

TOWN of CARY

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Keep Residents Informed/Involved

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

A set of three questions examined information dissemination and opportunities for involvement in decision making by the residents. The sample was first asked how informed they feel about Town services, issues, and programs that affect them. A nine-point scale from "not informed at all" to "very well informed" was used. Table 48 indicates the respondents felt moderately well informed about matters that affect them. The mean was 5.78 with 55.0% responding above 5. The percentage above 5 or *informed* side was much greater than the percentage below 5 or *not informed* side (55.0% versus 21.5%). Overall, this represents a decline from the 2004 mean of 6.63 with 69.3% responding above 5.

The respondents were next asked their satisfaction with Cary making information available to them concerning Town services, projects, issues, and programs. A nine-point scale from "very dissatisfied" to "very satisfied" was used. Table 49 indicates a moderately high degree of satisfaction with Cary's efforts. The mean this year was 6.63 with 74.0% responding above the midpoint of 5. This represents a decline from 2004 when the mean was 7.15 with 80.0% responding above 5.

Finally, the respondents were asked to rate their satisfaction with the opportunities the Town gives them to participate in the decision-making process. The same nine-point scale from "very dissatisfied" to "very satisfied" was used. Table 50 indicates there has also been a slight decline in the mean this year for this area. The mean was 6.19 (6.62 in 2004) with 64.5% (69.0% in 2004) responding above 5.

Table 48. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them.

Year	Mean	Not Informed	2	3	4	Neutral	6	7	8	Very Well Informed	% Above 5
		At All 1				5				9	
06	5.78	4.6	4.3	5.8	6.8	23.5	13.2	20.0	12.4	9.4	55.0
04	6.63	2.1	1.6	2.6	5.7	18.8	11.5	21.9	12.2	23.7	69.3
02	5.73	5.0	3.0	6.7	5.7	24.1	15.7	22.4	9.0	8.5	55.6

Table 49. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues, and Programs.

Year	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	% Above 5
		1				5				9	
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 50. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process.

Year	Mean	Very Dissatisfied								Very Satisfied	% Above 5
		1	2	3	4	5 Neutral	6	7	8		
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

Resident Informed and Involved Crosstabulations

Crosstabulations were performed on age, children in household under 18, education, housing type, income, internet access, race, years in Cary, and zip code for this set of questions. The crosstabulations on how informed respondents felt about government projects, issues, and programs are shown in Tables B307-B315. There is a relatively high degree of consistency across groups. The groups that felt somewhat less informed (lower means) were the apartment dwellers (4.93), 0-\$20,000 incomes (5.13), 18-25 age group (5.14), and \$20,001-\$30,000 incomes (5.21).

The crosstabulations for making information available to citizens about important Town services, projects, issues, and programs are shown in Tables B316-B324. Again, the means were relatively consistent across groupings. The respondents who felt somewhat less satisfied (lower means) with Cary making information available were 0-\$20,000 incomes (5.80), apartment dwellers (6.00), and African-Americans (6.25).

Finally, the crosstabulations for opportunities for residents to participate in the decision-making process are shown in Tables B325-B333. The lowest means were the 0-\$20,000 incomes (5.31), apartment dwellers (5.50), those in Cary 0-1 year (5.74), and 18-25 age group (5.80).



Cary Town Hall, 316 N. Academy St., Cary, NC 27513 (919) 469-4000
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