

Cross-Tabular Data by Race/Ethnicity Household Income & Gender



Q1. Major Categories of Service. Please rate each of the following major categories of service provided by the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-1. Overall quality of customer service provided by City employees</u>										
Very satisfied	21.1%	22.5%	13.3%	20.1%	22.4%	19.5%	20.7%	18.5%	23.9%	21.1%
Satisfied	51.2%	49.4%	53.3%	41.8%	52.1%	52.2%	51.7%	53.9%	47.5%	50.8%
Neutral	24.2%	23.2%	26.7%	29.9%	21.9%	25.2%	23.6%	23.2%	24.5%	23.9%
Dissatisfied	3.1%	3.3%	6.7%	7.5%	3.1%	2.5%	2.3%	3.3%	3.5%	3.4%
Very dissatisfied	0.5%	1.5%	0.0%	0.7%	0.5%	0.6%	1.7%	1.1%	0.6%	0.8%
<u>Q1-2. Overall quality of City's Recreation & Parks programs & facilities</u>										
Very satisfied	26.2%	23.3%	16.7%	28.1%	21.0%	20.5%	30.1%	23.9%	25.0%	24.4%
Satisfied	45.7%	46.7%	37.5%	38.8%	50.0%	48.8%	40.5%	46.4%	44.7%	45.6%
Neutral	19.5%	22.2%	29.2%	25.2%	20.0%	22.3%	19.1%	18.7%	23.6%	21.2%
Dissatisfied	7.7%	7.0%	16.7%	7.9%	7.5%	7.8%	9.2%	9.9%	6.1%	8.0%
Very dissatisfied	1.0%	0.7%	0.0%	0.0%	1.5%	0.6%	1.2%	1.1%	0.6%	0.8%

Q1. Major Categories of Service. Please rate each of the following major categories of service provided by the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	Black/ White/ Caucasian	African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-3. Overall maintenance of City streets & sidewalks</u>										
Very satisfied	6.6%	11.8%	11.5%	12.7%	10.7%	5.9%	8.1%	7.3%	10.4%	8.9%
Satisfied	28.7%	28.3%	38.5%	24.7%	25.2%	31.4%	34.5%	29.1%	29.4%	29.2%
Neutral	23.6%	20.4%	17.3%	23.4%	25.2%	18.6%	20.3%	22.5%	21.4%	22.1%
Dissatisfied	27.4%	25.3%	15.4%	27.2%	22.4%	29.8%	23.9%	26.2%	25.6%	25.8%
Very dissatisfied	13.7%	14.1%	17.3%	12.0%	16.4%	14.4%	13.2%	14.9%	13.2%	14.0%
<u>Q1-4. Overall quality of Fire/EMS services</u>										
Very satisfied	39.4%	39.3%	20.9%	41.8%	34.3%	38.0%	37.1%	34.6%	41.8%	38.0%
Satisfied	42.6%	43.8%	55.8%	40.4%	47.0%	44.9%	42.1%	46.6%	41.2%	44.0%
Neutral	16.8%	14.2%	18.6%	15.8%	17.1%	15.2%	18.2%	16.6%	15.1%	16.0%
Dissatisfied	1.3%	1.5%	4.7%	1.4%	1.7%	0.6%	2.5%	1.7%	1.5%	1.6%
Very dissatisfied	0.0%	1.1%	0.0%	0.7%	0.0%	1.3%	0.0%	0.6%	0.3%	0.4%

Q1. Major Categories of Service. Please rate each of the following major categories of service provided by the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	Black/ White/ Caucasian	African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-5. Overall efforts by City to enforce codes & ordinances</u>										
Very satisfied	13.4%	19.6%	14.6%	22.3%	16.0%	12.3%	11.9%	13.0%	18.8%	15.8%
Satisfied	37.4%	34.3%	34.1%	29.5%	38.5%	36.8%	39.0%	37.5%	34.9%	36.1%
Neutral	34.5%	29.8%	34.1%	33.1%	32.1%	36.8%	32.1%	33.7%	31.3%	32.7%
Dissatisfied	11.0%	10.6%	12.2%	10.8%	8.6%	9.7%	12.6%	12.4%	9.3%	10.8%
Very dissatisfied	3.7%	5.7%	4.9%	4.3%	4.8%	4.5%	4.4%	3.5%	5.7%	4.5%
<u>Q1-6. Overall quality of Police services</u>										
Very satisfied	26.8%	22.2%	17.4%	21.8%	21.0%	24.0%	28.3%	20.6%	28.3%	24.3%
Satisfied	45.7%	41.2%	41.3%	36.1%	46.0%	46.2%	43.9%	47.0%	40.3%	43.7%
Neutral	19.6%	27.8%	28.3%	29.3%	22.5%	24.6%	21.1%	24.0%	22.6%	23.4%
Dissatisfied	4.8%	4.2%	6.5%	2.7%	7.5%	3.5%	4.4%	5.0%	4.4%	4.7%
Very dissatisfied	3.1%	4.6%	6.5%	10.2%	3.0%	1.8%	2.2%	3.4%	4.4%	3.9%

Q1. Major Categories of Service. Please rate each of the following major categories of service provided by the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-7. Overall effectiveness of City communication with the public</u>										
Very satisfied	17.1%	16.4%	10.4%	18.2%	16.0%	12.6%	17.5%	12.1%	20.6%	16.3%
Satisfied	48.4%	37.2%	27.1%	35.8%	44.0%	45.6%	48.7%	47.0%	39.2%	42.9%
Neutral	26.8%	30.4%	45.8%	32.4%	29.5%	30.2%	23.3%	28.9%	29.4%	29.3%
Dissatisfied	6.6%	11.3%	12.5%	8.8%	9.0%	7.7%	8.5%	9.7%	7.7%	8.7%
Very dissatisfied	1.2%	4.8%	4.2%	4.7%	1.5%	3.8%	2.1%	2.4%	3.1%	2.7%
<u>Q1-8. Overall management of traffic flow on City streets</u>										
Very satisfied	2.7%	9.1%	5.8%	8.4%	6.7%	3.7%	3.6%	4.0%	6.6%	5.3%
Satisfied	16.8%	26.3%	23.1%	24.0%	22.4%	19.8%	15.9%	19.8%	21.6%	20.6%
Neutral	25.3%	20.9%	36.5%	25.3%	28.6%	24.6%	21.0%	26.7%	22.1%	24.5%
Dissatisfied	29.5%	25.3%	23.1%	26.6%	23.3%	29.9%	30.8%	27.0%	28.2%	27.6%
Very dissatisfied	25.7%	18.5%	11.5%	15.6%	19.0%	21.9%	28.7%	22.5%	21.6%	22.0%

Q1. Major Categories of Service. Please rate each of the following major categories of service provided by the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q1-9. Overall management of stormwater runoff/drainage by City</u>										
Very satisfied	8.2%	13.1%	16.0%	14.4%	10.7%	9.4%	9.4%	10.5%	10.5%	10.5%
Satisfied	33.2%	31.6%	36.0%	26.1%	33.5%	33.3%	34.4%	35.0%	30.8%	32.9%
Neutral	26.3%	25.8%	28.0%	33.3%	26.2%	22.2%	25.0%	24.8%	27.5%	26.3%
Dissatisfied	19.0%	16.2%	12.0%	15.7%	18.4%	18.3%	17.7%	16.6%	18.3%	17.4%
Very dissatisfied	13.3%	13.4%	8.0%	10.5%	11.2%	16.7%	13.5%	13.0%	12.9%	12.9%
<u>Q1-10. Overall quality of trash, recycling, & yard waste collection services</u>										
Very satisfied	37.0%	34.6%	41.5%	35.3%	27.2%	38.5%	44.1%	36.6%	36.0%	36.2%
Satisfied	42.6%	41.6%	39.6%	35.9%	46.5%	43.9%	41.5%	43.3%	41.5%	42.3%
Neutral	11.5%	14.4%	11.3%	17.3%	18.3%	9.6%	4.1%	10.6%	14.0%	12.5%
Dissatisfied	6.0%	5.7%	5.7%	5.8%	6.6%	4.8%	7.2%	6.7%	5.0%	5.8%
Very dissatisfied	2.9%	3.7%	1.9%	5.8%	1.4%	3.2%	3.1%	2.7%	3.5%	3.1%

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q2. Sum of top 3 choices</u>										
Overall quality of customer service provided by City employees	6.8%	14.3%	11.3%	13.1%	12.5%	9.0%	6.6%	9.8%	10.1%	9.9%
Overall quality of City's Recreation & Parks programs & facilities	20.0%	12.4%	24.5%	9.4%	20.4%	18.1%	19.8%	19.3%	15.8%	17.5%
Overall maintenance of City streets & sidewalks	44.1%	32.9%	39.6%	33.8%	41.7%	43.6%	40.1%	38.5%	40.6%	39.6%
Overall quality of Fire/EMS services	50.2%	31.9%	37.7%	31.9%	38.0%	50.5%	47.2%	43.9%	41.4%	42.5%
Overall efforts by City to enforce codes & ordinances	11.7%	8.5%	7.5%	13.8%	9.7%	8.5%	10.2%	9.3%	11.3%	10.4%
Overall quality of Police services	67.6%	59.0%	66.0%	54.4%	61.1%	70.7%	70.6%	65.1%	63.5%	64.3%
Overall effectiveness of City communication with the public	9.0%	21.8%	13.2%	23.1%	13.0%	9.6%	11.2%	14.4%	14.3%	14.3%

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q2. Sum of top 3 choices (cont.)</u>										
Overall management of traffic flow on City streets	44.7%	35.5%	39.6%	30.6%	38.0%	41.0%	53.8%	41.2%	40.1%	40.7%
Overall management of stormwater runoff/drainage by City	14.1%	15.3%	20.8%	18.1%	13.0%	16.5%	14.2%	12.0%	18.0%	14.9%
Overall quality of trash, recycling, & yard waste collection services	18.9%	22.5%	28.3%	19.4%	23.1%	20.7%	20.8%	19.0%	22.7%	20.8%
None chosen	3.7%	13.4%	0.0%	14.4%	8.8%	3.7%	1.0%	8.5%	5.7%	7.1%

Q3. Please rate each of the following items that may influence your perception of the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q3-1. Overall quality of services provided by City</u>										
Very satisfied	12.0%	15.3%	5.9%	14.4%	11.4%	14.4%	11.4%	12.4%	13.1%	12.8%
Satisfied	56.7%	47.6%	52.9%	47.7%	53.8%	53.0%	57.5%	53.7%	52.6%	53.2%
Neutral	26.4%	28.6%	33.3%	31.4%	27.1%	26.5%	24.9%	27.6%	27.6%	27.7%
Dissatisfied	4.5%	6.8%	3.9%	5.2%	5.7%	5.5%	5.2%	4.7%	5.9%	5.3%
Very dissatisfied	0.5%	1.7%	3.9%	1.3%	1.9%	0.6%	1.0%	1.5%	0.8%	1.1%
<u>Q3-2. Appearance of City</u>										
Very satisfied	8.6%	19.0%	5.7%	17.8%	9.8%	13.5%	9.7%	10.8%	13.7%	12.2%
Satisfied	48.0%	42.3%	47.2%	45.2%	48.4%	44.3%	45.4%	45.3%	46.6%	46.0%
Neutral	28.3%	25.0%	28.3%	28.0%	27.4%	26.5%	26.5%	30.0%	23.7%	26.9%
Dissatisfied	13.7%	11.7%	15.1%	7.6%	13.0%	14.1%	15.8%	12.3%	14.0%	13.1%
Very dissatisfied	1.3%	2.0%	3.8%	1.3%	1.4%	1.6%	2.6%	1.5%	2.0%	1.7%

Q3. Please rate each of the following items that may influence your perception of the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q3-3. How well City is planning for growth</u>										
Very satisfied	9.0%	18.2%	10.2%	24.7%	9.9%	10.9%	7.6%	10.7%	14.3%	12.5%
Satisfied	31.2%	34.3%	28.6%	31.5%	34.0%	30.9%	33.0%	35.3%	29.4%	32.3%
Neutral	26.2%	28.3%	38.8%	28.1%	29.6%	24.6%	25.4%	25.7%	29.7%	27.9%
Dissatisfied	25.8%	14.0%	18.4%	12.3%	19.2%	25.7%	26.5%	23.3%	18.3%	20.8%
Very dissatisfied	7.8%	5.2%	4.1%	3.4%	7.4%	8.0%	7.6%	5.0%	8.2%	6.6%
<u>Q3-4. Overall quality of life in City</u>										
Very satisfied	10.4%	14.6%	3.8%	17.3%	8.9%	12.3%	10.7%	10.6%	12.3%	11.5%
Satisfied	52.7%	37.4%	50.9%	35.3%	45.3%	49.2%	50.8%	49.8%	43.8%	46.7%
Neutral	25.2%	33.7%	34.0%	32.0%	30.4%	28.3%	26.9%	28.5%	29.7%	29.3%
Dissatisfied	10.0%	11.9%	9.4%	13.3%	12.1%	8.6%	10.2%	9.7%	11.6%	10.6%
Very dissatisfied	1.8%	2.4%	1.9%	2.0%	3.3%	1.6%	1.5%	1.5%	2.5%	2.0%

Q3. Please rate each of the following items that may influence your perception of the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q3-5. Availability of job opportunities</u>										
Very satisfied	7.4%	11.3%	2.1%	11.6%	5.6%	9.8%	7.2%	7.9%	9.2%	8.5%
Satisfied	35.0%	24.0%	29.8%	22.5%	31.8%	31.1%	36.1%	30.8%	30.0%	30.3%
Neutral	37.9%	33.1%	40.4%	32.6%	37.9%	35.4%	36.7%	37.0%	35.2%	36.3%
Dissatisfied	13.3%	21.1%	23.4%	20.3%	16.9%	19.5%	12.7%	16.9%	17.0%	16.9%
Very dissatisfied	6.4%	10.5%	4.3%	13.0%	7.7%	4.3%	7.2%	7.3%	8.6%	8.0%
<u>Q3-6. Overall value you receive for City taxes & fees</u>										
Very satisfied	6.3%	6.9%	5.9%	6.2%	6.4%	9.3%	4.6%	6.1%	6.8%	6.4%
Satisfied	34.1%	25.8%	29.4%	21.9%	27.1%	30.2%	42.1%	31.7%	29.4%	30.5%
Neutral	38.3%	32.3%	33.3%	40.4%	37.9%	35.2%	29.7%	35.8%	35.2%	35.6%
Dissatisfied	16.9%	22.0%	13.7%	13.7%	20.2%	19.2%	19.0%	20.2%	17.4%	18.8%
Very dissatisfied	4.4%	13.1%	17.6%	17.8%	8.4%	6.0%	4.6%	6.1%	11.2%	8.6%

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q4-1. City efforts to prevent crime</u>										
Very satisfied	11.5%	13.6%	10.4%	19.0%	7.8%	10.0%	13.3%	10.2%	14.3%	12.2%
Satisfied	46.9%	40.8%	37.5%	35.3%	47.1%	46.5%	46.1%	47.6%	40.7%	44.1%
Neutral	25.7%	28.2%	35.4%	24.8%	31.1%	27.6%	23.9%	26.4%	28.0%	27.3%
Dissatisfied	10.8%	13.3%	12.5%	15.0%	9.2%	12.4%	11.7%	11.8%	11.6%	11.8%
Very dissatisfied	5.0%	4.1%	4.2%	5.9%	4.9%	3.5%	5.0%	3.9%	5.3%	4.6%
<u>Q4-2. Enforcement of local traffic laws</u>										
Very satisfied	8.0%	15.1%	11.8%	17.2%	6.6%	10.7%	9.5%	10.2%	11.6%	10.9%
Satisfied	38.2%	35.6%	43.1%	33.8%	37.4%	40.1%	41.3%	39.4%	36.2%	37.7%
Neutral	24.9%	29.2%	27.5%	33.8%	29.4%	23.2%	21.2%	26.7%	26.4%	26.7%
Dissatisfied	20.8%	14.4%	13.7%	11.5%	19.4%	17.5%	21.2%	17.5%	18.3%	17.8%
Very dissatisfied	8.0%	5.7%	3.9%	3.8%	7.1%	8.5%	6.9%	6.2%	7.5%	6.8%

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q4-3. How quickly police respond to emergencies</u>										
Very satisfied	18.4%	18.9%	14.3%	19.6%	12.9%	20.9%	19.1%	15.9%	20.7%	18.3%
Satisfied	45.1%	34.8%	35.7%	30.8%	40.4%	44.6%	44.7%	41.7%	39.0%	40.2%
Neutral	28.5%	30.3%	38.1%	32.9%	32.6%	28.8%	25.5%	32.1%	27.2%	29.9%
Dissatisfied	3.9%	12.9%	4.8%	9.1%	10.1%	4.3%	7.8%	6.9%	8.7%	7.7%
Very dissatisfied	4.2%	3.0%	7.1%	7.7%	3.9%	1.4%	2.8%	3.4%	4.3%	3.9%

Q4-4. Frequency that police officers patrol your neighborhood

Very satisfied	10.0%	12.0%	10.9%	12.3%	10.9%	11.8%	8.2%	8.5%	13.1%	10.8%
Satisfied	29.0%	26.9%	15.2%	24.7%	21.8%	30.4%	33.9%	26.0%	28.3%	27.1%
Neutral	33.1%	30.4%	52.2%	33.6%	33.7%	31.7%	33.3%	38.4%	28.3%	33.3%
Dissatisfied	19.7%	18.0%	15.2%	17.1%	22.3%	19.3%	16.4%	18.4%	19.3%	18.9%
Very dissatisfied	8.2%	12.7%	6.5%	12.3%	11.4%	6.8%	8.2%	8.8%	10.9%	9.8%

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q4-5. Community policing</u>										
Very satisfied	11.3%	10.2%	8.5%	11.7%	7.9%	12.6%	11.0%	8.9%	12.5%	10.6%
Satisfied	36.5%	24.9%	17.0%	24.1%	32.1%	32.7%	34.8%	29.4%	32.0%	30.6%
Neutral	39.4%	38.9%	57.4%	40.9%	40.5%	37.1%	41.3%	43.7%	36.8%	40.5%
Dissatisfied	6.7%	17.4%	12.8%	15.3%	11.1%	11.9%	7.1%	12.0%	10.7%	11.3%
Very dissatisfied	6.2%	8.7%	4.3%	8.0%	8.4%	5.7%	5.8%	6.0%	8.0%	7.0%
<u>Q4-6. Police officers' attitudes & behavior</u>										
Very satisfied	24.7%	17.0%	11.1%	16.4%	18.3%	19.8%	25.5%	20.3%	21.3%	20.7%
Satisfied	46.4%	36.5%	35.6%	35.0%	35.6%	47.3%	50.3%	42.5%	41.2%	41.7%
Neutral	21.9%	30.3%	40.0%	27.9%	31.9%	26.3%	19.4%	29.0%	23.8%	26.6%
Dissatisfied	3.6%	8.3%	6.7%	9.3%	7.3%	6.0%	1.2%	3.4%	7.8%	5.6%
Very dissatisfied	3.4%	7.9%	6.7%	11.4%	6.8%	0.6%	3.6%	4.8%	5.9%	5.3%

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q4-7. Effectiveness of Police personnel</u>										
Very satisfied	20.2%	14.2%	14.0%	13.2%	15.8%	17.0%	21.4%	15.5%	19.3%	17.4%
Satisfied	45.6%	40.6%	34.9%	43.4%	37.5%	45.9%	44.8%	44.3%	41.7%	42.9%
Neutral	27.5%	33.0%	46.5%	32.4%	35.9%	31.4%	27.3%	31.1%	30.7%	31.1%
Dissatisfied	3.8%	8.0%	2.3%	5.9%	7.1%	3.8%	3.2%	5.9%	4.8%	5.3%
Very dissatisfied	3.0%	4.2%	2.3%	5.1%	3.8%	1.9%	3.2%	3.2%	3.6%	3.4%
<u>Q4-8. City efforts to prevent fires</u>										
Very satisfied	17.3%	23.8%	11.1%	23.5%	17.0%	17.4%	17.8%	15.6%	23.4%	19.4%
Satisfied	46.9%	49.6%	44.4%	50.7%	45.6%	47.9%	51.9%	51.3%	45.1%	48.1%
Neutral	34.9%	23.0%	40.0%	22.1%	36.3%	31.9%	27.9%	30.6%	29.6%	30.3%
Dissatisfied	0.6%	2.8%	4.4%	2.2%	1.2%	2.8%	1.6%	1.9%	1.6%	1.8%
Very dissatisfied	0.3%	0.8%	0.0%	1.5%	0.0%	0.0%	0.8%	0.6%	0.3%	0.5%

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q4-9. Enforcement of fire codes</u>										
Very satisfied	15.1%	25.3%	14.0%	25.2%	17.8%	15.3%	15.5%	17.3%	21.0%	19.0%
Satisfied	47.0%	44.2%	41.9%	46.6%	44.8%	49.6%	46.6%	47.5%	44.4%	45.8%
Neutral	33.6%	26.2%	37.2%	23.7%	32.5%	32.8%	31.9%	30.5%	30.4%	30.7%
Dissatisfied	2.6%	2.6%	7.0%	2.3%	2.5%	1.5%	6.0%	2.7%	3.1%	2.9%
Very dissatisfied	1.6%	1.7%	0.0%	2.3%	2.5%	0.7%	0.0%	2.0%	1.0%	1.5%
<u>Q4-10. Provision of EMS services</u>										
Very satisfied	26.8%	32.9%	17.4%	38.3%	21.2%	25.0%	29.1%	24.2%	32.8%	28.4%
Satisfied	53.0%	46.9%	52.2%	46.1%	55.9%	54.5%	47.5%	52.5%	49.1%	50.7%
Neutral	18.9%	18.6%	28.3%	13.5%	21.2%	19.2%	22.0%	21.5%	16.9%	19.5%
Dissatisfied	1.1%	0.8%	2.2%	2.1%	1.1%	0.0%	1.4%	1.2%	0.9%	1.1%
Very dissatisfied	0.3%	0.8%	0.0%	0.0%	0.6%	1.3%	0.0%	0.6%	0.3%	0.5%

Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q5. Sum of top 2 choices</u>										
City efforts to prevent crime	54.2%	48.2%	62.3%	40.6%	50.0%	54.3%	62.9%	55.1%	49.8%	52.4%
Enforcement of local traffic laws	18.5%	12.1%	20.8%	10.6%	16.2%	18.6%	17.8%	14.9%	17.5%	16.1%
How quickly police respond to emergencies	37.9%	30.9%	26.4%	30.6%	35.6%	38.8%	34.5%	32.9%	36.5%	34.6%
Frequency that police officers patrol your neighborhood	10.8%	15.6%	13.2%	19.4%	12.0%	10.6%	10.2%	11.7%	14.0%	12.8%
Community policing	8.8%	12.1%	3.8%	9.4%	9.3%	9.6%	12.7%	11.5%	8.1%	9.8%
Police officers' attitudes & behavior	12.6%	23.8%	15.1%	23.1%	21.8%	13.8%	10.2%	14.1%	20.0%	17.0%
Effectiveness of Police personnel	12.6%	8.8%	11.3%	10.6%	9.7%	12.2%	12.7%	13.4%	8.4%	11.0%
City efforts to prevent fires	4.2%	3.3%	7.5%	3.8%	5.6%	3.7%	2.0%	4.9%	3.2%	4.0%
Enforcement of fire codes	2.9%	2.0%	3.8%	0.0%	4.6%	2.1%	2.0%	2.0%	3.2%	2.6%
Provision of EMS services	22.9%	14.7%	13.2%	16.3%	18.5%	17.0%	24.4%	19.5%	19.0%	19.2%
None chosen	7.0%	12.7%	11.3%	15.6%	7.9%	9.0%	5.1%	9.5%	9.1%	9.4%

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

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q6-1. In the Uptown business district during the day</u>										
Very safe	46.4%	36.4%	30.6%	37.1%	34.3%	42.6%	54.9%	45.7%	37.6%	41.6%
Safe	41.6%	45.1%	49.0%	39.2%	51.0%	44.8%	37.3%	40.9%	46.0%	43.3%
Neutral	10.0%	14.3%	20.4%	19.6%	13.2%	9.3%	5.2%	11.4%	12.8%	12.3%
Unsafe	1.8%	3.1%	0.0%	3.5%	1.5%	2.7%	1.6%	2.0%	2.6%	2.3%
Very unsafe	0.2%	1.0%	0.0%	0.7%	0.0%	0.5%	1.0%	0.0%	1.0%	0.5%
<u>Q6-2. In the Uptown business district at night</u>										
Very safe	6.1%	11.7%	2.0%	14.0%	6.7%	4.1%	9.8%	6.9%	9.1%	7.9%
Safe	27.0%	28.8%	22.4%	25.7%	25.8%	29.7%	28.8%	32.3%	22.1%	27.3%
Neutral	30.5%	30.7%	32.7%	28.7%	33.0%	34.9%	27.7%	30.2%	31.4%	30.8%
Unsafe	27.8%	18.6%	22.4%	22.8%	26.8%	22.1%	21.7%	20.6%	27.5%	24.0%
Very unsafe	8.6%	10.2%	20.4%	8.8%	7.7%	9.3%	12.0%	10.1%	9.9%	10.0%

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

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q6-3. In City parks & greenways</u>										
Very safe	11.3%	16.0%	14.0%	16.2%	11.3%	14.5%	13.3%	12.0%	14.4%	13.2%
Safe	48.1%	46.1%	34.0%	38.7%	49.5%	45.3%	49.7%	49.5%	43.9%	46.5%
Neutral	28.1%	27.0%	40.0%	34.5%	29.4%	27.9%	23.2%	25.8%	30.7%	28.5%
Unsafe	10.8%	9.2%	12.0%	8.5%	9.3%	11.0%	11.0%	12.0%	8.6%	10.2%
Very unsafe	1.7%	1.8%	0.0%	2.1%	0.5%	1.2%	2.8%	0.8%	2.4%	1.6%
<u>Q6-4. In all shopping areas</u>										
Very safe	11.0%	16.4%	12.0%	19.9%	11.8%	8.7%	14.2%	11.7%	14.5%	13.0%
Safe	45.4%	45.8%	44.0%	40.4%	44.5%	52.5%	44.2%	47.5%	43.4%	45.4%
Neutral	31.0%	30.1%	40.0%	31.1%	36.0%	27.3%	28.4%	31.1%	31.5%	31.5%
Unsafe	11.7%	6.4%	4.0%	6.6%	7.1%	10.9%	11.7%	9.0%	9.4%	9.1%
Very unsafe	0.9%	1.3%	0.0%	2.0%	0.5%	0.5%	1.5%	0.7%	1.3%	1.0%

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

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q6-5. In your neighborhood during the day</u>										
Very safe	57.1%	40.0%	54.7%	37.1%	44.9%	50.5%	65.5%	51.5%	49.3%	50.2%
Safe	38.2%	43.9%	30.2%	47.2%	43.0%	41.9%	30.5%	40.0%	40.3%	40.0%
Neutral	3.6%	10.8%	13.2%	10.7%	8.9%	3.8%	4.1%	6.6%	7.0%	7.0%
Unsafe	1.1%	3.9%	1.9%	5.0%	2.3%	2.7%	0.0%	1.7%	2.7%	2.2%
Very unsafe	0.0%	1.3%	0.0%	0.0%	0.9%	1.1%	0.0%	0.2%	0.7%	0.5%
<u>Q6-6. In your neighborhood at night</u>										
Very safe	31.0%	23.0%	24.5%	19.4%	22.2%	28.1%	38.1%	26.2%	28.9%	27.5%
Safe	44.2%	39.3%	41.5%	34.8%	41.5%	49.2%	42.1%	44.9%	40.0%	42.4%
Neutral	16.5%	22.0%	24.5%	23.9%	25.0%	12.4%	14.2%	17.9%	20.0%	19.1%
Unsafe	5.8%	11.0%	7.5%	14.8%	7.1%	8.6%	4.1%	7.6%	8.1%	7.8%
Very unsafe	2.5%	4.7%	1.9%	7.1%	4.2%	1.6%	1.5%	3.4%	3.0%	3.2%

Q8. Recreation and Parks. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q8-1. Maintenance & appearance of existing City parks</u>										
Very satisfied	21.0%	26.5%	18.4%	31.9%	22.5%	19.9%	22.4%	20.1%	25.8%	22.8%
Satisfied	58.5%	46.6%	46.9%	46.7%	52.5%	56.1%	54.6%	54.8%	52.1%	53.4%
Neutral	16.4%	21.9%	24.5%	18.5%	21.1%	18.1%	16.4%	20.4%	17.3%	18.9%
Dissatisfied	3.6%	4.3%	8.2%	1.5%	3.4%	4.7%	6.6%	4.2%	4.1%	4.2%
Very dissatisfied	0.5%	0.7%	2.0%	1.5%	0.5%	1.2%	0.0%	0.5%	0.8%	0.7%
<u>Q8-2. Number of City parks</u>										
Very satisfied	16.9%	19.6%	16.7%	21.4%	16.3%	17.5%	19.0%	16.2%	19.5%	17.8%
Satisfied	46.2%	39.1%	29.2%	41.2%	43.3%	43.4%	39.1%	43.4%	41.8%	42.5%
Neutral	20.3%	22.5%	31.3%	22.1%	20.2%	21.7%	22.8%	23.4%	20.1%	21.9%
Dissatisfied	13.2%	14.8%	14.6%	9.9%	15.3%	15.1%	15.2%	12.8%	15.0%	13.8%
Very dissatisfied	3.4%	4.1%	8.3%	5.3%	4.9%	2.4%	3.8%	4.3%	3.7%	4.0%

Q8. Recreation and Parks. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q8-3. Walking/biking trails in City</u>										
Very satisfied	14.5%	18.4%	10.2%	21.2%	14.2%	15.2%	15.9%	12.3%	19.1%	15.6%
Satisfied	41.9%	34.8%	26.5%	37.1%	41.7%	35.4%	36.4%	41.7%	35.1%	38.4%
Neutral	20.0%	28.5%	26.5%	30.3%	23.0%	25.0%	15.9%	23.7%	22.9%	23.5%
Dissatisfied	15.7%	13.9%	20.4%	6.1%	16.2%	17.1%	19.9%	14.4%	16.3%	15.3%
Very dissatisfied	8.0%	4.5%	16.3%	5.3%	4.9%	7.3%	11.9%	7.9%	6.6%	7.2%
<u>Q8-4. City recreation centers</u>										
Very satisfied	13.3%	19.5%	8.5%	22.2%	13.4%	15.2%	14.5%	11.5%	19.5%	15.4%
Satisfied	41.0%	35.6%	27.7%	31.7%	38.5%	36.4%	40.9%	39.8%	36.5%	38.1%
Neutral	31.1%	28.4%	42.6%	32.5%	31.0%	36.4%	23.9%	34.2%	26.6%	30.7%
Dissatisfied	11.6%	12.3%	14.9%	8.7%	12.8%	9.9%	17.0%	11.5%	12.7%	12.0%
Very dissatisfied	3.1%	4.2%	6.4%	4.8%	4.3%	2.0%	3.8%	2.9%	4.6%	3.8%

Q8. Recreation and Parks. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q8-5. City swimming pools</u>										
Very satisfied	7.1%	12.2%	2.7%	14.7%	9.4%	9.2%	3.2%	6.2%	11.8%	8.8%
Satisfied	21.7%	22.6%	13.5%	22.9%	18.9%	14.5%	29.6%	22.4%	21.3%	21.8%
Neutral	39.0%	33.9%	54.1%	40.4%	37.7%	46.6%	26.4%	40.3%	34.6%	37.8%
Dissatisfied	22.0%	18.1%	21.6%	12.8%	21.4%	19.1%	29.6%	19.3%	21.7%	20.4%
Very dissatisfied	10.2%	13.1%	8.1%	9.2%	12.6%	10.7%	11.2%	11.7%	10.6%	11.2%
<u>Q8-6. City golf course</u>										
Very satisfied	8.6%	16.3%	3.0%	18.9%	9.2%	14.2%	6.0%	9.4%	13.6%	11.2%
Satisfied	33.1%	23.7%	12.1%	20.0%	28.5%	21.7%	37.9%	29.2%	26.3%	27.8%
Neutral	46.3%	49.5%	57.6%	48.9%	50.0%	52.5%	40.5%	47.6%	49.3%	48.5%
Dissatisfied	8.2%	7.9%	21.2%	6.7%	6.9%	9.2%	13.8%	10.5%	7.0%	8.9%
Very dissatisfied	3.9%	2.6%	6.1%	5.6%	5.4%	2.5%	1.7%	3.4%	3.8%	3.5%

Q8. Recreation and Parks. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total	
		Black/ White/ Caucasian	African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
Q8-7. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)											
Very satisfied	14.1%	16.8%	7.1%	16.5%	12.4%	16.3%	16.0%	12.2%	17.4%	14.6%	
Satisfied	45.8%	34.4%	21.4%	35.7%	37.1%	39.5%	46.0%	42.4%	36.9%	39.6%	
Neutral	30.2%	33.2%	50.0%	30.4%	37.6%	33.3%	24.7%	32.9%	32.2%	32.8%	
Dissatisfied	6.9%	10.8%	14.3%	10.4%	9.0%	8.8%	10.0%	9.1%	8.7%	8.9%	
Very dissatisfied	3.0%	4.8%	7.1%	7.0%	3.9%	2.0%	3.3%	3.4%	4.7%	4.0%	

Q8-8. Quality of City recreation programs & classes

Very satisfied	15.4%	21.7%	10.5%	22.9%	16.2%	15.8%	16.5%	14.7%	20.7%	17.6%
Satisfied	41.8%	31.1%	18.4%	31.4%	33.5%	36.0%	44.6%	35.8%	37.0%	36.3%
Neutral	34.2%	31.6%	47.4%	34.7%	38.2%	33.8%	25.2%	37.5%	29.7%	33.8%
Dissatisfied	6.8%	9.8%	18.4%	5.1%	8.7%	11.5%	10.8%	8.5%	9.0%	8.7%
Very dissatisfied	1.8%	5.7%	5.3%	5.9%	3.5%	2.9%	2.9%	3.6%	3.7%	3.6%

Q8. Recreation and Parks. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q8-9. Variety of recreation programs & classes offered by City</u>										
Very satisfied	17.1%	20.7%	10.3%	22.7%	17.9%	15.5%	17.7%	14.3%	22.4%	18.2%
Satisfied	37.9%	30.1%	17.9%	26.9%	27.7%	38.7%	43.3%	34.4%	32.9%	33.6%
Neutral	35.5%	30.9%	46.2%	36.1%	38.2%	32.4%	26.2%	39.3%	28.6%	34.2%
Dissatisfied	7.0%	11.0%	20.5%	6.7%	12.1%	9.9%	9.2%	7.8%	11.2%	9.4%
Very dissatisfied	2.4%	7.3%	5.1%	7.6%	4.0%	3.5%	3.5%	4.2%	4.9%	4.6%

Q9. Which TWO of the Recreation and Parks items listed in Question 8 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q9. Sum of top 2 choices</u>										
Maintenance & appearance of existing City parks	48.2%	39.1%	37.7%	39.4%	45.8%	41.0%	49.7%	44.6%	43.8%	44.1%
Number of City parks	21.4%	17.3%	20.8%	16.3%	24.1%	20.7%	19.8%	24.1%	15.3%	19.7%
Walking/biking trails in City	39.4%	22.8%	37.7%	25.0%	33.8%	29.8%	44.7%	32.0%	34.0%	32.9%
City recreation centers	9.5%	18.6%	13.2%	16.9%	11.6%	15.4%	11.2%	13.4%	12.8%	13.1%
City swimming pools	7.5%	9.8%	3.8%	10.0%	7.4%	10.1%	6.1%	6.3%	9.9%	8.1%
City golf course	4.4%	1.3%	1.9%	2.5%	4.2%	4.3%	1.0%	4.9%	1.2%	3.1%
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	13.7%	11.4%	17.0%	10.6%	9.7%	9.6%	21.3%	14.1%	11.8%	13.1%
Quality of City recreation programs & classes	15.6%	19.5%	20.8%	16.9%	16.2%	19.1%	17.8%	16.3%	19.0%	17.6%
Variety of recreation programs & classes offered by City	16.7%	24.8%	24.5%	18.8%	27.8%	18.1%	15.2%	14.9%	25.6%	20.3%
None chosen	11.2%	16.3%	11.3%	20.0%	9.7%	14.9%	6.1%	13.9%	12.3%	13.2%

Q10. Communication. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q10-1. Availability of information about City programs & services</u>										
Very satisfied	9.8%	11.8%	4.3%	15.9%	8.5%	8.8%	9.0%	8.1%	12.2%	10.2%
Satisfied	41.0%	35.4%	23.9%	29.0%	37.2%	40.0%	42.9%	40.5%	35.9%	38.0%
Neutral	35.1%	28.6%	43.5%	30.4%	33.7%	35.3%	31.6%	35.2%	30.6%	33.0%
Dissatisfied	10.3%	16.4%	17.4%	14.5%	15.6%	10.6%	11.9%	10.3%	15.7%	13.0%
Very dissatisfied	3.7%	7.9%	10.9%	10.1%	5.0%	5.3%	4.5%	5.9%	5.6%	5.7%
<u>Q10-2. City efforts to keep residents informed about local issues</u>										
Very satisfied	10.6%	14.0%	4.3%	16.8%	8.9%	11.0%	9.9%	10.2%	12.8%	11.5%
Satisfied	41.4%	32.8%	21.3%	28.9%	35.1%	40.7%	42.0%	37.9%	36.2%	36.9%
Neutral	30.8%	25.6%	46.8%	32.9%	30.2%	29.1%	28.2%	30.9%	28.4%	29.8%
Dissatisfied	13.5%	19.5%	19.1%	16.1%	19.8%	14.0%	14.4%	16.4%	15.9%	16.1%
Very dissatisfied	3.6%	8.2%	8.5%	5.4%	5.9%	5.2%	5.5%	4.6%	6.8%	5.7%

Q10. Communication. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q10-3. Level of public involvement in City decision making</u>										
Very satisfied	5.2%	7.9%	2.4%	10.7%	5.6%	5.2%	4.4%	5.9%	6.2%	6.1%
Satisfied	24.1%	22.1%	14.3%	19.8%	23.9%	21.6%	25.0%	22.6%	23.4%	22.9%
Neutral	44.9%	38.6%	54.8%	39.7%	41.7%	47.7%	43.8%	43.6%	41.8%	42.9%
Dissatisfied	19.7%	21.3%	14.3%	22.9%	19.4%	17.6%	18.1%	21.7%	18.4%	20.0%
Very dissatisfied	6.0%	10.1%	14.3%	6.9%	9.4%	7.8%	8.8%	6.2%	10.1%	8.1%

Q10-4. Quality of City's cable television channel (GTV-9)

Very satisfied	9.6%	17.4%	8.1%	23.2%	8.6%	14.1%	5.9%	10.6%	14.8%	12.7%
Satisfied	35.2%	32.0%	29.7%	32.8%	33.7%	27.3%	37.8%	35.1%	31.7%	33.3%
Neutral	43.0%	32.8%	48.6%	32.0%	42.3%	45.3%	39.5%	40.1%	38.3%	39.4%
Dissatisfied	8.5%	10.4%	8.1%	7.2%	9.2%	5.5%	14.3%	9.9%	8.6%	9.2%
Very dissatisfied	3.8%	7.5%	5.4%	4.8%	6.1%	7.8%	2.5%	4.3%	6.6%	5.4%

Q10. Communication. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q10-5. Usefulness of information that is available on City's website</u>										
Very satisfied	12.4%	13.2%	2.3%	18.5%	10.6%	10.9%	9.8%	8.6%	15.4%	12.0%
Satisfied	39.2%	39.5%	40.9%	33.9%	40.6%	35.9%	46.4%	41.1%	37.8%	39.5%
Neutral	39.7%	35.7%	38.6%	41.1%	38.3%	41.7%	31.4%	39.9%	36.3%	38.1%
Dissatisfied	7.6%	7.8%	15.9%	5.6%	7.2%	9.0%	10.5%	8.3%	8.2%	8.2%
Very dissatisfied	1.1%	3.9%	2.3%	0.8%	3.3%	2.6%	2.0%	2.1%	2.4%	2.3%

Q10-6. Ease of use of City's website

Very satisfied	11.3%	12.4%	7.0%	18.5%	10.6%	9.4%	9.7%	9.2%	13.6%	11.4%
Satisfied	38.7%	36.0%	27.9%	31.1%	38.5%	34.0%	45.2%	37.8%	36.1%	37.0%
Neutral	39.8%	37.6%	51.2%	43.7%	39.7%	43.4%	30.3%	40.0%	39.4%	39.7%
Dissatisfied	7.6%	10.5%	11.6%	5.0%	6.7%	10.7%	11.6%	10.5%	7.6%	9.0%
Very dissatisfied	2.5%	3.5%	2.3%	1.7%	4.5%	2.5%	3.2%	2.5%	3.3%	2.9%

Q11. From which of the following sources do you currently use to get information about the City of Greenville?

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	Black/ White/ Caucasian African American Other			Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q11. What sources do you currently use to get City information</u>										
City e-newsletter	8.6%	11.4%	15.1%	10.6%	10.6%	9.0%	10.2%	10.0%	10.3%	10.1%
Local newspapers	43.6%	49.2%	32.1%	43.8%	41.2%	45.2%	46.7%	48.0%	42.1%	45.0%
Local radio	33.3%	28.3%	28.3%	30.0%	29.2%	37.8%	29.4%	36.1%	26.1%	31.2%
Local television news	65.0%	76.2%	56.6%	71.9%	64.8%	72.9%	64.0%	71.5%	66.5%	68.8%
Social networking sites (e.g. Facebook, Twitter)	52.0%	36.5%	37.7%	41.9%	46.3%	45.2%	48.7%	38.3%	52.2%	45.1%
City website	39.2%	28.3%	32.1%	23.1%	32.4%	35.6%	45.7%	32.9%	36.2%	34.6%
City cable channel (GTV-9)	20.0%	36.2%	15.1%	33.1%	26.9%	25.0%	19.8%	23.9%	28.1%	25.9%
Calling City	9.0%	13.0%	17.0%	11.9%	9.7%	11.2%	10.7%	11.5%	10.6%	11.0%
Other	5.1%	2.6%	3.8%	3.1%	1.9%	4.3%	7.1%	3.7%	4.7%	4.2%

Q12. From which of the following sources would you prefer to get information about the City of Greenville?

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	Black/ White/ Caucasian African American Other			Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q12. What sources would you prefer to use to get City information</u>										
City e-newsletter	30.8%	33.6%	37.7%	23.8%	30.6%	30.3%	40.6%	33.7%	31.5%	32.5%
Local newspapers	33.9%	42.0%	24.5%	45.0%	34.3%	30.9%	36.5%	38.8%	34.5%	36.6%
Local radio	25.3%	31.6%	30.2%	31.9%	29.6%	30.3%	22.8%	32.4%	23.4%	28.0%
Local television news	50.0%	64.8%	50.9%	68.1%	52.3%	56.9%	45.2%	56.6%	54.9%	55.6%
Social networking sites (e.g. Facebook, Twitter)	48.0%	36.2%	39.6%	39.4%	44.9%	44.7%	43.1%	38.8%	47.3%	42.9%
City website	45.2%	39.7%	50.9%	30.0%	38.4%	47.3%	54.3%	45.6%	40.9%	43.3%
City cable channel (GTV-9)	16.7%	31.9%	13.2%	35.6%	24.1%	17.6%	13.2%	22.2%	22.4%	22.2%
Calling City	7.5%	10.1%	9.4%	12.5%	7.9%	6.9%	6.1%	9.5%	7.6%	8.6%
Other	3.5%	3.6%	3.8%	2.5%	3.7%	3.7%	4.1%	3.7%	3.7%	3.7%

Q13. Street 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=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q13-1. Maintenance of major City streets</u>										
Very satisfied	5.6%	12.0%	9.8%	12.5%	8.0%	7.0%	6.2%	6.0%	10.5%	8.3%
Satisfied	33.3%	28.4%	35.3%	28.3%	34.0%	28.5%	35.8%	32.7%	30.3%	31.4%
Neutral	18.2%	19.7%	23.5%	24.3%	18.4%	19.4%	14.5%	20.1%	18.0%	19.3%
Dissatisfied	27.6%	27.4%	23.5%	25.0%	24.5%	31.2%	30.1%	26.1%	28.8%	27.4%
Very dissatisfied	15.3%	12.4%	7.8%	9.9%	15.1%	14.0%	13.5%	15.1%	12.3%	13.6%
<u>Q13-2. Maintenance of streets in your neighborhood</u>										
Very satisfied	11.8%	17.5%	13.5%	16.1%	15.5%	10.7%	13.8%	13.2%	14.9%	14.0%
Satisfied	44.8%	30.5%	46.2%	24.5%	40.8%	46.5%	42.1%	40.0%	39.3%	39.5%
Neutral	20.3%	21.9%	17.3%	25.8%	19.2%	18.2%	22.6%	21.3%	20.1%	20.8%
Dissatisfied	16.0%	15.9%	9.6%	20.6%	12.2%	15.5%	14.9%	15.1%	15.7%	15.5%
Very dissatisfied	7.1%	14.2%	13.5%	12.9%	12.2%	9.1%	6.7%	10.4%	10.0%	10.2%

Q13. Street 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=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	Black/ White/ Caucasian	African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q13-3. How quickly street repairs are made</u>										
Very satisfied	3.8%	6.8%	2.1%	9.3%	2.0%	3.9%	5.0%	3.9%	5.8%	4.8%
Satisfied	19.2%	16.7%	22.9%	11.3%	22.4%	17.7%	19.3%	19.1%	17.8%	18.4%
Neutral	26.8%	25.9%	31.3%	28.5%	23.4%	26.0%	30.4%	28.4%	25.1%	26.8%
Dissatisfied	33.8%	30.6%	25.0%	29.1%	32.2%	36.5%	31.5%	30.4%	33.8%	32.1%
Very dissatisfied	16.4%	20.1%	18.8%	21.9%	20.0%	16.0%	13.8%	18.3%	17.5%	17.9%
<u>Q13-4. Condition of street signs & traffic signals</u>										
Very satisfied	12.8%	16.1%	15.4%	20.1%	14.5%	10.3%	13.9%	12.4%	15.8%	14.1%
Satisfied	47.2%	41.1%	48.1%	33.1%	47.7%	45.1%	51.0%	49.3%	41.2%	45.1%
Neutral	27.5%	26.1%	23.1%	33.8%	22.9%	28.8%	22.7%	25.4%	27.6%	26.7%
Dissatisfied	8.9%	10.0%	9.6%	9.1%	9.3%	11.4%	7.7%	8.2%	10.6%	9.4%
Very dissatisfied	3.6%	6.7%	3.8%	3.9%	5.6%	4.3%	4.6%	4.7%	4.8%	4.7%

Q13. Street 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q13-5. Timing of traffic signals in City</u>										
Very satisfied	3.1%	9.7%	7.8%	13.5%	5.7%	4.3%	1.5%	4.5%	7.3%	5.9%
Satisfied	23.6%	26.2%	19.6%	22.4%	26.9%	25.0%	23.7%	23.4%	25.3%	24.3%
Neutral	20.7%	21.1%	33.3%	26.9%	21.7%	19.0%	20.1%	21.4%	21.5%	21.7%
Dissatisfied	28.7%	26.2%	21.6%	21.8%	27.8%	32.1%	27.8%	27.9%	27.0%	27.4%
Very dissatisfied	24.0%	16.8%	17.6%	15.4%	17.9%	19.6%	26.8%	22.7%	19.0%	20.8%

Q13-6. Mowing & tree trimming along City streets & other public areas

Very satisfied	11.9%	15.4%	11.5%	16.7%	15.2%	9.8%	12.4%	10.3%	16.2%	13.2%
Satisfied	49.8%	37.2%	44.2%	38.5%	41.2%	50.5%	48.7%	45.5%	44.4%	44.9%
Neutral	25.7%	24.5%	28.8%	23.7%	27.0%	26.1%	22.8%	25.8%	24.5%	25.3%
Dissatisfied	10.1%	13.4%	7.7%	12.2%	11.4%	9.2%	11.9%	12.5%	10.1%	11.3%
Very dissatisfied	2.5%	9.4%	7.7%	9.0%	5.2%	4.3%	4.1%	6.0%	4.8%	5.4%

Q13. Street 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q13-7. Adequacy of City street lighting</u>										
Very satisfied	12.3%	15.9%	5.8%	19.2%	12.2%	11.3%	12.9%	11.7%	14.8%	13.2%
Satisfied	40.0%	29.8%	30.8%	28.8%	36.6%	37.1%	38.7%	39.2%	32.0%	35.5%
Neutral	24.3%	29.5%	28.8%	28.8%	24.4%	29.0%	22.2%	27.5%	25.8%	26.7%
Dissatisfied	17.2%	16.6%	26.9%	12.2%	18.8%	16.7%	21.1%	16.4%	18.5%	17.5%
Very dissatisfied	6.3%	8.3%	7.7%	10.9%	8.0%	5.9%	5.2%	5.2%	9.0%	7.1%

Q13-8. Cleanliness of City streets & other public areas

Very satisfied	10.1%	15.0%	6.1%	15.6%	9.9%	10.3%	11.3%	10.0%	13.3%	11.6%
Satisfied	44.1%	38.2%	40.8%	37.7%	41.8%	44.0%	44.3%	43.1%	40.5%	41.7%
Neutral	26.8%	25.2%	34.7%	25.3%	26.3%	29.9%	24.2%	28.2%	25.1%	26.8%
Dissatisfied	13.4%	15.0%	8.2%	11.7%	16.4%	11.4%	13.4%	14.2%	13.1%	13.6%
Very dissatisfied	5.6%	6.6%	10.2%	9.7%	5.6%	4.3%	6.7%	4.5%	8.0%	6.2%

Q13. Street 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q13-9. Cleanliness of stormwater drains</u>										
Very satisfied	7.0%	11.4%	6.0%	14.2%	7.4%	8.4%	5.6%	7.6%	9.5%	8.5%
Satisfied	34.4%	27.1%	44.0%	24.3%	33.5%	34.1%	36.1%	35.3%	29.8%	32.5%
Neutral	29.7%	33.2%	30.0%	34.5%	31.5%	29.6%	28.9%	30.3%	31.4%	31.0%
Dissatisfied	19.7%	16.4%	14.0%	15.5%	18.7%	19.6%	16.7%	17.6%	18.7%	18.1%
Very dissatisfied	9.1%	11.8%	6.0%	11.5%	8.9%	8.4%	12.8%	9.2%	10.6%	9.9%

Q13-10. Maintenance of City sidewalks in your neighborhood

Very satisfied	15.4%	15.8%	13.7%	17.2%	15.0%	12.9%	16.5%	14.6%	16.2%	15.4%
Satisfied	44.5%	33.3%	41.2%	31.0%	40.8%	42.9%	43.5%	41.9%	38.6%	40.2%
Neutral	22.9%	29.1%	25.5%	24.1%	25.7%	29.4%	20.6%	26.2%	24.1%	25.3%
Dissatisfied	8.5%	12.6%	7.8%	12.4%	9.2%	8.2%	10.6%	9.5%	10.8%	10.1%
Very dissatisfied	8.7%	9.1%	11.8%	15.2%	9.2%	6.5%	8.8%	7.8%	10.3%	9.0%

Q14. Which TWO of the street maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q14. Sum of top 2 choices</u>										
Maintenance of major City streets	62.8%	41.0%	54.7%	35.6%	50.9%	61.7%	66.0%	56.6%	51.5%	53.9%
Maintenance of streets in your neighborhood	9.3%	18.9%	22.6%	16.3%	14.8%	13.3%	13.2%	15.1%	12.8%	13.9%
How quickly street repairs are made	29.7%	30.0%	13.2%	31.9%	30.6%	29.3%	24.9%	30.2%	27.3%	28.9%
Condition of street signs & traffic signals	4.2%	7.5%	7.5%	6.3%	4.6%	5.9%	4.6%	4.1%	7.1%	5.6%
Timing of traffic signals in City	38.1%	20.5%	28.3%	16.9%	29.6%	33.0%	38.1%	31.5%	30.3%	30.8%
Mowing & tree trimming along City streets & other public areas	2.2%	7.2%	5.7%	10.0%	3.7%	2.7%	2.5%	3.7%	4.9%	4.3%
Adequacy of City street lighting	13.7%	17.3%	18.9%	17.5%	17.6%	13.8%	13.7%	11.5%	19.0%	15.3%
Cleanliness of City streets & other public areas	11.9%	9.8%	11.3%	10.6%	12.5%	8.0%	13.2%	10.7%	11.3%	11.0%
Cleanliness of stormwater drains	6.8%	10.7%	11.3%	9.4%	8.3%	11.7%	5.6%	8.0%	9.1%	8.6%

Q14. Which TWO of the street maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 2) (cont.)

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q14. Sum of top 2 choices (cont.)</u>										
Maintenance of City sidewalks in your neighborhood	4.4%	4.9%	5.7%	7.5%	1.9%	5.3%	5.1%	4.4%	4.9%	4.6%
None chosen	8.1%	15.0%	9.4%	17.5%	12.5%	7.4%	6.1%	11.2%	10.3%	10.9%

Q15. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q15-1. Enforcement of clean-up of junk/debris on private property</u>										
Very satisfied	7.2%	12.8%	17.4%	17.8%	7.9%	7.1%	10.4%	8.9%	11.3%	10.1%
Satisfied	34.7%	27.1%	34.8%	28.7%	35.4%	30.8%	31.2%	33.2%	30.2%	31.6%
Neutral	32.7%	31.8%	34.8%	27.9%	30.9%	35.9%	33.8%	33.5%	31.4%	32.7%
Dissatisfied	20.1%	19.0%	13.0%	18.6%	19.7%	17.3%	20.1%	17.5%	20.7%	19.1%
Very dissatisfied	5.4%	9.3%	0.0%	7.0%	6.2%	9.0%	4.5%	6.8%	6.4%	6.6%
<u>Q15-2. Enforcement of mowing & cutting of weeds & grass on private property</u>										
Very satisfied	6.0%	12.2%	6.1%	15.7%	8.4%	4.5%	6.7%	7.7%	9.1%	8.4%
Satisfied	34.8%	31.9%	46.9%	33.6%	37.6%	34.0%	32.9%	35.9%	33.2%	34.5%
Neutral	37.9%	30.7%	32.7%	26.9%	30.9%	41.7%	36.2%	37.7%	31.4%	34.8%
Dissatisfied	16.5%	16.9%	12.2%	16.4%	17.4%	14.1%	19.5%	12.9%	20.1%	16.5%
Very dissatisfied	4.8%	8.3%	2.0%	7.5%	5.6%	5.8%	4.7%	5.8%	6.1%	5.9%

Q15. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q15-3. Enforcement of exterior maintenance of residential property</u>										
Very satisfied	4.9%	9.0%	12.8%	11.9%	8.3%	4.5%	4.9%	5.9%	8.3%	7.1%
Satisfied	33.0%	30.1%	44.7%	35.1%	31.7%	28.6%	35.2%	32.7%	32.7%	32.6%
Neutral	42.3%	35.9%	31.9%	29.9%	40.0%	46.8%	36.6%	41.1%	36.7%	39.1%
Dissatisfied	15.4%	16.4%	10.6%	14.9%	16.1%	14.9%	16.9%	13.7%	17.4%	15.5%
Very dissatisfied	4.3%	8.6%	0.0%	8.2%	3.9%	5.2%	6.3%	6.5%	4.9%	5.7%
<u>Q15-4. Enforcement of exterior maintenance of commercial/business property</u>										
Very satisfied	6.5%	11.1%	10.9%	15.4%	7.9%	6.5%	6.6%	6.5%	10.6%	8.6%
Satisfied	33.4%	36.8%	34.8%	36.9%	37.9%	33.3%	31.6%	33.9%	36.1%	34.9%
Neutral	42.5%	34.0%	43.5%	32.3%	33.3%	47.1%	39.5%	40.7%	37.6%	39.3%
Dissatisfied	13.9%	13.4%	10.9%	10.8%	17.5%	10.5%	17.1%	14.3%	12.7%	13.5%
Very dissatisfied	3.7%	4.7%	0.0%	4.6%	3.4%	2.6%	5.3%	4.7%	3.0%	3.8%

Q15. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q15-5. Enforcement of sign regulations</u>										
Very satisfied	7.6%	13.7%	4.5%	17.7%	7.4%	8.7%	7.5%	9.3%	10.2%	9.7%
Satisfied	35.0%	35.3%	38.6%	33.1%	36.0%	37.6%	35.1%	34.4%	36.7%	35.5%
Neutral	44.4%	38.2%	40.9%	33.1%	43.4%	48.3%	38.8%	42.4%	40.6%	41.7%
Dissatisfied	9.4%	7.6%	11.4%	10.0%	8.6%	3.4%	12.7%	8.4%	9.3%	8.8%
Very dissatisfied	3.6%	5.2%	4.5%	6.2%	4.6%	2.0%	6.0%	5.5%	3.2%	4.3%

Q15-6. City efforts to remove abandoned or inoperative vehicles

Very satisfied	6.4%	13.8%	7.1%	17.6%	8.0%	7.5%	6.2%	9.1%	10.0%	9.5%
Satisfied	31.5%	31.2%	33.3%	28.0%	34.5%	30.8%	30.2%	33.8%	29.2%	31.4%
Neutral	44.3%	31.6%	40.5%	28.8%	35.1%	46.6%	43.4%	39.3%	38.2%	39.0%
Dissatisfied	14.0%	15.4%	14.3%	18.4%	16.7%	13.0%	12.4%	11.7%	17.6%	14.6%
Very dissatisfied	3.8%	7.9%	4.8%	7.2%	5.7%	2.1%	7.8%	6.2%	5.0%	5.6%

Q16. Which TWO of the code enforcement items listed in Question 15 do you think are most important for the City to provide? (top 2)

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q16. Sum of top 2 choices</u>										
Enforcement of clean-up of junk/debris on private property	55.9%	46.3%	41.5%	44.4%	50.9%	56.4%	57.4%	51.0%	51.5%	51.2%
Enforcement of mowing & cutting of weeds & grass on private property	29.3%	22.8%	18.9%	20.6%	28.2%	31.9%	24.4%	26.3%	26.4%	26.3%
Enforcement of exterior maintenance of residential property	20.7%	19.2%	22.6%	21.3%	21.8%	16.5%	21.8%	20.2%	20.4%	20.3%
Enforcement of exterior maintenance of commercial/ business property	24.9%	21.2%	32.1%	13.8%	22.7%	21.8%	35.0%	26.1%	21.7%	23.8%
Enforcement of sign regulations	13.7%	16.0%	30.2%	21.9%	16.7%	16.0%	9.6%	12.9%	18.2%	15.5%
City efforts to remove abandoned or inoperative vehicles	22.0%	31.6%	22.6%	26.3%	29.6%	27.1%	20.3%	24.4%	26.6%	25.6%
None chosen	16.1%	19.9%	15.1%	23.8%	14.4%	14.4%	15.2%	18.8%	16.3%	17.6%

Q17. Customer Service. Have you contacted the City of Greenville during the past year?

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	Black/ White/ Caucasian			Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
	African American	Other								
<u>Q17. Have you contacted City of Greenville during past year</u>										
Yes	41.4%	41.7%	41.5%	35.0%	40.3%	41.5%	48.2%	42.0%	40.9%	41.3%
No	58.6%	58.3%	58.5%	65.0%	59.7%	58.5%	51.8%	58.0%	59.1%	58.7%

Q17a. Which City Department or function did you contact most recently? (without "not provided")

N=338	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q17a. Which City Department or function did you contact most recently</u>										
City Manager/City Council	5.3%	7.9%	4.5%	5.4%	3.4%	3.9%	9.6%	8.2%	4.2%	6.3%
Fire/EMS	5.3%	7.1%	4.5%	8.9%	6.9%	3.9%	4.3%	6.4%	5.5%	6.0%
Recreation & Parks	11.2%	11.0%	13.6%	8.9%	13.8%	10.4%	12.8%	9.4%	13.3%	11.3%
Community Development	0.5%	1.6%	4.5%	1.8%	1.1%	1.3%	0.0%	1.2%	1.2%	1.2%
Police	13.9%	15.0%	18.2%	21.4%	18.4%	13.0%	10.6%	15.2%	13.9%	14.6%
Sanitation (e.g. garbage, recycling, yard waste, mosquitos)	33.2%	28.3%	45.5%	23.2%	26.4%	35.1%	37.2%	28.7%	35.8%	32.1%
Stormwater	3.2%	3.9%	9.1%	1.8%	1.1%	5.2%	6.4%	3.5%	4.2%	3.9%
Street Maintenance	10.2%	4.7%	0.0%	5.4%	11.5%	6.5%	5.3%	8.2%	6.7%	7.4%
Code Enforcement	7.0%	7.1%	0.0%	5.4%	9.2%	6.5%	5.3%	9.4%	3.6%	6.5%
Animal Control	4.3%	7.1%	0.0%	7.1%	5.7%	7.8%	2.1%	4.1%	6.1%	5.1%
Parking	2.1%	0.8%	0.0%	5.4%	0.0%	1.3%	1.1%	1.2%	1.8%	1.5%
Human Resources	1.6%	2.4%	0.0%	3.6%	1.1%	0.0%	3.2%	1.8%	1.8%	1.8%
Other	2.1%	3.1%	0.0%	1.8%	1.1%	5.2%	2.1%	2.9%	1.8%	2.4%

Q17b. Please rate your satisfaction with employees in the City departments you have contacted recently using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=338	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q17b-1. How easy they were to contact</u>										
Very satisfied	36.6%	34.9%	9.1%	40.7%	35.7%	19.5%	38.3%	31.5%	36.8%	34.1%
Satisfied	38.8%	34.1%	63.6%	33.3%	38.1%	50.6%	36.2%	39.9%	37.4%	38.7%
Neutral	12.6%	15.9%	9.1%	11.1%	16.7%	15.6%	9.6%	14.3%	12.9%	13.6%
Dissatisfied	7.1%	9.5%	9.1%	9.3%	7.1%	6.5%	9.6%	9.5%	6.7%	8.2%
Very dissatisfied	4.9%	5.6%	9.1%	5.6%	2.4%	7.8%	6.4%	4.8%	6.1%	5.4%

Q17b-2. The way you were treated

Very satisfied	36.5%	36.0%	27.3%	37.0%	35.4%	26.0%	41.9%	34.1%	37.3%	35.7%
Satisfied	39.8%	33.6%	45.5%	29.6%	39.0%	48.1%	33.3%	38.3%	37.3%	37.8%
Neutral	9.9%	18.4%	18.2%	16.7%	15.9%	14.3%	10.8%	13.8%	13.7%	13.7%
Dissatisfied	6.1%	8.8%	9.1%	9.3%	6.1%	7.8%	6.5%	9.0%	5.6%	7.3%
Very dissatisfied	7.7%	3.2%	0.0%	7.4%	3.7%	3.9%	7.5%	4.8%	6.2%	5.5%

Q17b. Please rate your satisfaction with employees in the City departments you have contacted recently using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=338	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q17b-3. Accuracy of information & assistance you were given</u>										
Very satisfied	32.8%	34.1%	22.7%	37.7%	27.7%	25.0%	39.1%	30.7%	34.6%	32.6%
Satisfied	32.8%	29.3%	36.4%	20.8%	33.7%	42.1%	28.3%	35.5%	27.7%	31.7%
Neutral	14.4%	16.3%	22.7%	18.9%	18.1%	14.5%	13.0%	15.1%	16.4%	15.7%
Dissatisfied	10.6%	13.8%	13.6%	13.2%	15.7%	9.2%	9.8%	11.4%	12.6%	12.0%
Very dissatisfied	9.4%	6.5%	4.5%	9.4%	4.8%	9.2%	9.8%	7.2%	8.8%	8.0%

Q17b-4. How quickly City staff responded to your request

Very satisfied	32.4%	36.3%	18.2%	37.7%	34.5%	21.3%	35.1%	29.5%	36.4%	32.9%
Satisfied	26.4%	27.4%	50.0%	15.1%	27.4%	42.7%	26.6%	30.7%	25.9%	28.4%
Neutral	15.4%	15.3%	9.1%	20.8%	14.3%	10.7%	17.0%	16.3%	13.6%	14.9%
Dissatisfied	14.3%	11.3%	13.6%	13.2%	15.5%	13.3%	11.7%	12.0%	14.2%	13.1%
Very dissatisfied	11.5%	9.7%	9.1%	13.2%	8.3%	12.0%	9.6%	11.4%	9.9%	10.7%

Q17b. Please rate your satisfaction with employees in the City departments you have contacted recently using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=338	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q17b-5. How well your issue was handled</u>										
Very satisfied	31.9%	36.8%	22.7%	40.0%	31.0%	22.7%	37.6%	30.5%	35.8%	33.1%
Satisfied	26.4%	24.0%	36.4%	20.0%	22.6%	36.0%	26.9%	26.3%	25.9%	26.1%
Neutral	14.3%	15.2%	13.6%	9.1%	16.7%	18.7%	9.7%	17.4%	11.7%	14.6%
Dissatisfied	12.6%	11.2%	22.7%	14.5%	17.9%	6.7%	14.0%	13.2%	12.3%	12.8%
Very dissatisfied	14.8%	12.8%	4.5%	16.4%	11.9%	16.0%	11.8%	12.6%	14.2%	13.4%

Q18. Sanitation 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q18-1. Residential trash collection services</u>										
Very satisfied	49.2%	41.8%	44.2%	42.2%	36.2%	48.1%	56.0%	45.5%	46.2%	45.9%
Satisfied	37.8%	43.1%	44.2%	39.0%	46.9%	43.8%	30.9%	43.0%	37.9%	40.5%
Neutral	7.1%	10.4%	7.7%	13.0%	14.0%	4.3%	3.7%	7.1%	9.6%	8.3%
Dissatisfied	4.6%	2.3%	1.9%	3.9%	1.9%	2.2%	6.3%	2.8%	4.3%	3.5%
Very dissatisfied	1.4%	2.3%	1.9%	1.9%	1.0%	1.6%	3.1%	1.5%	2.0%	1.8%
<u>Q18-2. Curbside recycling services</u>										
Very satisfied	49.2%	41.8%	38.0%	41.7%	34.0%	48.6%	56.9%	43.5%	47.8%	45.5%
Satisfied	33.6%	38.7%	38.0%	33.3%	43.5%	37.9%	27.7%	37.4%	34.6%	35.9%
Neutral	8.3%	13.8%	16.0%	14.6%	16.0%	7.9%	6.4%	11.4%	10.0%	10.9%
Dissatisfied	6.6%	1.8%	6.0%	4.9%	5.5%	3.4%	4.8%	4.5%	5.0%	4.7%
Very dissatisfied	2.4%	3.9%	2.0%	5.6%	1.0%	2.3%	4.3%	3.2%	2.6%	2.9%

Q18. Sanitation 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q18-3. Bulky item pick up/removal services (e.g. old furniture, appliances)</u>										
Very satisfied	32.3%	27.1%	21.4%	31.9%	21.2%	29.9%	37.1%	27.9%	31.0%	29.4%
Satisfied	30.0%	34.2%	31.0%	27.7%	33.9%	32.5%	29.4%	33.9%	29.8%	31.8%
Neutral	22.6%	18.6%	26.2%	20.6%	23.8%	25.3%	16.1%	21.3%	20.7%	21.1%
Dissatisfied	10.6%	13.0%	9.5%	11.3%	15.9%	7.8%	9.8%	11.1%	12.2%	11.6%
Very dissatisfied	4.6%	7.1%	11.9%	8.5%	5.3%	4.5%	7.7%	5.7%	6.4%	6.0%

Q18-4. Yard waste collection services

Very satisfied	38.9%	32.2%	31.9%	38.3%	25.0%	35.6%	44.7%	35.9%	35.6%	35.7%
Satisfied	33.8%	36.0%	29.8%	27.8%	37.8%	38.1%	31.2%	34.2%	34.7%	34.4%
Neutral	17.6%	21.2%	17.0%	21.8%	26.7%	16.9%	12.9%	20.4%	17.4%	19.0%
Dissatisfied	7.6%	6.8%	8.5%	6.8%	7.8%	6.3%	7.6%	7.2%	7.5%	7.3%
Very dissatisfied	2.2%	3.8%	12.8%	5.3%	2.8%	3.1%	3.5%	2.3%	4.8%	3.5%

Q19. Please indicate whether or not you have used each of the following services provided by the City of Greenville during the past 12 months. (without "don't know")

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q19-1. Used public transit services supported by City (i.e. GREAT bus)</u>										
Yes	3.7%	15.3%	4.2%	21.2%	9.2%	3.9%	1.6%	7.3%	9.0%	8.1%
No	96.3%	84.7%	95.8%	78.8%	90.8%	96.1%	98.4%	92.7%	91.0%	91.9%
<u>Q19-2. Participated in recreation programs offered by City</u>										
Yes	33.9%	37.7%	33.3%	28.2%	37.1%	37.4%	39.2%	35.7%	34.8%	35.3%
No	66.1%	62.3%	66.7%	71.8%	62.9%	62.6%	60.8%	64.3%	65.2%	64.7%
<u>Q19-3. Visited City recreation centers</u>										
Yes	54.1%	60.6%	54.9%	49.0%	62.7%	56.4%	60.1%	57.1%	56.2%	56.5%
No	45.9%	39.4%	45.1%	51.0%	37.3%	43.6%	39.9%	42.9%	43.8%	43.5%
<u>Q19-4. Visited a neighborhood or City park</u>										
Yes	82.5%	80.6%	82.7%	72.4%	86.3%	81.3%	84.5%	81.0%	82.7%	81.8%
No	17.5%	19.4%	17.3%	27.6%	13.7%	18.7%	15.5%	19.0%	17.3%	18.2%

Q19. Please indicate whether or not you have used each of the following services provided by the City of Greenville during the past 12 months. (without "don't know")

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q19-5. Used Fire/EMS services</u>										
Yes	13.9%	23.4%	13.5%	29.9%	15.2%	13.7%	15.4%	14.9%	19.8%	17.4%
No	86.1%	76.6%	86.5%	70.1%	84.8%	86.3%	84.6%	85.1%	80.2%	82.6%
<u>Q19-6. Called Code Enforcement</u>										
Yes	11.7%	12.4%	7.8%	13.2%	8.2%	12.6%	13.4%	12.0%	11.5%	11.7%
No	88.3%	87.6%	92.2%	86.8%	91.8%	87.4%	86.6%	88.0%	88.5%	88.3%
<u>Q19-7. Called or visited Police Department</u>										
Yes	27.1%	35.7%	19.2%	29.6%	33.0%	26.9%	26.8%	29.6%	29.9%	29.8%
No	72.9%	64.3%	80.8%	70.4%	67.0%	73.1%	73.2%	70.4%	70.1%	70.2%
<u>Q19-8. Visited City's website</u>										
Yes	61.1%	52.9%	67.3%	41.3%	58.1%	57.8%	72.0%	58.8%	58.1%	58.4%
No	38.9%	47.1%	32.7%	58.7%	41.9%	42.2%	28.0%	41.2%	41.9%	41.6%

Q19. Please indicate whether or not you have used each of the following services provided by the City of Greenville during the past 12 months. (without "don't know")

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q19-9. Read City's e-newsletter</u>										
Yes	17.9%	29.3%	34.6%	29.4%	19.1%	24.0%	20.8%	23.4%	23.7%	23.4%
No	82.1%	70.7%	65.4%	70.6%	80.9%	76.0%	79.2%	76.6%	76.3%	76.6%
 <u>Q19-10. Watched City's cable television channel (GTV-9)</u>										
Yes	41.3%	58.4%	44.2%	59.4%	50.2%	43.4%	40.6%	42.8%	53.4%	48.0%
No	58.7%	41.6%	55.8%	40.6%	49.8%	56.6%	59.4%	57.2%	46.6%	52.0%
 <u>Q19-11. Watched a video on City website/YouTube</u>										
Yes	17.7%	23.7%	19.2%	22.0%	20.0%	17.6%	22.4%	19.0%	21.1%	20.0%
No	82.3%	76.3%	80.8%	78.0%	80.0%	82.4%	77.6%	81.0%	78.9%	80.0%

Q20. Transportation and Other Issues. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q20-1. Adequacy of public parking in Uptown Greenville (downtown)</u>										
Very satisfied	5.8%	8.0%	6.0%	8.4%	6.0%	7.3%	5.3%	5.3%	7.9%	6.6%
Satisfied	30.0%	25.0%	22.0%	19.1%	33.7%	27.5%	29.3%	28.8%	26.6%	27.7%
Neutral	19.1%	26.9%	34.0%	30.5%	21.1%	23.0%	20.2%	22.9%	22.6%	23.0%
Dissatisfied	29.1%	25.4%	28.0%	26.7%	29.6%	26.4%	24.5%	27.5%	28.0%	27.7%
Very dissatisfied	16.0%	14.8%	10.0%	15.3%	9.5%	15.7%	20.7%	15.5%	14.9%	15.2%
<u>Q20-2. Availability of public transportation/GREAT Bus services in Greenville</u>										
Very satisfied	6.7%	23.9%	3.3%	26.7%	13.1%	8.3%	4.9%	12.2%	16.1%	14.0%
Satisfied	29.5%	26.1%	26.7%	30.5%	28.7%	22.9%	32.9%	31.7%	23.6%	27.9%
Neutral	47.1%	40.4%	56.7%	32.4%	45.9%	56.3%	43.9%	42.6%	46.7%	44.7%
Dissatisfied	12.4%	6.4%	6.7%	7.6%	7.4%	9.4%	13.4%	9.6%	9.5%	9.5%
Very dissatisfied	4.3%	3.2%	6.7%	2.9%	4.9%	3.1%	4.9%	3.9%	4.0%	4.0%

Q20. Transportation and Other Issues. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q20-3. Ease of travel by car in City</u>										
Very satisfied	6.0%	16.8%	19.6%	17.0%	10.0%	9.7%	9.2%	8.8%	13.1%	10.9%
Satisfied	38.9%	37.4%	47.1%	36.6%	39.8%	41.1%	37.4%	39.9%	37.5%	38.8%
Neutral	23.5%	20.9%	15.7%	24.2%	19.9%	22.7%	22.1%	22.9%	21.2%	22.1%
Dissatisfied	23.0%	15.8%	13.7%	17.6%	20.9%	17.3%	22.1%	20.6%	19.1%	19.8%
Very dissatisfied	8.5%	9.1%	3.9%	4.6%	9.5%	9.2%	9.2%	7.8%	9.1%	8.4%
<u>Q20-4. Ease of walking in City</u>										
Very satisfied	6.7%	14.7%	9.8%	16.2%	9.7%	6.7%	9.8%	9.8%	10.0%	9.8%
Satisfied	32.3%	35.9%	21.6%	36.0%	34.4%	33.1%	27.9%	33.8%	32.1%	32.9%
Neutral	30.1%	27.5%	35.3%	27.2%	28.2%	30.3%	29.0%	31.9%	26.9%	29.5%
Dissatisfied	18.1%	14.7%	25.5%	11.8%	20.0%	16.9%	20.8%	15.0%	19.7%	17.4%
Very dissatisfied	12.8%	7.3%	7.8%	8.8%	7.7%	12.9%	12.6%	9.5%	11.4%	10.4%

Q20. Transportation and Other Issues. 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=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q20-5. Ease of biking in City</u>										
Very satisfied	5.0%	11.5%	7.7%	15.3%	6.4%	4.9%	7.2%	8.8%	6.1%	7.5%
Satisfied	15.3%	22.1%	7.7%	24.5%	17.9%	18.2%	11.5%	17.3%	17.6%	17.4%
Neutral	30.8%	38.5%	33.3%	34.7%	35.9%	35.0%	25.9%	37.8%	28.7%	33.7%
Dissatisfied	25.9%	19.2%	35.9%	15.3%	24.4%	23.1%	30.2%	19.5%	29.5%	24.2%
Very dissatisfied	23.1%	8.7%	15.4%	10.2%	15.4%	18.9%	25.2%	16.6%	18.0%	17.2%
<u>Q20-6. Opportunities to attend cultural activities in Greenville</u>										
Very satisfied	8.6%	15.6%	4.3%	14.9%	10.9%	10.8%	9.4%	8.4%	13.6%	10.9%
Satisfied	39.5%	36.6%	31.9%	36.4%	37.0%	38.9%	35.7%	42.0%	33.8%	37.9%
Neutral	33.1%	33.5%	48.9%	35.5%	39.1%	27.4%	35.1%	33.9%	34.4%	34.4%
Dissatisfied	14.0%	11.3%	10.6%	9.9%	9.8%	18.5%	14.0%	11.6%	13.9%	12.7%
Very dissatisfied	4.8%	3.1%	4.3%	3.3%	3.3%	4.5%	5.8%	4.1%	4.2%	4.1%

Q20. Transportation and Other Issues. 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=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q20-7. Availability of affordable housing in Greenville</u>										
Very satisfied	15.6%	13.1%	13.6%	14.1%	12.2%	17.0%	15.5%	14.2%	14.7%	14.4%
Satisfied	31.0%	25.3%	29.5%	25.8%	22.9%	27.7%	38.5%	33.6%	23.7%	28.7%
Neutral	36.9%	29.4%	38.6%	31.3%	35.1%	35.5%	33.8%	33.0%	35.3%	34.3%
Dissatisfied	9.9%	18.0%	13.6%	18.0%	14.4%	14.9%	6.8%	11.8%	14.7%	13.2%
Very dissatisfied	6.5%	14.3%	4.5%	10.9%	15.4%	5.0%	5.4%	7.3%	11.5%	9.3%

Q21. Capital Improvement Priorities. Major investments that are being made or considered by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please rate how important you think it is for the City to continue to invest in the following projects. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-1. Upgrades or additions to public facilities (e.g. public buildings, parking lots/garages, stormwater/drainage facilities)</u>										
Extremely important	29.0%	39.9%	34.0%	38.2%	30.9%	30.6%	35.6%	33.1%	33.7%	33.3%
Very important	31.3%	33.0%	38.0%	32.6%	31.4%	32.8%	30.9%	31.3%	33.4%	32.4%
Important	34.8%	23.3%	24.0%	25.0%	32.4%	33.9%	28.7%	31.0%	28.8%	29.8%
Not very important	3.7%	2.4%	2.0%	3.5%	3.4%	1.6%	3.2%	3.4%	2.8%	3.1%
Not important at all	1.2%	1.4%	2.0%	0.7%	1.9%	1.1%	1.6%	1.3%	1.3%	1.3%

Q21-2. Improvements to parks, open spaces, & greenways

Extremely important	24.2%	32.6%	37.3%	29.3%	27.4%	25.3%	30.9%	26.0%	30.3%	28.1%
Very important	34.7%	31.2%	35.3%	32.9%	35.6%	30.8%	34.0%	33.4%	33.4%	33.5%
Important	33.8%	32.6%	19.6%	33.6%	34.1%	35.2%	28.4%	33.4%	31.6%	32.5%
Not very important	5.7%	2.5%	7.8%	3.6%	2.4%	7.7%	4.6%	5.1%	4.1%	4.6%
Not important at all	1.6%	1.1%	0.0%	0.7%	0.5%	1.1%	2.1%	2.1%	0.5%	1.3%

Q21. Capital Improvement Priorities. Major investments that are being made or considered by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please rate how important you think it is for the City to continue to invest in the following projects. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-3. Improvements to Police & Fire/EMS facilities</u>										
Extremely important	31.9%	43.5%	37.5%	44.9%	35.9%	35.6%	29.7%	32.5%	40.5%	36.5%
Very important	34.5%	28.1%	33.3%	27.9%	33.8%	31.1%	34.1%	31.2%	32.8%	31.9%
Important	27.2%	23.5%	27.1%	23.1%	23.7%	29.9%	28.6%	29.8%	22.1%	26.0%
Not very important	5.7%	4.2%	2.1%	2.7%	6.6%	2.8%	7.0%	6.0%	3.7%	4.9%
Not important at all	0.7%	0.7%	0.0%	1.4%	0.0%	0.6%	0.5%	0.5%	0.8%	0.7%
<u>Q21-4. Improvements to City's streets & sidewalks, bike lanes, & street lighting</u>										
Extremely important	45.3%	47.8%	38.5%	45.5%	43.3%	44.1%	48.0%	42.6%	48.6%	45.7%
Very important	34.2%	32.4%	44.2%	33.1%	35.7%	37.1%	31.6%	35.3%	33.2%	34.3%
Important	19.1%	18.4%	17.3%	20.8%	20.0%	17.7%	18.9%	21.1%	16.6%	18.8%
Not very important	1.1%	1.0%	0.0%	0.6%	1.0%	0.5%	1.5%	0.8%	1.3%	1.0%
Not important at all	0.2%	0.3%	0.0%	0.0%	0.0%	0.5%	0.0%	0.3%	0.3%	0.3%

Q21. Capital Improvement Priorities. Major investments that are being made or considered by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please rate how important you think it is for the City to continue to invest in the following projects. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-5. Improvements to arts/cultural facilities</u>										
Extremely important	14.2%	23.6%	16.3%	20.1%	18.0%	17.3%	15.3%	15.7%	19.9%	17.8%
Very important	24.8%	28.2%	32.7%	26.4%	27.3%	24.0%	30.2%	23.9%	29.5%	26.6%
Important	39.0%	38.4%	42.9%	36.1%	42.0%	37.4%	37.6%	40.1%	37.5%	38.9%
Not very important	15.3%	8.5%	6.1%	13.9%	8.8%	15.6%	11.1%	14.4%	10.1%	12.3%
Not important at all	6.7%	1.4%	2.0%	3.5%	3.9%	5.6%	5.8%	5.9%	2.9%	4.4%
<u>Q21-6. Availability of affordable housing</u>										
Extremely important	20.8%	52.7%	18.0%	52.7%	39.2%	24.6%	20.2%	27.4%	38.6%	33.0%
Very important	27.3%	24.0%	40.0%	23.3%	30.4%	28.0%	21.3%	27.9%	26.0%	26.9%
Important	35.0%	17.1%	34.0%	21.3%	19.6%	33.7%	38.8%	28.7%	27.0%	28.0%
Not very important	12.6%	4.1%	6.0%	1.3%	8.8%	12.0%	11.5%	11.4%	6.3%	8.8%
Not important at all	4.3%	2.1%	2.0%	1.3%	2.0%	1.7%	8.2%	4.5%	2.1%	3.3%

Q21. Capital Improvement Priorities. Major investments that are being made or considered by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please rate how important you think it is for the City to continue to invest in the following projects. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-7. Uptown (downtown) improvements</u>										
Extremely important	22.4%	29.2%	24.0%	25.4%	23.8%	23.3%	29.0%	23.0%	27.0%	25.0%
Very important	32.7%	31.6%	38.0%	28.9%	31.9%	34.4%	32.1%	35.3%	30.1%	32.7%
Important	30.6%	28.9%	32.0%	35.2%	32.4%	28.3%	27.5%	28.6%	31.2%	30.0%
Not very important	11.8%	6.5%	6.0%	7.0%	8.1%	11.1%	9.8%	9.7%	9.4%	9.5%
Not important at all	2.5%	3.8%	0.0%	3.5%	3.8%	2.8%	1.6%	3.3%	2.3%	2.8%

Q21-8. Town Common/Tar River front improvements

Extremely important	21.9%	34.5%	14.0%	31.0%	23.8%	23.6%	26.6%	22.2%	30.4%	26.2%
Very important	26.1%	28.6%	34.0%	29.0%	28.6%	27.5%	25.5%	30.7%	24.6%	27.6%
Important	35.0%	27.6%	42.0%	26.9%	35.4%	32.0%	35.4%	32.2%	32.7%	32.6%
Not very important	14.0%	6.9%	10.0%	11.7%	9.2%	15.2%	9.4%	11.9%	10.2%	11.0%
Not important at all	3.0%	2.4%	0.0%	1.4%	2.9%	1.7%	3.1%	3.1%	2.1%	2.6%

Q21. Capital Improvement Priorities. Major investments that are being made or considered by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please rate how important you think it is for the City to continue to invest in the following projects. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-9. Improvements to public transit (GREAT) bus system</u>										
Extremely important	13.8%	32.5%	11.1%	35.7%	23.7%	13.7%	12.4%	16.4%	26.1%	21.2%
Very important	20.3%	28.0%	28.9%	22.9%	27.7%	26.1%	18.6%	23.9%	24.3%	24.1%
Important	39.8%	32.8%	46.7%	31.4%	35.8%	37.9%	44.1%	39.1%	35.4%	37.4%
Not very important	20.3%	4.9%	11.1%	8.6%	9.8%	18.3%	18.0%	16.1%	10.8%	13.5%
Not important at all	5.6%	1.9%	2.2%	1.4%	2.9%	3.9%	6.8%	4.5%	3.3%	3.9%
<u>Q21-10. Construct a multi-sport recreational complex</u>										
Extremely important	14.2%	30.3%	25.0%	27.2%	22.3%	18.0%	17.1%	19.0%	22.6%	20.9%
Very important	16.3%	20.2%	16.7%	18.4%	17.8%	16.9%	19.3%	17.9%	17.7%	17.8%
Important	26.9%	26.4%	33.3%	30.9%	29.7%	29.1%	21.4%	26.6%	28.0%	27.2%
Not very important	28.1%	15.5%	14.6%	15.4%	20.8%	22.7%	27.3%	22.5%	22.6%	22.5%
Not important at all	14.4%	7.6%	10.4%	8.1%	9.4%	13.4%	15.0%	14.1%	9.1%	11.6%

Q21. Capital Improvement Priorities. Major investments that are being made or considered by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please rate how important you think it is for the City to continue to invest in the following projects. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q21-11. Construct a major performing arts center</u>										
Extremely important	16.5%	28.8%	24.5%	23.4%	20.6%	25.0%	18.2%	20.1%	23.3%	21.6%
Very important	18.1%	21.9%	20.4%	16.3%	21.1%	19.3%	21.4%	17.4%	21.7%	19.6%
Important	31.8%	30.6%	36.7%	31.2%	34.2%	30.1%	31.8%	33.2%	29.9%	31.6%
Not very important	21.2%	15.1%	12.2%	22.7%	13.6%	16.5%	19.8%	19.3%	17.6%	18.4%
Not important at all	12.5%	3.6%	6.1%	6.4%	10.6%	9.1%	8.9%	10.0%	7.5%	8.8%

Q22. Additional Revenues. Using a scale of 1 to 5, where 5 means "very willing" and 1 means "not willing at all," please indicate how willing you would be to support a bond referendum (a citizen vote to support the City borrowing money for capital improvements) or additional funding that would... (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q22-1. Upgrade public facilities (e.g. public buildings, parking lots/garages, stormwater/drainage facilities)</u>										
Very willing	18.9%	22.1%	15.4%	16.9%	24.8%	19.0%	21.6%	18.0%	21.6%	19.8%
Willing	39.4%	40.8%	44.2%	42.2%	37.6%	41.8%	39.7%	42.1%	38.2%	40.2%
Not sure	29.1%	27.2%	28.8%	36.4%	24.8%	28.3%	26.3%	27.1%	30.0%	28.5%
Not willing	8.6%	6.8%	9.6%	3.2%	9.0%	7.6%	9.3%	8.8%	7.1%	7.9%
Not willing at all	4.1%	3.1%	1.9%	1.3%	3.8%	3.3%	3.1%	4.0%	3.1%	3.5%
<u>Q22-2. Improvements to parks, open spaces & greenways</u>										
Very willing	24.0%	21.2%	23.5%	20.1%	26.1%	19.8%	28.6%	19.9%	25.8%	22.8%
Willing	38.6%	41.6%	35.3%	40.3%	40.6%	39.0%	37.5%	41.4%	37.4%	39.5%
Not sure	21.2%	24.6%	33.3%	29.2%	21.7%	24.7%	18.8%	21.5%	25.5%	23.4%
Not willing	11.2%	9.2%	7.8%	7.8%	7.2%	12.1%	12.5%	11.9%	8.5%	10.2%
Not willing at all	5.0%	3.4%	0.0%	2.6%	4.3%	4.4%	2.6%	5.3%	2.8%	4.1%

Q22. Additional Revenues. Using a scale of 1 to 5, where 5 means "very willing" and 1 means "not willing at all," please indicate how willing you would be to support a bond referendum (a citizen vote to support the City borrowing money for capital improvements) or additional funding that would... (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q22-3. Improvements to Police & Fire/EMS facilities</u>										
Very willing	27.0%	34.8%	17.6%	38.6%	31.0%	28.6%	24.0%	26.1%	32.3%	29.2%
Willing	42.5%	35.8%	39.2%	35.9%	38.1%	43.2%	40.6%	39.3%	40.3%	39.7%
Not sure	19.3%	20.9%	31.4%	19.6%	22.4%	20.5%	19.8%	22.6%	19.2%	20.9%
Not willing	7.3%	5.4%	11.8%	3.3%	4.3%	5.4%	13.0%	8.3%	5.4%	6.8%
Not willing at all	3.9%	3.0%	0.0%	2.6%	4.3%	2.2%	2.6%	3.8%	2.8%	3.3%

Q22-4. Improvement to City's streets, sidewalks, bike lanes, & street lighting

Very willing	35.7%	37.9%	21.2%	36.8%	38.8%	34.4%	34.7%	34.6%	36.2%	35.5%
Willing	41.6%	43.6%	44.2%	43.9%	43.1%	40.9%	44.6%	43.3%	41.8%	42.5%
Not sure	13.3%	12.4%	28.8%	18.1%	10.5%	18.3%	10.4%	13.7%	14.8%	14.2%
Not willing	6.8%	3.7%	5.8%	0.0%	4.3%	4.3%	9.3%	6.0%	5.1%	5.5%
Not willing at all	2.5%	2.3%	0.0%	1.3%	3.3%	2.2%	1.0%	2.5%	2.0%	2.3%

Q22. Additional Revenues. Using a scale of 1 to 5, where 5 means "very willing" and 1 means "not willing at all," please indicate how willing you would be to support a bond referendum (a citizen vote to support the City borrowing money for capital improvements) or additional funding that would... (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q22-5. Improvements to arts/cultural facilities</u>										
Very willing	14.5%	19.7%	17.3%	17.8%	18.1%	17.8%	15.5%	14.8%	18.4%	16.5%
Willing	26.2%	34.6%	28.8%	28.3%	32.9%	25.9%	31.4%	27.1%	32.1%	29.7%
Not sure	31.4%	29.8%	36.5%	35.5%	29.0%	31.9%	28.9%	32.1%	30.4%	31.2%
Not willing	16.7%	11.2%	13.5%	13.2%	12.4%	14.6%	16.0%	17.0%	11.7%	14.4%
Not willing at all	11.1%	4.7%	3.8%	5.3%	7.6%	9.7%	8.2%	9.0%	7.4%	8.2%

Q22-6. Availability of affordable housing

Very willing	14.3%	41.8%	13.7%	40.5%	37.3%	14.5%	12.4%	20.9%	28.2%	24.5%
Willing	24.9%	30.0%	31.4%	34.0%	27.3%	30.6%	18.7%	24.9%	29.7%	27.4%
Not sure	30.8%	17.2%	33.3%	20.3%	17.7%	30.6%	32.1%	25.9%	25.9%	25.9%
Not willing	17.0%	6.1%	11.8%	2.6%	9.1%	14.5%	20.7%	15.5%	9.5%	12.5%
Not willing at all	12.9%	5.1%	9.8%	2.6%	8.6%	9.7%	16.1%	12.7%	6.7%	9.7%

Q22. Additional Revenues. Using a scale of 1 to 5, where 5 means "very willing" and 1 means "not willing at all," please indicate how willing you would be to support a bond referendum (a citizen vote to support the City borrowing money for capital improvements) or additional funding that would... (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q22-7. Uptown (downtown) improvements</u>										
Very willing	17.0%	20.7%	17.3%	19.9%	20.5%	14.6%	21.6%	17.3%	19.7%	18.5%
Willing	33.9%	39.5%	32.7%	39.1%	35.7%	33.5%	37.1%	37.0%	34.6%	35.9%
Not sure	27.6%	23.5%	36.5%	27.2%	24.8%	31.9%	23.2%	25.5%	27.9%	26.7%
Not willing	13.1%	8.8%	11.5%	7.3%	10.5%	11.9%	13.9%	12.8%	10.0%	11.4%
Not willing at all	8.4%	7.5%	1.9%	6.6%	8.6%	8.1%	4.1%	7.5%	7.7%	7.6%
<u>Q22-8. Provide Town Common/Tar River front improvements</u>										
Very willing	15.9%	22.0%	13.5%	20.3%	20.0%	15.1%	19.7%	17.2%	19.0%	18.1%
Willing	31.1%	40.2%	38.5%	38.6%	36.2%	32.4%	36.3%	33.7%	36.2%	35.0%
Not sure	32.0%	23.3%	34.6%	30.1%	27.1%	31.9%	25.4%	29.2%	28.7%	28.9%
Not willing	12.5%	9.1%	13.5%	5.9%	10.0%	12.4%	14.5%	12.5%	10.0%	11.2%
Not willing at all	8.6%	5.4%	0.0%	5.2%	6.7%	8.1%	4.1%	7.5%	6.2%	6.8%

Q22. Additional Revenues. Using a scale of 1 to 5, where 5 means "very willing" and 1 means "not willing at all," please indicate how willing you would be to support a bond referendum (a citizen vote to support the City borrowing money for capital improvements) or additional funding that would... (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q22-9. Improvements to public transit (GREAT) bus system</u>										
Very willing	9.9%	25.7%	11.8%	27.9%	21.3%	9.2%	10.0%	13.3%	18.6%	15.9%
Willing	22.7%	38.9%	29.4%	37.7%	29.0%	29.7%	24.7%	28.4%	30.2%	29.4%
Not sure	34.2%	21.6%	45.1%	24.0%	26.6%	34.6%	32.6%	28.6%	31.8%	30.2%
Not willing	20.4%	8.8%	13.7%	5.8%	15.0%	16.2%	22.1%	19.3%	11.6%	15.5%
Not willing at all	12.8%	5.1%	0.0%	4.5%	8.2%	10.3%	10.5%	10.3%	7.8%	9.0%

Q22-10. Construct a multi-sport recreational complex

Very willing	12.7%	25.0%	17.6%	19.9%	21.5%	12.9%	17.5%	16.8%	18.2%	17.6%
Willing	22.2%	29.1%	21.6%	33.1%	26.8%	22.0%	20.6%	25.3%	24.4%	24.8%
Not sure	25.2%	24.0%	41.2%	28.5%	23.0%	32.8%	21.1%	24.5%	27.4%	25.9%
Not willing	21.3%	11.5%	13.7%	9.3%	15.3%	15.6%	24.7%	17.3%	16.9%	17.1%
Not willing at all	18.6%	10.5%	5.9%	9.3%	13.4%	16.7%	16.0%	16.3%	13.1%	14.7%

Q22. Additional Revenues. Using a scale of 1 to 5, where 5 means "very willing" and 1 means "not willing at all," please indicate how willing you would be to support a bond referendum (a citizen vote to support the City borrowing money for capital improvements) or additional funding that would... (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q22-11. Construct a major performing arts center</u>										
Very willing	18.2%	23.3%	17.6%	20.1%	22.3%	21.1%	19.7%	19.5%	20.9%	20.2%
Willing	23.6%	30.1%	21.6%	30.5%	26.1%	24.3%	25.9%	24.4%	27.3%	25.9%
Not sure	24.1%	29.1%	35.3%	29.2%	25.6%	27.0%	24.4%	24.9%	28.6%	26.7%
Not willing	16.9%	8.8%	17.6%	8.4%	12.3%	13.5%	19.2%	15.5%	12.2%	13.9%
Not willing at all	17.1%	8.8%	7.8%	11.7%	13.7%	14.1%	10.9%	15.7%	11.0%	13.4%

Q23. Strategic Planning. Please indicate how important each of the City's major focus areas are to you using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all." (without "not provided")

N=818	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Q28. Your gender</u>		<u>Total</u>
	Black/ White/ Caucasian	African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q23-1. Economic development (business development & jobs)</u>										
Extremely important	41.2%	56.5%	52.0%	49.4%	46.2%	42.4%	53.6%	46.0%	49.5%	47.7%
Very important	33.1%	29.9%	30.0%	28.2%	30.0%	34.2%	33.5%	34.3%	28.8%	31.6%
Important	23.2%	11.3%	16.0%	19.2%	21.9%	20.1%	11.3%	18.0%	18.7%	18.3%
Not very important	2.0%	2.0%	2.0%	2.6%	1.9%	2.2%	1.5%	1.3%	2.8%	2.0%
Not important at all	0.5%	0.3%	0.0%	0.6%	0.0%	1.1%	0.0%	0.5%	0.3%	0.4%
<u>Q23-2. Infrastructure (e.g. streets & sidewalks, stormwater/drainage, street lighting)</u>										
Extremely important	50.9%	52.7%	37.3%	50.0%	46.9%	48.9%	55.4%	50.1%	51.4%	50.7%
Very important	33.4%	31.0%	51.0%	30.8%	33.2%	36.4%	35.4%	34.7%	32.7%	33.7%
Important	14.3%	15.7%	11.8%	18.6%	18.5%	14.1%	7.7%	14.2%	14.9%	14.6%
Not very important	0.9%	0.7%	0.0%	0.6%	1.4%	0.0%	1.0%	0.5%	1.0%	0.8%
Not important at all	0.4%	0.0%	0.0%	0.0%	0.0%	0.5%	0.5%	0.5%	0.0%	0.3%

Q23. Strategic Planning. Please indicate how important each of the City's major focus areas are to you using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all." (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q23-3. Beautification of City</u>										
Extremely important	23.6%	37.3%	24.0%	34.8%	25.8%	23.9%	28.7%	26.6%	31.6%	29.0%
Very important	33.3%	30.7%	34.0%	23.2%	34.0%	37.0%	37.9%	33.3%	31.3%	32.3%
Important	36.3%	27.3%	36.0%	34.2%	32.1%	34.2%	29.7%	33.8%	31.6%	32.8%
Not very important	6.1%	4.0%	6.0%	5.8%	7.7%	4.9%	3.1%	5.7%	4.8%	5.3%
Not important at all	0.7%	0.7%	0.0%	1.9%	0.5%	0.0%	0.5%	0.5%	0.8%	0.6%
<u>Q23-4. Activating Town Common</u>										
Extremely important	17.3%	25.8%	21.6%	22.1%	22.0%	22.5%	18.1%	17.1%	24.7%	20.9%
Very important	23.0%	29.9%	21.6%	27.9%	24.9%	17.0%	31.6%	26.6%	24.5%	25.5%
Important	38.9%	31.9%	41.2%	35.1%	37.3%	41.8%	33.2%	38.2%	34.2%	36.3%
Not very important	17.5%	10.1%	13.7%	12.3%	11.0%	17.0%	15.5%	15.6%	13.3%	14.4%
Not important at all	3.4%	2.3%	2.0%	2.6%	4.8%	1.6%	1.6%	2.5%	3.3%	2.9%

Q23. Strategic Planning. Please indicate how important each of the City's major focus areas are to you using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all." (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q23-5. Public safety (Police, Fire/EMS)</u>										
Extremely important	52.8%	59.5%	56.9%	62.8%	52.1%	54.3%	53.6%	51.3%	60.4%	55.7%
Very important	32.8%	25.1%	17.6%	23.1%	28.9%	30.4%	31.4%	32.0%	25.5%	28.9%
Important	13.3%	13.4%	23.5%	11.5%	16.6%	14.1%	14.4%	15.5%	12.4%	13.9%
Not very important	0.9%	1.3%	2.0%	1.3%	2.4%	1.1%	0.0%	1.0%	1.3%	1.1%
Not important at all	0.2%	0.7%	0.0%	1.3%	0.0%	0.0%	0.5%	0.3%	0.5%	0.4%
<u>Q23-6. River access & Tar River Legacy Plan additions</u>										
Extremely important	11.1%	25.0%	12.0%	19.9%	19.8%	13.6%	11.6%	13.6%	19.4%	16.5%
Very important	19.8%	22.9%	14.0%	22.5%	19.3%	21.2%	20.0%	21.2%	20.2%	20.7%
Important	40.9%	32.5%	48.0%	36.4%	39.1%	38.0%	41.6%	40.9%	35.2%	38.1%
Not very important	20.9%	14.7%	24.0%	15.9%	17.9%	21.2%	19.5%	17.6%	19.9%	18.8%
Not important at all	7.3%	4.8%	2.0%	5.3%	3.9%	6.0%	7.4%	6.6%	5.4%	6.0%

Q23. Strategic Planning. Please indicate how important each of the City's major focus areas are to you using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all." (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q23-7. Fiscal responsibility</u>										
Extremely important	46.2%	39.7%	26.5%	27.5%	41.5%	41.5%	53.1%	43.8%	41.1%	42.4%
Very important	27.0%	26.4%	38.8%	27.5%	26.1%	30.1%	27.8%	25.3%	29.8%	27.6%
Important	23.4%	27.5%	32.7%	39.9%	27.1%	23.0%	17.5%	26.8%	24.4%	25.6%
Not very important	1.6%	5.1%	2.0%	3.9%	4.3%	2.7%	0.5%	3.0%	2.8%	2.9%
Not important at all	1.8%	1.4%	0.0%	1.3%	1.0%	2.7%	1.0%	1.3%	1.8%	1.5%
<u>Q23-8. Stormwater management</u>										
Extremely important	32.5%	39.7%	20.0%	35.5%	33.2%	32.2%	36.8%	31.3%	37.7%	34.5%
Very important	37.5%	30.0%	50.0%	25.8%	37.5%	40.4%	35.2%	39.6%	31.1%	35.5%
Important	26.6%	27.3%	26.0%	34.2%	24.5%	25.1%	25.9%	26.5%	27.1%	26.8%
Not very important	2.5%	1.7%	4.0%	1.9%	4.8%	0.5%	1.6%	1.8%	2.8%	2.3%
Not important at all	0.9%	1.3%	0.0%	2.6%	0.0%	1.6%	0.5%	0.8%	1.3%	1.0%

Q23. Strategic Planning. Please indicate how important each of the City's major focus areas are to you using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all." (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q23-9. Art & cultural entertainment amenities</u>										
Extremely important	16.5%	21.6%	17.6%	18.8%	19.6%	18.5%	18.1%	16.3%	20.9%	18.6%
Very important	20.1%	28.7%	21.6%	24.0%	23.4%	22.8%	25.9%	23.6%	23.2%	23.4%
Important	35.2%	33.8%	39.2%	31.8%	35.4%	37.5%	32.6%	34.1%	35.5%	34.8%
Not very important	17.8%	9.8%	15.7%	15.6%	13.9%	12.5%	15.5%	16.3%	13.3%	14.8%
Not important at all	10.4%	6.1%	5.9%	9.7%	7.7%	8.7%	7.8%	9.8%	7.1%	8.5%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Greenville with regard to the following. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q24-1. As a place to live</u>										
Excellent	24.8%	29.5%	15.1%	29.5%	22.1%	26.6%	26.0%	24.0%	28.1%	26.0%
Good	55.7%	51.0%	49.1%	48.1%	55.9%	53.7%	53.1%	55.4%	51.2%	53.5%
Neutral	11.8%	10.9%	28.3%	10.3%	15.5%	13.3%	11.2%	13.4%	11.7%	12.5%
Below average	6.2%	6.6%	7.5%	9.6%	4.7%	5.3%	8.7%	5.9%	7.0%	6.4%
Poor	1.6%	2.0%	0.0%	2.6%	1.9%	1.1%	1.0%	1.2%	2.0%	1.6%
<u>Q24-2. As a place to raise children</u>										
Excellent	23.3%	30.6%	24.0%	27.7%	17.5%	31.0%	27.0%	23.1%	29.2%	26.1%
Good	50.4%	44.0%	44.0%	44.6%	50.5%	43.1%	49.2%	49.6%	45.1%	47.5%
Neutral	14.4%	15.5%	24.0%	13.5%	19.5%	17.8%	12.2%	16.5%	14.6%	15.5%
Below average	8.6%	7.9%	8.0%	8.8%	10.0%	6.9%	9.5%	8.4%	8.2%	8.3%
Poor	3.4%	2.1%	0.0%	5.4%	2.5%	1.1%	2.1%	2.4%	2.9%	2.6%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Greenville with regard to the following. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q24-3. As a place to work or build a business</u>										
Excellent	19.1%	25.8%	13.7%	21.4%	19.3%	23.6%	19.6%	20.1%	22.7%	21.3%
Good	52.6%	42.4%	35.3%	46.8%	45.9%	42.3%	54.5%	49.2%	45.7%	47.6%
Neutral	19.1%	18.3%	35.3%	16.9%	22.2%	24.2%	16.9%	21.6%	18.1%	19.8%
Below average	8.0%	8.5%	11.8%	11.0%	9.7%	7.7%	6.9%	7.1%	9.8%	8.4%
Poor	1.1%	5.1%	3.9%	3.9%	2.9%	2.2%	2.1%	2.0%	3.6%	2.8%
<u>Q24-4. As a place to retire</u>										
Excellent	17.0%	26.6%	10.0%	28.0%	18.1%	21.0%	13.4%	20.6%	19.9%	20.2%
Good	32.5%	35.7%	36.0%	36.7%	34.3%	34.1%	31.8%	33.6%	34.4%	34.0%
Neutral	25.7%	21.5%	34.0%	19.3%	23.0%	26.7%	28.5%	25.9%	23.4%	24.7%
Below average	15.3%	8.4%	10.0%	7.3%	14.7%	12.5%	15.1%	12.2%	12.3%	12.2%
Poor	9.5%	7.7%	10.0%	8.7%	9.8%	5.7%	11.2%	7.7%	10.0%	8.8%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Greenville with regard to the following. (without "don't know")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
<u>Q24-5. As a place to visit</u>										
Excellent	12.4%	26.2%	5.7%	25.5%	16.2%	18.7%	9.9%	14.7%	20.2%	17.4%
Good	31.6%	35.5%	28.3%	39.5%	35.2%	29.9%	27.7%	32.9%	32.6%	32.8%
Neutral	24.4%	18.6%	28.3%	16.6%	21.0%	26.2%	25.1%	24.2%	20.5%	22.4%
Below average	22.1%	11.3%	17.0%	10.2%	15.7%	18.2%	25.7%	20.4%	14.9%	17.6%
Poor	9.5%	8.3%	20.8%	8.3%	11.9%	7.0%	11.5%	7.7%	11.9%	9.8%
<u>Q24-6. As a place to be a college student</u>										
Excellent	37.2%	34.4%	22.4%	38.6%	38.3%	31.1%	30.8%	34.2%	36.3%	35.2%
Good	42.1%	42.5%	44.9%	38.6%	41.3%	44.5%	45.3%	43.1%	41.5%	42.4%
Neutral	15.3%	15.1%	26.5%	15.7%	15.3%	17.1%	16.9%	16.9%	15.0%	15.9%
Below average	4.6%	5.3%	4.1%	5.2%	3.6%	5.5%	5.8%	3.9%	5.7%	4.8%
Poor	0.8%	2.8%	2.0%	2.0%	1.5%	1.8%	1.2%	1.9%	1.4%	1.6%

Q25. How often do you typically go outside of Greenville for entertainment or recreation? (without "not provided")

N=818	Q30. Your race/ethnicity			Q31. Your total annual household income				Q28. Your gender		Total
	White/ Caucasian	Black/ African	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Male	Female	
		American								
Q25. How often do you typically go outside of Greenville for entertainment or recreation										
Every day	1.1%	2.4%	1.9%	3.3%	0.9%	1.1%	1.5%	2.0%	1.3%	1.6%
A few times per week	6.7%	8.5%	1.9%	8.5%	10.0%	4.3%	6.6%	6.5%	7.5%	7.0%
At least once a week	9.1%	5.8%	13.2%	5.2%	7.1%	4.3%	16.3%	9.1%	7.3%	8.3%
A few times per month	41.0%	37.2%	50.9%	34.6%	39.3%	41.6%	42.9%	41.3%	39.1%	40.2%
A few times per year	31.6%	32.4%	26.4%	24.2%	31.3%	40.0%	28.6%	31.0%	32.1%	31.5%
Seldom or never	10.5%	13.7%	5.7%	24.2%	11.4%	8.6%	4.1%	10.1%	12.8%	11.4%