

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

(N=145)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a community that is moving in the right direction	2.1%	21.4%	20.7%	28.3%	23.4%	4.1%
Q1-2. As a place to attend college or a university	10.3%	25.5%	27.6%	10.3%	17.9%	8.3%
Q1-3. As a place to live	9.0%	34.5%	16.6%	25.5%	11.0%	3.4%
Q1-4. As a place to play	3.4%	15.9%	17.2%	30.3%	29.7%	3.4%
Q1-5. As a place to raise children	6.2%	25.5%	24.1%	21.4%	16.6%	6.2%
Q1-6. As a place to retire	8.3%	24.1%	19.3%	16.6%	26.9%	4.8%
Q1-7. As a place to start a business	4.1%	20.7%	20.7%	17.9%	24.8%	11.7%
Q1-8. As a place to visit	4.8%	15.9%	19.3%	29.7%	26.2%	4.1%
Q1-9. As a place to work	2.1%	20.0%	22.1%	26.2%	23.4%	6.2%
Q1-10. As a place where you can earn a living wage	1.4%	6.9%	17.9%	32.4%	34.5%	6.9%
Q1-11. As a place where you can find affordable housing	0.7%	21.4%	23.4%	20.7%	30.3%	3.4%
Q1-12. As a place where you feel welcome regardless of race/ethnicity	5.5%	29.7%	26.9%	12.4%	21.4%	4.1%
Q1-13. Availability of internet services in your area	6.9%	27.6%	9.7%	21.4%	33.1%	1.4%
Q1-14. Overall image or reputation of County government	2.8%	15.2%	23.4%	19.3%	33.8%	5.5%

**WITHOUT DON'T KNOW**

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

(N=145)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a community that is moving in the right direction	2.2%	22.3%	21.6%	29.5%	24.5%
Q1-2. As a place to attend college or a university	11.3%	27.8%	30.1%	11.3%	19.5%
Q1-3. As a place to live	9.3%	35.7%	17.1%	26.4%	11.4%
Q1-4. As a place to play	3.6%	16.4%	17.9%	31.4%	30.7%
Q1-5. As a place to raise children	6.6%	27.2%	25.7%	22.8%	17.6%
Q1-6. As a place to retire	8.7%	25.4%	20.3%	17.4%	28.3%
Q1-7. As a place to start a business	4.7%	23.4%	23.4%	20.3%	28.1%
Q1-8. As a place to visit	5.0%	16.5%	20.1%	30.9%	27.3%
Q1-9. As a place to work	2.2%	21.3%	23.5%	27.9%	25.0%
Q1-10. As a place where you can earn a living wage	1.5%	7.4%	19.3%	34.8%	37.0%
Q1-11. As a place where you can find affordable housing	0.7%	22.1%	24.3%	21.4%	31.4%
Q1-12. As a place where you feel welcome regardless of race/ethnicity	5.8%	30.9%	28.1%	12.9%	22.3%
Q1-13. Availability of internet services in your area	7.0%	28.0%	9.8%	21.7%	33.6%
Q1-14. Overall image or reputation of County government	2.9%	16.1%	24.8%	20.4%	35.8%

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

(N=145)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of Harnett County Social Services	3.4%	15.2%	29.7%	9.0%	11.7%	31.0%
Q2-2. Quality of Harnett County's Soil & Water Conservation Services	4.1%	19.3%	23.4%	13.1%	13.8%	26.2%
Q2-3. Quality of County Library System	13.8%	40.7%	22.8%	1.4%	4.8%	16.6%
Q2-4. Quality of County Development Services	1.4%	6.2%	22.1%	17.2%	27.6%	25.5%
Q2-5. Quality of Emergency 911 Services	16.6%	29.0%	25.5%	4.8%	4.8%	19.3%
Q2-6. Quality of Emergency Medical Services (EMS)	15.2%	31.0%	23.4%	4.8%	4.8%	20.7%
Q2-7. Quality of County's Election Services	6.9%	27.6%	31.0%	8.3%	15.2%	11.0%
Q2-8. Quality of County's Solid Waste Services	9.7%	37.9%	24.8%	6.9%	8.3%	12.4%
Q2-9. Quality of County's Parks & Recreation Services	9.7%	31.7%	24.8%	12.4%	14.5%	6.9%
Q2-10. Quality of County's Health Department	4.8%	22.8%	29.0%	6.2%	7.6%	29.7%
Q2-11. Quality of County's Tax Department	2.8%	24.8%	26.2%	17.9%	13.8%	14.5%

**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=145)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of Harnett County Social Services	5.0%	22.0%	43.0%	13.0%	17.0%
Q2-2. Quality of Harnett County's Soil & Water Conservation Services	5.6%	26.2%	31.8%	17.8%	18.7%
Q2-3. Quality of County Library System	16.5%	48.8%	27.3%	1.7%	5.8%
Q2-4. Quality of County Development Services	1.9%	8.3%	29.6%	23.1%	37.0%
Q2-5. Quality of Emergency 911 Services	20.5%	35.9%	31.6%	6.0%	6.0%
Q2-6. Quality of Emergency Medical Services (EMS)	19.1%	39.1%	29.6%	6.1%	6.1%
Q2-7. Quality of County's Election Services	7.8%	31.0%	34.9%	9.3%	17.1%
Q2-8. Quality of County's Solid Waste Services	11.0%	43.3%	28.3%	7.9%	9.4%
Q2-9. Quality of County's Parks & Recreation Services	10.4%	34.1%	26.7%	13.3%	15.6%
Q2-10. Quality of County's Health Department	6.9%	32.4%	41.2%	8.8%	10.8%
Q2-11. Quality of County's Tax Department	3.2%	29.0%	30.6%	21.0%	16.1%

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

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of Harnett County Social Services	17	11.7 %
Quality of Harnett County's Soil & Water Conservation Services	9	6.2 %
Quality of County Library System	3	2.1 %
Quality of County Development Services	40	27.6 %
Quality of Emergency 911 Services	6	4.1 %
Quality of Emergency Medical Services (EMS)	9	6.2 %
Quality of County's Election Services	7	4.8 %
Quality of County's Solid Waste Services	6	4.1 %
Quality of County's Parks & Recreation Services	25	17.2 %
Quality of County's Health Department	5	3.4 %
Quality of County's Tax Department	10	6.9 %
None chosen	8	5.5 %
Total	145	100.0 %

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

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of Harnett County Social Services	12	8.3 %
Quality of Harnett County's Soil & Water Conservation Services	15	10.3 %
Quality of County Library System	6	4.1 %
Quality of County Development Services	14	9.7 %
Quality of Emergency 911 Services	8	5.5 %
Quality of Emergency Medical Services (EMS)	12	8.3 %
Quality of County's Election Services	10	6.9 %
Quality of County's Solid Waste Services	5	3.4 %
Quality of County's Parks & Recreation Services	24	16.6 %
Quality of County's Health Department	7	4.8 %
Quality of County's Tax Department	16	11.0 %
None chosen	16	11.0 %
Total	145	100.0 %

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

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of Harnett County Social Services	15	10.3 %
Quality of Harnett County's Soil & Water Conservation Services	16	11.0 %
Quality of County Library System	7	4.8 %
Quality of County Development Services	18	12.4 %
Quality of Emergency 911 Services	11	7.6 %
Quality of Emergency Medical Services (EMS)	12	8.3 %
Quality of County's Election Services	5	3.4 %
Quality of County's Solid Waste Services	6	4.1 %
Quality of County's Parks & Recreation Services	12	8.3 %
Quality of County's Health Department	8	5.5 %
Quality of County's Tax Department	8	5.5 %
None chosen	27	18.6 %
Total	145	100.0 %

**SUM OF TOP 3 CHOICES**

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

<u>Q3. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of Harnett County Social Services	44	30.3 %
Quality of Harnett County's Soil & Water Conservation Services	40	27.6 %
Quality of County Library System	16	11.0 %
Quality of County Development Services	72	49.7 %
Quality of Emergency 911 Services	25	17.2 %
Quality of Emergency Medical Services (EMS)	33	22.8 %
Quality of County's Election Services	22	15.2 %
Quality of County's Solid Waste Services	17	11.7 %
Quality of County's Parks & Recreation Services	61	42.1 %
Quality of County's Health Department	20	13.8 %
Quality of County's Tax Department	34	23.4 %
None chosen	8	5.5 %
Total	392	

**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	64	44.1 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	92	63.4 %
Printed mailers from County in your Harnett Regional Water bill	40	27.6 %
Harnett County YouTube channel	9	6.2 %
Print/newspaper	31	21.4 %
Local radio	8	5.5 %
Local TV news	35	24.1 %
Friends/family-word of mouth	72	49.7 %
Harnett County electronic newsletter to your email	19	13.1 %
In-person engagement & events	27	18.6 %
Other	2	1.4 %
Total	399	

**Q4-11. Other:**

	Number	Percent
Q4-11. Other		
Nextdoor app	1	50.0 %
Word of mouth, person observation	1	50.0 %
Total	2	100.0 %

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

Q5. Top choice	Number	Percent
Harnett.org	24	16.6 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	48	33.1 %
Printed mailers from County in your Harnett Regional Water bill	10	6.9 %
Harnett County YouTube channel	3	2.1 %
Print/newspaper	4	2.8 %
Local radio	1	0.7 %
Local TV news	9	6.2 %
Friends/family-word of mouth	1	0.7 %
Harnett County electronic newsletter to your email	19	13.1 %
In-person engagement & events	6	4.1 %
None chosen	20	13.8 %
Total	145	100.0 %

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

Q5. 2nd choice	Number	Percent
Harnett.org	25	17.2 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	28	19.3 %
Printed mailers from County in your Harnett Regional Water bill	15	10.3 %
Harnett County YouTube channel	5	3.4 %
Print/newspaper	6	4.1 %
Local radio	3	2.1 %
Local TV news	14	9.7 %
Friends/family-word of mouth	5	3.4 %
Harnett County electronic newsletter to your email	12	8.3 %
In-person engagement & events	7	4.8 %
None chosen	25	17.2 %
Total	145	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	13	9.0 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	9	6.2 %
Printed mailers from County in your Harnett Regional Water bill	12	8.3 %
Harnett County YouTube channel	2	1.4 %
Print/newspaper	10	6.9 %
Local radio	9	6.2 %
Local TV news	12	8.3 %
Friends/family-word of mouth	9	6.2 %
Harnett County electronic newsletter to your email	17	11.7 %
In-person engagement & events	10	6.9 %
None chosen	42	29.0 %
Total	145	100.0 %

**SUM OF TOP 3 CHOICES**

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

<u>Q5. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Harnett.org	62	42.8 %
Harnett County social media accounts (Facebook, X, Instagram, etc.)	85	58.6 %
Printed mailers from County in your Harnett Regional Water bill	37	25.5 %
Harnett County YouTube channel	10	6.9 %
Print/newspaper	20	13.8 %
Local radio	13	9.0 %
Local TV news	35	24.1 %
Friends/family-word of mouth	15	10.3 %
Harnett County electronic newsletter to your email	48	33.1 %
In-person engagement & events	23	15.9 %
None chosen	20	13.8 %
Total	368	

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

(N=145)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Availability of information about Harnett County services & activities	4.1%	19.3%	35.9%	15.9%	15.2%	9.7%
Q6-2. County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	2.8%	13.1%	29.0%	29.7%	15.9%	9.7%
Q6-3. Level of public involvement in County decision making	0.7%	6.2%	24.8%	26.2%	30.3%	11.7%
Q6-4. Timeliness of information provided by County	0.7%	11.0%	31.7%	22.8%	21.4%	12.4%
Q6-5. How easy County's website (Harnett.org) is to use	3.4%	23.4%	35.2%	17.2%	6.9%	13.8%
Q6-6. Quality of Harnett County YouTube channel information	1.4%	4.8%	20.7%	6.9%	4.1%	62.1%
Q6-7. Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	4.1%	22.1%	28.3%	11.7%	6.2%	27.6%
Q6-8. County efforts to be open & transparent with information about County issues, services, & performance	0.7%	9.0%	26.2%	25.5%	22.1%	16.6%
Q6-9. Effectiveness of County communication with the public	0.0%	12.4%	26.9%	33.1%	17.9%	9.7%
Q6-10. Information provided through County emergency alert system (Rave App)	0.7%	12.4%	25.5%	7.6%	6.2%	47.6%
Q6-11. Communication about programming & events at community parks, libraries, & facilities	2.1%	18.6%	29.7%	19.3%	9.0%	21.4%

**WITHOUT DON'T KNOW**

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

(N=145)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Availability of information about Harnett County services & activities	4.6%	21.4%	39.7%	17.6%	16.8%
Q6-2. County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	3.1%	14.5%	32.1%	32.8%	17.6%
Q6-3. Level of public involvement in County decision making	0.8%	7.0%	28.1%	29.7%	34.4%
Q6-4. Timeliness of information provided by County	0.8%	12.6%	36.2%	26.0%	24.4%
Q6-5. How easy County's website (Harnett.org) is to use	4.0%	27.2%	40.8%	20.0%	8.0%
Q6-6. Quality of Harnett County YouTube channel information	3.6%	12.7%	54.5%	18.2%	10.9%
Q6-7. Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	5.7%	30.5%	39.0%	16.2%	8.6%
Q6-8. County efforts to be open & transparent with information about County issues, services, & performance	0.8%	10.7%	31.4%	30.6%	26.4%
Q6-9. Effectiveness of County communication with the public	0.0%	13.7%	29.8%	36.6%	19.8%
Q6-10. Information provided through County emergency alert system (Rave App)	1.3%	23.7%	48.7%	14.5%	11.8%
Q6-11. Communication about programming & events at community parks, libraries, & facilities	2.6%	23.7%	37.7%	24.6%	11.4%

**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	30	20.7 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	13	9.0 %
Level of public involvement in County decision making	25	17.2 %
Timeliness of information provided by County	8	5.5 %
How easy County's website (Harnett.org) is to use	3	2.1 %
Quality of Harnett County YouTube channel information	3	2.1 %
Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	6	4.1 %
County efforts to be open & transparent with information about County issues, services, & performance	13	9.0 %
Effectiveness of County communication with the public	10	6.9 %
Communication about programming & events at community parks, libraries, & facilities	8	5.5 %
None chosen	26	17.9 %
Total	145	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	14	9.7 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	19	13.1 %
Level of public involvement in County decision making	19	13.1 %
Timeliness of information provided by County	20	13.8 %
How easy County's website (Harnett.org) is to use	8	5.5 %
Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	3	2.1 %
County efforts to be open & transparent with information about County issues, services, & performance	16	11.0 %
Effectiveness of County communication with the public	8	5.5 %
Information provided through County emergency alert system (Rave App)	1	0.7 %
Communication about programming & events at community parks, libraries, & facilities	6	4.1 %
None chosen	31	21.4 %
Total	145	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	8	5.5 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	11	7.6 %
Level of public involvement in County decision making	16	11.0 %
Timeliness of information provided by County	12	8.3 %
How easy County's website (Harnett.org) is to use	7	4.8 %
Quality of Harnett County YouTube channel information	2	1.4 %
Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	10	6.9 %
County efforts to be open & transparent with information about County issues, services, & performance	17	11.7 %
Effectiveness of County communication with the public	16	11.0 %
Information provided through County emergency alert system (Rave App)	2	1.4 %
Communication about programming & events at community parks, libraries, & facilities	9	6.2 %
None chosen	35	24.1 %
Total	145	100.0 %

**SUM OF TOP 3 CHOICES**

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

Q7. Sum of Top 3 Choices	Number	Percent
Availability of information about Harnett County services & activities	52	35.9 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services	43	29.7 %
Level of public involvement in County decision making	60	41.4 %
Timeliness of information provided by County	40	27.6 %
How easy County's website (Harnett.org) is to use	18	12.4 %
Quality of Harnett County YouTube channel information	5	3.4 %
Quality of County's social media outreach (Facebook, X, LinkedIn, etc.)	19	13.1 %
County efforts to be open & transparent with information about County issues, services, & performance	46	31.7 %
Effectiveness of County communication with the public	34	23.4 %
Information provided through County emergency alert system (Rave App)	3	2.1 %
Communication about programming & events at community parks, libraries, & facilities	23	15.9 %
None chosen	26	17.9 %
<b>Total</b>	<b>369</b>	

**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	36	24.8 %
Friend or family's home in Harnett County	22	15.2 %
I would not evacuate	47	32.4 %
Friend or family's home in state, but out of County	54	37.2 %
Emergency shelter	17	11.7 %
Total	176	

**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	83	57.2 %
No	61	42.1 %
Not provided	1	0.7 %
Total	145	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	83	57.6 %
No	61	42.4 %
Total	144	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=83)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9a-1. How easy County government was to contact	12.0%	25.3%	20.5%	21.7%	18.1%	2.4%
Q9a-2. Courtesy of County employee(s) you interacted with	18.1%	30.1%	24.1%	13.3%	10.8%	3.6%
Q9a-3. Accuracy of the information you were given	14.5%	30.1%	20.5%	19.3%	12.0%	3.6%
Q9a-4. Appropriateness of County employees' response	15.7%	27.7%	27.7%	15.7%	9.6%	3.6%
Q9a-5. Timeliness of County employees' response	15.7%	25.3%	19.3%	22.9%	12.0%	4.8%
Q9a-6. Resolution of your issue/concern	13.3%	24.1%	25.3%	13.3%	18.1%	6.0%
Q9a-7. Overall quality of customer service received	15.7%	28.9%	16.9%	21.7%	12.0%	4.8%

**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=83)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9a-1. How easy County government was to contact	12.3%	25.9%	21.0%	22.2%	18.5%
Q9a-2. Courtesy of County employee(s) you interacted with	18.8%	31.3%	25.0%	13.8%	11.3%
Q9a-3. Accuracy of the information you were given	15.0%	31.3%	21.3%	20.0%	12.5%
Q9a-4. Appropriateness of County employees' response	16.3%	28.8%	28.8%	16.3%	10.0%
Q9a-5. Timeliness of County employees' response	16.5%	26.6%	20.3%	24.1%	12.7%
Q9a-6. Resolution of your issue/concern	14.1%	25.6%	26.9%	14.1%	19.2%
Q9a-7. Overall quality of customer service received	16.5%	30.4%	17.7%	22.8%	12.7%

**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=145)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q10-1. I feel safe at my home	29.0%	44.8%	11.0%	5.5%	4.1%	5.5%
Q10-2. I feel safe out in the community & away from my home	13.1%	36.6%	25.5%	15.2%	6.9%	2.8%
Q10-3. When I need help & call 911, I know trained responders will arrive quickly	17.9%	29.0%	20.7%	9.7%	6.2%	16.6%
Q10-4. Harnett County Sheriff's Office provides high quality services (e.g., law enforcement, judicial services, & detention/jail)	15.2%	23.4%	24.1%	11.0%	11.0%	15.2%
Q10-5. Harnett County EMS provides high quality services	21.4%	31.7%	21.4%	3.4%	4.1%	17.9%
Q10-6. Fire departments throughout Harnett County provide high quality services	24.8%	37.9%	20.0%	2.8%	2.8%	11.7%
Q10-7. Harnett County responds well to natural disasters & severe weather	11.7%	29.0%	23.4%	7.6%	6.2%	22.1%

**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=145)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q10-1. I feel safe at my home	30.7%	47.4%	11.7%	5.8%	4.4%
Q10-2. I feel safe out in the community & away from my home	13.5%	37.6%	26.2%	15.6%	7.1%
Q10-3. When I need help & call 911, I know trained responders will arrive quickly	21.5%	34.7%	24.8%	11.6%	7.4%
Q10-4. Harnett County Sheriff's Office provides high quality services (e.g., law enforcement, judicial services, & detention/jail)	17.9%	27.6%	28.5%	13.0%	13.0%
Q10-5. Harnett County EMS provides high quality services	26.1%	38.7%	26.1%	4.2%	5.0%
Q10-6. Fire departments throughout Harnett County provide high quality services	28.1%	43.0%	22.7%	3.1%	3.1%
Q10-7. Harnett County responds well to natural disasters & severe weather	15.0%	37.2%	30.1%	9.7%	8.0%

**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=145)

	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)	9.0%	24.1%	17.2%	27.6%	15.9%	6.2%
Q11-2. Quality of medical health care services in my community	5.5%	22.8%	22.8%	24.8%	15.9%	8.3%

**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=145)

	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)	9.6%	25.7%	18.4%	29.4%	16.9%
Q11-2. Quality of medical health care services in my community	6.0%	24.8%	24.8%	27.1%	17.3%

**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=145)

	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)	24.1%	13.1%	19.3%	15.2%	18.6%	9.7%
Q12-2. Cost of prescriptions (e.g., copays, no insurance coverage)	24.8%	17.9%	14.5%	17.2%	15.9%	9.7%
Q12-3. Not enough doctors or clinics	15.2%	9.0%	17.2%	21.4%	28.3%	9.0%
Q12-4. Long wait times for appointments	11.0%	9.0%	22.1%	19.3%	22.8%	15.9%
Q12-5. Doctor's hours don't work with my schedule	26.9%	13.8%	19.3%	9.0%	13.8%	17.2%
Q12-6. Language barriers or hard to understand what doctors say or write	48.3%	11.7%	13.8%	4.1%	4.8%	17.2%
Q12-7. Afraid or don't trust doctors or healthcare system	33.1%	15.2%	15.9%	5.5%	17.9%	12.4%
Q12-8. Feeling judged or embarrassed about going to the doctor	57.2%	12.4%	7.6%	2.8%	6.9%	13.1%
Q12-9. No way to get to the doctor or clinic (lack of transportation)	64.1%	7.6%	5.5%	3.4%	9.7%	9.7%
Q12-10. Access to doctors with similar backgrounds as me	46.9%	9.0%	9.0%	4.1%	8.3%	22.8%
Q12-11. No one to watch my kids while I go to the doctor (lack of childcare)	70.3%	2.1%	3.4%	2.1%	5.5%	16.6%

**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=145)

	Not a barrier	Minor barrier	Moderate barrier	Significant barrier	Major barrier
Q12-1. Cost of healthcare (e.g., doctor bills, no insurance coverage)	26.7%	14.5%	21.4%	16.8%	20.6%
Q12-2. Cost of prescriptions (e.g., copays, no insurance coverage)	27.5%	19.8%	16.0%	19.1%	17.6%
Q12-3. Not enough doctors or clinics	16.7%	9.8%	18.9%	23.5%	31.1%
Q12-4. Long wait times for appointments	13.1%	10.7%	26.2%	23.0%	27.0%
Q12-5. Doctor's hours don't work with my schedule	32.5%	16.7%	23.3%	10.8%	16.7%
Q12-6. Language barriers or hard to understand what doctors say or write	58.3%	14.2%	16.7%	5.0%	5.8%
Q12-7. Afraid or don't trust doctors or healthcare system	37.8%	17.3%	18.1%	6.3%	20.5%
Q12-8. Feeling judged or embarrassed about going to the doctor	65.9%	14.3%	8.7%	3.2%	7.9%
Q12-9. No way to get to the doctor or clinic (lack of transportation)	71.0%	8.4%	6.1%	3.8%	10.7%
Q12-10. Access to doctors with similar backgrounds as me	60.7%	11.6%	11.6%	5.4%	10.7%
Q12-11. No one to watch my kids while I go to the doctor (lack of childcare)	84.3%	2.5%	4.1%	2.5%	6.6%

**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	53	36.6 %
No	90	62.1 %
Not provided	2	1.4 %
Total	145	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	53	37.1 %
No	90	62.9 %
Total	143	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)	22	15.2 %
Peer support groups	3	2.1 %
Community-based programs (including day programs & residential treatment)	6	4.1 %
Mental health services (for diagnoses such as depression, anxiety, bipolar, etc.)	24	16.6 %
Crisis intervention (including mobile crisis or suicide prevention)	4	2.8 %
Substance use treatment or counseling	8	5.5 %
None of the above	111	76.6 %
Total	178	

**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=145)

	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)	20.7%	2.1%	6.9%	9.0%	10.3%	51.0%
Q15-2. Not enough counselors or behavioral health providers nearby	10.3%	3.4%	12.4%	9.0%	11.0%	53.8%
Q15-3. Afraid or don't trust counselors or behavioral health services	16.6%	6.9%	9.0%	3.4%	9.7%	54.5%
Q15-4. Feeling judged or embarrassed for needing behavioral health care	22.8%	6.9%	7.6%	3.4%	6.9%	52.4%

**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=145)

	Not a barrier	Minor barrier	Moderate barrier	Significant barrier	Major barrier
Q15-1. Cost of behavioral health care (therapy or counseling fees, insurance coverage)	42.3%	4.2%	14.1%	18.3%	21.1%
Q15-2. Not enough counselors or behavioral health providers nearby	22.4%	7.5%	26.9%	19.4%	23.9%
Q15-3. Afraid or don't trust counselors or behavioral health services	36.4%	15.2%	19.7%	7.6%	21.2%
Q15-4. Feeling judged or embarrassed for needing behavioral health care	47.8%	14.5%	15.9%	7.2%	14.5%

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

(N=145)

	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	2.8%	7.6%	15.2%	18.6%	26.9%	29.0%
Q16-2. Customer service provided by Harnett County employees	8.3%	19.3%	17.9%	12.4%	9.0%	33.1%
Q16-3. Availability of information about Harnett County Government services & programs	2.8%	12.4%	18.6%	20.7%	14.5%	31.0%
Q16-4. Opportunities for resident engagement & participation in Harnett County	2.1%	9.7%	17.2%	17.9%	19.3%	33.8%

**WITHOUT DON'T KNOW**

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

(N=145)

	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	3.9%	10.7%	21.4%	26.2%	37.9%
Q16-2. Customer service provided by Harnett County employees	12.4%	28.9%	26.8%	18.6%	13.4%
Q16-3. Availability of information about Harnett County Government services & programs	4.0%	18.0%	27.0%	30.0%	21.0%
Q16-4. Opportunities for resident engagement & participation in Harnett County	3.1%	14.6%	26.0%	27.1%	29.2%

**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=145)

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q17-1. Expanding public transportation options	22.1%	15.9%	11.0%	8.3%	10.3%	32.4%
Q17-2. Providing access to housing	22.8%	16.6%	9.7%	9.7%	11.0%	30.3%
Q17-3. Providing access to quality healthcare	43.4%	17.9%	6.9%	0.0%	2.1%	29.7%
Q17-4. Providing access to quality mental healthcare	37.2%	17.9%	6.9%	0.7%	3.4%	33.8%
Q17-5. Increasing conservation of farms & environmentally sensitive land	54.5%	9.7%	3.4%	1.4%	0.7%	30.3%
Q17-6. Reducing substance use disorder	37.9%	16.6%	6.2%	1.4%	2.8%	35.2%
Q17-7. Increasing opportunities for recreation & culture	32.4%	20.0%	9.7%	2.1%	4.8%	31.0%
Q17-8. Increasing opportunities to age in place	39.3%	22.1%	6.9%	0.0%	0.7%	31.0%
Q17-9. Improving early childhood education	34.5%	20.0%	6.9%	0.0%	4.8%	33.8%
Q17-10. Increasing public safety	47.6%	15.9%	6.2%	0.0%	1.4%	29.0%
Q17-11. Increasing access to high-speed internet	39.3%	18.6%	9.7%	1.4%	1.4%	29.7%
Q17-12. Improving water quality	44.8%	20.7%	3.4%	0.0%	0.7%	30.3%

**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=145)

	Very important	Important	Neutral	Not important	Not at all important
Q17-1. Expanding public transportation options	32.7%	23.5%	16.3%	12.2%	15.3%
Q17-2. Providing access to housing	32.7%	23.8%	13.9%	13.9%	15.8%
Q17-3. Providing access to quality healthcare	61.8%	25.5%	9.8%	0.0%	2.9%
Q17-4. Providing access to quality mental healthcare	56.3%	27.1%	10.4%	1.0%	5.2%
Q17-5. Increasing conservation of farms & environmentally sensitive land	78.2%	13.9%	5.0%	2.0%	1.0%
Q17-6. Reducing substance use disorder	58.5%	25.5%	9.6%	2.1%	4.3%
Q17-7. Increasing opportunities for recreation & culture	47.0%	29.0%	14.0%	3.0%	7.0%
Q17-8. Increasing opportunities to age in place	57.0%	32.0%	10.0%	0.0%	1.0%
Q17-9. Improving early childhood education	52.1%	30.2%	10.4%	0.0%	7.3%
Q17-10. Increasing public safety	67.0%	22.3%	8.7%	0.0%	1.9%
Q17-11. Increasing access to high-speed internet	55.9%	26.5%	13.7%	2.0%	2.0%
Q17-12. Improving water quality	64.4%	29.7%	5.0%	0.0%	1.0%

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

	Mean	Sum
number	2.47	227
Under age 5	0.05	5
Ages 5-9	0.12	11
Ages 10-14	0.16	15
Ages 15-19	0.08	7
Ages 20-24	0.10	9
Ages 25-34	0.18	17
Ages 35-44	0.21	19
Ages 45-54	0.39	36
Ages 55-64	0.61	56
Ages 65-74	0.43	40
Ages 75+	0.13	12

**Q21. What is your age?**

Q21. Your age	Number	Percent
18-34	6	4.1 %
35-44	8	5.5 %
45-54	20	13.8 %
55-64	26	17.9 %
65+	30	20.7 %
Not provided	55	37.9 %
Total	145	100.0 %

**WITHOUT NOT PROVIDED**

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

Q21. Your age	Number	Percent
18-34	6	6.7 %
35-44	8	8.9 %
45-54	20	22.2 %
55-64	26	28.9 %
65+	30	33.3 %
Total	90	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	4	2.8 %
No	128	88.3 %
Not provided	13	9.0 %
Total	145	100.0 %

**WITHOUT NOT PROVIDED**

**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	4	3.0 %
No	128	97.0 %
Total	132	100.0 %

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

Q23. Your race/ethnicity

	Number	Percent
Asian or Asian Indian	2	1.4 %
Black or African American	6	4.1 %
American Indian or Alaska Native	6	4.1 %
White	124	85.5 %
Native Hawaiian or other Pacific Islander	1	0.7 %
Other	1	0.7 %
Total	140	

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

Q23-6. Self-describe your race/ethnicity

	Number	Percent
West Indian	1	100.0 %
Total	1	100.0 %

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

Q24. How many years have you lived in Harnett County

County	Number	Percent
0-5	17	11.7 %
6-10	7	4.8 %
11-15	9	6.2 %
16-20	6	4.1 %
21-30	15	10.3 %
31+	40	27.6 %
Not provided	51	35.2 %
Total	145	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

County	Number	Percent
0-5	17	18.1 %
6-10	7	7.4 %
11-15	9	9.6 %
16-20	6	6.4 %
21-30	15	16.0 %
31+	40	42.6 %
Total	94	100.0 %

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

Q25. Your total annual household income	Number	Percent
Under \$30K	8	5.5 %
\$30K to \$49,999	10	6.9 %
\$50K to \$69,999	13	9.0 %
\$70K to \$89,999	8	5.5 %
\$90K to \$119,999	15	10.3 %
\$120K to \$174,999	13	9.0 %
\$175K+	12	8.3 %
Not provided	66	45.5 %
Total	145	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	8	10.1 %
\$30K to \$49,999	10	12.7 %
\$50K to \$69,999	13	16.5 %
\$70K to \$89,999	8	10.1 %
\$90K to \$119,999	15	19.0 %
\$120K to \$174,999	13	16.5 %
\$175K+	12	15.2 %
Total	79	100.0 %

**Q26. Your gender:**

Q26. Your gender	Number	Percent
Male	39	26.9 %
Female	57	39.3 %
Not provided	49	33.8 %
Total	145	100.0 %

**WITHOUT NOT PROVIDED**

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

Q26. Your gender	Number	Percent
Male	39	40.6 %
Female	57	59.4 %
Total	96	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	34	23.4 %
I have two or more jobs	10	6.9 %
I have occasional work in addition to my normal employment	8	5.5 %
None of these apply to me	38	26.2 %
Not provided	55	37.9 %
Total	145	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	34	37.8 %
I have two or more jobs	10	11.1 %
I have occasional work in addition to my normal employment	8	8.9 %
None of these apply to me	38	42.2 %
Total	90	100.0 %

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

Q28. Highest level of education you have completed	Number	Percent
High school diploma or equivalent	11	7.6 %
Some college but no degree	27	18.6 %
Associate degree	17	11.7 %
Bachelor's degree	19	13.1 %
Graduate degree or higher	19	13.1 %
Not provided	52	35.9 %
Total	145	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
High school diploma or equivalent	11	11.8 %
Some college but no degree	27	29.0 %
Associate degree	17	18.3 %
Bachelor's degree	19	20.4 %
Graduate degree or higher	19	20.4 %
Total	93	100.0 %