

Town of Cary 2016 Biennial Citizen Survey Report

Methodology

The Town of Cary's 2016 Biennial Citizen Survey was conducted from January 2nd through January 24th of 2016. BKL Research administered the telephone survey to 401 residents of the Town of Cary. This resulted in a $\pm 5\%$ margin of error. Both listed, unlisted, and wireless telephone numbers within Cary census blocks were included in the sampling frame and contacted using a random selection process. This year 89.0% of the numbers contacted were wireless. A minimum of four callbacks 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 15-18 minutes and the refusal rate was 20.6%.

The survey instrument consisted of 38 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, streets/roads, perceptions of safety, quality of life, and solid waste services. The survey also examined other issues including information sources, tax rate, information dissemination, opportunities to participate in decision-making, citizen involvement barriers, and new media usage. Another series of questions examined Town Council focus areas in relation to issues such as keeping Cary the best place to live, environmental protection, downtown revitalization, transportation, planning & development, and parks & recreation. The respondents were also asked actions that could improve dissatisfaction with these focus areas. There were questions examining new downtown amenities/activities and satisfaction with the job the Town is doing for senior citizens as well as citizens with disabilities. The respondents were primarily asked to use a 9-point scale. There were open-ended questions examining streets/roads and public areas needing attention and most important issues. The survey incorporated 9 demographic questions.

Demographic Characteristics of the Sample

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 (65.2%) fell between the ages of 26 to 55 with the largest portion in the 36-45 (24.9%) and 46-55 (24.4%) age categories. Figure 2 represents the number of years the respondents had lived in the Town of Cary. A large percentage (73.1%) of the respondents had lived in Cary for 6 or more years with 8.8% native to the Town.

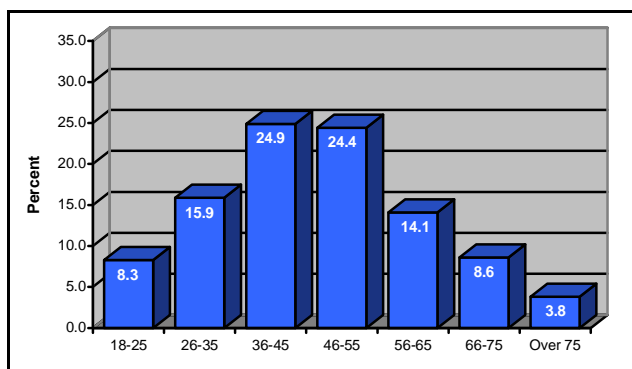


Figure 1. Sample: Age Distribution.

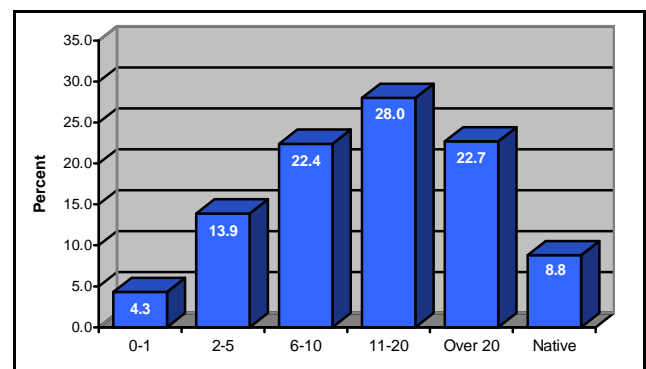


Figure 2. Sample: Years Lived in Cary.

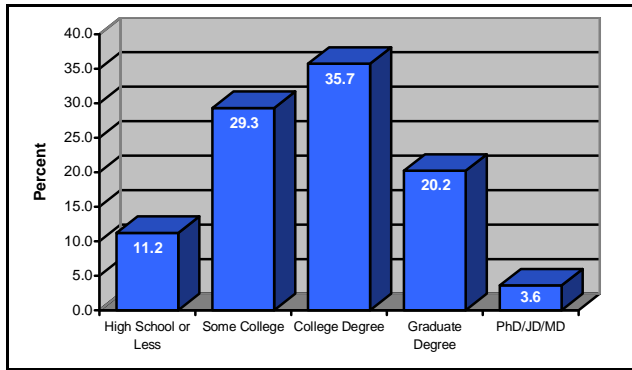


Figure 3. Sample: Educational Level.

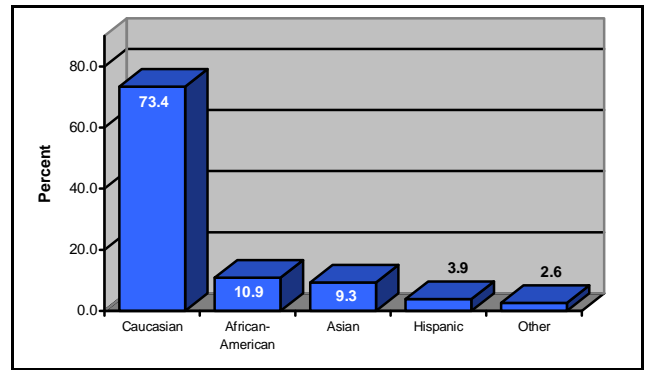


Figure 4. Sample: Race.

There was also a relatively high percentage who had lived in the Town for 11-20 years (28.0%). Figure 3 shows the sample to be a highly educated group. Most of the respondents had graduated with a college degree (59.5%) including 20.2% of those earning a graduate degree and 3.6% a PhD, JD, or MD degree. Figure 4 details the racial breakdown of the sample showing 73.4% of the respondents were Caucasian, 10.9% were African-American, 9.3% were Asian, and 3.9% were Hispanic. There were high levels of household income for the sample (Figure 5). This is illustrated in the large percentage of respondents in the over \$150,000 (29.4%) and \$100,001-\$150,000 (21.2%) income categories. In terms of gender, 51.2% of the sample were male and 48.8% were female (Figure 6). Most of the respondents (72.9%) resided in single family homes, 14.8% in a townhouse/condominium, and 11.1% in an apartment. This year, there were 91.9% (89.0% in 2014) of the

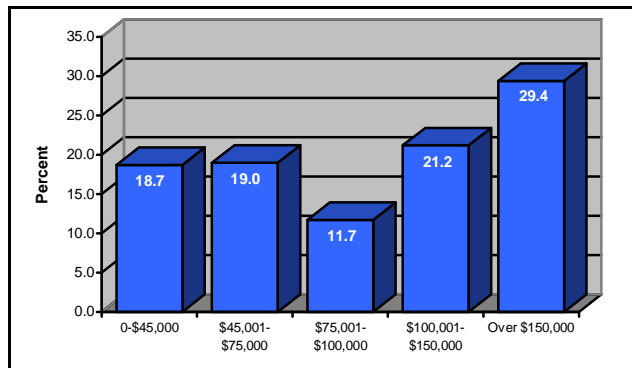


Figure 5. Sample: Income.

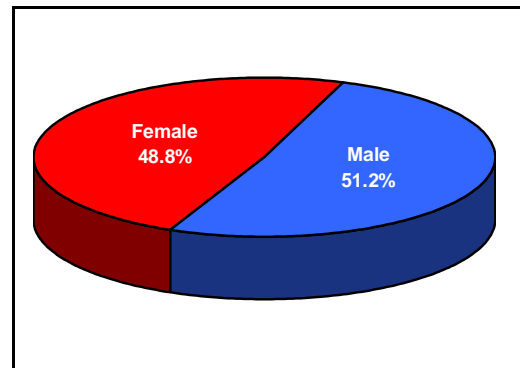


Figure 6. Sample: Gender.

respondents who indicated they were registered voters and 50.0% (57.8% in 2014) of those voted in the 2015 local elections. Selected crosstabulations on age (B414-B419), education (B420-B427), gender (B428-B433), housing type (B434-B440), income (B441-B448), race (B449-B455), voter status (B456-B462), voted in 2015 local elections (B463-B469), and years in Cary (B470-B476) are included in Appendix B. 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. This was done for those questions that rated the services on the 9-point scale using the very poor (1) to excellent (9) response set. Grades tend to be easier to understand and use in goal setting for planning cycles. The respondents were also asked if they would agree to participate in a focus group session to give Cary even more insight into their citizen's opinions and attitudes with 45.8% 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 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. It is difficult to interpret crosstabulations with small sample sizes for a specific demographic subgrouping. For that reason, sample sizes of less than 10 respondents in a subgroup will not be discussed. Keep in mind that any of the crosstabulations with a sample size this small will have exceptionally high margins of error. As for terminology, a subgroup would be a specific breakout category in a particular demographic group such as 18-25 age group or \$100,001-\$150,000 income level.

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, over \$150,000), race (Caucasian, African-American, Asian, 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 limited number. All the tables are displayed in percentages unless otherwise stated.

Significance tests were conducted on the mean differences for the 2014 and 2016 surveys. Any service dimension 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 confidence 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. An asterisk will be placed after any mean in the tables that is statistically significant such as 8.53*. Appendix X lists the significance tests for all the Town's service dimensions comparing changes from 2014 to 2016.

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 19.7% (24.0% in 2014) or 79 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 1998-2014 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 possible trends.

The results show continued high ratings for the Town Government staff that have improved since 2014. The means improved for all six of the service dimensions. The mean increases resulted in grade improvements for *professionalism* (B+ to A-), *knowledgeable* (B to A-), *helpful* (B+ to A-), and *overall quality of customer service* (B to A-). Tables 2-7 placed in descending order of ratings indicate the solid marks of A- for *courteous*, *professionalism*, *knowledgeable*, *helpful*, and *overall quality of customer service*. The grade for *promptness of response* remained unchanged at B+ but now borders on an A-. The means for *knowledgeable*, *helpful*, *overall quality of customer service*, and *promptness of response* were the highest means earned to date for these services. In summary, the Town Government staff earned its best overall performance for any year with 4 of the 6 grades improving from the 2014 results.

Table 2. Town Government Staff: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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: Professionalism.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 4. Town Government Staff: Knowledgeable.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 5. Town Government Staff: Helpful.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 6. Town Government Staff: Overall Quality of Customer Service.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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+

Table 7. Town Government Staff: Promptness of Response.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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-

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 4 total comments and the two main concerns were receiving no help from the staff and difficulties making contact (Appendix C).

Town Government Staff Crosstabulations

The crosstabulations (Appendix B) were conducted on selected demographic variables (age, education, gender, housing type, income, race, and years in Cary). As mentioned earlier, any subgroupings with sample sizes of less than 10 will not be discussed in the report. The breakdowns for contact with the Town Government are shown in Tables B1-B7. The highest levels of contact (in order) were other housing dwellers (30.0%), over \$150,000 income level (28.1%), Hispanics (26.7%), Cary natives (25.7%), and 56-65 age group (23.2%). The lowest levels of contact with the Town Government were the 18-25 age group (6.1%), other races (10.0%), apartment dwellers (11.4%), 0-1 year residents (11.8%), 0-\$45,000 income level (13.1%), and PhD/JD/MD degrees (14.3%).

The grades for *courteous* (B8-B14), *professionalism* (B15-B21), *promptness of response* (B22-B28), *helpful* (B29-B35), *knowledgeable* (B36-B42), and *overall quality of customer service* (B43-B49) were high and consistent across the subgroups. The only grade in the C range was for *helpful* (C+) by 2-5 year residents; however, the sample size was only 10. The other grades in the C range were from subgroups with very low sample sizes ($n < 10$).

Streets and Roads

The *maintenance of streets and roads* was assessed using a same 9-point grading scale ranging from very poor (1) to excellent (9). Table 8 shows the mean has improved slightly this year from 6.83 to 6.95 and this resulted in a grade increase from C to C+. This year's mean and grade represent the highest rating the Town has earned to date for the maintenance of streets and roads. It is important to keep in mind that streets and roads will likely remain a challenging area for the Town as it continues to experience elevated levels of growth and traffic.

Table 8. How Well Cary Maintains Streets and Roads.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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	7.7	C-
98	6.04	2.2	2.7	4.7	9.0	15.5	17.7	27.9	15.0	5.2	D+

Streets and Roads Needing Attention

The respondents who rated the streets and roads 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 virtually all the roads were potholes and rough pavement. The streets/roads mentioned most often by the respondent were Maynard Road (13 times), Cary Parkway (5 times), Kildaire Farm Road (4 times), Chatham Street (3 times), High House Road (3 times), and Harrison Avenue (2 times). There were also 13 comments indicating all roads in general needed repair. In 2014, the streets mentioned the most often were Maynard Road (10 times), Cary Parkway (9 times), and High House Road (5 times). See Appendix D for all the streets/roads mentioned and their problems.

Streets and Roads Crosstabulations

The crosstabulations for streets and roads were performed on age, housing type, and years in Cary (Tables B50-B52). The grades for *maintenance of streets and roads* were mostly in the upper C to low B range across the subgroups. The only mark below the grade of C was by 0-1 year residents with a grade of C-. The highest grade was a B- given by Cary natives, 6-10 year residents, and other housing dwellers.

Cleanliness and Appearance of Public Areas

The cleanliness and appearance of public areas was assessed by a set of four questions. The questions examined the cleanliness and appearance of several public areas including *streets, median/roadsides, parks, and greenways*. 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. The results shown in Tables 9-12 (placed in descending mean order) indicated the respondents were extremely satisfied with the cleanliness and appearance of *parks, greenways, streets, and median/roadsides*. The means for all these public areas improved this year and this resulted in the grades improving for 3 of the 4 areas. In addition, all the mean increases were statistically significant. Even more impressive was that the means and grades represent the highest earned to date for all these public areas.

The grades improved from A- to A for cleanliness and appearance of *parks* and *greenways*. In addition, the grade for *streets* improved from B+ to an A-. Finally, the grade for *median/roadsides* remained at the A- level. However, there was a large mean increase from 8.06 to 8.27 this year. Overall, this year represents the most successful year for cleanliness and appearance of public areas the Town has garnered.

Table 9. Cleanliness and Appearance of Parks.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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
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 Streets.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 12. Cleanliness and Appearance of Median/Roadsides.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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-

Public Areas Needing Attention

The respondents who gave ratings below 5 were asked to give specific examples of public areas needing attention. There were only 4 responses with no pattern evident within the comments (Appendix E).

Public Areas Crosstabulations

Crosstabulations were conducted on age, housing type, and years in Cary for the cleanliness and appearance of public areas. The grades were high and generally consistent for *parks* (Tables B53-B55), *greenways* (Tables B56-B58), *median/roadsides* (Tables B59-B61), and *streets* (Tables B62-B64). No grades fell in the C range this year. In fact, the lowest overall grade for any subgroup was a B+.

Police Department

The performance of the Cary Police Department was assessed with a set of seven 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 31.7% (29.4% in 2014) or 127 respondents. Table 13 indicates most of the respondents had contact with an officer (68.8%) or dispatcher (18.1%). There was more limited contact with a clerk (6.3%) and Animal Control (3.5%). There was no contact with detectives or District Commander by any of the respondents. The results in the table represent several multiple contacts with different Police personnel by the same individual.

Table 13. Police Department: Person Contacted.

Person Contacted	Number	Percentage
Officer	99	68.8
Dispatcher	26	18.1
Clerk	9	6.3
Animal Control	5	3.5
Not Sure	5	3.5
Detective	0	0.0
District Commander	0	0.0

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 14-18). The Police continued to have a very good overall profile. This year all of the means increased from 2014. The mean increases resulted in three of the grades improving. The three service dimensions where the grade improved were *response time* (B+ to A-), *fairness* (B+ to A-), and *problem solving* (B to B+). In addition, this year's mean for *response time* was the highest rating earned by the Police to date and the mean for *problem solving* represented the third highest rating earned. In summary, the Police improved from 2014 with all the means increasing and three grade improving.

Table 14. Police Department: Response Time.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 15. Police Department: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 16. Police Department: Fairness.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.06	3.2	1.6	2.4	0.8	3.2	0.0	7.2	11.2	70.4	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 17. Police Department: Competence.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 18. Police Department: Problem Solving.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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+

Police Department Crosstabulations

The Police crosstabulations (Appendix B) were conducted on selected demographic variables (age, education, gender, housing type, income, race, and years in Cary). The crosstabulations for contact with the Police Department are shown in Tables B65-B71 in Appendix B. Keep in mind only sample sizes of 10 or greater will be discussed. The highest levels of contact with the Police (in order) were other housing dwellers (40.0%), African-Americans (38.1%), 6-10 year residents (34.8%), and over \$150,000 income level (34.4%). The lowest levels of contact were other races (10.0%), PhD/JD/MD degrees (14.3%), and Cary natives (20.0%).

The crosstabulations for the person contacted at the Police Department are shown in Tables B72-B78. The respondents having more than one contact will be put into a category referred to as multiple contacts in the crosstabulation tables. The highest contact with an officer was the 18-25 age group (80.0%), \$100,001-\$150,000 income level (77.3%), Caucasians (72.7%), 6-10 year residents (72.4%), males (72.3%), and single family households (72.3%). The lowest was 2-5 year residents (37.5%), 56-65 age group (43.8%), townhouse/condo dwellers (46.2%), and 0-\$45,000 income level (47.1%). The highest contact with a dispatcher was the over 65 age group (12.5%), 2-5 year residents (12.5%), and 0-\$45,000 income level (11.8%). The lowest contact was zero for several subgroups.

The highest contact with a clerk was apartment dwellers (18.2%), African-Americans (12.5%), and 0-\$45,000 income level (11.8%). The lowest contact was zero for several subgroups. The highest level of contact for animal control was 56-65 age group (12.5%), townhouse/condo dwellers (7.7%), and 0-\$45,000 income level (5.9%). The lowest contact was zero for several subgroups. Finally, the highest level of multiple contacts with the Police was 2-5 year residents (31.3%), townhouse/condo dwellers (30.8%), and \$45,001-\$100,000 (25.0%). The lowest level of contact was from \$100,001-\$150,000 (0.0%) and 6-10 year residents (6.9%).

The crosstabulations for the five service dimensions are shown in Tables B79-B113 in Appendix B. The grades were generally high and consistent across the subgroups. The only grades in C range came from the 18-25 age group who gave the Police below average grades for *courteous* (C-), *competence* (C-), *fairness* (C-), and *problem solving* (C-). Keep in mind, the sample size was only 10 for this breakout. The 0-1 year residents also gave below average grades but the sample size was very limited (n=5).

Fire Department

The performance of the Cary Fire Department was assessed with a set of six questions regarding contact with the Department and 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 9.0% (11.4% in 2014) or 36 respondents. The same 9-point grading scale from very poor (1) to excellent (9) was used.

The results shown in Tables 19-23 (placed in descending mean order) indicate the Fire Department continued to have excellent ratings earning an A+ for *response time*, *competence*, *courteous*, *fairness*, and *problem solving*. All the service dimensions earned the grade of A+ and this has been the case for the past three years. Several of the means were the highest earned to date by the Fire Department including *competence*, *fairness*, and *problem solving* all receiving a mean of 8.91 this year. In addition, the mean for *response time* (8.96) and *courteous* (8.91) represented the second highest means earned. Overall, the Fire Department continued to earn the highest marks for any department in the Town.

Table 19. Fire Department: Response Time.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 20. Fire Department: Competence.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 21. Fire Department: Courteous.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 22. Fire Department: Fairness.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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+

Table 23. Fire Department: Problem Solving.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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

Fire Department Crosstabulations

The crosstabulations for the Fire Department were conducted on age, education, gender, housing type, income, race, and years in Cary. The breakdowns for contact with the Fire Department are shown in Tables B114-B120 in Appendix B. The highest levels of contact (in order) with the Fire Department were from apartment dwellers (18.2%), 56-65 age group (16.1%), 2-5 year residents (14.5%), and \$45,001- \$100,000 income level (14.0%). The lowest levels of contact were for Cary natives (0.0%), over 65 age group (4.1%), over \$150,000 income level (6.3%), and Hispanics (6.7%).

The same set of crosstabulations was conducted for five service dimensions (*competence, courteous, fairness, problem solving, and response time*) are shown in Tables B121-B155. The grades were consistent and very high across all the subgroups. All the grades were in the A range except for B+ grades given in a very low sample size subgroup (n=1).

Parks & Recreation and Cultural Programs

A series of eight questions in the survey specifically examined 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) in which they were involved and the location. The respondents were subsequently asked to rate various aspects of the program(s) including *program quality*, *facility quality*, *cost or fee*, *overall experience*, *ease of registration*, and *instructor quality*. Again, the same 9-point grading scale from very poor (1) to excellent (9) was utilized.

The results showed that 29.5% or 118 of the respondents (27.9% in 2014) indicated someone in their household had participated in a Parks & Recreation or Cultural Program in the past two years. The programs they participated in and locations are shown in Appendix F. The most commonly mentioned programs (in order) were Lazy Daze, festivals/events, basketball, senior citizen activities, camps, baseball/t-ball/softball, tennis, and art/art classes.

The ratings for the six service dimensions examined for the Parks & Recreation and Cultural programs are shown in Tables 24-29 (placed in descending mean order). This year, the service dimensions continued to receive high marks. However, five of the six means decreased slightly this year; although, none of the decreases were statistically significant. The mean decreases resulted in the grades declining for *facility quality* (A to A-), *ease of registration* (A to A-), *program quality* (A to A-), and *cost or amount of fee* (A- to B+). The grade for *overall experience* remained unchanged at the A- level with a slight mean decrease. *Instructor quality* was the highest rated service dimension with a slight mean increase, although the grade was unchanged (A-). Overall even with the decline, the marks for Parks & Recreation remain excellent with five A- grades and one B+ grade.

Table 24. Parks & Recreation: Instructor Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 25. Parks & Recreation: Overall Experience.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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-

Table 26. Parks & Recreation: Facility Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 27. Parks & Recreation: Ease of Registration.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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-

Table 28. Parks & Recreation: Program Quality.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
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 29. Parks & Recreation: Cost or Amount of Fee.

Year	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
16	8.00	1.1	0.0	0.0	2.2	5.4	1.1	17.2	21.5	51.6	B+
14	8.28	0.0	0.0	0.0	0.0	5.4	1.1	8.7	29.3	55.4	A-
12	8.40	0.0	0.0	0.0	0.0	2.9	1.5	13.2	17.6	64.7	A-
10	8.25	0.0	0.8	0.8	0.8	1.7	3.3	10.8	21.7	60.0	A-
08	8.09	0.0	0.0	0.8	0.0	4.2	5.1	16.1	21.2	52.5	A-
06	8.12	0.0	0.0	1.0	1.0	1.0	5.1	15.3	26.5	50.0	A-
04	8.10	0.8	0.0	0.0	0.8	4.0	8.0	10.4	19.2	56.8	A-
02	7.99	0.0	0.0	0.0	0.0	9.7	2.1	17.9	20.7	49.7	B+
00	8.01	0.0	0.9	0.0	0.0	4.7	6.6	10.4	33.0	44.3	B+
98	7.67	4.4	1.5	2.2	0.7	2.2	3.7	14.8	20.7	49.6	B

Parks & Recreation Crosstabulations

The crosstabulations (age, education, gender, housing type, income, race, and years in Cary) for participation in Parks & Recreation programs are shown in Tables B156-B162 in Appendix B. The highest levels of participation (in order) were for PhD/JD/MD degrees (57.1%), over \$150,000 income level (38.9%), college degree (34.2%), Hispanics (33.3%), and over 10 year residents (33.3%). The lowest levels of participation were for Cary natives (8.6%), other races (10.0%), and 0-\$45,000 income level (14.8%). The grades for all the six service dimensions (*ease of registration, program quality, facility quality, overall experience, instructor quality, and cost or amount of fee*) were high and consistent across the subgroups with no grades in the C range (Tables B163-B204).

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 30 indicates that Cary was perceived as a very good place to live. Although not in a traditional grading scale format, if the mean were converted to a grade, then the rating would remain a very strong A- this year. The mean of 8.11 was a slight decrease from 8.23 in 2014. However, this represents the fifth highest mean earned by the Town. This year 97.6% (97.5% in 2014) were on the “desirable” side of the scale (above 5). More telling was the fact that only 0.6% of the responses were on the “undesirable” side of the scale (below 5). 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. There were only two individuals who made comments. Their remarks were too much traffic and it is a little expensive to live in Cary.

Table 30. Cary Overall as a Place to Live.

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

Cary Overall as a Place to Live Crosstabulations

Crosstabulations for Cary as a place to live were conducted on age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years in Cary (Tables B205-B213) in Appendix B. The means were consistent and high across all the subgroups with the lowest mean for all the subgroups was 7.57 (B) for Cary natives.

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 very large percentage of the respondents (68.1%) perceived the quality of life in Cary as the “same” over the past two years (Table 31). This year, the mean has decreased slightly to 3.16 from 3.23 in 2014. Keep in mind, higher means (above 3.00) indicate perceptions of an improvement in the quality of life. It is also important to note the percentage on the “better” side (above the midpoint of 3) of the scale exceeded the percentage on the “worse” side (below 3) of the scale 22.9% to 8.9% (Figure 7). In 2014, this better/worse percentage was 25.7% to 7.9% illustrating the slight decline this year. 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 51 total comments and the primary reasons for lower quality of life ratings were traffic (12 comments), crime (11 comments), overdevelopment (5 comments), road construction/maintenance (4 comments), growth issues (3 comments), taxpayer money wasted (2 comments), and overcrowded (2 comments). The major change in the responses from 2014 was in traffic which went from 3 to 12 comments and crime which went from 2 to 11 comments.

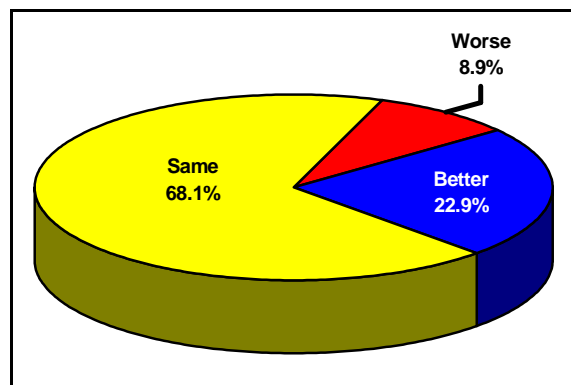


Figure 7. Quality of Life.

Table 31. 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
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

Quality of Life Crosstabulations

The crosstabulations for age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years in Cary are shown in Tables B214-B222 in Appendix B. The highest means (getting better) were other races (3.50) and other housing dwellers (3.40), but the sample sizes were only 10 for both. Other higher means were African-Americans (3.31), 18-25 age group (3.30), 6-10 year residents (3.28), and \$45,001-\$100,000 income level (3.26). The lowest means (getting worse) were for Hispanics (2.93) and 0-1 year residents (2.94) which were the only means below 3.00. In the 31 crosstabulations conducted this year, the “better” percentages exceeded the “worse” percentages in 29 breakouts. The only exceptions were for 0-1 year residents and Hispanics.

Most Important Issue Facing Cary

An open-ended question asked respondents what they feel is the most important issue facing the Town of Cary (Appendix H). The responses show that problems related to growth were again perceived as the key issue. There were 81 comments concerning controlling growth. In addition, there were other growth-related issues of overdevelopment (21 comments) and overpopulation (24 comments). This resulted in 126 total comments directly related to the growth issue. The key concerns besides growth were traffic/improving roads (64 comments), crime/safety (34 comments), schools (31 comments), and infrastructure concerns (17 comments). There were also 64 none/no issues/can't think of any comments and 15 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 2014 were growth issues (151 comments), traffic/improving roads (76 comments), school issues (41 comments), and revitalizing downtown (18 comments).

In summary, growth continues to be the most important issue but has decreased somewhat in importance since 2014. The number of comments declined from 151 to 126. Traffic/improving roads continue to rank second and has also declined slightly in importance (64 versus 76 comments). Schools now rank fourth (third in 2014) also with slightly less overall comments (31 versus 41 comments) over the two-year survey window. The biggest change was in the growing concern for crime/safety with 34 comments up from 12 comments in 2014. This now ranks third moving up from sixth.

How Safe Residents Feel in Cary

The survey included a set of three questions that examine the respondent’s perceptions of safety in Cary overall, in their home neighborhood, and around public places in Town. The respondents were first asked how safe they feel in the Town of Cary overall. A 9-point scale that ranged from extremely unsafe (1) to extremely safe (9) was utilized. The results indicate the respondents perceived a very high level of safety in the Town overall (Table 32). The mean was 8.06 with an impressive 96.0% responding on the “safe” side (above 5) of the scale including 45.1% who answered they felt “extremely safe”. There was only 1.1% on the “unsafe” side (below 5) of the scale (Figure 8). The mean decreased slightly from 8.15 in 2014; however, the percentage indicated they felt “extremely safe” increased from 43.0% to 45.1% this year.

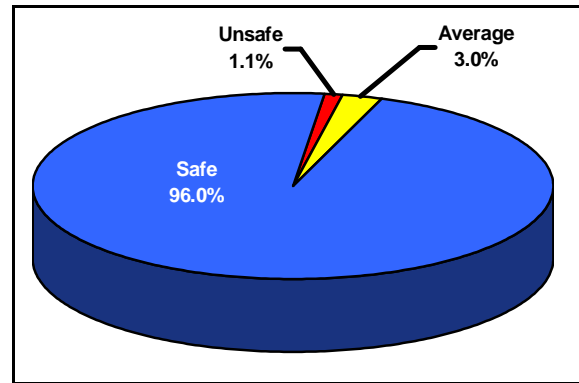


Figure 8. Safe in Cary Overall.

The mean decreased slightly from 8.15 in 2014; however, the percentage indicated they felt “extremely safe” increased from 43.0% to 45.1% this year.

Table 32. How Safe Do You Feel in Cary Overall.

Year	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
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

The respondents were next asked how safe they feel in their home neighborhood (Table 33). The perception of safety was even higher in their neighborhoods with a mean of 8.37 and 97.5% responding on the “safe” side of the scale (above 5) including 58.6% responding “extremely safe”. The “unsafe” side (below 5) of the scale garnered only 0.5% of the responses (Figure 9). The perception of respondent safety in their neighborhood is virtually the same as it was in 2014 with a very slight increase from 8.36. This year’s mean represents the third highest mean earned for how safe respondents felt in their home neighborhood.

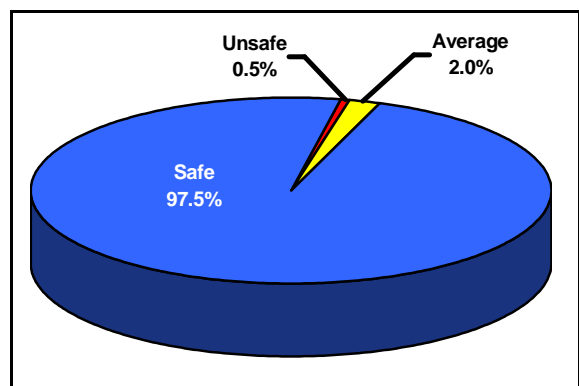


Figure 9. Safe in Home Neighborhood.

Table 33. How Safe Do You Feel in Your Home Neighborhood.

Year	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
16	8.37	0.5	0.0	0.0	0.0	2.0	3.3	5.8	29.8	58.6	97.5
14	8.36	0.5	0.0	0.0	0.5	2.5	2.0	5.0	31.2	58.3	96.5
12	8.38	0.3	0.0	0.8	0.5	1.0	1.5	9.3	25.9	60.7	97.4
10	8.41	0.0	0.0	0.0	0.2	1.5	1.0	7.2	34.2	55.9	98.3
08	8.29	0.0	0.0	0.0	0.0	0.7	2.7	11.1	37.3	48.1	99.2
06	8.22	0.2	0.0	0.2	1.0	1.5	1.5	13.2	33.1	49.3	97.1

Finally, the respondents were asked about how safe they feel in public places around Cary. This would include such activities as shopping, eating out, or going to the movies (Table 34). This year, the mean was 7.89 with 93.5% responding on the “safe” side (above 5) of the scale including 41.1% in the “extremely safe” category. There were only 0.8% on the “unsafe” side or below 5 (Figure 10). This mean has increased slightly from 2014 when it was 7.87. The mean last year was the lowest one earned by the Town for safety since it was first measured in 2006. Worth noting was the relatively large increase in the percentage of respondents indicating they felt “extremely safe” from 34.9% to 41.1% this year. In summary, the respondents felt very safe in all areas of Cary including overall in Cary, their neighborhood, and in public places. Although crime and safety were mentioned more often when respondents were asked the most important issue facing Cary, the respondents still felt a high degree of safety throughout Cary.

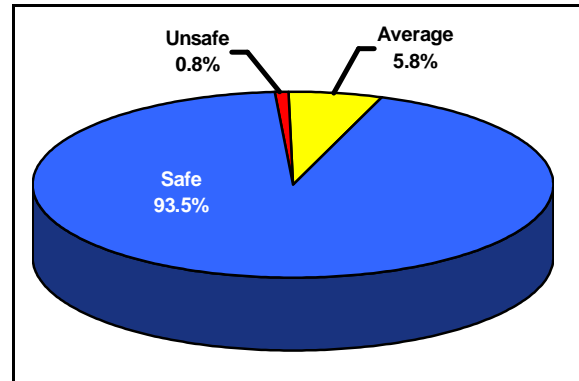


Figure 10. Safe in Public Places.

Table 34. How Safe Do You Feel in Public Places Around Cary (Shopping, Out to Eat, Movies).

Year	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
16	7.89	0.5	0.0	0.0	0.3	5.8	6.8	16.4	29.2	41.1	93.5
14	7.87	0.0	0.3	0.5	0.3	4.3	5.3	19.6	34.9	34.9	94.7
12	8.19	0.0	0.0	0.3	0.3	0.5	2.5	17.1	34.3	45.1	99.0
10	8.18	0.0	0.0	0.0	0.2	2.5	1.0	17.0	34.4	44.9	97.3
08	8.04	0.0	0.2	0.0	0.2	1.7	2.2	20.5	38.3	36.8	97.8
06	7.90	0.0	0.3	0.3	0.5	3.0	4.8	21.5	35.5	34.3	96.1

How Safe Residents Feel in Cary Crosstabulations

Crosstabulations for this set of questions were conducted for age, education, gender, housing type, income, race, and years in Cary. The breakdowns for how safe the respondents feel in Cary overall are shown in Tables B223-B229 in Appendix B. The means for the subgroups were generally high and consistent. Even the lowest perceptions of safety were quite high and these were for 0-1 year residents (7.53), other races (7.80), and Asians (7.89). The highest means were for other housing dwellers (8.40), apartment dwellers (8.36), 2-5 year residents (8.27), and Cary natives (8.26). The crosstabulations for how safe respondents feel in their home neighborhoods are shown in Tables

B230-B236. These means were also very high and consistent. The lowest mean was for 0-1 year residents (7.82) and this was the only mean below 8.00. The highest means were for other housing dwellers (8.90), Cary natives (8.66), townhouse/condo dwellers (8.65), and African-Americans (8.60). Finally, the crosstabulations for how safe respondents feel in public places around Cary are shown in Tables B237-B243. The means were generally high for most of the breakdowns. The lowest means were given by 0-1 year residents (7.65) and Asians (7.69). The highest means were from 2-5 year residents (8.26), apartment dwellers (8.25), African-Americans (8.12), other housing dwellers (8.10), and \$45,001-\$100,000 income level (8.09). These were the only means over 8.00.

Cary Municipal Tax Rate

The survey examined Cary’s municipal tax rate of 37 cents per \$100 of property valuation as compared to other localities (Charlotte, Raleigh, and Durham). A 5-point scale was employed using the response categories of very low (1), somewhat low (2), about right (3), somewhat high (4), and very high (5).

The results for the total sample are illustrated in Table 35. A majority (58.7%) of the respondents felt that the tax rate was “about right” in Cary. This percentage has decreased from 66.9% in 2014. Questions such as this will tend to have a slight skewing to the higher side because these questions are often perceived as a potential justification for a tax increase. However, there was more skewing this year as the mean increased from 3.27 to 3.36 indicating more respondents perceived the taxes were on the higher side of the scale. What drove this mean increase was the percentage of responses on the “high” side (above 3) rose from 26.7% to 35.6% while the percentage on the “low” side (below 3) fell from 6.4% to 5.7% (Figure 11). Although the “high” side rose this year, most of the change was in the “somewhat high” category which increased from 19.1% to 28.3% while the “very high” category actually decreased from 7.6% to 7.3% this year.

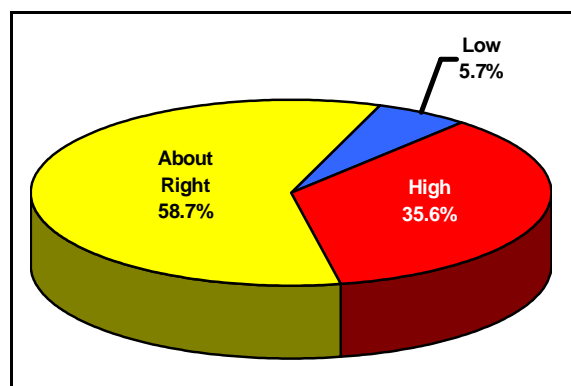


Figure 11. Municipal Tax Rate.

Table 35. Cary Municipal Tax Rate.

Year	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
16	3.36	0.8	4.9	58.7	28.3	7.3	5.7	35.6
14	3.27	1.3	5.1	66.9	19.1	7.6	6.4	26.7
12	3.02	2.0	10.9	71.4	14.4	1.3	12.9	15.7
10	3.10	2.3	7.9	71.1	15.5	3.3	10.2	18.8
08	3.06	2.6	10.6	68.0	16.3	2.6	13.2	18.9
06	3.26	1.9	5.6	64.6	21.2	6.9	7.5	28.1
04	3.34	0.8	3.6	64.8	21.9	8.9	4.4	30.8
02	3.20	0.5	6.3	69.5	20.4	3.3	6.8	23.7
00	3.30	0.5	3.6	66.4	24.0	5.2	4.1	29.2
98	3.13	0.5	7.3	73.7	15.9	2.5	7.8	18.4

Cary Municipal Tax Rate Crosstabulations

The crosstabulations for Cary municipal tax rate were conducted on age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years in Cary (Appendix B). As for the perceptions of the municipal tax rate (Tables B244-B252), the subgroups who perceived the tax rate on the higher side (i.e., highest means) were Asians (3.66), over 65 age group (3.48), high school/some college (3.47), and 0-\$45,000 income level (3.47). The subgroups who perceived the tax rate on the lower side were 0-1 year residents (3.13), over \$150,000 income level (3.19), other races (3.20), college degrees (3.28), and \$100,001-\$150,000 income level (3.28).

Barriers to Citizen Involvement

The survey included a set of questions designed to examine nine barriers to the respondent’s involvement in Town government. The scaling utilized ranged from not a barrier at all (1) to very significant barrier (9). In this instance, the higher the mean indicates the source is more of a barrier to citizen involvement.

Table 36 shows that the most significant overall barrier continued to be *too busy – don’t have time* with a mean of 4.75 with 43.7% of the responses on the “barrier” side (above 5) of the scale. Even though it was the most important barrier to citizen involvement, there were still 45.7% of the responses on the side of “not a barrier” (below 5). There were two other key barriers to involvement including *don’t know about the opportunities* (4.14 with 37.3% on the “barrier” side) and *timing is inconvenient* (3.32 with 22.8% on the “barrier” side). These three represent the most important barriers compared to the other ones examined. In addition, these barriers were the only means above 3.00.

Several other potential barriers were much less significant hindrances to involvement including *topics don’t interest me* (2.87), *issues don’t affect me* (2.71), *don’t feel qualified to offer input* (2.26), *don’t understand government processes* (2.03), *waste of time – one person cannot make a difference* (2.00), and *don’t have transportation* (1.34).

Overall, there have been no changes in the ordering since 2014 (Table 37). The top three barriers of *too busy – don’t have time*, *don’t know about the opportunities*, and *timing is inconvenient* continued to be the strongest barriers while the bottom six remained relatively insignificant barriers as evidenced by their means. One difference from 2014 was that the means for the top three barriers have decreased somewhat indicating they were less of a barrier this year. The means for the other barriers have increased indicating they serve as more of a barrier this year. The only exception was *don’t have transportation* which decreased slightly.

Table 36. Barriers to Involvement in Town Government (In Descending Mean Order) – 2016.

Barrier Type	Mean	Not a Barrier	2	3	4	Neutral	6	7	8	Very Significant	% Above 5
		1				5				Barrier	
Too busy; don’t have time	4.75	37.1	2.3	4.0	2.3	10.8	4.0	8.8	4.3	26.6	43.7
Don’t know about opportunities	4.14	45.0	4.0	4.0	1.5	8.3	4.8	8.5	2.5	21.5	37.3
Timing is inconvenient	3.32	57.3	2.5	2.3	2.3	13.0	2.3	3.5	2.5	14.5	22.8
Topics don’t interest me	2.87	62.0	5.0	1.3	1.5	10.5	3.5	6.0	2.5	7.8	19.8
Issues don’t affect me	2.71	65.3	3.0	2.5	2.3	12.0	1.0	3.0	3.0	8.0	15.0
Don’t feel qualified to offer input	2.26	73.8	2.3	2.5	0.5	9.3	1.8	3.3	2.0	4.8	11.9
Don’t understand government processes	2.03	78.0	1.3	2.0	2.0	8.0	1.8	2.0	0.8	4.3	8.9
Waste of time; one person can’t make a difference	2.00	76.9	2.0	4.3	1.0	7.8	1.8	1.3	1.0	4.0	8.1
Don’t have transportation	1.34	93.3	0.3	0.3	0.8	2.8	0.0	0.8	0.3	1.8	2.9

Table 37. Barriers to Involvement in Town Government (In Descending Mean Order) – 2014.

Barrier Type	Mean	Not a Barrier at All 1	2	3	4	Neutral 5	6	7	8	Very Significant Barrier 9	% Above 5
Too busy; don't have time	5.43	21.5	3.8	4.8	4.0	18.4	4.8	6.3	8.8	27.5	47.4
Don't know about opportunities	4.33	30.8	8.8	7.3	1.5	17.2	5.3	7.8	6.6	14.6	34.3
Timing is inconvenient	3.95	33.7	8.6	5.3	4.3	23.3	6.1	3.5	3.3	11.9	24.8
Topics don't interest me	2.66	51.8	11.7	5.6	4.3	15.6	3.3	3.3	3.1	1.3	11.0
Issues don't affect me	2.43	57.5	11.9	5.3	2.5	14.4	1.0	3.3	2.5	1.5	8.3
Don't feel qualified to offer input	2.06	66.8	9.6	5.3	2.8	9.6	1.0	2.0	0.8	2.0	5.8
Don't understand government processes	2.01	71.6	5.8	2.5	3.0	11.1	1.5	2.3	1.0	1.0	5.8
Waste of time; one person can't make a difference	1.71	78.3	4.0	4.5	0.5	9.6	1.0	1.5	0.3	0.3	3.1
Don't have transportation	1.37	91.1	1.3	1.0	0.8	3.0	0.8	0.3	0.5	1.3	2.9

Table 38. Barriers to Involvement in Town Government (In Descending Mean Order) – 2012.

Barrier Type	Mean	Not a Barrier at All 1	2	3	4	Neutral 5	6	7	8	Very Significant Barrier 9	% Above 5
Too busy; don't have time	5.08	30.9	3.4	2.6	1.3	14.7	4.9	9.3	7.0	26.0	47.2
Don't know about opportunities	4.09	37.2	4.4	4.4	2.8	22.1	5.4	7.2	3.8	12.8	29.2
Timing is inconvenient	3.63	43.8	5.7	3.9	3.6	19.7	4.1	4.9	4.4	9.8	23.2
Topics don't interest me	2.47	59.5	9.2	4.4	4.4	13.1	2.6	2.1	0.5	4.4	9.6
Issues don't affect me	2.35	64.2	3.4	8.8	3.9	10.8	2.8	1.8	0.5	3.9	9.0
Don't feel qualified to offer input	2.02	67.4	9.8	5.4	3.3	9.5	0.0	1.5	0.5	2.6	4.6
Don't understand government processes	1.70	73.5	11.3	3.9	2.1	6.2	0.8	1.0	0.3	1.0	3.1
Waste of time; one person can't make a difference	1.57	79.9	6.9	4.4	1.5	4.4	0.8	0.5	0.0	1.5	2.8
Don't have transportation	1.19	94.1	1.8	0.8	0.0	2.6	0.3	0.3	0.0	0.3	0.9

Table 39. Barriers to Involvement in Town Government (In Descending Mean Order) – 2010.

Barrier Type	Mean	Not a Barrier at All 1	2	3	4	Neutral 5	6	7	8	Very Significant Barrier 9	% Above 5
Too busy; don't have time	4.63	29.0	6.6	9.3	5.1	8.3	6.8	7.6	8.6	18.7	41.7
Don't know about opportunities	3.84	39.5	3.6	7.5	3.1	20.2	5.2	7.0	4.1	9.8	26.1
Timing is inconvenient	3.73	36.0	9.3	9.1	6.5	12.4	5.2	8.0	5.7	7.8	26.7
Topics don't interest me	2.59	55.8	11.8	4.1	3.3	12.6	4.6	2.8	1.0	3.9	12.3
Issues don't affect me	2.21	63.0	10.0	4.6	3.1	12.3	2.6	2.1	0.8	1.5	7.0
Don't understand government processes	1.93	64.8	12.9	5.9	4.4	8.2	2.3	0.5	0.5	0.5	3.8
Waste of time; one person can't make a difference	1.78	72.8	6.4	6.9	4.4	6.4	1.5	0.8	0.0	0.8	3.1
Don't feel qualified to offer input	1.76	68.6	13.6	6.9	2.3	4.9	1.3	1.0	0.8	0.5	3.6
Don't have transportation	1.25	91.0	3.9	1.5	0.5	1.8	0.0	0.0	0.5	0.8	1.3

Barriers to Involvement Crosstabulations

Crosstabulations for the barriers to involvement in Town government were conducted on age, education, gender, housing type, income, race, and years in Cary. The breakdowns are shown in Tables B253-B259 of Appendix B. *Too busy, don't have time* was ranked as the top barrier to involvement rating 1st in 24 of 26 subgroups (with sample sizes of 10 or more). The barrier ranking second overall was *don't know about opportunities*. This barrier rated 2nd in 20 of the subgroups and rated as high as 1st for Hispanics and other housing dwellers. *Timing is inconvenient* generally ranked third for the total sample and did so in 17 of the subgroups. Its highest rating was 2nd for 18-25 age group, apartment dwellers, 0-\$45,000 income level, 2-5 year residents, and other housing dwellers. *Topics don't interest me* was ranked fourth overall and did so in 19 of the 26 subgroups and its highest rating was 3rd for 56-65 age group, over 10 year residents, and Hispanics.

The impact of the remaining barriers was more limited. None of these finished in the top three barriers for any of the subgroups. *Waste of time – one person cannot make a difference* and *don't have transportation* generally rated at the bottom in most of the subgroups.

Information Sources

The survey examined the respondent's usage of 20 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 40 indicates the most frequently used information sources this year in order were word-of-mouth (6.63), BUD (5.30), Cary's website (5.27), Cary News (4.54), television (4.18), Raleigh News & Observer (3.94), Cary's Citizen website (3.54), and radio (3.10). These were the only information sources with a mean above 3.00.

The lesser used information sources with means between 2.00 and 3.00 were Facebook (2.93), Cary email list services (2.67), Parks & Recreation Brochure (2.42), Cary TV Channel 11 (2.34), and Homeowner's Association (2.28). The lowest used information sources of those examined were Independent Weekly (18th), YouTube (19th), and Instagram (20th).

There were changes within the usage of the top ten information sources from 2014 (Table 41). While the top information source remained word-of-mouth, Cary News dropped from 2nd to 4th this year. Other information sources declining in the ratings were television (3rd to 5th), Raleigh News & Observer (5th to 6th), and radio (7th to 8th). BUD moved up in the rankings replacing Cary News and is now the 2nd most used information source moving from 4th. Other information sources moving up in the rankings included Cary's website (6th to 3rd), Cary's Citizen website (7th from 9th), Facebook (12th to 9th), and Cary's Email List Services (13th to 10th). Note that the traditional media sources of television, radio, and newspapers continue to show a decline while social and online media gain importance.

Of the new information sources included this year, LinkedIn ranked the highest at 14th, Nextdoor ranked 16th, while Instagram ranked last overall or 20th. Tables 41-49 show all the information sources' usage in previous years.

Table 40. Most Used Information Sources in 2016 (In Order of Usage).

Information Source	Mean	Never Use								Frequently Use	
		1	2	3	4	5	6	7	8	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 41. Most Used Information Sources in 2014 (In Order of Usage).

Information Source	Mean	Never Use	2	3	4	5	6	7	8	Frequently Use	% Above 5
		1								9	
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 42. Most Used Information Sources in 2012 (In Order of Usage).

Information Source	Mean	Never Use	2	3	4	5	6	7	8	Frequently Use	% Above 5
		1								9	
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 43. Most Used Information Sources in 2010 (In Order of Usage).

Information Source	Mean	Never Use	2	3	4	5	6	7	8	Frequently Use	% Above 5
		1								9	
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 44. Most Used Information Sources in 2008 (In Order of Usage).

Information Source	Mean	Never Use								Frequently Use 9	% Above 5
		1	2	3	4	5	6	7	8		
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 45. Most Used Information Sources in 2006 (In Order of Usage).

Information Source	Mean	Never Use								Frequently Use 9	% Above 5
		1	2	3	4	5	6	7	8		
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 46. Most Used Information Sources in 2004 (In Order of Usage).

Information Source	Mean	Never Use								Frequently Use 9	% Above 5
		1	2	3	4	5	6	7	8		
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 47. Most Used Information Sources in 2002 (In Order of Usage).

Information Source	Mean	Never Use								Frequently Use 9	% Above 5
		1	2	3	4	5	6	7	8		
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 48. Most Used Information Sources in 2000 (In Order of Usage).

Information Source	Mean	Never Use								Frequently Use 9	% Above 5
		1	2	3	4	5	6	7	8		
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 49. Most Used Information Sources in 1998 (In Order of Usage).

Information Source	Mean	Never Use								Frequently Use 9	% Above 5
		1	2	3	4	5	6	7	8		
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

The survey also examined the respondent’s potential usage of four new media sources to communicate with citizens (Table 50). The new media sources examined included Tumblr, Pinterest, Reddit, and Snapchat. It would appear that Pinterest (2.12) and Snapchat (1.90) have the most potential as an information source. There were 6.8% of the respondents who indicated they would “frequently use” Pinterest and 5.8% would “frequently use” Snapchat. There would be more limited use of Reddit and Tumblr. Tables 51-53 shows new media sources from previous years.

Table 50. Potential Use of New Media Sources if Cary Used Them to Communicate with Citizens in 2016 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	5	6	7	8	Frequently Use 9	% Above 5
Pinterest	2.12	80.9	0.0	0.5	0.8	5.8	1.8	1.8	1.8	6.8	12.2
Snapchat	1.90	84.6	0.3	0.3	0.5	4.8	1.3	1.5	1.0	5.8	9.6
Reddit	1.68	86.9	0.3	0.8	0.3	6.3	0.8	1.0	0.0	3.8	5.6
Tumblr	1.63	88.7	0.0	0.3	0.3	4.3	1.5	1.5	0.0	3.5	6.5

Table 51. Potential Use of New Media Sources if Cary Used Them to Communicate with Citizens in 2014 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	5	6	7	8	Frequently Use 9	% Above 5
Google Plus	2.31	73.7	3.3	2.8	2.5	3.8	1.8	1.8	3.8	6.8	14.2
Instagram	1.92	81.7	2.0	1.8	2.0	3.3	0.5	2.0	1.3	5.5	9.3
Tumblr	1.42	90.2	1.8	0.5	1.0	3.3	0.5	0.5	0.0	2.3	3.3
Next Door	1.41	91.5	1.0	0.5	1.0	2.8	0.0	0.3	0.3	2.8	3.4

Table 52. Potential Use of New Media Sources if Cary Used Them to Communicate with Citizens in 2012 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	5	6	7	8	Frequently Use 9	% Above 5
Facebook	3.19	60.1	3.5	3.3	1.5	7.8	3.0	3.3	1.5	15.9	23.7
YouTube	2.06	77.9	3.6	2.5	1.0	4.6	1.3	1.3	0.8	7.1	10.5
Google Plus	1.78	85.7	2.3	1.3	0.3	1.8	0.5	1.3	0.5	6.4	8.7
LinkedIn	1.46	90.6	1.3	1.5	0.8	1.5	0.0	0.5	0.0	3.8	4.3
Flickr	1.32	92.9	1.8	0.8	0.3	1.5	0.0	0.3	0.3	2.3	2.9
Ustream	1.25	94.9	1.8	0.0	0.0	0.5	0.3	0.3	0.0	2.3	2.9

Table 53. Potential Use of New Media Sources if Cary Used Them to Communicate with Citizens in 2010 (In Order of Usage).

Information Source	Mean	Never Use 1	2	3	4	5	6	7	8	Frequently Use 9	% Above 5
Facebook	2.54	67.8	1.3	5.0	2.8	6.5	3.5	5.0	3.8	4.3	16.6
YouTube	1.78	77.7	4.3	5.0	3.5	3.5	1.5	1.3	1.5	1.8	6.1
Twitter	1.69	84.9	1.8	2.3	1.0	2.0	2.3	2.5	1.0	2.3	8.1
LinkedIn	1.54	86.7	2.3	2.5	0.8	3.0	0.8	1.0	1.3	1.8	4.9
MySpace	1.48	88.7	1.8	1.5	1.3	2.5	0.8	0.8	1.3	1.5	4.4
Flickr	1.39	89.0	3.0	0.8	2.3	2.3	0.5	0.5	0.5	1.3	2.8

Information Sources Crosstabulations

Crosstabulations for the information sources were conducted on age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years are shown in Appendix B (Tables B260-B268). Instead of examining each demographic variable separately, it would be more informative to examine where each information source was effective in the 30 subgroups with sample sizes of 10 or greater. The information sources will be discussed in order of overall ranking by the total sample. To avoid confusion, overall rankings by the total sample are written out (such as ninth) and rating in the subgroups are numerical (such as 9th).

The two top information sources were the word-of-mouth and BUD. Word-of-mouth was the most effective of all the information sources. It rated 1st in 27 of the 30 subgroups indicating its very strong impact. BUD was the second most used information source ranking slightly higher than Cary's website. This source rated 1st in only two of the subgroups (\$100,001-\$150,000 income level and Cary natives) but rated 2nd in 10 subgroups and 3rd in 11 others. Cary's website was the third most effective information source rating 2nd in 15 of the subgroups and 3rd in 8 others. It did not rank 1st for any subgroup.

The next most effective source was the Cary News ranking fourth overall. While this source did not rate 1st in any of the subgroups, it was notable that it ranked 2nd for the over 65 age group and 3rd for several subgroups including the 56-65 age group, high school/some college, 0-\$45,000 income level, \$100,001-\$150,000 income level, nonregistered voters, and Cary natives. Ranking fifth this year was television. It was most effective for Cary natives (1st), other housing dwellers (1st), PhD/MD/JD degrees (2nd), 0-\$45,000 income level (2nd), and apartment dwellers (3rd).

The Raleigh News & Observer ranked sixth overall. This source rated 6th in 12 subgroups and its highest level of impact was 3rd for other housing dwellers and 5th in 7 others (over 65 age group, males, single family households, \$100,001-\$150,000 income level, African-Americans, Asians, and over 10 year residents). Cary Citizen Website ranked seventh this year. This information source rated as high as 3rd for 2-5 year residents and 5th for apartment dwellers. Radio was ranked eighth overall and its greatest impact was 4th for 18-25 age group and 0-1 year residents while rating 6th for apartment dwellers.

Facebook was ranked ninth overall and its most significant impact was rating as high as 3rd for the 18-25 age group and 0-1 year residents. It also rated 4th for apartment dwellers, and 5th for 2-5 year residents. Cary Email List Services was tenth overall this year and it was most effective for certain subgroups rating as high as 7th (Hispanics) and 8th (over \$150,000 income level and over 10 year residents). Parks & Recreation Brochure was the eleventh ranked information source for the total sample. This source had a slightly more pronounced impact on the over 10 year residents rating 9th. In addition, it rated 10th for PhD/JD/MD degrees, \$45,001-\$100,000 income level, and Asians.

Cary TV 11 was ranked twelfth overall and its strongest impact was for other housing dwellers (6th), over 65 age group (7th), 56-65 age group (9th), and Cary natives (9th). Homeowner's Associations ranked thirteenth this year and its highest rating was for the 65 and over age group (9th), over \$150,000 income level (10th), and 0-1 year residents (10th). The fourteenth ranked information source was LinkedIn. This source rated highest with other housing dwellers (9th), nonregistered voters (10th), and 2-5 year residents (10th). It also ranked 11th for apartment dwellers, townhouse/condo dwellers, 0-\$45,000 income level, and African-Americans.

The Block Leader Program was ranked fifteenth and rated as high as 12th to as low as 20th in the subgroups. The highest impact was for Cary natives (12th) while rating 13th for over 65 age group, PhD/MD/JD degrees, and \$45,001-\$100,000 income level. Nextdoor ranked sixteenth overall and its greatest impact was on the 18-25 age group (11th), nonregistered voters (11th), and Asians (12th). Twitter was ranked next at seventeenth and its highest rating was for the 18-25 age group (10th) and it also rated 12th for apartment dwellers, 0-\$45,000 income level, Hispanics, and other housing dwellers.

Independent Weekly was ranked eighteenth this year and generally fell between 16th to 20th in the subgroups. The biggest impact was for PhD/MD/JD degrees (13th), 56-65 age group (14th), and 0-1 year residents (14th). YouTube was ranked next to last or nineteenth of the information sources examined. Most of its ratings were from 17th to 20th overall. However, it rated as high as 13th for apartment dwellers, nonregistered voters, 0-\$45,000 income level, and 2-5 year residents. Finally, Instagram was ranked last among the information sources this year. However, it had a surprisingly higher level of impact on 0-1 year residents (11th), nonregistered voters (12th), other housing dwellers (12th), and 0-\$45,000 income level (14th).

The crosstabulations for new media sources are shown in Tables B269-B277 broken down by age, education, gender, housing type, income, race, voter status, voted in 2015 local election, and years in Cary. In this case, means will be examined instead of placement or rankings per subgroup because there was minimal usage of any of these new media sources in some of the subgroups. Pinterest was ranked first among the new media sources overall. The subgroups with the highest potential usage (highest means) were townhouse/condo dwellers (3.41), other housing dwellers (3.40), African-Americans (3.34), and 2-5 year residents (3.06). Snapchat was ranked second among the new media sources. The highest potential usage for this source was from African-Americans (3.42), other housing dwellers (3.40), 18-25 age group (3.36), and apartment dwellers (3.12). Reddit was ranked third overall and the highest potential usage was from other housing dwellers (3.00), apartment dwellers (2.64), African-Americans (2.61), and nonregistered voters (2.50). Finally, the new media source Tumbler ranked last. The highest potential usage for this sources was among other housing dwellers (3.00), apartment dwellers (2.51), African-Americans (2.51), nonregistered voters (2.38), and townhouse/condo dwellers (2.37).

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. The respondents were first asked *how informed they feel about Town services, issues, and programs that affect them* using a 9-point rating scale ranging from not at all informed (1) to very well informed (9). Table 54 indicates the respondents felt well informed about the matters that affect them. The mean was 6.68 with 70.9% on the “informed” side of the scale (above 5) versus only 9.4% on the “uninformed” side or below 5 (Figure 12). The mean has increased this year from 6.52 in 2014. Although the percentages on the “uninformed” side grew from 6.8% to 9.4%, the overall mean increase was driven by the growth in the “very well informed” responses from 13.1% to 20.3% this year. The respondent’s comments when deciding on their rating are shown in Appendix I. There were 39 total comments and 19 involved the respondent not actively seeking Town related information which certainly contributes to some of the respondents not feeling informed. There were 7 other comments focusing on the respondent’s general perception of not feeling very well informed.

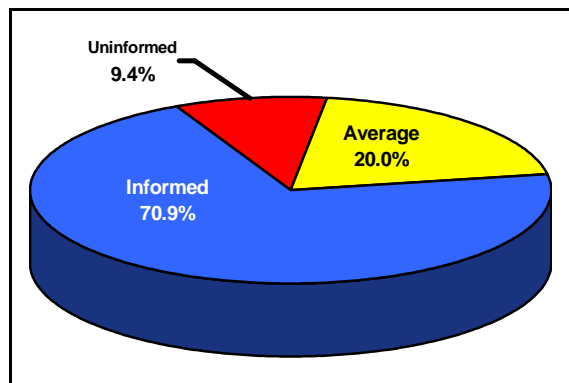


Figure 12. Informed About Government Services.

Table 54. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them.

Year	Mean	Not At All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
16	6.68	2.8	1.3	2.5	2.8	20.0	10.3	21.5	18.8	20.3	70.9
14	6.52	1.3	1.0	3.5	1.0	24.9	13.8	22.6	18.8	13.1	68.3
12	6.88	1.8	1.5	3.0	2.3	15.5	9.0	25.5	18.8	22.8	76.1
10	6.59	1.8	1.3	4.3	3.8	20.0	12.0	20.0	18.5	18.5	69.0
08	6.09	2.2	2.7	4.2	7.5	21.6	13.9	26.4	10.7	10.7	61.7
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

The respondents were next asked their level of satisfaction with *Cary making information available to them concerning Town services, projects, issues, and programs*. A 9-point rating scale from very dissatisfied (1) to very satisfied (9) was used. Table 55 indicates a high degree of satisfaction with Cary’s efforts with a mean of 7.33. This mean has increased from 7.07 in 2014 and this increase was statistically significant. There were 83.6% on the “satisfied” side (above 5) of the scale with only 3.0% on the “dissatisfied” side (Figure 13). Note that the percentages on the “satisfied” side increased from 78.2% to 83.6%,

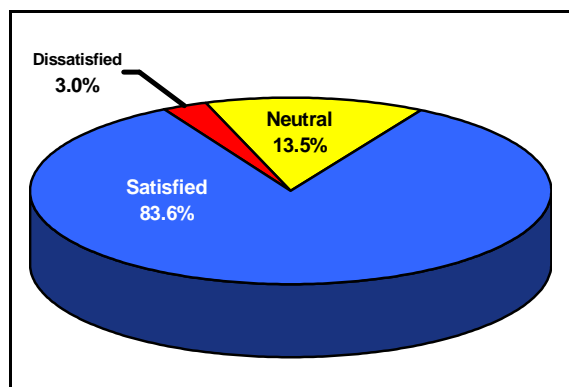


Figure 13. Cary Making Information Available.

while the percentages on the “dissatisfied” side have decreased from 4.6% to 3.0%. This year’s mean of 7.33 ties for the highest mean earned by the Town in 2012. The respondent’s comments when they decided on their rating are shown in Appendix J. There were 19 total comments and the most common was the respondent has not seen any information (8 comments) and they suggested to contact them through homeowner’s associations, mailings, emails, or monthly flyers. There were 5 comments where the respondent indicated they do not actively seek information.

Table 55. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues, and Programs.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

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 9-point satisfaction rating scale was used. Table 56 shows a mean of 6.67 this year with 69.2% on the “satisfied” side of the scale and only 6.2% on the “dissatisfied” side (Figure 14). This mean has increased from 6.56 in 2014.

Driving the change this year was the growth of “very satisfied” responses (65.0% to 69.2%) and the decrease in “neutral” responses (30.6% to 24.8%). Appendix K shows the respondent’s comments when deciding on their rating. There were 26 total comments including respondent unaware of the opportunities (12 comments), don’t stay informed/choose not to participate (6 comments), and Town already made up its mind/will not listen to citizens (3 comments).

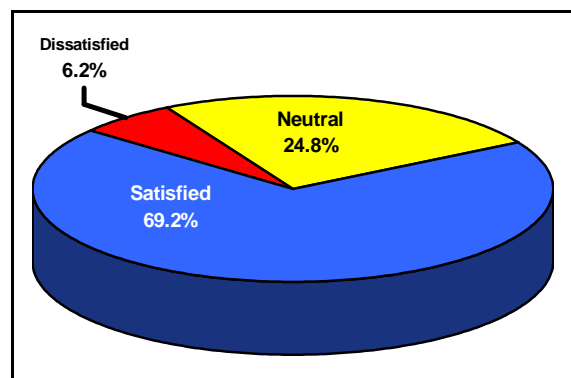


Figure 14. Opportunities to Participate in Decision Making.

Table 56. Satisfaction with Opportunities the Town Gives to Participate in the Decision Making Process.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

Resident Informed and Involved Crosstabulations

The crosstabulations on how informed respondents feel about government projects, issues, and programs are shown in Tables B278-B286. Breakdowns were performed on age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years in Cary (Appendix B). Overall, there was a relatively high degree of consistency across the subgroups. Those who felt the most informed about government projects, issues, and programs were Cary natives (7.97), other races (7.40), 56-65 age group (7.20), townhouse/condo dwellers (7.19), and voters in the 2015 local elections (7.16). The subgroups that felt less informed (lower means) were 0-1 year residents (5.35), 18-25 age group (6.12), apartment dwellers (6.18), and nonvoters in 2015 local elections (6.25).

The crosstabulations for satisfaction with making information available to citizens about important Town services, projects, issues, and programs are shown in Tables B287-B295. Again, the means were relatively consistent across subgroupings. The most satisfied were Cary natives (8.14), voters in the 2015 local elections (7.63), \$45,001-\$100,000 income level (7.55), over 65 age group (7.55), townhouse/condo dwellers (7.50), other races (7.50), and over \$150,000 income level (7.50). The respondents somewhat less satisfied (lower means) with Cary making information available were 0-1 year residents (5.82), nonregistered voters (6.91), and 2-5 year residents (6.96). These were the only means below 7.00.

The crosstabulations for satisfaction with opportunities for residents to participate in the decision-making process are shown in Tables B296-304. The most satisfied with the participation opportunities were Cary natives (7.83), townhouse/condo dwellers (7.15), \$45,001-\$100,000 income level (7.10), and voters in 2015 local elections (7.03). Those least satisfied were 0-1 year residents (5.41), nonregistered voters (6.19), and PhD/MD/JD degrees (6.21).

Solid Waste Services

A set of questions was included in the survey to examine the respondent’s satisfaction with five curbside solid waste collection services. The services examined include *curbside recycling collection*, *curbside garbage collection*, *curbside yard waste collection*, and *curbside 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 in order of ratings from highest to lowest in order of means.

The results indicate the respondents continue to be very satisfied with *curbside garbage collection*. The mean this year was 8.38. This represents a slight decline from 8.41 in 2014 (Table 57). Even with the decline, this mean represents the fourth highest rating earned by the Department. Figure 15 shows the percentages on the “satisfied” side (above 5) of the scale were 97.0% which is a slight decline from 97.6% in 2014. There were only 1.3% on the “dissatisfied” side (below 5), up from 0.3. If this mean were converted into a grade, then curbside garbage collection would continue to earn the same A- grade as in 2014.

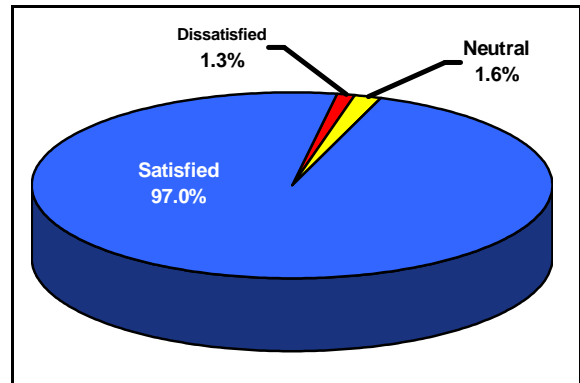


Figure 15. Garbage Collection Satisfaction.

Table 57. Satisfaction with Curbside Garbage Collection (n=380).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

The Town continues to earn very good marks for *curbside yard waste collection*. The mean has increased this year from 8.19 to 8.32 (Table 58). This mean represents the second highest mean earned for this collection service by the Town. Figure 16 shows there were 95.9% of the respondents on the “satisfied” side of the scale up from 94.8% in 2014. The percentages on the “dissatisfied” side fell from 2.5% to only 1.5% this year. If the yard waste collection mean were converted to a grade, then it would translate to a grade of A- which is the same as the grade earned in 2014.

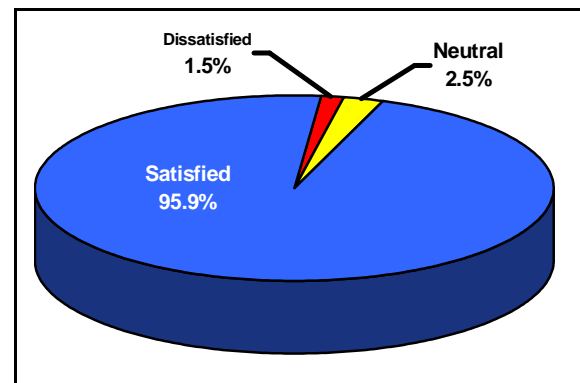


Figure 16. Curbside Yard Waste Collection Satisfaction.

Table 58. Satisfaction with Curbside Yard Waste Collection (n=320).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

The respondents indicated that *curbside loose leaf collection* has improved to a large degree in 2014. The mean increased from 8.11 to 8.24 this year (Table 59). This was the second consecutive increase for a service that has generally ranked last among all services in the past. In addition, this mean represents the highest earned for this service by the Town. There were 94.6% on the “satisfied” side of the scale up from 93.2% and only 2.6% on the “dissatisfied” side down from 2.9% (Figure 17). If this mean were converted into a grade, then it would earn the mark of an A- again this year.

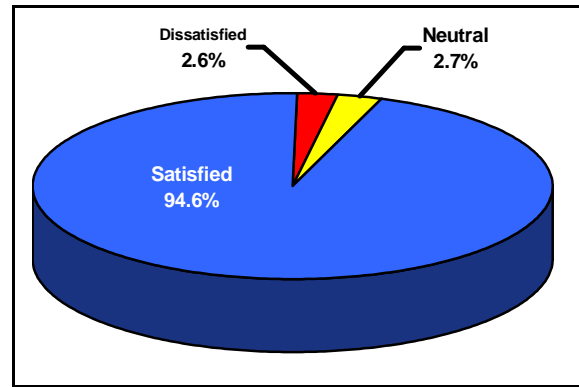


Figure 17. Loose Leaf Collection Satisfaction.

Table 59. Satisfaction with Loose Leaf Collection (n=310).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

The respondent’s level of satisfaction with *curbside recycling collection* was approximately the same as it was in 2014. The mean was 8.11 this year versus 8.12 two years ago (Table 60). Although down slightly, this rating represents the fourth highest overall mean earned for this service. There were 93.3% of the responses on the “satisfied” side of the scale versus only 3.3% on the “dissatisfied” side (Figure 18). If converted to a grade, then the grade for curbside recycling collection would have been in the A- range which is the same as 2014.

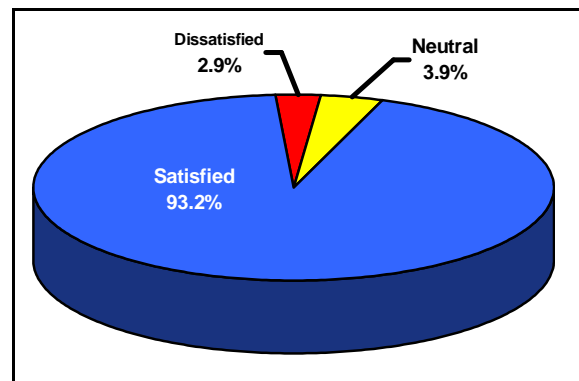


Figure 18. Recycling Collection Satisfaction.

Table 60. Satisfaction with Curbside Recycling Collection (n=373).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

In summary, the curbside collection of Solid Waste Services continued to earn very good marks. The means improved for *curbside yard waste collection* and *curbside loose leaf collection*. While the means decreased slightly for *curbside garbage collection* and *curbside recycling collection*. The grades for all the collection services remained at the A- level this year.

Solid Waste Services Crosstabulations

Crosstabulations were conducted for age, housing type, and years in Cary for the set of solid waste curbside services (Appendix B). The crosstabulations for *curbside garbage collection* are shown in Tables B305-B307. The only lower mean was for 0-1 year residents (7.93) which would be equivalent to a B+. This was the only mean below 8.00. *Curbside yard waste collection* crosstabulations are shown in Tables B308-B310. There were no means below 8.00 in subgroups with sample sizes of 10 or greater. The crosstabulations for *curbside recycling collection* are shown in Tables B311-B313. There were only two means below 8.00 for this service and these were 0-1 year residents (6.62) and 6-10 year residents (7.90). The equivalent grades would be C and B+, respectively. Finally, the crosstabulations for *curbside loose leaf collection* are shown in Tables B314-B316. The means were all relatively consistent and high with no grades below 8.00 in subgroups with sample sizes of at least 10. Overall, the ratings for the curbside services were very good with two of the lower means for *curbside garbage* and *recycling collection* from newer residents.

Town Council Focus Areas

The survey included several questions examining specific focus areas of the Town Council. The respondents were asked to rate their satisfaction with the Town’s efforts in several focus areas including *environmental protection; keeping Cary the best place to live, work, and raise a family; downtown revitalization; transportation; planning & development; and parks, recreation, & cultural issues*. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used for all the areas examined with the exception of a 9-point effectiveness scale used for *keeping Cary the best place to live, work, and raise a family*. 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 *parks, recreation, and cultural issues* continued to earn the highest rating of any of the focus areas. The respondents were asked to consider several factors in their rating. These include quality/quantity of existing parks, greenways, and community centers; how close these facilities are located to their home; and planning for building new parks, community centers, greenways, and trails. Table 61 shows the impressive results for the job the Town is doing. The mean was 8.00 with 95.2% on the “satisfied” side of the scale (above 5) while there were only 0.5% of the responses on the “dissatisfied” side of below 5 (Figure 19). This represents a statistically significant mean increase from 2014. One of the key differences is the gain in the respondents who answered they were “very satisfied” increasing from 26.7% to 37.6% this year. Overall, this ranks as the highest overall rating the Town has earned for their efforts with Parks & Recreation, and Cultural Resources.

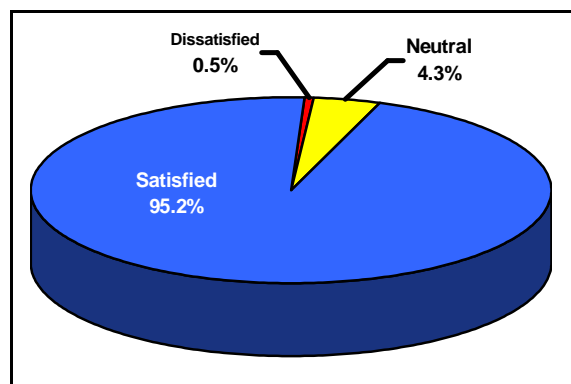


Figure 19. Satisfaction with Job Town is Doing on Parks & Recreation.

Table 61. Satisfaction with the Overall Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

The respondents who gave the Town a rating below 5 (“dissatisfied” side) were subsequently asked what actions the Town could take to make them more satisfied with *parks, recreation, and cultural resource issues*. All the comments are shown in Appendix L. This year there were 18 total comments from the respondents. The respondents suggested more events be added (3 comments), adding more parks (3 comments), and 2 comments to improving Lazy Daze including holding it on Sunday or making it a three-day event.

The respondents were also satisfied with the job the Town is doing on issues related to *environmental protection*. They were asked to consider the Town’s environmental efforts such as recycling, open space preservation, water conservation, sustainability, erosion control and litter reduction. The respondents gave the Town high marks with a mean of 7.74. The mean increased from 7.53 in 2014 and the change was statistically significant (Table 62). There were 95.5% of the responses on the “satisfied” side of the scale up from 89.1% with only 1.9% on the “dissatisfied” side (Figure 20). This represents the highest mean earned by the Town for their efforts on environmental protection.

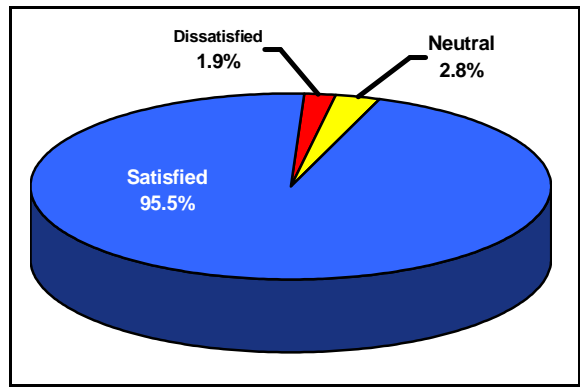


Figure 20. Satisfaction with Job Town is Doing on Environmental Protection.

The respondents who gave the Town a rating below 5 were asked what actions the Town could take to make them more satisfied with *environmental protection* (Appendix M). There were 14 total comments with 7 of those focusing on recycling issues (too restrictive, more frequent collection) and 2 comments concerning cutting down too many trees.

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

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

The third highest rated of the focus areas was how effective the Town Council was in *keeping Cary the best place to live, work, and raise a family*. This question did not use the satisfaction rating scale but a 9-point effectiveness scale ranging from very ineffective (1) to very effective (9). The respondents were very positive and supportive of the Town’s efforts with a mean of 7.72 (Table 63). This mean has also increased this year from 7.49 and the change was statistically significant. In addition, this represents the second highest mean earned by the Town. There were 92.3% of the responses on the “effective” side of the scale with only 2.7% on the “ineffective” side (Figure 21).

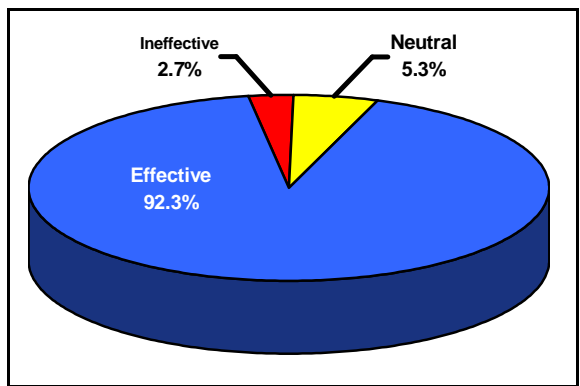


Figure 21. Effectiveness in Keeping Cary the Best Place to Live, Work, & Raise a Family.

What drove the change this year was the increase in the “effective” side responses (87.1% to 92.3%) and the decrease in the “neutral” responses (10.9% to 5.3%). The respondents who gave the Town a rating below 5 were asked what actions the Town could take to make them more satisfied with *keeping Cary the best place to live, work, and raise a family* (Appendix N). This year there were only 13 comments and the most frequent themes were high cost of living (4 comments) and the need for more citizen input (3 comments).

Table 63. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family.

Year	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
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

The respondent’s satisfaction with the Town’s *transportation* efforts has increased significantly. The respondents were asked to consider issues like widening roads, C-Tran bus service, synchronizing signal lights, adding bike lanes/greenways/sidewalks. The mean this year was 7.20 and it has increased from 6.94 in 2014 (Table 64). This change was statistically significant. This is the highest mean the Town has earned to date for transportation. There were 84.1% on the “satisfied” side of the scale and only 5.9% on the “dissatisfied” side (Figure 22). Compared to 2014, the percentages on the “satisfied” side increased from 79.9% to 84.1% and the “dissatisfied” side decreased from 6.4% to 5.9%. The respondents who gave a rating below 5 were asked what actions the Town could take to make them more satisfied with *transportation* (Appendix O). There were 63 total comments and the key concern was improving traffic lights in Town (17 comments). The main concerns for the respondents were the poor synchronizing of the lights and too long red light stops. The second key issue was to improve C-Tran (13 comments). They suggested longer hours, more/longer routes, more stops, easier for seniors to use, and adding availability on Sundays/holidays. The other comments included improving traffic (8 comments), roads/widening roads (6 comments), adding additional bike lanes (3 comments), too many bike lanes (3 comments), and finally improving public transportation (3 comments).

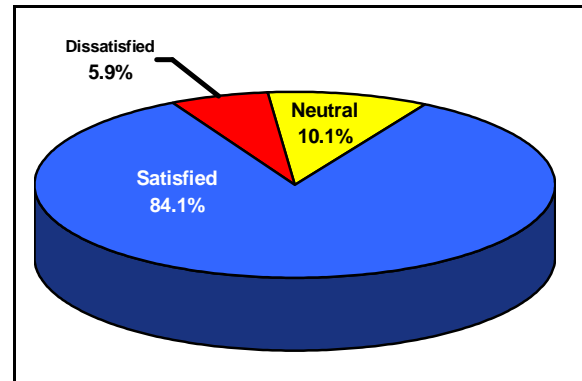


Figure 22. Satisfaction with Job Town is Doing on Transportation.

Table 64. Satisfaction with the Job the Town is Doing on Transportation.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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

The respondents were asked to rate the job the Town is doing with *planning & development*. They were asked to consider issues such as developing land use plans for specific areas, ensuring high-quality development compatible with existing development, and making sure the infrastructure can support growth. The results show a large increase in the mean from 6.60 to 7.16 this year and this change was statistically significant (Table 65). There were 83.4% on the “satisfied” side of the scale and only 4.6% on the “dissatisfied” side (Figure 23). The drivers of the change this year were the large increase in the “very satisfied” responses from 11.7% to 23.9% and decline in “neutral” responses from 20.4% to 12.0%. This rating represents the highest ranking earned by the Town for this focus area by a large margin over 2012 (6.82). The respondents who gave the Town a rating below 5 were asked what actions the Town could take to make them more satisfied with *planning & development* (Appendix P). There were 41 total suggestions including not familiar with planning issues (12 comments), school overcrowding (6 comments), overdevelopment (4 comments), infrastructure issues (3 comments), and the number of apartment complexes (3 comments).

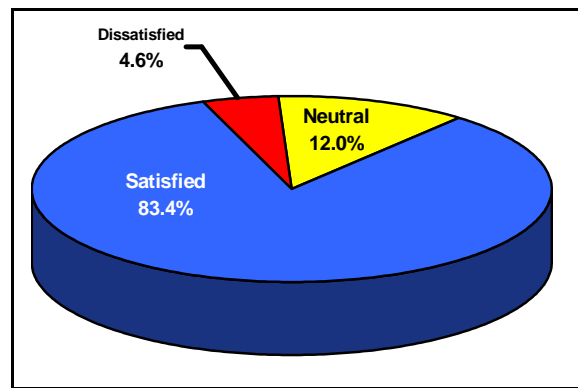


Figure 23. Satisfaction with Job Town is Doing on Planning & Development.

Table 65. Satisfaction with the Job the Town is Doing on Planning & Development.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
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 job the Town is doing with *downtown revitalization* continues to rank the lowest of the focus areas but has improved considerably this year. The respondents were asked to consider issues such as converting old Cary Elementary into an arts space, renovating the movie theater, designing downtown park/streetscapes, and holding outdoor events. This year there was an increased level of satisfaction with the Town’s efforts on *downtown revitalization* (Table 66). The mean increased from 6.58 to 7.00 and this improvement was statistically significant. This included 77.8% responding on the “satisfied” side versus 7.9% on the “dissatisfied” side (Figure 24). The drivers of the change this year was the large increase in the “very satisfied” responses from 15.7% to 25.4% and decline in “neutral” responses from 22.1% to 14.4%. As with several other focus areas, the mean for downtown revitalization this year represented the highest earned by the Town. The respondents who gave the Town a rating below 5 were then asked what actions the Town could take to make them

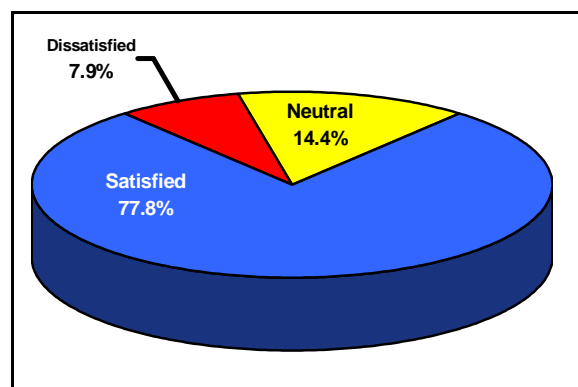


Figure 24. Satisfaction with Job Town is Doing on Downtown Revitalization.

more satisfied with *downtown revitalization* (Appendix Q). There were 70 total comments and the key one was that revitalization was a waste of time/money (11 comments) especially the hotel. The hotel was viewed as both a waste of money and not fitting in with downtown. Other key comments were that revitalization was taking too long to complete (10 comments), not familiar/don't go downtown (10 comments), nothing to offer or do downtown (6 comments), traffic issues (5 comments), not sure (5 comments), no parking (4 comments), and the need for more activities for children (3 comments).

Table 66. Satisfaction with the Job the Town is Doing on Downtown Revitalization.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	7.00*	2.8	1.0	2.3	1.8	14.4	8.5	20.8	23.1	25.4	77.8
14	6.58	1.5	2.0	3.5	2.2	22.1	11.4	19.7	21.9	15.7	68.7
12	6.80	1.5	0.5	2.8	3.3	20.5	9.5	18.2	23.3	20.3	71.3
10	6.64	2.0	1.3	1.5	2.5	21.5	10.3	25.8	21.8	13.5	71.4
08	6.55	0.8	0.8	2.0	3.3	23.5	13.0	26.3	18.9	11.5	69.7

Town Council Focus Areas Crosstabulations

The crosstabulations for the focus areas were conducted on age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years in Cary. First, the crosstabulations for satisfaction with the job the Town is doing with *parks, recreation, and cultural programs* are shown in Tables B317-B325. The highest levels of satisfaction were from Cary natives (8.46), \$45,001-\$100,000 income level (8.18), townhouse/condo dwellers (8.17), and African-Americans (8.17). The subgroups showing the lowest levels of satisfaction were 0-1 year residents (7.47), Hispanics (7.60), other races (7.60), other housing dwellers (7.60), and over 65 age group (7.74).

The crosstabulations for satisfaction with the job the Town is doing with *environmental protection* are shown in Tables B326-B334. The means were generally consistent and positive with the highest levels of satisfaction expressed by Cary natives (8.43), \$45,001-\$100,000 income level (8.05), apartment dwellers (7.96), and 18-25 age group (7.94). However, a few subgroups did indicate lower levels of satisfaction. These were 0-1 year residents (6.82), other housing dwellers (7.50), PhD/MD/JD degrees (7.57), 0-\$45,000 income level (7.59), and Asians (7.60).

The crosstabulations for the effectiveness of Town Council *keeping Cary the best place to live, work, and raise a family* are shown in Tables B335-B343. The highest means were from 18-25 age group (8.15), Cary natives (8.11), and 2-5 year residents (8.02). The subgroups indicating slightly lower levels of effectiveness this year were the 0-1 year residents (7.06), Hispanics (7.40), over 65 age group (7.47), and 0-\$45,000 income level (7.51).

The crosstabulations for satisfaction with the job the Town is doing with *transportation* are shown in Tables B344-B352. Although most of the means were supportive with the highest levels of satisfaction shown by Cary natives (8.15), apartment dwellers (7.84), 18-25 age group (7.61), and nonregistered voters (7.59). There were a few subgroups with somewhat lower levels of satisfaction. These included 0-1 year residents (6.63), Hispanics (6.73), 56-65 age group (6.91), and Asians (6.97).

The crosstabulations for satisfaction with the job the Town is doing with *planning & development* are shown in Tables B353-B361. The subgroups were generally consistent in their levels of satisfaction. The highest levels of satisfaction were for Cary natives (8.20), apartment dwellers (7.72), African-Americans (7.71), and nonregistered voters (7.65). There were a few subgroups demonstrating lower levels of satisfaction including 0-1 year residents (6.53), over 65 age group (6.77), Hispanics (6.80), 56-65 age group (6.84), over \$150,000 income level (6.92), and over 10 year residents (6.93).

Finally, the crosstabulations for satisfaction with the job the Town is doing with *downtown revitalization* are shown in Tables B362-B370. The levels of satisfaction were generally positive and consistent for the breakdowns. The highest levels of satisfaction were for Cary natives (8.14), other housing dwellers (7.60), apartment dwellers (7.45), \$45,001-\$100,000 income level (7.40) and 18-25 age group (7.39). Whereas the subgroups showing lower levels of satisfaction were 0-1 year residents (6.27), 56-65 age group (6.43), PhD/MD/JD degrees (6.69), and over 10 year residents (6.80).

Downtown Revitalization

A set of questions was included in the survey asking the respondents how Cary could create a more vibrant downtown area. The respondents were first asked if they had visited downtown in the past year and 79.4% indicated they had visited the area (85.6% in 2014). Those who answered “yes” were then asked what drew them to downtown (Appendix R). There were 472 total comments (there could be more than one reason) and the two key reasons were restaurants (60 comments) and shops/shopping (55 comments). Other main reasons included visiting the area/pleasure (47 comments), business/work (32 comments), library (26 comments), theater (20 comments), art/art center (19 comments), and just driving through (19 comments). The respondents also mentioned events (17 comments), drug store (17 comments), post office (17 comments), festivals (14 comments), everything/numerous reasons (11 comments), church (10 comments), and live in the area (10 comments). Those who responded “no” they had not visited downtown were then asked why not (Appendix S). There were 86 total comments and the two key explanations were no reason (17 comments) and schedule/work/too busy (17 comments). Other reasons included no interest/don’t like it (11 comments), nothing down there (9 comments), go to other downtowns (6 comments), construction (5 comments), and out of the way/hassle (5 comments).

The respondents were then asked to rate how effective various amenities/activities would be in bringing them to downtown Cary. A 9-point scale was used from not likely at all (1) to extremely likely (9). The survey examined a total of 18 different amenities/activities. Table 67 shows cafes/restaurants (7.60) would be the most likely amenity to draw the respondents downtown. Shopping opportunities (6.60), festivals (6.47), outdoor performances (6.47), concerts (6.18), and farmer’s market (6.01) were also viewed as effective. Other amenities/activities with drawing power were coffee shop (5.97), bars/pubs (5.95), and ice cream/yogurt shop (5.91). The amenities with the lowest draw were pet shop (4.44), working artist studio space (4.69), and grocery store (4.74). There were 95 responses given to the “other” category for amenities/activities (Appendix T). The most frequent were to improve parking (11 comments) and children’s stores/activities (7 comments).

Table 67. The Likelihood of Amenities or Activities in Bringing Respondents to Downtown Cary in 2016 (In Order of Usage).

Amenity/Activity	Mean	Not Likely At All 1	2	3	4	Average 5	6	7	8	Extremely Likely 9	% Above 5
Cafes/restaurants	7.60	6.0	0.5	0.8	1.3	7.8	4.8	11.6	8.5	58.8	83.7
Shopping opportunities	6.60	11.3	1.8	2.3	3.8	12.8	6.5	13.3	9.0	39.5	68.3
Festivals	6.47	11.3	2.8	4.5	1.5	13.5	8.5	11.5	7.2	39.3	66.5
Outdoor performances	6.40	11.8	3.8	3.3	2.8	14.0	5.8	10.8	11.5	36.3	64.4
Concerts	6.18	14.6	2.8	3.5	3.3	13.1	9.8	10.6	6.3	36.2	62.9
Farmer’s Market	6.01	13.8	3.3	4.5	4.3	14.2	7.2	15.3	8.8	28.7	60.0
Coffee shop	5.97	15.8	3.0	3.0	4.0	15.3	7.5	12.1	9.5	29.6	58.7
Bars/pubs	5.95	18.3	2.8	3.8	2.5	14.3	7.0	8.5	8.0	34.7	58.2
Ice cream/yogurt shop	5.91	16.5	3.0	4.3	1.5	18.5	6.8	9.8	9.0	30.6	56.2
Preserve/reuse historic building	5.77	17.3	1.3	5.5	4.8	16.8	5.8	13.3	9.3	26.3	54.7
Museums	5.53	19.3	5.0	4.0	5.5	14.2	5.5	12.3	9.0	25.3	52.1
Additional art exhibition space	5.27	22.0	5.8	6.3	3.0	14.8	6.8	8.5	8.0	25.0	48.3
Public Art	5.07	25.3	6.8	4.8	4.8	13.0	5.3	8.3	7.8	24.3	45.7
Historical walking tour	5.06	24.1	4.5	5.3	7.0	13.8	7.8	9.0	6.5	22.1	45.4
Gallery Crawl	5.00	29.6	3.8	3.5	3.3	15.0	6.3	6.8	7.5	24.3	44.9
Grocery store	4.74	30.4	5.3	3.8	3.8	13.8	7.3	10.3	6.5	18.8	42.9
Working artist studio space	4.69	30.3	6.0	4.3	4.8	13.3	6.3	9.3	6.8	19.0	41.4
Pet shop	4.44	29.5	5.3	7.2	7.5	16.0	6.3	7.2	4.8	16.3	34.6

**Table 68. The Likelihood of Amenities or Activities in Bringing Respondents to Downtown Cary in 2014
(In Order of Usage).**

Amenity/Activity	Mean	Not Likely At All 1	2	3	4	Average 5	6	7	8	Extremely Likely 9	% Above 5
Cafes/restaurants	7.35	6.7	1.5	2.7	2.0	6.2	3.7	10.0	18.2	49.0	80.9
Festivals	6.55	10.9	3.0	2.5	2.2	12.2	5.7	15.9	12.7	34.8	69.1
Outdoor performances	6.52	11.9	2.5	3.2	4.5	8.7	6.7	12.2	13.7	36.6	69.2
Shopping opportunities	6.43	12.7	3.7	2.2	1.7	12.2	5.7	13.7	13.7	34.2	67.3
Concerts	6.09	13.7	3.5	4.7	4.5	12.2	5.5	15.5	9.7	30.7	61.4
Farmer's Market	5.88	16.2	3.7	4.0	3.7	12.5	7.5	13.5	14.5	24.4	59.9
Preserve/reuse historic building	5.81	16.5	4.5	4.3	4.3	15.0	6.0	8.8	13.0	27.6	55.4
Ice cream/yogurt shop	5.58	17.3	6.0	5.0	3.3	15.5	6.5	12.0	10.5	24.0	53.0
Museums	5.47	17.4	6.7	6.5	3.7	14.7	4.2	11.7	14.2	20.9	51.0
Historical walking tour	5.25	20.4	5.7	5.7	4.2	17.2	5.2	10.9	10.2	20.4	46.7
Coffee shop	5.21	23.4	6.0	6.5	3.2	12.7	5.0	9.5	9.7	23.9	48.1
Public Art	5.11	22.1	7.5	5.2	4.2	15.4	4.7	10.2	10.4	20.1	45.4
Bars/pubs	4.93	25.7	7.5	6.2	4.0	12.7	4.5	10.0	7.5	21.9	43.9
Additional art exhibition space	4.88	24.1	8.0	6.2	2.7	16.2	7.5	10.0	5.5	19.9	42.9
Gallery Crawl	4.63	29.9	6.0	5.0	5.2	17.2	3.7	6.5	7.0	19.5	36.7
Working artist studio space	4.18	31.6	10.4	6.5	4.7	14.7	5.5	7.0	4.2	15.4	32.1
Pet shop	3.89	35.2	11.2	5.2	4.2	17.2	5.0	5.2	4.5	12.2	26.9
Grocery store	3.60	41.3	10.2	5.0	4.7	14.9	3.2	5.7	4.2	10.7	23.8

There have been changes in the rankings of amenities/activities bringing respondents downtown relative to 2014 (Table 68). In the top ten amenities/activities, those gaining importance in the rankings were shopping opportunities (4th to 2nd), coffee shop (11th to 7th), and bars/pubs (13th to 8th). The amenities/activities falling in the rankings to a slight degree were festivals (2nd to 3rd), outdoor performances (3rd to 4th), and ice cream/yogurt shop (8th to 9th). However, there was a somewhat larger decline for preserve/reuse historic buildings (7th to 10th). At the top of the list cafes/restaurants (1st) remained unchanged. Also unchanged were concerts (5th) and farmer's market (6th) this year.

**Table 69. The Likelihood of Amenities or Activities in Bringing Respondents to Downtown Cary in 2012
(In Order of Usage).**

Amenity/Activity	Mean	Not Likely At All 1	2	3	4	Average 5	6	7	8	Extremely Likely 9	% Above 5
Cafes/restaurants	7.48	4.1	1.5	1.3	2.0	11.7	3.3	10.2	14.2	51.8	79.5
Shopping opportunities	6.61	8.4	3.3	5.1	3.6	11.4	6.6	11.2	12.7	37.8	68.3
Festivals	6.26	9.1	5.1	4.5	2.5	15.9	7.6	14.1	11.6	29.5	62.8
Concerts	5.97	13.9	3.8	4.3	4.8	13.4	9.6	11.1	11.6	27.5	59.8
Museums	5.76	12.9	5.6	6.1	3.8	15.5	8.1	14.0	11.2	22.8	56.1
Coffee shop	5.66	18.0	6.1	4.8	4.1	11.9	7.6	10.6	6.8	30.1	55.1
Public plaza	5.56	12.3	6.4	7.9	5.1	18.9	6.9	11.5	8.7	22.3	49.4
1,100 seat performance center	5.56	14.0	8.1	3.6	6.1	16.8	9.1	9.9	9.6	22.8	51.4
Movie theater	5.54	17.4	8.6	4.8	3.0	12.1	7.6	10.6	10.1	25.8	54.1
Ice cream shop	5.54	16.2	8.1	5.1	4.6	13.9	7.1	10.6	8.6	25.8	52.1
Parks	5.31	15.7	7.8	6.6	7.6	15.4	7.6	10.1	7.1	22.2	47.0
Public art	5.24	17.6	8.1	6.1	4.3	14.2	10.9	10.7	8.7	19.3	49.6
Preserve/reuse historic building	5.11	15.7	9.9	6.6	7.8	17.2	6.1	10.6	7.6	18.5	42.8
Wine shop	4.91	25.6	9.6	4.8	3.8	10.9	6.8	9.6	5.6	23.3	45.3
Historical walking tour	4.89	20.3	9.9	6.1	5.6	16.5	5.1	12.9	7.6	16.0	41.6
Additional art exhibition	4.72	22.2	10.6	7.1	4.8	14.9	8.3	9.8	5.8	16.4	40.3
Working artist studio space	4.18	32.9	7.3	8.4	5.1	13.9	6.6	6.6	3.8	15.4	32.4

Downtown Revitalization Crosstabulations

Crosstabulations were conducted on visiting downtown in the past year on age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years in Cary. These are shown in Tables B371-B379 in Appendix B. The highest level of downtown visitation was from other housing dwellers (90.0%), PhD/JD/MD degrees (85.7%), 56-65 age group (85.7%), over 10 year residents (84.9%), voters in 2015 local elections (84.6%), college degree (82.1%), \$45,001-\$100,000 income level (82.0%), and 6-10 year residents (82.0%). While the lowest levels of visitation were from nonregistered voters (59.4%), 18-25 age group (63.6%), 0-1 year residents (64.7%), 2-5 year residents (65.5%), Asians (66.7%), apartment dwellers (68.2%), and Cary natives (68.6%).

The crosstabulations for the likelihood of amenities/activities to bring respondents downtown were conducted on age, education, gender, housing type, income, race, and years in Cary (Tables B380-B386). Instead of examining each demographic variable separately, it would be more informative to look at each amenity/activity separately and its likelihood at bringing respondents downtown. There were a total of 27 subgroups with sample sizes of 10 or greater. The amenities will be discussed in order of overall ranking by the total sample. To avoid confusion, overall rankings by the total sample are written out (such as ninth) and rating in the subgroups are numerical (such as 9th).

The top-rated amenity or activity was cafes/restaurants in the total sample. This amenity was rated 1st in 23 of the 27 subgroups indicating its overall effectiveness as the key downtown drawing card. Shopping opportunities ranked second overall. It was not rated 1st in any subgroups, but placed 2nd in 15 subgroups, 3rd in 3 subgroups, and 4th in 3 others indicating its strong appeal.

Festivals was ranked third overall in the total sample. Although this activity did not rate 1st in any of the subgroups, it was rated 2nd by PhD/MD/JD degrees, African-Americans, Asians, 0-1 year residents, 6-10 year residents, and other housing dwellers. It also rated 3rd in 14 subgroups. Next was outdoor performances which was ranked fourth by the total sample. This amenity was an effective downtown draw for newer residents (0-1 year residents and 2-5 year residents) rating 1st in those subgroups. It also rated 2nd for Asians and males. Concerts were ranked fifth overall by the respondents. It rated 1st for the 18-25 age group and 2nd for 0-1 year residents, 2-5 year residents, and Hispanics.

The Farmer's Market was ranked sixth by the total sample and was most effective for other housing dwellers (1st) and over 65 age group (2nd). It also rated 5th for townhouse/condo dwellers, 0-\$45,000 income level, Cary natives, and other races. The coffee shop ranked seventh overall. The highest interest was from \$100,001-\$150,000 income level (2nd), other races (4th), over 65 age group (5th), and females (5th). Bar/pubs ranked eighth overall and rated highest (3rd) for African-Americans and other races. This amenity also rated 5th for 26-55 age group and males.

The ice cream shop/yogurt shop ranked ninth in the total sample. The most interest was expressed by Cary natives (4th), 6-10 year residents (6th) and other races (6th). The preservation/reuse of historical buildings was rated tenth overall. However, it had higher rating in the over 65 age group (3rd), 56-65 age group (4th), over 10 year residents (4th), Hispanics (6th), and single family households (6th). It was museums that ranked eleventh in the total sample. Museums garnered its highest interest from Asians (6th), PhD/MD/JD degrees (9th), and townhouse/condo dwellers (9th).

Finishing twelfth overall for the total sample was additional art exhibition space. The most interest was shown by Hispanics (7th), other housing dwellers (8th), apartment dwellers (9th), and 2-5 year residents (9th). Public art was next in the overall rankings finishing thirteenth. The most interest was shown by the townhouse/condo dwellers (11th) and apartment dwellers (12th). The historical walking tour of Cary was ranked fourteenth. There was a higher degree of interest from over 65 age group (9th), 0-1 year residents (12th), \$100,001-\$150,000 income level (12th), over 10 year residents (12th), and other races (12th).

The Gallery Crawl had an overall ranking of fifteenth in the total sample. The highest interest (10th) was expressed by PhD/MD/JD degrees, Hispanics, and other housing dwellers. There was also somewhat higher interest (13th) from the 26-55 age group, over 65 age group, and \$100,001-\$150,000 income level. The downtown grocery store ranked only sixteenth overall. However, this amenity did have a high degree of interest from Cary natives and other housing dwellers rating it 2nd for those subgroups. There was also a level of interest from 0-\$45,000 income level (10th), 18-25 age group (12th), African-Americans (12th), and 2-5 year residents (12th). Working artist studio space downtown was ranked next to last at seventeenth overall. Its highest level of interest was shown by Cary natives (12th), \$45,001-\$100,000 income level (13th), and 2-5 year residents (13th). Finally, ranking last overall was a pet shop and was rated last in 15 of the subgroups. Although last, it did have higher support from 0-1 year residents (11th), other housing dwellers (12th), and 2-5 year residents (14th).

Public WiFi

A question was included this year concerning the availability of public WiFi in Cary. Specifically, the respondents were asked if they had been anywhere in Cary where they would expect to be able to use public WiFi but could not because it was not available. Overall, there were 357 total responses to this question (Appendix U). A large majority of the respondents (171 comments) who use WiFi indicated they could not think of any area(s) without WiFi availability.

There was also a large group of respondents who indicated they don't use it/never tried WiFi (83 comments) or I don't pay attention/not sure (17 comments). In addition, there were 55 respondents who answered they were unaware of public WiFi including 4 comments to advertise it more or provide a map of the service area.

The only areas mentioned more than once in Cary not having WiFi availability were the airport (6 comments), stores while out shopping (3 comments), and the library (3 comments). The only areas mentioned once were local restaurants, Bond Park, Town Hall area, Cary Senior Center, Koka Booth Amphitheatre, and Cary Art Center basement.

Senior Citizens

The respondents were asked their level of satisfaction with the Town’s efforts for senior citizens. They were asked to consider aspects like sidewalks, C-Tran bus service, the Cary Senior Center, senior housing, recreation centers, communication, and assistance with trash collection. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate the Town’s efforts.

The results indicate the respondents were satisfied with the job the Town has been doing for its senior citizens. The mean was 7.56 with 86.1% on the “satisfied” side (above 5) of scale with 28.4% indicating they were “very satisfied” (Table 70). There was an exceptionally small percentage of only 0.8% on the “dissatisfied” side of the scale below 5 (Figure 25). If this mean were converted into a grade, then the mean would convert to a solid B. The respondents who gave a rating below 5 were asked what actions the Town could take to make them more satisfied with the efforts the Town makes for senior citizens (Appendix V). There were 27 total responses and a majority of those (17 comments) were that the respondent was unfamiliar with the Town’s actions. However, there were 5 comments indicating the need for better public transportation for seniors with 3 of those comments indicating a level of concern for C-Tran. There were also 2 comments for more senior housing and 2 other comments for better sidewalks indicating the sidewalk ramps are challenging for wheelchair usage. Finally, there was one comment calling for a tax break for seniors.

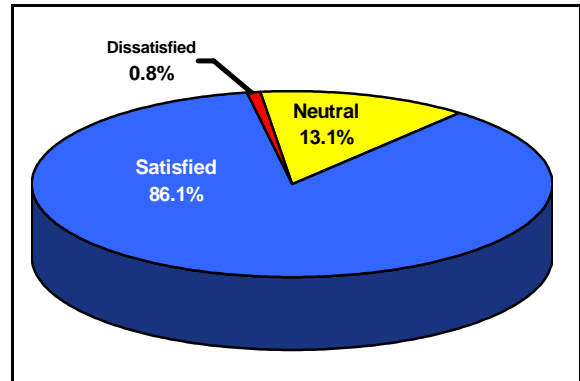


Figure 25. Satisfaction with Job the Town is Doing for Senior Citizens.

Table 70. Satisfaction with Job the Town is Doing for Senior Citizens.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	7.56	0.0	0.3	0.5	0.0	13.1	4.1	20.1	33.5	28.4	86.1

Senior Citizen Crosstabulations

Crosstabulations were conducted on the job the Town is doing for senior citizens on age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years in Cary. These are shown in Tables B387-B395 in Appendix B. The highest levels of satisfaction were from Cary natives (8.40), other housing dwellers (8.10), apartment dwellers (7.95), and \$45,001-\$100,000 income level (7.92). The lowest levels of satisfaction were exhibited by 0-1 year residents (6.69), Hispanics (7.20), 56-65 age group (7.23), over 65 age group (7.26), and PhD/MD/JD degrees (7.33).

Citizens with Disabilities

The respondents were also asked their level of satisfaction with the Town’s efforts for citizens with disabilities. They were asked to consider aspects like parking, sidewalks, curb-cuts, C-Tran bus service, inclusive recreation, accessible buildings/facilities, communication, and assistance with trash collection. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate the Town’s efforts. There were 9.8% of the respondents with someone living at home legally disabled in the sample (0.5% refused to answer).

The results indicate the respondents were satisfied with the job the Town is doing for its citizens with disabilities. The mean was 7.58 with 86.0% on the “satisfied” side of scale including 28.5% indicating they were “very satisfied” (Table 71). The percentage on the “dissatisfied” side on the scale was exceptionally low at 0.6% (Figure 26). If this mean were converted into a grade, then the mean would convert to a solid B. The respondents who gave a rating below 5 were asked what actions the Town could take to make them more satisfied with the efforts the Town makes for citizens with disabilities (Appendix W). There were 20 total responses and a large percentage of those (12 comments) were that the respondent was unfamiliar with the Town’s actions. There were 3 comments indicating the need for better public transportation for the citizens with disabilities with 2 of those comments indicating a level of concern for C-Tran. However, one other comment was favorable to C-Tran. There was also a single comment for more one-story housing and problems with metal sidewalk ramps for wheelchair usage.

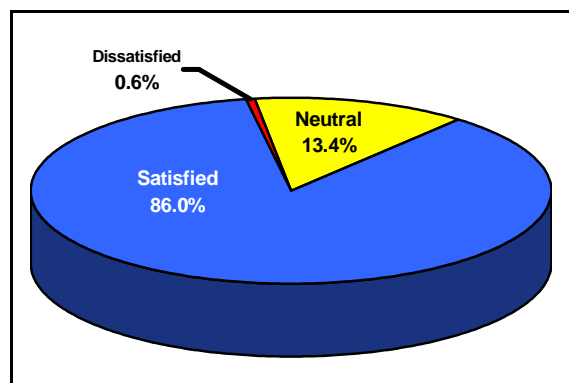


Figure 26. Satisfaction with Job the Town is Doing for Citizens with Disabilities.

Table 71. Satisfaction with Job the Town is Doing for Citizens with Disabilities.

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
16	7.58	0.0	0.3	0.0	0.3	13.4	3.8	19.9	33.8	28.5	86.0

Citizens with Disabilities Crosstabulations

Crosstabulations were conducted on the job the Town is doing for citizens with disabilities on age, education, gender, housing type, income, race, voter status, voted in 2015 local elections, and years in Cary. These are shown in Tables B396-B404 in Appendix B. The highest levels of satisfaction were from Cary natives (8.46), other housing dwellers (8.10), apartment dwellers (7.93), African-Americans (7.93), \$45,001-\$100,000 income level (7.81), and Asians (7.78). Whereas the lowest levels of satisfaction were from 0-1 year residents (6.94), PhD/MD/JD degrees (7.21), 56-65 age group (7.27), and other races (7.30).

Appendix A

Town of Cary 2016 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 that the Town offers you. Your opinion is very important to Cary.

Are you a resident of the Town of Cary?

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

Are you over the age of 18?

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

1. 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?

2. In the past two years, do you feel that 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 seems worse?

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

4. 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.

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

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

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

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

- Yes (Continue) No (Skip to #18)

16. Was the person you contacted at the Police Department?

- Police Officer Clerk Dispatcher Animal Control Detective District Commander Not Sure

17. 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	
	1	2	3	4	5	6	7	8	9	
17a. Courteous.....	1	2	3	4	5	6	7	8	9	
17b. Fairness.....	1	2	3	4	5	6	7	8	9	
17c. Competence.....	1	2	3	4	5	6	7	8	9	
17d. Problem solving.....	1	2	3	4	5	6	7	8	9	
17e. Response time.....	1	2	3	4	5	6	7	8	9	NA

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

- Yes (Continue) No (Skip to #20)

19. 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	
	1	2	3	4	5	6	7	8	9	
19a. Courteous.....	1	2	3	4	5	6	7	8	9	
19b. Fairness.....	1	2	3	4	5	6	7	8	9	
19c. Competence.....	1	2	3	4	5	6	7	8	9	
19d. Problem solving.....	1	2	3	4	5	6	7	8	9	
19e. Response time.....	1	2	3	4	5	6	7	8	9	NA

20. 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 #23)

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

Program _____ Location _____
 Program _____ Location _____

22. 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	
	1	2	3	4	5	6	7	8	9	
22a. Program quality.....	1	2	3	4	5	6	7	8	9	
22b. Facility quality.....	1	2	3	4	5	6	7	8	9	
22c. Cost or amount of fee.....	1	2	3	4	5	6	7	8	9	NA
22d. Overall experience.....	1	2	3	4	5	6	7	8	9	
22e. Ease of registration.....	1	2	3	4	5	6	7	8	9	
22f. Instructor or coach quality.....	1	2	3	4	5	6	7	8	9	NA

23. Cary’s municipal tax rate is 37 cents per \$100 of property valuation. So a home valued at \$100,000 will have a tax of \$370. By comparison the same home will have a tax of about \$479 in Charlotte, \$421 in Raleigh, and \$591 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

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

Yes – what drew you to downtown? _____

No – why not? _____

25. The Town is working hard to create a more vibrant downtown. For each of the following amenities or activities, please tell us how effective it would be in bringing you downtown more often. Use a 9-point scale from 1 which is not likely at all to 9 which is extremely likely, 5 is neutral.

	Not Likely at All				Neutral				Extremely Likely
	1	2	3	4	5	6	7	8	9
25a. Festivals.....	1	2	3	4	5	6	7	8	9
25b. Additional art exhibition space.....	1	2	3	4	5	6	7	8	9
25c. Concerts.....	1	2	3	4	5	6	7	8	9
25d. Working studio space for artists.....	1	2	3	4	5	6	7	8	9
25e. Outdoor performances.....	1	2	3	4	5	6	7	8	9
25f. Grocery store.....	1	2	3	4	5	6	7	8	9
25g. Farmer’s Market.....	1	2	3	4	5	6	7	8	9
25h. Preservation/adaptive reuse of historic building.....	1	2	3	4	5	6	7	8	9
25i. Cafes and restaurants.....	1	2	3	4	5	6	7	8	9
25j. Historical walking tour.....	1	2	3	4	5	6	7	8	9
25k. Shopping opportunities.....	1	2	3	4	5	6	7	8	9
25l. Public art.....	1	2	3	4	5	6	7	8	9
25m. Museums.....	1	2	3	4	5	6	7	8	9
25n. Pet shop.....	1	2	3	4	5	6	7	8	9
25o. Coffee shop.....	1	2	3	4	5	6	7	8	9
25p. Bars/Pubs.....	1	2	3	4	5	6	7	8	9
25q. Ice cream/yogurt shop.....	1	2	3	4	5	6	7	8	9
25r. Gallery Crawl.....	1	2	3	4	5	6	7	8	9
25s. Other?	1	2	3	4	5	6	7	8	9

26. Overall, how well informed do you feel about Town government services, projects, issues, and programs affecting you? Use a 9-point scale where 1 is not at all informed and 9 is very well informed, 5 is average.

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

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

27. How satisfied are you with the Town of Cary’s 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 Neutral Very
 Dissatisfied Satisfied

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

28. 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 Neutral Very
 Dissatisfied Satisfied

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

29. The Town would like more involvement from its citizens such as volunteering for an advisory board, attending community meetings, or commenting on proposed projects. For the following items, please tell us if it is a barrier or hinders your involvement in Town government. Use a 9-point scale where 1 is not a barrier at all and 9 is a very significant barrier, 5 is neutral.

	Not a Barrier At All		Neutral					Very Significant Barrier	
29a. Don't know about opportunities	1	2	3	4	5	6	7	8	9
29b. Topics don't interest me	1	2	3	4	5	6	7	8	9
29c. Issues don't affect me	1	2	3	4	5	6	7	8	9
29d. Too busy, don't have time	1	2	3	4	5	6	7	8	9
20e. Timing of opportunities is inconvenient	1	2	3	4	5	6	7	8	9
29f. Don't have transportation	1	2	3	4	5	6	7	8	9
29g. Waste of time, 1 person can't make a difference	1	2	3	4	5	6	7	8	9
29h. Don't understand government processes	1	2	3	4	5	6	7	8	9
29i. Don't feel qualified to offer input	1	2	3	4	5	6	7	8	9
29j. Other _____	1	2	3	4	5	6	7	8	9

30. Please indicate how much you use the following information sources that Cary uses to communicate with its citizens. Use a 9-point scale from 1 never use to 9 frequently use.

	Never Use							Frequently Use	
30a. Cary News	1	2	3	4	5	6	7	8	9
30b. Raleigh News & Observer	1	2	3	4	5	6	7	8	9
30c. Television	1	2	3	4	5	6	7	8	9
30d. Radio	1	2	3	4	5	6	7	8	9
30e. The Town's website	1	2	3	4	5	6	7	8	9
30f. The Town's email list services	1	2	3	4	5	6	7	8	9
30g. Word of mouth (friends/neighbors)	1	2	3	4	5	6	7	8	9
30h. Cary TV 11, Cary's Govt. Access Cable Channel	1	2	3	4	5	6	7	8	9
30i. BUD (Cary's water & sewer bill newsletter)	1	2	3	4	5	6	7	8	9
30j. The Town's Block Leader Program	1	2	3	4	5	6	7	8	9
30k. Parks, Recreation, and Cultural Resources Program Brochure	1	2	3	4	5	6	7	8	9
30l. Independent Weekly/Indy Week	1	2	3	4	5	6	7	8	9
30m. Homeowner's association	1	2	3	4	5	6	7	8	9
30n. Twitter	1	2	3	4	5	6	7	8	9
30o. Cary Citizen website	1	2	3	4	5	6	7	8	9
30p. Facebook	1	2	3	4	5	6	7	8	9
30q. YouTube	1	2	3	4	5	6	7	8	9
30r. Next Door	1	2	3	4	5	6	7	8	9

30s. Instagram.....	1	2	3	4	5	6	7	8	9
30t. LinkedIn.....	1	2	3	4	5	6	7	8	9

31. Please indicate how much you would use the following social media sources if Cary used them to communicate with its citizens. Use the 9-point scale from 1 never use to 9 frequently use.

					Never Use					Frequently Use
31a. Tumbler.....	1	2	3	4	5	6	7	8	9	
31b. Pinterest.....	1	2	3	4	5	6	7	8	9	
31c. Reddit.....	1	2	3	4	5	6	7	8	9	
31d. Snapchat.....	1	2	3	4	5	6	7	8	9	

32. 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, 5 is average.

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

33. Specifically, how safe do you feel in your home neighborhood?

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

34. 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

35. In the last year or two, where have you been in Cary where you expected to be able to use public Wifi but couldn't because it wasn't available? Please specify.

36. Thinking about the Town's efforts for senior citizens such as sidewalks, C-Tran bus service, the Cary Senior Center, senior housing, recreation centers, communications, and help with trash collection. How satisfied would you say you are overall with the job the Town is doing for seniors? Use the same 9-point scale where 9 is very satisfied and 1 is very dissatisfied.

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

37. Thinking about the Town's efforts for citizens who have disabilities such as parking, sidewalks, curb-cuts, C-Tran bus service, inclusive recreation, accessible buildings and facilities, communications, and help with trash collection. How satisfied would you say you are overall with the job the Town is doing for persons with disabilities? Use the same 9-point scale where 9 is very satisfied and 1 is very dissatisfied.

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

38. We have one more question relating to the legally disabled. Is there anyone currently living in your home who is legally disabled, including but not necessarily limited to having a hearing, vision, mobility, intellectual, or emotional impairment?

- Yes No Refused

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

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

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

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

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

41. 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

42. 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

43. May I ask your race?

- Caucasian African-American Native-American Asian Hispanic Other

44. Are you a registered voter?

- Yes No

45. Did you vote in the 2015 local elections this past fall?

- Yes No

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

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

47. 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 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	33	6.1	93.9
26-55	259	20.8	79.2
56-65	56	23.2	76.8
Over 65	49	18.4	81.6

Table B2. Contact with the Town Government by Education.

Education	n	Yes	No
HS/Some College	159	17.0	83.0
College Degree	219	21.5	78.5
PhD/JD/MD	14	14.3	85.7

Table B3. Contact with the Town Government by Gender.

Gender	n	Yes	No
Male	205	19.0	81.0
Female	195	20.5	79.5

Table B4. Contact with the Town Government by Housing Type.

Housing Type	n	Yes	No
Single Family	290	20.3	79.7
Apartment	44	11.4	88.6
Townhouse/Condo	54	20.4	79.6
Other	10	30.0	70.0

Table B5. Contact with the Town Government by Income.

Income	n	Yes	No
0-\$45,000	61	13.1	86.9
\$45,001-\$100,000	100	16.0	84.0
\$100,001-\$150,000	69	20.3	79.7
Over \$150,000	96	28.1	71.9

Table B6. Contact with the Town Government by Race.

Race	n	Yes	No
Caucasian	284	20.1	79.9
African-American	42	21.4	78.6
Asian	36	16.7	83.3
Hispanic	15	26.7	73.3
Other	10	10.0	90.0

Table B7. Contact with the Town Government by Years in Cary.

Years in Cary	n	Yes	No
0-1	17	11.8	88.2
2-5	55	18.2	81.8
6-10	89	15.7	84.3
Over 10	201	21.9	78.1
Native	35	25.7	74.3

Town Government Staff: Courteous Crosstabulations

Table B8. 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	52	8.46	0.0	0.0	0.0	0.0	1.9	0.0	11.5	23.1	63.5	A
56-65	12	8.33	0.0	0.0	8.3	0.0	0.0	0.0	0.0	16.7	75.0	A-
Over 65	9	7.33	11.1	0.0	0.0	0.0	0.0	11.1	11.1	22.2	44.4	B-

Table B9. 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	25	8.08	4.0	0.0	0.0	0.0	4.0	0.0	12.0	20.0	60.0	A-
College Degree	46	8.39	0.0	0.0	2.2	0.0	0.0	2.2	8.7	23.9	63.0	A-
PhD/JD/MD	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Table B10. 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	37	8.32	2.7	0.0	0.0	0.0	0.0	0.0	10.8	24.3	62.2	A-
Female	39	8.21	0.0	0.0	2.6	0.0	5.1	2.6	7.7	20.5	61.5	A-

Table B11. 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	57	8.18	1.8	0.0	1.8	0.0	1.8	0.0	12.3	26.3	56.1	A-
Apartment	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
Townhouse/Condo	11	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	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 B12. 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	8	7.50	12.5	0.0	0.0	0.0	0.0	12.5	0.0	12.5	62.5	B-
\$45,001-\$100,000	16	8.44	0.0	0.0	0.0	0.0	6.3	0.0	6.3	18.8	68.8	A
\$100,001-\$150,000	13	8.62	0.0	0.0	0.0	0.0	0.0	0.0	7.7	23.1	69.2	A
Over \$150,000	26	8.23	0.0	0.0	3.8	0.0	0.0	0.0	11.5	30.8	53.8	A-

Table B13. 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	55	8.26	1.8	0.0	1.8	0.0	1.8	1.8	7.3	21.8	63.6	A-
African-American	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A
Asian	6	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+
Hispanic	3	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	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 B14. Opinion Regarding Contact with Town Government Staff - Courteous 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	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
2-5	10	7.90	0.0	0.0	0.0	0.0	0.0	10.0	20.0	40.0	30.0	B+
6-10	14	8.21	0.0	0.0	7.1	0.0	0.0	0.0	14.3	7.1	71.4	A-
Over 10	41	8.37	2.4	0.0	0.0	0.0	2.4	0.0	4.9	24.4	65.9	A-
Native	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A

Town Government Staff: Professionalism Crosstabulations

Table B15. 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	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
26-55	53	8.30	0.0	0.0	0.0	0.0	0.0	7.5	11.3	24.5	56.6	A-
56-65	12	8.17	0.0	8.3	0.0	0.0	0.0	0.0	8.3	8.3	75.0	A-
Over 65	9	7.22	11.1	0.0	0.0	0.0	0.0	11.1	11.1	33.3	33.3	B-

Table B16. 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	26	8.00	3.8	0.0	0.0	0.0	0.0	7.7	19.2	7.7	61.5	B+
College Degree	46	8.22	0.0	2.2	0.0	0.0	0.0	6.5	6.5	30.4	54.3	A-
PhD/JD/MD	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Table B17. 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	38	8.11	2.6	0.0	0.0	0.0	0.0	5.3	13.2	26.3	52.6	A-
Female	39	8.15	0.0	2.6	0.0	0.0	2.6	7.7	7.7	17.9	61.5	A-

Table B18. 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	57	8.04	1.8	1.8	0.0	0.0	0.0	5.3	14.0	26.3	50.9	B+
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	11	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	3	7.00	0.0	0.0	0.0	0.0	0.0	66.7	0.0	0.0	33.3	C+

Table B19. 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	8	7.38	12.5	0.0	0.0	0.0	0.0	12.5	0.0	25.0	50.0	B-
\$45,001-\$100,000	16	8.56	0.0	0.0	0.0	0.0	0.0	6.3	6.3	12.5	75.0	A
\$100,001-\$150,000	13	8.77	0.0	0.0	0.0	0.0	0.0	0.0	0.0	23.1	76.9	A+
Over \$150,000	26	7.77	0.0	3.8	0.0	0.0	0.0	7.7	23.1	26.9	38.5	B

Table B20. 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	56	8.11	1.8	1.8	0.0	0.0	0.0	7.1	10.7	19.6	58.9	A-
African-American	9	8.44	0.0	0.0	0.0	0.0	0.0	11.1	0.0	22.2	66.7	A
Asian	6	8.17	0.0	0.0	0.0	0.0	0.0	0.0	16.7	50.0	33.3	A-
Hispanic	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B21. Opinion Regarding Contact with Town Government Staff - Professionalism 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	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
2-5	10	8.00	0.0	0.0	0.0	0.0	0.0	10.0	10.0	50.0	30.0	B+
6-10	14	7.93	0.0	7.1	0.0	0.0	0.0	14.3	7.1	0.0	71.4	B+
Over 10	42	8.19	2.4	0.0	0.0	0.0	0.0	4.8	11.9	23.8	57.1	A-
Native	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A

Town Government Staff: Promptness of Response Crosstabulations

Table B22. 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	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	51	8.18	2.0	0.0	0.0	0.0	2.0	5.9	9.8	21.6	58.8	A-
56-65	12	8.17	0.0	8.3	0.0	0.0	0.0	0.0	8.3	8.3	75.0	A-
Over 65	9	7.33	11.1	0.0	0.0	0.0	0.0	11.1	11.1	22.2	44.4	B-

Table B23. 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	26	7.92	3.8	0.0	0.0	0.0	3.8	3.8	19.2	11.5	57.7	B+
College Degree	44	8.11	2.3	2.3	0.0	0.0	0.0	6.8	4.5	25.0	59.1	A-
PhD/JD/MD	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Table B24. 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	37	8.05	2.7	0.0	0.0	0.0	2.7	5.4	13.5	18.9	56.8	B+
Female	38	8.03	2.6	2.6	0.0	0.0	2.6	5.3	5.3	21.1	60.5	B+

Table B25. 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	55	7.93	3.6	1.8	0.0	0.0	0.0	5.5	12.7	23.6	52.7	B+
Apartment	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
Townhouse/Condo	11	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
Other	3	6.67	0.0	0.0	0.0	0.0	33.3	33.3	0.0	0.0	33.3	C

Table B26. 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	8	7.50	12.5	0.0	0.0	0.0	0.0	12.5	0.0	12.5	62.5	B-
\$45,001-\$100,000	16	8.50	0.0	0.0	0.0	0.0	0.0	6.3	6.3	18.8	68.8	A
\$100,001-\$150,000	13	8.15	7.7	0.0	0.0	0.0	0.0	0.0	7.7	7.7	76.9	A-
Over \$150,000	24	7.88	0.0	4.2	0.0	0.0	0.0	8.3	12.5	33.3	41.7	B+

Table B27. 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	55	8.06	1.8	1.8	0.0	0.0	1.8	7.3	9.1	20.0	58.2	A-
African-American	8	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	6	6.83	16.7	0.0	0.0	0.0	0.0	0.0	16.7	50.0	16.7	C
Hispanic	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B28. Opinion Regarding Contact with Town Government Staff - Promptness of Response 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	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
2-5	10	7.40	10.0	0.0	0.0	0.0	0.0	10.0	20.0	10.0	50.0	B-
6-10	13	8.00	0.0	7.7	0.0	0.0	0.0	7.7	7.7	7.7	69.2	B+
Over 10	41	8.15	2.4	0.0	0.0	0.0	2.4	4.9	7.3	26.8	56.1	A-
Native	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A

Town Government Staff: Helpful Crosstabulations

Table B29. 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	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	50	8.28	0.0	0.0	0.0	2.0	0.0	4.0	14.0	22.0	58.0	A-
56-65	12	8.17	0.0	0.0	8.3	0.0	0.0	0.0	16.7	0.0	75.0	A-
Over 65	9	7.11	11.1	0.0	0.0	0.0	0.0	11.1	11.1	44.4	22.2	C+

Table B30. 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	25	7.96	4.0	0.0	0.0	0.0	0.0	4.0	20.0	20.0	52.0	B+
College Degree	44	8.21	0.0	0.0	2.3	2.3	0.0	4.5	9.1	22.7	59.1	A-
PhD/JD/MD	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	B+

Table B31. 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	36	8.11	2.8	0.0	0.0	0.0	0.0	2.8	16.7	25.0	52.8	A-
Female	38	8.05	0.0	0.0	2.6	2.6	2.6	5.3	10.5	18.4	57.9	B+

Table B32. 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	55	7.95	1.8	0.0	1.8	1.8	0.0	3.6	18.2	23.6	49.1	B+
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	11	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	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 B33. 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	8	7.38	12.5	0.0	0.0	0.0	0.0	12.5	0.0	25.0	50.0	B-
\$45,001-\$100,000	16	8.56	0.0	0.0	0.0	0.0	0.0	0.0	6.3	31.3	62.5	A
\$100,001-\$150,000	13	8.15	0.0	0.0	0.0	7.7	0.0	7.7	7.7	7.7	69.2	A-
Over \$150,000	24	7.96	0.0	0.0	4.2	0.0	0.0	4.2	20.8	25.0	45.8	B+

Table B34. 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	54	8.15	1.9	0.0	1.9	0.0	0.0	3.7	14.8	18.5	59.3	A-
African-American	8	8.38	0.0	0.0	0.0	0.0	0.0	12.5	0.0	25.0	62.5	A-
Asian	6	7.33	0.0	0.0	0.0	16.7	0.0	0.0	16.7	50.0	16.7	B-
Hispanic	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B35. Opinion Regarding Contact with Town Government Staff - Helpful 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	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
2-5	10	7.10	0.0	0.0	0.0	10.0	0.0	20.0	30.0	20.0	20.0	C+
6-10	13	8.31	0.0	0.0	7.7	0.0	0.0	0.0	7.7	7.7	76.9	A-
Over 10	40	7.20	2.5	0.0	0.0	0.0	0.0	2.5	12.5	27.5	55.0	B-
Native	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A

Town Government Staff: Knowledgeable Crosstabulations

Table B36. 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	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	50	8.30	0.0	0.0	0.0	2.0	0.0	4.0	12.0	24.0	58.0	A-
56-65	12	8.33	0.0	0.0	0.0	0.0	8.3	0.0	16.7	0.0	75.0	A-
Over 65	9	7.11	11.1	0.0	0.0	0.0	0.0	11.1	11.1	44.4	22.2	C+

Table B37. 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	25	8.00	4.0	0.0	0.0	0.0	0.0	4.0	20.0	16.0	56.0	B+
College Degree	44	8.25	0.0	0.0	0.0	2.3	2.3	4.5	6.8	27.3	56.8	A-
PhD/JD/MD	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	B+

Table B38. 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	36	8.14	2.8	0.0	0.0	0.0	0.0	2.8	13.9	27.8	52.8	A-
Female	38	8.11	0.0	0.0	0.0	2.6	5.3	5.3	10.5	18.4	57.9	A-

Table B39. 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	55	7.98	1.8	0.0	0.0	1.8	1.8	3.6	16.4	27.3	47.3	B+
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	11	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	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 B40. 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	8	7.38	12.5	0.0	0.0	0.0	0.0	12.5	0.0	25.0	50.0	B-
\$45,001-\$100,000	16	8.50	0.0	0.0	0.0	0.0	0.0	6.3	6.3	18.8	68.8	A
\$100,001-\$150,000	13	8.31	0.0	0.0	0.0	7.7	0.0	0.0	7.7	15.4	69.2	A-
Over \$150,000	24	7.96	0.0	0.0	0.0	0.0	4.2	4.2	25.0	25.0	41.7	B+

Table B41. 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	54	8.17	1.9	0.0	0.0	0.0	1.9	5.6	13.0	18.5	59.3	A-
African-American	8	8.50	0.0	0.0	0.0	0.0	0.0	0.0	12.5	25.0	62.5	A
Asian	6	7.33	0.0	0.0	0.0	16.7	0.0	0.0	16.7	50.0	16.7	B-
Hispanic	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	0.0	66.7	33.3	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 B42. Opinion Regarding Contact with Town Government Staff - Knowledgeable 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	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
2-5	10	7.40	0.0	0.0	0.0	10.0	0.0	10.0	20.0	40.0	20.0	B-
6-10	13	8.31	0.0	0.0	0.0	0.0	7.7	7.7	7.7	0.0	76.9	A-
Over 10	40	8.20	2.5	0.0	0.0	0.0	0.0	2.5	12.5	27.5	55.0	A-
Native	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A

Town Government Staff: Overall Quality of Customer Service Crosstabulations

Table B43. Opinion Regarding Contact with Town Government Staff - Overall 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	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
26-55	51	8.26	0.0	0.0	2.0	0.0	2.0	0.0	19.6	15.7	60.8	A-
56-65	12	8.17	0.0	8.3	0.0	0.0	0.0	0.0	8.3	8.3	75.0	A-
Over 65	9	7.11	11.1	0.0	0.0	0.0	0.0	11.1	11.1	44.4	22.2	C+

Table B44. Opinion Regarding Contact with Town Government Staff - Overall 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	26	7.92	3.8	0.0	0.0	0.0	3.8	0.0	26.9	7.7	57.7	B+
College Degree	44	8.21	0.0	2.3	2.3	0.0	0.0	2.3	11.4	20.5	61.4	A-
PhD/JD/MD	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A

Table B45. Opinion Regarding Contact with Town Government Staff - Overall Quality of Customer Service by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	37	8.14	2.7	0.0	0.0	0.0	0.0	0.0	21.6	21.6	54.1	A-
Female	38	8.03	0.0	2.6	2.6	0.0	5.3	2.6	10.5	13.2	63.2	B+

Table B46. Opinion Regarding Contact with Town Government Staff - Overall 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	55	7.95	1.8	1.8	1.8	0.0	1.8	0.0	20.0	20.0	52.7	B+
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	11	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	3	7.33	0.0	0.0	0.0	0.0	0.0	33.3	33.3	0.0	33.3	B-

Table B47. Opinion Regarding Contact with Town Government Staff - Overall 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	8	7.38	12.5	0.0	0.0	0.0	0.0	12.5	0.0	25.0	50.0	B-
\$45,001-\$100,000	16	8.44	0.0	0.0	0.0	0.0	6.3	0.0	6.3	18.8	68.8	A
\$100,001-\$150,000	13	8.15	0.0	0.0	7.7	0.0	0.0	0.0	15.4	7.7	69.2	A-
Over \$150,000	24	8.00	0.0	4.2	0.0	0.0	0.0	0.0	25.0	20.8	50.0	B+

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

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	55	8.13	1.8	1.8	0.0	0.0	1.8	1.8	16.4	14.5	61.8	A-
African-American	8	8.50	0.0	0.0	0.0	0.0	0.0	0.0	12.5	25.0	62.5	A
Asian	6	7.33	0.0	0.0	16.7	0.0	0.0	0.0	16.7	33.3	33.3	B-
Hispanic	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B49. Opinion Regarding Contact with Town Government Staff - Overall Quality of Customer Service 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	2	7.00	0.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	50.0	C+
2-5	10	7.20	0.0	0.0	10.0	0.0	0.0	10.0	30.0	30.0	20.0	B-
6-10	13	8.15	0.0	7.7	0.0	0.0	0.0	0.0	15.4	0.0	76.9	A-
Over 10	41	8.22	2.4	0.0	0.0	0.0	2.4	0.0	14.6	19.5	61.0	A-
Native	9	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A

Maintenance of Streets and Roads Crosstabulations

Table B50. Maintenance of Streets and Roads by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	33	6.64	3.0	3.0	0.0	3.0	9.1	18.2	33.3	18.2	12.1	C
26-55	259	7.01	1.2	1.5	0.8	3.5	6.9	12.7	34.7	21.2	17.4	C+
56-65	56	7.13	0.0	0.0	1.8	0.0	14.3	8.9	32.1	28.6	14.3	C+
Over 65	49	6.80	0.0	0.0	0.0	6.1	18.4	12.2	30.6	18.4	14.3	C

Table B51. Maintenance of Streets and Roads by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	290	6.93	0.7	1.4	0.7	3.1	11.0	13.8	33.1	20.7	15.5	C+
Apartment	44	7.00	2.3	0.0	2.3	6.8	2.3	13.6	25.0	34.1	13.6	C+
Townhouse/Condo	54	7.11	1.9	1.9	0.0	1.9	7.4	5.6	42.6	20.4	18.5	C+
Other	10	7.20	0.0	0.0	0.0	10.0	10.0	0.0	40.0	10.0	30.0	B-

Table B52. Maintenance of Streets and Roads 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	17	6.35	0.0	5.9	0.0	0.0	23.5	17.6	29.4	17.6	5.9	C-
2-5	55	7.15	0.0	0.0	1.8	9.1	10.9	7.3	16.4	30.9	23.6	C+
6-10	89	7.25	0.0	2.2	0.0	1.1	4.5	15.7	36.0	16.9	23.6	B-
Over 10	201	6.73	2.0	1.5	1.0	3.0	11.4	13.4	36.3	21.4	10.0	C
Native	35	7.51	0.0	0.0	0.0	2.9	2.9	5.7	42.9	20.0	25.7	B-

Cleanliness and Appearance of Parks Crosstabulations

Table B53. 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	33	8.46	0.0	0.0	0.0	0.0	0.0	0.0	6.1	42.4	51.5	A
26-55	258	8.56	0.0	0.0	0.0	0.0	0.8	1.2	5.4	26.4	66.3	A
56-65	55	8.66	0.0	0.0	0.0	0.0	0.0	0.0	3.6	27.3	69.1	A
Over 65	48	8.42	0.0	0.0	0.0	0.0	0.0	2.1	12.5	27.1	58.3	A

Table B54. Cleanliness and Appearance of Parks by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	287	8.54	0.0	0.0	0.0	0.0	0.7	1.4	4.9	29.6	63.4	A
Apartment	44	8.64	0.0	0.0	0.0	0.0	0.0	0.0	6.8	22.7	70.5	A
Townhouse/Condo	54	8.56	0.0	0.0	0.0	0.0	0.0	0.0	11.1	22.2	66.7	A
Other	10	8.50	0.0	0.0	0.0	0.0	0.0	0.0	10.0	30.0	60.0	A

Table B55. 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	16	8.25	0.0	0.0	0.0	0.0	6.3	0.0	18.8	12.5	62.5	A-
2-5	55	8.69	0.0	0.0	0.0	0.0	0.0	0.0	3.6	23.6	72.7	A+
6-10	89	8.53	0.0	0.0	0.0	0.0	0.0	1.1	6.7	30.3	61.8	A
Over 10	199	8.50	0.0	0.0	0.0	0.0	1.0	1.5	5.0	31.7	60.8	A
Native	35	8.71	0.0	0.0	0.0	0.0	0.0	0.0	5.7	17.1	77.1	A+

Cleanliness and Appearance of Greenways Crosstabulations

Table B56. 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	33	8.58	0.0	0.0	0.0	0.0	0.0	0.0	0.0	42.4	57.6	A
26-55	258	8.54	0.0	0.0	0.0	0.0	0.4	2.3	5.0	27.1	65.1	A
56-65	55	8.64	0.0	0.0	0.0	0.0	0.0	0.0	3.6	29.1	67.3	A
Over 65	49	8.45	0.0	0.0	0.0	0.0	0.0	2.0	10.2	28.6	59.2	A

Table B57. Cleanliness and Appearance of Greenways by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	288	8.52	0.0	0.0	0.0	0.0	0.3	2.4	4.2	31.3	61.8	A
Apartment	44	8.68	0.0	0.0	0.0	0.0	0.0	0.0	4.5	22.7	72.7	A
Townhouse/Condo	54	8.59	0.0	0.0	0.0	0.0	0.0	0.0	9.3	22.2	68.5	A
Other	10	8.50	0.0	0.0	0.0	0.0	0.0	0.0	10.0	30.0	60.0	A

Table B58. 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	16	8.25	0.0	0.0	0.0	0.0	6.3	6.3	6.3	18.8	62.5	A-
2-5	55	8.62	0.0	0.0	0.0	0.0	0.0	1.8	3.6	25.5	69.1	A
6-10	89	8.54	0.0	0.0	0.0	0.0	0.0	1.1	6.7	29.2	62.9	A
Over 10	200	8.50	0.0	0.0	0.0	0.0	0.5	2.0	4.5	33.0	60.0	A
Native	35	8.74	0.0	0.0	0.0	0.0	0.0	0.0	2.9	20.0	77.1	A+

Cleanliness and Appearance of Median/Roadsides Crosstabulations

Table B59. 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	33	8.30	0.0	0.0	0.0	0.0	0.0	0.0	21.2	27.3	51.5	A-
26-55	259	8.29	0.0	0.0	0.0	0.4	0.4	5.0	12.4	27.8	54.1	A-
56-65	55	8.42	0.0	0.0	0.0	0.0	0.0	1.8	9.1	34.5	54.5	A
Over 65	49	8.12	0.0	0.0	0.0	0.0	2.0	4.1	20.4	26.5	46.9	A-

Table B60. Cleanliness and Appearance of Median/Roadsides by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	289	8.24	0.0	0.0	0.0	0.3	1.0	4.8	12.5	30.4	50.9	A-
Apartment	44	8.46	0.0	0.0	0.0	0.0	0.0	2.3	13.6	20.5	63.6	A
Townhouse/Condo	54	8.35	0.0	0.0	0.0	0.0	0.0	1.9	16.7	25.9	55.6	A-
Other	10	8.20	0.0	0.0	0.0	0.0	0.0	0.0	30.0	20.0	50.0	A-

Table B61. 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	17	7.88	0.0	0.0	0.0	0.0	5.9	11.8	17.6	17.6	47.1	B+
2-5	55	8.44	0.0	0.0	0.0	0.0	3.6	0.0	9.1	23.6	63.6	A
6-10	89	8.30	0.0	0.0	0.0	0.0	0.0	4.5	14.6	27.0	53.9	A-
Over 10	200	8.23	0.0	0.0	0.0	0.5	0.5	4.0	14.0	33.0	48.0	A-
Native	35	8.40	0.0	0.0	0.0	0.0	0.0	2.9	14.3	22.9	60.0	A-

Cleanliness and Appearance of Streets Crosstabulations

Table B62. 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	33	8.21	0.0	0.0	0.0	0.0	0.0	3.0	18.2	33.3	45.5	A-
26-55	259	8.31	0.0	0.0	0.0	0.0	1.2	3.5	12.4	29.7	53.3	A-
56-65	56	8.38	0.0	0.0	0.0	0.0	0.0	0.0	12.5	37.5	50.0	A-
Over 65	49	8.18	0.0	0.0	0.0	0.0	2.0	2.0	16.3	34.7	44.9	A-

Table B63. Cleanliness and Appearance of Streets by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	290	8.27	0.0	0.0	0.0	0.0	1.4	3.1	12.1	34.1	49.3	A-
Apartment	44	8.43	0.0	0.0	0.0	0.0	0.0	2.3	11.4	27.3	59.1	A
Townhouse/Condo	54	8.28	0.0	0.0	0.0	0.0	0.0	3.7	18.5	24.1	53.7	A-
Other	10	8.20	0.0	0.0	0.0	0.0	0.0	0.0	30.0	20.0	50.0	A-

Table B64. 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	17	7.88	0.0	0.0	0.0	0.0	11.8	0.0	17.6	29.4	41.2	B+
2-5	55	8.31	0.0	0.0	0.0	0.0	3.6	1.8	12.7	23.6	58.2	A-
6-10	89	8.35	0.0	0.0	0.0	0.0	0.0	3.4	11.2	32.6	52.8	A-
Over 10	201	8.27	0.0	0.0	0.0	0.0	0.5	3.0	12.9	35.8	47.8	A-
Native	35	8.29	0.0	0.0	0.0	0.0	0.0	2.9	20.0	22.9	54.3	A-

Police Department: Contact Crosstabulations

Table B65. Contact with the Police Department by Age.

Age	n	Yes	No
18-25	33	30.3	69.7
26-55	259	32.4	67.6
56-65	56	28.6	71.4
Over 65	49	32.7	67.3

Table B66. Contact with the Police Department by Education.

Education	n	Yes	No
HS/Some College	159	32.7	67.3
College Degree	219	32.9	67.1
PhD/JD/MD	14	14.3	85.7

Table B67. Contact with the Police Department by Gender.

Gender	n	Yes	No
Male	205	33.2	66.8
Female	195	30.3	69.7

Table B68. Contact with the Police Department by Housing Type.

Housing	n	Yes	No
Single Family	290	33.4	66.6
Apartment	44	25.0	75.0
Townhouse/Condo	54	27.8	72.2
Other	10	40.0	60.0

Table B69. Contact with the Police Department by Income.

Income	n	Yes	No
0-\$45,000	61	27.9	72.1
\$45,001-\$100,000	100	26.0	74.0
\$100,001-\$150,000	69	33.3	66.7
Over \$150,000	96	34.4	65.6

Table B70. Contact with the Police Department by Race.

Race	n	Yes	No
Caucasian	284	32.4	67.6
African-American	42	38.1	61.9
Asian	36	25.0	75.0
Hispanic	15	33.3	66.7
Other	10	10.0	90.0

Table B71. Contact with the Police Department by Years in Cary.

Years in Cary	n	Yes	No
0-1	17	29.4	70.6
2-5	55	29.1	70.9
6-10	89	34.8	65.2
Over 10	201	33.8	66.2
Native	35	20.0	80.0

Police Department: Person Contacted Crosstabulations

Table B72. Person Contacted at Police Department by Age.

Age	n	Officer	Clerk	Dispatcher	Animal Control	Not Sure	Multiple Contacts
18-25	10	80.0	10.0	0.0	0.0	0.0	10.0
26-55	79	69.6	3.8	6.3	1.3	2.5	16.5
56-65	16	43.8	6.3	6.3	12.5	12.5	18.8
Over 65	16	62.5	6.3	12.5	0.0	6.3	12.5

Table B73. Person Contacted at Police Department by Education.

Education	n	Officer	Clerk	Dispatcher	Animal Control	Not Sure	Multiple Contacts
HS/Some College	50	62.0	4.0	8.0	4.0	4.0	18.0
College Degree	69	68.1	5.8	5.8	1.4	4.3	14.5
PhD/JD/MD	2	100.0	0.0	0.0	0.0	0.0	0.0

Table B74. Person Contacted at Police Department by Gender.

Gender	n	Officer	Clerk	Dispatcher	Animal Control	Not Sure	Multiple Contacts
Male	65	72.3	4.6	6.2	0.0	3.1	13.8
Female	57	57.9	5.3	8.8	5.3	5.3	17.5

Table B75. Person Contacted at Police Department by Housing Type.

Housing	n	Officer	Clerk	Dispatcher	Animal Control	Not Sure	Multiple Contacts
Single Family	94	72.3	3.2	5.3	2.1	5.3	11.7
Apartment	11	54.5	18.2	0.0	0.0	0.0	27.3
Townhouse/Condo	13	46.2	7.7	7.7	7.7	0.0	30.8
Other	4	0.0	0.0	75.0	0.0	0.0	25.0

Table B76. Person Contacted at Police Department by Income.

Income	n	Officer	Clerk	Dispatcher	Animal Control	Not Sure	Multiple Contacts
0-\$45,000	17	47.1	11.8	11.8	5.9	0.0	23.5
\$45,001-\$100,000	24	62.5	4.2	8.3	0.0	0.0	25.0
\$100,001-\$150,000	22	77.3	4.5	9.1	4.5	4.5	0.0
Over \$150,000	32	68.8	3.1	3.1	0.0	6.3	18.8

Table B77. Person Contacted at Police Department by Race.

Race	n	Officer	Clerk	Dispatcher	Animal Control	Not Sure	Multiple Contacts
Caucasian	88	72.7	3.4	5.7	2.3	2.3	13.6
African-American	16	50.0	12.5	12.5	6.3	0.0	18.8
Asian	8	37.5	0.0	12.5	0.0	25.0	25.0
Hispanic	5	80.0	0.0	0.0	0.0	0.0	20.0
Other	1	0.0	100.0	0.0	0.0	0.0	0.0

Table B78. Person Contacted at Police Department by Years in Cary.

Years in Cary	n	Officer	Clerk	Dispatcher	Animal Control	Not Sure	Multiple Contacts
0-1	4	75.0	0.0	25.0	0.0	0.0	0.0
2-5	16	37.5	6.3	12.5	0.0	12.5	31.3
6-10	29	72.4	6.9	6.9	0.0	6.9	6.9
Over 10	66	69.7	1.5	6.1	4.5	1.5	16.7
Native	7	57.1	28.6	0.0	0.0	0.0	14.3

Police Department: Courteous Crosstabulations

Table B79. Opinion Regarding Contact with Police Department - Courteous by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	10	6.50	10.0	0.0	10.0	20.0	0.0	0.0	0.0	10.0	50.0	C-
26-55	82	8.17	3.7	1.2	1.2	0.0	1.2	1.2	7.3	14.6	69.5	A-
56-65	16	8.25	0.0	6.3	0.0	0.0	6.3	0.0	0.0	6.3	81.3	A-
Over 65	16	8.81	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.8	81.3	A+

Table B80. Opinion Regarding Contact with 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	52	7.81	5.8	1.9	1.9	1.9	3.8	1.9	1.9	13.5	67.3	B+
College Degree	70	8.34	1.4	1.4	1.4	1.4	0.0	0.0	7.1	14.3	72.9	A-
PhD/JD/MD	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B81. Opinion Regarding Contact with Police Department - Courteous by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	67	8.15	3.0	1.5	3.0	0.0	1.5	1.5	4.5	13.4	71.6	A-
Female	58	8.12	3.4	1.7	0.0	3.4	1.7	0.0	5.2	13.8	70.7	A-

Table B82. Opinion Regarding Contact with Police Department - Courteous by Housing.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	97	8.21	3.1	2.1	0.0	1.0	2.1	1.0	5.2	13.4	72.2	A-
Apartment	11	7.73	0.0	0.0	9.1	9.1	0.0	0.0	0.0	27.3	54.5	B
Townhouse/Condo	13	7.69	7.7	0.0	7.7	0.0	0.0	0.0	7.7	7.7	69.2	B
Other	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B83. Opinion Regarding Contact with 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	17	8.00	0.0	0.0	5.9	5.9	0.0	5.9	0.0	17.6	64.7	B+
\$45,001-\$100,000	25	8.76	0.0	0.0	0.0	0.0	0.0	0.0	8.0	8.0	84.0	A+
\$100,001-\$150,000	22	8.36	0.0	4.5	0.0	0.0	0.0	0.0	4.5	22.7	68.2	A-
Over \$150,000	33	8.21	6.1	0.0	0.0	0.0	3.0	0.0	6.1	6.1	78.8	A-

Table B84. Opinion Regarding Contact with Police Department - Courteous by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	91	8.15	3.3	2.2	1.1	1.1	1.1	1.1	5.5	12.1	72.5	A-
African-American	16	7.75	6.3	0.0	6.3	0.0	6.3	0.0	0.0	12.5	68.8	B
Asian	8	8.00	0.0	0.0	0.0	12.5	0.0	0.0	12.5	12.5	62.5	B+
Hispanic	5	8.60	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0	60.0	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 B85. Opinion Regarding Contact with Police Department - Courteous 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	5	7.40	0.0	0.0	0.0	20.0	0.0	20.0	0.0	0.0	60.0	B-
2-5	16	8.38	0.0	0.0	6.3	0.0	0.0	0.0	6.3	12.5	75.0	A-
6-10	30	7.90	3.3	3.3	0.0	0.0	3.3	0.0	10.0	26.7	53.3	B+
Over 10	67	8.28	4.5	1.5	0.0	1.5	1.5	0.0	1.5	9.0	80.6	A-
Native	7	7.71	0.0	0.0	14.3	0.0	0.0	0.0	14.3	14.3	57.1	B

Police Department: Response Time Crosstabulations

Table B86. Opinion Regarding Contact with 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	4	7.75	0.0	0.0	0.0	25.0	0.0	0.0	0.0	0.0	75.0	B
26-55	44	8.34	2.3	0.0	2.3	0.0	0.0	6.8	4.5	4.5	79.5	A-
56-65	10	8.30	0.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	90.0	A-
Over 65	12	8.92	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.3	91.7	A+

Table B87. Opinion Regarding Contact with 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	33	8.15	3.0	3.0	0.0	3.0	0.0	6.1	0.0	6.1	78.8	A-
College Degree	37	8.62	0.0	0.0	2.7	0.0	0.0	2.7	5.4	2.7	86.5	A
PhD/JD/MD	0	--	--	--	--	--	--	--	--	--	--	--

Table B88. Opinion Regarding Contact with Police Department - Response Time by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	37	8.51	0.0	0.0	2.7	0.0	0.0	8.1	2.7	2.7	83.8	A
Female	33	8.27	3.0	3.0	0.0	3.0	0.0	0.0	3.0	6.1	81.8	A-

Table B89. Opinion Regarding Contact with 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	55	8.40	0.0	1.8	1.8	1.8	0.0	5.5	3.6	3.6	81.8	A-
Apartment	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
Townhouse/Condo	7	7.86	14.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	85.7	B+
Other	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B90. Opinion Regarding Contact with 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	12	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
\$45,001-\$100,000	14	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	11	7.82	0.0	9.1	0.0	0.0	0.0	9.1	9.1	9.1	63.6	B+
Over \$150,000	19	8.74	0.0	0.0	0.0	0.0	0.0	5.3	5.3	0.0	89.5	A+

Table B91. Opinion Regarding Contact with Police Department - Response Time by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	54	8.39	1.9	1.9	1.9	0.0	0.0	3.7	3.7	3.7	83.3	A-
African-American	7	8.57	0.0	0.0	0.0	0.0	0.0	14.3	0.0	0.0	85.7	A
Asian	5	7.80	0.0	0.0	0.0	20.0	0.0	0.0	0.0	20.0	60.0	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	0	--	--	--	--	--	--	--	--	--	--	--

Table B92. Opinion Regarding Contact with Police Department - Response Time 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	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2-5	11	8.73	0.0	0.0	0.0	0.0	0.0	0.0	9.1	9.1	81.8	A+
6-10	13	8.46	0.0	0.0	7.7	0.0	0.0	0.0	0.0	7.7	84.6	A
Over 10	42	8.26	2.4	2.4	0.0	2.4	0.0	7.1	2.4	0.0	83.3	A-
Native	3	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A

Police Department: Competence Crosstabulations

Table B93. Opinion Regarding Contact with Police Department - Competence by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	10	6.40	10.0	0.0	20.0	10.0	0.0	0.0	0.0	10.0	50.0	C-
26-55	82	8.00	4.9	1.2	1.2	2.4	1.2	1.2	6.1	12.2	69.5	B+
56-65	16	8.25	0.0	6.3	0.0	0.0	6.3	0.0	0.0	6.3	81.3	A-
Over 65	16	8.44	0.0	0.0	0.0	6.3	0.0	0.0	6.3	12.5	75.0	A

Table B94. Opinion Regarding Contact with 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	52	7.75	5.8	1.9	1.9	3.8	3.8	0.0	1.9	15.4	65.4	B
College Degree	70	8.19	2.9	1.4	2.9	2.9	0.0	1.4	7.1	8.6	72.9	A-
PhD/JD/MD	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B95. Opinion Regarding Contact with Police Department - Competence by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	67	7.85	4.5	1.5	3.0	4.5	1.5	1.5	3.0	11.9	68.7	B+
Female	58	8.10	3.4	1.7	1.7	1.7	1.7	0.0	6.9	10.3	72.4	A-

Table B96. Opinion Regarding Contact with Police Department - Competence by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	97	8.05	4.1	1.0	1.0	3.1	2.1	1.0	5.2	11.3	71.1	B+
Apartment	11	7.55	0.0	9.1	9.1	0.0	0.0	0.0	0.0	27.3	54.5	B
Townhouse/Condo	13	7.39	7.7	0.0	7.7	7.7	0.0	0.0	7.7	0.0	69.2	B-
Other	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B97. Opinion Regarding Contact with 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	17	7.82	0.0	5.9	5.9	0.0	5.9	0.0	0.0	17.6	64.7	B+
\$45,001-\$100,000	25	8.76	0.0	0.0	0.0	0.0	0.0	0.0	8.0	8.0	84.0	A+
\$100,001-\$150,000	22	8.41	0.0	4.5	0.0	0.0	0.0	0.0	4.5	18.2	72.7	A-
Over \$150,000	33	7.76	9.1	0.0	3.0	3.0	0.0	0.0	6.1	6.1	72.7	B

Table B98. Opinion Regarding Contact with Police Department - Competence by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	91	8.01	4.4	1.1	2.2	2.2	2.2	1.1	4.4	11.0	71.4	B+
African-American	16	7.50	6.3	6.3	0.0	6.3	0.0	0.0	12.5	0.0	68.8	B-
Asian	8	8.13	0.0	0.0	0.0	12.5	0.0	0.0	0.0	25.0	62.5	A-
Hispanic	5	7.60	0.0	0.0	20.0	0.0	0.0	0.0	0.0	20.0	60.0	B
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B99. Opinion Regarding Contact with Police Department - Competence 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	5	6.60	0.0	0.0	20.0	0.0	20.0	0.0	20.0	0.0	40.0	C-
2-5	16	7.94	6.3	6.3	0.0	0.0	0.0	0.0	0.0	12.5	75.0	B+
6-10	30	7.73	3.3	0.0	3.3	6.7	3.3	0.0	6.7	20.0	56.7	B
Over 10	67	8.21	4.5	1.5	0.0	3.0	0.0	1.5	3.0	7.5	79.1	A-
Native	7	7.71	0.0	0.0	14.3	0.0	0.0	0.0	14.3	14.3	57.1	B

Police Department: Fairness Crosstabulations

Table B100. Opinion Regarding Contact with Police Department - Fairness by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	10	6.40	10.0	0.0	20.0	10.0	0.0	0.0	0.0	10.0	50.0	C-
26-55	82	8.11	3.7	1.2	1.2	0.0	3.7	0.0	8.5	12.2	69.5	A-
56-65	16	8.25	0.0	6.3	0.0	0.0	6.3	0.0	0.0	6.3	81.3	A-
Over 65	16	8.63	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	A

Table B101. Opinion Regarding Contact with 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	52	7.77	5.8	1.9	1.9	1.9	5.8	0.0	1.9	15.4	65.4	B
College Degree	70	8.24	1.4	1.4	2.9	0.0	1.4	0.0	11.4	8.6	72.9	A-
PhD/JD/MD	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B102. Opinion Regarding Contact with Police Department - Fairness by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	67	8.03	3.0	1.5	3.0	0.0	0.0	4.5	7.5	11.9	68.7	B+
Female	58	8.10	3.4	1.7	1.7	1.7	1.7	0.0	6.9	10.3	72.4	A-

Table B103. Opinion Regarding Contact with Police Department - Fairness by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	97	8.14	3.1	1.0	1.0	1.0	4.1	0.0	7.2	11.3	71.1	A-
Apartment	11	7.55	0.0	9.1	9.1	0.0	0.0	0.0	0.0	27.3	54.5	B
Townhouse/Condo	13	7.62	7.7	0.0	7.7	0.0	0.0	0.0	15.4	0.0	69.2	B
Other	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B104. Opinion Regarding Contact with 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	17	7.82	0.0	5.9	5.9	0.0	5.9	0.0	0.0	17.6	64.7	B+
\$45,001-\$100,000	25	8.76	0.0	0.0	0.0	0.0	0.0	0.0	8.0	8.0	84.0	A+
\$100,001-\$150,000	22	8.41	0.0	4.5	0.0	0.0	0.0	0.0	4.5	18.2	72.7	A-
Over \$150,000	33	7.97	6.1	0.0	3.0	0.0	3.0	0.0	9.1	6.1	72.7	B+

Table B105. Opinion Regarding Contact with Police Department - Fairness by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	91	8.13	3.3	1.1	2.2	0.0	3.3	0.0	7.7	11.0	71.4	A-
African-American	16	7.56	6.3	6.3	0.0	0.0	6.3	0.0	12.5	0.0	68.8	B
Asian	8	8.13	0.0	0.0	0.0	12.5	0.0	0.0	0.0	25.0	62.5	A-
Hispanic	5	7.60	0.0	0.0	20.0	0.0	0.0	0.0	0.0	20.0	60.0	B
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B106. Opinion Regarding Contact with Police Department - Fairness 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	5	6.60	0.0	0.0	20.0	0.0	20.0	0.0	20.0	0.0	40.0	C-
2-5	16	8.31	0.0	6.3	0.0	0.0	0.0	0.0	6.3	12.5	75.0	A-
6-10	30	7.87	3.3	0.0	3.3	0.0	6.7	0.0	10.0	20.0	56.7	B+
Over 10	67	8.24	4.5	1.5	0.0	1.5	1.5	0.0	4.5	7.5	79.1	A-
Native	7	7.71	0.0	0.0	14.3	0.0	0.0	0.0	14.3	14.3	57.1	B

Police Department: Problem Solving Crosstabulations

Table B107. Opinion Regarding Contact with 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	10	6.40	10.0	0.0	20.0	10.0	0.0	0.0	0.0	10.0	50.0	C-
26-55	81	7.94	4.9	1.2	1.2	2.5	3.7	0.0	6.2	11.1	69.1	B+
56-65	14	7.86	7.1	7.1	0.0	0.0	0.0	0.0	0.0	7.1	78.6	B+
Over 65	14	8.79	0.0	0.0	0.0	0.0	0.0	0.0	0.0	21.4	78.6	A+

Table B108. Opinion Regarding Contact with 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	49	7.57	8.2	2.0	2.0	4.1	2.0	0.0	4.1	14.3	63.3	B
College Degree	68	8.10	2.9	1.5	2.9	1.5	2.9	0.0	4.4	10.3	73.5	A-
PhD/JD/MD	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B109. Opinion Regarding Contact with Police Department - Problem Solving by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	64	7.89	4.7	1.6	3.1	1.6	4.7	0.0	3.1	10.9	70.3	B+
Female	56	7.93	5.4	1.8	1.8	3.6	0.0	0.0	5.4	12.5	69.6	B+

Table B110. Opinion Regarding Contact with Police Department - Problem Solving by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	93	7.94	5.4	1.1	1.1	3.2	3.2	0.0	4.3	11.8	69.9	B+
Apartment	11	7.55	0.0	9.1	9.1	0.0	0.0	0.0	0.0	27.3	54.5	B
Townhouse/Condo	12	7.67	8.3	0.0	8.3	0.0	0.0	0.0	8.3	0.0	75.0	B
Other	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B111. Opinion Regarding Contact with 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	17	7.82	0.0	5.9	5.9	0.0	5.9	0.0	0.0	17.6	64.7	B+
\$45,001-\$100,000	24	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	21	8.33	0.0	4.8	0.0	0.0	0.0	0.0	9.5	14.3	71.4	A-
Over \$150,000	31	7.58	9.7	0.0	3.2	6.5	0.0	0.0	3.2	6.5	71.0	B

Table B112. Opinion Regarding Contact with Police Department - Problem Solving by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	87	7.92	5.7	1.1	2.3	1.1	3.4	0.0	4.6	11.5	70.1	B+
African-American	15	7.53	6.7	6.7	0.0	6.7	0.0	0.0	6.7	0.0	73.3	B
Asian	8	8.13	0.0	0.0	0.0	12.5	0.0	0.0	0.0	25.0	62.5	A-
Hispanic	5	7.60	0.0	0.0	20.0	0.0	0.0	0.0	0.0	20.0	60.0	B
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B113. Opinion Regarding Contact with Police Department - Problem Solving 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	5	6.00	0.0	0.0	20.0	20.0	20.0	0.0	0.0	0.0	40.0	D+
2-5	16	7.94	6.3	6.3	0.0	0.0	0.0	0.0	0.0	12.5	75.0	B+
6-10	30	7.80	6.7	0.0	3.3	0.0	3.3	0.0	6.7	20.0	60.0	B+
Over 10	62	8.13	4.8	1.6	0.0	3.2	1.6	0.0	3.2	8.1	77.4	A-
Native	7	7.71	0.0	0.0	14.3	0.0	0.0	0.0	14.3	14.3	57.1	B

Fire Department: Contact Crosstabulations

Table B114. Contact with the Fire Department by Age.

Age	n	Yes	No
18-25	33	12.1	87.9
26-55	259	8.1	91.9
56-65	56	16.1	83.9
Over 65	49	4.1	95.9

Table B115. Contact with the Fire Department by Education.

Education	n	Yes	No
HS/Some College	159	10.7	89.3
College Degree	219	8.2	91.8
PhD/JD/MD	14	7.1	92.9

Table B116. Contact with the Fire Department by Gender.

Gender	n	Yes	No
Male	205	8.8	91.2
Female	195	9.2	90.8

Table B117. Contact with the Fire Department by Housing Type.

Housing	n	Yes	No
Single Family	290	7.6	92.4
Apartment	44	18.2	81.8
Townhouse/Condo	54	9.3	90.7
Other	10	10.0	90.0

Table B118. Contact with the Fire Department by Income.

Income	n	Yes	No
0-\$45,000	61	11.5	88.5
\$45,001-\$100,000	100	14.0	86.0
\$100,001-\$150,000	69	7.2	92.8
Over \$150,000	96	6.3	93.8

Table B119. Contact with the Fire Department by Race.

Race	n	Yes	No
Caucasian	284	9.2	90.8
African-American	42	9.5	90.5
Asian	36	8.3	91.7
Hispanic	15	6.7	93.3
Other	10	10.0	90.0

Table B120. Contact with the Fire Department by Years in Cary.

Years in Cary	n	Yes	No
0-1	17	11.8	88.2
2-5	55	14.5	85.5
6-10	89	10.1	89.9
Over 10	201	8.0	92.0
Native	35	0.0	100.0

Fire Department: Competence Crosstabulations

Table B121. Opinion Regarding Contact with Fire Department – Competence 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	22	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
56-65	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	A+
Over 65	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	A+

Table B122. Opinion Regarding Contact with 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	15	8.93	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.7	93.3	A+
College Degree	19	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.5	89.5	A+
PhD/JD/MD	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B123. Opinion Regarding Contact with Fire Department - Competence by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	17	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	88.2	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 B124. Opinion Regarding Contact with Fire Department - Competence by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	22	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
Apartment	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	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 B125. Opinion Regarding Contact with 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	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
\$45,001-\$100,000	13	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	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$150,000	7	8.71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	28.6	71.4	A+

Table B126. Opinion Regarding Contact with Fire Department - Competence by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	26	8.92	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.7	92.3	A+
African-American	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	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	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B127. Opinion Regarding Contact with Fire Department - Competence 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	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2-5	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	A+
6-10	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 10	16	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	93.8	A+
Native	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Fire Department: Courteous Crosstabulations

Table B128. Opinion Regarding Contact with Fire Department – 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	22	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
56-65	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 65	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B129. Opinion Regarding Contact with 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	15	8.93	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.7	93.3	A+
College Degree	19	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.5	89.5	A+
PhD/JD/MD	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B130. Opinion Regarding Contact with Fire Department - Courteous by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	17	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	88.2	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 B131. Opinion Regarding Contact with Fire Department - Courteous by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	22	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
Apartment	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	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 B132. Opinion Regarding Contact with 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	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
\$45,001-\$100,000	13	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	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$150,000	7	8.71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	28.6	71.4	A+

Table B133. Opinion Regarding Contact with Fire Department - Courteous by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	26	8.92	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.7	92.3	A+
African-American	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	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	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B134. Opinion Regarding Contact with Fire Department - Courteous 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	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2-5	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	A+
6-10	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 10	16	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	93.8	A+
Native	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Fire Department: Fairness Crosstabulations

Table B135. Opinion Regarding Contact with Fire Department – Fairness 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	22	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
56-65	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 65	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B136. Opinion Regarding Contact with 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	15	8.93	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.7	93.3	A+
College Degree	19	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.5	89.5	A+
PhD/JD/MD	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B137. Opinion Regarding Contact with Fire Department - Fairness by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	17	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.8	88.2	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 B138. Opinion Regarding Contact with Fire Department - Fairness by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	22	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.1	90.9	A+
Apartment	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	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 B139. Opinion Regarding Contact with 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	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
\$45,001-\$100,000	13	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	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$150,000	7	8.71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	28.6	71.4	A+

Table B140. Opinion Regarding Contact with Fire Department - Fairness by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	26	8.92	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.7	92.3	A+
African-American	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	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	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B141. Opinion Regarding Contact with Fire Department - Fairness 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	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2-5	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	A+
6-10	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 10	16	8.94	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.3	93.8	A+
Native	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Fire Department: Problem Solving Crosstabulations

Table B142. Opinion Regarding Contact with 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	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	21	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.5	90.5	A+
56-65	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 65	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B143. Opinion Regarding Contact with 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	15	8.93	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.7	93.3	A+
College Degree	18	8.89	0.0	0.0	0.0	0.0	0.0	0.0	0.0	11.1	88.9	A+
PhD/JD/MD	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B144. Opinion Regarding Contact with 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	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	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 B145. Opinion Regarding Contact with Fire Department - Problem Solving by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	21	8.91	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.5	90.5	A+
Apartment	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	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 B146. Opinion Regarding Contact with 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	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
\$45,001-\$100,000	13	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	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$150,000	6	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A

Table B147. Opinion Regarding Contact with Fire Department - Problem Solving by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	25	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.0	92.0	A+
African-American	4	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	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	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B148. Opinion Regarding Contact with Fire Department - Problem Solving 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	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2-5	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	A+
6-10	7	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 10	15	8.93	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.7	93.3	A+
Native	1	8.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	B+

Fire Department: Response Time Crosstabulations

Table B149. Opinion Regarding Contact with 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	2	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	15	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
56-65	9	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 65	2	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B150. Opinion Regarding Contact with 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	13	8.92	0.0	0.0	0.0	0.0	0.0	0.0	0.0	7.7	92.3	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	0	--	--	--	--	--	--	--	--	--	--	--

Table B151. Opinion Regarding Contact with 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	15	8.93	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.7	93.3	A+

Table B152. Opinion Regarding Contact with Fire Department - Response Time by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	18	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Apartment	6	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
Townhouse/Condo	3	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 B153. Opinion Regarding Contact with 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	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+
\$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	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over \$150,000	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B154. Opinion Regarding Contact with Fire Department - Response Time by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	23	8.96	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.3	95.7	A+
African-American	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Asian	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	0	--	--	--	--	--	--	--	--	--	--	--

Table B155. Opinion Regarding Contact with Fire Department - Response Time 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	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
2-5	8	8.88	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12.5	87.5	A+
6-10	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Over 10	12	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Native	0	--	--	--	--	--	--	--	--	--	--	--

Participation in Parks & Recreation Program Crosstabulations

Table B156. Participation in Parks & Recreation Program by Age.

Age	n	Yes	No
18-25	33	15.2	84.8
26-55	259	32.4	67.6
56-65	55	29.1	70.9
Over 65	49	22.4	77.6

Table B157. Participation in Parks & Recreation Program by Education.

Education	n	Yes	No
HS/Some College	158	19.0	81.0
College Degree	219	34.2	65.8
PhD/JD/MD	14	57.1	42.9

Table B158. Participation in Parks & Recreation Program by Gender.

Gender	n	Yes	No
Male	204	27.9	72.1
Female	195	30.8	69.2

Table B159. Participation in Parks & Recreation Program by Housing Type.

Housing	n	Yes	No
Single Family	289	31.8	68.2
Apartment	44	15.9	84.1
Townhouse/Condo	54	29.6	70.4
Other	10	30.0	70.0

Table B160. Participation in Parks & Recreation Program by Income.

Income	n	Yes	No
0-\$45,000	61	14.8	85.2
\$45,001-\$100,000	100	30.0	70.0
\$100,001-\$150,000	69	31.9	68.1
Over \$150,000	95	38.9	61.1

Table B161. Participation in Parks & Recreation Program by Race.

Race	n	Yes	No
Caucasian	283	30.4	69.6
African-American	42	31.0	69.0
Asian	36	22.2	77.8
Hispanic	15	33.3	66.7
Other	10	10.0	90.0

Table B162. Participation in Parks & Recreation Program by Years in Cary.

Years in Cary	n	Yes	No
0-1	17	23.5	76.5
2-5	55	32.7	67.3
6-10	88	29.5	70.5
Over 10	201	33.3	66.7
Native	35	8.6	91.4

Parks and Recreation: Ease of Registration Crosstabulations

Table B163. Opinion Regarding Parks & Recreation Aspects - Ease of Registration by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	4	8.50	0.0	0.0	0.0	0.0	0.0	0.0	0.0	50.0	50.0	A
26-55	66	8.32	0.0	0.0	0.0	3.0	3.0	0.0	10.6	19.7	63.6	A-
56-65	8	8.13	0.0	0.0	0.0	0.0	0.0	12.5	12.5	25.0	50.0	A-
Over 65	7	8.86	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3	85.7	A+

Table B164. Opinion Regarding Parks & Recreation Aspects - 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	22	8.05	0.0	0.0	0.0	0.0	9.1	0.0	13.6	31.8	45.5	B+
College Degree	55	8.51	0.0	0.0	0.0	3.6	0.0	0.0	9.1	12.7	74.5	A
PhD/JD/MD	6	8.00	0.0	0.0	0.0	0.0	0.0	16.7	0.0	50.0	33.3	B+

Table B165. Opinion Regarding Parks & Recreation Aspects - Ease of Registration by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	39	8.15	0.0	0.0	0.0	2.6	2.6	2.6	12.8	28.2	51.3	A-
Female	47	8.49	0.0	0.0	0.0	2.1	2.1	0.0	8.5	14.9	72.3	A

Table B166. Opinion Regarding Parks & Recreation Aspects - Ease of Registration by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	64	8.31	0.0	0.0	0.0	3.1	1.6	1.6	9.4	23.4	60.9	A-
Apartment	6	8.17	0.0	0.0	0.0	0.0	16.7	0.0	0.0	16.7	66.7	A-
Townhouse/Condo	13	8.62	0.0	0.0	0.0	0.0	0.0	0.0	15.4	7.7	76.9	A
Other	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+

Table B167. Opinion Regarding Parks & Recreation Aspects - 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	7	8.71	0.0	0.0	0.0	0.0	0.0	0.0	14.3	0.0	85.7	A+
\$45,001-\$100,000	26	8.54	0.0	0.0	0.0	0.0	3.8	0.0	3.8	23.1	69.2	A
\$100,001-\$150,000	14	8.29	0.0	0.0	0.0	0.0	7.1	0.0	7.1	28.6	57.1	A-
Over \$150,000	25	8.32	0.0	0.0	0.0	4.0	0.0	0.0	12.0	24.0	60.0	A-

Table B168. Opinion Regarding Parks & Recreation Aspects - Ease of Registration by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	64	8.30	0.0	0.0	0.0	3.1	3.1	1.6	9.4	18.8	64.1	A-
African-American	11	8.64	0.0	0.0	0.0	0.0	0.0	0.0	9.1	18.2	72.7	A
Asian	5	8.60	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0	60.0	A
Hispanic	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B169. Opinion Regarding Parks & Recreation Aspects - Ease of Registration 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	4	8.00	0.0	0.0	0.0	0.0	25.0	0.0	0.0	0.0	75.0	B+
2-5	12	8.83	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	83.3	A+
6-10	19	8.53	0.0	0.0	0.0	0.0	0.0	0.0	10.5	26.3	63.2	A
Over 10	48	8.17	0.0	0.0	0.0	4.2	2.1	2.1	12.5	22.9	56.3	A-
Native	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-

Parks and Recreation: Program Quality Crosstabulations

Table B170. Opinion Regarding Parks & Recreation Aspects - Program Quality by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
26-55	83	8.27	0.0	0.0	0.0	0.0	1.2	3.6	19.3	19.3	56.6	A-
56-65	15	8.20	0.0	0.0	0.0	0.0	0.0	6.7	20.0	20.0	53.3	A-
Over 65	11	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	27.3	72.7	A+

Table B171. Opinion Regarding Parks & Recreation Aspects - Program Quality by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	29	8.24	0.0	0.0	0.0	0.0	0.0	3.4	20.7	24.1	51.7	A-
College Degree	74	8.34	0.0	0.0	0.0	0.0	1.4	2.7	17.6	17.6	60.8	A-
PhD/JD/MD	8	8.38	0.0	0.0	0.0	0.0	0.0	12.5	0.0	25.0	62.5	A-

Table B172. Opinion Regarding Parks & Recreation Aspects - Program Quality by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	55	8.13	0.0	0.0	0.0	0.0	1.8	3.6	21.8	25.5	47.3	A-
Female	60	8.48	0.0	0.0	0.0	0.0	0.0	3.3	13.3	15.0	68.3	A

Table B173. Opinion Regarding Parks & Recreation Aspects - Program Quality by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	90	8.26	0.0	0.0	0.0	0.0	1.1	4.4	17.8	21.1	55.6	A-
Apartment	7	8.14	0.0	0.0	0.0	0.0	0.0	14.3	14.3	14.3	57.1	A-
Townhouse/Condo	16	8.63	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	A
Other	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+

Table B174. Opinion Regarding Parks & Recreation Aspects - Program Quality by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	11.1	11.1	77.8	A
\$45,001-\$100,000	30	8.70	0.0	0.0	0.0	0.0	0.0	0.0	3.3	23.3	73.3	A+
\$100,001-\$150,000	22	7.96	0.0	0.0	0.0	0.0	4.5	4.5	27.3	18.2	45.5	B+
Over \$150,000	36	8.25	0.0	0.0	0.0	0.0	0.0	5.6	16.7	25.0	52.8	A-

Table B175. Opinion Regarding Parks & Recreation Aspects - Program Quality by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	86	8.34	0.0	0.0	0.0	0.0	1.2	4.7	15.1	17.4	61.6	A-
African-American	13	8.31	0.0	0.0	0.0	0.0	0.0	0.0	23.1	23.1	53.8	A-
Asian	7	8.57	0.0	0.0	0.0	0.0	0.0	0.0	0.0	42.9	57.1	A
Hispanic	5	8.00	0.0	0.0	0.0	0.0	0.0	0.0	40.0	20.0	40.0	B+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B176. Opinion Regarding Parks & Recreation Aspects - Program Quality 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	4	8.25	0.0	0.0	0.0	0.0	0.0	25.0	0.0	0.0	75.0	A-
2-5	18	8.50	0.0	0.0	0.0	0.0	5.6	5.6	0.0	11.1	77.8	A
6-10	25	8.36	0.0	0.0	0.0	0.0	0.0	0.0	20.0	24.0	56.0	A-
Over 10	66	8.21	0.0	0.0	0.0	0.0	0.0	4.5	21.2	22.7	51.5	A-
Native	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-

Parks and Recreation: Facility Quality Crosstabulations

Table B177. Opinion Regarding Parks & Recreation Aspects - Facility Quality by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
26-55	81	8.30	0.0	0.0	0.0	0.0	2.5	3.7	12.3	24.7	56.8	A-
56-65	15	8.33	0.0	0.0	0.0	0.0	0.0	0.0	20.0	26.7	53.3	A-
Over 65	11	8.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	27.3	72.7	A+

Table B178. Opinion Regarding Parks & Recreation Aspects - Facility Quality by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	29	8.24	0.0	0.0	0.0	0.0	0.0	6.9	13.8	27.6	51.7	A-
College Degree	72	8.39	0.0	0.0	0.0	0.0	2.8	1.4	12.5	20.8	62.5	A-
PhD/JD/MD	8	8.63	0.0	0.0	0.0	0.0	0.0	0.0	0.0	37.5	62.5	A

Table B179. Opinion Regarding Parks & Recreation Aspects - Facility Quality by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	53	8.21	0.0	0.0	0.0	0.0	1.9	1.9	17.0	32.1	47.2	A-
Female	60	8.48	0.0	0.0	0.0	0.0	1.7	3.3	8.3	18.3	68.3	A

Table B180. Opinion Regarding Parks & Recreation Aspects - Facility Quality by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	88	8.35	0.0	0.0	0.0	0.0	2.3	2.3	11.4	26.1	58.0	A-
Apartment	7	8.00	0.0	0.0	0.0	0.0	0.0	14.3	14.3	28.6	42.9	B+
Townhouse/Condo	16	8.63	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	A
Other	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+

Table B181. Opinion Regarding Parks & Recreation Aspects - Facility Quality by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	11.1	11.1	77.8	A
\$45,001-\$100,000	30	8.70	0.0	0.0	0.0	0.0	0.0	0.0	3.3	23.3	73.3	A+
\$100,001-\$150,000	21	8.10	0.0	0.0	0.0	0.0	4.8	4.8	19.0	19.0	52.4	A-
Over \$150,000	35	8.26	0.0	0.0	0.0	0.0	2.9	2.9	11.4	31.4	51.4	A-

Table B182. Opinion Regarding Parks & Recreation Aspects - Facility Quality by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	85	8.39	0.0	0.0	0.0	0.0	2.4	2.4	11.8	21.2	62.4	A-
African-American	13	8.39	0.0	0.0	0.0	0.0	0.0	0.0	15.4	30.8	53.8	A-
Asian	7	8.43	0.0	0.0	0.0	0.0	0.0	0.0	0.0	57.1	42.9	A
Hispanic	4	8.25	0.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	50.0	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 B183. Opinion Regarding Parks & Recreation Aspects - Facility Quality 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	4	8.25	0.0	0.0	0.0	0.0	0.0	25.0	0.0	0.0	75.0	A-
2-5	18	8.72	0.0	0.0	0.0	0.0	5.6	0.0	0.0	5.6	88.9	A+
6-10	25	8.36	0.0	0.0	0.0	0.0	0.0	0.0	16.0	32.0	52.0	A-
Over 10	64	8.27	0.0	0.0	0.0	0.0	1.6	3.1	14.1	29.7	51.6	A-
Native	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-

Parks and Recreation: Overall Experience Crosstabulations

Table B184. Opinion Regarding Parks & Recreation Aspects - Overall Experience by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	5	8.60	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0	60.0	A
26-55	82	8.37	0.0	0.0	1.2	0.0	1.2	2.4	8.5	26.8	59.8	A-
56-65	15	8.27	0.0	0.0	0.0	0.0	0.0	0.0	26.7	20.0	53.3	A-
Over 65	11	8.82	0.0	0.0	0.0	0.0	0.0	0.0	0.0	18.2	81.8	A+

Table B185. Opinion Regarding Parks & Recreation Aspects - Overall Experience by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	29	8.31	0.0	0.0	0.0	0.0	0.0	3.4	10.3	37.9	48.3	A-
College Degree	73	8.43	0.0	0.0	1.4	0.0	1.4	1.4	9.6	20.5	65.8	A
PhD/JD/MD	8	8.50	0.0	0.0	0.0	0.0	0.0	0.0	12.5	25.0	62.5	A

Table B186. Opinion Regarding Parks & Recreation Aspects - Overall Experience by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	54	8.24	0.0	0.0	0.0	0.0	1.9	1.9	16.7	29.6	50.0	A-
Female	60	8.53	0.0	0.0	1.7	0.0	0.0	1.7	5.0	21.7	70.0	A

Table B187. Opinion Regarding Parks & Recreation Aspects - Overall Experience by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	89	8.35	0.0	0.0	1.1	0.0	1.1	2.2	11.2	24.7	59.6	A-
Apartment	7	8.14	0.0	0.0	0.0	0.0	0.0	14.3	0.0	42.9	42.9	A-
Townhouse/Condo	16	8.63	0.0	0.0	0.0	0.0	0.0	0.0	12.5	12.5	75.0	A
Other	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	0.0	66.7	33.3	A-

Table B188. Opinion Regarding Parks & Recreation Aspects - Overall Experience by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	9	8.78	0.0	0.0	0.0	0.0	0.0	0.0	0.0	22.2	77.8	A+
\$45,001-\$100,000	30	8.70	0.0	0.0	0.0	0.0	0.0	0.0	3.3	23.3	73.3	A+
\$100,001-\$150,000	22	8.09	0.0	0.0	0.0	0.0	4.5	4.5	13.6	31.8	45.5	A-
Over \$150,000	35	8.34	0.0	0.0	2.9	0.0	0.0	2.9	8.6	22.9	62.9	A-

Table B189. Opinion Regarding Parks & Recreation Aspects - Overall Experience by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	86	8.37	0.0	0.0	1.2	0.0	1.2	2.3	11.6	20.9	62.8	A-
African-American	13	8.54	0.0	0.0	0.0	0.0	0.0	0.0	0.0	46.2	53.8	A
Asian	7	8.71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	28.6	71.4	A+
Hispanic	4	8.25	0.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	50.0	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 B190. Opinion Regarding Parks & Recreation Aspects - Overall Experience 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	4	8.25	0.0	0.0	0.0	0.0	0.0	25.0	0.0	0.0	75.0	A-
2-5	18	8.44	0.0	0.0	0.0	0.0	5.6	5.6	0.0	16.7	72.2	A
6-10	25	8.40	0.0	0.0	0.0	0.0	0.0	0.0	12.0	36.0	52.0	A-
Over 10	65	8.35	0.0	0.0	1.5	0.0	0.0	1.5	12.3	26.2	58.5	A-
Native	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-

Parks and Recreation: Instruction or Coach Quality Crosstabulations

Table B191. Opinion Regarding Parks & Recreation Aspects - Instructor or Coach Quality by Age.

Age	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
18-25	5	7.60	0.0	0.0	0.0	20.0	0.0	0.0	0.0	40.0	40.0	B
26-55	49	8.53	0.0	0.0	0.0	0.0	0.0	2.0	6.1	28.6	63.3	A
56-65	8	8.00	0.0	0.0	0.0	12.5	0.0	0.0	12.5	12.5	62.5	B+
Over 65	7	8.71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	28.6	71.4	A+

Table B192. Opinion Regarding Parks & Recreation Aspects - Instructor or Coach Quality by Education.

Education	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
HS/Some College	18	8.17	0.0	0.0	0.0	5.6	0.0	5.6	5.6	27.8	55.6	A-
College Degree	44	8.55	0.0	0.0	0.0	2.3	0.0	0.0	4.5	25.0	68.2	A
PhD/JD/MD	6	8.33	0.0	0.0	0.0	0.0	0.0	0.0	16.7	33.3	50.0	A-

Table B193. Opinion Regarding Parks & Recreation Aspects - Instructor or Coach Quality by Gender.

Gender	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Male	30	8.30	0.0	0.0	0.0	0.0	0.0	3.3	13.3	33.3	50.0	A-
Female	40	8.48	0.0	0.0	0.0	5.0	0.0	0.0	2.5	22.5	70.0	A

Table B194. Opinion Regarding Parks & Recreation Aspects - Instructor or Coach Quality by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	61	8.38	0.0	0.0	0.0	3.3	0.0	0.0	8.2	29.5	59.0	A-
Apartment	3	7.67	0.0	0.0	0.0	0.0	0.0	33.3	0.0	33.3	33.3	B
Townhouse/Condo	6	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
Other	0	--	--	--	--	--	--	--	--	--	--	--

Table B195. Opinion Regarding Parks & Recreation Aspects - Instructor or Coach Quality by Income.

Income	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
0-\$45,000	3	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+
\$45,001-\$100,000	20	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
\$100,001-\$150,000	15	7.87	0.0	0.0	0.0	6.7	0.0	6.7	13.3	33.3	40.0	B+
Over \$150,000	21	8.57	0.0	0.0	0.0	0.0	0.0	0.0	4.8	33.3	61.9	A

Table B196. Opinion Regarding Parks & Recreation Aspects - Instructor or Coach Quality by Race.

Race	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Caucasian	55	8.47	0.0	0.0	0.0	1.8	0.0	1.8	5.5	27.3	63.6	A
African-American	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	A+
Asian	5	7.40	0.0	0.0	0.0	20.0	0.0	0.0	0.0	60.0	20.0	B-
Hispanic	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	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 B197. Opinion Regarding Parks & Recreation Aspects - Instructor or Coach Quality 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	4	8.25	0.0	0.0	0.0	0.0	0.0	25.0	0.0	0.0	75.0	A-
2-5	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	A
6-10	12	8.58	0.0	0.0	0.0	0.0	0.0	0.0	8.3	25.0	66.7	A
Over 10	42	8.31	0.0	0.0	0.0	4.8	0.0	0.0	7.1	31.0	57.1	A-
Native	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-

Parks and Recreation: Cost or Amount of Fee Crosstabulations

Table B198. Opinion Regarding Parks & Recreation Aspects - 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	3	7.33	0.0	0.0	0.0	0.0	33.3	0.0	0.0	33.3	33.3	B-
26-55	73	7.97	1.4	0.0	0.0	2.7	4.1	1.4	17.8	21.9	50.7	B+
56-65	9	8.00	0.0	0.0	0.0	0.0	11.1	0.0	22.2	11.1	55.6	B+
Over 65	7	8.71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	28.6	71.4	A+

Table B199. Opinion Regarding Parks & Recreation Aspects - 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	25	7.80	4.0	0.0	0.0	0.0	4.0	0.0	28.0	16.0	48.0	B+
College Degree	60	8.18	0.0	0.0	0.0	3.3	3.3	1.7	11.7	23.3	56.7	A-
PhD/JD/MD	5	7.60	0.0	0.0	0.0	0.0	20.0	0.0	20.0	20.0	40.0	B

Table B200. Opinion Regarding Parks & Recreation Aspects - 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	42	7.95	2.4	0.0	0.0	0.0	4.8	0.0	19.0	28.6	45.2	B+
Female	51	8.04	0.0	0.0	0.0	3.9	5.9	2.0	15.7	15.7	56.9	B+

Table B201. Opinion Regarding Parks & Recreation Aspects - Cost or Amount of Fee by Housing Type.

Housing	n	Mean	Very Poor 1	2	3	4	Average 5	6	7	8	Excellent 9	Grade
Single Family	71	8.04	0.0	0.0	0.0	2.8	4.2	1.4	19.7	21.1	50.7	B+
Apartment	7	8.00	0.0	0.0	0.0	0.0	14.3	0.0	0.0	42.9	42.9	B+
Townhouse/Condo	13	7.77	7.7	0.0	0.0	0.0	7.7	0.0	7.7	15.4	61.5	B
Other	2	8.00	0.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	50.0	B+

Table B202. Opinion Regarding Parks & Recreation Aspects - 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	9	7.78	11.1	0.0	0.0	0.0	0.0	0.0	11.1	11.1	66.7	B
\$45,001-\$100,000	23	8.52	0.0	0.0	0.0	0.0	4.3	0.0	4.3	21.7	69.6	A
\$100,001-\$150,000	19	8.21	0.0	0.0	0.0	0.0	5.3	0.0	10.5	36.8	47.4	A-
Over \$150,000	30	7.73	0.0	0.0	0.0	6.7	3.3	3.3	23.3	23.3	40.0	B

Table B203. Opinion Regarding Parks & Recreation Aspects - 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	69	7.96	1.4	0.0	0.0	2.9	7.2	0.0	15.9	17.4	55.1	B+
African-American	12	8.17	0.0	0.0	0.0	0.0	0.0	8.3	16.7	25.0	50.0	A-
Asian	5	8.40	0.0	0.0	0.0	0.0	0.0	0.0	0.0	60.0	40.0	A-
Hispanic	3	8.00	0.0	0.0	0.0	0.0	0.0	0.0	33.3	33.3	33.3	B+
Other	1	9.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	A+

Table B204. Opinion Regarding Parks & Recreation Aspects - Cost or Amount of Fee 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	4	8.75	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	75.0	A+
2-5	15	8.33	0.0	0.0	0.0	0.0	13.3	0.0	0.0	13.3	73.3	A-
6-10	20	7.70	5.0	0.0	0.0	0.0	5.0	0.0	25.0	20.0	45.0	B
Over 10	51	7.94	0.0	0.0	0.0	3.9	3.9	2.0	19.6	25.5	45.1	B+
Native	3	8.33	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	66.7	A-

Cary as a Place to Live Crosstabulations

Table B205. Rating 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	33	8.12	0.0	0.0	0.0	0.0	0.0	3.0	21.2	36.4	39.4	A-
26-55	259	8.13	0.0	0.0	0.0	0.4	1.2	2.3	21.6	30.1	44.4	A-
56-65	55	8.07	0.0	1.8	0.0	0.0	1.8	3.6	12.7	36.4	43.6	A-
Over 65	49	8.04	0.0	0.0	0.0	0.0	8.2	4.1	12.2	26.5	49.0	A-

Table B206. Rating 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	159	7.99	0.0	0.6	0.0	0.0	4.4	4.4	17.0	32.1	41.5	B+
College Degree	219	8.17	0.0	0.0	0.0	0.5	0.5	1.8	21.9	29.2	46.1	A-
PhD/JD/MD	13	8.54	0.0	0.0	0.0	0.0	0.0	0.0	0.0	46.2	53.8	A

Table B207. Rating 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	205	8.02	0.0	0.5	0.0	0.5	2.9	2.4	20.5	31.7	41.5	B+
Female	194	8.20	0.0	0.0	0.0	0.0	1.0	3.1	18.0	30.4	47.4	A-

Table B208. Rating Cary as a Place to Live by Housing Type.

Housing	n	Mean	Very Undesirable 1	2	3	4	Average 5	6	7	8	Very Desirable 9	Grade
Single Family	289	8.10	0.0	0.3	0.0	0.3	2.1	3.5	19.0	29.1	45.7	A-
Apartment	44	8.23	0.0	0.0	0.0	0.0	0.0	0.0	9.1	59.1	31.8	A-
Townhouse/Condo	54	8.07	0.0	0.0	0.0	0.0	3.7	0.0	29.6	18.5	48.1	A-
Other	10	8.20	0.0	0.0	0.0	0.0	0.0	10.0	10.0	30.0	50.0	A-

Table B209. Rating 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	61	7.92	0.0	0.0	0.0	0.0	4.9	3.3	18.0	42.6	31.1	B+
\$45,001-\$100,000	100	8.14	0.0	0.0	0.0	0.0	0.0	4.0	24.0	26.0	46.0	A-
\$100,001-\$150,000	69	8.15	0.0	0.0	0.0	1.4	0.0	2.9	20.3	29.0	46.4	A-
Over \$150,000	95	8.26	0.0	0.0	0.0	0.0	2.1	2.1	13.7	31.6	50.5	A-

Table B210. Rating Cary as a Place to Live by Race.

Race	n	Mean	Very Undesirable	2	3	4	Average	6	7	8	Very Desirable	Grade
			1				5				9	
Caucasian	283	8.06	0.0	0.4	0.0	0.0	2.8	2.8	20.1	31.4	42.4	A-
African-American	42	8.29	0.0	0.0	0.0	0.0	0.0	0.0	16.7	38.1	45.2	A-
Asian	36	8.25	0.0	0.0	0.0	2.8	0.0	2.8	13.9	25.0	55.6	A-
Hispanic	15	8.40	0.0	0.0	0.0	0.0	0.0	0.0	13.3	33.3	53.3	A-
Other	10	8.00	0.0	0.0	0.0	0.0	0.0	10.0	30.0	10.0	50.0	B+

Table B211. Rating Cary as a Place to Live by Voter Status.

Voter Status	n	Mean	Very Undesirable	2	3	4	Average	6	7	8	Very Desirable	Grade
			1				5				9	
Registered	362	8.09	0.0	0.3	0.0	0.0	2.2	3.0	19.9	30.9	43.6	A-
Not Registered	32	8.25	0.0	0.0	0.0	3.1	0.0	0.0	15.6	28.1	53.1	A-

Table B212. Rating Cary as a Place to Live by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Undesirable	2	3	4	Average	6	7	8	Very Desirable	Grade
			1				5				9	
Voter	195	8.01	0.0	0.5	0.0	0.0	4.1	3.6	20.0	28.7	43.1	B+
Nonvoter	196	8.20	0.0	0.0	0.0	0.5	0.0	2.0	18.9	33.2	45.4	A-

Table B213. Rating Cary as a Place to Live by Years in Cary.

Years in Cary	n	Mean	Very Undesirable	2	3	4	Average	6	7	8	Very Desirable	Grade
			1				5				9	
0-1	17	8.00	0.0	0.0	0.0	0.0	0.0	5.9	23.5	35.3	35.3	B+
2-5	55	8.15	0.0	0.0	0.0	1.8	0.0	0.0	20.0	36.4	41.8	A-
6-10	89	8.10	0.0	0.0	0.0	0.0	2.2	1.1	25.8	25.8	44.9	A-
Over 10	200	8.23	0.0	0.5	0.0	0.0	2.0	2.5	14.0	30.5	50.5	A-
Native	35	7.57	0.0	0.0	0.0	0.0	5.7	11.4	25.7	34.3	22.9	B

Quality of Life in Cary Crosstabulations

Table B214. 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	33	3.30	0.0	3.0	66.7	27.3	3.0	3.0	30.3
26-55	259	3.17	0.8	6.6	70.3	19.7	2.7	7.4	22.4
56-65	56	3.11	0.0	16.1	60.7	19.6	3.6	16.1	23.2
Over 65	49	3.10	2.0	10.2	65.3	20.4	2.0	12.2	22.4

Table B215. 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	159	3.17	1.9	6.9	67.3	20.1	3.8	8.8	23.9
College Degree	219	3.16	0.0	9.1	67.6	21.0	2.3	9.1	23.3
PhD/JD/MD	14	3.14	0.0	7.1	71.4	21.4	0.0	7.1	21.4

Table B216. 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	205	3.17	1.0	7.8	67.3	21.5	2.4	8.8	23.9
Female	195	3.16	0.5	8.2	69.2	19.0	3.1	8.7	22.1

Table B217. Quality of Life in Cary by Housing Type.

Housing	n	Mean	Much Worse 1	Somewhat Worse 2	The Same 3	Somewhat Better 4	Much Better 5	% Below 3	% Above 3
Single Family	290	3.14	0.7	10.0	66.2	20.7	2.4	10.7	23.1
Apartment	44	3.21	0.0	0.0	81.8	15.9	2.3	0.0	18.2
Townhouse/Condo	54	3.19	1.9	7.4	64.8	22.2	3.7	9.3	25.9
Other	10	3.40	0.0	0.0	70.0	20.0	10.0	0.0	30.0

Table B218. 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	61	3.10	1.6	4.9	77.0	14.8	1.6	6.5	16.4
\$45,001-\$100,000	100	3.26	1.0	8.0	62.0	22.0	7.0	9.0	29.0
\$100,001-\$150,000	69	3.16	0.0	5.8	72.5	21.7	0.0	5.8	21.7
Over \$150,000	96	3.21	0.0	8.3	64.6	25.0	2.1	8.3	27.1

Table B219. 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	284	3.16	0.7	7.4	70.1	19.0	2.8	8.1	21.8
African-American	42	3.31	0.0	7.1	59.5	28.6	4.8	7.1	33.4
Asian	36	3.14	0.0	11.1	63.9	25.0	0.0	11.1	25.0
Hispanic	15	2.93	6.7	0.0	86.7	6.7	0.0	6.7	6.7
Other	10	3.50	0.0	10.0	40.0	40.0	10.0	10.0	50.0

Table B220. 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	363	3.16	0.8	8.3	67.5	20.9	2.5	9.1	23.4
Not Registered	32	3.22	0.0	6.3	71.9	15.6	6.3	6.3	21.9

Table B221. Quality of Life in Cary by Voted in 2015 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	196	3.18	1.5	8.2	63.8	24.0	2.6	9.7	26.6
Nonvoter	196	3.15	0.0	8.2	71.4	17.3	3.1	8.2	20.4

Table B222. 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	17	2.94	0.0	5.9	94.1	0.0	0.0	5.9	0.0
2-5	55	3.13	0.0	9.1	70.9	18.2	1.8	9.1	20.0
6-10	89	3.28	0.0	3.4	66.3	29.2	1.1	3.4	30.3
Over 10	201	3.14	1.5	10.0	65.7	18.4	4.5	11.5	22.9
Native	35	3.11	0.0	11.4	65.7	22.9	0.0	11.4	22.9

How Safe Respondents Feel in Cary Overall Crosstabulations

Table B223. 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	% Above 5
18-25	33	8.06	3.0	0.0	0.0	0.0	3.0	3.0	9.1	30.3	51.5	93.9
26-55	258	8.09	0.4	0.0	0.4	0.4	2.3	5.4	15.1	27.9	48.1	96.5
56-65	56	7.93	0.0	0.0	0.0	0.0	5.4	7.1	16.1	32.1	39.3	94.6
Over 65	49	8.12	0.0	0.0	0.0	0.0	2.0	2.0	12.2	49.0	34.7	97.9

Table B224. 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	% Above 5
HS/Some College	158	8.03	1.3	0.0	0.6	0.0	2.5	2.5	18.4	29.1	45.6	95.6
College Degree	219	8.11	0.0	0.0	0.0	0.5	2.7	6.8	12.3	30.1	47.5	96.7
PhD/JD/MD	14	8.00	0.0	0.0	0.0	0.0	0.0	7.1	7.1	64.3	21.4	100.0

Table B225. 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	% Above 5
Male	205	7.98	1.0	0.0	0.0	0.5	4.4	4.9	16.1	27.3	45.9	94.2
Female	193	8.14	0.0	0.0	0.5	0.0	1.6	5.2	13.0	35.2	44.6	98.0

Table B226. How Safe Respondents Feel in Cary Overall by Housing Type.

Housing	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Single Family	289	7.97	0.7	0.0	0.0	0.3	3.8	6.6	13.5	33.6	41.5	95.2
Apartment	44	8.36	0.0	0.0	0.0	0.0	0.0	2.3	13.6	29.5	54.5	100.0
Townhouse/Condo	54	8.22	0.0	0.0	1.9	0.0	0.0	0.0	20.4	25.9	51.9	98.2
Other	10	8.40	0.0	0.0	0.0	0.0	0.0	0.0	30.0	0.0	70.0	100.0

Table B227. 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	% Above 5
0-\$45,000	61	8.07	1.6	0.0	0.0	0.0	0.0	3.3	23.0	24.6	47.5	98.4
\$45,001-\$100,000	100	8.22	0.0	0.0	0.0	0.0	3.0	2.0	12.0	36.0	47.0	97.0
\$100,001-\$150,000	69	8.15	0.0	0.0	0.0	0.0	1.4	7.2	15.9	26.1	49.3	98.5
Over \$150,000	96	8.09	0.0	0.0	0.0	0.0	3.1	8.3	10.4	32.3	45.8	96.8

Table B228. 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	% Above 5
Caucasian	283	8.11	0.7	0.0	0.0	0.4	1.8	4.6	14.1	32.2	46.3	97.2
African-American	42	8.17	0.0	0.0	2.4	0.0	2.4	2.4	14.3	23.8	54.8	95.3
Asian	36	7.89	0.0	0.0	0.0	0.0	5.6	5.6	22.2	27.8	38.9	94.5
Hispanic	15	8.07	0.0	0.0	0.0	0.0	6.7	0.0	13.3	40.0	40.0	93.3
Other	10	7.80	0.0	0.0	0.0	0.0	0.0	30.0	0.0	30.0	40.0	100.0

Table B229. 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	% Above 5
0-1	17	7.53	5.9	0.0	0.0	0.0	5.9	5.9	17.6	23.5	41.2	88.2
2-5	55	8.27	0.0	0.0	0.0	0.0	0.0	5.5	16.4	23.6	54.5	100.0
6-10	88	8.07	1.1	0.0	0.0	1.1	1.1	2.3	18.2	30.7	45.5	96.7
Over 10	201	8.01	0.0	0.0	0.5	0.0	4.5	6.5	11.9	34.8	41.8	95.0
Native	35	8.26	0.0	0.0	0.0	0.0	2.9	2.9	14.3	25.7	54.3	97.2

How Safe Respondents Feel in Home Neighborhood Crosstabulations

Table B230. How Safe Respondents Feel in Home Neighborhood by Age.

Age	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
18-25	33	8.30	3.0	0.0	0.0	0.0	3.0	0.0	0.0	33.3	60.6	93.9
26-55	258	8.38	0.4	0.0	0.0	0.0	1.6	3.9	6.6	27.9	59.7	98.1
56-65	56	8.34	0.0	0.0	0.0	0.0	3.6	3.6	7.1	26.8	58.9	96.4
Over 65	49	8.49	0.0	0.0	0.0	0.0	0.0	2.0	2.0	40.8	55.1	100.0

Table B231. How Safe Respondents Feel in Home Neighborhood by Education.

Education	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
HS/Some College	158	8.31	1.3	0.0	0.0	0.0	1.3	3.2	7.6	29.1	57.6	97.5
College Degree	219	8.43	0.0	0.0	0.0	0.0	2.3	3.7	4.1	28.8	61.2	97.8
PhD/JD/MD	14	8.57	0.0	0.0	0.0	0.0	0.0	0.0	0.0	42.9	57.1	100.0

Table B232. How Safe Respondents Feel in Home Neighborhood by Gender.

Gender	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Male	205	8.28	1.0	0.0	0.0	0.0	2.4	3.9	6.3	29.8	56.6	96.6
Female	193	8.46	0.0	0.0	0.0	0.0	1.6	2.6	5.2	29.5	61.1	98.4

Table B233. How Safe Respondents Feel in Home Neighborhood by Housing Type.

Housing	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Single Family	289	8.27	0.7	0.0	0.0	0.0	2.4	4.2	6.9	31.1	54.7	96.9
Apartment	44	8.59	0.0	0.0	0.0	0.0	0.0	0.0	2.3	36.4	61.4	100.0
Townhouse/Condo	54	8.65	0.0	0.0	0.0	0.0	0.0	1.9	3.7	22.2	72.2	100.0
Other	10	8.90	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10.0	90.0	100.0

Table B234. How Safe Respondents Feel in Home Neighborhood by Income.

Income	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-\$45,000	61	8.38	1.6	0.0	0.0	0.0	0.0	3.3	3.3	32.8	59.0	98.4
\$45,001-\$100,000	100	8.57	0.0	0.0	0.0	0.0	1.0	1.0	3.0	30.0	65.0	99.0
\$100,001-\$150,000	69	8.41	0.0	0.0	0.0	0.0	1.4	2.9	7.2	30.4	58.0	98.5
Over \$150,000	96	8.42	0.0	0.0	0.0	0.0	2.1	5.2	4.2	26.0	62.5	97.9

Table B235. How Safe Respondents Feel in Home Neighborhood by Race.

Race	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Caucasian	283	8.40	0.7	0.0	0.0	0.0	1.8	2.5	4.9	29.7	60.4	97.5
African-American	42	8.60	0.0	0.0	0.0	0.0	0.0	4.8	0.0	26.2	69.0	100.0
Asian	36	8.19	0.0	0.0	0.0	0.0	2.8	8.3	5.6	33.3	50.0	97.2
Hispanic	15	8.33	0.0	0.0	0.0	0.0	0.0	6.7	6.7	33.3	53.3	100.0
Other	10	8.40	0.0	0.0	0.0	0.0	0.0	0.0	20.0	20.0	60.0	100.0

Table B236. How Safe Respondents Feel in Home Neighborhood by Years in Cary.

Years in Cary	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-1	17	7.82	5.9	0.0	0.0	0.0	5.9	0.0	5.9	35.3	47.1	88.3
2-5	55	8.58	0.0	0.0	0.0	0.0	1.8	1.8	1.8	25.5	69.1	98.2
6-10	88	8.33	1.1	0.0	0.0	0.0	1.1	1.1	8.0	34.1	54.5	97.7
Over 10	201	8.32	0.0	0.0	0.0	0.0	2.5	5.0	7.0	29.4	56.2	97.6
Native	35	8.66	0.0	0.0	0.0	0.0	0.0	2.9	0.0	25.7	71.4	100.0

How Safe Respondents Feel in Public Places Around Cary Crosstabulations

Table B237. How Safe Respondents Feel in Public Places Around Cary (Shopping, Out to Eat, Movies) by Age.

Age	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
18-25	33	7.94	3.0	0.0	0.0	0.0	3.0	9.1	6.1	30.3	48.5	94.0
26-55	257	7.90	0.4	0.0	0.0	0.4	4.7	7.0	19.1	26.8	41.6	94.5
56-65	55	7.93	0.0	0.0	0.0	0.0	10.9	3.6	12.7	27.3	45.5	89.1
Over 65	49	7.90	0.0	0.0	0.0	0.0	4.1	8.2	12.2	44.9	30.6	95.9

Table B238. How Safe Respondents Feel in Public Places Around Cary (Shopping, Out to Eat, Movies) by Education.

Education	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
HS/Some College	157	7.84	1.3	0.0	0.0	0.6	5.1	9.6	13.4	26.8	43.3	93.1
College Degree	218	7.97	0.0	0.0	0.0	0.0	5.5	5.0	17.4	30.7	41.3	94.4
PhD/JD/MD	14	7.93	0.0	0.0	0.0	0.0	0.0	7.1	21.4	42.9	28.6	100.0

Table B239. How Safe Respondents Feel in Public Places Around Cary (Shopping, Out to Eat, Movies) by Gender.

Gender	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Male	203	7.87	1.0	0.0	0.0	0.0	7.4	5.9	15.3	27.6	42.9	91.7
Female	193	7.92	0.0	0.0	0.0	0.5	4.1	7.8	17.1	31.1	39.4	95.4

Table B240. How Safe Respondents Feel in Public Places Around Cary (Shopping, Out to Eat, Movies) by Housing Type.

Housing	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Single Family	287	7.83	0.7	0.0	0.0	0.0	7.0	6.3	15.7	33.8	36.6	92.4
Apartment	44	8.25	0.0	0.0	0.0	0.0	0.0	9.1	9.1	29.5	52.3	100.0
Townhouse/Condo	54	7.94	0.0	0.0	0.0	1.9	3.7	7.4	24.1	11.1	51.9	94.5
Other	10	8.10	0.0	0.0	0.0	0.0	0.0	10.0	30.0	0.0	60.0	100.0

Table B241. How Safe Respondents Feel in Public Places Around Cary (Shopping, Out to Eat, Movies) by Income.

Income	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-\$45,000	61	7.85	1.6	0.0	0.0	0.0	1.6	18.0	8.2	24.6	45.9	96.7
\$45,001-\$100,000	99	8.09	0.0	0.0	0.0	0.0	5.1	2.0	16.2	32.3	44.4	94.9
\$100,001-\$150,000	69	7.99	0.0	0.0	0.0	0.0	2.9	7.2	20.3	27.5	42.0	97.0
Over \$150,000	95	7.95	0.0	0.0	0.0	0.0	7.4	3.2	16.8	32.6	40.0	92.6

Table B242. How Safe Respondents Feel in Public Places Around Cary (Shopping, Out to Eat, Movies) by Race.

Race	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
Caucasian	281	7.95	0.7	0.0	0.0	0.0	4.6	7.1	14.6	30.6	42.3	94.6
African-American	42	8.12	0.0	0.0	0.0	2.4	2.4	2.4	16.7	26.2	50.0	95.3
Asian	36	7.69	0.0	0.0	0.0	0.0	5.6	8.3	30.6	22.2	33.3	94.4
Hispanic	15	7.93	0.0	0.0	0.0	0.0	6.7	0.0	20.0	40.0	33.3	93.3
Other	10	7.80	0.0	0.0	0.0	0.0	10.0	10.0	10.0	30.0	40.0	90.0

Table B243. How Safe Respondents Feel in Public Places Around Cary (Shopping, Out to Eat, Movies) by Years in Cary.

Years in Cary	n	Mean	Extremely Unsafe 1	2	3	4	Average 5	6	7	8	Extremely Safe 9	% Above 5
0-1	17	7.65	5.9	0.0	0.0	0.0	5.9	5.9	5.9	35.3	41.2	88.3
2-5	55	8.26	0.0	0.0	0.0	0.0	1.8	3.6	14.5	27.3	52.7	98.1
6-10	88	7.90	1.1	0.0	0.0	0.0	3.4	9.1	17.0	26.1	43.2	95.4
Over 10	199	7.82	0.0	0.0	0.0	0.5	8.0	6.0	17.1	31.2	37.2	91.5
Native	35	7.91	0.0	0.0	0.0	0.0	5.7	8.6	17.1	25.7	42.9	94.3

Cary Municipal Tax Rate Crosstabulations

Table B244. Cary Municipal Tax Rate by Age.

Age	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
18-25	28	3.39	0.0	3.6	57.1	35.7	3.6	3.6	39.3
26-55	253	3.32	0.8	6.7	58.9	26.5	7.1	7.5	33.6
56-65	54	3.37	1.9	1.9	63.0	24.1	9.3	3.8	33.4
Over 65	46	3.48	0.0	0.0	58.7	34.8	6.5	0.0	41.3

Table B245. Cary Municipal Tax Rate by Education.

Education	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
HS/Some College	148	3.47	0.7	1.4	58.1	30.4	9.5	2.1	39.9
College Degree	215	3.28	0.5	7.4	60.5	26.5	5.1	7.9	31.6
PhD/JD/MD	14	3.36	7.1	7.1	42.9	28.6	14.3	14.2	42.9

Table B246. Cary Municipal Tax Rate by Gender.

Gender	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
Male	197	3.39	1.0	4.1	58.9	26.9	9.1	5.1	36.0
Female	187	3.33	0.5	5.9	58.8	29.4	5.3	6.4	34.7

Table B247. Cary Municipal Tax Rate by Housing Type.

Housing	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
Single Family	283	3.36	1.1	4.6	58.7	28.3	7.4	5.7	35.7
Apartment	39	3.39	0.0	5.1	61.5	23.1	10.3	5.1	33.4
Townhouse/Condo	51	3.31	0.0	7.8	56.9	31.4	3.9	7.8	35.3
Other	9	3.33	0.0	0.0	66.7	33.3	0.0	0.0	33.3

Table B248. Cary Municipal Tax Rate by Income.

Income	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
0-\$45,000	53	3.47	0.0	3.8	52.8	35.8	7.5	3.8	43.3
\$45,001-\$100,000	99	3.37	0.0	3.0	63.6	26.3	7.1	3.0	33.4
\$100,001-\$150,000	68	3.28	1.5	4.4	66.2	20.6	7.4	5.9	28.0
Over \$150,000	93	3.19	1.1	11.8	59.1	22.6	5.4	12.9	28.0

Table B249. Cary Municipal Tax Rate by Race.

Race	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
Caucasian	272	3.32	0.7	5.5	61.4	26.1	6.3	6.2	32.4
African-American	40	3.40	0.0	7.5	55.0	27.5	10.0	7.5	37.5
Asian	35	3.66	2.9	0.0	37.1	48.6	11.4	2.9	60.0
Hispanic	15	3.33	0.0	6.7	60.0	26.7	6.7	6.7	33.4
Other	10	3.20	0.0	0.0	80.0	20.0	0.0	0.0	20.0

Table B250. Cary Municipal Tax Rate by Voter Status.

Voter Status	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
Registered	350	3.36	0.9	5.1	58.3	28.6	7.1	6.0	35.7
Not Registered	30	3.33	0.0	3.3	66.7	23.3	6.7	3.3	30.0

Table B251. Cary Municipal Tax Rate by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
Voter	190	3.34	1.1	5.3	59.5	27.4	6.8	6.4	34.2
Nonvoter	188	3.38	0.5	4.8	58.0	29.3	7.4	5.3	36.7

Table B252. Cary Municipal Tax Rate by Years in Cary.

Years in Cary	n	Mean	Very Low 1	Somewhat Low 2	About Right 3	Somewhat High 4	Very High 5	% Below 3	% Above 3
0-1	15	3.13	0.0	6.7	80.0	6.7	6.7	6.7	13.4
2-5	52	3.39	0.0	5.8	59.6	25.0	9.6	5.8	34.6
6-10	87	3.30	2.3	3.4	60.9	28.7	4.6	5.7	33.3
Over 10	193	3.41	0.5	4.7	57.5	28.0	9.3	5.2	37.3
Native	34	3.32	0.0	8.8	50.0	41.2	0.0	8.8	41.2

Barriers to Citizen Involvement Crosstabulations

Table B253. Barriers to Involvement in Town Government by Age (In Descending Mean Order).

18-25 (n=33)	26-55 (n=259)	56-65 (n=56)	Over 65 (n=49)
Too busy (5.52)	Too busy (4.94)	Too busy (4.68)	Too busy (3.39)
Timing inconvenient (4.09)	Don't know opportunities (4.40)	Don't know opportunities (4.00)	Don't know opportunities (3.20)
Don't know opportunities (3.73)	Timing inconvenient (3.40)	Topics don't interest me (2.93)	Timing inconvenient (2.74)
Topics don't interest me (3.64)	Topics don't interest me (2.96)	Timing inconvenient (2.91)	Topics don't interest me (1.94)
Don't feel qualified (3.58)	Issues don't affect me (2.82)	Issues don't affect me (2.64)	Don't have transportation (1.90)
Issues don't affect me (3.43)	Don't feel qualified (2.27)	Don't feel qualified (2.05)	Issues don't affect me (1.84)
Don't understand process (3.30)	Don't understand process (2.04)	Don't understand process (1.88)	Waste of time (1.71)
Waste of time (3.00)	Waste of time (1.97)	Waste of time (1.55)	Don't feel qualified (1.61)
Don't have transportation (1.73)	Don't have transportation (1.21)	Don't have transportation (1.29)	Don't understand process (1.41)

Table B254. Barriers to Involvement in Town Government by Education (In Descending Mean Order).

HS/Some College (n=159)	College Degree (n=219)	PhD/JD/MD (n=14)
Too busy (4.96)	Too busy (4.64)	Too busy (4.57)
Don't know opportunities (4.28)	Don't know opportunities (4.06)	Don't know opportunities (4.43)
Timing inconvenient (3.69)	Timing inconvenient (3.14)	Issues don't affect me (2.43)
Topics don't interest me (3.37)	Topics don't interest me (2.59)	Topics don't interest me (2.29)
Issues don't affect me (3.20)	Issues don't affect me (2.41)	Timing inconvenient (2.21)
Don't feel qualified (2.77)	Don't feel qualified (2.01)	Don't have transportation (1.14)
Don't understand process (2.45)	Don't understand process (1.83)	Don't feel qualified (1.07)
Waste of time (2.43)	Waste of time (1.71)	Waste of time (1.07)
Don't have transportation (1.68)	Don't have transportation (1.12)	Don't understand process (1.07)

Table B255. Barriers to Involvement in Town Government by Gender (In Descending Mean Order).

Male (n=205)	Female (n=194)
Too busy (4.89)	Too busy (4.60)
Don't know opportunities (3.90)	Don't know opportunities (4.40)
Timing inconvenient (3.16)	Timing inconvenient (3.49)
Topics don't interest me (2.76)	Topics don't interest me (3.00)
Issues don't affect me (2.60)	Issues don't affect me (2.83)
Don't feel qualified (2.02)	Don't feel qualified (2.52)
Waste of time (2.00)	Don't understand process (2.33)
Don't understand process (1.76)	Waste of time (2.01)
Don't have transportation (1.33)	Don't have transportation (1.36)

Table B256. Barriers to Involvement in Town Government by Housing Type (In Descending Mean Order).

Single Family (n=290)	Apartment (n=44)	Townhouse/Condo (n=54)	Other (n=10)
Too busy (4.68)	Too busy (5.36)	Too busy (5.06)	Don't know opportunities (4.20)
Don't know opportunities (4.20)	Timing inconvenient (4.48)	Don't know opportunities (3.52)	Timing inconvenient (3.70)
Timing inconvenient (3.14)	Don't know opportunities (4.46)	Timing inconvenient (3.17)	Don't have transportation (3.40)
Topics don't interest me (2.89)	Don't feel qualified (3.34)	Topics don't interest me (2.48)	Too busy (3.00)
Issues don't affect me (2.77)	Topics don't interest me (3.30)	Issues don't affect me (2.26)	Waste of time (3.00)
Don't feel qualified (2.12)	Issues don't affect me (3.05)	Don't feel qualified (2.09)	Topics don't interest me (2.90)
Don't understand process (1.87)	Don't understand process (3.02)	Don't understand process (2.00)	Don't feel qualified (2.80)
Waste of time (1.81)	Waste of time (3.02)	Waste of time (1.89)	Don't understand process (2.80)
Don't have transportation (1.20)	Don't have transportation (1.82)	Don't have transportation (1.33)	Issues don't affect me (2.20)

Table B257. Barriers to Involvement in Town Government by Income (In Descending Mean Order).

0-\$45,000 (n=61)	\$45,001-\$100,000 (n=100)	\$100,001-\$150,000 (n=69)	Over \$150,000 (n=96)
Too busy (5.03)	Too busy (4.70)	Too busy (4.94)	Too busy (4.54)
Timing inconvenient (4.26)	Don't know opportunities (3.76)	Don't know opportunities (4.44)	Don't know opportunities (4.15)
Don't know opportunities (3.80)	Timing inconvenient (3.49)	Timing inconvenient (3.15)	Timing inconvenient (2.71)
Topics don't interest me (3.53)	Topics don't interest me (2.95)	Issues don't affect me (2.64)	Topics don't interest me (2.53)
Issues don't affect me (3.23)	Issues don't affect me (2.73)	Topics don't interest me (2.61)	Issues don't affect me (2.38)
Don't feel qualified (3.21)	Don't feel qualified (2.38)	Don't feel qualified (1.99)	Don't feel qualified (1.58)
Waste of time (3.10)	Don't understand process (2.10)	Waste of time (1.68)	Don't understand process (1.57)
Don't understand process (2.84)	Waste of time (1.86)	Don't understand process (1.65)	Waste of time (1.44)
Don't have transportation (1.82)	Don't have transportation (1.47)	Don't have transportation (1.10)	Don't have transportation (1.06)

Table B258. Barriers to Involvement in Town Government by Race (In Descending Mean Order).

Caucasian (n=284)	African-American (n=42)	Asian (n=36)	Hispanic (n=15)	Other (n=10)
Too busy (4.67)	Too busy (5.00)	Too busy (4.81)	Don't know opportunities (5.27)	Too busy (4.70)
Don't know opportunities (4.10)	Don't know opportunities (4.21)	Don't know opportunities (3.67)	Too busy (5.07)	Don't know opportunities (4.70)
Timing inconvenient (3.27)	Timing inconvenient (3.95)	Timing inconvenient (2.92)	Topics don't interest me (4.47)	Timing inconvenient (3.00)
Topics don't interest me (2.79)	Topics don't interest me (3.17)	Topics don't interest me (2.83)	Timing inconvenient (4.20)	Topics don't interest me (2.90)
Issues don't affect me (2.71)	Issues don't affect me (2.81)	Issues don't affect me (2.53)	Issues don't affect me (4.00)	Issues don't affect me (2.10)
Don't feel qualified (2.23)	Don't understand process (2.50)	Don't feel qualified (2.50)	Waste of time (3.00)	Don't feel qualified (1.80)
Don't understand process (1.94)	Don't feel qualified (2.45)	Don't understand process (2.31)	Don't understand process (2.67)	Waste of time (1.60)
Waste of time (1.89)	Waste of time (2.34)	Waste of time (2.03)	Don't feel qualified (2.67)	Don't understand process (1.60)
Don't have transportation (1.37)	Don't have transportation (1.29)	Don't have transportation (1.47)	Don't have transportation (1.27)	Don't have transportation (1.00)

Table B259. Barriers to Involvement in Town Government by Years in Cary (In Descending Mean Order).

0-1 (n=16)	2-5 (n=69)	6-10 (n=98)	Over 10 (n=202)	Native (n=9)
Too busy (6.18)	Too busy (5.62)	Too busy (4.79)	Too busy (4.67)	Timing inconvenient (3.23)
Don't know opportunities (5.59)	Timing inconvenient (4.69)	Don't know opportunities (3.57)	Don't know opportunities (4.46)	Too busy (2.91)
Timing inconvenient (4.35)	Don't know opportunities (4.51)	Timing inconvenient (3.35)	Topics don't interest me (2.96)	Don't have transportation (2.43)
Issues don't affect me (3.00)	Topics don't interest me (3.76)	Topics don't interest me (2.54)	Issues don't affect me (2.88)	Don't know opportunities (2.37)
Topics don't interest me (2.94)	Issues don't affect me (3.24)	Issues don't affect me (2.38)	Timing inconvenient (2.80)	Topics don't interest me (1.91)
Don't feel qualified (2.35)	Waste of time (3.17)	Don't feel qualified (2.10)	Don't feel qualified (2.14)	Don't feel qualified (1.86)
Waste of time (2.18)	Don't feel qualified (3.13)	Don't understand process (1.85)	Don't understand process (2.02)	Issues don't affect me (1.69)
Don't understand process (1.77)	Don't understand process (2.89)	Waste of time (1.83)	Waste of time (1.75)	Waste of time (1.63)
Don't have transportation (1.24)	Don't have transportation (1.42)	Don't have transportation (1.24)	Don't have transportation (1.17)	Don't understand process (1.46)

Cary Information Source Usage Crosstabulations

Table B260. Information Source Usage by Age (In Descending Mean Order).

18-25 (n=33)	26-55 (n=251)	56-65 (n=53)	Over 65 (n=47)
Word-of-Mouth (7.21)	Word-of-Mouth (6.53)	Word-of-Mouth (6.64)	Word-of-Mouth (6.69)
Cary's Website (4.64)	Cary's Website (5.62)	BUD (6.30)	Cary News (6.31)
Facebook (4.18)	BUD (5.20)	Cary News (5.48)	BUD (6.25)
Radio (3.76)	Cary News (4.16)	Cary's Website (5.20)	Television (5.41)
Television (3.39)	Television (3.89)	Television (4.89)	News & Observer (5.27)
News & Observer (3.33)	Cary Citizen website (3.82)	News & Observer (4.70)	Cary's Website (3.94)
Cary News (3.24)	News & Observer (3.57)	Cary Citizen website (3.57)	Cary TV 11 (3.72)
BUD (3.18)	Facebook (3.07)	Radio (3.29)	Radio (2.63)
Cary Citizen website (2.79)	Radio (3.06)	Cary TV 11 (3.23)	Homeowners' Assoc. (2.59)
Twitter (2.38)	Cary Email List Service (2.82)	Cary Email List Service (3.13)	Cary Citizen website (2.51)
Next Door (2.15)	Parks & Rec. Brochure (2.62)	Homeowners' Assoc. (2.47)	Facebook (2.25)
Cary Email List Service (2.00)	Homeowners' Assoc. (2.27)	Parks & Rec. Brochure (2.18)	Parks & Rec. Brochure (1.94)
LinkedIn (1.94)	LinkedIn (2.13)	Facebook (2.11)	Block Leader Program (1.75)
Parks & Rec. Brochure (1.91)	Cary TV 11 (1.97)	Independent Weekly (1.69)	Cary Email List Service (1.75)
Instagram (1.88)	Next Door (1.93)	Next Door (1.66)	Twitter (1.44)
YouTube (1.79)	Block Leader Program (1.92)	Block Leader Program (1.57)	Independent Weekly (1.40)
Cary TV 11 (1.67)	Twitter (1.79)	Twitter (1.42)	LinkedIn (1.25)
Homeowners' Assoc. (1.46)	Independent Weekly (1.76)	LinkedIn (1.21)	YouTube (1.25)
Block Leader Program (1.33)	Instagram (1.72)	YouTube (1.20)	Instagram (1.13)
Independent Weekly (1.09)	YouTube (1.70)	Instagram (1.14)	Next Door (1.08)

Table B261. Information Source Usage by Education (In Descending Mean Order).

HS/Some College (n=156)	College Degree (n=212)	PhD/JD/MD (n=13)
Word-of-Mouth (6.46)	Word-of-Mouth (6.75)	Word-of-Mouth (6.43)
BUD (4.78)	Cary's Website (5.98)	Television (4.71)
Cary News (4.56)	BUD (5.83)	BUD (4.43)
Cary's Website (4.40)	Cary News (4.54)	Cary's Website (4.14)
Television (4.23)	Television (4.12)	Cary News (4.00)
News & Observer (3.75)	News & Observer (4.08)	News & Observer (3.64)
Radio (3.08)	Cary Citizen website (3.96)	Radio (3.14)
Cary Citizen website (3.01)	Radio (3.12)	Cary Citizen website (2.86)
Facebook (2.89)	Facebook (3.09)	Cary Email List Service (2.79)
Cary TV 11 (2.48)	Cary Email List Service (2.91)	Parks & Rec. Brochure (2.43)
Cary Email List Service (2.25)	Parks & Rec. Brochure (2.67)	Homeowners' Assoc. (2.31)
Parks & Rec. Brochure (2.09)	Homeowners' Assoc. (2.57)	Cary TV 11 (2.31)
Homeowners' Assoc. (1.86)	Cary TV 11 (2.21)	Independent Weekly (1.64)
LinkedIn (1.82)	Block Leader Program (2.06)	Block Leader Program (1.64)
Twitter (1.82)	Next Door (2.02)	Next Door (1.00)
YouTube (1.61)	LinkedIn (1.99)	Instagram (1.00)
Next Door (1.60)	Independent Weekly (1.79)	LinkedIn (1.00)
Instagram (1.54)	Twitter (1.75)	Facebook (1.00)
Block Leader Program (1.46)	Instagram (1.66)	Twitter (1.00)
Independent Weekly (1.45)	YouTube (1.64)	YouTube (1.00)

**Table B262. Information Source Usage by Gender
(In Descending Mean Order).**

Male (n=199)	Female (n=190)
Word-of-Mouth (6.32)	Word-of-Mouth (6.94)
BUD (4.88)	Cary's Website (5.78)
Cary's Website (4.79)	BUD (5.73)
Cary News (4.45)	Cary News (4.63)
News & Observer (4.11)	Television (4.28)
Television (4.08)	Cary Citizen website (3.92)
Cary Citizen website (3.15)	News & Observer (3.72)
Radio (3.04)	Facebook (3.65)
Cary Email List Service (2.42)	Radio (3.14)
Facebook (2.23)	Cary Email List Service (2.95)
Homeowners' Assoc. (2.17)	Parks & Rec. Brochure (2.71)
Cary TV 11 (2.17)	Cary TV 11 (2.52)
Parks & Rec. Brochure (2.11)	Homeowners' Assoc. (2.37)
Block Leader Program (1.75)	Next Door (2.04)
LinkedIn (1.71)	LinkedIn (2.04)
Twitter (1.64)	Block Leader Program (1.85)
Next Door (1.57)	Twitter (1.84)
Independent Weekly (1.57)	Instagram (1.73)
YouTube (1.50)	Independent Weekly (1.72)
Instagram (1.42)	YouTube (1.69)

Table B263. Information Source Usage by Housing Type (In Descending Mean Order).

Single Family (n=282)	Apartment (n=43)	Townhouse/Condo (n=53)	Other (n=10)
Word-of-Mouth (6.50)	Word-of-Mouth (6.58)	Word-of-Mouth (7.26)	Television (7.20)
BUD (5.48)	Cary's Website (4.66)	Cary's Website (6.33)	Word-of-Mouth (6.50)
Cary's Website (5.24)	Television (4.54)	BUD (5.76)	News & Observer (6.30)
Cary News (4.58)	Facebook (3.75)	Television (5.13)	Cary News (5.90)
News & Observer (3.97)	Cary Citizen website (3.75)	Cary News (4.93)	BUD (5.70)
Television (3.87)	Radio (3.74)	Cary Citizen website (4.76)	Cary TV 11 (4.50)
Cary Citizen website (3.30)	Cary News (3.67)	Facebook (4.30)	Radio (4.30)
Radio (2.76)	BUD (3.64)	Radio (4.22)	Cary's Website (3.90)
Cary Email List Service (2.66)	News & Observer (2.91)	News & Observer (4.09)	Cary Citizen website (3.40)
Facebook (2.55)	Cary TV 11 (2.72)	Cary Email List Service (3.28)	LinkedIn (3.40)
Parks & Rec. Brochure (2.50)	LinkedIn (2.65)	LinkedIn (2.63)	Facebook (3.20)
Homeowners' Assoc. (2.43)	Twitter (2.43)	Cary TV 11 (2.60)	Parks & Rec. Brochure (2.90)
Cary TV 11 (2.16)	YouTube (2.32)	Parks & Rec. Brochure (2.44)	Homeowners' Assoc. (2.90)
Block Leader Program (1.78)	Cary Email List Service (2.21)	Homeowners' Assoc. (2.24)	Instagram (2.90)
Next Door (1.75)	Instagram (2.00)	YouTube (2.19)	Twitter (2.90)
Independent Weekly (1.70)	Next Door (1.91)	Block Leader Program (2.15)	YouTube (2.50)
LinkedIn (1.56)	Parks & Rec. Brochure (1.74)	Instagram (1.98)	Independent Weekly (2.30)
Twitter (1.55)	Block Leader Program (1.48)	Twitter (1.96)	Next Door (2.30)
Instagram (1.39)	Homeowners' Assoc. (1.27)	Next Door (1.91)	Cary Email List Service (2.20)
YouTube (1.34)	Independent Weekly (1.21)	Independent Weekly (1.67)	Block Leader Program (2.10)

Table B264. Information Source Usage by Income (In Descending Mean Order).

0-\$45,000 (n=60)	\$45,001-\$100,000 (n=97)	\$100,001-\$150,000 (n=66)	Over \$150,000 (n=92)
Word-of-Mouth (6.35)	Word-of-Mouth (7.03)	BUD (5.41)	Word-of-Mouth (6.79)
Television (4.85)	BUD (5.81)	Cary's Website (5.29)	Cary's Website (5.98)
Cary News (4.75)	Cary's Website (5.43)	Cary News (4.39)	BUD (5.51)
BUD (4.64)	Television (4.88)	Television (3.75)	Cary News (4.43)
Cary's Website (4.48)	Cary News (4.83)	News & Observer (3.64)	Television (4.06)
News & Observer (4.07)	Cary Citizen website (4.07)	Cary Citizen website (3.51)	News & Observer (3.92)
Radio (3.53)	News & Observer (3.92)	Radio (2.78)	Cary Citizen website (3.78)
Cary Citizen website (3.48)	Radio (3.57)	Word-of-Mouth (2.62)	Cary Email List Service (3.37)
Facebook (3.36)	Facebook (3.51)	Facebook (2.57)	Radio (3.00)
Cary TV 11 (3.08)	Parks & Rec. Brochure (2.99)	Cary Email List Service (2.45)	Homeowners' Assoc. (2.88)
LinkedIn (2.63)	Cary Email List Service (2.91)	Homeowners' Assoc. (2.23)	Facebook (2.67)
Twitter (2.20)	Cary TV 11 (2.86)	Parks & Rec. Brochure (2.21)	Parks & Rec. Brochure (2.65)
YouTube (2.18)	Block Leader Program (2.43)	Cary TV 11 (1.90)	Next Door (2.15)
Instagram (2.10)	LinkedIn (2.32)	Block Leader Program (1.88)	Cary TV 11 (2.15)
Next Door (1.93)	Homeowners' Assoc. (2.22)	Independent Weekly (1.84)	Block Leader Program (1.83)
Cary Email List Service (1.87)	Twitter (2.02)	Next Door (1.70)	Independent Weekly (1.76)
Parks & Rec. Brochure (1.82)	YouTube (1.84)	LinkedIn (1.61)	Twitter (1.58)
Homeowners' Assoc. (1.62)	Independent Weekly (1.76)	Twitter (1.53)	LinkedIn (1.52)
Block Leader Program (1.39)	Instagram (1.68)	Instagram (1.51)	Instagram (1.51)
Independent Weekly (1.33)	Next Door (1.64)	YouTube (1.48)	YouTube (1.44)

Table B265. Information Source Usage by Race (In Descending Mean Order).

Caucasian (n=277)	African-American (n=41)	Asian (n=34)	Hispanic (n=14)	Other (n=9)
Word-of-Mouth (6.75)	Word-of-Mouth (6.90)	Word-of-Mouth (5.81)	Word-of-Mouth (6.00)	Word-of-Mouth (6.10)
BUD (5.55)	Cary's Website (5.26)	BUD (4.78)	Cary's Website (5.40)	Cary's Website (5.00)
Cary's Website (5.41)	BUD (4.93)	Cary's Website (4.69)	BUD (4.47)	BUD (4.50)
Cary News (4.68)	Cary News (4.68)	Cary News (4.28)	Cary News (4.00)	Television (3.00)
Television (4.35)	News & Observer (4.59)	News & Observer (3.86)	Television (3.80)	Cary Citizen website (2.80)
News & Observer (3.94)	Television (4.34)	Television (3.53)	News & Observer (3.33)	Homeowners' Assoc. (2.60)
Cary Citizen website (3.63)	Cary Citizen website (3.76)	Cary Citizen website (3.40)	Cary Email List Service (2.73)	News & Observer (2.40)
Radio (3.26)	Radio (3.37)	Facebook (2.78)	Radio (2.47)	Cary News (2.10)
Facebook (3.00)	Facebook (3.05)	Radio (2.29)	Cary Citizen website (2.36)	LinkedIn (1.90)
Cary Email List Service (2.85)	Cary TV 11 (2.56)	Parks & Rec. Brochure (2.25)	Facebook (2.33)	YouTube (1.90)
Cary TV 11 (2.50)	LinkedIn (2.51)	Cary Email List Service (2.14)	Parks & Rec. Brochure (2.27)	Cary Email List Service (1.80)
Parks & Rec. Brochure (2.47)	Cary Email List Service (2.46)	Next Door (1.78)	Twitter (2.00)	Facebook (1.78)
Homeowners' Assoc. (2.42)	Parks & Rec. Brochure (2.38)	LinkedIn (1.75)	Cary TV 11 (1.73)	Radio (1.60)
Block Leader Program (1.93)	Next Door (2.24)	Homeowners' Assoc. (1.74)	Homeowners' Assoc. (1.60)	Instagram (1.60)
LinkedIn (1.85)	Instagram (2.17)	Cary TV 11 (1.68)	Next Door (1.53)	Block Leader Program (1.50)
Twitter (1.76)	Twitter (2.17)	Instagram (1.56)	Instagram (1.53)	Parks & Rec. Brochure (1.40)
Next Door (1.75)	Independent Weekly (2.12)	YouTube (1.47)	LinkedIn (1.53)	Next Door (1.40)
Independent Weekly (1.68)	Homeowners' Assoc. (2.00)	Twitter (1.34)	YouTube (1.53)	Cary TV 11 (1.20)
YouTube (1.57)	YouTube (1.98)	Block Leader Program (1.33)	Independent Weekly (1.27)	Independent Weekly (1.20)
Instagram (1.51)	Block Leader Program (1.76)	Independent Weekly (1.28)	Block Leader Program (1.27)	Twitter (1.10)

Table B266. Information Source Usage by Voter Status (In Descending Mean Order).

Registered (n=353)	Not Registered (n=31)
Word-of-Mouth (6.66)	Word-of-Mouth (6.09)
BUD (5.48)	Cary's Website (5.22)
Cary's Website (5.29)	Cary News (4.28)
Cary News (4.59)	Television (4.19)
Television (4.20)	BUD (3.72)
News & Observer (4.01)	Facebook (3.52)
Cary Citizen website (3.55)	Cary Citizen website (3.50)
Radio (3.11)	News & Observer (3.28)
Facebook (2.87)	Radio (3.00)
Cary Email List Service (2.71)	LinkedIn (2.81)
Parks & Rec. Brochure (2.45)	Next Door (2.63)
Cary TV 11 (2.39)	Instagram (2.59)
Homeowners' Assoc. (2.37)	YouTube (2.41)
Block Leader Program (1.86)	Twitter (2.32)
LinkedIn (1.80)	Cary Email List Service (2.25)
Next Door (1.74)	Parks & Rec. Brochure (1.97)
Twitter (1.70)	Cary TV 11 (1.91)
Independent Weekly (1.66)	Independent Weekly (1.56)
YouTube (1.53)	Homeowners' Assoc. (1.28)
Instagram (1.49)	Block Leader Program (1.19)

Table B267. Information Source Usage by Voted in 2015 Local Elections (In Descending Mean Order).

Voter (n=190)	Nonvoter (n=192)
Word-of-Mouth (6.76)	Word-of-Mouth (6.49)
BUD (6.04)	Cary's Website (5.16)
Cary's Website (5.48)	BUD (4.70)
Cary News (5.29)	Cary News (3.87)
Television (4.70)	Television (3.71)
News & Observer (4.48)	News & Observer (3.40)
Cary Citizen website (3.85)	Cary Citizen website (3.29)
Radio (3.35)	Facebook (2.96)
Cary Email List Service (3.04)	Radio (2.89)
Facebook (2.89)	Cary Email List Service (2.33)
Cary TV 11 (2.87)	Parks & Rec. Brochure (2.21)
Homeowners' Assoc. (2.65)	Homeowners' Assoc. (1.93)
Parks & Rec. Brochure (2.64)	Next Door (1.86)
Block Leader Program (2.27)	Cary TV 11 (1.84)
LinkedIn (1.95)	LinkedIn (1.82)
Twitter (1.89)	Twitter (1.61)
Next Door (1.77)	Independent Weekly (1.56)
Independent Weekly (1.75)	YouTube (1.56)
YouTube (1.65)	Instagram (1.54)
Instagram (1.63)	Block Leader Program (1.35)

Table B268. Information Source Usage by Years in Cary (In Descending Mean Order).

0-1 (n=16)	2-5 (n=53)	6-10 (n=84)	Over 10 (n=197)	Native (n=34)
Word-of-Mouth (6.65)	Word-of-Mouth (6.79)	Word-of-Mouth (6.77)	Word-of-Mouth (6.45)	Television (7.57)
Cary's Website (4.88)	Cary's Website (5.80)	Cary's Website (5.49)	BUD (5.42)	BUD (7.57)
Facebook (4.35)	Cary Citizen website (4.67)	BUD (4.83)	Cary's Website (4.99)	Cary News (7.34)
Radio (3.77)	BUD (4.60)	Cary News (4.05)	Cary News (4.55)	Word-of-Mouth (7.03)
Cary News (3.47)	Facebook (4.02)	Television (3.84)	News & Observer (4.09)	Cary's Website (5.71)
BUD (3.18)	Television (3.74)	Cary Citizen website (3.74)	Television (3.90)	Cary Citizen website (5.66)
Television (3.12)	Cary News (3.69)	News & Observer (3.71)	Cary Citizen website (2.76)	Radio (5.60)
Cary Citizen website (3.06)	Radio (3.30)	Radio (3.23)	Cary Email List Service (2.62)	News & Observer (5.51)
News & Observer (2.59)	News & Observer (3.07)	Facebook (2.97)	Parks & Rec. Brochure (2.50)	Cary TV 11 (5.29)
Homeowners' Assoc. (2.18)	LinkedIn (2.85)	Cary Email List Service (2.68)	Radio (2.44)	Cary Email List Service (3.66)
Instagram (2.18)	Cary Email List Service (2.59)	Parks & Rec. Brochure (2.34)	Facebook (2.36)	Facebook (3.54)
LinkedIn (1.88)	Parks & Rec. Brochure (2.58)	Cary TV 11 (2.29)	Homeowners' Assoc. (2.29)	Block Leader Program (3.49)
Cary TV 11 (1.88)	YouTube (2.32)	LinkedIn (2.06)	Cary TV 11 (1.91)	Homeowners' Assoc. (3.14)
Independent Weekly (1.81)	Next Door (2.32)	Homeowners' Assoc. (2.05)	Next Door (1.72)	LinkedIn (3.03)
Cary Email List Service (1.71)	Twitter (2.30)	Twitter (2.03)	Independent Weekly (1.61)	YouTube (2.20)
Parks & Rec. Brochure (1.63)	Instagram (2.13)	Next Door (1.83)	Block Leader Program (1.58)	Parks & Rec. Brochure (2.11)
Next Door (1.53)	Homeowners' Assoc. (2.09)	YouTube (1.77)	Twitter (1.43)	Twitter (1.94)
Twitter (1.47)	Cary TV 11 (2.04)	Instagram (1.73)	LinkedIn (1.30)	Independent Weekly (1.94)
YouTube (1.47)	Block Leader Program (1.87)	Block Leader Program (1.70)	Instagram (1.23)	Instagram (1.91)
Block Leader Program (1.00)	Independent Weekly (1.46)	Independent Weekly (1.68)	YouTube (1.20)	Next Door (1.46)

Potential New Media Source Usage Crosstabulations

Table B269. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Age (In Descending Mean Order).

18-25 (n=33)	26-55 (n=258)	56-65 (n=55)	Over 65 (n=47)
Snapchat (3.36)	Pinterest (2.27)	Pinterest (1.59)	Pinterest (1.46)
Pinterest (2.97)	Snapchat (2.01)	Reddit (1.21)	Snapchat (1.25)
Reddit (2.36)	Reddit (1.79)	Snapchat (1.15)	Tumblr (1.17)
Tumblr (2.06)	Tumblr (1.78)	Tumblr (1.14)	Reddit (1.17)

Table B270. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Education (In Descending Mean Order).

HS/Some College (n=156)	College Degree (n=219)	PhD/JD/MD (n=14)
Pinterest (2.03)	Pinterest (2.28)	Snapchat (1.43)
Snapchat (1.96)	Snapchat (1.91)	Pinterest (1.14)
Reddit (1.66)	Reddit (1.74)	Tumblr (1.00)
Tumblr (1.62)	Tumblr (1.69)	Reddit (1.00)

Table B271. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Gender (In Descending Mean Order).

Male (n=204)	Female (n=191)
Snapchat (1.57)	Pinterest (2.76)
Pinterest (1.54)	Snapchat (2.26)
Reddit (1.43)	Reddit (1.94)
Tumblr (1.41)	Tumblr (1.88)

Table B272. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Housing Type (In Descending Mean Order).

Single Family (n=288)	Apartment (n=42)	Townhouse/Condo (n=54)	Other (n=10)
Pinterest (1.73)	Snapchat (3.12)	Pinterest (3.41)	Pinterest (3.40)
Snapchat (1.52)	Pinterest (2.88)	Snapchat (2.74)	Snapchat (3.40)
Reddit (1.35)	Reddit (2.64)	Reddit (2.44)	Tumblr (3.00)
Tumblr (1.32)	Tumblr (2.51)	Tumblr (2.37)	Reddit (3.00)

Table B273. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Income (In Descending Mean Order).

0-\$45,000 (n=59)	\$45,001-\$100,000 (n=99)	\$100,001-\$150,000 (n=69)	Over \$150,000 (n=96)
Pinterest (2.82)	Pinterest (2.55)	Pinterest (2.04)	Pinterest (1.80)
Snapchat (2.70)	Snapchat (2.21)	Snapchat (1.84)	Reddit (1.52)
Reddit (2.37)	Reddit (2.01)	Tumblr (1.57)	Snapchat (1.49)
Tumblr (2.28)	Tumblr (1.94)	Reddit (1.49)	Tumblr (1.40)

Table B274. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Race (In Descending Mean Order).

Caucasian (n=282)	African-American (n=41)	Asian (n=36)	Hispanic (n=15)	Other (n=10)
Pinterest (2.07)	Snapchat (3.42)	Snapchat (1.83)	Snapchat (2.33)	Tumblr (1.40)
Snapchat (1.73)	Pinterest (3.34)	Reddit (1.72)	Pinterest (2.07)	Pinterest (1.40)
Reddit (1.56)	Reddit (2.61)	Pinterest (1.58)	Tumblr (1.80)	Reddit (1.40)
Tumblr (1.54)	Tumblr (2.51)	Tumblr (1.53)	Reddit (1.80)	Snapchat (1.40)

Table B275. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Voter Status (In Descending Mean Order).

Registered (n=360)	Not Registered (n=32)
Pinterest (2.07)	Pinterest (2.75)
Snapchat (1.85)	Reddit (2.50)
Reddit (1.60)	Snapchat (2.50)
Tumblr (1.56)	Tumblr (2.38)

Table B276. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Voted in 2015 Local Elections (In Descending Mean Order).

Voter (n=195)	Nonvoter (n=193)
Pinterest (2.31)	Pinterest (1.96)
Snapchat (1.97)	Snapchat (1.85)
Reddit (1.78)	Reddit (1.58)
Tumblr (1.75)	Tumblr (1.52)

Table B277. Potential Use of New Media if Cary Used Them to Communicate with Citizens by Years in Cary (In Descending Mean Order).

0-1 (n=17)	2-5 (n=53)	6-10 (n=89)	Over 10 (n=200)	Native (n=34)
Pinterest (1.24)	Pinterest (3.06)	Pinterest (2.40)	Pinterest (1.70)	Pinterest (2.60)
Tumblr (1.00)	Snapchat (2.64)	Snapchat (2.33)	Snapchat (1.49)	Snapchat (2.31)
Reddit (1.00)	Reddit (2.38)	Reddit (1.96)	Reddit (1.33)	Reddit (2.18)
Snapchat (1.00)	Tumblr (2.30)	Tumblr (1.93)	Tumblr (1.27)	Tumblr (2.14)

Cary's Efforts at Keeping Residents Informed Crosstabulations

Table B278. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Age.

Age	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
18-25	33	6.12	12.1	0.0	9.1	0.0	9.1	9.1	27.3	18.2	15.2	69.8
26-55	259	6.65	1.9	1.5	1.9	3.1	22.8	12.4	18.5	17.0	20.8	68.7
56-65	56	7.20	1.8	0.0	1.8	3.6	10.7	5.4	23.2	32.1	21.4	82.1
Over 65	49	6.70	0.0	2.0	2.0	2.0	24.5	4.1	30.6	14.3	20.4	69.4

Table B279. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Education.

Education	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
HS/Some College	159	6.54	3.8	1.9	2.5	1.9	22.6	9.4	20.8	17.6	19.5	67.3
College Degree	219	6.80	1.8	0.9	2.7	2.7	19.2	10.5	21.0	18.7	22.4	72.6
PhD/JD/MD	14	6.79	0.0	0.0	0.0	14.3	7.1	14.3	21.4	35.7	7.1	78.5

Table B280. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Gender.

Gender	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Male	205	6.53	3.4	1.0	2.4	4.4	21.0	11.2	19.0	21.0	16.6	67.8
Female	194	6.84	2.1	1.5	2.6	1.0	19.1	9.3	23.7	16.5	24.2	73.7

Table B281. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Housing Type.

Housing	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Single family	290	6.67	2.8	1.0	3.1	3.1	18.6	11.4	20.0	21.0	19.0	71.4
Apartment	44	6.18	4.5	2.3	2.3	2.3	31.8	6.8	22.7	11.4	15.9	56.8
Townhouse/Condo	54	7.19	0.0	1.9	0.0	1.9	16.7	9.3	24.1	16.7	29.6	79.7
Other	10	7.00	0.0	0.0	0.0	0.0	30.0	0.0	40.0	0.0	30.0	70.0

Table B282. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Income.

Income	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
0-\$45,000	61	6.43	4.9	1.6	1.6	1.6	26.2	3.3	29.5	14.8	16.4	64.0
\$45,001-\$100,000	100	7.00	1.0	1.0	3.0	3.0	16.0	6.0	23.0	24.0	23.0	76.0
\$100,001-\$150,000	69	6.59	2.9	2.9	2.9	4.3	14.5	17.4	14.5	18.8	21.7	72.4
Over \$150,000	96	6.88	1.0	0.0	2.1	1.0	19.8	13.5	22.9	20.8	18.8	76.0

Table B283. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Race.

Race	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Caucasian	284	6.75	2.1	1.1	2.1	2.8	19.7	10.2	22.2	19.7	20.1	72.2
African-American	42	6.48	4.8	2.4	2.4	0.0	23.8	9.5	23.8	11.9	21.4	66.6
Asian	36	6.47	5.6	0.0	5.6	2.8	16.7	13.9	16.7	19.4	19.4	69.4
Hispanic	15	6.60	0.0	6.7	6.7	6.7	13.3	6.7	13.3	20.0	26.7	66.7
Other	10	7.40	0.0	0.0	0.0	10.0	10.0	0.0	20.0	30.0	30.0	80.0

Table B284. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Voter Status.

Voter Status	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Registered	363	6.73	2.5	1.4	2.2	2.5	19.3	10.5	21.8	19.6	20.4	72.3
Not Registered	32	6.34	3.1	0.0	6.3	6.3	25.0	9.4	15.6	12.5	21.9	59.4

Table B285. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Voted in 2015 Local Elections.

Voting Action	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
Voter	196	7.16	2.0	0.5	1.5	1.0	15.3	8.2	19.9	24.0	27.6	79.7
Nonvoter	196	6.25	3.1	2.0	3.6	4.6	24.0	12.2	22.4	14.3	13.8	62.7

Table B286. How Well Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them by Years in Cary.

Years in Cary	n	Mean	Not at All Informed 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
0-1	17	5.35	17.6	0.0	0.0	0.0	35.3	11.8	17.6	11.8	5.9	47.1
2-5	55	6.51	3.6	0.0	1.8	3.6	23.6	9.1	25.5	18.2	14.5	67.3
6-10	89	6.79	2.2	2.2	1.1	2.2	18.0	12.4	23.6	13.5	24.7	74.2
Over 10	201	6.56	2.0	1.5	4.0	3.5	20.9	11.4	19.4	19.4	17.9	68.1
Native	35	7.97	0.0	0.0	0.0	0.0	5.7	0.0	22.9	34.3	37.1	94.3

Cary's Efforts at Making Information Available to Citizens Crosstabulations

Table B287. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	33	7.06	3.0	0.0	0.0	0.0	12.1	12.1	30.3	24.2	18.2	84.8
26-55	259	7.32	0.4	1.5	0.0	0.8	14.7	6.9	22.4	25.5	27.8	82.6
56-65	56	7.46	1.8	0.0	0.0	3.6	8.9	1.8	19.6	41.1	23.2	85.7
Over 65	49	7.55	0.0	0.0	0.0	0.0	14.3	6.1	14.3	40.8	24.5	85.7

Table B288. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	159	7.21	1.3	0.6	0.0	0.6	15.1	6.3	28.9	24.5	22.6	82.3
College Degree	219	7.47	0.5	1.4	0.0	0.5	12.8	6.8	17.4	31.1	29.7	85.0
PhD/JD/MD	14	7.07	0.0	0.0	0.0	14.3	7.1	7.1	7.1	57.1	7.1	78.4

Table B289. 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	% Above 5
Male	205	7.30	1.0	1.0	0.0	1.0	14.1	6.3	22.0	30.7	23.9	82.9
Female	194	7.37	1.0	1.0	0.0	1.0	12.9	6.7	21.6	27.8	27.8	83.9

Table B290. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	290	7.36	1.0	1.0	0.0	1.0	13.4	6.2	20.0	31.4	25.9	83.5
Apartment	44	7.14	0.0	0.0	0.0	2.3	18.2	9.1	22.7	29.5	18.2	79.5
Townhouse/Condo	54	7.50	0.0	1.9	0.0	0.0	9.3	7.4	27.8	22.2	31.5	88.9
Other	10	7.30	0.0	0.0	0.0	0.0	20.0	0.0	40.0	10.0	30.0	80.0

Table B291. 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	% Above 5
0-\$45,000	61	7.26	0.0	0.0	0.0	1.6	14.8	6.6	29.5	27.9	19.7	83.7
\$45,001-\$100,000	100	7.55	0.0	1.0	0.0	0.0	10.0	5.0	22.0	39.0	23.0	89.0
\$100,001-\$150,000	69	7.35	0.0	2.9	0.0	0.0	13.0	4.3	27.5	24.6	27.5	83.9
Over \$150,000	96	7.50	1.0	1.0	0.0	1.0	11.5	8.3	12.5	33.3	31.3	85.4

Table B292. 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	% Above 5
Caucasian	284	7.38	1.1	0.7	0.0	1.1	13.0	6.3	20.1	31.7	26.1	84.2
African-American	42	7.43	0.0	0.0	0.0	0.0	14.3	4.8	31.0	23.8	26.2	85.8
Asian	36	7.25	0.0	2.8	0.0	0.0	13.9	13.9	13.9	30.6	25.0	83.4
Hispanic	15	7.13	0.0	6.7	0.0	0.0	13.3	0.0	33.3	20.0	26.7	80.0
Other	10	7.50	0.0	0.0	0.0	10.0	10.0	0.0	20.0	20.0	40.0	80.0

Table B293. 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	% Above 5
Registered	363	7.39	0.8	0.8	0.0	0.8	12.1	7.2	21.8	30.6	25.9	85.5
Not Registered	32	6.91	0.0	3.1	0.0	3.1	28.1	0.0	21.9	15.6	28.1	65.6

Table B294. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues and Programs by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	196	7.63	1.0	1.0	0.0	1.0	8.7	4.6	17.9	32.7	33.2	88.4
Nonvoter	196	7.10	0.5	1.0	0.0	1.0	17.9	8.7	25.0	26.5	19.4	79.6

Table B295. 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	% Above 5
0-1	17	5.82	5.9	0.0	0.0	0.0	47.1	5.9	29.4	5.9	5.9	47.1
2-5	55	6.96	0.0	1.8	0.0	1.8	18.2	7.3	32.7	21.8	16.4	78.2
6-10	89	7.47	0.0	1.1	0.0	2.2	10.1	6.7	23.6	25.8	30.3	86.4
Over 10	201	7.35	1.5	1.0	0.0	0.5	12.9	7.5	17.9	33.8	24.9	84.1
Native	35	8.14	0.0	0.0	0.0	0.0	2.9	0.0	20.0	34.3	42.9	97.2

Cary's Efforts at Involving Citizens in Decisions Crosstabulations

Table B296. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	33	6.36	6.1	0.0	3.0	0.0	27.3	12.1	18.2	15.2	18.2	63.7
26-55	258	6.65	2.3	1.2	1.6	0.4	28.3	8.1	22.1	15.5	20.5	66.2
56-65	56	6.95	1.8	0.0	0.0	3.6	14.3	10.7	32.1	19.6	17.9	80.3
Over 65	49	6.88	6.1	0.0	0.0	0.0	14.3	6.1	30.6	26.5	16.3	79.5

Table B297. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	159	6.59	3.1	0.0	1.3	0.6	27.7	7.5	28.3	15.1	16.4	67.3
College Degree	218	6.80	2.3	1.4	1.4	0.5	22.5	9.6	22.9	17.0	22.5	72.0
PhD/JD/MD	14	6.21	14.3	0.0	0.0	7.1	14.3	7.1	0.0	50.0	7.1	64.2

Table B298. 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	% Above 5
Male	205	6.67	2.9	1.5	2.0	0.5	21.0	11.2	24.9	18.0	18.0	72.1
Female	193	6.68	3.6	0.0	0.5	1.0	28.5	5.7	23.3	16.6	20.7	66.3

Table B299. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	289	6.60	3.8	1.0	1.4	0.7	24.2	10.4	22.1	18.7	17.6	68.8
Apartment	44	6.64	0.0	0.0	0.0	0.0	38.6	4.5	27.3	13.6	15.9	61.3
Townhouse/Condo	54	7.15	0.0	0.0	1.9	1.9	20.4	3.7	27.8	16.7	27.8	76.0
Other	10	7.00	10.0	0.0	0.0	0.0	10.0	0.0	40.0	0.0	40.0	80.0

Table B300. 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	% Above 5
0-\$45,000	61	6.79	3.3	0.0	0.0	0.0	24.6	6.6	31.1	14.8	19.7	72.2
\$45,001-\$100,000	100	7.10	0.0	0.0	1.0	1.0	21.0	5.0	28.0	24.0	20.0	77.0
\$100,001-\$150,000	69	6.90	1.4	1.4	1.4	0.0	21.7	10.1	23.2	15.9	24.6	73.8
Over \$150,000	96	6.62	3.1	1.0	2.1	1.0	22.9	13.5	18.8	18.8	18.8	69.9

Table B301. 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	% Above 5
Caucasian	283	6.68	3.9	0.7	0.7	0.7	24.0	8.8	23.3	19.1	18.7	69.9
African-American	42	6.98	0.0	0.0	2.4	0.0	23.8	2.4	35.7	14.3	21.4	73.8
Asian	36	6.86	0.0	2.8	2.8	0.0	19.4	16.7	13.9	22.2	22.2	75.0
Hispanic	15	6.53	0.0	0.0	6.7	6.7	26.7	0.0	33.3	0.0	26.7	60.0
Other	10	6.30	10.0	0.0	0.0	0.0	30.0	10.0	20.0	0.0	30.0	60.0

Table B302. 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	% Above 5
Registered	362	6.74	3.0	0.3	1.1	0.8	23.8	8.6	24.6	18.8	19.1	71.1
Not Registered	32	6.19	3.1	6.3	3.1	0.0	31.3	9.4	18.8	3.1	25.0	56.3

Table B303. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	196	7.03	3.6	0.0	0.5	1.5	17.3	6.1	24.5	20.9	25.5	77.0
Nonvoter	195	6.37	2.6	1.5	2.1	0.0	31.3	10.8	23.6	14.4	13.8	62.6

Table B304. 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	% Above 5
0-1	17	5.41	11.8	0.0	0.0	0.0	47.1	5.9	23.5	11.8	0.0	41.2
2-5	55	6.60	0.0	1.8	0.0	0.0	38.2	1.8	27.3	14.5	16.4	60.0
6-10	89	6.79	3.4	1.1	3.4	2.2	18.0	9.0	20.2	15.7	27.0	71.9
Over 10	200	6.53	3.5	0.5	1.0	0.5	26.5	11.5	24.5	17.5	14.5	68.0
Native	35	7.83	2.9	0.0	0.0	0.0	2.9	2.9	22.9	28.6	40.0	94.4

Solid Waste: Curbside Garbage Collection Crosstabulations

Table B305. Satisfaction with Curbside Garbage Collection by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	31	8.19	0.0	0.0	0.0	0.0	6.5	3.2	6.5	32.3	51.6	93.6
26-55	237	8.34	0.0	0.8	0.4	0.4	0.8	1.3	8.0	32.1	56.1	97.5
56-65	52	8.56	0.0	0.0	1.9	0.0	1.9	0.0	1.9	21.2	73.1	96.2
Over 65	44	8.48	0.0	0.0	0.0	0.0	2.3	2.3	6.8	22.7	65.9	97.7

Table B306. Satisfaction with Curbside Garbage Collection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	285	8.37	0.0	0.7	0.4	0.4	1.8	1.1	7.7	28.8	59.3	96.9
Apartment	26	8.39	0.0	0.0	0.0	0.0	3.8	0.0	7.7	30.8	57.7	96.2
Townhouse/Condo	45	8.40	0.0	0.0	2.2	0.0	0.0	4.4	2.2	28.9	62.2	97.7
Other	9	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	100.0

Table B307. Satisfaction with Curbside Garbage Collection by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	15	7.93	0.0	0.0	0.0	0.0	0.0	6.7	20.0	46.7	26.7	100.0
2-5	49	8.45	0.0	0.0	0.0	0.0	0.0	2.0	8.2	32.7	57.1	100.0
6-10	77	8.14	0.0	1.3	1.3	1.3	1.3	2.6	7.8	33.8	50.6	94.8
Over 10	188	8.45	0.0	0.5	0.5	0.0	2.7	0.5	5.9	24.5	65.4	96.3
Native	35	8.66	0.0	0.0	0.0	0.0	0.0	0.0	0.0	34.3	65.7	100.0

Solid Waste: Curbside Yard Waste Collection Crosstabulations

Table B308. 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	% Above 5
18-25	25	8.44	0.0	0.0	0.0	0.0	0.0	4.0	4.0	36.0	56.0	100.0
26-55	204	8.21	0.5	1.0	0.5	0.5	2.5	1.0	12.3	25.5	56.4	95.2
56-65	51	8.55	0.0	0.0	0.0	0.0	3.9	0.0	3.9	21.6	70.6	96.1
Over 65	36	8.53	0.0	0.0	0.0	0.0	2.8	0.0	5.6	25.0	66.7	97.3

Table B309. Satisfaction with Curbside Yard Waste Collection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	260	8.29	0.4	0.4	0.4	0.4	3.1	1.2	10.4	24.6	59.2	95.4
Apartment	19	8.53	0.0	0.0	0.0	0.0	0.0	0.0	5.3	36.8	57.9	100.0
Townhouse/Condo	31	8.42	0.0	3.2	0.0	0.0	0.0	0.0	6.5	22.6	67.7	96.8
Other	7	8.71	0.0	0.0	0.0	0.0	0.0	0.0	0.0	28.6	71.4	100.0

Table B310. Satisfaction with Curbside Yard Waste Collection by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	9	7.78	0.0	0.0	0.0	0.0	0.0	0.0	44.4	33.3	22.2	100.0
2-5	39	8.21	2.6	0.0	0.0	0.0	0.0	2.6	12.8	25.6	56.4	97.4
6-10	66	8.39	0.0	0.0	0.0	0.0	3.0	0.0	7.6	33.3	56.1	97.0
Over 10	171	8.28	0.0	1.2	0.6	0.6	3.5	1.2	8.8	22.2	62.0	94.2
Native	31	8.74	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.8	74.2	100.0

Solid Waste: Curbside Recycling Collection Crosstabulations

Table B311. Satisfaction with Curbside Recycling Collection by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	27	8.00	0.0	0.0	0.0	0.0	7.4	7.4	11.1	25.9	48.1	92.5
26-55	216	8.01	0.5	0.9	1.9	0.5	3.2	4.6	12.0	24.5	51.9	93.0
56-65	51	8.35	0.0	0.0	2.0	2.0	3.9	0.0	3.9	19.6	68.6	92.1
Over 65	40	8.40	0.0	0.0	2.5	0.0	2.5	0.0	5.0	25.0	65.0	95.0

Table B312. Satisfaction with Curbside Recycling Collection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	275	8.07	0.4	0.7	1.8	0.7	3.6	3.6	10.5	24.0	54.5	92.6
Apartment	15	8.20	0.0	0.0	0.0	0.0	6.7	0.0	13.3	26.7	53.3	93.3
Townhouse/Condo	40	8.30	0.0	0.0	2.5	0.0	2.5	5.0	5.0	20.0	65.0	95.0
Other	5	8.80	0.0	0.0	0.0	0.0	0.0	0.0	0.0	20.0	80.0	100.0

Table B313. Satisfaction with Curbside Recycling Collection by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	13	6.62	7.7	0.0	0.0	0.0	7.7	15.4	38.5	23.1	7.7	84.7
2-5	40	8.20	0.0	0.0	0.0	0.0	2.5	7.5	7.5	32.5	50.0	97.5
6-10	69	7.90	0.0	1.4	2.9	2.9	2.9	4.3	8.7	26.1	50.7	89.8
Over 10	183	8.18	0.0	0.5	2.2	0.0	4.4	2.2	9.8	21.9	59.0	92.9
Native	30	8.77	0.0	0.0	0.0	0.0	0.0	0.0	0.0	23.3	76.7	100.0

Solid Waste: Curbside Loose Leaf Collection Crosstabulations

Table B314. 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	% Above 5
18-25	25	8.40	0.0	0.0	0.0	0.0	0.0	4.0	4.0	40.0	52.0	100.0
26-55	190	8.12	0.5	1.1	0.5	1.6	3.2	2.1	10.5	25.3	55.3	93.2
56-65	49	8.43	0.0	0.0	0.0	0.0	4.1	2.0	6.1	22.4	65.3	95.8
Over 65	35	8.51	0.0	0.0	0.0	2.9	0.0	0.0	5.7	22.9	68.6	97.2

Table B315. Satisfaction with Curbside Loose Leaf Collection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	247	8.20	0.4	0.4	0.4	1.6	2.8	2.4	10.1	24.7	57.1	94.3
Apartment	16	8.69	0.0	0.0	0.0	0.0	0.0	0.0	0.0	31.3	68.8	100.0
Townhouse/Condo	30	8.30	0.0	3.3	0.0	0.0	3.3	0.0	3.3	26.7	63.3	93.3
Other	6	8.67	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	66.7	100.0

Table B316. Satisfaction with Curbside Loose Leaf Collection by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	9	7.44	0.0	0.0	0.0	11.1	0.0	0.0	33.3	33.3	22.2	88.8
2-5	37	8.19	2.7	0.0	0.0	0.0	0.0	2.7	10.8	29.7	54.1	97.3
6-10	58	8.33	0.0	0.0	0.0	0.0	3.4	1.7	5.2	37.9	51.7	96.5
Over 10	165	8.17	0.0	1.2	0.6	1.8	3.6	2.4	9.7	20.6	60.0	92.7
Native	30	8.77	0.0	0.0	0.0	0.0	0.0	0.0	0.0	23.3	76.7	100.0

Town Council Focus Areas: Satisfaction with Overall Job Town is Doing with Parks, Recreation, and Cultural Programs Crosstabulations

Table B317. Satisfaction with Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	33	8.06	0.0	0.0	0.0	0.0	3.0	3.0	12.1	48.5	33.3	96.9
26-55	257	8.08	0.0	0.4	0.0	0.0	4.3	2.7	13.6	36.6	42.4	95.3
56-65	56	7.82	0.0	1.8	0.0	0.0	5.4	3.6	16.1	41.1	32.1	92.9
Over 65	49	7.74	0.0	0.0	0.0	0.0	4.1	4.1	28.6	40.8	22.4	95.9

Table B318. Satisfaction with Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	158	8.03	0.0	0.6	0.0	0.0	3.8	1.9	15.2	41.8	36.7	95.6
College Degree	218	7.98	0.0	0.5	0.0	0.0	5.0	3.7	16.5	34.9	39.4	94.5
PhD/JD/MD	14	8.00	0.0	0.0	0.0	0.0	0.0	7.1	7.1	64.3	21.4	100.0

Table B319. Satisfaction with the Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	205	7.89	0.0	1.0	0.0	0.0	4.4	4.4	18.0	37.6	34.6	94.6
Female	193	8.11	0.0	0.0	0.0	0.0	4.1	1.6	14.0	39.9	40.4	95.9

Table B320. Satisfaction with Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	288	7.97	0.0	0.7	0.0	0.0	4.9	2.8	16.7	36.8	38.2	94.5
Apartment	44	8.07	0.0	0.0	0.0	0.0	2.3	4.5	11.4	47.7	34.1	97.7
Townhouse/Condo	54	8.17	0.0	0.0	0.0	0.0	1.9	3.7	13.0	38.9	42.6	98.2
Other	10	7.60	0.0	0.0	0.0	0.0	10.0	0.0	30.0	40.0	20.0	90.0

Table B321. Satisfaction with Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	61	7.92	0.0	0.0	0.0	0.0	1.6	6.6	18.0	45.9	27.9	98.4
\$45,001-\$100,000	100	8.18	0.0	0.0	0.0	0.0	3.0	3.0	12.0	37.0	45.0	97.0
\$100,001-\$150,000	67	8.09	0.0	0.0	0.0	0.0	3.0	1.5	16.4	41.8	37.3	97.0
Over \$150,000	96	7.88	0.0	1.0	0.0	0.0	6.3	4.2	15.6	36.5	36.5	92.8

Table B322. Satisfaction with the Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Race.

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Caucasian	283	8.01	0.0	0.7	0.0	0.0	3.9	2.8	15.5	38.5	38.5	95.3
African-American	42	8.17	0.0	0.0	0.0	0.0	0.0	0.0	14.3	54.8	31.0	100.0
Asian	35	8.06	0.0	0.0	0.0	0.0	0.0	8.6	17.1	34.3	40.0	100.0
Hispanic	15	7.60	0.0	0.0	0.0	0.0	13.3	6.7	20.0	26.7	33.3	86.7
Other	10	7.60	0.0	0.0	0.0	0.0	20.0	0.0	20.0	20.0	40.0	80.0

Table B323. Satisfaction with Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Voter Status.

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Registered	361	8.00	0.0	0.6	0.0	0.0	3.9	3.0	16.1	39.1	37.4	95.6
Not Registered	32	7.94	0.0	0.0	0.0	0.0	9.4	3.1	12.5	34.4	40.6	90.6

Table B324. Satisfaction with Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	196	8.05	0.0	1.0	0.0	0.0	3.6	2.6	15.8	34.7	42.3	95.4
Nonvoter	194	7.94	0.0	0.0	0.0	0.0	5.2	3.6	16.0	42.3	33.0	94.9

Table B325. Satisfaction with Job the Town is Doing on Parks, Recreation, and Cultural Resources Issues by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	17	7.47	0.0	0.0	0.0	0.0	11.8	0.0	29.4	47.1	11.8	88.3
2-5	54	8.06	0.0	0.0	0.0	0.0	1.9	3.7	20.4	35.2	38.9	98.2
6-10	88	8.10	0.0	1.1	0.0	0.0	4.5	1.1	11.4	37.5	44.3	94.3
Over 10	201	7.90	0.0	0.5	0.0	0.0	5.0	4.5	15.4	42.3	32.3	94.5
Native	35	8.46	0.0	0.0	0.0	0.0	0.0	0.0	17.1	20.0	62.9	100.0

Town Council Focus Areas: Satisfaction with Environmental Protection Crosstabulations

Table B326. 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	% Above 5
18-25	33	7.94	0.0	0.0	0.0	0.0	0.0	9.1	18.2	42.4	30.3	100.0
26-55	258	7.78	0.0	0.4	0.4	0.0	2.3	7.0	22.9	41.5	25.6	97.0
56-65	56	7.66	0.0	0.0	3.6	1.8	3.6	5.4	14.3	44.6	26.8	91.1
Over 65	49	7.63	2.0	0.0	0.0	0.0	4.1	10.2	20.4	32.7	30.6	93.9

Table B327. 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	% Above 5
HS/Some College	159	7.80	0.6	0.0	0.0	0.0	3.1	5.7	22.6	40.3	27.7	96.3
College Degree	218	7.73	0.0	0.5	1.4	0.5	2.3	7.8	20.2	40.8	26.6	95.4
PhD/JD/MD	14	7.57	0.0	0.0	0.0	0.0	0.0	21.4	14.3	50.0	14.3	100.0

Table B328. 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	% Above 5
Male	205	7.72	0.5	0.0	1.5	0.5	2.0	8.8	20.0	38.5	28.3	95.6
Female	194	7.77	0.0	0.5	0.0	0.0	3.6	5.7	22.7	42.8	24.7	95.9

Table B329. Satisfaction with the Job the Town is Doing on Environmental Protection by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	289	7.70	0.3	0.3	1.0	0.7	3.1	7.3	21.1	39.1	27.0	94.5
Apartment	44	7.96	0.0	0.0	0.0	0.0	0.0	4.5	20.5	50.0	25.0	100.0
Townhouse/Condo	54	7.89	0.0	0.0	0.0	0.0	0.0	11.1	18.5	40.7	29.6	100.0
Other	10	7.50	0.0	0.0	0.0	0.0	10.0	0.0	30.0	50.0	10.0	90.0

Table B330. 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	% Above 5
0-\$45,000	61	7.59	1.6	0.0	1.6	0.0	3.3	1.6	29.5	41.0	21.3	93.4
\$45,001-\$100,000	100	8.05	0.0	0.0	0.0	0.0	0.0	5.0	21.0	38.0	36.0	100.0
\$100,001-\$150,000	68	7.90	0.0	0.0	0.0	0.0	1.5	8.8	14.7	48.5	26.5	98.5
Over \$150,000	96	7.67	0.0	1.0	0.0	1.0	3.1	9.4	20.8	38.5	26.0	94.7

Table B331. 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	% Above 5
Caucasian	284	7.78	0.4	0.4	0.4	0.0	2.1	7.7	19.7	44.0	25.4	96.8
African-American	42	7.91	0.0	0.0	2.4	0.0	0.0	2.4	21.4	45.2	28.6	97.6
Asian	35	7.60	0.0	0.0	0.0	2.9	5.7	8.6	22.9	31.4	28.6	91.5
Hispanic	15	7.80	0.0	0.0	0.0	0.0	0.0	13.3	33.3	13.3	40.0	100.0
Other	10	7.70	0.0	0.0	0.0	0.0	10.0	0.0	40.0	10.0	40.0	90.0

Table B332. 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	% Above 5
Registered	362	7.77	0.3	0.3	0.8	0.3	1.9	7.2	20.7	41.7	26.8	96.4
Not Registered	32	7.63	0.0	0.0	0.0	0.0	9.4	6.3	25.0	31.3	28.1	90.7

Table B333. Satisfaction with the Job the Town is Doing on Environmental Protection by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	196	7.89	0.5	0.0	0.5	0.0	1.0	5.6	22.4	37.8	32.1	97.9
Nonvoter	195	7.63	0.0	0.5	1.0	0.5	4.1	8.7	19.0	44.1	22.1	93.9

Table B334. 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	% Above 5
0-1	17	6.82	0.0	5.9	0.0	0.0	5.9	11.8	47.1	23.5	5.9	88.3
2-5	54	7.76	0.0	0.0	0.0	1.9	3.7	1.9	22.2	50.0	20.4	94.5
6-10	89	7.72	0.0	0.0	1.1	1.1	2.2	11.2	19.1	34.8	30.3	95.4
Over 10	201	7.69	0.5	0.0	1.0	0.0	3.0	8.0	20.9	43.8	22.9	95.6
Native	35	8.43	0.0	0.0	0.0	0.0	0.0	0.0	14.3	28.6	57.1	100.0

Town Council Focus Areas: Satisfaction with Keeping Cary the Best Place to Live, Work, and Raise a Family Crosstabulations

Table B335. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Age.

Age	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
18-25	33	8.15	0.0	0.0	0.0	0.0	0.0	0.0	12.1	60.6	27.3	100.0
26-55	258	7.76	0.0	0.4	0.4	1.2	5.8	3.1	20.2	40.3	28.7	92.3
56-65	56	7.61	1.8	0.0	1.8	0.0	3.6	3.6	21.4	46.4	21.4	92.8
Over 65	49	7.47	0.0	0.0	4.1	0.0	8.2	8.2	20.4	30.6	28.6	87.8

Table B336. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Education.

Education	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
HS/Some College	159	7.79	0.0	0.6	0.6	1.3	5.0	3.1	15.7	45.3	28.3	92.4
College Degree	218	7.67	0.5	0.0	1.4	0.5	6.0	4.1	22.5	37.6	27.5	91.7
PhD/JD/MD	14	7.93	0.0	0.0	0.0	0.0	0.0	0.0	21.4	64.3	14.3	100.0

Table B337. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Gender.

Gender	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
Male	205	7.61	0.5	0.5	1.5	0.5	7.3	3.9	20.5	39.0	26.3	89.7
Female	194	7.85	0.0	0.0	1.0	1.0	3.1	3.1	19.1	43.8	28.9	94.9

Table B338. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Housing Type.

Housing	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
Single family	289	7.72	0.3	0.3	1.0	0.7	5.2	3.1	21.1	40.8	27.3	92.3
Apartment	44	7.84	0.0	0.0	2.3	0.0	6.8	0.0	15.9	43.2	31.8	90.9
Townhouse/Condo	54	7.65	0.0	0.0	0.0	1.9	5.6	9.3	16.7	42.6	24.1	92.7
Other	10	8.00	0.0	0.0	0.0	0.0	0.0	0.0	30.0	40.0	30.0	100.0

Table B339. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Income.

Income	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
0-\$45,000	61	7.51	0.0	0.0	1.6	0.0	11.5	3.3	21.3	41.0	21.3	86.9
\$45,001-\$100,000	100	7.85	0.0	1.0	0.0	1.0	4.0	6.0	19.0	31.0	38.0	94.0
\$100,001-\$150,000	68	7.96	0.0	0.0	0.0	0.0	2.9	1.5	23.5	41.2	30.9	97.1
Over \$150,000	96	7.76	0.0	0.0	0.0	1.0	6.3	3.1	19.8	44.8	25.0	92.7

Table B340. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Race.

Race	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
Caucasian	284	7.74	0.0	0.0	1.1	1.1	4.9	4.6	20.1	41.2	27.1	93.0
African-American	42	8.00	0.0	0.0	0.0	0.0	7.1	0.0	9.5	52.4	31.0	92.9
Asian	35	7.80	0.0	0.0	0.0	0.0	8.6	0.0	20.0	45.7	25.7	91.4
Hispanic	15	7.40	0.0	6.7	0.0	0.0	0.0	6.7	33.3	26.7	26.7	93.4
Other	10	8.00	0.0	0.0	0.0	0.0	10.0	0.0	20.0	20.0	50.0	90.0

Table B341. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Voter Status.

Voter Status	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
Registered	362	7.73	0.3	0.3	1.1	0.8	4.7	3.9	19.9	42.3	26.8	92.9
Not Registered	32	7.84	0.0	0.0	0.0	0.0	12.5	0.0	15.6	34.4	37.5	87.5

Table B342. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
Voter	196	7.71	0.0	0.5	1.0	0.5	5.1	5.6	22.4	34.2	30.6	92.8
Nonvoter	195	7.76	0.5	0.0	1.0	1.0	5.6	1.5	16.4	48.7	25.1	91.7

Table B343. Effectiveness of Town Council in Working to Keep Cary the Best Place to Live, Work, and Raise a Family by Years in Cary.

Years in Cary	n	Mean	Very Ineffective 1	2	3	4	Neutral 5	6	7	8	Very Effective 9	% Above 5
0-1	17	7.06	0.0	0.0	5.9	0.0	5.9	5.9	47.1	23.5	11.8	88.3
2-5	54	8.02	0.0	0.0	0.0	0.0	5.6	0.0	13.0	50.0	31.5	94.5
6-10	89	7.72	0.0	0.0	2.2	1.1	4.5	2.2	20.2	43.8	25.8	92.0
Over 10	201	7.62	0.5	0.5	1.0	1.0	6.0	4.5	18.9	44.3	23.4	91.1
Native	35	8.11	0.0	0.0	0.0	0.0	2.9	5.7	22.9	14.3	54.3	97.2

Town Council Focus Areas: Satisfaction with Transportation Crosstabulations

Table B344. 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	% Above 5
18-25	31	7.61	0.0	0.0	0.0	3.2	3.2	12.9	22.6	25.8	32.3	93.6
26-55	258	7.27	0.8	0.0	1.6	3.1	9.7	10.5	22.9	26.0	25.6	85.0
56-65	55	6.91	0.0	0.0	3.6	1.8	18.2	7.3	32.7	18.2	18.2	76.4
Over 65	49	7.10	0.0	2.0	2.0	4.1	6.1	8.2	32.7	28.6	16.3	85.8

Table B345. 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	% Above 5
HS/Some College	158	7.30	0.6	0.6	1.9	2.5	7.0	7.6	29.7	26.6	23.4	87.3
College Degree	217	7.18	0.5	0.0	1.8	3.7	11.5	11.5	23.0	22.6	25.3	82.4
PhD/JD/MD	13	7.15	0.0	0.0	0.0	0.0	23.1	7.7	15.4	38.5	15.4	77.0

Table B346. 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	% Above 5
Male	203	7.20	0.0	0.0	1.5	3.9	10.8	9.4	28.1	24.1	22.2	83.8
Female	193	7.21	1.6	0.5	2.1	2.1	9.3	10.4	22.8	25.9	25.4	84.5

Table B347. Satisfaction with the Job the Town is Doing on Transportation by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	288	7.08	0.3	0.3	2.4	2.8	11.8	10.8	28.5	22.2	20.8	82.3
Apartment	43	7.84	0.0	0.0	0.0	4.7	0.0	4.7	23.3	32.6	34.9	95.5
Townhouse/Condo	53	7.43	1.9	0.0	0.0	1.9	9.4	11.3	15.1	30.2	30.2	86.8
Other	10	7.50	0.0	0.0	0.0	10.0	10.0	0.0	10.0	40.0	30.0	80.0

Table B348. 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	% Above 5
0-\$45,000	60	7.27	0.0	0.0	1.7	5.0	10.0	10.0	20.0	28.3	25.0	83.3
\$45,001-\$100,000	100	7.49	1.0	0.0	3.0	2.0	5.0	5.0	26.0	28.0	30.0	89.0
\$100,001-\$150,000	68	7.22	0.0	0.0	0.0	5.9	11.8	8.8	25.0	25.0	23.5	82.3
Over \$150,000	96	7.08	1.0	0.0	2.1	0.0	13.5	14.6	25.0	22.9	20.8	83.3

Table B349. 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	% Above 5
Caucasian	281	7.25	0.7	0.0	1.8	2.5	10.3	8.5	26.0	27.4	22.8	84.7
African-American	42	7.50	0.0	0.0	0.0	7.1	0.0	11.9	28.6	21.4	31.0	92.9
Asian	35	6.97	0.0	0.0	2.9	2.9	17.1	14.3	20.0	20.0	22.9	77.2
Hispanic	15	6.73	0.0	0.0	0.0	6.7	20.0	20.0	20.0	13.3	20.0	73.3
Other	10	7.20	0.0	0.0	10.0	0.0	10.0	10.0	20.0	10.0	40.0	80.0

Table B350. 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	% Above 5
Registered	359	7.19	0.6	0.3	1.7	3.1	10.6	10.0	26.5	24.2	23.1	83.8
Not Registered	32	7.59	0.0	0.0	3.1	3.1	6.3	6.3	15.6	31.3	34.4	87.6

Table B351. Satisfaction with the Job the Town is Doing on Transportation by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	195	7.28	0.0	0.0	2.1	3.1	11.8	9.2	22.6	24.6	26.7	83.1
Nonvoter	193	7.15	1.0	0.5	1.6	3.1	8.8	10.4	28.5	24.9	21.2	85.0

Table B352. 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	% Above 5
0-1	16	6.63	6.3	0.0	0.0	0.0	12.5	12.5	37.5	25.0	6.3	81.3
2-5	54	7.28	0.0	1.9	3.7	1.9	7.4	7.4	24.1	27.8	25.9	85.2
6-10	89	7.27	2.2	0.0	1.1	4.5	7.9	9.0	21.3	24.7	29.2	84.2
Over 10	200	7.02	0.0	0.0	2.0	3.0	13.0	11.0	30.0	26.0	15.0	82.0
Native	34	8.15	0.0	0.0	0.0	2.9	2.9	8.8	8.8	14.7	61.8	94.1

Town Council Focus Areas: Satisfaction with Planning & Development Crosstabulations

Table B353. 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	% Above 5
18-25	32	7.50	0.0	0.0	0.0	0.0	9.4	15.6	12.5	40.6	21.9	90.6
26-55	253	7.30	0.8	0.8	1.2	0.8	11.9	11.5	20.2	24.5	28.5	84.7
56-65	56	6.84	0.0	3.6	1.8	1.8	14.3	8.9	35.7	16.1	17.9	78.6
Over 65	48	6.77	2.1	2.1	2.1	0.0	10.4	18.8	27.1	27.1	10.4	83.4

Table B354. 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	% Above 5
HS/Some College	158	7.32	0.6	1.3	0.6	0.6	9.5	10.8	23.4	30.4	22.8	87.4
College Degree	212	7.09	0.9	1.4	1.9	0.9	13.7	13.2	21.7	20.3	25.9	81.1
PhD/JD/MD	14	7.21	0.0	0.0	0.0	0.0	14.3	14.3	21.4	35.7	14.3	85.7

Table B355. 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	% Above 5
Male	205	7.17	1.0	1.0	1.5	1.0	12.2	9.8	25.4	26.3	22.0	83.5
Female	187	7.17	1.1	1.6	1.1	0.5	11.8	15.0	19.3	23.5	26.2	84.0

Table B356. Satisfaction with the Job the Town is Doing on Planning & Development by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	284	7.04	1.1	1.8	1.8	1.1	12.7	13.4	22.9	23.2	22.2	81.7
Apartment	43	7.72	0.0	0.0	0.0	0.0	7.0	7.0	20.9	37.2	27.9	93.0
Townhouse/Condo	53	7.36	0.0	0.0	1.9	0.0	15.1	11.3	18.9	20.8	32.1	83.1
Other	10	7.60	0.0	0.0	0.0	0.0	0.0	10.0	40.0	30.0	20.0	100.0

Table B357. 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	% Above 5
0-\$45,000	60	7.28	1.7	0.0	1.7	0.0	10.0	11.7	20.0	33.3	21.7	86.7
\$45,001-\$100,000	99	7.36	0.0	1.0	1.0	0.0	13.1	9.1	24.2	22.2	29.3	84.8
\$100,001-\$150,000	66	7.30	0.0	0.0	0.0	1.5	9.1	16.7	24.2	27.3	21.2	89.4
Over \$150,000	95	6.92	2.1	3.2	1.1	2.1	14.7	9.5	21.1	23.2	23.2	77.0

Table B358. 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	% Above 5
Caucasian	278	7.15	1.1	0.7	1.4	1.1	11.5	11.9	25.2	25.5	21.6	84.2
African-American	42	7.71	0.0	0.0	0.0	0.0	9.5	9.5	14.3	33.3	33.3	90.4
Asian	35	7.11	0.0	2.9	2.9	0.0	14.3	17.1	11.4	20.0	31.4	79.9
Hispanic	15	6.80	0.0	6.7	0.0	0.0	20.0	13.3	20.0	13.3	26.7	73.3
Other	10	7.60	0.0	0.0	0.0	0.0	10.0	20.0	10.0	20.0	40.0	90.0

Table B359. 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	% Above 5
Registered	356	7.15	0.8	1.4	1.1	0.8	12.1	12.4	23.9	24.7	22.8	83.8
Not Registered	31	7.65	0.0	0.0	3.2	0.0	12.9	9.7	3.2	29.0	41.9	83.8

Table B360. Satisfaction with the Job the Town is Doing on Planning & Development by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	193	7.26	0.5	1.6	1.0	1.6	13.5	9.8	19.2	23.3	29.5	81.8
Nonvoter	191	7.09	1.0	1.0	1.6	0.0	11.0	14.7	25.7	26.2	18.8	85.4

Table B361. 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	% Above 5
0-1	15	6.53	6.7	0.0	0.0	0.0	20.0	6.7	33.3	26.7	6.7	73.4
2-5	54	7.26	0.0	1.9	1.9	1.9	14.8	7.4	16.7	25.9	29.6	79.6
6-10	88	7.27	2.3	2.3	0.0	0.0	6.8	14.8	18.2	30.7	25.0	88.7
Over 10	197	6.93	0.5	1.0	2.5	0.5	14.7	13.7	27.4	23.4	16.2	80.7
Native	35	8.20	0.0	0.0	0.0	2.9	2.9	5.7	11.4	14.3	62.9	94.3

Town Council Focus Areas: Satisfaction with Downtown Revitalization Crosstabulations

Table B362. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	33	7.39	0.0	0.0	3.0	0.0	9.1	18.2	9.1	33.3	27.3	87.9
26-55	249	7.10	2.4	0.4	2.0	1.6	15.7	7.6	20.9	20.1	29.3	77.9
56-65	56	6.43	7.1	1.8	1.8	5.4	16.1	5.4	21.4	26.8	14.3	67.9
Over 65	48	6.98	0.0	4.2	4.2	0.0	8.3	10.4	27.1	29.2	16.7	83.4

Table B363. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	156	7.12	2.6	0.0	2.6	1.3	12.8	7.7	22.4	26.9	23.7	80.7
College Degree	212	6.96	2.4	1.9	2.4	1.9	15.6	9.4	19.3	19.3	27.8	75.8
PhD/JD/MD	13	6.69	7.7	0.0	0.0	7.7	7.7	0.0	30.8	38.5	7.7	77.0

Table B364. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	201	6.92	2.0	2.0	3.0	2.0	15.9	7.0	21.4	23.4	23.4	75.2
Female	188	7.10	3.7	0.0	1.6	1.6	12.2	10.1	20.2	22.9	27.7	80.9

Table B365. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	283	6.89	3.2	0.7	2.8	2.1	15.5	8.5	21.6	22.3	23.3	75.7
Apartment	42	7.45	0.0	0.0	2.4	2.4	9.5	7.1	21.4	26.2	31.0	85.7
Townhouse/Condo	52	7.21	1.9	3.8	0.0	0.0	13.5	9.6	13.5	26.9	30.8	80.8
Other	10	7.60	0.0	0.0	0.0	0.0	10.0	0.0	40.0	20.0	30.0	90.0

Table B366. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	59	7.07	3.4	0.0	1.7	1.7	15.3	5.1	23.7	23.7	25.4	77.9
\$45,001-\$100,000	97	7.40	1.0	1.0	2.1	1.0	12.4	4.1	20.6	23.7	34.0	82.4
\$100,001-\$150,000	66	7.15	1.5	0.0	4.5	0.0	12.1	10.6	16.7	31.8	22.7	81.8
Over \$150,000	94	6.96	3.2	1.1	1.1	3.2	14.9	9.6	19.1	22.3	25.5	76.5

Table B367. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Race.

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Caucasian	277	7.05	2.2	0.7	2.2	1.8	13.0	11.2	21.3	22.7	24.9	80.1
African-American	42	7.05	2.4	2.4	7.1	0.0	9.5	0.0	26.2	26.2	26.2	78.6
Asian	33	7.21	0.0	0.0	0.0	3.0	21.2	6.1	15.2	30.3	24.2	75.8
Hispanic	15	7.20	0.0	0.0	0.0	6.7	26.7	0.0	6.7	26.7	33.3	66.7
Other	10	7.10	10.0	0.0	0.0	0.0	10.0	0.0	30.0	10.0	40.0	80.0

Table B368. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Voter Status.

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Registered	353	7.01	2.5	1.1	2.5	2.0	13.3	8.8	21.5	23.2	24.9	78.4
Not Registered	31	7.23	3.2	0.0	0.0	0.0	22.6	3.2	12.9	25.8	32.3	74.2

Table B369. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	192	7.17	2.6	0.5	2.1	2.6	12.5	5.7	21.9	21.9	30.2	79.7
Nonvoter	190	6.89	2.6	1.6	2.6	1.1	15.3	10.5	20.0	25.3	21.1	76.9

Table B370. Satisfaction with the Job the Town is Doing on Downtown Revitalization by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	15	6.27	13.3	0.0	0.0	0.0	13.3	6.7	33.3	26.7	6.7	73.4
2-5	52	7.21	0.0	0.0	3.8	5.8	17.3	1.9	9.6	32.7	28.8	73.0
6-10	88	6.92	2.3	2.3	2.3	0.0	18.2	9.1	20.5	19.3	26.1	75.0
Over 10	196	6.80	3.6	1.0	2.6	1.5	14.3	9.7	25.5	24.0	17.9	77.1
Native	35	8.14	0.0	0.0	0.0	2.9	2.9	11.4	8.6	8.6	65.7	94.3

Visiting Downtown in the Past Year Crosstabulations

Table B371. Have You Visited Downtown in the Past Year by Age.

Age	n	Yes	No
18-25	33	63.6	36.4
26-55	258	79.8	20.2
56-65	56	85.7	14.3
Over 65	48	81.3	18.8

Table B372. Have You Visited Downtown in the Past Year by Education.

Education	n	Yes	No
HS/Some College	158	74.7	25.3
College Degree	218	82.1	17.9
PhD/JD/MD	14	85.7	14.3

Table B373. Have You Visited Downtown in the Past Year by Gender.

Gender	n	Yes	No
Male	204	77.9	22.1
Female	194	80.9	19.1

Table B374. Have You Visited Downtown in the Past Year by Housing Type.

Housing	n	Yes	No
Single family	288	81.6	18.4
Apartment	44	68.2	31.8
Townhouse/Condo	54	75.9	24.1
Other	10	90.0	10.0

Table B375. Have You Visited Downtown in the Past Year by Income.

Income	n	Yes	No
0-\$45,000	60	70.0	30.0
\$45,001-\$100,000	100	82.0	18.0
\$100,001-\$150,000	69	78.3	21.7
Over \$150,000	96	80.2	19.8

Table B376. Have You Visited Downtown in the Past Year by Race.

Race	n	Yes	No
Caucasian	282	81.2	18.8
African-American	42	78.6	21.4
Asian	36	66.7	33.3
Hispanic	15	80.0	20.0
Other	10	70.0	30.0

Table B377. Have You Visited Downtown in the Past Year by Voter Status.

Voter Status	n	Yes	No
Registered	361	81.2	18.8
Not Registered	32	59.4	40.6

Table B378. Have You Visited Downtown in the Past Year by Voted in 2015 Local Elections.

Voting Action	n	Yes	No
Voter	195	84.6	15.4
Nonvoter	195	74.4	25.6

Table B379. Have You Visited Downtown in the Past Year by Years in Cary.

Years in Cary	n	Yes	No
0-1	17	64.7	35.3
2-5	55	65.5	34.5
6-10	89	82.0	18.0
Over 10	199	84.9	15.1
Native	35	68.6	31.4

Effectiveness of Potential Downtown Amenities or Activities Crosstabulations

Table B380. How Likely Would the Following Amenities or Activities Be in Bringing You Downtown by Age (In Descending Mean Order).

18-25 (n=32)	26-55 (n=256)	56-65 (n=55)	Over 65 (n=49)
Concerts (7.88)	Cafes/restaurants (7.85)	Cafes/restaurants (7.39)	Cafes/restaurants (6.51)
Cafes/restaurants (7.81)	Shopping (6.86)	Shopping (6.52)	Farmer's Market (5.39)
Festivals (7.67)	Festivals (6.75)	Festivals (6.07)	Preserve/reuse historic building (5.22)
Outdoor performances (7.61)	Outdoor performances (6.71)	Preserve/reuse historic building (5.91)	Shopping (5.02)
Shopping (7.21)	Bars/pubs (6.51)	Concerts (5.86)	Coffee shop (4.94)
Bars/pubs (6.46)	Concerts (6.40)	Farmer's Market (5.82)	Outdoor performances (4.86)
Coffee shop (5.70)	Coffee shop (6.32)	Outdoor performances (5.63)	Ice cream/yogurt shop (4.67)
Farmer's Market (5.70)	Ice cream/yogurt shop (6.29)	Ice cream/yogurt shop (5.57)	Festivals (4.67)
Ice cream/yogurt shop (5.46)	Farmer's Market (6.22)	Coffee shop (5.51)	Historical walking tour (4.39)
Museums (5.21)	Preserve/reuse historic building (5.92)	Bars/pubs (5.39)	Museums (4.33)
Preserve/reuse historic building (5.21)	Museums (5.90)	Museums (5.09)	Art exhibition space (4.27)
Art exhibition space (4.85)	Art exhibition space (5.57)	Art exhibition space (5.05)	Concerts (4.25)
Grocery store (4.85)	Gallery Crawl (5.39)	Public art (5.00)	Gallery Crawl (4.14)
Public art (4.42)	Historical walking tour (5.36)	Historical walking tour (4.89)	Public art (4.02)
Working artist studio space (4.39)	Public art (5.36)	Gallery Crawl (4.39)	Grocery store (3.63)
Gallery Crawl (4.30)	Grocery store (5.12)	Working artist studio space (4.16)	Working artist studio space (3.55)
Historical walking tour (4.09)	Working artist studio space (5.04)	Pet shop (3.98)	Bars/pubs (3.47)
Pet shop (3.85)	Pet shop (4.90)	Grocery store (3.82)	Pet shop (2.98)

Table B381. How Likely Would the Following Amenities or Activities Be in Bringing You Downtown by Education (In Descending Mean Order).

HS/Some College (n=158)	College Degree (n=217)	PhD/JD/MD (n=14)
Cafes/restaurants (7.27)	Cafes/restaurants (7.83)	Cafes/restaurants (8.21)
Shopping (6.40)	Shopping (6.77)	Festivals (7.14)
Outdoor performances (6.19)	Festivals (6.67)	Outdoor performances (7.07)
Festivals (6.16)	Outdoor performances (6.53)	Concerts (7.00)
Concerts (5.93)	Concerts (6.35)	Shopping (6.86)
Farmer's Market (5.83)	Coffee shop (6.21)	Coffee shop (6.71)
Bars/pubs (5.76)	Ice cream/yogurt shop (6.18)	Ice cream/yogurt shop (6.64)
Coffee shop (5.61)	Farmer's Market (6.16)	Preserve/reuse historic building (6.57)
Ice cream/yogurt shop (5.51)	Bars/pubs (6.14)	Museums (6.21)
Preserve/reuse historic building (5.38)	Preserve/reuse historic building (5.99)	Gallery Crawl (6.14)
Museums (5.28)	Museums (5.70)	Art exhibition space (6.14)
Art exhibition space (5.03)	Art exhibition space (5.42)	Bars/pubs (5.93)
Historical walking tour (4.71)	Public art (5.34)	Public art (5.86)
Public art (4.65)	Historical walking tour (5.30)	Historical walking tour (5.79)
Gallery Crawl (4.55)	Gallery Crawl (5.28)	Farmer's Market (5.71)
Working artist studio space (4.50)	Grocery store (4.93)	Working artist studio space (5.57)
Grocery store (4.47)	Working artist studio space (4.78)	Pet shop (5.00)
Pet shop (4.08)	Pet shop (4.68)	Grocery store (4.64)

Table B382. How Likely Would the Following Amenities or Activities Be in Bringing You Downtown by Gender (In Descending Mean Order).

Male (n=185)	Female (n=213)
Cafes/restaurants (7.41)	Cafes/restaurants (7.81)
Outdoor performances (6.20)	Shopping (7.21)
Festivals (6.16)	Festivals (6.79)
Concerts (6.07)	Outdoor performances (6.60)
Bars/pubs (6.02)	Coffee shop (6.46)
Shopping (6.02)	Farmer's Market (6.36)
Ice cream/yogurt shop (5.69)	Concerts (6.28)
Farmer's Market (5.69)	Ice cream/yogurt shop (6.13)
Preserve/reuse historic building (5.64)	Bars/pubs (5.90)
Coffee shop (5.50)	Preserve/reuse historic building (5.90)
Museums (5.29)	Museums (5.77)
Art exhibition space (5.10)	Art exhibition space (5.46)
Historical walking tour (4.89)	Public art (5.40)
Gallery Crawl (4.85)	Historical walking tour (5.26)
Public art (4.76)	Gallery Crawl (5.16)
Working artist studio space (4.49)	Working artist studio space (4.91)
Pet shop (4.42)	Grocery store (4.88)
Grocery store (4.30)	Pet shop (4.48)

Table B383. How Likely Would the Following Amenities or Activities Be in Bringing You Downtown by Housing Type (In Descending Mean Order).

Single Family (n=288)	Apartment (n=43)	Townhouse/Condo (n=54)	Other (n=10)
Cafes/restaurants (7.75)	Cafes/restaurants (7.40)	Cafes/restaurants (7.41)	Farmer's Market (6.50)
Shopping (6.49)	Shopping (6.91)	Shopping (7.04)	Grocery store (6.10)
Festivals (6.39)	Outdoor performances (6.75)	Festivals (6.85)	Festivals (6.10)
Outdoor performances (6.31)	Festivals (6.64)	Outdoor performances (6.70)	Shopping (6.00)
Concerts (6.09)	Concerts (6.43)	Farmer's Market (6.59)	Outdoor performances (6.00)
Preserve/reuse historic building (6.02)	Bars/pubs (5.86)	Concerts (6.59)	Cafes/restaurants (5.80)
Coffee shop (5.99)	Coffee shop (5.71)	Coffee shop (6.30)	Preserve/reuse historic building (5.70)
Ice cream/yogurt shop (5.98)	Farmer's Market (5.55)	Bars/pubs (6.07)	Bars/pubs (5.50)
Bars/pubs (5.97)	Art exhibition space (5.39)	Museums (5.91)	Art exhibition space (5.50)
Farmer's Market (5.97)	Ice cream/yogurt shop (5.36)	Art exhibition space (5.65)	Gallery Crawl (5.40)
Museums (5.53)	Museums (5.14)	Public art (5.46)	Concerts (5.40)
Art exhibition space (5.18)	Public art (4.84)	Ice cream/yogurt shop (5.36)	Ice cream/yogurt shop (5.30)
Historical walking tour (5.16)	Preserve/reuse historic building (4.77)	Preserve/reuse historic building (5.35)	Coffee shop (5.30)
Public art (5.04)	Gallery Crawl (4.64)	Grocery store (5.35)	Pet shop (5.30)
Gallery Crawl (5.03)	Historical walking tour (4.64)	Gallery Crawl (5.13)	Museums (5.30)
Working artist studio space (4.62)	Grocery store (4.61)	Working artist studio space (5.07)	Historical walking tour (5.20)
Grocery store (4.60)	Working artist studio space (4.61)	Historical walking tour (4.94)	Public art (5.10)
Pet shop (4.37)	Pet shop (4.32)	Pet shop (4.80)	Working artist studio space (5.00)

Table B384. How Likely Would the Following Amenities or Activities Be in Bringing You Downtown by Income (In Descending Mean Order).

0-\$45,000 (n=61)	\$45,001-\$100,000 (n=98)	\$100,001-\$150,000 (n=69)	Over \$150,000 (n=95)
Cafes/restaurants (7.15)	Cafes/restaurants (7.47)	Cafes/restaurants (7.87)	Cafes/restaurants (7.92)
Shopping (6.46)	Shopping (6.56)	Coffee shop (6.61)	Shopping (7.00)
Outdoor performances (6.28)	Festivals (6.36)	Shopping (6.54)	Outdoor performances (6.95)
Festivals (6.16)	Outdoor performances (6.19)	Festivals (6.54)	Festivals (6.88)
Farmer's Market (5.90)	Concerts (6.06)	Outdoor performances (6.53)	Concerts (6.75)
Concerts (5.87)	Farmer's Market (5.95)	Farmer's Market (6.44)	Bars/pubs (6.59)
Bars/pubs (5.84)	Coffee shop (5.87)	Ice cream/yogurt shop (6.38)	Preserve/reuse historic building (6.45)
Coffee shop (5.72)	Ice cream/yogurt shop (5.79)	Bars/pubs (6.38)	Ice cream/yogurt shop (6.31)
Ice cream/yogurt shop (5.36)	Bars/pubs (5.63)	Concerts (6.35)	Farmer's Market (6.24)
Grocery store (4.93)	Museums (5.41)	Preserve/reuse historic building (6.16)	Coffee shop (6.01)
Art exhibition space (4.93)	Preserve/reuse historic building (5.37)	Museums (5.94)	Museums (5.84)
Museums (4.92)	Art exhibition space (5.37)	Historical walking tour (5.73)	Art exhibition space (5.59)
Preserve/reuse historic building (4.90)	Working artist studio space (5.08)	Gallery Crawl (5.71)	Historical walking tour (5.31)
Public art (4.87)	Public art (4.96)	Public art (5.44)	Public art (5.26)
Gallery Crawl (4.49)	Historical walking tour (4.91)	Art exhibition space (5.26)	Gallery Crawl (5.22)
Working artist studio space (4.43)	Gallery Crawl (4.74)	Grocery store (5.04)	Grocery store (5.06)
Pet shop (4.28)	Grocery store (4.62)	Pet shop (4.87)	Pet shop (4.85)
Historical walking tour (4.26)	Pet shop (4.25)	Working artist studio space (4.83)	Working artist studio space (4.82)

Table B385. How Likely Would the Following Amenities or Activities Be in Bringing You Downtown by Race (In Descending Mean Order).

Caucasian (n=282)	African-American (n=42)	Asian (n=36)	Hispanic (n=14)	Other (n=10)
Cafes/restaurants (7.72)	Cafes/restaurants (7.52)	Cafes/restaurants (7.06)	Cafes/restaurants (7.29)	Cafes/restaurants (7.80)
Shopping (6.62)	Festivals (7.14)	Outdoor performances (6.00)	Concerts (6.33)	Shopping (7.60)
Festivals (6.48)	Bars/pubs (7.07)	Festivals (6.00)	Shopping (6.27)	Bars/pubs (7.10)
Outdoor performances (6.42)	Outdoor performances (7.00)	Shopping (5.97)	Festivals (6.27)	Coffee shop (7.00)
Concerts (6.16)	Shopping (6.98)	Concerts (5.86)	Outdoor performances (6.20)	Farmer's Market (6.80)
Farmer's Market (6.13)	Concerts (6.69)	Museums (5.58)	Preserve historic building (5.93)	Ice cream/yogurt shop (6.70)
Coffee shop (6.08)	Farmer's Market (6.62)	Ice cream/yogurt shop (5.44)	Art exhibition space (5.33)	Outdoor performances (6.40)
Ice cream/yogurt shop (5.96)	Ice cream/yogurt shop (6.14)	Bars/pubs (5.33)	Ice cream/yogurt shop (5.13)	Concerts (6.40)
Bars/pubs (5.94)	Coffee shop (6.07)	Preserve historic building (5.33)	Bars/pubs (5.13)	Festivals (6.30)
Preserve historic building (5.78)	Museums (6.05)	Coffee shop (5.31)	Coffee shop (5.13)	Preserve historic building (6.20)
Museums (5.48)	Art exhibition space (5.91)	Art exhibition space (5.22)	Gallery Crawl (4.87)	Museums (5.90)
Art exhibition space (5.22)	Grocery store (5.79)	Farmer's Market (4.97)	Museums (4.87)	Historical walking tour (5.70)
Public art (5.09)	Preserve historic building (5.67)	Public art (4.94)	Farmer's Market (4.80)	Art exhibition space (5.50)
Historical walking tour (5.07)	Gallery Crawl (5.48)	Gallery Crawl (4.86)	Historical walking tour (4.53)	Gallery Crawl (5.20)
Gallery Crawl (4.97)	Public art (5.48)	Artist studio space (4.75)	Public art (4.27)	Artist studio space (5.20)
Grocery store (4.67)	Historical walking tour (5.38)	Historical walking tour (4.58)	Grocery store (4.20)	Public art (5.10)
Artist studio space (4.64)	Artist studio space (5.21)	Grocery store (4.11)	Pet shop (4.07)	Grocery store (5.00)
Pet shop (4.45)	Pet shop (5.07)	Pet shop (4.06)	Artist studio space (4.07)	Pet shop (4.40)

Table B386. How Likely Would the Following Amenities or Activities Be in Bringing You Downtown by Years in Cary (In Descending Mean Order).

0-1 (n=15)	2-5 (n=54)	6-10 (n=88)	Over 10 (n=200)	Native (n=34)
Outdoor performances (6.81)	Outdoor performances (6.60)	Cafes/restaurants (7.91)	Cafes/restaurants (7.74)	Cafes/restaurants (6.74)
Concerts (6.75)	Concerts (6.53)	Festivals (7.20)	Shopping (6.37)	Shopping (6.03)
Festivals (6.75)	Festivals (6.38)	Shopping (7.17)	Festivals (6.27)	Grocery store (5.97)
Cafes/restaurants (6.00)	Cafes/restaurants (6.00)	Outdoor performances (7.17)	Preserve historic building (6.14)	Ice cream/yogurt shop (5.94)
Shopping (5.94)	Shopping (5.94)	Concerts (6.91)	Outdoor performances (6.11)	Farmer's Market (5.91)
Farmer's Market (5.38)	Farmer's Market (5.64)	Ice cream/yogurt shop (6.84)	Coffee shop (5.94)	Festivals (5.77)
Coffee shop (5.06)	Ice cream/yogurt shop (5.26)	Bars/pubs (6.62)	Farmer's Market (5.90)	Concerts (5.60)
Bars/pubs (4.75)	Coffee shop (5.06)	Farmer's Market (6.62)	Concerts (5.82)	Outdoor performances (5.57)
Ice cream/yogurt shop (4.63)	Art exhibition space (4.91)	Coffee shop (6.49)	Bars/pubs (5.79)	Coffee shop (5.34)
Preserve historic building (4.63)	Preserve historic building (4.80)	Museums (6.40)	Ice cream/yogurt shop (5.77)	Bars/pubs (5.20)
Pet shop (4.31)	Bars/pubs (4.75)	Preserve historic building (6.39)	Museums (5.53)	Art exhibition space (4.66)
Historical walking tour (4.25)	Grocery store (4.51)	Art exhibition space (6.27)	Historical walking tour (5.11)	Artist studio space (4.29)
Grocery store (4.20)	Artist studio space (4.46)	Public art (6.10)	Art exhibition space (5.11)	Museums (4.23)
Art exhibition space (4.19)	Gallery Crawl (4.31)	Gallery Crawl (6.08)	Public art (5.03)	Preserve historic building (4.11)
Museums (4.13)	Pet shop (4.31)	Historical walking tour (5.83)	Gallery Crawl (5.01)	Gallery Crawl (4.00)
Artist studio space (3.87)	Historical walking tour (4.25)	Artist studio space (5.73)	Artist studio space (4.40)	Pet shop (4.00)
Gallery Crawl (3.50)	Museums (4.13)	Grocery store (5.54)	Pet shop (4.24)	Historical walking tour (3.97)
Public art (3.38)	Public art (3.38)	Pet shop (5.29)	Grocery store (4.24)	Public art (3.91)

Satisfaction with Efforts for Senior Citizens Crosstabulations

Table B387. Satisfaction with Efforts for Senior Citizens by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	33	7.67	0.0	0.0	0.0	0.0	15.2	3.0	15.2	33.3	33.3	84.8
26-55	252	7.69	0.0	0.0	0.4	0.0	11.1	4.0	18.3	35.3	31.0	88.6
56-65	53	7.23	0.0	0.0	0.0	0.0	20.8	5.7	22.6	32.1	18.9	79.3
Over 65	47	7.26	0.0	2.1	2.1	0.0	12.8	4.3	27.7	27.7	23.4	83.1

Table B388. Satisfaction with Efforts for Senior Citizens by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	155	7.63	0.0	0.6	0.6	0.0	10.3	3.9	21.3	32.9	30.3	88.4
College Degree	213	7.55	0.0	0.0	0.5	0.0	14.1	4.2	19.7	34.3	27.2	85.4
PhD/JD/MD	12	7.33	0.0	0.0	0.0	0.0	25.0	8.3	0.0	41.7	25.0	75.0

Table B389. Satisfaction with Efforts for Senior Citizens by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	201	7.48	0.0	0.0	0.5	0.0	15.4	3.5	21.4	33.8	25.4	84.1
Female	186	7.66	0.0	0.5	0.5	0.0	10.8	4.8	18.3	33.3	31.7	88.1

Table B390. Satisfaction with Efforts for Senior Citizens by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	282	7.47	0.0	0.4	0.7	0.0	14.5	5.0	19.9	33.7	25.9	84.5
Apartment	42	7.95	0.0	0.0	0.0	0.0	4.8	0.0	28.6	28.6	38.1	95.3
Townhouse/Condo	52	7.69	0.0	0.0	0.0	0.0	13.5	1.9	15.4	40.4	28.8	86.5
Other	10	8.10	0.0	0.0	0.0	0.0	0.0	10.0	20.0	20.0	50.0	100.0

Table B391. Satisfaction with Efforts for Senior Citizens by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	59	7.63	0.0	0.0	0.0	0.0	10.2	1.7	28.8	33.9	25.4	89.8
\$45,001-\$100,000	97	7.92	0.0	0.0	0.0	0.0	11.3	1.0	12.4	35.1	40.2	88.7
\$100,001-\$150,000	68	7.60	0.0	0.0	0.0	0.0	13.2	4.4	17.6	38.2	26.5	86.7
Over \$150,000	90	7.60	0.0	0.0	1.1	0.0	1.1	5.6	18.9	34.4	28.9	87.8

Table B392. Satisfaction with Efforts for Senior Citizens by Race.

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Caucasian	272	7.58	0.0	0.0	0.4	0.0	14.3	4.0	18.0	34.2	29.0	85.2
African-American	42	7.79	0.0	0.0	0.0	0.0	7.1	2.4	26.2	33.3	31.0	92.9
Asian	36	7.69	0.0	0.0	0.0	0.0	11.1	2.8	25.0	27.8	33.3	88.9
Hispanic	15	7.20	0.0	0.0	6.7	0.0	13.3	6.7	13.3	40.0	20.0	80.0
Other	10	7.60	0.0	0.0	0.0	0.0	0.0	20.0	20.0	40.0	20.0	100.0

Table B393. Satisfaction with Efforts for Senior Citizens by Voter Status.

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Registered	352	7.57	0.0	0.3	0.6	0.0	13.1	3.4	20.5	34.7	27.6	86.2
Not Registered	31	7.71	0.0	0.0	0.0	0.0	9.7	12.9	16.1	19.4	41.9	90.3

Table B394. Satisfaction with Efforts for Senior Citizens by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	191	7.69	0.0	0.0	0.5	0.0	12.0	4.2	17.8	31.9	33.5	87.4
Nonvoter	190	7.47	0.0	0.5	0.5	0.0	13.7	3.7	22.6	35.3	23.7	85.3

Table B395. Satisfaction with Efforts for Senior Citizens by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	16	6.69	0.0	0.0	0.0	0.0	37.5	0.0	31.3	18.8	12.5	62.6
2-5	52	7.46	0.0	1.9	0.0	0.0	15.4	3.8	19.2	28.8	30.8	82.6
6-10	87	7.71	0.0	0.0	0.0	0.0	9.2	5.7	18.4	37.9	28.7	90.7
Over 10	195	7.44	0.0	0.0	1.0	0.0	13.8	4.6	22.6	35.4	22.6	85.2
Native	35	8.40	0.0	0.0	0.0	0.0	5.7	0.0	5.7	25.7	62.9	94.3

Satisfaction with Efforts for Citizens with Disabilities Crosstabulations

Table B396. Satisfaction with Efforts for Citizens with Disabilities by Age.

Age	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
18-25	33	7.70	0.0	0.0	0.0	0.0	15.2	0.0	18.2	33.3	33.3	84.8
26-55	256	7.68	0.0	0.0	0.0	0.4	11.3	4.3	18.0	35.9	30.1	88.3
56-65	55	7.27	0.0	0.0	0.0	0.0	23.6	0.0	21.8	34.5	20.0	76.3
Over 65	49	7.45	0.0	2.0	0.0	0.0	10.2	6.1	28.6	24.5	28.6	87.8

Table B397. Satisfaction with Efforts for Citizens with Disabilities by Education.

Education	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
HS/Some College	159	7.64	0.0	0.6	0.0	0.0	10.7	3.8	21.4	34.6	28.9	88.7
College Degree	215	7.59	0.0	0.0	0.0	0.5	14.0	3.3	20.0	33.0	29.3	85.6
PhD/JD/MD	14	7.21	0.0	0.0	0.0	0.0	28.6	0.0	7.1	50.0	14.3	71.4

Table B398. Satisfaction with Efforts for Citizens with Disabilities by Gender.

Gender	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Male	204	7.50	0.0	0.0	0.0	0.0	14.7	5.4	20.6	33.8	25.5	85.3
Female	191	7.68	0.0	0.5	0.0	0.5	12.0	2.1	18.8	34.0	31.9	86.8

Table B399. Satisfaction with Efforts for Citizens with Disabilities by Housing Type.

Housing	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Single family	287	7.48	0.0	0.3	0.0	0.3	14.3	4.2	21.3	35.2	24.4	85.1
Apartment	44	7.93	0.0	0.0	0.0	0.0	6.8	2.3	20.5	31.8	38.6	93.2
Townhouse/Condo	53	7.76	0.0	0.0	0.0	0.0	15.1	3.8	9.4	34.0	37.7	84.9
Other	10	8.10	0.0	0.0	0.0	0.0	0.0	0.0	40.0	10.0	50.0	100.0

Table B400. Satisfaction with Efforts for Citizens with Disabilities by Income.

Income	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-\$45,000	61	7.66	0.0	0.0	0.0	0.0	9.8	3.3	27.9	29.5	29.5	90.2
\$45,001-\$100,000	99	7.81	0.0	0.0	0.0	0.0	14.1	2.0	12.1	32.3	39.4	85.8
\$100,001-\$150,000	69	7.70	0.0	0.0	0.0	0.0	11.6	4.3	14.5	42.0	27.5	88.3
Over \$150,000	93	7.66	0.0	0.0	0.0	1.1	10.8	3.2	20.4	35.5	29.0	88.1

Table B401. Satisfaction with Efforts for Citizens with Disabilities by Race.

Race	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Caucasian	280	7.56	0.0	0.0	0.0	0.0	15.7	3.6	18.2	33.6	28.9	84.3
African-American	42	7.93	0.0	0.0	0.0	0.0	4.8	4.8	19.0	35.7	35.7	95.2
Asian	36	7.78	0.0	0.0	0.0	0.0	8.3	0.0	27.8	33.3	30.6	91.7
Hispanic	15	7.47	0.0	0.0	0.0	0.0	13.3	13.3	13.3	33.3	26.7	86.6
Other	10	7.30	0.0	0.0	0.0	10.0	0.0	0.0	40.0	40.0	10.0	90.0

Table B402. Satisfaction with Efforts for Citizens with Disabilities by Voter Status.

Voter Status	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Registered	359	7.59	0.0	0.3	0.0	0.0	13.4	3.9	19.8	34.5	28.1	86.3
Not Registered	32	7.69	0.0	0.0	0.0	3.1	9.4	3.1	21.9	25.0	37.5	87.5

Table B403. Satisfaction with Efforts for Citizens with Disabilities by Voted in 2015 Local Elections.

Voting Action	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
Voter	195	7.70	0.0	0.0	0.0	0.0	12.3	4.1	17.4	33.8	32.3	87.6
Nonvoter	193	7.49	0.0	0.5	0.0	0.5	14.0	3.6	22.3	33.7	25.4	85.0

Table B404. Satisfaction with Efforts for Citizens with Disabilities by Years in Cary.

Years in Cary	n	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
0-1	17	6.94	0.0	0.0	0.0	0.0	29.4	0.0	29.4	29.4	11.8	70.6
2-5	55	7.51	0.0	1.8	0.0	1.8	12.7	5.5	14.5	30.9	32.7	83.6
6-10	88	7.57	0.0	0.0	0.0	0.0	14.8	4.5	18.2	34.1	28.4	85.2
Over 10	198	7.51	0.0	0.0	0.0	0.0	13.1	3.5	24.2	37.9	21.2	86.8
Native	35	8.46	0.0	0.0	0.0	0.0	5.7	2.9	2.9	17.1	71.4	94.3

Anyone Living at Home Legally Disabled Crosstabulations

Table B405. Anyone Living at Home Legally Disabled by Age.

Age	n	Yes	No	Refused
18-25	32	3.1	96.9	0.0
26-55	259	7.7	91.5	0.8
56-65	56	12.5	87.5	0.0
Over 65	49	22.4	77.6	0.0

Table B406. Anyone Living at Home Legally Disabled by Education.

Education	n	Yes	No	Refused
HS/Some College	158	16.5	82.9	0.6
College Degree	219	5.5	94.1	0.5
PhD/JD/MD	14	7.1	92.9	0.0

Table B407. Anyone Living at Home Legally Disabled by Gender.

Gender	n	Yes	No	Refused
Male	205	7.3	92.2	0.5
Female	193	12.4	87.0	0.5

Table B408. Anyone Living at Home Legally Disabled by Housing Type.

Housing	n	Yes	No	Refused
Single family	290	9.3	90.0	0.7
Apartment	44	9.1	90.9	0.0
Townhouse/Condo	53	3.8	96.2	0.0
Other	10	60.0	40.0	0.0

Table B409. Anyone Living at Home Legally Disabled by Income.

Income	n	Yes	No	Refused
0-\$45,000	60	20.0	80.0	0.0
\$45,001-\$100,000	100	12.0	88.0	0.0
\$100,001-\$150,000	69	10.1	89.9	0.0
Over \$150,000	96	5.2	93.8	1.0

Table B410. Anyone Living at Home Legally Disabled by Race.

Race	n	Yes	No	Refused
Caucasian	283	11.0	88.7	0.4
African-American	42	9.5	88.1	2.4
Asian	36	8.3	91.7	0.0
Hispanic	15	0.0	100.0	0.0
Other	10	10.0	90.0	0.0

Table B411. Anyone Living at Home Legally Disabled by Voter Status.

Voter Status	n	Yes	No	Refused
Registered	362	9.1	90.3	0.6
Not Registered	32	18.8	81.3	0.0

Table B412. Anyone Living at Home Legally Disabled by Voted in 2015 Local Elections.

Voting Action	n	Yes	No	Refused
Voter	196	11.7	87.2	1.0
Nonvoter	195	7.7	92.3	0.0

Table B413. Anyone Living at Home Legally Disabled by Years in Cary.

Years in Cary	n	Yes	No	Refused
0-1	17	0.0	100.0	0.0
2-5	54	5.6	94.4	0.0
6-10	89	4.5	94.4	1.1
Over 10	201	9.0	90.5	0.5
Native	35	37.1	62.9	0.0

Age Crosstabulations

Table B414. Age by Education.

Education	n	18-25	26-55	56-65	Over 65
HS/Some College	159	15.7	53.5	15.1	15.7
College Degree	219	3.7	74.9	12.8	8.7
PhD/JD/MD	14	0.0	42.9	28.6	28.6

Table B415. Age by Housing Type.

Housing	n	18-25	26-55	56-65	Over 65
Single Family	288	5.6	66.0	16.0	12.5
Apartment	44	22.7	56.8	6.8	13.6
Townhouse/Condo	54	11.1	70.4	13.0	5.6
Other	10	0.0	60.0	0.0	40.0

Table B416. Age by Income.

Income	n	18-25	26-55	56-65	Over 65
0-\$45,000	61	21.3	47.5	8.2	23.0
\$45,001-\$100,000	100	6.0	63.0	16.0	15.0
\$100,001-\$150,000	69	4.3	78.3	13.0	4.3
Over \$150,000	96	3.1	77.1	15.6	4.2

Table B417. Age by Race.

Race	n	18-25	26-55	56-65	Over 65
Caucasian	284	7.0	62.0	16.2	14.8
African-American	42	7.1	73.8	9.5	9.5
Asian	36	13.9	80.6	2.8	2.8
Hispanic	15	26.7	60.0	13.3	0.0
Other	10	0.0	90.0	0.0	10.0

Table B418. Age by Registered Voter.

Voter Status	n	18-25	26-55	56-65	Over 65
Registered	362	7.7	63.5	15.5	13.3
Not Registered	32	15.6	81.3	0.0	3.1

Table B419. Age by Voted in 2015 Local Elections.

Voting Action	n	18-25	26-55	56-65	Over 65
Voter	195	2.1	64.6	18.5	14.9
Nonvoter	196	14.3	65.3	10.2	10.2

Education Crosstabulations

Table B420. Education by Age.

Age	n	HS/Some College	College Degree	PhD/JD/MD
18-25	33	75.8	24.2	0.0
26-55	255	33.3	64.3	2.4
56-65	56	42.9	50.0	7.1
Over 65	48	52.1	39.6	8.3

Table B421. Education by Gender.

Gender	n	HS/Some College	College Degree	PhD/JD/MD
Male	200	42.0	53.5	4.5
Female	192	39.1	58.3	2.6

Table B422. Education by Housing Type.

Housing	n	HS/Some College	College Degree	PhD/JD/MD
Single Family	285	33.3	61.8	4.9
Apartment	43	76.7	23.3	0.0
Townhouse/Condo	53	39.6	60.4	0.0
Other	10	90.0	10.0	0.0

Table B423. Education by Income.

Income	n	HS/Some College	College Degree	PhD/JD/MD
0-\$45,000	61	75.4	24.6	0.0
\$45,001-\$100,000	98	44.9	52.0	3.1
\$100,001-\$150,000	68	32.4	66.2	1.5
Over \$150,000	96	15.6	77.1	7.3

Table B424. Education by Race.

Race	n	HS/Some College	College Degree	PhD/JD/MD
Caucasian	280	39.3	57.5	3.2
African-American	42	52.4	47.6	0.0
Asian	36	19.4	69.4	11.1
Hispanic	15	66.7	33.3	0.0
Other	10	40.0	50.0	10.0

Table B425. Education by Registered Voter.

Voter Status	n	HS/Some College	College Degree	PhD/JD/MD
Registered	359	38.2	58.2	3.6
Not Registered	32	65.6	31.3	3.1

Table B426. Education by Voted in 2015 Local Elections.

Voting Action	n	HS/Some College	College Degree	PhD/JD/MD
Voter	192	36.5	60.4	3.1
Nonvoter	196	43.4	52.6	4.1

Table B427. Education by Years in Cary.

Years in Cary	n	HS/Some College	College Degree	PhD/JD/MD
0-1	16	50.0	50.0	0.0
2-5	54	51.9	48.1	0.0
6-10	88	43.2	52.3	4.5
Over 10	197	35.5	59.9	4.6
Native	34	41.2	55.9	2.9

Gender Crosstabulations

Table B428. Gender by Age.

Age	n	Male	Female
18-25	33	42.4	57.6
26-55	259	52.1	47.9
56-65	56	51.8	48.2
Over 65	49	53.1	46.9

Table B429. Gender by Education.

Education	n	Male	Female
HS/Some College	159	52.8	47.2
College Degree	219	48.9	51.1
PhD/JD/MD	14	64.3	35.7

Table B430. Gender by Housing Type.

Housing	n	Male	Female
Single Family	289	54.0	46.0
Apartment	44	40.9	59.1
Townhouse/Condo	54	42.6	57.4
Other	10	70.0	30.0

Table B431. Gender by Income.

Income	n	Male	Female
0-\$45,000	61	50.8	49.2
\$45,001-\$100,000	100	43.0	57.0
\$100,001-\$150,000	69	55.1	44.9
Over \$150,000	96	59.4	40.6

Table B432. Gender by Race.

Race	n	Male	Female
Caucasian	284	47.9	52.1
African-American	42	54.8	45.2
Asian	36	75.0	25.0
Hispanic	15	66.7	33.3
Other	10	30.0	70.0

Table B433. Gender by Years in Cary.

Years in Cary	n	Male	Female
0-1	17	47.1	52.9
2-5	54	46.3	53.7
6-10	89	59.6	40.4
Over 10	201	49.3	50.7
Native	35	54.3	45.7

Housing Type Crosstabulations

Table B434. Housing Type by Age.

Age	n	Single Family	Apartment	Townhouse/Condo	Other
18-25	32	50.0	31.3	18.8	0.0
26-55	259	73.4	9.7	14.7	2.3
56-65	56	82.1	5.4	12.5	0.0
Over 65	49	73.5	12.2	6.1	8.2

Table B435. Housing Type by Education.

Education	n	Single Family	Apartment	Townhouse/Condo	Other
HS/Some College	158	60.1	20.9	13.3	5.7
College Degree	219	80.4	4.6	14.6	0.5
PhD/JD/MD	14	100.0	0.0	0.0	0.0

Table B436. Housing Type by Income.

Income	n	Single Family	Apartment	Townhouse/Condo	Other
0-\$45,000	61	27.9	45.9	13.1	13.1
\$45,001-\$100,000	100	61.0	10.0	28.0	1.0
\$100,001-\$150,000	69	88.4	2.9	8.7	0.0
Over \$150,000	95	95.8	0.0	4.2	0.0

Table B437. Housing Type by Race.

Race	n	Single Family	Apartment	Townhouse/Condo	Other
Caucasian	283	75.3	9.9	13.4	1.4
African-American	42	47.6	23.8	14.3	14.3
Asian	36	83.3	2.8	13.9	0.0
Hispanic	15	53.3	26.7	20.0	0.0
Other	10	90.0	0.0	10.0	0.0

Table B438. Housing Type by Registered Voter.

Voter Status	n	Single Family	Apartment	Townhouse/Condo	Other
Registered	363	74.4	8.8	14.9	1.9
Not Registered	31	58.1	32.3	0.0	9.7

Table B439. Housing Type by Voted in 2015 Local Elections.

Voting Action	n	Single Family	Apartment	Townhouse/Condo	Other
Voter	196	79.1	4.1	14.3	2.6
Nonvoter	196	67.3	16.8	13.3	2.6

Table B440. Housing Type by Years in Cary.

Years in Cary	n	Single Family	Apartment	Townhouse/ Condo	Other
0-1	16	62.5	31.3	6.3	0.0
2-5	55	49.1	34.5	12.7	3.6
6-10	89	61.8	10.1	24.7	3.4
Over 10	201	84.6	4.0	9.5	2.0
Native	34	76.5	5.9	14.7	2.9

Income Crosstabulations

Table B441. Income by Age.

Age	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	Over \$150,000
18-25	25	52.0	24.0	12.0	12.0
26-55	220	13.2	28.6	24.5	33.6
56-65	45	11.1	35.6	20.0	33.3
Over 65	36	38.9	41.7	8.3	11.1

Table B442. Income by Education.

Education	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	Over \$150,000
HS/Some College	127	36.2	34.6	17.3	11.8
College Degree	185	8.1	27.6	24.3	40.0
PhD/JD/MD	11	0.0	27.3	9.1	63.6

Table B443. Income by Gender.

Gender	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	Over \$150,000
Male	169	18.3	25.4	22.5	33.7
Female	157	19.1	36.3	19.7	24.8

Table B444. Income by Housing Type.

Housing	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	Over \$150,000
Single Family	230	7.4	26.5	26.5	39.6
Apartment	40	70.0	25.0	5.0	0.0
Townhouse/Condo	46	17.4	60.9	13.0	8.7
Other	9	88.9	11.1	0.0	0.0

Table B445. Income by Race.

Race	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	Over \$150,000
Caucasian	235	16.2	32.8	23.0	28.1
African-American	36	44.4	25.0	11.1	19.4
Asian	32	15.6	15.6	21.9	46.9
Hispanic	13	15.4	46.2	7.7	30.8
Other	8	0.0	25.0	25.0	50.0

Table B446. Income by Registered Voter.

Voter Status	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	Over \$150,000
Registered	299	16.1	33.4	21.1	29.4
Not Registered	27	48.1	0.0	22.2	29.6

Table B447. Income by Voted in 2015 Local Elections.

Voting Action	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	Over \$150,000
Voter	164	14.0	35.4	20.7	29.9
Nonvoter	159	23.3	26.4	21.4	28.9

Table B448. Income by Years in Cary.

Years in Cary	n	0-\$45,000	\$45,001-\$100,000	\$100,001-\$150,000	Over \$150,000
0-1	12	33.3	25.0	25.0	16.7
2-5	51	41.2	27.5	21.6	9.8
6-10	72	16.7	30.6	27.8	25.0
Over 10	155	12.3	29.7	16.8	41.3
Native	33	12.1	45.5	21.2	21.2

Race Crosstabulations

Table B449. Race by Age.

Age	n	Caucasian	African-American	Asian	Hispanic	Other
18-25	32	62.5	9.4	15.6	12.5	0.0
26-55	254	69.3	12.2	11.4	3.5	3.5
56-65	53	86.8	7.5	1.9	3.8	0.0
Over 65	48	87.5	8.3	2.1	0.0	2.1

Table B450. Race by Gender.

Gender	n	Caucasian	African-American	Asian	Hispanic	Other
Male	199	68.3	11.6	13.6	5.0	1.5
Female	188	78.7	10.1	4.8	2.7	3.7

Table B451. Race by Housing Type.

Housing	n	Caucasian	African-American	Asian	Hispanic	Other
Single Family	280	76.1	7.1	10.7	2.9	3.2
Apartment	43	65.1	23.3	2.3	9.3	0.0
Townhouse/Condo	53	71.7	11.3	9.4	5.7	1.9
Other	10	40.0	60.0	0.0	0.0	0.0

Table B452. Race by Income.

Income	n	Caucasian	African-American	Asian	Hispanic	Other
0-\$45,000	51	62.3	26.2	8.2	3.3	0.0
\$45,001-\$100,000	60	77.8	9.1	5.1	6.1	2.0
\$100,001-\$150,000	79	79.4	5.9	10.3	1.5	2.9
Over \$150,000	67	68.8	7.3	15.6	4.2	4.2

Table B453. Race by Registered Voter.

Voter Status	n	Caucasian	African-American	Asian	Hispanic	Other
Registered	354	76.0	10.5	8.2	3.7	1.7
Not Registered	32	43.8	15.6	21.9	6.3	12.5

Table B454. Race by Voted in 2015 Local Elections.

Voting Action	n	Caucasian	African-American	Asian	Hispanic	Other
Voter	194	76.8	11.3	5.7	4.1	2.1
Nonvoter	189	69.3	10.6	13.2	3.7	3.2

Table B455. Race by Years in Cary.

Years in Cary	n	Caucasian	African-American	Asian	Hispanic	Other
0-1	16	87.5	12.5	0.0	0.0	0.0
2-5	53	64.2	20.8	9.4	1.9	3.8
6-10	88	65.9	11.4	10.2	9.1	3.4
Over 10	192	74.0	9.9	10.9	3.1	2.1
Native	35	94.3	0.0	2.9	0.0	2.9

Registered Voter Crosstabulations

Table B456. Registered Voter by Age.

Age	n	Registered	Not Registered
18-25	33	84.8	15.2
26-55	256	89.8	10.2
56-65	56	100.0	0.0
Over 65	49	98.0	2.0

Table B457. Registered Voter by Education.

Education	n	Registered	Not Registered
HS/Some College	158	86.7	13.3
College Degree	219	95.4	4.6
PhD/JD/MD	14	92.9	7.1

Table B458. Registered Voter by Gender.

Gender	n	Registered	Not Registered
Male	203	91.1	8.9
Female	192	92.7	7.3

Table B459. Registered Voter by Housing Type.

Housing	n	Registered	Not Registered
Single Family	288	93.8	6.3
Apartment	42	76.2	23.8
Townhouse/Condo	54	100.0	0.0
Other	10	70.0	30.0

Table B460. Registered Voter by Income.

Income	n	Registered	Not Registered
0-\$45,000	61	78.7	21.3
\$45,001-\$100,000	100	100.0	0.0
\$100,001-\$150,000	69	91.3	8.7
Over \$150,000	96	91.7	8.3

Table B461. Registered Voter by Race.

Race	n	Registered	Not Registered
Caucasian	283	95.1	4.9
African-American	42	88.1	11.9
Asian	36	80.6	19.4
Hispanic	15	86.7	13.3
Other	10	60.0	40.0

Table B462. Registered Voter by Years in Cary.

Years in Cary	n	Registered	Not Registered
0-1	16	81.3	18.8
2-5	54	83.3	16.7
6-10	88	92.0	8.0
Over 10	199	94.5	5.5
Native	35	97.1	2.9

Voted in 2015 Local Elections Crosstabulations

Table B463. Voted in 2015 Local Elections by Age.

Age	n	Voter	Nonvoter
18-25	32	12.5	87.5
26-55	254	49.6	50.4
56-65	56	64.3	35.7
Over 65	49	59.2	40.8

Table B464. Voted in 2015 Local Elections by Education.

Education	n	Voter	Nonvoter
HS/Some College	155	45.2	54.8
College Degree	219	53.0	47.0
PhD/JD/MD	14	42.9	57.1

Table B465. Voted in 2015 Local Elections by Gender.

Gender	n	Voter	Nonvoter
Male	201	47.8	52.2
Female	191	52.4	47.6

Table B466. Voted in 2015 Local Elections by Housing Type.

Housing	n	Voter	Nonvoter
Single Family	287	54.0	46.0
Apartment	41	19.5	80.5
Townhouse/Condo	54	51.9	48.1
Other	10	50.0	50.0

Table B467. Voted in 2015 Local Elections by Income.

Income	n	Voter	Nonvoter
0-\$45,000	60	38.3	61.7
\$45,001-\$100,000	100	58.0	42.0
\$100,001-\$150,000	68	50.0	50.0
Over \$150,000	95	51.6	48.4

**Table B468. Voted in 2015 Local Elections
by Race.**

Race	n	Voter	Nonvoter
Caucasian	280	53.2	46.8
African-American	42	52.4	47.6
Asian	36	30.6	69.4
Hispanic	15	53.3	46.7
Other	10	40.0	60.0

**Table B469. Voted in 2015 Local Elections
by Years in Cary.**

Years in Cary	n	Voter	Nonvoter
0-1	16	37.5	62.5
2-5	53	26.4	73.6
6-10	88	40.9	59.1
Over 10	198	55.6	44.4
Native	34	82.4	17.6

Years in Cary Crosstabulations

Table B470. Years in Cary by Age.

Age	n	0-1	2-5	6-10	Over 10	Native
18-25	33	3.0	24.2	30.3	33.3	9.1
26-55	258	5.0	15.5	25.6	45.7	8.1
56-65	56	3.6	1.8	14.3	73.2	7.1
Over 65	47	0.0	10.6	10.6	63.8	14.9

Table B471. Years in Cary by Education.

Education	n	0-1	2-5	6-10	Over 10	Native
HS/Some College	158	5.1	17.7	24.1	44.3	8.9
College Degree	217	3.7	12.0	21.2	54.4	8.8
PhD/JD/MD	14	0.0	0.0	28.6	64.3	7.1

Table B472. Years in Cary by Housing Type.

Housing	n	0-1	2-5	6-10	Over 10	Native
Single Family	288	3.5	9.4	19.1	59.0	9.0
Apartment	43	11.6	44.2	20.9	18.6	4.7
Townhouse/Condo	54	1.9	13.0	40.7	35.2	9.3
Other	10	0.0	20.0	30.0	40.0	10.0

Table B473. Years in Cary by Income.

Income	n	0-1	2-5	6-10	Over 10	Native
0-\$45,000	60	6.7	35.0	20.0	31.7	6.7
\$45,001-\$100,000	100	3.0	14.0	22.0	46.0	15.0
\$100,001-\$150,000	67	4.5	16.4	29.9	38.8	10.4
Over \$150,000	96	2.1	5.2	18.8	66.7	7.3

Table B474. Years in Cary by Race.

Race	n	0-1	2-5	6-10	Over 10	Native
Caucasian	281	5.0	12.1	20.6	50.5	11.7
African-American	42	4.8	26.2	23.8	45.2	0.0
Asian	36	0.0	13.9	25.0	58.3	2.8
Hispanic	15	0.0	6.7	53.3	40.0	0.0
Other	10	0.0	20.0	30.0	40.0	10.0

Table B475. Years in Cary by Registered Voter.

Voter Status	n	0-1	2-5	6-10	Over 10	Native
Registered	361	3.6	12.5	22.4	52.1	9.4
Not Registered	31	9.7	29.0	22.6	35.5	3.2

Table B476. Years in Cary by Voter in 2015 Local Elections.

Voting Action	n	0-1	2-5	6-10	Over 10	Native
Voter	194	3.1	7.2	18.6	56.7	14.4
Nonvoter	195	5.1	20.0	26.7	45.1	3.1

Appendix C

Town Government Staff Interaction

14. Town Government Staff – Please tell us specifically what you recall about this interaction (for responses below 5).
- They were of no help.
 - I tried to get help with the flooding due to runoff from new grating and construction, but nobody will do anything.
 - It is difficult to contact them. I have tried, but no luck.
 - I had an issue with a ditch in front of my house. I called and nobody has called me back. I called a couple of months ago.

Appendix D

Streets/Roads That Need Attention

6. Can you provide specific examples of streets and roads (# of comments) that need more attention (for responses below 5)?
- Maynard Road (13) – potholes, rough pavement, trash, flooding
 - Roads in general (13) – potholes, rough pavement
 - Cary Parkway (5) – potholes, rough pavement, bump on bridges
 - Kildaire Farm Road (4) – potholes, rough pavement, flooding, overhanging tree branches
 - Chatham Street (3) – potholes, rough pavement
 - High House Road (3) – potholes
 - Harrison Avenue (2) – potholes, rough pavement
 - Walnut Street – potholes
 - Academy Street – rough pavement
 - Hunter’s Crossing – rough pavement
 - Summerwinds Road – rough pavement
 - Oakridge Road – poor job on previous work
 - Lake Pine Drive – flooding
 - Plantation Drive – flooding
 - Two Creeks Road – flooding
 - Pirates Cove area – slick bridges
 - Reedy Creek – uneven pavement
 - Willoughby Lane – uneven pavement
 - Needle Park Drive – potholes
 - Highway 54 – potholes, rough pavement
 - Downtown area – potholes
 - Older parts of Town – need patching
 - Private roads – potholes, rough pavement
 - Back roads/smaller roads – rough pavement

Appendix E

Public Areas That Need Attention

5. Can you provide specific examples of public areas that need more attention (for responses below 5)?
 - Summerwinds Road – trash and leaves
 - Where there are geese – they make a mess on the sidewalks
 - All cul-de-sacs – trashy
 - Bond Park and greenway – maintain more frequently, cut grass

Appendix F

Town Parks & Recreation or Cultural Program Participation

21. Please tell me which program (# of comments) you or a member of your household most frequently participated in and where?

- Lazy Days (21)
Location: Downtown
- Festivals/events (14)
Location: Downtown, Bond Park, Page Walker, elementary schools, Koka Booth
- Basketball (10)
Location: Middle Creek Community Center, Senior Center, Bond Park, various schools
- Senior citizen activities (9)
Location: Bond Park, Cary Senior Center
- Camps (7)
Location: Cary Art Center, Page Walker, Bond Park
- 6 O'Clock (7)
Location: Downtown
- Baseball/T-Ball/Softball (6)
Location: Numerous parks, Thomas Park
- Tennis (6)
Location: Cary Tennis Center
- Art and art class (5)
Location: Cary Art Center
- Dog Event/Park (4)
Location: Maynard, Bond Park
- Food Truck Rodeo (4)
Location: Downtown
- 5-K/10K Run (4)
Location: Throughout area
- Concerts (4)
Location: Bond Park, Performing Arts Center, Paige Walker
- Sports/athletics (4)
Location: Bond Park, numerous locations
- Youth sports/activities (4)
Location: Bond Park, Art Center
- Volleyball (4)
Location: Senior Center, schools, numerous locations
- Spring Days (3)
Location: Bond Park
- Theatre (3)
Location: Downtown
- Christmas Festival (2)
Location: Downtown
- Dance/ballet (2)
Location: Downtown, Bond Park
- Classes (2)
Location: Old Cary Elementary, Recreation Center

- Independence Day (2)
Location: Bond Park, downtown
- Library
Location: Downtown
- Ginger Bread House Contest
Location: Downtown
- Water conservation program
Location: Cary Center
- Crafts
Location: Arts Center
- Sunny Days
Location: Bond Park
- Farmer's market
Location: Downtown
- Ski trip
Location: Not specified
- Swim team
Location: High School
- Pickle Ball
Location: YMCA
- Special needs
Location: Herbert Young Community Center
- Afterschool program
Location: Schools
- Veterans Memorial
Location: Harrison Street
- Skating
Location: Skate Center
- Block Captains
Location: Neighborhood
- Soccer
Location: Davis Drive Park
- Martial arts
Location: Community Center
- Rented a shelter
Location: Bond Park

Appendix G

Reasons for Low Ratings (Below 3) for Quality of Life in Cary

2. Please tell us which aspects of the quality of life in Cary seem worse? (# of comments)
 - Traffic (12)
 - Crime (11)
 - Overdevelopment (5)
 - Road construction/maintenance (4)
 - Growth issues (3)
 - Taxpayer money wasted (2)
 - Overcrowded (2)
 - New to the area (2)
 - Taxes
 - Infrastructure issues
 - Too many houses in small spaces
 - Politicians not listening to residents
 - Too many people, it is not quiet like it once was
 - Traffic lights stay red way too long
 - Graffiti
 - Drugs
 - Cost of living is too high
 - Flooding

Appendix H

Most Important Issue Facing the Town

3. What do you feel is the one most important issue facing the Town of Cary? (# of comments)
- Growth/managing growth (81)
 - Traffic/improving roads (64)
 - None (44)
 - Crime/safety (34)
 - Schools (31)
 - Overpopulation (24)
 - No issues/can't think of anything (20)
 - Overdevelopment (21)
 - Infrastructure concerns (17)
 - Not sure (15)
 - Cost of living (5)
 - Budget/spending (5)
 - Public transportation (5)
 - High taxes (4)
 - Losing Cary's charm/small town feel (4)
 - Downtown development/revitalization (4)
 - Construction (3)
 - Growth is a good thing (3)
 - Destroying green space/trees (3)
 - Economy (3)
 - Water issues (3)
 - Just moved here, can't say (3)
 - Recycling is confusing/accept more items (3)
 - Downtown parking (2)
 - Satisfied with the Town/no complaints (2)
 - Texting while driving (2)
 - Lack of diversity (2)
 - Senior housing and support (2)
 - Too many regulations (2)
 - Cary Towne Center problems (2)
 - Too many bike lanes (2)
 - Too many stoplights (2)
 - The way the money is being spent
 - Too much emphasis on expansion; they focus on quantity rather than quality
 - Affordable housing
 - Not listening to residents
 - Too many townhouses and apartments
 - Improve transportation; more bus service needed or more frequent bus services
 - Need more excitement downtown; young adult activities locally so you don't have to go out of town for a night out
 - Making sure recreational facilities are kept up; great for the area
 - Downtown will be great but extremely congested and it may become too much for the area
 - Speeding in the area; we need more police patrols maybe twice a month; I have spoken and written letters and nothing has been done; someone is going to get hit walking because drivers don't pay attention

- The Mayor and Council members should be in jail for stealing tax dollars to build a hotel for someone else
- Cary is a dead area, need more activities for youth and young adults
- Poverty
- Too much construction
- More events and festivals need to happen in Cary, not much to do
- Getting too commercialized
- Outdated, not very modern – bring more technology to the area
- Need more turn lanes, poor design
- They don't do anything for Cary residents who have lived here for a while; focus on making residents happy instead of outsiders
- Synchronizing stoplights
- Cary has no variety – too much control, need to loosen up a little; Cary is the same always
- More police patrols needed
- No jobs in the area
- Too much high-density housing
- Lack of diversity in leadership
- Because of the construction there is flooding and the Town is not doing anything about it
- The closing of places in the mall
- Wasting money downtown
- Notify people of projects and clean things up
- Taking care of the leaves on the scheduled day so they don't get blown all over
- Bus service
- More bike lanes needed
- Police harassment of younger men; Police have no effect on why I feel safe, they do nothing but harass me
- Do more for lower socioeconomic
- There are too many police officers who are very unprofessional, too strict; young adults always getting pulled over to harass
- Trash pickup costs are too high; need to decrease the fee
- Need more hip things to do in Cary and downtown
- Cary's lack of interest in millennials and younger generation
- Distance to major cities and things to do
- There are no distinct things or nothing special in Cary that would bring someone in; it is a bedroom community

Appendix I

Well Informed on Town Government Aspects Services, Projects, Issues, and Programs That Come to Mind

26. Overall, how well informed do you feel about Town government services, projects, issues, and programs affecting you? What specific projects, activities, or issues came to mind when you decided on that rating? (Rating)
- I feel the paper could be more informative. (Rated 5)
 - I travel and may not be around when it is given. (Rated 5)
 - I just don't know anything. (Rated 1)
 - Not informed until they happen. (Rated 2)
 - It is my fault; don't keep up. (Rated 3)
 - I don't worry about information about Cary unless it pertains to me. (Rated 4)
 - Just don't feel informed in general. (Rated 4)
 - The homeowner's associations should be kept informed on all that is going on in Cary to be able to share with residents. (Rated 1)
 - I do not follow. (Rated 3)
 - I do not get the paper anymore. (Rated 3)
 - I do not invest time in it. (Rated 4)
 - Recycling Center. (Rated 5)
 - Signs for the area. (Rated 5)
 - I don't ever hear about anything going on in Town. (Rated 4)
 - None. (Rated 2)
 - It is my fault; I do not take advantage of the available information. (Rated 4)
 - Time Warner Cable is running lines through my property and I never saw this and they never made me aware. (Rated 4)
 - It is my own fault. (Rated 2)
 - My fault, I don't get involved. (Rated 5)
 - I just don't feel informed about anything. (Rated 4)
 - I don't look for information. I don't keep up with anything about Cary. (Rated 1)
 - I don't care. (Rated 3)
 - I don't look. (Rated 1)
 - I don't seek it out. (Rated 3)
 - They don't send information to my house. (Rated 1)
 - The hotel downtown. I knew nothing about this. It is a horrible place for a hotel. Downtown is already very congested and it looks out of place. (Rated 2)
 - It is my fault. I don't keep myself informed. (Rated 1)
 - I just don't know much. I don't look for information, my fault. (Rated 1)
 - I do not seek it out. (Rated 3)
 - I don't see much on anything in Cary, nothing specific. (Rated 4)
 - I don't look for information. (Rated 1)
 - My own fault, I don't keep up with it. (Rated 4)
 - I don't see much information. I only see information if I look for it on the website or paper. (Rated 3)
 - I don't keep up with it. (Rated 3)
 - Should send out information on cell phones it is the best and quickest way to get in touch and get information out to residents. Text messaging would be great and would use social media sites if I knew Cary had them (Rated 1)
 - It is my own fault. I am busy with school and don't keep up with Cary information. (Rated 1)

- Roads. (Rated 5)
- I don't seek out information. (Rated 3)
- I don't look for it. (Rated 4)

Appendix J

Satisfaction with Making Information Available to Citizens Services, Projects, Issues, and Programs That Come to Mind

27. 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 when you decided on that rating? (Rating)
- Information on theatre, parking, and construction. (Rated 4)
 - I travel and it could be my own fault. (Rated 5)
 - I don't ever see much information or anything. (Rated 1)
 - I never see the information until it is too late. Need to put information out in advance. (Rated 2)
 - I don't look for information. (Rated 4)
 - Information on any and all services should go to the homeowner's associations to keep residents informed. (Rated 1)
 - You have to go look. (Rated 5)
 - I do not get mailed anything. I would like to receive a mailing for information. (Rated 2)
 - I would like to receive emails. (Rated 5)
 - Need monthly pamphlets, don't see much information available. (Rated 4)
 - I don't see much information. Send out monthly flyers to keep residents informed. (Rated 2)
 - I don't look for it. (Rated 5)
 - Not sure. (Rated 5)
 - You have to search for it and the website is awful. (Rated 1)
 - The hotel downtown. (Rated 2)
 - I don't look for information, own fault. (Rated 1)
 - Nothing specific, I don't see any information. (Rated 4)
 - Not sure, I don't use information. (Rated 5)
 - I don't see much. (Rated 5)

Appendix K

Satisfaction with Opportunities to Participate in Decision Making Services, Projects, Issues, and Programs That Come to Mind

28. 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 when you decided on that rating? (Rating)
- I choose not to participate. (Rated 4)
 - I feel they don't ask individuals their opinion. (Rated 2)
 - I don't know of any opportunities ever. (Rated 1)
 - I would like to know what is going on with the property behind me that is for sale. (Rated 3)
 - Most people are not aware of all the information that is available. Social media needs to be advertised more. (Rated 7)
 - I don't get involved if I don't need to. (Rated 4)
 - Communication is the key on all services, projects, or issues. Communicate with residents more. (Rated 1)
 - Not sure how to answer. (Rated 5)
 - I don't know of any opportunities for anything. (Rated 1)
 - Downtown revitalization – design of the area should be voted on, involve residents so they can pitch their ideas. (Rated 1)
 - I just don't know of any and they didn't listen anyway unless you have money. Money is the only way they will listen. (Rated 1)
 - I have never tried and it is my fault. (Rated 5)
 - Unaware. (Rated 1)
 - Not sure, I don't pay attention. (Not rated)
 - I don't know about opportunities. (Rated 2)
 - If I had a say, they would leave things alone. (Rated 1)
 - Send out information in advance and not after it has happened. (Rated 4)
 - The development issue on Maynard of forcing an ill old man to give up his land. Cary leaders force their will on the people, run by the money of one man. (Rated 1)
 - I don't know of any but I don't keep myself informed to know of any. (Rated 1)
 - I don't know how it works. I don't try to. It is my own fault. (Rated 1)
 - Not sure, I don't keep up. (Rated 5)
 - Cary has already made up their minds before they even ask for resident's input. Residents don't really have any effect on the final decision. (Rated 2)
 - I don't know of any opportunities or how it works. (Rated 3)
 - Need to educate people about how they can be involved. I don't know of any. (Rated 1)
 - I don't hear much about opportunities. (Rated 3)
 - I don't know how to find opportunities. (Rated 5)

Appendix L

Specific Actions the Town Could Take to Improve Satisfaction with Parks, Recreation, and Cultural Issues

12. Could you please tell us specific actions the Town could take to make you more satisfied with parks, recreation, and cultural resources?
- Dwayne Jones and Parks & Rec staff are very responsive to suggestions.
 - Make safer, more patrolling everywhere.
 - I wish Lazy Daze was on a Sunday.
 - We have more parks than we need. Stop the foolishness.
 - I would like to see more cultural events, resources, etc.
 - They are offering less and less.
 - I don't know much about what is happening.
 - Apex offers more clinics for sports so we usually sign up for those.
 - Scavenger Hunt event should have a solo group for those who don't have someone to join them, so when single people want to join in they can just group the single individuals together.
 - They ripped out a park area for the hotel coming to the area. Stop destroying area for outsiders to have hotels built at taxpayer's expense.
 - Need more dog parks.
 - The greenway is going through my backyard. The County will not work with me in keeping trees and removing trees. There is no design, it needs work.
 - There are no new parks in the new high-density areas; need to add more parks or greenspace.
 - I don't use them.
 - They should offer more.
 - Add more in West Cary – parks, greenways, community center.
 - There is no parking for Lazy Daze and it needs to be more days like a three-day weekend.
 - More mountain bike trails.

Appendix M

Specific Actions the Town Could Take to Improve Satisfaction with Environmental Protection

7. Could you please tell us specific actions the Town could take to make you more satisfied with the Town is doing with environmental protection?
 - Not clear what can and cannot be recycled. It changes to often.
 - Keep the trees and stop cutting them down to build; if anything build around them.
 - Destroying natural areas; stop cutting down trees.
 - Groundwater BMP is an expensive burden at \$250 yearly per home.
 - Should collect recycling every week.
 - Should collect more for recycling.
 - Everyone is going too green.
 - The Town workers for recycling, trash, and leaf pickup need to get a pay increase. They are great. I would even be willing to pay more taxes if their pay or budget was increased.
 - I don't think they really care; it is an act.
 - Should go to total recycling and compost more.
 - The recycling company is taking what citizens are separating and trashing it.
 - I rated it a 2 because you can never have too much conservation.
 - Too strict on recycling and need more places to bring recycling or just pick up more items.
 - Recycling needs to be more frequent.

Appendix N

Specific Actions the Town Could Take to be More Effective with Keeping Cary the Best Place to Live, Work, and Raise a Family

8. Could you please tell us specific actions the Town could take to be more effective with keeping Cary the best place to live, work, and raise a family?
 - Add more resident input.
 - I think it has more to do with money and growing and not about the needs of current citizens.
 - Town Council is not worried about residents. They need to focus and spend money on local schools and stop all the stupid spending on hotels and the downtown area.
 - Too much change is happening and it is costing too much.
 - Nothing really all that great that draws you to Cary.
 - It costs too much to live in Cary anymore, stop increasing all the prices.
 - Too expensive, lower taxes.
 - Overdeveloping, too much building.
 - You have to travel outside Cary for work. The area has grown residentially but not economically.
 - It is too expensive; houses cost too much; Cary's cost of living is not affordable.
 - They are just trying to make the Town money.
 - Doing too much at once.
 - It is too expensive to live and raise a family.

Appendix O

Specific Actions the Town Could Take to Improve Satisfaction with Transportation

10. Could you please tell us specific actions the Town could take to make you more satisfied with transportation?
- Need more bike lanes.
 - More flexible hours for C-Tran and train.
 - Always seem to be working on it. They are trying.
 - Synchronize lights.
 - Roads are horrible and traffic is bad everywhere.
 - C-Tran only has like 3 people on it. It seems like it wastes more money than profits.
 - Synchronizing sensors that don't work properly in several locations; lights don't change often enough.
 - Traffic on Highway 55, Highway 1010, and Holly Springs Road are horrible and something needs to be done.
 - Traffic is bad; synchronizing lights and widening roads is needed.
 - Adding too many bike lanes.
 - Need more street lights.
 - Need to better synchronize lights.
 - Lights stay red too long and need to change timing depending on the time of day.
 - I would like to see a rail system or more frequency in the current system.
 - Need more sidewalks.
 - Turn lanes needed throughout the area.
 - Improve traffic.
 - Roads need widening.
 - C-Tran needs more availability.
 - Traffic lights stay red too long.
 - Get rid of cameras and I will rate it a 9.
 - C-Tran needs to go farther like to the Community College.
 - More bus stops.
 - The train should not stop in downtown especially during rush hour.
 - No more roundabouts.
 - With so much growth, so much needs to be done.
 - Traffic lights stay red longer than needed.
 - Need to synchronize lights.
 - Widen roads or adjust traffic pattern where the townhomes are being added.
 - Need more convenient public transportation.
 - Roundabouts are a pain because people don't know how to use them. Inform people or stop building them.
 - Too many bike lanes and it is making traffic dangerous.
 - Railroad crossing at 64 needs another lane. Always a traffic jam backed up for several minutes.
 - Transportation – light rails would be amazing. No bus service to get anywhere without taking hours and hours.
 - C-Tran is nonexistent, not a viable transportation source. C-Tran needs to have more stops and availability.
 - Traffic light at Morrisville Parkway and Green Level Church Road.
 - Synchronize traffic lights.
 - Too many bike lanes.

- Construction takes too long.
- Maynard and Cary Parkway light is too short. You sit there 5 minutes, a few cars get through and it is red immediately again.
- Need more stoplights. Panther Creek and 55 is dangerous with traffic too heavy on green light to turn. Highway 540 on my side has to pay a toll but Raleigh doesn't have to pay a toll on their side. If I have to pay, so should they.
- Synchronizing stoplights at Kildaire Farm, Cary Parkway, Wilmer, Walnut and other locations.
- C-Tran is not really useful, need better transportation. Bike lanes are pretty much nonexistent. I would love to ride a bike.
- They are making a mess.
- Synchronize traffic lights.
- Traffic issues.
- Unsure.
- C-Tran is not easy for seniors to use and you sit on the train too long.
- The left hand yellow flashing lights are scary and some people speed through them. Be consistent with turns and traffic patterns - High House and Jenks Carpenter.
- Safety for bikers and joggers.
- It takes too long and roads are a mess.
- Bus service needs work.
- Bike lanes needed.
- C-Tran needs to be more convenient. Have more locations and better timing. C-Tran could be good but it is not.
- Need more street lights. C-Tran should not be closed on holidays and Sundays. People still have to work. Christmas and Thanksgiving are the only holidays it should not run.
- C-Tran needs a lot of improvement with more buses, stops, and longer hours.
- About 90% of Cary is not covered by public transportation. C-Tran needs wider and longer routes.
- Lights stay red too long.
- Not sure.
- Need to synchronize lights.
- Cary Parkway and High House need the stoplights checked for synchronizing; currently the red is too long and the green not long enough.
- Need to work on widening more roads.
- Not aware.

Appendix P

Specific Actions the Town Could Take to Improve Satisfaction with Planning and Development

11. Could you please tell us specific actions the Town could take to make you more satisfied with planning and development?
- Overpopulation issues.
 - Apartment complexes.
 - Not familiar with planning and development.
 - I don't feel qualified to answer, don't know enough.
 - Too many people; Cary can't handle all the people and more that will come.
 - West Cary – unresponsive to west of 55 and 540 regarding road access. Need to finish roads. No growth plan in place, always changing.
 - The infrastructure needs to be in place ahead of growth. Schools cannot handle the students they have now; need more schools.
 - Schools are overcrowded; need more schools to handle growth.
 - Roads, water, and sewer should have been in place before development. Doing it after the fact. Growth is enough, stop growth. Do not overdevelop the area. Stop cutting down trees to house more people at one-time events.
 - Building on too small lots, need to increase lot sizes for building.
 - Traffic is really congested throughout Cary. Need to do something.
 - The downtown area worries me with water and sewer.
 - I just don't see very good planning. The infrastructure is not in place for what is already here.
 - Not sure, I don't keep up with it.
 - Sewers are already having issues when it rains the sewers are flooding.
 - I don't keep up with this information.
 - Overdevelopment.
 - Too many storage buildings and pharmacies.
 - Too much development of apartments.
 - Need more high-quality neighborhoods.
 - School systems can't handle the growth, need more schools.
 - We need more schools. Schools seem to be left out of the planning of all this growth.
 - Unsure.
 - Schools – not enough schools for the kids. School are overcrowded.
 - I don't know much.
 - Overdevelopment.
 - Water availability.
 - Not aware.
 - There is too much development and the quaint Cary that it used to be is turning into a big city.
 - Because of all the development, the original buildings and homes are suffering.
 - They are not planning, just doing.
 - I don't know enough to rate.
 - Not aware.
 - Stop knocking down all the trees.
 - I don't know enough.
 - I don't know really.
 - Taking too long with construction.
 - The schools can't handle the growth; need more schools.
 - I am not informed enough to say.

- I don't know a whole lot about it.
- Too restrictive on developments.

Appendix Q

Specific Actions the Town Could Take to Improve Satisfaction with Downtown Revitalization

9. Could you please tell us specific actions the Town could take to make you more satisfied with downtown revitalization?
- No parking.
 - I would like more options downtown.
 - Improve the buses.
 - Revitalization is taking a while.
 - Art and theater are big waste of money. People would rather go to Raleigh.
 - Parking issues.
 - Wasting money. Money is needed in many other areas other than downtown.
 - Drawing in too many people; need to keep the small town feel.
 - Not sure, don't go downtown or keep up with it.
 - It is taking a long time to complete.
 - Stop using so much tax money. It is a great idea but spending too much; give a tax break to businesses.
 - Ridiculous. Hotel with 7 parking spaces and tax dollars are paying for private business. Stop wasting tax money.
 - Burning man sculpture was a complete waste of money; tax money just getting set on fire.
 - Cary is a nice place. Stop trying to make it something it is not. Apex has everything, the Mayor and Council are jealous of Apex and are trying to make a copy.
 - It is taking too long to complete and it causes traffic flow to be horrible. I hate to go downtown or anywhere near it. At this rate, it will not be done for another 14 years.
 - Downtown has nothing to offer. I am close enough to other areas for what I need.
 - Apex is a great example of what Cary needs to do.
 - Improve traffic.
 - It is taking too long.
 - Too much money in Arts Center.
 - The roads are so awful and it is taking forever to repair them.
 - Traffic is bad.
 - Not sure.
 - It is taking too long to complete.
 - The cloverleaf was a waste of money. Roundabouts are a pain.
 - A waste of money, not sure they know what they are doing.
 - Not really familiar with what's going on.
 - Copy what Apex is doing.
 - Construction is taking too long.
 - Too much is going on – traffic and road work is too slow.
 - Crappy, needs to be more modern; nothing downtown; it needs more shopping and fun things to do.
 - No style to what they are doing. It is very stark. No desire. Add more technology to the area.
 - Hotel is a waste of money and Burning Man was a waste of money.
 - Cary Theater should get more curb appeal as much money as it costs to renovate. It should be a lot nicer inside and out.
 - It is taking too long.
 - There is no parking.
 - Hotel is a big waste of resident's money. This should not have been funded by taxpayers.

- It is taking too long.
- Traffic issues.
- Not sure.
- Hotel is in a bad place and does not fit in.
- Trying to make downtown into something it is not.
- Not sure, no opinion.
- It needs more of a focal point to draw people in, more kid's activities.
- The new hotel is horrible – no character and too big for the area like Cary's current downtown feel. Hotel is ruining it.
- Not sure.
- Stop wasting money. The hotel should never have been built by Cary.
- A waste of money. The hotel should never have been funded by the Town. If it was likely to make money, then an individual would have built it.
- I don't go there.
- No parking.
- It's a mess, what's to like.
- I am not in downtown much.
- I never come to downtown side of Cary and know nothing about what is going on.
- I have not been downtown in a year and a half.
- I don't know enough to rate.
- Too much construction.
- Need more young adult places to go and hang out. Need water park for kids to play and more child friendly places. Signs are too little to read from your car. The theater needs to be completed.
- A current mess, I don't know enough to rate.
- I don't know anything. I don't go downtown ever.
- I don't go downtown.
- Hard to tell.
- No opinion.
- All the construction is hurting business downtown. I think it will be nice once it is done but hard to say right now.
- There is nothing downtown to do; need more youthful things to do.
- I don't go downtown.
- Need more sidewalks downtown. There is nothing in downtown that draws you to the area. Need more liveliness and culture in the area.
- I like downtown, but there's nothing really going on. It is hard to rate at this time.
- There is nothing downtown. Put some businesses in that will draw people in.
- Downtown needs more liveliness brought to it like 2-3 day weekend festivals or block parties to get people downtown to the shops and restaurants and to learn what's down there.
- Things are too spread out.

Appendix R

What Drew Respondent to Visit Downtown

24. (Yes responses) What drew you to visit downtown in the last year? (# of comments)

- Restaurants (60)
- Shops/shopping (55)
- Visiting the area/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 Dazes (9)
- Quaint/historic feel/atmosphere (9)
- Parade/Christmas parade (7)
- Supporting local business (7)
- Bank (6)
- Bars/pubs (5)
- School/preschool (4)
- Town government (4)
- Bakery (3)
- Beer store (3)
- Family time (3)
- Auto place (3)
- Farmer's Market (3)
- Salon/hair cut (3)
- Concerts (2)
- Train station (2)
- No need (2)
- Nothing in particular (2)
- Annie's Attic
- Flea market
- Gun store
- Fountains
- Panera Bread
- Dry cleaners
- Gym
- Herb garden
- Spring Days
- Not sure
- Tailor
- Thrift store

- Performances
- Love downtown area
- Wine bar
- Senior Center
- Jewelry store
- Go to Raleigh instead
- Antiques
- Page Walker
- Too see the construction

Appendix S

Why Respondent Did Not Visit Downtown Last Year

24. (No responses) Why did you not visit downtown in the last year? (# of comments)

- No reason (17)
- Schedule/work/busy (17)
- No interest/don't like it (11)
- Nothing down there (9)
- I go to other downtowns (6)
- Construction (5)
- Out of the way/hassle (5)
- Things are too spread out (4)
- No parking (3)
- Retired/elderly (2)
- I am closer to other areas
- Plan to go there soon
- Has not changed/the same
- Too crowded and loud
- Too commercialized
- Not big enough
- Needs to be updated

Appendix T

Amenities That Bring People Downtown - Other

25. Other? (# of comments)

- Parking is an issue (11)
- Children's stores/activities (7)
- Clubs to bring adult youth to the downtown area (4)
- Open later in the evening (3)
- Bands/live music (3)
- Anything that draws people is a good idea to try (3)
- Copy what Apex is doing downtown (2)
- Cultural events (2)
- Less expensive restaurants (2)
- Book store (2)
- Build living areas above shops (2)
- More variety (2)
- Gathering areas, hangouts (2)
- Outdoor dining (2)
- Festivals (2)
- It is fine the way it is (2)
- Finish the construction (2)
- Bakery
- Take out the old buildings and build new ones
- No more art
- When events happen like the Food Truck Rodeo make sure you can handle the crowd; people don't want to wait 30 minutes to get a beer
- Convention center
- Dancing/ballroom
- Fix the roads and that will draw me downtown
- Healthy, fun restaurants
- Food Truck Rodeo more often
- Improve traffic
- More small restaurants and shops
- Small family shops
- Offer things that you do not have to spend money
- No need to go downtown
- Better street lighting so locals can walk there
- They are wasting Town money
- Movie theater
- Zara Clothing Store
- More educational technology
- Long John Silvers
- Ethnic
- Make area more attractive and better signage so you know what the place is
- Family dining
- Organic shops
- Big buildings
- I would rather go to Apex or Raleigh
- Choose different art

- Coffee shop
- Tear it down and build a downtown
- I am disabled and don't go out much
- Parking is an issue
- No fast food
- Vape shop
- Makeup store
- Things for younger people to do so they don't have to travel to Raleigh to enjoy time out
- Boutiques
- 24-hour café or restaurant
- Wine store
- Pubs
- Antique store
- Something different
- It needs to be boosted, it has no appeal
- Breakfast place
- Food Truck Rodeo every weekend or every other weekend
- Outdoor movies
- Whole Foods Supermarket
- Parks

Appendix U

Places in Cary Where Wifi is not Available

35. In the last year, where have you been in Cary where you expected to be able to use public Wifi but couldn't because it wasn't available? (# of comments)
- None/not an issue (171)
 - I don't use it/never tried it (83)
 - I was unaware of public Wifi (55)
 - I don't pay attention, not sure (17)
 - Airport (6)
 - Need to advertise/inform/show map (4)
 - Library (3)
 - Stores while out shopping (3)
 - Shopping centers
 - Local restaurants
 - Time Warner Cable stinks; you can't use anywhere, it is too weak to load anything
 - No need, I am closer to Prestonwood and it has what I want
 - Wifi is horrible in my house, I don't know how it is throughout Cary
 - I can't remember
 - Not able to use at all anywhere throughout Cary
 - Bond Park
 - Town Hall area
 - Cary Senior Center gets bogged down
 - Koka Booth Amphitheatre
 - Unprotected Wifi is unsafe, would like if they would use a password such as the name of the location they are at
 - Worked great at the train station which is the only place I tried to use it
 - Cary Art Center basement is iffy depending on how many people are there
 - Need a better cell tower on the west side of Cary

Appendix V

Specific Actions to Improve the Job the Town of Cary is Doing for Seniors

36. Please tell us specific actions the Town could take to make you more satisfied. (Rating)

- Not familiar. (Rated 5)
- I don't know a lot. (Rated 5)
- I don't know enough to really rate. (Rated 5)
- Don't know enough but all looks fine. (Rated 5)
- I am not aware of senior housing. Need to advertise it. (Rated 5)
- Don't know enough, don't use it. (Not rated)
- Don't know, don't use. (Not rated)
- Not sure, not informed. (Not rated)
- Need more public transportation. (Rated 5)
- More public transportation. (Rated 5)
- Not sure about the efforts being made. (Rated 5)
- Not really aware. (Rated 8)
- Not informed enough to say, don't use. (Not rated)
- Need more senior housing that is affordable. (Rated 7)
- Seniors don't get a tax break. (Rated 3)
- More sidewalks needed. (Rated 6)
- Not aware. (Rated 5)
- An elderly woman use to live with me. She took C-Tran to get to the Senior Center. I took 3 hours on C-Tran to get home because of C-Tran connections and pick-up schedule. Seniors need a better transportation choice with better timing. (Rated 3)
- No bus service – C-Tran does not work. Seniors need better bus service. (Rated 2)
- Not sure, don't know enough. (Not rated)
- I don't know much. (Rated 5)
- Rough sidewalk ramps; hard to push wheelchairs. (Rated 5)
- I have not paid attention. (Rated 5)
- The bus service does not run regularly and you have to travel too far to get to a bus stop. When I get to a point of needing it, it will not be helpful for me. (Not rated)
- I am unaware. I don't know enough to say or rate. (Not rated)
- I don't know enough to give a fair rating. (Rated 5)
- I don't know much. (Rated 6)

Appendix W

Specific Actions to Improve the Job the Town of Cary is Doing for Persons with Disabilities

37. Please tell us specific actions the Town could take to make you more satisfied. (Rating)

- There needs to be more one-story houses built for the older generation. (Rated 4)
- Not sure, it looks sufficient. (Rated 5)
- I don't know a lot. (Rated 5)
- Don't know enough about it, but C-Tran is great. (Not rated)
- Don't know enough to really rate it. (Rated 5)
- Don't know a lot, but things look good. (Rated 8)
- No opinion, don't know enough. (Not rated)
- Unsure of what they are doing. (Rated 5)
- Not informed enough to say, don't use. (Not rated)
- I don't know enough, not aware. (Rated 5)
- Improve C-Tran or other transportation options. (Rated 6)
- Not sure, don't know much. (Not rated)
- I don't know much about it. (Rated 5)
- When crossing the roads there are metal ramps on each side. The metal ramps are much more difficult for wheelchairs to go up and down them, it is too rough. (Rated 5)
- Improve transportation. (Rated 5)
- I have not paid attention. (Rated 5)
- Bad bus service. Need to increase bus availability, timing, and locations. (Rated 2)
- Looks good. (Rated 7)
- It looks okay from what I see. (Rated 5)
- Need more intellectual programs for children. (Rated 5)

Appendix X

Statistical Significance of the Town's Service Dimensions

Service Dimension	Sample Size 2014/2016	t-value	Statistical Significance
Town Government: Courteous	94/76	.85	No
Town Government: Professionalism	94/77	.64	No
Town Government: Knowledgeable	94/74	1.40	No
Town Government: Helpful	94/74	1.01	No
Town Government: Overall Quality of Customer Service	96/75	1.22	No
Town Government: Promptness of Response	93/75	.75	No
Maintenance of Streets and Roads	402/401	1.10	No
Cleanliness and Appearance of Parks	399/398	2.13	Yes
Cleanliness and Appearance of Greenways	391/399	2.71	Yes
Cleanliness and Appearance of Streets	402/401	3.19	Yes
Cleanliness and Appearance of Median/Roadsides	401/400	2.95	Yes
Police Department: Response Time	77/70	1.31	No
Police Department: Courteous	118/125	.17	No
Police Department: Fairness	117/125	.66	No
Police Department: Competence	118/125	.13	No
Police Department: Problem Solving	116/120	.51	No
Fire Department: Response Time	37/28	1.32	No
Fire Department: Competence	46/35	.91	No
Fire Department: Courteous	46/35	.37	No
Fire Department: Fairness	46/35	.94	No
Fire Department: Problem Solving	46/34	.93	No
Parks & Recreation: Instructor Quality	82/70	.19	No
Parks & Recreation: Overall Experience	111/115	.30	No
Parks & Recreation: Facility Quality	111/114	.70	No
Parks & Recreation: Ease of Registration	106/86	.96	No
Parks & Recreation: Program Quality	110/116	1.42	No
Parks & Recreation: Cost or Amount of Fee	92/93	1.52	No
Cary Overall as a Place to Live	402/400	1.57	No
Quality of Life in Cary	402/401	1.56	No
How Safe Do You Feel in Cary Overall	398/399	1.15	No
How Safe Do You Feel in Your Home Neighborhood	398/399	.08	No
How Safe Do You Feel in Public Places Around Cary	398/397	.26	No
Cary Municipal Tax Rate	393/385	1.87	No
How Informed Respondents Feel About the Town Government	398/400	1.15	No
Satisfaction with Cary Making Information Available to Citizens	399/400	2.27	Yes
Satisfaction with Opportunities to Participate in Decision Making	399/399	.84	No
Solid Waste Services: Curbside Garbage Collection	380/368	.41	No
Solid Waste Services: Curbside Yard Waste Collection	320/319	1.32	No
Solid Waste Services: Curbside Loose Leaf Collection	310/301	1.18	No
Solid Waste Services: Curbside Recycling Collection	373/338	.09	No
Focus Area: Parks, Recreation, and Cultural Resources	401/399	4.49	Yes
Focus Area: Environmental Protection	400/400	2.00	Yes
Focus Area: Best Place to Live, Work, and Raise a Family	402/400	2.50	Yes
Focus Area: Transportation	401/397	2.39	Yes
Focus Area: Planning & Development	401/393	4.65	Yes
Focus Area: Downtown Revitalization	402/390	3.12	Yes