

## NATIONAL CREDIT UNION ADMINISTRATION 2014 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		211	400	93	86	18	808	NA
	%	75.62	25.82	49.80	11.69	10.52	2.17	100.00	
2. I have enough information to do my job well.	N		150	413	119	101	25	808	NA
	%	69.51	18.33	51.17	14.85	12.56	3.08	100.00	
3. I feel encouraged to come up with new and better ways of doing things.	N		168	316	156	128	30	798	NA
	%	60.26	20.71	39.56	19.78	16.12	3.83	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		241	388	107	42	25	803	NA
	%	77.85	29.38	48.48	13.62	5.38	3.14	100.00	
*5. I like the kind of work I do.	N		313	378	76	25	11	803	NA
	%	85.83	38.28	47.55	9.58	3.17	1.42	100.00	
6. I know what is expected of me on the job.	N		238	385	97	65	16	801	NA
	%	77.76	29.39	48.37	12.09	8.14	2.02	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		538	238	14	7	5	802	NA
	%	96.70	66.47	30.23	1.68	0.93	0.69	100.00	
8. I am constantly looking for ways to do my job better.	N		374	358	54	10	5	801	NA
	%	91.12	45.98	45.15	6.87	1.34	0.67	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		124	351	109	143	80	807	0
	%	58.75	15.47	43.27	13.53	17.74	9.98	100.00	
*10. My workload is reasonable.	N		109	368	114	126	87	804	2
	%	59.47	13.54	45.93	14.41	15.35	10.78	100.00	
*11. My talents are used well in the workplace.	N		162	374	110	97	46	789	1
	%	67.97	20.27	47.70	13.87	12.36	5.80	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		257	442	63	25	17	804	1
	%	86.81	31.33	55.48	7.88	3.17	2.14	100.00	

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\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 809

Number of surveys administered: 1,190

Response Rate: 68.0%

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*13. The work I do is important.	N		365	356	53	15	11	800	1
	%	89.84	45.08	44.76	6.84	1.85	1.48	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		211	327	166	64	26	794	12
	%	67.69	26.11	41.58	21.00	7.96	3.35	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		236	346	105	70	42	799	8
	%	72.72	29.02	43.69	13.33	8.65	5.30	100.00	
16. I am held accountable for achieving results.	N		298	425	58	15	6	802	3
	%	90.06	36.43	53.64	7.23	1.93	0.77	100.00	
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		259	319	106	50	40	774	28
	%	74.73	33.03	41.70	13.63	6.41	5.23	100.00	
*18. My training needs are assessed.	N		151	359	151	95	48	804	2
	%	63.33	18.75	44.58	18.95	11.73	5.99	100.00	
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	N		236	343	84	86	48	797	9
	%	72.68	29.41	43.27	10.57	10.78	5.97	100.00	
*20. The people I work with cooperate to get the job done.	N		269	414	60	52	11	806	NA
	%	84.51	33.09	51.42	7.66	6.44	1.39	100.00	
*21. My work unit is able to recruit people with the right skills.	N		121	339	167	118	44	789	18
	%	58.27	14.96	43.31	21.41	14.70	5.62	100.00	
*22. Promotions in my work unit are based on merit.	N		117	283	164	115	80	759	46
	%	52.14	14.87	37.27	22.02	15.20	10.64	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		76	225	179	128	110	718	90
	%	41.27	10.05	31.22	25.13	18.09	15.51	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		93	277	181	126	68	745	60
	%	48.85	12.20	36.65	25.03	16.95	9.17	100.00	

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25. Awards in my work unit depend on how well employees perform their jobs.	N		117	325	139	104	78	763	40
	%	57.39	14.79	42.60	18.47	13.73	10.40	100.00	
26. Employees in my work unit share job knowledge with each other.	N		270	389	67	55	22	803	3
	%	82.07	33.20	48.88	8.48	6.70	2.74	100.00	
27. The skill level in my work unit has improved in the past year.	N		180	324	176	70	31	781	26
	%	64.43	22.82	41.61	22.65	8.88	4.04	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		371	348	79	7	2	807	NA
	%	88.91	45.74	43.17	9.95	0.91	0.23	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		143	436	131	63	20	793	8
	%	73.01	18.03	54.98	16.53	7.92	2.54	100.00	
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		116	326	179	122	39	782	20
	%	56.56	14.92	41.64	23.08	15.40	4.97	100.00	
31. Employees are recognized for providing high quality products and services.	N		137	349	161	97	42	786	12
	%	61.33	17.19	44.15	20.88	12.41	5.37	100.00	
*32. Creativity and innovation are rewarded.	N		122	257	215	118	62	774	23
	%	48.47	15.52	32.95	28.07	15.37	8.09	100.00	
*33. Pay raises depend on how well employees perform their jobs.	N		109	290	160	137	80	776	23
	%	50.96	13.89	37.07	20.76	17.71	10.57	100.00	

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34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		194	346	151	26	30	747	50
	%	71.79	25.80	45.98	20.68	3.45	4.09	100.00	
*35. Employees are protected from health and safety hazards on the job.	N		178	381	134	56	28	777	22
	%	71.64	22.51	49.12	17.37	7.34	3.65	100.00	
*36. My organization has prepared employees for potential security threats.	N		126	365	161	88	42	782	17
	%	62.50	15.83	46.67	20.84	11.18	5.48	100.00	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		143	279	162	82	65	731	66
	%	57.50	19.17	38.33	22.27	11.13	9.11	100.00	
38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	N		199	308	142	32	28	709	81
	%	70.90	27.43	43.47	20.52	4.61	3.98	100.00	
39. My agency is successful at accomplishing its mission.	N		213	419	115	23	9	779	16
	%	80.82	26.57	54.25	15.07	2.92	1.19	100.00	
40. I recommend my organization as a good place to work.	N		265	335	131	44	20	795	NA
	%	75.21	32.75	42.46	16.77	5.44	2.58	100.00	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		200	270	155	88	48	761	38
	%	61.47	25.86	35.62	20.34	11.65	6.54	100.00	
*42. My supervisor supports my need to balance work and other life issues.	N		316	312	84	42	35	789	6
	%	79.50	39.69	39.81	10.76	5.30	4.44	100.00	
43. My supervisor provides me with opportunities to demonstrate my leadership skills.	N		289	317	103	49	29	787	8
	%	76.91	36.48	40.44	13.38	6.08	3.62	100.00	
*44. Discussions with my supervisor about my performance are worthwhile.	N		259	299	98	79	45	780	9
	%	71.52	33.07	38.45	12.72	10.12	5.64	100.00	

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45. My supervisor is committed to a workforce representative of all segments of society.	N		242	310	115	18	20	705	85
	%	78.09	33.78	44.31	16.54	2.52	2.85	100.00	
46. My supervisor provides me with constructive suggestions to improve my job performance.	N		243	331	108	69	39	790	4
	%	72.75	30.68	42.07	13.84	8.63	4.78	100.00	
*47. Supervisors in my work unit support employee development.	N		265	332	115	40	33	785	9
	%	76.02	33.40	42.62	14.69	5.18	4.10	100.00	
48. My supervisor listens to what I have to say.	N		332	318	70	53	23	796	NA
	%	81.71	41.21	40.51	8.87	6.53	2.89	100.00	
49. My supervisor treats me with respect.	N		386	284	69	33	20	792	NA
	%	84.67	48.30	36.37	8.92	4.03	2.38	100.00	
50. In the last six months, my supervisor has talked with me about my performance.	N		373	340	42	23	12	790	NA
	%	90.56	47.16	43.40	5.21	2.78	1.45	100.00	
*51. I have trust and confidence in my supervisor.	N		336	253	109	54	41	793	NA
	%	74.32	41.90	32.42	13.82	6.73	5.14	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor?	N		359	247	124	37	27	794	NA
	%	76.33	45.21	31.12	15.73	4.60	3.34	100.00	

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*53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	N		115	280	182	139	63	779	14
	%	50.36	14.52	35.85	23.76	17.71	8.17	100.00	
54. My organization's senior leaders maintain high standards of honesty and integrity.	N		148	302	171	64	43	728	63
	%	61.69	20.13	41.56	23.55	8.85	5.91	100.00	
*55. Supervisors work well with employees of different backgrounds.	N		170	345	150	50	22	737	54
	%	69.39	22.72	46.67	20.69	6.90	3.03	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		158	394	137	72	21	782	8
	%	70.54	20.01	50.53	17.63	9.16	2.67	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		146	370	144	58	19	737	47
	%	69.84	19.65	50.19	19.70	7.88	2.58	100.00	
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		145	331	149	79	50	754	35
	%	62.87	19.07	43.80	20.08	10.43	6.63	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		165	331	146	67	50	759	28
	%	65.05	21.50	43.55	19.75	8.61	6.59	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	N		209	291	137	43	25	705	87
	%	70.69	29.15	41.54	19.56	6.27	3.48	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		186	292	165	90	44	777	14
	%	61.30	23.81	37.49	21.35	11.67	5.68	100.00	

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62. Senior leaders demonstrate support for Work/Life programs.	N		145	258	175	100	58	736	57
	%	54.37	19.45	34.92	24.14	13.39	8.10	100.00	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		134	316	173	133	34	790	NA
	%	56.56	16.51	40.06	22.46	16.64	4.33	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		132	370	157	98	27	784	NA
	%	64.00	16.36	47.64	20.16	12.40	3.44	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		148	320	142	135	40	785	NA
	%	59.39	18.32	41.08	18.22	17.20	5.18	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		106	325	199	113	38	781	NA
	%	54.94	13.32	41.62	25.62	14.55	4.89	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		114	257	184	136	99	790	NA
	%	46.74	13.97	32.76	23.32	17.25	12.70	100.00	
*68. How satisfied are you with the training you receive for your present job?	N		143	327	155	119	42	786	NA
	%	59.48	17.83	41.66	19.86	15.28	5.38	100.00	
*69. Considering everything, how satisfied are you with your job?	N		193	376	127	73	19	788	NA
	%	71.83	23.80	48.02	16.31	9.38	2.48	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		146	334	126	121	63	790	NA
	%	60.34	17.73	42.61	16.01	15.48	8.16	100.00	
71. Considering everything, how satisfied are you with your organization?	N		173	354	176	64	22	789	NA
	%	66.51	21.37	45.14	22.44	8.20	2.84	100.00	

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<b>72. Have you been notified whether or not you are eligible to telework?</b>	N	%
Yes, I was notified that I was eligible to telework.	437	55.45
Yes, I was notified that I was not eligible to telework.	142	18.21
No, I was not notified of my telework eligibility.	88	11.47
Not sure if I was notified of my telework eligibility.	114	14.87
<b>Total</b>	<b>781</b>	<b>100.00</b>

<b>73. Please select the response below that BEST describes your current teleworking situation.</b>	N	%
I telework 3 or more days per week.	119	15.11
I telework 1 or 2 days per week.	94	12.14
I telework, but no more than 1 or 2 days per month.	94	12.50
I telework very infrequently, on an unscheduled or short-term basis.	185	23.50
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	141	18.62
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	5	0.67
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	58	7.61
I do not telework because I choose not to telework.	76	9.84
<b>Total</b>	<b>772</b>	<b>100.00</b>

<b>74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)</b>	N	%
Yes	526	66.20
No	168	22.07
Not available to me	92	11.73
<b>Total</b>	<b>786</b>	<b>100.00</b>

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75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)		N	%
Yes		180	22.51
No		436	55.75
Not available to me		167	21.74
Total		783	100.00

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)		N	%
Yes		84	10.64
No		621	79.50
Not available to me		72	9.86
Total		777	100.00

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)		N	%
Yes		13	1.60
No		544	69.42
Not available to me		228	28.98
Total		785	100.00

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)		N	%
Yes		13	1.63
No		544	69.46
Not available to me		227	28.91
Total		784	100.00

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		<b>Percent Positive</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Item Response Total**</b>	<b>Do Not Know/ No Basis to Judge</b>
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		141	179	88	34	12	454	50
	%	<b>70.36</b>	30.71	39.65	19.36	7.70	2.58	100.00	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		226	237	27	21	3	514	6
	%	<b>90.08</b>	43.61	46.47	5.22	4.02	0.68	100.00	
81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N		54	74	35	5	1	169	16
	%	<b>75.26</b>	31.02	44.24	21.12	2.88	0.73	100.00	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		16	35	15	3	1	70	26
	%	<b>72.09</b>	21.88	50.21	22.39	3.99	1.53	100.00	
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N		2	4	3	0	0	9	8
	%	<b>66.12</b>	18.94	47.18	33.88	0.00	0.00	100.00	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		3	4	4	0	0	11	6
	%	<b>63.81</b>	25.76	38.06	36.19	0.00	0.00	100.00	

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The work/life satisfaction results only include employees who indicated that they participated in the program.

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<b>Where do you work?</b>	N	%
<b>Headquarters</b>	203	25.93
<b>Field</b>	580	74.07
<b>Total</b>	783	100.00

<b>*What is your supervisory status?</b>	N	%
<b>Non-Supervisor</b>	567	72.23
<b>Team Leader</b>	96	12.23
<b>Supervisor</b>	81	10.32
<b>Manager</b>	11	1.40
<b>Senior Leader</b>	30	3.82
<b>Total</b>	785	100.00

<b>*Are you:</b>	N	%
<b>Male</b>	425	54.70
<b>Female</b>	352	45.30
<b>Total</b>	777	100.00

<b>*Are you Hispanic or Latino?</b>	N	%
<b>Yes</b>	52	6.75
<b>No</b>	718	93.25
<b>Total</b>	770	100.00

Survey Administration Period: April 29, 2014 to June 6, 2014  
 Percentages are weighted to represent the Agency's population.  
 \* AES prescribed items

Sample or Census: Census  
 Number of surveys completed: 809  
 Number of surveys administered: 1,190  
 Response Rate: 68.0%

**NATIONAL CREDIT UNION ADMINISTRATION  
2014 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

<b>*Please select the racial category or categories with which you most closely identify.</b>	<b>N</b>	<b>%</b>
American Indian or Alaska Native	6	0.81
Asian	33	4.44
Black or African American	91	12.25
Native Hawaiian or Other Pacific Islander	5	0.67
White	580	78.06
Two or more races	28	3.77
<b>Total</b>	<b>743</b>	<b>100.00</b>

<b>What is the highest degree or level of education you have completed?</b>	<b>N</b>	<b>%</b>
Less than High School	0	0.00
High School Diploma/GED or equivalent	10	1.28
Trade or Technical Certificate	7	0.90
Some College (no degree)	28	3.59
Associate's Degree (e.g., AA, AS)	12	1.54
Bachelor's Degree (e.g., BA, BS)	471	60.46
Master's Degree (e.g., MA, MS, MBA)	226	29.01
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	25	3.21
<b>Total</b>	<b>779</b>	<b>100.00</b>

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**NATIONAL CREDIT UNION ADMINISTRATION  
2014 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

<b>What is your pay category/grade?</b>	<b>N</b>	<b>%</b>
<b>Federal Wage System</b>	9	1.15
<b>GS 1-6</b>	9	1.15
<b>GS 7-12</b>	331	42.38
<b>GS 13-15</b>	241	30.86
<b>Senior Executive Service</b>	28	3.59
<b>Senior Level (SL) or Scientific or Professional (ST)</b>	1	0.13
<b>Other</b>	162	20.74
<b>Total</b>	781	100.00

<b>How long have you been with the Federal Government (excluding military service)?</b>	<b>N</b>	<b>%</b>
<b>Less than 1 year</b>	10	1.28
<b>1 to 3 years</b>	92	11.79
<b>4 to 5 years</b>	136	17.44
<b>6 to 10 years</b>	139	17.82
<b>11 to 14 years</b>	55	7.05
<b>15 to 20 years</b>	95	12.18
<b>More than 20 years</b>	253	32.44
<b>Total</b>	780	100.00

Survey Administration Period: April 29, 2014 to June 6, 2014  
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## NATIONAL CREDIT UNION ADMINISTRATION 2014 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	N	%
Less than 1 year	29	3.71
1 to 3 years	164	21.00
4 to 5 years	117	14.98
6 to 10 years	138	17.67
11 to 20 years	141	18.05
More than 20 years	192	24.58
<b>Total</b>	<b>781</b>	<b>100.00</b>

Are you considering leaving your organization within the next year, and if so, why?	N	%
No	618	78.83
Yes, to retire	22	2.81
Yes, to take another job within the Federal Government	81	10.33
Yes, to take another job outside the Federal Government	29	3.70
Yes, other	34	4.34
<b>Total</b>	<b>784</b>	<b>100.00</b>

I am planning to retire:	N	%
Within one year	13	1.66
Between one and three years	53	6.79
Between three and five years	70	8.96
Five or more years	645	82.59
<b>Total</b>	<b>781</b>	<b>100.00</b>

Survey Administration Period: April 29, 2014 to June 6, 2014  
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Sample or Census: Census  
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Number of surveys administered: 1,190  
Response Rate: 68.0%

## NATIONAL CREDIT UNION ADMINISTRATION 2014 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

Self-Identify as:	N	%
Heterosexual or Straight	612	83.15
Gay, Lesbian, Bisexual, or Transgender	20	2.72
I prefer not to say	104	14.13
<b>Total</b>	<b>736</b>	<b>100.00</b>

What is your US military service status?	N	%
No Prior Military Service	626	81.19
Currently in National Guard or Reserves	10	1.30
Retired	30	3.89
Separated or Discharged	105	13.62
<b>Total</b>	<b>771</b>	<b>100.00</b>

Are you an individual with a disability?	N	%
Yes	81	10.49
No	691	89.51
<b>Total</b>	<b>772</b>	<b>100.00</b>

What is your age group?	N	%
25 and under	8	0.99
26-29	61	7.54
30-39	164	20.27
40-49	228	28.18
50-59	280	34.61
60 or older	68	8.41
<b>Total</b>	<b>809</b>	<b>100.00</b>

Survey Administration Period: April 29, 2014 to June 6, 2014  
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Sample or Census: Census  
Number of surveys completed: 809  
Number of surveys administered: 1,190  
Response Rate: 68.0%