



# 2024 COMMUNITY SURVEY

## Findings Report

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Presented To  
BUNCOMBE COUNTY,  
NORTH CAROLINA

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# Executive Summary

# 2024 Buncombe County Community Survey

## Executive Summary



### Purpose

During January and February 2024, ETC Institute administered a community survey for Buncombe County. The purpose of the survey was to gather input from residents on service quality, priorities and overall performance. This is the second time ETC Institute has administered a resident survey for Buncombe County; the first was conducted in 2021.

### Methodology

A six-page survey was mailed to a random sample of households throughout Buncombe County. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to complete the survey over the internet ([BuncombeCountySurvey.org](http://BuncombeCountySurvey.org)).

Ten days after the surveys were mailed, ETC Institute sent follow-up text messages to the households that received the survey to encourage participation. The messages contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Buncombe County from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to receive at least 500 completed surveys. This goal was met, with a total of 511 households completing a survey. The results for the random sample of 511 households have a 95% level of confidence with a precision of at least +/- 4.3%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online).

**Interpretation of “Don’t Know” Responses.** The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used County services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflect the utilization and awareness of County services, the percentage of “don’t know” responses have been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

# 2024 Buncombe County Community Survey

## Executive Summary



This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey, including comparisons to the 2021 survey results (Section 1)
- benchmarking data that show how the results for Buncombe County compare to other communities in the region and nationally (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

### Major Findings

**Perceptions of Buncombe County.** Eighty-five percent (85%) of residents, *who had an opinion*, rated the County “excellent” or “good” (rating of 4 or 5 on a 5-point scale) as a place to visit; 70% gave the County “excellent” or “good” ratings as a place to play, and 60% indicated the County was an “excellent” or “good” place to live.

**Satisfaction with Core County Services.** Seventy-seven percent (77%) of respondents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of County library services. Other County services that respondents were satisfied with include: quality of emergency medical services (EMS) (74%), quality of emergency 911 services (69%), quality of the County’s election services (61%), and quality of the County’s parks and recreation services (60%).

Based on the sum of their top three choices, the core County services that respondents think should be emphasized over the next two years are: 1) quality of County development, planning, and zoning, 2) quality of public health services, 3) quality of Buncombe County social services.

**Agreement with Statements About the County.** Sixty-two percent (62%) of respondents, *who had an opinion*, agreed (rating of 4 or 5 on a 5-point scale) with the statement, “*I have equitable access to County services.*” Other statements in which respondents agreed include: “*If I needed substance use disorder prevention and rehabilitation services, I could access them*” (42%), “*If I needed mental health services, I could access them*” (41%), and “*Buncombe County is a place where I have adequate access to healthcare*” (38%).

**Satisfaction with County Communication.** Fifty-eight percent (58%), *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with information provided through the County emergency alert system. Other communication services that respondents were satisfied with include: how easy the County’s website is to use (46%), availability of information about Buncombe County services and activities (42%), and County efforts to connect residents with resources like community markets, election resources, and public health services like vaccines (40%).



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Based on the sum of their top two choices, the communication services that respondents think should be emphasized over the next two years are: 1) level of public involvement in County decision making and 2) County efforts to be open and transparent with information about County issues, services, and performance.

**Perceptions of Safety in the County.** Eighty-eight percent (88%), *who had an opinion*, felt safe (rating of 4 or 5 on a 5-point scale) when alone in their neighborhood during the day; 72% felt safe when alone in their neighborhood at night, and 57% felt safe overall in Buncombe County.

**Sheriff's Office.** Twenty-two percent (22%) of respondents indicated they or other members of their household interacted with the Buncombe County Sheriff's Office during the past year. Of those, 76% *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the professionalism of sheriff office personnel; 74% were satisfied with their engagement with law enforcement, and 62% were satisfied with the sheriff's office relationship with the community.

**Customer Service.** Forty-two percent (42%) of respondents indicated they or other members of their household contacted employees of Buncombe County or visited the County's website to seek services, ask a question, or file a complaint during the past year. Of those, 77% *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the courtesy of the County employee(s) they interacted with; 66% were satisfied with the accuracy of the information they were given; 65% were satisfied with the overall quality of customer service received, and 64% were satisfied with the appropriateness of County employees' response.

### Other Findings

- Respondents were asked to indicate the level of importance of future priorities for the County. Ninety percent (90%) *who had an opinion* indicated providing equitable access to quality healthcare is "very important" or important (ratings of 4 or 5 on a 5-point scale). Other priorities that respondents indicated were "very important" or "important" include: providing equitable access to quality mental healthcare (89%), addressing homelessness (88%), increasing public safety (87%), increasing conservation of farms and environmentally sensitive lands (84%), and reducing substance use disorder (84%).

Based on the sum of their top four choices, the future priorities for the County that respondents think should be emphasized over the next two years are: 1) providing equitable access to housing, 2) addressing homelessness, 3) providing equitable access to quality healthcare, and 4) addressing gun violence.

- Based on the sum of their top three choices, the preferred sources used by respondents to learn about County news, events, and other information are: 1) local TV news, 2) social media (Facebook, X, Instagram, etc.), and 3) BuncombeCounty.org.

# 2024 Buncombe County Community Survey

## Executive Summary



- More than a third of respondents (34.1%) indicated they would go to a friend or family's home out of state if there were an emergency and a temporary evacuation were required; 17.4% would go to a friend or family's home in Buncombe County; 25.2% would go to a friend or family's home in state, but out of the County; 5.5% would go to an emergency shelter, and 11.4% would not evacuate. The remaining 6.5% did not have an opinion.

Most respondents (87.1%) indicated that during an emergency they would be able to self-evacuate, and 43.1% indicated they are prepared for a disaster.

### Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the County identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each County service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with County services over the next two years. If the County wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

**Overall Priorities for the County by Core Services.** This analysis reviewed the importance of and satisfaction with Core County services. This analysis was conducted to help set the overall priorities for the County. Based on the results of this analysis, the services that are recommended as the top priorities for investment in order to raise the County's overall satisfaction rating are listed below:

- Quality of County development, planning, and zoning (I-S Rating = 0.4526)
- Quality of public health services (I-S Rating = 0.1761)
- Quality of Buncombe County social services (I-S Rating = 0.1602)
- Efforts to reduce barriers and be more equitable & inclusive (I-S Rating = 0.1548)

The table on the following page shows the Importance-Satisfaction rating for all 13 core County services that were rated.

# 2024 Buncombe County Community Survey

## Executive Summary



Importance-Satisfaction Analysis & Ratings						
Core County Services						
2024 Buncombe County Community Survey						
Buncombe County, NC						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Quality of County development, planning, & zoning	54.4%	1	16.8%	13	0.4526	1
<b>High Priority (I-S = 0.10-0.20)</b>						
Quality of public health services	30.9%	2	43.0%	8	0.1761	2
Quality of Buncombe County social services	24.2%	3	33.8%	10	0.1602	3
Efforts to reduce barriers & be more equitable & inclusive	22.4%	4	30.9%	11	0.1548	4
Quality of Buncombe County's agricultural, soil & water services	19.8%	6	38.6%	9	0.1216	5
Quality of County's solid waste services	18.5%	7	44.5%	7	0.1027	6
<b>Medium Priority (I-S &lt; 0.10)</b>						
Quality of County stormwater requirements	13.2%	10	26.4%	12	0.0972	7
Quality of County's parks & recreation services	20.4%	5	59.9%	5	0.0818	8
Quality of culturally diverse services & programming at County parks & libraries	8.6%	12	45.4%	6	0.0470	9
Quality of emergency 911 services	13.9%	9	69.1%	3	0.0430	10
Quality of emergency medical services (EMS)	14.5%	8	73.7%	2	0.0381	11
Quality of County library services	10.7%	11	76.7%	1	0.0249	12
Quality of County's election services	5.5%	13	61.0%	4	0.0215	13

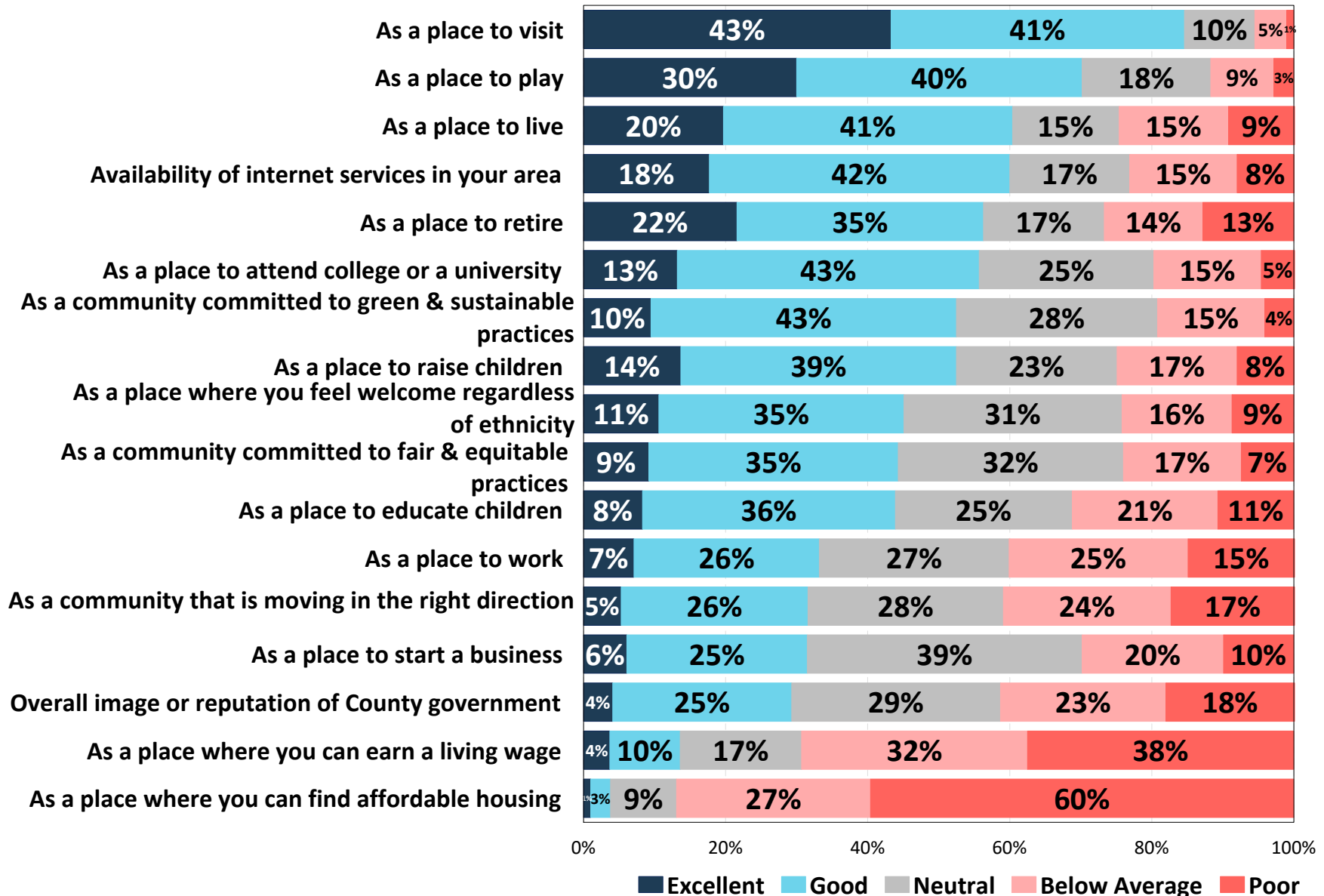




# Charts and Graphs

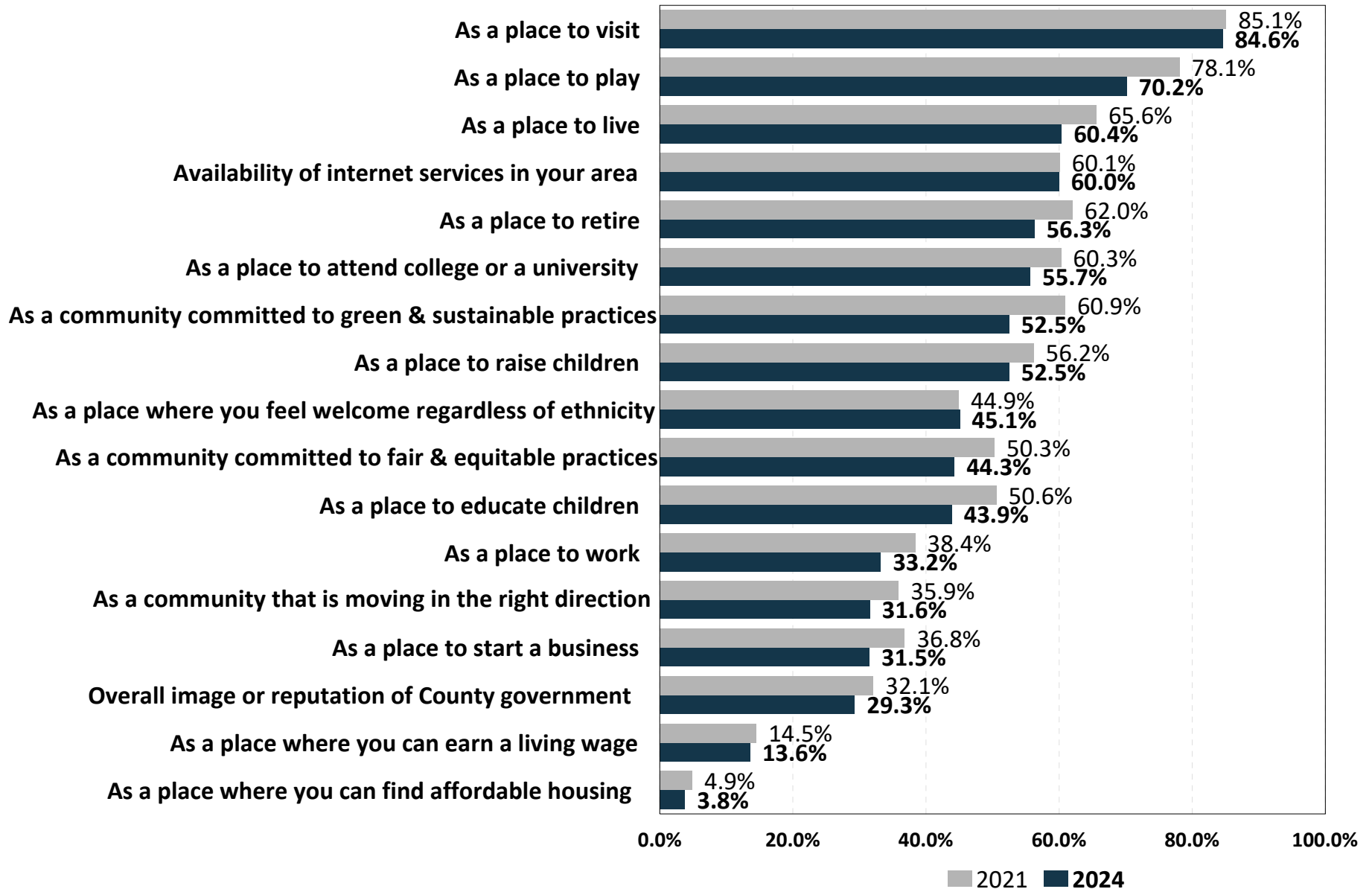
# Q1. Perceptions of Buncombe County

by percentage of respondents using a 5-point scale, where 5 means *excellent* and 1 means *poor*  
(excluding *don't know* responses)



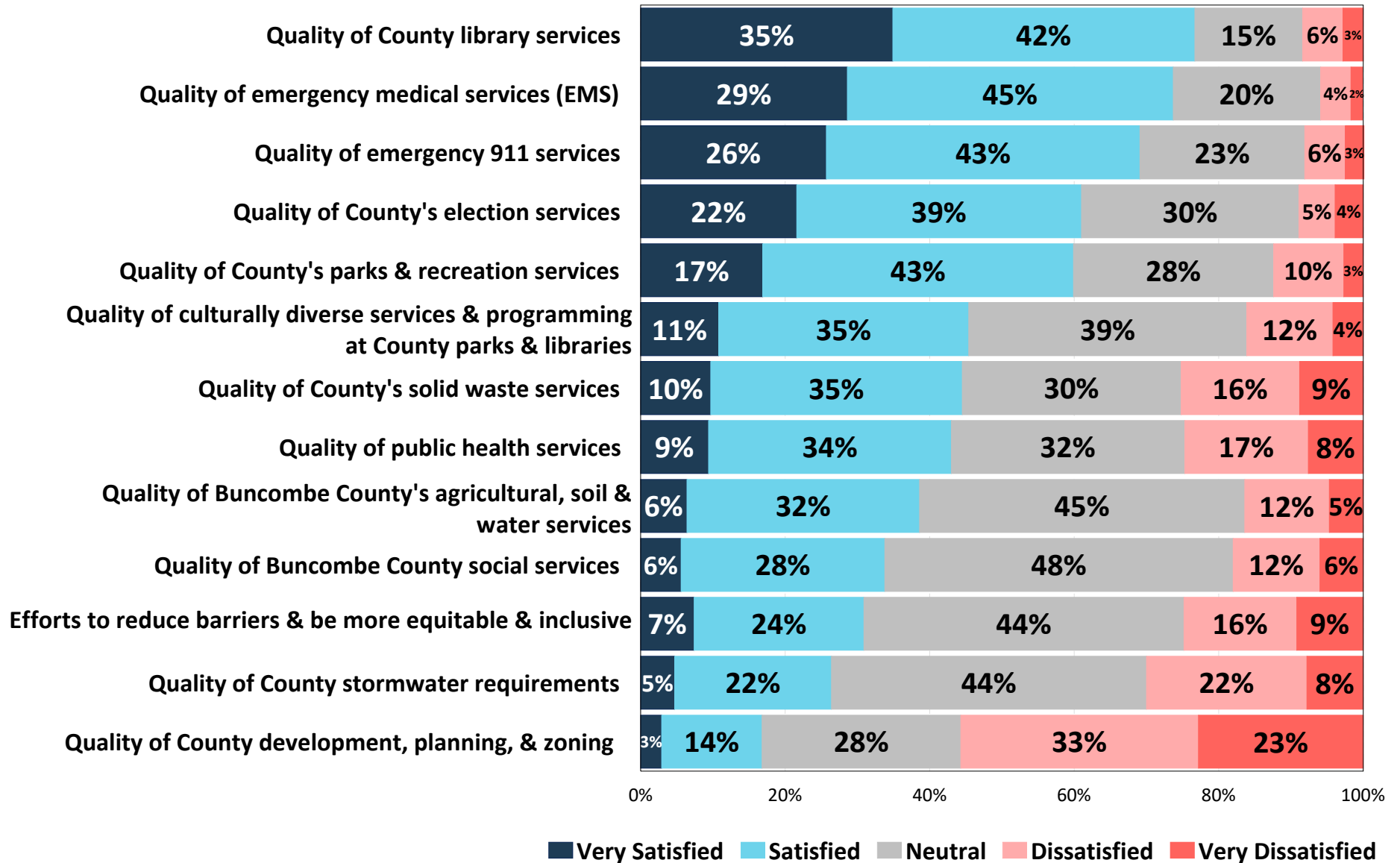
# TREND: Perceptions of Buncombe County - 2021 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale, where 5 means *excellent* and 1 means *poor* (excluding *don't know* responses)



## Q2. Level of Satisfaction with Core County Services

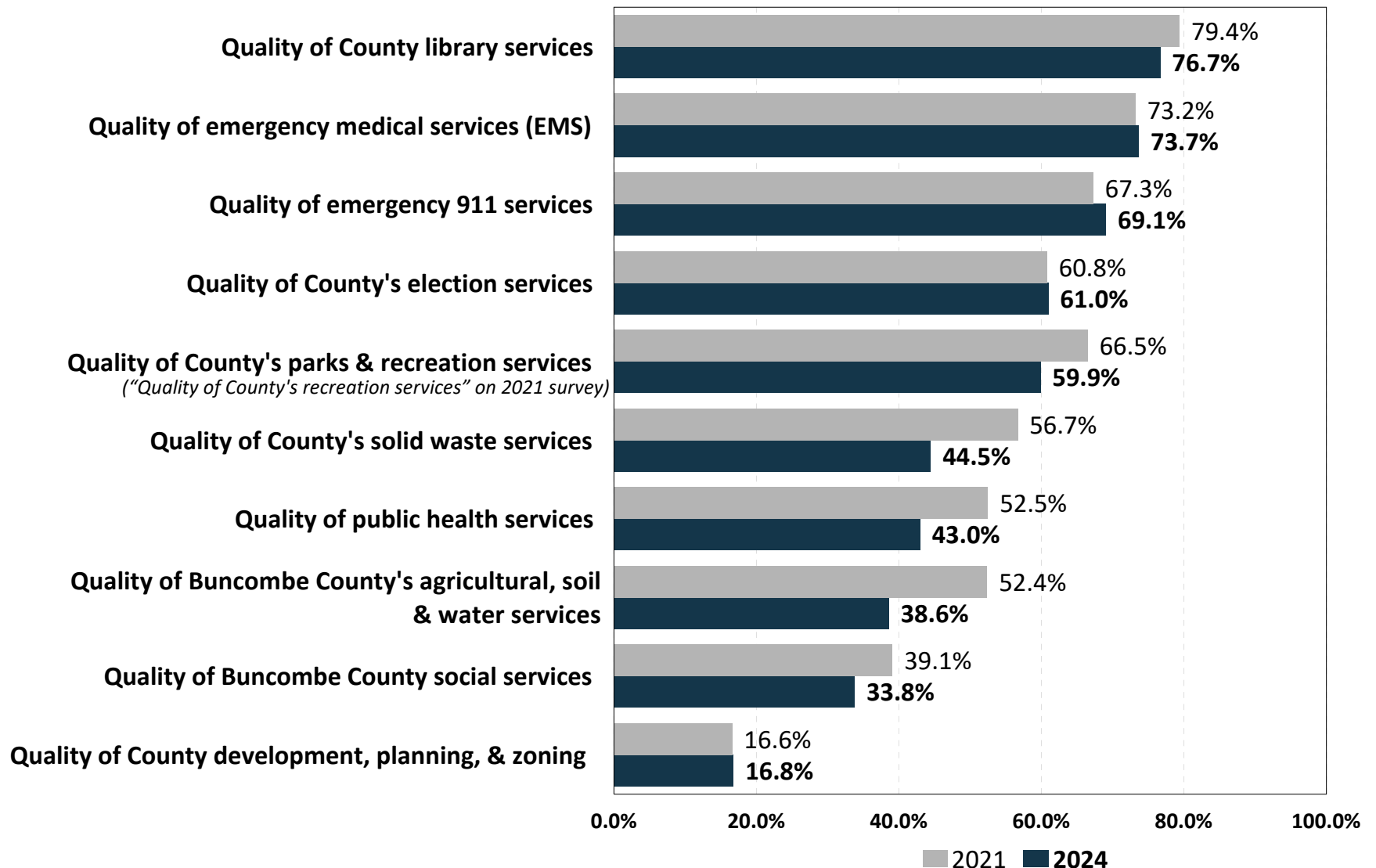
by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# TREND: Level of Satisfaction with Core County Services

## 2021 vs. 2024

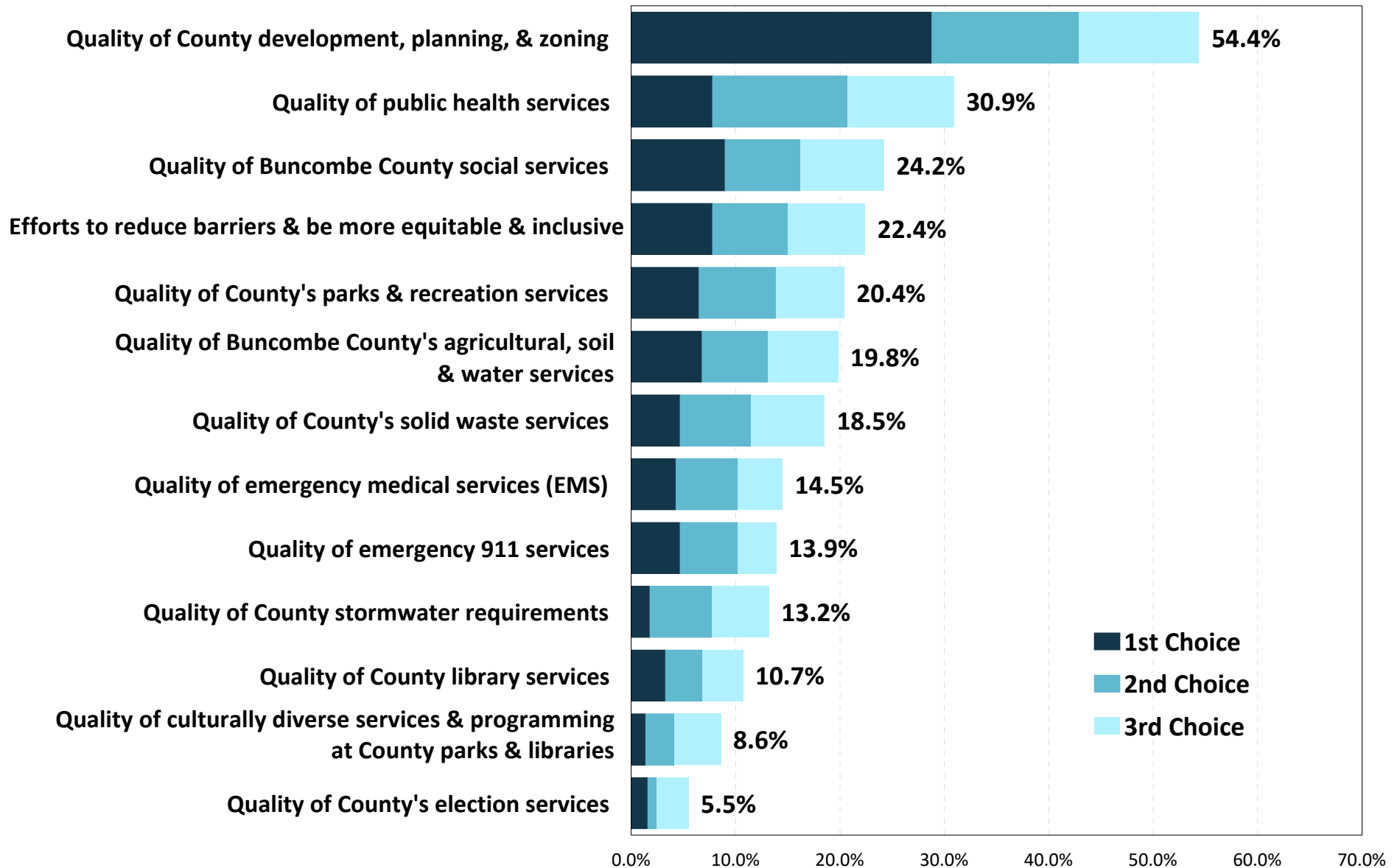
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale, where 5 means *excellent* and 1 means *poor* (excluding *don't know* responses)





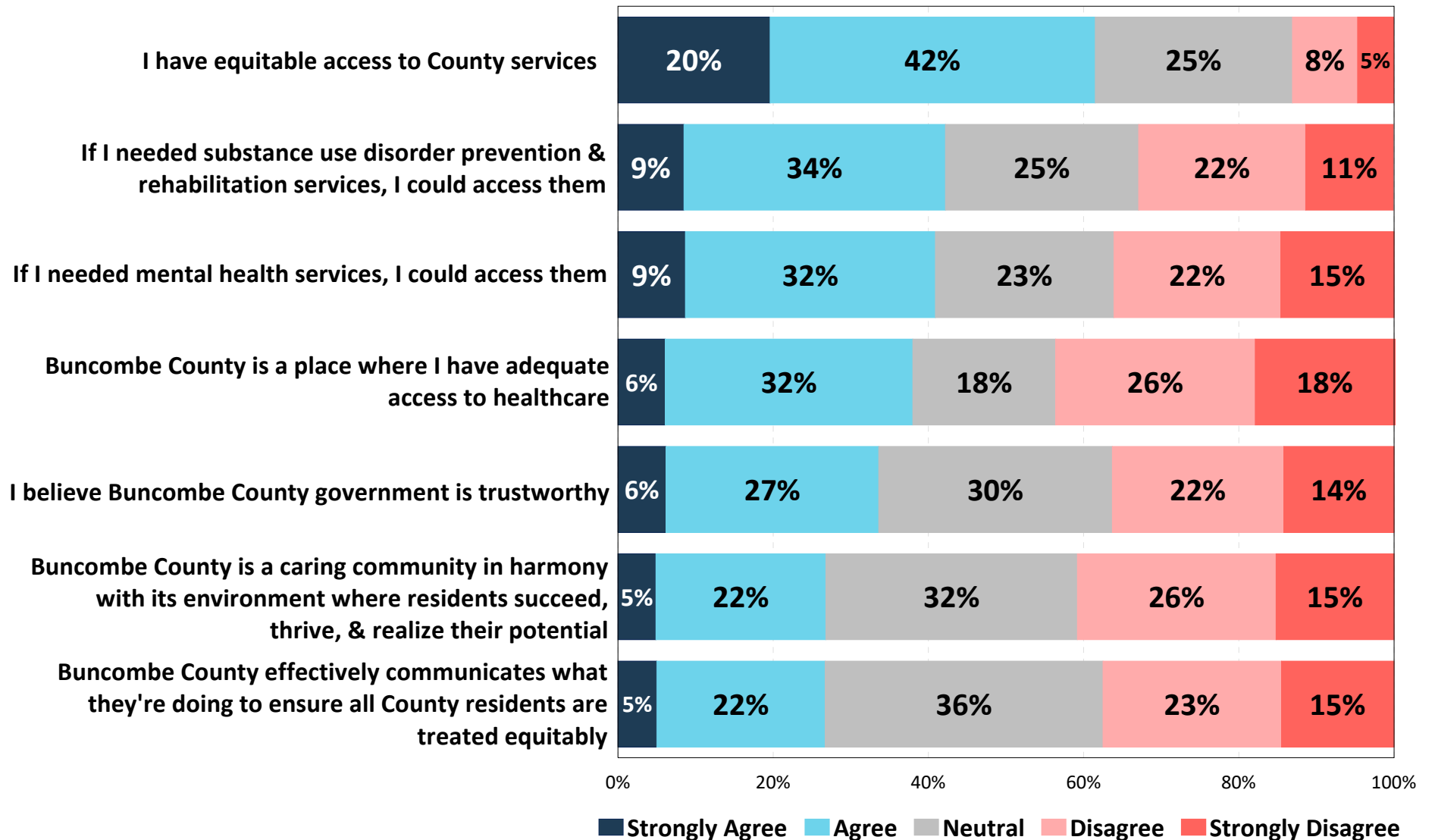
# Q3. Level of Emphasis Respondents Think County Leaders Should Place on Core County Services Over the Next Two Years

by sum percentage of respondents who chose the service as one of their top three choices



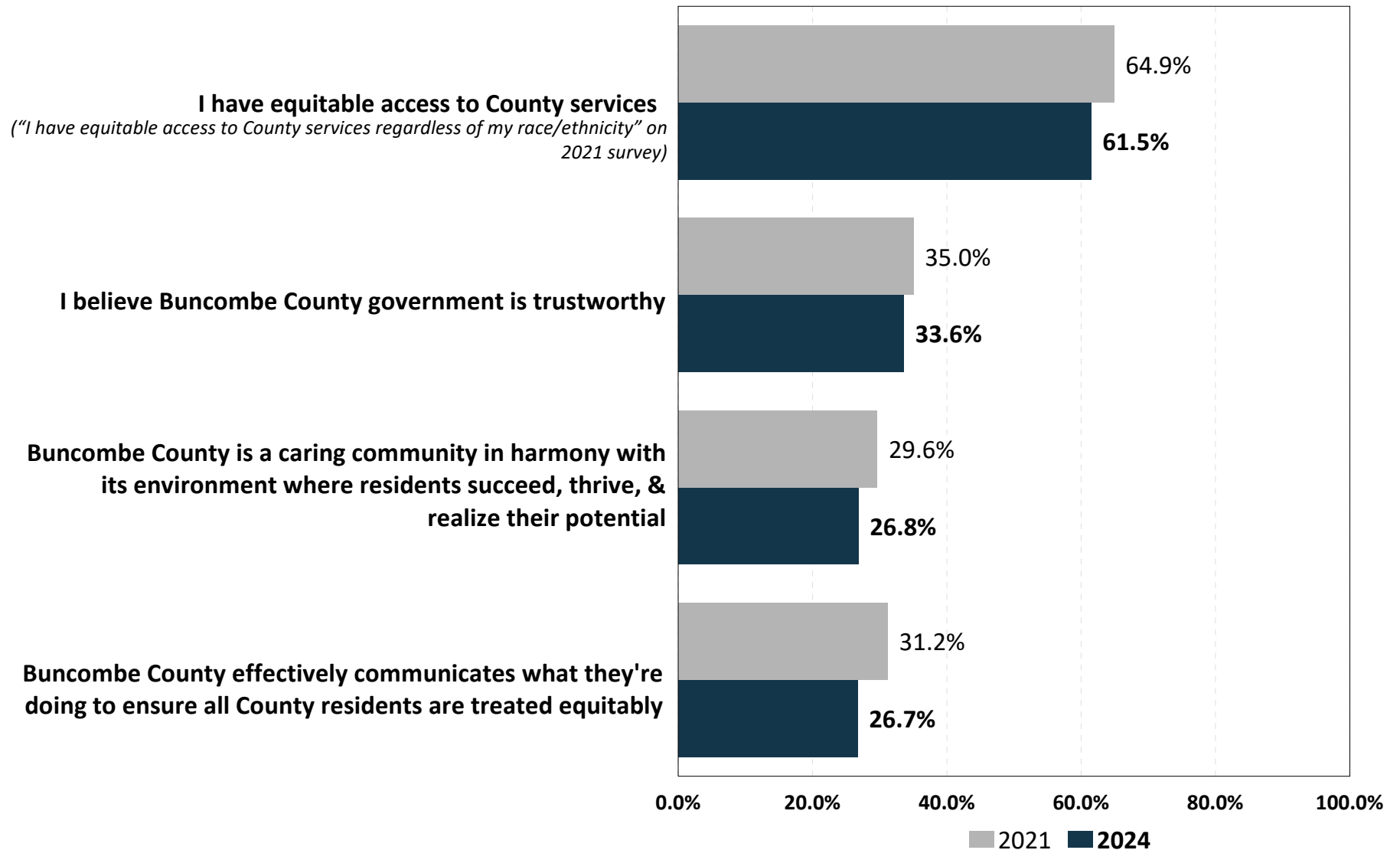
# Q4. Respondent's Level of Agreement with Statements About the County

by percentage of respondents using a 5-point scale, where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *don't know* responses)



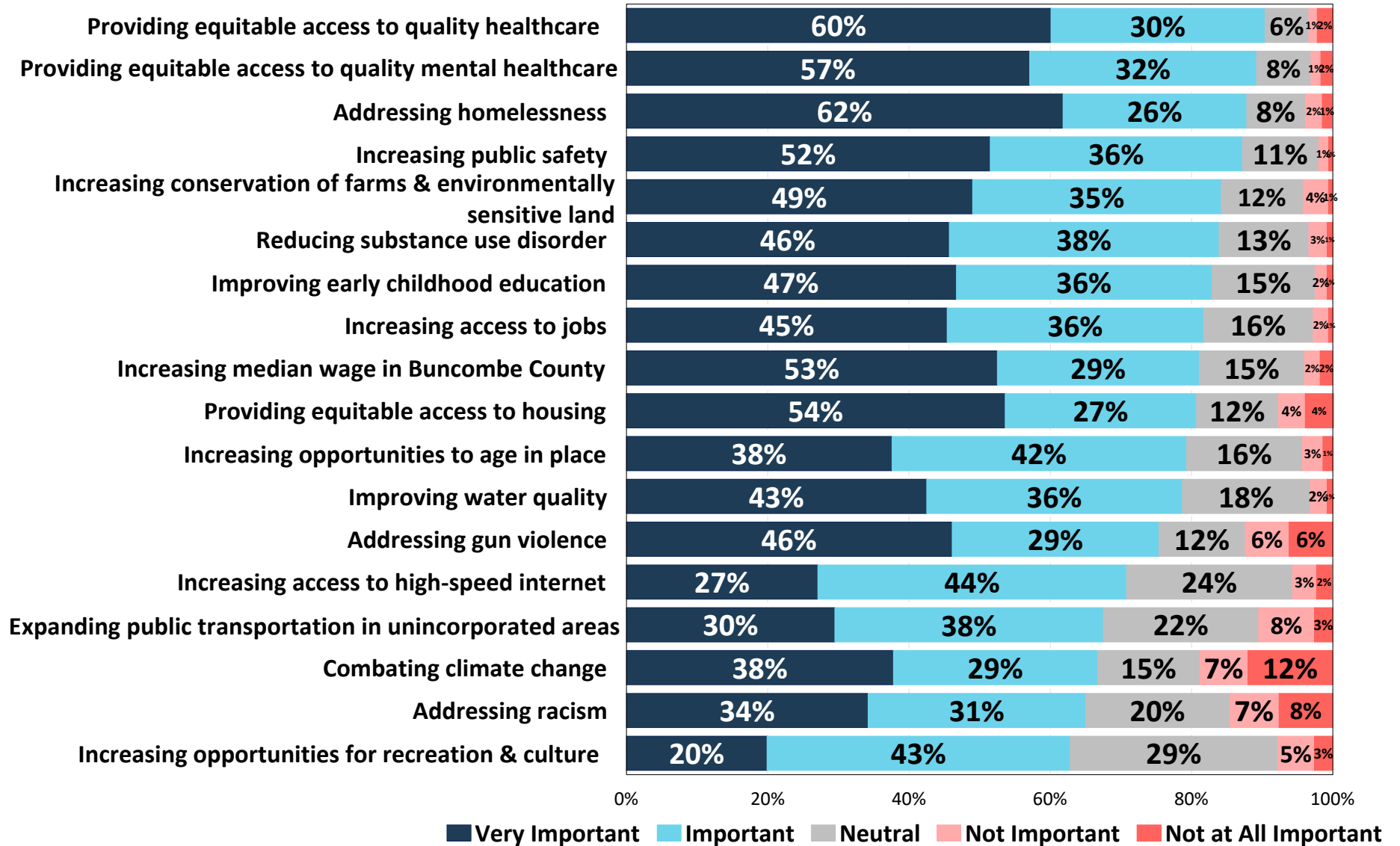
# TREND: Respondent's Level of Agreement with Statements About the County - 2021 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale, where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *don't know* responses)



# Q5. Importance of Future Priorities for the County

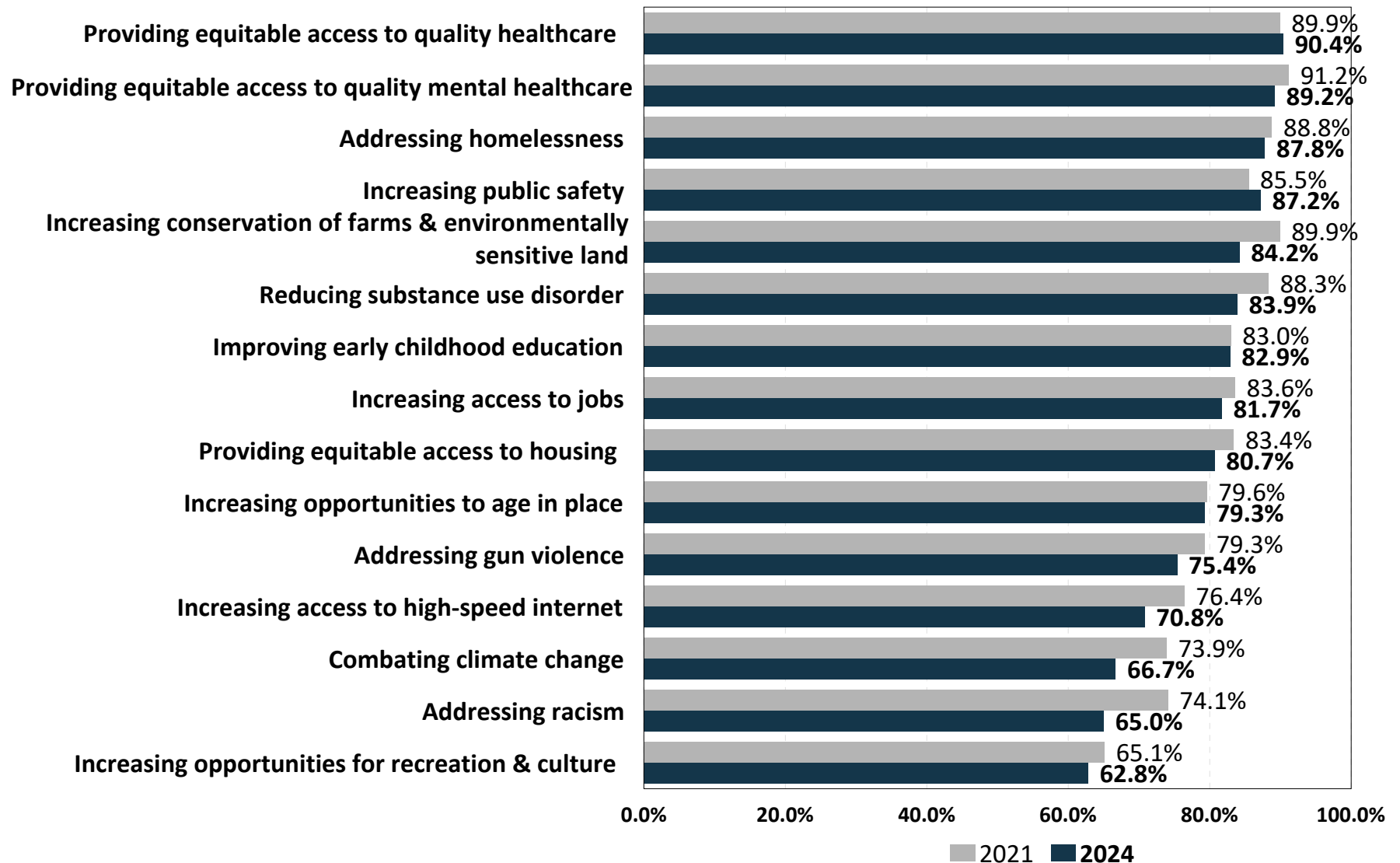
by percentage of respondents using a 5-point scale, where 5 means *very important* and 1 means *not at all important*  
(excluding *don't know* responses)



# TREND: Importance of Future Priorities for the County

## 2021 vs. 2024

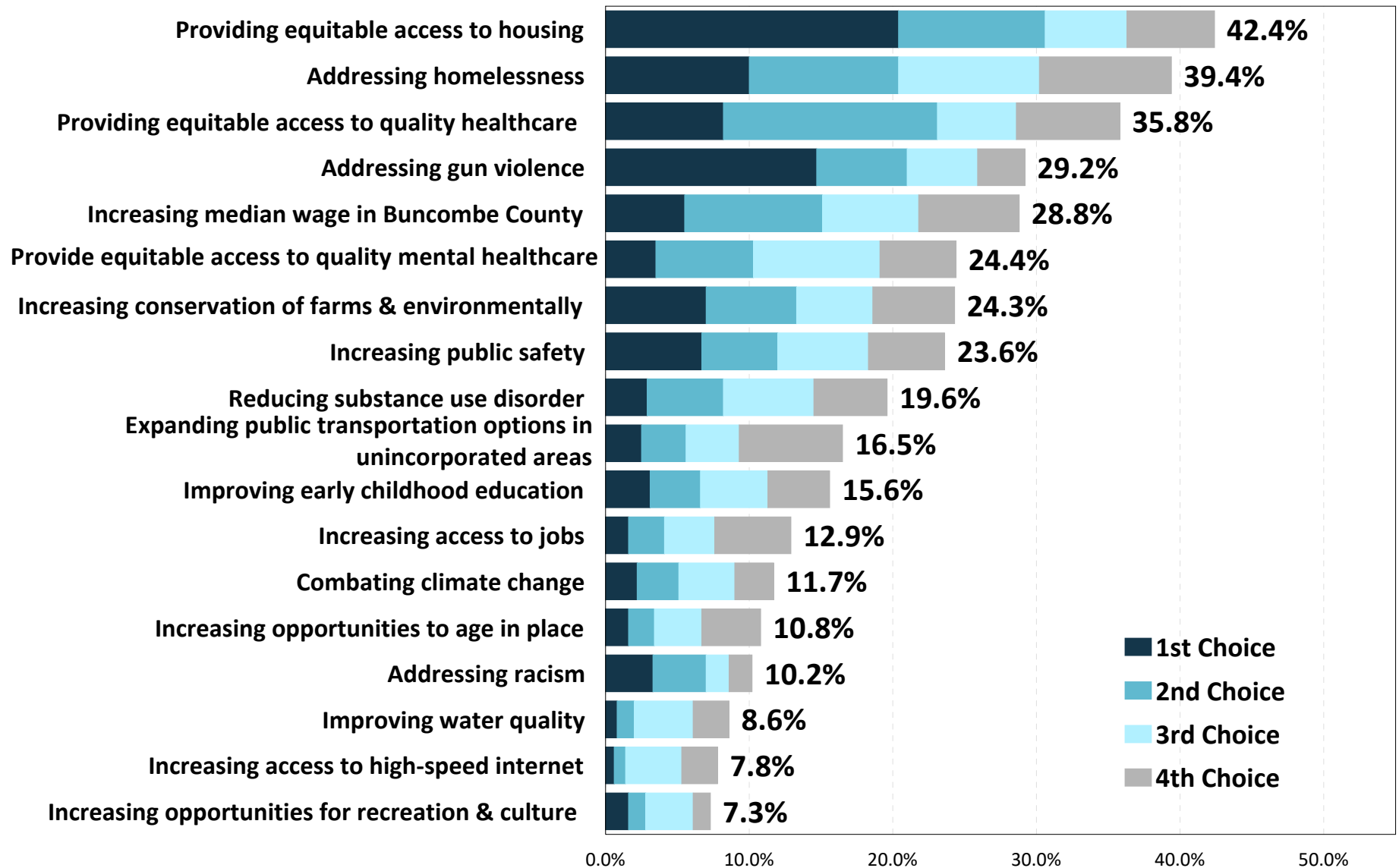
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale, where 5 means *very important* and 1 means *not at all important* (excluding *don't know* responses)





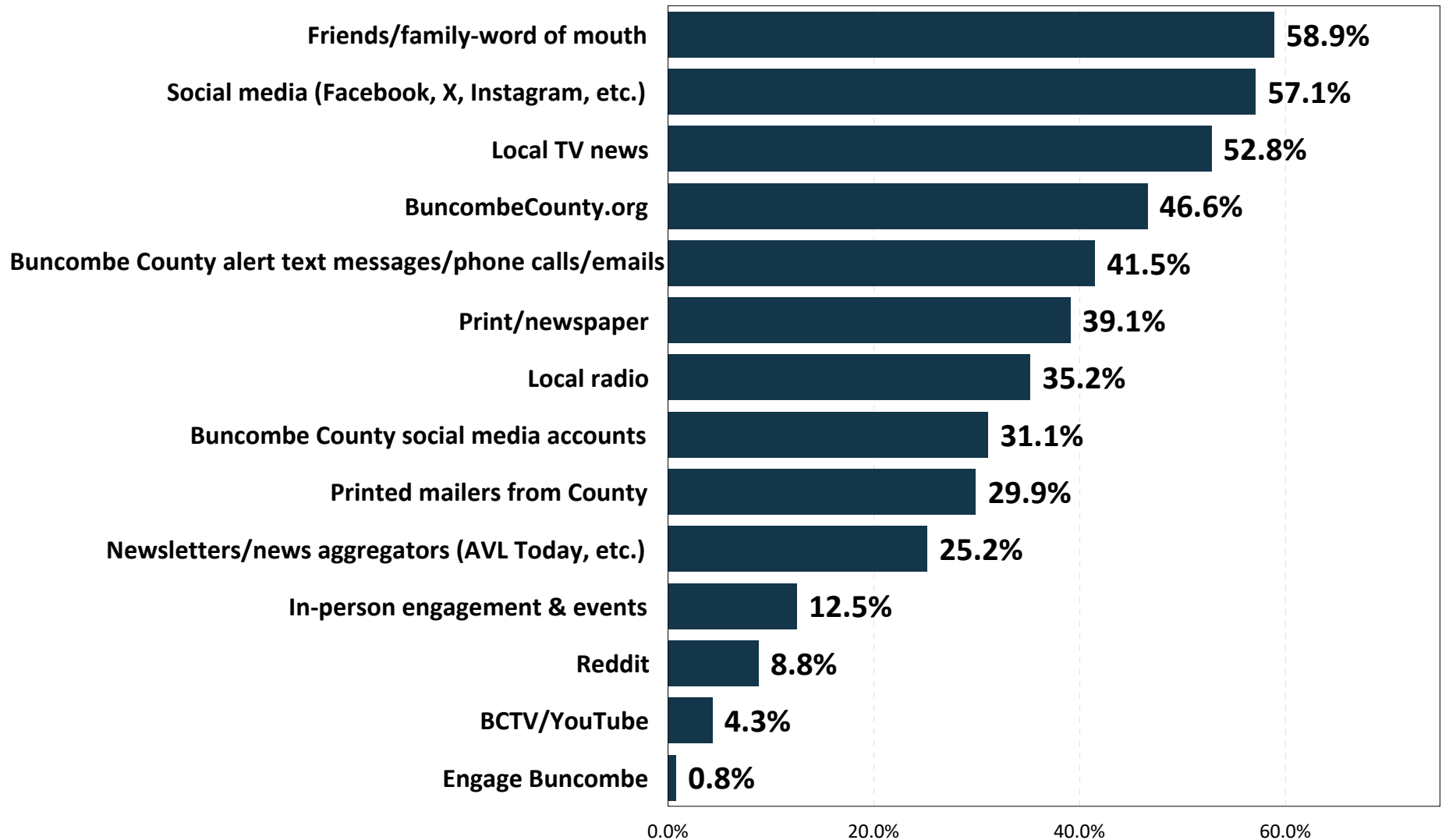
# Q6. Level of Emphasis Respondents Think County Leaders Should Place on Future County Priorities Over the Next Two Years

by sum percentage of respondents who chose the service as one of their top four choices



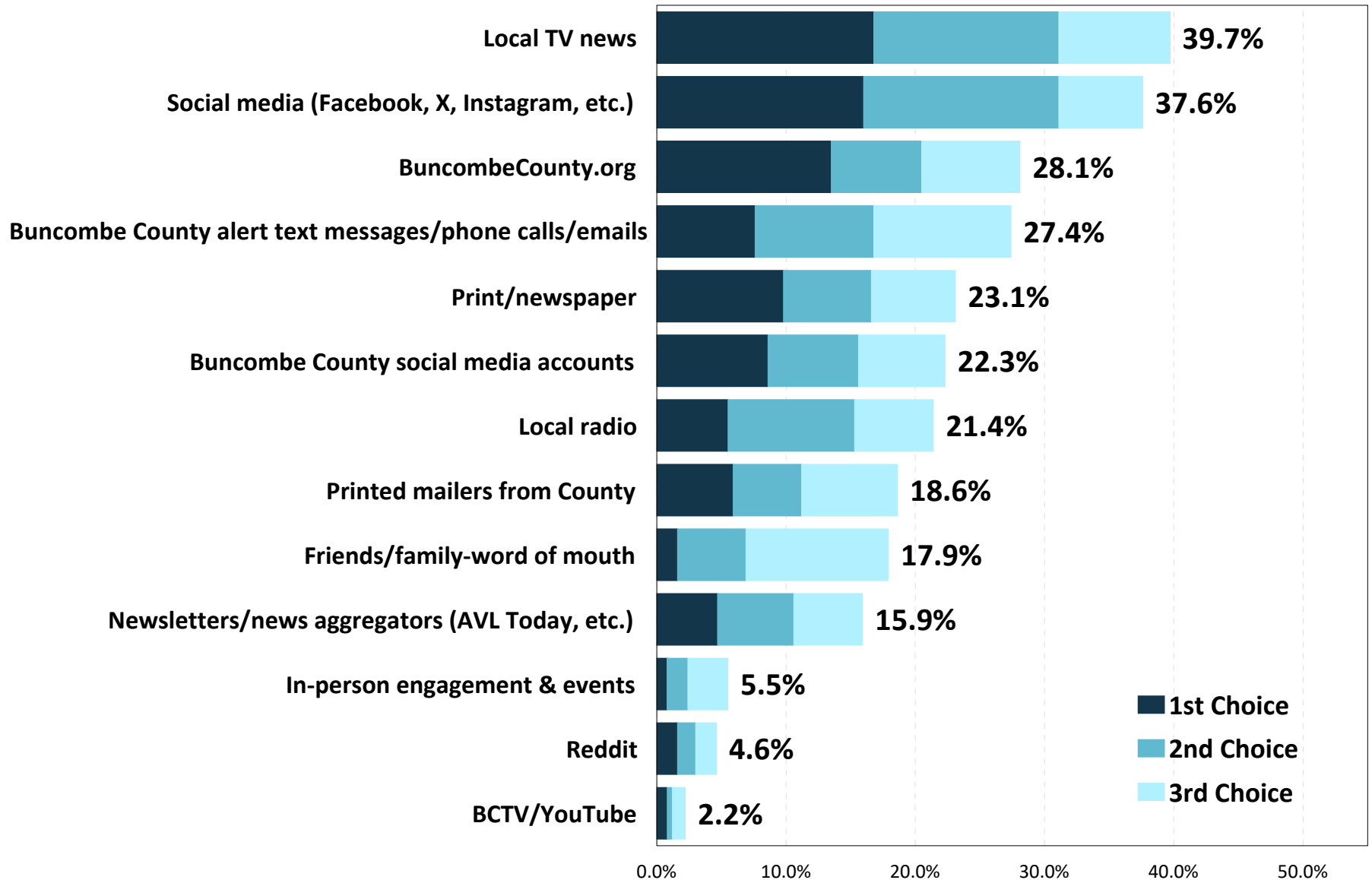
# Q7. Percentage of Respondents That Use Various Sources of Information to Learn About County News, Events, and Other Information

by percentage of respondents (multiple choices could be selected)



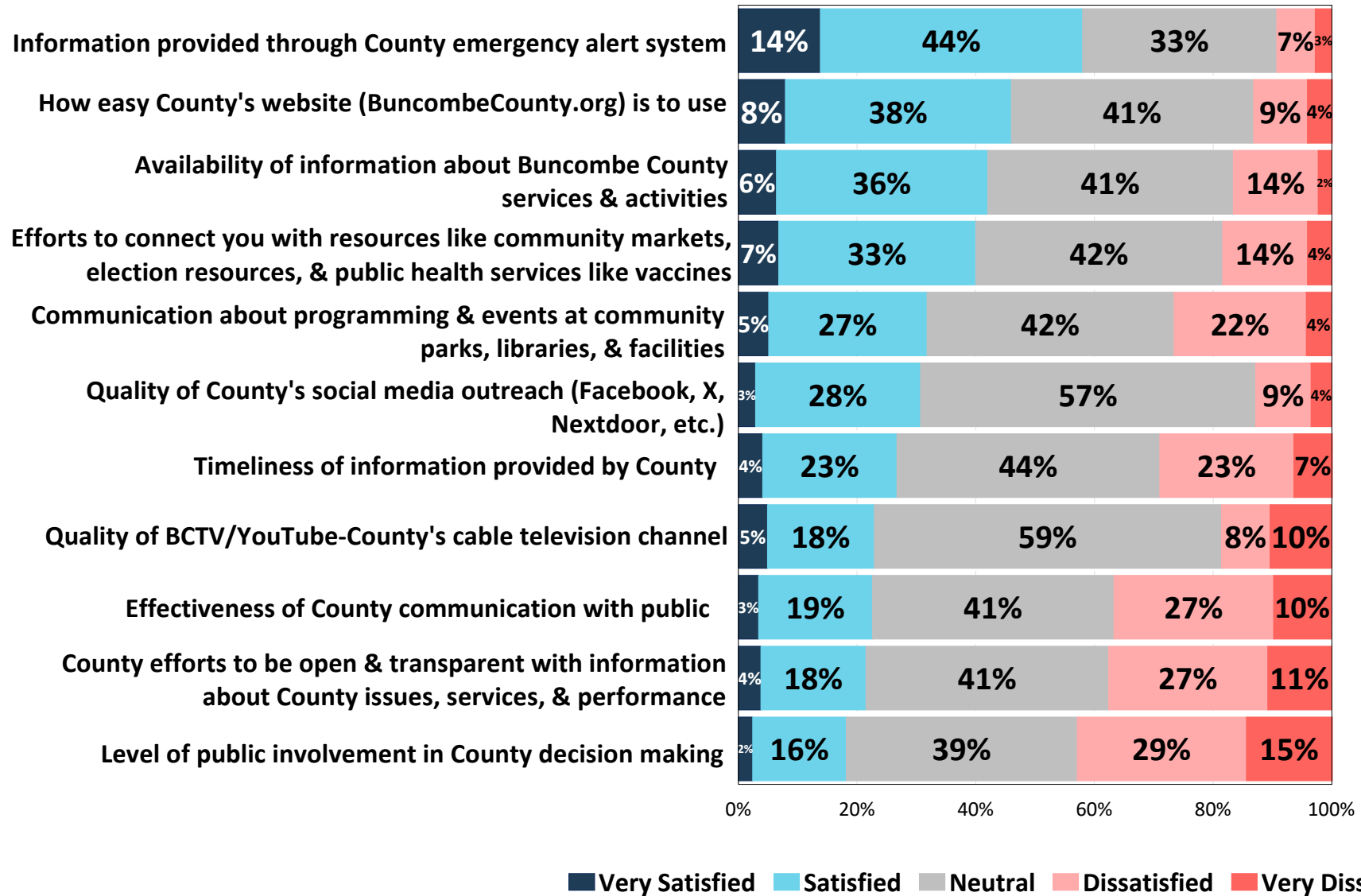
# Q8. Preferred Sources Used to Learn About Buncombe County News, Events, and Other County Information

by sum percentage of respondents who chose the source as one of their top three choices



# Q9. Level of Satisfaction with County Communication

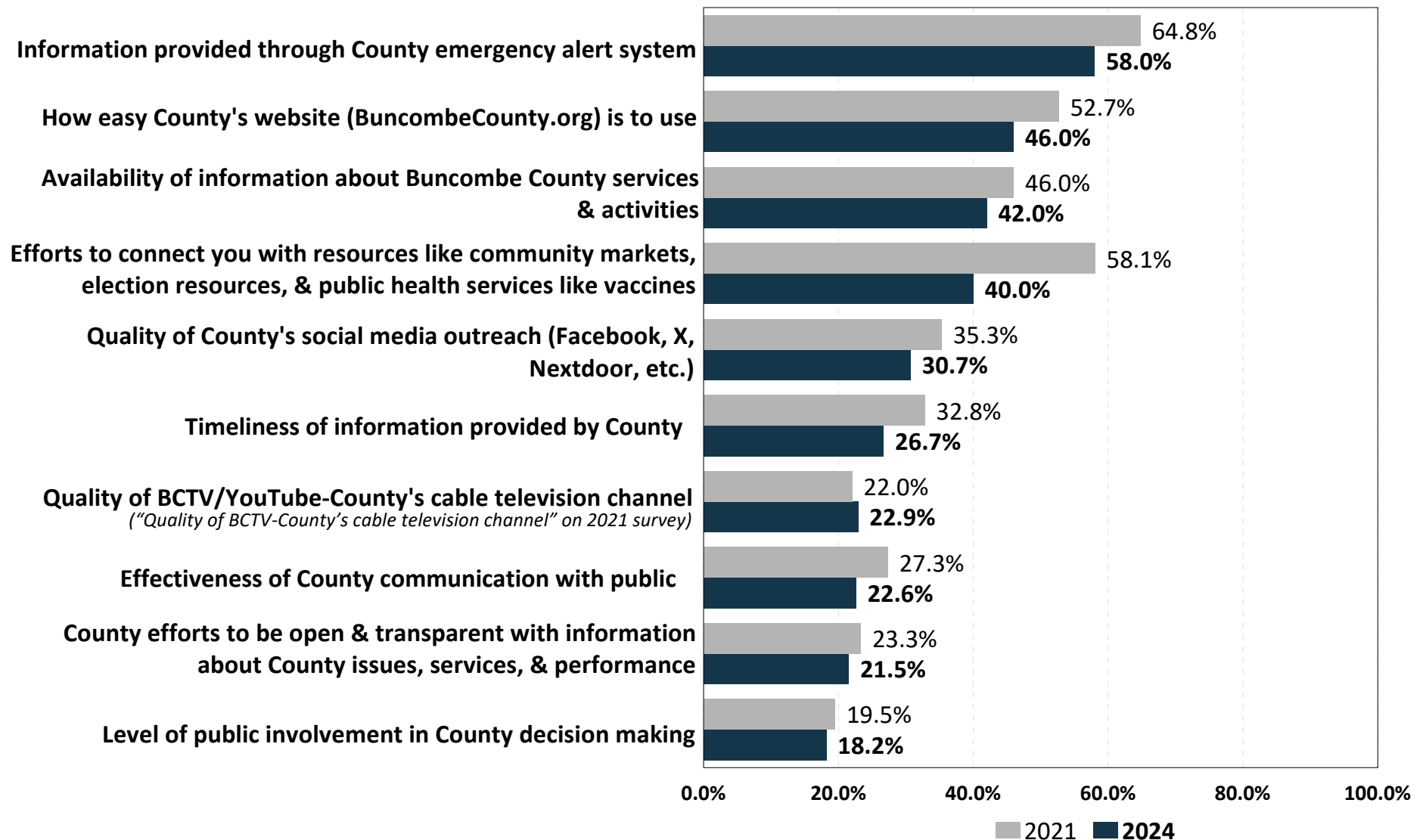
by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



# TREND: Level of Satisfaction with County Communication

## 2021 vs. 2024

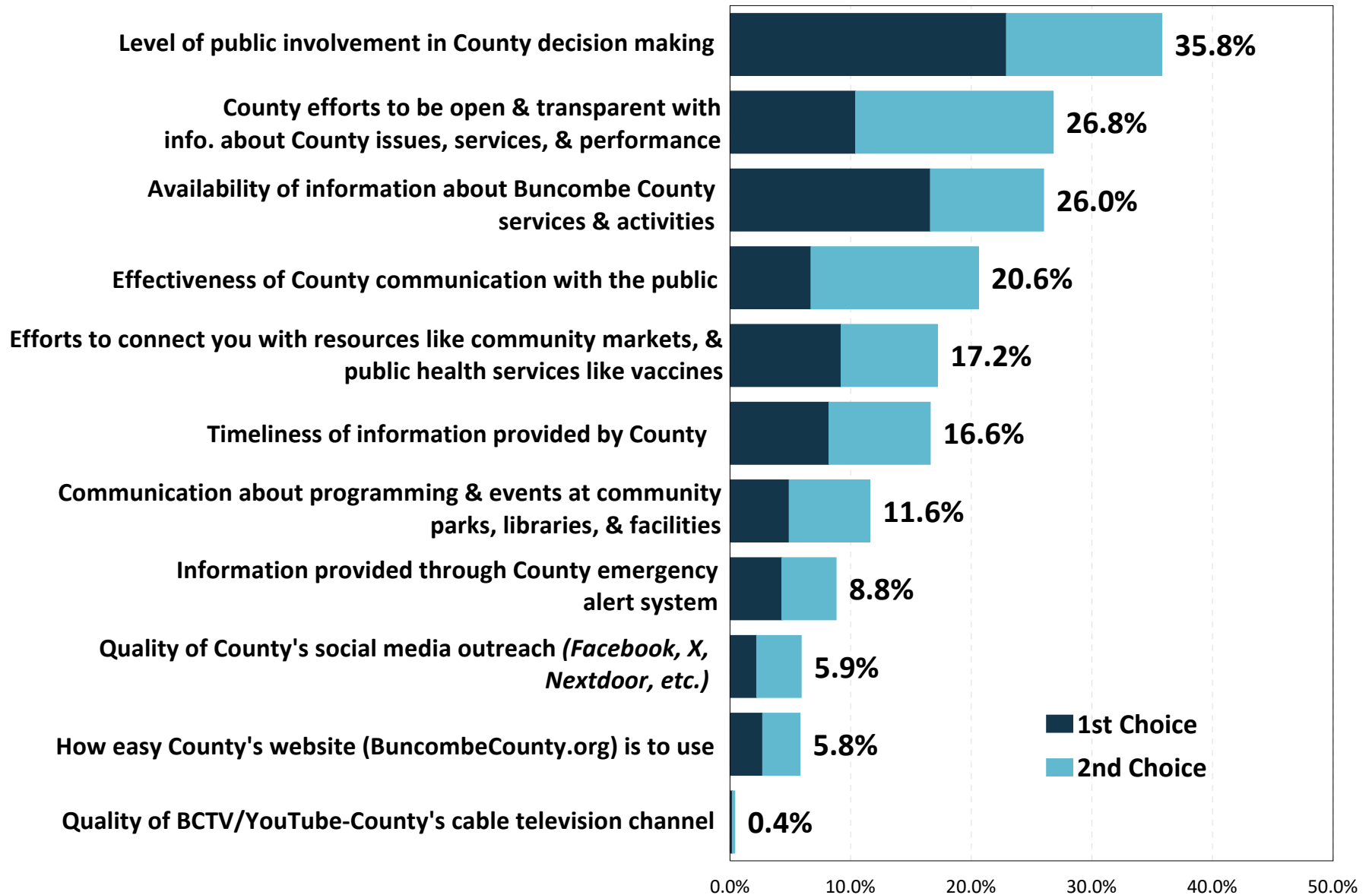
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale, where 5 means *excellent* and 1 means *poor* (excluding *don't know* responses)





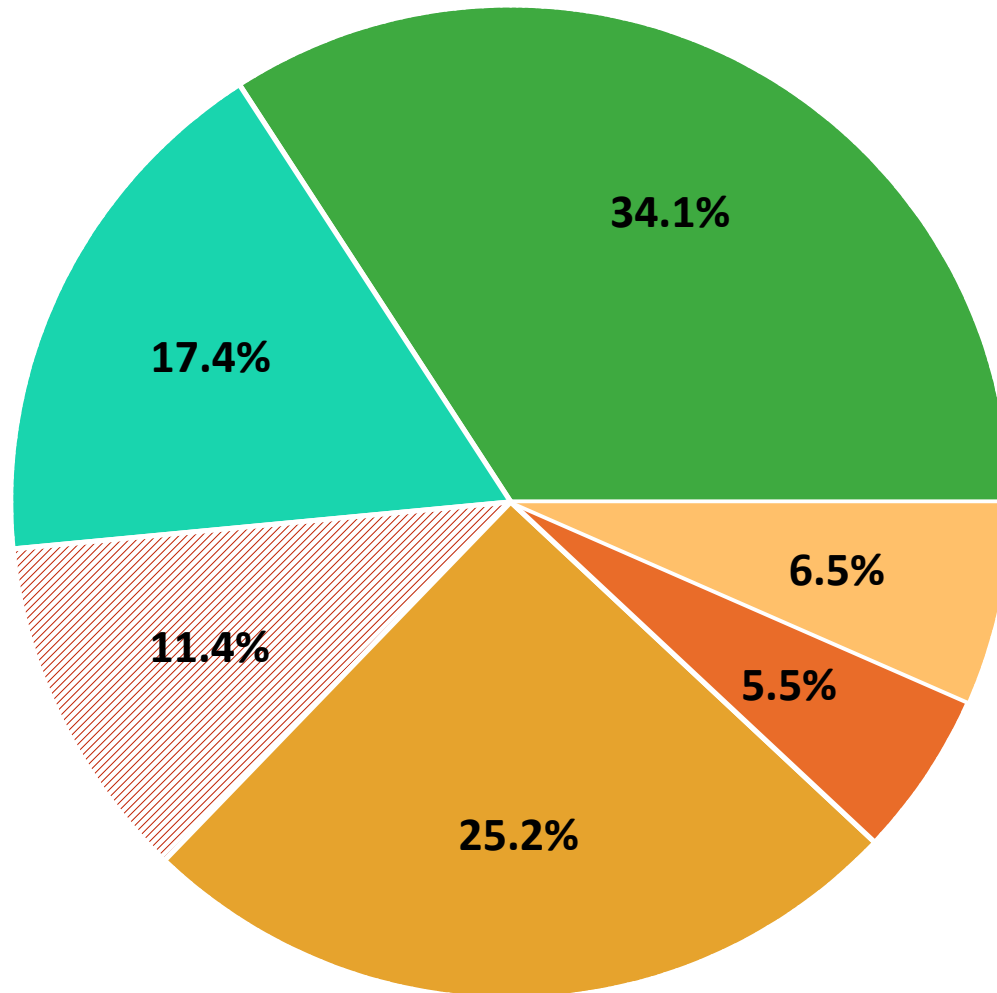
# Q10. Level of Emphasis Respondents Think County Leaders Should Place on County Communication Over the Next Two Years

by sum percentage of respondents who chose the service as one of their top two choices



# Q11. If there were an emergency and a temporary evacuation were required, where would you go?

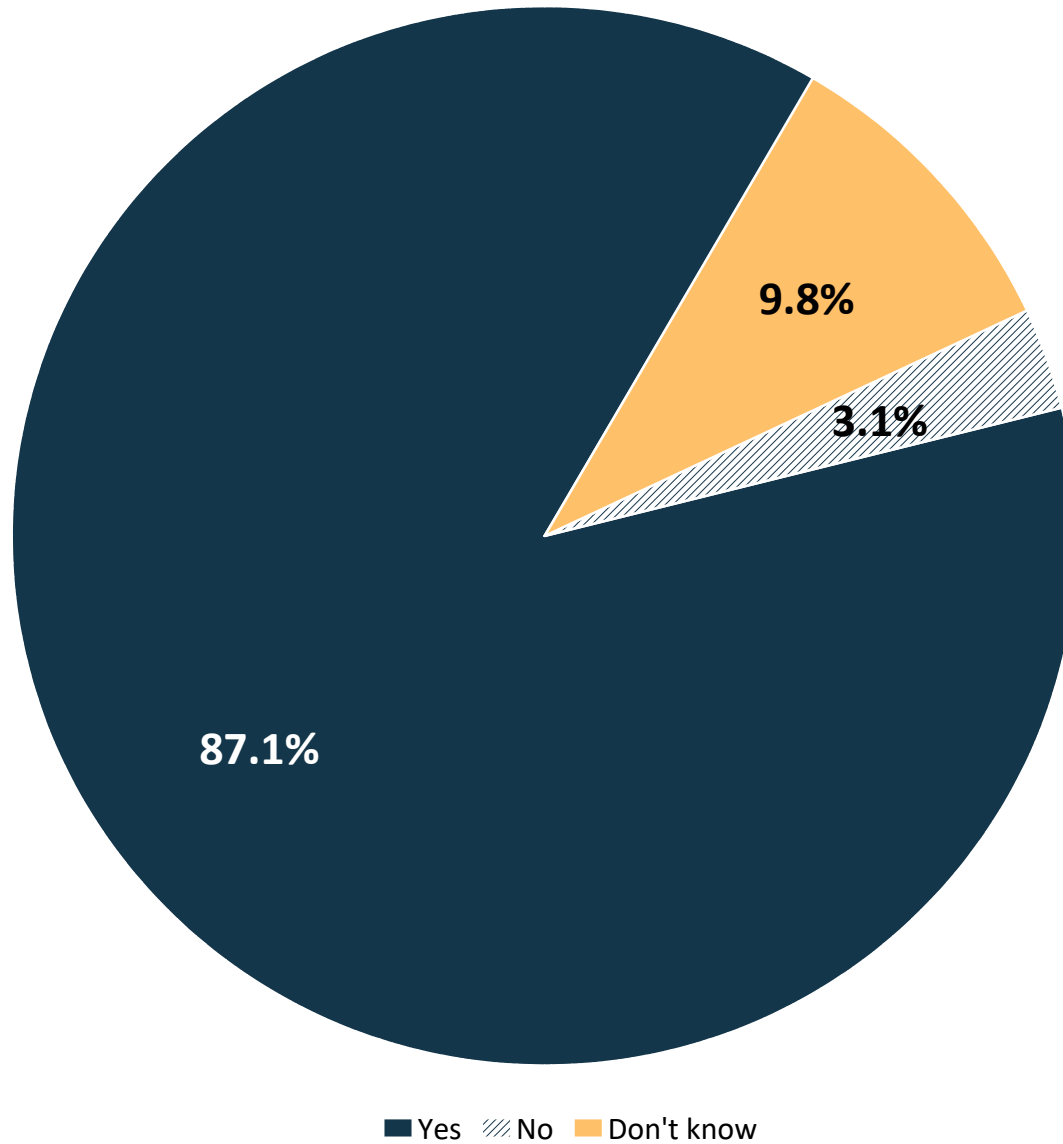
by percentage of respondents



- Friend or family's home out of state
- Friend or family's home in Buncombe County
- ▨ I would not evacuate
- Friend or family's home in state, but out of County
- Emergency shelter
- Not provided

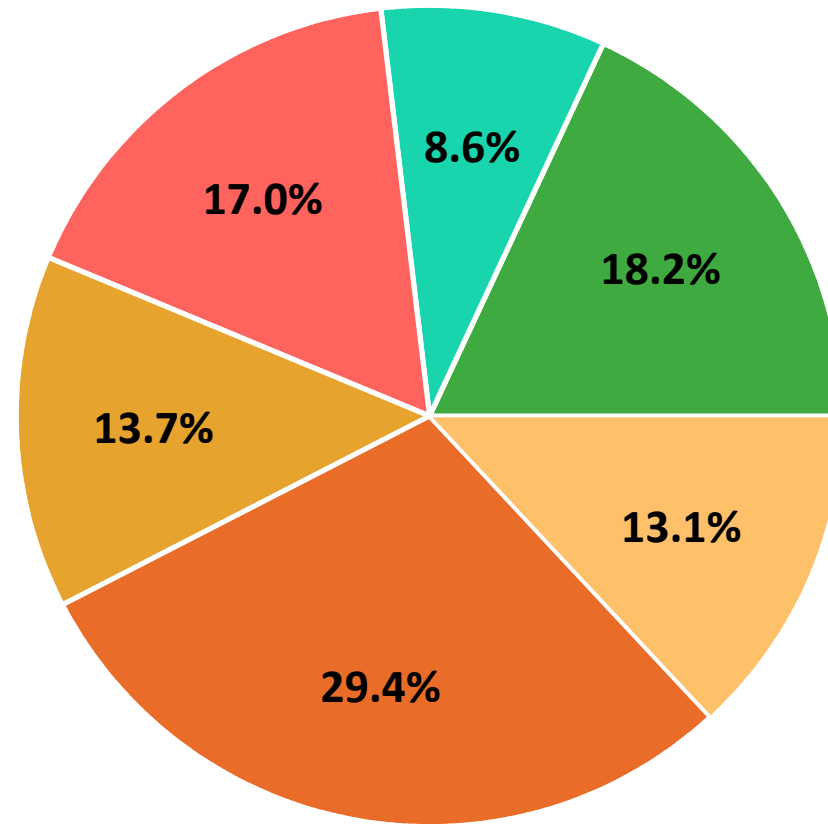
# Q12. During an emergency would you be able to self-evacuate?

by percentage of respondents



# Q13. Respondent's Level of Preparedness in the Event There is an Emergency in Buncombe County

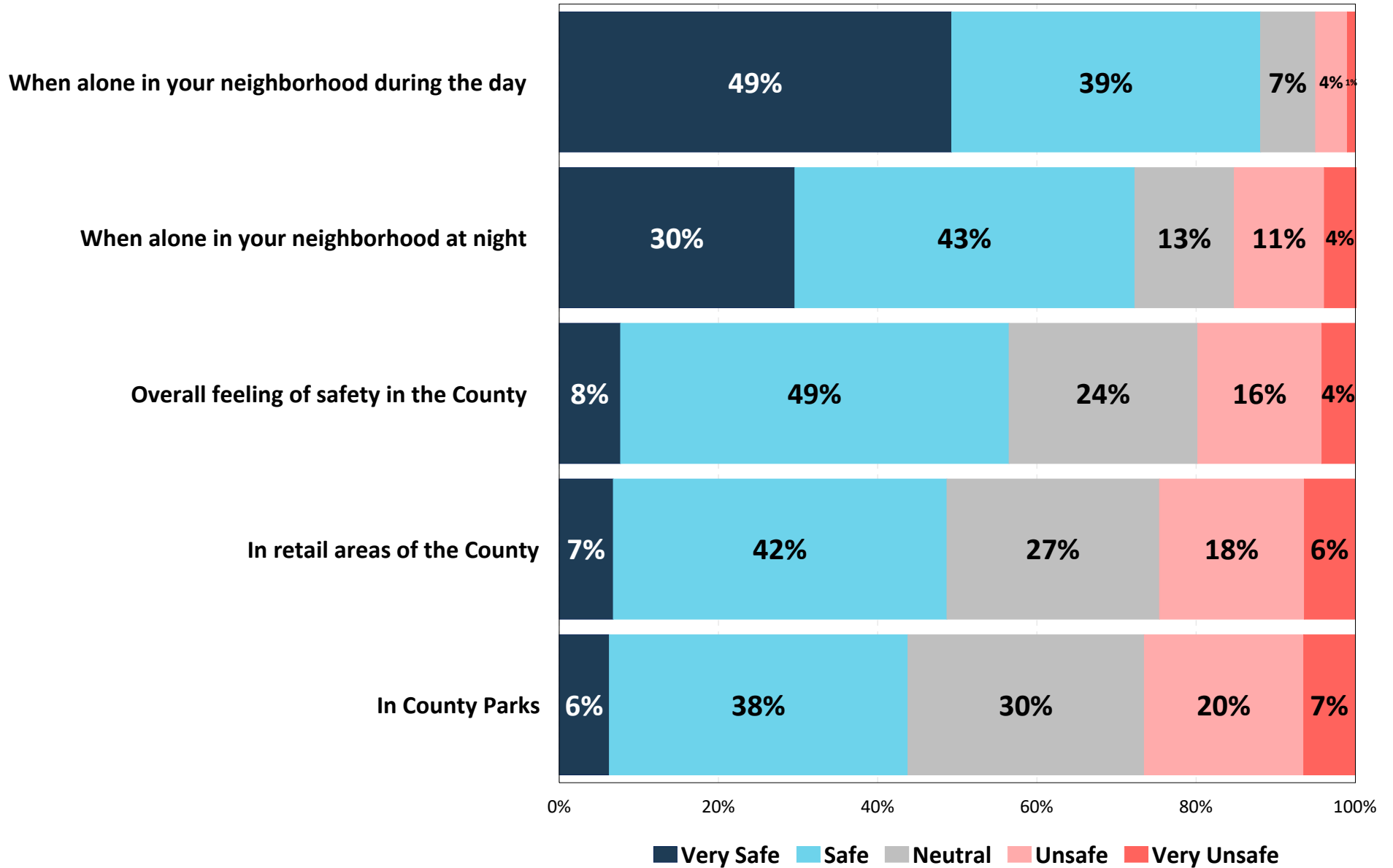
by percentage of respondents



- I am unprepared for a disaster & do not intend to prepare in next year
- I am unprepared for a disaster & I intend to prepare in next six months
- I am unprepared for a disaster & I intend to prepare in next year
- I am prepared for a disaster & I have been preparing for less than a year
- I am prepared for a disaster & I have been preparing for more than a year
- Not provided

# Q14. Perceptions of Safety in the County

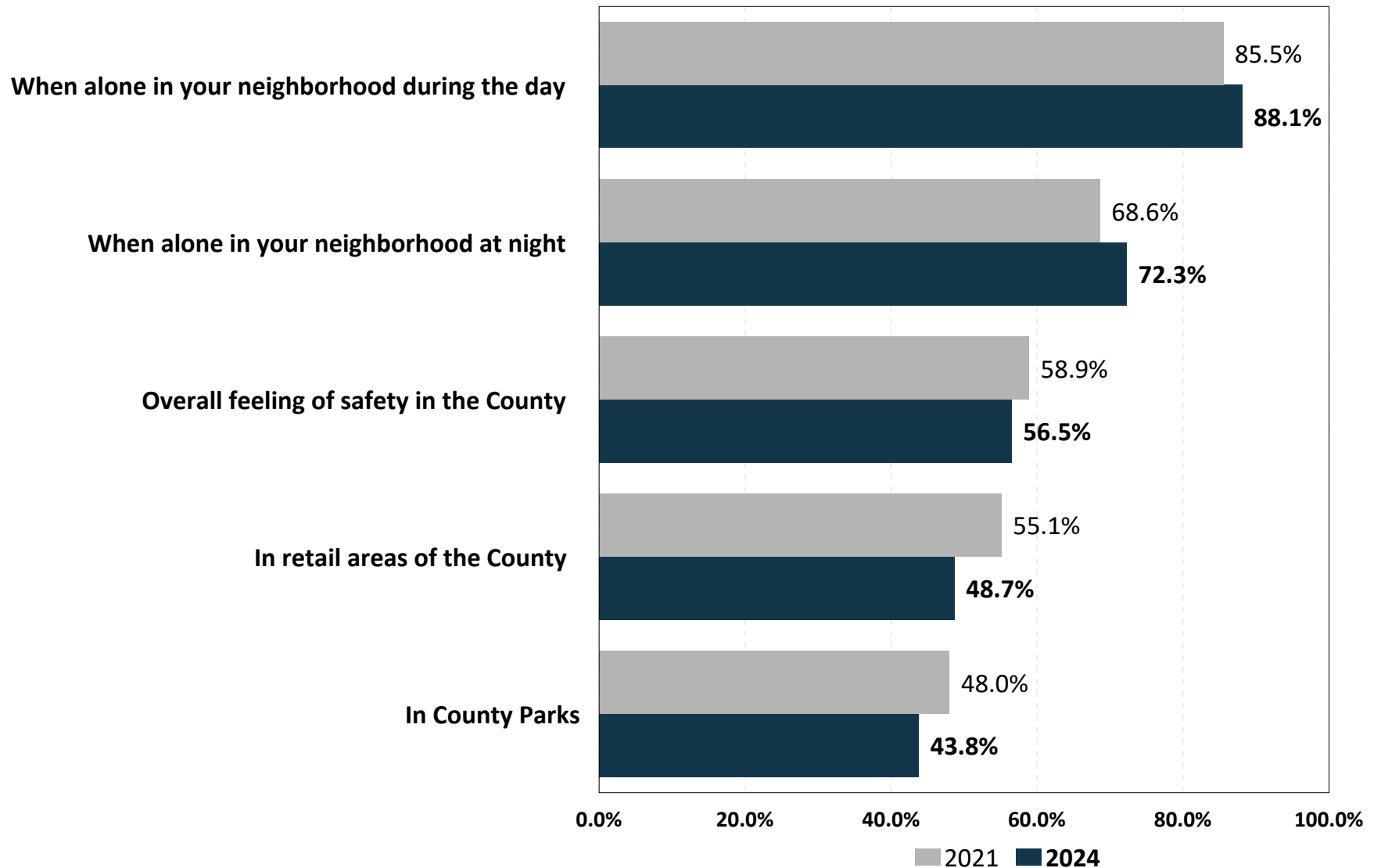
by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# TREND: Perceptions of Safety in the County

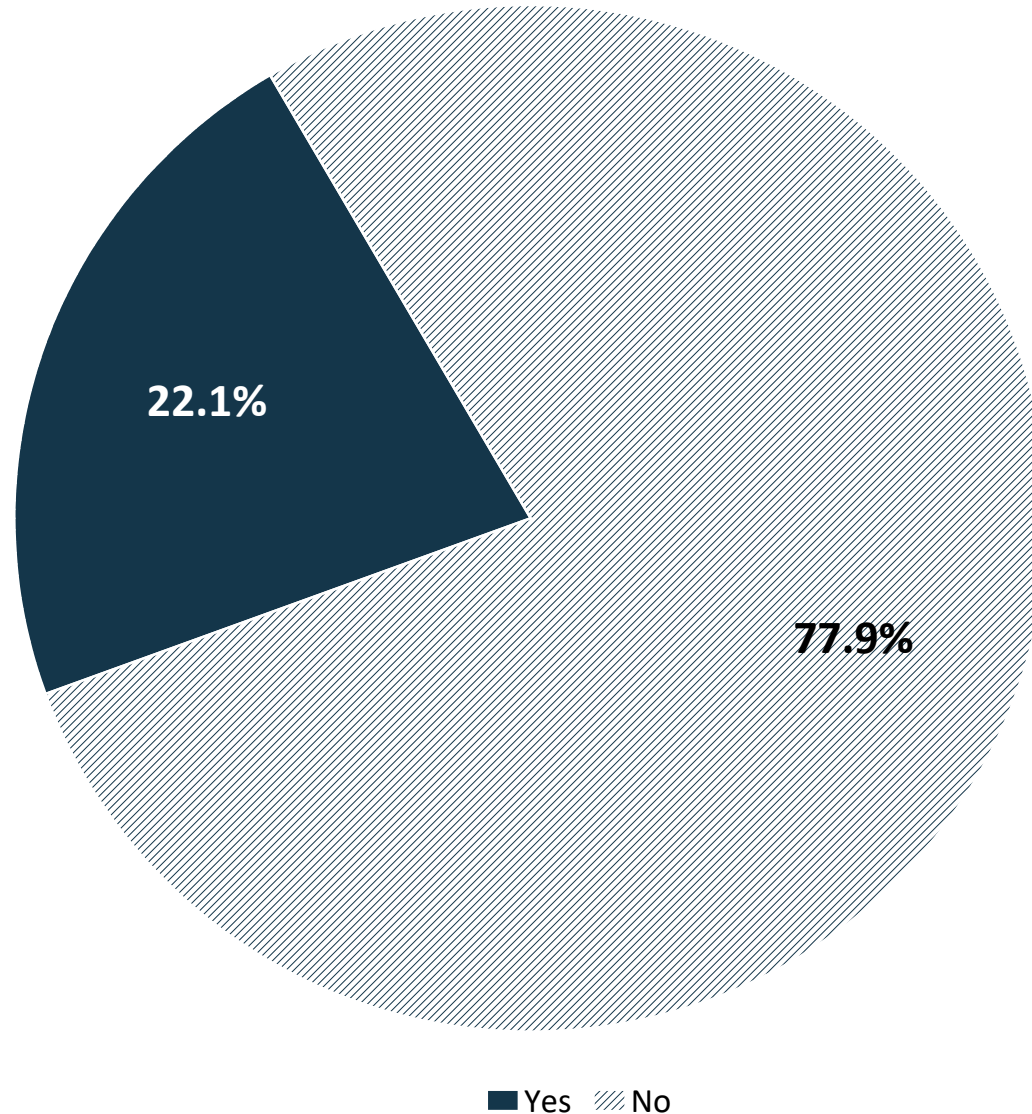
## 2021 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale, where 5 means *very safe* and 1 means *very unsafe* (excluding *don't know* responses)



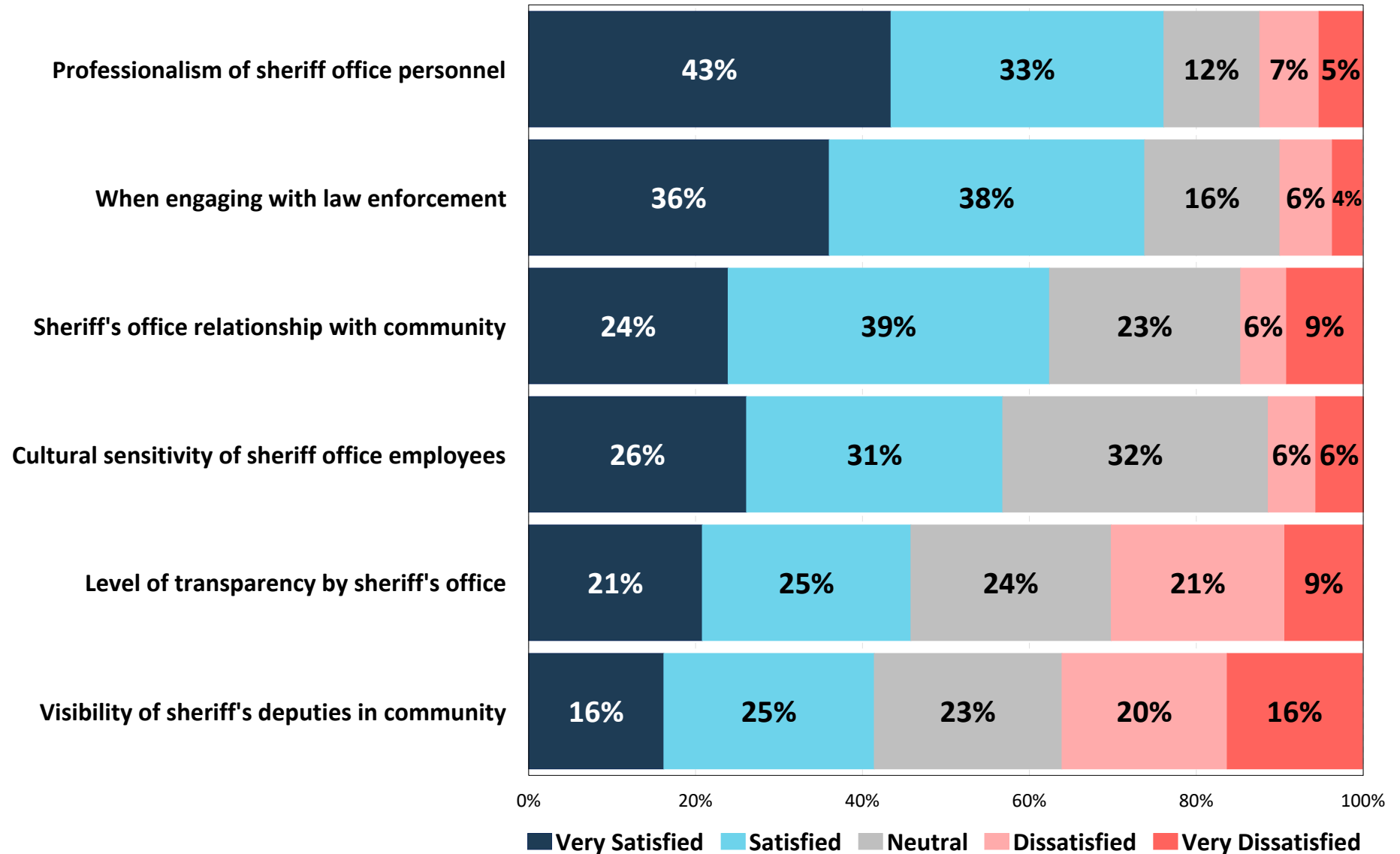
# Q15. During the past year, have you or other members of your household interacted with the Buncombe County Sheriff's Office?

by percentage of respondents



# Q15a. Level of Satisfaction with Buncombe County Sheriff’s Office

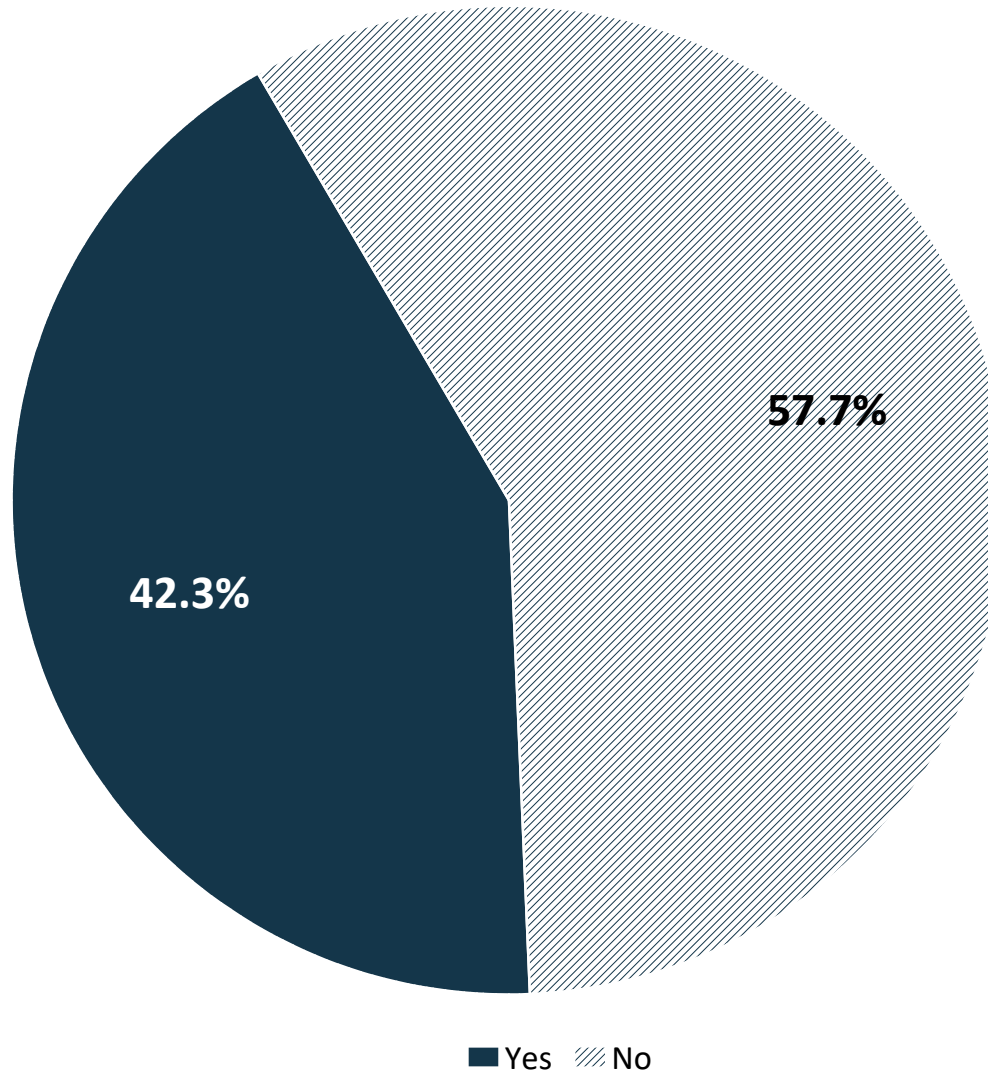
by percentage of respondents who responded “Yes” to Question 15 and rated the item using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don’t know* responses)





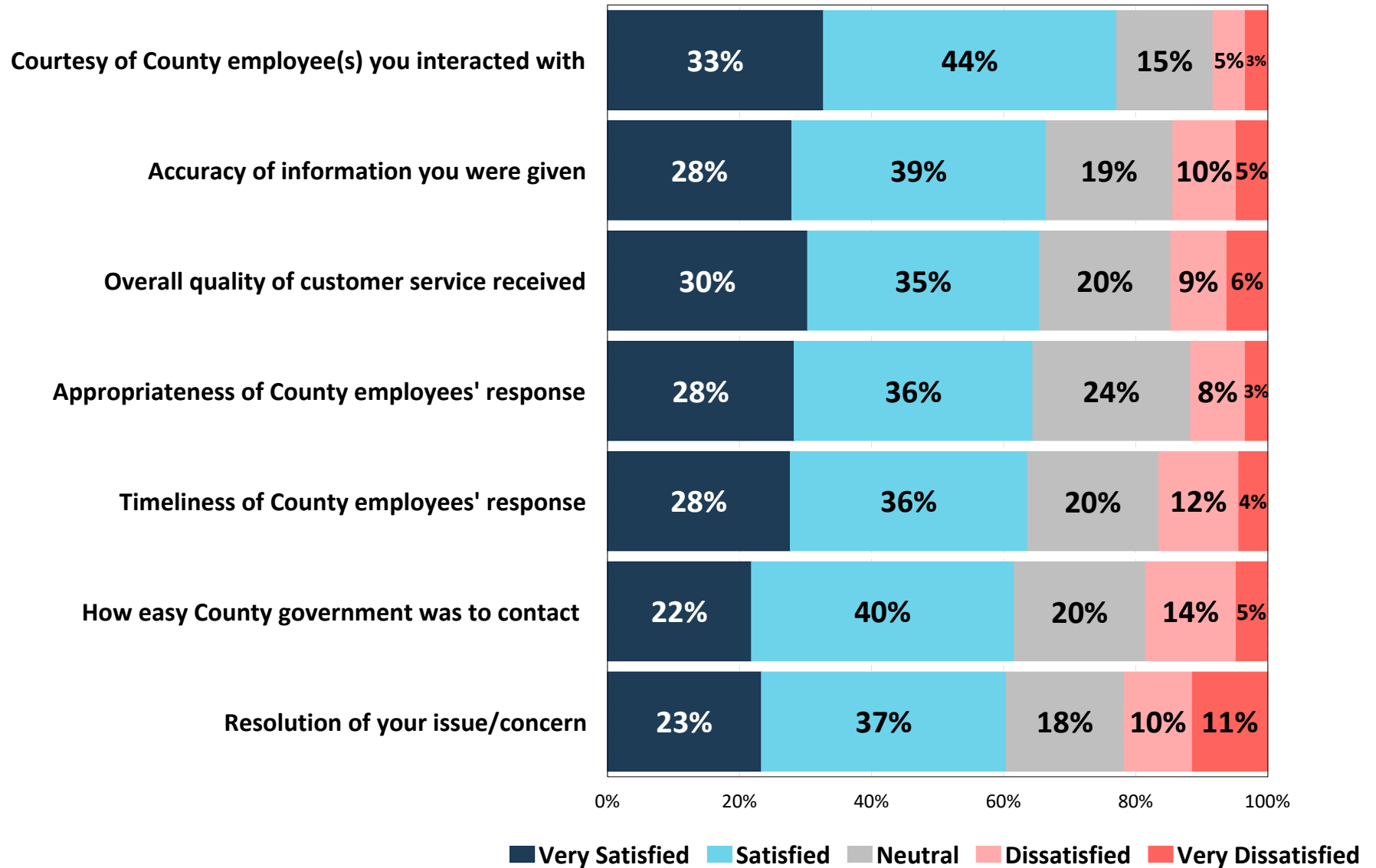
# Q16. During the past year, have you or other members of your household contacted employees of Buncombe County or visited the County's website to seek services, ask a question, or file a complaint?

by percentage of respondents



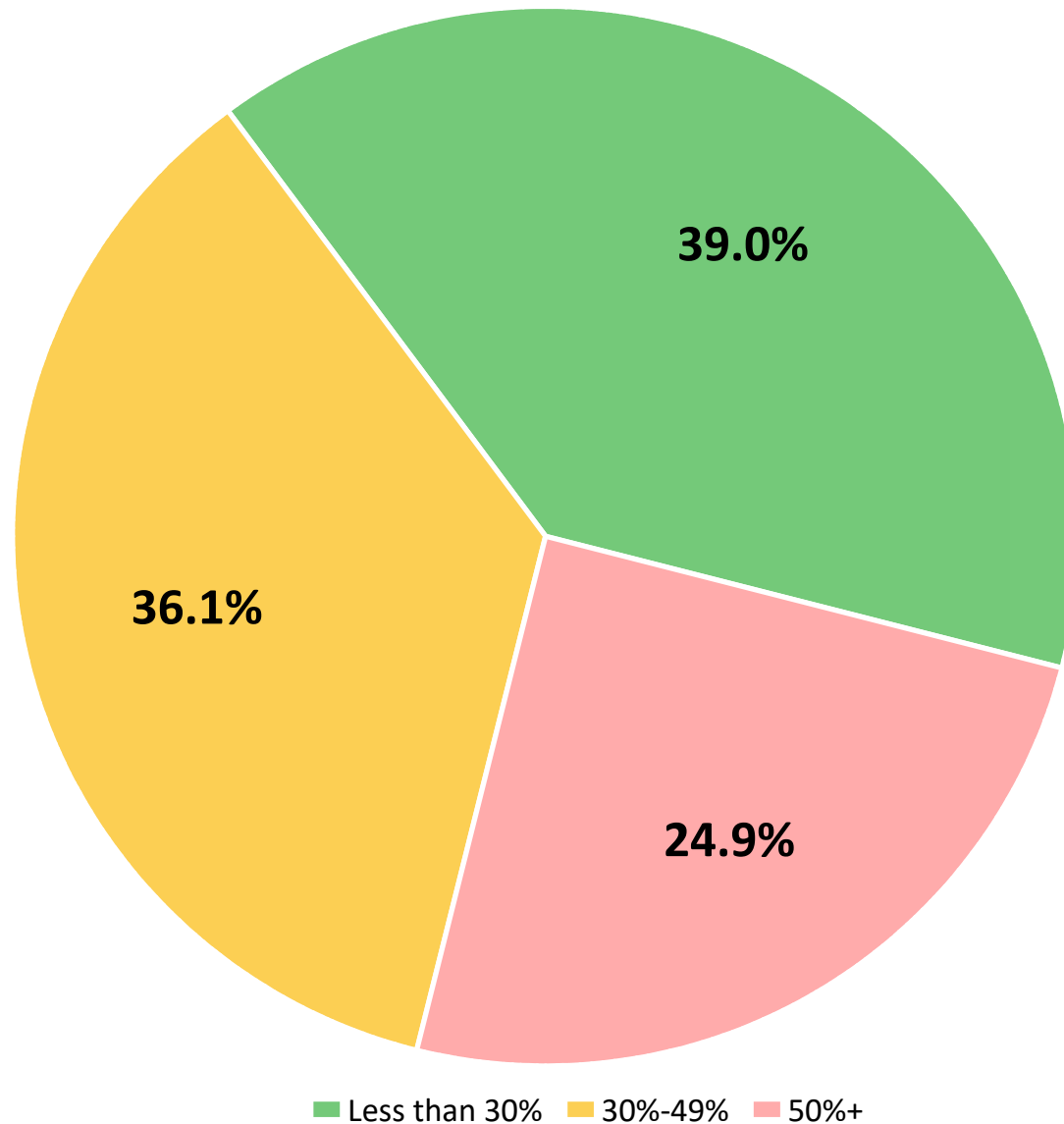
# Q16a. Level of Satisfaction with the Customer Service Provided by County Employees

by percentage of respondents who have contacted an employee of the County in the past year and rated the item using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



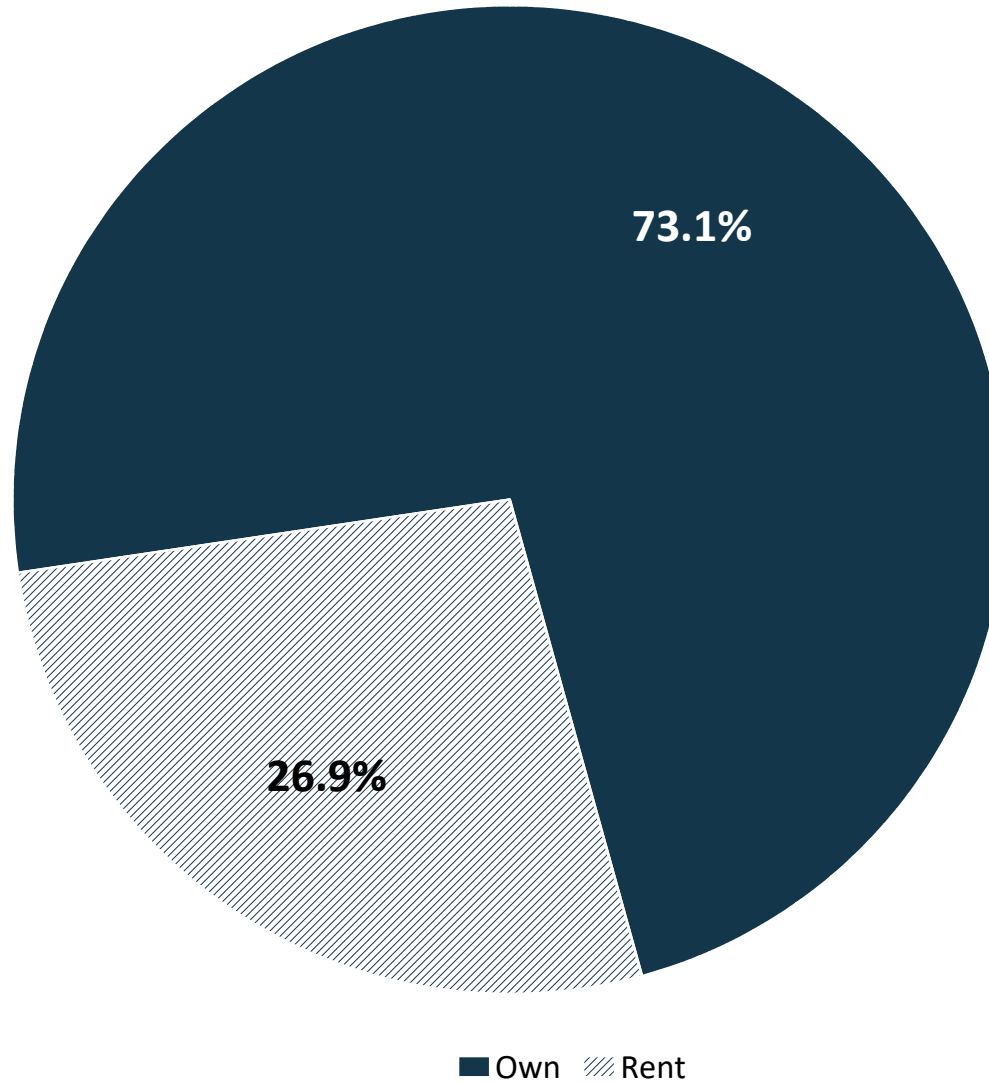
# Q17. What percentage of your monthly household income do you spend on your housing expenses, including utilities?

by percentage of respondents (without *not provided* responses)



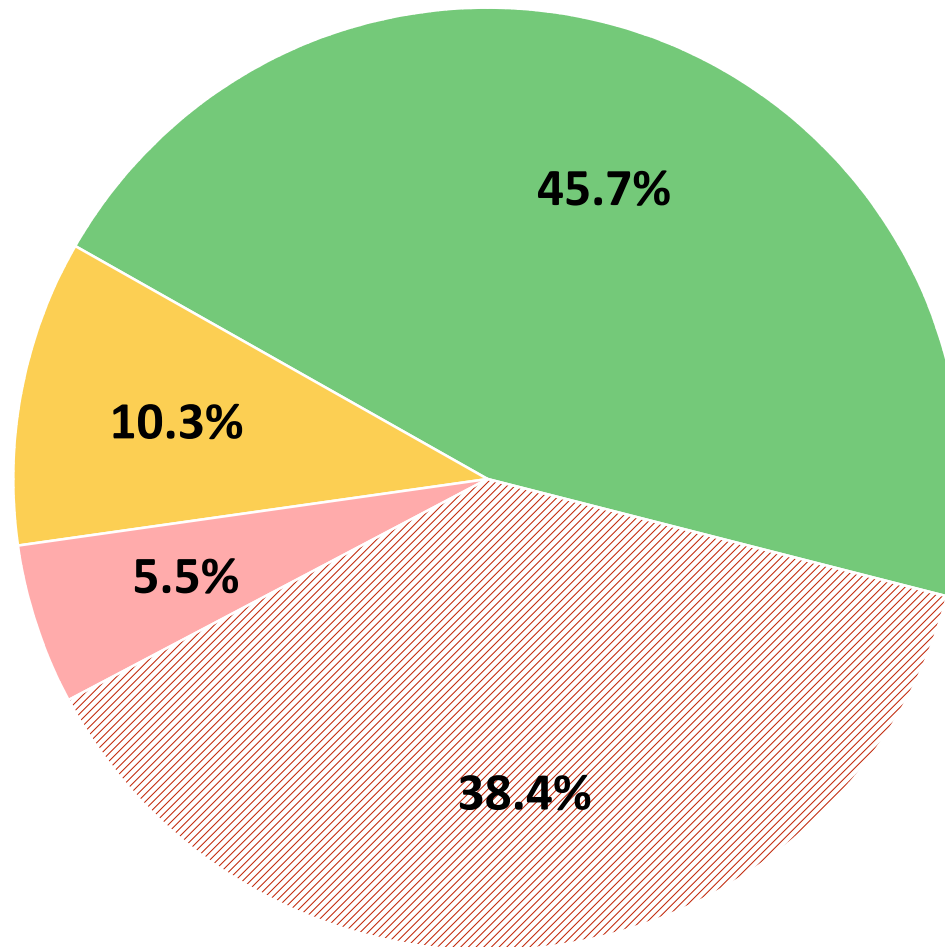
## Q18. Do you own or rent your current residence?

by percentage of respondents (without *not provided* responses)



## Q19. What employment scenario applies to you?

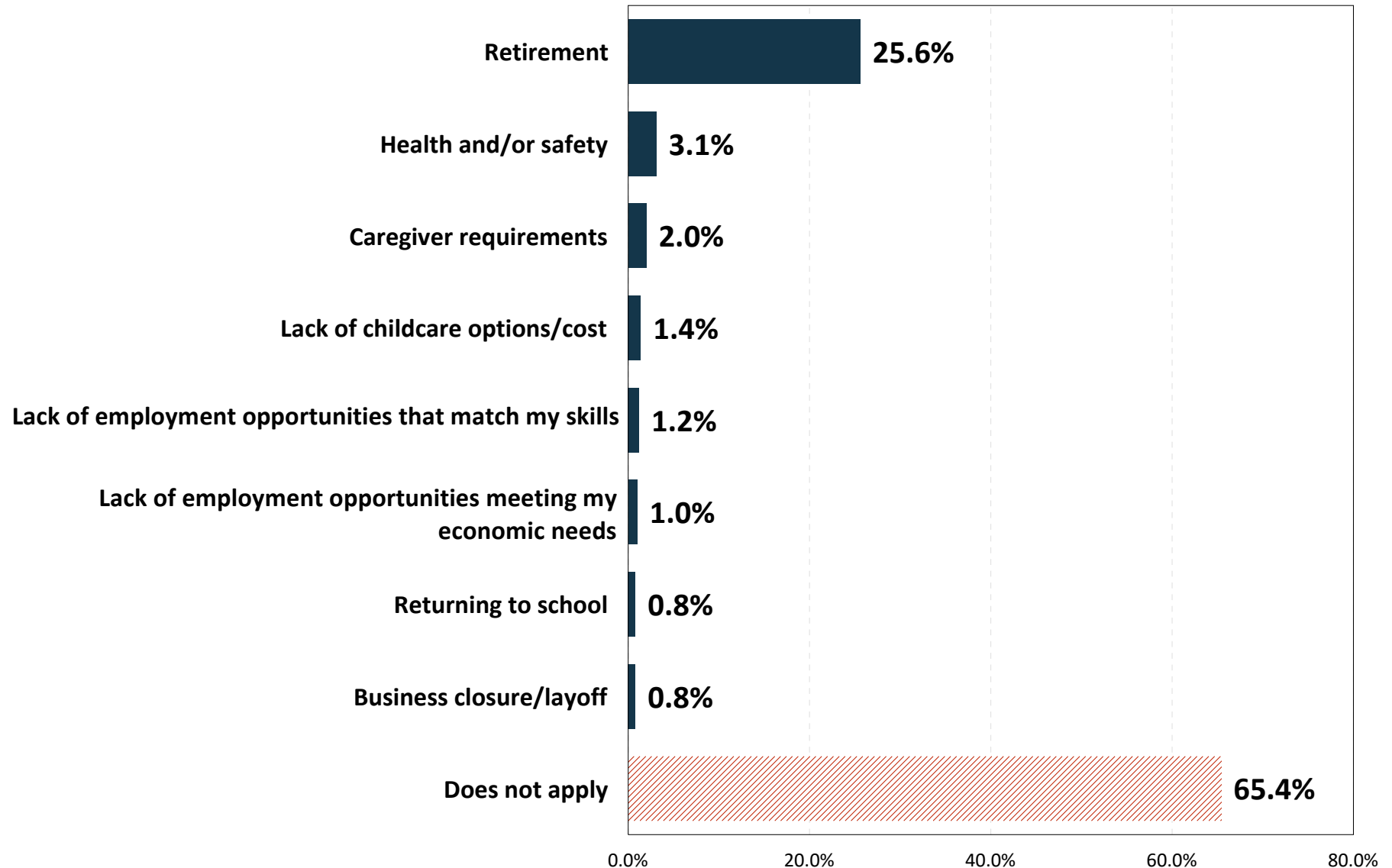
by percentage of respondents (without *not provided* responses)



- I work one job
- I have two or more jobs
- I have occasional work in addition to my normal employment
- ▨ None of these apply to me

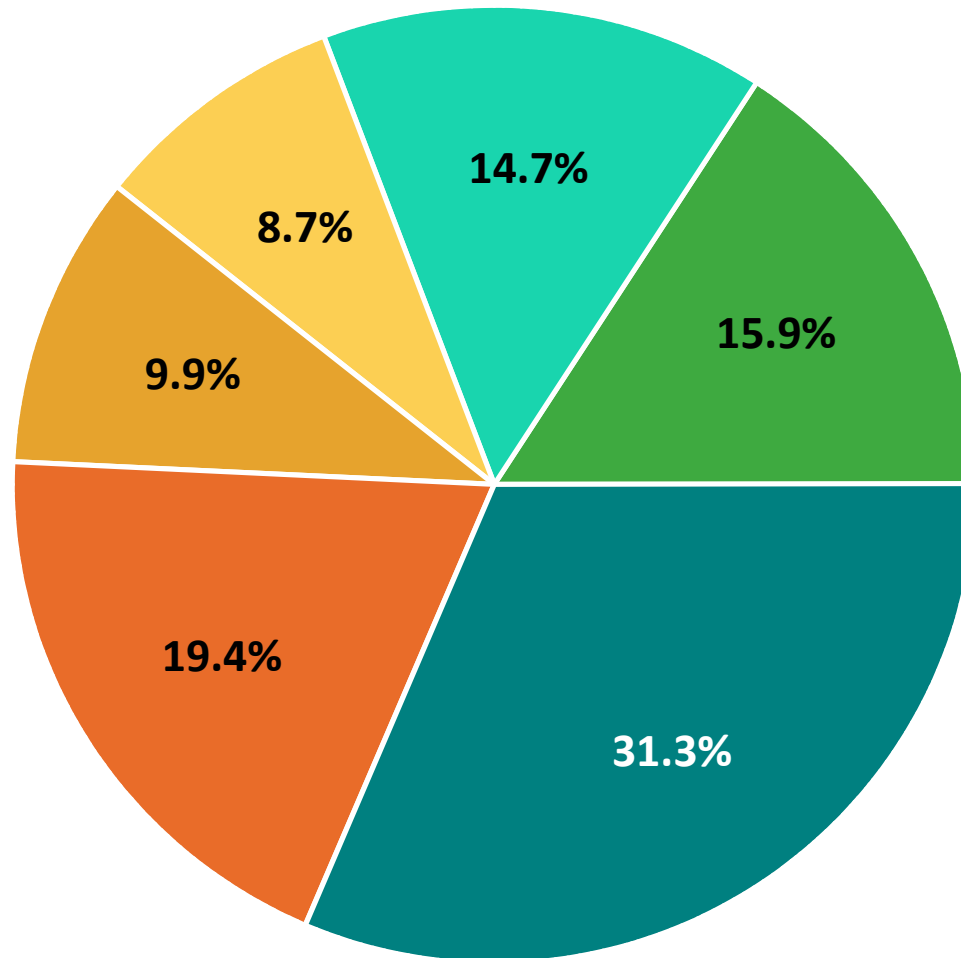
# Q20. Which of the following are reasons that you or members of your household have left or cannot enter the workforce?

by percentage of respondents (multiple choices could be selected)



# Q21. Approximately how many years have you lived in Buncombe County?

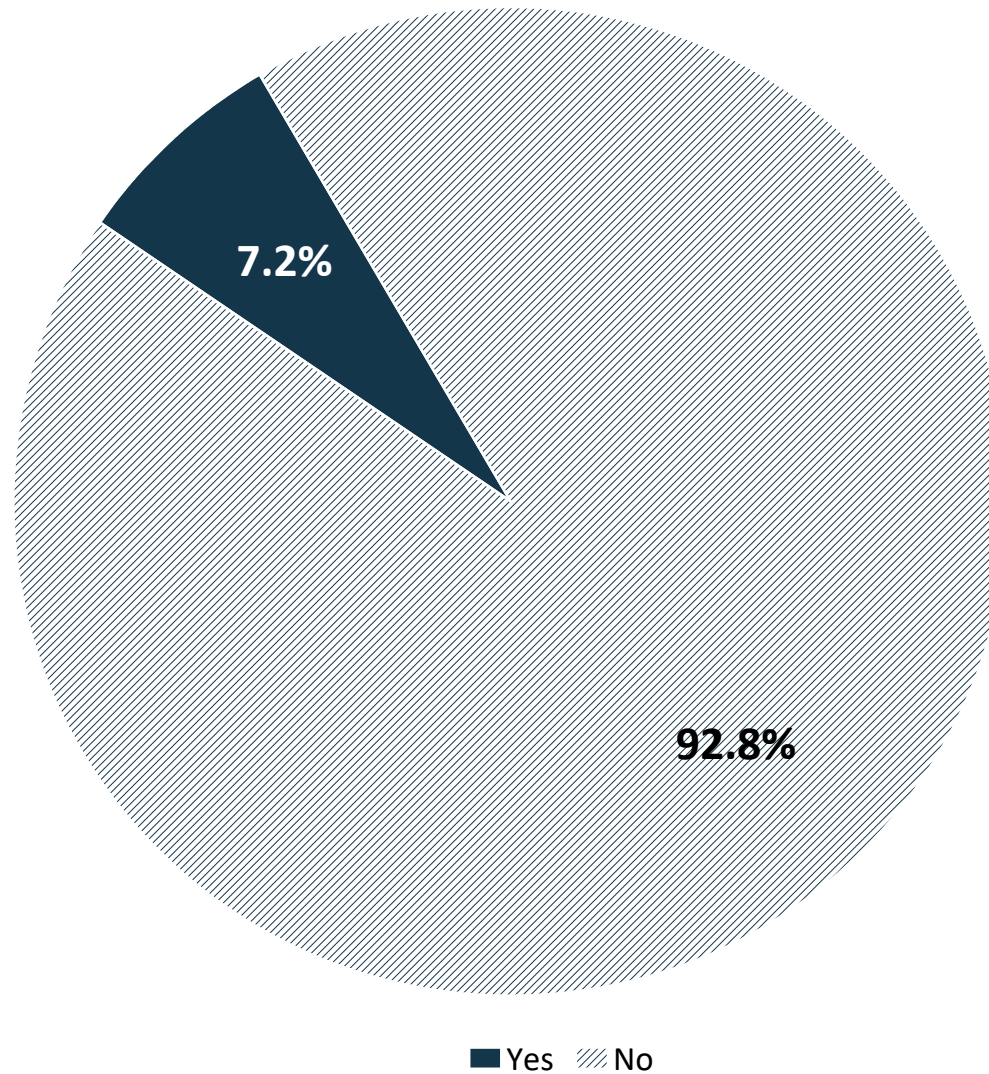
by percentage of respondents (without *not provided* responses)



0-5 years    6-10 years    11-15 years  
16-20 years    21-30 years    31 years or longer

## Q22. Are you of Hispanic, Latino, or other Spanish ancestry?

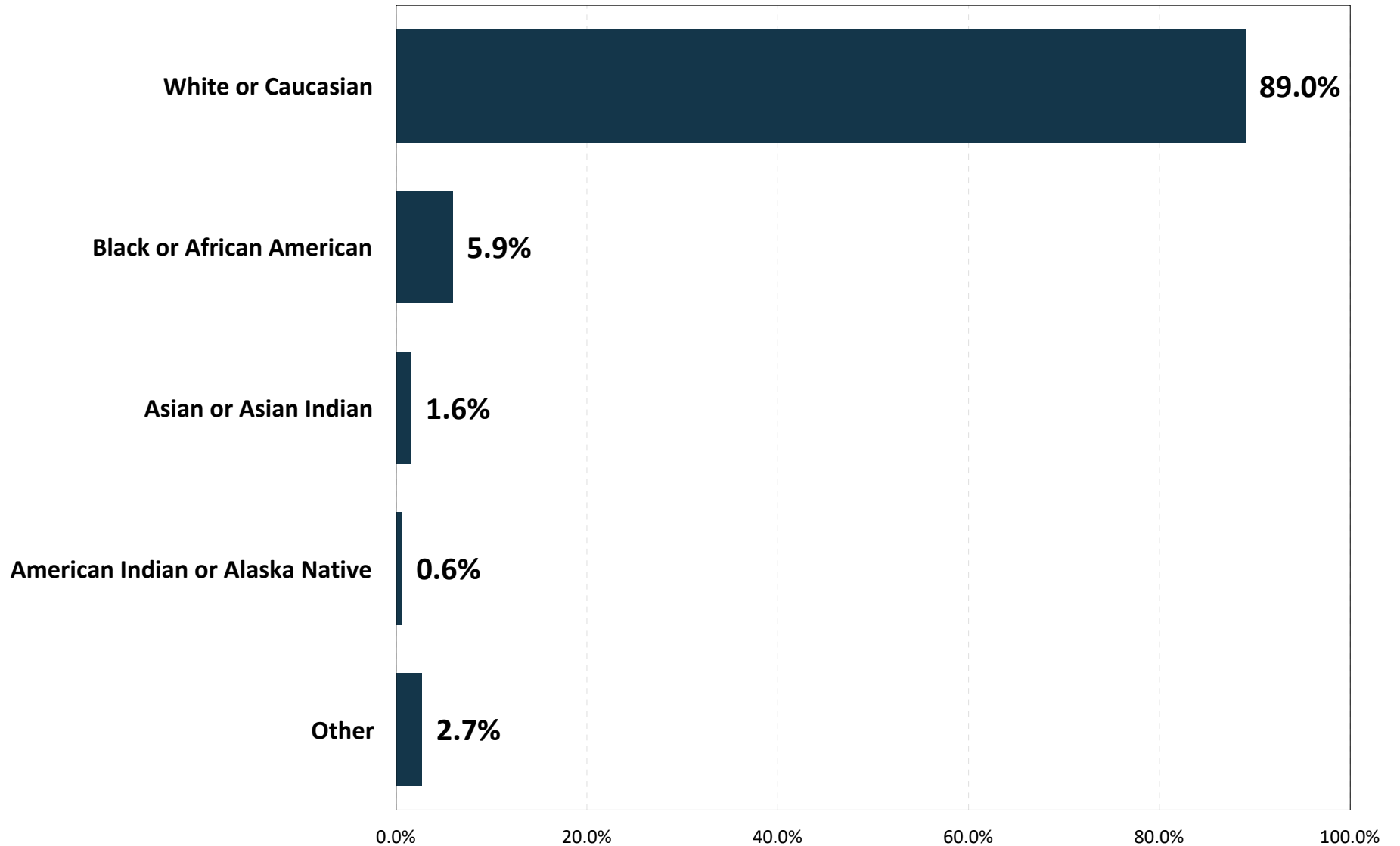
by percentage of respondents





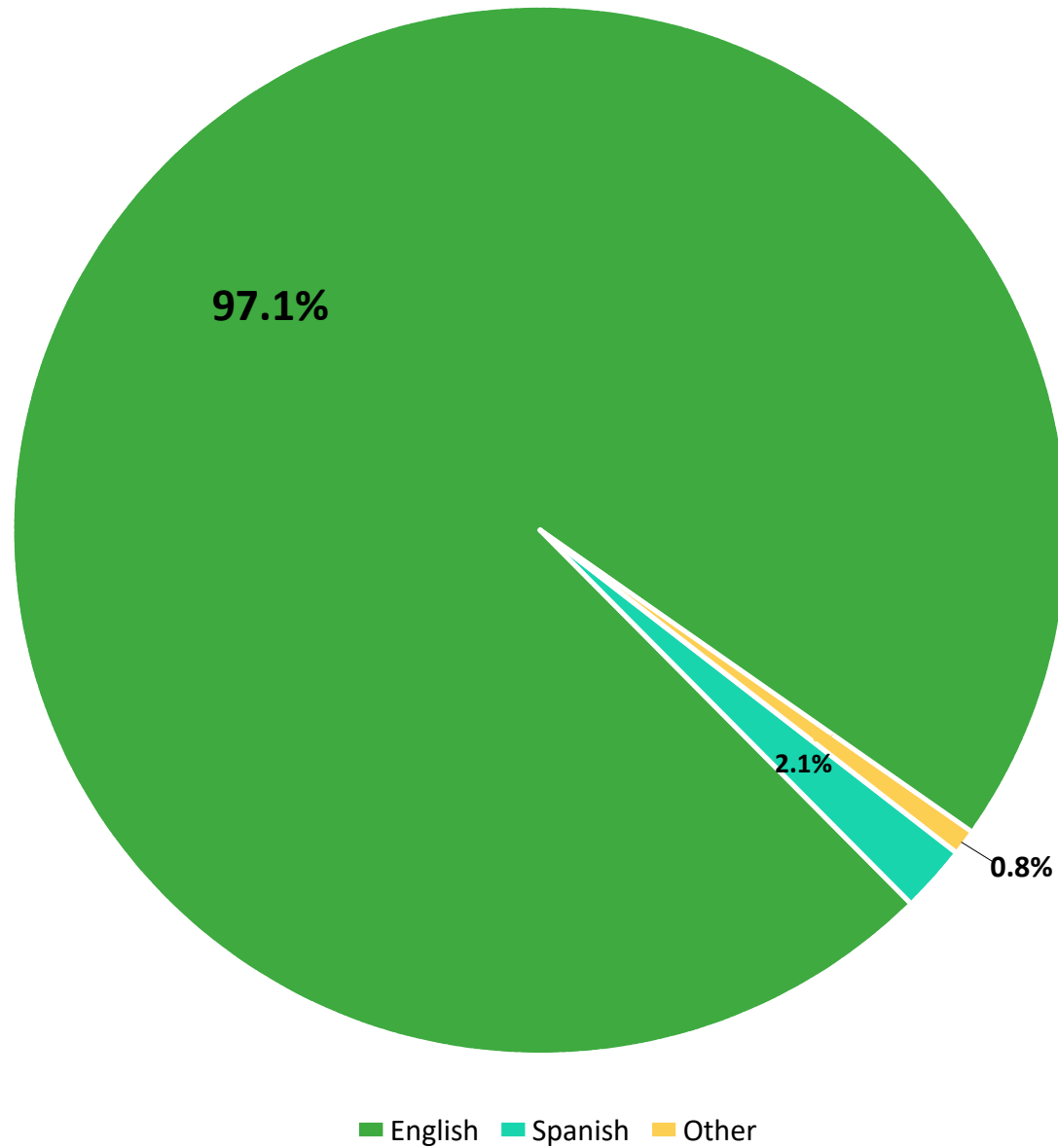
# Q23. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be selected)



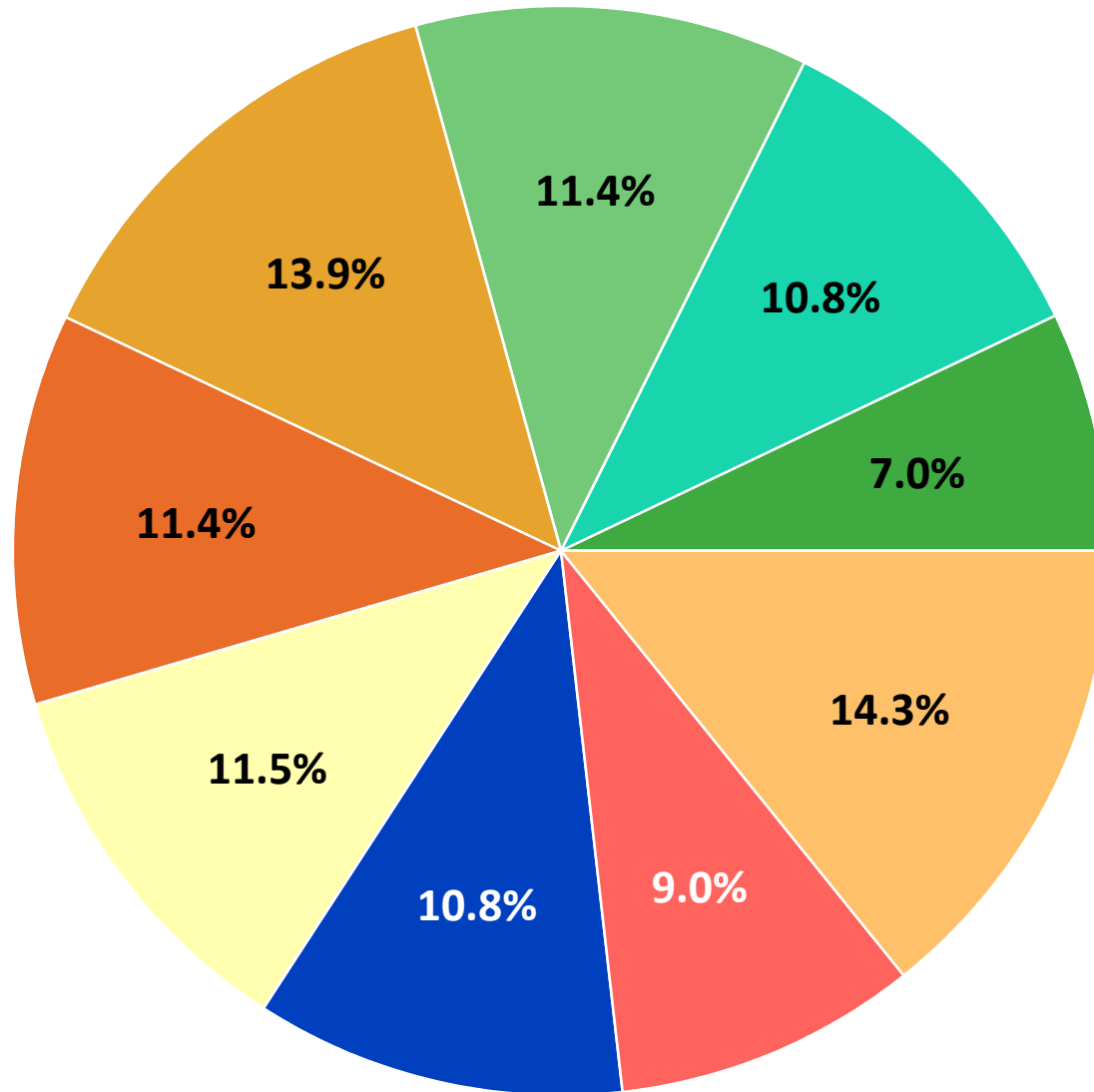
# Q24. What is the primary language spoken in your home?

by percentage of respondents



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

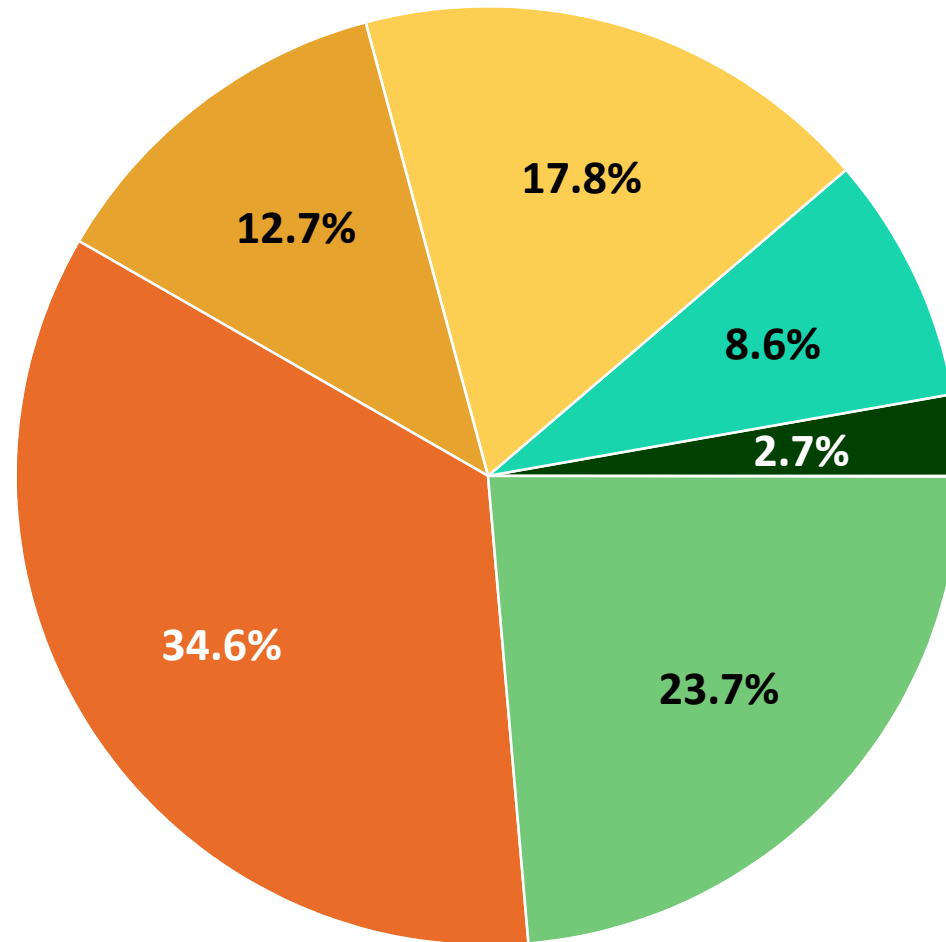
by percentage of respondents



- Under \$15K
  \$15K-\$29,999
  \$30K-\$44,999
- \$45K-\$59,999
  \$60K-\$74,999
  \$75K-\$99,999
- \$100K-\$124,999
  \$125K+
  Not provided

## Q26. What is the highest level of education you have completed?

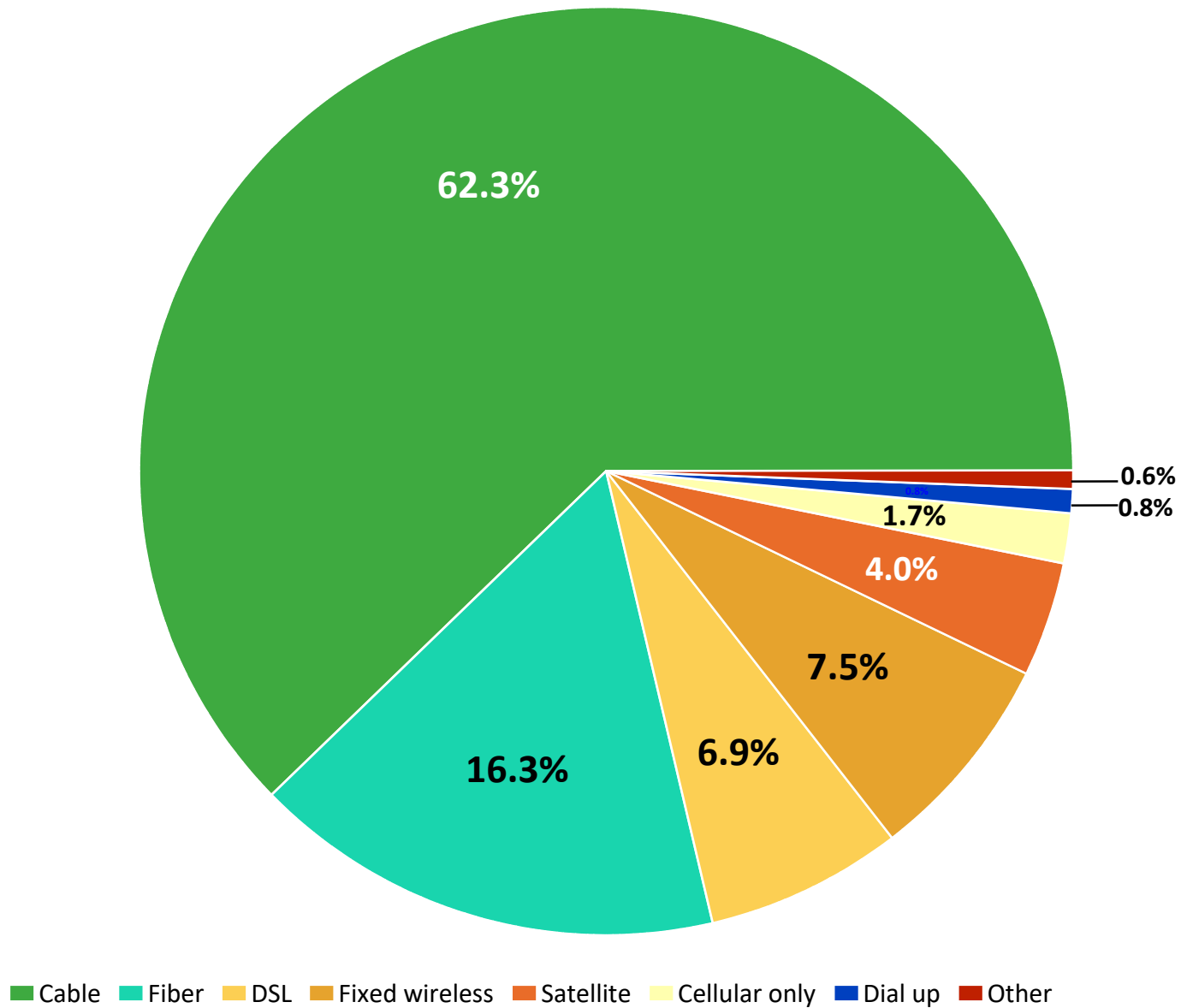
by percentage of respondents (without *not provided* responses)



- Some high school or less
- Some college but no degree
- Bachelor's degree
- High school diploma or equivalent
- Associates degree
- Graduate degree or higher

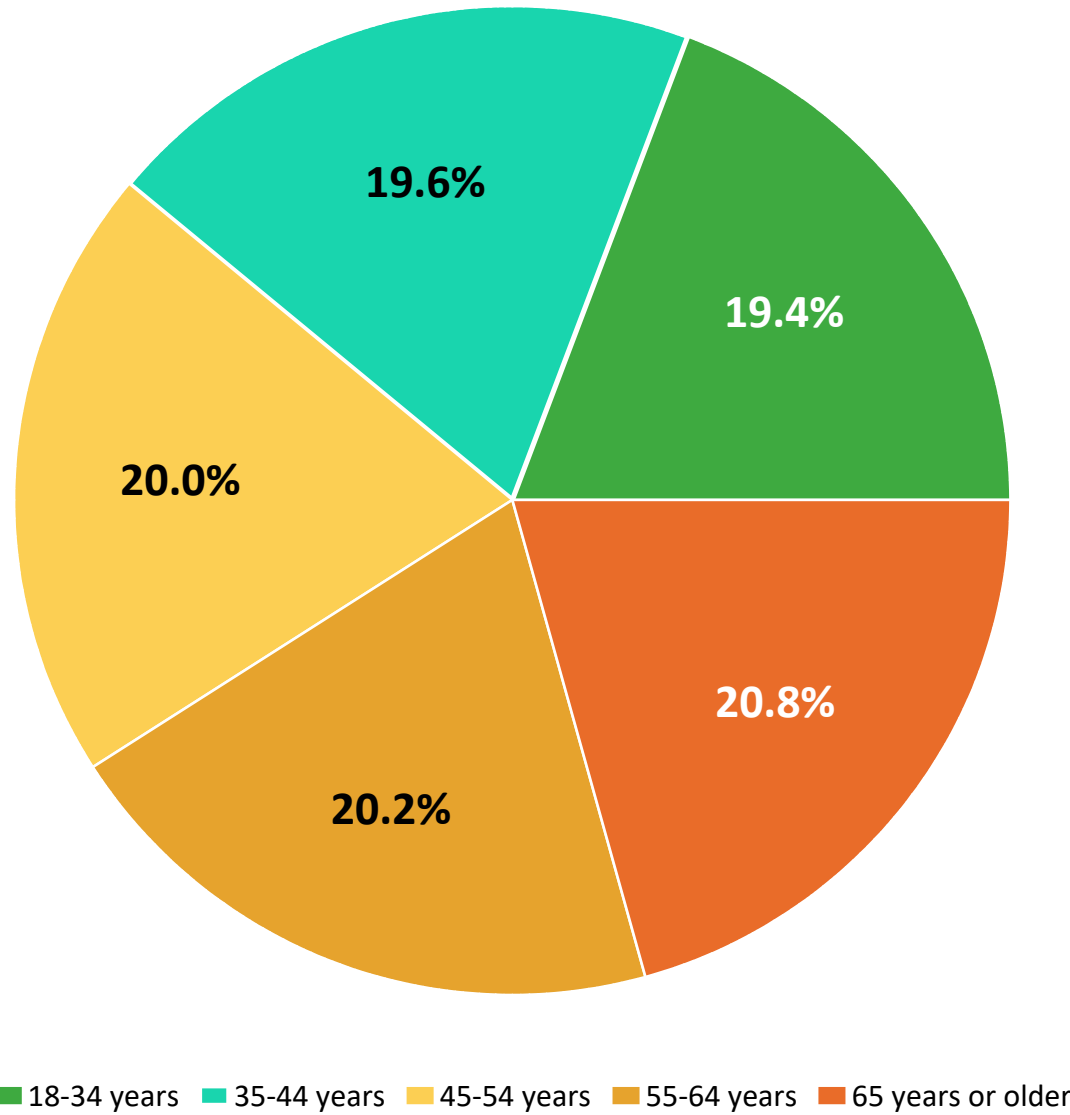
# Q27. What type of internet access is offered where you live?

by percentage of respondents (without *not provided* responses)



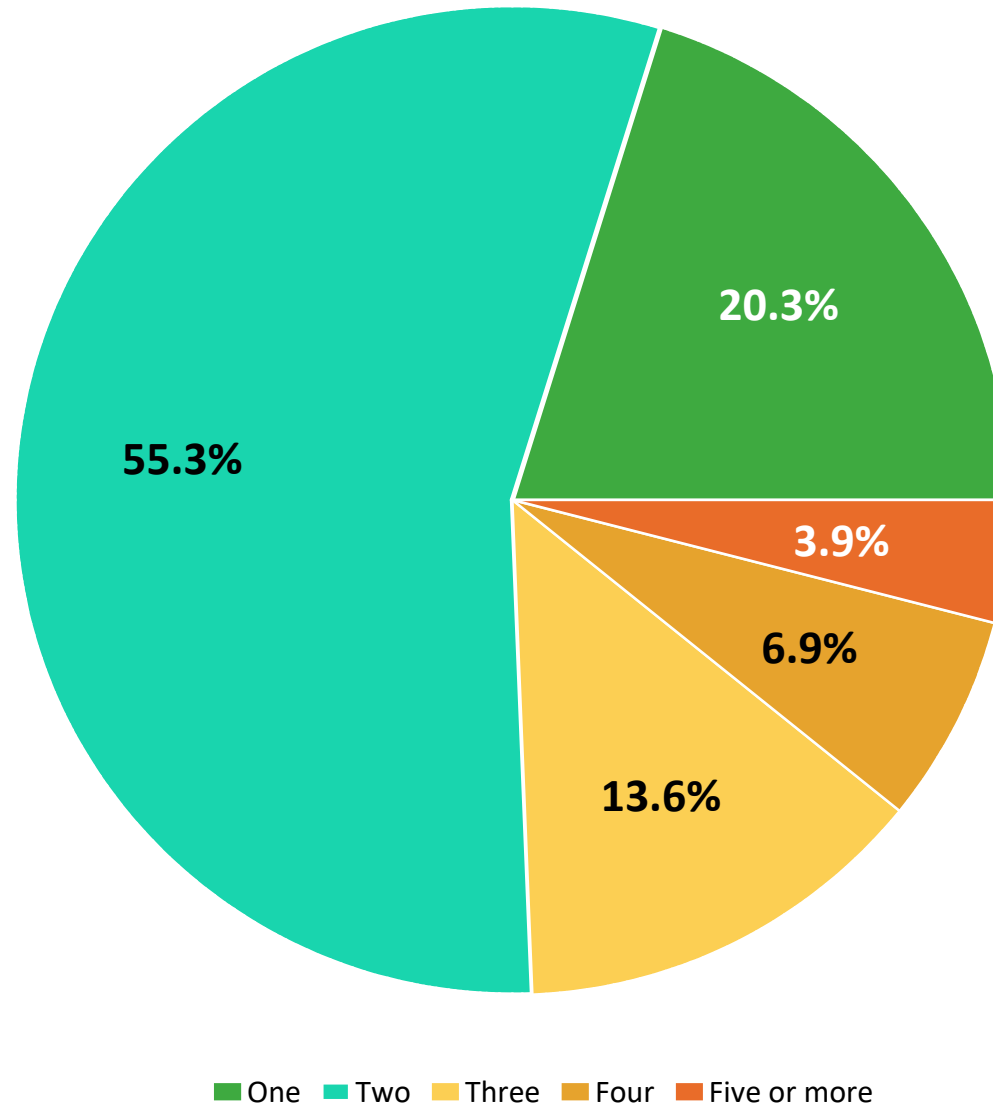
## Q28. What is your age?

by percentage of respondents (without *not provided* responses)



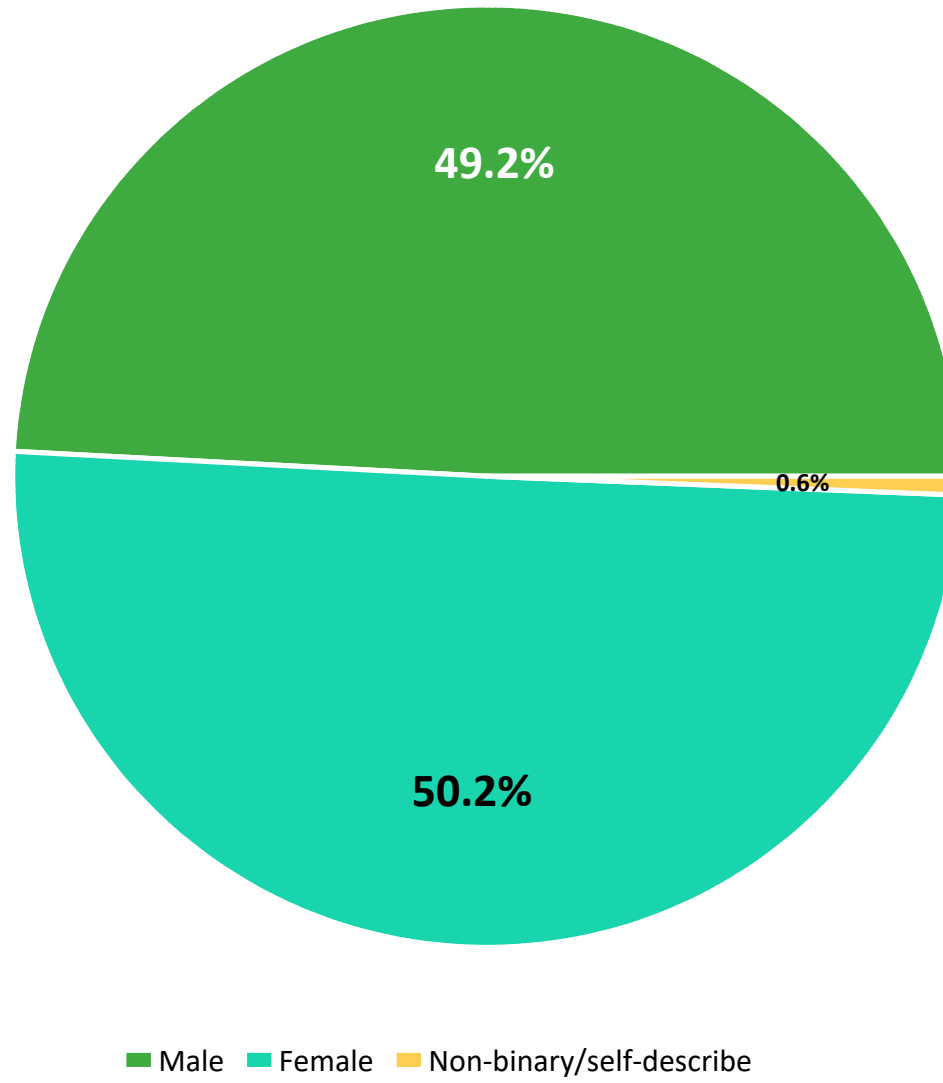
# Q29. Including yourself, how many people live in your home?

by percentage of respondents (without *not provided* responses)



## Q30. What is your gender identity?

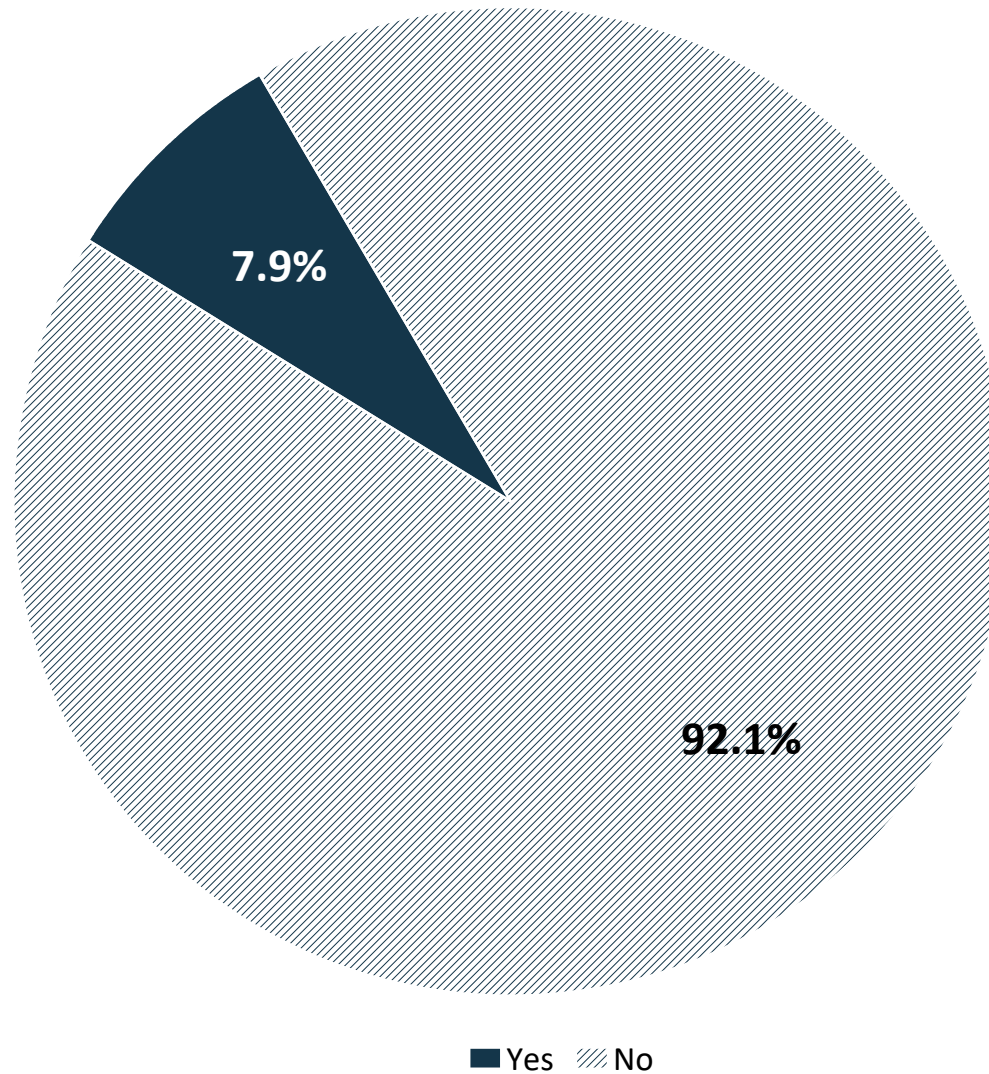
by percentage of respondents (without *not provided* responses)





# Q31. Do you identify as any of the terms included in the LGBTQIA+ acronym?

by percentage of respondents (without *not provided* responses)





# 2

# Benchmarking Analysis

# Benchmarking Analysis



## Overview

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

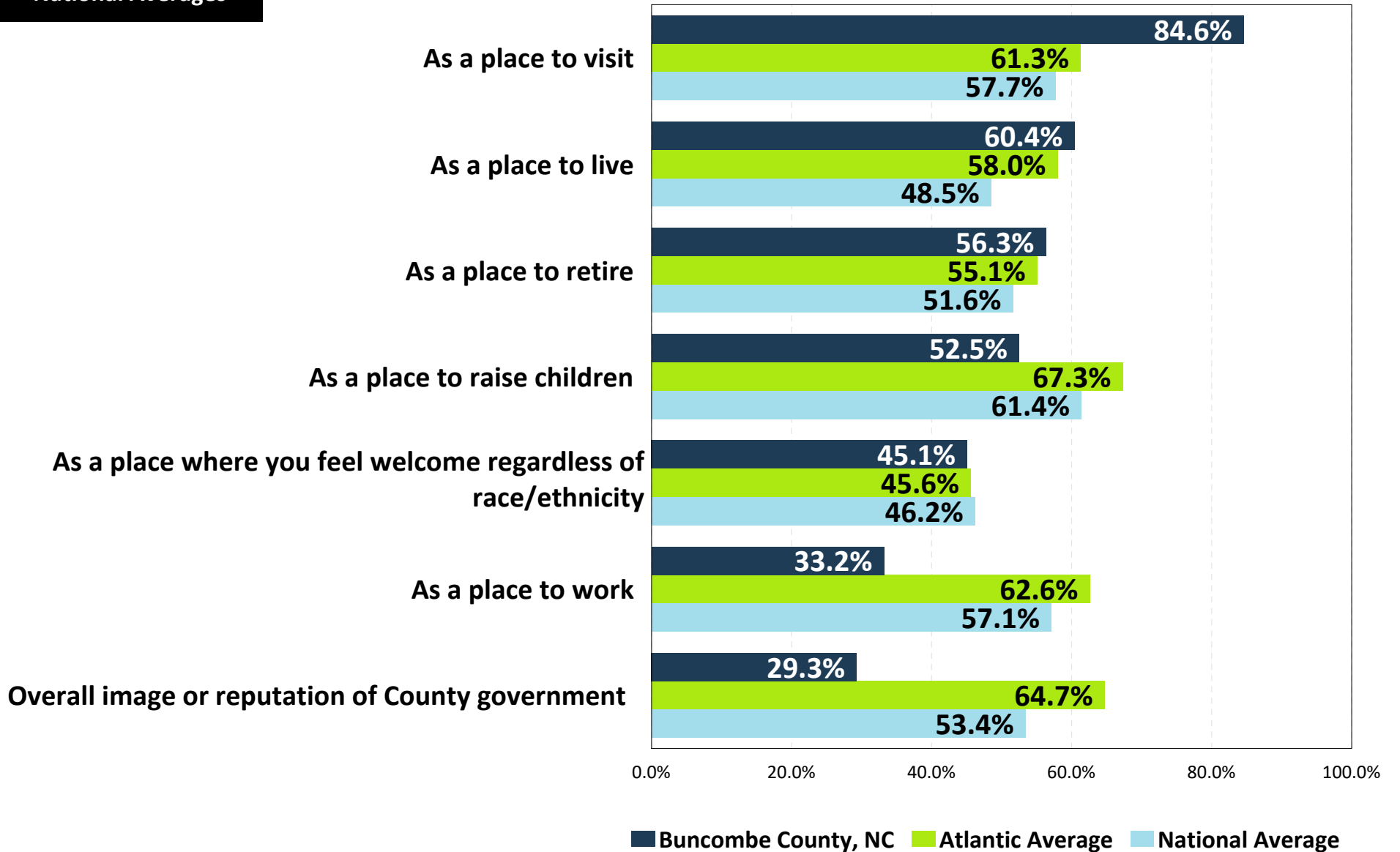
This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Atlantic Region of the United States. The states that make up the Atlantic Region are North Carolina, Virginia, West Virginia, Delaware, Maryland, and the District of Columbia.

The charts on the following pages show how the results for Buncombe County compare to the national average and the Atlantic regional average. The dark blue bar shows the results for Buncombe County. The green bar shows the Atlantic regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The light blue bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

**Benchmarks**  
**Buncombe County, NC**  
**v.**  
**Atlantic Region &**  
**National Averages**

# Perceptions of the Community

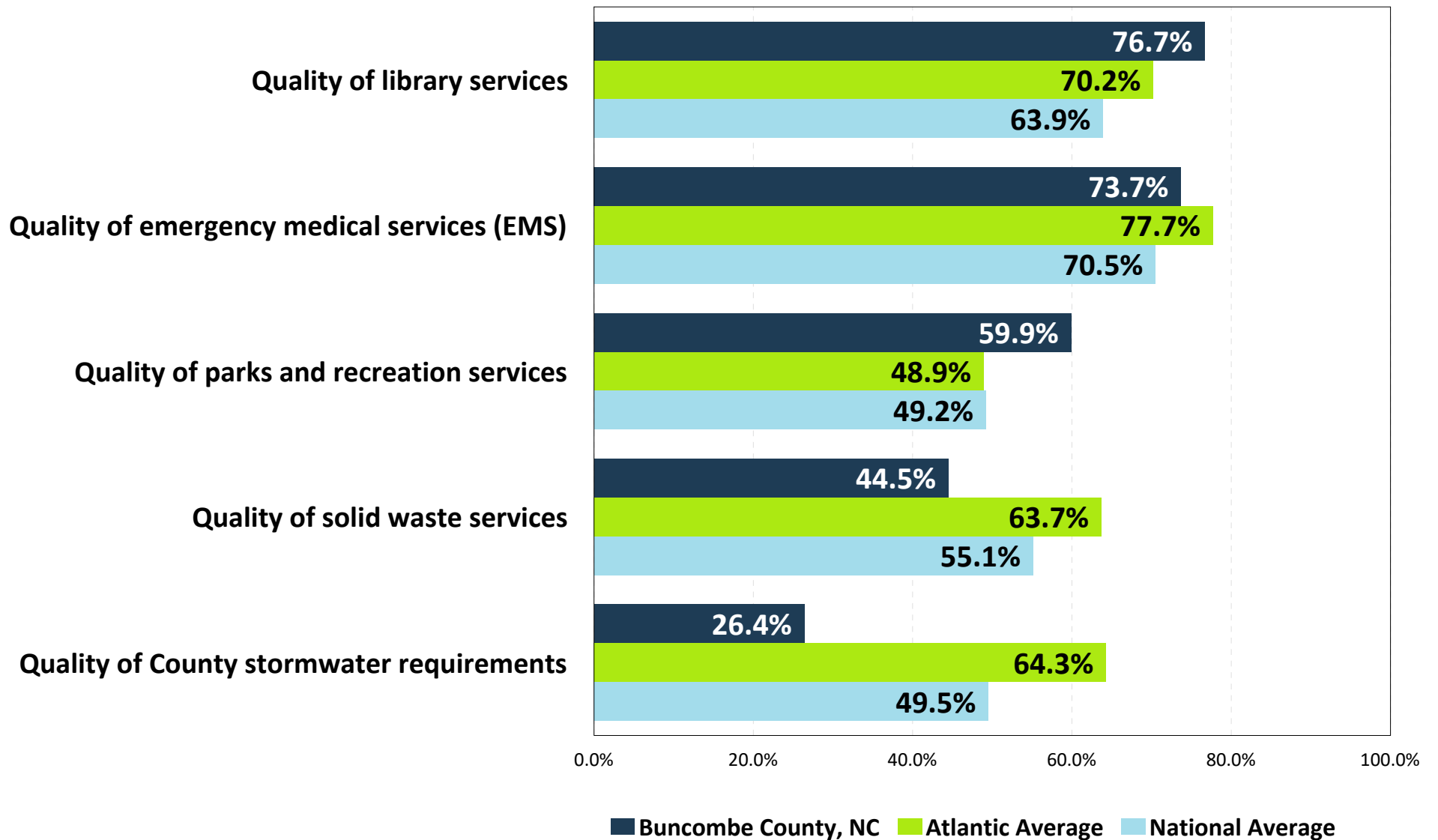
by the sum percentage of respondents that gave a rating of *excellent* or *good*  
 (excluding *don't know* responses)



**Benchmarks**  
**Buncombe County**  
**v.**  
**Atlantic Region &**  
**National Averages**

# Level of Satisfaction with Core Services

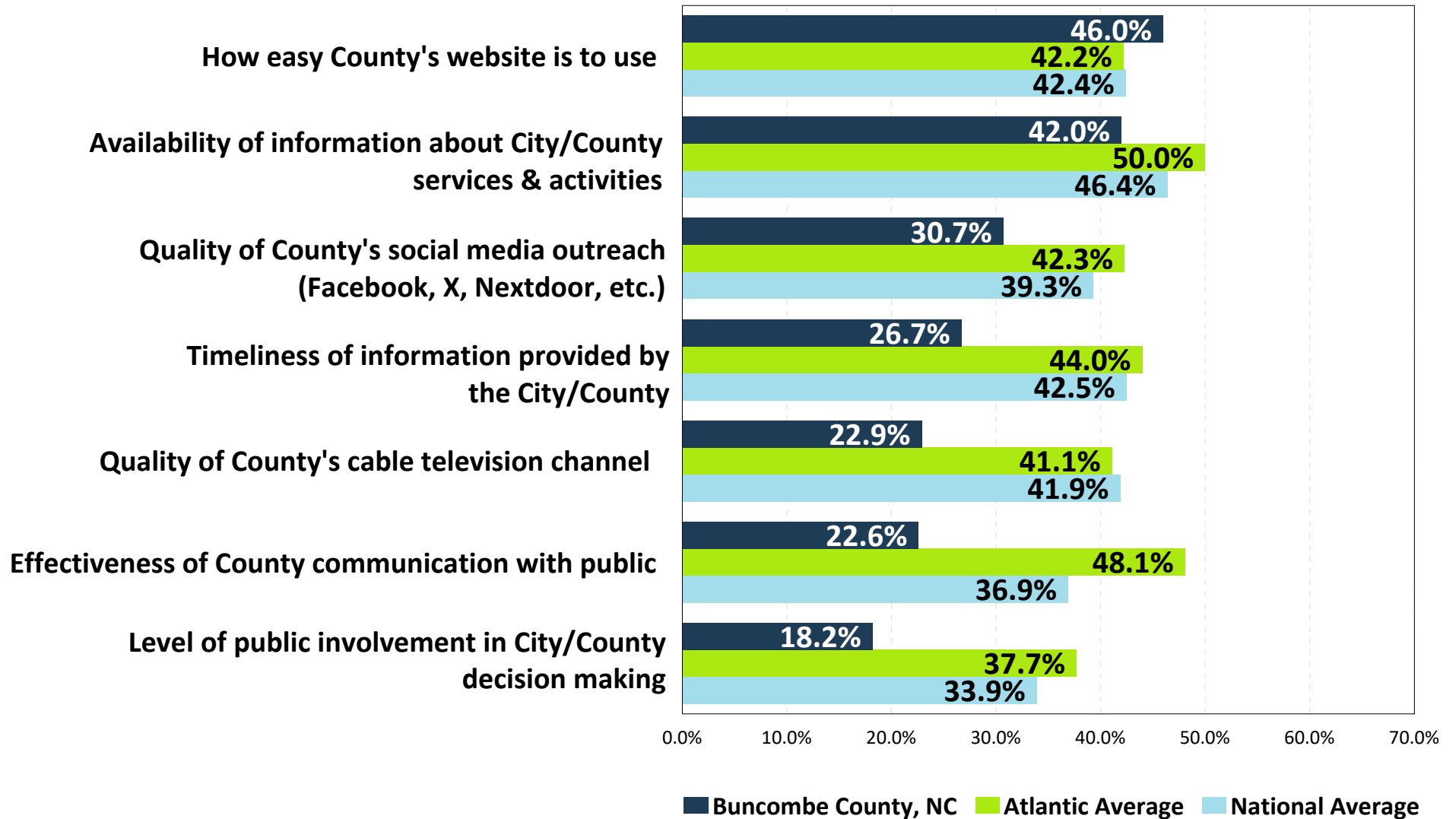
by the sum percentage of respondents that gave a rating of *very satisfied* or *satisfied*  
 (excluding *don't know* responses)



**Benchmarks**  
**Buncombe County**  
**v.**  
**Atlantic Region &**  
**National Averages**

# Level of Satisfaction with Communication

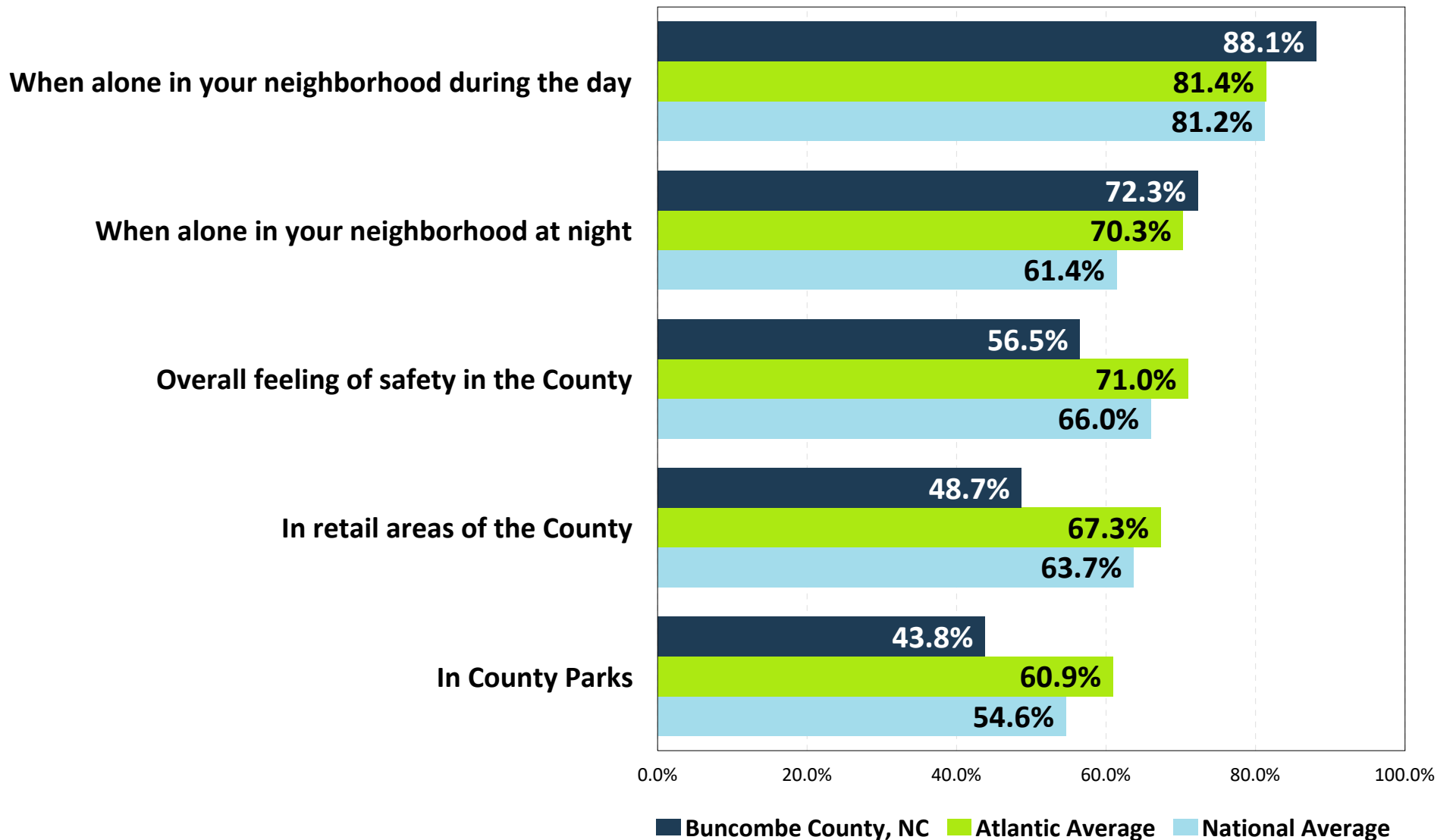
by the sum percentage of respondents that gave a rating of *very satisfied* or *satisfied* (excluding *don't know* responses)



**Benchmarks**  
**Buncombe County**  
**v.**  
**Atlantic Region &**  
**National Averages**

# Perceptions of Safety

by the sum percentage of respondents that gave a rating of *very safe* or *safe*  
 (excluding *don't know* responses)





# 3 Importance-Satisfaction Analysis



# Importance-Satisfaction Analysis



## Overview

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

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

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

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

## Example of the Calculation

Respondents were asked to identify the core County services that were most important to their household. More than half (54.4%) of the respondent households selected *"quality of County development, planning, and zoning"* as one of the most important services for the County to emphasize over the next two years.

With regard to satisfaction, 16.8% of respondents surveyed rated *"quality of County development, planning, and zoning"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 54.4% was multiplied by 83.2% (1-0.168). This calculation yielded an I-S rating of 0.4526, which ranked first out of thirteen core County services analyzed.

# Importance-Satisfaction Analysis



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

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

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

## Interpreting the Ratings

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

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

Tables showing the results for Buncombe County are provided on the following pages.

<b>Importance-Satisfaction Analysis &amp; Ratings</b> <b>Core County Services</b> <b>2024 Buncombe County Community Survey</b> <b>Buncombe County, NC</b>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Quality of County development, planning, & zoning	54.4%	1	16.8%	13	0.4526	1
<b>High Priority (I-S = 0.10-0.20)</b>						
Quality of public health services	30.9%	2	43.0%	8	0.1761	2
Quality of Buncombe County social services	24.2%	3	33.8%	10	0.1602	3
Efforts to reduce barriers & be more equitable & inclusive	22.4%	4	30.9%	11	0.1548	4
Quality of Buncombe County's agricultural, soil & water services	19.8%	6	38.6%	9	0.1216	5
Quality of County's solid waste services	18.5%	7	44.5%	7	0.1027	6
<b>Medium Priority (I-S &lt; 0.10)</b>						
Quality of County stormwater requirements	13.2%	10	26.4%	12	0.0972	7
Quality of County's parks & recreation services	20.4%	5	59.9%	5	0.0818	8
Quality of culturally diverse services & programming at County parks & libraries	8.6%	12	45.4%	6	0.0470	9
Quality of emergency 911 services	13.9%	9	69.1%	3	0.0430	10
Quality of emergency medical services (EMS)	14.5%	8	73.7%	2	0.0381	11
Quality of County library services	10.7%	11	76.7%	1	0.0249	12
Quality of County's election services	5.5%	13	61.0%	4	0.0215	13

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

**Most Important %:**

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

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding *don't knows*. Respondents ranked their level of satisfaction with each of the services on a scale of 1 to 5 with "5" being *very satisfied* and "1" being *very dissatisfied*.

## Importance-Satisfaction Analysis & Ratings

### Communication

#### 2024 Buncombe County Community Survey

#### Buncombe County, NC

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Level of public involvement in County decision making	35.8%	1	18.2%	11	0.2928	1
County efforts to be open & transparent with information about County issues, services, & performance	26.8%	2	21.5%	10	0.2104	2
<b>High Priority (I-S = 0.10-0.20)</b>						
Effectiveness of County communication with public	20.6%	4	22.6%	9	0.1594	3
Availability of information about Buncombe County services & activities	26.0%	3	42.0%	3	0.1508	4
Timeliness of information provided by County	16.6%	6	26.7%	7	0.1217	5
County efforts to connect you with resources like community markets, election resources, & public health services like vaccines	17.2%	5	40.0%	4	0.1032	6
<b>Medium Priority (I-S &lt; 0.10)</b>						
facilities	11.6%	7	31.8%	5	0.0791	7
Quality of County's social media outreach (Facebook, X, Nextdoor, etc.)	5.9%	9	30.7%	6	0.0409	8
Information provided through County emergency alert system	8.8%	8	58.0%	1	0.0370	9
How easy County's website (BuncombeCounty.org) is to use	5.8%	10	46.0%	2	0.0313	10
Quality of BCTV/YouTube-County's cable television channel	0.4%	11	22.9%	8	0.0031	11

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each service. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding *don't knows*. Respondents ranked their level of satisfaction with each of the services on a scale of 1 to 5 with "5" being *very satisfied* and "1" being *very dissatisfied*.



# 4

# Tabular Data

**Q1. Perceptions of Buncombe County. Please rate Buncombe County with regard to the following using a scale of 5 to 1, where 5 means "Excellent," and 1 means "Poor."**

(N=511)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a community committed to fair & equitable practices	8.6%	32.7%	29.5%	15.5%	6.8%	6.8%
Q1-2. As a community committed to green & sustainable practices	9.0%	40.7%	26.8%	14.3%	3.9%	5.3%
Q1-3. As a community that is moving in the right direction	5.1%	25.4%	26.6%	22.9%	16.8%	3.1%
Q1-4. As a place to attend college or a university	12.1%	39.1%	22.7%	13.9%	4.3%	7.8%
Q1-5. As a place to educate children	7.6%	32.7%	22.9%	18.8%	9.8%	8.2%
Q1-6. As a place to live	19.6%	40.5%	14.9%	15.3%	9.2%	0.6%
Q1-7. As a place to play	29.5%	39.5%	17.8%	8.8%	2.7%	1.6%
Q1-8. As a place to raise children	12.3%	35.0%	20.4%	15.3%	7.2%	9.8%
Q1-9. As a place to retire	20.2%	32.3%	15.9%	12.9%	11.9%	6.8%
Q1-10. As a place to start a business	4.9%	20.5%	31.3%	16.0%	8.0%	19.2%
Q1-11. As a place to visit	41.9%	39.9%	9.6%	4.3%	1.0%	3.3%
Q1-12. As a place to work	6.5%	23.9%	24.5%	23.1%	13.7%	8.4%
Q1-13. As a place where you can earn a living wage	3.5%	9.4%	16.2%	30.1%	35.6%	5.1%
Q1-14. As a place where you can find affordable housing	1.0%	2.7%	9.0%	26.4%	57.7%	3.1%
Q1-15. As a place where you feel welcome regardless of race/ethnicity	9.8%	31.9%	28.4%	14.3%	8.0%	7.6%
Q1-16. Availability of internet services in your area	17.4%	41.7%	16.6%	14.9%	7.8%	1.6%
Q1-17. Overall image or reputation of County government	3.9%	24.3%	28.4%	22.5%	17.4%	3.5%

**WITHOUT "DON'T KNOW"****Q1. Perceptions of Buncombe County. Please rate Buncombe County with regard to the following using a scale of 5 to 1, where 5 means "Excellent," and 1 means "Poor." (without "don't know")**

(N=511)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a community committed to fair & equitable practices	9.2%	35.1%	31.7%	16.6%	7.4%
Q1-2. As a community committed to green & sustainable practices	9.5%	43.0%	28.3%	15.1%	4.1%
Q1-3. As a community that is moving in the right direction	5.3%	26.3%	27.5%	23.6%	17.4%
Q1-4. As a place to attend college or a university	13.2%	42.5%	24.6%	15.1%	4.7%
Q1-5. As a place to educate children	8.3%	35.6%	24.9%	20.5%	10.7%
Q1-6. As a place to live	19.7%	40.7%	15.0%	15.4%	9.3%
Q1-7. As a place to play	30.0%	40.2%	18.1%	8.9%	2.8%
Q1-8. As a place to raise children	13.7%	38.8%	22.6%	16.9%	8.0%
Q1-9. As a place to retire	21.6%	34.7%	17.0%	13.9%	12.8%
Q1-10. As a place to start a business	6.1%	25.4%	38.7%	19.9%	9.9%
Q1-11. As a place to visit	43.3%	41.3%	9.9%	4.5%	1.0%
Q1-12. As a place to work	7.1%	26.1%	26.7%	25.2%	15.0%
Q1-13. As a place where you can earn a living wage	3.7%	9.9%	17.1%	31.8%	37.5%
Q1-14. As a place where you can find affordable housing	1.0%	2.8%	9.3%	27.3%	59.6%
Q1-15. As a place where you feel welcome regardless of race/ethnicity	10.6%	34.5%	30.7%	15.5%	8.7%
Q1-16. Availability of internet services in your area	17.7%	42.3%	16.9%	15.1%	8.0%

**WITHOUT "DON'T KNOW"**

**Q1. Perceptions of Buncombe County. Please rate Buncombe County with regard to the following using a scale of 5 to 1, where 5 means "Excellent," and 1 means "Poor." (without "don't know")**

	Excellent	Good	Neutral	Below average	Poor
Q1-17. Overall image or reputation of County government	4.1%	25.2%	29.4%	23.3%	18.1%



**Q2. Core County Services. Please rate your satisfaction with each of the major categories of core services provided by Buncombe County listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."**

(N=511)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of Buncombe County social services	3.3%	16.6%	28.4%	7.0%	3.5%	41.1%
Q2-2. Quality of Buncombe County's agricultural, soil & water services	4.5%	22.7%	31.7%	8.2%	3.3%	29.5%
Q2-3. Quality of County library services	31.7%	38.0%	13.5%	5.1%	2.5%	9.2%
Q2-4. Quality of County development, planning, & zoning	2.5%	12.1%	24.1%	28.8%	20.0%	12.5%
Q2-5. Quality of emergency 911 services	19.0%	32.1%	16.8%	4.1%	2.0%	26.0%
Q2-6. Quality of emergency medical services (EMS)	21.1%	33.3%	15.1%	3.1%	1.2%	26.2%
Q2-7. Quality of public health services	7.0%	25.0%	24.1%	12.7%	5.7%	25.4%
Q2-8. Quality of County's election services	19.6%	35.6%	27.2%	4.5%	3.5%	9.6%
Q2-9. Quality of County's solid waste services	8.4%	30.3%	26.4%	14.3%	7.6%	12.9%
Q2-10. Quality of County's parks & recreation services	16.0%	40.7%	26.2%	9.2%	2.5%	5.3%
Q2-11. Quality of County stormwater requirements	3.3%	15.3%	30.7%	15.7%	5.5%	29.5%
Q2-12. Quality of County's efforts to reduce barriers & be more equitable & inclusive	5.9%	18.6%	35.0%	12.3%	7.2%	20.9%
Q2-13. Quality of culturally diverse services & programming at County parks & libraries	8.0%	25.6%	28.6%	8.8%	3.1%	25.8%

**WITHOUT "DON'T KNOW"**

**Q2. Core County Services. Please rate your satisfaction with each of the major categories of core services provided by Buncombe County listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied." (without "don't know")**

(N=511)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of Buncombe County social services	5.6%	28.2%	48.2%	12.0%	6.0%
Q2-2. Quality of Buncombe County's agricultural, soil & water services	6.4%	32.2%	45.0%	11.7%	4.7%
Q2-3. Quality of County library services	34.9%	41.8%	14.9%	5.6%	2.8%
Q2-4. Quality of County development, planning, & zoning	2.9%	13.9%	27.5%	32.9%	22.8%
Q2-5. Quality of emergency 911 services	25.7%	43.4%	22.8%	5.6%	2.6%
Q2-6. Quality of emergency medical services (EMS)	28.6%	45.1%	20.4%	4.2%	1.6%
Q2-7. Quality of public health services	9.4%	33.6%	32.3%	17.1%	7.6%
Q2-8. Quality of County's election services	21.6%	39.4%	30.1%	5.0%	3.9%
Q2-9. Quality of County's solid waste services	9.7%	34.8%	30.3%	16.4%	8.8%
Q2-10. Quality of County's parks & recreation services	16.9%	43.0%	27.7%	9.7%	2.7%
Q2-11. Quality of County stormwater requirements	4.7%	21.7%	43.6%	22.2%	7.8%
Q2-12. Quality of County's efforts to reduce barriers & be more equitable & inclusive	7.4%	23.5%	44.3%	15.6%	9.2%
Q2-13. Quality of culturally diverse services & programming at County parks & libraries	10.8%	34.6%	38.5%	11.9%	4.2%

**Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from the County over the next TWO years?**

Q3. Top choice	Number	Percent
Quality of Buncombe County social services	46	9.0 %
Quality of Buncombe County's agricultural, soil & water services	35	6.8 %
Quality of County library services	17	3.3 %
Quality of County development, planning, & zoning	147	28.8 %
Quality of emergency 911 services	24	4.7 %
Quality of emergency medical services (EMS)	22	4.3 %
Quality of public health services	40	7.8 %
Quality of County's election services	8	1.6 %
Quality of County's solid waste services	24	4.7 %
Quality of County's parks & recreation services	33	6.5 %
Quality of County stormwater requirements	9	1.8 %
Quality of County's efforts to reduce barriers & be more equitable & inclusive	40	7.8 %
Quality of culturally diverse services & programming at County parks & libraries	7	1.4 %
None chosen	59	11.5 %
Total	511	100.0 %

**Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from the County over the next TWO years?**

Q3. 2nd choice	Number	Percent
Quality of Buncombe County social services	37	7.2 %
Quality of Buncombe County's agricultural, soil & water services	32	6.3 %
Quality of County library services	18	3.5 %
Quality of County development, planning, & zoning	72	14.1 %
Quality of emergency 911 services	28	5.5 %
Quality of emergency medical services (EMS)	30	5.9 %
Quality of public health services	66	12.9 %
Quality of County's election services	4	0.8 %
Quality of County's solid waste services	35	6.8 %
Quality of County's parks & recreation services	38	7.4 %
Quality of County stormwater requirements	30	5.9 %
Quality of County's efforts to reduce barriers & be more equitable & inclusive	37	7.2 %
Quality of culturally diverse services & programming at County parks & libraries	14	2.7 %
None chosen	70	13.7 %
Total	511	100.0 %

**Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from the County over the next TWO years?**

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of Buncombe County social services	41	8.0 %
Quality of Buncombe County's agricultural, soil & water services	34	6.7 %
Quality of County library services	20	3.9 %
Quality of County development, planning, & zoning	59	11.5 %
Quality of emergency 911 services	19	3.7 %
Quality of emergency medical services (EMS)	22	4.3 %
Quality of public health services	52	10.2 %
Quality of County's election services	16	3.1 %
Quality of County's solid waste services	36	7.0 %
Quality of County's parks & recreation services	33	6.5 %
Quality of County stormwater requirements	28	5.5 %
Quality of County's efforts to reduce barriers & be more equitable & inclusive	38	7.4 %
Quality of culturally diverse services & programming at County parks & libraries	23	4.5 %
<u>None chosen</u>	<u>90</u>	<u>17.6 %</u>
Total	511	100.0 %

**SUM OF TOP 3 CHOICES**

**Q3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from the County over the next TWO years? (top 3)**

<u>Q3. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of Buncombe County social services	124	24.2 %
Quality of Buncombe County's agricultural, soil & water services	101	19.8 %
Quality of County library services	55	10.8 %
Quality of County development, planning, & zoning	278	54.4 %
Quality of emergency 911 services	71	13.9 %
Quality of emergency medical services (EMS)	74	14.5 %
Quality of public health services	158	30.9 %
Quality of County's election services	28	5.5 %
Quality of County's solid waste services	95	18.5 %
Quality of County's parks & recreation services	104	20.4 %
Quality of County stormwater requirements	67	13.2 %
Quality of County's efforts to reduce barriers & be more equitable & inclusive	115	22.4 %
Quality of culturally diverse services & programming at County parks & libraries	44	8.6 %
<u>None chosen</u>	<u>59</u>	<u>11.5 %</u>
Total	1373	

**Q4. Please rate your level of agreement with the following statements on a scale of 5 to 1, where 5 means "Strongly Agree," and 1 means "Strongly Disagree."**

(N=511)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. I have equitable access to County services	17.4%	37.2%	22.5%	7.4%	4.1%	11.4%
Q4-2. I believe Buncombe County government is trustworthy	5.7%	25.2%	27.8%	20.4%	13.1%	7.8%
Q4-3. Buncombe County effectively communicates what they're doing to ensure all County residents are treated equitably	4.5%	19.6%	32.3%	20.7%	13.1%	9.8%
Q4-4. Buncombe County is a caring community in harmony with its environment where residents succeed, thrive, & realize their potential	4.7%	20.9%	30.9%	24.5%	14.5%	4.5%
Q4-5. If I needed mental health services, I could access them	6.8%	25.4%	18.2%	17.0%	11.5%	20.9%
Q4-6. If I needed substance use disorder prevention & rehabilitation services, I could access them	5.9%	23.3%	17.2%	14.9%	7.8%	30.9%
Q4-7. Buncombe County is a place where I have adequate access to healthcare	5.9%	30.9%	17.8%	24.9%	17.4%	3.1%

**WITHOUT "DON'T KNOW"****Q4. Please rate your level of agreement with the following statements on a scale of 5 to 1, where 5 means "Strongly Agree," and 1 means "Strongly Disagree." (without "don't know")**

(N=511)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. I have equitable access to County services	19.6%	41.9%	25.4%	8.4%	4.6%
Q4-2. I believe Buncombe County government is trustworthy	6.2%	27.4%	30.1%	22.1%	14.2%
Q4-3. Buncombe County effectively communicates what they're doing to ensure all County residents are treated equitably	5.0%	21.7%	35.8%	23.0%	14.5%
Q4-4. Buncombe County is a caring community in harmony with its environment where residents succeed, thrive, & realize their potential	4.9%	21.9%	32.4%	25.6%	15.2%
Q4-5. If I needed mental health services, I could access them	8.7%	32.2%	23.0%	21.5%	14.6%
Q4-6. If I needed substance use disorder prevention & rehabilitation services, I could access them	8.5%	33.7%	24.9%	21.5%	11.3%
Q4-7. Buncombe County is a place where I have adequate access to healthcare	6.1%	31.9%	18.4%	25.7%	18.0%

**Q5. Future Priorities for the County. Please rate the future importance of each of the following items as they relate to the County's future using a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important."**

(N=511)

	Very important	Important	Neutral	Not important	Not at all important	Don't know
Q5-1. Addressing gun violence	45.2%	28.8%	11.9%	6.1%	6.1%	2.0%
Q5-2. Addressing racism	33.5%	30.1%	20.0%	6.8%	7.4%	2.2%
Q5-3. Expanding public transportation options in unincorporated areas	28.4%	36.6%	21.1%	7.6%	2.5%	3.7%
Q5-4. Providing equitable access to housing	52.6%	26.6%	11.4%	3.7%	3.9%	1.8%
Q5-5. Providing equitable access to quality healthcare	58.7%	29.5%	6.1%	1.2%	2.2%	2.3%
Q5-6. Providing equitable access to quality mental healthcare	55.0%	30.9%	7.4%	1.4%	1.6%	3.7%
Q5-7. Increasing conservation of farms & environmentally sensitive land	47.9%	34.4%	11.4%	3.5%	0.6%	2.2%
Q5-8. Combating climate change	37.2%	28.4%	14.3%	6.7%	11.7%	1.8%
Q5-9. Reducing substance use disorder	44.2%	37.0%	12.3%	2.5%	0.8%	3.1%
Q5-10. Increasing opportunities for recreation & culture	19.4%	41.7%	28.6%	5.1%	2.5%	2.7%
Q5-11. Increasing median wage in Buncombe County	51.1%	27.8%	14.5%	2.2%	1.8%	2.7%
Q5-12. Addressing homelessness	60.9%	25.6%	8.2%	2.3%	1.4%	1.6%
Q5-13. Increasing opportunities to age in place	35.8%	39.7%	15.7%	2.7%	1.4%	4.7%
Q5-14. Improving early childhood education	43.6%	33.9%	13.7%	1.6%	0.8%	6.5%
Q5-15. Increasing access to jobs	44.0%	35.2%	15.1%	2.2%	0.6%	2.9%
Q5-16. Increasing public safety	50.3%	34.8%	10.6%	1.4%	0.6%	2.3%
Q5-17. Increasing access to high-speed internet	26.2%	42.3%	22.7%	3.3%	2.2%	3.3%
Q5-18. Improving water quality	40.9%	34.8%	17.4%	2.3%	0.8%	3.7%
Q5-19. Other	8.2%	1.4%	0.8%	0.2%	0.0%	89.4%

**WITHOUT "DON'T KNOW"**

**Q5. Future Priorities for the County. Please rate the future importance of each of the following items as they relate to the County's future using a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important." (without "don't know")**

(N=511)

	Very important	Important	Neutral	Not important	Not at all important
Q5-1. Addressing gun violence	46.1%	29.3%	12.2%	6.2%	6.2%
Q5-2. Addressing racism	34.2%	30.8%	20.4%	7.0%	7.6%
Q5-3. Expanding public transportation options in unincorporated areas	29.5%	38.0%	22.0%	7.9%	2.6%
Q5-4. Providing equitable access to housing	53.6%	27.1%	11.6%	3.8%	4.0%
Q5-5. Providing equitable access to quality healthcare	60.1%	30.3%	6.2%	1.2%	2.2%
Q5-6. Providing equitable access to quality mental healthcare	57.1%	32.1%	7.7%	1.4%	1.6%
Q5-7. Increasing conservation of farms & environmentally sensitive land	49.0%	35.2%	11.6%	3.6%	0.6%
Q5-8. Combating climate change	37.8%	28.9%	14.5%	6.8%	12.0%
Q5-9. Reducing substance use disorder	45.7%	38.2%	12.7%	2.6%	0.8%
Q5-10. Increasing opportunities for recreation & culture	19.9%	42.9%	29.4%	5.2%	2.6%
Q5-11. Increasing median wage in Buncombe County	52.5%	28.6%	14.9%	2.2%	1.8%
Q5-12. Addressing homelessness	61.8%	26.0%	8.3%	2.4%	1.4%
Q5-13. Increasing opportunities to age in place	37.6%	41.7%	16.4%	2.9%	1.4%
Q5-14. Improving early childhood education	46.7%	36.2%	14.6%	1.7%	0.8%



**WITHOUT "DON'T KNOW"**

**Q5. Future Priorities for the County. Please rate the future importance of each of the following items as they relate to the County's future using a scale of 5 to 1, where 5 means "Very Important," and 1 means "Not at all Important." (without "don't know")**

	Very important	Important	Neutral	Not important	Not at all important
Q5-15. Increasing access to jobs	45.4%	36.3%	15.5%	2.2%	0.6%
Q5-16. Increasing public safety	51.5%	35.7%	10.8%	1.4%	0.6%
Q5-17. Increasing access to high-speed internet	27.1%	43.7%	23.5%	3.4%	2.2%
Q5-18. Improving water quality	42.5%	36.2%	18.1%	2.4%	0.8%
Q5-19. Other	77.8%	13.0%	7.4%	1.9%	0.0%

**Q5-19. Other**

- Accessibility for all citizens, including elderly / disabled, for parks, transportation ... one example is providing benches at EVERY bus stop, and covered ones near shopping
- ADDRESSING AFFORDABLE HOUSING AND AFFORDABLE CHILDCARE
- Addressing corruption in Agencies and law enforcement.
- Addressing the lack of available doctors and medical offices.
- Addressing the needs of RURAL county residents. We, in Broad River, have no quick access to law enforcement!
- Affordable healthcare
- As a part of the parks and rec, public safety, and public transportation we need to have safe ways to walk and ride bikes to allow for recreation as well as alternative transportation methods around the county. Increasing the public bus routes is a positive step; however, many residents of the county would love to have safe roads to commute by bike or walking to work, grocery, post office, library, etc... Presently too many of the county roads are lacking in shoulders and many more roads are physically crumbling.
- Assuring the visibility of LGBTQA people and protecting their rights, stories and lives.
- Better trash pick-up
- Buncombe EMs needs “true community care paramedics” the current program only focuses on drug addiction. True programs focus on the needs of the those unable to find or get the help they need such as elderly and frequent callers. Yes, drug addiction and repeat overdose patients are an issue but repeat callers for falls, lack of home care and other support are The Core of the community paramedic and this was skipped. Please address this.
- Combating homelessness by ensuring truly affordable housing with rent caps
- Community based zoning protecting the character of neighborhoods. Protection of natural environment through a more extensive permit process, with actual consideration of infrastructure, environmental impact.
- Control bear population within Asheville city limits
- cost of utility services
- Decrease prices
- Earn a living
- Economic development is priority one. Growth of the economy is the fuel that pays for all social services. If you don't have a strong economic base the county will shrink and more social services will be needed.
- Elderly/disabled sustainability; housing, care - opportunities to improve situation
- ELIMINATING SHORT TERM RENTALS TO OVERTAKE RESIDENTIAL NEIGHBORHOODS
- Equitable sustainability and climate resilience.
- Expanding public transit in the city
- Funding and taking care of libraries instead of shutting them down. Swannanoa has damned near twice the national average of impoverished residents, and talking the library from them cuts off a vital lifeline to resources. And if you think folding services into black mountain is viable, you've never had to live without transportation or access.  
Swannanoa Branch is largely walkable and accessible to a group that is underserved by a county who continues to value outsider dollars over the well-being of its residents
- GET RID OF SHORT TERM RENTALS-AIRBNB'S ARE KILLING NEIGHBORHOODS
- How much development is too much?
- IMPROVING ROAD AND PEDESTRIAN INFRASTRUCTURE
- Improving road conditions. Enforcing littering laws. Cleaning up roadsides.
- IMPROVING SERVICES FOR ELDERLY/DISABLED INDIVIDUALS
- INCREASING AFFORDABLE HOUSING
- Investing in community infrastructure like sidewalks, street lights and bus stops.
- Leave STR's alone

**Q5-19. Other**

- LOWERING TAXES/STOP INCREASING TAXES
- MAKE CAR REPAIRS FOR DISABLED AVAILABLE THRU AN AGENCY TO HELP WHEN THEY CANT HELP THEMSELVES
- Mission Hospital should have never been sold. We are now retired and may move out of area as the hospital is so poor.
- MULTI-MODAL TRANSPORTATION
- Need for clear water; overdevelopment adds to problem with drought
- Need more public parks and public disc golf courses.
- Not allowing so many outside residents to buy up the homes.
- Opportunities for minorities and women
- OVER DEVELOPING
- PARKING DOWNTOWN
- PUBLIC SAFETY AND ROAD QUALITY
- Removing the catchphrases of "DEI", "Gun Violence" and "Equity" from any and all county documentation going forward.
- Repair roads & streets
- RUN GOVERNMENT SERVICES WITH TRUSTWORTHINESS AND STOP TRYING TO BE A SOCIALIST COUNTRY
- Safety in the Swannanoa village with the street  
Being removed with no warning
- Safety of citizens
- Senior care
- Stop approving these mega-hotels and mega-apartment complexes at outrageous prices just because the developers have "favor"
- STOP MASSIVE DEVELOPMENT
- Stopping greedy out of state developers from ruining the county. No more absent Airbnb owners and for God sake no more apartments run by Hawthorne, and other companies that use algorithms to control the rental markets. They are choosing profit over service and should be restricted from doing so.
- Swannanor River and it's tributaries
- The roads need to be widened too many people moving here without adequate infrastructure.
- The water company is stealing money from Buncombe County residents by KNOWINGLY billing erroneously and KNOWINGLY using outdated and malfunctioning meters. This is NOT OK.
- The work of better city's & County-wide openness to provide what is on agenda a head of public meetings.
- Tree protection laws
- Update infrastructure
- WATER DEPT NEEDS NEW PEOPLE AND GET RID OF FLOURIDE
- What has happened to Mission Hospital is criminal and should be treated as such. We have no access to high speed internet. We have no cell service and run our phones off Wi-Fi. If we have no decent internet our phone service is unpredictable. We are seniors and that puts us at risk if someone is injured or has a medical emergency.

**Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from the County over the next five years?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Addressing gun violence	75	14.7 %
Addressing racism	17	3.3 %
Expanding public transportation options in unincorporated areas	13	2.5 %
Providing equitable access to housing	104	20.4 %
Providing equitable access to quality healthcare	42	8.2 %
Providing equitable access to quality mental healthcare	18	3.5 %
Increasing conservation of farms & environmentally sensitive land	36	7.0 %
Combating climate change	11	2.2 %
Reducing substance use disorder	15	2.9 %
Increasing opportunities for recreation & culture	8	1.6 %
Increasing median wage in Buncombe County	28	5.5 %
Addressing homelessness	51	10.0 %
Increasing opportunities to age in place	8	1.6 %
Improving early childhood education	16	3.1 %
Increasing access to jobs	8	1.6 %
Increasing public safety	34	6.7 %
Increasing access to high-speed internet	3	0.6 %
Improving water quality	4	0.8 %
None chosen	20	3.9 %
<b>Total</b>	<b>511</b>	<b>100.0 %</b>

**Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from the County over the next five years?**

Q6. 2nd choice	Number	Percent
Addressing gun violence	32	6.3 %
Addressing racism	19	3.7 %
Expanding public transportation options in unincorporated areas	16	3.1 %
Providing equitable access to housing	52	10.2 %
Providing equitable access to quality healthcare	76	14.9 %
Providing equitable access to quality mental healthcare	35	6.8 %
Increasing conservation of farms & environmentally sensitive land	32	6.3 %
Combating climate change	15	2.9 %
Reducing substance use disorder	27	5.3 %
Increasing opportunities for recreation & culture	6	1.2 %
Increasing median wage in Buncombe County	49	9.6 %
Addressing homelessness	53	10.4 %
Increasing opportunities to age in place	9	1.8 %
Improving early childhood education	18	3.5 %
Increasing access to jobs	13	2.5 %
Increasing public safety	27	5.3 %
Increasing access to high-speed internet	4	0.8 %
Improving water quality	6	1.2 %
None chosen	22	4.3 %
Total	511	100.0 %

**Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from the County over the next five years?**

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Addressing gun violence	25	4.9 %
Addressing racism	8	1.6 %
Expanding public transportation options in unincorporated areas	19	3.7 %
Providing equitable access to housing	29	5.7 %
Providing equitable access to quality healthcare	28	5.5 %
Providing equitable access to quality mental healthcare	45	8.8 %
Increasing conservation of farms & environmentally sensitive land	27	5.3 %
Combating climate change	20	3.9 %
Reducing substance use disorder	32	6.3 %
Increasing opportunities for recreation & culture	17	3.3 %
Increasing median wage in Buncombe County	34	6.7 %
Addressing homelessness	50	9.8 %
Increasing opportunities to age in place	17	3.3 %
Improving early childhood education	24	4.7 %
Increasing access to jobs	18	3.5 %
Increasing public safety	32	6.3 %
Increasing access to high-speed internet	20	3.9 %
Improving water quality	21	4.1 %
<u>None chosen</u>	<u>45</u>	<u>8.8 %</u>
Total	511	100.0 %

**Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from the County over the next five years?**

<u>Q6. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Addressing gun violence	17	3.3 %
Addressing racism	8	1.6 %
Expanding public transportation options in unincorporated areas	37	7.2 %
Providing equitable access to housing	31	6.1 %
Providing equitable access to quality healthcare	37	7.2 %
Providing equitable access to quality mental healthcare	27	5.3 %
Increasing conservation of farms & environmentally sensitive land	29	5.7 %
Combating climate change	14	2.7 %
Reducing substance use disorder	26	5.1 %
Increasing opportunities for recreation & culture	6	1.2 %
Increasing median wage in Buncombe County	36	7.0 %
Addressing homelessness	47	9.2 %
Increasing opportunities to age in place	21	4.1 %
Improving early childhood education	22	4.3 %
Increasing access to jobs	27	5.3 %
Increasing public safety	27	5.3 %
Increasing access to high-speed internet	13	2.5 %
Improving water quality	13	2.5 %
<u>None chosen</u>	<u>73</u>	<u>14.3 %</u>
Total	511	100.0 %

**SUM OF TOP 4 CHOICES****Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from the County over the next five years? (top 4)**

<u>Q6. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Addressing gun violence	149	29.2 %
Addressing racism	52	10.2 %
Expanding public transportation options in unincorporated areas	85	16.5 %
Providing equitable access to housing	216	42.4 %
Providing equitable access to quality healthcare	183	35.8 %
Providing equitable access to quality mental healthcare	125	24.4 %
Increasing conservation of farms & environmentally sensitive land	124	24.3 %
Combating climate change	60	11.7 %
Reducing substance use disorder	100	19.6 %
Increasing opportunities for recreation & culture	37	7.3 %
Increasing median wage in Buncombe County	147	28.8 %
Addressing homelessness	201	39.4 %
Increasing opportunities to age in place	55	10.8 %
Improving early childhood education	80	15.6 %
Increasing access to jobs	66	12.9 %
Increasing public safety	120	23.6 %
Increasing access to high-speed internet	40	7.8 %
Improving water quality	44	8.6 %
None chosen	20	3.9 %
Total	1904	



**Q7. Communication. Please CHECK ALL of the sources listed below that you and members of your household use to learn about Buncombe County news, events, and to get other County information.**

Q7. All the sources your household uses to learn about Buncombe County news, events, & to get other County information

	Number	Percent
BuncombeCounty.org	238	46.6 %
Buncombe County social media accounts	159	31.1 %
Social media (Facebook, X, Instagram, etc.)	292	57.1 %
Printed mailers from County	153	29.9 %
BCTV/YouTube	22	4.3 %
Print/newspaper	200	39.1 %
Local radio	180	35.2 %
Local TV news	270	52.8 %
Friends/family-word of mouth	301	58.9 %
Buncombe County alert text messages/phone calls/emails	212	41.5 %
Engage Buncombe	4	0.8 %
Newsletters/news aggregators (AVL Today, etc.)	129	25.2 %
In-person engagement & events	64	12.5 %
Reddit	45	8.8 %
Other	9	1.8 %
Total	2278	

**Q7-15. Other:**

Q7-15. Other	Number	Percent
LOCAL LIBRARY	1	11.1 %
AVLTODAY/COM	1	11.1 %
NEIGHBORS	1	11.1 %
MOUNTAIN EXPRESS	1	11.1 %
PODCAST-THE OVERLOOK	1	11.1 %
Asheville watchdog	1	11.1 %
Experience where I live	1	11.1 %
Posters at local libraries	1	11.1 %
News websites like Carolina Public Press, Asheville Watchdog & Citizen Times	1	11.1 %
Total	9	100.0 %

**Q8. Which THREE of the communication sources listed in Question 7 do you MOST PREFER to use to get information on County news, events, and other County information?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
BuncombeCounty.org	69	13.5 %
Buncombe County social media accounts	44	8.6 %
Social media (Facebook, X, Instagram, etc.)	82	16.0 %
Printed mailers from County	30	5.9 %
BCTV/YouTube	4	0.8 %
Print/newspaper	50	9.8 %
Local radio	28	5.5 %
Local TV news	86	16.8 %
Friends/family-word of mouth	8	1.6 %
Buncombe County alert text messages/phone calls/emails	39	7.6 %
Newsletters/news aggregators (AVL Today, etc.)	24	4.7 %
In-person engagement & events	4	0.8 %
Reddit	8	1.6 %
None chosen	35	6.8 %
Total	511	100.0 %

**Q8. Which THREE of the communication sources listed in Question 7 do you MOST PREFER to use to get information on County news, events, and other County information?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
BuncombeCounty.org	36	7.0 %
Buncombe County social media accounts	36	7.0 %
Social media (Facebook, X, Instagram, etc.)	77	15.1 %
Printed mailers from County	27	5.3 %
BCTV/YouTube	2	0.4 %
Print/newspaper	35	6.8 %
Local radio	50	9.8 %
Local TV news	73	14.3 %
Friends/family-word of mouth	27	5.3 %
Buncombe County alert text messages/phone calls/emails	47	9.2 %
Newsletters/news aggregators (AVL Today, etc.)	30	5.9 %
In-person engagement & events	8	1.6 %
Reddit	7	1.4 %
None chosen	56	11.0 %
Total	511	100.0 %

**Q8. Which THREE of the communication sources listed in Question 7 do you MOST PREFER to use to get information on County news, events, and other County information?**

Q8. 3rd choice	Number	Percent
BuncombeCounty.org	39	7.6 %
Buncombe County social media accounts	34	6.7 %
Social media (Facebook, X, Instagram, etc.)	33	6.5 %
Printed mailers from County	38	7.4 %
BCTV/YouTube	5	1.0 %
Print/newspaper	33	6.5 %
Local radio	31	6.1 %
Local TV news	44	8.6 %
Friends/family-word of mouth	56	11.0 %
Buncombe County alert text messages/phone calls/emails	54	10.6 %
Newsletters/news aggregators (AVL Today, etc.)	27	5.3 %
In-person engagement & events	16	3.1 %
Reddit	8	1.6 %
None chosen	93	18.2 %
Total	511	100.0 %

**SUM OF TOP 3 CHOICES**

**Q8. Which THREE of the items listed in Question 7 do you MOST PREFER to use to get information on County news, events, and other County information? (top 3)**

Q8. Sum of top 3 choices	Number	Percent
BuncombeCounty.org	144	28.1 %
Buncombe County social media accounts	114	22.3 %
Social media (Facebook, X, Instagram, etc.)	192	37.6 %
Printed mailers from County	95	18.6 %
BCTV/YouTube	11	2.2 %
Print/newspaper	118	23.1 %
Local radio	109	21.4 %
Local TV news	203	39.7 %
Friends/family-word of mouth	91	17.9 %
Buncombe County alert text messages/phone calls/emails	140	27.4 %
Newsletters/news aggregators (AVL Today, etc.)	81	15.9 %
In-person engagement & events	28	5.5 %
Reddit	23	4.6 %
None chosen	35	6.8 %
Total	1384	

**Q9. Communication. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=511)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of information about Buncombe County services & activities	6.1%	33.7%	39.1%	13.5%	2.2%	5.5%
Q9-2. County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services (including vaccines)	6.5%	31.7%	39.7%	13.7%	3.9%	4.5%
Q9-3. Level of public involvement in County decision making	2.2%	14.3%	35.2%	25.8%	13.1%	9.4%
Q9-4. Timeliness of information provided by County	3.7%	20.4%	39.9%	20.4%	5.9%	9.8%
Q9-5. How easy County's website (BuncombeCounty.org) is to use	6.3%	30.3%	32.5%	7.2%	3.3%	20.4%
Q9-6. Quality of BCTV/YouTube-County's cable/online television channels	1.8%	6.5%	20.9%	2.9%	3.7%	64.2%
Q9-7. Quality of County's social media outreach (Facebook, X, Nextdoor, etc.)	2.0%	18.8%	38.2%	6.3%	2.3%	32.5%
Q9-8. County efforts to be open & transparent with information about County issues, services, & performance	3.3%	15.7%	36.2%	23.7%	9.6%	11.5%
Q9-9. Effectiveness of County communication with the public	3.1%	17.4%	37.0%	24.5%	8.8%	9.2%
Q9-10. Information provided through County emergency alert system	11.7%	37.6%	27.8%	5.5%	2.3%	15.1%
Q9-11. Communication about programming & events at community parks, libraries, & facilities	4.5%	23.5%	36.6%	19.6%	3.7%	12.1%

**WITHOUT "DON'T KNOW"****Q9. Communication. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=511)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of information about Buncombe County services & activities	6.4%	35.6%	41.4%	14.3%	2.3%
Q9-2. County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services (including vaccines)	6.8%	33.2%	41.6%	14.3%	4.1%
Q9-3. Level of public involvement in County decision making	2.4%	15.8%	38.9%	28.5%	14.5%
Q9-4. Timeliness of information provided by County	4.1%	22.6%	44.3%	22.6%	6.5%
Q9-5. How easy County's website (BuncombeCounty.org) is to use	7.9%	38.1%	40.8%	9.1%	4.2%
Q9-6. Quality of BCTV/ YouTube-County's cable/ online television channels	4.9%	18.0%	58.5%	8.2%	10.4%
Q9-7. Quality of County's social media outreach (Facebook, X, Nextdoor, etc.)	2.9%	27.8%	56.5%	9.3%	3.5%
Q9-8. County efforts to be open & transparent with information about County issues, services, & performance	3.8%	17.7%	40.9%	26.8%	10.8%
Q9-9. Effectiveness of County communication with the public	3.4%	19.2%	40.7%	26.9%	9.7%
Q9-10. Information provided through County emergency alert system	13.8%	44.2%	32.7%	6.5%	2.8%

**WITHOUT "DON'T KNOW"**

**Q9. Communication. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-11. Communication about programming & events at community parks, libraries, & facilities	5.1%	26.7%	41.6%	22.3%	4.2%

**Q10. Which TWO of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the County over the next TWO years?**

Q10. Top choice	Number	Percent
Availability of information about Buncombe County services & activities	85	16.6 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services (including vaccines)	47	9.2 %
Level of public involvement in County decision making	117	22.9 %
Timeliness of information provided by County	42	8.2 %
How easy County's website (BuncombeCounty.org) is to use	14	2.7 %
Quality of BCTV/YouTube-County's cable/online television channel	1	0.2 %
Quality of County's social media outreach (Facebook, X, Nextdoor, etc.)	11	2.2 %
County efforts to be open & transparent with information about County issues, services, & performance	53	10.4 %
Effectiveness of County communication with the public	34	6.7 %
Information provided through County emergency alert system	22	4.3 %
Communication about programming & events at community parks, libraries, & facilities	25	4.9 %
None chosen	60	11.7 %
Total	511	100.0 %

**Q10. Which TWO of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the County over the next TWO years?**

Q10. 2nd choice	Number	Percent
Availability of information about Buncombe County services & activities	48	9.4 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services (including vaccines)	41	8.0 %
Level of public involvement in County decision making	66	12.9 %
Timeliness of information provided by County	43	8.4 %
How easy County's website (BuncombeCounty.org) is to use	16	3.1 %
Quality of BCTV/YouTube-County's cable/online television channel	1	0.2 %
Quality of County's social media outreach (Facebook, X, Nextdoor, etc.)	19	3.7 %
County efforts to be open & transparent with information about County issues, services, & performance	84	16.4 %
Effectiveness of County communication with the public	71	13.9 %
Information provided through County emergency alert system	23	4.5 %
Communication about programming & events at community parks, libraries, & facilities	34	6.7 %
None chosen	65	12.7 %
Total	511	100.0 %

**SUM OF TOP 2 CHOICES****Q10. Which TWO of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the County over the next TWO years? (top 2)**

<u>Q10. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about Buncombe County services & activities	133	26.0 %
County efforts to connect you with resources like community engagement markets, election resources, property assessment, & public health services (including vaccines)	88	17.2 %
Level of public involvement in County decision making	183	35.8 %
Timeliness of information provided by County	85	16.6 %
How easy County's website (BuncombeCounty.org) is to use	30	5.8 %
Quality of BCTV/YouTube-County's cable/online television channel	2	0.4 %
Quality of County's social media outreach (Facebook, X, Nextdoor, etc.)	30	5.9 %
County efforts to be open & transparent with information about County issues, services, & performance	137	26.8 %
Effectiveness of County communication with the public	105	20.6 %
Information provided through County emergency alert system	45	8.8 %
Communication about programming & events at community parks, libraries, & facilities	59	11.6 %
None chosen	60	11.7 %
Total	957	



**Q11. If there were an emergency and a temporary evacuation were required, where would you go?**

Q11. Where would you go if there were an emergency & a temporary evacuation were required	Number	Percent
Friend or family's home out of state	174	34.1 %
Friend or family's home in Buncombe County	89	17.4 %
I would not evacuate	58	11.4 %
Friend or family's home in state, but out of County	129	25.2 %
Emergency shelter	28	5.5 %
Not provided	33	6.5 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q11. If there were an emergency and a temporary evacuation were required, where would you go? (without "not provided")**

Q11. Where would you go if there were an emergency & a temporary evacuation were required	Number	Percent
Friend or family's home out of state	174	36.4 %
Friend or family's home in Buncombe County	89	18.6 %
I would not evacuate	58	12.1 %
Friend or family's home in state, but out of County	129	27.0 %
Emergency shelter	28	5.9 %
Total	478	100.0 %

**Q12. During an emergency would you be able to self-evacuate?**

Q12. Would you be able to self-evacuate during an emergency	Number	Percent
Yes	445	87.1 %
No	16	3.1 %
Don't know	50	9.8 %
Total	511	100.0 %

**WITHOUT "DON'T KNOW"****Q12. During an emergency would you be able to self-evacuate? (without "don't know")**

Q12. Would you be able to self-evacuate during an emergency	Number	Percent
Yes	445	96.5 %
No	16	3.5 %
Total	461	100.0 %

**Q13. Please select the option below that best describes your level of preparedness in the event there is an emergency in Buncombe County.**

Q13. What best describes your level of preparedness in the event there is an emergency	Number	Percent
I am unprepared for a disaster & do not intend to prepare in next year	93	18.2 %
I am unprepared for a disaster & I intend to prepare in next six months	44	8.6 %
I am unprepared for a disaster & I intend to prepare in next year	87	17.0 %
I am prepared for a disaster & I have been preparing for less than a year	70	13.7 %
I am prepared for a disaster & I have been preparing for more than a year	150	29.4 %
Not provided	67	13.1 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q13. Please select the option below that best describes your level of preparedness in the event there is an emergency in Buncombe County. (without "not provided")**

Q13. What best describes your level of preparedness in the event there is an emergency	Number	Percent
I am unprepared for a disaster & do not intend to prepare in next year	93	20.9 %
I am unprepared for a disaster & I intend to prepare in next six months	44	9.9 %
I am unprepared for a disaster & I intend to prepare in next year	87	19.6 %
I am prepared for a disaster & I have been preparing for less than a year	70	15.8 %
I am prepared for a disaster & I have been preparing for more than a year	150	33.8 %
Total	444	100.0 %

**Q14. Public Safety. For each of the following, please rate your feeling of safety in each of the following situations within Buncombe County on a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe."**

(N=511)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q14-1. When alone in your neighborhood during the day	48.7%	38.4%	6.8%	3.9%	1.0%	1.2%
Q14-2. When alone in your neighborhood at night	29.2%	42.1%	12.3%	11.2%	3.9%	1.4%
Q14-3. In retail areas of County	6.7%	41.1%	26.2%	17.8%	6.3%	2.0%
Q14-4. In County parks	5.9%	34.8%	27.6%	18.6%	6.1%	7.0%
Q14-5. Your overall feeling of safety in County	7.6%	48.3%	23.5%	15.5%	4.1%	1.0%

**WITHOUT "DON'T KNOW"**

**Q14. Public Safety. For each of the following, please rate your feeling of safety in each of the following situations within Buncombe County on a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")**

(N=511)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q14-1. When alone in your neighborhood during the day	49.3%	38.8%	6.9%	4.0%	1.0%
Q14-2. When alone in your neighborhood at night	29.6%	42.7%	12.5%	11.3%	4.0%
Q14-3. In retail areas of County	6.8%	41.9%	26.7%	18.2%	6.4%
Q14-4. In County parks	6.3%	37.5%	29.7%	20.0%	6.5%
Q14-5. Your overall feeling of safety in County	7.7%	48.8%	23.7%	15.6%	4.2%

**Q15. During the past year, have you or other members of your household interacted with the Buncombe County Sheriff's Office?**

Q15. Have you interacted with Buncombe County Sheriff's Office during past year	Number	Percent
Yes	113	22.1 %
No	398	77.9 %
Total	511	100.0 %

**Q15a. Buncombe County Sheriff's Office Interaction. Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the Buncombe County Sheriff's Office.**

(N=113)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15a-1. Professionalism of Sheriff Office personnel	43.4%	32.7%	11.5%	7.1%	5.3%	0.0%
Q15a-2. Overall Sheriff's Office relationship with your community	23.0%	37.2%	22.1%	5.3%	8.8%	3.5%
Q15a-3. When engaging with law enforcement	35.4%	37.2%	15.9%	6.2%	3.5%	1.8%
Q15a-4. Cultural sensitivity of Sheriff Office employees	20.4%	23.9%	24.8%	4.4%	4.4%	22.1%
Q15a-5. Level of transparency by Sheriff's Office	17.7%	21.2%	20.4%	17.7%	8.0%	15.0%
Q15a-6. Visibility of Sheriff's deputies in your community	15.9%	24.8%	22.1%	19.5%	15.9%	1.8%

**WITHOUT "DON'T KNOW"**

**Q15a. Buncombe County Sheriff's Office Interaction. Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the Buncombe County Sheriff's Office. (without "don't know")**

(N=113)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15a-1. Professionalism of Sheriff Office personnel	43.4%	32.7%	11.5%	7.1%	5.3%
Q15a-2. Overall Sheriff's Office relationship with your community	23.9%	38.5%	22.9%	5.5%	9.2%
Q15a-3. When engaging with law enforcement	36.0%	37.8%	16.2%	6.3%	3.6%
Q15a-4. Cultural sensitivity of Sheriff Office employees	26.1%	30.7%	31.8%	5.7%	5.7%
Q15a-5. Level of transparency by Sheriff's Office	20.8%	25.0%	24.0%	20.8%	9.4%
Q15a-6. Visibility of Sheriff's deputies in your community	16.2%	25.2%	22.5%	19.8%	16.2%

**Q16. During the past year, have you or other members of your household contacted employees of Buncombe County or visited the County's website to seek services, ask a question, or file a complaint?**

Q16. Have you contacted employees of Buncombe County or visited County's website during past year	Number	Percent
Yes	216	42.3 %
No	295	57.7 %
Total	511	100.0 %

**Q16a. Customer Service. Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County government department(s) you contacted.**

(N=216)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16a-1. How easy County government was to contact	21.3%	38.9%	19.4%	13.4%	4.6%	2.3%
Q16a-2. Courtesy of County employee(s) you interacted with	31.0%	42.1%	13.9%	4.6%	3.2%	5.1%
Q16a-3. Accuracy of information you were given	26.9%	37.0%	18.5%	9.3%	4.6%	3.7%
Q16a-4. Appropriateness of County employees' response	26.9%	34.3%	22.7%	7.9%	3.2%	5.1%
Q16a-5. Timeliness of County employees' response	26.4%	34.3%	19.0%	11.6%	4.2%	4.6%
Q16a-6. Resolution of your issue/ concern	21.8%	34.7%	16.7%	9.7%	10.6%	6.5%
Q16a-7. Overall quality of customer service received	29.6%	34.3%	19.4%	8.3%	6.0%	2.3%

**WITHOUT "DON'T KNOW"**

**Q16a. Customer Service. Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County government department(s) you contacted. (without "don't know")**

(N=216)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16a-1. How easy County government was to contact	21.8%	39.8%	19.9%	13.7%	4.7%
Q16a-2. Courtesy of County employee(s) you interacted with	32.7%	44.4%	14.6%	4.9%	3.4%
Q16a-3. Accuracy of information you were given	27.9%	38.5%	19.2%	9.6%	4.8%
Q16a-4. Appropriateness of County employees' response	28.3%	36.1%	23.9%	8.3%	3.4%
Q16a-5. Timeliness of County employees' response	27.7%	35.9%	19.9%	12.1%	4.4%
Q16a-6. Resolution of your issue/concern	23.3%	37.1%	17.8%	10.4%	11.4%
Q16a-7. Overall quality of customer service received	30.3%	35.1%	19.9%	8.5%	6.2%

**Q17. What percentage of your monthly household income do you spend on your housing expenses, including utilities?**

Q17. What percentage of your monthly household income do you spend on your housing expenses, including utilities

	Number	Percent
Less than 30%	188	36.8 %
30%-49%	174	34.1 %
50%+	120	23.5 %
Not provided	29	5.7 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q17. What percentage of your monthly household income do you spend on your housing expenses, including utilities? (without "not provided")**

Q17. What percentage of your monthly household income do you spend on your housing expenses, including utilities

	Number	Percent
Less than 30%	188	39.0 %
30%-49%	174	36.1 %
50%+	120	24.9 %
Total	482	100.0 %

**Q18. Do you own or rent your current residence?**

Q18. Do you own or rent your current residence

	Number	Percent
Own	370	72.4 %
Rent	136	26.6 %
Not provided	5	1.0 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18. Do you own or rent your current residence? (without "not provided")**

Q18. Do you own or rent your current residence

	Number	Percent
Own	370	73.1 %
Rent	136	26.9 %
Total	506	100.0 %



**Q19. Please CHECK the employment scenario that applies to you.**

Q19. What employment scenario that applies to you	Number	Percent
I work one job	231	45.2 %
I have two or more jobs	52	10.2 %
I have occasional work in addition to my normal employment	28	5.5 %
None of these apply to me	194	38.0 %
Not provided	6	1.2 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q19. Please CHECK the employment scenario that applies to you. (without "not provided")**

Q19. What employment scenario that applies to you	Number	Percent
I work one job	231	45.7 %
I have two or more jobs	52	10.3 %
I have occasional work in addition to my normal employment	28	5.5 %
None of these apply to me	194	38.4 %
Total	505	100.0 %

**Q20. Which of the following are reasons that you or members of your household have left or cannot enter the workforce?**

Q20. What are the reasons that you have left or cannot enter workforce	Number	Percent
Does not apply	334	65.4 %
Lack of childcare options/cost	7	1.4 %
Lack of employment opportunities that match my skills	6	1.2 %
Lack of employment opportunities meeting my economic needs	5	1.0 %
Health and/or safety	16	3.1 %
Retirement	131	25.6 %
Caregiver requirements	10	2.0 %
Returning to school	4	0.8 %
Business closure/layoff	4	0.8 %
Total	517	

**Q21. Approximately how many years have you lived in Buncombe County?**

Q21. How many years have you lived in Buncombe

County	Number	Percent
0-5	80	15.7 %
6-10	74	14.5 %
11-15	44	8.6 %
16-20	50	9.8 %
21-30	98	19.2 %
31+	158	30.9 %
Not provided	7	1.4 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q21. Approximately how many years have you lived in Buncombe County? (without "not provided")**

Q21. How many years have you lived in Buncombe

County	Number	Percent
0-5	80	15.9 %
6-10	74	14.7 %
11-15	44	8.7 %
16-20	50	9.9 %
21-30	98	19.4 %
31+	158	31.3 %
Total	504	100.0 %

**Q22. Are you of Hispanic, Latino, or other Spanish ancestry?**

Q22. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	37	7.2 %
No	474	92.8 %
Total	511	100.0 %

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

Q23. Your race/ethnicity	Number	Percent
Asian or Asian Indian	8	1.6 %
Black or African American	30	5.9 %
American Indian or Alaska Native	3	0.6 %
White or Caucasian	455	89.0 %
Other	14	2.7 %
Total	510	

**Q23-5. Self-describe your race/ethnicity:**

Q23-5. Self-describe your race/ethnicity	Number	Percent
Hispanic	5	35.7 %
Mixed	3	21.4 %
Mixed, Black and White	1	7.1 %
European	1	7.1 %
SPANISH	1	7.1 %
Jewish	1	7.1 %
Mexican	1	7.1 %
Multiple races	1	7.1 %
Total	14	100.0 %

**Q24. What is the primary language spoken in your home?**

Q24. Primary language spoken in your home	Number	Percent
English	461	97.1 %
Spanish	10	2.1 %
Appalachian American	2	0.4 %
Chinese	1	0.2 %
American English	1	0.2 %
Total	475	100.0 %

**Q25. Would you say your total gross annual household income is (including all sources of income.)**

Q25. Your total gross annual household income	Number	Percent
Under \$15K	36	7.0 %
\$15K-\$29,999	55	10.8 %
\$30K-\$44,999	58	11.4 %
\$45K-\$59,999	71	13.9 %
\$60K-\$74,999	58	11.4 %
\$75K-\$99,999	59	11.5 %
\$100K-\$124,999	55	10.8 %
\$125K-\$249,999	37	7.2 %
\$250K+	9	1.8 %
Not provided	73	14.3 %
Total	511	100.0 %

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

Q25. Your total gross annual household income	Number	Percent
Under \$15K	36	8.2 %
\$15K-\$29,999	55	12.6 %
\$30K-\$44,999	58	13.2 %
\$45K-\$59,999	71	16.2 %
\$60K-\$74,999	58	13.2 %
\$75K-\$99,999	59	13.5 %
\$100K-\$124,999	55	12.6 %
\$125K-\$249,999	37	8.4 %
\$250K+	9	2.1 %
Total	438	100.0 %

**Q26. What is the highest level of education you have completed?**

<u>Q26. Highest level of education you have completed</u>	<u>Number</u>	<u>Percent</u>
Some high school or less	13	2.5 %
High school diploma or equivalent	42	8.2 %
Some college but no degree	87	17.0 %
Associates degree	62	12.1 %
Bachelor's degree	169	33.1 %
Graduate degree or higher	116	22.7 %
Not provided	22	4.3 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q26. What is the highest level of education you have completed? (without "not provided")**

<u>Q26. Highest level of education you have completed</u>	<u>Number</u>	<u>Percent</u>
Some high school or less	13	2.7 %
High school diploma or equivalent	42	8.6 %
Some college but no degree	87	17.8 %
Associates degree	62	12.7 %
Bachelor's degree	169	34.6 %
Graduate degree or higher	116	23.7 %
Total	489	100.0 %

**Q27. What type of internet access is offered where you live?**

Q27. What type of internet access is offered where you live	Number	Percent
Dial up	4	0.8 %
DSL	33	6.5 %
Cable	299	58.5 %
Satellite	19	3.7 %
Fiber	78	15.3 %
Fixed wireless	36	7.0 %
Cellular only	8	1.6 %
Other	3	0.6 %
<b>Not provided</b>	<b>31</b>	<b>6.1 %</b>
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. What type of internet access is offered where you live? (without "not provided")**

Q27. What type of internet access is offered where you live	Number	Percent
Dial up	4	0.8 %
DSL	33	6.9 %
Cable	299	62.3 %
Satellite	19	4.0 %
Fiber	78	16.3 %
Fixed wireless	36	7.5 %
Cellular only	8	1.7 %
Other	3	0.6 %
Total	480	100.0 %

**Q27-8. Other:**

Q27-8. Other	Number	Percent
Spectrum	2	66.7 %
WiFi	1	33.3 %
Total	3	100.0 %

**Q28. What is your age?**

Q28. Your age	Number	Percent
18-34	95	18.6 %
35-44	96	18.8 %
45-54	98	19.2 %
55-64	99	19.4 %
65+	102	20.0 %
Not provided	21	4.1 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34	95	19.4 %
35-44	96	19.6 %
45-54	98	20.0 %
55-64	99	20.2 %
65+	102	20.8 %
Total	490	100.0 %

**Q29. Including yourself, how many people live in your home?**

Q29. How many people live in your home	Number	Percent
1	100	19.6 %
2	272	53.2 %
3	67	13.1 %
4	34	6.7 %
5+	19	3.7 %
Not provided	19	3.7 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Including yourself, how many people live in your home? (without "not provided")**

Q29. How many people live in your home	Number	Percent
1	100	20.3 %
2	272	55.3 %
3	67	13.6 %
4	34	6.9 %
5+	19	3.9 %
Total	492	100.0 %

**Q30. What is your gender identity?**

Q30. Your gender identity	Number	Percent
Man	249	48.7 %
Woman	254	49.7 %
Non-Binary	2	0.4 %
Self-describe	1	0.2 %
Not provided	5	1.0 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. What is your gender identity? (without "not provided")**

Q30. Your gender identity	Number	Percent
Man	249	49.2 %
Woman	254	50.2 %
Non-Binary	2	0.4 %
Self-describe	1	0.2 %
Total	506	100.0 %

**Q30-4. Self-describe your gender identity:**

Q30-4. Self-describe your gender identity	Number	Percent
Transmale	1	100.0 %
Total	1	100.0 %

**Q31. Do you identify as any of the terms included in the LGBTQIA+ acronym?**

Q31. Do you identify as any of the terms included in LGBTQIA+ acronym	Number	Percent
Yes	40	7.8 %
No	467	91.4 %
Not provided	4	0.8 %
Total	511	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Do you identify as any of the terms included in the LGBTQIA+ acronym? (without "not provided")**

Q31. Do you identify as any of the terms included in LGBTQIA+ acronym	Number	Percent
Yes	40	7.9 %
No	467	92.1 %
Total	507	100.0 %



**District:**

<u>District</u>	<u>Number</u>	<u>Percent</u>
1	192	37.6 %
2	176	34.4 %
3	143	28.0 %
Total	511	100.0 %

A graphic consisting of a white circle with a dark blue border containing the number '5', followed by a dark blue horizontal bar containing the text 'Survey Instrument' in white.

**5** Survey Instrument



## County Manager

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Avril Pinder  
County Manager

**Dear Buncombe County Resident,**

We here in the Buncombe County Government are continually striving to make our strategic priorities a reality. In doing so, it's critical that we evaluate the level of service we provide to you across all service areas, whether it's creating a vibrant economy, fostering environmental stewardship, facilitating resident well-being, or any other key community needs. We need your thoughts on issues like economic development, the County's recreational facilities, and how safe you feel in your community. That's why we're reaching out with this survey, and if you could give us 10-15 minutes of your time, your insights will be invaluable.

### **How to participate**

Your anonymous answers to the Buncombe County Community Survey will provide Commissioners and staff with vital feedback concerning opportunities and challenges facing our community. Please have anyone 18 years or older in your household complete the survey and return it using the enclosed postage-paid return reply envelope. You may also complete the survey online at [BuncombeCountySurvey.org](https://www.buncombecounty.org/survey).

If you have any questions about the Buncombe County Community Survey, please email [strategy@buncombecounty.org](mailto:strategy@buncombecounty.org) or call (828) 250-4811.

For us to continually improve how we serve you, we depend on your valuable insights and time. We genuinely appreciate you helping us improve the future of Buncombe County.

Sincerely,

Avril Pinder,

Buncombe County Manager

*Si tiene preguntas acerca de la encuesta y no habla inglés, por favor llame al 1-844-811-0411.*

*Если у вас есть вопросы по опросу, но вы не говорите по-английски, позвоните по телефону 1-888-971-6612.*



# 2024 Buncombe County Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the County's on-going effort to identify and respond to resident concerns. If you would like to complete this survey online, please go to [BuncombeCountySurvey.org](http://BuncombeCountySurvey.org).

**1. Perceptions of Buncombe County. Please rate Buncombe County with regard to the following using a scale of 5 to 1, where 5 means "Excellent," and 1 means "Poor."**

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

\*Equity is defined by Buncombe County as the state of being just, impartial, and fair.

**2. Core County Services. Please rate your satisfaction with each of the major categories of core services provided by Buncombe County listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of Buncombe County Social Services	5	4	3	2	1	9
02. Quality of Buncombe County's Agricultural, Soil and Water Services	5	4	3	2	1	9
03. Quality of County Library Services	5	4	3	2	1	9
04. Quality of County Development, Planning, and Zoning	5	4	3	2	1	9
05. Quality of Emergency 911 Services	5	4	3	2	1	9
06. Quality of Emergency Medical Services (EMS)	5	4	3	2	1	9
07. Quality of Public Health Services	5	4	3	2	1	9
08. Quality of the County's Election Services	5	4	3	2	1	9
09. Quality of the County's Solid Waste Services	5	4	3	2	1	9
10. Quality of the County's Parks and Recreation Services	5	4	3	2	1	9
11. Quality of County stormwater requirements	5	4	3	2	1	9
12. Quality of the County's efforts to reduce barriers and be more equitable and inclusive	5	4	3	2	1	9
13. Quality of culturally diverse services and programming at County parks and libraries	5	4	3	2	1	9

**3. Which THREE of the items listed in Question 2 do you think should receive the MOST EMPHASIS from the County over the next TWO years? [Write in your answers using the numbers from the list in Question 2.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**4. Please rate your level of agreement with the following statements on a scale of 5 to 1, where 5 means "Strongly Agree," and 1 means "Strongly Disagree."**

Rate your level of agreement with each of the following		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I have equitable* access to County services	5	4	3	2	1	9
2.	I believe Buncombe County government is trustworthy	5	4	3	2	1	9
3.	Buncombe County effectively communicates what they're doing to ensure all County residents are treated equitably*	5	4	3	2	1	9
4.	Buncombe County is a caring community in harmony with its environment where residents succeed, thrive, and realize their potential	5	4	3	2	1	9
5.	If I needed mental health services, I could access them	5	4	3	2	1	9
6.	If I needed substance use disorder prevention and rehabilitation services, I could access them	5	4	3	2	1	9
7.	Buncombe County is a place where I have adequate access to healthcare	5	4	3	2	1	9

*\*Equity is achieved when race and other factors can no longer be used to predict life outcomes, outcomes for all groups are improved, and people see themselves in the decision-makers and systems that govern their lives.*

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

Rate your priorities for the future		Very Important	Important	Neutral	Not Important	Not at all Important	Don't Know
01.	Addressing gun violence	5	4	3	2	1	9
02.	Addressing racism	5	4	3	2	1	9
03.	Expanding public transportation options in unincorporated areas	5	4	3	2	1	9
04.	Providing equitable access to housing	5	4	3	2	1	9
05.	Providing equitable access to quality healthcare	5	4	3	2	1	9
06.	Providing equitable access to quality mental healthcare	5	4	3	2	1	9
07.	Increasing conservation of farms and environmentally sensitive land	5	4	3	2	1	9
08.	Combating climate change	5	4	3	2	1	9
09.	Reducing substance use disorder	5	4	3	2	1	9
10.	Increasing opportunities for recreation and culture	5	4	3	2	1	9
11.	Increasing the median wage in Buncombe County	5	4	3	2	1	9
12.	Addressing homelessness	5	4	3	2	1	9
13.	Increasing opportunities to age in place	5	4	3	2	1	9
14.	Improving early childhood education	5	4	3	2	1	9
15.	Increasing access to jobs	5	4	3	2	1	9
16.	Increasing public safety	5	4	3	2	1	9
17.	Increasing access to high-speed internet	5	4	3	2	1	9
18.	Improving water quality	5	4	3	2	1	9
19.	Other: _____	5	4	3	2	1	9

**6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from the County over the next five years? [Write in your answers using the numbers from the list in Question 5.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

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

- |   |  |
|---|--|
| <input type="checkbox"/> (01) BuncombeCounty.org                          | <input type="checkbox"/> (09) Friends/family - word of mouth                         |
| <input type="checkbox"/> (02) Buncombe County social media accounts       | <input type="checkbox"/> (10) Buncombe County alert text messages/phone calls/emails |
| <input type="checkbox"/> (03) Social media (Facebook, X, Instagram, etc.) | <input type="checkbox"/> (11) Engage Buncombe  |
| <input type="checkbox"/> (04) Printed mailers from the County             | <input type="checkbox"/> (12) Newsletters/news aggregators (AVL Today, etc.)         |
| <input type="checkbox"/> (05) BCTV/YouTube                                | <input type="checkbox"/> (13) In-person engagement and events                        |
| <input type="checkbox"/> (06) Print/Newspaper                             | <input type="checkbox"/> (14) Reddit   |
| <input type="checkbox"/> (07) Local radio                                 | <input type="checkbox"/> (15) Other: _____   |
| <input type="checkbox"/> (08) Local TV news                               |  |

8. Which THREE of the communication sources listed in Question 7 do you MOST PREFER to use to get information on County news, events, and other County information? [Write in your answers using the numbers from the list in Question 7.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

9. **Communication.** For each of the following, please rate your satisfaction with each item on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

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

10. Which TWO of the items listed in Question 9 do you think should receive the MOST EMPHASIS from the County over the next TWO years? [Write in your answers using the numbers from the list in Question 9.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

- |   |  |
|---|--|
| <input type="checkbox"/> (1) Friend or family's home out of state       | <input type="checkbox"/> (4) Friend or family's home in state, but out of the County |
| <input type="checkbox"/> (2) Friend or family's home in Buncombe County | <input type="checkbox"/> (5) Emergency shelter                                       |
| <input type="checkbox"/> (3) I would not evacuate                       |  |

12. During an emergency would you be able to self-evacuate?

- (1) Yes     (2) No     (9) I don't know

13. Please select the option below that best describes your level of preparedness in the event there is an emergency in Buncombe County. [Check only ONE.]

- \_\_\_(1) I am unprepared for a disaster and do not intend to prepare in the next year
- \_\_\_(2) I am unprepared for a disaster; I intend to prepare in the next six months
- \_\_\_(3) I am unprepared for a disaster; I intend to prepare in the next year
- \_\_\_(4) I am prepared for a disaster; I have been preparing for less than a year
- \_\_\_(5) I am prepared for a disaster; I have been preparing for more than a year

14. **Public Safety.** For each of the following, please rate your feeling of safety in each of the following situations within Buncombe County on a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe."

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. When alone in your neighborhood during the day	5	4	3	2	1	9
2. When alone in your neighborhood at night	5	4	3	2	1	9
3. In retail areas of the County	5	4	3	2	1	9
4. In County Parks	5	4	3	2	1	9
5. Your overall feeling of safety in the County	5	4	3	2	1	9

15. During the past year, have you or other members of your household interacted with the Buncombe County Sheriff's Office?

- \_\_\_(1) Yes [Answer Q15a.]
- \_\_\_(2) No [Skip to Q16.]

15a. **Buncombe County Sheriff's Office Interaction.** Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the Buncombe County Sheriff's Office.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Professionalism of sheriff office personnel	5	4	3	2	1	9
2. Overall sheriff's office relationship with your community	5	4	3	2	1	9
3. When engaging with law enforcement	5	4	3	2	1	9
4. Cultural sensitivity of sheriff office employees	5	4	3	2	1	9
5. The level of transparency by the sheriff's office	5	4	3	2	1	9
6. The visibility of sheriff's deputies in your community	5	4	3	2	1	9

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

- \_\_\_(1) Yes [Answer Q16a.]
- \_\_\_(2) No [Skip to Q17.]

16a. **Customer Service.** Using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County government department(s) you contacted.

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





**32. Would you be willing to participate in future surveys sponsored by Buncombe?**

\_\_\_\_(1) Yes [*Answer Q32a.*]    \_\_\_\_ (2) No

**32a. Please provide your contact information.**

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

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

**This concludes the survey. Thank you for your time!**

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

Your responses will remain completely confidential.  
The information to the right will ONLY be used to help  
identify the level of need in your area. Thank you!