



New Hanover County

Citizen Survey Report

Conducted November & December 2014

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New Hanover County

Citizen Survey Report

Purpose and Scope:

Survey research represents one method of collecting important opinion information from your citizens and property owners. Properly conducted survey research helps convert this information into clear “messages” to you about what they expect from you and believe about you as a supplier of services.

We attempted to measure citizen opinions regarding...

- ◆ Your County
- ◆ Your Priorities
- ◆ Your Participation in the Community

The ability of survey results to assist you in decision making can be enhanced by looking at the survey data from different perspectives or ‘views’. Each view contributes to a more complete understanding of the true opinions underlying people’s responses to the survey questions. Looking at multiple views is part of the process of transforming relatively meaningless ‘data’ into useful ‘information’ and hopefully even into ‘insight’. Consequently, the results presented in this report are presented in various levels of detail in order to provide you with different views of the data. For example, in some cases the results summarize the opinions of *all* of the people who responded to the survey taken together. In other cases, the survey data is segmented into *groups* of respondents who differ from one another along one or more dimensions (*See Table Below*). This segmentation of the data enables you to determine if different groups of people answered questions differently. In your case we explored differences based on these questions:

➤ Did you respond to the 2012 New Hanover County survey?
➤ How long have you lived in New Hanover County?
➤ Which, if any, city/town limits do you live within?
➤ What type of housing do you live in?
➤ Do you currently rent or own your home?
➤ Your gender:
➤ Your age range:
➤ Do you have children under age 18 living in your home?
➤ Are you a business owner or self-employed?
➤ Highest level of education:
➤ Your race/ethnicity:
➤ Your total household income:

In this report, we will refer to respondents, citizens and customers interchangeably.



Survey Description:

The survey is divided into five principle parts:

1. **Your County**
2. **Your Priorities**
3. **Your Participation in the Community**
4. **About You (Background & Health Questions)**
5. **Open Ended Question**

Your County items were rated by respondents. This included items such as:

- Quality of life in New Hanover County
- Overall County government effectiveness
- Use of tax dollars
- New Hanover County as a place to do business

Your Priorities attempted to measure what is most important to citizens.

- Ranking things from most to least important
- Where more and less tax dollars should be going
- Locating different types of development close together
- Interconnecting streets

Your Participation in the Community included questions about:

- County communication concerning County programs and services
- Participation of respondents in various groups
- Volunteer practices
- Recent voting practices of respondents
- Expressing their views

Background & Health Questions were asked to help understand what types of people responded to the survey. This information enables important differences in people's responses to be examined based on these questions:

➤ Did you previously respond to the 2012 New Hanover County survey?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
➤ How long have you lived in New Hanover County?	<input type="checkbox"/> Under 5 years	<input type="checkbox"/> 5-14 years	<input type="checkbox"/> 15 years +
➤ Which, if any, of these city/town limits do you live within?	<input type="checkbox"/> None/incorporated NHC <input type="checkbox"/> Carolina Beach	<input type="checkbox"/> Kure Beach <input type="checkbox"/> Wilmington <input type="checkbox"/> Carolina Beach	
➤ What type of housing do you currently live in today?	<input type="checkbox"/> Apartment <input type="checkbox"/> Town home <input type="checkbox"/> House with small lot	<input type="checkbox"/> House with large lot <input type="checkbox"/> Carriage home <input type="checkbox"/> Retirement community	



➤ Do you currently rent or own your home?	<input type="checkbox"/> Rent	<input type="checkbox"/> Own
➤ What type of housing did you live in 10 years ago?	<input type="checkbox"/> Apartment <input type="checkbox"/> Town home <input type="checkbox"/> House with small lot	<input type="checkbox"/> House with large lot <input type="checkbox"/> Carriage home <input type="checkbox"/> Retirement community
➤ What type of housing do you want to live in 10 years from now?	<input type="checkbox"/> Apartment <input type="checkbox"/> Town home <input type="checkbox"/> House with small lot	<input type="checkbox"/> House with large lot <input type="checkbox"/> Carriage home <input type="checkbox"/> Retirement community
➤ Your gender:	<input type="checkbox"/> Female	<input type="checkbox"/> Male
➤ Your age range:	<input type="checkbox"/> Under 30 <input type="checkbox"/> 30-49 <input type="checkbox"/> 50-64	<input type="checkbox"/> 65-74 <input type="checkbox"/> 75+
➤ Do you have children under age 18 living in your home?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
➤ Are you a business owner or self-employed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
➤ Your highest level of education is ...	<input type="checkbox"/> Some high school <input type="checkbox"/> High school graduate <input type="checkbox"/> Some college but no degree	<input type="checkbox"/> Vocational or 2 yr. degree <input type="checkbox"/> College graduate (BA or BS) <input type="checkbox"/> Graduate degree
➤ Cardio Exercise	<input type="checkbox"/> 0 minutes per wk <input type="checkbox"/> <60 minutes per wk	<input type="checkbox"/> 61-149 minutes per wk <input type="checkbox"/> 150 minutes per wk +
➤ Eating Fruit	<input type="checkbox"/> <1 time per day <input type="checkbox"/> 1-2 times per day	<input type="checkbox"/> 3-4 times per day <input type="checkbox"/> 5 or more times per day
➤ Eating Vegetables	<input type="checkbox"/> <1 time per day <input type="checkbox"/> 1-2 times per day	<input type="checkbox"/> 3-4 times per day <input type="checkbox"/> 5 or more times per day
➤ Which best describes your race/ethnicity? (Check one)	<input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Pacific Islander	<input type="checkbox"/> Asian <input type="checkbox"/> Hispanic <input type="checkbox"/> White
➤ Your total household income: (Check one)	<input type="checkbox"/> Under \$20,000 <input type="checkbox"/> \$20-29,999 <input type="checkbox"/> \$30-49,999	<input type="checkbox"/> \$50-74,999 <input type="checkbox"/> \$75-99,999 <input type="checkbox"/> \$100,000+

An Open Ended Question was also asked and the comments were transcribed. Comments provide an opportunity for respondents to reveal information of importance that was not specifically asked for in the survey. They also lend value to the interpretation of ratings by providing a better sense of context or supportive evidence that enriches the interpretation.

The open ended question asked was:

- Is there anything we haven't asked you that you would like to share?



Survey Construction:

Care has been taken in the construction of this survey to help ensure citizen opinion information is gathered in an appropriate manner. In particular, the following characteristics of surveys, which are known to influence the accuracy of the information received, were considered during construction. These include:

1. WORDING OF STATEMENTS	<ul style="list-style-type: none">◆ Statements are kept brief to reduce the amount of reading required.◆ Statements are reviewed for ambiguity to ensure they convey only one meaning where possible.◆ Statements are designed to be neutral or slightly positive.◆ Each statement ideally covers only one idea to be rated.
2. STATEMENT ORDER	<ul style="list-style-type: none">◆ When possible, statements are put in order from the most general to the most specific. This is done to avoid raising specific issues early that may positively or negatively influence responses on more general statements that follow.◆ Statements are grouped with other statements into similar categories.◆ More emotionally charged statements to be rated are generally placed toward the end of a category, or the end of the survey since they can influence ratings on other less emotionally charged issues.
3. INSTRUCTIONS	<ul style="list-style-type: none">◆ Instructions provided at the beginning of the survey clearly indicate the purpose for the survey. The instructions also assure respondents that confidentiality will be preserved, and described when and how to return the survey.
4. RATING SCALE	<ul style="list-style-type: none">◆ A 7 point scale is used for rating purposes. This type of scale supports a multitude of parametric statistical tests that are most useful in evaluating and prioritizing the strengths and areas for improvement.

- ◆ ***A copy of the survey used is presented at the end of the report.***

Survey Distribution:

Approximately 4000 surveys were mailed (and we estimate about 3800 delivered) to customers (registered voters) via first class US Mail, using live stamps. The surveys were mailed by Insight Research. Surveys that were not deliverable were returned to the County by the USPS.

A cover letter, signed by the Chairman and Manager was printed on the first page of the 4-page survey brochure. The letter included:

- ◆ The reason for the survey
- ◆ How and when to complete the survey
- ◆ Guarantee of anonymity by using an independent research firm

The survey was also posted online and was publicized by the County.

Background Questions

Overall Response:

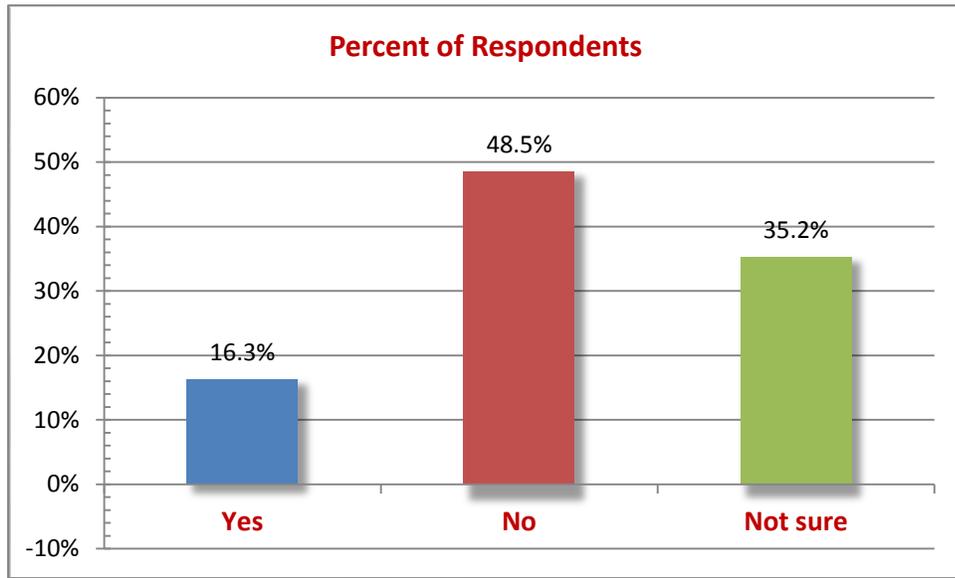
About 3800 surveys were delivered by mail. 1132 mail surveys and 259 internet surveys in all were completed, which is a response rate of about 29.8% for the mail surveys. This is an excellent return rate and more than enough surveys to achieve the goals of this project.

Please note: Not every respondent answers every question.

25. Did you previously respond to the 2012 New Hanover County survey?

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Not sure

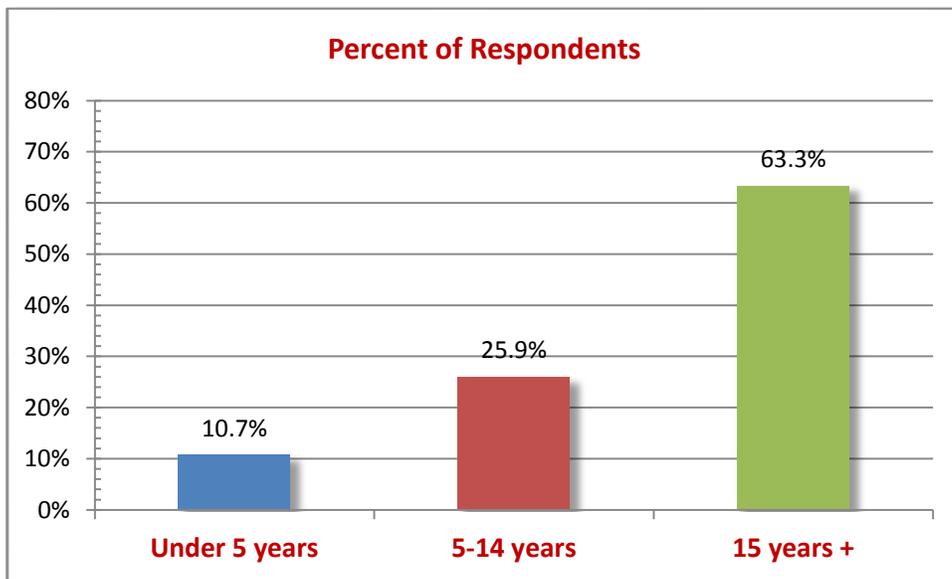
Did you previously respond?	Count	Percent of Respondents
Yes	222	16.3%
No	661	48.5%
Not sure	480	35.2%
Totals	1363	100.0%



26. How long have you lived in New Hanover Co.?

- Under 5 years
- 5-14 years
- 15 years +

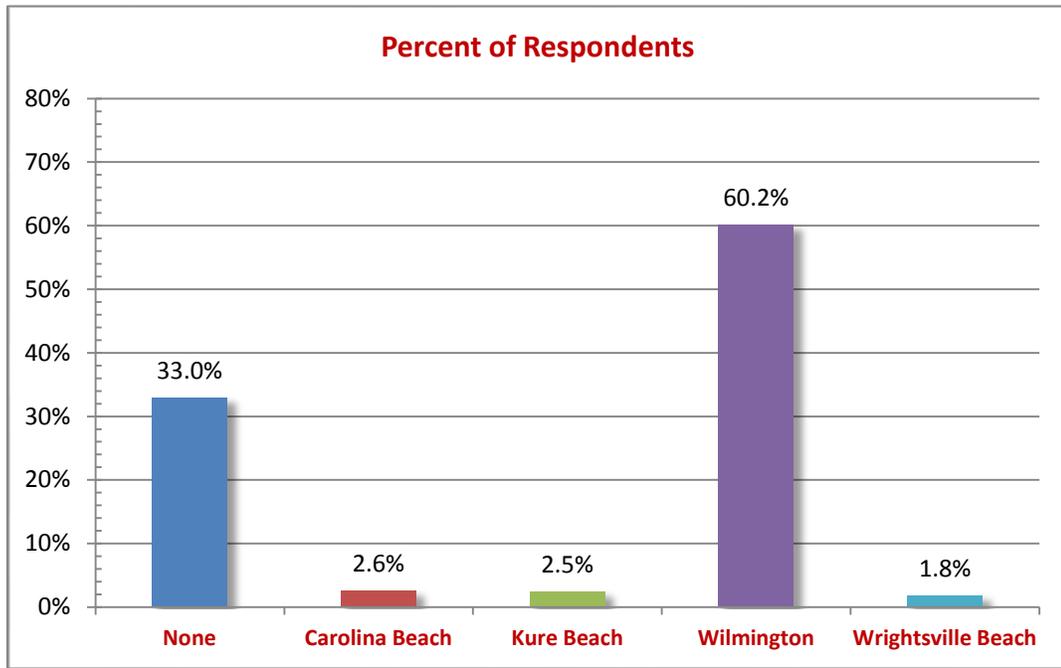
How long have you live in New Hanover County?	Count	Percent of Respondents	2012 Percent
Under 5 years	148	10.7%	11.6%
5-14 years	358	25.9%	32.8%
15 years +	874	63.3%	55.6%
Totals	1380	100.0%	100.0%



27. Which, if any, of these city/town limits do you live within?

<input type="checkbox"/> None/unincorporated NHC	<input type="checkbox"/> Kure Beach
<input type="checkbox"/> Carolina Beach	<input type="checkbox"/> Wilmington
	<input type="checkbox"/> Carolina Beach

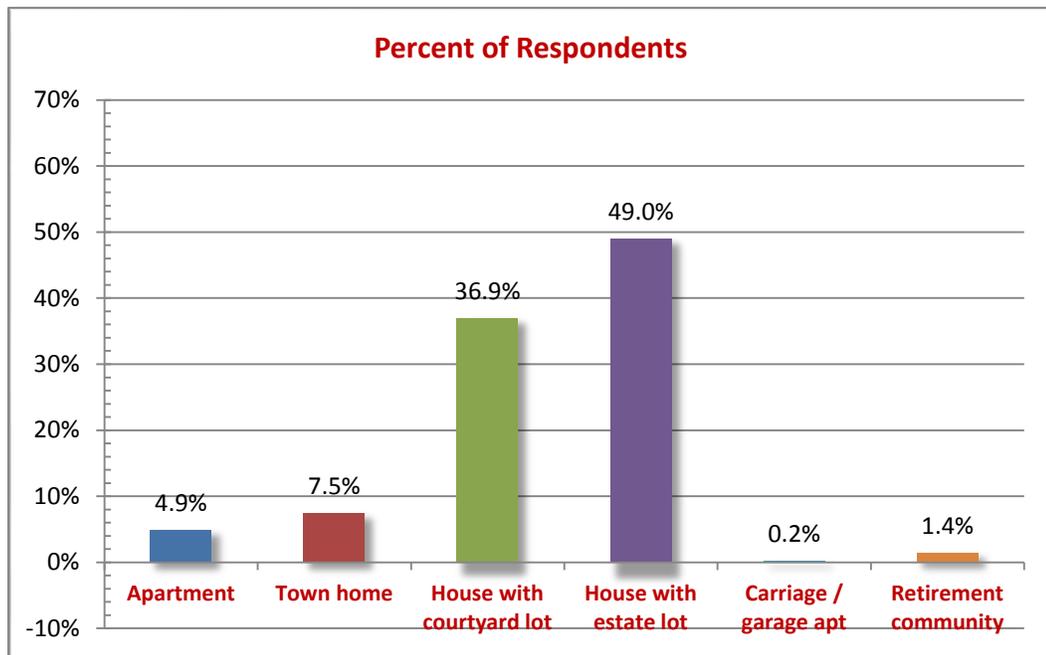
Where	Count	Percent of Respondents	2012 Percent
None/unincorporated NHC	451	33.0%	38.7%
Carolina Beach	35	2.6%	2.5%
Kure Beach	34	2.5%	1.8%
Wilmington	823	60.2%	54.2%
Wrightsville Beach	24	1.8%	2.7%
Totals	1367	100.0%	100.0%



28. Which type of housing do you currently live in today?

- a. Apartment c. House with courtyard-sized lot e. Carriage home / garage apartment
 b. Town home d. House with large estate lot f. Retirement community

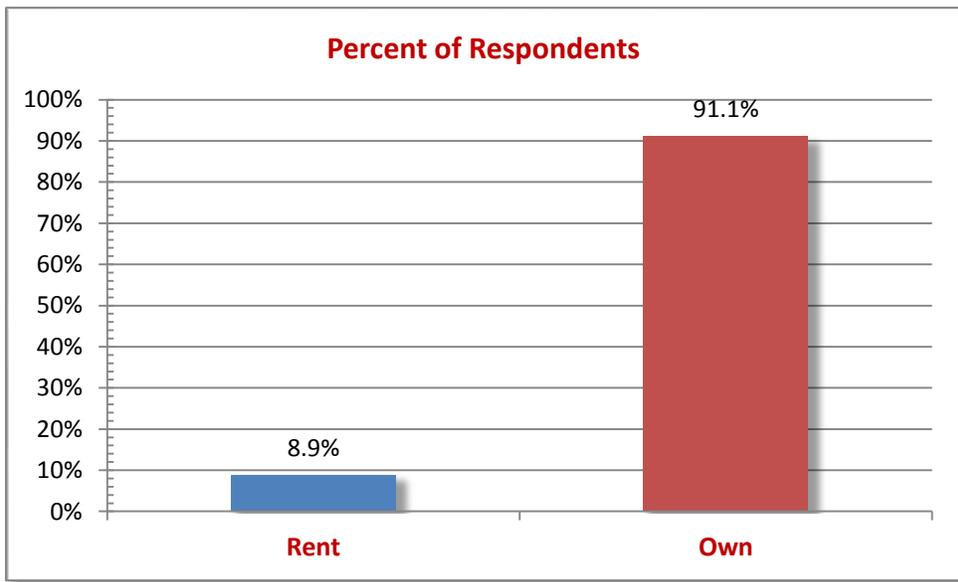
Current Housing	Count	Percent of Respondents
Apartment	67	4.9%
Town home	101	7.5%
House with courtyard lot	500	36.9%
House with estate lot	664	49.0%
Carriage / garage apt	3	0.2%
Retirement community	19	1.4%
Totals	1354	100.0%



29. Do you currently rent or own your home?

Rent Own

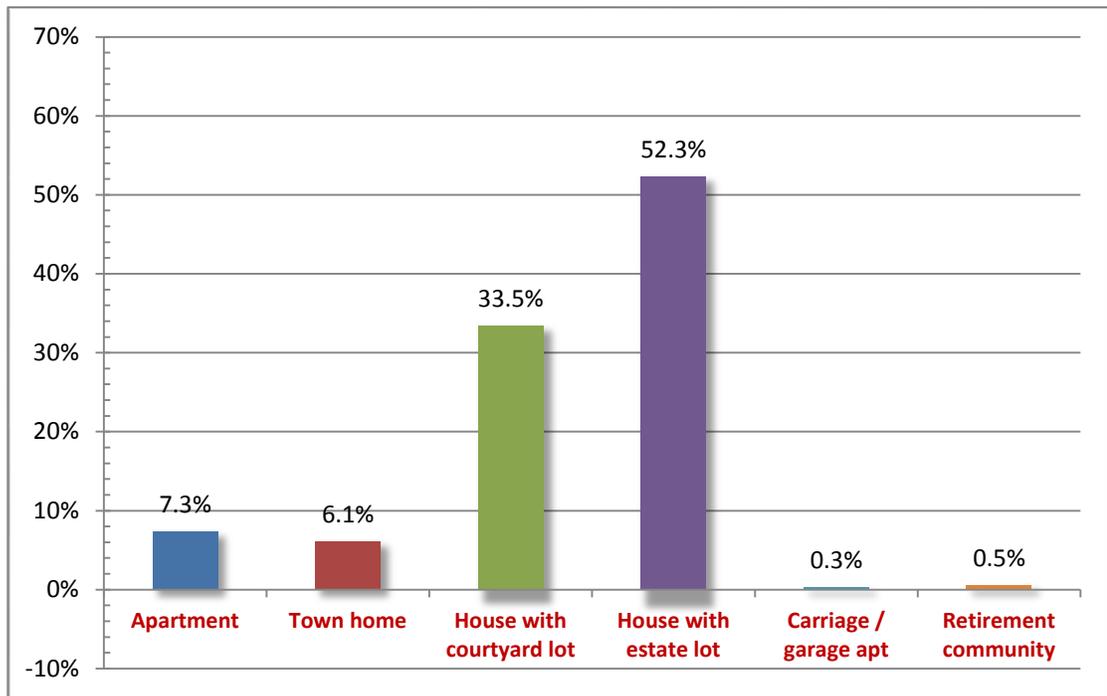
Rent or Own	Count	Percent of Respondents	2012 Percent
Rent	121	8.9%	16.7%
Own	1240	91.1%	83.3%
Totals	1361	100.0%	100.0%



30. What type of housing did you live in 10 years ago (in 2004)?

- | | | |
|---------------------------------------|--|--|
| <input type="checkbox"/> a. Apartment | <input type="checkbox"/> c. House with courtyard-sized lot | <input type="checkbox"/> e. Carriage home / garage apartment |
| <input type="checkbox"/> b. Town home | <input type="checkbox"/> d. House with large estate lot | <input type="checkbox"/> f. Retirement community |

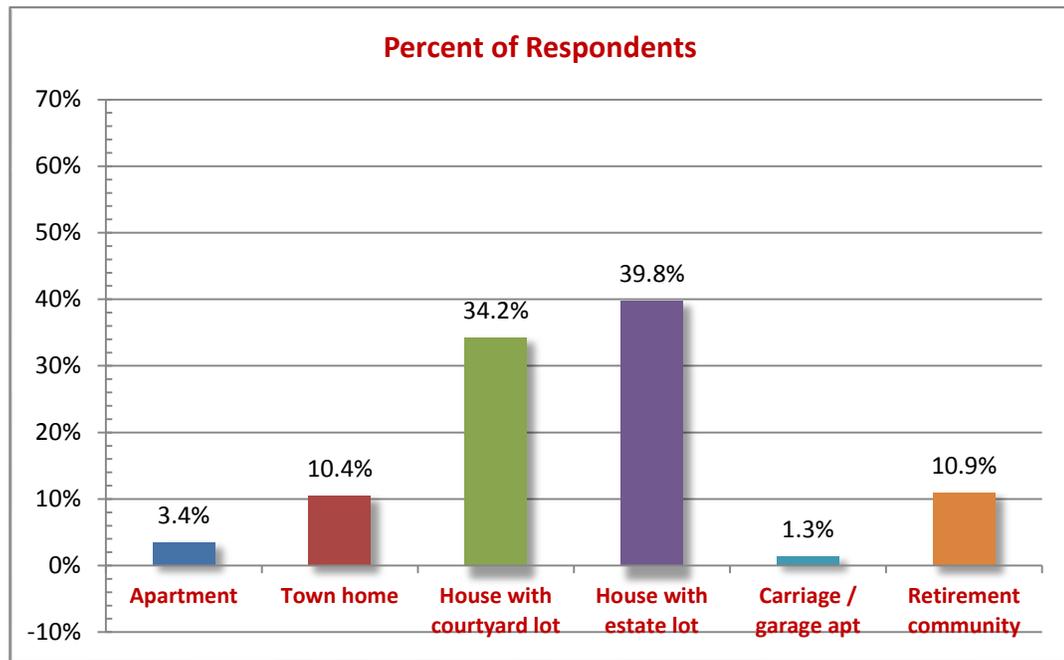
Housing 10 years ago	Count	Percent of Respondents
Apartment	97	7.3%
Town home	81	6.1%
House with courtyard lot	444	33.5%
House with estate lot	694	52.3%
Carriage / garage apt	4	0.3%
Retirement community	7	0.5%
Totals	1327	100.0%



31. What type of housing did you want to live in 10 years from now (in 2024)?

- | | | |
|---------------------------------------|--|--|
| <input type="checkbox"/> a. Apartment | <input type="checkbox"/> c. House with courtyard-sized lot | <input type="checkbox"/> e. Carriage home / garage apartment |
| <input type="checkbox"/> b. Town home | <input type="checkbox"/> d. House with large estate lot | <input type="checkbox"/> f. Retirement community |

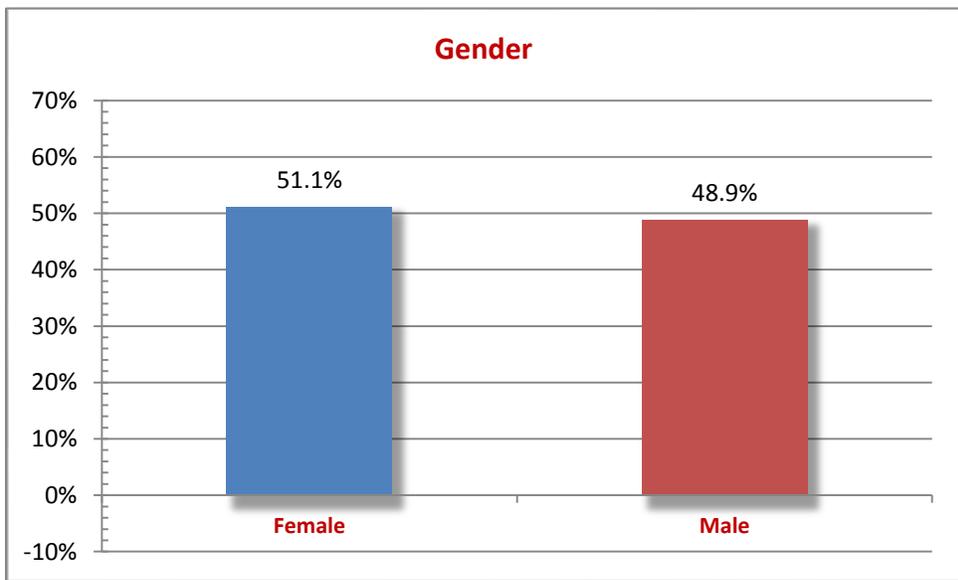
Housing 10 years ago	Count	Percent of Respondents
Apartment	44	3.4%
Town home	135	10.4%
House with courtyard lot	442	34.2%
House with estate lot	514	39.8%
Carriage / garage apt	17	1.3%
Retirement community	141	10.9%
Totals	1293	100.0%



32. Your gender:

Female Male

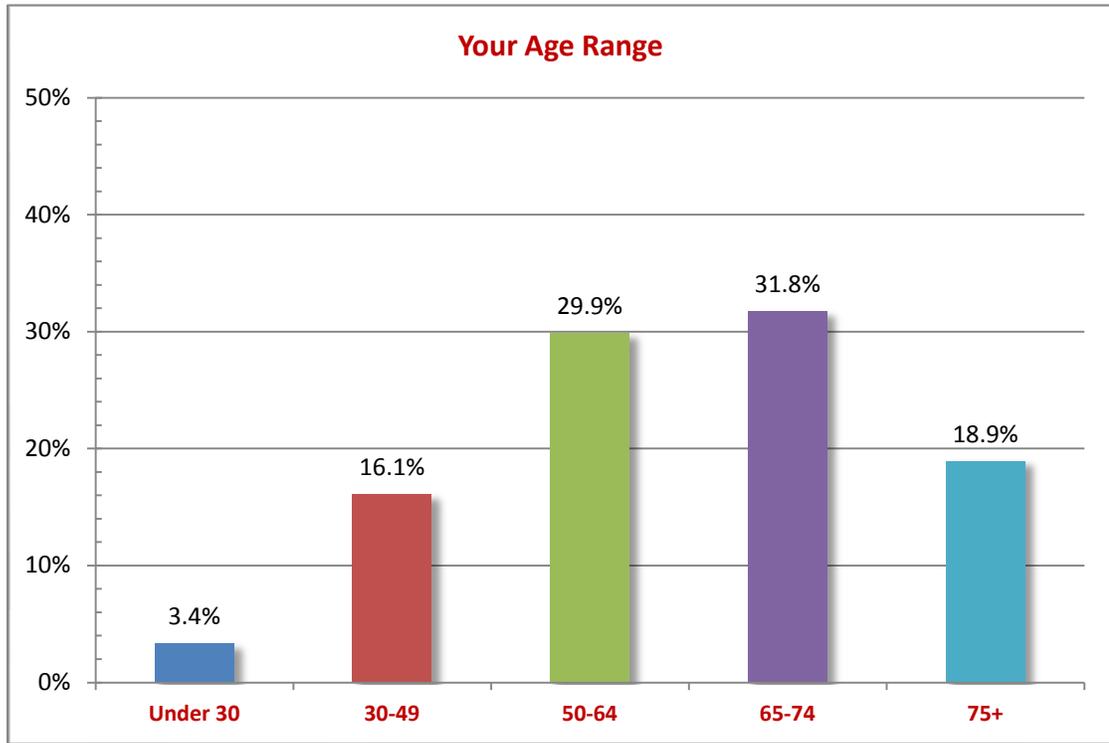
Your Gender	Count	Percent of Respondents	2012 Percent
Female	704	51.1%	52.1%
Male	673	48.9%	47.9%
Totals	1377	100.0%	100.0%



33. Your age range:

<input type="checkbox"/> Under 30	<input type="checkbox"/> 65-74
<input type="checkbox"/> 30-49	<input type="checkbox"/> 75+
<input type="checkbox"/> 50-64	

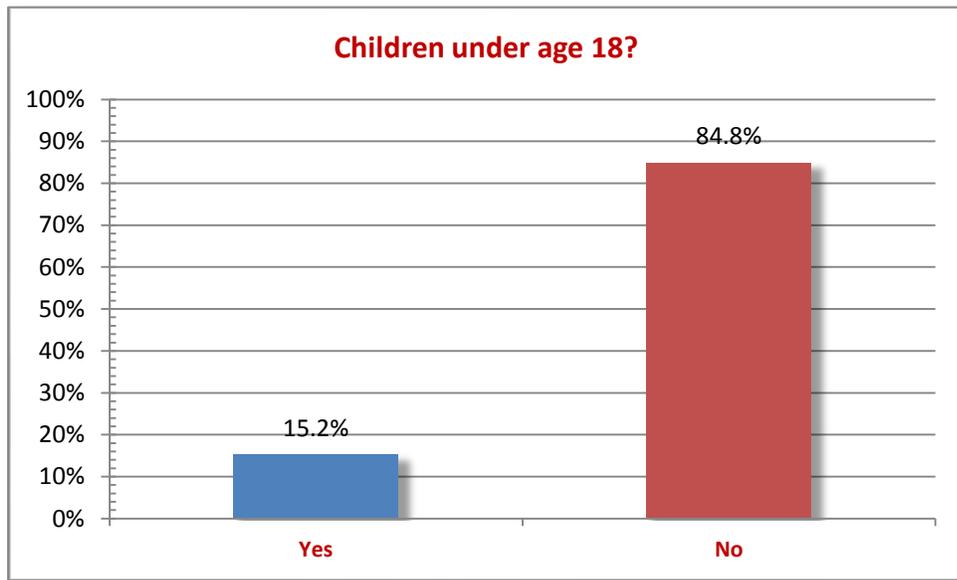
Your Age Range	Count	Percent of Respondents	2012 Percent
Under 30	46	3.4%	6.1%
30-49	221	16.1%	22.5%
50-64	410	29.9%	34.7%
65-74	436	31.8%	23.2%
75+	260	18.9%	13.5%
Totals	1373	100.0%	100.0%



34. Do you have children under age 18 living in your home?

Yes No

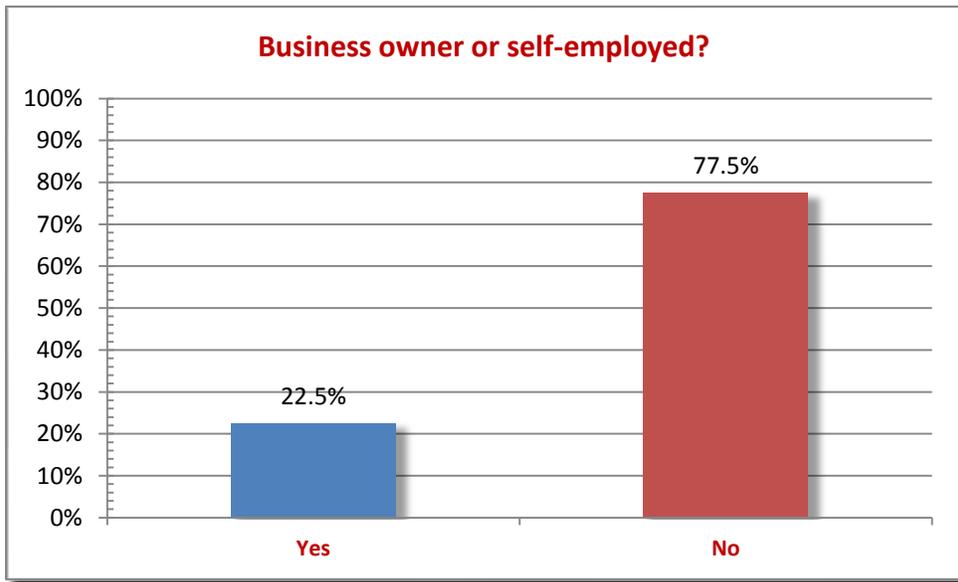
Children under age 18?	Count	Percent of Respondents	2012 Percent
Yes	207	15.2%	18.5%
No	1156	84.8%	81.5%
Totals	1363	100.0%	100.0%



35. Are you a business owner or self-employed?

Yes No

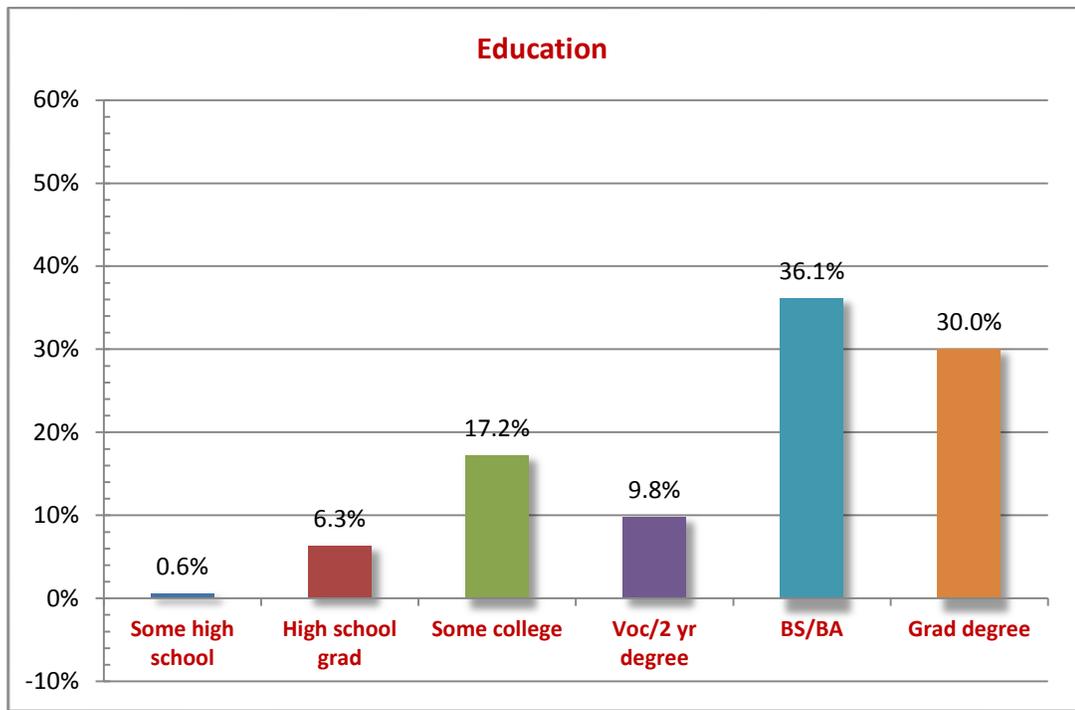
Business owner or self-employed?	Count	Percent of Respondents	2012 Percent
Yes	307	22.5%	21.0%
No	1056	77.5%	79.0%
Totals	1363	100.0%	100.0%



36. Your highest level of education is ...

<input type="checkbox"/> Some high school	<input type="checkbox"/> Vocational or 2 yr. degree
<input type="checkbox"/> High school graduate	<input type="checkbox"/> College graduate (BA or BS)
<input type="checkbox"/> Some college but no degree	<input type="checkbox"/> Graduate degree

Education	Count	Percent of Respondents	2012 Percent
Some high school	8	0.6%	3.3%
High school graduate	87	6.3%	9.3%
Some college but no degree	236	17.2%	19.5%
Vocational or 2 yr. degree	134	9.8%	8.4%
College graduate (BA or BS)	496	36.1%	35.2%
Graduate degree	412	30.0%	24.4%
Totals	1373	100.0%	100.0%

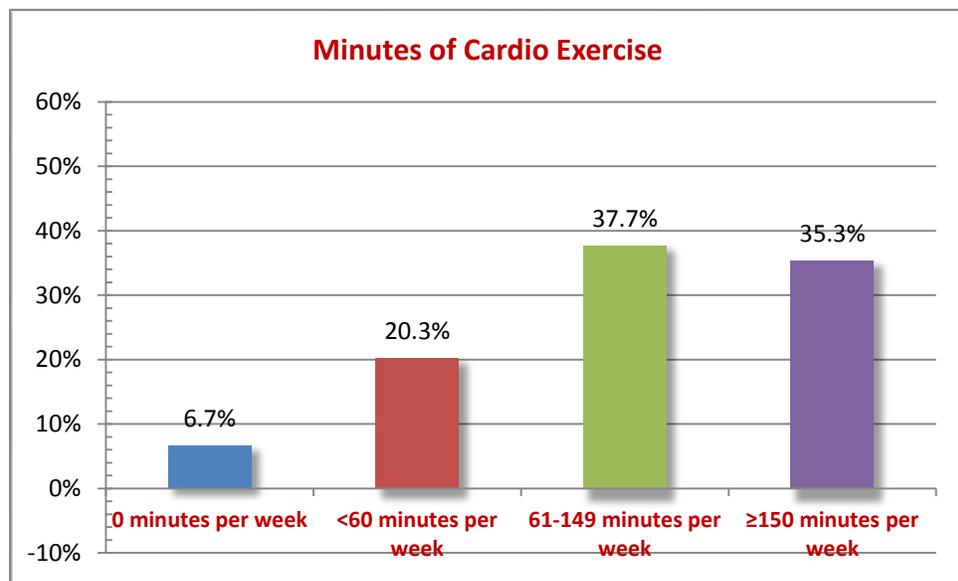


37. During the past month, how many total minutes of cardio exercise or physical activity for your heart (such as walking, running, aerobics, or swimming) did you do?

During the past month, how many total minutes of cardio exercise or physical activity for your heart (such as walking, running, aerobics, or swimming) did you do?

- 0 minutes each week (I did not exercise or participate in any moderate/intense physical activity)
- <60 minutes per week
- 61-149 minutes per week
- ≥150 minutes per week

Minutes of Cardio Exercise	Count	Percent of Respondents
0 minutes per week	91	6.7%
<60 minutes per week	275	20.3%
61-149 minutes per week	511	37.7%
≥150 minutes per week	479	35.3%
Totals	1356	100.0%

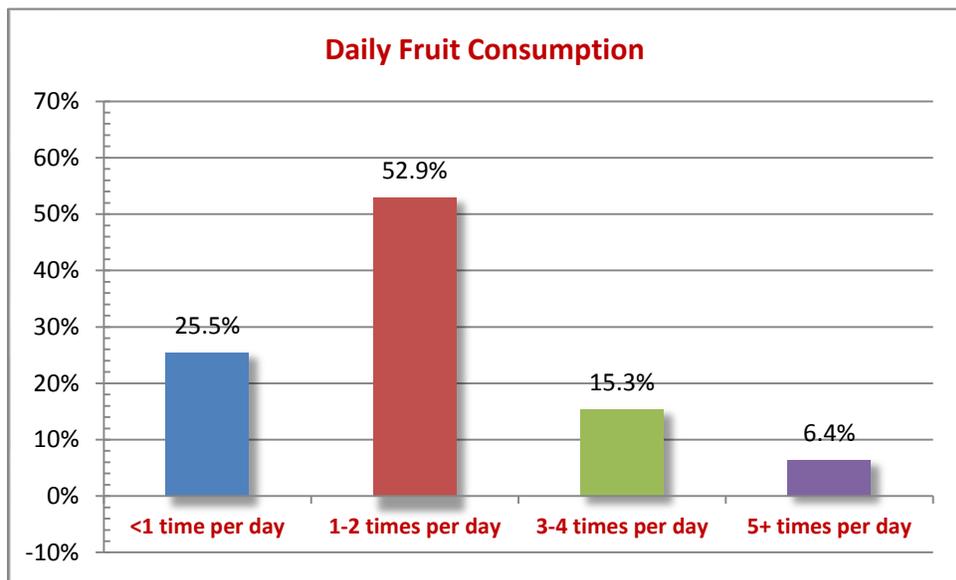


38. During the past week, not counting juice, how many times did you eat fruit? (Count fresh, frozen or canned fruit)

During the past week, not counting juice, how many times did you eat fruit? (Count fresh, frozen or canned fruit)

- <1 time per day 1-2 times per day 3-4 times per day 5 or more times per day

Daily Fruit Consumption	Count	Percent of Respondents
<1 time per day	343	25.5%
1-2 times per day	712	52.9%
3-4 times per day	206	15.3%
5+ times per day	86	6.4%
Totals	1347	100.0%

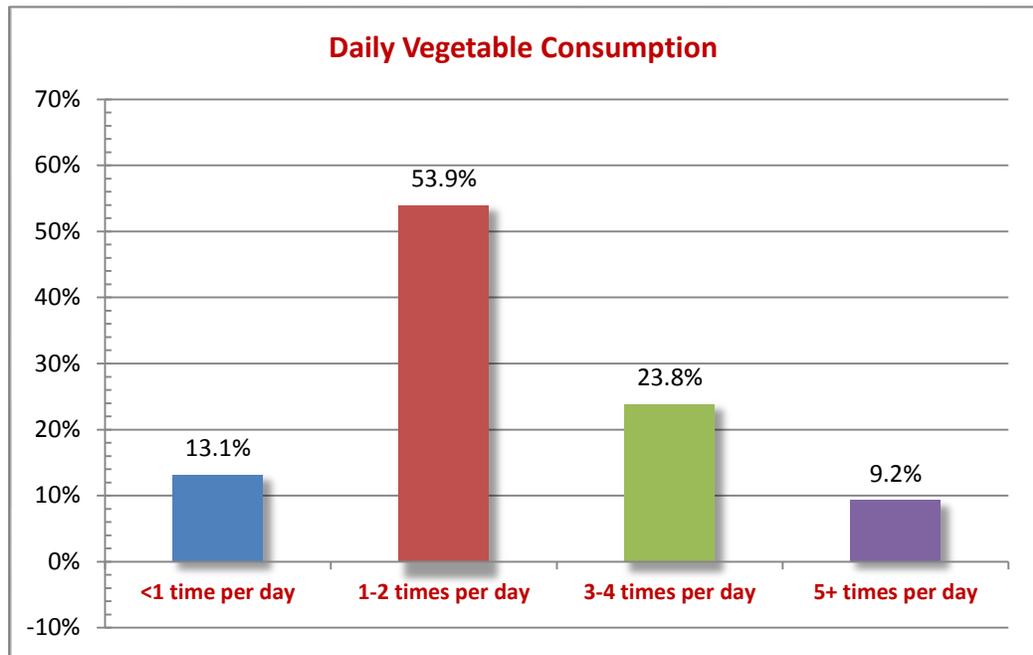


39. During the past week, how many times did you eat vegetables that were not fried? Do not include rice or other grains.

During the past week, how many times did you eat vegetables that were not fried? Do not include rice or other grains.

- <1 time per day 1-2 times per day 3-4 times per day 5 or more times per day

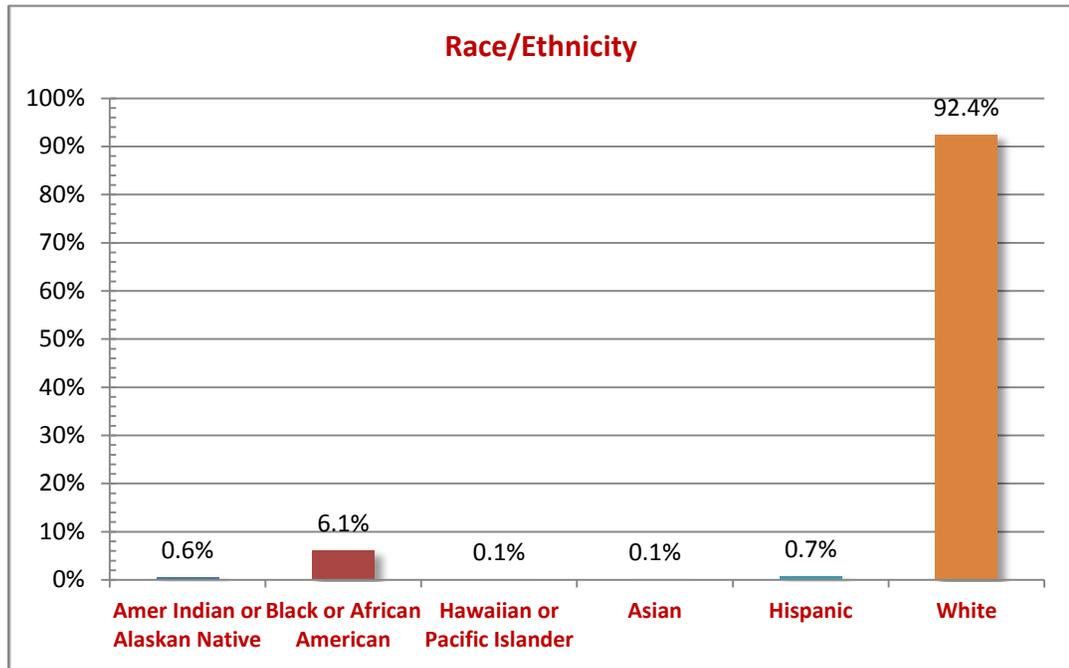
Daily Vegetable Consumption	Count	Percent of Respondents
<1 time per day	176	13.1%
1-2 times per day	725	53.9%
3-4 times per day	320	23.8%
5+ times per day	124	9.2%
Totals	1345	100.0%



40. Which best describes your race/ethnicity? (Check one)

<input type="checkbox"/> American Indian or Alaskan Native	<input type="checkbox"/> Asian
<input type="checkbox"/> Black or African American	<input type="checkbox"/> Hispanic
<input type="checkbox"/> Native Hawaiian or Pacific Islander	<input type="checkbox"/> White

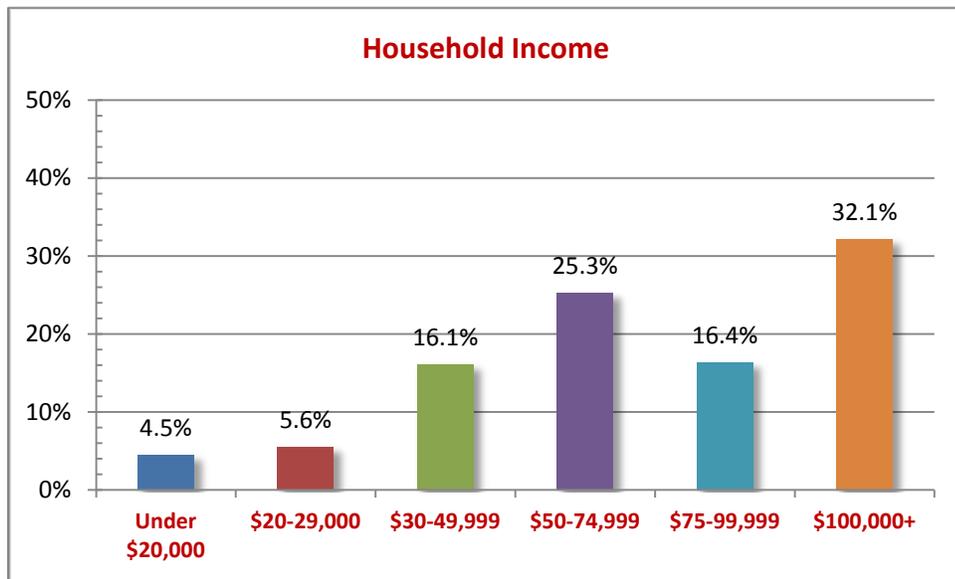
Race/Ethnicity	Count	Percent of Respondents	2012 Percent
Amer Indian or Alaskan Native	8	0.6%	0.9%
Black or African American	81	6.1%	5.6%
Hawaiian or Pacific Islander	1	0.1%	0.0%
Asian	2	0.1%	0.7%
Hispanic	10	0.7%	0.9%
White	1235	92.4%	91.8%
Totals	1337	100.0%	100.0%



41. Your total household income: (Check one)

<input type="checkbox"/> Under \$20,000	<input type="checkbox"/> \$50-74,999
<input type="checkbox"/> \$20-29,000	<input type="checkbox"/> \$75-99,999
<input type="checkbox"/> \$30-49,999	<input type="checkbox"/> \$100,000+

Household Income	Count	Percent of Respondents	2012 Percent
Under \$20,000	56	4.5%	9.1%
\$20-29,000	69	5.6%	7.4%
\$30-49,999	199	16.1%	21.7%
\$50-74,999	313	25.3%	22.3%
\$75-99,999	203	16.4%	13.9%
\$100,000+	398	32.1%	25.6%
Totals	1238	100.0%	100.0%



About the Rated Items

The 7-Point Ratings

This section provides information about the results for each statement on the survey that was rated on the 7-point scale. Both a table and graph of the results are provided for each category of statements.

TABLE DESCRIPTION: The following information is included in the Tables:

Valid N	◆ Refers to the 'Number' of people responding to the statement.
Mean	◆ Refers to the 'Average' rating received from all respondents who rated the statement.
Median	◆ Refers to the 'Middlemost' score in a list of rank-ordered scores, above and below which 50% of the scores lie.
Standard Deviation	◆ Refers to a measure of the amount of variability there is in the responses above and below the average. For example, a smaller standard deviation indicates less variability, and thus more agreement among respondents than a larger standard deviation indicates. (See Appendix B for more detailed description of the Standard Deviation).

GRAPH DESCRIPTION: A graph of the *average ratings* for each statement is presented with the blue bars and the scale on the left. The standard deviations are shown by the red dots (right scale).

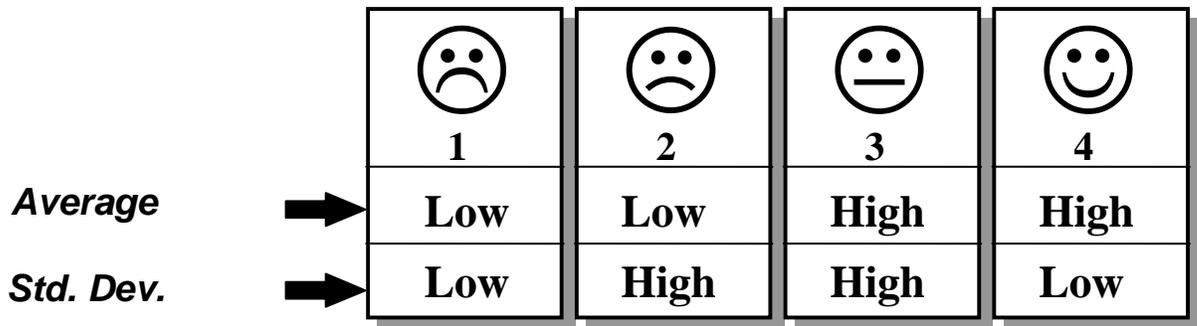


Interpreting the 7-Point Ratings

Two questions often asked in survey research are; “What is a good score, and how do I know where my real areas for improvement are?” Although every organization is different, a general theme in the opinion research literature indicates that “good” is not always “good enough”. That is to say, although an average rating of a ‘4’ on a 7-point scale may be perceived to be a “neutral” or even a “good” rating, it actually takes a much higher average rating to increase the likelihood that people are genuinely satisfied. Consequently, it is good practice to aim for the highest average possible.

At Insight Research, Inc., we have found it useful to suggest a target average of 5.5 or better for *satisfaction* statements for most industries. Scores lower below the target do not necessarily indicate a problem, but should be considered as areas for potential improvement that are worthy of attention. For local governments, however, achieving an overall satisfaction rating of 5.5 is often difficult; most average closer to 5.2. One reason for this difficulty might be that unlike most organizations in the private sector, a government usually keeps (rather than loses) most of their “unhappy customers”.

In addition, as mentioned earlier, low standard deviations reflect more agreement among respondents. As a result, it is most desirable to have a high “average” rating and a low “standard deviation”. This would indicate that most people agree that the rating should be high. A good rule of thumb suggests that standard deviations of 1.2 or less are desirable. The following diagram illustrates the relationship between the “average” and “standard deviation” with blocks 1 to 4 reflecting “Least Desirable” to “Most Desirable” in that order.



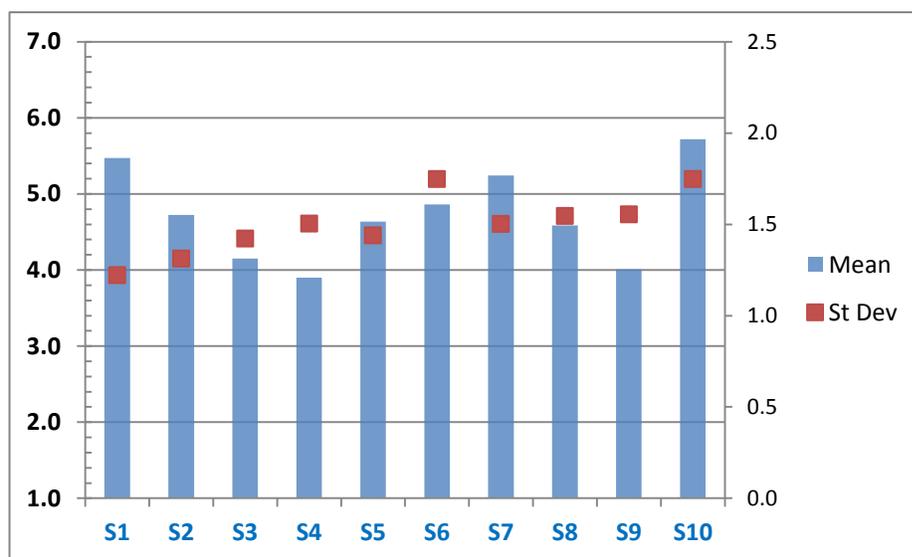
Your County:

We usually focus on the **Mean (Average)** for each item. The responses here tell us that residents generally enjoy living in New Hanover County and would recommend it to others. As we typically see, they do not however feel as positive about the services provided by the County. We would note that in striving for excellence, you have chosen to word your satisfaction statements more positively than most. This sets the bar higher, and probably has resulted in lower ratings than if you had worded the statements differently.

The **Valid N** represents the number of answers for each item. **Median** refers to the 'middlemost' score in a list of *rank-ordered* scores. For example, S2 has a median of 5.0. This tells us that at least half of the respondents gave an answer of '5' or higher and at least half of them gave us an answer of '5' or lower.

The **standard deviations** indicate the amount of variability in the answers. Ideally, you would want high averages and low standard deviations to the questions below, since this would mean *consistently* good ratings. See the **Distributions of Ratings**, on the following page.

	Statements 1 = Strongly Disagree; 7 = Strongly Agree	2012 Mean	Valid N (Number Responding)	2014 Mean	Median (Middlemost Score)	Std. Dev. (Amount of Variability)
S1	New Hanover County has a great quality of life.	5.47	1378	5.47	6.0	1.22
S2	New Hanover County government provides quality services.	4.63	1356	4.72	5.0	1.31
S3	New Hanover County government is efficient and effective.	4.04	1334	4.15	4.0	1.42
S4	New Hanover County government spends my tax dollars wisely.	3.66	1329	3.90	4.0	1.50
S5	New Hanover County is a great place to do business.	4.60	1191	4.64	5.0	1.44
S6	I feel safe and secure in my New Hanover County community.	5.01	1380	4.86	5.0	1.75
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.49	1376	5.24	6.0	1.50
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.	NA	1330	4.58	5.0	1.55
S9	New Hanover Co. government does a good job listening to its residents.	NA	1285	4.01	4.0	1.55
S10	It is very likely that I will still be a resident of New Hanover County in five years.	NA	1364	5.72	6.0	1.75

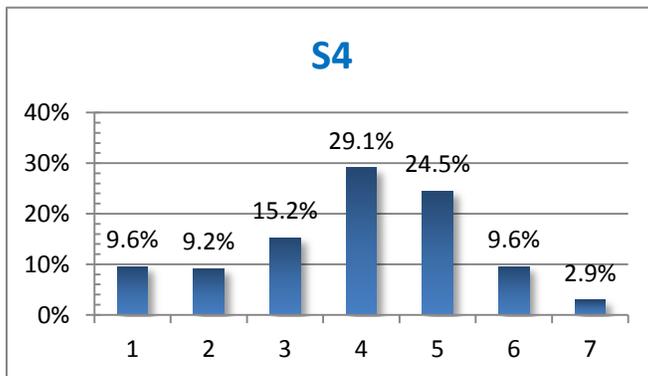
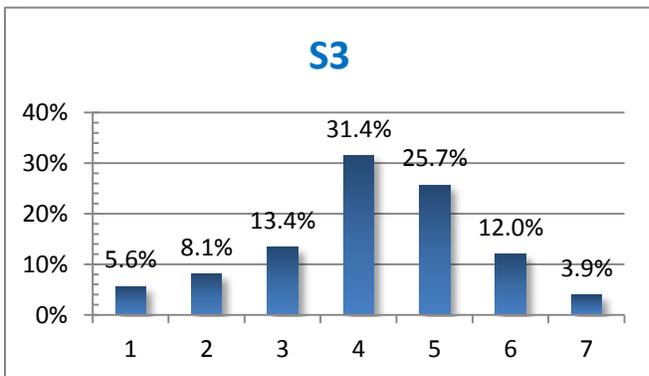
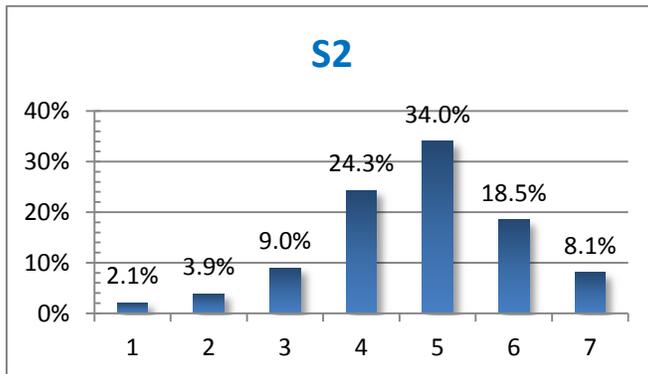
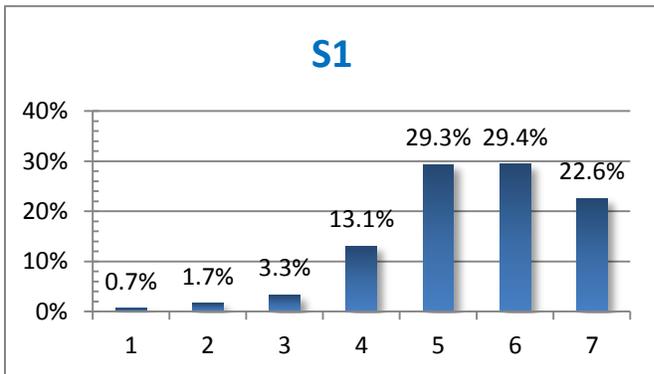


Distributions of Ratings (Your County)

The following tables and/or graphs are presented to show how many respondents rated each rated item a 1, 2, 3, 4, 5, 6, or 7. By showing the distributions of responses in this manner, you can also gain a better appreciation for the 'standard deviation' associated with each statement. Thus, for example, the distribution of ratings for a statement with a smaller standard deviation will show a lot of respondents rating that statement similarly (within a point or two). The distribution will be more spread out across the 1 to 7 scale when a statement has a *large* standard deviation.

	Statements 1 = Strongly Disagree; 7 = Strongly Agree	Mean (Average Rating)	Std. Dev. (Amount of Variability)
S1	New Hanover County has a great quality of life.	5.47	1.22
S2	New Hanover County government provides quality services.	4.72	1.31
S3	New Hanover County government is efficient and effective.	4.15	1.42
S4	New Hanover County government spends my tax dollars wisely.	3.90	1.50

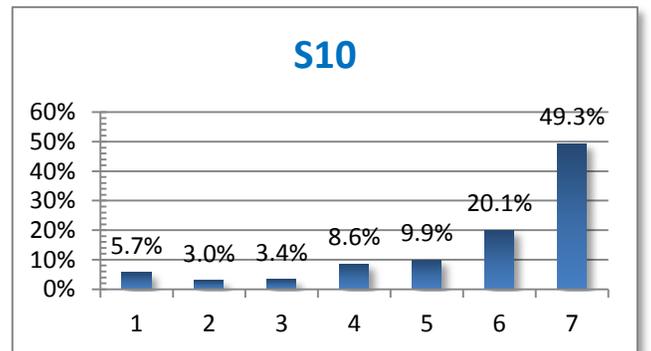
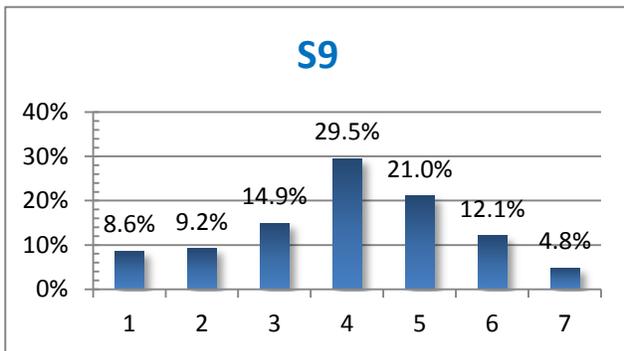
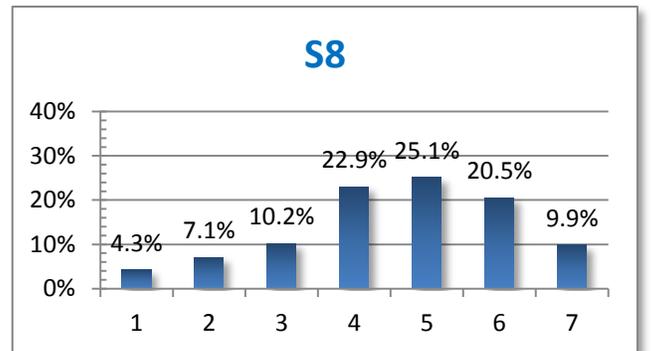
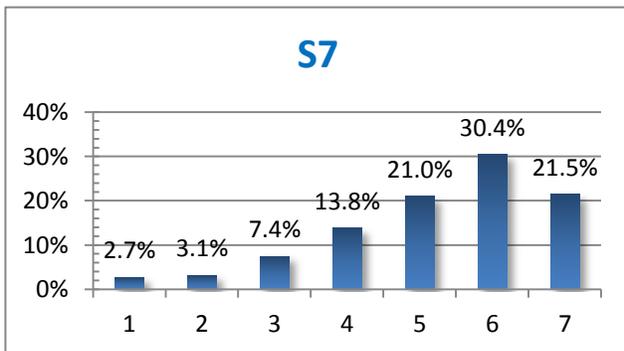
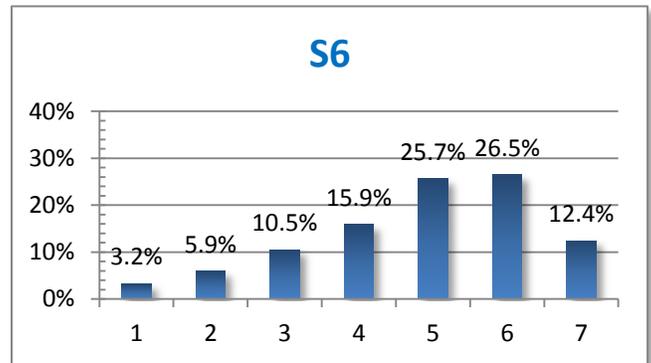
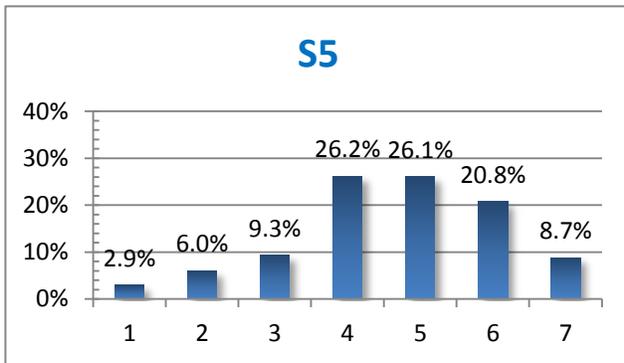
➤ Statements 5-10 shown on the following page.



Distributions of Ratings (Your County) - Continued

	Statements 1 = Strongly Disagree; 7 = Strongly Agree	Mean (Average Rating)	Std. Dev. (Amount of Variability)
S5	New Hanover County is a great place to do business.	4.64	1.44
S6	I feel safe and secure in my New Hanover County community.	4.86	1.75
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.24	1.50
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.	4.58	1.55
S9	New Hanover Co. government does a good job listening to its residents.	4.01	1.55
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72	1.75

➤ Statements 1-4 are shown on the previous page.



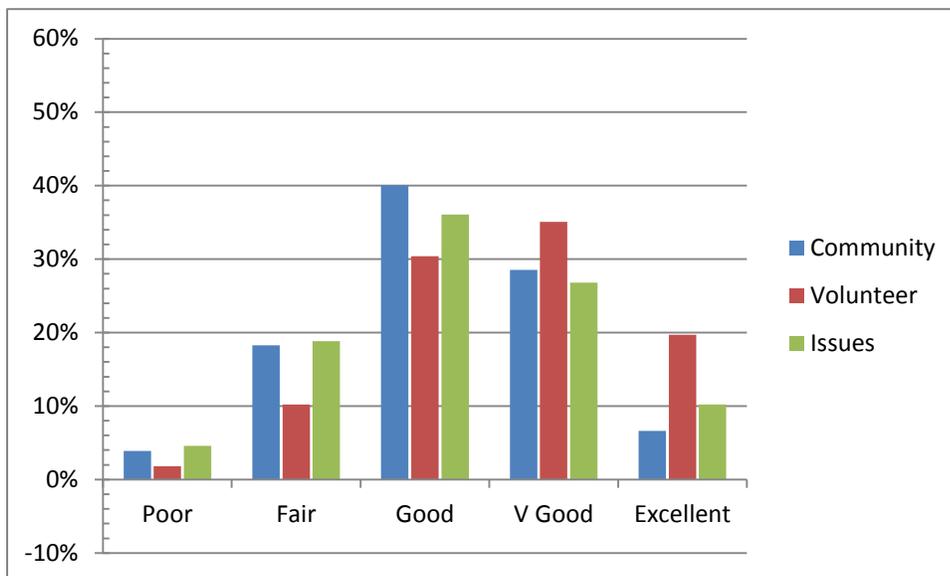
Your County (Continued):

11. Please rate the following characteristics as they relate to New Hanover County as a whole:

	Poor	Fair	Good	Very Good	Excellent
i. Sense of community	<input type="checkbox"/>				
ii. Opportunities to volunteer	<input type="checkbox"/>				
iii. Opportunities to participate in community issues	<input type="checkbox"/>				

Counts	Poor	Fair	Good	Very Good	Excellent
iv. Sense of community	54	254	557	397	92
v. Opportunities to volunteer	25	142	423	488	274
vi. Opportunities to participate in community issues	64	262	502	373	142

Percents	Poor	Fair	Good	Very Good	Excellent	Weighted Ratings Poor=0, Exc.=1.0
i. Sense of community	3.9%	18.3%	40.0%	28.5%	6.6%	52.6
ii. Opportunities to volunteer	1.8%	10.2%	30.4%	35.1%	19.7%	63.8
iii. Opportunities to participate in community issues	4.6%	18.8%	36.1%	26.8%	10.2%	53.1

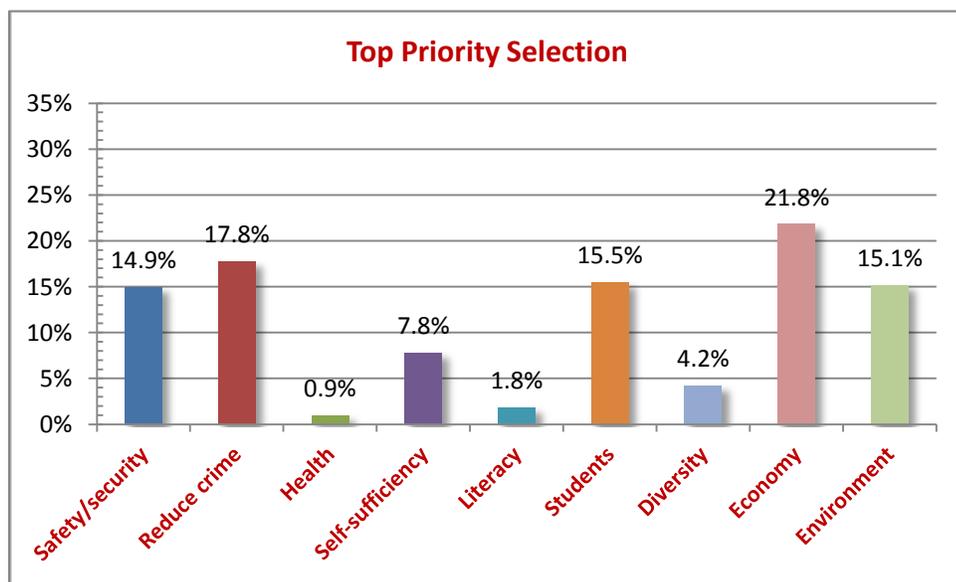


Your Priorities:

12. From the list below, please check your top priority for New Hanover County.
(Check only one)

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Increase the safety and security of the community <input type="checkbox"/> Reduce and prevent crime <input type="checkbox"/> Reduce health risks and diseases <input type="checkbox"/> Enhance the self-sufficiency of individuals and families <input type="checkbox"/> Improved community literacy and workforce readiness | <ul style="list-style-type: none"> <input type="checkbox"/> Prepare all students to be successful in a 21st century world <input type="checkbox"/> Create and support a vibrant and culturally diverse community that encourages private investment <input type="checkbox"/> Promote a strong, diverse economy & high quality job growth <input type="checkbox"/> Support a planned environment that builds community & protects natural resources |
|---|---|

Top Selection	Count	Percent of Respondents	2012 Percent
Safety/security	205	14.9%	16.33%
Reduce crime	244	17.8%	9.07%
Health	13	0.9%	1.81%
Self-sufficiency	107	7.8%	7.06%
Literacy	25	1.8%	2.22%
Students	213	15.5%	14.11%
Diversity	58	4.2%	6.05%
Economy	300	21.8%	26.01%
Environment	208	15.1%	17.34%
Totals	1373	100.0%	100.00%

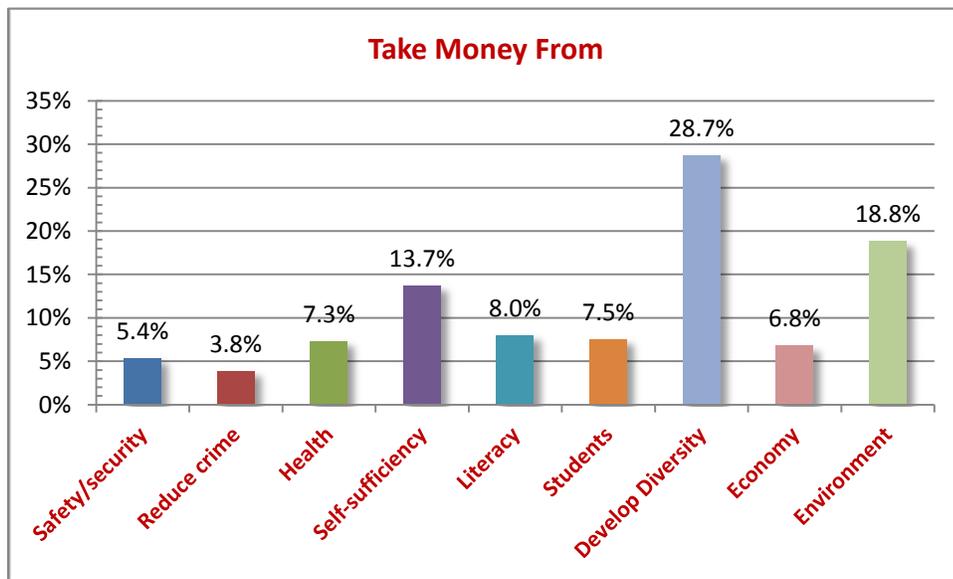


Your Priorities: (Continued)

- Increase the safety and security of the community
- Reduce and prevent crime
- Reduce health risks and diseases
- Enhance the self-sufficiency of individuals and families
- Improved community literacy and workforce readiness
- Prepare all students to be successful in a 21st century world
- Create and support a vibrant and culturally diverse community that encourages private investment
- Promote a strong, diverse economy & high quality job growth
- Support a planned environment that builds community & protects natural resources

13. Assuming no tax increases, which one item above would you take money from in order to invest more in your top priority? Write in the letter, a-i _____

Take From?	Count	Percent of Respondents
Safety/security	67	5.4%
Reduce crime	48	3.8%
Health	91	7.3%
Self-sufficiency	171	13.7%
Literacy	100	8.0%
Students	94	7.5%
Develop Diversity	358	28.7%
Economy	85	6.8%
Environment	235	18.8%
Totals	1249	100.0%



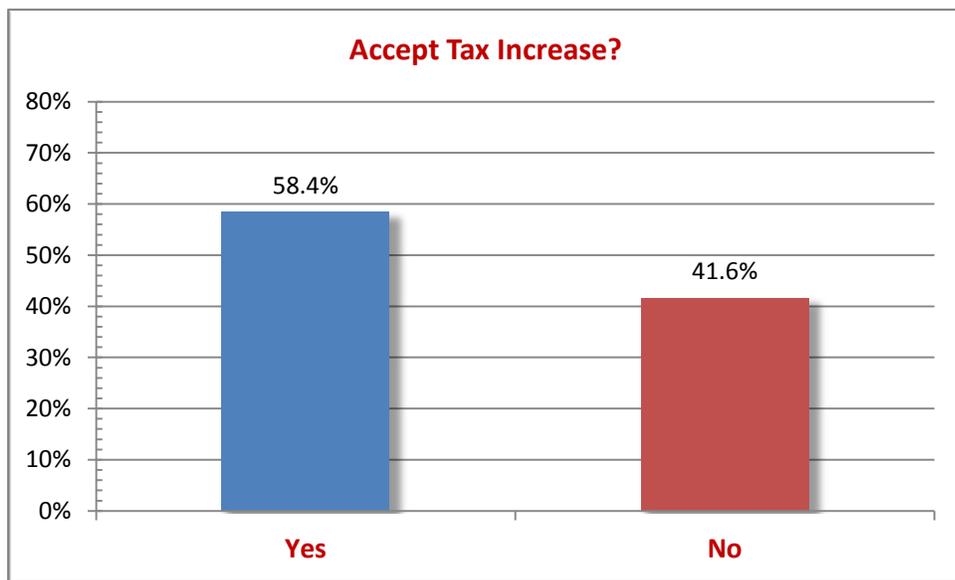
Your Priorities: (Continued)

(All Respondents)

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Increase the safety and security of the community <input type="checkbox"/> Reduce and prevent crime <input type="checkbox"/> Reduce health risks and diseases <input type="checkbox"/> Enhance the self-sufficiency of individuals and families <input type="checkbox"/> Improved community literacy and workforce readiness | <ul style="list-style-type: none"> <input type="checkbox"/> Prepare all students to be successful in a 21st century world <input type="checkbox"/> Create and support a vibrant and culturally diverse community that encourages private investment <input type="checkbox"/> Promote a strong, diverse economy & high quality job growth <input type="checkbox"/> Support a planned environment that builds community & protects natural resources |
|---|---|

14. Would you be willing to pay additional taxes to go towards your *top priority* item in question 12 above? Yes No

Accept Tax Increase?	Count	Percent of Respondents
Yes	791	58.4%
No	564	41.6%
Totals	1355	100.0%

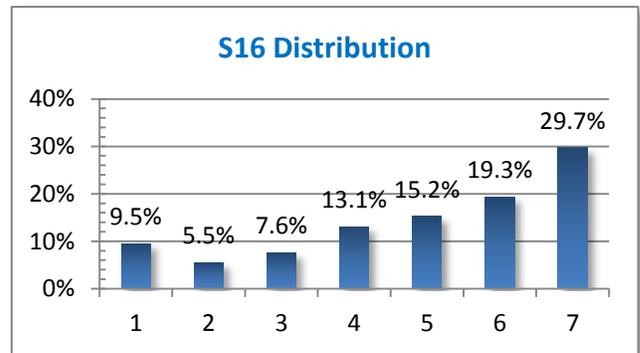
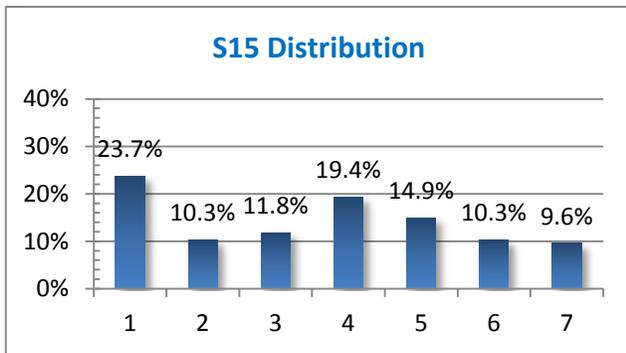
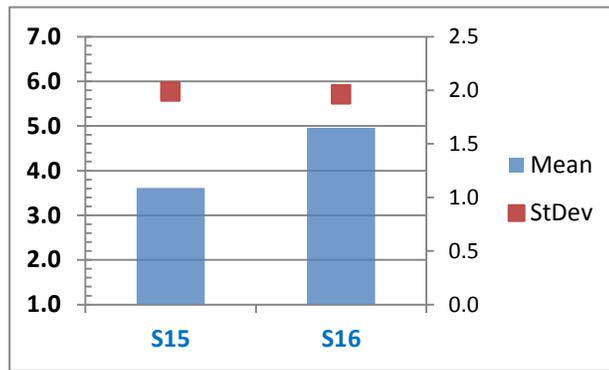


Your Priorities: (Continued)

(All Respondents)

Please rate how much you disagree or agree with each statement.		Strongly Disagree							Strongly Agree						
		1	2	3	4	5	6	7	1	2	3	4	5	6	7
15.	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	<input type="radio"/>													
16.	New Hanover County should require streets to be interconnected to reduce congestion on main roads.	<input type="radio"/>													

	Statements	Valid N (Number Responding)	Mean (Average Rating)	Median (Middlemost Score)	Std. Dev. (Amount of Variability)
	1 = Strongly Disagree; 7 = Strongly Agree				
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	1357	3.61	4.0	1.99
S16	New Hanover County should require streets to be interconnected to reduce congestion on main roads.	1348	4.96	5.0	1.96



Your Participation in the Community:

17. The County provides many programs and services. *What is the most recent County sponsored program/service you have heard about?* _____

For these comments, please see page 111.



Your Participation in the Community: (Continued)

18. How did you hear about it? (The program)

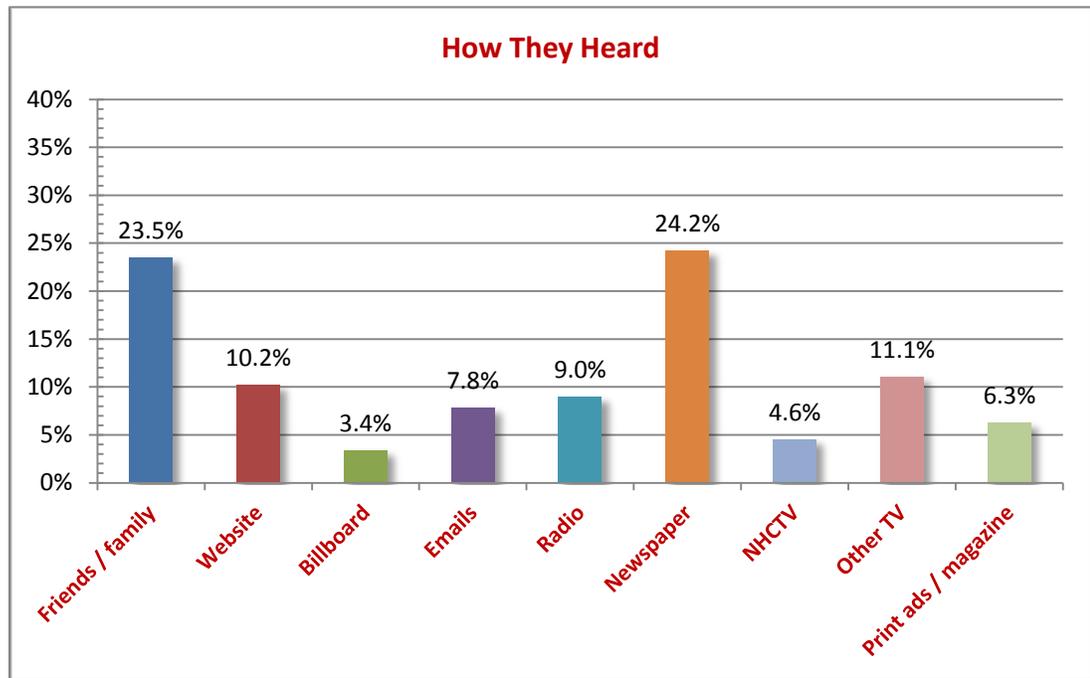
- Friends / family
- Website
- Billboard

- Emails
- Radio
- Newspaper

- NHCTV
- Other TV
- Print ads / magazine

How they heard	Count	Percent of Responses
Friends / family	216	23.5%
Website	94	10.2%
Billboard	31	3.4%
Emails	72	7.8%
Radio	83	9.0%
Newspaper	223	24.2%
NHCTV	42	4.6%
Other TV	102	11.1%
Print ads / magazine	58	6.3%
Totals	921	NA

Note: Some respondents gave more than one answer here.



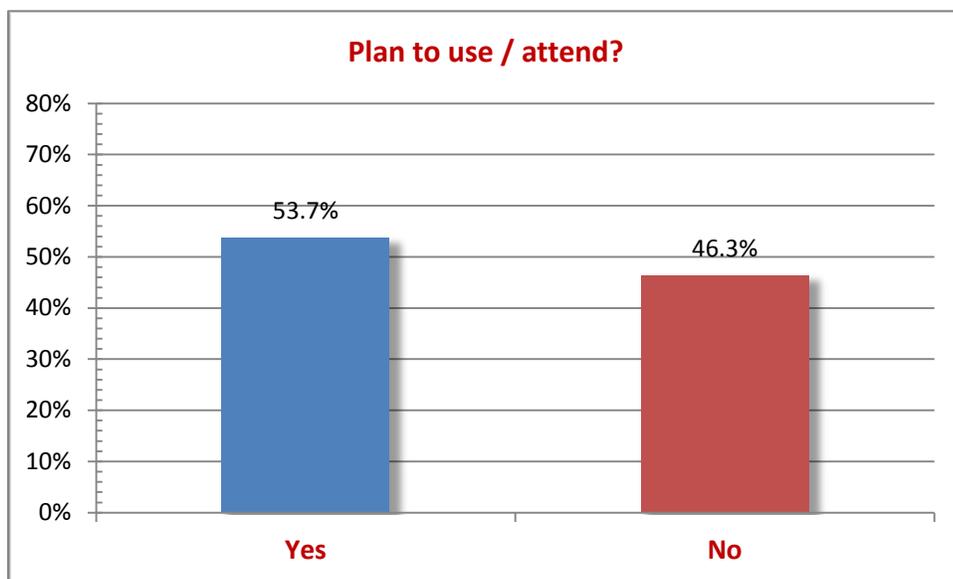
Your Participation in the Community: (Continued)

19. Did you or do you plan to use / attend the program / service in Question 17?

Yes

No

Plan to use / attend?	Count	Percent of Respondents
Yes	352	53.7%
No	304	46.3%
Totals	656	100.0%



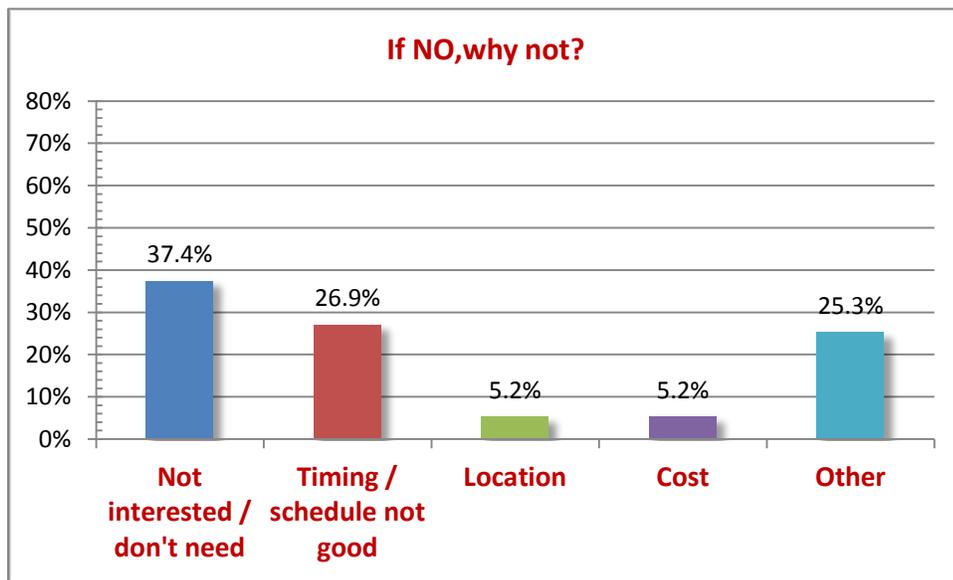
Your Participation in the Community: (Continued)

20. If **No**, why not?
(Check all that apply)

- Not interested / don't need
 Timing / schedule not good

- Location
 Cost
 Other _____

If NO why not?	Count	Percent of Respondents
Not interested / don't need	136	37.4%
Timing / schedule not good	98	26.9%
Location	19	5.2%
Cost	19	5.2%
Other	92	25.3%
Totals	364	100.0%



Your Participation in the Community: (Continued)

21. Do you belong to, or donate to, any of the following kinds of organizations or groups?
(Check all that apply.)

Type of Group	Board Member	Active Member	Member, but not active	Given money only	No
Other (describe): These are listed later in the report.	<input type="checkbox"/>				

TYPE of GROUP	Board Member	Active Member	Member, but not active	Money only	No
i. Professional association	77	308	148	89	503
ii. Local or national charity	70	275	91	652	183
iii. Sports or youth group	18	186	33	201	634
iv. Social organization	58	354	89	113	499
v. Political organization	16	162	130	221	586
vi. Civic or community organization	96	311	79	170	474
vii. Religious organization	68	616	111	175	358

TYPE of GROUP By Percentage of Survey Respondents	Board Member	Active Member	Member, but not active	Money only	No
i. Professional association	5.5%	22.1%	10.6%	6.4%	36.2%
ii. Local or national charity	5.0%	19.8%	6.5%	46.9%	13.2%
iii. Sports or youth group	1.3%	13.4%	2.4%	14.5%	45.6%
iv. Social organization	4.2%	25.4%	6.4%	8.1%	35.9%
v. Political organization	1.2%	11.6%	9.3%	15.9%	42.1%
vi. Civic or community organization	6.9%	22.4%	5.7%	12.2%	34.1%
vii. Religious organization	4.9%	44.3%	8.0%	12.6%	25.7%

TYPE of GROUP By Percentage of Survey Respondents	*High Involvement (Board or Active)	*Low Involvement (Not Active or Money Only)	None
I. Professional association	27.60%	17.00%	36.20%
II. Local or national charity	24.80%	53.40%	13.20%
III. Sports or youth group	14.70%	16.90%	45.60%
IV. Social organization	29.60%	14.50%	35.90%
V. Political organization	12.80%	25.20%	42.10%
VI. Civic or community organization	29.30%	17.90%	34.10%
VII. Religious organization	49.20%	20.60%	25.70%

*We simply added the first 2 columns in the second table to get these numbers. Note that there is some overlap among respondents. Low Involvement is sum of the 3rd and 4th columns.



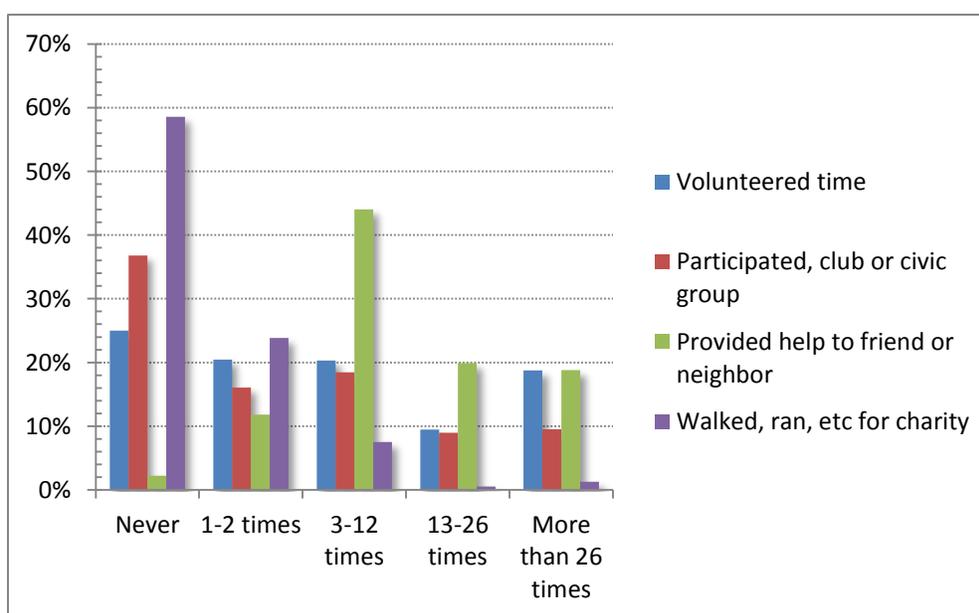
Your Participation in the Community: (Continued)

22. In the last 12 months, about how many times, if ever, have you participated in the following activities.

	Never	1-2 times	3-12 times	13-26 times	More than 26 times
i. Volunteered your time (for no pay) to some group or activity in New Hanover County	<input type="checkbox"/>				
ii. Participated in a club or civic group in New Hanover County	<input type="checkbox"/>				
iii. Provided help to a friend or neighbor	<input type="checkbox"/>				
iv. Personally walked, ran, or bicycled for a charitable cause (this is separate from financial giving)	<input type="checkbox"/>				

How many times?	Never	1-2 times	3-12 times	13-26 times	More than 26 times
Volunteered time	348	285	283	132	261
Participated, club or civic group	512	224	257	125	133
Provided help to friend or neighbor	31	165	613	277	262
Walked, ran, etc for charity	815	332	105	8	18

Percent of 1391 Respondents					
Volunteered time	25.0%	20.5%	20.3%	9.5%	18.8%
Participated, club or civic group	36.8%	16.1%	18.5%	9.0%	9.6%
Provided help to friend or neighbor	2.2%	11.9%	44.1%	19.9%	18.8%
Walked, ran, etc for charity	58.6%	23.9%	7.5%	0.6%	1.3%

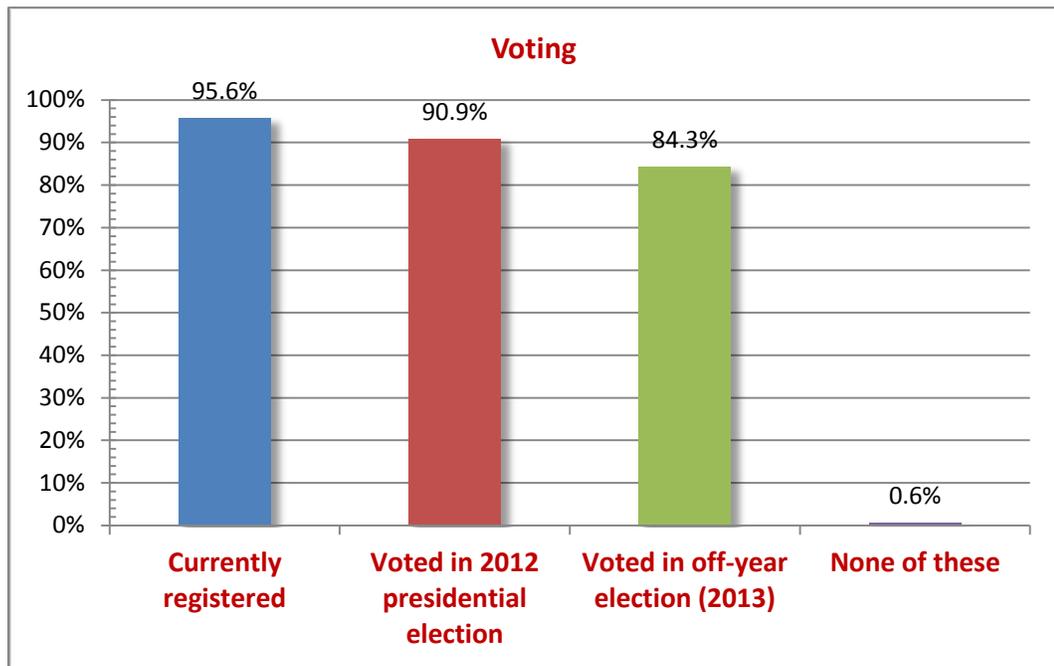


Your Participation in the Community: (Continued)

23. Voting: Which of the following apply to you? (Choose all that apply to you)

- You are currently registered
- You voted in the last presidential election year (2012)
- You voted in the off-year election (2013)
- None of these

Voting	Count	Percent of Respondents
Currently registered	1330	95.6%
Voted in 2012 presidential election	1264	90.9%
Voted in off-year election (2013)	1173	84.3%
None of these	8	0.6%



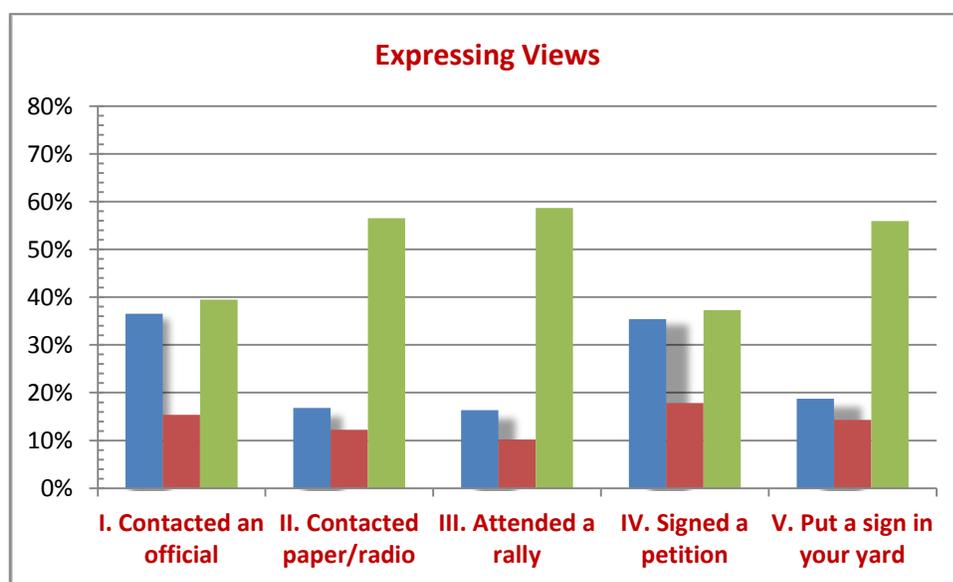
Your Participation in the Community: (Continued)

24. How else have you chosen to express your views? (Check all that apply)

Type of Expression	Done within the past 12 months	Done over 12 months ago	Have not done this
I. Contacted an elected official	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II. Contacted newspaper/radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
III. Attended a rally / protest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IV. Signed a petition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V. Put a sign in your yard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Type of Expression Counts	Within past 12 months	Done over 12 months ago	Have not done this
I. Contacted an elected official	508	214	549
II. Contacted newspaper/radio	234	170	786
III. Attended a rally/protest	228	142	816
IV. Signed a petition	493	248	519
V. Put a sign in your yard	261	199	778

Type of Expression Percentages of 1391 Respondents	Within past 12 months	Done over 12 months ago	Have not done this
I. Contacted an elected official	36.5%	15.4%	39.5%
II. Contacted newspaper/radio	16.8%	12.2%	56.5%
III. Attended a rally/protest	16.4%	10.2%	58.7%
IV. Signed a petition	35.4%	17.8%	37.3%
V. Put a sign in your yard	18.8%	14.3%	55.9%



Opinions of Different Groups of Respondents

Although the findings presented thus far are revealing, it is often helpful to perform more fine-grained analyses of the data to determine if any particular groups of respondents rate the statements significantly different from other groups. Consequently, additional analyses, including analyses called “Analyses of Variance” were performed on the data, to determine if any differences could be found among respondents based on:

Groupings Based on:
➤ Source: Mail or Web
➤ How long have you lived in New Hanover County?
➤ Which, if any, city/town limits do you live within?
➤ Your gender:
➤ Your age range:
➤ Do you have children under age 18 living in your home?
➤ Rent or own home?
➤ Are you a business owner or self-employed?
➤ Highest level of education:
➤ Your race/ethnicity:
➤ Your total household income:
➤ Type of housing

If analyses of this type show significant differences along one or more of these dimensions, then the County should consider taking these differences in citizen responses into account when making plans for the future.

Statements for Comparison:

	Statement	Ave.
S1	New Hanover County has a great quality of life.	5.47
S2	New Hanover County government provides quality services.	4.72
S3	New Hanover County government is efficient and effective.	4.15
S4	New Hanover County government spends my tax dollars wisely.	3.90
S5	New Hanover County is a great place to do business.	4.64
S6	I feel safe and secure in my New Hanover County community.	4.86
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.24
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.	4.58
S9	New Hanover Co. government does a good job listening to its residents.	4.01
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61
S16	New Hanover County should require streets to be interconnected to reduce congestion on main roads.	4.96

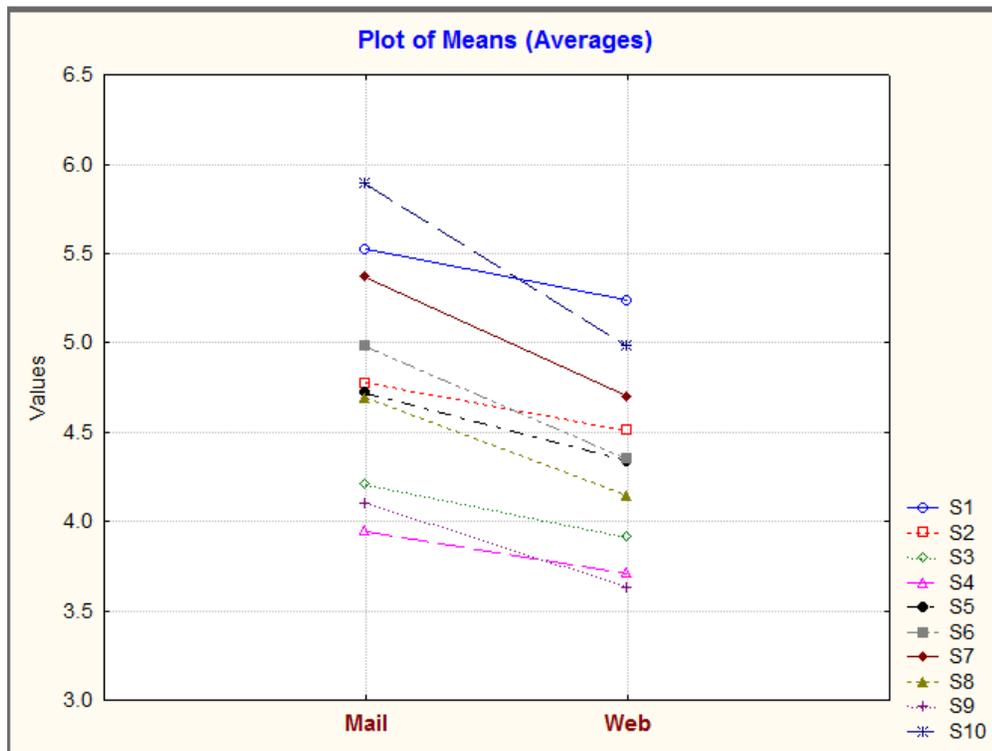
Continued on Next Page →

Satisfaction Scale Opinions based:

Sources: Mail or Web

- Based on how the respondent completed his/her survey, these items had statistically significant differences.

	Statement	Ave.
S1	New Hanover County has a great quality of life.	5.47
S2	New Hanover County government provides quality services.	4.72
S3	New Hanover County government is efficient and effective.	4.15
S4	New Hanover County government spends my tax dollars wisely.	3.90
S5	New Hanover County is a great place to do business.	4.64
S6	I feel safe and secure in my New Hanover County community.	4.86
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.24
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.	4.58
S9	New Hanover Co. government does a good job listening to its residents.	4.01
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72

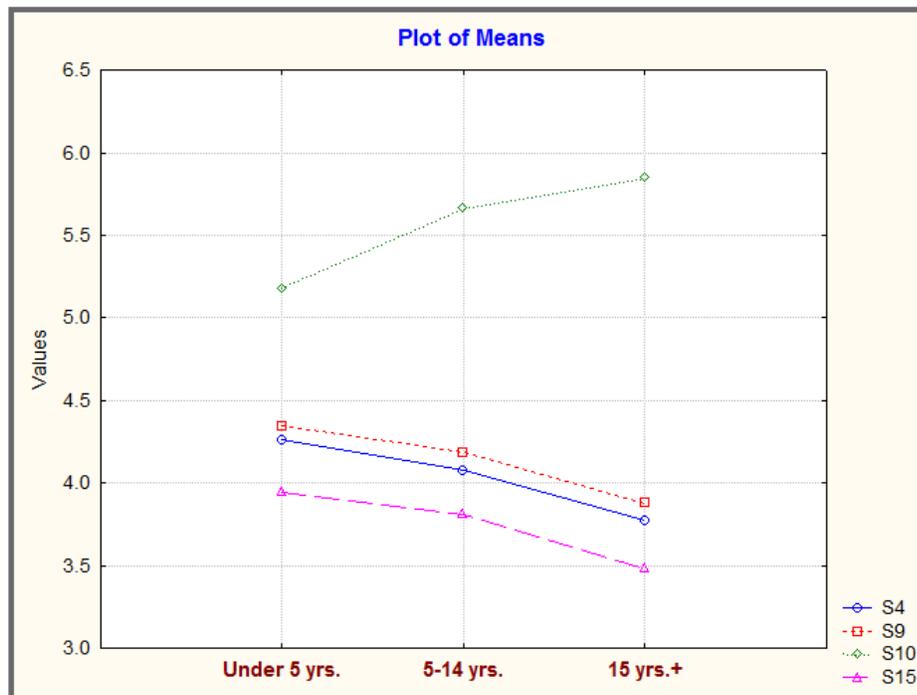


- Reading this graph: For these statements, respondents on the web were less satisfied than those who responded by mail.

Satisfaction Scale Opinions based on their answer to:

How long have you lived in New Hanover County?

	Statement	Ave.
S4	New Hanover County government spends my tax dollars wisely.	3.90
S9	New Hanover Co. government does a good job listening to its residents.	4.01
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61



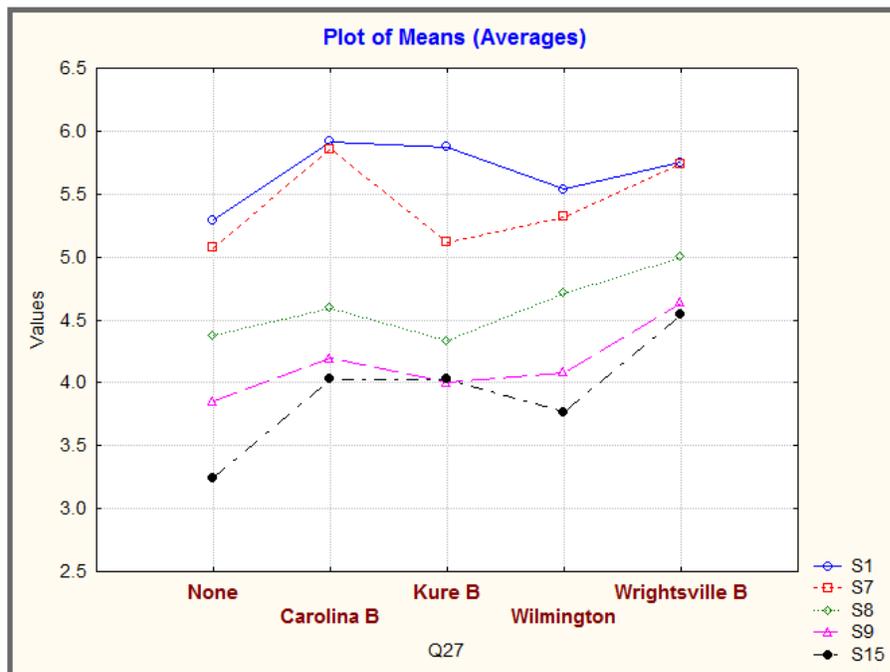
Satisfaction Scale Opinions based on their answer to:

Which, if any, city/town limits do you live within?

- Based on where they live in the County, these items had statistically significant differences. Please note the fairly small number of respondents from Carolina, Kure and Wrightsville.

	Statement	Ave.
S1	New Hanover County has a great quality of life.	5.47
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.24
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.	4.58
S9	New Hanover Co. government does a good job listening to its residents.	4.01
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61

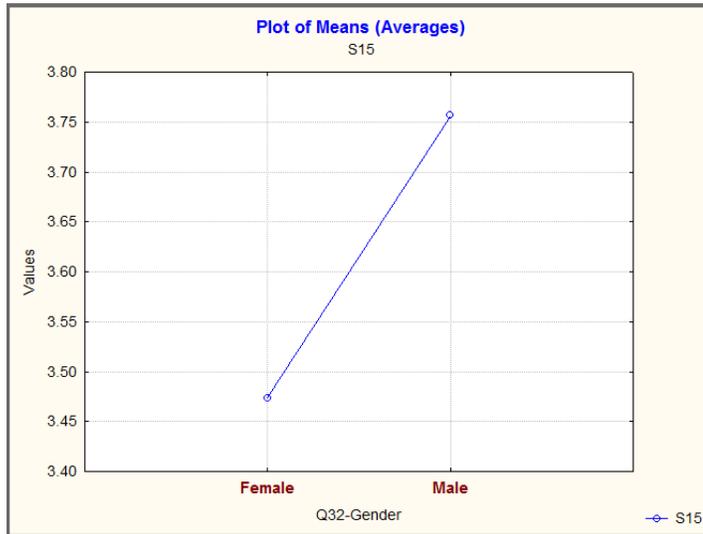
Where they live	Count	Percent of Respondents
None/unincorporated NHC	451	33.0%
Carolina Beach	35	2.6%
Kure Beach	34	2.5%
Wilmington	823	60.2%
Wrightsville Beach	24	1.8%
Totals	1367	100.0%



Satisfaction Scale Opinions based on their answer to:

Your gender:

➤ This item had statistically significant differences based on Gender.

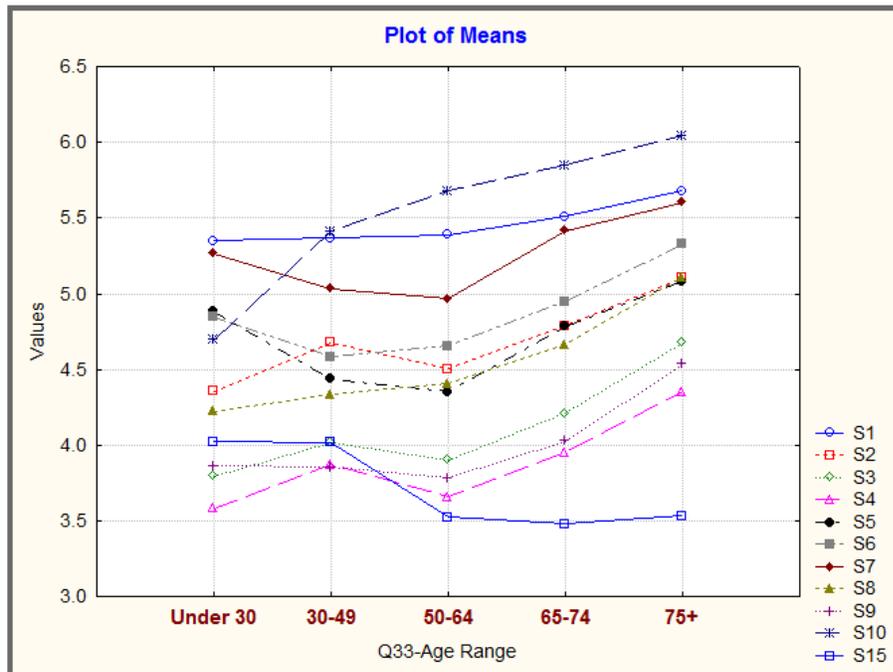


	Statement	Ave.
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61

Satisfaction Scale Opinions based on their answer to:

Your age range:

- Based on age range, these items had statistically significant differences.

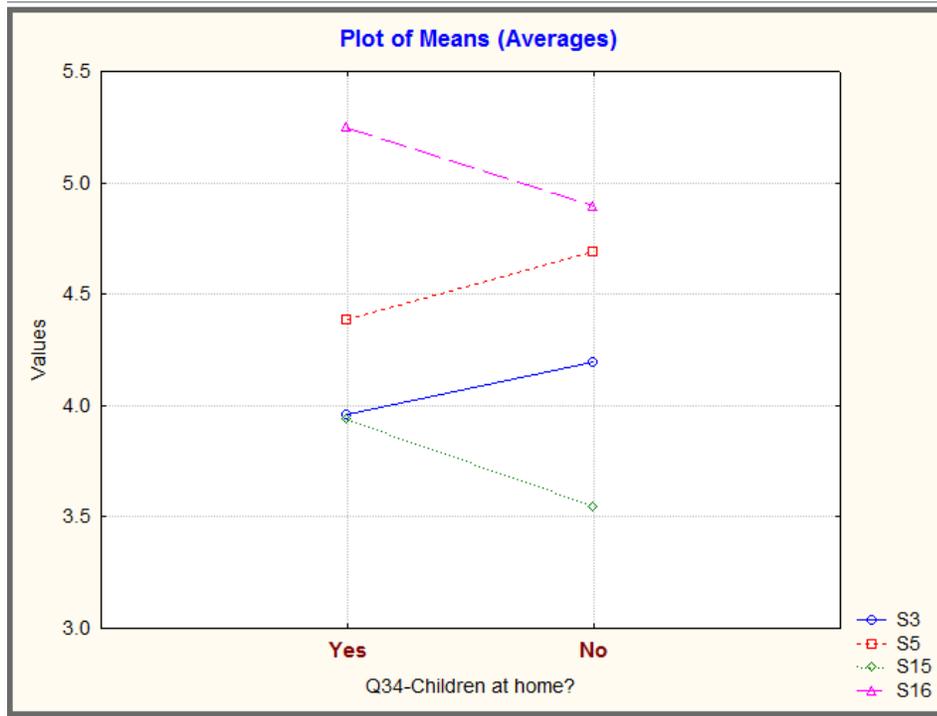


	Statement	Ave.
S1	New Hanover County has a great quality of life.	5.47
S2	New Hanover County government provides quality services.	4.72
S3	New Hanover County government is efficient and effective.	4.15
S4	New Hanover County government spends my tax dollars wisely.	3.90
S5	New Hanover County is a great place to do business.	4.64
S6	I feel safe and secure in my New Hanover County community.	4.86
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.24
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.	4.58
S9	New Hanover Co. government does a good job listening to its residents.	4.01
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61

Satisfaction Scale Opinions based on their answer to:

Do you have children under age 18 living in your home?

- Based on whether or not they have children at home, this item had statistically significant differences.

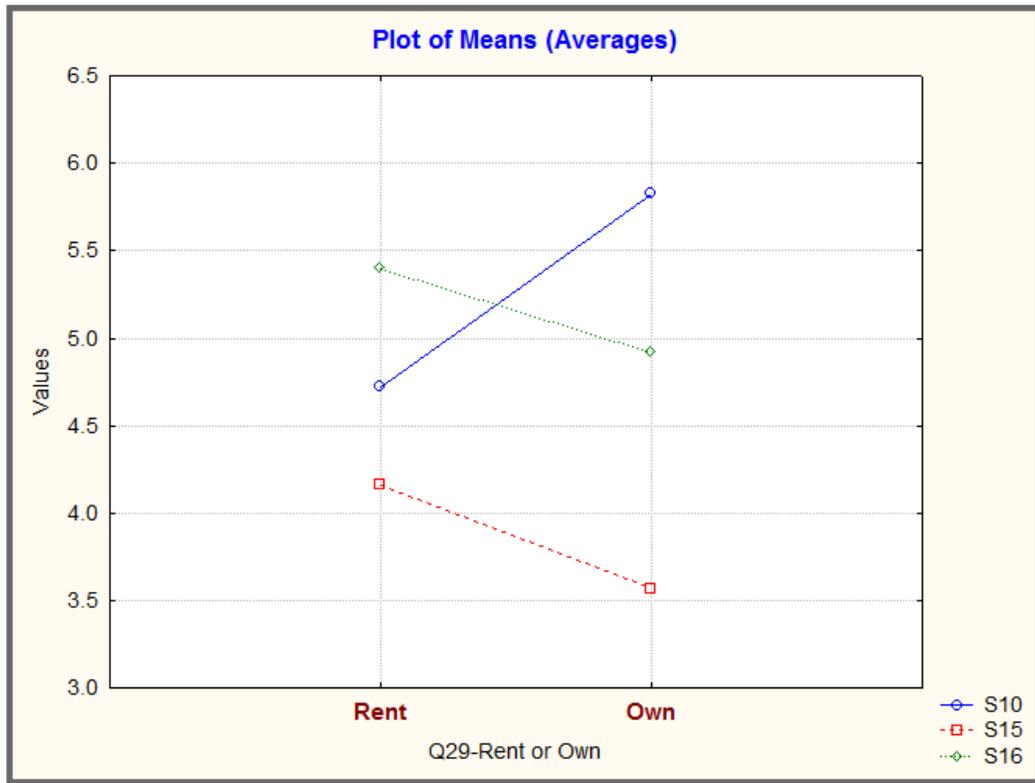


	Statement	Ave.
S3	New Hanover County government is efficient and effective.	4.15
S5	New Hanover County is a great place to do business.	4.64
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61
S16	New Hanover County should require streets to be interconnected to reduce congestion on main roads.	4.96

Satisfaction Scale Opinions based on their answer to:

Do you currently rent or own your home?

- Based on whether they rent or own their home, these items had statistically significant differences.

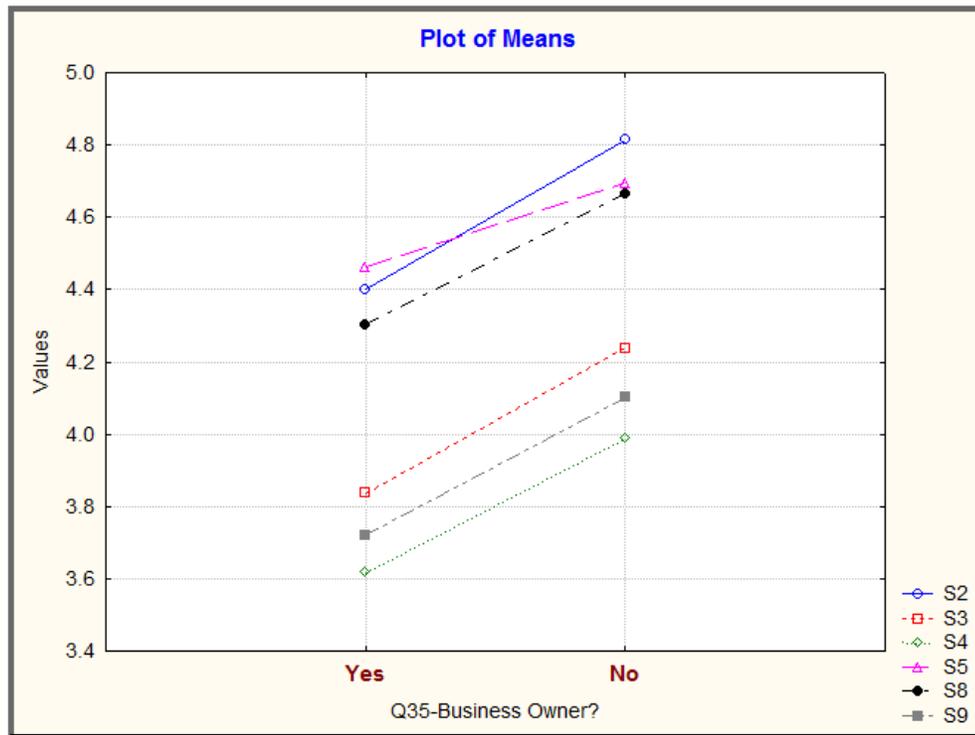


	Statement	Ave.
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61
S16	New Hanover County should require streets to be interconnected to reduce congestion on main roads.	4.96

Satisfaction Scale Opinions based on their answer to:

Are you a business owner or self-employed?

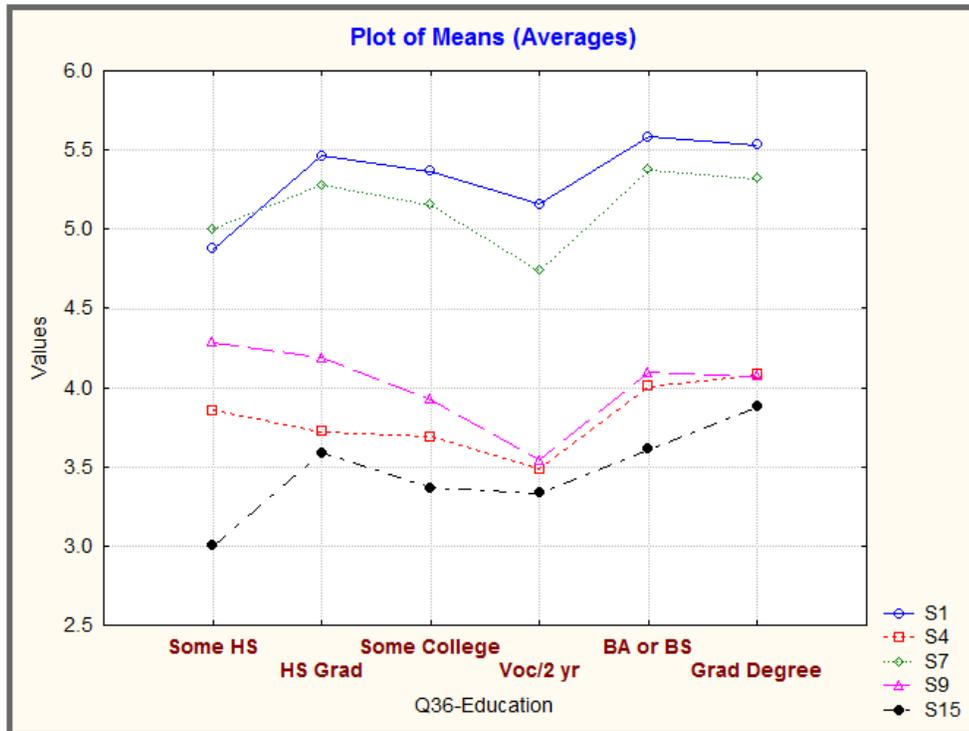
- Based on whether or not they own a business, these items had statistically significant differences.



	Statement	Ave.
S2	New Hanover County government provides quality services.	4.72
S3	New Hanover County government is efficient and effective.	4.15
S4	New Hanover County government spends my tax dollars wisely.	3.90
S5	New Hanover County is a great place to do business.	4.64
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.	4.58
S9	New Hanover Co. government does a good job listening to its residents.	4.01

Satisfaction Scale Opinions based on their answer to:

Highest level of education:



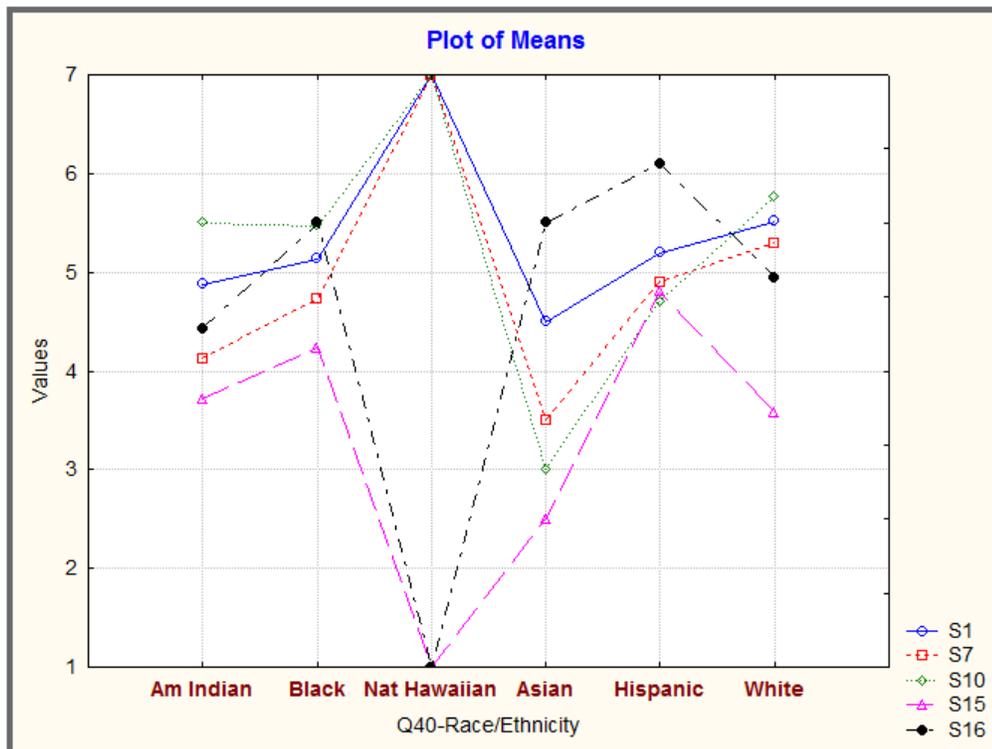
	Statement	Ave.
S1	New Hanover County has a great quality of life.	5.47
S4	New Hanover County government spends my tax dollars wisely.	3.90
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.24
S9	New Hanover Co. government does a good job listening to its residents.	4.01
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61

Satisfaction Scale Opinions based on their answer to:

Your race/ethnicity:

Race/Ethnicity	Count	Percent of Responses
American Indian or Alaskan Native	8	0.6%
Black or African American	81	6.1%
Native Hawaiian or Pacific Islander	1	0.1%
Asian	2	0.1%
Hispanic	10	0.7%
White	1235	92.4%
Totals	1337	100.0%

- Please note: There very small samples for all but blacks and whites. We would not consider the differences with the other groups as strong evidence for action.

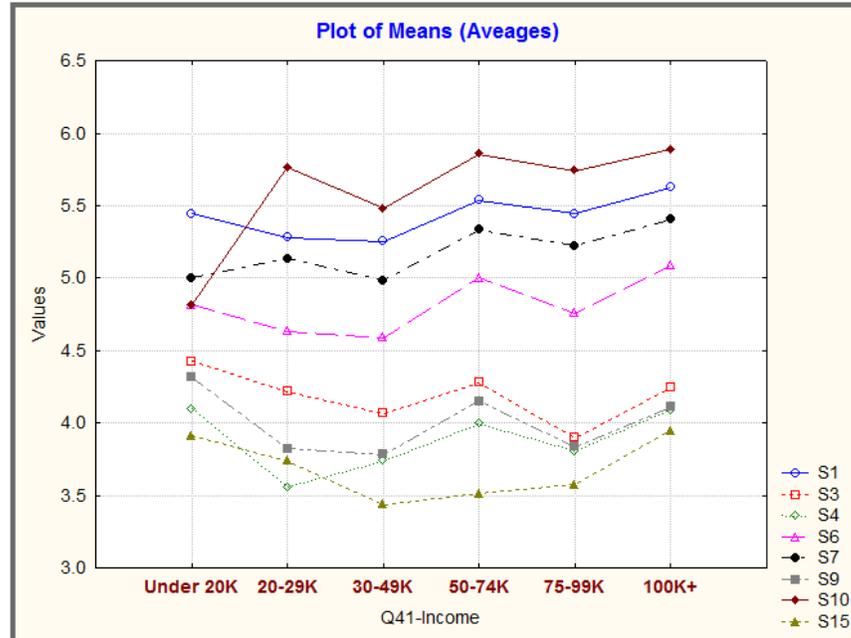


	Statement	Ave.
S1	New Hanover County has a great quality of life.	5.47
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.24
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61
S16	New Hanover County should require streets to be interconnected to reduce congestion on main roads.	4.96

Satisfaction Scale Opinions based on their answer to:

Your total household income:

- Based on income, these items had statistically significant differences.



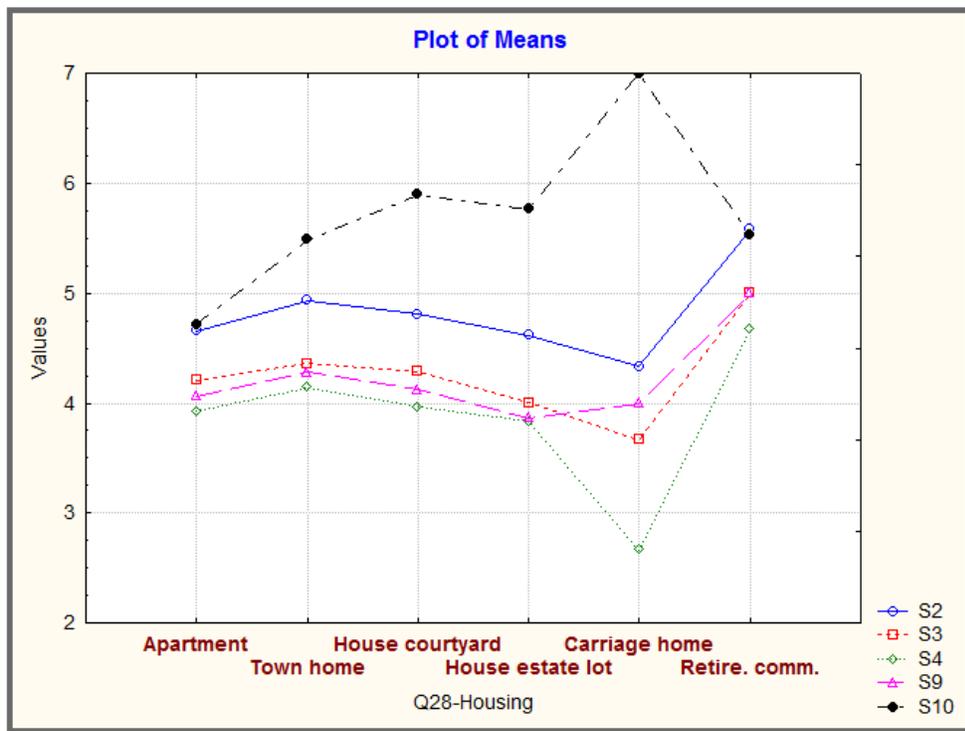
	Statement	Ave.
S1	New Hanover County has a great quality of life.	5.47
S2	New Hanover County government provides quality services.	4.72
S3	New Hanover County government is efficient and effective.	4.15
S4	New Hanover County government spends my tax dollars wisely.	3.90
S5	New Hanover County is a great place to do business.	4.64
S6	I feel safe and secure in my New Hanover County community.	4.86
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.	5.24
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.	4.58
S9	New Hanover Co. government does a good job listening to its residents.	4.01
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72
S15	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	3.61
S16	New Hanover County should require streets to be interconnected to reduce congestion on main roads.	4.96

Satisfaction Scale Opinions based on their answer to:

Type of Housing:

- Based on the type of housing they live in, these items had statistically significant differences.

	Statement	Ave.
S2	New Hanover County government provides quality services.	4.72
S3	New Hanover County government is efficient and effective.	4.15
S4	New Hanover County government spends my tax dollars wisely.	3.90
S9	New Hanover Co. government does a good job listening to its residents.	4.01
S10	It is very likely that I will still be a resident of New Hanover County in five years.	5.72



Priorities of Different Groups of Respondents

Beginning on this page, we break out people's priorities based on "Type of Respondent". The question asked was:

12. From the list below, please check your top priority for New Hanover County. (Check only one)

- | | |
|---|---|
| <input type="checkbox"/> Increase the safety and security of the community | <input type="checkbox"/> Prepare all students to be successful in a 21 st century world |
| <input type="checkbox"/> Reduce and prevent crime | <input type="checkbox"/> Create and support a vibrant and culturally diverse community that encourages private investment |
| <input type="checkbox"/> Reduce health risks and diseases | <input type="checkbox"/> Promote a strong, diverse economy & high quality job growth |
| <input type="checkbox"/> Enhance the self-sufficiency of individuals and families | <input type="checkbox"/> Support a planned environment that builds community & protects natural resources |
| <input type="checkbox"/> Improved community literacy and workforce readiness | |

The groupings were based on:

- | |
|---|
| ➤ Source: Mail or Web Response |
| ➤ How long have you lived in New Hanover County? |
| ➤ Which, if any, city/town limits do you live within? |
| ➤ Your gender: |
| ➤ Your age range: |
| ➤ Do you have children under age 18 living in your home? |
| ➤ Rent or own home? |
| ➤ Are you a business owner or self-employed? |
| ➤ Highest level of education: |
| ➤ Your race/ethnicity: |
| ➤ Your total household income: |
| ➤ Type of housing |



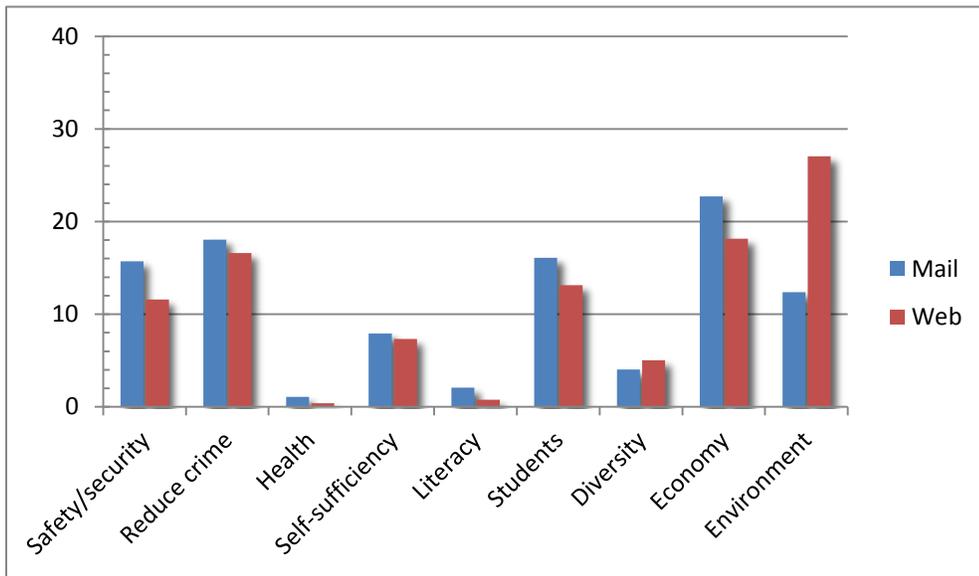
Priorities based on:

Source: Mail or Web Response

We see that Web respondents selected Environment as their top priority from the list while Mail respondents chose Economy.

Priorities by Source

Priority Issue	Count	Percent	Count	Percent
		Mail		Web
Safety/security	175	15.7	30	11.6
Reduce crime	201	18.0	43	16.6
Health	12	1.1	1	0.4
Self-sufficiency	88	7.9	19	7.3
Literacy	23	2.1	2	0.8
Students	179	16.1	34	13.1
Diversity	45	4.0	13	5.0
Economy	253	22.7	47	18.1
Environment	138	12.4	70	27.0

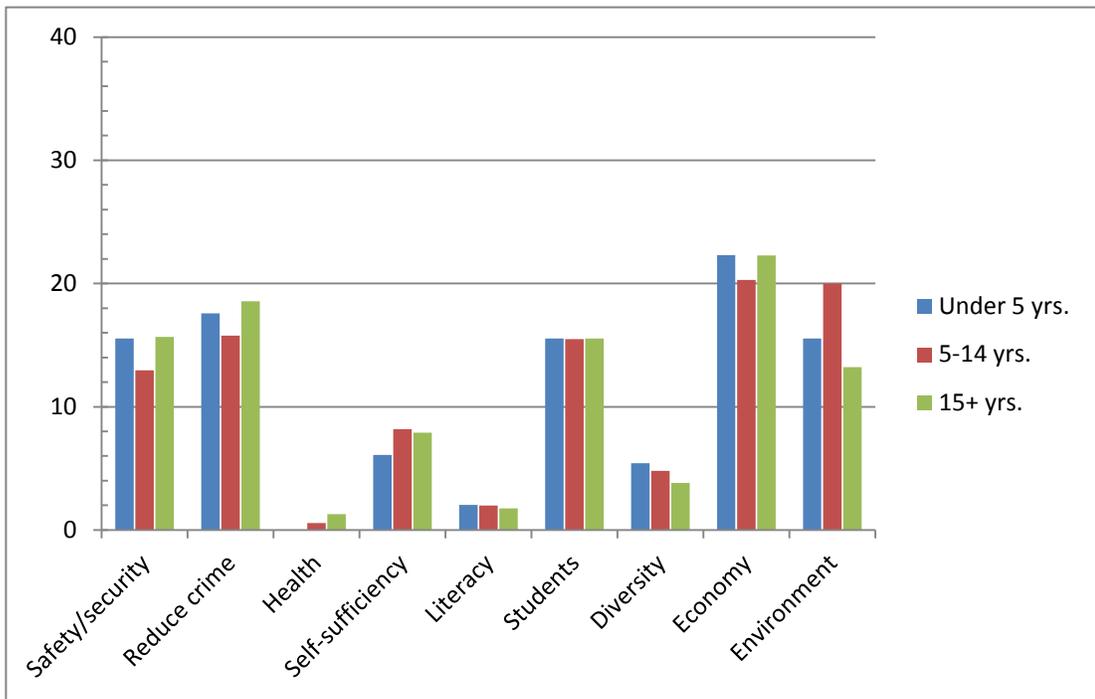


Priorities based on:

How long have you lived in New Hanover County?

Priorities by How Long

Priority Issue	Count	Percent		Count	Percent	
		Under 5 yrs.	5-14 yrs.		Count	15+ yrs.
Safety/security	23	15.5	13.0	46	135	15.7
Reduce crime	26	17.6	15.8	56	160	18.6
Health			0.6	2	11	1.3
Self-sufficiency	9	6.1	8.2	29	68	7.9
Literacy	3	2.0	2.0	7	15	1.7
Students	23	15.5	15.5	55	134	15.5
Diversity	8	5.4	4.8	17	33	3.8
Economy	33	22.3	20.3	72	192	22.3
Environment	23	15.5	20.0	71	114	13.2

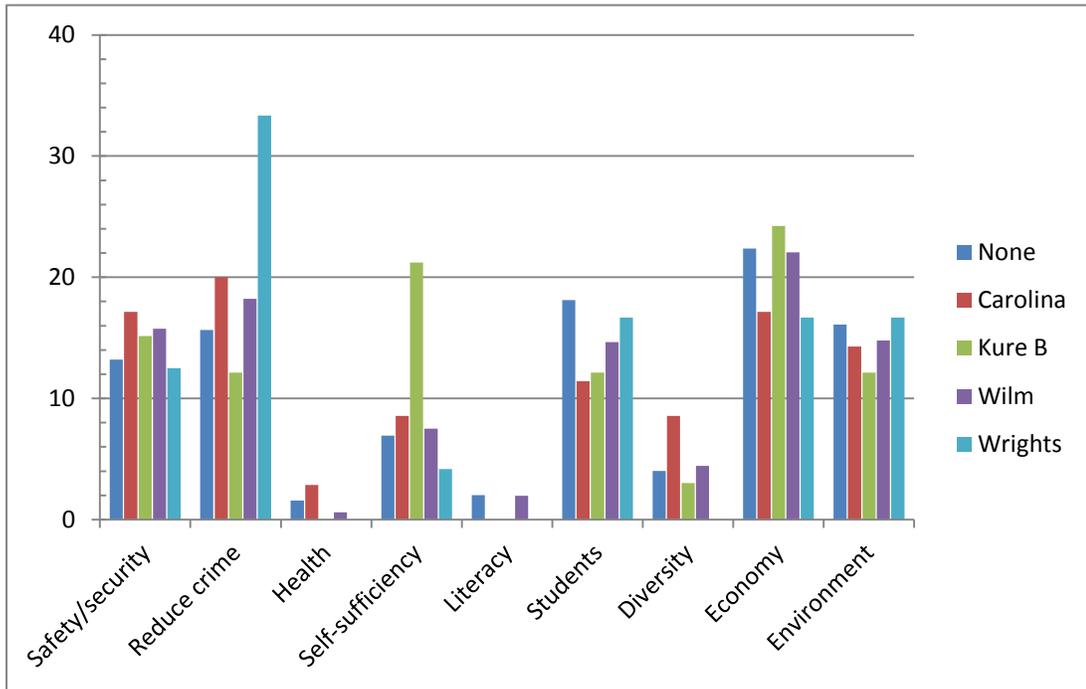


Priorities based on:

Which, if any, city/town limits do you live within?

Priorities by Where

Priority Issue	Count	% None		% Carolina		% Kure B		% Wilm.		% Wrights	
		Count	Count	Count	Count	Count	Count	Count	Count		
Safety/security	59	13.2	6	17.1	5	15.2	128	15.8	3	12.5	
Reduce crime	70	15.7	7	20.0	4	12.1	148	18.2	8	33.3	
Health	7	1.6	1	2.9			5	0.6			
Self-sufficiency	31	6.9	3	8.6	7	21.2	61	7.5	1	4.2	
Literacy	9	2.0					16	2.0			
Students	81	18.1	4	11.4	4	12.1	119	14.7	4	16.7	
Diversity	18	4.0	3	8.6	1	3.0	36	4.4			
Economy	100	22.4	6	17.1	8	24.2	179	22.0	4	16.7	
Environment	72	16.1	5	14.3	4	12.1	120	14.8	4	16.7	

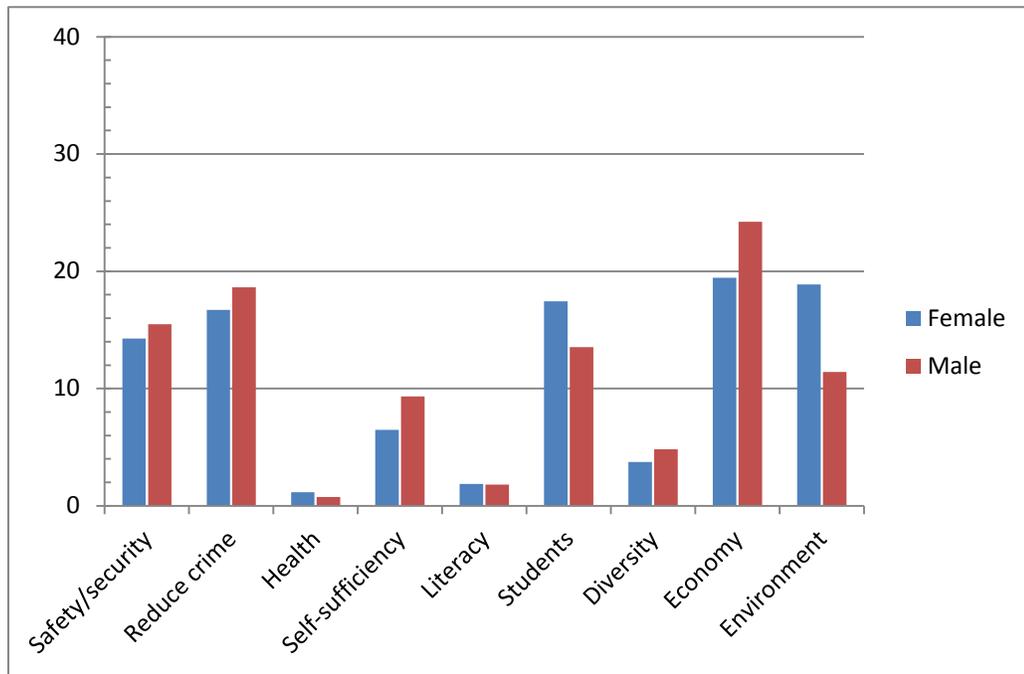


Priorities based on:

Your gender:

Priorities by Gender

Priority Issue	Count	Percent Female	Count	Percent Male
Safety/security	99	14.3	103	15.5
Reduce crime	116	16.7	124	18.6
Health	8	1.2	5	0.8
Self-sufficiency	45	6.5	62	9.3
Literacy	13	1.9	12	1.8
Students	121	17.4	90	13.5
Diversity	26	3.7	32	4.8
Economy	135	19.5	161	24.2
Environment	131	18.9	76	11.4

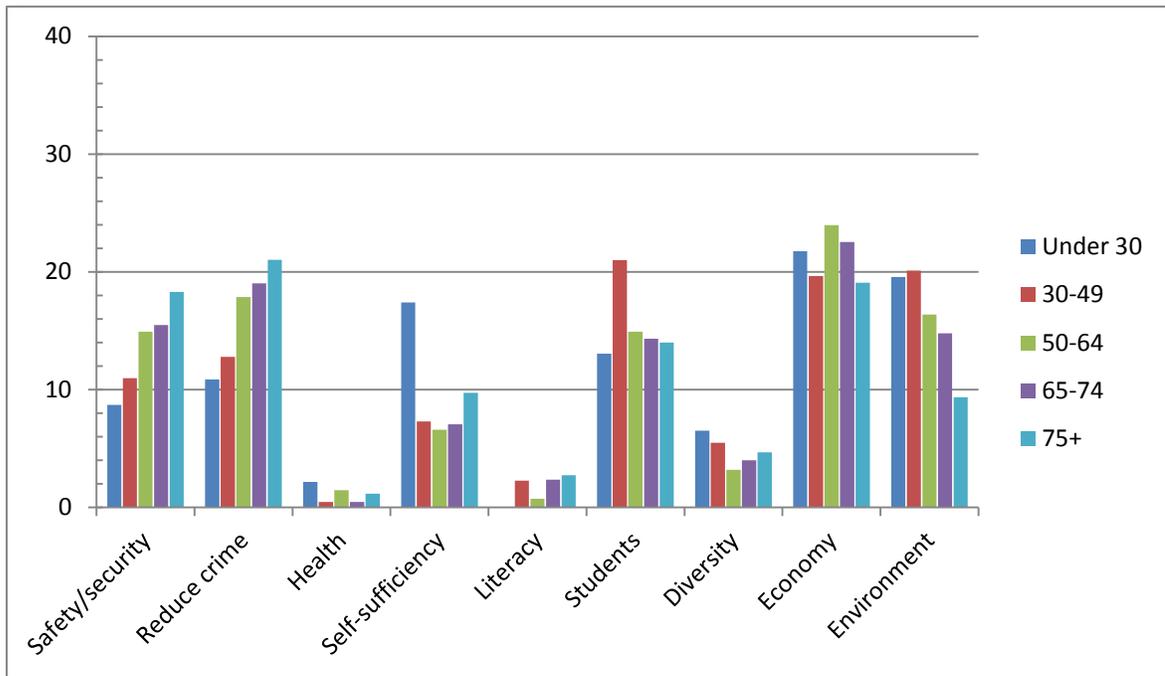


Priorities based on:

Your age range:

Priorities by Age Range

Priority Issue	Count	% Under 30		% 30-49		% 50-64		% 65-74		% 75+	
		Count	%	Count	%	Count	%	Count	%	Count	%
Safety/security	4	8.7	24	11.0	61	14.9	66	15.5	47	18.3	
Reduce crime	5	10.9	28	12.8	73	17.8	81	19.0	54	21.0	
Health	1	2.2	1	0.5	6	1.5	2	0.5	3	1.2	
Self-sufficiency	8	17.4	16	7.3	27	6.6	30	7.0	25	9.7	
Literacy			5	2.3	3	0.7	10	2.3	7	2.7	
Students	6	13.0	46	21.0	61	14.9	61	14.3	36	14.0	
Diversity	3	6.5	12	5.5	13	3.2	17	4.0	12	4.7	
Economy	10	21.7	43	19.6	98	24.0	96	22.5	49	19.1	
Environment	9	19.6	44	20.1	67	16.4	63	14.8	24	9.3	

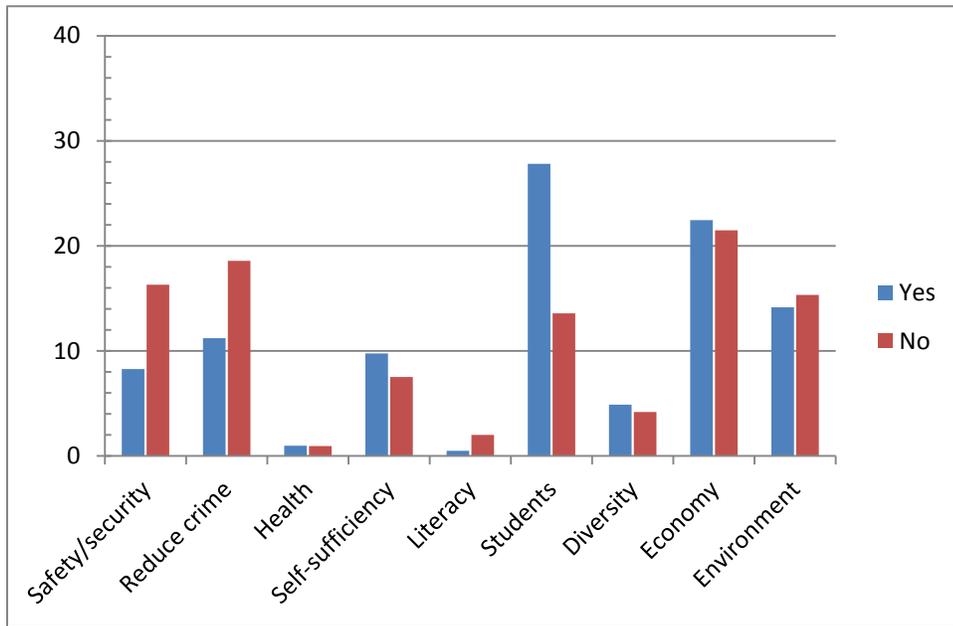


Priorities based on:

Do you have children under age 18 living in your home?

Priorities by Children at Home

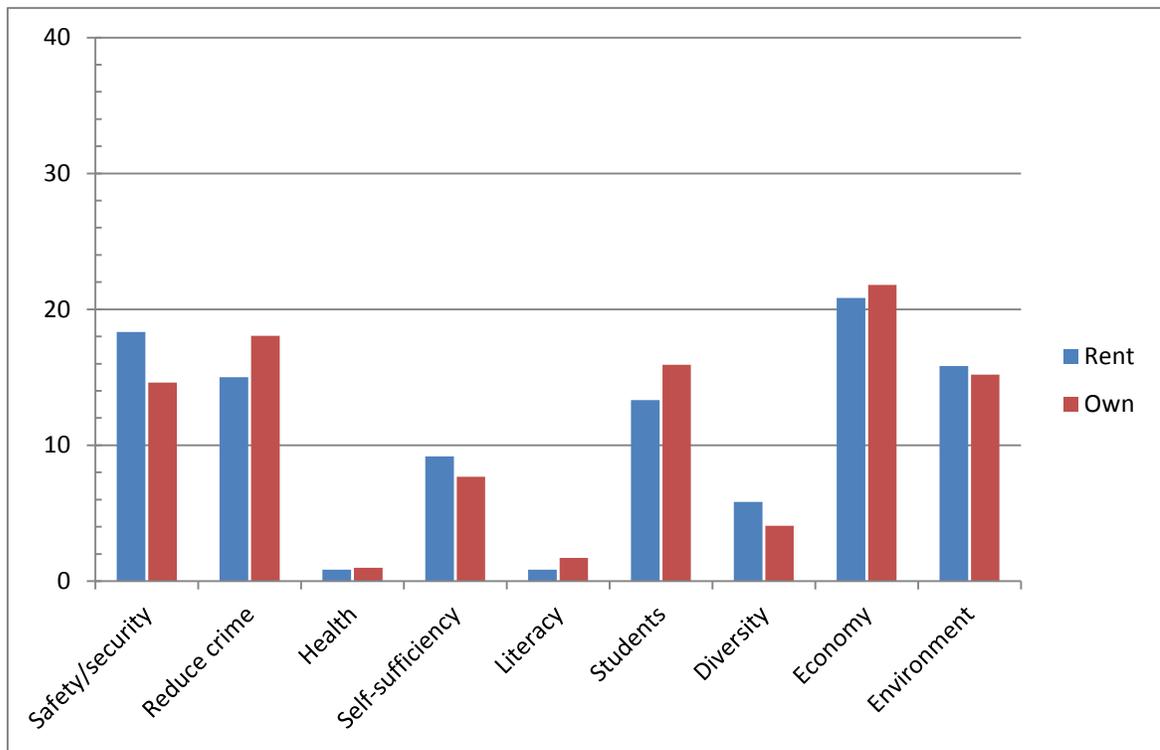
Priority Issue	Count	Percent	
		Yes	No
Safety/security	17	8.3	186
Reduce crime	23	11.2	212
Health	2	1.0	11
Self-sufficiency	20	9.8	86
Literacy	1	0.5	23
Students	57	27.8	155
Diversity	10	4.9	48
Economy	46	22.4	245
Environment	29	14.1	175



Priorities based on:

Do you currently rent or own your home?

Priority Issue	Count	Percent Rent	Count	Percent Own
Safety/security	22	18.3	179	14.6
Reduce crime	18	15.0	221	18.0
Health	1	0.8	12	1.0
Self-sufficiency	11	9.2	94	7.7
Literacy	1	0.8	21	1.7
Students	16	13.3	195	15.9
Diversity	7	5.8	50	4.1
Economy	25	20.8	267	21.8
Environment	19	15.8	186	15.2

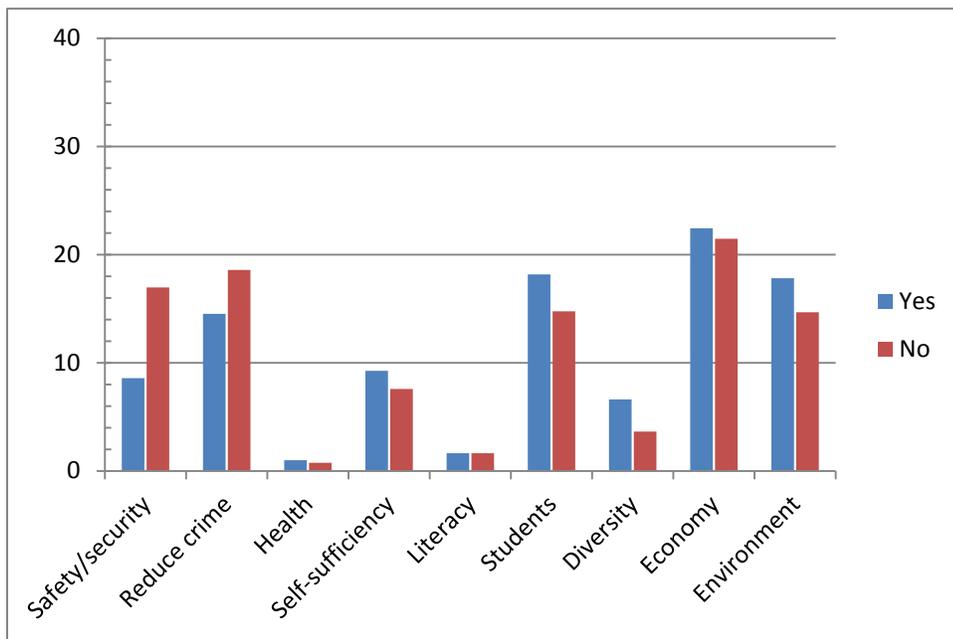


Priorities based on:

Are you a business owner or self-employed?

Priorities by Business Owner?

Priority Issue	Count	Percent	
		Yes	No
Safety/security	26	8.6	177
Reduce crime	44	14.5	194
Health	3	1.0	8
Self-sufficiency	28	9.2	79
Literacy	5	1.7	17
Students	55	18.2	154
Diversity	20	6.6	38
Economy	68	22.4	224
Environment	54	17.8	153



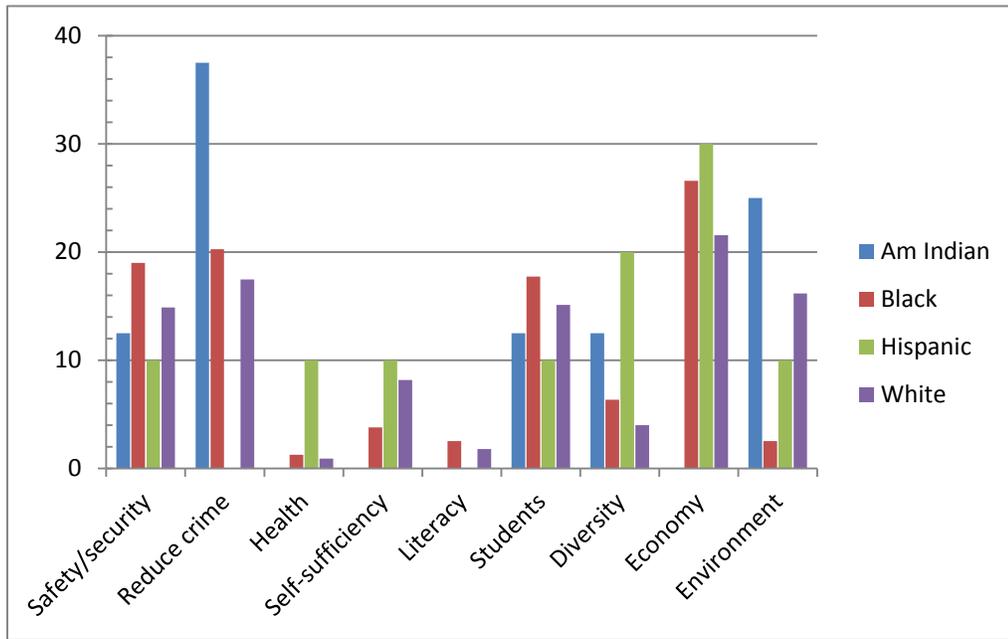
Priorities based on:

Your race/ethnicity:

Priorities by Race

Priority Issue	Count	Percent Am Indian	Count	Percent Black	Count	Percent Hispanic	Count	Percent White
Safety/security	1	12.5	15	19.0	1	10.0	182	14.9
Reduce crime	3	37.5	16	20.3			214	17.5
Health			1	1.3	1	10.0	11	0.9
Self-sufficiency			3	3.8	1	10.0	100	8.2
Literacy			2	2.5			22	1.8
Students	1	12.5	14	17.7	1	10.0	185	15.1
Diversity	1	12.5	5	6.3	2	20.0	49	4.0
Economy			21	26.6	3	30.0	264	21.6
Environment	2	25.0	2	2.5	1	10.0	198	16.2

Note: The other racial groups only had a very few number of respondents.

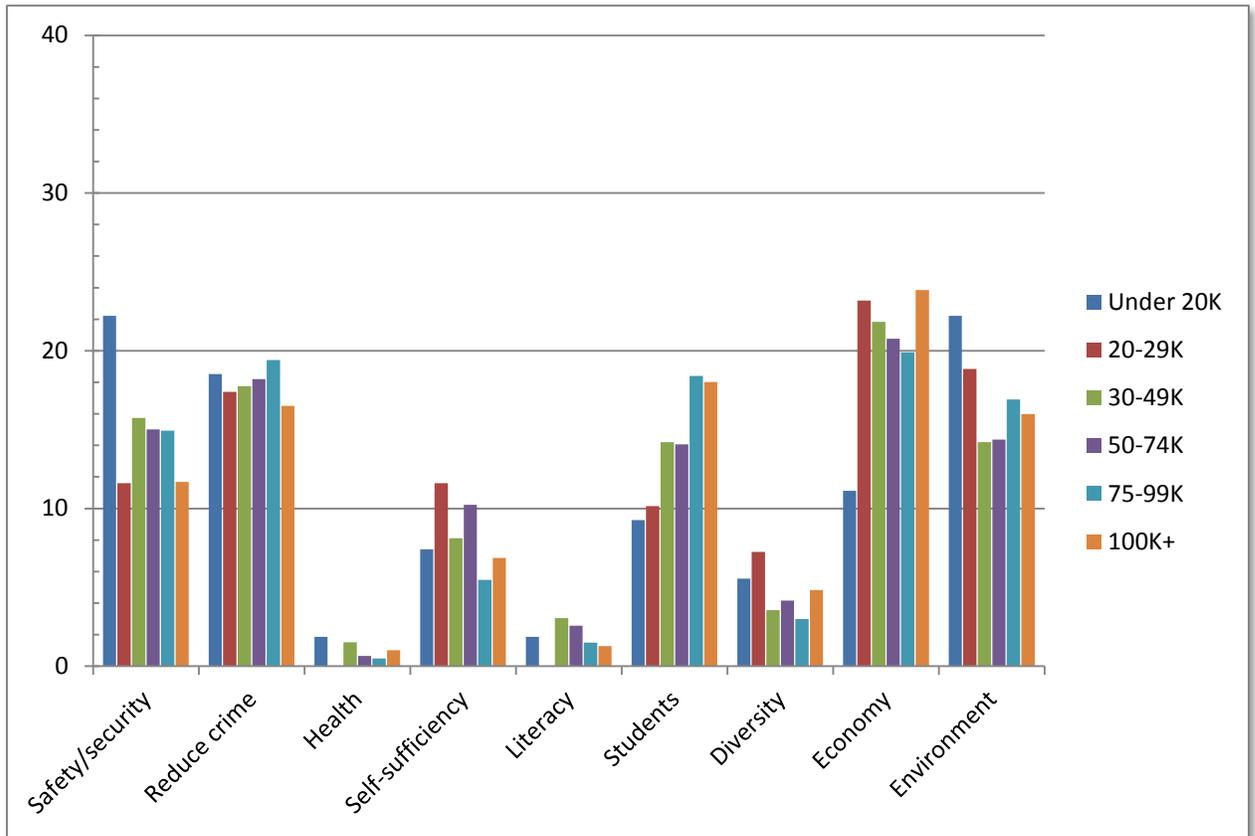


Priorities based on:

Your total household income:

Priorities by Income

Priority Issue	No.	% Under 20K	No.	% 20-29K	No.	% 30-49K	No.	% 50-74K	No.	% 75-99K	No.	% 100K +
Safety/security	12	22.2	8	11.6	31	15.7	47	15.0	30	14.9	46	11.7
Reduce crime	10	18.5	12	17.4	35	17.8	57	18.2	39	19.4	65	16.5
Health	1	1.9			3	1.5	2	0.6	1	0.5	4	1.0
Self-sufficiency	4	7.4	8	11.6	16	8.1	32	10.2	11	5.5	27	6.9
Literacy	1	1.9			6	3.0	8	2.6	3	1.5	5	1.3
Students	5	9.3	7	10.1	28	14.2	44	14.1	37	18.4	71	18.0
Diversity	3	5.6	5	7.2	7	3.6	13	4.2	6	3.0	19	4.8
Economy	6	11.1	16	23.2	43	21.8	65	20.8	40	19.9	94	23.9
Environment	12	22.2	13	18.8	28	14.2	45	14.4	34	16.9	63	16.0

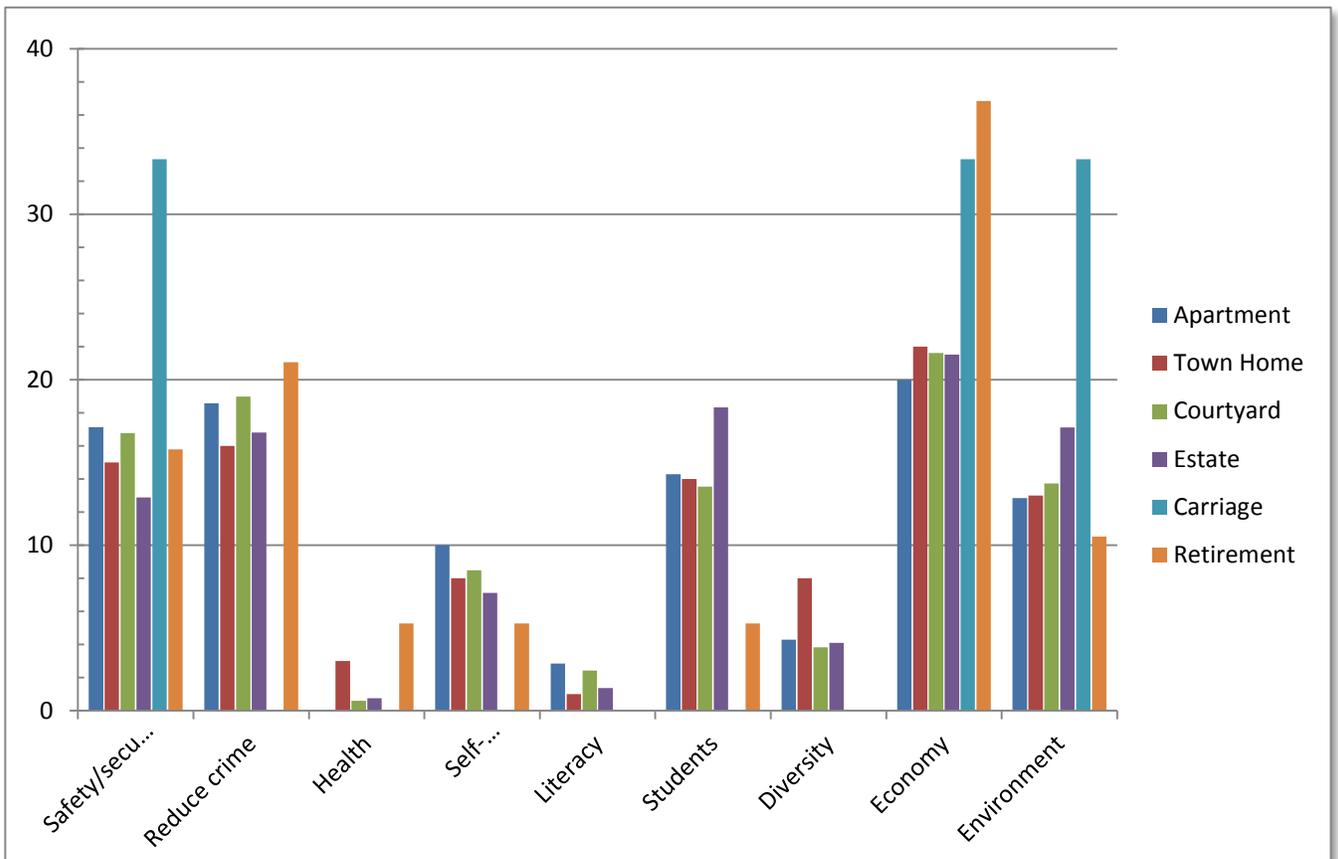


Priorities based on:

Type of Housing:

Priorities by Type of Housing

Priority Issue	Count	% Apt	Count	% Town Home	Count	% Court.	Count	% Estate	Count	% Carri.	Count	% Retire.
Safety/security	12	17.1	15	15.0	83	16.8	85	12.9	1	33.3	3	15.8
Reduce crime	13	18.6	16	16.0	94	19.0	111	16.8			4	21.1
Health			3	3.0	3	0.6	5	0.8			1	5.3
Self-sufficiency	7	10.0	8	8.0	42	8.5	47	7.1			1	5.3
Literacy	2	2.9	1	1.0	12	2.4	9	1.4				
Students	10	14.3	14	14.0	67	13.5	121	18.3			1	5.3
Diversity	3	4.3	8	8.0	19	3.8	27	4.1				
Economy	14	20.0	22	22.0	107	21.6	142	21.5	1	33.3	7	36.8
Environment	9	12.9	13	13.0	68	13.7	113	17.1	1	33.3	2	10.5



Health & Eating Habits of Different Groups of Respondents

Beginning on this page, we break out people’s health and eating habits based on “Type of Respondent”.

The questions asked were:

During the past month, how many **total minutes** of cardio exercise or physical activity for your heart (such as walking, running, aerobics, or swimming) did you do?

- 0 minutes each week (I did not exercise or participate in any moderate/intense physical activity)
 - <60 minutes per week
 - 61-149 minutes per week
 - ≥150 minutes per week
-

During the past week, not counting juice, how many times did you eat fruit? (Count fresh, frozen or canned fruit)

- <1 time per day
 - 1-2 times per day
 - 3-4 times per day
 - 5 or more times per day
-

During the past week, how many times did you eat vegetables that were not fried? Do not include rice or other grains.

- <1 time per day
 - 1-2 times per day
 - 3-4 times per day
 - 5 or more times per day
-

Groupings are based on:
➤ How long have you lived in New Hanover County?
➤ Which, if any, city/town limits do you live within?
➤ Your gender:
➤ Your age range:
➤ Do you have children under age 18 living in your home?
➤ Do you currently rent or own your home?
➤ Are you a business owner or self-employed?
➤ Highest level of education:
➤ Your race/ethnicity:
➤ Your total household income:

Continued on Next Page →

Health and Eating Habits based on:

How long have you lived in New Hanover County?

Cardio by How Long in the Area

How much they work out	Count	< 5 yrs.		5-14 yrs.		15+ yrs.	
		Percent	Count	Percent	Count	Percent	Count
0 min/wk	8	5.5	15	4.2	68	8.0	
<60 min/wk	31	21.2	55	15.4	188	22.1	
61-149 min/wk	56	38.4	163	45.8	292	34.3	
150+ min/wk	51	34.9	123	34.6	304	35.7	

Fruit Consumption by How Long in the Area

Servings per day	Count	< 5 yrs.		5-14 yrs.		15+ yrs.	
		Percent	Count	Percent	Count	Percent	Count
<1 time/day	38	26.2	81	23.2	224	26.4	
1-2 times/day	81	55.9	194	55.6	435	51.2	
3-4 times/day	21	14.5	58	16.6	126	14.8	
5+ times/day	5	3.4	16	4.6	64	7.5	

Vegetable Consumption by How Long in the Area

Servings per day	Count	< 5 yrs.		5-14 yrs.		15+ yrs.	
		Percent	Count	Percent	Count	Percent	Count
<1 time/day	13	9.0	42	12.0	121	14.3	
1-2 times/day	92	63.9	199	56.7	431	50.9	
3-4 times/day	32	22.2	88	25.1	200	23.6	
5+ times/day	7	4.9	22	6.3	94	11.1	

Health and Eating Habits based on:

Which, if any, city/town limits do you live within?

Cardio by Where They Live

How much they work out	None		C Beach		K Beach		Wilm		W Beach	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
0 min/wk	24	5.4	2	5.9	8	23.5	61	7.6	1	4.3
<60 min/wk	106	23.9	6	17.6	14	41.2	149	18.5	2	8.7
61-149 min/wk	166	37.4	13	38.2			308	38.3	6	26.1
150+ min/wk	148	33.3	13	38.2	12	35.3	287	35.7	14	60.9

Fruit Consumption by Where They Live

Servings per day	None		C Beach		K Beach		Wilm		W Beach	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
<1 time/day	117	26.8	13	38.2	14	42.4	189	23.5	6	26.1
1-2 times/day	227	52.1	16	47.1	13	39.4	432	53.7	13	56.5
3-4 times/day	66	15.1	4	11.8	5	15.2	127	15.8	4	17.4
5+ times/day	26	6.0	1	2.9	1	3.0	56	7.0	0	0.0

Vegetable Consumption by Where They Live

Servings per day	None		C Beach		K Beach		Wilm		W Beach	
	Count	Pct	Count	Pct	Count	Pct	Count	Pct	Count	Pct
<1 time/day	60	13.7	8	23.5	4	11.8	98	12.3	3	12.5
1-2 times/day	242	55.1	17	50.0	21	61.8	425	53.3	11	45.8
3-4 times/day	97	22.1	7	20.6	7	20.6	197	24.7	9	37.5
5+ times/day	40	9.1	2	5.9	2	5.9	77	9.7	1	4.2



Health and Eating Habits based on:

Your Gender:

Cardio by Gender

How much they work out	Count	Female	Count	Male
		Percent		Percent
0 min/wk	43	6.5	47	6.8
<60 min/wk	131	19.8	141	20.4
61-149 min/wk	247	37.3	265	38.4
150+ min/wk	241	36.4	237	34.3

Fruit Consumption by Gender

Servings per day	Count	Female	Count	Male
		Percent		Percent
<1 time/day	148	21.4	194	29.7
1-2 times/day	361	52.3	348	53.3
3-4 times/day	131	19.0	75	11.5
5+ times/day	50	7.2	36	5.5

Vegetable Consumption by Gender

Servings per day	Count	Female	Count	Male
		Percent		Percent
<1 time/day	68	9.9	108	16.5
1-2 times/day	351	50.9	370	56.7
3-4 times/day	199	28.9	122	18.7
5+ times/day	71	10.3	53	8.1

Health and Eating Habits based on:

Your age range:

Cardio by Age Range

How much they work out	<30		30-49		50-64		65-74		75+	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
0 min/wk	1	2.2	9	4.1	16	3.9	31	7.2	34	13.6
<60 min/wk	9	20.0	44	20.2	83	20.3	81	18.9	55	22.0
61-149 min/wk	16	35.6	95	43.6	163	39.9	156	36.4	79	31.6
150+ min/wk	19	42.2	70	32.1	147	35.9	160	37.4	82	32.8

Fruit Consumption by Age Range

Servings per day	<30		30-49		50-64		65-74		75+	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
<1 time/day	11	25.0	49	22.7	92	22.9	120	28.2	66	26.0
1-2 times/day	26	59.1	106	49.1	223	55.6	217	51.1	140	55.1
3-4 times/day	5	11.4	40	18.5	60	15.0	60	14.1	39	15.4
5+ times/day	2	4.5	21	9.7	26	6.5	28	6.6	9	3.5

Vegetable Consumption by Age Range

Servings per day	<30		30-49		50-64		65-74		75+	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
<1 time/day	4	8.9	20	9.3	24	6.0	71	16.6	54	21.6
1-2 times/day	25	55.6	110	50.9	228	57.1	227	52.9	134	53.6
3-4 times/day	15	33.3	59	27.3	102	25.6	92	21.4	50	20.0
5+ times/day	1	2.2	27	12.5	45	11.3	39	9.1	12	4.8

Health and Eating Habits based on:

Do you have children under age 18 living in your home?

Cardio by Children at Home

How much they work out	Count	Yes	Count	No
		Pct		Pct
0 min/wk	6	2.9	81	7.1
<60 min/wk	42	20.3	229	20.2
61-149 min/wk	84	40.6	422	37.2
150+ min/wk	75	36.2	401	35.4

Fruit Consumption by Children at Home

Servings per day	Count	Yes	Count	No
		Pct		Pct
<1 time/day	33	16.1	307	27.2
1-2 times/day	112	54.6	591	52.4
3-4 times/day	41	20.0	162	14.4
5+ times/day	19	9.3	67	5.9

Vegetable Consumption by Children at Home

Servings per day	Count	Yes	Count	No
		Pct		Pct
<1 time/day	16	7.8	159	14.1
1-2 times/day	109	53.4	605	53.8
3-4 times/day	54	26.5	262	23.3
5+ times/day	25	12.3	99	8.8



Health and Eating Habits based on:

Do you currently rent or own your home?

Cardio by Rent or Own

How much they work out	Count	Rent	Count	Own
		Pct		Pct
0 min/wk	5	4.2	85	7.0
<60 min/wk	32	26.7	239	19.7
61-149 min/wk	48	40.0	451	37.1
150+ min/wk	35	29.2	440	36.2

Fruit Consumption by Rent or Own

Servings per day	Count	Rent	Count	Own
		Pct		Pct
<1 time/day	37	30.8	297	24.6
1-2 times/day	56	46.7	647	53.7
3-4 times/day	22	18.3	181	15.0
5+ times/day	5	4.2	80	6.6

Vegetable Consumption by Rent or Own

Servings per day	Count	Rent	Count	Own
		Pct		Pct
<1 time/day	16	13.3	156	13.0
1-2 times/day	62	51.7	650	54.1
3-4 times/day	35	29.2	281	23.4
5+ times/day	7	5.8	115	9.6



Health and Eating Habits based on:

Education:

Cardio by Education

How much they work out	Some HS		HS Grad		Some College		Voc/ 2yr		BS/BA		Grad Deg	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
0 min/wk	1	12.5	12	14.5	21	9.1	10	7.6	26	5.3	21	5.1
<60 min/wk	2	25.0	30	36.1	57	24.7	25	18.9	95	19.4	64	15.6
61-149 min/wk	3	37.5	24	28.9	88	38.1	58	43.9	184	37.6	153	37.2
150+ min/wk	2	25.0	17	20.5	65	28.1	39	29.5	185	37.8	173	42.1

Fruit Consumption by Education

Servings per day	Some HS		HS Grad		Some College		Voc/ 2yr		BS/BA		Grad Deg	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
<1 time/day	2	25.0	34	40.5	47	36.2	47	36.2	115	23.6	71	17.3
1-2 times/day	5	62.5	28	33.3	56	43.1	56	43.1	284	58.3	232	56.6
3-4 times/day	1	12.5	18	21.4	17	13.1	17	13.1	73	15.0	67	16.3
5+ times/day			4	4.8	10	7.7	10	7.7	15	3.1	40	9.8

Vegetable Consumption by Education

Servings per day	Some HS		HS Grad		Some College		Voc/ 2yr		BS/BA		-	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
<1 time/day	3	37.5	15	18.3	42	18.5	19	14.7	59	12.1	38	9.3
1-2 times/day	3	37.5	47	57.3	121	53.3	61	47.3	269	55.2	222	54.3
3-4 times/day	2	25.0	13	15.9	40	17.6	38	29.5	123	25.3	103	25.2
5+ times/day			7	8.5	24	10.6	11	8.5	36	7.4	46	11.2

Health and Eating Habits based on:

Your race/ethnicity:

Cardio by Race/Ethnicity

How much they work out	Count	Am	Count	Hisp	Count	Black	Count	White
		Ind		Pct		Pct		Pct
0 min/wk					10	13.0	78	6.4
<60 min/wk			2	20.0	21	27.3	242	19.8
61-149 min/wk	3	37.5	2	20.0	26	33.8	462	37.8
150+ min/wk	5	62.5	6	60.0	20	26.0	440	36.0

Fruit Consumption by Race/Ethnicity

Servings per day	Count	Am	Count	Hisp	Count	Black	Count	White
		Ind		Pct		Pct		Pct
<1 time/day	1	12.5	2	20.0	20	25.6	310	25.6
1-2 times/day	2	25.0	5	50.0	34	43.6	654	53.9
3-4 times/day	5	62.5	2	20.0	15	19.2	176	14.5
5+ times/day			1	10.0	9	11.5	73	6.0

Vegetable Consumption by Ethnicity

Servings per day	Count	Am	Count	Hisp	Count	Black	Count	White
		Ind		Pct		Pct		Pct
<1 time/day	1	12.5	6	60.0	12	15.8	159	13.1
1-2 times/day	3	37.5	3	30.0	31	40.8	661	54.4
3-4 times/day	4	50.0	1	10.0	22	28.9	286	23.6
5+ times/day					11	14.5	108	8.9



Health and Eating Habits based on:

Your total household income:

Cardio by Income

How much they work out	<20K		20-39K		30-49K		50-74K		75-99K		100K+	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
0 min/wk	4	7.7	14	20.9	15	7.6	25	8.0	7	3.5	17	4.3
<60 min/wk	17	32.7	17	25.4	52	26.3	64	20.6	43	21.3	48	12.1
61-149 min/wk	20	38.5	20	29.9	70	35.4	124	39.9	91	45.0	142	35.9
150+ min/wk	11	21.2	16	23.9	61	30.8	98	31.5	61	30.2	189	47.7

Fruit Consumption by Income

Servings per day	<20K		20-39K		30-49K		50-74K		75-99K		100K+	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
<1 time/day	20	37.0	22	32.8	61	31.8	70	22.6	46	23.1	85	21.6
1-2 times/day	23	42.6	31	46.3	94	49.0	177	57.1	111	55.8	210	53.3
3-4 times/day	8	14.8	11	16.4	25	13.0	44	14.2	30	15.1	67	17.0
5+ times/day	3	5.6	3	4.5	12	6.3	19	6.1	12	6.0	32	8.1

Vegetable Consumption by Income

Servings per day	<20K		20-39K		30-49K		50-74K		75-99K		100K+	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
<1 time/day	13	24.5	11	16.7	26	13.5	45	14.6	22	11.0	39	9.9
1-2 times/day	25	47.2	34	51.5	104	54.2	175	56.6	113	56.5	206	52.3
3-4 times/day	11	20.8	14	21.2	47	24.5	65	21.0	48	24.0	103	26.1
5+ times/day	4	7.5	7	10.6	15	7.8	24	7.8	17	8.5	46	11.7

Health and Eating Habits based on:

Type of Housing:

Cardio by Type of Housing

How much they work out	Apt		Town Home		Court		Estate		Carriage		Retire	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
0 min/wk	3	4.3	7	7.0	30	6.0	44	6.8	1	33.3	1	5.3
<60 min/wk	18	25.7	19	19.0	111	22.3	112	17.3	2	66.7	5	26.3
61-149 min/wk	26	37.1	38	38.0	193	38.8	244	37.6			7	36.8
150+ min/wk	23	32.9	36	36.0	163	32.8	249	38.4			6	31.6

Fruit Consumption by Type of Housing

Servings per day	Apt		Town Home		Court		Estate		Carriage		Retire	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
<1 time/day	22	31.9	25	25.3	132	27.2	149	22.9	3	100.0	4	21.1
1-2 times/day	32	46.4	51	51.5	258	53.2	352	54.0			9	47.4
3-4 times/day	10	14.5	15	15.2	77	15.9	98	15.0			5	26.3
5+ times/day	5	7.2	8	8.1	18	3.7	53	8.1			1	5.3

Vegetable Consumption by Type of Housing

Servings per day	Apt		Town Home		Court		Estate		Carriage		Retire	
	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct	No	Pct
<1 time/day	10	14.5	13	13.1	76	15.7	70	10.7	1	33.3	2	10.5
1-2 times/day	37	53.6	60	60.6	253	52.4	353	54.1	2	66.7	8	42.1
3-4 times/day	15	21.7	19	19.2	112	23.2	165	25.3			8	42.1
5+ times/day	7	10.1	7	7.1	42	8.7	64	9.8			1	5.3



Correlations and Regression (Predictors of Satisfaction)

Another type of analysis (Multiple Regression Analysis) was also performed to determine which statements are most highly correlated with, and/or have the *greatest predictive value* when considering key general statements.

Another way of thinking about what this analysis means is, “Which *specific* items account for the most variability in a given *general* item?”

This type of analysis can be quite useful when you wish to prioritize areas for improvement and/or identify which areas of strength are most highly linked to satisfaction.

Key General Statements	
S1	New Hanover County has a great quality of life.
S2	New Hanover County government provides quality services.
S4	New Hanover County government spends my tax dollars wisely.
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.
S10	It is very likely that I will still be a resident of New Hanover County in five years.



Specific Predictors for S1 (Strong predictors are bold)	
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.
S2	New Hanover County government provides quality services.
S10	It is very likely that I will still be a resident of New Hanover County in five years.
S5	New Hanover County is a great place to do business.
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.
Note	If we consider only Statements 3, 5, 6, 8, 9 as contributors, then 5, 3, 8 & 6 emerge as significant predictors. (In that order)

There are of course many factors that contribute to citizen/customer satisfaction with these general statements. However, the scope of this survey did not allow for addressing most of them.

Continued on Next Page →

Correlations and Regression (Predictors of Satisfaction) Continued:

- When significant predictors are discovered, you can take these into account when planning for the future.
- Below are the statistically significant predictors of the other general statements.

General Statement	
S2	New Hanover County government provides quality services.
Specific Predictor for S2	
S3	New Hanover County government is efficient and effective.
S1	New Hanover County has a great quality of life.
S9	New Hanover Co. government does a good job listening to its residents.
S4	New Hanover County government spends my tax dollars wisely.
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.
Note	If we consider only Statements 3, 5, 6, 8, 9 as contributors, then 3, 5, 9 & 8 emerge as significant predictors. (In that order)

General Statement	
S4	New Hanover County government spends my tax dollars wisely.
Specific Predictor for S4	
S3	New Hanover County government is efficient and effective.
S9	New Hanover Co. government does a good job listening to its residents.
S5	New Hanover County is a great place to do business.
S2	New Hanover County government provides quality services.
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.
Note	If we consider only Statements 3, 5, 6, 8, 9 as contributors, then 3, 9 & 5 emerge as significant predictors. (In that order)

Correlations and Regression (Predictors of Satisfaction) Continued:

General Statement	
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.
Specific Predictors for S35	
S1	New Hanover County has a great quality of life.
S6	I feel safe and secure in my New Hanover County community.
S10	It is very likely that I will still be a resident of New Hanover County in five years.
S5	New Hanover County is a great place to do business.
S9	New Hanover Co. government does a good job listening to its residents.
S4	New Hanover County government spends my tax dollars wisely.
Note	If we consider only Statements 3, 5, 6, 8, 9 as contributors, then 5, 6, 8, 9 & 3 all emerge as significant predictors. (In that order)

General Statement	
S10	It is very likely that I will still be a resident of New Hanover County in five years.
Specific Predictor for S36	
S1	New Hanover County has a great quality of life.
S7	I would recommend New Hanover Co. to my family & friends as a great place to live.
S8	New Hanover Co. government provides residents with the information they need to get involved in the community.
Note	If we consider only Statements 3, 5, 6, 8, 9 as contributors, then 8, 5 & 6 emerge as significant predictors. (In that order)

Open Ended Questions (“Verbatims”)

Symbols

- ◆ NR - This stands for Name Reference, which means that a person’s name was mentioned. Each Name Reference includes the survey’s case and/or ID number.
- ◆ (?) - This denotes an illegible word.

Written Comments

- ◆ An individual respondent’s complete answer to an open-ended question appears in one cell. One or more ideas may be expressed within that cell. In the report we arrange the comments by the idea mentioned first within each cell.
- ◆ If a cell was blank, there was no answer.

Comment Contents

Topic	Page
Is there anything we haven’t asked you that you would like to share?	82
The County provides many programs and services. <i>What is the most recent County sponsored program/service you have heard about?</i>	111

The open ended question was stated as follows.

Is there anything we haven't asked you that you would like to share?

Case No.	Q26- How Long	Q27- Where	Q33- Age Range	Q34- Children	Is there anything else...
2	15+ yr	Wilm	30-49	No	The county commissioners & senior staff need to stop wasting my tax dollars on spending for meals & travel to meetings. They should follow the same rules as all county employees. They need to understand how disrespectful it is to waste money when many taxpayers are working hard to make ends meet.
4	15+ yr	Wilm	50-64	No	Provide services to city residents! We are county taxpayers too. Recent examples: debris pickup. Why didn't county pick up post storm debris in the city portion of the county? When city & county governments agree to "split the cost," city residents pay 2/3 of the cost. Residents in unincorporated county pay only 1/3! What a raw deal!
6	15+ yr	Wilm	30-49	No	County commissioners need to make a decision about trash. No fracking. Too many people in poverty & not enough jobs.
7	5-14 yr	Wilm	65-74	No	Do not agree with relaxed welfare/food stamp system. Caters to drugs & illegals while we struggle to survive.
9	15+ yr	Uninc	50-64	No	Concerned about the direction the county is going in a liberal direction. Pay attention to Washington, NC. It has followed the liberal direction since the last presidential election. Our county is falling apart. Please don't do this here.
16	15+ yr	Uninc	50-64	No	Please put more money into education (public) to support students & staff.
19	5-14 yr	Wilm	50-64	No	Wilmington is not safe – crime every day. Holdups, robberies, assaults. I love Wilmington other than I never relax because I don't ever feel safe. On TV, in paper, every day. In last 2 years my daughter & next door neighbors' house broken into. Not safe – gangs, etc.
20	15+ yr	Wilm	50-64	No	We in the city are tired of funding the bill for people outside of the city & not being represented properly in county decisions.
26	15+ yr		65-74	No	Why can't our trash service tie in like the city?
28	5-14 yr	Wilm	65-74	No	I would like to see city buses used for getting high school students to school. It would give students more flexibility, reduce costs & increase bus service for Wilmington.
35	15+ yr	Wilm	65-74	No	Please stop wasting money on these walking trails & put in some sidewalks. Stop grants for arts organizations (use private funds).
49	15+ yr	Wilm	<30	No	We need more boating & fishing access, such as public docks, ramps & marinas. Thanks.
53	15+ yr	Uninc	65-74		Please work hard to keep our neighborhoods single family!
54	<5 yr	Wilm	65-74	No	There should be a major recreation/sports complex with an indoor lap pool for exercise, partially supported by membership fees with city or county residents getting a reduced rate. Classes for swimming & health (exercises) would be valuable to all & help senior citizens cope with changes in physical decline. Nutrition classes & demos could be helpful in decreasing reliance on unhealthy fast foods.
55	15+ yr	Uninc	30-49	Yes	We need more county multipurpose fields. The lack of athletic fields & parks is embarrassing for our community.

56	5-14 yr	Wilm	75+	No	I love Wilmington. A city, yet feeling of a small town. Great university, great library. Ocean! Beach! Thank you!
61	15+ yr	Wilm	75+	No	I wish all the nearby county residents who are using city streets & facilities could be annexed or taxed to pay their share of wear & tear.
67	15+ yr	Wilm	50-64	Yes	I am a disabled grandmother raising my 4 year old granddaughter. Affordable housing in a safe neighborhood is hard to find. Becoming overpriced to live here on a fixed income. Also, volunteering with disabled & homeless. So many fall through the cracks.
69	15+ yr	Wilm	50-64	No	More disc golf courses.
70	15+ yr	Uninc	50-64	Yes	Taxes = services. This is an amazing location. It would be worth the money to eliminate the above ground electrical lines. Property values would increase & justify the cost. Continue to add more green spaces & sidewalks.
71	15+ yr	Wilm	65-74	No	Please stop Titan. We cannot afford one more ounce of toxins in our water!
80	15+ yr	Wilm	65-74	No	Need to stop developing homes with sewer. Put sewer in communities that are old & need it for failing septic systems that pump all the time.
83	15+ yr	KBeach	30-49	Yes	Please consider the importance of investing in youth sporting facilities. There are not enough & our county could attract many visitors if we had better facilities to host sport tournaments, etc.
84	15+ yr	Wilm	30-49	Yes	Derrick Hickey shouldn't be allowed to litter our community & zip tie his signs to street signs! It's a disgrace!
86	5-14 yr	KBeach	65-74	No	You have not expressed any interest in keeping air & water quality high. NHCO is appealing because of a clean environment.
89	15+ yr	CBeach	30-49	No	County commission is extremely too conservative.
91	15+ yr	Uninc	<30	No	I am disappointed in the allowance of the rezoning & construction of the Wal-Mart in Porters Neck area.
96	15+ yr	Wilm		No	We need more taxes to meet infrastructure needs. Probably having democrats as well as republicans on boards would help.
104	5-14 yr	Uninc	65-74	No	Would like to share my thoughts in person. Would be very important to me.
117	<5 yr	Uninc	30-49	No	I really like living here!
119	15+ yr	Uninc	65-74	No	Food pantries are very limited & provide little in milk, fruits & vegetables.
120	15+ yr	Wilm	75+	No	Wilmington used to be a wonderful place to live. Now people come from places they didn't want to be but seem to want to change Wilmington to be just like from where they came. They are destroying the history & beauty of this old, old city along the Cape Fear & the Atlantic. It's getting too expensive to live in my home town.
127	15+ yr	Wilm	30-49	No	Yes, I think this county would benefit greatly if you lose the small mind mentality. Plan for a cruise ship to be docked here. That would be nice.
128	5-14 yr	Wilm	30-49	Yes	Please use bonds/debt within reason or not at all! Let's not be Detroit 2050. Overall, very pleased with Mr White, et al.
129					Cut wasteful spending, county in particular.
130	5-14 yr	Wilm	30-49	No	Seems this questionnaire focuses on government programs & citizen volunteering opportunities. I am more concerned with the availability of quality jobs & business opportunity. I don't need the government providing community volunteers, I do that through my church. I need lower taxes.

132	15+ yr	Wilm	50-64	Yes	I see too many road changes that are not necessary, IE "roundabouts – waste of dollars! Put up 4 way stops.
133	15+ yr	Wilm	75+	No	Our education system is atrocious & it is not a money issue. My granddaughter starte4d school in MA 3 years ago & their education system is far superior to ours. They make learning interesting & feed kids healthy food, not junk. Our kids in NC are bored & the teachers don't make sure they know the basics & foundation before they move on. Parents should be made to sit in on classes when their kids misbehave in class. Make parents be responsible for kids education.
138	5-14 yr	Wilm	75+	No	Wasted money on baseball park (city).
144	5-14 yr	Wilm	30-49	Yes	Why doesn't education lottery go to education? We just voted on a bond to improve schools by raising taxes!
146	<5 yr	Uninc	30-49	Yes	On question 12, I think education & proper learning facilities are crucial to ensuring the growth within the community. If the schools are not where they should be (including good teachers at a fair salary) businesses will not want to stay or relocate here.
147	15+ yr	Uninc	30-49	Yes	I always tell my kids to go big or go home. Basically if you do something then strive to be the best. Our schools should be doing this. It should be the best in the state. Put politics aside for the sake of our kids. Also fix Greenville Loop & Oleander intersection. It is a mess.
148	<5 yr	Wilm	50-64	No	Need more communication of what the county provides.
150	15+ yr	Wilm	50-64	No	Don't just raise taxes. Do a lean process. That's what I have to do to meet my budget.
152	15+ yr	Wilm	65-74	No	Poorly written survey questions. Too many personal questions. Most important – drainage issues!
156	15+ yr	KBeach	50-64	No	I find prices in New Hanover county overall 3% higher than the five surrounding counties.
160	5-14 yr	CBeach	50-64	No	I love living in New Hanover county. It's a great place to work & retire.
161	5-14 yr	KBeach	65-74	No	Continue to provide & expand free public access to our ocean, river, ICWW and streams.
164	15+ yr	Wilm	65-74	No	Yes there is! The question is: Why does New Hanover county seem to promote & foster the fatherless family units within our community through the NHC social services department?
169	15+ yr	WBeach	30-49	Yes	Especially in the current economy, fiscal responsibility by way of decreasing spending is most important to me.
170	15+ yr	Wilm	65-74	No	The county should have mandatory recycling for all residents by providing containers as the city does. It is unfair for city taxpayers to do their share to extend the life of the landfill while county residents toss all their garbage. Hauling garbage to Sampson County is not the answer. There is no "away." County commissioners, show some courage & charge residents of the unincorporated areas for garbage services.
171	15+ yr	Uninc	65-74	No	Constitutional rights of home owners.
188	15+ yr	Wilm	30-49	No	The voters voted to fund the CFCC bond referendum. It should all be spent. Shame on you, Woody White.
189	5-14 yr	Uninc	<30	No	The county mandated Seitter Acres pay for Cape Fear water & sewer when only 2 septic tanks failed in our neighborhood. We did not vote to do this expensive project. If the county mandates something, they need to help pay for it in a more substantial way. Seniors on a fixed income have to pay \$8k to \$12k for it.

192	5-14 yr	Wilm	75+	No	New Hanover-Wilmington city council needs to get rid of all the developers & real estate people on the board.
193	15+ yr	Wilm	<30	Yes	Wilmington needs neighborhood public transportation & easy access for non-car owners/drivers (too young to drive, unable to purchase a vehicle, too old to drive, unable to drive because of injury). The list goes on & on!
195	15+ yr	Uninc	65-74	No	Everyone should have county available!
196	5-14 yr	Uninc	30-49	Yes	Please consider more parks. We need space for our sports teams, IE soccer, football, lacrosse, etc.
202	15+ yr	Wilm	50-64	No	New Hanover county, particularly Wilmington, has a significant & entrenched underclass. If we could do something about this, it would help with many of the priorities in #12.
204	5-14 yr	Wilm	30-49	Yes	The answers in question #12 are meaningless – vague, leading, contradictory! Just ask: 1.) education, 2.) crime, 3.) property allurements & social programs, 4.) job growth, 5.) environment protection and 6.) lower taxes. Ask us which is our priority?
208	15+ yr	Uninc	30-49	Yes	Pay teachers more money, even if you have a school tax for only families with children in school, not retirees, etc.
210	15+ yr	Wilm	65-74	No	I cannot pay more taxes. Fixed income.
211	15+ yr	Wilm	65-74	No	County government taxes should be allocated to non-profit organizations that provide critical care services to citizens of the county. Blue Ribbon Commission, Kids Making It, Carousel Center are examples.
213	15+ yr	Wilm	30-49	Yes	A great need that I see for Wilmington is convenient public transportation. I have to travel by foot over 2 miles to catch a bus. I live in the Greenville Loop/Pine Grove/Holly Tree area. We need many more bus stops throughout Wilmington, please! If more convenient, more people might ride the bus instead of so many cars on our streets & cut down on pollution!
215	15+ yr	Wilm	50-64	Yes	We need better public transportation so everyone doesn't have to own a car & more convenient access to the transportation.
219	15+ yr	CBeach	50-64	No	Police can't seem to enforce traffic laws & government can't get a handle on crime. Downtown at night is unsafe. Gangs come here because it's easy.
221	15+ yr	CBeach	65-74	No	We need to repair our roads. Stop building running trails that only young people use & do not contribute to property taxes that build & support them.
224	5-14 yr	Uninc	65-74	No	Stop planting trees under electrical wires! Business buildings, schools do this.
225	5-14 yr	Uninc	65-74	No	Carolina Beach Road from Monkey Junction to Snow's Cut Bridge is not safe. Make it safer please. It is sometimes impossible to leave my development & access CB Road. People drive 70 mph, have been rear ended twice in the last 4 years. Regulate scooters.
226	15+ yr	Uninc	65-74	No	Politicians need to police themselves & work <u>for</u> the working people!
227	15+ yr	Wilm	30-49	Yes	Crime is a problem. Development off Airline Rd Galleria Shopping Center – I am against turning into lots of apartments. Area too congested.
229	15+ yr	Wilm	65-74	No	Question #12 is a terrible question that will produce no meaningful information. The choices are vague & have a great deal of overlap. Without #21 being meaningful #22 is also useless.
231	15+ yr	Wilm		No	Provide town hall meetings monthly to provide better communication for the citizens of the county.
246	15+ yr	Wilm	75+	No	Water rates are much too high.

247	15+ yr	Wilm	30-49	Yes	Need to consolidate with Wilmington.
251	15+ yr	UnInc	50-64	Yes	Cut salary of school administrators/CTE department head & increase teacher pay. Get textbooks in schools. Obey laws passed about neighborhood schools. Stop busing Dawson St/Mar stellar to Myrtle Grove district.
252	15+ yr	UnInc	50-64	No	WAVE transit is an embarrassment. Very large buses carrying 1 to 2 people. Why not use small vans or better yet use voucher system to reimburse the huge excess or private cab companies to transport current WAVE customers.
253	<5 yr	Wilm	65-74	No	Please have a scheduled checking of main roads like Wrightsville Avenue, etc., for checking & repairing potholes.
255	15+ yr	Wilm	50-64	No	This is another waste of taxpayer money. This could be done via computer for lower cost.
256	<5 yr	UnInc	65-74	No	Most of the county employees I have dealt with are arrogant & unfriendly.
257	15+ yr	UnInc	65-74	No	Use lottery money for schools only, as it was set up for. In the school system get rid of half the superintendents & keep the teachers.
260	15+ yr	UnInc	65-74	No	Insurance & taxes are driving me out of the county.
264	5-14 yr	UnInc	75+	No	Tax breaks for older population. Property tax first on the list, not being in Wilmington city limits. Prefer the county.
269	15+ yr	KBeach	50-64	No	You should have a "prefer not to answer" for #41.
270	15+ yr	Wilm	50-64	No	We need affordable gated community housing for our senior citizens.
271	15+ yr	UnInc	65-74	No	We need to stop Titan from harming our water & air!
272	5-14 yr	Wilm	65-74	No	Keep traffic out of residential neighborhoods that connect major thoroughfares. Enforce speeding citations in residential neighborhoods.
273	15+ yr	Wilm	75+	No	Make government more simple by combining county & city governments.
275	<5 yr	UnInc	75+	No	Please enforce your noise ordinance with motorcycles!
277	15+ yr	Wilm	65-74	No	Continue to support regional public transportation. Exercise control over public utility rates increases (too high, too fast).
278	15+ yr	WBeach	75+	No	Disappointed that the county did not provide space for flying model aircraft (particularly radio control). It's educational & this activity benefits all age groups, particularly seniors!
280	<5 yr	Wilm	75+	No	More teachers & more teacher's assistants.
282	5-14 yr	UnInc	75+	No	Better communication of county business/activity. I only see some things in newspaper. Water & sewer service is poor & expensive!
285	<5 yr	Wilm	30-49	Yes	New Hanover county must produce a serious economic development effort if the county hopes to compete for high quality companies to relocate & grow here.
287	15+ yr	UnInc	65-74	No	Tell Woody to keep pressing on budget items, particularly the school budget issues. Capital expenditures.
288	15+ yr	Wilm	65-74	No	#28-30 does not list single house + lot.
291	15+ yr	Wilm	65-74	No	Supporting environmental & animal rights.

292	<5 yr	KBeach	30-49	Yes	I strongly disagree with budget spending. Too much is spent on law enforcement (especially sheriff), fire & social engineering programs. They do not listen to citizens & abuse citizens through unrealistic property appraisals. Too much money is spent on school administrators & not enough on students. Fix the education system by grouping students by ability. How do I find out results of this survey? Why was the specific nutrition questions asked & why were they asked? Why not carbohydrate intake, Omega 6 intake, wheat, sugar, fruit drinks, etc? Why not questions on satisfaction of citizens on each branch/service offered?
294	5-14 yr	Wilm	30-49	No	We need a recycling drop-off facility in the central part of the city. The existing ones are located too far away.
296	15+ yr	Wilm	50-64	No	I am an advocate for a clean environment & businesses that encourage that. Not fracking, Titan Cement, off shore drilling. I am for film incentives.
299	15+ yr	Uninc	65-74	No	Please provide more safety for pedestrians, especially college students crossing College Rd. Our streets are becoming way to scary.
301	15+ yr	Wilm	50-64	No	Careful planning + conservative ideology = long term success.
302	5-14 yr	Uninc	65-74	No	The lack of skill of county employees is appalling. I received a couple of checks & they were unable to tell me what they were for. Obviously the checks had no info on them to allow me to determine the answer. In private business this would not be tolerated. Need a new county manager!!!
303	15+ yr	Wilm	50-64	No	New Hanover county & Wilmington have done very little to keep pace with area growth. I understand part of this is due to events in Raleigh but our infrastructure has passed it's peak. It is not as pleasant living in NHC as it was 15-20 years ago.
307	<5 yr	Wilm	50-64	No	County's online presence not very user friendly. Board of Election site very confusing, for instance. The app to find political districts doesn't work well.
309	15+ yr	Wilm	75+	No	My income is steadily falling – no “cost of living” increase - & my expenses are exorbitant. Many projects you recommend seem wasteful & unnecessary. Study ways to save & return money to taxpayers. I learned as a child that I couldn't have everything I wanted. I don't need “frills.” As an ill senior citizen I need my money to live on. The county & city seem to look for ways to spend other peoples' money. Tighten your belt. Use your efforts to save & return the savings to taxpayers. So many of your proposals seem absolutely unnecessary & wasteful. Protect sanctity & safety of neighborhoods. Highways are for through traffic. No “connector” streets.
312	15+ yr	Uninc	75+	No	Need to lower taxes & insurance rates for families on fixed income & retired or freeze them at 2000 rates.
323	15+ yr	Uninc	50-64	Yes	Governmental policies are discouraging businesses to locate & grow in community (ie: special use permit). Need to attract more quality jobs to community.
324	<5 yr	Uninc	30-49	Yes	Please create & publicize opportunities for small businesses to serve New Hanover county.
327	15+ yr	Wilm	50-64	No	Cut your spending!
328	5-14 yr	Wilm	65-74	No	We need more bike paths.
331	15+ yr	Wilm	<30	No	No because the government got it – they know everything. Thank you for your wonderful time.
332	15+ yr	Wilm	65-74	No	Clean up Government Center Drive. You can hardly walk down the sidewalk & we have dignitaries visiting there (like the governor).

333	15+ yr	Wilm	65-74	No	Why can't retirement communities be built like Dell Webb communities? Everything here is high-rise! We want patio homes, small yards & small HOA requirements.
339	15+ yr	Wilm	75+	No	Fixed income. Cannot afford more taxes or long term care.
340	15+ yr	WBeach	65-74	No	911 service not good. Taxes too high.
346	15+ yr	Wilm	6	No	Signage for zone awful. Went to meeting & it had been postponed. Sign not changed. If I have to live within a budget so should the government. The cross city trail which is just in front of where I live is a hazard. The old-boy network still has the power!
348	15+ yr	Wilm	50-64	No	Improve Market St, add plaza, put all wires underground, landscape. Also all main streets.
349	15+ yr	Wilm	50-64	Yes	To improve quality of life in New Hanover county please reduce regulations, reduce government employees & reduce taxes. Woody is a good person but he should be kicking asses.
352	<5 yr	Wilm	<30	No	Animal control services could use some improvement.
356	5-14 yr	Wilm	65-74	No	I used to work at the health department. Commissioners (except for poor Bryan Berger) are top notch & used to consider us employees. Also greatly appreciated Mr Coudriet having an employee meeting with us & asking for feedback. I gave him suggestions & he was receptive to them.
357	15+ yr	Wilm	75+	No	Home windstorm is too high. Taxes are too high. NC is unfriendly to retirees.
358	5-14 yr	Wilm	30-49	Yes	Would you like us to reduce your property tax at the expense of something else? YES!
360	5-14 yr		65-74	No	You didn't ask if there were specific needs in our community. There are & they are a bike path along Middle Sound Loop & fire hydrants along Middle Sound Loop.
364	5-14 yr	Wilm	65-74	No	I am concerned about income disparity & child poverty in our county.
365	5-14 yr	Wilm	75+	No	We chose Wilmington because of it's medical facilities & because it's a lovely city near the ocean.
367	15+ yr	Uninc	50-64	No	Would like pick up of yard waste in county.
368	5-14 yr	Wilm	30-49	No	There is a need to improve walking & biking in the county. This will provide alternative modes of transport & improve the quality of life. Also need to encourage mixed use developments that have services to encourage sustainable development.
372	15+ yr	Wilm	65-74	No	The first thing executive & professional people look for when relocating is good schools for their children.
380	15+ yr	Wilm	50-64	No	Although literacy is an important issue I believe this would be accomplished if we put funds into our schools & family support systems.
381	15+ yr	Wilm	50-64	No	It would be nice to see sales tax increase occasionally & not always property tax. As a retiree our income is stagnant at best.
386	5-14 yr	Uninc	50-64	No	This town & county caters to the wealthy.
387	15+ yr	Wilm	50-64	No	County commissioners should be more concerned with protecting the quality of living of the residents than pleasing contractors when they want to develop land that's near residential areas. It appears that the county commissioners support those who will financially support their political interests.
388	15+ yr	Uninc	50-64	No	Fix roads. Bring back film jobs.
390	15+ yr	Uninc	50-64	No	It would be nice if more real businesses came to NHC. Not retail but industries.

391	15+ yr	Wilm	75+	No	Do not increase taxes & provide roadways to accommodate community growth.
392	15+ yr	Wilm	50-64	No	Can the county think about building apartments for the disabled who are on a fixed income?
394	5-14 yr	Uninc	65-74	No	Connect existing sidewalks. More bike paths.
397	15+ yr	Uninc	75+	No	No mention of traffic. No mention of consolidation of city & county services.
398	15+ yr		75+	No	Stop spending on consultants, IE: baseball stadium.
401	15+ yr	Wilm	75+	No	Transportation.
404	15+ yr	Wilm	50-64	No	I'm extremely upset with the amount of money (tax) spent by county representatives on personal & family while "working" out of town/state. There should be specific amounts allotted to spend daily when representing NHC while on business out of town/state or representing NHC elsewhere. The amount <u>does not</u> include family ever. That should be out of pocket.
405	15+ yr	Wilm	65-74	No	Our taxes are too high. Services are poor for what we pay (poor value). Local government is very inefficient. Schools are poor quality but throwing more money at them won't fix them. We need to do everything possible to get parents to do their part & concentrate on fundamentals. Teach skills, facts & thinking skills.
408	15+ yr	Uninc	50-64	No	Please investigate inordinate number of county employees with handicap parking permits. They use them for preferred parking, particularly downtown. Also, eliminate the "honor system" time sheets. It is being widely abused. Use electronic methods. Reinstate temporary service time for employees, unfair & illegal deprivation of benefits. Stop abuse of county phones & vehicles for personal use.
409	15+ yr	Uninc	65-74	No	It is so hard to keep neighborhood looking good. Hard to get zoning. Linda Painter & (?) Perry (nuisance – sheriff's department) to enforce laws. Need more control over sheriff's department. We have no street lights, water or septic. Only paying taxes on land on which house is located.
410	15+ yr	Wilm	50-64	No	I think all the early voting places should have been open starting 10/23/14 rather than just one. It seems like it was trying to make voting more difficult for voters who walk. Only 1 place was open on Saturday this year.
416	15+ yr	Wilm	75+	No	Put sidewalks in Wendover, Ogden.
417	5-14 yr	Uninc	50-64	No	I love living here.
418	15+ yr	Wilm	65-74	No	The county needs to work on continuous improvement through interaction & involving employees to improve processes & procedures. This could very easily make department better & save tax dollars at the same time.
422	15+ yr	Uninc	75+	No	Why don't we put prayer back in school?
423	15+ yr	Wilm	50-64	No	Please continue to support the schools!
425	15+ yr	Wilm	50-64	No	Traffic is terrible. Roads are not sufficient & yet more & more multifamily buildings are approved.
429	15+ yr	Wilm	75+	No	Questions #1-#16 are somewhat difficult to answer. For residents of the city of Wilmington: ambiguous jurisdictional functions, overlapping responsibilities, etc. Often confusing. The best example is streets & roads – state, county or city???
432	5-14 yr	Wilm	30-49	No	I believe New Hanover county has quite a bit of potential. I would be willing to pay more taxes to improve the community & overall quality of life.

433	5-14 yr	Wilm	50-64	No	I just voted to improve transportation in Wilmington, a priority in a previous survey. I'd like more cooperation between city & county.
439	15+ yr	Wilm	50-64	No	Interest in the city/county consolidation – yes.
446	15+ yr	Wilm	65-74	No	I believe that the economic vitality of the community is directly linked to careful planning, preservation of natural resources & aesthetics. The biggest economic powerhouses in our state, Raleigh/Durham/Chapel Hill & Charlotte recognize this.
447	15+ yr	Uninc	50-64	No	#28 is ridiculous! Where is the typical suburban home for incomes listed in #41 under \$75k. Where is choice to select more county parks?
452	15+ yr	Wilm	50-64	No	Please consolidate NHC services/governance with Wilmington!
453	15+ yr	Wilm	30-49	No	I love living in Wilmington but we have many issues that must be dealt with as a community. The cost of living is too high. Our rentals & prices too purchase a home do not allow for working class to live outside of our low SES, minority areas downtown. We seem to think that because we have the beach we can overcharge our constituents. This issue is relative to our high crime rates. It is a shame that I do not feel safe outside, anywhere, at night. We have done a terrible job handling our crime here & the social issues that perpetuate it.
458	15+ yr	KBeach	75+	No	Do not care for surveys. They are a waste of time. No one listens.
459	<5 yr	Uninc	50-64	No	You need to improve the inspections department. They initially “lost” my plans & took an unacceptable amount of time to approve them once “found.”
462	15+ yr	Wilm	50-64	No	Put a parking lot for the city trail at Rogers ville & Eastwood. Get killed walking down Rogersville just to get to the trail!
467	15+ yr	Uninc	75+	No	After making an inquiry to the county we never received a response regarding the property of the business are 51 on Old Wrightsboro Rd. No one contacted the residential homeowner next door regarding the business & the concern of pollutants & water contaminants.
469	15+ yr	Uninc	75+	No	Traffic is major problem. How about overpasses at very busy intersections? Over 20 years traffic has increase x10 in area I live & travel. I have seen accidents almost daily. Littering is awful too!
474	15+ yr	Uninc	65-74	No	Why deny building permits to housing developments due to over capacity of Market St., then approve WalMart & now another “upscale” grocery store? This really shows little interest in quality of life for affected residents.
476	5-14 yr	Wilm	65-74	No	We love Wilmington & are very happy with it's governance & it's emphasis on & preservation of our historic past while being modern & up to date.
479	<5 yr	Uninc	50-64	No	How additional housing developments affect school capacities.
480	5-14 yr	Uninc	30-49	Yes	Stop Titan Cement!!
485	5-14 yr	Wilm	30-49	Yes	More money to schools!
486	15+ yr	Uninc	65-74	No	The schools are a disgrace & teacher pay & incentives are an embarrassment. Roads & bridges need upgrading. Wilmington has such potential but is a hodgepodge the way it's going.
488	15+ yr	Wilm	50-64	No	Do not let contractors build until you have the roads & traffic under control. Ogden to Porter's Neck is a complete mess & you allowed a WalMart to build?? Use common sense. WalMart is fine, but the traffic does not warrant this.
492	15+ yr	Wilm	75+	No	Taxes are too high.

498	15+ yr	UnInc	30-49	Yes	Please make the quality education of our youth a top priority. Very unhappy with the current school board & many of the decisions they make. Also unhappy with the WalMart going up in the northern end of the county. Retail development should not trump the building of new schools & infrastructure improvements.
503	5-14 yr	Wilm	50-64	No	Heighten level of accountability on county commissioners/executives of the county on travel & expense related items.
504	15+ yr	Wilm	75+	No	What are you looking for in this poll?
506	15+ yr	Wilm	65-74	Yes	Why are city resident county taxes so darn high? I pay for city police & county residents law enforcement. I pay for city roads & county roads. I should not pay for county administration – zero, nothing. I should only pay for one administration. Please stop the double taxation for city residents. My county taxes pay for county resident services. Should I pay welfare in the form of county resident services? NO! County taxes should be adjusted immediately for city residents.
508	5-14 yr	CBeach	50-64	No	I would like to see more walking/bike paths, better pedestrian road crossings, spruce up & add landscaping in median between NJK & Carolina Beach Bridge. I would also like to feel safer when visiting Wilmington. Crime is a problem.
509	<5 yr	Wilm	30-49	No	Compared nationally this county seems to have a low wage (wage depressed) economy for blue collar workers. I'd like, if possible, to see the local government address this.
510	15+ yr	Wilm	65-74	No	We need more city/county shared services.
521	15+ yr	UnInc	50-64	No	Make it easier for NHC residents to recycle. Save the landfill. Don't allow all these political signs in the landfill either!
523	15+ yr	UnInc	65-74	No	Why do we waste money on dual governments & services on the smallest county in the state when one of each world work perfectly well for all & leave the beaches to run their own governments functions for they are better at their needs.
524	15+ yr	Wilm	75+	No	Biggest growing problems are crime, infrastructure, & traffic congestion.
525	5-14 yr	KBeach	65-74	No	The biggest problem future generations will face is population growth. No matter what NHC plans America will need a policy on population growth.
526	15+ yr	Wilm	30-49	Yes	Tell the county manager to get his head out of his ass!
530	15+ yr	Wilm	75+	No	County commissioners do a great job, especially Woody White & Padgett.
531	5-14 yr	Wilm	65-74	No	Thanks for the survey.
532	15+ yr	UnInc	50-64	No	I would like to share the fact that I think the salary range is not in line with the economy for this area. The concern of management positions getting large salary increases while the blue collar staff struggle to feed their families should be investigated to find a solution to a fairer way to even the playing field financially. Accountability for government workers.
534	15+ yr	UnInc	65-74	No	Wish we had a highrise bridge in Wilmington. Need a county recreational program in Wrightsboro or Castle Hayne, or North Chase area.
535	15+ yr	Wilm	50-64	No	Stop throwing money at gang problems. It doesn't help. Stop the meeting & talking about it. Get out there & do something.
538	15+ yr	Wilm	50-64	No	Board of commissioners only represent real estate & business interests.
539	<5 yr	Wilm	65-74	No	More bike paths!

542	<5 yr	CBeach	50-64	No	Too much crime in Wilmington for such a small town. Don't feel safe there.
547	15+ yr	Wilm	65-74	No	In the coming years there will be jobs. Who should get these jobs? Americans, legals with green cards or illegals?
552	5-14 yr	Wilm	50-64	No	Insurance rates (wind & hail) are too high. County should work with NC state insurance commissioner to keep them down or lower. Very hard to figure out who to call with wild animal problems. Seems like health issue, but you call them & they just say no, they don't offer to send you to correct phone number.
554	15+ yr	UnInc	75+	No	Signs to your office buildings are very poorly placed & puzzling /largely unexplained (all over the county)!
556	5-14 yr	Wilm	50-64	No	When are you going to work for the people?
557	15+ yr	UnInc	65-74	No	Room occupancy taxes should not go to convention center!
563	15+ yr	Wilm	75+	No	Housing should not be extended to more than (3) unrelated parties. The Quad Plan is bad unless sufficient parking is provided. The county & city will develop new slums if not careful.
564	15+ yr	Wilm	75+	No	The city of Wilmington is building too many apartments.
568	15+ yr	UnInc	50-64	No	I wish we had more opportunities to dispose of hazardous waste, eg paint. I am concerned about the Board of Elections requiring UNCW on-campus residents being required to know the dorm street address. College students should be <u>encouraged</u> to vote.
571	5-14 yr	Wilm	50-64	Yes	Please continue to promote FILM!
572	15+ yr	Wilm	50-64	Yes	My vocation since I moved here in 1985 has been to help facilitate the growth that the county has experienced since the early 1980's & I really feel a connection to the area accordingly, in that I've been involved in the construction of roads, bridges, the airport, landfill and more.
573	15+ yr	Wilm	30-49	No	The biggest issue for many of us are the lack of good paying jobs in New Hanover county. The poor state of our schools is also tragic.
578	15+ yr	UnInc	75+	No	No cement plant please.
580	5-14 yr	Wilm	30-49	Yes	Concerned about excess development near environmentally sensitive areas, ie S Rohr Flytrap Garden, Halyburton. Traffic & dangers on Market Street between 17 th & Colonial. Incentives to Titan Cement not okay. Gang violence & crime near downtown.
583	15+ yr	UnInc	75+	No	As the county has grown not enough attention has been paid to ease of getting around, both by private vehicles & mass transportation. Roads are not adequate to meet demands of traffic. Need more bike/foot trails in southern part of county.
585	15+ yr	Wilm	75+	No	Political info is sparse at best. Candidates should respond to issues of current interest in the community & how they would address them.
587	15+ yr	Wilm	50-64	No	Regarding #12 & 13. I strongly believe in a strong vocational program for the children of this county. If a child is taught a skill & learns the feeling of earning money & being a contributing member of our society, many of these other issues will solve themselves.
588	15+ yr	Wilm	65-74	No	CFPUA merger has not shown lower costs or better services. Stop fire merger talks. Will not be productive. Only empire building by fire officials.
589	15+ yr	UnInc	30-49	No	Please stop putting medians where there used to be turn lanes. You are causing traffic congestion & inconvenience.
591	15+ yr	UnInc	75+	No	Fix the roads before adding more apartments & businesses.
593	15+ yr	Wilm	65-74	No	You made a real mistake when you did not keep & upgrade the trash incinerator. You should have figured out the cost of shipping our trash somewhere else before you destroyed the facility.

595	15+ yr	Wilm	75+	No	Our roads are terrible & getting worse. They need your attention!
596	<5 yr	Wilm	75+	No	Better zoning. Communities are mixed residence & business.
599	15+ yr	Wilm	50-64	No	Need better boating access in the northern part of the county.
600	5-14 yr	Wilm	50-64	No	Online would be easier for you & me. Wife did not get this.
601	15+ yr	Wilm	75+	No	Don't approve of money spent on bike trails. Don't see much use. Why not put sidewalks in neighborhood so seniors 75+ have a place to walk?
604	15+ yr	Wilm	30-49	Yes	We need the cross city trail to be included in Shipyard Blvd connecting with 17 th Street. Our schools need more gym space. I'm voting for the 2014 bond! We need to build a city that is more family friendly.
605	15+ yr	Wilm	50-64	No	I am disappointed in our elected officials. New Hanover county has many issues & they have not been addressed. I cannot believe our county tax dollars went to the legal defense of trying to get Burgaw out. That money could have been used much more effectively.
608	5-14 yr	Uninc	75+	No	Against Titan. New Hanover county has not planned properly. Example is the new super Walmart being built on north 17 th St. Traffic is awful and getting worse!
609	15+ yr	Uninc	65-74	No	Marathons/triathlons should be conducted with less negative impact on county.
614	15+ yr	Wilm	75+	No	This is a great place to live. City government does a great job. Biggest problem I see is traffic which is due to a great thing – growth.
618	15+ yr	Uninc	65-74	No	CFPUA has not saved me money. Business & developers don't pay their fair share of impact. Not enough thought into protecting the natural habitat & visual aspects of NHC.
619	5-14 yr	Wilm	50-64	No	The air in Wilmington/New Hanover county is often stinky, more so lately it seems. I've heard this is caused by paper plant in Riegelwood. True? Can the county do something about it? Our business- and tourism-friendly reputation won't be sustained with bad air.
620	15+ yr	Wilm	75+	No	The special use permit is an obstacle to economic development & jobs which contribute to our tax base.
623	15+ yr	Wilm	75+	No	Merge government (all) with the city.
624	15+ yr	Wilm	75+	No	Teach bible in schools, Pray in schools. Hang Ten Commandments in every school. Forget everything secular. Teach creation in schools or remove teaching evolution.
626	<5 yr	Uninc	65-74	No	A great place to live with lots of potential. Greater resources are needed for education starting with pre-k with more emphasis on trade/vocational training to attract more industry.
627	15+ yr	Wilm	50-64	Yes	Improve customer service at the tax office & building department. Both departments are not market driven.
629	15+ yr	Wilm	65-74	No	A new bridge from Brunswick to Wilmington well below current Cape Fear bridge so south Brunswick residents & south New Hanover residents could connect for jobs & please, LESS noise & stress on Cape Fear bridges & Wilmington!
634	<5 yr	Wilm	65-74	No	Keep Titan out.
637	15+ yr	Uninc	50-64	No	Wish politicians made financially what we do & they could work together for the good of the community. Please get the I40 connector to Brunswick done!
638	<5 yr	Wilm	50-64	Yes	Wider pathways. A Hugh McRae park. Street sweepers working at night. A full center turning lane on Gordon Road. Hire more sheriffs. LED lighting.

640	15+ yr	UnInc	30-49	Yes	In recent news interviews & questions about receipts the county manager excused them all as “cost of doing business”! Where, NYC? Seems arrogant! Also CFPVA is out of control. Why is there no questions about actual services? Instead of how many times did you “eat veggies” that were not fried? Really? This survey seems slanted! It is a shame that taxpayers had to pay for this as well.
643	5-14 yr	UnInc	50-64	Yes	Would like more electronics recycling days (free).
646	15+ yr	Wilm	50-64	No	Our roads are in disrepair. Too many apartment-type housing. Department of transportation too slow in their work. We need more transportation alternatives.
652	15+ yr	Wilm	50-64	No	Do you think a survey is a true way to gain insight? I don't.
654	<5 yr	CBeach	50-64	No	None of NHC business what we eat! Is not government business to ask questions about what occurs in our home! I almost threw this in the trash!
656	15+ yr	Wilm	65-74	No	The entry to Wilmington looks terrible. Common areas at overpasses & road medians look awful & unkempt. Pitiful & shameful.
658	5-14 yr	UnInc	65-74	No	I would like to be informed about ways to participate in the community more often, eg the NHC Arboretum, Cape Fear museums, NHC Historical Assoc & other worthwhile organizations. To paraphrase the famous line in Field of Dreams, “If you tell them, they will come.”
662	15+ yr	UnInc	75+	No	Include Castle Hayne in the city. Too rural & should never be incorporated. No leaders, poorly educated.
663	15+ yr	UnInc	65-74	No	Stop spending my money on social “programs.” No public funding for sports facilities. Cut regulations. No annexing. Cut government employees in half. Lower water/sewer costs. How about taking some laws <u>off</u> the books?
664	5-14 yr	Wilm	65-74	No	Good job on this survey. The sheriff's department does a great job.
671	5-14 yr	UnInc	75+	No	Would like to see more sidewalks/trails & ways for pedestrians to cross busy streets.
673		UnInc	50-64	Yes	Please improve traffic & driving conditions. Put bike paths everywhere!
675	15+ yr	UnInc	50-64	No	Get rid of Chris Caudriet. Only using New Hanover county for a stepping stone to another job.
676	5-14 yr		75+	No	Benefits for charities are usually too costly for many people to participate.
677	15+ yr	UnInc	75+	No	If the county would publish a list of volunteer opportunities & who to contact with phone or email, more residents might volunteer to help.
680	15+ yr	Wilm	50-64	Yes	Halyburton Park is great! Need more like it.
686	5-14 yr	Wilm	75+	No	City council wasted money on researching baseball & buying Inland Greens. Great job at muni!
689	15+ yr	UnInc	65-74	No	Build bypasses & repair roads.
694	15+ yr	UnInc	65-74	No	I belong to environmental support groups that combine purposes named in #22 (education, advocacy, outdoor recreation), including Cape Fear River Watch, Sierra Club, Coastal Federation, Coastal Land Trust, Audubon, Friends of Airlie Gardens, etc. County staff (sheriff, environmental services, social services, library, school personnel, parks, deeds, planning, etc) do a <u>great</u> job. County commissioners <u>do not</u> . They need to support a responsible system to deal with recycling & other solid waste, establish an effective materials recovery facility (combined public/private).
695	15+ yr	Wilm	65-74	No	The problem of gangs.

696	15+ yr	UnInc	65-74	No	Next survey ask traffic suggestions current/future. Service roads? Synchronize traffic lights? Please issue public report. Few years ago lost/unaccounted school computers & the solution to prevent recurrence. How? County tracks/accounts for equipment in school system & other county owned equipment. Please issue public report how to improve accountability, frugal, cost efficient CFPU. Please issue public report of this survey. Newspaper & local TV news. NO TAX INCREASE.
698	<5 yr	Wilm	30-49	No	I truly believe that the damage done by the NCGA over the last two years will affect NHC in a negative way. We need to <u>attract</u> companies & by turning “back the clock” we will not attract them to our beautiful NHC. Also, losing so much future business from the movie industry “takes away” one of the most unique & “cool” characteristics from our identity.
700	15+ yr	UnInc	65-74	No	I would like to see more planning to avoid the terrible traffic on Market Street & other areas, like 17 th St Ext. I would like for our leaders to save money, improve our schools, preserve our beautiful trees, clean up the downtown area. We have too many bars, tattoo parlors & seedy characters downtown. Our river front is beautiful but not the atmosphere.
707	15+ yr	KBeach	6	No	Can we do something about public transportation?
710	<5 yr	UnInc	65-74	No	I'm relatively new here & as yet not familiar with NHC & it's programs.
711	5-14 yr	UnInc	50-64	No	County-wide recycling program. Bike trails/routes. Get citizens exercising, decrease traffic & pollution.
713	15+ yr	Wilm	65-74	No	Thank you for all your hard work!
714	15+ yr	Wilm	50-64	No	Please insure county staff are more “environmentally conscious” when awarding zoning or development rights. There were no questions about our (failed) economic development program.
715	15+ yr	Wilm	75+	No	I am not sure about your question about services so I did not answer. I guess I need more specifics.
717	15+ yr	UnInc	50-64	No	Connect bike trails. Lack of safe bike trails.
726	5-14 yr	WBeach	75+	No	Thank you for wanting my input!
728	15+ yr	Wilm	65-74	No	Not in favor of bond issues. I think sales tax income is a more uniform way to raise money.
729	<5 yr	UnInc	<30	No	We need to keep the film industry in Wilmington. It has an enormous economic impact on our great area.
730	15+ yr	UnInc	65-74	No	Better roads.
732	5-14 yr	UnInc	65-74	No	Upgrade roads that are not in state system but are still open & used by all.
733	15+ yr	UnInc	50-64	No	Why does New Hanover county force expensive, unneeded and/or unnecessary services on it's citizenry in the name of fairness & public good?
739	15+ yr	Wilm	75+	No	The county should not allow more housing developments until streets/roads are improved to handle the traffic.
741	15+ yr	Wilm	65-74	No	Eastwood Road & side streets entering – not enough stoplights. Medians are dangerous.
745	5-14 yr	UnInc	50-64	No	New Hanover county can't even put in speed bumps or signs to slow traffic at Kensington & Wilmington Christian Academy. NC DOT leaves the entrance at MLK a disgrace to one of the most renowned areas of coastal Carolina! Bev Perdue wasted 200 million in the pockets of the city of Wilmington.

750	15+ yr	Wilm	65-74	No	Good survey. Publish the results & then tell us what action will be taken when derived from this survey.
752	15+ yr	Wilm	75+	No	Survey is based on volunteerism & expansion. Our desire is for a stable community. We do not feel that government is responsible to be involved in many of the areas that are questioned.
754	15+ yr	Uninc	75+	No	I would rather see an increase in sales tax as opposed to increase in property tax. Let everyone pay their fair share.
755	15+ yr	Wilm	50-64	No	Taxes are ridiculous.
762	15+ yr	Wilm	65-74	No	Park the non-income, no revenue producing city buses. They are a major waste of taxpayers money. The operate with less than 10% riders all day long.
763	5-14 yr	Wilm	50-64	No	We need to focus on services that help more people (like road repair & rapid transit) rather than those that benefit the vocal minority (parks & walkways).
765	15+ yr	Wilm	65-74	No	Glad to see a consolidated water & sewer authority. Hope the city & county fire departments are next, then maybe police departments?
771	15+ yr	Wilm	65-74	No	My main disagreement with this council is the total lack of care for the environment in wooing businesses. Titan is the prime & unforgivable example. Secondly the emphasis by county & city government on increasing density wherever possible is pleasing only to real estate interests & not to us, the residents.
773	15+ yr	Wilm	50-64	No	Make better use of current tax dollars. Money should be spent in county, not just city!
775	15+ yr	Wilm	65-74	No	More sidewalks, more bike paths, more free spay & neuter clinics (for animals)!
779	5-14 yr	Wilm	30-49	Yes	Schools, libraries, parks & other educational & recreational spaces are very important to me.
780	15+ yr	Uninc	50-64	Yes	Woody is doing a <u>great</u> job!
781	<5 yr	Wilm	75+	No	I have been a resident in NC for only 14 months.
782	5-14 yr	Wilm	65-74	No	We do not need more houses until roads & schools can be built/improved to accommodate more people.
785	5-14 yr	Wilm	30-49	Yes	We need to improve our public schools in NHC, including more language immersion opportunities K-12.
786	5-14 yr	Wilm	30-49	No	We need more affordable housing in New Hanover county.
787	15+ yr	Wilm	50-64	No	Please address congestion & repairs needed in our schools & on our streets. We will gladly pay for these necessities. It's hard to support until our county is able to handle it!
788	15+ yr	Wilm	65-74	No	Would like sidewalks built in Pine Valley that were promised 30 years ago!
789	15+ yr	Uninc	65-74	No	Why is there no minimum standard housing policy for the county? I really do not think elected officials really care about anything or anybody but themselves.
790	15+ yr	Wilm	50-64	No	Stop all wasteful spending. Review county employee personnel levels, realize that's where there is no more money to spend & cut back.
796	15+ yr	Uninc	65-74	No	County offices need to give better records of their spending.
797	5-14 yr		50-64	No	Gay and married.
800	15+ yr	Wilm	65-74	No	Please do not ask the property owner to bear the cost of schools & transportation (bond issues). Consider a small sales tax increase. The lottery was supposed to take care of buildings for schools & new construction. Always borrowing for these is not a good practice. Do some project each year & not 4 or 5 at the same time requiring large sums of money.

805	5-14 yr	UnInc	50-64	No	Department of Revenue personnel are atrocious. Rude, lazy, incompetent, dishonest, greedy; both in person & by mail. "F" is my grade for them.
808	5-14 yr	Wilm	50-64	No	Road construction issues. Need wider paved lanes & better asphalt/tar. Better & more signs (lanes, street names).
809	<5 yr	UnInc	65-74	No	Need for better roads & transportation options besides a personal car.
810	15+ yr	UnInc	75+	No	Consolidate city/county where economically feasible. Building restrictions should require less dense structure growth.
812	15+ yr	Wilm	50-64	No	New Hanover county is a county trying to behave like a city. STOP! Either consolidate with the city of Wilmington or go back to providing only basic county services.
817	5-14 yr	Wilm	50-64	Yes	Need to improve the entrance for the south (Brunswick County) into the city. The street scape looks terrible!
821	5-14 yr	UnInc	75+	No	Development & growth are not intrinsically good for quality of living.
824	5-14 yr	Wilm	65-74	No	Would love to see another dog park in the area. Increase green space downtown. Increase crosswalks, especially Holly Tree Rd & South College.
830	15+ yr	Wilm	50-64	No	New Hanover county is not proactive in operating, maintaining or replacing major infrastructure. They also frequently rezone & change density in areas when pressured by developers & money impacting communities, traffic & not having adequate infrastructure to support such as schools, water/sewer, roads & employment opportunities.
847	5-14 yr	UnInc	50-64	No	Too much trash on roadway. Lack of mowing abandoned homes, trailers, cars & boats unsightly.
848	15+ yr	UnInc	65-74	No	NHC doesn't have a lot of good paying jobs but yet you have people that don't want the Titan Co here.
856	15+ yr	Wilm	75+	No	Is it a lack of money that not more streets are being paved? 41 st Street is terrible!
860	5-14 yr	WBeach	65-74	No	Need to fix road conditions & traffic issues.
863	15+ yr	UnInc	65-74	No	Might be useful to ask if person taking survey worked for NHC in any manner. I am an elected official, so I work part time, for example.
875	15+ yr	KBeach	65-74	No	Gangs are a frightening reality in Wilmington. Gang crime & drug crimes keep many citizens on edge. Never without vigilance.
876	5-14 yr	UnInc	50-64	No	The votes taken by the technical review committee within the Planning Department on planning & zoning issues by giving equal weight to representatives from non-interested or uninvolved entities, eh soil conservation & fire department.
877	15+ yr	Wilm	65-74	No	What do these questions have to do with good government? Questions #15 & 16 are important.
878	15+ yr	Wilm	65-74	No	Many roads need attention & need to be repaved. What is the purpose of the islands near the intersections on Wattmoor? That roads need to be fixed or repaved.
879	5-14 yr	Wilm	50-64	No	Cape Fear public utility authority is non-responsive to complaints & exhibits arrogance in dealing with customers.
881	15+ yr	Wilm	65-74	No	Traffic!
882	<5 yr	Wilm	30-49	No	Ban fracking. Label or ban GMO's.
886	15+ yr	WBeach	65-74	No	Education should be our highest priority & it should be for all children in the county & it needs the county support.

887	15+ yr	Wilm	50-64	No	I think that money doesn't always fix everything, especially the school systems. A lot starts at home. I also don't like the way we treat firemen & police authorities. The people that criticize should do those jobs just one time & they would look at things differently & think they need to be paid a lot more for risking their lives every day to protect us & save lives.
888	15+ yr	Wilm	75+	No	The top priority for New Hanover county should be to work with the city of Wilmington to become consolidated. Many county residents do not realize that city citizens also pay county taxes.
890	15+ yr	Wilm	65-74	No	We need jobs for the underclass (those who are struggling).
895	15+ yr	Wilm			Do away with charter schools. Put that wasted money back where it belongs, in public education.
903	15+ yr	WBeach	75+	No	The accident rate for NHC is one of the highest in NC. County needs a program to improve this.
904	15+ yr	KBeach	30-49	No	I am very concerned with the land clearing & building of apartment & single family homes that is currently happening along 17 th St & Masonboro Loop Rd. The roads are so overly congested & I feel like the approval of these projects is going to create population growth beyond what our county can handle. I am glad I live in Kure Beach. I wish I never had to leave the island. Commutes are miserable.
911	5-14 yr	Wilm	50-64	Yes	I live in Wrightsville Sound/Airlie Rd area & feel city & county attention to needs for our area is poor.
912	15+ yr	Wilm	65-74	No	Please provide leadership & common sense.
917	5-14 yr	Wilm	75+	No	Too many give away programs. Put people to work. We worked for everything we have. Too much waste in government. Why do we need all the politicians? Paid for nothing. Too high taxes.
921	<5 yr	Uninc	65-74	No	Wish for more job opportunities.
922	15+ yr	Uninc	65-74	No	Please stop election signs along our roads, especially ones repeated over & over again.
927	5-14 yr	Wilm	65-74	No	Woody White – your article about supporting the school bond disgusted me. Our schools need help now!
930	5-14 yr	Wilm	75+	No	Why is there not a question about community involvement with UNCW & CFCC & their services. Most of my community involvement is there & their growth is driving our economy.
931	5-14 yr	Wilm	65-74	No	Please protect our quality of life & vital source of our economy by encouraging business that is healthy for our environment & does not pollute.
935	15+ yr	Wilm	30-49	Yes	I am very much opposed to Titan & ashamed that our local government has not listened to it's citizens on this issue.
940	15+ yr	Uninc	65-74	No	Although we need more industry here I do not think Titan is a good company to have here.
944	<5 yr	Wilm	65-74	No	Add bus service to Wrightsville Beach. Parking very limited & \$2.00 per hour = becoming "exclusive" community. Way to increase county revenue? Higher tax on cigarettes.
947	15+ yr	Uninc	65-74	No	County wide trash collection or trash drop off locations through the county.
949	15+ yr	Wilm	50-64	No	Green space, trails, parks, etc. are nice for a <u>thriving</u> economy. More money should be spent on services, safety & security, infrastructure. Academics <u>not</u> athletics, encouraging industrial growth which brings better paying jobs. Stop the money handouts & entitlement programs, drug test entitlement recipients, spend tax dollars more wisely. Eliminate government waste.

950	15+ yr	Wilm	75+	No	We are very much behind in planning for mass transit. Electric trains for lower carbon dioxide output.
953	15+ yr	Wilm	65-74	No	Why bother?
957	5-14 yr	Uninc	65-74	No	Stop rampant building. Roads cannot handle traffic volume.
959	15+ yr	Wilm	65-74	No	I identify as a Wilmington resident, not a county resident & would not have moved here if the city & UNCW were not here. I think the city/county should merge & Wilmington should be the local government.
961	15+ yr	Uninc	65-74	Yes	I would like to know why NH county does not offer to help pay the cost of water & sewer lines in parts of the county that still are using wells & septic systems. These people have been paying taxes for years when the county paid the full price (except for the individual hook-up fees). Just because the county farmed out these services to the "non-profit" CFPUA does not mean that NH county should not continue to pay to install the main lines.
964	15+ yr	Wilm	50-64	No	Would be great if schools offered night classes or weekends at nominal cost, ie crafts, how to do, etc. This is done up north & very successful.
965	15+ yr	Uninc	65-74	No	Do not allow the city to annex any more land.
966	15+ yr	Uninc	65-74	No	The government should restrict high density housing development. Apartment buildings & condos are being built everywhere & the county does not have the infrastructure to support this high density development (roads, sewer, water, schools). Also, environmental laws should be stricter & strictly enforced. No palm-greasing!
975	5-14 yr	Wilm	75+	No	The current flood zone that our home is in prevents us from selling our home. We need help.
984	15+ yr	Wilm	65-74	No	Turn lane at Alderman school.
989	5-14 yr	CBeach	50-64	No	Bike path in New Hanover county. Public pool in the southern part of the county.
991	5-14 yr	Uninc	65-74	No	Funding computers/technology in the school bond issue is NUTS over 20 years, because the technology will be obsolete in 12 months!
992	15+ yr		50-64	No	There is not an easy way to cross north to south in Wilmington. We need road from Monkey Junction to I-40.
993	15+ yr	Uninc	65-74	No	there needs to be a bike lane along Myrtle Grove Rd from Masonboro Loop to Carolina Beach Rd. Much use & road is very narrow. Accident waiting to happen! Very dangerous!
994	15+ yr	Wilm	50-64	No	Very disappointed in the way tax dollars are used & valued. When housing values tanked the rate wasn't reduced & remained the same based on 2007 valuations. The city of Wilmington uses the tax payer for an ATM machine. They should run the government as we have to as an individual. The Wilmington mayor is an example of conflict of interest with his real estate. The Sheriff (even though we are not Democrats) is probably the best I have ever seen in all the cities I have lived in!
995	15+ yr	Uninc	65-74	No	Private communities (not gated) need more visibility from the sheriff's department. Tired of hearing our streets are private – there is nothing more to be done! We paid for our streets & we pay for all the taxes (school, sheriff's dept). Revamp the sheriff's dept to include more protection from all violations regarding safety in communities.
997	15+ yr	Uninc	65-74	Yes	Quit wasting money.
998	15+ yr	Wilm	50-64	No	We want county commissioners to be open to everything! Trying to cut out schools & the community college is a crime! Incumbents need to get in the middle!

999	15+ yr	UnInc	65-74	No	Why don't we make our schools better by teaching them the bible?
1000	15+ yr	Wilm	75+	No	High speed rail to Raleigh/Durham is needed including right of ways. Medical facilities are strongly improving. Response to home break-ins is very poor because most effort goes into murder & drugs (as it should). It's not a good county for industrial development in spite of strong post-high school educational offerings. The future is not on the beaches. Support rehab of the inner city but locate baseball away from the river. The high volume of 3 high condos is a bad strategic plan.
1004	15+ yr	UnInc	50-64	No	Why are you sending out a survey that costs New Hanover taxpayers money only to pay a business in Pender County?
1005	15+ yr	UnInc	50-64	No	I'm not impressed with Mr Coudriet nor the job he is doing. Additionally the sheriff's department seems to be top heavy with poor money management & accountability. The commissioners should pay closer attention to the sheriff's budget.
1006	15+ yr	UnInc	65-74	No	I would like to see slower speed limits in some areas! Eliminate those scooters or make them get a license & insurance! Make the police enforce more traffic violations & teach them to use their turn signals while driving a police or sheriff car. Do we save money by the police taking home their patrol cars? Seeing a police car in my neighborhood does not deter a criminal or vandal.
1008	15+ yr	Wilm	75+	No	Get water & sewer in whole county!
1012	5-14 yr	6	65-74	Yes	Stop the high homeowner insurance rates!
1017	15+ yr	UnInc	65-74	No	Need more people answering phones at governments offices so that you don't have to listen to recordings over & over again.
1021	5-14 yr	UnInc	75+	No	Very disappointed in the Brian Berger debacle.
1024	5-14 yr	UnInc	65-74	No	Why did you ask about fruit & vegetables?
1025	<5 yr	UnInc	75+	No	Terrible traffic control during Ironman Triathlon for neighborhoods trying to access Market St or Military Cutoff! Please find another route! Why are you using a Pender county research service?
1026	5-14 yr	UnInc	65-74	No	Stop wasting time & get something done. Make a decision.
1027	15+ yr	UnInc	65-74	No	Consolidation will be supported if jobs are eliminated! If we consolidate to improve duplicate jobs should be eliminated!
1032	5-14 yr	UnInc	30-49	No	We need better jobs & better pay in the ILM. I've given up because pay is so low & I have 2 college degrees. Also environment is my #2 concern here & we are far behind many states & drastic changes need to be made to go green & preserve/protect our environment, natural resources & the wildlife within it. We have to leave some land for wildlife & protect our oceans. Jobs may be #1 but this is still very important!
1034	15+ yr	UnInc	65-74	No	County needs to plan & build roads & streets before building new commercial entities like WalMart.
1035	15+ yr	UnInc	65-74	No	Do not consolidate fire & rescue. Should not have done away with fire department. Cape Fear public utilities need to answer to the people of county. They are out of control (total bureaucracy).
1038	5-14 yr	UnInc	50-64	No	Police city & county are too confrontational to citizens, maybe even to the extent of marshal law.
1046	15+ yr	Wilm	30-49	No	I feel we are being overtaxed & not represented correctly.
1052	5-14 yr	Wilm	75+	No	Too high real estate taxes. You will end up with my house eventually.

1053	15+ yr	Wilm	65-74	No	Totally opposed to government borrowing money! Schools & parks should be financed "as you go." As county grows, tax percentage (property tax) should drop & total budget should increase less than expected revenues, were taxes unchanged. Natural consequence of economics of scale.
1057	15+ yr	Uninc	50-64	No	At least 10 years ago my area was promised a park & a library. To date NHC's answer is that they will extend Castle Hayne park & put in little wooden library book boxes. There are housing developments & a lot of tax money being paid in my area but we get nothing for our taxes paid, not even trash service. Taxation without representation is what it feels like living in unincorporated New Hanover county. What can a library book box 5 miles from my home in Castle Hayne park do for my community?
1060	15+ yr	Wilm	75+	No	Too many contractors flooding the area with housing & commercial projects.
1061	15+ yr	Wilm	65-74	No	Please add veterans groups to your survey for organizations to donate or support.
1062	<5 yr	Uninc	50-64	Yes	Boost our economy. More jobs please, even part time jobs.
1064	5-14 yr	Uninc	65-74	No	Spend the voted for money in Battle Park & we need more boat ramps.
1069	5-14 yr	Wilm	50-64	No	The roads are beginning to be repaired & redone. They are long overdue. There are many more that need to be attended to.
1071	5-14 yr	Wilm	65-74	No	Two major concerns. Crime downtown keeps citizens away. Highway infrastructure needs immediate attention to mitigate traffic issues.
1073	5-14 yr	Uninc	50-64	No	For traffic issues please get planners out of the office certain hours so they can be aware of NHC issues!
1081	15+ yr	CBeach	50-64	No	Have you tried to deal with the inspection & zoning people? It is a joke! Who wants to deal with people who cannot be truthful?
1082	15+ yr	Wilm	75+	No	Put a moratorium on new construction. Too much traffic, too few bike paths.
1083	15+ yr	CBeach	30-49	No	the county needs to distribute tax dollars equally throughout NHC. The southern end of NHC does not receive it's fair share of tax funds.
1094	15+ yr	Wilm	65-74	No	Our educational system is very important to the future of NHC. So is the presence of the film industry.
1098	15+ yr	Uninc	65-74	No	We need more opportunities for job in NHC. Grants for small businesses. Help for UNCW business school. New expansion at UNCW in engineering & medical field/med school.
1099	5-14 yr	Wilm	50-64	No	Quality of life in a community is often affected by fixed expenses. The county has continually ignored the need to rein in utility costs.
1101	15+ yr	Wilm	50-64	No	Rehab vacant industrial areas for homeless, creating employment & safe habitat for adults & families.
1103	15+ yr	Wilm	65-74	No	On #12, a, b & c should not have been included with others!~ They are givens to be addressed!
1107	15+ yr	Wilm	50-64	No	Why have we not lobbied Raleigh to accept the ACPO/Medicare/Medicaid expansion for the voting public's benefit? Why no real minimum wage ordinance? Why is it that after 70+ years we are beginning to improve water & sewage (in spite of the "combined regional water & sewage" regrouping)?
1108	<5 yr	Wilm	65-74	No	My wife & I were on vacation during the last election & we requested absentee ballots. I received mine & voted but my wife never received hers. I called voters office & they said they were both sent on the same day. My wife was denied the privilege of voting. Was this a dirty trick by a biased employee?

1110	15+ yr	Wilm	50-64	No	Traffic is a problem that effects life quality. Lights are not completely in line & business is hurt because people avoid areas to stay out of traffic! I moved here in October 1977. Traffic has ruined much of the quality of life here!
1111	5-14 yr	Wilm	30-49		Stop Titan. It will simply ruin northern New Hanover county.
1112	15+ yr	Wilm	50-64	No	Encouragement of retail outlets (Express, 9-West, Tommy Bahama, etc.) akin to Charleston would be a boon for downtown as well as no additional fee increases or confusion in paid parking spaces. A downtown park along the northern waterfront with an amphitheater similar to Norfolk, though on a smaller scale, would be a plus also.
1113	<5 yr	CBeach	50-64	Yes	Frustrated with lack of high quality employers being attracted to one of the most beautiful regions in the county. Do they all have to go to the triangle?
1115	15+ yr	UnInc	50-64	No	Bicycle & running paths to link up with the city paths can encourage a healthy life style. Catch up with the city!
1116	15+ yr	Wilm	<30	No	We want constant government. Low taxes.
1117	<5 yr	Wilm	65-74	No	I live downtown.
1124	15+ yr	UnInc	50-64	No	We really don't need another Walmart but who's listening? Obviously none of the county commissioners live near where they're being built!
1125	15+ yr	Wilm	65-74	No	A lot of money is spent on studies with little useful information as result. Look at clear cutting near Halyburton Park. No plan for environmental factors. They could have done a better job & county could have required monitoring of trees, water, dirt, etc.
1128	15+ yr	UnInc	75+	No	I am concerned that the county is going liberal instead of conservative. Look at Washington. This is a sign to us of what happens when government goes liberal.
1132	5-14 yr	Wilm	30-49	Yes	I can see that county government is trying to self-evaluate & improve, which is good. We have lots of work left to do in this regard. Keep trying & we will support you.
1136	15+ yr	Wilm	50-64	No	We do not need a county and city government . It is nothing but a waste of money to keep someone employed. New Hanover property taxes are way over board. I have a water view lot in Pender County and plan to build and move there in the next year.
1138	15+ yr	UnInc	50-64	No	n/a
1140	15+ yr	Wilm	50-64	No	I would like to know much more about the adoption and implementation of the Garner Report; I believe strongly that the management and execution of the County's (and city's) Economic Development initiatives should be controlled by a County hired and controlled staff person; I believe the 2006 CAMA Land Use Plan should form the foundation for all land use and policy and updated regularly (every 6 years), including zoning; I believe aquifer, surface and watershed protection is critical and under no circumstances should any decisions be made by staff and/or elected officials that could or do harm to our water supply; I believe that all land use plans and submissions should first and foremost "Do NO Harm" to our natural resources especially our coastal environment.
1141	5-14 yr	Wilm	50-64	No	no

1147	15+ yr	Wilm	50-64	No	Need to consolidate services of city and county. We were annexed by city years ago and still have not received services promised from city. Duplication of government is expensive. County does better job than city of managing government . City and county taxes are not fairly assessed. Many county residents pay half amount of taxes of what we pay because of not being annexed by city yet they enjoy same amenities and parks we do.
1148	<5 yr	Wilm	30-49	No	Stop the bike trails & build Sidewalks!!!!!! It's ridiculous not having sidewalks but all these silly bike trails. Most people want to walk their stroller, their dog, & their seniors in neighborhoods not bike all across the city. Really! Put that question in your survey.
1153	5-14 yr	Wilm	30-49		The direction of the comprehensive plan and the Garner Report don't match
1155	15+ yr	Uninc	30-49	No	Need a new county manager
1156	15+ yr	Wilm	65-74	No	The county manager comes across as "arrogant" and not subject to county rules pertaining to spending taxpayer dollars. Recommend he be replaced.
1167	15+ yr	Uninc	30-49	No	mandate contract garbage collectors to provide curbside recycling.
1168	5-14 yr	Wilm	50-64	No	There isn't enough enforcement of littering or pet related laws in NHC
1170	15+ yr	Wilm	50-64	Yes	Pedestrian overpasses
1174	15+ yr	Uninc	30-49	Yes	The county government needs to reduce taxes and quit spending wasted tax money on useless services , ie foodstamps , section 8 and other dependent services for people that are able to work and that are here illegally . Let them stand on their own two feet , because we tax payers are sick of supporting lazy moochers. Get rid of the (CFPUA),the commissioners sold the TAX PAYERS a bad deal when they merged with the city just so they could raise rates and not have to answer to the tax payers.We havent forgotten what the county did. Fix what you broke.
1178	15+ yr	Uninc	30-49	No	We need to clean up our waterways and creeks. I don't want to fish or eat shellfish from them anymore. I'm afraid to swim sometimes too. They are too polluted now. The air and water and environment seems to be the last thing on the commissioner's minds, but these things are the reason that most people live here.
1179	5-14 yr	Uninc	30-49	Yes	We need mandatory county wide recycling
1180	<5 yr	Wilm	50-64	Yes	Yes, how soon can the community expect to see an alternative driving route on Market Street between Porters Neck and Military Cutoff? Also, a street sweeper should be used at night in the same area. Much debris from accidents and trash at many of the sewer locations.
1185	15+ yr	Wilm	65-74	No	Stop inventing ways to waste money. If there was a bottomless pit of money these programs would be great but you continue to create a dependent an entitlement minded citizen. People need to rely on themselves instead of government.

1187	15+ yr	Wilm	65-74	No	I find the two bond issues(education and 4 improvements) in competition with one another & it has NOT been made clear. I must have a budget to live by and I expect my government and elected officials to do so. All the proposed ideas have merit in various ways but I will not vote for projects that the voters are not assured will be carried through.Unelected professionals have a great deal of influence in what the monies are used for in these two bond issues. I find 4 City use of over \$40,000 worth of "informative" signage" arrogant and a poor use of taxpayers monies.
1189	15+ yr	Uninc	65-74	No	The NHC government property tax is too high. Large budget cuts could be made if food, travel and credit card expenses for both elected and county employees were reduced or eliminated. When I chair a meeting or ask employees to join me at lunch or after hours for a meeting we all bring a brown bag lunch or dinner at our own cost. County employees and elected officials should do the same. I recently attended a county meeting as a volunteer at lunch where the NHC provided food. Only two of the volunteers ate the food provided but county employees kept coming in to eat. What a waste. I could go on and on about waste I see and reductions in expenditures that could be made. Citizens are getting very riled up about the waste and talk of increased taxes. If a business or film industry wants to locate in NHC NO SUBSIDIES SHOULD BE OFFERED. We are a wonderful county and will remain so with less county government.
1191	15+ yr	Uninc	65-74	No	I am very concerned about, from my viewpoint, the irresponsible spending of tax payer monies by the county commissioners. I am disgusted with their responses when questioned by the media and their unconcerned and entitled attitude. I cannot in good conscience vote for any tax increase for schools or any other projects when once the increase is passed the commissioners can spend it on other projects than what it was intended for. I do not have confidence in their judgment when they spend money so carelessly during a time when average tax payers are having to tighten their belts and spend less due to continually rising water/sewer rates, insurance rates, insurance rates, etc. I cannot remember a time I have been so disappointed and disheartened in our elected public officials and I will express my dissatisfaction at the polls next week.
1201	15+ yr	Uninc	65-74	No	CFPUA is a disgrace to NH Co. but not a surprising creation for a board of realtors and developers. The board's treatment of Sheila Schult was reprehensible. She was the only person on the county staff who was responsive and treated me with respect when I tried to bring a legitimate oversight to the board's attention. Apparently the board didn't want a gatekeeper who actually allowed a citizen to express an opinion that might stand in the way of their empire building. But really, what difference does it make since we're all going to choke on pollution from the concrete plant anyway?

1205	5-14 yr	Wilm	50-64	Yes	I would like to know why New Hanover County is not interested in investing in schools and services and why they are so reluctant to raise taxes. No one likes higher taxes, but if your schools and projects are severely underfunded, then people are going to start leaving. Also, why does it take so long for buildings and businesses to be built? It seems like many businesses are avoiding setting up in NHC because it just takes too long to get permits and such. There needs to be better and faster communication between departments and agencies because it seems that there are MANY duplication of services in this county. I was very glad to see that the Fire Services looked at that and took an initiative to share services.
1207	15+ yr	Wilm	65-74	No	I think we don't get value for taxes paid in New Hanover County. The county puts too much emphasis on buildings, technology and frills at the schools when students have abysmal skills in reading, writing, math, history and knowledge of our system of government. Rigor in education can be achieved in simple, clean, safe school buildings with hard working teachers, students and supportive parents. The county is wasting money on nonsense. I want value for my tax dollar. Taxes should not be raised until a better job is done. Trim the administration and demand performance. I visited the Health Department and found it to be run in a horribly inefficient manner. Do the county commissioners ever visit the schools or other places they spend our money? Private business would go bankrupt if they were run the way the health department is run.
1209	5-14 yr	Wilm	30-49	Yes	I've seen a lot of steady growth in 4. I hope the schools continue to improve. I think the Library and its children's programs are wonderful. I wish crime would go down - downtown continues to be scary at night and the areas near the Children's Museum and Fit for Fun seem to have a lot of shootings. And I feel that 4 has a large population of generations of people on welfare, which is terribly sad for the children. I am very proud to be a resident of New Hanover County and raise my children here.
1212	5-14 yr	Wilm	30-49	No	4 is a great place to be, but I've consistently struggled with the minimal emphasis put on uplifting historically disenfranchised communities. Though there are certainly racial disparities at play as I reflect on these communities, but it's unfortunate that the leadership of the county and city will not take the historical context into account as they try to meet the achievement goals of the county as a whole. A cross city trail is great in the "pretty" parts of 4, but ongoing beautification, revitalization, and educational/economic programs in under served communities is desperately needed to bridge the gap between the "haves" and "have nots" within our community.
1217	<5 yr	Wilm	<30	No	I'm a college student at UNCW.
1218	<5 yr	Wilm	<30	No	Currently enrolled graduate student.
1221	15+ yr	Uninc	50-64	No	I think the NHC government is overstaff and employees folks that do not know their jobs and/or the laws and regulations they are charged with enforcing, particularly the planning engineers and staff.

1222	<5 yr	Wilm	65-74	No	Why not ask REAL questions like: Do you approve of inept, wasteful and usurpatious government and detached and uncontrolled "Authorities" entities constantly raising rates on essentials like water completely without regard for the ability of the large population of fixed income (or diminishing income) retirees in the city and county? OR: do you approve of exceedingly costly "transportation" bonds that do nothing whatsoever to relieve the flow of automotive traffic into, out of and within the city? OR: Do you feel that your elected officials often act in collusion with development concerns and big money family interests that are not in concert with the true best interests of the citizenry?
1224	5-14 yr	UnInc	<30	Yes	Supporting a physically active community through intelligent development and adequately funding education are the most important things to me.
1229	<5 yr	Wilm	<30	No	Do not give in to the old money and political pressures of a dying generation. Plan for the community, not the wealthy minority.
1230	5-14 yr	UnInc	50-64	No	Bike paths, parks, boat & kayak launches specific questions. Improving recycling programs and landfill use. Clean water specifics. Cement plant specifics (do people want Titan). School support and school management specifics.
1238	15+ yr	UnInc	65-74	No	Abundant clean water and clean air are the keys to our economic development and great quality of life.
1239	<5 yr	Wilm	<30	No	UNCW student so results will be skewed
1241	<5 yr	UnInc	30-49	Yes	Improved biking trails on River road or 2 road would be great. Too much traffic too close on River Road. Would never take my family biking there. But a separate path, much like portions of the cross-city trail would be great and more widely used.
1245	5-14 yr	UnInc	30-49	Yes	Stop Titan. It is an awful detractor to our otherwise beautiful community. Not the kind of business I think 4 should be attracting. We should be focusing on tech and clean industries.
1246	15+ yr	Wilm	50-64	No	Vegetarian, prefer to purchase organic or locally grown foods when possible. Would like to own a home with land in the next 5 years, but probably will have to move to Pender County to find that. Don't feel NHC is affordable any longer and is getting too congested.
1248	5-14 yr	Wilm	50-64	No	Yes, you need to solicit our opinion on how to make county government more efficient. Taxpayers in NHC cannot continue to pay high taxes to support fat county salaries such as those paid in the county manager's office. Why do we need a legislative affairs person making over \$105,000???? What NHC needs is a taxpayers association to oversee county budgets and question them. Why should the county manager and commissioners not be subject to the same spending rules as the other employee? County manager has already said a 5 cent tax increase will be proposed, and an additional 4 cent increase if the school bond is approved....that's a 15% increase in the tax rates! Taxpayers cannot afford it.
1256			65-74	No	I live in Tulsa OK with property in 4. I appreciate the communication with the county.

1258	5-14 yr	Uninc	50-64	No	My biggest safety concern are scooters that are allowed on road where the speed limit is 55 MPH, and these roads don't have shoulders!!! I saw a person pushing a shopping cart up 2 Road facing traffic, ON THE SHOULDERLESS ROAD, this morning on my way to work, and it almost created an accident. Where are the patrol cars. STOP the scooters. If you get a DWI and lose your license, you can always get a scooter, so where is the consequence? Make the law that, if the speed limit is over 45 MPH and there are no shoulders on the roads, then scooters and bikes are not allowed on them!!! I have never seen this in any other town but in NC... and we're inundated in NHC with them! ALSO, stop "copping out" on your responsibility to maintain the sand on our beaches and dredge our inlets! If the beach and boating go, then so does the tax payer dollar. Finally, don't allow annexation unless the annexing entity is willing to take over a major boon in services. If I had lived in one of the areas in NHC that was annexed and didn't receive updated roads, etc., I would have had a major *#)%-FIT! People don't attend the Council meetings because they know you're not listening to them! Take the major issues and FIX THEM!!! If you're wondering if we need more parks and bike paths, the answer is NO... not until you fix the more pressing problems. Also, stop overpaying the cops and firemen until they really do their jobs... and take away their big screen TVs and perks that keep them in the station rather than out among the people!
1261	<5 yr	Uninc	65-74	No	No, thanks
1263	15+ yr	Uninc	65-74	No	The prospective school board should have to pass an SAT that we get to review..and they should be impeccable in education...not the bad spellers we have.
1264	15+ yr	Uninc	30-49	No	I am a proud LGBTQ member and there were no questions in relation to sexual indentiy or sexual orientation. For instance it only asks if I am male or female, not transgender. I am transgender ftm.
1267	15+ yr	Wilm	50-64	No	I struggled with the question about what is most important to me. I wish that question had been a Rank style question. I almost clicked on Reduce Crime/Increase Safety but clicked on Create Jobs instead because I feel like if we have more job opportunities and better pay, the crime will reduce. With more and better paying jobs we would keep and attract new residents who are goal-oriented and community-minded. For the record I do not live in subsidized housing but have still felt increasingly unsafe over the past 10 years in the 28401 and 28403 zip codes where I have lived and worked.
1270	<5 yr	Wilm	<30	No	NHC needs to find a better way of policing without manipulating or over stepping the civil rights of its citizens. Yes we have a massive crime problem, yes it is a huge issue especially in my neighborhood and yes I want a police presence there but what I don't agree with are some of the actions taken with its citizens - remember this is public information and is publicly noticed. Take the proper steps towards making a safer community without inhibiting the quality of life for your residents.
1282	5-14 yr	Uninc	50-64	No	Nbc needs to look at DSS. Its a mess and neismith is ignorant and a bad representation of NHC. He the morale is awful as a result of supervisors are not trained and are abusive to workers.
1288	5-14 yr	Wilm	50-64	No	No
1294	15+ yr	Wilm	30-49	Yes	We should not favor the film industry over any other industry. Film=Jobs, but so does, Tourism, Nuclear Energy, etc. even Titan=Jobs.

1302	<5 yr	Wilm	30-49	No	I'd love to see a repeal of the motorcycle helmet law.
1306	5-14 yr	Uninc	50-64	No	Eliminate recurring property tax on personal cars/trucks. Should be a one time expense at time of purchase only. Incorporate a county gasoline tax instead to help pay for road repairs.
1308	15+ yr	Wilm	50-64	No	NHC's relationship with incorporated areas (i.e. 4) needs to be improved, leading to appropriate consolidation of services. I strongly object to NHC decisions that provide duplicate services to unincorporated areas that we city residents are taxed by the city for. Best example: picking up storm debris.
1309	5-14 yr	Wilm	30-49	No	County parks concerns- i.e more trash cans along walking paths for waste.
1316	5-14 yr	Wilm	50-64	No	We need to pay firefighters, law enforcement officers and teachers more money!!!!!!!!!!!!!!
1320	5-14 yr	Wilm	30-49	Yes	1) I work downtown and feel unsafe at night. There should be more of a police presence there. 2) The gardens and libraries are outstanding. 3) 4 is a beautiful place to live.
1321	<5 yr	Wilm	<30	No	I am a student, so all my responses regarding housing, education and income relate to myself as well as my family.
1331	<5 yr	Wilm	30-49	Yes	1) While I understand that the County Commissioners are Elected Officials, something should have been done about Brian Berger and his behavior long before it was. 2) We need a county manager/director that is as dedicated to doing what is best for the community, as he is impressing people with his expensive meals and big words. 3) There obviously no forethought when all of the General Funds were cut from the DSS budget. This caused more problems than it fixed, because the General Funds are what help people who are what I like to call "in between". It impacted clients who apply for services, Child Protective Services, Child Welfare Services, and Adult Protective Services. We all know that there is NO funding available for the elderly, this was the only chance at getting additional help that most of the elderly population, but nobody could find room in the budget for it. 4) Merit raises for county employees need to be brought back.
1336	15+ yr	Wilm	65-74		Tax refunds after bonds are paid for
1339	15+ yr	Wilm	30-49	No	I am a New Hanover County teacher
1341	15+ yr		50-64	No	Think it completely through before you build. Money really is not everything.
1343	15+ yr	Wilm	50-64	No	Market Street, South College Road, and 2 Road can not handle anymore traffic. Stop new multi-family construction permits.
1345	15+ yr	Uninc	50-64	No	It would be nice if the county government tv channel was digital. And if it is already, why can't I get a signal. Also, someone needs to do a better road analysis. To many intersection u turns, cause traffic accidents.
1350	15+ yr	Wilm	30-49	Yes	Would love to know why NHC is asking about money when it had no problem giving a school employee a \$75K/year job for sleeping with her boss.
1358	15+ yr	Wilm	50-64	No	Stop new development when there are so many empty commercial buildings and vacant lots from past construction. Preserve woods/natural trees and green space!!!! Just because somebody is wealthy shouldn't mean that they have carte blanche to build, build, build. Let's limit development and recycle!

1359	<5 yr	Uninc	<30	No	I would like to see more safe pedestrian/cycling/alternative transportation access that connects areas of the county. Similar to the bike paths and walking paths throughout 4 proper. There is no safe way to get from one location to another in any part of the county. If there were more options available I think a lot more people would take advantage of this.
1360	5-14 yr	Wilm	50-64	No	High density housing will overload the road system in this county. That needs to be controlled since it will lead to grid-lock, which is already happening in some intersections (e.g. Oleander @ College, Eastwood @ Military Cutoff/Oleander, New Center @ College, + more. // Parking fees, especially downtown & 5, need to be limited. You can not continue to increase the fees without affecting the tourists. Many of my friends will NOT go downtown now, because of the parking charges. // One last thing, w/regard to taxes, they can not continue to rise. Smart management has to do more with what is collected, not continue to raise taxes. Our beautiful way of life here, in ILM, depends on how these items above are managed.
1362	<5 yr	Wilm	30-49	Yes	I am very concerned with our local police department. I have two teenagers, one in college at CFCC and one in High School. Both of my kids have been targets of extremely aggressive police officers. My son was pulled over in a neighborhood for speeding. The police officer R Knolf Jr. used physical force on my son who never once talked back to the officer or treated him with disrespect. Another incident with this officer. I was driving down Oleander drive and I saw this officer yelling at an older man who made a mistake on a side street. He was shaking his head in discust and point his finger at this gentlemen as if he had committed a terrible crime. These are just a few situations. There are many many more however I have NEVER lived in a town where police officers are so aggressive and disrespectful to the tax payers who fund their benefits and payroll. I think it starts at the top of the police force. We need a police force that addresses criminals however we also need a police force that has a little compassion for situations that are non-harming.
1369	5-14 yr	Uninc	50-64	No	NHC is continuing to build apartments after apartments without the approval of its citizens. The roads are extremely congested and dangerous yet. Market street is awful yet since I have lived in the Porters Neck area NHC and the zoning board have approved the building of apartment complexes one after the other without concern for the problems with traffic
1372	15+ yr	Uninc	50-64	No	We need curbside recycling and yard waste removal. There are too many trash companies providing the same service on my street.
1375	15+ yr	Wilm	50-64	No	The need for the county to support non-profit organizations. The county is getting A LOT in services by non-profits. New Hanover County needs to support more non-profits. You could have asked what our opinion is for well-run non-governmental organizations.
1376	15+ yr	Wilm	50-64	Yes	why isn't the county enforcing laws with overgrown & unkempt property that have hoarding things on them that have been called about & not fixed, why aren't you asking about social services & such that aren't following up on children not registered in schools
1377	15+ yr	Wilm	50-64	No	Traffic gets worse everyday. Stop multi-family building permits.
1378	5-14 yr	Wilm	30-49	No	My main request is more, better, safer bike commuting lanes. This would be an easy town to get around without a car if it were safer to do so.

1387	5-14 yr	UnInc	30-49	Yes	The CFPUA billing structure and fees are out of control. -- It would be nice to live in a community that listens to the voting, taxpaying, citizens rather than real estate developers and corporate interests -- Our natural resources are our greatest asset and should be protected -- The Cape Fear Region should invest in tech, research, and renewable energy industries instead of heavy manufacturing.
1388	15+ yr	UnInc	50-64	No	City councilmen and officials should be more conscientious with their "business" spending. IE Barfield eating at expensive restrants at conventions because he can. "Cost of doing business" my ass. No regard for the residents who are forced to bankroll this type of abuse. Time to change how much is appropriated.
1389	15+ yr	Wilm	50-64	Yes	I've lived downtown for 26 years. Thanks to the liberal bar on every corner philosophy, I will be moving to Brunswick County in the next year. I no longer feel safe nor do I enjoy living in downtown Wilmington. Nice work!!



17. The County provides many programs and services. *What is the most recent County sponsored program/service you have heard about?* _____

Your Participation in the Community:

17. The County provides many programs and services. *What is the most recent County sponsored program/service you have heard about?* _____

18. How did you hear about it? Friends / family Emails NHCTV
 Website Radio Other TV
 Billboard Newspaper Print ads / magazine

19. Did you or do you plan to use / attend the program / service in Question 17? Yes No

20. If **No**, why not? (Check all that apply) Not interested / don't need Location Other _____
 Timing / schedule not good Cost

Key to Columns

Q18-1: Friends / family

Q18-2: Website, and so on.

Q20-1: Not interested / don't need

Q20-1: Timing / schedule not good, and so on.

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
Airlie Gardens				1		1		1	1	1					
Airlie Gardens.	1									1					
Airlie Gardens.						1				1					
Anti-gang (failed).							1			2		1			
Arboretum Fall show.					1					1					
Arboretum.	1	1								1					
Arboretum.	1			1						1					
Art in the Arboretum.		1								2		1			
Beach renourishment.					1			1		2					1
Better law enforcement.							1			1					
Bike paths.	1					1				1					
Bike paths.						1				1					
Bike trail/green way?						1									
Bike trails (or is that only Wilmington)?						1				2		1			
Bike/walking trails.				1						1					
Bond issue.						1		1		2				1	
Bond Issues						1				2		1			

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
Bus.			1							1					
Cape Fear expo.									1	2	1				
Cape Fear Museum Sky Quest		1								1					
Cape Fear Museum's Science Spooktacular.				1						1					
Cape Fear utility.	1	1		1		1				1					
Charity benefit walks/drives.						1		1		2		1			
Child services.	1	1								1					
Citizen Patrol	1									2	1				
Citizen Survey	1									1					
Citizens getting training with the sheriff's department.	1							1		2					
Combine fire services.								1		2					
Combining fire resources.								1		2					1
Combining fire resources.						1		1		1	1				
Commissioners meeting								1		1					
Community college presentations.				1						2		1			
Community garden workshop.				1						1					
Community policing.	1									1					
Convention center.	1									2	1				
County "Theme" Committees and CAC		1		1		1				1					
county commission meeting				1	1					1					
County comprehensive plan.		1		1			1			1					
County extension.	1									1					
County fair.						1				1					
County fair.								1		1					
County fire stations.								1		2		1			
County library.	1									1					
County master planning.	1									2		1			

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
County neighborhood association.	1			1						1					
County park shelter rentals.	1									1					
Creative writing week. Relay for life (cancer).	1					1	1			2	1				
Crime.							1			1					
Cross City Trail					1	1			1	1					
Cross city trail.	1					1				1					
Cross city trail.	1									1					
cross-city trail						1				2	1				
D.A.R.E.	1									2					
Did not hear about.															
Disc golf.	1									1					
Drug busts.						1		1		2					
DUI court is positive & successful.						1				2	1				
Early voting.									1	1					
Early voting.						1				1					
Early voting.					1	1		1		1					
Economic development services. Wilmington regional film commissioner. The loss of business (future) in spite of "grant" replacement.	1					1	1				2				1
Election volunteer for sheriff's humane society.	1									1					
Election.			1							1					
Election.		1								1					
Elections.	1									1					
Elections.					1	1		1		1					
Elections.						1				1					
Engineering department.								1		2	1				
Environmental management & hazardous waste	1									1					

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
disposal.															
Event at park or college.		1								2	1				
Family health info. Resources at library fair.										1					
Fire Day at Haliburton.	1									1					
Fire day at Halliburton Park	1			1		1				1					
Fire department consolidation.						1									
Fire department merger.								1		2					1
First book.	1			1						1					
Fit for Fun.	1									1					
Flag football.	1									1					
Flu shot clinic.								1		2					
Flu shot clinic.								1		2					
Flu shot clinic.					1					2	1				
FLU SHOTS					1					2					1
Flu shots & other immunizations.	1					1				2					1
Food stamps.	1									1					
Food Truck Frolic	1									1					
Free rabies clinic.						1			1	1					
Friends of the library.	1									1					
Habitat for Humanity.	1			1				1		1					
Halloween at the Library									1	1					
Halyburton	1	1								1					
Halyburton parks "burn."				1						1					
Haunted Library							1			1					
Haunted library.									1	1					
Have not heard of any.															
Have not heard of any.										2					1
Have not heard of the "many programs" you speak								1		2	1				

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
sbout															
Hazardous waste disposal.	1									1					
Health care support.						1				2		1			1
Health Department Flu Clinic								1		2					1
Health education.							1			1					
Healthier food initiative					1					1					
Healy dept. HIV testin	1									1					
Home delivered meals.	1									2	1				
Home delivered meals.	1									1					
Home ownership program.	1									2					
Home show.						1	1			1					
Hospice care.										1					
Household toxic waste disposal.		1								1					
I do not remember.															
I don,t use many county services. I think people should provide their own services whenever possible and not depend on government										2	1				
Improvement in law enforcement.						1				1					
Infrastructure.			1			1	1			1					
Kidsville News. Libraries are one of the best services in county. Well managed.						1				1					
Landfill.					1	1				1					
Law enforcement.						1		1		1					1
Lectures at N.E. library.						1				1					
Library programs.				1						1					

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
Library programs.	1									1					
Library service.		1								1					
Library service.		1		1		1									
Library Services	1									1					
Library tutoring.	1									2	1				
Library.				1						1					
likely events held at Thalian Hall and/or Town Hall type discussions related to community policing		1				1		1		2		1			1
Literacy council.	1					1				2					1
Loss & lack of firemen.	1	1	1	1	1	1	1	1	1						
Marathon.				1		1				2	1				
Mentoring homeless.						1				1					
Military cutoff extension.						1				2			1		
Miss Castle Hayne.	1									1					
n/a															
New Hanover County Parks & Libraries.	1				1	1	1		1	1					
New Hanover County Project Assist.	1									1					
New Hanover County Schools	1									1					
New Hanover county senior resource center programs.	1	1						1							
New Hanover county tax appraiser survey.										2					1
New Hanover Soil Water Conservation										1					
New Hanover Special Olympics	1	1			1					2		1			
NHC Blue Ribbon Commission	1									2					1
NHC CAC		1								1					
NHC library.	1									1		1			
NHC park. arrowhead	1									1					
NHC public library.	1	1		1	1	1				1					

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
NHC school fair in August.	1									1					
NONE															
none								1		2	1				
None										2					1
None										2					1
None															
none															
None										2					1
Not sure.															
Nothing.															
Open Gate.							1			2					1
Paint recycling collection.						1				2			1		
Parental training.	1									2					1
Parkinson's support group at senior center.	1									1					
Parks.		1								1					
Parks.	1									1					
Plan New Hanover County		1								2		1			
Planning and Zoning mistakes	1									1					
Planning Board Public Meeting				1						2					1
Planning commission/planning boards.				1						1					
Planning committee.						1				2		1			
Police department program.						1		1		2					
Pop Warner events.															
Possibly hazardous waste disposal.	1				1					1					
Potassium pills.		1								1					
Probably something to do with the arts								1		2		1			
Programs = spending. Stop!															1
Programs at parks.				1						1					
Public hearing for permits sought.	1			1		1				2		1			

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
Public library programs.						1			1	1					
Recycle hazardous liquids, re: paint thinner.										1					
recycling		1								1					
Recycling drop offs.	1									1					
Recycling.	1									1					
Recycling.		1								1					
Riverfest.					1					2	1				
Road bond.						1	1			2				1	
Roads.					1	1			1	1					
Schedule TV repeats of meetings.						1				1					
School & transportation bonds.						1				2	1				
School bond.	1	1		1	1										
Schools suck.	1									2					1
Schools.								1		2	1				
Schools.								1		1					
Senior center	1									1					
Senior center activities.	1									2	1				
Senior center.	1									1					
Senior center.						1				2	1				
Senior center.	1														
Senior center.	1									1					
Senior center.					1					1					
Senior center.	1									1					
Senior center.	1									1					
Senior citizen building.	1									1					
Senior resource center	1									2	1				
Senior services.						1				2	1				
Services for senior citizens for a friend.	1									2				1	
Sewer expansion.										2					
Sewers.						1									
Sheriff's academy.		1			1	1				1					
Sheriffs department.						1					1				

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
Sheriff's department.	1									2	1				
Sheriff's program to educate citizens.						1				2	1				
Sheriff's senior citizen academy.										1					
Silver slipper for senior.	1									1					
Silver slippers.									1	2		1			
Smoke alarm assistance.						1				2	1				
social services	1									2					1
Social services.						1					1				
Social services.		1								2		1			
Soil testing at extension.	1									2	1				
spanish classes	1									2		1			
Story time at the library	1									1					
Strategic planning.				1						2					1
Sunday movies @ the Library	1									1					
Tai chi classes at senior center	1									1					
tax office, had to appeal overstated tax assessments				1						1					
Tax preparation for seniors.	1									1					
Teaching CPR.								1		1					
The blue recycle cans.					1					2					
The Haunted Library	1	1							1	1					
Theme commities & CAC				1						1					
This survey						1				1					
This survey	1									1					
this survey				1						1					
This survey.							1			1					
Trails (on land & aquatic).						1				1					
Training for poll workers.				1						1					
Transportation bond.	1				1	1		1	1	1					

Q17	Q18 -1	Q18 -2	Q18 -3	Q18 -4	Q18 -5	Q18 -6	Q18 -7	Q18 -8	Q18 -9	Q19	Q20 -1	Q20 -2	Q20 -3	Q20 -4	Q20 -5
Trash collection.						1				2					1
Tree trimming & sewer upgrade.								1		2					
Tree trimming.						1				2	1				
Triathlon.						1				2	1				
Unknown										2					1
updating sidewalks and pedestrian safety							1			1					
VA support.	1									2	1				
Veterans health.						1				2		1			
Veterans services.		1								1					
VITA/Senior citizens	1									1					
Voter info.						1				2	1	1			
Voter suppression.															
Voting & making sure others are registered AND vote.	1						1	1	1	1					
Walking routes.						1				1					
Walking trail proposal.			1							1					
Walking trails.	1		1		1				1	1					
Walking trails.	1		1		1				1	1					
Wasting money on pet projects.	1				1			1		2				1	
Water service improvements.						1	1			1					
WAVE transit.					1					2	1				
Way Program				1						1					
WPD work with children.						1	1	1		2	1				1
Wrightsville Beach park activities.				1								1			
Youth gang prevention.										2	1				

SUMMING UP – AN EXECUTIVE SUMMARY

Although this list is not exhaustive, here are some of the items from your recent survey that we thought were interesting and/or important. Please review the entire report, and read from your many written comments to gain additional insight.

Items of Note:

- About 3800 surveys were delivered by mail. In addition, the survey was offered online. 1132 mail surveys and 259 internet surveys in all were completed, which is a response rate of about 29.8% for the mail surveys. This is an excellent return rate and more than enough surveys to achieve the goals of this project.
- 11% of respondents have lived in the County under 5 years; 63% for over 15 years (p. 8).
- 33% of respondents do not live in a town or city limit. 60% live in Wilmington. (p. 9)
- 51% of respondents are female and 49% are male.
- About 20% of respondents are under age 50; 30% are 50-64; 51% are over age 65 (p. 15).
- 9% of respondents rent their home while 91% own their home.
- 15% of respondents have children at home (under age 16).
- 22.5% of respondents are business owners or self-employed.
- 66% of respondents have a BA/BS degree or higher (p. 18).
- 6% of respondents are black; 92% are white (p. 22).
- 10% of respondents have a household income under 30K; 16% were 30-49K; 25% were 50-74K; 16% were 75-99K; 32% were over 100K (p. 23).
- 7% of respondents do no cardio exercise per week. 73% do 61 or more minutes per week (p. 19).
- 25% of respondents eat fruit less than 1 time per day. 22% eat 3 or more servings per day (p. 20).
- 13% of respondents eat vegetables less than 1 time per day. 33% eat 3 or more servings per day (p. 21).
- Satisfaction with NHC government is up slightly since 2012 (p. 26).



-Continued from Previous Page-

- 78% of respondents rated New Hanover County's "sense of community" as good or better. 88% rated the "opportunities to volunteer" as good or better. 77% rated the "opportunities to participate in community issues" as good or better (p. 29).
- When asked to check their single top priority from a list of nine subject areas, the items checked most often were: (Please see page 30 for the actual wording.)
 - Strong economy
 - Reduce crime
 - Prepare students
 - Environment
 - Safety/security
- When asked which single item they would take money *from* in order to invest *more* in their top priority, the items checked most often were: (Please see page 31.)
 - Develop diversity
 - Environment
 - Self-sufficiency
- When asked if they would be willing to pay additional taxes to go toward their top priority item in question 12, 58% said "Yes" while 42% said "No".
- Respondents most often hear about County programs and services through:
 - Newspaper
 - Friends/family
 - Other TV
 - Website
 - Radio
- We found numerous differences in the responses based on demographic characteristics. Here is one example: Web respondents tended to give lower satisfaction ratings than did mail respondents. Another example: Wrightsville Beach respondents chose "reduce crime" as their top priority more than did other respondents. These and other similar analyses begin on page 42.

We hope this information will help you make good decisions. If you have any questions at any time, please let me know. We look forward to working with you in the future.

Tollie Mitchell, Program Director
Insight Research, Inc.





New Hanover County Citizen Survey

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Please help New Hanover County set priorities for the future. An independent research firm is conducting this anonymous survey. Your name is not required, but your responses are important.

➤ Please return your completed survey in the postage paid envelope by **November 5th**.

Your participation is greatly appreciated!

Your County:

Please rate how much you disagree or agree with each statement.

Leave any item BLANK if you have no opinion or it does not apply.

	☹ Strongly Disagree					☺ Strongly Agree	
	1	2	3	4	5	6	7
1. New Hanover County has a great quality of life.	<input type="radio"/>						
2. New Hanover County government provides quality services.	<input type="radio"/>						
3. New Hanover County government is efficient and effective.	<input type="radio"/>						
4. New Hanover County government spends my tax dollars wisely.	<input type="radio"/>						
5. New Hanover County is a great place to do business.	<input type="radio"/>						
6. I feel safe and secure in my New Hanover County community.	<input type="radio"/>						
7. I would recommend New Hanover Co. to my family & friends as a great place to live.	<input type="radio"/>						
8. New Hanover Co. government provides residents with the information they need to get involved in the community.	<input type="radio"/>						
9. New Hanover Co. government does a good job listening to its residents.	<input type="radio"/>						
10. It is very likely that I will still be a resident of New Hanover County in five years.	<input type="radio"/>						

11. Please rate the following characteristics as they relate to New Hanover County as a whole:

	Poor	Fair	Good	Very Good	Excellent
i. Sense of community	<input type="checkbox"/>				
ii. Opportunities to volunteer	<input type="checkbox"/>				
iii. Opportunities to participate in community issues	<input type="checkbox"/>				

Your Priorities:

12. From the list below, please check your top priority for New Hanover County. (Check only one)

- | | |
|--|--|
| <input type="checkbox"/> a. Increase the safety and security of the community | <input type="checkbox"/> f. Prepare all students to be successful in a 21 st century world |
| <input type="checkbox"/> b. Reduce and prevent crime | <input type="checkbox"/> g. Create and support a vibrant and culturally diverse community that encourages private investment |
| <input type="checkbox"/> c. Reduce health risks and diseases | <input type="checkbox"/> h. Promote a strong, diverse economy & high quality job growth |
| <input type="checkbox"/> d. Enhance the self-sufficiency of individuals and families | <input type="checkbox"/> i. Support a planned environment that builds community & protects natural resources |
| <input type="checkbox"/> e. Improve community literacy and workforce readiness | |

13. Assuming no tax increases, which one item above would you take money *from* in order to invest more in your top priority? Write in the letter, a-i _____

14. Would you be willing to pay additional taxes to go towards your *top priority* item in question 12 above? Yes No



Please rate how much you disagree or agree with each statement.		Strongly Disagree					Strongly Agree	
		1	2	3	4	5	6	7
15.	New Hanover County should allow more types of development (apartments, stores and shops, single family houses) to be located near each other.	<input type="radio"/>						
16.	New Hanover County should require streets to be interconnected to reduce congestion on main roads.	<input type="radio"/>						

Your Participation in the Community:

17. The County provides many programs and services. *What is the most recent County sponsored program/service you have heard about?* _____

18. How did you hear about it? Friends / family Emails NHCTV
 Website Radio Other TV
 Billboard Newspaper Print ads / magazine

19. Did you or do you plan to use / attend the program / service in Question 17? Yes No

20. If No, why not? (Check all that apply) Not interested / don't need Location Other _____
 Timing / schedule not good Cost

21. Do you belong to, or donate to, any of the following kinds of organizations or groups? (Check all that apply.)

Type of Group	Board Member	Active Member	Member, but not active	Given money only	No
i. Professional association	<input type="checkbox"/>				
ii. Local or national charity	<input type="checkbox"/>				
iii. Sports or youth group	<input type="checkbox"/>				
iv. Social organization	<input type="checkbox"/>				
v. Political organization	<input type="checkbox"/>				
vi. Civic or community organization	<input type="checkbox"/>				
vii. Religious organization	<input type="checkbox"/>				
viii. Other (describe)	<input type="checkbox"/>				

22. In the last 12 months, about how many times, if ever, have you participated in the following activities.

	Never	1-2 times	3-12 times	13-26 times	More than 26 times
i. Volunteered your time (for no pay) to some group or activity in New Hanover County	<input type="checkbox"/>				
ii. Participated in a club or civic group in New Hanover County	<input type="checkbox"/>				
iii. Provided help to a friend or neighbor	<input type="checkbox"/>				
iv. Personally walked, ran, or bicycled for a charitable cause (this is separate from financial giving)	<input type="checkbox"/>				

23. Voting: Which of the following apply to you? (Choose all that apply to you)

You are currently registered You voted in the off-year election (2013)
 You voted in the last presidential election year (2012) None of these

24. How else have you chosen to express your views? (Check all that apply)

Type of Expression	Done within the past 12 months	Done over 12 months ago	Have not done this
i. Contacted an elected official	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Contacted newspaper/radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Attended a rally / protest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iv. Signed a petition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Put a sign in your yard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please Continue
→



About You (Your answers will remain anonymous):

25. Did you previously respond to the 2012 New Hanover County survey? Yes No Not sure
26. How long have you lived in New Hanover Co.? (Check one) Under 5 yrs. 5-14 yrs. 15 yrs. +
27. Which, if any, of these city/town limits do you live within? None / unincorporated NHC Carolina Beach Kure Beach Wilmington Wrightsville Beach
28. What type of housing do you currently live in today? (Check the one that best applies)
- a. Apartment b. Town home c. House with courtyard-sized lot d. House with large estate lot e. Carriage home / garage apartment f. Retirement community
29. Do you currently rent or own your home? Rent Own
30. What type of housing did you live in 10 years ago (in 2004)? Write in the letter a-f ____
31. What type of housing do you want to live in 10 years from now (in 2024)? Write in the letter a-f ____
32. Your gender: Female Male
33. Your age range: Under 30 30-49 50-64 65-74 75+
34. Do you have children under age 18 living in your home? Yes No
35. Are you a business owner or self-employed? Yes No
36. Your *highest* level of education is... Some high school High school graduate Some college but no degree Vocational or 2 yr. degree College graduate (BA or BS) Graduate degree
37. During the past month, how many total minutes of cardio exercise or physical activity for your heart (such as walking, running, aerobics, or swimming) did you do?
- 0 minutes each week (I did not exercise or participate in any moderate/intense physical activity)
 <60 minutes per week
 61-149 minutes per week
 ≥150 minutes per week
38. During the past week, not counting juice, how many times did you eat fruit? (Count fresh, frozen or canned fruit)
- <1 time per day 1-2 times per day 3-4 times per day 5 or more times per day
39. During the past week, how many times did you eat vegetables that were not fried? Do not include rice or other grains.
- <1 time per day 1-2 times per day 3-4 times per day 5 or more times per day
40. Which *best describes* your race / ethnicity? (Check one) American Indian or Alaskan Native Black or African American Native Hawaiian or Pacific Islander Asian Hispanic White
41. Your total household income: (Check one)
- Under \$20,000 \$20-29,999 \$30-49,999 \$50-74,999 \$75-99,999 \$100,000+

Is there anything we haven't asked you that you would like to share?

Thank you for your participation!

