

City of Raleigh

Community Survey

Cross-Tabular Data

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2020

Submitted to the City of Raleigh, North Carolina

by:

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Section 1

Age

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-1. Overall quality of life in Raleigh</u>						
Excellent	32.2%	33.3%	34.3%	35.1%	31.5%	33.3%
Good	56.9%	52.8%	56.3%	53.4%	62.0%	55.9%
Neutral	6.6%	10.6%	4.2%	8.6%	4.7%	7.3%
Below average	4.3%	2.2%	4.7%	2.3%	1.9%	3.1%
Poor	0.0%	1.1%	0.5%	0.6%	0.0%	0.4%

Q1-2. Overall quality of life in your neighborhood

Excellent	34.3%	40.2%	36.8%	46.2%	48.1%	40.9%
Good	51.0%	44.1%	45.3%	41.6%	43.9%	45.2%
Neutral	9.0%	11.2%	9.9%	6.4%	6.1%	8.8%
Below average	4.3%	3.4%	6.1%	5.2%	1.9%	4.0%
Poor	1.4%	1.1%	1.9%	0.6%	0.0%	1.1%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-3. Raleigh as a place to live</u>						
Excellent	39.3%	41.3%	41.5%	40.2%	42.7%	40.9%
Good	49.3%	46.9%	48.6%	48.3%	49.3%	48.4%
Neutral	7.6%	6.7%	5.2%	9.2%	5.6%	7.2%
Below average	2.8%	4.5%	3.3%	1.7%	2.3%	2.8%
Poor	0.9%	0.6%	1.4%	0.6%	0.0%	0.7%

Q1-4. Raleigh as a place to raise children

Excellent	47.2%	37.5%	32.8%	38.2%	37.4%	38.1%
Good	39.9%	44.4%	51.9%	42.1%	51.3%	46.3%
Neutral	7.9%	13.1%	10.1%	17.8%	10.2%	11.9%
Below average	3.9%	3.1%	3.2%	1.3%	0.5%	2.4%
Poor	1.1%	1.9%	2.1%	0.7%	0.5%	1.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-5. Raleigh as a place to retire</u>						
Excellent	23.0%	20.2%	21.4%	29.4%	38.0%	27.0%
Good	38.8%	44.8%	42.3%	48.2%	39.4%	42.6%
Neutral	27.0%	21.5%	24.9%	14.7%	17.4%	20.9%
Below average	7.2%	8.0%	7.5%	5.9%	3.8%	6.4%
Poor	3.9%	5.5%	4.0%	1.8%	1.4%	3.2%

Q1-6. Raleigh as a place to work

Excellent	41.1%	33.0%	34.6%	35.7%	36.4%	36.2%
Good	46.9%	48.3%	51.4%	48.2%	49.7%	49.3%
Neutral	7.2%	14.8%	9.6%	13.7%	12.3%	11.2%
Below average	3.8%	2.8%	2.9%	1.2%	1.5%	2.4%
Poor	1.0%	1.1%	1.4%	1.2%	0.0%	0.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-7. Raleigh as a place for young professionals</u>						
Excellent	45.7%	38.9%	37.6%	38.5%	40.9%	40.1%
Good	41.7%	43.9%	44.6%	49.7%	46.2%	45.0%
Neutral	7.5%	12.1%	12.9%	9.1%	11.7%	11.2%
Below average	3.0%	4.5%	3.2%	2.1%	0.6%	2.6%
Poor	2.0%	0.6%	1.6%	0.7%	0.6%	1.1%

Q1-8. Raleigh as a place I feel comfortable in

Excellent	42.7%	34.4%	40.1%	37.9%	36.3%	37.9%
Good	42.7%	48.9%	41.0%	49.4%	48.6%	46.0%
Neutral	9.5%	11.7%	11.8%	9.8%	10.8%	11.0%
Below average	3.8%	2.8%	3.3%	2.3%	2.4%	3.1%
Poor	1.4%	2.2%	3.8%	0.6%	1.9%	1.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-9. Overall direction City of Raleigh is taking</u>						
Excellent	22.0%	13.1%	17.5%	19.0%	14.7%	17.0%
Good	47.3%	45.7%	41.7%	41.7%	48.0%	45.2%
Neutral	21.5%	24.0%	24.8%	20.2%	26.5%	23.2%
Below average	5.9%	9.1%	9.2%	11.3%	6.4%	8.3%
Poor	3.4%	8.0%	6.8%	7.7%	4.4%	6.3%

Q1-10. Overall value you receive for your City tax dollars & fees

Excellent	13.6%	10.7%	11.3%	12.2%	18.3%	13.0%
Good	44.7%	42.1%	42.0%	44.8%	44.7%	43.7%
Neutral	26.7%	27.5%	28.8%	23.8%	21.6%	25.6%
Below average	10.7%	14.6%	11.8%	10.5%	10.6%	11.6%
Poor	4.4%	5.1%	6.1%	8.7%	4.8%	6.0%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-11. Overall image of Raleigh</u>						
Excellent	26.7%	24.0%	32.9%	31.8%	31.9%	29.2%
Good	58.1%	59.8%	50.2%	48.6%	54.9%	54.4%
Neutral	10.5%	10.1%	9.9%	11.6%	8.0%	10.0%
Below average	3.3%	3.4%	4.2%	5.8%	4.2%	4.3%
Poor	1.4%	2.8%	2.8%	2.3%	0.9%	2.0%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-1. Variety of arts & cultural programs offered in Raleigh</u>						
Excellent	23.4%	23.7%	24.1%	36.3%	29.1%	27.0%
Good	53.7%	49.7%	55.2%	50.0%	58.3%	53.6%
Neutral	13.3%	15.6%	12.3%	11.9%	10.7%	12.6%
Below average	8.0%	8.1%	7.4%	1.8%	1.5%	5.5%
Poor	1.6%	2.9%	1.0%	0.0%	0.5%	1.1%

Q2-2. Availability of arts & cultural programs in Raleigh

Excellent	22.5%	22.1%	21.8%	29.2%	28.6%	24.6%
Good	53.5%	50.6%	55.0%	51.8%	55.3%	53.7%
Neutral	15.5%	18.0%	13.9%	16.7%	13.6%	15.1%
Below average	7.0%	7.6%	7.9%	2.4%	1.9%	5.5%
Poor	1.6%	1.7%	1.5%	0.0%	0.5%	1.1%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-3. Availability of culturally diverse art & cultural programs in Raleigh</u>						
Excellent	20.8%	19.8%	16.8%	25.5%	23.9%	20.9%
Good	44.4%	46.1%	50.5%	41.4%	50.2%	47.5%
Neutral	19.7%	23.4%	23.5%	28.7%	22.9%	22.9%
Below average	10.7%	7.2%	7.1%	3.8%	3.0%	6.4%
Poor	4.5%	3.6%	2.0%	0.6%	0.0%	2.2%

Q2-4. Cost of arts & cultural programs in Raleigh

Excellent	23.6%	20.0%	14.9%	15.0%	17.6%	17.9%
Good	49.4%	43.0%	46.4%	47.7%	45.7%	45.9%
Neutral	20.7%	27.3%	30.9%	34.0%	33.5%	30.0%
Below average	2.3%	8.5%	6.7%	2.6%	2.7%	4.6%
Poor	4.0%	1.2%	1.0%	0.7%	0.5%	1.5%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-5. Quality of arts & cultural programs in Raleigh</u>						
Excellent	22.5%	19.9%	19.8%	27.6%	22.6%	22.0%
Good	53.3%	48.5%	53.5%	48.5%	53.8%	51.7%
Neutral	17.6%	24.0%	18.3%	21.5%	20.6%	20.4%
Below average	5.5%	5.3%	6.4%	1.8%	3.0%	4.6%
Poor	1.1%	2.3%	2.0%	0.6%	0.0%	1.3%

Q2-6. Availability of information about arts & cultural programs & events

Excellent	13.5%	16.6%	15.3%	16.4%	20.4%	16.4%
Good	41.6%	38.9%	44.1%	47.9%	45.3%	43.8%
Neutral	28.1%	28.6%	23.8%	24.8%	28.4%	26.7%
Below average	10.3%	10.3%	11.9%	9.7%	5.0%	9.2%
Poor	6.5%	5.7%	5.0%	1.2%	1.0%	3.9%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-7. Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheater, Walnut Creek Amphitheatre)</u>						
Excellent	37.4%	36.2%	29.1%	32.1%	33.8%	33.1%
Good	48.0%	40.7%	47.3%	50.6%	51.2%	47.9%
Neutral	11.1%	18.6%	15.8%	13.7%	12.4%	14.4%
Below average	3.0%	3.4%	4.4%	3.6%	2.5%	3.6%
Poor	0.5%	1.1%	3.4%	0.0%	0.0%	1.0%

Q3. Which TWO items from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q3. Sum of top 2 choices</u>						
Variety of arts & cultural programs offered in Raleigh	26.5%	20.4%	25.4%	21.1%	23.5%	23.1%
Availability of arts & cultural programs in Raleigh	19.0%	22.1%	19.2%	19.4%	22.6%	20.7%
Availability of culturally diverse art & cultural programs in Raleigh	38.9%	29.3%	23.5%	25.1%	21.2%	27.3%
Cost of arts & cultural programs in Raleigh	23.7%	27.6%	33.3%	36.0%	28.1%	29.6%
Quality of arts & cultural programs in Raleigh	14.7%	20.4%	18.3%	18.3%	14.7%	17.7%
Availability of information about arts & cultural programs & events	39.3%	31.5%	31.9%	32.0%	31.8%	33.2%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	22.7%	33.1%	30.0%	30.9%	23.0%	27.7%
None chosen	7.1%	6.6%	7.5%	7.4%	15.2%	9.0%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036

Q27. Your age

Total

	18-34	35-44	45-54	55-64	65+	
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Q4-1. The local economy

Excellent	18.7%	15.3%	16.7%	15.7%	15.9%	16.2%
Good	58.9%	62.5%	51.0%	64.0%	63.5%	59.8%
Neutral	16.7%	13.1%	20.5%	14.5%	17.8%	17.1%
Below average	5.3%	8.0%	8.6%	3.5%	1.9%	5.2%
Poor	0.5%	1.1%	3.3%	2.3%	1.0%	1.6%

Q4-2. Development review services

Excellent	10.7%	9.0%	2.7%	4.2%	7.2%	6.3%
Good	25.9%	36.9%	32.0%	36.4%	32.9%	33.0%
Neutral	43.8%	30.3%	40.0%	44.1%	46.1%	40.7%
Below average	14.3%	14.8%	17.3%	8.5%	7.2%	12.9%
Poor	5.4%	9.0%	8.0%	6.8%	6.6%	7.0%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-3. Permitting services</u>						
Excellent	8.2%	3.2%	3.4%	2.6%	4.9%	4.2%
Good	24.5%	32.0%	30.3%	31.0%	34.3%	30.8%
Neutral	46.4%	36.8%	44.8%	45.7%	46.2%	44.0%
Below average	11.8%	20.0%	11.7%	16.4%	8.4%	13.7%
Poor	9.1%	8.0%	9.7%	4.3%	6.3%	7.4%

Q4-4. Inspection services

Excellent	6.0%	6.9%	4.0%	3.4%	3.9%	4.6%
Good	32.8%	36.2%	30.9%	30.3%	36.2%	33.5%
Neutral	40.5%	35.4%	45.6%	47.1%	50.0%	44.0%
Below average	12.9%	17.7%	12.1%	16.8%	4.6%	12.5%
Poor	7.8%	3.8%	7.4%	2.5%	5.3%	5.3%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-5. Availability of job opportunities that match my skills</u>						
Excellent	23.1%	17.4%	17.9%	17.0%	17.8%	18.3%
Good	45.7%	46.7%	47.2%	44.4%	38.8%	45.3%
Neutral	20.1%	24.0%	22.1%	28.8%	34.9%	25.5%
Below average	8.5%	7.2%	9.2%	5.9%	7.9%	7.7%
Poor	2.5%	4.8%	3.6%	3.9%	0.7%	3.1%

Q4-6. City's efforts to promote & assist small, minority, & women-owned businesses

Excellent	8.7%	14.6%	6.7%	5.1%	6.9%	8.4%
Good	19.0%	28.5%	26.8%	27.1%	30.6%	26.7%
Neutral	42.1%	28.5%	37.6%	51.7%	44.4%	40.6%
Below average	18.3%	20.0%	22.1%	11.9%	13.2%	17.3%
Poor	11.9%	8.5%	6.7%	4.2%	4.9%	6.9%

Q5. Which TWO items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q5. Sum of top 2 choices</u>						
Local economy	55.9%	58.0%	65.3%	62.3%	53.9%	59.1%
Development review services	16.6%	19.3%	14.6%	17.7%	18.9%	17.7%
Permitting services	7.6%	13.8%	11.7%	10.3%	11.1%	10.8%
Inspection services	3.3%	9.9%	9.9%	13.1%	12.9%	9.6%
Availability of job opportunities that match my skills	34.6%	35.9%	29.1%	24.0%	20.3%	28.4%
City's efforts to promote & assist small, minority, & women-owned businesses	63.5%	46.4%	49.3%	54.3%	49.8%	52.0%
None chosen	7.1%	5.5%	8.9%	8.0%	14.7%	9.5%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-1. How well City of Raleigh is managing growth</u>						
Excellent	8.2%	4.0%	3.4%	7.1%	8.1%	6.1%
Good	39.4%	40.9%	42.0%	40.0%	46.0%	41.6%
Neutral	26.4%	22.7%	22.7%	23.5%	25.6%	24.3%
Below average	18.8%	21.6%	20.3%	20.6%	11.4%	18.2%
Poor	7.2%	10.8%	11.6%	8.8%	9.0%	9.8%

Q6-2. Overall quality of new development in Raleigh

Excellent	14.3%	10.4%	9.9%	7.8%	12.2%	10.8%
Good	45.8%	49.7%	42.1%	49.4%	50.3%	47.1%
Neutral	26.1%	20.2%	26.7%	26.5%	24.4%	25.1%
Below average	9.4%	11.6%	13.4%	11.4%	9.1%	11.1%
Poor	4.4%	8.1%	7.9%	4.8%	4.1%	5.8%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-3. Overall quality of water utilities</u>						
Excellent	27.0%	14.9%	18.8%	13.8%	25.2%	20.1%
Good	48.5%	52.9%	48.3%	57.5%	57.6%	52.7%
Neutral	18.0%	20.1%	20.3%	21.6%	11.9%	18.4%
Below average	3.5%	6.9%	8.7%	4.8%	4.3%	5.8%
Poor	3.0%	5.2%	3.9%	2.4%	1.0%	3.0%

Q6-4. Quality of drinking water provided by Raleigh Water (Public Utilities)

Excellent	29.3%	20.8%	23.9%	23.0%	31.7%	25.9%
Good	49.3%	51.1%	47.8%	55.7%	55.8%	51.6%
Neutral	14.6%	17.4%	17.1%	13.8%	9.6%	14.7%
Below average	3.9%	6.2%	6.3%	5.2%	1.4%	4.5%
Poor	2.9%	4.5%	4.9%	2.3%	1.4%	3.4%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-5. Wastewater services provided by Raleigh Water (Public Utilities)</u>						
Excellent	30.6%	17.5%	23.1%	14.3%	25.5%	22.5%
Good	48.5%	53.8%	47.7%	59.0%	53.4%	52.0%
Neutral	16.3%	17.0%	18.1%	18.0%	17.2%	17.7%
Below average	3.6%	7.0%	5.5%	8.1%	2.5%	5.1%
Poor	1.0%	4.7%	5.5%	0.6%	1.5%	2.8%

Q6-6. Overall management of public stormwater runoff/drainage/flood control

Excellent	18.9%	8.7%	10.3%	8.2%	13.0%	11.8%
Good	37.8%	43.9%	38.5%	44.3%	48.0%	42.3%
Neutral	23.0%	26.0%	30.3%	19.6%	23.5%	24.8%
Below average	15.3%	13.9%	13.8%	20.3%	11.5%	14.5%
Poor	5.1%	7.5%	7.2%	7.6%	4.0%	6.6%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-7. City's overall effort to protect natural resources & environment</u>						
Excellent	12.7%	14.4%	9.1%	10.6%	15.2%	12.4%
Good	42.3%	43.7%	47.2%	48.8%	50.8%	46.2%
Neutral	28.6%	25.7%	24.4%	19.4%	23.4%	24.5%
Below average	10.6%	9.6%	12.7%	14.4%	6.6%	10.8%
Poor	5.8%	6.6%	6.6%	6.9%	4.1%	6.1%

Q6-8. City's efforts in protecting & improving water quality in local streams & lakes

Excellent	15.2%	11.3%	7.1%	8.1%	12.6%	10.8%
Good	33.3%	39.1%	40.7%	49.7%	46.9%	41.7%
Neutral	35.8%	32.5%	30.2%	23.5%	27.4%	29.9%
Below average	11.5%	12.6%	15.9%	13.4%	9.7%	12.8%
Poor	4.2%	4.6%	6.0%	5.4%	3.4%	4.9%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-9. Residential garbage collection services</u>						
Excellent	32.1%	29.2%	30.1%	27.7%	36.5%	31.2%
Good	45.9%	50.6%	49.3%	52.0%	50.2%	49.6%
Neutral	13.9%	8.4%	11.5%	13.3%	9.5%	11.2%
Below average	5.3%	7.9%	6.7%	6.4%	2.8%	5.8%
Poor	2.9%	3.9%	2.4%	0.6%	0.9%	2.3%

Q6-10. Residential curbside recycling services

Excellent	31.3%	30.0%	27.0%	27.3%	36.0%	30.3%
Good	44.7%	47.2%	45.5%	50.0%	47.4%	47.0%
Neutral	14.4%	10.6%	13.3%	14.0%	13.7%	13.1%
Below average	7.7%	8.3%	10.4%	8.1%	1.4%	7.1%
Poor	1.9%	3.9%	3.8%	0.6%	1.4%	2.5%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-11. Residential yard waste collection services</u>						
Excellent	20.9%	18.5%	19.3%	20.1%	23.2%	20.1%
Good	35.8%	43.5%	34.7%	37.9%	44.0%	39.4%
Neutral	21.4%	16.1%	22.8%	21.3%	18.4%	19.9%
Below average	16.6%	13.7%	15.8%	14.2%	10.6%	14.1%
Poor	5.3%	8.3%	7.4%	6.5%	3.9%	6.5%

Q6-12. Bulky item pick-up/removal services

Excellent	17.7%	18.9%	14.1%	20.3%	18.8%	17.4%
Good	31.7%	32.9%	34.7%	37.1%	34.7%	34.5%
Neutral	29.3%	23.1%	25.3%	23.8%	34.1%	27.4%
Below average	14.0%	10.5%	21.2%	14.0%	8.8%	13.7%
Poor	7.3%	14.7%	4.7%	4.9%	3.5%	7.0%

Q7. Which THREE items from the list in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7. Sum of top 3 choices</u>						
How well City of Raleigh is managing growth	62.1%	61.9%	58.2%	60.0%	58.5%	59.7%
Overall quality of new development in Raleigh	39.3%	44.2%	44.1%	40.0%	41.5%	41.4%
Overall quality of water utilities	9.5%	16.0%	14.1%	12.6%	13.4%	12.9%
Quality of drinking water provided by Raleigh Water (Public Utilities)	21.3%	26.5%	24.4%	21.7%	18.9%	22.8%
Wastewater services provided by Raleigh Water (Public Utilities)	6.2%	3.3%	4.2%	5.1%	5.1%	4.9%
Overall management of public stormwater runoff/drainage/flood control	22.3%	23.2%	20.7%	25.1%	25.8%	23.7%
City's overall effort to protect natural resources & environment	51.2%	39.2%	38.5%	37.1%	33.2%	39.9%

Q7. Which THREE items from the list in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7. Sum of top 3 choices (cont.)</u>						
City's efforts in protecting & improving water quality in local streams & lakes	31.8%	21.5%	27.7%	26.3%	21.7%	25.4%
Residential garbage collection services	7.6%	7.2%	8.0%	12.0%	2.8%	7.4%
Residential curbside recycling services	7.1%	7.2%	8.5%	4.0%	4.6%	6.7%
Residential yard waste collection services	12.3%	16.0%	16.0%	17.1%	15.2%	15.4%
Bulky item pick-up/removal services	9.0%	18.2%	12.2%	12.6%	12.4%	12.7%
None chosen	5.2%	3.3%	5.2%	5.1%	11.5%	6.3%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q8-1. Your familiarity with City of Raleigh's plans for development & growth</u>						
Very familiar	7.8%	11.0%	7.5%	8.9%	4.5%	8.1%
Somewhat familiar	31.4%	41.6%	36.8%	34.8%	35.5%	36.2%
Slightly familiar	37.3%	27.7%	35.3%	37.3%	38.0%	34.9%
Not at all familiar	23.5%	19.7%	20.4%	19.0%	22.0%	20.8%

Q8-2. Your familiarity with City of Raleigh's volunteer opportunities

Very familiar	7.4%	10.5%	5.6%	10.2%	7.5%	8.4%
Somewhat familiar	17.2%	25.0%	28.9%	29.3%	27.5%	25.8%
Slightly familiar	28.9%	26.2%	32.0%	35.7%	34.5%	31.5%
Not at all familiar	46.6%	38.4%	33.5%	24.8%	30.5%	34.3%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q8-3. Your familiarity with City of Raleigh's fire prevention/education services</u>						
Very familiar	6.4%	9.5%	4.2%	10.2%	5.4%	7.4%
Somewhat familiar	16.3%	19.5%	24.0%	21.7%	34.5%	23.6%
Slightly familiar	18.2%	27.8%	31.3%	31.2%	25.1%	26.5%
Not at all familiar	59.1%	43.2%	40.6%	36.9%	35.0%	42.5%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-1. Overall quality of services provided by City of Raleigh</u>						
Excellent	13.5%	13.0%	8.6%	14.0%	18.0%	13.3%
Good	64.0%	59.9%	62.7%	54.1%	62.1%	60.6%
Neutral	19.5%	19.8%	21.1%	25.0%	15.5%	19.9%
Below average	3.0%	4.5%	4.3%	6.4%	3.9%	4.7%
Poor	0.0%	2.8%	3.3%	0.6%	0.5%	1.5%

Q9-2. Quality of customer service you receive from City employees

Excellent	21.7%	16.4%	11.6%	17.3%	21.8%	17.9%
Good	41.3%	50.9%	49.0%	51.2%	51.3%	48.1%
Neutral	26.6%	22.6%	27.8%	21.6%	21.3%	23.9%
Below average	7.1%	7.5%	7.1%	6.8%	4.1%	7.1%
Poor	3.3%	2.5%	4.5%	3.1%	1.5%	3.1%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-3. Overall knowledge of City employees</u>						
Excellent	14.2%	11.0%	6.2%	12.8%	10.9%	11.0%
Good	38.5%	46.9%	45.2%	31.8%	34.5%	39.1%
Neutral	32.5%	31.7%	36.7%	45.3%	40.8%	37.3%
Below average	10.1%	7.6%	6.8%	8.1%	9.2%	8.5%
Poor	4.7%	2.8%	5.1%	2.0%	4.6%	4.1%

Q9-4. Effectiveness of City communication with the public

Excellent	10.8%	11.0%	6.7%	8.8%	9.5%	9.2%
Good	42.6%	44.5%	40.4%	35.9%	44.0%	41.3%
Neutral	28.9%	26.0%	36.5%	37.1%	32.0%	32.4%
Below average	10.8%	10.4%	11.1%	14.1%	11.5%	11.4%
Poor	6.9%	8.1%	5.3%	4.1%	3.0%	5.7%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-5. The job Raleigh government does at welcoming community member involvement</u>						
Excellent	7.6%	7.9%	4.6%	6.2%	6.5%	6.7%
Good	28.0%	35.1%	28.3%	21.5%	32.5%	29.1%
Neutral	40.8%	35.8%	43.9%	53.8%	44.8%	43.5%
Below average	16.6%	9.3%	15.0%	12.3%	13.6%	13.5%
Poor	7.0%	11.9%	8.1%	6.2%	2.6%	7.3%

Q9-6. Your ability to access information you need about City of Raleigh

Excellent	15.2%	16.9%	10.2%	13.3%	14.0%	13.8%
Good	46.1%	44.6%	44.4%	41.0%	46.5%	44.3%
Neutral	23.5%	23.7%	29.8%	31.9%	27.0%	27.1%
Below average	9.3%	8.5%	9.8%	10.8%	10.0%	9.7%
Poor	5.9%	6.2%	5.9%	3.0%	2.5%	5.1%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Excellent	9.4%	10.7%	6.5%	7.8%	10.3%	8.8%
Good	37.2%	45.3%	40.0%	34.6%	45.1%	40.2%
Neutral	32.8%	30.7%	37.8%	45.8%	36.6%	36.6%
Below average	14.4%	6.7%	7.6%	11.1%	6.9%	9.6%
Poor	6.1%	6.7%	8.1%	0.7%	1.1%	4.8%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-8. Water & wastewater customer service</u>						
Excellent	23.0%	15.6%	15.1%	12.7%	20.8%	17.9%
Good	45.3%	49.2%	44.7%	44.8%	49.7%	46.5%
Neutral	27.7%	25.4%	30.9%	33.6%	24.9%	27.9%
Below average	2.7%	5.7%	2.6%	5.2%	3.5%	4.0%
Poor	1.4%	4.1%	6.6%	3.7%	1.2%	3.7%

Q9-9. Stormwater customer service

Excellent	21.2%	9.1%	13.5%	9.6%	17.9%	14.4%
Good	38.1%	45.5%	32.3%	37.4%	39.7%	38.5%
Neutral	35.4%	30.9%	40.6%	41.7%	34.4%	36.2%
Below average	2.7%	8.2%	3.8%	7.0%	6.6%	5.5%
Poor	2.7%	6.4%	9.8%	4.3%	1.3%	5.4%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-10. Solid waste customer service</u>						
Excellent	23.2%	20.3%	20.6%	14.2%	20.0%	19.3%
Good	45.1%	39.9%	41.2%	47.8%	52.0%	45.4%
Neutral	22.5%	26.1%	26.1%	23.1%	21.7%	24.4%
Below average	7.7%	8.7%	6.7%	11.9%	4.0%	7.4%
Poor	1.4%	5.1%	5.5%	3.0%	2.3%	3.6%

Q9-11. Development Services customer service

Excellent	12.7%	8.8%	7.5%	7.0%	14.0%	10.0%
Good	32.4%	35.3%	30.0%	36.0%	38.0%	34.3%
Neutral	45.1%	40.2%	45.8%	46.0%	36.4%	42.3%
Below average	5.9%	11.8%	10.8%	7.0%	8.3%	9.0%
Poor	3.9%	3.9%	5.8%	4.0%	3.3%	4.4%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-12. Parks, Recreation, & Cultural Resources customer service</u>						
Excellent	32.5%	25.9%	17.2%	18.6%	19.1%	22.5%
Good	41.7%	46.9%	46.6%	50.0%	54.5%	48.1%
Neutral	17.9%	21.7%	27.0%	27.9%	23.0%	23.5%
Below average	6.0%	1.4%	5.5%	2.9%	2.8%	3.7%
Poor	2.0%	4.2%	3.7%	0.7%	0.6%	2.2%

Q9-13. City Utility Billing & Payment (Customer Care & Billing) customer service

Excellent	23.3%	16.1%	16.9%	14.9%	22.3%	18.9%
Good	48.5%	54.7%	49.4%	52.0%	54.3%	51.5%
Neutral	20.2%	19.0%	24.4%	23.6%	17.6%	20.9%
Below average	6.1%	5.1%	3.5%	6.1%	3.7%	5.0%
Poor	1.8%	5.1%	5.8%	3.4%	2.1%	3.8%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-14. Contacting City of Raleigh employees</u>						
Excellent	13.9%	9.2%	11.5%	8.6%	14.3%	11.3%
Good	42.4%	45.8%	36.2%	44.6%	41.1%	42.1%
Neutral	31.0%	28.9%	36.8%	30.9%	29.7%	31.1%
Below average	7.0%	8.5%	9.2%	7.9%	10.9%	8.9%
Poor	5.7%	7.7%	6.3%	7.9%	4.0%	6.6%

Q9-15. Making a service request

Excellent	20.0%	16.1%	11.4%	8.1%	12.4%	13.2%
Good	38.7%	40.1%	40.7%	46.7%	44.1%	42.4%
Neutral	23.3%	29.2%	33.5%	32.6%	29.4%	29.5%
Below average	11.3%	8.8%	7.2%	8.1%	9.4%	9.0%
Poor	6.7%	5.8%	7.2%	4.4%	4.7%	5.9%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-16. Locating information on City's website</u>						
Excellent	13.6%	11.4%	11.1%	14.2%	12.8%	12.6%
Good	47.7%	47.6%	46.0%	42.0%	48.9%	46.2%
Neutral	20.1%	24.1%	28.8%	25.3%	26.1%	24.9%
Below average	11.6%	11.4%	9.6%	14.2%	9.6%	11.1%
Poor	7.0%	5.4%	4.5%	4.3%	2.7%	5.2%

Q9-17. Paying City utility bill

Excellent	32.5%	35.7%	26.0%	25.3%	33.2%	30.3%
Good	53.8%	49.1%	54.5%	51.2%	48.3%	51.1%
Neutral	9.6%	11.7%	14.5%	20.4%	15.6%	14.8%
Below average	3.0%	1.8%	4.5%	1.2%	2.0%	2.5%
Poor	1.0%	1.8%	0.5%	1.9%	1.0%	1.3%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-18. Paying fees for parks & recreation programs</u>						
Excellent	26.2%	23.6%	13.6%	15.6%	14.8%	18.6%
Good	47.7%	47.2%	46.3%	43.4%	43.0%	45.3%
Neutral	17.4%	22.2%	32.0%	36.1%	38.9%	29.4%
Below average	5.4%	4.2%	4.1%	4.1%	2.7%	3.9%
Poor	3.4%	2.8%	4.1%	0.8%	0.7%	2.7%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q10. Sum of top 3 choices</u>						
Overall quality of services provided by City of Raleigh	38.9%	42.0%	44.6%	35.4%	30.9%	38.4%
Quality of customer service you receive from City employees	12.8%	22.1%	19.7%	16.0%	16.1%	17.3%
Overall knowledge of City employees	12.8%	9.9%	12.2%	7.4%	10.6%	11.0%
Effectiveness of City communication with the public	40.3%	37.0%	36.2%	37.1%	35.9%	37.0%
The job Raleigh government does at welcoming community member involvement	26.5%	22.1%	18.8%	21.7%	15.7%	20.5%
Your ability to access the information you need about City of Raleigh	28.0%	23.2%	21.1%	24.6%	24.4%	23.8%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q10. Sum of top 3 choices (cont.)</u>						
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	37.0%	30.4%	25.4%	22.9%	17.5%	26.4%
Water & wastewater customer service	2.8%	3.9%	6.1%	6.3%	6.0%	5.2%
Stormwater customer service	1.9%	3.3%	5.2%	4.6%	6.0%	4.4%
Solid waste customer service	3.8%	8.3%	6.6%	5.1%	5.5%	6.2%
Development Services customer service	4.3%	6.1%	5.6%	6.9%	4.1%	5.4%
Parks, Recreation, & Cultural Resources customer service	8.5%	9.4%	8.0%	8.0%	6.0%	7.7%
City Utility Billing & Payment (Customer Care & Billing) customer service	3.3%	3.3%	4.7%	3.4%	3.2%	3.8%
Contacting City of Raleigh employees	4.7%	8.3%	8.9%	11.4%	8.3%	8.3%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q10. Sum of top 3 choices (cont.)</u>						
Making a service request	8.1%	11.6%	9.4%	9.1%	11.1%	9.8%
Locating information on City's website	19.0%	21.0%	11.7%	15.4%	12.4%	15.6%
Paying City utility bill	1.4%	2.8%	3.3%	1.1%	5.1%	2.9%
Paying fees for parks & recreation programs	3.3%	5.5%	4.2%	5.7%	8.3%	5.3%
None chosen	11.4%	7.7%	12.7%	16.0%	20.3%	13.9%

Q11. What are your THREE preferred sources for receiving information about the City of Raleigh?

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q11. Your preferred sources for receiving information about City of Raleigh</u>						
City website	80.1%	79.0%	73.7%	77.1%	65.9%	74.9%
Nextdoor	29.4%	33.1%	34.3%	31.4%	32.3%	32.1%
RTN (City's cable station)	0.5%	3.3%	3.8%	4.6%	6.0%	3.6%
City social media sites (Twitter, Facebook, Instagram)	46.4%	33.1%	23.5%	18.9%	9.2%	25.5%
Local television	41.2%	52.5%	55.4%	74.9%	72.4%	59.4%
Local newspaper	12.3%	9.9%	18.3%	22.9%	41.0%	21.4%
Radio	13.7%	18.2%	22.1%	14.9%	15.2%	16.8%
Email subscriptions	45.5%	35.4%	38.0%	25.1%	21.7%	33.0%
Other	10.0%	7.7%	8.0%	6.9%	3.7%	7.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-1. Quality of police services</u>						
Excellent	16.0%	25.1%	24.6%	28.1%	30.8%	24.9%
Good	45.7%	49.1%	47.2%	49.4%	54.9%	49.6%
Neutral	20.2%	17.4%	17.4%	16.9%	10.3%	16.2%
Below average	8.0%	4.2%	4.6%	3.8%	3.1%	4.7%
Poor	10.1%	4.2%	6.2%	1.9%	1.0%	4.7%

Q12-2. Response time for police services

Excellent	17.9%	19.1%	22.6%	26.5%	30.7%	23.2%
Good	43.7%	46.6%	41.1%	49.2%	42.7%	45.0%
Neutral	20.5%	23.7%	23.2%	17.4%	19.3%	21.0%
Below average	10.6%	7.6%	6.5%	4.5%	6.7%	6.9%
Poor	7.3%	3.1%	6.5%	2.3%	0.7%	3.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-3. Overall police relationship with your community</u>						
Excellent	12.7%	21.4%	18.8%	28.0%	23.8%	20.8%
Good	38.7%	43.4%	42.7%	38.0%	49.7%	43.0%
Neutral	21.5%	20.8%	24.0%	26.0%	21.7%	22.5%
Below average	11.6%	8.2%	6.3%	7.3%	3.7%	7.3%
Poor	15.5%	6.3%	8.3%	0.7%	1.1%	6.4%

Q12-4. Quality of fire services

Excellent	38.0%	33.8%	44.6%	42.6%	45.0%	41.9%
Good	48.2%	53.8%	41.8%	44.7%	46.8%	46.4%
Neutral	13.1%	9.0%	13.0%	12.1%	8.2%	10.7%
Below average	0.7%	2.1%	0.0%	0.7%	0.0%	0.6%
Poor	0.0%	1.4%	0.5%	0.0%	0.0%	0.4%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-5. Response time for fire services</u>						
Excellent	46.3%	37.6%	46.0%	45.4%	54.3%	46.6%
Good	33.1%	45.3%	39.3%	45.4%	37.1%	39.8%
Neutral	19.8%	13.7%	13.5%	9.2%	8.6%	12.6%
Below average	0.8%	1.7%	0.6%	0.0%	0.0%	0.6%
Poor	0.0%	1.7%	0.6%	0.0%	0.0%	0.4%

Q12-6. Overall quality of service provided by 9-1-1 operators

Excellent	30.2%	28.6%	39.9%	33.9%	39.2%	34.5%
Good	45.7%	52.9%	37.3%	44.9%	43.0%	45.1%
Neutral	20.2%	14.3%	17.6%	19.5%	16.5%	17.3%
Below average	1.6%	2.5%	3.9%	1.7%	0.6%	2.0%
Poor	2.3%	1.7%	1.3%	0.0%	0.6%	1.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-7. Enforcement of City codes & ordinances</u>						
Excellent	13.6%	8.6%	9.8%	7.4%	11.4%	10.1%
Good	34.3%	41.4%	37.4%	38.8%	37.3%	37.7%
Neutral	34.3%	36.7%	35.6%	33.1%	34.8%	35.0%
Below average	10.0%	7.8%	9.2%	15.7%	10.1%	10.3%
Poor	7.9%	5.5%	8.0%	5.0%	6.3%	6.9%

Q12-8. Enforcement of junk & debris cleanup on private property

Excellent	9.0%	4.8%	6.8%	5.1%	8.6%	7.2%
Good	29.1%	32.5%	24.7%	26.5%	25.9%	27.1%
Neutral	31.3%	34.9%	38.3%	35.9%	38.8%	35.6%
Below average	16.4%	15.9%	20.4%	26.5%	20.1%	20.1%
Poor	14.2%	11.9%	9.9%	6.0%	6.5%	9.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-9. Overall cleanliness of Raleigh</u>						
Excellent	14.9%	10.1%	9.9%	8.1%	13.0%	11.3%
Good	48.6%	53.1%	48.6%	55.2%	53.4%	51.4%
Neutral	21.6%	24.0%	20.3%	18.0%	20.7%	21.3%
Below average	13.5%	7.8%	14.6%	16.9%	11.5%	12.7%
Poor	1.4%	5.0%	6.6%	1.7%	1.4%	3.3%

Q12-10. Cleanliness of Downtown Raleigh

Excellent	12.4%	11.3%	8.5%	7.4%	15.6%	11.3%
Good	49.3%	50.8%	46.8%	52.5%	49.5%	49.5%
Neutral	22.5%	22.0%	25.4%	22.8%	27.1%	23.9%
Below average	11.5%	9.0%	13.4%	13.6%	5.2%	10.6%
Poor	4.3%	6.8%	6.0%	3.7%	2.6%	4.8%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-11. Cleanliness of your neighborhood</u>						
Excellent	25.7%	24.4%	27.4%	27.4%	34.4%	27.8%
Good	47.6%	51.1%	44.8%	51.4%	51.4%	49.3%
Neutral	12.9%	13.9%	13.7%	9.7%	10.8%	12.4%
Below average	11.0%	7.8%	9.4%	9.1%	2.4%	7.8%
Poor	2.9%	2.8%	4.7%	2.3%	0.9%	2.7%

Q12-12. Cleanliness of City parks

Excellent	23.0%	26.0%	17.8%	23.6%	28.5%	23.1%
Good	54.4%	53.7%	58.4%	51.5%	56.5%	55.7%
Neutral	16.2%	14.1%	15.2%	21.2%	12.4%	15.4%
Below average	5.9%	4.0%	4.1%	3.0%	2.6%	4.0%
Poor	0.5%	2.3%	4.6%	0.6%	0.0%	1.7%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-13. Cleanliness of City greenways</u>						
Excellent	23.7%	25.5%	18.8%	22.0%	30.0%	23.4%
Good	54.5%	50.9%	50.0%	49.1%	47.8%	51.1%
Neutral	13.6%	16.4%	18.8%	20.1%	18.3%	17.2%
Below average	7.1%	4.8%	5.4%	8.2%	2.8%	5.8%
Poor	1.0%	2.4%	7.0%	0.6%	1.1%	2.5%

Q12-14. Impact of changes being made in & around your neighborhood

Excellent	9.4%	7.0%	6.8%	5.2%	14.5%	8.5%
Good	35.0%	42.4%	33.2%	34.4%	33.0%	35.3%
Neutral	40.0%	36.7%	35.3%	39.6%	37.4%	37.9%
Below average	10.0%	7.0%	17.4%	13.6%	7.8%	11.2%
Poor	5.6%	7.0%	7.4%	7.1%	7.3%	7.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-15. New construction's compatibility with existing neighborhood building patterns</u>						
Excellent	7.2%	4.9%	4.2%	4.5%	7.8%	5.7%
Good	31.7%	31.5%	28.9%	26.3%	29.6%	29.5%
Neutral	30.6%	34.6%	31.1%	35.3%	34.6%	33.4%
Below average	17.2%	15.4%	24.2%	18.6%	15.6%	18.0%
Poor	13.3%	13.6%	11.6%	15.4%	12.3%	13.4%

Q12-16. Variety of housing options

Excellent	11.7%	11.2%	8.2%	7.1%	11.0%	9.8%
Good	33.0%	34.3%	36.2%	33.3%	34.1%	34.7%
Neutral	23.9%	27.2%	23.0%	31.4%	32.4%	27.3%
Below average	18.3%	14.2%	22.4%	19.2%	13.7%	17.3%
Poor	13.2%	13.0%	10.2%	9.0%	8.8%	10.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-17. Availability of affordable housing</u>						
Excellent	5.8%	8.4%	5.5%	5.3%	8.4%	6.4%
Good	14.5%	18.8%	19.9%	14.7%	18.1%	17.4%
Neutral	22.1%	22.1%	27.1%	29.3%	33.7%	27.1%
Below average	34.3%	22.1%	28.2%	30.0%	24.7%	27.8%
Poor	23.3%	28.6%	19.3%	20.7%	15.1%	21.3%

Q12-18. Neighborliness of residents

Excellent	22.7%	14.0%	14.4%	16.0%	24.1%	18.4%
Good	42.4%	45.9%	48.3%	43.8%	46.8%	45.3%
Neutral	24.1%	30.8%	21.1%	29.6%	24.1%	25.8%
Below average	4.9%	5.8%	11.5%	8.9%	3.4%	6.9%
Poor	5.9%	3.5%	4.8%	1.8%	1.5%	3.6%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-19. Openness & acceptance of the community towards people of diverse backgrounds</u>						
Excellent	14.1%	18.8%	13.5%	14.8%	18.6%	15.8%
Good	46.7%	41.2%	40.6%	47.5%	44.3%	43.9%
Neutral	24.6%	22.4%	32.4%	24.1%	27.8%	27.0%
Below average	10.6%	11.8%	8.7%	10.5%	8.2%	9.5%
Poor	4.0%	5.9%	4.8%	3.1%	1.0%	3.8%

Q12-20. Your neighborhood's ability to support a healthy & active lifestyle

Excellent	27.3%	26.7%	22.7%	23.1%	30.8%	25.9%
Good	47.3%	46.0%	47.8%	50.3%	52.9%	49.6%
Neutral	13.7%	18.2%	17.4%	19.1%	13.9%	15.9%
Below average	7.3%	4.5%	7.2%	6.4%	1.9%	5.3%
Poor	4.4%	4.5%	4.8%	1.2%	0.5%	3.4%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-21. Your access to City parks, greenways, & community centers</u>						
Excellent	42.2%	37.4%	31.9%	38.4%	36.7%	36.8%
Good	39.2%	45.8%	50.0%	51.2%	51.7%	47.9%
Neutral	14.7%	11.7%	11.0%	7.6%	10.1%	11.1%
Below average	3.4%	2.2%	5.7%	1.7%	1.4%	3.0%
Poor	0.5%	2.8%	1.4%	1.2%	0.0%	1.2%

Q12-22. Overall quality of parks & recreation programs & services

Excellent	35.0%	31.2%	22.1%	30.5%	29.4%	29.4%
Good	46.5%	50.0%	55.4%	53.3%	56.9%	52.5%
Neutral	15.5%	13.5%	16.9%	12.0%	13.2%	14.4%
Below average	2.0%	3.5%	4.1%	3.0%	0.5%	2.6%
Poor	1.0%	1.8%	1.5%	1.2%	0.0%	1.0%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q13. Sum of top 3 choices</u>						
Quality of police services	20.9%	27.6%	24.4%	20.6%	27.2%	23.9%
Response time for police services	10.0%	9.4%	10.8%	8.0%	7.4%	8.9%
Overall police relationship with your community	31.3%	21.0%	25.8%	20.6%	23.0%	24.1%
Quality of fire services	2.8%	4.4%	1.9%	6.3%	9.2%	5.0%
Response time for fire services	2.4%	1.7%	2.8%	2.9%	1.8%	2.4%
Overall quality of service provided by 9-1-1 operators	1.4%	3.9%	4.7%	1.7%	4.6%	3.4%
Enforcement of City codes & ordinances	5.2%	14.9%	14.6%	12.6%	18.9%	13.5%
Enforcement of junk & debris cleanup on private property	6.2%	13.8%	15.5%	16.0%	16.1%	14.0%
Overall cleanliness of Raleigh	20.9%	21.5%	24.4%	20.6%	19.4%	21.0%
Cleanliness of downtown Raleigh	9.0%	13.8%	6.1%	13.1%	8.3%	9.7%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q13. Sum of top 3 choice (cont.)</u>						
Cleanliness of your neighborhood	5.7%	4.4%	8.9%	4.6%	1.4%	4.9%
Cleanliness of City parks	3.8%	3.9%	3.3%	3.4%	2.8%	3.4%
Cleanliness of City greenways	5.7%	7.2%	7.5%	5.1%	3.2%	5.8%
Impact of changes being made in & around your neighborhood	11.8%	13.3%	14.6%	18.9%	18.4%	15.6%
New construction's compatibility with existing neighborhood building patterns	15.6%	21.5%	23.0%	26.3%	16.6%	20.1%
Variety of housing options	20.9%	16.0%	14.1%	20.0%	18.9%	17.9%
Availability of affordable housing	46.0%	33.7%	33.3%	35.4%	24.4%	34.2%
Neighborliness of residents	3.3%	8.3%	2.3%	4.0%	2.3%	4.0%
Openness & acceptance of the community towards people of diverse backgrounds	19.0%	12.7%	11.7%	8.0%	10.1%	12.5%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

Q27. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q13. Sum of top 3 choices (cont.)

Your neighborhood's ability to support a healthy & active lifestyle	6.6%	7.7%	5.2%	3.4%	1.8%	5.0%
Your access to City parks, greenways, & community centers	11.8%	8.3%	6.6%	2.3%	3.7%	6.5%
Overall quality of parks & recreation programs & services	12.3%	7.7%	5.6%	6.3%	5.5%	7.4%
None chosen	7.6%	5.5%	8.9%	9.1%	16.1%	9.9%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-1. In Raleigh overall</u>						
Very safe	29.2%	31.7%	25.8%	13.8%	22.4%	24.5%
Safe	55.5%	52.8%	56.8%	63.2%	62.4%	58.1%
Neutral	11.0%	10.6%	9.9%	17.2%	11.0%	12.0%
Unsafe	3.3%	4.4%	5.6%	5.2%	3.3%	4.4%
Very unsafe	1.0%	0.6%	1.9%	0.6%	1.0%	1.0%

Q14-2. In City parks & greenways

Very safe	21.6%	18.0%	18.5%	8.1%	13.4%	15.9%
Safe	51.0%	53.4%	50.5%	54.4%	58.2%	53.2%
Neutral	22.6%	20.8%	19.0%	25.0%	21.6%	22.1%
Unsafe	4.8%	6.2%	10.0%	11.3%	5.7%	7.7%
Very unsafe	0.0%	1.7%	2.0%	1.3%	1.0%	1.1%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-3. In Downtown Raleigh during the day</u>						
Very safe	38.8%	36.0%	34.0%	27.3%	24.6%	31.5%
Safe	47.4%	48.3%	48.1%	54.7%	58.5%	51.8%
Neutral	9.6%	11.8%	13.6%	12.8%	13.8%	12.5%
Unsafe	2.9%	2.8%	3.4%	3.5%	2.6%	3.0%
Very unsafe	1.4%	1.1%	1.0%	1.7%	0.5%	1.2%

Q14-4. In Downtown Raleigh at night

Very safe	13.2%	8.1%	6.3%	4.9%	5.1%	7.6%
Safe	41.7%	43.0%	40.5%	31.5%	27.7%	36.4%
Neutral	27.9%	26.7%	26.8%	32.7%	41.2%	31.3%
Unsafe	11.3%	14.5%	17.6%	21.6%	19.2%	16.9%
Very unsafe	5.9%	7.6%	8.8%	9.3%	6.8%	7.8%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-5. In your neighborhood during the day</u>						
Very safe	56.5%	58.9%	59.6%	56.3%	61.7%	57.7%
Safe	36.4%	33.3%	34.7%	38.5%	34.0%	36.2%
Neutral	6.2%	5.6%	3.3%	4.6%	3.8%	4.7%
Unsafe	1.0%	2.2%	1.4%	0.6%	0.5%	1.2%
Very unsafe	0.0%	0.0%	0.9%	0.0%	0.0%	0.2%

Q14-6. In your neighborhood at night

Very safe	34.0%	35.0%	33.6%	28.3%	40.2%	33.8%
Safe	45.0%	45.6%	46.4%	49.7%	41.6%	45.4%
Neutral	13.9%	13.9%	11.4%	16.2%	13.9%	14.4%
Unsafe	5.7%	3.9%	5.7%	4.0%	3.3%	4.7%
Very unsafe	1.4%	1.7%	2.8%	1.7%	1.0%	1.7%

Q15. Which TWO items from the list in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q15. Sum of top 2 choices</u>						
In Raleigh overall	48.3%	45.9%	42.7%	43.4%	41.9%	44.7%
In City parks & greenways	42.2%	45.3%	42.3%	36.6%	33.2%	39.9%
In Downtown Raleigh during the day	8.5%	9.9%	9.9%	10.3%	8.3%	9.3%
In Downtown Raleigh at night	48.8%	57.5%	55.4%	53.7%	48.4%	52.2%
In your neighborhood during the day	2.8%	6.6%	4.2%	2.3%	6.0%	4.4%
In your neighborhood at night	25.6%	22.7%	22.5%	26.3%	21.2%	23.8%
None chosen	10.0%	5.0%	9.4%	10.9%	17.5%	10.7%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-1. Overall traffic flow in Raleigh</u>						
Excellent	4.3%	2.8%	4.8%	2.3%	1.9%	3.1%
Good	26.0%	35.4%	33.5%	28.7%	46.2%	34.1%
Neutral	35.1%	27.1%	28.2%	35.7%	28.1%	30.5%
Below average	21.6%	22.1%	20.1%	21.1%	20.0%	21.3%
Poor	13.0%	12.7%	13.4%	12.3%	3.8%	11.0%

Q16-2. Ability to predict travel time to places in Raleigh

Excellent	8.6%	7.2%	6.7%	4.1%	3.9%	5.9%
Good	49.5%	46.4%	45.7%	47.4%	52.2%	48.0%
Neutral	27.1%	23.2%	25.0%	22.2%	29.5%	25.8%
Below average	9.0%	13.8%	13.9%	20.5%	12.6%	14.0%
Poor	5.7%	9.4%	8.7%	5.8%	1.9%	6.3%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-3. Overall maintenance of City streets</u>						
Excellent	4.8%	6.1%	4.3%	2.3%	3.3%	4.0%
Good	38.6%	33.3%	38.6%	41.5%	43.1%	38.9%
Neutral	30.0%	28.9%	25.2%	24.0%	32.2%	28.3%
Below average	18.1%	20.0%	21.4%	22.8%	16.1%	19.7%
Poor	8.6%	11.7%	10.5%	9.4%	5.2%	9.0%

Q16-4. Overall condition of major City streets

Excellent	8.7%	5.0%	6.2%	6.9%	5.8%	6.5%
Good	41.3%	43.6%	41.4%	42.8%	52.4%	43.9%
Neutral	28.4%	26.3%	26.7%	24.9%	22.6%	26.0%
Below average	13.9%	16.8%	15.2%	17.3%	14.9%	15.7%
Poor	7.7%	8.4%	10.5%	8.1%	4.3%	7.9%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-5. Condition of streets in your neighborhood</u>						
Excellent	13.4%	11.7%	14.8%	9.2%	18.0%	13.1%
Good	52.6%	53.9%	50.0%	56.6%	57.8%	54.3%
Neutral	17.7%	13.3%	21.9%	16.8%	15.2%	17.2%
Below average	12.4%	16.1%	8.6%	12.7%	6.2%	11.2%
Poor	3.8%	5.0%	4.8%	4.6%	2.8%	4.2%

Q16-6. Overall condition of City sidewalks

Excellent	8.7%	5.7%	6.4%	6.1%	6.2%	6.5%
Good	43.8%	45.4%	52.5%	47.9%	50.3%	47.9%
Neutral	29.8%	27.0%	21.1%	23.9%	27.7%	26.0%
Below average	11.5%	15.5%	13.7%	18.4%	12.8%	14.4%
Poor	6.3%	6.3%	6.4%	3.7%	3.1%	5.2%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-7. Condition of sidewalks in your neighborhood</u>						
Excellent	12.8%	12.7%	11.5%	13.1%	18.2%	13.2%
Good	48.8%	49.1%	50.5%	47.5%	44.8%	48.6%
Neutral	19.7%	18.5%	20.2%	22.5%	21.9%	20.5%
Below average	10.3%	12.1%	9.6%	11.9%	10.9%	11.0%
Poor	8.4%	7.5%	8.2%	5.0%	4.2%	6.8%

Q16-8. Availability of sidewalks in Raleigh

Excellent	7.7%	8.0%	6.9%	9.0%	8.1%	7.6%
Good	38.9%	33.0%	38.4%	36.1%	38.6%	37.3%
Neutral	25.5%	27.8%	26.6%	31.9%	26.9%	27.8%
Below average	15.9%	19.3%	19.7%	15.1%	19.8%	18.0%
Poor	12.0%	11.9%	8.4%	7.8%	6.6%	9.3%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-9. Availability of sidewalks in your neighborhood</u>						
Excellent	18.8%	14.7%	17.5%	19.5%	20.4%	17.5%
Good	40.9%	44.1%	46.9%	47.0%	39.3%	44.1%
Neutral	18.8%	19.8%	12.8%	14.6%	21.4%	17.4%
Below average	9.6%	11.9%	9.5%	12.2%	10.9%	10.8%
Poor	12.0%	9.6%	13.3%	6.7%	8.0%	10.1%

Q16-10. Availability of bicycle lanes

Excellent	8.0%	13.8%	11.1%	10.0%	11.7%	10.9%
Good	32.4%	30.5%	32.1%	33.1%	33.3%	32.5%
Neutral	26.6%	29.3%	28.9%	33.8%	37.8%	31.4%
Below average	19.7%	16.8%	17.9%	17.5%	12.2%	16.5%
Poor	13.3%	9.6%	10.0%	5.6%	5.0%	8.6%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-11. Availability of Downtown parking</u>						
Excellent	7.4%	5.1%	6.0%	2.5%	2.7%	4.7%
Good	29.2%	30.3%	30.8%	23.5%	36.8%	29.9%
Neutral	34.7%	24.2%	30.3%	29.6%	33.0%	30.6%
Below average	12.9%	24.7%	19.9%	30.9%	15.9%	20.8%
Poor	15.8%	15.7%	12.9%	13.6%	11.5%	14.1%

Q16-12. Quality of Downtown parking (e.g., cleanliness, condition)

Excellent	9.1%	5.2%	8.1%	3.1%	4.5%	6.0%
Good	40.4%	41.4%	37.1%	29.6%	39.8%	37.1%
Neutral	32.3%	29.3%	31.0%	40.3%	34.7%	33.9%
Below average	11.1%	16.1%	13.7%	17.0%	15.9%	15.0%
Poor	7.1%	8.0%	10.2%	10.1%	5.1%	8.0%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-13. Overall quality of GoRaleigh bus system</u>						
Excellent	12.9%	10.8%	9.4%	6.7%	12.8%	10.5%
Good	27.1%	48.4%	37.5%	36.0%	41.9%	39.0%
Neutral	32.9%	21.5%	30.2%	41.3%	39.5%	32.8%
Below average	8.6%	7.5%	12.5%	9.3%	4.7%	8.4%
Poor	18.6%	11.8%	10.4%	6.7%	1.2%	9.3%

Q16-14. Cleanliness of GoRaleigh buses

Excellent	19.0%	13.4%	13.1%	5.5%	14.5%	12.5%
Good	37.9%	59.8%	36.9%	38.4%	36.2%	42.7%
Neutral	32.8%	18.3%	38.1%	49.3%	46.4%	36.5%
Below average	3.4%	4.9%	4.8%	2.7%	1.4%	3.9%
Poor	6.9%	3.7%	7.1%	4.1%	1.4%	4.4%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-15. Cleanliness of GoRaleigh bus stops & terminals</u>						
Excellent	9.3%	11.7%	10.3%	3.8%	8.3%	8.7%
Good	28.0%	47.9%	33.0%	28.8%	29.8%	34.4%
Neutral	41.3%	30.9%	32.0%	41.3%	46.4%	37.3%
Below average	13.3%	5.3%	16.5%	15.0%	7.1%	11.8%
Poor	8.0%	4.3%	8.2%	11.3%	8.3%	7.8%

Q16(16-18). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q16-16. Walking to places in Raleigh

Excellent	9.7%	14.1%	11.7%	10.6%	16.2%	12.3%
Good	42.6%	46.5%	43.4%	42.2%	49.7%	44.9%
Neutral	27.2%	16.5%	28.6%	28.6%	23.7%	25.1%
Below average	12.8%	14.1%	11.2%	13.0%	8.7%	12.0%
Poor	7.7%	8.8%	5.1%	5.6%	1.7%	5.7%

Q16-17. Biking to places in Raleigh

Excellent	7.6%	8.6%	13.0%	6.1%	7.7%	8.7%
Good	30.3%	35.3%	33.3%	22.2%	26.4%	29.4%
Neutral	32.6%	31.0%	30.4%	43.4%	53.8%	37.8%
Below average	19.7%	15.5%	15.9%	23.2%	9.9%	16.8%
Poor	9.8%	9.5%	7.2%	5.1%	2.2%	7.2%

Q16(16-18). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-18. Riding GoRaleigh bus to places in Raleigh</u>						
Excellent	13.8%	13.3%	11.5%	7.7%	11.6%	11.2%
Good	32.3%	38.6%	24.1%	26.2%	29.0%	30.5%
Neutral	26.2%	32.5%	41.4%	47.7%	53.6%	40.6%
Below average	13.8%	4.8%	13.8%	15.4%	2.9%	9.9%
Poor	13.8%	10.8%	9.2%	3.1%	2.9%	7.8%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q17. Sum of top 3 choices</u>						
Overall traffic flow in Raleigh	59.2%	60.2%	55.9%	54.3%	50.2%	55.3%
Ability to predict travel time to places in Raleigh	13.7%	11.6%	15.0%	7.4%	8.3%	11.3%
Overall maintenance of City streets	32.2%	38.7%	43.2%	43.4%	37.3%	38.6%
Overall condition of major City streets	25.1%	21.5%	27.2%	24.6%	22.6%	24.3%
Condition of streets in your neighborhood	6.2%	12.7%	7.5%	6.9%	9.7%	8.5%
Overall condition of City sidewalks	7.1%	8.3%	8.9%	6.3%	8.8%	7.8%
Condition of sidewalks in your neighborhood	2.4%	5.5%	8.5%	9.7%	4.6%	6.2%
Availability of sidewalks in Raleigh	22.7%	18.2%	14.1%	13.1%	14.7%	16.3%
Availability of sidewalks in your neighborhood	11.8%	7.7%	8.0%	5.7%	7.4%	8.2%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q17. Sum of top 3 choices (cont.)</u>						
Availability of bicycle lanes	18.5%	14.4%	15.5%	11.4%	8.8%	13.4%
Availability of Downtown parking	22.3%	22.7%	18.8%	29.7%	27.2%	24.0%
Quality of Downtown parking (e.g., cleanliness, condition)	5.7%	8.8%	6.1%	6.3%	9.2%	7.3%
Overall quality of GoRaleigh bus system	12.8%	9.4%	7.5%	6.3%	4.1%	8.0%
Cleanliness of GoRaleigh buses	0.5%	1.7%	0.9%	0.6%	0.0%	0.8%
Cleanliness of GoRaleigh bus stops & terminals	0.9%	0.6%	2.3%	1.1%	3.2%	1.7%
Walking to places in Raleigh	11.8%	13.8%	9.9%	12.6%	5.1%	10.7%
Biking to places in Raleigh	7.1%	10.5%	8.9%	7.4%	6.0%	8.2%
Riding GoRaleigh bus to places in Raleigh	8.1%	10.5%	7.0%	4.6%	5.5%	7.2%
None chosen	9.0%	6.1%	9.4%	13.1%	18.9%	11.6%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18-1. Visited a City park or greenway</u>						
Very frequently	47.8%	34.1%	30.0%	23.3%	20.6%	30.7%
Frequently	29.2%	34.7%	32.9%	34.9%	29.7%	32.6%
Rarely	19.6%	26.7%	30.0%	37.8%	38.3%	30.3%
Never	3.3%	4.5%	7.1%	4.1%	11.5%	6.3%

Q18-2. Visited a City community center

Very frequently	7.2%	5.7%	3.4%	3.0%	3.9%	4.5%
Frequently	16.3%	21.6%	15.4%	14.4%	14.1%	16.6%
Rarely	52.4%	57.4%	57.7%	59.9%	57.8%	56.9%
Never	24.0%	15.3%	23.6%	22.8%	24.3%	22.0%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18-3. Participated in a City recreation program or event</u>						
Very frequently	7.8%	5.8%	2.9%	5.3%	4.0%	5.1%
Frequently	19.6%	18.0%	13.0%	10.1%	10.4%	14.2%
Rarely	38.2%	42.4%	51.9%	50.9%	46.5%	46.1%
Never	34.3%	33.7%	32.2%	33.7%	39.1%	34.6%

Q18-4. Called 9-1-1

Very frequently	1.5%	0.6%	1.5%	0.6%	1.5%	1.1%
Frequently	0.5%	4.0%	3.9%	2.9%	0.5%	2.3%
Rarely	35.3%	37.7%	35.8%	37.6%	35.1%	36.7%
Never	62.7%	57.7%	58.8%	58.8%	62.9%	59.9%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18-5. Contacted City for code enforcement</u>						
Very frequently	2.5%	0.0%	1.5%	1.2%	0.0%	1.1%
Frequently	2.9%	6.5%	3.0%	2.4%	4.0%	3.8%
Rarely	14.7%	20.0%	22.2%	20.2%	18.5%	19.6%
Never	79.9%	73.5%	73.4%	76.2%	77.5%	75.5%

Q18-6. Had contact with Raleigh Police Department

Very frequently	3.4%	2.2%	2.4%	1.2%	0.5%	1.9%
Frequently	5.3%	7.9%	6.8%	5.3%	2.9%	5.6%
Rarely	53.1%	60.1%	52.2%	52.1%	53.4%	53.8%
Never	38.2%	29.8%	38.6%	41.4%	43.2%	38.7%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18-7. Had contact with Raleigh Fire Department</u>						
Very frequently	2.9%	1.1%	1.0%	0.6%	0.0%	1.1%
Frequently	0.5%	3.4%	1.0%	1.8%	2.0%	2.0%
Rarely	29.1%	36.0%	35.4%	34.9%	35.1%	34.5%
Never	67.5%	59.6%	62.7%	62.7%	62.9%	62.4%

Q18-8. Attended a City of Raleigh public meeting

Very frequently	3.4%	2.8%	0.9%	0.6%	0.5%	1.7%
Frequently	4.9%	8.5%	5.7%	4.1%	6.5%	6.0%
Rarely	15.5%	26.0%	28.4%	30.2%	29.6%	26.5%
Never	76.2%	62.7%	64.9%	65.1%	63.3%	65.8%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18-9. Watched a City of Raleigh public meeting (online or television)</u>						
Very frequently	3.9%	2.8%	1.4%	0.6%	0.5%	1.9%
Frequently	8.2%	14.0%	8.2%	12.4%	6.9%	10.0%
Rarely	26.1%	33.7%	41.3%	42.9%	38.7%	36.6%
Never	61.8%	49.4%	49.0%	44.1%	53.9%	51.5%

Q18-10. Contacted City of Raleigh elected officials (in-person, phone, email, or social media/web)

Very frequently	2.5%	3.4%	0.9%	2.3%	0.0%	1.8%
Frequently	6.4%	13.6%	7.1%	7.6%	8.9%	9.2%
Rarely	25.5%	26.7%	31.3%	35.7%	34.0%	30.5%
Never	65.7%	56.3%	60.7%	54.4%	57.1%	58.5%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18-11. Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint</u>						
Very frequently	8.3%	6.2%	3.8%	7.0%	2.9%	5.5%
Frequently	23.3%	32.0%	27.8%	23.8%	23.9%	26.3%
Rarely	43.7%	41.6%	46.2%	50.0%	47.8%	45.8%
Never	24.8%	20.2%	22.2%	19.2%	25.4%	22.4%

Q18-12. Attended a homeowners association meeting

Very frequently	5.4%	7.5%	5.9%	8.5%	12.3%	7.6%
Frequently	14.7%	13.3%	19.0%	16.4%	15.7%	16.2%
Rarely	19.6%	31.8%	26.3%	33.3%	24.0%	26.4%
Never	60.3%	47.4%	48.8%	41.8%	48.0%	49.7%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18-13. Attended an event at a City entertainment venue</u>						
Very frequently	8.7%	13.6%	9.0%	7.0%	6.4%	8.5%
Frequently	33.8%	37.9%	34.0%	32.0%	21.7%	31.7%
Rarely	37.2%	36.2%	39.2%	45.9%	47.3%	41.3%
Never	20.3%	12.4%	17.9%	15.1%	24.6%	18.4%

Q18-14. Biked or walked instead of driving

Very frequently	20.1%	12.4%	10.9%	10.0%	8.3%	12.2%
Frequently	20.6%	30.5%	28.9%	25.9%	21.8%	25.0%
Rarely	39.2%	33.9%	38.9%	36.5%	38.8%	38.0%
Never	20.1%	23.2%	21.3%	27.6%	31.1%	24.9%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18-15. Used City greenways as a mode of transportation</u>						
Very frequently	9.7%	8.0%	5.8%	1.8%	5.0%	5.9%
Frequently	8.7%	12.6%	9.6%	10.7%	10.0%	10.1%
Rarely	28.2%	27.4%	31.7%	28.0%	21.0%	27.4%
Never	53.4%	52.0%	52.9%	59.5%	64.0%	56.6%

Q19. In the past 18 months, how often have you used the GoRaleigh bus system? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q19. How often have you used GoRaleigh bus system in past 18 months						
Very frequently	2.4%	0.6%	1.9%	0.6%	0.9%	1.4%
Frequently	3.4%	2.2%	2.8%	1.7%	1.9%	2.3%
Rarely	12.1%	18.8%	14.2%	9.8%	8.0%	12.6%
Never	82.1%	78.5%	81.1%	87.9%	89.2%	83.7%

Q19a. Which ONE of the following is your primary reason for not using the service? (without "not provided")

N=858	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q19a. What is your primary reason for not using the service						
Does not serve the areas I need to visit	15.3%	7.9%	14.0%	10.7%	9.6%	11.4%
Buses do not come frequently enough	6.5%	5.0%	5.2%	4.7%	3.7%	5.1%
Services are not provided during days & hours I would use it	2.4%	0.7%	1.2%	3.3%	0.5%	1.6%
I just prefer to drive	68.8%	74.3%	68.0%	69.3%	76.1%	71.4%
Other	7.1%	12.1%	11.6%	12.0%	10.1%	10.5%

Q20a. How often did you telecommute for work prior to COVID-19? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Every work day	18.2%	16.5%	22.5%	15.9%	3.4%	15.3%
A few times within a week	8.6%	10.2%	7.2%	4.1%	4.9%	6.8%
A few times within a month	13.9%	8.5%	10.5%	7.6%	3.4%	8.6%
A few times within a year	14.4%	14.8%	16.3%	12.9%	4.9%	12.5%
Never	45.0%	50.0%	43.5%	59.4%	83.3%	56.8%

Q20b. How often are you currently telecommuting for work? (without "don't know")

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Every work day	45.7%	39.4%	44.2%	22.0%	6.3%	31.1%
A few times within a week	11.5%	13.1%	7.2%	7.1%	3.9%	8.2%
A few times within a month	5.8%	6.9%	5.8%	7.1%	3.9%	5.8%
A few times within a year	6.7%	4.0%	4.8%	3.6%	2.9%	4.6%
Never	30.3%	36.6%	38.0%	60.1%	83.1%	50.3%

Q20c. After COVID-19, how often do you anticipate telecommuting for work? (without "don't know")

N=1036

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	Total
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Q20c. How often do you anticipate telecommuting for work after COVID-19

Every work day	16.9%	17.3%	24.2%	13.9%	2.5%	14.7%
A few times within a week	33.8%	23.5%	17.5%	11.1%	7.5%	18.6%
A few times within a month	12.9%	19.8%	12.9%	9.0%	3.0%	11.1%
A few times within a year	9.0%	8.0%	6.7%	4.2%	3.0%	6.3%
Never	27.4%	31.5%	38.7%	61.8%	84.0%	49.2%

Q21. During COVID-19, the City implemented several changes to programs to serve the community's needs. Please indicate which services you have participated in during the past 6 months.

N=1036	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q21. What services have you participated in during past 6 months</u>						
Virtual inspection services	4.3%	3.3%	6.1%	3.4%	0.9%	3.7%
Digital permitting services	5.7%	3.9%	4.7%	2.9%	1.8%	3.9%
Online recreation programs	7.1%	5.5%	4.2%	6.9%	5.5%	5.7%
Outdoor seating extensions at restaurants	43.6%	44.2%	37.1%	29.1%	23.5%	34.7%
Temporary curbside pickup zones at local businesses	60.2%	52.5%	46.9%	42.3%	28.1%	45.3%
Virtual public meetings	18.0%	22.7%	16.0%	14.9%	10.6%	16.3%
Small business assistance loans	4.7%	4.4%	2.3%	2.3%	0.9%	2.8%
Mask distributions	5.7%	7.7%	5.2%	2.9%	8.8%	6.3%

Q22. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")

N=1036

	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Very likely	55.0%	44.2%	45.5%	48.0%	50.0%	48.2%
Likely	30.3%	37.0%	36.5%	31.8%	36.8%	34.6%
Neutral	10.4%	12.2%	12.8%	15.0%	6.1%	11.5%
Not likely	0.9%	2.8%	3.3%	2.9%	4.2%	2.9%
Very unlikely	3.3%	3.9%	1.9%	2.3%	2.8%	2.7%

Q23. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1036

	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q23. Most significant issues Raleigh will face over next five years</u>						
Affordable housing	60.7%	55.8%	57.7%	58.9%	54.4%	56.9%
Pace of growth	64.0%	62.4%	60.6%	60.6%	60.8%	61.3%
Transportation	44.1%	40.3%	39.4%	42.9%	36.9%	40.7%
Affordability of City services	10.0%	15.5%	17.4%	18.9%	21.2%	16.9%
Public safety	19.0%	32.0%	32.4%	34.9%	35.0%	30.6%
Job opportunities	17.5%	26.5%	22.1%	15.4%	12.4%	18.6%
Environmental protection	27.0%	22.7%	22.5%	20.6%	24.9%	23.1%
Social justice/equity/ inclusivity	45.0%	32.0%	31.9%	33.7%	37.3%	36.2%
Other	3.3%	3.3%	4.7%	4.6%	2.3%	3.9%

Section 2

Income

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q1-1. Overall quality of life in Raleigh</u>						
Excellent	24.8%	23.3%	33.5%	37.4%	45.8%	33.3%
Good	53.6%	65.1%	57.1%	57.0%	45.8%	55.9%
Neutral	16.0%	7.6%	7.1%	2.8%	5.4%	7.3%
Below average	4.0%	4.1%	2.3%	2.8%	2.4%	3.1%
Poor	1.6%	0.0%	0.0%	0.0%	0.6%	0.4%

Q1-2. Overall quality of life in your neighborhood

Excellent	24.2%	28.5%	43.8%	45.5%	53.0%	40.9%
Good	46.0%	49.4%	45.7%	47.9%	39.8%	45.2%
Neutral	18.5%	11.6%	8.3%	3.8%	6.0%	8.8%
Below average	6.5%	9.9%	1.9%	2.8%	0.6%	4.0%
Poor	4.8%	0.6%	0.4%	0.0%	0.6%	1.1%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q1-3. Raleigh as a place to live</u>						
Excellent	28.8%	29.8%	42.3%	45.8%	50.9%	40.9%
Good	51.2%	57.3%	47.6%	46.7%	41.2%	48.4%
Neutral	16.8%	9.4%	7.1%	4.7%	3.0%	7.2%
Below average	2.4%	3.5%	3.0%	1.4%	4.2%	2.8%
Poor	0.8%	0.0%	0.0%	1.4%	0.6%	0.7%

Q1-4. Raleigh as a place to raise children

Excellent	24.5%	28.6%	41.7%	42.0%	48.7%	38.1%
Good	52.7%	51.7%	42.6%	45.2%	42.2%	46.3%
Neutral	19.1%	16.3%	12.1%	9.6%	5.8%	11.9%
Below average	3.6%	2.7%	3.1%	1.1%	1.9%	2.4%
Poor	0.0%	0.7%	0.4%	2.1%	1.3%	1.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q1-5. Raleigh as a place to retire</u>						
Excellent	18.8%	21.0%	32.1%	26.1%	29.3%	27.0%
Good	51.3%	38.2%	40.8%	44.1%	45.3%	42.6%
Neutral	19.7%	26.8%	17.1%	21.8%	18.7%	20.9%
Below average	9.4%	9.6%	7.1%	3.7%	4.7%	6.4%
Poor	0.9%	4.5%	2.9%	4.3%	2.0%	3.2%

Q1-6. Raleigh as a place to work

Excellent	23.3%	29.2%	38.1%	42.6%	43.6%	36.2%
Good	50.8%	56.5%	46.8%	46.4%	45.4%	49.3%
Neutral	18.3%	11.3%	11.9%	9.1%	8.6%	11.2%
Below average	5.0%	3.0%	2.4%	1.4%	1.2%	2.4%
Poor	2.5%	0.0%	0.8%	0.5%	1.2%	0.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q1-7. Raleigh as a place for young professionals</u>						
Excellent	34.3%	31.0%	45.7%	43.0%	45.5%	40.1%
Good	39.8%	51.9%	41.2%	48.0%	40.7%	45.0%
Neutral	14.8%	13.3%	11.3%	7.3%	9.0%	11.2%
Below average	9.3%	2.5%	0.9%	0.6%	3.4%	2.6%
Poor	1.9%	1.3%	0.9%	1.1%	1.4%	1.1%

Q1-8. Raleigh as a place I feel comfortable in

Excellent	27.4%	33.1%	38.5%	40.2%	46.4%	37.9%
Good	45.2%	48.8%	47.2%	46.7%	42.8%	46.0%
Neutral	21.0%	10.5%	10.2%	10.3%	6.6%	11.0%
Below average	5.6%	5.2%	2.6%	0.9%	1.8%	3.1%
Poor	0.8%	2.3%	1.5%	1.9%	2.4%	1.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q1-9. Overall direction City of Raleigh is taking</u>						
Excellent	14.0%	16.8%	17.9%	18.4%	20.4%	17.0%
Good	43.0%	43.1%	46.7%	47.1%	45.7%	45.2%
Neutral	28.9%	25.1%	23.3%	22.3%	16.0%	23.2%
Below average	9.1%	10.2%	6.6%	7.8%	8.6%	8.3%
Poor	5.0%	4.8%	5.4%	4.4%	9.3%	6.3%

Q1-10. Overall value you receive for your City tax dollars & fees

Excellent	10.7%	7.7%	14.1%	15.6%	15.2%	13.0%
Good	41.0%	44.6%	47.7%	45.3%	42.1%	43.7%
Neutral	27.9%	29.8%	25.2%	23.6%	23.2%	25.6%
Below average	14.8%	11.9%	8.8%	10.8%	11.6%	11.6%
Poor	5.7%	6.0%	4.2%	4.7%	7.9%	6.0%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q1-11. Overall image of Raleigh</u>						
Excellent	22.0%	23.3%	30.3%	32.4%	35.8%	29.2%
Good	55.3%	62.8%	54.7%	52.1%	49.7%	54.4%
Neutral	15.4%	6.4%	10.1%	10.8%	7.9%	10.0%
Below average	6.5%	6.4%	3.0%	2.3%	4.8%	4.3%
Poor	0.8%	1.2%	1.9%	2.3%	1.8%	2.0%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q2-1. Variety of arts & cultural programs offered in Raleigh

Excellent	21.2%	24.5%	29.4%	32.7%	23.6%	27.0%
Good	49.6%	54.0%	55.6%	50.2%	57.8%	53.6%
Neutral	18.6%	14.7%	7.9%	12.7%	13.0%	12.6%
Below average	8.0%	5.5%	6.0%	3.9%	4.3%	5.5%
Poor	2.7%	1.2%	1.2%	0.5%	1.2%	1.1%

Q2-2. Availability of arts & cultural programs in Raleigh

Excellent	17.9%	22.5%	28.5%	27.3%	23.0%	24.6%
Good	50.9%	50.6%	51.8%	56.1%	57.1%	53.7%
Neutral	20.5%	18.8%	13.4%	12.7%	13.0%	15.1%
Below average	8.9%	6.9%	5.5%	3.4%	5.0%	5.5%
Poor	1.8%	1.3%	0.8%	0.5%	1.9%	1.1%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q2-3. Availability of culturally diverse art & cultural programs in Raleigh

Excellent	13.5%	18.4%	23.0%	23.8%	22.7%	20.9%
Good	50.5%	45.4%	47.5%	48.7%	46.8%	47.5%
Neutral	25.2%	25.7%	21.7%	20.2%	22.1%	22.9%
Below average	5.4%	7.9%	5.7%	6.2%	7.1%	6.4%
Poor	5.4%	2.6%	2.0%	1.0%	1.3%	2.2%

Q2-4. Cost of arts & cultural programs in Raleigh

Excellent	9.8%	15.0%	18.6%	20.3%	24.0%	17.9%
Good	39.3%	47.1%	49.4%	48.2%	42.2%	45.9%
Neutral	36.6%	29.3%	28.6%	26.9%	28.6%	30.0%
Below average	9.8%	6.4%	2.6%	4.6%	3.2%	4.6%
Poor	4.5%	2.1%	0.9%	0.0%	1.9%	1.5%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q2-5. Quality of arts & cultural programs in Raleigh</u>						
Excellent	15.9%	18.4%	24.0%	28.5%	20.9%	22.0%
Good	47.8%	50.6%	52.8%	50.0%	57.0%	51.7%
Neutral	28.3%	22.8%	18.3%	16.5%	19.0%	20.4%
Below average	6.2%	6.3%	4.1%	4.5%	1.9%	4.6%
Poor	1.8%	1.9%	0.8%	0.5%	1.3%	1.3%

Q2-6. Availability of information about arts & cultural programs & events

Excellent	14.0%	11.5%	17.3%	18.0%	20.0%	16.4%
Good	39.5%	41.4%	47.8%	43.4%	45.0%	43.8%
Neutral	28.1%	29.9%	22.5%	27.3%	24.4%	26.7%
Below average	10.5%	12.7%	8.4%	9.3%	8.1%	9.2%
Poor	7.9%	4.5%	4.0%	2.0%	2.5%	3.9%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q2-7. Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheater, Walnut Creek Amphitheatre)

Excellent	26.3%	22.4%	36.9%	38.8%	36.4%	33.1%
Good	45.6%	59.6%	45.0%	45.5%	46.7%	47.9%
Neutral	24.6%	12.4%	14.5%	10.5%	13.3%	14.4%
Below average	2.6%	5.0%	2.0%	4.8%	1.8%	3.6%
Poor	0.9%	0.6%	1.6%	0.5%	1.8%	1.0%

Q3. Which TWO items from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036

	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q3. Sum of top 2 choices</u>						
Variety of arts & cultural programs offered in Raleigh	18.4%	26.2%	24.1%	25.0%	19.3%	23.1%
Availability of arts & cultural programs in Raleigh	21.6%	14.0%	20.0%	22.7%	29.5%	20.7%
Availability of culturally diverse art & cultural programs in Raleigh	35.2%	27.9%	30.4%	25.9%	23.5%	27.3%
Cost of arts & cultural programs in Raleigh	40.8%	32.0%	30.4%	25.5%	25.9%	29.6%
Quality of arts & cultural programs in Raleigh	15.2%	12.2%	15.9%	17.1%	25.9%	17.7%
Availability of information about arts & cultural programs & events	28.8%	36.6%	33.0%	38.9%	28.9%	33.2%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	17.6%	20.3%	28.5%	27.8%	38.0%	27.7%
None chosen	8.8%	14.5%	7.4%	7.9%	2.4%	9.0%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q4-1. The local economy

Excellent	6.0%	9.5%	15.9%	19.2%	28.8%	16.2%
Good	46.2%	63.9%	62.1%	65.0%	56.4%	59.8%
Neutral	33.3%	16.6%	16.3%	13.1%	9.2%	17.1%
Below average	12.8%	8.9%	4.2%	1.4%	4.3%	5.2%
Poor	1.7%	1.2%	1.5%	1.4%	1.2%	1.6%

Q4-2. Development review services

Excellent	2.3%	3.3%	6.1%	9.6%	8.7%	6.3%
Good	31.4%	30.8%	40.5%	32.2%	29.8%	33.0%
Neutral	51.2%	45.8%	42.3%	35.6%	30.8%	40.7%
Below average	12.8%	15.8%	5.5%	14.4%	17.3%	12.9%
Poor	2.3%	4.2%	5.5%	8.2%	13.5%	7.0%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q4-3. Permitting services

Excellent	3.4%	4.0%	3.6%	5.6%	4.6%	4.2%
Good	31.8%	34.3%	36.1%	30.8%	25.7%	30.8%
Neutral	48.9%	42.4%	46.4%	42.0%	35.8%	44.0%
Below average	12.5%	14.1%	7.2%	14.7%	20.2%	13.7%
Poor	3.4%	5.1%	6.6%	7.0%	13.8%	7.4%

Q4-4. Inspection services

Excellent	3.4%	0.9%	5.2%	5.4%	7.0%	4.6%
Good	36.0%	38.7%	38.7%	31.8%	27.2%	33.5%
Neutral	47.2%	40.6%	42.8%	43.9%	38.6%	44.0%
Below average	11.2%	15.1%	9.8%	12.2%	18.4%	12.5%
Poor	2.2%	4.7%	3.5%	6.8%	8.8%	5.3%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q4-5. Availability of job opportunities that match my skills

Excellent	7.2%	13.2%	17.3%	23.5%	25.3%	18.3%
Good	32.4%	39.5%	50.2%	48.7%	48.7%	45.3%
Neutral	37.8%	31.6%	24.0%	21.4%	18.0%	25.5%
Below average	17.1%	11.8%	6.2%	4.3%	4.7%	7.7%
Poor	5.4%	3.9%	2.2%	2.1%	3.3%	3.1%

Q4-6. City's efforts to promote & assist small, minority, & women-owned businesses

Excellent	5.0%	5.6%	6.3%	13.6%	12.3%	8.4%
Good	23.0%	24.6%	32.4%	21.6%	31.1%	26.7%
Neutral	41.0%	38.1%	41.5%	39.2%	37.7%	40.6%
Below average	21.0%	25.4%	14.8%	16.0%	14.2%	17.3%
Poor	10.0%	6.3%	5.1%	9.6%	4.7%	6.9%

Q5. Which TWO items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q5. Sum of top 2 choices

Local economy	42.4%	56.4%	60.4%	61.1%	66.9%	59.1%
Development review services	8.0%	16.3%	17.4%	22.7%	20.5%	17.7%
Permitting services	7.2%	7.6%	6.7%	12.0%	18.7%	10.8%
Inspection services	8.8%	8.1%	9.3%	10.2%	10.8%	9.6%
Availability of job opportunities that match my skills	44.0%	28.5%	28.9%	25.0%	24.7%	28.4%
City's efforts to promote & assist small, minority, & women-owned businesses	60.8%	58.1%	54.8%	53.2%	38.6%	52.0%
None chosen	12.8%	10.5%	9.6%	6.5%	7.8%	9.5%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q6-1. How well City of Raleigh is managing growth

Excellent	7.4%	5.3%	6.9%	7.1%	4.3%	6.1%
Good	34.4%	43.8%	44.8%	38.7%	44.1%	41.6%
Neutral	35.2%	23.1%	23.4%	23.6%	22.4%	24.3%
Below average	14.8%	16.6%	16.9%	21.7%	18.0%	18.2%
Poor	8.2%	11.2%	8.0%	9.0%	11.2%	9.8%

Q6-2. Overall quality of new development in Raleigh

Excellent	10.0%	9.4%	11.4%	10.8%	13.9%	10.8%
Good	43.3%	49.4%	46.3%	48.5%	46.2%	47.1%
Neutral	33.3%	24.4%	28.2%	21.6%	19.6%	25.1%
Below average	9.2%	11.3%	8.6%	13.7%	11.4%	11.1%
Poor	4.2%	5.6%	5.5%	5.4%	8.9%	5.8%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q6-3. Overall quality of water utilities</u>						
Excellent	10.7%	18.8%	17.8%	29.5%	22.4%	20.1%
Good	45.5%	55.8%	59.3%	47.6%	50.9%	52.7%
Neutral	25.6%	14.5%	16.6%	18.6%	16.1%	18.4%
Below average	12.4%	6.7%	3.6%	2.9%	8.1%	5.8%
Poor	5.8%	4.2%	2.8%	1.4%	2.5%	3.0%

Q6-4. Quality of drinking water provided by Raleigh Water (Public Utilities)

Excellent	12.3%	20.8%	25.5%	35.8%	30.1%	25.9%
Good	46.7%	57.7%	54.1%	50.0%	47.9%	51.6%
Neutral	23.0%	11.3%	15.1%	10.8%	15.3%	14.7%
Below average	11.5%	7.1%	2.3%	1.9%	4.3%	4.5%
Poor	6.6%	3.0%	3.1%	1.4%	2.5%	3.4%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q6-5. Wastewater services provided by Raleigh Water (Public Utilities)

Excellent	11.0%	18.6%	23.0%	30.3%	26.8%	22.5%
Good	45.8%	54.7%	54.8%	48.8%	49.7%	52.0%
Neutral	31.4%	16.1%	16.5%	16.4%	14.6%	17.7%
Below average	10.2%	6.8%	2.0%	3.5%	7.0%	5.1%
Poor	1.7%	3.7%	3.6%	1.0%	1.9%	2.8%

Q6-6. Overall management of public stormwater runoff/drainage/flood control

Excellent	7.0%	9.7%	13.2%	16.3%	12.7%	11.8%
Good	35.7%	47.1%	42.8%	42.1%	44.3%	42.3%
Neutral	34.8%	21.9%	23.0%	23.8%	22.2%	24.8%
Below average	17.4%	12.9%	13.6%	14.4%	14.6%	14.5%
Poor	5.2%	8.4%	7.4%	3.5%	6.3%	6.6%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q6-7. City's overall effort to protect natural resources & environment

Excellent	8.0%	7.6%	14.0%	12.6%	17.0%	12.4%
Good	39.3%	50.3%	48.3%	48.2%	42.5%	46.2%
Neutral	32.1%	21.0%	24.8%	24.6%	20.9%	24.5%
Below average	16.1%	12.1%	8.3%	12.1%	9.2%	10.8%
Poor	4.5%	8.9%	4.5%	2.5%	10.5%	6.1%

Q6-8. City's efforts in protecting & improving water quality in local streams & lakes

Excellent	7.7%	7.8%	10.3%	12.4%	16.4%	10.8%
Good	34.6%	42.6%	49.5%	39.0%	36.4%	41.7%
Neutral	36.5%	26.2%	26.6%	32.2%	30.7%	29.9%
Below average	16.3%	17.7%	9.8%	13.0%	10.7%	12.8%
Poor	4.8%	5.7%	3.7%	3.4%	5.7%	4.9%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q6-9. Residential garbage collection services

Excellent	17.6%	28.1%	34.1%	36.0%	34.1%	31.2%
Good	46.2%	54.4%	48.5%	50.0%	47.0%	49.6%
Neutral	22.7%	11.1%	9.8%	9.8%	8.5%	11.2%
Below average	8.4%	4.7%	5.7%	3.3%	7.3%	5.8%
Poor	5.0%	1.8%	1.9%	0.9%	3.0%	2.3%

Q6-10. Residential curbside recycling services

Excellent	14.9%	27.6%	34.7%	36.6%	31.5%	30.3%
Good	48.8%	50.6%	44.9%	44.6%	45.5%	47.0%
Neutral	21.5%	12.4%	12.8%	13.1%	10.3%	13.1%
Below average	9.9%	8.2%	5.3%	4.2%	9.1%	7.1%
Poor	5.0%	1.2%	2.3%	1.4%	3.6%	2.5%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q6-11. Residential yard waste collection services

Excellent	10.3%	19.1%	24.2%	21.4%	21.3%	20.1%
Good	47.4%	40.1%	38.3%	38.3%	36.3%	39.4%
Neutral	21.6%	21.7%	19.8%	20.9%	20.0%	19.9%
Below average	13.8%	17.8%	10.9%	13.6%	13.1%	14.1%
Poor	6.9%	1.3%	6.9%	5.8%	9.4%	6.5%

Q6-12. Bulky item pick-up/removal services

Excellent	12.6%	15.3%	17.6%	21.6%	20.0%	17.4%
Good	36.9%	34.7%	37.7%	32.2%	32.5%	34.5%
Neutral	25.2%	27.1%	30.4%	28.1%	20.0%	27.4%
Below average	13.5%	20.1%	9.3%	12.9%	15.8%	13.7%
Poor	11.7%	2.8%	4.9%	5.3%	11.7%	7.0%

Q7. Which THREE items from the list in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q7. Sum of top 3 choices</u>						
How well City of Raleigh is managing growth	46.4%	57.0%	64.1%	61.6%	66.9%	59.7%
Overall quality of new development in Raleigh	29.6%	37.8%	38.9%	47.7%	52.4%	41.4%
Overall quality of water utilities	13.6%	11.0%	15.6%	11.1%	11.4%	12.9%
Quality of drinking water provided by Raleigh Water (Public Utilities)	26.4%	23.8%	22.2%	21.3%	19.3%	22.8%
Wastewater services provided by Raleigh Water (Public Utilities)	8.8%	5.8%	5.6%	4.2%	2.4%	4.9%
Overall management of public stormwater runoff/drainage/flood control	19.2%	25.0%	24.1%	22.7%	25.9%	23.7%
City's overall effort to protect natural resources & environment	34.4%	41.3%	40.7%	45.8%	39.2%	39.9%

Q7. Which THREE items from the list in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
City's efforts in protecting & improving water quality in local streams & lakes	24.0%	32.6%	23.0%	27.3%	21.7%	25.4%
Residential garbage collection services	12.8%	6.4%	6.3%	4.6%	7.8%	7.4%
Residential curbside recycling services	7.2%	8.1%	4.4%	6.5%	7.2%	6.7%
Residential yard waste collection services	12.0%	12.2%	13.0%	20.4%	15.7%	15.4%
Bulky item pick-up/removal services	18.4%	11.6%	13.7%	8.8%	14.5%	12.7%
None chosen	12.0%	7.0%	6.3%	4.2%	2.4%	6.3%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1036	<u>Q33. Your total annual household income</u>					<u>Total</u>
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q8-1. Your familiarity with City of Raleigh's plans for development & growth</u>						
Very familiar	8.9%	4.3%	7.5%	10.1%	9.8%	8.1%
Somewhat familiar	37.5%	32.3%	32.0%	33.3%	46.4%	36.2%
Slightly familiar	28.6%	37.8%	36.8%	38.6%	30.1%	34.9%
Not at all familiar	25.0%	25.6%	23.7%	17.9%	13.7%	20.8%

Q8-2. Your familiarity with City of Raleigh's volunteer opportunities

Very familiar	10.6%	6.8%	9.4%	6.3%	8.0%	8.4%
Somewhat familiar	32.7%	22.4%	23.2%	24.2%	28.7%	25.8%
Slightly familiar	23.0%	31.1%	33.5%	36.2%	27.3%	31.5%
Not at all familiar	33.6%	39.8%	33.9%	33.3%	36.0%	34.3%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1036

<u>Q33. Your total annual household income</u>					<u>Total</u>
<u>Under</u>	<u>\$30K to</u>	<u>\$60K to</u>	<u>\$100K to</u>		
<u>\$30K</u>	<u>\$59,999</u>	<u>\$99,999</u>	<u>\$149,999</u>	<u>\$150K+</u>	

Q8-3. Your familiarity with City of Raleigh's fire prevention/education services

Very familiar	14.0%	6.1%	9.2%	6.3%	3.4%	7.4%
Somewhat familiar	29.8%	24.5%	18.9%	21.5%	22.8%	23.6%
Slightly familiar	20.2%	20.2%	31.3%	27.8%	26.8%	26.5%
Not at all familiar	36.0%	49.1%	40.6%	44.4%	47.0%	42.5%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-1. Overall quality of services provided by City of Raleigh</u>						
Excellent	13.6%	6.5%	14.7%	16.2%	16.1%	13.3%
Good	45.8%	68.6%	65.9%	59.5%	59.6%	60.6%
Neutral	30.5%	16.6%	16.7%	19.5%	16.8%	19.9%
Below average	6.8%	7.7%	1.6%	4.3%	5.0%	4.7%
Poor	3.4%	0.6%	1.2%	0.5%	2.5%	1.5%

Q9-2. Quality of customer service you receive from City employees

Excellent	17.7%	13.0%	20.4%	21.9%	14.8%	17.9%
Good	41.6%	50.9%	52.1%	44.3%	50.7%	48.1%
Neutral	27.4%	24.8%	20.4%	26.9%	22.5%	23.9%
Below average	9.7%	8.1%	4.6%	4.5%	9.2%	7.1%
Poor	3.5%	3.1%	2.5%	2.5%	2.8%	3.1%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-3. Overall knowledge of City employees

Excellent	9.5%	5.0%	11.4%	15.3%	11.8%	11.0%
Good	41.0%	41.0%	40.2%	31.7%	46.5%	39.1%
Neutral	36.2%	37.4%	38.4%	42.1%	28.3%	37.3%
Below average	7.6%	12.9%	6.8%	7.7%	9.4%	8.5%
Poor	5.7%	3.6%	3.2%	3.3%	3.9%	4.1%

Q9-4. Effectiveness of City communication with the public

Excellent	8.7%	6.0%	10.5%	9.9%	12.0%	9.2%
Good	35.7%	44.6%	45.7%	43.4%	34.8%	41.3%
Neutral	35.7%	33.7%	29.7%	30.2%	32.9%	32.4%
Below average	8.7%	10.8%	9.0%	13.7%	13.3%	11.4%
Poor	11.3%	4.8%	5.1%	2.8%	7.0%	5.7%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-5. The job Raleigh government does at welcoming community member involvement

Excellent	11.7%	4.8%	5.0%	6.4%	9.4%	6.7%
Good	24.3%	27.2%	37.0%	25.7%	28.3%	29.1%
Neutral	40.8%	48.0%	42.5%	49.1%	35.4%	43.5%
Below average	9.7%	15.2%	12.0%	12.3%	14.2%	13.5%
Poor	13.6%	4.8%	3.5%	6.4%	12.6%	7.3%

Q9-6. Your ability to access information you need about City of Raleigh

Excellent	17.9%	11.3%	15.1%	15.3%	11.9%	13.8%
Good	31.6%	42.9%	49.8%	45.5%	46.3%	44.3%
Neutral	35.9%	29.8%	23.5%	24.9%	24.4%	27.1%
Below average	7.7%	13.1%	8.4%	9.6%	10.0%	9.7%
Poor	6.8%	3.0%	3.2%	4.8%	7.5%	5.1%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

**Q9-7. City of Raleigh as a smart City in terms of using emerging technology & data to improve City services
(e.g., smart parking, open data)**

Excellent	11.1%	7.5%	10.8%	7.9%	8.8%	8.8%
Good	36.1%	40.1%	44.8%	38.9%	39.4%	40.2%
Neutral	38.9%	38.8%	34.1%	38.9%	32.1%	36.6%
Below average	7.4%	10.2%	7.2%	9.5%	11.7%	9.6%
Poor	6.5%	3.4%	3.1%	4.7%	8.0%	4.8%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-8. Water & wastewater customer service

Excellent	14.6%	14.1%	17.3%	23.9%	18.8%	17.9%
Good	44.7%	49.2%	52.0%	40.0%	47.9%	46.5%
Neutral	35.0%	29.7%	25.0%	29.0%	23.9%	27.9%
Below average	2.9%	2.3%	3.6%	5.2%	6.0%	4.0%
Poor	2.9%	4.7%	2.0%	1.9%	3.4%	3.7%

Q9-9. Stormwater customer service

Excellent	13.3%	12.6%	11.7%	23.3%	13.8%	14.4%
Good	37.8%	36.0%	46.2%	31.8%	41.5%	38.5%
Neutral	38.9%	39.6%	33.3%	38.0%	30.9%	36.2%
Below average	7.8%	5.4%	4.1%	3.9%	8.5%	5.5%
Poor	2.2%	6.3%	4.7%	3.1%	5.3%	5.4%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q9-10. Solid waste customer service

Excellent	17.0%	14.3%	20.1%	26.2%	18.2%	19.3%
Good	43.0%	53.2%	51.2%	38.4%	41.3%	45.4%
Neutral	32.0%	20.6%	19.6%	26.8%	24.8%	24.4%
Below average	5.0%	7.9%	6.2%	6.7%	9.9%	7.4%
Poor	3.0%	4.0%	2.9%	1.8%	5.8%	3.6%

Q9-11. Development Services customer service

Excellent	8.2%	10.4%	10.9%	13.0%	8.4%	10.0%
Good	38.8%	34.4%	43.5%	31.3%	22.9%	34.3%
Neutral	40.0%	47.9%	39.1%	42.6%	43.4%	42.3%
Below average	10.6%	5.2%	5.1%	8.7%	14.5%	9.0%
Poor	2.4%	2.1%	1.4%	4.3%	10.8%	4.4%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-12. Parks, Recreation, & Cultural Resources customer service</u>						
Excellent	19.0%	21.6%	25.2%	26.4%	21.4%	22.5%
Good	43.0%	45.6%	49.5%	48.3%	49.2%	48.1%
Neutral	31.0%	25.6%	21.9%	20.1%	20.6%	23.5%
Below average	4.0%	4.0%	2.9%	3.4%	4.8%	3.7%
Poor	3.0%	3.2%	0.5%	1.7%	4.0%	2.2%

Q9-13. City Utility Billing & Payment (Customer Care & Billing) customer service

Excellent	14.7%	18.4%	23.3%	21.1%	16.1%	18.9%
Good	51.4%	50.3%	54.3%	48.5%	54.0%	51.5%
Neutral	24.8%	23.1%	16.0%	21.6%	19.4%	20.9%
Below average	5.5%	6.1%	4.6%	5.3%	4.8%	5.0%
Poor	3.7%	2.0%	1.8%	3.5%	5.6%	3.8%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-14. Contacting City of Raleigh employees

Excellent	11.9%	11.1%	10.3%	15.3%	10.8%	11.3%
Good	40.6%	42.4%	46.5%	36.8%	40.0%	42.1%
Neutral	32.7%	31.9%	30.5%	30.7%	30.0%	31.1%
Below average	10.9%	9.0%	6.1%	10.4%	11.5%	8.9%
Poor	4.0%	5.6%	6.6%	6.7%	7.7%	6.6%

Q9-15. Making a service request

Excellent	13.0%	10.8%	13.6%	17.3%	13.8%	13.2%
Good	40.0%	43.9%	44.7%	38.9%	39.0%	42.4%
Neutral	29.0%	27.3%	29.1%	30.9%	31.7%	29.5%
Below average	11.0%	11.5%	8.0%	7.4%	8.9%	9.0%
Poor	7.0%	6.5%	4.5%	5.6%	6.5%	5.9%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-16. Locating information on City's website

Excellent	8.3%	10.6%	13.8%	17.4%	11.0%	12.6%
Good	46.8%	49.7%	50.4%	38.3%	45.2%	46.2%
Neutral	33.9%	26.1%	20.7%	27.9%	20.6%	24.9%
Below average	9.2%	8.1%	9.8%	11.9%	16.8%	11.1%
Poor	1.8%	5.6%	5.3%	4.5%	6.5%	5.2%

Q9-17. Paying City utility bill

Excellent	26.1%	29.7%	31.2%	37.7%	27.0%	30.3%
Good	49.5%	49.1%	52.2%	46.1%	57.2%	51.1%
Neutral	16.2%	17.0%	15.0%	11.3%	13.8%	14.8%
Below average	4.5%	4.2%	1.2%	2.9%	1.9%	2.5%
Poor	3.6%	0.0%	0.4%	2.0%	0.0%	1.3%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-18. Paying fees for parks & recreation programs

Excellent	11.8%	15.1%	18.9%	26.6%	19.8%	18.6%
Good	49.5%	43.7%	46.8%	40.9%	47.1%	45.3%
Neutral	29.0%	34.5%	30.0%	24.0%	28.1%	29.4%
Below average	5.4%	5.0%	2.1%	5.2%	4.1%	3.9%
Poor	4.3%	1.7%	2.1%	3.2%	0.8%	2.7%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. Sum of top 3 choices

Overall quality of services provided by City of Raleigh	30.4%	37.2%	37.0%	40.3%	47.0%	38.4%
Quality of customer service you receive from City employees	17.6%	14.0%	15.2%	20.4%	22.9%	17.3%
Overall knowledge of City employees	12.8%	6.4%	13.0%	17.1%	6.0%	11.0%
Effectiveness of City communication with the public	32.8%	33.1%	39.3%	39.8%	40.4%	37.0%
The job Raleigh government does at welcoming community member involvement	23.2%	23.3%	18.1%	18.5%	21.7%	20.5%
Your ability to access the information you need about City of Raleigh	20.8%	21.5%	27.0%	25.9%	22.3%	23.8%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. Sum of top 3 choices (cont.)

City of Raleigh as a smart City
in terms of using emerging
technology & data to improve
City services (e.g., smart
parking, open data)

20.8% 19.8% 28.9% 31.9% 25.9% 26.4%

Water & wastewater customer
service

5.6% 5.2% 5.9% 3.7% 4.8% 5.2%

Stormwater customer service

3.2% 4.1% 6.3% 3.2% 4.2% 4.4%

Solid waste customer service

7.2% 7.0% 4.4% 4.6% 7.8% 6.2%

Development Services
customer service

5.6% 4.7% 3.7% 6.0% 6.6% 5.4%

Parks, Recreation, & Cultural
Resources customer service

5.6% 9.3% 10.0% 4.6% 9.0% 7.7%

City Utility Billing & Payment
(Customer Care & Billing)
customer service

5.6% 5.8% 3.7% 1.4% 3.6% 3.8%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. Sum of top 3 choices (cont.)

Contacting City of Raleigh employees	5.6%	7.6%	8.5%	8.3%	9.6%	8.3%
Making a service request	12.0%	9.9%	10.4%	9.7%	6.6%	9.8%
Locating information on City's website	12.8%	16.9%	17.4%	15.3%	15.1%	15.6%
Paying City utility bill	5.6%	4.1%	2.6%	1.9%	1.2%	2.9%
Paying fees for parks & recreation programs	11.2%	8.1%	4.8%	3.2%	1.8%	5.3%
None chosen	17.6%	18.6%	11.5%	11.6%	10.8%	13.9%

Q11. What are your THREE preferred sources for receiving information about the City of Raleigh?

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q11. Your preferred sources for receiving information about City of Raleigh

City website	64.0%	70.9%	77.8%	76.4%	84.9%	74.9%
Nextdoor	24.0%	29.1%	39.3%	30.1%	34.9%	32.1%
RTN (City's cable station)	7.2%	5.8%	3.3%	1.4%	2.4%	3.6%
City social media sites (Twitter, Facebook, Instagram)	33.6%	33.1%	20.7%	26.4%	22.3%	25.5%
Local television	62.4%	63.4%	64.4%	54.2%	51.2%	59.4%
Local newspaper	15.2%	22.1%	17.4%	25.0%	22.3%	21.4%
Radio	24.8%	14.5%	14.8%	17.1%	13.9%	16.8%
Email subscriptions	28.8%	33.1%	33.0%	35.6%	31.9%	33.0%
Other	10.4%	5.2%	6.7%	8.3%	6.6%	7.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-1. Quality of police services</u>						
Excellent	15.5%	16.4%	29.2%	26.4%	31.3%	24.9%
Good	49.1%	56.6%	47.3%	46.8%	48.7%	49.6%
Neutral	17.2%	17.8%	16.0%	16.9%	12.7%	16.2%
Below average	3.4%	4.6%	4.9%	6.0%	4.0%	4.7%
Poor	14.7%	4.6%	2.5%	4.0%	3.3%	4.7%

Q12-2. Response time for police services

Excellent	16.7%	15.9%	25.6%	27.7%	26.1%	23.2%
Good	49.1%	47.6%	42.9%	42.6%	48.7%	45.0%
Neutral	17.6%	22.2%	22.2%	19.9%	17.6%	21.0%
Below average	9.3%	11.9%	6.4%	5.7%	2.5%	6.9%
Poor	7.4%	2.4%	3.0%	4.3%	5.0%	3.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-3. Overall police relationship with your community

Excellent	11.6%	14.8%	25.8%	18.8%	26.4%	20.8%
Good	41.1%	40.9%	41.5%	44.8%	45.9%	43.0%
Neutral	21.4%	28.2%	21.4%	22.4%	19.6%	22.5%
Below average	10.7%	12.1%	7.4%	4.7%	4.7%	7.3%
Poor	15.2%	4.0%	3.9%	9.4%	3.4%	6.4%

Q12-4. Quality of fire services

Excellent	36.0%	35.7%	46.4%	42.4%	39.7%	41.9%
Good	46.0%	51.9%	39.3%	50.3%	50.0%	46.4%
Neutral	15.0%	10.9%	14.2%	6.7%	8.8%	10.7%
Below average	3.0%	0.8%	0.0%	0.0%	0.7%	0.6%
Poor	0.0%	0.8%	0.0%	0.6%	0.7%	0.4%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q12-5. Response time for fire services</u>						
Excellent	37.6%	37.0%	51.6%	52.3%	46.7%	46.6%
Good	41.9%	47.9%	36.4%	35.2%	41.1%	39.8%
Neutral	19.4%	13.4%	12.0%	10.9%	10.3%	12.6%
Below average	1.1%	0.8%	0.0%	0.8%	0.9%	0.6%
Poor	0.0%	0.8%	0.0%	0.8%	0.9%	0.4%

Q12-6. Overall quality of service provided by 9-1-1 operators

Excellent	28.2%	26.7%	34.0%	41.9%	38.1%	34.5%
Good	47.6%	54.2%	42.6%	41.9%	41.2%	45.1%
Neutral	19.4%	15.8%	19.7%	14.7%	16.5%	17.3%
Below average	3.9%	1.7%	2.1%	1.5%	2.1%	2.0%
Poor	1.0%	1.7%	1.6%	0.0%	2.1%	1.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q12-7. Enforcement of City codes & ordinances</u>						
Excellent	7.1%	6.6%	9.1%	16.4%	10.5%	10.1%
Good	44.4%	41.0%	36.9%	33.3%	38.6%	37.7%
Neutral	32.3%	31.1%	39.6%	35.8%	29.8%	35.0%
Below average	8.1%	14.8%	9.6%	10.1%	10.5%	10.3%
Poor	8.1%	6.6%	4.8%	4.4%	10.5%	6.9%

Q12-8. Enforcement of junk & debris cleanup on private property

Excellent	7.8%	5.1%	6.5%	11.2%	8.6%	7.2%
Good	30.4%	28.8%	26.5%	27.3%	22.9%	27.1%
Neutral	34.3%	34.7%	35.7%	34.3%	40.0%	35.6%
Below average	13.7%	22.0%	23.2%	20.3%	15.2%	20.1%
Poor	13.7%	9.3%	8.1%	7.0%	13.3%	9.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-9. Overall cleanliness of Raleigh</u>						
Excellent	7.6%	10.1%	9.4%	16.9%	12.7%	11.3%
Good	44.5%	52.4%	56.2%	48.8%	53.0%	51.4%
Neutral	37.0%	19.0%	18.1%	21.6%	17.5%	21.3%
Below average	9.2%	12.5%	15.1%	11.3%	10.8%	12.7%
Poor	1.7%	6.0%	1.1%	1.4%	6.0%	3.3%

Q12-10. Cleanliness of Downtown Raleigh

Excellent	9.6%	10.8%	9.6%	15.8%	11.8%	11.3%
Good	53.0%	50.6%	53.6%	43.5%	49.1%	49.5%
Neutral	31.3%	24.1%	24.8%	24.9%	16.1%	23.9%
Below average	5.2%	10.8%	8.4%	12.4%	13.7%	10.6%
Poor	0.9%	3.8%	3.6%	3.3%	9.3%	4.8%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q12-11. Cleanliness of your neighborhood

Excellent	15.7%	22.9%	25.1%	31.9%	39.2%	27.8%
Good	48.8%	41.8%	53.2%	52.8%	48.8%	49.3%
Neutral	21.5%	15.9%	12.4%	8.3%	7.8%	12.4%
Below average	10.7%	14.7%	6.7%	5.6%	2.4%	7.8%
Poor	3.3%	4.7%	2.6%	1.4%	1.8%	2.7%

Q12-12. Cleanliness of City parks

Excellent	21.2%	19.4%	19.1%	30.0%	27.2%	23.1%
Good	54.0%	53.1%	61.0%	53.6%	54.3%	55.7%
Neutral	19.5%	17.5%	16.3%	12.1%	13.0%	15.4%
Below average	4.4%	8.8%	2.8%	2.4%	2.5%	4.0%
Poor	0.9%	1.3%	0.8%	1.9%	3.1%	1.7%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-13. Cleanliness of City greenways

Excellent	20.2%	18.1%	21.6%	30.5%	27.2%	23.4%
Good	48.1%	45.8%	55.6%	51.3%	51.3%	51.1%
Neutral	25.0%	21.3%	18.5%	11.2%	13.3%	17.2%
Below average	4.8%	11.6%	3.4%	4.6%	3.8%	5.8%
Poor	1.9%	3.2%	0.9%	2.5%	4.4%	2.5%

Q12-14. Impact of changes being made in & around your neighborhood

Excellent	6.3%	6.8%	6.5%	13.4%	8.8%	8.5%
Good	29.7%	32.2%	40.9%	38.0%	36.5%	35.3%
Neutral	43.2%	37.7%	35.7%	35.3%	36.5%	37.9%
Below average	9.9%	15.1%	12.6%	8.6%	10.8%	11.2%
Poor	10.8%	8.2%	4.3%	4.8%	7.4%	7.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q12-15. New construction's compatibility with existing neighborhood building patterns

Excellent	3.7%	5.6%	6.7%	6.3%	5.2%	5.7%
Good	25.0%	29.6%	31.4%	24.3%	36.1%	29.5%
Neutral	41.7%	27.5%	37.7%	31.2%	29.0%	33.4%
Below average	16.7%	19.7%	15.9%	22.2%	14.2%	18.0%
Poor	13.0%	17.6%	8.4%	15.9%	15.5%	13.4%

Q12-16. Variety of housing options

Excellent	5.3%	6.5%	9.6%	13.6%	11.8%	9.8%
Good	30.1%	36.4%	34.6%	33.2%	39.2%	34.7%
Neutral	30.1%	24.7%	31.3%	28.1%	22.2%	27.3%
Below average	14.2%	21.4%	15.4%	17.1%	16.3%	17.3%
Poor	20.4%	11.0%	9.2%	8.0%	10.5%	10.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-17. Availability of affordable housing

Excellent	4.5%	4.3%	6.0%	7.4%	10.1%	6.4%
Good	13.5%	16.3%	20.6%	15.3%	18.7%	17.4%
Neutral	30.6%	24.8%	27.5%	25.0%	25.9%	27.1%
Below average	18.9%	28.4%	28.4%	33.0%	27.3%	27.8%
Poor	32.4%	26.2%	17.4%	19.3%	18.0%	21.3%

Q12-18. Neighborliness of residents

Excellent	10.2%	16.2%	19.5%	18.8%	25.5%	18.4%
Good	44.9%	41.3%	41.8%	50.2%	49.7%	45.3%
Neutral	26.3%	29.9%	29.7%	22.7%	18.0%	25.8%
Below average	9.3%	9.6%	6.6%	5.8%	5.0%	6.9%
Poor	9.3%	3.0%	2.3%	2.4%	1.9%	3.6%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-19. Openness & acceptance of the community towards people of diverse backgrounds</u>						
Excellent	9.6%	12.9%	12.6%	19.4%	21.1%	15.8%
Good	36.8%	45.4%	49.8%	40.8%	45.3%	43.9%
Neutral	29.8%	27.0%	26.3%	26.4%	23.0%	27.0%
Below average	14.0%	11.0%	8.5%	10.0%	6.8%	9.5%
Poor	9.6%	3.7%	2.8%	3.5%	3.7%	3.8%

Q12-20. Your neighborhood's ability to support a healthy & active lifestyle

Excellent	15.1%	19.9%	27.3%	27.8%	35.2%	25.9%
Good	42.9%	47.6%	53.1%	51.4%	47.9%	49.6%
Neutral	26.9%	17.5%	14.2%	13.7%	12.1%	15.9%
Below average	5.9%	10.2%	3.1%	6.6%	3.0%	5.3%
Poor	9.2%	4.8%	2.3%	0.5%	1.8%	3.4%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-21. Your access to City parks, greenways, & community centers</u>						
Excellent	23.9%	29.8%	39.0%	41.3%	45.8%	36.8%
Good	48.7%	53.0%	49.8%	46.9%	39.2%	47.9%
Neutral	20.5%	10.7%	9.7%	8.5%	9.0%	11.1%
Below average	4.3%	5.4%	1.5%	2.8%	3.0%	3.0%
Poor	2.6%	1.2%	0.0%	0.5%	3.0%	1.2%

Q12-22. Overall quality of parks & recreation programs & services

Excellent	21.9%	26.4%	28.6%	32.5%	32.7%	29.4%
Good	48.2%	49.7%	59.6%	53.7%	49.7%	52.5%
Neutral	23.7%	17.8%	10.2%	9.9%	14.5%	14.4%
Below average	4.4%	3.7%	1.6%	3.9%	1.3%	2.6%
Poor	1.8%	2.5%	0.0%	0.0%	1.9%	1.0%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q13. Sum of top 3 choices</u>						
Quality of police services	26.4%	22.7%	24.8%	21.8%	24.7%	23.9%
Response time for police services	9.6%	7.0%	10.7%	7.4%	9.0%	8.9%
Overall police relationship with your community	28.8%	29.1%	22.6%	25.0%	22.9%	24.1%
Quality of fire services	4.0%	2.9%	5.9%	4.6%	4.8%	5.0%
Response time for fire services	1.6%	1.7%	2.2%	3.7%	1.2%	2.4%
Overall quality of service provided by 9-1-1 operators	4.0%	2.9%	3.3%	2.3%	4.8%	3.4%
Enforcement of City codes & ordinances	6.4%	12.2%	13.0%	13.0%	21.7%	13.5%
Enforcement of junk & debris cleanup on private property	13.6%	13.4%	17.4%	13.0%	8.4%	14.0%
Overall cleanliness of Raleigh	13.6%	21.5%	21.9%	16.7%	25.9%	21.0%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
Cleanliness of downtown Raleigh	8.8%	8.1%	10.7%	7.4%	12.0%	9.7%
Cleanliness of your neighborhood	8.0%	7.6%	4.1%	5.1%	1.8%	4.9%
Cleanliness of City parks	3.2%	4.1%	2.6%	4.2%	1.8%	3.4%
Cleanliness of City greenways	4.8%	5.8%	5.2%	5.1%	8.4%	5.8%
Impact of changes being made in & around your neighborhood	12.8%	15.1%	15.2%	18.1%	15.7%	15.6%
New construction's compatibility with existing neighborhood building patterns	18.4%	14.5%	16.7%	26.4%	26.5%	20.1%
Variety of housing options	21.6%	19.8%	18.1%	15.7%	14.5%	17.9%
Availability of affordable housing	46.4%	37.2%	34.8%	32.4%	30.7%	34.2%
Neighborliness of residents	4.8%	2.3%	3.7%	4.6%	4.8%	4.0%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. Sum of top 3 choices (cont.)

Openness & acceptance of the community towards people of diverse backgrounds	15.2%	14.0%	9.3%	13.0%	14.5%	12.5%
Your neighborhood's ability to support a healthy & active lifestyle	5.6%	5.2%	5.2%	5.1%	6.6%	5.0%
Your access to City parks, greenways, & community centers	4.0%	5.2%	5.9%	7.9%	9.6%	6.5%
Overall quality of parks & recreation programs & services	1.6%	8.7%	6.7%	9.7%	9.6%	7.4%
None chosen	11.2%	11.6%	11.1%	8.3%	5.4%	9.9%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q14-1. In Raleigh overall</u>						
Very safe	13.1%	18.2%	24.5%	29.9%	34.3%	24.5%
Safe	55.7%	62.4%	60.8%	57.9%	54.2%	58.1%
Neutral	23.0%	12.9%	10.6%	7.0%	7.8%	12.0%
Unsafe	7.4%	5.9%	3.8%	3.7%	1.8%	4.4%
Very unsafe	0.8%	0.6%	0.4%	1.4%	1.8%	1.0%

Q14-2. In City parks & greenways

Very safe	7.8%	14.7%	14.7%	22.2%	20.2%	15.9%
Safe	49.1%	46.2%	58.7%	54.6%	53.4%	53.2%
Neutral	36.2%	26.3%	18.7%	15.5%	18.4%	22.1%
Unsafe	6.9%	10.9%	7.5%	6.3%	5.5%	7.7%
Very unsafe	0.0%	1.9%	0.4%	1.4%	2.5%	1.1%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q14-3. In Downtown Raleigh during the day</u>						
Very safe	19.0%	25.8%	31.9%	39.7%	40.6%	31.5%
Safe	56.0%	59.5%	51.9%	47.8%	44.8%	51.8%
Neutral	19.8%	9.8%	13.1%	8.6%	10.3%	12.5%
Unsafe	5.2%	4.3%	2.7%	1.9%	1.8%	3.0%
Very unsafe	0.0%	0.6%	0.4%	1.9%	2.4%	1.2%

Q14-4. In Downtown Raleigh at night

Very safe	4.5%	2.6%	8.6%	11.9%	9.8%	7.6%
Safe	28.6%	39.1%	33.6%	43.1%	39.3%	36.4%
Neutral	42.9%	32.5%	36.5%	21.8%	24.5%	31.3%
Unsafe	17.0%	19.2%	13.9%	17.8%	17.2%	16.9%
Very unsafe	7.1%	6.6%	7.4%	5.4%	9.2%	7.8%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q14-5. In your neighborhood during the day</u>						
Very safe	34.1%	50.0%	58.1%	67.3%	70.5%	57.7%
Safe	46.3%	42.9%	37.7%	29.4%	27.7%	36.2%
Neutral	13.8%	5.9%	3.4%	2.8%	1.2%	4.7%
Unsafe	5.7%	0.6%	0.8%	0.5%	0.0%	1.2%
Very unsafe	0.0%	0.6%	0.0%	0.0%	0.6%	0.2%

Q14-6. In your neighborhood at night

Very safe	15.4%	26.9%	33.7%	42.9%	44.6%	33.8%
Safe	43.1%	44.3%	48.1%	45.3%	45.2%	45.4%
Neutral	28.5%	17.4%	14.4%	7.1%	7.8%	14.4%
Unsafe	6.5%	7.8%	3.0%	4.7%	1.8%	4.7%
Very unsafe	6.5%	3.6%	0.8%	0.0%	0.6%	1.7%

Q15. Which TWO items from the list in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q15. Sum of top 2 choices</u>						
In Raleigh overall	40.0%	45.3%	44.8%	47.7%	44.6%	44.7%
In City parks & greenways	31.2%	33.7%	40.7%	42.6%	47.6%	39.9%
In Downtown Raleigh during the day	8.8%	8.1%	8.9%	8.3%	9.6%	9.3%
In Downtown Raleigh at night	40.0%	48.3%	48.9%	57.4%	66.9%	52.2%
In your neighborhood during the day	6.4%	7.6%	4.8%	3.2%	0.6%	4.4%
In your neighborhood at night	37.6%	28.5%	25.2%	18.5%	14.5%	23.8%
None chosen	16.0%	12.2%	11.1%	8.8%	6.6%	10.7%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-1. Overall traffic flow in Raleigh

Excellent	4.2%	3.0%	2.6%	3.8%	3.6%	3.1%
Good	25.2%	33.1%	36.1%	35.4%	35.8%	34.1%
Neutral	28.6%	36.7%	28.9%	29.2%	30.9%	30.5%
Below average	21.8%	18.3%	19.5%	25.0%	19.4%	21.3%
Poor	20.2%	8.9%	12.8%	6.6%	10.3%	11.0%

Q16-2. Ability to predict travel time to places in Raleigh

Excellent	3.4%	6.0%	6.1%	7.0%	6.7%	5.9%
Good	42.0%	43.5%	52.5%	50.0%	47.9%	48.0%
Neutral	26.9%	32.1%	23.6%	22.9%	23.6%	25.8%
Below average	16.0%	14.3%	11.4%	15.4%	15.8%	14.0%
Poor	11.8%	4.2%	6.5%	4.7%	6.1%	6.3%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-3. Overall maintenance of City streets

Excellent	3.3%	2.4%	3.8%	6.1%	4.2%	4.0%
Good	29.2%	41.8%	41.5%	42.5%	37.6%	38.9%
Neutral	26.7%	28.8%	27.5%	27.1%	29.1%	28.3%
Below average	29.2%	18.8%	17.7%	17.8%	18.8%	19.7%
Poor	11.7%	8.2%	9.4%	6.5%	10.3%	9.0%

Q16-4. Overall condition of major City streets

Excellent	5.0%	4.2%	6.0%	9.3%	7.3%	6.5%
Good	33.6%	47.0%	49.1%	42.5%	44.2%	43.9%
Neutral	31.9%	26.5%	23.0%	27.1%	24.2%	26.0%
Below average	21.0%	14.5%	14.0%	14.5%	14.5%	15.7%
Poor	8.4%	7.8%	7.9%	6.5%	9.7%	7.9%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-5. Condition of streets in your neighborhood

Excellent	5.0%	8.8%	14.6%	18.3%	14.6%	13.1%
Good	47.9%	60.0%	55.8%	50.7%	53.7%	54.3%
Neutral	22.3%	13.5%	15.0%	16.9%	22.0%	17.2%
Below average	20.7%	12.9%	10.1%	8.9%	6.7%	11.2%
Poor	4.1%	4.7%	4.5%	5.2%	3.0%	4.2%

Q16-6. Overall condition of City sidewalks

Excellent	2.5%	3.8%	7.0%	12.2%	4.3%	6.5%
Good	40.7%	51.0%	52.5%	42.4%	48.5%	47.9%
Neutral	34.7%	25.5%	22.6%	27.3%	24.5%	26.0%
Below average	15.3%	15.9%	14.8%	12.2%	14.7%	14.4%
Poor	6.8%	3.8%	3.1%	5.9%	8.0%	5.2%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-7. Condition of sidewalks in your neighborhood</u>						
Excellent	8.9%	10.3%	15.7%	16.6%	11.9%	13.2%
Good	40.2%	48.1%	49.4%	45.4%	53.1%	48.6%
Neutral	26.8%	18.6%	20.4%	21.0%	18.1%	20.5%
Below average	15.2%	16.7%	10.6%	9.3%	8.1%	11.0%
Poor	8.9%	6.4%	3.9%	7.8%	8.8%	6.8%

Q16-8. Availability of sidewalks in Raleigh

Excellent	5.9%	5.0%	7.4%	11.1%	6.8%	7.6%
Good	33.6%	41.6%	37.5%	34.6%	38.9%	37.3%
Neutral	37.8%	27.3%	29.3%	24.5%	21.6%	27.8%
Below average	14.3%	15.5%	20.3%	18.8%	21.0%	18.0%
Poor	8.4%	10.6%	5.5%	11.1%	11.7%	9.3%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-9. Availability of sidewalks in your neighborhood

Excellent	9.4%	18.8%	13.7%	22.3%	22.5%	17.5%
Good	35.0%	40.0%	50.0%	40.3%	46.3%	44.1%
Neutral	26.5%	15.2%	18.3%	16.1%	15.0%	17.4%
Below average	17.1%	15.8%	8.8%	10.9%	6.3%	10.8%
Poor	12.0%	10.3%	9.2%	10.4%	10.0%	10.1%

Q16-10. Availability of bicycle lanes

Excellent	7.5%	8.7%	10.3%	12.0%	13.0%	10.9%
Good	33.6%	32.7%	35.6%	31.0%	29.2%	32.5%
Neutral	37.4%	36.0%	32.6%	27.0%	22.1%	31.4%
Below average	10.3%	16.7%	15.0%	20.5%	22.7%	16.5%
Poor	11.2%	6.0%	6.4%	9.5%	13.0%	8.6%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-11. Availability of Downtown parking</u>						
Excellent	4.5%	3.2%	5.2%	6.4%	5.0%	4.7%
Good	19.1%	31.2%	28.4%	30.4%	36.6%	29.9%
Neutral	33.6%	28.6%	32.4%	32.8%	26.7%	30.6%
Below average	20.9%	21.4%	22.0%	19.1%	18.6%	20.8%
Poor	21.8%	15.6%	12.0%	11.3%	13.0%	14.1%

Q16-12. Quality of Downtown parking (e.g., cleanliness, condition)

Excellent	6.6%	4.7%	6.0%	8.6%	5.7%	6.0%
Good	32.1%	41.2%	36.1%	39.4%	38.6%	37.1%
Neutral	36.8%	35.1%	34.1%	33.8%	29.1%	33.9%
Below average	14.2%	10.1%	16.9%	12.1%	15.8%	15.0%
Poor	10.4%	8.8%	6.8%	6.1%	10.8%	8.0%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-13. Overall quality of GoRaleigh bus system

Excellent	12.9%	7.4%	9.9%	12.2%	10.0%	10.5%
Good	41.4%	44.4%	41.6%	32.9%	37.1%	39.0%
Neutral	28.6%	37.0%	33.7%	32.9%	25.7%	32.8%
Below average	5.7%	4.9%	6.9%	9.8%	14.3%	8.4%
Poor	11.4%	6.2%	7.9%	12.2%	12.9%	9.3%

Q16-14. Cleanliness of GoRaleigh buses

Excellent	18.2%	8.7%	9.8%	11.3%	15.3%	12.5%
Good	28.8%	40.6%	51.1%	42.3%	50.8%	42.7%
Neutral	39.4%	46.4%	34.8%	36.6%	22.0%	36.5%
Below average	9.1%	1.4%	1.1%	2.8%	5.1%	3.9%
Poor	4.5%	2.9%	3.3%	7.0%	6.8%	4.4%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-15. Cleanliness of GoRaleigh bus stops & terminals

Excellent	10.5%	7.0%	6.5%	11.6%	10.0%	8.7%
Good	27.6%	25.6%	40.7%	34.9%	43.3%	34.4%
Neutral	38.2%	45.3%	38.0%	34.9%	23.3%	37.3%
Below average	14.5%	16.3%	8.3%	7.0%	13.3%	11.8%
Poor	9.2%	5.8%	6.5%	11.6%	10.0%	7.8%

Q16(16-18). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-16. Walking to places in Raleigh

Excellent	8.2%	9.9%	10.5%	15.6%	15.1%	12.3%
Good	38.2%	44.7%	53.8%	39.2%	42.8%	44.9%
Neutral	37.3%	27.6%	23.1%	22.1%	18.9%	25.1%
Below average	9.1%	9.9%	8.4%	16.6%	17.6%	12.0%
Poor	7.3%	7.9%	4.2%	6.5%	5.7%	5.7%

Q16-17. Biking to places in Raleigh

Excellent	5.6%	6.3%	10.5%	9.8%	9.2%	8.7%
Good	19.7%	28.1%	36.4%	25.8%	29.4%	29.4%
Neutral	53.5%	43.8%	37.1%	31.8%	28.4%	37.8%
Below average	14.1%	15.6%	10.5%	24.2%	22.9%	16.8%
Poor	7.0%	6.3%	5.6%	8.3%	10.1%	7.2%

Q16(16-18). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-18. Riding GoRaleigh bus to places in Raleigh</u>						
Excellent	14.9%	10.3%	9.4%	13.5%	11.5%	11.2%
Good	31.3%	32.4%	35.3%	24.3%	32.8%	30.5%
Neutral	35.8%	44.1%	44.7%	37.8%	29.5%	40.6%
Below average	9.0%	8.8%	7.1%	10.8%	14.8%	9.9%
Poor	9.0%	4.4%	3.5%	13.5%	11.5%	7.8%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q17. Sum of top 3 choices</u>						
Overall traffic flow in Raleigh	52.8%	50.6%	59.6%	57.4%	54.8%	55.3%
Ability to predict travel time to places in Raleigh	14.4%	11.6%	12.2%	12.0%	7.2%	11.3%
Overall maintenance of City streets	34.4%	37.8%	41.1%	38.0%	40.4%	38.6%
Overall condition of major City streets	22.4%	22.7%	24.1%	22.2%	28.3%	24.3%
Condition of streets in your neighborhood	12.8%	8.7%	8.5%	9.7%	4.8%	8.5%
Overall condition of City sidewalks	8.0%	5.2%	7.4%	9.7%	9.0%	7.8%
Condition of sidewalks in your neighborhood	2.4%	5.8%	7.4%	6.9%	6.6%	6.2%
Availability of sidewalks in Raleigh	16.0%	16.3%	13.3%	18.5%	19.9%	16.3%
Availability of sidewalks in your neighborhood	12.8%	8.7%	6.7%	7.9%	7.8%	8.2%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q17. Sum of top 3 choices (cont.)</u>						
Availability of bicycle lanes	5.6%	13.4%	11.9%	16.7%	19.9%	13.4%
Availability of Downtown parking	27.2%	23.3%	26.7%	20.8%	20.5%	24.0%
Quality of Downtown parking (e.g., cleanliness, condition)	5.6%	8.1%	7.4%	3.2%	10.8%	7.3%
Overall quality of GoRaleigh bus system	10.4%	5.8%	5.9%	8.3%	11.4%	8.0%
Cleanliness of GoRaleigh buses	0.8%	1.7%	0.4%	0.9%	0.6%	0.8%
Cleanliness of GoRaleigh bus stops & terminals	1.6%	4.1%	1.9%	1.4%	0.6%	1.7%
Walking to places in Raleigh	10.4%	11.6%	11.1%	11.1%	11.4%	10.7%
Biking to places in Raleigh	5.6%	5.2%	5.9%	12.5%	12.7%	8.2%
Riding GoRaleigh bus to places in Raleigh	9.6%	5.2%	5.2%	7.9%	7.8%	7.2%
None chosen	13.6%	15.7%	11.9%	9.7%	5.4%	11.6%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18-1. Visited a City park or greenway

Very frequently	17.1%	24.1%	29.8%	36.9%	46.3%	30.7%
Frequently	31.7%	32.5%	30.5%	34.6%	30.5%	32.6%
Rarely	42.3%	34.3%	32.4%	22.4%	22.0%	30.3%
Never	8.9%	9.0%	7.3%	6.1%	1.2%	6.3%

Q18-2. Visited a City community center

Very frequently	0.8%	6.1%	3.1%	5.7%	6.8%	4.5%
Frequently	19.5%	17.1%	13.5%	17.5%	16.7%	16.6%
Rarely	57.7%	51.2%	59.5%	54.7%	58.0%	56.9%
Never	22.0%	25.6%	23.9%	22.2%	18.5%	22.0%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q18-3. Participated in a City recreation program or event

Very frequently	2.5%	6.2%	4.2%	5.7%	6.8%	5.1%
Frequently	10.7%	19.9%	13.9%	16.0%	11.7%	14.2%
Rarely	54.5%	42.9%	39.4%	46.2%	49.4%	46.1%
Never	32.2%	31.1%	42.5%	32.1%	32.1%	34.6%

Q18-4. Called 9-1-1

Very frequently	1.7%	1.2%	0.8%	0.9%	1.2%	1.1%
Frequently	8.3%	2.4%	3.1%	0.5%	0.0%	2.3%
Rarely	54.2%	40.9%	32.3%	32.7%	28.6%	36.7%
Never	35.8%	55.5%	63.8%	65.9%	70.2%	59.9%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q18-5. Contacted City for code enforcement</u>						
Very frequently	0.8%	0.0%	1.6%	1.5%	1.3%	1.1%
Frequently	7.4%	4.9%	2.7%	3.4%	2.5%	3.8%
Rarely	23.1%	17.8%	18.4%	18.4%	20.8%	19.6%
Never	68.6%	77.3%	77.3%	76.7%	75.5%	75.5%

Q18-6. Had contact with Raleigh Police Department

Very frequently	3.3%	1.2%	1.9%	1.9%	2.4%	1.9%
Frequently	12.4%	6.6%	5.0%	3.3%	4.3%	5.6%
Rarely	56.2%	53.3%	52.9%	53.6%	53.7%	53.8%
Never	28.1%	38.9%	40.2%	41.2%	39.6%	38.7%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q18-7. Had contact with Raleigh Fire Department

Very frequently	0.0%	1.2%	1.2%	2.4%	0.6%	1.1%
Frequently	6.5%	1.2%	2.7%	1.4%	0.0%	2.0%
Rarely	39.0%	33.3%	31.7%	32.1%	31.1%	34.5%
Never	54.5%	64.2%	64.5%	64.1%	68.3%	62.4%

Q18-8. Attended a City of Raleigh public meeting

Very frequently	0.0%	1.8%	1.2%	3.3%	2.4%	1.7%
Frequently	9.0%	7.3%	3.1%	5.2%	6.7%	6.0%
Rarely	27.9%	20.1%	26.6%	27.6%	26.8%	26.5%
Never	63.1%	70.7%	69.1%	63.8%	64.0%	65.8%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18-9. Watched a City of Raleigh public meeting (online or television)

Very frequently	0.8%	1.8%	1.9%	2.4%	2.4%	1.9%
Frequently	14.6%	10.8%	9.7%	7.2%	6.7%	10.0%
Rarely	34.1%	37.3%	35.9%	38.8%	37.2%	36.6%
Never	50.4%	50.0%	52.5%	51.7%	53.7%	51.5%

Q18-10. Contacted City of Raleigh elected officials (in-person, phone, email, or social media/web)

Very frequently	1.6%	1.8%	1.6%	2.4%	2.4%	1.8%
Frequently	11.5%	8.5%	5.8%	8.6%	9.8%	9.2%
Rarely	28.7%	27.3%	29.6%	34.3%	26.2%	30.5%
Never	58.2%	62.4%	63.0%	54.8%	61.6%	58.5%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18-11. Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint

Very frequently	4.8%	5.5%	5.8%	4.7%	6.7%	5.5%
Frequently	23.4%	18.8%	23.8%	28.2%	35.2%	26.3%
Rarely	41.9%	50.9%	48.8%	43.7%	41.8%	45.8%
Never	29.8%	24.8%	21.5%	23.5%	16.4%	22.4%

Q18-12. Attended a homeowners association meeting

Very frequently	3.3%	5.6%	7.5%	11.6%	7.5%	7.6%
Frequently	15.7%	13.0%	16.5%	13.5%	19.3%	16.2%
Rarely	27.3%	31.5%	24.4%	27.5%	24.2%	26.4%
Never	53.7%	50.0%	51.6%	47.3%	49.1%	49.7%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q18-13. Attended an event at a City entertainment venue

Very frequently	3.3%	4.3%	7.3%	12.4%	13.3%	8.5%
Frequently	24.6%	23.2%	29.8%	37.6%	43.0%	31.7%
Rarely	43.4%	46.3%	42.0%	38.6%	33.3%	41.3%
Never	28.7%	26.2%	21.0%	11.4%	10.3%	18.4%

Q18-14. Biked or walked instead of driving

Very frequently	7.3%	7.2%	12.4%	16.1%	16.4%	12.2%
Frequently	25.8%	22.2%	23.9%	26.1%	28.5%	25.0%
Rarely	39.5%	35.9%	35.9%	37.4%	41.8%	38.0%
Never	27.4%	34.7%	27.8%	20.4%	13.3%	24.9%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18-15. Used City greenways as a mode of transportation

Very frequently	3.2%	3.1%	7.8%	6.8%	9.3%	5.9%
Frequently	12.1%	7.4%	10.1%	10.2%	12.3%	10.1%
Rarely	21.8%	29.4%	22.2%	31.2%	32.1%	27.4%
Never	62.9%	60.1%	59.9%	51.7%	46.3%	56.6%

Q19. In the past 18 months, how often have you used the GoRaleigh bus system? (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q19. How often have you used GoRaleigh bus system in past 18 months

Very frequently	5.7%	1.2%	0.4%	0.9%	0.6%	1.4%
Frequently	8.9%	0.6%	2.6%	0.9%	1.2%	2.3%
Rarely	17.9%	13.5%	7.1%	13.5%	15.2%	12.6%
Never	67.5%	84.7%	89.8%	84.7%	83.0%	83.7%

Q19a. Which ONE of the following is your primary reason for not using the service? (without "not provided")

N=858

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q19a. What is your primary reason for not using the service

Does not serve the areas I need to visit	9.8%	14.7%	10.2%	13.7%	12.5%	11.4%
Buses do not come frequently enough	4.9%	4.9%	3.4%	7.1%	7.4%	5.1%
Services are not provided during days & hours I would use it	1.2%	2.1%	2.1%	2.2%	0.0%	1.6%
I just prefer to drive	70.7%	69.2%	75.4%	68.7%	64.7%	71.4%
Other	13.4%	9.1%	8.9%	8.2%	15.4%	10.5%

Q20a. How often did you telecommute for work prior to COVID-19? (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
Every work day	14.2%	16.9%	12.1%	19.3%	17.9%	15.3%
A few times within a week	5.8%	4.2%	7.2%	8.0%	9.9%	6.8%
A few times within a month	6.7%	5.4%	6.8%	11.3%	14.8%	8.6%
A few times within a year	4.2%	10.8%	12.9%	17.9%	11.1%	12.5%
Never	69.2%	62.7%	61.0%	43.4%	46.3%	56.8%

Q20b. How often are you currently telecommuting for work? (without "don't know")

N=1036	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
Every work day	14.8%	25.0%	24.1%	42.5%	48.1%	31.1%
A few times within a week	7.0%	6.5%	9.6%	8.4%	11.7%	8.2%
A few times within a month	1.7%	6.0%	6.9%	6.1%	6.8%	5.8%
A few times within a year	6.1%	6.0%	3.1%	4.2%	3.7%	4.6%
Never	70.4%	56.5%	56.3%	38.8%	29.6%	50.3%

Q20c. After COVID-19, how often do you anticipate telecommuting for work? (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20c. How often do you anticipate telecommuting for work after COVID-19

Every work day	9.5%	15.4%	12.5%	17.8%	20.6%	14.7%
A few times within a week	10.5%	14.7%	15.4%	24.3%	27.7%	18.6%
A few times within a month	4.8%	5.1%	11.7%	13.4%	19.4%	11.1%
A few times within a year	4.8%	8.3%	6.7%	6.4%	3.2%	6.3%
Never	70.5%	56.4%	53.8%	38.1%	29.0%	49.2%

Q21. During COVID-19, the City implemented several changes to programs to serve the community's needs. Please indicate which services you have participated in during the past 6 months.

N=1036

	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
Virtual inspection services	0.8%	3.5%	3.3%	3.7%	6.6%	3.7%
Digital permitting services	3.2%	2.9%	2.2%	4.6%	6.6%	3.9%
Online recreation programs	7.2%	5.8%	5.9%	4.6%	5.4%	5.7%
Outdoor seating extensions at restaurants	20.8%	29.7%	35.9%	37.0%	47.6%	34.7%
Temporary curbside pickup zones at local businesses	40.0%	43.6%	42.2%	50.0%	55.4%	45.3%
Virtual public meetings	16.0%	15.7%	16.7%	17.6%	17.5%	16.3%
Small business assistance loans	6.4%	0.6%	1.9%	2.8%	4.2%	2.8%
Mask distributions	16.0%	8.1%	4.8%	3.2%	2.4%	6.3%

Q22. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q22. How likely are you to recommend living in Raleigh to someone who asks

Very likely	35.8%	41.8%	50.2%	51.2%	59.4%	48.2%
Likely	37.4%	40.0%	33.7%	34.0%	27.3%	34.6%
Neutral	19.5%	12.9%	11.6%	7.9%	8.5%	11.5%
Not likely	3.3%	2.9%	3.0%	3.7%	3.0%	2.9%
Very unlikely	4.1%	2.4%	1.5%	3.3%	1.8%	2.7%

Q23. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1036

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q23. Most significant issues Raleigh will face over next five years

Affordable housing	71.2%	66.3%	56.7%	55.1%	47.0%	56.9%
Pace of growth	43.2%	54.1%	65.9%	64.8%	68.7%	61.3%
Transportation	33.6%	36.0%	34.8%	47.2%	49.4%	40.7%
Affordability of City services	22.4%	13.4%	18.1%	13.9%	15.7%	16.9%
Public safety	22.4%	31.4%	32.2%	26.4%	32.5%	30.6%
Job opportunities	28.0%	23.3%	16.3%	14.8%	18.7%	18.6%
Environmental protection	16.8%	27.9%	24.8%	25.0%	21.7%	23.1%
Social justice/equity/ inclusivity	40.8%	39.5%	36.7%	39.8%	28.9%	36.2%
Other	2.4%	1.2%	4.1%	3.7%	6.6%	3.9%

Section 3

Race & Gender

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q1-1. Overall quality of life in Raleigh</u>						
Excellent	28.2%	37.3%	23.5%	35.1%	32.0%	33.3%
Good	57.8%	55.0%	60.3%	56.5%	55.5%	55.9%
Neutral	10.0%	5.6%	8.8%	5.8%	8.7%	7.3%
Below average	3.3%	1.8%	7.4%	2.1%	3.4%	3.1%
Poor	0.7%	0.3%	0.0%	0.4%	0.4%	0.4%
<u>Q1-2. Overall quality of life in your neighborhood</u>						
Excellent	30.9%	48.1%	30.9%	45.3%	37.0%	40.9%
Good	49.3%	42.5%	51.5%	44.6%	45.9%	45.2%
Neutral	12.1%	6.1%	11.8%	6.6%	10.7%	8.8%
Below average	5.4%	2.9%	4.4%	2.7%	5.2%	4.0%
Poor	2.3%	0.3%	1.5%	0.8%	1.2%	1.1%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q1-3. Raleigh as a place to live</u>						
Excellent	36.3%	43.5%	35.3%	44.3%	37.6%	40.9%
Good	50.7%	47.8%	51.5%	47.6%	49.5%	48.4%
Neutral	10.7%	5.2%	7.4%	4.9%	9.5%	7.2%
Below average	2.0%	2.7%	4.4%	2.5%	3.0%	2.8%
Poor	0.3%	0.8%	1.5%	0.8%	0.4%	0.7%
 <u>Q1-4. Raleigh as a place to raise children</u>						
Excellent	32.8%	42.5%	27.0%	39.7%	36.4%	38.1%
Good	50.9%	45.2%	46.0%	45.5%	47.6%	46.3%
Neutral	14.0%	8.9%	15.9%	11.7%	12.3%	11.9%
Below average	1.8%	1.9%	7.9%	2.0%	2.7%	2.4%
Poor	0.4%	1.5%	3.2%	1.1%	0.9%	1.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q1-5. Raleigh as a place to retire</u>						
Excellent	24.8%	28.5%	26.2%	27.7%	26.5%	27.0%
Good	47.9%	42.0%	33.8%	43.6%	41.6%	42.6%
Neutral	18.1%	20.5%	30.8%	20.4%	21.7%	20.9%
Below average	7.1%	5.8%	6.2%	5.3%	7.2%	6.4%
Poor	2.1%	3.2%	3.1%	3.0%	3.1%	3.2%
 <u>Q1-6. Raleigh as a place to work</u>						
Excellent	29.0%	40.6%	25.8%	40.2%	32.3%	36.2%
Good	52.2%	49.2%	42.4%	48.7%	49.9%	49.3%
Neutral	14.3%	8.2%	22.7%	8.3%	14.3%	11.2%
Below average	3.1%	1.3%	7.6%	2.0%	2.7%	2.4%
Poor	1.4%	0.7%	1.5%	0.8%	0.8%	0.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	

Q1-7. Raleigh as a place for young professionals

Excellent	35.5%	43.2%	33.9%	43.1%	37.2%	40.1%
Good	44.3%	46.3%	37.1%	44.4%	46.1%	45.0%
Neutral	15.4%	8.1%	19.4%	10.0%	12.2%	11.2%
Below average	3.7%	1.5%	4.8%	1.6%	3.4%	2.6%
Poor	1.1%	0.8%	4.8%	0.9%	1.1%	1.1%

Q1-8. Raleigh as a place I feel comfortable in

Excellent	30.2%	42.2%	32.8%	39.4%	36.5%	37.9%
Good	51.2%	45.1%	40.3%	46.4%	46.0%	46.0%
Neutral	13.3%	9.0%	16.4%	10.3%	11.7%	11.0%
Below average	3.7%	1.9%	7.5%	1.7%	4.4%	3.1%
Poor	1.7%	1.8%	3.0%	2.1%	1.4%	1.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q1-9. Overall direction City of Raleigh is taking</u>						
Excellent	14.3%	18.8%	15.4%	15.9%	18.3%	17.0%
Good	50.5%	44.0%	33.8%	47.4%	43.1%	45.2%
Neutral	26.6%	21.3%	26.2%	23.1%	23.4%	23.2%
Below average	5.1%	8.8%	13.8%	6.6%	10.3%	8.3%
Poor	3.4%	7.0%	10.8%	7.0%	4.9%	6.3%
<u>Q1-10. Overall value you receive for your City tax dollars & fees</u>						
Excellent	8.8%	14.7%	16.2%	13.6%	12.7%	13.0%
Good	46.1%	45.0%	26.5%	43.2%	44.4%	43.7%
Neutral	28.8%	23.7%	32.4%	24.9%	26.3%	25.6%
Below average	12.2%	10.6%	11.8%	12.8%	10.6%	11.6%
Poor	4.1%	6.0%	13.2%	5.5%	6.0%	6.0%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q1-11. Overall image of Raleigh</u>						
Excellent	23.7%	32.7%	26.9%	30.3%	28.4%	29.2%
Good	59.7%	52.8%	46.3%	54.2%	54.9%	54.4%
Neutral	9.3%	9.3%	16.4%	9.7%	10.3%	10.0%
Below average	5.7%	3.1%	6.0%	3.3%	5.0%	4.3%
Poor	1.7%	2.1%	4.5%	2.5%	1.4%	2.0%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q2-1. Variety of arts & cultural programs offered in Raleigh</u>						
Excellent	21.7%	30.8%	21.0%	23.7%	30.8%	27.0%
Good	51.1%	54.7%	53.2%	57.8%	49.2%	53.6%
Neutral	17.8%	10.0%	16.1%	13.5%	12.0%	12.6%
Below average	8.3%	3.5%	8.1%	4.0%	7.0%	5.5%
Poor	1.1%	1.0%	1.6%	1.0%	1.0%	1.1%
 <u>Q2-2. Availability of arts & cultural programs in Raleigh</u>						
Excellent	19.8%	28.5%	18.3%	22.8%	26.9%	24.6%
Good	51.8%	54.4%	51.7%	57.0%	50.2%	53.7%
Neutral	19.4%	12.6%	20.0%	15.4%	14.9%	15.1%
Below average	8.3%	3.7%	6.7%	3.8%	6.8%	5.5%
Poor	0.7%	0.8%	3.3%	1.0%	1.2%	1.1%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q2-3. Availability of culturally diverse art & cultural programs in Raleigh</u>						
Excellent	15.0%	24.5%	17.7%	20.1%	22.0%	20.9%
Good	44.7%	49.2%	41.9%	49.5%	45.9%	47.5%
Neutral	26.7%	21.0%	29.0%	23.6%	22.2%	22.9%
Below average	10.6%	4.3%	3.2%	4.6%	8.1%	6.4%
Poor	2.9%	1.1%	8.1%	2.2%	1.7%	2.2%
 <u>Q2-4. Cost of arts & cultural programs in Raleigh</u>						
Excellent	12.4%	21.9%	11.9%	17.6%	18.6%	17.9%
Good	42.7%	48.5%	40.7%	46.4%	45.5%	45.9%
Neutral	34.8%	26.1%	37.3%	31.8%	28.7%	30.0%
Below average	8.2%	2.7%	3.4%	3.2%	5.7%	4.6%
Poor	1.9%	0.7%	6.8%	1.1%	1.5%	1.5%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q2-5. Quality of arts & cultural programs in Raleigh</u>						
Excellent	15.9%	26.5%	14.5%	18.5%	25.9%	22.0%
Good	48.7%	53.8%	46.8%	55.1%	48.5%	51.7%
Neutral	25.8%	16.6%	29.0%	21.1%	19.6%	20.4%
Below average	7.7%	2.6%	6.5%	3.6%	5.5%	4.6%
Poor	1.8%	0.5%	3.2%	1.7%	0.4%	1.3%
<u>Q2-6. Availability of information about arts & cultural programs & events</u>						
Excellent	11.5%	19.4%	12.7%	15.9%	17.1%	16.4%
Good	41.7%	47.1%	33.3%	44.1%	44.0%	43.8%
Neutral	26.6%	25.0%	34.9%	28.8%	24.4%	26.7%
Below average	14.0%	6.1%	12.7%	7.4%	10.7%	9.2%
Poor	6.1%	2.4%	6.3%	3.8%	3.7%	3.9%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q2-7. Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheater, Walnut Creek Amphitheatre)</u>						
Excellent	25.5%	38.6%	24.2%	31.0%	35.8%	33.1%
Good	48.6%	48.4%	41.9%	49.3%	46.8%	47.9%
Neutral	18.8%	10.1%	24.2%	15.5%	12.9%	14.4%
Below average	6.0%	2.2%	6.5%	3.3%	3.5%	3.6%
Poor	1.1%	0.7%	3.2%	1.0%	1.0%	1.0%

Q3. Which TWO items from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036

Q29. Your race/ethnicity			Q31. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q3. Sum of top 2 choices

Variety of arts & cultural programs offered in Raleigh	23.3%	24.4%	14.7%	23.4%	22.8%	23.1%
Availability of arts & cultural programs in Raleigh	15.0%	23.7%	17.6%	22.2%	19.3%	20.7%
Availability of culturally diverse art & cultural programs in Raleigh	38.5%	23.4%	23.5%	21.6%	33.2%	27.3%
Cost of arts & cultural programs in Raleigh	30.2%	29.3%	35.3%	25.3%	34.4%	29.6%
Quality of arts & cultural programs in Raleigh	13.0%	19.3%	25.0%	21.0%	14.3%	17.7%
Availability of information about arts & cultural programs & events	31.9%	33.4%	32.4%	34.0%	32.2%	33.2%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	26.6%	27.7%	26.5%	33.8%	21.6%	27.7%
None chosen	9.3%	8.3%	10.3%	7.7%	10.0%	9.0%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q4-1. The local economy</u>						
Excellent	9.9%	18.9%	18.2%	21.3%	10.9%	16.2%
Good	57.0%	63.0%	50.0%	62.1%	58.2%	59.8%
Neutral	21.8%	14.0%	24.2%	12.4%	21.4%	17.1%
Below average	8.2%	3.4%	3.0%	3.4%	7.3%	5.2%
Poor	3.1%	0.7%	4.5%	0.8%	2.2%	1.6%
 <u>Q4-2. Development review services</u>						
Excellent	6.4%	5.8%	11.3%	6.8%	5.9%	6.3%
Good	34.2%	32.1%	35.8%	36.7%	29.5%	33.0%
Neutral	41.1%	42.2%	34.0%	39.0%	43.2%	40.7%
Below average	11.0%	12.7%	9.4%	11.0%	14.3%	12.9%
Poor	7.3%	7.2%	9.4%	6.5%	7.1%	7.0%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q4-3. Permitting services</u>						
Excellent	4.9%	3.4%	9.8%	5.4%	2.9%	4.2%
Good	33.2%	30.3%	29.4%	33.8%	28.0%	30.8%
Neutral	48.8%	41.7%	41.2%	41.8%	46.9%	44.0%
Below average	8.8%	15.6%	7.8%	11.5%	15.8%	13.7%
Poor	4.4%	9.0%	11.8%	7.4%	6.4%	7.4%
 <u>Q4-4. Inspection services</u>						
Excellent	4.1%	4.5%	7.8%	4.7%	4.5%	4.6%
Good	38.4%	32.1%	29.4%	37.2%	30.0%	33.5%
Neutral	43.4%	43.7%	49.0%	41.1%	47.3%	44.0%
Below average	11.4%	13.1%	5.9%	10.3%	14.8%	12.5%
Poor	2.7%	6.6%	7.8%	6.7%	3.3%	5.3%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	

Q4-5. Availability of job opportunities that match my skills

Excellent	13.2%	21.5%	15.0%	20.2%	16.9%	18.3%
Good	46.3%	46.2%	38.3%	48.4%	42.4%	45.3%
Neutral	26.8%	24.0%	30.0%	23.1%	28.0%	25.5%
Below average	9.9%	5.9%	10.0%	5.6%	9.1%	7.7%
Poor	3.7%	2.5%	6.7%	2.7%	3.6%	3.1%

Q4-6. City's efforts to promote & assist small, minority, & women-owned businesses

Excellent	6.1%	8.7%	13.2%	9.6%	7.1%	8.4%
Good	25.8%	27.2%	24.5%	28.7%	25.2%	26.7%
Neutral	31.4%	46.7%	41.5%	41.8%	39.4%	40.6%
Below average	26.6%	11.9%	17.0%	14.6%	19.8%	17.3%
Poor	10.0%	5.5%	3.8%	5.4%	8.5%	6.9%

Q5. Which TWO items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036

	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q5. Sum of top 2 choices</u>						
Local economy	57.1%	60.7%	55.9%	59.5%	59.3%	59.1%
Development review services	13.0%	18.8%	26.5%	20.8%	14.1%	17.7%
Permitting services	4.3%	13.5%	8.8%	12.7%	8.6%	10.8%
Inspection services	9.3%	10.0%	7.4%	10.0%	9.0%	9.6%
Availability of job opportunities that match my skills	36.2%	24.4%	32.4%	28.8%	28.1%	28.4%
City's efforts to promote & assist small, minority, & women- owned businesses	62.5%	49.5%	39.7%	44.0%	60.3%	52.0%
None chosen	7.3%	9.7%	11.8%	10.6%	8.1%	9.5%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q6-1. How well City of Raleigh is managing growth

Excellent	8.2%	4.9%	7.6%	6.7%	5.5%	6.1%
Good	43.0%	41.0%	42.4%	44.1%	39.2%	41.6%
Neutral	25.4%	24.3%	24.2%	22.5%	26.4%	24.3%
Below average	15.1%	20.1%	13.6%	16.8%	19.7%	18.2%
Poor	8.2%	9.6%	12.1%	9.9%	9.1%	9.8%

Q6-2. Overall quality of new development in Raleigh

Excellent	11.6%	10.8%	10.9%	13.2%	8.6%	10.8%
Good	48.8%	46.5%	51.6%	48.6%	45.9%	47.1%
Neutral	25.6%	25.8%	15.6%	21.7%	28.9%	25.1%
Below average	10.9%	10.6%	12.5%	11.3%	10.9%	11.1%
Poor	3.2%	6.3%	9.4%	5.3%	5.7%	5.8%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q6-3. Overall quality of water utilities

Excellent	14.3%	23.3%	13.8%	24.7%	15.7%	20.1%
Good	55.3%	52.2%	53.8%	54.4%	51.1%	52.7%
Neutral	17.7%	18.2%	23.1%	14.7%	21.9%	18.4%
Below average	8.5%	3.7%	7.7%	4.2%	7.2%	5.8%
Poor	4.1%	2.7%	1.5%	2.0%	4.1%	3.0%

Q6-4. Quality of drinking water provided by Raleigh Water (Public Utilities)

Excellent	19.0%	29.3%	23.1%	31.4%	20.6%	25.9%
Good	56.2%	51.5%	43.1%	51.9%	51.7%	51.6%
Neutral	13.4%	14.1%	24.6%	11.4%	17.5%	14.7%
Below average	6.6%	2.9%	6.2%	2.9%	5.9%	4.5%
Poor	4.8%	2.1%	3.1%	2.4%	4.3%	3.4%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q6-5. Wastewater services provided by Raleigh Water (Public Utilities)

Excellent	15.5%	26.1%	20.6%	26.2%	18.8%	22.5%
Good	56.0%	51.4%	47.6%	51.8%	52.1%	52.0%
Neutral	18.4%	15.9%	22.2%	15.7%	19.7%	17.7%
Below average	6.1%	4.2%	7.9%	4.4%	5.8%	5.1%
Poor	4.0%	2.4%	1.6%	1.8%	3.7%	2.8%

Q6-6. Overall management of public stormwater runoff/drainage/flood control

Excellent	8.3%	13.3%	14.1%	13.6%	9.8%	11.8%
Good	44.0%	43.3%	32.8%	45.7%	38.9%	42.3%
Neutral	28.2%	23.0%	26.6%	22.0%	27.8%	24.8%
Below average	13.4%	15.1%	15.6%	12.0%	17.5%	14.5%
Poor	6.1%	5.4%	10.9%	6.7%	5.9%	6.6%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q6-7. City's overall effort to protect natural resources & environment

Excellent	12.4%	12.1%	12.7%	14.8%	10.0%	12.4%
Good	47.2%	47.8%	31.7%	50.4%	41.9%	46.2%
Neutral	26.6%	22.6%	34.9%	22.5%	26.9%	24.5%
Below average	9.7%	11.7%	7.9%	7.5%	14.2%	10.8%
Poor	4.1%	5.7%	12.7%	4.8%	7.0%	6.1%

Q6-8. City's efforts in protecting & improving water quality in local streams & lakes

Excellent	9.2%	11.2%	11.7%	14.1%	7.5%	10.8%
Good	45.6%	41.8%	28.3%	43.8%	39.5%	41.7%
Neutral	28.8%	29.5%	40.0%	28.2%	31.6%	29.9%
Below average	12.4%	12.8%	13.3%	8.8%	16.9%	12.8%
Poor	4.0%	4.7%	6.7%	5.1%	4.6%	4.9%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q6-9. Residential garbage collection services</u>						
Excellent	27.6%	32.4%	28.1%	34.8%	27.9%	31.2%
Good	51.4%	49.7%	46.9%	46.0%	52.9%	49.6%
Neutral	11.9%	10.4%	18.8%	11.0%	11.4%	11.2%
Below average	7.5%	5.1%	4.7%	6.1%	5.4%	5.8%
Poor	1.7%	2.4%	1.6%	2.2%	2.4%	2.3%
 <u>Q6-10. Residential curbside recycling services</u>						
Excellent	25.6%	32.0%	29.2%	32.9%	27.9%	30.3%
Good	51.9%	45.7%	40.0%	45.7%	47.9%	47.0%
Neutral	14.5%	12.4%	18.5%	12.7%	13.6%	13.1%
Below average	7.1%	7.2%	9.2%	5.9%	8.4%	7.1%
Poor	1.0%	2.7%	3.1%	2.7%	2.2%	2.5%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q6-11. Residential yard waste collection services

Excellent	16.0%	21.6%	19.0%	21.9%	18.6%	20.1%
Good	42.7%	38.3%	39.7%	37.4%	40.9%	39.4%
Neutral	23.5%	18.2%	20.6%	19.0%	20.9%	19.9%
Below average	13.2%	15.2%	12.7%	14.0%	14.4%	14.1%
Poor	4.6%	6.7%	7.9%	7.6%	5.2%	6.5%

Q6-12. Bulky item pick-up/removal services

Excellent	14.6%	18.5%	14.5%	19.3%	15.7%	17.4%
Good	36.0%	35.3%	30.9%	32.6%	36.4%	34.5%
Neutral	28.9%	25.8%	34.5%	27.7%	27.3%	27.4%
Below average	15.0%	13.1%	12.7%	12.8%	14.7%	13.7%
Poor	5.5%	7.3%	7.3%	7.7%	5.9%	7.0%

Q7. Which THREE items from the list in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q7. Sum of top 3 choices</u>						
How well City of Raleigh is managing growth	53.8%	63.1%	58.8%	61.6%	57.8%	59.7%
Overall quality of new development in Raleigh	41.2%	42.5%	38.2%	43.6%	39.1%	41.4%
Overall quality of water utilities	14.0%	12.1%	19.1%	12.7%	13.0%	12.9%
Quality of drinking water provided by Raleigh Water (Public Utilities)	28.6%	18.9%	30.9%	21.0%	24.0%	22.8%
Wastewater services provided by Raleigh Water (Public Utilities)	5.3%	4.8%	4.4%	4.8%	5.1%	4.9%
Overall management of public stormwater runoff/drainage/ flood control	24.9%	22.5%	27.9%	23.2%	24.4%	23.7%
City's overall effort to protect natural resources & environment	34.6%	43.9%	30.9%	37.3%	42.8%	39.9%

Q7. Which THREE items from the list in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q7. Sum of top 3 choices (cont.)</u>						
City's efforts in protecting & improving water quality in local streams & lakes	19.3%	28.3%	19.1%	23.7%	27.1%	25.4%
Residential garbage collection services	10.0%	6.8%	4.4%	8.1%	6.9%	7.4%
Residential curbside recycling services	6.6%	6.5%	7.4%	7.5%	5.9%	6.7%
Residential yard waste collection services	12.6%	17.0%	10.3%	17.8%	13.2%	15.4%
Bulky item pick-up/removal services	18.3%	10.5%	14.7%	11.8%	13.9%	12.7%
None chosen	7.6%	4.9%	8.8%	6.4%	6.1%	6.3%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q8-1. Your familiarity with City of Raleigh's plans for development & growth

Very familiar	6.8%	7.6%	16.7%	9.7%	6.3%	8.1%
Somewhat familiar	34.5%	37.5%	30.0%	33.5%	39.2%	36.2%
Slightly familiar	37.4%	34.0%	33.3%	34.1%	35.6%	34.9%
Not at all familiar	21.4%	20.9%	20.0%	22.8%	18.9%	20.8%

Q8-2. Your familiarity with City of Raleigh's volunteer opportunities

Very familiar	10.1%	7.5%	11.3%	7.5%	9.2%	8.4%
Somewhat familiar	25.6%	25.3%	24.2%	23.0%	28.7%	25.8%
Slightly familiar	31.0%	31.4%	33.9%	31.3%	32.1%	31.5%
Not at all familiar	33.2%	35.8%	30.6%	38.2%	30.0%	34.3%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q8-3. Your familiarity with City of Raleigh's fire prevention/education services</u>						
Very familiar	6.4%	6.3%	18.6%	7.1%	7.6%	7.4%
Somewhat familiar	26.8%	23.0%	13.6%	21.1%	26.5%	23.6%
Slightly familiar	29.3%	24.7%	30.5%	26.9%	26.1%	26.5%
Not at all familiar	37.5%	46.0%	37.3%	44.9%	39.8%	42.5%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q9-1. Overall quality of services provided by City of Raleigh

Excellent	10.7%	14.8%	14.5%	14.5%	12.3%	13.3%
Good	60.3%	62.5%	53.2%	62.2%	59.3%	60.6%
Neutral	23.1%	16.6%	27.4%	17.3%	22.1%	19.9%
Below average	4.8%	4.6%	4.8%	5.0%	4.3%	4.7%
Poor	1.0%	1.6%	0.0%	1.0%	2.0%	1.5%

Q9-2. Quality of customer service you receive from City employees

Excellent	16.7%	18.5%	18.3%	18.4%	17.6%	17.9%
Good	48.9%	48.7%	40.0%	48.1%	48.4%	48.1%
Neutral	24.5%	23.6%	26.7%	24.7%	23.2%	23.9%
Below average	8.5%	5.6%	11.7%	6.1%	8.0%	7.1%
Poor	1.4%	3.6%	3.3%	2.8%	2.8%	3.1%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q9-3. Overall knowledge of City employees</u>						
Excellent	7.1%	12.2%	16.1%	12.1%	10.0%	11.0%
Good	42.1%	38.9%	33.9%	39.2%	39.1%	39.1%
Neutral	36.2%	37.5%	35.7%	36.6%	37.9%	37.3%
Below average	9.4%	7.8%	10.7%	7.6%	9.3%	8.5%
Poor	5.1%	3.6%	3.6%	4.5%	3.6%	4.1%
 <u>Q9-4. Effectiveness of City communication with the public</u>						
Excellent	5.6%	10.9%	9.5%	8.9%	9.7%	9.2%
Good	45.5%	40.7%	30.2%	42.2%	40.5%	41.3%
Neutral	32.6%	31.6%	39.7%	33.1%	31.8%	32.4%
Below average	12.2%	11.1%	12.7%	10.5%	12.1%	11.4%
Poor	4.2%	5.8%	7.9%	5.3%	6.0%	5.7%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q9-5. The job Raleigh government does at welcoming community member involvement

Excellent	4.4%	7.8%	7.3%	6.7%	6.7%	6.7%
Good	34.3%	26.9%	30.9%	33.2%	25.0%	29.1%
Neutral	43.5%	43.8%	40.0%	40.1%	46.6%	43.5%
Below average	11.3%	14.5%	10.9%	14.2%	12.9%	13.5%
Poor	6.5%	6.9%	10.9%	5.7%	8.8%	7.3%

Q9-6. Your ability to access information you need about City of Raleigh

Excellent	11.8%	15.0%	13.1%	12.6%	15.3%	13.8%
Good	46.9%	44.1%	41.0%	46.7%	42.4%	44.3%
Neutral	29.2%	25.6%	29.5%	25.6%	28.5%	27.1%
Below average	9.0%	9.8%	11.5%	9.1%	10.1%	9.7%
Poor	3.1%	5.5%	4.9%	6.1%	3.7%	5.1%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q9-7. City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)</u>						
Excellent	8.4%	7.9%	16.9%	8.4%	9.4%	8.8%
Good	42.6%	41.2%	27.1%	41.8%	39.1%	40.2%
Neutral	35.4%	37.5%	33.9%	35.4%	38.1%	36.6%
Below average	9.9%	9.2%	10.2%	9.5%	9.6%	9.6%
Poor	3.8%	4.2%	11.9%	5.0%	3.8%	4.8%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q9-8. Water & wastewater customer service

Excellent	14.3%	19.4%	19.6%	19.5%	16.1%	17.9%
Good	50.0%	45.7%	44.6%	48.9%	44.3%	46.5%
Neutral	28.2%	27.9%	25.0%	23.8%	32.5%	27.9%
Below average	4.6%	3.2%	7.1%	4.6%	3.3%	4.0%
Poor	2.9%	3.9%	3.6%	3.3%	3.8%	3.7%

Q9-9. Stormwater customer service

Excellent	11.7%	15.4%	20.4%	15.7%	13.2%	14.4%
Good	41.8%	38.5%	30.6%	39.4%	38.1%	38.5%
Neutral	37.1%	36.6%	28.6%	33.0%	40.1%	36.2%
Below average	5.2%	5.6%	10.2%	5.8%	5.3%	5.5%
Poor	4.2%	3.9%	10.2%	6.1%	3.3%	5.4%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q9-10. Solid waste customer service</u>						
Excellent	15.5%	20.8%	20.0%	19.5%	19.4%	19.3%
Good	49.4%	45.7%	36.4%	46.1%	45.0%	45.4%
Neutral	24.9%	22.5%	30.9%	22.9%	25.6%	24.4%
Below average	7.8%	6.8%	10.9%	7.3%	7.3%	7.4%
Poor	2.4%	4.2%	1.8%	4.1%	2.7%	3.6%
<u>Q9-11. Development Services customer service</u>						
Excellent	8.1%	9.6%	20.0%	10.8%	9.4%	10.0%
Good	39.1%	33.7%	26.0%	37.5%	31.7%	34.3%
Neutral	42.1%	41.9%	42.0%	39.2%	45.3%	42.3%
Below average	8.1%	8.9%	10.0%	7.8%	9.8%	9.0%
Poor	2.5%	5.8%	2.0%	4.7%	3.8%	4.4%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q9-12. Parks, Recreation, & Cultural Resources customer service</u>						
Excellent	19.7%	24.1%	23.7%	21.0%	24.4%	22.5%
Good	48.0%	50.7%	37.3%	50.6%	46.1%	48.1%
Neutral	25.8%	20.9%	25.4%	21.7%	25.2%	23.5%
Below average	5.3%	2.3%	8.5%	3.7%	3.3%	3.7%
Poor	1.2%	1.9%	5.1%	3.0%	1.0%	2.2%
<u>Q9-13. City Utility Billing & Payment (Customer Care & Billing) customer service</u>						
Excellent	17.3%	18.9%	25.0%	18.4%	19.4%	18.9%
Good	56.8%	52.4%	35.0%	53.0%	50.8%	51.5%
Neutral	16.9%	21.0%	25.0%	20.3%	21.3%	20.9%
Below average	6.0%	4.2%	8.3%	4.5%	5.1%	5.0%
Poor	3.0%	3.5%	6.7%	3.8%	3.4%	3.8%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q9-14. Contacting City of Raleigh employees</u>						
Excellent	10.1%	11.5%	17.2%	10.7%	12.2%	11.3%
Good	46.2%	42.2%	29.3%	41.1%	43.4%	42.1%
Neutral	30.4%	31.1%	32.8%	31.9%	30.5%	31.1%
Below average	9.7%	7.5%	13.8%	8.8%	8.4%	8.9%
Poor	3.6%	7.7%	6.9%	7.5%	5.5%	6.6%
 <u>Q9-15. Making a service request</u>						
Excellent	11.0%	13.8%	17.9%	11.8%	14.7%	13.2%
Good	49.8%	41.4%	25.0%	44.1%	40.9%	42.4%
Neutral	26.9%	29.1%	37.5%	29.7%	29.7%	29.5%
Below average	9.0%	8.8%	14.3%	7.9%	9.9%	9.0%
Poor	3.3%	7.0%	5.4%	6.4%	4.8%	5.9%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q9-16. Locating information on City's website

Excellent	10.9%	13.0%	19.4%	11.5%	13.9%	12.6%
Good	51.6%	45.9%	29.0%	45.8%	46.8%	46.2%
Neutral	28.7%	22.8%	32.3%	25.5%	24.4%	24.9%
Below average	6.5%	11.7%	16.1%	10.9%	11.1%	11.1%
Poor	2.2%	6.7%	3.2%	6.3%	3.7%	5.2%

Q9-17. Paying City utility bill

Excellent	29.1%	31.7%	26.6%	31.2%	30.0%	30.3%
Good	53.6%	52.0%	43.8%	50.6%	51.5%	51.1%
Neutral	12.5%	13.8%	21.9%	15.1%	14.5%	14.8%
Below average	3.5%	1.7%	3.1%	2.3%	2.5%	2.5%
Poor	1.4%	0.9%	4.7%	0.8%	1.5%	1.3%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q9-18. Paying fees for parks & recreation programs</u>						
Excellent	15.9%	19.8%	22.2%	17.9%	19.6%	18.6%
Good	46.9%	46.3%	37.0%	45.2%	45.9%	45.3%
Neutral	30.1%	28.6%	29.6%	31.3%	27.9%	29.4%
Below average	5.3%	2.8%	7.4%	3.4%	4.0%	3.9%
Poor	1.8%	2.6%	3.7%	2.3%	2.7%	2.7%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

Q29. Your race/ethnicity			Q31. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. Sum of top 3 choices

Overall quality of services provided by City of Raleigh	34.2%	41.6%	29.4%	40.5%	36.5%	38.4%
Quality of customer service you receive from City employees	15.9%	17.8%	19.1%	18.3%	16.3%	17.3%
Overall knowledge of City employees	12.6%	10.5%	10.3%	11.6%	10.4%	11.0%
Effectiveness of City communication with the public	37.2%	38.1%	30.9%	35.1%	38.9%	37.0%
The job Raleigh government does at welcoming community member involvement	23.3%	19.9%	11.8%	18.7%	22.4%	20.5%
Your ability to access the information you need about City of Raleigh	22.3%	25.2%	17.6%	21.0%	26.5%	23.8%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

Q29. Your race/ethnicity			Q31. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. Sum of top 3 choices (cont.)

City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	26.2%	26.9%	22.1%	26.4%	26.3%	26.4%
Water & wastewater customer service	4.7%	5.6%	5.9%	5.6%	4.7%	5.2%
Stormwater customer service	3.7%	4.3%	7.4%	4.8%	3.7%	4.4%
Solid waste customer service	6.6%	5.7%	7.4%	6.6%	5.9%	6.2%
Development Services customer service	5.6%	4.9%	4.4%	6.2%	4.5%	5.4%
Parks, Recreation, & Cultural Resources customer service	9.3%	7.0%	8.8%	8.5%	7.1%	7.7%
City Utility Billing & Payment (Customer Care & Billing) customer service	4.0%	3.2%	5.9%	3.3%	4.1%	3.8%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q10. Sum of top 3 choices (cont.)</u>						
Contacting City of Raleigh employees	8.0%	7.6%	16.2%	10.2%	6.1%	8.3%
Making a service request	11.3%	8.8%	19.1%	9.7%	10.0%	9.8%
Locating information on City's website	14.3%	17.0%	13.2%	16.2%	15.3%	15.6%
Paying City utility bill	5.3%	1.4%	5.9%	2.7%	2.8%	2.9%
Paying fees for parks & recreation programs	8.3%	3.3%	10.3%	4.2%	6.5%	5.3%
None chosen	13.0%	13.5%	17.6%	13.9%	13.9%	13.9%

Q11. What are your THREE preferred sources for receiving information about the City of Raleigh?

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q11. Your preferred sources for receiving information about City of Raleigh</u>						
City website	72.8%	76.8%	75.0%	77.8%	71.9%	74.9%
Nextdoor	23.6%	37.3%	27.9%	26.4%	37.7%	32.1%
RTN (City's cable station)	8.0%	1.9%	1.5%	3.3%	3.9%	3.6%
City social media sites (Twitter, Facebook, Instagram)	24.9%	25.0%	32.4%	23.7%	27.5%	25.5%
Local television	67.1%	57.2%	50.0%	57.9%	60.9%	59.4%
Local newspaper	23.9%	20.7%	19.1%	22.2%	20.8%	21.4%
Radio	21.9%	13.2%	19.1%	18.1%	15.3%	16.8%
Email subscriptions	32.2%	33.8%	30.9%	34.2%	32.2%	33.0%
Other	7.3%	6.8%	8.8%	7.1%	6.9%	7.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-1. Quality of police services</u>						
Excellent	14.1%	28.6%	28.3%	27.3%	22.0%	24.9%
Good	53.3%	49.6%	45.0%	48.6%	50.7%	49.6%
Neutral	19.2%	13.9%	20.0%	15.2%	17.4%	16.2%
Below average	5.8%	4.4%	3.3%	4.8%	4.6%	4.7%
Poor	7.6%	3.5%	3.3%	4.0%	5.3%	4.7%
 <u>Q12-2. Response time for police services</u>						
Excellent	12.1%	27.4%	32.7%	24.5%	21.4%	23.2%
Good	45.2%	46.1%	38.2%	46.7%	43.3%	45.0%
Neutral	27.2%	17.6%	20.0%	19.9%	22.5%	21.0%
Below average	10.9%	5.3%	5.5%	5.1%	9.0%	6.9%
Poor	4.6%	3.7%	3.6%	3.8%	3.8%	3.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-3. Overall police relationship with your community</u>						
Excellent	12.2%	23.3%	25.5%	22.9%	18.4%	20.8%
Good	39.5%	46.8%	38.2%	44.8%	41.6%	43.0%
Neutral	27.8%	19.1%	23.6%	19.8%	25.2%	22.5%
Below average	10.6%	5.6%	9.1%	5.5%	9.1%	7.3%
Poor	9.9%	5.1%	3.6%	7.0%	5.7%	6.4%
 <u>Q12-4. Quality of fire services</u>						
Excellent	34.3%	44.7%	46.9%	42.9%	40.7%	41.9%
Good	50.0%	45.8%	42.9%	46.9%	45.9%	46.4%
Neutral	14.0%	8.9%	8.2%	9.4%	12.1%	10.7%
Below average	1.7%	0.2%	0.0%	0.2%	1.0%	0.6%
Poor	0.0%	0.4%	2.0%	0.5%	0.3%	0.4%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q12-5. Response time for fire services

Excellent	36.0%	51.9%	48.9%	47.8%	45.4%	46.6%
Good	45.0%	37.3%	38.3%	39.7%	39.9%	39.8%
Neutral	17.6%	10.0%	10.6%	11.5%	13.7%	12.6%
Below average	1.4%	0.3%	0.0%	0.6%	0.6%	0.6%
Poor	0.0%	0.5%	2.1%	0.6%	0.3%	0.4%

Q12-6. Overall quality of service provided by 9-1-1 operators

Excellent	21.2%	40.1%	50.0%	36.3%	32.7%	34.5%
Good	54.5%	41.1%	30.4%	46.1%	44.3%	45.1%
Neutral	20.3%	16.3%	15.2%	14.7%	19.6%	17.3%
Below average	3.6%	1.2%	2.2%	1.4%	2.6%	2.0%
Poor	0.5%	1.2%	2.2%	1.4%	0.9%	1.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q12-7. Enforcement of City codes & ordinances</u>						
Excellent	6.9%	10.3%	21.2%	11.3%	9.1%	10.1%
Good	39.9%	38.3%	30.8%	37.2%	38.4%	37.7%
Neutral	36.9%	34.7%	28.8%	35.9%	34.4%	35.0%
Below average	9.9%	11.3%	7.7%	10.2%	10.5%	10.3%
Poor	6.4%	5.4%	11.5%	5.5%	7.7%	6.9%
 <u>Q12-8. Enforcement of junk & debris cleanup on private property</u>						
Excellent	4.0%	7.8%	17.6%	8.6%	5.9%	7.2%
Good	28.2%	27.8%	19.6%	27.0%	27.1%	27.1%
Neutral	37.9%	33.8%	39.2%	36.8%	35.0%	35.6%
Below average	21.1%	21.7%	5.9%	19.8%	20.6%	20.1%
Poor	8.8%	8.8%	17.6%	7.8%	11.5%	9.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-9. Overall cleanliness of Raleigh</u>						
Excellent	9.2%	11.8%	16.7%	12.0%	10.9%	11.3%
Good	51.0%	53.5%	36.4%	53.1%	49.7%	51.4%
Neutral	22.4%	20.2%	27.3%	19.8%	22.7%	21.3%
Below average	14.6%	11.6%	13.6%	12.2%	13.3%	12.7%
Poor	2.7%	2.9%	6.1%	2.9%	3.4%	3.3%

Q12-10. Cleanliness of Downtown Raleigh

Excellent	10.9%	10.6%	19.0%	12.9%	9.8%	11.3%
Good	53.9%	48.6%	41.3%	47.9%	51.6%	49.5%
Neutral	23.9%	24.5%	20.6%	24.1%	23.4%	23.9%
Below average	10.2%	10.6%	7.9%	10.4%	10.9%	10.6%
Poor	1.1%	5.7%	11.1%	4.7%	4.4%	4.8%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q12-11. Cleanliness of your neighborhood

Excellent	21.4%	31.1%	26.9%	31.1%	24.9%	27.8%
Good	50.5%	50.2%	41.8%	50.6%	47.7%	49.3%
Neutral	14.4%	10.6%	16.4%	11.1%	13.9%	12.4%
Below average	10.4%	5.9%	10.4%	5.1%	10.5%	7.8%
Poor	3.3%	2.1%	4.5%	2.1%	3.0%	2.7%

Q12-12. Cleanliness of City parks

Excellent	19.2%	24.8%	28.1%	24.4%	22.3%	23.1%
Good	58.0%	57.6%	35.9%	56.1%	55.4%	55.7%
Neutral	17.4%	13.2%	23.4%	15.0%	15.8%	15.4%
Below average	4.3%	3.1%	7.8%	2.9%	5.1%	4.0%
Poor	1.1%	1.4%	4.7%	1.6%	1.5%	1.7%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q12-13. Cleanliness of City greenways

Excellent	17.9%	25.8%	22.2%	23.9%	23.1%	23.4%
Good	51.5%	52.2%	49.2%	54.0%	48.2%	51.1%
Neutral	22.5%	14.8%	15.9%	15.3%	19.3%	17.2%
Below average	5.7%	5.0%	7.9%	4.5%	6.7%	5.8%
Poor	2.3%	2.1%	4.8%	2.4%	2.7%	2.5%

Q12-14. Impact of changes being made in & around your neighborhood

Excellent	6.9%	8.5%	15.5%	9.8%	7.3%	8.5%
Good	36.1%	35.5%	34.5%	36.7%	33.9%	35.3%
Neutral	38.6%	38.1%	29.3%	38.1%	38.0%	37.9%
Below average	12.3%	11.4%	8.6%	10.2%	12.1%	11.2%
Poor	6.1%	6.5%	12.1%	5.1%	8.7%	7.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q12-15. New construction's compatibility with existing neighborhood building patterns

Excellent	4.7%	5.7%	7.9%	6.3%	5.1%	5.7%
Good	31.0%	29.5%	30.2%	32.5%	26.9%	29.5%
Neutral	36.9%	32.4%	33.3%	32.8%	34.7%	33.4%
Below average	18.0%	18.3%	12.7%	17.7%	18.6%	18.0%
Poor	9.4%	14.1%	15.9%	10.7%	14.7%	13.4%

Q12-16. Variety of housing options

Excellent	8.0%	9.8%	15.9%	12.8%	6.8%	9.8%
Good	32.7%	37.1%	30.2%	38.7%	31.2%	34.7%
Neutral	24.7%	28.1%	34.9%	26.3%	28.4%	27.3%
Below average	21.5%	15.5%	7.9%	12.8%	21.8%	17.3%
Poor	13.1%	9.6%	11.1%	9.4%	11.8%	10.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q12-17. Availability of affordable housing</u>						
Excellent	3.0%	6.9%	14.5%	8.8%	3.7%	6.4%
Good	15.5%	18.1%	18.2%	21.4%	13.8%	17.4%
Neutral	26.8%	28.0%	27.3%	28.1%	26.3%	27.1%
Below average	26.8%	29.2%	21.8%	24.0%	31.9%	27.8%
Poor	27.9%	17.9%	18.2%	17.6%	24.2%	21.3%
 <u>Q12-18. Neighborliness of residents</u>						
Excellent	12.5%	21.1%	21.9%	19.8%	17.1%	18.4%
Good	39.7%	48.8%	37.5%	44.8%	46.3%	45.3%
Neutral	32.8%	22.4%	26.6%	26.4%	25.0%	25.8%
Below average	10.8%	4.8%	7.8%	6.4%	7.2%	6.9%
Poor	4.2%	2.8%	6.3%	2.6%	4.3%	3.6%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q12-19. Openness & acceptance of the community towards people of diverse backgrounds

Excellent	8.6%	18.4%	20.6%	17.5%	14.0%	15.8%
Good	40.1%	46.6%	34.9%	45.5%	42.5%	43.9%
Neutral	32.6%	25.2%	23.8%	25.3%	28.7%	27.0%
Below average	13.3%	7.3%	15.9%	9.3%	10.0%	9.5%
Poor	5.4%	2.6%	4.8%	2.5%	4.9%	3.8%

Q12-20. Your neighborhood's ability to support a healthy & active lifestyle

Excellent	19.3%	30.1%	18.8%	28.6%	23.6%	25.9%
Good	46.2%	51.6%	48.4%	52.6%	46.3%	49.6%
Neutral	20.3%	13.8%	17.2%	13.1%	18.7%	15.9%
Below average	9.0%	2.9%	9.4%	4.0%	6.5%	5.3%
Poor	5.2%	1.5%	6.3%	1.8%	4.9%	3.4%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q12-21. Your access to City parks, greenways, & community centers</u>						
Excellent	28.2%	42.1%	32.8%	38.6%	35.1%	36.8%
Good	50.7%	47.1%	40.6%	48.4%	47.6%	47.9%
Neutral	15.6%	8.2%	17.2%	8.6%	13.3%	11.1%
Below average	4.8%	1.6%	6.3%	3.0%	3.0%	3.0%
Poor	0.7%	1.0%	3.1%	1.4%	1.0%	1.2%
 <u>Q12-22. Overall quality of parks & recreation programs & services</u>						
Excellent	22.1%	33.6%	27.4%	29.0%	30.2%	29.4%
Good	52.9%	54.0%	41.9%	54.7%	50.3%	52.5%
Neutral	20.0%	10.6%	21.0%	13.0%	15.6%	14.4%
Below average	4.3%	1.2%	4.8%	2.3%	2.7%	2.6%
Poor	0.7%	0.7%	4.8%	1.0%	1.1%	1.0%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q13. Sum of top 3 choices</u>						
Quality of police services	26.2%	23.2%	19.1%	27.0%	21.0%	23.9%
Response time for police services	9.0%	8.4%	10.3%	9.3%	8.6%	8.9%
Overall police relationship with your community	31.2%	21.2%	23.5%	24.3%	24.2%	24.1%
Quality of fire services	3.3%	5.9%	4.4%	6.8%	3.3%	5.0%
Response time for fire services	2.7%	2.4%	1.5%	2.5%	2.4%	2.4%
Overall quality of service provided by 9-1-1 operators	4.7%	3.2%	0.0%	3.1%	3.7%	3.4%
Enforcement of City codes & ordinances	9.3%	15.1%	11.8%	14.7%	12.4%	13.5%
Enforcement of junk & debris cleanup on private property	15.9%	12.9%	14.7%	14.1%	13.9%	14.0%
Overall cleanliness of Raleigh	20.3%	21.3%	23.5%	22.6%	19.6%	21.0%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q13. Sum of top 3 choices (cont.)</u>						
Cleanliness of downtown Raleigh	7.6%	10.8%	8.8%	11.0%	8.4%	9.7%
Cleanliness of your neighborhood	7.6%	3.8%	4.4%	4.4%	5.3%	4.9%
Cleanliness of City parks	2.7%	3.8%	2.9%	4.4%	2.4%	3.4%
Cleanliness of City greenways	3.0%	7.2%	5.9%	6.8%	4.9%	5.8%
Impact of changes being made in & around your neighborhood	16.3%	15.6%	13.2%	14.3%	17.1%	15.6%
New construction's compatibility with existing neighborhood building patterns	15.3%	22.5%	22.1%	19.5%	20.6%	20.1%
Variety of housing options	22.3%	16.6%	10.3%	14.1%	21.8%	17.9%
Availability of affordable housing	42.9%	32.3%	20.6%	27.2%	41.5%	34.2%
Neighborliness of residents	4.7%	3.3%	7.4%	3.9%	3.7%	4.0%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q13. Sum of top 3 choices (cont.)						
Openness & acceptance of the community towards people of diverse backgrounds	11.0%	13.9%	7.4%	11.4%	13.4%	12.5%
Your neighborhood's ability to support a healthy & active lifestyle	5.0%	4.5%	10.3%	5.2%	4.9%	5.0%
Your access to City parks, greenways, & community centers	5.6%	7.0%	7.4%	6.4%	6.5%	6.5%
Overall quality of parks & recreation programs & services	5.3%	8.0%	11.8%	8.3%	6.7%	7.4%
None chosen	8.3%	9.7%	16.2%	10.8%	8.6%	9.9%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q14-1. In Raleigh overall</u>						
Very safe	21.5%	26.2%	20.9%	28.4%	20.7%	24.5%
Safe	59.4%	59.6%	47.8%	57.8%	59.0%	58.1%
Neutral	12.8%	10.2%	20.9%	8.4%	15.1%	12.0%
Unsafe	5.7%	3.1%	9.0%	4.7%	4.0%	4.4%
Very unsafe	0.7%	1.0%	1.5%	0.6%	1.2%	1.0%
<u>Q14-2. In City parks & greenways</u>						
Very safe	12.5%	17.4%	18.5%	20.6%	11.3%	15.9%
Safe	53.0%	54.7%	49.2%	54.7%	51.9%	53.2%
Neutral	24.7%	20.6%	15.4%	18.8%	25.2%	22.1%
Unsafe	9.0%	6.4%	12.3%	5.1%	10.3%	7.7%
Very unsafe	0.7%	0.8%	4.6%	0.8%	1.3%	1.1%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q14-3. In Downtown Raleigh during the day</u>						
Very safe	28.4%	33.4%	27.0%	35.3%	28.0%	31.5%
Safe	57.1%	51.1%	44.4%	48.4%	55.5%	51.8%
Neutral	12.1%	11.4%	20.6%	12.2%	12.4%	12.5%
Unsafe	2.1%	3.1%	3.2%	2.4%	3.7%	3.0%
Very unsafe	0.3%	1.0%	4.8%	1.8%	0.4%	1.2%
 <u>Q14-4. In Downtown Raleigh at night</u>						
Very safe	6.2%	7.8%	10.9%	10.9%	4.3%	7.6%
Safe	43.4%	34.0%	28.1%	38.7%	34.7%	36.4%
Neutral	31.4%	32.3%	28.1%	26.7%	36.0%	31.3%
Unsafe	14.6%	18.0%	17.2%	15.8%	18.0%	16.9%
Very unsafe	4.4%	7.9%	15.6%	8.0%	7.1%	7.8%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q14-5. In your neighborhood during the day</u>						
Very safe	45.0%	65.1%	49.3%	62.5%	53.5%	57.7%
Safe	45.6%	31.2%	43.3%	32.5%	39.6%	36.2%
Neutral	7.0%	3.1%	7.5%	4.3%	5.0%	4.7%
Unsafe	2.3%	0.5%	0.0%	0.4%	1.8%	1.2%
Very unsafe	0.0%	0.2%	0.0%	0.2%	0.2%	0.2%
 <u>Q14-6. In your neighborhood at night</u>						
Very safe	26.6%	37.0%	32.8%	40.9%	27.1%	33.8%
Safe	46.5%	45.7%	46.3%	43.1%	47.8%	45.4%
Neutral	18.5%	12.5%	14.9%	12.5%	16.1%	14.4%
Unsafe	5.4%	4.1%	4.5%	2.6%	6.6%	4.7%
Very unsafe	3.0%	0.8%	1.5%	1.0%	2.4%	1.7%

Q15. Which TWO items from the list in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036

	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q15. Sum of top 2 choices</u>						
In Raleigh overall	48.8%	42.8%	47.1%	43.2%	46.2%	44.7%
In City parks & greenways	40.5%	40.6%	35.3%	37.5%	42.6%	39.9%
In Downtown Raleigh during the day	9.0%	9.6%	10.3%	10.2%	8.3%	9.3%
In Downtown Raleigh at night	47.5%	54.6%	48.5%	54.8%	49.7%	52.2%
In your neighborhood during the day	6.0%	3.7%	4.4%	4.1%	4.7%	4.4%
In your neighborhood at night	28.9%	21.0%	25.0%	23.9%	23.4%	23.8%
None chosen	8.0%	11.6%	11.8%	11.2%	10.2%	10.7%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q16-1. Overall traffic flow in Raleigh

Excellent	2.0%	3.6%	6.2%	3.0%	3.4%	3.1%
Good	35.0%	34.2%	30.8%	35.5%	32.7%	34.1%
Neutral	32.3%	29.3%	36.9%	29.6%	31.7%	30.5%
Below average	18.9%	22.9%	10.8%	21.3%	21.2%	21.3%
Poor	11.8%	10.0%	15.4%	10.7%	11.0%	11.0%

Q16-2. Ability to predict travel time to places in Raleigh

Excellent	5.1%	6.1%	7.8%	6.1%	5.8%	5.9%
Good	49.0%	49.1%	42.2%	49.1%	46.8%	48.0%
Neutral	28.7%	23.3%	32.8%	26.4%	25.0%	25.8%
Below average	10.8%	15.3%	14.1%	12.4%	15.6%	14.0%
Poor	6.4%	6.1%	3.1%	5.9%	6.8%	6.3%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q16-3. Overall maintenance of City streets

Excellent	3.0%	3.9%	6.3%	4.7%	3.4%	4.0%
Good	37.4%	41.4%	32.8%	39.6%	38.4%	38.9%
Neutral	32.0%	27.2%	26.6%	27.8%	28.9%	28.3%
Below average	18.9%	19.2%	23.4%	18.6%	20.9%	19.7%
Poor	8.8%	8.4%	10.9%	9.2%	8.4%	9.0%

Q16-4. Overall condition of major City streets

Excellent	5.5%	6.6%	9.2%	7.9%	5.2%	6.5%
Good	44.0%	44.9%	41.5%	45.7%	42.2%	43.9%
Neutral	28.0%	25.5%	24.6%	23.8%	28.5%	26.0%
Below average	16.4%	14.9%	15.4%	14.8%	16.7%	15.7%
Poor	6.1%	8.1%	9.2%	7.9%	7.4%	7.9%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q16-5. Condition of streets in your neighborhood</u>						
Excellent	9.0%	14.8%	17.2%	14.5%	11.9%	13.1%
Good	56.5%	54.5%	46.9%	54.4%	54.4%	54.3%
Neutral	18.7%	16.8%	12.5%	17.3%	17.1%	17.2%
Below average	11.4%	10.0%	17.2%	9.8%	12.3%	11.2%
Poor	4.3%	3.9%	6.3%	3.9%	4.4%	4.2%
 <u>Q16-6. Overall condition of City sidewalks</u>						
Excellent	7.7%	5.8%	7.7%	7.9%	5.2%	6.5%
Good	49.1%	49.6%	40.0%	49.4%	47.0%	47.9%
Neutral	24.7%	25.5%	30.8%	24.6%	27.0%	26.0%
Below average	14.3%	14.2%	12.3%	13.1%	15.5%	14.4%
Poor	4.2%	4.9%	9.2%	5.0%	5.2%	5.2%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q16-7. Condition of sidewalks in your neighborhood

Excellent	11.6%	13.7%	14.1%	14.1%	12.4%	13.2%
Good	51.4%	48.5%	42.2%	49.5%	47.9%	48.6%
Neutral	21.8%	20.0%	18.8%	20.0%	20.8%	20.5%
Below average	10.6%	10.8%	12.5%	9.2%	12.8%	11.0%
Poor	4.6%	7.0%	12.5%	7.2%	6.1%	6.8%

Q16-8. Availability of sidewalks in Raleigh

Excellent	6.7%	7.7%	9.2%	8.6%	6.7%	7.6%
Good	39.2%	37.5%	32.3%	41.3%	33.2%	37.3%
Neutral	27.9%	27.1%	36.9%	25.0%	30.7%	27.8%
Below average	19.8%	18.2%	7.7%	15.2%	21.0%	18.0%
Poor	6.4%	9.5%	13.8%	10.0%	8.4%	9.3%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q16-9. Availability of sidewalks in your neighborhood</u>						
Excellent	13.2%	19.7%	16.9%	19.3%	15.8%	17.5%
Good	49.1%	42.1%	43.1%	45.0%	43.2%	44.1%
Neutral	18.5%	16.8%	18.5%	16.7%	18.3%	17.4%
Below average	10.5%	11.3%	7.7%	9.4%	12.4%	10.8%
Poor	8.7%	10.0%	13.8%	9.6%	10.3%	10.1%
 <u>Q16-10. Availability of bicycle lanes</u>						
Excellent	9.5%	11.2%	10.0%	11.2%	10.6%	10.9%
Good	34.2%	32.3%	30.0%	33.3%	31.7%	32.5%
Neutral	37.3%	29.0%	28.3%	29.2%	33.9%	31.4%
Below average	14.1%	17.9%	16.7%	17.8%	15.3%	16.5%
Poor	4.9%	9.6%	15.0%	8.6%	8.5%	8.6%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q16-11. Availability of Downtown parking

Excellent	3.9%	5.2%	3.3%	5.0%	4.5%	4.7%
Good	24.4%	33.4%	23.0%	34.7%	25.2%	29.9%
Neutral	34.8%	28.4%	34.4%	28.1%	33.1%	30.6%
Below average	20.8%	21.3%	19.7%	19.0%	22.6%	20.8%
Poor	16.1%	11.7%	19.7%	13.2%	14.5%	14.1%

Q16-12. Quality of Downtown parking (e.g., cleanliness, condition)

Excellent	3.7%	7.1%	6.7%	6.7%	5.3%	6.0%
Good	38.1%	36.7%	41.7%	38.7%	35.8%	37.1%
Neutral	38.1%	32.8%	21.7%	33.2%	34.7%	33.9%
Below average	12.1%	15.8%	23.3%	14.3%	15.3%	15.0%
Poor	8.1%	7.6%	6.7%	7.1%	8.9%	8.0%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	

Q16-13. Overall quality of GoRaleigh bus system

Excellent	8.7%	11.1%	15.2%	10.5%	10.4%	10.5%
Good	44.3%	38.5%	30.3%	36.7%	41.8%	39.0%
Neutral	34.2%	30.8%	36.4%	32.1%	33.3%	32.8%
Below average	8.1%	9.4%	6.1%	10.5%	6.0%	8.4%
Poor	4.7%	10.3%	12.1%	10.1%	8.5%	9.3%

Q16-14. Cleanliness of GoRaleigh buses

Excellent	11.1%	12.1%	21.4%	14.5%	10.2%	12.5%
Good	43.7%	46.2%	32.1%	43.5%	42.0%	42.7%
Neutral	37.0%	33.7%	39.3%	33.3%	39.8%	36.5%
Below average	5.9%	3.5%	0.0%	3.4%	4.5%	3.9%
Poor	2.2%	4.5%	7.1%	5.3%	3.4%	4.4%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q16-15. Cleanliness of GoRaleigh bus stops & terminals</u>						
Excellent	7.1%	9.2%	12.9%	9.1%	8.3%	8.7%
Good	39.6%	32.8%	35.5%	37.7%	31.0%	34.4%
Neutral	34.4%	39.9%	25.8%	37.2%	37.5%	37.3%
Below average	13.6%	10.5%	12.9%	10.0%	13.4%	11.8%
Poor	5.2%	7.6%	12.9%	6.1%	9.7%	7.8%

Q16(16-18). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q16-16. Walking to places in Raleigh</u>						
Excellent	8.2%	14.4%	11.7%	12.2%	12.6%	12.3%
Good	47.2%	45.0%	40.0%	48.1%	42.1%	44.9%
Neutral	28.1%	23.2%	25.0%	24.1%	25.3%	25.1%
Below average	12.7%	12.1%	10.0%	10.0%	14.1%	12.0%
Poor	3.7%	5.3%	13.3%	5.6%	5.9%	5.7%
 <u>Q16-17. Biking to places in Raleigh</u>						
Excellent	5.1%	10.3%	8.7%	7.5%	9.9%	8.7%
Good	34.5%	28.2%	21.7%	31.3%	27.6%	29.4%
Neutral	39.5%	36.5%	37.0%	37.9%	37.1%	37.8%
Below average	17.5%	16.8%	17.4%	16.0%	18.0%	16.8%
Poor	3.4%	8.2%	15.2%	7.2%	7.4%	7.2%

Q16(16-18). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q16-18. Riding GoRaleigh bus to places in Raleigh</u>						
Excellent	10.6%	9.6%	28.1%	10.1%	12.5%	11.2%
Good	34.1%	32.0%	15.6%	30.7%	30.4%	30.5%
Neutral	42.4%	38.6%	37.5%	39.7%	41.3%	40.6%
Below average	6.8%	12.7%	3.1%	11.1%	8.7%	9.9%
Poor	6.1%	7.1%	15.6%	8.5%	7.1%	7.8%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q17. Sum of top 3 choices</u>						
Overall traffic flow in Raleigh	55.8%	56.7%	42.6%	56.0%	54.6%	55.3%
Ability to predict travel time to places in Raleigh	11.3%	10.8%	13.2%	11.4%	11.2%	11.3%
Overall maintenance of City streets	35.2%	40.8%	33.8%	38.8%	38.3%	38.6%
Overall condition of major City streets	23.6%	24.8%	22.1%	26.4%	21.6%	24.3%
Condition of streets in your neighborhood	9.3%	7.8%	13.2%	8.3%	8.4%	8.5%
Overall condition of City sidewalks	9.3%	7.3%	7.4%	6.6%	9.2%	7.8%
Condition of sidewalks in your neighborhood	8.3%	4.9%	5.9%	7.1%	5.1%	6.2%
Availability of sidewalks in Raleigh	16.6%	16.2%	14.7%	14.1%	18.9%	16.3%
Availability of sidewalks in your neighborhood	8.3%	8.3%	7.4%	6.6%	10.0%	8.2%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q17. Sum of top 3 choices (cont.)</u>						
Availability of bicycle lanes	7.6%	15.9%	19.1%	15.1%	12.0%	13.4%
Availability of Downtown parking	27.6%	23.1%	17.6%	23.0%	25.1%	24.0%
Quality of Downtown parking (e.g., cleanliness, condition)	10.0%	6.4%	4.4%	7.3%	7.5%	7.3%
Overall quality of GoRaleigh bus system	6.0%	8.9%	5.9%	9.7%	6.5%	8.0%
Cleanliness of GoRaleigh buses	1.0%	0.3%	2.9%	0.4%	1.2%	0.8%
Cleanliness of GoRaleigh bus stops & terminals	4.0%	0.6%	0.0%	1.9%	1.6%	1.7%
Walking to places in Raleigh	11.6%	11.0%	7.4%	9.3%	12.4%	10.7%
Biking to places in Raleigh	8.0%	8.1%	10.3%	8.5%	8.1%	8.2%
Riding GoRaleigh bus to places in Raleigh	7.0%	6.8%	10.3%	7.5%	6.9%	7.2%
None chosen	10.6%	11.3%	17.6%	12.0%	11.0%	11.6%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q18-1. Visited a City park or greenway</u>						
Very frequently	19.4%	36.2%	30.3%	33.4%	28.4%	30.7%
Frequently	33.6%	31.2%	30.3%	32.4%	32.6%	32.6%
Rarely	39.1%	26.8%	33.3%	28.5%	32.4%	30.3%
Never	8.0%	5.8%	6.1%	5.7%	6.6%	6.3%

Q18-2. Visited a City community center

Very frequently	5.5%	4.1%	6.2%	5.2%	3.9%	4.5%
Frequently	19.8%	14.8%	15.4%	13.1%	20.3%	16.6%
Rarely	54.9%	57.5%	63.1%	57.6%	56.7%	56.9%
Never	19.8%	23.6%	15.4%	24.1%	19.1%	22.0%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q18-3. Participated in a City recreation program or event</u>						
Very frequently	4.9%	5.1%	7.8%	4.4%	6.0%	5.1%
Frequently	14.6%	13.8%	17.2%	10.5%	18.3%	14.2%
Rarely	48.3%	45.3%	48.4%	44.9%	47.5%	46.1%
Never	32.3%	35.8%	26.6%	40.2%	28.2%	34.6%

Q18-4. Called 9-1-1

Very frequently	0.7%	1.0%	3.2%	0.6%	1.6%	1.1%
Frequently	3.8%	1.2%	3.2%	2.2%	2.5%	2.3%
Rarely	40.1%	34.2%	41.3%	34.5%	38.5%	36.7%
Never	55.4%	63.6%	52.4%	62.7%	57.4%	59.9%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q18-5. Contacted City for code enforcement</u>						
Very frequently	0.0%	1.2%	4.8%	0.6%	1.5%	1.1%
Frequently	4.2%	3.2%	1.6%	4.3%	3.3%	3.8%
Rarely	19.8%	17.7%	30.6%	19.7%	19.0%	19.6%
Never	76.0%	77.9%	62.9%	75.5%	76.3%	75.5%

Q18-6. Had contact with Raleigh Police Department

Very frequently	0.3%	2.0%	4.7%	1.4%	2.4%	1.9%
Frequently	6.9%	4.9%	3.1%	6.8%	4.5%	5.6%
Rarely	53.3%	55.0%	48.4%	55.6%	51.4%	53.8%
Never	39.4%	38.2%	43.8%	36.3%	41.7%	38.7%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q18-7. Had contact with Raleigh Fire Department</u>						
Very frequently	0.7%	0.8%	3.1%	1.2%	1.0%	1.1%
Frequently	2.8%	1.1%	1.6%	2.6%	1.4%	2.0%
Rarely	36.0%	33.5%	29.7%	35.8%	32.9%	34.5%
Never	60.6%	64.5%	65.6%	60.4%	64.6%	62.4%

Q18-8. Attended a City of Raleigh public meeting

Very frequently	1.0%	2.0%	3.1%	1.6%	1.8%	1.7%
Frequently	8.0%	4.6%	6.2%	5.2%	6.9%	6.0%
Rarely	28.0%	25.3%	29.2%	30.5%	22.4%	26.5%
Never	63.0%	68.1%	61.5%	62.7%	68.8%	65.8%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q18-9. Watched a City of Raleigh public meeting (online or television)</u>						
Very frequently	1.0%	1.6%	6.2%	2.0%	1.8%	1.9%
Frequently	10.6%	9.0%	13.8%	8.2%	11.9%	10.0%
Rarely	46.4%	32.8%	30.8%	38.4%	34.9%	36.6%
Never	42.0%	56.5%	49.2%	51.4%	51.3%	51.5%

Q18-10. Contacted City of Raleigh elected officials (in-person, phone, email, or social media/web)

Very frequently	2.1%	1.3%	6.5%	1.0%	2.6%	1.8%
Frequently	7.2%	8.7%	9.7%	9.4%	8.7%	9.2%
Rarely	29.6%	32.0%	25.8%	30.1%	31.3%	30.5%
Never	61.2%	58.0%	58.1%	59.6%	57.3%	58.5%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q18-11. Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint</u>						
Very frequently	3.8%	6.2%	7.9%	4.9%	6.0%	5.5%
Frequently	21.2%	27.9%	23.8%	25.2%	27.2%	26.3%
Rarely	50.2%	44.8%	42.9%	49.3%	42.3%	45.8%
Never	24.9%	21.1%	25.4%	20.5%	24.4%	22.4%

Q18-12. Attended a homeowners association meeting

Very frequently	6.3%	8.3%	6.5%	7.9%	7.4%	7.6%
Frequently	15.0%	17.1%	14.5%	14.4%	18.1%	16.2%
Rarely	29.3%	24.3%	29.0%	25.1%	27.7%	26.4%
Never	49.5%	50.2%	50.0%	52.6%	46.8%	49.7%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q18-13. Attended an event at a City entertainment venue</u>						
Very frequently	6.8%	9.8%	6.3%	8.7%	8.5%	8.5%
Frequently	29.7%	33.3%	29.7%	29.6%	34.0%	31.7%
Rarely	42.9%	40.8%	39.1%	43.3%	39.2%	41.3%
Never	20.6%	16.1%	25.0%	18.5%	18.3%	18.4%

Q18-14. Biked or walked instead of driving

Very frequently	7.2%	14.1%	15.4%	13.8%	10.5%	12.2%
Frequently	22.9%	26.8%	13.8%	25.1%	25.0%	25.0%
Rarely	38.0%	38.2%	40.0%	38.3%	37.7%	38.0%
Never	31.8%	20.8%	30.8%	22.7%	26.8%	24.9%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q18-15. Used City greenways as a mode of transportation</u>						
Very frequently	2.4%	7.8%	7.8%	6.4%	5.3%	5.9%
Frequently	8.3%	10.8%	4.7%	13.1%	7.2%	10.1%
Rarely	23.9%	28.0%	32.8%	26.1%	28.5%	27.4%
Never	65.4%	53.4%	54.7%	54.4%	58.9%	56.6%

Q19. In the past 18 months, how often have you used the GoRaleigh bus system? (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q19. How often have you used GoRaleigh bus system in past 18 months</u>						
Very frequently	1.7%	1.0%	3.1%	1.4%	1.4%	1.4%
Frequently	2.3%	2.1%	4.6%	2.3%	2.4%	2.3%
Rarely	16.4%	10.1%	13.8%	12.9%	12.5%	12.6%
Never	79.5%	86.8%	78.5%	83.4%	83.7%	83.7%

Q19a. Which ONE of the following is your primary reason for not using the service? (without "not provided")

N=858	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q19a. What is your primary reason for not using the service</u>						
Does not serve the areas I need to visit	9.4%	11.9%	16.0%	11.1%	11.8%	11.4%
Buses do not come frequently enough	6.4%	4.5%	8.0%	5.2%	5.0%	5.1%
Services are not provided during days & hours I would use it	1.7%	1.7%	0.0%	1.4%	1.9%	1.6%
I just prefer to drive	74.8%	70.4%	64.0%	71.7%	71.5%	71.4%
Other	7.7%	11.5%	12.0%	10.6%	9.8%	10.5%

Q20a. How often did you telecommute for work prior to COVID-19? (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q20a. How often did you telecommute for work prior to COVID-19</u>						
Every work day	17.2%	13.9%	21.0%	15.8%	14.8%	15.3%
A few times within a week	6.5%	6.7%	9.7%	6.5%	7.2%	6.8%
A few times within a month	7.2%	9.0%	9.7%	9.7%	7.2%	8.6%
A few times within a year	10.7%	12.1%	21.0%	13.8%	11.1%	12.5%
Never	58.4%	58.4%	38.7%	54.2%	59.8%	56.8%

Q20b. How often are you currently telecommuting for work? (without "don't know")

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q20b. How often are you currently telecommuting for work</u>						
Every work day	27.8%	31.6%	39.1%	33.2%	28.8%	31.1%
A few times within a week	7.3%	8.2%	15.6%	7.9%	8.5%	8.2%
A few times within a month	4.9%	5.8%	9.4%	6.5%	5.2%	5.8%
A few times within a year	4.2%	4.4%	6.3%	4.9%	3.9%	4.6%
Never	55.9%	50.0%	29.7%	47.4%	53.6%	50.3%

Q20c. After COVID-19, how often do you anticipate telecommuting for work? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q20c. How often do you anticipate telecommuting for work after COVID-19</u>						
Every work day	14.5%	13.0%	23.1%	15.5%	13.4%	14.7%
A few times within a week	16.7%	19.7%	25.0%	19.5%	17.9%	18.6%
A few times within a month	7.8%	12.9%	11.5%	13.0%	9.4%	11.1%
A few times within a year	5.6%	6.1%	7.7%	5.7%	6.9%	6.3%
Never	55.4%	48.3%	32.7%	46.3%	52.3%	49.2%

Q21. During COVID-19, the City implemented several changes to programs to serve the community's needs. Please indicate which services you have participated in during the past 6 months.

N=1036	Q29. Your race/ethnicity			Q31. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q21. What services have you participated in during past 6 months</u>						
Virtual inspection services	3.0%	3.8%	4.4%	3.9%	3.5%	3.7%
Digital permitting services	3.0%	3.7%	7.4%	3.9%	3.7%	3.9%
Online recreation programs	6.3%	5.4%	7.4%	4.1%	7.5%	5.7%
Outdoor seating extensions at restaurants	30.2%	36.8%	39.7%	32.2%	37.3%	34.7%
Temporary curbside pickup zones at local businesses	40.2%	49.4%	36.8%	39.8%	51.3%	45.3%
Virtual public meetings	19.3%	15.4%	11.8%	12.5%	20.4%	16.3%
Small business assistance loans	4.0%	2.4%	1.5%	2.9%	2.8%	2.8%
Mask distributions	14.3%	2.5%	7.4%	4.6%	8.1%	6.3%

Q22. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q22. How likely are you to recommend living in Raleigh to someone who asks</u>						
Very likely	48.0%	50.6%	32.4%	48.4%	48.4%	48.2%
Likely	37.2%	33.8%	36.8%	37.9%	31.5%	34.6%
Neutral	10.1%	10.1%	22.1%	8.8%	14.1%	11.5%
Not likely	3.0%	2.7%	1.5%	2.3%	3.6%	2.9%
Very unlikely	1.7%	2.7%	7.4%	2.5%	2.4%	2.7%

Q23. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1036	<u>Q29. Your race/ethnicity</u>			<u>Q31. Your gender</u>		<u>Total</u>
	Black/ African American	White	Other	Male	Female	
<u>Q23. Most significant issues Raleigh will face over next five years</u>						
Affordable housing	74.1%	50.5%	44.1%	50.6%	63.9%	56.9%
Pace of growth	48.5%	68.0%	61.8%	63.3%	59.5%	61.3%
Transportation	32.9%	45.4%	35.3%	47.3%	34.4%	40.7%
Affordability of City services	18.6%	15.1%	17.6%	17.8%	15.7%	16.9%
Public safety	25.9%	31.7%	38.2%	30.9%	30.3%	30.6%
Job opportunities	25.2%	14.2%	27.9%	15.8%	21.6%	18.6%
Environmental protection	14.0%	28.0%	25.0%	20.3%	25.9%	23.1%
Social justice/equity/ inclusivity	50.8%	31.2%	23.5%	33.6%	39.1%	36.2%
Other	0.7%	4.5%	7.4%	5.4%	1.8%	3.9%

Section 4

Years Lived in Raleigh

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	

Q1-1. Overall quality of life in Raleigh

Excellent	36.1%	36.3%	33.3%	35.6%	31.5%	32.1%	33.3%
Good	55.4%	58.2%	57.9%	55.5%	57.7%	53.9%	55.9%
Neutral	7.2%	2.2%	7.0%	4.8%	8.7%	8.7%	7.3%
Below average	1.2%	3.3%	1.8%	2.7%	2.1%	4.7%	3.1%
Poor	0.0%	0.0%	0.0%	1.4%	0.0%	0.6%	0.4%

Q1-2. Overall quality of life in your neighborhood

Excellent	32.5%	42.9%	45.9%	39.3%	40.8%	42.2%	40.9%
Good	54.2%	48.4%	42.3%	46.9%	45.0%	42.2%	45.2%
Neutral	9.6%	6.6%	7.2%	9.0%	9.2%	9.6%	8.8%
Below average	3.6%	1.1%	3.6%	2.8%	4.6%	4.9%	4.0%
Poor	0.0%	1.1%	0.9%	2.1%	0.4%	1.2%	1.1%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-3. Raleigh as a place to live</u>							
Excellent	39.8%	50.0%	44.2%	45.2%	40.4%	36.6%	40.9%
Good	50.6%	40.0%	50.4%	44.5%	50.8%	49.1%	48.4%
Neutral	7.2%	5.6%	3.5%	6.8%	7.1%	9.0%	7.2%
Below average	2.4%	3.3%	1.8%	3.4%	1.3%	4.1%	2.8%
Poor	0.0%	1.1%	0.0%	0.0%	0.4%	1.2%	0.7%

Q1-4. Raleigh as a place to raise children

Excellent	37.1%	45.1%	49.0%	42.7%	36.9%	32.4%	38.1%
Good	48.6%	39.4%	40.6%	41.1%	51.6%	48.2%	46.3%
Neutral	10.0%	8.5%	8.3%	14.5%	9.7%	14.2%	11.9%
Below average	4.3%	4.2%	2.1%	0.8%	1.8%	2.9%	2.4%
Poor	0.0%	2.8%	0.0%	0.8%	0.0%	2.3%	1.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q1-5. Raleigh as a place to retire

Excellent	28.8%	27.3%	29.0%	28.8%	22.4%	28.4%	27.0%
Good	40.9%	40.3%	39.0%	47.2%	46.1%	40.5%	42.6%
Neutral	22.7%	14.3%	23.0%	16.0%	25.1%	20.1%	20.9%
Below average	6.1%	11.7%	6.0%	4.8%	5.5%	6.8%	6.4%
Poor	1.5%	6.5%	3.0%	3.2%	0.9%	4.1%	3.2%

Q1-6. Raleigh as a place to work

Excellent	41.6%	39.3%	37.0%	39.6%	34.0%	33.7%	36.2%
Good	45.5%	46.4%	45.4%	48.2%	53.8%	50.1%	49.3%
Neutral	10.4%	10.7%	12.0%	7.9%	10.1%	13.1%	11.2%
Below average	2.6%	2.4%	4.6%	4.3%	1.7%	1.5%	2.4%
Poor	0.0%	1.2%	0.9%	0.0%	0.4%	1.5%	0.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q1-7. Raleigh as a place for young professionals

Excellent	44.4%	43.8%	46.9%	39.8%	36.3%	38.1%	40.1%
Good	47.2%	45.0%	35.7%	46.3%	47.6%	46.4%	45.0%
Neutral	5.6%	5.0%	11.2%	9.8%	14.2%	12.1%	11.2%
Below average	2.8%	6.3%	4.1%	2.4%	0.9%	2.4%	2.6%
Poor	0.0%	0.0%	2.0%	1.6%	0.9%	1.0%	1.1%

Q1-8. Raleigh as a place I feel comfortable in

Excellent	39.0%	48.4%	43.9%	40.4%	34.9%	34.2%	37.9%
Good	48.8%	39.6%	45.6%	42.5%	51.0%	44.7%	46.0%
Neutral	8.5%	6.6%	7.0%	11.6%	11.6%	13.7%	11.0%
Below average	2.4%	2.2%	3.5%	4.1%	1.7%	4.1%	3.1%
Poor	1.2%	3.3%	0.0%	1.4%	0.8%	3.2%	1.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q1-9. Overall direction City of Raleigh is taking

Excellent	18.8%	20.7%	21.3%	20.7%	16.2%	13.7%	17.0%
Good	46.3%	57.5%	50.9%	38.6%	46.8%	41.5%	45.2%
Neutral	28.8%	10.3%	15.7%	27.9%	25.1%	23.9%	23.2%
Below average	1.3%	3.4%	7.4%	10.0%	6.0%	12.5%	8.3%
Poor	5.0%	8.0%	4.6%	2.9%	6.0%	8.4%	6.3%

Q1-10. Overall value you receive for your City tax dollars & fees

Excellent	14.8%	12.2%	17.3%	13.1%	9.8%	13.8%	13.0%
Good	49.4%	47.8%	48.2%	42.8%	43.4%	40.5%	43.7%
Neutral	24.7%	26.7%	20.0%	26.2%	32.3%	22.9%	25.6%
Below average	9.9%	7.8%	10.0%	14.5%	9.4%	13.8%	11.6%
Poor	1.2%	5.6%	4.5%	3.4%	5.1%	9.1%	6.0%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-11. Overall image of Raleigh</u>							
Excellent	29.3%	33.3%	30.7%	28.1%	28.6%	28.7%	29.2%
Good	54.9%	55.6%	57.0%	57.5%	55.6%	51.2%	54.4%
Neutral	12.2%	6.7%	7.9%	10.3%	10.8%	10.2%	10.0%
Below average	3.7%	2.2%	3.5%	2.1%	3.7%	6.7%	4.3%
Poor	0.0%	2.2%	0.9%	2.1%	1.2%	3.2%	2.0%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q2-1. Variety of arts & cultural programs offered in Raleigh

Excellent	32.9%	28.2%	29.6%	30.4%	23.5%	25.8%	27.0%
Good	47.4%	51.8%	50.9%	55.1%	52.2%	57.1%	53.6%
Neutral	13.2%	10.6%	8.3%	10.1%	16.4%	12.5%	12.6%
Below average	5.3%	4.7%	10.2%	4.3%	6.2%	4.3%	5.5%
Poor	1.3%	4.7%	0.9%	0.0%	1.8%	0.3%	1.1%

Q2-2. Availability of arts & cultural programs in Raleigh

Excellent	30.3%	29.4%	29.0%	23.2%	19.9%	24.8%	24.6%
Good	50.0%	45.9%	50.5%	61.6%	53.1%	54.4%	53.7%
Neutral	15.8%	15.3%	9.3%	11.6%	19.5%	15.3%	15.1%
Below average	2.6%	4.7%	11.2%	3.6%	6.2%	4.6%	5.5%
Poor	1.3%	4.7%	0.0%	0.0%	1.3%	0.9%	1.1%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q2-3. Availability of culturally diverse art & cultural programs in Raleigh

Excellent	25.0%	26.6%	26.0%	19.5%	17.4%	20.1%	20.9%
Good	43.1%	43.0%	50.0%	48.9%	46.0%	49.7%	47.5%
Neutral	25.0%	19.0%	12.0%	22.6%	25.4%	24.8%	22.9%
Below average	4.2%	7.6%	8.0%	6.8%	8.0%	4.8%	6.4%
Poor	2.8%	3.8%	4.0%	2.3%	3.1%	0.6%	2.2%

Q2-4. Cost of arts & cultural programs in Raleigh

Excellent	25.4%	29.1%	24.7%	17.9%	13.0%	15.1%	17.9%
Good	47.8%	39.2%	48.5%	52.2%	43.3%	45.6%	45.9%
Neutral	22.4%	24.1%	15.5%	24.6%	40.0%	32.8%	30.0%
Below average	3.0%	6.3%	9.3%	4.5%	1.4%	5.2%	4.6%
Poor	1.5%	1.3%	2.1%	0.7%	2.3%	1.3%	1.5%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q2-5. Quality of arts & cultural programs in Raleigh

Excellent	26.8%	24.7%	26.7%	17.5%	19.8%	22.8%	22.0%
Good	53.5%	54.3%	52.4%	61.3%	48.6%	48.6%	51.7%
Neutral	16.9%	16.0%	10.5%	14.6%	25.7%	23.7%	20.4%
Below average	1.4%	3.7%	8.6%	5.8%	3.6%	4.3%	4.6%
Poor	1.4%	1.2%	1.9%	0.7%	2.3%	0.6%	1.3%

Q2-6. Availability of information about arts & cultural programs & events

Excellent	18.9%	16.9%	19.6%	16.4%	14.2%	16.4%	16.4%
Good	40.5%	39.8%	45.8%	46.4%	37.6%	48.3%	43.8%
Neutral	33.8%	21.7%	20.6%	23.6%	31.9%	25.4%	26.7%
Below average	4.1%	13.3%	6.5%	11.4%	11.9%	7.4%	9.2%
Poor	2.7%	8.4%	7.5%	2.1%	4.4%	2.5%	3.9%

Q2. Arts and Cultural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q2-7. Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheater, Walnut Creek Amphitheatre)

Excellent	38.7%	40.5%	34.3%	33.6%	30.4%	31.0%	33.1%
Good	44.0%	44.0%	44.4%	49.3%	49.6%	50.0%	47.9%
Neutral	14.7%	10.7%	14.8%	12.9%	13.9%	15.7%	14.4%
Below average	0.0%	4.8%	4.6%	3.6%	4.3%	3.0%	3.6%
Poor	2.7%	0.0%	1.9%	0.7%	1.7%	0.3%	1.0%

Q3. Which TWO items from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q3. Sum of top 2 choices</u>							
Variety of arts & cultural programs offered in Raleigh	24.1%	22.0%	19.1%	25.3%	22.3%	24.2%	23.1%
Availability of arts & cultural programs in Raleigh	21.7%	24.2%	17.4%	19.2%	22.7%	19.6%	20.7%
Availability of culturally diverse art & cultural programs in Raleigh	34.9%	38.5%	25.2%	30.1%	29.3%	21.3%	27.3%
Cost of arts & cultural programs in Raleigh	30.1%	31.9%	21.7%	26.7%	31.8%	31.7%	29.6%
Quality of arts & cultural programs in Raleigh	20.5%	7.7%	25.2%	19.2%	13.2%	19.6%	17.7%
Availability of information about arts & cultural programs & events	37.3%	31.9%	36.5%	33.6%	33.1%	31.4%	33.2%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	22.9%	27.5%	30.4%	28.1%	27.3%	28.2%	27.7%
None chosen	3.6%	7.7%	11.3%	6.2%	8.3%	11.0%	9.0%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	

Q4-1. The local economy

Excellent	17.9%	21.3%	16.4%	13.9%	14.3%	17.0%	16.2%
Good	62.8%	59.6%	61.8%	65.3%	59.9%	56.4%	59.8%
Neutral	15.4%	14.6%	13.6%	13.2%	19.8%	19.0%	17.1%
Below average	3.8%	4.5%	4.5%	6.9%	4.6%	5.8%	5.2%
Poor	0.0%	0.0%	3.6%	0.7%	1.3%	1.8%	1.6%

Q4-2. Development review services

Excellent	6.5%	14.0%	7.2%	6.8%	6.8%	4.4%	6.3%
Good	39.1%	34.9%	39.1%	37.9%	30.9%	29.6%	33.0%
Neutral	41.3%	34.9%	33.3%	34.0%	45.7%	43.2%	40.7%
Below average	4.3%	14.0%	11.6%	13.6%	12.3%	14.8%	12.9%
Poor	8.7%	2.3%	8.7%	7.8%	4.3%	8.0%	7.0%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	

Q4-3. Permitting services

Excellent	7.1%	13.0%	2.9%	5.9%	3.8%	2.1%	4.2%
Good	33.3%	37.0%	32.4%	32.4%	26.1%	31.4%	30.8%
Neutral	47.6%	34.8%	39.7%	39.2%	52.9%	43.0%	44.0%
Below average	2.4%	8.7%	11.8%	13.7%	13.4%	16.9%	13.7%
Poor	9.5%	6.5%	13.2%	8.8%	3.8%	6.6%	7.4%

Q4-4. Inspection services

Excellent	4.8%	6.4%	4.1%	6.7%	6.0%	2.8%	4.6%
Good	38.1%	34.0%	39.2%	36.2%	30.5%	32.5%	33.5%
Neutral	47.6%	44.7%	36.5%	40.0%	46.7%	45.0%	44.0%
Below average	4.8%	10.6%	9.5%	12.4%	13.8%	14.1%	12.5%
Poor	4.8%	4.3%	10.8%	4.8%	3.0%	5.6%	5.3%

Q4. Economic Development and Innovation. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q4-5. Availability of job opportunities that match my skills

Excellent	21.7%	25.6%	21.6%	18.3%	17.0%	16.2%	18.3%
Good	47.8%	43.6%	42.2%	50.0%	46.3%	42.6%	45.3%
Neutral	21.7%	15.4%	23.5%	20.6%	27.1%	30.9%	25.5%
Below average	2.9%	11.5%	6.9%	7.1%	7.8%	8.2%	7.7%
Poor	5.8%	3.8%	5.9%	4.0%	1.8%	2.1%	3.1%

Q4-6. City's efforts to promote & assist small, minority, & women-owned businesses

Excellent	8.7%	8.9%	14.3%	10.7%	9.8%	5.2%	8.4%
Good	17.4%	28.6%	31.7%	30.1%	23.2%	27.8%	26.7%
Neutral	54.3%	37.5%	33.3%	29.1%	39.6%	46.0%	40.6%
Below average	13.0%	12.5%	17.5%	23.3%	19.5%	14.7%	17.3%
Poor	6.5%	12.5%	3.2%	6.8%	7.9%	6.3%	6.9%

Q5. Which TWO items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q5. Sum of top 2 choices</u>							
Local economy	54.2%	68.1%	58.3%	53.4%	59.1%	61.1%	59.1%
Development review services	15.7%	14.3%	17.4%	19.2%	17.8%	18.2%	17.7%
Permitting services	8.4%	3.3%	8.7%	11.0%	9.9%	15.0%	10.8%
Inspection services	4.8%	6.6%	7.8%	8.9%	7.0%	14.1%	9.6%
Availability of job opportunities that match my skills	36.1%	33.0%	34.8%	29.5%	27.7%	23.9%	28.4%
City's efforts to promote & assist small, minority, & women-owned businesses	51.8%	60.4%	50.4%	54.8%	55.8%	47.3%	52.0%
None chosen	10.8%	6.6%	7.0%	9.6%	9.9%	9.2%	9.5%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q6-1. How well City of Raleigh is managing growth

Excellent	5.0%	11.4%	5.5%	5.6%	6.3%	5.4%	6.1%
Good	45.0%	44.3%	40.9%	43.4%	42.5%	39.9%	41.6%
Neutral	27.5%	18.2%	28.2%	21.7%	23.8%	24.7%	24.3%
Below average	13.8%	18.2%	15.5%	22.4%	20.8%	16.4%	18.2%
Poor	8.8%	8.0%	10.0%	7.0%	6.7%	13.7%	9.8%

Q6-2. Overall quality of new development in Raleigh

Excellent	6.4%	17.9%	11.0%	10.2%	11.9%	9.8%	10.8%
Good	52.6%	47.6%	56.0%	48.2%	45.1%	44.9%	47.1%
Neutral	30.8%	20.2%	17.4%	23.4%	27.7%	24.9%	25.1%
Below average	6.4%	9.5%	8.3%	14.6%	10.6%	12.6%	11.1%
Poor	3.8%	4.8%	7.3%	3.6%	4.7%	7.7%	5.8%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-3. Overall quality of water utilities</u>							
Excellent	25.6%	23.0%	21.6%	15.5%	15.9%	22.5%	20.1%
Good	47.4%	55.2%	48.6%	60.6%	53.9%	50.3%	52.7%
Neutral	20.5%	11.5%	18.9%	16.9%	19.4%	19.2%	18.4%
Below average	5.1%	5.7%	4.5%	5.6%	7.3%	5.7%	5.8%
Poor	1.3%	4.6%	6.3%	1.4%	3.4%	2.4%	3.0%

Q6-4. Quality of drinking water provided by Raleigh Water (Public Utilities)

Excellent	30.8%	24.2%	21.8%	28.4%	20.3%	29.6%	25.9%
Good	41.0%	49.5%	51.8%	53.9%	53.8%	51.9%	51.6%
Neutral	20.5%	17.6%	12.7%	11.3%	16.5%	12.9%	14.7%
Below average	3.8%	5.5%	8.2%	5.0%	3.4%	3.8%	4.5%
Poor	3.8%	3.3%	5.5%	1.4%	5.9%	1.8%	3.4%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q6-5. Wastewater services provided by Raleigh Water (Public Utilities)

Excellent	34.7%	25.0%	20.6%	21.6%	19.3%	22.7%	22.5%
Good	38.9%	57.1%	48.6%	61.2%	51.8%	50.8%	52.0%
Neutral	19.4%	11.9%	18.7%	10.4%	21.9%	18.4%	17.7%
Below average	5.6%	1.2%	9.3%	5.2%	4.4%	4.8%	5.1%
Poor	1.4%	4.8%	2.8%	1.5%	2.6%	3.3%	2.8%

Q6-6. Overall management of public stormwater runoff/drainage/flood control

Excellent	17.6%	16.7%	11.4%	12.4%	8.9%	11.2%	11.8%
Good	36.5%	40.5%	41.9%	45.3%	44.0%	41.9%	42.3%
Neutral	27.0%	26.2%	28.6%	21.2%	26.2%	23.0%	24.8%
Below average	12.2%	11.9%	10.5%	14.6%	16.0%	16.1%	14.5%
Poor	6.8%	4.8%	7.6%	6.6%	4.9%	7.8%	6.6%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-7. City's overall effort to protect natural resources & environment</u>							
Excellent	12.5%	11.0%	11.8%	10.3%	12.6%	13.4%	12.4%
Good	40.3%	56.1%	51.0%	52.9%	43.2%	42.7%	46.2%
Neutral	30.6%	22.0%	20.6%	16.2%	27.5%	26.5%	24.5%
Below average	11.1%	7.3%	12.7%	12.5%	9.9%	11.2%	10.8%
Poor	5.6%	3.7%	3.9%	8.1%	6.8%	6.2%	6.1%

Q6-8. City's efforts in protecting & improving water quality in local streams & lakes

Excellent	11.5%	15.9%	11.6%	5.3%	10.7%	11.3%	10.8%
Good	41.0%	42.0%	41.1%	50.4%	37.1%	42.0%	41.7%
Neutral	32.8%	26.1%	32.6%	23.0%	35.1%	28.0%	29.9%
Below average	8.2%	10.1%	10.5%	15.9%	12.2%	14.0%	12.8%
Poor	6.6%	5.8%	4.2%	5.3%	4.9%	4.7%	4.9%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-9. Residential garbage collection services</u>							
Excellent	31.6%	35.2%	30.9%	31.9%	29.7%	31.1%	31.2%
Good	46.8%	57.1%	50.0%	45.1%	50.2%	49.4%	49.6%
Neutral	15.2%	4.4%	9.1%	13.2%	11.7%	11.6%	11.2%
Below average	5.1%	1.1%	5.5%	8.3%	6.7%	5.2%	5.8%
Poor	1.3%	2.2%	4.5%	1.4%	1.7%	2.6%	2.3%

Q6-10. Residential curbside recycling services

Excellent	29.9%	33.0%	30.4%	31.0%	30.0%	29.9%	30.3%
Good	41.6%	54.9%	46.4%	46.2%	46.7%	46.5%	47.0%
Neutral	19.5%	6.6%	9.8%	13.1%	13.8%	14.2%	13.1%
Below average	7.8%	3.3%	9.8%	6.9%	8.3%	6.1%	7.1%
Poor	1.3%	2.2%	3.6%	2.8%	1.3%	3.2%	2.5%

Q6. Growth and Natural Resources. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q6-11. Residential yard waste collection services

Excellent	18.6%	24.4%	20.8%	22.1%	21.6%	17.6%	20.1%
Good	35.7%	47.6%	39.6%	36.6%	34.6%	42.4%	39.4%
Neutral	22.9%	17.1%	15.1%	22.1%	24.2%	17.9%	19.9%
Below average	18.6%	6.1%	17.0%	13.0%	15.2%	13.5%	14.1%
Poor	4.3%	4.9%	7.5%	6.1%	4.3%	8.5%	6.5%

Q6-12. Bulky item pick-up/removal services

Excellent	16.9%	17.6%	15.3%	17.9%	19.5%	16.6%	17.4%
Good	33.9%	45.9%	37.6%	36.6%	32.3%	32.5%	34.5%
Neutral	28.8%	18.9%	29.4%	24.4%	28.2%	29.9%	27.4%
Below average	13.6%	10.8%	8.2%	16.3%	13.8%	14.4%	13.7%
Poor	6.8%	6.8%	9.4%	4.9%	6.2%	6.6%	7.0%

Q7. Which THREE items from the list in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q7. Sum of top 3 choices</u>							
How well City of Raleigh is managing growth	62.7%	60.4%	58.3%	60.3%	54.5%	63.1%	59.7%
Overall quality of new development in Raleigh	38.6%	45.1%	35.7%	44.5%	38.8%	43.8%	41.4%
Overall quality of water utilities	10.8%	14.3%	20.0%	11.6%	15.3%	9.5%	12.9%
Quality of drinking water provided by Raleigh Water (Public Utilities)	22.9%	33.0%	26.1%	17.8%	27.3%	17.9%	22.8%
Wastewater services provided by Raleigh Water (Public Utilities)	7.2%	3.3%	7.0%	2.7%	4.1%	5.5%	4.9%
Overall management of public stormwater runoff/drainage/flood control	16.9%	24.2%	21.7%	24.7%	23.1%	26.2%	23.7%
City's overall effort to protect natural resources & environment	48.2%	46.2%	39.1%	40.4%	38.0%	38.3%	39.9%

Q7. Which THREE items from the list in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q7. Sum of top 3 choices (cont.)</u>							
City's efforts in protecting & improving water quality in local streams & lakes	27.7%	30.8%	28.7%	20.5%	27.7%	23.3%	25.4%
Residential garbage collection services	7.2%	6.6%	8.7%	9.6%	6.2%	7.5%	7.4%
Residential curbside recycling services	7.2%	3.3%	7.0%	9.6%	6.2%	5.8%	6.7%
Residential yard waste collection services	9.6%	6.6%	15.7%	11.0%	17.4%	19.6%	15.4%
Bulky item pick-up/removal services	6.0%	13.2%	7.8%	19.2%	12.4%	12.7%	12.7%
None chosen	7.2%	3.3%	5.2%	6.8%	7.4%	6.1%	6.3%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q8-1. Your familiarity with City of Raleigh's plans for development & growth

Very familiar	3.8%	3.5%	9.3%	8.0%	10.5%	8.6%	8.1%
Somewhat familiar	32.9%	36.5%	35.2%	38.4%	34.2%	37.3%	36.2%
Slightly familiar	43.0%	42.4%	32.4%	36.2%	29.4%	35.5%	34.9%
Not at all familiar	20.3%	17.6%	23.1%	17.4%	25.9%	18.5%	20.8%

Q8-2. Your familiarity with City of Raleigh's volunteer opportunities

Very familiar	6.3%	9.3%	6.6%	7.2%	10.6%	8.5%	8.4%
Somewhat familiar	26.6%	14.0%	32.1%	20.3%	26.9%	28.5%	25.8%
Slightly familiar	21.5%	30.2%	26.4%	34.1%	33.0%	33.2%	31.5%
Not at all familiar	45.6%	46.5%	34.9%	38.4%	29.5%	29.8%	34.3%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q8-3. Your familiarity with City of Raleigh's fire prevention/education services

Very familiar	1.3%	1.2%	9.4%	3.6%	9.8%	10.0%	7.4%
Somewhat familiar	25.3%	16.5%	24.5%	22.6%	21.4%	27.0%	23.6%
Slightly familiar	17.7%	22.4%	19.8%	27.0%	29.5%	29.5%	26.5%
Not at all familiar	55.7%	60.0%	46.2%	46.7%	39.3%	33.5%	42.5%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-1. Overall quality of services provided by City of Raleigh

Excellent	10.3%	15.3%	13.8%	11.0%	13.1%	14.2%	13.3%
Good	67.9%	68.2%	58.7%	62.8%	61.0%	56.7%	60.6%
Neutral	19.2%	14.1%	22.0%	19.3%	22.0%	19.6%	19.9%
Below average	1.3%	2.4%	3.7%	4.8%	3.0%	7.4%	4.7%
Poor	1.3%	0.0%	1.8%	2.1%	0.8%	2.1%	1.5%

Q9-2. Quality of customer service you receive from City employees

Excellent	20.0%	23.7%	19.0%	19.9%	16.9%	15.4%	17.9%
Good	45.3%	53.9%	42.0%	47.8%	49.3%	48.7%	48.1%
Neutral	25.3%	18.4%	29.0%	21.3%	22.8%	25.5%	23.9%
Below average	6.7%	2.6%	5.0%	6.6%	7.3%	8.5%	7.1%
Poor	2.7%	1.3%	5.0%	4.4%	3.7%	1.9%	3.1%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-3. Overall knowledge of City employees

Excellent	10.3%	8.7%	15.6%	12.5%	8.8%	10.8%	11.0%
Good	38.2%	46.4%	33.3%	44.2%	44.1%	34.1%	39.1%
Neutral	41.2%	33.3%	41.1%	34.2%	34.3%	39.4%	37.3%
Below average	8.8%	10.1%	3.3%	5.0%	7.4%	12.2%	8.5%
Poor	1.5%	1.4%	6.7%	4.2%	5.4%	3.5%	4.1%

Q9-4. Effectiveness of City communication with the public

Excellent	11.5%	8.2%	13.1%	9.7%	9.1%	7.5%	9.2%
Good	44.9%	56.5%	41.1%	42.4%	42.2%	35.7%	41.3%
Neutral	34.6%	20.0%	27.1%	29.9%	33.6%	37.2%	32.4%
Below average	3.8%	8.2%	12.1%	10.4%	11.2%	14.4%	11.4%
Poor	5.1%	7.1%	6.5%	7.6%	3.9%	5.1%	5.7%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-5. The job Raleigh government does at welcoming community member involvement

Excellent	6.6%	7.9%	8.1%	7.4%	5.8%	5.7%	6.7%
Good	32.8%	30.2%	27.9%	29.5%	33.5%	25.0%	29.1%
Neutral	45.9%	39.7%	40.7%	42.6%	41.4%	47.3%	43.5%
Below average	13.1%	14.3%	11.6%	13.1%	13.1%	14.4%	13.5%
Poor	1.6%	7.9%	11.6%	7.4%	6.3%	7.6%	7.3%

Q9-6. Your ability to access information you need about City of Raleigh

Excellent	14.3%	12.6%	17.6%	16.1%	13.7%	11.9%	13.8%
Good	55.8%	44.8%	39.8%	48.3%	43.8%	41.9%	44.3%
Neutral	22.1%	26.4%	22.2%	23.1%	30.0%	29.2%	27.1%
Below average	6.5%	10.3%	13.0%	8.4%	7.7%	11.2%	9.7%
Poor	1.3%	5.7%	7.4%	4.2%	4.7%	5.8%	5.1%

Q9(1-7). Organizational Excellence. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-7. City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)

Excellent	4.2%	10.1%	10.0%	7.3%	10.2%	8.8%	8.8%
Good	46.5%	46.8%	41.1%	46.8%	40.0%	34.7%	40.2%
Neutral	40.8%	24.1%	35.6%	33.1%	31.2%	44.1%	36.6%
Below average	5.6%	12.7%	10.0%	8.9%	10.2%	9.4%	9.6%
Poor	2.8%	6.3%	3.3%	4.0%	8.3%	3.0%	4.8%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-8. Water & wastewater customer service

Excellent	15.5%	23.3%	24.7%	16.7%	19.9%	14.8%	17.9%
Good	46.6%	53.3%	42.9%	49.0%	44.6%	46.1%	46.5%
Neutral	36.2%	18.3%	23.4%	30.4%	26.9%	29.5%	27.9%
Below average	1.7%	3.3%	3.9%	2.0%	4.3%	4.8%	4.0%
Poor	0.0%	1.7%	5.2%	2.0%	4.3%	4.8%	3.7%

Q9-9. Stormwater customer service

Excellent	16.7%	12.8%	20.6%	14.1%	15.5%	12.4%	14.4%
Good	45.8%	44.7%	38.1%	39.1%	35.8%	37.2%	38.5%
Neutral	31.3%	34.0%	30.2%	39.1%	39.2%	36.4%	36.2%
Below average	2.1%	4.3%	6.3%	3.3%	4.1%	7.9%	5.5%
Poor	4.2%	4.3%	4.8%	4.3%	5.4%	6.2%	5.4%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-10. Solid waste customer service

Excellent	20.3%	17.5%	26.0%	16.8%	22.1%	17.2%	19.3%
Good	52.5%	52.4%	33.8%	43.4%	42.6%	48.5%	45.4%
Neutral	23.7%	19.0%	27.3%	29.2%	23.2%	23.0%	24.4%
Below average	3.4%	4.8%	7.8%	8.8%	8.4%	7.3%	7.4%
Poor	0.0%	6.3%	5.2%	1.8%	3.7%	4.0%	3.6%

Q9-11. Development Services customer service

Excellent	7.5%	10.5%	17.2%	8.1%	10.4%	9.0%	10.0%
Good	37.5%	34.2%	39.7%	41.9%	28.1%	32.8%	34.3%
Neutral	42.5%	44.7%	31.0%	43.0%	47.4%	40.8%	42.3%
Below average	2.5%	7.9%	6.9%	4.7%	8.9%	13.4%	9.0%
Poor	10.0%	2.6%	5.2%	2.3%	5.2%	4.0%	4.4%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-12. Parks, Recreation, & Cultural Resources customer service

Excellent	21.9%	31.7%	32.1%	23.4%	20.3%	19.2%	22.5%
Good	59.4%	49.2%	39.7%	55.9%	44.6%	47.8%	48.1%
Neutral	14.1%	11.1%	21.8%	18.0%	27.2%	27.5%	23.5%
Below average	3.1%	6.3%	2.6%	0.9%	5.4%	3.3%	3.7%
Poor	1.6%	1.6%	3.8%	1.8%	2.5%	2.2%	2.2%

Q9-13. City Utility Billing & Payment (Customer Care & Billing) customer service

Excellent	16.4%	21.1%	23.2%	16.1%	21.2%	17.6%	18.9%
Good	59.7%	62.0%	43.9%	54.8%	44.9%	52.2%	51.5%
Neutral	19.4%	9.9%	23.2%	22.6%	22.2%	21.8%	20.9%
Below average	4.5%	7.0%	4.9%	3.2%	5.1%	4.8%	5.0%
Poor	0.0%	0.0%	4.9%	3.2%	6.6%	3.5%	3.8%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-14. Contacting City of Raleigh employees

Excellent	14.3%	8.6%	16.3%	12.3%	10.8%	9.8%	11.3%
Good	42.9%	58.6%	37.2%	41.0%	44.1%	39.3%	42.1%
Neutral	28.6%	24.1%	32.6%	31.1%	29.7%	33.0%	31.1%
Below average	9.5%	3.4%	4.7%	9.0%	9.7%	10.9%	8.9%
Poor	4.8%	5.2%	9.3%	6.6%	5.6%	7.0%	6.6%

Q9-15. Making a service request

Excellent	15.5%	18.0%	22.0%	12.5%	12.8%	9.6%	13.2%
Good	39.7%	44.3%	36.6%	46.7%	42.8%	42.4%	42.4%
Neutral	37.9%	21.3%	31.7%	26.7%	29.4%	29.9%	29.5%
Below average	3.4%	6.6%	4.9%	8.3%	9.6%	11.8%	9.0%
Poor	3.4%	9.8%	4.9%	5.8%	5.3%	6.3%	5.9%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-16. Locating information on City's website</u>							
Excellent	14.7%	16.1%	15.5%	14.4%	11.9%	10.0%	12.6%
Good	48.0%	43.7%	41.7%	50.4%	43.8%	48.9%	46.2%
Neutral	26.7%	28.7%	21.4%	21.6%	28.3%	22.5%	24.9%
Below average	8.0%	3.4%	17.5%	10.8%	10.5%	12.5%	11.1%
Poor	2.7%	8.0%	3.9%	2.9%	5.5%	6.1%	5.2%

Q9-17. Paying City utility bill

Excellent	29.7%	34.5%	33.3%	30.1%	30.9%	28.6%	30.3%
Good	54.1%	51.7%	46.3%	50.3%	51.6%	51.6%	51.1%
Neutral	16.2%	9.2%	15.7%	15.4%	13.5%	16.1%	14.8%
Below average	0.0%	3.4%	3.7%	2.8%	2.2%	2.5%	2.5%
Poor	0.0%	1.1%	0.9%	1.4%	1.8%	1.2%	1.3%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q9-18. Paying fees for parks & recreation programs

Excellent	20.3%	20.0%	24.1%	20.6%	18.6%	15.3%	18.6%
Good	50.8%	45.0%	40.5%	48.0%	47.5%	43.0%	45.3%
Neutral	25.4%	26.7%	26.6%	24.5%	28.8%	34.5%	29.4%
Below average	1.7%	1.7%	6.3%	3.9%	2.8%	4.8%	3.9%
Poor	1.7%	6.7%	2.5%	2.9%	2.3%	2.4%	2.7%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q10. Sum of top 3 choices</u>							
Overall quality of services provided by City of Raleigh	41.0%	37.4%	45.2%	33.6%	36.8%	39.5%	38.4%
Quality of customer service you receive from City employees	16.9%	11.0%	18.3%	18.5%	16.9%	18.4%	17.3%
Overall knowledge of City employees	15.7%	12.1%	11.3%	11.0%	12.4%	8.6%	11.0%
Effectiveness of City communication with the public	37.3%	39.6%	37.4%	39.0%	33.1%	38.9%	37.0%
The job Raleigh government does at welcoming community member involvement	24.1%	27.5%	19.1%	23.3%	20.7%	16.7%	20.5%
Your ability to access the information you need about City of Raleigh	18.1%	27.5%	21.7%	25.3%	23.1%	25.1%	23.8%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q10. Sum of top 3 choices (cont.)</u>							
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	28.9%	38.5%	31.3%	25.3%	25.2%	22.5%	26.4%
Water & wastewater customer service	3.6%	1.1%	2.6%	4.8%	7.4%	6.1%	5.2%
Stormwater customer service	2.4%	4.4%	3.5%	3.4%	2.5%	6.9%	4.4%
Solid waste customer service	3.6%	5.5%	9.6%	4.8%	6.6%	6.1%	6.2%
Development Services customer service	8.4%	5.5%	4.3%	7.5%	2.9%	6.1%	5.4%
Parks, Recreation, & Cultural Resources customer service	3.6%	6.6%	7.8%	8.2%	10.7%	6.6%	7.7%
City Utility Billing & Payment (Customer Care & Billing) customer service	1.2%	1.1%	6.1%	4.8%	5.0%	2.3%	3.8%
Contacting City of Raleigh employees	10.8%	4.4%	8.7%	8.9%	7.0%	9.2%	8.3%

Q10. Which THREE items from the list in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q10. Sum of top 3 choices (cont.)</u>							
Making a service request	8.4%	11.0%	11.3%	6.8%	9.9%	10.4%	9.8%
Locating information on City's website	15.7%	16.5%	13.0%	15.1%	17.4%	15.3%	15.6%
Paying City utility bill	3.6%	2.2%	0.9%	3.4%	2.1%	3.7%	2.9%
Paying fees for parks & recreation programs	2.4%	6.6%	2.6%	7.5%	3.7%	6.9%	5.3%
None chosen	14.5%	8.8%	11.3%	14.4%	16.1%	13.8%	13.9%

Q11. What are your THREE preferred sources for receiving information about the City of Raleigh?

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q11. Your preferred sources for receiving information about City of Raleigh

City website	77.1%	80.2%	71.3%	74.0%	76.4%	73.8%	74.9%
Nextdoor	30.1%	33.0%	33.0%	33.6%	35.5%	29.1%	32.1%
RTN (City's cable station)	2.4%	2.2%	1.7%	2.7%	4.5%	4.3%	3.6%
City social media sites (Twitter, Facebook, Instagram)	44.6%	33.0%	33.9%	29.5%	19.8%	18.4%	25.5%
Local television	45.8%	49.5%	52.2%	50.7%	62.0%	70.0%	59.4%
Local newspaper	7.2%	15.4%	20.0%	18.5%	18.6%	30.5%	21.4%
Radio	16.9%	8.8%	22.6%	17.8%	17.8%	16.4%	16.8%
Email subscriptions	49.4%	44.0%	29.6%	40.4%	31.8%	25.4%	33.0%
Other	12.0%	12.1%	3.5%	6.8%	5.4%	7.2%	7.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-1. Quality of police services

Excellent	15.5%	19.5%	29.1%	24.0%	26.3%	26.4%	24.9%
Good	56.3%	55.8%	42.7%	48.1%	45.5%	51.8%	49.6%
Neutral	21.1%	14.3%	12.6%	17.8%	18.8%	14.4%	16.2%
Below average	4.2%	7.8%	4.9%	5.4%	5.4%	3.4%	4.7%
Poor	2.8%	2.6%	10.7%	4.7%	4.0%	4.0%	4.7%

Q12-2. Response time for police services

Excellent	17.9%	24.1%	28.6%	18.6%	22.5%	25.0%	23.2%
Good	55.4%	38.9%	46.4%	48.0%	42.2%	44.5%	45.0%
Neutral	19.6%	22.2%	13.1%	19.6%	26.7%	19.9%	21.0%
Below average	5.4%	13.0%	4.8%	9.8%	4.8%	7.4%	6.9%
Poor	1.8%	1.9%	7.1%	3.9%	3.7%	3.3%	3.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	

Q12-3. Overall police relationship with your community

Excellent	15.9%	14.9%	22.0%	18.5%	23.0%	22.6%	20.8%
Good	42.0%	40.5%	44.0%	43.5%	40.8%	44.9%	43.0%
Neutral	26.1%	29.7%	15.0%	24.2%	23.9%	20.4%	22.5%
Below average	8.7%	9.5%	6.0%	8.1%	6.1%	7.3%	7.3%
Poor	7.2%	5.4%	13.0%	5.6%	6.1%	4.8%	6.4%

Q**12-4. Quality of fire services**

Excellent	27.1%	31.0%	45.2%	37.3%	40.6%	47.7%	41.9%
Good	58.3%	58.6%	47.6%	49.2%	46.9%	40.4%	46.4%
Neutral	12.5%	10.3%	7.1%	12.7%	11.6%	10.5%	10.7%
Below average	2.1%	0.0%	0.0%	0.0%	0.5%	1.0%	0.6%
Poor	0.0%	0.0%	0.0%	0.8%	0.5%	0.3%	0.4%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-5. Response time for fire services

Excellent	31.6%	41.7%	51.4%	40.4%	48.8%	48.6%	46.6%
Good	50.0%	39.6%	41.7%	47.5%	34.3%	39.2%	39.8%
Neutral	18.4%	18.8%	6.9%	11.1%	15.1%	11.0%	12.6%
Below average	0.0%	0.0%	0.0%	0.0%	1.2%	0.8%	0.6%
Poor	0.0%	0.0%	0.0%	1.0%	0.6%	0.4%	0.4%

Q12-6. Overall quality of service provided by 9-1-1 operators

Excellent	28.9%	32.0%	38.4%	31.3%	36.4%	34.8%	34.5%
Good	53.3%	48.0%	46.6%	51.0%	43.0%	42.2%	45.1%
Neutral	17.8%	18.0%	11.0%	14.6%	17.0%	20.0%	17.3%
Below average	0.0%	0.0%	4.1%	0.0%	1.8%	2.6%	2.0%
Poor	0.0%	2.0%	0.0%	3.1%	1.8%	0.4%	1.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	

Q12-7. Enforcement of City codes & ordinances

Excellent	12.2%	14.3%	16.4%	10.0%	10.6%	6.8%	10.1%
Good	34.7%	42.9%	41.1%	34.5%	33.9%	40.4%	37.7%
Neutral	40.8%	30.4%	26.0%	40.0%	36.1%	35.1%	35.0%
Below average	6.1%	5.4%	12.3%	9.1%	12.8%	10.2%	10.3%
Poor	6.1%	7.1%	4.1%	6.4%	6.7%	7.5%	6.9%

Q12-8. Enforcement of junk & debris cleanup on private property

Excellent	6.8%	11.3%	9.7%	9.7%	6.8%	4.8%	7.2%
Good	22.7%	34.0%	27.8%	28.2%	26.0%	26.6%	27.1%
Neutral	43.2%	28.3%	33.3%	32.0%	40.1%	35.5%	35.6%
Below average	11.4%	17.0%	20.8%	20.4%	18.1%	23.8%	20.1%
Poor	15.9%	9.4%	8.3%	9.7%	9.0%	9.3%	9.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-9. Overall cleanliness of Raleigh

Excellent	13.6%	19.1%	12.5%	11.0%	12.3%	7.6%	11.3%
Good	48.1%	57.3%	56.3%	52.4%	49.4%	50.9%	51.4%
Neutral	23.5%	12.4%	15.2%	24.8%	24.7%	21.2%	21.3%
Below average	12.3%	9.0%	15.2%	6.9%	11.1%	16.3%	12.7%
Poor	2.5%	2.2%	0.9%	4.8%	2.6%	4.1%	3.3%

Q12-10. Cleanliness of Downtown Raleigh

Excellent	11.5%	15.9%	12.5%	11.6%	12.2%	8.1%	11.3%
Good	46.2%	55.7%	57.1%	49.3%	44.1%	50.8%	49.5%
Neutral	25.6%	17.0%	17.9%	25.4%	27.1%	24.6%	23.9%
Below average	11.5%	6.8%	8.0%	11.6%	12.2%	10.3%	10.6%
Poor	5.1%	4.5%	4.5%	2.2%	4.4%	6.2%	4.8%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-11. Cleanliness of your neighborhood

Excellent	24.7%	35.6%	29.6%	24.0%	27.2%	27.7%	27.8%
Good	46.9%	46.7%	53.0%	54.8%	49.0%	47.7%	49.3%
Neutral	14.8%	10.0%	4.3%	13.0%	13.4%	13.9%	12.4%
Below average	7.4%	7.8%	10.4%	4.8%	8.8%	7.8%	7.8%
Poor	6.2%	0.0%	2.6%	3.4%	1.7%	2.9%	2.7%

Q12-12. Cleanliness of City parks

Excellent	25.0%	28.4%	26.4%	25.9%	20.7%	20.7%	23.1%
Good	59.2%	60.2%	51.8%	54.0%	58.1%	54.6%	55.7%
Neutral	11.8%	6.8%	17.3%	17.3%	13.7%	18.2%	15.4%
Below average	2.6%	3.4%	3.6%	1.4%	5.7%	4.3%	4.0%
Poor	1.3%	1.1%	0.9%	1.4%	1.8%	2.2%	1.7%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-13. Cleanliness of City greenways

Excellent	21.6%	30.1%	27.4%	27.4%	22.0%	19.7%	23.4%
Good	59.5%	60.2%	51.9%	51.1%	50.9%	46.6%	51.1%
Neutral	13.5%	6.0%	13.2%	17.0%	17.9%	22.8%	17.2%
Below average	2.7%	3.6%	5.7%	3.0%	6.0%	7.8%	5.8%
Poor	2.7%	0.0%	1.9%	1.5%	3.2%	3.1%	2.5%

Q12-14. Impact of changes being made in & around your neighborhood

Excellent	7.4%	9.0%	9.4%	10.7%	8.2%	7.5%	8.5%
Good	35.3%	39.7%	40.6%	38.9%	34.1%	32.0%	35.3%
Neutral	51.5%	41.0%	37.5%	34.4%	39.4%	34.6%	37.9%
Below average	2.9%	7.7%	6.3%	10.7%	11.1%	15.7%	11.2%
Poor	2.9%	2.6%	6.3%	5.3%	7.2%	10.1%	7.1%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-15. New construction's compatibility with existing neighborhood building patterns

Excellent	6.9%	5.2%	8.0%	6.2%	4.7%	5.0%	5.7%
Good	29.2%	32.5%	32.0%	31.8%	31.8%	25.5%	29.5%
Neutral	37.5%	31.2%	33.0%	32.6%	36.0%	31.5%	33.4%
Below average	15.3%	18.2%	16.0%	15.5%	16.1%	21.9%	18.0%
Poor	11.1%	13.0%	11.0%	14.0%	11.4%	16.2%	13.4%

Q12-16. Variety of housing options

Excellent	15.3%	10.6%	13.3%	11.4%	10.6%	5.3%	9.8%
Good	34.7%	44.7%	33.3%	39.3%	29.0%	35.2%	34.7%
Neutral	18.1%	21.2%	27.6%	29.3%	29.0%	28.6%	27.3%
Below average	19.4%	9.4%	13.3%	9.3%	20.3%	21.7%	17.3%
Poor	12.5%	14.1%	12.4%	10.7%	11.1%	9.2%	10.9%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-17. Availability of affordable housing

Excellent	11.9%	5.3%	5.5%	8.1%	7.4%	4.2%	6.4%
Good	16.4%	26.3%	19.8%	18.5%	14.7%	15.7%	17.4%
Neutral	19.4%	28.9%	26.4%	27.4%	24.5%	30.4%	27.1%
Below average	28.4%	17.1%	30.8%	21.8%	32.8%	29.0%	27.8%
Poor	23.9%	22.4%	17.6%	24.2%	20.6%	20.6%	21.3%

Q12-18. Neighborliness of residents

Excellent	24.0%	25.3%	19.3%	18.1%	13.0%	19.0%	18.4%
Good	48.0%	42.5%	46.8%	46.5%	43.9%	45.5%	45.3%
Neutral	18.7%	24.1%	23.9%	25.0%	31.3%	25.0%	25.8%
Below average	5.3%	5.7%	8.3%	5.6%	7.8%	7.1%	6.9%
Poor	4.0%	2.3%	1.8%	4.9%	3.9%	3.3%	3.6%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-19. Openness & acceptance of the community towards people of diverse backgrounds

Excellent	15.1%	19.5%	21.7%	13.6%	12.3%	16.9%	15.8%
Good	42.5%	46.3%	48.1%	38.6%	43.4%	44.5%	43.9%
Neutral	26.0%	26.8%	14.2%	30.0%	31.1%	27.3%	27.0%
Below average	13.7%	3.7%	11.3%	12.1%	7.9%	9.5%	9.5%
Poor	2.7%	3.7%	4.7%	5.7%	5.3%	1.8%	3.8%

Q12-20. Your neighborhood's ability to support a healthy & active lifestyle

Excellent	24.7%	30.7%	31.0%	25.2%	21.6%	26.9%	25.9%
Good	50.6%	50.0%	45.1%	52.4%	47.0%	50.6%	49.6%
Neutral	15.6%	12.5%	16.8%	12.6%	21.6%	14.6%	15.9%
Below average	5.2%	2.3%	5.3%	3.5%	7.3%	5.3%	5.3%
Poor	3.9%	4.5%	1.8%	6.3%	2.6%	2.6%	3.4%

Q12. Safe, Vibrant and Healthy Community. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q12-21. Your access to City parks, greenways, & community centers

Excellent	37.7%	47.2%	45.5%	37.3%	30.0%	36.1%	36.8%
Good	44.2%	47.2%	40.2%	44.4%	51.9%	49.9%	47.9%
Neutral	14.3%	2.2%	10.7%	13.4%	13.1%	10.3%	11.1%
Below average	1.3%	3.4%	1.8%	2.8%	3.4%	3.5%	3.0%
Poor	2.6%	0.0%	1.8%	2.1%	1.7%	0.3%	1.2%

Q12-22. Overall quality of parks & recreation programs & services

Excellent	34.2%	41.2%	34.3%	30.1%	26.1%	25.8%	29.4%
Good	48.7%	52.9%	54.6%	50.7%	50.9%	54.6%	52.5%
Neutral	13.2%	3.5%	9.3%	16.2%	18.5%	16.0%	14.4%
Below average	2.6%	2.4%	1.9%	0.7%	3.2%	2.8%	2.6%
Poor	1.3%	0.0%	0.0%	2.2%	1.4%	0.9%	1.0%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q13. Sum of top 3 choices</u>							
Quality of police services	19.3%	20.9%	24.3%	23.3%	26.4%	25.1%	23.9%
Response time for police services	2.4%	12.1%	8.7%	11.0%	9.1%	8.4%	8.9%
Overall police relationship with your community	21.7%	27.5%	27.8%	24.7%	26.4%	21.3%	24.1%
Quality of fire services	8.4%	1.1%	5.2%	6.2%	3.3%	5.8%	5.0%
Response time for fire services	0.0%	4.4%	5.2%	1.4%	2.5%	2.0%	2.4%
Overall quality of service provided by 9-1-1 operators	2.4%	3.3%	3.5%	3.4%	3.3%	3.7%	3.4%
Enforcement of City codes & ordinances	6.0%	6.6%	11.3%	14.4%	14.0%	17.0%	13.5%
Enforcement of junk & debris cleanup on private property	10.8%	11.0%	13.9%	13.0%	12.0%	17.6%	14.0%
Overall cleanliness of Raleigh	21.7%	23.1%	23.5%	21.9%	21.1%	19.6%	21.0%
Cleanliness of downtown Raleigh	8.4%	9.9%	12.2%	7.5%	10.3%	10.1%	9.7%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q13. Sum of top 3 choices (cont.)

Cleanliness of your neighborhood	6.0%	4.4%	4.3%	5.5%	5.8%	4.0%	4.9%
Cleanliness of City parks	2.4%	2.2%	4.3%	2.1%	4.5%	3.5%	3.4%
Cleanliness of City greenways	10.8%	5.5%	9.6%	4.8%	6.2%	3.7%	5.8%
Impact of changes being made in & around your neighborhood	9.6%	15.4%	16.5%	9.6%	16.1%	19.3%	15.6%
New construction's compatibility with existing neighborhood building patterns	20.5%	18.7%	11.3%	21.9%	21.5%	21.6%	20.1%
Variety of housing options	24.1%	19.8%	20.0%	11.6%	17.4%	18.2%	17.9%
Availability of affordable housing	37.3%	39.6%	27.8%	37.0%	35.5%	32.6%	34.2%
Neighborliness of residents	1.2%	3.3%	7.0%	5.5%	1.7%	4.9%	4.0%
Openness & acceptance of the community towards people of diverse backgrounds	20.5%	17.6%	9.6%	15.8%	10.3%	10.4%	12.5%

Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
Q13. Sum of top 3 choices (cont.)							
Your neighborhood's ability to support a healthy & active lifestyle	9.6%	2.2%	6.1%	5.5%	5.0%	3.7%	5.0%
Your access to City parks, greenways, & community centers	10.8%	11.0%	11.3%	5.5%	3.7%	4.6%	6.5%
Overall quality of parks & recreation programs & services	10.8%	9.9%	6.1%	8.2%	6.6%	6.1%	7.4%
None chosen	10.8%	7.7%	6.1%	11.6%	10.3%	9.8%	9.9%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q14-1. In Raleigh overall

Very safe	28.8%	25.6%	31.3%	24.8%	25.5%	19.8%	24.5%
Safe	51.3%	61.1%	53.9%	56.6%	59.8%	60.1%	58.1%
Neutral	16.3%	10.0%	10.4%	10.3%	9.2%	15.2%	12.0%
Unsafe	3.8%	1.1%	3.5%	7.6%	4.6%	4.1%	4.4%
Very unsafe	0.0%	2.2%	0.9%	0.7%	0.8%	0.9%	1.0%

Q14-2. In City parks & greenways

Very safe	22.1%	21.6%	20.7%	18.2%	15.6%	10.3%	15.9%
Safe	49.4%	56.8%	54.1%	59.1%	54.1%	49.8%	53.2%
Neutral	24.7%	15.9%	19.8%	15.3%	21.2%	27.7%	22.1%
Unsafe	3.9%	4.5%	3.6%	6.6%	8.2%	10.9%	7.7%
Very unsafe	0.0%	1.1%	1.8%	0.7%	0.9%	1.2%	1.1%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?

Total

0-5	6-10	11-15	16-20	21-30	31+
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Q14-3. In Downtown Raleigh during the day

Very safe	34.2%	34.4%	38.6%	38.3%	33.3%	23.1%	31.5%
Safe	50.0%	55.6%	46.5%	46.1%	51.7%	55.6%	51.8%
Neutral	13.2%	5.6%	10.5%	12.1%	12.4%	15.5%	12.5%
Unsafe	2.6%	3.3%	3.5%	2.1%	1.7%	4.3%	3.0%
Very unsafe	0.0%	1.1%	0.9%	1.4%	0.9%	1.5%	1.2%

Q14-4. In Downtown Raleigh at night

Very safe	13.3%	8.1%	8.3%	9.9%	6.6%	4.8%	7.6%
Safe	28.0%	46.5%	40.4%	49.6%	35.2%	30.3%	36.4%
Neutral	44.0%	27.9%	23.9%	19.8%	35.2%	33.8%	31.3%
Unsafe	14.7%	10.5%	18.3%	11.5%	18.9%	19.7%	16.9%
Very unsafe	0.0%	7.0%	9.2%	9.2%	4.0%	11.5%	7.8%

Q14. Please rate how safe you feel in the following situations. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q14-5. In your neighborhood during the day

Very safe	59.5%	63.3%	63.5%	59.3%	57.9%	53.6%	57.7%
Safe	32.9%	32.2%	33.0%	36.6%	37.1%	37.9%	36.2%
Neutral	7.6%	2.2%	2.6%	2.8%	4.6%	6.4%	4.7%
Unsafe	0.0%	1.1%	0.9%	1.4%	0.4%	1.7%	1.2%
Very unsafe	0.0%	1.1%	0.0%	0.0%	0.0%	0.3%	0.2%

Q14-6. In your neighborhood at night

Very safe	40.0%	36.7%	40.4%	40.3%	28.6%	30.7%	33.8%
Safe	41.3%	45.6%	44.7%	45.8%	49.6%	43.3%	45.4%
Neutral	11.3%	15.6%	8.8%	10.4%	14.3%	18.4%	14.4%
Unsafe	7.5%	0.0%	4.4%	2.1%	5.9%	5.6%	4.7%
Very unsafe	0.0%	2.2%	1.8%	1.4%	1.7%	2.0%	1.7%

Q15. Which TWO items from the list in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q15. Sum of top 2 choices</u>							
In Raleigh overall	50.6%	45.1%	38.3%	47.9%	44.2%	44.1%	44.7%
In City parks & greenways	33.7%	38.5%	47.8%	39.7%	40.5%	38.9%	39.9%
In Downtown Raleigh during the day	8.4%	7.7%	11.3%	7.5%	8.7%	10.1%	9.3%
In Downtown Raleigh at night	48.2%	61.5%	53.0%	50.7%	51.2%	53.0%	52.2%
In your neighborhood during the day	4.8%	3.3%	3.5%	4.1%	3.7%	5.8%	4.4%
In your neighborhood at night	20.5%	28.6%	22.6%	21.9%	25.6%	23.1%	23.8%
None chosen	15.7%	5.5%	10.4%	13.0%	11.2%	9.2%	10.7%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-1. Overall traffic flow in Raleigh

Excellent	1.3%	5.5%	7.0%	2.1%	3.8%	1.8%	3.1%
Good	38.8%	35.2%	30.7%	32.2%	34.0%	35.3%	34.1%
Neutral	28.8%	33.0%	28.9%	30.1%	31.9%	30.0%	30.5%
Below average	23.8%	18.7%	21.9%	24.0%	15.5%	23.4%	21.3%
Poor	7.5%	7.7%	11.4%	11.6%	14.7%	9.5%	11.0%

Q16-2. Ability to predict travel time to places in Raleigh

Excellent	8.6%	7.7%	8.0%	2.7%	7.1%	4.8%	5.9%
Good	45.7%	53.8%	51.3%	50.0%	45.2%	48.1%	48.0%
Neutral	32.1%	22.0%	23.0%	25.3%	27.6%	24.5%	25.8%
Below average	7.4%	13.2%	11.5%	15.1%	13.0%	16.7%	14.0%
Poor	6.2%	3.3%	6.2%	6.8%	7.1%	6.0%	6.3%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-3. Overall maintenance of City streets

Excellent	6.2%	2.2%	8.0%	3.4%	4.2%	2.9%	4.0%
Good	45.7%	49.5%	35.4%	40.7%	39.2%	35.3%	38.9%
Neutral	25.9%	24.2%	27.4%	26.9%	27.9%	30.9%	28.3%
Below average	17.3%	19.8%	18.6%	22.8%	16.7%	21.5%	19.7%
Poor	4.9%	4.4%	10.6%	6.2%	12.1%	9.4%	9.0%

Q16-4. Overall condition of major City streets

Excellent	11.4%	4.4%	8.7%	6.2%	7.1%	5.0%	6.5%
Good	49.4%	53.3%	40.9%	47.9%	44.1%	39.5%	43.9%
Neutral	20.3%	27.8%	26.1%	22.6%	23.1%	30.0%	26.0%
Below average	13.9%	10.0%	15.7%	18.5%	16.4%	16.3%	15.7%
Poor	5.1%	4.4%	8.7%	4.8%	9.2%	9.2%	7.9%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-5. Condition of streets in your neighborhood

Excellent	19.8%	9.9%	14.9%	13.8%	14.6%	10.9%	13.1%
Good	49.4%	68.1%	50.0%	53.8%	52.5%	55.0%	54.3%
Neutral	19.8%	8.8%	16.7%	17.2%	15.8%	19.7%	17.2%
Below average	7.4%	9.9%	14.0%	11.0%	12.5%	10.3%	11.2%
Poor	3.7%	3.3%	4.4%	4.1%	4.6%	4.1%	4.2%

Q16-6. Overall condition of City sidewalks

Excellent	7.7%	5.8%	7.3%	5.0%	8.5%	5.6%	6.5%
Good	44.9%	58.1%	50.0%	48.9%	43.2%	48.4%	47.9%
Neutral	28.2%	22.1%	24.5%	29.5%	26.7%	25.5%	26.0%
Below average	14.1%	10.5%	10.9%	14.4%	15.7%	15.5%	14.4%
Poor	5.1%	3.5%	7.3%	2.2%	5.9%	5.0%	5.2%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-7. Condition of sidewalks in your neighborhood

Excellent	11.4%	16.1%	15.9%	12.1%	16.8%	10.1%	13.2%
Good	45.6%	58.6%	47.7%	51.4%	45.7%	48.3%	48.6%
Neutral	24.1%	16.1%	16.8%	20.0%	21.1%	21.8%	20.5%
Below average	12.7%	5.7%	10.3%	6.4%	11.6%	13.6%	11.0%
Poor	6.3%	3.4%	9.3%	10.0%	4.7%	6.3%	6.8%

Q16-8. Availability of sidewalks in Raleigh

Excellent	10.1%	11.4%	5.4%	10.8%	8.2%	5.2%	7.6%
Good	34.2%	36.4%	36.0%	38.8%	35.9%	39.1%	37.3%
Neutral	27.8%	26.1%	27.9%	23.0%	26.8%	30.9%	27.8%
Below average	12.7%	17.0%	18.0%	15.1%	20.8%	18.3%	18.0%
Poor	15.2%	9.1%	12.6%	12.2%	8.2%	6.4%	9.3%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-9. Availability of sidewalks in your neighborhood

Excellent	20.3%	20.2%	19.6%	19.6%	17.0%	15.4%	17.5%
Good	36.7%	47.2%	45.5%	46.9%	43.8%	43.2%	44.1%
Neutral	20.3%	14.6%	12.5%	14.0%	18.3%	20.2%	17.4%
Below average	10.1%	9.0%	9.8%	7.7%	11.5%	12.7%	10.8%
Poor	12.7%	9.0%	12.5%	11.9%	9.4%	8.5%	10.1%

Q16-10. Availability of bicycle lanes

Excellent	9.7%	9.8%	4.8%	14.6%	9.4%	13.4%	10.9%
Good	23.6%	36.6%	35.2%	32.3%	31.5%	33.6%	32.5%
Neutral	34.7%	23.2%	30.5%	27.7%	31.5%	35.5%	31.4%
Below average	19.4%	22.0%	15.2%	16.2%	18.8%	12.7%	16.5%
Poor	12.5%	8.5%	14.3%	9.2%	8.9%	4.9%	8.6%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-11. Availability of Downtown parking

Excellent	5.3%	5.7%	5.5%	5.9%	5.7%	2.9%	4.7%
Good	32.0%	27.6%	33.6%	36.0%	27.2%	28.8%	29.9%
Neutral	32.0%	37.9%	20.0%	31.6%	30.3%	31.6%	30.6%
Below average	21.3%	16.1%	24.5%	13.2%	21.1%	22.7%	20.8%
Poor	9.3%	12.6%	16.4%	13.2%	15.8%	14.1%	14.1%

Q16-12. Quality of Downtown parking (e.g., cleanliness, condition)

Excellent	6.7%	7.1%	4.6%	7.4%	7.7%	4.3%	6.0%
Good	44.0%	41.7%	42.6%	44.4%	29.3%	34.7%	37.1%
Neutral	37.3%	26.2%	30.6%	31.9%	38.7%	33.7%	33.9%
Below average	6.7%	17.9%	14.8%	13.3%	14.0%	18.0%	15.0%
Poor	5.3%	7.1%	7.4%	3.0%	10.4%	9.3%	8.0%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-13. Overall quality of GoRaleigh bus system

Excellent	3.8%	6.7%	6.3%	9.5%	12.5%	12.4%	10.5%
Good	30.8%	43.3%	33.3%	41.3%	32.3%	45.0%	39.0%
Neutral	46.2%	33.3%	31.3%	19.0%	39.6%	31.4%	32.8%
Below average	3.8%	3.3%	12.5%	15.9%	5.2%	7.7%	8.4%
Poor	15.4%	13.3%	16.7%	14.3%	10.4%	3.6%	9.3%

Q16-14. Cleanliness of GoRaleigh buses

Excellent	4.8%	12.0%	14.0%	15.1%	11.4%	12.2%	12.5%
Good	47.6%	32.0%	37.2%	52.8%	44.3%	41.9%	42.7%
Neutral	42.9%	40.0%	39.5%	22.6%	33.0%	41.2%	36.5%
Below average	4.8%	12.0%	2.3%	1.9%	4.5%	2.7%	3.9%
Poor	0.0%	4.0%	7.0%	7.5%	6.8%	2.0%	4.4%

Q16(1-15). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-15. Cleanliness of GoRaleigh bus stops & terminals

Excellent	0.0%	10.3%	6.0%	10.9%	9.6%	8.4%	8.7%
Good	35.7%	24.1%	34.0%	42.2%	33.7%	34.7%	34.4%
Neutral	53.6%	37.9%	34.0%	26.6%	36.5%	39.5%	37.3%
Below average	7.1%	20.7%	18.0%	10.9%	9.6%	10.8%	11.8%
Poor	3.6%	6.9%	8.0%	9.4%	10.6%	6.6%	7.8%

Q16(16-18). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-16. Walking to places in Raleigh

Excellent	16.4%	8.2%	13.9%	10.6%	9.8%	14.5%	12.3%
Good	46.6%	51.8%	37.0%	37.9%	47.3%	47.3%	44.9%
Neutral	21.9%	22.4%	27.8%	30.3%	22.8%	24.7%	25.1%
Below average	6.8%	10.6%	11.1%	16.7%	14.7%	9.8%	12.0%
Poor	8.2%	7.1%	10.2%	4.5%	5.4%	3.7%	5.7%

Q16-17. Biking to places in Raleigh

Excellent	8.0%	4.4%	6.9%	10.0%	10.5%	9.1%	8.7%
Good	38.0%	42.2%	26.4%	24.4%	30.1%	27.3%	29.4%
Neutral	32.0%	26.7%	37.5%	40.0%	34.0%	43.8%	37.8%
Below average	14.0%	20.0%	19.4%	17.8%	17.6%	14.2%	16.8%
Poor	8.0%	6.7%	9.7%	7.8%	7.8%	5.7%	7.2%

Q16(16-18). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-18. Riding GoRaleigh bus to places in Raleigh

Excellent	4.3%	11.5%	11.6%	12.3%	14.8%	9.9%	11.2%
Good	34.8%	26.9%	23.3%	36.8%	31.8%	29.8%	30.5%
Neutral	39.1%	42.3%	34.9%	26.3%	40.9%	46.8%	40.6%
Below average	13.0%	3.8%	11.6%	14.0%	8.0%	9.9%	9.9%
Poor	8.7%	15.4%	18.6%	10.5%	4.5%	3.5%	7.8%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q17. Sum of top 3 choices</u>							
Overall traffic flow in Raleigh	45.8%	63.7%	55.7%	57.5%	54.1%	55.9%	55.3%
Ability to predict travel time to places in Raleigh	8.4%	15.4%	11.3%	13.7%	12.4%	9.5%	11.3%
Overall maintenance of City streets	18.1%	36.3%	39.1%	39.0%	36.8%	45.5%	38.6%
Overall condition of major City streets	18.1%	33.0%	21.7%	17.8%	26.9%	25.4%	24.3%
Condition of streets in your neighborhood	9.6%	9.9%	8.7%	6.2%	7.9%	8.9%	8.5%
Overall condition of City sidewalks	10.8%	3.3%	7.0%	7.5%	10.3%	7.2%	7.8%
Condition of sidewalks in your neighborhood	8.4%	3.3%	6.1%	5.5%	6.2%	6.9%	6.2%
Availability of sidewalks in Raleigh	20.5%	25.3%	20.0%	17.8%	15.7%	11.8%	16.3%
Availability of sidewalks in your neighborhood	8.4%	8.8%	13.9%	6.8%	7.0%	7.8%	8.2%

Q17. Which THREE items from the list in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
Q17. Sum of top 3 choices (cont.)							
Availability of bicycle lanes	24.1%	15.4%	13.9%	14.4%	14.5%	8.9%	13.4%
Availability of Downtown parking	22.9%	25.3%	19.1%	21.9%	21.9%	28.0%	24.0%
Quality of Downtown parking (e.g., cleanliness, condition)	8.4%	11.0%	6.1%	4.1%	7.9%	7.5%	7.3%
Overall quality of GoRaleigh bus system	12.0%	4.4%	9.6%	8.9%	7.0%	7.5%	8.0%
Cleanliness of GoRaleigh buses	0.0%	0.0%	0.9%	0.7%	0.8%	0.9%	0.8%
Cleanliness of GoRaleigh bus stops & terminals	2.4%	0.0%	0.9%	1.4%	0.8%	2.9%	1.7%
Walking to places in Raleigh	13.3%	14.3%	8.7%	13.0%	12.8%	7.5%	10.7%
Biking to places in Raleigh	8.4%	8.8%	8.7%	11.6%	6.6%	7.5%	8.2%
Riding GoRaleigh bus to places in Raleigh	8.4%	4.4%	15.7%	6.8%	4.5%	6.9%	7.2%
None chosen	15.7%	3.3%	9.6%	13.7%	12.0%	11.8%	11.6%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18-1. Visited a City park or greenway

Very frequently	57.1%	31.9%	39.5%	33.1%	26.5%	23.6%	30.7%
Frequently	20.8%	40.7%	28.1%	29.6%	42.4%	28.9%	32.6%
Rarely	18.2%	20.9%	28.1%	29.6%	26.5%	39.5%	30.3%
Never	3.9%	6.6%	4.4%	7.7%	4.6%	8.0%	6.3%

Q18-2. Visited a City community center

Very frequently	10.5%	3.3%	2.7%	4.2%	4.2%	4.5%	4.5%
Frequently	6.6%	14.4%	15.0%	23.1%	17.2%	16.5%	16.6%
Rarely	47.4%	48.9%	62.8%	51.0%	61.8%	58.6%	56.9%
Never	35.5%	33.3%	19.5%	21.7%	16.8%	20.4%	22.0%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18-3. Participated in a City recreation program or event

Very frequently	6.6%	5.6%	5.4%	1.4%	5.5%	5.5%	5.1%
Frequently	17.1%	11.1%	17.1%	15.1%	16.9%	11.2%	14.2%
Rarely	40.8%	40.0%	44.1%	48.2%	47.9%	47.3%	46.1%
Never	35.5%	43.3%	33.3%	35.3%	29.7%	36.1%	34.6%

Q18-4. Called 9-1-1

Very frequently	1.3%	1.1%	1.8%	0.7%	0.9%	1.2%	1.1%
Frequently	0.0%	0.0%	0.9%	2.9%	3.9%	2.7%	2.3%
Rarely	27.3%	37.8%	35.1%	33.1%	33.3%	42.2%	36.7%
Never	71.4%	61.1%	62.2%	63.3%	61.9%	53.9%	59.9%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18-5. Contacted City for code enforcement

Very frequently	0.0%	0.0%	3.7%	0.0%	1.3%	1.2%	1.1%
Frequently	1.3%	3.4%	5.6%	4.4%	2.2%	4.8%	3.8%
Rarely	15.6%	9.2%	11.2%	19.9%	21.3%	23.4%	19.6%
Never	83.1%	87.4%	79.4%	75.7%	75.2%	70.7%	75.5%

Q18-6. Had contact with Raleigh Police Department

Very frequently	0.0%	1.1%	3.5%	2.1%	1.7%	2.1%	1.9%
Frequently	5.3%	3.4%	6.2%	5.6%	6.4%	5.6%	5.6%
Rarely	53.9%	50.6%	49.6%	52.1%	53.0%	56.6%	53.8%
Never	40.8%	44.9%	40.7%	40.1%	39.0%	35.7%	38.7%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18-7. Had contact with Raleigh Fire Department

Very frequently	0.0%	0.0%	3.6%	0.7%	1.7%	0.6%	1.1%
Frequently	1.3%	1.1%	1.8%	2.8%	2.1%	1.8%	2.0%
Rarely	25.0%	20.0%	30.4%	33.1%	34.5%	41.6%	34.5%
Never	73.7%	78.9%	64.3%	63.4%	61.7%	56.0%	62.4%

Q18-8. Attended a City of Raleigh public meeting

Very frequently	2.6%	2.3%	2.7%	0.7%	2.6%	0.9%	1.7%
Frequently	2.6%	1.1%	8.0%	6.3%	3.8%	8.7%	6.0%
Rarely	12.8%	13.6%	15.0%	27.3%	28.6%	34.6%	26.5%
Never	82.1%	83.0%	74.3%	65.7%	65.0%	55.8%	65.8%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18-9. Watched a City of Raleigh public meeting (online or television)

Very frequently	5.1%	2.2%	2.7%	1.4%	2.1%	0.9%	1.9%
Frequently	3.8%	4.5%	8.9%	11.8%	9.3%	12.2%	10.0%
Rarely	25.6%	32.6%	37.5%	38.2%	35.9%	39.7%	36.6%
Never	65.4%	60.7%	50.9%	48.6%	52.7%	47.2%	51.5%

Q18-10. Contacted City of Raleigh elected officials (in-person, phone, email, or social media/web)

Very frequently	0.0%	1.1%	2.7%	2.1%	3.4%	0.9%	1.8%
Frequently	7.8%	4.5%	9.1%	11.8%	7.2%	10.7%	9.2%
Rarely	16.9%	26.1%	30.0%	31.3%	28.1%	36.4%	30.5%
Never	75.3%	68.2%	58.2%	54.9%	61.3%	52.1%	58.5%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18-11. Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint

Very frequently	6.4%	6.7%	9.6%	4.9%	5.5%	3.8%	5.5%
Frequently	23.1%	18.0%	19.3%	34.3%	23.5%	30.4%	26.3%
Rarely	43.6%	53.9%	48.2%	40.6%	42.0%	48.1%	45.8%
Never	26.9%	21.3%	22.8%	20.3%	29.0%	17.7%	22.4%

Q18-12. Attended a homeowners association meeting

Very frequently	2.5%	5.7%	11.5%	7.1%	8.7%	7.3%	7.6%
Frequently	17.7%	17.2%	16.8%	17.7%	14.8%	15.5%	16.2%
Rarely	13.9%	29.9%	23.9%	29.1%	27.5%	27.7%	26.4%
Never	65.8%	47.1%	47.8%	46.1%	48.9%	49.5%	49.7%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18-13. Attended an event at a City entertainment venue

Very frequently	6.3%	3.4%	8.9%	10.6%	9.1%	8.6%	8.5%
Frequently	32.9%	32.6%	33.0%	31.7%	33.2%	30.4%	31.7%
Rarely	26.6%	43.8%	42.9%	45.1%	42.7%	40.5%	41.3%
Never	34.2%	20.2%	15.2%	12.7%	14.9%	20.5%	18.4%

Q18-14. Biked or walked instead of driving

Very frequently	29.5%	12.4%	17.5%	6.9%	8.9%	10.1%	12.2%
Frequently	19.2%	21.3%	20.2%	32.4%	27.5%	24.0%	25.0%
Rarely	30.8%	40.4%	38.6%	34.5%	41.1%	38.6%	38.0%
Never	20.5%	25.8%	23.7%	26.2%	22.5%	27.3%	24.9%

Q18. How often have you done the following in the past 18 months? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18-15. Used City greenways as a mode of transportation

Very frequently	5.2%	6.8%	4.4%	6.4%	7.2%	5.2%	5.9%
Frequently	11.7%	9.1%	10.6%	11.3%	7.2%	11.3%	10.1%
Rarely	32.5%	15.9%	32.7%	30.5%	30.2%	22.9%	27.4%
Never	50.6%	68.2%	52.2%	51.8%	55.3%	60.7%	56.6%

Q19. In the past 18 months, how often have you used the GoRaleigh bus system? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q19. How often have you used GoRaleigh bus system in past 18 months

Very frequently	1.2%	1.1%	1.8%	2.1%	0.4%	1.5%	1.4%
Frequently	2.4%	1.1%	2.7%	2.8%	2.5%	2.3%	2.3%
Rarely	12.2%	7.7%	14.2%	13.2%	10.8%	13.7%	12.6%
Never	84.1%	90.1%	81.4%	81.9%	86.3%	82.6%	83.7%

Q19a. Which ONE of the following is your primary reason for not using the service? (without "not provided")

N=858

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q19a. What is your primary reason for not using the service

Does not serve the areas I need to visit	9.0%	9.8%	15.2%	19.7%	11.7%	7.5%	11.4%
Buses do not come frequently enough	6.0%	11.0%	2.2%	4.3%	3.9%	5.3%	5.1%
Services are not provided during days & hours I would use it	1.5%	2.4%	3.3%	1.7%	1.0%	1.4%	1.6%
I just prefer to drive	71.6%	68.3%	70.7%	65.8%	71.4%	75.8%	71.4%
Other	11.9%	8.5%	8.7%	8.5%	12.1%	10.0%	10.5%

Q20a. How often did you telecommute for work prior to COVID-19? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q20a. How often did you telecommute for work prior to COVID-19

Every work day	19.8%	14.4%	18.8%	16.2%	18.6%	10.5%	15.3%
A few times within a week	7.4%	6.7%	3.6%	7.7%	9.7%	4.5%	6.8%
A few times within a month	13.6%	15.6%	10.7%	8.5%	6.8%	6.3%	8.6%
A few times within a year	12.3%	13.3%	10.7%	15.5%	14.8%	10.2%	12.5%
Never	46.9%	50.0%	56.3%	52.1%	50.0%	68.5%	56.8%

Q20b. How often are you currently telecommuting for work? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q20b. How often are you currently telecommuting for work

Every work day	45.1%	36.4%	34.5%	36.1%	38.1%	17.9%	31.1%
A few times within a week	6.1%	13.6%	10.9%	6.9%	7.6%	6.7%	8.2%
A few times within a month	8.5%	1.1%	4.5%	7.6%	7.6%	4.6%	5.8%
A few times within a year	4.9%	8.0%	7.3%	3.5%	3.8%	3.6%	4.6%
Never	35.4%	40.9%	42.7%	45.8%	42.8%	67.2%	50.3%

Q20c. After COVID-19, how often do you anticipate telecommuting for work? (without "don't know")

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q20c. How often do you anticipate telecommuting for work after COVID-19

Every work day	22.7%	13.6%	16.5%	14.7%	18.4%	9.6%	14.7%
A few times within a week	30.7%	30.9%	21.4%	17.6%	18.4%	11.9%	18.6%
A few times within a month	12.0%	8.6%	9.7%	13.2%	16.1%	7.7%	11.1%
A few times within a year	2.7%	6.2%	7.8%	11.0%	6.0%	4.8%	6.3%
Never	32.0%	40.7%	44.7%	43.4%	41.0%	65.9%	49.2%

Q21. During COVID-19, the City implemented several changes to programs to serve the community's needs. Please indicate which services you have participated in during the past 6 months.

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q21. What services have you participated in during past 6 months

Virtual inspection services	1.2%	4.4%	1.7%	2.7%	4.5%	4.6%	3.7%
Digital permitting services	8.4%	4.4%	5.2%	4.1%	2.1%	3.5%	3.9%
Online recreation programs	6.0%	8.8%	7.0%	4.8%	5.0%	5.5%	5.7%
Outdoor seating extensions at restaurants	43.4%	41.8%	33.0%	41.1%	35.1%	28.5%	34.7%
Temporary curbside pickup zones at local businesses	57.8%	50.5%	47.8%	52.7%	48.3%	35.7%	45.3%
Virtual public meetings	10.8%	20.9%	18.3%	23.3%	15.3%	13.8%	16.3%
Small business assistance loans	1.2%	2.2%	4.3%	4.1%	2.5%	2.6%	2.8%
Mask distributions	6.0%	3.3%	4.3%	6.8%	5.8%	7.8%	6.3%

Q22. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")

N=1036

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	

Q22. How likely are you to recommend living in Raleigh to someone who asks

Very likely	49.4%	58.4%	51.8%	50.7%	44.0%	46.6%	48.2%
Likely	38.3%	27.0%	35.1%	35.6%	36.9%	32.9%	34.6%
Neutral	7.4%	7.9%	9.6%	9.6%	14.9%	12.8%	11.5%
Not likely	3.7%	4.5%	2.6%	0.7%	1.2%	4.4%	2.9%
Very unlikely	1.2%	2.2%	0.9%	3.4%	2.9%	3.2%	2.7%

Q23. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1036

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q23. Most significant issues Raleigh will face over next five years

Affordable housing	65.1%	58.2%	56.5%	61.6%	55.8%	54.5%	56.9%
Pace of growth	56.6%	65.9%	61.7%	63.7%	61.2%	61.1%	61.3%
Transportation	32.5%	42.9%	41.7%	40.4%	44.2%	39.2%	40.7%
Affordability of City services	18.1%	13.2%	17.4%	13.0%	16.5%	19.6%	16.9%
Public safety	19.3%	27.5%	27.8%	28.1%	30.2%	37.2%	30.6%
Job opportunities	16.9%	19.8%	27.0%	20.5%	19.8%	14.4%	18.6%
Environmental protection	27.7%	24.2%	18.3%	24.7%	25.2%	21.0%	23.1%
Social justice/equity/ inclusivity	50.6%	40.7%	33.9%	36.3%	30.6%	36.3%	36.2%
Other	1.2%	3.3%	4.3%	1.4%	3.7%	5.2%	3.9%