City of Raleigh
Community Survey

GIS Maps

...helping organizations make better decisions since 1982

Submitted to the City of Raleigh, North Carolina
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

December 2020
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Zip Code. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate **POSITIVE** ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”

- **OFF-WHITE** shades indicate **NEUTRAL** ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

- **ORANGE/RED** shades indicate **NEGATIVE** ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”
Location of Survey Respondents

2020 City of Raleigh Community Survey

ETC Institute (2020)
Q1-1. Overall quality of life in Raleigh

[Map showing the overall quality of life in Raleigh with a legend indicating perception ratings on a 5-point scale: 1.0-1.8 Poor, 1.8-2.6 Below Average, 2.6-3.4 Neutral, 3.4-4.2 Good, 4.2-5.0 Excellent, No Response. The shading reflects the mean rating for all respondents by ZIP Code (merged as needed)].

2020 City of Raleigh Community Survey: GIS Maps
ETC Institute (2020)
Q1-2. Overall quality of life in your neighborhood

2020 City of Raleigh Community Survey

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q1-3. Raleigh as a place to live

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

ETC INSTITUTE

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q1-4. Raleigh as a place to raise children

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q1-5. Raleigh as a place to retire

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q1-6. Raleigh as a place to work

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey
ETC Institute (2020)
Q1-7. Raleigh as a place for young professionals

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q1-8. Raleigh as a place I feel comfortable in

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q1-9. The overall direction that the City of Raleigh is taking

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

ETC Institute (2020)
Q1-10. Overall value that you receive for your City tax dollars and fees

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q1-11. Overall image of Raleigh

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q2-1. Variety of arts and cultural programs offered in Raleigh

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q2-2. Availability of arts and cultural programs in Raleigh

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

ETC Institute (2020)
Q2-3. Availability of culturally diverse art and cultural programs in Raleigh

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q2-4. Cost of arts and cultural programs in Raleigh

Image of a map showing the perception of cost of arts and cultural programs in Raleigh, with shading indicating mean ratings for all respondents by ZIP Code (merged as needed).

Legend:
- **1.0-1.8** Poor
- **1.8-2.6** Below Average
- **2.6-3.4** Neutral
- **3.4-4.2** Good
- **4.2-5.0** Excellent
- **No Response**
Q2-5. Quality of arts and cultural programs in Raleigh

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

ETC Institute (2020)
Q2-6. Availability of information about arts and cultural programs and events

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q2-7. Quality of City entertainment venues

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response
Q4-1. The local economy

2020 City of Raleigh Community Survey: GIS Maps

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

ETC Institute (2020)
Q4-2. Development review services

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q4-3. Permitting services

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q4-4. Inspection services

2020 City of Raleigh Community Survey: GIS Maps

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey
ECTC Institute (2020)
Q4-5. Availability of job opportunities that match my skills

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q4-6. City’s efforts to promote and assist small, minority, and women-owned businesses

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response
Q6-1. How well the City of Raleigh is managing growth

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q6-2. Overall quality of new development in Raleigh

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response
Q6-3. Overall quality of water utilities

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

ETC INSTITUTE

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q6-4. Quality of drinking water provided by Raleigh Water (Public Utilities)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q6-5. Wastewater services provided by Raleigh Water (Public Utilities)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q6-6. Overall management of public stormwater runoff/drainage/flood control

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q6-7. The City’s overall effort to protect natural resources and the environment

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response
Q6-8. The City’s efforts in protecting and improving water quality in local streams and lakes

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q6-9. Residential garbage collection services

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response
Q6-10. Residential curbside recycling services

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed).

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response
Q6-11. Residential yard waste collection services

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q6-12. Bulky item pick-up/removal services

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-1. Overall quality of services provided by the City of Raleigh

![Map showing perception ratings by ZIP Code](image)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

*2020 City of Raleigh Community Survey*
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-2. Quality of customer service you receive from City employees

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-3. Overall knowledge of City employees

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response
Q9-4. Effectiveness of City communication with the public

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-5. The job Raleigh does at welcoming community member involvement

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-6. Your ability to access the information you need about the City of Raleigh

![Map showing perception ratings by ZIP Code](image-url)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

*2020 City of Raleigh Community Survey*  
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-7. City of Raleigh as a smart city in terms of using emerging technology and data to improve city services

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-8. Water and wastewater customer service

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

ETC Institute (2020)
Q9-9. Stormwater customer service

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

ETC Institute (2020)
Q9-10. Solid waste customer service

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-11. Development Services customer service

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-12. Parks, Recreation, and Cultural Resources customer service

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

ETC Institute (2020)
Q9-13. City Utility Billing and Payment customer service

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

ETC Institute (2020)
Q9-14. Contacting City of Raleigh employees

2020 City of Raleigh Community Survey: GIS Maps

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

ETC INSTITUTE

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-15. Making a service request

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-16. Locating information on the City’s website

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q9-17. Paying City utility bill

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

ETC Institute (2020)
Q9-18. Paying fees for parks and recreation programs

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed).

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-1. Quality of police services

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

ETC INSTITUTE

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-2. Response time for police services

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-3. Overall police relationship with your community

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-4. Quality of fire services

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-5. Response time for fire services

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-6. Overall quality of service provided by 9-1-1 operators

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-7. Enforcement of City codes and ordinances

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-8. Enforcement of junk and debris cleanup on private property

Perception
Mean rating on a 5-point scale

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Poor</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Below Average</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Good</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Excellent</td>
</tr>
</tbody>
</table>

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-9. Overall cleanliness of Raleigh

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-10. Cleanliness of downtown Raleigh

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-11. Cleanliness of your neighborhood

2020 City of Raleigh Community Survey: GIS Maps

ETC Institute (2020)
Q12-12. Cleanliness of City parks

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-13. Cleanliness of City greenways

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2020 City of Raleigh Community Survey: GIS Maps

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-14. Impact of changes being made in and around your neighborhood

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

ETC Institute (2020)
Q12-15. New construction’s compatibility with existing neighborhood building patterns

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-16. Variety of housing options

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-17. Availability of affordable housing

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-18. Neighborliness of residents

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed).

2020 City of Raleigh Community Survey: GIS Maps

ETC Institute (2020)
Q12-19. Openness and acceptance of the community towards people of diverse backgrounds

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-20. Your neighborhood’s ability to support a healthy and active lifestyle

![Map showing perceptions of healthy and active lifestyle in Raleigh neighborhoods](image-url)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey: GIS Maps
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q12-21. Your access to City parks, greenways, and community centers

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response
Q12-22. Overall quality of parks and recreation programs and services

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q14-1. In Raleigh overall

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q14-2. In City parks and greenways

Feeling of Safety
Mean rating on a 5-point scale

1.0-1.8 Very Unsafe
1.8-2.6 Unsafe
2.6-3.4 Neutral
3.4-4.2 Safe
4.2-5.0 Very Safe
No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q14-3. In downtown Raleigh during the day

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q14-4. In downtown Raleigh at night

Feeling of Safety
Mean rating on a 5-point scale

1.0-1.8 Very Unsafe
1.8-2.6 Unsafe
2.6-3.4 Neutral
3.4-4.2 Safe
4.2-5.0 Very Safe
No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q14-5. In your neighborhood during the day

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q14-6. In your neighborhood at night

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-1. Overall traffic flow in Raleigh

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-2. The ability to predict travel time to places in Raleigh

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-3. Overall maintenance of City streets

2020 City of Raleigh Community Survey: GIS Maps

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-4. Overall condition of major City streets

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-5. Condition of streets in your neighborhood

2020 City of Raleigh Community Survey
Shading reflects the rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

ETC INSTITUTE
Q16-6. Overall condition of City sidewalks

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-7. Condition of sidewalks in your neighborhood

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

**Perception**
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-8. Availability of sidewalks in Raleigh

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-9. Availability of sidewalks in your neighborhood

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-10. Availability of bicycle lanes

Perception
Mean rating on a 5-point scale

- **1.0-1.8 Poor**
- **1.8-2.6 Below Average**
- **2.6-3.4 Neutral**
- **3.4-4.2 Good**
- **4.2-5.0 Excellent**
- **No Response**

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-11. Availability of downtown parking

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-12. Quality of downtown parking

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-13. Overall quality of GoRaleigh bus system

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response
Q16-14. Cleanliness of GoRaleigh buses

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-15. Cleanliness of GoRaleigh bus stops and terminals

2020 City of Raleigh Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

ETC Institute (2020)
Q16-16. Walking to places in Raleigh

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response
Q16-17. Biking to places in Raleigh

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey: GIS Maps
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)
Q16-18. Riding the GoRaleigh bus to places in Raleigh

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2020 City of Raleigh Community Survey
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)