (If YES to Question 25a) Please rate your overall experience at the early voting site. (without "don't know")

N=454

	Q38. 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+	
Excellent	66.7%	54.3%	54.5%	56.3%	52.8%	59.3%	71.6%	76.4%	61.8%
Good	27.8%	42.9%	27.3%	35.9%	37.7%	35.6%	24.3%	22.2%	32.7%
Fair	5.6%	2.9%	13.6%	7.8%	9.4%	5.1%	4.1%	1.4%	5.3%
Poor	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%

Q25b. Your overall experience at early voting site

Q25c. (If NO or DON'T KNOW to Question 25a) Please rate your overall experience at the early voting site. (without "don't know")

N=357

	Q38. 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+	
Excellent	50.0%	40.0%	33.3%	54.2%	46.8%	61.0%	56.1%	52.3%	51.7%
Good	50.0%	46.7%	59.3%	37.5%	42.6%	29.3%	38.6%	44.6%	40.6%
Fair	0.0%	13.3%	7.4%	8.3%	8.5%	9.8%	1.8%	1.5%	6.0%
Poor	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	3.5%	1.5%	1.6%

Q25c. Your overall experience at your voting location

Q26. Other Programs Offered by Mecklenburg County. How do you usually get information about residential curbside recycling?

N=1116

Q38. 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+	

Q26. How do you usually get information about residential curbside recycling

Internet websites	17.0%	10.4%	14.9%	25.2%	24.0%	20.8%	31.2%	38.5%	25.0%
Local City/County website	12.8%	11.7%	16.4%	23.7%	24.6%	23.5%	27.2%	26.9%	22.9%
Social media (Facebook, Twitter, etc.)	4.3%	5.2%	3.0%	5.3%	10.2%	4.7%	6.4%	9.9%	6.9%
Friends & neighbors	42.6%	48.1%	35.8%	43.5%	41.3%	39.6%	42.2%	40.7%	41.7%
Other	27.7%	23.4%	25.4%	16.0%	19.8%	20.1%	17.3%	13.2%	19.7%

Q27. Please rate your level of familiarity with the following programs offered by Mecklenburg County. (without "not provided")

N=1116	Q38. 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+	

Q27-1. Mecklenburg County's air quality agency that works to achieve & maintain healthy air

Very familiar	10.6%	10.8%	3.0%	6.2%	3.6%	4.7%	6.4%	2.7%	5.1%
Somewhat familiar	27.7%	21.6%	28.8%	27.7%	25.5%	31.5%	23.7%	26.4%	26.2%
Not familiar	61.7%	67.6%	68.2%	66.2%	70.9%	63.8%	69.9%	70.9%	68.7%

Q27-2. Mecklenburg County's "Air Quality Data Page" which provides real-time, County-specific air monitoring information

Very familiar	8.7%	9.5%	4.5%	6.2%	3.0%	4.0%	3.5%	1.7%	4.2%
Somewhat familiar	19.6%	17.6%	24.2%	16.9%	22.0%	19.5%	19.7%	18.2%	19.3%
Not familiar	71.7%	73.0%	71.2%	76.9%	75.0%	76.5%	76.9%	80.1%	76.5%

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. The County provides a variety of services to residents. County department services include:

- Air Quality
- Child Support Enforcement
- Code Enforcement
- Court Services Coordination
- Domestic Violence Services
- Economic Development
- Flood Mitigation
- Historic Landmarks
- Homeless Support Services
- Jails & Detention
- Land, Property & Vital Records
- Medical Examiner
- Park & Recreation
- Property Valuation
- Public Health
- Public Libraries
- Recycling Centers
- Social Services
- Solid Waste Disposal
- Stream & Lake Quality
- Tax Collection
- Veterans Services
- Voting Services

**For more information about County departments and services, please visit MeckNC.gov*

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. Answers used will be factored into County decisions regarding services and programs in several areas, including, but not limited to: parks and recreation, the public library, and communication with the public. For the 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 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. If you have any questions, please contact John Chessser at 980-314-2984 or at John.Chessser@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 | MeckNC.gov
Phone 980-314-2900

2018 Mecklenburg County Community Survey

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 MecklenburgCountySurvey.org.

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

1. Do you live inside Mecklenburg County?

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

3. Mecklenburg County Government. 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 as being a community of pride, and a preferred choice for people to live, learn, work, and recreate. With this in mind, 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?

6. County Policy. Do you agree that high-quality preschool programs should be made available for every child in Mecklenburg County?

___(1) Yes ___(2) No *[Skip to Q7.]* ___(9) Don't know *[Skip to Q7.]*

6a. Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-Kindergarten (Pre-K) programs?

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

7. Are you aware that the Mecklenburg Board of County Commission meetings are broadcast online at MeckNC.gov, as well as on Government Spectrum TV Channel 16 and through social media on Twitter and Facebook?

___(1) Yes ___(2) No [Skip to Q8.] ___(9) Don't know [Skip to Q8.]

7a. What source(s) have you viewed or followed the meetings with? [Check all that apply.]

___(1) MeckNC.gov ___(2) Channel 16 ___(3) Twitter ___(4) Facebook

8. Revaluation is a process in which all property within a taxing jurisdiction is revalued to its current market value. The Mecklenburg County Assessor's Office appraises all real property (land, buildings, and other improvements to land). With this in mind, please answer each of the following questions.

	Yes	No	Don't Know
1. Do you own real property (e.g. land, residential or commercial)?	1	2	9
2. Are you aware that Mecklenburg County will be conducting a county-wide revaluation in 2019?	1	2	9
3. Are you aware of the county's revaluation website (<u>meckreval.com</u>)?	1	2	9
4. Do you know how to contact the County Assessor's Office in the event that you have questions about the 2019 revaluation?	1	2	9

9. **County Communication.** 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?

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

10. If you had 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?

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

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

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

11a. If you chose "Fair" or "Poor" in Q11, please provide your reason below.

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. Which ONE of the following is your PREFERRED SOURCE for receiving Mecklenburg County news and announcements?

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

15. In the past 12 months, have you used the County's website (MeckNC.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?

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

16. Programs, Services, and Initiatives. Please answer each of the following questions.

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 (e.g. polio, measles, etc.)?	1	2	9
03.	Did you know the County offers HIV and sexually transmitted disease testing?	1	2	9
04.	Are you aware of a prevention method called PrEP, which is a pill taken to help prevent the spread of HIV?	1	2	9
05.	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
06.	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
07.	Did you know the County offers training and foster home licensing for people interested in fostering or adopting?	1	2	9
08.	Did you know the County provides services for children age birth to three who have developmental delays?	1	2	9
09.	Did you know the County provides family planning services at a cost based on residents' ability to pay (sliding-fee scale)?	1	2	9
10.	Did you know that the County provides support to families with children ages birth through 5 years by connecting families to services and resources within the community such as primary care, dental services and addressing barriers to care?	1	2	9
11.	Did you know that the County's parks are tobacco-free?	1	2	9
12.	Are you aware of property tax exclusions for low-income elderly or disabled homeowners?	1	2	9
13.	Did you know that County departments have 3-Year Strategic Business Plans?	1	2	9
14.	Have you seen the County's Corporate 3-Year Strategic Business Plan?	1	2	9
15.	Have you seen the County's Annual Performance Report?	1	2	9

17. Mecklenburg County Park and Recreation. Have you visited a Mecklenburg County park, nature preserve, greenway, recreation center, pool, senior center, nature center, or other Park and Recreation facility within the past 12 months?

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

2018 Mecklenburg County Community Survey: Final Report
18. Within the past 12 months, how often have you visited the following Mecklenburg County Park and Recreation site(s)?

	Daily	Weekly	Monthly	Occasionally	Rarely	Never
1. Park	5	4	3	2	1	0
2. Nature Preserve	5	4	3	2	1	0
3. Greenway	5	4	3	2	1	0
4. Recreation Center	5	4	3	2	1	0
5. Pool	5	4	3	2	1	0
6. Senior Center	5	4	3	2	1	0
7. Nature Center	5	4	3	2	1	0
8. Other: _____	5	4	3	2	1	0

19. Please rate the overall quality and condition of the Mecklenburg County Park and Recreation site(s) you have visited within the past 12 months.

	Excellent	Very Good	Good	Fair	Poor	Not applicable
1. Park	5	4	3	2	1	0
2. Nature Preserve	5	4	3	2	1	0
3. Greenway	5	4	3	2	1	0
4. Recreation Center	5	4	3	2	1	0
5. Pool	5	4	3	2	1	0
6. Senior Center	5	4	3	2	1	0
7. Nature Center	5	4	3	2	1	0
8. Other: _____	5	4	3	2	1	0

20. 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 Q21.] ____ (2) No ____ (9) Don't know [Skip to Q21.]

20a. 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

21. 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
01. The Mecklenburg County Aquatic Center	3	2	1
02. Ray's Splash Planet (an indoor water park and fitness center)	3	2	1
03. Grayson Skate Park	3	2	1
04. Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center	3	2	1
05. Historic St. Mary's Chapel	3	2	1
06. McDowell Nature Preserve Campground	3	2	1
07. Ramsey Creek Beach	3	2	1
08. Grady Cole Event Center	3	2	1
09. Sportsplex at Matthews	3	2	1
10. Indoor and outdoor shelters (any park location)	3	2	1
11. County fitness centers	3	2	1

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

___(1) Yes ___(2) No [Skip to Q25.] ___(9) Don't know [Skip to Q25.]

22a. Within the past 12 months, which Charlotte Mecklenburg Library have you visited MOST OFTEN? [Check only one.]

- | | |
|---|---|
| ___(01) Cornelius | ___(15) South County Reg. (Rea Road) |
| ___(02) Davidson | ___(16) Steele Creek |
| ___(03) Hickory Grove | ___(17) Sugar Creek |
| ___(04) ImaginOn (East 7th St. Uptown) | ___(18) University City Reg. (E. WT Harris) |
| ___(05) Independence Reg. (Conference Dr and Monroe) | ___(19) West Boulevard |
| ___(06) Main Library (Uptown) | ___(20) Beatties Ford Road Regional |
| ___(07) Matthews | ___(21) Library Website (cmlibrary.org) |
| ___(08) Mint Hill | ___(22) I do not know the library name, but I can provide the area or street: |
| ___(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 | |

22b. 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 | ___(4) Three to four times a month |
| ___(2) Once a month | ___(5) Five or more times a month |
| ___(3) Twice a month | ___(9) Don't know |

22c. In a typical month, approximately how many times would you say you have visited or used the Charlotte Mecklenburg Library DIGITALLY (e.g. online, mobile app, etc.)?

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

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

- | | |
|--|---|
| ___(1) Physical (e.g. print book, CD, DVD, etc.) | ___(4) I don't access Charlotte Mecklenburg Library materials |
| ___(2) Digital (eBook, eAudio, eVideo, eMagazines) | ___(5) Other: _____ |
| ___(3) Both Physical and Digital | ___(9) Don't know |

24. 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

25. Voting in Mecklenburg County. Did you vote in the November 2017 local election?

___(1) Yes ___(2) No [Skip to Q26.] ___(9) Don't know [Skip to Q26.]

25a. Mecklenburg County has an early voting process that allows residents to vote at designated sites before the official election date. In the November 2017 local election, did you use an early voting site?

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

25b. If "Yes" to Q25a, please rate your overall experience at the early voting site.

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

25c. If "No" or "Don't know" to Q25a, please rate your overall experience at your voting location.

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

26. Other Programs Offered by Mecklenburg County. How do you usually get information about residential curbside recycling? [Check all that apply.]

___(1) Internet websites ___(4) Friends and neighbors
 ___(2) Local city/county website ___(5) Other: _____
 ___(3) Social media (Facebook, Twitter, etc.)

27. Please rate your level of familiarity with the following programs offered by Mecklenburg County.

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 Page" 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.

28. What is your gender? ___(1) Male ___(2) Female

29. Which of the following best describes your race/ethnicity? [Check all that apply.]

___(1) Hispanic/Latino descent ___(5) American Indian/Native Alaskan
 ___(2) White (non-Hispanic) ___(6) Multi-racial
 ___(3) African American ___(7) Other: _____
 ___(4) Asian/Pacific Islander

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

___(1) 18-34 ___(2) 35-50 ___(3) 51-69 ___(4) 70-87 ___(5) 88 or older

31. Including yourself, how many **ADULTS (ages 18+)** live in your household? _____ adults
32. How many **CHILDREN (under age 18)** live in your household? _____ children
33. What is the highest level of education you have completed? *[Check only one.]*
- | | |
|---|---|
| ____(1) Less than high school graduate | ____(5) College graduate (from 4-year college) |
| ____(2) High school diploma or equivalent | ____(6) Post-graduate study (no advanced degree) |
| ____(3) Special/technical training (not college) | ____(7) Post graduate advanced degree (Masters, MBA, PHD) |
| ____(4) Some college (did not graduate from 4-year college) | |
34. What is your current employment status? *[Check only one.]*
- | | |
|---|----------------------|
| ____(1) Full time employment | ____(5) Student |
| ____(2) Part time employment | ____(6) Retired |
| ____(3) Unemployed/Looking for work | ____(7) Other: _____ |
| ____(4) Unemployed/Not looking for work | |
35. Please indicate if anyone in your household has any of the following items. *[Check all that apply.]*
- | | |
|--|---|
| ____(1) Desktop/Laptop/Notebook computer | ____(4) Tablet PC (e.g. iPad, Samsung Galaxy, Kindle) |
| ____(2) Smartphone (calls/texts/images) | ____(5) Other: _____ |
| ____(3) Cell phone (calls/texts only) | |
36. Do you have internet access at home? ____ (1) Yes ____ (2) No *[Skip to Q37.]*
- 36a. What type of internet do you have at home? *[Check all that apply.]*
- | | | |
|-----------------------------|---|----------------------|
| ____(1) DSL | ____(4) Dial-up | ____(6) Other: _____ |
| ____(2) Cable Modem | ____(5) Wi-Fi accessed from another device in your home | |
| ____(3) Fiber-optic service | | |
37. What is your home zip code? _____
38. Approximately, what is your total annual household income before tax?
- | | | |
|----------------------------|---------------------------|-----------------------------|
| ____(1) Less than \$15,000 | ____(4) \$35,000-\$49,999 | ____(7) \$100,000-\$149,999 |
| ____(2) \$15,000-\$24,999 | ____(5) \$50,000-\$74,999 | ____(8) \$150,000 or more |
| ____(3) \$25,000-\$34,999 | ____(6) \$75,000-\$99,999 | ____(9) Don't know |
39. Are you an employee of Mecklenburg County? ____ (1) Yes ____ (2) No
40. 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

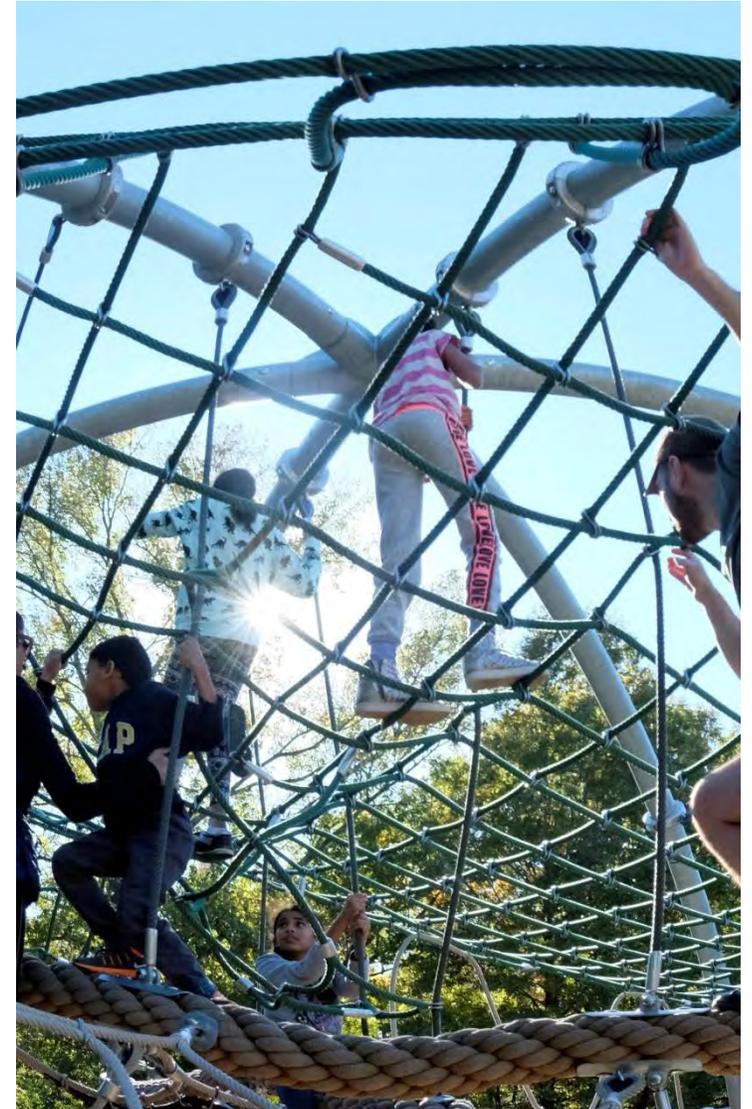
If you want to provide additional feedback on the survey, please send an email to StrategyToSuccess@mecklenburgcountync.gov.

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.



2018 Community Survey

Presented to the Mecklenburg Board of County Commissioners
by the County Manager's Strategic Planning & Evaluation Team
October 23, 2018





Perceptions



Awareness



Attitudes

Community Survey: Annual Public Opinion Survey of County Programs and Services

Survey 2018 Methodology



- Survey administered by mail, web and phone (conducted by ETC Institute)
- A random sample of 1,116 households
- 95% level of confidence with a precision of at least +/-2.9%
- 16th year of the Survey

Majority Respondent Profile

White and African-American

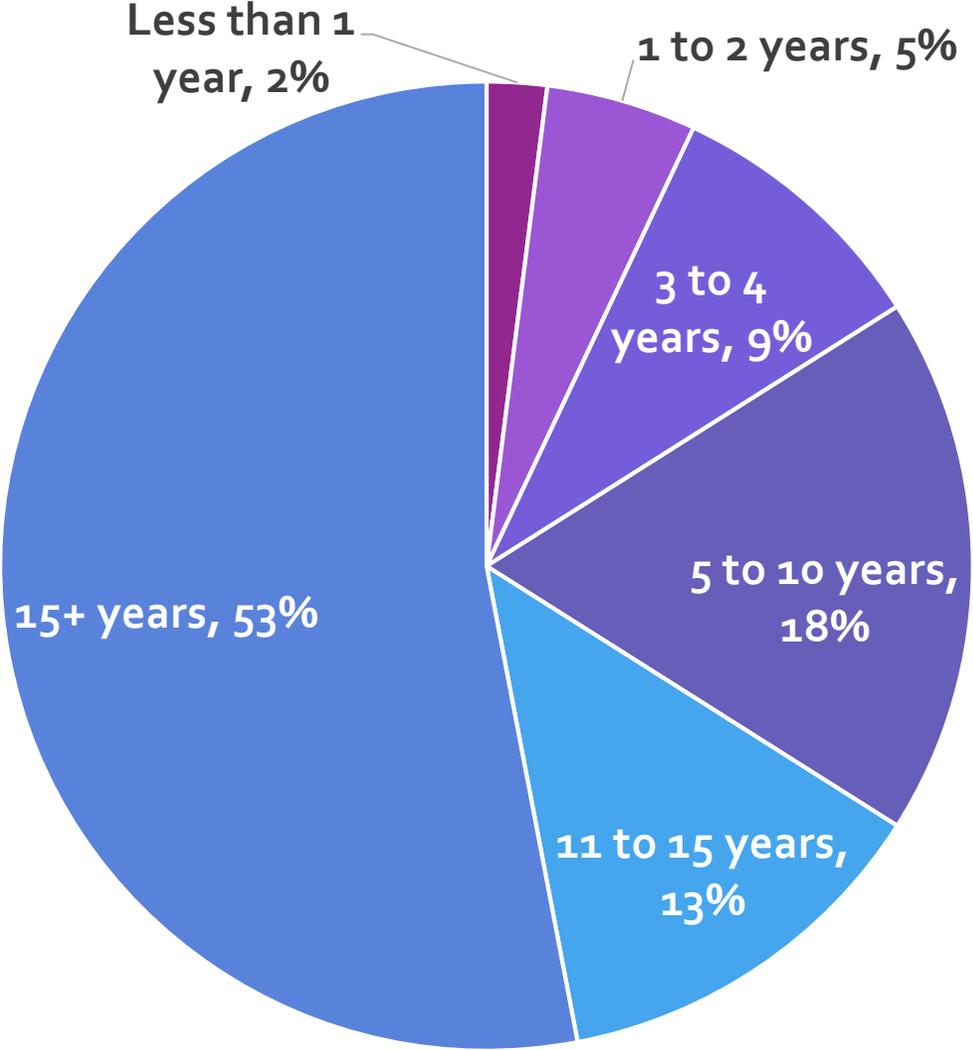
Ages 35 – 54

Work Full-Time

Have some college education and are college graduates

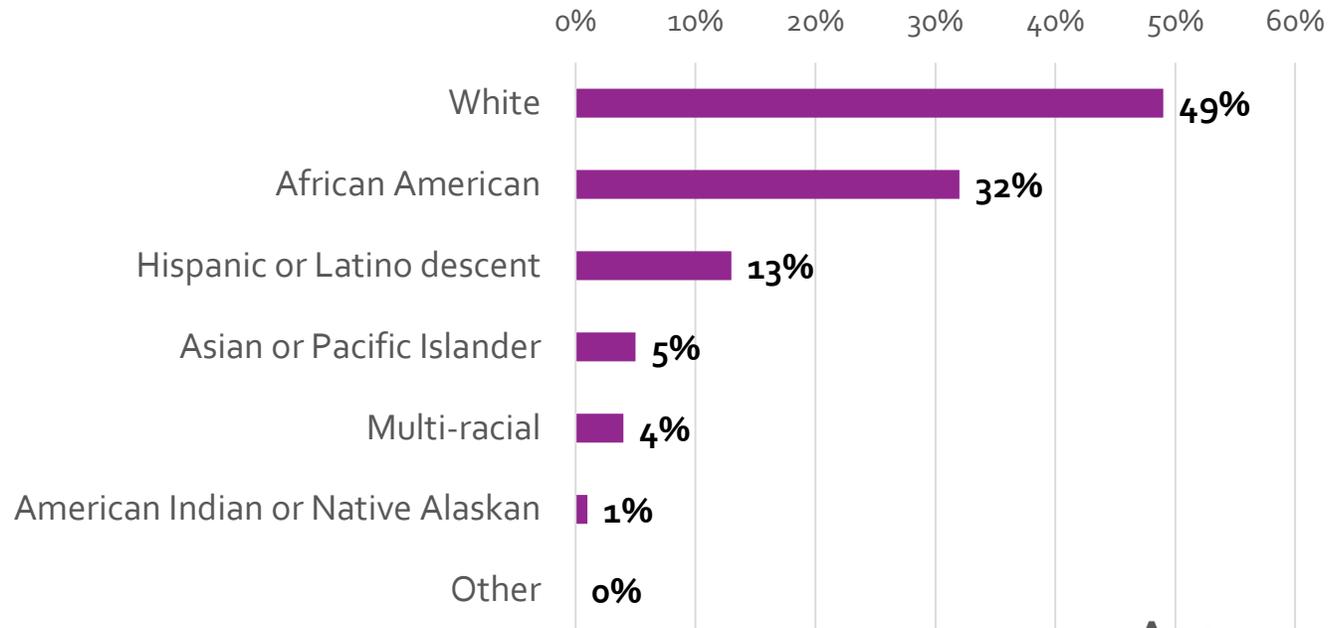
Earn from \$50k-\$150k+

Our Respondents: Years Lived in Mecklenburg County

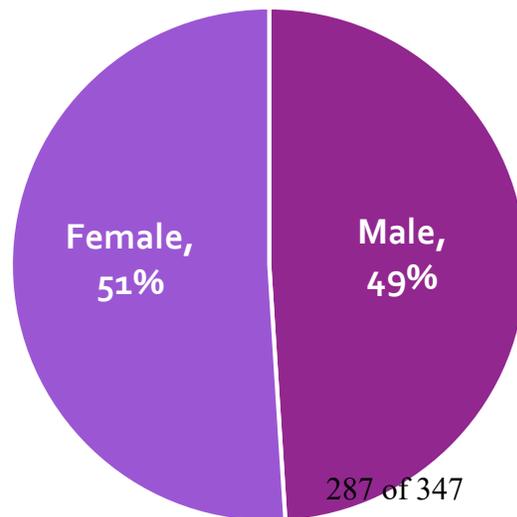


Our Respondents: Gender, Race-Ethnicity, Age

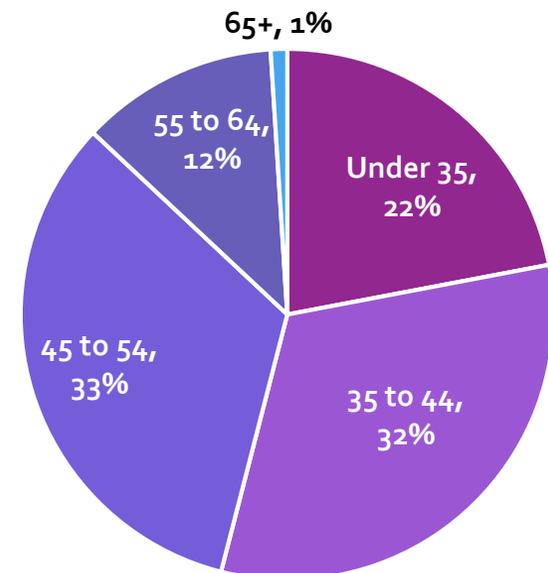
Race-Ethnicity



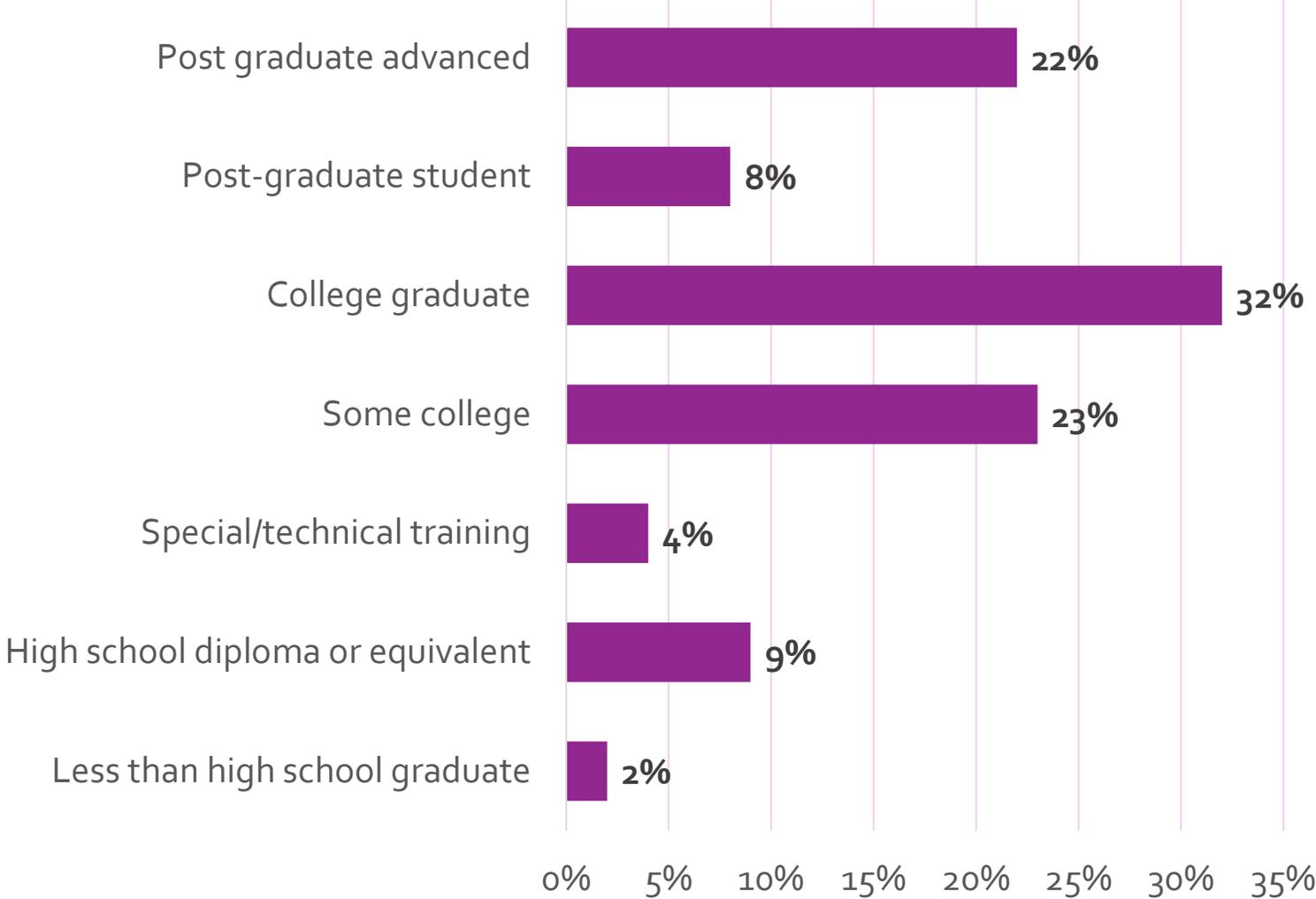
Gender



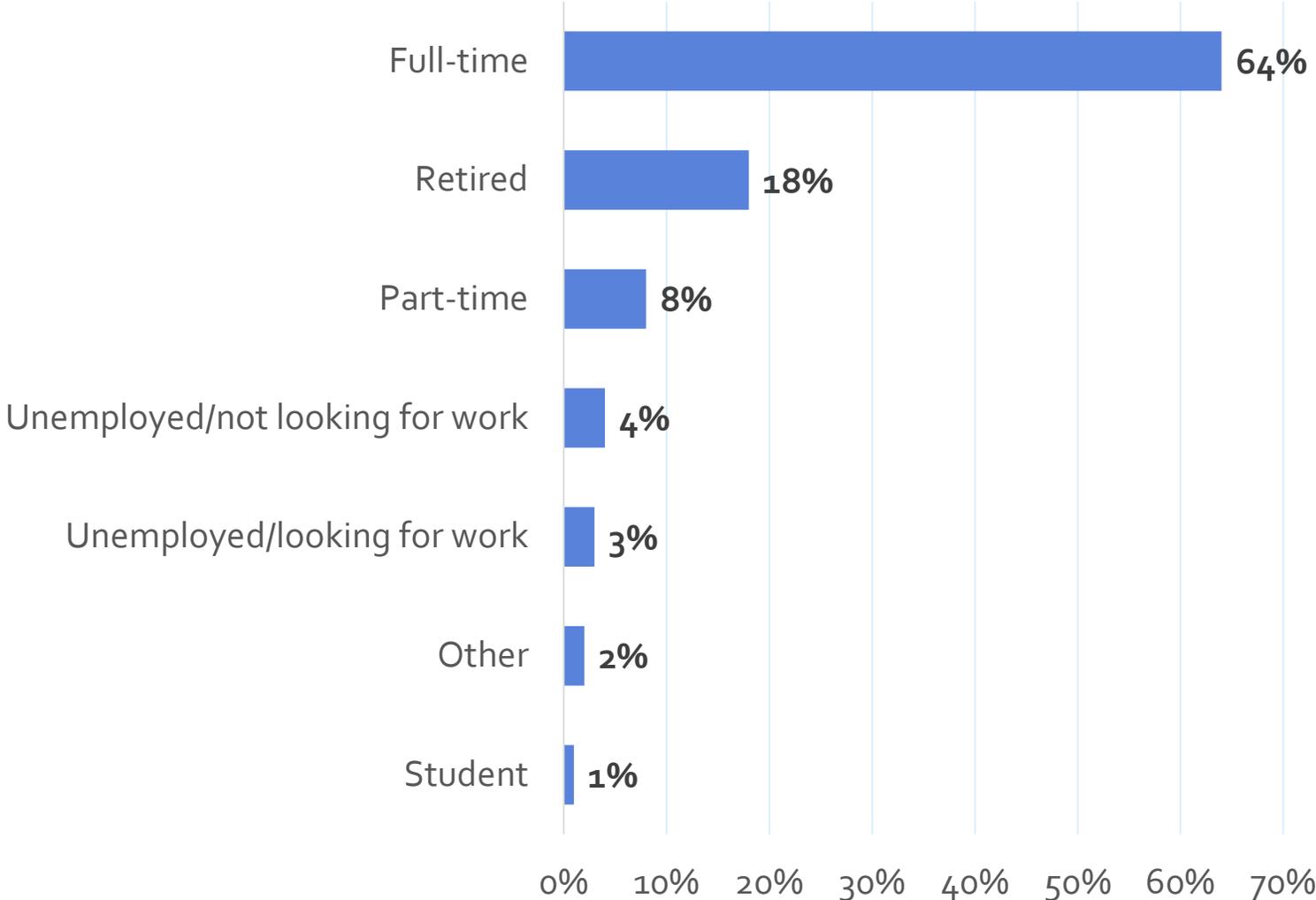
Age



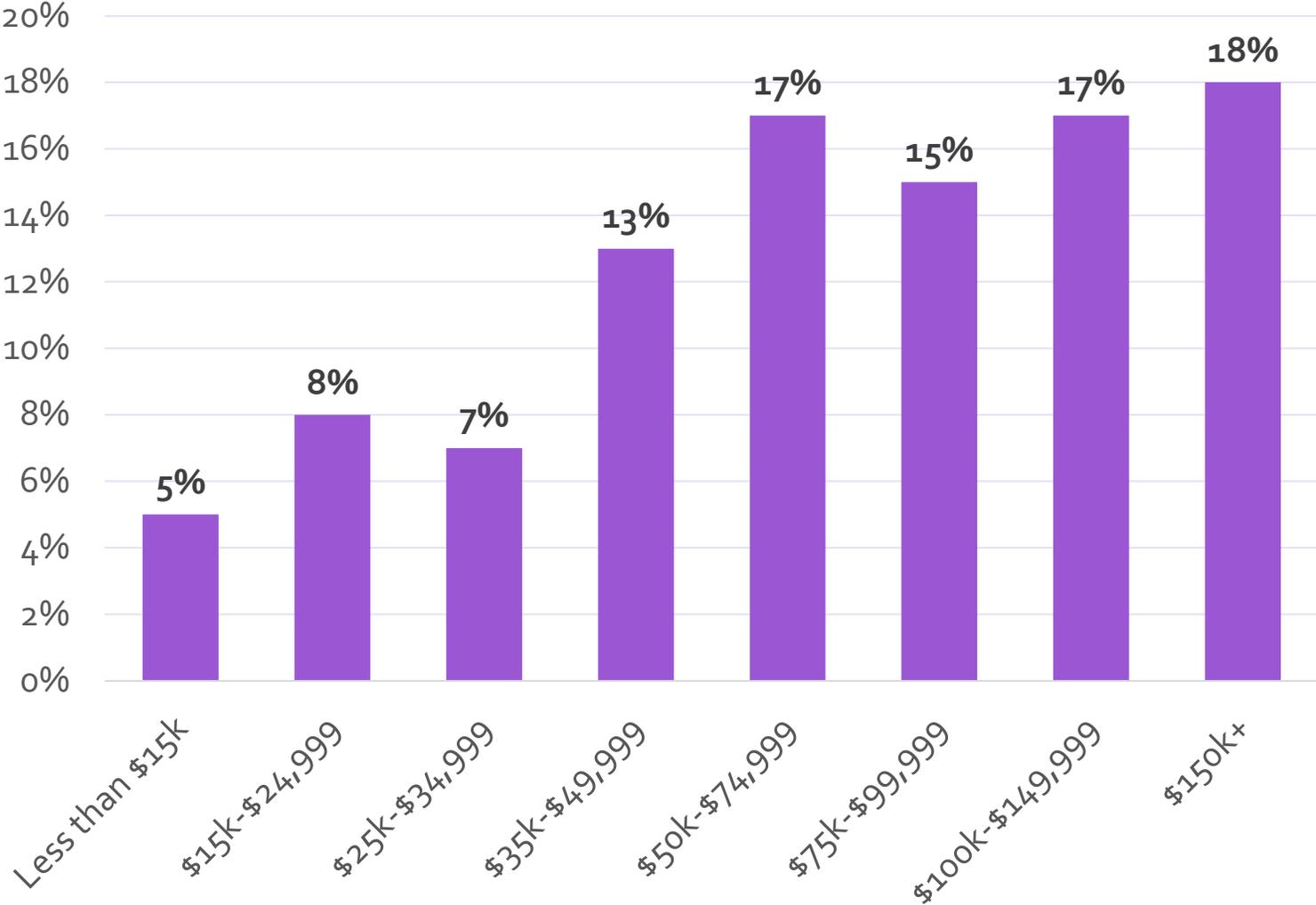
Our Respondents: Education



Our Respondents: Employment Status



Our Respondents: Total Household Income Before Tax



Perceptions and Attitudes of Mecklenburg County

Community Vision Trends

Benchmark comparisons (Live and Work)

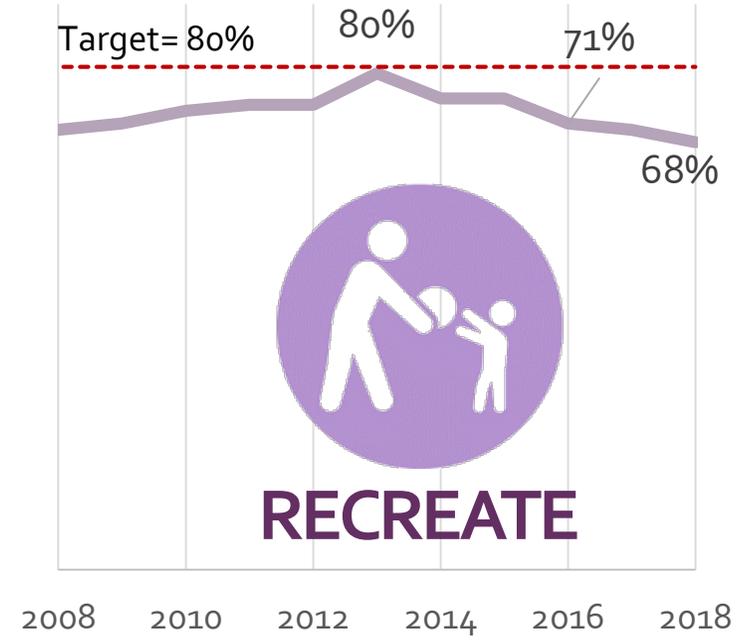
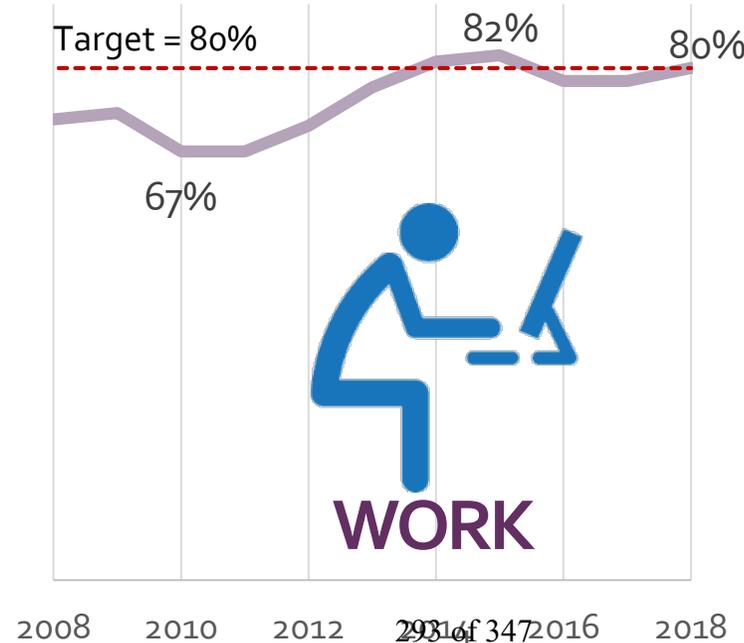
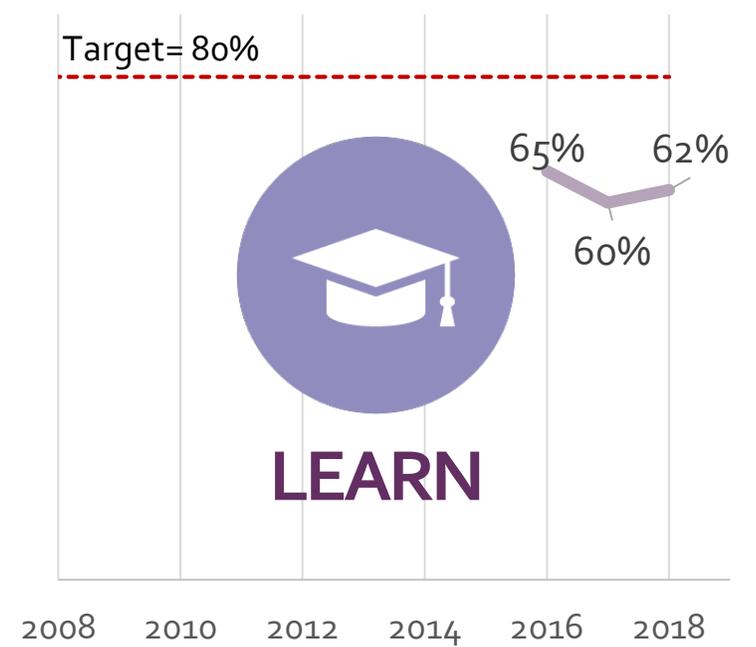
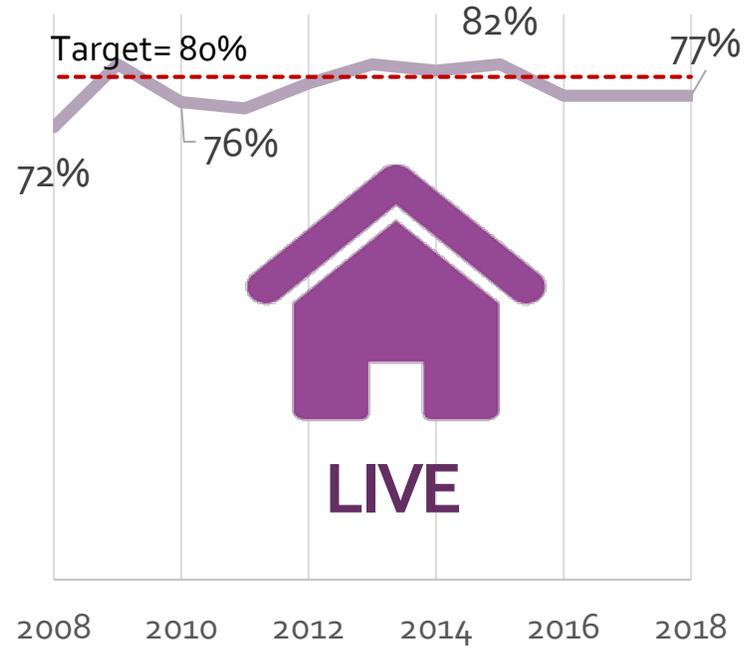
Overall quality of services

Mecklenburg County Community Vision Statement

Mecklenburg County will be a community of pride and choice for people to **LIVE, LEARN, WORK** and **RECREATE**

Community Vision: Trends

Results for 2018 are flat or rising except for Recreate



OMB Analysis: Answers compiled over time for questions asked consistently in the survey. Years available vary based on survey history.

Benchmarks Available for Selected Questions

ETC Institute is Mecklenburg County's vendor for the annual Community Survey

United States



Data Source: ETC National Survey

Mecklenburg County



Data Source: Mecklenburg County Community Survey

U.S. cities with population 250,000+



Data Source: ETC National Survey



LIVE

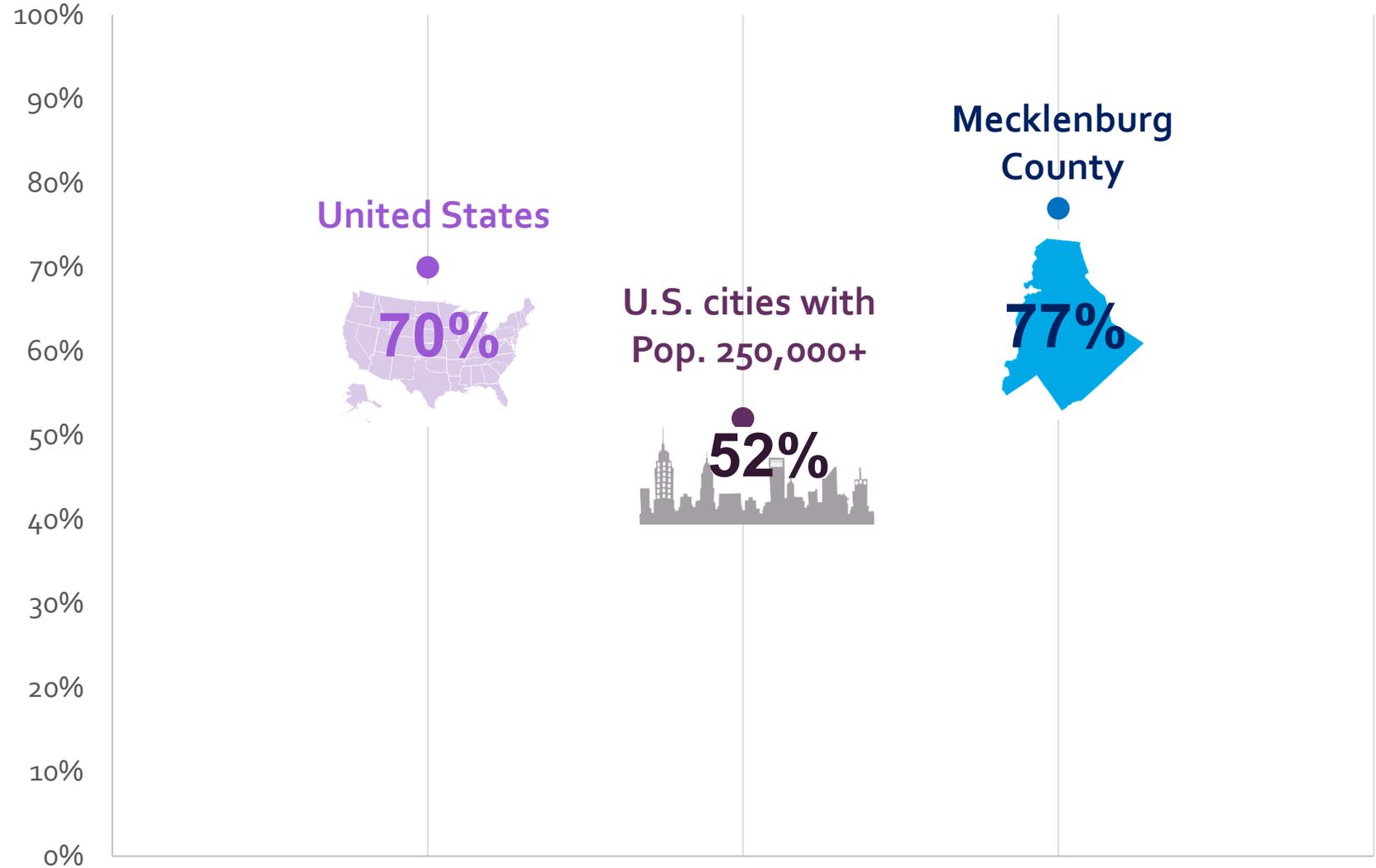
Comparable Statements:

Mecklenburg County as a place to live (Meck County)

As a place to live (ETC)

Similar Results to FY17

Community Vision Benchmarks



Data Sources:

- Mecklenburg County Community Survey
- ETC 2017 National Direct Finder Database



WORK

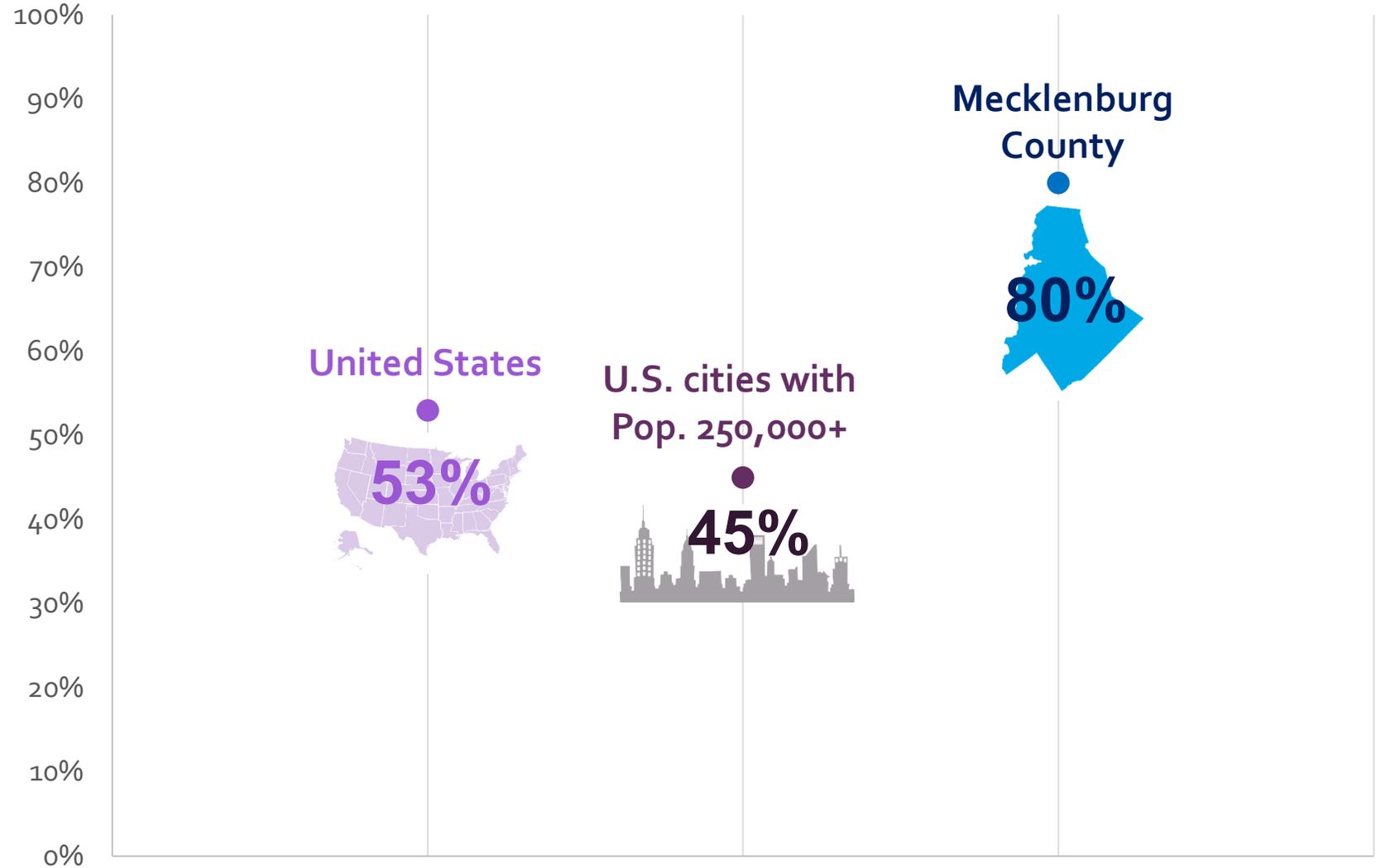
Comparable Statements:

Mecklenburg County as a place to work (Meck County)

As a place to work (ETC)

Similar Results to FY17

Community Vision Benchmarks



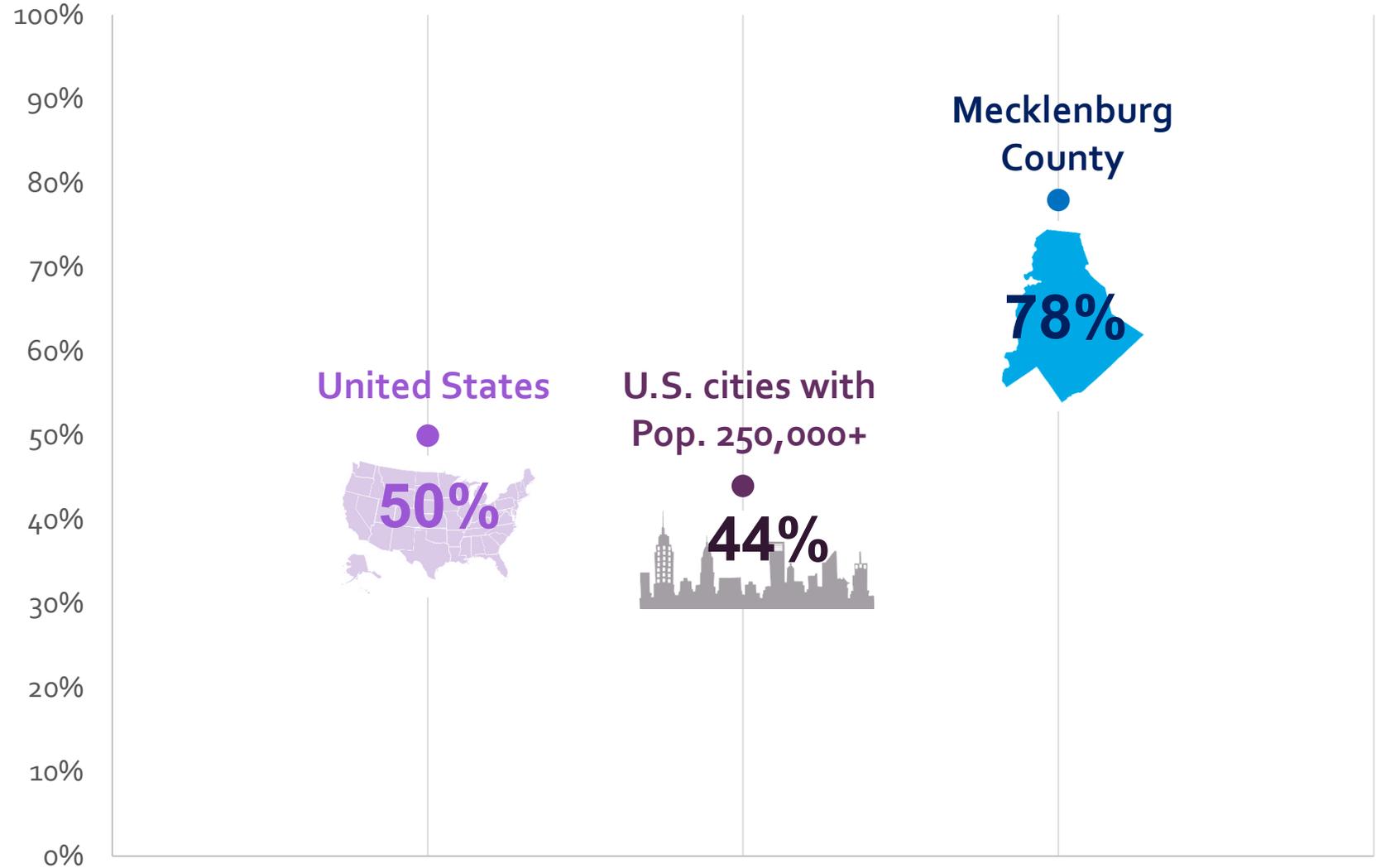
Data Sources:
• Mecklenburg County Community Survey
• ETC 2017 National Direct Finder Database

Quality Services Benchmarks

Comparable Statements:

Mecklenburg County provides quality services to residents **(Meck County)**

Overall quality of local government services **(ETC)**



Data Sources:

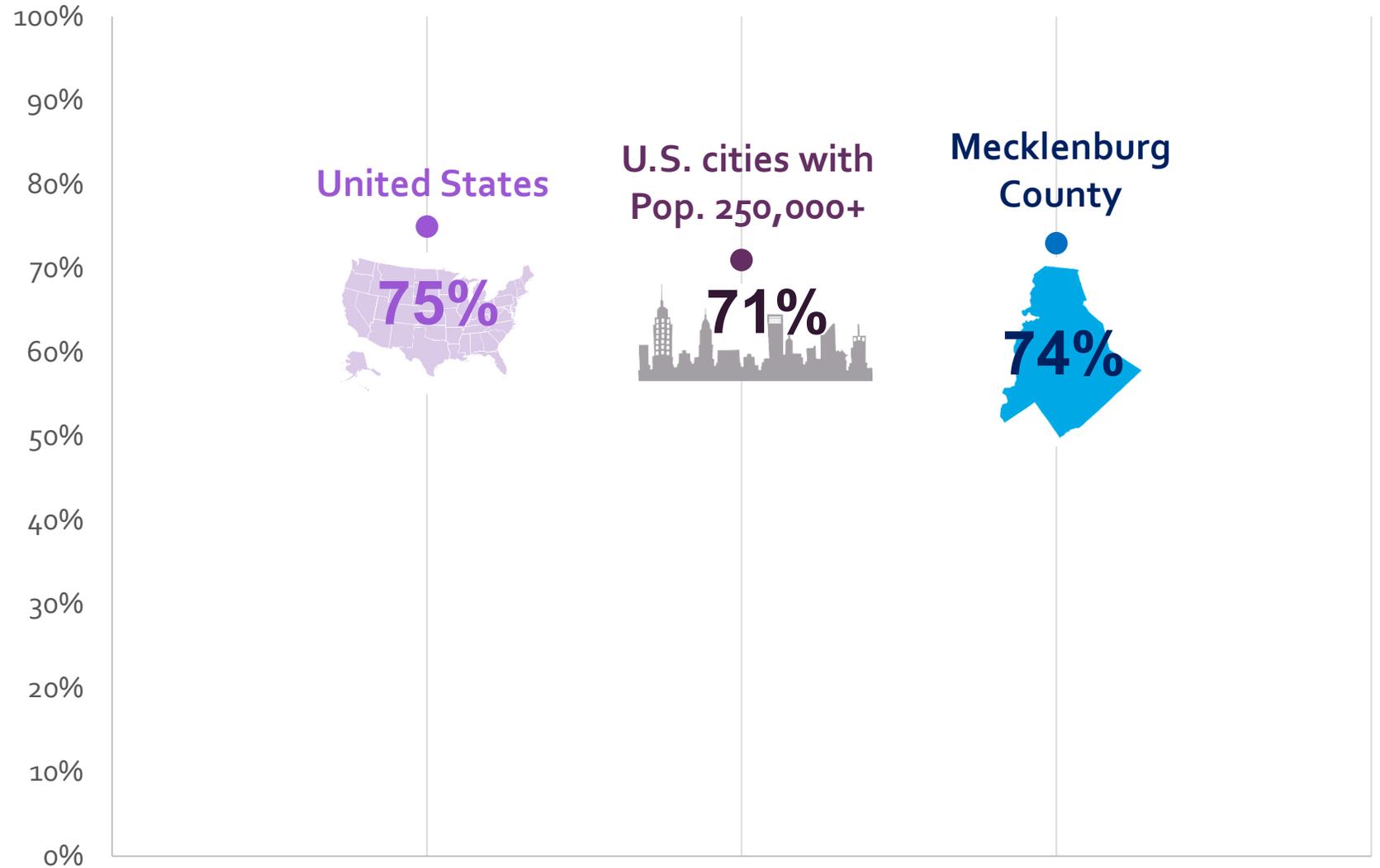
- Mecklenburg County Community Survey
- ETC 2017 National Direct Finder Database

Overall Quality of Life Benchmarks

Comparable Statements:

Overall quality of life in Mecklenburg County (**Meck County**)

Overall quality of life in your community (**ETC**)



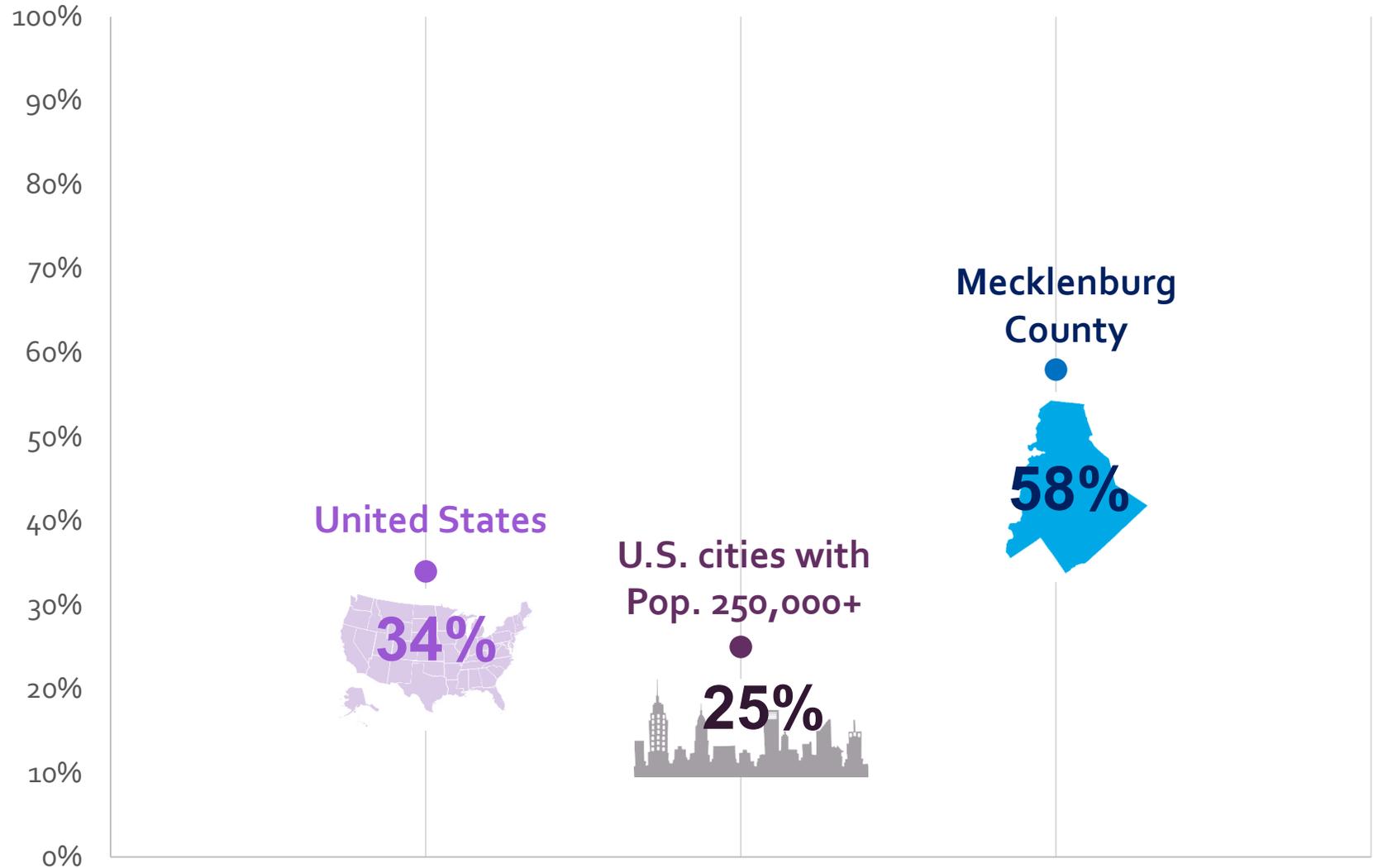
Data Sources:
• Mecklenburg County Community Survey
• ETC 2017 National Direct Finder Database

Satisfied with opportunities for citizen participation in policy and decision-making

Comparable Statements:

I am satisfied with the amount of opportunities for citizen participation in County policy development and decision making
(Meck County)

Opportunity to engage/provide input into decisions made by the community **(ETC)**



Data Sources:

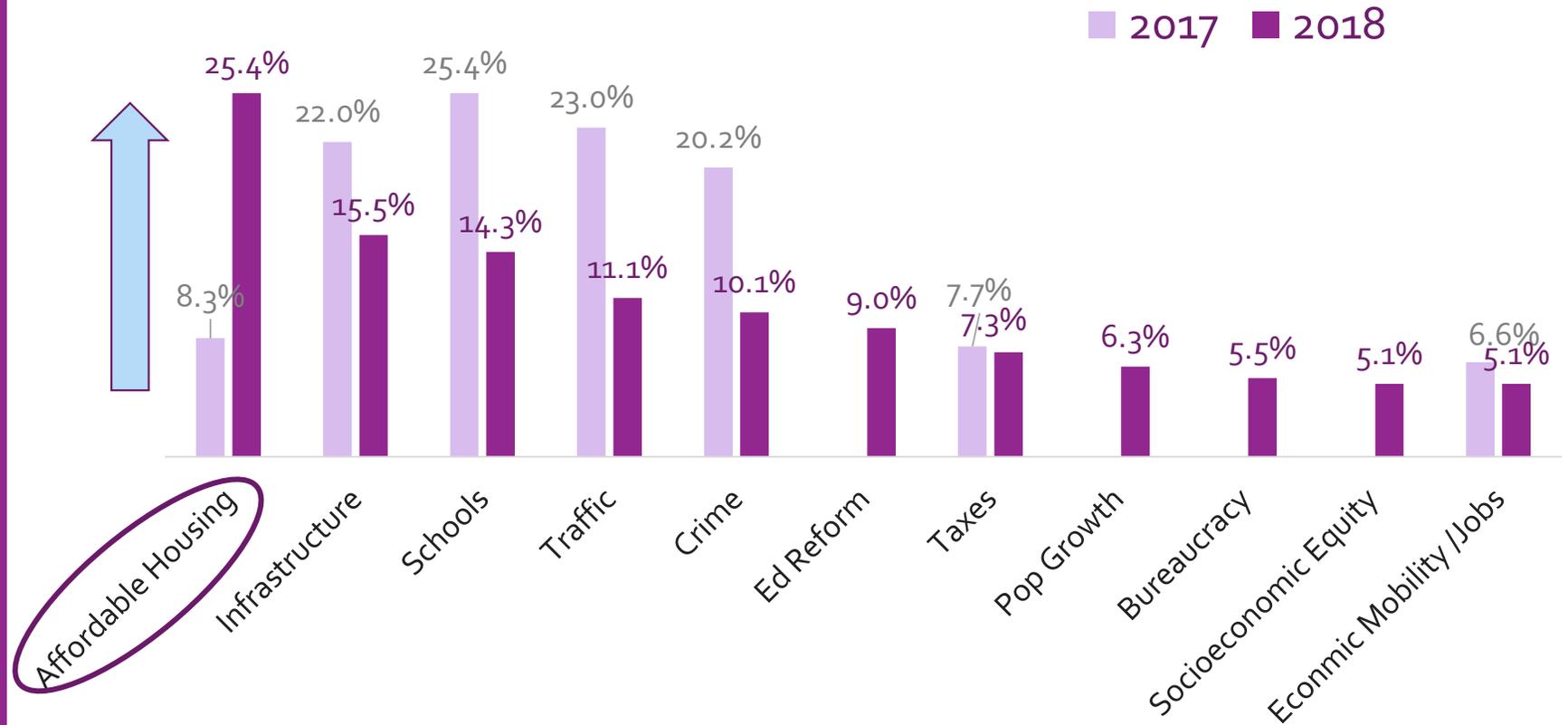
- Mecklenburg County Community Survey
- ETC 2017 National Direct Finder Database

Most Important Issue facing Mecklenburg County

Affordable Housing jumps.

Education Reform sub-theme emerges within general Schools theme.

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



Note: New themes for FY18 were Education Reform, Population Growth, Bureaucracy and Socioeconomic Equity.

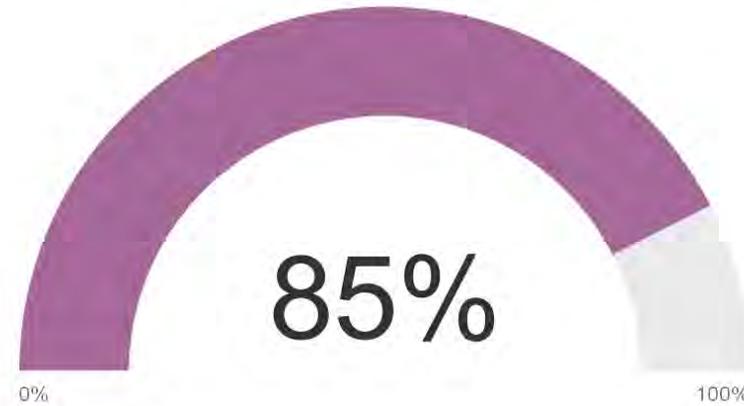
New Questions: Results of Interest

Pre-K programs and taxes

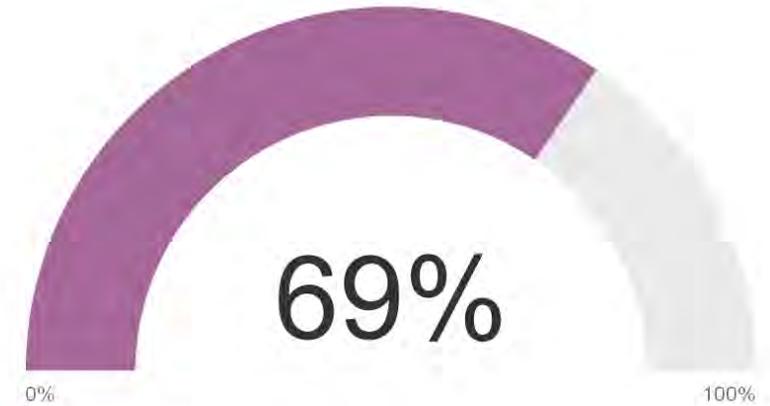
Revaluation

Pre-K programs and taxes

Percent Responding "Yes."



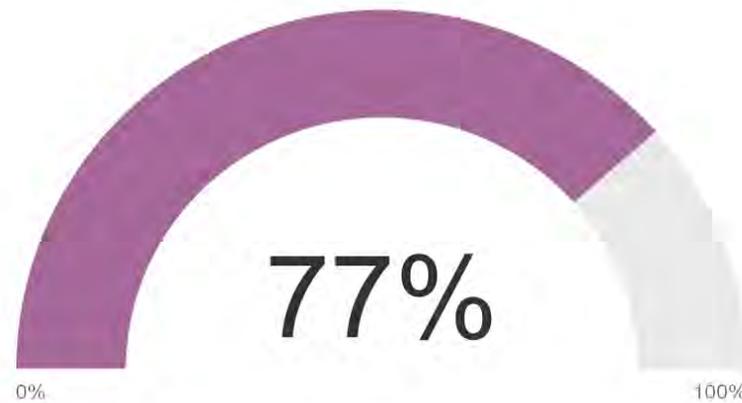
Do you agree that high-quality preschool programs should be made available for every child in Mecklenburg County?



(If yes) Would you support paying more property taxes to ensure that all 4-year-olds in Mecklenburg County have access to high-quality Pre-Kindergarten (Pre-K)?

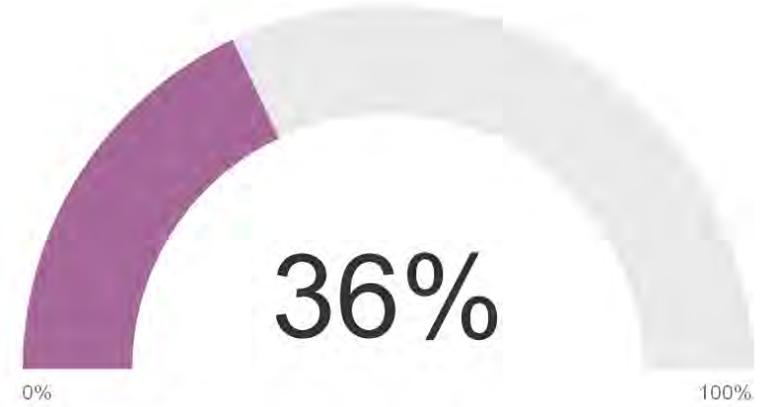
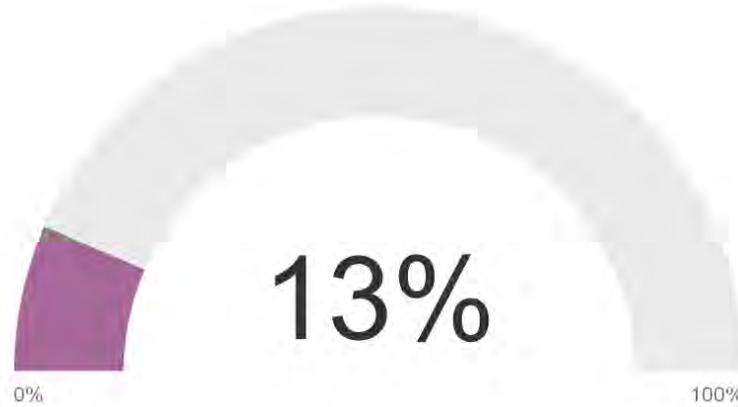
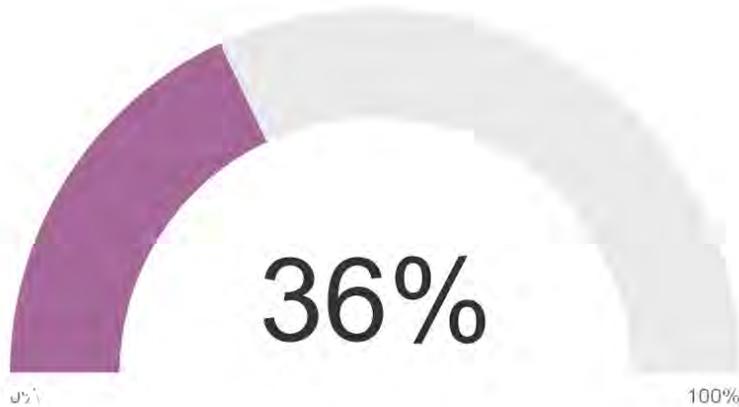
Revaluation

Percent Responding "Yes."



Do you own real property (e.g. land, residential or commercial)?

Percent Responding "Yes."



Are you aware that Mecklenburg County will be conducting a county-wide revaluation in 2019?

Are you aware of the county's revaluation website (meckreval.com)?

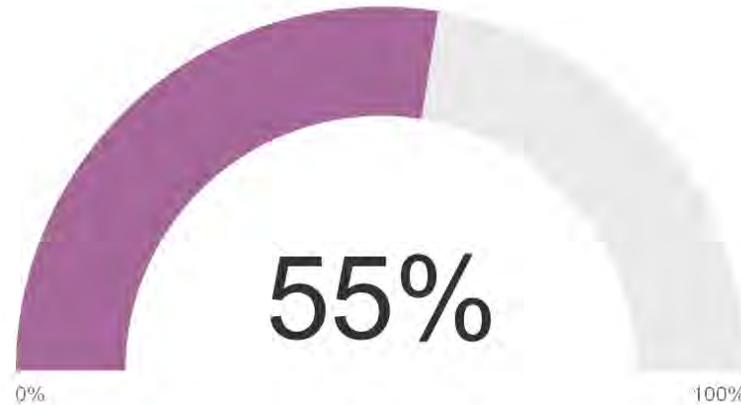
Do you know how to contact the County Assessor's Office in the event that you have questions about the 2019 revaluation?

Awareness of Mecklenburg County

Awareness of Mecklenburg BOCC Meetings
Communication

Awareness

Percent Responding "Yes."

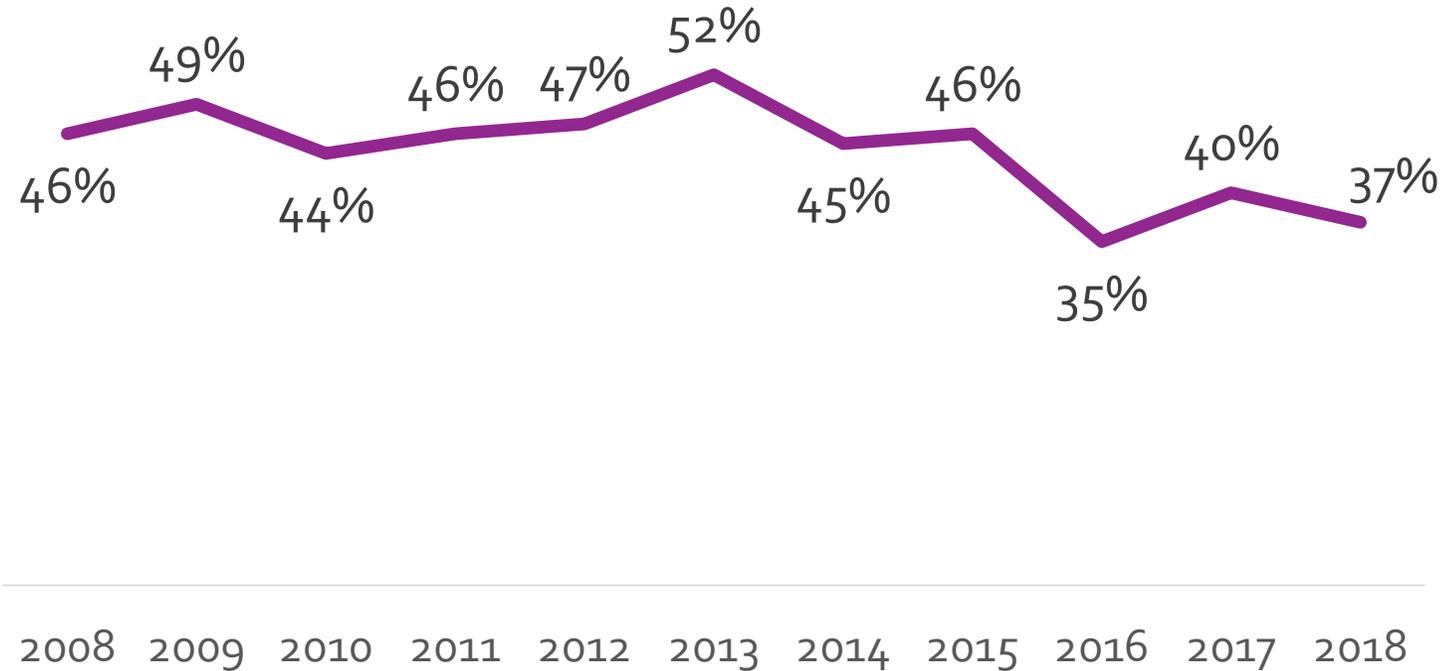


Are you aware that the Mecklenburg Board of County Commission meetings are broadcast online at MeckNC.gov, as well as on Government Spectrum TV Channel 16 and through social media on Twitter and Facebook?

Communication: To Public

FY18 response declined from
FY17 response

Communicating information to the public

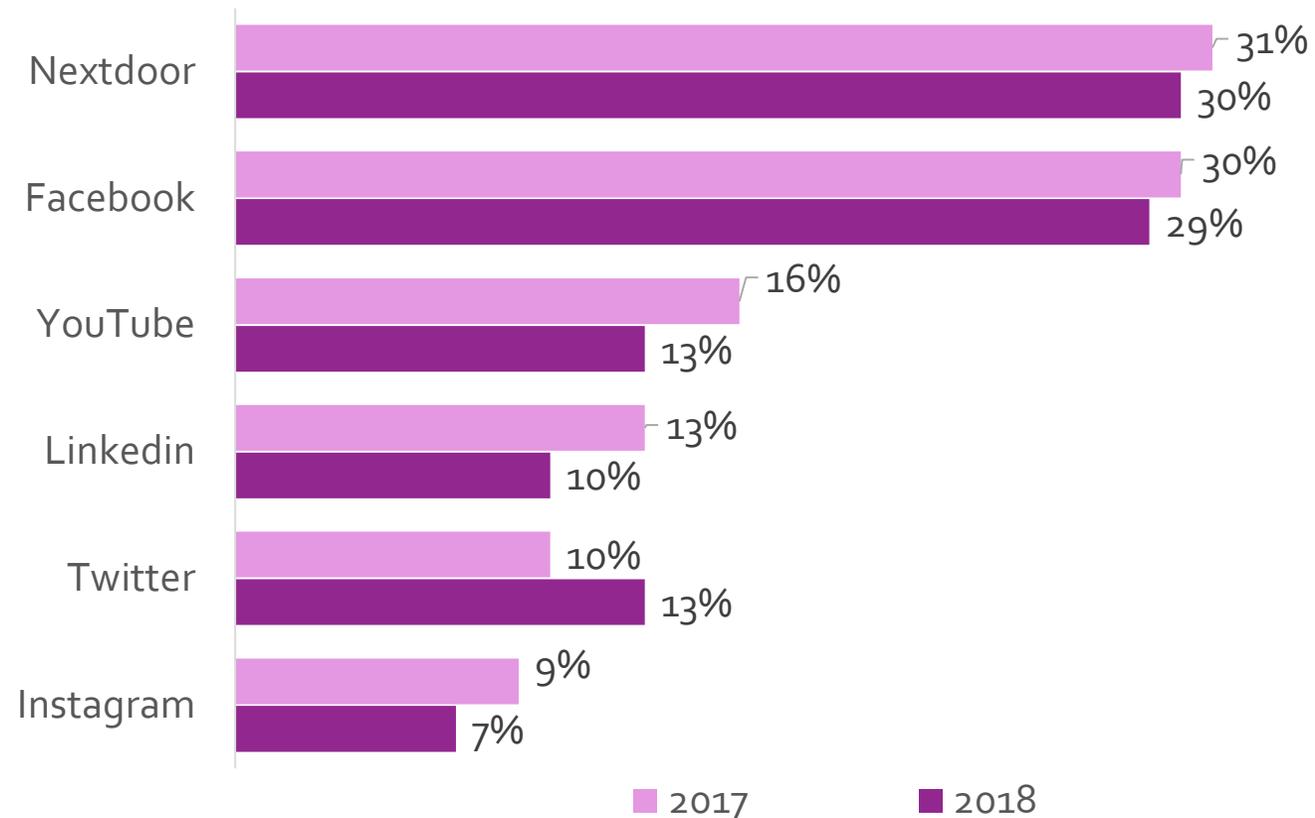


- Full Question: Would you say Mecklenburg County does an "excellent," "good," "fair," or "poor" job of communicating information about County issues, services, and performance to the public?
- Percentages represent responses of "excellent" and "good"

Communication: Used Social Media?

51% of respondents indicate they have used at least one of the County's social media resources – similar to the 52% response in FY17

Please indicate whether you have used each of the following Mecklenburg County social media resources.

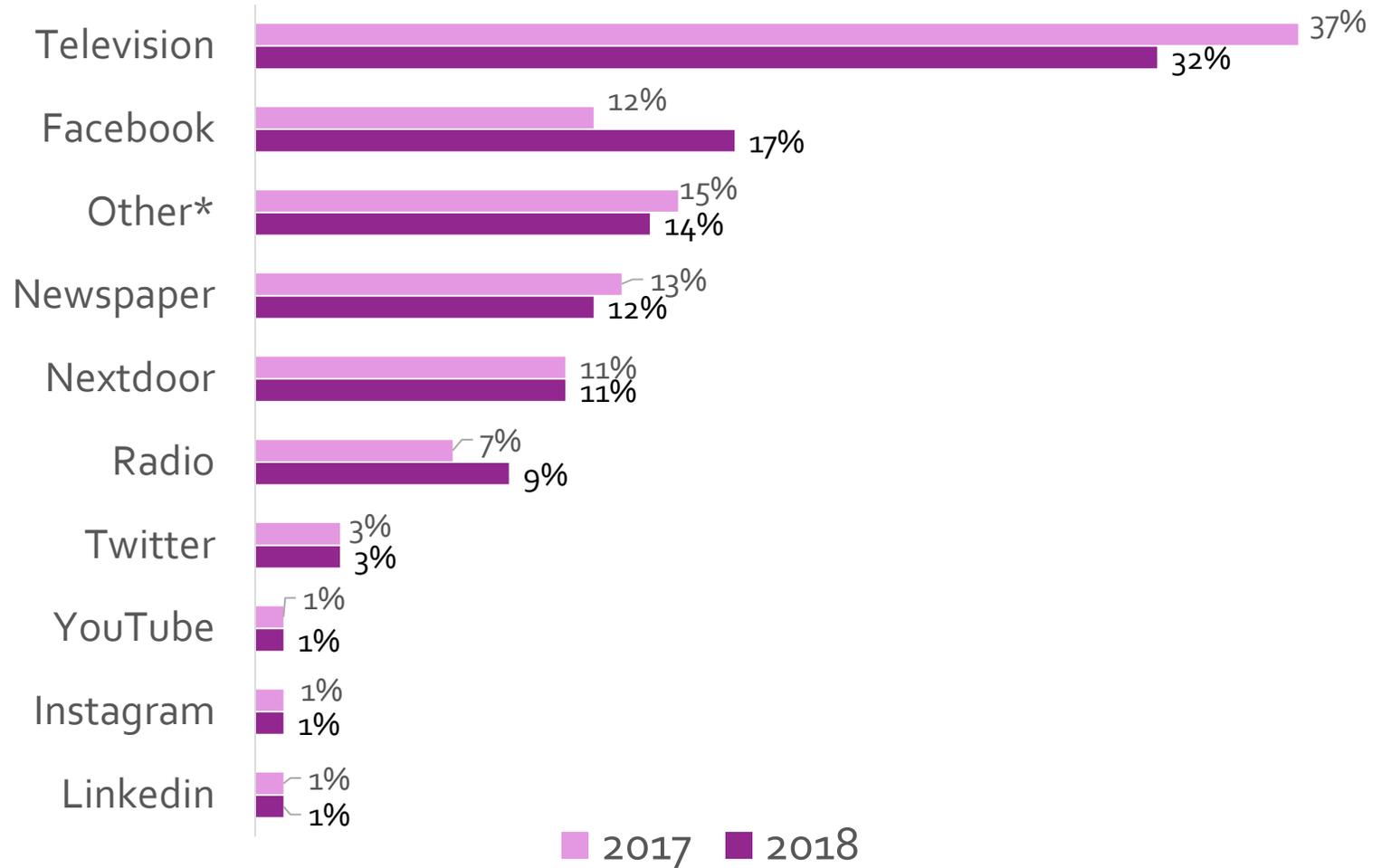


- Percentages represent responses by category
- Non-users, “don’t know” and non-responses were excluded

Preferred Source of County Information

Television dropped while Facebook increased from FY17 to FY18

What is your **PREFERRED** Source for receiving Mecklenburg County news and announcements?



Notes: Percentages represent responses by category. Non-users, "don't know" and non-responses were excluded.

*Other includes email, mail, text and website as the primary responses.

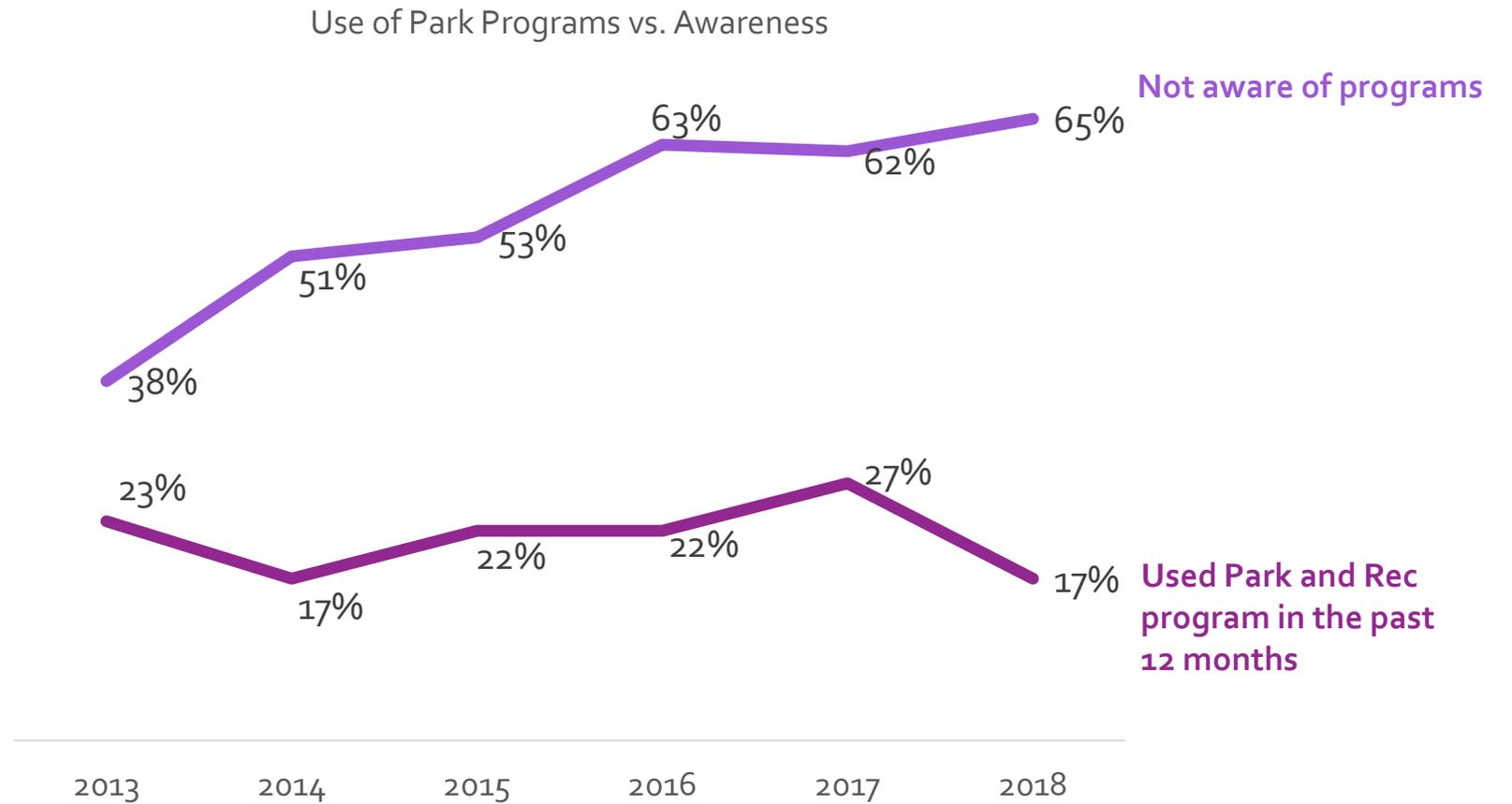
309 of 347

Department Highlights

Park and Recreation: Use vs. Awareness

Awareness of Park and Recreation programs has dropped along with program use.

Comparison in use of park programs and respondents who are not aware of programs.

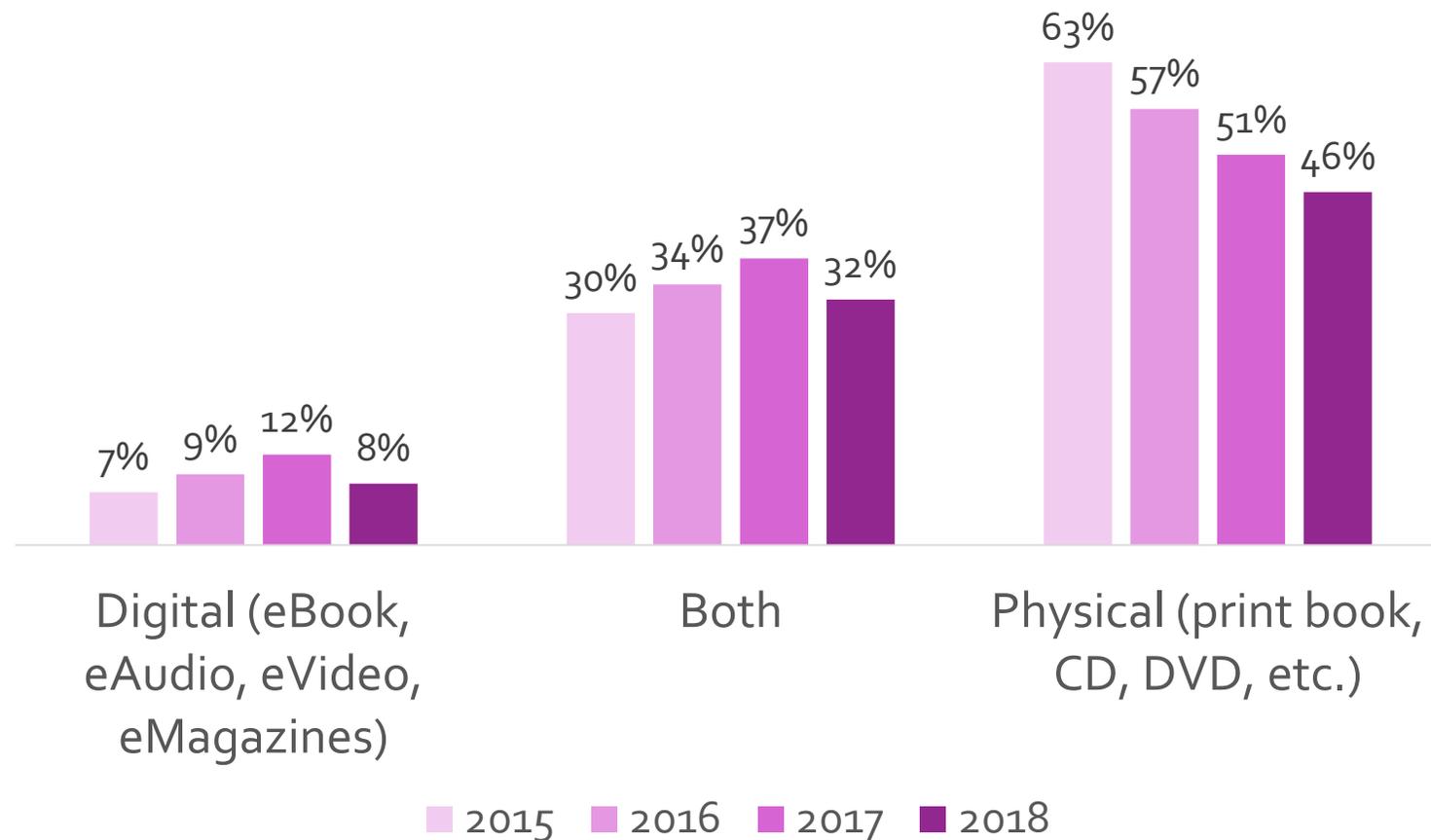


Notes: Percentages represent "yes" responses.

Charlotte Mecklenburg Library Use

Steady decline in Physical resource use. Drop in digital associated with budgetary constraints on digital content.

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



Notes: Percentages represent responses by category. Non-users, "don't know" and non-responses were excluded

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Recommendations

- Work with vendor to determine ways to compare the County to other local governments in the southeast
- Diversify communication strategies based on the needs of various demographic groups
- Enhance awareness of park and recreation facilities and programs
- Monitor public library online and physical resource utilization based on recent investment for FY19

Immediate Next Steps

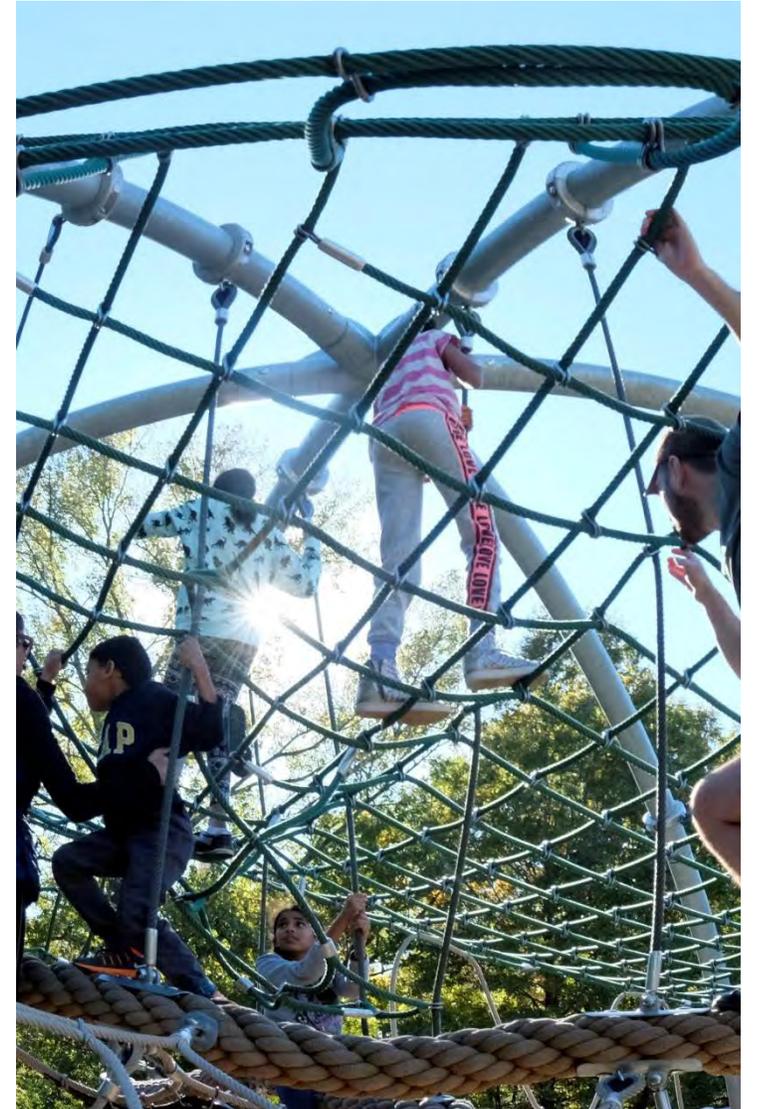
- Work with Public Information to promote the results to the organization and public
 - Employee News Now
 - MeckNC.gov



2018 Community Survey

Presented to the Mecklenburg Board of County Commissioners
by the County Manager's Strategic Planning & Evaluation Team

October 23, 2018



MECKLENBURG COUNTY STRATEGIC BUSINESS PLAN





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- 05 • Community Vision**
- 06 • Organizational Vision, Mission, Values and Guiding Principles**
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- 08 • County Departments and Business Partners**
- 09 • About the Strategic Planning Process**
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 - Accountable Government
 - Connected Community
 - Economic Opportunities
 - Healthy Community
 - Safe Community
- 17 • Key Initiatives Overview**
- 18 • 2017—2019 Key Initiatives**
 - 1: Long-Term Financial Planning
 - 2: Business Continuity
 - 3: Enterprise Risk Management
 - 4: Grants Management Strategy
 - 5: Bringing Mecklenburg County To You
 - 6: Land Disposition Strategy
 - 7: Health and Human Services Integrated Service Delivery Model - Community Resource Centers



Back row L to R: George Dunlap, Bill James, Matthew Ridenhour, Dumont Clarke,
Front row L to R: Pat Cotham, Jim Puckett, Ella B. Scarborough, Trevor Fuller, Vilma Leake

MECKLENBURG BOARD OF COUNTY COMMISSIONERS

At Large

Chair - Ella B. Scarborough

District 1

Vice Chair - Jim Puckett

District 2

Commissioner - Vilma Leake

District 3

Commissioner - George Dunlap

District 4

Commissioner - Dumont Clarke

District 5

Commissioner - Matthew Ridenhour

District 6

Commissioner - Bill James

At Large

Commissioner - Pat Cotham

At Large

Commissioner - Trevor Fuller

MECKLENBURG BOARD OF COUNTY COMMISSIONERS COMMUNITY VISION

Mecklenburg County will be a community of pride and choice for people to **LIVE, LEARN, WORK, and RECREATE.**

LIVE

Residents in Mecklenburg County will reside in a welcoming and thriving metropolitan area comprising 14 counties in North Carolina and South Carolina. Mecklenburg County will be the regional place of choice and home to generations of families and cultures from all over the world and economic backgrounds. Taxes will be competitive relative to the region for the scope and quality of service provided by local government. We will celebrate diversity and inclusion, promote equality of opportunity and have respect for all of our citizens. We will have safe communities that provide affordable housing opportunities throughout the County. We will provide alternatives to incarceration for those suffering from the disease of alcoholism, substance abuse and mental illness. We will eliminate preventable child deaths and injuries and will have no disparities in resident health based on ethnic background. We will reduce homelessness and poverty in the community. Our senior citizens will receive appropriate services in order to be able to age with dignity. Residents will be physically and socially connected to one another. Residents will have ownership of the community and actively participate in citizen involvement opportunities.

LEARN

Residents in Mecklenburg County will have access to high quality education at any point in life and be prepared to meet the needs of employers. We will be a model learning community committed to maximizing academic achievement for every student regardless of socioeconomic standing. The County will continue to be a regional hub for higher education, offering individuals opportunities to attain degrees and further their professional development.

WORK

Residents in Mecklenburg County will have continuing employment opportunities in a diverse economy that provide all who are capable and willing to work, a living wage. All residents will have the opportunity to share equitably in the community's prosperity. We will be innovative and have a vibrant economy as we attract new businesses and support existing businesses. We will have adequate regional mass transit that connects residents to their homes, work, schools, park facilities and commercial centers.

RECREATE

Residents in Mecklenburg County will have access to a system of parks, greenways and open space located throughout the County that connects neighborhoods and satisfies public recreation needs. We will sustain and enhance the environment by protecting our natural landscapes, and have an abundant source of clean drinking water, healthy creeks and good air quality. We will preserve our historical landmarks. Residents and visitors will learn, be inspired by, and enjoy our community's arts, cultural, and recreational opportunities.



OUR VISION

Mecklenburg County will be the best local government service provider.

OUR VISION STATEMENT

We will maintain a local government that is effective, efficient, responsible and accountable. Partnerships between government, private sector, non-profit organizations and the faith community will bring together people from diverse backgrounds to ensure that our community is resilient and able to address and solve community problems. Through collaborative land use planning and strategic capital investments, there will be a good quality of life in our community.

OUR MISSION

To serve Mecklenburg County residents by helping them improve their lives and community.

OUR VALUES AND GUIDING PRINCIPLES

Ethics: We work with integrity.

Customers: We serve our customers with courtesy and respect.

Employees: We recognize employees as our most important resource.

Excellence: We invest in learning and improving.

Teams: We work as a team, respecting each other.

Accountability: We focus on results.



“To be the best local government service provider”

EXECUTIVE LEADERSHIP



County Manager
Dena R. Diorio



Deputy County Manager/Chief of Staff
Derrick Ramos



Assistant County Manager
Mark Foster



Assistant County Manager
Leslie Johnson



Assistant County Manager
Anthony Trotman

STRATEGIC PLANNING & EVALUATION TEAM

Strategic Planning & Evaluation Director
Monica R. Allen, PhD

Enterprise Management Analysts
Ellissa Brooks Nelson
Ben Chambers
John Chesser
Karli Godfrey
Keyona Jones



MECKLENBURG COUNTY DEPARTMENTS AND BUSINESS PARTNERS

Asset and Facilities Management
Attorney's Office
Behavioral Health
Board of Elections
Charlotte Mecklenburg Library
Child Support Enforcement
Community Resources
Community Support Services
County Assessor's Office
County Manager's Office
Criminal Justice Services
Financial Services
Human Resources
Information Technology Services
Internal Audit
Land Use and Environmental Services Agency
MEDIC
Medical Examiner
Office of Economic Development
Office of the Tax Collector
Park and Recreation
Public Health
Public Information
Register of Deeds
Sheriff's Office
Social Services



ABOUT THE STRATEGIC BUSINESS PLANNING PROCESS

When Mecklenburg County Manager Dena R. Diorio assumed her role in 2014, she recognized the importance of the work the County had done in strategic planning and in providing effective, efficient and innovative services to the community. To build upon that work, County Manager Diorio

directed the County's Executive Team and Strategic Planning & Evaluation Team to complete the County's 2017 – 2019 Corporate Strategic Business Plan that include two main components: (1) Goal Areas and Outcomes and (2) Key Initiatives.

A variety of data sources listed below were used to inform this plan.

Goal Areas and Outcomes informed by:

- Benchmarking
- Best Practices Research
- Environmental Scans
- Livable Meck Plan Think Tanks
- Situational Analyses
- Visioning Sessions

Key Initiatives informed by:

- Community Surveys/Feedback
- Customer Data
- Demand Data Analyses
- Department Performance Data
- Documentation of Business Requirements
- Efficiency Studies
- Employee Surveys/Feedback
- Facility Assessments
- Financial Forecasts
- Process and Workflow Analyses
- Risk Assessments
- Technology Assessments

INTRODUCTION TO OUR PLAN



STRATEGY TO SUCCESS
— MECKLENBURG COUNTY —

With more than one million residents, Mecklenburg County is the largest County by population within the State of North Carolina. Given its significant growth (12.5% from 2010 to 2015), the County Government's more than 5,000 full - and part-time employees are dedicated to continuously evaluate and meet the evolving needs of residents in and visitors to the community.

Mecklenburg County's 2017 - 2019 Corporate Strategic Business Plan mirrors the top most important work for the County in the years to come. Moreover, this Plan builds on the desired results outlined in the County's first Strategic Plan adopted in the early 2000s, when the Mecklenburg Board of County Commissioners at that time endorsed the County Management's philosophy of strategic decision-making that included the establishment of a Community Vision and a performance management and strategic planning framework. Since that time, the County has continuously refined and improved upon these decision-making strategies to include creating a culture of strategic thinking that aligns work to the community needs. In fact, "Strategy to Success," which is the County's philosophy of performance management, ensures that the organization is making strategic decisions and investments based on quantifiable and qualifiable performance data.

GOAL AREAS AND OUTCOMES

Today, Mecklenburg County's 2017 - 2019 Corporate Strategic Business Plan translates the revised (in 2016) Board of County Commissioner's Community Vision into action. There are five goal areas that reflect the County's strategic priorities for the next three years, each with one desired outcome. For each outcome, there are several strategies, key performance indicators and associated methodologies for tracking progress towards the outcomes. The key performance indicators outlined in the report are the most integral to the County understanding its position around the key outcomes.

KEY INITIATIVES

Additionally, there are currently seven key enterprise-wide initiatives that represent the emerging and changing needs of the community. Over the next three years, additional initiatives focused on affordable housing, workforce development and criminal justice services may be included in the strategic business plan.

GOAL AREAS AND OUTCOMES



GOAL AREA 1: ACCOUNTABLE GOVERNMENT

Outcome: To be an open, transparent and high performing organization that effectively uses resources to provide high quality services to our visitors and residents



GOAL AREA 2: CONNECTED COMMUNITY

Outcome: To foster access to physical, social and information resources for all residents and visitors in our community



GOAL AREA 3: ECONOMIC OPPORTUNITIES

Outcome: To enhance the economic stability and success of our current and future residents



GOAL AREA 4: HEALTHY COMMUNITY

Outcome: To create a culture of health and wellness for our residents



GOAL AREA 5: SAFE COMMUNITY

Outcome: To have an efficient and effective criminal justice system



GOAL AREA: ACCOUNTABLE GOVERNMENT

TRANSPARENT, FISCAL PRUDENCE, QUALITY SERVICES, ACCESSIBILITY

OUTCOME

To be an open, transparent and high performing organization that effectively uses resources to provide high quality services to our visitors and residents

STRATEGIES

1. Utilize the customer service standards with a focus on customer satisfaction and priority in the design and efficient delivery of County services
2. Manage the use of debt and expenses to maintain the County's credit-worthiness and an affordable and competitive tax rate
3. Value employees as our most important resources
4. Enhance talent management (i.e., talent acquisition, development and retention) practices to have a highly skilled workforce
5. Improve communication of information about County news, programs and services to residents and customers

Key Performance Indicators	Methodologies
Customer Satisfaction	Percentage of County customers satisfied with services provided
General Bonded Debt Per Capita	Tax supported, long-term debt as a percentage of the population (reverse measure)
General Fund Expenditures Per Capita	Total general fund expenditures as a percentage of the population (reverse measure)
Bond Rating	Rating for the issuance of general obligation debt by three major bond rating agencies
Employee Motivation and Satisfaction	Percentage of employees motivated and satisfied to work for Mecklenburg County
Hiring Manager Satisfaction with Applicant Pool	Percentage of hiring managers satisfied with the applicant pool
2-year Retention Rate	Percentage of County new hires retained for at least 2 years
Satisfaction with County Communication	<ol style="list-style-type: none"> 1. Resident perception of County communication 2. Community engagement 3. Department communication with customers



GOAL AREA: CONNECTED COMMUNITY

INCLUSIVE, WALKABLE

OUTCOME

To foster access to physical, social and information resources for all residents and visitors in our community

STRATEGIES

1. Promote County access to public parks, greenways, nature preserves and recreation centers
2. Grow the network of active library cardholders through marketing and outreach efforts in the community

Key Performance Indicators	Methodologies
Capital Park & Recreation Projects Completed	<ol style="list-style-type: none">1. Number of projects completed2. Dollars spent on projects3. List of capital projects
Charlotte Mecklenburg Library Active Cardholders	Percentage of households in Mecklenburg County with an active library account (“active” defined as “used within the last 12 months”)



GOAL AREA: ECONOMIC OPPORTUNITIES

HOLISTIC, INNOVATIVE, JOB READINESS, DIVERSE JOB OFFERINGS,
EQUITABLE OPPORTUNITIES

OUTCOME

To enhance the economic stability and success of our current and future residents

STRATEGIES

1. Promote availability of homeless prevention resources
2. Support families and communities in reaching their greatest potential for economic success

Key Performance Indicators	Methodologies
Homelessness Rate per Capita	Homelessness rate per 1,000 residents (reverse measure)
Work First Training to Employment	Percentage of individuals who complete Work First training that enter employment



GOAL AREA: HEALTHY COMMUNITY

CLEAN ENVIRONMENT, PREVENTION PRACTICES, PHYSICAL ACTIVITY

OUTCOME

To create a culture of health and wellness for our residents

STRATEGIES

1. Provide access to HIV educational services and resources
2. Employ early prevention methods and educational opportunities on risks of using tobacco
3. Make health screening options available in the community
4. Promote physical activity and healthy behaviors
5. Provide leadership in methods to enhance the overall air quality

Key Performance Indicators	Methodologies
HIV Infection Rate	Number of individuals newly diagnosed with HIV per 100,000 population (reverse measure)
Youth Smoking Rate	Percentage of youth smoking (reverse measure)
Colorectal Cancer Screening	Percentage of individuals screened for colon cancer
Health and Fitness Program Utilization	Percentage of residents utilizing Park and Recreation health and fitness programs
Ozone NAAQS Compliance AQ Indicator	Percentage above the Federal Health-Based Standard for ozone (reverse measure)



GOAL AREA: SAFE COMMUNITY

ACCESSIBLE JUSTICE SYSTEM, QUALITY PARTNERSHIPS

OUTCOME

To have an efficient and effective criminal justice system

STRATEGIES

1. Provide programs that encourage desistance from crime, and enhance the re-entry services that include supportive networks and robust case management services (e.g., housing, training, substance abuse and mental health services) for individuals with criminal histories
2. Ensure participant compliance throughout the duration of a court case
3. Provide efficient service of civil papers

Key Performance Indicators	Methodologies
Program-specific Recidivism Rates	Percentage of program participants with one or more convictions within two years of discharge from the program (reverse measure)
Court Appearance Rate	Percentage of scheduled court dates attended
Civil Process Service Rate	Percentage of serviceable civil papers that are returned served

KEY INITIATIVES

KEY INITIATIVE 1

Long-Term Financial Planning

KEY INITIATIVE 2

Business Continuity

KEY INITIATIVE 3

Enterprise Risk Management

KEY INITIATIVE 4

Grants Management Strategy

KEY INITIATIVE 5

Bringing Mecklenburg County to You

KEY INITIATIVE 6

Land Disposition Strategy

KEY INITIATIVE 7

Health and Human Services Integrated Service Delivery Model
- Community Resource Centers (CRCs)

KEY INITIATIVE 1: Long-Term Financial Planning

BACKGROUND

During the last recession, the County was forced to make significant personnel and service cuts. The recession that was both swift and severe, required that the County make budgetary decisions based on that reality. If the County had been able to utilize a long-range planning tool, it may have anticipated the economic effects of this recession sooner. Also, as the economy began to improve, the County may have identified opportunities to restore services sooner and minimize its deferred investments.

The County continues to maintain the highest available bond rating (AAA). While the bond rating agencies are supportive of the County's actions to manage debt and maintain conservative fiscal policies, they have highlighted the need for the County to implement long-range financial planning as part of its fiscal strategy.

The economic recovery has been slower and longer in duration than any in the last 30 years. While

Mecklenburg County is better positioned to attract new investment than most areas of the state and country, it is still vulnerable to economic shifts and must plan accordingly. Therefore, Mecklenburg County must become more strategic in its direction and allocation of resource allocations, particularly if the near-term forecast is single-digit revenue growth.

The County's long-range financial planning (LRFP) tool will allow staff to monitor the financial resources that will enable the County to achieve its strategic mission. The tool considers both the County's operating and capital needs, then forecasts expenditures and supporting resources for the current budget year and the next five years. The tool complements the County's Strategic Business Plan and helps staff calculate the financial impact of future programmatic needs and providing options for leveraging financial resources and maintaining fiscal balance.

OUTCOMES

- 1. Link to County Capital Projects (Capital Improvement Program and Capital Reserves)**
- 2. Improve timeliness and accuracy of financial forecasts**
- 3. Clarify financial impact of strategic actions / resource changes and impose fiscal constraint**
- 4. Integrate financial statistics and metrics (communication aid to citizens, bond rating agencies, Board of County Commissioners, and staff)**

ANNUAL ACTIONS

FY2017

- Develop a prototype LRFPP model using Quantrix software with shared access to the Executive Team, Budget and Finance Offices
- Develop with UNCC a statistically valid revenue forecasting model for input to the LRFPP
- Automate the Comprehensive Annual Financial Report schedules with integrated feeds to the LRFPP
- Link outputs (costs) of three-year County Strategic Plan to the LRFPP

FY2018

- Upgrade the debt service software (Sympro) with integrated feeds to the LRFPP
- Evaluate and implement budget / actual reporting improvement modifications (in Advantage and/or Quantrix) to provide more timely and accurate projections with options for integrated feeds to the LRFPP
- Link outputs of FY2018 - FY2022 Capital Improvement Plan to the LRFPP

FY2019

- Develop a Capital Planning System (Capital Improvement Plan and Capital Reserve) with integrated feeds to the LRFPP

SUCCESS MEASURE

Implementation and use of a long-range financial planning tool to help accurately project the County's operating and capital needs over a five-year period.

KEY INITIATIVE 2: Business Continuity

BACKGROUND

In anticipation of the 2012 Democratic National Convention, County departments developed Continuity of Operations Plans (COOPs). A COOP provides the framework to allow the County to maintain mission critical operations during an emergency or disaster. A COOP is held in readiness and clarifies strategies to (1) prepare for, (2) respond to and (3) recover from a major disruption of operations. A COOP is a living document, as it is essential that information and action plans in the COOP remain viable, current and tested annually.

In June 2016, the information in each department's COOP was updated and tested. The County also underwent an independent assessment of its

Information Technology (IT) security and disaster recovery readiness.

Given that Mecklenburg County delivers several critical services to over one million residents each year; the inability to deliver these services, even for a short period of time can jeopardize the safety and well-being of those who rely on them. A high-performing business continuity program can drastically improve the chances that disruptions to service delivery are minimal.

OUTCOMES

- 1. Provide the necessary guidance to organize and direct County operations in the event of a major emergency or disaster**
- 2. Ensure the County IT system disaster recovery capabilities are responsive to critical mission operation needs**
- 3. Enhance capabilities to conduct mission critical functions remotely**
- 4. Ensure continuity of government through Board of County Commissioners approved emergency procedures**

ANNUAL ACTIONS

FY2017

- Update contacts and emergency plan actions in Continuity of Operations Plans (COOPs) – all Departments
- Test County departmental COOPs and draft an After Action Report
- Address gaps identified in After Action Report and ensure changes are reflected in COOPs
- Evaluate County IT system data security and disaster recovery protocol - External Consultant Evaluation
- Perform critical function assessment, including prioritization of recovery response time needs
- Assess current teleworking capabilities for mission essential personnel
- Develop teleworking protocol, including hardware replacement criteria for essential personnel and virtual desktop infrastructure
- Approve the Mecklenburg County Board of Commissioners Emergency Procedure Plan by the Executive Team and the Board

FY2018

- Evaluate COOP framework to ensure all plans address prevention, response and recovery from emergencies and disasters
- Modify COOPs to incorporate changes to framework
- Test County departmental COOPs and draft an After Action Report
- Address gaps identified in After Action Report and ensure changes are reflected in COOPs
- Incorporate priority of critical function assessment into IT strategic plan
- Implement teleworking protocol for mission essential personnel
- Test teleworking capabilities for mission essential personnel

FY2019

- Test County departmental COOPs and draft an After Action Report
- Evaluate effectiveness of teleworking capabilities and develop action plan to address gaps

SUCCESS MEASURES

- 1. Critical applications remain functional during all tests, live emergencies and disasters**
- 2. Successful execution of remote working capabilities during all tests, live emergencies and disasters**
- 3. Successful execution of the Board of County Commissioners' Emergency Procedure Plan during all tests, live emergencies and disasters**

KEY INITIATIVE 3: Enterprise Risk Management

BACKGROUND

The overall goal of Enterprise Risk Management (ERM) is to identify and address risks that could prevent the County from reaching its strategic objectives, build a culture of risk awareness and encourage proactive risk management throughout the County.

To deliver value to its residents, employees and other partners, the County must understand and manage the risks faced across the organization. Risks are inherent in our business activities and can relate to strategic threats, operational issues and compliance with laws, regulations and reporting requirements. ERM provides a framework for

effectively managing uncertainty, responding to risk and harnessing opportunities that arise across departments.

The County has been engaged in enterprise risk management since 2011 and began revamping the ERM program in 2015 to make it more strategic, visible and operational. Several factors led to an increased need for a robust ERM program including: economic variability, the need for greater information and data security, increased regulation and harsher penalties for non-compliance, and stronger scrutiny from rating agencies.

OUTCOMES

1. Link ERM to strategy

- Departments develop Risk Management Plans (RMPs) when developing or revising strategic plans

2. Increase the visibility of the ERM program

- An enterprise-wide culture of risk awareness and proactive risk management
- ERM is sought out by directors and supervisors for consultation on risk issues

3. Operationalize ERM

- Proactive risk management at the enterprise, department and project levels using a uniform ERM framework and common language
- ERM software enhances risk management capabilities, including improved efficiency

ANNUAL ACTIONS

FY2017

- Implement and monitor initial FY2017 departmental risk management plans
- Provide training and education to the Executive Team, department directors, and the Enterprise Risk Management Committee on ERM, including specific risks (Ex. Data Security, Crisis Management)
- Develop ERM material specific for Supervising for Success (S4S) training; train department leads on ERM framework
- Develop communication/marketing campaign, including branding of new ERM program
- Implement new ERM framework for the FY2018 Departmental Risk Management Planning process
- Develop Project Risk Management Plan template
- Increase applicable ERM information in Employee News Now
- Meet with departments to discuss emerging risks, and provide additional training as needed
(This action will occur across all three fiscal years)

FY2018

- Develop and pilot departmental RMP Key Performance Indicators (KPIs) (include in director work plans and link to business plans)
- Conduct FY2019 risk assessment, develop FY2019 RMPs
- Launch ERM communication/marketing campaign, including new ERM brand and ERM in S4S
- Research enterprise risk management software solutions
- Pilot Project Risk Management Plan

FY2019

- Go Live with Departmental RMP Key Performance Indicators (KPIs) (include in director work plans and linked to business plans); Conduct FY2020 risk assessment, develop FY2020 RMPs

SUCCESS MEASURES

- 1. Departments include risk management in annual work plans**
- 2. Visibility of ERM markers by supervisors and directors**
- 3. Consultation with departments on ERM risk related issues**
- 4. Major risks are effectively managed with risk management plans**
- 5. Executive team and department directors monitor risk via ERM dashboard**

KEY INITIATIVE 4: Grants Management Strategy

BACKGROUND

Grants represent an important tool for achieving a variety of community objectives and delivering critical services to residents. The County relies on grants to provide supportive housing, homeless resource services, juvenile crime prevention, solid waste services, children's developmental services, public health planning and promotion, childcare services, senior nutrition and transportation for disabled individuals. Managing these grants effectively is important.

Without effective grants development and management, short-term and long-term

consequences may arise, including: audit findings, loss of current grant funding, forfeiture of future grant funding and opportunities and damage to the county's reputation. The U.S. Government Accountability Office (GAO) attributes these consequences to a lack of appropriate performance measures and accurate data, unnecessary duplication of efforts, a lack of collaboration across departments, internal control weaknesses, and a lack of financial, human capital and technology resources.

OUTCOMES

- 1. Increased funding for and performance in delivery of services funded primarily through grants**
- 2. Increased efficiency and capability of grants development and management processes**
- 3. Increased reporting capability for and transparency of grants spending**

ANNUAL ACTIONS

FY2017

- Convene a cross-departmental team comprised of key staff with subject matter expertise in grants development and management to lead and implement the initiative.
- Conduct a comprehensive evaluation of the grants development and management functions operating across all departments within the County. The evaluation may include, but is not limited to identifying the processes, policies, procedures, resources, tools and materials currently used by the various grants development and management functions, developing and administering a needs assessment survey for departments to identify gaps in financial, organizational, technological and human capital resources, collecting performance data and identifying best practices in grants development and management.

FY2018

- Develop and implement a plan that addresses findings from the evaluation, incorporates best practices and unifies the grants development and management functions through coordinated and streamlined processes, standardized policies and procedures and centralized tracking, reporting, and evaluation of performance.
- Develop an exhaustive catalogue of guidance on grants development opportunities that enables departments to capitalize on external funding sources. This catalogue should be electronically searchable and frequently updated with the most current guidance on grants development opportunities.

FY2019

- Determine the level of and responsibility for appropriate and ongoing support and oversight of the grants development and management functions that will foster collaboration among the various departments and promote strong internal controls.

SUCCESS MEASURE

Achievement of current community objectives through cost-effective delivery of services to residents while simultaneously reducing the level of support for these services from tax revenues.

KEY INITIATIVE 5: Bringing Mecklenburg County To You

BACKGROUND

Bringing Mecklenburg County to You (BMC2U) is the County's new Government Facilities Master Plan. The goal of the BMC2U initiative is to provide quality and integrated services to customers in convenient locations and to create a better work environment for employees.

The BMC2U model has identified future facility acquisitions or redesigns to create a system of Community Resource Centers (CRCs) that provide a continuum of County services at a single location. Through key acquisitions, the County can build CRCs that address specific service needs in locations of high demand.

The County has identified which County-provided services need to be present in each CRC location

and plans to establish the most effective service model for each facility. Enhancing accessibility to County services is a fundamental component to the BMC2U Master Plan and ensures the County's ability to respond to each area's specific needs. These CRC locations will also improve the work environments of County employees and address department realignments.

Work on Phase I of the project, including the relocation of Land Use and Environmental Services (LUESA) and Mecklenburg EMS Agency (Medic), is underway. Building the CRCs near the demand for services and the customer-focused nature of the facilities continue to drive service delivery improvements.

OUTCOME

Government facilities are completed and operational within established project milestones and budget

ANNUAL ACTIONS

FY2017

The following projects are included in the BMC2U plan:

- Project 1: MEDIC Relocation
- Project 2: Valerie C. Woodard Renovations
- Project 3: Public Defender / Criminal Justice Services / Vital Records Relocations
- Project 4: Finance Department Relocations
- Project 5: Tax Department relocation to Valerie C. Woodard

FY2018

- Request funding for Phase II BMC2U and determine project schedule
- Relocate services located in Hal Marshall to Valerie C. Woodard
- Complete Public Defender / Criminal Justice Service / Vital Records Relocations
- Complete Valerie C. Woodard Renovation

FY2019

- Work on approved phase two of Health and Human Services—Community Resource Centers (CRCs) (geographic expansion) and expansion of Prototype Health and Human Services CRC at Valerie C Woodard

SUCCESS MEASURES

- 1. The County has made investments in new and existing County facilities to improve employee work environments**
- 2. County facilities are easily accessed by members of the community**
- 3. Residents' needs are adequately addressed by the County's Community Resource Centers**

KEY INITIATIVE 6: Land Disposition Strategy

BACKGROUND

The County's Land Disposition Strategy facilitates the acquisition of more accessible, conveniently located properties. Mecklenburg County has, over the course of many decades, acquired and maintained significant real estate holdings. Several of these properties have been, or will be, eliminated or replaced as a result of the County's new facility master plan, Bringing Mecklenburg County to You (BMC2U).

When County real estate holdings no longer have operational value, opportunities exist to

strategically return parcels to the tax rolls through sale and redevelopment. These sales provide proceeds which can be directed to support the master plan. As these privatized parcels are redeveloped, they will also provide additional tax revenue.

The County's BMC2U Master Plan will inform the Land Disposition Strategy to ensure that real estate with potential operational value is retained.

OUTCOMES

- 1. The County controls the strategic acquisitions necessary to facilitate the completion of BMC2U**
- 2. Surplus parcels are utilized for redevelopment, improving their value to the community**
- 3. The County maximizes the value to the taxpayer for its disposed assets**

ANNUAL ACTIONS

FY2017

- Manage/execute the initial phase of the Brooklyn Village Redevelopment project
- Manage disposition of Spector Drive property
- Develop prospective sites for future Community Resource Centers
- Identify and acquire parcels adjacent to County-owned sites which may facilitate the disposition of these parcels
- Identify and acquire sites to house non-HHS services as identified in the master plan

FY2018

- Develop strategy for divestiture of Hal Marshall property
- Completely divest from the Billingsley and Walton Plaza County properties, depending on BMC2U project progress
- Identify and acquire sites to house services as identified in the master plan and identify and acquire parcels adjacent to County-owned sites which may facilitate the disposition of these parcels
- Develop prospective sites for future Community Resource Centers

FY2019

- Acquire site necessary for development of a second Community Resource Centers
- Divest Hal Marshal property unless needed for Walton Plaza transition

SUCCESS MEASURE

Maximize the value received for the disposed properties, which include the level of return on the divested properties, the strategic alignment of the dispositions and the effective utilization of the revenue for future capital priorities.

KEY INITIATIVE 7: Health and Human Services Integrated Service Delivery Model - Community Resource Centers

BACKGROUND

The Government Facilities Master Plan (2015-2030) will result in a fundamental transformation of the way the County delivers Health and Human Services (HHS) through an Integrated Service Delivery Model. In addition, the County is managing the design and construction of projects needed to implement the Bringing Mecklenburg County to You (BMC2U) concept, detailed in Key Initiative 5.

The planned Community Resource Centers (CRCs) are crucial to the development of integrated services in the County and are critical to providing cohesive and comprehensive care to our HHS customers. The County's renovated and restructured Valerie C. Woodard facility will serve as the CRC model's pilot location. This prototype CRC is being developed around the Integrated Service Delivery Model and consolidates HHS service delivery in one location. This facility will include a consolidated call center and integrated mail room to streamline workflow and resident access to services.

Currently, the County's HHS division is separated into five departments, which can lead to fragmentation

and inefficient service. The Integrated Service Delivery Model works towards taking these separate departments and building their interoperability. Under an integrated service model, residents will be able to apply for multiple HHS services in one location. FY2016 focused on the assessment and analysis of the CRC prototype, and the FY2017 and FY2018 goals will be focused on proposing procedures and policies, creating CRC management and workflow, and implementing and opening the CRC Prototype.

The establishment of the CRC is meant to bring a more integrated and comprehensive approach to HHS services to the community. Sharing data between Social Services, Child Support Enforcement, Community Support Services, Public Health and Behavioral Health will allow the County to serve community members in a more holistic way. This is a core principle behind the County's enterprise planning strategy - allowing for a more seamless and responsive approach to serving residents.

OUTCOMES

- 1. Fully functional Community Resource Center at Valerie C. Woodard Center**
- 2. Integrated data sharing methodology implemented across Health and Human Services**
- 3. Fully functional consolidated HHS mail-room function**

ANNUAL ACTIONS

FY2017

- Implement the planned Mail-Room merge for HHS services
- Complete feasibility determination for HHS consolidated call center
- Determine needed technology, construction and employee roles and responsibility at Valerie C. Woodard
- Develop strategic road map for data sharing between HHS Services
- Identify legal/systemic barriers for data sharing due to state and federal requirements
- Create strategy for influencing change to external barriers

FY2018

- Open initial Community Resource Center at Valerie C. Woodard
- Implement permissible data sharing practices for HHS
- Implement findings from HHS consolidated call center review

FY2019

- Develop/implement data sharing practices for HHS
- Evaluate efficiency/effectiveness of the initial CRC operations and develop refined model for future expansion

SUCCESS MEASURE

Implementation of all projects and successful cross-department collaboration in planning of the stated outcomes.



**Mecklenburg County Manager's Office
Strategic Planning & Evaluation**

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