

Fletcher, NC

The National Community Survey

Report of Results
2023

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Fletcher. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 319 residents of the Town of Fletcher collected from January 13th to February 24th, 2023. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2023 survey was 20%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Fletcher.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Fletcher’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Fletcher residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Fletcher’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Fletcher’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your Town’s 2023 ratings compare to other communities’ ratings from the past five years.

Methods

Selecting survey recipients

All households within the Town of Fletcher were eligible to participate in the survey. A list of all households within the zip codes serving Fletcher was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Town of Fletcher households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the Town of Fletcher boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 2,800 randomly selected households received mailings beginning on January 13th, 2023 and the survey remained open for six weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 3% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,723 households that received the invitations to participate, 550 completed the survey, providing an overall response rate of 20%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the Town of Fletcher survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (550 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the Town of Fletcher. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all town residents and became available on February 10th, 2023. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 American Community Survey estimates for adults in the Town of Fletcher. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	8%	18%	19%
	35-54	26%	35%	35%
	55+	66%	46%	46%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	97%	96%
	Spanish, Hispanic, or Latino	4%	3%	4%
Housing tenure	Own	94%	79%	79%
	Rent	6%	21%	21%
Housing type	Attached	24%	36%	36%
	Detached	76%	64%	64%
Race & Hispanic origin	Not white alone	11%	11%	11%
	White alone, not Hispanic or Latino	89%	89%	89%
Sex	Man	38%	49%	49%
	Woman	62%	51%	51%
Sex/age	Man 18-34	2%	8%	9%
	Man 35-54	10%	19%	19%
	Man 55+	26%	21%	21%
	Woman 18-34	6%	10%	10%
	Woman 35-54	17%	16%	16%
	Woman 55+	40%	25%	25%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The Town of Fletcher funded this research. Please contact Mark Biberdorf of the Town of Fletcher at m.biberdorf@fletchernc.org if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-validity>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2020 American Community Survey

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Fletcher as a whole.
(% excellent or good)

		vs. benchmark*
Overall economic health	65%	Similar
Overall quality of the transportation system	32%	Lower
Overall design or layout of residential and commercial areas	50%	Similar
Overall quality of the utility infrastructure	72%	Similar
Overall feeling of safety	83%	Similar
Overall quality of natural environment	73%	Similar
Overall quality of parks and recreation opportunities	83%	Similar
Overall health and wellness opportunities	64%	Similar
Overall opportunities for education, culture, and the arts	37%	Lower
Residents' connection and engagement with their community	42%	Similar

Please rate how important, if at all, you think it is for the Fletcher community to focus on each of the following in the coming two years.
(% essential or very important)

Overall economic health	89%	Similar
Overall quality of the transportation system	73%	Similar
Overall design or layout of residential and commercial areas	85%	Similar
Overall quality of the utility infrastructure	94%	Similar
Overall feeling of safety	91%	Similar
Overall quality of natural environment	83%	Similar
Overall quality of parks and recreation opportunities	86%	Similar
Overall health and wellness opportunities	71%	Similar
Overall opportunities for education, culture, and the arts	67%	Similar
Residents' connection and engagement with their community	66%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

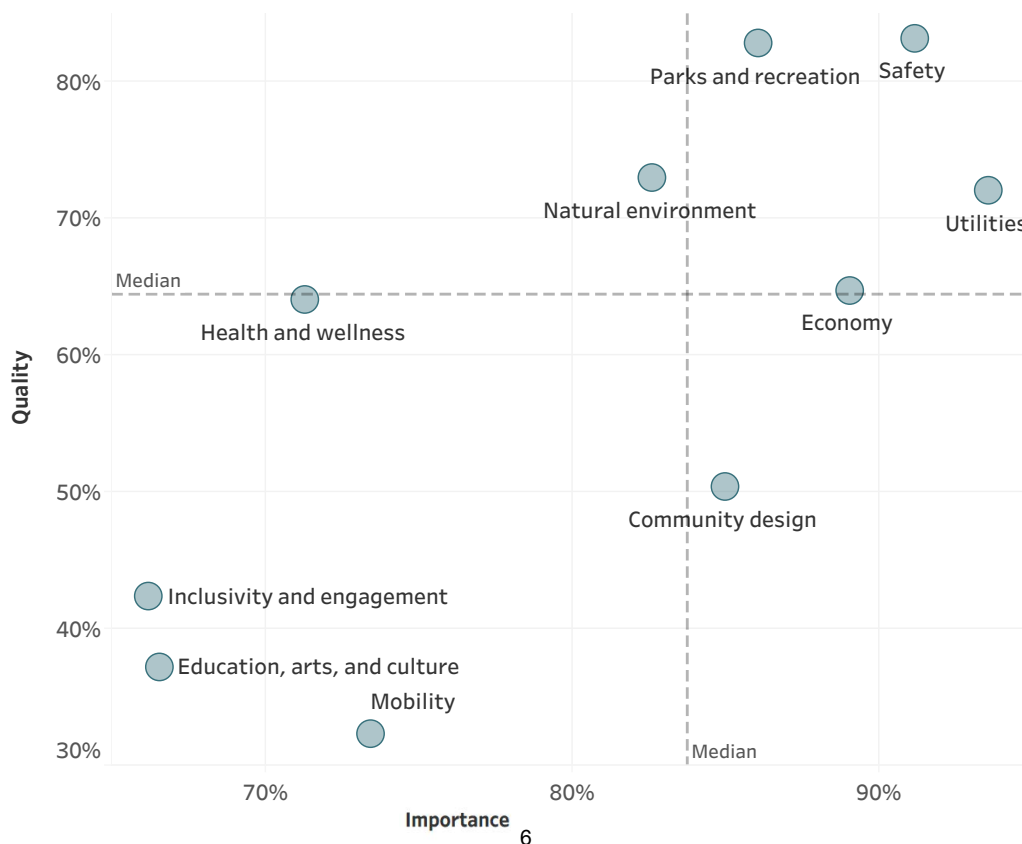
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide Town staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 64% or more of respondents were considered of “higher quality” and those with ratings lower than 64% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 84% or more of respondents. Services were rated as “less important” if they received a rating of less than 84%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



Key Findings

Fletcher residents experience a high quality of life and a strong sense of safety.

The quality of life is highly valued in Fletcher, with 90% of residents giving an excellent or good rating to Fletcher as a place to live, and 87% of residents giving similarly positive marks to the overall quality of life in the town. At least 8 in 10 also stated that they would be very or somewhat likely to recommend living in Fletcher to someone who asks and planned to remain in Fletcher for the next five years. All of these ratings were similar to the national benchmark.

Residents feel safe in Fletcher, which likely contributes to their high quality of life. The overall feeling of safety received a rating of 83% excellent or good and 91% essential or very important, indicating that residents of Fletcher appreciate this aspect of their community. Virtually all survey participants stated that they felt very or somewhat safe in their neighborhood during the day. At least 8 in 10 reported feeling safe in Fletcher's downtown/commercial area during the day. A similar proportion of residents also felt safe from fire, flood, or other natural disaster, as well as from violent crime and property crime. About 9 in 10 residents gave excellent or good ratings to Fletcher's fire services and ambulance or emergency medical services. Approximately 8 in 10 participants also gave high marks to Fletcher's police/sheriff services, crime prevention, and fire prevention and education. These ratings were all on par with national averages.

The natural environment and recreational opportunities in Fletcher are valued, and residents support specific efforts to expand them.

The overall quality of the natural environment in Fletcher received 73% excellent or good ratings from participants, and the overall quality of parks and recreation opportunities received 83% positive ratings, which were both similar to the national average. Residents noted a few standout factors for each of these facets. Yard waste pick-up and recycling services were both rated higher than comparison communities, earning high marks from 8 in 10 residents. Similarly, the quality of Town parks received an 88% positive evaluation from residents, also higher than the national benchmark. The Town of Fletcher's air quality was rated favorably by 82% of residents, and cleanliness by 76%, on par with benchmark comparisons. Roughly 6 in 10 were pleased with the town's recreational programs or classes, availability of paths and walking trails, and recreational centers and facilities. About half of residents also indicated a positive rating for Fletcher's open space and preservation of natural areas.

In a section of custom questions unique to Fletcher, survey participants were asked if they supported or opposed the Town of Fletcher taking several different actions. Among the actions listed, 94% of residents indicated that they strongly or somewhat supported the proposed development of additional greenway trails (paths for walking, running, and biking) that extend from Bill Moore Community Park to the Meritor property. A slightly smaller percentage (89%) also supported the development of additional greenway trails that connect outside the Town limits to a larger regional network of trails.

Economy is an important area of focus for the Town.

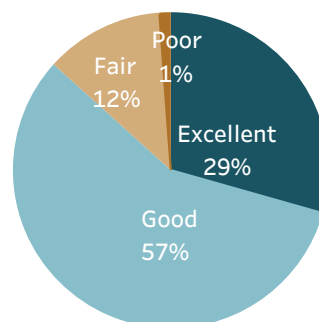
The economy is a priority for Fletcher residents, with nearly 9 in 10 indicating it essential or very important for the community to focus on the overall economic health in the coming two years. Two-thirds of residents gave a positive rating to Fletcher's overall economic health, and nearly 6 in 10 favorably evaluated the town as a place to work. While aspects such as the overall quality of business and service establishments (56% excellent or good) and the cost of living (41%) received ratings similar to the national average, some lower-scoring areas may provide opportunities for growth. Fewer than 4 in 10 participants rated Fletcher's variety of business and service establishments as excellent or good, and about one-quarter gave positive marks to the town's shopping opportunities; both of these were lower than the benchmark comparisons. In addition, the vibrancy of Fletcher's downtown/commercial area was rated much lower than the national average (22% positive).

Residents offered input on how to boost Fletcher's economy through a custom question asking how important, if at all, it was for the Fletcher community to attract different types of commercial development to the downtown area. The types of businesses identified as the biggest priorities were dine-in restaurants and bars (73% essential or very important), health services such as doctors, hospitals, or dentists (68%), and arts and entertainment options (55%). Maintenance, repair, and construction services were also prioritized by about half of residents (51%), followed by hardware and home goods stores (44%).

Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Fletcher



Please rate each of the following aspects of quality of life in Fletcher.
(% excellent or good)

		vs. benchmark*
Fletcher as a place to live	90%	Similar
The overall quality of life	87%	Similar

Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)

Recommend living in Fletcher to someone who asks	89%	Similar
Remain in Fletcher for the next five years	86%	Similar

Please rate each of the following in the Fletcher community.
(% excellent or good)

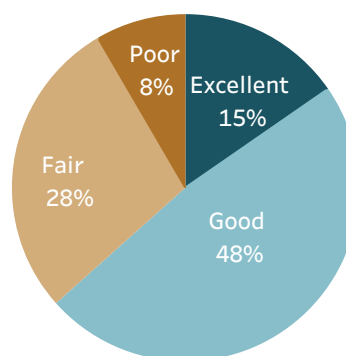
Overall image or reputation	70%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Fletcher government



Please rate the quality of each of the following services in Fletcher.
(% excellent or good)

		vs. benchmark*
Overall customer service by Fletcher employees	86%	Similar
Public information services	69%	Similar

Please rate the following categories of Fletcher government performance.
(% excellent or good)

Treating residents with respect	79%	Similar
Being honest	72%	Higher
Treating all residents fairly	72%	Higher
Generally acting in the best interest of the community	70%	Similar
Being open and transparent to the public	68%	Similar
Overall confidence in Fletcher government	63%	Similar
The value of services for the taxes paid to Fletcher	63%	Similar
The overall direction that Fletcher is taking	61%	Similar
Informing residents about issues facing the community	57%	Similar
The job Fletcher government does at welcoming resident involvement	54%	Similar

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

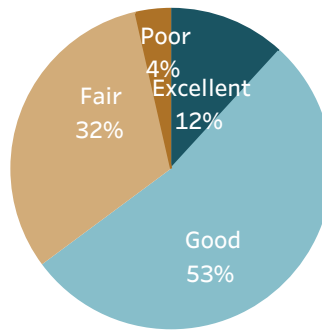
The Town of Fletcher	79%	Similar
The Federal Government	30%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

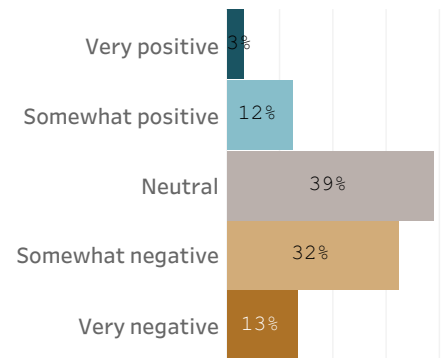
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Fletcher



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Fletcher.
(% excellent or good)

		vs. benchmark*
Fletcher as a place to work	57%	Similar
Fletcher as a place to visit	51%	Similar

Please rate each of the following characteristics as they relate to Fletcher as a whole.
(% excellent or good)

Overall economic health	65%	Similar
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Please rate each of the following in the Fletcher community.
(% excellent or good)

Overall quality of business and service establishments	56%	Similar
Cost of living	41%	Similar
Variety of business and service establishments	37%	Lower
Employment opportunities	34%	Similar
Shopping opportunities	27%	Lower
Vibrancy of downtown/commercial area	22%	Much lower

Please rate the quality of each of the following services in Fletcher.
(% excellent or good)

Economic development	45%	Similar
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What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

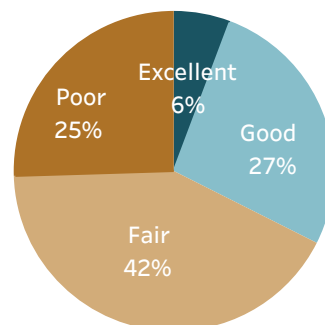
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	15%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Fletcher



Please rate each of the following characteristics as they relate to Fletcher as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of the transportation system	32%	Lower

Please also rate each of the following in the Fletcher community.
(% excellent or good)

Ease of travel by car	64%	Similar
Ease of public parking	58%	Similar
Traffic flow on major streets	38%	Similar
Ease of walking	29%	Much lower
Ease of travel by public transportation	22%	Similar
Ease of travel by bicycle	19%	Much lower

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

Carpooled with other adults or children instead of driving alone	39%	Similar
Walked or biked instead of driving	29%	Much lower
Used public transportation instead of driving	3%	Lower

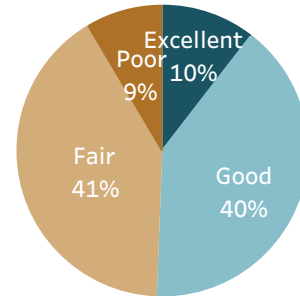
Please rate the quality of each of the following services in Fletcher.
(% excellent or good)

Snow removal	75%	Similar
Street lighting	71%	Similar

Street cleaning	65%	Similar
Sidewalk maintenance	65%	Similar
Traffic enforcement	62%	Similar
Traffic signal timing	51%	Similar
Street repair	50%	Similar
Bus or transit services	34%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of Fletcher's residential and commercial areas



Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following aspects of quality of life in Fletcher.
(% excellent or good)

		vs. benchmark*
Your neighborhood as a place to live	86%	Similar

Please rate each of the following characteristics as they relate to Fletcher as a whole.
(% excellent or good)

Overall design or layout of residential and commercial areas	50%	Similar
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Please also rate each of the following in the Fletcher community.
(% excellent or good)

Overall appearance	56%	Similar
Well-designed neighborhoods	56%	Similar
Public places where people want to spend time	51%	Similar
Preservation of the historical or cultural character of the community	44%	Lower
Variety of housing options	43%	Similar
Overall quality of new development	42%	Similar
Well-planned residential growth	33%	Similar
Well-planned commercial growth	31%	Similar
Availability of affordable quality housing	22%	Similar

Please rate the quality of each of the following services in Fletcher.
(% excellent or good)

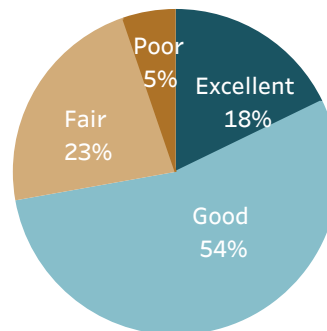
Code enforcement	34%	Similar
Land use, planning and zoning	33%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Fletcher



Please rate the quality of each of the following services in Fletcher.
(% excellent or good)

		vs. benchmark*
Garbage collection	91%	Similar
Sewer services	86%	Similar
Drinking water	83%	Similar
Power (electric and/or gas) utility	82%	Similar
Storm water management	76%	Similar
Utility billing	72%	Similar
Affordable high-speed internet access	47%	Similar

Please rate each of the following characteristics as they relate to Fletcher as a whole.
(% excellent or good)

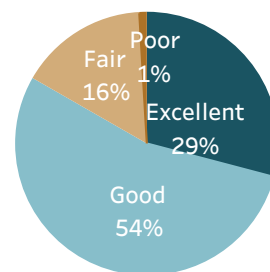
Overall quality of the utility infrastructure	72%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Fletcher



Please rate each of the following characteristics as they relate to Fletcher as a whole.

(% excellent or good)

		vs. benchmark*
Overall feeling of safety	83%	Similar

Please rate how safe or unsafe you feel:

(% very or somewhat safe)

In your neighborhood during the day	96%	Similar
In Fletcher's downtown/commercial area during the day	88%	Similar
From fire, flood, or other natural disaster	85%	Similar
From violent crime	85%	Similar
From property crime	82%	Similar

Please rate the quality of each of the following services in Fletcher.

(% excellent or good)

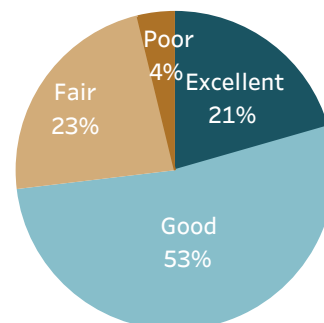
Fire services	94%	Similar
Ambulance or emergency medical services	93%	Similar
Police/Sheriff services	85%	Similar
Fire prevention and education	79%	Similar
Crime prevention	78%	Similar
Animal control	72%	Similar
Emergency preparedness	69%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in Fletcher



Please rate each of the following characteristics as they relate to Fletcher as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of natural environment	73%	Similar

Please also rate each of the following in the Fletcher community.
(% excellent or good)

Air quality	82%	Similar
Cleanliness	76%	Similar
Water resources	50%	Similar

Please rate the quality of each of the following services in Fletcher.
(% excellent or good)

Yard waste pick-up	85%	Higher
Recycling	84%	Higher
Fletcher open space	56%	Similar
Preservation of natural areas	51%	Similar

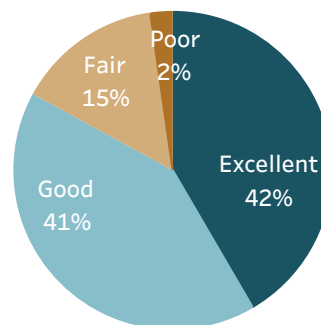
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



Please rate each of the following characteristics as they relate to Fletcher as a whole.

(% excellent or good)

		vs. benchmark*
Overall quality of parks and recreation opportunities	83%	Similar

Please also rate each of the following in the Fletcher community.

(% excellent or good)

Availability of paths and walking trails	59%	Similar
Recreational opportunities	58%	Similar
Fitness opportunities	55%	Similar

Please rate the quality of each of the following services in Fletcher.

(% excellent or good)

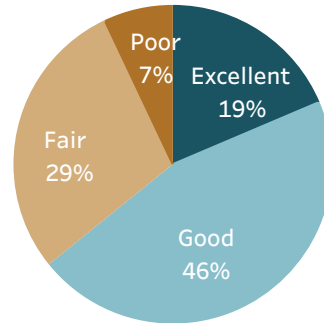
Town parks	88%	Higher
Recreation programs or classes	65%	Similar
Recreation centers or facilities	58%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Fletcher



Please rate each of the following characteristics as they relate to Fletcher as a whole.
(% excellent or good)

		vs. benchmark*
Overall health and wellness opportunities	64%	Similar

Please also rate each of the following in the Fletcher community.
(% excellent or good)

Availability of affordable quality health care	55%	Similar
Availability of preventive health services	51%	Similar
Availability of affordable quality food	48%	Lower
Availability of affordable quality mental health care	34%	Similar

Please rate the quality of each of the following services in Fletcher.
(% excellent or good)

Health services	63%	Similar
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Please rate your overall health.
(% excellent or very good)

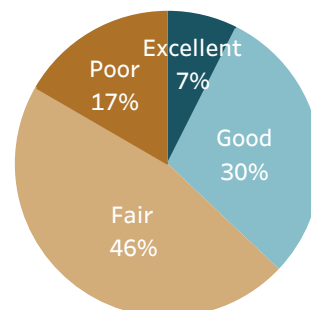
Please rate your overall health.	66%	Similar
----------------------------------	-----	---------

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts



Please rate each of the following characteristics as they relate to Fletcher as a whole.

(% excellent or good)

vs.
benchmark*

Overall opportunities for education, culture, and the arts

37%

Lower

Please also rate each of the following in the Fletcher community.

(% excellent or good)

K-12 education

64%

Similar

Opportunities to attend special events and festivals

45%

Lower

Community support for the arts

29%

Much lower

Availability of affordable quality childcare/preschool

28%

Lower

Adult educational opportunities

26%

Lower

Opportunities to attend cultural/arts/music activities

23%

Much lower

Please rate the quality of each of the following services in Fletcher.

(% excellent or good)

Public library services

72%

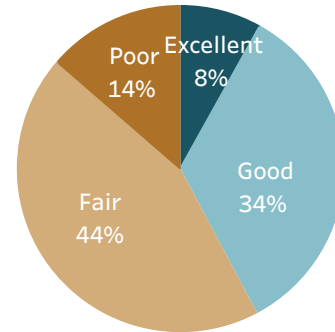
Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community



Please rate each of the following aspects of quality of life in Fletcher.
(% excellent or good)

		vs. benchmark*
Fletcher as a place to raise children	88%	Similar
Fletcher as a place to retire	78%	Similar
Sense of community	57%	Similar

Please rate each of the following characteristics as they relate to Fletcher as a whole.
(% excellent or good)

Residents' connection and engagement with their community	42%	Similar
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Please rate the job you feel the Fletcher community does at each of the following.
(% excellent or good)

Making all residents feel welcome	68%	Similar
Valuing/respecting residents from diverse backgrounds	64%	Similar
Attracting people from diverse backgrounds	55%	Similar
Taking care of vulnerable residents	48%	Similar

Please also rate each of the following in the Fletcher community.
(% excellent or good)

Neighborliness of residents	64%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	55%	Similar
Opportunities to volunteer	53%	Similar

Opportunities to participate in community matters	50%	Similar
Sense of civic/community pride	48%	Similar
Opportunities to participate in social events and activities	45%	Lower

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

		vs. benchmark*
Voted in your most recent local election	85%	Similar
Contacted the Town of Fletcher for help or information	52%	Similar
Attended a local public meeting	22%	Similar
Volunteered your time to some group/activity	20%	Lower
Campaigned or advocated for a local issue, cause, or candidate	15%	Similar
Contacted Fletcher elected officials to express your opinion	14%	Similar
Watched a local public meeting	9%	Lower

























In general, how many times do you:
(% a few times a week or more)

Use or check email	97%	Similar
Access the internet from your home	94%	Similar
Access the internet from your cell phone	93%	Similar
Visit social media sites	77%	Similar
Shop online	55%	Similar
Share your opinions online	29%	Similar

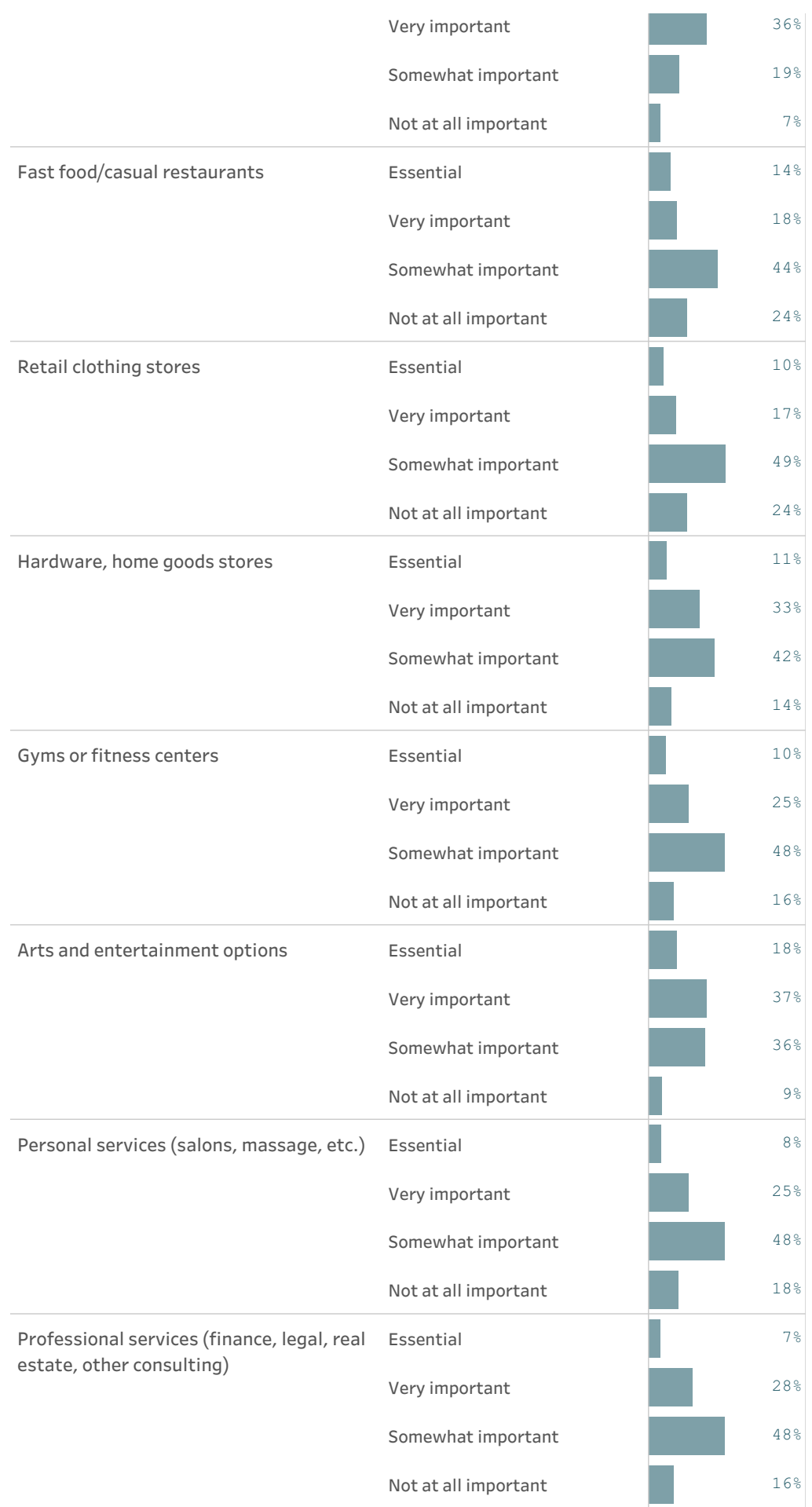
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

		Include “don’t know”		
		No	% positive	
Please indicate if you support or oppose the Town of Fletcher taking the following actions.	Limiting the amount of residential development for multi-family home projects (apartments, condos, and townhomes)	Strongly support		53%
		Somewhat support		27%
		Somewhat oppose		14%
		Strongly oppose		6%
	Limiting the amount of residential development for single-family home projects (site-built houses on individual lots)	Strongly support		27%
		Somewhat support		40%
		Somewhat oppose		24%
		Strongly oppose		10%
	Providing Town of Fletcher tax payer funding for development of a new library facility	Strongly support		41%
		Somewhat support		37%
		Somewhat oppose		15%
		Strongly oppose		6%
	Development of additional greenway trails that extend from Bill Moore Community Park to the Meritor property (greenway trails are paths for walking, running, and biking)	Strongly support		60%
		Somewhat support		34%
		Somewhat oppose		3%
		Strongly oppose		3%
	Development of additional greenway trails that connect outside the Town limits to a larger regional network of trails	Strongly support		54%
		Somewhat support		35%
		Somewhat oppose		8%
		Strongly oppose		4%
	Assessing stormwater impact on existing and future development	Strongly support		54%
		Somewhat support		40%
		Somewhat oppose		6%
		Strongly oppose		1%
Please rate how important, if at all, you think it is for the Fletcher community to attract each type of commercial development to the downtown area.	Dine in restaurants and bars	Essential		37%

Please rate how important, if at all, you think it is for the Fletcher community to attract each type of commercial development to the downtown area.





National benchmark tables

This table contains the comparisons of Fletcher’s results to those from other communities. The first column shows the comparison of Fletcher’s rating to the benchmark. Fletcher’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Fletcher residents is statistically similar to or different than the benchmark. The second column is Fletcher’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Fletcher’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Fletcher’s result -- that is what percent of surveyed communities had a lower rating than Fletcher.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Fletcher.	Fletcher as a place to live	Similar	90%	178	373	52
	Your neighborhood as a place to live	Similar	86%	136	325	58
	Fletcher as a place to raise children	Similar	88%	146	377	61
	Fletcher as a place to work	Similar	57%	228	368	38
	Fletcher as a place to visit	Similar	51%	239	326	26
	Fletcher as a place to retire	Similar	78%	78	373	79
	The overall quality of life	Similar	87%	172	398	56
	Sense of community	Similar	57%	203	325	37
Please rate each of the following characteristics as they relate to Fletcher as a whole.	Overall economic health	Similar	65%	169	313	46
	Overall quality of the transportation system	Lower	32%	178	215	17
	Overall design or layout of residential and commercial areas	Similar	50%	206	306	33
	Overall quality of the utility infrastructure	Similar	72%	87	210	59
	Overall feeling of safety	Similar	83%	178	363	51
	Overall quality of natural environment	Similar	73%	215	315	32
	Overall quality of parks and recreation opportunities	Similar	83%	79	215	63
	Overall health and wellness opportunities	Similar	64%	196	308	36
	Overall opportunities for education, culture, and the arts	Lower	37%	274	310	11
	Residents’ connection and engagement with their community	Similar	42%	160	212	25
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Fletcher to someone who asks	Similar	89%	128	317	59
	Remain in Fletcher for the next five years	Similar	86%	108	314	65
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	145	344	58
	In Fletcher’s downtown/commercial area during the day	Similar	88%	193	328	41

Please rate how safe or unsafe you feel:	From property crime	Similar	82%	81	220	63
	From violent crime	Similar	85%	110	220	50
	From fire, flood, or other natural disaster	Similar	85%	81	210	61
Please rate the job you feel the Fletcher community does at each of the following.	Making all residents feel welcome	Similar	68%	115	218	47
	Attracting people from diverse backgrounds	Similar	55%	123	215	43
	Valuing/respecting residents from diverse backgrounds	Similar	64%	112	216	48
	Taking care of vulnerable residents	Similar	48%	122	212	42
Please rate each of the following in the Fletcher community.	Overall quality of business and service establishments	Similar	56%	254	315	19
	Variety of business and service establishments	Lower	37%	183	213	14
	Vibrancy of downtown/commercial area	Much lower	22%	277	294	6
	Employment opportunities	Similar	34%	243	329	26
	Shopping opportunities	Lower	27%	269	320	16
	Cost of living	Similar	41%	156	307	49
	Overall image or reputation	Similar	70%	218	368	41
Please also rate each of the following in the Fletcher community.	Traffic flow on major streets	Similar	38%	260	340	23
	Ease of public parking	Similar	58%	162	289	44
	Ease of travel by car	Similar	64%	210	328	36
	Ease of travel by public transportation	Similar	22%	216	289	25
	Ease of travel by bicycle	Much lower	19%	323	330	2
	Ease of walking	Much lower	29%	322	331	3
	Well-planned residential growth	Similar	33%	162	214	24
	Well-planned commercial growth	Similar	31%	169	214	21
	Well-designed neighborhoods	Similar	56%	110	211	48
	Preservation of the historical or cultural character of the community	Lower	44%	189	210	10
	Public places where people want to spend time	Similar	51%	233	301	22
	Variety of housing options	Similar	43%	202	313	35
	Availability of affordable quality housing	Similar	22%	220	335	34
	Overall quality of new development	Similar	42%	241	325	26
	Overall appearance	Similar	56%	264	347	24
	Cleanliness	Similar	76%	196	336	41
	Water resources	Similar	50%	145	194	25

Please also rate each of the following in the Fletcher community.	Air quality	Similar	82%	152	301	49
	Availability of paths and walking trails	Similar	59%	227	331	31
	Fitness opportunities	Similar	55%	231	301	23
	Recreational opportunities	Similar	58%	225	322	30
	Availability of affordable quality food	Lower	48%	260	297	12
	Availability of affordable quality health care	Similar	55%	202	306	34
	Availability of preventive health services	Similar	51%	206	292	29
	Availability of affordable quality mental health care	Similar	34%	199	294	32
	Opportunities to attend cultural/arts/music activities	Much lower	23%	305	318	4
	Community support for the arts	Much lower	29%	199	211	6
	Availability of affordable quality childcare/preschool	Lower	28%	264	303	13
	K-12 education	Similar	64%	185	306	39
	Adult educational opportunities	Lower	26%	277	298	7
	Sense of civic/community pride	Similar	48%	158	211	25
	Neighborliness of residents	Similar	64%	175	303	42
	Opportunities to participate in social events and activities	Lower	45%	277	310	10
	Opportunities to attend special events and festivals	Lower	45%	286	307	7
	Opportunities to volunteer	Similar	53%	275	306	10
	Opportunities to participate in community matters	Similar	50%	254	308	17
	Openness and acceptance of the community toward people of diverse ..	Similar	55%	207	325	36
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Town of Fletcher for help or information	Similar	52%	98	343	71
	Contacted Fletcher elected officials to express your opinion	Similar	14%	203	301	32
	Attended a local public meeting	Similar	22%	100	304	67
	Watched a local public meeting	Lower	9%	281	285	1
	Volunteered your time to some group/activity	Lower	20%	267	307	13
	Campaigned or advocated for a local issue, cause, or candidate	Similar	15%	215	296	27
	Voted in your most recent local election	Similar	85%	29	213	86
	Used public transportation instead of driving	Lower	3%	271	275	1
	Carpooled with other adults or children instead of driving alone	Similar	39%	190	298	36
	Walked or biked instead of driving	Much lower	29%	295	302	2
Please rate the quality of each of the following	Public information services	Similar	69%	135	320	57

Please rate the quality of each of the following services in Fletcher.




























Economic development	Similar	45%	223	314	29
Traffic enforcement	Similar	62%	210	362	42
Traffic signal timing	Similar	51%	196	306	36
Street repair	Similar	50%	172	356	51
Street cleaning	Similar	65%	187	320	41
Street lighting	Similar	71%	130	349	62
Snow removal	Similar	75%	116	265	56
Sidewalk maintenance	Similar	65%	110	317	65
Bus or transit services	Similar	34%	214	285	25
Land use, planning and zoning	Similar	33%	231	322	28
Code enforcement	Similar	34%	274	355	23
Affordable high-speed internet access	Similar	47%	143	208	31
Garbage collection	Similar	91%	24	339	93
Drinking water	Similar	83%	72	318	77
Sewer services	Similar	86%	87	321	73
Storm water management	Similar	76%	123	332	63
Power (electric and/or gas) utility	Similar	82%	99	263	62
Utility billing	Similar	72%	117	287	59
Police/Sheriff services	Similar	85%	175	389	55
Crime prevention	Similar	78%	134	361	63
Animal control	Similar	72%	140	332	58
Ambulance or emergency medical services	Similar	93%	157	327	52
Fire services	Similar	94%	184	352	48
Fire prevention and education	Similar	79%	155	317	51
Emergency preparedness	Similar	69%	158	315	50
Preservation of natural areas	Similar	51%	243	299	19
Fletcher open space	Similar	56%	189	293	35
Recycling	Higher	84%	65	341	81
Yard waste pick-up	Higher	85%	28	298	90
Town parks	Higher	88%	38	334	88
Recreation programs or classes	Similar	65%	209	328	36
































Please rate the quality of each of the following services in Fletcher.	Recreation centers or facilities	Similar	58%	228	310	26
	Health services	Similar	63%	172	286	40
	Public library services	Similar	72%	290	331	12
	Overall customer service by Fletcher employees	Similar	86%	109	377	71
Please rate the following categories of Fletcher government performance.	The value of services for the taxes paid to Fletcher	Similar	63%	101	381	73
	The overall direction that Fletcher is taking	Similar	61%	124	346	64
	The job Fletcher government does at welcoming resident involvement	Similar	54%	152	344	55
	Overall confidence in Fletcher government	Similar	63%	76	311	75
	Generally acting in the best interest of the community	Similar	70%	67	315	79
	Being honest	Higher	72%	42	306	86
	Being open and transparent to the public	Similar	68%	36	217	83
	Informing residents about issues facing the community	Similar	57%	83	222	63
	Treating all residents fairly	Higher	72%	43	312	86
	Treating residents with respect	Similar	79%	40	214	81
Overall, how would you rate the quality of the services provided by each ..	The Town of Fletcher	Similar	79%	117	373	68
	The Federal Government	Similar	30%	265	296	10
Please rate how important, if at all, you think it is for the Fletcher community to focus on each of the following in the coming two years.	Overall economic health	Similar	89%	224	289	22
	Overall quality of the transportation system	Similar	73%	113	210	46
	Overall design or layout of residential and commercial areas	Similar	85%	47	289	84
	Overall quality of the utility infrastructure	Similar	94%	43	209	79
	Overall feeling of safety	Similar	91%	115	289	60
	Overall quality of natural environment	Similar	83%	157	289	45
	Overall quality of parks and recreation opportunities	Similar	86%	37	210	82
	Overall health and wellness opportunities	Similar	71%	221	289	23
	Overall opportunities for education, culture, and the arts	Similar	67%	262	289	9
	Residents' connection and engagement with their community	Similar	66%	252	289	12
In general, how many times do you:	Access the internet from your home	Similar	94%	126	210	40
	Access the internet from your cell phone	Similar	93%	137	210	35
	Visit social media sites	Similar	77%	145	209	31
	Use or check email	Similar	97%	94	210	55
	Share your opinions online	Similar	29%	116	210	45
































In general, how many times do you:	Shop online	Similar	55%	103	209	51
	Please rate your overall health.	Similar	66%	154	297	48
	What impact, if any, do you think the economy will have on your family..	Similar	15%	245	299	18
































Complete set of frequencies
































This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Fletcher.	Fletcher as a place to live	Excellent		37% N=202
		Good		53% N=290
		Fair		8% N=46
		Poor		1% N=6
	Your neighborhood as a place to live	Excellent		46% N=251
		Good		40% N=218
		Fair		12% N=66
		Poor		2% N=9
	Fletcher as a place to raise children	Excellent		42% N=183
		Good		46% N=200
		Fair		10% N=41
		Poor		2% N=9
	Fletcher as a place to work	Excellent		20% N=69
		Good		37% N=128
		Fair		32% N=109
		Poor		11% N=39
	Fletcher as a place to visit	Excellent		16% N=81
		Good		34% N=172
		Fair		33% N=166
		Poor		16% N=80
	Fletcher as a place to retire	Excellent		33% N=153
		Good		45% N=206
		Fair		15% N=71
		Poor		7% N=31
	The overall quality of life	Excellent		29% N=158
		Good		57% N=307
		Fair		12% N=65





















Please rate each of the following aspects of quality of life in Fletcher.	The overall quality of life	Poor		1% N=6
	Sense of community	Excellent		17% N=90
		Good		40% N=212
		Fair		34% N=177
		Poor		9% N=47
Please rate each of the following characteristics as they relate to Fletcher as a whole.	Overall economic health	Excellent		12% N=52
		Good		53% N=234
		Fair		32% N=139
		Poor		4% N=16
	Overall quality of the transportation system	Excellent		6% N=28
		Good		27% N=131
		Fair		42% N=207
		Poor		25% N=125
	Overall design or layout of residential and commercial areas	Excellent		10% N=56
		Good		40% N=216
		Fair		41% N=219
		Poor		9% N=46
	Overall quality of the utility infrastructure	Excellent		18% N=91
		Good		54% N=279
		Fair		23% N=116
		Poor		5% N=27
	Overall feeling of safety	Excellent		29% N=159
		Good		54% N=295
		Fair		16% N=86
		Poor		1% N=5
	Overall quality of natural environment	Excellent		21% N=112
		Good		53% N=286
		Fair		23% N=125
		Poor		4% N=20
	Overall quality of parks and recreation opportunities	Excellent		42% N=224
		Good		41% N=223

Please rate each of the following characteristics as they relate to Fletcher as a whole.	Overall quality of parks and recreation opportunities	Fair		15% N=80
		Poor		2% N=12
	Overall health and wellness opportunities	Excellent		19% N=92
		Good		46% N=225
		Fair		29% N=142
		Poor		7% N=35
	Overall opportunities for education, culture, and the arts	Excellent		7% N=35
		Good		30% N=140
		Fair		46% N=219
		Poor		17% N=79
	Residents' connection and engagement with their community	Excellent		8% N=38
		Good		34% N=161
		Fair		44% N=208
		Poor		14% N=64
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Fletcher to someone who asks	Very likely		44% N=241
		Somewhat likely		45% N=246
		Somewhat unlikely		6% N=35
		Very unlikely		4% N=23
	Remain in Fletcher for the next five years	Very likely		59% N=320
		Somewhat likely		27% N=148
		Somewhat unlikely		8% N=41
		Very unlikely		6% N=33
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		76% N=414
		Somewhat safe		21% N=113
		Neither safe nor unsafe		3% N=14
		Somewhat unsafe		1% N=3
		Very unsafe		0% N=2
	In Fletcher's downtown/commercial area during the day	Very safe		54% N=278
		Somewhat safe		34% N=173
		Neither safe nor unsafe		10% N=49
		Somewhat unsafe		2% N=9
































Please rate how safe or unsafe you feel:	In Fletcher's downtown/commercial area during the day	Very unsafe		0% N=2
	From property crime	Very safe		33% N=174
		Somewhat safe		50% N=266
		Neither safe nor unsafe		10% N=56
		Somewhat unsafe		7% N=36
		Very unsafe		1% N=4
	From violent crime	Very safe		51% N=273
		Somewhat safe		34% N=184
		Neither safe nor unsafe		10% N=53
		Somewhat unsafe		5% N=28
		Very unsafe		0% N=1
	From fire, flood, or other natural disaster	Very safe		51% N=270
		Somewhat safe		35% N=187
		Neither safe nor unsafe		11% N=59
		Somewhat unsafe		2% N=12
		Very unsafe		1% N=7
Please rate the job you feel the Fletcher community does at each of the following.	Making all residents feel welcome	Excellent		20% N=100
		Good		48% N=237
		Fair		27% N=132
		Poor		6% N=28
	Attracting people from diverse backgrounds	Excellent		17% N=70
		Good		38% N=156
		Fair		31% N=126
		Poor		15% N=60
	Valuing/respecting residents from diverse backgrounds	Excellent		19% N=79
		Good		45% N=192
		Fair		27% N=115
		Poor		9% N=37
	Taking care of vulnerable residents	Excellent		15% N=51
		Good		33% N=111
		Fair		39% N=131

Please rate each of the following in the Fletcher community.	Taking care of vulnerable residents	Poor		12% N=40
	Overall quality of business and service establishments	Excellent		11% N=59
		Good		45% N=239
		Fair		35% N=183
		Poor		9% N=49
	Variety of business and service establishments	Excellent		6% N=34
		Good		31% N=163
		Fair		45% N=242
		Poor		17% N=93
	Vibrancy of downtown/commercial area	Excellent		3% N=18
		Good		18% N=93
		Fair		40% N=206
		Poor		38% N=192
	Employment opportunities	Excellent		6% N=23
		Good		27% N=97
		Fair		41% N=145
		Poor		26% N=91
	Shopping opportunities	Excellent		6% N=33
		Good		21% N=112
		Fair		41% N=222
		Poor		32% N=171
	Cost of living	Excellent		6% N=35
		Good		34% N=187
		Fair		40% N=218
		Poor		19% N=103
	Overall image or reputation	Excellent		17% N=89
		Good		53% N=279
		Fair		26% N=138
		Poor		4% N=23
Please also rate each of the following in the Fletcher community.	Traffic flow on major streets	Excellent		4% N=20
		Good		34% N=185
































Please also rate each of the following in the Fletcher community.

Traffic flow on major streets	Fair		37% N=199
	Poor		25% N=138
Ease of public parking	Excellent		9% N=44
	Good		49% N=238
	Fair		31% N=148
	Poor		11% N=52
Ease of travel by car	Excellent		18% N=99
	Good		45% N=243
	Fair		27% N=146
	Poor		9% N=47
Ease of travel by public transportation	Excellent		5% N=11
	Good		17% N=38
	Fair		31% N=69
	Poor		46% N=101
Ease of travel by bicycle	Excellent		4% N=14
	Good		15% N=48
	Fair		25% N=82
	Poor		56% N=184
Ease of walking	Excellent		6% N=27
	Good		24% N=111
	Fair		35% N=165
	Poor		35% N=164
Well-planned residential growth	Excellent		6% N=24
	Good		27% N=113
	Fair		41% N=172
	Poor		26% N=111
Well-planned commercial growth	Excellent		4% N=16
	Good		27% N=108
	Fair		41% N=162
	Poor		28% N=111
Well-designed neighborhoods	Excellent		10% N=50
































Please also rate each of the following in the Fletcher community.
































Well-designed neighborhoods	Good		45% N=220
	Fair		35% N=170
	Poor		9% N=45
Preservation of the historical or cultural character of the community	Excellent		10% N=35
	Good		34% N=122
	Fair		39% N=138
	Poor		17% N=61
Public places where people want to spend time	Excellent		12% N=59
	Good		40% N=202
	Fair		30% N=155
	Poor		19% N=95
Variety of housing options	Excellent		7% N=32
	Good		37% N=179
	Fair		34% N=168
	Poor		22% N=108
Availability of affordable quality housing	Excellent		5% N=25
	Good		17% N=75
	Fair		39% N=179
	Poor		38% N=174
Overall quality of new development	Excellent		7% N=29
	Good		35% N=156
	Fair		42% N=184
	Poor		16% N=71
Overall appearance	Excellent		12% N=65
	Good		44% N=237
	Fair		35% N=189
	Poor		9% N=48
Cleanliness	Excellent		19% N=104
	Good		57% N=307
	Fair		21% N=112
	Poor		3% N=18
































Please also rate each of the following in the Fletcher community.

Water resources	Excellent		11% N=51
	Good		39% N=180
	Fair		35% N=162
	Poor		15% N=72
Air quality	Excellent		26% N=133
	Good		56% N=289
	Fair		16% N=82
	Poor		2% N=9
Availability of paths and walking trails	Excellent		21% N=111
	Good		38% N=201
	Fair		28% N=149
	Poor		13% N=71
Fitness opportunities	Excellent		19% N=96
	Good		36% N=182
	Fair		35% N=178
	Poor		10% N=50
Recreational opportunities	Excellent		15% N=74
	Good		43% N=211
	Fair		35% N=173
	Poor		7% N=35
Availability of affordable quality food	Excellent		9% N=47
	Good		40% N=211
	Fair		34% N=183
	Poor		17% N=91
Availability of affordable quality health care	Excellent		13% N=59
	Good		42% N=199
	Fair		31% N=144
	Poor		15% N=69
Availability of preventive health services	Excellent		13% N=56
	Good		38% N=159
	Fair		34% N=142
































Please also rate each of the following in the Fletcher community.
































Availability of preventive health services	Poor		15% N=62
Availability of affordable quality mental health care	Excellent		9% N=24
	Good		26% N=69
	Fair		34% N=91
	Poor		32% N=86
Opportunities to attend cultural/arts/music activities	Excellent		5% N=20
	Good		18% N=80
	Fair		40% N=177
	Poor		37% N=160
Community support for the arts	Excellent		7% N=23
	Good		23% N=78
	Fair		34% N=117
	Poor		37% N=128
Availability of affordable quality childcare/preschool	Excellent		5% N=12
	Good		23% N=55
	Fair		36% N=87
	Poor		35% N=85
K-12 education	Excellent		19% N=56
	Good		45% N=137
	Fair		31% N=94
	Poor		5% N=15
Adult educational opportunities	Excellent		7% N=19
	Good		19% N=55
	Fair		40% N=113
	Poor		34% N=98
Sense of civic/community pride	Excellent		9% N=40
	Good		39% N=165
	Fair		40% N=171
	Poor		12% N=51
Neighborliness of residents	Excellent		13% N=66
	Good		52% N=273
































Please also rate each of the following in the Fletcher community.	Neighborliness of residents	Fair		28% N=147
		Poor		8% N=40
	Opportunities to participate in social events and activities	Excellent		8% N=36
		Good		37% N=164
		Fair		37% N=163
		Poor		18% N=82
	Opportunities to attend special events and festivals	Excellent		9% N=42
		Good		36% N=171
		Fair		37% N=172
		Poor		18% N=84
	Opportunities to volunteer	Excellent		12% N=39
		Good		42% N=141
		Fair		36% N=121
		Poor		11% N=38
	Opportunities to participate in community matters	Excellent		12% N=46
		Good		39% N=151
		Fair		36% N=140
		Poor		13% N=52
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		15% N=58
		Good		40% N=151
		Fair		32% N=122
		Poor		13% N=49
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Town of Fletcher for help or information	No		48% N=263
		Yes		52% N=280
	Contacted Fletcher elected officials to express your opinion	No		86% N=467
		Yes		14% N=75
	Attended a local public meeting	No		78% N=425
		Yes		22% N=118
	Watched a local public meeting	No		91% N=488
		Yes		9% N=50
	Volunteered your time to some group/activity	No		80% N=436

Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity	Yes		20% N=107
	Campaigned or advocated for a local issue, cause, or candidate	No		85% N=460
		Yes		15% N=82
	Voted in your most recent local election	No		15% N=81
		Yes		85% N=464
	Used public transportation instead of driving	No		97% N=527
		Yes		3% N=14
	Carpooled with other adults or children instead of driving alone	No		61% N=333
		Yes		39% N=211
	Walked or biked instead of driving	No		72% N=390
		Yes		28% N=155
Please rate the quality of each of the following services in Fletcher.	Public information services	Excellent		19% N=78
		Good		49% N=199
		Fair		24% N=98
		Poor		7% N=30
	Economic development	Excellent		8% N=29
		Good		37% N=142
		Fair		42% N=161
		Poor		13% N=49
	Traffic enforcement	Excellent		12% N=56
		Good		50% N=230
		Fair		26% N=119
		Poor		12% N=56
	Traffic signal timing	Excellent		7% N=37
		Good		44% N=225
		Fair		33% N=170
		Poor		15% N=79
	Street repair	Excellent		6% N=28
		Good		45% N=226
		Fair		34% N=170
		Poor		16% N=80
































Please rate the quality of each of the following services in Fletcher.

Street cleaning	Excellent		10% N=47
	Good		55% N=254
	Fair		26% N=120
	Poor		9% N=42
Street lighting	Excellent		12% N=65
	Good		59% N=306
	Fair		22% N=117
	Poor		6% N=33
Snow removal	Excellent		15% N=70
	Good		60% N=278
	Fair		20% N=92
	Poor		5% N=25
Sidewalk maintenance	Excellent		11% N=46
	Good		54% N=220
	Fair		29% N=121
	Poor		6% N=24
Bus or transit services	Excellent		8% N=16
	Good		26% N=55
	Fair		28% N=60
	Poor		38% N=79
Land use, planning and zoning	Excellent		8% N=25
	Good		26% N=87
	Fair		43% N=143
	Poor		23% N=78
Code enforcement	Excellent		5% N=17
	Good		29% N=100
	Fair		38% N=132
	Poor		28% N=96
Affordable high-speed internet access	Excellent		12% N=62
	Good		34% N=171
	Fair		29% N=147
































Please rate the quality of each of the following services in Fletcher.	Affordable high-speed internet access	Poor		24% N=120
	Garbage collection	Excellent		49% N=249
		Good		42% N=216
		Fair		8% N=41
		Poor		1% N=7
	Drinking water	Excellent		37% N=195
		Good		46% N=238
		Fair		12% N=65
		Poor		5% N=24
	Sewer services	Excellent		35% N=175
		Good		52% N=262
		Fair		10% N=48
		Poor		4% N=20
	Storm water management	Excellent		24% N=112
		Good		52% N=243
		Fair		18% N=84
		Poor		6% N=27
	Power (electric and/or gas) utility	Excellent		27% N=143
		Good		55% N=288
		Fair		15% N=79
		Poor		3% N=16
	Utility billing	Excellent		24% N=121
		Good		48% N=246
		Fair		21% N=108
		Poor		7% N=34
	Police/Sheriff services	Excellent		34% N=160
		Good		52% N=245
		Fair		10% N=49
		Poor		4% N=21
	Crime prevention	Excellent		24% N=104
		Good		55% N=241
































Please rate the quality of each of the following services in Fletcher.	Crime prevention	Fair		19% N=85
		Poor		3% N=12
Animal control		Excellent		21% N=71
		Good		51% N=171
		Fair		21% N=72
		Poor		6% N=21
Ambulance or emergency medical services		Excellent		36% N=137
		Good		57% N=212
		Fair		7% N=24
		Poor		1% N=2
Fire services		Excellent		41% N=165
		Good		53% N=213
		Fair		6% N=24
		Poor		0% N=1
Fire prevention and education		Excellent		29% N=76
		Good		50% N=130
		Fair		18% N=46
		Poor		3% N=9
Emergency preparedness		Excellent		19% N=49
		Good		51% N=132
		Fair		20% N=53
		Poor		10% N=26
Preservation of natural areas		Excellent		13% N=50
		Good		38% N=151
		Fair		31% N=123
		Poor		18% N=72
Fletcher open space		Excellent		16% N=69
		Good		40% N=173
		Fair		31% N=133
		Poor		12% N=54
Recycling		Excellent		38% N=184

















Please rate the quality of each of the following services in Fletcher.
































Recycling	Good		47% N=229
	Fair		9% N=45
	Poor		6% N=31
Yard waste pick-up	Excellent		45% N=191
	Good		40% N=170
	Fair		11% N=48
	Poor		3% N=13
Town parks	Excellent		52% N=269
	Good		37% N=191
	Fair		10% N=54
	Poor		2% N=8
Recreation programs or classes	Excellent		20% N=61
	Good		45% N=135
	Fair		25% N=76
	Poor		10% N=30
Recreation centers or facilities	Excellent		18% N=67
	Good		40% N=145
	Fair		29% N=105
	Poor		13% N=47
Health services	Excellent		16% N=64
	Good		47% N=185
	Fair		29% N=115
	Poor		8% N=31
Public library services	Excellent		32% N=141
	Good		41% N=179
	Fair		20% N=90
	Poor		7% N=32
Overall customer service by Fletcher employees	Excellent		32% N=152
	Good		54% N=254
	Fair		11% N=51
	Poor		3% N=16

Please rate the following categories of Fletcher government performance.
































The value of services for the taxes paid to Fletcher	Excellent		17% N=78
	Good		46% N=212
	Fair		27% N=123
	Poor		10% N=46
The overall direction that Fletcher is taking	Excellent		14% N=63
	Good		48% N=221
	Fair		31% N=142
	Poor		8% N=39
The job Fletcher government does at welcoming resident involvement	Excellent		14% N=52
	Good		40% N=149
	Fair		30% N=113
	Poor		15% N=57
Overall confidence in Fletcher government	Excellent		15% N=68
	Good		48% N=213
	Fair		28% N=125
	Poor		8% N=37
Generally acting in the best interest of the community	Excellent		15% N=67
	Good		55% N=241
	Fair		22% N=97
	Poor		8% N=35
Being honest	Excellent		19% N=73
	Good		53% N=204
	Fair		24% N=92
	Poor		4% N=15
Being open and transparent to the public	Excellent		17% N=64
	Good		51% N=198
	Fair		25% N=97
	Poor		7% N=26
Informing residents about issues facing the community	Excellent		14% N=59
	Good		44% N=189
	Fair		27% N=117
































Please rate the following categories of Fletcher government performance.	Informing residents about issues facing the community	Poor		16% N=67
	Treating all residents fairly	Excellent		21% N=77
		Good		51% N=190
		Fair		24% N=89
		Poor		4% N=15
	Treating residents with respect	Excellent		23% N=98
		Good		56% N=233
		Fair		18% N=74
		Poor		3% N=13
Overall, how would you rate the quality of the services provided by each of the following?	The Town of Fletcher	Excellent		23% N=116
		Good		56% N=281
		Fair		20% N=98
		Poor		1% N=6
	The Federal Government	Excellent		6% N=27
		Good		25% N=117
		Fair		35% N=164
		Poor		35% N=164
Please rate how important, if at all, you think it is for the Fletcher community to focus on each of the following in the coming two years.	Overall economic health	Essential		40% N=211
		Very important		49% N=259
		Somewhat important		11% N=56
		Not at all important		0% N=1
	Overall quality of the transportation system	Essential		30% N=163
		Very important		43% N=233
		Somewhat important		22% N=121
		Not at all important		4% N=23
	Overall design or layout of residential and commercial areas	Essential		39% N=210
		Very important		46% N=250
		Somewhat important		13% N=72
		Not at all important		2% N=10
	Overall quality of the utility infrastructure	Essential		53% N=290
		Very important		40% N=217
































Please rate how important, if at all, you think it is for the Fletcher community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	Somewhat important		6% N=33
		Not at all important		1% N=3
	Overall feeling of safety	Essential		58% N=317
		Very important		33% N=178
		Somewhat important		8% N=44
		Not at all important		1% N=4
	Overall quality of natural environment	Essential		37% N=198
		Very important		46% N=250
		Somewhat important		16% N=85
		Not at all important		2% N=9
	Overall quality of parks and recreation opportunities	Essential		36% N=196
		Very important		50% N=272
		Somewhat important		13% N=68
		Not at all important		1% N=7
	Overall health and wellness opportunities	Essential		24% N=130
		Very important		47% N=254
		Somewhat important		27% N=145
		Not at all important		2% N=11
	Overall opportunities for education, culture, and the arts	Essential		23% N=126
		Very important		43% N=234
		Somewhat important		30% N=162
		Not at all important		4% N=20
	Residents' connection and engagement with their community	Essential		17% N=90
		Very important		49% N=267
		Somewhat important		31% N=166
		Not at all important		3% N=17
Please indicate if you support or oppose the Town of Fletcher taking the following actions.	Limiting the amount of residential development for multi-family home projects (apartments, condos, and townhomes)	Strongly support		53% N=288
		Somewhat support		27% N=148
		Somewhat oppose		14% N=74
		Strongly oppose		6% N=33
	Limiting the amount of residential development for single-family home projects (site-built houses on individual lots)	Strongly support		27% N=145
























Please indicate if you support or oppose the Town of Fletcher taking the following actions.	Limiting the amount of residential development for single-family home projects (site-built houses on individual lots)	Somewhat support		40% N=216
		Somewhat oppose		24% N=129
		Strongly oppose		10% N=53
	Providing Town of Fletcher tax payer funding for development of a new library facility	Strongly support		41% N=223
		Somewhat support		37% N=203
		Somewhat oppose		15% N=81
		Strongly oppose		6% N=34
	Development of additional greenway trails that extend from Bill Moore Community Park to the Meritor property (greenway trails are paths for walking, running, and biking)	Strongly support		60% N=326
		Somewhat support		34% N=182
		Somewhat oppose		3% N=17
		Strongly oppose		3% N=15
	Development of additional greenway trails that connect outside the Town limits to a larger regional network of trails	Strongly support		54% N=290
		Somewhat support		35% N=187
		Somewhat oppose		8% N=45
		Strongly oppose		4% N=20
	Assessing stormwater impact on existing and future development	Strongly support		54% N=290
		Somewhat support		40% N=214
		Somewhat oppose		6% N=32
		Strongly oppose		1% N=3
Please rate how important, if at all, you think it is for the Fletcher community to attract each type of commercial development to the downtown area.	Dine in restaurants and bars	Essential		37% N=199
		Very important		36% N=195
		Somewhat important		19% N=103
		Not at all important		7% N=37
	Fast food/casual restaurants	Essential		14% N=74
		Very important		18% N=98
		Somewhat important		44% N=238
		Not at all important		24% N=131
	Retail clothing stores	Essential		10% N=52
		Very important		17% N=93
		Somewhat important		49% N=264
		Not at all important		24% N=130

Please rate how important, if at all, you think it is for the Fletcher community to attract each type of commercial development to the downtown area.

Hardware, home goods stores	Essential		11% N=62
	Very important		33% N=177
	Somewhat important		42% N=226
	Not at all important		14% N=77
Gyms or fitness centers	Essential		10% N=57
	Very important		25% N=137
	Somewhat important		48% N=261
	Not at all important		16% N=85
Arts and entertainment options	Essential		18% N=99
	Very important		37% N=201
	Somewhat important		36% N=197
	Not at all important		9% N=47
Personal services (salons, massage, etc.)	Essential		8% N=45
	Very important		25% N=137
	Somewhat important		48% N=262
	Not at all important		18% N=100
Professional services (finance, legal, real estate, other consulting)	Essential		7% N=38
	Very important		28% N=150
	Somewhat important		48% N=257
	Not at all important		16% N=85
Maintenance, repair, construction services	Essential		16% N=85
	Very important		35% N=187
	Somewhat important		38% N=204
	Not at all important		11% N=62
Health services (doctors, hospitals, dentists, etc.)	Essential		27% N=147
	Very important		41% N=221
	Somewhat important		27% N=146
	Not at all important		6% N=32
How many people currently reside in your household?	1		25% N=135
	2		41% N=223
	3		16% N=85

	How many people currently reside in your household?	4		14% N=75
		5		4% N=19
		6 or more		1% N=5
In general, how many times do you:	Access the internet from your home	Several times a day		84% N=454
		Once a day		4% N=23
		A few times a week		5% N=28
		Every few weeks		1% N=5
		Less often or never		5% N=29
	Access the internet from your cell phone	Several times a day		87% N=453
		Once a day		3% N=15
		A few times a week		3% N=14
		Every few weeks		0% N=1
		Less often or never		7% N=38
	Visit social media sites	Several times a day		55% N=294
		Once a day		14% N=75
		A few times a week		8% N=45
		Every few weeks		2% N=11
		Less often or never		21% N=111
	Use or check email	Several times a day		79% N=425
		Once a day		15% N=79
		A few times a week		3% N=19
		Every few weeks		1% N=4
		Less often or never		2% N=11
	Share your opinions online	Several times a day		11% N=57
		Once a day		3% N=16
		A few times a week		15% N=79
		Every few weeks		12% N=64
		Less often or never		59% N=311
	Shop online	Several times a day		14% N=73
		Once a day		7% N=39
		A few times a week		34% N=184

In general, how many times do you:	Shop online	Every few weeks		35% N=189
		Less often or never		9% N=51
Please rate your overall health.		Excellent		27% N=145
		Very good		39% N=213
		Good		27% N=147
		Fair		5% N=27
		Poor		2% N=10
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive		3% N=17
		Somewhat positive		12% N=67
		Neutral		39% N=210
		Somewhat negative		32% N=176
		Very negative		13% N=72
How many years have you lived in Fletcher?		Less than 2 years		11% N=62
		2-5 years		30% N=162
		6-10 years		19% N=104
		11-20 years		22% N=121
		More than 20 years		18% N=97
Which best describes the building you live in?		Single-family detached home		64% N=348
		Townhouse or duplex (may share walls but no units above ..		13% N=73
		Condominium or apartment (have units above or below you)		19% N=104
		Mobile home		3% N=17
		Other		1% N=3
Do you rent or own your home?		Rent		21% N=114
		Own		79% N=429
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		8% N=43
		\$500 to \$999		18% N=96
		\$1,000 to \$1,499		32% N=169
		\$1,500 to \$1,999		30% N=154
		\$2,000 to \$2,499		7% N=34
		\$2,500 to \$2,999		3% N=15
		\$3,000 to \$3,499		1% N=5

		\$3,500 or more		1% N=6
	Do any children 17 or under live in your household?	No		71% N=386
		Yes		29% N=159
	Are you or any other members of your household aged 65 or older?	No		62% N=339
		Yes		38% N=205
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		4% N=22
		\$25,000 to \$49,999		20% N=100
		\$50,000 to \$74,999		24% N=121
		\$75,000 to \$99,999		19% N=99
		\$100,000 to \$149,999		19% N=96
		\$150,000 or more		14% N=73
Are you Spanish, Hispanic, or Latino?	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		97% N=521
		Yes, I consider myself to be Spanish, Hispanic, or Latino		3% N=17
	What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1% N=7
		Asian, Asian Indian, or Pacific Islander		3% N=16
		Black or African American		3% N=19
		White		94% N=508
		Other		4% N=19
	In which category is your age?	18-24 years		2% N=13
		25-34 years		16% N=87
		35-44 years		18% N=98
		45-54 years		18% N=97
		55-64 years		12% N=66
		65-74 years		21% N=116
		75 years or older		13% N=69
	What is your gender?	Woman		51% N=281
		Man		49% N=265
		Identify in another way		0% N=

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of Fletcher conducted a survey of 2,800 residents. Survey invitations were mailed to randomly selected households and data were collected from January 13th to February 24th, 2023. The results from this main survey effort represent the most robust estimate of your residents' opinions.





























After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Fletcher. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on February 10th, 2023. The survey remained open for two weeks and there were 56 responses.

































The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

































* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

































Open participation survey results

































This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

	Do you live within the Town limits of Fletcher?	Yes		95% N=52
		No		5% N=3
Please rate each of the following aspects of quality of life in Fletcher.	Fletcher as a place to live	Excellent		31% N=17
		Good		60% N=33
		Fair		9% N=5
	Your neighborhood as a place to live	Excellent		45% N=25
		Good		49% N=27
		Fair		5% N=3
	Fletcher as a place to raise children	Excellent		43% N=19
		Good		50% N=22
		Fair		7% N=3
	Fletcher as a place to work	Excellent		21% N=8
		Good		39% N=15
		Fair		24% N=9
		Poor		16% N=6
	Fletcher as a place to visit	Excellent		11% N=6
		Good		34% N=18
		Fair		49% N=26
		Poor		6% N=3
	Fletcher as a place to retire	Excellent		22% N=10
		Good		67% N=31
		Fair		7% N=3
		Poor		4% N=2
	The overall quality of life in Fletcher	Excellent		27% N=15
		Good		69% N=38
		Fair		4% N=2
	Sense of community	Excellent		14% N=8
		Good		59% N=33







Please rate each of the following aspects of quality of life in Fletcher.	Sense of community	Fair		20% N=11
		Poor		7% N=4
Please rate each of the following characteristics as they relate to Fletcher as a whole.	Overall economic health of Fletcher	Excellent		9% N=4
		Good		51% N=23
		Fair		38% N=17
		Poor		2% N=1
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Fletcher	Excellent		2% N=1
		Good		34% N=18
		Fair		34% N=18
		Poor		30% N=16
	Overall design or layout of Fletcher's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		11% N=6
		Good		36% N=20
		Fair		44% N=24
		Poor		9% N=5
	Overall quality of the utility infrastructure in Fletcher (water, sewer, storm water, electric/gas, broadband)	Excellent		23% N=12
		Good		46% N=24
		Fair		31% N=16
	Overall feeling of safety in Fletcher	Excellent		39% N=22
		Good		54% N=31
		Fair		5% N=3
		Poor		2% N=1
	Overall quality of natural environment in Fletcher	Excellent		21% N=12
		Good		53% N=30
		Fair		25% N=14
		Poor		2% N=1
	Overall quality of parks and recreation opportunities	Excellent		55% N=30
		Good		36% N=20
		Fair		9% N=5
	Overall health and wellness opportunities in Fletcher	Excellent		15% N=8
		Good		54% N=29
		Fair		26% N=14
		Poor		6% N=3

Please rate each of the following characteristics as they relate to Fletcher as a whole.	Overall opportunities for education, culture, and the arts	Excellent		2% N=1
		Good		31% N=17
		Fair		47% N=26
		Poor		20% N=11
	Residents' connection and engagement with their community	Excellent		4% N=2
		Good		46% N=25
		Fair		33% N=18
		Poor		17% N=9
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Fletcher to someone who asks	Very likely		40% N=23
		Somewhat likely		47% N=27
		Somewhat unlikely		7% N=4
		Very unlikely		5% N=3
	Remain in Fletcher for the next five years	Very likely		70% N=40
		Somewhat likely		26% N=15
		Somewhat unlikely		4% N=2
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		82% N=47
		Somewhat safe		11% N=6
		Neither safe nor unsafe		4% N=2
		Somewhat unsafe		4% N=2
	In Fletcher's downtown/commercial area during the day	Very safe		64% N=35
		Somewhat safe		27% N=15
		Neither safe nor unsafe		5% N=3
		Somewhat unsafe		4% N=2
	From property crime	Very safe		46% N=26
		Somewhat safe		39% N=22
		Neither safe nor unsafe		5% N=3
		Somewhat unsafe		7% N=4
		Very unsafe		2% N=1
	From violent crime	Very safe		66% N=37
		Somewhat safe		23% N=13
		Neither safe nor unsafe		9% N=5
		Somewhat unsafe		2% N=1

































Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	Very safe		65% N=37
		Somewhat safe		26% N=15
		Neither safe nor unsafe		9% N=5
Please rate the job you feel the Fletcher community does at each of the following.	Making all residents feel welcome	Excellent		29% N=15
		Good		47% N=24
		Fair		20% N=10
		Poor		4% N=2
	Attracting people from diverse backgrounds	Excellent		16% N=7
		Good		58% N=26
		Fair		20% N=9
		Poor		7% N=3
	Valuing/respecting residents from diverse backgrounds	Excellent		29% N=12
		Good		52% N=22
		Fair		10% N=4
		Poor		10% N=4
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		12% N=4
		Good		67% N=22
		Fair		15% N=5
		Poor		6% N=2
Please rate each of the following in the Fletcher community.	Overall quality of business and service establishments in Fletcher	Excellent		7% N=4
		Good		49% N=28
		Fair		35% N=20
		Poor		9% N=5
	Variety of business and service establishments in Fletcher	Excellent		2% N=1
		Good		33% N=18
		Fair		49% N=27
		Poor		16% N=9
	Vibrancy of downtown/commercial area	Good		13% N=7
		Fair		59% N=33
		Poor		29% N=16
	Employment opportunities	Excellent		8% N=3
		Good		28% N=11

Please rate each of the following in the Fletcher community.	Employment opportunities	Fair		38% N=15
		Poor		28% N=11
	Shopping opportunities	Excellent		2% N=1
		Good		22% N=12
		Fair		49% N=27
		Poor		27% N=15
	Cost of living in Fletcher	Excellent		9% N=5
		Good		35% N=20
		Fair		44% N=25
		Poor		12% N=7
	Overall image or reputation of Fletcher	Excellent		16% N=9
		Good		59% N=33
		Fair		20% N=11
		Poor		5% N=3
Please also rate each of the following in the Fletcher community.	Traffic flow on major streets	Excellent		2% N=1
		Good		29% N=16
		Fair		50% N=28
		Poor		20% N=11
	Ease of public parking	Excellent		8% N=4
		Good		50% N=24
		Fair		33% N=16
		Poor		8% N=4
	Ease of travel by car in Fletcher	Excellent		14% N=8
		Good		40% N=23
		Fair		39% N=22
		Poor		7% N=4
	Ease of travel by public transportation in Fletcher	Good		16% N=5
		Fair		35% N=11
		Poor		48% N=15
	Ease of travel by bicycle in Fletcher	Excellent		3% N=1
		Good		13% N=5
		Fair		28% N=11










Please also rate each of the following in the Fletcher community.

Ease of travel by bicycle in Fletcher	Poor		58% N=23
Ease of walking in Fletcher	Excellent		2% N=1
	Good		25% N=13
	Fair		31% N=16
	Poor		41% N=21
Well-planned residential growth	Excellent		3% N=1
	Good		38% N=15
	Fair		40% N=16
	Poor		20% N=8
Well-planned commercial growth	Excellent		3% N=1
	Good		25% N=9
	Fair		50% N=18
	Poor		22% N=8
Well-designed neighborhoods	Excellent		8% N=4
	Good		49% N=24
	Fair		31% N=15
	Poor		12% N=6
Preservation of the historical or cultural character of the community	Excellent		9% N=4
	Good		27% N=12
	Fair		39% N=17
	Poor		25% N=11
Public places where people want to spend time	Excellent		9% N=5
	Good		35% N=19
	Fair		43% N=23
	Poor		13% N=7
Variety of housing options	Excellent		4% N=2
	Good		56% N=27
	Fair		29% N=14
	Poor		10% N=5
Availability of affordable quality housing	Excellent		5% N=2
	Good		26% N=11
	Fair		42% N=18































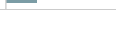

Please also rate each of the following in the Fletcher community.

































Availability of affordable quality housing	Poor		28% N=12
Overall quality of new development in Fletcher	Excellent		7% N=3
	Good		35% N=16
	Fair		48% N=22
	Poor		11% N=5
Overall appearance of Fletcher	Excellent		5% N=3
	Good		45% N=25
	Fair		42% N=23
	Poor		7% N=4
Cleanliness of Fletcher	Excellent		16% N=9
	Good		60% N=34
	Fair		16% N=9
	Poor		9% N=5
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		10% N=5
	Good		44% N=23
	Fair		33% N=17
	Poor		13% N=7
Air quality	Excellent		25% N=14
	Good		64% N=35
	Fair		9% N=5
	Poor		2% N=1
Availability of paths and walking trails	Excellent		20% N=11
	Good		43% N=24
	Fair		23% N=13
	Poor		14% N=8
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		11% N=6
	Good		42% N=23
	Fair		38% N=21
	Poor		9% N=5
Recreational opportunities	Excellent		17% N=9
	Good		49% N=26
	Fair		19% N=10

































Please also rate each of the following in the Fletcher community.

































Recreational opportunities	Poor		15% N=8
Availability of affordable quality food	Excellent		9% N=5
	Good		43% N=24
	Fair		39% N=22
	Poor		9% N=5
Availability of affordable quality health care	Excellent		8% N=4
	Good		59% N=29
	Fair		29% N=14
	Poor		4% N=2
Availability of preventive health services	Excellent		7% N=3
	Good		57% N=25
	Fair		32% N=14
	Poor		5% N=2
Availability of affordable quality mental health care	Excellent		4% N=1
	Good		26% N=6
	Fair		39% N=9
	Poor		30% N=7
Opportunities to attend cultural/arts/music activities	Excellent		6% N=3
	Good		20% N=10
	Fair		35% N=17
	Poor		39% N=19
Community support for the arts	Excellent		2% N=1
	Good		21% N=9
	Fair		50% N=21
	Poor		26% N=11
Availability of affordable quality childcare/preschool	Excellent		13% N=3
	Good		17% N=4
	Fair		46% N=11
	Poor		25% N=6
K-12 education	Excellent		24% N=8
	Good		45% N=15
	Fair		27% N=9

Please also rate each of the following in the Fletcher community.

































K-12 education	Poor		3% N=1
Adult educational opportunities	Excellent		13% N=3
	Good		21% N=5
	Fair		25% N=6
	Poor		42% N=10
Sense of civic/community pride	Excellent		2% N=1
	Good		44% N=20
	Fair		40% N=18
	Poor		13% N=6
Neighborliness of residents in Fletcher	Excellent		21% N=12
	Good		54% N=30
	Fair		20% N=11
	Poor		5% N=3
Opportunities to participate in social events and activities	Excellent		2% N=1
	Good		42% N=22
	Fair		40% N=21
	Poor		15% N=8
Opportunities to attend special events and festivals	Excellent		4% N=2
	Good		46% N=24
	Fair		35% N=18
	Poor		15% N=8
Opportunities to volunteer	Excellent		6% N=2
	Good		53% N=19
	Fair		31% N=11
	Poor		11% N=4
Opportunities to participate in community matters	Excellent		4% N=2
	Good		56% N=25
	Fair		31% N=14
	Poor		9% N=4
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		20% N=8
	Good		55% N=22
	Fair		15% N=6

































Please also rate each of the following in the Fletcher community.	Openness and acceptance of the community toward people of diverse backgrounds	Poor		10% N=4
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Town of Fletcher (in-person, phone, email, or web) for help or information	No		42% N=24
		Yes		58% N=33
	Contacted Fletcher elected officials (in-person, phone, email, or web) to express your opinion	No		77% N=43
		Yes		23% N=13
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		61% N=35
		Yes		39% N=22
	Watched (online or on television) a local public meeting	No		93% N=52
		Yes		7% N=4
	Volunteered your time to some group/activity in Fletcher	No		72% N=41
		Yes		28% N=16
	Campaigned or advocated for a local issue, cause, or candidate	No		82% N=47
		Yes		18% N=10
	Voted in your most recent local election	No		18% N=10
		Yes		82% N=47
	Used bus, rail, subway, or other public transportation instead of driving	No		95% N=53
		Yes		5% N=3
	Carpooled with other adults or children instead of driving alone	No		58% N=33
		Yes		42% N=24
	Walked or biked instead of driving	No		70% N=40
		Yes		30% N=17
Please rate the quality of each of the following services in Fletcher.	Public information services	Excellent		14% N=7
		Good		69% N=34
		Fair		10% N=5
		Poor		6% N=3
	Economic development	Excellent		3% N=1
		Good		51% N=20
		Fair		36% N=14
		Poor		10% N=4
	Traffic enforcement	Excellent		8% N=4
		Good		56% N=27
		Fair		25% N=12

Please rate the quality of each of the following services in Fletcher.	Traffic enforcement	Poor		10% N=5
	Traffic signal timing	Excellent		4% N=2
		Good		38% N=21
		Fair		41% N=23
		Poor		18% N=10
	Street repair	Excellent		6% N=3
		Good		57% N=30
		Fair		30% N=16
		Poor		8% N=4
	Street cleaning	Excellent		16% N=8
		Good		64% N=32
		Fair		12% N=6
		Poor		8% N=4
	Street lighting	Excellent		12% N=7
		Good		56% N=32
		Fair		19% N=11
		Poor		12% N=7
	Snow removal	Excellent		22% N=11
		Good		68% N=34
		Fair		6% N=3
		Poor		4% N=2
	Sidewalk maintenance	Excellent		12% N=5
		Good		63% N=27
		Fair		16% N=7
		Poor		9% N=4
	Bus or transit services	Excellent		6% N=1
		Good		24% N=4
		Fair		29% N=5
		Poor		41% N=7
	Land use, planning, and zoning	Excellent		5% N=2
		Good		35% N=13
		Fair		32% N=12

































Please rate the quality of each of the following services in Fletcher.	Land use, planning, and zoning	Poor		27% N=10
	Code enforcement (weeds, abandoned buildings, etc.)	Excellent		6% N=2
		Good		29% N=10
		Fair		38% N=13
		Poor		26% N=9
	Affordable high-speed internet access	Excellent		25% N=13
		Good		23% N=12
		Fair		31% N=16
		Poor		21% N=11
	Garbage collection	Excellent		55% N=29
		Good		32% N=17
		Fair		11% N=6
		Poor		2% N=1
	Drinking water	Excellent		42% N=22
		Good		47% N=25
		Fair		8% N=4
		Poor		4% N=2
	Sewer services	Excellent		40% N=19
		Good		47% N=22
		Fair		9% N=4
		Poor		4% N=2
	Storm water management (storm drainage, dams, levees, etc.)	Excellent		32% N=16
		Good		48% N=24
		Fair		14% N=7
		Poor		6% N=3
	Power (electric and/or gas) utility	Excellent		32% N=18
		Good		58% N=33
		Fair		11% N=6
	Utility billing	Excellent		28% N=15
		Good		44% N=24
		Fair		26% N=14
		Poor		2% N=1
































Please rate the quality of each of the following services in Fletcher.

Police/Sheriff services	Excellent		34% N=17
	Good		50% N=25
	Fair		12% N=6
	Poor		4% N=2
Crime prevention	Excellent		26% N=11
	Good		60% N=25
	Fair		7% N=3
	Poor		7% N=3
Animal control	Excellent		28% N=9
	Good		50% N=16
	Fair		22% N=7
Ambulance or emergency medical services	Excellent		44% N=15
	Good		56% N=19
Fire services	Excellent		48% N=19
	Good		50% N=20
	Fair		3% N=1
Fire prevention and education	Excellent		29% N=9
	Good		61% N=19
	Fair		6% N=2
	Poor		3% N=1
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		18% N=5
	Good		57% N=16
	Fair		18% N=5
	Poor		7% N=2
Preservation of natural areas (open space, farmlands, and greenbelts)	Excellent		9% N=4
	Good		43% N=19
	Fair		30% N=13
	Poor		18% N=8
Fletcher open space	Excellent		9% N=4
	Good		49% N=21
	Fair		30% N=13
	Poor		12% N=5

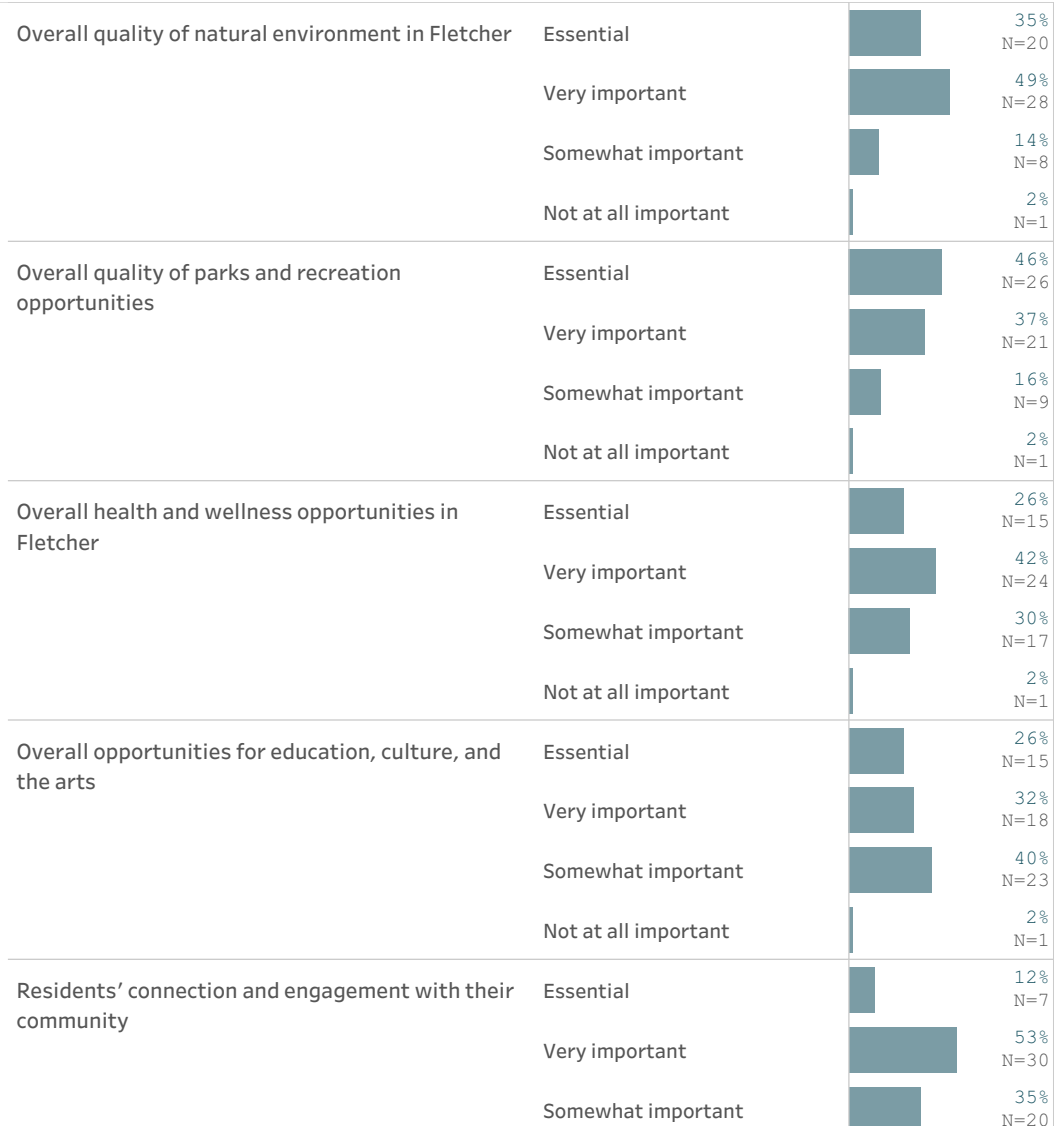
Please rate the quality of each of the following services in Fletcher.	Recycling	Excellent		37% N=19
		Good		46% N=24
		Fair		13% N=7
		Poor		4% N=2
	Yard waste pick-up	Excellent		49% N=20
		Good		39% N=16
		Fair		10% N=4
		Poor		2% N=1
	Town parks	Excellent		61% N=34
		Good		34% N=19
		Fair		5% N=3
	Recreation programs or classes	Excellent		14% N=6
		Good		64% N=27
		Fair		7% N=3
		Poor		14% N=6
	Recreation centers or facilities	Excellent		15% N=7
		Good		50% N=23
		Fair		24% N=11
		Poor		11% N=5
	Health services	Excellent		12% N=5
		Good		60% N=25
		Fair		26% N=11
		Poor		2% N=1
	Public library services	Excellent		27% N=13
		Good		48% N=23
		Fair		23% N=11
		Poor		2% N=1
	Overall customer service by Fletcher employees (police, receptionists, planners, etc.)	Excellent		45% N=22
		Good		45% N=22
		Fair		6% N=3
		Poor		4% N=2
	The value of services for the taxes paid to Fletcher			17% N=9

Please rate the following categories of Fletcher government performance.

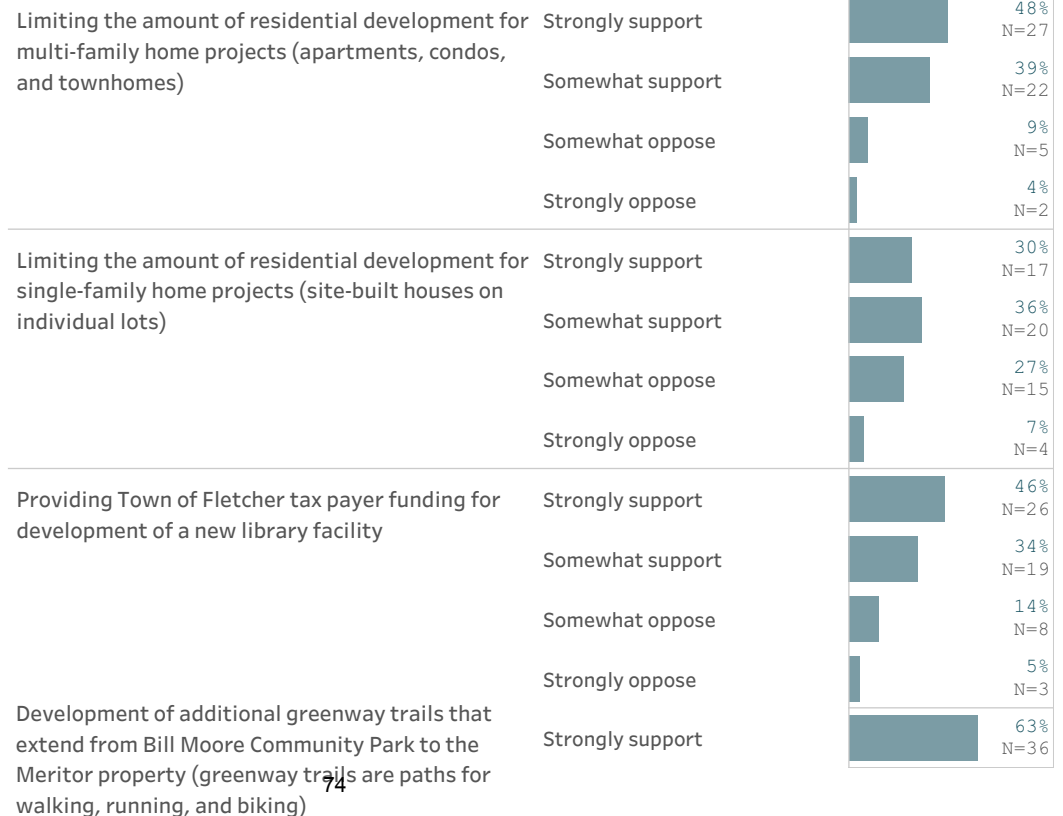
Please rate the following categories of Fletcher government performance.	The value of services for the taxes paid to Fletcher	Good		51% N=27
		Fair		30% N=16
		Poor		2% N=1
	The overall direction that Fletcher is taking	Excellent		22% N=11
		Good		43% N=22
		Fair		25% N=13
		Poor		10% N=5
	The job Fletcher government does at welcoming resident involvement	Excellent		21% N=10
		Good		38% N=18
		Fair		33% N=16
		Poor		8% N=4
	Overall confidence in Fletcher government	Excellent		22% N=12
		Good		50% N=27
		Fair		24% N=13
		Poor		4% N=2
	Generally acting in the best interest of the community	Excellent		22% N=11
		Good		57% N=28
		Fair		14% N=7
		Poor		6% N=3
	Being honest	Excellent		28% N=12
		Good		53% N=23
		Fair		14% N=6
		Poor		5% N=2
	Being open and transparent to the public	Excellent		28% N=11
		Good		48% N=19
		Fair		20% N=8
		Poor		5% N=2
	Informing residents about issues facing the community	Excellent		23% N=11
		Good		43% N=20
		Fair		21% N=10
		Poor		13% N=6
	Treating all residents fairly	Excellent		33% N=13

Please rate the following categories of Fletcher government performance.	Treating all residents fairly	Good		44% N=17
		Fair		18% N=7
		Poor		5% N=2
	Treating residents with respect	Excellent		32% N=14
		Good		57% N=25
		Fair		9% N=4
		Poor		2% N=1
Overall, how would you rate the quality of the services provided by each of the following?	The Town of Fletcher	Excellent		31% N=17
		Good		57% N=31
		Fair		9% N=5
		Poor		2% N=1
	The Federal Government	Excellent		5% N=2
		Good		30% N=13
		Fair		40% N=17
		Poor		26% N=11
Please rate how important, if at all, you think it is for the Fletcher community to focus on each of the following in the coming two years.	Overall economic health of Fletcher	Essential		51% N=28
		Very important		36% N=20
		Somewhat important		13% N=7
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Fletcher	Essential		31% N=17
		Very important		38% N=21
		Somewhat important		25% N=14
		Not at all important		5% N=3
	Overall design or layout of Fletcher's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		41% N=23
		Very important		39% N=22
		Somewhat important		20% N=11
	Overall quality of the utility infrastructure in Fletcher (water, sewer, storm water, electric/gas, broadband)	Essential		55% N=31
		Very important		30% N=17
		Somewhat important		14% N=8
	Overall feeling of safety in Fletcher	Essential		54% N=30
		Very important		29% N=16
		Somewhat important		14% N=8
		Not at all important		4% N=2









Please rate how important, if at all, you think it is for the Fletcher community to focus on each of the following in the coming two years.



































































Please indicate if you support or oppose the Town of Fletcher taking the following actions.















Please indicate if you support or oppose the Town of Fletcher taking the following actions.	Development of additional greenway trails that extend from Bill Moore Community Park to the Meritor property (greenway trails are paths for walking, running, and biking)	Somewhat support		28% N=16
		Somewhat oppose		4% N=2
		Strongly oppose		5% N=3
	Development of additional greenway trails that connect outside the Town limits to a larger regional network of trails	Strongly support		57% N=32
		Somewhat support		32% N=18
		Somewhat oppose		5% N=3
		Strongly oppose		5% N=3
	Assessing stormwater impact on existing and future development	Strongly support		47% N=27
		Somewhat support		47% N=27
		Somewhat oppose		4% N=2
		Strongly oppose		2% N=1
Please rate how important, if at all, you think it is for the Fletcher community to attract each type of commercial development to the downtown area.	Dine in restaurants and bars	Essential		40% N=23
		Very important		28% N=16
		Somewhat important		23% N=13
		Not at all important		9% N=5
	Fast food/casual restaurants	Essential		11% N=6
		Very important		13% N=7
		Somewhat important		43% N=24
		Not at all important		34% N=19
	Retail clothing stores	Very important		26% N=15
		Somewhat important		46% N=26
		Not at all important		28% N=16
	Hardware, home goods stores	Essential		16% N=9
		Very important		24% N=13
		Somewhat important		36% N=20
		Not at all important		24% N=13
	Gyms or fitness centers	Essential		9% N=5
		Very important		18% N=10
		Somewhat important		40% N=23
		Not at all important		33% N=19
	Arts and entertainment options	Essential		24% N=13
		Very important		27% N=15

Please rate how important, if at all, you think it is for the Fletcher community to attract each type of commercial development to the downtown area.	Arts and entertainment options	Somewhat important		36% N=20
		Not at all important		13% N=7
	Personal services (salons, massage, etc.)	Essential		4% N=2
		Very important		16% N=9
		Somewhat important		54% N=31
		Not at all important		26% N=15
	Professional services (finance, legal, real estate, other consulting)	Essential		5% N=3
		Very important		13% N=7
		Somewhat important		56% N=31
		Not at all important		25% N=14
	Maintenance, repair, construction services	Essential		5% N=3
		Very important		22% N=12
		Somewhat important		55% N=30
		Not at all important		18% N=10
	Health services (doctors, hospitals, dentists, etc.)	Essential		23% N=13
		Very important		27% N=15
		Somewhat important		45% N=25
		Not at all important		5% N=3
	How many people currently reside in your household?	1		16% N=9
		2		42% N=24
		3		23% N=13
		4		16% N=9
		5		2% N=1
		6 or more		2% N=1
In general, how many times do you:	Access the internet from your home using a computer, laptop, or tablet computer	Several times a day		84% N=47
		Once a day		5% N=3
		A few times a week		9% N=5
		Every few weeks		2% N=1
	Access the internet from your cell phone	Several times a day		91% N=51
		Once a day		5% N=3
		Less often or never		4% N=2
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Several times a day		54% N=30

In general, how many times do you:	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	Once a day		18% N=10
		A few times a week		13% N=7
		Every few weeks		2% N=1
		Less often or never		14% N=8
	Use or check email	Several times a day		86% N=48
		Once a day		9% N=5
		A few times a week		5% N=3
	Share your opinions online	Several times a day		11% N=6
		A few times a week		18% N=10
		Every few weeks		20% N=11
		Less often or never		51% N=28
	Shop online	Several times a day		15% N=8
		Once a day		5% N=3
		A few times a week		45% N=25
		Every few weeks		31% N=17
		Less often or never		4% N=2
	Please rate your overall health.	Excellent		23% N=13
		Very good		52% N=29
		Good		20% N=11
		Fair		5% N=3
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Somewhat positive		16% N=9
		Neutral		39% N=22
		Somewhat negative		32% N=18
		Very negative		13% N=7
	How many years have you lived in Fletcher?	Less than 2 years		7% N=4
		2-5 years		32% N=18
		6-10 years		23% N=13
		11-20 years		14% N=8
		More than 20 years		23% N=13
	Which best describes the building you live in?	Single-family detached home		75% N=42
		Townhouse or duplex (may share walls but no units above ..		16% N=9
		Condominium or apartment (have units above or below you)		7% N=4

Which best describes the building you live in?	Mobile home		2% N=1
Do you rent or own your home?	Rent		9% N=5
	Own		91% N=51
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		17% N=9
	\$500 to \$999		11% N=6
	\$1,000 to \$1,499		33% N=18
	\$1,500 to \$1,999		28% N=15
	\$2,000 to \$2,499		4% N=2
	\$2,500 to \$2,999		2% N=1
	\$3,500 or more		6% N=3
Do any children 17 or under live in your household?	No		68% N=38
	Yes		32% N=18
Are you or any other members of your household aged 65 or older?	No		75% N=41
	Yes		25% N=14
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		4% N=2
	\$25,000 to \$49,999		12% N=6
	\$50,000 to \$74,999		15% N=8
	\$75,000 to \$99,999		25% N=13
	\$100,000 to \$149,999		25% N=13
	\$150,000 or more		19% N=10
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100% N=55
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2% N=1
	Asian, Asian Indian, or Pacific Islander		4% N=2
	Black or African American		4% N=2
	White		93% N=51
	Other		5% N=3
In which category is your age?	18-24 years		2% N=1
	25-34 years		15% N=8
	35-44 years		22% N=12
	45-54 years		26% N=14
	55-64 years		20% N=11
	65-74 years		9% N=5

In which category is your age?	75 years or older		6% N=3
What is your gender?	Woman		69% N=37
	Man		31% N=17
How did you hear about this survey? (Select all that apply.)	The Town's website		16% N=9
	The Town's social media (Facebook, Twitter, Instagram,...		25% N=14
	Received an email from the Town		2% N=1
	In a Town newsletter or utility bill		5% N=3
	Received a postcard or letter from the Town		18% N=10
	In my Facebook feed		7% N=4
	Heard about it from a family member, friend or neighbor		2% N=1
	Heard about it from a business or social organization in my co..		4% N=2
	Other		20% N=11

The Town of Fletcher 2023 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Fletcher.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Fletcher as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Fletcher as a place to raise children	1	2	3	4	5
Fletcher as a place to work.....	1	2	3	4	5
Fletcher as a place to visit	1	2	3	4	5
Fletcher as a place to retire	1	2	3	4	5
The overall quality of life in Fletcher	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Fletcher as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Fletcher	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Fletcher.....	1	2	3	4	5
Overall design or layout of Fletcher's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Fletcher (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Fletcher	1	2	3	4	5
Overall quality of natural environment in Fletcher	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Fletcher.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Fletcher to someone who asks	1	2	3	4	5
Remain in Fletcher for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Fletcher's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Fletcher community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Fletcher community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Fletcher	1	2	3	4	5
Variety of business and service establishments in Fletcher.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Fletcher	1	2	3	4	5
Overall image or reputation of Fletcher.....	1	2	3	4	5

7. Please also rate each of the following in the Fletcher community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Fletcher	1	2	3	4	5
Ease of travel by public transportation in Fletcher.....	1	2	3	4	5
Ease of travel by bicycle in Fletcher	1	2	3	4	5
Ease of walking in Fletcher	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Fletcher	1	2	3	4	5
Overall appearance of Fletcher	1	2	3	4	5
Cleanliness of Fletcher.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Fletcher	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the Town of Fletcher (in-person, phone, email, or web) for help or information.....	1	2
Contacted Fletcher elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like Town Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Fletcher	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2

The Town of Fletcher 2023 Community Survey

9. Please rate the quality of each of the following services in Fletcher.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing	1	2	3	4	5
Police/Sheriff services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts)	1	2	3	4	5
Fletcher open space	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Town parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Fletcher employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Fletcher government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Fletcher	1	2	3	4	5
The overall direction that Fletcher is taking.....	1	2	3	4	5
The job Fletcher government does at welcoming resident involvement	1	2	3	4	5
Overall confidence in Fletcher government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The Town of Fletcher	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Fletcher community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Fletcher	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Fletcher	1	2	3	4
Overall design or layout of Fletcher's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Fletcher (water, sewer, storm water, electric/gas, broadband)	1	2	3	4
Overall feeling of safety in Fletcher	1	2	3	4
Overall quality of natural environment in Fletcher	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Fletcher	1	2	3	4
Overall opportunities for education, culture, and the arts	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please indicate if you support or oppose the Town of Fletcher taking the following actions.

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>
Limiting the amount of residential development for multi-family home projects (apartments, condos, and townhomes)	1	2	3	4
Limiting the amount of residential development for single-family home projects (site-built houses on individual lots)	1	2	3	4
Providing Town of Fletcher tax payer funding for development of a new library facility	1	2	3	4
Development of additional greenway trails that extend from Bill Moore Community Park to the Meritor property (greenway trails are paths for walking, running, and biking)	1	2	3	4
Development of additional greenway trails that connect outside the Town limits to a larger regional network of trails	1	2	3	4
Assessing stormwater impact on existing and future development	1	2	3	4

14. Please rate how important, if at all, you think it is for the Fletcher community to attract each type of commercial development to the downtown area.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Dine in restaurants and bars	1	2	3	4
Fast food/casual restaurants	1	2	3	4
Retail clothing stores	1	2	3	4
Hardware, home goods stores	1	2	3	4
Gyms or fitness centers	1	2	3	4
Arts and entertainment options	1	2	3	4
Personal services (salons, massage, etc.)	1	2	3	4
Professional services (finance, legal, real estate, other consulting)	1	2	3	4
Maintenance, repair, construction services	1	2	3	4
Health services (doctors, hospitals, dentists, etc.)	1	2	3	4

15. How many people currently reside in your household?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

The Town of Fletcher 2023 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer.....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. How many years have you lived in Fletcher?

☐ Less than 2 years
☐ 2-5 years
☐ 6-10 years
☐ 11-20 years
☐ More than 20 years

D5. Which best describes the building you live in?

☐ Single-family detached home
☐ Townhouse or duplex (may share walls but no units above or below you)
☐ Condominium or apartment (have units above or below you)
☐ Mobile home
☐ Other

D6. Do you rent or own your home?

☐ Rent
☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

☐ Less than \$500 ☐ \$2,000 to \$2,499
☐ \$500 to \$999 ☐ \$2,500 to \$2,999
☐ \$1,000 to \$1,499 ☐ \$3,000 to \$3,499
☐ \$1,500 to \$1,999 ☐ \$3,500 or more

D8. Do any children 17 or under live in your household?

☐ No ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

☐ No ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

☐ Less than \$25,000 ☐ \$75,000 to \$99,999
☐ \$25,000 to \$49,999 ☐ \$100,000 to \$149,999
☐ \$50,000 to \$74,999 ☐ \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

☐ No, not Spanish, Hispanic, or Latino
☐ Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

☐ American Indian or Alaskan Native
☐ Asian, Asian Indian, or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D13. In which category is your age?

☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

D14. What is your gender?

☐ Woman
☐ Man
☐ Identify in another way

Thank you!

Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the Town of Fletcher conducted a survey of 2,800 residents. Survey invitations were mailed to randomly selected households and data were collected from January 13th to February 24th, 2023. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the Town of Fletcher. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all town residents and became available on February 10th, 2023. The survey remained open for two weeks and there were 56 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>