

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

A set of three questions examined information dissemination and opportunities for involvement in decision making. The respondents were first asked how informed they feel about Town services, issues, and programs that affect them. A 9-point rating scale ranging from not at all informed (1) to very well informed (9) was used. Table 54 indicates the respondents felt relatively well informed about matters that affect them with a mean of 6.59. There were 69.0% on the "informed" side of the scale above 5 versus only 11.2% on the "not informed" side. This represents a significant improvement from 2008 when the mean was 6.09. The respondent's comments on what projects, activities, or issues came to mind when they decided on their rating are shown in Appendix O.

The respondents were next asked their level of satisfaction with Cary making information available to them concerning Town services, projects, issues, and programs. A 9-point rating scale from very dissatisfied (1) to very satisfied (9) was used. Table 55 indicates a reasonably high degree of satisfaction with Cary's efforts. This year the mean has improved slightly from 6.87 to 6.95. There were 75.4% was on the "satisfied" side of the scale versus only 4.6% on the "dissatisfied" side. The respondent's comments on what projects, activities, or issues came to mind when they decided on their rating are shown in Appendix P.

Finally, the respondents were asked to rate their satisfaction with the opportunities the Town gives them to participate in the decision-making process. The same 9-point satisfaction rating scale was used. Table 56 indicates there has been an increase in the level of satisfaction for opportunities to participate in decision-making. The mean increased from 6.36 to 6.68 and this represents the highest mean earned to date. Note the percentage on the "satisfied" side of 67.1% significantly exceeds the "dissatisfied" side of 8.0%. The respondent's comments on what projects, activities, or issues came to mind when they decided on their rating are shown in Appendix Q.

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

Year	Mean	Not Informed At All 1	2	3	4	Average 5	6	7	8	Very Well Informed 9	% Above 5
10	6.59	1.8	1.3	4.3	3.8	20.0	12.0	20.0	18.5	18.5	69.0
08	6.09	2.2	2.7	4.2	7.5	21.6	13.9	26.4	10.7	10.7	61.7
06	5.78	4.6	4.3	5.8	6.8	23.5	13.2	20.0	12.4	9.4	55.0
04	6.63	2.1	1.6	2.6	5.7	18.8	11.5	21.9	12.2	23.7	69.3
02	5.73	5.0	3.0	6.7	5.7	24.1	15.7	22.4	9.0	8.5	55.6

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

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
10	6.95	0.8	0.8	2.0	1.0	20.1	11.3	22.1	18.6	23.4	75.4
08	6.87	0.7	0.0	2.7	2.7	15.9	12.9	27.1	20.4	17.4	77.8
06	6.63	2.1	1.0	0.8	2.6	19.5	13.8	28.7	19.2	12.3	74.0
04	7.15	0.8	1.0	2.1	2.1	14.1	12.6	18.7	17.4	31.3	80.0
02	6.27	2.7	1.2	2.5	7.9	22.6	11.2	24.3	15.9	11.7	63.1

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

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
10	6.68	1.5	1.5	3.0	2.0	24.8	8.9	18.2	18.5	21.5	67.1
08	6.36	2.0	1.3	2.5	4.6	23.2	12.0	28.5	15.0	10.9	66.4
06	6.19	2.9	1.3	2.1	3.7	25.4	15.2	27.3	15.0	7.0	64.5
04	6.62	4.0	2.9	4.3	1.6	18.2	9.7	18.0	13.7	27.6	69.0
02	5.92	3.2	4.0	5.9	6.1	24.2	11.7	21.5	13.6	9.8	56.6

Resident Informed and Involved Crosstabulations

Crosstabulations were performed on age, education, housing type, income, race, voter status, voted in 2009 local elections, and years in Cary (Appendix B). The crosstabulations on how informed respondents felt about government projects, issues, and programs are shown in Tables B348-B355. There is a relatively high degree of consistency across the breakdowns. Those who felt the most informed were Hispanics (7.50), African-Americans (7.13), over 65 age group (7.02), those not registered to vote (6.96), and \$50,001-\$70,000 income level (6.95). The subgroups that felt somewhat less informed (lower means) were the 56-65 age group (5.81), \$30,001-\$50,000 income level (6.26), and \$20,001-\$30,000 income level (6.35).

The crosstabulations for making information available to citizens about important Town services, projects, issues, and programs are shown in Tables B356-B363. Again, the means were relatively consistent across groupings. The most satisfied were Hispanics (7.83), \$50,001-\$70,000 income level (7.27), over 65 age group (7.26), \$70,001-\$100,000 income level (7.22), and 0-1 year residents (7.21). The respondents somewhat less satisfied (lower means) with Cary making information available were 56-65 age group (6.45), 30,001-\$50,000 income level (6.67), and Asians (6.73).

The crosstabulations for opportunities for residents to participate in the decision-making process are shown in Tables B364-B371. The most satisfied with opportunities to participate were over 65 age group (7.44), townhouse/condo dwellers (7.26), Hispanics (7.25), \$50,001-\$70,000 income level (7.11), those with high school/some college (7.02). Those least satisfied were Asians (5.82), those with PhD/JD/MD (6.04), African-Americans (6.07), and 56-65 age group (6.19).