

City of Fayetteville Resident Satisfaction Survey

Crosstabular Data

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2018

Submitted to the City of Fayetteville, North Carolina

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Section 1

Crosstabular Data by Income

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-1. Overall quality of police protection</u>					
Very satisfied	22.6%	17.8%	15.2%	19.5%	18.1%
Satisfied	36.5%	49.1%	63.7%	51.3%	49.7%
Neutral	26.3%	26.6%	14.6%	21.2%	22.7%
Dissatisfied	8.0%	3.6%	4.7%	5.3%	6.1%
Very dissatisfied	6.6%	3.0%	1.8%	2.7%	3.4%
<u>Q1-2. Overall quality of fire protection & rescue services</u>					
Very satisfied	41.1%	37.4%	37.5%	25.0%	34.5%
Satisfied	40.3%	45.4%	52.4%	62.0%	49.8%
Neutral	14.0%	15.3%	8.9%	12.0%	13.7%
Dissatisfied	3.1%	0.6%	0.6%	0.9%	1.3%
Very dissatisfied	1.6%	1.2%	0.6%	0.0%	0.8%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-3. Overall maintenance of City streets</u>					
Very satisfied	7.2%	5.2%	6.3%	1.8%	5.2%
Satisfied	30.4%	29.5%	29.1%	33.6%	30.2%
Neutral	20.3%	30.1%	32.6%	31.9%	28.6%
Dissatisfied	29.0%	24.3%	24.6%	23.0%	25.6%
Very dissatisfied	13.0%	11.0%	7.4%	9.7%	10.5%
<u>Q1-4. Overall flow of traffic in City</u>					
Very satisfied	3.6%	4.6%	4.0%	3.5%	3.8%
Satisfied	21.2%	22.5%	17.3%	19.5%	20.3%
Neutral	35.8%	27.2%	30.6%	31.0%	31.3%
Dissatisfied	21.9%	28.9%	31.8%	32.7%	28.6%
Very dissatisfied	17.5%	16.8%	16.2%	13.3%	16.1%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-5. Overall quality of public transit system, Fayetteville Area System of Transit (FAST)</u>					
Very satisfied	17.0%	11.1%	10.8%	15.4%	13.4%
Satisfied	20.5%	27.8%	35.5%	25.6%	26.9%
Neutral	36.6%	45.6%	43.0%	43.6%	41.9%
Dissatisfied	12.5%	8.9%	5.4%	12.8%	9.7%
Very dissatisfied	13.4%	6.7%	5.4%	2.6%	8.1%

Q1-6. Overall quality of water & sewer utilities

Very satisfied	9.6%	12.7%	10.2%	12.6%	11.6%
Satisfied	34.1%	41.0%	48.9%	54.1%	42.8%
Neutral	33.3%	26.0%	21.6%	19.8%	25.0%
Dissatisfied	8.9%	12.7%	11.9%	10.8%	11.9%
Very dissatisfied	14.1%	7.5%	7.4%	2.7%	8.6%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-7. Overall enforcement of codes & ordinances</u>					
Very satisfied	8.7%	6.8%	6.6%	6.8%	6.8%
Satisfied	32.2%	29.1%	32.5%	29.1%	31.4%
Neutral	37.4%	39.9%	33.8%	35.0%	37.3%
Dissatisfied	13.9%	10.8%	21.9%	16.5%	14.9%
Very dissatisfied	7.8%	13.5%	5.3%	12.6%	9.7%
<u>Q1-8. Overall quality of customer service received frm City employees</u>					
Very satisfied	14.2%	14.5%	11.8%	11.8%	12.8%
Satisfied	31.5%	42.8%	49.7%	48.0%	42.8%
Neutral	38.6%	30.9%	28.0%	27.5%	31.8%
Dissatisfied	8.7%	6.6%	8.7%	8.8%	8.0%
Very dissatisfied	7.1%	5.3%	1.9%	3.9%	4.5%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-9. Overall effectiveness of communication with the public</u>					
Very satisfied	12.1%	10.1%	7.8%	8.2%	9.2%
Satisfied	32.3%	33.5%	49.1%	43.6%	39.7%
Neutral	37.1%	38.6%	31.7%	37.3%	35.7%
Dissatisfied	12.9%	11.4%	8.4%	7.3%	10.7%
Very dissatisfied	5.6%	6.3%	3.0%	3.6%	4.7%
<u>Q1-10. Overall quality of parks & recreation facilities & programs</u>					
Very satisfied	18.2%	16.7%	15.2%	10.5%	15.2%
Satisfied	36.4%	42.3%	52.1%	51.4%	45.0%
Neutral	30.6%	26.3%	20.0%	25.7%	26.0%
Dissatisfied	7.4%	7.7%	11.5%	9.5%	9.4%
Very dissatisfied	7.4%	7.1%	1.2%	2.9%	4.4%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-11. Overall appearance of major entryways to City</u>					
Very satisfied	13.4%	12.5%	7.4%	4.3%	9.0%
Satisfied	44.1%	34.5%	44.6%	30.4%	38.9%
Neutral	23.6%	35.7%	25.1%	20.0%	27.4%
Dissatisfied	8.7%	10.7%	14.3%	31.3%	15.5%
Very dissatisfied	10.2%	6.5%	8.6%	13.9%	9.3%
<u>Q1-12. Overall building, zoning, & permitting customer service</u>					
Very satisfied	9.2%	10.3%	5.9%	5.5%	8.2%
Satisfied	30.3%	23.9%	33.9%	27.4%	28.2%
Neutral	41.3%	51.3%	39.8%	45.2%	45.8%
Dissatisfied	11.0%	6.8%	11.9%	17.8%	11.0%
Very dissatisfied	8.3%	7.7%	8.5%	4.1%	6.9%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-13. Overall effectiveness of Economic & Community Development business grant programs</u>					
Very satisfied	10.2%	9.2%	4.1%	4.5%	6.9%
Satisfied	19.4%	21.4%	27.8%	21.2%	21.3%
Neutral	40.8%	60.2%	40.2%	50.0%	49.0%
Dissatisfied	18.4%	5.1%	13.4%	12.1%	12.9%
Very dissatisfied	11.2%	4.1%	14.4%	12.1%	9.9%

Q1-14. Overall effectiveness of Economic & Community Development business loan programs

Very satisfied	7.5%	8.9%	5.7%	5.6%	6.8%
Satisfied	16.1%	14.4%	26.4%	14.8%	17.5%
Neutral	46.2%	66.7%	41.4%	51.9%	52.5%
Dissatisfied	18.3%	6.7%	18.4%	14.8%	15.3%
Very dissatisfied	11.8%	3.3%	8.0%	13.0%	7.9%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-15. Overall effectiveness of Economic & Community Development business counseling programs</u>					
Very satisfied	8.9%	9.0%	4.6%	5.7%	6.8%
Satisfied	18.9%	16.9%	23.0%	17.0%	19.6%
Neutral	46.7%	66.3%	43.7%	50.9%	52.8%
Dissatisfied	14.4%	4.5%	16.1%	17.0%	12.5%
Very dissatisfied	11.1%	3.4%	12.6%	9.4%	8.2%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q2. Top choice

Overall quality of police protection	16.4%	18.0%	19.3%	27.8%	20.5%
Overall quality of fire protection & rescue services	2.1%	1.7%	0.6%	0.9%	1.1%
Overall maintenance of City streets	12.3%	16.3%	11.0%	17.4%	13.9%
Overall flow of traffic in City	11.6%	19.1%	19.3%	18.3%	15.9%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	6.8%	2.8%	2.8%	0.9%	3.7%
Overall quality of water & sewer utilities	6.2%	9.0%	11.0%	0.9%	7.5%
Overall enforcement of codes & ordinances	1.4%	2.2%	3.3%	7.0%	3.0%
Overall quality of customer service received from City employees	2.1%	0.6%	1.7%	0.9%	1.3%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q2. Top choice (Cont.)					
Overall effectiveness of communication with the public	0.0%	1.1%	1.7%	1.7%	1.4%
Overall quality of parks & recreation facilities & programs	2.1%	2.8%	1.1%	2.6%	2.3%
Overall appearance of major entryways to City	1.4%	3.9%	3.3%	12.2%	4.3%
Overall building, zoning, & permitting customer service	0.0%	0.0%	1.1%	2.6%	0.7%
Overall effectiveness of Economic & Community Development business grant programs	0.7%	0.6%	3.9%	0.9%	1.4%
Overall effectiveness of Economic & Community Development business loan programs	0.0%	0.6%	0.6%	0.0%	0.4%
Overall effectiveness of Economic & Community Development business counseling programs	1.4%	0.6%	0.6%	0.0%	0.6%
None chosen	35.6%	20.8%	18.8%	6.1%	21.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q2. 2nd choice

Overall quality of police protection	9.6%	8.4%	6.1%	10.4%	8.0%
Overall quality of fire protection & rescue services	5.5%	7.9%	7.7%	7.8%	7.3%
Overall maintenance of City streets	10.3%	13.5%	13.3%	10.4%	12.2%
Overall flow of traffic in City	7.5%	15.2%	12.2%	20.0%	13.4%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	2.1%	3.4%	3.9%	0.9%	2.6%
Overall quality of water & sewer utilities	7.5%	6.2%	5.0%	7.0%	6.2%
Overall enforcement of codes & ordinances	4.1%	6.7%	6.1%	10.4%	6.0%
Overall quality of customer service received frm City employees	1.4%	0.6%	2.2%	0.0%	1.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q2. 2nd choice (Cont.)					
Overall effectiveness of communication with the public	2.1%	3.4%	2.8%	0.9%	2.9%
Overall quality of parks & recreation facilities & programs	3.4%	2.2%	1.1%	7.0%	3.0%
Overall appearance of major entryways to City	2.1%	2.8%	6.1%	9.6%	4.5%
Overall building, zoning, & permitting customer service	0.7%	0.6%	3.9%	1.7%	1.6%
Overall effectiveness of Economic & Community Development business grant programs	0.0%	2.8%	6.1%	3.5%	3.4%
Overall effectiveness of Economic & Community Development business loan programs	2.1%	0.0%	1.7%	0.0%	1.0%
Overall effectiveness of Economic & Community Development business counseling programs	0.0%	0.6%	1.1%	0.0%	0.4%
None chosen	41.8%	25.8%	21.0%	10.4%	25.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q2. 3rd choice					
Overall quality of police protection	3.4%	3.9%	5.0%	4.3%	4.0%
Overall quality of fire protection & rescue services	3.4%	0.6%	0.6%	5.2%	2.7%
Overall maintenance of City streets	8.2%	13.5%	9.9%	15.7%	11.6%
Overall flow of traffic in City	3.4%	10.1%	12.7%	9.6%	9.2%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	2.7%	2.2%	2.2%	3.5%	2.4%
Overall quality of water & sewer utilities	5.5%	9.0%	9.4%	9.6%	8.2%
Overall enforcement of codes & ordinances	2.1%	3.9%	5.0%	5.2%	4.3%
Overall quality of customer service received frm City employees	2.1%	2.2%	1.1%	5.2%	2.4%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q2. 3rd choice (Cont.)					
Overall effectiveness of communication with the public	3.4%	5.1%	2.8%	5.2%	3.7%
Overall quality of parks & recreation facilities & programs	5.5%	3.9%	5.5%	6.1%	5.0%
Overall appearance of major entryways to City	3.4%	6.2%	6.6%	7.0%	5.7%
Overall building, zoning, & permitting customer service	0.7%	0.0%	1.7%	0.9%	0.7%
Overall effectiveness of Economic & Community Development business grant programs	2.7%	2.2%	1.7%	4.3%	2.3%
Overall effectiveness of Economic & Community Development business loan programs	2.7%	1.1%	1.7%	2.6%	2.3%
Overall effectiveness of Economic & Community Development business counseling programs	0.0%	1.7%	4.4%	1.7%	2.2%
None chosen	50.7%	34.3%	29.8%	13.9%	33.0%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q2. Sum of top 3 choices

Overall quality of police protection	29.5%	30.3%	30.4%	42.6%	32.6%
Overall quality of fire protection & rescue services	11.0%	10.1%	8.8%	13.9%	11.2%
Overall maintenance of City streets	30.8%	43.3%	34.3%	43.5%	37.8%
Overall flow of traffic in City	22.6%	44.4%	44.2%	47.8%	38.5%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	11.6%	8.4%	8.8%	5.2%	8.8%
Overall quality of water & sewer utilities	19.2%	24.2%	25.4%	17.4%	21.8%
Overall enforcement of codes & ordinances	7.5%	12.9%	14.4%	22.6%	13.4%
Overall quality of customer service received frm City employees	5.5%	3.4%	5.0%	6.1%	5.5%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q2. Sum of top 3 choices (Cont.)					
Overall effectiveness of communication with the public	5.5%	9.6%	7.2%	7.8%	8.0%
Overall quality of parks & recreation facilities & programs	11.0%	9.0%	7.7%	15.7%	10.3%
Overall appearance of major entryways to City	6.8%	12.9%	16.0%	28.7%	14.5%
Overall building, zoning, & permitting customer service	1.4%	0.6%	6.6%	5.2%	3.0%
Overall effectiveness of Economic & Community Development business grant programs	3.4%	5.6%	11.6%	8.7%	7.2%
Overall effectiveness of Economic & Community Development business loan programs	4.8%	1.7%	3.9%	2.6%	3.7%
Overall effectiveness of Economic & Community Development business counseling programs	1.4%	2.8%	6.1%	1.7%	3.2%
None chosen	35.6%	20.8%	18.8%	6.1%	21.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q3-1. Overall quality of services provided by City of Fayetteville

Very satisfied	10.1%	9.8%	4.5%	10.0%	8.7%
Satisfied	41.1%	51.2%	52.5%	54.5%	49.0%
Neutral	26.4%	27.4%	32.8%	25.5%	28.9%
Dissatisfied	18.6%	8.5%	7.3%	7.3%	10.5%
Very dissatisfied	3.9%	3.0%	2.8%	2.7%	2.9%

Q3-2. Overall image & appearance of City

Very satisfied	8.9%	7.5%	3.9%	4.4%	6.0%
Satisfied	31.9%	39.9%	35.2%	28.3%	35.1%
Neutral	30.4%	27.2%	30.2%	25.7%	28.7%
Dissatisfied	22.2%	17.9%	22.9%	31.9%	22.5%
Very dissatisfied	6.7%	7.5%	7.8%	9.7%	7.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q3-3. Overall police relationship with your community

Very satisfied	18.0%	16.4%	12.6%	20.0%	15.7%
Satisfied	33.1%	43.4%	47.7%	47.3%	42.3%
Neutral	27.1%	28.3%	28.2%	25.5%	28.2%
Dissatisfied	12.8%	7.5%	8.0%	1.8%	8.5%
Very dissatisfied	9.0%	4.4%	3.4%	5.5%	5.3%

Q3-4. Overall preparedness to manage development & growth

Very satisfied	8.3%	4.3%	2.7%	6.0%	5.2%
Satisfied	27.5%	24.5%	30.9%	21.0%	26.1%
Neutral	32.5%	41.7%	36.2%	40.0%	37.3%
Dissatisfied	21.7%	23.7%	18.8%	25.0%	22.7%
Very dissatisfied	10.0%	5.8%	11.4%	8.0%	8.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q3-5. Overall quality of life in City

Very satisfied	11.9%	9.9%	4.4%	4.4%	7.4%
Satisfied	26.7%	34.9%	35.6%	37.2%	33.2%
Neutral	29.6%	29.7%	35.6%	32.7%	32.0%
Dissatisfied	21.5%	16.9%	18.9%	19.5%	19.7%
Very dissatisfied	10.4%	8.7%	5.6%	6.2%	7.7%

Q3-6. Overall quality of life in your neighborhood

Very satisfied	14.0%	17.1%	14.5%	17.7%	15.8%
Satisfied	37.5%	36.0%	46.4%	50.4%	41.5%
Neutral	21.3%	24.0%	25.7%	18.6%	23.4%
Dissatisfied	16.9%	14.9%	11.2%	9.7%	14.0%
Very dissatisfied	10.3%	8.0%	2.2%	3.5%	5.4%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q3-7. Overall availability of arts & cultural amenities

Very satisfied	11.9%	8.9%	6.0%	8.6%	8.4%
Satisfied	26.2%	37.3%	37.7%	25.7%	31.8%
Neutral	37.3%	35.4%	35.3%	37.1%	36.8%
Dissatisfied	14.3%	13.3%	15.0%	22.9%	16.2%
Very dissatisfied	10.3%	5.1%	6.0%	5.7%	6.8%

Q3-8. Overall appearance of major corridors

Very satisfied	6.5%	6.1%	1.7%	3.6%	4.2%
Satisfied	37.4%	32.3%	38.9%	26.8%	34.1%
Neutral	37.4%	40.2%	36.6%	27.7%	37.1%
Dissatisfied	8.1%	15.9%	17.7%	30.4%	17.4%
Very dissatisfied	10.6%	5.5%	5.1%	11.6%	7.2%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q3-9. Overall Downtown Fayetteville experience

Very satisfied	13.6%	11.8%	7.3%	8.1%	9.8%
Satisfied	34.4%	46.2%	49.7%	44.1%	44.0%
Neutral	29.6%	24.9%	26.0%	27.9%	27.7%
Dissatisfied	14.4%	13.6%	11.3%	10.8%	12.6%
Very dissatisfied	8.0%	3.6%	5.6%	9.0%	5.8%

Q3-10. Overall strength of Fayetteville's economy

Very satisfied	8.9%	4.7%	1.8%	4.7%	5.1%
Satisfied	24.2%	33.3%	32.7%	34.6%	30.1%
Neutral	30.6%	34.7%	37.0%	36.4%	35.4%
Dissatisfied	25.8%	18.7%	21.2%	17.8%	21.1%
Very dissatisfied	10.5%	8.7%	7.3%	6.5%	8.2%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q3-11. Overall availability of employment opportunities in Fayetteville

Very satisfied	5.5%	3.8%	1.2%	6.2%	4.1%
Satisfied	23.6%	22.4%	19.5%	23.7%	21.1%
Neutral	22.8%	32.7%	38.4%	32.0%	32.5%
Dissatisfied	24.4%	24.4%	26.8%	26.8%	25.5%
Very dissatisfied	23.6%	16.7%	14.0%	11.3%	16.8%

Q3-12. Overall quality of businesses, services & retail in Fayetteville

Very satisfied	7.1%	10.0%	3.4%	6.4%	6.6%
Satisfied	38.6%	44.7%	45.5%	36.7%	41.5%
Neutral	35.4%	31.8%	31.5%	35.8%	33.8%
Dissatisfied	7.9%	8.8%	14.6%	16.5%	11.7%
Very dissatisfied	11.0%	4.7%	5.1%	4.6%	6.3%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q3-13. Overall availability of sports venues in Fayetteville

Very satisfied	5.2%	5.2%	5.6%	8.7%	5.9%
Satisfied	27.0%	30.3%	27.8%	20.4%	26.5%
Neutral	39.1%	38.7%	39.5%	39.8%	39.5%
Dissatisfied	18.3%	17.4%	19.8%	20.4%	19.1%
Very dissatisfied	10.4%	8.4%	7.4%	10.7%	9.0%

Q3-14. Overall affordability of housing in Fayetteville

Very satisfied	7.6%	5.7%	4.3%	12.4%	6.8%
Satisfied	16.7%	33.8%	36.0%	41.9%	31.9%
Neutral	34.8%	34.4%	32.3%	33.3%	33.7%
Dissatisfied	23.5%	18.5%	15.9%	9.5%	17.3%
Very dissatisfied	17.4%	7.6%	11.6%	2.9%	10.3%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q4-1. Used a City recreation center

Yes	47.1%	48.9%	58.9%	45.6%	50.4%
No	52.9%	51.1%	41.1%	54.4%	49.6%

Q4-2. Used a City swimming pool

Yes	24.1%	18.2%	18.8%	9.6%	18.9%
No	75.9%	81.8%	81.2%	90.4%	81.1%

Q4-3. Participated in City athletic programs

Yes	18.4%	17.7%	18.9%	28.1%	19.9%
No	81.6%	82.3%	81.1%	71.9%	80.1%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-4. Participated in other City recreation programs</u>					
Yes	26.2%	28.7%	32.2%	32.5%	30.1%
No	73.8%	71.3%	67.8%	67.5%	69.9%
 <u>Q4-5. Visited a neighborhood or City park</u>					
Yes	69.8%	78.4%	78.5%	85.1%	76.7%
No	30.2%	21.6%	21.5%	14.9%	23.3%
 <u>Q4-6. Participated in a community watch program or crime prevention meeting</u>					
Yes	24.3%	26.3%	30.0%	23.7%	26.8%
No	75.7%	73.7%	70.0%	76.3%	73.2%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-7. Participated in a public meeting of an appointed board or commission</u>					
Yes	12.9%	16.6%	21.0%	21.9%	17.7%
No	87.1%	83.4%	79.0%	78.1%	82.3%
 <u>Q4-8. Attended or viewed a City Council meeting</u>					
Yes	25.7%	25.7%	34.3%	36.5%	30.7%
No	74.3%	74.3%	65.7%	63.5%	69.3%
 <u>Q4-9. Ridden FAST Bus System and/or FASTTRAC! ADA Van System</u>					
Yes	36.6%	13.6%	15.5%	4.4%	18.2%
No	63.4%	86.4%	84.5%	95.6%	81.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-10. Attended Dogwood Festival</u>					
Yes	45.7%	62.6%	56.4%	59.6%	56.8%
No	54.3%	37.4%	43.6%	40.4%	43.2%
<u>Q4-11. Attended International Folk Festival</u>					
Yes	36.4%	50.6%	43.1%	51.3%	45.5%
No	63.6%	49.4%	56.9%	48.7%	54.5%
<u>Q4-12. Visited North Carolina Veterans Park</u>					
Yes	46.0%	65.9%	69.3%	62.6%	61.1%
No	54.0%	34.1%	30.7%	37.4%	38.9%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-13. Attended an event at, or visited, Festival Park</u>					
Yes	47.8%	72.4%	64.2%	72.8%	64.4%
No	52.2%	27.6%	35.8%	27.2%	35.6%
 <u>Q4-14. Called Code Enforcement</u>					
Yes	26.2%	20.1%	21.8%	27.8%	23.3%
No	73.8%	79.9%	78.2%	72.2%	76.7%
 <u>Q4-15. Called or visited Police Department</u>					
Yes	51.1%	45.4%	50.0%	47.4%	48.2%
No	48.9%	54.6%	50.0%	52.6%	51.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q4-16. Visited Downtown Fayetteville

Yes	72.3%	89.8%	84.0%	92.2%	84.8%
No	27.7%	10.2%	16.0%	7.8%	15.2%

Q4-17. Used Downtown parking deck

Yes	25.0%	21.0%	28.7%	28.1%	24.6%
No	75.0%	79.0%	71.3%	71.9%	75.4%

Q4-18. Watched City show, Fayetteville in 5

Yes	21.3%	23.4%	24.4%	29.2%	25.1%
No	78.7%	76.6%	75.6%	70.8%	74.9%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-19. Used Fayetteville Regional Airport</u>					
Yes	43.3%	60.8%	66.9%	83.5%	61.8%
No	56.7%	39.2%	33.1%	16.5%	38.2%
<u>Q4-20. Used fire protection & rescue services</u>					
Yes	35.5%	25.7%	27.6%	23.5%	27.8%
No	64.5%	74.3%	72.4%	76.5%	72.2%
<u>Q4-21. Contacted Fayetteville Call Center (433-1FAY)</u>					
Yes	23.4%	24.0%	23.3%	21.1%	22.0%
No	76.6%	76.0%	76.7%	78.9%	78.0%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-22. Visited City's website</u>					
Yes	37.6%	50.0%	53.3%	63.5%	50.7%
No	62.4%	50.0%	46.7%	36.5%	49.3%
<u>Q4-23. Used FayFixIt</u>					
Yes	9.9%	16.8%	19.9%	19.5%	16.1%
No	90.1%	83.2%	80.1%	80.5%	83.9%
<u>Q4-24. Followed City's social media (Facebook or Twitter)</u>					
Yes	22.7%	25.0%	22.9%	25.9%	23.2%
No	77.3%	75.0%	77.1%	74.1%	76.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-25. Participated in Economic & Community Development business grant program</u>					
Yes	5.7%	3.4%	4.5%	0.0%	3.2%
No	94.3%	96.6%	95.5%	100.0%	96.8%
 <u>Q4-26. Participated in Economic & Community Development business loan program</u>					
Yes	4.3%	1.7%	1.7%	0.0%	2.0%
No	95.7%	98.3%	98.3%	100.0%	98.0%
 <u>Q4-27. Participated in Economic & Community Development business counseling program</u>					
Yes	2.9%	2.9%	3.9%	0.9%	2.6%
No	97.1%	97.1%	96.1%	99.1%	97.4%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-28. Applied for a zoning permit</u>					
Yes	3.5%	4.6%	5.6%	5.3%	4.7%
No	96.5%	95.4%	94.4%	94.7%	95.3%
<u>Q4-29. Applied for a building permit</u>					
Yes	6.4%	14.4%	12.2%	14.9%	11.9%
No	93.6%	85.6%	87.8%	85.1%	88.1%
<u>Q4-30. Had a building trades inspection performed at your property</u>					
Yes	5.8%	13.2%	15.6%	10.6%	11.8%
No	94.2%	86.8%	84.4%	89.4%	88.2%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q5-1. City efforts to prevent crime

Very satisfied	14.3%	11.5%	6.9%	8.8%	9.9%
Satisfied	37.6%	37.6%	51.4%	46.0%	43.0%
Neutral	24.8%	32.1%	25.7%	21.2%	27.1%
Dissatisfied	11.3%	13.3%	12.6%	15.9%	12.7%
Very dissatisfied	12.0%	5.5%	3.4%	8.0%	7.3%

Q5-2. Enforcement of local traffic laws

Very satisfied	14.1%	7.1%	4.5%	5.2%	7.5%
Satisfied	34.8%	37.5%	48.0%	45.2%	40.6%
Neutral	30.4%	32.1%	23.7%	24.3%	28.1%
Dissatisfied	10.4%	16.1%	19.2%	13.0%	15.3%
Very dissatisfied	10.4%	7.1%	4.5%	12.2%	8.4%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q5-3. How quickly police respond to emergencies

Very satisfied	17.3%	14.7%	10.6%	14.7%	13.8%
Satisfied	33.1%	39.9%	49.1%	45.3%	42.2%
Neutral	27.6%	32.2%	29.8%	26.3%	29.3%
Dissatisfied	12.6%	8.4%	8.1%	5.3%	8.5%
Very dissatisfied	9.4%	4.9%	2.5%	8.4%	6.3%

Q5-4. Frequency that police officers patrol your neighborhood

Very satisfied	14.2%	10.0%	7.1%	9.8%	10.2%
Satisfied	36.2%	24.4%	42.4%	25.0%	31.4%
Neutral	20.5%	38.1%	27.1%	35.7%	30.3%
Dissatisfied	18.1%	16.3%	15.3%	17.0%	17.5%
Very dissatisfied	11.0%	11.3%	8.2%	12.5%	10.6%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q5-5. City efforts to prevent fires

Very satisfied	18.3%	17.3%	13.6%	12.7%	15.4%
Satisfied	46.1%	44.9%	53.7%	46.8%	47.3%
Neutral	30.4%	33.9%	29.3%	39.2%	33.5%
Dissatisfied	3.5%	1.6%	2.0%	0.0%	2.1%
Very dissatisfied	1.7%	2.4%	1.4%	1.3%	1.7%

Q5-6. Enforcement of fire code

Very satisfied	16.1%	15.5%	11.9%	9.3%	13.3%
Satisfied	47.3%	40.5%	50.0%	56.0%	45.8%
Neutral	29.5%	39.7%	31.7%	32.0%	35.2%
Dissatisfied	3.6%	1.7%	3.2%	1.3%	2.5%
Very dissatisfied	3.6%	2.6%	3.2%	1.3%	3.1%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q6-1. When walking alone in your neighborhood during the day

Very safe	23.0%	32.7%	37.7%	37.5%	31.6%
Safe	46.0%	40.4%	45.1%	50.0%	45.4%
Neutral	17.3%	14.0%	10.3%	9.8%	12.8%
Unsafe	10.1%	9.9%	5.1%	1.8%	7.5%
Very unsafe	3.6%	2.9%	1.7%	0.9%	2.7%

Q6-2. When walking alone in your neighborhood at night

Very safe	6.0%	13.9%	16.1%	15.3%	12.8%
Safe	23.3%	25.3%	32.7%	41.4%	29.9%
Neutral	23.3%	24.7%	21.4%	23.4%	22.8%
Unsafe	25.6%	20.3%	22.0%	17.1%	21.4%
Very unsafe	21.8%	15.8%	7.7%	2.7%	13.1%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q6-3. When walking alone in the park nearest to your home during the day

Very safe	11.5%	18.7%	17.1%	12.4%	15.7%
Safe	38.9%	33.6%	42.4%	45.4%	39.4%
Neutral	27.4%	22.4%	20.9%	18.6%	22.2%
Unsafe	15.0%	19.4%	17.1%	15.5%	17.2%
Very unsafe	7.1%	6.0%	2.5%	8.2%	5.5%

Q6-4. When visiting recreation centers

Very safe	17.9%	23.9%	17.0%	16.3%	19.4%
Safe	40.2%	42.0%	60.5%	43.5%	47.1%
Neutral	35.7%	26.8%	17.0%	23.9%	25.2%
Unsafe	2.7%	5.1%	4.8%	10.9%	5.8%
Very unsafe	3.6%	2.2%	0.7%	5.4%	2.5%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q6-5. In Downtown Fayetteville

Very safe	15.2%	21.2%	13.4%	11.4%	15.1%
Safe	45.6%	46.7%	59.9%	52.4%	51.5%
Neutral	28.0%	21.2%	19.2%	25.7%	23.1%
Unsafe	8.0%	8.5%	5.2%	7.6%	7.7%
Very unsafe	3.2%	2.4%	2.3%	2.9%	2.5%

Q6-6. When riding FAST buses

Very safe	16.1%	10.3%	5.1%	10.3%	10.5%
Safe	26.4%	22.4%	28.8%	13.8%	26.1%
Neutral	43.7%	51.7%	54.2%	51.7%	48.6%
Unsafe	5.7%	10.3%	11.9%	13.8%	9.3%
Very unsafe	8.0%	5.2%	0.0%	10.3%	5.4%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q6-7. Shopping at a retail store or center

Very safe	16.5%	20.3%	10.8%	16.2%	16.3%
Safe	43.6%	44.8%	60.2%	48.6%	48.8%
Neutral	26.3%	26.7%	21.0%	26.1%	25.8%
Unsafe	11.3%	4.7%	7.4%	6.3%	7.1%
Very unsafe	2.3%	3.5%	0.6%	2.7%	2.1%

Q6-8. Overall feeling of safety in Fayetteville

Very safe	10.4%	9.8%	7.9%	10.6%	9.7%
Safe	32.6%	44.3%	54.8%	42.5%	43.8%
Neutral	34.8%	32.8%	25.4%	29.2%	30.4%
Unsafe	17.8%	8.0%	9.0%	13.3%	11.8%
Very unsafe	4.4%	5.2%	2.8%	4.4%	4.3%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q7-1. Quality & condition of City Parks & Recreation facilities</u>					
Very satisfied	17.1%	20.5%	9.2%	8.5%	13.6%
Satisfied	45.3%	45.2%	64.5%	54.3%	51.9%
Neutral	28.2%	21.9%	19.1%	23.4%	24.2%
Dissatisfied	5.1%	10.3%	7.2%	11.7%	8.5%
Very dissatisfied	4.3%	2.1%	0.0%	2.1%	1.9%
<u>Q7-2. Quality & condition of greenways & trails in City</u>					
Very satisfied	11.5%	14.7%	8.3%	7.4%	10.6%
Satisfied	43.3%	40.4%	52.8%	43.2%	44.9%
Neutral	32.7%	36.0%	29.9%	32.6%	33.5%
Dissatisfied	7.7%	6.6%	8.3%	11.6%	8.1%
Very dissatisfied	4.8%	2.2%	0.7%	5.3%	2.8%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q7-3. Diversity of City recreation opportunities

Very satisfied	7.2%	10.2%	6.2%	3.4%	7.6%
Satisfied	36.9%	43.8%	42.1%	40.2%	39.6%
Neutral	39.6%	32.8%	35.9%	35.6%	36.4%
Dissatisfied	8.1%	9.4%	14.5%	16.1%	12.0%
Very dissatisfied	8.1%	3.9%	1.4%	4.6%	4.4%

Q7-4. Overall quality of City's recreation programs & services

Very satisfied	11.5%	10.9%	9.0%	6.0%	9.6%
Satisfied	37.2%	44.2%	50.3%	45.2%	42.9%
Neutral	38.9%	33.3%	30.3%	35.7%	35.8%
Dissatisfied	6.2%	7.8%	8.3%	10.7%	8.0%
Very dissatisfied	6.2%	3.9%	2.1%	2.4%	3.6%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q7-5. Cultural programming (events, concerts, festivals)</u>					
Very satisfied	13.6%	16.4%	10.3%	8.7%	12.3%
Satisfied	43.2%	38.4%	50.0%	42.7%	43.9%
Neutral	29.7%	32.9%	25.6%	28.2%	28.3%
Dissatisfied	5.9%	8.9%	10.3%	16.5%	10.4%
Very dissatisfied	7.6%	3.4%	3.8%	3.9%	5.2%

Q7-6. Customer service provided by City's Parks & Recreation staff

Very satisfied	11.2%	13.0%	13.3%	6.1%	11.4%
Satisfied	38.3%	42.6%	48.1%	47.6%	43.9%
Neutral	39.3%	33.9%	31.1%	37.8%	35.3%
Dissatisfied	5.6%	6.1%	5.9%	6.1%	6.1%
Very dissatisfied	5.6%	4.3%	1.5%	2.4%	3.3%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q7-7. Availability of City parks

Very satisfied	18.0%	16.4%	10.1%	11.7%	14.1%
Satisfied	37.8%	45.4%	53.2%	43.7%	45.7%
Neutral	32.4%	24.3%	25.3%	32.0%	28.5%
Dissatisfied	6.3%	9.2%	9.5%	9.7%	8.1%
Very dissatisfied	5.4%	4.6%	1.9%	2.9%	3.6%

Q7-8. Availability of biking trails

Very satisfied	11.1%	10.7%	5.3%	5.6%	8.1%
Satisfied	34.4%	30.4%	38.9%	24.7%	33.2%
Neutral	35.6%	33.9%	33.6%	40.4%	35.8%
Dissatisfied	14.4%	19.6%	19.8%	23.6%	18.4%
Very dissatisfied	4.4%	5.4%	2.3%	5.6%	4.5%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q7-9. Availability of swimming pools

Very satisfied	9.5%	6.6%	6.0%	4.7%	6.9%
Satisfied	41.0%	32.8%	37.6%	27.1%	35.2%
Neutral	31.4%	36.1%	35.3%	43.5%	35.6%
Dissatisfied	9.5%	17.2%	18.8%	16.5%	15.8%
Very dissatisfied	8.6%	7.4%	2.3%	8.2%	6.5%

Q7-10. Availability of recreational programming

Very satisfied	11.8%	7.1%	6.6%	3.6%	7.2%
Satisfied	39.2%	40.2%	47.4%	34.9%	41.6%
Neutral	33.3%	40.2%	34.3%	48.2%	38.2%
Dissatisfied	8.8%	7.9%	9.5%	9.6%	8.7%
Very dissatisfied	6.9%	4.7%	2.2%	3.6%	4.2%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q8. Top choice					
Quality & condition of City Parks & Recreation facilities	13.7%	15.7%	16.6%	15.7%	16.4%
Quality & condition of greenways & trails in City	4.1%	6.2%	7.7%	6.1%	5.6%
Diversity of City recreation opportunities	4.1%	5.6%	7.2%	5.2%	5.9%
Overall quality of City's recreation programs & services	7.5%	8.4%	5.0%	7.0%	6.5%
Cultural programming (events, concerts, festivals)	6.8%	9.0%	10.5%	14.8%	9.6%
Customer service provided by City's Parks & Recreation staff	2.1%	1.1%	1.1%	1.7%	1.3%
Availability of City parks	3.4%	3.4%	2.8%	3.5%	3.6%
Availability of biking trails	1.4%	4.5%	5.0%	7.8%	4.5%
Availability of swimming pools	2.7%	7.9%	7.7%	4.3%	6.3%
Availability of recreational programming	0.7%	0.6%	3.9%	2.6%	1.7%
None chosen	53.4%	37.6%	32.6%	31.3%	38.6%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q8. 2nd choice					
Quality & condition of City Parks & Recreation facilities	2.7%	6.7%	5.5%	6.1%	4.9%
Quality & condition of greenways & trails in City	4.1%	5.1%	3.9%	13.9%	6.2%
Diversity of City recreation opportunities	8.2%	5.6%	14.9%	7.0%	8.9%
Overall quality of City's recreation programs & services	3.4%	5.6%	4.4%	5.2%	4.3%
Cultural programming (events, concerts, festivals)	4.1%	13.5%	8.3%	8.7%	9.1%
Customer service provided by City's Parks & Recreation staff	1.4%	1.7%	0.6%	1.7%	1.7%
Availability of City parks	4.1%	2.8%	3.9%	2.6%	3.4%
Availability of biking trails	4.8%	5.1%	7.2%	6.1%	6.2%
Availability of swimming pools	4.8%	4.5%	3.9%	5.2%	4.7%
Availability of recreational programming	4.1%	3.9%	7.2%	6.1%	5.5%
None chosen	58.2%	45.5%	40.3%	37.4%	45.1%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q8. Sum of top 2 choices</u>					
Quality & condition of City Parks & Recreation facilities	11.6%	14.5%	13.8%	13.4%	13.7%
Quality & condition of greenways & trails in City	5.8%	7.3%	7.3%	12.3%	7.6%
Diversity of City recreation opportunities	8.7%	7.3%	13.8%	7.5%	9.6%
Overall quality of City's recreation programs & services	7.7%	9.1%	5.9%	7.5%	7.0%
Cultural programming (events, concerts, festivals)	7.7%	14.5%	11.8%	14.4%	12.1%
Customer service provided by City's Parks & Recreation staff	2.4%	1.8%	1.0%	2.1%	1.9%
Availability of City parks	5.3%	4.0%	4.2%	3.7%	4.5%
Availability of biking trails	4.3%	6.2%	7.6%	8.6%	6.9%
Availability of swimming pools	5.3%	8.0%	7.3%	5.9%	7.1%
Availability of recreational programming	3.4%	2.9%	6.9%	5.3%	4.6%
None chosen	37.7%	24.4%	20.4%	19.3%	25.0%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-1. Enforcement of junk & debris cleanup on private property</u>					
Very satisfied	13.6%	8.5%	4.5%	6.3%	8.1%
Satisfied	27.2%	30.1%	32.1%	17.7%	27.2%
Neutral	20.0%	20.9%	17.3%	21.9%	20.3%
Dissatisfied	24.0%	24.2%	34.0%	42.7%	30.3%
Very dissatisfied	15.2%	16.3%	12.2%	11.5%	14.0%
<u>Q9-2. Enforcement of mowing on private property</u>					
Very satisfied	14.5%	8.7%	5.2%	5.4%	7.9%
Satisfied	32.3%	30.9%	29.0%	16.3%	28.3%
Neutral	29.0%	28.2%	27.7%	32.6%	29.5%
Dissatisfied	12.9%	21.5%	28.4%	33.7%	23.1%
Very dissatisfied	11.3%	10.7%	9.7%	12.0%	11.2%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-3. Removal of abandoned or inoperative vehicles from private property</u>					
Very satisfied	13.9%	8.1%	4.1%	5.8%	7.5%
Satisfied	26.2%	23.5%	28.3%	15.1%	23.9%
Neutral	32.0%	33.1%	25.5%	33.7%	30.8%
Dissatisfied	18.0%	18.4%	29.0%	33.7%	24.4%
Very dissatisfied	9.8%	16.9%	13.1%	11.6%	13.4%
<u>Q9-4. Appearance of houses in your neighborhood</u>					
Very satisfied	13.4%	16.5%	15.5%	18.9%	15.5%
Satisfied	29.9%	36.6%	42.0%	39.6%	37.5%
Neutral	29.9%	23.2%	20.1%	24.5%	24.3%
Dissatisfied	17.9%	14.0%	18.4%	10.4%	15.2%
Very dissatisfied	9.0%	9.8%	4.0%	6.6%	7.6%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-5. Graffiti removal</u>					
Very satisfied	21.0%	13.6%	7.2%	10.5%	12.9%
Satisfied	22.9%	32.7%	44.1%	22.4%	32.4%
Neutral	41.9%	42.7%	37.8%	55.3%	42.3%
Dissatisfied	9.5%	7.3%	4.5%	7.9%	7.7%
Very dissatisfied	4.8%	3.6%	6.3%	3.9%	4.8%
 <u>Q9-6. Enforcement of sign ordinance</u>					
Very satisfied	13.9%	11.3%	5.9%	8.9%	10.1%
Satisfied	30.6%	33.9%	42.4%	21.5%	33.3%
Neutral	40.7%	37.4%	37.3%	51.9%	40.2%
Dissatisfied	12.0%	13.0%	11.0%	10.1%	11.8%
Very dissatisfied	2.8%	4.3%	3.4%	7.6%	4.5%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-7. Enforcement of illegal uses (5.7., property correctly zoned for intended use)</u>					
Very satisfied	13.1%	8.8%	4.8%	7.2%	8.9%
Satisfied	29.3%	30.4%	35.6%	27.5%	30.9%
Neutral	44.4%	42.2%	43.3%	53.6%	45.4%
Dissatisfied	8.1%	12.7%	10.6%	2.9%	8.7%
Very dissatisfied	5.1%	5.9%	5.8%	8.7%	6.0%
<u>Q9-8. Enforcement of ordinance preventing illegal development activity</u>					
Very satisfied	15.7%	10.7%	4.9%	7.5%	10.0%
Satisfied	26.5%	32.0%	35.3%	23.9%	30.2%
Neutral	43.1%	37.9%	42.2%	55.2%	42.6%
Dissatisfied	5.9%	9.7%	5.9%	6.0%	8.0%
Very dissatisfied	8.8%	9.7%	11.8%	7.5%	9.2%

Q10. How responsive is the City to your code enforcement requests for service/complaints? (without "not provided")

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Very responsive	18.4%	13.5%	11.8%	9.9%	14.3%
Somewhat responsive	41.6%	26.9%	30.7%	33.7%	32.6%
Not at all responsive	6.4%	10.3%	7.8%	7.9%	7.7%
Not applicable	33.6%	49.4%	49.7%	48.5%	45.4%

Q11. Planning and Zoning. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q11-1. Overall quality of new residential development in City

Very satisfied	14.5%	10.6%	6.4%	5.0%	9.3%
Satisfied	35.0%	40.4%	44.6%	41.6%	40.7%
Neutral	34.2%	39.7%	36.9%	34.7%	37.0%
Dissatisfied	11.1%	5.7%	8.9%	14.9%	9.5%
Very dissatisfied	5.1%	3.5%	3.2%	4.0%	3.5%

Q11-2. Overall quality of new commercial development (e.g. stores, restaurants)

Very satisfied	16.0%	11.6%	9.6%	8.6%	11.2%
Satisfied	37.6%	45.2%	45.5%	46.7%	43.7%
Neutral	32.0%	31.0%	30.5%	29.5%	31.7%
Dissatisfied	8.8%	9.0%	9.6%	12.4%	9.7%
Very dissatisfied	5.6%	3.2%	4.8%	2.9%	3.8%

Q11. Planning and Zoning. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q11-3. How well City is planning for growth

Very satisfied	13.8%	12.9%	3.9%	5.1%	8.9%
Satisfied	30.9%	23.7%	29.6%	24.5%	27.1%
Neutral	29.3%	38.1%	34.9%	32.7%	34.3%
Dissatisfied	17.9%	18.7%	19.7%	25.5%	20.6%
Very dissatisfied	8.1%	6.5%	11.8%	12.2%	9.1%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q12-1. Overall quality of street maintenance & repair

Very satisfied	10.4%	3.5%	1.7%	2.8%	4.2%
Satisfied	21.5%	34.7%	34.3%	29.9%	30.4%
Neutral	25.2%	22.5%	29.2%	28.0%	25.3%
Dissatisfied	30.4%	27.7%	23.6%	26.2%	27.7%
Very dissatisfied	12.6%	11.6%	11.2%	13.1%	12.3%

Q12-2. Condition of streets in your neighborhood

Very satisfied	9.7%	9.8%	7.7%	10.1%	8.8%
Satisfied	33.6%	41.4%	51.4%	47.7%	43.0%
Neutral	26.1%	22.4%	17.7%	19.3%	21.3%
Dissatisfied	19.4%	20.1%	18.2%	16.5%	19.7%
Very dissatisfied	11.2%	6.3%	5.0%	6.4%	7.2%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q12-3. Cleanliness of City streets

Very satisfied	8.0%	8.0%	6.7%	4.7%	7.0%
Satisfied	32.1%	42.9%	42.2%	39.3%	39.3%
Neutral	25.5%	28.0%	29.4%	29.9%	27.9%
Dissatisfied	24.1%	13.7%	17.8%	16.8%	18.0%
Very dissatisfied	10.2%	7.4%	3.9%	9.3%	7.7%

Q12-4. Condition of street signs & traffic signals

Very satisfied	11.8%	12.0%	8.3%	6.4%	9.4%
Satisfied	52.9%	54.9%	66.7%	57.8%	57.5%
Neutral	19.1%	24.6%	18.3%	24.8%	22.8%
Dissatisfied	8.8%	4.0%	4.4%	6.4%	6.1%
Very dissatisfied	7.4%	4.6%	2.2%	4.6%	4.2%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q12-5. Cleanliness & appearance of medians & roadsides

Very satisfied	8.2%	5.8%	5.0%	3.7%	5.7%
Satisfied	32.8%	39.5%	43.6%	36.1%	39.2%
Neutral	23.9%	26.7%	24.6%	38.0%	27.4%
Dissatisfied	26.1%	20.3%	19.6%	13.9%	19.7%
Very dissatisfied	9.0%	7.6%	7.3%	8.3%	8.0%

Q12-6. Condition of sidewalks

Very satisfied	10.1%	6.0%	3.5%	5.9%	6.1%
Satisfied	38.8%	39.3%	45.9%	39.2%	40.3%
Neutral	20.2%	31.0%	30.2%	29.4%	29.4%
Dissatisfied	18.6%	13.1%	15.1%	15.7%	15.1%
Very dissatisfied	12.4%	10.7%	5.2%	9.8%	9.0%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q12-7. Condition of City parks

Very satisfied	11.2%	14.3%	8.5%	9.1%	10.6%
Satisfied	45.6%	45.5%	52.1%	45.5%	47.1%
Neutral	29.6%	31.2%	27.9%	36.4%	31.3%
Dissatisfied	8.0%	6.5%	10.3%	7.1%	8.3%
Very dissatisfied	5.6%	2.6%	1.2%	2.0%	2.7%

Q12-8. Cleanliness of stormwater drains & creeks in your neighborhood

Very satisfied	9.7%	7.9%	6.5%	5.8%	7.3%
Satisfied	22.6%	38.8%	39.1%	38.5%	34.9%
Neutral	30.6%	27.9%	28.4%	27.9%	28.6%
Dissatisfied	19.4%	17.6%	20.1%	21.2%	19.4%
Very dissatisfied	17.7%	7.9%	5.9%	6.7%	9.8%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q12-9. How quickly street repairs are made

Very satisfied	6.5%	4.4%	2.5%	3.0%	3.8%
Satisfied	20.3%	22.5%	26.7%	25.3%	23.0%
Neutral	35.8%	31.9%	36.6%	28.3%	32.7%
Dissatisfied	19.5%	19.4%	21.1%	24.2%	22.2%
Very dissatisfied	17.9%	21.9%	13.0%	19.2%	18.3%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Overall quality of street maintenance & repair	21.2%	31.5%	29.3%	24.3%	28.0%
Condition of streets in your neighborhood	5.5%	4.5%	3.9%	8.7%	5.7%
Cleanliness of City streets	8.2%	3.9%	8.3%	11.3%	7.2%
Condition of street signs & traffic signals	1.4%	2.2%	3.3%	0.0%	1.9%
Cleanliness & appearance of medians & roadsides	4.8%	5.1%	6.1%	7.0%	5.2%
Condition of sidewalks	4.8%	7.3%	7.7%	8.7%	6.6%
Condition of City parks	1.4%	1.1%	3.9%	1.7%	2.2%
Cleanliness of stormwater drains & creeks in your neighborhood	8.9%	5.6%	8.8%	8.7%	7.9%
How quickly street repairs are made	5.5%	14.0%	10.5%	8.7%	9.8%
None chosen	38.4%	24.7%	18.2%	20.9%	25.6%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Overall quality of street maintenance & repair	6.8%	9.0%	10.5%	11.3%	9.3%
Condition of streets in your neighborhood	8.2%	11.8%	12.7%	8.7%	11.1%
Cleanliness of City streets	4.8%	9.0%	8.8%	13.0%	8.9%
Condition of street signs & traffic signals	2.7%	2.2%	1.7%	2.6%	2.3%
Cleanliness & appearance of medians & roadsides	7.5%	8.4%	12.2%	11.3%	9.8%
Condition of sidewalks	4.8%	6.7%	5.0%	6.1%	5.5%
Condition of City parks	0.7%	4.5%	5.0%	3.5%	3.6%
Cleanliness of stormwater drains & creeks in your neighborhood	10.3%	6.2%	7.2%	6.1%	7.3%
How quickly street repairs are made	9.6%	11.8%	14.4%	13.0%	11.9%
None chosen	44.5%	30.3%	22.7%	24.3%	30.3%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q13. 3rd choice					
Overall quality of street maintenance & repair	9.6%	9.6%	9.4%	10.4%	8.8%
Condition of streets in your neighborhood	4.1%	6.7%	7.7%	3.5%	5.6%
Cleanliness of City streets	6.2%	10.7%	8.8%	10.4%	9.3%
Condition of street signs & traffic signals	1.4%	0.6%	2.2%	1.7%	1.3%
Cleanliness & appearance of medians & roadsides	4.8%	7.9%	8.3%	12.2%	7.8%
Condition of sidewalks	6.8%	8.4%	6.1%	4.3%	6.3%
Condition of City parks	4.8%	5.6%	6.1%	8.7%	6.0%
Cleanliness of stormwater drains & creeks in your neighborhood	4.8%	7.9%	4.4%	7.0%	6.3%
How quickly street repairs are made	7.5%	5.6%	15.5%	10.4%	10.6%
None chosen	50.0%	37.1%	31.5%	31.3%	37.9%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q13. Sum of top 3 choices					
Overall quality of street maintenance & repair	37.7%	50.0%	49.2%	46.1%	46.1%
Condition of streets in your neighborhood	17.8%	23.0%	24.3%	20.9%	22.4%
Cleanliness of City streets	19.2%	23.6%	26.0%	34.8%	25.4%
Condition of street signs & traffic signals	5.5%	5.1%	7.2%	4.3%	5.5%
Cleanliness & appearance of medians & roadsides	17.1%	21.3%	26.5%	30.4%	22.7%
Condition of sidewalks	16.4%	22.5%	18.8%	19.1%	18.4%
Condition of City parks	6.8%	11.2%	14.9%	13.9%	11.8%
Cleanliness of stormwater drains & creeks in your neighborhood	24.0%	19.7%	20.4%	21.7%	21.6%
How quickly street repairs are made	22.6%	31.5%	40.3%	32.2%	32.3%
None chosen	38.4%	24.7%	18.2%	20.9%	25.6%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q14-1. Solid waste collection services</u>					
Very satisfied	25.2%	33.7%	25.3%	31.5%	27.6%
Satisfied	45.8%	46.2%	56.3%	53.2%	52.1%
Neutral	19.1%	12.4%	10.3%	8.1%	12.4%
Dissatisfied	4.6%	4.1%	6.9%	5.4%	5.1%
Very dissatisfied	5.3%	3.6%	1.1%	1.8%	2.9%
<u>Q14-2. Curbside recycling services</u>					
Very satisfied	27.8%	33.3%	22.5%	29.6%	26.4%
Satisfied	40.5%	47.0%	56.6%	54.6%	51.5%
Neutral	18.3%	10.1%	10.4%	8.3%	12.3%
Dissatisfied	7.9%	5.4%	6.4%	6.5%	6.4%
Very dissatisfied	5.6%	4.2%	4.0%	0.9%	3.4%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q14-3. Bulky item pick up/removal services (e.g. old furniture, appliances)</u>					
Very satisfied	20.5%	20.6%	14.1%	24.7%	18.8%
Satisfied	35.4%	39.4%	48.1%	39.3%	41.3%
Neutral	21.3%	21.3%	22.4%	21.3%	21.0%
Dissatisfied	13.4%	13.8%	12.2%	10.1%	13.1%
Very dissatisfied	9.4%	5.0%	3.2%	4.5%	5.9%
 <u>Q14-4. Loose leaf collection</u>					
Very satisfied	20.7%	24.7%	12.4%	18.8%	18.8%
Satisfied	41.3%	44.8%	54.7%	47.5%	47.9%
Neutral	24.0%	20.1%	18.0%	13.9%	18.4%
Dissatisfied	5.0%	8.4%	10.6%	14.9%	10.4%
Very dissatisfied	9.1%	1.9%	4.3%	5.0%	4.5%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q14-5. Containerized yard waste & limb collection

Very satisfied	22.0%	28.6%	12.7%	24.8%	21.5%
Satisfied	42.3%	44.7%	62.0%	49.5%	50.7%
Neutral	24.4%	18.0%	17.1%	13.9%	17.7%
Dissatisfied	5.7%	6.2%	5.7%	8.9%	6.8%
Very dissatisfied	5.7%	2.5%	2.5%	3.0%	3.3%

Q14-6. Stream & lake (water-shed) protection

Very satisfied	12.2%	15.5%	4.5%	13.2%	11.0%
Satisfied	28.6%	32.0%	45.9%	38.2%	36.0%
Neutral	42.9%	39.8%	35.1%	38.2%	38.7%
Dissatisfied	8.2%	6.8%	9.9%	5.9%	7.9%
Very dissatisfied	8.2%	5.8%	4.5%	4.4%	6.4%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q14-7. Drainage of City streets

Very satisfied	15.6%	11.2%	4.3%	9.0%	9.6%
Satisfied	26.2%	33.6%	47.2%	32.0%	35.3%
Neutral	29.5%	37.8%	24.8%	35.0%	31.0%
Dissatisfied	15.6%	9.1%	16.8%	17.0%	15.2%
Very dissatisfied	13.1%	8.4%	6.8%	7.0%	8.9%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q15-1. Adequacy of public parking in Downtown Fayetteville

Very satisfied	6.8%	6.2%	2.9%	6.9%	5.4%
Satisfied	26.3%	30.4%	35.7%	31.4%	30.4%
Neutral	31.4%	31.1%	27.5%	28.4%	29.2%
Dissatisfied	22.0%	22.4%	25.1%	27.5%	24.8%
Very dissatisfied	13.6%	9.9%	8.8%	5.9%	10.2%

Q15-2. Availability of public transportation services in FAST bus system

Very satisfied	19.0%	9.2%	8.5%	11.6%	12.3%
Satisfied	33.0%	36.7%	34.0%	32.6%	33.5%
Neutral	22.0%	38.8%	36.2%	48.8%	34.9%
Dissatisfied	14.0%	6.1%	16.0%	4.7%	11.0%
Very dissatisfied	12.0%	9.2%	5.3%	2.3%	8.3%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q15-3. Ease of travel by car in City

Very satisfied	11.9%	11.4%	7.4%	11.0%	10.4%
Satisfied	34.1%	48.3%	54.0%	50.5%	46.5%
Neutral	31.1%	19.9%	23.9%	21.1%	24.5%
Dissatisfied	14.8%	14.8%	10.8%	12.8%	13.1%
Very dissatisfied	8.1%	5.7%	4.0%	4.6%	5.6%

Q15-4. Ease of walking in City

Very satisfied	14.7%	10.2%	6.8%	5.8%	9.3%
Satisfied	30.2%	35.0%	42.2%	34.0%	35.9%
Neutral	29.5%	26.8%	24.8%	23.3%	26.8%
Dissatisfied	13.2%	16.6%	14.3%	27.2%	17.0%
Very dissatisfied	12.4%	11.5%	11.8%	9.7%	10.9%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q15-5. Ease of biking in City

Very satisfied	16.5%	4.4%	6.7%	1.2%	7.3%
Satisfied	21.4%	21.1%	21.0%	20.5%	20.4%
Neutral	35.0%	28.9%	31.1%	27.7%	32.7%
Dissatisfied	13.6%	27.2%	21.8%	36.1%	23.4%
Very dissatisfied	13.6%	18.4%	19.3%	14.5%	16.1%

Q15-6. Overall traffic safety

Very satisfied	6.9%	7.8%	3.4%	4.5%	5.7%
Satisfied	31.3%	34.7%	38.1%	30.0%	33.3%
Neutral	31.3%	32.9%	32.4%	37.3%	34.5%
Dissatisfied	19.8%	16.8%	17.0%	21.8%	17.8%
Very dissatisfied	10.7%	7.8%	9.1%	6.4%	8.7%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q15-7. Timing of traffic signals

Very satisfied	6.9%	8.0%	4.5%	4.6%	5.8%
Satisfied	32.3%	30.3%	36.4%	28.4%	31.6%
Neutral	27.7%	34.3%	24.4%	33.0%	30.5%
Dissatisfied	20.0%	18.3%	21.6%	22.0%	20.1%
Very dissatisfied	13.1%	9.1%	13.1%	11.9%	12.0%

Q15-8. Condition & usability of Fayetteville Regional Airport

Very satisfied	13.5%	21.8%	16.8%	21.4%	17.8%
Satisfied	32.7%	47.9%	59.0%	40.8%	46.5%
Neutral	43.3%	22.5%	18.0%	22.3%	26.7%
Dissatisfied	4.8%	5.6%	5.6%	12.6%	6.4%
Very dissatisfied	5.8%	2.1%	0.6%	2.9%	2.7%

Q16. Customer Responsiveness. During the past year, have you or other members of your household contacted the City of Fayetteville to seek services, ask a question, or file a complaint?

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16. Have you contacted City to seek services, ask a question, or file a complaint during past year</u>					
Yes	54.1%	45.5%	47.0%	43.5%	47.0%
No	45.9%	54.5%	53.0%	56.5%	53.0%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q16a-1. How easy they were to contact

Very satisfied	15.8%	27.5%	27.1%	18.8%	22.9%
Satisfied	48.7%	43.8%	51.8%	52.1%	48.9%
Neutral	18.4%	16.3%	12.9%	14.6%	14.7%
Dissatisfied	11.8%	6.3%	8.2%	10.4%	10.0%
Very dissatisfied	5.3%	6.3%	0.0%	4.2%	3.4%

Q16a-2. Courtesy of employees

Very satisfied	21.1%	38.0%	35.8%	36.2%	31.8%
Satisfied	44.7%	41.8%	49.4%	44.7%	46.6%
Neutral	19.7%	12.7%	9.9%	10.6%	12.9%
Dissatisfied	13.2%	3.8%	3.7%	4.3%	6.1%
Very dissatisfied	1.3%	3.8%	1.2%	4.3%	2.6%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16a-3. Accuracy of information & assistance you were given</u>					
Very satisfied	20.3%	27.5%	30.6%	31.9%	27.5%
Satisfied	32.4%	40.0%	37.6%	42.6%	39.9%
Neutral	28.4%	17.5%	24.7%	14.9%	20.3%
Dissatisfied	16.2%	8.8%	5.9%	4.3%	8.5%
Very dissatisfied	2.7%	6.3%	1.2%	6.4%	3.8%

Q16a-4. Time it took for your request to be answered

Very satisfied	14.7%	22.8%	25.0%	23.4%	21.6%
Satisfied	36.0%	45.6%	45.2%	42.6%	44.8%
Neutral	28.0%	15.2%	15.5%	12.8%	16.5%
Dissatisfied	10.7%	8.9%	10.7%	12.8%	10.2%
Very dissatisfied	10.7%	7.6%	3.6%	8.5%	7.0%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q16a-5. How well your issue was handled

Very satisfied	17.6%	29.5%	23.8%	29.8%	24.9%
Satisfied	36.5%	33.3%	40.5%	36.2%	38.7%
Neutral	25.7%	15.4%	16.7%	12.8%	16.9%
Dissatisfied	10.8%	7.7%	15.5%	17.0%	12.1%
Very dissatisfied	9.5%	14.1%	3.6%	4.3%	7.3%

Q16a-6. Resolution to your issue/concern

Very satisfied	21.3%	28.2%	22.6%	28.3%	24.9%
Satisfied	33.3%	33.3%	44.0%	32.6%	38.3%
Neutral	24.0%	15.4%	14.3%	17.4%	16.3%
Dissatisfied	10.7%	10.3%	13.1%	10.9%	11.2%
Very dissatisfied	10.7%	12.8%	6.0%	10.9%	9.3%

Q17. Have you heard about the City's Strategic Plan? (without "not provided")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q17. Have you heard about City's Strategic Plan

Yes	13.8%	14.9%	22.0%	26.0%	18.3%
No	86.2%	85.1%	78.0%	74.0%	81.7%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q18-1. Safe & Secure Community (e.g. Police, Fire, 911)</u>					
Very satisfied	19.8%	12.3%	11.9%	8.1%	12.6%
Satisfied	35.1%	45.8%	55.6%	50.5%	47.0%
Neutral	28.2%	29.7%	26.3%	28.3%	27.9%
Dissatisfied	12.2%	7.7%	5.0%	10.1%	9.0%
Very dissatisfied	4.6%	4.5%	1.3%	3.0%	3.4%
<u>Q18-2. Diverse & Viable Economy (e.g. new business development)</u>					
Very satisfied	10.9%	7.2%	2.8%	6.7%	6.1%
Satisfied	31.8%	30.9%	36.9%	27.8%	31.7%
Neutral	40.9%	41.7%	36.2%	42.2%	41.0%
Dissatisfied	10.0%	15.8%	18.4%	16.7%	15.6%
Very dissatisfied	6.4%	4.3%	5.7%	6.7%	5.6%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q18-3. High Quality Built Environment (e.g. streets, inspections, code enforcement)</u>					
Very satisfied	11.1%	6.0%	1.4%	6.0%	5.4%
Satisfied	29.6%	28.4%	37.1%	31.0%	32.0%
Neutral	37.0%	46.3%	40.0%	41.7%	41.8%
Dissatisfied	14.8%	14.2%	16.4%	15.5%	14.9%
Very dissatisfied	7.4%	5.2%	5.0%	6.0%	5.9%
<u>Q18-4. Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)</u>					
Very satisfied	10.1%	7.0%	3.8%	7.9%	6.9%
Satisfied	34.1%	39.9%	40.5%	36.6%	37.5%
Neutral	34.1%	37.3%	34.2%	28.7%	35.2%
Dissatisfied	16.3%	11.4%	17.1%	20.8%	15.4%
Very dissatisfied	5.4%	4.4%	4.4%	5.9%	5.1%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q18-5. Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)</u>					
Very satisfied	6.9%	6.1%	1.7%	4.1%	4.3%
Satisfied	24.5%	24.3%	34.5%	27.0%	27.3%
Neutral	38.2%	50.4%	43.7%	50.0%	45.6%
Dissatisfied	23.5%	13.9%	11.8%	13.5%	16.1%
Very dissatisfied	6.9%	5.2%	8.4%	5.4%	6.7%
<u>Q18-6. Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)</u>					
Very satisfied	8.7%	4.2%	5.3%	7.0%	5.7%
Satisfied	26.2%	33.6%	37.9%	26.7%	31.2%
Neutral	43.7%	45.4%	40.2%	53.5%	45.8%
Dissatisfied	14.6%	15.1%	12.1%	5.8%	12.4%
Very dissatisfied	6.8%	1.7%	4.5%	7.0%	4.9%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q19. Top choice</u>					
Safe & Secure Community (e.g. Police, Fire, 911)	18.5%	25.8%	24.9%	25.2%	24.9%
Diverse & Viable Economy (e.g. new business development)	3.4%	7.9%	15.5%	16.5%	10.9%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	4.8%	7.9%	6.6%	8.7%	6.6%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	12.3%	12.9%	9.9%	11.3%	10.9%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	6.2%	2.2%	6.1%	1.7%	4.3%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	3.4%	6.2%	3.9%	2.6%	4.2%
None chosen	51.4%	37.1%	33.1%	33.9%	38.2%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q19. 2nd choice</u>					
Safe & Secure Community (e.g. Police, Fire, 911)	7.5%	6.2%	6.1%	7.0%	6.8%
Diverse & Viable Economy (e.g. new business development)	7.5%	10.7%	8.8%	9.6%	9.3%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	7.5%	10.1%	10.5%	7.0%	9.2%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	9.6%	17.4%	18.2%	20.0%	16.7%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	7.5%	7.9%	7.7%	8.7%	7.9%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	4.1%	3.9%	9.4%	11.3%	6.6%
None chosen	56.2%	43.8%	39.2%	36.5%	43.5%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q19. Sum of top 2 choices</u>					
Safe & Secure Community (e.g. Police, Fire, 911)	26.0%	32.0%	30.9%	32.2%	31.6%
Diverse & Viable Economy (e.g. new business development)	11.0%	18.5%	24.3%	26.1%	20.3%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	12.3%	18.0%	17.1%	15.7%	15.8%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	21.9%	30.3%	28.2%	31.3%	27.6%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	13.7%	10.1%	13.8%	10.4%	12.2%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	7.5%	10.1%	13.3%	13.9%	10.8%
None chosen	51.4%	37.1%	33.1%	33.9%	38.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q20-1. As a place to live

Excellent	17.1%	12.4%	9.6%	10.1%	11.7%
Good	43.6%	52.0%	52.0%	44.0%	48.6%
Neutral	15.7%	21.5%	22.0%	23.9%	21.6%
Below average	16.4%	10.2%	13.6%	15.6%	13.6%
Poor	7.1%	4.0%	2.8%	6.4%	4.6%

Q20-2. As a place to raise children

Excellent	16.1%	12.6%	8.6%	8.4%	10.9%
Good	35.8%	42.0%	46.6%	32.7%	40.8%
Neutral	22.6%	20.7%	20.7%	26.2%	22.8%
Below average	12.4%	17.2%	15.5%	23.4%	16.3%
Poor	13.1%	7.5%	8.6%	9.3%	9.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q20-3. As a place to play

Excellent	14.3%	11.6%	5.2%	8.3%	9.2%
Good	33.8%	36.0%	46.2%	26.9%	36.5%
Neutral	30.1%	28.5%	26.6%	28.7%	29.4%
Below average	12.0%	15.1%	16.2%	25.9%	16.4%
Poor	9.8%	8.7%	5.8%	10.2%	8.6%

Q20-4. As a place to work

Excellent	13.1%	8.4%	8.0%	11.8%	9.2%
Good	33.6%	41.3%	43.4%	40.9%	39.7%
Neutral	20.4%	25.1%	30.9%	25.5%	26.7%
Below average	17.5%	18.0%	11.4%	14.5%	15.1%
Poor	15.3%	7.2%	6.3%	7.3%	9.4%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q20-5. As a place to retire

Excellent	17.0%	13.4%	16.0%	13.8%	14.4%
Good	34.1%	39.5%	38.3%	27.5%	35.9%
Neutral	22.2%	20.9%	17.1%	24.8%	21.5%
Below average	11.9%	14.5%	13.1%	17.4%	14.0%
Poor	14.8%	11.6%	15.4%	16.5%	14.1%

Q20-6. As a place to visit

Excellent	17.6%	13.3%	11.9%	7.3%	12.1%
Good	42.6%	37.6%	37.9%	22.0%	36.5%
Neutral	17.6%	22.0%	26.6%	38.5%	26.3%
Below average	11.0%	17.3%	15.8%	21.1%	15.2%
Poor	11.0%	9.8%	7.9%	11.0%	9.9%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q20-7. As a place with a lively Downtown

Excellent	17.3%	9.2%	6.0%	6.6%	9.1%
Good	30.7%	32.5%	36.1%	27.4%	32.0%
Neutral	29.1%	30.1%	28.3%	30.2%	30.3%
Below average	9.4%	17.2%	16.9%	28.3%	17.2%
Poor	13.4%	11.0%	12.7%	7.5%	11.5%

Q20-8. As a partner with its citizens

Excellent	11.4%	7.0%	1.9%	5.9%	6.0%
Good	26.8%	33.1%	42.6%	22.8%	31.9%
Neutral	39.0%	40.1%	32.9%	49.5%	39.4%
Below average	10.6%	12.1%	15.5%	13.9%	13.5%
Poor	12.2%	7.6%	7.1%	7.9%	9.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q20-9. As a sustainable community

Excellent	10.7%	7.2%	3.6%	5.8%	6.5%
Good	29.8%	42.8%	43.4%	27.9%	37.2%
Neutral	32.1%	36.1%	29.5%	41.3%	34.8%
Below average	14.5%	7.8%	19.9%	17.3%	14.3%
Poor	13.0%	6.0%	3.6%	7.7%	7.2%

Q20-10. As a City that is moving in the right direction

Excellent	16.8%	11.0%	9.9%	8.3%	10.9%
Good	37.4%	41.5%	40.7%	37.0%	39.5%
Neutral	19.1%	34.1%	30.2%	36.1%	30.6%
Below average	15.3%	7.3%	15.1%	12.0%	11.9%
Poor	11.5%	6.1%	4.1%	6.5%	7.2%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q21-1. Availability of information about City programs & services</u>					
Very satisfied	15.0%	10.9%	5.6%	8.8%	9.8%
Satisfied	35.8%	39.1%	47.5%	41.2%	40.5%
Neutral	25.8%	33.3%	31.3%	35.3%	32.0%
Dissatisfied	15.0%	13.5%	11.9%	11.8%	13.2%
Very dissatisfied	8.3%	3.2%	3.8%	2.9%	4.5%
<u>Q21-2. City efforts to keep you informed about local issues</u>					
Very satisfied	12.3%	11.0%	4.3%	6.8%	8.4%
Satisfied	38.5%	39.6%	49.1%	39.8%	41.1%
Neutral	21.3%	26.6%	31.3%	35.0%	29.5%
Dissatisfied	20.5%	16.9%	11.7%	13.6%	15.9%
Very dissatisfied	7.4%	5.8%	3.7%	4.9%	5.1%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q21-3. Level of public involvement in local decisions

Very satisfied	12.0%	6.1%	3.9%	7.5%	7.1%
Satisfied	21.4%	26.5%	30.9%	23.7%	25.5%
Neutral	39.3%	42.4%	42.1%	46.2%	42.5%
Dissatisfied	20.5%	18.2%	17.1%	14.0%	17.9%
Very dissatisfied	6.8%	6.8%	5.9%	8.6%	7.1%

Q21-4. Usefulness of information available on City's website

Very satisfied	10.5%	9.3%	5.0%	14.3%	9.2%
Satisfied	34.3%	38.8%	51.8%	39.6%	41.3%
Neutral	40.0%	45.0%	35.3%	34.1%	39.4%
Dissatisfied	8.6%	3.1%	2.9%	11.0%	6.2%
Very dissatisfied	6.7%	3.9%	5.0%	1.1%	3.8%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q21-5. Usefulness of FayFixit web application

Very satisfied	15.1%	10.3%	11.1%	18.4%	12.2%
Satisfied	27.4%	32.2%	37.8%	38.8%	34.2%
Neutral	46.6%	50.6%	42.2%	36.7%	45.2%
Dissatisfied	4.1%	3.4%	2.2%	6.1%	4.2%
Very dissatisfied	6.8%	3.4%	6.7%	0.0%	4.2%

Q22. Which of the following methods do you use to get information about the City of Fayetteville?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q22. What methods do you use to get information about City of Fayetteville</u>					
City Manager's Report: City Happenings	6.8%	2.8%	2.8%	6.1%	4.9%
City representatives at events or meetings	7.5%	6.2%	10.5%	8.7%	8.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	34.2%	36.5%	37.6%	27.0%	34.8%
City's social media: Facebook, Twitter, or YouTube	26.7%	30.9%	28.7%	26.1%	28.3%
City's television programming (FAYTV)	29.5%	28.7%	23.2%	20.0%	25.9%
Live televised City Council meetings	18.5%	15.7%	20.4%	21.7%	18.7%
1-Fay Call Center (433-1FAY)	8.2%	10.1%	7.7%	6.1%	8.0%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	27.4%	38.8%	41.4%	53.0%	39.2%

Q22. Which of the following methods do you use to get information about the City of Fayetteville?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q22. What methods do you use to get information about City of Fayetteville (Cont.)</u>					
Local newspapers	45.2%	63.5%	57.5%	66.1%	57.8%
Local radio news	33.6%	38.8%	33.7%	38.3%	35.3%
Local television news	44.5%	56.7%	50.3%	52.2%	50.6%
Community blogs or list serves	6.2%	9.0%	5.5%	6.1%	6.3%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	24.0%	26.4%	20.4%	16.5%	20.8%
Other community websites	7.5%	7.3%	7.7%	8.7%	7.3%
Billboards	23.3%	30.3%	21.0%	23.5%	24.0%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q23. Top choice</u>					
City Manager's Report: City Happenings	2.1%	1.7%	1.7%	0.9%	2.0%
City representatives at events or meetings	1.4%	2.2%	2.8%	0.9%	1.9%
City produced printed brochures, flyers, posters, postcards, letters, etc.	7.5%	6.2%	6.6%	6.1%	6.3%
City's social media: Facebook, Twitter, or YouTube	9.6%	10.1%	13.8%	13.0%	10.8%
City's television programming (FAYTV)	4.1%	4.5%	2.8%	1.7%	3.9%
Live televised City Council meetings	0.7%	0.6%	1.7%	3.5%	1.6%
1-Fay Call Center (433-1FAY)	0.0%	1.1%	1.1%	0.0%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	6.2%	5.6%	11.0%	8.7%	7.9%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Local newspapers	6.8%	20.2%	17.7%	27.0%	17.1%
Local radio news	2.7%	3.9%	6.6%	5.2%	5.3%
Local television news	10.3%	14.6%	12.2%	16.5%	13.2%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	0.7%	1.1%	0.0%	0.0%	0.4%
Other community websites	0.0%	1.1%	0.0%	0.0%	0.3%
Billboards	1.4%	0.6%	0.0%	0.9%	0.7%
None chosen	46.6%	26.4%	22.1%	15.7%	28.0%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q23. 2nd choice</u>					
City Manager's Report: City Happenings	0.7%	0.6%	0.6%	0.9%	0.9%
City representatives at events or meetings	0.7%	1.1%	2.2%	1.7%	1.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	4.1%	3.4%	5.0%	3.5%	4.2%
City's social media: Facebook, Twitter, or YouTube	3.4%	6.7%	6.6%	6.1%	6.0%
City's television programming (FAYTV)	1.4%	2.8%	3.3%	1.7%	2.6%
Live televised City Council meetings	4.1%	0.6%	1.7%	5.2%	2.6%
1-Fay Call Center (433-1FAY)	0.0%	1.1%	1.1%	0.0%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	4.8%	6.7%	11.6%	11.3%	8.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q23. 2nd choice (Cont.)					
Local newspapers	8.9%	14.6%	14.9%	15.7%	14.1%
Local radio news	4.8%	11.2%	12.2%	16.5%	9.9%
Local television news	8.2%	11.8%	8.8%	7.8%	9.1%
Community blogs or list serves	0.7%	1.7%	0.6%	2.6%	1.1%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	2.1%	2.8%	3.3%	2.6%	2.6%
Other community websites	2.1%	0.0%	1.1%	0.0%	0.9%
Billboards	0.0%	1.1%	0.6%	1.7%	0.9%
None chosen	54.1%	33.7%	26.5%	22.6%	35.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q23. 3rd choice					
City Manager's Report: City Happenings	0.0%	0.6%	2.2%	0.0%	0.7%
City representatives at events or meetings	0.7%	0.0%	1.7%	1.7%	0.9%
City produced printed brochures, flyers, posters, postcards, letters, etc.	2.7%	8.4%	7.7%	7.8%	6.3%
City's social media: Facebook, Twitter, or YouTube	3.4%	7.3%	2.8%	2.6%	4.0%
City's television programming (FAYTV)	1.4%	1.7%	1.7%	1.7%	1.7%
Live televised City Council meetings	1.4%	1.7%	2.2%	4.3%	2.0%
1-Fay Call Center (433-1FAY)	2.1%	1.7%	0.0%	0.9%	1.0%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	2.7%	6.2%	3.3%	10.4%	5.9%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q23. 3rd choice (Cont.)					
Local newspapers	6.2%	9.0%	6.6%	9.6%	7.5%
Local radio news	2.7%	5.1%	6.1%	4.3%	5.0%
Local television news	4.8%	10.1%	14.4%	13.9%	10.8%
Community blogs or list serves	0.7%	0.0%	1.1%	0.0%	0.6%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	3.4%	1.7%	4.4%	3.5%	2.9%
Other community websites	1.4%	1.1%	2.2%	2.6%	1.9%
Billboards	4.8%	3.9%	6.6%	8.7%	5.3%
None chosen	61.6%	41.6%	37.0%	27.8%	43.5%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville? (top 3)

N=696

	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q23. Sum of top 3 choices</u>					
City Manager's Report: City Happenings	2.7%	2.8%	4.4%	1.7%	3.6%
City representatives at events or meetings	2.7%	3.4%	6.6%	4.3%	4.0%
City produced printed brochures, flyers, posters, postcards, letters, etc.	14.4%	18.0%	19.3%	17.4%	16.8%
City's social media: Facebook, Twitter, or YouTube	16.4%	24.2%	23.2%	21.7%	20.8%
City's television programming (FAYTV)	6.8%	9.0%	7.7%	5.2%	8.2%
Live televised City Council meetings	6.2%	2.8%	5.5%	13.0%	6.2%
1-Fay Call Center (433-1FAY)	2.1%	3.9%	2.2%	0.9%	2.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville? (top 3)

N=696

Q36. What is your total annual household income				Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q23. Sum of top 3 choices (Cont.)

City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	13.7%	18.5%	26.0%	30.4%	22.0%
Local newspapers	21.9%	43.8%	39.2%	52.2%	38.6%
Local radio news	10.3%	20.2%	24.9%	26.1%	20.3%
Local television news	23.3%	36.5%	35.4%	38.3%	33.0%
Community blogs or list serves	1.4%	1.7%	1.7%	2.6%	1.7%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	6.2%	5.6%	7.7%	6.1%	5.9%
Other community websites	3.4%	2.2%	3.3%	2.6%	3.0%
Billboards	6.2%	5.6%	7.2%	11.3%	6.9%
None chosen	46.6%	26.4%	22.1%	15.7%	28.0%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-1. Additional police facilities & services</u>					
Very willing	25.6%	22.7%	26.3%	33.6%	24.8%
Willing	30.8%	44.2%	37.1%	40.0%	38.5%
Not sure	27.1%	23.8%	24.0%	13.6%	23.6%
Not willing	16.5%	9.3%	12.6%	12.7%	13.0%
<u>Q24-2. Additional fire facilities & services</u>					
Very willing	22.6%	20.9%	24.6%	29.4%	23.1%
Willing	37.6%	44.2%	37.7%	39.4%	40.3%
Not sure	26.3%	24.4%	24.0%	23.9%	25.1%
Not willing	13.5%	10.5%	13.7%	7.3%	11.6%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-3. Additional economic & business development services (e.g. fund activities and/or incentives to attract or expand industries/businesses)</u>					
Very willing	16.7%	15.9%	18.6%	27.0%	18.2%
Willing	22.7%	27.6%	33.3%	32.4%	28.7%
Not sure	39.4%	41.8%	30.5%	29.7%	36.6%
Not willing	21.2%	14.7%	17.5%	10.8%	16.5%

Q24-4. Additional investment in public transit system (FAST)

Very willing	18.9%	10.6%	11.9%	9.1%	11.9%
Willing	21.2%	24.7%	28.4%	20.9%	24.5%
Not sure	39.4%	42.4%	34.1%	40.0%	39.3%
Not willing	20.5%	22.4%	25.6%	30.0%	24.4%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-5. Additional construction & maintenance of sidewalks</u>					
Very willing	24.6%	22.2%	20.2%	22.5%	21.3%
Willing	31.5%	38.6%	39.3%	48.6%	38.7%
Not sure	32.3%	25.1%	27.7%	18.9%	27.7%
Not willing	11.5%	14.0%	12.7%	9.9%	12.3%

Q24-6. Additional investments in City's transportation network (e.g. improvements to corridors, roads, bridges)

Very willing	18.0%	22.2%	20.5%	30.4%	21.5%
Willing	34.6%	42.1%	48.3%	41.1%	41.5%
Not sure	31.6%	24.0%	16.5%	16.1%	23.4%
Not willing	15.8%	11.7%	14.8%	12.5%	13.6%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-7. Additional enforcement of City codes</u>					
Very willing	17.8%	12.3%	10.2%	21.8%	14.2%
Willing	18.6%	32.2%	39.8%	28.2%	29.6%
Not sure	44.2%	40.9%	32.4%	38.2%	40.0%
Not willing	19.4%	14.6%	17.6%	11.8%	16.2%

Q24-8. Additional citizen engagement opportunities

Very willing	18.5%	10.2%	13.8%	14.4%	13.7%
Willing	29.2%	35.5%	37.9%	40.5%	35.4%
Not sure	35.4%	43.4%	33.9%	40.5%	38.2%
Not willing	16.9%	10.8%	14.4%	4.5%	12.8%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696	Q36. What is your total annual household income				Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-9. Additional development of incentive programs for beautification efforts (e.g. landscaping, green spaces)</u>					
Very willing	15.9%	14.1%	21.0%	27.9%	18.6%
Willing	29.5%	42.4%	42.0%	39.6%	38.1%
Not sure	34.8%	32.4%	21.6%	23.4%	29.1%
Not willing	19.7%	11.2%	15.3%	9.0%	14.3%

Q24-10. Additional stormwater infrastructure to address flooding concerns

Very willing	26.3%	19.4%	28.0%	34.8%	25.5%
Willing	29.3%	45.3%	38.9%	36.6%	38.6%
Not sure	27.8%	27.1%	20.6%	20.5%	24.6%
Not willing	16.5%	8.2%	12.6%	8.0%	11.2%

Section 2

Crosstabular Data by Race and Military Affiliation

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q1-1. Overall quality of police protection</u>						
Very satisfied	18.5%	16.8%	20.4%	19.6%	16.5%	18.1%
Satisfied	52.1%	50.8%	40.7%	52.6%	46.3%	49.7%
Neutral	21.6%	21.8%	27.8%	19.6%	26.0%	22.7%
Dissatisfied	6.6%	5.3%	6.5%	4.8%	8.1%	6.1%
Very dissatisfied	1.2%	5.3%	4.6%	3.4%	3.2%	3.4%

Q1-2. Overall quality of fire protection & rescue services

Very satisfied	34.4%	35.4%	33.3%	35.0%	34.3%	34.5%
Satisfied	53.6%	48.4%	44.1%	51.3%	47.6%	49.8%
Neutral	10.0%	14.6%	18.6%	11.7%	15.9%	13.7%
Dissatisfied	1.6%	0.4%	2.9%	1.5%	1.1%	1.3%
Very dissatisfied	0.4%	1.2%	1.0%	0.6%	1.1%	0.8%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	N=696			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity			Yes	No	
	White	Black/African American	Other			
<u>Q1-3. Overall maintenance of City streets</u>						
Very satisfied	3.7%	6.3%	7.3%	4.7%	5.9%	5.2%
Satisfied	29.2%	31.6%	27.3%	28.3%	33.8%	30.2%
Neutral	28.8%	24.9%	33.6%	26.6%	30.3%	28.6%
Dissatisfied	29.2%	24.5%	20.9%	30.5%	19.7%	25.6%
Very dissatisfied	9.0%	12.6%	10.9%	10.0%	10.3%	10.5%

Q1-4. Overall flow of traffic in City

Very satisfied	1.9%	4.1%	8.0%	3.3%	4.5%	3.8%
Satisfied	18.3%	23.1%	16.1%	18.6%	21.6%	20.3%
Neutral	31.7%	28.7%	35.7%	28.8%	34.1%	31.3%
Dissatisfied	30.5%	28.4%	24.1%	31.9%	25.1%	28.6%
Very dissatisfied	17.6%	15.7%	16.1%	17.5%	14.6%	16.1%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	N=696			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity					
	White	Black/African American	Other	Yes	No	
<u>Q1-5. Overall quality of public transit system, Fayetteville Area System of Transit (FAST)</u>						
Very satisfied	10.8%	13.1%	20.6%	12.7%	14.0%	13.4%
Satisfied	24.2%	30.9%	25.4%	30.7%	22.8%	26.9%
Neutral	45.0%	42.3%	31.7%	43.4%	40.4%	41.9%
Dissatisfied	8.3%	8.6%	12.7%	7.4%	12.3%	9.7%
Very dissatisfied	11.7%	5.1%	9.5%	5.8%	10.5%	8.1%

Q1-6. Overall quality of water & sewer utilities

Very satisfied	12.2%	9.7%	13.8%	11.7%	11.1%	11.6%
Satisfied	48.5%	40.5%	39.4%	43.6%	43.1%	42.8%
Neutral	20.6%	28.3%	24.8%	24.9%	25.0%	25.0%
Dissatisfied	13.0%	10.8%	11.9%	14.0%	9.0%	11.9%
Very dissatisfied	5.7%	10.8%	10.1%	5.9%	11.8%	8.6%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q1-7. Overall enforcement of codes & ordinances</u>						
Very satisfied	5.7%	7.5%	8.2%	6.5%	7.1%	6.8%
Satisfied	31.4%	32.0%	27.6%	28.8%	34.3%	31.4%
Neutral	34.1%	39.9%	39.8%	38.1%	36.0%	37.3%
Dissatisfied	18.3%	11.4%	13.3%	15.2%	15.1%	14.9%
Very dissatisfied	10.5%	9.2%	11.2%	11.5%	7.5%	9.7%

Q1-8. Overall quality of customer service received from City employees

Very satisfied	15.5%	10.3%	13.0%	12.2%	13.4%	12.8%
Satisfied	41.6%	45.5%	40.0%	44.6%	40.2%	42.8%
Neutral	26.9%	34.7%	34.0%	29.4%	35.2%	31.8%
Dissatisfied	11.3%	5.4%	7.0%	9.2%	6.5%	8.0%
Very dissatisfied	4.6%	4.1%	6.0%	4.6%	4.6%	4.5%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q1-9. Overall effectiveness of communication with the public</u>						
Very satisfied	10.3%	7.1%	10.7%	9.4%	8.9%	9.2%
Satisfied	37.2%	46.4%	31.1%	38.3%	42.0%	39.7%
Neutral	37.2%	32.9%	38.8%	36.0%	35.3%	35.7%
Dissatisfied	12.0%	8.3%	11.7%	11.5%	9.3%	10.7%
Very dissatisfied	3.3%	5.2%	7.8%	4.7%	4.5%	4.7%

Q1-10. Overall quality of parks & recreation facilities & programs

Very satisfied	14.8%	14.2%	19.6%	12.5%	18.3%	15.2%
Satisfied	42.2%	51.4%	35.3%	47.1%	43.0%	45.0%
Neutral	27.8%	23.7%	28.4%	27.1%	24.7%	26.0%
Dissatisfied	10.4%	7.5%	9.8%	8.5%	10.3%	9.4%
Very dissatisfied	4.8%	3.2%	6.9%	4.9%	3.8%	4.4%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		
	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q1-11. Overall appearance of major entryways to City</u>						
Very satisfied	7.9%	8.7%	13.1%	8.9%	9.1%	9.0%
Satisfied	35.8%	41.8%	40.2%	37.6%	39.8%	38.9%
Neutral	24.8%	31.2%	24.3%	28.1%	26.6%	27.4%
Dissatisfied	20.1%	10.6%	13.1%	15.3%	16.1%	15.5%
Very dissatisfied	11.4%	7.6%	9.3%	10.0%	8.4%	9.3%

Q1-12. Overall building, zoning, & permitting customer service

Very satisfied	9.1%	8.0%	7.1%	9.1%	6.6%	8.2%
Satisfied	24.8%	31.8%	24.7%	25.7%	30.2%	28.2%
Neutral	45.5%	45.8%	45.9%	50.6%	42.0%	45.8%
Dissatisfied	12.7%	10.0%	10.6%	8.7%	13.7%	11.0%
Very dissatisfied	7.9%	4.5%	11.8%	5.8%	7.5%	6.9%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q1-13. Overall effectiveness of Economic & Community Development business grant programs</u>						
Very satisfied	4.6%	7.4%	9.3%	6.9%	6.6%	6.9%
Satisfied	16.9%	22.2%	28.0%	22.5%	20.4%	21.3%
Neutral	56.2%	47.7%	41.3%	50.5%	46.4%	49.0%
Dissatisfied	10.8%	13.6%	12.0%	10.3%	16.6%	12.9%
Very dissatisfied	11.5%	9.1%	9.3%	9.8%	9.9%	9.9%

Q1-14. Overall effectiveness of Economic & Community Development business loan programs

Very satisfied	4.4%	6.9%	9.9%	7.8%	6.0%	6.8%
Satisfied	14.0%	20.0%	18.3%	20.0%	14.4%	17.5%
Neutral	56.1%	50.6%	50.7%	51.7%	53.3%	52.5%
Dissatisfied	14.0%	16.3%	14.1%	12.2%	19.2%	15.3%
Very dissatisfied	11.4%	6.3%	7.0%	8.3%	7.2%	7.9%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q1-15. Overall effectiveness of Economic & Community Development business counseling programs</u>						
Very satisfied	4.6%	7.4%	8.5%	7.2%	6.6%	6.8%
Satisfied	14.8%	22.1%	19.7%	20.0%	18.1%	19.6%
Neutral	55.6%	52.8%	49.3%	52.8%	53.0%	52.8%
Dissatisfied	14.8%	11.7%	11.3%	11.1%	14.5%	12.5%
Very dissatisfied	10.2%	6.1%	11.3%	8.9%	7.8%	8.2%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Overall quality of police protection	18.9%	21.5%	22.9%	18.3%	23.9%	20.5%
Overall quality of fire protection & rescue services	2.2%	0.7%	0.0%	1.1%	1.3%	1.1%
Overall maintenance of City streets	18.9%	11.5%	10.2%	17.8%	8.8%	13.9%
Overall flow of traffic in City	18.2%	12.9%	17.8%	18.3%	14.1%	15.9%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	1.8%	5.7%	2.5%	1.3%	6.2%	3.7%
Overall quality of water & sewer utilities	6.9%	7.9%	6.8%	7.3%	7.5%	7.5%
Overall enforcement of codes & ordinances	4.4%	2.2%	2.5%	3.8%	2.3%	3.0%
Overall quality of customer service received frm City employees	1.8%	0.7%	1.7%	0.8%	1.6%	1.3%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Q2. Top choice (Cont.)						
Overall effectiveness of communication with the public	1.5%	1.4%	1.7%	2.2%	0.7%	1.4%
Overall quality of parks & recreation facilities & programs	3.3%	1.4%	2.5%	2.4%	2.3%	2.3%
Overall appearance of major entryways to City	6.2%	2.5%	3.4%	4.6%	4.2%	4.3%
Overall building, zoning, & permitting customer service	0.7%	0.4%	1.7%	1.1%	0.3%	0.7%
Overall effectiveness of Economic & Community Development business grant programs	0.4%	2.2%	2.5%	0.5%	2.6%	1.4%
Overall effectiveness of Economic & Community Development business loan programs	0.0%	0.4%	1.7%	0.0%	1.0%	0.4%
Overall effectiveness of Economic & Community Development business counseling programs	0.4%	1.1%	0.0%	0.3%	1.0%	0.6%
None chosen	14.5%	27.6%	22.0%	20.2%	22.2%	21.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Overall quality of police protection	8.0%	7.9%	9.3%	6.2%	10.5%	8.0%
Overall quality of fire protection & rescue services	6.5%	7.9%	7.6%	7.8%	7.2%	7.3%
Overall maintenance of City streets	11.6%	12.5%	14.4%	11.3%	13.1%	12.2%
Overall flow of traffic in City	17.1%	10.4%	11.0%	14.8%	11.4%	13.4%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	2.5%	1.8%	4.2%	2.7%	2.3%	2.6%
Overall quality of water & sewer utilities	6.2%	6.5%	3.4%	5.9%	6.9%	6.2%
Overall enforcement of codes & ordinances	9.5%	3.9%	4.2%	8.4%	3.3%	6.0%
Overall quality of customer service received frm City employees	2.9%	0.7%	1.7%	2.7%	0.7%	1.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q2. 2nd choice (Cont.)</u>						
Overall effectiveness of communication with the public	3.3%	3.2%	0.8%	3.2%	2.3%	2.9%
Overall quality of parks & recreation facilities & programs	3.3%	2.2%	5.1%	2.4%	3.9%	3.0%
Overall appearance of major entryways to City	5.8%	3.6%	4.2%	4.6%	4.6%	4.5%
Overall building, zoning, & permitting customer service	2.2%	1.4%	0.8%	1.6%	1.6%	1.6%
Overall effectiveness of Economic & Community Development business grant programs	1.8%	3.9%	5.9%	3.2%	3.9%	3.4%
Overall effectiveness of Economic & Community Development business loan programs	1.1%	0.7%	1.7%	0.8%	1.3%	1.0%
Overall effectiveness of Economic & Community Development business counseling programs	0.0%	1.1%	0.0%	0.5%	0.3%	0.4%
None chosen	18.2%	32.3%	25.4%	23.7%	26.8%	25.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q2. 3rd choice</u>						
Overall quality of police protection	5.8%	2.9%	3.4%	5.1%	2.9%	4.0%
Overall quality of fire protection & rescue services	4.0%	1.8%	2.5%	3.0%	2.3%	2.7%
Overall maintenance of City streets	12.7%	10.0%	11.9%	12.4%	11.4%	11.6%
Overall flow of traffic in City	9.1%	8.2%	11.9%	8.6%	9.8%	9.2%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	2.2%	3.2%	1.7%	2.2%	2.6%	2.4%
Overall quality of water & sewer utilities	9.8%	5.0%	11.0%	8.6%	7.5%	8.2%
Overall enforcement of codes & ordinances	5.5%	4.3%	2.5%	4.3%	3.9%	4.3%
Overall quality of customer service received frm City employees	2.2%	3.2%	1.7%	2.4%	2.6%	2.4%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Q2. 3rd choice (Cont.)						
Overall effectiveness of communication with the public	1.8%	5.0%	5.1%	3.2%	4.6%	3.7%
Overall quality of parks & recreation facilities & programs	4.7%	4.7%	5.9%	4.6%	5.9%	5.0%
Overall appearance of major entryways to City	7.6%	5.0%	3.4%	6.5%	5.2%	5.7%
Overall building, zoning, & permitting customer service	1.1%	0.7%	0.0%	0.5%	1.0%	0.7%
Overall effectiveness of Economic & Community Development business grant programs	2.2%	2.5%	1.7%	3.0%	1.6%	2.3%
Overall effectiveness of Economic & Community Development business loan programs	1.1%	4.3%	0.8%	1.9%	2.6%	2.3%
Overall effectiveness of Economic & Community Development business counseling programs	1.5%	2.5%	3.4%	2.7%	1.6%	2.2%
None chosen	28.7%	36.6%	33.1%	31.0%	34.3%	33.0%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q2. Sum of top 3 choices</u>						
Overall quality of police protection	32.7%	32.3%	35.6%	29.6%	37.3%	32.6%
Overall quality of fire protection & rescue services	12.7%	10.4%	10.2%	11.9%	10.8%	11.2%
Overall maintenance of City streets	43.3%	34.1%	36.4%	41.5%	33.3%	37.8%
Overall flow of traffic in City	44.4%	31.5%	40.7%	41.8%	35.3%	38.5%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	6.5%	10.8%	8.5%	6.2%	11.1%	8.8%
Overall quality of water & sewer utilities	22.9%	19.4%	21.2%	21.8%	21.9%	21.8%
Overall enforcement of codes & ordinances	19.3%	10.4%	9.3%	16.4%	9.5%	13.4%
Overall quality of customer service received frm City employees	6.9%	4.7%	5.1%	5.9%	4.9%	5.5%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q2. Sum of top 3 choices (Cont.)</u>						
Overall effectiveness of communication with the public	6.5%	9.7%	7.6%	8.6%	7.5%	8.0%
Overall quality of parks & recreation facilities & programs	11.3%	8.2%	13.6%	9.4%	12.1%	10.3%
Overall appearance of major entryways to City	19.6%	11.1%	11.0%	15.6%	14.1%	14.5%
Overall building, zoning, & permitting customer service	4.0%	2.5%	2.5%	3.2%	2.9%	3.0%
Overall effectiveness of Economic & Community Development business grant programs	4.4%	8.6%	10.2%	6.7%	8.2%	7.2%
Overall effectiveness of Economic & Community Development business loan programs	2.2%	5.4%	4.2%	2.7%	4.9%	3.7%
Overall effectiveness of Economic & Community Development business counseling programs	1.8%	4.7%	3.4%	3.5%	2.9%	3.2%
None chosen	14.5%	27.6%	22.0%	20.2%	22.2%	21.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q3-1. Overall quality of services provided by City of Fayetteville</u>						
Very satisfied	6.6%	10.1%	9.2%	8.2%	8.6%	8.7%
Satisfied	51.0%	49.0%	45.0%	50.1%	48.6%	49.0%
Neutral	29.7%	28.8%	26.6%	29.2%	28.2%	28.9%
Dissatisfied	10.8%	8.9%	13.8%	9.9%	11.4%	10.5%
Very dissatisfied	1.9%	3.1%	5.5%	2.5%	3.2%	2.9%

Q3-2. Overall image & appearance of City

Very satisfied	4.1%	7.6%	6.3%	6.0%	5.9%	6.0%
Satisfied	29.9%	40.3%	36.6%	34.0%	35.9%	35.1%
Neutral	27.2%	30.0%	26.8%	27.9%	30.3%	28.7%
Dissatisfied	30.6%	16.3%	20.5%	24.4%	20.6%	22.5%
Very dissatisfied	8.2%	5.7%	9.8%	7.7%	7.3%	7.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Black/African American			Yes	No	
	White		Other			
<u>Q3-3. Overall police relationship with your community</u>						
Very satisfied	18.2%	12.0%	17.3%	17.1%	14.3%	15.7%
Satisfied	47.4%	39.4%	40.0%	45.7%	38.0%	42.3%
Neutral	23.7%	32.0%	29.1%	24.3%	33.3%	28.2%
Dissatisfied	7.9%	10.0%	5.5%	8.0%	8.6%	8.5%
Very dissatisfied	2.8%	6.6%	8.2%	4.9%	5.7%	5.3%

Q3-4. Overall preparedness to manage development & growth

Very satisfied	4.1%	5.8%	6.1%	5.6%	4.4%	5.2%
Satisfied	23.1%	32.3%	19.4%	26.9%	24.7%	26.1%
Neutral	37.6%	35.4%	38.8%	35.9%	39.4%	37.3%
Dissatisfied	26.2%	19.9%	22.4%	23.3%	22.3%	22.7%
Very dissatisfied	9.0%	6.6%	13.3%	8.3%	9.2%	8.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q3-5. Overall quality of life in City</u>						
Very satisfied	6.0%	8.0%	8.9%	7.7%	6.9%	7.4%
Satisfied	33.7%	38.3%	23.2%	34.3%	32.6%	33.2%
Neutral	30.0%	31.1%	38.4%	31.5%	32.3%	32.0%
Dissatisfied	23.6%	15.2%	19.6%	19.9%	19.4%	19.7%
Very dissatisfied	6.7%	7.6%	9.8%	6.6%	8.7%	7.7%

Q3-6. Overall quality of life in your neighborhood

Very satisfied	17.8%	15.0%	13.3%	15.0%	16.2%	15.8%
Satisfied	40.1%	46.1%	36.3%	42.3%	40.5%	41.5%
Neutral	23.4%	21.0%	24.8%	23.2%	24.1%	23.4%
Dissatisfied	15.6%	11.2%	17.7%	14.5%	13.4%	14.0%
Very dissatisfied	3.0%	6.7%	8.0%	4.9%	5.8%	5.4%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Black/African American			Yes	No	
	White		Other			
<u>Q3-7. Overall availability of arts & cultural amenities</u>						
Very satisfied	8.9%	7.5%	9.3%	7.7%	9.4%	8.4%
Satisfied	32.2%	31.7%	30.6%	33.7%	30.1%	31.8%
Neutral	36.4%	38.5%	34.3%	37.4%	35.9%	36.8%
Dissatisfied	17.4%	14.7%	16.7%	16.3%	16.3%	16.2%
Very dissatisfied	5.1%	7.5%	9.3%	4.9%	8.3%	6.8%

Q3-8. Overall appearance of major corridors

Very satisfied	2.7%	5.9%	3.7%	3.5%	4.7%	4.2%
Satisfied	30.9%	38.8%	32.7%	34.7%	32.7%	34.1%
Neutral	34.0%	38.0%	40.2%	35.8%	38.8%	37.1%
Dissatisfied	24.6%	12.2%	13.1%	17.6%	17.6%	17.4%
Very dissatisfied	7.8%	5.1%	10.3%	8.4%	6.1%	7.2%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q3-9. Overall Downtown Fayetteville experience</u>						
Very satisfied	11.2%	7.0%	12.6%	7.1%	13.3%	9.8%
Satisfied	47.7%	44.6%	36.9%	44.6%	43.0%	44.0%
Neutral	22.1%	31.8%	30.6%	30.0%	25.2%	27.7%
Dissatisfied	11.6%	12.4%	12.6%	11.4%	13.6%	12.6%
Very dissatisfied	7.4%	4.3%	7.2%	6.9%	4.9%	5.8%

Q3-10. Overall strength of Fayetteville's economy

Very satisfied	3.8%	6.1%	5.8%	4.9%	5.2%	5.1%
Satisfied	32.5%	27.9%	32.0%	32.6%	27.7%	30.1%
Neutral	34.6%	36.0%	35.9%	38.4%	31.1%	35.4%
Dissatisfied	21.5%	21.9%	16.5%	17.1%	26.6%	21.1%
Very dissatisfied	7.6%	8.1%	9.7%	7.0%	9.4%	8.2%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		
	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q3-11. Overall availability of employment opportunities in Fayetteville</u>						
Very satisfied	3.9%	4.4%	3.8%	3.7%	4.1%	4.1%
Satisfied	25.5%	18.9%	17.0%	23.6%	19.3%	21.1%
Neutral	30.3%	32.5%	37.7%	35.7%	27.8%	32.5%
Dissatisfied	29.0%	23.3%	23.6%	23.9%	28.1%	25.5%
Very dissatisfied	11.3%	20.9%	17.9%	13.0%	20.7%	16.8%

Q3-12. Overall quality of businesses, services & retail in Fayetteville

Very satisfied	8.5%	5.8%	5.5%	5.7%	7.4%	6.6%
Satisfied	42.3%	41.9%	39.1%	46.2%	35.5%	41.5%
Neutral	33.1%	30.6%	40.9%	31.7%	36.9%	33.8%
Dissatisfied	10.8%	14.3%	9.1%	11.0%	12.8%	11.7%
Very dissatisfied	5.4%	7.4%	5.5%	5.4%	7.4%	6.3%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q3-13. Overall availability of sports venues in Fayetteville</u>						
Very satisfied	6.9%	5.3%	6.2%	5.3%	6.5%	5.9%
Satisfied	28.1%	26.1%	25.8%	28.6%	23.3%	26.5%
Neutral	40.7%	37.1%	41.2%	38.7%	41.2%	39.5%
Dissatisfied	17.3%	22.0%	16.5%	19.2%	19.1%	19.1%
Very dissatisfied	6.9%	9.4%	10.3%	8.2%	9.9%	9.0%

Q3-14. Overall affordability of housing in Fayetteville

Very satisfied	6.0%	5.9%	11.9%	7.2%	6.7%	6.8%
Satisfied	38.3%	27.5%	28.4%	36.1%	27.8%	31.9%
Neutral	38.3%	30.6%	30.3%	35.2%	31.9%	33.7%
Dissatisfied	13.2%	22.0%	14.7%	14.9%	19.3%	17.3%
Very dissatisfied	4.3%	14.1%	14.7%	6.6%	14.4%	10.3%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q4-1. Used a City recreation center</u>						
Yes	39.1%	59.6%	55.8%	49.3%	51.9%	50.4%
No	60.9%	40.4%	44.2%	50.7%	48.1%	49.6%
<u>Q4-2. Used a City swimming pool</u>						
Yes	12.1%	23.8%	22.8%	18.4%	19.3%	18.9%
No	87.9%	76.2%	77.2%	81.6%	80.7%	81.1%
<u>Q4-3. Participated in City athletic programs</u>						
Yes	17.9%	20.7%	23.0%	21.0%	18.4%	19.9%
No	82.1%	79.3%	77.0%	79.0%	81.6%	80.1%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q4-4. Participated in other City recreation programs</u>						
Yes	24.5%	32.1%	37.7%	30.0%	30.4%	30.1%
No	75.5%	67.9%	62.3%	70.0%	69.6%	69.9%
<u>Q4-5. Visited a neighborhood or City park</u>						
Yes	75.7%	75.7%	80.7%	76.4%	78.2%	76.7%
No	24.3%	24.3%	19.3%	23.6%	21.8%	23.3%
<u>Q4-6. Participated in a community watch program or crime prevention meeting</u>						
Yes	27.4%	23.4%	32.7%	31.4%	22.2%	26.8%
No	72.6%	76.6%	67.3%	68.6%	77.8%	73.2%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q4-7. Participated in a public meeting of an appointed board or commission</u>						
Yes	15.8%	17.1%	23.9%	17.6%	18.5%	17.7%
No	84.2%	82.9%	76.1%	82.4%	81.5%	82.3%
<u>Q4-8. Attended or viewed a City Council meeting</u>						
Yes	30.8%	29.5%	31.9%	32.2%	29.6%	30.7%
No	69.2%	70.5%	68.1%	67.8%	70.4%	69.3%
<u>Q4-9. Ridden FAST Bus System and/or FASTTRAC! ADA Van System</u>						
Yes	9.9%	26.7%	17.5%	10.9%	26.2%	18.2%
No	90.1%	73.3%	82.5%	89.1%	73.8%	81.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity					
	White	Black/African American	Other			
<u>Q4-10. Attended Dogwood Festival</u>						
Yes	57.4%	54.0%	61.1%	54.0%	60.5%	56.8%
No	42.6%	46.0%	38.9%	46.0%	39.5%	43.2%
<u>Q4-11. Attended International Folk Festival</u>						
Yes	45.6%	40.4%	56.3%	43.6%	47.1%	45.5%
No	54.4%	59.6%	43.8%	56.4%	52.9%	54.5%
<u>Q4-12. Visited North Carolina Veterans Park</u>						
Yes	68.2%	52.6%	66.7%	69.2%	51.7%	61.1%
No	31.8%	47.4%	33.3%	30.8%	48.3%	38.9%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity					
	White	Black/African American	Other			
				Yes	No	
<u>Q4-13. Attended an event at, or visited, Festival Park</u>						
Yes	66.7%	59.9%	68.1%	64.8%	64.5%	64.4%
No	33.3%	40.1%	31.9%	35.2%	35.5%	35.6%
<u>Q4-14. Called Code Enforcement</u>						
Yes	27.3%	20.0%	24.1%	25.1%	21.2%	23.3%
No	72.7%	80.0%	75.9%	74.9%	78.8%	76.7%
<u>Q4-15. Called or visited Police Department</u>						
Yes	45.4%	46.4%	61.9%	50.5%	45.2%	48.2%
No	54.6%	53.6%	38.1%	49.5%	54.8%	51.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity					
	White	Black/African American	Other			
<u>Q4-16. Visited Downtown Fayetteville</u>						
Yes	86.5%	81.9%	88.6%	85.7%	84.3%	84.8%
No	13.5%	18.1%	11.4%	14.3%	15.7%	15.2%
<u>Q4-17. Used Downtown parking deck</u>						
Yes	29.0%	18.8%	29.8%	23.9%	26.7%	24.6%
No	71.0%	81.2%	70.2%	76.1%	73.3%	75.4%
<u>Q4-18. Watched City show, Fayetteville in 5</u>						
Yes	25.3%	21.7%	33.0%	23.9%	26.8%	25.1%
No	74.7%	78.3%	67.0%	76.1%	73.2%	74.9%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q4-19. Used Fayetteville Regional Airport</u>						
Yes	64.2%	56.7%	69.3%	66.5%	57.3%	61.8%
No	35.8%	43.3%	30.7%	33.5%	42.7%	38.2%
<u>Q4-20. Used fire protection & rescue services</u>						
Yes	29.6%	27.1%	27.4%	26.8%	29.1%	27.8%
No	70.4%	72.9%	72.6%	73.2%	70.9%	72.2%
<u>Q4-21. Contacted Fayetteville Call Center (433-1FAY)</u>						
Yes	21.2%	24.6%	19.5%	22.8%	22.1%	22.0%
No	78.8%	75.4%	80.5%	77.2%	77.9%	78.0%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q4-22. Visited City's website</u>						
Yes	54.4%	44.9%	54.4%	51.2%	51.0%	50.7%
No	45.6%	55.1%	45.6%	48.8%	49.0%	49.3%

Q4-23. Used FayFixIt

Yes	19.4%	12.8%	15.9%	18.3%	14.1%	16.1%
No	80.6%	87.2%	84.1%	81.7%	85.9%	83.9%

Q4-24. Followed City's social media (Facebook or Twitter)

Yes	25.8%	17.4%	31.9%	22.0%	25.3%	23.2%
No	74.2%	82.6%	68.1%	78.0%	74.7%	76.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q4-25. Participated in Economic & Community Development business grant program</u>						
Yes	2.6%	3.6%	4.5%	2.7%	4.0%	3.2%
No	97.4%	96.4%	95.5%	97.3%	96.0%	96.8%
<u>Q4-26. Participated in Economic & Community Development business loan program</u>						
Yes	1.1%	2.5%	3.6%	1.1%	3.4%	2.0%
No	98.9%	97.5%	96.4%	98.9%	96.6%	98.0%
<u>Q4-27. Participated in Economic & Community Development business counseling program</u>						
Yes	1.5%	3.3%	2.7%	2.2%	3.4%	2.6%
No	98.5%	96.7%	97.3%	97.8%	96.6%	97.4%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q4-28. Applied for a zoning permit</u>						
Yes	4.8%	5.4%	1.8%	5.4%	3.7%	4.7%
No	95.2%	94.6%	98.2%	94.6%	96.3%	95.3%

Q4-29. Applied for a building permit

Yes	11.8%	10.1%	17.1%	15.8%	6.7%	11.9%
No	88.2%	89.9%	82.9%	84.2%	93.3%	88.1%

Q4-30. Had a building trades inspection performed at your property

Yes	12.6%	9.8%	15.3%	13.9%	8.5%	11.8%
No	87.4%	90.2%	84.7%	86.1%	91.5%	88.2%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q5-1. City efforts to prevent crime</u>						
Very satisfied	8.5%	12.1%	9.3%	9.0%	10.6%	9.9%
Satisfied	43.5%	45.3%	36.4%	45.8%	40.3%	43.0%
Neutral	25.0%	27.2%	29.0%	26.3%	27.9%	27.1%
Dissatisfied	16.2%	9.1%	15.0%	12.1%	13.8%	12.7%
Very dissatisfied	6.9%	6.4%	10.3%	6.8%	7.4%	7.3%

Q5-2. Enforcement of local traffic laws

Very satisfied	5.2%	9.4%	8.3%	5.0%	9.8%	7.5%
Satisfied	39.6%	45.7%	33.3%	43.4%	38.0%	40.6%
Neutral	26.1%	28.8%	29.6%	27.3%	29.6%	28.1%
Dissatisfied	19.4%	10.5%	16.7%	14.4%	16.0%	15.3%
Very dissatisfied	9.7%	5.6%	12.0%	9.9%	6.6%	8.4%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q5-3. How quickly police respond to emergencies</u>						
Very satisfied	13.0%	14.2%	14.9%	12.7%	15.1%	13.8%
Satisfied	45.2%	40.8%	39.6%	46.0%	37.7%	42.2%
Neutral	26.5%	31.7%	28.7%	27.0%	31.3%	29.3%
Dissatisfied	10.9%	7.1%	5.9%	9.0%	8.3%	8.5%
Very dissatisfied	4.3%	6.3%	10.9%	5.3%	7.5%	6.3%

Q5-4. Frequency that police officers patrol your neighborhood

Very satisfied	9.0%	10.9%	9.4%	8.0%	12.1%	10.2%
Satisfied	31.8%	32.9%	29.2%	33.1%	30.9%	31.4%
Neutral	26.7%	32.6%	34.0%	30.9%	29.4%	30.3%
Dissatisfied	22.7%	13.6%	13.2%	18.3%	15.8%	17.5%
Very dissatisfied	9.8%	10.1%	14.2%	9.7%	11.8%	10.6%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q5-5. City efforts to prevent fires</u>						
Very satisfied	10.0%	19.4%	14.8%	13.6%	16.4%	15.4%
Satisfied	49.5%	46.3%	48.9%	51.4%	43.4%	47.3%
Neutral	36.0%	32.4%	29.5%	31.1%	36.5%	33.5%
Dissatisfied	3.0%	1.4%	1.1%	2.4%	1.4%	2.1%
Very dissatisfied	1.5%	0.5%	5.7%	1.4%	2.3%	1.7%

Q5-6. Enforcement of fire code

Very satisfied	10.8%	14.6%	14.6%	11.5%	14.4%	13.3%
Satisfied	47.6%	46.2%	45.1%	48.5%	43.3%	45.8%
Neutral	35.1%	34.7%	32.9%	34.2%	36.5%	35.2%
Dissatisfied	2.7%	3.0%	1.2%	1.9%	3.4%	2.5%
Very dissatisfied	3.8%	1.5%	6.1%	3.8%	2.4%	3.1%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		
	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q6-1. When walking alone in your neighborhood during the day</u>						
Very safe	30.6%	35.2%	26.1%	31.8%	32.0%	31.6%
Safe	47.9%	41.6%	48.7%	47.8%	42.9%	45.4%
Neutral	9.4%	15.4%	12.2%	13.4%	12.2%	12.8%
Unsafe	9.1%	6.0%	8.7%	5.3%	9.5%	7.5%
Very unsafe	3.0%	1.9%	4.3%	1.7%	3.4%	2.7%

Q6-2. When walking alone in your neighborhood at night

Very safe	11.2%	13.8%	13.4%	15.1%	10.7%	12.8%
Safe	30.2%	31.7%	24.1%	32.0%	27.5%	29.9%
Neutral	22.9%	22.4%	25.0%	22.5%	22.5%	22.8%
Unsafe	24.4%	17.9%	21.4%	21.0%	22.5%	21.4%
Very unsafe	11.2%	14.2%	16.1%	9.5%	16.8%	13.1%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q6-3. When walking alone in the park nearest to your home during the day</u>						
Very safe	11.6%	21.1%	11.3%	15.1%	17.4%	15.7%
Safe	43.1%	39.5%	34.0%	41.2%	37.5%	39.4%
Neutral	18.7%	21.1%	33.0%	22.3%	20.9%	22.2%
Unsafe	20.9%	14.3%	13.4%	16.5%	18.2%	17.2%
Very unsafe	5.8%	4.0%	8.2%	4.8%	5.9%	5.5%

Q6-4. When visiting recreation centers

Very safe	12.7%	25.8%	18.9%	16.7%	22.5%	19.4%
Safe	43.1%	49.6%	48.4%	47.8%	45.9%	47.1%
Neutral	31.9%	20.3%	22.1%	27.6%	22.5%	25.2%
Unsafe	9.3%	2.5%	6.3%	5.5%	6.1%	5.8%
Very unsafe	2.9%	1.7%	4.2%	2.4%	2.9%	2.5%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q6-5. In Downtown Fayetteville</u>						
Very safe	12.0%	18.8%	12.0%	12.9%	17.7%	15.1%
Safe	52.0%	54.1%	46.3%	52.2%	50.9%	51.5%
Neutral	23.2%	21.6%	26.9%	24.6%	21.3%	23.1%
Unsafe	10.4%	4.3%	10.2%	7.3%	8.3%	7.7%
Very unsafe	2.4%	1.2%	4.6%	2.9%	1.8%	2.5%

Q6-6. When riding FAST buses

Very safe	3.7%	13.5%	15.0%	7.1%	14.8%	10.5%
Safe	14.6%	33.3%	25.0%	21.4%	29.5%	26.1%
Neutral	59.8%	44.4%	42.5%	60.3%	37.7%	48.6%
Unsafe	11.0%	7.1%	12.5%	7.1%	11.5%	9.3%
Very unsafe	11.0%	1.6%	5.0%	4.0%	6.6%	5.4%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q6-7. Shopping at a retail store or center</u>						
Very safe	14.8%	18.1%	14.9%	14.6%	18.6%	16.3%
Safe	48.7%	53.2%	40.4%	51.3%	46.4%	48.8%
Neutral	25.9%	21.9%	33.3%	26.6%	24.7%	25.8%
Unsafe	8.0%	5.3%	8.8%	6.2%	7.9%	7.1%
Very unsafe	2.7%	1.5%	2.6%	1.4%	2.4%	2.1%

Q6-8. Overall feeling of safety in Fayetteville

Very safe	6.0%	13.3%	8.6%	7.8%	11.9%	9.7%
Safe	42.9%	49.0%	37.9%	49.0%	38.4%	43.8%
Neutral	31.0%	28.5%	30.2%	29.0%	32.3%	30.4%
Unsafe	14.6%	6.1%	19.0%	10.9%	12.2%	11.8%
Very unsafe	5.6%	3.0%	4.3%	3.3%	5.1%	4.3%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity				Yes	No	
White	Black/African American	Other				
<u>Q7-1. Quality & condition of City Parks & Recreation facilities</u>						
Very satisfied	12.1%	15.3%	13.3%	12.3%	15.4%	13.6%
Satisfied	48.1%	55.0%	54.3%	51.8%	52.0%	51.9%
Neutral	29.4%	21.0%	18.1%	24.6%	23.6%	24.2%
Dissatisfied	9.3%	6.6%	10.5%	9.3%	7.5%	8.5%
Very dissatisfied	0.9%	2.2%	3.8%	2.0%	1.6%	1.9%

Q7-2. Quality & condition of greenways & trails in City

Very satisfied	9.8%	11.1%	12.4%	9.4%	12.4%	10.6%
Satisfied	42.1%	47.7%	44.3%	42.9%	46.6%	44.9%
Neutral	35.0%	34.2%	29.9%	36.9%	29.9%	33.5%
Dissatisfied	10.7%	5.0%	9.3%	7.7%	9.0%	8.1%
Very dissatisfied	2.3%	2.0%	4.1%	3.1%	2.1%	2.8%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q7-3. Diversity of City recreation opportunities</u>						
Very satisfied	7.1%	7.5%	10.3%	6.4%	9.0%	7.6%
Satisfied	31.8%	47.2%	39.2%	40.4%	39.3%	39.6%
Neutral	42.9%	32.1%	34.0%	37.5%	35.0%	36.4%
Dissatisfied	15.7%	9.0%	9.3%	12.1%	11.5%	12.0%
Very dissatisfied	2.5%	4.2%	7.2%	3.6%	5.1%	4.4%

Q7-4. Overall quality of City's recreation programs & services

Very satisfied	8.9%	10.1%	11.6%	8.2%	11.6%	9.6%
Satisfied	35.8%	51.6%	38.9%	44.1%	41.4%	42.9%
Neutral	44.7%	28.6%	33.7%	36.9%	34.1%	35.8%
Dissatisfied	9.5%	6.0%	9.5%	7.5%	8.6%	8.0%
Very dissatisfied	1.1%	3.7%	6.3%	3.2%	4.3%	3.6%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q7-5. Cultural programming (events, concerts, festivals)</u>						
Very satisfied	12.2%	9.7%	18.6%	10.2%	14.8%	12.3%
Satisfied	43.4%	45.8%	40.2%	45.4%	42.0%	43.9%
Neutral	31.2%	28.0%	23.5%	31.3%	25.4%	28.3%
Dissatisfied	9.0%	10.6%	11.8%	9.2%	11.7%	10.4%
Very dissatisfied	4.1%	5.9%	5.9%	3.9%	6.1%	5.2%

Q7-6. Customer service provided by City's Parks & Recreation staff

Very satisfied	11.4%	12.9%	8.7%	9.5%	13.3%	11.4%
Satisfied	38.9%	44.8%	52.2%	42.7%	44.5%	43.9%
Neutral	40.6%	32.4%	29.3%	38.9%	31.7%	35.3%
Dissatisfied	6.3%	6.7%	5.4%	5.3%	7.3%	6.1%
Very dissatisfied	2.9%	3.3%	4.3%	3.4%	3.2%	3.3%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q7-7. Availability of City parks</u>						
Very satisfied	14.4%	13.6%	15.9%	11.2%	18.1%	14.1%
Satisfied	39.3%	54.8%	41.1%	47.3%	43.1%	45.7%
Neutral	32.3%	23.2%	30.8%	29.4%	27.3%	28.5%
Dissatisfied	10.5%	5.7%	6.5%	8.6%	7.7%	8.1%
Very dissatisfied	3.5%	2.6%	5.6%	3.5%	3.8%	3.6%

Q7-8. Availability of biking trails

Very satisfied	8.1%	7.4%	11.0%	5.8%	11.3%	8.1%
Satisfied	28.0%	39.4%	31.9%	31.5%	34.5%	33.2%
Neutral	36.0%	36.6%	34.1%	38.9%	32.5%	35.8%
Dissatisfied	22.6%	13.7%	18.7%	18.7%	18.2%	18.4%
Very dissatisfied	5.4%	2.9%	4.4%	5.1%	3.4%	4.5%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q7-9. Availability of swimming pools</u>						
Very satisfied	6.1%	6.7%	10.0%	5.7%	8.1%	6.9%
Satisfied	28.2%	42.6%	32.2%	33.0%	36.8%	35.2%
Neutral	37.6%	34.9%	34.4%	41.4%	29.6%	35.6%
Dissatisfied	20.4%	10.0%	18.9%	14.6%	17.5%	15.8%
Very dissatisfied	7.7%	5.7%	4.4%	5.4%	8.1%	6.5%

Q7-10. Availability of recreational programming

Very satisfied	7.3%	8.3%	6.3%	6.0%	8.5%	7.2%
Satisfied	29.6%	52.7%	40.6%	38.5%	44.8%	41.6%
Neutral	52.0%	28.8%	34.4%	43.4%	32.3%	38.2%
Dissatisfied	7.8%	6.8%	11.5%	7.9%	9.9%	8.7%
Very dissatisfied	3.4%	3.4%	7.3%	4.2%	4.5%	4.2%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Q8. Top choice						
Quality & condition of City Parks & Recreation facilities	16.4%	16.8%	16.1%	15.9%	17.6%	16.4%
Quality & condition of greenways & trails in City	9.1%	2.9%	5.1%	7.0%	4.2%	5.6%
Diversity of City recreation opportunities	5.1%	6.5%	5.1%	7.0%	4.6%	5.9%
Overall quality of City's recreation programs & services	5.5%	7.5%	6.8%	5.1%	8.5%	6.5%
Cultural programming (events, concerts, festivals)	8.7%	12.5%	5.9%	8.4%	10.8%	9.6%
Customer service provided by City's Parks & Recreation staff	0.4%	1.4%	3.4%	1.1%	1.6%	1.3%
Availability of City parks	5.5%	1.4%	5.1%	4.3%	2.3%	3.6%
Availability of biking trails	4.4%	2.9%	8.5%	6.5%	2.3%	4.5%
Availability of swimming pools	6.2%	6.5%	5.1%	4.3%	8.8%	6.3%
Availability of recreational programming	1.5%	1.8%	2.5%	1.6%	1.6%	1.7%
None chosen	37.5%	39.8%	36.4%	38.8%	37.6%	38.6%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Q8. 2nd choice						
Quality & condition of City Parks & Recreation facilities	5.8%	3.9%	5.9%	5.4%	4.2%	4.9%
Quality & condition of greenways & trails in City	9.5%	2.2%	8.5%	7.8%	4.6%	6.2%
Diversity of City recreation opportunities	4.7%	13.6%	7.6%	8.9%	9.2%	8.9%
Overall quality of City's recreation programs & services	4.0%	4.7%	5.1%	4.9%	3.9%	4.3%
Cultural programming (events, concerts, festivals)	8.4%	8.6%	11.9%	7.3%	11.1%	9.1%
Customer service provided by City's Parks & Recreation staff	1.8%	2.2%	0.0%	1.1%	2.3%	1.7%
Availability of City parks	4.0%	2.9%	3.4%	3.5%	3.6%	3.4%
Availability of biking trails	8.0%	4.7%	5.9%	7.5%	4.6%	6.2%
Availability of swimming pools	6.2%	4.3%	3.4%	4.0%	5.2%	4.7%
Availability of recreational programming	5.1%	5.4%	5.9%	4.9%	6.5%	5.5%
None chosen	42.5%	47.7%	42.4%	44.7%	44.8%	45.1%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q8. Sum of top 2 choices</u>						
Quality & condition of City Parks & Recreation facilities	14.1%	13.6%	14.0%	13.7%	14.1%	13.7%
Quality & condition of greenways & trails in City	11.8%	3.3%	8.6%	9.5%	5.7%	7.6%
Diversity of City recreation opportunities	6.2%	13.2%	8.1%	10.2%	8.8%	9.6%
Overall quality of City's recreation programs & services	6.0%	8.0%	7.5%	6.4%	8.0%	7.0%
Cultural programming (events, concerts, festivals)	10.9%	13.9%	11.3%	10.1%	14.1%	12.1%
Customer service provided by City's Parks & Recreation staff	1.4%	2.4%	2.2%	1.4%	2.5%	1.9%
Availability of City parks	6.0%	2.8%	5.4%	5.0%	3.8%	4.5%
Availability of biking trails	7.9%	4.9%	9.1%	9.0%	4.4%	6.9%
Availability of swimming pools	7.9%	7.1%	5.4%	5.4%	9.1%	7.1%
Availability of recreational programming	4.2%	4.7%	5.4%	4.2%	5.3%	4.6%
None chosen	23.8%	26.1%	23.1%	25.0%	24.2%	25.0%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		
	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q9-1. Enforcement of junk & debris cleanup on private property</u>						
Very satisfied	7.5%	10.6%	3.9%	7.5%	9.0%	8.1%
Satisfied	25.1%	30.2%	26.5%	27.6%	27.3%	27.2%
Neutral	16.7%	20.4%	26.5%	15.7%	25.4%	20.3%
Dissatisfied	38.8%	24.1%	25.5%	34.5%	25.0%	30.3%
Very dissatisfied	11.9%	14.7%	17.6%	14.7%	13.3%	14.0%
<u>Q9-2. Enforcement of mowing on private property</u>						
Very satisfied	7.5%	9.7%	5.1%	7.0%	9.2%	7.9%
Satisfied	23.8%	34.2%	26.3%	26.0%	30.4%	28.3%
Neutral	27.3%	28.3%	35.4%	27.3%	31.6%	29.5%
Dissatisfied	32.6%	16.0%	18.2%	27.3%	19.2%	23.1%
Very dissatisfied	8.8%	11.8%	15.2%	12.4%	9.6%	11.2%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q9-3. Removal of abandoned or inoperative vehicles from private property</u>						
Very satisfied	7.8%	8.3%	5.3%	6.8%	8.4%	7.5%
Satisfied	19.5%	30.9%	17.9%	22.9%	25.2%	23.9%
Neutral	29.8%	28.3%	40.0%	28.8%	33.2%	30.8%
Dissatisfied	31.7%	18.7%	20.0%	27.4%	21.0%	24.4%
Very dissatisfied	11.2%	13.9%	16.8%	14.0%	12.2%	13.4%

Q9-4. Appearance of houses in your neighborhood

Very satisfied	13.0%	17.3%	18.2%	14.4%	17.7%	15.5%
Satisfied	38.3%	40.4%	28.2%	40.5%	32.6%	37.5%
Neutral	24.5%	20.4%	30.0%	25.0%	23.4%	24.3%
Dissatisfied	18.6%	13.5%	12.7%	12.9%	18.4%	15.2%
Very dissatisfied	5.5%	8.5%	10.9%	7.2%	7.8%	7.6%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	N=696			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity			Yes	No	
	White	Black/African American	Other			
<u>Q9-5. Graffiti removal</u>						
Very satisfied	9.2%	15.3%	14.1%	12.0%	14.6%	12.9%
Satisfied	30.1%	32.6%	38.5%	33.9%	28.8%	32.4%
Neutral	44.8%	41.6%	37.2%	41.6%	43.9%	42.3%
Dissatisfied	11.7%	5.8%	3.8%	6.4%	9.1%	7.7%
Very dissatisfied	4.3%	4.7%	6.4%	6.0%	3.5%	4.8%

Q9-6. Enforcement of sign ordinance

Very satisfied	8.7%	11.7%	8.4%	9.2%	11.3%	10.1%
Satisfied	27.7%	36.5%	37.3%	36.8%	27.8%	33.3%
Neutral	45.1%	36.0%	41.0%	37.2%	44.3%	40.2%
Dissatisfied	13.9%	10.7%	9.6%	11.5%	12.9%	11.8%
Very dissatisfied	4.6%	5.1%	3.6%	5.4%	3.6%	4.5%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q9-7. Enforcement of illegal uses (5.7., property correctly zoned for intended use)</u>						
Very satisfied	9.2%	10.3%	5.1%	9.0%	8.8%	8.9%
Satisfied	26.8%	33.9%	32.1%	31.2%	30.2%	30.9%
Neutral	51.0%	40.8%	44.9%	44.8%	46.2%	45.4%
Dissatisfied	10.5%	8.0%	6.4%	8.1%	9.9%	8.7%
Very dissatisfied	2.6%	6.9%	11.5%	6.8%	4.9%	6.0%

Q9-8. Enforcement of ordinance preventing illegal development activity

Very satisfied	9.9%	11.9%	6.0%	9.7%	10.3%	10.0%
Satisfied	27.0%	32.8%	29.8%	31.5%	28.3%	30.2%
Neutral	44.7%	40.7%	44.0%	43.1%	42.9%	42.6%
Dissatisfied	12.1%	5.6%	4.8%	6.0%	10.3%	8.0%
Very dissatisfied	6.4%	9.0%	15.5%	9.7%	8.2%	9.2%

Q10. How responsive is the City to your code enforcement requests for service/complaints? (without "not provided")

N=696

Q32. Are you active duty military,
retired military, a military
dependent, or a veteran

Total

	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q10. How responsive is City to your code enforcement requests for service/complaints</u>						
Very responsive	9.4%	19.1%	14.9%	13.8%	14.4%	14.3%
Somewhat responsive	31.3%	34.9%	33.7%	31.6%	34.1%	32.6%
Not at all responsive	7.3%	6.6%	11.9%	7.5%	8.3%	7.7%
Not applicable	51.9%	39.4%	39.6%	47.2%	43.2%	45.4%

Q11. Planning and Zoning. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q11-1. Overall quality of new residential development in City</u>						
Very satisfied	5.7%	14.7%	5.9%	8.8%	10.0%	9.3%
Satisfied	42.7%	40.9%	36.3%	45.1%	35.6%	40.7%
Neutral	36.6%	35.1%	41.2%	33.8%	40.4%	37.0%
Dissatisfied	11.9%	7.1%	8.8%	9.7%	9.6%	9.5%
Very dissatisfied	3.1%	2.2%	7.8%	2.6%	4.4%	3.5%

Q11-2. Overall quality of new commercial development (e.g. stores, restaurants)

Very satisfied	9.1%	14.8%	9.7%	10.3%	12.4%	11.2%
Satisfied	45.7%	42.4%	41.7%	48.6%	37.2%	43.7%
Neutral	32.1%	30.5%	31.1%	29.3%	34.6%	31.7%
Dissatisfied	9.5%	9.5%	11.7%	9.1%	10.9%	9.7%
Very dissatisfied	3.7%	2.9%	5.8%	2.7%	4.9%	3.8%

Q11. Planning and Zoning. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q11-3. How well City is planning for growth</u>						
Very satisfied	5.0%	12.8%	9.7%	8.2%	9.8%	8.9%
Satisfied	25.9%	31.3%	22.3%	28.3%	25.9%	27.1%
Neutral	35.9%	32.2%	33.0%	37.5%	29.8%	34.3%
Dissatisfied	24.1%	15.9%	22.3%	17.8%	24.7%	20.6%
Very dissatisfied	9.1%	7.9%	12.6%	8.2%	9.8%	9.1%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		
	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q12-1. Overall quality of street maintenance & repair</u>						
Very satisfied	1.9%	6.1%	5.2%	2.2%	6.6%	4.2%
Satisfied	28.8%	31.3%	32.2%	30.6%	30.3%	30.4%
Neutral	24.6%	23.7%	28.7%	24.5%	26.9%	25.3%
Dissatisfied	32.2%	25.6%	22.6%	30.1%	24.8%	27.7%
Very dissatisfied	12.5%	13.4%	11.3%	12.5%	11.4%	12.3%

Q12-2. Condition of streets in your neighborhood

Very satisfied	6.4%	10.1%	11.2%	7.2%	10.9%	8.8%
Satisfied	44.3%	42.7%	39.7%	43.9%	42.0%	43.0%
Neutral	21.6%	21.0%	19.0%	22.1%	20.5%	21.3%
Dissatisfied	20.8%	19.5%	19.8%	19.6%	19.8%	19.7%
Very dissatisfied	6.8%	6.7%	10.3%	7.2%	6.8%	7.2%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q12-3. Cleanliness of City streets</u>						
Very satisfied	4.2%	8.9%	9.5%	5.8%	8.4%	7.0%
Satisfied	37.2%	45.4%	31.0%	36.7%	41.9%	39.3%
Neutral	27.2%	27.3%	27.6%	30.3%	25.7%	27.9%
Dissatisfied	23.4%	12.9%	19.8%	18.6%	17.6%	18.0%
Very dissatisfied	8.0%	5.5%	12.1%	8.6%	6.4%	7.7%

Q12-4. Condition of street signs & traffic signals

Very satisfied	8.0%	12.0%	7.8%	8.6%	10.6%	9.4%
Satisfied	58.0%	61.7%	47.0%	57.5%	56.7%	57.5%
Neutral	22.7%	18.0%	32.2%	23.5%	22.9%	22.8%
Dissatisfied	6.1%	6.4%	5.2%	6.1%	5.8%	6.1%
Very dissatisfied	5.3%	1.9%	7.8%	4.4%	4.1%	4.2%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity				Yes	No	
White	Black/African American	Other				
<u>Q12-5. Cleanliness & appearance of medians & roadsides</u>						
Very satisfied	3.8%	8.3%	4.3%	4.2%	7.9%	5.7%
Satisfied	36.8%	43.6%	33.0%	36.6%	41.1%	39.2%
Neutral	26.1%	27.1%	30.4%	29.3%	26.0%	27.4%
Dissatisfied	24.1%	15.8%	20.9%	20.4%	19.9%	19.7%
Very dissatisfied	9.2%	5.3%	11.3%	9.5%	5.1%	8.0%

Q12-6. Condition of sidewalks

Very satisfied	3.7%	9.4%	4.5%	4.7%	8.2%	6.1%
Satisfied	38.6%	46.9%	30.4%	37.4%	43.1%	40.3%
Neutral	30.9%	26.2%	33.0%	31.3%	27.0%	29.4%
Dissatisfied	17.1%	11.7%	17.0%	16.4%	13.9%	15.1%
Very dissatisfied	9.8%	5.9%	15.2%	10.2%	7.8%	9.0%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q12-7. Condition of City parks</u>						
Very satisfied	9.6%	12.2%	10.1%	6.9%	15.0%	10.6%
Satisfied	42.5%	53.7%	42.2%	46.1%	47.1%	47.1%
Neutral	33.8%	27.6%	33.0%	34.2%	29.2%	31.3%
Dissatisfied	12.3%	4.9%	7.3%	10.0%	6.2%	8.3%
Very dissatisfied	1.8%	1.6%	7.3%	2.8%	2.6%	2.7%

Q12-8. Cleanliness of stormwater drains & creeks in your neighborhood

Very satisfied	4.8%	9.3%	9.1%	5.5%	9.9%	7.3%
Satisfied	36.0%	37.9%	26.4%	35.0%	35.7%	34.9%
Neutral	26.4%	28.6%	31.8%	28.6%	29.0%	28.6%
Dissatisfied	24.0%	13.7%	21.8%	21.3%	16.5%	19.4%
Very dissatisfied	8.8%	10.5%	10.9%	9.6%	8.8%	9.8%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q12-9. How quickly street repairs are made</u>						
Very satisfied	2.1%	5.8%	3.7%	2.7%	5.3%	3.8%
Satisfied	24.9%	24.7%	15.9%	22.4%	23.7%	23.0%
Neutral	29.1%	31.7%	40.2%	31.4%	34.7%	32.7%
Dissatisfied	24.5%	22.6%	15.9%	24.8%	18.3%	22.2%
Very dissatisfied	19.4%	15.2%	24.3%	18.7%	17.9%	18.3%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Overall quality of street maintenance & repair	34.2%	26.9%	18.6%	30.5%	25.5%	28.0%
Condition of streets in your neighborhood	5.5%	5.7%	6.8%	5.7%	5.9%	5.7%
Cleanliness of City streets	8.0%	5.4%	11.0%	7.3%	7.5%	7.2%
Condition of street signs & traffic signals	1.8%	1.4%	2.5%	1.6%	2.3%	1.9%
Cleanliness & appearance of medians & roadsides	5.8%	4.3%	5.1%	6.7%	3.6%	5.2%
Condition of sidewalks	6.5%	5.4%	9.3%	6.5%	6.2%	6.6%
Condition of City parks	1.5%	2.5%	2.5%	2.4%	2.0%	2.2%
Cleanliness of stormwater drains & creeks in your neighborhood	7.6%	8.2%	8.5%	8.1%	7.5%	7.9%
How quickly street repairs are made	8.7%	10.8%	11.0%	8.9%	11.1%	9.8%
None chosen	20.4%	29.4%	24.6%	22.4%	28.4%	25.6%

Q13. Top choice

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Overall quality of street maintenance & repair	9.5%	9.0%	9.3%	9.7%	9.2%	9.3%
Condition of streets in your neighborhood	12.4%	9.3%	11.9%	11.6%	10.5%	11.1%
Cleanliness of City streets	7.3%	10.8%	9.3%	10.5%	6.9%	8.9%
Condition of street signs & traffic signals	2.5%	2.2%	2.5%	1.9%	2.9%	2.3%
Cleanliness & appearance of medians & roadsides	12.7%	6.8%	11.9%	9.2%	10.5%	9.8%
Condition of sidewalks	5.5%	5.0%	6.8%	6.5%	4.6%	5.5%
Condition of City parks	5.5%	2.9%	1.7%	3.8%	3.6%	3.6%
Cleanliness of stormwater drains & creeks in your neighborhood	6.5%	10.0%	4.2%	6.5%	8.2%	7.3%
How quickly street repairs are made	13.5%	10.4%	11.0%	14.3%	9.5%	11.9%
None chosen	24.7%	33.7%	31.4%	26.1%	34.3%	30.3%

Q13. 2nd choice

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Overall quality of street maintenance & repair	9.1%	8.6%	9.3%	10.0%	7.8%	8.8%
Condition of streets in your neighborhood	6.2%	5.4%	5.1%	6.7%	4.2%	5.6%
Cleanliness of City streets	10.5%	8.6%	8.5%	8.9%	9.2%	9.3%
Condition of street signs & traffic signals	1.1%	1.4%	1.7%	1.9%	0.7%	1.3%
Cleanliness & appearance of medians & roadsides	8.0%	7.5%	7.6%	9.4%	5.9%	7.8%
Condition of sidewalks	6.9%	4.7%	9.3%	7.0%	5.9%	6.3%
Condition of City parks	6.9%	4.7%	6.8%	5.7%	6.5%	6.0%
Cleanliness of stormwater drains & creeks in your neighborhood	5.8%	6.8%	6.8%	7.0%	5.2%	6.3%
How quickly street repairs are made	11.6%	12.5%	5.1%	11.6%	9.8%	10.6%
None chosen	33.8%	39.8%	39.8%	31.8%	44.8%	37.9%

Q13. 3rd choice

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Q13. Sum of top 3 choices						
Overall quality of street maintenance & repair	52.7%	44.4%	37.3%	50.1%	42.5%	46.1%
Condition of streets in your neighborhood	24.0%	20.4%	23.7%	24.0%	20.6%	22.4%
Cleanliness of City streets	25.8%	24.7%	28.8%	26.7%	23.5%	25.4%
Condition of street signs & traffic signals	5.5%	5.0%	6.8%	5.4%	5.9%	5.5%
Cleanliness & appearance of medians & roadsides	26.5%	18.6%	24.6%	25.3%	19.9%	22.7%
Condition of sidewalks	18.9%	15.1%	25.4%	19.9%	16.7%	18.4%
Condition of City parks	13.8%	10.0%	11.0%	11.9%	12.1%	11.8%
Cleanliness of stormwater drains & creeks in your neighborhood	20.0%	25.1%	19.5%	21.6%	20.9%	21.6%
How quickly street repairs are made	33.8%	33.7%	27.1%	34.8%	30.4%	32.3%
None chosen	20.4%	29.4%	24.6%	22.4%	28.4%	25.6%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	N=696			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity					
	White	Black/African American	Other	Yes	No	
<u>Q14-1. Solid waste collection services</u>						
Very satisfied	30.8%	25.1%	26.5%	26.7%	29.5%	27.6%
Satisfied	53.8%	52.5%	46.0%	54.8%	48.0%	52.1%
Neutral	8.8%	15.1%	15.0%	11.5%	13.5%	12.4%
Dissatisfied	4.6%	3.9%	8.8%	4.5%	6.0%	5.1%
Very dissatisfied	1.9%	3.5%	3.5%	2.5%	2.8%	2.9%

Q14-2. Curbside recycling services

Very satisfied	28.7%	24.3%	27.6%	24.9%	29.6%	26.4%
Satisfied	53.1%	52.6%	45.7%	55.7%	45.5%	51.5%
Neutral	10.2%	13.5%	13.8%	9.1%	15.9%	12.3%
Dissatisfied	5.9%	5.6%	7.8%	7.7%	5.1%	6.4%
Very dissatisfied	2.0%	4.0%	5.2%	2.6%	4.0%	3.4%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity				Yes	No	
White	Black/African American	Other				
<u>Q14-3. Bulky item pick up/removal services (e.g. old furniture, appliances)</u>						
Very satisfied	22.3%	15.9%	16.0%	18.7%	20.1%	18.8%
Satisfied	44.5%	41.2%	33.0%	45.4%	35.8%	41.3%
Neutral	18.3%	20.8%	29.0%	21.8%	19.3%	21.0%
Dissatisfied	11.4%	14.7%	13.0%	8.9%	18.1%	13.1%
Very dissatisfied	3.5%	7.3%	9.0%	5.2%	6.7%	5.9%

Q14-4. Loose leaf collection

Very satisfied	18.6%	16.8%	22.3%	19.1%	19.1%	18.8%
Satisfied	46.8%	53.3%	38.8%	49.4%	45.5%	47.9%
Neutral	15.6%	19.7%	22.3%	14.2%	23.3%	18.4%
Dissatisfied	15.2%	6.6%	8.7%	11.7%	8.6%	10.4%
Very dissatisfied	3.9%	3.7%	7.8%	5.6%	3.5%	4.5%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q14-5. Containerized yard waste & limb collection</u>						
Very satisfied	25.6%	18.2%	19.0%	21.0%	22.7%	21.5%
Satisfied	51.7%	49.8%	50.0%	55.8%	45.0%	50.7%
Neutral	13.9%	22.3%	16.0%	14.9%	19.6%	17.7%
Dissatisfied	6.7%	6.5%	8.0%	5.2%	8.8%	6.8%
Very dissatisfied	2.1%	3.2%	7.0%	3.0%	3.8%	3.3%

Q14-6. Stream & lake (water-shed) protection

Very satisfied	10.8%	12.3%	7.5%	10.5%	12.2%	11.0%
Satisfied	40.1%	34.0%	32.5%	39.5%	30.6%	36.0%
Neutral	37.1%	43.8%	32.5%	38.6%	39.4%	38.7%
Dissatisfied	7.2%	6.2%	11.3%	5.3%	10.6%	7.9%
Very dissatisfied	4.8%	3.7%	16.3%	6.1%	7.2%	6.4%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q14-7. Drainage of City streets</u>						
Very satisfied	10.4%	8.6%	9.4%	8.9%	11.0%	9.6%
Satisfied	38.6%	33.5%	31.1%	36.4%	33.1%	35.3%
Neutral	28.2%	33.0%	34.0%	29.7%	33.5%	31.0%
Dissatisfied	15.4%	16.7%	10.4%	16.1%	13.8%	15.2%
Very dissatisfied	7.5%	8.1%	15.1%	8.9%	8.7%	8.9%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q15-1. Adequacy of public parking in Downtown Fayetteville</u>						
Very satisfied	6.1%	4.6%	5.5%	3.6%	7.8%	5.4%
Satisfied	31.1%	27.5%	36.4%	30.3%	29.3%	30.4%
Neutral	29.5%	28.3%	30.0%	28.8%	30.7%	29.2%
Dissatisfied	24.6%	27.5%	17.3%	27.0%	23.0%	24.8%
Very dissatisfied	8.6%	12.1%	10.9%	10.2%	9.3%	10.2%

Q15-2. Availability of public transportation services in FAST bus system

Very satisfied	8.0%	14.5%	14.7%	8.1%	16.9%	12.3%
Satisfied	31.0%	37.2%	29.3%	34.6%	32.0%	33.5%
Neutral	35.4%	33.7%	34.7%	41.6%	28.1%	34.9%
Dissatisfied	14.2%	9.9%	9.3%	10.8%	11.8%	11.0%
Very dissatisfied	11.5%	4.7%	12.0%	4.9%	11.2%	8.3%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q15-3. Ease of travel by car in City</u>						
Very satisfied	8.0%	10.9%	12.9%	9.8%	11.5%	10.4%
Satisfied	46.6%	48.7%	42.2%	45.9%	46.4%	46.5%
Neutral	23.3%	24.5%	25.9%	24.6%	24.1%	24.5%
Dissatisfied	16.4%	11.3%	10.3%	13.2%	13.6%	13.1%
Very dissatisfied	5.7%	4.5%	8.6%	6.4%	4.4%	5.6%

Q15-4. Ease of walking in City

Very satisfied	7.0%	11.5%	10.1%	8.0%	11.3%	9.3%
Satisfied	31.4%	43.2%	29.4%	37.5%	34.3%	35.9%
Neutral	24.4%	28.4%	29.4%	27.7%	25.5%	26.8%
Dissatisfied	23.1%	8.2%	21.1%	16.0%	17.9%	17.0%
Very dissatisfied	14.0%	8.6%	10.1%	10.8%	10.9%	10.9%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q15-5. Ease of biking in City</u>						
Very satisfied	4.8%	9.9%	8.2%	6.3%	8.9%	7.3%
Satisfied	14.0%	27.1%	18.8%	19.4%	21.3%	20.4%
Neutral	28.0%	39.2%	28.2%	33.6%	30.7%	32.7%
Dissatisfied	30.6%	13.8%	29.4%	23.7%	23.8%	23.4%
Very dissatisfied	22.6%	9.9%	15.3%	17.0%	15.3%	16.1%

Q15-6. Overall traffic safety

Very satisfied	3.5%	7.8%	6.1%	5.1%	6.6%	5.7%
Satisfied	25.0%	40.2%	35.7%	34.4%	32.2%	33.3%
Neutral	37.7%	33.2%	31.3%	33.2%	35.7%	34.5%
Dissatisfied	24.2%	11.3%	16.5%	19.3%	16.1%	17.8%
Very dissatisfied	9.6%	7.4%	10.4%	8.0%	9.4%	8.7%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q15-7. Timing of traffic signals</u>						
Very satisfied	2.3%	7.7%	9.8%	5.1%	6.6%	5.8%
Satisfied	28.2%	36.8%	29.5%	31.9%	30.7%	31.6%
Neutral	30.9%	31.0%	26.8%	30.2%	30.7%	30.5%
Dissatisfied	23.3%	15.7%	20.5%	20.1%	21.0%	20.1%
Very dissatisfied	15.3%	8.8%	13.4%	12.7%	11.0%	12.0%

Q15-8. Condition & usability of Fayetteville Regional Airport

Very satisfied	16.3%	17.6%	22.2%	17.8%	17.4%	17.8%
Satisfied	51.1%	44.0%	43.5%	50.6%	41.5%	46.5%
Neutral	22.6%	31.0%	23.1%	22.3%	32.0%	26.7%
Dissatisfied	8.6%	5.1%	4.6%	6.7%	6.2%	6.4%
Very dissatisfied	1.4%	2.3%	6.5%	2.5%	2.9%	2.7%

Q16. Customer Responsiveness. During the past year, have you or other members of your household contacted the City of Fayetteville to seek services, ask a question, or file a complaint?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q16. Have you contacted City to seek services, ask a question, or file a complaint during past year</u>						
Yes	47.3%	47.7%	46.6%	47.7%	46.1%	47.0%
No	52.7%	52.3%	53.4%	52.3%	53.9%	53.0%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

N=327	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q16a-1. How easy they were to contact</u>						
Very satisfied	19.4%	26.2%	22.6%	20.7%	24.8%	22.9%
Satisfied	51.2%	46.9%	47.2%	51.7%	46.0%	48.9%
Neutral	17.8%	13.1%	13.2%	14.9%	14.6%	14.7%
Dissatisfied	10.1%	10.0%	9.4%	9.8%	10.9%	10.0%
Very dissatisfied	1.6%	3.8%	7.5%	2.9%	3.6%	3.4%

Q16a-2. Courtesy of employees

Very satisfied	32.8%	29.8%	35.2%	31.4%	32.4%	31.8%
Satisfied	45.6%	49.2%	40.7%	49.1%	42.6%	46.6%
Neutral	12.8%	11.3%	16.7%	11.8%	14.7%	12.9%
Dissatisfied	6.4%	7.3%	3.7%	5.3%	7.4%	6.1%
Very dissatisfied	2.4%	2.4%	3.7%	2.4%	2.9%	2.6%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q16a-3. Accuracy of information & assistance you were given</u>						
Very satisfied	25.8%	28.1%	30.2%	24.3%	30.1%	27.5%
Satisfied	38.3%	44.5%	30.2%	41.6%	38.2%	39.9%
Neutral	24.2%	16.4%	20.8%	22.0%	18.4%	20.3%
Dissatisfied	8.6%	8.6%	9.4%	7.5%	10.3%	8.5%
Very dissatisfied	3.1%	2.3%	9.4%	4.6%	2.9%	3.8%

Q16a-4. Time it took for your request to be answered

Very satisfied	18.9%	22.7%	24.5%	19.8%	23.5%	21.6%
Satisfied	47.2%	45.3%	34.0%	48.8%	39.0%	44.8%
Neutral	15.0%	18.0%	18.9%	14.0%	19.9%	16.5%
Dissatisfied	12.6%	9.4%	7.5%	11.6%	8.8%	10.2%
Very dissatisfied	6.3%	4.7%	15.1%	5.8%	8.8%	7.0%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

N=327	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q16a-5. How well your issue was handled</u>						
Very satisfied	23.0%	27.6%	22.6%	24.0%	26.7%	24.9%
Satisfied	38.9%	41.7%	30.2%	39.8%	35.6%	38.7%
Neutral	15.1%	18.1%	17.0%	15.8%	18.5%	16.9%
Dissatisfied	13.5%	7.9%	20.8%	14.0%	10.4%	12.1%
Very dissatisfied	9.5%	4.7%	9.4%	6.4%	8.9%	7.3%

Q16a-6. Resolution to your issue/concern

Very satisfied	22.2%	29.7%	18.9%	22.5%	27.0%	24.9%
Satisfied	38.9%	36.7%	41.5%	41.4%	34.3%	38.3%
Neutral	16.7%	18.0%	9.4%	14.8%	18.2%	16.3%
Dissatisfied	11.9%	10.2%	13.2%	13.0%	9.5%	11.2%
Very dissatisfied	10.3%	5.5%	17.0%	8.3%	10.9%	9.3%

Q17. Have you heard about the City's Strategic Plan? (without "not provided")

N=696

Q32. Are you active duty military,
retired military, a military
dependent, or a veteran

Total

	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q17. Have you heard about City's Strategic Plan</u>						
Yes	15.5%	23.2%	13.5%	20.1%	16.3%	18.3%
No	84.5%	76.8%	86.5%	79.9%	83.7%	81.7%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity					
	White	Black/African American	Other			
<u>Q18-1. Safe & Secure Community (e.g. Police, Fire, 911)</u>						
Very satisfied	10.8%	13.6%	15.9%	12.0%	13.6%	12.6%
Satisfied	46.3%	51.9%	37.4%	51.7%	41.1%	47.0%
Neutral	28.8%	24.7%	31.8%	25.2%	31.3%	27.9%
Dissatisfied	10.4%	7.0%	10.3%	8.7%	9.4%	9.0%
Very dissatisfied	3.8%	2.9%	4.7%	2.4%	4.5%	3.4%

Q18-2. Diverse & Viable Economy (e.g. new business development)

Very satisfied	5.2%	6.7%	8.0%	5.1%	7.8%	6.1%
Satisfied	28.9%	38.6%	26.0%	34.6%	28.4%	31.7%
Neutral	38.4%	39.0%	49.0%	41.7%	39.7%	41.0%
Dissatisfied	20.9%	11.0%	11.0%	15.3%	15.9%	15.6%
Very dissatisfied	6.6%	4.8%	6.0%	3.4%	8.2%	5.6%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q18-3. High Quality Built Environment (e.g. streets, inspections, code enforcement)</u>						
Very satisfied	4.3%	6.9%	5.2%	4.2%	6.7%	5.4%
Satisfied	27.1%	35.8%	33.3%	31.1%	32.7%	32.0%
Neutral	39.6%	43.6%	40.6%	44.3%	38.6%	41.8%
Dissatisfied	22.2%	8.3%	14.6%	15.9%	14.3%	14.9%
Very dissatisfied	6.8%	5.4%	6.3%	4.5%	7.6%	5.9%

Q18-4. Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)

Very satisfied	5.8%	7.0%	10.3%	5.7%	8.3%	6.9%
Satisfied	32.0%	44.9%	33.6%	41.3%	33.5%	37.5%
Neutral	34.9%	34.2%	34.6%	33.4%	36.5%	35.2%
Dissatisfied	21.2%	11.1%	14.0%	15.4%	15.8%	15.4%
Very dissatisfied	6.2%	2.9%	7.5%	4.2%	6.0%	5.1%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	Race/Ethnicity			Yes	No	
	White	Black/African American	Other			
<u>Q18-5. Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)</u>						
Very satisfied	4.3%	3.6%	6.8%	4.3%	4.6%	4.3%
Satisfied	24.1%	29.6%	27.3%	29.3%	25.3%	27.3%
Neutral	48.8%	43.4%	42.0%	46.5%	44.3%	45.6%
Dissatisfied	16.0%	17.3%	14.8%	12.9%	20.1%	16.1%
Very dissatisfied	6.8%	6.1%	9.1%	7.0%	5.7%	6.7%

Q18-6. Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)

Very satisfied	4.3%	5.0%	9.7%	5.5%	6.2%	5.7%
Satisfied	27.4%	36.7%	26.9%	31.6%	31.0%	31.2%
Neutral	47.8%	45.2%	41.9%	45.2%	46.2%	45.8%
Dissatisfied	16.1%	9.0%	12.9%	12.1%	13.3%	12.4%
Very dissatisfied	4.3%	4.0%	8.6%	5.5%	3.3%	4.9%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Safe & Secure Community (e.g. Police, Fire, 911)	26.9%	24.0%	23.7%	26.7%	23.2%	24.9%
Diverse & Viable Economy (e.g. new business development)	11.6%	10.8%	7.6%	10.0%	12.1%	10.9%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	10.9%	2.5%	5.9%	7.8%	5.2%	6.6%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	9.8%	11.5%	11.9%	7.3%	15.0%	10.9%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	3.6%	3.6%	8.5%	5.4%	2.9%	4.3%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	4.4%	4.3%	3.4%	5.1%	3.3%	4.2%
None chosen	32.7%	43.4%	39.0%	37.7%	38.2%	38.2%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q19. 2nd choice</u>						
Safe & Secure Community (e.g. Police, Fire, 911)	6.9%	6.1%	7.6%	6.7%	6.5%	6.8%
Diverse & Viable Economy (e.g. new business development)	11.3%	7.5%	8.5%	10.5%	8.5%	9.3%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	12.7%	6.1%	9.3%	10.0%	8.2%	9.2%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	19.6%	14.0%	15.3%	17.8%	15.7%	16.7%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	6.2%	10.4%	5.9%	7.3%	8.8%	7.9%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	5.5%	7.9%	7.6%	7.0%	6.5%	6.6%
None chosen	37.8%	48.0%	45.8%	40.7%	45.8%	43.5%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q20-1. As a place to live</u>						
Excellent	8.6%	15.4%	11.4%	10.2%	12.8%	11.7%
Good	44.0%	56.3%	41.2%	52.7%	44.8%	48.6%
Neutral	23.5%	18.8%	22.8%	20.6%	21.5%	21.6%
Below average	18.7%	7.0%	17.5%	12.1%	15.8%	13.6%
Poor	5.2%	2.6%	7.0%	4.4%	5.1%	4.6%

Q20-2. As a place to raise children

Excellent	7.3%	15.2%	10.8%	9.0%	12.6%	10.9%
Good	30.9%	53.3%	33.3%	41.2%	40.6%	40.8%
Neutral	25.1%	18.9%	24.3%	23.7%	21.2%	22.8%
Below average	25.1%	8.5%	16.2%	16.9%	15.7%	16.3%
Poor	11.6%	4.1%	15.3%	9.0%	9.9%	9.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q20-3. As a place to play</u>						
Excellent	6.7%	11.9%	10.0%	7.6%	10.5%	9.2%
Good	28.7%	46.8%	29.1%	39.0%	34.3%	36.5%
Neutral	31.9%	25.7%	30.9%	29.7%	28.0%	29.4%
Below average	23.2%	10.8%	14.5%	15.5%	18.2%	16.4%
Poor	9.4%	4.8%	15.5%	8.2%	9.1%	8.6%

Q20-4. As a place to work

Excellent	7.3%	11.6%	8.8%	9.3%	8.9%	9.2%
Good	34.4%	43.7%	38.6%	43.8%	34.8%	39.7%
Neutral	32.4%	22.0%	27.2%	27.4%	25.9%	26.7%
Below average	16.2%	13.4%	17.5%	11.3%	20.1%	15.1%
Poor	9.7%	9.3%	7.9%	8.2%	10.2%	9.4%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q20-5. As a place to retire</u>						
Excellent	8.7%	22.5%	10.9%	14.8%	13.8%	14.4%
Good	29.8%	42.3%	31.8%	39.6%	32.1%	35.9%
Neutral	23.0%	19.1%	22.7%	19.8%	23.1%	21.5%
Below average	20.8%	6.7%	17.3%	13.6%	14.8%	14.0%
Poor	17.7%	9.4%	17.3%	12.3%	16.2%	14.1%

Q20-6. As a place to visit

Excellent	10.3%	15.5%	9.7%	11.5%	12.5%	12.1%
Good	27.5%	46.1%	33.6%	36.6%	35.6%	36.5%
Neutral	30.9%	22.9%	24.8%	28.2%	24.4%	26.3%
Below average	19.5%	11.1%	13.3%	14.5%	16.3%	15.2%
Poor	11.8%	4.4%	18.6%	9.2%	11.2%	9.9%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q20-7. As a place with a lively Downtown</u>						
Excellent	8.9%	9.8%	9.3%	7.4%	10.8%	9.1%
Good	33.9%	30.3%	31.8%	32.3%	31.4%	32.0%
Neutral	30.2%	33.1%	24.3%	30.9%	30.0%	30.3%
Below average	17.3%	15.7%	19.6%	18.7%	15.9%	17.2%
Poor	9.7%	11.0%	15.0%	10.7%	11.9%	11.5%

Q20-8. As a partner with its citizens

Excellent	3.8%	7.8%	7.8%	4.6%	7.2%	6.0%
Good	27.7%	35.2%	32.0%	32.9%	30.8%	31.9%
Neutral	46.4%	37.7%	30.1%	40.3%	38.4%	39.4%
Below average	12.8%	12.3%	17.5%	12.9%	14.8%	13.5%
Poor	9.4%	7.0%	12.6%	9.2%	8.7%	9.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q20-9. As a sustainable community</u>						
Excellent	4.0%	9.5%	6.4%	5.0%	8.3%	6.5%
Good	33.3%	42.5%	32.7%	40.5%	32.4%	37.2%
Neutral	37.3%	33.7%	31.8%	33.2%	37.4%	34.8%
Below average	17.1%	9.9%	18.2%	14.3%	14.4%	14.3%
Poor	8.3%	4.4%	10.9%	7.0%	7.6%	7.2%

Q20-10. As a City that is moving in the right direction

Excellent	6.5%	15.3%	11.7%	9.3%	12.7%	10.9%
Good	38.7%	44.1%	30.6%	41.7%	36.0%	39.5%
Neutral	33.9%	24.5%	36.9%	31.0%	30.4%	30.6%
Below average	13.7%	11.5%	8.1%	11.3%	13.1%	11.9%
Poor	7.3%	4.6%	12.6%	6.7%	7.8%	7.2%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q21-1. Availability of information about City programs & services</u>						
Very satisfied	6.7%	12.6%	9.8%	7.6%	12.9%	9.8%
Satisfied	37.8%	44.8%	36.3%	44.0%	35.6%	40.5%
Neutral	34.9%	28.5%	33.3%	29.1%	36.0%	32.0%
Dissatisfied	16.0%	10.9%	13.7%	14.4%	11.4%	13.2%
Very dissatisfied	4.6%	3.3%	6.9%	4.9%	4.2%	4.5%

Q21-2. City efforts to keep you informed about local issues

Very satisfied	5.5%	10.7%	8.7%	6.4%	10.6%	8.4%
Satisfied	38.2%	46.1%	36.9%	43.5%	38.6%	41.1%
Neutral	31.9%	24.7%	32.0%	28.9%	30.3%	29.5%
Dissatisfied	19.7%	14.4%	13.6%	14.9%	16.7%	15.9%
Very dissatisfied	4.6%	4.1%	8.7%	6.4%	3.8%	5.1%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		
	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q21-3. Level of public involvement in local decisions</u>						
Very satisfied	5.6%	8.1%	7.2%	5.3%	9.1%	7.1%
Satisfied	19.9%	32.3%	22.7%	29.0%	21.5%	25.5%
Neutral	44.0%	40.4%	44.3%	40.0%	45.5%	42.5%
Dissatisfied	23.1%	15.2%	12.4%	16.7%	19.0%	17.9%
Very dissatisfied	7.4%	4.0%	13.4%	9.0%	5.0%	7.1%

Q21-4. Usefulness of information available on City's website

Very satisfied	6.9%	11.8%	8.5%	7.8%	10.9%	9.2%
Satisfied	42.4%	39.4%	40.4%	43.4%	38.0%	41.3%
Neutral	40.4%	39.9%	39.4%	38.4%	41.9%	39.4%
Dissatisfied	6.9%	6.4%	4.3%	6.4%	5.2%	6.2%
Very dissatisfied	3.4%	2.5%	7.4%	3.9%	3.9%	3.8%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q21-5. Usefulness of FayFixit web application</u>						
Very satisfied	11.3%	10.5%	17.2%	9.2%	16.6%	12.2%
Satisfied	36.3%	32.2%	32.8%	36.8%	30.3%	34.2%
Neutral	43.5%	51.0%	37.9%	44.9%	46.2%	45.2%
Dissatisfied	5.6%	3.5%	3.4%	4.3%	3.4%	4.2%
Very dissatisfied	3.2%	2.8%	8.6%	4.9%	3.4%	4.2%

Q22. Which of the following methods do you use to get information about the City of Fayetteville?

N=696

Q32. Are you active duty military,
retired military, a military
dependent, or a veteran

Total

	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
City Manager's Report: City Happenings	3.3%	6.8%	3.4%	3.8%	5.6%	4.9%
City representatives at events or meetings	5.8%	11.5%	5.9%	7.5%	9.2%	8.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	29.8%	36.2%	37.3%	35.0%	35.0%	34.8%
City's social media: Facebook, Twitter, or YouTube	32.4%	22.2%	33.9%	27.8%	28.1%	28.3%
City's television programming (FAYTV)	17.8%	33.0%	25.4%	27.2%	24.5%	25.9%
Live televised City Council meetings	14.9%	25.4%	12.7%	20.2%	16.3%	18.7%
1-Fay Call Center (433-1FAY)	7.3%	8.2%	8.5%	7.8%	8.2%	8.0%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	43.3%	30.5%	46.6%	40.2%	37.9%	39.2%

Q22. Which of the following methods do you use to get information about the City of Fayetteville?

N=696

Q32. Are you active duty military,
retired military, a military
dependent, or a veteran

Total

	Race/Ethnicity					Total
	White	Black/African American	Other	Yes	No	
<u>Q22. What methods do you use to get information about City of Fayetteville (Cont.)</u>						
Local newspapers	57.8%	60.9%	50.8%	59.0%	56.9%	57.8%
Local radio news	34.2%	38.0%	32.2%	34.0%	35.6%	35.3%
Local television news	42.5%	60.6%	48.3%	52.0%	49.3%	50.6%
Community blogs or list serves	8.4%	5.0%	4.2%	6.7%	5.9%	6.3%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	20.7%	23.7%	14.4%	21.3%	20.6%	20.8%
Other community websites	7.6%	6.8%	9.3%	7.8%	6.9%	7.3%
Billboards	24.4%	25.8%	20.3%	21.6%	28.1%	24.0%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
City Manager's Report: City Happenings	1.1%	3.9%	0.0%	2.2%	1.6%	2.0%
City representatives at events or meetings	1.5%	2.9%	0.8%	1.6%	2.3%	1.9%
City produced printed brochures, flyers, posters, postcards, letters, etc.	6.9%	4.7%	7.6%	5.9%	7.2%	6.3%
City's social media: Facebook, Twitter, or YouTube	13.1%	8.2%	11.0%	10.2%	11.4%	10.8%
City's television programming (FAYTV)	2.9%	4.7%	2.5%	5.1%	2.6%	3.9%
Live televised City Council meetings	2.5%	1.4%	0.0%	1.9%	1.3%	1.6%
1-Fay Call Center (433-1FAY)	0.7%	0.4%	0.8%	0.5%	0.7%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	9.1%	5.0%	11.9%	7.0%	9.2%	7.9%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Local newspapers	19.6%	15.8%	15.3%	18.9%	16.0%	17.1%
Local radio news	6.9%	4.3%	5.1%	5.1%	5.2%	5.3%
Local television news	9.5%	17.6%	13.6%	15.1%	10.8%	13.2%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	0.4%	0.4%	0.8%	0.3%	0.7%	0.4%
Other community websites	0.4%	0.0%	0.8%	0.3%	0.3%	0.3%
Billboards	0.7%	0.4%	1.7%	0.5%	1.0%	0.7%
None chosen	24.7%	30.5%	28.0%	25.3%	29.7%	28.0%

Q23. Top choice (Cont.)

Local newspapers	19.6%	15.8%	15.3%	18.9%	16.0%	17.1%
Local radio news	6.9%	4.3%	5.1%	5.1%	5.2%	5.3%
Local television news	9.5%	17.6%	13.6%	15.1%	10.8%	13.2%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	0.4%	0.4%	0.8%	0.3%	0.7%	0.4%
Other community websites	0.4%	0.0%	0.8%	0.3%	0.3%	0.3%
Billboards	0.7%	0.4%	1.7%	0.5%	1.0%	0.7%
None chosen	24.7%	30.5%	28.0%	25.3%	29.7%	28.0%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
City Manager's Report: City Happenings	0.4%	1.1%	0.8%	0.8%	1.0%	0.9%
City representatives at events or meetings	1.5%	1.4%	0.8%	1.3%	1.0%	1.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	4.0%	3.9%	4.2%	3.5%	4.9%	4.2%
City's social media: Facebook, Twitter, or YouTube	8.4%	3.9%	6.8%	4.6%	8.2%	6.0%
City's television programming (FAYTV)	2.2%	3.2%	2.5%	3.2%	2.0%	2.6%
Live televised City Council meetings	2.9%	2.9%	1.7%	2.7%	2.3%	2.6%
1-Fay Call Center (433-1FAY)	0.7%	0.0%	1.7%	0.5%	0.7%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	10.2%	5.4%	8.5%	9.4%	7.2%	8.2%

Q23. 2nd choice

City Manager's Report: City Happenings	0.4%	1.1%	0.8%	0.8%	1.0%	0.9%
City representatives at events or meetings	1.5%	1.4%	0.8%	1.3%	1.0%	1.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	4.0%	3.9%	4.2%	3.5%	4.9%	4.2%
City's social media: Facebook, Twitter, or YouTube	8.4%	3.9%	6.8%	4.6%	8.2%	6.0%
City's television programming (FAYTV)	2.2%	3.2%	2.5%	3.2%	2.0%	2.6%
Live televised City Council meetings	2.9%	2.9%	1.7%	2.7%	2.3%	2.6%
1-Fay Call Center (433-1FAY)	0.7%	0.0%	1.7%	0.5%	0.7%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	10.2%	5.4%	8.5%	9.4%	7.2%	8.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Q23. 2nd choice (Cont.)						
Local newspapers	13.5%	17.9%	9.3%	13.7%	14.1%	14.1%
Local radio news	9.1%	10.0%	11.9%	12.4%	7.2%	9.9%
Local television news	8.4%	8.6%	11.9%	8.4%	10.5%	9.1%
Community blogs or list serves	1.8%	0.7%	0.8%	1.6%	0.7%	1.1%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	2.9%	2.5%	1.7%	3.2%	2.0%	2.6%
Other community websites	1.1%	0.0%	2.5%	1.1%	0.7%	0.9%
Billboards	1.1%	1.1%	0.0%	1.1%	0.7%	0.9%
None chosen	32.0%	37.3%	34.7%	32.3%	37.3%	35.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
City Manager's Report: City Happenings	0.7%	1.1%	0.0%	0.5%	1.0%	0.7%
City representatives at events or meetings	0.4%	1.4%	0.8%	0.8%	1.0%	0.9%
City produced printed brochures, flyers, posters, postcards, letters, etc.	6.9%	6.1%	5.1%	7.3%	5.6%	6.3%
City's social media: Facebook, Twitter, or YouTube	4.7%	3.6%	4.2%	4.0%	3.3%	4.0%
City's television programming (FAYTV)	1.1%	1.4%	4.2%	1.9%	1.6%	1.7%
Live televised City Council meetings	2.2%	2.2%	1.7%	3.0%	1.0%	2.0%
1-Fay Call Center (433-1FAY)	0.7%	1.4%	0.8%	0.3%	2.0%	1.0%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	8.7%	3.2%	5.1%	5.4%	6.5%	5.9%

Q23. 3rd choice

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q23. 3rd choice (Cont.)</u>						
Local newspapers	6.2%	8.2%	7.6%	7.0%	8.5%	7.5%
Local radio news	5.5%	3.2%	9.3%	4.3%	5.9%	5.0%
Local television news	9.5%	13.6%	9.3%	12.1%	9.8%	10.8%
Community blogs or list serves	0.7%	0.7%	0.0%	0.0%	1.3%	0.6%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	2.5%	3.6%	1.7%	3.0%	2.9%	2.9%
Other community websites	2.9%	1.1%	1.7%	2.4%	1.3%	1.9%
Billboards	5.5%	5.4%	4.2%	6.5%	3.9%	5.3%
None chosen	41.8%	43.7%	44.1%	41.5%	44.4%	43.5%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville? (top 3)

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
City Manager's Report: City Happenings	2.2%	6.1%	0.8%	3.5%	3.6%	3.6%
City representatives at events or meetings	3.3%	5.7%	2.5%	3.8%	4.2%	4.0%
City produced printed brochures, flyers, posters, postcards, letters, etc.	17.8%	14.7%	16.9%	16.7%	17.6%	16.8%
City's social media: Facebook, Twitter, or YouTube	26.2%	15.8%	22.0%	18.9%	22.9%	20.8%
City's television programming (FAYTV)	6.2%	9.3%	9.3%	10.2%	6.2%	8.2%
Live televised City Council meetings	7.6%	6.5%	3.4%	7.5%	4.6%	6.2%
1-Fay Call Center (433-1FAY)	2.2%	1.8%	3.4%	1.3%	3.3%	2.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville? (top 3)

N=696

	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
Q23. Sum of top 3 choices (Cont.)						
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	28.0%	13.6%	25.4%	21.8%	22.9%	22.0%
Local newspapers	39.3%	41.9%	32.2%	39.6%	38.6%	38.6%
Local radio news	21.5%	17.6%	26.3%	21.8%	18.3%	20.3%
Local television news	27.3%	39.8%	34.7%	35.6%	31.0%	33.0%
Community blogs or list serves	2.5%	1.4%	0.8%	1.6%	2.0%	1.7%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	5.8%	6.5%	4.2%	6.5%	5.6%	5.9%
Other community websites	4.4%	1.1%	5.1%	3.8%	2.3%	3.0%
Billboards	7.3%	6.8%	5.9%	8.1%	5.6%	6.9%
None chosen	24.7%	30.5%	28.0%	25.3%	29.7%	28.0%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q24-1. Additional police facilities & services</u>						
Very willing	28.6%	22.9%	22.5%	26.8%	21.8%	24.8%
Willing	38.7%	37.0%	38.7%	39.2%	38.2%	38.5%
Not sure	18.8%	29.4%	23.4%	21.5%	26.0%	23.6%
Not willing	13.9%	10.7%	15.3%	12.4%	14.0%	13.0%

Q24-2. Additional fire facilities & services

Very willing	25.4%	22.9%	18.0%	24.9%	20.4%	23.1%
Willing	36.7%	43.1%	41.4%	41.0%	39.4%	40.3%
Not sure	23.5%	26.7%	26.1%	22.4%	28.5%	25.1%
Not willing	14.4%	7.3%	14.4%	11.6%	11.6%	11.6%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q24-3. Additional economic & business development services (e.g. fund activities and/or incentives to attract or expand industries/businesses)</u>						
Very willing	17.4%	18.8%	16.1%	17.7%	18.9%	18.2%
Willing	27.9%	29.5%	28.6%	28.3%	28.8%	28.7%
Not sure	32.5%	40.6%	38.4%	36.8%	36.5%	36.6%
Not willing	22.3%	11.1%	17.0%	17.2%	15.8%	16.5%

Q24-4. Additional investment in public transit system (FAST)

Very willing	8.0%	16.2%	11.5%	10.0%	14.4%	11.9%
Willing	19.7%	30.1%	20.4%	22.5%	26.0%	24.5%
Not sure	36.4%	40.2%	46.0%	41.4%	37.2%	39.3%
Not willing	36.0%	13.5%	22.1%	26.1%	22.5%	24.4%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Q32. Are you active duty military,
retired military, a military
dependent, or a veteran

	Race/Ethnicity			Active military, retired military, dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q24-5. Additional construction & maintenance of sidewalks</u>						
Very willing	19.8%	18.8%	30.1%	21.9%	21.1%	21.3%
Willing	39.9%	42.2%	30.1%	38.5%	39.1%	38.7%
Not sure	22.8%	32.8%	26.5%	27.2%	27.5%	27.7%
Not willing	17.5%	6.3%	13.3%	12.4%	12.3%	12.3%

Q24-6. Additional investments in City's transportation network (e.g. improvements to corridors, roads, bridges)

Very willing	21.5%	21.5%	21.1%	22.1%	20.3%	21.5%
Willing	42.3%	42.9%	38.6%	42.5%	41.3%	41.5%
Not sure	21.5%	26.4%	21.1%	21.3%	25.2%	23.4%
Not willing	14.7%	9.2%	19.3%	14.1%	13.3%	13.6%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

N=696	Race/Ethnicity			Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
	White	Black/African American	Other	Yes	No	
<u>Q24-7. Additional enforcement of City codes</u>						
Very willing	14.7%	13.6%	15.2%	15.0%	13.4%	14.2%
Willing	31.3%	31.9%	23.2%	32.3%	25.4%	29.6%
Not sure	36.2%	40.9%	45.5%	35.9%	45.2%	40.0%
Not willing	17.7%	13.6%	16.1%	16.7%	15.9%	16.2%

Q24-8. Additional citizen engagement opportunities

Very willing	13.3%	13.4%	15.3%	13.2%	13.9%	13.7%
Willing	30.3%	42.5%	31.5%	36.2%	34.9%	35.4%
Not sure	40.2%	36.2%	39.6%	37.6%	38.8%	38.2%
Not willing	16.3%	7.9%	13.5%	12.9%	12.5%	12.8%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

N=696				Q32. Are you active duty military, retired military, a military dependent, or a veteran		Total
Race/Ethnicity						
White	Black/African American	Other	Yes	No		
<u>Q24-9. Additional development of incentive programs for beautification efforts (e.g. landscaping, green spaces)</u>						
Very willing	18.6%	16.7%	21.9%	19.6%	17.5%	18.6%
Willing	37.1%	41.5%	35.1%	38.0%	38.8%	38.1%
Not sure	24.6%	32.6%	30.7%	28.2%	29.4%	29.1%
Not willing	19.7%	9.3%	12.3%	14.2%	14.3%	14.3%

Q24-10. Additional stormwater infrastructure to address flooding concerns

Very willing	21.1%	28.6%	29.2%	24.8%	25.6%	25.5%
Willing	39.2%	38.2%	37.2%	38.2%	40.0%	38.6%
Not sure	22.6%	26.6%	24.8%	25.6%	23.5%	24.6%
Not willing	17.0%	6.6%	8.8%	11.4%	10.9%	11.2%

Section 3

Crosstabular Data by Years Lived in City

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q1-1. Overall quality of police protection

Very satisfied	19.8%	20.0%	14.3%	17.0%	19.4%	18.1%
Satisfied	43.2%	45.5%	47.6%	53.2%	52.2%	49.7%
Neutral	24.7%	20.0%	26.7%	22.7%	19.8%	22.7%
Dissatisfied	8.6%	7.3%	7.6%	3.5%	6.3%	6.1%
Very dissatisfied	3.7%	7.3%	3.8%	3.5%	2.4%	3.4%

Q1-2. Overall quality of fire protection & rescue services

Very satisfied	28.9%	32.0%	26.5%	34.1%	40.5%	34.5%
Satisfied	46.1%	52.0%	54.9%	51.5%	47.6%	49.8%
Neutral	19.7%	14.0%	17.6%	13.6%	9.5%	13.7%
Dissatisfied	1.3%	0.0%	1.0%	0.0%	2.4%	1.3%
Very dissatisfied	3.9%	2.0%	0.0%	0.8%	0.0%	0.8%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q1-3. Overall maintenance of City streets</u>						
Very satisfied	10.1%	3.4%	1.0%	3.6%	6.1%	5.2%
Satisfied	31.5%	24.1%	39.0%	30.7%	28.0%	30.2%
Neutral	27.0%	36.2%	24.8%	30.7%	26.8%	28.6%
Dissatisfied	18.0%	32.8%	24.8%	23.6%	28.4%	25.6%
Very dissatisfied	13.5%	3.4%	10.5%	11.4%	10.7%	10.5%

Q1-4. Overall flow of traffic in City

Very satisfied	5.7%	3.5%	2.8%	2.1%	4.7%	3.8%
Satisfied	19.3%	7.0%	15.7%	16.9%	27.2%	20.3%
Neutral	30.7%	40.4%	26.9%	34.5%	29.5%	31.3%
Dissatisfied	21.6%	36.8%	30.6%	28.9%	28.3%	28.6%
Very dissatisfied	22.7%	12.3%	24.1%	17.6%	10.2%	16.1%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q1-5. Overall quality of public transit system, Fayetteville Area System of Transit (FAST)

Very satisfied	10.0%	18.5%	11.1%	13.6%	13.9%	13.4%
Satisfied	20.0%	7.4%	27.0%	24.2%	32.1%	26.9%
Neutral	42.5%	48.1%	36.5%	47.0%	42.4%	41.9%
Dissatisfied	5.0%	11.1%	15.9%	7.6%	8.5%	9.7%
Very dissatisfied	22.5%	14.8%	9.5%	7.6%	3.0%	8.1%

Q1-6. Overall quality of water & sewer utilities

Very satisfied	8.0%	7.3%	9.4%	10.6%	15.1%	11.6%
Satisfied	40.2%	47.3%	36.8%	46.1%	43.6%	42.8%
Neutral	24.1%	20.0%	29.2%	25.5%	25.1%	25.0%
Dissatisfied	13.8%	12.7%	17.0%	8.5%	10.4%	11.9%
Very dissatisfied	13.8%	12.7%	7.5%	9.2%	5.8%	8.6%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q1-7. Overall enforcement of codes & ordinances

Very satisfied	4.8%	10.4%	8.1%	4.3%	7.2%	6.8%
Satisfied	31.7%	20.8%	28.3%	26.7%	35.4%	31.4%
Neutral	36.5%	43.8%	44.4%	44.0%	30.4%	37.3%
Dissatisfied	11.1%	14.6%	11.1%	13.8%	18.6%	14.9%
Very dissatisfied	15.9%	10.4%	8.1%	11.2%	8.4%	9.7%

Q1-8. Overall quality of customer service received frm City employees

Very satisfied	11.4%	16.0%	6.0%	10.4%	17.0%	12.8%
Satisfied	40.0%	36.0%	43.0%	41.6%	44.8%	42.8%
Neutral	28.6%	32.0%	38.0%	40.0%	26.6%	31.8%
Dissatisfied	10.0%	10.0%	11.0%	4.0%	7.5%	8.0%
Very dissatisfied	10.0%	6.0%	2.0%	4.0%	4.1%	4.5%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q1-9. Overall effectiveness of communication with the public

Very satisfied	7.8%	13.0%	8.8%	7.6%	10.0%	9.2%
Satisfied	40.3%	38.9%	30.4%	40.5%	43.6%	39.7%
Neutral	31.2%	31.5%	48.0%	38.2%	32.0%	35.7%
Dissatisfied	14.3%	3.7%	10.8%	9.2%	11.2%	10.7%
Very dissatisfied	6.5%	13.0%	2.0%	4.6%	3.3%	4.7%

Q1-10. Overall quality of parks & recreation facilities & programs

Very satisfied	17.9%	23.6%	7.9%	12.5%	16.6%	15.2%
Satisfied	38.5%	43.6%	44.6%	48.4%	45.9%	45.0%
Neutral	28.2%	16.4%	30.7%	28.1%	24.9%	26.0%
Dissatisfied	9.0%	9.1%	14.9%	6.3%	9.2%	9.4%
Very dissatisfied	6.4%	7.3%	2.0%	4.7%	3.5%	4.4%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q1-11. Overall appearance of major entryways to City

Very satisfied	12.9%	10.9%	3.8%	7.3%	10.4%	9.0%
Satisfied	40.0%	34.5%	37.7%	39.4%	38.6%	38.9%
Neutral	24.7%	27.3%	34.0%	25.5%	26.5%	27.4%
Dissatisfied	12.9%	18.2%	17.9%	19.0%	13.7%	15.5%
Very dissatisfied	9.4%	9.1%	6.6%	8.8%	10.8%	9.3%

Q1-12. Overall building, zoning, & permitting customer service

Very satisfied	9.1%	11.8%	5.2%	5.4%	9.9%	8.2%
Satisfied	23.6%	26.5%	26.0%	24.7%	31.3%	28.2%
Neutral	49.1%	38.2%	54.5%	50.5%	41.7%	45.8%
Dissatisfied	7.3%	14.7%	9.1%	16.1%	9.9%	11.0%
Very dissatisfied	10.9%	8.8%	5.2%	3.2%	7.3%	6.9%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q1-13. Overall effectiveness of Economic & Community Development business grant programs</u>						
Very satisfied	4.9%	12.0%	6.6%	3.8%	7.9%	6.9%
Satisfied	12.2%	20.0%	18.0%	20.0%	26.0%	21.3%
Neutral	63.4%	36.0%	57.4%	43.8%	46.3%	49.0%
Dissatisfied	4.9%	20.0%	13.1%	18.8%	11.3%	12.9%
Very dissatisfied	14.6%	12.0%	4.9%	13.8%	8.5%	9.9%

Q1-14. Overall effectiveness of Economic & Community Development business loan programs

Very satisfied	5.1%	11.5%	6.9%	4.3%	7.2%	6.8%
Satisfied	12.8%	15.4%	13.8%	15.7%	21.1%	17.5%
Neutral	61.5%	38.5%	56.9%	52.9%	50.7%	52.5%
Dissatisfied	5.1%	23.1%	17.2%	18.6%	14.5%	15.3%
Very dissatisfied	15.4%	11.5%	5.2%	8.6%	6.6%	7.9%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q1-15. Overall effectiveness of Economic & Community Development business counseling programs

Very satisfied	5.1%	12.0%	6.9%	4.4%	7.2%	6.8%
Satisfied	17.9%	16.0%	15.5%	16.2%	23.0%	19.6%
Neutral	61.5%	36.0%	58.6%	57.4%	49.3%	52.8%
Dissatisfied	2.6%	24.0%	13.8%	10.3%	13.8%	12.5%
Very dissatisfied	12.8%	12.0%	5.2%	11.8%	6.6%	8.2%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q2. Top choice

Overall quality of police protection	19.6%	24.1%	21.8%	19.2%	21.4%	20.5%
Overall quality of fire protection & rescue services	2.2%	0.0%	0.0%	1.4%	1.5%	1.1%
Overall maintenance of City streets	9.8%	15.5%	13.6%	14.4%	15.9%	13.9%
Overall flow of traffic in City	22.8%	19.0%	25.5%	17.1%	8.9%	15.9%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	3.3%	3.4%	4.5%	4.1%	3.0%	3.7%
Overall quality of water & sewer utilities	9.8%	12.1%	5.5%	6.2%	7.0%	7.5%
Overall enforcement of codes & ordinances	2.2%	0.0%	2.7%	2.1%	4.8%	3.0%
Overall quality of customer service received frm City employees	1.1%	0.0%	1.8%	1.4%	1.5%	1.3%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Overall effectiveness of communication with the public	1.1%	3.4%	3.6%	0.7%	0.7%	1.4%
Overall quality of parks & recreation facilities & programs	3.3%	5.2%	1.8%	2.1%	1.8%	2.3%
Overall appearance of major entryways to City	2.2%	5.2%	5.5%	4.1%	4.8%	4.3%
Overall building, zoning, & permitting customer service	1.1%	0.0%	0.0%	1.4%	0.7%	0.7%
Overall effectiveness of Economic & Community Development business grant programs	1.1%	0.0%	0.9%	2.1%	1.8%	1.4%
Overall effectiveness of Economic & Community Development business loan programs	0.0%	0.0%	0.9%	1.4%	0.0%	0.4%
Overall effectiveness of Economic & Community Development business counseling programs	0.0%	0.0%	0.0%	0.0%	1.1%	0.6%
None chosen	20.7%	12.1%	11.8%	22.6%	25.1%	21.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Q2. 2nd choice						
Overall quality of police protection	7.6%	5.2%	7.3%	10.3%	8.5%	8.0%
Overall quality of fire protection & rescue services	2.2%	6.9%	7.3%	9.6%	8.5%	7.3%
Overall maintenance of City streets	16.3%	15.5%	14.5%	8.9%	10.7%	12.2%
Overall flow of traffic in City	10.9%	22.4%	16.4%	12.3%	12.5%	13.4%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	3.3%	5.2%	6.4%	0.7%	1.5%	2.6%
Overall quality of water & sewer utilities	10.9%	1.7%	8.2%	2.1%	7.4%	6.2%
Overall enforcement of codes & ordinances	2.2%	6.9%	4.5%	10.3%	5.5%	6.0%
Overall quality of customer service received frm City employees	1.1%	0.0%	3.6%	0.7%	2.2%	1.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Overall effectiveness of communication with the public	2.2%	5.2%	1.8%	2.7%	2.6%	2.9%
Overall quality of parks & recreation facilities & programs	3.3%	1.7%	6.4%	3.4%	1.5%	3.0%
Overall appearance of major entryways to City	5.4%	3.4%	2.7%	8.2%	3.3%	4.5%
Overall building, zoning, & permitting customer service	1.1%	1.7%	0.9%	1.4%	2.2%	1.6%
Overall effectiveness of Economic & Community Development business grant programs	6.5%	5.2%	3.6%	3.4%	2.2%	3.4%
Overall effectiveness of Economic & Community Development business loan programs	1.1%	3.4%	0.9%	0.0%	1.1%	1.0%
Overall effectiveness of Economic & Community Development business counseling programs	0.0%	0.0%	0.9%	0.7%	0.4%	0.4%
None chosen	26.1%	15.5%	14.5%	25.3%	29.9%	25.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Q2. 3rd choice						
Overall quality of police protection	6.5%	10.3%	6.4%	2.7%	1.8%	4.0%
Overall quality of fire protection & rescue services	1.1%	3.4%	4.5%	1.4%	3.3%	2.7%
Overall maintenance of City streets	14.1%	12.1%	14.5%	13.0%	9.6%	11.6%
Overall flow of traffic in City	10.9%	12.1%	10.9%	8.9%	7.4%	9.2%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	3.3%	0.0%	1.8%	1.4%	3.3%	2.4%
Overall quality of water & sewer utilities	3.3%	12.1%	10.9%	11.0%	7.0%	8.2%
Overall enforcement of codes & ordinances	1.1%	3.4%	2.7%	5.5%	5.5%	4.3%
Overall quality of customer service received frm City employees	1.1%	0.0%	4.5%	2.1%	3.0%	2.4%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Q2. 3rd choice (Cont.)						
Overall effectiveness of communication with the public	3.3%	1.7%	4.5%	4.8%	3.7%	3.7%
Overall quality of parks & recreation facilities & programs	7.6%	6.9%	10.0%	3.4%	2.6%	5.0%
Overall appearance of major entryways to City	4.3%	3.4%	1.8%	7.5%	7.4%	5.7%
Overall building, zoning, & permitting customer service	0.0%	0.0%	0.9%	0.0%	1.5%	0.7%
Overall effectiveness of Economic & Community Development business grant programs	2.2%	1.7%	1.8%	2.7%	2.6%	2.3%
Overall effectiveness of Economic & Community Development business loan programs	1.1%	1.7%	1.8%	1.4%	3.7%	2.3%
Overall effectiveness of Economic & Community Development business counseling programs	3.3%	5.2%	0.0%	2.1%	2.2%	2.2%
None chosen	37.0%	25.9%	22.7%	32.2%	35.4%	33.0%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Q2. Sum of top 3 choices						
Overall quality of police protection	33.7%	39.7%	35.5%	32.2%	31.7%	32.6%
Overall quality of fire protection & rescue services	5.4%	10.3%	11.8%	12.3%	13.3%	11.2%
Overall maintenance of City streets	40.2%	43.1%	42.7%	36.3%	36.2%	37.8%
Overall flow of traffic in City	44.6%	53.4%	52.7%	38.4%	28.8%	38.5%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	9.8%	8.6%	12.7%	6.2%	7.7%	8.8%
Overall quality of water & sewer utilities	23.9%	25.9%	24.5%	19.2%	21.4%	21.8%
Overall enforcement of codes & ordinances	5.4%	10.3%	10.0%	17.8%	15.9%	13.4%
Overall quality of customer service received frm City employees	3.3%	0.0%	10.0%	4.1%	6.6%	5.5%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q2. Sum of top 3 choices (Cont.)

Overall effectiveness of communication with the public	6.5%	10.3%	10.0%	8.2%	7.0%	8.0%
Overall quality of parks & recreation facilities & programs	14.1%	13.8%	18.2%	8.9%	5.9%	10.3%
Overall appearance of major entryways to City	12.0%	12.1%	10.0%	19.9%	15.5%	14.5%
Overall building, zoning, & permitting customer service	2.2%	1.7%	1.8%	2.7%	4.4%	3.0%
Overall effectiveness of Economic & Community Development business grant programs	9.8%	6.9%	6.4%	8.2%	6.6%	7.2%
Overall effectiveness of Economic & Community Development business loan programs	2.2%	5.2%	3.6%	2.7%	4.8%	3.7%
Overall effectiveness of Economic & Community Development business counseling programs	3.3%	5.2%	0.9%	2.7%	3.7%	3.2%
None chosen	20.7%	12.1%	11.8%	22.6%	25.1%	21.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q3-1. Overall quality of services provided by City of Fayetteville

Very satisfied	8.9%	9.1%	4.7%	7.4%	9.4%	8.7%
Satisfied	41.8%	54.5%	49.5%	48.9%	52.0%	49.0%
Neutral	30.4%	18.2%	31.8%	31.9%	26.8%	28.9%
Dissatisfied	11.4%	18.2%	11.2%	7.4%	10.2%	10.5%
Very dissatisfied	7.6%	0.0%	2.8%	4.4%	1.6%	2.9%

Q3-2. Overall image & appearance of City

Very satisfied	8.0%	7.0%	2.8%	5.1%	6.9%	6.0%
Satisfied	29.5%	43.9%	38.0%	35.8%	33.2%	35.1%
Neutral	29.5%	19.3%	26.9%	29.2%	31.3%	28.7%
Dissatisfied	20.5%	21.1%	23.1%	20.4%	24.3%	22.5%
Very dissatisfied	12.5%	8.8%	9.3%	9.5%	4.2%	7.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q3-3. Overall police relationship with your community

Very satisfied	13.0%	23.2%	14.2%	16.3%	15.8%	15.7%
Satisfied	44.2%	41.1%	38.7%	44.4%	43.5%	42.3%
Neutral	27.3%	19.6%	32.1%	24.4%	29.2%	28.2%
Dissatisfied	6.5%	12.5%	9.4%	7.4%	7.9%	8.5%
Very dissatisfied	9.1%	3.6%	5.7%	7.4%	3.6%	5.3%

Q3-4. Overall preparedness to manage development & growth

Very satisfied	6.1%	5.8%	4.1%	2.6%	6.5%	5.2%
Satisfied	19.7%	21.2%	24.7%	29.1%	27.9%	26.1%
Neutral	34.8%	38.5%	41.2%	34.2%	37.2%	37.3%
Dissatisfied	21.2%	28.8%	21.6%	23.9%	22.3%	22.7%
Very dissatisfied	18.2%	5.8%	8.2%	10.3%	6.0%	8.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q3-5. Overall quality of life in City

Very satisfied	9.0%	5.3%	7.3%	2.9%	8.9%	7.4%
Satisfied	31.5%	29.8%	31.2%	35.3%	35.0%	33.2%
Neutral	29.2%	33.3%	27.5%	33.8%	33.9%	32.0%
Dissatisfied	19.1%	22.8%	24.8%	18.4%	17.1%	19.7%
Very dissatisfied	11.2%	8.8%	9.2%	9.6%	5.1%	7.7%

Q3-6. Overall quality of life in your neighborhood

Very satisfied	20.2%	20.7%	14.5%	10.1%	15.8%	15.8%
Satisfied	37.1%	36.2%	37.3%	52.2%	41.3%	41.5%
Neutral	24.7%	20.7%	27.3%	18.1%	24.7%	23.4%
Dissatisfied	9.0%	15.5%	15.5%	13.8%	14.7%	14.0%
Very dissatisfied	9.0%	6.9%	5.5%	5.8%	3.5%	5.4%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q3-7. Overall availability of arts & cultural amenities

Very satisfied	14.1%	11.1%	4.9%	4.8%	9.4%	8.4%
Satisfied	22.4%	31.5%	24.3%	36.3%	36.9%	31.8%
Neutral	31.8%	25.9%	45.6%	33.9%	37.8%	36.8%
Dissatisfied	20.0%	24.1%	15.5%	20.2%	11.2%	16.2%
Very dissatisfied	11.8%	7.4%	9.7%	4.8%	4.7%	6.8%

Q3-8. Overall appearance of major corridors

Very satisfied	3.6%	5.5%	2.8%	3.9%	4.8%	4.2%
Satisfied	32.5%	40.0%	33.0%	31.8%	35.3%	34.1%
Neutral	38.6%	30.9%	41.5%	34.9%	36.1%	37.1%
Dissatisfied	15.7%	16.4%	17.0%	17.8%	18.9%	17.4%
Very dissatisfied	9.6%	7.3%	5.7%	11.6%	4.8%	7.2%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q3-9. Overall Downtown Fayetteville experience

Very satisfied	14.1%	20.7%	9.4%	5.9%	8.5%	9.8%
Satisfied	38.8%	34.5%	40.6%	47.4%	47.6%	44.0%
Neutral	22.4%	29.3%	30.2%	26.7%	28.6%	27.7%
Dissatisfied	15.3%	10.3%	15.1%	11.9%	11.3%	12.6%
Very dissatisfied	9.4%	5.2%	4.7%	8.1%	4.0%	5.8%

Q3-10. Overall strength of Fayetteville's economy

Very satisfied	7.9%	5.7%	4.0%	2.3%	5.6%	5.1%
Satisfied	28.9%	32.1%	31.3%	31.3%	29.9%	30.1%
Neutral	34.2%	34.0%	35.4%	35.9%	34.6%	35.4%
Dissatisfied	14.5%	18.9%	21.2%	22.7%	23.5%	21.1%
Very dissatisfied	14.5%	9.4%	8.1%	7.8%	6.4%	8.2%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q3-11. Overall availability of employment opportunities in Fayetteville

Very satisfied	7.4%	3.8%	1.0%	2.4%	3.9%	4.1%
Satisfied	21.0%	28.3%	32.7%	13.0%	19.8%	21.1%
Neutral	32.1%	24.5%	22.8%	39.8%	34.1%	32.5%
Dissatisfied	16.0%	30.2%	22.8%	30.1%	26.7%	25.5%
Very dissatisfied	23.5%	13.2%	20.8%	14.6%	15.5%	16.8%

Q3-12. Overall quality of businesses, services & retail in Fayetteville

Very satisfied	5.7%	8.8%	6.7%	6.3%	5.9%	6.6%
Satisfied	37.9%	40.4%	40.0%	37.5%	47.1%	41.5%
Neutral	33.3%	31.6%	34.3%	36.7%	32.2%	33.8%
Dissatisfied	14.9%	10.5%	12.4%	12.5%	10.6%	11.7%
Very dissatisfied	8.0%	8.8%	6.7%	7.0%	4.3%	6.3%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q3-13. Overall availability of sports venues in Fayetteville

Very satisfied	8.1%	14.0%	4.1%	4.2%	4.7%	5.9%
Satisfied	16.2%	30.0%	26.8%	21.7%	30.9%	26.5%
Neutral	41.9%	32.0%	35.1%	38.3%	43.3%	39.5%
Dissatisfied	24.3%	12.0%	19.6%	24.2%	16.7%	19.1%
Very dissatisfied	9.5%	12.0%	14.4%	11.7%	4.3%	9.0%

Q3-14. Overall affordability of housing in Fayetteville

Very satisfied	13.8%	11.5%	5.9%	4.8%	4.2%	6.8%
Satisfied	37.9%	28.8%	38.2%	31.2%	29.5%	31.9%
Neutral	19.5%	36.5%	30.4%	36.8%	37.6%	33.7%
Dissatisfied	17.2%	13.5%	13.7%	16.8%	19.4%	17.3%
Very dissatisfied	11.5%	9.6%	11.8%	10.4%	9.3%	10.3%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q4-1. Used a City recreation center

Yes	44.6%	51.7%	59.6%	51.1%	47.3%	50.4%
No	55.4%	48.3%	40.4%	48.9%	52.7%	49.6%

Q4-2. Used a City swimming pool

Yes	23.9%	32.8%	20.0%	13.4%	16.1%	18.9%
No	76.1%	67.2%	80.0%	86.6%	83.9%	81.1%

Q4-3. Participated in City athletic programs

Yes	13.0%	29.3%	25.5%	16.4%	19.2%	19.9%
No	87.0%	70.7%	74.5%	83.6%	80.8%	80.1%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q4-4. Participated in other City recreation programs

Yes	26.1%	31.0%	35.5%	26.8%	30.8%	30.1%
No	73.9%	69.0%	64.5%	73.2%	69.2%	69.9%

Q4-5. Visited a neighborhood or City park

Yes	78.3%	93.0%	79.6%	85.2%	67.5%	76.7%
No	21.7%	7.0%	20.4%	14.8%	32.5%	23.3%

Q4-6. Participated in a community watch program or crime prevention meeting

Yes	13.0%	19.0%	25.5%	31.0%	32.3%	26.8%
No	87.0%	81.0%	74.5%	69.0%	67.7%	73.2%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q4-7. Participated in a public meeting of an appointed board or commission

Yes	14.1%	22.4%	11.8%	20.6%	19.3%	17.7%
No	85.9%	77.6%	88.2%	79.4%	80.7%	82.3%

Q4-8. Attended or viewed a City Council meeting

Yes	17.4%	17.5%	20.9%	32.6%	41.0%	30.7%
No	82.6%	82.5%	79.1%	67.4%	59.0%	69.3%

Q4-9. Ridden FAST Bus System and/or FASTTRAC! ADA Van System

Yes	14.1%	17.2%	21.8%	11.3%	21.3%	18.2%
No	85.9%	82.8%	78.2%	88.7%	78.7%	81.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q4-10. Attended Dogwood Festival

Yes	40.2%	70.7%	62.7%	58.6%	54.9%	56.8%
No	59.8%	29.3%	37.3%	41.4%	45.1%	43.2%

Q4-11. Attended International Folk Festival

Yes	32.6%	48.3%	45.5%	54.0%	44.5%	45.5%
No	67.4%	51.7%	54.5%	46.0%	55.5%	54.5%

Q4-12. Visited North Carolina Veterans Park

Yes	52.2%	63.2%	55.5%	63.1%	65.0%	61.1%
No	47.8%	36.8%	44.5%	36.9%	35.0%	38.9%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q4-13. Attended an event at, or visited, Festival Park

Yes	57.1%	75.9%	67.9%	68.8%	59.7%	64.4%
No	42.9%	24.1%	32.1%	31.2%	40.3%	35.6%

Q4-14. Called Code Enforcement

Yes	16.3%	24.1%	20.9%	21.6%	27.4%	23.3%
No	83.7%	75.9%	79.1%	78.4%	72.6%	76.7%

Q4-15. Called or visited Police Department

Yes	38.0%	48.3%	55.0%	51.1%	46.2%	48.2%
No	62.0%	51.7%	45.0%	48.9%	53.8%	51.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q4-16. Visited Downtown Fayetteville

Yes	84.8%	86.2%	90.0%	89.4%	79.5%	84.8%
No	15.2%	13.8%	10.0%	10.6%	20.5%	15.2%

Q4-17. Used Downtown parking deck

Yes	23.9%	31.0%	22.9%	27.5%	23.2%	24.6%
No	76.1%	69.0%	77.1%	72.5%	76.8%	75.4%

Q4-18. Watched City show, Fayetteville in 5

Yes	15.2%	24.1%	20.0%	29.1%	27.7%	25.1%
No	84.8%	75.9%	80.0%	70.9%	72.3%	74.9%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q4-19. Used Fayetteville Regional Airport</u>						
Yes	63.0%	63.8%	68.2%	64.1%	57.8%	61.8%
No	37.0%	36.2%	31.8%	35.9%	42.2%	38.2%
 <u>Q4-20. Used fire protection & rescue services</u>						
Yes	19.6%	27.6%	27.3%	24.1%	31.8%	27.8%
No	80.4%	72.4%	72.7%	75.9%	68.2%	72.2%
 <u>Q4-21. Contacted Fayetteville Call Center (433-1FAY)</u>						
Yes	14.1%	17.2%	26.6%	17.7%	26.7%	22.0%
No	85.9%	82.8%	73.4%	82.3%	73.3%	78.0%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q4-22. Visited City's website

Yes	55.4%	58.6%	56.0%	52.1%	45.5%	50.7%
No	44.6%	41.4%	44.0%	47.9%	54.5%	49.3%

Q4-23. Used FayFixIt

Yes	9.8%	20.7%	14.7%	20.7%	16.2%	16.1%
No	90.2%	79.3%	85.3%	79.3%	83.8%	83.9%

Q4-24. Followed City's social media (Facebook or Twitter)

Yes	29.3%	43.1%	25.7%	21.8%	16.7%	23.2%
No	70.7%	56.9%	74.3%	78.2%	83.3%	76.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	

Q4-25. Participated in Economic & Community Development business grant program

Yes	3.3%	5.2%	1.8%	2.8%	3.0%	3.2%
No	96.7%	94.8%	98.2%	97.2%	97.0%	96.8%

Q4-26. Participated in Economic & Community Development business loan program

Yes	0.0%	1.7%	2.7%	1.4%	2.3%	2.0%
No	100.0%	98.3%	97.3%	98.6%	97.7%	98.0%

Q4-27. Participated in Economic & Community Development business counseling program

Yes	1.1%	0.0%	3.7%	2.1%	2.7%	2.6%
No	98.9%	100.0%	96.3%	97.9%	97.3%	97.4%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q4-28. Applied for a zoning permit

Yes	2.2%	6.9%	2.7%	4.3%	6.0%	4.7%
No	97.8%	93.1%	97.3%	95.7%	94.0%	95.3%

Q4-29. Applied for a building permit

Yes	3.3%	10.5%	11.0%	9.9%	17.0%	11.9%
No	96.7%	89.5%	89.0%	90.1%	83.0%	88.1%

Q4-30. Had a building trades inspection performed at your property

Yes	12.2%	14.0%	8.3%	12.1%	12.5%	11.8%
No	87.8%	86.0%	91.7%	87.9%	87.5%	88.2%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q5-1. City efforts to prevent crime

Very satisfied	12.5%	9.3%	9.3%	5.8%	11.2%	9.9%
Satisfied	37.5%	50.0%	36.4%	42.3%	47.7%	43.0%
Neutral	22.5%	22.2%	35.5%	26.3%	25.0%	27.1%
Dissatisfied	17.5%	9.3%	14.0%	14.6%	10.4%	12.7%
Very dissatisfied	10.0%	9.3%	4.7%	10.9%	5.8%	7.3%

Q5-2. Enforcement of local traffic laws

Very satisfied	11.6%	3.6%	5.6%	2.2%	9.6%	7.5%
Satisfied	34.9%	50.0%	30.8%	45.7%	42.9%	40.6%
Neutral	26.7%	21.4%	29.9%	30.4%	26.8%	28.1%
Dissatisfied	15.1%	16.1%	18.7%	12.3%	16.1%	15.3%
Very dissatisfied	11.6%	8.9%	15.0%	9.4%	4.6%	8.4%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q5-3. How quickly police respond to emergencies

Very satisfied	16.4%	22.2%	10.6%	11.2%	14.1%	13.8%
Satisfied	38.8%	35.6%	42.6%	44.8%	43.2%	42.2%
Neutral	26.9%	22.2%	31.9%	32.8%	27.0%	29.3%
Dissatisfied	11.9%	11.1%	7.4%	4.8%	10.0%	8.5%
Very dissatisfied	6.0%	8.9%	7.4%	6.4%	5.8%	6.3%

Q5-4. Frequency that police officers patrol your neighborhood

Very satisfied	13.9%	15.1%	7.5%	7.5%	9.9%	10.2%
Satisfied	31.6%	24.5%	26.4%	36.8%	34.0%	31.4%
Neutral	31.6%	30.2%	40.6%	28.6%	25.7%	30.3%
Dissatisfied	11.4%	15.1%	16.0%	17.3%	20.2%	17.5%
Very dissatisfied	11.4%	15.1%	9.4%	9.8%	10.3%	10.6%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q5-5. City efforts to prevent fires

Very satisfied	17.9%	23.8%	10.5%	13.8%	15.6%	15.4%
Satisfied	39.3%	45.2%	40.7%	55.0%	50.0%	47.3%
Neutral	33.9%	28.6%	47.7%	28.4%	29.7%	33.5%
Dissatisfied	5.4%	0.0%	0.0%	0.9%	3.3%	2.1%
Very dissatisfied	3.6%	2.4%	1.2%	1.8%	1.4%	1.7%

Q5-6. Enforcement of fire code

Very satisfied	16.1%	20.5%	10.4%	9.4%	13.4%	13.3%
Satisfied	33.9%	33.3%	44.2%	54.2%	48.8%	45.8%
Neutral	39.3%	41.0%	41.6%	31.3%	32.3%	35.2%
Dissatisfied	1.8%	0.0%	2.6%	2.1%	3.5%	2.5%
Very dissatisfied	8.9%	5.1%	1.3%	3.1%	2.0%	3.1%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q6-1. When walking alone in your neighborhood during the day

Very safe	39.3%	42.1%	34.9%	35.7%	23.9%	31.6%
Safe	36.0%	40.4%	48.6%	41.3%	49.4%	45.4%
Neutral	9.0%	8.8%	11.9%	14.0%	15.3%	12.8%
Unsafe	10.1%	5.3%	3.7%	7.0%	9.0%	7.5%
Very unsafe	5.6%	3.5%	0.9%	2.1%	2.4%	2.7%

Q6-2. When walking alone in your neighborhood at night

Very safe	18.8%	12.3%	16.5%	14.4%	8.2%	12.8%
Safe	18.8%	35.1%	34.0%	31.1%	29.6%	29.9%
Neutral	25.9%	15.8%	22.3%	22.0%	23.9%	22.8%
Unsafe	20.0%	22.8%	13.6%	22.7%	25.1%	21.4%
Very unsafe	16.5%	14.0%	13.6%	9.8%	13.2%	13.1%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q6-3. When walking alone in the park nearest to your home during the day

Very safe	20.3%	19.6%	20.9%	18.3%	9.2%	15.7%
Safe	38.0%	33.3%	33.0%	39.1%	44.4%	39.4%
Neutral	15.2%	21.6%	25.3%	22.6%	23.2%	22.2%
Unsafe	13.9%	21.6%	14.3%	17.4%	18.8%	17.2%
Very unsafe	12.7%	3.9%	6.6%	2.6%	4.3%	5.5%

Q6-4. When visiting recreation centers

Very safe	26.6%	16.3%	24.2%	21.7%	14.6%	19.4%
Safe	39.1%	49.0%	40.0%	47.8%	51.6%	47.1%
Neutral	18.8%	24.5%	29.5%	25.2%	24.9%	25.2%
Unsafe	9.4%	8.2%	3.2%	4.3%	6.6%	5.8%
Very unsafe	6.3%	2.0%	3.2%	0.9%	2.3%	2.5%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q6-5. In Downtown Fayetteville

Very safe	22.6%	21.1%	14.0%	15.7%	11.0%	15.1%
Safe	44.0%	47.4%	49.5%	53.0%	54.2%	51.5%
Neutral	17.9%	21.1%	21.5%	23.1%	26.7%	23.1%
Unsafe	9.5%	7.0%	12.1%	6.0%	6.8%	7.7%
Very unsafe	6.0%	3.5%	2.8%	2.2%	1.3%	2.5%

Q6-6. When riding FAST buses

Very safe	16.7%	11.1%	11.6%	10.0%	8.1%	10.5%
Safe	13.9%	44.4%	30.2%	17.5%	25.2%	26.1%
Neutral	38.9%	33.3%	48.8%	55.0%	55.0%	48.6%
Unsafe	13.9%	5.6%	7.0%	12.5%	9.0%	9.3%
Very unsafe	16.7%	5.6%	2.3%	5.0%	2.7%	5.4%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q6-7. Shopping at a retail store or center

Very safe	27.8%	25.5%	18.3%	14.3%	11.1%	16.3%
Safe	42.2%	38.2%	45.9%	49.3%	53.8%	48.8%
Neutral	15.6%	25.5%	24.8%	28.6%	28.1%	25.8%
Unsafe	10.0%	7.3%	9.2%	7.9%	5.1%	7.1%
Very unsafe	4.4%	3.6%	1.8%	0.0%	2.0%	2.1%

Q6-8. Overall feeling of safety in Fayetteville

Very safe	14.3%	10.3%	11.1%	8.4%	7.9%	9.7%
Safe	30.8%	39.7%	37.0%	48.3%	49.2%	43.8%
Neutral	34.1%	36.2%	33.3%	28.0%	28.7%	30.4%
Unsafe	11.0%	6.9%	13.9%	13.3%	11.4%	11.8%
Very unsafe	9.9%	6.9%	4.6%	2.1%	2.8%	4.3%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q7-1. Quality & condition of City Parks & Recreation facilities</u>						
Very satisfied	17.6%	15.1%	11.7%	13.0%	13.0%	13.6%
Satisfied	40.5%	49.1%	45.7%	58.5%	55.8%	51.9%
Neutral	27.0%	20.8%	28.7%	18.7%	24.5%	24.2%
Dissatisfied	8.1%	13.2%	13.8%	7.3%	5.8%	8.5%
Very dissatisfied	6.8%	1.9%	0.0%	2.4%	1.0%	1.9%

Q7-2. Quality & condition of greenways & trails in City

Very satisfied	18.3%	16.3%	11.5%	7.2%	8.1%	10.6%
Satisfied	35.2%	51.0%	34.5%	49.5%	48.7%	44.9%
Neutral	28.2%	22.4%	41.4%	29.7%	36.0%	33.5%
Dissatisfied	14.1%	8.2%	12.6%	6.3%	5.6%	8.1%
Very dissatisfied	4.2%	2.0%	0.0%	7.2%	1.5%	2.8%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q7-3. Diversity of City recreation opportunities

Very satisfied	12.5%	12.2%	4.4%	5.3%	7.7%	7.6%
Satisfied	34.4%	38.8%	30.0%	44.7%	43.1%	39.6%
Neutral	31.3%	32.7%	44.4%	37.7%	34.4%	36.4%
Dissatisfied	12.5%	12.2%	16.7%	7.9%	12.3%	12.0%
Very dissatisfied	9.4%	4.1%	4.4%	4.4%	2.6%	4.4%

Q7-4. Overall quality of City's recreation programs & services

Very satisfied	11.1%	12.2%	9.0%	8.3%	9.1%	9.6%
Satisfied	39.7%	40.8%	30.3%	44.0%	50.0%	42.9%
Neutral	33.3%	32.7%	48.3%	34.9%	31.3%	35.8%
Dissatisfied	7.9%	10.2%	10.1%	7.3%	7.6%	8.0%
Very dissatisfied	7.9%	4.1%	2.2%	5.5%	2.0%	3.6%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q7-5. Cultural programming (events, concerts, festivals)</u>						
Very satisfied	12.8%	22.0%	12.4%	9.2%	11.4%	12.3%
Satisfied	39.7%	42.0%	41.2%	44.2%	47.9%	43.9%
Neutral	30.8%	22.0%	28.9%	25.8%	29.7%	28.3%
Dissatisfied	7.7%	8.0%	11.3%	15.0%	8.7%	10.4%
Very dissatisfied	9.0%	6.0%	6.2%	5.8%	2.3%	5.2%

Q7-6. Customer service provided by City's Parks & Recreation staff

Very satisfied	11.7%	18.6%	8.6%	7.8%	12.5%	11.4%
Satisfied	36.7%	37.2%	40.7%	48.0%	46.9%	43.9%
Neutral	33.3%	30.2%	37.0%	37.3%	34.9%	35.3%
Dissatisfied	6.7%	9.3%	12.3%	2.9%	4.7%	6.1%
Very dissatisfied	11.7%	4.7%	1.2%	3.9%	1.0%	3.3%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q7-7. Availability of City parks

Very satisfied	10.8%	18.9%	13.0%	15.6%	13.7%	14.1%
Satisfied	44.6%	45.3%	33.0%	49.2%	50.2%	45.7%
Neutral	28.4%	20.8%	35.0%	26.2%	28.3%	28.5%
Dissatisfied	6.8%	11.3%	13.0%	6.6%	6.4%	8.1%
Very dissatisfied	9.5%	3.8%	6.0%	2.5%	1.4%	3.6%

Q7-8. Availability of biking trails

Very satisfied	12.1%	4.3%	11.0%	6.5%	6.8%	8.1%
Satisfied	25.9%	43.5%	23.2%	32.3%	38.1%	33.2%
Neutral	32.8%	28.3%	36.6%	36.6%	38.6%	35.8%
Dissatisfied	22.4%	21.7%	20.7%	18.3%	15.3%	18.4%
Very dissatisfied	6.9%	2.2%	8.5%	6.5%	1.1%	4.5%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q7-9. Availability of swimming pools

Very satisfied	8.1%	4.7%	5.8%	4.4%	8.0%	6.9%
Satisfied	25.8%	37.2%	24.4%	33.0%	43.5%	35.2%
Neutral	38.7%	25.6%	44.2%	41.8%	31.0%	35.6%
Dissatisfied	19.4%	27.9%	16.3%	14.3%	12.5%	15.8%
Very dissatisfied	8.1%	4.7%	9.3%	6.6%	5.0%	6.5%

Q7-10. Availability of recreational programming

Very satisfied	9.4%	11.9%	7.1%	5.1%	6.2%	7.2%
Satisfied	37.5%	35.7%	33.3%	43.4%	46.7%	41.6%
Neutral	39.1%	38.1%	42.9%	39.4%	36.4%	38.2%
Dissatisfied	7.8%	11.9%	10.7%	8.1%	7.7%	8.7%
Very dissatisfied	6.3%	2.4%	6.0%	4.0%	3.1%	4.2%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Quality & condition of City Parks & Recreation facilities	19.6%	27.6%	20.9%	13.7%	13.3%	16.4%
Quality & condition of greenways & trails in City	5.4%	1.7%	4.5%	7.5%	6.3%	5.6%
Diversity of City recreation opportunities	5.4%	5.2%	7.3%	7.5%	5.2%	5.9%
Overall quality of City's recreation programs & services	4.3%	3.4%	10.0%	5.5%	7.4%	6.5%
Cultural programming (events, concerts, festivals)	8.7%	8.6%	11.8%	13.7%	7.0%	9.6%
Customer service provided by City's Parks & Recreation staff	2.2%	1.7%	0.9%	0.7%	1.5%	1.3%
Availability of City parks	2.2%	8.6%	7.3%	0.7%	2.6%	3.6%
Availability of biking trails	5.4%	6.9%	1.8%	6.8%	3.7%	4.5%
Availability of swimming pools	4.3%	10.3%	4.5%	3.4%	8.9%	6.3%
Availability of recreational programming	5.4%	1.7%	0.9%	0.7%	1.1%	1.7%
None chosen	37.0%	24.1%	30.0%	39.7%	43.2%	38.6%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Quality & condition of City Parks & Recreation facilities	7.6%	0.0%	8.2%	2.7%	4.8%	4.9%
Quality & condition of greenways & trails in City	10.9%	12.1%	6.4%	4.8%	4.4%	6.2%
Diversity of City recreation opportunities	5.4%	8.6%	15.5%	6.8%	8.5%	8.9%
Overall quality of City's recreation programs & services	5.4%	5.2%	3.6%	4.8%	4.1%	4.3%
Cultural programming (events, concerts, festivals)	9.8%	5.2%	11.8%	9.6%	8.9%	9.1%
Customer service provided by City's Parks & Recreation staff	2.2%	0.0%	1.8%	1.4%	1.8%	1.7%
Availability of City parks	5.4%	5.2%	3.6%	0.7%	4.1%	3.4%
Availability of biking trails	4.3%	10.3%	4.5%	6.8%	6.3%	6.2%
Availability of swimming pools	2.2%	8.6%	4.5%	7.5%	3.3%	4.7%
Availability of recreational programming	2.2%	12.1%	1.8%	5.5%	7.0%	5.5%
None chosen	44.6%	32.8%	38.2%	49.3%	46.9%	45.1%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Q8. Sum of top 2 choices						
Quality & condition of City Parks & Recreation facilities	17.5%	16.5%	18.0%	10.9%	11.8%	13.7%
Quality & condition of greenways & trails in City	10.5%	8.2%	6.7%	8.2%	7.0%	7.6%
Diversity of City recreation opportunities	7.0%	8.2%	14.0%	9.5%	8.9%	9.6%
Overall quality of City's recreation programs & services	6.3%	5.2%	8.4%	6.8%	7.5%	7.0%
Cultural programming (events, concerts, festivals)	11.9%	8.2%	14.6%	15.5%	10.4%	12.1%
Customer service provided by City's Parks & Recreation staff	2.8%	1.0%	1.7%	1.4%	2.2%	1.9%
Availability of City parks	4.9%	8.2%	6.7%	0.9%	4.3%	4.5%
Availability of biking trails	6.3%	10.3%	3.9%	9.1%	6.5%	6.9%
Availability of swimming pools	4.2%	11.3%	5.6%	7.3%	8.0%	7.1%
Availability of recreational programming	4.9%	8.2%	1.7%	4.1%	5.3%	4.6%
None chosen	23.8%	14.4%	18.5%	26.4%	28.2%	25.0%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q9-1. Enforcement of junk & debris cleanup on private property

Very satisfied	14.1%	6.4%	8.2%	5.1%	7.8%	8.1%
Satisfied	23.9%	31.9%	24.7%	26.3%	29.0%	27.2%
Neutral	19.7%	25.5%	24.7%	18.6%	17.6%	20.3%
Dissatisfied	22.5%	25.5%	33.0%	37.3%	30.2%	30.3%
Very dissatisfied	19.7%	10.6%	9.3%	12.7%	15.5%	14.0%

Q9-2. Enforcement of mowing on private property

Very satisfied	13.2%	8.3%	8.2%	3.4%	8.1%	7.9%
Satisfied	25.0%	37.5%	29.9%	28.2%	26.3%	28.3%
Neutral	29.4%	27.1%	29.9%	29.9%	29.2%	29.5%
Dissatisfied	19.1%	20.8%	21.6%	27.4%	24.6%	23.1%
Very dissatisfied	13.2%	6.3%	10.3%	11.1%	11.9%	11.2%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q9-3. Removal of abandoned or inoperative vehicles from private property</u>						
Very satisfied	10.3%	11.6%	6.7%	3.5%	8.0%	7.5%
Satisfied	25.9%	16.3%	23.3%	26.3%	23.6%	23.9%
Neutral	25.9%	34.9%	36.7%	29.8%	29.3%	30.8%
Dissatisfied	24.1%	27.9%	22.2%	27.2%	24.4%	24.4%
Very dissatisfied	13.8%	9.3%	11.1%	13.2%	14.7%	13.4%

Q9-4. Appearance of houses in your neighborhood

Very satisfied	26.8%	27.8%	13.9%	11.7%	12.4%	15.5%
Satisfied	35.4%	29.6%	38.9%	42.3%	35.9%	37.5%
Neutral	15.9%	22.2%	24.1%	22.6%	28.3%	24.3%
Dissatisfied	13.4%	14.8%	18.5%	16.8%	13.9%	15.2%
Very dissatisfied	8.5%	5.6%	4.6%	6.6%	9.6%	7.6%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q9-5. Graffiti removal</u>						
Very satisfied	13.2%	19.4%	11.4%	12.6%	12.1%	12.9%
Satisfied	26.4%	30.6%	32.9%	37.9%	30.5%	32.4%
Neutral	43.4%	33.3%	49.4%	36.8%	44.3%	42.3%
Dissatisfied	11.3%	11.1%	2.5%	6.9%	8.6%	7.7%
Very dissatisfied	5.7%	5.6%	3.8%	5.7%	4.6%	4.8%

Q9-6. Enforcement of sign ordinance

Very satisfied	16.7%	16.1%	9.3%	8.2%	8.2%	10.1%
Satisfied	22.2%	29.0%	32.0%	38.1%	34.9%	33.3%
Neutral	42.6%	41.9%	45.3%	34.0%	40.0%	40.2%
Dissatisfied	11.1%	6.5%	9.3%	15.5%	12.8%	11.8%
Very dissatisfied	7.4%	6.5%	4.0%	4.1%	4.1%	4.5%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q9-7. Enforcement of illegal uses (5.7., property correctly zoned for intended use)

Very satisfied	13.0%	16.7%	9.7%	7.4%	6.4%	8.9%
Satisfied	30.4%	30.0%	26.4%	35.8%	30.1%	30.9%
Neutral	45.7%	43.3%	50.0%	37.0%	48.0%	45.4%
Dissatisfied	4.3%	10.0%	6.9%	12.3%	9.2%	8.7%
Very dissatisfied	6.5%	0.0%	6.9%	7.4%	6.4%	6.0%

Q9-8. Enforcement of ordinance preventing illegal development activity

Very satisfied	16.7%	17.2%	9.5%	6.2%	8.4%	10.0%
Satisfied	20.8%	31.0%	28.4%	40.7%	28.1%	30.2%
Neutral	39.6%	41.4%	47.3%	35.8%	44.9%	42.6%
Dissatisfied	14.6%	0.0%	8.1%	6.2%	9.0%	8.0%
Very dissatisfied	8.3%	10.3%	6.8%	11.1%	9.6%	9.2%

Q10. How responsive is the City to your code enforcement requests for service/complaints? (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q10. How responsive is City to your code enforcement requests for service/complaints

Very responsive	9.9%	10.0%	12.1%	13.6%	17.9%	14.3%
Somewhat responsive	21.0%	30.0%	31.9%	39.4%	33.2%	32.6%
Not at all responsive	8.6%	4.0%	5.5%	8.3%	9.2%	7.7%
Not applicable	60.5%	56.0%	50.5%	38.6%	39.7%	45.4%

Q11. Planning and Zoning. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q11-1. Overall quality of new residential development in City

Very satisfied	11.4%	8.2%	6.2%	7.3%	11.2%	9.3%
Satisfied	31.4%	46.9%	35.1%	44.4%	43.5%	40.7%
Neutral	38.6%	24.5%	43.3%	35.5%	36.9%	37.0%
Dissatisfied	11.4%	18.4%	11.3%	8.9%	6.5%	9.5%
Very dissatisfied	7.1%	2.0%	4.1%	4.0%	1.9%	3.5%

Q11-2. Overall quality of new commercial development (e.g. stores, restaurants)

Very satisfied	18.2%	17.0%	7.9%	7.6%	10.8%	11.2%
Satisfied	39.0%	41.5%	42.6%	46.6%	45.5%	43.7%
Neutral	29.9%	30.2%	34.7%	29.0%	32.5%	31.7%
Dissatisfied	7.8%	7.5%	11.9%	12.2%	8.2%	9.7%
Very dissatisfied	5.2%	3.8%	3.0%	4.6%	3.0%	3.8%

Q11. Planning and Zoning. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q11-3. How well City is planning for growth

Very satisfied	9.9%	8.2%	10.7%	7.5%	7.9%	8.9%
Satisfied	28.2%	26.5%	25.2%	25.8%	28.5%	27.1%
Neutral	31.0%	42.9%	30.1%	32.5%	36.0%	34.3%
Dissatisfied	18.3%	14.3%	23.3%	23.3%	21.0%	20.6%
Very dissatisfied	12.7%	8.2%	10.7%	10.8%	6.5%	9.1%

Q12-1. Overall quality of street maintenance & repair

Very satisfied	8.0%	1.8%	3.7%	2.8%	4.0%	4.2%
Satisfied	28.4%	33.3%	34.9%	33.1%	27.4%	30.4%
Neutral	20.5%	24.6%	21.1%	26.8%	27.8%	25.3%
Dissatisfied	26.1%	21.1%	30.3%	26.1%	29.4%	27.7%
Very dissatisfied	17.0%	19.3%	10.1%	11.3%	11.5%	12.3%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q12-2. Condition of streets in your neighborhood

Very satisfied	13.6%	7.0%	7.3%	10.5%	7.0%	8.8%
Satisfied	43.2%	36.8%	44.0%	44.8%	42.8%	43.0%
Neutral	18.2%	28.1%	22.0%	19.6%	21.4%	21.3%
Dissatisfied	17.0%	17.5%	20.2%	18.9%	21.4%	19.7%
Very dissatisfied	8.0%	10.5%	6.4%	6.3%	7.4%	7.2%

Q12-3. Cleanliness of City streets

Very satisfied	11.2%	7.1%	5.6%	4.9%	6.6%	7.0%
Satisfied	41.6%	41.1%	40.7%	38.2%	38.4%	39.3%
Neutral	21.3%	30.4%	28.7%	29.9%	27.9%	27.9%
Dissatisfied	14.6%	12.5%	14.8%	20.8%	20.5%	18.0%
Very dissatisfied	11.2%	8.9%	10.2%	6.3%	6.6%	7.7%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q12-4. Condition of street signs & traffic signals

Very satisfied	18.0%	12.3%	4.6%	6.3%	9.4%	9.4%
Satisfied	51.7%	52.6%	57.8%	61.5%	58.0%	57.5%
Neutral	16.9%	22.8%	21.1%	26.6%	23.9%	22.8%
Dissatisfied	3.4%	3.5%	11.9%	3.5%	6.3%	6.1%
Very dissatisfied	10.1%	8.8%	4.6%	2.1%	2.4%	4.2%

Q12-5. Cleanliness & appearance of medians & roadsides

Very satisfied	14.8%	7.1%	3.7%	2.8%	5.1%	5.7%
Satisfied	33.0%	39.3%	40.7%	44.8%	36.0%	39.2%
Neutral	26.1%	21.4%	32.4%	25.9%	28.5%	27.4%
Dissatisfied	14.8%	19.6%	13.0%	21.7%	23.3%	19.7%
Very dissatisfied	11.4%	12.5%	10.2%	4.9%	7.1%	8.0%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q12-6. Condition of sidewalks

Very satisfied	14.3%	3.6%	3.9%	5.0%	5.9%	6.1%
Satisfied	31.0%	33.9%	36.9%	42.1%	45.0%	40.3%
Neutral	21.4%	33.9%	29.1%	30.0%	31.1%	29.4%
Dissatisfied	15.5%	14.3%	17.5%	16.4%	13.0%	15.1%
Very dissatisfied	17.9%	14.3%	12.6%	6.4%	5.0%	9.0%

Q12-7. Condition of City parks

Very satisfied	16.3%	10.9%	10.8%	7.7%	9.9%	10.6%
Satisfied	36.3%	41.8%	45.1%	49.2%	51.4%	47.1%
Neutral	28.8%	32.7%	32.4%	32.3%	31.1%	31.3%
Dissatisfied	10.0%	9.1%	11.8%	8.5%	6.3%	8.3%
Very dissatisfied	8.8%	5.5%	0.0%	2.3%	1.4%	2.7%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q12-8. Cleanliness of stormwater drains & creeks in your neighborhood

Very satisfied	13.8%	14.5%	3.7%	5.1%	6.4%	7.3%
Satisfied	31.3%	36.4%	36.4%	33.3%	35.7%	34.9%
Neutral	23.8%	18.2%	36.4%	32.6%	26.8%	28.6%
Dissatisfied	20.0%	20.0%	14.0%	21.7%	20.0%	19.4%
Very dissatisfied	11.3%	10.9%	9.3%	7.2%	11.1%	9.8%

Q12-9. How quickly street repairs are made

Very satisfied	6.9%	11.1%	1.9%	0.7%	3.5%	3.8%
Satisfied	26.4%	16.7%	29.1%	26.9%	17.8%	23.0%
Neutral	25.0%	27.8%	27.2%	31.3%	39.6%	32.7%
Dissatisfied	19.4%	13.0%	22.3%	24.6%	23.5%	22.2%
Very dissatisfied	22.2%	31.5%	19.4%	16.4%	15.7%	18.3%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q13. Top choice

Overall quality of street maintenance & repair	30.4%	27.6%	22.7%	25.3%	31.4%	28.0%
Condition of streets in your neighborhood	2.2%	5.2%	7.3%	4.8%	7.4%	5.7%
Cleanliness of City streets	3.3%	12.1%	11.8%	7.5%	5.5%	7.2%
Condition of street signs & traffic signals	2.2%	1.7%	3.6%	2.1%	1.1%	1.9%
Cleanliness & appearance of medians & roadsides	5.4%	1.7%	5.5%	4.8%	6.3%	5.2%
Condition of sidewalks	9.8%	10.3%	10.0%	4.8%	4.4%	6.6%
Condition of City parks	4.3%	5.2%	0.9%	2.1%	1.1%	2.2%
Cleanliness of stormwater drains & creeks in your neighborhood	4.3%	1.7%	6.4%	13.7%	8.1%	7.9%
How quickly street repairs are made	7.6%	12.1%	11.8%	14.4%	7.4%	9.8%
None chosen	30.4%	22.4%	20.0%	20.5%	27.3%	25.6%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Overall quality of street maintenance & repair	9.8%	17.2%	8.2%	11.0%	7.7%	9.3%
Condition of streets in your neighborhood	14.1%	3.4%	11.8%	12.3%	11.4%	11.1%
Cleanliness of City streets	5.4%	1.7%	9.1%	13.7%	9.2%	8.9%
Condition of street signs & traffic signals	1.1%	1.7%	3.6%	2.1%	2.6%	2.3%
Cleanliness & appearance of medians & roadsides	5.4%	10.3%	12.7%	8.9%	10.0%	9.8%
Condition of sidewalks	5.4%	6.9%	5.5%	5.5%	5.2%	5.5%
Condition of City parks	6.5%	6.9%	4.5%	5.5%	0.7%	3.6%
Cleanliness of stormwater drains & creeks in your neighborhood	5.4%	8.6%	7.3%	6.2%	8.5%	7.3%
How quickly street repairs are made	13.0%	15.5%	13.6%	7.5%	12.5%	11.9%
None chosen	33.7%	27.6%	23.6%	27.4%	32.1%	30.3%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Overall quality of street maintenance & repair	5.4%	8.6%	15.5%	6.2%	8.9%	8.8%
Condition of streets in your neighborhood	3.3%	8.6%	8.2%	5.5%	5.2%	5.6%
Cleanliness of City streets	13.0%	8.6%	9.1%	9.6%	7.4%	9.3%
Condition of street signs & traffic signals	3.3%	0.0%	0.0%	0.7%	1.8%	1.3%
Cleanliness & appearance of medians & roadsides	5.4%	10.3%	6.4%	9.6%	7.7%	7.8%
Condition of sidewalks	7.6%	3.4%	4.5%	6.8%	7.4%	6.3%
Condition of City parks	10.9%	8.6%	6.4%	6.2%	4.1%	6.0%
Cleanliness of stormwater drains & creeks in your neighborhood	3.3%	5.2%	4.5%	8.2%	7.4%	6.3%
How quickly street repairs are made	4.3%	8.6%	11.8%	13.0%	11.8%	10.6%
None chosen	43.5%	37.9%	33.6%	34.2%	38.4%	37.9%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q13. Sum of top 3 choices

Overall quality of street maintenance & repair	45.7%	53.4%	46.4%	42.5%	48.0%	46.1%
Condition of streets in your neighborhood	19.6%	17.2%	27.3%	22.6%	24.0%	22.4%
Cleanliness of City streets	21.7%	22.4%	30.0%	30.8%	22.1%	25.4%
Condition of street signs & traffic signals	6.5%	3.4%	7.3%	4.8%	5.5%	5.5%
Cleanliness & appearance of medians & roadsides	16.3%	22.4%	24.5%	23.3%	24.0%	22.7%
Condition of sidewalks	22.8%	20.7%	20.0%	17.1%	17.0%	18.4%
Condition of City parks	21.7%	20.7%	11.8%	13.7%	5.9%	11.8%
Cleanliness of stormwater drains & creeks in your neighborhood	13.0%	15.5%	18.2%	28.1%	24.0%	21.6%
How quickly street repairs are made	25.0%	36.2%	37.3%	34.9%	31.7%	32.3%
None chosen	30.4%	22.4%	20.0%	20.5%	27.3%	25.6%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q14-1. Solid waste collection services</u>						
Very satisfied	29.8%	28.1%	27.4%	21.3%	30.7%	27.6%
Satisfied	48.8%	52.6%	46.2%	58.9%	51.8%	52.1%
Neutral	11.9%	10.5%	13.2%	12.8%	11.6%	12.4%
Dissatisfied	6.0%	7.0%	7.5%	4.3%	4.0%	5.1%
Very dissatisfied	3.6%	1.8%	5.7%	2.8%	2.0%	2.9%

Q14-2. Curbside recycling services

Very satisfied	24.4%	23.1%	28.8%	21.8%	29.3%	26.4%
Satisfied	50.0%	51.9%	43.3%	56.3%	53.0%	51.5%
Neutral	8.5%	11.5%	14.4%	13.4%	11.2%	12.3%
Dissatisfied	8.5%	11.5%	7.7%	7.0%	4.0%	6.4%
Very dissatisfied	8.5%	1.9%	5.8%	1.4%	2.4%	3.4%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q14-3. Bulky item pick up/removal services (e.g. old furniture, appliances)</u>						
Very satisfied	18.2%	16.7%	21.8%	13.8%	21.1%	18.8%
Satisfied	40.9%	47.9%	35.6%	43.8%	40.1%	41.3%
Neutral	15.2%	18.8%	22.8%	22.3%	21.9%	21.0%
Dissatisfied	13.6%	12.5%	13.9%	16.2%	11.4%	13.1%
Very dissatisfied	12.1%	4.2%	5.9%	3.8%	5.5%	5.9%

Q14-4. Loose leaf collection

Very satisfied	24.2%	27.1%	21.6%	13.0%	17.8%	18.8%
Satisfied	43.9%	47.9%	44.3%	51.1%	48.1%	47.9%
Neutral	19.7%	16.7%	19.6%	22.1%	16.2%	18.4%
Dissatisfied	6.1%	6.3%	10.3%	10.7%	12.4%	10.4%
Very dissatisfied	6.1%	2.1%	4.1%	3.1%	5.4%	4.5%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q14-5. Containerized yard waste & limb collection

Very satisfied	22.1%	22.4%	26.0%	14.6%	23.4%	21.5%
Satisfied	36.8%	53.1%	43.8%	60.0%	51.6%	50.7%
Neutral	23.5%	14.3%	20.8%	17.7%	15.3%	17.7%
Dissatisfied	8.8%	8.2%	6.3%	6.2%	6.9%	6.8%
Very dissatisfied	8.8%	2.0%	3.1%	1.5%	2.8%	3.3%

Q14-6. Stream & lake (water-shed) protection

Very satisfied	15.7%	14.3%	11.3%	9.6%	8.9%	11.0%
Satisfied	33.3%	31.4%	29.6%	42.2%	36.9%	36.0%
Neutral	35.3%	31.4%	45.1%	37.3%	40.5%	38.7%
Dissatisfied	3.9%	17.1%	2.8%	8.4%	8.9%	7.9%
Very dissatisfied	11.8%	5.7%	11.3%	2.4%	4.8%	6.4%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q14-7. Drainage of City streets

Very satisfied	16.7%	11.3%	10.4%	6.6%	7.9%	9.6%
Satisfied	27.8%	45.3%	34.4%	35.2%	35.1%	35.3%
Neutral	29.2%	20.8%	28.1%	33.6%	34.2%	31.0%
Dissatisfied	11.1%	9.4%	18.8%	18.0%	15.4%	15.2%
Very dissatisfied	15.3%	13.2%	8.3%	6.6%	7.5%	8.9%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q15-1. Adequacy of public parking in Downtown Fayetteville

Very satisfied	14.1%	7.3%	5.7%	3.7%	3.1%	5.4%
Satisfied	34.6%	41.8%	29.2%	28.1%	27.8%	30.4%
Neutral	25.6%	18.2%	36.8%	29.6%	29.5%	29.2%
Dissatisfied	19.2%	23.6%	19.8%	26.7%	28.6%	24.8%
Very dissatisfied	6.4%	9.1%	8.5%	11.9%	11.0%	10.2%

Q15-2. Availability of public transportation services in FAST bus system

Very satisfied	16.7%	14.8%	9.2%	11.4%	12.6%	12.3%
Satisfied	19.0%	29.6%	23.1%	30.0%	42.8%	33.5%
Neutral	33.3%	29.6%	52.3%	32.9%	30.8%	34.9%
Dissatisfied	9.5%	11.1%	10.8%	18.6%	8.2%	11.0%
Very dissatisfied	21.4%	14.8%	4.6%	7.1%	5.7%	8.3%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q15-3. Ease of travel by car in City

Very satisfied	14.8%	10.5%	15.6%	6.3%	8.7%	10.4%
Satisfied	44.3%	42.1%	35.8%	48.3%	52.4%	46.5%
Neutral	20.5%	21.1%	26.6%	24.5%	25.8%	24.5%
Dissatisfied	11.4%	15.8%	15.6%	16.1%	9.9%	13.1%
Very dissatisfied	9.1%	10.5%	6.4%	4.9%	3.2%	5.6%

Q15-4. Ease of walking in City

Very satisfied	17.1%	9.3%	8.7%	6.7%	7.6%	9.3%
Satisfied	25.6%	29.6%	26.2%	38.8%	44.4%	35.9%
Neutral	20.7%	25.9%	32.0%	31.3%	23.6%	26.8%
Dissatisfied	13.4%	14.8%	22.3%	14.9%	17.8%	17.0%
Very dissatisfied	23.2%	20.4%	10.7%	8.2%	6.7%	10.9%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q15-5. Ease of biking in City

Very satisfied	11.9%	15.2%	6.2%	3.1%	5.9%	7.3%
Satisfied	11.9%	13.0%	16.0%	22.7%	26.5%	20.4%
Neutral	28.8%	23.9%	34.6%	29.9%	36.5%	32.7%
Dissatisfied	20.3%	26.1%	22.2%	28.9%	21.2%	23.4%
Very dissatisfied	27.1%	21.7%	21.0%	15.5%	10.0%	16.1%

Q15-6. Overall traffic safety

Very satisfied	7.1%	5.3%	6.5%	5.0%	4.4%	5.7%
Satisfied	25.9%	29.8%	20.6%	36.7%	41.1%	33.3%
Neutral	29.4%	35.1%	38.3%	35.3%	33.9%	34.5%
Dissatisfied	21.2%	15.8%	23.4%	15.8%	15.3%	17.8%
Very dissatisfied	16.5%	14.0%	11.2%	7.2%	5.2%	8.7%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q15-7. Timing of traffic signals

Very satisfied	11.5%	5.3%	4.7%	4.9%	4.4%	5.8%
Satisfied	23.0%	24.6%	28.0%	35.2%	36.1%	31.6%
Neutral	32.2%	28.1%	27.1%	28.9%	32.5%	30.5%
Dissatisfied	17.2%	24.6%	29.0%	19.0%	16.9%	20.1%
Very dissatisfied	16.1%	17.5%	11.2%	12.0%	10.0%	12.0%

Q15-8. Condition & usability of Fayetteville Regional Airport

Very satisfied	18.4%	18.8%	22.0%	20.8%	12.9%	17.8%
Satisfied	40.8%	47.9%	37.0%	46.7%	53.8%	46.5%
Neutral	25.0%	22.9%	28.0%	24.2%	28.6%	26.7%
Dissatisfied	9.2%	10.4%	10.0%	5.8%	2.9%	6.4%
Very dissatisfied	6.6%	0.0%	3.0%	2.5%	1.9%	2.7%

Q16. Customer Responsiveness. During the past year, have you or other members of your household contacted the City of Fayetteville to seek services, ask a question, or file a complaint?

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q16. Have you contacted City to seek services, ask a question, or file a complaint during past year

Yes	29.3%	37.9%	50.0%	42.5%	56.8%	47.0%
No	70.7%	62.1%	50.0%	57.5%	43.2%	53.0%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q16a-1. How easy they were to contact

Very satisfied	25.9%	27.3%	18.9%	14.8%	26.8%	22.9%
Satisfied	44.4%	40.9%	52.8%	62.3%	44.3%	48.9%
Neutral	14.8%	9.1%	17.0%	8.2%	16.8%	14.7%
Dissatisfied	3.7%	13.6%	11.3%	11.5%	10.1%	10.0%
Very dissatisfied	11.1%	9.1%	0.0%	3.3%	2.0%	3.4%

Q16a-2. Courtesy of employees

Very satisfied	34.6%	36.4%	27.8%	23.3%	35.9%	31.8%
Satisfied	38.5%	22.7%	42.6%	58.3%	47.9%	46.6%
Neutral	11.5%	22.7%	16.7%	13.3%	9.9%	12.9%
Dissatisfied	7.7%	13.6%	9.3%	3.3%	4.9%	6.1%
Very dissatisfied	7.7%	4.5%	3.7%	1.7%	1.4%	2.6%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q16a-3. Accuracy of information & assistance you were given

Very satisfied	29.6%	31.8%	26.4%	19.7%	30.1%	27.5%
Satisfied	29.6%	18.2%	41.5%	44.3%	41.8%	39.9%
Neutral	22.2%	18.2%	20.8%	24.6%	18.5%	20.3%
Dissatisfied	7.4%	22.7%	7.5%	6.6%	8.2%	8.5%
Very dissatisfied	11.1%	9.1%	3.8%	4.9%	1.4%	3.8%

Q16a-4. Time it took for your request to be answered

Very satisfied	23.1%	31.8%	24.5%	11.5%	24.0%	21.6%
Satisfied	34.6%	18.2%	37.7%	60.7%	44.5%	44.8%
Neutral	30.8%	4.5%	18.9%	11.5%	17.1%	16.5%
Dissatisfied	0.0%	27.3%	11.3%	9.8%	9.6%	10.2%
Very dissatisfied	11.5%	18.2%	7.5%	6.6%	4.8%	7.0%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q16a-5. How well your issue was handled

Very satisfied	22.2%	22.7%	30.8%	11.3%	30.8%	24.9%
Satisfied	29.6%	31.8%	28.8%	51.6%	37.8%	38.7%
Neutral	25.9%	4.5%	25.0%	14.5%	14.7%	16.9%
Dissatisfied	3.7%	27.3%	7.7%	14.5%	12.6%	12.1%
Very dissatisfied	18.5%	13.6%	7.7%	8.1%	4.2%	7.3%

Q16a-6. Resolution to your issue/concern

Very satisfied	22.2%	22.7%	25.0%	13.3%	31.7%	24.9%
Satisfied	33.3%	31.8%	32.7%	50.0%	36.6%	38.3%
Neutral	22.2%	9.1%	19.2%	13.3%	15.2%	16.3%
Dissatisfied	3.7%	13.6%	15.4%	15.0%	9.7%	11.2%
Very dissatisfied	18.5%	22.7%	7.7%	8.3%	6.9%	9.3%

Q17. Have you heard about the City's Strategic Plan? (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q17. Have you heard about City's Strategic Plan

Yes	14.5%	11.1%	13.7%	17.8%	24.3%	18.3%
No	85.5%	88.9%	86.3%	82.2%	75.7%	81.7%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q18-1. Safe & Secure Community (e.g. Police, Fire, 911)</u>						
Very satisfied	15.6%	17.6%	8.8%	9.8%	14.7%	12.6%
Satisfied	35.1%	39.2%	41.2%	54.9%	50.9%	47.0%
Neutral	32.5%	25.5%	38.2%	23.3%	24.1%	27.9%
Dissatisfied	9.1%	13.7%	9.8%	8.3%	7.8%	9.0%
Very dissatisfied	7.8%	3.9%	2.0%	3.8%	2.6%	3.4%

Q18-2. Diverse & Viable Economy (e.g. new business development)

Very satisfied	10.3%	6.4%	6.5%	3.5%	5.4%	6.1%
Satisfied	26.5%	34.0%	32.3%	31.3%	33.7%	31.7%
Neutral	38.2%	36.2%	43.0%	41.7%	41.1%	41.0%
Dissatisfied	14.7%	14.9%	15.1%	18.3%	14.9%	15.6%
Very dissatisfied	10.3%	8.5%	3.2%	5.2%	5.0%	5.6%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q18-3. High Quality Built Environment (e.g. streets, inspections, code enforcement)

Very satisfied	10.9%	4.7%	4.4%	2.7%	6.0%	5.4%
Satisfied	26.6%	25.6%	27.5%	35.7%	34.0%	32.0%
Neutral	31.3%	48.8%	45.1%	42.0%	42.5%	41.8%
Dissatisfied	17.2%	9.3%	19.8%	13.4%	14.0%	14.9%
Very dissatisfied	14.1%	11.6%	3.3%	6.3%	3.5%	5.9%

Q18-4. Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)

Very satisfied	11.7%	5.7%	5.0%	5.4%	6.8%	6.9%
Satisfied	24.7%	32.1%	30.0%	41.9%	44.5%	37.5%
Neutral	29.9%	34.0%	41.0%	32.6%	35.2%	35.2%
Dissatisfied	22.1%	20.8%	17.0%	17.1%	10.6%	15.4%
Very dissatisfied	11.7%	7.5%	7.0%	3.1%	3.0%	5.1%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q18-5. Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)</u>						
Very satisfied	8.6%	4.9%	5.1%	1.0%	4.7%	4.3%
Satisfied	27.6%	22.0%	26.6%	28.0%	28.7%	27.3%
Neutral	32.8%	41.5%	45.6%	45.0%	50.3%	45.6%
Dissatisfied	22.4%	24.4%	13.9%	17.0%	12.3%	16.1%
Very dissatisfied	8.6%	7.3%	8.9%	9.0%	4.1%	6.7%

Q18-6. Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)

Very satisfied	10.2%	9.3%	3.7%	4.7%	5.2%	5.7%
Satisfied	28.8%	23.3%	29.6%	36.4%	31.4%	31.2%
Neutral	39.0%	41.9%	48.1%	40.2%	50.8%	45.8%
Dissatisfied	11.9%	18.6%	14.8%	12.1%	9.9%	12.4%
Very dissatisfied	10.2%	7.0%	3.7%	6.5%	2.6%	4.9%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Safe & Secure Community (e.g. Police, Fire, 911)	20.7%	27.6%	34.5%	16.4%	26.6%	24.9%
Diverse & Viable Economy (e.g. new business development)	6.5%	17.2%	10.0%	13.7%	10.0%	10.9%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	6.5%	10.3%	7.3%	9.6%	4.4%	6.6%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	16.3%	10.3%	8.2%	14.4%	8.9%	10.9%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	3.3%	1.7%	5.5%	6.2%	3.7%	4.3%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	3.3%	3.4%	8.2%	4.1%	3.3%	4.2%
None chosen	43.5%	29.3%	26.4%	35.6%	43.2%	38.2%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Safe & Secure Community (e.g. Police, Fire, 911)	6.5%	8.6%	8.2%	8.2%	5.2%	6.8%
Diverse & Viable Economy (e.g. new business development)	8.7%	1.7%	12.7%	11.6%	9.2%	9.3%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	9.8%	10.3%	11.8%	4.8%	10.3%	9.2%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	15.2%	27.6%	22.7%	17.8%	11.4%	16.7%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	8.7%	6.9%	5.5%	11.6%	7.4%	7.9%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	4.3%	6.9%	3.6%	5.5%	9.2%	6.6%
None chosen	46.7%	37.9%	35.5%	40.4%	47.2%	43.5%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Q19. Sum of top 2 choices						
Safe & Secure Community (e.g. Police, Fire, 911)	27.2%	36.2%	42.7%	24.7%	31.7%	31.6%
Diverse & Viable Economy (e.g. new business development)	15.2%	19.0%	22.7%	25.3%	19.2%	20.3%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	16.3%	20.7%	19.1%	14.4%	14.8%	15.8%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	31.5%	37.9%	30.9%	32.2%	20.3%	27.6%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	12.0%	8.6%	10.9%	17.8%	11.1%	12.2%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	7.6%	10.3%	11.8%	9.6%	12.5%	10.8%
None chosen	43.5%	29.3%	26.4%	35.6%	43.2%	38.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q20-1. As a place to live

Excellent	11.1%	5.3%	8.3%	10.4%	14.6%	11.7%
Good	37.8%	42.1%	44.0%	50.0%	54.8%	48.6%
Neutral	20.0%	22.8%	29.4%	19.4%	19.5%	21.6%
Below average	15.6%	22.8%	14.7%	16.0%	10.0%	13.6%
Poor	15.6%	7.0%	3.7%	4.2%	1.1%	4.6%

Q20-2. As a place to raise children

Excellent	10.5%	3.5%	7.5%	10.6%	13.7%	10.9%
Good	26.7%	36.8%	36.4%	43.3%	46.3%	40.8%
Neutral	18.6%	17.5%	29.9%	22.7%	22.4%	22.8%
Below average	20.9%	21.1%	17.8%	16.3%	13.7%	16.3%
Poor	23.3%	21.1%	8.4%	7.1%	3.9%	9.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q20-3. As a place to play

Excellent	9.2%	3.6%	7.6%	7.9%	11.2%	9.2%
Good	26.4%	30.4%	26.7%	38.6%	44.6%	36.5%
Neutral	27.6%	28.6%	31.4%	30.7%	27.9%	29.4%
Below average	18.4%	25.0%	25.7%	13.6%	12.0%	16.4%
Poor	18.4%	12.5%	8.6%	9.3%	4.4%	8.6%

Q20-4. As a place to work

Excellent	8.1%	9.1%	6.7%	6.9%	11.7%	9.2%
Good	32.6%	40.0%	35.2%	42.4%	41.6%	39.7%
Neutral	27.9%	20.0%	28.6%	26.4%	26.8%	26.7%
Below average	16.3%	18.2%	16.2%	16.7%	13.2%	15.1%
Poor	15.1%	12.7%	13.3%	7.6%	6.6%	9.4%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q20-5. As a place to retire

Excellent	10.7%	12.5%	9.3%	14.6%	17.9%	14.4%
Good	29.8%	19.6%	28.7%	35.4%	44.4%	35.9%
Neutral	14.3%	23.2%	26.9%	22.9%	19.8%	21.5%
Below average	20.2%	19.6%	13.0%	13.2%	12.1%	14.0%
Poor	25.0%	25.0%	22.2%	13.9%	5.8%	14.1%

Q20-6. As a place to visit

Excellent	12.6%	14.0%	9.2%	7.6%	14.1%	12.1%
Good	28.7%	26.3%	33.9%	41.7%	39.1%	36.5%
Neutral	21.8%	22.8%	22.9%	29.9%	28.1%	26.3%
Below average	14.9%	22.8%	21.1%	13.2%	13.3%	15.2%
Poor	21.8%	14.0%	12.8%	7.6%	5.5%	9.9%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q20-7. As a place with a lively Downtown

Excellent	13.4%	15.4%	7.7%	5.2%	8.8%	9.1%
Good	24.4%	32.7%	27.9%	29.6%	36.8%	32.0%
Neutral	25.6%	25.0%	28.8%	34.1%	32.2%	30.3%
Below average	15.9%	11.5%	22.1%	19.3%	15.9%	17.2%
Poor	20.7%	15.4%	13.5%	11.9%	6.3%	11.5%

Q20-8. As a partner with its citizens

Excellent	6.8%	8.3%	6.1%	3.1%	6.8%	6.0%
Good	23.0%	22.9%	33.3%	32.8%	35.4%	31.9%
Neutral	37.8%	39.6%	35.4%	42.2%	39.7%	39.4%
Below average	14.9%	14.6%	16.2%	12.5%	12.7%	13.5%
Poor	17.6%	14.6%	9.1%	9.4%	5.5%	9.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q20-9. As a sustainable community

Excellent	5.1%	8.9%	6.7%	1.5%	8.6%	6.5%
Good	30.4%	23.2%	36.5%	42.2%	38.4%	37.2%
Neutral	26.6%	35.7%	30.8%	39.3%	37.1%	34.8%
Below average	21.5%	21.4%	21.2%	8.1%	11.8%	14.3%
Poor	16.5%	10.7%	4.8%	8.9%	4.1%	7.2%

Q20-10. As a City that is moving in the right direction

Excellent	10.0%	12.7%	11.3%	8.8%	11.7%	10.9%
Good	35.0%	25.5%	39.6%	43.4%	40.3%	39.5%
Neutral	32.5%	40.0%	29.2%	30.9%	29.0%	30.6%
Below average	10.0%	12.7%	15.1%	9.6%	12.9%	11.9%
Poor	12.5%	9.1%	4.7%	7.4%	6.0%	7.2%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q21-1. Availability of information about City programs & services</u>						
Very satisfied	15.3%	13.0%	9.1%	8.5%	9.0%	9.8%
Satisfied	33.3%	27.8%	39.4%	37.2%	48.1%	40.5%
Neutral	30.6%	38.9%	30.3%	34.9%	29.6%	32.0%
Dissatisfied	11.1%	16.7%	17.2%	14.0%	10.3%	13.2%
Very dissatisfied	9.7%	3.7%	4.0%	5.4%	3.0%	4.5%

Q21-2. City efforts to keep you informed about local issues

Very satisfied	15.9%	10.9%	6.0%	8.4%	6.8%	8.4%
Satisfied	31.9%	32.7%	42.0%	37.4%	48.1%	41.1%
Neutral	29.0%	30.9%	25.0%	34.4%	28.1%	29.5%
Dissatisfied	13.0%	20.0%	22.0%	14.5%	13.2%	15.9%
Very dissatisfied	10.1%	5.5%	5.0%	5.3%	3.8%	5.1%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q21-3. Level of public involvement in local decisions

Very satisfied	13.1%	10.2%	6.3%	4.2%	6.4%	7.1%
Satisfied	21.3%	20.4%	21.1%	24.6%	30.7%	25.5%
Neutral	39.3%	42.9%	45.3%	40.7%	42.2%	42.5%
Dissatisfied	13.1%	22.4%	18.9%	22.9%	15.1%	17.9%
Very dissatisfied	13.1%	4.1%	8.4%	7.6%	5.5%	7.1%

Q21-4. Usefulness of information available on City's website

Very satisfied	12.7%	14.9%	7.9%	8.7%	7.8%	9.2%
Satisfied	39.7%	40.4%	40.4%	41.3%	43.1%	41.3%
Neutral	33.3%	29.8%	41.6%	36.5%	43.6%	39.4%
Dissatisfied	3.2%	6.4%	7.9%	10.6%	3.4%	6.2%
Very dissatisfied	11.1%	8.5%	2.2%	2.9%	2.0%	3.8%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q21-5. Usefulness of FayFixit web application</u>						
Very satisfied	5.6%	20.8%	13.0%	16.9%	10.9%	12.2%
Satisfied	38.9%	50.0%	35.2%	27.7%	33.3%	34.2%
Neutral	38.9%	25.0%	46.3%	46.2%	48.3%	45.2%
Dissatisfied	2.8%	4.2%	5.6%	6.2%	2.7%	4.2%
Very dissatisfied	13.9%	0.0%	0.0%	3.1%	4.8%	4.2%

Q22. Which of the following methods do you use to get information about the City of Fayetteville?

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q22. What methods do you use to get information about City of Fayetteville

City Manager's Report: City Happenings	2.2%	8.6%	4.5%	4.1%	5.5%	4.9%
City representatives at events or meetings	3.3%	5.2%	7.3%	8.9%	11.1%	8.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	30.4%	32.8%	30.0%	35.6%	38.0%	34.8%
City's social media: Facebook, Twitter, or YouTube	40.2%	43.1%	29.1%	30.8%	19.2%	28.3%
City's television programming (FAYTV)	16.3%	17.2%	21.8%	22.6%	33.9%	25.9%
Live televised City Council meetings	8.7%	6.9%	12.7%	17.1%	27.7%	18.7%
1-Fay Call Center (433-1FAY)	6.5%	8.6%	8.2%	6.8%	9.2%	8.0%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	35.9%	56.9%	46.4%	41.8%	33.2%	39.2%

Q22. Which of the following methods do you use to get information about the City of Fayetteville?

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q22. What methods do you use to get information about City of Fayetteville (Cont.)

Local newspapers	33.7%	50.0%	57.3%	61.0%	66.8%	57.8%
Local radio news	25.0%	34.5%	41.8%	39.0%	33.6%	35.3%
Local television news	27.2%	37.9%	54.5%	52.1%	59.0%	50.6%
Community blogs or list serves	4.3%	6.9%	8.2%	6.8%	6.3%	6.3%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	14.1%	31.0%	16.4%	20.5%	23.2%	20.8%
Other community websites	15.2%	5.2%	6.4%	6.8%	5.9%	7.3%
Billboards	17.4%	36.2%	31.8%	21.9%	21.4%	24.0%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
City Manager's Report: City Happenings	1.1%	1.7%	1.8%	2.1%	2.6%	2.0%
City representatives at events or meetings	0.0%	1.7%	0.9%	2.1%	3.0%	1.9%
City produced printed brochures, flyers, posters, postcards, letters, etc.	8.7%	5.2%	7.3%	3.4%	6.6%	6.3%
City's social media: Facebook, Twitter, or YouTube	20.7%	27.6%	8.2%	12.3%	4.4%	10.8%
City's television programming (FAYTV)	2.2%	3.4%	2.7%	7.5%	3.3%	3.9%
Live televised City Council meetings	1.1%	1.7%	1.8%	1.4%	1.8%	1.6%
1-Fay Call Center (433-1FAY)	1.1%	0.0%	0.9%	0.7%	0.4%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	5.4%	8.6%	11.8%	10.3%	6.3%	7.9%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q23. Top choice (Cont.)

Local newspapers	7.6%	10.3%	14.5%	19.2%	22.5%	17.1%
Local radio news	4.3%	6.9%	7.3%	6.2%	3.7%	5.3%
Local television news	14.1%	12.1%	18.2%	11.6%	12.5%	13.2%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	0.0%	1.7%	0.0%	0.0%	0.7%	0.4%
Other community websites	1.1%	0.0%	0.0%	0.7%	0.0%	0.3%
Billboards	0.0%	1.7%	2.7%	0.0%	0.4%	0.7%
None chosen	32.6%	17.2%	21.8%	22.6%	31.7%	28.0%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
City Manager's Report: City Happenings	0.0%	0.0%	0.9%	2.1%	0.7%	0.9%
City representatives at events or meetings	2.2%	0.0%	0.9%	1.4%	1.5%	1.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	6.5%	6.9%	4.5%	1.4%	4.4%	4.2%
City's social media: Facebook, Twitter, or YouTube	5.4%	8.6%	8.2%	7.5%	4.4%	6.0%
City's television programming (FAYTV)	2.2%	3.4%	0.9%	2.7%	3.3%	2.6%
Live televised City Council meetings	0.0%	0.0%	2.7%	2.7%	3.7%	2.6%
1-Fay Call Center (433-1FAY)	0.0%	3.4%	0.9%	0.7%	0.0%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	7.6%	20.7%	9.1%	8.9%	5.5%	8.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Local newspapers	13.0%	10.3%	16.4%	11.0%	16.2%	14.1%
Local radio news	7.6%	10.3%	10.0%	13.0%	8.9%	9.9%
Local television news	4.3%	5.2%	9.1%	9.6%	11.4%	9.1%
Community blogs or list serves	2.2%	0.0%	2.7%	0.7%	0.7%	1.1%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	3.3%	1.7%	3.6%	4.1%	1.5%	2.6%
Other community websites	3.3%	0.0%	1.8%	0.0%	0.4%	0.9%
Billboards	2.2%	0.0%	2.7%	0.7%	0.0%	0.9%
None chosen	40.2%	29.3%	25.5%	33.6%	37.3%	35.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
City Manager's Report: City Happenings	0.0%	0.0%	1.8%	0.7%	0.7%	0.7%
City representatives at events or meetings	0.0%	0.0%	0.9%	0.7%	1.5%	0.9%
City produced printed brochures, flyers, posters, postcards, letters, etc.	5.4%	8.6%	10.9%	4.8%	5.5%	6.3%
City's social media: Facebook, Twitter, or YouTube	4.3%	6.9%	3.6%	3.4%	3.7%	4.0%
City's television programming (FAYTV)	0.0%	1.7%	0.9%	3.4%	1.8%	1.7%
Live televised City Council meetings	3.3%	0.0%	0.9%	2.1%	2.6%	2.0%
1-Fay Call Center (433-1FAY)	0.0%	0.0%	1.8%	2.1%	0.7%	1.0%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	13.0%	3.4%	6.4%	4.1%	4.8%	5.9%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
Q23. 3rd choice (Cont.)						
Local newspapers	5.4%	6.9%	10.0%	8.9%	7.0%	7.5%
Local radio news	4.3%	3.4%	8.2%	7.5%	3.3%	5.0%
Local television news	3.3%	6.9%	9.1%	15.8%	12.9%	10.8%
Community blogs or list serves	0.0%	0.0%	0.9%	0.7%	0.7%	0.6%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	2.2%	6.9%	0.9%	1.4%	3.7%	2.9%
Other community websites	4.3%	3.4%	1.8%	0.0%	1.8%	1.9%
Billboards	5.4%	10.3%	8.2%	5.5%	3.0%	5.3%
None chosen	48.9%	41.4%	33.6%	39.0%	46.1%	43.5%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville? (top 3)

N=696

	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
City Manager's Report: City Happenings	1.1%	1.7%	4.5%	4.8%	4.1%	3.6%
City representatives at events or meetings	2.2%	1.7%	2.7%	4.1%	5.9%	4.0%
City produced printed brochures, flyers, posters, postcards, letters, etc.	20.7%	20.7%	22.7%	9.6%	16.6%	16.8%
City's social media: Facebook, Twitter, or YouTube	30.4%	43.1%	20.0%	23.3%	12.5%	20.8%
City's television programming (FAYTV)	4.3%	8.6%	4.5%	13.7%	8.5%	8.2%
Live televised City Council meetings	4.3%	1.7%	5.5%	6.2%	8.1%	6.2%
1-Fay Call Center (433-1FAY)	1.1%	3.4%	3.6%	3.4%	1.1%	2.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville? (top 3)

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q23. Sum of top 3 choices (Cont.)

City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	26.1%	32.8%	27.3%	23.3%	16.6%	22.0%
Local newspapers	26.1%	27.6%	40.9%	39.0%	45.8%	38.6%
Local radio news	16.3%	20.7%	25.5%	26.7%	15.9%	20.3%
Local television news	21.7%	24.1%	36.4%	37.0%	36.9%	33.0%
Community blogs or list serves	2.2%	0.0%	3.6%	1.4%	1.5%	1.7%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	5.4%	10.3%	4.5%	5.5%	5.9%	5.9%
Other community websites	8.7%	3.4%	3.6%	0.7%	2.2%	3.0%
Billboards	7.6%	12.1%	13.6%	6.2%	3.3%	6.9%
None chosen	32.6%	17.2%	21.8%	22.6%	31.7%	28.0%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q24-1. Additional police facilities & services

Very willing	29.5%	39.7%	21.1%	20.1%	24.0%	24.8%
Willing	36.4%	29.3%	38.5%	38.8%	42.0%	38.5%
Not sure	18.2%	17.2%	28.4%	25.2%	23.6%	23.6%
Not willing	15.9%	13.8%	11.9%	15.8%	10.4%	13.0%

Q24-2. Additional fire facilities & services

Very willing	26.1%	36.2%	18.3%	21.6%	21.8%	23.1%
Willing	29.5%	31.0%	43.1%	39.6%	46.0%	40.3%
Not sure	25.0%	15.5%	28.4%	26.6%	24.6%	25.1%
Not willing	19.3%	17.2%	10.1%	12.2%	7.7%	11.6%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q24-3. Additional economic & business development services (e.g. fund activities and/or incentives to attract or expand industries/businesses)

Very willing	20.5%	20.7%	19.3%	21.0%	14.7%	18.2%
Willing	22.7%	31.0%	29.4%	26.1%	31.5%	28.7%
Not sure	39.8%	32.8%	30.3%	35.5%	39.8%	36.6%
Not willing	17.0%	15.5%	21.1%	17.4%	13.9%	16.5%

Q24-4. Additional investment in public transit system (FAST)

Very willing	14.8%	10.3%	11.9%	13.0%	10.1%	11.9%
Willing	19.3%	19.0%	25.7%	19.6%	29.0%	24.5%
Not sure	40.9%	36.2%	35.8%	39.9%	41.9%	39.3%
Not willing	25.0%	34.5%	26.6%	27.5%	19.0%	24.4%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q24-5. Additional construction & maintenance of sidewalks</u>						
Very willing	22.1%	25.0%	24.8%	22.3%	18.5%	21.3%
Willing	31.4%	32.1%	38.5%	36.7%	43.5%	38.7%
Not sure	24.4%	30.4%	26.6%	27.3%	29.0%	27.7%
Not willing	22.1%	12.5%	10.1%	13.7%	8.9%	12.3%

Q24-6. Additional investments in City's transportation network (e.g. improvements to corridors, roads, bridges)

Very willing	18.2%	32.8%	24.8%	20.0%	18.0%	21.5%
Willing	37.5%	36.2%	40.4%	42.9%	45.2%	41.5%
Not sure	19.3%	19.0%	24.8%	22.9%	25.6%	23.4%
Not willing	25.0%	12.1%	10.1%	14.3%	11.2%	13.6%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696	Years Lived in Fayetteville					Total
	0-5	6-10	11-20	21-30	31+	
<u>Q24-7. Additional enforcement of City codes</u>						
Very willing	10.2%	13.8%	14.2%	12.9%	16.9%	14.2%
Willing	18.2%	22.4%	33.0%	25.9%	34.5%	29.6%
Not sure	46.6%	41.4%	37.7%	46.0%	35.7%	40.0%
Not willing	25.0%	22.4%	15.1%	15.1%	12.9%	16.2%

Q24-8. Additional citizen engagement opportunities

Very willing	11.4%	16.1%	17.6%	13.1%	11.0%	13.7%
Willing	33.0%	33.9%	37.0%	35.8%	36.6%	35.4%
Not sure	40.9%	33.9%	29.6%	38.0%	43.1%	38.2%
Not willing	14.8%	16.1%	15.7%	13.1%	9.3%	12.8%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Years Lived in Fayetteville					Total
0-5	6-10	11-20	21-30	31+	

Q24-9. Additional development of incentive programs for beautification efforts (e.g. landscaping, green spaces)

Very willing	20.5%	19.0%	24.1%	18.8%	14.9%	18.6%
Willing	29.5%	43.1%	34.3%	42.0%	39.8%	38.1%
Not sure	31.8%	19.0%	27.8%	27.5%	32.1%	29.1%
Not willing	18.2%	19.0%	13.9%	11.6%	13.3%	14.3%

Q24-10. Additional stormwater infrastructure to address flooding concerns

Very willing	23.0%	29.3%	23.9%	26.6%	25.3%	25.5%
Willing	33.3%	39.7%	35.8%	37.4%	42.6%	38.6%
Not sure	26.4%	15.5%	28.4%	25.2%	24.1%	24.6%
Not willing	17.2%	15.5%	11.9%	10.8%	8.0%	11.2%

Section 4

Crosstabular Data by Zip Code

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q1-1. Overall quality of police protection</u>						
Very satisfied	17.7%	24.0%	14.3%	15.3%	20.7%	18.1%
Satisfied	50.0%	46.9%	48.2%	51.4%	49.7%	49.7%
Neutral	20.8%	21.9%	28.6%	22.5%	20.7%	22.7%
Dissatisfied	9.4%	5.2%	5.4%	8.1%	4.7%	6.1%
Very dissatisfied	2.1%	2.1%	3.6%	2.7%	4.1%	3.4%

Q1-2. Overall quality of fire protection & rescue services

Very satisfied	33.0%	30.2%	33.0%	30.8%	40.7%	34.5%
Satisfied	52.1%	59.4%	50.0%	48.1%	45.1%	49.8%
Neutral	13.8%	10.4%	14.2%	19.2%	12.3%	13.7%
Dissatisfied	0.0%	0.0%	0.9%	1.0%	1.2%	1.3%
Very dissatisfied	1.1%	0.0%	1.9%	1.0%	0.6%	0.8%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q1-3. Overall maintenance of City streets</u>						
Very satisfied	5.2%	6.9%	1.7%	6.2%	6.5%	5.2%
Satisfied	27.8%	30.4%	30.8%	23.0%	33.9%	30.2%
Neutral	29.9%	32.4%	28.2%	31.0%	28.0%	28.6%
Dissatisfied	26.8%	23.5%	25.6%	29.2%	22.6%	25.6%
Very dissatisfied	10.3%	6.9%	13.7%	10.6%	8.9%	10.5%

Q1-4. Overall flow of traffic in City

Very satisfied	3.1%	3.0%	2.6%	5.6%	4.0%	3.8%
Satisfied	21.6%	31.0%	14.7%	17.8%	18.5%	20.3%
Neutral	25.8%	30.0%	29.3%	42.1%	29.5%	31.3%
Dissatisfied	28.9%	24.0%	35.3%	24.3%	30.1%	28.6%
Very dissatisfied	20.6%	12.0%	18.1%	10.3%	17.9%	16.1%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q1-5. Overall quality of public transit system, Fayetteville Area System of Transit (FAST)

Very satisfied	17.3%	14.3%	7.8%	15.1%	11.7%	13.4%
Satisfied	21.2%	32.7%	32.8%	21.9%	23.4%	26.9%
Neutral	34.6%	46.9%	40.6%	43.8%	45.7%	41.9%
Dissatisfied	17.3%	4.1%	7.8%	8.2%	13.8%	9.7%
Very dissatisfied	9.6%	2.0%	10.9%	11.0%	5.3%	8.1%

Q1-6. Overall quality of water & sewer utilities

Very satisfied	13.3%	15.8%	9.0%	8.8%	9.4%	11.6%
Satisfied	45.9%	39.6%	45.9%	37.7%	43.5%	42.8%
Neutral	17.3%	22.8%	25.2%	31.6%	26.5%	25.0%
Dissatisfied	14.3%	15.8%	11.7%	12.3%	11.8%	11.9%
Very dissatisfied	9.2%	5.9%	8.1%	9.6%	8.8%	8.6%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q1-7. Overall enforcement of codes & ordinances</u>						
Very satisfied	4.5%	6.6%	6.0%	4.2%	8.6%	6.8%
Satisfied	29.5%	36.3%	34.0%	30.5%	27.1%	31.4%
Neutral	38.6%	28.6%	35.0%	46.3%	37.9%	37.3%
Dissatisfied	17.0%	18.7%	12.0%	14.7%	15.7%	14.9%
Very dissatisfied	10.2%	9.9%	13.0%	4.2%	10.7%	9.7%

Q1-8. Overall quality of customer service received frm City employees

Very satisfied	12.4%	19.4%	10.9%	9.9%	9.3%	12.8%
Satisfied	41.6%	40.9%	46.5%	44.6%	42.7%	42.8%
Neutral	32.6%	25.8%	29.7%	36.6%	35.3%	31.8%
Dissatisfied	7.9%	10.8%	5.9%	5.9%	7.3%	8.0%
Very dissatisfied	5.6%	3.2%	6.9%	3.0%	5.3%	4.5%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q1-9. Overall effectiveness of communication with the public</u>						
Very satisfied	7.5%	9.4%	9.6%	7.8%	9.6%	9.2%
Satisfied	37.6%	50.0%	38.5%	35.3%	39.5%	39.7%
Neutral	38.7%	29.2%	35.6%	41.2%	33.1%	35.7%
Dissatisfied	12.9%	7.3%	5.8%	13.7%	12.7%	10.7%
Very dissatisfied	3.2%	4.2%	10.6%	2.0%	5.1%	4.7%

Q1-10. Overall quality of parks & recreation facilities & programs

Very satisfied	15.5%	15.6%	9.7%	17.0%	16.7%	15.2%
Satisfied	46.4%	42.2%	47.6%	42.5%	44.2%	45.0%
Neutral	26.2%	26.7%	26.2%	25.5%	25.0%	26.0%
Dissatisfied	9.5%	11.1%	7.8%	10.4%	9.6%	9.4%
Very dissatisfied	2.4%	4.4%	8.7%	4.7%	4.5%	4.4%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q1-11. Overall appearance of major entryways to City</u>						
Very satisfied	9.9%	8.7%	9.1%	5.7%	10.8%	9.0%
Satisfied	39.6%	47.6%	35.5%	38.1%	35.9%	38.9%
Neutral	17.6%	22.3%	30.0%	34.3%	32.3%	27.4%
Dissatisfied	18.7%	11.7%	13.6%	18.1%	13.2%	15.5%
Very dissatisfied	14.3%	9.7%	11.8%	3.8%	7.8%	9.3%

Q1-12. Overall building, zoning, & permitting customer service

Very satisfied	10.9%	10.3%	4.3%	7.0%	8.1%	8.2%
Satisfied	34.4%	33.8%	30.0%	22.1%	24.2%	28.2%
Neutral	32.8%	45.6%	47.1%	53.5%	47.6%	45.8%
Dissatisfied	14.1%	5.9%	4.3%	14.0%	13.7%	11.0%
Very dissatisfied	7.8%	4.4%	14.3%	3.5%	6.5%	6.9%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q1-13. Overall effectiveness of Economic & Community Development business grant programs

Very satisfied	9.3%	5.6%	3.4%	6.4%	7.5%	6.9%
Satisfied	25.9%	31.5%	24.1%	11.5%	19.6%	21.3%
Neutral	46.3%	42.6%	39.7%	52.6%	51.4%	49.0%
Dissatisfied	13.0%	11.1%	13.8%	19.2%	12.1%	12.9%
Very dissatisfied	5.6%	9.3%	19.0%	10.3%	9.3%	9.9%

Q1-14. Overall effectiveness of Economic & Community Development business loan programs

Very satisfied	10.9%	6.7%	3.8%	7.6%	6.7%	6.8%
Satisfied	21.7%	28.9%	20.8%	12.1%	13.5%	17.5%
Neutral	50.0%	46.7%	41.5%	50.0%	58.7%	52.5%
Dissatisfied	13.0%	6.7%	18.9%	22.7%	15.4%	15.3%
Very dissatisfied	4.3%	11.1%	15.1%	7.6%	5.8%	7.9%

Q1. Perception of The City. Major categories of services provided by the City of Fayetteville are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q1-15. Overall effectiveness of Economic & Community Development business counseling programs</u>						
Very satisfied	11.1%	4.3%	5.7%	7.4%	6.9%	6.8%
Satisfied	26.7%	32.6%	18.9%	17.6%	14.7%	19.6%
Neutral	46.7%	47.8%	47.2%	51.5%	57.8%	52.8%
Dissatisfied	11.1%	6.5%	13.2%	17.6%	12.7%	12.5%
Very dissatisfied	4.4%	8.7%	15.1%	5.9%	7.8%	8.2%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q2. Top choice

Overall quality of police protection	20.4%	22.1%	21.4%	23.1%	18.9%	20.5%
Overall quality of fire protection & rescue services	1.9%	0.0%	0.9%	0.8%	1.7%	1.1%
Overall maintenance of City streets	17.5%	14.4%	9.4%	10.7%	12.6%	13.9%
Overall flow of traffic in City	14.6%	13.5%	22.2%	6.6%	19.4%	15.9%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	4.9%	0.0%	4.3%	7.4%	2.3%	3.7%
Overall quality of water & sewer utilities	5.8%	6.7%	6.8%	5.0%	11.4%	7.5%
Overall enforcement of codes & ordinances	4.9%	4.8%	3.4%	3.3%	1.7%	3.0%
Overall quality of customer service received frm City employees	1.0%	1.9%	0.9%	1.7%	1.1%	1.3%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Overall effectiveness of communication with the public	0.0%	1.9%	1.7%	3.3%	1.1%	1.4%
Overall quality of parks & recreation facilities & programs	1.0%	4.8%	0.9%	3.3%	1.7%	2.3%
Overall appearance of major entryways to City	2.9%	4.8%	6.0%	3.3%	3.4%	4.3%
Overall building, zoning, & permitting customer service	0.0%	1.9%	0.9%	0.0%	0.6%	0.7%
Overall effectiveness of Economic & Community Development business grant programs	0.0%	1.0%	1.7%	1.7%	2.3%	1.4%
Overall effectiveness of Economic & Community Development business loan programs	0.0%	0.0%	0.0%	1.7%	0.0%	0.4%
Overall effectiveness of Economic & Community Development business counseling programs	0.0%	1.0%	0.0%	0.8%	0.6%	0.6%
None chosen	25.2%	21.2%	19.7%	27.3%	21.1%	21.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q2. 2nd choice

Overall quality of police protection	6.8%	7.7%	6.0%	11.6%	8.0%	8.0%
Overall quality of fire protection & rescue services	5.8%	6.7%	6.0%	9.1%	9.1%	7.3%
Overall maintenance of City streets	8.7%	8.7%	19.7%	13.2%	12.6%	12.2%
Overall flow of traffic in City	12.6%	16.3%	16.2%	6.6%	12.6%	13.4%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	5.8%	1.9%	2.6%	1.7%	1.7%	2.6%
Overall quality of water & sewer utilities	6.8%	7.7%	4.3%	8.3%	3.4%	6.2%
Overall enforcement of codes & ordinances	5.8%	7.7%	6.0%	1.7%	8.0%	6.0%
Overall quality of customer service received frm City employees	2.9%	1.0%	1.7%	1.7%	1.1%	1.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q2. 2nd choice (Cont.)						
Overall effectiveness of communication with the public	2.9%	1.9%	4.3%	0.8%	3.4%	2.9%
Overall quality of parks & recreation facilities & programs	1.9%	1.9%	1.7%	3.3%	5.1%	3.0%
Overall appearance of major entryways to City	4.9%	7.7%	2.6%	3.3%	2.3%	4.5%
Overall building, zoning, & permitting customer service	2.9%	0.0%	0.9%	0.0%	2.3%	1.6%
Overall effectiveness of Economic & Community Development business grant programs	1.9%	4.8%	3.4%	4.1%	3.4%	3.4%
Overall effectiveness of Economic & Community Development business loan programs	1.0%	1.0%	0.0%	1.7%	0.0%	1.0%
Overall effectiveness of Economic & Community Development business counseling programs	0.0%	0.0%	0.0%	0.0%	1.7%	0.4%
None chosen	29.1%	25.0%	24.8%	33.1%	25.1%	25.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q2. 3rd choice						
Overall quality of police protection	2.9%	3.8%	6.0%	3.3%	2.3%	4.0%
Overall quality of fire protection & rescue services	1.9%	1.0%	1.7%	4.1%	4.6%	2.7%
Overall maintenance of City streets	13.6%	11.5%	12.8%	9.1%	10.9%	11.6%
Overall flow of traffic in City	8.7%	7.7%	8.5%	10.7%	10.3%	9.2%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	1.9%	1.9%	1.7%	2.5%	2.3%	2.4%
Overall quality of water & sewer utilities	6.8%	9.6%	10.3%	6.6%	6.3%	8.2%
Overall enforcement of codes & ordinances	4.9%	2.9%	5.1%	7.4%	2.9%	4.3%
Overall quality of customer service received frm City employees	5.8%	1.0%	3.4%	2.5%	1.1%	2.4%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q2. 3rd choice (Cont.)						
Overall effectiveness of communication with the public	4.9%	3.8%	4.3%	2.5%	4.0%	3.7%
Overall quality of parks & recreation facilities & programs	1.9%	6.7%	4.3%	5.0%	5.7%	5.0%
Overall appearance of major entryways to City	6.8%	7.7%	4.3%	2.5%	7.4%	5.7%
Overall building, zoning, & permitting customer service	1.0%	1.0%	0.0%	1.7%	0.6%	0.7%
Overall effectiveness of Economic & Community Development business grant programs	1.9%	4.8%	1.7%	0.8%	1.7%	2.3%
Overall effectiveness of Economic & Community Development business loan programs	1.9%	3.8%	0.0%	1.7%	2.9%	2.3%
Overall effectiveness of Economic & Community Development business counseling programs	1.0%	1.9%	5.1%	1.7%	1.7%	2.2%
None chosen	34.0%	30.8%	30.8%	38.0%	35.4%	33.0%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q2. Sum of top 3 choices</u>						
Overall quality of police protection	30.1%	33.7%	33.3%	38.0%	29.1%	32.6%
Overall quality of fire protection & rescue services	9.7%	7.7%	8.5%	14.0%	15.4%	11.2%
Overall maintenance of City streets	39.8%	34.6%	41.9%	33.1%	36.0%	37.8%
Overall flow of traffic in City	35.9%	37.5%	47.0%	24.0%	42.3%	38.5%
Overall quality of public transit system, Fayetteville Area System of Transit (FAST)	12.6%	3.8%	8.5%	11.6%	6.3%	8.8%
Overall quality of water & sewer utilities	19.4%	24.0%	21.4%	19.8%	21.1%	21.8%
Overall enforcement of codes & ordinances	15.5%	15.4%	14.5%	12.4%	12.6%	13.4%
Overall quality of customer service received frm City employees	9.7%	3.8%	6.0%	5.8%	3.4%	5.5%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q2. Sum of top 3 choices (Cont.)						
Overall effectiveness of communication with the public	7.8%	7.7%	10.3%	6.6%	8.6%	8.0%
Overall quality of parks & recreation facilities & programs	4.9%	13.5%	6.8%	11.6%	12.6%	10.3%
Overall appearance of major entryways to City	14.6%	20.2%	12.8%	9.1%	13.1%	14.5%
Overall building, zoning, & permitting customer service	3.9%	2.9%	1.7%	1.7%	3.4%	3.0%
Overall effectiveness of Economic & Community Development business grant programs	3.9%	10.6%	6.8%	6.6%	7.4%	7.2%
Overall effectiveness of Economic & Community Development business loan programs	2.9%	4.8%	0.0%	5.0%	2.9%	3.7%
Overall effectiveness of Economic & Community Development business counseling programs	1.0%	2.9%	5.1%	2.5%	4.0%	3.2%
None chosen	25.2%	21.2%	19.7%	27.3%	21.1%	21.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q3-1. Overall quality of services provided by City of Fayetteville

Very satisfied	8.5%	7.1%	4.4%	11.0%	10.7%	8.7%
Satisfied	47.9%	57.1%	49.1%	44.0%	46.5%	49.0%
Neutral	30.9%	20.4%	30.7%	31.2%	28.9%	28.9%
Dissatisfied	9.6%	12.2%	10.5%	12.8%	10.7%	10.5%
Very dissatisfied	3.2%	3.1%	5.3%	0.9%	3.1%	2.9%

Q3-2. Overall image & appearance of City

Very satisfied	6.2%	5.0%	2.6%	9.0%	7.1%	6.0%
Satisfied	30.9%	39.0%	38.5%	34.2%	33.3%	35.1%
Neutral	20.6%	29.0%	33.3%	32.4%	30.4%	28.7%
Dissatisfied	35.1%	19.0%	15.4%	18.9%	21.4%	22.5%
Very dissatisfied	7.2%	8.0%	10.3%	5.4%	7.7%	7.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q3-3. Overall police relationship with your community

Very satisfied	19.4%	13.3%	15.3%	10.1%	18.4%	15.7%
Satisfied	36.6%	52.0%	45.9%	44.0%	38.7%	42.3%
Neutral	29.0%	21.4%	26.1%	32.1%	28.2%	28.2%
Dissatisfied	10.8%	6.1%	6.3%	10.1%	9.8%	8.5%
Very dissatisfied	4.3%	7.1%	6.3%	3.7%	4.9%	5.3%

Q3-4. Overall preparedness to manage development & growth

Very satisfied	5.1%	3.3%	2.1%	7.4%	6.3%	5.2%
Satisfied	22.8%	30.0%	29.9%	27.4%	26.1%	26.1%
Neutral	36.7%	37.8%	34.0%	36.8%	36.6%	37.3%
Dissatisfied	25.3%	20.0%	19.6%	23.2%	23.9%	22.7%
Very dissatisfied	10.1%	8.9%	14.4%	5.3%	7.0%	8.7%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q3-5. Overall quality of life in City

Very satisfied	9.2%	5.9%	0.9%	9.8%	9.5%	7.4%
Satisfied	35.7%	37.6%	42.5%	25.9%	31.0%	33.2%
Neutral	30.6%	26.7%	30.1%	36.6%	33.9%	32.0%
Dissatisfied	18.4%	20.8%	18.6%	20.5%	18.5%	19.7%
Very dissatisfied	6.1%	8.9%	8.0%	7.1%	7.1%	7.7%

Q3-6. Overall quality of life in your neighborhood

Very satisfied	19.6%	16.5%	17.9%	12.4%	14.3%	15.8%
Satisfied	41.2%	39.8%	41.9%	38.9%	44.0%	41.5%
Neutral	21.6%	24.3%	23.1%	25.7%	19.0%	23.4%
Dissatisfied	13.4%	16.5%	11.1%	15.9%	16.1%	14.0%
Very dissatisfied	4.1%	2.9%	6.0%	7.1%	6.5%	5.4%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q3-7. Overall availability of arts & cultural amenities

Very satisfied	8.5%	14.0%	4.7%	8.3%	8.2%	8.4%
Satisfied	35.4%	29.0%	34.6%	28.7%	31.0%	31.8%
Neutral	34.1%	36.6%	29.9%	43.5%	36.7%	36.8%
Dissatisfied	15.9%	14.0%	20.6%	12.0%	19.6%	16.2%
Very dissatisfied	6.1%	6.5%	10.3%	7.4%	4.4%	6.8%

Q3-8. Overall appearance of major corridors

Very satisfied	2.2%	5.1%	0.9%	6.4%	5.5%	4.2%
Satisfied	30.4%	40.8%	37.0%	29.4%	33.7%	34.1%
Neutral	32.6%	28.6%	38.9%	46.8%	39.3%	37.1%
Dissatisfied	23.9%	20.4%	12.0%	15.6%	14.7%	17.4%
Very dissatisfied	10.9%	5.1%	11.1%	1.8%	6.7%	7.2%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q3-9. Overall Downtown Fayetteville experience

Very satisfied	9.7%	7.9%	5.4%	15.2%	10.5%	9.8%
Satisfied	35.5%	47.5%	50.5%	37.5%	46.9%	44.0%
Neutral	29.0%	30.7%	27.0%	30.4%	23.5%	27.7%
Dissatisfied	19.4%	5.9%	11.7%	13.4%	12.3%	12.6%
Very dissatisfied	6.5%	7.9%	5.4%	3.6%	6.8%	5.8%

Q3-10. Overall strength of Fayetteville's economy

Very satisfied	4.4%	5.4%	1.0%	7.8%	6.5%	5.1%
Satisfied	36.3%	31.5%	37.0%	19.6%	28.8%	30.1%
Neutral	37.4%	32.6%	36.0%	36.3%	31.4%	35.4%
Dissatisfied	16.5%	19.6%	17.0%	25.5%	26.1%	21.1%
Very dissatisfied	5.5%	10.9%	9.0%	10.8%	7.2%	8.2%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q3-11. Overall availability of employment opportunities in Fayetteville

Very satisfied	6.2%	3.2%	1.0%	4.8%	4.5%	4.1%
Satisfied	23.5%	26.3%	28.0%	10.5%	21.0%	21.1%
Neutral	34.6%	27.4%	31.0%	35.2%	33.8%	32.5%
Dissatisfied	23.5%	25.3%	25.0%	25.7%	25.5%	25.5%
Very dissatisfied	12.3%	17.9%	15.0%	23.8%	15.3%	16.8%

Q3-12. Overall quality of businesses, services & retail in Fayetteville

Very satisfied	7.4%	7.9%	2.8%	7.3%	9.1%	6.6%
Satisfied	45.7%	47.5%	51.9%	32.7%	37.0%	41.5%
Neutral	35.1%	25.7%	27.8%	38.2%	36.4%	33.8%
Dissatisfied	7.4%	11.9%	12.0%	12.7%	11.5%	11.7%
Very dissatisfied	4.3%	6.9%	5.6%	9.1%	6.1%	6.3%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Fayetteville. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q3-13. Overall availability of sports venues in Fayetteville

Very satisfied	9.6%	4.3%	5.1%	5.1%	7.2%	5.9%
Satisfied	26.5%	30.4%	28.3%	21.4%	24.8%	26.5%
Neutral	38.6%	38.0%	40.4%	42.9%	36.6%	39.5%
Dissatisfied	16.9%	21.7%	16.2%	19.4%	20.9%	19.1%
Very dissatisfied	8.4%	5.4%	10.1%	11.2%	10.5%	9.0%

Q3-14. Overall affordability of housing in Fayetteville

Very satisfied	10.1%	5.2%	6.1%	7.5%	6.8%	6.8%
Satisfied	40.4%	34.4%	38.4%	25.2%	27.3%	31.9%
Neutral	25.8%	34.4%	30.3%	31.8%	36.6%	33.7%
Dissatisfied	15.7%	15.6%	15.2%	19.6%	21.1%	17.3%
Very dissatisfied	7.9%	10.4%	10.1%	15.9%	8.1%	10.3%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-1. Used a City recreation center

Yes	49.0%	53.4%	47.8%	56.9%	48.0%	50.4%
No	51.0%	46.6%	52.2%	43.1%	52.0%	49.6%

Q4-2. Used a City swimming pool

Yes	18.0%	22.1%	16.4%	28.2%	13.1%	18.9%
No	82.0%	77.9%	83.6%	71.8%	86.9%	81.1%

Q4-3. Participated in City athletic programs

Yes	16.0%	22.3%	19.0%	20.9%	19.4%	19.9%
No	84.0%	77.7%	81.0%	79.1%	80.6%	80.1%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-4. Participated in other City recreation programs

Yes	26.0%	28.8%	33.6%	36.0%	28.6%	30.1%
No	74.0%	71.2%	66.4%	64.0%	71.4%	69.9%

Q4-5. Visited a neighborhood or City park

Yes	68.7%	84.6%	80.3%	75.0%	78.2%	76.7%
No	31.3%	15.4%	19.7%	25.0%	21.8%	23.3%

Q4-6. Participated in a community watch program or crime prevention meeting

Yes	28.0%	27.9%	29.6%	27.2%	29.1%	26.8%
No	72.0%	72.1%	70.4%	72.8%	70.9%	73.2%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-7. Participated in a public meeting of an appointed board or commission

Yes	10.0%	23.1%	15.7%	25.2%	16.6%	17.7%
No	90.0%	76.9%	84.3%	74.8%	83.4%	82.3%

Q4-8. Attended or viewed a City Council meeting

Yes	28.3%	42.3%	27.6%	36.5%	28.0%	30.7%
No	71.7%	57.7%	72.4%	63.5%	72.0%	69.3%

Q4-9. Ridden FAST Bus System and/or FASTTRAC! ADA Van System

Yes	13.1%	16.3%	11.2%	34.2%	16.0%	18.2%
No	86.9%	83.7%	88.8%	65.8%	84.0%	81.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-10. Attended Dogwood Festival

Yes	49.0%	54.8%	58.3%	64.1%	56.3%	56.8%
No	51.0%	45.2%	41.7%	35.9%	43.7%	43.2%

Q4-11. Attended International Folk Festival

Yes	42.4%	48.1%	41.4%	49.1%	49.7%	45.5%
No	57.6%	51.9%	58.6%	50.9%	50.3%	54.5%

Q4-12. Visited North Carolina Veterans Park

Yes	52.0%	69.9%	65.0%	56.1%	64.9%	61.1%
No	48.0%	30.1%	35.0%	43.9%	35.1%	38.9%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-13. Attended an event at, or visited, Festival Park

Yes	58.2%	65.0%	66.4%	66.7%	65.7%	64.4%
No	41.8%	35.0%	33.6%	33.3%	34.3%	35.6%

Q4-14. Called Code Enforcement

Yes	27.3%	29.1%	23.3%	25.4%	20.6%	23.3%
No	72.7%	70.9%	76.7%	74.6%	79.4%	76.7%

Q4-15. Called or visited Police Department

Yes	46.0%	45.2%	42.2%	53.4%	55.2%	48.2%
No	54.0%	54.8%	57.8%	46.6%	44.8%	51.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q4-16. Visited Downtown Fayetteville</u>						
Yes	80.0%	90.4%	88.0%	81.2%	86.9%	84.8%
No	20.0%	9.6%	12.0%	18.8%	13.1%	15.2%
<u>Q4-17. Used Downtown parking deck</u>						
Yes	29.0%	22.1%	22.4%	23.9%	25.1%	24.6%
No	71.0%	77.9%	77.6%	76.1%	74.9%	75.4%
<u>Q4-18. Watched City show, Fayetteville in 5</u>						
Yes	22.2%	23.3%	20.7%	28.4%	33.1%	25.1%
No	77.8%	76.7%	79.3%	71.6%	66.9%	74.9%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-19. Used Fayetteville Regional Airport

Yes	63.0%	60.6%	65.0%	52.1%	67.4%	61.8%
No	37.0%	39.4%	35.0%	47.9%	32.6%	38.2%

Q4-20. Used fire protection & rescue services

Yes	26.0%	27.9%	20.5%	32.8%	30.9%	27.8%
No	74.0%	72.1%	79.5%	67.2%	69.1%	72.2%

Q4-21. Contacted Fayetteville Call Center (433-1FAY)

Yes	30.0%	22.3%	18.1%	26.7%	20.0%	22.0%
No	70.0%	77.7%	81.9%	73.3%	80.0%	78.0%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-22. Visited City's website

Yes	50.0%	50.5%	53.8%	45.3%	53.1%	50.7%
No	50.0%	49.5%	46.2%	54.7%	46.9%	49.3%

Q4-23. Used FayFixIt

Yes	19.0%	13.5%	15.5%	15.5%	14.5%	16.1%
No	81.0%	86.5%	84.5%	84.5%	85.5%	83.9%

Q4-24. Followed City's social media (Facebook or Twitter)

Yes	20.2%	20.4%	22.4%	24.8%	25.4%	23.2%
No	79.8%	79.6%	77.6%	75.2%	74.6%	76.8%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-25. Participated in Economic & Community Development business grant program

Yes	1.0%	3.9%	3.4%	5.2%	3.4%	3.2%
No	99.0%	96.1%	96.6%	94.8%	96.6%	96.8%

Q4-26. Participated in Economic & Community Development business loan program

Yes	1.0%	2.9%	0.9%	5.2%	1.7%	2.0%
No	99.0%	97.1%	99.1%	94.8%	98.3%	98.0%

Q4-27. Participated in Economic & Community Development business counseling program

Yes	3.0%	1.9%	0.9%	4.3%	3.4%	2.6%
No	97.0%	98.1%	99.1%	95.7%	96.6%	97.4%

Q4. Please indicate whether you or other members of your household have participated in each of the following activities during the past year by circling either "Yes" or "No." (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q4-28. Applied for a zoning permit

Yes	3.0%	2.9%	3.4%	4.3%	8.0%	4.7%
No	97.0%	97.1%	96.6%	95.7%	92.0%	95.3%

Q4-29. Applied for a building permit

Yes	13.1%	11.5%	9.5%	8.7%	15.4%	11.9%
No	86.9%	88.5%	90.5%	91.3%	84.6%	88.1%

Q4-30. Had a building trades inspection performed at your property

Yes	14.0%	11.7%	7.0%	7.8%	16.0%	11.8%
No	86.0%	88.3%	93.0%	92.2%	84.0%	88.2%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q5-1. City efforts to prevent crime

Very satisfied	10.2%	11.6%	7.9%	10.0%	10.2%	9.9%
Satisfied	37.8%	49.5%	46.5%	39.1%	44.3%	43.0%
Neutral	26.5%	21.1%	27.2%	31.8%	25.7%	27.1%
Dissatisfied	14.3%	11.6%	11.4%	12.7%	13.2%	12.7%
Very dissatisfied	11.2%	6.3%	7.0%	6.4%	6.6%	7.3%

Q5-2. Enforcement of local traffic laws

Very satisfied	6.1%	9.8%	3.4%	10.0%	7.8%	7.5%
Satisfied	40.8%	38.2%	42.2%	37.3%	44.3%	40.6%
Neutral	29.6%	25.5%	32.8%	35.5%	23.4%	28.1%
Dissatisfied	14.3%	16.7%	12.1%	10.9%	17.4%	15.3%
Very dissatisfied	9.2%	9.8%	9.5%	6.4%	7.2%	8.4%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q5-3. How quickly police respond to emergencies

Very satisfied	14.9%	18.9%	13.8%	11.0%	11.8%	13.8%
Satisfied	34.5%	51.1%	42.6%	34.0%	46.1%	42.2%
Neutral	33.3%	20.0%	29.8%	36.0%	28.3%	29.3%
Dissatisfied	9.2%	6.7%	9.6%	11.0%	7.2%	8.5%
Very dissatisfied	8.0%	3.3%	4.3%	8.0%	6.6%	6.3%

Q5-4. Frequency that police officers patrol your neighborhood

Very satisfied	10.4%	14.3%	5.5%	13.9%	8.1%	10.2%
Satisfied	28.1%	35.7%	35.5%	28.7%	30.6%	31.4%
Neutral	35.4%	26.5%	33.6%	25.9%	30.6%	30.3%
Dissatisfied	17.7%	16.3%	17.3%	16.7%	18.1%	17.5%
Very dissatisfied	8.3%	7.1%	8.2%	14.8%	12.5%	10.6%

Q5. Public Safety Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q5-5. City efforts to prevent fires

Very satisfied	13.5%	23.8%	11.1%	13.7%	15.2%	15.4%
Satisfied	43.2%	43.8%	61.1%	43.2%	50.4%	47.3%
Neutral	39.2%	30.0%	24.4%	40.0%	29.6%	33.5%
Dissatisfied	2.7%	2.5%	1.1%	3.2%	1.6%	2.1%
Very dissatisfied	1.4%	0.0%	2.2%	0.0%	3.2%	1.7%

Q5-6. Enforcement of fire code

Very satisfied	11.9%	19.4%	6.2%	15.3%	14.0%	13.3%
Satisfied	44.8%	48.6%	53.1%	37.6%	50.4%	45.8%
Neutral	34.3%	30.6%	37.0%	42.4%	28.1%	35.2%
Dissatisfied	7.5%	0.0%	0.0%	3.5%	2.5%	2.5%
Very dissatisfied	1.5%	1.4%	3.7%	1.2%	5.0%	3.1%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q6-1. When walking alone in your neighborhood during the day

Very safe	30.3%	31.7%	36.5%	27.4%	29.4%	31.6%
Safe	43.4%	48.5%	40.9%	44.2%	49.4%	45.4%
Neutral	16.2%	11.9%	12.2%	15.0%	12.4%	12.8%
Unsafe	8.1%	7.9%	7.8%	7.1%	6.5%	7.5%
Very unsafe	2.0%	0.0%	2.6%	6.2%	2.4%	2.7%

Q6-2. When walking alone in your neighborhood at night

Very safe	9.6%	15.1%	15.2%	10.7%	12.4%	12.8%
Safe	31.9%	30.1%	34.8%	20.4%	32.3%	29.9%
Neutral	26.6%	20.4%	20.5%	18.4%	24.8%	22.8%
Unsafe	19.1%	23.7%	19.6%	24.3%	21.1%	21.4%
Very unsafe	12.8%	10.8%	9.8%	26.2%	9.3%	13.1%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q6-3. When walking alone in the park nearest to your home during the day

Very safe	13.5%	13.2%	14.4%	15.0%	16.5%	15.7%
Safe	33.8%	42.9%	45.4%	37.0%	36.8%	39.4%
Neutral	28.4%	20.9%	21.6%	23.0%	25.6%	22.2%
Unsafe	18.9%	16.5%	13.4%	18.0%	16.5%	17.2%
Very unsafe	5.4%	6.6%	5.2%	7.0%	4.5%	5.5%

Q6-4. When visiting recreation centers

Very safe	20.8%	19.5%	20.6%	20.4%	16.2%	19.4%
Safe	43.1%	42.5%	45.4%	50.0%	52.9%	47.1%
Neutral	26.4%	28.7%	26.8%	23.5%	22.8%	25.2%
Unsafe	4.2%	8.0%	5.2%	3.1%	5.1%	5.8%
Very unsafe	5.6%	1.1%	2.1%	3.1%	2.9%	2.5%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q6-5. In Downtown Fayetteville

Very safe	15.6%	18.8%	11.3%	17.4%	13.8%	15.1%
Safe	41.1%	54.5%	52.8%	46.8%	57.2%	51.5%
Neutral	30.0%	21.8%	24.5%	24.8%	18.9%	23.1%
Unsafe	12.2%	4.0%	8.5%	8.3%	5.7%	7.7%
Very unsafe	1.1%	1.0%	2.8%	2.8%	4.4%	2.5%

Q6-6. When riding FAST buses

Very safe	15.2%	8.8%	10.3%	9.1%	7.7%	10.5%
Safe	24.2%	41.2%	15.4%	32.7%	23.1%	26.1%
Neutral	39.4%	44.1%	59.0%	45.5%	50.8%	48.6%
Unsafe	15.2%	0.0%	10.3%	5.5%	12.3%	9.3%
Very unsafe	6.1%	5.9%	5.1%	7.3%	6.2%	5.4%

Q6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q6-7. Shopping at a retail store or center

Very safe	17.3%	17.8%	15.9%	14.3%	16.7%	16.3%
Safe	39.8%	49.5%	51.3%	52.7%	49.4%	48.8%
Neutral	30.6%	25.7%	23.0%	25.9%	25.6%	25.8%
Unsafe	11.2%	5.9%	8.0%	3.6%	6.0%	7.1%
Very unsafe	1.0%	1.0%	1.8%	3.6%	2.4%	2.1%

Q6-8. Overall feeling of safety in Fayetteville

Very safe	10.1%	11.9%	8.6%	10.7%	8.8%	9.7%
Safe	38.4%	45.5%	48.3%	33.9%	51.8%	43.8%
Neutral	31.3%	24.8%	30.2%	42.0%	24.1%	30.4%
Unsafe	16.2%	14.9%	7.8%	7.1%	11.8%	11.8%
Very unsafe	4.0%	3.0%	5.2%	6.3%	3.5%	4.3%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q7-1. Quality & condition of City Parks & Recreation facilities

Very satisfied	11.5%	10.5%	16.5%	15.2%	10.6%	13.6%
Satisfied	43.6%	51.2%	51.5%	52.5%	55.3%	51.9%
Neutral	28.2%	26.7%	23.7%	24.2%	23.4%	24.2%
Dissatisfied	15.4%	10.5%	5.2%	6.1%	7.8%	8.5%
Very dissatisfied	1.3%	1.2%	3.1%	2.0%	2.8%	1.9%

Q7-2. Quality & condition of greenways & trails in City

Very satisfied	11.4%	12.0%	10.9%	9.5%	7.8%	10.6%
Satisfied	40.5%	45.8%	40.2%	46.4%	49.2%	44.9%
Neutral	38.0%	37.3%	38.0%	28.6%	32.0%	33.5%
Dissatisfied	8.9%	2.4%	6.5%	11.9%	7.0%	8.1%
Very dissatisfied	1.3%	2.4%	4.3%	3.6%	3.9%	2.8%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q7-3. Diversity of City recreation opportunities

Very satisfied	13.9%	5.1%	7.4%	6.4%	7.8%	7.6%
Satisfied	36.1%	41.8%	38.9%	39.4%	43.8%	39.6%
Neutral	37.5%	44.3%	33.7%	37.2%	30.5%	36.4%
Dissatisfied	8.3%	7.6%	12.6%	11.7%	12.5%	12.0%
Very dissatisfied	4.2%	1.3%	7.4%	5.3%	5.5%	4.4%

Q7-4. Overall quality of City's recreation programs & services

Very satisfied	11.4%	11.3%	9.8%	7.6%	9.1%	9.6%
Satisfied	40.0%	43.8%	43.5%	41.3%	47.7%	42.9%
Neutral	37.1%	33.8%	33.7%	39.1%	30.3%	35.8%
Dissatisfied	8.6%	10.0%	5.4%	7.6%	9.1%	8.0%
Very dissatisfied	2.9%	1.3%	7.6%	4.3%	3.8%	3.6%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q7-5. Cultural programming (events, concerts, festivals)</u>						
Very satisfied	15.1%	12.6%	11.1%	10.4%	12.1%	12.3%
Satisfied	37.2%	48.3%	43.4%	47.9%	42.3%	43.9%
Neutral	34.9%	24.1%	30.3%	26.0%	25.5%	28.3%
Dissatisfied	10.5%	11.5%	8.1%	8.3%	14.1%	10.4%
Very dissatisfied	2.3%	3.4%	7.1%	7.3%	6.0%	5.2%

Q7-6. Customer service provided by City's Parks & Recreation staff

Very satisfied	11.6%	13.4%	6.1%	13.3%	11.6%	11.4%
Satisfied	44.9%	43.9%	48.8%	42.2%	42.1%	43.9%
Neutral	36.2%	35.4%	34.1%	34.9%	34.7%	35.3%
Dissatisfied	4.3%	4.9%	4.9%	8.4%	7.4%	6.1%
Very dissatisfied	2.9%	2.4%	6.1%	1.2%	4.1%	3.3%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q7-7. Availability of City parks

Very satisfied	15.9%	18.0%	10.6%	12.5%	11.7%	14.1%
Satisfied	45.1%	46.1%	49.0%	45.8%	46.2%	45.7%
Neutral	30.5%	29.2%	25.0%	32.3%	27.6%	28.5%
Dissatisfied	6.1%	5.6%	9.6%	6.3%	10.3%	8.1%
Very dissatisfied	2.4%	1.1%	5.8%	3.1%	4.1%	3.6%

Q7-8. Availability of biking trails

Very satisfied	6.6%	13.2%	6.1%	7.6%	6.8%	8.1%
Satisfied	32.8%	31.6%	32.9%	32.9%	36.4%	33.2%
Neutral	42.6%	38.2%	36.6%	38.0%	30.5%	35.8%
Dissatisfied	18.0%	15.8%	18.3%	15.2%	22.0%	18.4%
Very dissatisfied	0.0%	1.3%	6.1%	6.3%	4.2%	4.5%

Q7. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q7-9. Availability of swimming pools

Very satisfied	6.0%	7.8%	8.5%	6.7%	5.7%	6.9%
Satisfied	41.8%	37.7%	28.0%	41.1%	33.3%	35.2%
Neutral	35.8%	39.0%	41.5%	34.4%	34.1%	35.6%
Dissatisfied	13.4%	14.3%	12.2%	10.0%	17.9%	15.8%
Very dissatisfied	3.0%	1.3%	9.8%	7.8%	8.9%	6.5%

Q7-10. Availability of recreational programming

Very satisfied	7.2%	7.8%	6.0%	9.1%	6.3%	7.2%
Satisfied	49.3%	41.6%	39.8%	43.2%	42.2%	41.6%
Neutral	37.7%	42.9%	38.6%	34.1%	35.2%	38.2%
Dissatisfied	5.8%	5.2%	8.4%	6.8%	11.7%	8.7%
Very dissatisfied	0.0%	2.6%	7.2%	6.8%	4.7%	4.2%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q8. Top choice						
Quality & condition of City Parks & Recreation facilities	25.2%	13.5%	11.1%	16.5%	14.9%	16.4%
Quality & condition of greenways & trails in City	6.8%	5.8%	5.1%	8.3%	2.9%	5.6%
Diversity of City recreation opportunities	3.9%	4.8%	6.8%	5.8%	8.0%	5.9%
Overall quality of City's recreation programs & services	7.8%	7.7%	2.6%	11.6%	4.6%	6.5%
Cultural programming (events, concerts, festivals)	1.9%	10.6%	12.0%	7.4%	14.9%	9.6%
Customer service provided by City's Parks & Recreation staff	0.0%	3.8%	0.9%	0.0%	1.1%	1.3%
Availability of City parks	0.0%	5.8%	5.1%	2.5%	4.0%	3.6%
Availability of biking trails	3.9%	3.8%	6.0%	1.7%	5.7%	4.5%
Availability of swimming pools	4.9%	5.8%	7.7%	7.4%	5.1%	6.3%
Availability of recreational programming	0.0%	1.9%	2.6%	1.7%	1.1%	1.7%
None chosen	45.6%	36.5%	40.2%	37.2%	37.7%	38.6%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q8. 2nd choice						
Quality & condition of City Parks & Recreation facilities	6.8%	3.8%	1.7%	5.0%	5.7%	4.9%
Quality & condition of greenways & trails in City	6.8%	1.9%	6.0%	4.1%	8.0%	6.2%
Diversity of City recreation opportunities	8.7%	8.7%	6.8%	11.6%	9.1%	8.9%
Overall quality of City's recreation programs & services	1.9%	5.8%	5.1%	5.0%	4.0%	4.3%
Cultural programming (events, concerts, festivals)	10.7%	9.6%	10.3%	7.4%	7.4%	9.1%
Customer service provided by City's Parks & Recreation staff	1.0%	2.9%	2.6%	1.7%	1.1%	1.7%
Availability of City parks	1.9%	5.8%	3.4%	5.8%	1.1%	3.4%
Availability of biking trails	4.9%	8.7%	9.4%	5.0%	4.0%	6.2%
Availability of swimming pools	2.9%	3.8%	3.4%	4.1%	6.9%	4.7%
Availability of recreational programming	4.9%	6.7%	4.3%	6.6%	5.7%	5.5%
None chosen	49.5%	42.3%	47.0%	43.8%	46.9%	45.1%

Q8. Which TWO of the Parks and Recreation items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q8. Sum of top 2 choices						
Quality & condition of City Parks & Recreation facilities	21.3%	11.0%	8.4%	13.8%	13.4%	13.7%
Quality & condition of greenways & trails in City	9.0%	4.9%	7.3%	7.9%	7.1%	7.6%
Diversity of City recreation opportunities	8.4%	8.5%	8.9%	11.1%	11.2%	9.6%
Overall quality of City's recreation programs & services	6.5%	8.5%	5.0%	10.6%	5.6%	7.0%
Cultural programming (events, concerts, festivals)	8.4%	12.8%	14.5%	9.5%	14.6%	12.1%
Customer service provided by City's Parks & Recreation staff	0.6%	4.3%	2.2%	1.1%	1.5%	1.9%
Availability of City parks	1.3%	7.3%	5.6%	5.3%	3.4%	4.5%
Availability of biking trails	5.8%	7.9%	10.1%	4.2%	6.3%	6.9%
Availability of swimming pools	5.2%	6.1%	7.3%	7.4%	7.8%	7.1%
Availability of recreational programming	3.2%	5.5%	4.5%	5.3%	4.5%	4.6%
None chosen	30.3%	23.2%	26.3%	23.8%	24.6%	25.0%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q9-1. Enforcement of junk & debris cleanup on private property

Very satisfied	5.6%	9.0%	8.7%	12.3%	4.9%	8.1%
Satisfied	23.3%	27.0%	29.1%	23.6%	30.1%	27.2%
Neutral	20.0%	16.9%	28.2%	23.6%	16.1%	20.3%
Dissatisfied	34.4%	25.8%	26.2%	27.4%	35.0%	30.3%
Very dissatisfied	16.7%	21.3%	7.8%	13.2%	14.0%	14.0%

Q9-2. Enforcement of mowing on private property

Very satisfied	5.7%	6.7%	9.0%	10.7%	5.7%	7.9%
Satisfied	32.2%	27.8%	29.0%	23.3%	30.0%	28.3%
Neutral	28.7%	26.7%	35.0%	32.0%	25.7%	29.5%
Dissatisfied	23.0%	23.3%	17.0%	21.4%	27.9%	23.1%
Very dissatisfied	10.3%	15.6%	10.0%	12.6%	10.7%	11.2%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q9-3. Removal of abandoned or inoperative vehicles from private property

Very satisfied	6.1%	6.0%	7.2%	12.0%	6.1%	7.5%
Satisfied	22.0%	31.3%	27.8%	18.0%	22.0%	23.9%
Neutral	25.6%	27.7%	35.1%	36.0%	25.8%	30.8%
Dissatisfied	32.9%	20.5%	16.5%	21.0%	31.1%	24.4%
Very dissatisfied	13.4%	14.5%	13.4%	13.0%	15.2%	13.4%

Q9-4. Appearance of houses in your neighborhood

Very satisfied	14.4%	20.0%	16.2%	13.3%	15.4%	15.5%
Satisfied	39.2%	35.0%	45.9%	31.9%	36.5%	37.5%
Neutral	25.8%	20.0%	21.6%	28.3%	23.1%	24.3%
Dissatisfied	15.5%	20.0%	9.0%	17.7%	13.5%	15.2%
Very dissatisfied	5.2%	5.0%	7.2%	8.8%	11.5%	7.6%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q9-5. Graffiti removal

Very satisfied	10.6%	17.7%	15.3%	16.9%	4.5%	12.9%
Satisfied	27.3%	27.4%	34.7%	27.7%	40.2%	32.4%
Neutral	50.0%	45.2%	41.7%	37.3%	42.9%	42.3%
Dissatisfied	6.1%	6.5%	4.2%	14.5%	5.4%	7.7%
Very dissatisfied	6.1%	3.2%	4.2%	3.6%	7.1%	4.8%

Q9-6. Enforcement of sign ordinance

Very satisfied	8.2%	11.1%	13.4%	12.5%	6.2%	10.1%
Satisfied	35.6%	31.9%	37.8%	21.3%	39.8%	33.3%
Neutral	43.8%	40.3%	35.4%	50.0%	33.6%	40.2%
Dissatisfied	11.0%	12.5%	8.5%	12.5%	12.4%	11.8%
Very dissatisfied	1.4%	4.2%	4.9%	3.8%	8.0%	4.5%

Q9. Code Enforcement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q9-7. Enforcement of illegal uses (5.7., property correctly zoned for intended use)

Very satisfied	9.2%	10.3%	6.8%	13.2%	6.9%	8.9%
Satisfied	29.2%	39.7%	32.4%	22.4%	32.7%	30.9%
Neutral	47.7%	44.8%	48.6%	47.4%	41.6%	45.4%
Dissatisfied	10.8%	1.7%	6.8%	10.5%	8.9%	8.7%
Very dissatisfied	3.1%	3.4%	5.4%	6.6%	9.9%	6.0%

Q9-8. Enforcement of ordinance preventing illegal development activity

Very satisfied	10.0%	11.9%	8.3%	12.8%	8.0%	10.0%
Satisfied	28.3%	35.6%	30.6%	26.9%	30.0%	30.2%
Neutral	45.0%	44.1%	45.8%	39.7%	42.0%	42.6%
Dissatisfied	8.3%	1.7%	8.3%	11.5%	8.0%	8.0%
Very dissatisfied	8.3%	6.8%	6.9%	9.0%	12.0%	9.2%

Q10. How responsive is the City to your code enforcement requests for service/complaints? (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q10. How responsive is City to your code enforcement requests for service/complaints

Very responsive	12.2%	16.1%	13.3%	13.6%	15.2%	14.3%
Somewhat responsive	26.7%	31.2%	31.6%	37.9%	32.5%	32.6%
Not at all responsive	13.3%	4.3%	5.1%	10.7%	7.9%	7.7%
Not applicable	47.8%	48.4%	50.0%	37.9%	44.4%	45.4%

Q11. Planning and Zoning. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q11-1. Overall quality of new residential development in City</u>						
Very satisfied	6.1%	12.2%	4.8%	15.6%	10.4%	9.3%
Satisfied	47.6%	40.2%	42.9%	30.2%	41.0%	40.7%
Neutral	37.8%	35.4%	38.1%	41.7%	34.7%	37.0%
Dissatisfied	6.1%	8.5%	8.6%	10.4%	11.8%	9.5%
Very dissatisfied	2.4%	3.7%	5.7%	2.1%	2.1%	3.5%

Q11-2. Overall quality of new commercial development (e.g. stores, restaurants)

Very satisfied	4.4%	13.6%	9.3%	14.7%	13.6%	11.2%
Satisfied	44.0%	53.4%	48.1%	30.4%	42.2%	43.7%
Neutral	33.0%	20.5%	29.6%	44.1%	31.8%	31.7%
Dissatisfied	15.4%	10.2%	4.6%	7.8%	9.1%	9.7%
Very dissatisfied	3.3%	2.3%	8.3%	2.9%	3.2%	3.8%

Q11. Planning and Zoning. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q11-3. How well City is planning for growth

Very satisfied	8.1%	8.1%	8.8%	12.5%	7.7%	8.9%
Satisfied	26.7%	30.2%	30.4%	20.8%	28.9%	27.1%
Neutral	37.2%	36.0%	27.5%	37.5%	33.1%	34.3%
Dissatisfied	18.6%	18.6%	20.6%	19.8%	22.5%	20.6%
Very dissatisfied	9.3%	7.0%	12.7%	9.4%	7.7%	9.1%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q12-1. Overall quality of street maintenance & repair

Very satisfied	7.1%	4.0%	0.9%	7.2%	2.4%	4.2%
Satisfied	28.6%	37.4%	35.7%	21.6%	33.5%	30.4%
Neutral	24.5%	29.3%	21.7%	23.4%	26.5%	25.3%
Dissatisfied	26.5%	18.2%	24.3%	36.9%	30.0%	27.7%
Very dissatisfied	13.3%	11.1%	17.4%	10.8%	7.6%	12.3%

Q12-2. Condition of streets in your neighborhood

Very satisfied	11.2%	8.9%	6.1%	7.9%	9.4%	8.8%
Satisfied	40.8%	53.5%	45.2%	37.7%	43.3%	43.0%
Neutral	22.4%	22.8%	23.5%	21.9%	18.7%	21.3%
Dissatisfied	18.4%	6.9%	17.4%	25.4%	22.2%	19.7%
Very dissatisfied	7.1%	7.9%	7.8%	7.0%	6.4%	7.2%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q12-3. Cleanliness of City streets

Very satisfied	7.1%	9.0%	2.6%	6.9%	8.1%	7.0%
Satisfied	34.7%	46.0%	50.4%	31.0%	39.0%	39.3%
Neutral	28.6%	25.0%	25.2%	31.9%	27.9%	27.9%
Dissatisfied	20.4%	14.0%	15.7%	24.1%	15.1%	18.0%
Very dissatisfied	9.2%	6.0%	6.1%	6.0%	9.9%	7.7%

Q12-4. Condition of street signs & traffic signals

Very satisfied	10.2%	11.0%	6.9%	9.8%	8.8%	9.4%
Satisfied	54.1%	58.0%	62.1%	57.1%	59.1%	57.5%
Neutral	25.5%	23.0%	22.4%	21.4%	18.7%	22.8%
Dissatisfied	4.1%	5.0%	4.3%	8.0%	8.8%	6.1%
Very dissatisfied	6.1%	3.0%	4.3%	3.6%	4.7%	4.2%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q12-5. Cleanliness & appearance of medians & roadsides

Very satisfied	7.3%	4.0%	1.8%	6.2%	6.4%	5.7%
Satisfied	36.5%	45.5%	42.1%	35.4%	39.3%	39.2%
Neutral	20.8%	27.3%	30.7%	30.1%	26.0%	27.4%
Dissatisfied	26.0%	15.2%	17.5%	23.9%	19.7%	19.7%
Very dissatisfied	9.4%	8.1%	7.9%	4.4%	8.7%	8.0%

Q12-6. Condition of sidewalks

Very satisfied	8.4%	7.5%	0.9%	8.2%	5.0%	6.1%
Satisfied	37.9%	40.9%	50.0%	36.4%	44.1%	40.3%
Neutral	30.5%	36.6%	26.4%	28.2%	24.2%	29.4%
Dissatisfied	11.6%	8.6%	12.3%	19.1%	18.6%	15.1%
Very dissatisfied	11.6%	6.5%	10.4%	8.2%	8.1%	9.0%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q12-7. Condition of City parks

Very satisfied	12.9%	9.9%	8.9%	11.1%	7.9%	10.6%
Satisfied	40.0%	46.2%	49.5%	47.2%	52.0%	47.1%
Neutral	36.5%	26.4%	31.7%	34.3%	30.3%	31.3%
Dissatisfied	7.1%	15.4%	5.9%	6.5%	6.6%	8.3%
Very dissatisfied	3.5%	2.2%	4.0%	0.9%	3.3%	2.7%

Q12-8. Cleanliness of stormwater drains & creeks in your neighborhood

Very satisfied	9.7%	5.4%	4.6%	8.3%	7.4%	7.3%
Satisfied	29.0%	39.1%	46.8%	28.4%	35.0%	34.9%
Neutral	31.2%	29.3%	25.7%	28.4%	26.4%	28.6%
Dissatisfied	21.5%	14.1%	13.8%	22.0%	22.1%	19.4%
Very dissatisfied	8.6%	12.0%	9.2%	12.8%	9.2%	9.8%

Q12. Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q12-9. How quickly street repairs are made

Very satisfied	3.4%	1.1%	1.9%	4.9%	4.5%	3.8%
Satisfied	16.9%	28.1%	21.4%	16.5%	30.1%	23.0%
Neutral	38.2%	29.2%	36.9%	40.8%	26.9%	32.7%
Dissatisfied	18.0%	24.7%	19.4%	22.3%	22.4%	22.2%
Very dissatisfied	23.6%	16.9%	20.4%	15.5%	16.0%	18.3%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Overall quality of street maintenance & repair	19.4%	29.8%	30.8%	29.8%	27.4%	28.0%
Condition of streets in your neighborhood	4.9%	6.7%	6.0%	7.4%	5.1%	5.7%
Cleanliness of City streets	6.8%	3.8%	5.1%	6.6%	10.3%	7.2%
Condition of street signs & traffic signals	1.9%	2.9%	0.9%	1.7%	2.3%	1.9%
Cleanliness & appearance of medians & roadsides	6.8%	8.7%	6.0%	0.8%	3.4%	5.2%
Condition of sidewalks	5.8%	8.7%	6.8%	8.3%	5.1%	6.6%
Condition of City parks	3.9%	4.8%	0.0%	1.7%	1.7%	2.2%
Cleanliness of stormwater drains & creeks in your neighborhood	8.7%	5.8%	6.0%	9.1%	9.7%	7.9%
How quickly street repairs are made	10.7%	4.8%	14.5%	9.1%	10.3%	9.8%
None chosen	31.1%	24.0%	23.9%	25.6%	24.6%	25.6%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Overall quality of street maintenance & repair	10.7%	6.7%	7.7%	9.9%	9.7%	9.3%
Condition of streets in your neighborhood	12.6%	9.6%	16.2%	11.6%	7.4%	11.1%
Cleanliness of City streets	7.8%	9.6%	12.0%	9.1%	7.4%	8.9%
Condition of street signs & traffic signals	1.9%	3.8%	4.3%	0.0%	1.7%	2.3%
Cleanliness & appearance of medians & roadsides	10.7%	9.6%	7.7%	9.9%	10.9%	9.8%
Condition of sidewalks	2.9%	5.8%	4.3%	5.0%	9.1%	5.5%
Condition of City parks	1.9%	1.9%	6.0%	2.5%	5.1%	3.6%
Cleanliness of stormwater drains & creeks in your neighborhood	3.9%	8.7%	6.0%	12.4%	5.1%	7.3%
How quickly street repairs are made	15.5%	11.5%	7.7%	6.6%	15.4%	11.9%
None chosen	32.0%	32.7%	28.2%	33.1%	28.0%	30.3%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Overall quality of street maintenance & repair	9.7%	6.7%	13.7%	9.1%	6.3%	8.8%
Condition of streets in your neighborhood	7.8%	1.0%	5.1%	5.0%	7.4%	5.6%
Cleanliness of City streets	7.8%	12.5%	11.1%	7.4%	8.0%	9.3%
Condition of street signs & traffic signals	1.0%	1.0%	2.6%	0.8%	0.6%	1.3%
Cleanliness & appearance of medians & roadsides	12.6%	6.7%	6.0%	5.8%	9.1%	7.8%
Condition of sidewalks	5.8%	3.8%	4.3%	6.6%	6.3%	6.3%
Condition of City parks	4.9%	3.8%	7.7%	6.6%	6.9%	6.0%
Cleanliness of stormwater drains & creeks in your neighborhood	7.8%	8.7%	4.3%	6.6%	6.3%	6.3%
How quickly street repairs are made	6.8%	13.5%	10.3%	12.4%	9.7%	10.6%
None chosen	35.9%	42.3%	35.0%	39.7%	39.4%	37.9%

Q13. Which THREE of the maintenance items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q13. Sum of top 3 choices

Overall quality of street maintenance & repair	39.8%	43.3%	52.1%	48.8%	43.4%	46.1%
Condition of streets in your neighborhood	25.2%	17.3%	27.4%	24.0%	20.0%	22.4%
Cleanliness of City streets	22.3%	26.0%	28.2%	23.1%	25.7%	25.4%
Condition of street signs & traffic signals	4.9%	7.7%	7.7%	2.5%	4.6%	5.5%
Cleanliness & appearance of medians & roadsides	30.1%	25.0%	19.7%	16.5%	23.4%	22.7%
Condition of sidewalks	14.6%	18.3%	15.4%	19.8%	20.6%	18.4%
Condition of City parks	10.7%	10.6%	13.7%	10.7%	13.7%	11.8%
Cleanliness of stormwater drains & creeks in your neighborhood	20.4%	23.1%	16.2%	28.1%	21.1%	21.6%
How quickly street repairs are made	33.0%	29.8%	32.5%	28.1%	35.4%	32.3%
None chosen	31.1%	24.0%	23.9%	25.6%	24.6%	25.6%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q14-1. Solid waste collection services

Very satisfied	29.0%	36.7%	22.1%	25.5%	23.3%	27.6%
Satisfied	52.0%	50.0%	59.3%	49.1%	54.0%	52.1%
Neutral	16.0%	7.1%	8.8%	17.3%	11.0%	12.4%
Dissatisfied	1.0%	5.1%	8.0%	3.6%	7.4%	5.1%
Very dissatisfied	2.0%	1.0%	1.8%	4.5%	4.3%	2.9%

Q14-2. Curbside recycling services

Very satisfied	27.3%	34.3%	21.8%	24.3%	24.4%	26.4%
Satisfied	51.5%	50.5%	57.3%	47.7%	53.8%	51.5%
Neutral	15.2%	8.1%	9.1%	20.6%	9.4%	12.3%
Dissatisfied	2.0%	5.1%	9.1%	3.7%	9.4%	6.4%
Very dissatisfied	4.0%	2.0%	2.7%	3.7%	3.1%	3.4%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q14-3. Bulky item pick up/removal services (e.g. old furniture, appliances)

Very satisfied	23.9%	20.0%	18.4%	17.5%	17.0%	18.8%
Satisfied	39.8%	37.8%	45.6%	36.9%	45.1%	41.3%
Neutral	15.9%	18.9%	20.4%	27.2%	20.9%	21.0%
Dissatisfied	15.9%	17.8%	7.8%	12.6%	11.8%	13.1%
Very dissatisfied	4.5%	5.6%	7.8%	5.8%	5.2%	5.9%

Q14-4. Loose leaf collection

Very satisfied	20.0%	21.7%	18.0%	17.5%	16.2%	18.8%
Satisfied	44.4%	43.5%	57.0%	45.6%	49.4%	47.9%
Neutral	14.4%	18.5%	10.0%	25.2%	20.8%	18.4%
Dissatisfied	14.4%	12.0%	9.0%	7.8%	9.7%	10.4%
Very dissatisfied	6.7%	4.3%	6.0%	3.9%	3.9%	4.5%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q14-5. Containerized yard waste & limb collection

Very satisfied	25.5%	21.1%	20.0%	23.3%	17.7%	21.5%
Satisfied	54.3%	52.6%	58.1%	41.7%	52.4%	50.7%
Neutral	10.6%	17.9%	13.3%	24.3%	18.4%	17.7%
Dissatisfied	6.4%	6.3%	3.8%	6.8%	8.8%	6.8%
Very dissatisfied	3.2%	2.1%	4.8%	3.9%	2.7%	3.3%

Q14-6. Stream & lake (water-shed) protection

Very satisfied	9.4%	16.4%	2.9%	14.3%	11.9%	11.0%
Satisfied	39.1%	37.7%	44.9%	27.1%	33.9%	36.0%
Neutral	42.2%	37.7%	40.6%	42.9%	33.9%	38.7%
Dissatisfied	3.1%	4.9%	5.8%	8.6%	11.0%	7.9%
Very dissatisfied	6.3%	3.3%	5.8%	7.1%	9.2%	6.4%

Q14. City Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q14-7. Drainage of City streets

Very satisfied	11.2%	8.0%	8.2%	10.8%	9.5%	9.6%
Satisfied	29.2%	43.7%	33.0%	30.4%	39.9%	35.3%
Neutral	33.7%	32.2%	32.0%	34.3%	23.6%	31.0%
Dissatisfied	15.7%	10.3%	17.5%	15.7%	18.2%	15.2%
Very dissatisfied	10.1%	5.7%	9.3%	8.8%	8.8%	8.9%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q15-1. Adequacy of public parking in Downtown Fayetteville

Very satisfied	6.9%	3.2%	4.8%	4.8%	4.4%	5.4%
Satisfied	21.8%	41.9%	27.6%	26.9%	34.6%	30.4%
Neutral	36.8%	19.4%	27.6%	36.5%	27.0%	29.2%
Dissatisfied	24.1%	26.9%	26.7%	25.0%	22.6%	24.8%
Very dissatisfied	10.3%	8.6%	13.3%	6.7%	11.3%	10.2%

Q15-2. Availability of public transportation services in FAST bus system

Very satisfied	16.3%	11.1%	15.6%	16.7%	4.3%	12.3%
Satisfied	28.6%	44.4%	32.8%	26.9%	41.9%	33.5%
Neutral	36.7%	28.9%	31.3%	43.6%	26.9%	34.9%
Dissatisfied	10.2%	13.3%	7.8%	6.4%	18.3%	11.0%
Very dissatisfied	8.2%	2.2%	12.5%	6.4%	8.6%	8.3%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q15-3. Ease of travel by car in City

Very satisfied	14.1%	9.0%	7.1%	13.5%	8.8%	10.4%
Satisfied	41.4%	51.0%	46.9%	49.5%	46.2%	46.5%
Neutral	27.3%	24.0%	23.9%	28.8%	22.8%	24.5%
Dissatisfied	11.1%	13.0%	14.2%	5.4%	15.8%	13.1%
Very dissatisfied	6.1%	3.0%	8.0%	2.7%	6.4%	5.6%

Q15-4. Ease of walking in City

Very satisfied	13.0%	10.0%	5.8%	13.3%	7.6%	9.3%
Satisfied	33.7%	35.6%	37.9%	36.2%	39.2%	35.9%
Neutral	25.0%	24.4%	23.3%	24.8%	32.3%	26.8%
Dissatisfied	15.2%	21.1%	18.4%	17.1%	13.9%	17.0%
Very dissatisfied	13.0%	8.9%	14.6%	8.6%	7.0%	10.9%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	

Q15-5. Ease of biking in City

Very satisfied	6.0%	6.0%	3.8%	11.1%	8.5%	7.3%
Satisfied	20.9%	25.4%	19.2%	17.3%	23.7%	20.4%
Neutral	31.3%	31.3%	29.5%	38.3%	33.1%	32.7%
Dissatisfied	25.4%	23.9%	28.2%	21.0%	22.0%	23.4%
Very dissatisfied	16.4%	13.4%	19.2%	12.3%	12.7%	16.1%

Q15-6. Overall traffic safety

Very satisfied	7.3%	6.1%	2.7%	6.5%	4.8%	5.7%
Satisfied	30.2%	44.4%	34.5%	28.7%	33.3%	33.3%
Neutral	28.1%	29.3%	33.6%	41.7%	35.7%	34.5%
Dissatisfied	22.9%	14.1%	19.1%	18.5%	16.1%	17.8%
Very dissatisfied	11.5%	6.1%	10.0%	4.6%	10.1%	8.7%

Q15. Transportation and Connectivity. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q15-7. Timing of traffic signals

Very satisfied	8.2%	7.0%	3.5%	9.1%	3.6%	5.8%
Satisfied	30.6%	48.0%	29.2%	30.0%	27.2%	31.6%
Neutral	28.6%	22.0%	28.3%	36.4%	29.0%	30.5%
Dissatisfied	22.4%	16.0%	23.9%	16.4%	23.1%	20.1%
Very dissatisfied	10.2%	7.0%	15.0%	8.2%	17.2%	12.0%

Q15-8. Condition & usability of Fayetteville Regional Airport

Very satisfied	19.8%	20.0%	19.8%	18.3%	13.6%	17.8%
Satisfied	44.4%	49.4%	51.0%	36.6%	52.4%	46.5%
Neutral	27.2%	18.8%	21.9%	41.9%	21.8%	26.7%
Dissatisfied	4.9%	10.6%	3.1%	1.1%	10.2%	6.4%
Very dissatisfied	3.7%	1.2%	4.2%	2.2%	2.0%	2.7%

Q16. Customer Responsiveness. During the past year, have you or other members of your household contacted the City of Fayetteville to seek services, ask a question, or file a complaint?

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q16. Have you contacted City to seek services, ask a question, or file a complaint during past year

Yes	48.5%	56.7%	47.0%	47.1%	41.7%	47.0%
No	51.5%	43.3%	53.0%	52.9%	58.3%	53.0%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

Zip Code					Total
28303	28311	28304	28301	28314	

Q16a-1. How easy they were to contact

Very satisfied	21.7%	22.0%	23.6%	23.2%	24.3%	22.9%
Satisfied	45.7%	44.1%	47.3%	51.8%	47.1%	48.9%
Neutral	19.6%	16.9%	12.7%	14.3%	12.9%	14.7%
Dissatisfied	8.7%	16.9%	12.7%	5.4%	10.0%	10.0%
Very dissatisfied	4.3%	0.0%	3.6%	5.4%	5.7%	3.4%

Q16a-2. Courtesy of employees

Very satisfied	29.8%	32.1%	36.5%	29.6%	32.9%	31.8%
Satisfied	44.7%	42.9%	44.2%	48.1%	50.0%	46.6%
Neutral	17.0%	7.1%	13.5%	14.8%	12.9%	12.9%
Dissatisfied	4.3%	14.3%	5.8%	5.6%	0.0%	6.1%
Very dissatisfied	4.3%	3.6%	0.0%	1.9%	4.3%	2.6%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

Zip Code					Total
28303	28311	28304	28301	28314	

Q16a-3. Accuracy of information & assistance you were given

Very satisfied	34.8%	23.7%	30.2%	29.1%	25.7%	27.5%
Satisfied	32.6%	47.5%	45.3%	34.5%	44.3%	39.9%
Neutral	17.4%	20.3%	13.2%	23.6%	15.7%	20.3%
Dissatisfied	6.5%	5.1%	7.5%	10.9%	11.4%	8.5%
Very dissatisfied	8.7%	3.4%	3.8%	1.8%	2.9%	3.8%

Q16a-4. Time it took for your request to be answered

Very satisfied	26.1%	25.9%	24.1%	18.2%	20.3%	21.6%
Satisfied	32.6%	46.6%	48.1%	40.0%	49.3%	44.8%
Neutral	23.9%	12.1%	14.8%	20.0%	14.5%	16.5%
Dissatisfied	8.7%	12.1%	3.7%	12.7%	11.6%	10.2%
Very dissatisfied	8.7%	3.4%	9.3%	9.1%	4.3%	7.0%

Q16a. (If YES to Question 16) Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following. (without "don't know")

N=327

Zip Code					Total
28303	28311	28304	28301	28314	

Q16a-5. How well your issue was handled

Very satisfied	27.7%	23.7%	32.7%	24.1%	23.5%	24.9%
Satisfied	34.0%	35.6%	38.5%	33.3%	47.1%	38.7%
Neutral	19.1%	18.6%	13.5%	22.2%	13.2%	16.9%
Dissatisfied	14.9%	16.9%	9.6%	11.1%	10.3%	12.1%
Very dissatisfied	4.3%	5.1%	5.8%	9.3%	5.9%	7.3%

Q16a-6. Resolution to your issue/concern

Very satisfied	25.5%	25.4%	34.0%	25.9%	19.4%	24.9%
Satisfied	36.2%	39.0%	35.8%	31.5%	46.3%	38.3%
Neutral	14.9%	16.9%	13.2%	18.5%	17.9%	16.3%
Dissatisfied	10.6%	11.9%	7.5%	14.8%	10.4%	11.2%
Very dissatisfied	12.8%	6.8%	9.4%	9.3%	6.0%	9.3%

Q17. Have you heard about the City's Strategic Plan? (without "not provided")

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q17. Have you heard about City's Strategic Plan</u>						
Yes	10.5%	15.8%	16.7%	21.0%	23.6%	18.3%
No	89.5%	84.2%	83.3%	79.0%	76.4%	81.7%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q18-1. Safe & Secure Community (e.g. Police, Fire, 911)</u>						
Very satisfied	12.0%	8.9%	13.5%	14.9%	11.5%	12.6%
Satisfied	45.7%	56.7%	54.8%	39.6%	46.8%	47.0%
Neutral	23.9%	23.3%	22.1%	31.7%	30.1%	27.9%
Dissatisfied	13.0%	8.9%	5.8%	10.9%	9.0%	9.0%
Very dissatisfied	5.4%	2.2%	3.8%	3.0%	2.6%	3.4%

Q18-2. Diverse & Viable Economy (e.g. new business development)

Very satisfied	9.0%	6.0%	4.4%	5.6%	5.1%	6.1%
Satisfied	29.5%	38.6%	36.7%	27.8%	31.4%	31.7%
Neutral	37.2%	28.9%	40.0%	46.7%	46.0%	41.0%
Dissatisfied	17.9%	20.5%	13.3%	15.6%	12.4%	15.6%
Very dissatisfied	6.4%	6.0%	5.6%	4.4%	5.1%	5.6%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q18-3. High Quality Built Environment (e.g. streets, inspections, code enforcement)</u>						
Very satisfied	7.4%	3.8%	5.7%	4.4%	5.4%	5.4%
Satisfied	27.2%	42.5%	36.4%	28.9%	31.0%	32.0%
Neutral	39.5%	35.0%	38.6%	50.0%	41.1%	41.8%
Dissatisfied	17.3%	12.5%	11.4%	12.2%	17.8%	14.9%
Very dissatisfied	8.6%	6.3%	8.0%	4.4%	4.7%	5.9%

Q18-4. Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)

Very satisfied	8.7%	8.7%	4.1%	5.8%	6.4%	6.9%
Satisfied	35.9%	33.7%	44.9%	35.0%	39.5%	37.5%
Neutral	32.6%	35.9%	32.7%	35.0%	37.6%	35.2%
Dissatisfied	18.5%	18.5%	11.2%	17.5%	12.7%	15.4%
Very dissatisfied	4.3%	3.3%	7.1%	6.8%	3.8%	5.1%

Q18. Strategic Goals. Please rate your satisfaction with the City's performance in each of the following City Council's goal areas using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q18-5. Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)</u>						
Very satisfied	4.5%	2.9%	2.8%	4.8%	4.8%	4.3%
Satisfied	22.4%	40.0%	23.6%	25.3%	27.2%	27.3%
Neutral	49.3%	41.4%	48.6%	42.2%	44.0%	45.6%
Dissatisfied	16.4%	10.0%	12.5%	22.9%	19.2%	16.1%
Very dissatisfied	7.5%	5.7%	12.5%	4.8%	4.8%	6.7%

Q18-6. Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)

Very satisfied	5.7%	3.9%	2.6%	7.9%	5.4%	5.7%
Satisfied	28.6%	38.2%	35.9%	24.7%	34.6%	31.2%
Neutral	44.3%	43.4%	44.9%	49.4%	43.1%	45.8%
Dissatisfied	14.3%	11.8%	7.7%	13.5%	13.8%	12.4%
Very dissatisfied	7.1%	2.6%	9.0%	4.5%	3.1%	4.9%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q19. Top choice						
Safe & Secure Community (e.g. Police, Fire, 911)	30.1%	20.2%	23.1%	19.8%	32.0%	24.9%
Diverse & Viable Economy (e.g. new business development)	10.7%	10.6%	10.3%	9.1%	11.4%	10.9%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	7.8%	7.7%	3.4%	5.8%	6.9%	6.6%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	6.8%	15.4%	13.7%	15.7%	5.7%	10.9%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	2.9%	3.8%	4.3%	5.8%	4.0%	4.3%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	4.9%	6.7%	6.0%	1.7%	1.7%	4.2%
None chosen	36.9%	35.6%	39.3%	42.1%	38.3%	38.2%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Safe & Secure Community (e.g. Police, Fire, 911)	9.7%	3.8%	7.7%	9.1%	4.6%	6.8%
Diverse & Viable Economy (e.g. new business development)	8.7%	9.6%	8.5%	7.4%	9.7%	9.3%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	10.7%	9.6%	12.8%	7.4%	6.9%	9.2%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	15.5%	14.4%	19.7%	12.4%	18.9%	16.7%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	7.8%	8.7%	5.1%	7.4%	9.7%	7.9%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	2.9%	8.7%	5.1%	8.3%	8.6%	6.6%
None chosen	44.7%	45.2%	41.0%	47.9%	41.7%	43.5%

Q19. Which TWO of the City's strategic goals listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q19. Sum of top 2 choices						
Safe & Secure Community (e.g. Police, Fire, 911)	39.8%	24.0%	30.8%	28.9%	36.6%	31.6%
Diverse & Viable Economy (e.g. new business development)	19.4%	20.2%	18.8%	16.5%	21.1%	20.3%
High Quality Built Environment (e.g. streets, inspections, code enforcement)	18.4%	17.3%	16.2%	13.2%	13.7%	15.8%
Desirable Place to Live, Work & Recreate (e.g. transportation, parks & recreation, solid waste)	22.3%	29.8%	33.3%	28.1%	24.6%	27.6%
Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)	10.7%	12.5%	9.4%	13.2%	13.7%	12.2%
Resident Engagement & Partnerships (e.g. resident engagement efforts, City-wide communication)	7.8%	15.4%	11.1%	9.9%	10.3%	10.8%
None chosen	36.9%	35.6%	39.3%	42.1%	38.3%	38.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q20-1. As a place to live

Excellent	14.0%	9.7%	11.6%	10.3%	12.7%	11.7%
Good	45.0%	50.5%	50.0%	49.1%	52.0%	48.6%
Neutral	21.0%	17.5%	19.6%	26.7%	20.8%	21.6%
Below average	15.0%	18.4%	12.5%	10.3%	10.4%	13.6%
Poor	5.0%	3.9%	6.3%	3.4%	4.0%	4.6%

Q20-2. As a place to raise children

Excellent	13.4%	8.7%	10.3%	10.4%	11.3%	10.9%
Good	36.1%	42.7%	39.3%	42.6%	44.6%	40.8%
Neutral	22.7%	22.3%	25.2%	25.2%	19.6%	22.8%
Below average	14.4%	18.4%	16.8%	14.8%	16.1%	16.3%
Poor	13.4%	7.8%	8.4%	7.0%	8.3%	9.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q20-3. As a place to play

Excellent	10.5%	7.9%	10.2%	8.8%	7.8%	9.2%
Good	29.5%	44.6%	35.2%	37.7%	42.8%	36.5%
Neutral	33.7%	20.8%	27.8%	32.5%	28.9%	29.4%
Below average	16.8%	20.8%	15.7%	13.2%	13.3%	16.4%
Poor	9.5%	5.9%	11.1%	7.9%	7.2%	8.6%

Q20-4. As a place to work

Excellent	11.3%	7.8%	8.1%	7.9%	10.7%	9.2%
Good	39.2%	45.1%	42.3%	34.2%	41.7%	39.7%
Neutral	27.8%	23.5%	23.4%	31.6%	25.0%	26.7%
Below average	11.3%	15.7%	11.7%	19.3%	15.5%	15.1%
Poor	10.3%	7.8%	14.4%	7.0%	7.1%	9.4%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q20-5. As a place to retire

Excellent	16.5%	18.8%	11.8%	12.3%	14.6%	14.4%
Good	32.0%	35.6%	40.0%	39.5%	37.4%	35.9%
Neutral	28.9%	17.8%	17.3%	24.6%	16.4%	21.5%
Below average	8.2%	10.9%	17.3%	11.4%	17.5%	14.0%
Poor	14.4%	16.8%	13.6%	12.3%	14.0%	14.1%

Q20-6. As a place to visit

Excellent	12.4%	9.8%	13.5%	10.3%	12.9%	12.1%
Good	28.9%	36.3%	34.2%	43.1%	40.9%	36.5%
Neutral	33.0%	28.4%	20.7%	26.7%	24.0%	26.3%
Below average	14.4%	14.7%	19.8%	11.2%	15.2%	15.2%
Poor	11.3%	10.8%	11.7%	8.6%	7.0%	9.9%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q20-7. As a place with a lively Downtown

Excellent	8.9%	6.2%	4.8%	10.4%	9.2%	9.1%
Good	33.3%	35.1%	34.3%	30.2%	33.7%	32.0%
Neutral	26.7%	32.0%	30.5%	32.1%	27.0%	30.3%
Below average	13.3%	15.5%	18.1%	16.0%	20.9%	17.2%
Poor	17.8%	11.3%	12.4%	11.3%	9.2%	11.5%

Q20-8. As a partner with its citizens

Excellent	5.6%	5.6%	2.9%	7.6%	6.8%	6.0%
Good	26.7%	38.9%	34.3%	30.5%	34.2%	31.9%
Neutral	43.3%	35.6%	40.2%	36.2%	35.6%	39.4%
Below average	12.2%	12.2%	10.8%	17.1%	15.1%	13.5%
Poor	12.2%	7.8%	11.8%	8.6%	8.2%	9.2%

Q20. Overall Ratings of the City. Using a scale of 1 to 5, where a 5 means "Excellent" and 1 means "Poor," please rate the City of Fayetteville with regard to the following. (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q20-9. As a sustainable community

Excellent	4.3%	5.4%	2.8%	9.3%	8.5%	6.5%
Good	33.0%	46.7%	37.7%	32.4%	39.0%	37.2%
Neutral	38.3%	29.3%	34.9%	37.0%	31.7%	34.8%
Below average	13.8%	13.0%	15.1%	15.7%	14.0%	14.3%
Poor	10.6%	5.4%	9.4%	5.6%	6.7%	7.2%

Q20-10. As a City that is moving in the right direction

Excellent	6.1%	12.9%	8.4%	14.0%	12.0%	10.9%
Good	38.8%	45.2%	40.2%	33.6%	39.8%	39.5%
Neutral	32.7%	24.7%	30.8%	29.9%	31.3%	30.6%
Below average	14.3%	9.7%	10.3%	16.8%	10.2%	11.9%
Poor	8.2%	7.5%	10.3%	5.6%	6.6%	7.2%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q21-1. Availability of information about City programs & services

Very satisfied	14.0%	4.5%	8.7%	11.9%	8.6%	9.8%
Satisfied	44.1%	51.1%	38.8%	39.6%	39.7%	40.5%
Neutral	25.8%	22.7%	32.0%	37.6%	33.1%	32.0%
Dissatisfied	11.8%	18.2%	11.7%	9.9%	13.2%	13.2%
Very dissatisfied	4.3%	3.4%	8.7%	1.0%	5.3%	4.5%

Q21-2. City efforts to keep you informed about local issues

Very satisfied	8.8%	10.1%	7.8%	10.8%	5.9%	8.4%
Satisfied	42.9%	48.3%	43.7%	33.3%	44.1%	41.1%
Neutral	28.6%	23.6%	22.3%	37.3%	29.6%	29.5%
Dissatisfied	16.5%	15.7%	17.5%	16.7%	13.8%	15.9%
Very dissatisfied	3.3%	2.2%	8.7%	2.0%	6.6%	5.1%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q21-3. Level of public involvement in local decisions

Very satisfied	7.6%	6.1%	3.2%	11.2%	5.8%	7.1%
Satisfied	24.1%	34.1%	27.7%	22.4%	26.3%	25.5%
Neutral	40.5%	36.6%	41.5%	43.9%	43.1%	42.5%
Dissatisfied	25.3%	18.3%	12.8%	20.4%	16.1%	17.9%
Very dissatisfied	2.5%	4.9%	14.9%	2.0%	8.8%	7.1%

Q21-4. Usefulness of information available on City's website

Very satisfied	7.8%	11.8%	7.5%	12.4%	7.8%	9.2%
Satisfied	41.6%	46.1%	45.2%	34.8%	38.3%	41.3%
Neutral	39.0%	35.5%	34.4%	46.1%	41.4%	39.4%
Dissatisfied	9.1%	5.3%	3.2%	5.6%	7.8%	6.2%
Very dissatisfied	2.6%	1.3%	9.7%	1.1%	4.7%	3.8%

Q21. Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q21-5. Usefulness of FayFixit web application

Very satisfied	9.6%	18.6%	3.6%	16.1%	15.9%	12.2%
Satisfied	34.6%	27.9%	45.5%	27.4%	30.5%	34.2%
Neutral	46.2%	48.8%	38.2%	51.6%	43.9%	45.2%
Dissatisfied	5.8%	4.7%	0.0%	4.8%	4.9%	4.2%
Very dissatisfied	3.8%	0.0%	12.7%	0.0%	4.9%	4.2%

Q22. Which of the following methods do you use to get information about the City of Fayetteville?

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q22. What methods do you use to get information about City of Fayetteville

City Manager's Report: City Happenings	4.9%	2.9%	5.1%	5.0%	6.3%	4.9%
City representatives at events or meetings	9.7%	8.7%	4.3%	11.6%	9.7%	8.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	35.9%	37.5%	35.9%	36.4%	32.0%	34.8%
City's social media: Facebook, Twitter, or YouTube	31.1%	26.9%	28.2%	26.4%	29.7%	28.3%
City's television programming (FAYTV)	22.3%	29.8%	21.4%	25.6%	30.3%	25.9%
Live televised City Council meetings	18.4%	21.2%	17.9%	24.0%	15.4%	18.7%
1-Fay Call Center (433-1FAY)	13.6%	7.7%	6.0%	6.6%	6.9%	8.0%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	45.6%	41.3%	40.2%	34.7%	40.6%	39.2%

Q22. Which of the following methods do you use to get information about the City of Fayetteville?

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q22. What methods do you use to get information about City of Fayetteville (Cont.)

Local newspapers	61.2%	57.7%	53.8%	59.5%	55.4%	57.8%
Local radio news	30.1%	39.4%	32.5%	39.7%	33.1%	35.3%
Local television news	41.7%	60.6%	49.6%	54.5%	50.9%	50.6%
Community blogs or list serves	6.8%	6.7%	7.7%	7.4%	4.6%	6.3%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	17.5%	25.0%	20.5%	24.8%	19.4%	20.8%
Other community websites	7.8%	6.7%	9.4%	6.6%	6.3%	7.3%
Billboards	16.5%	23.1%	25.6%	24.8%	26.9%	24.0%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
City Manager's Report: City Happenings	2.9%	1.0%	1.7%	4.1%	1.1%	2.0%
City representatives at events or meetings	1.9%	1.0%	2.6%	2.5%	2.3%	1.9%
City produced printed brochures, flyers, posters, postcards, letters, etc.	5.8%	3.8%	7.7%	6.6%	5.1%	6.3%
City's social media: Facebook, Twitter, or YouTube	10.7%	9.6%	10.3%	12.4%	11.4%	10.8%
City's television programming (FAYTV)	1.0%	2.9%	2.6%	4.1%	7.4%	3.9%
Live televised City Council meetings	2.9%	1.0%	0.9%	0.0%	1.1%	1.6%
1-Fay Call Center (433-1FAY)	1.9%	0.0%	0.0%	0.0%	0.6%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	5.8%	9.6%	9.4%	5.0%	8.6%	7.9%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q23. Top choice (Cont.)

Local newspapers	20.4%	20.2%	13.7%	11.6%	20.0%	17.1%
Local radio news	2.9%	4.8%	6.8%	7.4%	3.4%	5.3%
Local television news	8.7%	17.3%	12.8%	11.6%	14.9%	13.2%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	0.0%	0.0%	0.9%	0.8%	0.6%	0.4%
Other community websites	0.0%	0.0%	0.0%	0.8%	0.6%	0.3%
Billboards	0.0%	1.0%	2.6%	0.0%	0.0%	0.7%
None chosen	35.0%	27.9%	28.2%	33.1%	22.9%	28.0%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
<u>Q23. 2nd choice</u>						
City Manager's Report: City Happenings	1.0%	0.0%	0.9%	1.7%	1.1%	0.9%
City representatives at events or meetings	1.9%	2.9%	0.9%	1.7%	0.0%	1.3%
City produced printed brochures, flyers, posters, postcards, letters, etc.	1.9%	5.8%	6.0%	4.1%	4.0%	4.2%
City's social media: Facebook, Twitter, or YouTube	5.8%	5.8%	3.4%	5.0%	6.3%	6.0%
City's television programming (FAYTV)	2.9%	3.8%	1.7%	1.7%	3.4%	2.6%
Live televised City Council meetings	3.9%	1.0%	2.6%	4.1%	1.7%	2.6%
1-Fay Call Center (433-1FAY)	0.0%	0.0%	0.9%	0.8%	1.1%	0.6%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	10.7%	6.7%	7.7%	4.1%	10.3%	8.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q23. 2nd choice (Cont.)						
Local newspapers	11.7%	14.4%	17.9%	15.7%	12.0%	14.1%
Local radio news	5.8%	9.6%	8.5%	5.0%	16.6%	9.9%
Local television news	8.7%	12.5%	5.1%	10.7%	7.4%	9.1%
Community blogs or list serves	0.0%	1.0%	2.6%	0.0%	1.1%	1.1%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	2.9%	2.9%	0.9%	2.5%	2.3%	2.6%
Other community websites	0.0%	0.0%	3.4%	0.0%	0.6%	0.9%
Billboards	1.0%	0.0%	0.9%	0.8%	1.1%	0.9%
None chosen	41.7%	33.7%	36.8%	42.1%	30.9%	35.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
City Manager's Report: City Happenings	0.0%	1.0%	0.9%	1.7%	0.0%	0.7%
City representatives at events or meetings	1.9%	1.0%	0.0%	0.8%	0.6%	0.9%
City produced printed brochures, flyers, posters, postcards, letters, etc.	7.8%	3.8%	6.0%	5.8%	7.4%	5.0%
City's social media: Facebook, Twitter, or YouTube	4.9%	2.9%	6.8%	0.8%	4.6%	4.0%
City's television programming (FAYTV)	1.0%	0.0%	1.7%	2.5%	1.7%	1.7%
Live televised City Council meetings	1.0%	3.8%	3.4%	0.0%	2.9%	2.0%
1-Fay Call Center (433-1FAY)	1.0%	1.9%	0.0%	0.8%	1.1%	1.0%
City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	2.9%	8.7%	3.4%	7.4%	6.9%	5.9%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville?

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q23. 3rd choice (Cont.)

Local newspapers	7.8%	6.7%	6.0%	6.6%	8.0%	7.5%
Local radio news	6.8%	3.8%	5.1%	2.5%	6.9%	5.0%
Local television news	9.7%	8.7%	13.7%	11.6%	10.9%	10.8%
Community blogs or list serves	0.0%	0.0%	0.0%	2.5%	0.0%	0.6%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	0.0%	5.8%	1.7%	2.5%	2.9%	2.9%
Other community websites	1.0%	2.9%	3.4%	1.7%	1.1%	1.9%
Billboards	1.9%	8.7%	5.1%	3.3%	5.7%	5.3%
None chosen	52.4%	40.4%	42.7%	49.6%	39.4%	43.5%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville? (top 3)

N=696

	Zip Code					Total
	28303	28311	28304	28301	28314	
Q23. Sum of top 3 choices						
City Manager's Report: City Happenings	3.9%	1.9%	3.4%	7.4%	2.3%	3.6%
City representatives at events or meetings	5.8%	4.8%	3.4%	5.0%	2.9%	4.0%
City produced printed brochures, flyers, posters, postcards, letters, etc.	15.5%	13.5%	19.7%	16.5%	16.6%	16.8%
City's social media: Facebook, Twitter, or YouTube	21.4%	18.3%	20.5%	18.2%	22.3%	20.8%
City's television programming (FAYTV)	4.9%	6.7%	6.0%	8.3%	12.6%	8.2%
Live televised City Council meetings	7.8%	5.8%	6.8%	4.1%	5.7%	6.2%
1-Fay Call Center (433-1FAY)	2.9%	1.9%	0.9%	1.7%	2.9%	2.2%

Q23. Which THREE sources of information listed in Question 22 are your MOST PREFERRED methods of getting information about the City of Fayetteville? (top 3)

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q23. Sum of top 3 choices (Cont.)

City website, www.fayettevillenc.gov (including all sub-websites, e.g. Police, Fire, Parks & Recreation, Transit, Airport)	19.4%	25.0%	20.5%	16.5%	25.7%	22.0%
Local newspapers	39.8%	41.3%	37.6%	33.9%	40.0%	38.6%
Local radio news	15.5%	18.3%	20.5%	14.9%	26.9%	20.3%
Local television news	27.2%	38.5%	31.6%	33.9%	33.1%	33.0%
Community blogs or list serves	0.0%	1.0%	2.6%	2.5%	1.1%	1.7%
Paid advertising in local media outlets (radio/TV/newspapers/magazines)	2.9%	8.7%	3.4%	5.8%	5.7%	5.9%
Other community websites	1.0%	2.9%	6.8%	2.5%	2.3%	3.0%
Billboards	2.9%	9.6%	8.5%	4.1%	6.9%	6.9%
None chosen	35.0%	27.9%	28.2%	33.1%	22.9%	28.0%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q24-1. Additional police facilities & services

Very willing	28.6%	27.3%	17.7%	20.5%	28.7%	24.8%
Willing	36.7%	35.4%	39.8%	43.8%	35.9%	38.5%
Not sure	21.4%	26.3%	23.9%	29.5%	19.2%	23.6%
Not willing	13.3%	11.1%	18.6%	6.3%	16.2%	13.0%

Q24-2. Additional fire facilities & services

Very willing	23.5%	25.5%	18.8%	20.5%	25.7%	23.1%
Willing	40.8%	37.8%	42.0%	42.0%	40.7%	40.3%
Not sure	25.5%	23.5%	24.1%	32.1%	19.8%	25.1%
Not willing	10.2%	13.3%	15.2%	5.4%	13.8%	11.6%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q24-3. Additional economic & business development services (e.g. fund activities and/or incentives to attract or expand industries/businesses)

Very willing	12.2%	22.2%	15.9%	17.0%	19.3%	18.2%
Willing	30.6%	24.2%	26.5%	36.6%	27.1%	28.7%
Not sure	43.9%	35.4%	38.1%	35.7%	34.9%	36.6%
Not willing	13.3%	18.2%	19.5%	10.7%	18.7%	16.5%

Q24-4. Additional investment in public transit system (FAST)

Very willing	9.2%	6.1%	7.1%	18.0%	13.9%	11.9%
Willing	20.4%	22.4%	18.6%	30.6%	28.3%	24.5%
Not sure	45.9%	42.9%	47.8%	34.2%	33.1%	39.3%
Not willing	24.5%	28.6%	26.5%	17.1%	24.7%	24.4%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q24-5. Additional construction & maintenance of sidewalks

Very willing	19.4%	15.2%	21.4%	23.6%	23.3%	21.3%
Willing	36.7%	37.4%	33.0%	38.2%	44.2%	38.7%
Not sure	26.5%	30.3%	33.0%	30.9%	20.9%	27.7%
Not willing	17.3%	17.2%	12.5%	7.3%	11.7%	12.3%

Q24-6. Additional investments in City's transportation network (e.g. improvements to corridors, roads, bridges)

Very willing	22.2%	16.2%	20.2%	17.0%	24.7%	21.5%
Willing	45.5%	39.4%	37.7%	46.4%	41.6%	41.5%
Not sure	21.2%	26.3%	26.3%	29.5%	18.1%	23.4%
Not willing	11.1%	18.2%	15.8%	7.1%	15.7%	13.6%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q24-7. Additional enforcement of City codes

Very willing	12.1%	13.3%	11.6%	18.8%	15.1%	14.2%
Willing	29.3%	28.6%	25.9%	30.4%	31.9%	29.6%
Not sure	43.4%	38.8%	43.8%	40.2%	36.7%	40.0%
Not willing	15.2%	19.4%	18.8%	10.7%	16.3%	16.2%

Q24-8. Additional citizen engagement opportunities

Very willing	13.7%	11.3%	7.1%	17.9%	15.8%	13.7%
Willing	28.4%	28.9%	35.7%	42.0%	40.6%	35.4%
Not sure	43.2%	45.4%	40.2%	34.8%	31.5%	38.2%
Not willing	14.7%	14.4%	17.0%	5.4%	12.1%	12.8%

Q24. Additional Revenue. Using a scale of 1 to 4, where 4 means "Very Willing" and a 1 means "Not Willing," please indicate how willing you would be to support additional funding for each of the services listed below. (without "not provided")

N=696

Zip Code					Total
28303	28311	28304	28301	28314	

Q24-9. Additional development of incentive programs for beautification efforts (e.g. landscaping, green spaces)

Very willing	18.2%	15.3%	15.2%	18.8%	22.3%	18.6%
Willing	39.4%	29.6%	34.8%	40.2%	38.0%	38.1%
Not sure	31.3%	35.7%	33.9%	33.9%	21.7%	29.1%
Not willing	11.1%	19.4%	16.1%	7.1%	18.1%	14.3%

Q24-10. Additional stormwater infrastructure to address flooding concerns

Very willing	23.2%	24.0%	22.3%	25.0%	29.2%	25.5%
Willing	35.4%	39.6%	35.7%	39.3%	41.1%	38.6%
Not sure	29.3%	26.0%	24.1%	29.5%	18.5%	24.6%
Not willing	12.1%	10.4%	17.9%	6.3%	11.3%	11.2%