



# 2025 Harnett County, NC Community Survey Findings Report



**ETC**  
INSTITUTE

# Contents

<b>Section 1: Executive Summary.....</b>	<b>4</b>
<b>Section 2: Charts and Graphs.....</b>	<b>8</b>
<b>Section 3: Importance-Satisfaction Rating.....</b>	<b>36</b>
<b>Section 4: Benchmarks.....</b>	<b>40</b>
<b>Section 5: Tabular Data.....</b>	<b>48</b>
<b>Section 6: Open-Ended Responses.....</b>	<b>78</b>
<b>Section 7: Survey Instrument.....</b>	<b>105</b>



# Executive Summary

---

# Harnett County

## 2025 Community Survey

### Executive Summary

---

## Overview

ETC Institute administered a community needs assessment survey for Harnett County during the months of winter 2025. This survey is designed to collect resident input to support the County's planning process and assist County leaders in making informed decisions.

## Methodology

ETC Institute mailed a survey packet to a random sample of households in Harnett County. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at *HarnettCountySurvey.org*.

After the surveys were mailed, ETC Institute followed up with residents to encourage participation. To prevent people who were not residents of Harnett County from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not included in the final database for this report.

The goal was to collect a minimum of 500 surveys from residents. The goal was met with 502 surveys collected. The overall results for the sample of 502 surveys has a precision of at least +/-4.4 at the 95% level of confidence.

This report contains the following:

- An executive summary detailing the results from the survey (Section 1)
- Charts showing the overall results of the survey (Section 2)
- An Importance-Satisfaction Analysis that helps set priorities for investment in core County services (Section 3)
- Benchmarks that compare results to the Atlantic regional and U.S averages (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- Answers to open-ended questions (Section 6)
- A copy of the cover letter and survey instrument (Section 7)

The major findings of the survey are summarized in the following pages.

## Major Findings

**Perceptions of Harnett County.** Respondents were most satisfied (rating “excellent” or “good”) with Harnett County as a place to live (68%), where you feel welcome regardless of race/ethnicity (58%), and to retire (56%).

**Core County Services.** Respondents were asked to rate their level of satisfaction with 11 core County services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of County library system (77%), EMS (76%), and emergency 911 services (74%). The three services respondents think should receive the most emphasis over the next two years are the quality of County development services (47%), park and recreation services (40%), and social services (27%).

**Communication.** Social media (67%), Harnett.org (53%), and word of mouth (53%) are the most commonly used communication methods to learn about Harnett County news, events, and other information. The three sources for information respondents would most prefer the County use to communicate with them are social media accounts (58%), Harnett.org (45%), and the electronic newsletter to emails (38%). Respondents feel most satisfied with how easy the County’s website is to use (58%), the quality of the County’s social media outreach (49%), and the information provided through the County emergency alert system (49%).

**Emergency Services.** If there were an emergency and a temporary evacuation were required, the highest percentage of respondents said they would go to a friend or family’s home in state but out of County (47%). The highest percentage of respondents agree (rating “agree” or “strongly agree”) that they feel safe at their home in the County (89%), fire departments throughout Harnett County provide high quality services (83%), and Harnett County EMS provides high quality services (77%).

**Customer Service.** During the past year 54% of respondents report contacting employees of Harnett County or visiting the County’s website to seek services, ask a question, or file a complaint. Of these respondents, the highest percentage feel satisfied (rating “satisfied” or “very satisfied”) with the courtesy of County employees they interact with (79%), appropriateness of County employees’ response (72%), and timeliness of County employees’ response (71%).

**Medical Health Care.** Forty-seven percent (47%) of respondents rated access to medical health care services as “excellent” (11%) or “good” (36%). Forty-one percent (41%) of respondents rated the quality of medical health care services as “excellent” (9%) or “good” (32%). The top three barriers to medical health care (rated “major barrier” or “significant barrier”) are not enough doctors or clinics (45%), low wait times for appointments (37%), and cost of healthcare (29%). Thirty percent (30%) of respondents report someone in their household experiencing problems or challenges seeking medical health care.

**Behavioral Health Care.** The highest percentage of respondents (72%) said they or someone close to them sought out counseling or therapy in the last two years followed by general mental health services (62%). The top three barriers to behavioral health care are not enough counselors or behavioral health providers nearby (49%) and the cost of behavioral health care (27%).

**Satisfaction with County Government.** Respondents feel most satisfied with customer service provided by Harnett County employees (61%) and the availability of information about County services and programs (41%).

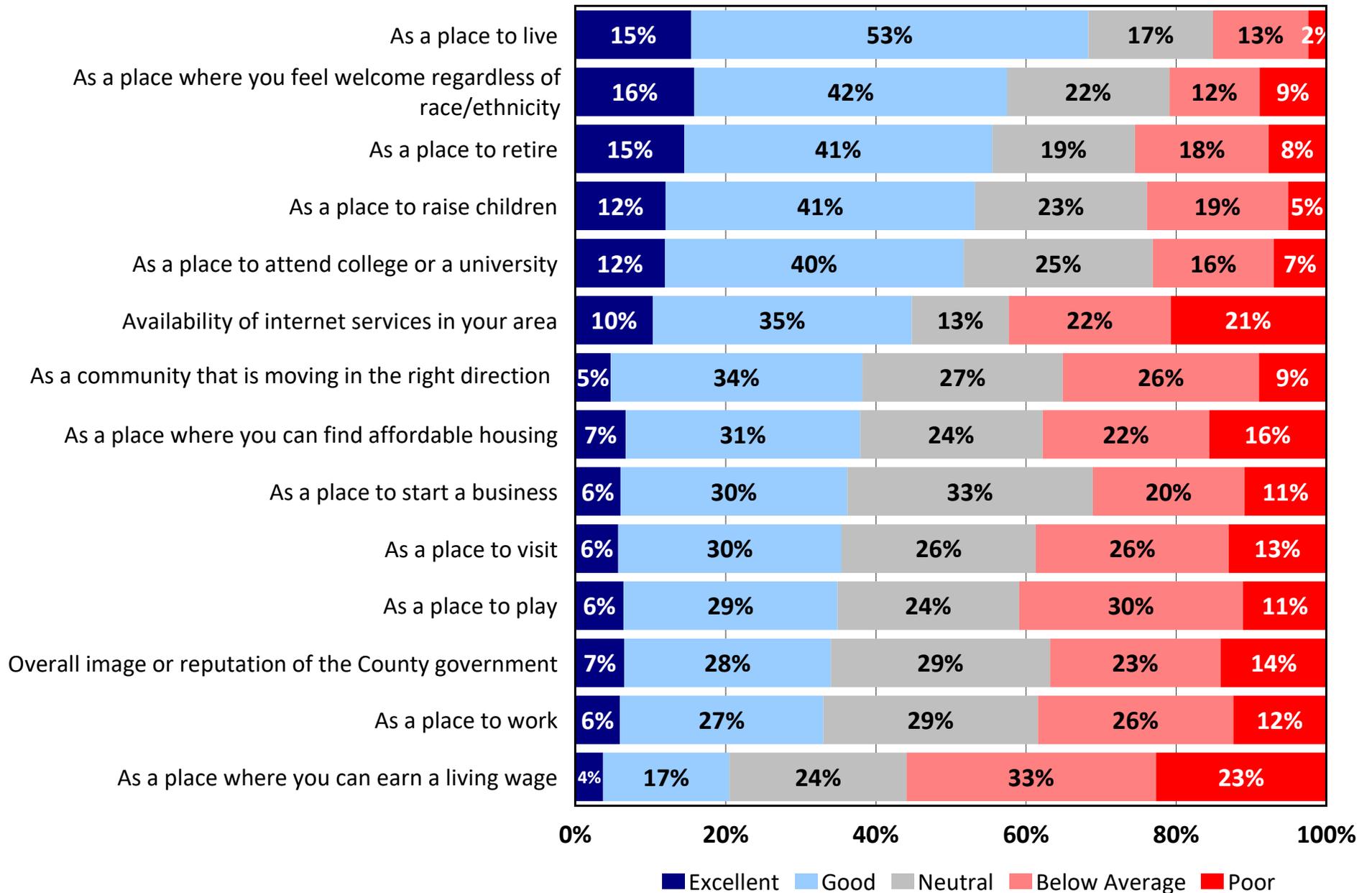
**Future Priorities for County.** The three priorities most important to respondents (rated “important” or “very important”) are providing access to quality healthcare (91%), improving water quality (90%), and increasing public safety (89%).



# Charts and Graphs

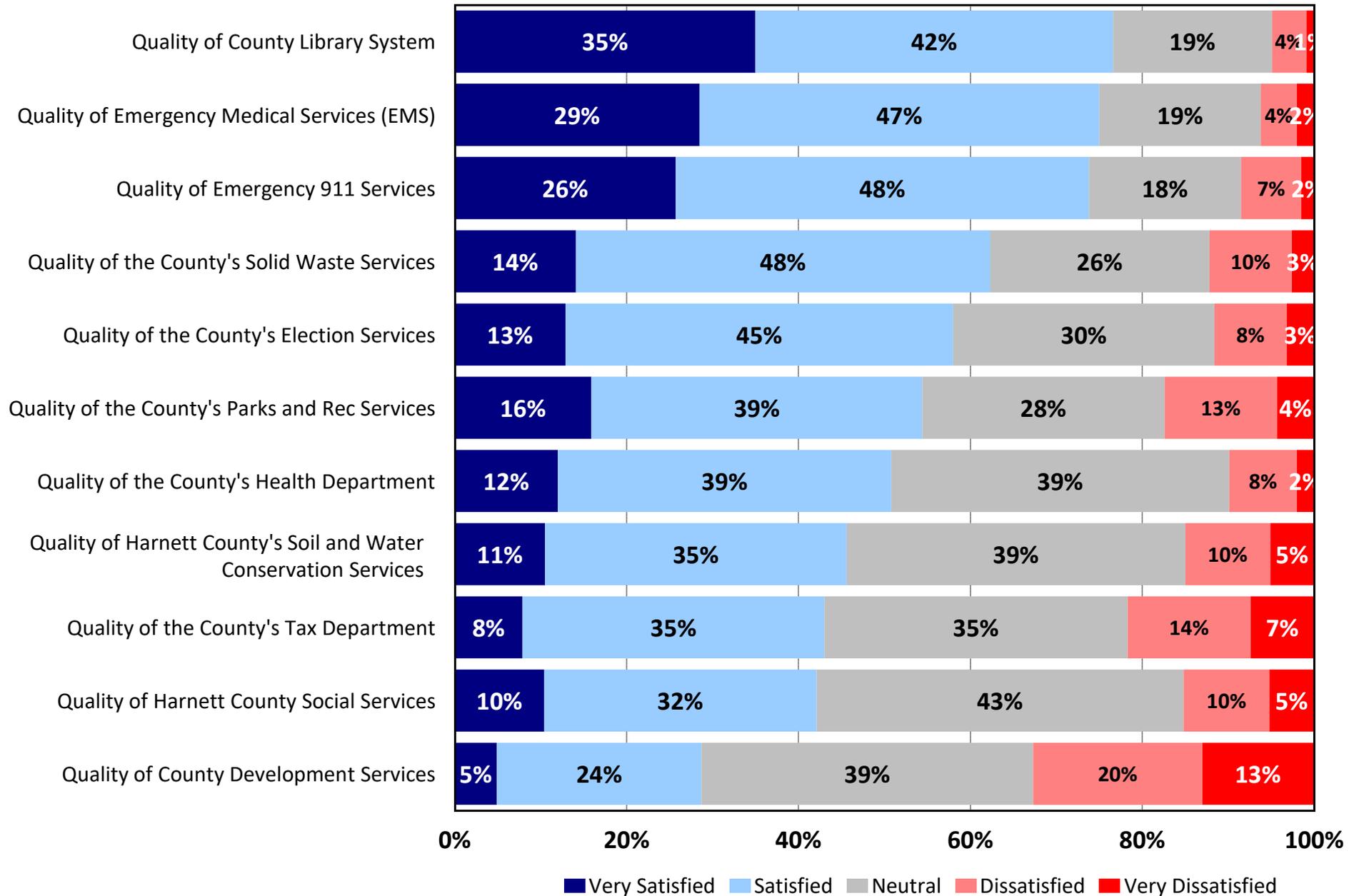
# Q1. Perceptions of Harnett County

by percentage of respondents (excluding “don’t know”)



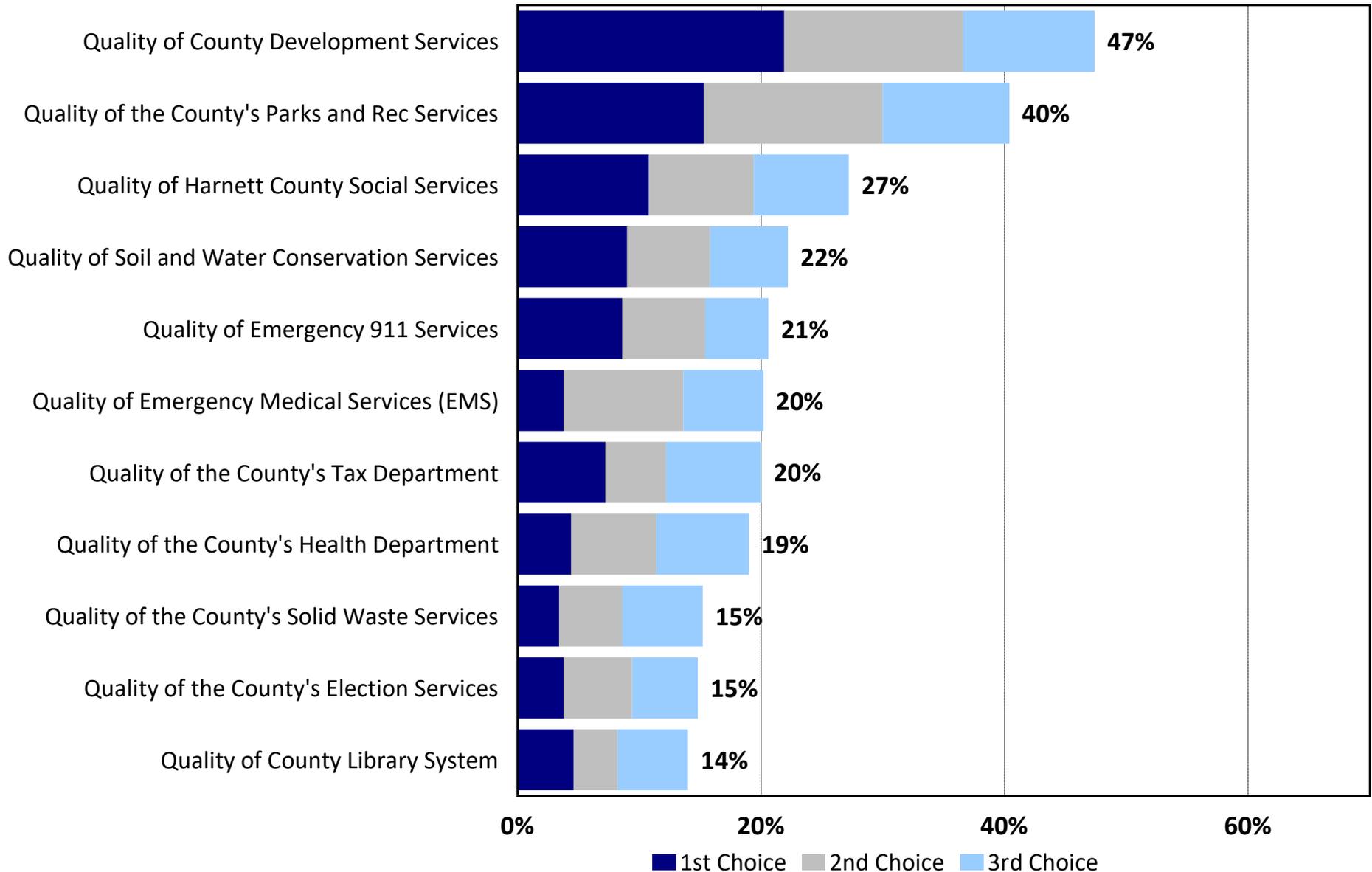
## Q2. Core County Services

by percentage of respondents (excluding "don't know")



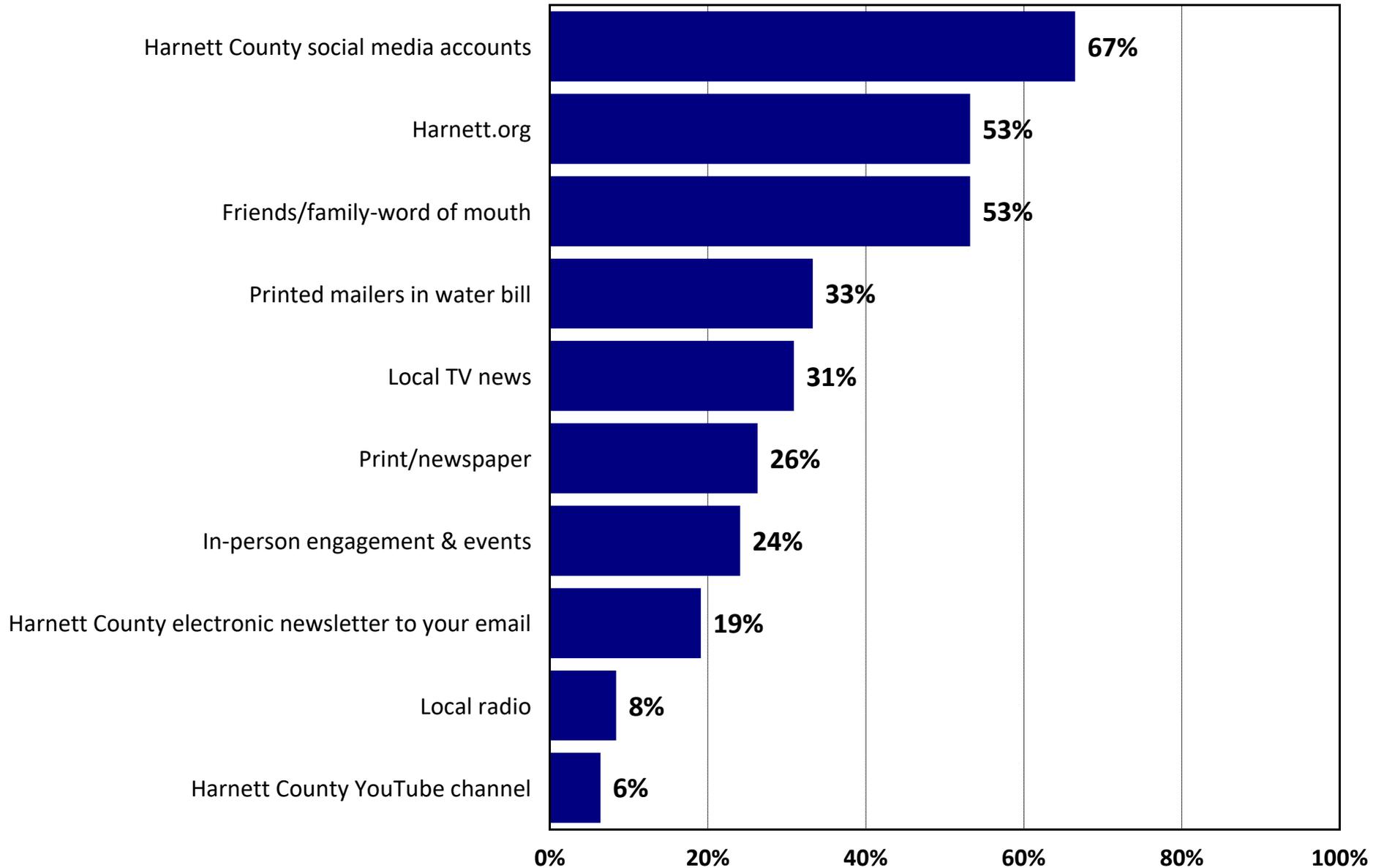
### Q3. Which THREE services listed in Question 2 should receive the most emphasis from County leaders over the next two years

by percentage of respondents who selected the item as one of their top three choices



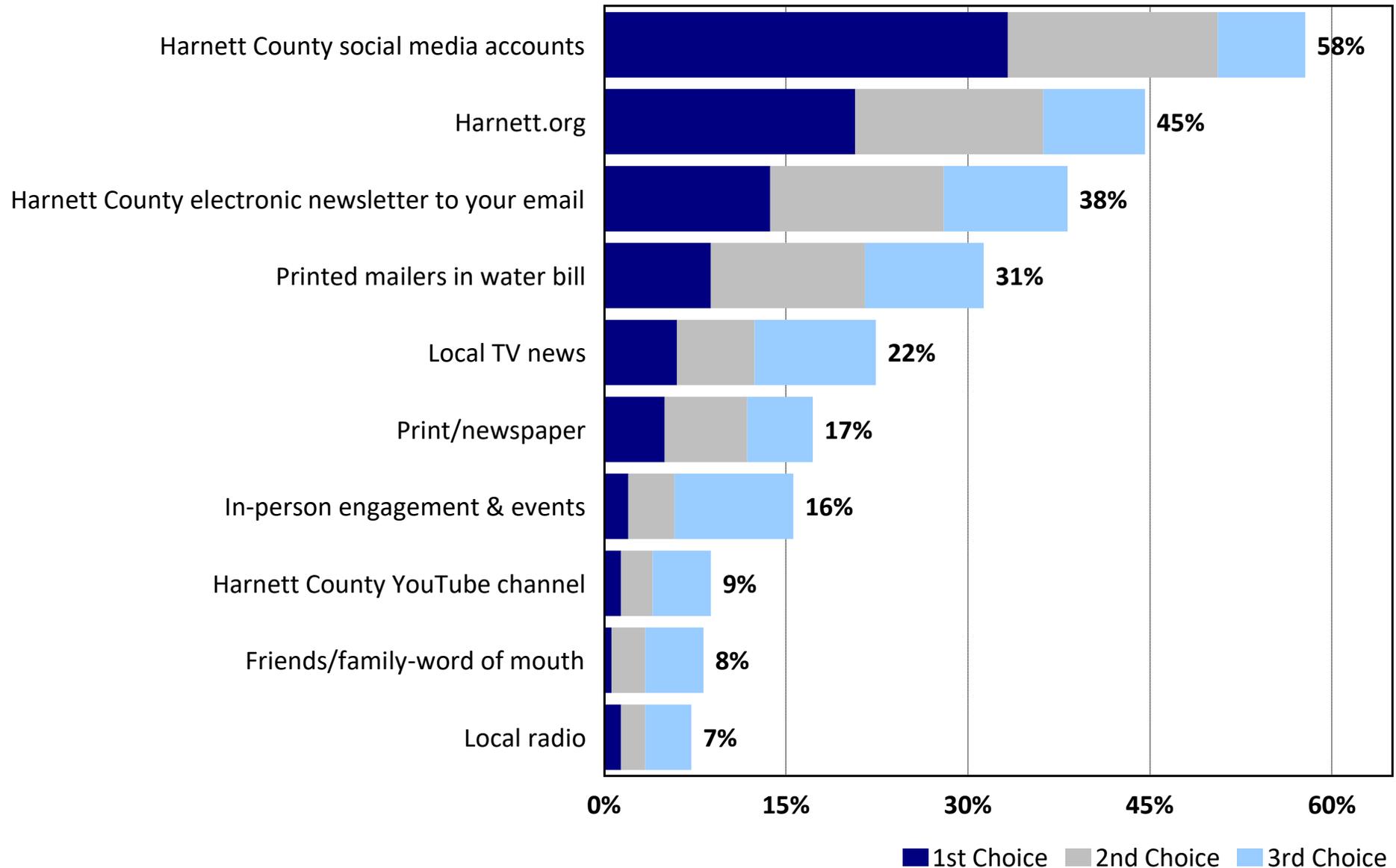
## Q4. Communication. Sources that you and members of your household use to learn about Harnett County news, events, and to get other County information.

by percentage of respondents (multiple selections could be made)



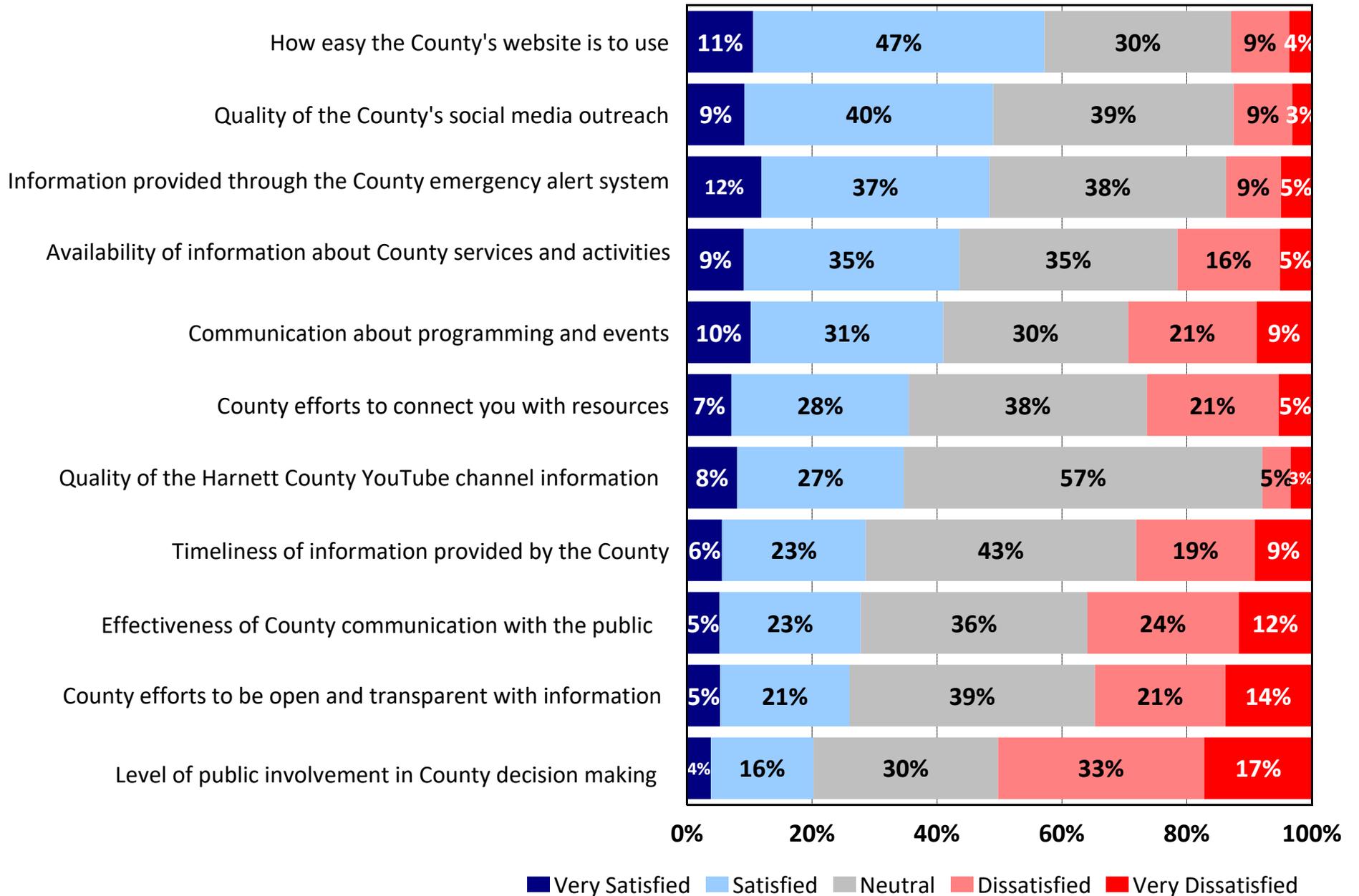
## Q5. From which THREE sources of information listed in Question 4 would you prefer to get information from the County?

by percentage of respondents who selected the item as one of their top three choices



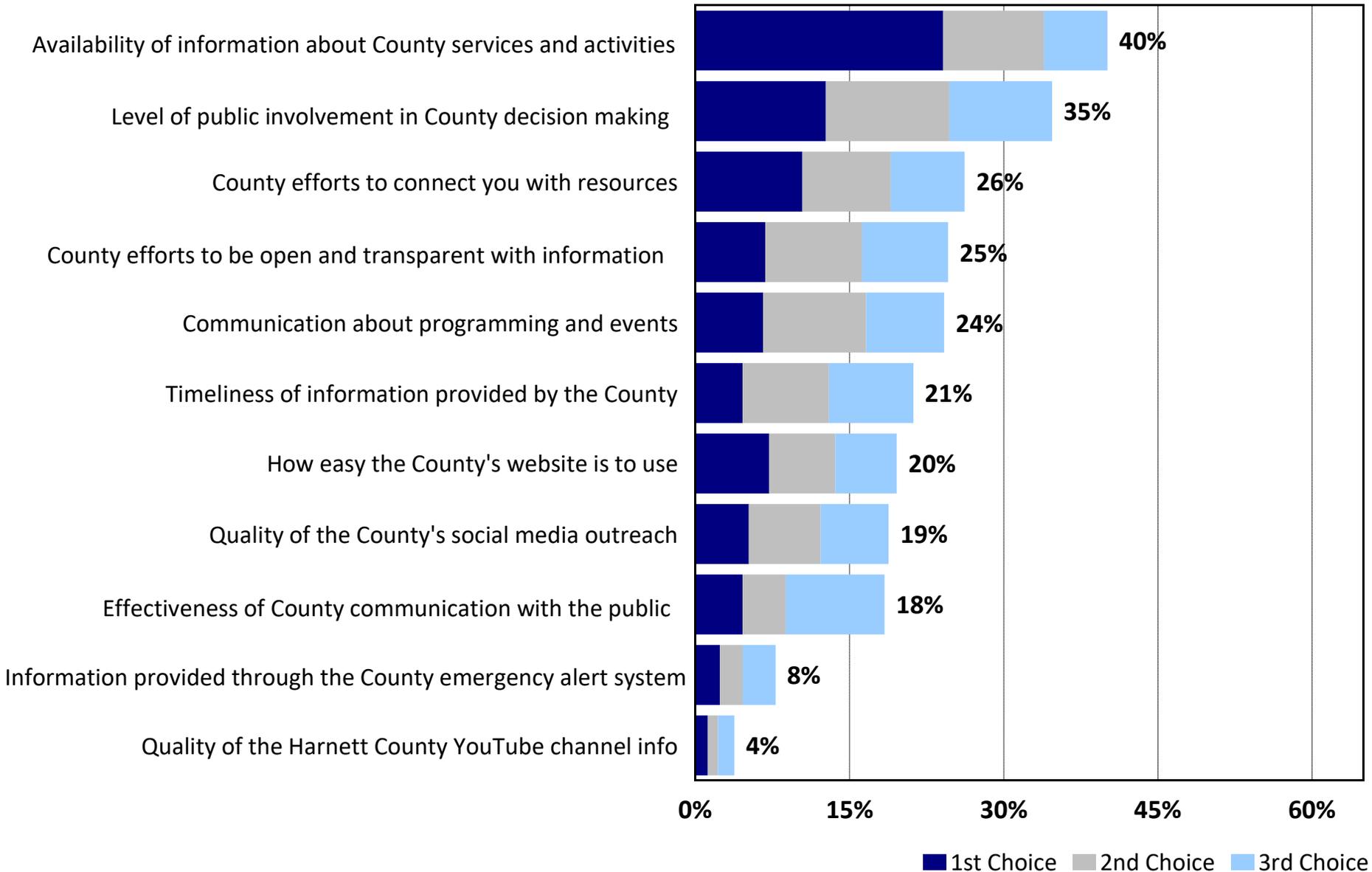
## Q6. Please rate your satisfaction with each of the following.

by percentage of respondents (excluding “don't know”)



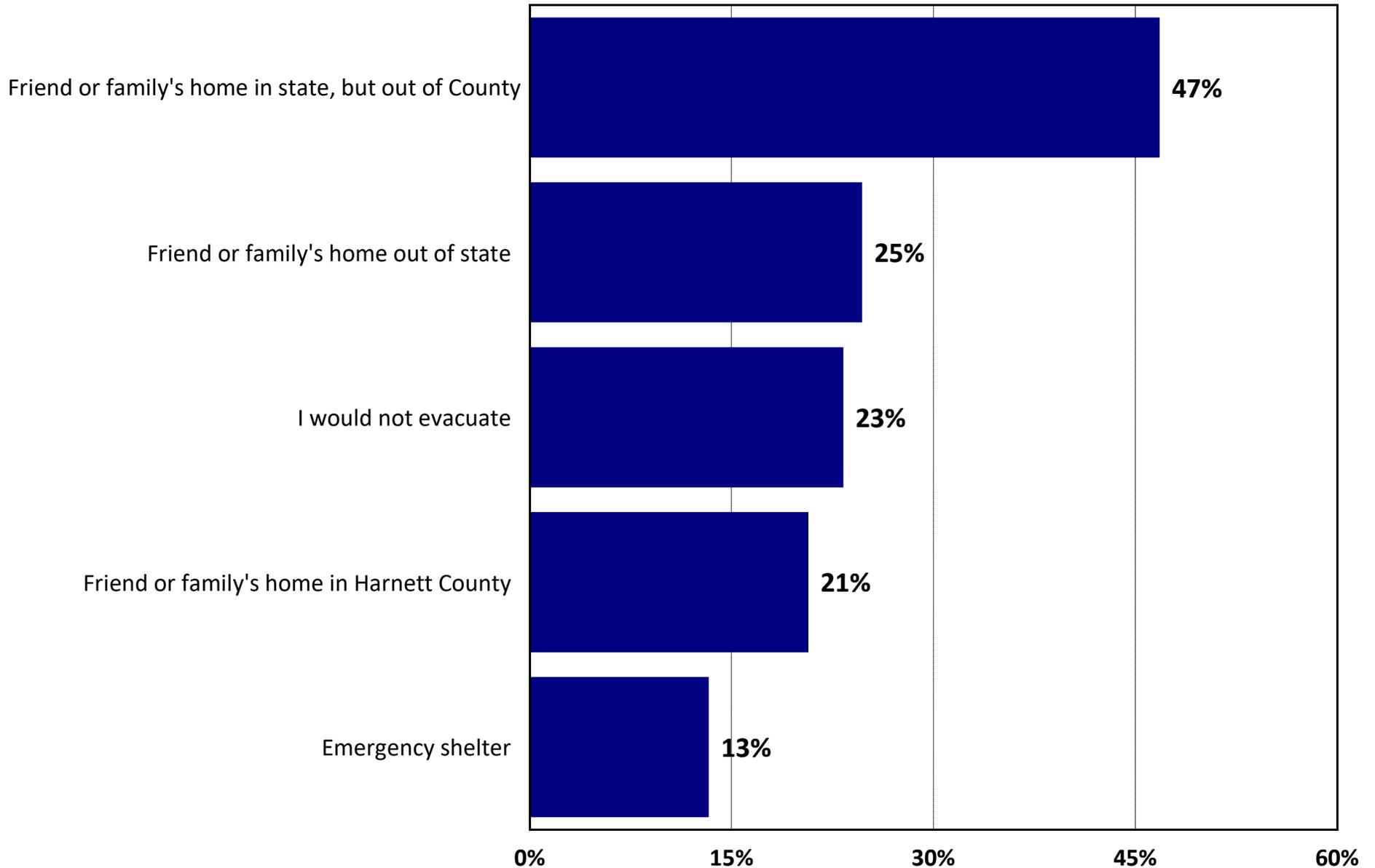
## Q7. From which THREE sources of information listed in Question 6 above would you prefer to get information from the County?

by percentage of respondents who selected the item as one of their top three choices



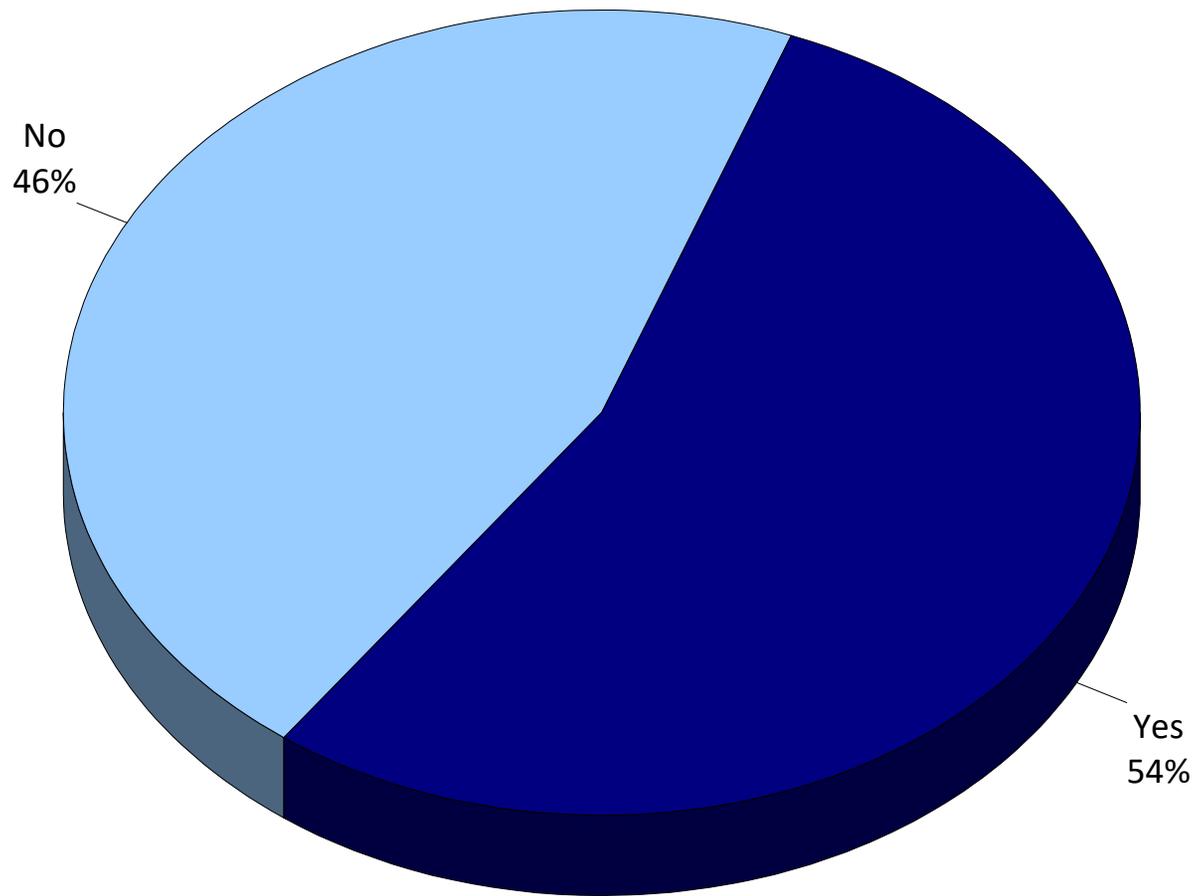
# Q8. If there were an emergency and a temporary evacuation were required, where would you go?

by percentage of respondents (multiple selections could be made)



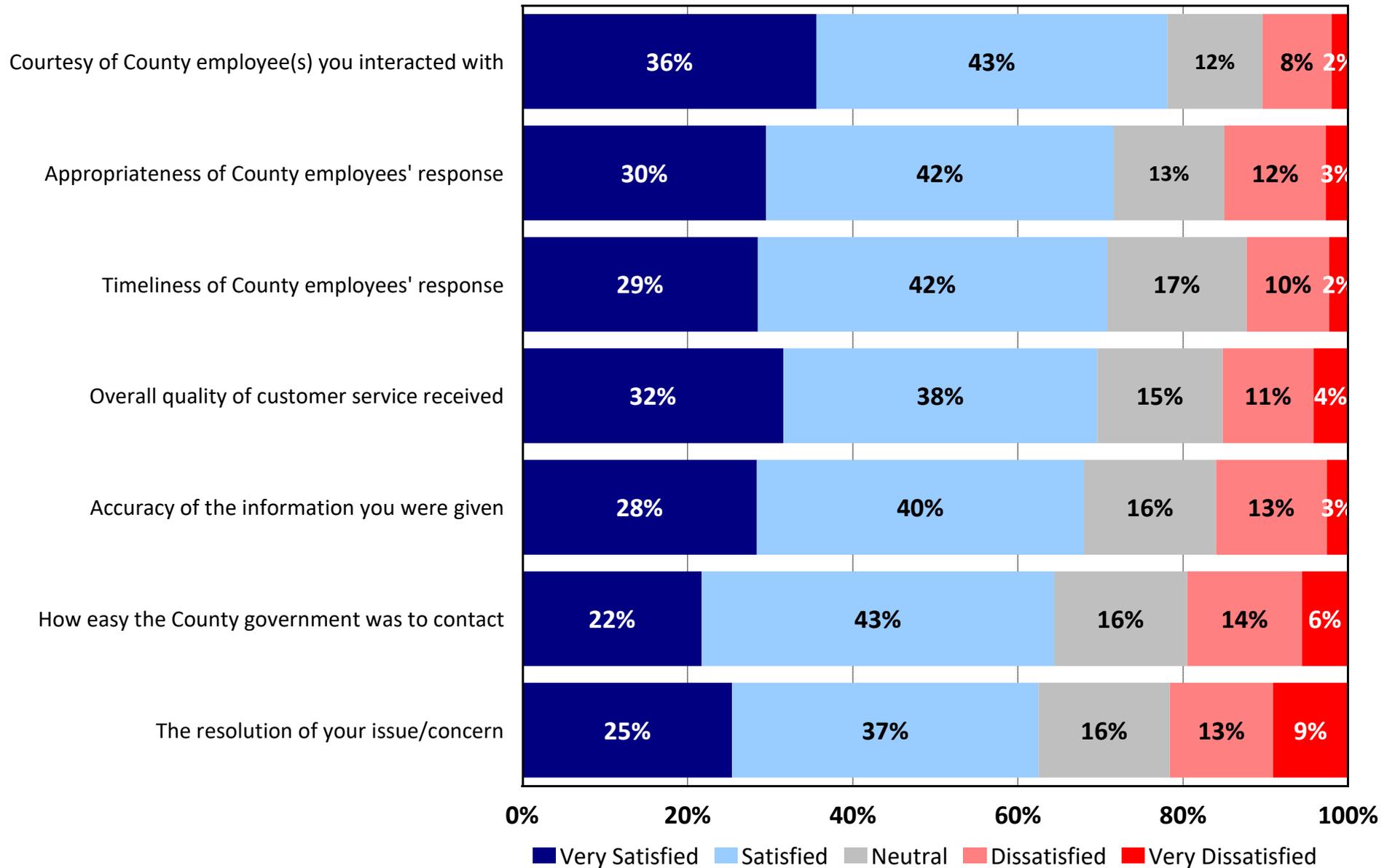
**Q9. During the past year, have you or other members of your household contacted employees of Harnett County or visited the County's website to seek services, ask a question, or file a complaint?**

by percentage of respondents (excluding "not provided")



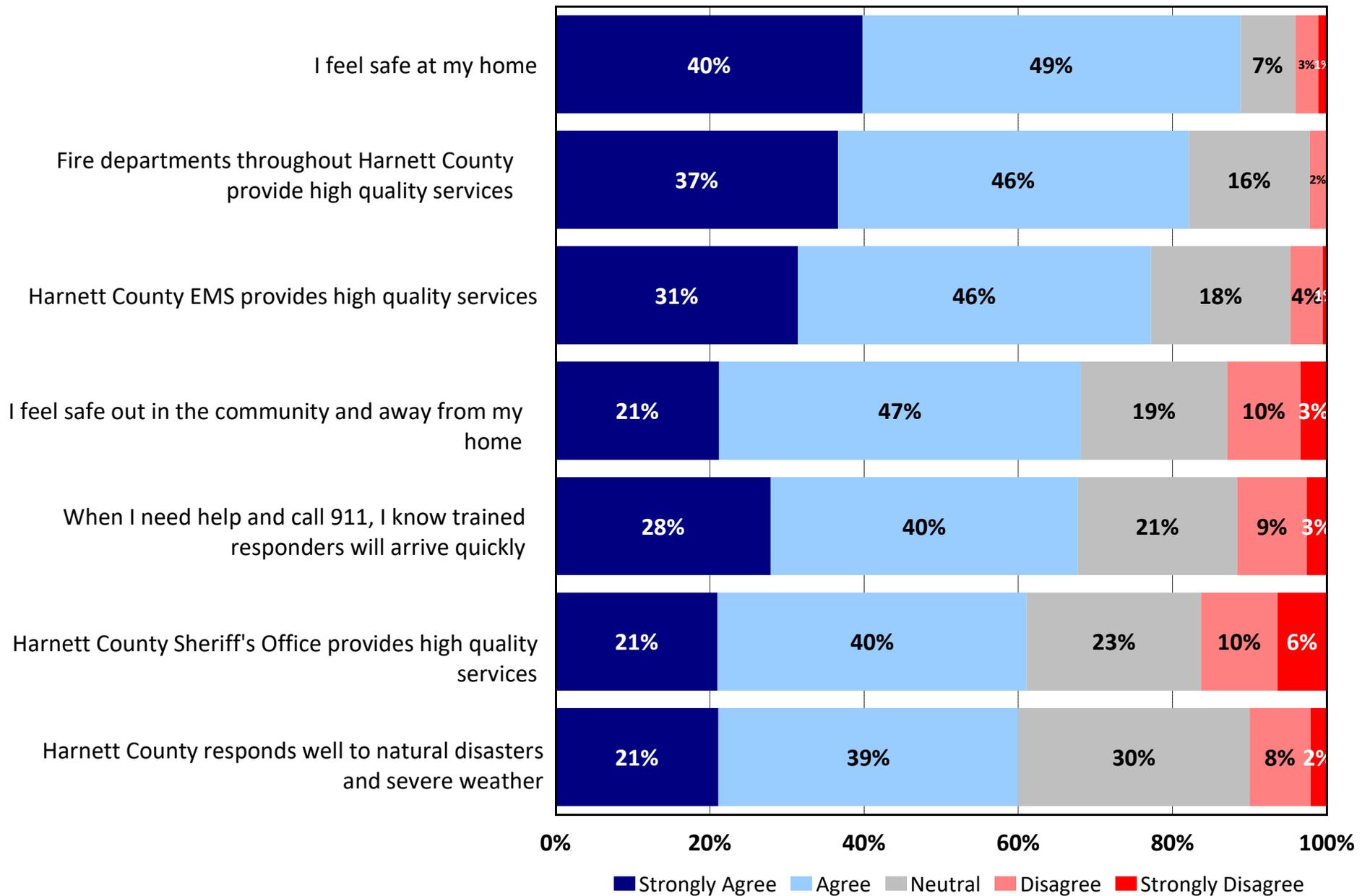
## Q9a. Customer Service. Satisfaction with Experience Interacting with County Government Department(s) Contacted

by percentage of respondents (excluding "don't know")



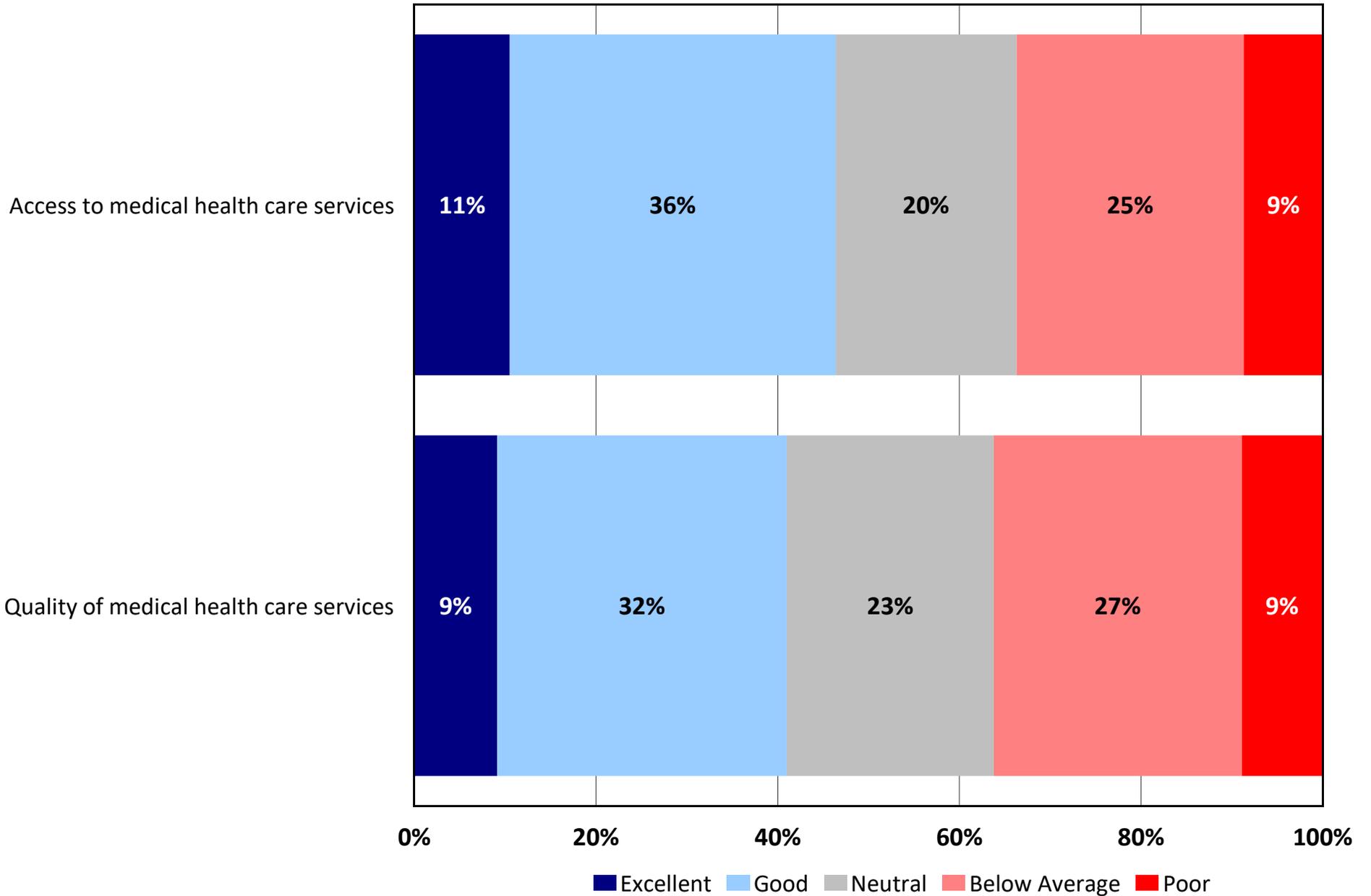
## Q10. Agreement with Statements about Safety and Emergency Services

by percentage of respondents (excluding "don't know")



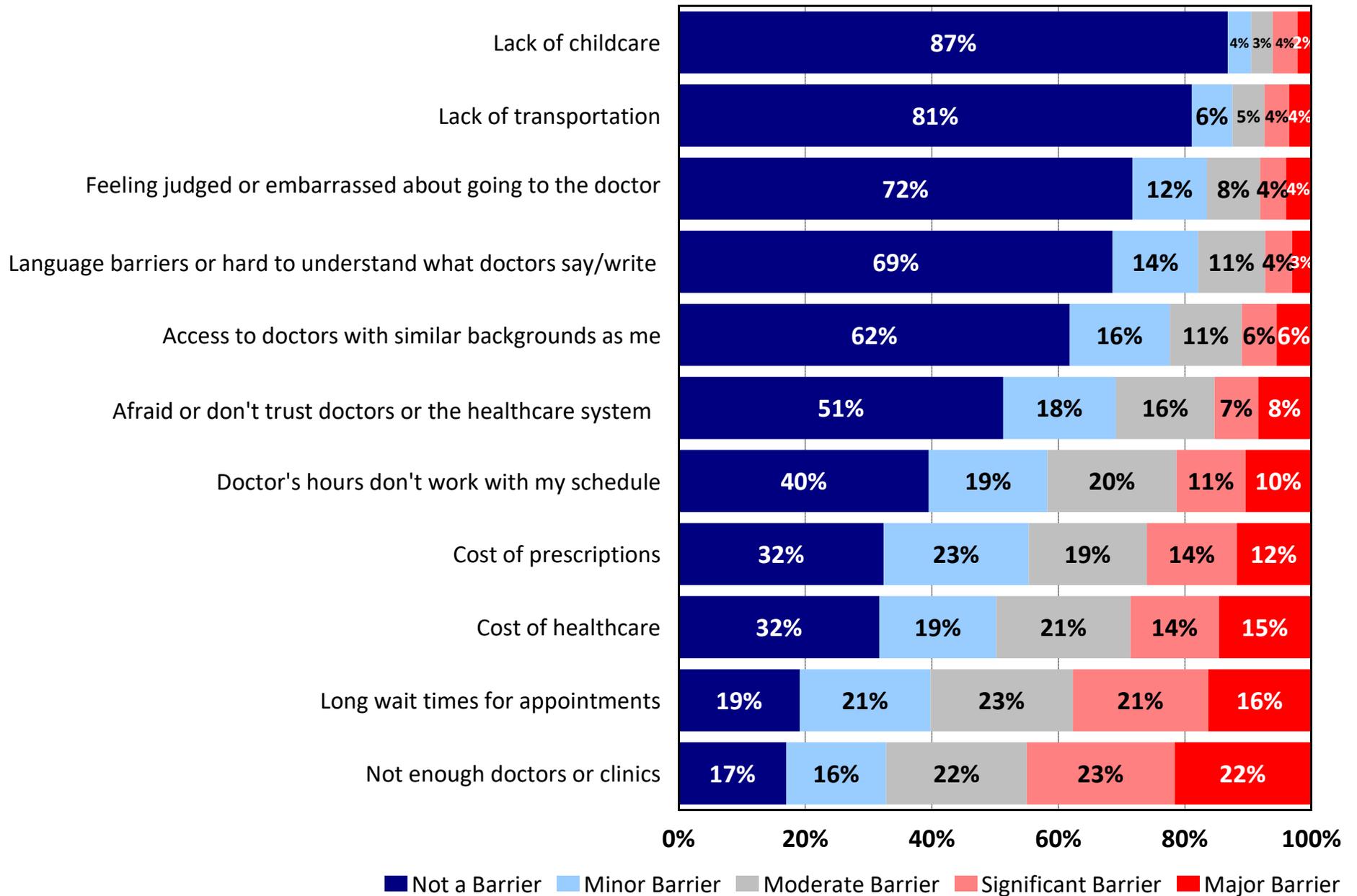
# Q11. Medical Health Care

by percentage of respondents (excluding "don't know")



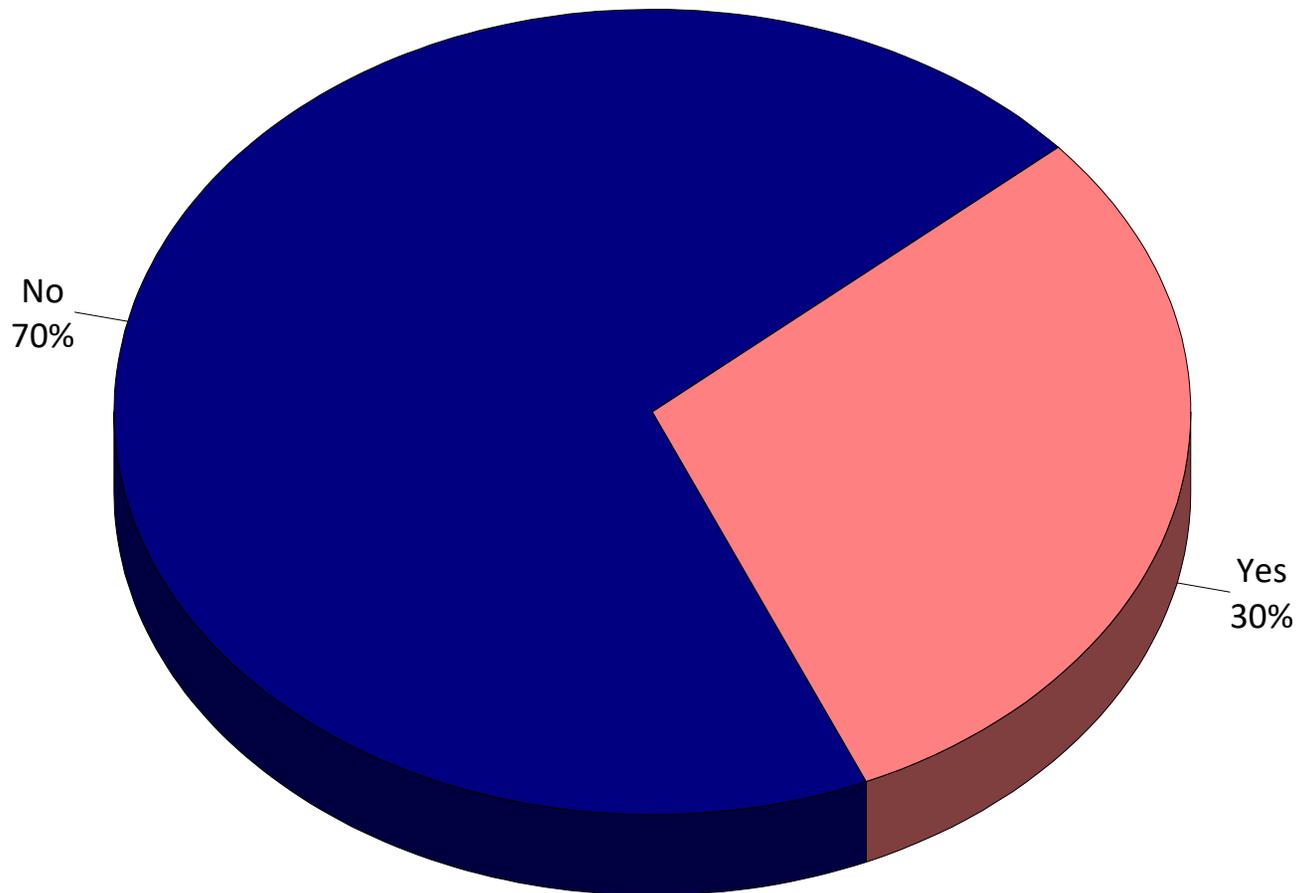
# Q12. Barriers to Medical Health Care

by percentage of respondents (excluding "don't know")



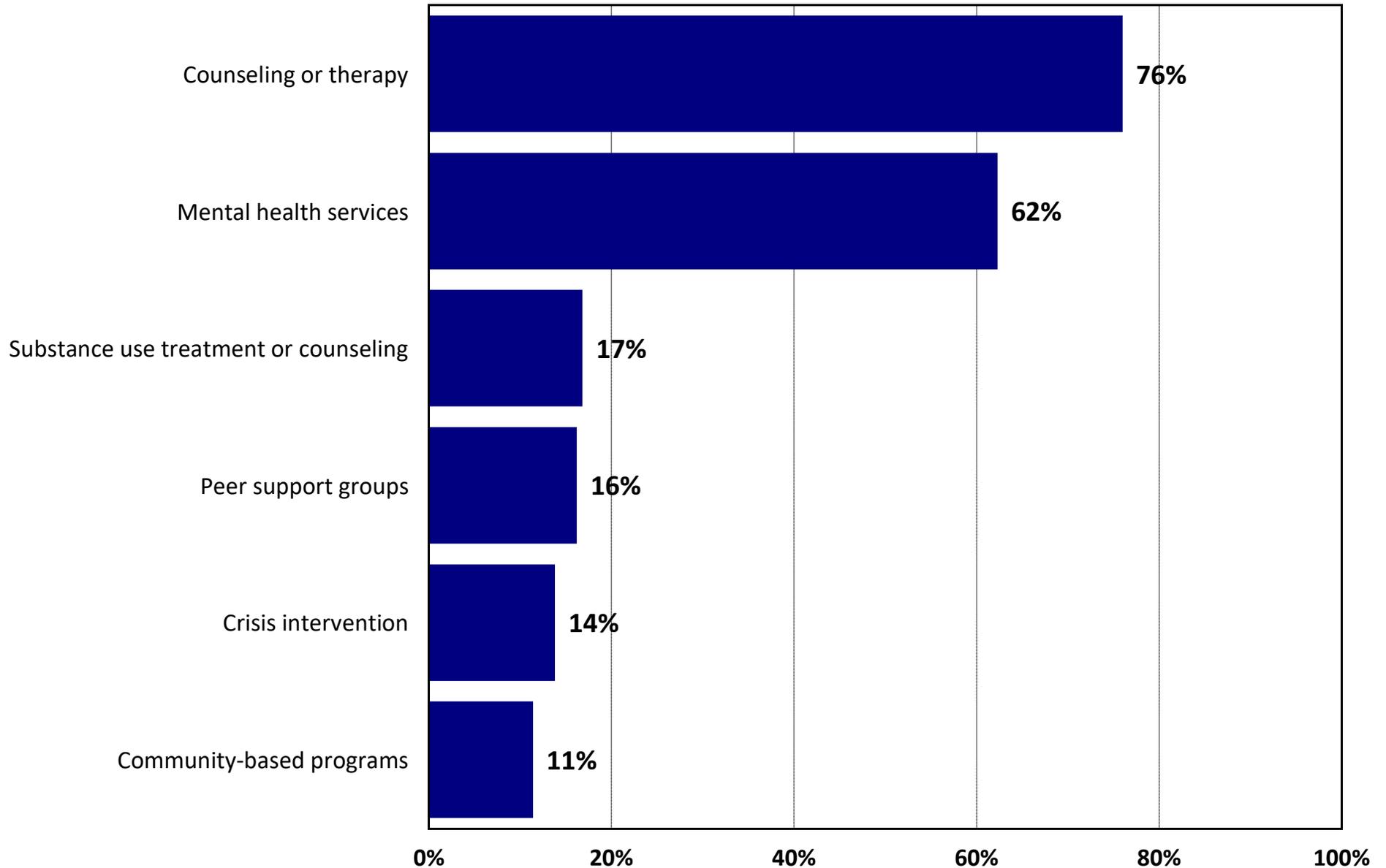
# Q13. Have you or anyone in your household experienced problems or challenges seeking medical health care in the last two years?

by percentage of respondents (excluding "not provided")



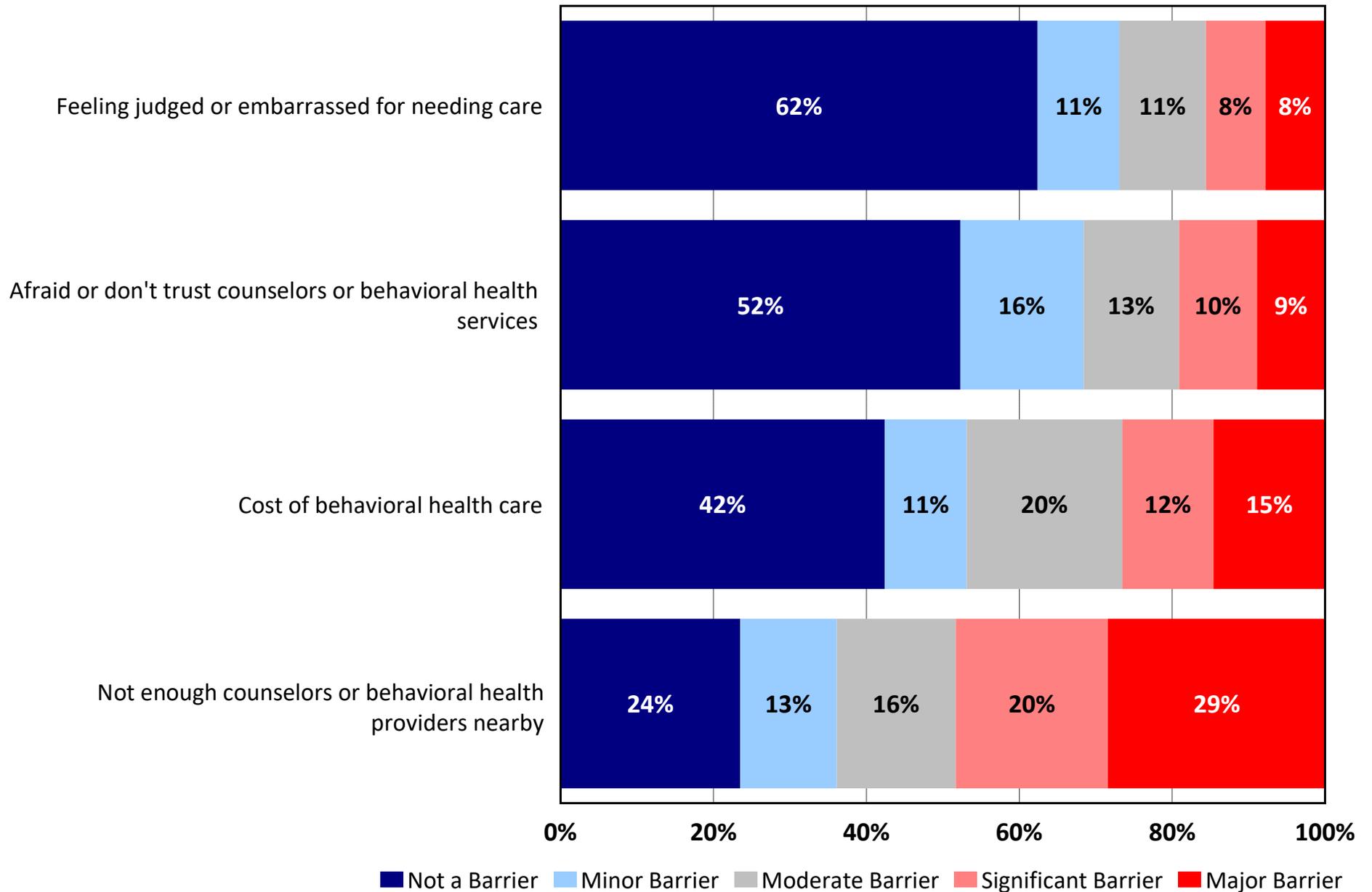
# Q14. Behavioral Health. Have you, or someone close to you, sought the following behavioral healthcare services anytime in the last two years?

by percentage of respondents (multiple selections could be made) (excluding "none")



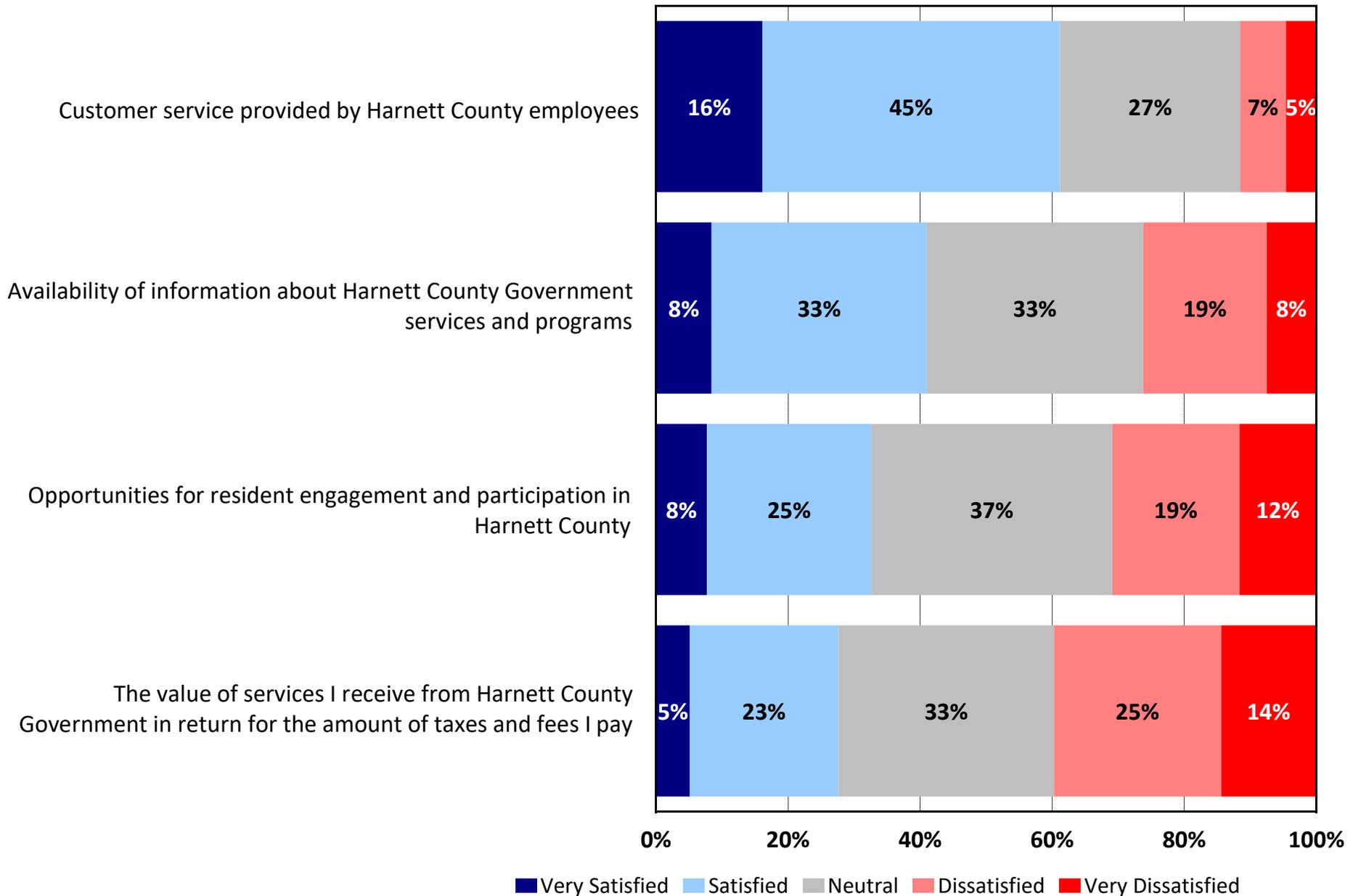
## Q15. Barriers to Behavioral Health

by percentage of respondents (excluding “don't know”)



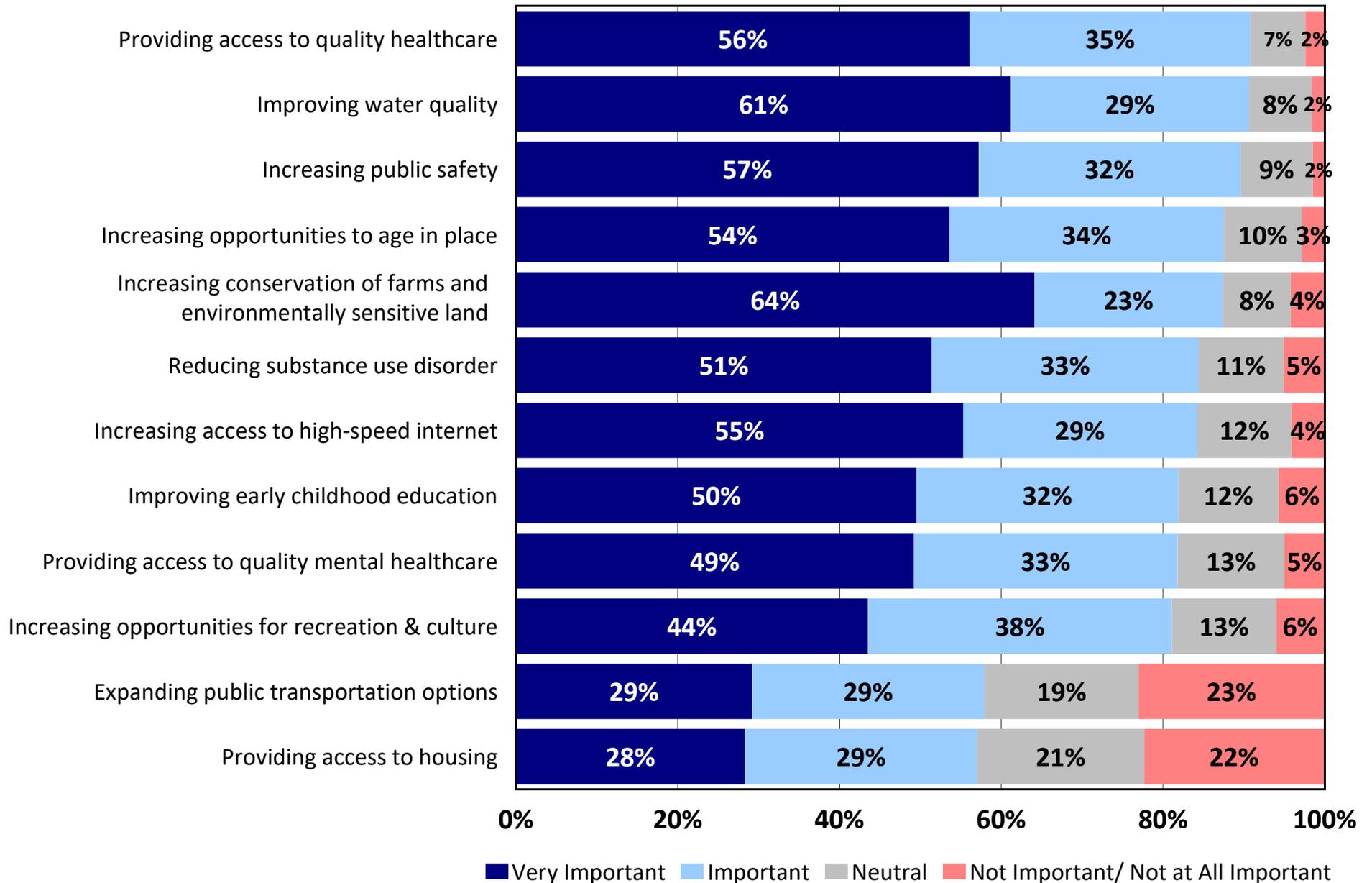
# Q16. Please rate your satisfaction with Harnett County Government

by percentage of respondents (excluding “don't know”)



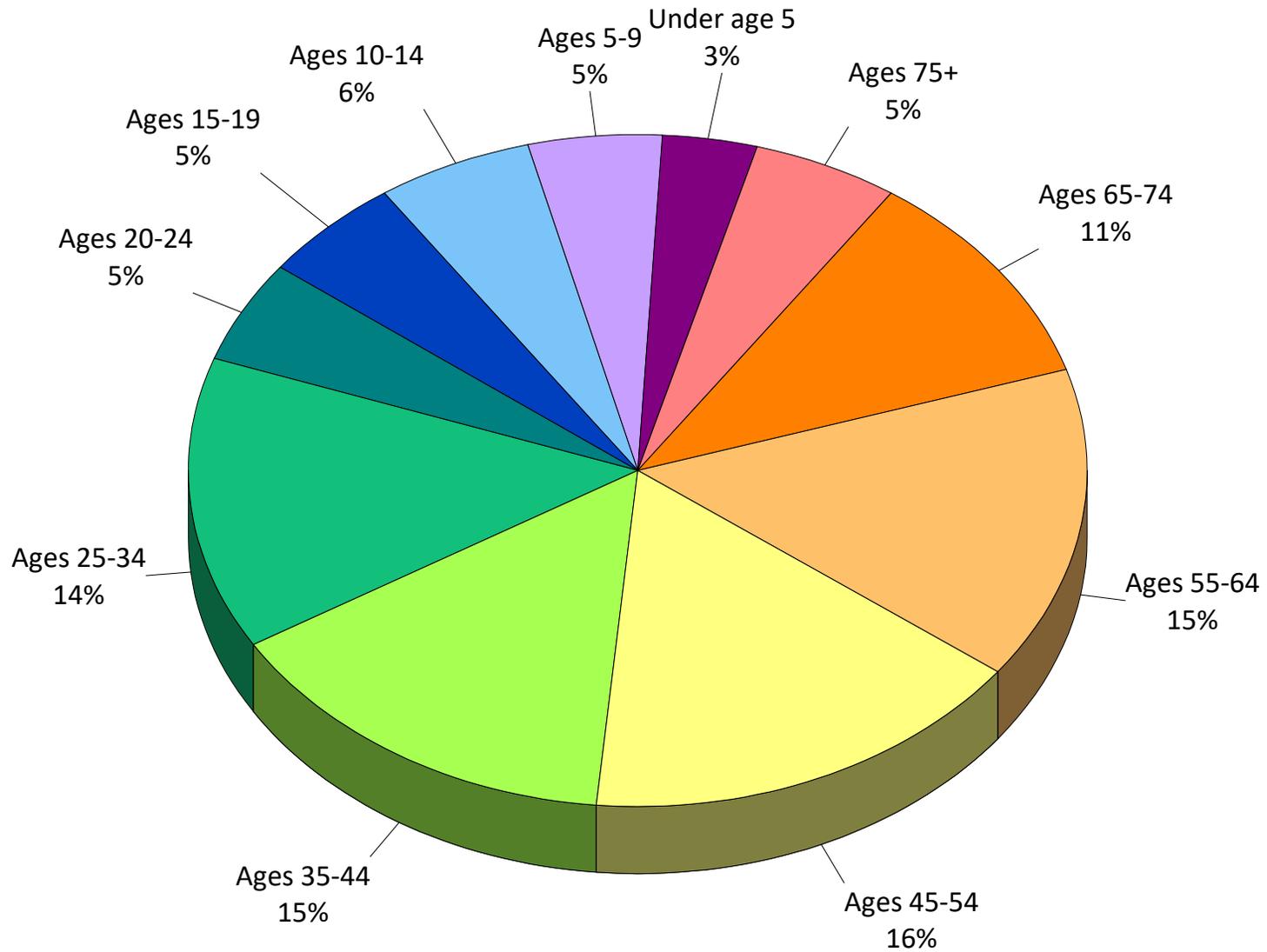
## Q17. Future Priorities for the County

by percentage of respondents (excluding “don't know”)



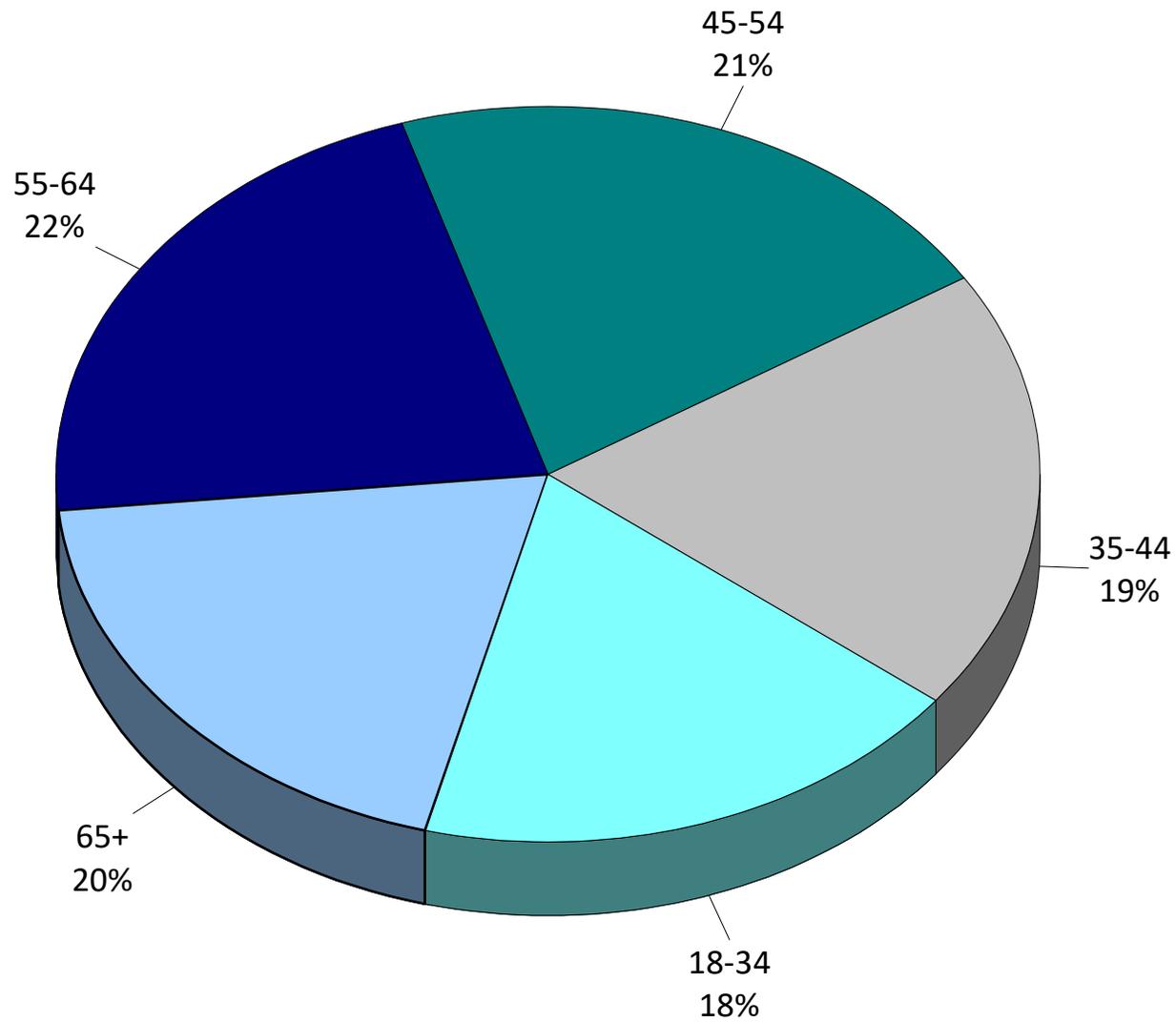
# Q20. Including yourself, how many people in your household are...

by percentage of persons in household



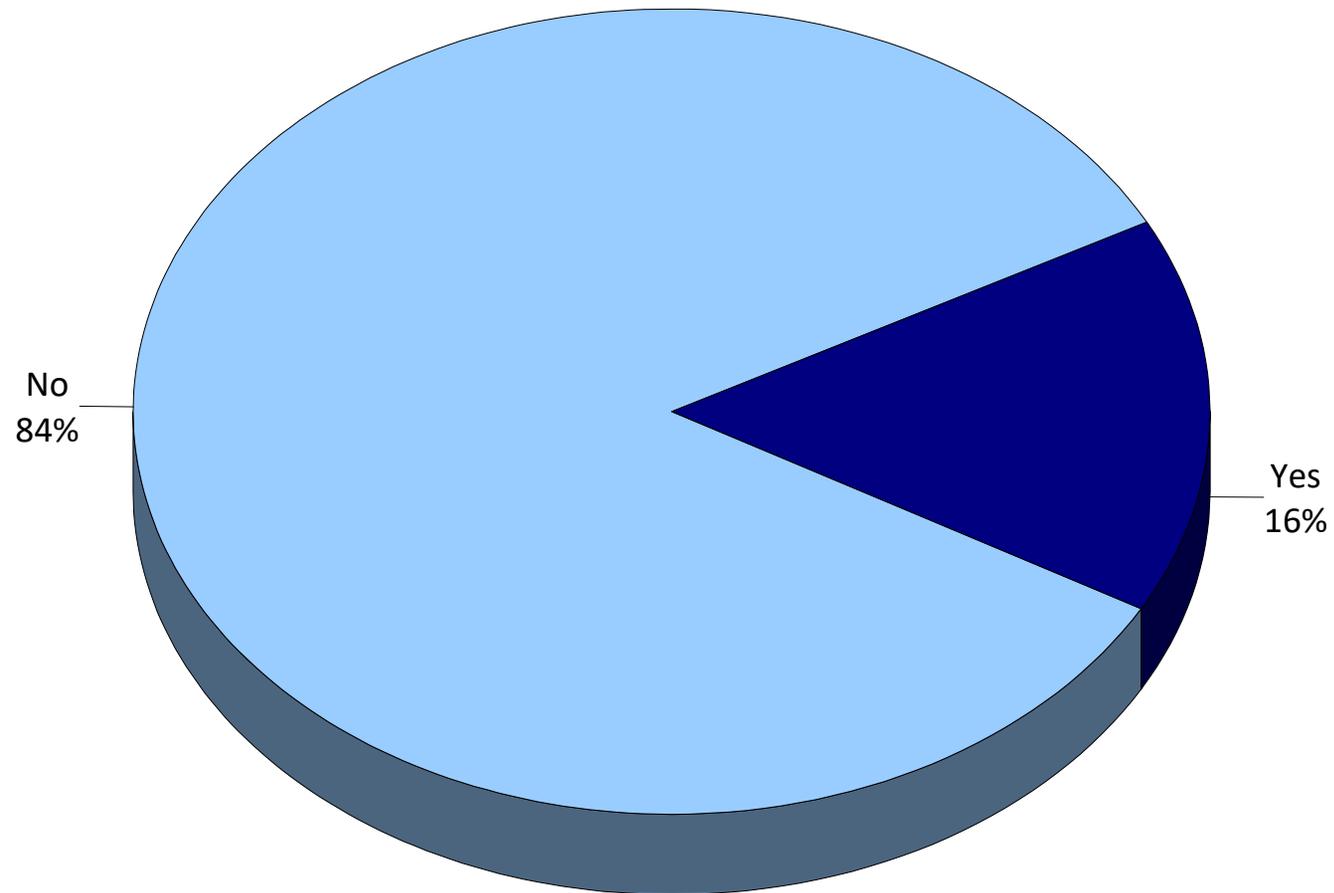
## Q21. What is your age?

by percentage of respondents (excluding "not provided")



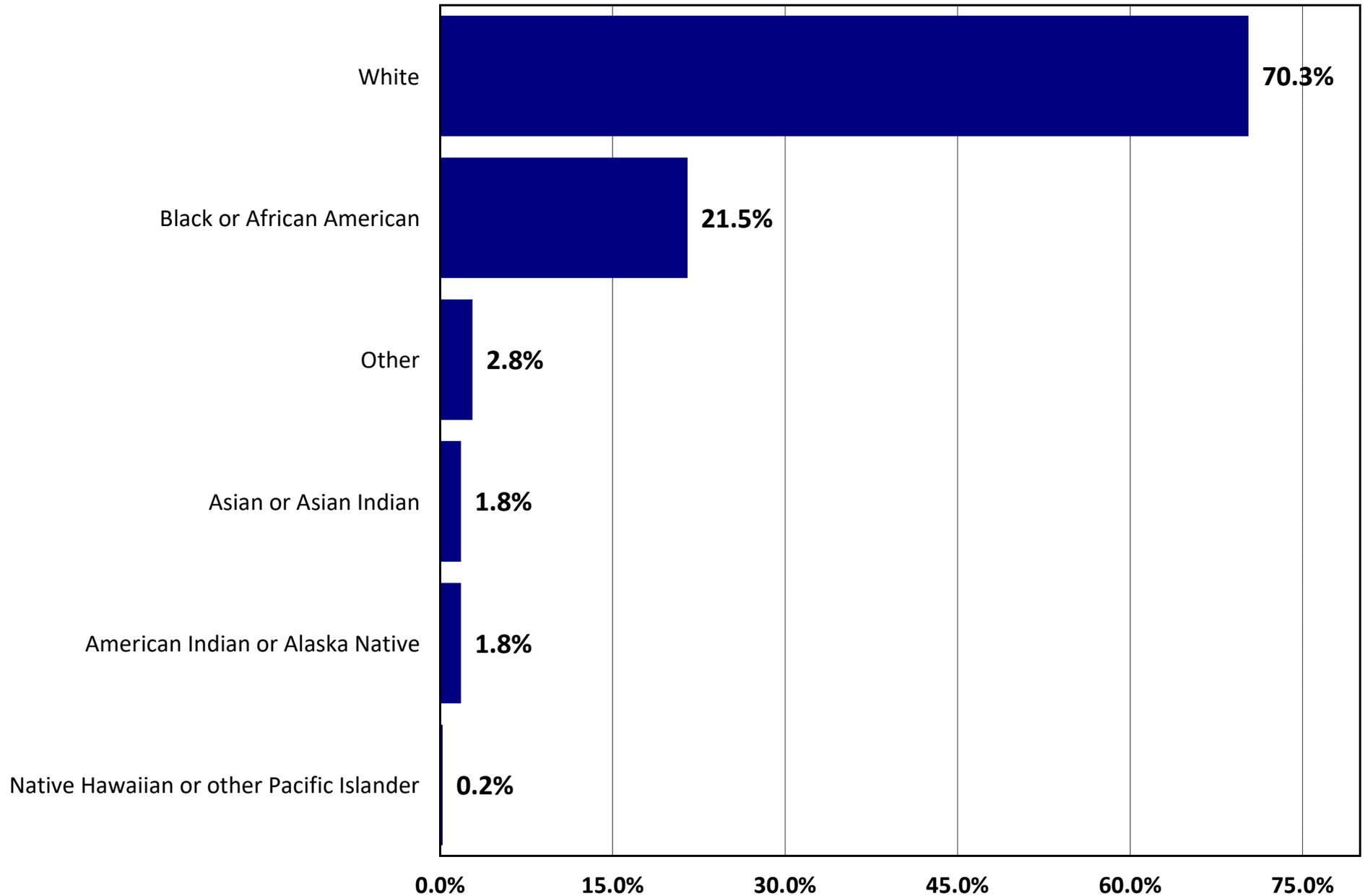
## Q22. Are you of Hispanic or Latino ancestry?

by percentage of respondents (excluding "don't know")



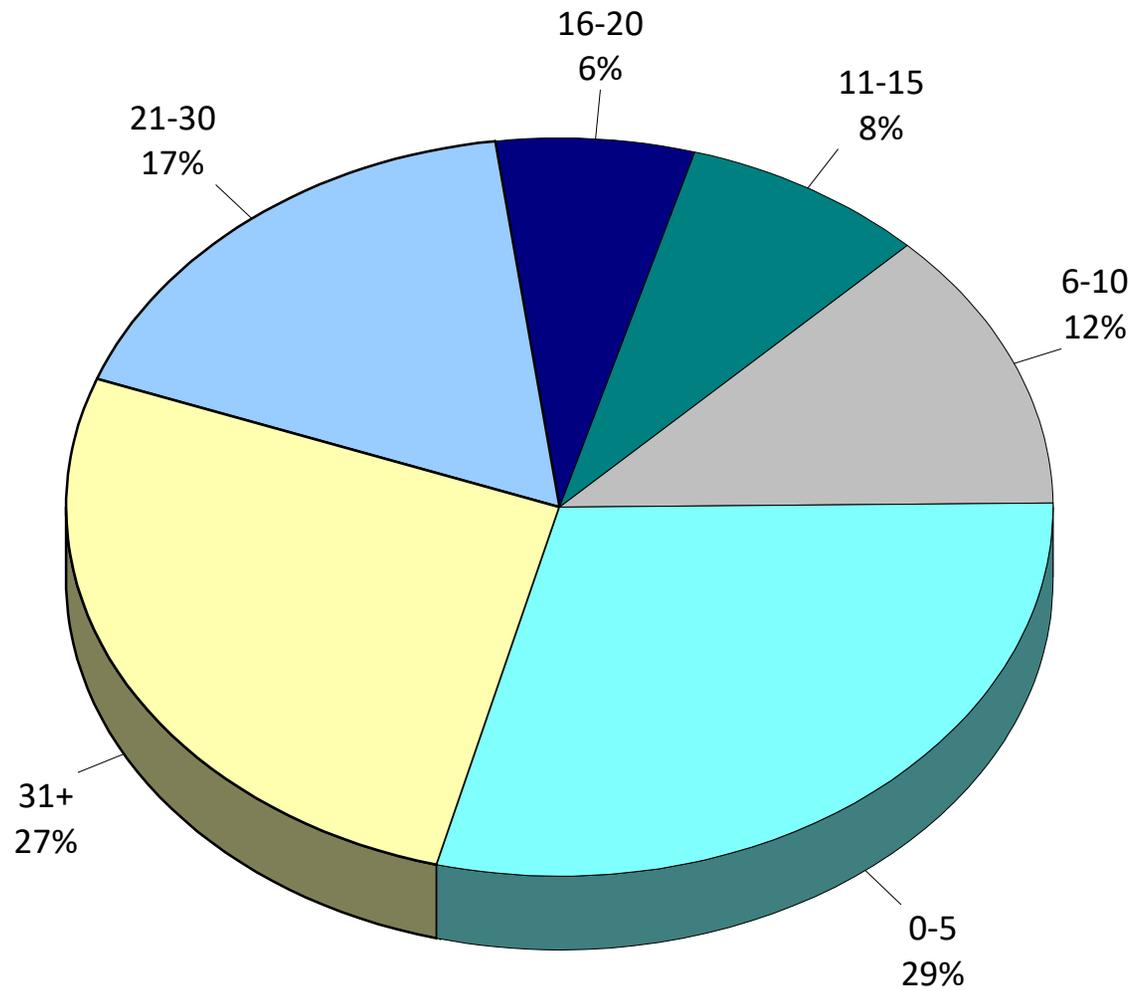
### Q23. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



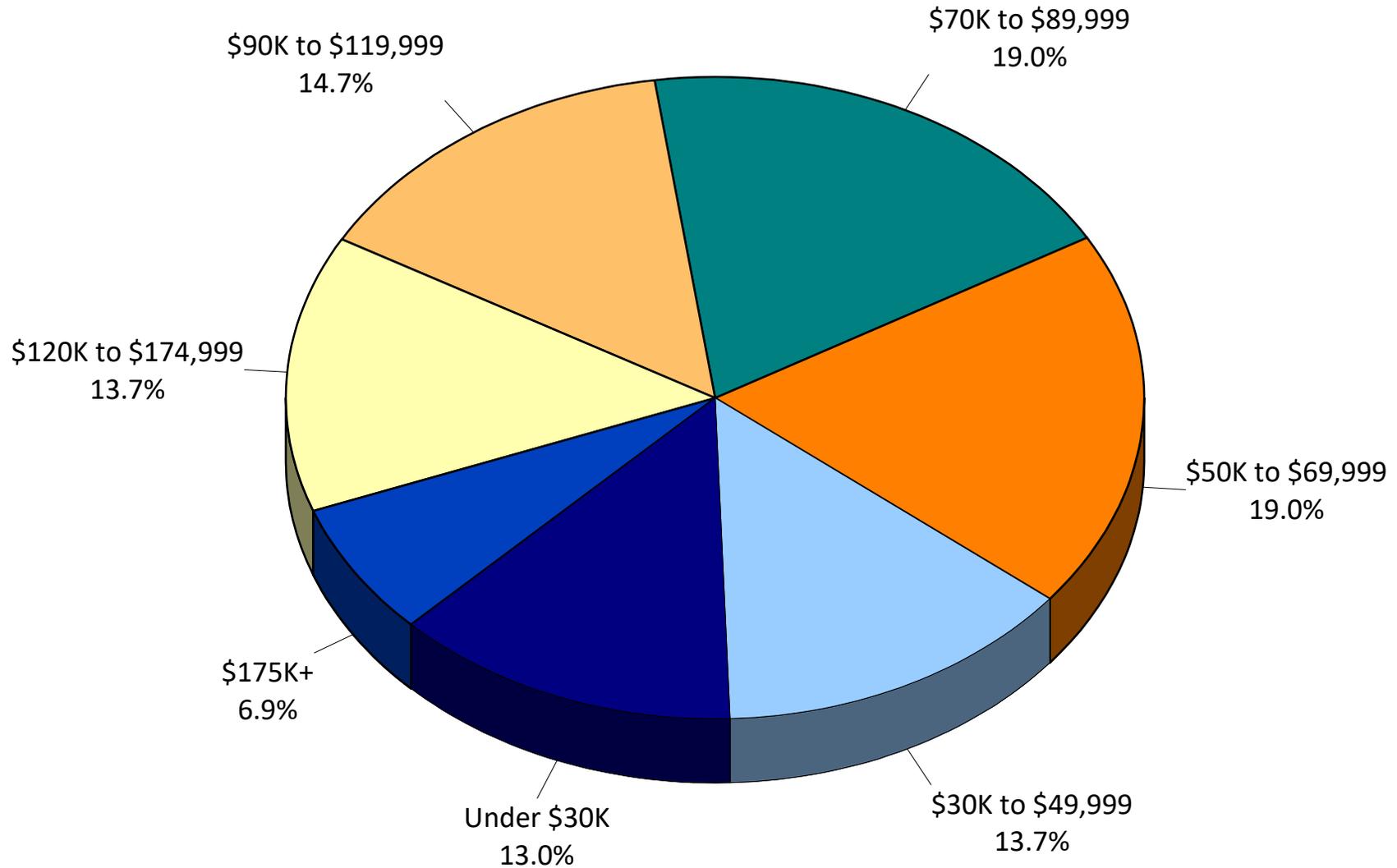
## Q24. How many years have you lived in Harnett County?

by percentage of respondents (excluding "not provided")



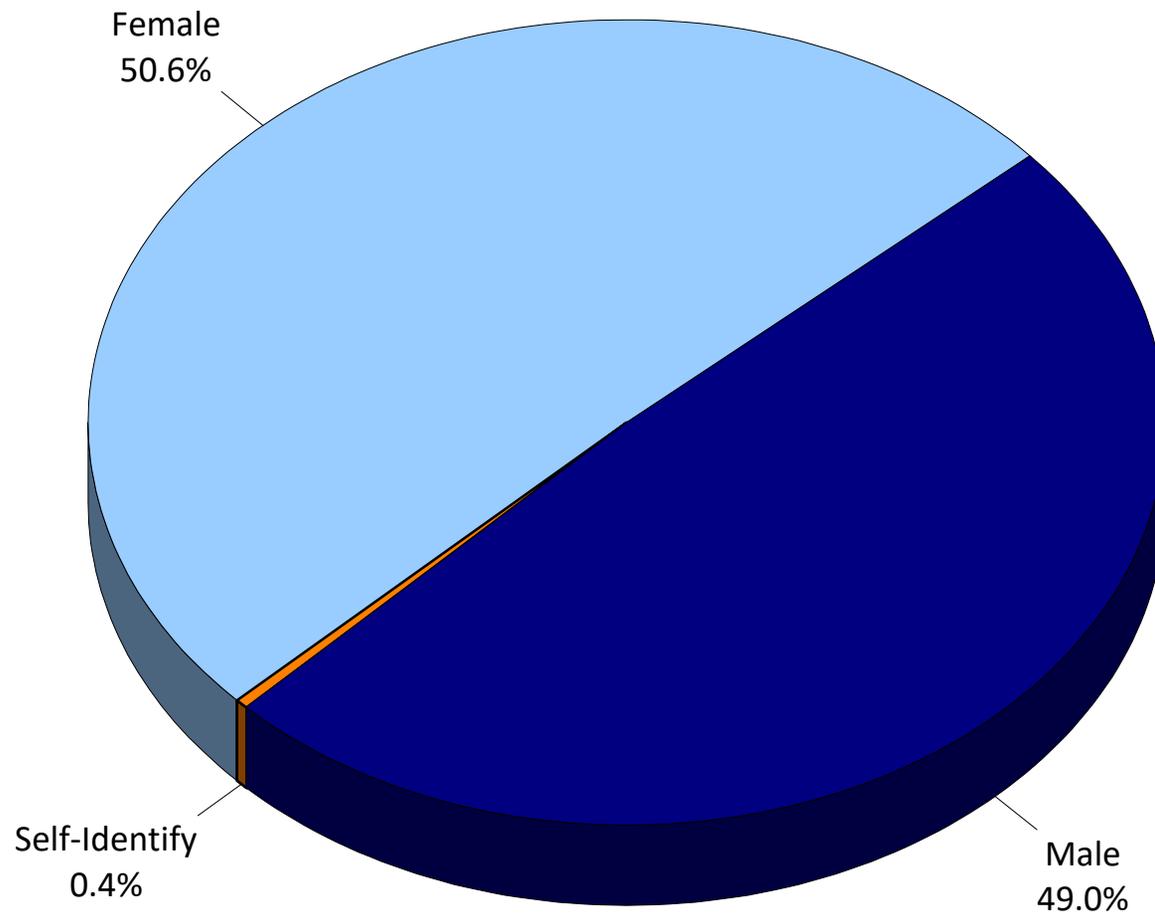
## Q25. Would you say your total annual household income is...

by percentage of respondents (excluding "not provided")



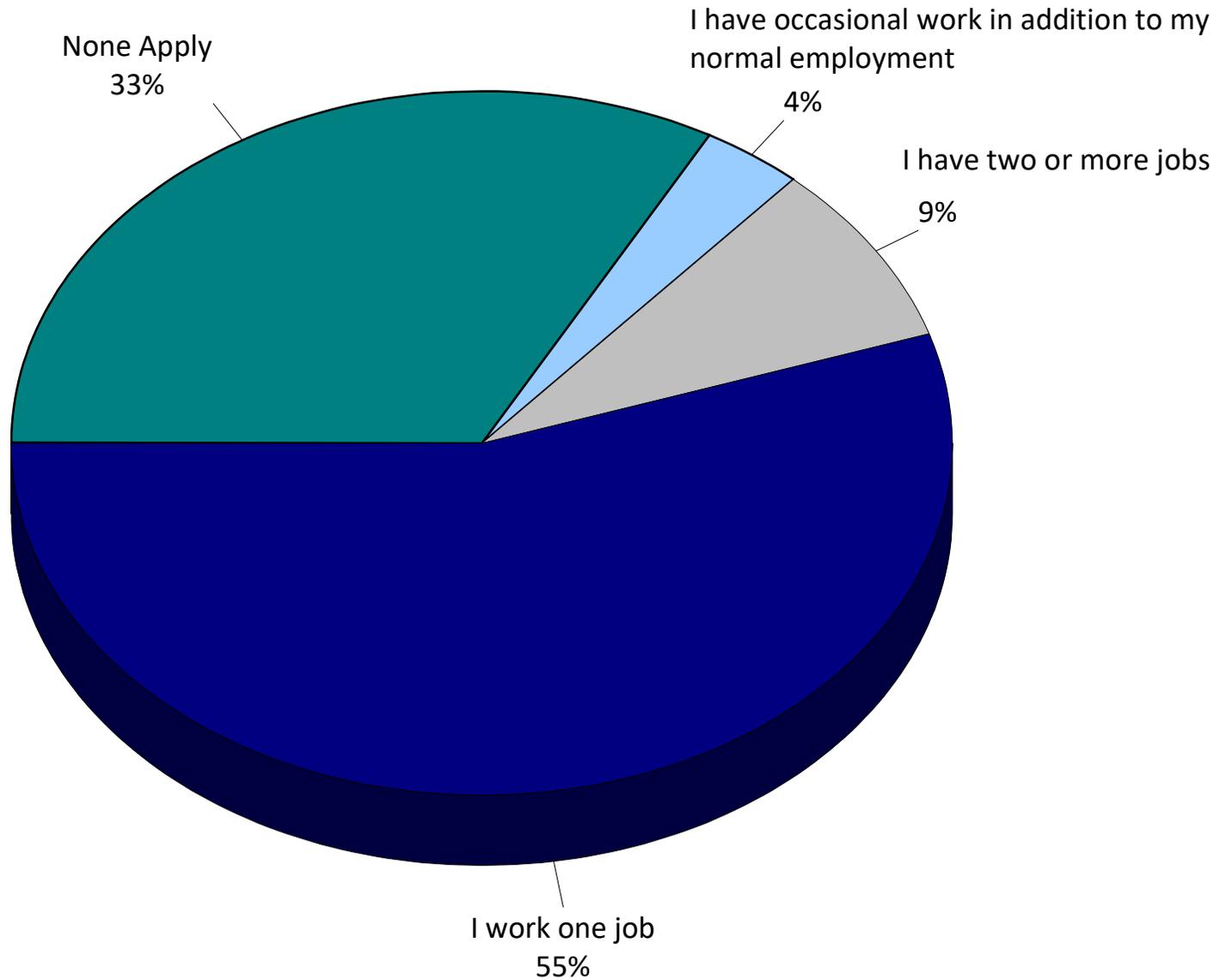
## Q26. Your gender:

by percentage of respondents (excluding "not provided")



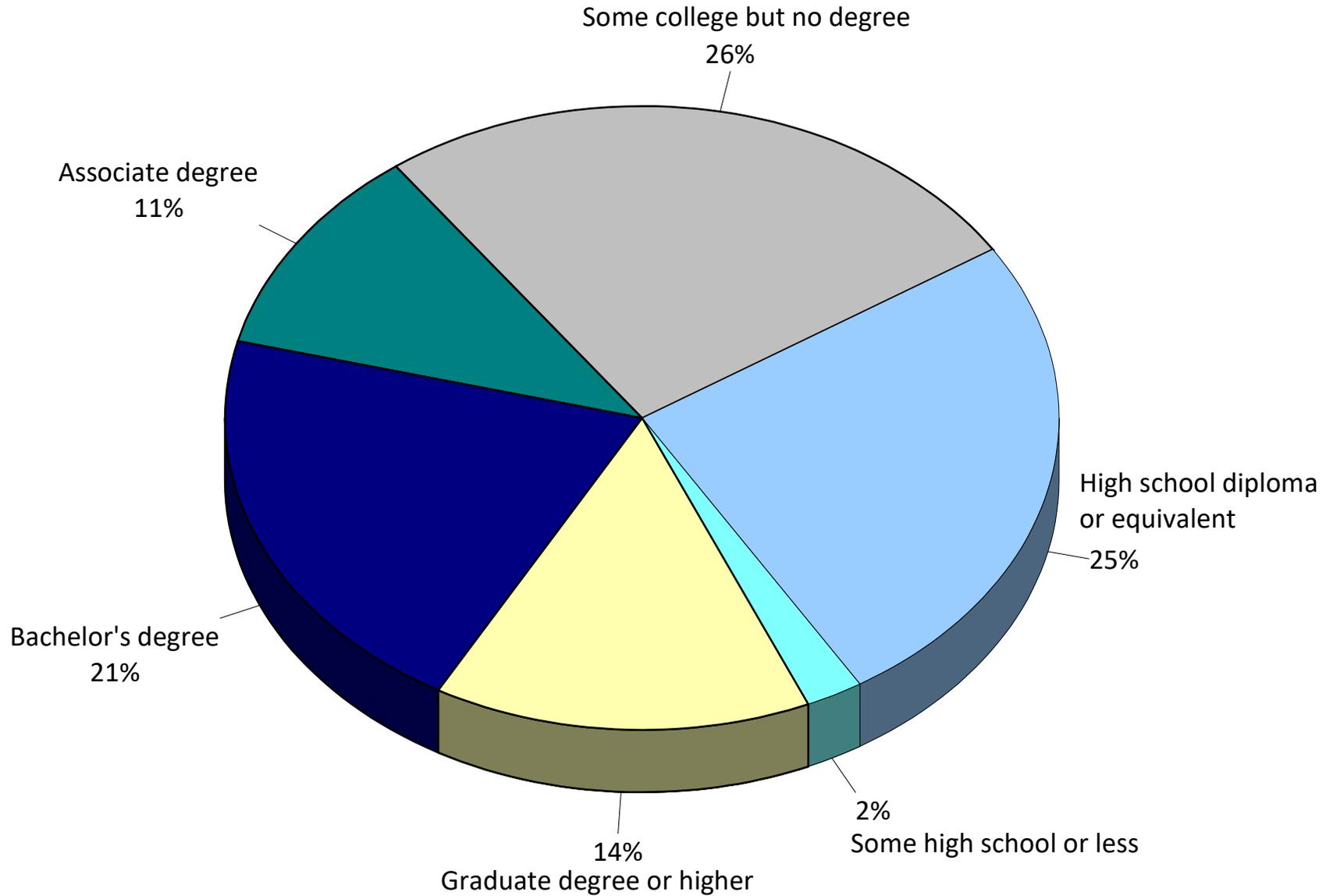
## Q27. Please check the employment scenario that applies to you.

by percentage of respondents (excluding "not provided")



## Q28. What is the highest level of education you have completed?

by percentage of respondents (excluding "not provided")



**3**

# Importance-Satisfaction Rating

# Importance-Satisfaction Analysis



## Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the County to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major categories of County services that were most important to emphasize over the next two years. Forty-seven percent (47%) of the respondent households selected "*quality of County Development Services*" as one of the most important services for the County to emphasize.

With regard to satisfaction, 29% of respondents surveyed rated "*Quality of County Development Services*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 47% was multiplied by 71% (1-0.29). This calculation yielded an I-S rating of 0.3380, which ranked 1st out of 11 categories of County services analyzed.

# Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next five years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

The tables showing the results for Harnett County are provided on the following pages.

# 2025 Importance-Satisfaction Rating

## Harnett County Community Survey

### Core County Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Quality of County Development Services	47%	1	29%	11	0.3380	1
<b>High Priority (IS .10-.20)</b>						
Quality of the County's Parks and Recreation Services	40%	2	54%	6	0.1842	2
Quality of Harnett County Social Services	27%	3	42%	10	0.1575	3
Quality of Harnett County's Soil and Water Conservation Services	22%	4	46%	8	0.1208	4
Quality of the County's Tax Department	20%	7	43%	9	0.1140	5
<b>Medium Priority (IS &lt;.10)</b>						
Quality of the County's Health Department	19%	8	51%	7	0.0935	6
Quality of the County's Election Services	15%	10	58%	5	0.0622	7
Quality of the County's Solid Waste Services	15%	9	62%	4	0.0573	8
Quality of Emergency 911 Services	21%	5	74%	3	0.0540	9
Quality of Emergency Medical Services (EMS)	20%	6	75%	2	0.0505	10
Quality of County Library System	14%	11	77%	1	0.0328	11

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from County leaders over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2025 DirectionFinder by ETC Institute

**4**

# Benchmarks

# Benchmarking



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of over 7,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents living in the Atlantic Region (D.C., Delaware, Maryland, North Carolina, Virginia, and West Virginia).

The charts on the following pages show how the results for University City compares to the national average and the Plains regional average. The dark blue bar shows the results for Harnett County. The light blue bar shows the Atlantic regional average from communities that administered the *DirectionFinder*® survey during the summer of 2025. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 7,000 U.S. residents during the summer of 2025.

*The charts on the following pages exclude the "don't know" responses to aid in data comparison.*

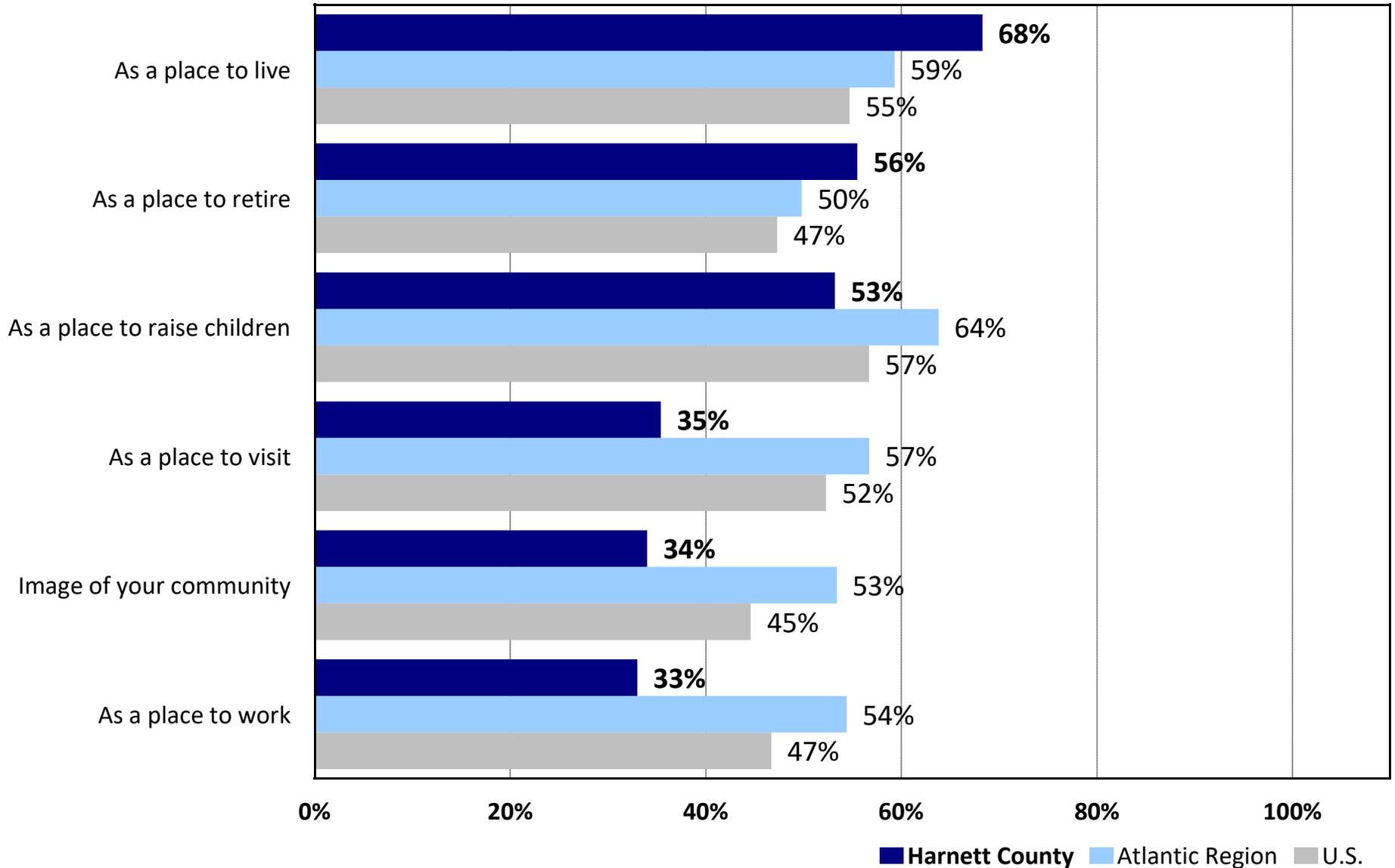
# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Harnett County is not authorized without written consent from ETC Institute.**

# Overall Satisfaction with Perceptions of Harnett County

## Harnett County vs. Atlantic Region vs. U.S. Average

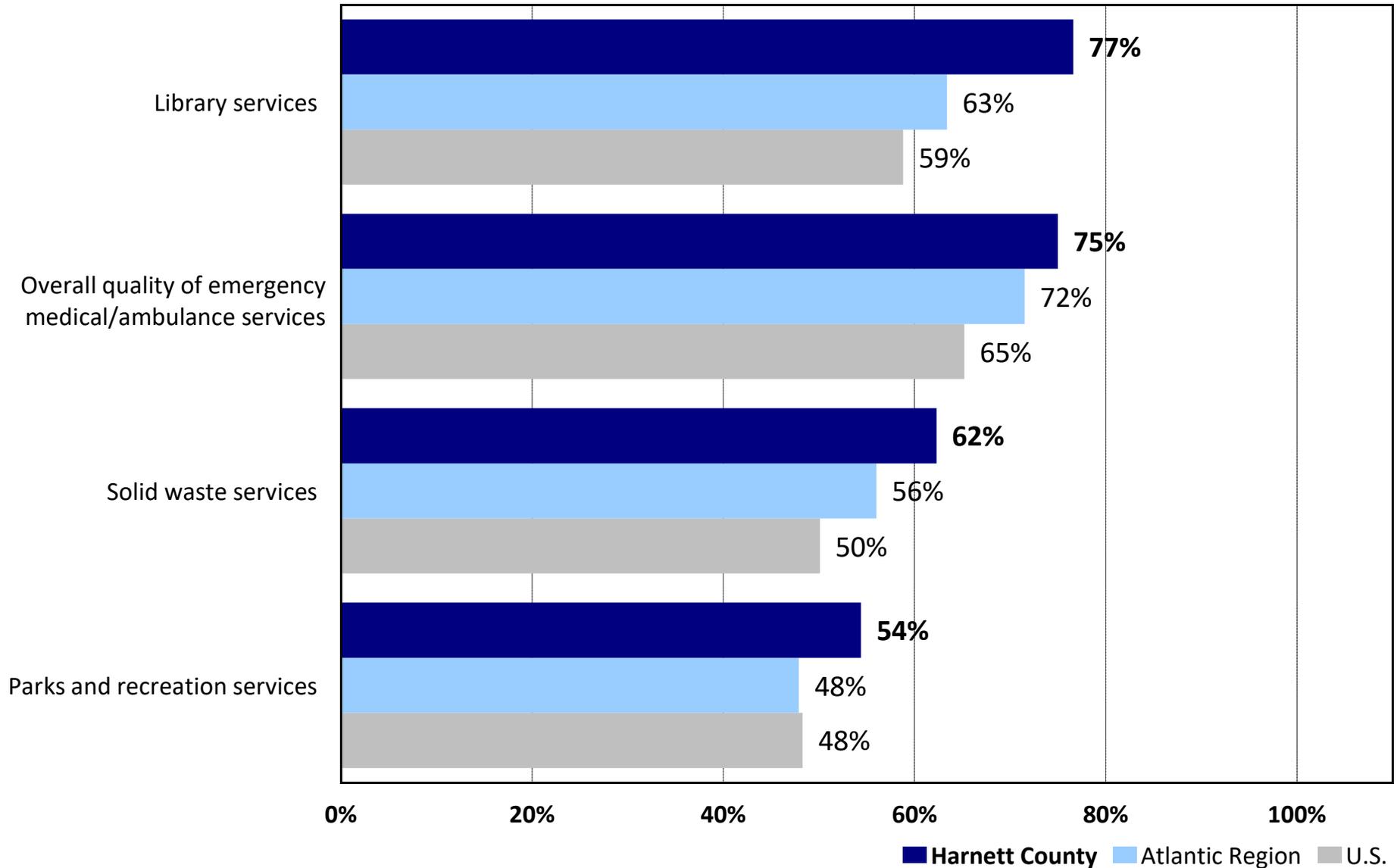
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



# Overall Satisfaction with Core County Services

## Harnett County vs. Atlantic Region vs. U.S. Average

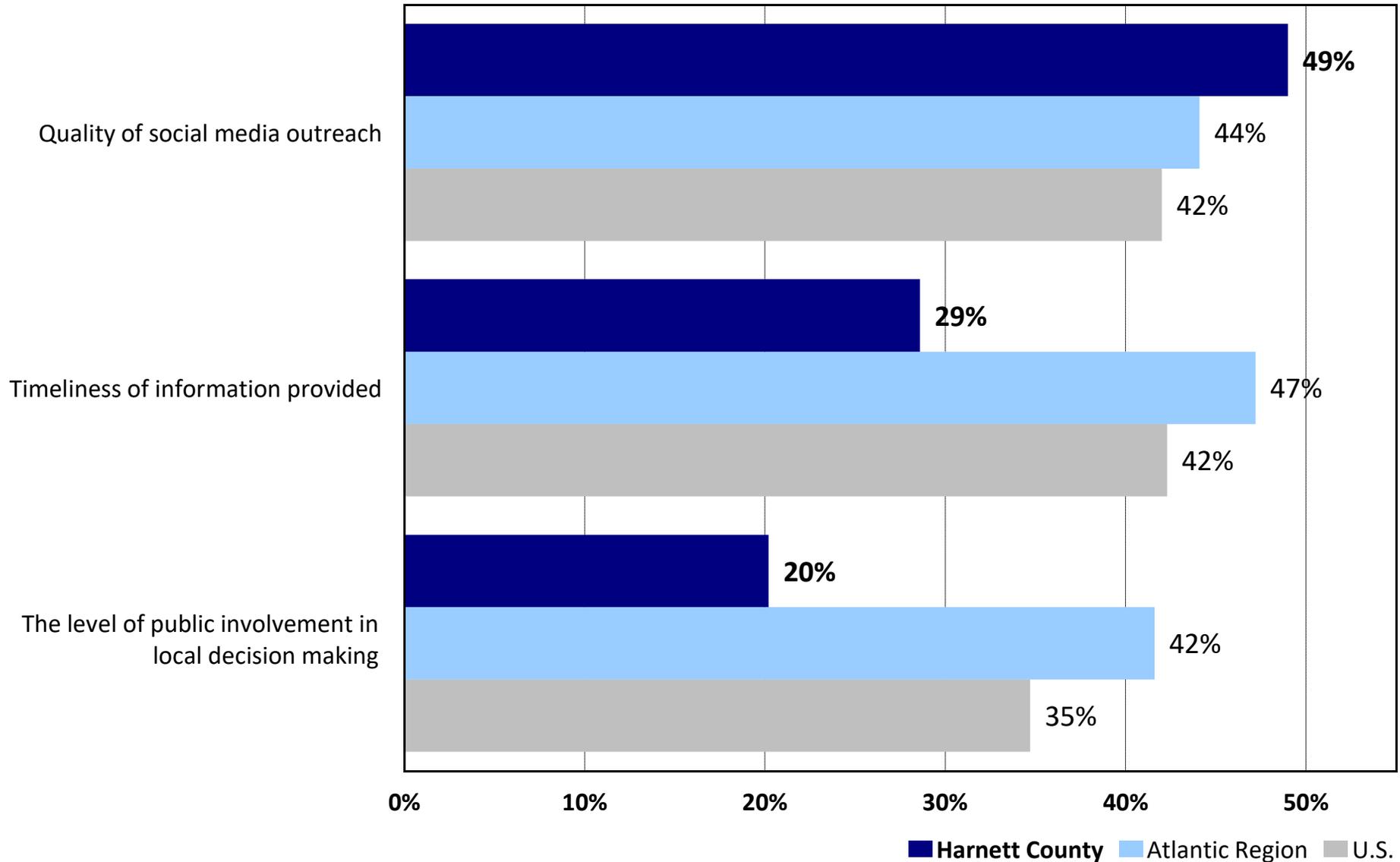
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with County Communication

## Harnett County vs. Atlantic Region vs. U.S. Average

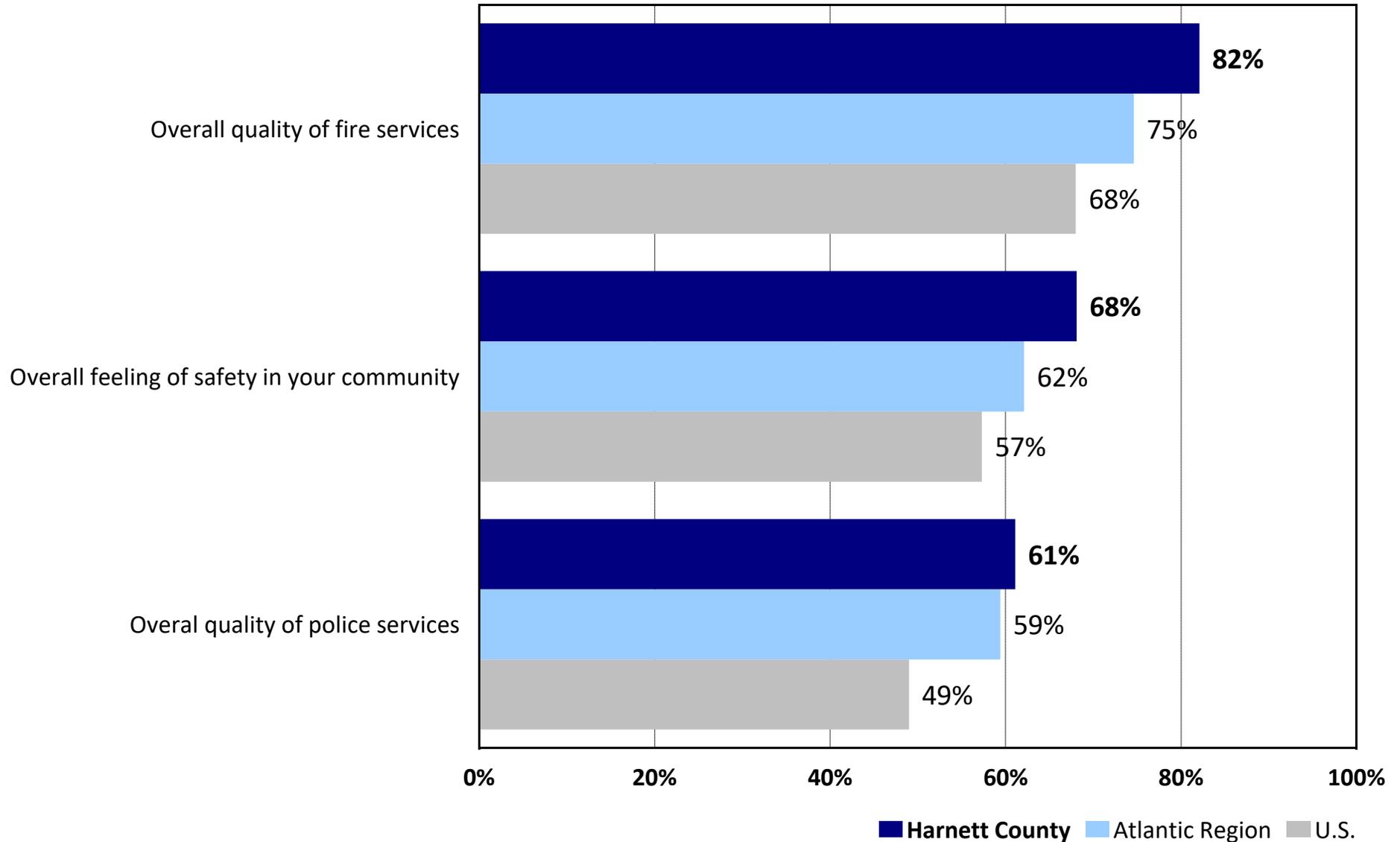
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Safety and Emergency Services

## Harnett County vs. Atlantic Region vs. U.S. Average

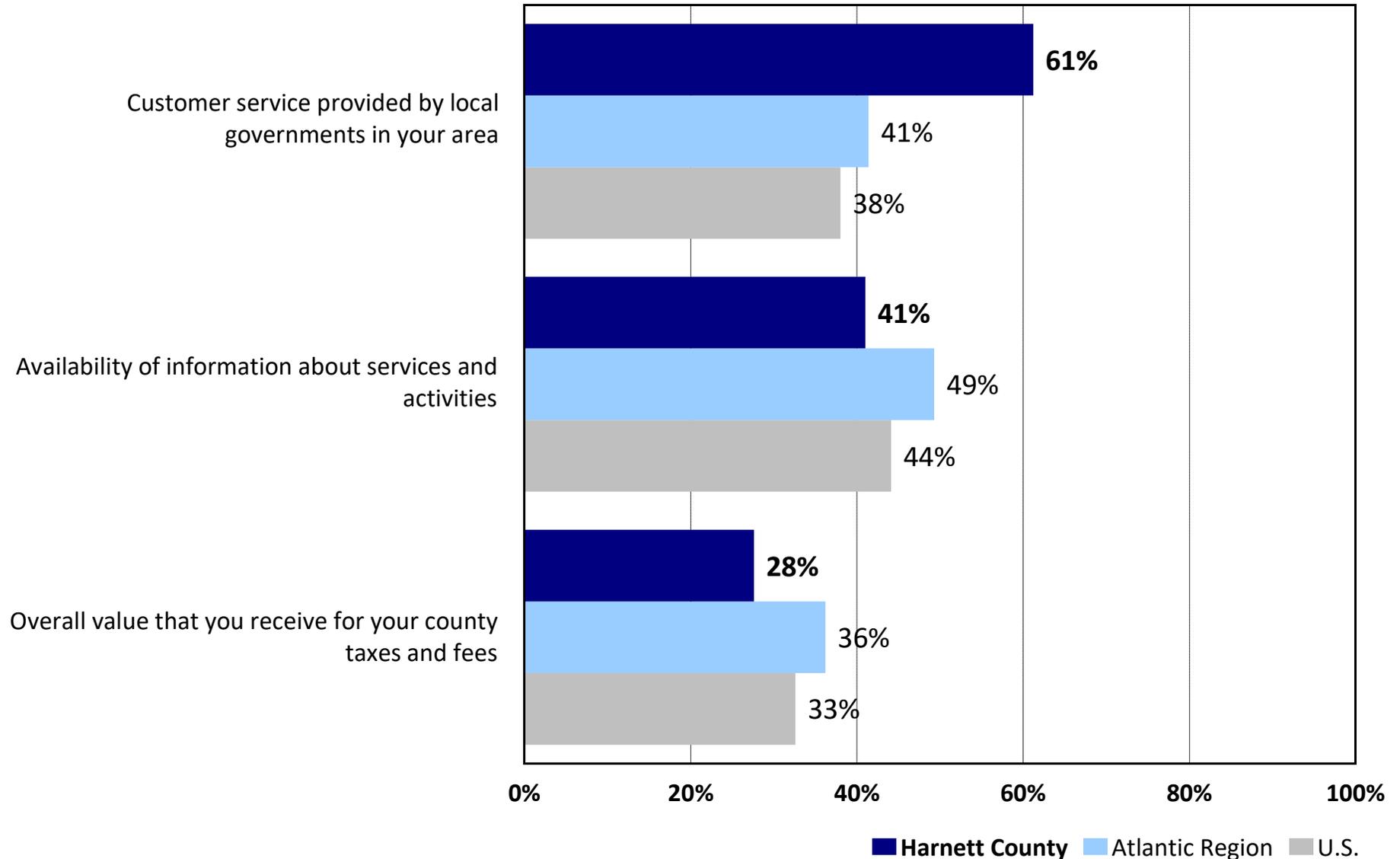
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Services

## Harnett County vs. Atlantic Region vs. U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



**5**

# Tabular Data

**Q1. Perceptions of Harnett County. Please rate the quality of the following.**

(N=502)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a community that is moving in the right direction	4.6%	32.5%	25.9%	25.3%	8.8%	3.0%
Q1-2. As a place to attend college or a university	11.2%	37.5%	23.7%	15.1%	6.6%	6.0%
Q1-3. As a place to live	15.1%	52.2%	16.3%	12.5%	2.4%	1.4%
Q1-4. As a place to play	6.2%	27.5%	23.3%	28.7%	10.8%	3.6%
Q1-5. As a place to raise children	11.2%	38.4%	21.3%	17.5%	4.8%	6.8%
Q1-6. As a place to retire	13.9%	39.4%	18.3%	17.1%	7.4%	3.8%
Q1-7. As a place to start a business	5.2%	25.9%	28.1%	17.3%	9.4%	14.1%
Q1-8. As a place to visit	5.6%	29.1%	25.3%	25.1%	12.7%	2.2%
Q1-9. As a place to work	5.4%	24.9%	26.3%	23.9%	11.4%	8.2%
Q1-10. As a place where you can earn a living wage	3.4%	15.3%	21.5%	30.3%	20.7%	8.8%
Q1-11. As a place where you can find affordable housing	6.4%	29.9%	23.3%	21.3%	14.9%	4.2%
Q1-12. As a place where you feel welcome regardless of race/ethnicity	15.1%	40.0%	20.7%	11.6%	8.6%	4.0%
Q1-13. Availability of internet services in your area	10.2%	34.1%	12.7%	21.3%	20.3%	1.4%
Q1-14. Overall image or reputation of County government	6.2%	26.3%	27.9%	21.7%	13.5%	4.4%

**(WITHOUT "DON'T KNOW")****Q1. Perceptions of Harnett County. Please rate the quality of the following. (without "don't know")**

(N=502)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a community that is moving in the right direction	4.7%	33.5%	26.7%	26.1%	9.0%
Q1-2. As a place to attend college or a university	11.9%	39.8%	25.2%	16.1%	7.0%
Q1-3. As a place to live	15.4%	52.9%	16.6%	12.7%	2.4%
Q1-4. As a place to play	6.4%	28.5%	24.2%	29.8%	11.2%
Q1-5. As a place to raise children	12.0%	41.2%	22.9%	18.8%	5.1%
Q1-6. As a place to retire	14.5%	41.0%	19.0%	17.8%	7.7%
Q1-7. As a place to start a business	6.0%	30.2%	32.7%	20.2%	10.9%
Q1-8. As a place to visit	5.7%	29.7%	25.9%	25.7%	13.0%
Q1-9. As a place to work	5.9%	27.1%	28.6%	26.0%	12.4%
Q1-10. As a place where you can earn a living wage	3.7%	16.8%	23.6%	33.2%	22.7%
Q1-11. As a place where you can find affordable housing	6.7%	31.2%	24.3%	22.2%	15.6%
Q1-12. As a place where you feel welcome regardless of race/ethnicity	15.8%	41.7%	21.6%	12.0%	8.9%
Q1-13. Availability of internet services in your area	10.3%	34.5%	12.9%	21.6%	20.6%
Q1-14. Overall image or reputation of County government	6.5%	27.5%	29.2%	22.7%	14.2%

**Q2. Core County Services. Please rate your overall satisfaction of these major categories of services provided by Harnett County.**

(N=502)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of Harnett County Social Services	6.4%	19.5%	26.3%	6.2%	3.2%	38.4%
Q2-2. Quality of Harnett County's Soil & Water Conservation Services	7.8%	26.1%	29.3%	7.4%	3.8%	25.7%
Q2-3. Quality of County Library System	29.9%	35.5%	15.7%	3.4%	0.8%	14.7%
Q2-4. Quality of County Development Services	3.6%	17.3%	28.1%	14.3%	9.4%	27.3%
Q2-5. Quality of Emergency 911 Services	21.1%	39.4%	14.5%	5.8%	1.2%	17.9%
Q2-6. Quality of Emergency Medical Services (EMS)	22.9%	37.5%	15.1%	3.4%	1.6%	19.5%
Q2-7. Quality of County's Election Services	11.4%	39.6%	26.7%	7.4%	2.8%	12.2%
Q2-8. Quality of County's Solid Waste Services	12.0%	41.0%	21.7%	8.2%	2.2%	14.9%
Q2-9. Quality of County's Parks & Recreation Services	14.7%	35.7%	26.1%	12.2%	4.0%	7.4%
Q2-10. Quality of County's Health Department	8.8%	28.3%	28.7%	5.8%	1.4%	27.1%
Q2-11. Quality of County's Tax Department	6.8%	30.3%	30.5%	12.4%	6.4%	13.7%

**(WITHOUT "DON'T KNOW")****Q2. Core County Services. Please rate your overall satisfaction of these major categories of services provided by Harnett County. (without "don't know")**

(N=502)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of Harnett County Social Services	10.4%	31.7%	42.7%	10.0%	5.2%
Q2-2. Quality of Harnett County's Soil & Water Conservation Services	10.5%	35.1%	39.4%	9.9%	5.1%
Q2-3. Quality of County Library System	35.0%	41.6%	18.5%	4.0%	0.9%
Q2-4. Quality of County Development Services	4.9%	23.8%	38.6%	19.7%	12.9%
Q2-5. Quality of Emergency 911 Services	25.7%	48.1%	17.7%	7.0%	1.5%
Q2-6. Quality of Emergency Medical Services (EMS)	28.5%	46.5%	18.8%	4.2%	2.0%
Q2-7. Quality of County's Election Services	12.9%	45.1%	30.4%	8.4%	3.2%
Q2-8. Quality of County's Solid Waste Services	14.1%	48.2%	25.5%	9.6%	2.6%
Q2-9. Quality of County's Parks & Recreation Services	15.9%	38.5%	28.2%	13.1%	4.3%
Q2-10. Quality of County's Health Department	12.0%	38.8%	39.3%	7.9%	1.9%
Q2-11. Quality of County's Tax Department	7.9%	35.1%	35.3%	14.3%	7.4%

**Q3. Which THREE services listed in Question 2 should receive the most emphasis from County leaders over the next two years?**

Q3. Top choice	Number	Percent
Quality of Harnett County Social Services	54	10.8 %
Quality of Harnett County's Soil & Water Conservation Services	45	9.0 %
Quality of County Library System	23	4.6 %
Quality of County Development Services	110	21.9 %
Quality of Emergency 911 Services	43	8.6 %
Quality of Emergency Medical Services (EMS)	19	3.8 %
Quality of County's Election Services	19	3.8 %
Quality of County's Solid Waste Services	17	3.4 %
Quality of County's Parks & Recreation Services	77	15.3 %
Quality of County's Health Department	22	4.4 %
Quality of County's Tax Department	36	7.2 %
None chosen	37	7.4 %
Total	502	100.0 %

**Q3. Which THREE services listed in Question 2 should receive the most emphasis from County leaders over the next two years?**

Q3. 2nd choice	Number	Percent
Quality of Harnett County Social Services	43	8.6 %
Quality of Harnett County's Soil & Water Conservation Services	34	6.8 %
Quality of County Library System	18	3.6 %
Quality of County Development Services	74	14.7 %
Quality of Emergency 911 Services	34	6.8 %
Quality of Emergency Medical Services (EMS)	49	9.8 %
Quality of County's Election Services	28	5.6 %
Quality of County's Solid Waste Services	26	5.2 %
Quality of County's Parks & Recreation Services	74	14.7 %
Quality of County's Health Department	35	7.0 %
Quality of County's Tax Department	25	5.0 %
None chosen	62	12.4 %
Total	502	100.0 %

**Q3. Which THREE services listed in Question 2 should receive the most emphasis from County leaders over the next two years?**

Q3. 3rd choice	Number	Percent
Quality of Harnett County Social Services	39	7.8 %
Quality of Harnett County's Soil & Water Conservation Services	32	6.4 %
Quality of County Library System	29	5.8 %
Quality of County Development Services	54	10.8 %
Quality of Emergency 911 Services	26	5.2 %
Quality of Emergency Medical Services (EMS)	33	6.6 %
Quality of County's Election Services	27	5.4 %
Quality of County's Solid Waste Services	33	6.6 %
Quality of County's Parks & Recreation Services	52	10.4 %
Quality of County's Health Department	38	7.6 %
Quality of County's Tax Department	39	7.8 %
None chosen	100	19.9 %
Total	502	100.0 %

**(SUM OF TOP 3 RESPONSES)****Q3. Which THREE services listed in Question 2 should receive the most emphasis from County leaders over the next two years? (top 3)**

Q3. Top choice	Number	Percent
Quality of Harnett County Social Services	136	27.1 %
Quality of Harnett County's Soil & Water Conservation Services	111	22.1 %
Quality of County Library System	70	13.9 %
Quality of County Development Services	238	47.4 %
Quality of Emergency 911 Services	103	20.5 %
Quality of Emergency Medical Services (EMS)	101	20.1 %
Quality of County's Election Services	74	14.7 %
Quality of County's Solid Waste Services	76	15.1 %
Quality of County's Parks & Recreation Services	203	40.4 %
Quality of County's Health Department	95	18.9 %
Quality of County's Tax Department	100	19.9 %
None chosen	37	7.4 %
Total	1344	

**Q4. Communication. Please CHECK ALL of the sources listed below that you and members of your household use to learn about Harnett County news, events, and to get other County information.**

Q4. Sources your household members use to learn about Harnett County news, events, & to get other County information

	Number	Percent
Harnett.org	267	53.2 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	334	66.5 %
Printed mailers from County in your Harnett Regional Water bill	167	33.3 %
Harnett County YouTube channel	32	6.4 %
Print/newspaper	132	26.3 %
Local radio	42	8.4 %
Local TV news	155	30.9 %
Friends/family-word of mouth	267	53.2 %
Harnett County electronic newsletter to your email	96	19.1 %
In-person engagement & events	121	24.1 %
Other	8	1.6 %
Total	1621	

**Q4-11. Other:**

Q4-11. Other	Number	Percent
Online news	1	12.5 %
Newsbreak app	1	12.5 %
Facebook	1	12.5 %
Nextdoor app	1	12.5 %
Internet news service	1	12.5 %
Signs around town or on advertisements	1	12.5 %
Town Hall meetings	1	12.5 %
Signage board by CVS and banners	1	12.5 %
Total	8	100.0 %

**Q5. From which THREE sources of information listed in Question 4 would you prefer to get information from the County?**

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Harnett.org	104	20.7 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	167	33.3 %
Printed mailers from County in your Harnett Regional Water bill	44	8.8 %
Harnett County YouTube channel	7	1.4 %
Print/newspaper	25	5.0 %
Local radio	7	1.4 %
Local TV news	30	6.0 %
Friends/family-word of mouth	3	0.6 %
Harnett County electronic newsletter to your email	69	13.7 %
In-person engagement & events	10	2.0 %
<u>None chosen</u>	<u>36</u>	<u>7.2 %</u>
Total	502	100.0 %

**Q5. From which THREE sources of information listed in Question 4 would you prefer to get information from the County?**

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Harnett.org	78	15.5 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	87	17.3 %
Printed mailers from County in your Harnett Regional Water bill	64	12.7 %
Harnett County YouTube channel	13	2.6 %
Print/newspaper	34	6.8 %
Local radio	10	2.0 %
Local TV news	32	6.4 %
Friends/family-word of mouth	14	2.8 %
Harnett County electronic newsletter to your email	72	14.3 %
In-person engagement & events	19	3.8 %
<u>None chosen</u>	<u>79</u>	<u>15.7 %</u>
Total	502	100.0 %

**Q5. From which THREE sources of information listed in Question 4 would you prefer to get information from the County?**

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Harnett.org	42	8.4 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	36	7.2 %
Printed mailers from County in your Harnett Regional Water bill	49	9.8 %
Harnett County YouTube channel	24	4.8 %
Print/newspaper	27	5.4 %
Local radio	19	3.8 %
Local TV news	50	10.0 %
Friends/family-word of mouth	24	4.8 %
Harnett County electronic newsletter to your email	51	10.2 %
In-person engagement & events	49	9.8 %
<u>None chosen</u>	<u>131</u>	<u>26.1 %</u>
Total	502	100.0 %

**(SUM OF TOP 3 RESPONSES)****Q5. From which THREE sources of information listed in Question 4 would you prefer to get information from the County? (top 3)**

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Harnett.org	224	44.6 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	290	57.8 %
Printed mailers from County in your Harnett Regional Water bill	157	31.3 %
Harnett County YouTube channel	44	8.8 %
Print/newspaper	86	17.1 %
Local radio	36	7.2 %
Local TV news	112	22.3 %
Friends/family-word of mouth	41	8.2 %
Harnett County electronic newsletter to your email	192	38.2 %
In-person engagement & events	78	15.5 %
<u>None chosen</u>	<u>36</u>	<u>7.2 %</u>
Total	1296	

**Q6. Please rate your satisfaction with each of the following.**

(N=502)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Availability of information about Harnett County services & activities	8.6%	32.7%	33.1%	15.5%	4.8%	5.4%
Q6-2. County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	6.6%	26.3%	35.3%	19.5%	5.0%	7.4%
Q6-3. Level of public involvement in County decision making	3.4%	14.5%	26.3%	29.3%	15.3%	11.2%
Q6-4. Timeliness of information provided by County	5.0%	20.5%	38.6%	16.9%	8.2%	10.8%
Q6-5. How easy County's website (Harnett.org) is to use	9.4%	41.0%	26.3%	8.2%	3.2%	12.0%
Q6-6. Quality of Harnett County YouTube channel information	2.8%	9.4%	20.1%	1.6%	1.2%	64.9%
Q6-7. Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	7.2%	31.1%	30.1%	7.4%	2.4%	21.9%
Q6-8. County efforts to be open & transparent with information about County issues, services, & performance	4.6%	17.7%	33.7%	17.9%	11.8%	14.3%
Q6-9. Effectiveness of County communication with the public	4.6%	20.1%	32.3%	21.5%	10.4%	11.2%
Q6-10. Information provided through County emergency alert system (Rave App)	6.8%	20.7%	21.5%	5.0%	2.8%	43.2%
Q6-11. Communication about programming & events at community parks, libraries, & facilities	8.8%	26.5%	25.5%	17.7%	7.6%	13.9%

**Q6. Please rate your satisfaction with each of the following. (without "don't know")**

(N=502)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Availability of information about Harnett County services & activities	9.1%	34.5%	34.9%	16.4%	5.1%
Q6-2. County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	7.1%	28.4%	38.1%	21.1%	5.4%
Q6-3. Level of public involvement in County decision making	3.8%	16.4%	29.6%	33.0%	17.3%
Q6-4. Timeliness of information provided by County	5.6%	23.0%	43.3%	19.0%	9.2%
Q6-5. How easy County's website (Harnett.org) is to use	10.6%	46.6%	29.9%	9.3%	3.6%
Q6-6. Quality of Harnett County YouTube channel information	8.0%	26.7%	57.4%	4.5%	3.4%
Q6-7. Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	9.2%	39.8%	38.5%	9.4%	3.1%
Q6-8. County efforts to be open & transparent with information about County issues, services, & performance	5.3%	20.7%	39.3%	20.9%	13.7%
Q6-9. Effectiveness of County communication with the public	5.2%	22.6%	36.3%	24.2%	11.7%
Q6-10. Information provided through County emergency alert system (Rave App)	11.9%	36.5%	37.9%	8.8%	4.9%
Q6-11. Communication about programming & events at community parks, libraries, & facilities	10.2%	30.8%	29.6%	20.6%	8.8%

**Q7. From which THREE sources of information listed in Question 6 above would you prefer to get information from the County?**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about Harnett County services & activities	121	24.1 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	52	10.4 %
Level of public involvement in County decision making	64	12.7 %
Timeliness of information provided by County	23	4.6 %
How easy County's website (Harnett.org) is to use	36	7.2 %
Quality of Harnett County YouTube channel information	6	1.2 %
Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	26	5.2 %
County efforts to be open & transparent with information about County issues, services, & performance	34	6.8 %
Effectiveness of County communication with the public	23	4.6 %
Information provided through County emergency alert system (Rave App)	12	2.4 %
Communication about programming & events at community parks, libraries, & facilities	33	6.6 %
None chosen	72	14.3 %
Total	502	100.0 %

**Q7. From which THREE sources of information listed in Question 6 above would you prefer to get information from the County?**

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about Harnett County services & activities	49	9.8 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	43	8.6 %
Level of public involvement in County decision making	60	12.0 %
Timeliness of information provided by County	42	8.4 %
How easy County's website (Harnett.org) is to use	32	6.4 %
Quality of Harnett County YouTube channel information	5	1.0 %
Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	35	7.0 %
County efforts to be open & transparent with information about County issues, services, & performance	47	9.4 %
Effectiveness of County communication with the public	21	4.2 %
Information provided through County emergency alert system (Rave App)	11	2.2 %
Communication about programming & events at community parks, libraries, & facilities	50	10.0 %
None chosen	107	21.3 %
Total	502	100.0 %

**Q7. From which THREE sources of information listed in Question 6 above would you prefer to get information from the County?**

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about Harnett County services & activities	31	6.2 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	36	7.2 %
Level of public involvement in County decision making	50	10.0 %
Timeliness of information provided by County	41	8.2 %
How easy County's website (Harnett.org) is to use	30	6.0 %
Quality of Harnett County YouTube channel information	8	1.6 %
Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	33	6.6 %
County efforts to be open & transparent with information about County issues, services, & performance	42	8.4 %
Effectiveness of County communication with the public	48	9.6 %
Information provided through County emergency alert system (Rave App)	16	3.2 %
Communication about programming & events at community parks, libraries, & facilities	38	7.6 %
None chosen	129	25.7 %
Total	502	100.0 %

**Q7. From which THREE sources of information listed in Question 6 above would you prefer to get information from the County? (top 3)**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about Harnett County services & activities	201	40.0 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	131	26.1 %
Level of public involvement in County decision making	174	34.7 %
Timeliness of information provided by County	106	21.1 %
How easy County's website (Harnett.org) is to use	98	19.5 %
Quality of Harnett County YouTube channel information	19	3.8 %
Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	94	18.7 %
County efforts to be open & transparent with information about County issues, services, & performance	123	24.5 %
Effectiveness of County communication with the public	92	18.3 %
Information provided through County emergency alert system (Rave App)	39	7.8 %
Communication about programming & events at community parks, libraries, & facilities	121	24.1 %
None chosen	72	14.3 %
Total	1270	

**Q8. If there were an emergency and a temporary evacuation were required, where would you go?**

Q8. Where would you go if there were an emergency & a temporary evacuation were required	Number	Percent
Friend or family's home out of state	124	24.7 %
Friend or family's home in Harnett County	104	20.7 %
I would not evacuate	117	23.3 %
Friend or family's home in state, but out of County	235	46.8 %
Emergency shelter	67	13.3 %
Total	647	

**Q9. During the past year, have you or other members of your household contacted employees of Harnett County or visited the County's website to seek services, ask a question, or file a complaint?**

Q9. Have your household members contacted employees of Harnett County or visited County's website during past year	Number	Percent
Yes	273	54.4 %
No	229	45.6 %
Total	502	100.0 %

**(WITHOUT "NOT PROVIDED")****Q9. During the past year, have you or other members of your household contacted employees of Harnett County or visited the County's website to seek services, ask a question, or file a complaint? (without "not provided")**

Q9. Have your household members contacted employees of Harnett County or visited County's website during past year	Number	Percent
Yes	273	54.4 %
No	229	45.6 %
Total	502	100.0 %

**Q9a. Customer Service. Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County government department(s) you contacted.**

(N=273)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9a-1. How easy County government was to contact	21.2%	41.8%	15.8%	13.6%	5.5%	2.2%
Q9a-2. Courtesy of County employee(s) you interacted with	34.1%	40.7%	11.0%	8.1%	1.8%	4.4%
Q9a-3. Accuracy of the information you were given	27.8%	38.8%	15.8%	13.2%	2.6%	1.8%
Q9a-4. Appropriateness of County employees' response	28.2%	40.3%	12.8%	11.7%	2.6%	4.4%
Q9a-5. Timeliness of County employees' response	27.1%	40.3%	16.1%	9.5%	2.2%	4.8%
Q9a-6. Resolution of your issue/concern	24.5%	35.9%	15.4%	12.1%	8.8%	3.3%
Q9a-7. Overall quality of customer service received	30.4%	36.6%	14.7%	10.6%	4.0%	3.7%

**(WITHOUT "DON'T KNOW")**

**Q9a. Customer Service. Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County government department(s) you contacted. (without "don't know")**

(N=273)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9a-1. How easy County government was to contact	21.7%	42.7%	16.1%	13.9%	5.6%
Q9a-2. Courtesy of County employee(s) you interacted with	35.6%	42.5%	11.5%	8.4%	1.9%
Q9a-3. Accuracy of the information you were given	28.4%	39.6%	16.0%	13.4%	2.6%
Q9a-4. Appropriateness of County employees' response	29.5%	42.1%	13.4%	12.3%	2.7%
Q9a-5. Timeliness of County employees' response	28.5%	42.3%	16.9%	10.0%	2.3%
Q9a-6. Resolution of your issue/concern	25.4%	37.1%	15.9%	12.5%	9.1%
Q9a-7. Overall quality of customer service received	31.6%	38.0%	15.2%	11.0%	4.2%

**Q10. Safety and Emergency Services. Please rate each statement about public safety using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."**

(N=502)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q10-1. I feel safe at my home	39.0%	48.0%	7.0%	3.0%	1.0%	2.0%
Q10-2. I feel safe out in the community & away from my home	20.9%	46.2%	18.7%	9.4%	3.4%	1.4%
Q10-3. When I need help & call 911, I know trained responders will arrive quickly	23.3%	33.3%	17.3%	7.6%	2.2%	16.3%
Q10-4. Harnett County Sheriff's Office provides high quality services (e.g., law enforcement, judicial services, & detention/jail)	17.7%	33.9%	19.1%	8.4%	5.4%	15.5%
Q10-5. Harnett County EMS provides high quality services	25.3%	36.9%	14.5%	3.4%	0.4%	19.5%
Q10-6. Fire departments throughout Harnett County provide high quality services	31.1%	38.6%	13.3%	1.6%	0.2%	15.1%
Q10-7. Harnett County responds well to natural disasters & severe weather	16.5%	30.5%	23.5%	6.2%	1.6%	21.7%

**(WITHOUT "DON'T KNOW")****Q10. Safety and Emergency Services. Please rate each statement about public safety using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")**

(N=502)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q10-1. I feel safe at my home	39.8%	49.0%	7.1%	3.0%	1.0%
Q10-2. I feel safe out in the community & away from my home	21.2%	46.9%	19.0%	9.5%	3.4%
Q10-3. When I need help & call 911, I know trained responders will arrive quickly	27.9%	39.8%	20.7%	9.0%	2.6%
Q10-4. Harnett County Sheriff's Office provides high quality services (e.g., law enforcement, judicial services, & detention/jail)	21.0%	40.1%	22.6%	9.9%	6.4%
Q10-5. Harnett County EMS provides high quality services	31.4%	45.8%	18.1%	4.2%	0.5%
Q10-6. Fire departments throughout Harnett County provide high quality services	36.6%	45.5%	15.7%	1.9%	0.2%
Q10-7. Harnett County responds well to natural disasters & severe weather	21.1%	38.9%	30.0%	7.9%	2.0%

**Q11. Medical Health Care. Please rate each statement about medical health care resources in Harnett County using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."**

(N=502)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q11-1. Access to medical health care services in my community (e.g., public health clinics, private doctor offices, urgent care, hospitals & emergency rooms, dental offices)	9.8%	33.5%	18.5%	23.3%	8.2%	6.8%
Q11-2. Quality of medical health care services in my community	8.4%	29.3%	20.9%	25.1%	8.2%	8.2%

**(WITHOUT "DON'T KNOW")****Q11. Medical Health Care. Please rate each statement about medical health care resources in Harnett County using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")**

(N=502)

	Excellent	Good	Neutral	Below average	Poor
Q11-1. Access to medical health care services in my community (e.g., public health clinics, private doctor offices, urgent care, hospitals & emergency rooms, dental offices)	10.5%	35.9%	19.9%	25.0%	8.8%
Q11-2. Quality of medical health care services in my community	9.1%	31.9%	22.8%	27.3%	8.9%

**Q12. Barriers to Medical Health Care. Thinking of yourself and others in your household, please indicate how much of a barrier each of the following are to accessing medical health care, using a scale of 1 to 5, where 5 means "Not a Barrier" and 1 means "Major Barrier."**

(N=502)

	Not a barrier	Minor barrier	Moderate barrier	Significant barrier	Major barrier	Don't know
Q12-1. Cost of healthcare (e.g., doctor bills, no insurance coverage)	30.5%	18.1%	19.5%	12.2%	11.8%	8.0%
Q12-2. Cost of prescriptions (e.g., copays, no insurance coverage)	31.5%	22.1%	18.1%	12.0%	9.4%	7.0%
Q12-3. Not enough doctors or clinics	15.7%	16.1%	21.3%	21.5%	17.3%	8.0%
Q12-4. Long wait times for appointments	18.3%	20.7%	18.9%	18.5%	11.8%	11.8%
Q12-5. Doctor's hours don't work with my schedule	35.5%	16.5%	16.7%	9.4%	7.4%	14.5%
Q12-6. Language barriers or hard to understand what doctors say or write	62.2%	11.6%	7.8%	3.6%	2.0%	12.9%
Q12-7. Afraid or don't trust doctors or healthcare system	50.0%	16.3%	13.5%	6.4%	4.6%	9.2%
Q12-8. Feeling judged or embarrassed about going to the doctor	66.7%	10.2%	7.6%	4.0%	2.6%	9.0%
Q12-9. No way to get to the doctor or clinic (lack of transportation)	77.1%	5.4%	4.4%	3.6%	1.4%	8.2%
Q12-10. Access to doctors with similar backgrounds as me	51.2%	13.9%	9.4%	4.6%	3.4%	17.5%
Q12-11. No one to watch my kids while I go to the doctor (lack of childcare)	72.5%	3.4%	2.6%	3.6%	0.8%	17.1%

**(WITHOUT "DON'T KNOW")****Q12. Barriers to Medical Health Care. Thinking of yourself and others in your household, please indicate how much of a barrier each of the following are to accessing medical health care, using a scale of 1 to 5, where 5 means "Not a Barrier" and 1 means "Major Barrier." (without "don't know")**

(N=647)

	Not a barrier	Minor barrier	Moderate barrier	Significant barrier	Major barrier
Q12-1. Cost of healthcare (e.g., doctor bills, no insurance coverage)	31.7%	18.5%	21.2%	14.0%	14.5%
Q12-2. Cost of prescriptions (e.g., copays, no insurance coverage)	32.4%	22.9%	18.7%	14.2%	11.7%
Q12-3. Not enough doctors or clinics	17.0%	15.8%	22.2%	23.4%	21.5%
Q12-4. Long wait times for appointments	19.1%	20.7%	22.5%	21.4%	16.3%
Q12-5. Doctor's hours don't work with my schedule	39.5%	18.8%	20.4%	10.9%	10.4%
Q12-6. Language barriers or hard to understand what doctors say or write	68.6%	13.5%	10.6%	4.3%	3.1%
Q12-7. Afraid or don't trust doctors or healthcare system	51.3%	17.8%	15.6%	6.9%	8.4%
Q12-8. Feeling judged or embarrassed about going to the doctor	71.7%	11.8%	8.4%	4.1%	3.9%
Q12-9. No way to get to the doctor or clinic (lack of transportation)	81.1%	6.4%	5.1%	3.9%	3.5%
Q12-10. Access to doctors with similar backgrounds as me	61.8%	15.8%	11.4%	5.5%	5.5%
Q12-11. No one to watch my kids while I go to the doctor (lack of childcare)	86.8%	3.7%	3.4%	3.9%	2.2%

**Q13. Have you or anyone in your household experienced problems or challenges seeking medical health care in the last two years?**

Q13. Have your household members experienced problems or challenges seeking medical health care in last two years

	Number	Percent
Yes	150	29.9 %
No	350	69.7 %
Not provided	2	0.4 %
Total	502	100.0 %

**(WITHOUT "NOT PROVIDED")****Q13. Have you or anyone in your household experienced problems or challenges seeking medical health care in the last two years? (without "not provided")**

Q13. Have your household members experienced problems or challenges seeking medical health care in last two years

	Number	Percent
Yes	150	30.0 %
No	350	70.0 %
Total	500	100.0 %

**Q14. Behavioral Health. Have you, or someone close to you, sought the following behavioral healthcare services anytime in the last two years?**

Q14. Behavioral healthcare services you or someone close to you have sought anytime in last two years

	Number	Percent
Counseling or therapy (including individual, group, family, couples/marriage)	127	25.3 %
Peer support groups	27	5.4 %
Community-based programs (including day programs & residential treatment)	19	3.8 %
Mental health services (for diagnoses such as depression, anxiety, bipolar, etc.)	104	20.7 %
Crisis intervention (including mobile crisis or suicide prevention)	23	4.6 %
Substance use treatment or counseling	28	5.6 %
None of the above	335	66.7 %
Total	663	

**(WITHOUT "NONE OF THE ABOVE")****Q14. Behavioral Health. Have you, or someone close to you, sought the following behavioral healthcare services anytime in the last two years? (without "none of the above")**

Q14. Behavioral healthcare services you or someone close to you have sought anytime in last two years

	Number	Percent
Counseling or therapy (including individual, group, family, couples/marriage)	127	76.0 %
Mental health services (for diagnoses such as depression, anxiety, bipolar, etc.)	104	62.3 %
Substance use treatment or counseling	28	16.8 %
Peer support groups	27	16.2 %
Crisis intervention (including mobile crisis or suicide prevention)	23	13.8 %
Community-based programs (including day programs & residential treatment)	19	11.4 %
Total	328	

**Q15. Barriers to Behavioral Health. Thinking of yourself or someone close to you, please indicate how much of a barrier each of the following are to accessing behavioral health care, using a scale of 1 to 5, where 5 means "Not a Barrier" and 1 means "Major Barrier."**

(N=502)

	Not a barrier	Minor barrier	Moderate barrier	Significant barrier	Major barrier	Don't know
Q15-1. Cost of behavioral health care (therapy or counseling fees, insurance coverage)	27.7%	7.0%	13.3%	7.8%	9.6%	34.7%
Q15-2. Not enough counselors or behavioral health providers nearby	14.1%	7.6%	9.4%	12.0%	17.1%	39.8%
Q15-3. Afraid or don't trust counselors or behavioral health services	31.7%	9.8%	7.6%	6.2%	5.4%	39.4%
Q15-4. Feeling judged or embarrassed for needing behavioral health care	39.6%	6.8%	7.2%	5.0%	5.0%	36.5%

**(WITHOUT "DON'T KNOW")**

**Q15. Barriers to Behavioral Health. Thinking of yourself or someone close to you, please indicate how much of a barrier each of the following are to accessing behavioral health care, using a scale of 1 to 5, where 5 means "Not a Barrier" and 1 means "Major Barrier." (without "don't know")**

(N=502)

	Not a barrier	Minor barrier	Moderate barrier	Significant barrier	Major barrier
Q15-1. Cost of behavioral health care (therapy or counseling fees, insurance coverage)	42.4%	10.7%	20.4%	11.9%	14.6%
Q15-2. Not enough counselors or behavioral health providers nearby	23.5%	12.6%	15.6%	19.9%	28.5%
Q15-3. Afraid or don't trust counselors or behavioral health services	52.3%	16.1%	12.5%	10.2%	8.9%
Q15-4. Feeling judged or embarrassed for needing behavioral health care	62.4%	10.7%	11.3%	7.8%	7.8%

**Q16. Please rate your satisfaction with Harnett County Government in the areas below.**

(N=502)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. The value of services I receive from Harnett County Government in return for the amount of taxes & fees I pay	4.8%	21.1%	30.7%	23.7%	13.5%	6.2%
Q16-2. Customer service provided by Harnett County employees	14.7%	41.4%	25.1%	6.4%	4.2%	8.2%
Q16-3. Availability of information about Harnett County Government services & programs	7.8%	30.3%	30.5%	17.3%	7.0%	7.2%
Q16-4. Opportunities for resident engagement & participation in Harnett County	6.6%	21.3%	31.3%	16.5%	10.0%	14.3%

**(WITHOUT "DON'T KNOW")****Q16. Please rate your satisfaction with Harnett County Government in the areas below. (without "don't know")**

(N=502)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. The value of services I receive from Harnett County Government in return for the amount of taxes & fees I pay	5.1%	22.5%	32.7%	25.3%	14.4%
Q16-2. Customer service provided by Harnett County employees	16.1%	45.1%	27.3%	6.9%	4.6%
Q16-3. Availability of information about Harnett County Government services & programs	8.4%	32.6%	32.8%	18.7%	7.5%
Q16-4. Opportunities for resident engagement & participation in Harnett County	7.7%	24.9%	36.5%	19.3%	11.6%

**Q17. Future Priorities for the County. Please rate the future importance of each of the following items as they relate to the County's future using a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important."**

(N=502)

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q17-1. Expanding public transportation options	27.1%	28.3%	18.7%	13.5%	7.4%	5.0%
Q17-2. Providing access to housing	25.9%	28.1%	20.9%	12.4%	7.2%	5.6%
Q17-3. Providing access to quality healthcare	52.8%	35.3%	6.0%	1.2%	1.0%	3.8%
Q17-4. Providing access to quality mental healthcare	44.8%	31.7%	12.9%	1.6%	2.8%	6.2%
Q17-5. Increasing conservation of farms & environmentally sensitive land	58.4%	24.1%	8.8%	2.4%	1.8%	4.6%
Q17-6. Reducing substance use disorder	46.4%	32.1%	10.0%	2.2%	2.2%	7.2%
Q17-7. Increasing opportunities for recreation & culture	41.6%	38.2%	12.4%	2.6%	2.4%	2.8%
Q17-8. Increasing opportunities to age in place	50.0%	32.5%	9.2%	1.8%	1.2%	5.4%
Q17-9. Improving early childhood education	44.8%	30.1%	11.8%	3.0%	2.0%	8.4%
Q17-10. Increasing public safety	53.0%	33.3%	8.6%	1.2%	0.2%	3.8%
Q17-11. Increasing access to high-speed internet	53.4%	28.5%	11.0%	2.6%	1.4%	3.2%
Q17-12. Improving water quality	58.8%	28.5%	8.2%	1.2%	0.4%	3.0%

**(WITHOUT "DON'T KNOW")****Q17. Future Priorities for the County. Please rate the future importance of each of the following items as they relate to the County's future using a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important." (without "don't know")**

(N=647)

	Very important	Important	Neutral	Not important	Not at all important
Q17-1. Expanding public transportation options	29.2%	28.7%	19.1%	13.9%	9.0%
Q17-2. Providing access to housing	28.3%	28.7%	20.7%	13.2%	9.0%
Q17-3. Providing access to quality healthcare	56.1%	34.7%	6.8%	1.0%	1.4%
Q17-4. Providing access to quality mental healthcare	49.2%	32.6%	13.2%	1.6%	3.4%
Q17-5. Increasing conservation of farms & environmentally sensitive land	64.1%	23.3%	8.4%	2.4%	1.7%
Q17-6. Reducing substance use disorder	51.4%	33.0%	10.5%	2.3%	2.7%
Q17-7. Increasing opportunities for recreation & culture	43.5%	37.6%	12.9%	2.7%	3.2%
Q17-8. Increasing opportunities to age in place	53.6%	33.9%	9.7%	1.6%	1.2%
Q17-9. Improving early childhood education	49.5%	32.4%	12.4%	2.7%	3.1%
Q17-10. Increasing public safety	57.2%	32.4%	8.9%	1.0%	0.5%
Q17-11. Increasing access to high-speed internet	55.3%	28.9%	11.7%	2.6%	1.5%
Q17-12. Improving water quality	61.2%	29.4%	7.8%	1.0%	0.5%

**Q20. Including yourself, how many people in your household are...**

	<u>Mean</u>	<u>Sum</u>
number	2.5	1261
Under age 5	0.1	42
Ages 5-9	0.1	59
Ages 10-14	0.1	71
Ages 15-19	0.1	66
Ages 20-24	0.1	63
Ages 25-34	0.4	175
Ages 35-44	0.4	189
Ages 45-54	0.4	205
Ages 55-64	0.4	188
Ages 65-74	0.3	136
Ages 75+	0.1	67

**Q21. What is your age?**

<u>Q21. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	91	18.1 %
35-44	96	19.1 %
45-54	103	20.5 %
55-64	108	21.5 %
65+	97	19.3 %
<u>Not provided</u>	<u>7</u>	<u>1.4 %</u>
Total	502	100.0 %

**(WITHOUT "NOT PROVIDED")****Q21. What is your age? (without "not provided")**

<u>Q21. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	91	18.4 %
35-44	96	19.4 %
45-54	103	20.8 %
55-64	108	21.8 %
65+	97	19.6 %
Total	495	100.0 %

**Q22. Are you of Hispanic or Latino ancestry?**

Q22. Are you or any members of your family of Hispanic or Latino ancestry	Number	Percent
Yes	79	15.7 %
No	423	84.3 %
Total	502	100.0 %

**(WITHOUT "DON'T KNOW")****Q22. Are you of Hispanic or Latino ancestry? (without "not provided")**

Q22. Are you or any members of your family of Hispanic or Latino ancestry	Number	Percent
Yes	79	15.7 %
No	423	84.3 %
Total	502	100.0 %

**Q23. Which of the following best describes your race/ethnicity?**

Q23. Your race/ethnicity	Number	Percent
Asian or Asian Indian	9	1.8 %
Black or African American	108	21.5 %
American Indian or Alaska Native	9	1.8 %
White	353	70.3 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	14	2.8 %
Total	494	

**Q23-6. Self-describe your race/ethnicity:**

Q23-6. Self-describe your race/ethnicity	Number	Percent
Mixed	2	14.3 %
Puerto Rican	2	14.3 %
Asian and White	1	7.1 %
Black, White, Portugeuse	1	7.1 %
Hispanic	1	7.1 %
Mixed Persian	1	7.1 %
Hispanic, French, White	1	7.1 %
White and Hispanic	1	7.1 %
Guatemalan	1	7.1 %
Afro Caribbean	1	7.1 %
Moroccan American	1	7.1 %
Greek American	1	7.1 %
Total	14	100.0 %

**Q24. How many years have you lived in Harnett County?**

Q24. How many years have you lived in Harnett County	Number	Percent
0-5	143	28.5 %
6-10	61	12.2 %
11-15	40	8.0 %
16-20	31	6.2 %
21-30	86	17.1 %
31+	131	26.1 %
Not provided	10	2.0 %
Total	502	100.0 %

**(WITHOUT "NOT PROVIDED")****Q24. How many years have you lived in Harnett County? (without "not provided")**

Q24. How many years have you lived in Harnett County	Number	Percent
0-5	143	29.1 %
6-10	61	12.4 %
11-15	40	8.1 %
16-20	31	6.3 %
21-30	86	17.5 %
31+	131	26.6 %
Total	492	100.0 %

**Q25. Would you say your total annual household income is...**

Q25. Your total annual household income	Number	Percent
Under \$30K	55	11.0 %
\$30K to \$49,999	58	11.6 %
\$50K to \$69,999	80	15.9 %
\$70K to \$89,999	80	15.9 %
\$90K to \$119,999	62	12.4 %
\$120K to \$174,999	58	11.6 %
\$175K+	29	5.8 %
Not provided	80	15.9 %
Total	502	100.0 %

**(WITHOUT "NOT PROVIDED")****Q25. Would you say your total annual household income is... (without "not provided")**

Q25. Your total annual household income	Number	Percent
Under \$30K	55	13.0 %
\$30K to \$49,999	58	13.7 %
\$50K to \$69,999	80	19.0 %
\$70K to \$89,999	80	19.0 %
\$90K to \$119,999	62	14.7 %
\$120K to \$174,999	58	13.7 %
\$175K+	29	6.9 %
Total	422	100.0 %

**Q26. Your gender:**

Q26. Your gender	Number	Percent
Male	243	48.4 %
Female	251	50.0 %
I prefer to self-identify	2	0.4 %
Not provided	6	1.2 %
Total	502	100.0 %

**(WITHOUT "NOT PROVIDED")****Q26. Your gender: (without "not provided")**

Q26. Your gender	Number	Percent
Male	243	49.0 %
Female	251	50.6 %
I prefer to self-identify	2	0.4 %
Total	496	100.0 %

**Q26-3. Self-describe your gender:**

Q26-3. Self-describe your gender	Number	Percent
Fluid	1	50.0 %
Non Binary	1	50.0 %
Total	2	100.0 %

**Q27. Please check the employment scenario that applies to you.**

Q27. Employment scenario that applies to you	Number	Percent
I work one job	262	52.2 %
I have two or more jobs	41	8.2 %
I have occasional work in addition to my normal employment	17	3.4 %
None of these apply to me	157	31.3 %
Not provided	25	5.0 %
Total	502	100.0 %

**(WITHOUT "NOT PROVIDED")****Q27. Please check the employment scenario that applies to you. (without "not provided")**

Q27. Employment scenario that applies to you	Number	Percent
I work one job	262	54.9 %
I have two or more jobs	41	8.6 %
I have occasional work in addition to my normal employment	17	3.6 %
None of these apply to me	157	32.9 %
Total	477	100.0 %

**Q28. What is the highest level of education you have completed?**

Q28. Highest level of education you have completed	Number	Percent
Some high school or less	11	2.2 %
High school diploma or equivalent	123	24.5 %
Some college but no degree	126	25.1 %
Associate degree	54	10.8 %
Bachelor's degree	101	20.1 %
Graduate degree or higher	70	13.9 %
Not provided	17	3.4 %
Total	502	100.0 %

**(WITHOUT "NOT PROVIDED")****Q28. What is the highest level of education you have completed? (without "not provided")**

Q28. Highest level of education you have completed	Number	Percent
Some high school or less	11	2.3 %
High school diploma or equivalent	123	25.4 %
Some college but no degree	126	26.0 %
Associate degree	54	11.1 %
Bachelor's degree	101	20.8 %
Graduate degree or higher	70	14.4 %
Total	485	100.0 %

**6**

# Open-Ended Responses

### Open-Ended Question Responses

#### Q18—"Why do you choose to live in Harnett County?"

- Affordability and most of my family lives here.
- Affordability was the number one reason but with the property tax increases and having to pay for trash collection and it not being part of your tax bill is ridiculous. Especially since we only get recycling every other week. Recycling needs to be every week for subdivisions with families. In the long run it would save money.
- Affordability, safety and comfortable in our home of 25 years
- Affordability, with most services offered.
- Affordable
- Affordable
- Affordable and peaceful
- Affordable housing for military
- Allowed me to buy a home in a country setting with availability of shopping options fairly close to home.
- Always lived here
- Anderson Creek Club, Spring Lake
- At onetime is was more affordable, that seems to be changing extremely quickly though.
- At the time I moved here (25 years ago) there was some land available for an affordable price.
- Availability
- Availability to purchase farm land. Quite country living.
- Back then it was cheap and had open space.
- Be close to family, more land, not as congested.
- Because I was raised here
- Because it is a rural small town. Stop the growth.
- Because it's where I was born and raised. Comfort of home
- Because my parents lived here.
- Been here a long time and can't afford to move
- Been here for 58 years
- Better cost of living than Northern Virginia.
- Born & raised, family, strong roots from land/farming
- Born and Raised Here
- Born and raised here.
- Born and raised here.
- Born and raised here.
- Born and raised here. Was living in Wake County but moved back here to watch over my aging parents.
- Born and raised I ain't leaving until this place turns into wake county, might be 30-40 years but it's coming and I sure hate to see it!
- Born and raised in Harnett County
- Born and raised in Harnett County

- Born and raised in Harnett County; moved to Atlanta, GA after college for more opportunities after graduating from college at UNC- Greensboro. I was there for 10 years but it never felt like home. So I moved back with my son to raise him here and to be close by my family.
- Born here
- Born here
- Born here, don't want to see Harnett county look like wake county.
- Born here, never left.
- Born in Harnett County. Population and location. Half way to beach and mountain
- Bought home from my son.
- Cameron/HWY87 is in a great geographic location with access to everything.
- Can't afford to leave.
- Cheaper cost of living compared to Wake county. Less congestion and over crowding.
- Cheaper than Wake
- Chose to live here because it was a rural area, that has changed.
- Close to work and family
- Close to base
- Close to children
- Close to daughter
- Close to family
- Close to family
- Close to family
- Close to family & work; Also more rural than some of the surrounding counties.
- Close to family but not too urban
- Close to family
- Close to Wake County, and the cost of housing was very reasonable. The small town effect is still strongly apparent through hornet County.
- Close to work and family, cost of living is cheaper.
- Close to work and usually a slower pace.
- Close to family
- Closes to work, housing more affordable than in Wake County
- Closest place to Sanford I could find housing at the time. Have stayed because we like the natural space around our home and commute to Sanford is not insurmountable.
- Closest to job in Sampson County
- Commute to Fort Bragg and live near aging parents
- Cost and location
- Cost of housing
- Cost of living and away from the suburbs
- Cost of living and convenience
- Cost of living is lower and the community is friendly and welcoming.
- Cost of living was affordable when I first moved here 25yrs ago, But not anymore.
- Cost of living, safety of my family. County welcomes all peoples
- County taxes were lower, close to family in joining county. Growth forecast.
- Cute town and friendly.

- employment
- Fairly quiet and safe
- Family
- Family
- Family
- Family
- Family
- Family
- Family bought me here and I just stayed.
- Family farm
- Family has always lived here.
- Family have all grown up here for generations.
- Family here.
- Family home is here.
- Family is near, housing was affordable
- Family land and no were to go to.
- Family lives close by.
- Family lives in Harnett County
- Family living here is all. The schools are horrible and we are starting homeschooling after only 3 years in the school systems. Our other kids will be home schooled as well. If we did not have family here we would be moving to Raleigh or Wilmington.
- Family, nice folks, clean area not trashy. Good EMS and law enforcement people
- Feel safe
- For work.
- Fort Bragg
- Found Harnett county by chance when looking to retire. So far it's worked out great
- Ft Bragg Keeps us here and Cumberland Counts stinks!
- Generational homestead/property. Family
- Great community to raise family with affordable housing.
- Great location geographically. Lower costs. Housing market was good during COVID when we relocated.
- grew up here
- Grew up here, moved away after college and 35 yr career elsewhere. Moved back to be closer to family at retirement.
- grew up here
- "Harnett County has all the amenities of a big city
- but with beautiful landscapes, restaurants and stores of all kinds, friendly people, good hospitals and crime is lower than surrounding counties. "
- Harnett County is central location in the state, at one it's availability of affordable homes with land and sense of community
- Has been home for 30 years.
- Home Affordability
- Home prices and property taxes less expensive than Wake County

- Hometown feel
- Hometown feel
- Housing cheaper.
- Housing cost was relatively less expensive than Wake County.
- Housing is affordable within my budget, but I lose out on services and child education because of it.
- Husband was station at Ft. Bragg & we never left after retirement.
- I am a native.
- I am very happy living here in Marners.
- I bought my home in March 2020. One of the main selling points for our family was the location.... FAR AWAY from the city, its suburbs, the traffic, and suffocating population. We loved being out in the country and enjoyed seeing nothing but fields, family farms, and how "untouched" the area was. We loved driving home knowing Angier moved at a slower pace. That didn't last long. All we see now are thousands and thousands of acres being razed for large neighborhoods being built at a rapid pace. The traffic is absolutely ridiculous! It now takes an extra 20 minutes to take my son to school. In the not too distant future, Angier will just be another Cary, Holly Springs, and eventually, Fuquay-Varina. Everyday, my husband and I tell ourselves that as soon as our son finishes school, we are selling our home. You ask why I choose to (continue) live here? The friends we've made. The fact that finding another four bedroom three bath on 2.5 acres of property listed even close to what we paid five years ago is impossible now!
- I choose to live in Harnett County as it is close to work, safe, and affordable for the region.
- I chose Harnett County because it was a quiet, rural county, which it is quickly losing.
- I chose the subdivision not the county
- I didn't choose it's where my husband works
- I didn't choose to live here, my family bought property here.
- I do not have much choice, public transportation would significantly change the dynamic and accessibility of living here though.
- I don't want to live in wake county
- I enjoy the small town feel and cost of living is cheaper than wake county. Due to finances Harnett County makes sense.
- I got a job in Lillington after graduating college. I chose Harnett county [Dunn] due to proximity to my working area.
- I grew up here and loved the rural, hometown feel that use to be.
- I grew up in Fuquay-Varina. I also started my small business in Fuquay. However, Angier and Harnett County feel more like home to me. I love the country feeling, and the fact that there's still farm land around here.
- I grew up in Harnett County
- I had no choice but to move where my mom went.
- I have lived here all my life and couldn't imagine living anywhere else.
- I have lived here all my life.
- I have lived here all my life. Most of my family lives here but it was not for that, I would probably try to relocate.

- I have lived here my whole life. It is my home.
- I have lived here over 25 years. I choose to live in Harnett county because I own a house here and cannot afford to move.
- I have lived here since parents bought the land in the 70's.
- I like it here.
- I like living in a rural area instead of cities or towns. I like having neighbors, but not the traffic of big cities like Raleigh.
- I like living in country side. Or should say used to. Too many subdivisions. But I will stay where I am. Husband born here would never consider moving.
- I like the rural area as opposed to over building. Peaceful and a lot of natural beauty.
- I like the rural community
- I live here to be within easy commute of my place of employment. Also, housing is more affordable, or was when I purchased my home 20 years ago.
- I live on a small farm and raise my kids here away from city traffic and overcrowding
- I lived in Harnett County since I was eight years old. I feel safe and open to the community I have. it is where I notice my surroundings and knowing where every building is.
- I lived in Johnston County for 19 years and finally retired there. I sold my house and found out it was cheaper to buy here in Harnett County and so I did.
- I love Dunn in Harnett County, just need more things for the youth to do.
- I love Harnett County for the pace of living and small town feel. It's affordable and the community seems polite and friendly. I came from Johnston county and Wake county. I would like to see Harnett expand more by offering more mixed use zoning and fostering business development as well as parks and rec.
- I love it
- I love it here, have many friends.
- I love living here, hate that they are building so much.
- I love living in the city of Dunn! I love having easy access to the Dunn Erwin rail trail and the ability to walk places in town. One of the best things in Dunn is I can go on a walk every evening on sidewalks and be safe as a pedestrian. I also have affordable housing.
- I love the country living and everyone feels like family
- I love the town I reside in and seek to do more for my community to keep it a great place to live in.
- I loved the quiet lifestyle. This I am very disappointed with all the building and congestion that is happening here.
- "I married a guy from here.
- It's not a choice for me.
- He won't move until he retires. "
- I moved here 4 yrs ago to be close to my daughter (Michelle Pleasant Builders, LLC. Sheriff Johnson Rd Lillington NC) after my husband's death.
- I moved here because it was a quiet community until it started building all these houses out here
- I moved here before the population explosion when it still had a rural, small-town feel. I do not plan to stay.

- I originally chose this area because taxes were great. Now they are out of control. Paying property taxes to me is so wrong.
- I originally moved here because I wanted my kids to have a stable school experience. Wake county was having kids switch schools yearly and I didn't want that for mine. I also loved the quiet county feel. Sadly, that's gone now because the board is allowing every bit of land be developed.
- I retired, built my house and moved here 3 months ago. I have not become familiar with my new community or its government. I love the peace and quiet I enjoy on my property. My neighbors mind their business and I mind my own. I look forward to living out the rest of my life here.
- I still enjoy the rural landscape that the county offers
- I still feel connected by a sense of community where I live, even though the influx of newcomers is increasing exponentially.
- I was born and raised here in Harnett County. I moved to a near by county for a few years and then moved back. I have always loved Harnett because of the small town, family aspect it used to bring,
- I was born and raised here.
- I was born and raised here.
- I was born and raised here. I am living in the home my father built on my mother's family land. I have always loved the area and the people who are from Harnett County.
- I was born and raised here. It's my home and my families home.
- I was born here.
- I was born in Harnett County and have been here almost all of my life. I like the small town/rural feel with access to top healthcare within easy driving distance. I like our location between the mountains and the coast; close enough to enjoy either. Although my wife and I had to leave the county every day for our careers, I'm pleased we were close enough to Raleigh, Fayetteville, Sanford, and RTP to make that possible.
- I was raised here and started my career here.
- I work in a neighboring county, but prefer to live in Harnett.
- I would move if the right opportunity came.
- I'm close to family in wake county but can afford to live here. My city is growing quickly and I was able to purchase a home.
- I'm stuck here
- I've lived here since I was little. My family lives here. Didn't really choose, it's just always been that way
- It cost less than Wake County and close enough to drive to work.
- It half way between Raleigh and Fayetteville.
- It is a quite place to live.
- It is close to my family and my job. Convenience.
- It is near my grandchildren.
- It is where I ended up 24 years ago. I loved the simpler life, roads and farms. It is no longer like that in my opinion. Too many homes/ townhomes being built with no regard to environmental consequences. Schools are overcrowded.
- It my home country.

- It use to be a rural, quiet place to live. Not anymore. Stop the building!!
- It was a good location close enough to work, but with the type of property I needed and could afford.
- It was a quiet little town when I moved here, and loved the area
- It was cheaper to build here than Wake and being in NW Harnett, I still feel close to the city and airport.
- It was not expensive to live here 30 years ago when we purchased our house and it was quiet. Now it is expensive and too much traffic.
- It's a quiet community. I recently moved from RI and I am happy with my decision!
- It's beautiful! Close to amenities
- It's rural and quiet and the people are friendly and the traffic isn't too bad. Hopefully some of these greenways can get put in place so we can see even more of this great county.
- It's safer than Cumberland county
- It's the only county I have ever lived in.
- It's where I was born. I moved away to New Hanover County for a while.. happy to be back!
- It's where I was raised.
- It's beautiful
- It's cheaper than Wake County and I work in Harnett County
- It's halfway between urban and rural
- It's my home. I love Harnett County and wouldn't want to live anywhere else.
- It's not Wake or Johnston Counties yet
- It's safer, quieter, down home feel, lower cost of living, less traffic
- It's where I have been living for years. Equal distance to Raleigh and Fayetteville. Less traffic, suburbs, and lower cost of living.
- Less expensive than surrounding counties.
- Less tax and regulations
- Less than an hour to most places like work, Raleigh, Fayetteville and RDU. Cost of living good for retiring. Not overcrowded
- Less traffic and congestion than other areas, and we love our local schools.
- Lifelong resident
- Like the area. So much cheaper than Wake county. Businesses are friendly and provide good customer service. Still somewhat rural.
- Lillington
- Lived here for most of my life. Nice area that is not completely overwhelmed by the urban sprawl in the areas surrounding us.
- Lived here over 50 years
- Location and safety
- Location to 95.
- Love it here and seeing it turning out like Fuquay is terrible
- Love it here good place to live and raise a family
- Love the location and the people.
- Low cost of living
- Low taxes

- low taxes, affordable, quiet
- Low taxes
- Lower home prices
- Lower property tax back in 2004
- Lower taxes and easier living
- Lower taxes than surrounding areas. Still has the country rural feel.
- Lower taxes, more affordable housing.
- Lower taxes...more of a country setting.
- Military move at first and then we liked it so much we decided to retire here.
- Military, school system and growth in the area.
- More affordable than Wake County, and to be close to family and church.
- Moved from Colorado and found a house we liked in Harnett County
- Moved here due to location of move employment in the 90's from upstate NY and close and affordable at the time
- Moved here for a job years ago, and now I just stay because my house is paid off.
- Moved here in 1981 with parents.
- Moved here in 2001. Fell in love with the area. Me and my 4 kids and now grandkids all live here.
- Moved here to be near family.
- Moved in with boyfriend and haven't had a chance to move.
- Moved to this county to enable my son and family to be closer.
- My daughter lives here, and that is why I am here.
- My daughter moved here. FL was much better, but I am old, live alone, so moved to be near her, I wish I could go back to FL
- My family has lived here for over 50 years.
- My family owns a business in Harnett Co.
- My family was here before Harnett county existed
- My father was born and raised here.
- My father's home
- My home is paid for
- My husband and I overall have a great life in Harnett county, but a lot of the resources we use are outside of Harnett. We use doctors in Fayetteville or Moore county. The area that by far needs the most attention is the school system, which involves better pay to keep teachers in the district. The constant turnover of administrators and teachers in schools is crippling the school system and it is very sad to see because the community deserves and has the potential to have a much better education system.
- My husband was a young SGT and I had gotten out of the Army and worked at a very drastic less paycheck. We were able to afford a home in Carolina Hills.
- My job brought me here in 2008.
- My parents moved to Harnett, and I moved to be close to them.
- Native
- Nice area
- No better place.
- No money to move.

- Over all it is a good county to live in.
- own the land I live in
- Ownership.
- Placed at Fort Bragg
- Prefer the rural community.
- Price and lifestyle.
- Price of housing.
- Proximity to VA health resources, reasonably good access to highways connecting to family located in New England and Florida regions.
- proximity to work and realtors' assessment of a rising county in 2008, much of which never came to fruition
- Purchase price of home work average. Hoping the area continues to grow thoughtfully and strategically.
- Quiet. Taxes
- Quiet, affordable, small town feel, where my husband lives.
- Quiet, peaceful and safe. At the time it was close to husband's work.
- Quiet, rustic place to live
- Raised here
- Relatives
- Retired near military base
- Retirement, warmer weather, cost
- Rural atmosphere. Undeveloped areas.
- Rural, quiet, access to farm fresh produce
- Safety and cost of living.
- Slower pace of life from Wake County where I lived previously. Returning to my roots, grew up in Harnett.
- Small communities, open space, not over run with people
- Small town
- Small town communities
- Small town feel
- Small town feel but close to larger cities if needed.
- Small town feel
- Small town is great for retirement
- Son relocated us from Puerto Rico to Harnett County August 2025 where he was able to buy a home that we could live in and seek needed medical services in a timely manner.
- Space. Shocked though, after 20 years living here, still need to do most important things in Wake county.
- Stability and more cost-effective living than the surrounding metro areas.
- Tax base
- Tax base
- Taxes not as steep as other counties. Quiet and calm here.
- The Army sent me here.
- The farmland and small town feel. We like woods and space. We hate, hate, hate townhomes!

- The house was in our price range and not in a HOA
- The laid-back atmosphere
- The people, the community
- This is home, have lived here most of my life.
- This is the county I worked in and now am retired in. It's country life with the convenience of living in town
- To be away from the traffic and crime of the city and raise kids in a date community
- To be close to family who live here
- To get away from Wake country, and more open spaces.
- To live and retire in an area that is not overcrowded or over developed, like Cary is.
- To live closer to family
- To live near friends. Affordability
- unable to move
- Wanted a rural area within driving distance to work
- Was able to purchase property at an affordable rate and still be close to Raleigh
- Was back in Harnett County
- Was born Here
- Was raised here
- Water bill is outrageous.
- We came here for work.
- We chose it for proximity to work, and have stayed for inexpensive cost of living. Residential growth has recently lessened some of its appeal, mostly due to inadequate planning (traffic)
- We didn't really have a choice. We went where we found the perfect house for us and it happened to be in Harnett County.
- We feel safe and heard here. I have lived in many places and have never encountered a local government so invested in encouraging input from its community. Thank you for inviting the people to have a say in the future of this county.
- We like the rural and small town feeling but after being here 30 years like everywhere in NC it is changing.
- We moved here because it is close to Raleigh and Fayetteville, but it was still country. We were also enticed by how affordable it was to live here. Now it is less rural and less affordable.
- We moved here to retire.
- We newly moved to North Carolina about 20 years ago and we brought our home here where we currently live.
- We originally moved here due to the military, but chose to retire here because of the quiet rural community, but now there are subdivision popping up everywhere and no infrastructure like enough schools and teachers.
- We retired from the Army and have been here since 1990. We own our home and love the people in the community. I am concerned about the rising increase of homelessness of people between ages 18-40. Many are using narcotics and they have compounds, places to inhabit, on which illegal activity takes place. Many of these individuals could most likely work if given opportunities to leave their current situations. I would really like to see a VA Clinic in Harnett County. My husband must travel to Cumberland and Lee County to receive medical treatment.

- When I bought my house, I didn't realize what county it was in. So dumb luck.
- When I moved to Angier 14 years ago it was a small town easy to get around in the area. I bought a house here and am retired. All the new building of houses and hardly any road improvements has ruined the area. There is not enough grocery stores for the increase in population and the traffic is terrible. I must stay here since I own my house.
- When I was looking to buy a home, the only affordable one was in Harnett County.
- When we first moved here, it was the price of homes, lot sizes and location.
- When we moved here, it was a fairly rural area with a lot of wooded areas. The cost of living was lower than Cumberland County. It was quiet and beautiful. Sadly, Harnett County has been pulling out trees for businesses and houses while simultaneously raising taxes and fuel prices. It's no longer the "small town home" feel it once had. Possibly because of wanting more money? We'll move out of the county if this trend continues.
- Wife is from here
- Work
- Work
- Work on Fort Bragg
- Would love to move to a county that has more things to do!

**Q19—"In your opinion, what's the most important issue facing Harnett County?"**

- 1) There are barely ANY parks around Cameron/Spout Springs. We have to drive up to 45 minutes to find a grassy area for kids to simply play! I mean a real park. 2) HWY87 is too dangerous. Why are there not red light cameras, speed radar cameras, more red lights? The speed limit is 55, but everyone goes 70+. It's a death trap for us to raise children near here, and eventually expect them to go through drivers education and they will be driving this death road. Hardin County officials always respond that its not their issue, its NCDOT's. How about you chasing the rabbit down the hole, and advocate for your county. Benhaven Elementary School is VERY dangerous when parents simply try to pick up or drop off their children. The turn onto 87 is DANGEROUS, there is barely any police presence on the highway to slow down traffic and allow families to drive safely. Yet, there is police presence on Sunday at the Church in Spring Lake off of HWY 87. Protecting your people, and children should be a priority over everything and it starts with FIXING highway 87! How can it be anymore obvious?
- A good comprehensive plan for improving our schools, approving quality development, transportation services and economic diversity by recruiting more businesses to increase tax receipts.
- A lot of individual property owners keep their yards in total disrepair with trash piled everywhere. Unkept greenery, trees cut down in the yard and not taken care of total disrespect for the community looks. The city needs to step in and require these homeowners to clean up their property to a respectable looking area. I drive by so many homes in town of the city of Dunn and their yards are totally trashed. The city does nothing to keep them cleaned up. Abandoned cars etc. it's just an eyesore everywhere. I came from a City of Raleigh NC and they did not allow any of that to happen there. When I moved here, I was sorely disappointed with what I saw in the city limits. The city does nothing to make the homeowner clean it up as it looks like stuff has been sitting there rusting and rotting for years and years
- Access to quality healthcare and conservation of farmland with the increased population.

- Activities for the youth to keep them out of trouble.
- Affordability to live here.
- Affordable housing
- Affordable housing
- Affordable housing, but never ever government housing it ruins communities.
- Affordable housing..... there's way too many high priced homes being built and ZERO affordable housing
- All of the sprawl and housing developments with houses right on top of each other. We are losing the agricultural identity that brought me here.
- All the new homes being built with no improvements in roads, over crowding in the schools, not being able to charge impact fees on the developers causing our property taxes to be raised so high that we can barely afford them!
- Animal services doesn't accept strays due to lack of space. This means cats and dogs multiplying, having more litters so the issue only gets worse. And these animals you can assume are not vaccinated against rabies, which is a fatal disease for humans. Not only is this an animal problem, it's also a public health issue.
- Apathy toward migrant scam culture. If you are confused or ignorant of this, see what the Somali Minnesota population was just caught doing. Be vigilant.
- Astronomical housing and rental costs, It's too expensive to live here. Too many new housing developments taking away from agriculture and hiking up prices. All the new roads/pavement is making to county too hot and extremely ugly. I don't drive down the road and say to myself "Look at the gorgeous surroundings", I think about the lack of trees/greenery and all the construction going on.
- Attracting businesses in the Hwy 87 corridor. Specifically in the Spout Springs/Cameron area. Stop with the gas stations. Bring in Target, Home Depot, etc.. Getting tired of spending my money in Lee and Cumberland counties.
- being able to keep up with the high growth in population.
- Being able to put the appropriate infrastructures in place as hornet County grows – with increases in families, homes, businesses
- Better access across the cape fear river. Due to development its no longer feasible to commute to areas like Holly springs or apex or Raleigh. Need another bridge near raven rock!!! And also people polluting the river up stream.... Asheboro.
- Better schools (which I don't think the county government can control). So actual most important is controlled development that doesn't overly tax our infrastructure.
- Building and travel
- Building too much. Not enough trails, hiking trails. There is also a homeless crisis. I can't go to food lion in Lillington without being approached for money
- Bullshit property taxes
- Cheaply built slab homes that nobody will want in 20 years because they'll need too many repairs
- Congestion on main roads.
- Conservation of farms, expanding public transportation

- Conservation of natural resources, including protecting and restoring the health of local water systems and air quality. Pollution of the local ecosystem can have widespread health impacts that reach every single person in the county. Please put health and safety before economic benefit when considering proposals for large businesses and industries in the area. We would love to see upgrades to the water treatment facility to include better filtration of industrial pollutants, PFAS, and other contaminants. Thank you.
- Conserving farmland. Too many developers
- Conserving land for farmers, taking care of elders
- Continued growth and opportunities for recreation and culture, as well as public safety.
- controlling growth
- Corruption in our systems, lack of trust in our public safety officers
- Cost of living
- County Board Meetings and Work Sessions are conducted while residents are working, so citizens cannot attend in person to give input or opinion to the members.
- County development of housing and businesses.
- Crime
- Crime
- Crime
- Crime is not near as bad in Harnett as it is in nearby areas, I would hope it remains that way.
- Crime
- Crime
- Crowded roads
- Development and new housing. Uncontrolled growth.
- Development strategy
- Do something about the standing water in my area.
- Drugs
- Drugs
- Drugs on our streets.
- Drugs! It's an issue for many communities here on the Buffalo Lake area. I've been around more shootings here at home than I did in Afghanistan for a year. Tannerite explosions should be illegal for individual and community use. On a smaller note litter on the roads as well as abandoned houses.
- Drugs, schools and road safety
- Educating the public on what Harnett County has to offer and making it available to those who may not be tech savvy or in more rural areas.
- Education and road management
- Education and schools. My kids have graduated now, but there has always been overcrowded classrooms and it just keeps getting worse with the county continuing to build and build more homes. Also support and programs to help small businesses succeed.
- Education services; Access to government services locally; public safety; mental health and substance abuse services; employment opportunities
- Education, moderate services and economic growth.
- Effectively managing continued growth.

- Employment
- Expanding too quickly causing traffic issues. Highways not keeping up with growth. Access to businesses is becoming difficult because of growth.
- Expansion. With the flood of houses and people long term planning needs #1 priority. When we passed the liquor laws my first question was... Who's going to pay for the increased police needs and presents. The county has done well with that but now drugs and other preventative problems are growing. We need to address this with happy, health communities that have social, economic and educational planning in place. I worked with social services on a number of occasions and the people are awesome. They are very strained on resources sometimes. The waiting room needs improved. I love the new library. I will be a long term resident as long as I live. Thanks for all you do.
- Fast growth
- Fast residential growth with not enough infrastructure and retail services to support it. Have to travel 30+ minutes away to go to the movies, go to Lowe's (home improvement store), any grocery store besides Food Lion, or do any type of fun activities for my family. Also not enough school options here, especially for middle/high school. Need more options besides local public middle/high school, such as charter schools, magnet schools, etc. Have to drive 25 minutes away for my kids to go to school at a Wake County charter school.
- Flow of traffic, wildlife crossing roads on major roads, conservation of trees when developing.
- For us, it's accessibility for wheelchairs and access to shopping facilities for groceries and other minor needs so we don't have to rely on our son for everything.
- Food and shopping. People go to other counties to shop or eat.
- Get rid of the drugs, we need rehab facilities and mental health facilities. We need fun entertainment for families not more neighborhoods
- Giving relief to seniors and Veterans on property taxes.
- Good paying jobs.
- Growing too fast to keep up. Losing the small town feel
- Growing too fast based on infrastructure. Way too many subdivisions taking up all farmland or wooded areas
- Growing too fast, soon will be no quiet places.
- Growing too fast.
- Growth
- Growth
- Growth
- Growth and infrastructure
- Growth and maintain roads that should be state or county like mine.
- Growth and the number of students in the classroom
- Growth control.
- Growth is not equal across the county. For example Fuquay Varina is growing and getting new merchants, restaurants and nightlife yet Dunn/Erwin is shrinking. Why can't Dunn/Erwin get better shopping choices? The 421 corridor through Dunn is terrible, it looks extremely bad, why can't there be a plan put into action to beautify the area and encourage companies to invest.
- Growth is out pacing resources and pricing out long-term residents.

- Growth is outpacing resources. Water is an issue. What about a drought? Asphalt plant drastically affecting air quality. Ask pediatricians and folks with COPD. Did the Commissioners care?????
- Growth is too fast and infrastructure can not keep up
- Growth is too fast
- Growth that is not sustainable due to lack of schools, jobs, housing and infrastructure
- "Growth- too much.
- Property tax- way too high."
- Growth with the addition of more interstate roadways, population increases and a lack of infrastructure to meet future demands.
- Growth without planning
- Harnett County is experiencing a significant outmigration of residents who commute to neighboring counties, primarily Wake County, for employment opportunities. This trend is exacerbated by a lack of local amenities; residents in the northern part of the county, along the US 401 corridor, report limited access to parks and shopping centers, leading them to conduct most of their commercial and recreational activities in Wake County as well. Consequently, a very small percentage of the population lives and works within Harnett County's borders.
- Harnett County is growing significantly. Can the county catch up with the growth and plan for the growth properly? Regarding schools, infrastructure, transportation, etc. I think growth is the most important issue and how to handle that growth.
- Harnett County is too large for appropriate services. Takes me nearly 45 minutes to get to Lillington municipal buildings. Took police assistance nearly 2 hours to respond in person.
- HARNETT COUNTY stopped letting trailer parks being built, why do you allow houses being built on smaller pieces of land than Mobil homes??? 1 acres 1 home, STOP PACKING HOMES IN HERE!!
- Harnett County's largest issue currently is housing developments and loss of agricultural production land. North Carolina is projected to lose over a million acres of farmland by 2040, second only to Texas. As stated in the Harnett Horizons 2040, "Farm and forest land is an integral part of Harnett County's identity." Then why do we continue to push out our farmers and land owners to build more houses. WE ARE FULL. Stop allowing residential builds on 0.4 acre lots, packed as full as they can. Our land structure can not support the amount of people moving here.
- Health care and drug abuse.
- Health care and tax and living expense for the elderly.
- High taxes without amenities. Where is our Walmart, Target? I pay Sanford rate for property tax but have to drive 20 minutes to get to Walmart
- Housing., Lack if entertainment, restaurants
- Huge increase in housing development. None of which are affordable for most.
- I believe a big issue Harnett faces is public transportation. We need more sidewalks and greenways. I also believe we need more business development preferably focusing on mixed use zoning. I believe Harnett will experience a boon in growth over the next decade.
- I do not know as I have only been here for 3 months.

- I feel like the issue that Harnett County faces are not having enough housing services nor having services around Harnett County for special needs children and adults. It can help rural families who can't make long travels for their special needs children/adults to be difficult in their part. It would be a great way to start a center for special needs. For Example, I see that in Lee County, they have a Steven Center that they provide special needs' opportunity to those who would like to get a job, create fun games and many more. I would be great to start more opportunity for special needs.
- I look at all of the developments in housing but I don't see increasing development of schools. The developers should fund some of this. People moving into these new homes will have mortgages and will not be able or want to fund schools. Developers take their profits and then leave sooner or later.
- I would love for us to increase the number of outdoor recreation areas and running trails available. Overall, I think working to ensure affordable housing and healthcare are important goals to work on.
- Illegal immigrants draining our state and federal resources.
- Illegals and bad drivers going too slow and causing accidents. Drunk Hispanic people.
- Immigration, loss of affordable housing, Crime and the lack luster performance & history of the sheriffs. Traffic!! Water quality!! Lack of business opportunities for those with less
- Improve schools which will drive home ownership and higher land values giving county more tax dollars to work with
- Improving schools and health care.
- In particular the far western section needs an upscale grocery store.
- In the area where I live, traffic congestion on Hwy 87 between Springlake and Sanford
- Inability to shop higher quality stores and go to restaurants locally.
- Inconsistent treatment of diverse peoples, and Inconsistent access to services (sparse outside Lillington).
- Increasing opportunities for recreation and culture.
- Increasing taxes
- Increasing traffic and excess to needed modern services for growing areas between towns areas, local larger retail/medical offerings in Harnett instead of Wake
- Industrial development with good roads to support it
- infostructure, roads are not able to handle all the traffic
- Infrastructure
- Infrastructure
- Infrastructure
- Infrastructure collapse as more and more people move in with no care given to adding roads, schools, and other care needs
- Infrastructure hasn't been upgraded enough to accommodate the growth. Need more restaurants and shopping options, residents have to go out of town/county.
- Infrastructure needs improvement with all the housing developments.
- Infrastructure no keeping up (roads), Traffic has quadrupled in the last 8 years
- Infrastructure, water, electricity being affordable. Excellent public schools.

- It is slowly becoming a place that is no longer affordable or safe. There are areas of the county where I would not travel alone. Drugs are taking this county over, and we need more help with free mental health services. The homeless population is increasing and drugs seem to be the precursor.
- Job's
- Keeping homes affordable.
- Keeping people safe
- Keeping taxes and expenses low.
- Keeping up with surrounding counties regarding quality of resources
- Lack of affordable housing
- Lack of affordable housing, even in the rental market. Traditional wage earners, many emergency workers and teachers are not able to afford housing and are moving away to communities where they can afford to live.
- Lack of community activities.
- Lack of everything too many subdivisions and enough work
- Lack of funding for schools is the most important issue facing Harnett County. They need more staff members especially in the larger elementary schools. We need to help the school staff, so the teachers aren't frustrated, overwhelmed, and exhausted. We are losing valuable top notch staff every year because they are overworked. Send some money to the elementary schools to hire more staff (library assistants, teacher assistants for all grade levels, more TAs in special ed rooms, more office staff to take the load off the teachers, etc...
- Lack of good internet connection
- Lack of good quality education system, not up to par with Wake and Orange County Schools. Lack of planning in advance the infrastructure for all of the growth coming to the county, Open lands for recreation and parks need to be planned for now before they are not available
- Lack of Greenway network and connection to major networks to north and south. Residents should have access to local trailheads that can either be accessed directly from residence or a very short car ride. The purpose of biking, hiking, and running is defeated when one must drive 30 minutes to nearest place to ride or walk.
- lack of industry
- Lack of information relating to county government, taxes, senior centers, medical services, cancer treatment and related support services, connection to county elections, personnel, election locations and county services, lack of communication and information.
- Lack of public input
- Lack of quality emergency care. Bring in UNC or Duke hospital
- Lack of quality healthcare, parks, and bike trails.
- Lack of resources - medical, transportation
- Large influx of people and homes being built, infrastructure isn't there to support this especially at this rate.
- Local town governments and representations of all people in the town. We need more diverse board members of all the county department boards.
- Loose dogs are an issue. And the traffic is building.
- Loss of farm land

- Loss of farm land
- Making the county safer and the Sheriff's office responsible for their actions.
- Managing growth of new housing subdivisions.
- Managing growth.
- Managing the large growth and healthcare services.
- Massive population growth without addressing infrastructure issues. Continued building with no thought to improving traffic problems or dwindling of resources.
- Money and Masons run the show.
- More citizens and traffic
- More places to shop for clothing, gifts, etc.
- More services to help the needy.
- Need better grocery stores in central Harnett, then deal with the traffic.
- Need more corporate jobs to increase people's income/wages/pay
- Need more schools
- Needs retail stores besides a Walmart and grocery stores besides food lion residents have to travel to other counties to shop and they receive the sales taxes instead of keeping it in county
- New housing development and subdivisions causing unsafe speeding on Highway 27. Four years ago it was safe to ride a bicycle on Highway 27. If you ride a bike on Highway 27. It's absolutely unsafe.
- New subdivisions taking over farm land. There are too many people, the highways are too crowded and the schools and utilities can't keep up.
- No retail!! We need a Walmart badly. NOT a Target! Need more shops! More American restaurants.
- Not enough entertainment here and Traffic on the 210/421/401 HWYS
- Not enough GOOD restaurants, shopping without traveling 30 minutes to another county
- Not enough large companies to hire people, everyone must go out of county to work. Nothing for young teenagers to do to keep out of trouble. ( movies, skating rings) All monies are spent out of county.
- Not enough presence of law enforcement
- Not enough quality business, roads in Lillington to support growth
- Not enough roads for the amount of traffic. Very few options for dining, especially breakfast, no options for internet
- Not enough schools. The school are old the county has not kept up with growth.
- Not enough services in Western Harnett. We have a large community with very little support
- Orderly growth and services for growth
- Our public schools
- Outdated and overcrowded schools, lack of affordable housing.
- Over building. ADDING way to many housing developments
- Over crowding
- Over crowding
- Over developing
- Over developing

- Over development by developers building way too many houses/development. I came here for hometown feel and now losing that with over development and very significant increase in car traffic and aggressive drivers on the road (not stopping at stop sign, unsafely passing on one lane road, etc.). No longer feel safe driving on roads.
- Over growth of homes, with an education system that is not developing same rate.
- Over growth! Too many cheap houses being built. We are quickly losing our rural areas. Not to mention houses are poor quality and too high a price.
- Over population from all the building of houses and not enough grocery stores, and other shopping to handle the growth. DMV needs to not be on this main street. No parking.
- Overbuilding and the resulting traffic congestion and lack of services that come with overbuilding.
- Over crowding
- Overcrowding and safety on roads.
- Overdevelopment is a major, horrible issue. It has negatively impacted this county in devastating ways, not just because it's been unchecked, but because the developers are not forced to pay for improvements or ensure the impact of all the new homes and people that comes with it, are set up for success. The developers are not paying impact fees or doing anything but the bare minimum to alleviate the vast crowds of people now filling up the county. My kids are in overcrowded, underfunded, under-resourced schools. A county commissioner is ALSO the county school superintendent??? How does one effectively do BOTH jobs? The traffic and lack of roads large enough to handle this new traffic makes driving anywhere a chore, especially at certain times of day. Try making a left turn from Tippet Rd in Angier onto Hwy 210 at rush hour. It's a serious safety issue! Harnett County has a couple of Harbor Freight businesses now. But fun places like the Hive and GypsySoul close down because the downtown area is not developed and the 421/210/401 hwy running through town keeps pedestrians from feeling safe in a shopping district. All recreation is either bowling or tubing, which is nice, but there needs to be more for people to do IN Harnett County! We've turned into a bedroom community. The commissioners listen to their crooked friends and business partners and build TWO cement and asphalt plants right in the middle of town and a bunch of brand new residences! What is wrong with them?? Anyway, this county could still turn things around, but the building needs to be capped.
- Over development.
- Overly populated by homes forcing animals out of their natural habitat/ getting killed. Not enough business. Loss of farm land due to all of the building. Homeless people population growing rapidly along side drugs/crime. Jail major issues constantly
- Over taxation
- People that are homeless and people that can't get snap because they don't make the cut that the system set up. Eat or pay a bill ,it is a shame.
- Please slow down on letting these developers in. We can even compete to buy land and these people are destroying our chances. Do not rezone - we live on the edge of city limits and have animals. We bought as RA-30 and need to stay RA-30. These developers do not need to rezone our farmland for cheap houses and out of towners to move here. This is a farm town not Raleigh. Traffic is horrible every day, the grocery store is packed, and lanes are constantly shut down due to construction on these new houses. No one that lives here wants development, we don't want

resining, and we don't want to be priced out of buying land by some company from New York or China.

- Political influence and interference in county governance and the lack of economic growth.
- Poor education system due to over crowding. Seems Harnett county likes the tax money they get from new builds and homes but are unwilling to use it to help those already living in Harnett county.
- Poor inadequate education system, over building, poor infrastructure
- Poor planning, e.g. overbuilding too quickly.
- Poor quality schools
- Preparing for an increasing population. This means making sure the proper infrastructure is in place to support the increase such as schools, roads, sewers, and water.
- Preventing over development of homes and "big box" businesses.
- Prices seem to be increasing for no apparent reason and wages are not keeping up with them. The work on 95 is crushing businesses around here and is an inconvenience for those who need to get to work. That should have been handled better. Also the water pipe breaks every 6 months is a bit ridiculous too.
- Properly managing residential growth, encouraging industrial growth, and preserving farmlands.
- Property taxes have become to high.
- Public safety-roads are dangerous to drive on; people drive too fast; local roads are very dark (poorly lit)
- Public safety and driver safety.
- Public safety and medical care
- Public safety and too many multi family home developments like townhomes
- Public transportation
- Publicly funded education of our children. Having a free and effective public education system is a major component of our strength as a nation.
- Quality of Education System.
- Racism in leadership. Attempted voter suppression by altering poll places
- Rapid growth and infrastructure
- Rapid growth without infrastructure in place beforehand. Throwing up sub divisions without proper & thoughtful planning. Lack of amenities causing an exodus of sales tax revenue.
- Recruiting professionals to work in the area.
- Roads and infrastructure for the fast growth. So we learn from the problems surrounding counties have had from explosive growth.
- Roads and landfill and for the farmers
- Roads and schools as the County grows are becoming increasingly congested
- Roads are so bad! Most roads in town and the country areas are just terrible!
- Roads, overcrowding and limited internet.
- Safety and drugs
- Satisfied with all
- Saving our land, while allowing room to grow.
- School systems and overcrowding. Why haven't we built highland high school?
- Schools, and childcare, need for ymca

- Senior citizens taxation.
- Services, activities and safety for Elders/Elder care. We relocated our mother here from Durham Co. and the services are underwhelming. The Dept of Aging/DSS needs improvement/expansion
- Sidewalks are horrible and the water bill.
- SMART GROWTH! We are allowing ourselves to be overrun with residential development without adequately planning for the commercial and industrial growth necessary to provide jobs for new residents and contribute to the tax base.
- Stop building houses and improve SCHOOLS
- Stop building houses on every single acre of farmland and forest. Stop bringing so many people here to run up costs and overwhelm the schools and services available. The county is already overcrowded and not the place I have always loved and there is too much traffic for the road roads, too many kids for the schools, too many people for the area and the services.
- "Stop the overdevelopment of farmland.
- Roads are dangerous.
- Flooding from too much concrete "
- STRAY ANIMALS ,BACK YARD DOG BREEDING, DUMPED DOGS AND CATS .. its sickening and something needs to change this back yard breeding needs to be stopped!!!
- Subpar infrastructure, especially in inclement weather. Very little community engagement events
- Substance use disorders and homelessness
- Tax base increase and no improvement in services provided. 2 years ago my taxes doubled and there has been no increase in county based services.
- Tax rates being so high is one of the major issues I see. Add living in town to the bill and it is a lot of money for the services that are provided. I worry about the counties fire service also with twenty-four-hour staffing and relying on all volunteers. Lillington does not even have a ladder truck.
- Taxes and health care.
- Taxes, jobs and affordable rent.
- taxing the elderly
- Teacher shortage
- The amount of nature being demolished and overpriced houses being built. It reduces the charm that makes our county unique.
- The condition of the roads and the trash lining the roadsides. It's disgusting and embarrassing
- The cost of rent! There are families, where both parents work, but b/c of the extreme rent, these families are unable to rent a home. Instead have to rely on family and/or friends, or the worst case, living in cars, living in tents and/or abandoned buildings.
- The county had been so focused on building new homes and have not focused on the infrastructure that is involved from schools, water and sewer, and roads. In my opinion if you want to continue to build homes then make major changes in the infrastructures that I included above.
- The county ignores the population south of 421. Lumping them with Cumberland County for public transportation. There are almost no public parks once you get more than a couple of miles south of the 421 corridor. The roads are very narrow not kept up and only the major roads have recently painted lines. The idea that future development should be on the backs of current

residents is ridiculous. Many of us are retired and on fixed incomes. We should not be responsible for creating infrastructure for future water, sewage and electricity while we don't have all of those amenities is beyond stupid. Start charging the developers making millions.

- The encroaching urban sprawl from Wake County. The amount of homes that have sprung up in places like Angier, Lillington, Coats, etc. for those that work/play in Wake County is crazy. Harnett County gets left by the wayside and only gets the property taxes from those folks, while they still congest our roads, use our parks and essential services.
- The explosive growth in the Angier / Lillington area.
- The government.
- The hospital needs greater prominence regarding excellent services provided.
- The housing growth is too fast in comparison to the schools, healthcare, and other support needs.
- The huge influx of homes being built with no public input on land use.
- The influx of new residents from out of state.
- The lack of response from the Sheriff's department. The ability of the deputy to use their discretion on calls, rather than actually implementing the actual written laws!
- The large number of illegal immigrants.
- The mail delivery in Lillington is horrendous. We, at times, do NOT get mail for a week! The postmaster at the Lillington PO is rude and has no sense of urgency. Every week we complain. Same excuse: We are short carriers. The first time: We are short five carriers. Receiving mail that are past due dates. Took 1.5 weeks to mail a letter to NJ. I sent a very important piece of mail to the CEO of my employer. It was barcoded incorrectly and was sent to the wrong city in New York. I use Angier and/or Buies Creek. NO ONE seems to be addressing this. How would you like for this to happen to you?
- The most important issue facing the county, is the total lack of planning for all of the new developments that are popping up... there is no way the roads can handle all of the traffic that is coming along with the people. There is no way that the power grid can handle all of the people that are moving in.. most importantly, the apparent lack of planning for roads, maybe some of you never leave your office or live in town, but the amount of traffic is utterly ridiculous.. again lack of planning and just wanting to be like Wake county is the biggest hurdle to Harnett County right now.. it is dumb
- The most important issue for the County is providing employment opportunities to support the growth occurring in the region and good schools for families moving to the area. Without jobs, people will not stay and growth will become stagnant. Also, commuting to the Triangle area or Fayetteville from Harnett County is time consuming. If schools are not good, work force will suffer.
- The most important issue is the expenses of houses, the health departments wait time (doctors dentists etc.), the environment, there's people under the influence all the time or on drugs. And the education, the schools need more classes and teachers and more transportation to those who take college courses. Would be better if buses were provided instead of them learning online. In reality would be better.
- The most important issue needs to be expanding medical services in this area especially specialist doctors. There is plenty of room for growth in Lillington and good roads. We need

more restaurants and retail locations to shop so the money stays in Harnett County and to keep property taxes low. Everyone goes to Wake to shop and eat. Keep those \$\$\$ in this county.

- The most important issue, I feel like, is the rapid construction of homes being built without the infrastructure to support them. As a small business owner, I'm all for growth, I need it. However, we don't have the road capacity or the school capacity at this time to support rapid growth. Growth is fantastic, it just needs to be controlled a little.
- The number of new houses that are unaffordable the county. There seems to be little protection for Farmers or for resources such as water and schools that are needed for the incoming amount of people.
- The overcrowding schools!! Our high schools can not hold the amount of students safely without more resources! One sro for almost 2000 students is too much
- The public school system needs an overhaul.
- The recent influx of residents, and no new services, i.e.. grocery stores, schools, roads and infrastructure. No planning being done for the recent amount of citizens.
- The rezoning of residential areas into commercial zones. The short term planning and development plan included input from the residents; however, it seems to contradict in areas with the 2040 plan. It seems the planning department favors the 2040 plan when making rezoning recommendations. Also, I really don't want to see more modular developments in western Harnett. I realize this makes homes affordable but if you check the jail, many of the inmates from this area have home addresses found in these developments. One particular subdivision is Heritage Village off of Hwy 24.
- The school system as a whole is underperforming due to lack of financial support and a high staff turnover rate.
- The spillover from Wake County and Cumberland for housing means traffic issues.
- The sprawling growth from Raleigh
- The supply of affordable housing due to pressures of population growth in Wake County.
- There are too many subdivisions being allowed to build here. Our infrastructure is not prepared for the amount of people swarming in! Our woodland is being destroyed because of all this growth. I would love for it to stop. I know that growth is important but we're at overgrowth already. This influx is what is taking away the beauty of living here. Property Tax costs are causing our farm land to be sold because the upcoming generation cannot afford to keep it going and have a comfortable living. It's causing a lot of problems even within the family dynamic. There's got to be a better way to help people keep the land they have watched their forefathers work so hard to preserve for generations to come. It's really all just too much to fast!!! The people like me that have lived here all our lives want to remain in the small country setting. We're so close to losing any part of the "country " setting and lifestyle. It's truly heartbreaking. And our County Government can change this if they curve all the financial desires !
- To get cops that care about the issues half of them don't do the job they are supposed to do
- To many new sub divisions going in. Traffic through Lillington major roads is gotten really bad.
- To many people, loss of land, roads are terrible and the water is disgusting. How about free water testing
- Too many house building permits issued. Better trash centers need something like wake county. Too much large trash items being dumped along road sides.

- Too many houses being built and these contractors should have to pay a surcharge for all these new houses needing water electrical hookups instead of building and grabbing the money and run to the next house
- Too many houses being built and traffic is horrible on Highway 210 between Lillington and Angier
- Too many houses being built.
- Too many housing developments
- Too many housing developments are being approved by our county. No real conservation of farm land and natural areas. We do not have the infrastructure in place to support the growth of Harnett County. Cost of living and property taxes increasing and wages are not increasing at a rate to support it.
- Too many housing developments with the infrastructure
- Too many housing developments without the growth of retail and restaurants. Business is needed to support the infrastructure needed to support all the new homes. We can't send all our money to wake county and only be a bedroom community. We need retail and restaurants to keep money in county and provide an adequate tax base not dependent on residential property taxes that make home ownership problematic.
- Too many housing developments, too many multi story houses/apartments . Need more affordable, one level housing for older adults. too much traffic, not enough recycling facilities. The one in Comes bury needs expanding Angier area needs recycling center, need no kill shelter w expansion to include spay/ neuter programs. cat population huge need affordable spay neuter. Put shelter animals in program w prisoners to help both. More mental health services, the one place in Buies Creek is outdated and needs improvement
- Too many illegals and growing way too fast.
- Too many new homes and overcrowded schools. Poor education in schools
- Too many new subdivisions in central Harnett County and lack of middle and school capacity
- Too many people and the infrastructure is not keeping up. Too few restaurants, stores and schools.
- Too many people moving here...too many houses going up all on septic tanks.
- Too many people, not enough schools, hospitals or roads.
- Too many section eight houses being built. If you restrict them and encourage higher priced homes, it will help with drug issues. You need industry in the immediate vicinity to attract these higher priced homes.
- Too many subdivisions going up and the loss of farm land and wildlife preservation!! Taxes going up in return nothing showing improvement for our communities
- Too much building and population growth that puts a burden on school population and vehicles on the roads. Poor planning. Wanting more tax revenue and population growth without making sure communities, especially schools, can handle the growth.
- Too much development
- Too much development
- Too much expansion. Road, schools do not support infrastructure.
- Too much Growth,
- Too much land being developed with low quality housing and no infrastructure to support it.

- Too much population growth with no infrastructure and support services (stores, restaurants) better schools, park accessibility for disabled children, covered playgrounds for heat sensitive children
- Too much rapid development. Stop building houses.
- Traffic and high costs
- Traffic and road structure.
- Traffic associated with continued growth
- Traffic conditions some rural roads need to be better maintained, speeding is a big problem on many rural roads
- traffic congestion
- Traffic congestion in Lillington. To many housing developments being built before road infrastructure can support them
- Traffic control devices
- Traffic is ridiculous! Too much growth, roads can't handle it.
- Traffic, building up too fast. Infrastructure
- Traffic. We need a rail connection to Raleigh for Piedmont passenger trains
- Transportation
- Transportation and drug dependency and income.
- Unchecked growth with no improvements or expansion to infrastructure; little to no enforcement of driving standards or vehicle safety laws - the roads are the wild west; need to fund school programs that ARE NOT boy's football - like girls' sports and the arts and sciences; pressure to reduce taxes to attract residents means no funds to create and run a healthy and safe community;
- Uncontrolled growth
- Uncontrolled growth with no industry development. Poor quality housing with each new development looking the same. Parks and recreation need to take a field trip and see what other communities are doing to attract families.
- Uncontrolled growth.
- Understanding what problems needing to be addressed before the extreme growth continues. Infrastructure needs addressed before allowing rampant building.
- Unmanaged growth!!!
- Unplanned growth
- walkability
- Water quality and issues of moving more water out of the county. Having more and more issues with black and pink gunk covering all areas where water runs inside our house. Seeing a lot of the same complaints with other Harnett neighborhoods in the nextdoor app.
- Water quality is the number one issue facing Harnett County. There should be better purification systems against PFAS for the drinking water sent to homes. And just as important the public school system needs more investment and better care.
- Water quality, crime, lack of officer catching people driving reckless and speeding on back roads
- We do not have sufficient infrastructure to support all the new home construction/new families. Too much on a strained system.
- We need a shelter to help the homeless.

- We need more doctors we have to drive to Wake county for our Healthcare ,crime is rampant .  
Need access to more grocery stores .
- We need more schools.
- WE NEED TO SLOW GROWTH! THE INFRASTRUCTURE IS NOT IN PLACE! LET'S KEEP THE RURAL FEELING! WE DON'T WANT TO BE ANOTHER WAKE COUNTY!



# Survey Instrument



## Harnett County Manager's Office

Brent Trout, County Manager  
PO Box 759 (Mailing)  
455 McKinney Parkway (Physical)  
Lillington, NC 27546  
(910) 893-7555  
[btrout@harnett.org](mailto:btrout@harnett.org)  
[www.harnett.org](http://www.harnett.org)

December 2025

Dear Harnett County residents,

Harnett County is one of the fastest growing counties in North Carolina. As we continue to grow, we remain committed to making a positive impact in our community by turning our vision into action. Our 2032 Strategic Plan serves as a guide for this vision which outlines our goals, priorities, and the direction for moving Harnett County forward.

As we plan for the future, your input is essential. We want you to play an active role in shaping the future of our community, which is why we are reaching out today. We invite you to participate in the **2025 Harnett County Community Survey**.

This is your opportunity as residents of Harnett County, to share your thoughts and feedback on the County's strengths, challenges, and priorities including topics such as the services we provide, your level of satisfaction, and what matters most to you.

Your feedback will help us create a clear roadmap for Harnett County's future and ensure we continue moving forward together, in one direction, as a united community. This survey will take approximately 10 to 15 minutes to complete.

Please return your survey within the next two weeks. Your responses will remain confidential. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you would like to complete the survey online, please use the link here: **[harnettcountysurvey.org](http://harnettcountysurvey.org)**.

If you have any questions please contact, Harnett County Government County Managers Office at (910) 893-7555.

Sincerely,

A handwritten signature in blue ink that reads "Brent Trout". The signature is written in a cursive, flowing style.

Brent Trout

Harnett County Manager

## 2025 Harnett County Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the County's planning process and will be used by County leaders to make planning and investment decisions. If you prefer, you can take this survey online at [harnettcountysurvey.org](http://harnettcountysurvey.org).

### 1. **Perceptions of Harnett County.** Please rate the quality of the following.

How would you rate Harnett County...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a community that is moving in the right direction	5	4	3	2	1	9
02. As a place to attend college or a university	5	4	3	2	1	9
03. As a place to live	5	4	3	2	1	9
04. As a place to play	5	4	3	2	1	9
05. As a place to raise children	5	4	3	2	1	9
06. As a place to retire	5	4	3	2	1	9
07. As a place to start a business	5	4	3	2	1	9
08. As a place to visit	5	4	3	2	1	9
09. As a place to work	5	4	3	2	1	9
10. As a place where you can earn a living wage	5	4	3	2	1	9
11. As a place where you can find affordable housing	5	4	3	2	1	9
12. As a place where you feel welcome regardless of race/ethnicity	5	4	3	2	1	9
13. Availability of internet services in your area	5	4	3	2	1	9
14. Overall image or reputation of the County government	5	4	3	2	1	9

### 2. **Core County Services.** Please rate your overall satisfaction of these major categories of services provided by Harnett County.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of Harnett County Social Services	5	4	3	2	1	9
02. Quality of Harnett County's Soil and Water Conservation Services	5	4	3	2	1	9
03. Quality of County Library System	5	4	3	2	1	9
04. Quality of County Development Services	5	4	3	2	1	9
05. Quality of Emergency 911 Services	5	4	3	2	1	9
06. Quality of Emergency Medical Services (EMS)	5	4	3	2	1	9
07. Quality of the County's Election Services	5	4	3	2	1	9
08. Quality of the County's Solid Waste Services	5	4	3	2	1	9
09. Quality of the County's Parks and Recreation Services	5	4	3	2	1	9
10. Quality of the County's Health Department	5	4	3	2	1	9
11. Quality of the County's Tax Department	5	4	3	2	1	9

### 3. Which **THREE** services listed in Question 2 should receive the most emphasis from County leaders over the next two years? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**4. Communication.** Please **CHECK ALL** of the sources listed below that you and members of your household use to learn about Harnett County news, events, and to get other County information. *[Check all that apply.]*

- (01) Harnett.org
- (02) Harnett County social media accounts (Facebook, X, Instagram, etc.)
- (03) Printed mailers from the County in your Harnett Regional Water bill
- (04) Harnett County YouTube channel
- (05) Print/Newspaper
- (06) Local radio
- (07) Local TV news
- (08) Friends/family - word of mouth
- (09) Harnett County electronic newsletter to your email
- (10) In-person engagement and events
- (11) Other: \_\_\_\_\_

**5. From which THREE sources of information listed in Question 4 would you prefer to get information from the County?** *[Write in your answers below using the numbers from the list in Question 4, or circle "NONE."]*

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**6. Please rate your satisfaction with each of the following.**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Availability of information about Harnett County services and activities	5	4	3	2	1	9
02.	County efforts to connect you with resources like community engagement markets, election resources, property assessment, and public health services	5	4	3	2	1	9
03.	Level of public involvement in County decision making	5	4	3	2	1	9
04.	Timeliness of information provided by the County	5	4	3	2	1	9
05.	How easy the County's website (Harnett.org) is to use	5	4	3	2	1	9
06.	Quality of the Harnett County YouTube channel information	5	4	3	2	1	9
07.	Quality of the County's social media outreach (Facebook, X, LinkedIn, etc.)	5	4	3	2	1	9
08.	County efforts to be open and transparent with information about County issues, services, and performance	5	4	3	2	1	9
09.	Effectiveness of County communication with the public	5	4	3	2	1	9
10.	Information provided through the County emergency alert system (Rave App)	5	4	3	2	1	9
11.	Communication about programming and events at community parks, libraries, and facilities	5	4	3	2	1	9

**7. From which THREE sources of information listed in Question 6 above would you prefer to get information from the County?** *[Write in your answers below using the numbers from the list in Question 6, or circle "NONE."]*

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**8. If there were an emergency and a temporary evacuation were required, where would you go?** *[Check all that apply.]*

- (1) Friend or family's home out of state
- (2) Friend or family's home in Harnett County
- (3) I would not evacuate
- (4) Friend or family's home in state, but out of the County
- (5) Emergency shelter

**9. During the past year, have you or other members of your household contacted employees of Harnett County or visited the County's website to seek services, ask a question, or file a complaint?**

(1) Yes *[Answer Q9a.]*     (2) No *[Skip to Q10.]*

**9a. Customer Service.** Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County government department(s) you contacted.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy the County government was to contact	5	4	3	2	1	9
2. Courtesy of County employee(s) you interacted with	5	4	3	2	1	9
3. Accuracy of the information you were given	5	4	3	2	1	9
4. Appropriateness of County employees' response	5	4	3	2	1	9
5. Timeliness of County employees' response	5	4	3	2	1	9
6. The resolution of your issue/concern	5	4	3	2	1	9
7. Overall quality of customer service received	5	4	3	2	1	9

**10. Safety and Emergency Services.** Please rate each statement about public safety using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. I feel safe at my home	5	4	3	2	1	9
2. I feel safe out in the community and away from my home	5	4	3	2	1	9
3. When I need help and call 911, I know trained responders will arrive quickly	5	4	3	2	1	9
4. Harnett County Sheriff's Office provides high quality services (e.g., law enforcement, judicial services, and detention/jail)	5	4	3	2	1	9
5. Harnett County EMS provides high quality services	5	4	3	2	1	9
6. Fire departments throughout Harnett County provide high quality services	5	4	3	2	1	9
7. Harnett County responds well to natural disasters and severe weather	5	4	3	2	1	9

**11. Medical Health Care.** Please rate each statement about medical health care resources in Harnett County using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. Access to medical health care services in my community (e.g., public health clinics, private doctor offices, urgent care, hospitals and emergency rooms, dental offices)	5	4	3	2	1	9
2. Quality of medical health care services in my community	5	4	3	2	1	9

**12. Barriers to Medical Health Care.** Thinking of yourself and others in your household, please indicate how much of a barrier each of the following are to accessing medical health care, using a scale of 1 to 5, where 5 means "Not a Barrier" and 1 means "Major Barrier."

	Not a Barrier	Minor Barrier	Moderate Barrier	Significant Barrier	Major Barrier	Don't Know
01. Cost of healthcare (e.g., doctor bills, no insurance coverage)	5	4	3	2	1	9
02. Cost of prescriptions (e.g., copays, no insurance coverage)	5	4	3	2	1	9
03. Not enough doctors or clinics	5	4	3	2	1	9
04. Long wait times for appointments	5	4	3	2	1	9
05. Doctor's hours don't work with my schedule	5	4	3	2	1	9
06. Language barriers or hard to understand what doctors say or write	5	4	3	2	1	9
07. Afraid or don't trust doctors or the healthcare system	5	4	3	2	1	9
08. Feeling judged or embarrassed about going to the doctor	5	4	3	2	1	9
09. No way to get to the doctor or clinic (lack of transportation)	5	4	3	2	1	9
10. Access to doctors with similar backgrounds as me	5	4	3	2	1	9
11. No one to watch my kids while I go to the doctor (lack of childcare)	5	4	3	2	1	9

**13. Have you or anyone in your household experienced problems or challenges seeking medical health care in the last two years?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

**14. Behavioral Health. Have you, or someone close to you, sought the following behavioral healthcare services anytime in the last two years? Know that your responses are confidential. [Check all that apply.]**

- \_\_\_(1) Counseling or therapy (including individual, group, family, couples/marriage)
- \_\_\_(2) Peer support groups
- \_\_\_(3) Community-based programs (including day programs and residential treatment)
- \_\_\_(4) Mental health services (for diagnoses such as depression, anxiety, bipolar, etc.)
- \_\_\_(5) Crisis intervention (including mobile crisis or suicide prevention)
- \_\_\_(6) Substance use treatment or counseling
- \_\_\_(7) None of the above

**15. Barriers to Behavioral Health. Thinking of yourself or someone close to you, please indicate how much of a barrier each of the following are to accessing behavioral health care, using a scale of 1 to 5, where 5 means "Not a Barrier" and 1 means "Major Barrier."**

		Not a Barrier	Minor Barrier	Moderate Barrier	Significant Barrier	Major Barrier	Don't Know
1.	Cost of behavioral health care (therapy or counseling fees, insurance coverage)	5	4	3	2	1	9
2.	Not enough counselors or behavioral health providers nearby	5	4	3	2	1	9
3.	Afraid or don't trust counselors or behavioral health services	5	4	3	2	1	9
4.	Feeling judged or embarrassed for needing behavioral health care	5	4	3	2	1	9

**16. Please rate your satisfaction with Harnett County Government in the areas below.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The value of services I receive from Harnett County Government in return for the amount of taxes and fees I pay	5	4	3	2	1	9
2. Customer service provided by Harnett County employees	5	4	3	2	1	9
3. Availability of information about Harnett County Government services and programs	5	4	3	2	1	9
4. Opportunities for resident engagement and participation in Harnett County	5	4	3	2	1	9

**17. Future Priorities for the County. Please rate the future importance of each of the following items as they relate to the County's future using a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important."**

Rate your priorities for the future	Very Important	Important	Neutral	Not Important	Not at all Important	Don't Know
01. Expanding public transportation options	5	4	3	2	1	9
02. Providing access to housing	5	4	3	2	1	9
03. Providing access to quality healthcare	5	4	3	2	1	9
04. Providing access to quality mental healthcare	5	4	3	2	1	9
05. Increasing conservation of farms and environmentally sensitive land	5	4	3	2	1	9
06. Reducing substance use disorder	5	4	3	2	1	9
07. Increasing opportunities for recreation and culture	5	4	3	2	1	9
08. Increasing opportunities to age in place	5	4	3	2	1	9
09. Improving early childhood education	5	4	3	2	1	9
10. Increasing public safety	5	4	3	2	1	9
11. Increasing access to high-speed internet	5	4	3	2	1	9
12. Improving water quality	5	4	3	2	1	9

**18. Why do you choose to live in Harnett County?**

---



---

**19. In your opinion, what's the most important issue facing Harnett County?**


---



---

**Demographics** *Your individual responses will remain confidential.***20. Including yourself, how many people in your household are...**

Under age 5: \_\_\_\_\_ Ages 15-19: \_\_\_\_\_ Ages 35-44: \_\_\_\_\_ Ages 65-74: \_\_\_\_\_  
 Ages 5-9: \_\_\_\_\_ Ages 20-24: \_\_\_\_\_ Ages 45-54: \_\_\_\_\_ Ages 75+: \_\_\_\_\_  
 Ages 10-14: \_\_\_\_\_ Ages 25-34: \_\_\_\_\_ Ages 55-64: \_\_\_\_\_

**21. What is your age?** \_\_\_\_\_ years**22. Are you of Hispanic or Latino ancestry?** \_\_\_\_ (1) Yes \_\_\_\_ (2) No**23. Which of the following best describes your race/ethnicity? [Check all that apply.]**

\_\_\_\_ (01) Asian or Asian Indian \_\_\_\_\_ (04) White  
 \_\_\_\_ (02) Black or African American \_\_\_\_\_ (05) Native Hawaiian or other Pacific Islander  
 \_\_\_\_ (03) American Indian or Alaska Native \_\_\_\_\_ (99) Other: \_\_\_\_\_

**24. How many years have you lived in Harnett County?** \_\_\_\_\_ years**25. Would you say your total annual household income is...**

\_\_\_\_ (1) Under \$30,000 \_\_\_\_\_ (4) \$70,000 to \$89,999 \_\_\_\_\_ (7) \$175,000 or more  
 \_\_\_\_ (2) \$30,000 to \$49,999 \_\_\_\_\_ (5) \$90,000 to \$119,999  
 \_\_\_\_ (3) \$50,000 to \$69,999 \_\_\_\_\_ (6) \$120,000 to \$174,999

**26. Your gender:** \_\_\_\_ (1) Male \_\_\_\_ (2) Female \_\_\_\_ (3) I prefer to self-identify: \_\_\_\_\_**27. Please check the employment scenario that applies to you.**

\_\_\_\_ (1) I work one job \_\_\_\_\_ (3) I have occasional work in addition to my normal employment  
 \_\_\_\_ (2) I have two or more jobs \_\_\_\_\_ (4) None of these apply to me

**28. What is the highest level of education you have completed?**

\_\_\_\_ (1) Some high school or less \_\_\_\_\_ (4) Associate degree  
 \_\_\_\_ (2) High school diploma or equivalent \_\_\_\_\_ (5) Bachelor's degree  
 \_\_\_\_ (3) Some college but no degree \_\_\_\_\_ (6) Graduate degree or higher

**29. Would you be willing to participate in future surveys sponsored by Harnett County?**

\_\_\_\_ (1) Yes [Answer Q29a.] \_\_\_\_ (2) No

**29a. Please provide your contact information.**

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**This concludes the survey. We appreciate your time!**

Please return your completed survey in the enclosed return-reply envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information to the right will ONLY be used to help identify needs and priorities in your area. Thank you!