

### 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 by the residents. 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 55 indicates the respondents felt relatively well informed about matters that affect them. The mean was 6.09 with the percentage on the "informed" side (above 5) much greater than the percentage on the "not informed" side (below 5). In this case, it was 61.7% versus 16.6%. Overall, the results represent a significant increase from 2006 when the mean was 5.78.

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 56 indicates a relatively high degree of satisfaction with Cary's efforts. This year the mean has improved to 6.87 from 6.63 in 2006. Even more impressive was the fact that 77.8% was on the "satisfied" side of the scale versus only 6.1% on the "dissatisfied" side.

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 57 indicates there has been an increase in the level of satisfaction for opportunities given to residents to participate in the decision-making area. The mean was 6.36 this year compared to the mean of 6.19 in 2006. Note the percentage on the "satisfied" side of 66.4% significantly exceeds the "dissatisfied" side of the scale of 10.4%.

**Table 55. How Informed Respondents Feel About Government Services, Projects, Issues, and Programs That Affect Them.**

| Year | Mean | Not Informed At All<br>1 | 2   | 3   | 4   | Average<br>5 | 6    | 7    | 8    | Very Well Informed<br>9 | % Above 5 |
|------|------|--------------------------|-----|-----|-----|--------------|------|------|------|-------------------------|-----------|
| 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 56. Satisfaction with Cary Making Information Available to Citizens About Important Town Services, Projects, Issues, and Programs.**

| Year | Mean | Very Dissatisfied | 2 | 3 | 4 | Neutral<br>5 | 6 | 7 | 8 | Very Satisfied | % Above |
|------|------|-------------------|---|---|---|--------------|---|---|---|----------------|---------|
|      |      |                   |   |   |   |              |   |   |   |                |         |

|           |             |            |            |            |            |             |             |             |             |             |             |
|-----------|-------------|------------|------------|------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|
|           |             | <b>1</b>   |            |            |            |             |             |             |             | <b>9</b>    | <b>5</b>    |
| <b>08</b> | <b>6.87</b> | <b>0.7</b> | <b>0.0</b> | <b>2.7</b> | <b>2.7</b> | <b>15.9</b> | <b>12.9</b> | <b>27.1</b> | <b>20.4</b> | <b>17.4</b> | <b>77.8</b> |
| 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 57. Satisfaction with Opportunities the Town Gives to Participate in the Decision-Making Process.**

| Year      | Mean        | Very Dissatisfied<br>1 | 2          | 3          | 4          | Neutral<br>5 | 6           | 7           | 8           | Very Satisfied<br>9 | % Above<br>5 |
|-----------|-------------|------------------------|------------|------------|------------|--------------|-------------|-------------|-------------|---------------------|--------------|
| <b>08</b> | <b>6.36</b> | <b>2.0</b>             | <b>1.3</b> | <b>2.5</b> | <b>4.6</b> | <b>23.2</b>  | <b>12.0</b> | <b>28.5</b> | <b>15.0</b> | <b>10.9</b>         | <b>66.4</b>  |
| 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, gender, housing type, income, internet access, language, and race for this set of questions. The crosstabulations on how informed respondents felt about government projects, issues, and programs are shown in Tables B322-B329. There is a relatively high degree of consistency across the breakdowns. The subgroups that felt somewhat less informed (lower means) were the 18-25 age group (4.92), Asians (5.10), townhouse/condo dwellers (5.69), apartment dwellers (5.77), \$20,001-\$30,000 income level (5.85), and \$30,001-\$50,000 income level (5.86).

The crosstabulations for making information available to citizens about important Town services, projects, issues, and programs are shown in Tables B330-B337. Again, the means were relatively consistent across groupings. The respondents who felt somewhat less satisfied (lower means) with Cary making information available were Asians (6.00), 18-25 age group (6.12), 20,001-\$30,000 income level (6.31), and townhouse/condo dwellers (6.63).

The crosstabulations for opportunities for residents to participate in the decision-making process are shown in Tables B338-B345. The lowest means were the 18-25 age group (5.44), African-Americans (5.69), Asians (5.95), apartment dwellers (5.97), and \$20,001-\$30,000 income level (6.00).