

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

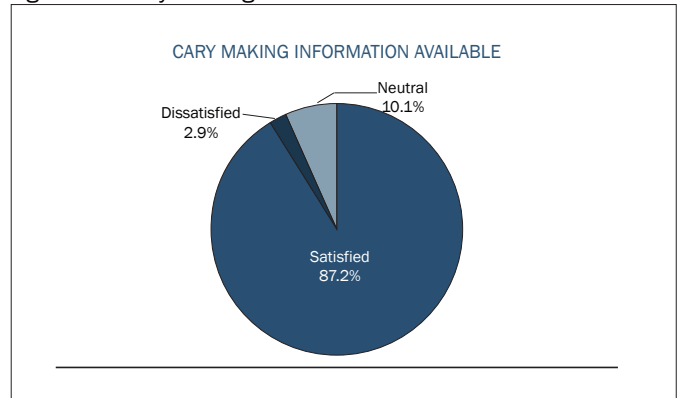


Table 54. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs

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

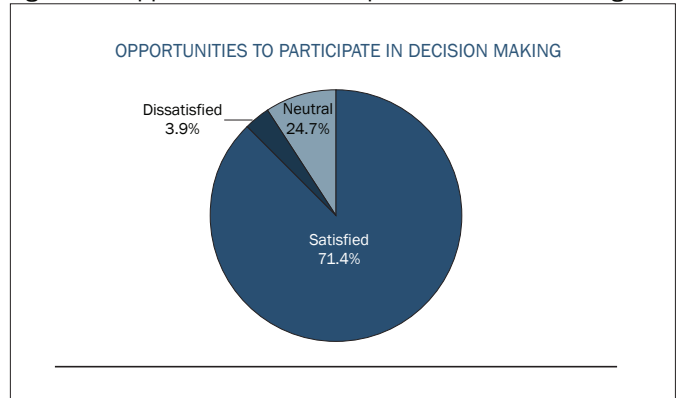


Table 55. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process

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