

Appendix A

**Town of Cary
2008 Biennial Citizen Survey**

Hello, my name is _____ and I am calling for the Town of Cary. On a regular basis Cary conducts a citizen survey so that we can improve the services the Town offers you. Your opinion is very important to Cary.

Are you a resident of the Town of Cary?

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

Are you over the age of 18?

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

1. Have you had any business contact with any Town Government staff in the past two years?

- c Yes (Continue)
- c No (Skip to #2)

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

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

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

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

(For responses below 5) Can you provide specific examples of roads that need more attention (name place and problem)?

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

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

(For responses below 5) Can you provide specific examples of places that need more attention (name place and problem)?

4. Have you had any contact with the Cary Police Department in the past two years?

- c Yes (Continue)
- c No (Skip to #5)

Was the person you contacted at the Police?

- c Police Officer
- c Clerk
- c Dispatcher
- c Animal Control
- c Detective
- c Not Sure

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

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

5. Have you had contact with the Cary Fire Department in the past two years?
 c Yes (Continue) c No (Skip to #6)

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

6. Have you or anyone in your household participated in a Town of Cary Parks, Recreation & Cultural Resources' Department Program in the past two years?
 c Yes (Continue) c No (Skip to #7)

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

Program _____ Location _____
 Program _____ Location _____

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

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

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

c	c	c	c
0 (Skip to #8)	1-2	3-5	Over 5

How many of your school-age children would likely participate at least once a year in a Town of Cary parks, recreation, or cultural program specifically designed for year-round school students during the track out periods? _____

8. How many people in your home of any age would benefit from recreation services that accommodate people with disabilities? _____

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

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

(For responses below 5) Please tell us specifically what about Cary you're finding undesirable? _____

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

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

(For responses below 3) Please tell us which aspects of the quality of life in Cary seem worse? _____

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

12. Comparing traffic inside Cary to traffic inside other areas in the Triangle, would you say that traffic generally flows in Cary (read choices)?

c	c	c
Better than most other places in the Triangle	About the same as most other places in the Triangle	Worse than most other places in the Triangle

13. Please tell us how safe you feel in Cary overall? Use a 9-point scale where 1 is extremely unsafe and 9 is extremely safe.

1	2	3	4	5	6	7	8	9
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14. Specifically, how safe do you feel in your home neighborhood? Use a 9-point scale where 1 is extremely unsafe and 9 is extremely safe.
- | | | | | | | | | | |
|--|------------------|---|---|---|---------|---|---|---|----------------|
| | Extremely Unsafe | | | | Average | | | | Extremely Safe |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | Extremely Unsafe | | | | Average | | | | Extremely Safe |
15. How about at public places around Cary, like when you're shopping, out to eat, or at the movies- how safe do you feel, using the same 9-point scale?
- | | | | | | | | | | |
|--|------------------|---|---|---|---------|---|---|---|----------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | Extremely Unsafe | | | | Average | | | | Extremely Safe |
16. Cary's municipal tax rate is 42 cents per \$100 of property valuation. A home valued at \$100,000 will have a tax of \$420. By comparison the same home will have a tax of \$459 in Charlotte, \$730 in Raleigh, and \$618 in Durham. For the services provided, do you feel the Cary tax rate is? (Read choices)

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

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

	Never Use								Frequently Use
	1	2	3	4	5	6	7	8	9
17a. Cary News	1	2	3	4	5	6	7	8	9
17b. Raleigh News & Observer	1	2	3	4	5	6	7	8	9
17c. Television	1	2	3	4	5	6	7	8	9
17d. Radio	1	2	3	4	5	6	7	8	9
17e. Town's website	1	2	3	4	5	6	7	8	9
17f. Internet e-mail with Cary	1	2	3	4	5	6	7	8	9
17g. Word-of-Mouth	1	2	3	4	5	6	7	8	9
17h. 24-Hour Town Hall Phone Service	1	2	3	4	5	6	7	8	9
17i. Cary TV 11 Cary's Govt. Access Cable Channel	1	2	3	4	5	6	7	8	9
17j. BUD (Cary's water & sewer bill newsletter)	1	2	3	4	5	6	7	8	9
17k. Town's Block Leader Program	1	2	3	4	5	6	7	8	9
17l. Parks, Recreation, and Cultural Resources Program Brochure	1	2	3	4	5	6	7	8	9
17m. Independent Weekly	1	2	3	4	5	6	7	8	9
17n. Internet blogs, message boards, social media	1	2	3	4	5	6	7	8	9

18. Do you have access to the Internet at?
- Home
 Office
 Both
 Neither (Skip to #20)

19. Is your internet access?
- High speed
 Dial-Up
 Both

20. Overall, how well informed do you feel about Town government services, projects, issues, and programs affecting you? Use the 9-point scale where 1 is not informed at all and 9 is very well informed.

	1	2	3	4	5	6	7	8	9
	Not Informed At All				Average				Very Well Informed

21. How satisfied are you with the Town of Cary in making information available to citizens about important Town services, projects, issues, and programs? Use the 9-point 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

22. Using the same scale, how satisfied are you with the opportunities the Town gives you to participate in the decision-making process?

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

23. Do you have cable service through Time-Warner Cable?

- c Yes (Continue)
- c No (Skip to #28)

How often do you watch, whole or in part, meetings of the Cary Town Council, School Board, or Wake County Board of Commissioner on Cary TV Channel 11? (Read choices)

- c Never
- c At Least Once a Year
- c Several Times a Year
- c At Least Once Every Month
- c Several Times Every Month

24. How often do you watch, whole or in part, the station's monthly news magazine program BUD-TV? (Read choices)

- c Never
- c At Least Once a Year
- c Several Times a Year
- c At Least Once Every Month
- c Several Times Every Month

25. How often do you watch Cary TV's Electronic Bulletin Board messages? (Read choices)

- c Never
- c At Least Once a Year
- c Several Times a Year
- c At Least Once Every Month
- c Several Times Every Month

26. How often do you watch Wink - the live traffic camera images that run during rush hour? (Read choices)

- c Never
- c At Least Once a Year
- c Several Times a Year
- c At Least Once Every Month
- c Several Times Every Month

27. Did you watch, in whole or in part, the 2007 Cary Community Candidate Forum this past fall?

- c Yes
- c No

28. On a scale of 1 to 9 with 9 being the highest rating, rate your level of satisfaction with the following Town of Cary solid waste and recycling services. If you have not used any of the services respond with not applicable.

	Very Dissatisfied				Neutral					Very Satisfied	
	1	2	3	4	5	6	7	8	9	NA	
28a. Curbside recycling	1	2	3	4	5	6	7	8	9	NA	
28b. Curbside garbage	1	2	3	4	5	6	7	8	9	NA	

29. How supportive would you be of the Town adding chipboard and junk mail to the curbside recycling program keeping in mind it could add as much as 50 cents to your monthly solid waste bill? Use a 9-point scale where 1 is not supportive at all and 9 is very supportive, while 5 is neutral.

	1	2	3	4	5	6	7	8	9	
	Not Supportive at All				Neutral					Very Supportive

30. We are interested in learning what citizens know about storm drains, those openings and grates located in the curb along the street. For each item please tell us yes or no if it is acceptable to put the following in a storm drain..

30a. Grass clippings, leaves, and other natural vegetation?	Yes	No	NS
30b. Paint?	Yes	No	NS
30c. Grease and oil?	Yes	No	NS
30d. Rainwater from your home's gutters?	Yes	No	NS
30e. Water from draining a swimming pool?	Yes	No	NS

31. Are you registered to vote in North Carolina?

- c Yes (Continue)
- c No (Skip to #33)

This past fall, Cary municipal elections were conducted using Instant Runoff Voting which asks voters to rank candidates in the same races according to their preferences. How well do you understand the Instant Runoff Voting method? Use a 9-point scale where 1 is do not understand at all and 9 is understand very well, while 5 is neutral?

	1	2	3	4	5	6	7	8	9	
	Do Not Understand at All				Neutral					Understand Very Well

32. Considering that the Instant Runoff Voting saved Cary taxpayers about \$28,000 by not having to hold a physical runoff election, how supportive are you of the Instant Runoff Voting method being used in future Cary elections? Use a 9-point scale where 1 is not supportive at all and 9 is very supportive, while 5 is neutral?

	1	2	3	4	5	6	7	8	9
--	---	---	---	---	---	---	---	---	---

resources issues using the same 9-point satisfaction scale.

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

(For responses below 5) Could you please tell us specific actions the Town could take to make you more satisfied? _____

40. Do you have a 3-day emergency kit complete with food, water, prescription drugs, a flashlight, portable radio, important papers, and emergency contact information?

c Yes c No c Don't Know

41. Does your family have a plan in place for how to get together if a disaster were to strike during work or school?

c Yes c No

42. What is the primary language spoken in your home?

c c c c c c
 English Spanish Chinese Japanese Korean Other

43. How many adults living in your home cannot read, either because they do not see well or they have not learned to read, or for any other reason? _____

44. We would like to know about the sense of community within your neighborhood. Sense of community refers to a feeling of belonging & attachment, connection to others within your community, and mutual support. Please tell us how important having a sense of community with your neighbors is to you? Use a 9-point scale where 1 is not important at all and 9 is very important, while 5 is neutral.

1 2 3 4 5 6 7 8 9
 Not Important at All Neutral Very Important

45. Please rate the strength of the sense of community you actually feel with your neighbors using a 9-point scale where 1 is no sense of community at all and 9 is a very strong sense of community.

1 2 3 4 5 6 7 8 9
 No Sense of Community at All Neutral A Very Strong Sense of Community

46. How often do you typically interact with your neighbors from just saying hello to visiting them to exchanging favors? (Read choices)

c c c c c
 Never Once or Twice a Year Once or Twice a Month Once or Twice a Week Everyday

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

47. How many years have you lived in the Town of Cary? (Read choices)

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

48. Which of the following best describes where you live? (Read choices)

c c c c c c
 Single-Family Apartment Townhouse or Condo Mobile Home Duplex Other

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

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

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

c c c c c
 High School or Less Some College or Technical Bachelors Degree Masters Degree PhD, JD, MD

51. May I ask your race? (Read choices)

c c c c c c

Caucasian African-American Native-American Asian Hispanic Other

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

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

53. By voice: Male Female

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 our citizen's feelings and concerns. Would you be willing to participate in one of our sessions that will last about an hour on a weekend day? You will be compensated for your participation.

Yes No