

Town of Cary
2004 Biennial Citizen Survey
Executive Summary

The results of 2004 Cary's Biennial Citizen Survey were very positive with citizen input indicating a continuation of the trend of improvements in the management of the Town of Cary. A total of 410 residents were surveyed and the resulting margin of error was $\pm 5\%$. Overall, the respondents rated very favorably the services the Town of Cary provides to its residents.

The Town Government staff received very good marks for their efforts including *courteous* (A-), *professionalism* (A-), *knowledgeable* (B+), *promptness of response* (B+), and *ability to resolve issues* (C+). This year the means increased for all 5 service dimensions measured with 4 grade improvements from 2002.

The Town earned an average mark for the maintenance of streets & roads. The grade remained a C with the mean slipping very slightly this year. However, the Town garnered improving ratings for cleanliness and appearance of several areas including *parks* (B+), *greenways* (B+), *median & roadsides* (B-), and *streets* (B-). The means increased for all 4 of these areas with 1 grades improving from 2002.

The Cary Police Department profile remained largely unchanged from 2002 with 7 of 8 grades remaining the same. They continued to have very good marks for *competence* (A-), *courteous* (A-), *fairness* (A-), *response time* (B+), and *problem solving* (B). The means declined slightly for all of the service dimensions measured this year with one grade decreasing, but this was mitigated by the higher percentages of "excellent" responses. The Cary Fire Department maintained their excellent ratings in 2004 on *competence* (A), *fairness* (A), *courteous* (A), *response time* (A-), and *problem solving* (A-). Even though the grades are excellent, the means decreased slightly for all 5 service dimensions measured this year with grades declining on 4 of them. However, the percentage of "excellent" responses increased significantly. The Police and Fire Departments were both impacted by a limited number of individuals who may have had unfavorable experiences with them.

The Parks & Recreation Department were given continued strong marks for *program quality* (A-), *ease of registration* (A-), *overall experience* (A-), *facility quality* (A-), *instructor quality* (A-), and *cost or amount of fee* (A-). Overall, the means increased on 4 of the service dimensions with the grades improving on 2 of them. The two new dimensions measured both received A- grades. Overall, Parks & Recreation had superior results.

The respondents were very positive in their rating of the overall operation or management of Cary. The mean increased significantly and the grade has improved from a C+ to a B this year. The responses for Cary as an overall place to live were also very positive with the mean increasing and the grade improving to an A-. When asked what is the most important issue facing Cary, the predominant response was the growth and infrastructure problems. Other responses to this question included traffic/improving roads, schools/school redistricting, and annexation (in that order). The respondents were then asked what actions they would take to improve Cary. The two primary responses were improving roads/traffic and slowing growth/development. Other recommended actions include improving schools, improving downtown businesses/activities, and improving police patrols/stop speeding.

Most respondents felt that the quality of life in Cary has improved over the past two years. Additionally, residents felt very safe in Cary with the mean increasing from 2002 indicating a higher perception of safety. Crime was generally viewed as stable in neighborhoods with a slight gain in the perception that it was decreasing. Cary's tax rate was seen as "about right" when compared to other localities. However, there has been an increase in the perception they were somewhat on the high side.

The major information sources used by the respondents include Raleigh News & Observer, television, word-of-mouth, radio, and BUD (in that order). These are virtually unchanged from the 2002 survey with the exception that radio and BUD switched places. Internet access has increased (only 9.7% do not have access) with most respondents having access at both home and office. Although a majority of the respondents rarely viewed the Town Council meetings on the Town's Cable Access Channel, overall viewership has increased since 2002.

There has been significant improvement in Cary's communication efforts with citizens. Respondents felt better informed about government services, projects, issues, and programs that affect them this year. The mean for this has improved significantly and the grade would now equate to a C from a D in 2002. There was also a significantly higher degree of satisfaction with Cary making information available to them concerning these issues. This mean has also improved significantly and the grade equates to a C+ from a C- in 2002. Additionally, the respondents were more satisfied with the opportunities Cary gives them to participate in the decision-making process. The mean increased here as well and the grade improved to a C from a D in 2002.

The respondents were asked if they are satisfied that Cary is achieving its goal of being the best local government of its size in North Carolina. Overall, there was increased support for this statement. The mean increased from 2002 and the grade improved to a B- from a C.

Solid Waste Services received good marks from the respondents in a new set of questions to the survey. The respondents were generally satisfied with backyard pickup, curbside recycling, yard waste service, call-in bulky trash service, Christmas tree collection, and leaf collection. The call-in services of computer recycling, used motor oil recycling, compost educational workshops, and other workshops received somewhat lower marks that could be related to actual participation (or lack thereof). Participants will need to be screened for actual participation in the next survey period. The respondents who had participated in the curbside recycling program indicated they were very satisfied with the service. In addition, the respondents who had visited the Citizen Convenience Center on Dixon Avenue were also very satisfied with the Center. Finally, the respondents were asked if they favor replacing backyard garbage collection with curbside collection. There was a degree of support for this in that 42.3% indicated they were "very supportive" of the proposal. However, there was a dichotomy present in the support due to the fact 20.2% were "very unsupportive" of the proposal.

A set of questions on storm drains revealed a relatively high degree of uncertainty as what are acceptable materials that can enter the drains. The respondents were accurate concerning rainwater from a home's gutters in that 88.7% indicated it was acceptable. Confusion came from runoff from sprinklers/irrigation systems (84.5%) and rinse water from washing a car (63.1%). The respondents were more accurate for water from draining a swimming pool (28.1%), natural vegetation (17.5%), grease/oil (0.8%), and paint (0.3%). In addition, over 61% of the respondents could not identify that the materials that make it into storm drains go directly into streams and creeks.

Respondents indicated their top choices in events they would like to see at the Amphitheatre at Regency Park are festivals, outdoor theatre performances, family entertainment, and the NC Symphony performances. The major information choices they use to hear about events at the Amphitheatre are Raleigh News & Observer, radio, television, friends/family, and Cary News.

In regards to Cary's Comprehensive Bicycle Program, 45.5% of the respondents indicated they were not familiar with program. As to programming on Cary TV 11, approximately 15.2% of the respondents watch the Monthly Magazine Program BUD TV at least once a month or more. Approximately 12% of the respondents watch the Electronic Bulletin Board Messages at least once a week or more.

In conclusion, there were 13 grades that improved this year, 5 grades that declined, and 15 grades that remained unchanged. The 5 grades that declined did not fall to unacceptable levels. They only fell to grades of A, A, A-, A- and B. Overall, the final average for all means averaged together for the Cary service dimensions this year was 7.92 (B+) compared to 7.71 (B) in 2002. Overall, the results were positive and point the way to make further proactive changes to maintain a cycle of continuous quality improvements.

Town of Cary 2004 Biennial Citizen Survey Report

Methodology

The Town of Cary's 2004 Biennial Citizen Survey was conducted from January 3rd through January 19th of 2004. The survey instrument is included in Appendix A. BKL Research administered the telephone survey to 410 residents of the Town of Cary. This resulted in a $\pm 5\%$ margin of error. Both listed and unlisted telephone numbers with Cary exchanges were included in the sampling frame and contacted using a random selection process. A minimum of four separate callbacks was attempted on each number not screened from the sampling frame. The potential respondents were screened in regards to residence in Cary and whether they were over the age of 18. The average survey completion time was between 17 and 20 minutes. The refusal rate for the survey was 21.8%.

The survey consisted of 38 core questions with related subparts to several of the questions. Respondents were asked to rate the Town Government staff and operation, Police Department, Fire Department, Parks & Recreation, perceptions of safety, and quality of life items. The survey also examined several other key issues including informational sources, tax rates, solid waste/recycling services, storm drain input, Amphitheatre at Regency Park, bicycle program, Cary TV 11 programming, internet access, participation in decision-making opportunities, and achievement of Town goals. The respondents were primarily asked to use a nine-point scale with a midpoint of five. There was also a "Don't Know" category for those who lacked the necessary knowledge to a question. Three open-ended questions were included in the survey to examine additional services the Police Department could provide, the most important issue facing Cary, and actions to improve the Town of Cary.

Demographic Characteristics of the Sample

The demographic profile of the sample is exhibited in Figures 1-7 and Table 1. The age profile of the sample is illustrated in Figure 1. Approximately 64% of the respondents were between the ages of 26-55 with approximately 28% in the 36-45 year-old category. Figure 2 represents the number of years the respondents have lived in the Town of Cary. As for years of residency, 65% of the respondents had lived in Cary for 6 years or more. There was also a large percentage of long-time

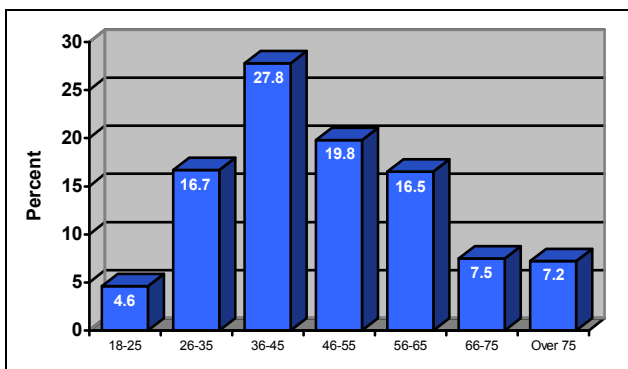


Figure 1. Sample: Age Distribution.

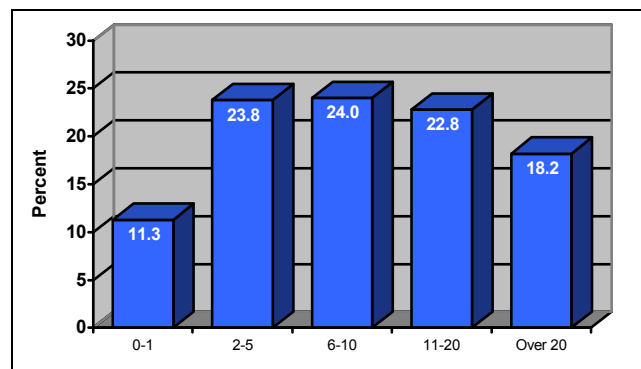


Figure 2. Sample: Years Lived in Cary

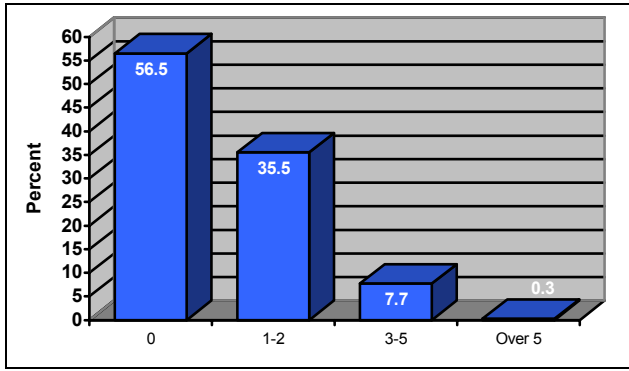


Figure 3. Sample: Children Under 18 in Household.

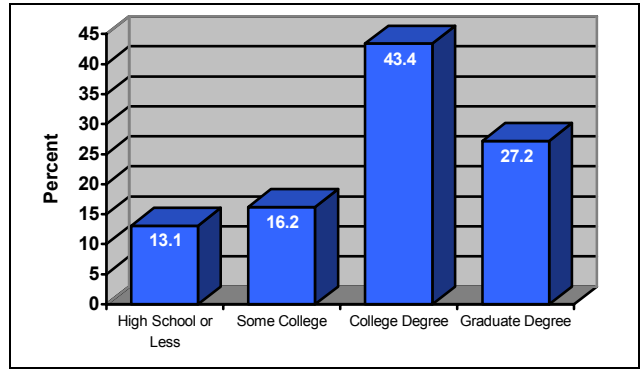


Figure 4. Sample: Educational Level.

residents who had lived in Town for over 20 years (18.2%). Figure 3 illustrates the number of children under the age of 18 living in the household. Approximately 57% of the sample had no children under 18 living at home, 35.5% had 1-2 children, and 7.7% had 3-5 children. The sample was a highly educated group (Figure 4). Most of the respondents had graduated with a college degree (43.4%) or graduate degree (27.2%). Figure 5 shows the racial breakdown of the sample. Approximately 86% of the respondents were Caucasian, 5.5% were Asian, 5.2% were African-American, and 1.8% were Hispanic. There were high levels of household income for the sample. This is illustrated in the high percentage of respondents in the \$70,001-\$100,000 (22.4%) and over \$100,000 (33.4%) household income categories (Figure 6). In terms of gender, 58.5 of the sample were female and 41.5 male (Figure 7). This is a common occurrence in telephone surveying. Females are more likely to answer the telephone in a married household. Table 1 exhibits the job classifications. Technical (19.8%), retired (16.3%), and professionals (11.7%) were the classifications that were most represented in the sample. The sample zip codes were 27511 (58.2%), 27513 (39.9%) and 1.9% from all others (27519/ 27560/27607).

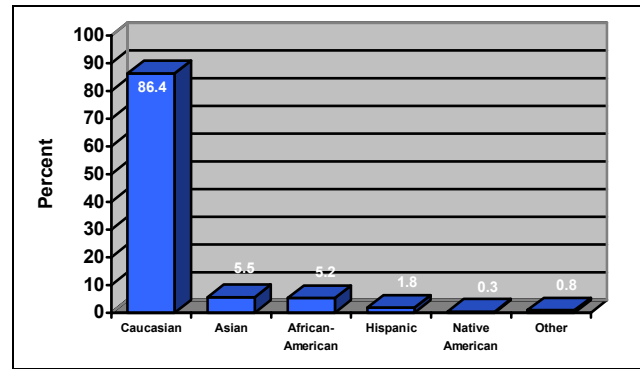


Figure 5. Sample: Race.

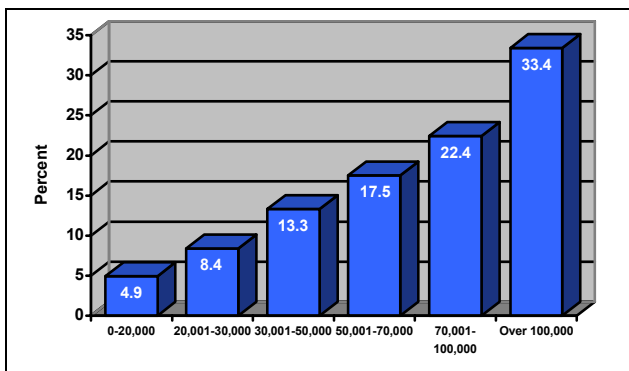


Figure 6. Sample: Income Level.

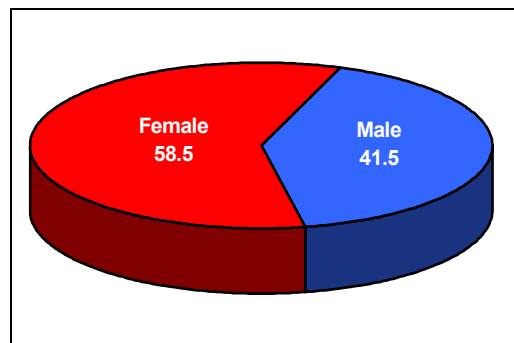


Figure 7. Sample: Gender.

Table 1. Sample: Job Classifications (Categories below 0.5% not included).

Job Classification	%	Job Classification	%
Technical	19.8	Self-Employed	1.7
Retired	16.3	Students	1.7
Professionals	11.7	Laborers	1.2
Homemakers	9.2	Unemployed	1.2
Service	7.1	Government	0.7
Education	6.8	Nonprofit	0.7
Managers	4.6	Personal Service Workers	0.5
Marketing/Sales	3.7	Retail	0.5
Clerical & Support	2.0	Journalism	0.5

Several of the means for the service dimensions in the survey were converted into grades. The mean score was converted into a percentage (using 9 as the denominator) and compared to a grading scale shown in Table 2. This was primarily done only for questions that rated services on the 9-point scale using the “very poor” to “excellent” descriptors. Grades tend to be easier to understand and use in goal setting for planning cycles.

Respondents were asked if they would agree to participate in a focus group session. The goal of the focus groups is to give Cary even more insight into their citizen’s opinions and attitudes. Approximately 45% of the respondents indicated they would agree to participate in one of the sessions. This reflects strong involvement and concern of the citizens with their community.

Table 2. Grading Scale.

Rating (%)	Grade
97-100	A+
94-96	A
90-93	A-
87-89	B+
84-86	B
80-83	B-
77-79	C+
74-76	C
70-73	C-
67-69	D+
64-66	D
60-63	D-
Below 60	F

The report will include crosstabulations for selected questions in the survey (Appendix B). It is important to exercise caution in the interpretation of crosstabulations. They will act to slice up the sample size and in turn increase the margin of error for that question. For example, it is difficult to interpret crosstabulations for the race variable because over 86% of the sample is Caucasian. This resulted in sample cell sizes that were too low to adequately examine the crosstabulations for other racial groups to any great extent. Groupings with exceptionally low sample sizes will not be discussed in detail for this reason.

The percentages in the tables and crosstabulations are rounded off to one decimal place. Due to rounding this may result in row totals that do not always add up to exactly 100.0%.

Town Government

The performance of the Town Government staff was assessed with a set of five items or questions. These questions were only administered to those respondents who had contact with the Town Government in the past two years. Approximately 25% or 103 respondents indicated they had contact within the past two years. This contact percentage was the same as it was two years ago. A nine-point scale from “very poor” (1) to “excellent” (9) was used to measure performance.

The results of the 1998, 2000, 2002, and 2004 Cary Biennial Surveys will be included in tables throughout the report when applicable. The 2004 Biennial Survey covered slightly more areas and was inclusive of more questions. Tables with no comparisons represent the new items to the 2004 version. The incorporation of the previous survey facilitates comparisons between survey periods to examine trends.

The results shown in Tables 3-7 indicated continued high positive ratings for the Town Government staff. This year all the means increased with some showing significant gains. The tables are placed in descending order of ratings. The marks for all services were very good, especially for *courteous* (A-) and *professionalism* (A-) whose grades both improved from 2002. In addition, the grades for *knowledgeable* and *promptness of response* improved this year to a B+ from a B- in 2002. The service dimension that was rated with the lowest grade was *ability to resolve issues*. The mean for this service increased slightly from 2002; however, the grade remained unchanged in the C+ range. This still represents a relatively good rating considering it is difficult to resolve all issues to the satisfaction of every citizen. Overall, the Town Government staff received very good ratings from the citizens with 5 of the means increasing and 4 grade improvements on the 5 service dimensions measured.

Table 3. Town Government Staff: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.33	1.0	0.0	0.0	0.0	2.0	5.1	5.1	25.3	61.6	A-
02	7.81	3.0	0.0	1.0	0.0	6.9	1.0	8.9	35.6	43.6	B+
00	7.98	1.2	2.3	1.2	1.2	3.5	3.5	8.1	23.3	55.8	B+
98	7.63	2.4	0.8	0.0	2.4	4.0	1.6	19.8	39.7	29.4	B

Table 4. Town Government Staff: Professionalism.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.10	2.0	1.0	0.0	1.0	5.0	1.0	9.0	21.0	60.0	A-
02	7.55	3.0	1.0	0.0	1.0	7.9	3.0	17.8	32.7	33.7	B
00	7.73	1.2	2.3	1.2	0.0	3.5	7.0	19.8	19.8	45.3	B
98	7.32	3.2	1.6	3.2	0.8	4.0	2.4	27.0	31.7	26.2	B-

Table 5. Town Government Staff: Knowledgeable.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.95	2.0	1.0	0.0	0.0	4.1	4.1	15.3	22.4	51.0	B+
02	7.44	4.0	0.0	0.0	3.0	10.1	2.0	17.2	27.3	36.4	B-
00	7.70	2.4	1.2	1.2	2.4	2.4	2.4	21.2	24.7	42.4	B
98	7.30	1.6	2.4	1.6	1.6	6.3	9.4	20.5	29.1	27.6	B-

Table 6. Town Government Staff: Promptness of Response.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.79	2.1	1.0	2.1	2.1	7.2	3.1	5.2	25.8	51.5	B+
02	7.32	4.9	1.0	0.0	1.0	8.8	1.0	21.6	35.3	26.5	B-
00	7.45	3.6	3.6	1.2	0.0	3.6	6.0	18.1	25.3	38.6	B-
98	7.26	4.8	0.0	0.8	1.6	4.0	8.0	24.0	35.2	21.6	B-

Table 7. Town Government Staff: Ability to Resolve Issues.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.15	9.4	2.1	2.1	2.1	8.3	2.1	8.3	16.7	49.0	C+
02	7.06	8.3	0.0	1.0	2.1	8.3	5.2	16.7	28.1	30.2	C+
00	7.12	5.1	5.1	1.3	1.3	3.8	6.4	23.1	16.7	37.2	C+
98	6.77	8.2	0.0	3.3	4.1	6.6	4.1	28.7	21.3	23.8	C

The crosstabulations (Appendix B) were conducted on age, education, gender, income, race, and zip code. The crosstabulations on *courteous* (Tables B1-B6) were generally high and consistent across all groupings. The only area that exhibited a somewhat lower grade was the \$50,001-\$70,000 income group with an acceptable mark of B. It is important to be cognizant of the fact this represented only 12 respondents (or n=12). Note the grade was also lower in the 18-25 age group (C+). However, this grade represented the opinion of only one respondent. Keep in mind this set of questions omits respondents who have not had contact with the Town’s government, so the number of respondents is smaller before crosstabulations are conducted. This is the problem with crosstabulations and the limited ability to generalize from such a small subset of the overall sample. The *professionalism* crosstabulations (Tables B7-B12) were generally high and consistent across groups with slightly lower grades for those with HS/Some college (B-) and the \$50,001-\$70,000 income group (B-). The crosstabulations for *knowledgeable* (B13-B18) were also generally high and consistent. The one exception was the lower grade for the over \$100,000 income group (B-). The *promptness of response* crosstabulations (Tables B19-B24) indicated somewhat lower marks for the HS/Some college respondents (B-) and the \$50,001-\$70,000 income group (B-). Finally, the crosstabulations on *ability to resolve issues* (Tables B25-B30) indicated lower grades for the HS/Some college (C-) group and 0-\$20,000 income group (D-). However, the sample size was only 3 for the income grouping. Overall, the \$50,000-\$70,000 income group and HS/Some college group gave the Town Government slightly lower grades on several of the service dimensions.

Maintenance of Streets & Roads

The *maintenance of streets and roads* was assessed by a set of five questions. Again, the nine-point scale was used from “very poor” to “excellent.” The results indicated average ratings for street and road maintenance. The grade for the total sample remained a C with the mean decreasing slightly to 6.66 this year from 6.72 in 2002 (Table 8).

Table 8. How Well Cary Maintains Streets & Roads.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	6.66	1.7	2.7	3.5	3.0	11.4	13.7	28.1	22.1	13.7	C
02	6.72	1.7	0.7	1.7	4.7	13.5	10.3	35.4	19.7	12.3	C
00	6.50	3.0	1.5	2.2	4.0	15.2	11.5	32.4	22.4	7.7	C-
98	6.04	2.2	2.7	4.7	9.0	15.5	17.7	27.9	15.0	5.2	D+

The crosstabulations were performed on education, home type, income, and zip code (Tables B31-34). The grades *street and roads maintenance* were relatively consistent across these groupings. Note the only questionable lower mark was from mobile home residents (D-) where the sample size was only 2.

Cleanliness and Appearance of Public Areas

The cleanliness and appearance of several public areas including *streets, median & roadsides, parks, and greenways* was assessed by a set of four questions in the survey. Again, the same nine-point scale from “very poor” to “excellent” was used.

The results shown in Tables 9-12 (placed in descending order by ratings) indicated the respondents were generally pleased with the cleanliness and appearance of the Town’s public areas. They were especially pleased with the *cleanliness and appearance of Town parks* (Table 9). The grade in this case remained a B+ but the mean increased from 7.99 in 2002 to 8.03 this year. Over the past two years, the *cleanliness and appearance of greenways* have shown improvement. This year after an increase in the mean the grade improved to a B+ (Table 10). The *cleanliness and appearance of medians and roadsides* (Table 11) and *cleanliness and appearance of streets* (Table 12) had significant mean increases this year and now both border on a grade improvement from their present B-. Overall, the cleanliness and appearance of public areas improved with 4 mean increases and 1 grade improvements of the 4 areas examined.

Table 9. Cleanliness and Appearance of Parks.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.03	0.8	0.0	0.3	0.3	3.4	3.4	14.1	34.7	42.9	B+
02	7.99	0.5	0.0	0.0	0.5	4.0	2.1	15.7	40.7	36.4	B+
00	7.86	0.0	0.0	0.3	0.6	2.5	5.4	21.1	40.8	29.3	B+
98	7.42	3.9	0.0	0.5	1.0	2.6	5.4	26.6	39.0	20.9	B-

Table 10. Cleanliness and Appearance of Greenways.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.86	0.9	0.0	0.9	0.0	3.0	6.3	17.1	36.8	35.0	B+
02	7.70	0.3	0.0	0.6	1.4	6.9	4.6	19.0	37.4	29.9	B
00	7.64	0.6	1.2	0.3	0.3	4.0	7.4	21.9	36.7	27.5	B
98	7.32	4.5	0.3	1.1	0.8	3.7	6.3	25.1	36.4	21.9	B-

Table 11. Cleanliness and Appearance of Median & Roadsides.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.48	1.0	0.3	1.5	1.0	6.3	7.3	25.6	30.3	26.8	B-
02	7.16	1.0	0.3	2.3	2.5	8.3	9.3	28.0	31.3	17.3	B-
00	7.30	1.0	1.0	0.8	0.8	5.0	11.0	29.6	34.8	16.0	B-
98	7.16	0.5	1.0	0.2	2.0	7.7	13.2	31.3	28.6	15.4	B-

Table 12. Cleanliness and Appearance of Streets.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.44	0.7	0.7	1.7	1.0	6.5	9.5	21.9	30.9	26.9	B-
02	7.28	1.5	0.0	1.0	2.0	6.5	7.7	30.8	33.3	17.2	B-
00	7.43	0.8	0.0	0.5	0.5	4.8	8.8	30.5	39.8	14.5	B-
98	7.45	0.0	0.2	0.5	1.0	4.7	10.9	29.4	34.6	18.7	B-

Crosstabulations were conducted on gender, home type, income, and zip code for the cleanliness and appearance questions. The *cleanliness and appearance of parks* crosstabulations (Tables B35-B38) were consistent and high across groupings. The grades for *cleanliness and appearance of greenways* (Tables B39-B42) and the *cleanliness and appearance of median & roadsides* (Tables B43-B46) also varied little across groupings. Finally, the breakdowns for *cleanliness and appearance of streets* (Tables B47-B50) were consistent with the only exception the lower grade from \$20,000-\$30,000 income group (C).

Police Department

The performance of the Cary Police Department was assessed with a set of 10 questions, including one open-ended item. These questions were only administered to those respondents who had contact with the Department in the past two years which was approximately 31% (33% in 2002) or 125 respondents. The nine-point scale from “very poor” to “excellent” was used.

The Police Department had a profile that was mostly unchanged from 2002 with 7 of 8 grades remaining the same. The respondents rated the performance of the Police Department (Tables 13-17 placed in descending order of ratings) very positively on *competence* (A-), *courteous* (A-), *fairness* (A-), and *response time* (B+). However, the grade for *problem solving* declined from B+ to B this year after a slight drop in the mean. Note that all the means for the five service dimensions declined slightly this year. However, it is important to note the increased percentage of respondents rating the Police Department “excellent” this year on all five of the service dimensions. It appears that a few individuals had poor experiences with the Department and rated it very low. This is evident in the somewhat higher percentages of “very poor” ratings. The crosstabulations revealed these respondents fell in the 18-25 age group, Asian, and/or 27519/27560/27607 zip codes.

The clerks, dispatchers, and animal control officers contacted (Table 18) were also rated very high (A-) on *efficiency*, *competence*, and *courteous* (Tables 19-21). Note there were slight decreases in the means for these dimensions with a somewhat larger decline for *efficiency*. Again, the “excellent” percentages increased for all three. Overall, the rating for the person contacted remained very high. An open-ended question (Appendix C) asked respondents to “list services they would like from the Cary Police Department that are not now being provided or should be provided with greater support.” The most common response was to increase speed limit enforcement (mentioned 15 times) followed by increased visibility in neighborhoods (mentioned 12 times). Overall, 7 of the 8 grades remained high and unchanged with one grade decrease from last year. All of the means decreased slightly, but this was mitigated by the “excellent” percentages increasing.

Table 13. Police Department: Competence.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.13	2.6	1.7	0.9	0.9	3.4	2.6	4.3	15.4	68.4	A-
02	8.23	0.0	0.8	0.0	1.5	3.8	3.1	10.0	20.8	60.0	A-
00	7.89	3.1	2.4	0.8	0.0	2.4	5.5	7.1	24.4	54.3	B+
98	7.62	2.2	2.2	2.2	5.5	3.9	2.8	9.4	21.5	50.3	B

Table 14. Police Department: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.11	3.2	2.4	0.0	1.6	3.2	0.8	4.0	15.9	69.0	A-
02	8.24	0.8	0.8	1.5	0.8	2.3	3.0	6.8	20.3	63.9	A-
00	7.95	1.5	2.3	0.8	1.5	5.3	3.0	7.6	19.7	58.3	B+
98	7.72	3.3	1.1	2.2	2.2	3.9	4.4	9.9	21.0	51.9	B

Table 15. Police Department: Fairness.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.10	3.5	1.7	2.6	0.0	1.7	0.9	4.3	15.7	69.6	A-
02	8.18	0.8	1.6	0.8	1.6	3.1	3.1	4.7	21.1	63.3	A-
00	7.74	3.9	3.1	2.4	1.6	3.9	1.6	4.7	20.5	58.3	B
98	7.49	3.9	2.8	2.2	3.4	7.3	1.7	8.4	18.5	51.7	B-

Table 16. Police Department: Response Time.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.90	2.8	1.9	0.9	1.9	7.5	2.8	4.7	12.1	65.4	B+
02	7.99	0.0	1.7	0.9	0.0	6.1	3.5	13.9	20.9	53.0	B+
00	7.59	4.4	2.7	0.9	1.8	0.9	5.3	15.0	23.0	46.0	B
98	7.30	5.4	2.4	2.4	3.6	4.2	2.4	14.3	25.6	39.9	B-

Table 17. Police Department: Problem Solving.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.69	3.6	4.5	0.0	2.7	4.5	1.8	9.1	14.5	59.1	B
02	7.79	3.3	0.0	0.8	1.7	3.3	6.6	14.9	18.2	51.2	B+
00	7.56	4.2	4.2	0.8	0.8	2.5	4.2	14.4	19.5	49.2	B
98	7.05	6.3	1.1	5.1	3.4	7.4	4.0	14.8	18.2	39.8	C+

The crosstabulations were conducted for age, gender, income, race and zip code on these five service dimensions (Tables B51-B75). Most of the grades were high and consistent but a pattern of lower marks emerged. The Police Department received consistently low grades from 18-25 year olds, Asians, and the 27519/27560/27607 zip codes. Keep in mind all of these groupings had limited sample sizes. The 18-25 year olds gave poor grades to *competence* (D-), *courteous* (D-), *fairness* (D-), *response time* (F), and *problem solving* (F). The grades from Asians were *competence* (C-), *courteous* (D+), *fairness* (C-), *response time* (F), and *problem solving* (F). The grades from the 27519/27560/ 27607 zip codes were *competence* (C+), *courteous* (C-), *fairness* (C+), *response time* (D-), and *problem solving* (D+). In addition, the 0-\$20,000 income group gave lower marks for *problem solving* (D). Again, the sample sizes were low for these groups and this precludes the crosstabulations from being representative. This small group of individuals who may have had a poor contact with the police generally reduced the overall means for all the service dimensions this year.

Table 18. Police Department: Person Contacted.

Person Contacted	Number	Percentage
Clerk	4	7.5
Dispatcher	39	73.6
Animal Control Officer	9	17.0

Table 19. Police Department: Efficiency of Person Contacted at Department.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.06	0.0	4.3	0.0	4.3	2.1	0.0	12.8	8.5	68.1	A-
02	8.25	0.0	0.0	2.0	0.0	4.1	2.0	8.2	24.5	59.2	A-
00	8.20	1.8	0.0	0.0	0.0	3.6	3.6	10.9	18.2	61.8	A-
98	7.60	6.1	0.0	2.4	1.2	6.1	2.4	4.9	29.3	47.6	B

Table 20. Police Department: Competence of Person Contacted at Department.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.20	0.0	2.2	0.0	2.2	6.5	0.0	8.7	10.9	69.6	A-
02	8.25	0.0	0.0	2.0	0.0	2.0	6.1	6.1	24.5	59.2	A-
00	8.09	1.8	0.0	1.8	0.0	5.5	1.8	7.3	23.6	58.2	A-
98	7.79	3.7	0.0	2.5	1.2	4.9	3.7	7.4	24.7	51.9	B+

Table 21. Police Department: Courteousness of Person Contacted at Department.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.26	2.2	2.2	0.0	0.0	2.2	0.0	10.9	10.9	71.7	A-
02	8.29	0.0	2.1	0.0	0.0	2.1	4.2	4.2	27.1	60.4	A-
00	8.04	5.5	0.0	1.8	0.0	1.8	1.8	3.6	21.8	63.6	B+
98	7.38	2.5	1.2	0.0	0.0	3.7	7.4	11.1	24.7	49.4	B-

Fire Department

The performance of the Cary Fire Department was assessed with a set of 5 questions concerning their service dimensions. These questions were only administered to those respondents who had contact with the Fire Department in the past two years. In this case, it was 10.0% or 41 respondents (12.8% in 2002). The nine-point scale from “very poor” to “excellent” was used to rate their performance.

The results shown in Tables 22-26 (placed in descending order of ratings) indicate that the Cary Fire Department continues to have excellent ratings. All service dimensions including *competence* (A), *fairness* (A), *courteous* (A), *response time* (A-), and *problem solving* (A-) were rated with excellent marks. However, the means decreased for all 5 service dimensions and the grades declined for 4 of them this year. It appears this decline was precipitated by one or two individuals who consistently rated the Fire Department somewhat lower on the “average” part of the rating scale. Due to the fact that so few individuals actually had contact with the Fire Department, it only takes a couple of dissatisfied individuals to have a strong impact on the means. On the positive side, it is important to note the increasing percentages of “excellent” responses for virtually all of the service dimensions measured this year.

Table 22. Fire Department: Competence.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.64	0.0	0.0	0.0	0.0	8.3	0.0	0.0	2.8	88.9	A
02	8.78	0.0	0.0	0.0	0.0	0.0	0.0	2.0	18.4	79.6	A+
00	8.66	0.0	0.0	0.0	0.0	0.0	3.4	0.0	24.1	72.4	A

Table 23. Fire Department: Fairness.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.54	0.0	0.0	2.9	0.0	5.7	0.0	0.0	5.7	85.7	A
02	8.69	0.0	0.0	0.0	0.0	2.1	0.0	2.1	18.8	77.1	A+
00	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7	73.3	A+

Table 24. Fire Department: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.48	2.5	2.5	0.0	0.0	2.5	0.0	0.0	5.0	87.5	A
02	8.61	0.0	1.9	0.0	0.0	1.9	0.0	1.9	13.5	80.8	A
00	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.7	73.3	A+

Table 25. Fire Department: Response Time.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.40	2.9	0.0	0.0	0.0	5.7	0.0	0.0	14.3	77.1	A-
02	8.50	0.0	2.2	0.0	0.0	0.0	4.3	6.5	8.7	78.3	A
00	8.56	0.0	0.0	3.7	0.0	0.0	0.0	0.0	22.2	74.1	A

Table 26. Fire Department: Problem Solving.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.39	3.0	0.0	3.0	0.0	3.0	0.0	0.0	6.1	84.8	A-
02	8.67	0.0	0.0	0.0	0.0	0.0	0.0	6.1	20.4	73.5	A
00	8.55	0.0	0.0	0.0	0.0	3.4	3.4	3.4	13.8	75.9	A

Crosstabulations were performed on age, gender, income, race and zip code (Tables B76-B100). The means were generally high and consistent across groupings. The main exception was for African-American respondents and the \$70,001-\$100,000 income level respondents who gave the Department lower grades in several areas. Note the more “average” grades given by African-Americans for *competence* (C+), *fairness* (C+), *response time* (C+), and *problem solving* (C+). They also gave the Department a failing grade for *courteous*. Again, keep in mind the very limited nature of the sample size. The \$70,001-\$100,000 income group gave slightly lower grades for *response time* (B-) and *problem solving* (B-).

Parks & Recreation and Cultural Programs

There were several questions that specifically examined Parks & Recreation and Cultural programs. The survey asked respondents if they had participated in the programs, which one(s) they were involved, and then they rated various aspects of the program including *program quality*, *facility quality*, *cost*, and *overall experience*. *Ease of registration* and *instructor quality* were two new dimensions added this year.

The results showed that approximately 36% or 145 (39% in 2002) of the respondents indicated someone in their household had participated in a Parks & Recreation or Cultural Program in the past two years. The programs they participated in are illustrated in Appendix D. The most commonly mentioned were baseball, basketball, Lazy Days, art class, park events, and the Senior Center. Tables 27-32 (placed in descending order of rating) specifically examined performance dimensions related to the Parks & Recreation and Cultural programs. These tables illustrate significant increases in the ratings of the program. The means increased for all dimensions measured. The grades improved for *program quality* and *cost or fee* both going from a B+ to an A- this year. Note the continued high grades for *overall experience* (A-), and *facility quality* (A-). The two new dimensions of *ease of registration* and *instructor quality* both received high marks of A-. Note the percentage of “excellent” responses improved significantly this year. Overall, Parks and Recreation and Cultural Programs had excellent marks this year with 4 mean increases and 2 grade improvements with two new service dimensions earning superior grades.

Table 27. Parks & Recreation: Program Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.36	0.0	0.0	0.0	0.7	0.7	2.9	10.7	27.9	57.1	A-
02	8.01	0.0	0.0	0.0	1.3	4.5	3.9	15.6	31.2	43.5	B+
00	7.97	0.0	0.0	0.0	0.0	4.4	6.2	15.9	35.4	38.1	B+
98	7.85	0.7	0.0	0.0	0.7	0.7	5.8	22.6	37.2	32.1	B+

Table 28. Parks & Recreation: Ease of Registration.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.32	0.8	0.0	0.8	0.0	2.5	3.3	7.5	21.7	63.3	A-

Table 29. Parks & Recreation: Overall Experience.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.30	0.0	0.0	0.7	0.7	0.0	2.8	12.5	29.2	54.2	A-
02	8.11	0.0	0.0	0.0	2.0	3.9	1.3	13.7	32.7	46.4	A-
00	8.11	0.0	0.0	0.0	0.0	5.3	2.6	13.2	33.3	45.6	A-
98	7.88	0.7	0.0	0.0	0.7	0.7	5.8	22.6	37.2	32.1	B+

Table 30. Parks & Recreation: Facility Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.30	0.0	0.7	0.0	0.0	3.5	4.9	7.7	20.4	62.7	A-
02	8.06	0.0	0.0	0.0	0.7	4.6	3.3	17.1	28.3	46.1	A-
00	7.59	0.0	1.8	0.0	0.0	5.3	9.7	24.8	28.3	30.1	B
98	7.72	0.7	0.0	0.7	0.7	2.2	7.4	27.2	28.7	32.4	B

Table 31. Parks & Recreation: Instructor Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.21	0.9	0.0	0.9	0.0	2.7	1.8	14.3	22.3	57.1	A-

Table 32. Parks & Recreation: Cost or Amount of Fee.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.10	0.8	0.0	0.0	0.8	4.0	8.0	10.4	19.2	56.8	A-
02	7.99	0.0	0.0	0.0	0.0	9.7	2.1	17.9	20.7	49.7	B+
00	8.01	0.0	0.9	0.0	0.0	4.7	6.6	10.4	33.0	44.3	B+
98	7.67	4.4	1.5	2.2	0.7	2.2	3.7	14.8	20.7	49.6	B

Crosstabulations were performed on age, children in household under 18, education, gender, home type, income, race, and zip code. The crosstabulations for participation in Parks & Recreation programs (Tables B101-B108) indicated higher levels of participation for certain groups. These include the 26-55 age group (42.2%); those with children under 18 in the household (47.9%); those with college degrees (44.7%); females (40.1%); single family households (40.3%); income levels of \$70,001-\$100,000 (43.5%), and over \$100,000 (50.5%); African-Americans (55.0%), Hispanics (42.9%), and finally the 27513 zip code (41.3%).

The crosstabulations for *program quality*, *ease of registration*, *overall experience*, *facility quality*, *instructor quality*, and *cost or fee* (Tables B109-B156) demonstrated consistently high grades across groups. The only slight exception was for the Hispanic respondents. They gave somewhat lower marks for *program quality* (B-), *instructor quality* (C+), and *cost or fee* (B-). The Asian respondents also gave *cost or fee* a B- as well. Again, the sample size was limited for both of these groups and these slightly lower grades still represent good marks.

Overall Operation or Management of Cary

The respondents were asked to rate the overall operation or management of the Town of Cary. The aforementioned nine-point scale from “very poor” to “excellent” was employed. The results from the total sample (Table 33) indicated a positive rating for the management of the Town of Cary with significant improvement from 2002. The mean increased from 7.11 to 7.63 and the grade has improved from C+ to B. Note the large increase in the “excellent” responses from only 13.7% in 2002 to 33.2% in 2004. Overall, this indicates significant improvement and very good marks for the operation and management of Cary.

Table 33. Operation or Management of Cary.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	7.63	1.0	0.3	1.5	1.0	4.4	6.2	23.7	28.6	33.2	B
02	7.11	1.0	0.5	1.3	2.5	7.6	10.2	33.0	30.2	13.7	C+
00	6.95	0.8	1.0	1.6	2.3	7.5	13.2	37.1	26.5	9.9	C+
98	6.46	1.5	1.0	2.1	5.1	14.4	20.0	31.0	17.2	7.7	C-

The crosstabulations for age, children in household under 18, education, gender, home type, income, race, and zip code are shown in Tables B157-B164. The grades were mostly consistent across groupings. There were slightly lower grades from 18-25 year olds (C+) and 27519/27560/27607 zip codes (C+) with limited sample sizes in these groups.

Cary Overall as a Place to Live

The respondents were asked to rate Cary overall as a place to live using the nine-point scale from “very poor” to “excellent.” Table 34 indicates that Cary was perceived as a very good place to live and the grade has improved from a B+ in 2002 to an A- in 2004. The total sample was very positive with a mean of 8.31 that has improved significantly from 7.79 in 2002. Even more impressive is the large increase in “excellent” responses from 37.8% to 61.2%.

Table 34. Cary Overall as a Place to Live.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
04	8.31	0.5	0.5	0.2	0.2	2.2	2.2	10.3	22.6	61.2	A-
02	7.79	0.2	0.2	0.7	1.0	5.7	4.4	22.1	27.8	37.8	B+
00	7.63	1.3	0.3	0.5	2.5	3.8	9.0	20.1	27.6	34.9	B
98	7.61	0.0	0.3	0.8	1.0	3.0	8.0	30.6	30.3	26.1	B

Crosstabulations were conducted on age, children in household under 18, education, gender, home type, income, race, and zip code (Tables B165-B172). The grades were consistent and high across all the groupings. The only lower grade was a B- given by the respondents in the 18-25 age group.

Most Important Issue Facing Cary and Suggestions to Improve Cary

An open-ended question asked respondents what they feel is the most important issue facing the Town of Cary. The responses shown in Appendix E show that problems related to growth and the infrastructure were perceived as the most important single issue. These two were mentioned over 164 times (178 times in 2002) by the respondents. This was followed by traffic/improving roads (74), schools/school redistricting (34), and annexation (8). These issues were very similar to the ones mentioned in the 2002 survey. The biggest difference was the drop in concern of water issues this year.

Another open-ended question asked the respondents if they could act as the Mayor, Town Manager, and Town Council all rolled into one, what one action would they take to improve Cary. The responses shown in Appendix F indicate two primary actions include improving roads/traffic mentioned 45 times (41 in 2002) and slowing growth and development mentioned 35 times (67 times in 2002). These two reversed position from 2002. Other recommended actions include improving schools (20), improving police patrols/stop speeding (9), and improving downtown businesses and activities (8). Overall, the growth issue has declined slightly in importance.

Quality of Life in Cary

The quality of life for Cary residents over the past two years was assessed with a five-point scale. The response categories were “much worse”, somewhat worse”, “the same”, “somewhat better” and “much better” for this question.

Overall, 50.0% of respondents saw the quality of life in Cary as “the same” over the past two years (Table 35). However, there has been a significant improvement in the perception that the quality of life has been getting better since 2002. This is evident in the mean of 3.44 in 2004 versus the mean of 3.18 in 2002. Higher means indicate perceptions of an improvement in the quality of life. Comparing 2004 to 2002, more respondents indicated the quality of life is “much better” (11.0% versus 7.5%) or “somewhat better” (30.6% versus 23.9%). Overall, 41.6% responded on the *better* side of the scale, while only 8.4% responded on the *worse* side of the scale. In 2002, the percentages were 31.4% on the *better* side versus 19.6% on the *worse* side. This indicates a definite improvement.

Table 35. Quality of Life in Cary.

Year	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
04	3.44	0.5	7.9	50.0	30.6	11.0	41.6
02	3.18	1.0	18.6	49.0	23.9	7.5	31.4
00	3.05	1.6	22.8	49.2	22.0	4.4	26.4

The crosstabulations for age, children in household under 18, education, gender, home type, income, race, and zip code are shown in Tables B173-B180. The means were generally consistent across the groupings. The only areas where the means were somewhat lower for quality of life was the 0-\$20,000 income group (3.13). However, if you examine that income group closely, then you can see the percentage of responses on the *better* side (33.3) exceeded the percentages on the *worse* side (20.0%).

Information Sources

The survey examined the respondent's usage of thirteen information sources Cary employs to communicate with citizens. A nine-point scale was used ranging from "never use" to "frequently use." The most frequently used sources in order were Raleigh News & Observer, television, word-of-mouth, radio, and BUD (Table 36). Since 2002, radio has moved ahead of BUD in ranking. Internet e-mail and Cary's website have increased as information sources this year. The biggest decline was for direct mail. Sources such as the Block Leader Program and Cary's 24-hour phone line continue to have low usage. Tables 37-39 show all the information sources' usage in previous years. Table 40 indicates internet access has continued to increase and fewer respondents (9.7%) did not have access to the internet. Many respondents have access at both home and office (54.5%). Although most respondents were infrequent viewers of Town Council meetings on the Town's cable access channel, overall viewership has slightly increased since 2002. Note that 20.9% (15.4% in 2002) viewed the meetings "occasionally" and 2.5% (0.7% in 2002) viewed them "always" (Table 41).

Table 36. Most Used Information Sources in 2004 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	Average 5	6	7	8	Frequently 9	% Above 5
Raleigh News & Observer	6.54	11.8	5.7	3.2	2.2	10.3	5.7	7.4	8.1	45.6	66.8
Television	6.49	6.9	5.0	6.2	4.7	13.2	7.2	8.4	8.4	40.0	64.0
Word-of-Mouth	5.67	9.8	4.5	6.0	6.8	17.3	14.0	15.0	13.0	13.8	55.8
Radio	5.15	19.0	8.5	9.0	6.5	12.7	5.0	8.7	4.2	26.4	44.3
BUD	5.07	24.9	8.0	6.0	4.5	8.3	3.5	12.1	11.1	21.6	48.3
Cary News	4.64	34.3	6.4	5.7	3.2	8.4	2.7	7.4	10.1	21.7	41.9
Parks & Rec. Program	3.62	43.0	7.0	6.4	4.5	11.5	4.8	9.6	4.3	8.8	27.5
Internet E-mail	3.53	50.4	5.8	4.3	4.8	5.6	5.1	5.3	4.8	13.9	29.1
Cary's Website	3.52	42.9	7.7	9.5	3.7	8.2	6.7	7.5	7.0	6.7	27.9
Govt. Access Cable Ch.	3.37	41.3	11.3	10.3	4.9	7.9	5.6	6.9	5.6	6.2	24.3
Direct Mail	3.19	50.1	6.0	5.5	5.2	12.5	3.9	6.5	3.7	6.5	20.6
24-Hour Phone Service	1.93	74.0	6.3	3.9	4.2	3.9	1.0	3.1	0.8	2.6	7.5
Block Leader Program	1.59	82.3	4.3	3.9	1.3	3.6	1.6	1.3	0.3	1.3	4.5

Table 37. Most Used Information Sources in 2002 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	Average 5	6	7	8	Frequently 9	% Above 5
Raleigh News & Observer	6.47	12.8	2.2	4.0	2.5	13.3	5.2	10.9	8.1	41.0	65.2
Television	6.03	12.4	5.7	4.2	3.7	15.4	6.0	13.4	8.2	31.0	58.6
Word-of-Mouth	5.29	10.2	6.0	9.0	8.2	19.4	11.2	16.9	8.2	10.9	47.2
BUD	5.08	25.1	3.2	6.5	5.5	12.2	8.5	10.0	8.5	20.6	47.6
Radio	4.96	22.3	8.5	4.5	7.8	13.8	5.5	11.8	6.3	19.8	43.4
Cary News	4.56	34.0	6.7	6.7	2.0	10.8	4.2	7.6	4.2	23.9	39.9
Direct Mail	3.87	37.0	4.8	8.6	7.6	14.7	4.8	7.6	5.3	9.6	27.3
Parks & Rec. Program	3.78	40.0	5.5	8.5	5.5	11.5	5.5	7.8	6.8	9.0	29.1
Internet E-mail	3.06	56.4	5.8	5.0	4.8	6.8	2.8	5.3	3.0	10.3	21.4
Govt. Access Cable Ch.	2.96	46.0	10.0	11.4	7.7	9.5	2.5	4.7	4.0	4.2	15.4
Cary's Website	2.98	48.6	9.4	6.7	6.2	11.4	4.5	7.2	2.0	4.0	17.7
24-Hour Phone Service	1.94	74.4	6.6	3.5	3.3	3.8	1.8	2.3	2.0	2.3	8.4
Block Leader Program	1.59	84.1	5.0	1.6	1.0	2.9	0.8	2.3	0.5	1.8	5.4

Table 38. Most Used Information Sources in 2000 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	Average 5	6	7	8	Frequently 9	% Above 5
Raleigh News & Observer	6.87	8.6	3.3	3.8	2.8	10.1	5.3	8.6	10.9	46.6	71.4
Television	6.59	7.1	4.3	4.6	4.3	10.9	8.4	13.2	10.9	36.5	69.0
Water and Sewer Bills	5.73	16.9	4.1	4.4	3.3	15.6	6.9	12.8	11.3	24.6	55.6
Word-of-Mouth	5.54	9.0	3.6	6.4	6.7	25.9	11.8	13.8	11.0	11.8	48.4
Radio	5.36	15.7	5.3	9.9	5.3	14.2	7.1	14.2	8.6	19.5	49.4
Cary News	4.78	35.2	6.8	3.8	2.3	8.1	3.8	5.1	4.6	30.4	43.9
Direct Mail	4.64	30.4	6.5	5.2	3.1	14.1	5.5	9.7	8.1	17.3	40.6
Internet E-mail	2.78	67.6	3.1	2.6	2.0	3.8	2.0	3.8	5.1	9.9	20.8
Govt. Access Cable Ch.	2.73	52.6	9.5	9.5	4.9	8.2	5.1	4.1	2.6	3.6	15.4
Cary's Website	2.30	64.1	9.9	5.9	4.1	4.1	2.3	3.3	2.5	3.8	11.9
24-Hour Phone Service	1.91	75.6	5.4	4.9	1.0	4.6	2.8	1.5	2.1	2.1	8.5
Block Leader Program	1.66	83.8	3.8	2.7	0.8	3.0	0.5	0.8	1.3	3.2	5.8

Table 39. Most Used Information Sources in 1998 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	Average 5	6	7	8	Frequently 9	% Above 5
Raleigh News & Observer	6.70	7.5	2.8	4.0	3.8	12.0	9.5	9.8	12.5	38.3	70.1
Television	6.16	9.2	4.7	3.7	5.5	13.9	9.5	14.9	13.9	24.6	62.9
Word-of-Mouth	5.33	6.0	4.2	10.7	10.0	27.6	10.7	14.2	5.2	11.4	41.5
Cary News	5.15	28.2	5.5	5.7	4.2	8.2	3.0	7.2	9.0	28.9	48.1
Water and Sewer Bills	5.06	23.1	5.8	5.3	5.3	12.0	9.3	12.3	10.5	16.5	48.6
Radio	4.92	19.9	7.5	6.7	7.7	14.7	8.0	12.9	9.2	13.4	43.5
Direct Mail	4.08	36.7	6.5	6.7	5.2	12.2	4.5	7.5	9.0	11.7	32.7
Internet E-mail	2.06	76.3	4.2	4.0	1.7	3.2	1.0	1.7	1.5	6.2	10.4
24-Hour Phone Service	1.99	72.1	7.7	3.5	2.0	6.2	2.0	2.7	2.5	1.2	8.4
Govt. Access Cable Ch.	1.92	69.9	10.7	4.7	2.5	5.7	1.2	2.5	1.2	1.5	6.4
Block Leader Program	1.59	82.3	5.3	3.3	1.0	3.0	2.5	0.5	1.3	1.0	5.3
Cary's Website	1.58	81.3	7.2	2.0	1.2	3.2	2.0	1.7	0.2	1.0	4.9

Table 40. Internet Access.

Year	At Home	At Office	Both	Neither
04	32.9	3.0	54.5	9.7
02	27.4	6.4	54.1	12.1
00	20.9	9.0	54.5	15.6
98	17.0	15.0	45.3	22.8

Table 41. Watching Town Council Meetings on the Town's Cable Access Channel.

Year	Never	Now and Then	Occasionally	Almost Always	Always
04	45.8	27.0	20.9	3.8	2.5
02	51.9	28.3	15.4	3.7	0.7

Crosstabulations were conducted on age, children in household under 18, home type, internet access, race, years in Cary, and zip code. As for age (Table B181), the 18-25 age group differed the most as to information sources. This group used radio and television as their primary sources with internet e-mail third. The 26-55, 56-65, and over 65 age groups primarily used the News & Observer and television. Note the News & Observer rated somewhat lower for the 18-25 age group. BUD and Cary News rated relatively high for age groups over 26. Word-of-mouth was a relatively strong source for all age groups. Cary's website was most used by the 26-55 and 56-65 age groups. The government access cable channel rated relatively strong in all the groups, except the 26-55 age group.

The crosstabulations for children in household under 18 were very similar (Table B182). Those households with and without children used either television, News & Observer, and word-of-mouth as their primary information sources. One of the few differences was the slightly higher ranking of Cary's website for those with children. The crosstabulations for home type indicate the biggest differences were in apartment dwellers compared to single-family households (Table B183). Although the profiles were generally similar, apartment dwellers tended to have higher use of radio and the government access cable channel while using less of the News & Observer and BUD as information sources. Townhouse/condo residents also had higher use of radio as compared to single-family households. The crosstabulations for internet access showed predictable differences (Table B184). Respondents without access rate Cary's website and internet e-mail very low. The race crosstabulations indicated some differences across the groups (Table B185). Television, News & Observer, and word-of-mouth were generally rated high in all races. Caucasians were slightly heavier users of BUD. African-Americans utilized radio and Cary News (as did Hispanics) more often as information sources, while Asians were heavier users of internet e-mail. The years in Cary crosstabulations were very similar after the first year (Table B186). The 0-1 year residents were different in their information sources. They tended to use radio and internet e-mail more often and the News & Observer and Cary News less often than more tenured respondents. Finally, the crosstabulations for zip code were somewhat similar (Table 187). However, the 27511 zip code used BUD and government access cable channel as information sources while 27513 used internet e-mail more often. The 4 respondents in the 27519/27560/27607 very heavily used word-of-mouth, BUD, and the Parks & Recreation program compared to the other zip codes. Again, keep in mind the limited size of this subgrouping (n=4).

The crosstabulations for internet access are shown in Tables B188-B191. There were several groups that exhibited lower levels of access to the internet. These included 18-25 (16.7%) and over 65 (43.9%) age groups, apartment dwellers (16.1%), townhouse/condo residents (10.8%), African-Americans (20.0%), Hispanics (14.3%), and respondents in the 27511 zip code (12.8%). The highest internet access was with 26-55 year olds (97.6%), Asians (95.2%), and 27513 zip code (95.3%).

Crosstabulations for age, home type, race, years in Cary, and zip code were run for watching Town Council Meetings on Cary TV 11 (Tables B192-B196). The primary viewers (combine "occasionally" "almost always" and "always" percentages) of the meetings tended to be over age 26 (especially 56-65 years old), reside in single-family households, and resided in Cary 6 or more years.

How Safe Residents Feel in Cary

The respondents were asked how safe they feel in the Town of Cary. A nine-point scale that ranged from “extremely unsafe” to extremely safe” was utilized. The results from the total sample indicate most respondents felt an exceptionally high degree of safety in Cary (Table 42). The mean was very high at 8.23 with an impressive 97.5% responding above 5 and 49.1% feeling “very safe.” This represents the continuation of a positive trend from 2002 when the mean was 7.99.

Table 42. How Safe Do You Feel in Cary.

Year	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
04	8.23	0.0	0.0	0.2	0.2	2.0	2.2	12.2	34.0	49.1	97.5
02	7.99	0.0	0.2	0.2	0.0	4.7	2.7	17.0	37.3	37.8	94.8
00	7.93	0.3	0.0	0.0	0.3	2.0	4.0	22.5	39.0	32.0	97.5
98	7.55	0.0	0.0	1.0	0.8	2.5	8.8	30.7	37.5	18.6	95.6

Crosstabulations were run for age, children in household under 18, education, gender, home type, income, race, years in Cary, and zip code for this question (Tables B197-B205). The means were high for all groupings and the percentage of the responses above 5 were all above the 90% range. Overall, all crosstabulations indicate consistent high perceptions of safety.

Cary Tax Rate

The survey examined Cary’s municipal tax rate of .42 per \$100 of property valuation as compared to other localities (Charlotte, Raleigh, Chapel Hill, and Durham). A five-point scale was used. The response categories were “very low”, “somewhat low”, “about right”, “somewhat high”, and “very high.”

The results for the total sample are shown in Table 43. A majority (64.8%) of the respondents felt that the tax rate was “about right” in Cary. A slight skewing or slanting on the high side is to be expected because these questions are often perceived as a potential justification for a tax increase. This year it appears the skewing to the high side has increased slightly. Note that 30.8% (23.7% in 2002) answered the rate was “somewhat high” or “very high” while only 4.4% (6.8% in 2002) answered it was “somewhat low” or “very low”. This was also apparent in the mean increase from 3.20 to 3.34 this year (remember that “about right” is the midpoint at 3.00). Overall, there has been a slight increase in the perception that taxes in Cary were on the high side. However, a majority of the respondents felt they were “about right.”

Table 43. Municipal Tax Rate in Cary.

Year	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
04	3.34	0.8	3.6	64.8	21.9	8.9	30.8
02	3.20	0.5	6.3	69.5	20.4	3.3	23.7
00	3.30	0.5	3.6	66.4	24.0	5.2	29.2
98	3.13	0.5	7.3	73.7	15.9	2.5	18.4

Crosstabulations were conducted on age, children in household under 18, education, gender, home type, income, race, years in Cary, and zip code (Tables B206-B214). All the means for the various groups showed the slant toward taxes being on the high side. The means were somewhat higher for 18-25 year olds (3.53) and Asian respondents (3.59). The Hispanic respondents also had a slightly higher mean (3.57), but only 28.6% responded above 3 (high side).

Neighborhood Crime

A question was included in the survey to examine resident’s perceptions of crime in their neighborhood. A three-point scale was used with the response categories of “decreasing”, “stable”, and “increasing.” The results (Table 44) indicate most of the sample (81.5%) viewed crime as stable in their neighborhoods. There was a slightly higher percentage of respondents who viewed crime as “increasing” compared to “decreasing” again this year (8.0% versus 5.7%). However, the percentage who perceived crime as “increasing” decreased slightly from 2002 (8.0% versus 8.8%) and the percentage who perceived crime to be “decreasing” increased this year (5.7% versus 4.7%). Overall, a large majority indicated crime was stable in their neighborhoods with a slight leaning toward the perception that crime was increasing, but the amount of this leaning has declined this year.

Table 44. What Best Describes Crime in Your Neighborhood.

Year	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
04	2.02	5.7	81.5	8.0	4.7
02	2.05	4.7	86.3	8.8	0.3
00	1.98	6.2	84.1	4.5	5.2
98	2.03	2.8	77.4	15.2	4.6

Crosstabulations for this question were performed on age, children in household under 18, education, gender, home type, income, race, years in Cary, and zip code (Tables B 215-B223). Most of the groupings indicate crime was “stable” in the past two years. There were a few areas where there was a larger percentage difference between perceptions of “increasing” and “decreasing.” One of these was females where the percentage for “increasing” was 11.1% versus only 2.7% for “decreasing.” Other groups higher on the “increasing” side include townhouse/condo and duplex residents, income levels of 0-\$20,000 and \$30,001-\$50,000, Hispanics, respondents living in Cary over 10 years, and 27519/27560/27607 zip codes.

Cary's Efforts at Keeping Residents Informed and Involved in Decisions

A set of three questions examined information dissemination and opportunities for involvement in decision making by the respondents. The sample was first asked to rate how informed they feel about government services, issues, and programs that affect them. A nine-point scale was used where 1 is “not informed at all” and 9 is “very well informed”, 5 is “neutral.”

The results (Table 45) indicate the respondents felt moderately well informed about matters that affect them. Note the mean of 6.63 and that 69.3% responded above the midpoint of 5. This represents a significant improvement from 2002 when the mean was 5.73 with 55.6% responding above 5. Although these are not in the “very poor” to “excellent” scaling, if converted into grades, then the mark would rate a C (D in 2002). Overall, the Town’s efforts at keeping residents informed have shown significant improvement.

The respondents were next asked their satisfaction with Cary making information available to them concerning Town services, projects, issues, and programs. A nine-point scale was used where 1 is “very dissatisfied” and 9 is “very satisfied”, 5 is neutral. Table 46 indicates a relatively high degree of satisfaction with Cary’s efforts. The mean was 7.15 with 80.0% responding above the midpoint of 5. This represents a major improvement from 2002 when the mean was 6.27 with only 63.1% responding above 5. Also note the percentage who responded “very satisfied” has improved significantly to 31.3% this year from only 11.7% in 2002. The grade improved this year to a C+ (C- in 2002).

Finally, the respondents were asked to rate their satisfaction with the opportunities the Town of Cary gives them to participate in the decision-making process. The same 9-point scale from “very dissatisfied” to “very satisfied” was used. There has been significant improvement in this area as well (Table 47). The mean has increased to 6.62 (5.92 in 2002) with 69.0% (56.6% in 2002) responding above the midpoint of 5. Note the higher percentages who responded “very satisfied” this year (27.6% versus 9.8%). The grade improved this year to a C from a D in 2002.

Table 45. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them.

Year	Mean	Not Informed At All 1	2	3	4	Neutral 5	6	7	8	Very Well Informed 9	% Above 5
04	6.63	2.1	1.6	2.6	5.7	18.8	11.5	21.9	12.2	23.7	69.3
02	5.73	5.0	3.0	6.7	5.7	24.1	15.7	22.4	9.0	8.5	55.6

Table 46. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	7.15	0.8	1.0	2.1	2.1	14.1	12.6	18.7	17.4	31.3	80.0
02	6.27	2.7	1.2	2.5	7.9	22.6	11.2	24.3	15.9	11.7	63.1

Table 47. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	6.62	4.0	2.9	4.3	1.6	18.2	9.7	18.0	13.7	27.6	69.0
02	5.92	3.2	4.0	5.9	6.1	24.2	11.7	21.5	13.6	9.8	56.6

Crosstabulations were performed on age, education, home type, internet access, race, years in Cary, and zip code for this set of questions. The crosstabulations on how informed respondents feel about government projects, issues, and programs are shown in Tables B224-B230. There is a relatively high degree of consistency across groups. The only area where the mean was somewhat low was for 18-25 year olds with a mean of 5.69 and only 50.1% responding above 5. Remember earlier that this younger group was not heavy users of the many of Cary’s information sources. This likely impacted the low mean.

The crosstabulations for making information available to citizens about important Town services, projects, issues, and programs are shown in Tables B231-B237. Again, the means were relatively consistent across groupings. There were a few areas that were somewhat low including 18-25 year olds (6.50), African-Americans (6.84), and Asians (6.67).

The crosstabulations for opportunities for residents to participate in the decision-making process are shown in Tables B238-B244. The means were consistent with no unusually low means among the groups.

Achievement of Goal of “Best Local Government of its Size in NC”

The next question examined the goal of Cary to the best local government of its size in North Carolina. The previous 9-point scale from “very dissatisfied” to “very satisfied” was used. Table 48 indicates a higher degree of support for the statement this year. The mean improved to 7.17 (6.64 in 2002) with 82.1% (76.1% in 2002) responding above the midpoint of 5. The grade has improved to a B- from a C in 2002.

Table 48. Achievement of Goal of Being Best Local Government of its Size in NC.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
04	7.17	1.6	1.9	2.1	2.7	9.6	9.9	21.3	20.0	30.9	B-
02	6.64	1.6	1.8	2.4	2.9	15.2	15.0	28.3	19.7	13.1	C

The crosstabulations on age, education, home type, internet access, race, years in Cary, and zip code are shown in Tables B 245-B251. Overall, the means were relatively consistent with no exceptionally low means among the groups.

Solid Waste and Recycling Services

A set of 10 questions was included in the survey to examine the respondent’s satisfaction with various solid waste and recycling services. The same 9-point scale from “very dissatisfied” to “very satisfied” was used to rate the services.

The first three questions in this set examined the respondent’s satisfaction with three call-in services including computer recycling, used motor oil recycling, and bulky trash service (Tables 49-51). The call-in computer recycling service received a mean of 6.37 with 58.3% responding above the midpoint of 5. The used motor oil recycling service received a mean of 5.82 with 46.1% responding above 5. One potential reason for the lower marks would be fewer respondents participated in the service and often those who did not proceeded to rate the service. Many times this results in higher neutral responses from this non-participating group. What occurs is the non-participants rate whether they would potentially use the service versus actual usage. This may be the case due to the higher percentage of neutral responses for computer and used motor oil recycling. It would be appropriate to screen the respondents as to actual usage of the service in the next survey period. There were higher ratings for call-in bulky trash service with a mean of 7.38 with 81.4% responding above 5. This service is more likely to be used by a larger number of the respondents. Note the much lower percentage of neutral responses for this question.

Table 49. Satisfaction with Call-In Computer Recycling Service.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	6.37	1.3	5.1	8.9	1.3	25.3	6.3	8.9	20.3	22.8	58.3

Table 50. Satisfaction with Call-In Used Motor Oil Recycling Service.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	5.82	6.4	6.4	7.7	2.6	30.8	6.4	3.8	12.8	23.1	46.1

Table 51. Satisfaction with Call-In Bulky Trash Service.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	7.38	1.6	1.1	1.1	1.1	13.7	9.8	12.0	20.8	38.8	81.4

Crosstabulations for age, home type, years in Cary, and zip code were performed for this set of call-in service questions. The call-in computer recycling crosstabulations were relatively consistent across these groups (Tables B252-B255). However, the mean was lower for 18-25 year olds (5.00), 0-1 year in Cary respondents (5.63), and apartment dwellers (4.00). Keep in mind the sample sizes were limited for these groups (n=3, n=8, and n=5, respectively). The crosstabulations for call-in used motor oil recycling were also relatively consistent (Tables B256-B259). The means were slightly lower for the over 65 age group (5.20), apartment dwellers (4.60), 0-1 year in Cary respondents (5.22), and the

27513 zip code (5.11). Again, sample sizes are limited on these groups and the fact they may not change their own oil (older residents and apartment dwellers) may play a role as well. The crosstabulations for call-in bulky trash service were generally high and consistent (Tables B260-B263). There were a few areas with lower means including 18-25 year olds (6.43), 2-5 years in Cary respondents (6.80), and 27519/27560/27607 zip codes (5.00).

The next three questions in the set examined the respondent’s satisfaction with backyard garbage, curbside garbage, and yard waste services (Tables 52-54). All three received very solid marks by the respondents. Backyard garbage service earned a mean of 7.67 with 88.6% above the midpoint of 5. This converts into a grade of B. Curbside garbage service received a mean of 7.91 with 89.0% responding above 5. The grade in this case would be a B+. Finally, yard waste service received a mean of 7.72 with 89.4% responding above 5 and a grade of B. In addition, all three services had very high percentages of “very satisfied” from the sample (49.2%, 52.3%, and 45.3%, respectively).

Table 52. Satisfaction with Backyard Garbage Service.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	7.67	1.3	0.7	1.3	3.3	4.9	3.3	8.2	27.9	49.2	88.6

Table 53. Satisfaction with Curbside Garbage Service.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	7.91	1.2	1.8	1.5	1.8	4.6	2.1	8.3	26.3	52.3	89.0

Table 54. Satisfaction with Yard Waste Service.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	7.72	1.4	0.6	1.4	2.0	5.2	8.0	12.9	23.2	45.3	89.4

Crosstabulations for age, home type, years in Cary, and zip code were performed for this set of three questions involving solid waste services. The crosstabulations for backyard garbage service, curbside garbage service, and yard waste service are shown in Tables B264-B275. All the means were generally high and consistent across the groups. A few of the groups did demonstrate slightly lower means; however, the sample sizes were limited for these groups.

The respondents were next asked their satisfaction with Christmas tree collection and leaf collection services (Tables 55-56). Both of these collection services received good marks. Christmas tree collection received a mean of 7.70 with 86.7% responding above the midpoint of 5 and a grade of B. Leaf collection received a mean of 7.40 with 86.1% responding above 5 and a grade of B-. Note the high percentages of “very satisfied” responses for these two services (47.0% and 35.9%, respectively).

Table 55. Satisfaction with Christmas Tree Collection Service.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	7.70	1.6	1.2	1.2	1.6	7.7	6.1	10.9	22.7	47.0	86.7

Table 56. Satisfaction with Leaf Collection Service.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	7.40	1.9	1.9	1.6	2.3	6.1	9.4	16.2	24.6	35.9	86.1

The crosstabulations for age, home type, years in Cary and zip for these two questions are shown in Tables B276-B283. The means were generally similar and high across the groups for both these services. The only area with a slightly lower mean was the 18-25 age group (6.63) for Christmas tree collection.

The respondents were next asked their satisfaction with compost education workshops and other recycling workshops (Tables 57-58). Both received somewhat low ratings. Compost educational workshops received a mean of 5.21 with only 37.3% responding above the midpoint of 5 and other recycling workshops received a mean of 5.04 with 30.8% responding above 5. Again, the issue to actual usage by the respondents needs to be considered. The high number of neutral responses may indicate a non-participants rating potential usage versus actual usage. Again, screening as to actual usage would seem appropriate.

Table 57. Satisfaction with Compost Educational Workshops.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	5.21	4.8	9.6	10.8	13.3	24.1	4.8	8.4	14.5	9.6	37.3

Table 58. Satisfaction with Other Recycling Workshops.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	5.04	8.6	2.5	14.8	16.0	27.2	3.7	4.9	11.1	11.1	30.8

Crosstabulations for age, home type, years in Cary, and zip code were performed for these two workshop questions. The crosstabulations for compost educational workshops did show a degree of variation in the means (Tables B284-B287). Slightly lower means were exhibited by the 18-25 age group (4.33), over 65 age group (4.78), apartment dwellers (4.67), and 2-5 years in Cary respondents (4.30). The crosstabulations for other recycling workshops also had a higher degree of variation (Tables B288-B291). The same groups demonstrated lower means including the 18-25 (4.00) and 56-65 (4.56) age groups, apartment dwellers (4.43), and 2-5 years in Cary residents (4.32). Again, note the higher proportion of neutral responses in the crosstabulations.

The respondents who were participating in curbside recycling (82.8% or 331 respondents) were asked their level of satisfaction with the service. Table 59 indicates a very high level of satisfaction for curbside recycling. The mean was 7.88 with 90.5% responding above the midpoint of 5 (equates to a grade of B+). In addition, there were very high percentages of “very satisfied” responses (52.6%).

Table 59. Satisfaction with Cary’s Curbside Recycling Program.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	7.88	1.8	0.9	1.2	0.6	4.9	5.2	12.5	20.2	52.6	90.5

The age, home type, years in Cary, and zip code crosstabulations for participation in the curbside recycling service are shown in Tables B292-B295. The lowest levels of participation were for the 18-25 age group (55.6%), apartment dwellers (93.5%), 0-1 year in Cary (43.2%), and 27519/27560/ 27607 zip codes (57.1%). The crosstabulations for satisfaction with the recycling program are shown in Tables B296-B299. The means were mostly consistent across groups with only 2 areas exhibiting somewhat lower means including 18-25 age group (7.00) and 0-1 year in Cary respondents (7.29).

The respondents who had visited the Citizen Convenience Center on Dixon Avenue (28.4% or 113 respondents) in the past two years were asked their level of satisfaction with the Center. Table 60 indicates they were very satisfied with the Center. The mean was 8.01 with 93.0% responding above 5. This equates to a grade of B+.

Table 60. Satisfaction with the Citizen Convenience Center on Dixon Avenue.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
04	8.01	0.0	0.9	0.9	0.0	5.3	5.3	12.3	26.3	49.1	93.0

Crosstabulations for age, home type, years in Cary, and zip code were conducted for visiting the Citizen Convenience Center (Tables B300-B303). The most frequent visitors were the age groups of 26-55 (30.4%) and over 65 (32.1%), single-family households (33.7%), and over 10 years in Cary respondents (39.6%). The least frequent visitors were 18-25 age group (11.1%), apartment dwellers (3.2%), and 0-1 year in Cary respondents (11.4%). The crosstabulations for satisfaction with the Citizen Convenience Center show high and consistent means (Tables B304-B307). There were lower means exhibited by the 18-25 age group (3.50) and 0-1 year in Cary respondents (7.33).

The final question in this set examines the support for replacing backyard garbage collection with curbside collection. A 9-point scale was used that ranged from “very unsupportive” to “very supportive.” The results indicate a reasonable level of support for curbside collection (Table 61). The mean was 6.13 with 58.3% responding above the midpoint of 5 while only 26.3% responded below 5. Even more significant was the 42.3% who indicated they were “very supportive” of curbside service. There appears to be a dichotomy in support in that there is a relatively large group with a high level of support (42.3% were “very supportive”) and another somewhat smaller group with a very low level of support (20.2% were “very unsupportive”).

Table 61. Support for Replacing Backyard Garbage Collection with Curbside Collection.

Year	Mean	Very Unsupportive 1	2	3	4	Neutral 5	6	7	8	Very Supportive 9	% Above 5
04	6.13	20.2	2.2	2.2	1.7	15.5	1.9	6.9	7.2	42.3	58.3

The crosstabulations for age, education, home type, internet access, race, years in Cary, and zip code for this question are shown in Tables B308-B314. The means are generally consistent across groups. There were slightly lower means and support from apartment dwellers (5.48) and Hispanics (5.50) on this question. The highest levels of support came from 18-25 age group (6.57), 27513 zip code (6.54), and the 27519/27560/27607 zip codes (6.57).

Storm Drains

The next set of questions examined the respondent’s knowledge of materials that are acceptable to be placed in storm drains (Table 62). Rainwater is the only acceptable material that can enter storm drains. The items the respondents deemed most acceptable for the storm drains were rainwater from a home’s gutters (88.7%), runoff from sprinklers/irrigation systems (84.5%), and rinse water from washing a car (63.1%). Of these, only rainwater from a home’s gutters would be correct. The high “yes” percentages given to runoff from sprinklers/irrigation systems and rinse water from washing a car are areas of concern. Items properly deemed not acceptable were water from draining a swimming pool (28.1%), natural vegetation (17.5%), grease/oil (0.8%), and paint (0.3%). Overall, there is a high degree of misconception as to what can enter storm drains.

The respondents were then asked what they believed happened to the materials that made it into the storm drains (Table 63). There was a relatively high amount of uncertainty among the respondents. Many respondents accurately indicated that the “materials go directly into area streams and creeks” (38.9%). However, a relatively large percentage was “not sure” where the materials end up (37.1%). In addition, approximately 19% inaccurately believed the “materials go into the wastewater treatment plant” and 4.7% believed “materials go into a large basin that is cleaned out by Town crews.” Overall, there was a great deal of uncertainty in regards to where the materials go that make it into the storm drains. Over 61% were inaccurate in responding to this question.

Table 62. Acceptable Materials for Storm Drains.

Materials	% Yes	% No	% Not Sure
Rainwater from a home’s gutters	88.7	8.0	3.4
Runoff from sprinklers and irrigation systems	84.5	11.7	3.9
Rinse water from washing a car	63.1	25.3	11.6
Water from draining a swimming pool	28.1	55.7	16.2
Grass clippings, leaves, and other natural vegetation	17.5	74.0	8.5
Grease and oil	0.8	98.5	0.8
Paint	0.3	99.0	0.8

Table 63. What Happens to Materials That Do Make It into Storm Drains.

Year	Materials go into a large basin that is cleaned out by Town crews	Materials go to the wastewater treatment plant	Materials go directly into area streams and creeks	Not Sure
04	4.7	19.3	38.9	37.1

The same pattern emerges in the crosstabulations for age, education, home type, and income (Tables B315-B318). All the groups gave high “yes” percentages for sprinkler/irrigation runoff. In addition, rinse water from washing a car garnered relatively high “yes” percentages in the 50%-70% range. Only apartment dwellers (45.2%) and 0-\$20,000 income group (7.7%) were more accurate on rinse water. Water from swimming pools received “yes” percentages in the 20%-40% range and natural vegetation received more accurate percentages in the 10%-20% range. The accuracy for grease, oil, and paints were very good.

Amphitheatre at Regency Park

The next set of questions pertained to the Amphitheatre at Regency Park. The respondents were first asked what type of events they would be interested in attending at the Amphitheatre (Table 64). The events they were most interested in attending were festivals (74.6%), outdoor theatre (72.1%), family entertainment (71.9%), and NC Symphony concerts (69.2%). Country music concerts had the lowest level of interest at 44.6%. However, this still represents a relatively good level of interest.

Table 64. Attendance in Types of Events at the Amphitheatre at Regency Park.

Events	% Yes	% No	% Not Sure
Festivals	74.6	22.0	3.4
Outdoor theatre performances	72.1	23.4	4.4
Family entertainment performances	71.9	24.0	4.2
Concerts by the North Carolina Symphony	69.2	26.9	3.9
Movies	61.5	33.9	4.7
Contemporary music concerts	59.5	35.6	4.9
Rock or jazz concerts	58.0	37.6	4.4
Dance performances	56.0	38.7	5.2
Country music concerts	44.6	51.6	3.9

The respondents were additionally asked where they hear about events at the Amphitheatre. Their primary sources were the News & Observer, radio, other television, and family/friends. The Cary News and Town of Cary BUD also had very good ratings. There were weaker ratings for the Cary's website, Cary TV and the Amphitheatre's website.

Table 65. Where Respondents Hear About Events at the Amphitheatre at Regency Park (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	Average 5	6	7	8	Frequently 9	% Above 5
Raleigh News & Observer	6.01	17.4	3.4	2.8	4.5	10.1	7.6	11.5	10.7	32.0	61.8
Radio	5.31	23.9	4.5	4.5	4.5	14.8	5.7	6.8	6.5	28.7	47.7
Other television	5.19	20.5	5.1	10.3	4.8	14.5	5.7	6.3	7.4	25.4	44.8
Friends and family	5.18	22.3	2.8	3.4	7.9	13.0	9.3	14.7	14.7	11.9	50.6
The Cary News	4.23	38.2	6.6	5.4	4.3	9.4	4.0	7.4	8.0	16.8	36.2
Town of Cary BUD	4.19	34.8	8.0	5.5	5.7	9.2	7.5	9.2	7.2	12.9	36.8
Independent Weekly	3.34	46.2	8.4	6.6	5.8	7.5	6.9	7.2	3.8	7.5	25.4
Other websites	3.06	55.6	8.5	3.2	4.1	6.7	3.2	4.7	4.4	9.6	21.9
Town of Cary website	3.02	53.0	7.8	5.5	2.9	11.0	4.6	5.2	3.7	6.3	19.8
Posters and flyers	3.01	47.8	10.4	7.5	3.8	12.8	4.3	6.4	2.3	4.6	17.6
Cary TV/BUD TV	2.89	52.6	11.3	5.5	5.5	6.6	2.9	4.9	5.8	4.9	18.5
Amphitheatre website	2.72	61.2	7.0	4.4	4.1	5.5	3.8	2.6	3.8	7.6	17.8

Crosstabulations were performed for age, children in household under 18, and zip code for types of events the respondents would like to attend at the Amphitheatre (Tables B323-B325). Festivals had a strong appeal across all age groups. The 18-25 year olds indicated festivals (66.7%), movies (66.7%), and outdoor theatre (66.7%) were the top events they would attend. It is possible the outdoor theatre question may have been mistaken for outdoor concerts since the question followed two consecutive

concerts questions. The NC Symphony (55.6%) and family entertainment (50.0%) rated lower in this group than any other age group. The 26-55 age group had the highest percentages overall (more likely to attend) and rated festivals (80.7%), family entertainment (80.1%) and outdoor theatre (78.5%) as their top three. The 56-65 age groups rated the NC Symphony (77.8%), festivals (71.0%), and contemporary music (69.8%) as their top choices. Finally, the over 65 age group had the lowest overall percentages among the age groups. They rated the NC Symphony (56.6%), festivals (50.0%), and outdoor theatre (50.0%) as their top three events. The crosstabulations for children in the household under 18 reveal those with children at home favor family entertainment (88.0%) as expected. Also rating high was outdoor theater (80.8%), festivals (80.7%), and the NC Symphony (71.9%). Those without children at home were less likely to attend events in that their overall percentages were lower. They indicated festivals (69.5%), NC Symphony (66.7%), and outdoor theatre (65.0%) were their top choices. Finally, the zip code crosstabulations were very similar as to their top choices. The key difference was the higher percentages from 27513 zip code indicating more likelihood to attend the events.

The age, income, and zip code crosstabulations for where the respondents hear about the events at the Amphitheatre at Regency Park are shown in Tables B326-B328. The age crosstabulations indicate the biggest differences rest in the 18-25 age group. They used radio and television as their primary sources. They were also heavier users of websites including the Amphitheatre's website. However, this does not include Cary's website which rated very low along with other Cary information sources (Cary TV/BUD TV and Cary's BUD). In addition, this age group rated the News & Observer lower than the other age groups. As for the other age groups (26-55, 56-65, and over 65), they were similar in regards to their information sources. The News & Observer was by far the top rated source for these age groups. There were a few minor differences among these three older groups including the heavier use of radio by the 26-55 age group (exceeded only by the 18-25 age group). In addition, other differences include the higher rating for Cary's BUD in the 56-65 and over 65 age groups, heavier use of the Independent Weekly by the 26-55 age group (18-25 as well), and very low website usage in older age groups. The zip code crosstabulations demonstrated similar profiles. The biggest difference was in the slightly higher usage of Cary TV/BUD TV in 27511.

Comprehensive Bicycle Program

The survey included a question designed to gain insight into the knowledge the respondents possessed regarding the Town's comprehensive bicycle program. The respondents were told of some of the specifics of the plan including bike lanes, bike routes, and cross-town commuter routes. They were then asked if they have heard anything about this plan in the past two years. Table 66 indicates that 54.5% were familiar with the plan. Conversely, this results in a relatively large percentage (45.5%) without knowledge of the program.

Table 66. Familiarity with Cary's Comprehensive Bicycle Program.

	% Yes	% No
Bicycle Program	54.5	45.5

The crosstabulations on children in household under 18, home type, years in Cary, and zip code are shown in Tables B329-B332. The "yes" percentages were generally similar across age groups. The only exceptions were the lower levels of familiarity among apartment dwellers (38.7%), 0-1 year in Cary respondents (43.2%), and 27519/27560/27607 zip codes (28.6%).

Town's Cable Access Channel Cary TV 11

The final two questions in the survey examined the viewership of the monthly news magazine program BUD TV and electronic bulletin board messages on Town's cable access channel Cary TV 11. The monthly news magazine BUD TV maintains a level of viewership, albeit low, among the respondents (Table 67). Note that 11.6% view it "at least once a month" and 13.4% view it "several times a year." There was still a large majority that "never" watched the program (62.4%). The electronic bulletin board messages had a higher level of viewership (Table 68). There were 8.8% who viewed it "at least once a week" and 24.7% that viewed it "at least once a month." Again, a majority of the respondents "never" viewed the messages (59.8%).

Table 67. How Often Respondents Watch the Monthly Magazine Program BUD TV on Cary TV 11.

Year	Never	At Least Once a Year	Several Times a Year	At Least Once a Month	Several Times a Month	Not Sure
04	62.4	7.7	13.4	11.6	3.6	1.3

Table 68. How Often Respondents Watch the Electronic Bulletin Board Messages on Cary TV 11.

Year	Never	At Least Once a Month	At Least Once a Week	At Least Once a Day	Several Times a Day	Not Sure
04	59.8	24.7	8.8	3.1	0.5	3.1

Crosstabulations were conducted on age, home type, race, years in Cary, and zip code for these two questions. The Monthly Magazine Program BUD TV crosstabulations are shown in Tables B334-338. They indicate the more frequent viewers (view it more than once a month) were the older age groups of 56-65 (23.8%) and over 65 (24.1%); respondents who live in apartments (16.7%) or townhouse/condos (25.0%); Caucasians (16.1%) and African-Americans (25.0%); respondents with 6-10 years (17.4%) and 10 or more years (18.4%) in Cary; and the 27511 zip code (16.7%).

The crosstabulations for the Electronic Bulletin Board Messages are shown in Tables B339-B343. They indicate the most frequent viewers (view it at least once a day) were older age groups of 56-65 (4.8%) and over 65 (9.1%); townhouse/condo dwellers (7.9%); Caucasians (4.3%); respondents with 10 or more years in Cary (5.1%); and 27511 zip code (4.2%).

**Appendix A
Town of Cary
2004 Biennial Citizen Survey**

Hello, my name is _____ and I am calling for the Town of Cary. On a regular basis Cary asks its citizens how the Town can improve the services it offers you. Your opinion is very important to us.

Are you a resident of the Town of Cary?

- Yes (Continue) No (Stop and thank the respondent)

Are you over the age of 18?

- Yes (Continue) No (Ask politely to speak with someone over 18)

1. Have you had any personal contact with any Town Government staff in the past two years?
 Yes (Continue) No (Skip to #2)

Please tell us your opinion regarding that contact with Town Government using the following 9-point scale where 1 is very poor and 9 is excellent, 5 is average.

	Very Poor				Average				Excellent		
1a. Promptness of response?	1	2	3	4	5	6	7	8	9	NA	
1b. Professionalism?	1	2	3	4	5	6	7	8	9	NA	
1c. Knowledgeable?	1	2	3	4	5	6	7	8	9	NA	
1d. Courteous?	1	2	3	4	5	6	7	8	9	NA	
1e. Ability to resolve issues?	1	2	3	4	5	6	7	8	9	NA	

2. How well does the Town of Cary maintain streets and roads with regard to paving, potholes, etc.? Use a 9-point scale where 1 is very poor and 9 is excellent, 5 is average.

1	2	3	4	5	6	7	8	9	NA
Very Poor				Average				Excellent	

3. Please rate the cleanliness and appearance of the following public areas, again with the same 9-point scale.

	Very Poor				Average				Excellent		
3a. Streets?	1	2	3	4	5	6	7	8	9	NA	
3b. Median and roadsides?	1	2	3	4	5	6	7	8	9	NA	
3c. Parks?	1	2	3	4	5	6	7	8	9	NA	
3d. Greenways?	1	2	3	4	5	6	7	8	9	NA	

4. Have you had any contact with the Cary Police Department in the past two years?
 Yes (Continue) No (GOTO #6)

Using the same 9-point scale, please tell us your opinion regarding that contact.

	Very Poor				Average				Excellent		
4a. Courteous?	1	2	3	4	5	6	7	8	9	NA	
4b. Fairness?	1	2	3	4	5	6	7	8	9	NA	
4c. Competence?	1	2	3	4	5	6	7	8	9	NA	
4d. Problem solving?	1	2	3	4	5	6	7	8	9	NA	
4e. Response time?	1	2	3	4	5	6	7	8	9	NA	

5. Was the person you contacted at the Police?
 A clerk A dispatcher Animal Control Office NA (GOTO #6)

Rate that person using the same 9-point scale:

	Very Poor				Average				Excellent		
5a. Courteous?	1	2	3	4	5	6	7	8	9	NA	
5b. Competent?	1	2	3	4	5	6	7	8	9	NA	
5c. Efficient?	1	2	3	4	5	6	7	8	9	NA	

6. Please list any services you would like from the Cary Police Department not now being provided or provide with greater support?

7. Have you had contact with the Cary Fire Department in the past two years?
 Yes (Continue) No (GOTO #8)

Using the same 9-point scale from very poor to excellent, please tell us your opinion regarding that contact with Cary Fire Department.

	Very Poor				Average				Excellent		
7a. Courteous?	1	2	3	4	5	6	7	8	9	NA	
7b. Fairness?	1	2	3	4	5	6	7	8	9	NA	
7c. Competence?	1	2	3	4	5	6	7	8	9	NA	
7d. Problem solving?	1	2	3	4	5	6	7	8	9	NA	
7e. Response time?	1	2	3	4	5	6	7	8	9	NA	

8. Have you or anyone in your household participated in a Town Park & Recreation or Cultural Program in the past two years?
 Yes (Continue) No (GOTO #11)

9. Please tell me which program you or a member of your home most frequently participated?
 a. _____ b. _____

10. Using the 9-point scale from very poor to excellent; please give an overall rating to various aspects of the program.

	Very Poor				Average				Excellent		
10a. Program quality?	1	2	3	4	5	6	7	8	9	NA	
10b. Facility quality?	1	2	3	4	5	6	7	8	9	NA	
10c. Cost or amount of fee?	1	2	3	4	5	6	7	8	9	NA	
10d. Overall experience?	1	2	3	4	5	6	7	8	9	NA	
10e. Ease of registration?	1	2	3	4	5	6	7	8	9	NA	
10f. Instructor quality?	1	2	3	4	5	6	7	8	9	NA	

11. How would you rate the overall operation or management of the Town of Cary? Use the 9-point scale from very poor to excellent again.

1	2	3	4	5	6	7	8	9	NA
Very Poor				Average				Excellent	

12. How would you rate Cary overall as a place to live? Use a 9-point scale where 1 is very undesirable and 9 is very desirable, 5 is average.

1	2	3	4	5	6	7	8	9	NA
Very Undesirable				Average				Very Desirable	

13. What do you feel is the one most important issue facing the Town of Cary?

14. If you could act as the Mayor, Town Manager, and Town Council all rolled into one, what one action would you take to improve Cary?

15. In the past two years, do you feel the quality of life in the Town of Cary is? (Read choices)

1	2	3	4	5	NA
Much Worse	Somewhat Worse	The Same	Somewhat Better	Much Better	

16. Please indicate how much you use the following information sources that Cary uses to communicate with its citizens. This time use the following scale where 1 is never use and 9 is frequently use.

	Never Use									Frequently Use	
	1	2	3	4	5	6	7	8	9	NA	
16a. Cary News	1	2	3	4	5	6	7	8	9	NA	
16b. Raleigh News & Observer	1	2	3	4	5	6	7	8	9	NA	
16c. Television	1	2	3	4	5	6	7	8	9	NA	
16d. Radio	1	2	3	4	5	6	7	8	9	NA	
16e. The Town's website	1	2	3	4	5	6	7	8	9	NA	
16f. Internet e-mail	1	2	3	4	5	6	7	8	9	NA	
16g. Word of mouth (friends and neighbors)	1	2	3	4	5	6	7	8	9	NA	
16h. The 24-hour Town Hall Phone Service	1	2	3	4	5	6	7	8	9	NA	
16i. Cary TV 11 Cary's Govt. Access Cable Channel	1	2	3	4	5	6	7	8	9	NA	
16j. BUD (Cary's water & sewer bill newsletter)	1	2	3	4	5	6	7	8	9	NA	
16k. Direct mail	1	2	3	4	5	6	7	8	9	NA	
16l. The Town's Block Leader Program	1	2	3	4	5	6	7	8	9	NA	
16m. Parks, Recreation, and Cultural Resources Program Brochure	1	2	3	4	5	6	7	8	9	NA	

17. How often would you say you watch -- in whole or in part -- Town Council meetings on CARY TV 11, the Town's cable access channel? (Read choices)

1	2	3	4	5	NA
Never	Now and Then	Occasionally	Almost Always	Always	

18. Do you have access to the Internet at? Home Office Both Neither

19. Please tell us how safe you feel in Cary? Use a 9-point scale where 1 is extremely unsafe and 9 is extremely safe, 5 is average.

1	2	3	4	5	6	7	8	9	NA
Extremely Unsafe				Average				Extremely Safe	

20. Cary's municipal tax rate is 42 cents per \$100 of property valuation. A home valued at \$100,000 will have tax of \$420. By comparison the same home will have a tax of \$420 in Charlotte, \$385 in Raleigh, \$753 in Chapel Hill, and \$545 in Durham. For the services provided, do you feel the Cary tax rate is? (Read choices)

1	2	3	4	5	NA
Very Low	Somewhat Low	About Right	Somewhat High	Very High	

29. Have you visited the Citizen Convenience Center on Dixon Avenue over the past two years?
 Yes (Continue) No (GOTO #31)

30. Using the same 9-point scale from very dissatisfied to very satisfied, what is your level of satisfaction with the Citizen Convenience Center on Dixon Avenue?

1 2 3 4 5 6 7 8 9 NA
 Very Dissatisfied Neutral Very Satisfied

31. In our continuing efforts to make the most efficient use of taxpayer dollars, would you support replacing backyard garbage collection with curbside collection with the Town providing the rollout carts? Use a 9-point scale where 1 is very unsupportive and 9 is very supportive, 5 is neutral.

1 2 3 4 5 6 7 8 9 NA
 Very Unsupportive Neutral Very Supportive

32. We are interested in what citizens know about storm drains (openings & grates located in curbs along the street). For each item please tell us yes or no if it okay to put it in the storm drain.

32a. Grass clipping, leaves, and other natural vegetation?	Yes	No	NS
32b. Paint?	Yes	No	NS
32c. Grease and oil?	Yes	No	NS
32d. Rainwater from a home's gutters?	Yes	No	NS
32e. Water from draining a swimming pool?	Yes	No	NS
32f. Rinse water from washing a car?	Yes	No	NS
32g. Runoff from sprinklers and irrigation systems?	Yes	No	NS

33. Still thinking of storm drains, which of the following best describes what happens to the materials that do make it into storm drains? (Read choices)

- They go into a large basin that is cleaned out regularly by Town crews.
- They go to the wastewater treatment plant where they are cleaned and sanitized before going into nearby streams.
- They go directly into area streams and creeks.
- Not sure

34. We are interested in knowing what types of events you would like to attend at the Amphitheatre at Regency Park. For each type of event please tell us yes or no if you would be likely to attend?

34a. Concerts by the North Carolina Symphony?	Yes	No	NS
34b. Rock or Jazz concerts?	Yes	No	NS
34c. Contemporary music concerts?	Yes	No	NS
34d. Country music concerts?	Yes	No	NS
34e. Outdoor theatre performances	Yes	No	NS
34f. Family entertainment performances?	Yes	No	NS
34g. Dance performances?	Yes	No	NS
34h. Festivals?	Yes	No	NS
34i. Movies?	Yes	No	NS

35. Please tell us how much you use the following sources to hear about events at the Amphitheatre. Use 9-point scale where 1 is never use and 9 is frequently use, 5 is average.

	Never Use		Average					Frequently Use		
	1	2	3	4	5	6	7	8	9	NA
35a. Radio	1	2	3	4	5	6	7	8	9	NA
35b. Cary TV including BUD TV	1	2	3	4	5	6	7	8	9	NA
35c. Other television	1	2	3	4	5	6	7	8	9	NA
35d. Independent Weekly	1	2	3	4	5	6	7	8	9	NA
35e. The News & Observer	1	2	3	4	5	6	7	8	9	NA
35f. The Cary News	1	2	3	4	5	6	7	8	9	NA
35g. Amphitheatre website	1	2	3	4	5	6	7	8	9	NA
35h. Town of Cary website	1	2	3	4	5	6	7	8	9	NA
35i. Other websites	1	2	3	4	5	6	7	8	9	NA
35j. Town of Cary BUD (utility bill insert)	1	2	3	4	5	6	7	8	9	NA
35k. Friends and family	1	2	3	4	5	6	7	8	9	NA
35l. Posters and flyers	1	2	3	4	5	6	7	8	9	NA

36. The Town of Cary has developed a comprehensive bicycle program that includes bike lanes, bike routes, and cross-town commuter routes. These routes are shown on the Town of Cary bike map to promote cycling as an alternative to automobiles. Have you seen or heard anything about Cary's cycling efforts in the last two years?

Yes

No

37. How often do you watch, in whole or part, the monthly news magazine program BUD TV on Cary TV 11, the Town's cable access channel? (Read choices)

1 Several Times A Month
 2 At Least Once A Month
 3 Several Times A Year
 4 At Least Once A Year
 5 Never
 NS

38. How often do you watch the electronic bulletin board messages on CARY TV 11, the Town's cable access channel? (Read choices)

1 Several Times A Day
 2 At Least Once a Day
 3 At Least Once A Week
 4 At Least Once A Month
 5 Never
 NS

That concludes our questions about the Town of Cary. Now tell us a little about yourself.

39. How many years have you lived in the Town of Cary?

0-1
 2-5
 6-10
 11-20
 More than 20

40. Please tell me how many children under the age of 18 live in your household?

0
 1-2
 3-5
 Over 5

41. Which best describes where you live? (Read choices)

Single-family
 Apartment
 Townhouse or Condo
 Mobile home
 Duplex
 Other _____

42. Stop me when I reach the age group you fall in. (Read choices)

18-25 26-35 36-45 46-55 56-65 66-75 Over 75

43. Please tell me the last grade or degree completed in school. (Read choices)

High School or less Some College or Technical College Degree Graduate Degree

44. May I ask your race/ethnicity?

Caucasian American African-American Native- Asian Hispanic Other _____

45. What type of work do you do? _____

46. Stop me when I reach your household income level? (Read choices)

0- \$20,000 \$20,001-\$30,000 \$30,001-\$50,000 \$50,001-\$70,000 70,001-\$100,000 Over \$100,000

47. May I ask your zip code _____

48. By voice: Male Female

Cary will also be conducting focus groups to get an even better understanding of our citizen's feelings and concerns. Would you be willing to participate in one of our sessions that will last about an hour. You will be compensated for participation.

Yes Ask for first name for callback _____ No

That concludes our survey, thank you very much for your time.

Appendix B: Crosstabulations

Town Government: Courteous Crosstabulations

Table B1. Town Government: Courteous by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+
26-55	62	8.23	1.6	0.0	0.0	0.0	1.6	6.5	4.8	29.0	56.5	A-
56-65	21	8.62	0.0	0.0	0.0	0.0	0.0	4.8	0.0	23.8	71.4	A
Over 65	13	8.46	0.0	0.0	0.0	0.0	7.7	0.0	7.7	7.7	76.9	A

Table B2. Town Government: Courteous by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	16	8.06	6.3	0.0	0.0	0.0	0.0	12.5	0.0	6.3	75.0	A-
College Degree	81	8.37	0.0	0.0	0.0	0.0	2.5	3.7	6.2	29.6	58.0	A-

Table B3. Town Government: Courteous by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	46	8.41	0.0	0.0	0.0	0.0	0.0	6.5	2.2	34.8	56.5	A-
Female	52	8.25	1.9	0.0	0.0	0.0	3.8	3.8	7.7	17.3	65.4	A-

Table B4. Town Government: Courteous by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	8	8.75	0.0	0.0	0.0	0.0	0.0	0.0	12.5	0.0	87.5	A+
\$50,001-\$70,000	12	7.75	8.3	0.0	0.0	0.0	0.0	8.3	8.3	16.7	58.3	B
\$70,001-\$100,000	25	8.32	0.0	0.0	0.0	0.0	4.0	4.0	4.0	32.0	56.0	A-
Over \$100,000	31	8.16	0.0	0.0	0.0	0.0	3.2	9.7	3.2	35.5	48.4	A-

Table B5. Town Government: Courteous by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	91	8.32	1.1	0.0	0.0	0.0	2.2	5.5	5.5	23.1	62.6	A-
African-American	--	--	--	--	--	--	--	--	--	--	--	--
Asian	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B6. Town Government: Courteous by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	66	8.32	1.5	0.0	0.0	0.0	3.0	4.5	4.5	21.2	65.2	A-
27513	28	8.25	0.0	0.0	0.0	0.0	0.0	7.1	7.1	39.3	46.4	A-
27519/27560/27607	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Town Government: Professionalism Crosstabulations

Table B7. Town Government: Professionalism by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+
26-55	62	7.97	1.6	1.6	0.0	1.6	6.5	1.6	9.7	21.0	56.5	B+
56-65	22	8.14	4.5	0.0	0.0	0.0	4.5	0.0	4.5	22.7	63.6	A-
Over 65	13	8.69	0.0	0.0	0.0	0.0	0.0	0.0	7.7	15.4	76.9	A+

Table B8. Town Government: Professionalism by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	17	7.35	11.8	0.0	0.0	0.0	11.8	0.0	11.8	0.0	64.7	B-
College Degree	81	8.24	0.0	1.2	0.0	1.2	3.7	1.2	8.6	25.9	58.0	A-

Table B9. Town Government: Professionalism by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	46	8.26	0.0	0.0	0.0	0.0	4.3	2.2	10.9	28.3	54.3	A-
Female	53	7.94	3.8	1.9	0.0	1.9	5.7	0.0	7.5	15.1	64.2	B+

Table B10. Town Government: Professionalism by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	8	8.63	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	A
\$50,001-\$70,000	12	7.50	8.3	8.3	0.0	0.0	0.0	0.0	8.3	8.3	66.7	B-
\$70,001-\$100,000	25	8.32	0.0	0.0	0.0	0.0	4.0	4.0	4.0	32.0	56.0	A-
Over \$100,000	31	7.90	0.0	0.0	0.0	3.2	9.7	0.0	16.1	22.6	48.4	B+

Table B11. Town Government: Professionalism by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	91	8.13	1.1	1.1	0.0	1.1	5.5	1.1	9.9	19.8	60.4	A-
African-American	--	--	--	--	0.0	--	--	--	--	--	--	--
Asian	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B12. Town Government: Professionalism by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	67	8.02	3.0	1.5	0.0	1.5	6.0	0.0	9.0	14.9	64.2	B+
27513	28	8.18	0.0	0.0	0.0	0.0	3.6	3.6	10.7	35.7	46.4	A-
27519/27560/27607	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Town Government: Knowledgeable Crosstabulations

Table B13. Town Government: Knowledgeable by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+
26-55	62	7.73	3.2	1.6	0.0	0.0	4.8	4.8	17.7	21.0	46.8	B
56-65	21	8.33	0.0	0.0	0.0	0.0	0.0	4.8	14.3	23.8	57.1	A-
Over 65	13	8.46	0.0	0.0	0.0	0.0	7.7	0.0	0.0	23.1	69.2	A

Table B14. Town Government: Knowledgeable by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	16	7.94	6.3	0.0	0.0	0.0	6.3	0.0	12.5	6.3	68.8	B+
College Degree	81	7.94	1.2	1.2	0.0	0.0	3.7	4.9	16.0	25.9	46.9	B+

Table B15. Town Government: Knowledgeable by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	46	8.09	0.0	0.0	0.0	0.0	0.0	8.7	19.6	26.1	45.7	A-
Female	51	7.80	3.9	2.0	0.0	0.0	7.8	0.0	11.8	19.6	54.9	B+

Table B16. Town Government: Knowledgeable by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	8	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
\$50,001-\$70,000	12	7.67	8.3	0.0	0.0	0.0	0.0	0.0	25.0	16.7	50.0	B
\$70,001-\$100,000	25	7.96	0.0	0.0	0.0	0.0	8.0	8.0	16.0	16.0	52.0	B+
Over \$100,000	31	7.45	3.2	3.2	0.0	0.0	6.5	6.5	16.1	29.0	35.5	B-

Table B17. Town Government: Knowledgeable by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	91	7.96	2.2	1.1	0.0	0.0	4.4	4.4	13.2	22.0	52.7	B+
African-American	--	--	--	--	--	--	--	--	--	--	--	--
Asian	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	2	7.50	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	0.0	B-
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B18. Town Government: Knowledgeable by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	66	7.96	3.0	1.5	0.0	0.0	4.5	1.5	13.6	19.7	56.1	B+
27513	27	7.78	0.0	0.0	0.0	0.0	3.7	11.1	22.2	29.6	33.3	B
27519/27560/27607	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Town Government: Promptness of Response Crosstabulations

Table B19. Town Government: Promptness of Response by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+
26-55	60	7.70	1.7	1.7	1.7	1.7	10.0	5.0	5.0	21.7	51.7	B
56-65	22	7.73	4.5	0.0	4.5	4.5	0.0	0.0	4.5	31.8	50.0	B
Over 65	13	8.39	0.0	0.0	0.0	0.0	7.7	0.0	0.0	30.8	61.5	A-

Table B20. Town Government: Promptness of Response by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	17	7.18	11.8	0.0	0.0	0.0	17.6	0.0	5.9	5.9	58.8	B-
College Degree	79	7.91	0.0	1.3	2.5	2.5	5.1	3.8	5.1	30.4	49.4	B+

Table B21. Town Government: Promptness of Response by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	45	7.89	0.0	0.0	2.2	4.4	4.4	4.4	6.7	31.1	46.7	B+
Female	51	7.69	3.9	2.0	2.0	0.0	9.8	2.0	3.9	21.6	54.9	B

Table B22. Town Government: Promptness of Response by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	8	7.75	0.0	0.0	0.0	12.5	12.5	0.0	0.0	12.5	62.5	B
\$50,001-\$70,000	12	7.25	8.3	8.3	0.0	0.0	0.0	0.0	8.3	33.3	41.7	B-
\$70,001-\$100,000	24	8.17	0.0	0.0	0.0	0.0	12.5	0.0	4.2	25.0	58.3	A-
Over \$100,000	30	7.63	0.0	0.0	3.3	3.3	6.7	10.0	6.7	30.0	40.0	B

Table B23. Town Government: Promptness of Response by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	89	7.80	1.1	1.1	2.2	2.2	7.9	3.4	5.6	25.8	50.6	B+
African-American	--	--	--	--	--	--	--	--	--	--	--	--
Asian	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B24. Town Government: Promptness of Response by Zip Code.

Zip Code	n	Mean	<small>Very Poor</small> 1	2	3	4	<small>Average</small> 5	6	7	8	<small>Excellent</small> 9	Grade
27511	67	7.81	3.0	1.5	1.5	0.0	7.5	4.5	4.5	23.9	53.7	B+
27513	25	7.56	0.0	0.0	4.0	8.0	8.0	0.0	8.0	32.0	40.0	B
27519/27560/27607	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Town Government: Ability to Resolve Issues Crosstabulations

Table B25. Town Government: Ability to Resolve Issues by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+
26-55	59	7.00	8.5	1.7	3.4	1.7	13.6	1.7	8.5	15.3	45.8	C+
56-65	22	7.68	9.1	0.0	0.0	4.5	0.0	0.0	9.1	18.2	59.1	B
Over 65	13	6.85	15.4	7.7	0.0	0.0	0.0	7.7	0.0	15.4	53.8	C

Table B26. Town Government: Ability to Resolve Issues by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	17	6.59	17.6	5.9	0.0	0.0	11.8	0.0	5.9	0.0	58.8	C-
College Degree	78	7.24	7.7	1.3	2.6	2.6	7.7	2.6	9.0	20.5	46.2	B-

Table B27. Town Government: Ability to Resolve Issues by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	46	7.24	4.3	2.2	4.3	4.3	8.7	2.2	8.7	19.6	45.7	B-
Female	49	7.02	14.3	2.0	0.0	0.0	8.2	2.0	8.2	14.3	51.0	C+

Table B28. Town Government: Ability to Resolve Issues by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	3	5.67	33.3	0.0	0.0	0.0	0.0	0.0	33.3	0.0	33.3	D-
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	8	7.25	12.5	0.0	0.0	12.5	0.0	0.0	0.0	12.5	62.5	B-
\$50,001-\$70,000	12	6.92	16.7	8.3	0.0	0.0	0.0	0.0	0.0	16.7	58.3	C+
\$70,001-\$100,000	24	7.50	0.0	4.2	4.2	0.0	12.5	4.2	12.5	8.3	54.2	B-
Over \$100,000	31	6.61	12.9	0.0	3.2	3.2	12.9	0.0	12.9	22.6	32.3	C-

Table B29. Town Government: Ability to Resolve Issues by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	89	7.16	9.0	2.2	2.2	2.2	7.9	2.2	9.0	15.7	49.4	B-
African-American	--	--	--	--	--	--	--	--	--	--	--	--
Asian	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B30. Town Government: Ability to Resolve Issues by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	66	7.11	12.1	1.5	1.5	0.0	9.1	1.5	9.1	13.6	51.5	C+
27513	25	6.92	4.0	4.0	4.0	8.0	8.0	4.0	8.0	24.0	36.0	C+
27519/27560/27607	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Maintenance of Streets and Roads Crosstabulations

Table B31. Maintenance of Streets and Roads by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	110	6.56	2.7	2.7	3.6	4.5	14.5	9.1	28.2	17.3	17.3	C-
College Degree	272	6.69	1.5	2.6	3.7	2.2	9.9	15.4	29.8	22.8	12.1	C

Table B32. Maintenance of Streets and Roads by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	311	6.62	1.9	2.6	3.5	2.9	10.6	14.5	31.5	20.3	12.2	C
Apartment	30	7.03	3.3	3.3	3.3	3.3	10.0	6.7	6.7	36.7	26.7	C+
Townhouse/Condo	37	6.51	0.0	5.4	5.4	0.0	18.9	10.8	24.3	21.6	13.5	C-
Mobile home	2	5.50	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	0.0	D-
Duplex	4	6.75	0.0	0.0	0.0	0.0	25.0	25.0	25.0	0.0	25.0	C
Retirement Home	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+
Multi-family apt.	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B33. Maintenance of Streets and Roads by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	15	7.13	0.0	0.0	6.7	0.0	13.3	13.3	20.0	13.3	33.3	C+
\$20,001-\$30,000	25	6.80	8.0	0.0	4.0	4.0	4.0	0.0	36.0	24.0	20.0	C
\$30,001-\$50,000	40	6.93	0.0	2.5	5.0	5.0	7.5	7.5	27.5	27.5	17.5	C+
\$50,001-\$70,000	53	6.91	1.9	3.8	1.9	1.9	7.5	13.2	26.4	24.5	18.9	C+
\$70,001-\$100,000	69	6.45	2.9	4.3	5.8	5.8	5.8	13.0	29.0	17.4	15.9	C-
Over \$100,000	102	6.72	1.0	2.0	2.0	1.0	12.7	17.6	31.4	23.5	8.8	C

Table B34. Maintenance of Streets and Roads by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	215	6.49	1.9	3.3	5.6	3.3	12.1	11.6	29.8	20.5	12.1	C-
27513	149	6.81	1.3	2.0	1.3	2.7	10.7	16.1	29.5	22.1	14.1	C
27519/27560/27607	7	7.29	0.0	0.0	0.0	0.0	14.3	28.6	0.0	28.6	28.6	B-

Cleanliness and Appearance of Parks Crosstabulations

Table B35. Cleanliness and Appearance of Parks by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	143	7.99	0.7	0.0	0.0	0.7	1.4	4.9	18.9	34.3	39.2	B+
Female	197	8.03	1.0	0.0	0.5	0.0	5.1	2.5	11.7	34.5	44.7	B+

Table B36. Cleanliness and Appearance of Parks by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	274	7.99	0.7	0.0	0.0	0.4	3.3	3.6	17.2	35.4	39.4	B+
Apartment	27	8.07	3.7	0.0	0.0	0.0	3.7	3.7	7.4	22.2	59.3	A-
Townhouse/Condo	32	8.06	0.0	0.0	3.1	0.0	6.3	3.1	3.1	34.4	50.0	A-
Mobile home	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Duplex	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	0.0	66.7	33.3	A-
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B37. Cleanliness and Appearance of Parks by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	12	8.00	0.0	0.0	0.0	0.0	16.7	8.3	0.0	8.3	66.7	B+
\$20,001-\$30,000	20	7.35	5.0	0.0	5.0	5.0	0.0	0.0	15.0	40.0	30.0	B-
\$30,001-\$50,000	32	8.34	0.0	0.0	0.0	0.0	3.1	3.1	9.4	25.0	59.4	A-
\$50,001-\$70,000	51	8.14	2.0	0.0	0.0	0.0	2.0	2.0	7.8	41.2	45.1	A-
\$70,001-\$100,000	64	7.94	0.0	0.0	0.0	0.0	4.7	3.1	20.3	37.5	34.4	B+
Over \$100,000	96	8.03	0.0	0.0	0.0	0.0	3.1	6.3	14.6	36.5	39.6	B+

Table B38. Cleanliness and Appearance of Parks by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	183	7.92	1.1	0.0	0.5	0.0	4.9	3.8	14.8	35.0	39.9	B+
27513	139	8.10	0.7	0.0	0.0	0.0	2.2	3.6	15.8	33.1	44.6	A-
27519/27560/27607	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Cleanliness and Appearance of Greenways Crosstabulations

Table B39. Cleanliness and Appearance of Greenways by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	137	7.88	0.7	0.0	0.7	0.0	0.7	8.0	18.2	38.7	32.8	B+
Female	182	7.80	1.1	0.0	1.1	0.0	4.9	4.9	17.6	35.2	35.2	B+

Table B40. Cleanliness and Appearance of Greenways by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	259	7.89	0.4	0.0	0.4	0.0	2.3	5.8	20.5	38.2	32.4	B+
Apartment	26	7.62	7.7	0.0	0.0	0.0	3.8	3.8	7.7	34.6	42.3	B
Townhouse/Condo	30	7.50	0.0	0.0	6.7	0.0	10.0	10.0	6.7	26.7	40.0	B-
Mobile home	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
Duplex	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B41. Cleanliness and Appearance of Greenways by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	11	7.64	0.0	0.0	0.0	0.0	18.2	9.1	9.1	18.2	45.5	B
\$20,001-\$30,000	20	7.20	5.0	0.0	5.0	0.0	5.0	5.0	20.0	35.0	25.0	B-
\$30,001-\$50,000	30	8.33	0.0	0.0	0.0	0.0	0.0	10.0	3.3	30.0	56.7	A-
\$50,001-\$70,000	46	7.80	4.3	0.0	0.0	0.0	2.2	2.2	10.9	47.8	32.6	B+
\$70,001-\$100,000	58	7.76	0.0	0.0	1.7	0.0	3.4	3.4	20.7	48.3	22.4	B
Over \$100,000	95	7.91	0.0	0.0	0.0	0.0	1.1	8.4	23.2	33.7	33.7	B+

Table B42. Cleanliness and Appearance of Greenways by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	169	7.81	0.6	0.0	1.2	0.0	4.1	5.3	20.1	34.3	34.3	B+
27513	135	7.83	1.5	0.0	0.7	0.0	2.2	7.4	14.8	40.0	33.3	B+
27519/27560/27607	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	25.0	0.0	75.0	A

Cleanliness and Appearance of Median and Roadsides Crosstabulations

Table B43. Cleanliness and Appearance of Median and Roadsides by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	159	7.42	0.0	1.9	1.3	1.3	4.4	8.8	28.9	28.9	24.5	B-
Female	226	7.41	1.3	0.0	2.2	0.9	8.4	10.2	17.3	32.3	27.4	B-

Table B44. Cleanliness and Appearance of Median and Roadsides by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	311	7.44	0.6	0.3	1.6	1.3	6.1	10.0	22.5	33.1	24.4	B-
Apartment	30	7.67	3.3	0.0	0.0	0.0	6.7	6.7	20.0	20.0	43.3	B
Townhouse/Condo	36	7.08	0.0	5.6	2.8	0.0	13.9	5.6	22.2	19.4	30.6	C+
Mobile home	2	7.00	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	0.0	C+
Duplex	4	7.75	0.0	0.0	0.0	0.0	0.0	25.0	25.0	0.0	50.0	B
Retirement Home	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
Multi-family apt.	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B45. Cleanliness and Appearance of Median and Roadsides by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	14	7.57	0.0	0.0	0.0	0.0	21.4	7.1	7.1	21.4	42.9	B
\$20,001-\$30,000	23	7.04	4.3	4.3	4.3	0.0	4.3	8.7	21.7	17.4	34.8	C+
\$30,001-\$50,000	40	7.65	0.0	0.0	2.5	0.0	7.5	10.0	17.5	25.0	37.5	B
\$50,001-\$70,000	54	7.46	1.9	0.0	0.0	1.9	5.6	5.6	29.6	31.5	24.1	B-
\$70,001-\$100,000	69	7.41	0.0	1.4	2.9	0.0	2.9	13.0	21.7	37.7	20.3	B-
Over \$100,000	101	7.36	1.0	0.0	2.0	0.0	8.9	10.9	22.8	30.7	23.8	B-

Table B46. Cleanliness and Appearance of Median and Roadsides by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	215	7.33	0.9	0.9	2.3	0.9	7.4	7.9	25.6	30.2	23.7	B-
27513	148	7.57	0.7	0.0	0.7	1.4	5.4	12.2	17.6	33.1	29.1	B
27519/27560/27607	7	7.14	0.0	0.0	0.0	0.0	28.6	0.0	28.6	14.3	28.6	C+

Cleanliness and Appearance of Streets Crosstabulations

Table B47. Cleanliness and Appearance of Streets by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	158	7.43	0.6	0.6	1.3	0.6	5.7	8.2	29.1	31.0	22.8	B-
Female	225	7.51	1.3	0.0	1.8	1.3	6.7	5.8	24.4	28.4	30.2	B-

Table B48. Cleanliness and Appearance of Streets by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	309	7.46	1.0	0.0	1.3	1.0	6.8	7.4	26.9	30.7	24.9	B-
Apartment	30	7.80	3.3	0.0	0.0	3.3	0.0	3.3	16.7	33.3	40.0	B+
Townhouse/Condo	36	7.39	0.0	2.8	5.6	0.0	8.3	5.6	19.4	19.4	38.9	B-
Mobile home	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	B+
Duplex	4	7.50	0.0	0.0	0.0	0.0	0.0	0.0	75.0	0.0	25.0	B-
Retirement Home	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
Multi-family apt.	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B49. Cleanliness and Appearance of Streets by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	14	7.36	0.0	0.0	0.0	0.0	28.6	7.1	7.1	14.3	42.9	B-
\$20,001-\$30,000	23	6.87	8.7	0.0	4.3	4.3	0.0	4.3	30.4	21.7	26.1	C
\$30,001-\$50,000	39	7.59	0.0	0.0	5.1	0.0	2.6	5.1	30.8	23.1	33.3	B
\$50,001-\$70,000	54	7.43	1.9	0.0	1.9	1.9	7.4	5.6	22.2	31.5	27.8	B-
\$70,001-\$100,000	69	7.64	0.0	1.4	1.4	0.0	2.9	8.7	23.2	33.3	29.0	B
Over \$100,000	101	7.40	1.0	0.0	1.0	0.0	6.9	9.9	29.7	29.7	21.8	B-

Table B50. Cleanliness and Appearance of Streets by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	215	7.34	0.9	0.5	2.8	1.9	7.4	6.0	26.5	27.9	26.0	B-
27513	146	7.64	0.7	0.0	0.0	0.0	4.8	8.2	26.0	34.2	26.0	B
27519/27560/27607	7	7.71	0.0	0.0	0.0	0.0	14.3	0.0	28.6	14.3	42.9	B

Police Department: Competence Crosstabulations

Table B51. Police Department: Competence by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	5	5.40	40.0	0.0	0.0	0.0	0.0	0.0	20.0	0.0	40.0	D-
26-55	68	8.16	1.5	1.5	1.5	0.0	4.4	4.4	4.4	13.2	69.1	A-
56-65	23	8.78	0.0	0.0	0.0	0.0	0.0	0.0	0.0	21.7	78.3	A+
Over 65	16	8.63	0.0	0.0	0.0	0.0	6.3	0.0	0.0	12.5	81.3	A

Table B52. Police Department: Competence by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	51	8.00	3.9	2.0	0.0	0.0	3.9	3.9	5.9	15.7	64.7	B+
Female	64	8.22	1.6	1.6	1.6	1.6	3.1	1.6	3.1	14.1	71.9	A-

Table B53. Police Department: Competence by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	5	8.20	0.0	0.0	0.0	0.0	20.0	0.0	0.0	0.0	80.0	A-
\$20,001-\$30,000	5	7.40	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	80.0	B-
\$30,001-\$50,000	10	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
\$50,001-\$70,000	12	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
\$70,001-\$100,000	23	8.57	0.0	0.0	0.0	0.0	0.0	0.0	8.7	26.1	65.2	A
Over \$100,000	38	7.90	2.6	2.6	2.6	0.0	5.3	5.3	2.6	13.2	65.8	B+

Table B54. Police Department: Competence by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	101	8.17	2.0	2.0	1.0	0.0	4.0	3.0	4.0	14.9	69.3	A-
African-American	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	4	6.50	25.0	0.0	0.0	0.0	0.0	0.0	25.0	0.0	50.0	C-
Hispanic	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B55. Police Department: Competence by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	65	8.35	3.1	0.0	1.5	0.0	3.1	0.0	1.5	15.4	75.4	A-
27513	43	8.07	0.0	4.7	0.0	0.0	4.7	7.0	4.7	11.6	67.4	A-
27519/27560/27607	2	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+

Police Department: Courteous Crosstabulations

Table B56. Police Department: Courteous by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	5	5.60	40.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	40.0	D-
26-55	71	8.18	1.4	2.8	0.0	2.8	2.8	1.4	4.2	12.7	71.8	A-
56-65	25	8.72	0.0	0.0	0.0	0.0	0.0	0.0	4.0	20.0	76.0	A+
Over 65	18	8.33	0.0	5.6	0.0	0.0	5.6	0.0	0.0	5.6	83.3	A-

Table B57. Police Department: Courteous by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	52	7.89	3.8	3.8	0.0	1.9	1.9	1.9	5.8	19.2	61.5	B+
Female	71	8.27	2.8	1.4	0.0	1.4	4.2	0.0	2.8	11.3	76.1	A-

Table B58. Police Department: Courteous by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	5	8.20	0.0	0.0	0.0	0.0	20.0	0.0	0.0	0.0	80.0	A-
\$20,001-\$30,000	6	7.67	16.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	83.3	B
\$30,001-\$50,000	10	8.70	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	80.0	A+
\$50,001-\$70,000	14	7.86	0.0	14.3	0.0	0.0	0.0	0.0	0.0	14.3	71.4	B+
\$70,001-\$100,000	25	8.57	0.0	0.0	0.0	0.0	0.0	4.0	4.0	24.0	68.0	A
Over \$100,000	39	8.18	2.6	0.0	0.0	5.1	2.6	0.0	5.1	15.4	69.2	A-

Table B59. Police Department: Courteous by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	108	8.15	2.8	2.8	0.0	1.9	2.8	0.0	4.6	13.9	71.3	A-
African-American	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	4	6.25	25.0	0.0	0.0	0.0	0.0	25.0	0.0	0.0	50.0	D+
Hispanic	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B60. Police Department: Courteous by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	68	8.28	2.9	2.9	0.0	1.5	1.5	0.0	0.0	14.7	76.5	A-
27513	44	8.25	2.3	0.0	0.0	2.3	4.5	0.0	6.8	13.6	70.5	A-
27519/27560/27607	2	6.50	0.0	0.0	0.0	0.0	0.0	50.0	50.0	0.0	0.0	C-

Police Department: Fairness Crosstabulations

Table B61. Police Department: Fairness by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	5	5.40	40.0	0.0	0.0	0.0	0.0	0.0	20.0	0.0	40.0	D-
26-55	68	8.21	1.5	2.9	2.9	0.0	1.5	1.5	1.5	16.2	72.1	A-
56-65	24	8.71	0.0	0.0	0.0	0.0	0.0	0.0	4.2	20.8	75.0	A+
Over 65	13	8.62	0.0	0.0	0.0	0.0	7.7	0.0	0.0	7.7	84.6	A

Table B62. Police Department: Fairness by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	49	8.02	4.1	2.0	2.0	0.0	2.0	2.0	4.1	16.3	67.3	B+
Female	64	8.17	3.1	1.6	3.1	0.0	1.6	0.0	3.1	15.6	71.9	A-

Table B63. Police Department: Fairness by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	4	8.00	0.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	75.0	B+
\$20,001-\$30,000	5	7.40	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	80.0	B-
\$30,001-\$50,000	10	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
\$50,001-\$70,000	11	8.82	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.2	81.8	A+
\$70,001-\$100,000	24	8.54	0.0	0.0	0.0	0.0	0.0	0.0	12.5	20.8	66.7	A
Over \$100,000	39	8.08	2.6	5.1	0.0	0.0	2.6	2.6	0.0	17.9	69.2	A-

Table B64. Police Department: Fairness by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	99	8.16	3.0	2.0	2.0	0.0	2.0	1.0	3.0	16.2	70.7	A-
African-American	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	4	6.50	25.0	0.0	0.0	0.0	0.0	0.0	25.0	0.0	50.0	C-
Hispanic	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B65. Police Department: Fairness by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	63	8.29	3.2	1.6	1.6	0.0	1.6	0.0	1.6	15.9	74.6	A-
27513	42	8.07	2.4	2.4	4.8	0.0	2.4	2.4	0.0	11.9	73.8	A-
27519/27560/27607	2	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+

Police Department: Response Time Crosstabulations

Table B66. Police Department: Response Time by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	1.00	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	F
26-55	62	8.00	1.6	3.2	0.0	1.6	6.5	3.2	4.8	11.3	67.7	B+
56-65	25	8.12	0.0	0.0	4.0	4.0	4.0	0.0	4.0	20.0	64.0	A-
Over 65	13	8.46	0.0	0.0	0.0	0.0	7.7	0.0	7.7	7.7	76.9	A

Table B67. Police Department: Response Time by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	45	7.60	4.4	4.4	2.2	4.4	4.4	0.0	2.2	15.6	62.2	B
Female	59	8.14	1.7	0.0	0.0	0.0	8.5	5.1	6.8	10.2	67.8	A-

Table B68. Police Department: Response Time by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	4	8.00	0.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	75.0	B+
\$20,001-\$30,000	5	7.40	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	80.0	B-
\$30,001-\$50,000	7	7.71	0.0	0.0	14.3	0.0	0.0	0.0	14.3	14.3	57.1	B
\$50,001-\$70,000	12	8.75	0.0	0.0	0.0	0.0	0.0	0.0	8.3	8.3	83.3	A+
\$70,001-\$100,000	20	7.90	0.0	5.0	0.0	0.0	10.0	0.0	10.0	15.0	60.0	B+
Over \$100,000	37	7.81	2.7	2.7	0.0	5.4	5.4	2.7	2.7	16.2	62.2	B+

Table B69. Police Department: Response Time by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	92	7.98	2.2	2.2	1.1	2.2	4.3	3.3	5.4	14.1	65.2	B+
African-American	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	3	5.00	33.3	0.0	0.0	0.0	33.3	0.0	0.0	0.0	33.3	F
Hispanic	1	5.00	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	F
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B70. Police Department: Response Time by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	59	8.19	3.4	0.0	0.0	1.7	5.1	0.0	8.5	8.5	72.9	A-
27513	37	7.76	0.0	5.4	2.7	2.7	8.1	2.7	0.0	16.2	62.2	B
27519/27560/27607	2	5.50	0.0	0.0	0.0	0.0	50.0	50.0	0.0	0.0	0.0	D-

Police Department: Problem Solving Crosstabulations

Table B71. Police Department: Problem Solving by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	3	3.00	66.7	0.0	0.0	0.0	0.0	0.0	33.3	0.0	0.0	F
26-55	63	7.81	1.6	4.8	0.0	1.6	4.8	3.2	11.1	14.3	58.7	B+
56-65	25	8.00	0.0	4.0	0.0	4.0	8.0	0.0	0.0	20.0	64.0	B+
Over 65	15	8.07	6.7	0.0	0.0	6.7	0.0	0.0	0.0	6.7	80.0	A-

Table B72. Police Department: Problem Solving by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	48	7.46	4.2	6.3	0.0	2.1	4.2	4.2	8.3	20.8	50.0	B-
Female	60	7.85	3.3	3.3	0.0	3.3	5.0	0.0	10.0	8.3	66.7	B+

Table B73. Police Department: Problem Solving by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	4	5.75	25.0	0.0	0.0	25.0	0.0	0.0	0.0	0.0	50.0	D
\$20,001-\$30,000	5	7.40	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	80.0	B-
\$30,001-\$50,000	10	7.50	0.0	10.0	0.0	10.0	0.0	0.0	10.0	10.0	60.0	B-
\$50,001-\$70,000	12	8.33	0.0	0.0	0.0	8.3	0.0	0.0	0.0	25.0	66.7	A-
\$70,001-\$100,000	22	8.05	0.0	0.0	0.0	0.0	9.1	0.0	18.2	22.7	50.0	B+
Over \$100,000	37	7.70	2.7	8.1	0.0	0.0	2.7	5.4	5.4	13.5	62.2	B

Table B74. Police Department: Problem Solving by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	96	7.74	3.1	5.2	0.0	2.1	4.2	2.1	8.3	14.6	60.4	B
African-American	5	8.00	0.0	0.0	0.0	20.0	0.0	0.0	0.0	0.0	80.0	B+
Asian	3	5.00	33.3	0.0	0.0	0.0	33.3	0.0	0.0	0.0	33.3	F
Hispanic	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B75. Police Department: Problem Solving by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	61	8.08	4.9	1.6	0.0	0.0	3.3	0.0	6.6	14.8	68.9	A-
27513	40	7.45	0.0	10.0	0.0	5.0	2.5	5.0	10.0	15.0	52.5	B-
27519/27560/27607	2	6.00	0.0	0.0	0.0	0.0	50.0	0.0	50.0	0.0	0.0	D+

Fire Department: Competence Crosstabulations

Table B76. Fire Department: Competence by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	--	--	--	--	--	--	--	--	--	--	--	--
26-55	20	8.60	0.0	0.0	0.0	0.0	10.0	0.0	0.0	0.0	90.0	A
56-65	9	8.44	0.0	0.0	0.0	0.0	11.1	0.0	0.0	11.1	77.8	A
Over 65	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B77. Fire Department: Competence by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	14	8.36	0.0	0.0	0.0	0.0	14.3	0.0	0.0	7.1	78.6	A-
Female	22	8.82	0.0	0.0	0.0	0.0	4.5	0.0	0.0	0.0	95.5	A+

Table B78. Fire Department: Competence by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$50,001-\$70,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$70,001-\$100,000	6	8.17	0.0	0.0	0.0	0.0	16.7	0.0	0.0	16.7	66.7	A-
Over \$100,000	10	8.20	0.0	0.0	0.0	0.0	20.0	0.0	0.0	0.0	80.0	A-

Table B79. Fire Department: Competence by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	32	8.72	0.0	0.0	0.0	0.0	6.3	0.0	0.0	3.1	90.6	A+
African-American	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
Asian	--	--	--	--	--	--	--	--	--	--	--	--
Hispanic	--	--	--	--	--	--	--	--	--	--	--	--
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B80. Fire Department: Competence by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	26	8.65	0.0	0.0	0.0	0.0	7.7	0.0	0.0	3.8	88.5	A
27513	9	8.56	0.0	0.0	0.0	0.0	11.1	0.0	0.0	0.0	88.9	A
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Fire Department: Fairness Crosstabulations

Table B81. Fire Department: Fairness by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	--	--	--	--	--	--	--	--	--	--	--	--
26-55	20	8.45	0.0	0.0	5.0	0.0	5.0	0.0	0.0	5.0	85.0	A
56-65	8	8.38	0.0	0.0	0.0	0.0	12.5	0.0	0.0	12.5	75.0	A-
Over 65	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B82. Fire Department: Fairness by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	13	8.15	0.0	0.0	7.7	0.0	7.7	0.0	0.0	7.7	76.9	A-
Female	22	8.77	0.0	0.0	0.0	0.0	4.5	0.0	0.0	4.5	90.9	A+

Table B83. Fire Department: Fairness by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$50,001-\$70,000	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
\$70,001-\$100,000	6	7.83	0.0	0.0	16.7	0.0	0.0	0.0	0.0	16.7	66.7	B+
Over \$100,000	10	8.20	0.0	0.0	0.0	0.0	20.0	0.0	0.0	0.0	80.0	A-

Table B84. Fire Department: Fairness by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	31	8.61	0.0	0.0	3.2	0.0	3.2	0.0	0.0	6.5	87.1	A
African-American	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
Asian	--	--	--	--	--	--	--	--	--	--	--	--
Hispanic	--	--	--	--	--	--	--	--	--	--	--	--
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B85. Fire Department: Fairness by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	26	8.54	0.0	0.0	3.8	0.0	3.8	0.0	0.0	7.7	84.6	A
27513	8	8.50	0.0	0.0	0.0	0.0	12.5	0.0	0.0	0.0	87.5	A
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Fire Department: Courteous Crosstabulations

Table B86. Fire Department: Courteous by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	--	--	--	--	--	--	--	--	--	--	--	--
26-55	22	8.77	0.0	0.0	0.0	0.0	4.5	0.0	0.0	4.5	90.9	A+
56-65	10	8.10	10.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	80.0	A-
Over 65	8	8.13	0.0	12.5	0.0	0.0	0.0	0.0	0.0	0.0	87.5	A-

Table B87. Fire Department: Courteous by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	14	8.07	7.1	0.0	0.0	0.0	7.1	0.0	0.0	7.1	78.6	A-
Female	26	8.69	0.0	3.8	0.0	0.0	0.0	0.0	0.0	3.8	92.3	A+

Table B88. Fire Department: Courteous by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$50,001-\$70,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$70,001-\$100,000	7	8.14	0.0	0.0	0.0	0.0	14.3	0.0	0.0	28.6	57.1	A-
Over \$100,000	12	8.33	8.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	91.7	A-

Table B89. Fire Department: Courteous by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	36	8.64	0.0	2.8	0.0	0.0	2.8	0.0	0.0	5.6	88.9	A
African-American	2	5.00	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	F
Asian	--	--	--	--	--	--	--	--	--	--	--	--
Hispanic	--	--	--	--	--	--	--	--	--	--	--	--
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B90. Fire Department: Courteous by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	29	8.28	3.4	3.4	0.0	0.0	3.4	0.0	0.0	6.9	82.8	A-
27513	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Fire Department: Response Time Crosstabulations

Table B91. Fire Department: Response Time by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	--	--	--	--	--	--	--	--	--	--	--	--
26-55	20	8.20	5.0	0.0	0.0	0.0	5.0	0.0	0.0	20.0	70.0	A-
56-65	10	8.50	0.0	0.0	0.0	0.0	10.0	0.0	0.0	10.0	80.0	A
Over 65	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B92. Fire Department: Response Time by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	13	8.23	0.0	0.0	0.0	0.0	15.4	0.0	0.0	15.4	69.2	A-
Female	22	8.50	4.5	0.0	0.0	0.0	0.0	0.0	0.0	13.6	81.8	A

Table B93. Fire Department: Response Time by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$50,001-\$70,000	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
\$70,001-\$100,000	4	7.50	0.0	0.0	0.0	0.0	25.0	0.0	0.0	50.0	25.0	B-
Over \$100,000	11	7.91	9.1	0.0	0.0	0.0	9.1	0.0	0.0	0.0	81.8	B+

Table B94. Fire Department: Response Time by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	31	8.48	3.2	0.0	0.0	0.0	3.2	0.0	0.0	12.9	80.6	A
African-American	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
Asian	--	--	--	--	--	--	--	--	--	--	--	--
Hispanic	--	--	--	--	--	--	--	--	--	--	--	--
Other	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B95. Fire Department: Response Time by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	25	8.56	0.0	0.0	0.0	0.0	8.0	0.0	0.0	12.0	80.0	A
27513	9	7.89	11.1	0.0	0.0	0.0	0.0	0.0	0.0	22.2	66.7	B+
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Fire Department: Problem Solving Crosstabulations

Table B96. Fire Department: Problem Solving by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	--	--	--	--	--	--	--	--	--	--	--	--
26-55	18	8.17	5.6	0.0	5.6	0.0	0.0	0.0	0.0	5.6	83.3	A-
56-65	8	8.38	0.0	0.0	0.0	0.0	12.5	0.0	0.0	12.5	75.0	A-
Over 65	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B97. Fire Department: Problem Solving by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	13	8.08	0.0	0.0	7.7	0.0	7.7	0.0	0.0	15.4	69.2	A-
Female	20	8.60	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	95.0	A

Table B98. Fire Department: Problem Solving by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$20,001-\$30,000	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$50,001-\$70,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$70,001-\$100,000	4	7.25	0.0	0.0	25.0	0.0	0.0	0.0	0.0	25.0	50.0	B-
Over \$100,000	10	7.80	10.0	0.0	0.0	0.0	10.0	0.0	0.0	0.0	80.0	B+

Table B99. Fire Department: Problem Solving by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	29	8.48	3.4	0.0	3.4	0.0	0.0	0.0	0.0	3.4	89.7	A
African-American	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
Asian	--	--	--	--	--	--	--	--	--	--	--	--
Hispanic	--	--	--	--	--	--	--	--	--	--	--	--
Other	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B100. Fire Department: Problem Solving by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	25	8.56	0.0	0.0	4.0	0.0	4.0	0.0	0.0	4.0	88.0	A
27513	7	7.71	14.3	0.0	0.0	0.0	0.0	0.0	0.0	14.3	71.4	B
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Participation in Parks & Recreation Program Crosstabulations

Table B101. Participation in Parks & Recreation Program by Age.

Age	n	% Yes	% No
18-25	18	11.1	88.9
26-55	249	42.2	57.8
56-65	63	33.3	66.7
Over 65	56	17.9	82.1

Table B102. Participation in Parks & Recreation Program by Children in Household Under 18.

Children	n	% Yes	% No
Have children	169	47.9	52.1
No children	219	26.0	74.0

Table B103. Participation in Parks & Recreation Program by Education.

Education	n	% Yes	% No
HS/Some College	113	14.2	85.8
College Degree	273	44.7	55.3

Table B104. Participation in Parks & Recreation Program by Gender.

Gender	n	% Yes	% No
Male	163	30.7	69.3
Female	227	40.1	59.9

Table B105. Participation in Parks & Recreation Program by Home Type.

Home Type	n	% Yes	% No
Single family	313	40.3	59.7
Apartment	31	12.9	87.1
Townhouse/Condo	38	23.7	76.3
Mobile home	2	0.0	100.0
Duplex	4	0.0	100.0
Retirement Home	1	0.0	100.0
Multi-family apt.	1	0.0	100.0

Table B106. Participation in Parks & Recreation Program by Income.

Income	n	% Yes	% No
0-\$20,000	15	6.7	93.3
\$20,001-\$30,000	26	15.4	84.6
\$30,001-\$50,000	40	25.0	75.0
\$50,001-\$70,000	53	34.0	66.0
\$70,001-\$100,000	69	43.5	56.5
Over \$100,000	103	50.5	49.5

Table B107. Participation in Parks & Recreation Program by Race.

Race	n	% Yes	% No
Caucasian	326	35.6	64.4
African-American	20	55.0	45.0
Asian	21	23.8	76.2
Hispanic	7	42.9	57.1
Other	4	50.0	50.0

Table B108. Participation in Parks & Recreation Program by Zip Code.

Zip Code	n	% Yes	% No
27511	218	33.5	66.5
27513	150	41.3	58.7
27519/27560/27607	7	0.0	100.0

Parks & Recreation: Program Quality Crosstabulations

Table B109. Parks & Recreation: Program Quality by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
26-55	104	8.33	0.0	0.0	0.0	1.0	0.0	3.8	12.5	26.0	56.7	A-
56-65	18	8.39	0.0	0.0	0.0	0.0	5.6	0.0	5.6	27.8	61.1	A-
Over 65	10	8.70	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	80.0	A+

Table B110. Parks & Recreation: Program Quality by Children in Household Under 18.

Children	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Have children	80	8.26	0.0	0.0	0.0	1.3	0.0	5.0	12.5	27.5	53.8	A-
No children	54	8.50	0.0	0.0	0.0	0.0	1.9	0.0	9.3	24.1	64.8	A

Table B111. Parks & Recreation: Program Quality by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	16	8.25	0.0	0.0	0.0	6.3	0.0	0.0	0.0	43.8	50.0	A-
College Degree	118	8.37	0.0	0.0	0.0	0.0	0.8	3.4	12.7	23.7	59.3	A-

Table B112. Parks & Recreation: Program Quality by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	48	8.31	0.0	0.0	0.0	0.0	2.1	6.3	12.5	16.7	62.5	A-
Female	89	8.38	0.0	0.0	0.0	1.1	0.0	1.1	10.1	32.6	55.1	A-

Table B113. Parks & Recreation: Program Quality by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	122	8.30	0.0	0.0	0.0	0.8	0.8	3.3	12.3	27.9	54.9	A-
Apartment	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
Townhouse/Condo	9	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.1	88.9	A+
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	--	--	--	--	--	--	--	--	--	--	--	--
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B114. Parks & Recreation: Program Quality by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$20,001-\$30,000	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
\$30,001-\$50,000	10	8.70	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	80.0	A+
\$50,001-\$70,000	17	8.65	0.0	0.0	0.0	0.0	0.0	0.0	5.9	23.5	70.6	A
\$70,001-\$100,000	30	8.23	0.0	0.0	0.0	3.3	0.0	0.0	20.0	20.0	56.7	A-
Over \$100,000	49	8.16	0.0	0.0	0.0	0.0	2.0	8.2	10.2	30.6	49.0	A-

Table B115. Parks & Recreation: Program Quality by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	112	8.37	0.0	0.0	0.0	0.9	0.9	2.7	10.7	25.9	58.9	A-
African-American	11	8.64	0.0	0.0	0.0	0.0	0.0	0.0	0.0	36.4	63.6	A
Asian	5	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-
Hispanic	3	7.33	0.0	0.0	0.0	0.0	0.0	33.3	33.3	0.0	33.3	B-
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Table B116. Parks & Recreation: Program Quality by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	69	8.41	0.0	0.0	0.0	0.0	1.4	1.4	11.6	26.1	59.4	A-
27513	62	8.36	0.0	0.0	0.0	1.6	0.0	3.2	8.1	30.6	56.5	A-
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Parks & Recreation: Ease of Registration Crosstabulations

Table B117. Parks & Recreation: Ease of Registration by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
26-55	90	8.28	0.0	0.0	1.1	0.0	3.3	4.4	10.0	18.9	62.2	A-
56-65	14	8.57	0.0	0.0	0.0	0.0	0.0	0.0	0.0	42.9	57.1	A
Over 65	8	8.00	12.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	87.5	B+

Table B118. Parks & Recreation: Ease of Registration by Children in Household Under 18.

Children	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Have children	70	8.40	0.0	0.0	0.0	0.0	4.3	2.9	7.1	20.0	65.7	A-
No children	43	8.14	2.3	0.0	2.3	0.0	0.0	4.7	9.3	20.9	60.5	A-

Table B119. Parks & Recreation: Ease of Registration by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	9	8.67	0.0	0.0	0.0	0.0	0.0	11.1	0.0	0.0	88.9	A
College Degree	104	8.27	1.0	0.0	1.0	0.0	2.9	2.9	8.7	22.1	61.5	A-

Table B120. Parks & Recreation: Ease of Registration by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	40	8.20	0.0	0.0	2.5	0.0	5.0	2.5	7.5	22.5	60.0	A-
Female	76	8.67	1.3	0.0	0.0	0.0	1.3	3.9	7.9	19.7	65.8	A

Table B121. Parks & Recreation: Ease of Registration by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	104	8.23	1.0	0.0	1.0	0.0	2.9	3.8	8.7	23.1	59.6	A-
Apartment	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	--	--	--	--	--	--	--	--	--	--	--	--
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B122. Parks & Recreation: Ease of Registration by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	--	--	--	--	--	--	--	--	--	--	--	--
\$20,001-\$30,000	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	A+
\$50,001-\$70,000	15	8.47	0.0	0.0	0.0	0.0	0.0	0.0	13.3	26.7	60.0	A
\$70,001-\$100,000	26	8.19	0.0	0.0	0.0	0.0	3.8	7.7	7.7	26.9	53.8	A-
Over \$100,000	42	8.17	0.0	0.0	2.4	0.0	4.8	2.4	11.9	19.0	59.5	A-

Table B123. Parks & Recreation: Ease of Registration by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	97	8.37	1.0	0.0	0.0	0.0	3.1	2.1	8.2	19.6	66.0	A-
African-American	8	8.63	0.0	0.0	0.0	0.0	0.0	0.0	0.0	37.5	62.5	A
Asian	4	8.25	0.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	50.0	A-
Hispanic	3	7.67	0.0	0.0	0.0	0.0	0.0	33.3	0.0	33.3	33.3	B
Other	--	--	--	--	--	--	--	--	--	--	--	--

Table B124. Parks & Recreation: Ease of Registration by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	57	8.19	1.8	0.0	1.8	0.0	1.8	3.5	7.0	24.6	59.6	A-
27513	54	8.44	0.0	0.0	0.0	0.0	3.7	3.7	5.6	18.5	68.5	A
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Parks & Recreation: Overall Experience Crosstabulations

Table B125. Parks & Recreation: Overall Experience by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
26-55	105	8.27	0.0	0.0	0.0	1.0	0.0	3.8	14.3	28.6	52.4	A-
56-65	19	8.63	0.0	0.0	0.0	0.0	0.0	0.0	5.3	26.3	68.4	A
Over 65	11	8.27	0.0	0.0	9.1	0.0	0.0	0.0	9.1	0.0	81.8	A-

Table B126. Parks & Recreation: Overall Experience by Children in Household Under 18.

Children	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Have children	81	8.31	0.0	0.0	0.0	1.2	0.0	3.7	11.1	29.6	54.3	A-
No children	56	8.32	0.0	0.0	1.8	0.0	0.0	1.8	14.3	23.2	58.9	A-

Table B127. Parks & Recreation: Overall Experience by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	16	8.38	0.0	0.0	0.0	6.3	0.0	6.3	0.0	12.5	75.0	A-
College Degree	121	8.31	0.0	0.0	0.8	0.0	0.0	2.5	14.0	28.9	53.7	A-

Table B128. Parks & Recreation: Overall Experience by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	48	8.31	0.0	0.0	0.0	0.0	0.0	4.2	16.7	22.9	56.3	A-
Female	92	8.32	0.0	0.0	1.1	1.1	0.0	2.2	9.8	30.4	55.4	A-

Table B129. Parks & Recreation: Overall Experience by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	125	8.25	0.0	0.0	0.8	0.8	0.0	3.2	13.6	29.6	52.0	A-
Apartment	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
Townhouse/Condo	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	--	--	--	--	--	--	--	--	--	--	--	--
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B130. Parks & Recreation: Overall Experience by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$20,001-\$30,000	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	10	8.80	0.0	0.0	0.0	0.0	0.0	0.0	10.0	0.0	90.0	A+
\$50,001-\$70,000	18	8.39	0.0	0.0	0.0	0.0	0.0	5.6	5.6	33.3	55.6	A-
\$70,001-\$100,000	30	8.17	0.0	0.0	0.0	3.3	0.0	0.0	13.3	40.0	43.3	A-
Over \$100,000	50	8.20	0.0	0.0	0.0	0.0	0.0	6.0	20.0	22.0	52.0	A-

Table B131. Parks & Recreation: Overall Experience by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	115	8.30	0.0	0.0	0.9	0.9	0.0	2.6	13.0	27.0	55.7	A-
African-American	11	8.82	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.2	81.8	A+
Asian	5	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-
Hispanic	3	7.67	0.0	0.0	0.0	0.0	0.0	33.3	0.0	33.3	33.3	B
Other	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B132. Parks & Recreation: Overall Experience by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	71	8.31	0.0	0.0	1.4	0.0	0.0	2.8	12.7	26.8	56.3	A-
27513	63	8.37	0.0	0.0	0.0	1.6	0.0	3.2	7.9	30.2	57.1	A-
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Parks & Recreation: Facility Quality Crosstabulations

Table B133. Parks & Recreation: Facility Quality by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	103	8.25	0.0	1.0	0.0	0.0	3.9	4.9	8.7	20.4	61.2	A-
56-65	19	8.47	0.0	0.0	0.0	0.0	5.3	5.3	5.3	5.3	78.9	A
Over 65	11	8.64	0.0	0.0	0.0	0.0	0.0	9.1	0.0	9.1	81.8	A

Table B134. Parks & Recreation: Facility Quality by Children in Household Under 18.

Children	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Have children	80	8.33	0.0	0.0	0.0	0.0	2.5	5.0	10.0	22.5	60.0	A-
No children	55	8.31	0.0	1.8	0.0	0.0	5.5	5.5	3.6	10.9	72.7	A-

Table B135. Parks & Recreation: Facility Quality by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	16	8.13	0.0	0.0	0.0	0.0	6.3	6.3	18.8	6.3	62.5	A-
College Degree	119	8.35	0.0	0.8	0.0	0.0	3.4	5.0	5.9	19.3	65.5	A-

Table B136. Parks & Recreation: Facility Quality by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	47	8.28	0.0	0.0	0.0	0.0	8.5	6.4	4.3	10.6	70.2	A-
Female	91	8.34	0.0	1.1	0.0	0.0	1.1	4.4	8.8	23.1	61.5	A-

Table B137. Parks & Recreation: Facility Quality by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	123	8.26	0.0	0.8	0.0	0.0	4.1	5.7	7.3	20.3	61.8	A-
Apartment	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	9	8.78	0.0	0.0	0.0	0.0	0.0	0.0	11.1	0.0	88.9	A+
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	--	--	--	--	--	--	--	--	--	--	--	--
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B138. Parks & Recreation: Facility Quality by Income.

Income	n	Mean	Very Poor	2	3	4	Average	6	7	8	Excellent	Grade
			1				5				9	
0-\$20,000	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$20,001-\$30,000	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	25.0	0.0	75.0	A
\$30,001-\$50,000	10	8.70	0.0	0.0	0.0	0.0	0.0	0.0	0.0	30.0	70.0	A+
\$50,001-\$70,000	18	8.61	0.0	0.0	0.0	0.0	0.0	0.0	11.1	16.7	72.2	A
\$70,001-\$100,000	29	8.28	0.0	0.0	0.0	0.0	6.9	6.9	3.4	17.2	65.5	A-
Over \$100,000	49	8.08	0.0	2.0	0.0	0.0	6.1	6.1	8.2	18.4	59.2	A-

Table B139. Parks & Recreation: Facility Quality by Race.

Race	n	Mean	Very Poor	2	3	4	Average	6	7	8	Excellent	Grade
			1				5				9	
Caucasian	113	8.35	0.0	0.9	0.0	0.0	3.5	3.5	8.0	18.6	65.5	A-
African-American	11	8.55	0.0	0.0	0.0	0.0	0.0	9.1	0.0	18.2	72.7	A
Asian	5	8.20	0.0	0.0	0.0	0.0	0.0	20.0	0.0	20.0	60.0	A-
Hispanic	3	8.00	0.0	0.0	0.0	0.0	0.0	33.3	0.0	0.0	66.7	B+
Other	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	B+

Table B140. Parks & Recreation: Facility Quality by Zip Code.

Zip Code	n	Mean	Very Poor	2	3	4	Average	6	7	8	Excellent	Grade
			1				5				9	
27511	70	8.40	0.0	0.0	0.0	0.0	4.3	2.9	8.6	17.1	67.1	A-
27513	62	8.26	0.0	1.6	0.0	0.0	3.2	6.5	4.8	21.0	62.9	A-
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Parks & Recreation: Instructor Quality Crosstabulations

Table B141. Parks & Recreation: Instructor Quality by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	--	--	--	--	--	--	--	--	--	--	--	--
26-55	86	8.12	1.2	0.0	1.2	0.0	2.3	2.3	16.3	23.3	53.5	A-
56-65	12	8.50	0.0	0.0	0.0	0.0	8.3	0.0	0.0	16.7	75.0	A
Over 65	8	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B142. Parks & Recreation: Instructor Quality by Children in Household Under 18.

Children	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Have children	67	8.22	0.0	0.0	1.5	0.0	3.0	1.5	14.9	22.4	56.7	A-
No children	39	8.23	2.6	0.0	0.0	0.0	2.6	2.6	10.3	17.9	64.1	A-

Table B143. Parks & Recreation: Instructor Quality by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	9	8.00	0.0	0.0	11.1	0.0	0.0	0.0	0.0	33.3	55.6	B+
College Degree	97	8.25	1.0	0.0	0.0	0.0	3.1	2.1	14.4	19.6	59.8	A-

Table B144. Parks & Recreation: Instructor Quality by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	38	8.05	0.0	0.0	0.0	0.0	7.9	5.3	18.4	10.5	57.9	B+
Female	71	8.31	1.4	0.0	1.4	0.0	0.0	0.0	11.3	26.8	59.2	A-

Table B145. Parks & Recreation: Instructor Quality by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	99	8.16	1.0	0.0	1.0	0.0	3.0	2.0	15.2	21.2	56.6	A-
Apartment	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	6	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	--	--	--	--	--	--	--	--	--	--	--	--
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B146. Parks & Recreation: Instructor Quality by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	--	--	--	--	--	--	--	--	--	--	--	--
\$20,001-\$30,000	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
\$30,001-\$50,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$50,001-\$70,000	12	8.33	0.0	0.0	0.0	0.0	0.0	0.0	16.7	33.3	50.0	A-
\$70,001-\$100,000	23	8.00	0.0	0.0	4.3	0.0	4.3	4.3	13.0	17.4	56.5	B+
Over \$100,000	41	7.98	2.4	0.0	0.0	0.0	4.9	2.4	14.6	26.8	48.8	B+

Table B147. Parks & Recreation: Instructor Quality by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	88	8.25	1.1	0.0	1.1	0.0	2.3	1.1	12.5	21.6	60.2	A-
African-American	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A
Asian	4	8.00	0.0	0.0	0.0	0.0	0.0	25.0	0.0	25.0	50.0	B+
Hispanic	3	7.00	0.0	0.0	0.0	0.0	33.3	0.0	33.3	0.0	33.3	C+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B148. Parks & Recreation: Instructor Quality by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	52	8.27	0.0	0.0	0.0	0.0	3.8	1.9	17.3	17.3	59.6	A-
27513	52	8.15	1.9	0.0	1.9	0.0	1.9	1.9	9.6	25.0	57.7	A-
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Parks & Recreation: Cost or Fee Crosstabulations

Table B149. Parks & Recreation: Cost or Fee by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	7.50	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	0.0	B-
26-55	93	8.08	1.1	0.0	0.0	0.0	4.3	9.7	9.7	18.3	57.0	A-
56-65	15	7.73	0.0	0.0	0.0	6.7	6.7	6.7	13.3	20.0	46.7	B
Over 65	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B150. Parks & Recreation: Cost or Fee by Children in Household Under 18.

Children	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Have children	71	8.14	1.4	0.0	0.0	0.0	4.2	7.0	11.3	14.1	62.0	A-
No children	48	8.02	0.0	0.0	0.0	2.1	4.2	10.4	8.3	22.9	52.1	B+

Table B151 Parks & Recreation: Cost or Fee by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	11	7.91	0.0	0.0	0.0	0.0	9.1	9.1	18.2	9.1	54.5	B+
College Degree	108	8.11	0.9	0.0	0.0	0.9	3.7	8.3	9.3	18.5	58.3	A-

Table B152. Parks & Recreation: Cost or Fee by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	43	8.09	0.0	0.0	0.0	2.3	0.0	9.3	14.0	23.3	51.2	A-
Female	79	8.10	1.3	0.0	0.0	0.0	6.3	7.6	7.6	16.5	60.8	A-

Table B153. Parks & Recreation: Cost or Fee by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	110	8.04	0.9	0.0	0.0	0.9	4.5	9.1	10.0	19.1	55.5	B+
Apartment	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-
Townhouse/Condo	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	--	--	--	--	--	--	--	--	--	--	--	--
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B154. Parks & Recreation: Cost or Fee by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	--	--	--	--	--	--	--	--	--	--	--	--
\$20,001-\$30,000	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$30,001-\$50,000	9	8.56	0.0	0.0	0.0	0.0	11.1	0.0	0.0	0.0	88.9	A
\$50,001-\$70,000	17	7.94	0.0	0.0	0.0	0.0	11.8	0.0	17.6	23.5	47.1	B+
\$70,001-\$100,000	28	7.96	0.0	0.0	0.0	3.6	3.6	7.1	14.3	21.4	50.0	B+
Over \$100,000	42	8.02	2.4	0.0	0.0	0.0	2.4	9.5	9.5	21.4	54.8	B+

Table B155. Parks & Recreation: Cost or Fee by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	102	8.09	1.0	0.0	0.0	1.0	4.9	6.9	9.8	18.6	57.8	A-
African-American	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A
Asian	4	7.50	0.0	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	B-
Hispanic	2	7.50	0.0	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	B-
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B156. Parks & Recreation: Cost or Fee by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	63	8.02	1.6	0.0	0.0	1.6	3.2	7.9	11.1	19.0	55.6	B+
27513	53	8.21	0.0	0.0	0.0	0.0	3.8	9.4	7.5	20.8	58.5	A-
27519/27560/27607	--	--	--	--	--	--	--	--	--	--	--	--

Overall Operation or Management of Cary Crosstabulations

Table B157. Overall Operation or Management of Cary by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	17	7.12	0.0	5.9	5.9	0.0	0.0	11.8	23.5	29.4	23.5	C+
26-55	235	7.63	1.3	0.0	0.9	0.9	4.3	4.7	28.9	28.5	30.6	B
56-65	64	7.84	0.0	0.0	1.6	0.0	4.7	9.4	15.6	28.1	40.6	B+
Over 65	54	7.61	1.9	0.0	3.7	0.0	7.4	7.4	11.1	27.8	40.7	B

Table B158. Overall Operation or Management of Cary by Children in Household Under 18.

Children	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Have children	159	7.67	0.6	0.0	0.6	0.6	3.8	5.7	30.8	27.0	30.8	B
No children	213	7.58	1.4	0.5	2.3	1.4	5.2	6.6	18.8	28.6	35.2	B

Table B159. Overall Operation or Management of Cary by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	7.51	0.9	0.9	1.9	0.0	9.3	9.3	16.7	25.9	35.2	B-
College Degree	262	7.68	1.1	0.0	1.5	1.1	2.7	5.0	26.7	29.0	32.8	B

Table B160. Overall Operation or Management of Cary by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	154	7.69	0.6	0.6	1.9	0.6	3.2	5.8	25.3	25.3	36.4	B
Female	220	7.57	1.4	0.0	1.4	1.4	5.5	6.4	22.7	30.5	30.9	B

Table B161. Overall Operation or Management of Cary by Home Type.

Home Type	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single family	301	7.60	0.7	0.3	2.0	1.0	4.7	6.3	24.9	27.9	32.2	B
Apartment	30	7.80	0.0	0.0	0.0	0.0	3.3	10.0	23.3	30.0	33.3	B+
Townhouse/Condo	35	7.83	2.9	0.0	0.0	2.9	2.9	2.9	14.3	31.4	42.9	B+
Mobile home	2	4.50	50.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	F
Duplex	4	7.50	0.0	0.0	0.0	0.0	25.0	0.0	25.0	0.0	50.0	B-
Retirement Home	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+
Multi-family apt.	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+

Table B162. Overall Operation or Management of Cary by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$20,000	15	7.53	6.7	0.0	0.0	0.0	13.3	0.0	13.3	13.3	53.3	B
\$20,001-\$30,000	24	7.88	0.0	4.2	4.2	0.0	0.0	0.0	12.5	33.3	45.8	B+
\$30,001-\$50,000	41	7.90	0.0	0.0	0.0	0.0	4.9	9.8	14.6	31.7	39.0	B+
\$50,001-\$70,000	50	7.96	0.0	0.0	0.0	0.0	2.0	8.0	14.0	44.0	32.0	B+
\$70,001-\$100,000	67	7.54	1.5	0.0	1.5	1.5	4.5	6.0	26.9	28.4	29.9	B
Over \$100,000	101	7.74	1.0	0.0	1.0	0.0	2.0	5.0	32.7	23.8	34.7	B

Table B163. Overall Operation or Management of Cary by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	313	7.61	1.3	0.0	1.6	0.6	5.1	6.4	24.0	28.1	32.9	B
African-American	20	8.10	0.0	0.0	0.0	0.0	0.0	10.0	15.0	30.0	45.0	A-
Asian	20	7.40	0.0	5.0	0.0	0.0	5.0	5.0	35.0	20.0	30.0	B-
Hispanic	7	8.43	0.0	0.0	0.0	0.0	0.0	0.0	14.3	28.6	57.1	A
Other	3	7.67	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	0.0	B

Table B164. Overall Operation or Management of Cary by Zip Code.

Zip Code	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
27511	210	7.64	1.4	0.0	1.4	0.5	5.2	6.7	22.4	28.1	34.3	B
27513	142	7.68	0.7	0.0	2.1	1.4	2.8	5.6	25.4	27.5	34.5	B
27519/27560/27607	7	7.14	0.0	0.0	0.0	0.0	14.3	14.3	28.6	28.6	14.3	C+

Cary as a Place to Live Crosstabulations

Table B165. Cary as a Place to Live by Age.

Age	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
18-25	18	7.33	5.6	5.6	0.0	0.0	0.0	0.0	22.2	38.9	27.8	B-
26-55	249	8.32	0.0	0.4	0.0	0.4	2.0	3.6	9.6	24.9	59.0	A-
56-65	64	8.55	0.0	0.0	0.0	0.0	1.6	0.0	12.5	14.1	71.9	A
Over 65	56	8.27	1.8	0.0	1.8	0.0	5.4	0.0	3.6	19.6	67.9	A-

Table B166. Cary as a Place to Live by Children in Household Under 18.

Children	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Have children	170	8.42	0.0	0.0	0.0	0.0	1.2	2.4	10.6	25.3	60.6	A
No children	219	8.20	0.9	0.9	0.5	0.5	3.2	2.3	10.0	21.5	60.3	A-

Table B167. Cary as a Place to Live by Education.

Education	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
HS/Some College	113	8.19	0.9	0.0	0.9	0.0	5.3	0.0	14.2	19.5	59.3	A-
College Degree	274	8.35	0.4	0.7	0.0	0.4	1.1	3.3	8.4	24.5	61.3	A-

Table B168. Cary as a Place to Live by Gender.

Gender	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Male	163	8.26	0.6	0.6	0.0	0.6	1.2	3.1	12.3	22.7	58.9	A-
Female	228	8.32	0.4	0.4	0.4	0.0	3.1	1.8	9.2	22.8	61.8	A-

Table B169. Cary as a Place to Live by Home Type.

Home Type	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Single family	316	8.30	0.6	0.6	0.3	0.0	1.6	2.2	11.4	22.8	60.4	A-
Apartment	30	8.40	0.0	0.0	0.0	0.0	3.3	3.3	3.3	30.0	60.0	A-
Townhouse/Condo	37	8.35	0.0	0.0	0.0	2.7	5.4	2.7	2.7	16.2	70.3	A-
Mobile home	2	7.50	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	0.0	B-
Duplex	4	7.75	0.0	0.0	0.0	0.0	25.0	0.0	0.0	25.0	50.0	B
Retirement Home	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
Multi-family apt.	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+

Table B170. Cary as a Place to Live by Income.

Income	n	Mean	Very Undesirable	2	3	4	Average	6	7	8	Very Desirable	Grade
			1				5				9	
0-\$20,000	15	8.00	0.0	0.0	0.0	0.0	13.3	0.0	20.0	6.7	60.0	B+
\$20,001-\$30,000	26	8.19	3.8	0.0	0.0	0.0	7.7	0.0	0.0	19.2	69.2	A-
\$30,001-\$50,000	41	8.46	0.0	0.0	0.0	0.0	0.0	7.3	2.4	26.8	63.4	A
\$50,001-\$70,000	54	8.48	0.0	1.9	0.0	0.0	0.0	0.0	5.6	27.8	64.8	A
\$70,001-\$100,000	69	8.33	0.0	0.0	0.0	1.4	2.9	0.0	10.1	27.5	58.0	A-
Over \$100,000	102	8.40	0.0	0.0	0.0	0.0	1.0	3.9	11.8	20.6	62.7	A-

Table B171. Cary as a Place to Live by Race.

Race	n	Mean	Very Undesirable	2	3	4	Average	6	7	8	Very Desirable	Grade
			1				5				9	
Caucasian	327	8.29	0.3	0.3	0.3	0.3	2.4	2.8	10.4	24.2	59.0	A-
African-American	20	8.60	0.0	0.0	0.0	0.0	5.0	0.0	5.0	10.0	80.0	A
Asian	21	8.24	4.8	0.0	0.0	0.0	0.0	0.0	9.5	19.0	66.7	A-
Hispanic	7	8.57	0.0	0.0	0.0	0.0	0.0	0.0	0.0	42.9	57.1	A
Other	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B172. Cary as a Place to Live by Zip Code.

Zip Code	n	Mean	Very Undesirable	2	3	4	Average	6	7	8	Very Desirable	Grade
			1				5				9	
27511	218	8.23	0.5	0.5	0.5	0.5	2.8	2.3	11.9	23.4	57.8	A-
27513	151	8.46	0.0	0.7	0.0	0.0	2.0	2.6	6.0	21.9	66.9	A
27519/27560/27607	7	8.29	0.0	0.0	0.0	0.0	0.0	0.0	28.6	14.3	57.1	A-

Quality of Life in Cary Crosstabulations

Table B173. Quality of Life in Cary by Age.

Age	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
18-25	15	3.40	0.0	13.3	46.7	26.7	13.3	40.0
26-55	232	3.47	0.4	7.3	46.1	37.1	9.1	46.2
56-65	62	3.50	0.0	8.1	50.0	25.8	16.1	41.9
Over 65	54	3.30	1.9	7.4	64.8	11.1	14.8	25.9

Table B174. Quality of Life in Cary by Children in Household Under 18.

Children	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
Have children	157	3.46	0.0	8.3	47.1	35.0	9.6	44.6
No children	208	3.43	1.0	7.7	51.4	27.4	12.5	39.9

Table B175. Quality of Life in Cary by Education.

Education	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
HS/Some College	106	3.39	1.9	8.5	51.9	24.5	13.2	37.7
College Degree	257	3.45	0.0	7.4	48.6	33.5	10.5	44.0

Table B176. Quality of Life in Cary by Gender.

Gender	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
Male	154	3.42	0.6	9.1	49.4	29.2	11.7	40.9
Female	213	3.46	0.5	7.0	49.3	32.9	10.3	43.2

Table B177. Quality of Life in Cary by Home Type.

Home Type	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
Single family	303	3.43	0.3	8.9	48.5	31.7	10.6	42.3
Apartment	21	3.67	0.0	0.0	52.4	28.6	19.0	47.6
Townhouse/Condo	36	3.50	0.0	2.8	58.3	25.0	13.9	38.9
Mobile home	2	2.00	50.0	0.0	50.0	0.0	0.0	0.0
Duplex	4	3.25	0.0	25.0	25.0	50.0	0.0	50.0
Retirement Home	--	--	--	--	--	--	--	--
Multi-family apt.	1	3.00	0.0	0.0	100.0	0.0	0.0	0.0

Table B178. Quality of Life in Cary by Income.

Income	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
0-\$20,000	15	3.13	13.3	6.7	46.7	20.0	13.3	33.3
\$20,001-\$30,000	21	3.67	0.0	4.8	42.9	33.3	19.0	52.3
\$30,001-\$50,000	38	3.40	0.0	10.5	50.0	28.9	10.5	39.4
\$50,001-\$70,000	49	3.43	0.0	4.1	59.2	26.5	10.2	36.7
\$70,001-\$100,000	65	3.46	0.0	10.8	44.6	32.3	12.3	44.6
Over \$100,000	97	3.55	0.0	7.2	41.2	41.2	10.3	51.5

Table B179. Quality of Life in Cary by Race.

Race	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
Caucasian	311	3.42	0.6	8.0	50.8	29.9	10.6	40.5
African-American	20	3.90	0.0	5.0	25.0	45.0	25.0	70.0
Asian	14	3.43	0.0	7.1	42.9	50.0	0.0	50.0
Hispanic	7	3.71	0.0	0.0	57.1	14.3	28.6	42.9
Other	4	4.00	0.0	0.0	25.0	50.0	25.0	75.0

Table B180. Quality of Life in Cary by Zip Code.

Zip Code	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Above 3
27511	214	3.40	0.9	8.9	49.5	30.8	9.8	40.6
27513	132	3.54	0.0	6.8	46.2	33.3	13.6	46.9
27519/27560/27607	6	3.67	0.0	0.0	50.0	33.3	16.7	50.0

Cary Information Sources Usage Crosstabulations

Table B181. Information Source Usage by Age (Mean).

18-25 (n=15)	26-55 (n=185)	56-65 (n=48)	Over 65 (n=43)
Radio (6.06)	Television (6.34)	News & Observer (7.09)	News & Observer (7.79)
Television (6.06)	News & Observer (6.29)	Television (6.58)	Television (7.14)
Internet E-mail (4.61)	Word-of-Mouth (5.68)	BUD (6.02)	Word-of-Mouth (5.78)
Word-of-Mouth (4.33)	Radio (5.23)	Word-of-Mouth (5.97)	BUD (5.65)
News & Observer (4.06)	BUD (4.83)	Radio (5.09)	Cary News (5.12)
Govt. Access Channel (3.41)	Cary News (4.50)	Cary News (5.03)	Radio (4.66)
BUD (3.35)	Cary's Website (3.96)	Govt. Access Channel (4.03)	Govt. Access Channel (3.96)
Cary News (3.18)	Internet E-mail (3.80)	Cary's Website (3.30)	Parks & Rec. Program (3.68)
Direct Mail (3.06)	Parks & Rec. Program (3.73)	Parks & Rec. Program (3.29)	Direct Mail (2.81)
Parks & Rec. Program (2.61)	Direct Mail (3.30)	Direct Mail (3.19)	Internet E-mail (2.68)
Block Leader Program (2.40)	Govt. Access Channel (3.08)	Internet E-mail (3.13)	Cary's Website (2.45)
Cary's Website (2.39)	24-Hour Phone Service (1.92)	24-Hour Phone Service (1.97)	24-Hour Phone Service (1.98)
24-Hour Phone Service (2.11)	Block Leader Program (1.44)	Block Leader Program (1.79)	Block Leader Program (1.58)

Table B182. Information Source Usage by Children in Household Under 18 (Mean).

Have Children (n=127)	No Children (n=166)
Television (6.15)	News & Observer (6.86)
News & Observer (6.11)	Television (6.79)
Word-of-Mouth (5.74)	Word-of-Mouth (5.65)
Radio (5.04)	Radio (5.30)
Cary News (5.02)	BUD (5.25)
BUD (4.82)	Cary News (4.31)
Cary's Website (3.96)	Internet E-mail (3.60)
Parks & Rec. Program (3.85)	Govt. Access Channel (3.53)
Internet E-mail (3.56)	Parks & Rec. Program (3.38)
Govt. Access Channel (3.23)	Cary's Website (3.25)
Direct Mail (3.11)	Direct Mail (3.22)
24-Hour Phone Service (1.93)	24-Hour Phone Service (1.95)
Block Leader Program (1.45)	Block Leader Program (1.65)

Table B183. Information Source Usage by Home Type (Mean).

Single Family (n=230)	Apartment (n=25)	Townhouse/ Condo (n=32)	Mobile Home (n=2)	Duplex (n=3)	Retirement Home (n=1)	Multi-Family Apt. (n=1)
News & Observer (6.64)	Television (6.77)	Television (7.74)	News & Observer (7.00)	News & Observer (8.50)	News & Observer (9.00)	Television (7.00)
Television (6.35)	Radio (5.70)	News & Observer (6.45)	Word-of-Mouth (6.50)	Television (6.50)	Radio (9.00)	News & Observer (5.00)
Word-of-Mouth (5.69)	Word-of-Mouth (5.65)	Radio (6.03)	Television (5.00)	BUD (6.50)	Television (8.00)	Radio (5.00)
BUD (5.36)	News & Observer (5.45)	Word-of-Mouth (5.81)	Cary News (4.00)	Cary News (6.00)	Word-of-Mouth (2.00)	Cary News (1.00)
Radio (5.06)	Internet E-mail (4.50)	BUD (3.92)	Govt. Access Ch. (3.50)	Word-of-Mouth (5.50)	Cary News (1.00)	Cary's Website (1.00)
Cary News (4.92)	Govt. Access Ch. (4.11)	Internet E-mail (3.47)	BUD (3.00)	Radio (5.00)	Cary's Website (1.00)	Internet E-mail (1.00)
Parks & Rec. Prog. (3.82)	Cary News (3.47)	Govt. Access Ch. (3.46)	Parks & Rec. Prog. (3.00)	Internet E-mail (3.50)	Internet E-mail (1.00)	Word-of-Mouth (1.00)
Cary's Website (3.81)	BUD (3.43)	Cary News (3.18)	Cary's Website (2.50)	Direct Mail (3.50)	24-Hr. Phone (1.00)	24-Hr. Phone (1.00)
Internet E-mail (3.54)	Direct Mail (2.79)	Parks & Rec. Prog. (2.90)	Direct Mail (2.50)	24-Hr. Phone (3.25)	Govt. Access Ch. (1.00)	Govt. Access Ch. (1.00)
Govt. Access Ch. (3.34)	Cary's Website (2.63)	Direct Mail (2.76)	Radio (1.00)	Govt. Access Ch. (3.00)	BUD (1.00)	BUD (1.00)
Direct Mail (3.28)	Parks & Rec. Prog. (2.48)	Cary's Website (2.58)	Internet E-mail (1.00)	Cary's Website (2.25)	Direct Mail (1.00)	Direct Mail (1.00)
24-Hr. Phone (1.89)	24-Hr. Phone (2.17)	24-Hr. Phone (2.08)	Block Leader (1.00)	Block Leader (1.33)	Block Leader (1.00)	Block Leader (1.00)
Block Leader (1.59)	Block Leader (1.92)	Block Leader (1.16)	24-Hr. Phone (1.00)	Parks & Rec. Prog. (1.33)	Parks & Rec. Prog. (1.00)	Parks & Rec. Prog. (0.00)

Table B184. Information Source Usage by Internet Access (Mean)

Have Access (n=273)	No Access (n=30)
News & Observer (6.54)	Television (6.85)
Television (6.45)	News & Observer (6.56)
Word-of-Mouth (5.67)	Word-of-Mouth (5.70)
Radio (5.14)	Radio (5.11)
BUD (5.11)	BUD (4.53)
Cary News (4.65)	Cary News (4.44)
Cary's Website (3.78)	Govt. Access Channel (2.92)
Internet E-mail (3.78)	Parks & Rec. Program (2.78)
Parks & Rec. Program (3.71)	Direct Mail (2.50)
Govt. Access Channel (3.43)	24-Hr. Phone Service (1.68)
Direct Mail (3.25)	Block Leader Program (1.40)
24-Hr. Phone Service (1.96)	Internet E-mail (1.32)
Block Leader Program (1.61)	Cary's Website (1.19)

Table B185. Information Source Usage by Race (Mean).

Caucasian (n=246)	African-American (n=19)	Asian (n=12)	Hispanic (n=7)	Other (n=2)
News & Observer (6.54)	Television (7.50)	Television (7.14)	Television (7.29)	Television (6.00)
Television (6.43)	Radio (7.26)	News & Observer (6.62)	News & Observer (7.14)	News & Observer (5.75)
Word-of-Mouth (5.69)	News & Observer (6.65)	Word-of-Mouth (6.00)	Cary News (5.86)	Word-of-Mouth (5.00)
BUD (5.26)	Word-of-Mouth (6.15)	Radio (5.67)	Radio (5.57)	Radio (4.50)
Radio (5.09)	Cary News (5.00)	Internet E-mail (5.55)	Word-of-Mouth (5.57)	BUD (4.25)
Cary News (4.74)	BUD (3.90)	BUD (4.20)	BUD (4.57)	Direct Mail (4.00)
Parks & Rec. Program (3.74)	Internet E-mail (3.75)	Cary's Website (3.90)	Cary's Website (4.43)	Internet E-mail (3.25)
Cary's Website (3.60)	Govt. Access Channel (3.50)	Direct Mail (3.21)	24-Hr. Phone Service (4.00)	Cary News (2.25)
Govt. Access Channel (3.48)	Parks & Rec. Program (2.74)	Cary News (2.95)	Parks & Rec. Program (3.57)	Parks & Rec. Program (2.25)
Internet E-mail (3.41)	Direct Mail (2.70)	Parks & Rec. Program (2.59)	Internet E-mail (3.29)	24-Hr. Phone Service (2.00)
Direct Mail (3.22)	Cary's Website (2.25)	Govt. Access Channel (2.55)	Block Leader Program (2.86)	Cary's Website (1.75)
24-Hr. Phone Service (1.94)	Block Leader Program (1.79)	24-Hr. Phone Service (1.85)	Direct Mail (2.67)	Govt. Access Channel (1.50)
Block Leader Program (1.52)	24-Hr. Phone Service (1.40)	Block Leader Program (1.67)	Govt. Access Channel (2.00)	Block Leader Program (1.00)

Table B186. Information Source Usage by Years in Cary (Mean).

0-1 (n=35)	2-5 (n=70)	6-10 (n=71)	Over 10 (n=115)
Television (6.44)	News & Observer (6.45)	News & Observer (6.88)	News & Observer (6.71)
Radio (5.59)	Television (6.36)	Television (6.60)	Television (6.53)
Word-of-Mouth (5.49)	Word-of-Mouth (5.85)	Word-of-Mouth (5.69)	Word-of-Mouth (5.65)
News & Observer (5.19)	Radio (5.15)	Radio (5.38)	BUD (5.38)
Internet E-mail (4.07)	BUD (4.97)	BUD (5.19)	Cary News (5.26)
BUD (3.70)	Cary News (4.22)	Cary News (4.53)	Radio (4.97)
Cary's Website (3.43)	Internet E-mail (3.55)	Cary's Website (3.73)	Parks & Rec. Program (3.78)
Cary News (3.32)	Parks & Rec. Program (3.50)	Parks & Rec. Program (3.71)	Govt. Access Channel (3.58)
Govt. Access Channel (3.27)	Cary's Website (3.47)	Internet E-mail (3.56)	Cary's Website (3.49)
Parks & Rec. Program (2.93)	Direct Mail (3.14)	Govt. Access Channel (3.42)	Internet E-mail (3.48)
Direct Mail (2.37)	Govt. Access Channel (3.13)	Direct Mail (3.31)	Direct Mail (3.33)
24-Hr. Phone Service (1.85)	24-Hr. Phone Service (1.65)	24-Hr. Phone Service (2.13)	24-Hr. Phone Service (2.03)
Block Leader Program (1.37)	Block Leader Program (1.57)	Block Leader Program (1.58)	Block Leader Program (1.62)

Table B187. Information Source Usage by Zip Code (Mean)

27511 (n=167)	27513 (n=113)	Other (n=4)
News & Observer (6.78)	Television (6.52)	Word-of-Mouth (7.71)
Television (6.53)	News & Observer (6.13)	Television (6.86)
Word-of-Mouth (5.70)	Word-of-Mouth (5.65)	News & Observer (5.86)
BUD (5.36)	Radio (5.37)	BUD (5.29)
Radio (5.24)	Cary News (4.65)	Parks & Rec. Program (4.20)
Cary News (4.70)	BUD (4.63)	Cary News (4.00)
Govt. Access Channel (3.50)	Internet E-mail (4.08)	Direct Mail (4.00)
Parks & Rec. Program (3.46)	Cary's Website (3.74)	Radio (3.86)
Cary's Website (3.40)	Parks & Rec. Program (3.63)	Internet E-mail (3.43)
Internet E-mail (3.30)	Govt. Access Channel (3.32)	Cary's Website (3.14)
Direct Mail (3.13)	Direct Mail (3.13)	Block Leader Program (3.00)
24-Hr. Phone Service (1.99)	24-Hr. Phone Service (1.88)	24-Hr. Phone Service (2.71)
Block Leader Program (1.56)	Block Leader Program (1.50)	Govt. Access Channel (1.50)

Internet Access Crosstabulations

Table B188. Internet Access by Age.

Age	n	Home	Office	Both	Neither
18-25	18	33.3	5.6	44.4	16.7
26-55	249	25.3	3.2	69.1	2.4
56-65	62	53.2	1.6	38.7	6.5
Over 65	57	45.6	0.0	10.5	43.9

Table B189. Internet Access by Home Type.

Home Type	n	Home	Office	Both	Neither
Single family	314	31.2	1.3	59.2	8.3
Apartment	31	41.9	6.5	35.5	16.1
Townhouse/Condo	37	35.1	10.8	43.2	10.8
Mobile home	2	50.0	0.0	0.0	50.0
Duplex	4	75.0	0.0	0.0	25.0
Retirement Home	1	0.0	0.0	0.0	100.0
Multi-family apt.	1	0.0	100.0	0.0	0.0

Table B190. Internet Access by Race.

Race	n	Home	Office	Both	Neither
Caucasian	326	33.1	2.5	54.6	9.8
African-American	20	30.0	10.0	40.0	20.0
Asian	21	33.3	0.0	61.9	4.8
Hispanic	7	28.6	0.0	57.1	14.3
Other	4	0.0	0.0	100.0	0.0

Table B191. Internet Access by Zip Code.

Zip Code	n	Home	Office	Both	Neither
27511	218	35.8	2.8	48.6	12.8
27513	150	29.3	2.7	63.3	4.7
27519/27560/27607	7	42.9	14.3	42.9	0.0

Watching Town Council Meetings on Cary TV 11 Crosstabulations

Table B192. Watching Town Council Meetings on Cary TV 11 by Age.

Age	n	Never	Now and Then	Occasionally	Almost Always	Always
18-25	18	72.2	22.2	0.0	0.0	5.6
26-55	241	47.3	27.0	21.6	3.3	0.8
56-65	62	32.3	29.0	25.8	8.1	4.8
Over 65	53	43.4	24.5	20.8	3.8	7.5

Table B193. Watching Town Council Meetings on Cary TV 11 by Home Type.

Home Type	n	Never	Now and Then	Occasionally	Almost Always	Always
Single family	302	44.4	26.5	22.5	4.0	2.6
Apartment	31	54.8	22.6	16.1	6.5	0.0
Townhouse/Condo	37	45.9	29.7	18.9	2.7	2.7
Mobile home	2	100.0	0.0	0.0	0.0	0.0
Duplex	4	25.0	75.0	0.0	0.0	0.0
Retirement Home	1	100.0	0.0	0.0	0.0	0.0
Multi-family apt.	1	0.0	100.0	0.0	0.0	0.0

Table B194. Watching Town Council Meetings on Cary TV 11 by Race.

Race	n	Never	Now and Then	Occasionally	Almost Always	Always
Caucasian	316	44.3	27.8	21.8	3.8	2.2
African-American	20	50.0	15.0	30.0	0.0	5.0
Asian	19	52.6	21.1	10.5	10.5	5.3
Hispanic	7	42.9	42.9	0.0	14.3	0.0
Other	4	50.0	25.0	25.0	0.0	0.0

Table B195. Watching Town Council Meetings on Cary TV 11 by Years in Cary.

Years in Cary	n	Never	Now and Then	Occasionally	Almost Always	Always
0-1	42	57.1	23.8	9.5	9.5	0.0
2-5	91	57.1	20.9	18.7	2.2	1.1
6-10	91	42.9	29.7	22.0	2.2	3.3
10 or more	152	36.8	29.6	25.7	4.6	3.3

Table B196. Watching Town Council Meetings on Cary TV 11 by Zip Code.

Zip Code	n	Never	Now and Then	Occasionally	Almost Always	Always
27511	213	45.5	26.3	20.7	4.7	2.8
27513	145	45.5	27.6	22.8	3.4	0.7
27519/27560/27607	6	66.7	33.3	0.0	0.0	0.0

How Safe Respondents Feel in Cary Crosstabulations

Table B197. How Safe Respondents Feel in Cary by Age.

Age	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
18-25	18	8.00	0.0	0.0	0.0	0.0	5.6	0.0	16.7	44.4	33.3	94.4
26-55	247	8.25	0.0	0.0	0.4	0.0	1.6	2.4	10.1	38.9	46.6	98.0
56-65	64	8.36	0.0	0.0	0.0	0.0	1.6	3.1	12.5	23.4	59.4	98.4
Over 65	56	8.29	0.0	0.0	0.0	0.0	3.6	1.8	16.1	19.6	58.9	96.4

Table B198. How Safe Respondents Feel in Cary by Children in Household Under 18.

Children	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Have Children	169	8.23	0.0	0.0	0.6	0.0	1.8	2.4	10.7	38.5	46.2	97.8
No children	218	8.25	0.0	0.0	0.0	0.5	2.3	2.3	13.3	29.8	51.8	97.2

Table B199. How Safe Respondents Feel in Cary by Education.

Education	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
HS/Some College	114	8.21	0.0	0.0	0.0	0.0	4.4	2.6	14.0	25.4	53.5	95.5
College Degree	271	8.27	0.0	0.0	0.4	0.0	1.1	2.2	11.4	36.5	48.3	98.4

Table B200. How Safe Respondents Feel in Cary by Gender.

Gender	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Male	162	8.33	0.0	0.0	0.0	0.0	1.2	1.9	13.0	30.2	53.7	98.8
Female	226	8.18	0.0	0.0	0.4	0.4	2.7	2.7	11.5	35.8	46.5	96.5

Table B201. How Safe Respondents Feel in Cary by Home Type.

Home Type	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Single family	315	8.25	0.0	0.0	0.3	0.3	1.9	2.2	12.1	33.3	49.8	97.4
Apartment	29	8.35	0.0	0.0	0.0	0.0	3.4	0.0	6.9	37.9	51.7	96.5
Townhouse/Condo	37	8.14	0.0	0.0	0.0	0.0	2.7	5.4	13.5	32.4	45.9	97.2
Mobile home	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	100.0
Duplex	4	8.25	0.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	50.0	100.0
Retirement Home	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0
Multi-family apt.	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0

Table B202. How Safe Respondents Feel in Cary by Income.

Income	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-\$20,000	15	7.93	0.0	0.0	0.0	0.0	6.7	13.3	13.3	13.3	53.3	93.2
\$20,001-\$30,000	26	8.62	0.0	0.0	0.0	0.0	3.8	0.0	0.0	23.1	73.1	96.2
\$30,001-\$50,000	40	8.13	0.0	0.0	0.0	0.0	5.0	0.0	20.0	27.5	47.5	95.0
\$50,001-\$70,000	54	8.41	0.0	0.0	0.0	0.0	0.0	0.0	14.8	29.6	55.6	100.0
\$70,001-\$100,000	68	8.37	0.0	0.0	0.0	0.0	1.5	0.0	5.9	45.6	47.1	98.6
Over \$100,000	102	8.29	0.0	0.0	1.0	0.0	0.0	4.9	8.8	32.4	52.9	99.0

Table B203. How Safe Respondents Feel in Cary by Race.

Race	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Caucasian	327	8.26	0.0	0.0	0.3	0.0	2.1	1.8	11.6	34.6	49.5	97.5
African-American	20	7.95	0.0	0.0	0.0	0.0	5.0	10.0	25.0	5.0	55.0	95.0
Asian	19	8.32	0.0	0.0	0.0	0.0	0.0	5.3	5.3	42.1	47.4	100.0
Hispanic	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	100.0
Other	4	8.00	0.0	0.0	0.0	0.0	0.0	0.0	25.0	50.0	25.0	100.0

Table B204. How Safe Respondents Feel in Cary by Years in Cary.

Years in Cary	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-1	44	8.27	0.0	0.0	0.0	0.0	4.5	0.0	9.1	36.4	50.0	95.5
2-5	91	8.31	0.0	0.0	0.0	0.0	2.2	3.3	8.8	33.0	52.7	97.8
6-10	93	8.20	0.0	0.0	0.0	1.1	2.2	2.2	11.8	35.5	47.3	96.8
Over 10	159	8.23	0.0	0.0	0.6	0.0	1.3	2.5	14.5	32.1	49.1	98.2

Table B205. How Safe Respondents Feel in Cary by Zip Code.

Zip Code	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
27511	217	8.21	0.0	0.0	0.5	0.0	2.8	2.8	12.9	31.3	49.8	96.8
27513	150	8.30	0.0	0.0	0.0	0.7	1.3	1.3	11.3	34.7	50.7	98.0
27519/27560/27607	7	8.00	0.0	0.0	0.0	0.0	0.0	14.3	0.0	57.1	28.6	100.0

Cary Tax Rate Crosstabulations

Table B206. Municipal Tax Rate by Age.

Age	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
18-25	17	3.53	0.0	0.0	58.8	29.4	11.8	41.2
26-55	241	3.32	0.8	4.6	65.6	20.3	8.7	29.0
56-65	60	3.33	1.7	3.3	63.3	23.3	8.3	31.6
Over 65	52	3.33	0.0	1.9	71.2	19.2	7.7	26.9

Table B207. Municipal Tax Rate by Children in Household Under 18.

Children	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
Have Children	164	3.33	0.6	3.7	66.5	20.7	8.5	29.2
No Children	206	3.34	1.0	3.9	64.1	22.3	8.7	31.0

Table B208. Municipal Tax Rate by Education.

Education	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
HS/Some College	110	3.38	0.9	4.5	61.8	20.9	11.8	32.7
College Degree	259	3.31	0.8	3.5	66.8	21.6	7.3	28.9

Table B209. Municipal Tax Rate by Gender.

Gender	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
Male	157	3.36	0.0	6.4	61.8	21.0	10.8	31.8
Female	214	3.31	1.4	1.9	68.2	21.5	7.0	28.5

Table B210. Municipal Tax Rate by Home Type.

Home Type	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
Single family	301	3.34	1.0	4.0	64.5	21.6	9.0	30.6
Apartment	28	3.32	0.0	0.0	75.0	17.9	7.1	25.0
Townhouse/Condo	37	3.27	0.0	5.4	64.9	27.0	2.7	29.7
Mobile home	2	5.00	0.0	0.0	0.0	0.0	100.0	100.0
Duplex	4	3.00	0.0	0.0	100.0	0.0	0.0	0.0
Retirement Home	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--

Table B211. Municipal Tax Rate by Income.

Income	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
0-\$20,000	15	3.27	0.0	6.7	73.3	6.7	13.3	20.0
\$20,001-\$30,000	26	3.39	0.0	0.0	73.1	15.4	11.5	26.9
\$30,001-\$50,000	40	3.25	0.0	5.0	67.5	25.0	2.5	27.5
\$50,001-\$70,000	52	3.21	1.9	3.8	71.2	17.3	5.8	23.1
\$70,001-\$100,000	64	3.30	0.0	7.8	60.9	25.0	6.3	31.3
Over \$100,000	98	3.29	2.0	3.1	70.4	13.3	11.2	24.5

Table B212. Municipal Tax Rate by Race.

Race	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
Caucasian	313	3.29	1.0	4.5	65.8	21.7	7.0	28.7
African-American	19	3.37	0.0	0.0	68.4	26.3	5.3	31.6
Asian	17	3.59	0.0	0.0	58.8	23.5	17.6	41.1
Hispanic	7	3.57	0.0	0.0	71.4	0.0	28.6	28.6
Other	4	3.25	0.0	0.0	75.0	25.0	0.0	25.0

Table B213. Municipal Tax Rate by Years in Cary.

Years in Cary	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
0-1	42	3.21	2.4	2.4	71.4	19.0	4.8	23.8
2-5	87	3.38	0.0	3.4	64.4	23.0	9.2	32.2
6-10	90	3.26	2.2	7.8	57.8	26.7	5.6	32.3
Over 10	151	3.38	0.0	2.0	68.9	18.5	10.6	29.1

Table B214. Municipal Tax Rate by Zip Code.

Zip Code	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Above 3
27511	210	3.34	0.5	4.3	65.7	20.0	9.5	29.5
27513	143	3.32	1.4	2.8	65.0	23.8	7.0	30.8
27519/27560/27607	5	3.40	0.0	0.0	60.0	40.0	0.0	40.0

Neighborhood Crime Crosstabulations

Table B215. What Best Describes Crime in Your Neighborhood by Age.

Age	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
18-25	18	1.78	33.3	55.6	11.1	0.0
26-55	247	2.13	3.6	84.6	6.9	4.9
56-65	64	2.05	6.3	84.4	7.8	1.6
Over 65	56	2.18	5.4	78.6	8.9	7.1

Table B216. What Best Describes Crime in Your Neighborhood by Children in Household Under 18.

Children	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
Have Children	168	2.11	3.0	86.3	7.1	3.6
No Children	219	2.11	7.3	79.0	8.7	5.0

Table B217. What Best Describes Crime in Your Neighborhood by Education.

Education	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
HS/Some College	114	2.13	6.1	80.7	7.0	6.1
College Degree	271	2.10	5.5	82.7	8.1	3.7

Table B218. What Best Describes Crime in Your Neighborhood by Gender.

Gender	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
Male	162	1.99	9.9	83.3	4.3	2.5
Female	226	2.19	2.7	81.0	11.1	5.3

Table B219. What Best Describes Crime in Your Neighborhood by Home Type.

Home Type	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
Single family	314	2.08	5.7	83.8	7.3	3.2
Apartment	30	2.20	10.0	70.0	10.0	10.0
Townhouse/Condo	37	2.24	2.7	78.4	10.8	8.1
Mobile home	2	2.00	0.0	100.0	0.0	0.0
Duplex	4	2.25	0.0	75.0	25.0	0.0
Retirement Home	1	4.00	0.0	0.0	0.0	100.0
Multi-family apt.	1	2.00	0.0	100.0	0.0	0.0

Table B220. What Best Describes Crime in Your Neighborhood by Income.

Income	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
0-\$20,000	15	2.07	6.7	80.0	13.3	0.0
\$20,001-\$30,000	26	2.16	3.8	84.6	7.7	3.8
\$30,001-\$50,000	40	2.38	0.0	75.0	12.5	12.5
\$50,001-\$70,000	54	2.06	9.3	79.6	7.4	3.7
\$70,001-\$100,000	68	2.02	4.4	91.2	2.9	1.5
Over \$100,000	102	2.09	4.9	85.3	5.9	3.9

Table B221. What Best Describes Crime in Your Neighborhood by Race.

Race	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
Caucasian	326	2.11	4.9	83.4	7.7	4.0
African-American	20	2.10	5.0	85.0	5.0	5.0
Asian	20	2.25	15.0	60.0	10.0	15.0
Hispanic	7	2.14	0.0	85.7	14.3	0.0
Other	4	2.00	0.0	100.0	0.0	0.0

Table B222. What Best Describes Crime in Your Neighborhood by Years in Cary.

Years in Cary	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
0-1	44	2.14	6.8	81.8	2.3	9.1
2-5	92	2.14	5.4	81.5	6.5	6.5
6-10	93	2.10	3.2	87.1	6.5	3.2
Over 10	159	2.09	6.9	79.2	11.3	2.5

Table B223. What Best Describes Crime in Your Neighborhood by Zip Code.

Zip Code	n	Mean	Decreasing 1	Stable 2	Increasing 3	Not Sure
27511	217	2.11	6.0	80.6	10.1	3.2
27513	150	2.10	6.0	84.0	4.0	6.0
27519/27560/27607	7	2.43	0.0	71.4	14.3	14.3

Cary's Efforts at Keeping Residents Informed Crosstabulations

Table B224. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Age.

Age	n	Mean	Not Informed At All 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
18-25	16	5.69	12.5	0.0	6.3	0.0	31.3	6.3	18.8	12.5	12.5	50.1
26-55	240	6.49	1.7	2.5	2.5	7.1	20.4	10.8	21.7	12.1	21.3	65.9
56-65	61	6.82	1.6	0.0	1.6	3.3	18.0	16.4	24.6	8.2	26.2	75.4
Over 65	54	7.39	1.9	0.0	3.7	1.9	5.6	11.1	24.1	11.1	40.7	87.0

Table B225. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Education.

Education	n	Mean	Not Informed At All 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
HS/Some College	109	6.67	3.7	2.8	0.9	0.9	22.9	10.1	20.2	11.9	26.6	68.8
College Degree	262	6.63	1.5	1.1	3.4	7.3	16.4	12.2	23.3	11.1	23.7	70.3

Table B226. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Home Type.

Home Type	n	Mean	Not Informed At All 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Single family	301	6.59	2.3	1.3	2.3	6.0	17.3	13.6	23.9	12.0	21.3	70.8
Apartment	28	6.64	3.6	3.6	10.7	7.1	10.7	0.0	14.3	10.7	39.3	64.3
Townhouse/Condo	38	7.16	0.0	2.6	0.0	5.3	23.7	2.6	13.2	10.5	42.1	68.4
Mobile home	2	6.00	0.0	0.0	0.0	0.0	50.0	0.0	50.0	0.0	0.0	50.0
Duplex	4	5.75	0.0	0.0	0.0	0.0	50.0	25.0	25.0	0.0	0.0	50.0
Retirement Home	1	5.00	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0
Multi-family apt.	1	5.00	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0

Table B227. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Internet Access.

Internet Access	n	Mean	Not Informed At All 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Have Access	344	6.58	2.0	1.7	2.3	6.4	18.6	11.9	22.7	11.9	22.4	68.9
No Access	37	6.97	2.7	0.0	5.4	0.0	21.6	5.4	16.2	13.5	35.1	70.2

Table B228. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Race.

Race	n	Mean	Not Informed	2	3	4	Average	6	7	8	Very Well	% Above 5
			At All				5				9	
			1									
Caucasian	320	6.64	2.2	1.9	2.5	4.7	18.1	12.5	22.5	11.6	24.1	70.7
African-American	19	7.32	0.0	0.0	5.3	5.3	10.5	0.0	26.3	15.8	36.8	78.9
Asian	17	6.53	0.0	0.0	5.9	5.9	29.4	11.8	11.8	5.9	29.4	58.9
Hispanic	6	6.50	0.0	0.0	0.0	0.0	33.3	16.7	33.3	0.0	16.7	66.7
Other	3	6.33	0.0	0.0	0.0	33.3	0.0	0.0	33.3	33.3	0.0	66.6

Table B229. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Years in Cary.

Years in Cary	n	Mean	Not Informed	2	3	4	Average	6	7	8	Very Well	% Above 5
			At All				5				9	
			1									
0-1	42	6.52	2.4	0.0	4.8	2.4	33.3	4.8	11.9	16.7	23.8	57.2
2-5	85	6.52	2.4	4.7	2.4	5.9	17.6	10.6	18.8	12.9	24.7	67.0
6-10	91	6.52	2.2	1.1	2.2	5.5	22.0	15.4	18.7	11.0	22.0	67.1
Over 10	155	6.78	1.9	0.6	2.6	6.5	13.5	11.0	29.0	9.0	25.8	74.8

Table B230. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Zip Code.

Zip Code	n	Mean	Not Informed	2	3	4	Average	6	7	8	Very Well	% Above 5
			At All				5				9	
			1									
27511	209	6.71	1.9	0.5	2.9	5.3	20.1	11.5	22.0	8.1	27.8	69.4
27513	145	6.55	2.8	2.8	2.8	6.2	15.9	11.7	20.0	17.9	20.0	69.6
27519/27560/27607	6	6.33	0.0	0.0	0.0	0.0	33.3	33.3	16.7	0.0	16.7	66.7

Cary's Efforts at Making Information Available to Citizens Crosstabulations

Table B231. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	18	6.50	5.6	0.0	5.6	5.6	22.2	5.6	11.1	16.7	27.8	61.2
26-55	242	7.07	0.8	1.7	1.2	2.5	14.0	14.0	19.4	18.2	28.1	79.7
56-65	62	7.60	0.0	0.0	0.0	0.0	9.7	11.3	22.6	22.6	33.9	90.4
Over 65	54	7.54	0.0	0.0	3.7	0.0	14.8	7.4	16.7	9.3	48.1	81.5

Table B232. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	110	7.20	0.9	1.8	0.9	0.9	19.1	6.4	20.0	14.5	35.5	76.4
College Degree	267	7.18	0.7	0.7	1.9	2.6	11.6	15.0	18.4	18.7	30.3	82.4

Table B233. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	307	7.19	1.0	0.7	1.3	2.3	12.7	13.7	19.2	19.2	30.0	82.1
Apartment	28	6.93	0.0	3.6	7.1	0.0	17.9	10.7	10.7	14.3	35.7	71.4
Townhouse/Condo	38	7.53	0.0	2.6	0.0	2.6	15.8	2.6	18.4	7.9	50.0	78.9
Mobile home	2	6.00	0.0	0.0	0.0	0.0	50.0	0.0	50.0	0.0	0.0	50.0
Duplex	4	6.75	0.0	0.0	0.0	0.0	25.0	0.0	50.0	25.0	0.0	75.0
Retirement Home	1	6.00	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	100.0
Multi-family apt.	1	5.00	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0

Table B234. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Internet Access.

Internet Access	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Have Access	350	7.16	0.9	1.1	1.4	2.0	13.7	12.9	19.4	18.0	30.6	80.9
No Access	37	6.97	0.0	0.0	8.1	2.7	18.9	10.8	10.8	10.8	37.8	70.2

Table B235. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Race.

Race	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
Caucasian	324	7.27	0.6	0.9	1.2	1.9	13.6	11.7	18.5	18.8	32.7	81.7
African-American	19	6.84	0.0	5.3	5.3	0.0	10.5	15.8	26.3	5.3	31.6	79.0
Asian	18	6.67	0.0	0.0	5.6	5.6	22.2	22.2	5.6	5.6	33.3	66.7
Hispanic	7	7.14	0.0	0.0	0.0	0.0	28.6	0.0	28.6	14.3	28.6	71.5
Other	3	7.67	0.0	0.0	0.0	0.0	0.0	33.3	0.0	33.3	33.3	100.0

Table B236. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
0-1	42	7.10	0.0	0.0	4.8	0.0	21.4	7.1	16.7	21.4	28.6	73.8
2-5	86	7.14	1.2	2.3	0.0	1.2	17.4	8.1	20.9	18.6	30.2	77.8
6-10	94	7.09	2.1	2.1	2.1	2.1	8.5	16.0	17.0	20.2	29.8	83.0
Over 10	157	7.28	0.	0.0	1.3	3.2	13.4	14.0	19.1	14.6	34.4	82.1

Table B237. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Zip Code.

Zip Code	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
27511	213	7.12	0.0	0.9	2.3	1.9	16.9	12.2	19.7	14.6	31.5	78.0
27513	146	7.17	2.1	1.4	1.4	1.4	11.0	14.4	17.8	19.2	31.5	82.9
27519/27560/27607	7	7.29	0.0	0.0	0.0	14.3	14.3	0.0	0.0	42.9	28.6	71.5

Cary's Efforts at Involving Residents in Decisions Crosstabulations

Table B238. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	17	6.59	5.9	0.0	0.0	0.0	29.4	0.0	29.4	17.6	17.6	64.6
26-55	232	6.32	4.3	4.7	5.2	2.6	19.0	10.8	17.7	12.5	23.3	64.3
56-65	60	7.17	1.7	0.0	5.0	0.0	15.0	8.3	18.3	18.3	33.3	78.2
Over 65	53	7.42	5.7	0.0	0.0	0.0	15.1	5.7	11.3	13.2	49.1	79.3

Table B239. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	106	6.75	3.8	2.8	3.8	0.0	25.5	3.8	12.3	15.1	33.0	64.2
College Degree	256	6.59	4.3	3.1	3.9	2.3	15.6	11.7	19.1	13.3	26.6	70.7

Table B240. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	295	6.61	4.1	2.7	4.1	2.0	17.6	10.8	18.0	13.9	26.8	69.5
Apartment	28	6.46	3.6	7.1	3.6	0.0	17.9	7.1	25.0	10.7	25.0	67.8
Townhouse/Condo	35	7.29	0.0	2.9	2.9	0.0	25.7	0.0	8.6	14.3	45.7	68.6
Mobile home	2	3.00	50.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	0.0	0.0
Duplex	4	5.75	25.0	0.0	0.0	0.0	25.0	0.0	0.0	25.0	25.0	50.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B241. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Internet Access.

Internet Access	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Have Access	336	6.59	3.6	3.3	4.2	1.8	18.5	10.1	19.0	13.1	26.5	68.7
No Access	35	6.86	8.6	0.0	5.7	0.0	17.1	2.9	8.6	17.1	40.0	68.6

Table B242. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Race.

Race	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
Caucasian	306	6.73	3.6	3.3	3.6	1.3	17.6	8.8	18.3	13.7	29.7	70.5
African-American	19	6.58	5.3	5.3	5.3	5.3	5.3	10.5	15.8	21.1	26.3	73.7
Asian	18	6.50	0.0	0.0	5.6	5.6	33.3	11.1	5.6	11.1	27.8	55.6
Hispanic	7	6.71	0.0	0.0	0.0	0.0	42.9	14.3	0.0	14.3	28.6	57.2
Other	3	6.00	0.0	0.0	33.3	0.0	0.0	0.0	33.3	33.3	0.0	66.6

Table B243. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
0-1	38	6.66	7.9	0.0	0.0	2.6	15.8	7.9	26.3	18.4	21.1	73.7
2-5	81	6.54	2.5	2.5	7.4	2.5	19.8	7.4	21.0	8.6	28.4	65.4
6-10	90	6.44	3.3	5.6	4.4	0.0	22.2	10.0	15.6	13.3	25.6	64.5
Over 10	154	6.83	3.9	2.6	2.6	1.9	16.9	10.4	14.3	15.6	31.8	72.1

Table B244. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Zip Code.

Zip Code	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
27511	204	6.74	4.4	1.5	3.4	2.5	18.1	8.8	17.6	13.2	30.4	70.0
27513	139	6.54	3.6	4.3	4.3	0.7	18.7	12.2	15.8	14.4	25.9	68.3
27519/27560/27607	6	7.33	0.0	0.0	16.7	0.0	0.0	0.0	16.7	33.3	33.3	83.3

Achievement of Goal of Being Best Local Government of Its Size in NC Crosstabulations

Table B245. Achievement of Goal of Being Best Local Government of its Size in NC by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	18	6.89	5.6	0.0	5.6	5.6	0.0	5.6	33.3	22.2	22.2	C+
26-55	230	6.99	1.3	2.6	2.6	3.0	12.6	10.9	20.4	17.8	28.7	C+
56-65	62	7.52	0.0	1.6	0.0	1.6	6.5	11.3	21.0	27.4	30.6	B
Over 65	53	7.81	3.8	0.0	0.0	0.0	3.8	3.8	20.8	20.8	47.2	B+

Table B246. Achievement of Goal of Being Best Local Government of its Size in NC by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	108	7.25	1.9	1.9	2.8	0.9	13.0	7.4	16.7	18.5	37.0	B-
College Degree	255	7.15	1.6	2.0	2.0	3.1	8.2	11.0	22.4	20.8	29.0	C+

Table B247. Achievement of Goal of Being Best Local Government of its Size in NC by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single family	297	7.08	2.0	1.7	2.4	2.4	10.1	11.1	22.2	20.2	27.9	C+
Apartment	29	7.41	0.0	3.4	0.0	6.9	3.4	3.4	27.6	20.7	34.5	B-
Townhouse/Condo	34	7.94	0.0	2.9	0.0	2.9	8.8	0.0	8.8	17.6	58.8	B+
Mobile home	2	4.00	0.0	0.0	50.0	0.0	50.0	0.0	0.0	0.0	0.0	F
Duplex	4	7.25	0.0	0.0	0.0	0.0	0.0	50.0	0.0	25.0	25.0	B-
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B248. Achievement of Goal of Being Best Local Government of its Size in NC by Internet Access.

Internet Access	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Have Access	338	7.15	1.2	2.1	2.1	2.7	9.5	10.7	22.5	20.7	28.7	C+
No Access	35	7.40	5.7	0.0	2.9	2.9	11.4	2.9	8.6	11.4	54.3	B-

Table B249. Achievement of Goal of Being Best Local Government of its Size in NC by Race.

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	307	7.22	1.3	1.6	2.0	2.6	9.8	9.8	21.5	20.2	31.3	B-
African-American	20	7.50	0.0	5.0	0.0	5.0	5.0	10.0	15.0	10.0	50.0	B-
Asian	17	7.18	5.9	0.0	0.0	0.0	5.9	11.8	29.4	17.6	29.4	B-
Hispanic	7	7.14	0.0	0.0	0.0	0.0	28.6	14.3	0.0	28.6	28.6	C+
Other	3	6.33	0.0	0.0	0.0	0.0	33.3	0.0	66.7	0.0	0.0	C-

Table B250. Achievement of Goal of Being Best Local Government of its Size in NC by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-1	41	7.29	0.0	2.4	2.4	4.9	9.8	4.9	17.1	26.8	31.7	B-
2-5	80	7.19	0.0	3.8	2.5	1.3	8.8	7.5	27.5	21.3	27.5	B-
6-10	90	7.11	2.2	0.0	2.2	4.4	10.0	13.3	18.9	17.8	31.1	C+
Over 10	153	7.18	2.6	2.0	2.0	2.0	9.2	10.5	19.6	19.0	33.3	B-

Table B251. Achievement of Goal of Being Best Local Government of its Size in NC by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
27511	205	7.17	2.0	2.9	1.5	2.9	9.8	11.2	15.6	20.0	34.1	B-
27513	140	7.19	0.7	0.7	2.9	2.9	10.7	7.1	27.9	18.6	28.6	B-
27519/27560/27607	6	7.33	0.0	0.0	0.0	0.0	0.0	33.3	16.7	33.3	16.7	B-

Solid Waste: Call-In Computer Recycling Service Crosstabulations

Table B252. Satisfaction with Call-In Computer Recycling Service by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	3	5.00	0.0	0.0	33.3	0.0	33.3	0.0	33.3	0.0	0.0	33.3
26-55	51	6.37	0.0	5.9	9.8	2.0	25.5	3.9	7.8	23.5	21.6	56.8
56-65	15	6.53	0.0	6.7	6.7	0.0	26.7	6.7	6.7	20.0	26.7	60.1
Over 65	10	6.50	10.0	0.0	0.0	0.0	20.0	20.0	10.0	10.0	30.0	70.0

Table B253. Satisfaction with Call-In Computer Recycling Service by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	69	6.42	1.4	5.8	7.2	0.0	24.6	7.2	10.1	21.7	21.7	60.7
Apartment	5	4.00	0.0	0.0	40.0	20.0	40.0	0.0	0.0	0.0	0.0	0.0
Townhouse/Condo	4	8.00	0.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	75.0	75.0
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B254. Satisfaction with Call-In Computer Recycling Service by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	8	5.63	12.5	0.0	0.0	12.5	37.5	0.0	12.5	0.0	25.0	37.5
2-5	20	6.05	0.0	5.0	20.0	0.0	20.0	5.0	10.0	25.0	15.0	55.0
6-10	19	6.47	0.0	0.0	15.8	0.0	21.1	10.5	10.5	21.1	21.1	63.2
Over 10	31	6.84	0.0	6.5	0.0	0.0	29.0	6.5	6.5	22.6	29.0	64.6

Table B255. Satisfaction with Call-In Computer Recycling Service by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	47	6.60	0.0	4.3	10.6	2.1	19.1	8.5	6.4	21.3	27.7	63.9
27513	27	6.04	3.7	3.7	7.4	0.0	37.0	3.7	11.1	14.8	18.5	48.1
27519/27560/27607	2	6.50	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	50.0

Solid Waste: Call-In Used Motor Oil Recycling Service Crosstabulations

Table B256. Satisfaction with Call-In Used Motor Oil Recycling Service by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	3	6.00	0.0	0.0	0.0	33.3	33.3	0.0	0.0	0.0	33.3	33.3
26-55	51	5.92	5.9	3.9	9.8	2.0	31.4	5.9	3.9	13.7	23.5	47.0
56-65	14	5.86	7.1	7.1	7.1	0.0	28.6	7.1	7.1	14.3	21.4	49.9
Over 65	10	5.20	10.0	20.0	0.0	0.0	30.0	10.0	0.0	10.0	20.0	40.0

Table B257. Satisfaction with Call-In Used Motor Oil Recycling Service by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	68	5.79	7.4	7.4	7.4	1.5	29.4	5.9	4.4	14.7	22.1	47.1
Apartment	5	4.60	0.0	0.0	20.0	20.0	40.0	20.0	0.0	0.0	0.0	20.0
Townhouse/Condo	3	6.33	0.0	0.0	0.0	0.0	66.7	0.0	0.0	0.0	33.3	33.3
Mobile home	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
Duplex	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B258. Satisfaction with Call-In Used Motor Oil Recycling Service by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	9	5.22	11.1	0.0	11.1	0.0	33.3	22.2	11.1	0.0	11.1	44.4
2-5	20	5.55	0.0	10.0	20.0	0.0	30.0	10.0	0.0	5.0	25.0	40.0
6-10	18	6.06	5.6	5.6	5.6	11.1	22.2	0.0	5.6	22.2	22.2	50.0
Over 10	30	6.17	10.0	3.3	0.0	0.0	36.7	3.3	3.3	16.7	26.7	50.0

Table B259. Satisfaction with Call-In Used Motor Oil Recycling Service by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	47	6.26	4.3	4.3	6.4	4.3	25.5	6.4	6.4	17.0	25.5	55.3
27513	27	5.11	11.1	7.4	11.1	0.0	40.7	3.7	0.0	7.4	18.5	29.6
27519/27560/27607	2	5.50	0.0	0.0	0.0	0.0	50.0	50.0	0.0	0.0	0.0	50.0

Solid Waste: Call-In Bulky Trash Service Crosstabulations

Table B260. Satisfaction with Call-In Bulky Trash Service by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	7	6.43	0.0	0.0	0.0	0.0	28.6	14.3	42.9	14.3	0.0	71.5
26-55	113	7.50	1.8	0.9	0.9	0.9	12.4	9.7	8.0	25.7	39.8	83.2
56-65	38	7.00	2.6	2.6	0.0	2.6	15.8	15.8	13.2	10.5	36.8	76.3
Over 65	23	7.70	0.0	0.0	4.3	0.0	13.0	0.0	21.7	8.7	52.2	82.6

Table B261. Satisfaction with Call-In Bulky Trash Service by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	152	7.30	2.0	1.3	1.3	1.3	15.1	8.6	11.8	20.4	38.2	79.0
Apartment	9	7.00	0.0	0.0	0.0	0.0	11.1	22.2	33.3	22.2	11.1	88.8
Townhouse/Condo	18	8.11	0.0	0.0	0.0	0.0	5.6	16.7	0.0	16.7	61.1	94.5
Mobile home	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
Duplex	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	100.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B262. Satisfaction with Call-In Bulky Trash Service by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	25	7.44	0.0	0.0	0.0	0.0	8.0	8.0	36.0	28.0	20.0	92.0
2-5	40	6.80	5.0	2.5	0.0	2.5	12.5	20.0	10.0	20.0	27.5	77.5
6-10	45	7.53	0.0	0.0	2.2	0.0	15.6	13.3	6.7	17.8	44.4	82.2
Over 10	71	7.58	1.4	1.4	1.4	1.4	15.5	2.8	8.5	18.3	49.3	78.9

Table B263. Satisfaction with Call-In Bulky Trash Service by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	110	7.44	1.8	0.9	0.9	0.9	13.6	10.9	10.0	18.2	42.7	81.8
27513	64	7.31	1.6	1.6	1.6	1.6	12.5	9.4	12.5	25.0	34.4	81.3
27519/27560/27607	1	5.00	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0

Solid Waste: Backyard Garbage Service Crosstabulations

Table B264. Satisfaction with Backyard Garbage Service by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	10	7.30	0.0	10.0	0.0	0.0	10.0	0.0	10.0	40.0	30.0	80.0
26-55	187	7.73	1.6	0.5	2.1	5.3	4.3	2.7	9.1	27.3	47.1	86.2
56-65	55	8.18	0.0	0.0	0.0	0.0	7.3	5.5	7.3	27.3	52.7	92.8
Over 65	44	8.30	2.3	0.0	0.0	0.0	2.3	4.5	4.5	20.5	65.9	95.4

Table B265. Satisfaction with Backyard Garbage Service by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	252	7.87	1.6	0.4	1.6	2.8	5.2	3.2	7.5	29.0	48.8	88.5
Apartment	14	7.64	0.0	0.0	0.0	7.1	7.1	7.1	7.1	35.7	35.7	85.6
Townhouse/Condo	26	7.89	0.0	3.8	0.0	7.7	3.8	0.0	11.5	7.7	65.4	84.6
Mobile home	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	100.0
Duplex	4	7.75	0.0	0.0	0.0	0.0	0.0	25.0	25.0	0.0	50.0	100.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0

Table B266. Satisfaction with Backyard Garbage Service by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	27	7.63	0.0	0.0	3.7	7.4	0.0	0.0	11.1	55.6	22.2	88.9
2-5	61	7.54	3.3	0.0	0.0	4.9	6.6	8.2	8.2	27.9	41.0	85.3
6-10	68	7.72	0.0	2.9	1.5	4.4	5.9	2.9	13.2	17.6	51.5	85.2
Over 10	141	8.14	1.4	0.0	1.4	0.7	5.0	2.1	5.7	25.5	58.2	91.5

Table B267. Satisfaction with Backyard Garbage Service by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	181	7.97	1.1	0.6	1.1	2.8	3.3	4.4	8.3	26.5	51.9	91.1
27513	103	7.72	1.9	0.0	1.9	3.9	7.8	1.9	7.8	29.1	45.6	84.4
27519/27560/27607	5	8.20	0.0	0.0	0.0	0.0	0.0	0.0	20.0	40.0	40.0	100.0

Solid Waste: Curbside Garbage Service Crosstabulations

Table B268. Satisfaction with Curbside Garbage Service by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	14	7.50	0.0	0.0	7.1	7.1	0.0	0.0	14.3	42.9	28.6	85.8
26-55	209	7.90	1.9	1.9	1.0	1.9	5.3	2.4	6.7	24.4	54.5	88.0
56-65	54	8.07	0.0	1.9	1.9	0.0	3.7	0.0	11.1	31.5	50.0	92.6
Over 65	41	7.90	0.0	2.4	2.4	2.4	4.9	4.9	7.3	17.1	58.5	87.8

Table B269. Satisfaction with Curbside Garbage Service by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	274	7.91	1.5	1.5	1.5	2.2	4.7	1.8	8.0	27.4	51.5	88.7
Apartment	13	7.77	0.0	0.0	0.0	0.0	7.7	15.4	7.7	30.8	38.5	92.4
Townhouse/Condo	28	8.18	0.0	3.6	3.6	0.0	3.6	0.0	7.1	7.1	75.0	89.2
Mobile home	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	100.0
Duplex	2	5.00	0.0	50.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	100.0

Table B270. Satisfaction with Curbside Garbage Service by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	31	7.61	3.2	0.0	0.0	3.2	3.2	6.5	16.1	32.3	35.5	90.4
2-5	75	7.88	2.7	2.7	1.3	0.0	6.7	2.7	1.3	26.7	56.0	86.7
6-10	77	7.81	0.0	2.6	3.9	2.6	2.6	1.3	9.1	32.5	45.5	88.4
Over 10	136	8.07	0.7	1.5	0.7	1.5	5.1	1.5	9.6	20.6	58.8	90.5

Table B271. Satisfaction with Curbside Garbage Service by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	180	7.97	0.0	2.8	1.1	2.2	5.6	2.8	5.6	23.9	56.1	88.4
27513	121	7.83	3.3	0.8	1.7	0.8	4.1	1.7	9.9	29.8	47.9	89.3
27519/27560/27607	6	8.33	0.0	0.0	0.0	0.0	0.0	0.0	16.7	33.3	50.0	100.0

Solid Waste: Yard Waste Service Crosstabulations

Table B272. Satisfaction with Yard Waste Service by Age.

Age	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
18-25	12	7.58	0.0	0.0	0.0	8.3	0.0	8.3	16.7	41.7	25.0	91.7
26-55	227	7.68	1.8	0.9	2.2	2.2	3.1	8.8	12.8	22.9	45.4	89.9
56-65	60	7.77	1.7	0.0	0.0	0.0	10.0	8.3	11.7	21.7	46.7	88.4
Over 65	41	8.02	0.0	0.0	0.0	0.0	9.8	4.9	14.6	14.6	56.1	90.2

Table B273. Satisfaction with Yard Waste Service by Home Type.

Home Type	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
Single family	297	7.74	1.7	0.7	1.0	2.0	5.1	7.7	12.1	23.9	45.8	89.5
Apartment	15	7.20	0.0	0.0	0.0	6.7	6.7	20.0	26.7	6.7	33.3	86.7
Townhouse/Condo	27	7.78	0.0	0.0	7.4	0.0	3.7	7.4	14.8	11.1	55.6	88.9
Mobile home	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	100.0
Duplex	2	6.50	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	50.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B274. Satisfaction with Yard Waste Service by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
0-1	33	7.42	0.0	0.0	0.0	6.1	0.0	12.1	33.3	24.2	24.2	93.8
2-5	78	7.71	1.3	0.0	2.6	0.0	6.4	14.1	9.0	17.9	48.7	89.7
6-10	87	7.61	2.3	0.0	3.4	1.1	6.9	4.6	16.1	20.7	44.8	86.2
Over 10	143	7.90	1.4	0.7	0.0	2.8	4.9	6.3	8.4	25.2	50.3	90.2

Table B275. Satisfaction with Yard Waste Service by Zip Code.

Zip Code	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
27511	193	7.76	1.6	0.5	2.1	2.1	5.2	7.3	9.8	23.3	48.2	88.6
27513	134	7.64	1.5	0.0	0.7	1.5	6.0	10.4	17.9	20.9	41.0	90.2
27519/27560/27607	6	8.50	0.0	0.0	0.0	0.0	0.0	0.0	16.7	16.7	66.7	100.0

Solid Waste: Christmas Tree Collection Service Crosstabulations

Table B276. Satisfaction with Christmas Tree Collection Service by Age.

Age	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
18-25	8	6.63	0.0	0.0	0.0	12.5	37.5	0.0	0.0	25.0	25.0	50.0
26-55	166	7.68	2.4	1.8	1.8	1.8	3.6	6.6	10.8	24.7	46.4	88.5
56-65	44	7.96	0.0	0.0	0.0	0.0	11.4	6.8	9.1	20.5	52.3	88.7
Over 65	24	8.04	0.0	0.0	0.0	0.0	8.3	4.2	16.7	16.7	54.2	91.8

Table B277. Satisfaction with Christmas Tree Collection Service by Home Type.

Home Type	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
Single family	211	7.74	1.4	0.9	1.4	1.9	6.6	7.1	9.0	24.2	47.4	87.7
Apartment	11	7.36	9.1	0.0	0.0	0.0	9.1	0.0	18.2	18.2	45.5	81.9
Townhouse/Condo	18	7.72	0.0	5.6	0.0	0.0	5.6	0.0	27.8	11.1	50.0	88.9
Mobile home	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
Duplex	2	6.50	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	50.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B278. Satisfaction with Christmas Tree Collection Service by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
0-1	14	7.64	0.0	0.0	0.0	7.1	7.1	7.1	7.1	35.7	35.7	85.6
2-5	56	7.88	3.6	0.0	0.0	1.8	5.4	5.4	8.9	19.6	55.4	89.3
6-10	64	7.42	3.1	0.0	1.6	3.1	10.9	4.7	14.1	21.9	40.6	81.3
Over 10	109	7.84	0.0	1.8	1.8	0.0	6.4	7.3	10.1	23.9	48.6	89.9

Table B279. Satisfaction with Christmas Tree Collection Service by Zip Code.

Zip Code	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
27511	138	7.77	1.4	1.4	1.4	0.0	4.3	8.7	12.3	24.6	45.7	91.3
27513	93	7.63	2.2	0.0	1.1	4.3	9.7	3.2	10.8	21.5	47.3	82.8
27519/27560/27607	4	7.75	0.0	0.0	0.0	0.0	25.0	0.0	0.0	25.0	50.0	75.0

Solid Waste: Leaf Collection Service Crosstabulations

Table B280. Satisfaction with Leaf Collection Service by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	10	7.20	0.0	0.0	0.0	10.0	10.0	0.0	30.0	30.0	20.0	80.0
26-55	206	7.41	2.4	2.4	2.4	1.9	4.4	8.7	14.1	26.7	36.9	86.4
56-65	55	7.40	0.0	1.8	0.0	0.0	12.7	10.9	20.0	23.6	30.9	85.4
Over 65	30	7.53	3.3	0.0	0.0	3.3	6.7	13.3	10.0	16.7	46.7	86.7

Table B281. Satisfaction with Leaf Collection Service by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	268	7.38	2.2	2.2	1.5	2.2	6.0	8.6	16.4	25.4	35.4	85.8
Apartment	13	7.69	0.0	0.0	0.0	0.0	0.0	15.4	23.1	38.5	23.1	100.0
Townhouse/Condo	18	7.56	0.0	0.0	5.6	0.0	5.6	22.2	5.6	11.1	50.0	88.9
Mobile home	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0
Duplex	3	5.67	0.0	0.0	0.0	33.3	33.3	0.0	0.0	33.3	0.0	33.3
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B282. Satisfaction with Leaf Collection Service by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	30	7.50	3.3	0.0	3.3	0.0	0.0	10.0	20.0	33.3	30.0	93.3
2-5	68	7.44	2.9	1.5	0.0	1.5	10.3	5.9	13.2	29.4	35.3	83.8
6-10	72	7.24	2.8	1.4	2.8	4.2	2.8	11.1	19.4	23.6	31.9	86.0
Over 10	132	7.49	0.8	2.3	1.5	2.3	6.8	10.6	13.6	22.0	40.2	86.4

Table B283. Satisfaction with Leaf Collection Service by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	167	7.59	1.2	1.2	1.2	1.8	6.0	9.6	13.8	26.9	38.3	88.6
27513	122	7.12	3.3	2.5	2.5	2.5	5.7	10.7	18.9	25.4	28.7	83.7
27519/27560/27607	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0

Solid Waste: Compost Educational Workshops Crosstabulations

Table B284. Satisfaction with Compost Educational Workshops by Age.

Age	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
18-25	3	4.33	0.0	0.0	33.3	33.3	0.0	33.3	0.0	0.0	0.0	33.3
26-55	50	5.40	6.0	10.0	10.0	6.0	24.0	6.0	14.0	10.0	14.0	44.0
56-65	19	4.90	5.3	10.5	10.5	21.1	26.3	0.0	0.0	21.1	5.3	26.4
Over 65	9	4.78	0.0	11.1	11.1	33.3	22.2	0.0	0.0	22.2	0.0	22.2

Table B285. Satisfaction with Compost Educational Workshops by Home Type.

Home Type	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
Single family	69	5.17	5.8	10.1	8.7	15.9	21.7	4.3	10.1	13.0	10.1	37.5
Apartment	6	4.67	0.0	16.7	33.3	0.0	16.7	16.7	0.0	0.0	16.7	33.4
Townhouse/Condo	4	5.25	0.0	0.0	25.0	0.0	50.0	0.0	0.0	25.0	0.0	25.0
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	2	6.50	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	50.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B286. Satisfaction with Compost Educational Workshops by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
0-1	8	5.38	0.0	12.5	25.0	12.5	12.5	0.0	0.0	12.5	25.0	37.5
2-5	20	4.30	5.0	20.0	15.0	10.0	25.0	10.0	10.0	0.0	5.0	25.0
6-10	21	5.52	4.8	4.8	4.8	19.0	23.8	9.5	4.8	19.0	9.5	42.8
Over 10	32	5.53	6.3	3.1	9.4	12.5	28.1	0.0	12.5	18.8	9.4	40.7

Table B287. Satisfaction with Compost Educational Workshops by Zip Code.

Zip Code	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
			1				5				9	
27511	49	5.16	6.1	8.2	12.2	12.2	24.5	4.1	8.2	16.3	8.2	36.8
27513	28	5.07	3.6	10.7	10.7	17.9	25.0	3.6	7.1	10.7	10.7	32.1
27519/27560/27607	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	100.0

Solid Waste: Other Recycling Workshops Crosstabulations

Table B288. Satisfaction with Other Recycling Workshops by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	3	4.00	0.0	0.0	33.3	33.3	33.3	0.0	0.0	0.0	0.0	0.0
26-55	47	5.13	8.5	2.1	12.8	14.9	29.8	4.3	6.4	8.5	12.8	32.0
56-65	18	4.56	16.7	5.6	11.1	16.7	22.2	5.6	5.6	5.6	11.1	27.9
Over 65	10	5.20	0.0	0.0	30.0	20.0	20.0	0.0	0.0	20.0	10.0	30.0

Table B289. Satisfaction with Other Recycling Workshops by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	66	5.02	10.6	3.0	12.1	16.7	25.8	4.5	4.5	10.6	12.1	31.7
Apartment	7	4.43	0.0	0.0	42.9	28.6	14.3	0.0	0.0	0.0	14.3	14.3
Townhouse/Condo	4	5.00	0.0	0.0	25.0	0.0	50.0	0.0	25.0	0.0	0.0	25.0
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	1	5.00	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B290. Satisfaction with Other Recycling Workshops by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	8	5.13	0.0	0.0	25.0	37.5	12.5	0.0	0.0	0.0	25.0	25.0
2-5	19	4.32	10.5	0.0	31.6	5.3	31.6	10.5	0.0	10.5	0.0	21.0
6-10	19	5.42	0.0	5.3	15.8	10.5	36.8	5.3	0.0	10.5	15.8	31.6
Over 10	32	5.16	12.5	3.1	3.1	21.9	25.0	0.0	12.5	9.4	12.5	34.4

Table B291. Satisfaction with Other Recycling Workshops by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	47	4.77	10.6	2.1	12.8	19.1	31.9	2.1	4.3	8.5	8.5	23.4
27513	27	5.19	3.7	3.7	22.2	11.1	22.2	7.4	7.4	11.1	11.1	37.0
27519/27560/27607	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0

Use of Cary's Curbside Recycling Service Crosstabulations

Table B292. Use of Cary's Curbside Recycling Service by Age.

Age	n	% Yes	% No
18-25	18	44.4	55.6
26-55	250	83.6	16.4
56-65	63	92.1	7.9
Over 65	56	80.4	19.6

Table B293. Use of Cary's Curbside Recycling Service by Home Type.

Home Type	n	% Yes	% No
Single family	315	91.1	8.9
Apartment	31	6.5	93.5
Townhouse/Condo	38	81.6	18.4
Mobile home	2	0.0	100.0
Duplex	4	75.0	25.0
Retirement Home	1	100.0	0.0
Multi-family apt.	1	0.0	100.0

Table B294. Use of Cary's Curbside Recycling Service by Years in Cary.

Years in Cary	n	% Yes	% No
0-1	44	56.8	43.2
2-5	93	76.3	23.7
6-10	94	87.2	12.8
Over 10	159	90.6	9.4

Table B295. Use of Cary's Curbside Recycling Service by Zip Code.

Zip Code	n	% Yes	% No
27511	219	83.6	16.4
27513	151	82.1	17.9
27519/27560/27607	7	42.9	57.1

Satisfaction with Cary's Curbside Recycling Program Crosstabulations

Table B296. Satisfaction with Cary's Curbside Recycling Program by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	8	7.00	0.0	0.0	0.0	0.0	37.5	12.5	0.0	12.5	37.5	62.5
26-55	208	7.72	2.9	1.0	1.4	0.5	5.3	5.8	14.4	20.2	48.6	89.0
56-65	57	8.32	0.0	0.0	0.0	1.8	1.8	5.3	8.8	19.3	63.2	96.6
Over 65	43	8.44	0.0	2.3	0.0	0.0	0.0	2.3	7.0	18.6	69.8	97.7

Table B297. Satisfaction with Cary's Curbside Recycling Program by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	285	7.86	1.8	0.7	1.4	0.7	5.6	4.9	12.6	21.1	51.2	89.8
Apartment	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	100.0
Townhouse/Condo	30	8.10	3.3	3.3	0.0	0.0	0.0	6.7	6.7	6.7	73.3	93.4
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	3	7.67	0.0	0.0	0.0	0.0	0.0	33.3	0.0	33.3	33.3	100.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B298. Satisfaction with Cary's Curbside Recycling Program by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	24	7.29	8.3	4.2	0.0	0.0	0.0	4.2	20.8	20.8	41.7	87.5
2-5	70	7.71	2.9	0.0	2.9	1.4	4.3	8.6	8.6	21.4	50.0	88.6
6-10	81	7.69	1.2	2.5	0.0	0.0	8.6	7.4	14.8	17.3	48.1	87.6
Over 10	143	8.18	0.7	0.0	1.4	0.7	3.5	2.8	11.9	18.9	60.1	93.7

Table B299. Satisfaction with Cary's Curbside Recycling Program by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	181	8.01	1.1	1.1	1.7	0.6	3.9	5.5	9.4	19.3	57.5	91.7
27513	122	7.63	3.3	0.8	0.8	0.8	6.6	5.7	16.4	19.7	45.9	87.7
27519/27560/27607	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	100.0

Visited the Citizen Convenience Center on Dixon Avenue Crosstabulations

Table B300. Visited the Citizen Convenience Center on Dixon Avenue by Age.

Age	n	% Yes	% No
18-25	18	11.1	88.9
26-55	250	30.4	69.6
56-65	63	27.0	73.0
Over 65	56	32.1	67.9

Table B301. Visited the Citizen Convenience Center on Dixon Avenue by Home Type.

Home Type	n	% Yes	% No
Single family	315	33.7	66.3
Apartment	31	3.2	96.8
Townhouse/Condo	38	15.8	84.2
Mobile home	2	0.0	100.0
Duplex	4	0.0	100.0
Retirement Home	1	0.0	100.0
Multi-family apt.	1	0.0	100.0

Table B302. Visited the Citizen Convenience Center on Dixon Avenue by Years in Cary.

Years in Cary	n	% Yes	% No
0-1	44	11.4	88.6
2-5	93	18.3	81.7
6-10	94	28.7	71.3
Over 10	159	39.6	60.4

Table B303. Visited the Citizen Convenience Center on Dixon Avenue by Zip Code.

Zip Code	n	% Yes	% No
27511	219	27.9	72.1
27513	151	29.8	70.2
27519/27560/27607	7	14.3	85.7

Satisfaction with Citizen Convenience Center on Dixon Avenue Crosstabulations

Table B304. Satisfaction with Citizen Convenience Center on Dixon Avenue by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	2	3.50	0.0	50.0	0.0	0.0	50.0	0.0	0.0	0.0	0.0	0.0
26-55	75	8.00	0.0	0.0	1.3	0.0	2.7	6.7	14.7	32.0	42.7	96.1
56-65	19	8.11	0.0	0.0	0.0	0.0	10.5	5.3	5.3	21.1	57.9	89.6
Over 65	18	8.44	0.0	0.0	0.0	0.0	5.6	0.0	11.1	11.1	72.2	94.4

Table B305. Satisfaction with Citizen Convenience Center on Dixon Avenue by Home Type.

Home Type	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	108	7.97	0.0	0.9	0.9	0.0	5.6	5.6	12.0	27.8	47.2	92.6
Apartment	--	--	--	--	--	--	--	--	--	--	--	--
Townhouse/Condo	6	8.67	0.0	0.0	0.0	0.0	0.0	0.0	16.7	0.0	83.3	100.0
Mobile home	--	--	--	--	--	--	--	--	--	--	--	--
Duplex	--	--	--	--	--	--	--	--	--	--	--	--
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	--	--	--	--	--	--	--	--	--	--	--	--

Table B306. Satisfaction with Citizen Convenience Center on Dixon Avenue by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	6	7.33	0.0	0.0	0.0	0.0	16.7	16.7	0.0	50.0	16.7	83.4
2-5	16	7.63	0.0	0.0	6.3	0.0	6.3	12.5	12.5	12.5	50.0	87.5
6-10	27	7.85	0.0	3.7	0.0	0.0	3.7	3.7	18.5	25.9	44.4	92.5
Over 10	64	8.23	0.0	0.0	0.0	0.0	4.7	3.1	10.9	26.6	54.7	95.3

Table B307. Satisfaction with Citizen Convenience Center on Dixon Avenue by Zip Code.

Zip Code	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
27511	62	8.15	0.0	0.0	1.6	0.0	6.5	1.6	12.9	19.4	58.1	92.0
27513	45	7.93	0.0	0.0	0.0	0.0	4.4	8.9	13.3	35.6	37.8	95.6
27519/27560/27607	1	6.00	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	100.0

Support for Replacing Backyard Collection with Curbside Collection Crosstabulations

Table B308. Support for Replacing Backyard Garbage Collection with Curbside Collection by Age.

Age	n	Mean	Very Unsupportive 1	2	3	4	Average 5	6	7	8	Very Supportive 9	% Above 5
18-25	14	6.57	7.1	0.0	0.0	0.0	35.7	7.1	7.1	7.1	35.7	57.0
26-55	234	6.06	18.8	3.0	3.0	2.1	17.1	2.1	6.4	6.8	40.6	55.9
56-65	56	6.46	23.2	1.8	0.0	0.0	8.9	0.0	3.6	12.5	50.0	66.1
Over 65	49	5.98	26.5	0.0	2.0	0.0	12.2	2.0	10.2	2.0	44.9	59.1

Table B309. Support for Replacing Backyard Garbage Collection with Curbside Collection by Education.

Education	n	Mean	Very Unsupportive 1	2	3	4	Average 5	6	7	8	Very Supportive 9	% Above 5
HS/Some College	102	5.94	23.5	2.0	0.0	1.0	19.6	1.0	7.8	2.0	43.1	53.9
College Degree	251	6.22	18.7	2.4	3.2	1.6	14.3	2.4	5.6	9.2	42.6	59.8

Table B310. Support for Replacing Backyard Garbage Collection with Curbside Collection by Home Type.

Home Type	n	Mean	Very Unsupportive 1	2	3	4	Average 5	6	7	8	Very Supportive 9	% Above 5
Single family	299	6.23	19.1	2.7	2.7	1.7	13.0	2.0	8.0	7.4	43.5	60.9
Apartment	21	5.48	19.0	0.0	0.0	0.0	47.6	0.0	0.0	9.5	23.8	33.3
Townhouse/Condo	31	6.07	25.8	0.0	0.0	0.0	19.4	3.2	0.0	0.0	51.6	54.8
Mobile home	2	6.50	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	50.0
Duplex	3	1.00	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Retirement Home	--	--	--	--	--	--	--	--	--	--	--	--
Multi-family apt.	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0

Table B311. Support for Replacing Backyard Garbage Collection with Curbside Collection by Internet Access.

Internet Access	n	Mean	Very Unsupportive 1	2	3	4	Average 5	6	7	8	Very Supportive 9	% Above 5
Have Access	327	6.19	19.0	2.4	2.4	1.8	15.6	1.2	7.3	8.0	42.2	58.7
No Access	32	5.88	28.1	0.0	0.0	0.0	15.6	6.3	3.1	0.0	46.9	56.3

Table B312. Support for Replacing Backyard Garbage Collection with Curbside Collection by Race.

Race	n	Mean	Very Unsupportive 1	2	3	4	Average 5	6	7	8	Very Supportive 9	% Above 5
Caucasian	305	6.15	20.0	2.6	2.3	1.6	14.4	2.0	6.9	6.9	43.3	59.1
African-American	16	6.13	25.0	0.0	0.0	0.0	18.8	0.0	0.0	12.5	43.8	56.3
Asian	16	6.13	6.3	0.0	0.0	0.0	50.0	6.3	6.3	6.3	25.0	43.9
Hispanic	6	5.50	33.3	0.0	0.0	0.0	16.7	0.0	0.0	16.7	33.3	50.0
Other	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0

Table B313. Support for Replacing Backyard Garbage Collection with Curbside Collection by Years in Cary.

Years in Cary	n	Mean	Very Unsupportive 1	2	3	4	Average 5	6	7	8	Very Supportive 9	% Above 5
0-1	38	6.34	13.2	0.0	0.0	0.0	36.8	0.0	2.6	7.9	39.5	50.0
2-5	85	6.14	14.1	4.7	3.5	2.4	18.8	1.2	9.4	9.4	36.5	56.5
6-10	84	6.31	19.0	1.2	3.6	2.4	9.5	4.8	7.1	8.3	44.0	64.2
Over 10	148	6.03	25.0	2.0	1.4	1.4	12.2	1.4	5.4	4.7	46.6	58.1

Table B314. Support for Replacing Backyard Garbage Collection with Curbside Collection by Zip Code.

Zip Code	n	Mean	Very Unsupportive 1	2	3	4	Average 5	6	7	8	Very Supportive 9	% Above 5
27511	203	5.91	24.6	2.0	2.5	0.5	14.8	1.5	5.9	5.4	42.9	55.7
27513	135	6.54	12.6	3.0	2.2	3.0	16.3	2.2	8.1	8.1	44.4	62.8
27519/27560/27607	7	6.57	14.3	0.0	0.0	0.0	28.6	0.0	0.0	14.3	42.9	57.2

Storm Drains Crosstabulations

Table B315. Acceptable Materials for Storm Drains by Age.

Materials	18-25 (% Yes)	26-55 (% Yes)	56-65 (% Yes)	Over 65 (% Yes)
Rainwater from gutters	83.3	91.9	87.1	79.2
Sprinkler and irrigation runoff	83.3	87.3	75.8	79.2
Rinse water from washing car	72.2	62.3	64.5	62.3
Water from swimming pool	50.0	25.5	29.0	26.4
Grass, leaves, natural vegetation	50.0	17.0	17.7	7.5
Grease and oil	5.6	0.4	1.6	0.0
Paint	5.6	0.0	0.0	0.0

Table B316. Acceptable Materials for Storm Drains by Education.

Materials	HS/Some College (% Yes)	College Degree (% Yes)
Rainwater from gutters	84.5	90.8
Sprinkler and irrigation runoff	79.8	85.9
Rinse water from washing car	61.8	63.8
Water from swimming pool	30.9	26.6
Grass, leaves, natural vegetation	12.7	19.6
Grease and oil	0.9	0.7
Paint	0.0	0.4

Table B317. Acceptable Materials for Storm Drains by Home Type.

Materials	Single Family (% Yes)	Apartment (% Yes)	Townhouse/ Condo (% Yes)	Mobile Home (% Yes)	Duplex (% Yes)	Retirement Home (% Yes)	Multi-Family Apartment (% Yes)
Rainwater from gutters	91.0	77.4	86.1	50.0	50.0	--	100.0
Sprinkler and irrigation runoff	86.7	74.2	77.8	50.0	50.0	--	100.0
Rinse water from washing car	66.9	45.2	52.8	50.0	50.0	--	0.0
Water from swimming pool	27.7	38.7	22.2	0.0	25.0	--	100.0
Grass, leaves, natural vegetation	17.7	29.0	5.6	0.0	25.0	--	100.0
Grease and oil	0.6	3.2	0.0	0.0	0.0	--	0.0
Paint	0.0	3.2	0.0	0.0	0.0	--	0.0

Table B318. Acceptable Materials for Storm Drains by Income.

Materials	0-\$20,000 (% Yes)	\$20,001-\$30,000 (% Yes)	\$30,001-\$50,000 (% Yes)	\$50,001-\$70,000 (% Yes)	\$70,001-\$100,000 (% Yes)	Over \$100,000 (% Yes)
Rainwater from gutters	92.3	88.0	85.4	92.6	88.4	93.1
Sprinkler and irrigation runoff	69.2	84.0	87.8	79.6	84.1	89.1
Rinse water from washing car	7.7	52.0	65.9	66.7	69.6	58.8
Water from swimming pool	23.1	36.0	26.8	37.0	29.0	26.5
Grass, leaves, natural vegetation	15.4	28.0	9.8	14.8	14.5	22.5
Grease and oil	0.0	0.0	0.0	0.0	4.3	0.0
Paint	0.0	0.0	0.0	0.0	1.4	0.0

Table B319. Acceptable Materials for Storm Drains by Internet Access.

Materials	Have Access (% Yes)	No Access (% Yes)
Rainwater from gutters	90.3	74.3
Sprinkler and irrigation runoff	85.1	80.0
Rinse water from washing car	64.9	48.6
Water from swimming pool	29.1	20.0
Grass, leaves, natural vegetation	18.2	11.4
Grease and oil	0.9	0.0
Paint	0.3	0.0

Table B320. Acceptable Materials for Storm Drains by Years in Cary.

Materials	0-1 (% Yes)	2-5 (% Yes)	6-10 (% Yes)	Over 10 (% Yes)
Rainwater from gutters	84.1	89.2	89.0	90.3
Sprinkler and irrigation runoff	81.8	86.0	78.9	87.7
Rinse water from washing car	52.3	61.3	62.6	67.1
Water from swimming pool	34.1	24.7	25.3	30.3
Grass, leaves, natural vegetation	25.0	16.1	9.9	21.3
Grease and oil	2.3	0.0	0.0	1.3
Paint	2.3	0.0	0.0	0.0

Table B322. Acceptable Materials for Storm Drains by Zip Code.

Materials	27511 (% Yes)	27513 (% Yes)	27519/27560/ 27607 (% Yes)
Rainwater from gutters	87.0	91.9	85.7
Sprinkler and irrigation runoff	82.2	87.2	85.7
Rinse water from washing car	59.5	69.6	42.9
Water from swimming pool	26.5	29.7	57.1
Grass, leaves, natural vegetation	16.3	19.6	42.9
Grease and oil	0.9	0.7	0.0
Paint	0.0	0.7	0.0

Amphitheater at Regency Park Events Crosstabulations

Table B323. Attendance in Types of Events at the Amphitheatre at Regency Park by Age.

18-25 (% Yes) n=18	26-55 (% Yes) n=244	56-65 (% Yes) n=62	Over 65 (% Yes) n=52
Festivals (66.7)	Festivals (80.7)	NC Symphony (77.8)	NC Symphony (56.6)
Movies (66.7)	Family entertainment (80.1)	Festivals (71.0)	Festivals (50.0)
Outdoor theatre (66.7)	Outdoor theatre (78.5)	Contemporary music (69.8)	Outdoor theatre (50.0)
Contemporary music (61.1)	NC Symphony (70.7)	Family entertainment (69.4)	Family entertainment (44.2)
Rock or jazz (61.1)	Rock or jazz (70.3)	Outdoor theatre (67.7)	Dance performances (38.5)
NC Symphony (55.6)	Movies (67.9)	Movies (56.5)	Country music (37.7)
Family entertainment (50.0)	Dance performances (63.5)	Country music (52.4)	Movies (34.6)
Dance performances (38.9)	Contemporary music (62.9)	Dance performances (45.2)	Contemporary music (30.2)
Country music (16.7)	Country music (45.9)	Rock or jazz (42.9)	Rock or jazz (17.0)

Table B324. Attendance in Types of Events at the Amphitheatre at Regency Park by Children in Household Under 18.

Have Children (% Yes) n=166	No Children (% Yes) n=213
Family entertainment (88.0)	Festivals (69.5)
Outdoor theatre (80.8)	NC Symphony (66.7)
Festivals (80.7)	Outdoor theatre (65.0)
NC Symphony (71.9)	Family entertainment (58.9)
Movies (69.5)	Contemporary music (56.5)
Rock or jazz (67.1)	Movies (55.1)
Dance performances (65.1)	Rock or jazz (50.9)
Contemporary music (63.9)	Dance performances (48.8)
Country music (43.7)	Country music (45.4)

Table B325. Attendance in Types of Events at the Amphitheatre at Regency Park by Zip Code.

27511 (% Yes) n=212	27513 (% Yes) n=147	27519/27560/27607 (% Yes) n=7
Festivals (70.3)	Festivals (80.3)	Family entertainment (85.7)
Outdoor theatre (67.9)	Outdoor theatre (79.9)	Festivals (85.7)
Family entertainment (67.9)	Family entertainment (77.9)	NC Symphony (71.4)
NC Symphony (67.3)	NC Symphony (71.8)	Rock or jazz (71.4)
Contemporary music (58.7)	Movies (70.5)	Movies (57.1)
Movies (56.1)	Rock or jazz (67.1)	Contemporary music (42.9)
Dance performances (52.8)	Dance performances (62.6)	Dance performances (42.9)
Rock or jazz (52.8)	Contemporary music (62.4)	Country music (28.6)
Country music (41.6)	Country music (50.3)	Outdoor theatre (28.6)

Amphitheatre at Regency Park Information Sources Crosstabulations

Table B326. Where Respondents Hear About Events at the Amphitheatre at Regency Park by Age (Mean).

18-25 (n=15)	26-55 (n=230)	56-65 (n=53)	Over 65 (n=35)
Radio (5.67)	News & Observer (5.98)	News & Observer (6.65)	News & Observer (5.79)
Other television (5.06)	Radio (5.60)	Other television (5.54)	Friends and family (4.62)
Friends and family (4.44)	Friends and family (5.31)	Cary's BUD (5.27)	Cary's BUD (4.60)
News & Observer (4.44)	Other television (5.20)	Friends and family (5.20)	Other television (4.58)
Other websites (4.19)	Cary News (4.17)	Radio (5.20)	Cary News (3.95)
Amphitheatre website (4.00)	Cary's BUD (4.02)	Cary News (4.78)	Radio (3.53)
Independent Weekly (3.94)	Independent Weekly (3.46)	Cary TV/BUD TV (3.84)	Cary TV/BUD TV (3.26)
Cary News (3.56)	Other websites (3.40)	Independent Weekly (3.31)	Posters and flyers (2.61)
Posters and flyers (3.44)	Cary's Website (3.29)	Posters and flyers (3.16)	Independent Weekly (2.30)
Cary TV/BUD TV (2.80)	Posters and flyers (3.00)	Cary's Website (2.39)	Cary's Website (2.20)
Cary's Website (2.56)	Amphitheatre website (2.97)	Other websites (2.25)	Other websites (1.51)
Cary's BUD (2.19)	Cary TV/BUD TV (2.59)	Amphitheatre website (2.23)	Amphitheatre website (1.29)

Table B327. Where Respondents Hear About Events at the Amphitheatre at Regency Park by Income (Mean).

0-\$20,000 (n=7)	\$20,001-\$30,000 (n=23)	\$30,001-\$50,000 (n=31)	\$50,001-\$70,000 (n=47)	\$70,001-\$100,000 (n=66)	Over \$100,000 (n=97)
Radio (8.13)	Radio (6.00)	News & Observer (5.79)	News & Observer (5.69)	News & Observer (6.06)	News & Observer (6.14)
Other television (7.13)	News & Observer (5.39)	Radio (5.74)	Radio (5.39)	Friends and family (5.22)	Radio (5.51)
Friends and family (6.38)	Other television (5.35)	Other television (5.56)	Other television (5.00)	Radio (5.21)	Other television (5.36)
News & Observer (5.75)	Friends and family (4.39)	Friends and family (5.03)	Friends and family (4.98)	Cary's BUD (4.71)	Friends and family (5.12)
Cary News (2.38)	Cary's BUD (3.83)	Cary's BUD (4.03)	Cary's BUD (4.62)	Other television (4.70)	Cary News (4.81)
Other websites (2.38)	Cary News (3.78)	Cary News (3.85)	Cary News (4.27)	Cary News (4.23)	Cary's BUD (3.74)
Amphitheatre website (2.13)	Independent Weekly (2.78)	Posters and flyers (3.71)	Independent Weekly (3.87)	Independent Weekly (3.65)	Other websites (3.41)
Cary TV/BUD TV (1.71)	Other websites (2.65)	Cary TV/BUD TV (3.41)	Cary's Website (3.85)	Posters and flyers (3.36)	Cary's Website (3.12)
Cary's BUD (1.50)	Cary TV/BUD TV (2.61)	Other websites (3.32)	Amphitheatre website (3.36)	Cary's Website (3.19)	Independent Weekly (3.05)
Posters and flyers (1.50)	Posters and flyers (2.26)	Cary's Website (3.00)	Other websites (3.19)	Other websites (3.17)	Cary TV/BUD TV (2.97)
Independent Weekly (1.38)	Amphitheatre website (2.09)	Independent Weekly (2.88)	Posters and flyers (2.96)	Amphitheatre website (2.96)	Amphitheatre website (2.91)
Cary's Website (1.00)	Cary's Website (1.52)	Amphitheatre website (1.81)	Cary TV/BUD TV (2.63)	Cary TV/BUD TV (2.64)	Posters and flyers (2.65)

Table B328. Where Respondents Hear About Events at the Amphitheatre at Regency Park by Zip Code (Mean).

27511 (n=180)	27513 (n=140)	27519/27560/27607 (n=6)
News & Observer (6.24)	News & Observer (5.77)	Other television (6.71)
Other television (5.20)	Radio (5.68)	News & Observer (6.43)
Radio (5.20)	Friends and family (5.27)	Friends and family (6.43)
Friends and family (5.10)	Other television (5.26)	Radio (5.29)
Cary's BUD (4.43)	Cary News (4.47)	Cary's BUD (4.57)
Cary News (4.16)	Cary's BUD (3.91)	Cary News (4.00)
Independent Weekly (3.31)	Other websites (3.50)	Other websites (3.71)
Cary TV/BUD TV (3.21)	Independent Weekly (3.48)	Cary's Website (3.00)
Other websites (2.81)	Cary's Website (3.30)	Independent Weekly (2.71)
Cary's Website (2.74)	Amphitheatre website (2.89)	Amphitheatre website (2.14)
Amphitheatre website (2.51)	Cary TV/BUD TV (2.54)	Cary TV/BUD TV (1.67)

Comprehensive Bicycle Program Crosstabulations

Table B329. Familiarity with Cary's Comprehensive Bicycle Program by Children in Household Under 18.

Children	n	% Yes	% No
Have children	167	52.1	47.9
No children	217	56.2	43.8

Table B330. Familiarity with Cary's Comprehensive Bicycle Program by Home Type.

Home Type	n	% Yes	% No
Single family	312	56.4	43.6
Apartment	31	38.7	61.3
Townhouse/Condo	36	52.8	47.2
Mobile home	2	50.0	50.0
Duplex	4	50.0	50.0
Retirement Home	--	--	--
Multi-family apt.	1	0.0	100.0

Table B331. Familiarity with Cary's Comprehensive Bicycle Program by Years in Cary.

Years in Cary	n	% Yes	% No
0-1	44	43.2	56.8
2-5	93	58.1	41.9
6-10	91	53.8	46.2
Over 10	157	56.1	43.9

Table B332. Familiarity with Cary's Comprehensive Bicycle Program by Zip Code.

Zip Code	n	% Yes	% No
27511	215	51.2	48.8
27513	149	59.1	40.9
27519/27560/27607	7	28.6	71.4

Viewership of Monthly News Magazine BUD TV Crosstabulations

Table B334. How Often Respondents Watch the Monthly Magazine Program BUD TV on Cary TV 11 by Age.

Age	n	Several Times a Month	At Least Once a Month	Several Times a Year	At Least Once a Year	Never	Not Sure
18-25	18	0.0	5.6	5.6	5.6	83.3	0.0
26-55	246	3.7	8.5	12.6	8.1	65.9	1.2
56-65	63	3.2	20.6	15.9	4.8	55.6	0.0
Over 65	54	5.6	18.5	18.5	5.6	48.1	3.7

Table B335. How Often Respondents Watch the Monthly Magazine Program BUD TV on Cary TV 11 by Home Type.

Home Type	n	Several Times a Month	At Least Once a Month	Several Times a Year	At Least Once a Year	Never	Not Sure
Single family	311	3.2	10.9	13.5	8.4	62.4	1.6
Apartment	30	0.0	16.7	16.7	0.0	66.7	0.0
Townhouse/Condo	36	8.3	16.7	13.9	2.8	58.3	0.0
Mobile home	2	0.0	0.0	0.0	0.0	100.0	0.0
Duplex	4	25.0	0.0	0.0	25.0	50.0	0.0
Retirement Home	1	0.0	0.0	0.0	0.0	100.0	0.0
Multi-family apt.	1	0.0	0.0	0.0	0.0	100.0	0.0

Table B336. How Often Respondents Watch the Monthly Magazine Program BUD TV on Cary TV 11 by Race.

Race	n	Several Times a Month	At Least Once a Month	Several Times a Year	At Least Once a Year	Never	Not Sure
Caucasian	322	4.0	12.1	12.4	7.8	62.4	1.2
African-American	20	5.0	20.0	15.0	0.0	60.0	0.0
Asian	21	0.0	9.5	19.0	4.8	61.9	4.8
Hispanic	7	0.0	0.0	14.3	14.3	71.4	0.0
Other	4	0.0	0.0	25.0	0.0	75.0	0.0

Table B337. How Often Respondents Watch the Monthly Magazine Program BUD TV on Cary TV 11 by Years in Cary.

Years in Cary	n	Several Times a Month	At Least Once a Month	Several Times a Year	At Least Once a Year	Never	Not Sure
0-1	43	2.3	11.6	16.3	4.7	62.8	2.3
2-5	93	1.1	7.5	14.0	4.3	71.0	2.2
6-10	92	6.5	10.9	13.0	8.7	59.8	1.1
10 or more	157	3.8	14.6	12.7	9.6	58.6	0.6

Table B338. How Often Respondents Watch the Monthly Magazine Program BUD TV on Cary TV 11 by Zip Code.

Zip Code	n	Several Times a Month	At Least Once a Month	Several Times a Year	At Least Once a Year	Never	Not Sure
27511	215	5.1	11.6	14.9	7.0	60.0	1.4
27513	148	2.0	12.2	11.5	8.1	65.5	0.7
27519/27560/27607	7	0.0	0.0	0.0	0.0	85.7	14.3

Viewership of Electronic Bulletin Board Messages Crosstabulations

Table B339. How Often Respondents Watch the Electronic Bulletin Board Messages on Cary TV 11 by Age.

Age	n	Several Times a Day	At Least Once a Day	At Least Once a Week	At Least Once a Month	Never	Not Sure
18-25	18	0.0	0.0	16.7	16.7	66.7	0.0
26-55	246	0.8	1.6	6.9	24.4	63.0	3.3
56-65	62	0.0	4.8	12.9	29.0	50.0	3.2
Over 65	55	0.0	9.1	10.9	21.8	54.5	3.6

Table B340. How Often Respondents Watch the Electronic Bulletin Board Messages on Cary TV 11 by Home Type.

Home Type	n	Several Times a Day	At Least Once a Day	At Least Once a Week	At Least Once a Month	Never	Not Sure
Single family	310	0.6	2.6	8.7	25.5	59.0	3.5
Apartment	30	0.0	3.3	13.3	16.7	63.3	3.3
Townhouse/Condo	38	0.0	7.9	7.9	23.7	60.5	0.0
Mobile home	2	0.0	0.0	0.0	0.0	100.0	0.0
Duplex	4	0.0	0.0	0.0	25.0	75.0	0.0
Retirement Home	1	0.0	0.0	0.0	0.0	100.0	0.0
Multi-family apt.	1	0.0	0.0	0.0	0.0	100.0	0.0

Table B341. How Often Respondents Watch the Electronic Bulletin Board Messages on Cary TV 11 by Race.

Race	n	Several Times a Day	At Least Once a Day	At Least Once a Week	At Least Once a Month	Never	Not Sure
Caucasian	324	0.6	3.7	8.6	24.7	59.0	3.4
African-American	19	0.0	0.0	21.1	26.3	52.6	0.0
Asian	21	0.0	0.0	4.8	28.6	61.9	4.8
Hispanic	7	0.0	0.0	0.0	14.3	85.7	0.0
Other	4	0.0	0.0	0.0	25.0	75.0	0.0

Table B342. How Often Respondents Watch the Electronic Bulletin Board Messages on Cary TV 11 by Years in Cary.

Years in Cary	n	Several Times a Day	At Least Once a Day	At Least Once a Week	At Least Once a Month	Never	Not Sure
0-1	43	2.3	0.0	11.6	16.3	67.4	2.3
2-5	93	1.1	2.2	10.8	20.4	61.3	4.3
6-10	93	0.0	2.2	8.6	28.0	59.1	2.2
10 or more	157	0.0	5.1	7.0	27.4	57.3	3.2

Table B343. How Often Respondents Watch the Electronic Bulletin Board Messages on Cary TV 11 by Zip Code.

Zip Code	n	Several Times a Day	At Least Once a Day	At Least Once a Week	At Least Once a Month	Never	Not Sure
27511	216	0.5	3.7	10.2	24.1	58.8	2.8
27513	148	0.7	0.7	8.1	25.7	61.5	3.4
27519/27560/27607	7	0.0	0.0	0.0	0.0	85.7	14.3

Appendix C

Additional Police Department Services

Please list any services you would like from the Cary Police Department not now being provided or provide with greater support?

- They do a good job (23)
- Increased enforcement of speeding with areas specifically mentioned including Lochmere Drive, Cary Parkway, Griffin Street, Walnut Street, Oaks Drive (15)
- Higher visibility in neighborhoods (12)
- Increase number of officers (3)
- Catch people running red lights (2)
- Consider having a K-9 unit (2)
- Have more of a presence like a neighborhood watch.
- More neighborhood patrols at night
- Control the teens
- Better training of new officers
- Carry through of tasks – ex. barking dog and the owner wasn't home
- The Police park cars at the banks and it's a really great idea; should really be more supported
- Enforce noise ordinance at night
- Have a better way of handling missing older people
- Monitor traffic around schools – due to a girl being hit in front of the school
- Better training on crimes especially those that are less frequently encountered
- Monitor other streets other than Maynard
- More on white-collar crime and less on traffic violations like speeding and more on traffic changing lanes with no signals
- Use of handicap decals by non-handicapped people; parking in fire lanes at stores
- Return calls – Animal Control did not return my call
- My car was broken into and they came and did a report and I never heard anymore about it
- Have more officers on foot; hire more marshals and get more officers trained in long range shooting with deer rifles
- They were very helpful with helping her make sure her grandson's car seat was safe
- Would like Police to enforce tickets to people who park on the wrong way on the streets
- The corner of Cedar and Ward Street, the kids skateboard on the street and the Police can do nothing
- Quit parking Police cars in the same spots for weeks on time as a decoy; it does not help crime
- Cut down the size of the Police force; there is no crime and they have tons of officers around doing nothing
- Educate about safety; love the bicycle Police
- There are a lot of squad cars parked empty in the same spot; they should be moved around
- I was arrested and was not read my rights
- Have the shooting range open to the public
- More patrolling of the greenways; have trash bins for animal waste when walking dogs
- Don't hide out on Maynard Road church parking lot
- They have all these cars that never move; how can they afford it
- Have the Police Department have a program in high school about personal safety

- Stop speed traps
- Enforce building permits
- Could do more about kids skateboarding in the streets - they don't wear helmets; don't like to see infants not wearing seatbelts – they are just running around in the back seat

Appendix D

Town Park & Recreation or Cultural Program

Town Park & Recreation or Cultural Program attended.

- Baseball (19)
- Basketball (15)
- Lazy Days (15)
- Art class (8)
- Can't remember (8)
- Parks/Park event (8)
- Senior Center (8)
- Bon Park (6)
- Softball (6)
- T-Ball (6)
- Karate (5)
- Sports (5)
- Spring Days (5)
- Concerts (4)
- Jordan Hall (4)
- Tennis (4)
- Cary Band Day (3)
- Dances/Dance class (3)
- Musical series (3)
- Plays (3)
- Baby sitting (2)
- Community Center (2)
- Easter Egg Hunt (2)
- Exercise (2)
- Fireworks (2)
- Lighting of trees (2)
- Pre-school get together (2)
- Regency Park (2)
- Teen Arts (2)
- Variety of events/activities (2)
- Workshops (2)
- Aerobics
- Crafts
- Basketball Camp
- Bike awareness
- Black Greenway
- Camp
- Cary Festival
- Cary Teen Council
- Cookout for pool opening

- Day Camps
- Dog Watch
- Festival (Fall Leaf and Indian)
- Fun Run
- Hemlock Bluffs Natures
- Hemlock class
- Hobbitt
- Jazz classes
- Jordan Arts
- Jump & Grow
- K-Road Race
- King March
- Kwanza celebration
- Little gym class
- Page Walker
- Parades
- Pastel class
- Pop Warner
- Portrait group
- Ritter Park Shelter
- Ropes Program
- Sculpting
- Soccer
- Toddler & Pre-school Art class
- Volleyball
- Watercolor class
- Youth sports

Appendix E

Most Important Issue Facing the Town

What do you feel is the one most important issue facing the Town of Cary?

- Growth management/development (156)
- Traffic (51)
- Schools (29)
- Improving street and road conditions (23)
- Annexation (8)
- Improving infrastructure to match growth (8)
- Budget/Finances (7)
- Keep taxes from increasing (7)
- No issues/Good place to live (7)
- Overpopulation (7)
- Water issues/quality (7)
- Maintain environment (6)
- School redistricting (5)
- Public transportation (4)
- Safety (4)
- Affordable housing (3)
- Better traffic control with traffic lights (3)
- Need more cultural activities (3)
- Traffic law enforcement (3)
- Better public libraries (2)
- Changing the image people have of Cary (2)
- Jobs (2)
- Mayor Lang (2)
- Politics (2)
- Storm water runoff (2)
- Managing growth to maintain the standard of living
- Littering on roads
- Parking
- Preserving the old buildings downtown
- Need more new businesses
- Lack of teachers
- School building needed
- Diversity in schools
- Sewer capacity
- Need bike paths
- Better planning needed
- Need more activities for public to get-together
- Teen problems
- Property taxes
- Raise taxes if needed

- Damaging of recycling bins
- Absentee landlords renting to students
- Sidewalks
- Economy
- Keep business open later
- Update stoplights/electronic devices
- Crosswalks
- Poor bike lanes
- More information about the Town available to citizens
- Keep strong tax base
- Maintaining older part of the Town
- New mayor favors realtors instead of land
- More adult activities
- Diversity
- More police
- Aquatic Center
- Too many apartments
- More nightlife
- Town favors developers not citizens
- Well run financial, good staff
- Lighting on dark streets
- Improve downtown area
- Working better with surrounding areas

Appendix F

One Action to Improve Cary

If you could act as the Mayor, Town Manager, and Town Council all rolled into one, what one action would you take to improve Cary?

- Growth management (35)
- Improve/expand road and streets (24)
- Improve traffic (21)
- Improve schools (20)
- Improve police patrols/stop speeding (9)
- Doing a good job (8)
- Improve downtown business and activities (8)
- Improve public transportation methods (7)
- Street maintenance (7)
- Add more bike lanes (6)
- Eliminate school reassignments (6)
- Maintain or increase number of neighborhood schools (6)
- More community activities (6)
- Preserve greenspace (6)
- Synchronize stoplights (6)
- Improve infrastructure (5)
- Preserve trees (5)
- Better comprehensive growth plan (4)
- Maintain/lower current taxes (4)
- Safety (4)
- Improve roads around Crossroads (3)
- Improve water (3)
- Make Town accountable for where they spend money (3)
- More parks & recreation (3)
- Move more utilities underground (3)
- Too many Town rules/restrictions (3)
- Aquatic center (2)
- Create more jobs (2)
- Have developers build more schools to adapt to growth (2)
- Improve sewers (2)
- Maintain Old Cary and Historic Cary (2)
- More parks (2)
- More teen activities (2)
- Need sidewalks in neighborhood (2)
- Talk to people (2)
- Teen problems (2)
- Try to keep small business owners (2)
- Upkeep of rental property (2)
- Develop mission statement

- Keep older businesses alive
- Build cultural arts center
- Limit building
- Use bigger lots
- Own school system for Cary
- Limited the development of businesses
- Maintain a high standard appearance
- More local entertainment
- More independent businesses
- Improve debt
- Better spending habits
- More Town meetings
- Make sure all signs are understandable and in the proper place
- Enforce stopping loud music at a certain hour
- Stop annexation
- Don't add traffic lights
- Not so particular on colors of roofs
- Put signs for littering
- Noise from airport
- Sign ordinances are great
- Give the employees of Town the incentive to work – 5% increase
- Improve public service – better people skills
- More recreational facilities
- Building codes too strict
- Cary businesses close too early
- Power outages
- Alleviating flood problems
- Support school tax
- Curbside recycling
- Have statues of founders
- Getting things to work better
- More citizen input
- Better communication with citizens
- Long-range revenue will support what needs to be done
- Kick out yuppies and soccer moms
- They have done that with new mayor
- Get off the back of people that do not want to go in Cary
- Friendly Town
- Make developers pay the taxes for schools to support the growth instead of people without children in schools
- People need to be more polite on the road
- Care more about being part of Wake County than separating the two
- Replace mobile home parks with cottage housing
- Review budget
- Measure performance of Town offices and cut costs

- Encourage land owners with less taxes to improve appearance
- Improve the size of waste department or extent of what you can bring
- Slow development around Lake Jordan
- More affordable housing
- Control littering from recycling pickups
- Better handling of the franchise between the Town and Time Warner Cable
- Regular trash pickup
- Narrow-minded bureaucracy
- Waste pickup has gone downhill
- New coverage in newspapers about Cary schools
- Build YMCA public place
- Improve economic development
- Residents who live off Cary Parkway have to pay upkeep of it, get rid of that
- Add library
- Improve housing
- Put in less strip malls
- Get more involved with the Board of Education
- More post offices