

TOWN of CARY

BIENNIAL CITIZEN SURVEY REPORT

TOWN OF CARY, NORTH CAROLINA
2020



EXECUTIVE SUMMARY

The results for the Town of Cary's 2020 Biennial Citizen Survey were exceptionally positive and reflect the best ratings the Town has earned for any survey period. A total of 400 residents were surveyed and the resulting margin of error was $\pm 4.89\%$. The telephone survey methodology included listed, unlisted, and wireless numbers in the sampling frame with 92.8% of the numbers contacted being wireless.

The **Town Government staff** received very high marks for the seven service dimensions measured with no grades falling below A-. The grades improved for courteous (A- to A) and promptness of response (B+ to A-) with the grades remaining unchanged (A-) for helpful, professionalism, knowledgeable, and quality of customer service. Fairness was assessed for the first time in this survey and earned an A-. The overall combined ratings earned this year represent the highest to date for the staff.

The Town Government staff
received very high marks for
the seven service dimensions
with no grades falling below A-.

The **cleanliness and appearance of public areas** continued to earn exceptionally strong ratings from the respondents with a degree of improvement. The grades increased from B+ to A- for bus shelters, streets, and median/roadsides while the grades for parks and greenways remained unchanged at the A level.

The Town's rating improved for how well they **maintain traffic signals** (B to B+) and streets (C+ to B-). The maintenance of sidewalks remained a very solid B. How well Cary maintains traffic signs and street pavement markings were measured for the first time this year with impressive grades of A- and B+, respectively. The grade of B- for streets represents the highest rating the Town has earned and this area has historically been one of the Town's lowest rated in previous surveys. The streets and roads mentioned most frequently as needing attention were Maynard Road and High House Road.

The **Cary Police Department** garnered excellent ratings this year which have improved across all service dimensions. The grades increased for fairness (A- to A), courteous (A- to A), competence (A- to A), response time (B+ to A), and problem solving (B+ to A-). These are the best combined marks the Police Department has earned by a substantial margin. The **Cary Fire Department** continued to earn the best overall ratings for any department examined in the survey. The department earned A+ grades for fairness, courteous, competence, response time, and problem solving. In addition, the **Parks & Recreation Department** received excellent ratings again this year also the highest the depart-

ment has earned. The grade improved for cost or fee (A- to A) with all the other grades remaining at the A level for facility quality, overall experience, program quality, instructor/coach quality, and ease of registration.

The respondents were positive in their rating of **Cary as a place to live** giving the Town a mean score of 8.30 (8.15 in 2018) on the 9-point scale. This would equate to a grade of A-. There were 98.7% of the responses on the "desirable" side of the scale and only 0.3% on the "undesirable" side. The respondents also perceived the **quality of life** in Cary as improving. While most of the respondents (52.3%) perceived the quality of life as unchanged, the percentage on the "better" side of the scale exceeded the "worse" side 39.8% versus 7.9% (30.2% versus 12.9% in 2018). The **overall quality of the services provided** by Cary earned a grade of B+ (B in 2018) and the overall value of the services provided for the taxes and fees paid earned at C+(B- in 2018). The respondents were also asked if they would **recommend Cary as a place to relocate**. There were 90.0% who would recommend Cary with 6.8% responding "maybe" and only 3.3% responding "no." These percentages were virtually unchanged from 2018.

When asked the **most important issue facing Cary**, the primary response was growth-related concerns with 132 comments. Other key issues were traffic (61 comments), affordable housing (23 comments), schools (21 comments), infrastructure (17 comments), and cutting down trees/greenpace (14 comments). In 2018, the key issues were growth-related concerns (147 comments), traffic (75 comments), schools (32 comments), streets/roads (19 comments), crime/safety (18 comments), and infrastructure (18 comments).

There was an increased **perception of feeling safe** in Cary overall this year. The mean was 8.35 with 99.0% answering on the "safe" side of the scale. This mean has increased from 8.22 in 2018 and represents the highest rating the Town has earned to date.

The top ten major **information sources** (in order) used by the respondents include word-of-mouth, Cary's website, BUD, television, Facebook, Nextdoor, Raleigh News & Observer, radio, Cary Citizen website, and Parks & Recreation Brochure. The top five information sources were unchanged from 2018. The biggest increases among other sources in the top ten were Nextdoor (9th to 6th) and radio (10th to 8th) while the biggest decreases were Cary Citizen website (6th to 9th) and Parks & Recreation Brochure (8th to 10th). Two new sources rated for the first time this year were WAZE (12th) and 311 (20th).

There has been a marked improvement in the **effectiveness of Cary's communication efforts** with citizens as compared to 2018. There was a stronger level of satisfaction for Cary making information available to citizens about important services, projects, issues, and programs. This year's mean was 7.69 (7.49 in 2018)

with 91.2% on the “satisfied” side of the scale this year. This represents the highest mean the Town has earned. In addition, the respondents were satisfied with the opportunities Cary gives citizens to participate in the decision-making process. The mean rose this year from 6.98 to 7.53 with 87.8% on the “satisfied” side of the scale. This also represents the highest mean the Town has earned.

Solid Waste Services continued to receive very good marks this year with improvement for all the curbside collection services. The grades improved for garbage collection (A-to A), yard waste collection (B+to A-), recycling collection (B+to A-), and loose leaf collection (B to A-). This represents the highest overall combined ratings the department has earned.

The **Town Council focus areas** continued to earn good ratings this year with somewhat mixed results. The means improved for two of the focus areas while three other areas declined. The highest level of satisfaction was for the overall job the Town is doing on recreational facilities. The mean this year was 8.17 improving from 8.02 in 2018. There were 96.7% of the respondents on the “satisfied” side of the scale and the grade improved from a B+ to A- representing the highest rating the Town has earned for recreational facilities. The respondents were also satisfied with the Town Council being effective in keeping Cary the best place to live, work, and enjoy. The mean increased from 7.75 to 7.80 with 92.0% on the “effective” side of the scale with the grade improving from B to B+. However, there was a decline for the job the Town is doing on environmental protection. The mean fell from 7.64 to 7.39 with the grade falling from B to B- this year. Even with the decline, there were 86.1% on the “satisfied” side of the scale. There was also a decline in the level of satisfaction with the job the Town is doing on transportation. The mean decreased from 7.36 to 7.02 with the grade falling from B- to C+. There were 81.5% on the “satisfied” side of the scale. Finally, the job the Town is doing on planning & development showed a decline as well with the mean falling from 6.97 to 6.80 while the grade fell from C+ to C with 78.5% on the “satisfied” side of the scale.

In terms of **neighborhood characteristics**, the highest rated aspect was neighborhood safety which rated an A- unchanged from 2018. This was followed by neighborhood desirability improving to A- (B+in 2018). Neighborhood strength also improved to a B+ (B in 2018). Finally, neighborhood community connection improved as well earning a grade of B (B- in 2018).

The respondents were again asked about the job the Town is doing in providing housing choices to accommodate different preferences. The Town rated highest in providing for households with children with a grade of B- falling from B in 2018. The grades were unchanged for households without children (B-), members of the local workforce (C+), young professionals

(C+), and multigenerational households (C+). Ranking last was housing for seniors with a grade of C that has fallen from C+ in 2018.

There were 87.3% (89.0% in 2018) of the respondents who had visited **downtown Cary** in the past year. The three major reasons they visited downtown was for restaurants, library, and shops/shopping. Other prominent reasons included visiting the brewery/beer store, events, parks, and visiting/pleasure/fun, Art/Art Center, water fountain, quaint/historic feel/atmosphere and for business/work. Those who had not visited downtown indicated the major reasons given were no interest/don't like it, too distant from West Cary, and schedule/work/busy.

Lastly, the respondents were asked is it important to me to **give back to my community**. There was overwhelming support for this statement with a mean of 8.36 (8.43 in 2018) with 97.0% on the “agree” side of the scale.

**Overall, the Town of Cary
continues to receive an
excellent report card from it's citizens
with 27 grades in the A range
and 3 grades in the B range.**

In conclusion, there were 13 grades that improved this year, 17 grades that remained unchanged, and no grades declined among the 30 common service dimensions (up from 27 in 2018 due to new questions). The common service dimensions include the core ratings for government staff, public areas, maintenance, police department, fire department, and parks & recreation. In terms of means, there were 18 means that increased, 9 means that decreased, and 3 remained unchanged. However, the mean decreases were generally small and did not result in any grade reductions. The final average for the 30 graded Cary service dimensions was 8.43 which corresponds with a grade of A and this is the first time the Town has achieved that grade level. For comparison, the mean in 2018 was 8.37 (A-), 2016 was 8.30 (A-), 2014 was 8.18 (A-), 2012 was 8.36 (A-), 2010 was 8.25(A-), in 2008 was 8.19(A-), and in 2006 was 7.92 (B+). Due to the addition of new questions, these means reflect comparisons to the common service dimensions from the previous survey period. Overall, the Town of Cary continues to receive an excellent report card from its citizens with 27 grades in the A range and 3 grades in the B range. It was very impressive that no grades fell below a B- this year among the common service dimensions.

TABLE OF CONTENTS

Contents	Page
Methodology	4
Demographic Characteristics of the Sample	4
Town Government Staff	7
Cleanliness and Appearance of Public Areas	13
Public Areas Needing Attention	15
Maintenance of Streets, Sidewalks, Traffic Signals, Traffic Signs, and Street Pavement Markings	16
Streets and Roads Needing Attention	16
Police Department	22
Fire Department	24
Parks, Recreation and Cultural Programs	31
Cary Overall as a Place to Live	38
Quality of Life in Cary	38
Recommend Cary as a Place to Relocate	39
Most Important Issue Facing Cary	42
How Safe Residents Feel in Cary	44
Information Sources	46
Cary's Efforts at Making Information Available and Participate in Decisions	53
Solid Waste Services	68
Town Council Focus Areas	74
Home Neighborhood Characteristics and Available Home Choices	81
Downtown Cary	86
Importance of Giving Back to the Community	89

METHODOLOGY

The Town of Cary's 2020 Biennial Citizen Survey was conducted from January 18th through February 13th of 2020. BKL Research administered the telephone survey to 400 residents of the Town of Cary. This resulted in a $\pm 4.89\%$ margin of error. Both listed, unlisted, and wireless telephone numbers within Cary census tracts were included in the sampling frame and contacted using a random selection process. This year, 92.8% of the numbers contacted were wireless. A minimum of four call-backs was attempted on each number not screened from the sampling frame. The potential respondents were screened with regards to Cary residence and over the age of 18. The average survey completion time was between 13-17 minutes and the refusal rate was 17.5%.

The survey instrument consisted of 33 core questions with related subparts to several of the questions (Appendix A). Respondents were asked to rate the Town Government staff, Police Department, Fire Department, Parks & Recreation programs, Solid Waste services, perceptions of safety, quality of life, service quality/value, and Cary as a place to live. The survey also examined information sources, information dissemination, and opportunities to participate in decision-making. Another series of questions examined Town Council focus areas such as keeping Cary the best place to live, environmental protection, transportation, planning & development, and recreational facilities. The respondents were also asked if they would recommend Cary as a place to relocate and the importance of giving back to their community. Finally, questions were included to examine neighborhood strength and housing choices. The survey instrument primarily used a 9-point scale. There were also open-ended questions examining streets/roads and public areas needing attention and the most important issue facing Cary. The survey incorporated 9 demographic questions.

DEMOGRAPHIC CHARACTERISTICS OF THE SAMPLE

Figure 1. Sample: Age Distribution

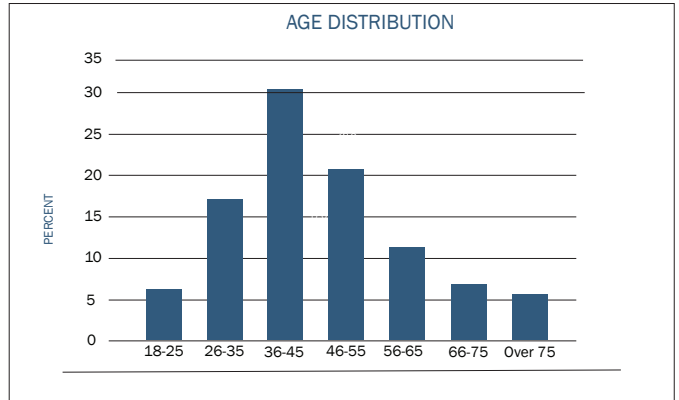


Figure 2. Sample: Years Lived in Cary

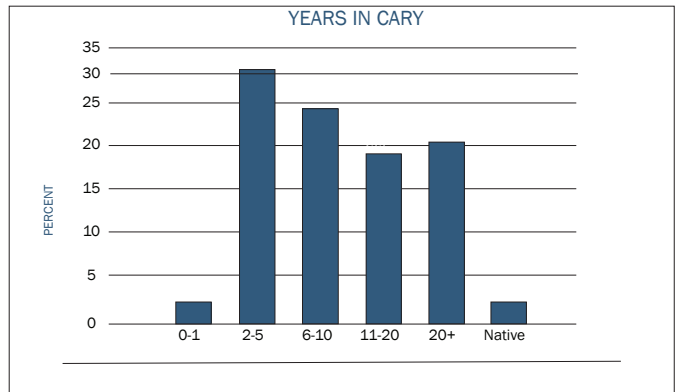


Figure 3. Sample: Education Level

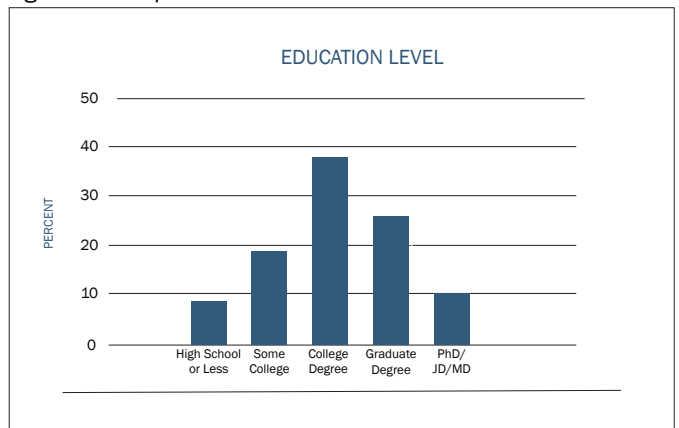


Figure 4. Sample: Race

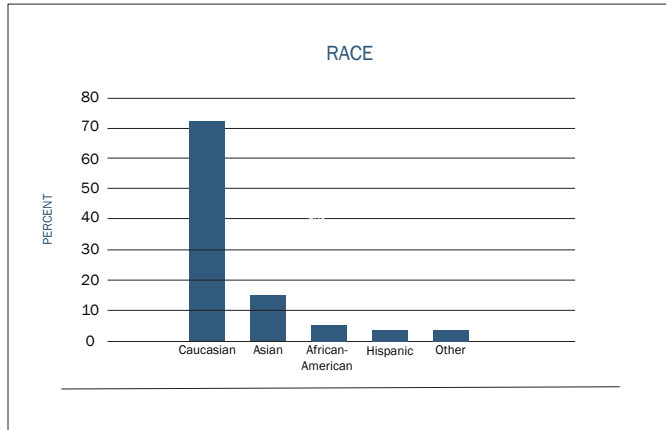
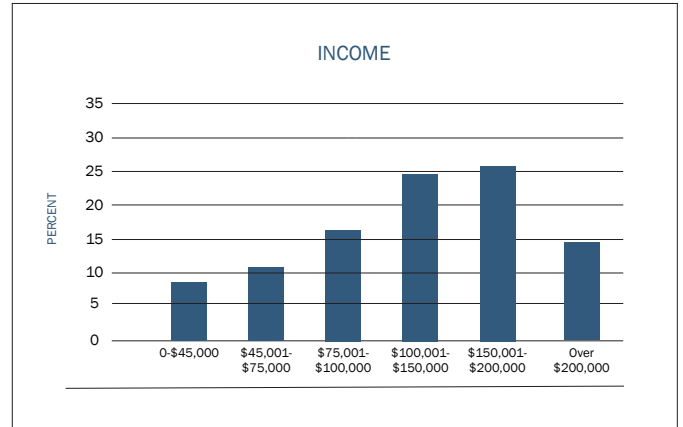
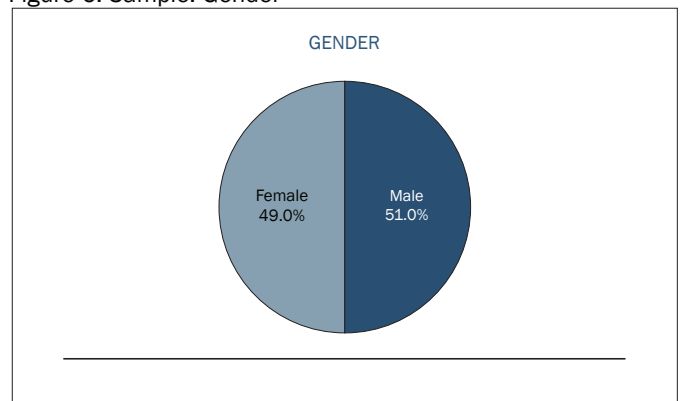


Figure 5. Sample: Income



The demographic profiles of the sample are exhibited in Figures 1-6. The age profile of the sample is illustrated in Figure 1. A large percentage of the respondents (69.1%) fell between the ages of 26 to 55 with the largest portion in the 36-45 (30.5%) followed by the 46-55 (20.6%) and 26-35 (18.0%) age categories. Figure 2 shows the number of years the respondents had lived in Cary. There was a larger percentage living in Cary for 2-5 years (30.6%), 6-10 years (24.0%), and over 20 years (21.5%). In terms of education, a high percentage (72.2%) of the respondents graduated with a college degree including 37.8% with a bachelor’s degree, 24.4% with a master’s degree, and 10.0% with a PhD, JD, or MD degree (Figure 3). The racial breakdown shown in Figure 4 illustrates 71.3% of the respondents were Caucasian, 14.5% were Asian, 5.5% were African-American, and 4.2% were Hispanic. There were high levels of household income for the sample (Figure 5). This is illustrated in the large percentage (65.2%) of respondents earning \$100,000 or more including 25.5% earning between \$150,001-\$200,000 and 24.8% earning between \$100,001-\$150,000, while 14.9% earned over \$200,000. In terms of gender, 51.0% of the sample were male and 49.0% were female (Figure 6). Most of the respondents (76.1%) resided in single family homes, 13.2% in a townhouse/condominium, 8.9% in an apartment, and 1.8% in other housing. This year, there were 87.2% (90.5% in 2018) of the respondents who indicated they were registered voters and 64.6% (56.6% in 2018) of those voted in the 2019 local elections. In addition, the respondents were asked if they wanted to be contacted by a staff person with 12.0% indicating yes.

Figure 6. Sample: Gender



Selected demographic crosstabulations on age (B466-B470), education (B471-B475), gender (B476-B481), housing type (B482-B489), income (B490-B495), race (B496-B499), voter status (B500-B505), voted in 2019 local elections (B506-B512), and years in Cary (B513-B520) are included in Appendix B. Additionally, the crosstabulations for those who desired staff member contact are shown in B457-B465.

Several of the means for the service dimensions in the survey were converted into grades. The mean score was changed into a percentage (using 9 as the denominator) and compared to the grading scale shown in Table 1. Grades tend to be easier to understand and use in setting goals. The respondents were also asked if they would agree to participate in a focus group session to gain even more insight into their opinions and attitudes with 37.2% of the respondents agreeing to participate in a session.

The report will include selected crosstabulations expressly chosen by the Town for specific questions in the survey (Appendix B). It is important to exercise a degree of caution in the interpretation of crosstabulations. They will act to segment or partition the sample size and in turn, increase the margin of error for a question. For that reason, it is difficult to generalize crosstabulations with small sample sizes for a specific demographic subgrouping.

Table 1. 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 percentages in the tables 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%. The demographic recodes for the crosstabulations were age (18-25, 26-55, 56-65, over 65), education (high school degree/some college, college degree, PhD/JD/MD), housing (single family, apartment, townhouse/condo, other), income (0-\$45,000, \$45,001-\$100,000, \$100,001-\$150,000, \$150,001-\$200,000, over \$200,000), race (Caucasian, Asian, African-American, Hispanic, other), and years in Cary (0-1, 2-5, 6-10, over 10, native). For clarification, other housing includes mobile homes, duplexes, and any other living arrangement such as assisted living. Other races include all respondents selecting other as to their race and Native Americans due to their limited number. All the tables are displayed in percentages unless otherwise stated.

In regards to the $\pm 4.89\%$ margin of error, this reflects the level of sampling error for the survey. Sampling error indicates the difference in measurement which will invariably occur when using a sample instead of surveying the entire population (i.e., census). The degree of sampling error is minimized by larger sample sizes. In this instance, the sample size of 400 indicates the likelihood the results of the survey are within $\pm 4.89\%$ of what one would expect to obtain if the entire population was surveyed. The 95% confidence level refers to the probability that the observed results from the survey were not the product of sampling error alone. In other words, if we repeated the study 100 times with random samples, then 95 of the samples would demonstrate similar results. In summary, we are 95% confident the results are within $\pm 4.89\%$ of the population parameters.

The results between the survey periods may show an upward or downward trend between the survey periods. It is important to examine these changes for statistical significance. For that reason, significance tests were conducted on the mean differences for the 2018 and 2020 surveys. Any question with a mean score which was measured in both years was compared with statistical analysis. No assumption of homogeneity of variance was assumed since the sample sizes for the service dimensions generally differed for the two measurement periods. For that reason, a Welch's t-test was utilized with a two-tailed test at the .05 significance level to determine significance. This statistical method will test the null hypothesis that the two population means are equal while correcting for unequal variances. A two-tailed test was employed due to the fact the mean difference could be higher or lower. A significant result would indicate the differences in the two means would be more (or less) than would be expected by chance. An asterisk will be placed after any means in the tables that are statistically significant such as 8.50*. Appendix O lists the significance tests for all the Town's service dimensions comparing changes from 2018 to 2020.



TOWN GOVERNMENT STAFF

TOWN GOVERNMENT STAFF

The performance of the Town Government staff was assessed with a set of seven items or questions. These questions were only administered to those respondents who had contact with the Town Government in the past two years. There were 20.8% (22.8% in 2018) or 83 respondents who indicated they had contact within that time frame. A 9-point grading scale from very poor (1) to excellent (9) was used to rate performance. The results of the 1998-2018 Cary Biennial Surveys will be included in the tables throughout the report when applicable. The incorporation of the previous survey results facilitates comparisons between survey periods to reveal the Town’s progression.

The results shown in order of ratings indicate continued high marks for the Town Government staff that have improved slightly since 2018 (Tables 2-8). The means improved for courteous (8.37 to 8.50), helpful (8.11 to 8.30), and promptness of response (7.98 to 8.20). In addition, the grade improved from A- to A for courteous with the other grades remaining impressive at the A-level. There were very slight mean decreases for professionalism (8.34 to 8.29) and knowledgeable (8.23 to 8.21) with the grades remaining at the A-level. However, there was a somewhat larger mean decrease for quality of customer service (8.36 to 8.16), again with the grade (A-) remaining unchanged. None of the mean changes from 2018 to 2020 were statistically significant. The mean for courteous (8.50), helpful (8.30), and promptness of response (8.20) were the highest earned to date for these three service dimensions. The Town Government was rated for the first time on being fair and this service dimension ranked second among the service dimensions with a mean of 8.33. Note the “very poor” ratings declined for all the service dimensions this year. In summary, the Town Government staff earned its best overall performance for any year with one grade improving to the A level and other grades remaining very high (A-). See Appendix B for selected Town Government crosstabulations (B1-B51).

The respondents who gave lower scores (below 5) to any of the service dimensions were then asked their concerns with the interaction. There were only 6 total comments and the main concern was rudeness mentioned in 3 of the comments. All the comments are shown in Appendix C.

Table 2. Town Government Staff: Courteous

YEAR	MEAN	GRADE
20	8.50	A
18	8.37	A-
16	8.26	A-
14	8.06	A-
12	8.11	A-
10	7.98	B+
08	8.35	A-
06	7.77	B
04	8.33	A-
02	7.81	B+
00	7.98	B+
98	7.63	B

Table 3. Town Government Staff: Fair

YEAR	MEAN	GRADE
20	8.33	A-

Table 4. Town Government Staff: Helpful

YEAR	MEAN	GRADE
20	8.30	A-
18	8.34	A-
16	8.13	A-
14	7.97	B+
12	8.02	B+

Table 5. Town Government Staff: Professionalism

YEAR	MEAN	GRADE
20	8.29	A-
18	8.34	A-
16	8.13	A-
14	7.97	B+
12	8.02	B+
10	7.99	B+
08	8.14	A-
06	7.57	B
04	8.10	A-
02	7.55	B
00	7.73	B
98	7.32	B-

Table 7. Town Government Staff: Promptness of Response

YEAR	MEAN	GRADE
20	8.20	A-
18	7.98	B+
16	8.04	B+
14	7.84	B+
12	7.84	B+
10	7.79	B+
08	7.75	B
06	7.27	B-
04	7.79	B+
02	7.32	B-
00	7.45	B-
98	7.26	B-

Table 6. Town Government Staff: Knowledgeable

YEAR	MEAN	GRADE
20	8.21	A-
18	8.23	A-
16	8.12	A-
14	7.77	B
12	7.98	B+
10	7.84	B+
08	8.12	A-
06	7.54	B
04	7.95	B+
02	7.44	B-
00	7.70	B
98	7.30	B-

Table 8. Town Government Staff: Quality of Customer Service

YEAR	MEAN	GRADE
20	8.16	A-
18	8.36	A-
16	8.08	A-
14	7.76	B
12	8.01	B+

Table 2. Town Government Staff: Courteous

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.50	1.2	0.0	0.0	0.0	2.4	1.2	2.4	22.6	70.2	A
18	8.37	4.2	0.0	0.0	1.1	0.0	1.1	2.1	16.8	74.7	A-
16	8.26	1.3	0.0	1.3	0.0	2.6	1.3	9.2	22.4	61.8	A-
14	8.06	2.1	2.1	0.0	0.0	1.1	3.2	11.7	24.5	55.3	A-
12	8.11	2.4	0.0	1.2	1.2	3.6	4.8	3.6	21.4	61.9	A-
10	7.98	2.9	0.0	0.0	1.0	3.8	5.8	10.6	20.2	55.8	B+
08	8.35	0.0	1.1	0.0	0.0	1.1	2.3	10.2	25.0	60.2	A-
06	7.77	2.9	0.0	0.0	1.0	5.9	4.9	14.7	27.5	43.1	B
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 3: Town Government Staff: Fair

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.33	1.2	0.0	0.0	1.2	4.8	0.0	6.0	20.2	66.7	A-

Table 4. Town Government Staff: Helpful

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.30	1.2	0.0	1.2	1.2	3.6	0.0	6.0	21.4	65.5	A-
18	8.11	6.3	0.0	0.0	0.0	3.2	1.1	4.2	14.7	70.5	A-
16	8.08	1.4	0.0	1.4	1.4	1.4	4.1	13.5	21.6	55.4	A-
14	7.82	3.2	1.1	0.0	2.1	4.3	4.3	10.6	23.4	51.1	B+
12	7.94	4.8	1.2	0.0	0.0	3.6	4.8	3.6	22.9	59.0	B+

Table 5: Town Government Staff: Professionalism

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.29	2.4	0.0	0.0	0.0	6.0	0.0	4.8	19.0	67.9	A-
18	8.34	4.2	1.1	0.0	0.0	0.0	1.1	2.1	17.9	73.7	A-
16	8.13	1.3	1.3	0.0	0.0	1.3	6.5	10.4	22.1	57.1	A-
14	7.97	3.2	2.1	0.0	1.1	2.1	2.1	9.6	23.4	56.4	B+
12	8.02	2.4	0.0	1.2	1.2	3.6	6.0	6.0	21.4	58.3	B+
10	7.99	2.9	0.0	0.0	1.0	3.8	6.7	6.7	24.8	54.3	B+
08	8.14	0.0	0.0	2.2	0.0	4.4	4.4	11.1	18.9	58.9	A-
06	7.57	2.0	1.0	1.0	2.0	6.9	3.9	22.5	20.6	40.2	B
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 6. Town Government Staff: Knowledgeable

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.21	2.4	0.0	2.4	0.0	3.6	0.0	6.0	19.0	66.7	A-
18	8.23	3.2	1.1	1.1	1.1	0.0	0.0	7.4	17.9	68.4	A-
16	8.12	1.4	0.0	0.0	1.4	2.7	4.1	12.2	23.0	55.4	A-
14	7.77	3.2	1.1	0.0	2.1	5.3	5.3	8.5	25.5	48.9	B
12	7.98	2.4	1.2	1.2	1.2	3.6	4.8	3.6	25.3	56.6	B+
10	7.84	2.9	1.0	0.0	1.0	4.8	7.7	8.7	22.1	51.9	B+
08	8.12	0.0	0.0	0.0	2.2	5.6	2.2	12.4	22.5	55.1	A-
06	7.54	2.9	1.0	2.0	0.0	7.8	3.9	18.6	23.5	40.2	B
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 7: Town Government Staff: Promptness of Response

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.20	2.4	0.0	1.2	0.0	4.8	1.2	4.8	21.4	64.3	A-
18	7.98	6.5	0.0	1.1	2.2	1.1	1.1	3.2	19.4	65.6	B+
16	8.04	2.7	1.3	0.0	0.0	2.7	5.3	9.3	20.0	58.7	B+
14	7.84	3.2	0.0	0.0	1.1	6.5	2.2	14.0	24.7	48.4	B+
12	7.84	3.7	1.2	1.2	1.2	3.7	3.7	7.3	24.4	53.7	B+
10	7.79	3.9	0.0	0.0	1.9	4.9	4.9	13.6	19.4	51.5	B+
08	7.75	3.5	1.2	0.0	1.2	7.1	1.2	14.1	22.4	49.4	B
06	7.27	2.9	2.0	2.0	2.0	9.8	3.9	19.6	24.5	33.3	B-
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 8: Town Government Staff: Quality of Customer Service

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.16	2.4	1.2	0.0	1.2	3.6	1.2	6.0	21.4	63.1	A-
18	8.36	3.2	0.0	2.1	0.0	1.1	0.0	2.1	17.9	73.7	A-
16	8.08	1.3	1.3	1.3	0.0	2.7	1.3	16.0	17.3	58.7	A-
14	7.76	3.1	1.0	0.0	1.0	5.2	7.3	10.4	22.9	49.0	B
12	8.01	2.4	0.0	1.2	1.2	4.8	4.8	3.6	25.3	56.6	B+



CLEANLINESS AND APPEARANCE OF PUBLIC AREAS

CLEANLINESS AND APPEARANCE OF PUBLIC AREAS

The cleanliness and appearance of public areas was assessed by a set of five questions. The questions examined the cleanliness and appearance of several public areas including streets, median/roadsides, parks, greenways, and bus shelters. Again, the same 9-point scale from very poor (1) to excellent (9) was used.

The cleanliness and appearance of public areas continued to receive very high marks with a level of improvement from 2018. The results shown in Tables 9-13 (in descending mean order) indicated the respondents were very satisfied with the cleanliness and appearance of public areas. The means increased for bus shelters (7.79 to 8.18), streets (7.99 to 8.13), and median/roadsides (7.96 to 8.10). The grades for these three areas all improved from B+ to A- this year with the increase for bus shelters being statistically significant. The means and grades for parks and greenways remained virtually unchanged with the grade continuing at the A level. Overall, the cleanliness and appearance of public areas improved from 2018 with three grades increasing this year. See Appendix B for selected cleanliness and appearance crosstabulations (B52-B81).

Table 9. Cleanliness and Appearance of Parks

YEAR	MEAN	GRADE
20	8.52	A
18	8.52	A
16	8.54	A
14	8.41	A-
12	8.47	A
10	8.41	A-
08	8.14	A-
06	7.88	B+
04	8.03	B+
02	7.99	B+
00	7.86	B+
98	7.42	B-

Table 10. Cleanliness and Appearance of Greenways

YEAR	MEAN	GRADE
20	8.49	A
18	8.50	A
16	8.53	A
14	8.37	A-
12	8.38	A-
10	8.34	A-
08	8.05	B+
06	7.78	B
04	7.86	B+
02	7.70	B
00	7.64	B
98	7.32	B-



Table 11. Cleanliness and Appearance of Bus Shelters

YEAR	MEAN	GRADE
20	8.18*	A-
18	7.79	B+

Table 12. Cleanliness and Appearance of Streets

YEAR	MEAN	GRADE
20	8.13	A-
18	7.99	B+
16	8.27	A-
14	8.05	B+
12	8.01	B+
10	7.79	B+
08	7.66	B
06	7.35	B-
04	7.44	B-
02	7.28	B-
00	7.43	B-
98	7.45	B-

Table 13. Cleanliness and Appearance of Medians/Roadsides

YEAR	MEAN	GRADE
20	8.10	A-
18	7.96	B+
16	8.27	A-
14	8.06	A-
12	8.03	B+
10	7.87	B+
08	7.61	B
06	7.31	B-
04	7.48	B-
02	7.16	B-
00	7.30	B-
98	7.16	B-

Public Areas Needing Attention

The respondents who gave ratings below 5 were asked to give specific examples of public areas needing attention. There were no comments given this year.

MAINTENANCE OF STREETS, SIDEWALKS AND TRAFFIC SIGNALS

A set of five questions examined how well Cary maintains streets, sidewalks, traffic signals, traffic signs, and street pavement markings. This was assessed using the same 9-point grading scale ranging from very poor (1) to excellent (9). In regards to streets, the mean has improved this year from 7.09 to 7.36 as did the grade from C+ to B- (Table 14). This represents the highest grade earned to date and was statistically significant. Keep in mind that streets and roads will likely remain a challenging area as the Town continues to experience elevated levels of growth and traffic. The maintenance of sidewalks earned a mean of 7.78 and a solid grade of B virtually unchanged from 2018 (Table 15). The maintenance of traffic signals also improved this year from 7.63 to 7.85 (Table 16). The grade improved from B to B+ and this was statistically significant. Two new areas assessed this year were the maintenance of traffic signs and street pavement markings and both earned very good marks. The maintenance of traffic signs earned an A- with a mean of 8.14 (Table 17). The maintenance of street pavement markings received a grade of B+ with a mean of 7.85 (Table 18). See Appendix B for selected maintenance crosstabulations (B82-B111).

Table 14. How Well Cary Maintains Streets

YEAR	MEAN	GRADE
20	7.36*	B-
18	7.09	C+
16	6.95	C+
14	6.83	C
12	6.85	C
10	6.58	C-
08	6.61	C-
06	6.55	C-
04	6.66	C
02	6.72	C
00	6.50	C-
98	6.04	D+

Table 15. How Well Cary Maintains Sidewalks

YEAR	MEAN	GRADE
20	7.78	B
18	7.76	B

Table 16. How Well Cary Maintains Traffic Signals

YEAR	MEAN	GRADE
20	7.85*	B+
18	7.63	B

Table 17. How Well Cary Maintains Traffic Signs

YEAR	MEAN	GRADE
20	8.14	A-

Table 18. How Well Cary Maintains Street Pavement Markings

YEAR	MEAN	GRADE
20	7.85	B+

Streets and Roads Needing Attention

The respondents who rated the streets below 5 were asked to name specific streets/roads that need more attention and the problem(s) associated with that area. In this instance, the problems or issues cited for most of the streets were potholes, sidewalks needed, and/or stoplights needed. The streets/roads mentioned most often by the respondents were Maynard Road (5 comments) and High House Road (4 comments). Several roads were mentioned twice including Highway 55, Kildaire Farm Road, Lochmere Drive, and Green Level Church Road. The respondents also made 10 comments citing road issues throughout Cary as well as numerous other roads mentioned only one time. See Appendix D for all the streets/roads mentioned and their associated problems.

Table 9. Cleanliness and Appearance of Parks

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.52	0.0	0.0	0.0	0.0	2.0	0.3	5.1	28.9	63.7	A
18	8.52	0.3	0.0	0.0	0.3	1.5	0.3	5.6	27.2	65.0	A
16	8.54	0.0	0.0	0.0	0.0	0.8	1.0	6.3	27.9	64.1	A
14	8.41	0.0	0.0	0.0	0.0	2.0	1.5	9.3	27.6	59.6	A-
12	8.47	0.0	0.0	0.0	0.0	1.6	0.5	7.5	30.2	60.2	A
10	8.41	0.0	0.0	0.0	0.0	1.6	1.8	8.3	31.0	57.4	A-
08	8.14	0.0	0.0	0.0	0.8	1.9	1.6	15.7	38.7	41.3	A-
06	7.88	0.5	0.3	1.4	0.3	4.1	4.4	15.9	34.9	38.2	B+
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
20	8.49	0.0	0.0	0.0	0.3	1.5	1.0	6.2	27.8	63.2	A
18	8.50	0.0	0.0	0.0	0.3	1.5	1.3	5.7	27.6	63.7	A
16	8.53	0.0	0.0	0.0	0.0	0.5	1.8	5.3	29.1	63.4	A
14	8.37	0.3	0.0	0.0	0.0	2.6	1.8	7.4	30.9	57.0	A-
12	8.38	0.0	0.0	0.3	0.3	1.8	1.6	6.6	33.9	55.6	A-
10	8.34	0.0	0.3	0.0	0.0	1.3	2.4	9.0	33.8	53.3	A-
08	8.05	0.3	0.0	0.0	0.3	3.3	2.2	15.2	41.0	37.7	B+
06	7.78	0.6	0.3	1.4	0.3	4.9	4.3	17.3	37.9	32.9	B
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 Bus Shelters

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.18*	0.0	0.0	0.0	0.0	6.0	3.6	10.1	27.5	52.8	A-
18	7.79	0.4	0.8	0.4	0.4	13.3	6.3	9.8	17.2	51.6	B+

Table 12. Cleanliness and Appearance of Streets

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.13	0.0	0.3	0.3	0.3	3.5	3.3	14.8	29.0	48.8	A-
18	7.99	0.0	0.0	0.5	1.0	4.7	4.2	15.5	30.7	43.4	B+
16	8.27	0.0	0.0	0.0	0.0	1.2	3.0	13.5	31.7	50.6	A-
14	8.05	0.0	0.0	0.2	0.0	3.5	5.7	14.7	32.8	43.0	B+
12	8.01	0.0	0.0	1.0	0.5	3.0	3.2	16.2	36.7	39.4	B+
10	7.79	0.0	0.5	0.3	0.8	5.0	5.0	18.6	39.9	29.9	B+
08	7.66	0.0	0.0	0.5	1.0	5.2	4.4	27.4	37.3	24.2	B
06	7.35	0.7	0.7	1.2	1.2	9.7	6.5	22.6	37.1	20.1	B-
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-

Table 13. Cleanliness and Appearance of Median/Roadsides

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.10	0.0	0.0	0.3	0.5	4.5	4.8	11.8	30.1	48.1	A-
18	7.96	0.0	0.0	0.2	0.5	5.2	4.5	18.2	29.2	42.1	B+
16	8.27	0.0	0.0	0.0	0.3	1.0	4.0	13.8	28.5	52.5	A-
14	8.06	0.0	0.0	0.0	0.5	3.5	5.0	17.0	29.2	44.9	A-
12	8.03	0.5	0.0	0.2	0.5	3.0	3.7	16.4	33.1	42.5	B+
10	7.87	0.0	0.0	0.3	0.3	2.8	6.5	19.6	39.8	30.7	B+
08	7.61	0.2	0.7	0.7	1.5	4.2	5.9	24.9	36.0	25.7	B
06	7.31	1.3	0.5	2.0	2.0	7.3	7.0	23.6	36.1	20.3	B-
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 14. How Well Cary Maintains Streets

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	7.36*	0.5	0.0	0.3	2.3	7.8	12.5	25.8	27.1	23.8	B-
18	7.09	0.5	1.0	1.5	2.8	11.5	13.0	23.8	24.5	21.5	C+
16	6.95	1.0	1.5	0.7	3.5	9.5	12.5	33.7	21.7	16.0	C+
14	6.83	0.5	1.0	2.0	3.2	11.9	15.3	30.4	24.0	11.9	C
12	6.85	0.7	0.5	1.7	5.2	9.0	14.4	34.6	20.9	12.9	C
10	6.58	2.5	2.0	2.8	7.0	12.3	10.1	27.1	22.4	13.8	C-
08	6.61	1.7	2.0	2.7	4.0	14.8	11.4	30.1	22.0	11.4	C-
06	6.55	2.0	0.7	3.7	4.5	16.9	12.9	27.0	19.4	12.9	C-
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	77.7	C-
98	6.04	2.2	2.7	4.7	9.0	15.5	17.7	27.9	15.0	5.2	D+

Table 15. How Well Cary Maintains Sidewalks

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	7.78	0.3	0.3	0.3	1.5	4.0	7.0	16.1	39.4	31.2	B
18	7.76	0.0	0.0	0.0	1.3	5.8	6.9	20.6	33.0	32.5	B

Table 16. How Well Cary Maintains Traffic Signals

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	7.85*	0.5	0.5	0.3	0.8	4.8	5.0	18.8	30.6	38.8	B+
18	7.63	0.5	0.0	1.0	0.5	6.3	8.3	21.1	32.2	30.2	B

Table 17. How Well Cary Maintains Traffic Signs

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.14	0.3	0.0	0.3	0.5	2.5	3.0	12.8	35.4	45.2	A-

Table 18. How Well Cary Maintains Street Pavement Markings

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	7.85	0.5	0.3	0.0	0.8	5.0	5.5	16.0	36.6	35.3	B+



PUBLIC SAFETY

POLICE DEPARTMENT

The performance of the Cary Police Department was assessed with a set of six questions. These questions were only administered to those respondents who had contact with the Police Department in the past two years. In this case, it was 20.0% (22.0% in 2018) or 77 respondents. Table 19 indicates most of the respondents had contact with a police officer (71.3%), followed by dispatcher (10.3%) or clerk (8.0%). There was more limited contact with Animal Control (3.4%), detective (3.4%), or District Commander (3.4%).

Table 19. Police Department: Person Contacted

PERSON CONTACTED	NUMBER	PERCENTAGE
Officer	62	71.3
Dispatcher	9	10.3
Clerk	7	8.0
Animal Control	3	3.4
Detective	3	3.4
District Commander	3	3.4

The Police Department was assessed on five service dimensions (courteous, competence, response time, fairness, and problem solving) on the same 9-point grading scale from very poor (1) to excellent (9) placed in descending mean order (Tables 20-24). The Police continued to have an excellent overall rating with a notable level of improvement. The means and grades increased for all the service dimensions this year. The grades improved for fairness (A- to A), courteous (A- to A), competence (A- to A), response time (B+ to A), and problem solving (B+ to A-). These means were the highest earned thus far by the Police Department with the exception of problem solving which was the second highest earned. In addition, the mean increase for problem solving was statistically significant. Note the large improvement for response time this year which was an area of concern in 2018. This increase was not quite statistically significant due to the lower sample size for contact. See Appendix B for selected Police crosstabulations (B112-B159).

Table 20. Police Department: Fairness

YEAR	MEAN	GRADE
20	8.58	A
18	8.17	A-
16	8.06	A-
14	7.89	B+
12	8.39	A-
10	8.19	A-
08	8.32	A-
06	7.87	B+
04	8.10	A-
02	8.18	A-
00	7.74	B
98	7.49	B-

Table 21. Police Department: Courteous

YEAR	MEAN	GRADE
20	8.58	A
18	8.26	A-
16	8.14	A-
14	8.09	A-
12	8.53	A
10	8.40	A-
08	8.43	A
06	7.98	B+
04	8.11	A-
02	8.24	A-
00	7.95	B+
98	7.72	B

Table 22. Police Department: Competence

YEAR	MEAN	GRADE
20	8.53	A
18	8.06	A-
16	7.97	B+
14	7.93	B+
12	8.40	A-
10	8.32	A-
08	8.36	A-
06	7.99	B+
04	8.13	A-
02	8.23	A-
00	7.89	B+
98	7.62	B

Table 24. Police Department: Problem Solving

YEAR	MEAN	GRADE
20	8.35*	A-
18	7.88	B+
16	7.91	B+
14	7.76	B
12	8.38	A-
10	8.09	A-
08	7.83	B+
06	7.70	B
04	7.69	B
02	7.79	B+
00	7.56	B
98	7.05	C+

Table 23. Police Department: Response Time

YEAR	MEAN	GRADE
20	8.46	A
18	7.82	B+
16	8.40	A-
14	8.01	B+
12	8.36	A-
10	8.31	A-
08	8.18	A-
06	7.75	B
04	7.90	B+
02	7.99	B+
00	7.59	B
98	7.30	B-

FIRE DEPARTMENT

The performance of the Cary Fire Department was assessed with a set of five questions rating 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 8.8% (7.2% in 2018) or 35 respondents. The same 9-point grading scale from very poor (1) to excellent (9) was used.

The results shown in Tables 25-29 indicate the Fire Department continued to have superior ratings earning an A+ for response time, problem solving, competence, courteous, and fairness. The department continued a perfect rating of 9.00 for response time and problem solving. They also earned near-perfect scores for competence (8.97), courteous (8.94), and fairness (8.94). Overall, the Fire Department continues to earn the highest marks for any department in the Town. See Appendix B for selected Fire Department crosstabulations (B160-B198).



Table 25. Fire Department: Response Time

YEAR	MEAN	GRADE
20	9.00	A+
18	9.00	A+
16	8.96	A+
14	8.70	A+
12	9.00	A+
10	8.61	A
08	8.87	A+
06	8.50	A
04	8.40	A-
02	8.50	A
00	8.56	A

Table 26. Fire Department: Problem Solving

YEAR	MEAN	GRADE
20	9.00	A+
18	9.00	A+
16	8.91	A+
14	8.76	A+
12	8.86	A+
10	8.86	A+
08	8.87	A+
06	8.31	A-
04	8.39	A-
02	8.67	A
00	8.55	A

Table 27. Fire Department: Competence

YEAR	MEAN	GRADE
20	8.97	A+
18	9.00	A+
16	8.91	A+
14	8.78	A+
12	8.78	A+
10	8.82	A+
08	8.88	A+
06	8.46	A
04	8.64	A
02	8.78	A+
00	8.66	A

Table 29. Fire Department: Fairness

YEAR	MEAN	GRADE
20	8.94	A+
18	9.00	A+
16	8.91	A+
14	8.76	A+
12	8.78	A+
10	8.89	A+
08	8.84	A+
06	8.71	A+
04	8.54	A
02	8.69	A+
00	8.73	A+

Table 28. Fire Department: Courteous

YEAR	MEAN	GRADE
20	8.94	A+
18	9.00	A+
16	8.91	A+
14	8.78	A+
12	8.78	A+
10	8.92	A+
08	8.68	A-
06	8.68	A
04	8.48	A
02	8.61	A
00	8.73	A+

Table 20. Police Department: Fairness

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.58	1.3	0.0	0.0	1.3	2.5	1.3	3.8	3.8	86.1	A
18	8.17	4.5	0.0	1.1	0.0	2.2	2.2	4.5	15.7	69.7	A-
16	8.06	3.2	1.6	2.4	0.8	3.2	0.0	7.2	11.2	70.2	A-
14	7.89	5.1	0.9	0.9	3.4	0.9	6.0	3.4	13.7	65.8	B+
12	8.39	1.7	0.0	0.9	0.0	1.7	3.4	5.1	14.5	72.6	A-
10	8.19	3.4	1.7	0.8	0.8	2.5	0.0	4.2	15.1	71.4	A-
08	8.32	1.1	0.0	2.2	1.1	0.0	1.1	11.0	15.4	68.1	A-
06	7.87	1.7	0.9	0.9	2.6	6.9	1.7	11.2	19.8	54.3	B+
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 21. Police Department: Courteous

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.58	1.3	0.0	0.0	2.5	2.5	0.0	2.5	5.0	86.3	A
18	8.26	4.5	0.0	1.1	0.0	0.0	1.1	5.6	16.9	70.8	A-
16	8.14	3.2	1.6	1.6	1.6	1.6	0.8	4.8	13.6	71.2	A-
14	8.09	5.1	0.0	0.8	2.5	0.0	1.7	5.1	16.9	67.8	A-
12	8.53	0.8	0.0	0.0	0.8	1.6	1.6	4.8	15.3	75.0	A
10	8.40	1.7	0.8	1.7	0.8	0.8	0.0	3.4	16.8	73.9	A-
08	8.43	1.0	0.0	0.0	1.0	0.0	2.9	9.8	15.7	69.6	A
06	7.98	2.4	0.0	0.8	1.6	6.3	2.4	11.1	15.9	59.5	B+
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 22. Police Department: Competence

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.53	1.3	1.3	0.0	1.3	2.5	0.0	2.5	6.3	84.8	A
18	8.06	5.6	0.0	1.1	0.0	2.2	4.5	3.4	13.5	69.7	A-
16	7.97	4.0	1.6	2.4	3.2	1.6	0.8	4.8	11.2	70.4	B+
14	7.93	5.1	0.8	0.8	1.7	2.5	3.4	5.9	14.4	65.3	B+
12	8.40	1.7	0.9	0.0	0.9	0.9	2.6	6.9	11.2	75.0	A-
10	8.32	1.7	0.0	1.7	0.8	3.4	1.7	3.4	14.4	72.9	A-
08	8.36	1.0	0.0	0.0	0.0	1.9	3.9	8.7	19.4	65.0	A-
06	7.99	1.7	0.0	0.8	1.7	7.5	0.8	11.7	18.3	57.5	B+
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 23. Police Department: Response Time

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.46	3.6	0.0	0.0	1.8	0.0	0.0	5.5	5.5	83.6	A
18	7.82	9.3	0.0	1.9	1.9	0.0	1.9	1.9	14.8	68.5	B+
16	8.40	1.4	1.4	1.4	1.4	0.0	4.3	2.9	4.3	82.9	A-
14	8.01	3.9	0.0	1.3	1.3	5.2	1.3	5.2	18.2	63.6	B+
12	8.36	2.6	0.0	1.3	1.3	1.3	1.3	5.3	9.2	77.6	A-
10	8.31	1.1	0.0	1.1	2.1	2.1	1.1	8.4	15.8	68.4	A-
08	8.18	1.1	0.0	1.1	1.1	1.1	4.4	14.3	15.4	61.5	A-
06	7.75	1.9	2.9	1.0	1.9	5.8	5.8	9.7	13.6	57.3	B
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 24. Police Department: Problem Solving

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.35*	3.9	1.3	0.0	1.3	1.3	0.0	2.6	7.8	81.8	A-
18	7.88	5.7	1.1	2.3	0.0	3.4	3.4	4.5	12.5	67.0	B+
16	7.91	5.0	1.7	2.5	2.5	2.5	0.0	4.2	11.7	70.0	B+
14	7.76	6.0	0.9	0.9	1.7	2.6	4.3	9.5	13.8	60.3	B
12	8.38	1.8	0.9	0.9	0.0	0.9	2.7	5.5	12.7	74.5	A-
10	8.09	3.6	0.0	0.9	0.9	2.7	0.9	10.8	17.1	63.1	A-
08	7.83	5.6	2.2	0.0	0.0	2.2	6.7	6.7	13.5	62.9	B+
06	7.70	1.0	1.9	0.0	4.8	10.6	3.8	7.7	15.4	54.8	B
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+

Table 25. Fire Department: Response Time

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.96	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.6	96.4	A+
14	8.70	0.0	2.7	0.0	0.0	0.0	0.0	0.0	10.8	86.5	A+
12	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
10	8.61	2.6	0.0	0.0	0.0	0.0	2.6	0.0	10.5	84.2	A
08	8.87	0.0	0.0	0.0	0.0	0.0	3.3	0.0	3.3	93.3	A+
06	8.50	3.1	0.0	0.0	0.0	0.0	0.0	6.3	12.5	78.1	A
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
20	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.8	91.2	A+
14	8.76	0.0	2.2	0.0	0.0	0.0	0.0	0.0	8.7	89.1	A+
12	8.86	0.0	0.0	0.0	0.0	2.8	0.0	0.0	2.8	94.4	A+
10	8.86	0.0	0.0	0.0	0.0	0.0	0.0	2.3	9.1	88.6	A+
08	8.87	0.0	0.0	0.0	0.0	0.0	3.3	0.0	3.3	93.3	A+
06	8.31	3.1	0.0	0.0	0.0	3.1	0.0	6.3	18.8	68.8	A-
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

Table 27. Fire Department: Competence

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.97	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.9	97.1	A+
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
14	8.78	0.0	0.0	2.2	0.0	0.0	0.0	0.0	8.7	89.1	A+
12	8.78	0.0	0.0	0.0	0.0	5.0	0.0	0.0	2.5	92.5	A+
10	8.82	0.0	0.0	0.0	0.0	2.2	0.0	0.0	8.9	88.9	A+
08	8.88	0.0	0.0	0.0	0.0	0.0	3.1	0.0	3.1	93.8	A+
06	8.46	2.9	0.0	0.0	0.0	2.9	0.0	2.9	14.3	77.1	A
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 28. Fire Department: Courteous

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.9	94.1	A+
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
14	8.78	0.0	0.0	2.2	0.0	0.0	0.0	0.0	8.7	89.1	A+
12	8.78	0.0	0.0	0.0	0.0	4.9	0.0	0.0	2.4	92.7	A+
10	8.92	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.5	91.5	A+
08	8.68	0.0	2.9	0.0	0.0	0.0	2.9	0.0	2.9	91.2	A
06	8.68	0.0	0.0	0.0	0.0	0.0	0.0	8.1	16.2	75.7	A
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 29. Fire Department: Fairness

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.9	94.1	A+
18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
16	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.6	91.4	A+
14	8.76	0.0	2.2	0.0	0.0	0.0	0.0	0.0	8.7	89.1	A+
12	8.78	0.0	0.0	0.0	0.0	5.0	0.0	0.0	2.5	92.5	A+
10	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.4	88.6	A+
08	8.84	0.0	0.0	0.0	0.0	0.0	3.2	0.0	6.5	90.3	A+
06	8.71	0.0	0.0	0.0	0.0	0.0	0.0	3.2	22.6	74.2	A+
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+



PARKS, RECREATION AND CULTURAL PROGRAMS

PARKS, RECREATION AND CULTURAL PROGRAMS

A series of seven questions examined the Parks & Recreation and Cultural programs. Initially, the respondents were asked if they had participated in a Parks & Recreation program and to name the program(s) and the location. The respondents were then asked to rate program quality, facility quality, cost or fee, overall experience, ease of registration, and instructor/coach quality using the same 9-point grading scale from very poor (1) to excellent (9) was utilized. There were 24.0% or 96 of the respondents (29.9% in 2018) who indicated someone in their household had participated in a program in the past two years. The programs they participated in and locations are shown in Appendix E. The most commonly mentioned programs (in order) were camps, art/art classes, basketball, and baseball/t-ball/softball. Tables 30-35 (in descending mean order) show the ratings for the six service dimensions were excellent this year. The means increased for facility quality (8.59 to 8.65), cost or fee (8.34 to 8.65), overall experience (8.54 to 8.62), and program quality (8.56 to 8.57) including the grade improving for cost or fee from A- to A. All the grades are now at the A level and the ratings for facility quality and cost or fee were the highest to date. The means declined for ease of registration (8.63 to 8.50) and very slightly for instructor/coach quality (8.56 to 8.54), but the grades remained an A. Overall, the combined ratings were the best the department has earned slightly eclipsing the 2012 survey. See Appendix B for selected Parks & Recreation cross-tabulations (B199-B243).



Table 30. Parks & Recreation: Facility Quality

YEAR	MEAN	GRADE
20	8.65	A
18	8.59	A
16	8.36	A-
14	8.44	A
12	8.54	A
10	8.44	A
08	8.11	A-
06	8.18	A-
04	8.30	A-
02	8.06	A-
00	7.59	B
98	7.72	B

Table 31. Parks & Recreation: Cost or Amount of Fee

YEAR	MEAN	GRADE
20	8.65	A
18	8.34	A-
16	8.00	B+
14	8.28	A-
12	8.40	A-
10	8.25	A-
08	8.09	A-
06	8.12	A-
04	8.10	A-
02	7.99	B+
00	8.01	B+
98	7.67	B

Table 32. Parks & Recreation: Overall Experience

YEAR	MEAN	GRADE
20	8.62	A
18	8.54	A
16	8.37	A-
14	8.41	A-
12	8.68	A
10	8.43	A
08	8.21	A-
06	8.14	A-
04	8.30	A-
02	8.11	A-
00	8.11	A-

Table 34. Parks & Recreation: Instructor/Coach Quality

YEAR	MEAN	GRADE
20	8.54	A
18	8.56	A
16	8.40	A-
14	8.37	A-
12	8.62	A
10	8.30	A-
08	8.31	A-
06	8.22	A-
04	8.21	A-

Table 33. Parks & Recreation: Program Quality

YEAR	MEAN	GRADE
20	8.57	A
18	8.56	A
16	8.29	A-
14	8.46	A
12	8.62	A
10	8.35	A-
08	8.23	A-
06	8.03	B+
04	8.36	A-
02	8.01	B+
00	7.97	B+
98	7.85	B+

Table 35. Parks & Recreation: Ease of Registration

YEAR	MEAN	GRADE
20	8.50	A
18	8.63	A
16	8.34	A-
14	8.48	A
12	8.64	A
10	8.36	A-
08	8.26	A-
06	8.20	A-
04	8.32	A-

Table 30. Parks & Recreation: Facility Quality

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.65	0.0	0.0	0.0	0.0	0.0	1.1	7.6	16.3	75.0	A
18	8.59	0.0	0.0	0.0	0.0	0.8	4.2	3.4	18.6	72.9	A
16	8.36	0.0	0.0	0.0	0.0	1.8	2.6	12.3	24.6	58.8	A-
14	8.44	0.0	0.0	0.0	0.0	0.9	0.9	12.6	24.3	61.3	A
12	8.54	1.0	0.0	0.0	0.0	1.0	0.0	8.3	16.7	72.9	A
10	8.44	0.0	0.7	0.0	0.0	1.4	2.1	8.3	22.2	65.3	A
08	8.11	0.0	0.0	1.5	0.8	3.8	0.8	15.4	27.7	50.0	A-
06	8.18	0.0	0.0	0.9	0.0	1.9	4.7	13.1	29.0	50.5	A-
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: Cost or Amount Fee

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.65	0.0	0.0	0.0	0.0	1.3	1.3	3.8	18.8	75.0	A
18	8.63*	0.0	0.0	0.0	0.0	1.8	0.0	7.1	16.1	75.0	A
16	8.34	0.0	0.0	0.0	2.3	2.3	1.2	10.5	20.9	62.8	A-
14	8.48	0.0	0.0	0.0	0.9	0.9	2.8	5.7	23.6	66.0	A
12	8.64	0.0	0.0	0.0	0.0	0.0	2.2	6.6	16.5	74.7	A
10	8.36	0.0	0.8	0.0	0.8	2.3	2.3	8.3	22.6	63.2	A-
08	8.26	0.0	0.0	2.7	0.0	1.8	2.7	11.8	19.1	61.8	A-
06	8.20	0.0	0.0	0.0	1.0	2.0	5.1	10.2	30.6	51.0	A-
04	8.32	0.8	0.0	0.8	0.0	2.5	3.3	7.5	21.7	63.3	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
98	7.05	6.3	1.1	5.1	3.4	7.4	4.0	14.8	18.2	39.8	C+

Table 32. Parks & Recreation: Overall Experience

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.62	0.0	0.0	0.0	0.0	1.1	0.0	7.6	18.5	72.8	A
18	8.54	0.0	0.8	0.0	0.8	1.7	0.8	5.0	16.8	73.9	A
16	8.37	0.0	0.0	0.9	0.0	0.9	2.6	10.4	25.2	60.0	A-
14	8.41	0.0	0.0	0.9	0.0	2.7	0.0	8.1	26.1	62.2	A-
12	8.68	0.0	0.0	0.0	0.0	0.0	1.1	7.5	14.0	77.4	A
10	8.43	0.0	0.7	0.0	0.7	2.1	0.7	8.3	21.5	66.0	A
08	8.21	0.0	0.0	0.8	0.0	1.6	3.2	13.5	31.0	50.0	A-
06	8.14	0.0	0.0	0.0	0.0	0.9	6.6	14.2	34.0	44.3	A-
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	7.49	3.9	2.8	2.2	3.4	7.3	1.7	8.4	18.5	51.7	B-

Table 33. Parks & Recreation: Program Quality

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.57	0.0	0.0	0.0	0.0	1.1	0.0	9.7	19.4	69.9	A
18	8.56	0.0	0.8	0.0	0.8	0.8	0.0	6.7	17.5	73.3	A
16	8.29	0.0	0.0	0.0	0.0	0.9	4.3	17.2	19.8	57.8	A-
14	8.46	0.0	0.0	0.0	0.0	1.8	0.9	9.1	25.5	62.7	A
12	8.62	0.0	0.0	0.0	0.0	0.0	1.1	12.1	11.0	75.8	A
10	8.35	0.0	0.7	0.0	0.0	2.1	2.1	11.9	21.7	61.5	A-
08	8.23	0.0	0.0	0.8	0.0	2.4	1.6	15.2	27.2	52.8	A-
06	8.03	0.0	0.0	0.0	1.0	3.8	3.8	17.1	31.4	42.9	B+
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 34. Parks & Recreation: Instructor/Coach Quality

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.54	0.0	0.0	0.0	0.0	0.0	4.3	7.2	18.8	69.6	A
18	8.56	0.0	0.0	0.0	0.0	2.6	1.3	6.4	16.7	73.1	A
16	8.40	0.0	0.0	0.0	2.9	0.0	1.4	7.1	27.1	61.4	A-
14	8.37	0.0	1.2	0.0	0.0	3.7	0.0	6.1	28.0	61.0	A-
12	8.62	0.0	0.0	0.0	0.0	0.0	1.4	9.6	15.1	74.0	A
10	8.30	0.9	0.9	0.0	1.7	1.7	0.9	10.4	18.3	65.2	A-
08	8.31	0.0	0.0	1.9	0.0	0.9	0.9	15.0	21.5	59.8	A-
06	8.22	1.1	0.0	0.0	0.0	2.1	2.1	12.8	28.7	53.2	A-
04	8.21	0.9	0.0	0.9	0.0	2.7	1.8	14.3	22.3	57.1	A-

Table 35. Parks & Recreation: Ease of Registration

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.50	1.1	0.0	0.0	0.0	1.1	2.2	5.6	18.9	71.1	A
18	8.63	0.0	0.0	0.0	0.0	1.8	0.0	7.1	16.1	75.0	A
16	8.34	0.0	0.0	0.0	2.3	2.3	1.2	10.5	20.9	62.8	A-
14	8.48	0.0	0.0	0.0	0.9	0.9	2.8	5.7	23.6	66.0	A
12	8.64	0.0	0.0	0.0	0.0	0.0	2.2	6.6	16.5	74.7	A
10	8.36	0.0	0.8	0.0	0.8	2.3	2.3	8.3	22.6	63.2	A-
08	8.26	0.0	0.0	2.7	0.0	1.8	2.7	11.8	19.1	61.8	A-
06	8.20	0.0	0.0	0.0	1.0	2.0	5.1	10.2	30.6	51.0	A-
04	8.32	0.8	0.0	0.8	0.0	2.5	3.3	7.5	21.7	63.3	A-



CARY OVERALL AS A PLACE TO LIVE

CARY OVERALL AS A PLACE TO LIVE

The respondents were asked to rate Cary overall as a place to live using a 9-point scale from very undesirable (1) to very desirable (9). Table 36 indicates the Town of Cary was perceived as a very desirable place to live. The mean has increased from 8.15 to 8.30 this year. Although not in a traditional grading scale format, if the mean (8.30) were converted to a grade, then the rating would remain a very strong A-. This year, 98.7% were on the “desirable” side of the scale (above 5). More telling was the fact that only 0.3% of the responses were on the “undesirable” side. In addition, this mean improvement was statistically significant. To gather more insight into any lower ratings, the respondents who answered with a rating below 5 were asked the reason for the low rating (Appendix F). There were only six respondents who made comments with two comments focusing on traffic concerns. See Appendix B for selected Cary overall as a place to live crosstabulations (B244-B252).

Table 36. Cary Overall as a Place to Live

YEAR	MEAN	GRADE
20	8.30*	A-
18	8.15	A-
16	8.11	A-
14	8.23	A-
12	8.25	A-
10	8.28	A-
08	8.10	A-
06	8.09	A-
04	8.31	A-
02	7.79	B+
00	7.63	B
98	7.61	B

QUALITY OF LIFE IN CARY

The perception of the quality of life in Cary over the past two years was assessed with a 5-point scale. The response categories for this question were much worse (1), somewhat worse (2), the same (3), somewhat better (4), and much better (5).

Overall, a large proportion of the respondents (52.3%) perceived the quality of life in Cary as the “same” over the past two years (Table 37). However, the overall mean has increased this year from 3.21 to 3.38 which would indicate a perception the quality of life is “better” this year. Keep in mind, higher means (above 3.00) indicate perceptions of an improvement in the quality of life. This mean increase was statistically significant and it also represents the second highest mean earned by the Town (3.44 in 2004). This year, the percentage on the “better” side (above the midpoint of 3) of the scale exceeded the percentage on the “worse” side (below 3) by 39.8% versus 7.9% (Figure 7). This better/worse percentage in 2018 was 30.2% versus 12.9% illustrating the level of improvement this year. The 39.8% represents the second highest “better” percentage earned by the Town to date. This percentage was only exceeded by 41.6% in 2004. See Appendix B for selected quality of life crosstabulations (B253-B261).

To gain more insight into those giving lower ratings, the respondents who answered with a rating below 3 were asked the reason for the low rating (Appendix G). There were 53 total comments and the primary reasons for lower quality of life ratings were traffic (14 comments), overcrowded (11 comments), overdevelopment (7 comments), crime (3 comments), cost of living (3 comments), high-density housing (2 comments), and construction (2 comments). The top four concerns given in 2018 were traffic, overdeveloped, crime, and overcrowded.

Figure 7. Quality of Life

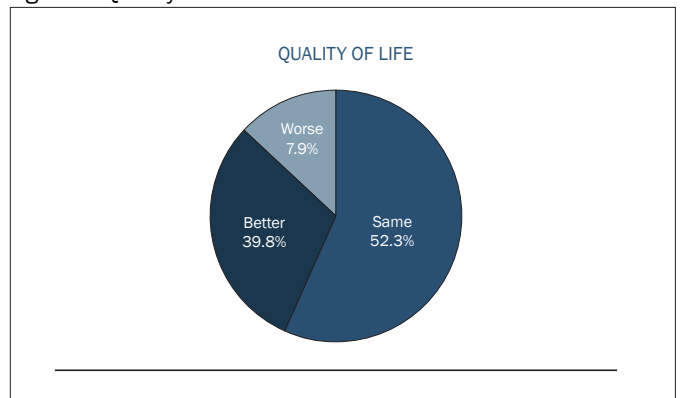


Table 37. Quality of Life in Cary

YEAR	MEAN	% BELOW 3	% ABOVE 3
20	3.38*	7.9	39.8
18	3.21	12.9	30.2
16	3.16	8.9	22.9
14	3.23	7.9	25.7
12	3.22	5.3	23.9
10	3.11	7.5	15.3
08	3.01	26.1	22.9
06	3.24	12.1	30.6
04	3.44	8.4	41.6
02	3.18	19.6	31.4
00	3.05	24.4	26.4

QUALITY AND VALUE OF SERVICES PROVIDED

The quality of the services provided by the Town of Cary Government and the overall value of the services provided by the Town of Cary Government for the taxes paid were rated using the 9-point scale from very poor (1) to excellent (9).

As for the overall quality of the services provided, the Town improved from B to B+ as the mean increased from 7.71 to 7.94 (Table 38). There were 94.7% above the midpoint (5) versus only 0.8% below it this year. This level of mean increase was statistically significant.

Table 38. Overall Quality of the Services Provided by Cary

YEAR	MEAN	GRADE
20	7.94*	B+
18	7.71	B

Table 39 indicates the overall value of the services provided for the taxes paid saw a decrease in the grade from B- in 2018 to C+ this year. The mean was 7.07 with 79.8% above 5 versus only 7.3% below 5. The mean has fallen from 7.34 in 2018 and this decrease was statistically significant. See Appendix B for selected quality and value of services provided crosstabulations (B262-B279).

Table 39. Overall Value of the Services Provided by Cary

YEAR	MEAN	GRADE
20	7.07*	C+
18	7.34	B-

RECOMMEND CARY AS A PLACE TO RELOCATE

The respondents were next asked if they would recommend Cary as a place to relocate. There was overwhelming support for recommending Cary with 90.0% of the respondents answering “yes” and 6.8% answering “maybe” (Figure 8). More impressive was the fact that only 3.3% of the respondents answered “no”. These percentages virtually mirror the 2018 numbers (90.0% “yes,” 3.5% “no,” and 6.5% “maybe”). Overall, there is a continuing level of strong support for Cary as a place to relocate. See Appendix B for selected crosstabulations for recommending relocation in Cary (B280-B288).

Those who responded “no” were subsequently asked the reason they would not recommend Cary as a place to relocate (Appendix H). There were 40 total comments and the primary reasons were overcrowded (14 comments), cost of living (4 comments), affordable housing (3 comments), and high taxes (3 comments). These comments were very similar to 2018 when the top four were overcrowded, growth issues, cost of living, and affordable housing.

Figure 8. Recommend Cary as a Place to Relocate

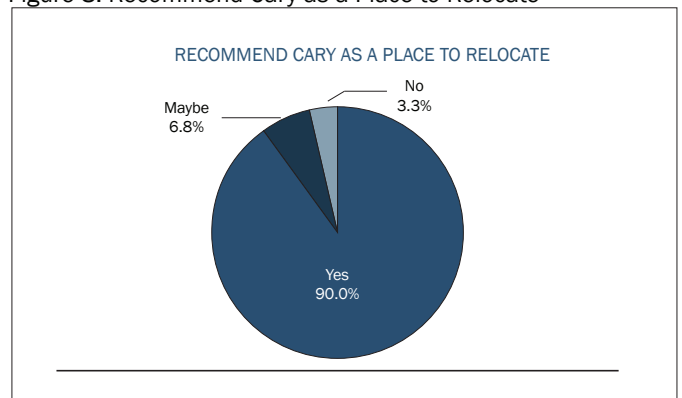


Table 36. Cary Overall as a Place to Live

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.30*	0.0	0.0	0.0	0.3	1.0	2.0	12.5	33.8	50.4	A-
18	8.15	0.0	0.0	0.2	1.0	1.5	2.7	15.5	33.7	45.4	A-
16	8.11	0.0	0.3	0.0	0.3	2.0	2.8	19.3	31.0	44.5	A-
14	8.23	0.2	0.0	0.2	0.0	2.0	1.5	15.7	30.1	50.2	A-
12	8.25	0.0	0.0	0.0	0.3	1.3	2.0	14.0	35.3	47.3	A-
10	8.28	0.0	0.0	0.3	0.5	2.8	0.8	12.5	30.1	53.1	A-
08	8.10	0.0	0.0	0.5	1.0	4.0	4.2	12.1	29.6	48.6	A-
06	8.09	0.5	0.0	0.7	0.5	2.5	2.7	12.7	37.1	43.3	A-
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

Table 37. Quality of Life in Cary

YEAR	MEAN	MUCH WORSE 1	SOMEWHAT WORSE 2	THE SAME 3	SOMEWHAT BETTER 4	MUCH BETTER 5	% BELOW 3	% ABOVE 3
20	3.38*	0.3	7.6	52.3	33.2	6.6	7.9	39.8
18	3.21	0.5	12.4	56.9	25.6	4.6	12.9	30.2
16	3.16	0.7	8.2	68.1	20.2	2.7	8.9	22.9
14	3.23	0.7	7.2	66.4	19.2	6.5	7.9	25.7
12	3.22	0.0	5.3	70.9	20.9	3.0	5.3	23.9
10	3.11	0.0	7.5	77.1	12.3	3.0	7.5	15.3
08	3.01	0.8	25.3	51.0	18.1	4.8	26.1	22.9
06	3.24	1.9	10.2	57.3	22.9	7.7	12.1	30.6
04	3.44	0.5	7.9	50.0	30.6	11.0	8.4	41.6
02	3.18	1.0	18.6	49.0	23.9	7.5	19.6	31.4
00	3.05	1.6	22.8	49.2	22.0	4.4	24.4	26.4

Table 38. Overall Quality of Services Provided by Cary

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	7.94*	0.0	0.3	0.0	0.5	4.6	3.5	17.0	38.5	35.7	B+
18	7.71	0.5	0.0	0.3	0.8	7.1	5.6	21.8	30.6	33.4	B

Table 39. Overall Value of the Services Provided by Cary

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	7.07*	0.8	0.5	2.1	3.9	13.0	8.3	24.1	26.9	20.5	C+
18	7.34	0.8	0.8	1.0	1.5	10.2	8.6	25.9	22.8	28.4	B-



MOST IMPORTANT ISSUE FACING CARY

MOST IMPORTANT ISSUE FACING CARY

An open-ended question asked respondents what they feel is the most important issue facing Cary (Appendix I). The responses show that problems related to growth were again perceived as the key issue in 2020 (Table 40). There were 104 comments concerning controlling growth/overdevelopment. In addition, there was also the growth-related issue of overpopulation with 28 comments. This resulted in 132 total comments directly related to concerns about growth.

The key issues besides growth were traffic (61 comments), affordable housing (23 comments), schools (21 comments), infrastructure concerns (17 comments), and cutting down trees/losing greenspace (14 comments). There were also 64 can't think of any issues/none comments and 13 not sure comments. These responses have a positive component considering that major issues did not come to mind immediately.

For a comparison basis, the most important issues in 2018 were growth issues/overpopulation (147 comments), traffic (75 comments), schools (32 comments), streets/roads (19 comments), crime/safety (18 comments), infrastructure concerns (18 comments), and affordable housing (14 comments). Table 40 shows the issues with five or more comments.

In terms of changes, growth/overpopulation continued to be the most important issue and it has decreased somewhat in importance since 2018 as the number of comments fell from 147 to 132 (Table 40). Traffic remained 2nd but it has fewer comments as well (75 to 61 comments). Schools now rank 5th (3rd in 2018) as the comments fell from 32 to 21. Streets/roads ranked 5th in 2018 but dropped to 8th this year (19 to 13 comments) and crime/safety declined from 6th to 13th (18 to 7 comments). There were increases for affordable housing which moved from 8th to 4th (14 to 23 comments) and cutting down trees/losing greenspace moving from 12th to 7th (6 to 14 comments).

Table 40. Most Important Issues Facing Cary 2020-2018

2020 Most Important Issue	#
Growth	104
Traffic	61
Overpopulation	28
Affordable Housing	23
Schools	21
Infrastructure	17
Cutting Down Trees/Greenspace	14
Street/Roads	13
High Taxes	13
Cost of Living	11
Lack of Public Transportation	8
High-density Housing	7
Crime/Safety	7
Construction	5
2018 Most Important Issue	#
Growth	116
Traffic	75
Overpopulation	32
Affordable Housing	31
Schools	19
Infrastructure	18
Cutting Down Trees/Greenspace	18
Street/Roads	14
High Taxes	11
Cost of Living	10
Lack of Public Transportation	7
High-density Housing	6
Crime/Safety	6
Construction	5

HOW SAFE RESIDENTS FEEL IN CARY

The survey included a question that examined the respondent’s perceptions of safety in Town. The respondents were asked how safe they feel in Cary overall. A 9-point scale that ranged from extremely unsafe (1) to extremely safe (9) was utilized. The results indicate the respondents perceived an exceptionally high level of safety overall (Table 41). The mean was 8.35 with an impressive 99.0% responding on the “safe” side (above 5) of the scale including 50.9% who answered they felt “extremely safe”. There were only 0.6% responses on the “unsafe” side of the scale (Figure 9). The mean increased from 8.22 in 2018 and this increase was statistically significant. This also represents the highest mean earned by the Town for feeling safe in Cary overall. See Appendix B for selected safe in Cary overall cross-tabulations (B289-B297).

Table 41. How Safe Do You Feel in Cary Overall

YEAR	MEAN	% Above 5
20	8.35	99.9
18	8.22	97.7
16	8.06	96.0
14	8.15	96.8
12	8.22	98.7
10	8.29	98.7
08	8.09	98.2
06	8.10	97.5
04	8.23	97.5
02	7.99	94.8
00	7.93	97.5
98	7.55	95.6

Figure 9. Safe in Cary Overall

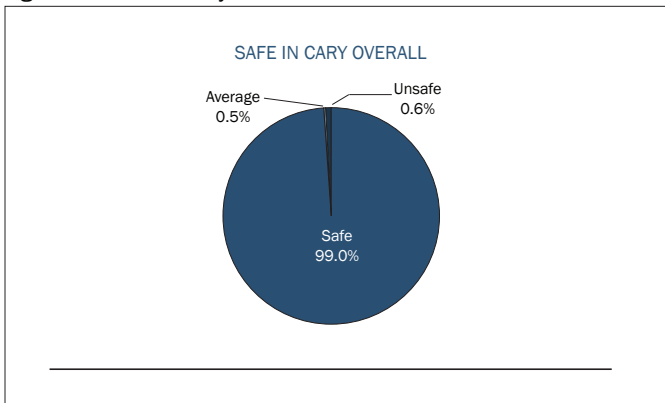


Table 41. How Safe Do You Feel in Cary Overall

YEAR	MEAN	EXTREME- LY UNSAFE 1	2	3	4	AVERAGE 5	6	7	8	EXTREME- LY SAFE 9	% Above 5
20	8.35*	0.0	0.0	0.3	0.3	0.5	1.5	9.5	37.1	50.9	99.0
18	8.22	0.0	0.0	0.0	0.0	2.2	3.0	14.2	31.9	48.6	97.7
16	8.06	0.5	0.0	0.3	0.3	3.0	5.0	14.8	31.1	45.1	96.0
14	8.15	0.3	0.0	0.5	0.0	2.5	2.0	12.6	39.2	43.0	96.8
12	8.22	0.0	0.0	0.3	0.3	0.8	2.5	15.9	32.7	47.6	98.7
10	8.29	0.0	0.0	0.0	0.0	1.2	0.7	12.0	39.4	46.6	98.7
08	8.09	0.0	0.2	0.0	0.2	1.2	1.7	19.5	38.5	38.5	98.2
06	8.10	0.0	0.0	0.0	0.5	2.0	2.2	17.3	38.6	39.4	97.5
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



INFORMATION SOURCES

INFORMATION SOURCES

The survey examined the respondent’s usage of 23 information sources that Cary employs to communicate with its citizens. A 9-point scale was used that ranged from never use (1) to frequently use (9). Table 42 indicates the most frequently used information sources this year (in order) were word-of-mouth (6.11), Cary’s website (4.83), BUD (4.42), television (3.78), Facebook (3.53), and Nextdoor (3.32). These were the only information sources with a mean above 3.00.

The somewhat lesser used information sources with means between 2.00 and 3.00 were Raleigh News & Observer (2.80), radio (2.60), Cary Citizen website (2.56), Parks & Recreation Brochure (2.53), and Cary email list services (2.36). The least used sources of those examined were Snapchat (1.24), LinkedIn (1.24), Block Leader Program (1.26), and 311 (1.33).

The top five information sources were unchanged compared to 2018. The biggest changes among the top ten was the increase for Nextdoor (9th to 6th) and radio (10th to 8th), while there was a decrease for Cary Citizen website(6th to 9th) and Parks & Recreation Brochure (8th to 10th). The larger changes among the other information sources outside the top ten was the increase for Instagram (17th to 15th) and the decline for Cary TV Channel 11 (14th to 18th) and LinkedIn (19th to 22nd).Tables 43-53 show the most used information sources from 1998-2018.

There were two new information sources examined this year. WAZE rated relatively high tied at 12th position, while 311 was rated 20th overall. However, 311 was only made available approximately two weeks before the surveying started which limited its impact. See Appendix B for selected information sources crosstabulations (B298-B306).

Table 42. Most Used Information Sources in 2020 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Word-of-Mouth	6.11	56.8
Cary’s Website	4.83	40.4
BUD	4.42	39.4
Television	3.78	25.6
Facebook	3.53	28.2
Nextdoor	3.32	26.5
Raleigh News & Observer	2.80	17.1
Radio	2.60	11.8
Cary Citizen Website	2.56	16.8
Parks & Rec. Brochure	2.53	16.1
Cary Email List Services	2.36	14.3
Homeowners’ Association	1.84	6.8
WAZE	1.84	9.6
Triangle Business Journal	1.83	5.1
Instagram	1.70	5.9
Twitter	1.68	4.6
Independent Weekly	1.48	2.9
Cary TV Channel 11	1.47	3.7
YouTube	1.40	1.8
311	1.33	1.4
Block Leader Program	1.26	1.4
LinkedIn	1.24	0.3
Snapchat	1.24	1.8

Table 43. Most Used Information Sources in 2018 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Word-of-Mouth	6.34	63.0
Cary's Website	5.51	52.9
BUD	4.95	49.5
Television	3.71	27.3
Facebook	3.48	27.4
Cary Citizen Website	3.22	25.4
Raleigh News & Observer	3.14	22.5
Parks & Rec Brochure	3.03	19.8
Nextdoor	2.92	24.9
Radio	2.75	12.2
Cary Email List Services	2.67	17.9
Homeowners' Association	2.43	12.8
Triangle Business Journal	1.84	5.1
Cary TV Channel 11	1.79	8.3
Twitter	1.72	9.2
Independent Weekly	1.67	2.6
Instagram	1.61	5.6
YouTube	1.60	5.3
LinkedIn	1.45	2.6
Block Leader Program	1.37	1.8
Snapchat	1.31	2.6

Table 44. Most Used Information Sources in 2016 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Word-of-Mouth	6.63	68.7
BUD	5.30	54.9
Cary's Website	5.27	51.4
Cary News	4.54	41.3
Television	4.18	33.6
Raleigh News & Observer	3.94	34.1
Cary Citizen Website	3.54	30.1
Radio	3.10	21.0
Facebook	2.93	19.5
Cary Email List Services	2.67	17.2
Parks & Rec Brochure	2.42	12.4
Cary TV Channel 11	2.34	12.5
Homeowners' Association	2.28	9.9
LinkedIn	1.87	8.4
Block Leader Program	1.80	5.8
Nextdoor	1.80	8.6
Twitter	1.74	6.1
Independent Weekly	1.66	4.6
YouTube	1.59	4.6
Instagram	1.57	5.6

Table 45. Most Used Information Sources in 2014 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Word-of-Mouth	6.14	59.8
Cary News	5.58	58.2
Television	5.08	47.4
BUD	4.78	46.3
Raleigh News & Observer	4.70	44.5
Cary's Website	4.03	31.8
Radio	3.40	22.9
Parks & Rec. Brochure	3.07	21.1
Cary Citizen Website	2.40	13.8
Cary TV Channel 11	2.32	12.6
Homeowners' Association	2.31	10.6
Facebook	2.24	13.6
Cary Email List Services	2.10	11.9
Independent Weekly	1.95	6.6
Block Leader Program	1.71	5.3
YouTube	1.58	6.3
Twitter	1.42	4.3

Table 46. Most Used Information Sources in 2012 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Cary News	5.97	61.3
Word-of-Mouth	5.67	51.5
BUD	5.59	57.2
Television	5.43	48.2
Raleigh News & Observer	5.03	48.7
Cary's Website	5.02	46.9
Radio	3.69	21.5
Parks & Rec. Brochure	3.38	21.7
Cary Email List Services	2.90	19.3
Cary TV Channel 11	2.46	11.3
Cary Citizen Website	2.44	15.0
Homeowners' Association	2.40	13.2
Independent Weekly	1.77	4.9
Block Leader Program	1.49	3.4
Twitter	1.45	4.1

Table 47. Most Used Information Sources in 2010 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Cary News	5.62	57.6
Word-Of-Mouth	5.57	54.8
Raleigh News & Observer	5.54	55.0
BUD	5.47	56.4
Television	5.23	51.4
Cary's Website	4.56	40.9
Radio	3.28	17.3
Parks & Rec. Brochure	3.12	23.4
Cary TV Channel 11	3.12	19.9
Cary Email List Services	2.68	18.6
Homeowners' Associations	1.88	7.1
Independent Weekly	1.84	6.0
Block Leader Program	1.37	2.4

Table 48. Most Used Information Sources in 2008 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Raleigh News & Observer	6.41	67.1
Television	5.89	59.7
Word-Of-Mouth	5.63	53.6
Cary News	5.33	50.9
BUD	5.02	45.7
Radio	4.09	31.6
Cary's Website	3.96	30.2
Parks & Rec. Brochure	3.17	21.4
Cary TV Channel 11	2.67	12.1
Internet Email with Cary	2.40	14.7
Blogs/Msg. Boards/ Social Media	1.89	5.1
Independent Weekly	1.87	5.1
24-Hr. Phone Service	1.46	2.1
Block Leader Program	1.37	2.5

Table 49. Most Used Information Sources in 2006 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Raleigh News & Observer	6.10	59.3
Television	5.78	58.6
Cary News	5.40	49.5
Word-Of-Mouth	5.27	47.7
BUD	5.19	51.4
Radio	4.53	38.2
Cary's Website	4.07	31.9
Parks & Rec Brochure	3.75	31.2
Direct Mail	3.70	30.4
Cary TV Channel 11	3.06	17.1
Internet Email with Cary	2.73	17.9
Independent Weekly	2.72	17.7
CaryNow.com	2.55	16.3
24-Hr. Phone Service	1.79	6.2
Block Leader Program	1.55	5.5

Table 50. Most Used Information Sources in 2004 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Raleigh News & Observer	6.54	66.8
Television	6.49	64.0
Word-of-Mouth	5.67	55.8
Radio	5.15	44.3
BUD	5.07	48.3
Cary News	4.64	41.8
Parks & Rec Brochure	3.62	27.5
Internet Email with Cary	3.53	29.1
Cary's Website	3.52	27.9
Cary TV Channel 11	3.37	24.3
Direct Mail	3.19	20.6
24-Hr. Phone Service	1.93	7.5
Block Leader Program	1.59	4.5

Table 51. Most Used Information Sources in 2002 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Raleigh News & Observer	6.47	65.2
Television	6.03	58.6
Word-Of-Mouth	5.29	47.2
BUD	5.08	47.6
Radio	4.96	43.4
Cary News	4.56	39.9
Direct Mail	3.87	27.3
Parks & Rec Brochure	3.78	29.1
Internet Email with Cary	3.06	21.4
Cary TV Channel 11	2.96	15.4
Cary's Website	2.98	17.7
24-Hr. Phone Service	1.94	8.4
Block Leader Program	1.59	5.4

Table 52. Most Used Information Sources in 2000 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Raleigh News & Observer	6.87	71.4
Television	6.59	69.0
Water and Sewer Bills	5.73	55.6
Word-Of-Mouth	5.54	48.4
Radio	5.36	49.4
Cary News	4.78	43.9
Direct Mail	4.64	40.6
Internet Email with Cary	2.78	20.8
Cary TV Channel 11	2.73	15.4
Cary's Website	2.30	11.9
24-Hr. Phone Service	1.91	8.5
Block Leader Program	1.66	5.8

Table 53. Most Used Information Sources in 1998 (In Order of Usage)

INFO SOURCE	MEAN	% ABOVE 5
Raleigh News & Observer	6.70	70.1
Television	6.16	62.9
Word-of-Mouth	5.33	41.5
Cary News	5.15	48.1
Water and Sewer Bills	5.06	48.6
Radio	4.92	43.5
Direct Mail	4.08	32.7
Internet Email with Cary	2.06	10.4
24-Hr. Phone Service	1.99	8.4
Cary TV Channel 11	1.92	6.4
Block Leader Program	1.59	5.3
Cary's Website	1.58	4.9

CARY'S EFFORTS AT MAKING INFORMATION AVAILABLE AND PARTICIPATE IN DECISIONS

A set of two questions examined information dissemination and opportunities for involvement in decision making. The respondents were first asked about Cary making information available to citizens about Town services, projects, issues, and programs using a 9-point rating scale ranging from very dissatisfied (1) to very satisfied (9). Table 54 indicates the respondents felt very satisfied about the matters that affect them. The mean was 7.69 with 91.2% on the "satisfied" side of the scale (above 5) versus only 2.3% on the "dissatisfied" side (Figure 10). The mean has increased from 7.49 and this increase was statistically significant. This also represents the highest mean earned by the Town. The respondent's comments when deciding on their rating are shown in Appendix J. There were 14 total comments with 5 comments focused on not seeing information disseminated and 5 comments of not knowing where to find the information.

Figure 10. Cary Making Information Available

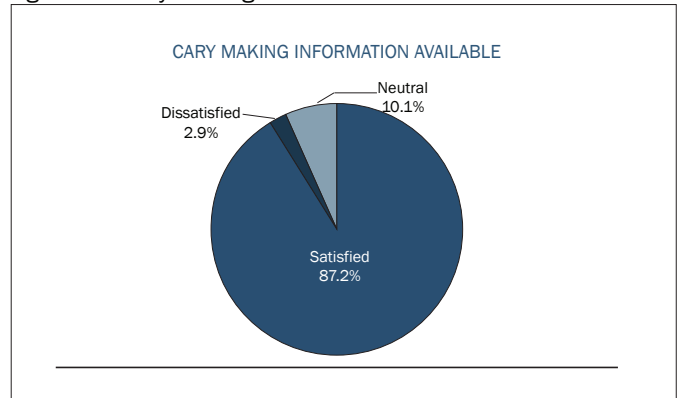


Table 54. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs

YEAR	MEAN	% ABOVE 5
20	7.69*	91.2
18	7.49	87.2
16	7.33	83.6
14	7.07	78.2
12	7.33	80.4
10	6.95	75.4
08	6.87	77.8
06	6.63	74.0
04	7.15	80.0
02	6.27	63.1

The respondents were then asked to rate their satisfaction with the opportunities the Town gives them to participate in the decision-making process. The same 9-point satisfaction rating scale was used. Table 55 shows a mean of 7.53 this year with 87.8% on the “satisfied” side of the scale versus only 3.2% on the “dissatisfied” side (Figure 11). The mean has increased from 6.98 in 2018 and this increase was statistically significant. This year’s mean represents the highest earned by the Town considerably larger than the 7.01 in 2012. Appendix K shows the respondent’s comments when deciding on their rating. There were 11 total comments given by the respondents. The most frequent comment was the respondent was unaware of the opportunities (3 comments). See Appendix B for selected Cary’s efforts at making information available and opportunities to participate in decision making crosstabulations (B307-B324).

Figure 11. Opportunities to Participate in Decision Making

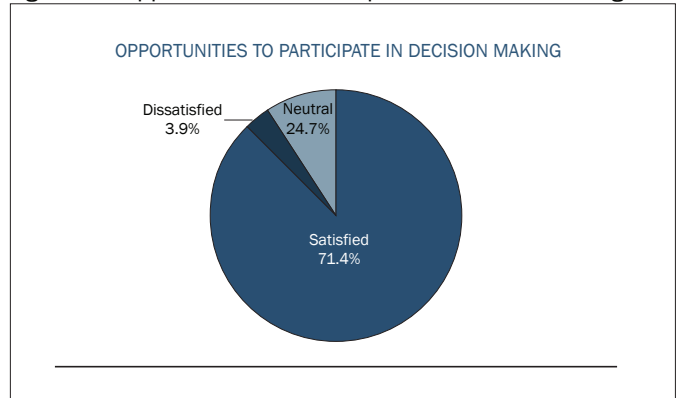


Table 55. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process

YEAR	MEAN	% ABOVE 5
20	7.53*	87.8
18	6.98	71.4
16	6.67	69.2
14	6.56	65.0
12	7.01	75.4
10	6.68	67.1
08	6.36	66.4
06	6.19	64.5
04	6.62	69.0
02	5.92	56.6

Table 42. Most Used Information Sources in 2020 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 9	% ABOVE 5
Word-of-Mouth	6.11	4.0	1.5	6.3	5.5	25.9	11.8	14.8	12.1	18.1	56.8
Cary's Website	4.83	20.9	4.8	9.3	9.3	15.3	6.8	11.8	9.5	12.3	40.4
BUD	4.42	35.4	3.0	6.1	3.8	12.4	5.8	11.1	9.1	13.4	39.4
Television	3.78	31.8	8.0	14.0	9.0	11.8	5.8	6.5	6.0	7.3	25.6
Facebook	3.53	48.9	3.8	5.5	3.8	9.8	8.6	7.8	4.5	7.3	28.2
Nextdoor	3.32	52.9	3.3	4.5	3.8	9.1	5.5	7.6	7.6	5.8	26.5
Raleigh News & Observer	2.80	60.2	3.5	3.8	5.5	9.8	3.8	4.8	3.0	5.5	17.1
Radio	2.60	49.1	13.1	12.1	7.8	6.0	2.5	4.5	2.8	2.0	11.8
Cary Citizen Website	2.56	65.2	3.3	4.5	3.8	6.3	4.0	5.5	4.3	3.0	16.8
Parks & Rec Brochure	2.53	67.0	3.0	4.0	2.3	7.6	3.5	5.3	3.0	4.3	16.1
Cary Email List Services	2.36	70.1	3.8	5.3	2.5	4.0	2.3	3.5	3.0	5.5	14.3
Homeowners' Association	1.84	76.6	6.3	3.6	2.3	4.3	1.3	1.5	1.5	2.5	6.8
WAZE	1.84	81.1	2.8	2.3	1.5	2.8	3.0	2.3	1.5	2.8	9.6
Triangle Business Journal	1.83	73.5	4.8	8.1	3.8	4.8	2.0	1.0	0.8	1.3	5.1
Instagram	1.70	81.2	3.5	2.8	2.0	4.8	1.8	1.8	1.5	0.8	5.9
Twitter	1.68	79.7	4.1	3.5	3.0	5.1	1.5	1.8	0.8	0.5	4.6
Independent Weekly	1.48	84.4	3.3	3.5	4.3	1.8	0.0	2.3	0.3	0.3	2.9
Cary TV Channel 11	1.47	85.3	3.3	5.3	1.3	1.3	0.8	0.8	0.8	1.3	3.7
YouTube	1.40	83.6	5.8	4.8	2.3	1.8	0.5	0.5	0.5	0.3	1.8
311	1.33	88.4	2.3	3.0	3.0	2.0	0.8	0.3	0.3	0.0	1.4
Block Leader Program	1.26	91.2	1.5	2.8	1.8	1.5	0.3	0.8	0.3	0.0	1.4
LinkedIn	1.24	88.9	4.0	3.5	1.3	2.0	0.0	0.3	0.0	0.0	0.3
Snapchat	1.24	91.7	2.5	2.3	1.0	0.8	0.5	1.0	0.0	0.3	1.8

Table 43. Most Used Information Sources in 2018 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 9	% ABOVE 5
Word-of-Mouth	6.34	2.5	4.1	5.3	6.6	18.5	9.1	18.8	13.5	21.6	63.0
Cary's Website	5.51	13.9	7.8	8.8	6.1	10.6	7.6	10.9	12.9	21.5	52.9
BUD	4.95	29.5	2.8	5.9	2.8	9.4	7.6	14.2	11.2	16.5	49.5
Television	3.71	36.9	9.8	10.1	6.3	9.6	7.1	4.8	4.0	11.4	27.3
Facebook	3.48	54.6	2.0	3.6	2.8	9.6	4.1	4.3	6.6	12.4	27.4
Cary Citizen Website	3.22	55.8	5.1	5.3	2.0	6.3	4.1	5.3	5.8	10.2	25.4
Raleigh News & Observer	3.14	54.8	5.6	4.3	3.3	9.6	3.5	7.6	2.8	8.6	22.5
Parks & Rec. Brochure	3.03	52.3	7.4	6.3	4.6	9.6	4.8	4.6	3.8	6.6	19.8
Nextdoor	2.92	65.2	2.0	2.8	1.5	3.6	3.3	8.1	6.9	6.6	24.9
Radio	2.75	45.3	14.2	13.2	7.1	8.1	3.5	2.3	1.3	5.1	12.2
Cary Email List Services	2.67	64.6	5.1	5.1	2.8	4.6	2.3	4.1	2.3	9.2	17.9
Homeowners' Association	2.43	65.4	4.8	7.1	2.8	7.1	1.3	4.1	3.1	4.3	12.8
Triangle Business Journal	1.84	78.6	0.8	4.8	2.8	7.9	0.8	1.5	1.8	1.0	5.1
Cary TV Channel 11	1.79	81.7	3.0	2.5	1.0	3.3	2.0	2.5	1.5	2.3	8.3
Twitter	1.72	85.7	1.8	1.5	0.3	1.5	2.6	1.8	2.0	2.8	9.2
Independent Weekly	1.67	77.4	5.8	5.6	2.5	6.1	0.3	1.0	0.0	1.3	2.6
Instagram	1.61	86.3	1.5	1.3	1.5	3.8	1.0	1.3	2.3	1.0	5.6
YouTube	1.60	86.5	0.8	2.5	0.8	4.1	1.3	0.5	2.5	1.0	5.3
LinkedIn	1.45	87.8	1.0	3.6	1.3	3.8	0.5	0.3	0.8	1.0	2.6
Block Leader Program	1.37	89.8	0.8	2.0	1.5	4.1	1.0	0.0	0.3	0.5	1.8
Snapchat	1.31	92.4	0.5	1.8	0.5	2.3	0.8	0.5	1.3	0.0	2.6

Table 44. Most Used Information Sources in 2016 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 9	% ABOVE 5
Word-of-Mouth	6.63	2.3	2.3	4.3	5.6	17.0	12.2	17.7	9.9	28.9	68.7
BUD	5.30	29.6	3.3	3.8	3.0	5.5	6.0	12.3	8.8	27.8	54.9
Cary's Website	5.27	25.6	5.0	5.5	5.5	7.0	5.3	9.8	9.0	27.3	51.4
Cary News	4.54	38.3	1.8	4.5	4.5	9.5	3.8	9.5	8.5	19.5	41.3
Television	4.18	33.9	8.3	9.3	5.0	9.8	3.8	8.0	5.0	16.8	33.6
Raleigh News & Observer	3.94	49.2	2.0	3.3	2.3	9.0	2.0	8.0	9.3	14.8	34.1
Cary Citizen Website	3.54	55.0	2.6	4.3	1.8	6.1	4.6	5.6	3.8	16.1	30.1
Radio	3.10	48.4	14.9	4.6	3.5	7.6	3.3	5.1	3.5	9.1	21.0
Facebook	2.93	60.8	2.0	3.5	3.0	11.1	4.5	5.5	2.0	7.5	19.5
Cary Email List Services	2.67	71.6	0.8	1.8	1.5	7.1	0.3	2.5	2.0	12.4	17.2
Parks & Rec. Brochure	2.42	66.1	5.0	4.3	3.0	9.3	1.8	4.3	3.0	3.3	12.4
Cary TV Channel 11	2.34	67.4	8.7	4.9	2.6	3.8	1.8	1.0	1.0	8.7	12.5
Homeowners' Association	2.28	66.9	4.5	4.8	3.8	10.1	3.0	3.3	1.3	2.3	9.9
LinkedIn	1.87	83.8	0.8	1.0	0.0	6.1	1.3	1.0	1.0	5.1	8.4
Block Leader Program	1.80	81.3	2.8	1.0	0.8	8.3	1.0	1.5	0.5	2.8	5.8
Nextdoor	1.80	84.9	0.5	1.3	0.0	4.8	2.3	1.8	0.5	4.0	8.6
Twitter	1.74	83.5	1.8	1.3	0.8	6.6	2.0	1.0	0.3	2.8	6.1
Independent Weekly	1.66	79.8	4.8	4.8	1.3	4.8	1.8	1.0	0.8	1.0	4.6
YouTube	1.59	85.9	0.8	3.5	0.5	4.8	1.0	1.3	0.0	2.3	4.6
Instagram	1.57	88.4	0.8	0.5	0.3	4.5	1.8	1.3	0.0	2.5	5.6

Table 45. Most Used Information Sources in 2014 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 9	% ABOVE 5
Word-of-Mouth	6.14	5.5	1.3	6.5	10.6	16.4	10.1	15.9	13.6	20.2	59.8
Cary News	5.58	27.8	3.0	3.0	2.0	6.0	5.3	10.5	9.8	32.6	58.2
Television	5.08	17.5	13.3	8.5	3.5	9.8	6.3	12.0	8.5	20.6	47.4
BUD	4.78	32.6	5.0	3.0	4.5	8.5	7.5	9.5	9.5	19.8	46.3
Raleigh News & Observer	4.70	39.1	3.0	3.8	3.0	6.8	2.8	7.8	7.8	26.1	44.5
Cary's Website	4.03	32.6	9.3	8.5	7.5	10.3	6.0	8.3	7.0	10.5	31.8
Radio	3.40	39.2	17.1	8.3	4.3	8.3	2.0	7.3	2.0	11.6	22.9
Parks & Rec. Brochure	3.07	51.4	10.0	7.0	2.0	8.5	4.3	5.0	3.3	8.5	21.1
Cary Citizen Website	2.40	65.8	7.5	3.3	2.3	7.3	4.5	3.0	1.0	5.3	13.8
Cary TV Channel 11	2.32	65.1	10.1	5.3	2.0	5.0	2.5	3.5	0.8	5.8	12.6
Homeowners' Association	2.31	62.7	13.0	4.8	2.8	6.3	1.0	2.0	1.8	5.8	10.6
Facebook	2.24	75.2	3.5	2.3	2.3	3.3	2.5	1.3	1.8	8.0	13.6
Cary Email List Services	2.10	76.6	3.5	3.3	0.5	4.3	2.0	2.8	1.8	5.3	11.9
Independent Weekly	1.95	68.1	13.1	5.5	1.8	5.0	1.0	2.0	0.3	3.3	6.6
Block Leader Program	1.71	79.3	6.8	3.0	1.3	4.3	0.5	1.5	0.3	3.0	5.3
YouTube	1.58	89.2	0.8	0.8	0.8	2.3	1.3	0.5	0.5	4.0	6.3
Twitter	1.42	92.0	0.8	0.0	1.0	2.0	0.5	0.5	1.3	2.0	4.3

Table 46. Most Used Information Sources in 2012 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 9	% ABOVE 5
Cary News	5.97	19.6	5.5	3.0	3.0	7.5	6.0	7.8	11.1	36.4	61.3
Word-of-Mouth	5.67	6.6	4.6	8.9	6.1	22.3	15.2	11.4	7.1	17.8	51.5
BUD	5.59	24.9	2.8	5.0	3.0	7.1	6.8	7.3	13.6	29.5	57.2
Television	5.43	10.4	9.8	9.6	7.8	14.1	5.8	13.4	7.8	21.2	48.2
Raleigh News & Observer	5.03	30.7	5.0	5.3	3.8	6.5	4.3	8.5	9.8	26.1	48.7
Cary's Website	5.02	24.7	6.8	7.3	5.0	9.3	6.5	10.1	7.1	23.2	46.9
Radio	3.69	25.6	16.2	11.4	10.4	14.9	5.3	6.8	3.3	6.1	21.5
Parks & Rec. Brochure	3.38	41.4	7.3	10.6	6.8	12.1	4.0	8.3	4.3	5.1	21.7
Cary Email List Services	2.90	59.1	6.6	5.6	3.5	6.1	2.3	2.8	3.3	10.9	19.3
Cary TV Channel 11	2.46	54.2	15.7	7.8	3.8	7.1	3.0	3.0	1.5	3.8	11.3
Cary Citizen Website	2.44	68.9	4.8	4.3	1.8	5.1	2.0	4.3	1.3	7.4	15.0
Homeowners' Association	2.40	65.7	5.8	5.8	3.0	6.6	3.8	2.8	1.0	5.6	13.2
Independent Weekly	1.77	75.7	6.3	6.1	3.0	4.1	1.3	0.8	0.3	2.5	4.9
Block Leader Program	1.49	84.3	4.8	3.3	1.3	3.0	0.5	1.3	0.3	1.3	3.4
Twitter	1.45	90.2	1.3	0.8	1.0	2.8	0.8	1.0	0.3	2.0	4.1

Table 47. Most Used Information Sources in 2010 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 9	% ABOVE 5
Cary News	5.62	19.6	4.5	5.8	3.0	9.5	7.8	13.1	12.3	24.4	57.6
Word-of-Mouth	5.57	9.4	3.8	7.7	9.4	14.8	14.5	16.6	12.0	11.7	54.8
Raleigh News & Observer	5.54	22.5	3.8	5.5	3.3	10.0	5.5	11.0	12.0	26.5	55.0
BUD	5.47	24.4	2.0	5.5	2.3	9.3	7.8	12.1	13.6	22.9	56.4
Television	5.23	12.1	4.5	10.1	8.8	13.1	18.3	15.3	6.5	11.3	51.4
Cary's Website	4.56	26.8	7.0	6.3	5.5	13.5	11.8	8.3	9.5	11.3	40.9
Radio	3.28	28.4	21.1	12.6	11.3	9.3	5.3	5.0	2.0	5.0	17.3
Parks & Rec. Brochure	3.12	51.6	7.8	6.5	5.0	5.8	4.8	6.8	5.5	6.3	23.4
Cary TV Channel 11	3.12	45.8	10.3	7.8	6.8	9.3	4.0	7.6	4.0	4.3	19.9
Cary Email List Services	2.68	62.9	6.5	3.5	2.0	6.5	5.5	2.5	4.3	6.3	18.6
Homeowners' Association	1.88	75.9	6.5	4.0	1.0	5.5	1.3	1.8	1.0	3.0	7.1
Independent Weekly	1.84	74.4	7.5	4.5	3.5	4.0	1.0	1.5	1.0	2.5	6.0
Block Leader Program	1.37	86.9	4.3	2.3	1.8	2.5	1.3	0.5	0.3	0.3	2.4

Table 48. Most Used Information Sources in 2008 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 9	% ABOVE 5
Raleigh News & Observer	6.41	14.2	3.5	3.0	1.7	10.4	5.7	12.4	10.7	38.3	67.1
Television	5.89	13.2	3.0	7.0	5.7	11.4	11.9	11.2	10.7	25.9	59.7
Word-of-Mouth	5.63	7.3	4.8	6.5	6.3	21.6	15.0	16.8	10.3	11.5	53.6
Cary News	5.33	23.1	5.2	4.2	3.5	12.9	6.7	11.9	7.2	25.1	50.9
BUD	5.02	21.9	7.0	5.5	7.2	12.7	8.5	11.9	5.2	20.1	45.7
Radio	4.09	24.1	14.4	12.4	5.2	12.2	6.0	12.4	5.2	8.0	31.6
Cary's Website	3.96	28.3	10.2	9.7	7.2	14.4	10.4	9.4	5.2	5.2	30.2
Parks & Rec. Brochure	3.17	48.8	6.2	8.0	4.2	11.4	4.2	7.7	6.5	3.0	21.4
Cary TV Channel 11	2.67	51.1	10.4	10.4	6.5	9.4	3.2	3.0	3.2	2.7	12.1
Internet Email with Cary	2.40	63.7	7.5	5.5	2.0	6.7	5.2	5.5	2.0	2.0	14.7
Blogs/Msg. Boards/Social Media	1.89	70.9	8.5	6.8	2.8	6.0	0.8	1.3	1.0	2.0	5.1
Independent Weekly	1.87	71.3	7.5	6.2	4.0	5.7	1.2	2.7	0.2	1.0	5.1
24-Hr. Phone Service	1.46	82.0	8.2	2.7	1.5	3.2	0.2	0.7	0.7	0.5	2.1
Block Leader Program	1.37	87.3	5.0	1.5	1.3	2.5	1.0	1.0	0.0	0.5	2.5

Table 49. Most Used Information Sources in 2006 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 9	% ABOVE 5
Raleigh News & Observer	6.10	13.1	4.1	7.5	3.9	12.1	5.9	7.7	10.1	35.6	59.3
Television	5.78	12.6	8.3	4.8	3.0	12.8	10.1	12.8	12.3	23.4	58.6
Cary News	5.40	17.9	5.9	6.4	4.9	15.6	8.2	9.0	7.7	24.6	49.5
Word-of-Mouth	5.27	9.0	10.0	7.7	6.4	19.2	11.3	15.1	12.1	9.2	47.7
BUD	5.19	23.8	5.3	4.8	5.9	8.8	7.8	12.8	10.7	20.1	51.4
Radio	4.53	20.4	13.4	10.2	7.9	9.9	8.6	8.4	7.1	14.1	38.2
Cary's Website	4.07	28.7	9.8	11.4	7.0	11.1	7.2	9.0	7.2	8.5	31.9
Parks & Rec. Brochure	3.75	43.0	6.3	7.2	2.9	9.5	4.3	11.5	5.7	9.7	31.2
Direct Mail	3.70	41.5	9.4	6.3	4.5	8.0	7.1	6.8	6.0	10.5	30.4
Cary TV Channel 11	3.06	46.1	10.1	9.0	4.1	13.7	3.9	4.9	3.9	4.4	17.1
Internet Email with Cary	2.73	58.5	7.8	6.7	2.7	6.5	3.8	5.4	2.2	6.5	17.9
Independent Weekly	2.72	54.7	12.1	5.4	3.9	6.0	3.6	6.9	5.1	2.1	17.7
CaryNow.com	2.55	64.6	4.7	6.6	2.5	5.3	2.5	5.0	5.0	3.8	16.3
24-Hr. Phone Service	1.79	77.7	4.8	3.7	3.1	4.5	1.4	2.0	1.7	1.1	6.2
Block Leader Program	1.55	83.4	5.2	2.4	1.7	1.7	2.8	1.0	1.0	0.7	5.5

Table 50. Most Used Information Sources in 2004 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 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. Brochure	3.62	43.0	7.0	6.4	4.5	11.5	4.8	9.6	4.3	8.8	27.5
Internet Email with Cary	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
Cary TV Channel 11	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-Hr. 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 51. Most Used Information Sources in 2002 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 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. Brochure	3.78	40.0	5.5	8.5	5.5	11.5	5.5	7.8	6.8	9.0	29.1
Internet Email with Cary	3.06	56.4	5.8	5.0	4.8	6.8	2.8	5.3	3.0	10.3	21.4
Cary TV Channel 11	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-Hr. 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 52. Most Used Information Sources in 2000 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 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 Email with Cary	2.78	67.6	3.1	2.6	2.0	3.8	2.0	3.8	5.1	9.9	20.8
Cary TV Channel 11	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-Hr. 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 53. Most Used Information Sources in 1998 (In Order of Usage)

INFO SOURCE	MEAN	NEVER USE 1	2	3	4	5	6	7	8	FREQUENT- LY USE 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 Email with Cary	2.06	76.3	4.2	4.0	1.7	3.2	1.0	1.7	1.5	6.2	10.4
24-Hr. Phone Service	1.99	72.1	7.7	3.5	2.0	6.2	2.0	2.7	2.5	1.2	8.4
Cary TV Channel 11	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 54. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	% ABOVE 5
20	7.69*	0.0	0.3	1.0	1.0	6.5	3.5	23.2	35.0	29.5	91.2
18	7.49	0.3	0.5	0.8	1.3	10.1	7.8	20.2	30.7	28.5	87.2
16	7.33	1.0	1.0	0.0	1.0	13.5	6.5	22.0	29.3	25.8	83.6
14	7.07	1.3	0.5	1.0	1.8	17.3	10.0	19.3	26.8	22.1	78.2
12	7.33	0.5	0.3	1.8	2.5	14.5	5.0	19.0	27.3	29.1	80.4
10	6.95	0.8	0.8	2.0	1.0	20.1	11.3	22.1	18.6	23.4	75.4
08	6.87	0.7	0.0	2.7	2.7	15.9	12.9	27.1	20.4	17.4	77.8
06	6.63	2.1	1.0	0.8	2.6	19.5	13.8	28.7	19.2	12.3	74.0
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 55. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	% ABOVE 5
20	7.53*	0.5	0.3	0.3	2.1	9.1	6.0	21.2	32.6	28.0	87.8
18	6.98	0.5	0.3	2.1	1.0	24.7	6.8	16.6	26.2	21.8	71.4
16	6.67	3.3	0.8	1.3	0.8	24.8	8.5	24.1	17.3	19.3	69.2
14	6.56	2.0	0.5	1.8	0.3	30.6	9.3	20.1	22.1	13.5	65.0
12	7.01	1.3	0.3	1.0	1.5	20.5	6.8	24.2	23.2	21.2	75.4
10	6.68	1.5	1.5	3.0	2.0	24.8	8.9	18.2	18.5	21.5	67.1
08	6.36	2.0	1.3	2.5	4.6	23.2	12.0	28.5	15.0	10.9	66.4
06	6.19	2.9	1.3	2.1	3.7	25.4	15.2	27.3	15.0	7.0	64.5
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



SOLID WASTE SERVICES

SOLID WASTE SERVICES

A set of questions was included in the survey to examine the respondent’s satisfaction with four curbside solid waste collection services. The curbside services examined include recycling collection, garbage collection, yard waste collection, and loose leaf collection. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate these collection services. The solid waste services are discussed from highest to lowest ratings in order of means.

The results indicate the respondents continue to be very satisfied with curbside garbage collection. The mean this year was 8.55 increasing from 8.41 in 2018 (Table 56). This represents the second highest rating earned by the department since 8.58 in 2010. In addition, this increase was statistically significant. Figure 12 shows the percentages on the “satisfied” side (above 5) of the scale was 98.3% versus only 0.6% on the “dissatisfied” side. If this mean were converted into a grade, then curbside garbage collection would earn an impressive mark of A up from A- in 2018.

Figure 12. Garbage Collection Satisfaction

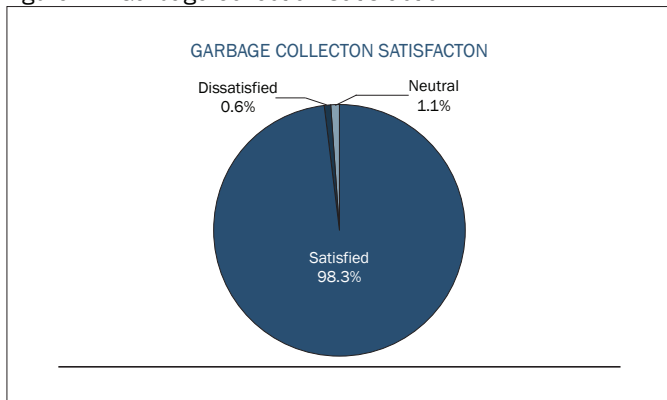


Table 56. Satisfaction with Curbside Garbage Collection

YEAR	MEAN	% ABOVE 5
20	8.55*	98.3
18	8.41	98.4
16	8.38	97.0
14	8.41	97.6
12	8.46	98.4
10	8.58	97.6
08	8.19	94.6
06	7.61	88.6
04	7.91	89.0

The respondent’s level of satisfaction with curbside yard waste collection has also increased from 2018. The mean was 8.37 this year versus 8.00 two years ago (Table 57). This increase was also statistically significant. There were 95.6% of the responses on the “satisfied” side of the scale which improved from 92.9% in 2018. The “dissatisfied” side also decreased from 3.7% to 2.0% this year (Figure 13). Note the very large increase in the “very satisfied” responses improving from 55.1% to 68.5%. If converted to a grade, then the grade for curbside yard waste collection would equate to an A-. This represents an improvement from a B+ in 2018.

Figure 13. Recycling Collection Satisfaction

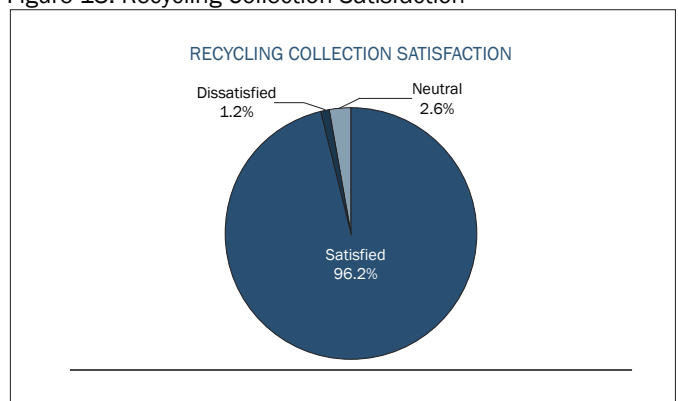


Table 57. Satisfaction with Curbside Yard Waste Collection

YEAR	MEAN	% ABOVE 5
20	8.37*	95.6
18	8.00	92.9
16	8.32	95.9
14	8.19	94.8
12	8.25	96.3
10	8.37	95.1
08	-	-
06	7.65	89.6
04	7.72	89.4

Table 58. Satisfaction with Curbside Recycling Collection

YEAR	MEAN	% ABOVE 5
20	8.33*	96.2
18	8.03	93.9
16	8.11	93.3
14	8.12	94.2
12	8.24	94.6
10	8.37	94.9
08	7.74	90.0
06	7.56	87.7
04	7.88	90.5

Continuing the trend of improvement for Solid Waste Services, there has been a large increase in the level of satisfaction for curbside recycling collection. The mean has improved to 8.33 from 8.03 in 2018 and this level of mean increase was statistically significant (Table 58). This represents the second highest mean earned by the department since 8.37 in 2010. Figure 14 shows there were 96.2% of the respondents on the “satisfied” side of the scale up from 93.9% in 2018. The percentages on the “dissatisfied” side decreased from 3.1% to only 1.2% this year. Driving the large level of improvement was the increase in the percentage of respondents answering they were “very satisfied” from 51.4% to 64.2%. If the curbside recycling collection mean was converted to a grade, then the grade would be an A-. In 2018, the grade would have translated to a B+.

Finally, the rating for curbside loose leaf collection has demonstrated the largest increase in satisfaction ratings among any of the curbside services. The mean increased from 7.73 to 8.27 and this mean increase was statistically significant (Table 59). This represents the highest mean this service has earned. Figure 15 shows there were 96.5% on the “satisfied” side of the scale up from 87.1% in 2018. The percentages on the “dissatisfied” side decreased from 5.2% to only 1.6%. Note the respondents who answered with “very satisfied” has increased sharply from 48.4% to 61.7% this year. If this mean were converted into a grade, then it would earn the mark of A- this year up from B in 2018.

Figure 14. Recycling Collection Satisfaction



Figure 15. Loose Leaf Collection Satisfaction

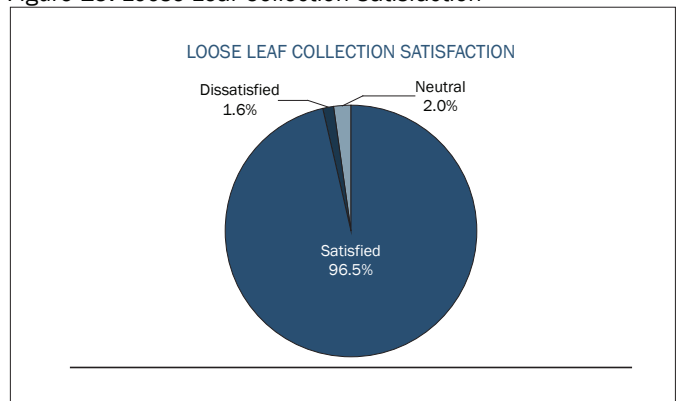


Table 59. Satisfaction with Curbside Loose Leaf Collection

YEAR	MEAN	% ABOVE 5
20	8.27*	96.5
18	7.73	87.1
16	8.24	94.6
14	8.11	93.2
12	7.95	92.0
10	8.18	94.0
08	--	--
06	7.49	86.6
04	7.40	86.1

In summary, the curbside collection of Solid Waste Services earned excellent marks that represent the highest the department has earned. See Appendix B for selected Solid Waste Services crosstabulations (B325-B348).

Table 56. Satisfaction with Curbside Garbage Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.55*	0.3	0.0	0.3	0.0	1.1	1.6	5.2	21.3	70.2	98.3
18	8.41	0.5	0.0	0.0	0.3	0.8	1.6	6.5	32.0	58.3	98.4
16	8.38	0.0	0.5	0.5	0.3	1.6	1.4	6.8	29.6	59.2	97.0
14	8.41	0.0	0.0	0.3	0.0	2.1	1.6	9.7	25.0	61.3	97.6
12	8.46	0.3	0.3	0.3	0.0	0.8	2.9	6.7	23.5	65.3	98.4
10	8.58	0.0	0.0	0.0	0.0	2.4	1.6	4.6	18.2	73.2	97.6
08	8.19	0.5	0.5	0.0	0.5	3.7	3.4	8.4	28.2	54.6	94.6
06	7.61	3.8	1.2	1.5	0.3	4.7	5.0	14.0	28.4	41.2	88.6
04	7.91	1.2	1.8	1.5	1.8	4.6	2.1	8.3	26.3	52.3	89.0

Table 57. Satisfaction with Curbside Yard Waste Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.37*	0.4	0.8	0.4	0.4	2.4	3.1	7.1	16.9	68.5	95.6
18	8.00*	1.1	0.4	0.7	1.5	3.4	6.7	11.2	19.9	55.1	92.9
16	8.32	0.3	0.6	0.3	0.3	2.5	0.9	9.4	25.7	59.9	95.9
14	8.19	0.3	1.3	0.3	0.6	2.8	3.8	10.0	22.2	58.8	94.8
12	8.25	0.0	0.3	0.0	0.3	3.0	3.4	11.1	26.9	54.9	96.3
10	8.37	0.0	0.9	0.0	0.3	3.8	2.3	8.1	17.1	67.6	95.1
08	--	--	--	--	--	--	--	--	--	--	--
06	7.65	1.3	1.0	1.3	1.3	5.3	5.6	19.6	24.9	39.5	89.6
04	7.72	1.4	0.6	1.4	2.0	5.2	8.0	12.9	23.2	45.3	89.4

Table 58. Satisfaction with Curbside Recycling Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.33*	0.0	0.3	0.6	0.3	2.6	3.8	10.3	17.9	64.2	96.2
18	8.03	0.3	0.3	1.4	1.1	2.9	5.7	13.2	23.6	51.4	93.9
16	8.11	0.3	0.6	1.8	0.6	3.6	3.6	9.8	24.3	55.6	93.3
14	8.12	0.5	0.0	1.1	0.3	4.0	3.8	12.3	23.9	54.2	94.2
12	8.24	0.3	0.8	0.3	0.5	3.5	2.7	10.4	21.1	60.4	94.6
10	8.37	0.5	0.0	0.5	0.3	3.8	2.4	7.2	17.7	67.6	94.9
08	7.74	0.8	1.6	1.3	1.9	4.3	5.1	16.7	24.7	43.5	90.0
06	7.56	3.3	0.9	0.6	1.2	6.3	6.9	15.1	25.3	40.4	87.7
04	7.88	1.8	0.9	1.2	0.6	4.9	5.2	12.5	20.2	52.6	90.5

Table 59. Satisfaction with Curbside Loose Leaf Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.27*	0.4	0.0	1.2	0.0	2.0	5.1	10.3	19.4	61.7	96.5
18	7.73*	1.6	0.4	1.2	2.0	7.8	5.9	13.3	19.5	48.4	87.1
16	8.24	0.3	0.7	0.3	1.3	2.7	2.0	8.6	25.9	58.1	94.6
14	8.11	0.6	1.0	1.0	0.3	3.9	3.5	10.3	22.6	56.8	93.2
12	7.95	0.4	0.7	0.4	1.4	5.1	5.8	12.6	24.9	48.7	92.0
10	8.18	0.3	0.0	0.9	1.6	3.2	4.4	12.0	15.8	61.8	94.0
08	--	--	--	--	--	--	--	--	--	--	--
06	7.49	0.9	0.9	4.7	2.3	4.7	5.1	16.3	20.5	44.7	86.6
04	7.40	1.9	1.9	1.6	2.3	6.1	9.4	16.2	24.6	35.9	86.1



TOWN COUNCIL FOCUS AREAS

TOWN COUNCIL FOCUS AREAS

The survey included several questions examining five specific focus areas of the Town Council. The respondents were asked to rate their satisfaction with the Town’s efforts on environmental protection; keeping Cary the best place to live, work, and enjoy; transportation; planning & development; and recreational facilities. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used for all the areas examined with the exception of a separate 9-point effectiveness scale used only for keeping Cary the best place to live, work, and enjoy. The focus areas are listed in order of mean scores indicating higher levels of satisfaction and/or effectiveness from the respondents.

The job the Town is doing with recreational facilities continued to earn the highest rating of any of the focus areas. The respondents were asked to consider the overall job the Town is doing in terms of developing, maintaining, and operating recreational facilities including parks, greenways, and community centers. Table 60 shows the impressive results for the overall job the Town is doing. The mean was 8.17 this year with 96.7% on the “satisfied” side of the scale (above 5) up from 93.8% in 2018. There were only 0.8% of the responses on the “dissatisfied” side down from 1.4% (Figure 16). Note that 44.2% of the respondents answered they were “very satisfied” with the Town’s performance. Overall, this ranks as the highest overall rating the Town has earned to date for their efforts with recreational facilities eclipsing the recent 8.02 in 2018. If this mean were converted into a grade, the Town would earn an A- this year which is up from a B+.

Figure 16. Satisfaction with Job Town is Doing on Recreational Facilities

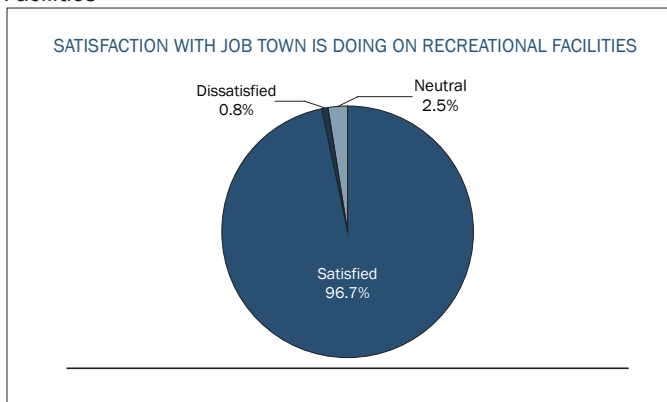


Table 60. Satisfaction with the Overall Job the Town is Doing of Developing, Managing and Operating Recreational Facilities

YEAR	MEAN	% ABOVE 5
20	8.17	96.7
18	8.02	93.8
16	8.00	95.2
14	7.61	90.5
12	7.87	91.2
10	7.68	88.8
08	7.46	87.6

The suggestions made by the respondents who gave low scores (below the mean of 5) to improve their satisfaction for the focus areas are shown in Appendix L. They will be discussed at the end of this focus area section. See Appendix B for selected crosstabulations on the focus areas (B349-B393).

The second highest rated focus area was how effective the Town Council was in keeping Cary the best place to live, work, and enjoy. This question used a 9-point effectiveness scale from very ineffective (1) to very effective (9). The respondents were very supportive of the Town’s efforts with a mean rating of 7.80 improving slightly from 7.75 in 2018 (Table 61). This represents the second highest mean since 7.83 in 2012. There were 92.0% of the responses on the “effective” side of the scale with only 1.6% on the “ineffective” side (Figure 17). This would convert to a grade of B+ while the grade in 2018 was a B.

Figure 17. Effectiveness in Keeping Cary the Best Place to Live, Work and Raise a Family

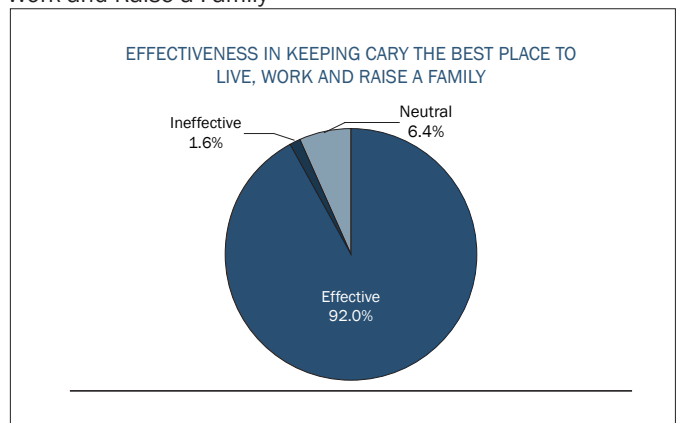


Table 61. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work and Raise a Family

YEAR	MEAN	% ABOVE 5
20	7.80	92.0
18	7.75	91.7
16	7.72	92.3
14	7.49	87.1
12	7.83	93.1
10	7.65	89.8
08	6.85	77.0

The respondents were generally satisfied with the job the Town is doing on environmental protection such as recycling, open space preservation, water conservation, sustainability, erosion control, stormwater, and litter reduction. The respondents gave the Town a good rating with a mean of 7.39 (Table 62). However, the mean has decreased from 7.64 and this decline was statistically significant. There was also a previous decline from 2016 to 2018. There were 86.1% of the responses on the “satisfied” side of the scale versus 3.9% on the “dissatisfied” side (Figure 18). This would convert to a grade of B- declining from a B in 2018.

Figure 18. Satisfaction with Job Town is Doing on Environmental Protection

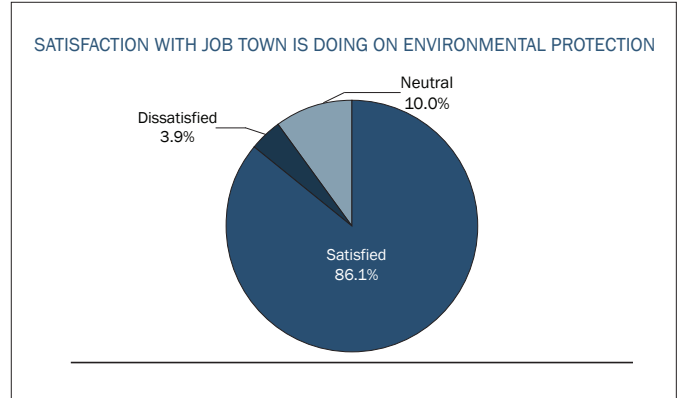


Table 62. Satisfaction with the Job the Town is Doing on Environmental Protection

YEAR	MEAN	% ABOVE 5
20	7.39*	86.1
18	7.64	90.0
16	7.74	95.5
14	7.53	89.1
12	7.62	88.6
10	7.67	91.4
08	7.04	80.0

The respondent’s satisfaction with the Town’s transportation efforts also decreased this year. The respondents were asked to consider issues like widening roads, GoCary, synchronizing signal lights, and adding bike lanes/greenways/sidewalks. The mean this year was 7.02 down from 7.36 in 2018. This level of mean decrease would also be considered statistically significant (Table 63). There were 81.5% on the “satisfied” side of the scale versus 6.1% on the “dissatisfied” side (Figure 19). The “very satisfied” responses (rated 9) has fallen from 27.3% to 19.2% this year. This would convert to a grade of C+ this year down from a B- in 2018.

Figure 19. Satisfaction with Job Town is Doing on Transportation

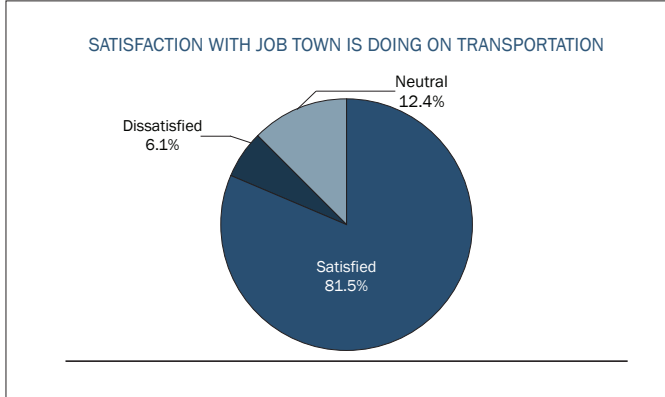


Table 63. Satisfaction with the Job the Town is Doing on Transportation

YEAR	MEAN	% ABOVE 5
20	7.02*	81.5
18	7.36	84.6
16	7.20	84.1
14	6.94	79.9
12	7.07	80.8
10	6.73	72.1
08	6.66	72.9

Finally, the respondents rated the job the Town is doing with planning & development such as guiding growth, focusing on mixed use development, and ensuring high-quality development compatible with existing development. This area earned the lowest mean for any of the focus areas. The results show a decrease in the mean from 6.97 to 6.80 this year. However, this mean decrease was not statistically significant (Table 64). There were 78.5% on the “satisfied” side of the scale with 9.3% on the “dissatisfied” side (Figure 20). If this mean were converted into a grade, then the Town would earn a C which is down from a C+ in 2018.

Figure 20. Satisfaction with Job Town is Doing on Planning and Development

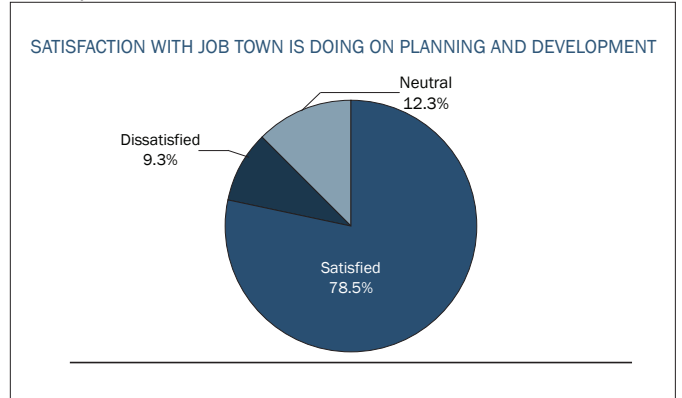


Table 64. Satisfaction with the Job the Town is Doing on Planning and Development

YEAR	MEAN	% ABOVE 5
20	6.80	78.5
18	6.97	79.8
16	7.16	83.4
14	6.60	72.6
12	6.82	75.6
10	6.73	75.8
08	5.93	61.1

Table 60. Satisfaction with the Overall Job the Town is Doing of Developing, Managing and Operating Recreational Facilities

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.17	0.3	0.0	0.0	0.5	2.5	1.3	13.6	37.6	44.2	96.7
18	8.02	0.3	0.8	0.3	0.0	5.0	3.3	10.8	38.2	41.5	93.8
16	8.00	0.0	0.5	0.0	0.0	4.3	3.0	16.0	38.6	37.6	95.2
14	7.61	0.2	0.5	0.0	0.5	8.2	6.0	21.9	35.9	26.7	90.5
12	7.87	0.5	0.5	0.3	1.0	6.6	4.1	15.0	30.7	41.4	91.2
10	7.68	0.0	0.0	0.3	1.3	9.8	4.0	21.0	31.5	32.3	88.8
08	7.46	0.0	0.2	0.0	0.7	11.4	7.7	25.9	27.9	26.1	87.6

Table 61. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work and Raise a Family

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	7.80	0.3	0.0	0.8	0.5	6.4	2.3	20.1	37.4	32.2	92.0
18	7.75	0.5	0.3	0.3	0.8	6.5	3.8	17.8	41.0	29.1	91.7
16	7.72	0.3	0.3	1.3	0.8	5.3	3.5	20.0	41.3	27.5	92.3
14	7.49	0.5	0.0	0.7	0.7	10.9	6.0	21.9	33.8	25.4	87.1
12	7.83	0.8	0.3	0.5	0.5	4.9	3.9	17.0	38.8	33.4	93.1
10	7.65	0.3	0.3	0.3	0.3	9.3	4.3	21.1	36.1	28.3	89.8
08	6.85	1.3	0.3	0.5	2.0	19.0	12.3	28.8	20.1	15.8	77.0

Table 62. Satisfaction with the Job the Town is Doing on Environmental Protection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	7.39*	0.5	0.8	1.3	1.3	10.0	7.7	21.1	32.4	24.9	86.1
18	7.64	0.0	0.5	0.5	0.8	8.2	6.4	18.8	36.0	28.8	90.0
16	7.74	0.3	0.3	0.8	0.5	2.8	7.2	21.3	40.5	26.5	95.5
14	7.53	0.5	0.5	0.5	1.0	8.5	5.3	22.0	37.5	24.3	89.1
12	7.62	1.3	0.0	0.5	0.8	8.8	5.3	19.4	30.8	33.1	88.6
10	7.67	0.5	0.0	0.8	0.5	7.0	5.3	19.5	39.8	26.8	91.4
08	7.04	1.0	0.0	1.0	1.5	16.6	11.8	25.4	22.4	20.4	80.0

Table 63. Satisfaction with the Job the Town is Doing on Transportation

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	7.02*	0.3	1.0	1.5	3.3	12.4	14.2	23.3	24.8	19.2	81.5
18	7.36	0.5	0.5	1.0	1.8	11.6	7.6	22.2	27.5	27.3	84.6
16	7.20	0.8	0.3	1.8	3.0	10.1	9.8	25.7	24.9	23.7	84.1
14	6.94	0.5	0.5	2.2	3.2	13.7	12.0	26.2	26.2	15.5	79.9
12	7.07	1.3	0.8	1.8	3.0	12.4	9.8	22.0	28.5	20.5	80.8
10	6.73	1.3	1.5	2.5	2.8	20.0	9.3	23.3	23.5	16.0	72.1
08	6.66	0.7	0.5	1.7	8.2	15.9	12.2	24.1	24.9	11.7	72.9

Table 64. Satisfaction with the Job the Town is Doing on Planning and Development

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	6.80	2.1	1.5	3.6	2.1	21.3	12.3	25.1	24.4	16.7	78.5
18	6.97	1.0	2.1	0.8	3.6	12.7	12.1	23.0	24.5	20.2	79.8
16	7.16	1.0	1.3	1.5	0.8	12.0	12.2	22.4	24.9	23.9	83.4
14	6.60	1.5	2.0	1.5	2.0	20.4	14.0	24.7	22.2	11.7	72.6
12	6.82	1.0	1.8	2.0	2.8	16.6	11.7	22.4	24.2	17.3	75.6
10	6.73	0.3	1.0	1.3	2.5	19.1	14.1	30.2	18.1	13.4	75.8
08	5.93	3.1	2.6	3.8	8.9	20.4	18.1	24.2	12.2	6.6	61.1

The respondents who gave scores below 5 for any of the focus areas were asked any specific action the Town could take to make them more satisfied (Appendix L). The key issues for each area were:

- Planning and Development– there were 49 total comments and the key issues were control overdevelopment (19 comments), limit high-density housing/apartments (11 comments), improve infrastructure (6 comments), improve schools (5 comments), and limit building expensive housing (5 comments).
- Transportation– there were 31 total comments and the key issues were to improve traffic (7 comments), adding bike lanes (5 comments), improving public transportation (5 comments), and adding sidewalks (4 comments).
- Environmental Protection– there were 27 total comments including adding weekly curbside recycling (7 comments), stop the loss of trees/greenspace (5 comments), and recycling rules too strict (3 comments).
- Keeping Cary the Best Place to Live, work, and enjoy– there were only 5 comments with no theme.
- Parks& Recreation– there were only 2 comments with no theme.



HOME NEIGHBORHOOD CHARACTERISTICS

HOME NEIGHBORHOOD CHARACTERISTICS

The survey included four questions to examine home neighborhoods. The respondents were asked to rate their neighborhoods on four characteristics. These were desirability (attractive, want to live there), safety (feel safe, presence of safety programs), strength (adapt to change, visually interesting), and community connection (I know people, there is social interaction). The respondents were given the definition of these concepts before answering the question. A 9-point grading scale from very poor (1) to excellent (9) was used to rate their neighborhoods.

The respondents rated all the characteristics very positively again this year with safety being the highest rated of the four (Table 65). The results from 2018 are shown in Table 66 for comparison. The mean for safety improved from 8.21 to 8.35 this year while the grade remained at the A-level. There were 97.5% who responded above the midpoint of 5 while only 0.3% responded below 5. Desirability rated second garnering a mean of 8.18 improving from 7.92 in 2018 and this increase was statistically significant. The corresponding grade improved from a B+ to A- with 97.0% responding above the midpoint versus only 0.3% below it. Strength rated third with the mean increasing from 7.69 to 7.96 this year and this increase was also statistically significant. The grade improved from a B to B+ with 94.4% above 5 with only 2.4% below it. Finally, the lowest rating was for community connection. However, the mean increased from 7.22 to 7.71 this year and the grade improved from a B- to B and the increase was again statistically significant. There was 90.0% above the midpoint versus 3.1% below it. See Appendix B for selected home neighborhood characteristics crosstabulations (B394-B429).

Table 65. Ratings of Home Neighborhood Characteristics 2020
(In Order of Ratings)

NEIGHBORHOOD ASPECTS	MEAN	GRADE
Safety	8.35	A-
Desirability	8.18*	A-
Strength	7.96*	B+
Community Connection	7.71*	B

Table 66. Ratings of Home Neighborhood Characteristics 2018
(In Order of Ratings)

NEIGHBORHOOD ASPECTS	MEAN	GRADE
Safety	8.21	A-
Desirability	7.92	B+
Strength	7.69	B
Community Connection	7.22	B-

The respondents were asked to rate how the Town has been doing in providing housing choices that can accommodate a variety of lifestyles, households, ages, cultures, and market preferences. The housing types examined were for seniors, multigenerational households, households with children, households without children, young professionals, and members of the local workforce. This year the ratings increased for three of the housing choices and fell for three others. It is important to note the percentages above the midpoint of 5 remained high for all the housing choices. The respondents indicated the Town was doing the most effective job with households with children (Table 67). However, the mean has fallen from 7.73 to 7.38 this year and this decrease was statistically significant. This resulted in the grade falling from B to B- with 79.1% above the midpoint of 5 versus 6.5% below it. For comparison, the results from 2018 are shown in Table 68. Rated second was households without children with a mean of 7.24. This mean has also fallen from 7.42 in 2018 while the grade remains at the B- level. This year there were 78.1% above the midpoint of 5 versus 5.3% below it. The mean for members of the local workforce rose this year from 7.05 to 7.13 with the grade remaining at the C+ level with 75.8% above the midpoint of 5 versus 7.4% below it. The rating also rose for young professionals (6.97 to 7.08) as the grade remained at the C+ level with 75.0% of the responses above the midpoint of 5 versus 7.9% below it. The mean also increased for multigenerational households from 6.91 to 7.03 this year while the grade was unchanged at C+. In this instance, there were 72.5% above the midpoint with 7.3% below it. Finally, the mean fell slightly this year for seniors from 6.93 to 6.85. This resulted in the grade declining from C+ to C with 71.6% of the responses above the midpoint versus 10.2% below it. See Appendix B for selected housing choices crosstabulations (B430-B438).

Table 67. Ratings of Available Housing Choices in Cary 2020
(In Order of Ratings)

HOUSING CHOICES	MEAN	GRADE
Households with Children	7.38*	B-
Households without Children	7.24	B-
Members of Local Workforce	7.13	C+
Young Professionals	7.08	C+
Multigenerational Households	7.03	C+
Senior	6.85	C

Table 68. Ratings of Available Housing Choices in Cary 2018
(In Order of Ratings)

HOUSING CHOICES	MEAN	GRADE
Households with Children	7.73	B
Households without Children	7.42	B-
Members of Local Workforce	7.05	C+
Young Professionals	6.97	C+
Seniors	6.93	C+
Multigenerational Households	6.91	C+

Table 65. Ratings of Home Neighborhood Characteristics 2020 (In Order of Ratings)

NEIGHBORHOOD ASPECTS	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
Safety	8.35	0.0	0.0	0.0	0.3	2.3	2.0	8.3	32.6	54.6	A-
Desirability	8.18*	0.0	0.0	0.3	0.0	2.8	3.3	16.0	27.6	50.1	A-
Strength	7.96*	0.3	0.3	1.0	0.8	3.3	3.3	19.9	27.5	43.7	B+
Community Connection	7.71*	0.0	0.5	0.8	1.8	7.1	9.4	16.5	22.3	41.8	B

Table 66. Ratings of Home Neighborhood Characteristics 2018 (In Order of Ratings)

NEIGHBORHOOD ASPECTS	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
Safety	8.21	0.0	0.3	0.3	0.5	2.3	3.8	11.6	29.6	51.8	A-
Desirability	7.92	0.0	0.0	0.5	1.0	5.6	4.5	18.7	26.8	42.9	B+
Strength	7.69	0.3	0.3	0.8	1.0	6.3	8.9	21.3	23.5	37.7	B
Community Connection	7.22	1.0	1.5	2.0	3.5	12.8	9.6	15.1	19.1	35.3	B-

Table 67. Ratings of Available Housing Choices in Cary 2020 (In Order of Ratings)

NEIGHBORHOOD ASPECTS	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
Households with Children	7.38*	2.7	0.3	1.9	1.6	14.4	4.1	13.0	23.1	38.9	B-
Households Without Children	7.24	2.8	0.0	1.7	0.8	16.6	7.5	13.6	23.8	33.2	B-
Members of Local Workforce	7.13	1.6	1.1	2.5	2.2	16.8	5.5	16.5	23.9	29.9	C+
Young Professionals	7.08	3.5	0.3	1.9	2.2	17.1	6.8	14.4	22.0	31.8	C+
Multigenerational Households	7.03	2.2	1.1	2.0	2.0	20.2	6.2	13.4	23.5	29.4	C+
Seniors	6.85	2.5	0.8	3.6	3.3	18.2	8.8	17.7	16.6	28.5	C

Table 68. Ratings of Available Housing Choices in Cary 2018 (In Order of Ratings)

NEIGHBORHOOD ASPECTS	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
Households with Children	7.73	0.8	0.3	1.6	1.1	10.0	4.0	12.1	28.2	42.0	B
Households Without Children	7.42	0.5	0.3	1.9	1.6	15.6	6.3	14.0	23.8	36.0	B-
Members of Local Workforce	7.05	1.1	0.8	2.9	2.7	15.8	9.6	18.4	21.1	27.5	C+
Young Professionals	6.97	1.3	1.3	4.2	2.7	17.2	7.4	15.6	22.0	28.1	C+
Seniors	6.93	1.1	0.8	6.1	3.4	18.4	5.9	14.5	18.7	31.0	C+
Multigenerational Households	6.91	1.1	0.5	3.0	1.4	24.3	8.7	15.0	18.0	27.9	C+



DOWNTOWN CARY

DOWNTOWN CARY

A set of questions examined visitation to downtown Cary. The respondents were first asked if they had visited downtown in the past year and 87.3% (89.0% in 2018) indicated they had done so. Those who had visited downtown were then asked what drew them downtown (Table 69). There were 631 total comments (many respondents gave multiple reasons) and the key downtown draws were restaurants (130 comments), library (74 comments), shops/shopping (50 comments), brewery/beer store (35 comments), events (28 comments), parks (24 comments), and visiting/pleasure/fun (24 comments). Other reasons included the Art/Art Center (22 comments), water fountain (22 comments), quaint/historic feel/atmosphere (20 comments), and business/work (18 comments). See Appendix M for all reasons.

There were several changes in what drew respondents to downtown among the top ten since 2018. The largest increases included the growing importance of restaurants which remained 1st but the comments increased from 87 to 130 comments. Other increases were the library which moved from 10th to 2nd (20 to 74 comments), brewery/beer store moved from 16th to 4th (11 to 35 comments), parks moved from 16th to 6th (11 to 24 comments), events moved from 8th to 5th (23 to 28 comments), and finally quaint/historic feel/atmosphere rose from 13th to 10th (14 to 20 comments). The largest declines were the fountain moving from 4th to 8th (32 to 22 comments), visiting/pleasure/fun fell from 3rd to 6th (40 to 24 comments), Art/Art Center fell from 5th to 8th (31 to 22 comments), and shops/shopping declined slightly from 2nd to 3rd (43 to 50 comments).

Those who had not visited downtown were then asked why (Appendix N). There were 50 total comments and the key reasons were no interest/don't like it (10 comments), too distant from West Cary (9 comments), schedule/work/busy (7 comments), and not much downtown and need things to draw people (6 comments). See Appendix B for selected visiting downtown Cary crosstabulations (B439-B447).

Table 69.1. What Drew Respondents to Downtown Cary - 2020

2020 DOWNTOWN ACTIVITIES	# MENTIONED
Restaurants	130
Library	74
Shops/Shopping	50
Brewery/Beer Store	35
Events	28
Parks	24
Visiting/Pleasure/Fun	24
Art/Art Center	22
Water Fountain	22
Quaint/Historic Feel/Atmosphere	20
For Business/Work	18
Everything/Numerous Reasons	16
Live in or Around the Area	13
Walkability	13
Festivals	12
Theater	11
Drug Stores/Ashworth	10
Ice Cream	9
Church	8
Meet Friends	7

Table 69.2. What Drew Respondents to Downtown Cary - 2018

2018 DOWNTOWN ACTIVITIES	# MENTIONED
Restaurants	87
Shops/Shopping	43
Visiting/Fun/Pleasure	40
Water Fountain	32
For Business/Work	31
Art/Art Center	31
Everything/Numerous Reasons	30
Events	23
Walkability	22
Library	20
Theater	19
Nothing in Particular	15
Quaintness/Historic Feel/ Atmosphere	14
Church	12
Drug Store/Ashworth	12
Live In or Around the Area	11
Brewery/Beer Store	11
Park	11
Driving/Passing Through	10
Festivals	10

Table 69.3. What Drew Respondents to Downtown Cary - 2016

2016 DOWNTOWN ACTIVITIES	# MENTIONED
Restaurants	60
Shops/Shopping	55
Visiting/Fun/Pleasure	47
For Business/Work	32
Library	26
Theater	20
Art/Art Center	19
Driving/Passing through	19
Events	17
Drug Store/Ashworth	17
Post Office	17
Festivals	14
Everything/Numerous Reasons	11
Church	10
Live In or Around the Area	10
Lazy Daze	9
Quaintness/Historic Feel/ Atmosphere	9
Parade/Christmas Parade	7
Supporting Local Businesses	7
Bank	6



GIVING BACK TO THE COMMUNITY

GIVING BACK TO THE COMMUNITY

The respondents were asked to rate the importance of giving back to my community. Table 70 shows there was a very high degree of agreement with this statement. The mean was 8.36 with 97.0% of the respondents on the “agree” side of the scale with 0.0% on the “disagree” side. The mean in 2018 was slightly higher at 8.43. See Appendix B for selected giving back to the community crosstabulations (B448-B456).

Table 70. Importance of Giving Back to My Community

YEAR	MEAN	STRONGLY DISAGREE 1	2	3	4	5	6	7	8	STRONGLY AGREE 9	% ABOVE 5
20	8.36	0.0	0.0	0.0	0.0	3.0	4.0	8.8	22.4	61.8	97.0
18	8.43	0.3	0.3	0.0	0.0	2.3	1.5	11.3	17.6	66.8	97.2

8. On a scale of 1 to 9 with 1 being very dissatisfied to 9 being very satisfied, rate your level of satisfaction with the following Town of Cary solid waste services. If you have not used any of the services respond with not applicable.

	Very Dissatisfied				Neutral				Very Dissatisfied	
	1	2	3	4	5	6	7	8	9	NA
8a. Curbside recycling collection.....	1	2	3	4	5	6	7	8	9	NA
8b. Curbside garbage collection.....	1	2	3	4	5	6	7	8	9	NA
8c. Curbside yard waste collection.....	1	2	3	4	5	6	7	8	9	NA
8d. Curbside loose leaf collection.....	1	2	3	4	5	6	7	8	9	NA

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

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

(For responses below 5) Can you provide specific examples of public areas that need more attention (ask to spell the name of the area and then ask the problem)?

Area _____ Problem _____
 Area _____ Problem _____

10. How well does the Town of Cary maintain:

	Very Poor				Average				Excellent
	1	2	3	4	5	6	7	8	9
10a. Streets.....	1	2	3	4	5	6	7	8	9
10b. Sidewalks.....	1	2	3	4	5	6	7	8	9
10c. Traffic Signals.....	1	2	3	4	5	6	7	8	9
10d. Traffic Signs.....	1	2	3	4	5	6	7	8	9
10e. Street Pavement Markings.....	1	2	3	4	5	6	7	8	9

(For responses below 5) Can you provide specific examples of roads that need more attention (ask to spell street name and then ask the problem)?

Street _____ Problem _____
 Street _____ Problem _____

11. How effectively do you feel the Cary Town Council is working together to keep Cary the best place to live, work, and enjoy? Use a 9-point scale where 1 is very ineffective and 9 is very effective.

1	2	3	4	5	6	7	8	9
Very Ineffective				Neutral				Very Effective

12. Thinking about the Town's environmental efforts such as recycling, open space preservation, water conservation, sustainability, erosion control, stormwater, and litter reduction, how satisfied are you with the job the Town of Cary is doing with environmental protection? Use a 9-point satisfaction scale where 1 is very dissatisfied and 9 is very satisfied.

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

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

	Very Poor			Average			Excellent		
20a. Courteous.....	1	2	3	4	5	6	7	8	9
20b. Fairness.....	1	2	3	4	5	6	7	8	9
20c. Competence.....	1	2	3	4	5	6	7	8	9
20d. Problem solving.....	1	2	3	4	5	6	7	8	9
20e. Response time.....	1	2	3	4	5	6	7	8	9

NA

21. Have you had contact with the Cary Fire Department in the past two years?

- Yes (Continue) No (Skip to #23)

22. 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		
22a. Courteous.....	1	2	3	4	5	6	7	8	9
22b. Fairness.....	1	2	3	4	5	6	7	8	9
22c. Competence.....	1	2	3	4	5	6	7	8	9
22d. Problem solving.....	1	2	3	4	5	6	7	8	9
22e. Response time.....	1	2	3	4	5	6	7	8	9

NA

23. Have you or anyone in your household participated in a Town of Cary Parks, Recreation & Cultural Resources' Department Program in the past two years?

- Yes (Continue) No (Skip to #26)

24. Please tell me which program you or a member of your household most frequently participated in and where?

Program _____ Location _____
 Program _____ Location _____

25. 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		
25a. Program quality.....	1	2	3	4	5	6	7	8	9
25b. Facility quality.....	1	2	3	4	5	6	7	8	9
25c. Cost or amount of fee.....	1	2	3	4	5	6	7	8	9
25d. Overall experience.....	1	2	3	4	5	6	7	8	9
25e. Ease of registration.....	1	2	3	4	5	6	7	8	9
25f. Instructor or coach quality.....	1	2	3	4	5	6	7	8	9

NA

26. Have you visited downtown Cary in the last year?

- Yes – what drew you to downtown? _____
 No – why not? _____

27. How satisfied are you with the Town of Cary government making information available to citizens about important Town services, projects, issues, and programs? Use a 9-point scale where 1 is very dissatisfied and 9 is very satisfied, 5 is neutral.

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

What specific projects, services, or issues came to mind when you decided on that rating?

32. Thinking about how the Town is doing providing housing that can accommodate a variety of lifestyles, households, ages, cultures, and market preferences, please tell us your opinion regarding available housing choices using the same scale.

	Very Poor			Average			Excellent		
	1	2	3	4	5	6	7	8	9
32a. Seniors.....	1	2	3	4	5	6	7	8	9
32b. Multigenerational households.....	1	2	3	4	5	6	7	8	9
32c. Households with children.....	1	2	3	4	5	6	7	8	9
32d. Households without children.....	1	2	3	4	5	6	7	8	9
32e. Young professionals.....	1	2	3	4	5	6	7	8	9
32f. Members of the local workforce.....	1	2	3	4	5	6	7	8	9

33. Finally, would you like for a Town of Cary staff person to contact you about what you've shared with us here or anything else that might be on your mind?

- Yes No

If YES, can I ask your first name and the best way to reach you? _____

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

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

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

35. Which of the following best describes where you live?

- Single family detached home
- Apartment
- Townhouse
- Condominium
- Mobile home
- Duplex
- Other _____

36. Stop me when I reach the age group you fall in.

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

37. Please tell me the last grade or degree completed in school.

- High School or less Some College or Technical Bachelors Degree Masters Degree Doctorate: PhD, JD, MD

38. May I ask your race?

- Caucasian African-American Native-American Asian Hispanic Other

39. Are you a registered voter?

- Yes No

40. Did you vote in the 2019 local elections this past fall?

- Yes No

41. Stop me when I reach your household income level?

- 0-\$45,000 \$45,001-\$75,000 \$75,001-\$100,000 \$100,001-\$150,000 \$150,001-\$200,000 Over \$200,000

42. By voice: Male Female

43. Thank you for participating in the survey. After we compile and analyze this survey, the Town of Cary will also be conducting focus groups to get an even better understanding of how our citizen's feelings and concerns. Would you be willing to participate in one of our sessions that will last about an hour? You would be compensated for participation.

- Yes, Can I ask your first name _____ No

Appendix B: Crosstabulations

Town Government: Contact Crosstabulations

Table B1. Contact with the Town Government by Age

Age	n	Yes	No
18-25	25	8.0	92.0
26-55	271	22.1	77.9
56-65	46	19.6	80.4
Over 65	51	21.6	78.4

Table B2. Contact with the Town Government by Education

Education	n	Yes	No
HS/Some College	108	11.1	88.9
College Degree	241	24.5	75.5
PhD/JD/MD	39	25.6	74.4

Table B3. Contact with the Town Government by Gender

Gender	n	Yes	No
Male	202	21.8	78.2
Female	193	20.2	79.8

Table B4. Contact with the Town Government by Housing Type

Housing Type	n	Yes	No
Single Family	299	24.1	75.9
Apartment	35	2.9	97.1
Townhouse/Condo	52	13.5	86.5
Other	7	14.3	85.7

Table B5. Contact with the Town Government by Income

Income	n	Yes	No
0-\$45,000	25	8.0	92.0
\$45,001-\$100,000	80	11.2	88.8
\$100,001-\$150,000	75	22.7	77.3
\$150,001-\$200,000	77	28.6	71.4
Over \$200,000	45	33.3	66.7

Table B6. Contact with the Town Government by Race

Race	n	Yes	No
Caucasian	270	24.4	75.6
Asian	55	12.7	87.3
African-American	21	14.3	85.7
Hispanic	16	6.3	93.8
Other	17	11.8	88.2

Table B7. Contact with the Town Government by Voter Status

Voter Status	n	Yes	No
Registered	340	22.4	77.6
Not Registered	50	10.0	90.0

Table B8. Contact with the Town Government by Voted in 2019 Local Elections

Voting Action	n	Yes	No
Voter	223	24.2	75.8
Nonvoter	123	17.9	82.1

Table B9. Contact with the Town Government by Years in Cary

Years in Cary	n	Yes	No
0-1	11	0.0	100.0
2-5	121	21.5	78.5
6-10	95	17.9	82.1
Over 10	157	23.6	76.4
Native	11	9.1	90.9

Town Government Staff: Courteous Crosstabulations

Table B10. Opinion Regarding Contact with Town Government Staff - Courteous 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	61	8.43	1.6	0.0	0.0	0.0	3.3	1.6	1.6	23.0	68.9	A
56-65	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Over 65	11	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+

Table B11. Opinion Regarding Contact with Town Government Staff - Courteous by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	12	8.58	0.0	0.0	0.0	0.0	0.0	0.0	8.3	25.0	66.7	A
College Degree	59	8.51	1.7	0.0	0.0	0.0	3.4	0.0	0.0	22.0	72.9	A
PhD/JD/MD	11	8.45	0.0	0.0	0.0	0.0	0.0	9.1	0.0	27.3	63.6	A

Table B12. Opinion Regarding Contact with Town Government Staff - Courteous by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	45	8.29	2.2	0.0	0.0	0.0	4.4	2.2	4.4	20.0	66.7	A-
Female	39	8.74	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.6	74.4	A+

Table B13. Opinion Regarding Contact with Town Government Staff - Courteous by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	73	8.53	1.4	0.0	0.0	0.0	1.4	1.4	1.4	23.3	71.2	A
Apartment	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	7	8.29	0.0	0.0	0.0	0.0	14.3	0.0	0.0	14.3	71.4	A-
Other	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B14. Opinion Regarding Contact with Town Government Staff - Courteous by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
\$45,001-\$100,000	9	8.78	0.0	0.0	0.0	0.0	0.0	0.0	0.0	22.2	77.8	A+
\$100,001-\$150,000	17	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	88.2	A+
\$150,001-\$200,000	23	8.00	4.3	0.0	0.0	0.0	8.7	0.0	0.0	30.4	56.5	B+
Over \$200,000	15	8.33	0.0	0.0	0.0	0.0	0.0	6.7	6.7	33.3	53.3	A-

Table B15. Opinion Regarding Contact with Town Government Staff - Courteous by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	66	8.55	1.5	0.0	0.0	0.0	1.5	1.5	1.5	19.7	74.2	A
Asian	8	8.38	0.0	0.0	0.0	0.0	0.0	0.0	0.0	62.5	37.5	A-
African-American	3	7.67	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	66.7	B
Hispanic	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Town Government Staff: Fair Crosstabulations

Table B16. Opinion Regarding Contact with Town Government Staff - Fair by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
26-55	61	8.28	1.6	0.0	0.0	1.6	3.3	0.0	8.2	21.3	63.9	A-
56-65	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Over 65	11	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+

Table B17. Opinion Regarding Contact with Town Government Staff - Fair by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	12	8.33	0.0	0.0	0.0	0.0	8.3	0.0	8.3	16.7	66.7	A-
College Degree	59	8.37	1.7	0.0	0.0	1.7	3.4	0.0	3.4	20.3	69.5	A-
PhD/JD/MD	11	8.36	0.0	0.0	0.0	0.0	0.0	0.0	18.2	27.3	54.5	A-

Table B18. Opinion Regarding Contact with Town Government Staff - Fair by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	45	8.13	2.2	0.0	0.0	2.2	6.7	0.0	6.7	17.8	64.4	A-
Female	39	8.56	0.0	0.0	0.0	0.0	2.6	0.0	5.1	23.1	69.2	A

Table B19. Opinion Regarding Contact with Town Government Staff - Fair by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	73	8.37	1.4	0.0	0.0	1.4	2.7	0.0	6.8	20.5	67.1	A-
Apartment	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	7	8.29	0.0	0.0	0.0	0.0	14.3	0.0	0.0	14.3	71.4	A-
Other	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B20. Opinion Regarding Contact with Town Government Staff - Fair by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	6.50	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	C-
\$45,001-\$100,000	9	8.78	0.0	0.0	0.0	0.0	0.0	0.0	0.0	22.2	77.8	A+
\$100,001-\$150,000	17	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	88.2	A+
\$150,001-\$200,000	23	7.70	4.3	0.0	0.0	4.3	8.7	0.0	4.3	30.4	47.8	B
Over \$200,000	15	8.33	0.0	0.0	0.0	0.0	0.0	0.0	20.0	26.7	53.3	A-

Table B21. Opinion Regarding Contact with Town Government Staff - Fair by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	66	8.41	1.5	0.0	0.0	1.5	1.5	0.0	7.6	18.2	69.7	A-
Asian	8	8.00	0.0	0.0	0.0	0.0	12.5	0.0	0.0	50.0	37.5	B+
African-American	3	7.67	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	66.7	B
Hispanic	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Town Government Staff: Helpful Crosstabulations

Table B22. Opinion Regarding Contact with Town Government Staff - Helpful by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
26-55	61	8.26	1.6	0.0	0.0	1.6	3.3	0.0	8.2	23.0	62.3	A-
56-65	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Over 65	11	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+

Table B23. Opinion Regarding Contact with Town Government Staff - Helpful by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	12	8.33	0.0	0.0	0.0	0.0	8.3	0.0	8.3	16.7	66.7	A-
College Degree	59	8.36	1.7	0.0	0.0	1.7	3.4	0.0	3.4	22.0	67.8	A-
PhD/JD/MD	11	8.36	0.0	0.0	0.0	0.0	0.0	0.0	18.2	27.3	54.5	A-

Table B24. Opinion Regarding Contact with Town Government Staff - Helpful by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	45	8.09	2.2	0.0	2.2	2.2	4.4	0.0	6.7	17.8	64.4	A-
Female	39	8.54	0.0	0.0	0.0	0.0	2.6	0.0	5.1	25.6	66.7	A

Table B25. Opinion Regarding Contact with Town Government Staff - Helpful by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	73	8.36	1.4	0.0	0.0	1.4	2.7	0.0	6.8	21.9	65.8	A-
Apartment	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	7	8.29	0.0	0.0	0.0	0.0	14.3	0.0	0.0	14.3	71.4	A-
Other	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B26. Opinion Regarding Contact with Town Government Staff - Helpful by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	6.50	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	C-
\$45,001-\$100,000	9	8.78	0.0	0.0	0.0	0.0	0.0	0.0	0.0	22.2	77.8	A+
\$100,001-\$150,000	17	8.82	0.0	0.0	0.0	0.0	0.0	0.0	0.0	17.6	82.4	A+
\$150,001-\$200,000	23	7.70	4.3	0.0	0.0	4.3	8.7	0.0	4.3	30.4	47.8	B
Over \$200,000	15	8.33	0.0	0.0	0.0	0.0	0.0	0.0	20.0	26.7	53.3	A-

Table B27. Opinion Regarding Contact with Town Government Staff - Helpful by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	66	8.39	1.5	0.0	0.0	1.5	1.5	0.0	7.6	19.7	68.2	A-
Asian	8	8.00	0.0	0.0	0.0	0.0	12.5	0.0	0.0	50.0	37.5	B+
African-American	3	7.67	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	66.7	B
Hispanic	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Town Government Staff: Professionalism Crosstabulations

Table B28. Opinion Regarding Contact with Town Government Staff - Professionalism by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
26-55	61	8.28	1.6	0.0	0.0	0.0	6.6	0.0	6.6	19.7	65.6	A-
56-65	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Over 65	11	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+

Table B29. Opinion Regarding Contact with Town Government Staff - Professionalism by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	12	8.25	0.0	0.0	0.0	0.0	8.3	0.0	8.3	25.0	58.3	A-
College Degree	59	8.36	1.7	0.0	0.0	0.0	6.8	0.0	3.4	16.9	71.2	A-
PhD/JD/MD	11	8.55	0.0	0.0	0.0	0.0	0.0	0.0	9.1	27.3	63.6	A

Table B30. Opinion Regarding Contact with Town Government Staff - Professionalism by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	45	8.00	4.4	0.0	0.0	0.0	8.9	0.0	6.7	15.6	64.4	B+
Female	39	8.62	0.0	0.0	0.0	0.0	2.6	0.0	2.6	23.1	71.8	A

Table B31. Opinion Regarding Contact with Town Government Staff - Professionalism by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	73	8.37	1.4	0.0	0.0	0.0	5.5	0.0	5.5	19.2	68.5	A-
Apartment	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	7	8.29	0.0	0.0	0.0	0.0	14.3	0.0	0.0	14.3	71.4	A-
Other	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Table B32. Opinion Regarding Contact with Town Government Staff - Professionalism by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	6.50	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	0.0	C-
\$45,001-\$100,000	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
\$100,001-\$150,000	17	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	88.2	A+
\$150,001-\$200,000	23	7.65	4.3	0.0	0.0	0.0	17.4	0.0	4.3	21.7	52.2	B
Over \$200,000	15	8.33	0.0	0.0	0.0	0.0	0.0	0.0	20.0	26.7	53.3	A-

Table B33. Opinion Regarding Contact with Town Government Staff - Professionalism by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	66	8.41	1.5	0.0	0.0	0.0	4.5	0.0	6.1	16.7	71.2	A-
Asian	8	8.00	0.0	0.0	0.0	0.0	12.5	0.0	0.0	50.0	37.5	B+
African-American	3	7.67	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	66.7	B
Hispanic	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Town Government Staff: Knowledgeable Crosstabulations

Table B34. Opinion Regarding Contact with Town Government Staff - Knowledgeable by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
26-55	61	8.20	1.6	0.0	3.3	0.0	3.3	0.0	6.6	21.3	63.9	A-
56-65	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Over 65	11	8.82	0.0	0.0	0.0	0.0	0.0	0.0	9.1	0.0	90.9	A+

Table B35. Opinion Regarding Contact with Town Government Staff - Knowledgeable by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	12	8.17	0.0	0.0	0.0	0.0	8.3	0.0	16.7	16.7	58.3	A-
College Degree	59	8.27	1.7	0.0	3.4	0.0	3.4	0.0	3.4	18.6	69.5	A-
PhD/JD/MD	11	8.55	0.0	0.0	0.0	0.0	0.0	0.0	9.1	27.3	63.6	A

Table B36. Opinion Regarding Contact with Town Government Staff - Knowledgeable by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	45	7.91	4.4	0.0	4.4	0.0	4.4	0.0	6.7	15.6	64.4	B+
Female	39	8.56	0.0	0.0	0.0	0.0	2.6	0.0	5.1	23.1	69.2	A

Table B37. Opinion Regarding Contact with Town Government Staff - Knowledgeable by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	73	8.30	1.4	0.0	2.7	0.0	2.7	0.0	5.5	20.5	67.1	A-
Apartment	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	7	8.29	0.0	0.0	0.0	0.0	14.3	0.0	0.0	14.3	71.4	A-
Other	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+

Table B38. Opinion Regarding Contact with Town Government Staff - Knowledgeable by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	6.00	0.0	0.0	0.0	0.0	50.0	0.0	50.0	0.0	0.0	D+
\$45,001-\$100,000	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
\$100,001-\$150,000	17	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	88.2	A+
\$150,001-\$200,000	23	7.44	4.3	0.0	8.7	0.0	8.7	0.0	4.3	26.1	47.8	B-
Over \$200,000	15	8.33	0.0	0.0	0.0	0.0	0.0	0.0	20.0	26.7	53.3	A-

Table B39. Opinion Regarding Contact with Town Government Staff - Knowledgeable by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	66	8.35	1.5	0.0	1.5	0.0	3.0	0.0	7.6	16.7	69.7	A-
Asian	8	7.75	0.0	0.0	12.5	0.0	0.0	0.0	0.0	50.0	37.5	B
African-American	3	7.67	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	66.7	B
Hispanic	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Town Government Staff: Promptness of Response Crosstabulations

Table B40. Opinion Regarding Contact with Town Government Staff - Promptness of Response by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
26-55	61	8.21	1.6	0.0	1.6	0.0	4.9	0.0	6.6	23.0	62.3	A-
56-65	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	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 B41. Opinion Regarding Contact with Town Government Staff - 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	12	8.00	0.0	0.0	0.0	0.0	8.3	8.3	16.7	8.3	58.3	B+
College Degree	59	8.32	1.7	0.0	1.7	0.0	3.4	0.0	3.4	23.7	66.1	A-
PhD/JD/MD	11	8.36	0.0	0.0	0.0	0.0	9.1	0.0	0.0	27.3	63.6	A-

Table B42. Opinion Regarding Contact with Town Government Staff - Promptness of Response by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	45	8.00	4.4	0.0	2.2	0.0	6.7	0.0	2.2	20.0	64.4	B+
Female	39	8.45	0.0	0.0	0.0	0.0	2.6	2.6	7.7	23.1	64.1	A

Table B43. Opinion Regarding Contact with Town Government Staff - Promptness of Response by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	73	8.30	1.4	0.0	1.4	0.0	4.1	0.0	5.5	23.3	64.4	A-
Apartment	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	7	8.29	0.0	0.0	0.0	0.0	14.3	0.0	0.0	14.3	71.4	A-
Other	1	6.00	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	D+

Table B44. Opinion Regarding Contact with Town Government Staff - Promptness of Response by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	5.50	0.0	0.0	0.0	0.0	50.0	50.0	0.0	0.0	0.0	D-
\$45,001-\$100,000	9	8.44	0.0	0.0	0.0	0.0	0.0	0.0	11.1	33.3	55.6	A
\$100,001-\$150,000	17	8.77	0.0	0.0	0.0	0.0	0.0	0.0	5.9	11.8	82.4	A+
\$150,001-\$200,000	23	7.87	4.3	0.0	4.3	0.0	4.3	0.0	0.0	34.8	52.2	B+
Over \$200,000	15	8.20	0.0	0.0	0.0	0.0	6.7	0.0	13.3	26.7	53.3	A-

Table B45. Opinion Regarding Contact with Town Government Staff - Promptness of Response by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	66	8.33	1.5	0.0	0.0	0.0	4.5	1.5	6.1	19.7	66.7	A-
Asian	8	7.75	0.0	0.0	12.5	0.0	0.0	0.0	0.0	50.0	37.5	B
African-American	3	7.67	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	66.7	B
Hispanic	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Town Government Staff: Quality of Customer Service Crosstabulations

Table B46. Opinion Regarding Contact with Town Government Staff - Quality of Customer Service by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
26-55	62	8.13	1.6	1.6	0.0	1.6	3.2	1.6	6.5	24.2	59.7	A-
56-65	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Over 65	10	8.80	0.0	0.0	0.0	0.0	0.0	0.0	10.0	0.0	90.0	A+

Table B47. Opinion Regarding Contact with Town Government Staff - Quality of Customer Service by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	12	8.25	0.0	0.0	0.0	0.0	8.3	0.0	16.7	8.3	66.7	A-
College Degree	59	8.17	1.7	1.7	0.0	1.7	3.4	1.7	3.4	23.7	62.7	A-
PhD/JD/MD	11	8.55	0.0	0.0	0.0	0.0	0.0	0.0	9.1	27.3	63.6	A

Table B48. Opinion Regarding Contact with Town Government Staff - Quality of Customer Service by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	44	7.93	4.5	0.0	0.0	2.3	4.5	2.3	6.8	20.5	59.1	B+
Female	40	8.40	0.0	2.5	0.0	0.0	2.5	0.0	5.0	22.5	67.5	A-

Table B49. Opinion Regarding Contact with Town Government Staff - Quality of Customer Service by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	73	8.23	1.4	1.4	0.0	1.4	2.7	1.4	5.5	23.3	63.0	A-
Apartment	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Townhouse/Condo	7	8.29	0.0	0.0	0.0	0.0	14.3	0.0	0.0	14.3	71.4	A-
Other	1	7.00	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	C+

Table B50. Opinion Regarding Contact with Town Government Staff - Quality of Customer Service by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	6.00	0.0	0.0	0.0	0.0	50.0	0.0	50.0	0.0	0.0	D+
\$45,001-\$100,000	9	8.78	0.0	0.0	0.0	0.0	0.0	0.0	0.0	22.2	77.8	A+
\$100,001-\$150,000	17	8.82	0.0	0.0	0.0	0.0	0.0	0.0	0.0	17.6	82.4	A+
\$150,001-\$200,000	23	7.57	4.3	0.0	0.0	4.3	8.7	4.3	4.3	30.4	43.5	B
Over \$200,000	15	8.33	0.0	0.0	0.0	0.0	0.0	0.0	20.0	26.7	53.3	A-

Table B51. Opinion Regarding Contact with Town Government Staff - Quality of Customer Service by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	66	8.24	1.5	1.5	0.0	1.5	1.5	1.5	7.6	19.7	65.2	A-
Asian	8	8.00	0.0	0.0	0.0	0.0	12.5	0.0	0.0	50.0	37.5	B+
African-American	3	7.67	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	66.7	B
Hispanic	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Cleanliness and Appearance of Parks Crosstabulations

Table B52. Cleanliness and Appearance of Parks by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	8.32	0.0	0.0	0.0	0.0	8.0	0.0	8.0	20.0	64.0	A-
26-55	270	8.51	0.0	0.0	0.0	0.0	1.9	0.0	5.2	31.5	61.5	A
56-65	43	8.67	0.0	0.0	0.0	0.0	0.0	0.0	7.0	18.6	74.4	A
Over 65	48	8.56	0.0	0.0	0.0	0.0	2.1	2.1	2.1	25.0	68.8	A

Table B53. Cleanliness and Appearance of Parks by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	105	8.46	0.0	0.0	0.0	0.0	2.9	1.0	3.8	32.4	60.0	A
College Degree	238	8.57	0.0	0.0	0.0	0.0	1.7	0.0	5.0	26.1	67.2	A
PhD/JD/MD	38	8.45	0.0	0.0	0.0	0.0	2.6	0.0	7.9	28.9	60.5	A

Table B54. Cleanliness and Appearance of Parks by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	294	8.57	0.0	0.0	0.0	0.0	1.4	0.0	5.4	26.9	66.3	A
Apartment	33	8.18	0.0	0.0	0.0	0.0	9.1	0.0	6.1	33.3	51.5	A-
Townhouse/Condo	51	8.55	0.0	0.0	0.0	0.0	2.0	2.0	2.0	27.5	66.7	A
Other	7	8.14	0.0	0.0	0.0	0.0	0.0	0.0	14.3	57.1	28.6	A-

Table B55. 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-\$45,000	25	7.96	0.0	0.0	0.0	0.0	16.0	0.0	4.0	32.0	48.0	B+
\$45,001-\$100,000	78	8.49	0.0	0.0	0.0	0.0	1.3	1.3	5.1	32.1	60.3	A
\$100,001-\$150,000	73	8.60	0.0	0.0	0.0	0.0	1.4	0.0	4.1	26.0	68.5	A
\$150,001-\$200,000	77	8.56	0.0	0.0	0.0	0.0	1.3	0.0	6.5	26.0	66.2	A
Over \$200,000	45	8.56	0.0	0.0	0.0	0.0	0.0	0.0	6.7	31.1	62.2	A

Table B56. Cleanliness and Appearance of Parks by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	264	8.53	0.0	0.0	0.0	0.0	1.9	0.4	4.9	28.8	64.0	A
Asian	55	8.55	0.0	0.0	0.0	0.0	3.6	0.0	5.5	20.0	70.9	A
African-American	20	8.55	0.0	0.0	0.0	0.0	0.0	0.0	10.0	25.0	65.0	A
Hispanic	16	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
Other	17	8.35	0.0	0.0	0.0	0.0	5.9	0.0	0.0	41.2	52.9	A-

Table B57. Cleanliness and Appearance of Parks by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.27	0.0	0.0	0.0	0.0	9.1	0.0	0.0	36.4	54.5	A-
2-5	117	8.46	0.0	0.0	0.0	0.0	3.4	0.0	6.8	26.5	63.2	A
6-10	95	8.66	0.0	0.0	0.0	0.0	0.0	0.0	3.2	27.4	69.5	A
Over 10	154	8.51	0.0	0.0	0.0	0.0	1.9	0.6	5.2	29.2	63.0	A
Native	10	8.40	0.0	0.0	0.0	0.0	0.0	0.0	10.0	40.0	50.0	A-

Cleanliness and Appearance of Greenways Crosstabulations

Table B58. Cleanliness and Appearance of Greenways by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	8.36	0.0	0.0	0.0	0.0	8.0	0.0	4.0	24.0	64.0	A-
26-55	266	8.47	0.0	0.0	0.0	0.4	1.1	1.1	7.1	28.6	61.7	A
56-65	45	8.67	0.0	0.0	0.0	0.0	0.0	0.0	4.4	24.4	71.1	A
Over 65	48	8.52	0.0	0.0	0.0	0.0	2.1	2.1	4.2	25.0	66.7	A

Table B59. Cleanliness and Appearance of Greenways by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	106	8.38	0.0	0.0	0.0	0.0	2.8	0.9	6.6	34.9	54.7	A-
College Degree	236	8.55	0.0	0.0	0.0	0.4	1.3	1.3	5.5	22.9	68.6	A
PhD/JD/MD	37	8.57	0.0	0.0	0.0	0.0	0.0	0.0	8.1	27.0	64.9	A

Table B60. Cleanliness and Appearance of Greenways by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	290	8.54	0.0	0.0	0.0	0.3	0.7	1.0	6.6	25.2	66.2	A
Apartment	35	8.20	0.0	0.0	0.0	0.0	8.6	0.0	5.7	34.3	51.4	A-
Townhouse/Condo	51	8.51	0.0	0.0	0.0	0.0	2.0	2.0	3.9	27.5	64.7	A
Other	7	8.14	0.0	0.0	0.0	0.0	0.0	0.0	14.3	57.1	28.6	A-

Table B61. 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-\$45,000	24	8.13	0.0	0.0	0.0	0.0	12.5	0.0	0.0	37.5	50.0	A-
\$45,001-\$100,000	79	8.47	0.0	0.0	0.0	0.0	1.3	1.3	7.6	29.1	60.8	A
\$100,001-\$150,000	73	8.55	0.0	0.0	0.0	1.4	0.0	2.7	2.7	24.7	68.5	A
\$150,001-\$200,000	77	8.45	0.0	0.0	0.0	0.0	1.3	1.3	11.7	22.1	63.6	A
Over \$200,000	44	8.59	0.0	0.0	0.0	0.0	0.0	0.0	9.1	22.7	68.2	A

Table B62. Cleanliness and Appearance of Greenways by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	263	8.49	0.0	0.0	0.0	0.0	1.5	1.5	6.5	27.8	62.7	A
Asian	55	8.56	0.0	0.0	0.0	1.8	1.8	0.0	5.5	16.4	74.5	A
African-American	20	8.50	0.0	0.0	0.0	0.0	0.0	0.0	10.0	30.0	60.0	A
Hispanic	16	8.69	0.0	0.0	0.0	0.0	0.0	0.0	0.0	31.3	68.8	A+
Other	17	8.35	0.0	0.0	0.0	0.0	5.9	0.0	0.0	41.2	52.9	A-

Table B63. Cleanliness and Appearance of Greenways by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.18	0.0	0.0	0.0	0.0	9.1	0.0	9.1	27.3	54.5	A-
2-5	118	8.43	0.0	0.0	0.0	0.8	2.5	0.0	7.6	27.1	61.9	A
6-10	95	8.58	0.0	0.0	0.0	0.0	0.0	0.0	6.3	29.5	64.2	A
Over 10	151	8.54	0.0	0.0	0.0	0.0	1.3	2.0	4.6	25.8	66.2	A
Native	10	8.20	0.0	0.0	0.0	0.0	0.0	10.0	10.0	30.0	50.0	A-

Cleanliness and Appearance of Bus Shelters Crosstabulations

Table B64. Cleanliness and Appearance of Bus Shelters by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	24	8.13	0.0	0.0	0.0	0.0	8.3	4.2	8.3	25.0	54.2	A-
26-55	229	8.12	0.0	0.0	0.0	0.0	6.1	4.4	10.9	28.8	49.8	A-
56-65	35	8.40	0.0	0.0	0.0	0.0	2.9	0.0	14.3	20.0	62.9	A-
Over 65	43	8.30	0.0	0.0	0.0	0.0	7.0	2.3	4.7	25.6	60.5	A-

Table B65. Cleanliness and Appearance of Bus Shelters by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	96	7.95	0.0	0.0	0.0	0.0	9.4	7.3	9.4	27.1	46.9	B+
College Degree	203	8.27	0.0	0.0	0.0	0.0	4.9	2.5	9.4	27.6	55.7	A-
PhD/JD/MD	28	8.46	0.0	0.0	0.0	0.0	0.0	0.0	14.3	25.0	60.7	A

Table B66. Cleanliness and Appearance of Bus Shelters by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	245	8.24	0.0	0.0	0.0	0.0	4.9	2.9	11.0	26.1	55.1	A-
Apartment	32	7.81	0.0	0.0	0.0	0.0	15.6	6.3	6.3	25.0	46.9	B+
Townhouse/Condo	47	8.30	0.0	0.0	0.0	0.0	4.3	4.3	4.3	31.9	55.3	A-
Other	7	7.43	0.0	0.0	0.0	0.0	14.3	0.0	28.6	42.9	14.3	B-

Table B67. Cleanliness and Appearance of Bus Shelters by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	23	7.61	0.0	0.0	0.0	0.0	17.4	4.3	13.0	30.4	34.8	B
\$45,001-\$100,000	70	8.16	0.0	0.0	0.0	0.0	7.1	5.7	4.3	30.0	52.9	A-
\$100,001-\$150,000	61	7.97	0.0	0.0	0.0	0.0	8.2	6.6	9.8	31.1	44.3	B+
\$150,001-\$200,000	63	8.27	0.0	0.0	0.0	0.0	6.3	1.6	9.5	23.8	58.7	A-
Over \$200,000	39	8.46	0.0	0.0	0.0	0.0	0.0	0.0	15.4	23.1	61.5	A

Table B68. Cleanliness and Appearance of Bus Shelters by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	224	8.10	0.0	0.0	0.0	0.0	7.1	3.6	11.6	27.7	50.0	A-
Asian	48	8.46	0.0	0.0	0.0	0.0	2.1	4.2	6.3	20.8	66.7	A
African-American	18	8.33	0.0	0.0	0.0	0.0	5.6	0.0	5.6	33.3	55.6	A-
Hispanic	13	8.62	0.0	0.0	0.0	0.0	0.0	0.0	7.7	23.1	69.2	A
Other	16	8.25	0.0	0.0	0.0	0.0	6.3	0.0	6.3	37.5	50.0	A-

Table B69. Cleanliness and Appearance of Bus Shelters by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	10	8.10	0.0	0.0	0.0	0.0	10.0	0.0	10.0	30.0	50.0	A-
2-5	104	8.29	0.0	0.0	0.0	0.0	4.8	3.8	7.7	25.0	58.7	A-
6-10	82	8.09	0.0	0.0	0.0	0.0	6.1	3.7	14.6	26.8	48.8	A-
Over 10	127	8.21	0.0	0.0	0.0	0.0	6.3	3.1	7.1	29.9	53.5	A-
Native	10	7.70	0.0	0.0	0.0	0.0	10.0	0.0	30.0	30.0	30.0	B

Cleanliness and Appearance of Streets Crosstabulations

Table B70. Cleanliness and Appearance of Streets by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	8.12	0.0	0.0	0.0	0.0	8.0	4.0	4.0	36.0	48.0	A-
26-55	272	8.10	0.0	0.4	0.4	0.4	2.9	2.9	16.5	29.4	47.1	A-
56-65	46	8.24	0.0	0.0	0.0	0.0	4.3	2.2	15.2	21.7	56.5	A-
Over 65	51	8.20	0.0	0.0	0.0	0.0	3.9	5.9	9.8	27.5	52.9	A-

Table B71. Cleanliness and Appearance of Streets by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	8.00	0.0	0.0	0.0	0.0	6.5	5.6	14.8	27.8	45.4	B+
College Degree	242	8.21	0.0	0.0	0.4	0.4	2.5	2.5	14.5	28.1	51.7	A-
PhD/JD/MD	39	8.15	0.0	2.6	0.0	0.0	0.0	0.0	15.4	35.9	46.2	A-

Table B72. Cleanliness and Appearance of Streets by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	300	8.19	0.0	0.3	0.3	0.0	2.7	2.7	14.7	29.0	50.3	A-
Apartment	35	7.89	0.0	0.0	0.0	0.0	11.4	2.9	17.1	22.9	45.7	B+
Townhouse/Condo	52	8.10	0.0	0.0	0.0	1.9	3.8	3.8	13.5	26.9	50.0	A-
Other	7	7.71	0.0	0.0	0.0	0.0	0.0	14.3	14.3	57.1	14.3	B

Table B73. 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-\$45,000	25	7.36	0.0	4.0	0.0	0.0	16.0	8.0	4.0	40.0	28.0	B-
\$45,001-\$100,000	80	8.09	0.0	0.0	0.0	1.3	3.8	5.0	12.5	30.0	47.5	A-
\$100,001-\$150,000	75	8.03	0.0	0.0	0.0	0.0	4.0	4.0	20.0	29.3	42.7	B+
\$150,001-\$200,000	77	8.23	0.0	0.0	1.3	0.0	1.3	2.6	16.9	22.1	55.8	A-
Over \$200,000	45	8.40	0.0	0.0	0.0	0.0	0.0	0.0	11.1	37.8	51.1	A-

Table B74. Cleanliness and Appearance of Streets by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	271	8.07	0.0	0.4	0.4	0.4	3.7	3.3	16.2	29.2	46.5	A-
Asian	55	8.36	0.0	0.0	0.0	0.0	1.8	3.6	10.9	23.6	60.0	A-
African-American	21	8.33	0.0	0.0	0.0	0.0	0.0	4.8	9.5	33.3	52.4	A-
Hispanic	16	8.56	0.0	0.0	0.0	0.0	0.0	0.0	12.5	18.8	68.8	A
Other	17	8.18	0.0	0.0	0.0	0.0	5.9	0.0	5.9	47.1	41.2	A-

Table B75. Cleanliness and Appearance of Streets by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.18	0.0	0.0	0.0	0.0	9.1	0.0	9.1	27.3	54.5	A-
2-5	121	8.26	0.0	0.0	0.0	0.0	3.3	1.7	14.0	27.3	53.7	A-
6-10	95	8.07	0.0	0.0	0.0	1.1	4.2	3.2	14.7	31.6	45.3	A-
Over 10	158	8.09	0.0	0.6	0.6	0.0	3.2	3.8	15.2	28.5	48.1	A-
Native	11	8.00	0.0	0.0	0.0	0.0	0.0	9.1	18.2	36.4	36.4	B+

Cleanliness and Appearance of Median/Roadsides Crosstabulations

Table B76. Cleanliness and Appearance of Median/Roadsides by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	8.12	0.0	0.0	0.0	0.0	8.0	4.0	8.0	28.0	52.0	A-
26-55	271	8.09	0.0	0.0	0.4	0.7	3.7	5.2	11.8	31.4	46.9	A-
56-65	46	8.13	0.0	0.0	0.0	0.0	6.5	4.3	13.0	21.7	54.3	A-
Over 65	51	8.14	0.0	0.0	0.0	0.0	5.9	3.9	11.8	27.5	51.0	A-

Table B77. Cleanliness and Appearance of Median/Roadsides by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	107	8.01	0.0	0.0	0.0	0.0	9.3	5.6	9.3	26.2	49.5	B+
College Degree	242	8.17	0.0	0.0	0.4	0.4	2.9	3.3	13.6	30.2	49.2	A-
PhD/JD/MD	39	8.13	0.0	0.0	0.0	2.6	0.0	7.7	7.7	35.9	46.2	A-

Table B78. Cleanliness and Appearance of Median/Roadsides by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	300	8.16	0.0	0.0	0.3	0.3	3.3	4.3	12.0	30.0	49.7	A-
Apartment	34	7.94	0.0	0.0	0.0	0.0	11.8	2.9	11.8	26.5	47.1	B+
Townhouse/Condo	52	8.02	0.0	0.0	0.0	1.9	3.8	7.7	11.5	26.9	48.1	B+
Other	7	7.57	0.0	0.0	0.0	0.0	14.3	14.3	0.0	42.9	28.6	B

Table B79. Cleanliness and Appearance of Median/Roadsides by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.44	0.0	0.0	0.0	4.0	20.0	4.0	4.0	36.0	32.0	B-
\$45,001-\$100,000	80	8.04	0.0	0.0	0.0	1.3	3.8	7.5	11.3	30.0	46.3	B+
\$100,001-\$150,000	75	7.92	0.0	0.0	0.0	0.0	8.0	5.3	14.7	30.7	41.3	B+
\$150,001-\$200,000	77	8.31	0.0	0.0	1.3	0.0	1.3	3.9	7.8	28.6	57.1	A-
Over \$200,000	45	8.33	0.0	0.0	0.0	0.0	0.0	0.0	17.8	31.1	51.1	A-

Table B80. Cleanliness and Appearance of Median/Roadsides by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	270	8.06	0.0	0.0	0.4	0.7	4.4	4.8	13.3	29.6	46.7	A-
Asian	55	8.29	0.0	0.0	0.0	0.0	3.6	5.5	7.3	25.5	58.2	A-
African-American	21	8.14	0.0	0.0	0.0	0.0	9.5	4.8	0.0	33.3	52.4	A-
Hispanic	16	8.69	0.0	0.0	0.0	0.0	0.0	0.0	6.3	18.8	75.0	A+
Other	17	8.18	0.0	0.0	0.0	0.0	5.9	0.0	5.9	47.1	41.2	A-

Table B81. Cleanliness and Appearance of Median/Roadsides by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.09	0.0	0.0	0.0	0.0	9.1	0.0	9.1	36.4	45.5	A-
2-5	120	8.26	0.0	0.0	0.0	0.0	4.2	4.2	8.3	28.3	55.0	A-
6-10	95	8.02	0.0	0.0	0.0	1.1	4.2	6.3	13.7	29.5	45.3	B+
Over 10	158	8.06	0.0	0.0	0.6	0.6	3.8	5.1	13.3	30.4	46.2	A-
Native	11	8.09	0.0	0.0	0.0	0.0	9.1	0.0	9.1	36.4	45.5	A-

Maintenance of Streets Crosstabulations

Table B82. How Well Cary Maintains Streets by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	7.36	0.0	0.0	0.0	8.0	12.0	4.0	20.0	24.0	32.0	B-
26-55	271	7.40	0.4	0.0	0.0	1.5	7.0	12.9	26.2	30.6	21.4	B-
56-65	46	7.17	0.0	0.0	0.0	6.5	6.5	17.4	26.1	19.6	23.9	B-
Over 65	51	7.33	2.0	0.0	2.0	0.0	11.8	9.8	21.6	19.6	33.3	B-

Table B83. How Well Cary Maintains Streets by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	7.26	0.9	0.0	0.0	2.8	13.9	13.0	16.7	25.0	27.8	B-
College Degree	241	7.41	0.4	0.0	0.0	2.1	5.4	12.9	28.6	28.2	22.4	B-
PhD/JD/MD	39	7.51	0.0	0.0	0.0	2.6	2.6	12.8	30.8	25.6	25.6	B-

Table B84. How Well Cary Maintains Streets by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	300	7.30	0.7	0.0	0.3	3.0	6.3	13.7	28.3	24.3	23.3	B-
Apartment	35	7.46	0.0	0.0	0.0	0.0	17.1	8.6	17.1	25.7	31.4	B-
Townhouse/Condo	51	7.69	0.0	0.0	0.0	0.0	7.8	9.8	13.7	43.1	25.5	B
Other	7	7.14	0.0	0.0	0.0	0.0	14.3	14.3	28.6	28.6	14.3	C+

Table B85. How Well Cary Maintains Streets by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.08	0.0	0.0	0.0	4.0	16.0	12.0	20.0	32.0	16.0	C+
\$45,001-\$100,000	80	7.41	0.0	0.0	0.0	1.3	10.0	11.3	22.5	33.8	21.3	B-
\$100,001-\$150,000	75	7.27	1.3	0.0	0.0	0.0	8.0	13.3	34.7	21.3	21.3	B-
\$150,001-\$200,000	77	7.42	1.3	0.0	0.0	3.9	3.9	13.0	24.7	24.7	28.6	B-
Over \$200,000	45	7.51	0.0	0.0	0.0	4.4	2.2	11.1	26.7	31.1	24.4	B-

Table B86. How Well Cary Maintains Streets by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	271	7.21	0.7	0.0	0.4	3.0	7.7	14.0	28.0	26.6	19.6	B-
Asian	54	7.57	0.0	0.0	0.0	1.9	7.4	11.1	24.1	22.2	33.3	B
African-American	21	7.90	0.0	0.0	0.0	0.0	14.3	4.8	4.8	28.6	47.6	B+
Hispanic	16	8.38	0.0	0.0	0.0	0.0	0.0	0.0	6.3	50.0	43.8	A-
Other	17	7.53	0.0	0.0	0.0	0.0	11.8	11.8	17.6	29.4	29.4	B

Table B87. How Well Cary Maintains Streets by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	7.73	0.0	0.0	0.0	0.0	9.1	9.1	9.1	45.5	27.3	B
2-5	120	7.58	0.0	0.0	0.0	0.8	8.3	12.5	20.0	27.5	30.8	B
6-10	95	7.37	1.1	0.0	0.0	3.2	2.1	16.8	28.4	23.2	25.3	B-
Over 10	158	7.20	0.6	0.0	0.6	3.2	9.5	10.1	29.7	27.8	18.4	B-
Native	11	7.00	0.0	0.0	0.0	0.0	18.2	18.2	27.3	18.2	18.2	C+

Maintenance of Sidewalks Crosstabulations

Table B88. How Well Cary Maintains Sidewalks by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	7.80	0.0	0.0	0.0	0.0	8.0	12.0	4.0	44.0	32.0	B+
26-55	271	7.76	0.4	0.4	0.4	1.5	4.4	5.5	16.2	42.1	29.2	B
56-65	46	7.72	0.0	0.0	0.0	4.3	4.3	4.3	19.6	37.0	30.4	B
Over 65	50	7.96	0.0	0.0	0.0	0.0	0.0	16.0	16.0	24.0	44.0	B+

Table B89. How Well Cary Maintains Sidewalks by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	7.75	0.0	0.0	0.0	1.9	8.3	7.4	11.1	38.0	33.3	B
College Degree	240	7.84	0.0	0.0	0.4	1.7	2.5	6.3	18.8	39.2	31.3	B+
PhD/JD/MD	39	7.62	2.6	2.6	0.0	0.0	0.0	10.3	12.8	43.6	28.2	B

Table B90. How Well Cary Maintains Sidewalks by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	299	7.76	0.3	0.3	0.0	2.0	3.3	7.7	17.1	38.8	30.4	B
Apartment	35	7.89	0.0	0.0	0.0	0.0	11.4	5.7	5.7	37.1	40.0	B+
Townhouse/Condo	51	7.92	0.0	0.0	2.0	0.0	2.0	5.9	13.7	43.1	33.3	B+
Other	7	7.43	0.0	0.0	0.0	0.0	14.3	0.0	28.6	42.9	14.3	B-

Table B91. How Well Cary Maintains Sidewalks by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.32	0.0	4.0	0.0	0.0	12.0	8.0	12.0	44.0	20.0	B-
\$45,001-\$100,000	80	7.78	0.0	0.0	0.0	0.0	6.3	10.0	11.3	45.0	27.5	B
\$100,001-\$150,000	75	7.67	0.0	0.0	0.0	4.0	2.7	6.7	26.7	29.3	30.7	B
\$150,001-\$200,000	76	7.88	0.0	0.0	0.0	1.3	3.9	5.3	17.1	39.5	32.9	B+
Over \$200,000	45	7.84	0.0	0.0	0.0	4.4	0.0	8.9	11.1	44.4	31.1	B+

Table B92. How Well Cary Maintains Sidewalks by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	270	7.71	0.0	0.4	0.4	1.5	3.3	8.9	19.3	38.1	28.1	B
Asian	54	7.89	1.9	0.0	0.0	1.9	3.7	5.6	9.3	37.0	40.7	B+
African-American	21	8.10	0.0	0.0	0.0	0.0	9.5	0.0	4.8	42.9	42.9	A-
Hispanic	16	8.25	0.0	0.0	0.0	6.3	0.0	0.0	0.0	43.8	50.0	A-
Other	17	7.71	0.0	0.0	0.0	0.0	11.8	5.9	17.6	29.4	35.3	B

Table B93. How Well Cary Maintains Sidewalks by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	7.73	0.0	0.0	9.1	0.0	9.1	0.0	0.0	36.4	45.5	B
2-5	120	7.79	0.8	0.0	0.0	2.5	3.3	10.0	10.8	36.7	35.8	B+
6-10	95	7.87	0.0	0.0	0.0	1.1	5.3	4.2	14.7	44.2	30.5	B+
Over 10	157	7.74	0.0	0.6	0.0	1.3	3.8	6.4	21.0	38.9	28.0	B
Native	11	7.55	0.0	0.0	0.0	0.0	0.0	18.2	27.3	36.4	18.2	B

Maintenance of Traffic Signals Crosstabulations

Table B94. How Well Cary Maintains Traffic Signals by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	26	7.72	0.0	0.0	0.0	0.0	8.0	16.0	8.0	32.0	36.0	B
26-55	271	7.81	0.7	0.4	0.4	1.1	4.4	4.1	20.7	31.4	36.9	B+
56-65	46	7.83	0.0	2.2	0.0	0.0	6.5	4.3	13.0	37.0	37.0	B+
Over 65	51	8.20	0.0	0.0	0.0	0.0	2.0	5.9	15.7	23.5	52.9	A-

Table B95. How Well Cary Maintains Traffic Signals by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	7.72	0.9	0.9	0.0	0.0	8.3	8.3	14.8	25.9	40.7	B
College Degree	241	7.96	0.0	0.0	0.4	0.8	2.9	4.1	20.3	32.4	39.0	B+
PhD/JD/MD	39	7.62	2.6	2.6	0.0	2.6	2.6	2.6	17.9	33.3	35.9	B

Table B96. How Well Cary Maintains Traffic Signals by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	300	7.84	0.7	0.7	0.3	1.0	4.0	4.3	19.3	31.3	38.3	B+
Apartment	35	7.71	0.0	0.0	0.0	0.0	14.3	8.6	14.3	17.1	45.7	B
Townhouse/Condo	51	8.08	0.0	0.0	0.0	0.0	2.0	5.9	15.7	35.3	41.2	A-
Other	7	7.43	0.0	0.0	0.0	0.0	14.3	0.0	28.6	42.9	14.3	B-

Table B97. How Well Cary Maintains Traffic Signals by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.36	0.0	4.0	0.0	0.0	12.0	12.0	12.0	28.0	32.0	B-
\$45,001-\$100,000	80	7.84	0.0	0.0	0.0	0.0	6.3	10.0	16.3	28.8	38.8	B+
\$100,001-\$150,000	75	7.76	0.0	0.0	1.3	2.7	4.0	1.3	28.0	26.7	36.0	B
\$150,001-\$200,000	77	7.86	1.3	1.3	0.0	1.3	2.6	3.9	18.2	29.9	41.6	B+
Over \$200,000	45	8.07	0.0	0.0	0.0	0.0	2.2	2.2	20.0	37.8	37.8	A-

Table B98. How Well Cary Maintains Traffic Signals by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	271	7.82	0.7	0.7	0.4	0.4	3.0	5.9	20.7	32.5	35.8	B+
Asian	54	7.81	0.0	0.0	0.0	3.7	9.3	3.7	18.5	14.8	50.0	B+
African-American	21	8.14	0.0	0.0	0.0	0.0	9.5	0.0	9.5	28.6	52.4	A-
Hispanic	16	8.50	0.0	0.0	0.0	0.0	0.0	0.0	6.3	37.5	56.3	A
Other	17	7.88	0.0	0.0	0.0	0.0	11.8	0.0	11.8	41.2	35.3	B+

Table B99. How Well Cary Maintains Traffic Signals by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.09	0.0	0.0	0.0	0.0	9.1	9.1	0.0	27.3	54.5	A-
2-5	120	7.97	0.0	0.0	0.0	0.8	5.8	4.2	15.8	31.7	41.7	B+
6-10	95	7.84	1.1	0.0	0.0	1.1	3.2	7.4	20.0	27.4	40.0	B+
Over 10	158	7.74	0.6	1.3	0.6	0.6	5.1	3.8	20.9	31.6	35.4	B
Native	11	7.91	0.0	0.0	0.0	0.0	0.0	0.0	36.4	36.4	27.3	B+

Maintenance of Traffic Signs Crosstabulations

Table B100. How Well Cary Maintains Traffic Signs by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	7.92	0.0	0.0	0.0	0.0	8.0	4.0	12.0	40.0	36.0	B+
26-55	270	8.16	0.4	0.0	0.0	0.7	2.2	2.2	12.6	36.3	45.6	A-
56-65	46	8.04	0.0	0.0	2.2	0.0	2.2	4.3	10.9	39.1	41.3	B+
Over 65	51	8.20	0.0	0.0	0.0	0.0	2.0	5.9	15.7	23.5	52.9	A-

Table B101. How Well Cary Maintains Traffic Signs by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	7.93	0.9	0.0	0.9	0.0	6.5	4.6	12.0	30.6	44.4	B+
College Degree	241	8.24	0.0	0.0	0.0	0.4	0.8	2.5	12.9	36.9	46.5	A-
PhD/JD/MD	38	8.13	0.0	0.0	0.0	2.6	0.0	2.6	13.2	39.5	42.1	A-

Table B102. How Well Cary Maintains Traffic Signs by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	299	8.15	0.3	0.0	0.3	0.7	1.3	2.3	15.4	34.1	45.5	A-
Apartment	35	8.00	0.0	0.0	0.0	0.0	11.4	8.6	0.0	28.6	51.4	B+
Townhouse/Condo	51	8.27	0.0	0.0	0.0	0.0	2.0	3.9	3.9	45.1	45.1	A-
Other	7	7.43	0.0	0.0	0.0	0.0	14.3	0.0	28.6	42.9	14.3	B-

Table B103. How Well Cary Maintains Traffic Signs by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	24	7.71	0.0	0.0	0.0	0.0	12.5	4.2	12.5	41.7	29.2	B
\$45,001-\$100,000	80	8.06	0.0	0.0	0.0	0.0	5.0	7.5	7.5	36.3	43.8	A-
\$100,001-\$150,000	75	8.04	0.0	0.0	0.0	0.0	1.3	4.0	22.7	33.3	38.7	B+
\$150,001-\$200,000	77	8.18	1.3	0.0	1.3	1.3	0.0	1.3	10.4	32.5	51.9	A-
Over \$200,000	45	8.22	0.0	0.0	0.0	0.0	2.2	0.0	13.3	42.2	42.2	A-

Table B104. How Well Cary Maintains Traffic Signs by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	270	8.07	0.4	0.0	0.4	0.7	1.9	3.3	15.2	36.3	41.9	A-
Asian	54	8.43	0.0	0.0	0.0	0.0	0.0	3.7	9.3	27.8	59.3	A
African-American	21	8.24	0.0	0.0	0.0	0.0	9.5	0.0	4.8	28.6	57.1	A-
Hispanic	16	8.69	0.0	0.0	0.0	0.0	0.0	0.0	0.0	31.3	68.8	A+
Other	17	7.88	0.0	0.0	0.0	0.0	11.8	0.0	11.8	41.2	35.3	B+

Table B105. How Well Cary Maintains Traffic Signs by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.18	0.0	0.0	0.0	0.0	9.1	0.0	0.0	45.5	45.5	A-
2-5	120	8.23	0.0	0.0	0.0	0.0	3.3	4.2	6.7	38.3	47.5	A-
6-10	95	8.18	1.1	0.0	0.0	0.0	1.1	3.2	16.8	26.3	51.6	A-
Over 10	157	8.07	0.0	0.0	0.6	1.3	2.5	2.5	13.4	38.2	41.4	A-
Native	11	7.73	0.0	0.0	0.0	0.0	0.0	0.0	45.5	36.4	18.2	B

Maintenance of Street Pavement Markings Crosstabulations

Table B106. How Well Cary Maintains Street Pavement Markings by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	7.88	0.0	0.0	0.0	0.0	8.0	8.0	12.0	32.0	40.0	B+
26-55	271	7.87	0.7	0.4	0.0	0.7	3.7	4.4	17.0	39.1	33.9	B+
56-65	46	7.61	0.0	0.0	0.0	2.2	8.7	10.9	15.2	30.4	32.6	B
Over 65	51	7.96	0.0	0.0	0.0	0.0	7.8	5.9	13.7	27.5	45.1	B+

Table B107. How Well Cary Maintains Street Pavement Markings by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	7.76	0.0	0.0	0.0	0.0	12.0	6.5	13.0	30.6	38.0	B
College Degree	241	7.88	0.8	0.0	0.0	1.2	2.5	5.4	17.0	38.6	34.4	B+
PhD/JD/MD	39	7.85	0.0	2.6	0.0	0.0	2.6	2.6	20.5	38.5	33.3	B+

Table B108. How Well Cary Maintains Street Pavement Markings by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	300	7.85	0.3	0.3	0.0	1.0	4.0	6.0	18.0	34.7	35.7	B+
Apartment	35	7.77	0.0	0.0	0.0	0.0	14.3	5.7	8.6	31.4	40.0	B
Townhouse/Condo	51	7.94	2.0	0.0	0.0	0.0	3.9	3.9	7.8	47.1	35.3	B+
Other	7	7.43	0.0	0.0	0.0	0.0	14.3	0.0	28.6	42.9	14.3	B-

Table B109. How Well Cary Maintains Street Pavement Markings by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.28	0.0	4.0	0.0	0.0	12.0	8.0	20.0	32.0	24.0	B-
\$45,001-\$100,000	80	7.89	0.0	0.0	0.0	0.0	8.8	8.8	5.0	40.0	37.5	B+
\$100,001-\$150,000	75	7.73	1.3	0.0	0.0	0.0	5.3	2.7	24.0	38.7	28.0	B
\$150,001-\$200,000	77	7.87	1.3	0.0	0.0	2.6	2.6	5.2	16.9	29.9	41.6	B+
Over \$200,000	45	7.93	0.0	0.0	0.0	0.0	2.2	4.4	20.0	44.4	28.9	B+

Table B110. How Well Cary Maintains Street Pavement Markings by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	271	7.73	0.7	0.4	0.0	1.1	4.8	7.4	17.3	36.5	31.7	B
Asian	54	8.19	0.0	0.0	0.0	0.0	3.7	0.0	18.5	29.6	48.1	A-
African-American	21	8.10	0.0	0.0	0.0	0.0	14.3	0.0	0.0	33.3	52.4	A-
Hispanic	16	8.56	0.0	0.0	0.0	0.0	0.0	0.0	0.0	43.8	56.3	A
Other	17	7.65	0.0	0.0	0.0	0.0	11.8	0.0	29.4	29.4	29.4	B

Table B111. How Well Cary Maintains Street Pavement Markings by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.18	0.0	0.0	0.0	0.0	9.1	0.0	0.0	45.5	45.5	A-
2-5	120	7.87	0.8	0.0	0.0	0.8	6.7	5.8	10.0	38.3	37.5	B+
6-10	95	7.97	0.0	0.0	0.0	0.0	2.1	7.4	18.9	34.7	36.8	B+
Over 10	158	7.75	0.6	0.6	0.0	1.3	5.7	5.1	17.7	36.1	32.9	B
Native	11	7.82	0.0	0.0	0.0	0.0	0.0	0.0	45.5	27.3	27.3	B+

Police Department: Contact Crosstabulations

Table B112. Contact with the Police Department by Age

Age	n	Yes	No
18-25	25	20.0	80.0
26-55	272	19.9	80.1
56-65	46	26.1	73.9
Over 65	51	17.6	82.4

Table B113. Contact with the Police Department by Education

Education	n	Yes	No
HS/Some College	108	19.4	80.6
College Degree	242	19.8	80.2
PhD/JD/MD	39	23.1	76.9

Table B114. Contact with the Police Department by Gender

Gender	n	Yes	No
Male	202	16.3	83.7
Female	194	24.2	75.8

Table B115. Contact with the Police Department by Housing

Housing	n	Yes	No
Single Family	300	22.7	77.3
Apartment	35	11.4	88.6
Townhouse/Condo	52	11.5	88.5
Other	7	28.6	71.4

Table B116. Contact with the Police Department by Income

Income	n	Yes	No
0-\$45,000	25	16.0	84.0
\$45,001-\$100,000	80	13.8	86.3
\$100,001-\$150,000	75	18.7	81.3
\$150,001-\$200,000	77	27.3	72.7
Over \$200,000	45	24.4	75.6

**Table B117. Contact with the Police Department
by Race**

Race	n	Yes	No
Caucasian	271	21.4	78.6
Asian	55	12.7	87.3
African-American	21	28.6	71.4
Hispanic	16	12.5	87.5
Other	17	29.4	70.6

**Table B118. Contact with the Police Department
by Voter Status**

Voter Status	n	Yes	No
Registered	341	22.0	78.0
Not Registered	50	10.0	90.0

**Table B119. Contact with the Police Department
by Voted in 2019 Local Elections**

Voting Action	n	Yes	No
Voter	224	22.3	77.7
Nonvoter	123	21.1	78.9

**Table B120. Contact with the Police Department
by Years in Cary**

Years in Cary	n	Yes	No
0-1	11	18.2	81.8
2-5	121	16.5	83.5
6-10	95	22.1	77.9
Over 10	158	22.2	77.8
Native	11	18.2	81.8

Police Department: Person Contacted Crosstabulations

Table B121. Police Department - Person Contacted by Age

Age	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
18-25	5	100.0	0.0	0.0	0.0	0.0	0.0
26-55	54	70.1	10.5	7.0	3.5	5.3	3.5
56-65	12	64.3	7.1	14.3	7.1	0.0	7.1
Over 65	9	72.7	18.2	9.1	0.0	0.0	0.0

Table B122. Police Department - Person Contacted by Education

Education	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
HS/Some College	21	75.0	8.3	8.3	0.0	0.0	8.3
College Degree	48	73.1	9.6	7.7	3.8	3.8	1.9
PhD/JD/MD	9	55.6	22.2	0.0	11.1	11.1	0.0

Table B123. Police Department - Person Contacted by Gender

Gender	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
Male	33	83.3	5.6	2.8	2.8	0.0	5.6
Female	47	62.0	14.0	12.0	4.0	6.0	2.0

Table B124. Police Department - Person Contacted by Housing

Housing	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
Single Family	68	68.0	12.0	9.3	4.0	4.0	2.7
Apartment	4	100.0	0.0	0.0	0.0	0.0	0.0
Townhouse/Condo	6	83.3	0.0	0.0	0.0	0.0	16.7
Other	2	100.0	0.0	0.0	0.0	0.0	0.0

Table B125. Police Department - Person Contacted by Income

Income	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
0-\$45,000	4	80.0	0.0	0.0	20.0	0.0	0.0
\$45,001-\$100,000	11	66.7	8.3	8.3	8.3	8.3	0.0
\$100,001-\$150,000	14	78.6	0.0	7.1	0.0	7.1	7.1
\$150,001-\$200,000	21	77.3	13.6	4.5	0.0	4.5	0.0
Over \$200,000	11	57.1	21.4	7.1	7.1	0.0	7.1

Table B126. Police Department - Person Contacted by Race

Race	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
Caucasian	58	70.5	8.2	11.5	3.3	3.3	3.3
Asian	7	62.5	25.0	0.0	12.5	0.0	0.0
African-American	6	100.0	0.0	0.0	0.0	0.0	0.0
Hispanic	2	100.0	0.0	0.0	0.0	0.0	0.0
Other	5	80.0	0.0	0.0	0.0	0.0	20.0

Table B127. Police Department - Person Contacted by Voter Status

Voter Status	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
Registered	75	69.5	11.0	8.5	3.7	3.7	3.7
Not Registered	5	100.0	0.0	0.0	0.0	0.0	0.0

Table B128. Police Department - Person Contacted by Voted in 2019 Local Elections

Voting Action	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
Voter	50	70.9	12.7	7.3	1.8	3.6	3.6
Nonvoter	26	67.9	7.1	10.7	7.1	3.6	3.6

Table B129. Police Department - Person Contacted by Years in Cary

Years in Cary	n	Officer	Dispatcher	Clerk	Animal Control	Detective	District Commander
0-1	2	100.0	0.0	0.0	0.0	0.0	0.0
2-5	20	81.8	9.1	0.0	4.5	4.5	0.0
6-10	21	65.0	15.0	15.0	0.0	5.0	0.0
Over 10	35	65.9	9.8	9.8	4.9	2.4	7.3
Native	2	100.0	0.0	0.0	0.0	0.0	0.0

Police Department: Fairness Crosstabulations

Table B130. 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	8.00	0.0	0.0	0.0	0.0	0.0	20.0	20.0	0.0	60.0	B+
26-55	53	8.47	1.9	0.0	0.0	1.9	3.8	0.0	3.8	5.7	83.0	A
56-65	12	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
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 B131. Police Department - Fairness by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	20	8.65	0.0	0.0	0.0	0.0	0.0	5.0	10.0	0.0	85.0	A
College Degree	48	8.65	0.0	0.0	0.0	2.1	4.2	0.0	2.1	4.2	87.5	A
PhD/JD/MD	9	8.00	11.1	0.0	0.0	0.0	0.0	0.0	0.0	11.1	77.8	B+

Table B132. Police Department - Fairness by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	32	8.56	0.0	0.0	0.0	0.0	6.3	3.1	3.1	3.1	84.4	A
Female	47	8.60	2.1	0.0	0.0	2.1	0.0	0.0	4.3	4.3	87.2	A

Table B133. Police Department - Fairness by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	68	8.65	1.5	0.0	0.0	1.5	1.5	0.0	2.9	4.4	88.2	A
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	6	8.33	0.0	0.0	0.0	0.0	16.7	0.0	0.0	0.0	83.3	A-
Other	2	7.50	0.0	0.0	0.0	0.0	0.0	50.0	0.0	0.0	50.0	B-

Table B134. Police Department - Fairness by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	4	5.25	25.0	0.0	0.0	0.0	0.0	25.0	50.0	0.0	0.0	F
\$45,001-\$100,000	11	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	14	8.64	0.0	0.0	0.0	7.1	0.0	0.0	0.0	0.0	92.9	A
\$150,001-\$200,000	21	8.81	0.0	0.0	0.0	0.0	4.8	0.0	0.0	0.0	95.2	A+
Over \$200,000	11	8.36	0.0	0.0	0.0	0.0	9.1	0.0	0.0	27.3	63.6	A-

Table B135. Police Department - Fairness by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	57	8.61	25.0	0.0	0.0	0.0	0.0	25.0	50.0	0.0	0.0	A
Asian	7	8.43	0.0	0.0	0.0	0.0	14.3	0.0	0.0	0.0	85.7	A
African-American	6	8.00	0.0	0.0	0.0	0.0	16.7	0.0	16.7	0.0	66.7	B+
Hispanic	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Police Department: Courteous Crosstabulations

Table B136. 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	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-
26-55	54	8.43	1.9	0.0	0.0	3.7	3.7	0.0	1.9	5.6	83.3	A
56-65	12	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
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 B137. Police Department - Courteous by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	21	8.76	0.0	0.0	0.0	0.0	0.0	0.0	9.5	4.8	85.7	A+
College Degree	48	8.58	0.0	0.0	0.0	4.2	4.2	0.0	0.0	4.2	87.5	A
PhD/JD/MD	9	8.00	11.1	0.0	0.0	0.0	0.0	0.0	0.0	11.1	77.8	B+

Table B138. Police Department - Courteous by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	33	8.64	0.0	0.0	0.0	0.0	6.1	0.0	3.0	6.1	84.8	A
Female	47	8.53	2.1	0.0	0.0	4.3	0.0	0.0	2.1	4.3	87.2	A

Table B139. Police Department - Courteous by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	68	8.60	1.5	0.0	0.0	2.9	1.5	0.0	1.5	4.4	88.2	A
Apartment	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	25.0	0.0	75.0	A
Townhouse/Condo	6	8.33	0.0	0.0	0.0	0.0	16.7	0.0	0.0	0.0	83.3	A-
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Table B140. Police Department - Courteous by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	4	5.75	25.0	0.0	0.0	0.0	0.0	0.0	50.0	25.0	0.0	D
\$45,001-\$100,000	11	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	14	8.64	0.0	0.0	0.0	7.1	0.0	0.0	0.0	0.0	92.9	A
\$150,001-\$200,000	21	8.81	0.0	0.0	0.0	0.0	4.8	0.0	0.0	0.0	95.2	A+
Over \$200,000	11	8.36	0.0	0.0	0.0	0.0	9.1	0.0	0.0	27.3	63.6	A-

Table B141. Police Department - Courteous by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	58	8.60	1.7	0.0	0.0	3.4	0.0	0.0	1.7	5.2	87.9	A
Asian	7	8.43	0.0	0.0	0.0	0.0	14.3	0.0	0.0	0.0	85.7	A
African-American	6	8.00	0.0	0.0	0.0	0.0	16.7	0.0	16.7	0.0	66.7	B+
Hispanic	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Police Department: Competence Crosstabulations

Table B142. 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	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-
26-55	53	8.36	1.9	1.9	0.0	1.9	3.8	0.0	1.9	7.5	81.1	A-
56-65	12	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
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 B143. Police Department - Competence by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	20	8.70	0.0	0.0	0.0	0.0	0.0	0.0	10.0	10.0	80.0	A+
College Degree	48	8.54	0.0	2.1	0.0	2.1	4.2	0.0	0.0	4.2	87.5	A
PhD/JD/MD	9	8.00	11.1	0.0	0.0	0.0	0.0	0.0	0.0	11.1	77.8	B+

Table B144. Police Department - Competence by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	32	8.59	0.0	0.0	0.0	0.0	6.3	0.0	3.1	9.4	81.3	A
Female	47	8.49	2.1	2.1	0.0	2.1	0.0	0.0	2.1	4.3	87.2	A

Table B145. Police Department - Competence by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	68	8.56	1.5	1.5	0.0	1.5	1.5	0.0	1.5	5.9	86.8	A
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	6	8.33	0.0	0.0	0.0	0.0	16.7	0.0	0.0	0.0	83.3	A-
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Table B146. Police Department - Competence by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	4	5.75	25.0	0.0	0.0	0.0	0.0	0.0	50.0	25.0	0.0	D
\$45,001-\$100,000	11	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	14	8.64	0.0	0.0	0.0	7.1	0.0	0.0	0.0	0.0	92.9	A
\$150,001-\$200,000	21	8.81	0.0	0.0	0.0	0.0	4.8	0.0	0.0	0.0	95.2	A+
Over \$200,000	11	8.27	0.0	0.0	0.0	0.0	9.1	0.0	0.0	36.4	54.5	A-

Table B147. Police Department - Competence by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	57	8.54	1.8	1.8	0.0	1.8	0.0	0.0	1.8	7.0	86.0	A
Asian	7	8.43	0.0	0.0	0.0	0.0	14.3	0.0	0.0	0.0	85.7	A
African-American	6	8.00	0.0	0.0	0.0	0.0	16.7	0.0	16.7	0.0	66.7	B+
Hispanic	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Police Department: Response Time Crosstabulations

Table B148. 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	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-
26-55	37	8.24	5.4	0.0	0.0	2.7	0.0	0.0	5.4	8.1	78.4	A-
56-65	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	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 B149. Police Department - Response Time by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	12	8.67	0.0	0.0	0.0	0.0	0.0	0.0	16.7	0.0	83.3	A
College Degree	35	8.54	2.9	0.0	0.0	2.9	0.0	0.0	2.9	2.9	88.6	A
PhD/JD/MD	7	7.57	14.3	0.0	0.0	0.0	0.0	0.0	0.0	28.6	57.1	B

Table B150. Police Department - Response Time by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	24	8.50	4.2	0.0	0.0	0.0	0.0	0.0	8.3	0.0	87.5	A
Female	31	8.42	3.2	0.0	0.0	3.2	0.0	0.0	3.2	9.7	80.6	A

Table B151. Police Department - Response Time by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	45	8.38	4.4	0.0	0.0	2.2	0.0	0.0	4.4	6.7	82.2	A-
Apartment	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	25.0	0.0	75.0	A
Townhouse/Condo	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B152. Police Department - Response Time by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	4.00	50.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	0.0	F
\$45,001-\$100,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	12	8.25	0.0	0.0	0.0	8.3	0.0	0.0	16.7	0.0	75.0	A-
\$150,001-\$200,000	13	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$200,000	7	7.57	14.3	0.0	0.0	0.0	0.0	0.0	0.0	28.6	57.1	B

Table B153. Police Department - Response Time by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	38	8.58	2.6	0.0	0.0	2.6	0.0	0.0	2.6	2.6	89.5	A
Asian	6	7.50	16.7	0.0	0.0	0.0	0.0	0.0	0.0	16.7	66.7	B-
African-American	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	25.0	0.0	75.0	A
Hispanic	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	4	8.25	0.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	50.0	A-

Police Department: Problem Solving Crosstabulations

Table B154. 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	4	8.25	0.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	50.0	A-
26-55	52	8.10	5.8	1.9	0.0	1.9	1.9	0.0	1.9	9.6	76.9	A-
56-65	12	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
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 B155. Police Department - Problem Solving by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	19	8.26	5.3	0.0	0.0	0.0	0.0	0.0	10.5	10.5	73.7	A-
College Degree	47	8.43	2.1	2.1	0.0	2.1	2.1	0.0	0.0	6.4	85.1	A
PhD/JD/MD	9	8.00	11.1	0.0	0.0	0.0	0.0	0.0	0.0	11.1	77.8	B+

Table B156. Police Department - Problem Solving by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	32	8.13	6.3	0.0	0.0	0.0	3.1	0.0	6.3	12.5	71.9	A-
Female	45	8.51	2.2	2.2	0.0	2.2	0.0	0.0	0.0	4.4	88.9	A

Table B157. Police Department - Problem Solving by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	66	8.35	4.5	1.5	0.0	1.5	0.0	0.0	1.5	7.6	83.3	A-
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	6	8.33	0.0	0.0	0.0	0.0	16.7	0.0	0.0	0.0	83.3	A-
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Table B158. Police Department - Problem Solving by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	3	5.33	33.3	0.0	0.0	0.0	0.0	0.0	33.3	33.3	0.0	F
\$45,001-\$100,000	11	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	13	8.46	0.0	0.0	0.0	7.7	0.0	0.0	7.7	0.0	84.6	A
\$150,001-\$200,000	21	8.43	4.8	0.0	0.0	0.0	4.8	0.0	0.0	0.0	90.5	A
Over \$200,000	11	7.91	9.1	0.0	0.0	0.0	0.0	0.0	0.0	36.4	54.5	B+

Table B159. Police Department - Problem Solving by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	55	8.42	3.6	1.8	0.0	1.8	0.0	0.0	0.0	7.3	85.5	A
Asian	7	7.71	14.3	0.0	0.0	0.0	0.0	0.0	0.0	14.3	71.4	B
African-American	6	8.00	0.0	0.0	0.0	0.0	16.7	0.0	16.7	0.0	66.7	B+
Hispanic	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	5	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-

Fire Department: Contact Crosstabulations

Table B160. Contact with the Fire Department by Age

Age	n	Yes	No
18-25	25	0.0	100.0
26-55	272	8.1	91.9
56-65	46	17.4	82.6
Over 65	51	9.8	90.2

Table B161. Contact with the Fire Department by Education

Education	n	Yes	No
HS/Some College	108	5.6	94.4
College Degree	242	9.5	90.5
PhD/JD/MD	39	15.4	84.6

Table B162. Contact with the Fire Department by Gender

Gender	n	Yes	No
Male	202	7.9	92.1
Female	194	9.8	90.2

Table B163. Contact with the Fire Department by Housing

Housing	n	Yes	No
Single Family	300	11.0	89.0
Apartment	35	0.0	100.0
Townhouse/Condo	52	3.8	96.2
Other	7	0.0	100.0

Table B164. Contact with the Fire Department by Income

Income	n	Yes	No
0-\$45,000	25	0.0	100.0
\$45,001-\$100,000	80	5.0	95.0
\$100,001-\$150,000	75	13.3	86.7
\$150,001-\$200,000	77	10.4	89.6
Over \$200,000	45	11.1	88.9

**Table B165. Contact with the Fire Department
by Race**

Race	n	Yes	No
Caucasian	271	11.1	88.9
Asian	55	0.0	100.0
African-American	21	9.5	90.5
Hispanic	16	0.0	100.0
Other	17	11.8	88.2

**Table B166. Contact with the Fire Department
by Voter Status**

Voter Status	n	Yes	No
Registered	341	10.3	89.7
Not Registered	50	0.0	100.0

**Table B167. Contact with the Fire Department
by Voted in 2019 Local Elections**

Voting Action	n	Yes	No
Voter	224	12.1	87.9
Nonvoter	123	6.5	93.5

**Table B168. Contact with the Fire Department
by Years in Cary**

Years in Cary	n	Yes	No
0-1	11	0.0	100.0
2-5	121	5.8	94.2
6-10	95	10.5	89.5
Over 10	158	11.4	88.6
Native	11	0.0	100.0

Fire Department: Response Time Crosstabulations

Table B169. 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	0	--	--	--	--	--	--	--	--	--	--	--
26-55	16	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
56-65	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 65	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B170. Fire Department - Response Time by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
College Degree	15	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
PhD/JD/MD	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B171. 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	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Female	13	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B172. Fire Department - Response Time by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	24	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Apartment	0	--	--	--	--	--	--	--	--	--	--	--
Townhouse/Condo	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B173. Fire Department - Response Time by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	0	--	--	--	--	--	--	--	--	--	--	--
\$45,001-\$100,000	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	8	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$150,001-\$200,000	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$200,000	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B174. Fire Department - Response Time by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	22	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	0	--	--	--	--	--	--	--	--	--	--	--
African-American	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Fire Department: Problem Solving Crosstabulations

Table B175. 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	0	--	--	--	--	--	--	--	--	--	--	--
26-55	20	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
56-65	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	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 B176. Fire Department - Problem Solving by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
College Degree	20	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
PhD/JD/MD	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B177. Fire Department - Problem Solving by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	16	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Female	16	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B178. Fire Department - Problem Solving by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	30	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Apartment	0	--	--	--	--	--	--	--	--	--	--	--
Townhouse/Condo	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B179. Fire Department - Problem Solving by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	0	--	--	--	--	--	--	--	--	--	--	--
\$45,001-\$100,000	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$150,001-\$200,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$200,000	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B180. Fire Department - Problem Solving by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	28	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	0	--	--	--	--	--	--	--	--	--	--	--
African-American	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Fire Department: Competence Crosstabulations

Table B181. Fire Department - Competence by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	0	--	--	--	--	--	--	--	--	--	--	--
26-55	21	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
56-65	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	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 B182. Fire Department - Competence by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
College Degree	22	8.95	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.5	95.5	A+
PhD/JD/MD	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B183. Fire Department - Competence by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	16	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Female	18	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.6	94.4	A+

Table B184. Fire Department - Competence by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	32	8.97	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.1	96.9	A+
Apartment	0	--	--	--	--	--	--	--	--	--	--	--
Townhouse/Condo	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B185. Fire Department - Competence by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	0	--	--	--	--	--	--	--	--	--	--	--
\$45,001-\$100,000	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	10	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	90.0	A+
\$150,001-\$200,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$200,000	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B186. Fire Department - Competence by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	29	8.97	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.4	96.6	A+
Asian	0	--	--	--	--	--	--	--	--	--	--	--
African-American	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Fire Department: Courteous Crosstabulations

Table B187. Fire Department - Courteous by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	0	--	--	--	--	--	--	--	--	--	--	--
26-55	21	8.95	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.8	95.2	A+
56-65	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	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 B188. Fire Department - Courteous by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
College Degree	22	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
PhD/JD/MD	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B189. Fire Department - Courteous by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	16	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Female	18	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.1	88.9	A+

Table B190. Fire Department - Courteous by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	32	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	93.8	A+
Apartment	0	--	--	--	--	--	--	--	--	--	--	--
Townhouse/Condo	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B191. Fire Department - Courteous by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	0	--	--	--	--	--	--	--	--	--	--	--
\$45,001-\$100,000	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	10	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	90.0	A+
\$150,001-\$200,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$200,000	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B192. Fire Department - Courteous by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	29	8.97	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.4	96.6	A+
Asian	0	--	--	--	--	--	--	--	--	--	--	--
African-American	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Fire Department: Fairness Crosstabulations

Table B193. Fire Department - Fairness by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	0	--	--	--	--	--	--	--	--	--	--	--
26-55	21	8.95	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.8	95.2	A+
56-65	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	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 B194. Fire Department - Fairness by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
College Degree	22	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
PhD/JD/MD	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B195. Fire Department - Fairness by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	16	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Female	18	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.1	88.9	A+

Table B196. Fire Department - Fairness by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	32	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	93.8	A+
Apartment	0	--	--	--	--	--	--	--	--	--	--	--
Townhouse/Condo	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B197. Fire Department - Fairness by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	0	--	--	--	--	--	--	--	--	--	--	--
\$45,001-\$100,000	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$100,001-\$150,000	10	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	90.0	A+
\$150,001-\$200,000	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$200,000	5	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B198. Fire Department - Fairness by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	29	8.97	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.4	96.6	A+
Asian	0	--	--	--	--	--	--	--	--	--	--	--
African-American	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Participation in Parks & Recreation Program Crosstabulations

Table B199. Participation in Parks & Recreation Program by Age

Age	n	Yes	No
18-25	25	4.0	96.0
26-55	272	29.4	70.6
56-65	46	17.4	82.6
Over 65	51	11.8	88.2

Table B200. Participation in Parks & Recreation Program by Education

Education	n	Yes	No
HS/Some College	108	17.6	82.4
College Degree	242	26.4	73.6
PhD/JD/MD	39	25.6	74.4

Table B201. Participation in Parks & Recreation Program by Gender

Gender	n	Yes	No
Male	202	18.3	81.7
Female	194	29.4	70.6

Table B202. Participation in Parks & Recreation Program by Housing

Housing	n	Yes	No
Single Family	300	25.7	74.3
Apartment	35	14.3	85.7
Townhouse/Condo	52	21.2	78.8
Other	7	0.0	100.0

Table B203. Participation in Parks & Recreation Program by Income

Income	n	Yes	No
0-\$45,000	25	16.0	84.0
\$45,001-\$100,000	80	15.0	85.0
\$100,001-\$150,000	75	26.7	73.3
\$150,001-\$200,000	77	32.5	67.5
Over \$200,000	45	33.3	66.7

Table B204. Participation in Parks & Recreation Program by Race

Race	n	Yes	No
Caucasian	271	27.3	72.7
Asian	55	9.1	90.9
African-American	21	14.3	85.7
Hispanic	16	0.0	100.0
Other	17	29.4	70.6

Table B205. Participation in Parks & Recreation Program by Voter Status

Voter Status	n	Yes	No
Registered	341	25.2	74.8
Not Registered	50	14.0	86.0

Table B206. Participation in Parks & Recreation Program by Voted in 2019 Local Election

Voting Action	n	Yes	No
Voter	224	28.6	71.4
Nonvoter	123	17.9	82.1

Table B207. Participation in Parks & Recreation Program by Years in Cary

Years in Cary	n	Yes	No
0-1	11	0.0	100.0
2-5	121	22.3	77.7
6-10	95	28.4	71.6
Over 10	158	23.4	76.6
Native	11	27.3	72.7

Parks & Recreation: Facility Quality Crosstabulations

Table B208. 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	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	B+
26-55	76	8.67	0.0	0.0	0.0	0.0	0.0	0.0	7.9	17.1	75.0	A
56-65	8	8.50	0.0	0.0	0.0	0.0	0.0	12.5	0.0	12.5	75.0	A
Over 65	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Table B209. 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	18	8.67	0.0	0.0	0.0	0.0	0.0	0.0	5.6	22.2	72.2	A
College Degree	61	8.69	0.0	0.0	0.0	0.0	0.0	1.6	6.6	13.1	78.7	A+
PhD/JD/MD	10	8.50	0.0	0.0	0.0	0.0	0.0	0.0	10.0	30.0	60.0	A

Table B210. Parks & Recreation - Facility Quality by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	34	8.59	0.0	0.0	0.0	0.0	0.0	2.9	5.9	20.6	70.6	A
Female	56	8.69	0.0	0.0	0.0	0.0	0.0	0.0	8.9	14.3	76.8	A+

Table B211. Parks & Recreation - Facility Quality by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	74	8.62	0.0	0.0	0.0	0.0	0.0	1.4	8.1	17.6	73.0	A
Apartment	5	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-
Townhouse/Condo	10	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	90.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B212. Parks & Recreation - Facility Quality by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	4	8.25	0.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	50.0	A-
\$45,001-\$100,000	12	8.75	0.0	0.0	0.0	0.0	0.0	0.0	8.3	8.3	83.3	A+
\$100,001-\$150,000	19	8.74	0.0	0.0	0.0	0.0	0.0	5.3	0.0	10.5	84.2	A+
\$150,001-\$200,000	24	8.83	0.0	0.0	0.0	0.0	0.0	0.0	4.2	8.3	87.5	A+
Over \$200,000	13	8.77	0.0	0.0	0.0	0.0	0.0	0.0	0.0	23.1	76.9	A+

Table B213. Parks & Recreation - Facility Quality by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	70	8.63	0.0	0.0	0.0	0.0	0.0	1.4	10.0	12.9	75.7	A
Asian	6	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
African-American	3	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Parks & Recreation: Cost or Amount of Fee Crosstabulations

Table B214. Parks & Recreation - Cost or Amount of Fee 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	50.0	0.0	50.0	B+
26-55	66	8.65	0.0	0.0	0.0	0.0	1.5	1.5	3.0	18.2	75.8	A
56-65	8	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
Over 65	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+

Table B215. Parks & Recreation - Cost or Amount of Fee by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	14	8.71	0.0	0.0	0.0	0.0	0.0	0.0	7.1	14.3	78.6	A+
College Degree	54	8.69	0.0	0.0	0.0	0.0	1.9	0.0	1.9	20.4	75.9	A+
PhD/JD/MD	10	8.60	0.0	0.0	0.0	0.0	0.0	0.0	10.0	20.0	70.0	A

Table B216. Parks & Recreation - Cost or Amount of Fee by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	27	8.63	0.0	0.0	0.0	0.0	0.0	0.0	7.4	22.2	70.4	A
Female	51	8.65	0.0	0.0	0.0	0.0	2.0	2.0	2.0	17.6	76.5	A

Table B217. Parks & Recreation - Cost or Amount of Fee by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	66	8.59	0.0	0.0	0.0	0.0	1.5	1.5	4.5	21.2	71.2	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	9	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.1	88.9	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B218. Parks & Recreation - Cost or Amount of Fee by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	B+
\$45,001-\$100,000	11	8.82	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.2	81.8	A+
\$100,001-\$150,000	16	8.75	0.0	0.0	0.0	0.0	0.0	0.0	6.3	12.5	81.3	A+
\$150,001-\$200,000	20	8.80	0.0	0.0	0.0	0.0	0.0	0.0	5.0	10.0	85.0	A+
Over \$200,000	13	8.77	0.0	0.0	0.0	0.0	0.0	0.0	0.0	23.1	76.9	A+

Table B219. Parks & Recreation - Cost or Amount of Fee by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	62	8.65	0.0	0.0	0.0	0.0	1.6	1.6	4.8	14.5	77.4	A
Asian	6	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
African-American	3	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Parks & Recreation: Overall Experience Crosstabulations

Table B220. 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	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	76	8.59	0.0	0.0	0.0	0.0	1.3	0.0	9.2	17.1	72.4	A
56-65	8	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
Over 65	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Table B221. 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	18	8.78	0.0	0.0	0.0	0.0	0.0	0.0	0.0	22.2	77.8	A+
College Degree	61	8.64	0.0	0.0	0.0	0.0	1.6	0.0	4.9	19.7	73.8	A
PhD/JD/MD	10	8.30	0.0	0.0	0.0	0.0	0.0	0.0	30.0	10.0	60.0	A-

Table B222. Parks & Recreation - Overall Experience by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	35	8.51	0.0	0.0	0.0	0.0	2.9	0.0	8.6	20.0	68.6	A
Female	55	8.67	0.0	0.0	0.0	0.0	0.0	0.0	7.3	18.2	74.5	A

Table B223. Parks & Recreation - Overall Experience by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	74	8.59	0.0	0.0	0.0	0.0	1.4	0.0	8.1	18.9	71.6	A
Apartment	5	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-
Townhouse/Condo	10	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B224. Parks & Recreation - Overall Experience by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
\$45,001-\$100,000	11	8.64	0.0	0.0	0.0	0.0	0.0	0.0	9.1	18.2	72.7	A
\$100,001-\$150,000	19	8.79	0.0	0.0	0.0	0.0	0.0	0.0	5.3	10.5	84.2	A+
\$150,001-\$200,000	24	8.79	0.0	0.0	0.0	0.0	0.0	0.0	8.3	4.2	87.5	A+
Over \$200,000	14	8.43	0.0	0.0	0.0	0.0	7.1	0.0	0.0	28.6	64.3	A

Table B225. Parks & Recreation - Overall Experience by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	70	8.63	0.0	0.0	0.0	0.0	1.4	0.0	7.1	17.1	74.3	A
Asian	6	8.67	0.0	0.0	0.0	0.0	0.0	0.0	16.7	0.0	83.3	A
African-American	3	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Parks & Recreation: Program Quality Crosstabulations

Table B226. 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	50.0	0.0	50.0	B+
26-55	77	8.56	0.0	0.0	0.0	0.0	1.3	0.0	9.1	20.8	68.8	A
56-65	8	8.63	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	A
Over 65	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Table B227. 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	18	8.72	0.0	0.0	0.0	0.0	0.0	0.0	5.6	16.7	77.8	A+
College Degree	62	8.58	0.0	0.0	0.0	0.0	1.6	0.0	8.1	19.4	71.0	A
PhD/JD/MD	10	8.30	0.0	0.0	0.0	0.0	0.0	0.0	20.0	30.0	50.0	A-

Table B228. Parks & Recreation - Program Quality by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	35	8.51	0.0	0.0	0.0	0.0	2.9	0.0	8.6	20.0	68.6	A
Female	56	8.59	0.0	0.0	0.0	0.0	0.0	0.0	10.7	19.6	69.6	A

Table B229. Parks & Recreation - Program Quality by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	75	8.53	0.0	0.0	0.0	0.0	1.3	0.0	10.7	20.0	68.0	A
Apartment	5	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-
Townhouse/Condo	10	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B230. Parks & Recreation - Program Quality by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	4	8.25	0.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	50.0	A-
\$45,001-\$100,000	12	8.58	0.0	0.0	0.0	0.0	0.0	0.0	8.3	25.0	66.7	A
\$100,001-\$150,000	19	8.68	0.0	0.0	0.0	0.0	0.0	0.0	10.5	10.5	78.9	A
\$150,001-\$200,000	24	8.83	0.0	0.0	0.0	0.0	0.0	0.0	4.2	8.3	87.5	A+
Over \$200,000	14	8.36	0.0	0.0	0.0	0.0	7.1	0.0	0.0	35.7	57.1	A-

Table B231. Parks & Recreation - Program Quality by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	71	8.55	0.0	0.0	0.0	0.0	1.4	0.0	11.3	16.9	70.4	A
Asian	6	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
African-American	3	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Parks & Recreation: Instructor/Coach Quality Crosstabulations

Table B232. Parks & Recreation – Instructor/Coach 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	58	8.53	0.0	0.0	0.0	0.0	0.0	5.2	6.9	17.2	70.7	A
56-65	5	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	A-
Over 65	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+

Table B233. Parks & Recreation – Instructor/Coach Quality by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	11	8.82	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.2	81.8	A+
College Degree	49	8.57	0.0	0.0	0.0	0.0	0.0	6.1	4.1	16.3	73.5	A
PhD/JD/MD	9	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+

Table B234. Parks & Recreation – Instructor/Coach Quality by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	24	8.42	0.0	0.0	0.0	0.0	0.0	8.3	8.3	16.7	66.7	A
Female	43	8.58	0.0	0.0	0.0	0.0	0.0	2.3	7.0	20.9	69.8	A

Table B235. Parks & Recreation – Instructor/Coach Quality by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	60	8.52	0.0	0.0	0.0	0.0	0.0	5.0	6.7	20.0	68.3	A
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	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B236. Parks & Recreation – Instructor/Coach Quality by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+
\$45,001-\$100,000	7	8.43	0.0	0.0	0.0	0.0	0.0	0.0	14.3	28.6	57.1	A
\$100,001-\$150,000	16	8.81	0.0	0.0	0.0	0.0	0.0	0.0	6.3	6.3	87.5	A+
\$150,001-\$200,000	19	8.74	0.0	0.0	0.0	0.0	0.0	5.3	5.3	0.0	89.5	A+
Over \$200,000	10	8.10	0.0	0.0	0.0	0.0	0.0	10.0	10.0	40.0	40.0	A-

Table B237. Parks & Recreation – Instructor/Coach Quality by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	53	8.55	0.0	0.0	0.0	0.0	0.0	3.8	7.5	18.9	69.8	A
Asian	6	8.67	0.0	0.0	0.0	0.0	0.0	0.0	16.7	0.0	83.3	A
African-American	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Parks & Recreation: Ease of Registration Quality Crosstabulations

Table B238. 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	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	74	8.45	1.4	0.0	0.0	0.0	1.4	2.7	6.8	17.6	70.3	A
56-65	8	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
Over 65	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Table B239. 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	17	8.59	0.0	0.0	0.0	0.0	0.0	5.9	0.0	23.5	70.6	A
College Degree	60	8.57	1.7	0.0	0.0	0.0	0.0	0.0	6.7	16.7	75.0	A
PhD/JD/MD	10	8.10	0.0	0.0	0.0	0.0	10.0	0.0	10.0	30.0	50.0	A-

Table B240. 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	33	8.64	0.0	0.0	0.0	0.0	0.0	3.0	3.0	21.2	72.7	A
Female	55	8.40	1.8	0.0	0.0	0.0	1.8	1.8	7.3	18.2	69.1	A-

Table B241. Parks & Recreation - Ease of Registration by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	72	8.47	1.4	0.0	0.0	0.0	0.0	2.8	6.9	19.4	69.4	A
Apartment	5	8.00	0.0	0.0	0.0	0.0	20.0	0.0	0.0	20.0	60.0	B+
Townhouse/Condo	10	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B242. 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-\$45,000	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
\$45,001-\$100,000	11	8.09	0.0	0.0	0.0	0.0	9.1	0.0	18.2	18.2	54.5	A-
\$100,001-\$150,000	19	8.84	0.0	0.0	0.0	0.0	0.0	0.0	0.0	15.8	84.2	A+
\$150,001-\$200,000	24	8.75	0.0	0.0	0.0	0.0	0.0	4.2	4.2	4.2	87.5	A+
Over \$200,000	13	8.62	0.0	0.0	0.0	0.0	0.0	0.0	7.7	23.1	69.2	A

Table B243. 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	68	8.57	0.0	0.0	0.0	0.0	1.5	2.9	5.9	16.2	73.5	A
Asian	6	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
African-American	3	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
Hispanic	0	--	--	--	--	--	--	--	--	--	--	--
Other	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Cary as a Place to Live Crosstabulations

Table B244. 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	25	8.24	0.0	0.0	0.0	0.0	0.0	0.0	24.0	28.0	48.0	A-
26-55	271	8.23	0.0	0.0	0.0	0.4	1.1	1.8	12.5	39.9	44.3	A-
56-65	46	8.65	0.0	0.0	0.0	0.0	0.0	2.2	4.3	19.6	73.9	A
Over 65	51	8.41	0.0	0.0	0.0	0.0	2.0	2.0	13.7	17.6	64.7	A-

Table B245. 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	108	8.31	0.0	0.0	0.0	0.0	0.9	1.9	15.7	28.7	52.8	A-
College Degree	241	8.34	0.0	0.0	0.0	0.0	0.8	2.1	10.0	36.9	50.2	A-
PhD/JD/MD	39	8.18	0.0	0.0	0.0	2.6	2.6	0.0	12.8	33.3	48.7	A-

Table B246. 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	202	8.24	0.0	0.0	0.0	0.0	0.5	3.5	14.4	35.1	46.5	A-
Female	193	8.36	0.0	0.0	0.0	0.5	1.6	0.5	10.9	31.6	54.9	A-

Table B247. Cary as a Place to Live by Housing

Housing	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Single Family	299	8.36	0.0	0.0	0.0	0.3	0.7	2.0	9.7	34.4	52.8	A-
Apartment	35	8.17	0.0	0.0	0.0	0.0	0.0	2.9	25.7	22.9	48.6	A-
Townhouse/Condo	52	8.17	0.0	0.0	0.0	0.0	3.8	1.9	13.5	34.6	46.2	A-
Other	7	7.71	0.0	0.0	0.0	0.0	0.0	0.0	42.9	42.9	14.3	B

Table B248. Cary as a Place to Live by Income

Income	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
0-\$45,000	25	7.84	0.0	0.0	0.0	4.0	0.0	4.0	28.0	28.0	36.0	B+
\$45,001-\$100,000	80	8.31	0.0	0.0	0.0	0.0	1.3	1.3	13.8	32.5	51.3	A-
\$100,001-\$150,000	75	8.32	0.0	0.0	0.0	0.0	0.0	1.3	13.3	37.3	48.0	A-
\$150,001-\$200,000	76	8.39	0.0	0.0	0.0	0.0	0.0	3.9	9.2	30.3	56.6	A-
Over \$200,000	45	8.49	0.0	0.0	0.0	0.0	0.0	0.0	6.7	37.8	55.6	A

Table B249. Cary as a Place to Live by Race

Race	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Caucasian	270	8.31	0.0	0.0	0.0	0.4	0.4	1.5	12.6	35.9	49.3	A-
Asian	55	8.33	0.0	0.0	0.0	0.0	5.5	1.8	7.3	25.5	60.0	A-
African-American	21	8.10	0.0	0.0	0.0	0.0	0.0	4.8	28.6	19.0	47.6	A-
Hispanic	16	8.63	0.0	0.0	0.0	0.0	0.0	0.0	0.0	37.5	62.5	A
Other	17	8.24	0.0	0.0	0.0	0.0	0.0	5.9	5.9	47.1	41.2	A-

Table B250. Cary as a Place to Live by Voter Status

Voter Status	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Registered	340	8.32	0.0	0.0	0.0	0.3	0.9	1.5	11.8	34.7	50.9	A-
Not Registered	50	8.18	0.0	0.0	0.0	0.0	2.0	6.0	14.0	28.0	50.0	A-

Table B251. Cary as a Place to Live by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Voter	223	8.42	0.0	0.0	0.0	0.0	0.0	1.3	9.9	34.1	54.7	A
Nonvoter	123	8.11	0.0	0.0	0.0	0.8	2.4	1.6	17.1	35.8	42.3	A-

Table B252. Cary as a Place to Live by Years in Cary

Years in Cary	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
0-1	11	8.36	0.0	0.0	0.0	0.0	0.0	0.0	9.1	45.5	45.5	A-
2-5	121	8.23	0.0	0.0	0.0	0.0	1.7	2.5	14.9	33.1	47.9	A-
6-10	95	8.33	0.0	0.0	0.0	0.0	1.1	0.0	10.5	42.1	46.3	A-
Over 10	158	8.37	0.0	0.0	0.0	0.6	0.6	2.5	10.1	29.7	56.3	A-
Native	10	7.80	0.0	0.0	0.0	0.0	0.0	10.0	40.0	10.0	40.0	B+

Quality of Life in Cary Crosstabulations

Table B253. 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	% Below 3	% Above 3
18-25	25	3.20	0.0	0.0	80.0	20.0	0.0	0.0	20.0
26-55	266	3.39	0.4	4.9	54.9	34.6	5.3	5.3	39.9
56-65	46	3.50	0.0	10.9	39.1	39.1	10.9	10.9	50.0
Over 65	51	3.33	0.0	19.6	39.2	29.4	11.8	19.6	41.2

Table B254. 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	% Below 3	% Above 3
HS/Some College	106	3.34	0.9	6.6	53.8	34.9	3.8	7.5	38.7
College Degree	238	3.43	0.0	7.1	50.0	35.3	7.6	7.1	42.9
PhD/JD/MD	39	3.31	0.0	7.7	61.5	23.1	7.7	7.7	30.8

Table B255. 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	% Below 3	% Above 3
Male	200	3.34	0.5	7.5	54.5	33.0	4.5	8.0	37.5
Female	190	3.43	0.0	7.9	50.0	33.7	8.4	7.9	42.1

Table B256. Quality of Life in Cary by Housing

Housing	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Below 3	% Above 3
Single Family	295	3.42	0.3	7.8	49.2	35.3	7.5	8.1	42.8
Apartment	35	3.29	0.0	5.7	62.9	28.6	2.9	5.7	31.5
Townhouse/Condo	51	3.37	0.0	5.9	56.9	31.4	5.9	5.9	37.3
Other	7	2.86	0.0	14.3	85.7	0.0	0.0	14.3	0.0

Table B257. 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	% Below 3	% Above 3
0-\$45,000	25	3.12	0.0	16.0	60.0	20.0	4.0	16.0	24.0
\$45,001-\$100,000	78	3.45	0.0	5.1	50.0	39.7	5.1	5.1	44.8
\$100,001-\$150,000	73	3.38	0.0	9.6	47.9	37.0	5.5	9.6	42.5
\$150,001-\$200,000	76	3.42	1.3	2.6	51.3	42.1	2.6	3.9	44.7
Over \$200,000	45	3.60	0.0	8.9	40.0	33.3	17.8	8.9	51.1

Table B258. 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	% Below 3	% Above 3
Caucasian	267	3.39	0.4	8.6	49.8	34.1	7.1	9.0	41.2
Asian	55	3.45	0.0	1.8	58.2	32.7	7.3	1.8	40.0
African-American	21	3.29	0.0	9.5	52.4	38.1	0.0	9.5	38.1
Hispanic	15	3.40	0.0	0.0	60.0	40.0	0.0	0.0	40.0
Other	17	3.35	0.0	5.9	58.8	29.4	5.9	5.9	35.3

Table B259. Quality of Life in Cary by Voter Status

Voter Status	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Below 3	% Above 3
Registered	337	3.41	0.3	8.0	48.7	35.6	7.4	8.3	43.0
Not Registered	48	3.14	0.0	4.2	77.1	18.8	0.0	4.2	18.8

Table B260. Quality of Life in Cary by Voted in 2019 Local Elections

Voting Action	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Below 3	% Above 3
Voter	223	3.49	0.4	7.6	43.9	38.6	9.4	8.0	48.0
Nonvoter	120	3.27	0.0	8.3	60.0	28.3	3.3	8.3	31.6

Table B261. Quality of Life in Cary by Years in Cary

Years in Cary	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Below 3	% Above 3
0-1	9	3.00	0.0	0.0	100.0	0.0	0.0	0.0	0.0
2-5	117	3.32	0.0	3.4	63.2	30.8	2.6	3.4	33.4
6-10	95	3.44	1.1	6.3	45.3	42.1	5.3	7.4	47.4
Over 10	158	3.42	0.0	12.7	43.0	33.5	10.8	12.7	44.3
Native	11	3.27	0.0	0.0	81.8	9.1	9.1	0.0	18.2

Overall Quality of Services Provided by the Town of Cary Government Crosstabulations

Table B262. Overall Quality of Services Provided by the Town of Cary Government by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	25	7.88	0.0	0.0	0.0	0.0	8.0	0.0	16.0	48.0	28.0	B+
26-55	270	7.88	0.0	0.4	0.0	0.4	4.4	4.1	18.9	40.0	31.9	B+
56-65	43	8.14	0.0	0.0	0.0	2.3	7.0	0.0	7.0	32.6	51.2	A-
Over 65	51	8.16	0.0	0.0	0.0	0.0	2.0	5.9	13.7	31.4	47.1	A-

Table B263. Overall Quality of Services Provided by the Town of Cary Government by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	105	7.90	0.0	0.0	0.0	0.0	4.8	4.8	21.0	35.2	34.3	B+
College Degree	240	8.03	0.0	0.0	0.0	0.8	3.8	3.3	14.2	39.6	38.3	B+
PhD/JD/MD	39	7.72	0.0	2.6	0.0	0.0	7.7	0.0	17.9	43.6	28.2	B

Table B264. Overall Quality of Services Provided by the Town of Cary Government by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	198	7.81	0.0	0.0	0.0	1.0	5.6	5.1	19.7	37.4	31.3	B+
Female	193	8.09	0.0	0.5	0.0	0.0	3.6	1.6	14.0	39.9	40.4	A-

Table B265. Overall Quality of Services Provided by the Town of Cary Government by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	296	7.99	0.0	0.3	0.0	0.7	4.4	2.4	15.2	40.2	36.8	B+
Apartment	34	7.97	0.0	0.0	0.0	0.0	0.0	2.9	32.4	29.4	35.3	B+
Townhouse/Condo	52	7.73	0.0	0.0	0.0	0.0	9.6	7.7	17.3	30.8	34.6	B
Other	7	7.86	0.0	0.0	0.0	0.0	0.0	14.3	0.0	71.4	14.3	B+

Table B266. Overall Quality of Services Provided by the Town of Cary Government by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.56	0.0	4.0	0.0	0.0	4.0	8.0	16.0	44.0	24.0	B
\$45,001-\$100,000	79	7.96	0.0	0.0	0.0	0.0	6.3	5.1	15.2	32.9	40.5	B+
\$100,001-\$150,000	74	8.05	0.0	0.0	0.0	0.0	0.0	2.7	16.2	54.1	27.0	B+
\$150,001-\$200,000	76	7.97	0.0	0.0	0.0	1.3	5.3	3.9	13.2	36.8	39.5	B+
Over \$200,000	44	8.05	0.0	0.0	0.0	2.3	2.3	0.0	18.2	38.6	38.6	B+

Table B267. Overall Quality of Services Provided by the Town of Cary Government by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	266	8.01	0.0	0.4	0.0	0.8	2.6	4.1	15.0	39.5	37.6	B+
Asian	55	7.76	0.0	0.0	0.0	0.0	12.7	1.8	14.5	38.2	32.7	B
African-American	21	7.57	0.0	0.0	0.0	0.0	14.3	0.0	23.8	38.1	23.8	B
Hispanic	16	8.13	0.0	0.0	0.0	0.0	0.0	0.0	31.3	25.0	43.8	A-
Other	17	7.82	0.0	0.0	0.0	0.0	5.9	5.9	23.5	29.4	35.3	B+

Table B268. Overall Quality of Services Provided by the Town of Cary Government by Voter Status

Voter Status	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Registered	337	7.96	0.0	0.3	0.0	0.6	4.7	3.3	15.7	38.6	36.8	B+
Not Registered	49	7.88	0.0	0.0	0.0	0.0	4.1	4.1	20.4	42.9	28.6	B+

Table B269. Overall Quality of Services Provided by the Town of Cary Government by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Voter	222	8.06	0.0	0.0	0.0	0.9	4.1	3.2	12.6	38.3	41.0	A-
Nonvoter	121	7.76	0.0	0.8	0.0	0.0	5.8	3.3	22.3	40.5	27.3	B

Table B270. Overall Quality of Services Provided by the Town of Cary Government by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.18	0.0	0.0	0.0	0.0	0.0	9.1	9.1	36.4	45.5	A-
2-5	118	7.79	0.0	0.0	0.0	1.7	6.8	1.7	19.5	41.5	28.8	B+
6-10	95	8.01	0.0	0.0	0.0	0.0	4.2	1.1	21.1	36.8	36.8	B+
Over 10	156	8.02	0.0	0.6	0.0	0.0	3.8	5.1	13.5	35.9	41.0	B+
Native	11	8.00	0.0	0.0	0.0	0.0	0.0	9.1	9.1	54.5	27.3	B+

**Overall Value of Services Provided by the Town of Cary Government
for the Taxes Paid Crosstabulations**

Table B271. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	21	7.10	0.0	0.0	0.0	0.0	19.0	9.5	28.6	28.6	14.3	C+
26-55	267	7.06	0.7	0.4	1.5	3.7	13.1	7.5	28.1	27.0	18.0	C+
56-65	43	7.37	0.0	0.0	4.7	2.3	11.6	7.0	14.0	27.9	32.6	B-
Over 65	49	7.10	2.0	0.0	2.0	6.1	10.2	12.2	12.2	28.6	26.5	C+

Table B272. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	102	7.05	0.0	0.0	2.9	3.9	11.8	9.8	26.5	28.4	16.7	C+
College Degree	234	7.15	0.4	0.0	1.3	4.7	13.2	7.7	23.5	27.8	21.4	C+
PhD/JD/MD	39	6.90	5.1	2.6	0.0	0.0	15.4	7.7	23.1	20.5	25.6	C+

Table B273. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	195	6.89	1.0	1.0	2.1	5.1	13.3	8.7	27.2	23.6	17.9	C+
Female	187	7.24	0.5	0.0	2.1	2.7	12.8	7.5	20.9	30.5	23.0	B-

Table B274. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	289	7.11	1.0	0.3	2.2	4.2	12.5	7.3	22.8	28.0	21.8	C+
Apartment	34	7.21	0.0	0.0	0.0	2.9	8.8	8.8	41.2	20.6	17.6	B-
Townhouse/Condo	50	6.98	0.0	0.0	0.0	4.0	20.0	12.0	22.0	22.0	20.0	C+
Other	7	7.00	0.0	0.0	0.0	0.0	14.3	14.3	28.6	42.9	0.0	C+

Table B275. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.16	4.0	0.0	0.0	0.0	4.0	16.0	28.0	32.0	16.0	B-
\$45,001-\$100,000	77	7.30	0.0	0.0	1.3	1.3	9.1	11.7	24.7	35.1	16.9	B-
\$100,001-\$150,000	74	7.34	0.0	0.0	0.0	5.4	12.2	5.4	23.0	28.4	25.7	B-
\$150,001-\$200,000	77	7.21	0.0	1.3	0.0	3.9	14.3	5.2	23.4	31.2	20.8	B-
Over \$200,000	42	7.14	0.0	0.0	2.4	4.8	9.5	7.1	35.7	16.7	23.8	C+

Table B276. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	260	7.23	0.4	0.0	1.5	3.5	10.4	7.7	26.5	29.6	20.4	B-
Asian	52	6.87	1.9	1.9	1.9	1.9	21.2	5.8	19.2	23.1	23.1	C
African-American	21	6.62	0.0	0.0	4.8	0.0	33.3	4.8	19.0	23.8	14.3	C
Hispanic	16	6.81	0.0	0.0	0.0	0.0	25.0	18.8	18.8	25.0	12.5	C
Other	17	6.82	5.9	0.0	0.0	17.6	0.0	11.8	17.6	11.8	35.3	C

Table B277. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Voter Status

Voter Status	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Registered	330	7.11	0.9	0.0	1.8	3.6	13.6	7.6	23.9	27.6	20.9	C+
Not Registered	47	6.96	0.0	2.1	0.0	6.4	10.6	12.8	25.5	25.5	17.0	C+

Table B278. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Voter	218	7.22	0.5	0.0	1.8	3.2	12.4	7.8	23.4	27.5	23.4	B-
Nonvoter	118	6.95	1.7	0.0	0.8	4.2	15.3	7.6	26.3	28.8	15.3	C+

Table B279. Overall Value of Services Provided by the Town of Cary Government for the Taxes Paid by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	7.18	0.0	0.0	0.0	9.1	18.2	0.0	18.2	27.3	27.3	B-
2-5	114	7.07	0.0	0.0	0.9	5.3	14.9	7.0	28.9	22.8	20.2	C+
6-10	93	7.13	0.0	0.0	2.2	3.2	11.8	8.6	28.0	29.0	17.2	C+
Over 10	153	7.00	2.0	1.3	2.6	3.3	12.4	8.5	20.3	27.5	22.2	C+
Native	11	7.55	0.0	0.0	0.0	0.0	9.1	18.2	9.1	36.4	27.3	B

Recommend Cary as a Place to Relocate Crosstabulations

Table B280. Recommend Cary as a Place to Relocate by Age

Age	n	Yes	No	Maybe
18-25	25	84.0	4.0	12.0
26-55	272	90.4	2.9	6.6
56-65	46	93.5	4.3	2.2
Over 65	51	92.2	2.0	5.9

Table B281. Recommend Cary as a Place to Relocate by Education

Education	n	Yes	No	Maybe
HS/Some College	108	88.9	3.7	7.4
College Degree	242	90.5	2.1	7.4
PhD/JD/MD	39	92.3	7.7	0.0

Table B282. Recommend Cary as a Place to Relocate by Gender

Gender	n	Yes	No	Maybe
Male	202	88.1	3.5	8.4
Female	194	92.8	2.6	4.6

Table B283. Recommend Cary as a Place to Relocate by Housing

Housing	n	Yes	No	Maybe
Single Family	300	91.3	3.0	5.7
Apartment	35	80.0	5.7	14.3
Townhouse/Condo	52	88.5	3.8	7.7
Other	7	100.0	0.0	0.0

Table B284. Recommend Cary as a Place to Relocate by Income

Income	n	Yes	No	Maybe
0-\$45,000	25	76.0	8.0	16.0
\$45,001-\$100,000	80	88.8	5.0	6.3
\$100,001-\$150,000	75	94.7	0.0	5.3
\$150,001-\$200,000	77	92.2	2.6	5.2
Over \$200,000	45	91.1	0.0	8.9

**Table B285. Recommend Cary as a Place to Relocate
by Race**

Race	n	Yes	No	Maybe
Caucasian	271	91.9	3.3	4.8
Asian	55	87.3	3.6	9.1
African-American	21	76.2	4.8	19.0
Hispanic	16	100.0	0.0	0.0
Other	17	88.2	0.0	11.8

**Table B286. Recommend Cary as a Place to Relocate
by Voter Status**

Voter Status	n	Yes	No	Maybe
Registered	341	90.6	3.8	5.6
Not Registered	50	88.0	0.0	12.0

**Table B287. Recommend Cary as a Place to Relocate
by Voted in 2019 Local Elections**

Voting Action	n	Yes	No	Maybe
Voter	224	91.5	3.1	5.4
Nonvoter	123	88.6	4.9	6.5

**Table B288. Recommend Cary as a Place to Relocate
by Years in Cary**

Years in Cary	n	Yes	No	Maybe
0-1	11	81.8	0.0	18.2
2-5	121	89.3	2.5	8.3
6-10	95	92.6	2.1	5.3
Over 10	158	88.6	5.1	6.3
Native	11	100.0	0.0	0.0

How Safe Respondents Feel in Cary Crosstabulations

Table B289. How Safe Respondents Feel in Cary Overall by Age

Age	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
18-25	24	8.67	0.0	0.0	0.0	0.0	0.0	0.0	4.2	25.0	70.8	A
26-55	272	8.28	0.0	0.0	0.4	0.4	0.7	1.5	10.7	39.0	47.4	A-
56-65	46	8.51	0.0	0.0	0.0	0.0	0.0	0.0	8.7	30.4	60.9	A
Over 65	51	8.37	0.0	0.0	0.0	0.0	0.0	3.9	7.8	35.3	52.9	A-

Table B290. How Safe Respondents Feel in Cary Overall by Education

Education	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
HS/Some College	108	8.47	0.0	0.0	0.0	0.0	0.0	1.9	7.4	32.4	58.3	A
College Degree	242	8.33	0.0	0.0	0.0	0.4	0.4	1.2	10.3	38.8	48.8	A-
PhD/JD/MD	39	8.10	0.0	0.0	2.6	0.0	2.6	2.6	10.3	35.9	46.2	A-

Table B291. How Safe Respondents Feel in Cary Overall by Gender

Gender	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
Male	202	8.28	0.0	0.0	0.0	0.5	1.0	1.5	11.9	37.1	48.0	A-
Female	193	8.40	0.0	0.0	0.5	0.0	0.0	1.6	7.3	37.3	53.4	A-

Table B292. How Safe Respondents Feel in Cary Overall by Housing

Housing	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
Single Family	300	8.33	0.0	0.0	0.3	0.3	0.3	1.7	10.3	36.0	51.0	A-
Apartment	34	8.41	0.0	0.0	0.0	0.0	0.0	0.0	11.8	35.3	52.9	A-
Townhouse/Condo	52	8.37	0.0	0.0	0.0	0.0	1.9	1.9	3.8	42.3	50.0	A-
Other	7	8.29	0.0	0.0	0.0	0.0	0.0	0.0	14.3	42.9	42.9	A-

Table B293. How Safe Respondents Feel in Cary Overall by Income

Income	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
0-\$45,000	25	8.44	0.0	0.0	0.0	0.0	0.0	0.0	8.0	40.0	52.0	A
\$45,001-\$100,000	80	8.36	0.0	0.0	0.0	0.0	0.0	0.0	12.5	38.8	48.8	A-
\$100,001-\$150,000	75	8.29	0.0	0.0	0.0	0.0	1.3	4.0	9.3	34.7	50.7	A-
\$150,001-\$200,000	77	8.36	0.0	0.0	0.0	0.0	0.0	1.3	11.7	36.4	50.6	A-
Over \$200,000	45	8.58	0.0	0.0	0.0	0.0	0.0	1.3	11.7	36.4	50.6	A

Table B294. How Safe Respondents Feel in Cary Overall by Race

Race	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
Caucasian	271	8.44	0.0	0.0	0.0	0.0	0.0	0.7	9.6	35.1	54.6	A
Asian	55	7.98	0.0	0.0	1.8	0.0	1.8	7.3	9.1	43.6	36.4	B+
African-American	21	8.38	0.0	0.0	0.0	0.0	4.8	0.0	4.8	33.3	57.1	A-
Hispanic	16	8.56	0.0	0.0	0.0	0.0	0.0	0.0	0.0	43.8	56.3	A
Other	17	8.12	0.0	0.0	0.0	0.0	0.0	0.0	29.4	29.4	41.2	A-

Table B295. How Safe Respondents Feel in Cary Overall by Voter Status

Voter Status	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
Registered	341	8.38	0.0	0.0	0.3	0.3	0.3	0.9	9.7	35.8	52.8	A-
Not Registered	50	8.10	0.0	0.0	0.0	0.0	2.0	6.0	10.0	44.0	38.0	A-

Table B296. How Safe Respondents Feel in Cary Overall by Voted in 2019 Local Elections

Voting Action	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
Voter	224	8.42	0.0	0.0	0.0	0.0	0.4	0.9	7.6	38.8	52.2	A
Nonvoter	123	8.33	0.0	0.0	0.8	0.8	0.0	0.8	13.8	28.5	55.3	A-

Table B297. How Safe Respondents Feel in Cary Overall by Years in Cary

Years in Cary	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	Grade
0-1	11	8.55	0.0	0.0	0.0	0.0	0.0	0.0	0.0	45.5	54.5	A
2-5	120	8.26	0.0	0.0	0.8	0.0	0.8	2.5	9.2	40.0	46.7	A-
6-10	95	8.32	0.0	0.0	0.0	0.0	1.1	2.1	11.6	34.7	50.5	A-
Over 10	158	8.41	0.0	0.0	0.0	0.6	0.0	0.6	8.9	36.7	53.2	A-
Native	11	8.45	0.0	0.0	0.0	0.0	0.0	0.0	18.2	18.2	63.6	A

Cary Information Source Usage Crosstabulations

Table B298. Information Source Usage by Age (In Order of Usage)

18-25 (n=24)	26-55 (n=268)	56-65 (n=44)	Over 65 (n=50)
Word-of-Mouth 6.64	Word-of-Mouth 5.90	Word-of-Mouth 6.26	Word-of-Mouth 6.75
Facebook 3.58	Cary's Website 5.07	BUD 5.54	BUD 5.32
Television 2.92	BUD 4.39	Cary's Website 5.37	Television 5.27
Instagram 2.92	Facebook 3.78	Television 3.93	News & Observer 4.37
Cary's Website 2.64	Next Door 3.68	Facebook 3.71	Cary's Website 4.04
Radio 2.28	Television 3.59	News & Observer 3.53	Radio 3.06
Twitter 2.25	Parks & Rec. Brochure 2.76	Next Door 3.39	Homeowners' Assoc. 2.67
WAZE 2.21	Cary Citizen website 2.69	Cary Email List Service 2.87	Next Door 2.35
Snapchat 2.00	Radio 2.60	Cary Citizen website 2.78	Cary Email List Service 2.29
Cary Citizen website 1.92	News & Observer 2.56	Parks & Rec. Brochure 2.50	Cary Citizen website 2.18
Next Door 1.79	Cary Email List Service 2.40	Homeowners' Assoc. 2.45	Cary TV 2.08
YouTube 1.75	WAZE 2.03	Radio 2.30	Parks & Rec. Brochure 2.06
Cary TV 1.52	Triangle Bus. Journal 1.94	Triangle Bus. Journal 2.26	Facebook 1.64
News & Observer 1.32	Twitter 1.80	311 1.61	311 1.31
BUD 1.28	Instagram 1.79	Cary TV 1.48	Independent Weekly 1.29
Cary Email List Service 1.16	Homeowners' Assoc. 1.67	Independent Weekly 1.41	WAZE 1.29
Parks & Rec. Brochure 1.16	Independent Weekly 1.57	Twitter 1.40	YouTube 1.24
LinkedIn 1.13	YouTube 1.45	Block Leader Program 1.26	Instagram 1.18
Triangle Bus. Journal 1.13	Cary TV 1.35	WAZE 1.26	Block Leader Program 1.16
Block Leader Program 1.04	311 1.31	Instagram 1.17	Twitter 1.14
Independent Weekly 1.00	Block Leader Program 1.30	LinkedIn 1.17	LinkedIn 1.10
Homeowners' Assoc. 1.00	LinkedIn 1.30	YouTube 1.04	Triangle Bus. Journal 1.10
311 1.00	Snapchat 1.25	Snapchat 1.04	Snapchat 1.02

Table B299. Information Source Usage by Education (In Order of Usage)

HS/Some College (n=104)	College Degree (n=238)	PhD/JD/MD (n=39)
Word-of-Mouth 6.25	Word-of-Mouth 6.00	Word-of-Mouth 6.49
Television 4.15	Cary's Website 5.17	Cary's Website 4.92
Cary's Website 4.07	BUD 4.73	BUD 4.82
BUD 3.56	Television 3.63	Next Door 4.05
Facebook 3.32	Facebook 3.61	Television 3.41
Cary Citizen website 2.92	Next Door 3.48	News & Observer 3.13
Next Door 2.81	News & Observer 2.89	Facebook 3.13
News & Observer 2.47	Parks & Rec. Brochure 2.73	Cary Email List Service 2.79
Radio 2.42	Radio 2.69	Parks & Rec. Brochure 2.62
Parks & Rec. Brochure 2.10	Cary Email List Service 2.58	Radio 2.46
Instagram 2.08	Cary Citizen website 2.51	Cary Citizen website 2.13
WAZE 1.98	Triangle Bus. Journal 1.98	Homeowners' Assoc. 2.05
Twitter 1.82	Homeowners' Assoc. 1.87	Triangle Bus. Journal 1.87
Cary Email List Service 1.77	WAZE 1.81	Cary TV 1.59
Homeowners' Assoc. 1.75	Twitter 1.63	WAZE 1.59
YouTube 1.67	Independent Weekly 1.62	Twitter 1.54
Snapchat 1.56	Instagram 1.59	Instagram 1.36
Triangle Bus. Journal 1.47	Cary TV 1.50	Independent Weekly 1.26
Cary TV 1.37	Block Leader Program 1.35	311 1.21
311 1.31	311 1.35	LinkedIn 1.15
LinkedIn 1.30	YouTube 1.32	Block Leader Program 1.13
Independent Weekly 1.28	LinkedIn 1.24	YouTube 1.13
Block Leader Program 1.11	Snapchat 1.12	Snapchat 1.10

**Table B300. Information Source Usage by Gender
(In Order of Usage)**

Male (n=200)	Female (n=191)
Word-of-Mouth 5.91	Word-of-Mouth 6.29
Cary's Website 4.52	Cary's Website 5.15
BUD 4.12	BUD 4.74
Television 3.60	Facebook 3.95
Next Door 2.97	Television 3.91
Facebook 2.94	Next Door 3.67
Radio 2.68	Parks & Rec. Brochure 3.14
News & Observer 2.55	News & Observer 3.03
Cary Citizen website 2.34	Cary Citizen website 2.76
Cary Email List Service 2.00	Cary Email List Service 2.69
Triangle Bus. Journal 1.95	Radio 2.46
Parks & Rec. Brochure 1.93	Homeowners' Assoc. 1.87
WAZE 1.89	WAZE 1.77
Instagram 1.79	Triangle Bus. Journal 1.72
Homeowners' Assoc. 1.77	Instagram 1.61
Twitter 1.77	Twitter 1.60
YouTube 1.50	Independent Weekly 1.52
Independent Weekly 1.44	Cary TV 1.50
Cary TV 1.39	311 1.35
Snapchat 1.32	YouTube 1.29
311 1.29	Block Leader Program 1.28
LinkedIn 1.27	LinkedIn 1.21
Block Leader Program 1.25	Snapchat 1.15

Table B301. Information Source Usage by Housing Type (In Order of Usage)

Single Family (n=296)	Apartment (n=32)	Townhouse/Condo (n=51)	Other (n=7)
Word-of-Mouth 5.97	Word-of-Mouth 6.18	Word-of-Mouth 6.54	Word-of-Mouth 8.43
Cary's Website 5.07	Facebook 3.88	Cary's Website 4.56	Television 5.43
BUD 5.01	Television 3.40	Television 4.00	Facebook 4.00
Television 3.74	Cary's Website 3.24	Facebook 3.61	Instagram 3.57
Next Door 3.45	Next Door 3.21	BUD 3.08	BUD 3.29
Facebook 3.36	Radio 2.85	Radio 2.79	Cary TV 2.86
News & Observer 3.06	Cary Citizen website 2.79	Next Door 2.79	Twitter 2.71
Parks & Rec. Brochure 2.70	Instagram 2.76	Cary Email List Service 2.58	Next Door 2.57
Cary Citizen website 2.58	WAZE 2.52	Cary Citizen website 2.42	Snapchat 2.43
Radio 2.52	Twitter 2.32	Parks & Rec. Brochure 2.33	Homeowners' Assoc. 2.31
Cary Email List Service 2.45	Snapchat 2.09	News & Observer 2.29	Cary's Website 2.14
Homeowners' Assoc. 1.92	YouTube 1.91	Homeowners' Assoc. 1.98	Radio 2.00
Triangle Bus. Journal 1.87	BUD 1.82	Twitter 1.80	YouTube 2.00
WAZE 1.75	News & Observer 1.74	Triangle Bus. Journal 1.77	WAZE 2.00
Instagram 1.55	Parks & Rec. Brochure 1.50	WAZE 1.75	Cary Citizen website 1.86
Independent Weekly 1.54	LinkedIn 1.48	Instagram 1.54	Triangle Bus. Journal 1.57
Twitter 1.54	Triangle Bus. Journal 1.44	Independent Weekly 1.44	News & Observer 1.43
Cary TV 1.46	Cary TV 1.35	Cary TV 1.42	LinkedIn 1.43
311 1.36	Cary Email List Service 1.32	YouTube 1.33	311 1.43
Block Leader Program 1.32	Independent Weekly 1.18	LinkedIn 1.15	Cary Email List Service 1.00
YouTube 1.31	311 1.18	Snapchat 1.15	Block Leader Program 1.00
LinkedIn 1.22	Homeowners' Assoc. 1.12	311 1.12	Parks & Rec. Brochure 1.00
Snapchat 1.13	Block Leader Program 1.06	Block Leader Program 1.08	Independent Weekly 1.00

Table B302. Information Source Usage by Income (In Order of Usage)

0-\$45,000 (n=23)	\$45,001-\$100,000 (n=77)	\$100,001-\$150,000 (n=74)	\$150,001-\$200,000 (n=76)	Over \$200,000 (n=45)
Word-of-Mouth 6.88	Word-of-Mouth 6.28	Word-of-Mouth 6.09	Word-of-Mouth 5.60	Word-of-Mouth 6.62
Television 4.52	Television 4.45	Cary's Website 5.23	Cary's Website 5.27	Cary's Website 5.80
Facebook 3.54	Cary's Website 4.44	BUD 5.01	BUD 4.70	BUD 5.09
Cary's Website 2.75	BUD 4.35	Facebook 4.12	Next Door 3.48	News & Observer 3.62
Radio 2.71	Facebook 3.99	Next Door 4.08	Television 3.36	Facebook 3.62
Instagram 2.63	Next Door 3.39	Television 3.65	Facebook 2.92	Television 3.27
BUD 2.54	News & Observer 3.30	Cary Citizen website 3.01	Cary Email List Service 2.75	Next Door 3.24
Cary Citizen website 2.33	Radio 3.08	Radio 2.89	News & Observer 2.74	Parks & Rec. Brochure 3.13
Twitter 2.29	Cary Citizen website 2.70	News & Observer 2.79	Cary Citizen website 2.57	Triangle Bus. Journal 2.84
WAZE 2.29	Parks & Rec. Brochure 2.59	Parks & Rec. Brochure 2.76	Parks & Rec. Brochure 2.51	Cary Email List Service 2.82
Next Door 2.04	Cary Email List Service 2.43	Cary Email List Service 2.35	Radio 2.12	Radio 2.60
Snapchat 2.04	Instagram 1.89	Homeowners' Assoc. 2.09	Triangle Bus. Journal 1.90	Homeowners' Assoc. 2.44
YouTube 1.88	WAZE 1.89	WAZE 1.97	WAZE 1.81	Cary Citizen website 2.44
Parks & Rec. Brochure 1.75	Cary TV 1.75	Twitter 1.92	Twitter 1.65	WAZE 1.98
News & Observer 1.71	Twitter 1.62	Triangle Bus. Journal 1.92	Homeowners' Assoc. 1.61	Independent Weekly 1.78
Cary TV 1.67	Triangle Bus. Journal 1.56	Instagram 1.72	Instagram 1.53	Twitter 1.69
Independent Weekly 1.58	Homeowners' Assoc. 1.53	Independent Weekly 1.60	Independent Weekly 1.43	Cary TV 1.63
Homeowners' Assoc. 1.46	Independent Weekly 1.46	311 1.52	YouTube 1.38	Block Leader Program 1.60
311 1.25	YouTube 1.42	Cary TV 1.44	Cary TV 1.29	Instagram 1.58
Triangle Bus. Journal 1.22	311 1.42	Block Leader Program 1.42	311 1.26	311 1.42
Cary Email List Service 1.21	Snapchat 1.30	YouTube 1.34	Block Leader Program 1.22	LinkedIn 1.31
LinkedIn 1.13	LinkedIn 1.25	LinkedIn 1.33	LinkedIn 1.21	YouTube 1.27
Block Leader Program 1.00	Block Leader Program 1.19	Snapchat 1.21	Snapchat 1.08	Snapchat 1.16

Table B303. Information Source Usage by Race (In Order of Usage)

Caucasian (n=267)	Asian (n=54)	African-American (n=20)	Hispanic (n=16)	Other (n=17)
Word-of-Mouth 6.04	Word-of-Mouth 6.42	Word-of-Mouth 6.25	Word-of-Mouth 6.38	Word-of-Mouth 6.06
BUD 4.96	Cary's Website 4.96	Cary's Website 3.90	Cary's Website 5.38	Cary's Website 4.59
Cary's Website 4.82	BUD 3.33	BUD 3.40	Television 5.13	BUD 3.24
Television 3.94	Facebook 3.16	Television 3.38	BUD 3.63	Television 3.18
Facebook 3.60	Next Door 3.07	Facebook 3.15	Facebook 3.13	Next Door 2.88
Next Door 3.58	Television 2.98	News & Observer 2.40	News & Observer 2.94	Facebook 2.65
News & Observer 3.06	Cary Email List Service 2.56	Cary Citizen website 2.40	Cary Citizen website 2.88	Parks & Rec. Brochure 2.06
Cary Citizen website 2.82	Parks & Rec. Brochure 2.38	Instagram 2.25	Radio 2.75	Triangle Bus. Journal 2.00
Radio 2.80	News & Observer 2.33	Next Door 2.10	Next Door 2.75	Cary Email List Service 1.88
Parks & Rec. Brochure 2.61	Radio 2.18	WAZE 2.05	Parks & Rec. Brochure 2.38	Radio 1.82
Cary Email List Service 2.39	Triangle Bus. Journal 1.85	Cary Email List Service 1.90	YouTube 2.13	WAZE 1.82
WAZE 1.96	Twitter 1.83	Radio 1.85	Cary Email List Service 1.88	Cary Citizen website 1.59
Homeowners' Assoc. 1.94	Homeowners' Assoc. 1.82	Parks & Rec. Brochure 1.85	Independent Weekly 1.81	Instagram 1.59
Triangle Bus. Journal 1.84	Cary Citizen website 1.73	Twitter 1.85	Instagram 1.63	News & Observer 1.41
Instagram 1.76	Independent Weekly 1.53	Homeowners' Assoc. 1.80	Cary TV 1.50	Snapchat 1.35
Twitter 1.68	Instagram 1.27	Cary TV 1.75	Homeowners' Assoc. 1.50	Twitter 1.29
Cary TV 1.53	WAZE 1.27	Snapchat 1.65	Triangle Bus. Journal 1.50	Cary TV 1.12
Independent Weekly 1.50	Cary TV 1.25	311 1.65	WAZE 1.44	Homeowners' Assoc. 1.12
YouTube 1.39	YouTube 1.25	LinkedIn 1.55	Block Leader Program 1.25	YouTube 1.12
311 1.36	LinkedIn 1.18	Triangle Bus. Journal 1.50	311 1.25	LinkedIn 1.12
Block Leader Program 1.30	Block Leader Program 1.16	Block Leader Program 1.45	Twitter 1.19	311 1.12
LinkedIn 1.26	311 1.13	Independent Weekly 1.40	LinkedIn 1.00	Block Leader Program 1.00
Snapchat 1.26	Snapchat 1.07	YouTube 1.40	Snapchat 1.00	Independent Weekly 1.00

Table B304. Information Source Usage by Voter Status (In Order of Usage)

Registered (n=335)	Not Registered (n=49)
Word-of-Mouth 6.05	Word-of-Mouth 6.56
Cary's Website 4.88	Cary's Website 4.42
BUD 4.60	BUD 3.65
Television 3.89	Next Door 3.58
Facebook 3.46	Facebook 3.45
Next Door 3.31	Television 3.06
News & Observer 2.96	Cary Citizen website 2.60
Radio 2.65	Radio 2.22
Cary Citizen website 2.59	Instagram 2.18
Parks & Rec. Brochure 2.59	Twitter 2.12
Cary Email List Service 2.43	Parks & Rec. Brochure 2.10
Homeowners' Assoc. 1.88	WAZE 2.02
Triangle Bus. Journal 1.86	Cary Email List Service 1.98
WAZE 1.82	News & Observer 1.96
Instagram 1.63	YouTube 1.78
Twitter 1.60	Snapchat 1.68
Cary TV 1.52	Homeowners' Assoc. 1.62
Independent Weekly 1.47	Triangle Bus. Journal 1.61
311 1.36	Independent Weekly 1.58
YouTube 1.34	LinkedIn 1.24
Block Leader Program 1.28	Cary TV 1.18
LinkedIn 1.24	Block Leader Program 1.18
Snapchat 1.17	311 1.10

Table B305. Information Source Usage by Voted in 2019 Local Elections (In Order of Usage)

Voter (n=220)	Nonvoter (n=120)
Word-of-Mouth 6.02	Word-of-Mouth 6.17
Cary's Website 5.20	Cary's Website 4.12
BUD 5.20	Television 3.59
Television 4.02	Facebook 3.48
Next Door 3.74	BUD 3.46
Facebook 3.55	Next Door 2.63
News & Observer 3.42	Cary Citizen website 2.33
Cary Citizen website 2.85	Radio 2.29
Radio 2.83	Parks & Rec. Brochure 2.26
Parks & Rec. Brochure 2.76	News & Observer 2.06
Cary Email List Service 2.66	WAZE 1.98
Homeowners' Assoc. 2.12	Cary Email List Service 1.95
Triangle Bus. Journal 1.90	Instagram 1.83
WAZE 1.88	Triangle Bus. Journal 1.80
Instagram 1.67	Twitter 1.77
Twitter 1.59	Cary TV 1.55
Independent Weekly 1.57	Snapchat 1.48
Cary TV 1.49	YouTube 1.43
YouTube 1.39	Homeowners' Assoc. 1.40
311 1.38	Independent Weekly 1.31
Block Leader Program 1.36	311 1.31
LinkedIn 1.27	LinkedIn 1.25
Snapchat 1.13	Block Leader Program 1.12

Table B306. Information Source Usage by Years in Cary (In Order of Usage)

0-1 (n=10)	2-5 (n=117)	6-10 (n=94)	Over 10 (n=154)	Native (n=11)
Word-of-Mouth 6.36	Word-of-Mouth 6.08	Word-of-Mouth 6.04	Word-of-Mouth 6.09	Word-of-Mouth 7.09
Facebook 3.55	Cary's Website 4.72	Cary's Website 4.59	BUD 5.54	News & Observer 5.82
Television 2.91	Facebook 3.80	BUD 4.07	Cary's Website 5.22	BUD 5.82
Cary's Website 2.91	BUD 3.40	Television 3.98	Television 4.20	Television 5.55
Instagram 2.91	Next Door 3.27	Next Door 3.62	News & Observer 3.60	Cary Citizen website 4.27
Radio 2.45	Television 2.95	Facebook 3.47	Next Door 3.28	Cary's Website 3.91
WAZE 2.27	Parks & Rec. Brochure 2.39	Cary Citizen website 2.83	Facebook 3.15	Next Door 3.64
Cary Email List Service 2.18	Radio 2.32	Parks & Rec. Brochure 2.81	Cary Email List Service 2.73	Cary TV 3.27
Triangle Bus. Journal 2.10	Cary Citizen website 2.16	Radio 2.68	Radio 2.69	Facebook 3.09
BUD 2.09	Cary Email List Service 1.88	News & Observer 2.49	Cary Citizen website 2.61	Radio 2.82
Parks & Rec. Brochure 2.09	Triangle Bus. Journal 1.88	WAZE 2.30	Parks & Rec. Brochure 2.50	Cary Email List Service 2.82
Homeowners' Assoc. 2.09	News & Observer 1.87	Cary Email List Service 2.27	Homeowners' Assoc. 2.21	311 2.09
Cary Citizen website 1.91	Twitter 1.87	Triangle Bus. Journal 1.97	Triangle Bus. Journal 1.68	Homeowners' Assoc. 2.00
Snapchat 1.55	Instagram 1.68	Instagram 1.69	WAZE 1.66	Twitter 2.00
YouTube 1.45	WAZE 1.64	Twitter 1.66	Cary TV 1.65	YouTube 2.00
News & Observer 1.36	Homeowners' Assoc. 1.47	Homeowners' Assoc. 1.65	Instagram 1.58	Parks & Rec. Brochure 1.91
Twitter 1.36	Independent Weekly 1.37	Independent Weekly 1.57	Independent Weekly 1.52	Instagram 1.91
Next Door 1.36	Snapchat 1.33	YouTube 1.44	Twitter 1.51	Triangle Bus. Journal 1.91
Cary TV 1.00	YouTube 1.30	Block Leader Program 1.39	YouTube 1.35	Independent Weekly 1.82
Block Leader Program 1.00	311 1.24	Cary TV 1.38	311 1.35	Snapchat 1.73
Independent Weekly 1.00	LinkedIn 1.23	311 1.29	Block Leader Program 1.32	Block Leader Program 1.45
LinkedIn 1.00	Cary TV 1.17	LinkedIn 1.27	LinkedIn 1.24	LinkedIn 1.27
311 1.00	Block Leader Program 1.09	Snapchat 1.10	Snapchat 1.19	WAZE 1.27

Cary's Efforts at Making Information Available to Citizens Crosstabulations

Table B307. 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	Grade
18-25	25	7.16	0.0	0.0	0.0	0.0	24.0	0.0	40.0	8.0	28.0	B-
26-55	270	7.66	0.0	0.0	1.1	1.1	6.3	3.7	23.7	37.8	26.3	B
56-65	45	7.67	0.0	2.2	2.2	2.2	4.4	2.2	15.6	37.8	33.3	B
Over 65	51	8.14	0.0	0.0	0.0	0.0	0.0	5.9	19.6	29.4	45.1	A-

Table B308. 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	Grade
HS/Some College	108	7.68	0.0	0.9	0.0	0.9	9.3	4.6	22.2	25.9	36.1	B
College Degree	240	7.73	0.0	0.0	1.3	1.3	5.0	3.3	22.1	39.6	27.5	B
PhD/JD/MD	38	7.63	0.0	0.0	2.6	0.0	5.3	0.0	31.6	36.8	23.7	B

Table B309. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Gender

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Male	200	7.57	0.0	0.5	1.0	2.0	6.5	5.5	24.0	33.0	27.5	B
Female	193	7.80	0.0	0.0	1.0	0.0	6.7	1.6	22.3	37.3	31.1	B+

Table B310. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	298	7.78	0.0	0.0	1.0	1.3	5.0	3.0	22.5	35.2	31.9	B
Apartment	35	7.14	0.0	2.9	0.0	0.0	20.0	2.9	25.7	25.7	22.9	C+
Townhouse/Condo	51	7.59	0.0	0.0	2.0	0.0	5.9	7.8	23.5	35.3	25.5	B
Other	7	7.71	0.0	0.0	0.0	0.0	0.0	0.0	42.9	42.9	14.3	B

Table B311. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	24	6.83	0.0	0.0	0.0	0.0	25.0	4.2	37.5	29.2	4.2	C
\$45,001-\$100,000	80	7.63	0.0	1.3	1.3	0.0	7.5	7.5	21.3	26.3	35.0	B
\$100,001-\$150,000	75	7.72	0.0	0.0	0.0	2.7	4.0	2.7	26.7	37.3	26.7	B
\$150,001-\$200,000	76	7.80	0.0	0.0	1.3	1.3	3.9	2.6	21.1	39.5	30.3	B+
Over \$200,000	44	7.75	0.0	0.0	2.3	2.3	2.3	0.0	27.3	36.4	29.5	B

Table B312. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	270	7.74	0.0	0.4	0.7	1.1	5.2	3.7	23.3	35.2	30.4	B
Asian	54	7.46	0.0	0.0	3.7	0.0	9.3	3.7	27.8	27.8	27.8	B-
African-American	20	7.30	0.0	0.0	0.0	5.0	20.0	5.0	10.0	30.0	30.0	B-
Hispanic	16	8.06	0.0	0.0	0.0	0.0	6.3	0.0	12.5	43.8	37.5	A-
Other	17	7.76	0.0	0.0	0.0	0.0	5.9	0.0	23.5	52.9	17.6	B

Table B313. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Voter Status

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Registered	338	7.68	0.0	0.3	1.2	1.2	5.6	4.1	23.1	35.5	29.0	B
Not Registered	50	7.72	0.0	0.0	0.0	0.0	12.0	0.0	24.0	32.0	32.0	B

Table B314. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Voter	223	7.75	0.0	0.0	1.3	1.3	4.0	3.6	22.9	37.7	29.1	B
Nonvoter	121	7.52	0.0	0.8	0.8	0.8	9.9	5.0	24.8	28.9	28.9	B

Table B315. 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 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-1	11	7.36	0.0	0.0	0.0	0.0	27.3	0.0	18.2	18.2	36.4	B-
2-5	121	7.60	0.0	0.8	1.7	1.7	8.3	1.7	20.7	37.2	28.1	B
6-10	95	7.63	0.0	0.0	1.1	1.1	8.4	2.1	25.3	34.7	27.4	B
Over 10	155	7.82	0.0	0.0	0.6	0.6	2.6	6.5	23.2	34.8	31.6	B+
Native	11	7.73	0.0	0.0	0.0	0.0	9.1	0.0	36.4	18.2	36.4	B

Cary's Efforts at Involving Citizens in Decisions Crosstabulations

Table B316. 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	Grade
18-25	24	7.50	0.0	0.0	0.0	0.0	16.7	8.3	20.8	16.7	37.5	B-
26-55	264	7.49	0.4	0.0	0.4	2.7	9.1	5.7	21.2	36.7	23.9	B-
56-65	44	7.57	2.3	2.3	0.0	2.3	2.3	2.3	27.3	27.3	34.1	B
Over 65	49	7.81	0.0	0.0	0.0	0.0	10.2	6.1	16.3	26.5	40.8	B+

Table B317. 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	Grade
HS/Some College	104	7.56	0.0	1.0	1.0	1.9	9.6	6.7	18.3	26.9	34.6	B
College Degree	234	7.61	0.0	0.0	0.0	1.7	7.3	6.4	22.6	37.2	24.8	B
PhD/JD/MD	38	7.29	2.6	0.0	0.0	5.3	15.8	0.0	18.4	23.7	34.2	B-

Table B318. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Gender

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Male	194	7.40	0.5	0.5	0.5	3.1	8.2	8.2	21.6	32.5	24.7	B-
Female	189	7.65	0.5	0.0	0.0	1.1	10.1	3.7	20.6	32.8	31.2	B

Table B319. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	288	7.58	0.7	0.0	0.3	2.8	8.0	4.9	21.2	31.9	30.2	B
Apartment	35	7.14	0.0	2.9	0.0	0.0	20.0	2.9	25.7	25.7	22.9	C+
Townhouse/Condo	51	7.55	0.0	0.0	0.0	0.0	7.8	11.8	19.6	39.2	21.6	B
Other	7	7.71	0.0	0.0	0.0	0.0	0.0	28.6	0.0	42.9	28.6	B

Table B320. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	25	6.80	4.0	0.0	0.0	0.0	20.0	16.0	16.0	28.0	16.0	C
\$45,001-\$100,000	79	7.44	0.0	1.3	0.0	1.3	10.1	8.9	22.8	27.8	27.8	B-
\$100,001-\$150,000	71	7.37	0.0	0.0	0.0	1.4	15.5	4.2	26.8	28.2	23.9	B-
\$150,001-\$200,000	75	7.61	0.0	0.0	0.0	5.3	6.7	5.3	16.0	37.3	29.3	B
Over \$200,000	43	7.86	0.0	0.0	0.0	4.7	2.3	2.3	18.6	37.2	34.9	B+

Table B321. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	260	7.48	0.8	0.4	0.4	2.3	8.8	6.5	20.0	33.8	26.9	B-
Asian	54	7.63	0.0	0.0	0.0	1.9	11.1	5.6	18.5	29.6	33.3	B
African-American	20	7.65	0.0	0.0	0.0	0.0	20.0	0.0	10.0	35.0	35.0	B
Hispanic	16	8.25	0.0	0.0	0.0	0.0	0.0	0.0	18.8	37.5	43.8	A-
Other	17	7.53	0.0	0.0	0.0	0.0	5.9	5.9	41.2	23.5	23.5	B

Table B322. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Voter Status

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Registered	328	7.53	0.6	0.3	0.3	2.4	8.5	5.8	20.4	33.5	28.0	B
Not Registered	50	7.54	0.0	0.0	0.0	0.0	12.0	8.0	22.0	30.0	28.0	B

Table B323. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Voter	217	7.56	0.5	0.0	0.5	3.2	7.8	5.1	19.4	35.9	27.6	B
Nonvoter	117	7.42	0.9	0.9	0.0	0.9	11.1	7.7	23.9	25.6	29.1	B-

Table B324. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process 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	11	7.00	0.0	0.0	0.0	0.0	36.4	0.0	18.2	18.2	27.3	C+
2-5	117	7.51	0.0	0.9	0.0	2.6	11.1	4.3	19.7	33.3	28.2	B-
6-10	92	7.76	0.0	0.0	0.0	1.1	7.6	3.3	19.6	39.1	29.3	B
Over 10	153	7.42	1.3	0.0	0.7	2.6	7.2	9.2	22.9	28.8	27.5	B-
Native	10	7.80	0.0	0.0	0.0	0.0	0.0	10.0	30.0	30.0	30.0	B+

Solid Waste: Curbside Garbage Collection Crosstabulations

Table B325. Satisfaction with Curbside Garbage Collection by Age

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	18	8.56	0.0	0.0	0.0	0.0	0.0	0.0	5.6	33.3	61.1	A
26-55	251	8.47	0.4	0.0	0.4	0.0	1.6	2.4	6.4	21.5	67.3	A
56-65	44	8.80	0.0	0.0	0.0	0.0	0.0	0.0	2.3	15.9	81.8	A+
Over 65	49	8.76	0.0	0.0	0.0	0.0	0.0	0.0	2.0	20.4	77.6	A+

Table B326. Satisfaction with Curbside Garbage Collection by Education

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	95	8.55	0.0	0.0	0.0	0.0	0.0	2.1	6.3	26.3	65.3	A
College Degree	224	8.58	0.0	0.0	0.4	0.0	1.3	1.8	4.9	18.3	73.2	A
PhD/JD/MD	38	8.34	2.6	0.0	0.0	0.0	2.6	0.0	5.3	23.7	65.8	A-

Table B327. Satisfaction with Curbside Garbage Collection by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	298	8.58	0.3	0.0	0.3	0.0	1.0	1.7	4.0	19.8	72.8	A
Apartment	14	8.36	0.0	0.0	0.0	0.0	0.0	0.0	14.3	35.7	50.0	A-
Townhouse/Condo	42	8.48	0.0	0.0	0.0	0.0	2.4	0.0	9.5	23.8	64.3	A
Other	7	8.29	0.0	0.0	0.0	0.0	0.0	14.3	0.0	28.6	57.1	A-

Table B328. Satisfaction with Curbside Garbage Collection by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	17	8.06	5.9	0.0	0.0	0.0	0.0	0.0	5.9	35.3	52.9	A-
\$45,001-\$100,000	67	8.54	0.0	0.0	0.0	0.0	0.0	1.5	7.5	26.9	64.2	A
\$100,001-\$150,000	73	8.51	0.0	0.0	0.0	0.0	1.4	2.7	6.8	21.9	67.1	A
\$150,001-\$200,000	74	8.68	0.0	0.0	0.0	0.0	1.4	2.7	2.7	13.5	79.7	A
Over \$200,000	45	8.49	0.0	0.0	2.2	0.0	2.2	0.0	4.4	20.0	71.1	A

Table B329. Satisfaction with Curbside Garbage Collection by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	252	8.52	0.4	0.0	0.4	0.0	1.6	1.2	4.4	23.8	68.3	A
Asian	52	8.69	0.0	0.0	0.0	0.0	0.0	0.0	7.7	15.4	76.9	A+
African-American	18	8.44	0.0	0.0	0.0	0.0	0.0	5.6	11.1	16.7	66.7	A
Hispanic	13	8.54	0.0	0.0	0.0	0.0	0.0	7.7	7.7	7.7	76.9	A
Other	15	8.53	0.0	0.0	0.0	0.0	0.0	6.7	0.0	26.7	66.7	A

Table B330. Satisfaction with Curbside Garbage Collection by Years in Cary

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	Grade
			1				5				9	
0-1	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	11.1	11.1	77.8	A
2-5	101	8.60	0.0	0.0	0.0	0.0	0.0	3.0	5.0	20.8	71.3	A
6-10	91	8.53	0.0	0.0	1.1	0.0	2.2	1.1	5.5	17.6	72.5	A
Over 10	152	8.54	0.7	0.0	0.0	0.0	1.3	1.3	3.9	23.7	69.1	A
Native	10	8.50	0.0	0.0	0.0	0.0	0.0	0.0	10.0	30.0	60.0	A

Solid Waste: Curbside Yard Waste Collection Crosstabulations

Table B331. Satisfaction with Curbside Yard Waste Collection by Age

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	7	8.43	0.0	0.0	0.0	0.0	0.0	0.0	14.3	28.6	57.1	A
26-55	176	8.22	0.6	1.1	0.6	0.6	3.4	3.4	8.5	18.2	63.6	A-
56-65	33	8.79	0.0	0.0	0.0	0.0	0.0	0.0	3.0	15.2	81.8	A+
Over 65	35	8.69	0.0	0.0	0.0	0.0	0.0	5.7	2.9	8.6	82.9	A+

Table B332. Satisfaction with Curbside Yard Waste Collection by Education

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	56	8.39	0.0	0.0	1.8	0.0	1.8	5.4	8.9	8.9	73.2	A-
College Degree	164	8.40	0.6	0.6	0.0	0.6	2.4	2.4	6.1	18.3	68.9	A-
PhD/JD/MD	28	8.07	0.0	3.6	0.0	0.0	3.6	3.6	10.7	21.4	57.1	A-

Table B333. Satisfaction with Curbside Yard Waste Collection by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	234	8.36	0.4	0.9	0.4	0.4	2.6	3.0	7.3	15.8	69.2	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	13	8.54	0.0	0.0	0.0	0.0	0.0	7.7	0.0	23.1	69.2	A
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B334. Satisfaction with Curbside Yard Waste Collection by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	4	8.00	0.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	75.0	B+
\$45,001-\$100,000	46	8.54	0.0	0.0	0.0	0.0	0.0	2.2	10.9	17.4	69.6	A
\$100,001-\$150,000	56	8.09	1.8	1.8	0.0	0.0	5.4	5.4	5.4	16.1	64.3	A-
\$150,001-\$200,000	55	8.53	0.0	0.0	0.0	1.8	1.8	1.8	3.6	18.2	72.7	A
Over \$200,000	36	8.31	0.0	2.8	0.0	0.0	0.0	2.8	11.1	19.4	63.9	A-

Table B335. Satisfaction with Curbside Yard Waste Collection by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	186	8.39	0.5	1.1	0.0	0.5	2.7	2.7	5.4	16.7	70.4	A-
Asian	32	8.28	0.0	0.0	0.0	0.0	3.1	6.3	9.4	21.9	59.4	A-
African-American	10	8.60	0.0	0.0	0.0	0.0	0.0	0.0	10.0	20.0	70.0	A
Hispanic	8	7.63	0.0	0.0	12.5	0.0	0.0	12.5	12.5	0.0	62.5	B
Other	9	8.78	0.0	0.0	0.0	0.0	0.0	0.0	11.1	0.0	88.9	A+

Table B336. Satisfaction with Curbside Yard Waste Collection by Years in Cary

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	Grade
			1				5				9	
0-1	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2-5	59	8.47	0.0	0.0	0.0	1.7	1.7	5.1	1.7	18.6	71.2	A
6-10	64	8.19	0.0	3.1	0.0	0.0	1.6	4.7	10.9	17.2	62.5	A-
Over 10	122	8.40	0.8	0.0	0.8	0.0	3.3	1.6	7.4	15.6	70.5	A-
Native	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

Solid Waste: Curbside Recycling Collection Crosstabulations

Table B337. Satisfaction with Curbside Recycling Collection by Age

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	14	8.00	0.0	7.1	0.0	0.0	0.0	0.0	14.3	21.4	57.1	B+
26-55	236	8.29	0.0	0.0	0.4	0.4	3.0	3.8	11.9	19.5	61.0	A-
56-65	42	8.45	0.0	0.0	0.0	0.0	0.0	9.5	7.1	11.9	71.4	A
Over 65	45	8.47	0.0	0.0	2.2	0.0	4.4	0.0	4.4	13.3	75.6	A

Table B338. Satisfaction with Curbside Recycling Collection by Education

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	81	8.43	0.0	1.2	0.0	0.0	2.5	1.2	7.4	19.8	67.9	A
College Degree	216	8.31	0.0	0.0	0.9	0.5	2.8	5.1	8.8	16.7	65.3	A-
PhD/JD/MD	35	8.09	0.0	0.0	0.0	0.0	2.9	2.9	25.7	20.0	48.6	A-

Table B339. Satisfaction with Curbside Recycling Collection by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	287	8.37	0.0	0.0	0.0	0.3	2.8	4.5	10.5	16.0	65.9	A-
Apartment	8	8.00	0.0	0.0	12.5	0.0	0.0	0.0	0.0	25.0	62.5	B+
Townhouse/Condo	38	8.24	0.0	0.0	2.6	0.0	2.6	0.0	10.5	28.9	55.3	A-
Other	4	7.25	0.0	25.0	0.0	0.0	0.0	0.0	0.0	0.0	75.0	B-

Table B340. Satisfaction with Curbside Recycling Collection by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	10	7.80	0.0	10.0	0.0	0.0	10.0	0.0	0.0	10.0	70.0	B+
\$45,001-\$100,000	62	8.37	0.0	0.0	1.6	0.0	1.6	1.6	8.1	25.8	61.3	A-
\$100,001-\$150,000	68	8.04	0.0	0.0	0.0	0.0	4.4	8.8	19.1	13.2	54.4	B+
\$150,001-\$200,000	72	8.47	0.0	0.0	0.0	0.0	2.8	2.8	8.3	16.7	69.4	A
Over \$200,000	42	8.21	0.0	0.0	0.0	2.4	0.0	7.1	11.9	21.4	57.1	A-

Table B341. Satisfaction with Curbside Recycling Collection by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	234	8.26	0.0	0.4	0.4	0.4	3.8	4.3	10.3	17.9	62.4	A-
Asian	52	8.44	0.0	0.0	1.9	0.0	0.0	1.9	11.5	15.4	69.2	A
African-American	14	8.29	0.0	0.0	0.0	0.0	0.0	7.1	14.3	21.4	57.1	A-
Hispanic	13	8.54	0.0	0.0	0.0	0.0	0.0	7.7	0.0	23.1	69.2	A
Other	14	8.57	0.0	0.0	0.0	0.0	0.0	0.0	14.3	14.3	71.4	A

Table B342. Satisfaction with Curbside Recycling Collection by Years in Cary

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	Grade
			1				5				9	
0-1	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
2-5	96	8.44	0.0	0.0	1.0	1.0	0.0	2.1	7.3	24.0	64.6	A
6-10	85	8.38	0.0	0.0	0.0	0.0	1.2	5.9	11.8	16.5	64.7	A-
Over 10	144	8.31	0.0	0.0	0.7	0.0	4.2	3.5	11.1	15.3	65.3	A-
Native	7	6.14	0.0	14.3	0.0	0.0	28.6	14.3	14.3	0.0	28.6	D+

Solid Waste: Curbside Loose Leaf Collection Crosstabulations

Table B343. Satisfaction with Curbside Loose Leaf Collection by Age

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	7	8.57	0.0	0.0	0.0	0.0	0.0	0.0	0.0	42.9	57.1	A
26-55	176	8.13	0.6	0.0	1.7	0.0	2.8	5.1	13.1	19.9	56.8	A-
56-65	34	8.68	0.0	0.0	0.0	0.0	0.0	2.9	2.9	17.6	76.5	A
Over 65	33	8.48	0.0	0.0	0.0	0.0	0.0	9.1	6.1	12.1	72.7	A

Table B344. Satisfaction with Curbside Loose Leaf Collection by Education

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	59	8.27	0.0	0.0	1.7	0.0	1.7	6.8	8.5	18.6	62.7	A-
College Degree	161	8.27	0.6	0.0	1.2	0.0	1.9	3.7	10.6	20.5	61.5	A-
PhD/JD/MD	27	8.15	0.0	0.0	0.0	0.0	3.7	11.1	11.1	14.8	59.3	A-

Table B345. Satisfaction with Curbside Loose Leaf Collection by Housing

Housing	N	Mean	Very Dissatisfied 1	2	3	4	Average 5	6	7	8	Very Satisfied 9	Grade
Single Family	232	8.25	0.4	0.0	1.3	0.0	2.2	5.2	10.3	18.5	62.1	A-
Apartment	5	8.60	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0	60.0	A
Townhouse/Condo	13	8.54	0.0	0.0	0.0	0.0	0.0	7.7	0.0	23.1	69.2	A
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B346. Satisfaction with Curbside Loose Leaf Collection by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
\$45,001-\$100,000	46	8.33	0.0	0.0	2.2	0.0	0.0	6.5	6.5	21.7	63.0	A-
\$100,001-\$150,000	56	8.23	0.0	0.0	1.8	0.0	3.6	5.4	7.1	21.4	60.7	A-
\$150,001-\$200,000	56	8.25	1.8	0.0	0.0	0.0	3.6	1.8	12.5	16.1	64.3	A-
Over \$200,000	35	8.23	0.0	0.0	0.0	0.0	0.0	5.7	22.9	14.3	57.1	A-

Table B347. Satisfaction with Curbside Loose Leaf Collection by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	183	8.27	0.5	0.0	1.1	0.0	2.7	3.8	10.9	17.5	63.4	A-
Asian	33	8.45	0.0	0.0	0.0	0.0	0.0	3.0	9.1	27.3	60.6	A
African-American	11	8.27	0.0	0.0	0.0	0.0	0.0	18.2	0.0	18.2	63.6	A-
Hispanic	9	7.78	0.0	0.0	11.1	0.0	0.0	11.1	0.0	22.2	55.6	B
Other	8	8.25	0.0	0.0	0.0	0.0	0.0	12.5	12.5	12.5	62.5	A-

Table B348. Satisfaction with Curbside Loose Leaf Collection by Years in Cary

Years in Cary	n	Mean	Very Dissatisfied	2	3	4	Average	6	7	8	Very Satisfied	Grade
			1				5				9	
0-1	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2-5	59	8.31	1.7	0.0	1.7	0.0	0.0	3.4	5.1	25.4	62.7	A-
6-10	65	8.26	0.0	0.0	0.0	0.0	1.5	7.7	12.3	20.0	58.5	A-
Over 10	120	8.23	0.0	0.0	1.7	0.0	3.3	5.0	10.8	16.7	62.5	A-
Native	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+

**Town Council Focus Areas: Satisfaction with the Job the Town is Doing on
Recreational Facilities Crosstabulations**

Table B349. Satisfaction with the Job the Town is Doing on Recreational Facilities by Age

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	25	8.08	0.0	0.0	0.0	0.0	4.0	4.0	20.0	24.0	48.0	A-
26-55	270	8.21	0.4	0.0	0.0	0.0	1.9	0.7	13.7	38.5	44.8	A-
56-65	44	8.07	0.0	0.0	0.0	4.5	2.3	0.0	13.6	34.1	45.5	A-
Over 65	51	8.12	0.0	0.0	0.0	0.0	3.9	3.9	9.8	41.2	41.2	A-

Table B350. Satisfaction with the Job the Town is Doing on Recreational Facilities by Education

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	106	8.16	0.0	0.0	0.0	0.0	3.8	0.9	15.1	35.8	44.3	A-
College Degree	240	8.23	0.0	0.0	0.0	0.4	1.7	0.8	13.8	37.9	45.4	A-
PhD/JD/MD	39	7.85	2.6	0.0	0.0	2.6	2.6	2.6	12.8	38.5	38.5	B+

Table B351. Satisfaction with the Job the Town is Doing on Recreational Facilities by Gender

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Male	199	8.18	0.0	0.0	0.0	0.0	2.5	1.0	15.1	38.7	42.7	A-
Female	193	8.17	0.5	0.0	0.0	1.0	2.1	1.6	11.9	37.3	45.6	A-

Table B352. Satisfaction with the Job the Town is Doing on Recreational Facilities by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	299	8.19	0.3	0.0	0.0	0.7	2.3	1.0	13.0	36.8	45.8	A-
Apartment	32	7.91	0.0	0.0	0.0	0.0	6.3	3.1	15.6	43.8	31.3	B+
Townhouse/Condo	52	8.27	0.0	0.0	0.0	0.0	1.9	1.9	11.5	36.5	48.1	A-
Other	7	7.86	0.0	0.0	0.0	0.0	0.0	0.0	42.9	28.6	28.6	B+

Table B353. Satisfaction with the Job the Town is Doing on Recreational Facilities by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	25	7.44	4.0	0.0	0.0	0.0	8.0	0.0	28.0	36.0	24.0	B-
\$45,001-\$100,000	78	8.18	0.0	0.0	0.0	0.0	2.6	2.6	14.1	35.9	44.9	A-
\$100,001-\$150,000	75	8.15	0.0	0.0	0.0	1.3	2.7	1.3	16.0	32.0	46.7	A-
\$150,001-\$200,000	77	8.30	0.0	0.0	0.0	0.0	1.3	0.0	7.8	49.4	41.6	A-
Over \$200,000	45	8.36	0.0	0.0	0.0	0.0	0.0	0.0	15.6	33.3	51.1	A-

Table B354. Satisfaction with the Job the Town is Doing on Recreational Facilities by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	268	8.19	0.4	0.0	0.0	0.7	1.9	1.5	12.3	37.7	45.5	A-
Asian	54	8.07	0.0	0.0	0.0	0.0	3.7	0.0	16.7	44.4	35.2	A-
African-American	21	7.95	0.0	0.0	0.0	0.0	9.5	0.0	19.0	28.6	42.9	B+
Hispanic	16	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
Other	17	8.00	0.0	0.0	0.0	0.0	0.0	0.0	29.4	41.2	29.4	B+

Table B355. Satisfaction with the Job the Town is Doing on Recreational Facilities by Voter Status

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Registered	339	8.17	0.3	0.0	0.0	0.6	2.4	1.2	13.9	37.2	44.5	A-
Not Registered	48	8.21	0.0	0.0	0.0	0.0	4.2	0.0	12.5	37.5	45.8	A-

Table B356. Satisfaction with the Job the Town is Doing on Recreational Facilities by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Voter	223	8.19	0.0	0.0	0.0	0.9	2.2	1.3	12.1	39.0	44.4	A-
Nonvoter	122	8.11	0.8	0.0	0.0	0.0	2.5	0.8	18.0	33.6	44.3	A-

Table B357. Satisfaction with the Job the Town is Doing on Recreational Facilities 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	11	8.09	0.0	0.0	0.0	0.0	0.0	0.0	18.2	54.5	27.3	A-
2-5	118	8.18	0.0	0.0	0.0	0.0	3.4	1.7	14.4	34.7	45.8	A-
6-10	95	8.33	0.0	0.0	0.0	0.0	1.1	1.1	11.6	36.8	49.5	A-
Over 10	157	8.10	0.6	0.0	0.0	1.3	2.5	1.3	12.1	40.8	41.4	A-
Native	11	7.82	0.0	0.0	0.0	0.0	9.1	0.0	36.4	9.1	45.5	B+

**Town Council Focus Areas: Effectiveness in Keeping Cary the Best Place
to Live, Work, and Enjoy Crosstabulations**

Table B358. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Age

Age	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
18-25	24	7.88	0.0	0.0	0.0	0.0	12.5	0.0	20.8	20.8	45.8	B+
26-55	265	7.80	0.4	0.0	0.8	0.8	4.9	2.3	20.8	41.1	29.1	B+
56-65	44	8.07	0.0	0.0	0.0	0.0	6.8	2.3	11.4	36.4	43.2	A-
Over 65	49	7.69	0.0	0.0	0.0	0.0	12.2	4.1	20.4	28.6	34.7	B

Table B359. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Education

Education	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
HS/Some College	104	7.87	0.0	0.0	1.0	0.0	5.8	2.9	21.2	33.7	35.6	B+
College Degree	235	7.83	0.0	0.0	0.9	0.9	5.5	2.6	18.7	40.4	31.1	B+
PhD/JD/MD	38	7.68	2.6	0.0	0.0	0.0	7.9	0.0	21.1	36.8	31.6	B

Table B360. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Gender

Gender	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
Male	195	7.75	0.0	0.0	0.5	1.0	7.7	2.6	22.6	33.3	32.3	B
Female	189	7.85	0.5	0.0	1.1	0.0	5.3	2.1	17.5	41.8	31.7	B+

Table B361. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Housing

Housing	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
Single Family	289	7.81	0.3	0.0	1.0	0.7	5.5	2.4	19.0	39.1	31.8	B+
Apartment	35	7.89	0.0	0.0	0.0	0.0	8.6	0.0	28.6	20.0	42.9	B+
Townhouse/Condo	51	7.78	0.0	0.0	0.0	0.0	11.8	2.0	15.7	37.3	33.3	B
Other	7	7.71	0.0	0.0	0.0	0.0	0.0	14.3	14.3	57.1	14.3	B

Table B362. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Income

Income	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
0-\$45,000	24	6.67	4.2	0.0	0.0	0.0	25.0	4.2	33.3	20.8	12.5	C
\$45,001-\$100,000	80	7.95	0.0	0.0	0.0	0.0	5.0	2.5	20.0	37.5	35.0	B+
\$100,001-\$150,000	74	7.77	0.0	0.0	0.0	0.0	6.8	5.4	23.0	33.8	31.1	B
\$150,001-\$200,000	72	7.93	0.0	0.0	2.8	1.4	1.4	0.0	18.1	41.7	34.7	B+
Over \$200,000	43	8.02	0.0	0.0	0.0	2.3	2.3	4.7	9.3	44.2	37.2	B+

Table B363. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Race

Race	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
Caucasian	260	7.81	0.4	0.0	0.8	0.4	5.0	3.1	20.4	39.6	30.4	B+
Asian	55	7.84	0.0	0.0	0.0	1.8	10.9	0.0	14.5	34.5	38.2	B+
African-American	20	7.60	0.0	0.0	0.0	0.0	20.0	5.0	10.0	25.0	40.0	B
Hispanic	16	8.31	0.0	0.0	0.0	0.0	0.0	0.0	12.5	43.8	43.8	A-
Other	17	7.88	0.0	0.0	0.0	0.0	5.9	0.0	23.5	41.2	29.4	B+

Table B364. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Voter Status

Voter Status	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
Registered	329	7.78	0.3	0.0	0.9	0.6	6.7	2.7	19.5	36.8	32.5	B
Not Registered	50	7.98	0.0	0.0	0.0	0.0	6.0	0.0	16.0	46.0	32.0	B+

Table B365. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
Voter	216	7.84	0.0	0.0	1.4	0.9	4.6	2.8	19.0	38.0	33.3	B+
Nonvoter	119	7.69	0.8	0.0	0.0	0.0	10.1	2.5	21.0	34.5	31.1	B

Table B366. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Enjoy by Years in Cary

Years in Cary	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	Grade
0-1	11	8.09	0.0	0.0	0.0	0.0	0.0	0.0	27.3	36.4	36.4	A-
2-5	119	7.82	0.0	0.0	0.0	0.8	8.4	3.4	17.6	35.3	34.5	B+
6-10	92	7.91	0.0	0.0	1.1	0.0	5.4	1.1	17.4	42.4	32.6	B+
Over 10	151	7.73	0.7	0.0	1.3	0.7	6.0	2.6	21.2	36.4	31.1	B
Native	11	7.73	0.0	0.0	0.0	0.0	9.1	0.0	27.3	36.4	27.3	B

**Town Council Focus Areas: Satisfaction with the Job the Town is Doing on
Environmental Protection Crosstabulations**

Table B367. Satisfaction with the Job the Town is Doing on Environmental Protection by Age

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	25	7.68	0.0	0.0	0.0	0.0	12.0	4.0	16.0	40.0	28.0	B
26-55	265	7.29	0.8	0.8	1.5	0.4	11.7	8.7	21.1	33.2	21.9	B-
56-65	44	7.61	0.0	0.0	2.3	0.0	4.5	6.8	29.5	27.3	29.5	B
Over 65	50	7.64	0.0	0.0	0.0	8.0	4.0	6.0	16.0	30.0	36.0	B

Table B368. Satisfaction with the Job the Town is Doing on Environmental Protection by Education

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	108	7.62	0.0	0.0	0.9	1.9	8.3	7.4	18.5	30.6	32.4	B
College Degree	234	7.36	0.4	0.9	1.3	0.4	9.8	8.1	22.6	35.5	20.9	B-
PhD/JD/MD	37	6.92	2.7	2.7	2.7	2.7	13.5	8.1	18.9	21.6	27.0	C+

Table B369. Satisfaction with the Job the Town is Doing on Environmental Protection by Gender

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Male	195	7.39	0.5	0.5	0.5	2.1	12.3	6.2	19.0	33.8	25.1	B-
Female	190	7.36	0.5	1.1	2.1	0.5	7.9	9.5	23.2	30.5	24.7	B-

Table B370. Satisfaction with the Job the Town is Doing on Environmental Protection by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	292	7.40	0.7	0.7	1.4	1.4	8.6	8.2	22.3	31.5	25.3	B-
Apartment	35	7.34	0.0	0.0	2.9	0.0	17.1	5.7	14.3	34.3	25.7	B-
Townhouse/Condo	50	7.40	0.0	2.0	0.0	2.0	14.0	2.0	20.0	34.0	26.0	B-
Other	7	7.00	0.0	0.0	0.0	0.0	14.3	28.6	14.3	28.6	14.3	C+

Table B371. Satisfaction with the Job the Town is Doing on Environmental Protection by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	25	6.52	4.0	0.0	8.0	0.0	16.0	8.0	24.0	32.0	8.0	C-
\$45,001-\$100,000	79	7.48	0.0	1.3	0.0	1.3	10.1	6.3	21.5	34.2	25.3	B-
\$100,001-\$150,000	75	7.41	0.0	0.0	1.3	1.3	13.3	5.3	20.0	34.7	24.0	B-
\$150,001-\$200,000	76	7.47	1.3	0.0	1.3	1.3	5.3	9.2	25.0	28.9	27.6	B-
Over \$200,000	42	7.50	0.0	0.0	0.0	0.0	11.9	7.1	23.8	33.3	23.8	B-

Table B372. Satisfaction with the Job the Town is Doing on Environmental Protection by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	262	7.44	0.8	0.4	0.8	1.5	9.2	6.5	22.5	33.6	24.8	B-
Asian	55	7.18	0.0	1.8	3.6	0.0	9.1	12.7	21.8	29.1	21.8	B-
African-American	21	7.19	0.0	0.0	0.0	0.0	33.3	4.8	4.8	23.8	33.3	B-
Hispanic	16	8.25	0.0	0.0	0.0	0.0	0.0	6.3	12.5	31.3	50.0	A-
Other	16	7.31	0.0	0.0	6.3	6.3	0.0	6.3	18.8	43.8	18.8	B-

Table B373. Satisfaction with the Job the Town is Doing on Environmental Protection by Voter Status

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Registered	331	7.37	0.6	0.9	1.2	1.5	10.0	7.9	20.8	32.0	25.1	B-
Not Registered	50	7.50	0.0	0.0	2.0	0.0	10.0	6.0	22.0	36.0	24.0	B-

Table B374. Satisfaction with the Job the Town is Doing on Environmental Protection by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Voter	218	7.45	0.5	0.9	0.9	1.4	7.8	7.3	23.4	33.0	24.8	B-
Nonvoter	119	7.23	0.8	0.8	1.7	1.7	14.3	9.2	15.1	31.1	25.2	B-

Table B375. Satisfaction with the Job the Town is Doing on Environmental Protection 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	10	7.80	0.0	0.0	0.0	0.0	10.0	10.0	10.0	30.0	40.0	B+
2-5	120	7.22	0.8	0.8	1.7	0.8	16.7	6.7	16.7	31.7	24.2	B-
6-10	93	7.54	0.0	0.0	1.1	0.0	7.5	11.8	18.3	37.6	23.7	B
Over 10	152	7.39	0.7	1.3	1.3	2.6	5.9	5.3	28.3	28.9	25.7	B-
Native	11	7.45	0.0	0.0	0.0	0.0	18.2	9.1	9.1	36.4	27.3	B-

**Town Council Focus Areas: Satisfaction with the Job the Town is Doing on
Transportation Crosstabulations**

Table B376. Satisfaction with the Job the Town is Doing on Transportation by Age

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	25	6.92	0.0	0.0	8.0	0.0	12.0	20.0	12.0	28.0	20.0	C+
26-55	268	7.01	0.0	0.7	1.1	3.4	12.7	14.9	24.3	26.1	16.8	C+
56-65	45	7.02	0.0	0.0	2.2	6.7	11.1	11.1	26.7	20.0	22.2	C+
Over 65	51	7.47	0.0	0.0	0.0	2.0	11.8	9.8	21.6	23.5	31.4	B-

Table B377. Satisfaction with the Job the Town is Doing on Transportation by Education

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	108	7.10	0.0	0.9	2.8	1.9	13.0	13.0	20.4	25.9	22.2	C+
College Degree	237	7.13	0.0	0.4	0.4	3.4	11.0	14.8	24.9	26.6	18.6	C+
PhD/JD/MD	39	6.64	0.0	2.6	0.0	7.7	17.9	15.4	23.1	15.4	17.9	C

Table B378. Satisfaction with the Job the Town is Doing on Transportation by Gender

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Male	199	7.04	0.0	1.0	2.0	2.5	13.6	13.6	21.1	27.6	18.6	C+
Female	192	6.98	0.5	1.0	1.0	4.2	11.5	15.1	25.5	21.4	19.8	C+

Table B379. Satisfaction with the Job the Town is Doing on Transportation by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	297	7.05	0.3	1.0	1.7	3.4	10.4	14.5	23.9	25.3	19.5	C+
Apartment	35	6.89	0.0	0.0	0.0	0.0	25.7	17.1	20.0	17.1	20.0	C+
Townhouse/Condo	50	7.16	0.0	0.0	0.0	6.0	14.0	8.0	24.0	26.0	22.0	B-
Other	7	6.29	0.0	0.0	14.3	0.0	0.0	42.9	14.3	28.6	0.0	C-

Table B380. Satisfaction with the Job the Town is Doing on Transportation by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	25	6.44	0.0	4.0	8.0	0.0	16.0	20.0	24.0	8.0	20.0	C-
\$45,001-\$100,000	80	7.28	0.0	0.0	0.0	1.3	13.8	10.0	25.0	31.3	18.8	B-
\$100,001-\$150,000	74	7.09	0.0	0.0	1.4	1.4	13.5	14.9	21.6	33.8	13.5	C+
\$150,001-\$200,000	76	7.05	0.0	1.3	0.0	3.9	10.5	13.2	32.9	18.4	19.7	C+
Over \$200,000	44	7.11	0.0	0.0	2.3	6.8	4.5	20.5	20.5	20.5	25.0	C+

Table B381. Satisfaction with the Job the Town is Doing on Transportation by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	268	7.12	0.0	0.7	2.2	3.4	9.3	13.1	25.0	25.7	20.5	C+
Asian	54	6.65	0.0	0.0	0.0	3.7	24.1	16.7	27.8	14.8	13.0	C
African-American	20	6.90	0.0	0.0	0.0	0.0	35.0	10.0	5.0	30.0	20.0	C+
Hispanic	16	8.00	0.0	0.0	0.0	0.0	0.0	0.0	25.0	50.0	25.0	B+
Other	17	7.06	0.0	0.0	0.0	5.9	5.9	29.4	17.6	17.6	23.5	C+

Table B382. Satisfaction with the Job the Town is Doing on Transportation by Voter Status

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Registered	336	7.09	0.0	0.9	1.5	3.0	12.2	13.7	22.9	25.6	20.2	C+
Not Registered	50	6.88	0.0	0.0	2.0	4.0	12.0	18.0	28.0	22.0	14.0	C

Table B383. Satisfaction with the Job the Town is Doing on Transportation by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Voter	221	7.11	0.0	0.9	1.4	3.6	10.9	13.1	23.5	26.7	19.9	C+
Nonvoter	121	7.00	0.0	0.8	2.5	2.5	13.2	15.7	22.3	22.3	20.7	C+

Table B384. Satisfaction with the Job the Town is Doing on Transportation 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	10	7.40	0.0	0.0	0.0	0.0	10.0	20.0	20.0	20.0	30.0	B-
2-5	121	6.82	0.8	0.0	1.7	4.1	14.0	20.7	22.3	18.2	18.2	C
6-10	94	7.07	0.0	1.1	2.1	2.1	10.6	12.8	26.6	27.7	17.0	C+
Over 10	155	7.18	0.0	1.3	0.6	3.9	12.3	8.4	23.2	29.0	21.3	B-
Native	11	6.55	0.0	0.0	9.1	0.0	9.1	36.4	18.2	9.1	18.2	C-

**Town Council Focus Areas: Satisfaction with the Job the Town is Doing on
Planning & Development Crosstabulations**

Table B385. Satisfaction with the Job the Town is Doing on Planning & Development by Age

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
18-25	25	7.12	0.0	0.0	4.0	0.0	12.0	4.0	40.0	24.0	16.0	C+
26-55	267	6.74	2.2	1.5	3.0	2.2	12.4	15.4	24.7	23.2	15.4	C
56-65	44	6.84	2.3	2.3	4.5	4.5	6.8	6.8	29.5	25.0	18.2	C
Over 65	49	7.20	2.0	0.0	4.1	0.0	14.3	4.1	18.4	32.7	24.5	B-

Table B386. Satisfaction with the Job the Town is Doing on Planning & Development by Education

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
HS/Some College	105	7.17	0.0	1.9	1.9	1.0	10.5	10.5	27.6	24.8	21.9	B-
College Degree	236	6.75	2.5	1.7	3.0	1.7	13.1	13.1	23.7	27.1	14.0	C
PhD/JD/MD	39	6.59	2.6	0.0	7.7	5.1	10.3	12.8	28.2	12.8	20.5	C-

Table B387. Satisfaction with the Job the Town is Doing on Planning & Development by Gender

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Male	197	6.89	1.0	2.0	3.0	0.5	14.2	11.2	25.9	25.9	16.2	C+
Female	189	6.69	3.2	1.1	4.2	3.7	10.6	13.8	24.3	22.2	16.9	C

Table B388. Satisfaction with the Job the Town is Doing on Planning & Development by Housing

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Single Family	293	6.78	2.7	1.4	3.8	2.7	10.2	12.6	25.3	24.9	16.4	C
Apartment	34	6.71	0.0	2.9	2.9	0.0	17.6	14.7	29.4	17.6	14.7	C
Townhouse/Condo	50	7.22	0.0	2.0	2.0	0.0	14.0	8.0	22.0	28.0	24.0	B-
Other	7	6.14	0.0	0.0	0.0	0.0	42.9	14.3	28.6	14.3	0.0	D+

Table B389. Satisfaction with the Job the Town is Doing on Planning & Development by Income

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
0-\$45,000	25	6.32	4.0	0.0	8.0	0.0	16.0	12.0	36.0	16.0	8.0	C-
\$45,001-\$100,000	79	7.11	0.0	2.5	2.5	0.0	10.1	16.5	20.3	25.3	22.8	C+
\$100,001-\$150,000	74	6.59	4.1	1.4	1.4	4.1	9.5	18.9	24.3	27.0	9.5	C-
\$150,001-\$200,000	76	6.74	3.9	1.3	3.9	1.3	13.2	5.3	30.3	26.3	14.5	C
Over \$200,000	43	6.70	0.0	2.3	4.7	2.3	9.3	18.6	32.6	16.3	14.0	C

Table B390. Satisfaction with the Job the Town is Doing on Planning & Development by Race

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Caucasian	266	6.85	3.0	1.5	3.4	2.3	8.3	12.0	26.3	26.7	16.5	C
Asian	54	6.63	0.0	0.0	1.9	1.9	24.1	18.5	27.8	9.3	16.7	C
African-American	20	6.85	0.0	0.0	5.0	0.0	30.0	5.0	10.0	30.0	20.0	C
Hispanic	16	8.00	0.0	0.0	0.0	0.0	0.0	0.0	25.0	50.0	25.0	B+
Other	16	6.50	0.0	6.3	6.3	6.3	0.0	18.8	31.3	18.8	12.5	C-

Table B391. Satisfaction with the Job the Town is Doing on Planning & Development by Voter Status

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Registered	334	6.79	2.4	1.8	3.9	2.4	11.4	11.1	25.1	24.9	17.1	C
Not Registered	49	7.12	0.0	0.0	0.0	0.0	12.2	20.4	26.5	24.5	16.3	C+

Table B392. Satisfaction with the Job the Town is Doing on Planning & Development by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	Grade
Voter	222	6.80	2.7	1.4	3.6	2.3	10.8	12.2	25.2	25.7	16.2	C
Nonvoter	118	6.80	1.7	2.5	4.2	2.5	11.9	9.3	26.3	22.9	18.6	C

Table B393. Satisfaction with the Job the Town is Doing on Planning & Development 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	11	7.09	0.0	0.0	0.0	0.0	27.3	9.1	18.2	18.2	27.3	C+
2-5	115	6.85	0.0	1.7	4.3	0.9	14.8	13.0	25.2	23.5	16.5	C
6-10	95	6.89	2.1	0.0	5.3	1.1	9.5	12.6	28.4	24.2	16.8	C+
Over 10	154	6.72	3.9	2.6	1.9	3.2	10.4	12.3	22.7	26.6	16.2	C
Native	11	6.73	0.0	0.0	0.0	9.1	18.2	9.1	36.4	9.1	18.2	C

Home Neighborhood Characteristics: Safety Crosstabulations

Table B394. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	24	8.54	0.0	0.0	0.0	0.0	0.0	0.0	8.3	29.2	62.5	A
26-55	272	8.30	0.0	0.0	0.0	0.4	2.9	1.8	8.8	33.5	52.6	A-
56-65	46	8.39	0.0	0.0	0.0	0.0	2.2	4.3	4.3	30.4	58.7	A-
Over 65	51	8.49	0.0	0.0	0.0	0.0	0.0	2.0	9.8	25.5	62.7	A

Table B395. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	8.46	0.0	0.0	0.0	0.9	0.9	0.9	6.5	29.6	61.1	A
College Degree	242	8.32	0.0	0.0	0.0	0.0	1.7	2.5	9.5	35.1	51.2	A-
PhD/JD/MD	39	8.28	0.0	0.0	0.0	0.0	7.7	2.6	5.1	23.1	61.5	A-

Table B396. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	202	8.28	0.0	0.0	0.0	0.5	3.5	2.0	9.4	30.7	54.0	A-
Female	193	8.40	0.0	0.0	0.0	0.0	1.0	2.1	7.3	34.7	54.9	A-

Table B397. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	300	8.36	0.0	0.0	0.0	0.0	1.7	2.7	9.3	30.3	56.0	A-
Apartment	34	8.09	0.0	0.0	0.0	2.9	5.9	0.0	8.8	35.3	47.1	A-
Townhouse/Condo	52	8.40	0.0	0.0	0.0	0.0	3.8	0.0	3.8	36.5	55.8	A-
Other	7	8.43	0.0	0.0	0.0	0.0	0.0	0.0	0.0	57.1	42.9	A

Table B398. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	8.00	0.0	0.0	0.0	4.0	4.0	4.0	8.0	36.0	44.0	B+
\$45,001-\$100,000	80	8.44	0.0	0.0	0.0	0.0	2.5	0.0	7.5	31.3	58.8	A
\$100,001-\$150,000	75	8.25	0.0	0.0	0.0	0.0	2.7	4.0	10.7	30.7	52.0	A-
\$150,001-\$200,000	77	8.52	0.0	0.0	0.0	0.0	0.0	1.3	9.1	26.0	63.6	A
Over \$200,000	45	8.58	0.0	0.0	0.0	0.0	0.0	0.0	6.7	28.9	64.4	A

Table B399. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	271	8.44	0.0	0.0	0.0	0.0	1.1	1.8	7.7	31.0	58.3	A
Asian	55	8.15	0.0	0.0	0.0	0.0	5.5	3.6	9.1	34.5	47.3	A-
African-American	21	8.24	0.0	0.0	0.0	0.0	9.5	0.0	9.5	19.0	61.9	A-
Hispanic	16	8.81	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.8	81.3	A+
Other	17	7.71	0.0	0.0	0.0	5.9	0.0	0.0	23.5	52.9	17.6	B

Table B400. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Voter Status

Voter Status	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Registered	341	8.39	0.0	0.0	0.0	0.0	1.8	1.8	9.1	30.5	56.9	A-
Not Registered	50	8.08	0.0	0.0	0.0	2.0	6.0	2.0	4.0	44.0	42.0	A-

Table B401. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Voter	224	8.42	0.0	0.0	0.0	0.0	1.3	1.8	7.1	32.6	57.1	A
Nonvoter	123	8.33	0.0	0.0	0.0	0.0	2.4	1.6	12.2	27.6	56.1	A-

Table B402. Ratings of Home Neighborhood Safety (Feel Safe, Presence of Safety Programs) by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.27	0.0	0.0	0.0	0.0	0.0	0.0	9.1	54.5	36.4	A-
2-5	120	8.18	0.0	0.0	0.0	0.8	5.0	1.7	7.5	37.5	47.5	A-
6-10	95	8.43	0.0	0.0	0.0	0.0	1.1	3.2	9.5	24.2	62.1	A
Over 10	158	8.40	0.0	0.0	0.0	0.0	1.3	1.9	8.2	32.9	55.7	A-
Native	11	8.64	0.0	0.0	0.0	0.0	0.0	0.0	9.1	18.2	72.7	A

Home Neighborhood Characteristics: Desirability Crosstabulations

Table B403. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	24	8.13	0.0	0.0	0.0	0.0	4.2	4.2	16.7	25.0	50.0	A-
26-55	272	8.12	0.0	0.0	0.4	0.0	2.9	2.9	18.8	27.9	47.1	A-
56-65	46	8.39	0.0	0.0	0.0	0.0	2.2	2.2	8.7	28.3	58.7	A-
Over 65	51	8.37	0.0	0.0	0.0	0.0	2.0	5.9	7.8	21.6	62.7	A-

Table B404. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	8.06	0.0	0.0	0.0	0.0	4.6	4.6	20.4	21.3	49.1	A-
College Degree	242	8.25	0.0	0.0	0.0	0.0	1.2	2.9	15.7	29.8	50.4	A-
PhD/JD/MD	39	8.13	0.0	0.0	2.6	0.0	5.1	2.6	7.7	28.2	53.8	A-

Table B405. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	202	8.10	0.0	0.0	0.0	0.0	4.0	4.0	17.8	26.7	47.5	A-
Female	193	8.25	0.0	0.0	0.5	0.0	1.6	2.6	14.5	28.5	52.3	A-

Table B406. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	300	8.29	0.0	0.0	0.3	0.0	1.0	2.3	14.7	28.3	53.3	A-
Apartment	34	7.56	0.0	0.0	0.0	0.0	11.8	5.9	26.5	26.5	29.4	B
Townhouse/Condo	52	8.15	0.0	0.0	0.0	0.0	5.8	3.8	13.5	23.1	53.8	A-
Other	7	6.86	0.0	0.0	0.0	0.0	14.3	28.6	28.6	14.3	14.3	C

Table B407. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.28	0.0	0.0	4.0	0.0	12.0	16.0	16.0	20.0	32.0	B-
\$45,001-\$100,000	80	8.06	0.0	0.0	0.0	0.0	3.8	3.8	22.5	22.5	47.5	A-
\$100,001-\$150,000	75	8.19	0.0	0.0	0.0	0.0	2.7	2.7	20.0	22.7	52.0	A-
\$150,001-\$200,000	77	8.47	0.0	0.0	0.0	0.0	0.0	1.3	9.1	31.2	58.4	A
Over \$200,000	45	8.49	0.0	0.0	0.0	0.0	0.0	2.2	6.7	31.1	60.0	A

Table B408. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	271	8.25	0.0	0.0	0.4	0.0	2.2	2.6	15.9	24.4	54.6	A-
Asian	55	8.16	0.0	0.0	0.0	0.0	1.8	5.5	10.9	38.2	43.6	A-
African-American	21	7.67	0.0	0.0	0.0	0.0	14.3	4.8	23.8	14.3	42.9	B
Hispanic	16	8.63	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	A
Other	17	7.71	0.0	0.0	0.0	0.0	5.9	5.9	17.6	52.9	17.6	B

Table B409. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Voter Status

Voter Status	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Registered	341	8.23	0.0	0.0	0.3	0.0	2.6	2.9	14.4	27.0	52.8	A-
Not Registered	50	7.88	0.0	0.0	0.0	0.0	4.0	6.0	24.0	30.0	36.0	B+

Table B410. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Voter	224	8.34	0.0	0.0	0.0	0.0	2.2	1.3	13.4	26.3	56.7	A-
Nonvoter	123	7.98	0.0	0.0	0.8	0.0	4.1	6.5	17.1	27.6	43.9	B+

Table B411. Ratings of Home Neighborhood Desirability (Attractive, Want to Live There) by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.00	0.0	0.0	0.0	0.0	9.1	0.0	9.1	45.5	36.4	B+
2-5	120	7.91	0.0	0.0	0.0	0.0	5.8	4.2	21.7	30.0	38.3	B+
6-10	95	8.27	0.0	0.0	0.0	0.0	1.1	5.3	13.7	25.3	54.7	A-
Over 10	158	8.35	0.0	0.0	0.6	0.0	1.3	0.6	13.9	26.6	57.0	A-
Native	11	8.18	0.0	0.0	0.0	0.0	0.0	18.2	9.1	9.1	63.6	A-

Home Neighborhood Characteristics: Strength Crosstabulations

Table B412. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	24	8.00	0.0	0.0	4.2	0.0	0.0	4.2	20.8	20.8	50.0	B+
26-55	270	7.89	0.4	0.4	0.7	1.1	3.0	3.7	22.2	28.1	40.4	B+
56-65	46	8.17	0.0	0.0	2.2	0.0	4.3	2.2	13.0	19.6	58.7	A-
Over 65	50	8.12	0.0	0.0	0.0	0.0	6.0	2.0	14.0	30.0	48.0	A-

Table B413. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	108	7.81	0.0	0.0	1.9	1.9	4.6	2.8	25.0	21.3	42.6	B+
College Degree	239	8.03	0.0	0.4	0.4	0.4	2.9	3.3	18.4	30.5	43.5	B+
PhD/JD/MD	39	7.95	2.6	0.0	2.6	0.0	0.0	5.1	12.8	28.2	48.7	B+

Table B414. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	199	7.90	0.0	0.0	1.5	1.0	3.0	4.0	22.6	26.6	41.2	B+
Female	193	8.00	0.5	0.5	0.5	0.5	3.6	2.6	17.6	28.5	45.6	B+

Table B415. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	297	8.05	0.3	0.0	0.7	0.7	2.7	3.4	18.2	27.9	46.1	B+
Apartment	34	7.47	0.0	0.0	2.9	2.9	5.9	5.9	26.5	26.5	29.4	B-
Townhouse/Condo	52	7.94	0.0	1.9	1.9	0.0	3.8	0.0	19.2	26.9	46.2	B+
Other	7	7.00	0.0	0.0	0.0	0.0	14.3	14.3	42.9	14.3	14.3	C+

Table B416. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	25	7.00	4.0	0.0	0.0	4.0	16.0	8.0	24.0	12.0	32.0	C+
\$45,001-\$100,000	80	7.91	0.0	0.0	2.5	0.0	2.5	2.5	23.8	28.8	40.0	B+
\$100,001-\$150,000	75	7.92	0.0	0.0	2.7	0.0	4.0	2.7	20.0	28.0	42.7	B+
\$150,001-\$200,000	76	8.28	0.0	0.0	0.0	0.0	1.3	2.6	18.4	22.4	55.3	A-
Over \$200,000	44	8.32	0.0	0.0	0.0	0.0	2.3	2.3	11.4	29.5	54.5	A-

Table B417. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	270	8.03	0.4	0.0	1.1	0.0	3.0	3.3	20.0	25.2	47.0	B+
Asian	53	7.92	0.0	1.9	0.0	0.0	3.8	5.7	9.4	43.4	35.8	B+
African-American	21	7.57	0.0	0.0	4.8	0.0	9.5	4.8	23.8	14.3	42.9	B
Hispanic	16	8.50	0.0	0.0	0.0	0.0	0.0	0.0	18.8	12.5	68.8	A
Other	17	7.12	0.0	0.0	0.0	11.8	5.9	0.0	41.2	23.5	17.6	C+

Table B418. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Voter Status

Voter Status	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Registered	338	7.98	0.3	0.3	1.2	0.6	3.6	2.7	19.2	26.6	45.6	B+
Not Registered	50	7.84	0.0	0.0	0.0	2.0	2.0	8.0	20.0	34.0	34.0	B+

Table B419. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Voter	221	8.10	0.0	0.0	0.9	0.5	4.1	1.8	16.3	28.1	48.4	A-
Nonvoter	123	7.76	0.8	0.8	1.6	0.8	2.4	4.9	24.4	24.4	39.8	B

Table B420. Ratings of Home Neighborhood Strength (Adapt to Change, Visually Interesting) by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	8.09	0.0	0.0	0.0	0.0	0.0	9.1	9.1	45.5	36.4	A-
2-5	120	7.70	0.0	0.8	1.7	2.5	3.3	5.8	21.7	27.5	36.7	B
6-10	95	8.02	0.0	0.0	1.1	0.0	4.2	2.1	21.1	26.3	45.3	B+
Over 10	155	8.10	0.6	0.0	0.6	0.0	3.2	1.3	18.1	28.4	47.7	A-
Native	11	8.27	0.0	0.0	0.0	0.0	0.0	9.1	18.2	9.1	63.6	A-

Home Neighborhood Characteristics: Community Connection Crosstabulations

Table B421. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Age

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	24	7.25	0.0	4.2	4.2	8.3	8.3	8.3	0.0	20.8	45.8	B-
26-55	268	7.67	0.0	0.4	0.7	1.9	6.3	9.7	19.8	22.8	38.4	B
56-65	46	7.91	0.0	0.0	0.0	0.0	10.9	6.5	15.2	15.2	52.2	B+
Over 65	51	7.98	0.0	0.0	0.0	0.0	7.8	11.8	5.9	23.5	51.0	B+

Table B422. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Education

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	106	7.36	0.0	0.9	0.9	4.7	13.2	11.3	12.3	17.0	39.6	B-
College Degree	241	7.83	0.0	0.4	0.4	0.8	5.0	8.7	18.7	24.5	41.5	B+
PhD/JD/MD	38	8.00	0.0	0.0	2.6	0.0	2.6	7.9	13.2	23.7	50.0	B+

Table B423. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Gender

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	199	7.60	0.0	0.5	1.0	2.5	8.0	9.0	18.1	22.6	38.2	B
Female	192	7.81	0.0	0.5	0.5	1.0	6.3	9.9	15.1	21.9	44.8	B+

Table B424. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Housing

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	297	7.83	0.0	0.3	0.0	2.0	5.7	9.4	15.2	22.9	44.4	B+
Apartment	33	7.00	0.0	0.0	6.1	0.0	15.2	15.2	18.2	21.2	24.2	C+
Townhouse/Condo	52	7.71	0.0	1.9	1.9	0.0	9.6	1.9	19.2	21.2	44.2	B
Other	7	6.43	0.0	0.0	0.0	14.3	14.3	28.6	14.3	14.3	14.3	C-

Table B425. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Income

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	24	6.42	0.0	0.0	4.2	4.2	25.0	33.3	4.2	4.2	25.0	C-
\$45,001-\$100,000	80	7.64	0.0	1.3	1.3	1.3	8.8	6.3	16.3	27.5	37.5	B
\$100,001-\$150,000	74	7.59	0.0	0.0	1.4	2.7	10.8	8.1	17.6	16.2	43.2	B
\$150,001-\$200,000	77	8.03	0.0	0.0	0.0	2.6	3.9	5.2	16.9	19.5	51.9	B+
Over \$200,000	45	8.04	0.0	0.0	0.0	0.0	2.2	13.3	8.9	28.9	46.7	B+

Table B426. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Race

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	267	7.78	0.0	0.4	0.7	1.1	6.4	10.9	15.7	20.2	44.6	B
Asian	55	7.73	0.0	1.8	0.0	1.8	7.3	7.3	10.9	32.7	38.2	B
African-American	21	7.05	0.0	0.0	4.8	4.8	23.8	0.0	14.3	19.0	33.3	C+
Hispanic	16	8.44	0.0	0.0	0.0	0.0	0.0	0.0	25.0	6.3	68.8	A
Other	17	6.88	0.0	0.0	0.0	11.8	11.8	11.8	23.5	23.5	17.6	C

Table B427. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Voter Status

Voter Status	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Registered	339	7.75	0.0	0.6	0.6	1.8	7.4	8.8	15.3	21.8	43.7	B
Not Registered	48	7.50	0.0	0.0	2.1	2.1	6.3	12.5	18.8	27.1	31.3	B-

Table B428. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Voted in 2019 Local Elections

Voting Action	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Voter	224	7.92	0.0	0.0	0.4	1.3	5.8	7.6	15.2	22.3	47.3	B+
Nonvoter	121	7.37	0.0	1.7	1.7	2.5	9.9	12.4	15.7	20.7	35.5	B-

Table B429. Ratings of Home Neighborhood Community Connection (I Know People, There is Social Interaction) by Years in Cary

Years in Cary	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-1	11	7.18	0.0	0.0	9.1	0.0	18.2	0.0	9.1	36.4	27.3	B-
2-5	119	7.46	0.0	0.8	1.7	3.4	8.4	10.1	16.8	23.5	35.3	B-
6-10	94	7.68	0.0	1.1	0.0	1.1	5.3	14.9	16.0	21.3	40.4	B
Over 10	156	7.96	0.0	0.0	0.0	1.3	7.1	3.8	17.3	23.1	47.4	B+
Native	11	7.91	0.0	0.0	0.0	0.0	0.0	36.4	0.0	0.0	63.6	B+

How Well the Town is Doing on Housing Choices Crosstabulations

Table B430. Ratings of Available Housing Choices by Age (In Order of Ratings)

18-25 (n=23)	26-55 (n=244)	56-65 (n=40)	Over 65 (n=43)
Households with Children 7.26	Households with Children 7.37	Households with Children 7.48	Households with Children 7.56
Multigenerational 7.17	Households no Children 7.21	Households no Children 7.40	Households no Children 7.47
Households no Children 7.13	Local Workforce 7.15	Young Professionals 7.12	Young Professionals 7.29
Seniors 7.09	Young Professionals 7.07	Local Workforce 7.07	Local Workforce 7.27
Local Workforce 7.00	Multigenerational 7.04	Multigenerational 7.00	Multigenerational 7.02
Young Professionals 6.96	Seniors 6.95	Seniors 6.64	Seniors 6.55

Table B431. Ratings of Available Housing Choices by Education (In Order of Ratings)

HS/Some College (n=98)	College Degree (n=214)	PhD/JD/MD (n=36)
Households with Children 7.35	Households with Children 7.30	Households with Children 8.03
Households no Children 7.07	Households no Children 7.22	Households no Children 7.86
Local Workforce 7.01	Local Workforce 7.10	Young Professionals 7.67
Young Professionals 6.90	Young Professionals 7.07	Local Workforce 7.67
Multigenerational 6.78	Multigenerational 7.06	Multigenerational 7.61
Seniors 6.63	Seniors 6.88	Seniors 7.38

Table B432. Ratings of Available Housing Choices by Gender (In Order of Ratings)

Male (n=180)	Female (n=174)
Households with Children 7.48	Households with Children 7.26
Households no Children 7.34	Households no Children 7.11
Local Workforce 7.32	Young Professionals 6.91
Multigenerational 7.24	Local Workforce 6.91
Young Professionals 7.23	Multigenerational 6.79
Seniors 7.08	Seniors 6.58

Table B433. Ratings of Available Housing Choices by Housing (In Order of Ratings)

Single Family (n=265)	Apartment (n=32)	Townhouse/Condo (n=48)	Other (n=7)
Households with Children 7.69	Households with Children 6.24	Local Workforce 6.56	Households with Children 7.14
Households no Children 7.53	Households no Children 6.08	Households with Children 6.54	Households no Children 7.14
Local Workforce 7.38	Multigenerational 6.06	Households no Children 6.50	Local Workforce 7.14
Young Professionals 7.34	Seniors 6.03	Young Professionals 6.50	Young Professionals 7.00
Multigenerational 7.28	Local Workforce 5.97	Multigenerational 6.47	Seniors 6.29
Seniors 7.08	Young Professionals 5.85	Seniors 6.29	Multigenerational 6.29

Table B434. Ratings of Available Housing Choices by Income (In Order of Ratings)

0-\$45,000 (n=24)	\$45,001-\$100,000 (n=73)	\$100,001-\$150,000 (n=68)	\$150,001-\$200,000 (n=67)	Over \$200,000 (n=39)
Households with Children 6.50	Households with Children 7.00	Households with Children 7.36	Households with Children 7.87	Households with Children 7.95
Households no Children 6.29	Households no Children 6.83	Households no Children 7.13	Households no Children 7.69	Households no Children 7.95
Young Professionals 6.13	Young Professionals 6.72	Local Workforce 7.03	Multigenerational 7.66	Young Professionals 7.79
Local Workforce 6.13	Local Workforce 6.70	Multigenerational 6.91	Local Workforce 7.57	Local Workforce 7.74
Multigenerational 5.79	Multigenerational 6.44	Young Professionals 6.89	Young Professionals 7.53	Multigenerational 7.68
Seniors 5.29	Seniors 6.38	Seniors 6.78	Seniors 7.42	Seniors 7.45

Table B435. Ratings of Available Housing Choices by Race (In Order of Ratings)

Caucasian (n=242)	Asian (n=48)	African-American (n=18)	Hispanic (n=15)	Other (n=16)
Households with Children 7.49	Households no Children 7.39	Households with Children 6.56	Local Workforce 7.33	Households no Children 7.06
Households no Children 7.28	Multigenerational 7.37	Seniors 6.53	Young Professionals 7.25	Local Workforce 7.06
Young Professionals 7.13	Households with Children 7.36	Local Workforce 6.44	Seniors 7.07	Multigenerational 6.94
Local Workforce 7.13	Local Workforce 7.33	Multigenerational 6.39	Households no Children 7.07	Households with Children 6.88
Multigenerational 7.04	Young Professionals 7.28	Households no Children 6.39	Households with Children 7.00	Young Professionals 6.81
Seniors 6.83	Seniors 7.13	Young Professionals 6.06	Multigenerational 6.94	Seniors 6.75

Table B436. Ratings of Available Housing Choices by Voter Status (In Order of Ratings)

Registered (n=305)	Not Registered (n=46)
Households with Children 7.45	Households with Children 6.92
Households no Children 7.31	Households no Children 6.77
Local Workforce 7.20	Seniors 6.74
Young Professionals 7.13	Multigenerational 6.70
Multigenerational 7.07	Young Professionals 6.67
Seniors 6.86	Local Workforce 6.63

Table B437. Ratings of Available Housing Choices by Voted in 2019 Local Elections (In Order of Ratings)

Voter (n=202)	Nonvoter (n=108)
Households with Children 7.57	Households with Children 7.28
Households no Children 7.49	Local Workforce 7.05
Local Workforce 7.29	Households no Children 6.97
Young Professionals 7.28	Multigenerational 6.92
Multigenerational 7.16	Young Professionals 6.90
Seniors 6.94	Seniors 6.79

Table B438. Ratings of Available Housing Choices by Years in Cary (In Order of Ratings)

0-1 (n=8)	2-5 (n=109)	6-10 (n=85)	Over 10 (n=141)	Native (n=10)
Local Workforce 6.30	Households with Children 6.95	Households with Children 7.41	Households with Children 7.73	Households with Children 8.10
Multigenerational 6.22	Households no Children 6.90	Local Workforce 7.33	Households no Children 7.52	Households no Children 7.70
Young Professionals 6.20	Multigenerational 6.87	Households no Children 7.31	Local Workforce 7.37	Multigenerational 7.20
Households with Children 6.10	Seniors 6.79	Young Professionals 7.22	Young Professionals 7.34	Young Professionals 7.20
Seniors 6.00	Local Workforce 6.73	Multigenerational 7.15	Multigenerational 7.11	Local Workforce 7.20
Households no Children 5.90	Young Professionals 6.69	Seniors 6.82	Seniors 6.97	Seniors 6.80

Visiting Downtown in Past Year Crosstabulations

Table B439. Have You Visited Downtown in the Past Year by Age

Age	n	Yes	No
18-25	25	80.0	20.0
26-55	272	88.2	11.8
56-65	46	93.5	6.5
Over 65	51	80.4	19.6

Table B440. Have You Visited Downtown in the Past Year by Education

Education	n	Yes	No
HS/Some College	108	81.5	18.5
College Degree	242	89.3	10.7
PhD/JD/MD	39	87.2	12.8

Table B441. Have You Visited Downtown in the Past Year by Gender

Gender	n	Yes	No
Male	202	84.2	15.8
Female	194	90.2	9.8

Table B442. Have You Visited Downtown in the Past Year by Housing Type

Housing Type	n	Yes	No
Single Family	300	91.3	8.7
Apartment	35	65.7	34.3
Townhouse/Condo	52	78.8	21.2
Other	7	71.4	28.6

Table B443. Have You Visited Downtown in the Past Year by Income

Income	n	Yes	No
0-\$45,000	25	64.0	36.0
\$45,001-\$100,000	80	90.0	10.0
\$100,001-\$150,000	75	92.0	8.0
\$150,001-\$200,000	77	92.2	7.8
Over \$200,000	45	82.2	17.8

Table B444. Have You Visited Downtown in the Past Year by Race

Race	n	Yes	No
Caucasian	271	91.9	8.1
Asian	55	74.5	25.5
African-American	21	71.4	28.6
Hispanic	16	100.0	0.0
Other	17	70.6	29.4

Table B445. Have You Visited Downtown in the Past Year by Voter Status

Voter Status	n	Yes	No
Registered	341	88.0	12.0
Not Registered	50	80.0	20.0

Table B446. Have You Visited Downtown in the Past Year by Voted in the 2019 Local Elections

Voting Action	n	Yes	No
Voter	224	92.0	8.0
Nonvoter	123	80.5	19.5

Table B447. Have You Visited Downtown in the Past Year by Years in Cary

Years in Cary	n	Yes	No
0-1	11	54.5	45.5
2-5	121	85.1	14.9
6-10	95	86.3	13.7
Over 10	158	91.1	8.9
Native	11	90.9	9.1

Giving Back to the Community Crosstabulations

Table B448. Importance of Giving Back to My Community by Age

Age	n	Mean	Strongly Disagree	2	3	4	5	6	7	8	Strongly Agree	Grade
			1								9	
18-25	25	8.08	0.0	0.0	0.0	0.0	4.0	12.0	8.0	24.0	52.0	A-
26-55	271	8.42	0.0	0.0	0.0	0.0	1.5	3.3	10.0	21.8	63.5	A
56-65	45	8.40	0.0	0.0	0.0	0.0	4.4	2.2	8.9	17.8	66.7	A-
Over 65	51	8.18	0.0	0.0	0.0	0.0	7.8	5.9	3.9	25.5	56.9	A-

Table B449. Importance of Giving Back to My Community by Education

Education	n	Mean	Strongly Disagree	2	3	4	5	6	7	8	Strongly Agree	Grade
			1								9	
HS/Some College	108	8.26	0.0	0.0	0.0	0.0	2.8	6.5	8.3	26.9	55.6	A-
College Degree	240	8.43	0.0	0.0	0.0	0.0	2.1	2.9	9.6	20.4	65.0	A
PhD/JD/MD	39	8.44	0.0	0.0	0.0	0.0	5.1	0.0	7.7	20.5	66.7	A

Table B450. Importance of Giving Back to My Community by Gender

Gender	n	Mean	Strongly Disagree	2	3	4	5	6	7	8	Strongly Agree	Grade
			1								9	
Male	201	8.30	0.0	0.0	0.0	0.0	2.0	5.5	10.9	23.4	58.2	A-
Female	193	8.41	0.0	0.0	0.0	0.0	4.1	2.6	6.7	21.2	65.3	A-

Table B451. Importance of Giving Back to My Community by Housing

Housing	n	Mean	Strongly Disagree	2	3	4	5	6	7	8	Strongly Agree	Grade
			1								9	
Single Family	298	8.39	0.0	0.0	0.0	0.0	2.7	2.7	10.7	20.8	63.1	A-
Apartment	35	8.26	0.0	0.0	0.0	0.0	2.9	14.3	2.9	14.3	65.7	A-
Townhouse/Condo	52	8.42	0.0	0.0	0.0	0.0	1.9	5.8	3.8	25.0	63.5	A
Other	7	7.86	0.0	0.0	0.0	0.0	14.3	0.0	0.0	57.1	28.6	B+

Table B452. Importance of Giving Back to My Community by Income

Income	n	Mean	Strongly Disagree	2	3	4	5	6	7	8	Strongly Agree	Grade
			1								9	
0-\$45,000	25	7.60	0.0	0.0	0.0	0.0	16.0	16.0	0.0	28.0	40.0	B
\$45,001-\$100,000	80	8.45	0.0	0.0	0.0	0.0	0.0	3.8	7.5	28.8	60.0	A
\$100,001-\$150,000	75	8.44	0.0	0.0	0.0	0.0	0.0	4.0	12.0	20.0	64.0	A
\$150,001-\$200,000	75	8.48	0.0	0.0	0.0	0.0	1.3	2.7	9.3	20.0	66.7	A
Over \$200,000	45	8.53	0.0	0.0	0.0	0.0	2.2	2.2	8.9	13.3	73.3	A

Table B453. Importance of Giving Back to My Community by Race

Race	n	Mean	Strongly Disagree	2	3	4	5	6	7	8	Strongly Agree	Grade
			1								9	
Caucasian	269	8.37	0.0	0.0	0.0	0.0	3.0	4.1	8.2	22.7	62.1	A-
Asian	55	8.27	0.0	0.0	0.0	0.0	5.5	1.8	12.7	20.0	60.0	A-
African-American	21	8.52	0.0	0.0	0.0	0.0	0.0	4.8	9.5	14.3	71.4	A
Hispanic	16	8.37	0.0	0.0	0.0	0.0	0.0	6.3	12.5	18.8	62.5	A-
Other	17	8.59	0.0	0.0	0.0	0.0	0.0	5.9	5.9	11.8	76.5	A

Table B454. Importance of Giving Back to My Community by Voter Status

Voter Status	n	Mean	Strongly Disagree 1	2	3	4	5	6	7	8	Strongly Agree 9	Grade
Registered	339	8.38	0.0	0.0	0.0	0.0	2.9	3.5	9.4	20.6	63.4	A-
Not Registered	50	8.32	0.0	0.0	0.0	0.0	2.0	6.0	6.0	30.0	56.0	A-

Table B455. Importance of Giving Back to My Community by Voted in 2019 Local Elections

Voting Action	n	Mean	Strongly Disagree 1	2	3	4	5	6	7	8	Strongly Agree 9	Grade
Voter	222	8.46	0.0	0.0	0.0	0.0	2.3	2.3	8.6	21.6	65.3	A
Nonvoter	123	8.21	0.0	0.0	0.0	0.0	4.1	6.5	11.4	20.3	57.7	A-

Table B456. Importance of Giving Back to My Community by Years in Cary

Years in Cary	n	Mean	Strongly Disagree 1	2	3	4	5	6	7	8	Strongly Agree 9	Grade
0-1	11	8.73	0.0	0.0	0.0	0.0	0.0	0.0	9.1	9.1	81.8	A+
2-5	121	8.46	0.0	0.0	0.0	0.0	2.5	5.0	5.0	19.0	68.6	A
6-10	95	8.26	0.0	0.0	0.0	0.0	3.2	3.2	13.7	24.2	55.8	A-
Over 10	156	8.34	0.0	0.0	0.0	0.0	3.8	4.5	8.3	20.5	62.8	A-
Native	11	8.09	0.0	0.0	0.0	0.0	0.0	0.0	18.2	54.5	27.3	A-

Desire to be Contacted by Town of Cary Staff Person

Table B457. Desire to be Contacted by Staff Person by Age

Age	n	Yes	No
18-25	25	4.0	96.0
26-55	271	13.3	86.7
56-65	46	8.7	91.3
Over 65	51	13.7	86.3

Table B458. Desire to be Contacted by Staff Person by Education

Education	n	Yes	No
HS/Some College	108	7.4	92.6
College Degree	242	13.6	86.4
PhD/JD/MD	39	17.9	82.1

Table B459. Desire to be Contacted by Staff Person by Gender

Gender	n	Yes	No
Male	201	12.9	87.1
Female	194	11.3	88.7

Table B460. Desire to be Contacted by Staff Person by Housing Type

Housing Type	n	Yes	No
Single Family	300	13.3	86.7
Apartment	35	11.4	88.6
Townhouse/Condo	52	7.7	92.3
Other	7	0.0	100.0

Table B461. Desire to be Contacted by Staff Person by Income

Income	n	Yes	No
0-\$45,000	25	16.0	84.0
\$45,001-\$100,000	80	8.8	91.3
\$100,001-\$150,000	75	16.0	84.0
\$150,001-\$200,000	77	10.4	89.6
Over \$200,000	45	8.9	91.1

**Table B462. Desire to be Contacted by Staff
Person by Race**

Race	n	Yes	No
Caucasian	271	11.1	88.9
Asian	55	16.4	83.6
African-American	21	14.3	85.7
Hispanic	16	6.3	93.8
Other	17	11.8	88.2

**Table B463. Desire to be Contacted by Staff
Person by Voter Status**

Voter Status	n	Yes	No
Registered	341	12.6	87.4
Not Registered	50	8.0	92.0

**Table B464. Desire to be Contacted by Staff
Person by Voted in the 2019 Local
Elections**

Voting Action	n	Yes	No
Voter	224	14.3	85.7
Nonvoter	123	8.9	91.1

**Table B465. Desire to be Contacted by Staff
Person by Years in Cary**

Years in Cary	n	Yes	No
0-1	11	9.1	90.9
2-5	121	16.5	83.5
6-10	95	9.5	90.5
Over 10	158	11.4	88.6
Native	11	0.0	100.0

Age Crosstabulations

Table B466. Age by Education

Education	n	18-25	26-55	56-65	Over 65
HS/Some College	108	19.4	48.1	9.3	23.1
College Degree	240	1.3	77.9	12.5	8.3
PhD/JD/MD	39	0.0	76.9	12.8	10.3

Table B467. Age by Gender

Gender	n	18-25	26-55	56-65	Over 65
Male	199	5.5	73.4	8.0	13.1
Female	191	7.3	64.4	15.7	12.6

Table B468. Age by Housing

Housing	n	18-25	26-55	56-65	Over 65
Single Family	298	4.4	68.8	13.8	13.1
Apartment	35	22.9	60.0	2.9	14.3
Townhouse/Condo	51	3.9	80.4	7.8	7.8
Other	7	28.6	28.6	0.0	42.9

Table B469. Age by Income

Income	n	18-25	26-55	56-65	Over 65
0-\$45,000	25	44.0	28.0	8.0	20.0
\$45,001-\$100,000	80	5.0	61.3	13.8	20.0
\$100,001-\$150,000	75	1.3	81.3	8.0	9.3
\$150,001-\$200,000	77	0.0	81.8	14.3	3.9
Over \$200,000	45	0.0	77.8	15.6	6.7

Table B470. Age by Race

Race	n	18-25	26-55	56-65	Over 65
Caucasian	271	4.8	64.6	14.0	16.6
Asian	55	5.5	90.9	3.6	0.0
African-American	21	9.5	57.1	19.0	14.3
Hispanic	16	25.0	68.8	6.3	0.0
Other	17	11.8	70.6	5.9	11.8

Education Crosstabulations

Table B471. Education by Age

Age	n	HS/Some College	College Degree	PhD/JD/MD
18-25	24	87.5	12.5	0.0
26-55	269	19.3	69.5	11.2
56-65	45	22.2	66.7	11.1
Over 65	49	51.0	40.8	8.2

Table B472. Education by Gender

Gender	n	HS/Some College	College Degree	PhD/JD/MD
Male	196	29.1	60.7	10.2
Female	189	26.5	63.5	10.1

Table B473. Education by Income

Income	n	HS/Some College	College Degree	PhD/JD/MD
0-\$45,000	25	80.0	16.0	4.0
\$45,001-\$100,000	79	45.6	51.9	2.5
\$100,001-\$150,000	75	17.3	76.0	6.7
\$150,001-\$200,000	77	9.1	79.2	11.7
Over \$200,000	45	4.4	64.4	31.1

Table B474. Education by Race

Race	n	HS/Some College	College Degree	PhD/JD/MD
Caucasian	266	26.7	65.8	7.5
Asian	55	12.7	63.6	23.6
African-American	21	38.1	52.4	9.5
Hispanic	16	81.3	18.8	0.0
Other	17	47.1	29.4	23.5

Table B475. Education by Years in Cary

Years in Cary	n	HS/Some College	College Degree	PhD/JD/MD
0-1	11	54.5	45.5	0.0
2-5	119	30.3	58.8	10.9
6-10	93	28.0	62.4	9.7
Over 10	153	22.9	67.3	9.8
Native	11	36.4	45.5	18.2

Gender Crosstabulations

Table B476. Gender by Age

Age	n	Male	Female
18-25	25	44.0	56.0
26-55	269	54.3	45.7
56-65	46	34.8	65.2
Over 65	50	52.0	48.0

Table B477. Gender by Education

Education	n	Male	Female
HS/Some College	107	53.3	46.7
College Degree	239	49.8	50.2
PhD/JD/MD	39	51.3	48.7

Table B478. Gender by Housing

Housing	n	Male	Female
Single Family	299	47.5	52.5
Apartment	35	65.7	34.3
Townhouse/Condo	50	56.0	44.0
Other	7	71.4	28.6

Table B479. Gender by Income

Income	n	Male	Female
0-\$45,000	25	52.0	48.0
\$45,001-\$100,000	79	46.8	53.2
\$100,001-\$150,000	73	49.3	50.7
\$150,001-\$200,000	77	55.8	44.2
Over \$200,000	45	64.4	35.6

Table B480. Gender by Race

Race	n	Male	Female
Caucasian	268	48.1	51.9
Asian	55	52.7	47.3
African-American	21	61.9	38.1
Hispanic	16	68.8	31.3
Other	17	58.8	41.2

Table B481. Gender by Years in Cary

Years in Cary	n	Male	Female
0-1	11	54.5	45.5
2-5	121	57.9	42.1
6-10	95	40.0	60.0
Over 10	156	50.6	49.4
Native	10	60.0	40.0

Housing Crosstabulations

Table B482. Housing by Age

Age	n	Single Family	Apartment	Townhouse/Condo	Other
18-25	25	52.0	32.0	8.0	8.0
26-55	269	76.2	7.8	15.2	0.7
56-65	46	89.1	2.2	8.7	0.0
Over 65	51	76.5	9.8	7.8	5.9

Table B483. Housing by Education

Education	n	Single Family	Apartment	Townhouse/Condo	Other
HS/Some College	107	62.6	19.6	12.1	5.6
College Degree	241	80.1	5.0	14.5	0.4
PhD/JD/MD	39	87.2	2.6	10.3	0.0

Table B484. Housing by Gender

Gender	n	Single Family	Apartment	Townhouse/Condo	Other
Male	198	71.7	11.6	14.1	2.5
Female	193	81.3	6.2	11.4	1.0

Table B485. Housing by Income

Income	n	Single Family	Apartment	Townhouse/Condo	Other
0-\$45,000	25	28.0	44.0	12.0	16.0
\$45,001-\$100,000	80	57.5	15.0	25.0	2.5
\$100,001-\$150,000	75	85.3	2.7	12.0	0.0
\$150,001-\$200,000	77	85.7	2.6	11.7	0.0
Over \$200,000	45	97.8	0.0	2.2	0.0

Table B486. Housing by Race

Race	n	Single Family	Apartment	Townhouse/Condo	Other
Caucasian	271	79.3	7.4	11.4	1.8
Asian	55	80.0	5.5	14.5	0.0
African-American	21	52.4	19.0	23.8	4.8
Hispanic	16	62.5	12.5	18.8	6.3
Other	17	64.7	23.5	11.8	0.0

Table B487. Housing by Voter Status

Voter Status	n	Single Family	Apartment	Townhouse/Condo	Other
Registered	340	78.8	6.5	12.9	1.8
Not Registered	50	58.0	24.0	16.0	2.0

Table B488. Housing by Voted in 2019 Local Elections

Voting Action	n	Single Family	Apartment	Townhouse/Condo	Other
Voter	223	84.8	4.5	9.9	0.9
Nonvoter	123	62.6	13.8	19.5	4.1

Table B489. Housing by Years in Cary

Years in Cary	n	Single Family	Apartment	Townhouse/Condo	Other
0-1	11	18.2	36.4	27.3	18.2
2-5	121	62.8	20.7	15.7	0.8
6-10	94	81.9	4.3	13.8	0.0
Over 10	157	86.6	1.3	10.8	1.3
Native	11	81.8	0.0	0.0	18.2

Income Crosstabulations

Table B490. Income by Age

Age	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	\$150,001-\$200,000	Over \$200,000
18-25	16	68.8	25.0	6.3	0.0	0.0
26-55	215	3.3	22.8	28.4	29.3	16.3
56-65	37	5.4	29.7	16.2	29.7	18.9
Over 65	34	14.7	47.1	20.6	8.8	8.8

Table B491. Income by Education

Education	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	\$150,001-\$200,000	Over \$200,000
HS/Some College	78	25.6	46.2	16.7	9.0	2.6
College Degree	192	2.1	21.4	29.7	31.8	15.1
PhD/JD/MD	31	3.2	6.5	16.1	29.0	45.2

Table B492. Income by Gender

Gender	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	\$150,001-\$200,000	Over \$200,000
Male	158	8.2	23.4	22.8	27.2	18.4
Female	141	8.5	29.8	26.2	24.1	11.3

Table B493. Income by Housing

Housing	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	\$150,001-\$200,000	Over \$200,000
Single Family	227	3.1	20.3	28.2	29.1	19.4
Apartment	27	40.7	44.4	7.4	7.4	0.0
Townhouse/Condo	42	7.1	47.6	21.4	21.4	2.4
Other	6	66.7	33.3	0.0	0.0	0.0

Table B494. Income by Race

Race	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	\$150,001-\$200,000	Over \$200,000
Caucasian	220	7.7	28.2	27.3	23.2	13.6
Asian	40	0.0	15.0	15.0	45.0	25.0
African-American	17	11.8	29.4	29.4	17.6	11.8
Hispanic	8	25.0	50.0	12.5	12.5	0.0
Other	14	28.6	7.1	21.4	21.4	21.4

Table B495. Income by Years in Cary

Years in Cary	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	\$150,001-\$200,000	Over \$200,000
0-1	8	37.5	37.5	12.5	12.5	0.0
2-5	91	8.8	30.8	24.2	20.9	15.4
6-10	73	5.5	21.9	24.7	34.2	13.7
Over 10	119	5.9	27.7	26.9	24.4	15.1
Native	11	27.3	0.0	18.2	27.3	27.3

Race Crosstabulations

Table B496. Race by Education

Education	n	Caucasian	Asian	African-American	Hispanic	Other
HS/Some College	107	66.4	6.5	7.5	12.1	7.5
College Degree	229	76.4	15.3	4.8	1.3	2.2
PhD/JD/MD	39	51.3	33.3	5.1	0.0	10.3

Table B497. Race by Gender

Gender	n	Caucasian	Asian	African-American	Hispanic	Other
Male	192	67.2	15.1	6.8	5.7	5.2
Female	185	75.1	14.1	4.3	2.7	3.8

Table B498. Race by Housing

Housing	n	Caucasian	Asian	African-American	Hispanic	Other
Single Family	291	73.9	15.1	3.8	3.4	3.8
Apartment	33	60.6	9.1	12.1	6.1	12.1
Townhouse/Condo	49	63.3	16.3	10.2	6.1	4.1
Other	7	71.4	0.0	14.3	14.3	0.0

Table B499. Race by Years in Cary

Years in Cary	n	Caucasian	Asian	African-American	Hispanic	Other
0-1	11	81.8	9.1	0.0	0.0	9.1
2-5	114	60.5	20.2	7.9	4.4	7.0
6-10	91	63.7	22.0	4.4	6.6	3.3
Over 10	153	81.7	7.2	4.6	3.3	3.3
Native	11	90.9	0.0	9.1	0.0	0.0

Registered Voter Crosstabulations

Table B500. Registered Voter by Age

Age	n	Registered	Not Registered
18-25	24	58.3	41.7
26-55	268	85.8	14.2
56-65	46	100.0	0.0
Over 65	51	98.0	2.0

Table B501. Registered Voter by Gender

Gender	n	Registered	Not Registered
Male	197	83.8	16.2
Female	190	90.5	9.5

Table B502. Registered Voter by Housing

Housing	n	Registered	Not Registered
Single Family	297	90.2	9.8
Apartment	34	64.7	35.3
Townhouse/Condo	52	84.6	15.4
Other	7	85.7	14.3

Table B503. Registered Voter by Income

Income	n	Registered	Not Registered
0-\$45,000	25	72.0	28.0
\$45,001-\$100,000	80	90.0	10.0
\$100,001-\$150,000	75	89.3	10.7
\$150,001-\$200,000	77	90.9	9.1
Over \$200,000	45	93.3	6.7

Table B504. Registered Voter by Race

Race	n	Registered	Not Registered
Caucasian	271	94.5	5.5
Asian	54	64.8	35.2
African-American	21	90.5	9.5
Hispanic	16	50.0	50.0
Other	17	76.5	23.5

Table B505. Registered Voter by Years in Cary

Years in Cary	n	Registered	Not Registered
0-1	11	81.8	18.2
2-5	117	75.2	24.8
6-10	94	88.3	11.7
Over 10	157	95.5	4.5
Native	11	90.9	9.1

Voted in 2019 Local Elections Crosstabulations

**Table B506. Voted in 2019 Local Elections
by Age**

Age	n	Voter	Nonvoter
18-25	18	11.1	88.9
26-55	233	62.2	37.8
56-65	46	80.4	19.6
Over 65	49	79.6	20.4

**Table B507. Voted in 2019 Local Elections
by Education**

Education	n	Voter	Nonvoter
HS/Some College	88	47.7	52.3
College Degree	218	69.3	30.7
PhD/JD/MD	36	72.2	27.8

**Table B508. Voted in 2019 Local Elections
by Gender**

Gender	n	Voter	Nonvoter
Male	170	61.2	38.8
Female	173	67.1	32.9

**Table B509. Voted in 2019 Local Elections
by Housing**

Housing	n	Voter	Nonvoter
Single Family	266	71.1	28.9
Apartment	27	37.0	63.0
Townhouse/Condo	46	47.8	52.2
Other	7	28.6	71.4

**Table B510. Voted in 2019 Local Elections
by Income**

Income	n	Voter	Nonvoter
0-\$45,000	22	18.2	81.8
\$45,001-\$100,000	75	60.0	40.0
\$100,001-\$150,000	67	67.2	32.8
\$150,001-\$200,000	69	73.9	26.1
Over \$200,000	42	73.8	26.2

**Table B511. Voted in 2019 Local Elections
by Race**

Race	n	Voter	Nonvoter
Caucasian	261	69.3	30.7
Asian	35	54.3	45.7
African-American	19	52.6	47.4
Hispanic	8	25.0	75.0
Other	14	50.0	50.0

**Table B512. Voted in 2019 Local Elections
by Years in Cary**

Years in Cary	n	Voter	Nonvoter
0-1	11	27.3	72.7
2-5	92	50.0	50.0
6-10	83	61.4	38.6
Over 10	149	77.9	22.1
Native	11	63.6	36.4

Years in Cary Crosstabulations

Table B513. Years in Cary by Age

Age	n	0-1	2-5	6-10	Over 10	Native
18-25	25	16.0	36.0	24.0	16.0	8.0
26-55	269	1.5	36.4	29.4	31.2	1.5
56-65	46	2.2	17.4	8.7	69.6	2.2
Over 65	51	3.9	7.8	9.8	70.6	7.8

Table B514. Years in Cary by Education

Education	n	0-1	2-5	6-10	Over 10	Native
HS/Some College	107	5.6	33.6	24.3	32.7	3.7
College Degree	241	2.1	29.0	24.1	42.7	2.1
PhD/JD/MD	39	0.0	33.3	23.1	38.5	5.1

Table B515. Years in Cary by Gender

Gender	n	0-1	2-5	6-10	Over 10	Native
Male	199	3.0	35.2	19.1	39.7	3.0
Female	194	2.6	26.3	29.4	39.7	2.1

Table B516. Years in Cary by Housing

Housing	n	0-1	2-5	6-10	Over 10	Native
Single Family	300	0.7	25.3	25.7	45.3	3.0
Apartment	35	11.4	71.4	11.4	5.7	0.0
Townhouse/Condo	52	5.8	36.5	25.0	32.7	0.0
Other	7	28.6	14.3	0.0	28.6	28.6

Table B517. Years in Cary by Income

Income	n	0-1	2-5	6-10	Over 10	Native
0-\$45,000	25	12.0	32.0	16.0	28.0	12.0
\$45,001-\$100,000	80	3.8	35.0	20.0	41.3	0.0
\$100,001-\$150,000	75	1.3	29.3	24.0	42.7	2.7
\$150,001-\$200,000	77	1.3	24.7	32.5	37.7	3.9
Over \$200,000	45	0.0	31.1	22.2	40.0	6.7

Table B518. Years in Cary by Race

Race	n	0-1	2-5	6-10	Over 10	Native
Caucasian	271	3.3	25.5	21.4	46.1	3.7
Asian	55	1.8	41.8	36.4	20.0	0.0
African-American	21	0.0	42.9	19.0	33.3	4.8
Hispanic	16	0.0	31.3	37.5	31.3	0.0
Other	17	5.9	47.1	17.6	29.4	0.0

Table B519. Years in Cary by Voter Status

Voter Status	n	0-1	2-5	6-10	Over 10	Native
Registered	340	2.6	25.9	24.4	44.1	2.9
Not Registered	50	4.0	58.0	22.0	14.0	2.0

Table B520. Years in Cary by Voted in 2019 Local Elections

Voting Action	n	0-1	2-5	6-10	Over 10	Native
Voter	223	1.3	20.6	22.9	52.0	3.1
Nonvoter	123	6.5	37.4	26.0	26.8	3.3

Appendix C

Town Government Staff Interaction

Town Government Staff – Please tell us specifically what you recall about this interaction (for responses below 5).

- They were nasty about cooking oil containers. The service to recycle cooking oil has declined making it harder to do.
- I planted iris flowers around fire hydrant in my yard. The Town put a note in my mail box. They did not give me reasonable time to move them and called and threatened my wife.
- Inspections by the Planning Department are not easy. The people are very rude and short with you and it makes my job harder as a developer. One guy refused to go around the house and use a different entrance and said to call him once everything was complete. Everything was usable and accessible. But most of the people that work for Cary are great.
- The Town told me I need to remove 50 trees off my property and then told me I was in violation. They made me replant the same kind of tree.
- How they look at rezoning for business. It takes 11 months to find out if they can rezone and 11 more months to do anything. Companies are not going to wait 2 years.
- My wife and I started a business and went to the Chamber of Commerce. They were not helpful at all. We had to go online. It is a shame no one in Cary knows how to help people start a business.

Appendix D

Streets/Roads That Need Attention

Can you provide specific examples of streets and roads (# of times mentioned) that need more attention (for responses below 5)?

- Throughout Cary (10) – potholes, more roads needed, hard to see lines in rain, sidewalks needed, add more overhead street signage, blinking left turn arrows are confusing, construction traffic, dead animal removal
- Maynard Road (5) – potholes, bushes need cutting, should not give whole lane to bikers, have developers put in extra lane, left hand turn lights needed
- High House Road (4) – repaving needed at Maynard, stoplight needed at Jenks Carpenter, potholes, left hand turn lights needed
- Highway 55 (2) – Stoplight timing is poor, street lighting is poor
- Kildaire Farm Road (2) – potholes, stoplight cycle too long at Lochmere
- Lochmere Drive (2) – potholes, paint lines and crosswalks
- Green Level Church Road (2) – stoplights needed, sidewalks needed at 55, poor road conditions
- Morrisville Parkway – lines needed after paving
- Cary Parkway – potholes
- Brier Creek Parkway – uneven sidewalks
- Reedy Creek Road – bushes need cutting
- Jenks Carpenter – traffic signals needed
- Indian Wells Road – at NC 55 no working street lights
- Old Apex Road – no sidewalks
- New Holland Place – grass growing in cracks in the street, overgrown property not maintained
- Carpenter Village – potholes
- Morrisville/Carpenter Road – potholes, left lane timing needs to be fixed
- Ederlee Drive – sidewalks needed on both sides near Koka Booth
- Edinburgh Drive – sidewalks needed in 200 block
- Chapel Hill Road – sidewalks needed
- Green Hope School Road – sidewalks needed
- Walnut Hills – roads in poor condition, water main repair taking months
- Holly Springs Road – speed limit too high, difficult left turn at Ten Ten
- Carpenter Fire Station Road – another traffic light needed
- Highway 64 – street lighting is poor
- Fryar Lane – speed bumps needed
- Kingston Ridge Road – paint spill in road
- Highcroft Drive – cars don't stop at crosswalks
- Ten Ten Road – traffic
- West Johnson Street – sidewalks needed
- Crimmons Circle – paved all except for 20 feet
- Chatham Street – potholes, left hand turn lights needed
- I-40 – street lighting is poor
- Harrison Grande Apartments – potholes in street behind complex
- Metlife Building – takes 10 minutes to get out to main road
- Castalia Drive – can't see traffic due to hill in road
- McArthur/Davis Drive – needs to be completed
- Harrison Street – potholes

Appendix E

Town Parks & Recreation or Cultural Program Participation

Please tell me which program (# of comments) you or a member of your household most frequently participated in and where?

- Camps (19)
Location: Multiple locations, Bond Park, Stevens Nature Center, Art Center
- Art and Art class (10)
Location: Cary Art Center, Middle Creek
- Basketball (8)
Location: Multiple locations
- Baseball/T-Ball/Softball (8)
Location: Multiple locations, Bond Park, Lexie Lane Park, Middle Creek, USA Park
- Youth sports (5)
Location: Multiple locations
- Tennis (5)
Location: Cary Tennis Park
- Youth program (5)
Location: Multiple locations, Bond Community Center, Art Center
- Lazy Daze (4)
Location: Downtown
- Festivals/Events (3)
Location: Downtown, Bond Park
- Dance/Shag (3)
Location: Bond Park
- Classes (3)
Location: Bond Park, Town Hall
- Archery (2)
Location: Bond Park
- Dog Days (2)
Location: Bond Park
- Winter Wonderland (2)
Location: Bond Park
- Teen Council (2)
Location: Herbert Young Center
- Boat rental (2)
Location: Bond Park
- Volleyball (2)
Location: Multiple locations
- Biking (2)
Location: Multiple locations, American Tobacco Trail
- Spring Days
Location: Bond Park
- Juneteenth
Location: Downtown
- Bond Park Adventure Day
Location: Bond Park
- Dragon Boat Festival
Location: Koka Booth

- Soccer
Location: Multiple locations
- Starlight Concert
Location: Page-Walker
- Victorian Christmas
Location: Page-Walker
- Martial Arts
Location: Senior Center
- Track-Out Camp
Location: Cary Arts Center
- Senior citizen activities
Location: Senior Center
- Pottery
Location: Cary Arts Center
- Ballet
Location: Bond Park
- Drama class
Location: Art Center
- Yoga
Location: Herbert Young Center
- Zip line course
Location: Bond Park
- Light Show
Location: Amphitheatre
- Zumba
Location: Bond Park
- July 4th
Location: Art Center
- Halloween
Location: Bond Park
- Pumpkin Flotilla
Location: Bond Park
- Road Race
Location: Downtown
- Music programs
Location: Multiple locations
- Dog Park
Location: Multiple locations
- Book Making Class
Location: Art Center

Appendix F

Reasons for Low Ratings (Below 5) for Cary Overall as a Place to Live

Please tell us specifically what about Cary you're finding undesirable?

- Traffic (2)
- High property taxes
- Cutting down trees
- Too much building
- Too crowded

Appendix G

Reasons for Low Ratings (Below 3) for Quality of Life in Cary

Please tell us which aspects of the quality of life in Cary seem worse?

- Traffic (14)
- Overcrowded (11)
- Overdevelopment (7)
- Crime (3)
- Cost of living (3)
- High-density housing (2)
- Construction (2)
- Cutting down trees
- Growth issues
- High property taxes
- Roads
- Infrastructure
- Some aspects are better and some are worse; a lot of changes in the downtown area
- Too many rentals; I don't know neighbors; very uncomfortable
- Water quality
- Compromising the standards of the buildings
- Very busy large town feel
- Nothing to do

Appendix H

Biggest Reasons for Not Recommending Cary as a Place to Relocate

Please tell us the biggest reason you would not recommend Cary as a place to relocate? (# of comments)

- Overcrowded (14)
- Cost of living (4)
- Lack of affordable housing (3)
- High taxes (3)
- Due to growth (2)
- Traffic (2)
- Depends on what someone is looking for (2)
- Crime
- Roads
- If someone is bringing a family with multiple children, the children could be separated in schools
- Yes for residential but not business such as retail
- Too much high-density development; mass development of commercial business
- Nothing to do and a lack of events in Cary
- Not supportive for walkability/active people
- Too many older residents
- Raleigh and Apex are better
- Apex is close to what Cary used to be

Appendix I

Most Important Issue Facing the Town of Cary

What do you feel is the one most important issue facing the Town of Cary? (# of comments)

- Growth/managing growth/overdevelopment (104)
- Can't think of anything/none (64)
- Traffic (61)
- Overpopulation (28)
- Affordable housing (23)
- Schools (21)
- Infrastructure issues with growth (17)
- Cutting down trees/losing greenspace (14)
- Not sure (13)
- Streets/roads (13)
- High taxes (13)
- Cost of living (11)
- Lack of public transportation (8)
- Housing density (7)
- Crime/safety (7)
- Constant construction (5)
- More sidewalks are needed (3)
- Need more stoplights (3)
- Losing Cary's charm/small town feel (3)
- Satisfied with Cary/doing a fine job (2)
- Improve planning (2)
- Senior housing cost (2)
- Cary Towne Mall problems (2)
- More street lighting is needed (2)
- Need more bike lanes (2)
- Liberals taking over (2)
- Cary has no nightlife (2)
- Need more housing (2)
- Putting in too many housing developments and apartments
- Maintaining property values
- Not one big issue
- Google fiber
- Voting issues – people are not informed of choices such as schools, greenways, etc.
- Balance of residential and commercial
- Need more recreational facilities in West Cary
- Flooding
- Traffic signals don't work
- The theater does not play good movies, lacks arts, poor museum
- Need more senior housing
- East Cary does not see much because it is old Cary area; all the new stores are on the West side
- The bus routes are not conducive to downtown Durham and the train is expensive to take
- Quality of life
- Too much focus on new Cary; need to focus on old Cary and keep it up too
- Lack of multigenerational housing; trying to find something for my family and parents

- Maintaining greenways
- Should not charge for use of dog park
- Lack of commercial development in some areas
- Keeping up with electronics
- 5G conversion needs more research and public discussion; most people don't want 5G services
- Ability to maintain what the Town stands for
- Town Manager is excellent; I love the job Cary is doing, really professional; Operation Medicine Drop is a great program
- Need to be more business friendly
- High rise apartments
- They spent 40 million for a park and stuff going in that should have been put toward schooling
- Downtown development is going great and keep up the good work
- Reed Creek needs more variety of stores
- Massage parlors
- Water quality
- Need more local businesses
- Rezoning issues
- More accommodations for the less rich
- More officers patrolling for speeding
- County politics
- It is challenging to get to the West side
- Poor management of money
- Cary is not friendly to an active lifestyle
- Train horn
- Not many couples-oriented things to do
- Recycling
- Racism
- Rude to youth
- Downtown parking
- Quality of life
- Traffic lights too long on red when there is no traffic

Appendix J

Satisfaction With Cary Making Information Available to Citizens Services, Projects, Issues, and Programs That Come to Mind

How satisfied are you with the Town of Cary making information available to citizens about important Town services, projects, issues, and programs? What specific projects, activities, or issues came to mind why you decided on that rating? (Rating)

- I'm sure the opportunity is there; I'm just too busy to keep up with it. (Rated 6)
- I am not seeing communication from the government. (Rated 4)
- I don't know where to find it. (Rated 5)
- I don't know what is going on. Need more communication and where to find it. Am I supposed to get it in the mail? (Rated 4)
- Not sure where to get the information. (Not rated)
- The downtown park spending \$175 per square foot is beyond ridiculous to spend. It was such a waste. Yes, fix it up but don't spend such an astronomical amount. (Rated 4)
- Greenway project updates were hard to find and YMCA. (Rated 7)
- I do not see information about anything. I don't know how to find information about events and performances coming to Cary. (Rated 4)
- I don't see anything going on until it is over. (Rated 6)
- Not knowing when construction is going on. (Rated 4)
- They use to have more information but I am not sure where to find it. I just don't feel informed. (Rated 5)
- Need current events weblink on website. If a current event calendar already exists, then I don't know about it. (Rated 3)
- No information about events in Cary. I never know if something is going on. (Rated 2)
- I am unaware of digital sources of information. (Rated 3)

Appendix K

Satisfaction With Opportunities to Participate in Decision Making Process Services, Projects, Issues, and Programs That Come to Mind

How satisfied are you with the opportunities the Town gives you to participate in the decision-making process? What specific projects, activities, or issues came to mind why you decided on that rating? (Rating)

- The public is not given the opportunity directly. Public speaking at Town Meetings is more indirect. (Rated 4)
- Not actively passing information to residents or no proper channels for this. (Rated 4)
- The Town told us things would be a park but they turned it into a library instead of keeping greenspace. (Rated 1)
- I don't know much about it or how to get involved. (Rated 4)
- Development/planning/spending on most projects going on in Cary. (Rated 4)
- Not sure how to participate. I have not experienced any communication from the Town. (Rated 4)
- Traffic pattern and roundabouts are just stupid. (Rated 4)
- They act like they listen but don't really pay attention. (Rated 4)
- I am unaware of when voting and things are happening for developments and would like to be involved. (Rated 1)
- They get input for Cary Towne Center revitalization but they do what they want. (Rated 3)
- I am not happy with how tax dollars are spent. (Rated 6)

Appendix L

Specific Actions the Town Could Take to Improve Satisfaction With the Focus Areas

Could you please tell us specific actions the Town could take to make you more satisfied with the five focus areas (for responses below 5).

Planning & Development

- Too much building
- Too much development
- Expensive huge houses going up
- Cary Towne Center
- Too much building
- Keep more farms and spaces undeveloped
- There are a lot of older developments that they don't do anything about
- Too many high population apartment complexes, not many single-family homes
- Need revitalization of Cary Towne Center and Crossroads area
- Too many big houses being build beside of little ones
- Need more low-income housing to encourage diversity
- Apartments are huge for the area; it is too much too fast; need to slow down and kind of take a breather to let the land stay in place and look more into how Cary may be overdoing it
- The loading dock of CVS on High House and Davis looks awful
- Stop building; roads are needed that can handle the traffic; stop filling every empty greenspace with high-density housing
- Schools are overcrowded, too many developments before they are needed, overdeveloping
- Too much growth and it has long-term consequences
- Developments are to the high-end and not affordable; need more middle-class housing
- Stay ahead with the infrastructure; the 20-year master plan should be in place and know where you are headed
- Old Cary lacks work and upkeep; new developments are not compatible with the old because of this; need to find that balance
- Too many apartments packed together
- Overcrowding and need to balance everything like they are currently doing
- High density next to low density is not compatible; we need more low-density housing; the schools can't handle the growth
- Overdeveloping
- Too much development, poor infrastructure, poor planning; cheap high-density housing looks so unappealing
- Too much high-density growth; school can't handle the student population; the infrastructure is not in place to handle the group
- Building homes that are high-end and not affordable; Cary also worries too much about greenspace
- Money could be better spent to improve quality of life
- The Town needs to reconsider rezoning
- Need more schools
- Slow down growth and require fewer houses per acre
- Too many people; the area is overdeveloped
- Tearing down old to build new; they should renovate and restore existing
- Too worried about selling land to contractors; the infrastructure is falling apart

- Too many empty commercial buildings and housing yet still building tons of both
- Overdeveloping the area; putting up too many big houses; the area is already full; I don't understand why we keep adding more
- Too much development and overpopulation for a small area; infrastructure on all accounts is a complete failure; do not need 10 drug stores and grocery stores on every corner; it is not as enjoyable anymore; used to be farm land and family oriented, now all open spaces are developed
- Too many high-rise apartments
- The high-density housing is unappealing and poor-quality looking houses
- Too much development
- Overdeveloping the area and clearing too much greenspace
- I am not on board with Cary's vision and discontented with Cary employees
- Too many high-density housing units and buildings going up and commercial businesses
- Housing costs are way too high
- Schools are overcrowded resulting from overcrowding in Town; put responsibility on developers
- Cary is overcrowded and overdeveloped
- Cap the population and build less
- The Town does not support small business
- Too much development and lack of infrastructure
- Too much development at once but generally compatible

Transportation

- No walking paths on Old Apex Road
- Need more stoplights
- Not enough public transportation
- I live in West Cary and the amount of development did not take into account the amount of traffic based on road infrastructure
- Need more bike lanes and not a lot of room; sidewalks stop and you have to walk in road or grass
- The lack of turn lanes causes a lot of unnecessary traffic jams
- Bike path connectivity to downtown is definitely lacking
- Need more train service
- Roads are crowded and underdeveloped; need more sidewalks
- Traffic is the problem; Cary did not take care of roads and traffic problem early enough; need more turn lanes and wider roads; need more street lighting because it is hard to see the lines at night
- Due to the influx of people, traffic is bad in West Cary
- I don't see bus service, it seems like we need more
- Need more speed bumps in neighborhoods; it is very unsafe
- Need solar lights for night driving
- Rush hour traffic has major backups, roads can't handle it; developers need to pay for road expansion and improvement
- Signal light timing is slow in the mornings
- Too many roundabouts
- Get rid of bike lanes and widen roads or just close bike lanes through rush hour on mornings and evenings
- Improve bike lanes
- Traffic is uncontrollable
- Need to widen shoulders for bikers and bus services don't come to my area in Braeloch
- Need more buses and modes of transportation, especially for seniors
- Need more bike lanes and routes
- Improve traffic

- Poor bus scheduling
- Waste of tax dollars on roundabouts
- Traffic is very poor
- No sidewalks and people have to walk in the grass
- More sidewalks with connections to neighborhoods
- Roads need to be widened
- GoCary is a waste of tax dollars, almost no one uses it

Environmental Protection

- Taking away too much wilderness and pushing coyotes into the neighborhood areas
- Recycling is very strict
- Too much clearing of greenspace
- Why do you have to take curbside recycling collection to the front but not trash
- Too restrictive on recyclable items
- Weekly curbside recycling collection would be nice
- During holidays, trash pickup should be more often
- Need recycling bins in public areas
- The Town does not stick to their loose-leaf collection schedule
- Curbside recycling collection should be once a week, my bins are bursting at the seams
- Need larger bin for curbside recycling collection
- I am having to call constantly to get curbside garbage collected; the drivers are very rude
- The trash containers are left in the middle of the driveway so it is hard to pull in
- Curbside recycling collection should be weekly
- They only sell rain barrels in the spring, need to sell them for longer
- Need more curbside loose leaf collection than three times a season
- Curbside recycling collection should be once a week with a bigger bin
- Cutting down way too many trees and greenspace
- Need recycling more often
- Need to do recycling every week
- The trash containers are left in driveway
- New developments need solar panels and water conservation
- Cutting down too many trees
- \$30,000 to clean sediment out of pond that Cary caused
- Cutting down mature trees and throwing in businesses everywhere
- Need to be less picky on recyclable items
- Curbside recycling collection should be weekly

Keeping Cary Best Place to Live

- Wasting tax payer dollars such as the library; who uses one anymore, everything is digital or online
They are raising taxes; the tax assessment is much higher than homes would sell for
- Improve schools
- I think Cary is cutting too many Town government jobs and it will hurt Cary in the long run
- Dog droppings not picked up on Sykes Street; need a sign put up; this is a public location
- Fire Department should offer car seat installation

Parks & Recreation

- Need more Parks & Recreation programs for autism; I have an autistic son and I would be happy to volunteer in this program; I currently use Raleigh Parks & Recreation; I would also like to have a municipal indoor hockey/soccer located in Cary; I started Triangle Special Hockey for skaters in Cary
- Restrooms in parks need regular cleaning

Appendix M

What Drew Respondent to Visit Downtown

What drew you to visit downtown in the last year?

- Restaurants (130)
- Library (74)
- Shops/shopping (50)
- Brewery/beer store (35)
- Events (28)
- Park (24)
- Visiting/pleasure/fun (24)
- Art/Art Center (22)
- Water fountain (22)
- Quaint/historic feel/atmosphere (20)
- For business/work (18)
- Everything/numerous reasons (16)
- Live in or around the area (13)
- Walkability (13)
- Festivals (12)
- Theater (11)
- Drug store/Ashworth (10)
- Ice cream (9)
- Church (8)
- Meet friends (7)
- Driving/passing through (6)
- Bars/pubs (6)
- Farmer's Market (5)
- Nothing in particular (5)
- Bakery (4)
- Hotel (4)
- Lazy Daze (4)
- Train station (3)
- Food truck (3)
- Parade (3)
- Family times (3)
- Post Office (3)
- Coffee shop (3)
- New businesses (3)
- Scenery/greenspace (3)
- Auto service (2)
- Ping pong (2)
- Music (2)
- Food Truck Rodeo
- Ballet classes
- Zombiepaloosa
- Dog Walk
- Winery
- Town center

- Night life
- Flute lessons
- Hair dresser
- Sculptures
- Ball practice
- Town Hall
- Feels safe
- Tennis
- Games
- Road race
- Herbert Young Center
- Jeweler
- Police Department medication drop-off
- Front Porch Fridays
- Exercise

Appendix N

Why Respondent Did Not Visit Downtown Last Year

Why did you not visit downtown in the last year?

- No interest/don't like it (10)
- I live in West Cary, too distant (9)
- Schedule/work/busy (7)
- Not much to do downtown and need more things to do to draw people in (6)
- No reason (4)
- Retired or elderly (2)
- I don't get out much (2)
- Out of the way/hassle
- I don't drive
- I normally go to Raleigh but hope to get to Cary soon
- No downtown vibe
- I have younger children
- Downtown area too small
- Parking
- Need more fine dining choices with good selection of wines
- Nothing to do for youth
- I go to Raleigh

Appendix O

Statistical Significance of the Town's Service Dimensions

Service Dimension	Sample Size 2020/2018	t-value	Statistical Significance
Town Government: Courteous	84/95	.61	No
Town Government: Fairness	--	--	--
Town Government: Helpful	84/95	.74	No
Town Government: Professionalism	84/95	.21	No
Town Government: Knowledgeable	84/95	.07	No
Town Government: Promptness of Response	84/93	.79	No
Town Government: Overall Quality of Customer Service	84/95	.80	No
Cleanliness and Appearance of Parks	391/394	.07	No
Cleanliness and Appearance of Greenways	389/388	.05	No
Cleanliness and Appearance of Bus Shelters	335/258	3.28	Yes
Cleanliness and Appearance of Streets	400/401	1.76	No
Cleanliness and Appearance of Median/Roadsides	399/401	1.69	No
How Well Cary Maintains Traffic Signs	--	--	--
How Well Cary Maintains Street Pavement Markings	--	--	--
How Well Cary Maintains Traffic Signals	399/398	2.29	Yes
How Well Cary Maintains Sidewalks	398/394	.32	No
How Well Cary Maintains Streets	399/400	2.48	Yes
Police Department: Fairness	79/89	1.67	No
Police Department: Courteous	80/89	1.30	No
Police Department: Competence	79/89	1.75	No
Police Department: Response Time	55/54	1.58	No
Police Department: Problem Solving	77/88	2.06	Yes
Fire Department: Response Time	26/17	.00	No
Fire Department: Problem Solving	32/29	.00	No
Fire Department: Competence	34/29	.91	No
Fire Department: Courteous	34/29	1.31	No
Fire Department: Fairness	34/28	1.33	No
Parks & Recreation: Facility Quality	92/118	.65	No
Parks & Recreation: Cost or Amount of Fee	80/95	1.73	No
Parks & Recreation: Overall Experience	92/119	.66	No
Parks & Recreation: Program Quality	93/120	.10	No
Parks & Recreation: Instructor/Coach Quality	69/78	.20	No
Parks & Recreation: Ease of Registration	90/112	.90	No
Cary Overall as a Place to Live	399/401	2.25	Yes
Quality of Life in Cary	394/394	3.25	Yes
Overall Quality of the Services Provided by Cary	395/395	2.63	Yes
Overall Value of the Services Provided by Cary for the Taxes Paid	386/394	2.34	Yes
How Safe Do You Feel in Cary Overall	399/401	2.04	Yes
Satisfaction with Cary Making Information Available to Citizens	397/397	2.05	Yes
Satisfaction with Opportunities to Participate in Decision Making	386/385	4.85	Yes
Solid Waste Services: Curbside Garbage Collection	366/372	2.01	Yes
Solid Waste Services: Curbside Yard Waste Collection	254/267	2.98	Yes

Statistical Significance of the Town's Service Dimensions

Service Dimension	Sample Size 2020/2018	t-value	Statistical Significance
Solid Waste Services: Curbside Recycling Collection	341/348	3.09	Yes
Solid Waste Services: Curbside Loose Leaf Collection	253/256	4.01	Yes
Focus Area: Parks, Recreation, and Cultural Resources	396/398	1.88	No
Focus Area: Best Place to Live, Work, and Enjoy	388/398	.61	No
Focus Area: Environmental Protection	389/389	2.44	Yes
Focus Area: Transportation	395/396	3.09	Yes
Focus Area: Planning & Development	390/387	1.29	No
Home Neighborhood: Safety	399/398	1.90	No
Home Neighborhood: Desirability	399/396	3.19	Yes
Home Neighborhood: Strength	396/395	2.86	Yes
Home Neighborhood: Community Connection	395/397	4.09	Yes
Housing Choices: Households with Children	368/379	2.67	Yes
Housing Choices: Households without Children	361/378	1.34	No
Housing Choices: Members of the Local Workforce	364/374	.59	No
Housing Choices: Young Professionals	368/377	.76	No
Housing Choices: Multigenerational Households	357/366	.85	No
Housing Choices: Seniors	362/358	.51	No
Importance of Giving Back to My Community	398/398	.91	No