

# City of Raleigh

# Community Survey

## GIS Maps

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# 2020

**Submitted to the City of Raleigh, North Carolina**

**by:**

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725 W. Frontier Lane,  
Olathe, Kansas  
66061

**December 2020**



**ETC**  
INSTITUTE

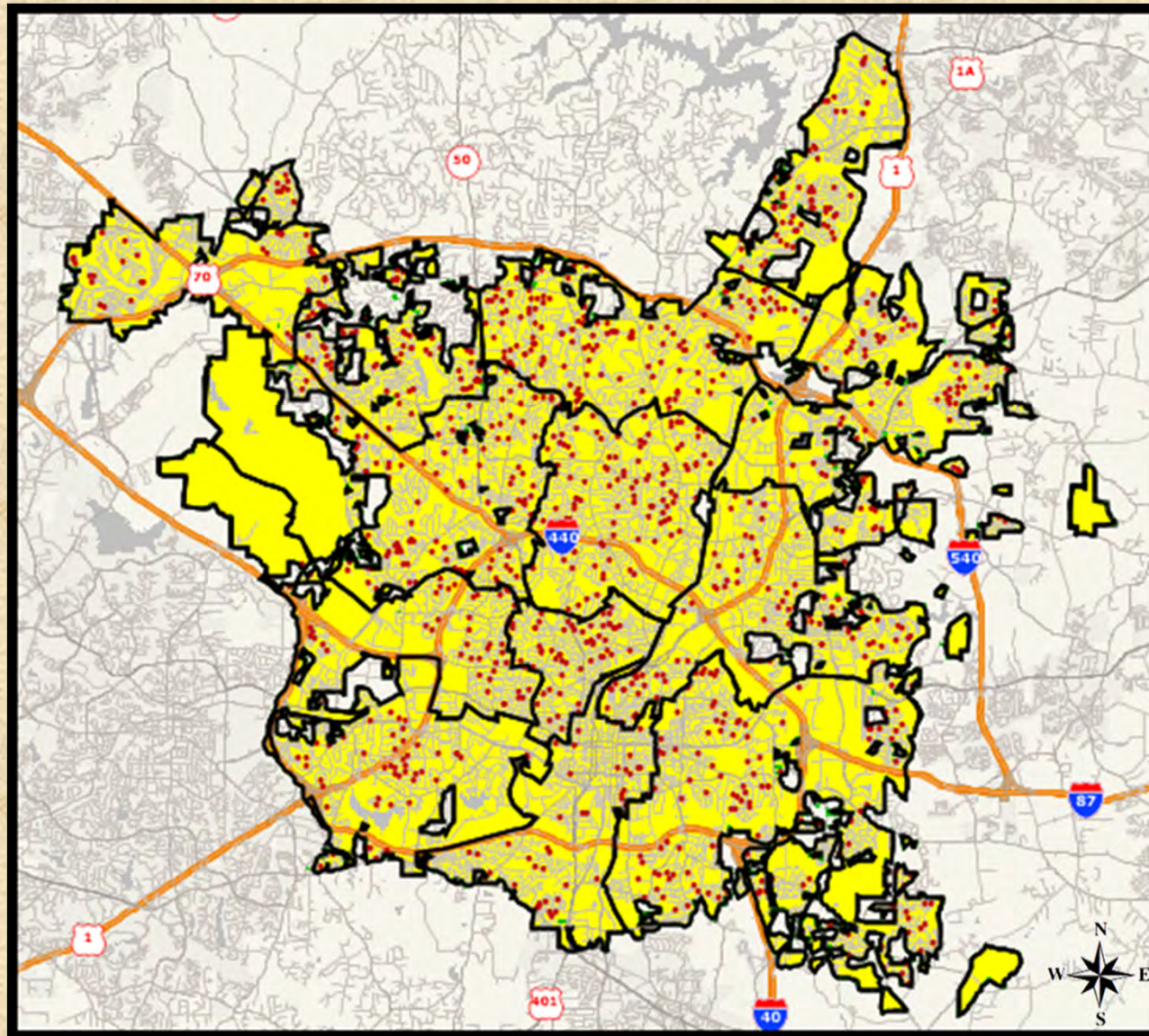
## Interpreting the Maps

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:

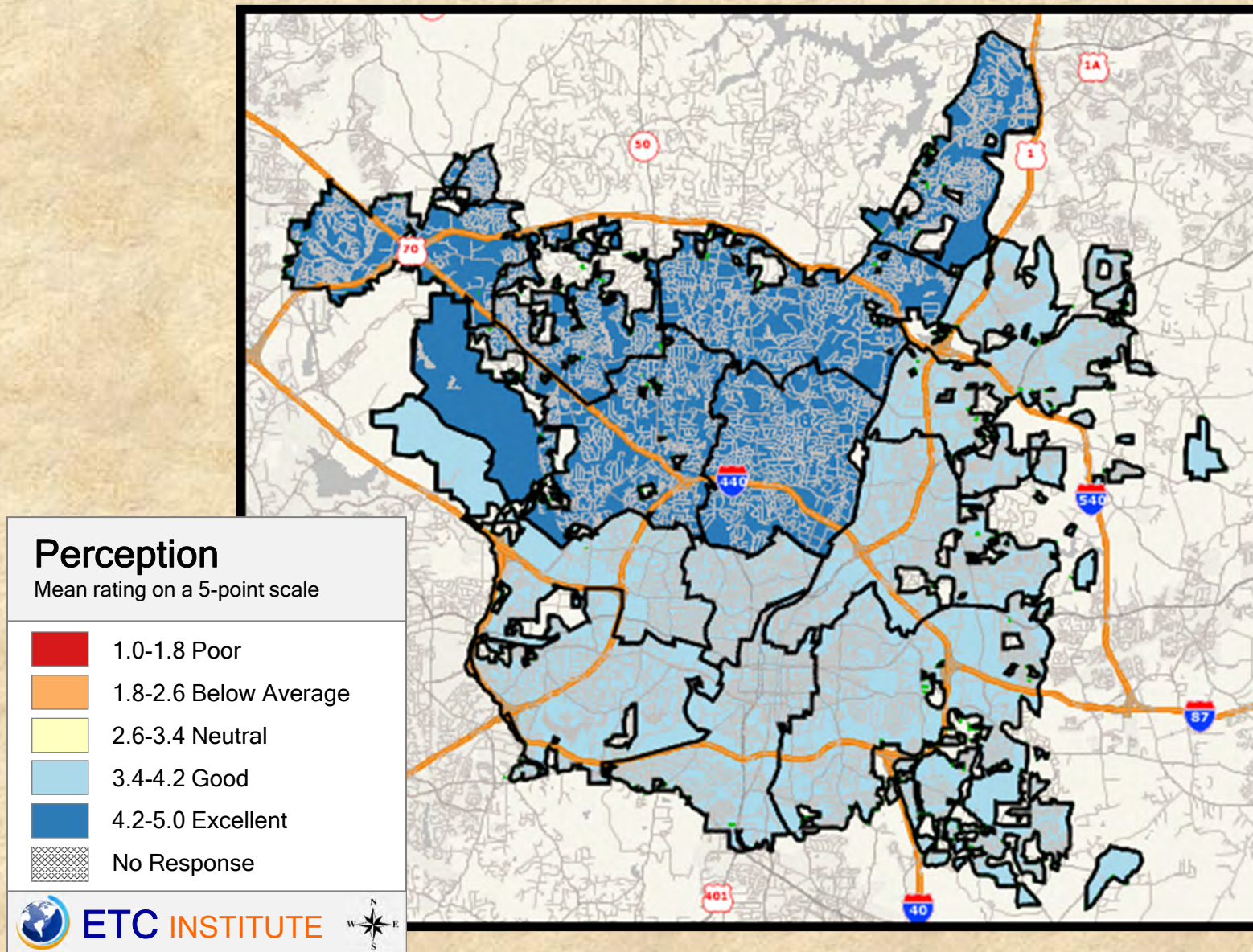
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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**

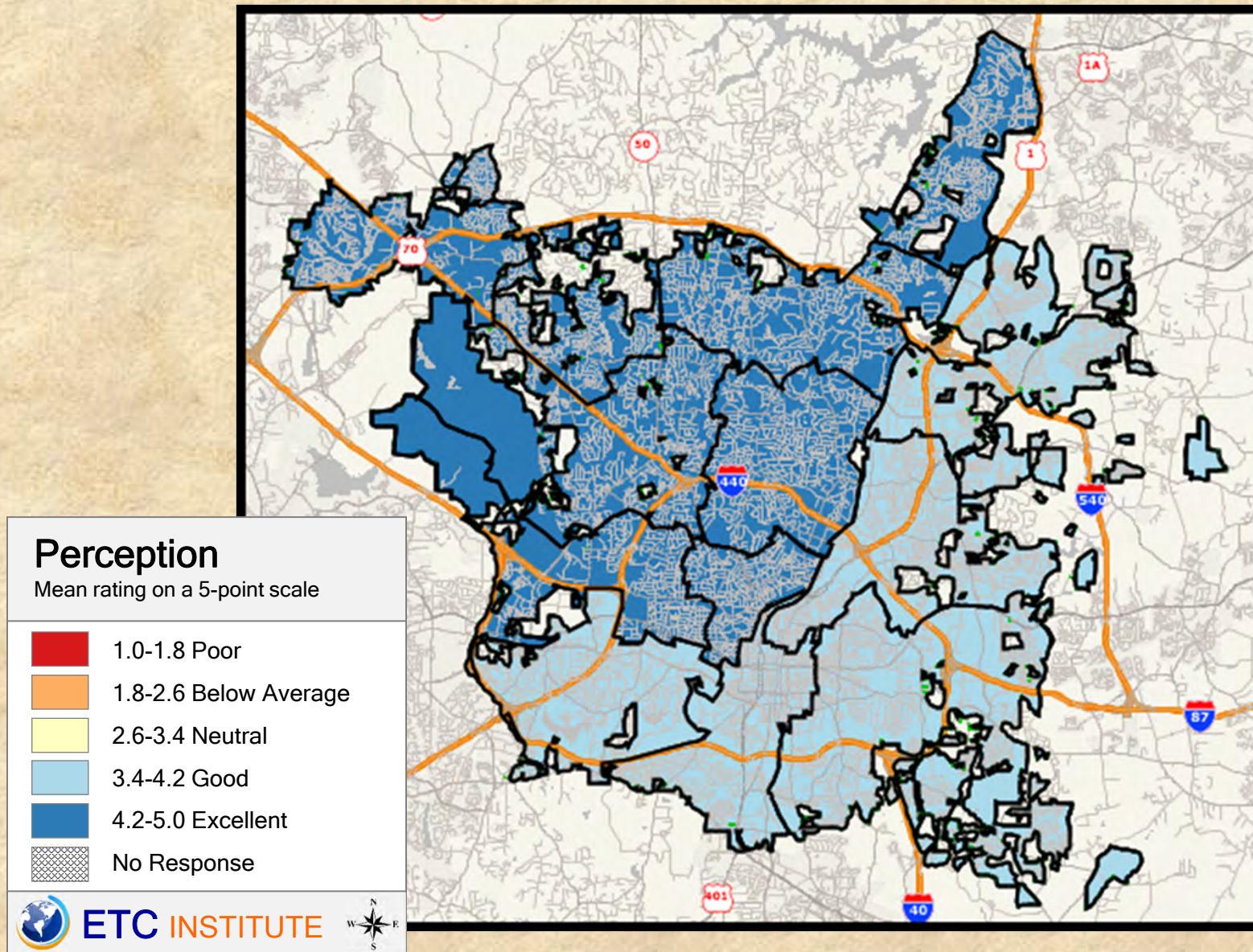
## Q1-1. Overall quality of life in Raleigh



### 2020 City of Raleigh Community Survey

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

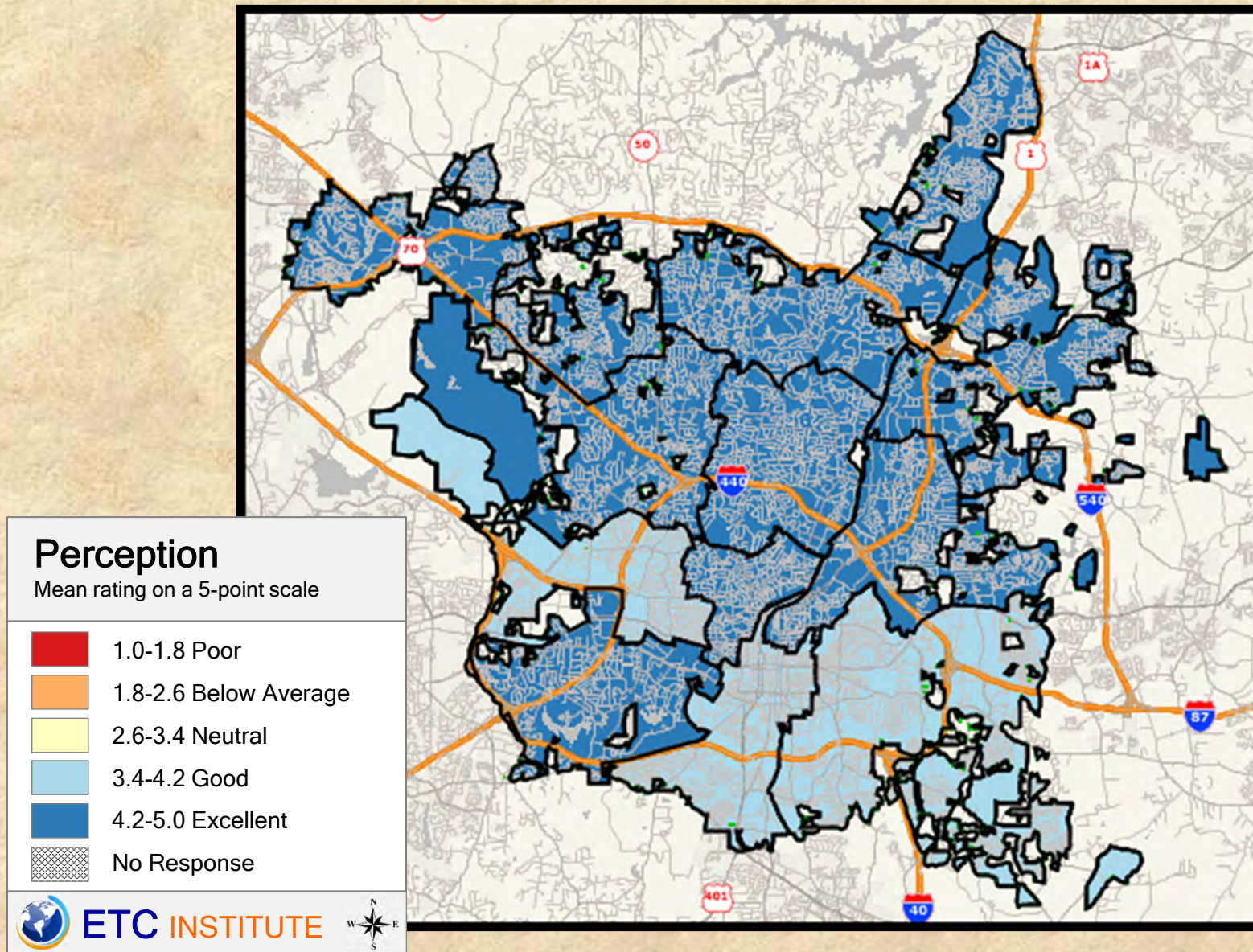
## Q1-2. Overall quality of life in your neighborhood



### 2020 City of Raleigh Community Survey

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

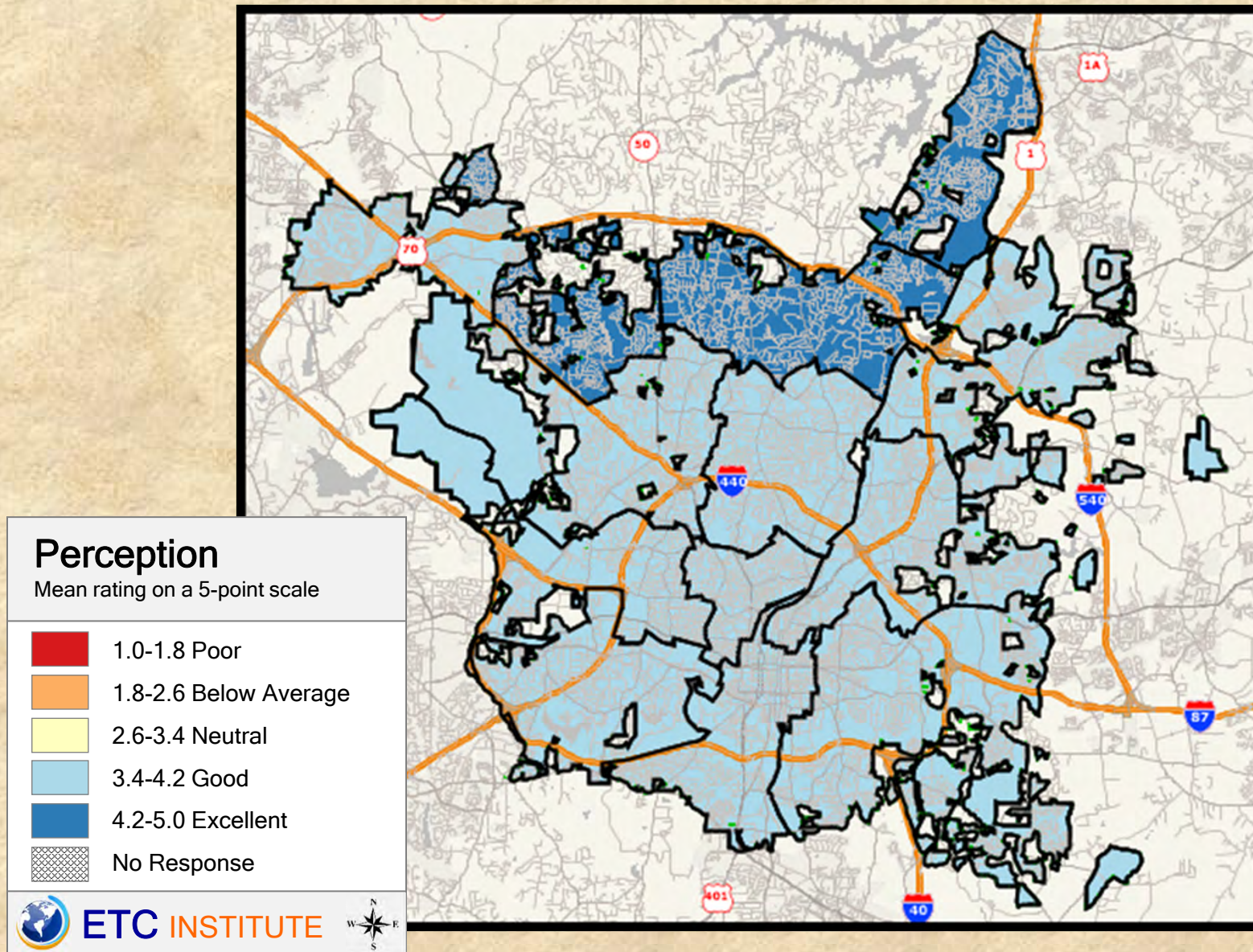
## Q1-3. Raleigh as a place to live



### 2020 City of Raleigh Community Survey

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

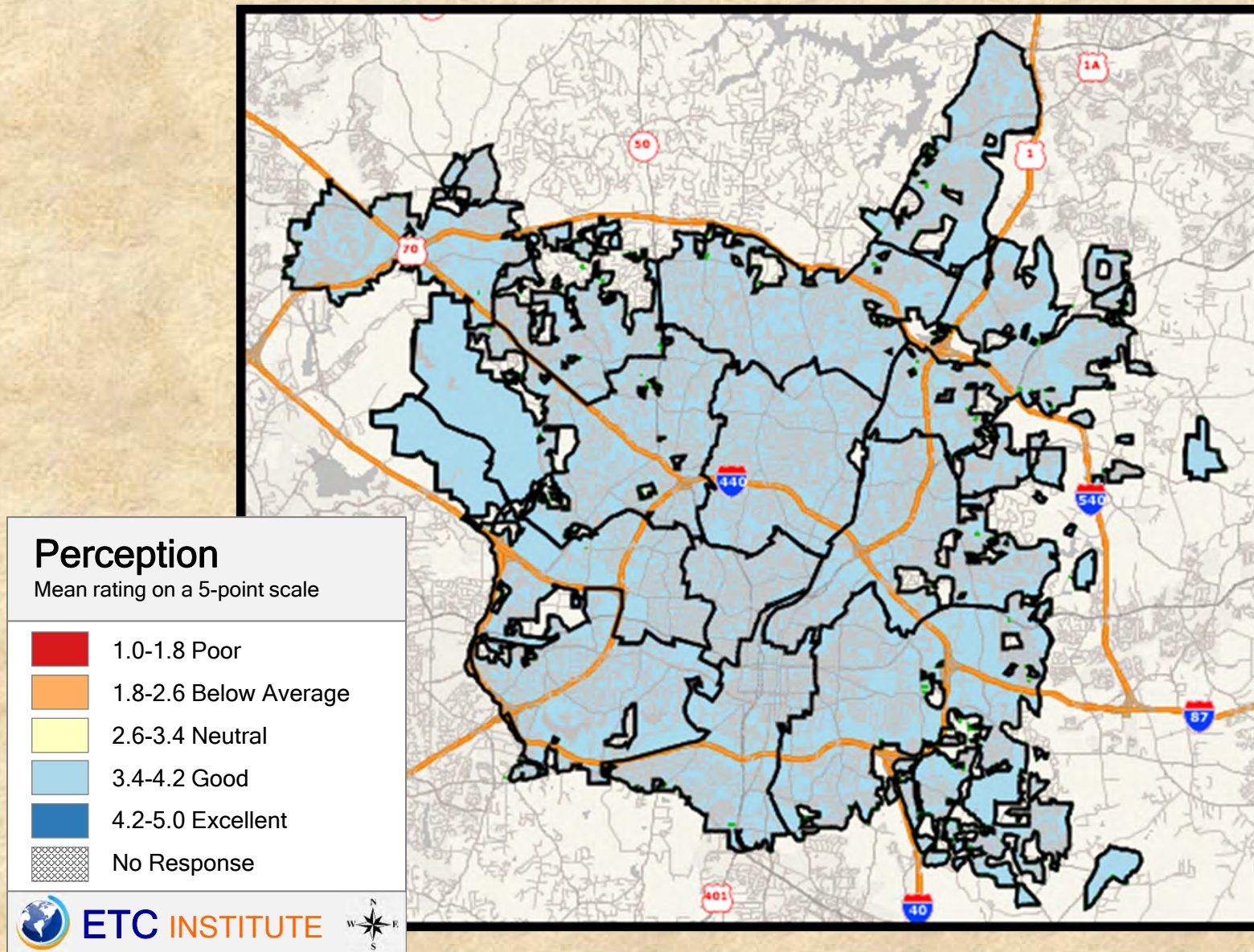
## Q1-4. Raleigh as a place to raise children



### 2020 City of Raleigh Community Survey

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

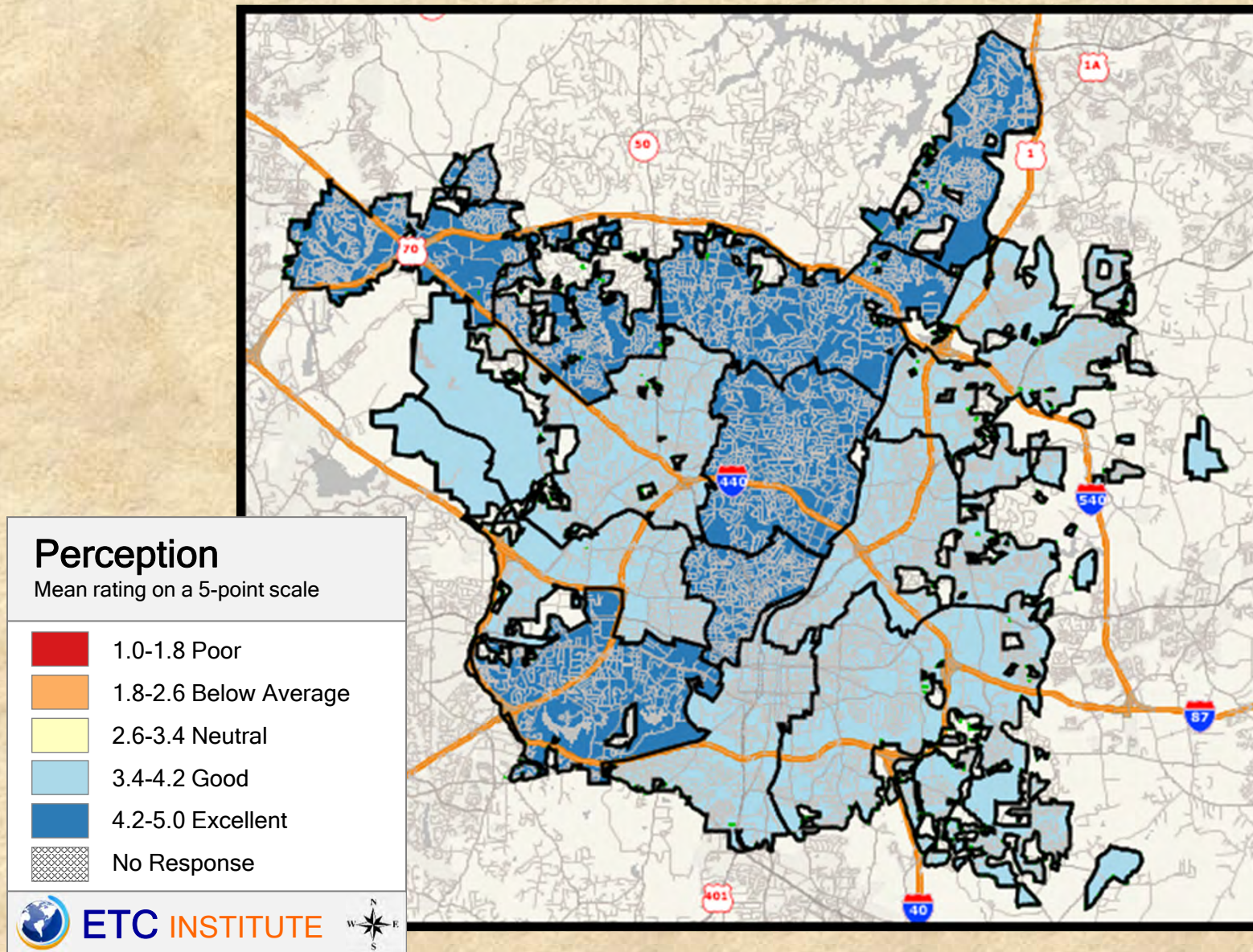
## Q1-5. Raleigh as a place to retire



## 2020 City of Raleigh Community Survey

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

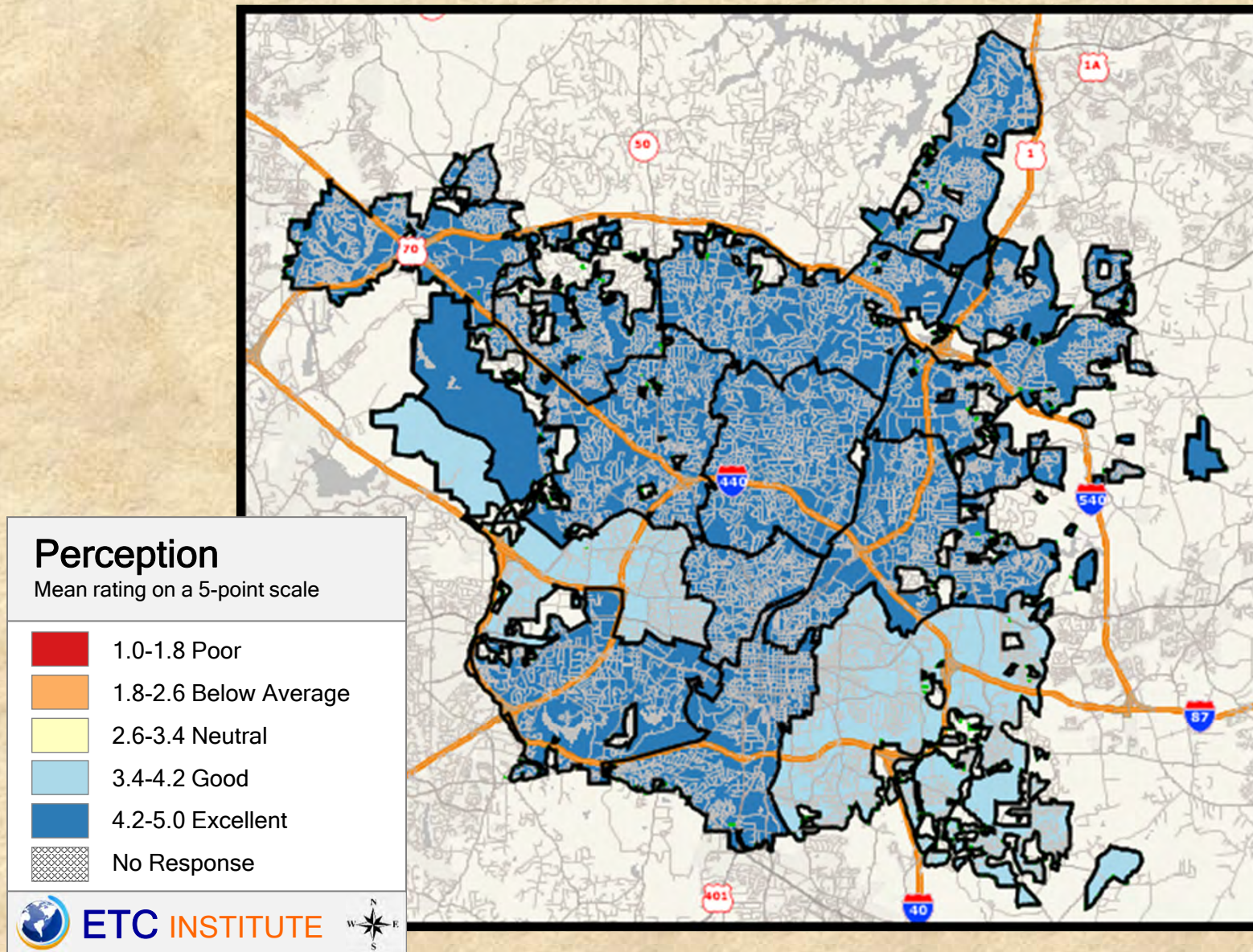
## Q1-6. Raleigh as a place to work



### 2020 City of Raleigh Community Survey

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

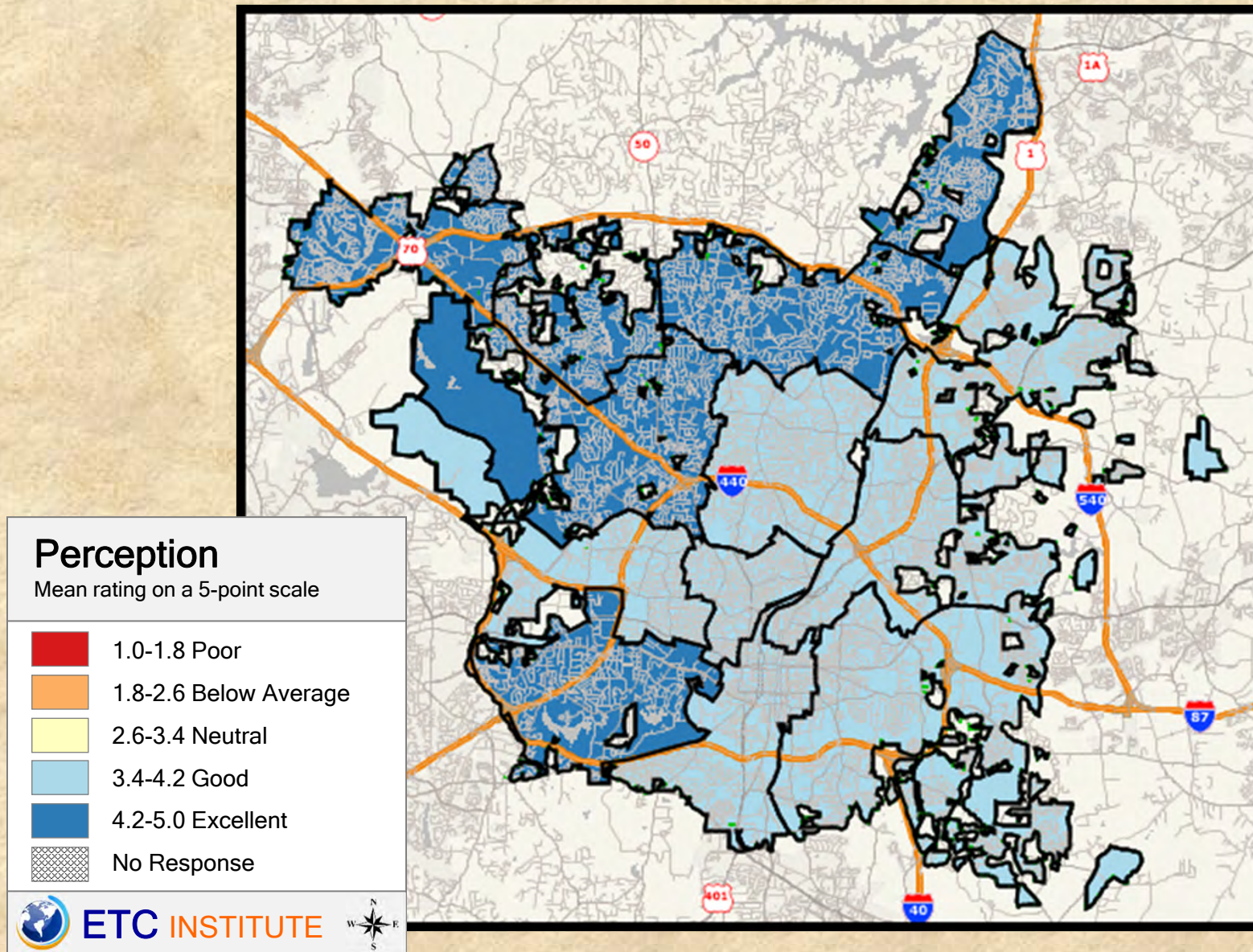
## Q1-7. Raleigh as a place for young professionals



### 2020 City of Raleigh Community Survey

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

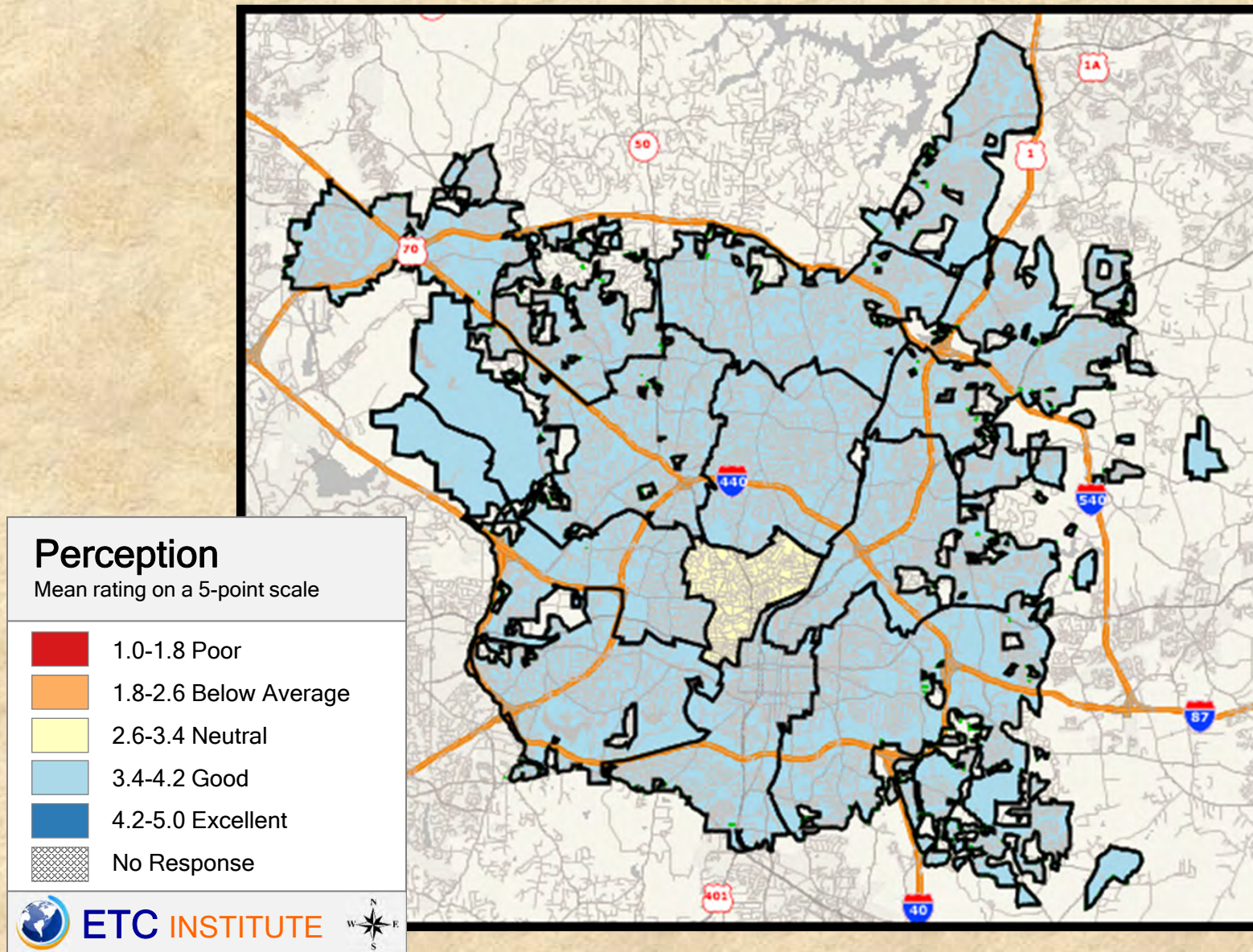
## Q1-8. Raleigh as a place I feel comfortable in



### 2020 City of Raleigh Community Survey

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

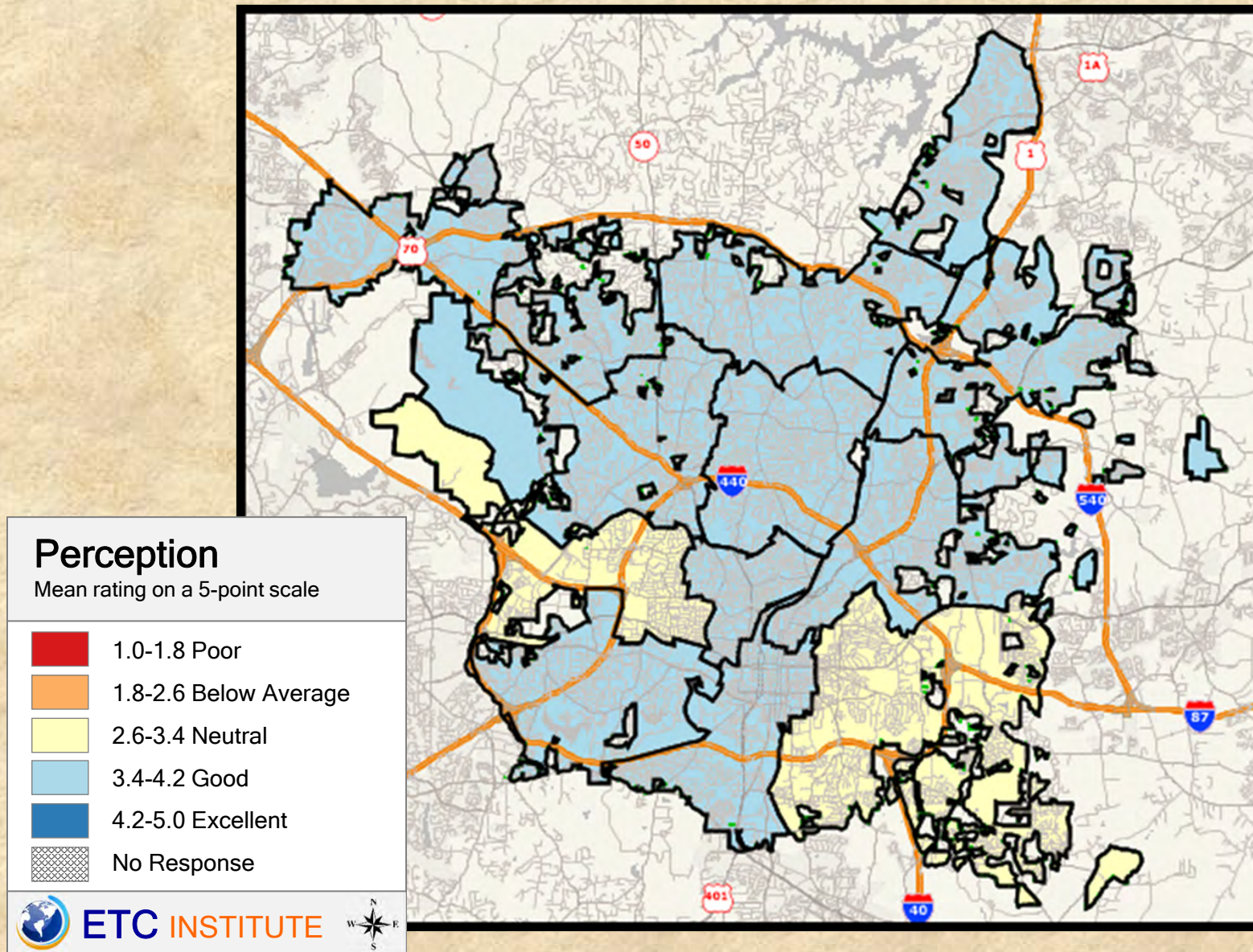
## Q1-9. The overall direction that the City of Raleigh is taking



### 2020 City of Raleigh Community Survey

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

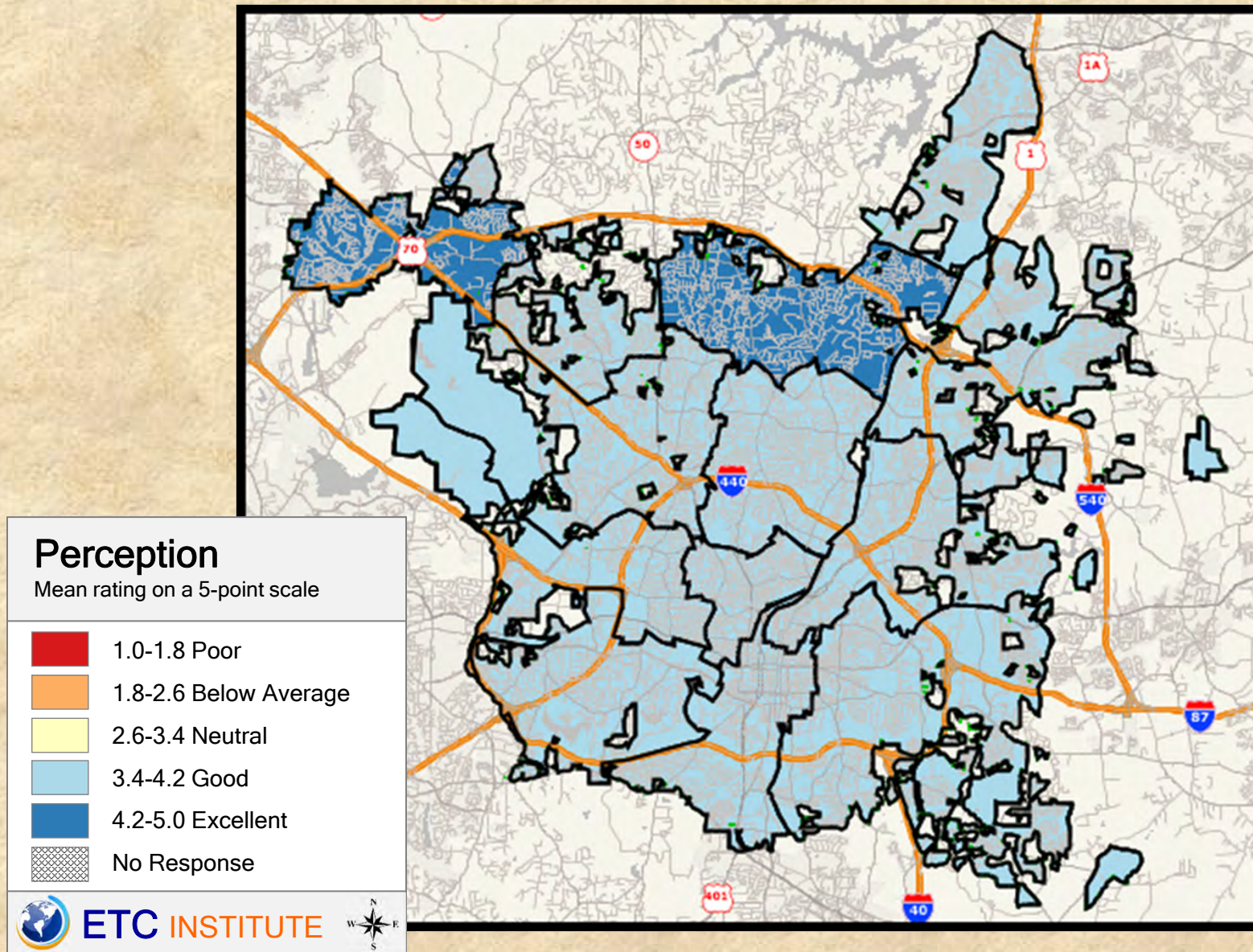
# Q1-10. Overall value that you receive for your City tax dollars and fees



## 2020 City of Raleigh Community Survey

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

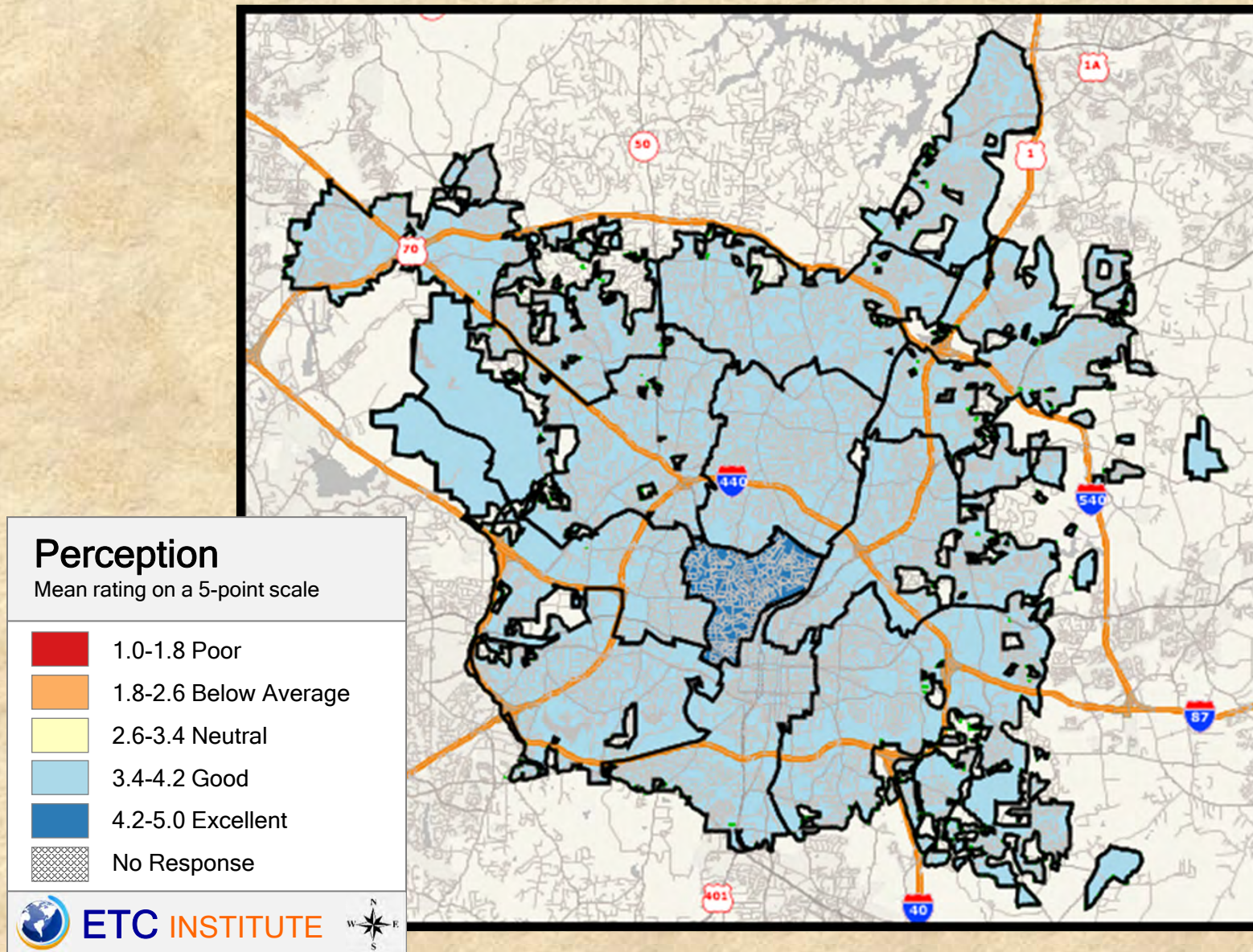
## Q1-11. Overall image of Raleigh



### 2020 City of Raleigh Community Survey

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

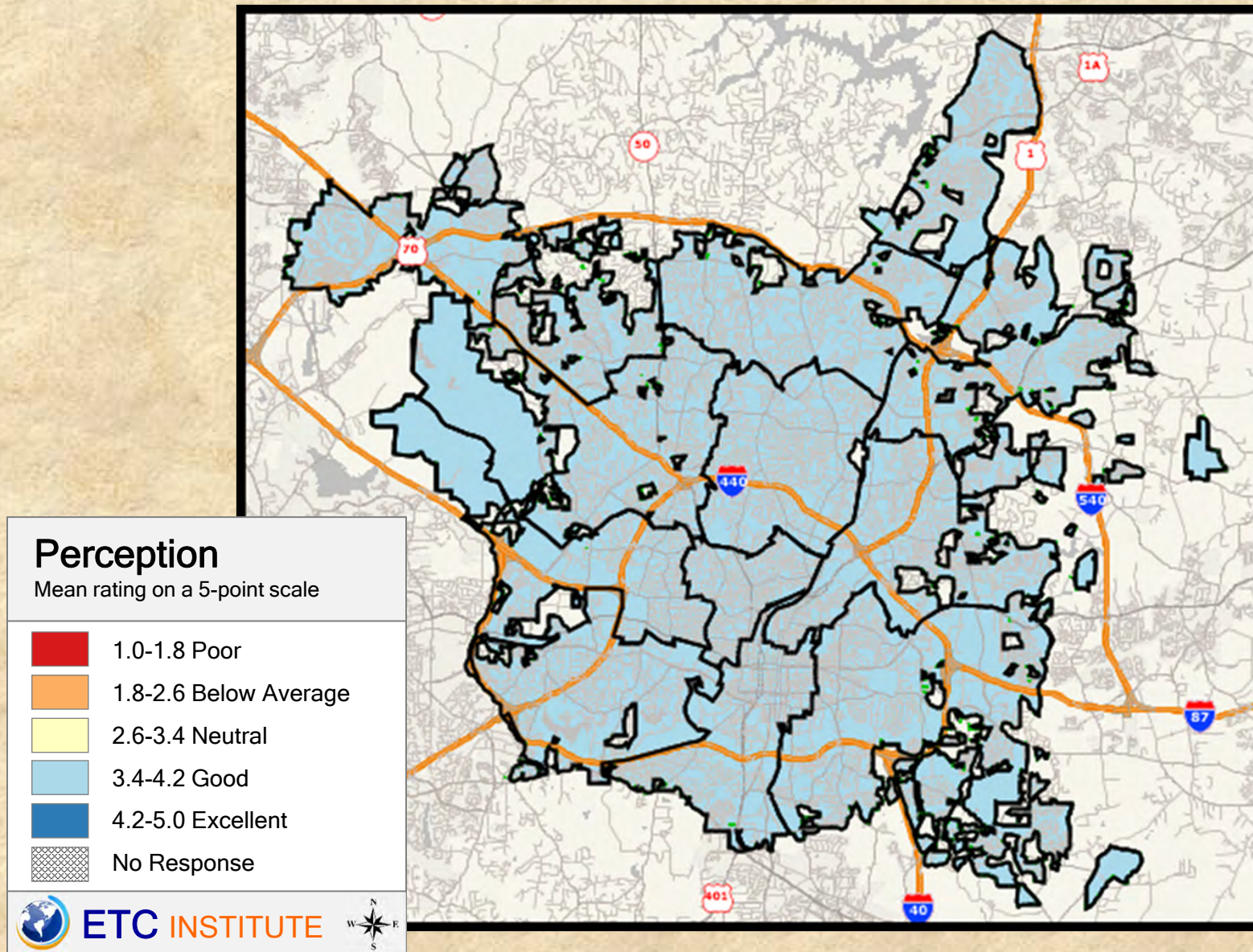
## Q2-1. Variety of arts and cultural programs offered in Raleigh



### 2020 City of Raleigh Community Survey

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

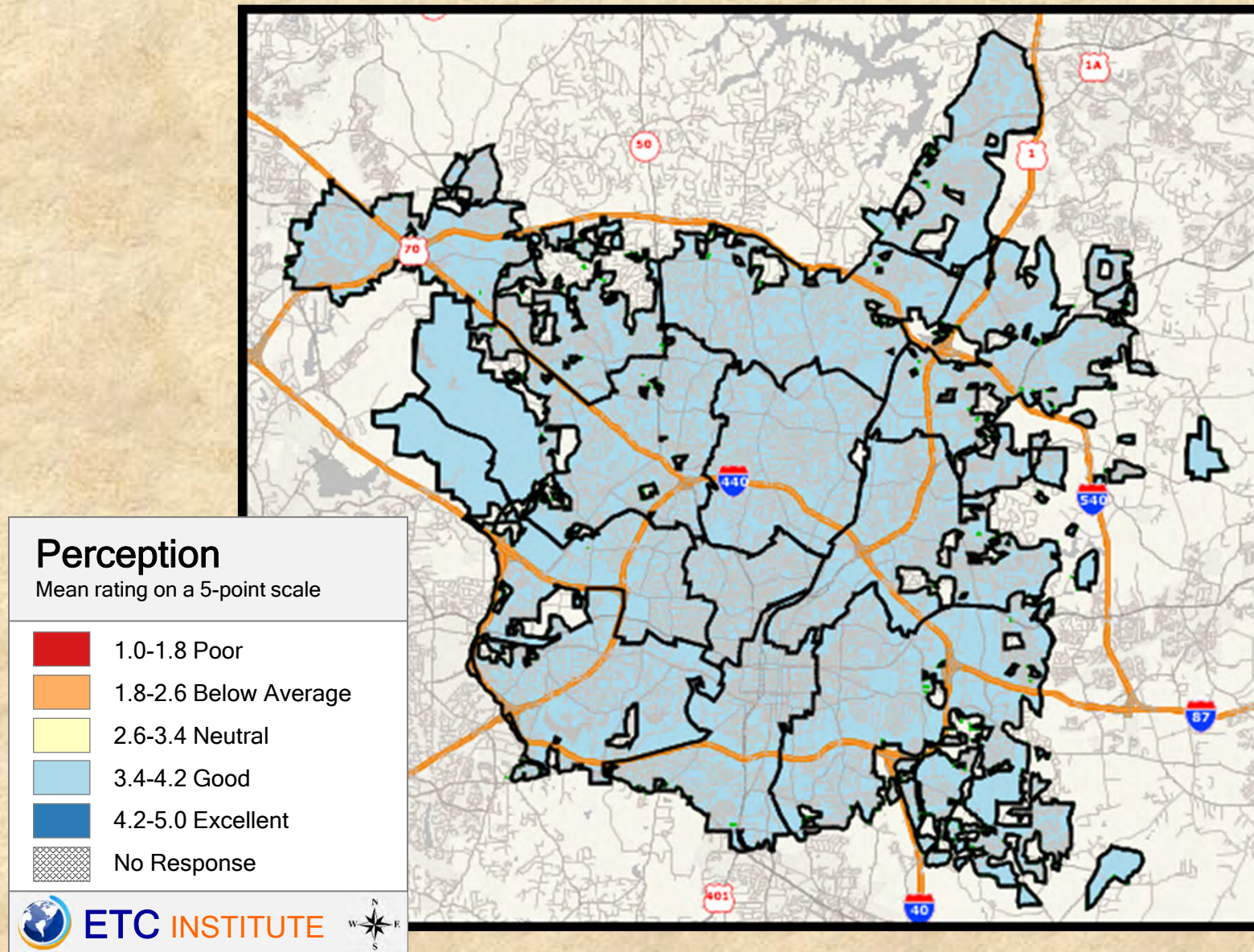
## Q2-2. Availability of arts and cultural programs in Raleigh



### 2020 City of Raleigh Community Survey

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

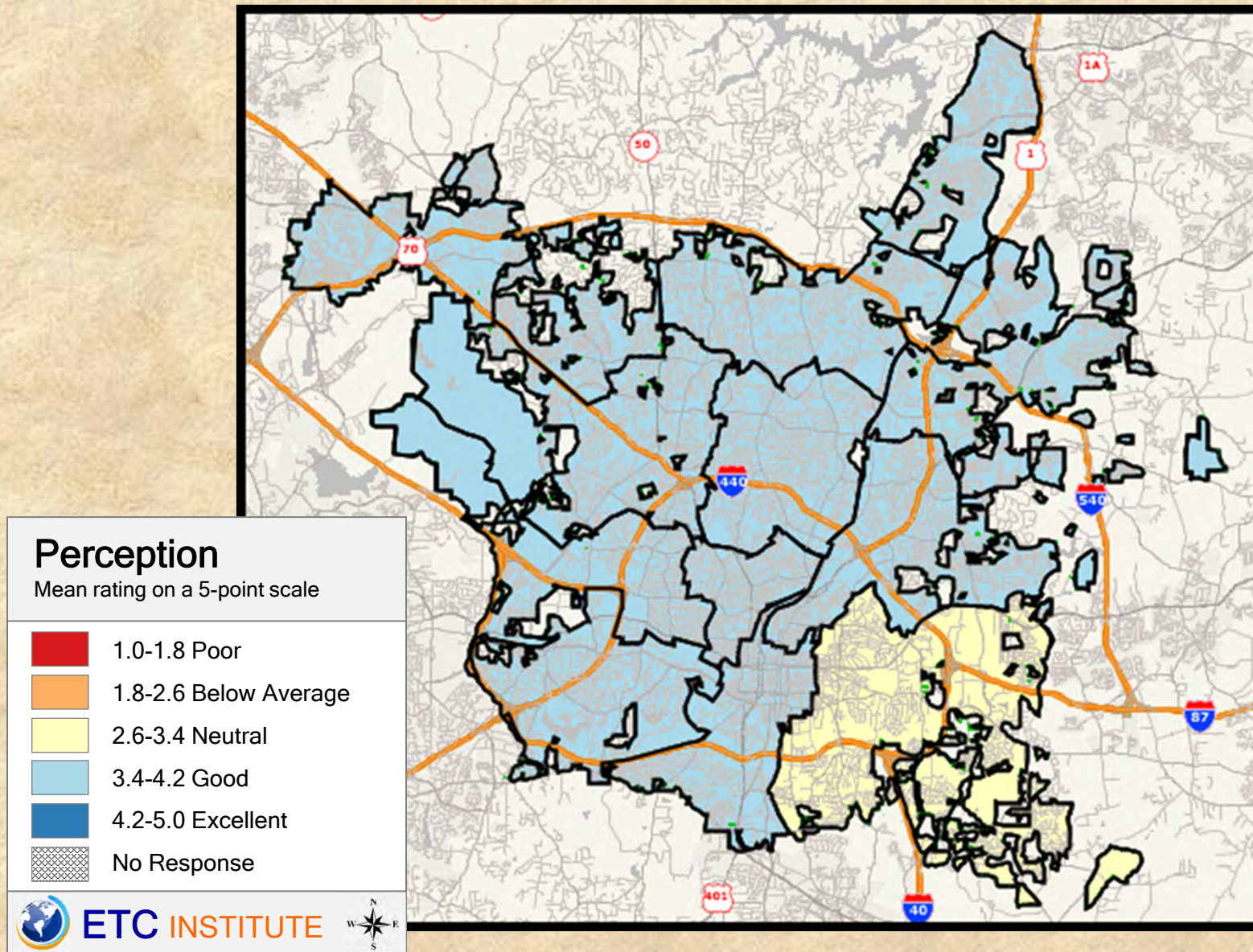
## Q2-3. Availability of culturally diverse art and cultural programs in Raleigh



### 2020 City of Raleigh Community Survey

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

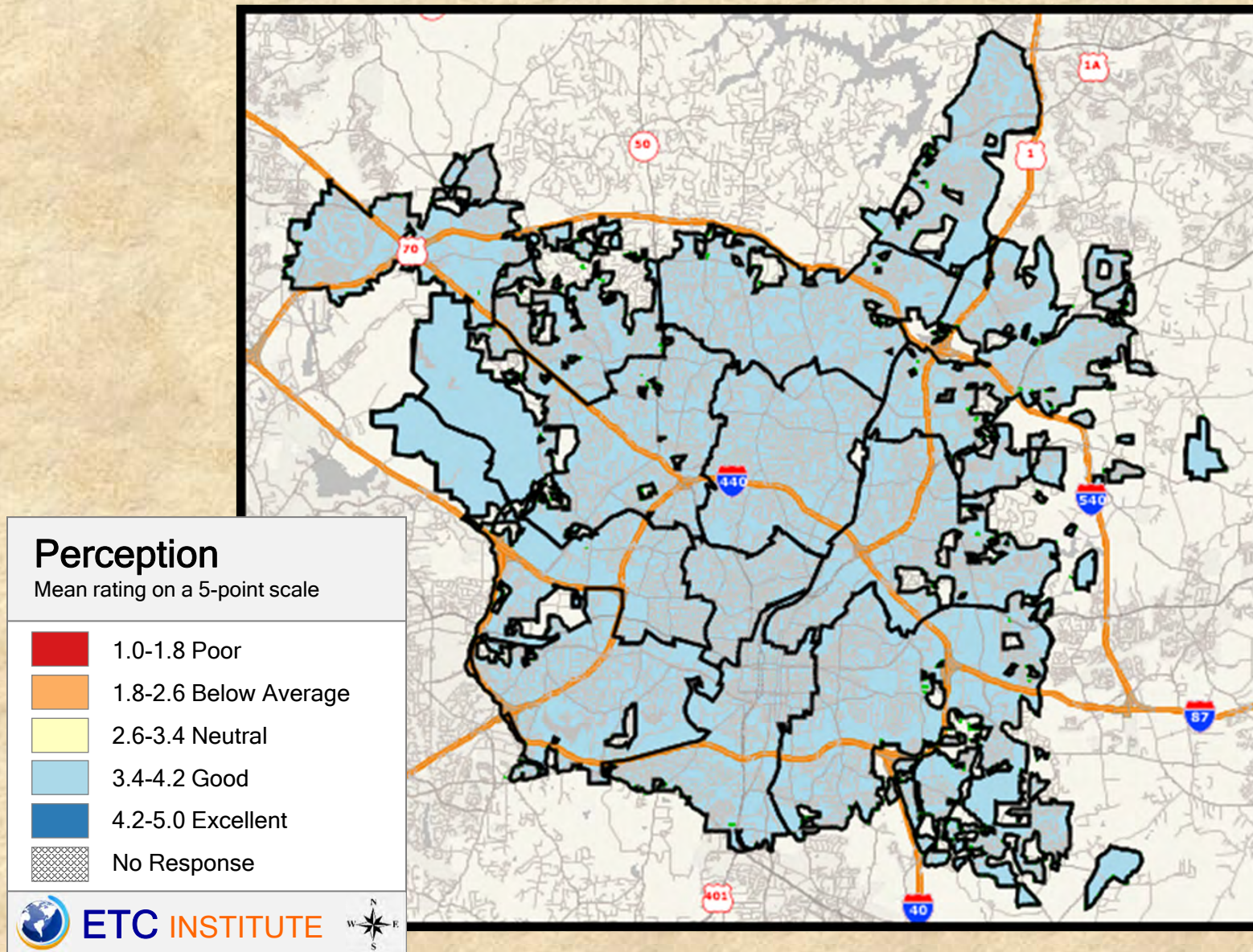
## Q2-4. Cost of arts and cultural programs in Raleigh



### 2020 City of Raleigh Community Survey

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

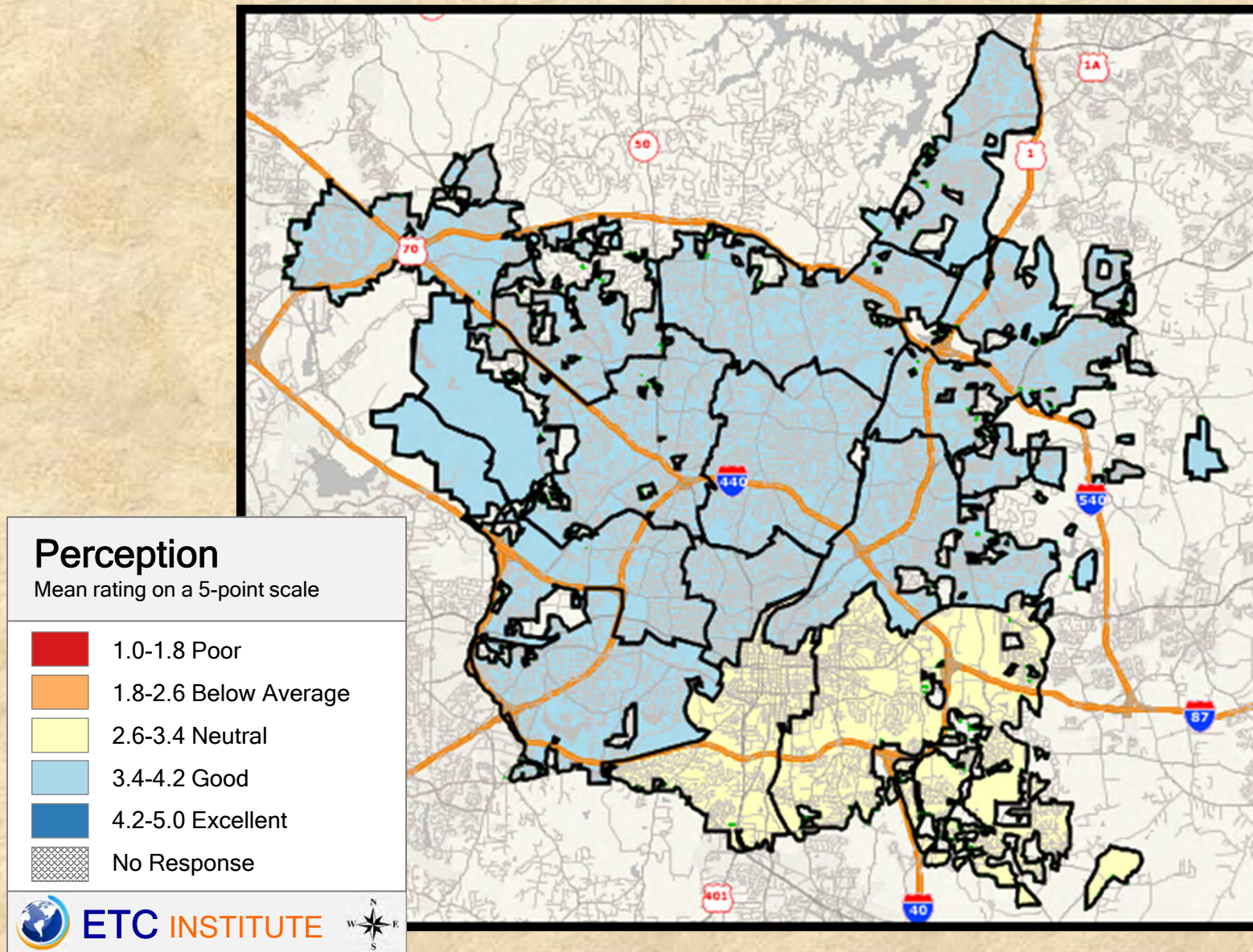
## Q2-5. Quality of arts and cultural programs in Raleigh



### 2020 City of Raleigh Community Survey

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

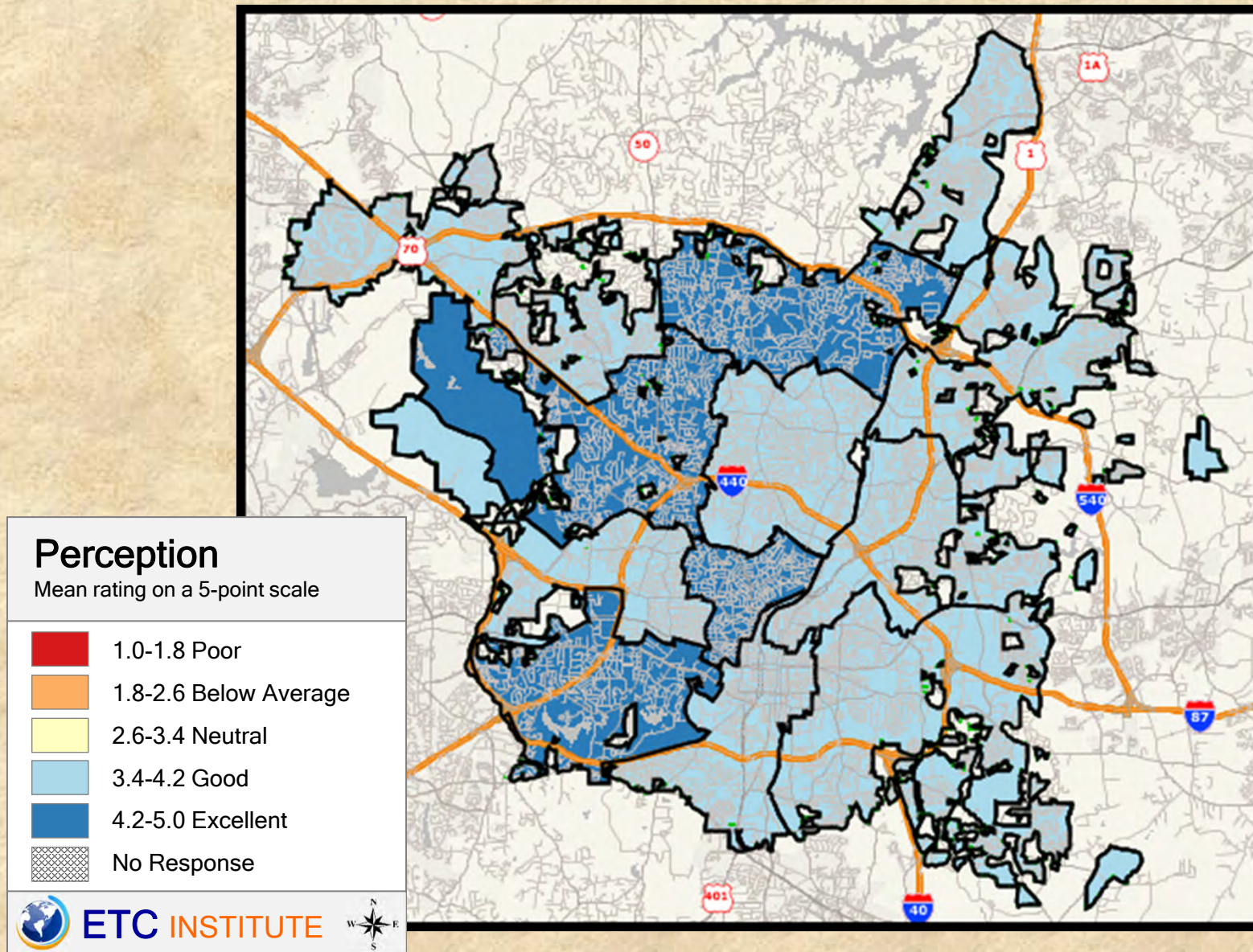
## Q2-6. Availability of information about arts and cultural programs and events



### 2020 City of Raleigh Community Survey

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

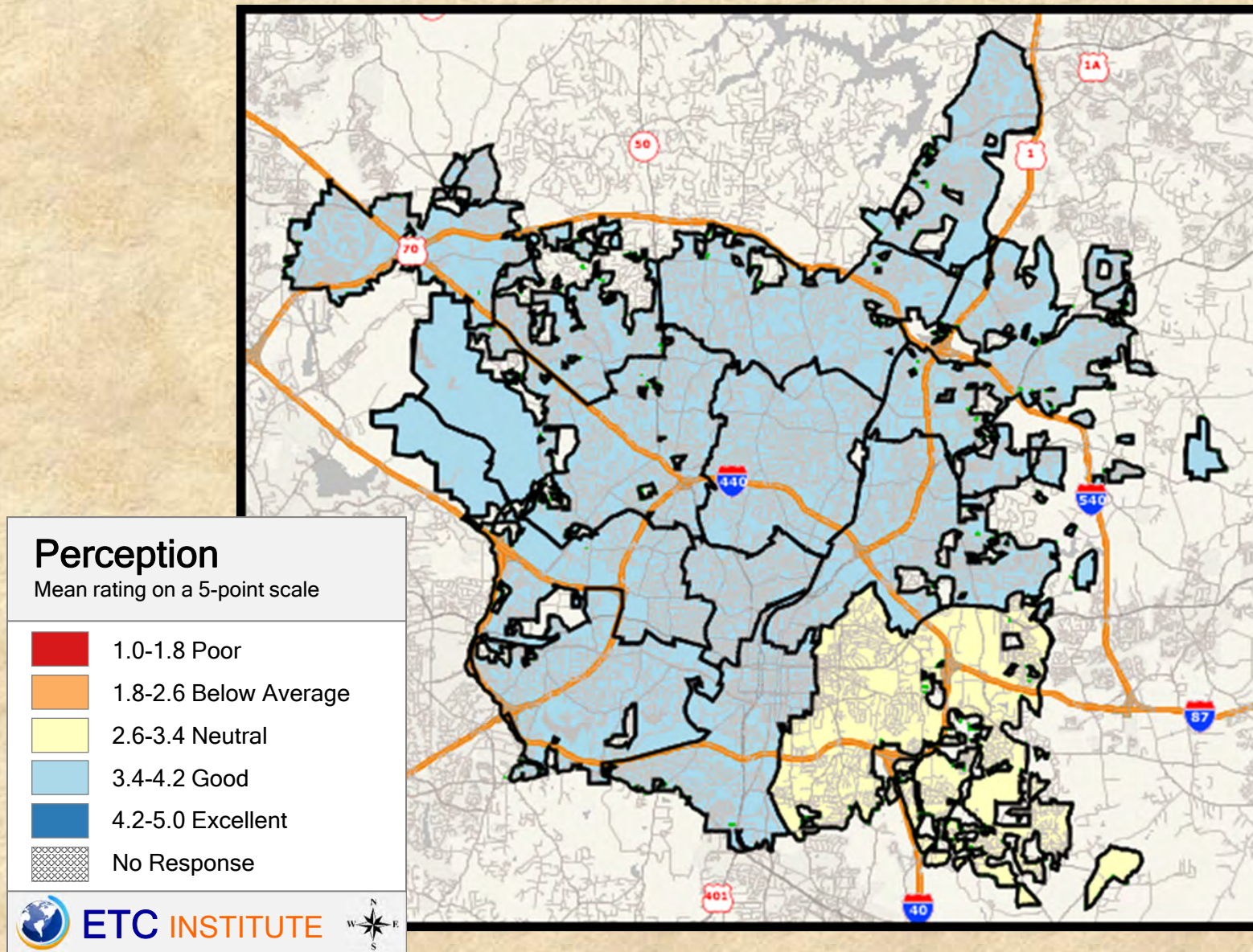
## Q2-7. Quality of City entertainment venues



### 2020 City of Raleigh Community Survey

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

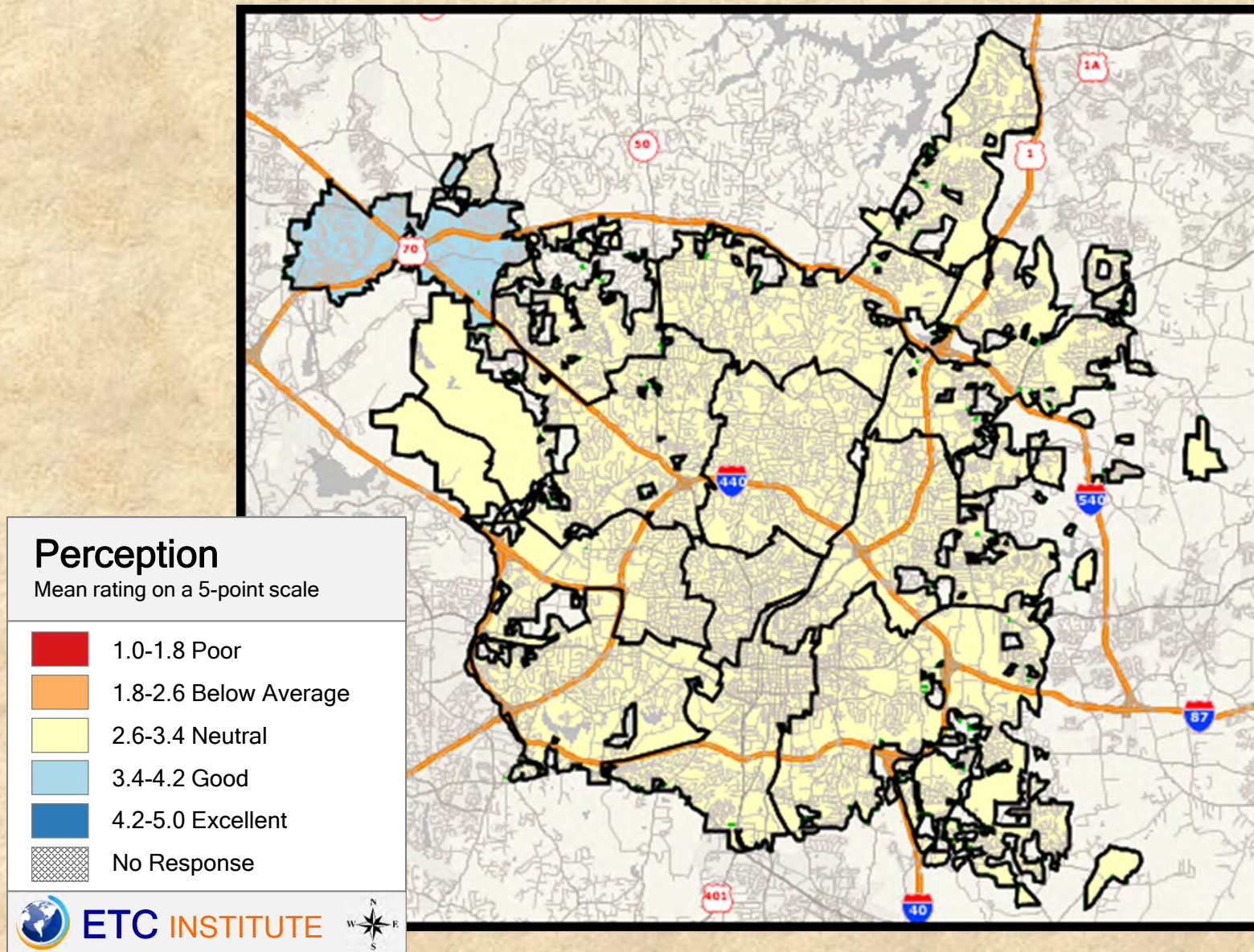
## Q4-1. The local economy



### 2020 City of Raleigh Community Survey

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

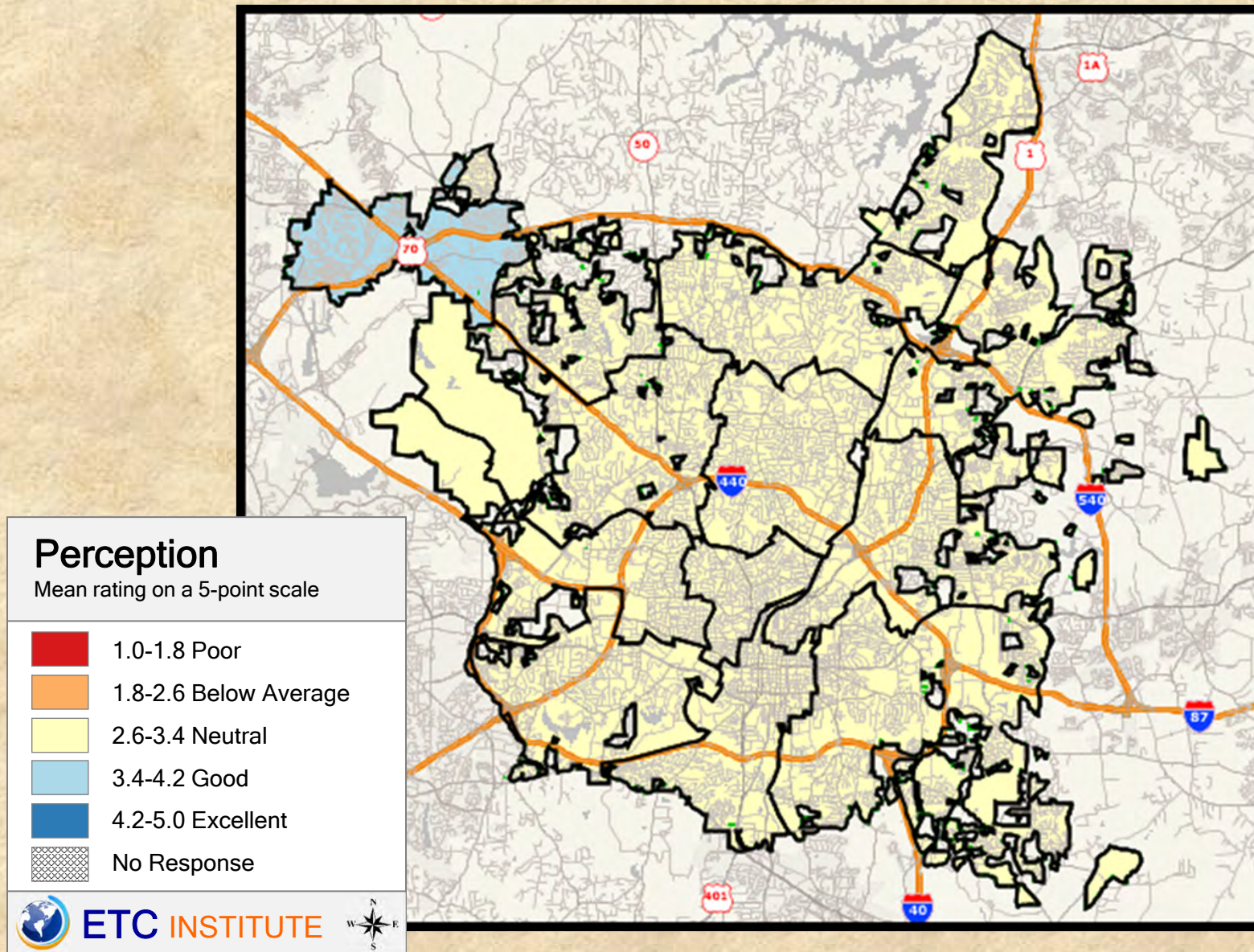
## Q4-2. Development review services



### 2020 City of Raleigh Community Survey

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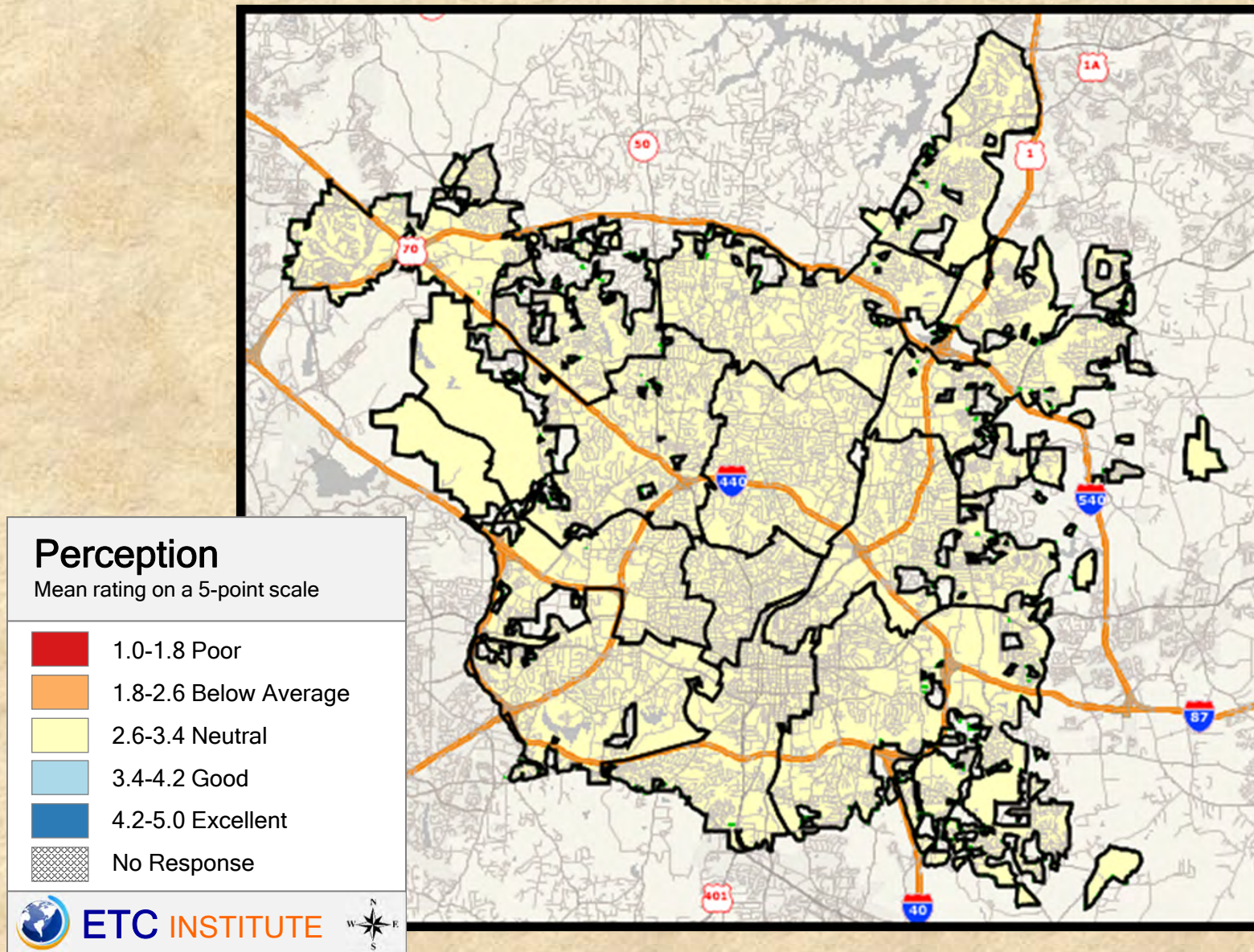
## Q4-3. Permitting services



### 2020 City of Raleigh Community Survey

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

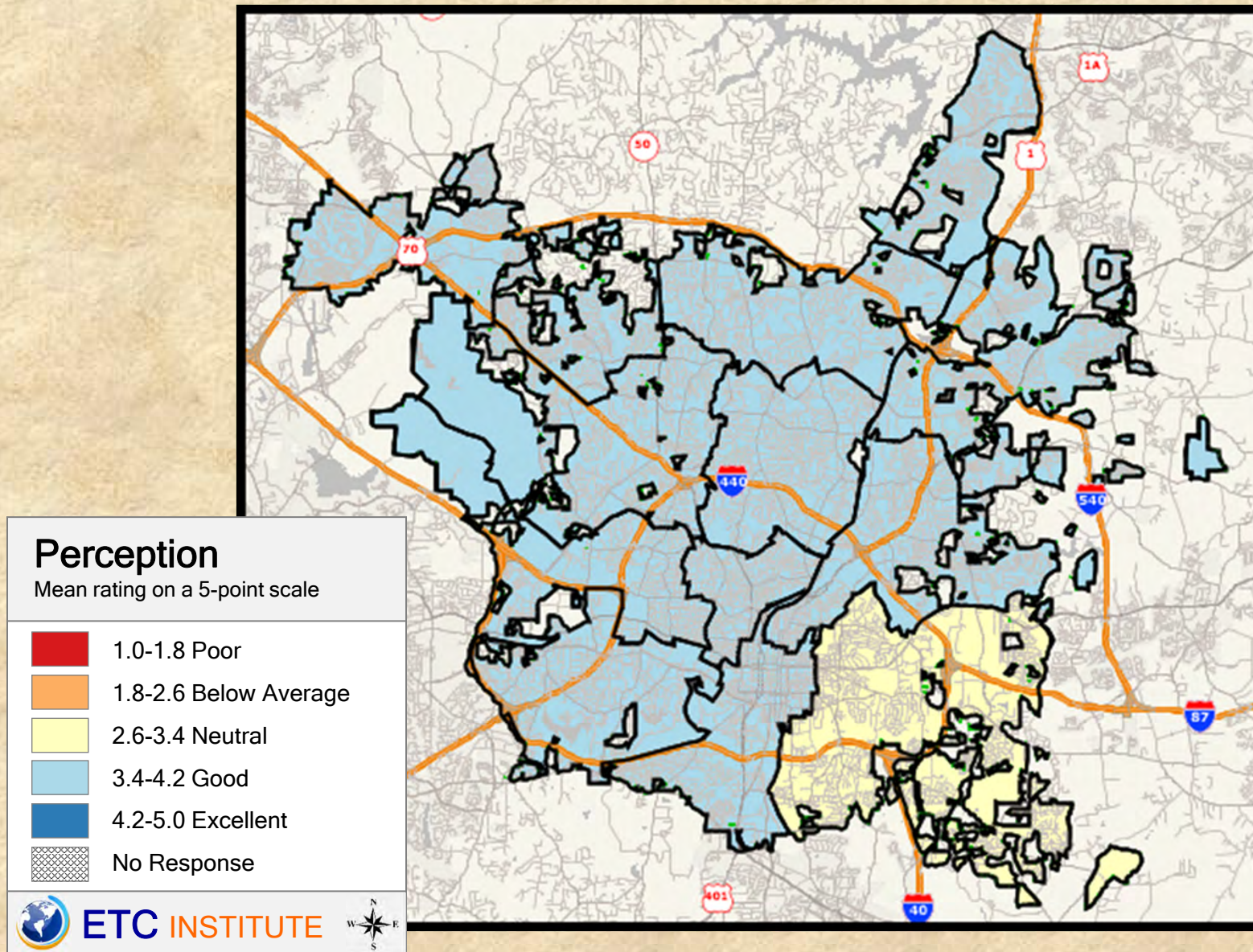
## Q4-4. Inspection services



## 2020 City of Raleigh Community Survey

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

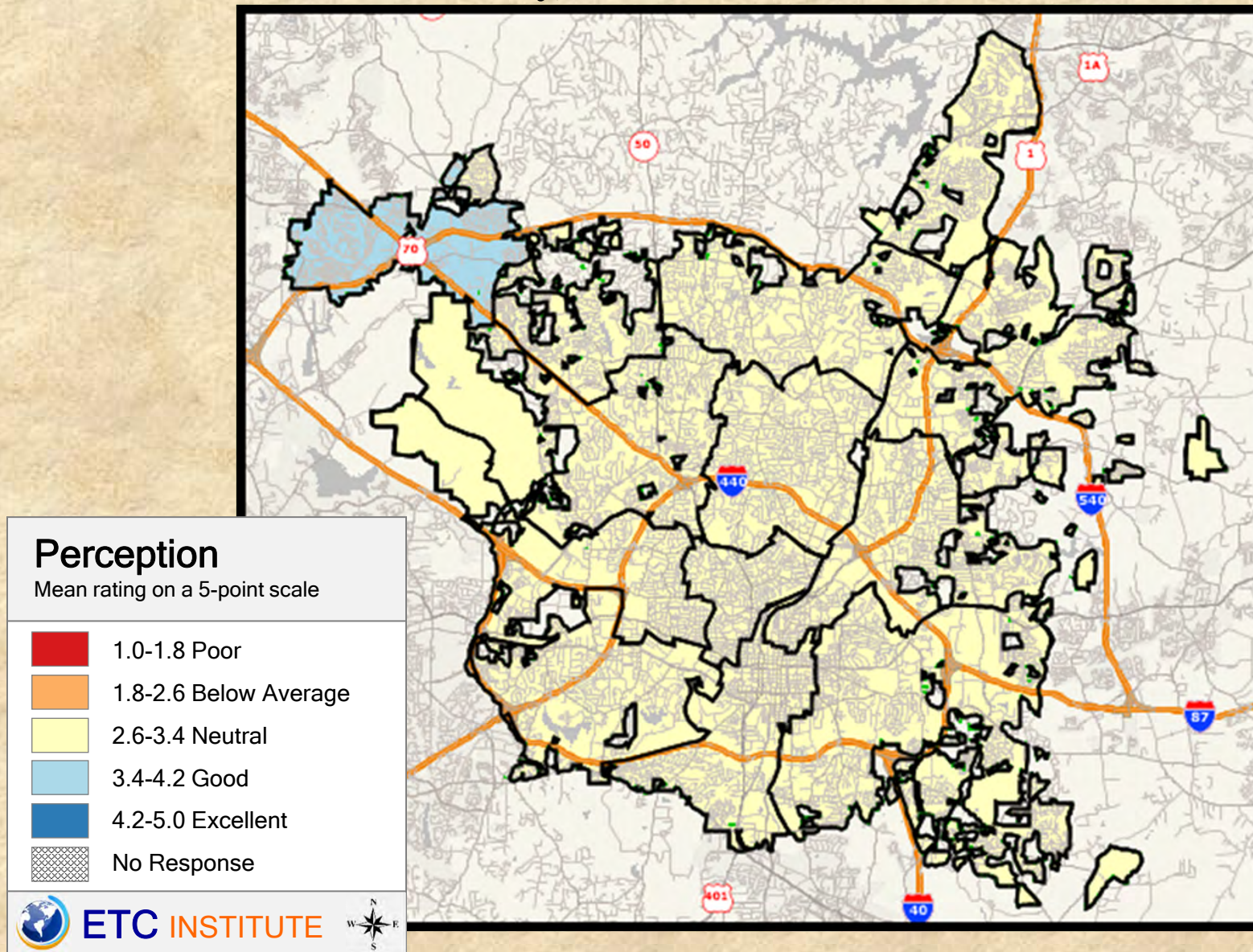
## Q4-5. Availability of job opportunities that match my skills



### 2020 City of Raleigh Community Survey

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

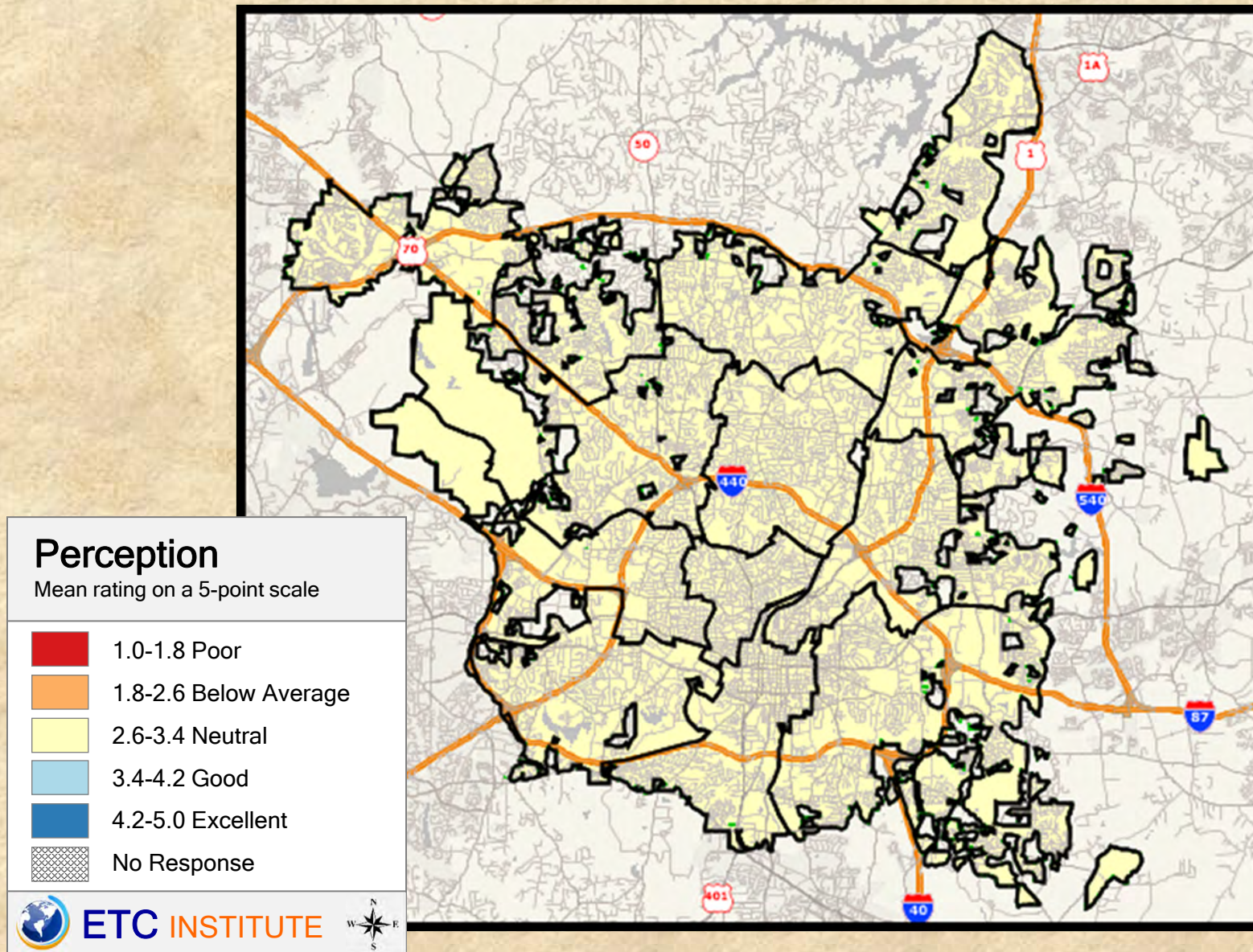
## Q4-6. City's efforts to promote and assist small, minority, and women-owned businesses



### 2020 City of Raleigh Community Survey

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

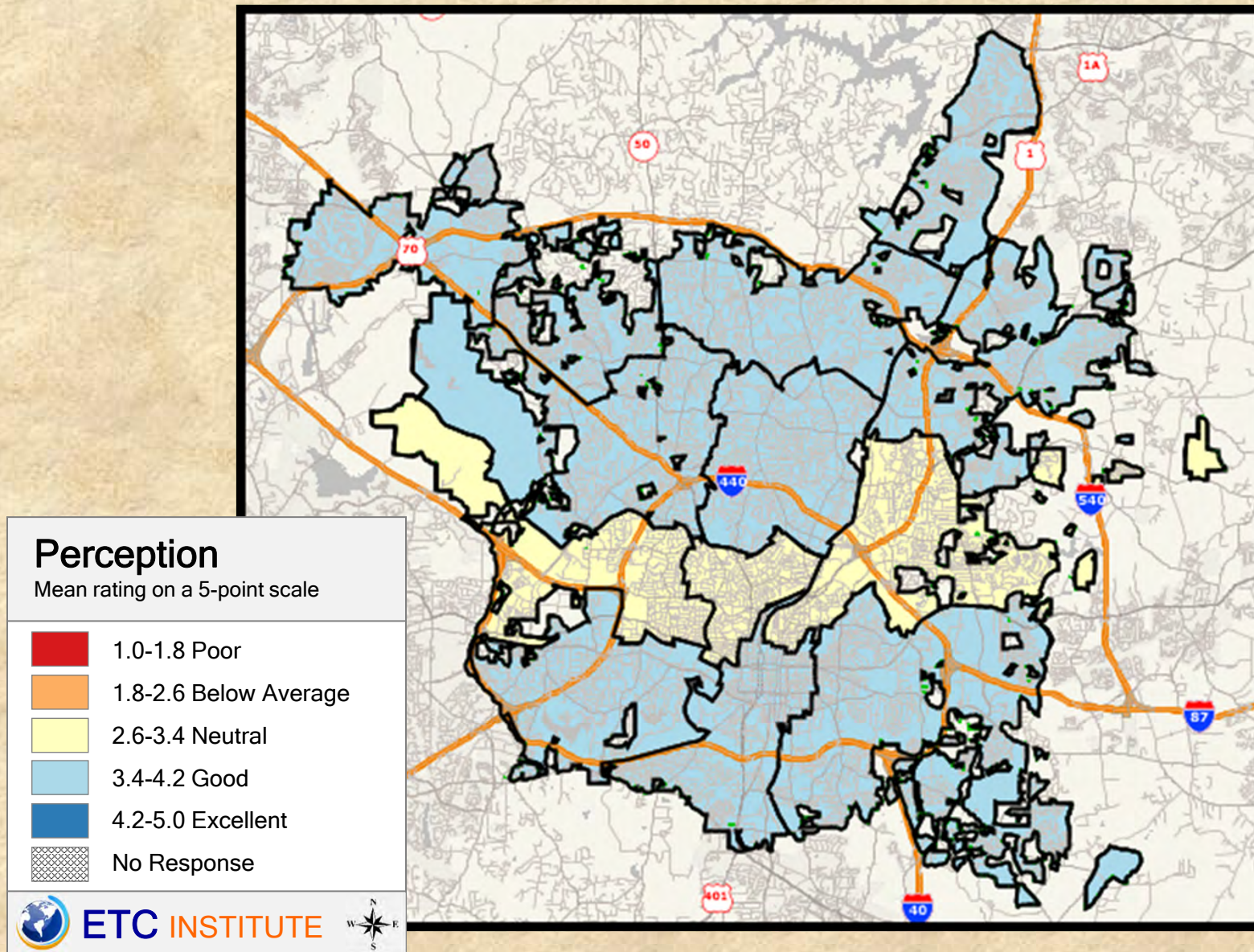
## Q6-1. How well the City of Raleigh is managing growth



### 2020 City of Raleigh Community Survey

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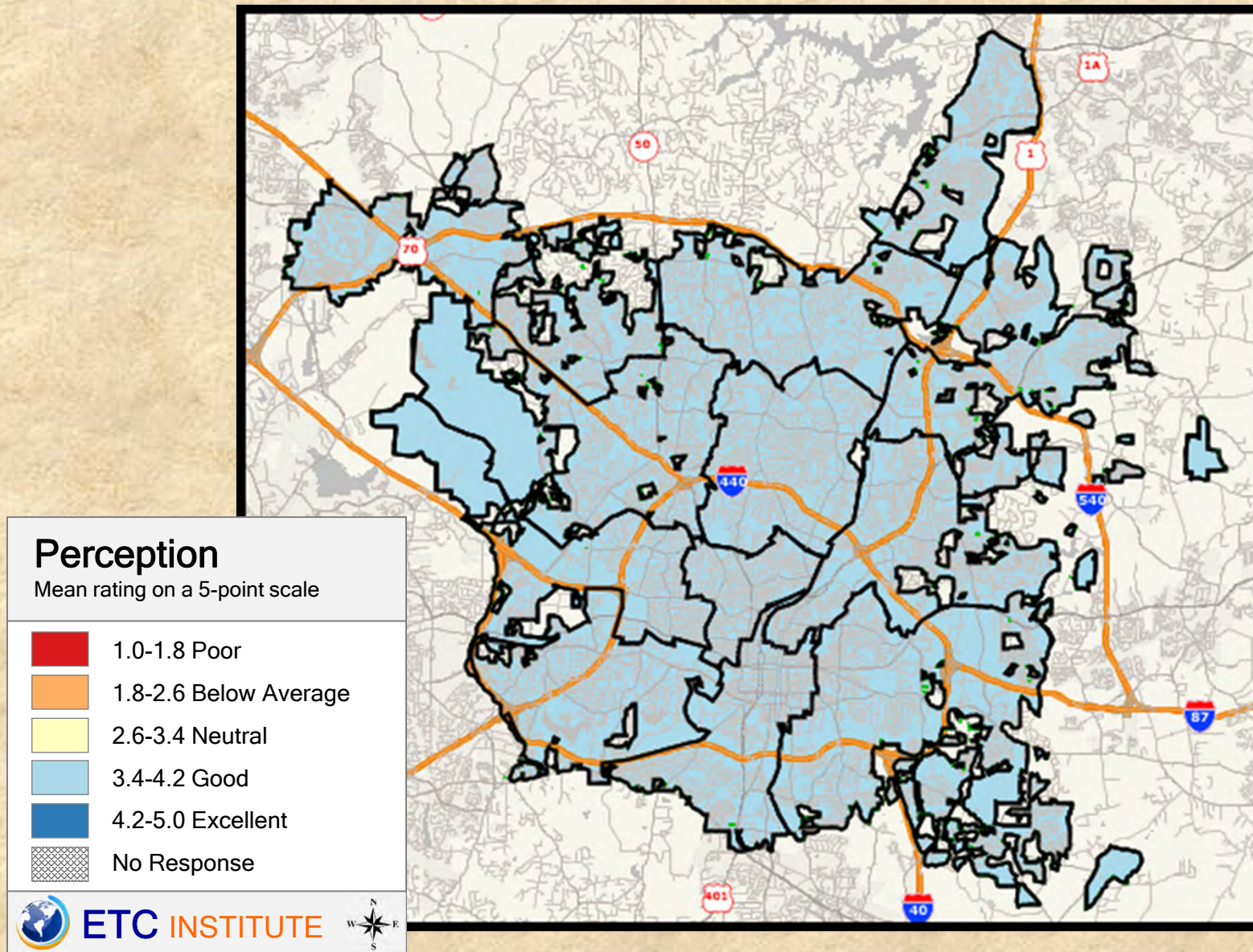
## Q6-2. Overall quality of new development in Raleigh



### 2020 City of Raleigh Community Survey

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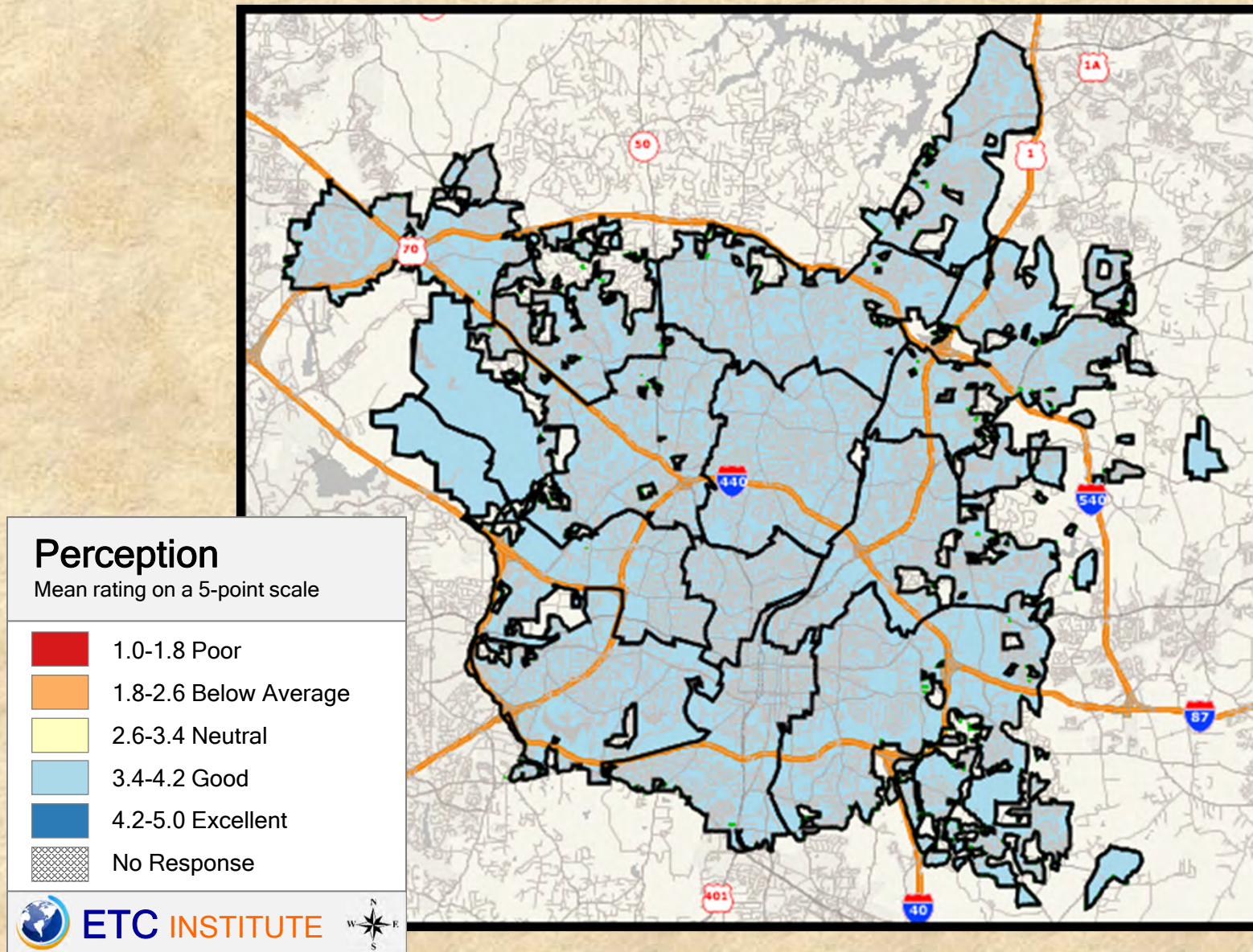
## Q6-3. Overall quality of water utilities



## 2020 City of Raleigh Community Survey

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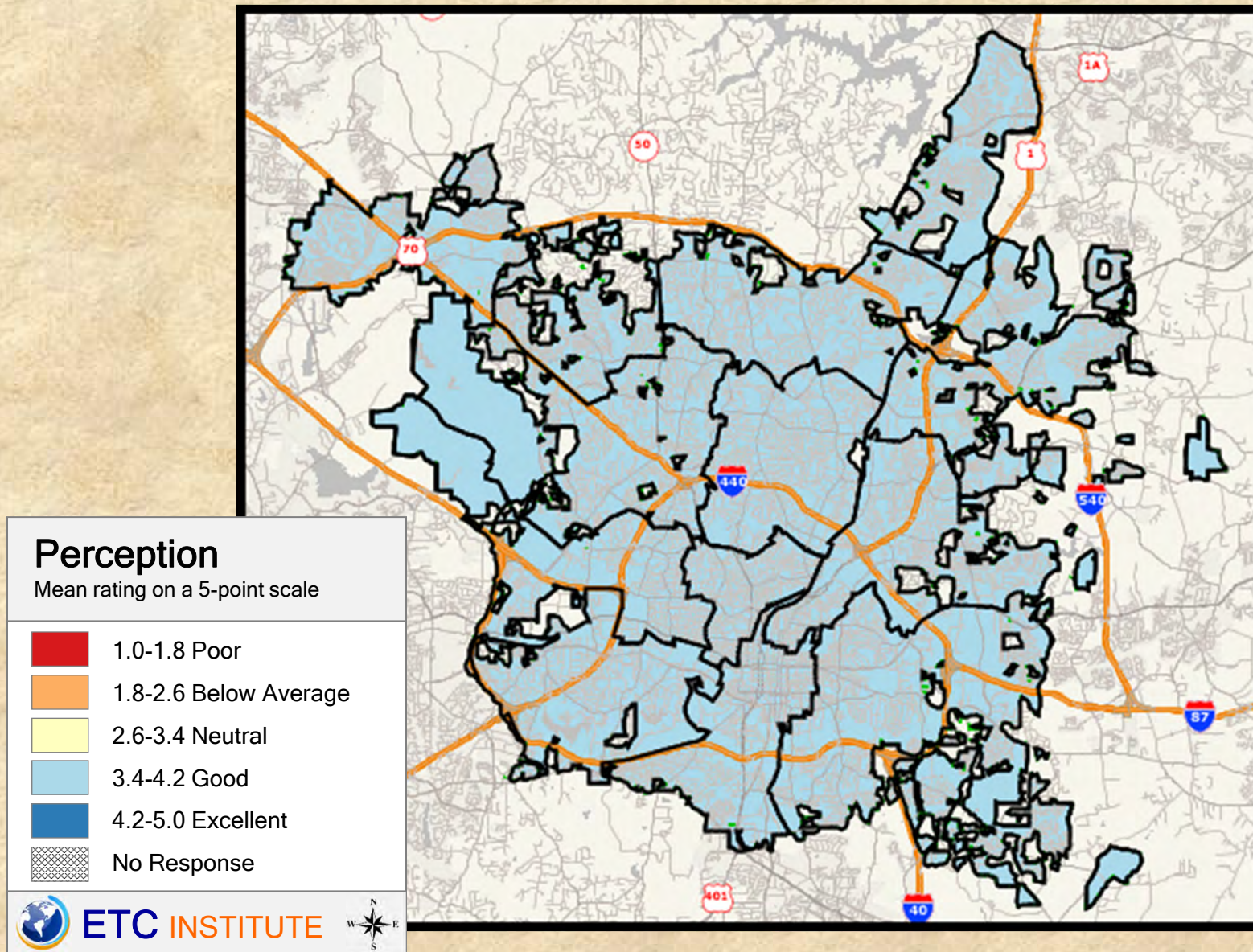
## Q6-4. Quality of drinking water provided by Raleigh Water (Public Utilities)



### 2020 City of Raleigh Community Survey

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

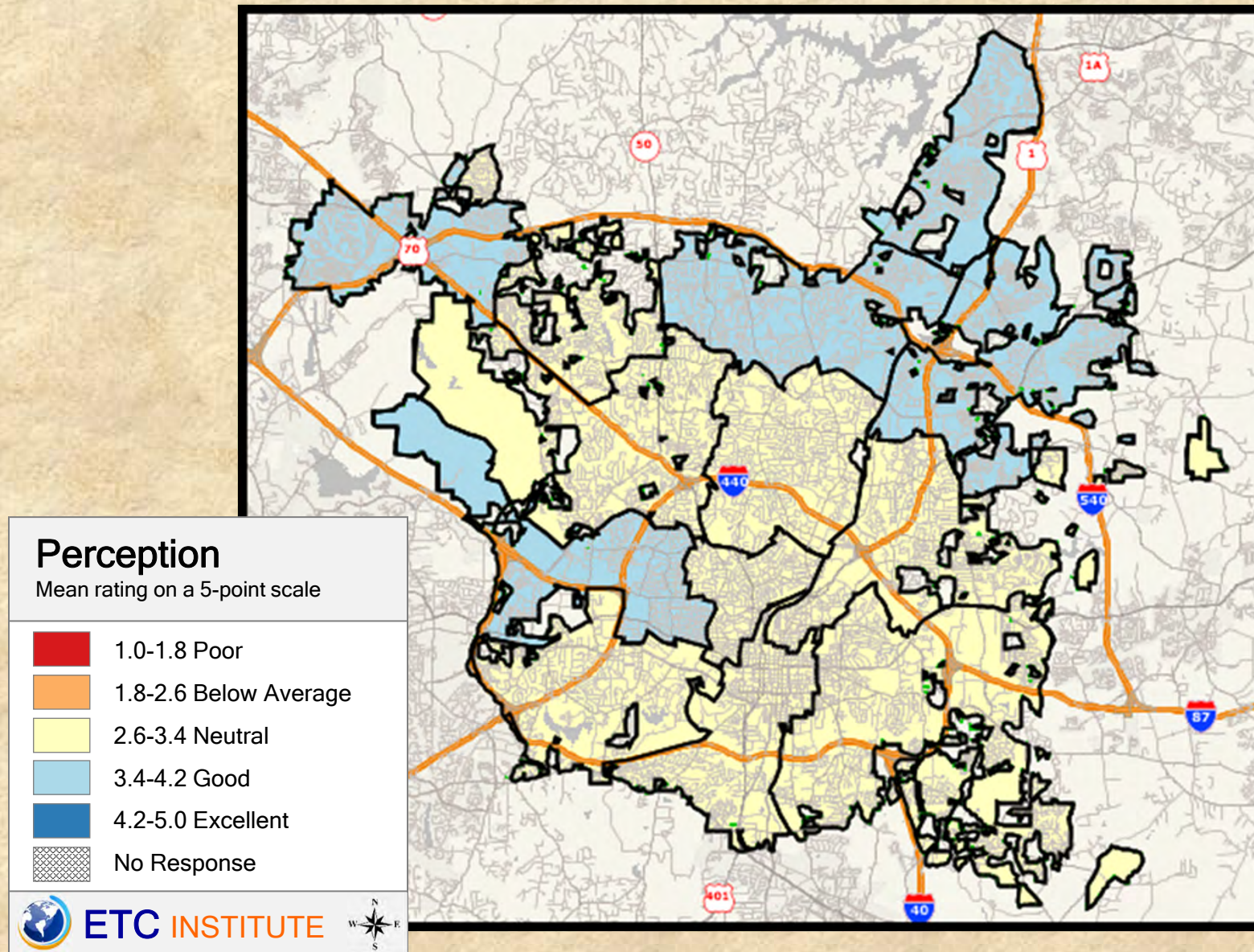
## Q6-5. Wastewater services provided by Raleigh Water (Public Utilities)



### 2020 City of Raleigh Community Survey

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

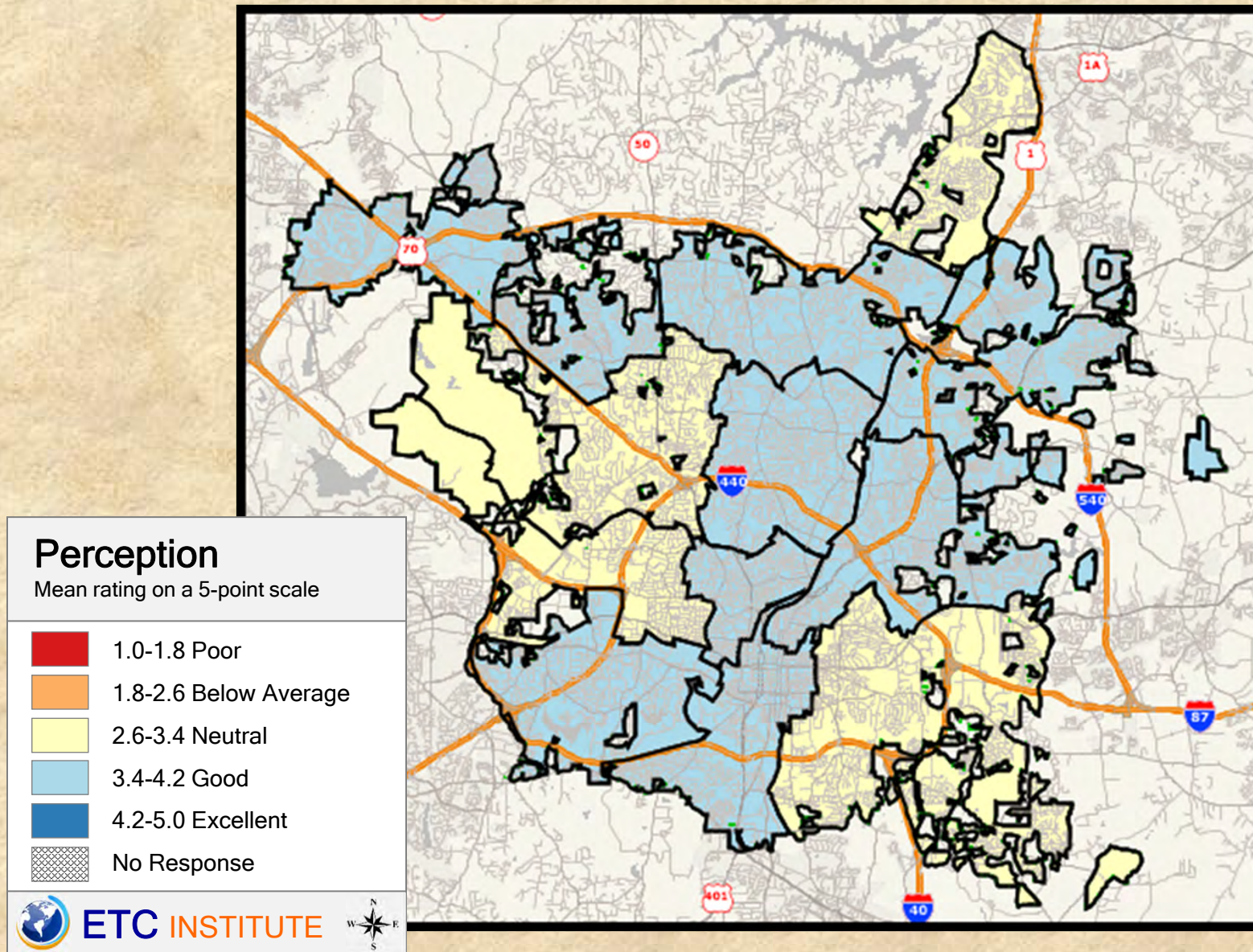
## Q6-6. Overall management of public stormwater runoff/drainage/flood control



### 2020 City of Raleigh Community Survey

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

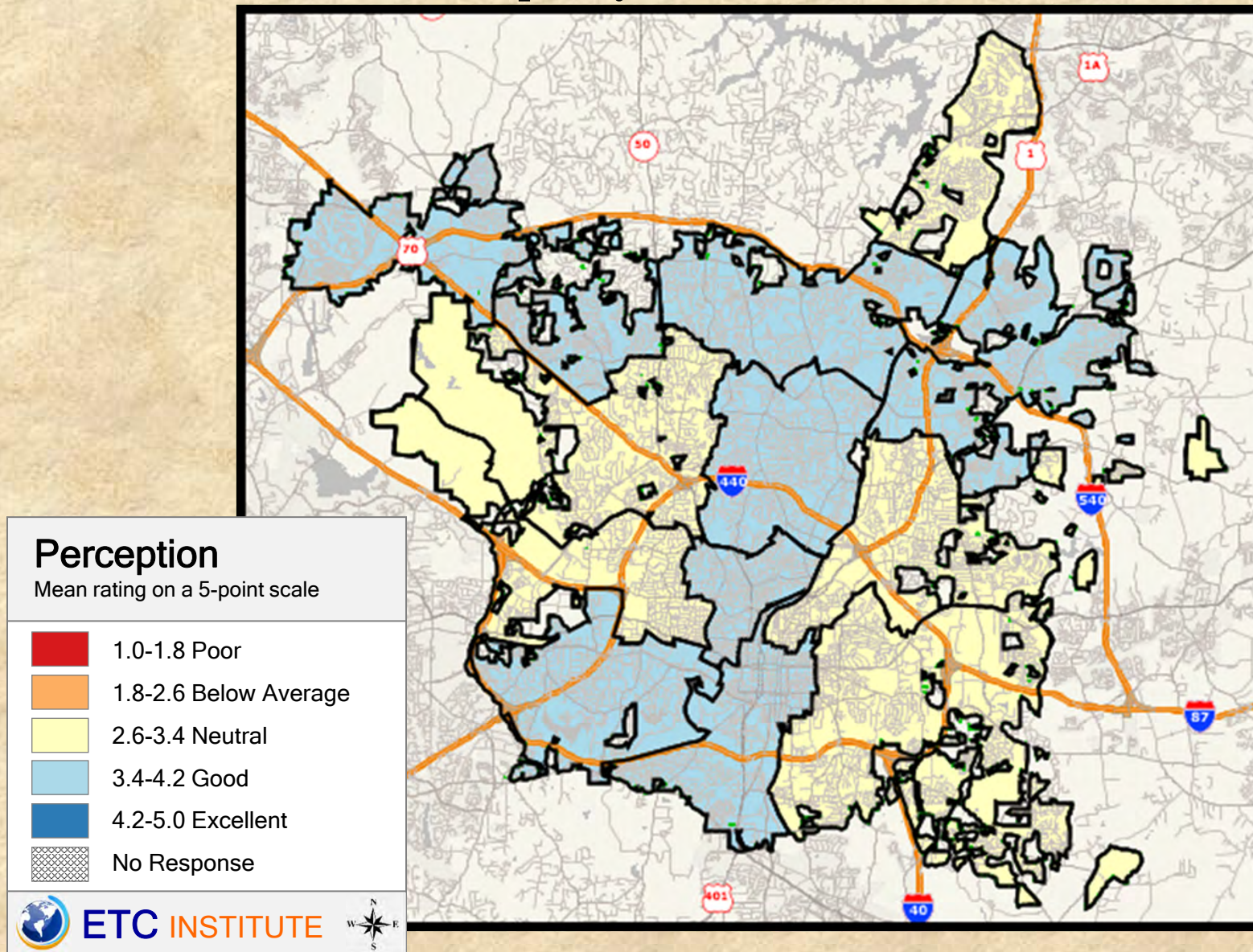
## Q6-7. The City's overall effort to protect natural resources and the environment



### 2020 City of Raleigh Community Survey

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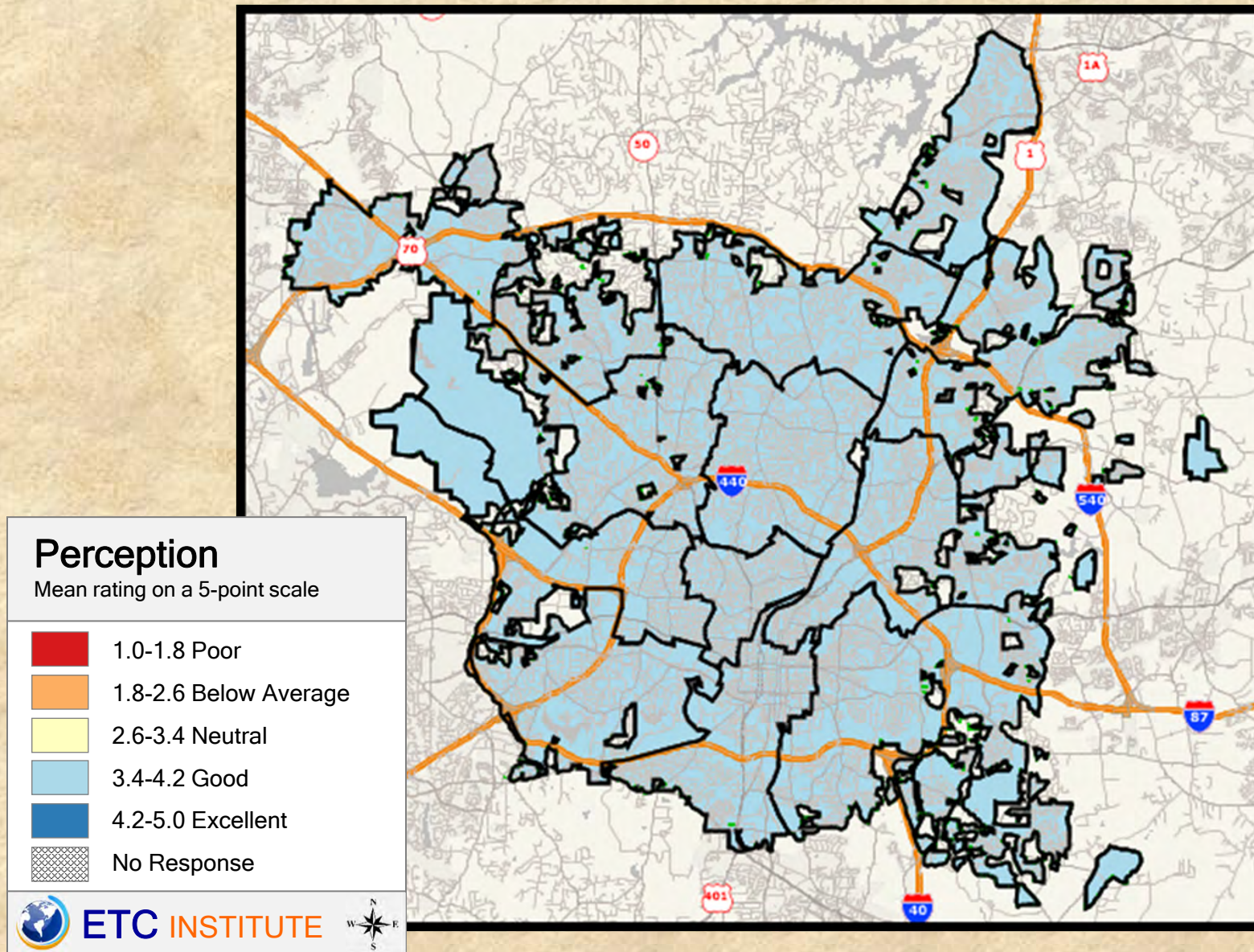
## Q6-8. The City's efforts in protecting and improving water quality in local streams and lakes



### 2020 City of Raleigh Community Survey

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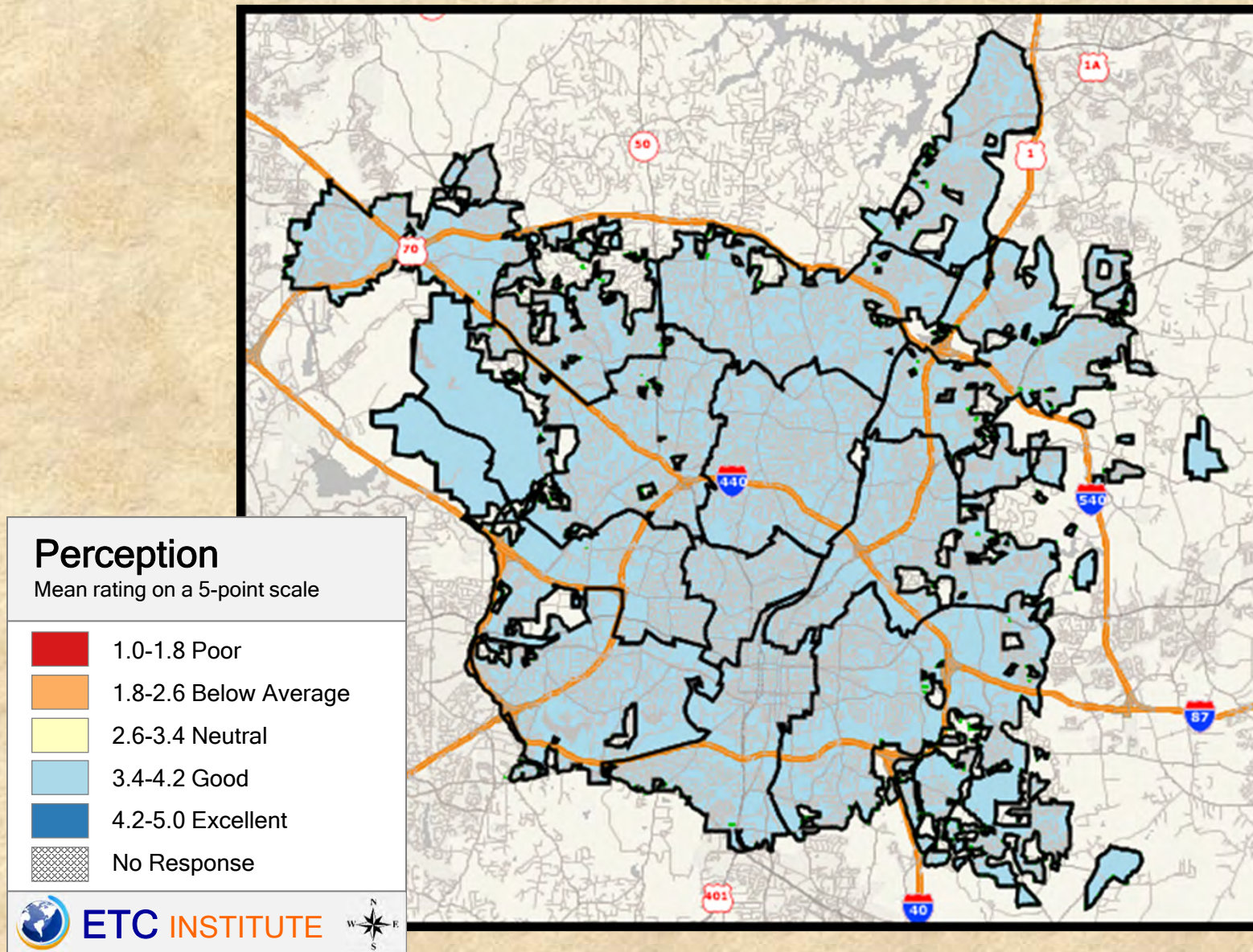
## Q6-9. Residential garbage collection services



### 2020 City of Raleigh Community Survey

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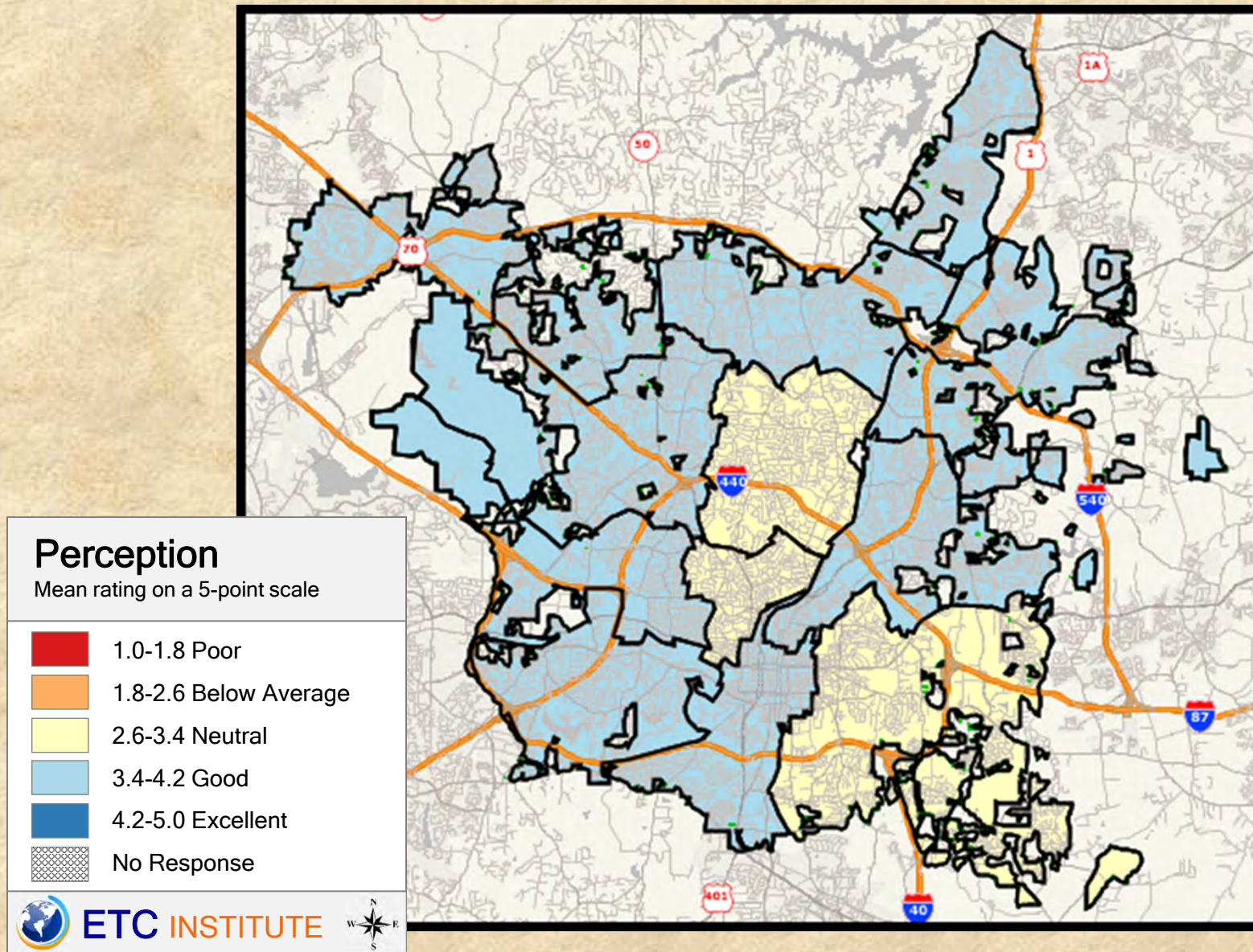
## Q6-10. Residential curbside recycling services



### 2020 City of Raleigh Community Survey

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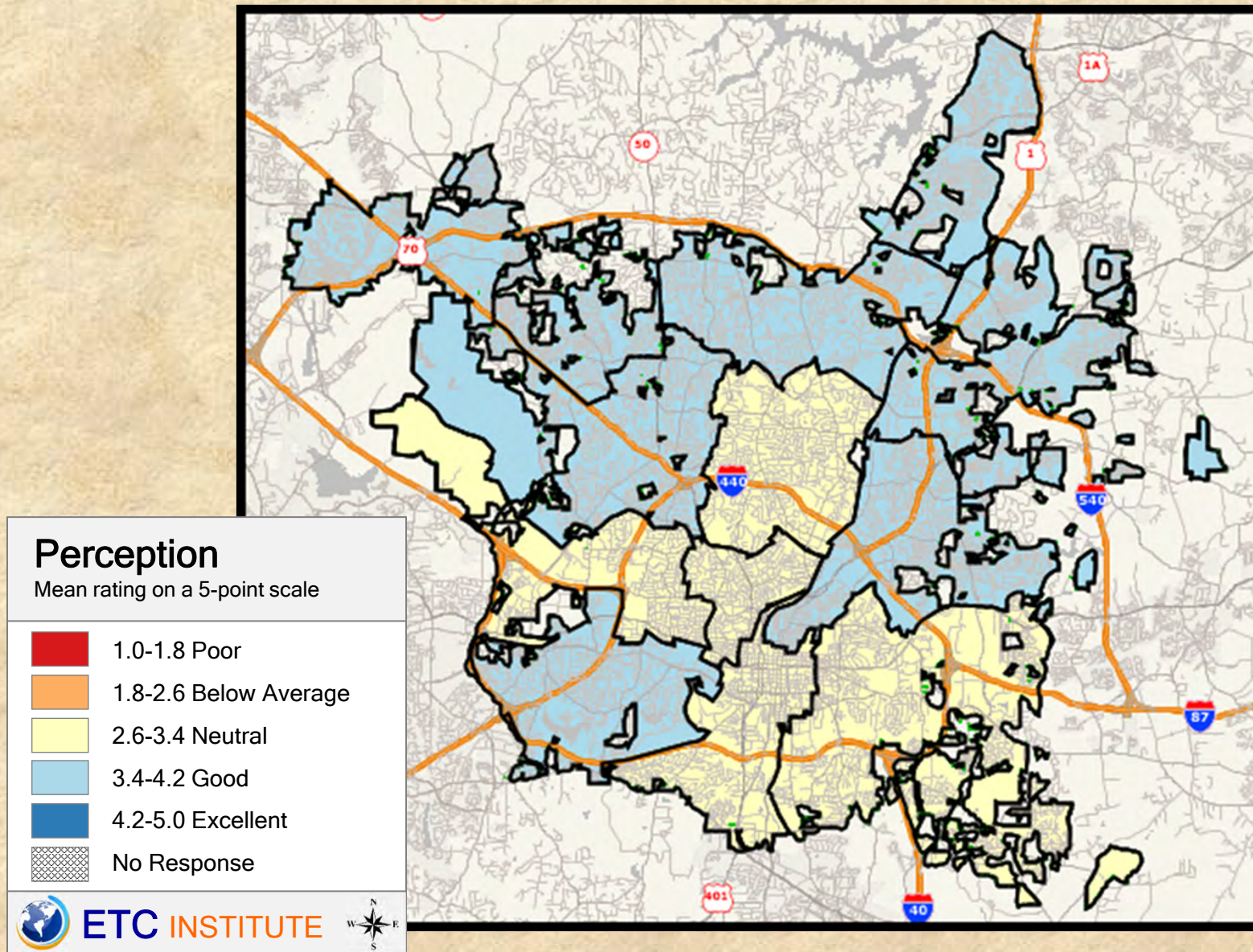
## Q6-11. Residential yard waste collection services



### 2020 City of Raleigh Community Survey

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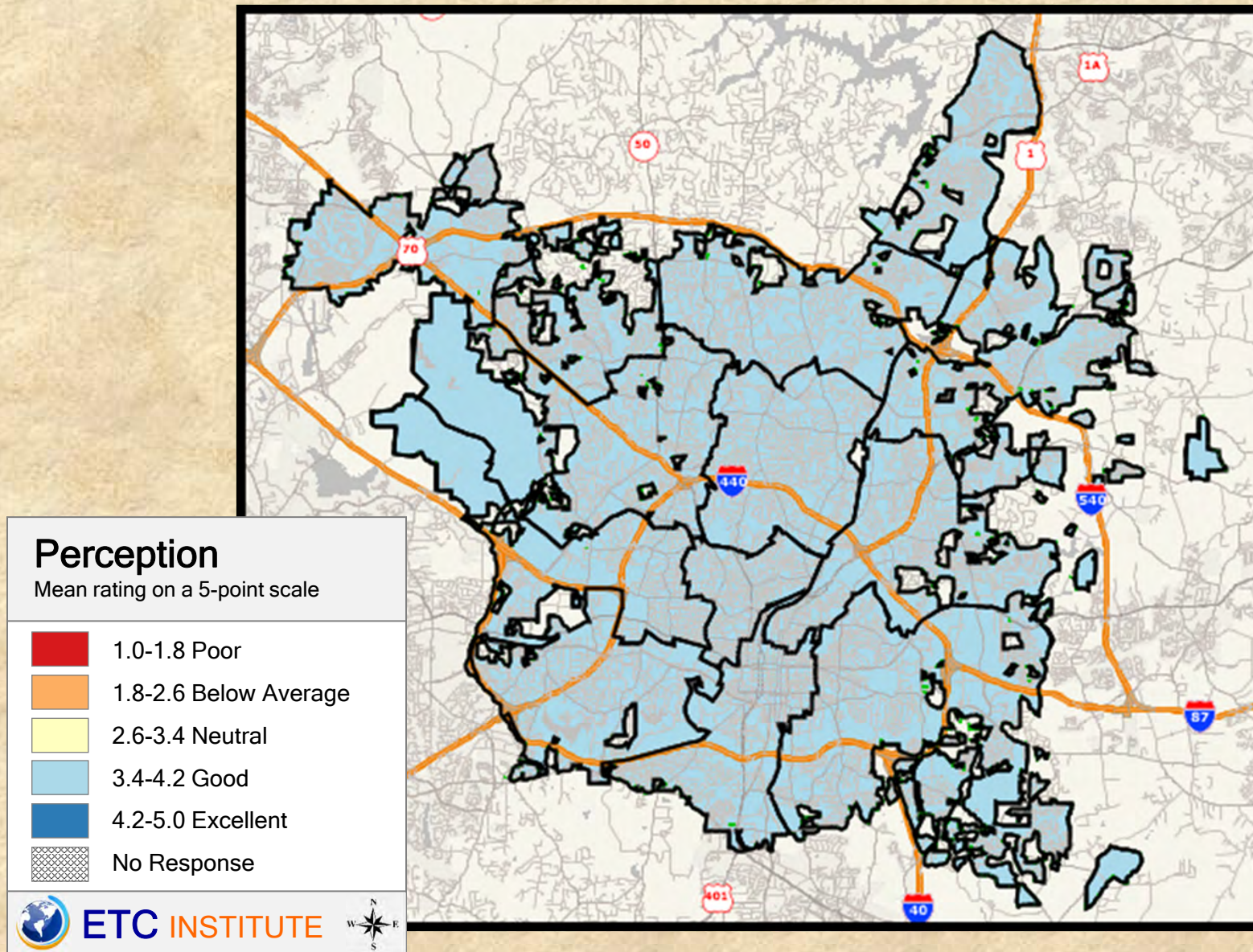
## Q6-12. Bulky item pick-up/removal services



### 2020 City of Raleigh Community Survey

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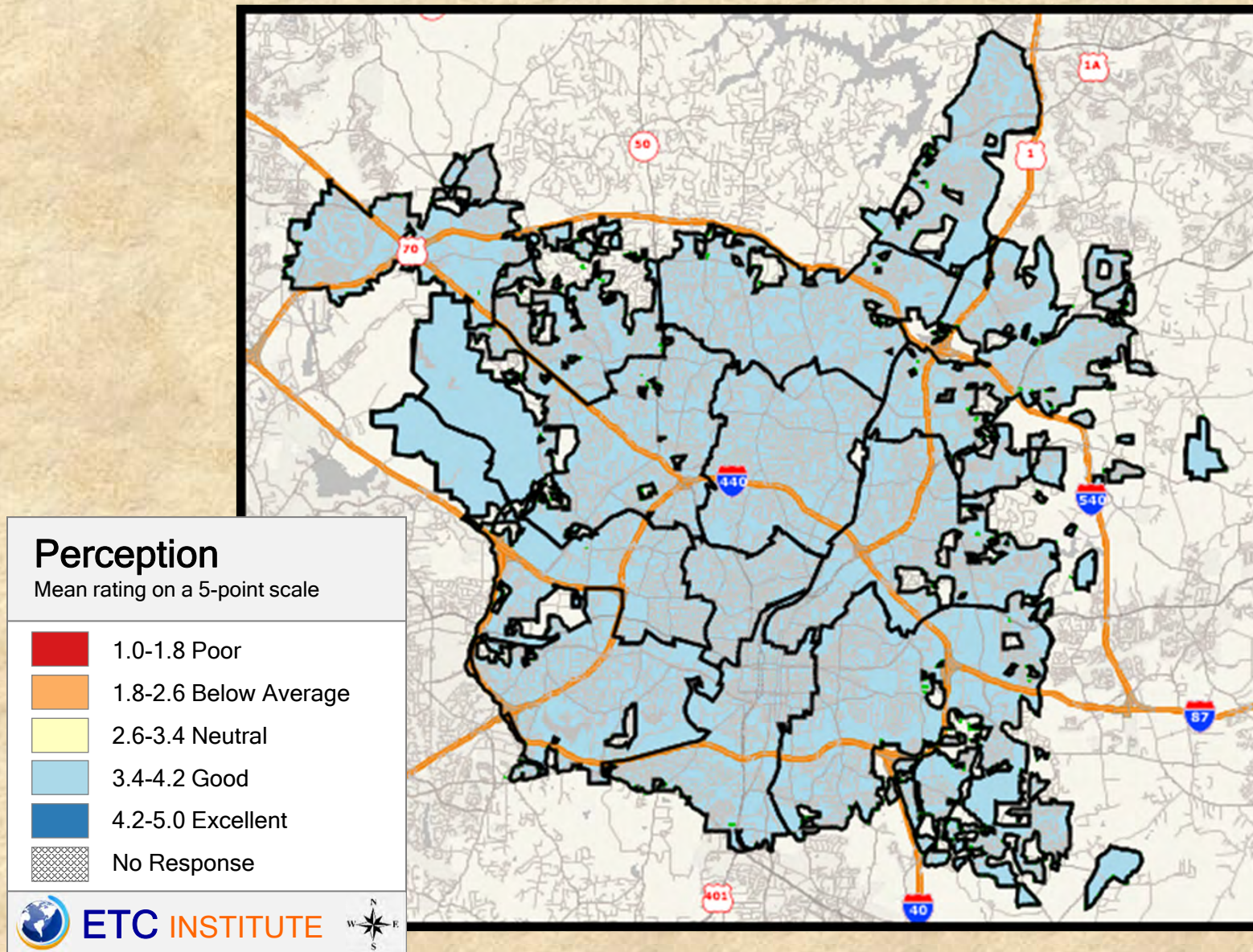
## Q9-1. Overall quality of services provided by the City of Raleigh



### 2020 City of Raleigh Community Survey

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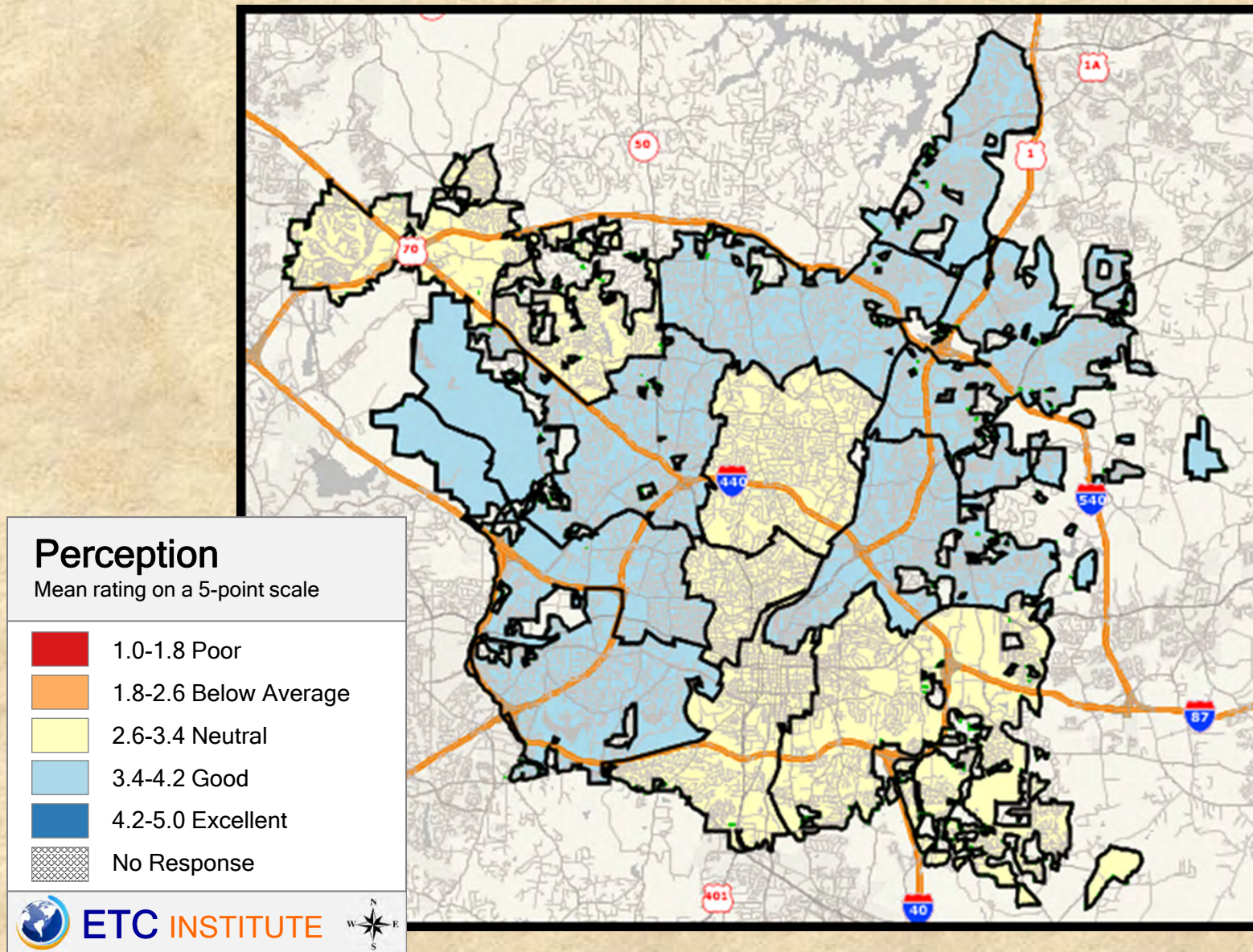
## Q9-2. Quality of customer service you receive from City employees



### 2020 City of Raleigh Community Survey

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

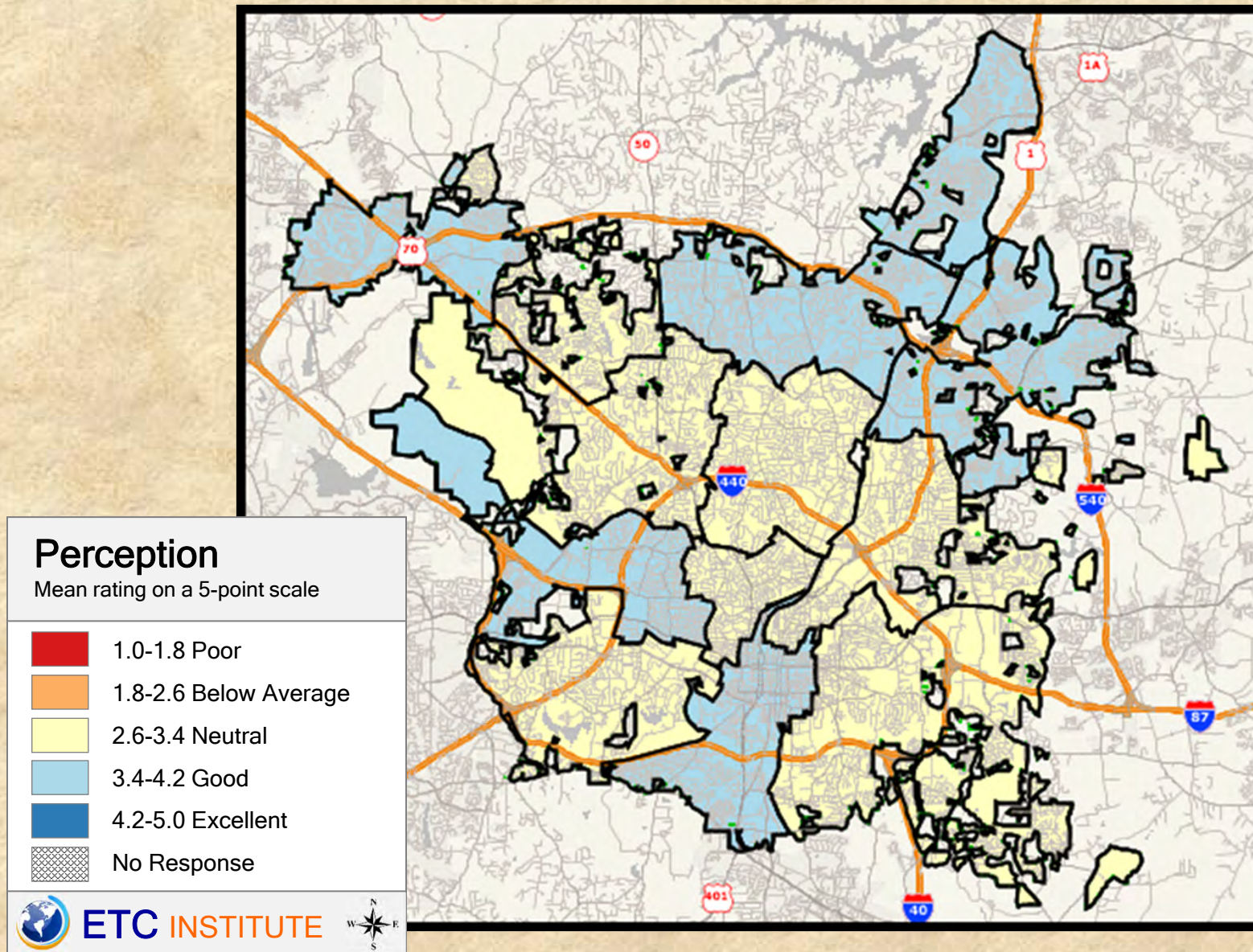
## Q9-3. Overall knowledge of City employees



### 2020 City of Raleigh Community Survey

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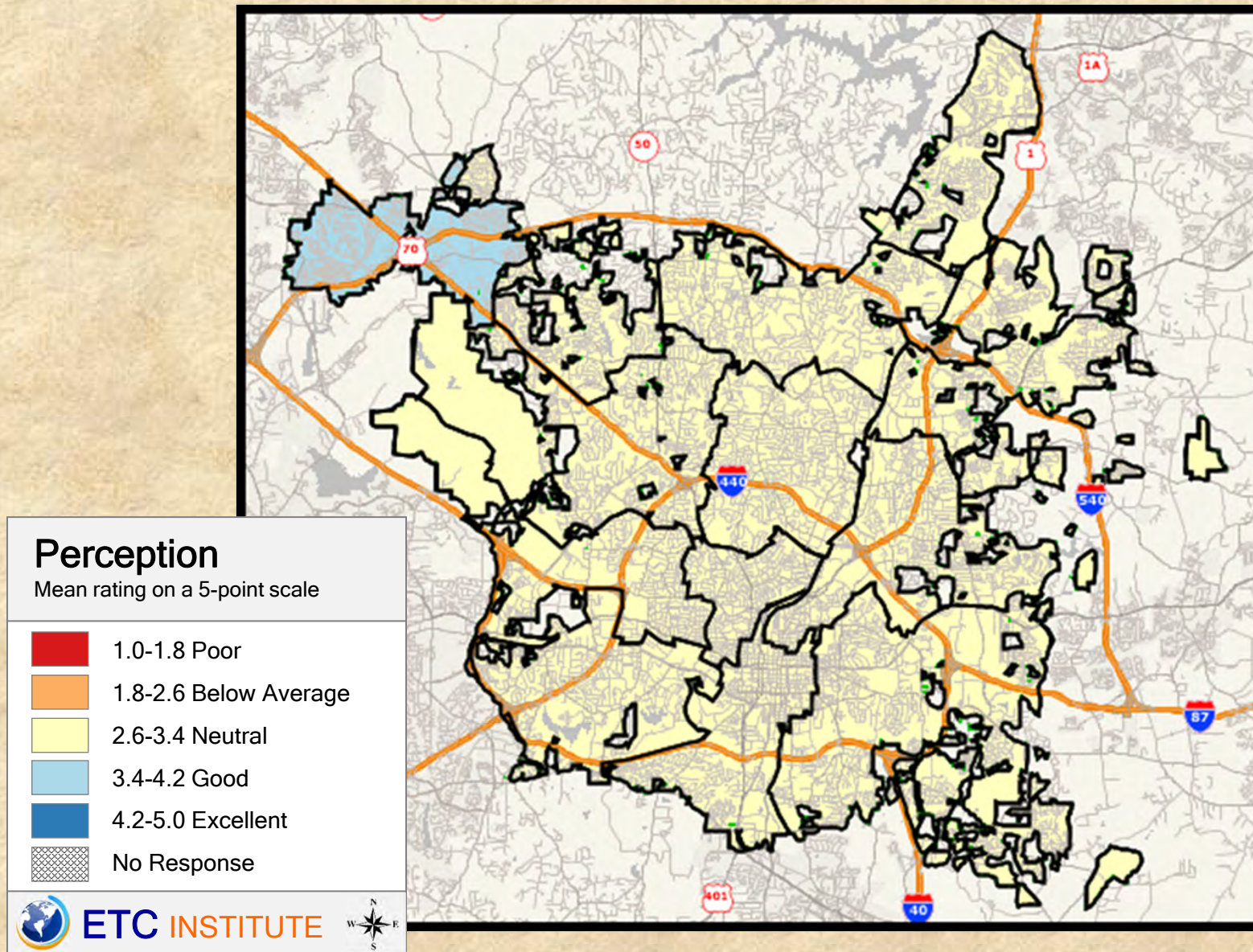
## Q9-4. Effectiveness of City communication with the public



### 2020 City of Raleigh Community Survey

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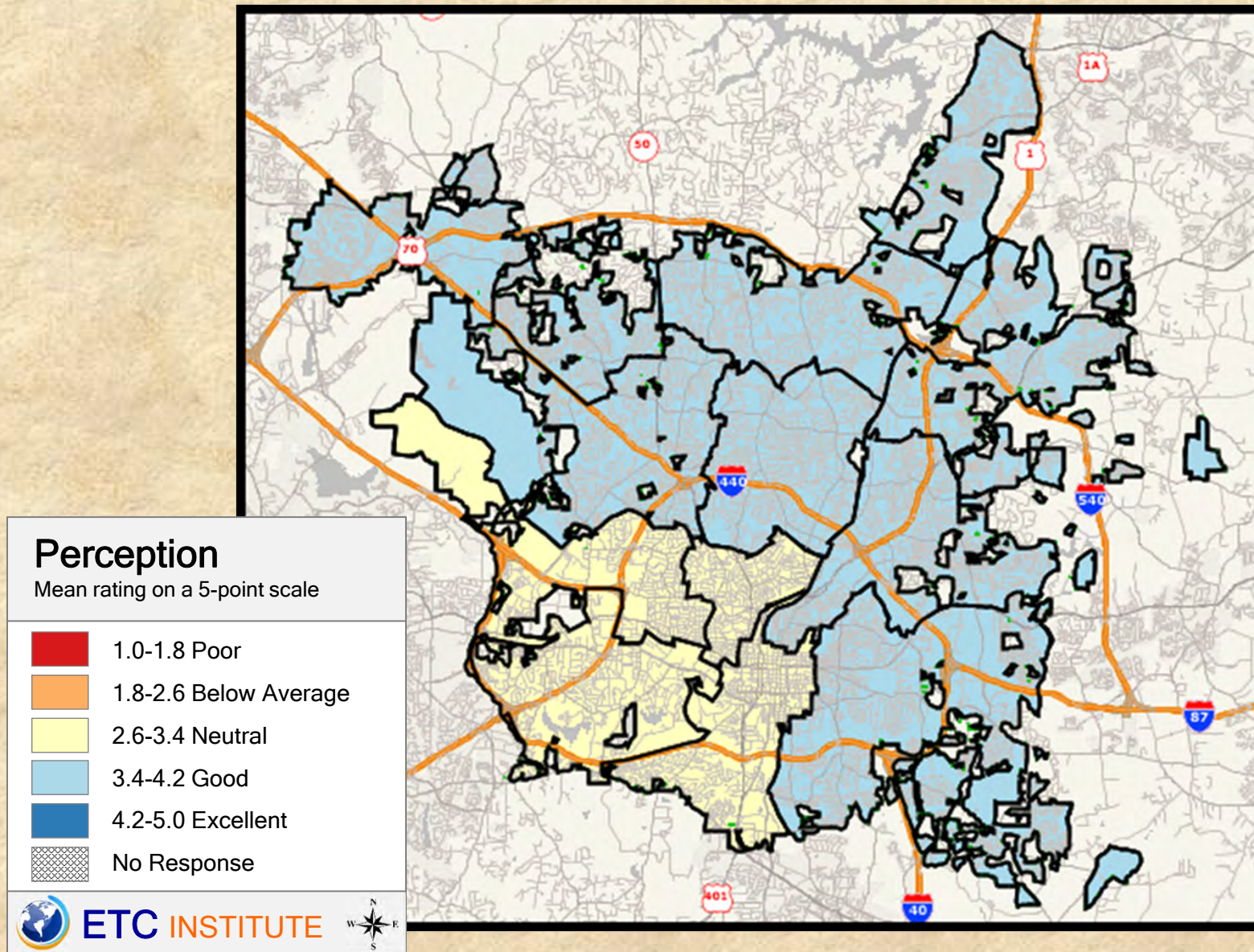
## Q9-5. The job Raleigh does at welcoming community member involvement



### 2020 City of Raleigh Community Survey

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

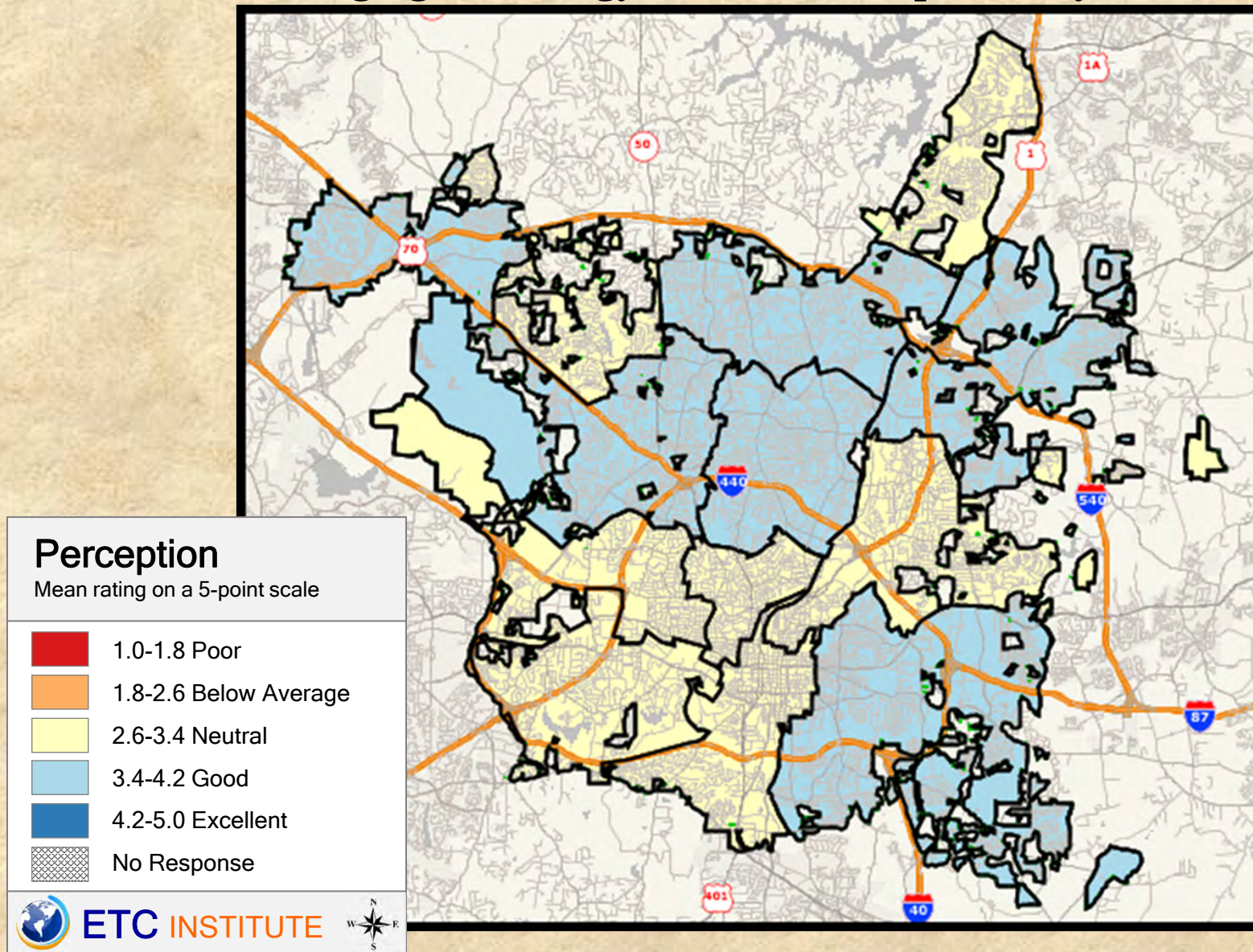
## Q9-6. Your ability to access the information you need about the City of Raleigh



### 2020 City of Raleigh Community Survey

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

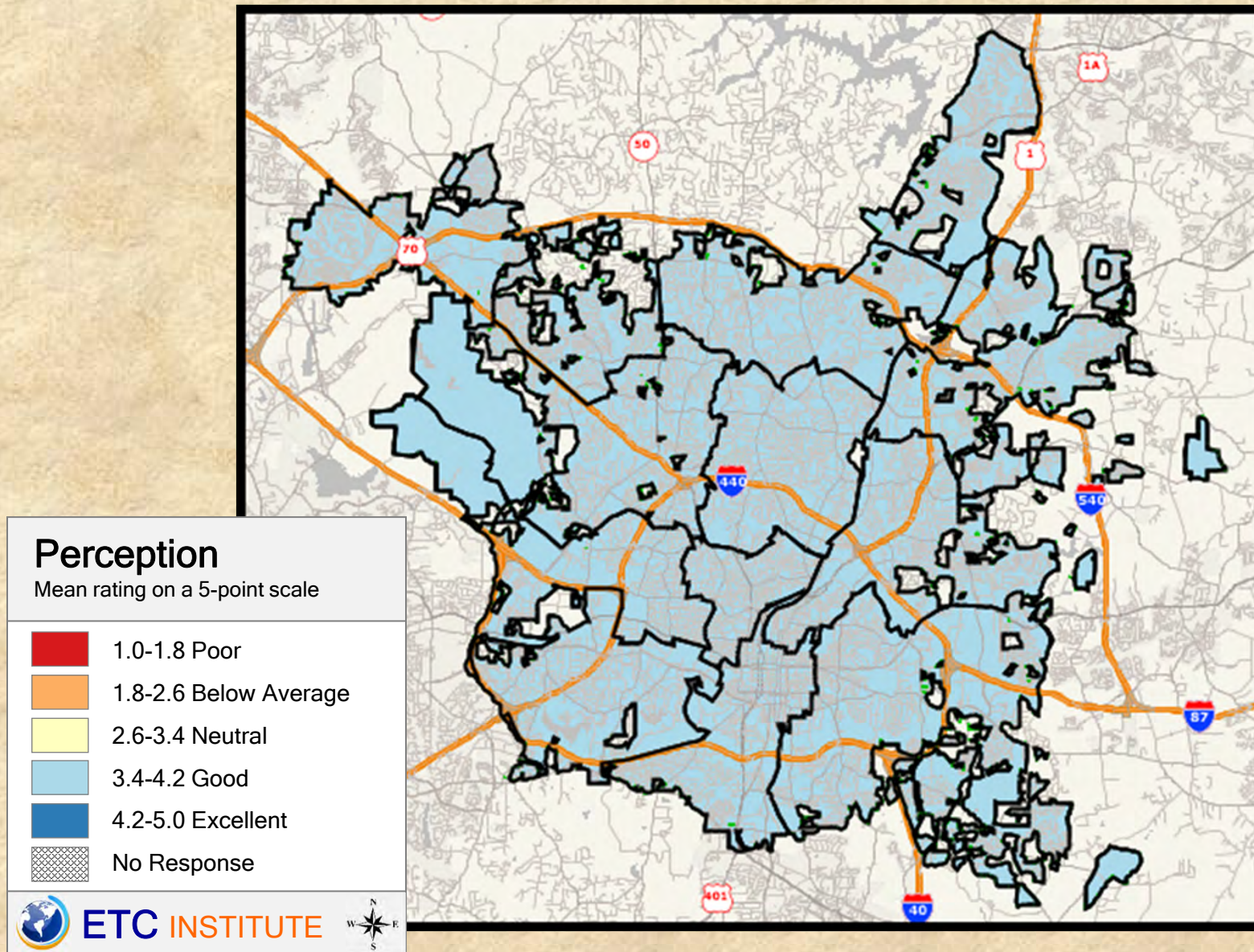
## Q9-7. City of Raleigh as a smart city in terms of using emerging technology and data to improve city services



### 2020 City of Raleigh Community Survey

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

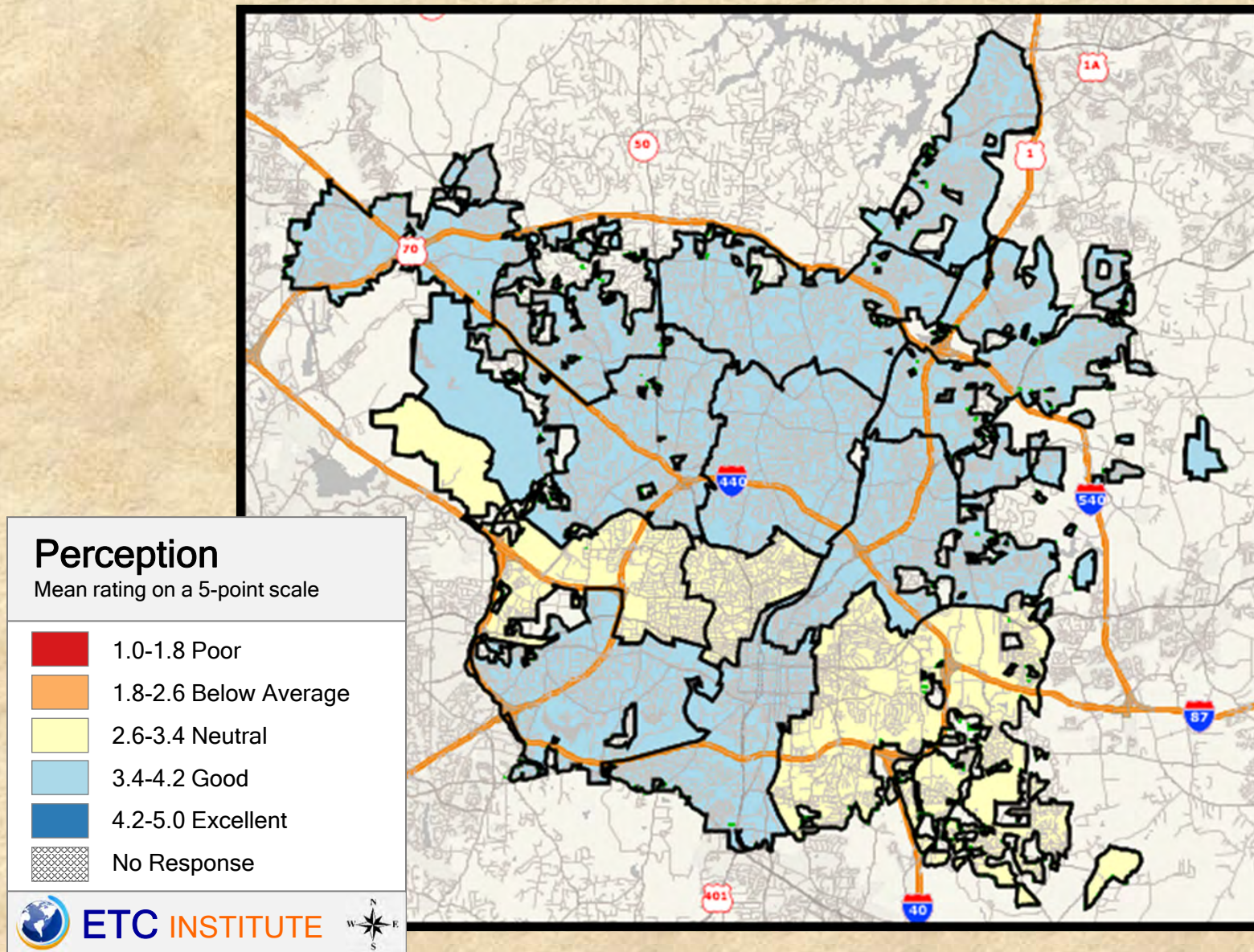
## Q9-8. Water and wastewater customer service



### 2020 City of Raleigh Community Survey

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

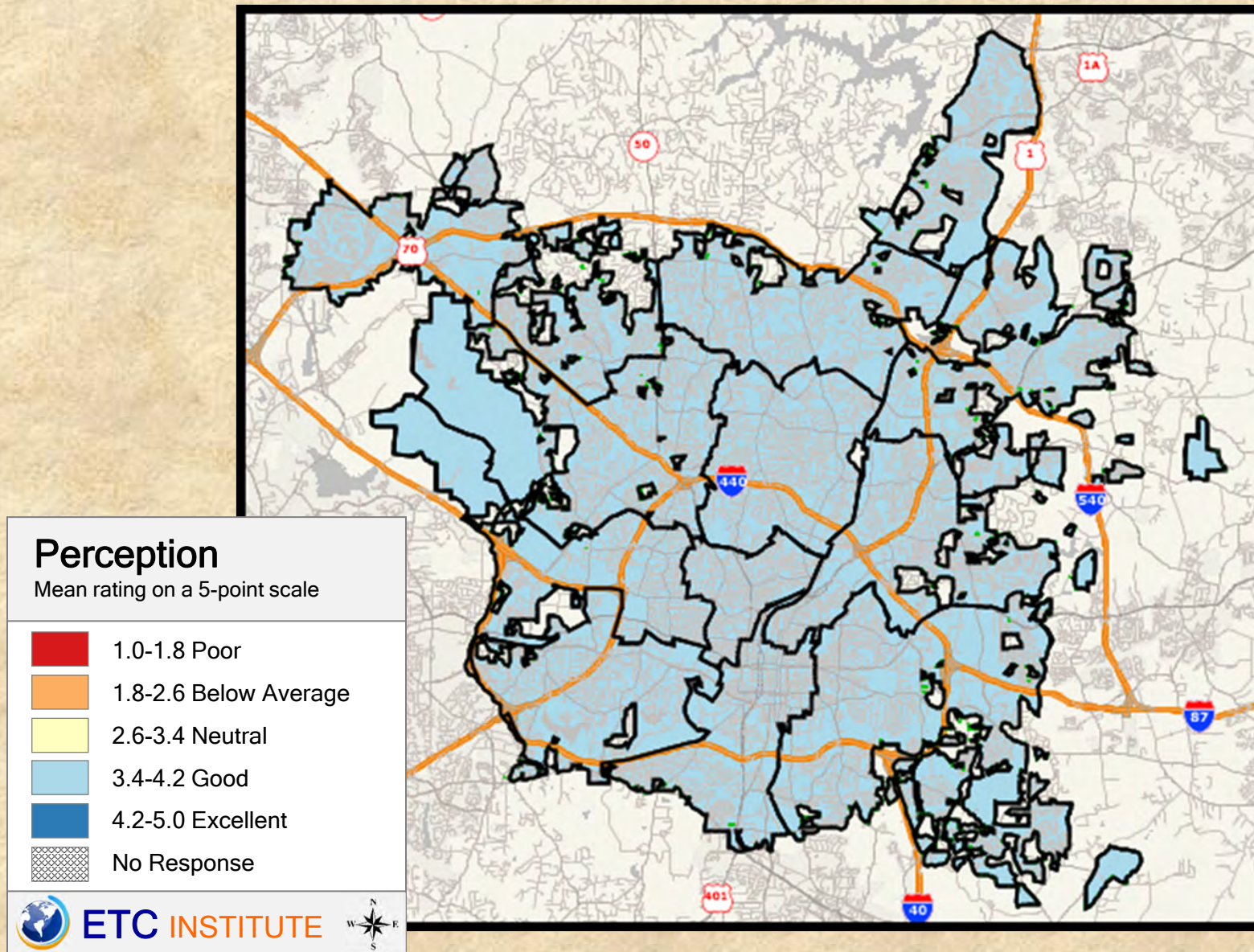
## Q9-9. Stormwater customer service



## 2020 City of Raleigh Community Survey

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

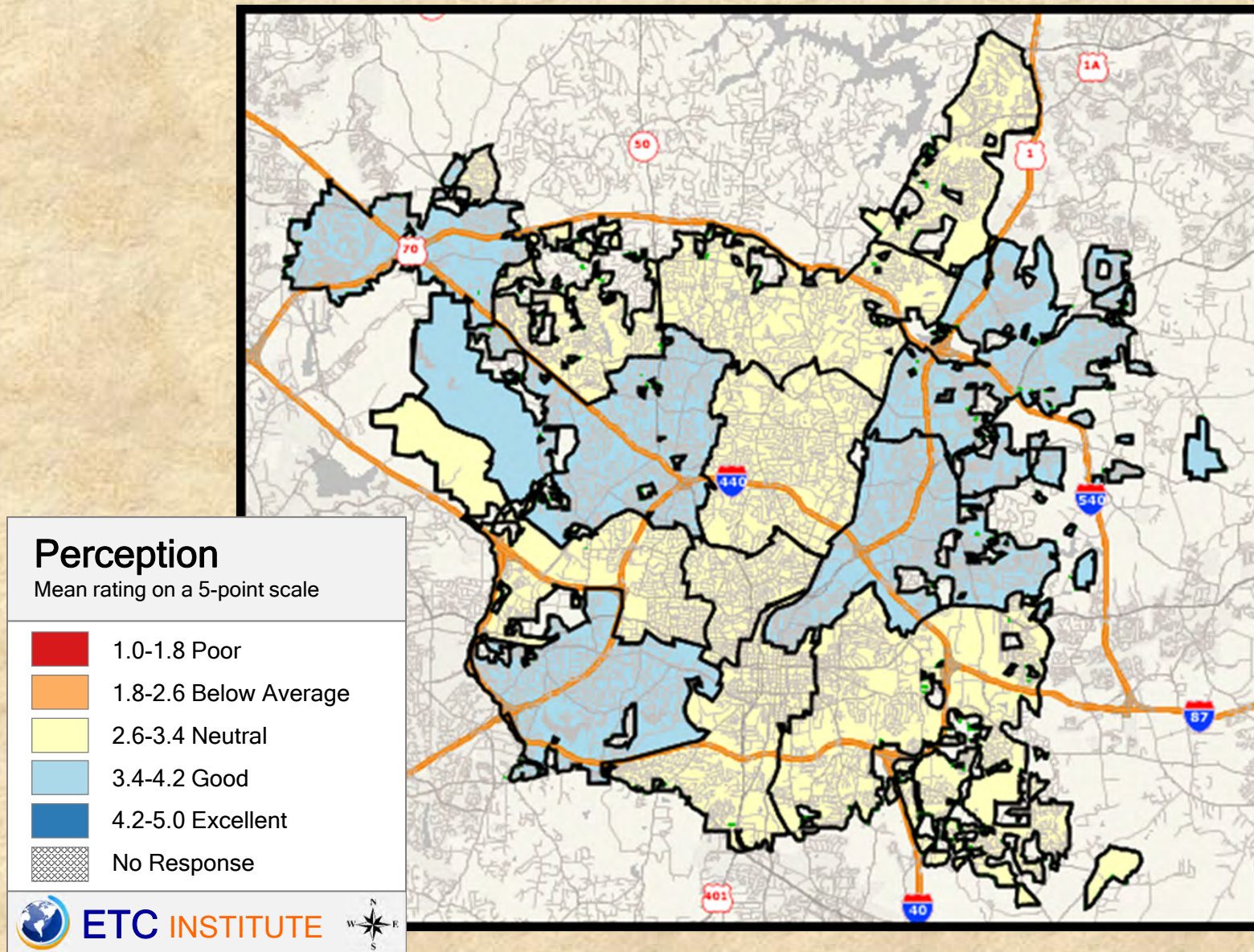
## Q9-10. Solid waste customer service



## 2020 City of Raleigh Community Survey

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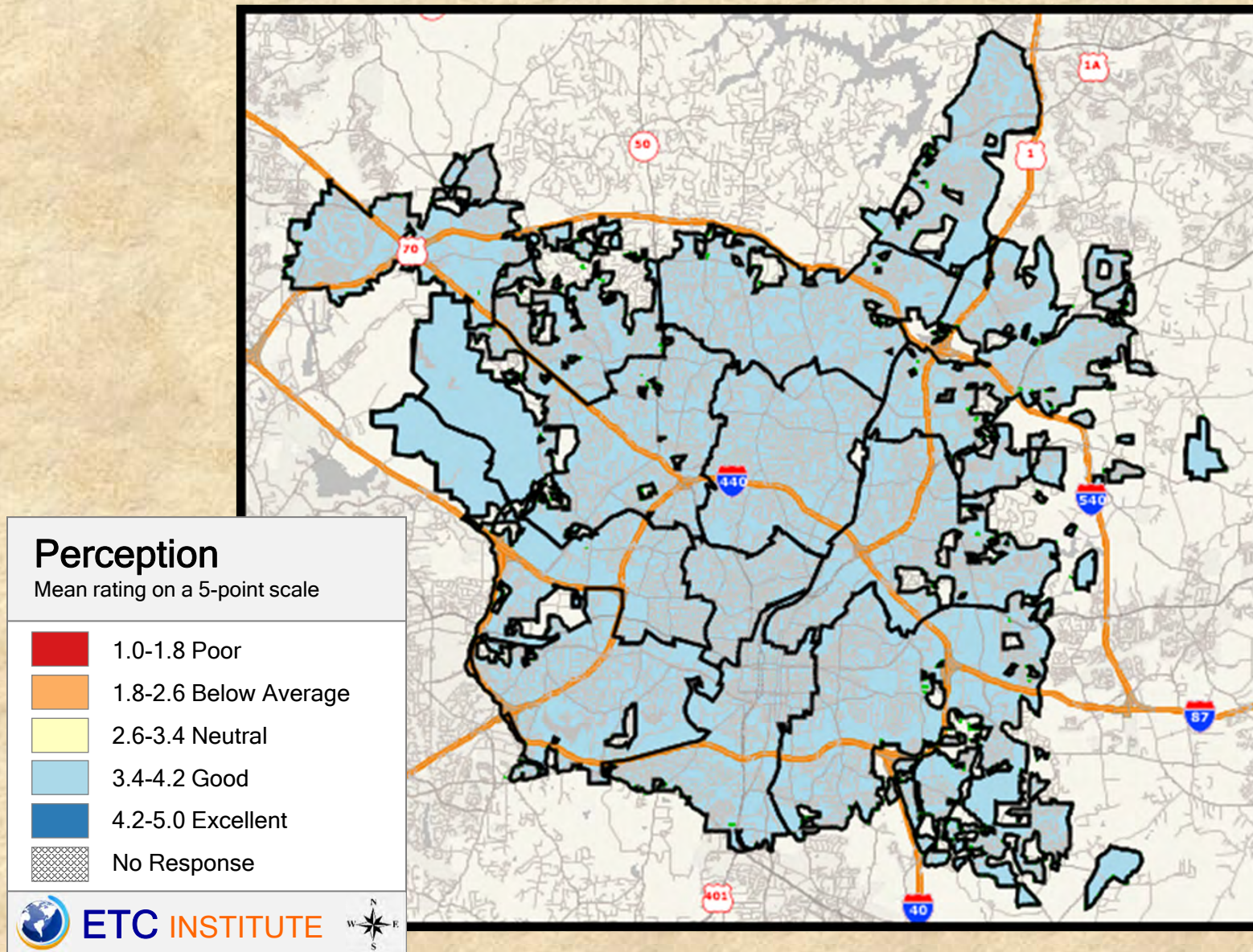
## Q9-11. Development Services customer service



### 2020 City of Raleigh Community Survey

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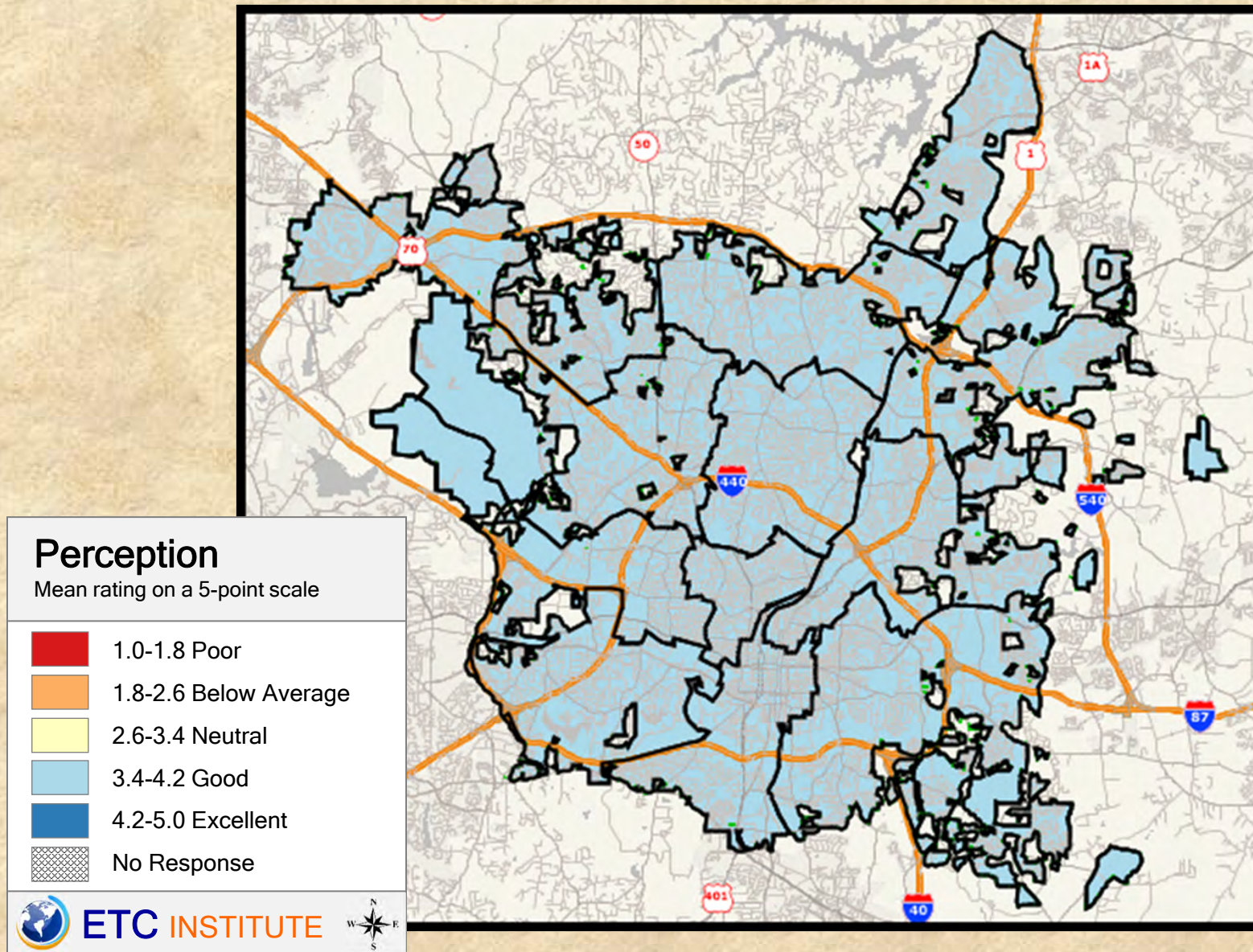
## Q9-12. Parks, Recreation, and Cultural Resources customer service



### 2020 City of Raleigh Community Survey

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

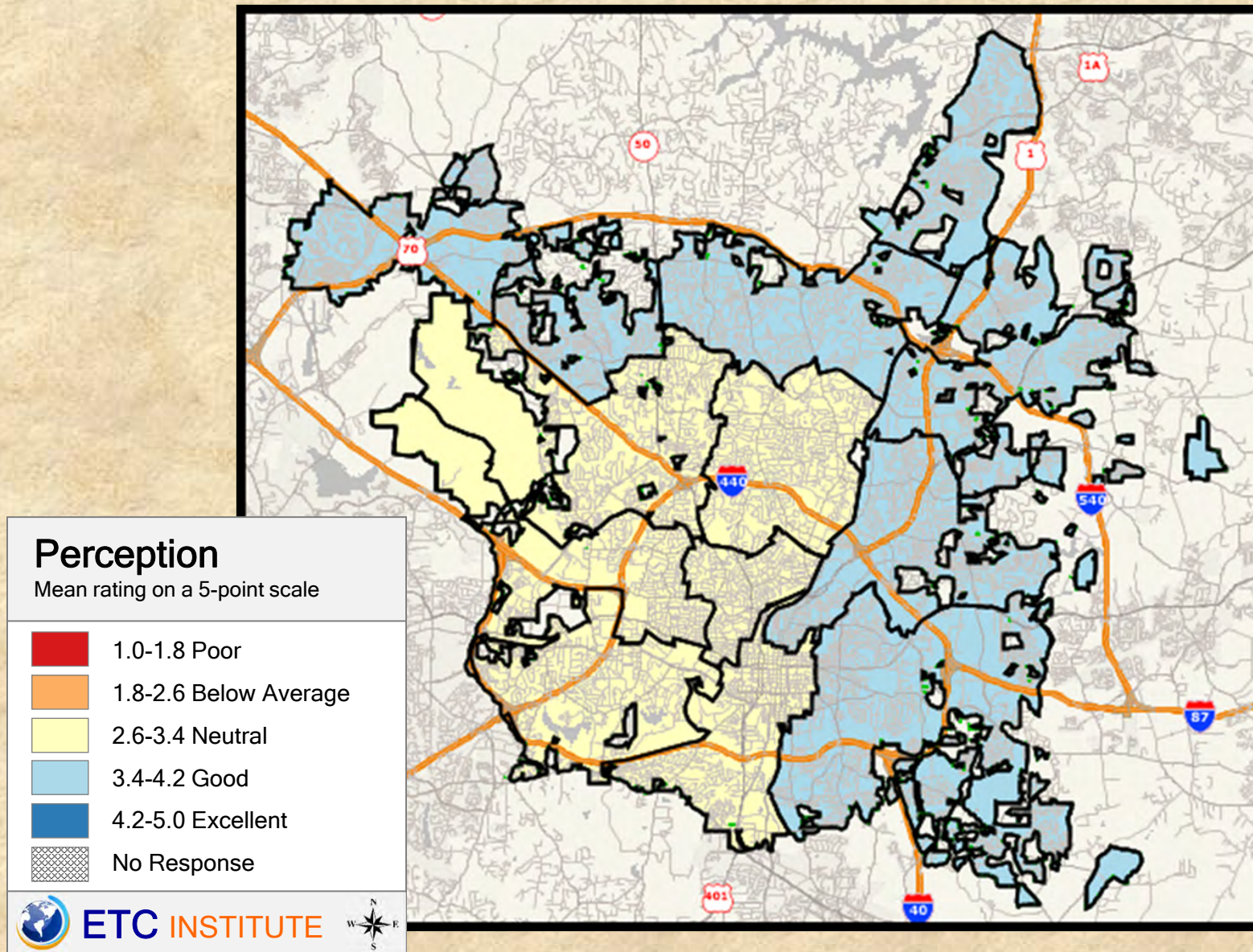
## Q9-13. City Utility Billing and Payment customer service



### 2020 City of Raleigh Community Survey

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

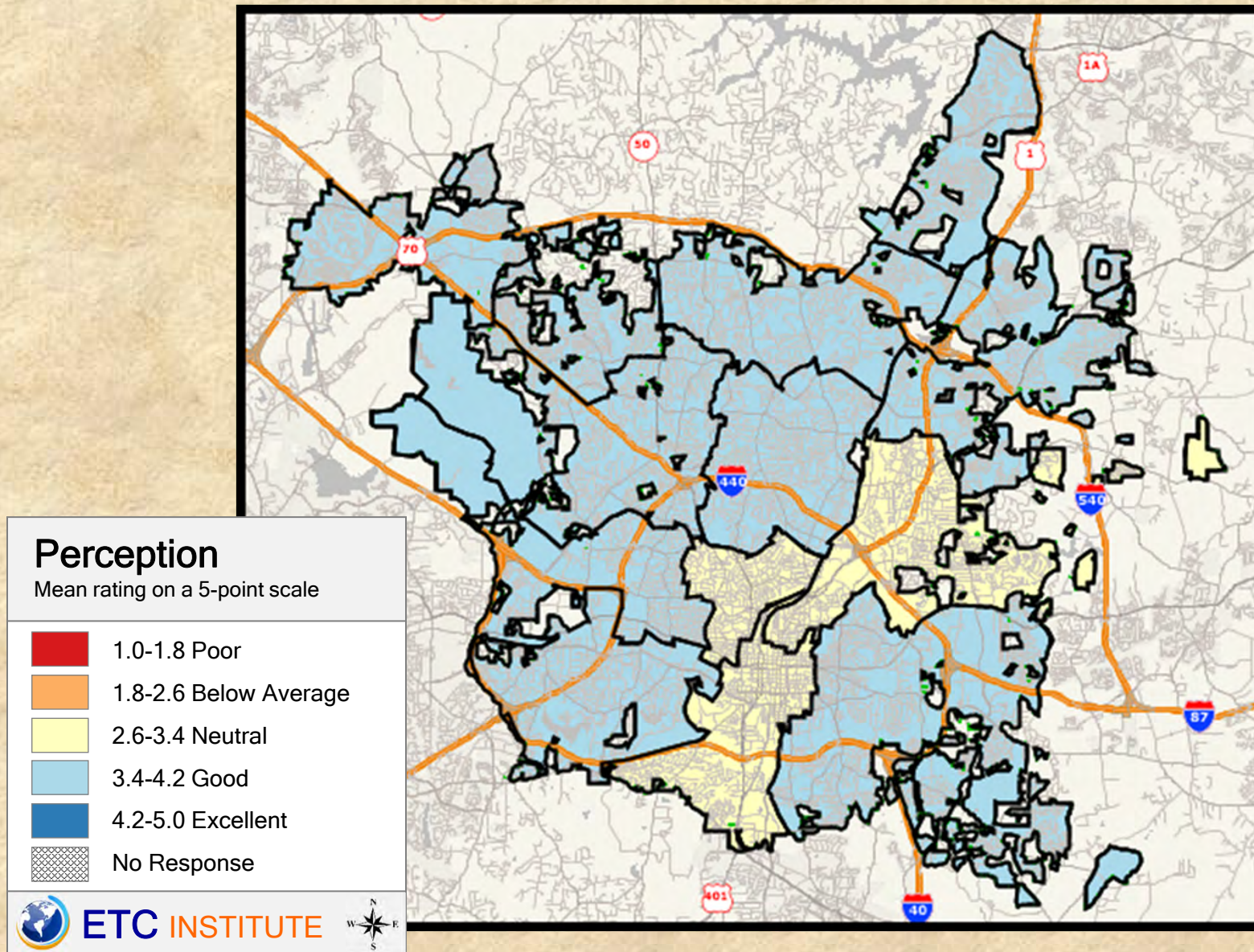
## Q9-14. Contacting City of Raleigh employees



### 2020 City of Raleigh Community Survey

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

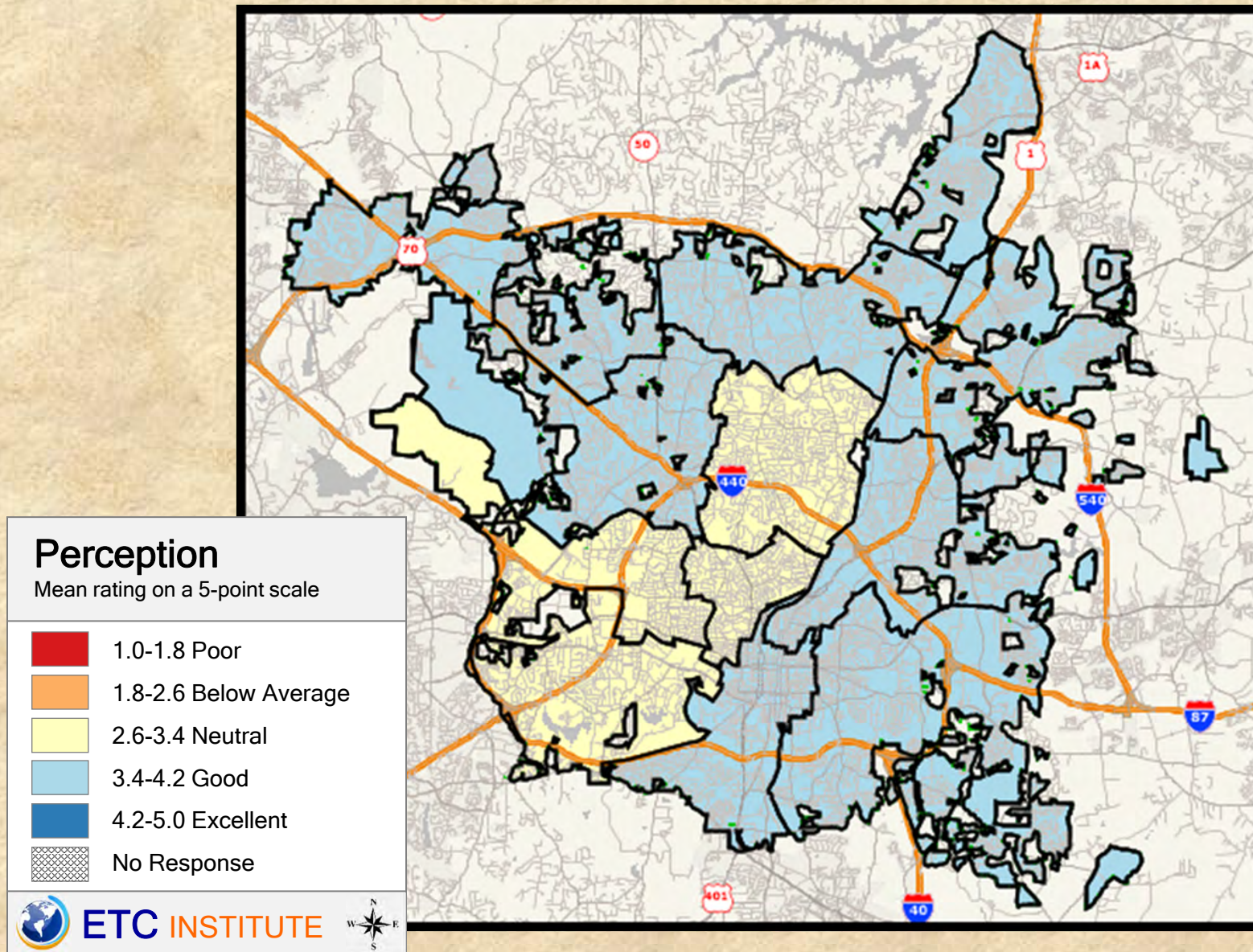
## Q9-15. Making a service request



### 2020 City of Raleigh Community Survey

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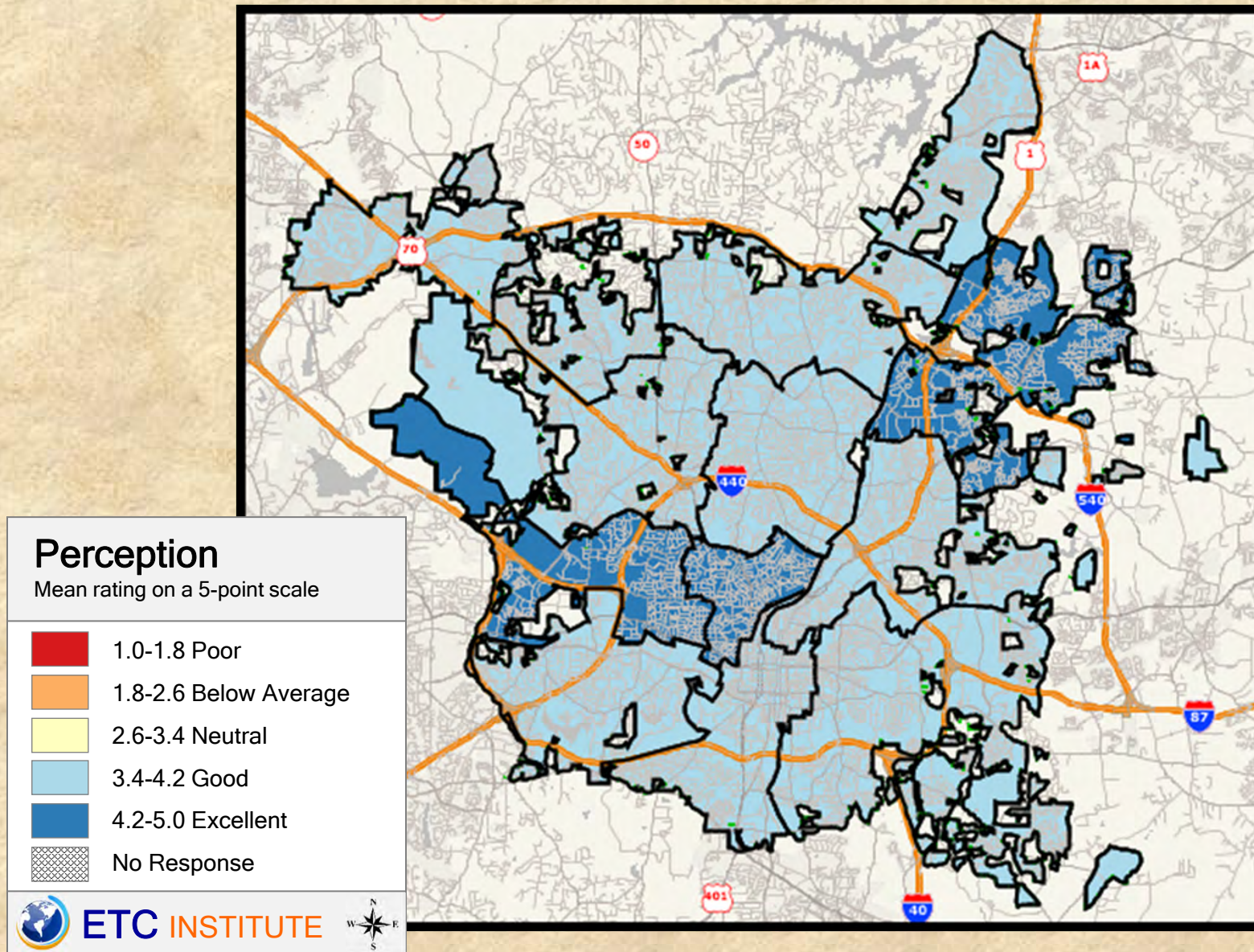
## Q9-16. Locating information on the City's website



### 2020 City of Raleigh Community Survey

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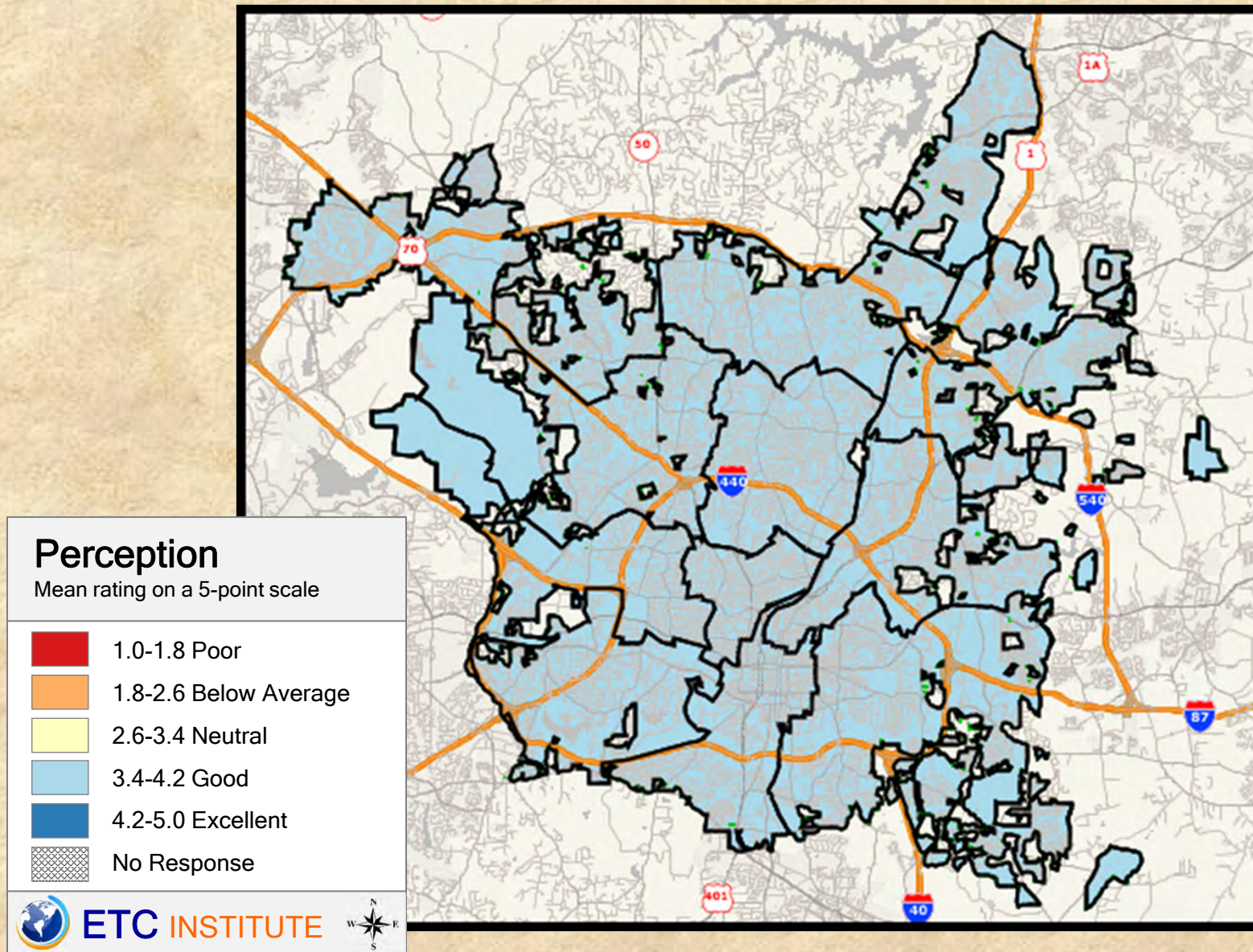
## Q9-17. Paying City utility bill



## 2020 City of Raleigh Community Survey

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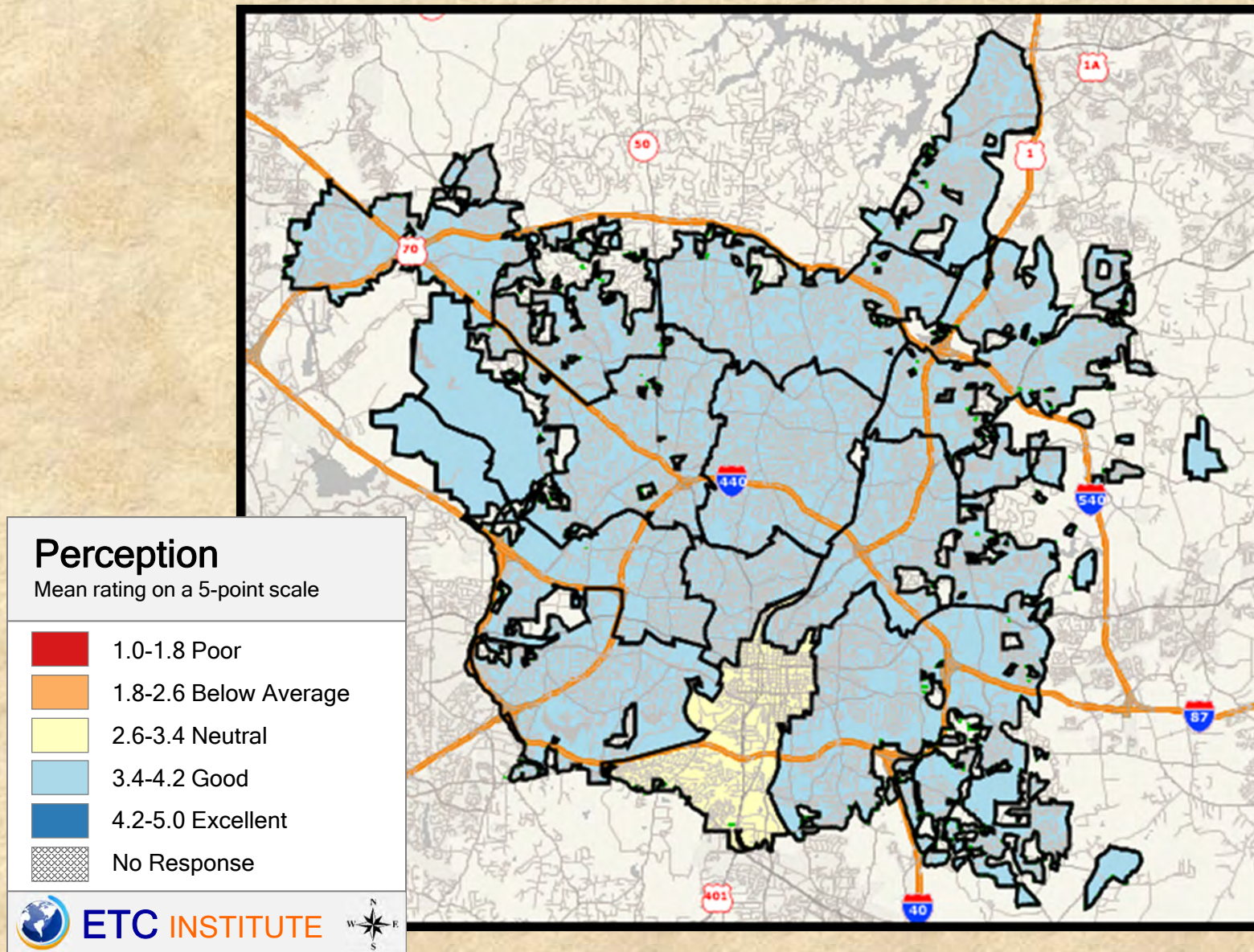
## Q9-18. Paying fees for parks and recreation programs



### 2020 City of Raleigh Community Survey

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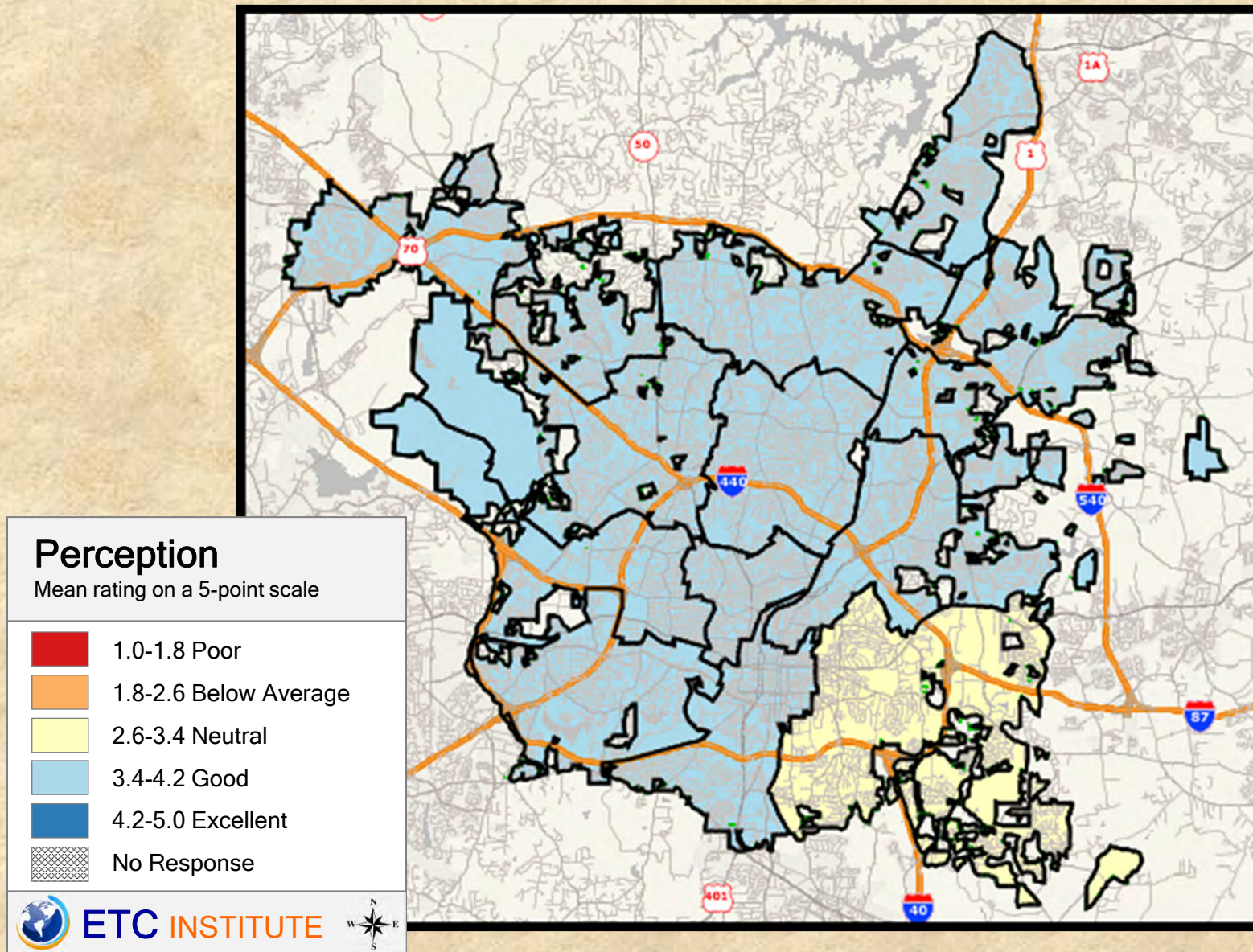
## Q12-1. Quality of police services



### 2020 City of Raleigh Community Survey

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

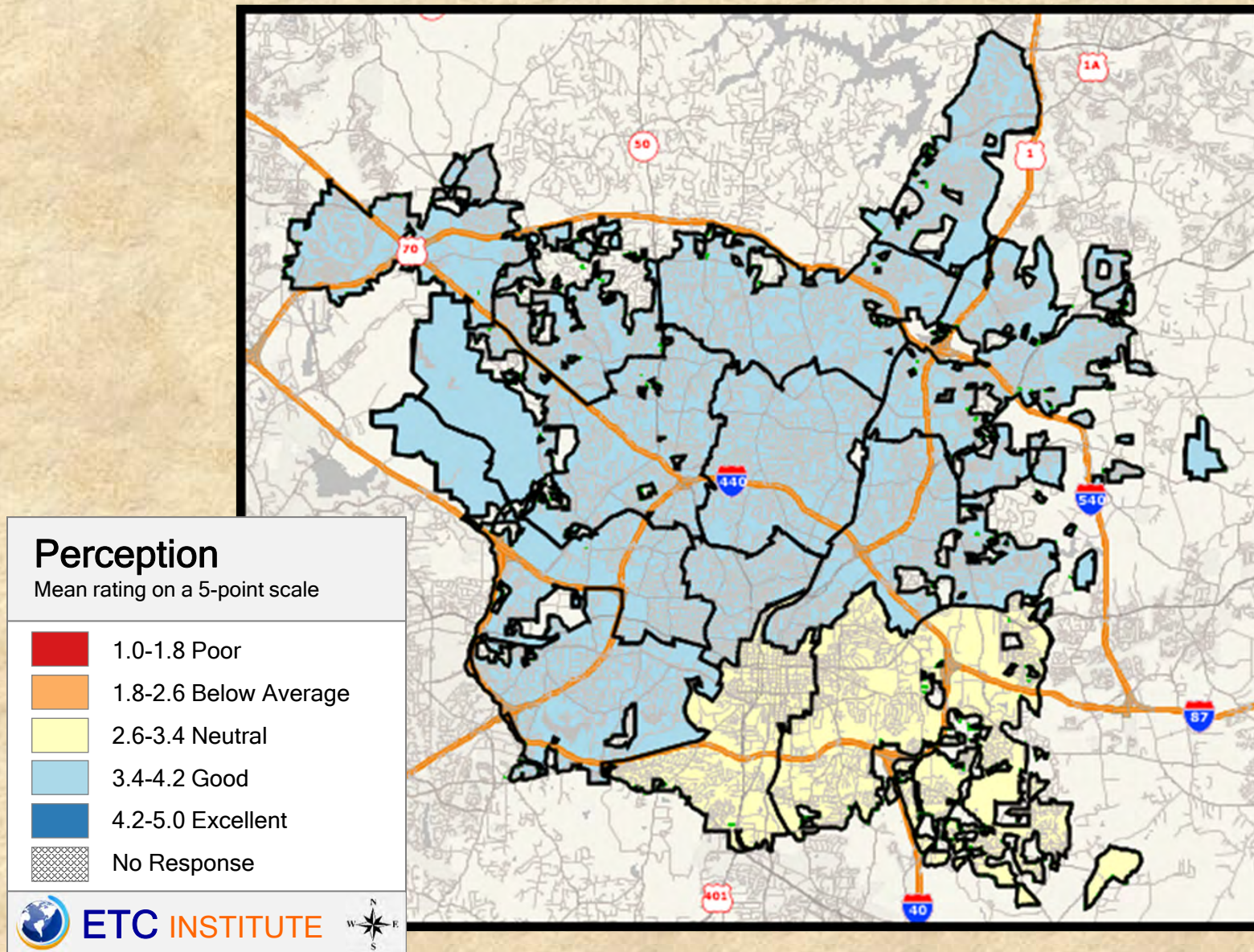
## Q12-2. Response time for police services



### 2020 City of Raleigh Community Survey

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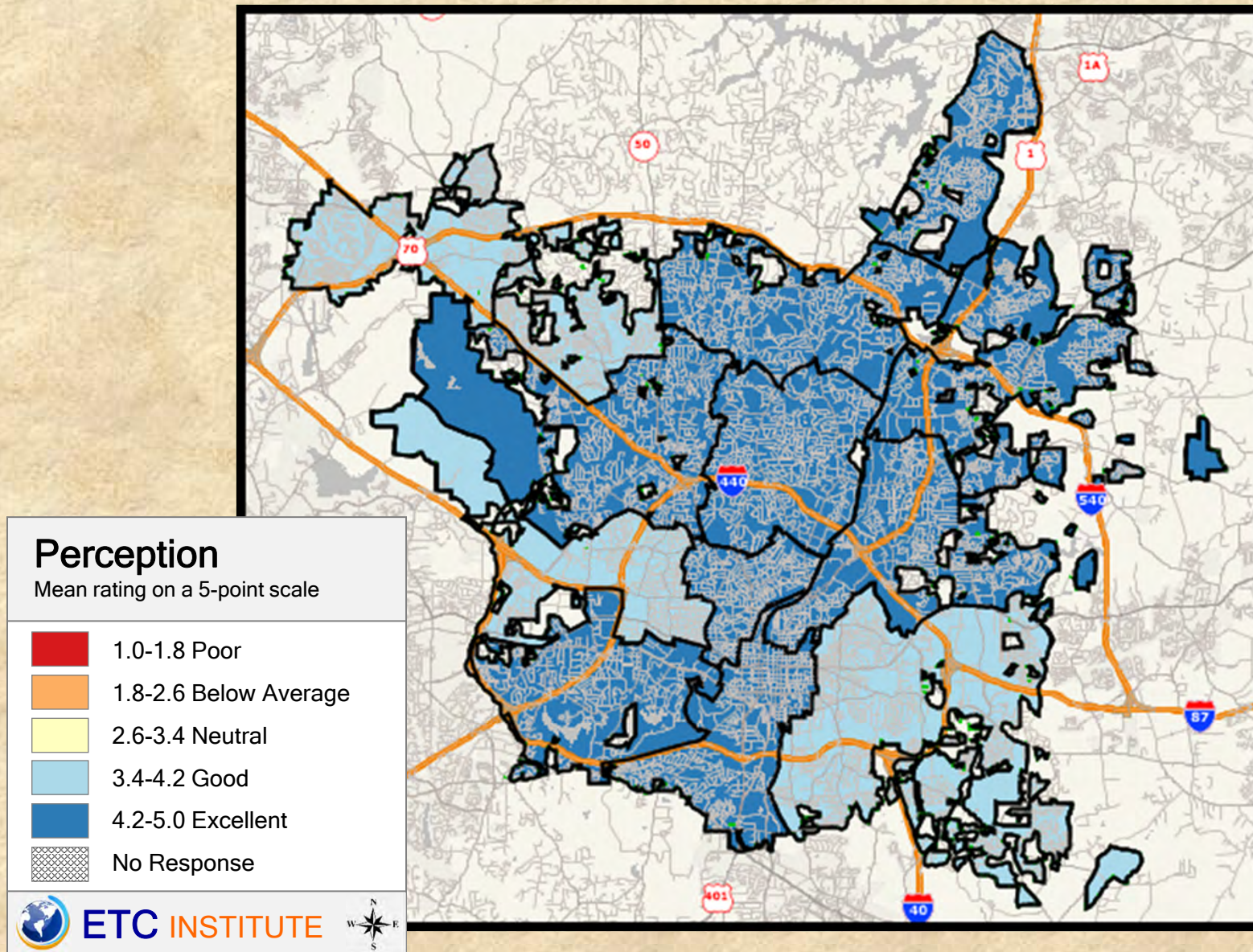
## Q12-3. Overall police relationship with your community



### 2020 City of Raleigh Community Survey

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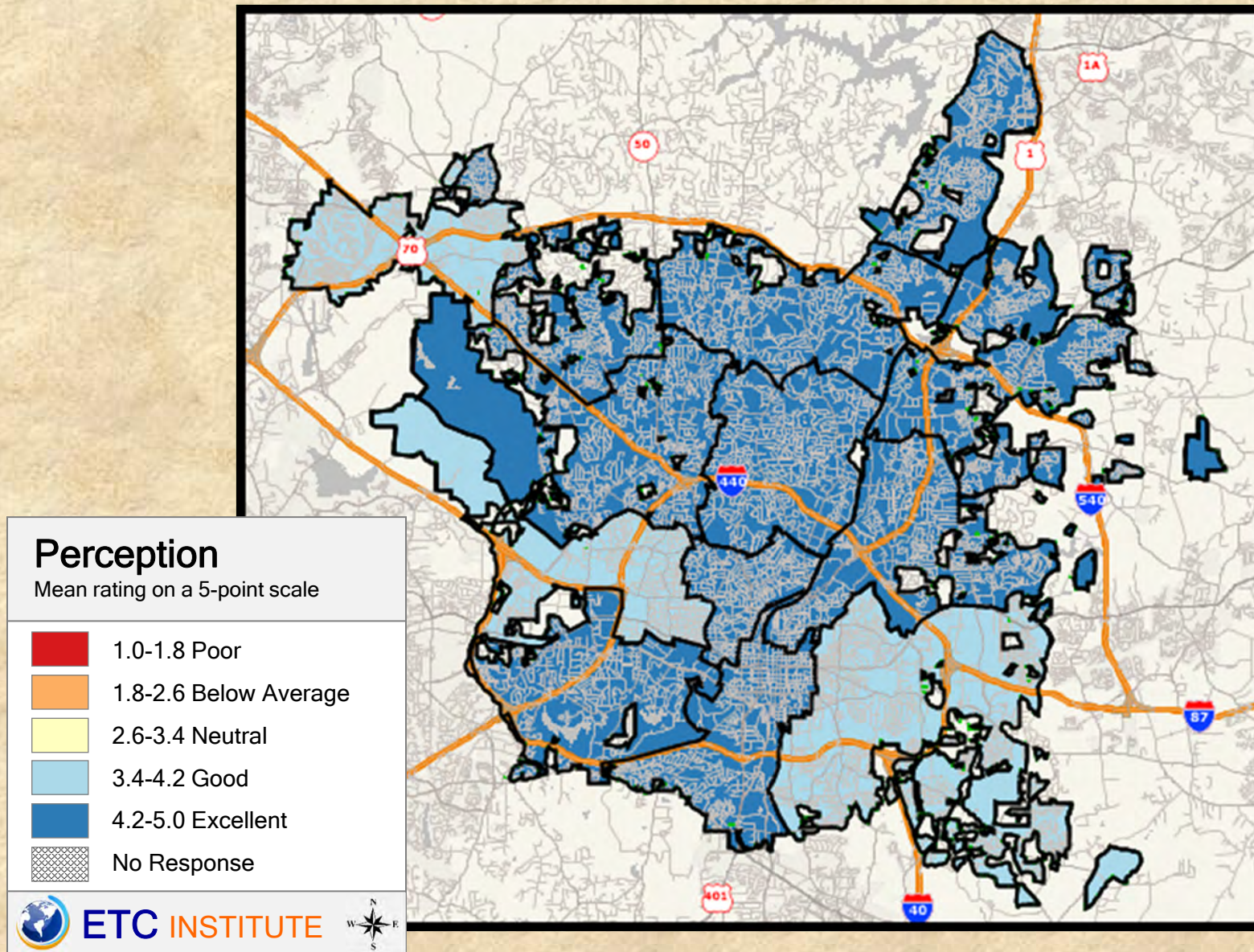
## Q12-4. Quality of fire services



### 2020 City of Raleigh Community Survey

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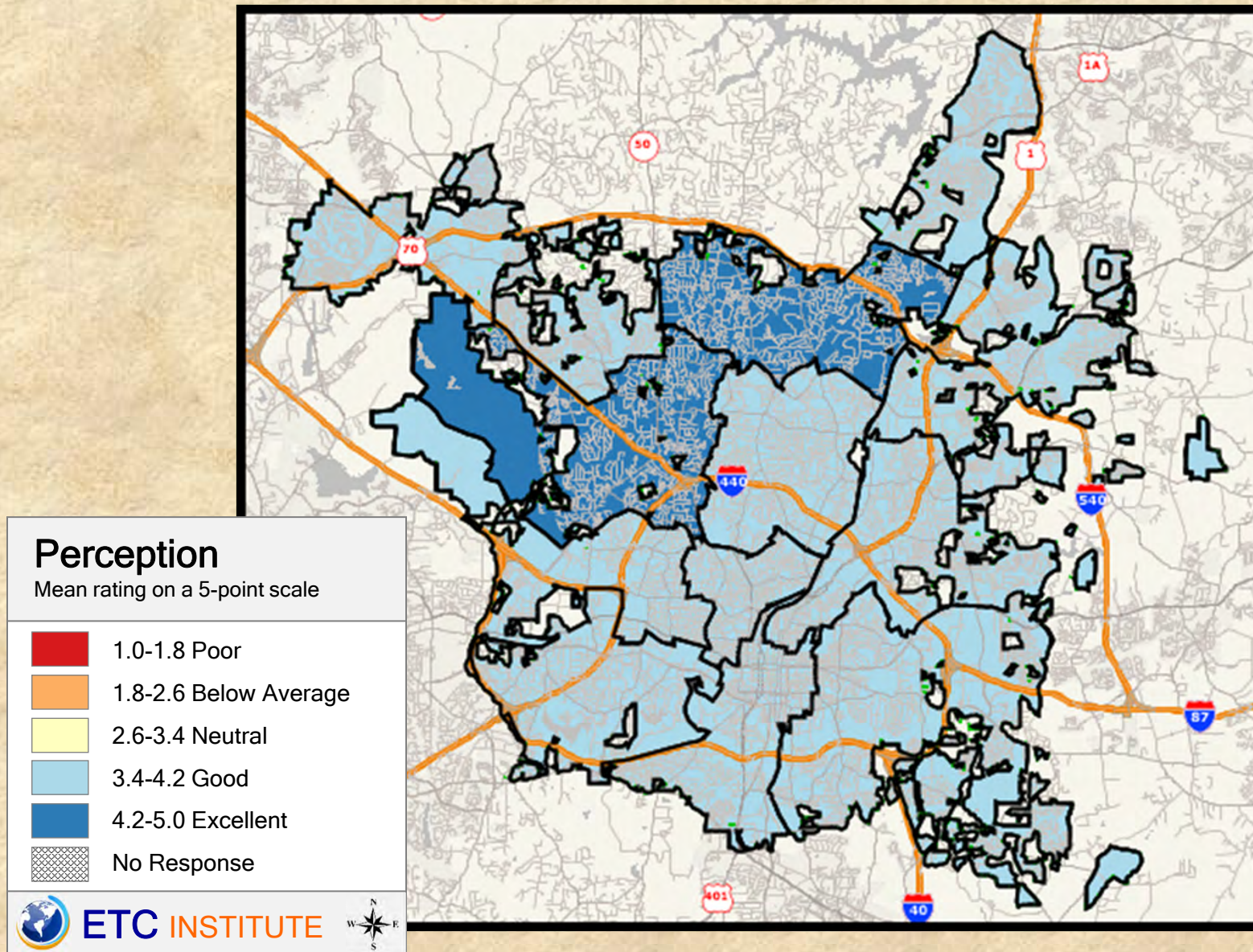
## Q12-5. Response time for fire services



### 2020 City of Raleigh Community Survey

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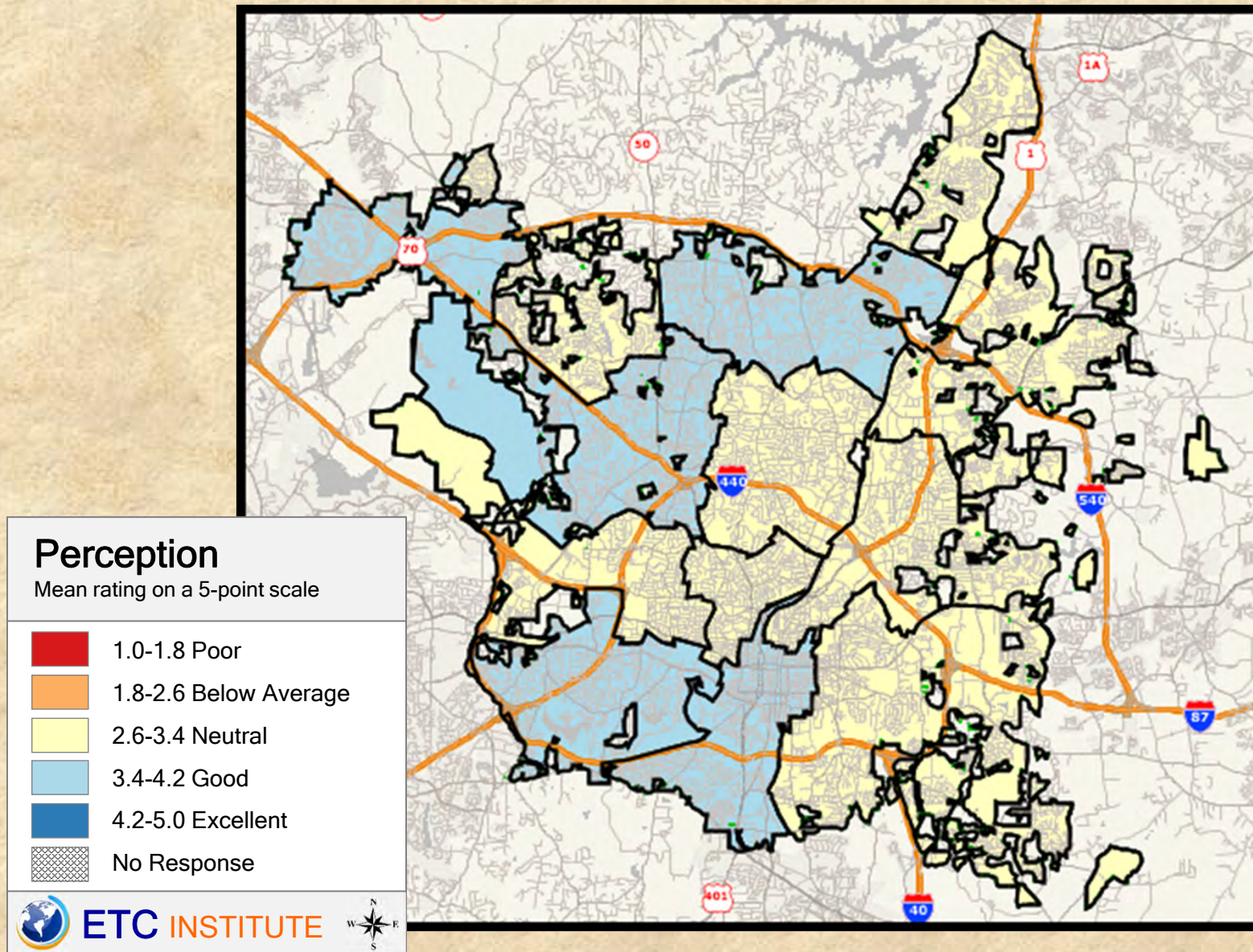
## Q12-6. Overall quality of service provided by 9-1-1 operators



### 2020 City of Raleigh Community Survey

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

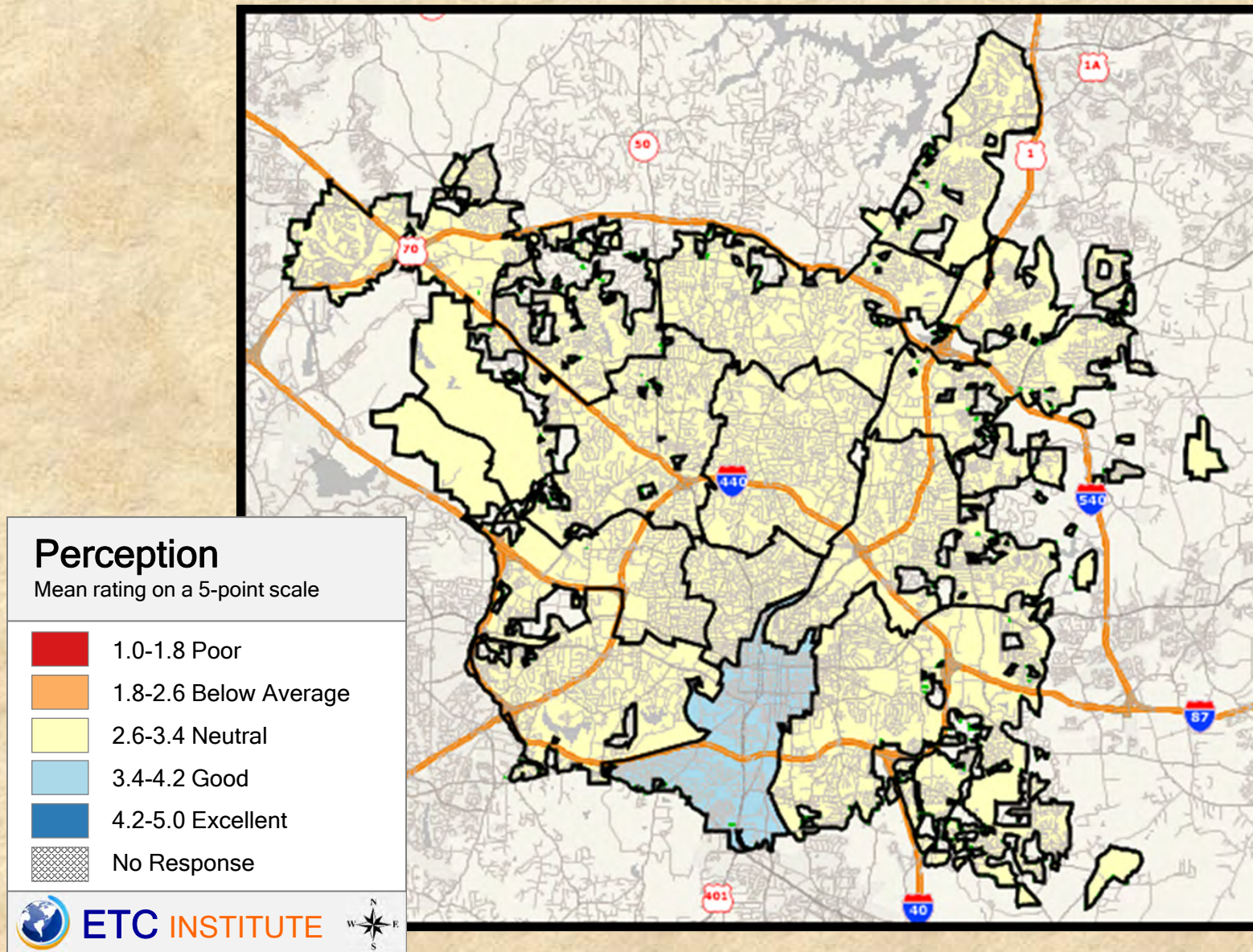
## Q12-7. Enforcement of City codes and ordinances



### 2020 City of Raleigh Community Survey

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

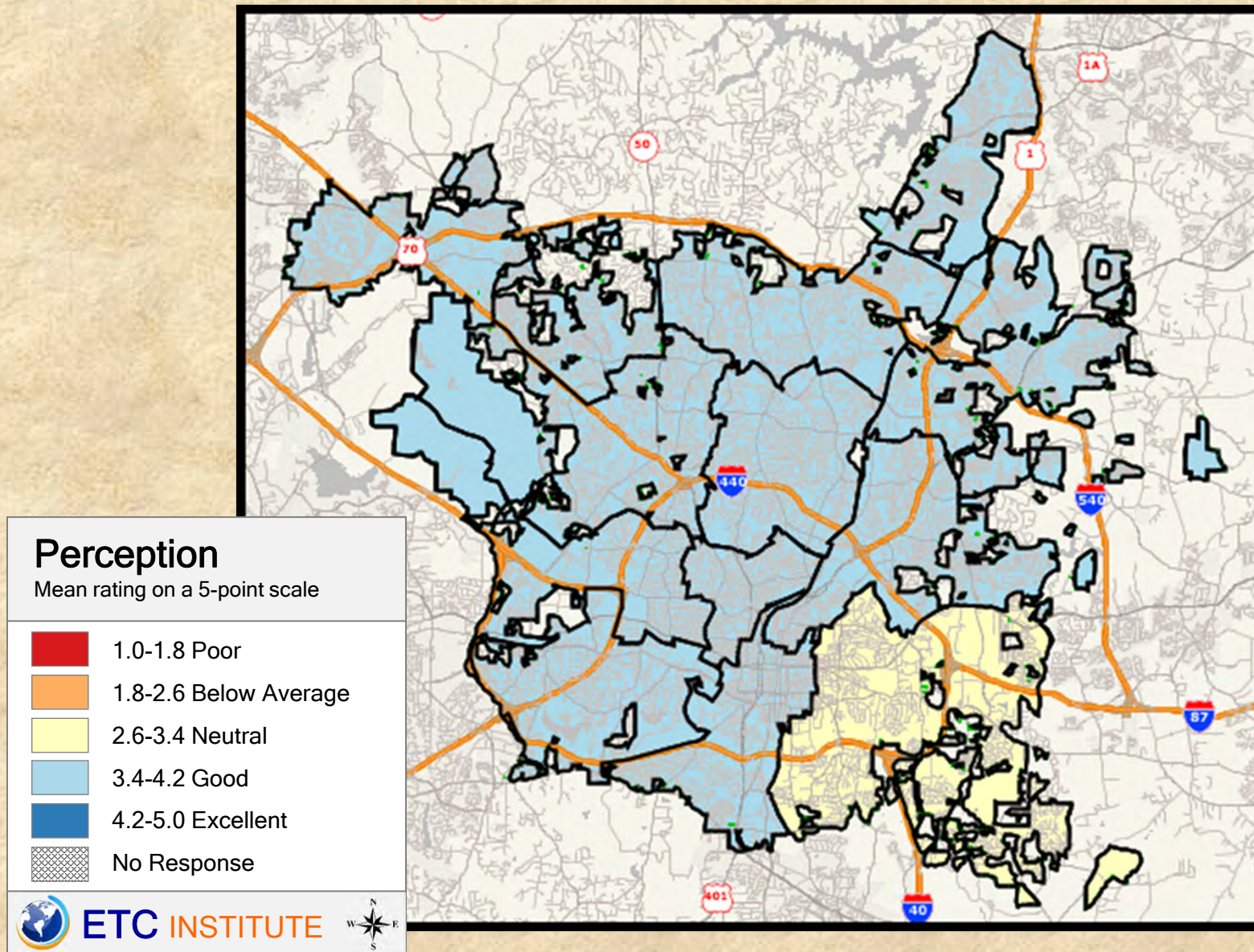
## Q12-8. Enforcement of junk and debris cleanup on private property



### 2020 City of Raleigh Community Survey

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

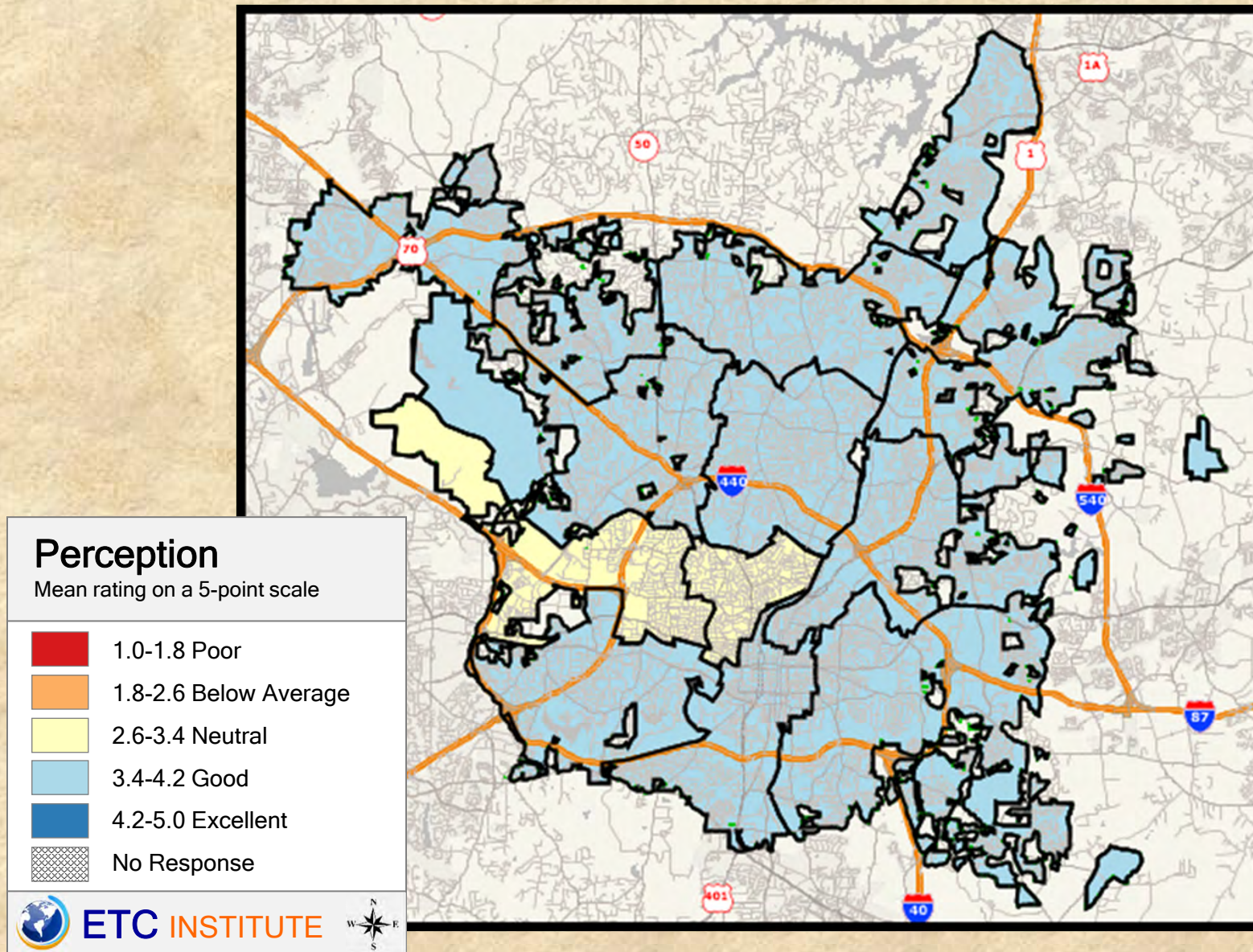
## Q12-9. Overall cleanliness of Raleigh



## 2020 City of Raleigh Community Survey

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

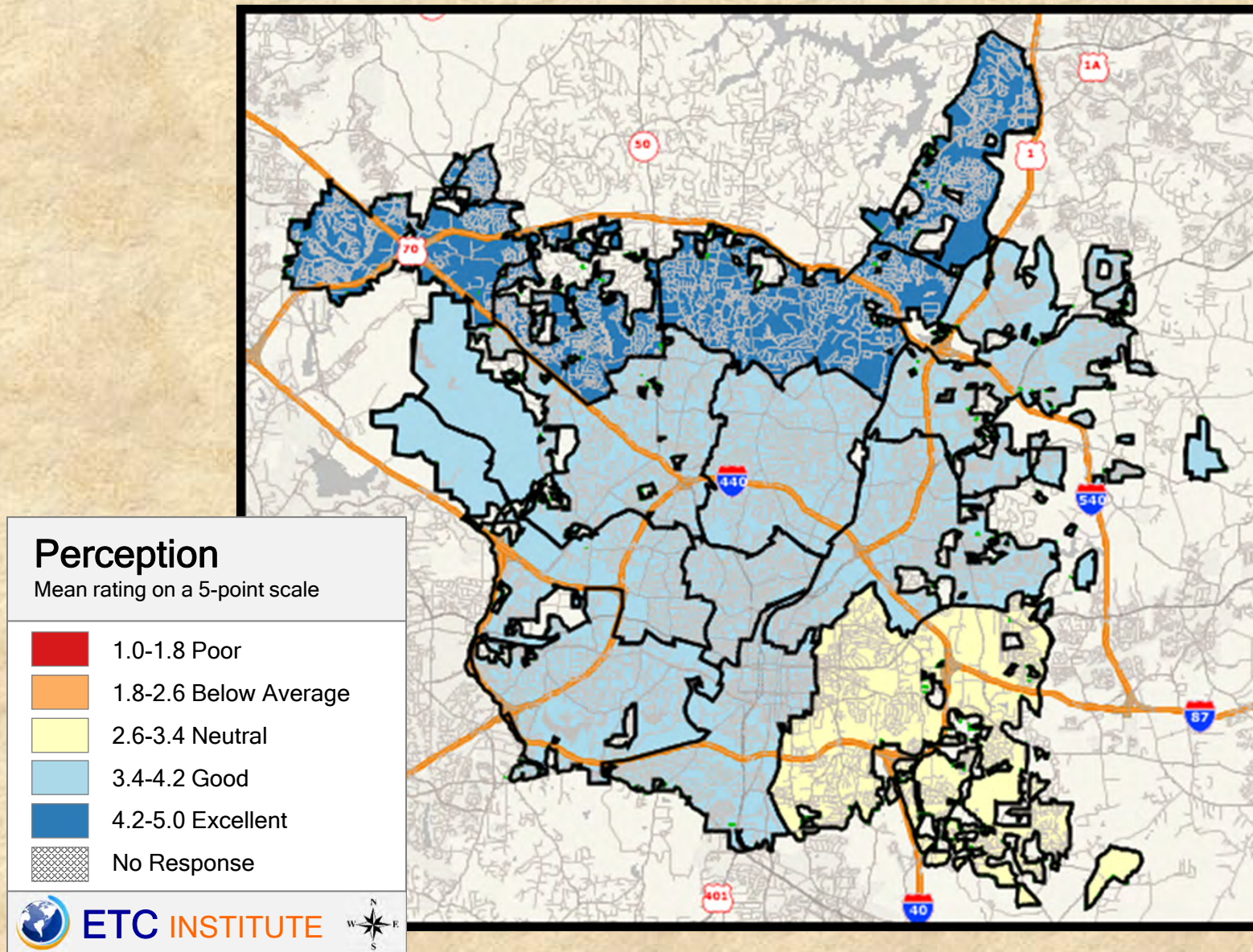
## Q12-10. Cleanliness of downtown Raleigh



### 2020 City of Raleigh Community Survey

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

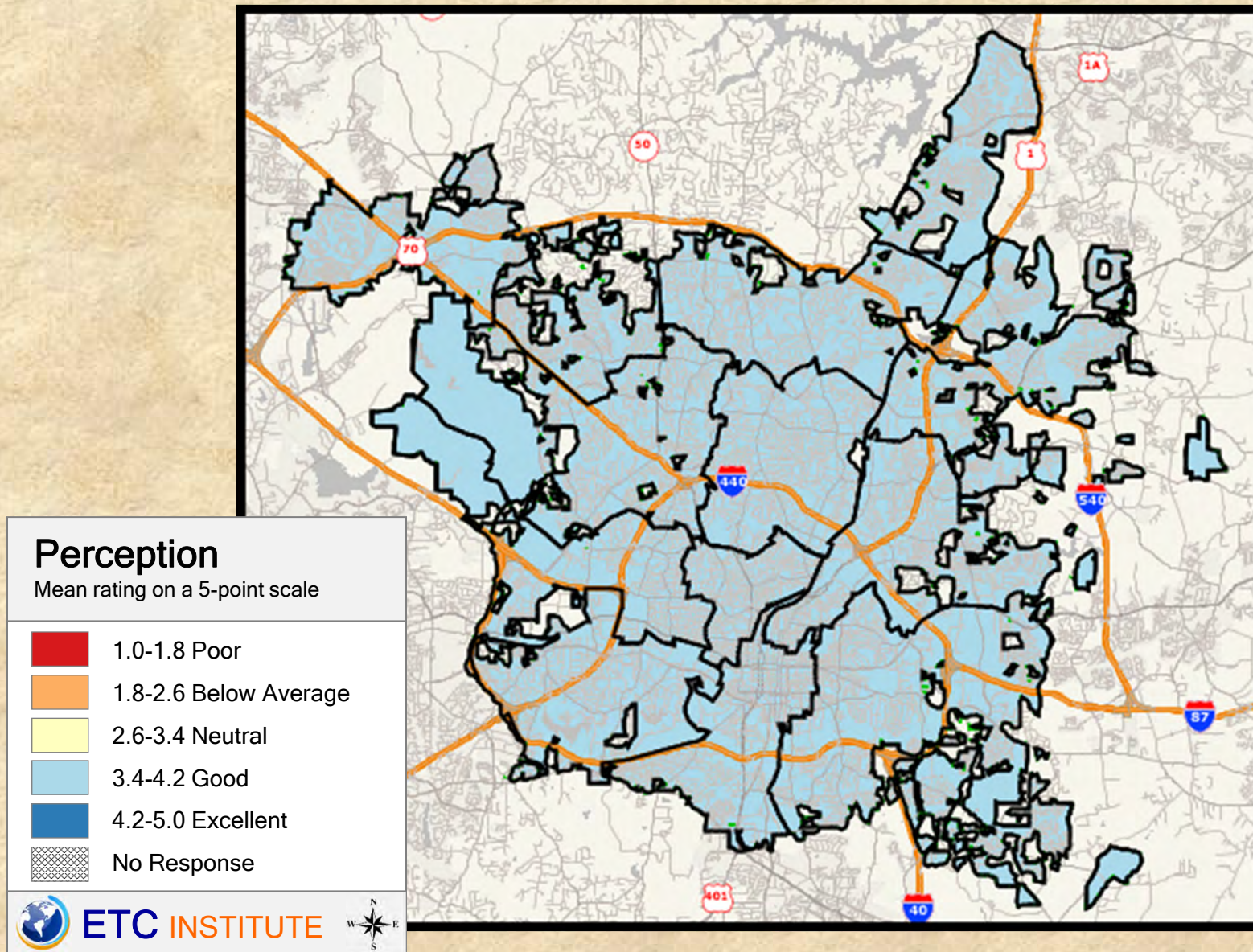
## Q12-11. Cleanliness of your neighborhood



### 2020 City of Raleigh Community Survey

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

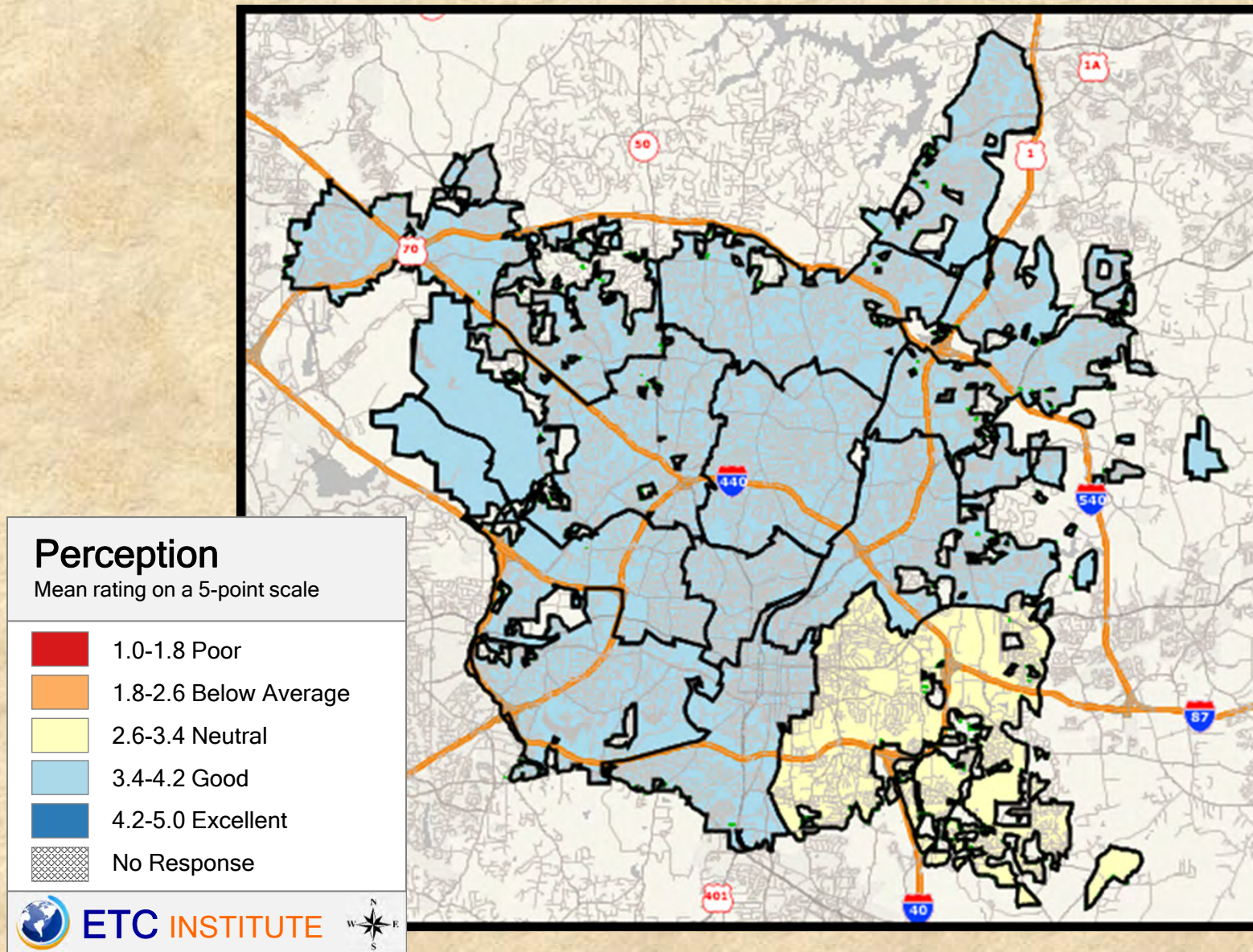
## Q12-12. Cleanliness of City parks



## 2020 City of Raleigh Community Survey

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

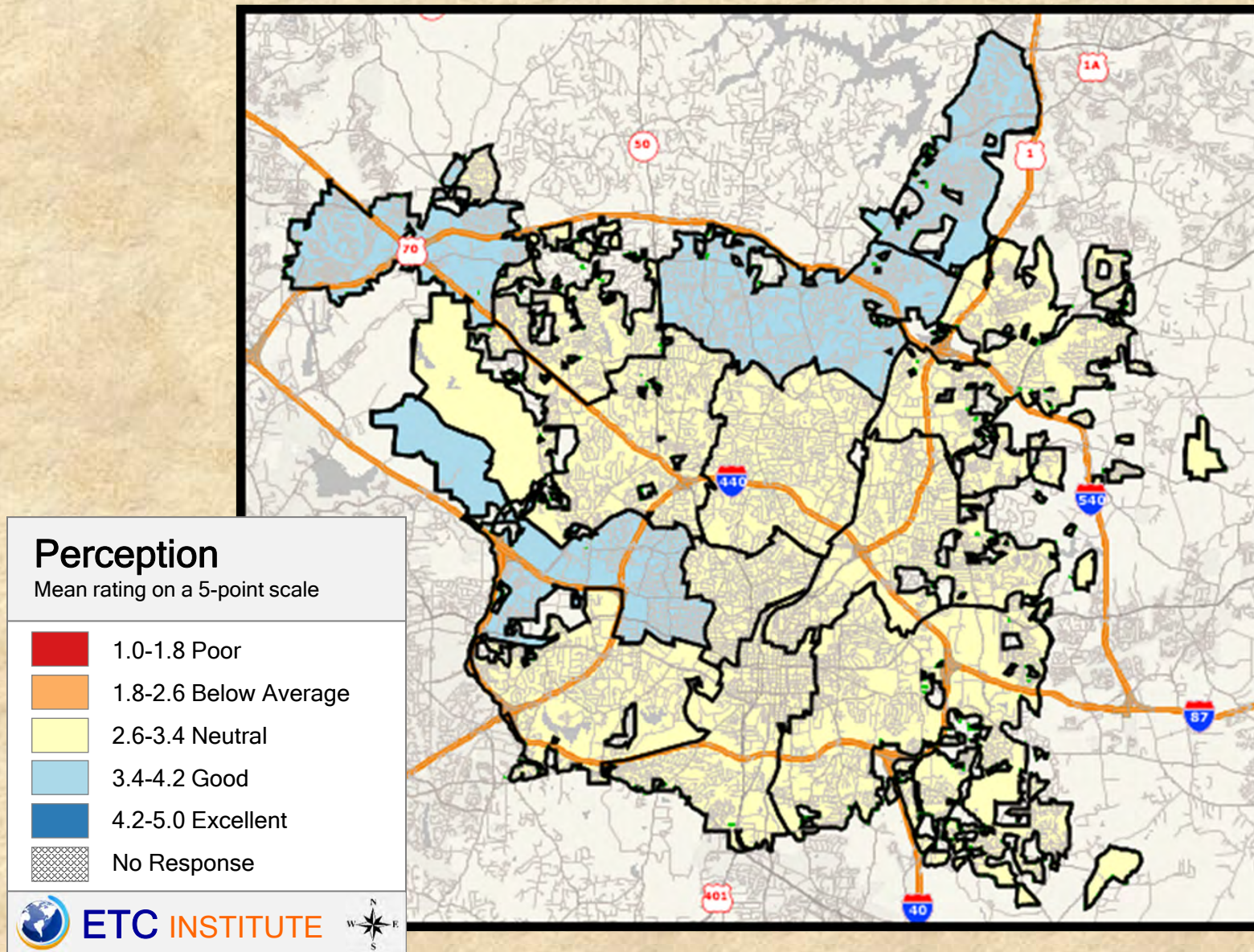
## Q12-13. Cleanliness of City greenways



### 2020 City of Raleigh Community Survey

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

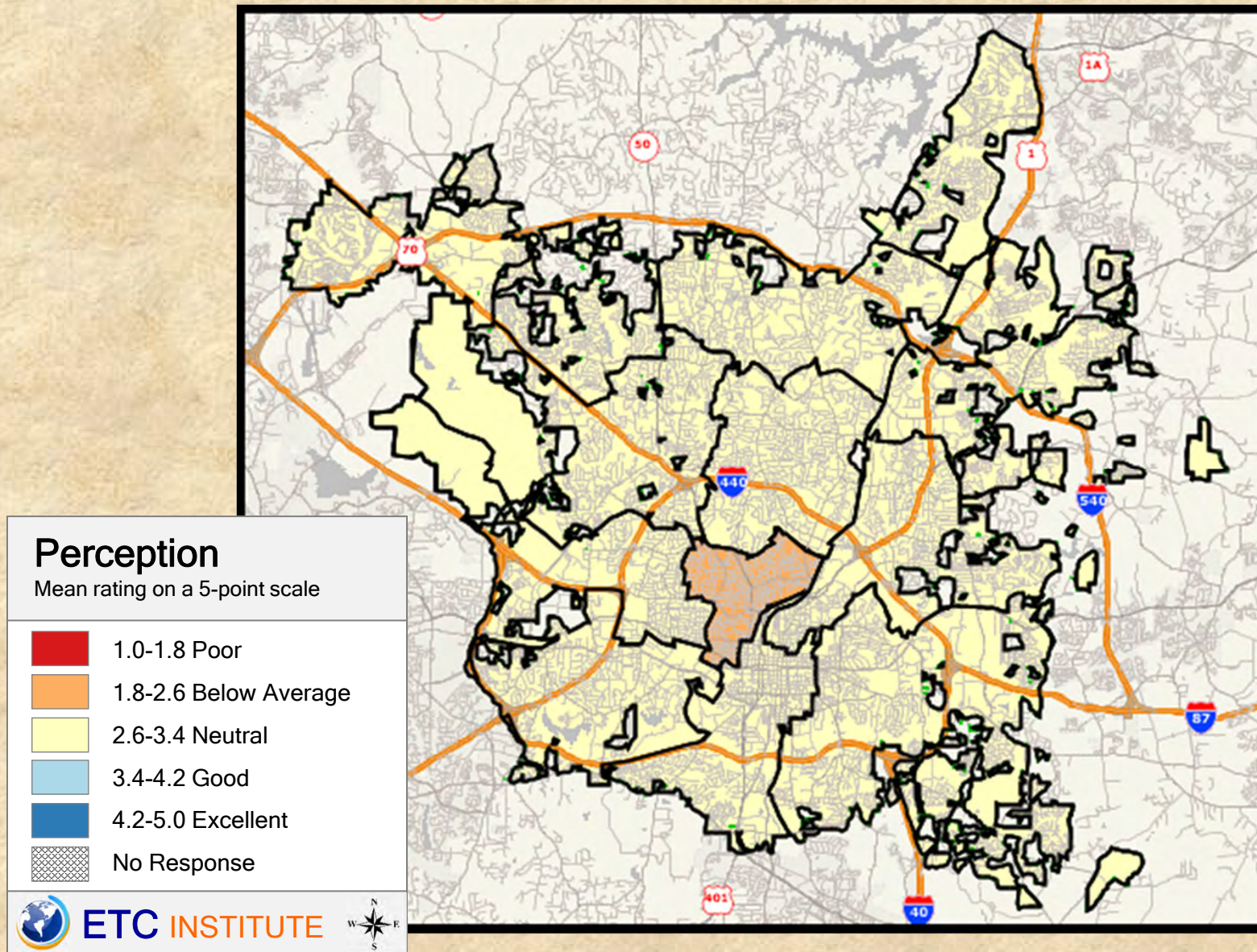
## Q12-14. Impact of changes being made in and around your neighborhood



### 2020 City of Raleigh Community Survey

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

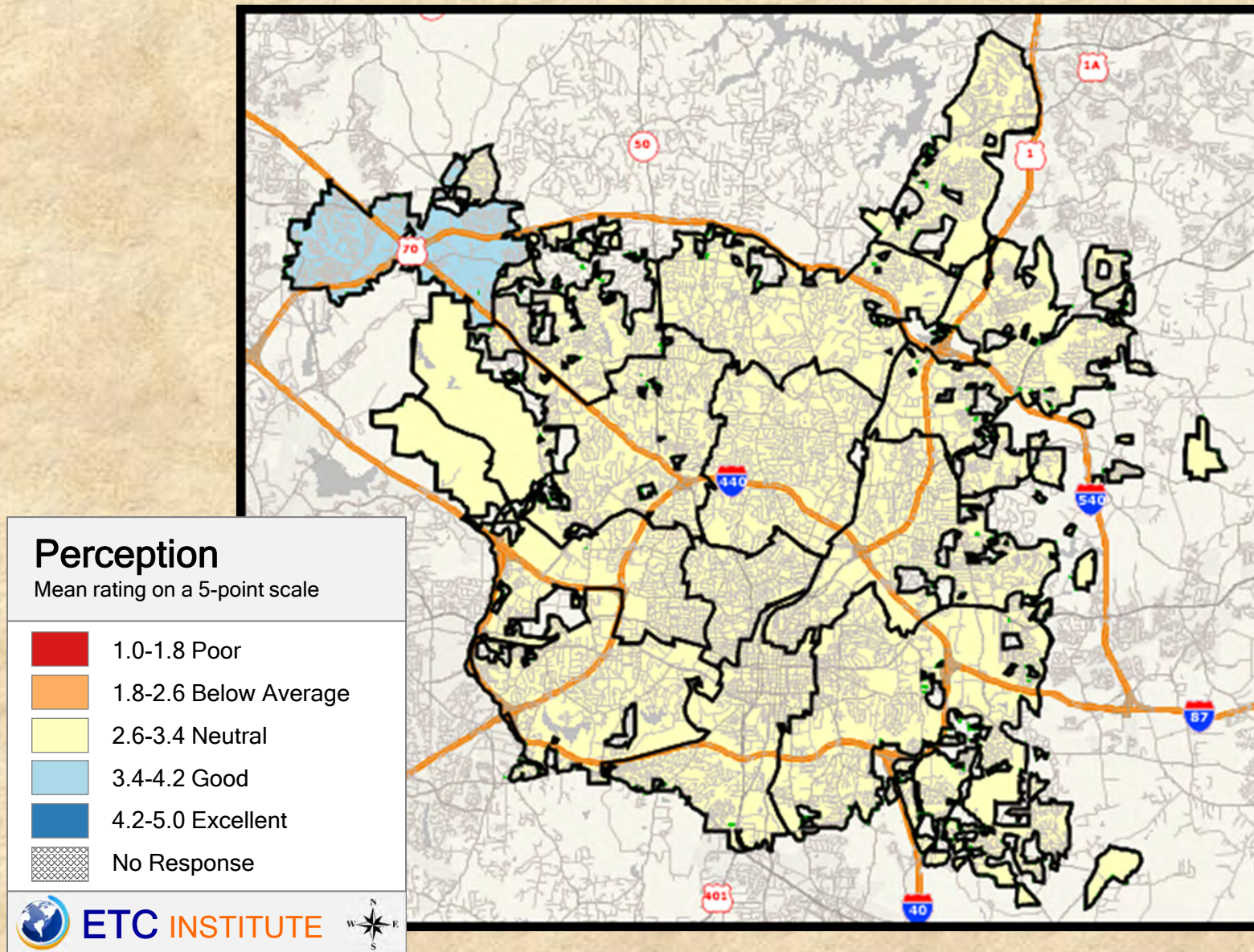
## Q12-15. New construction's compatibility with existing neighborhood building patterns



### 2020 City of Raleigh Community Survey

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

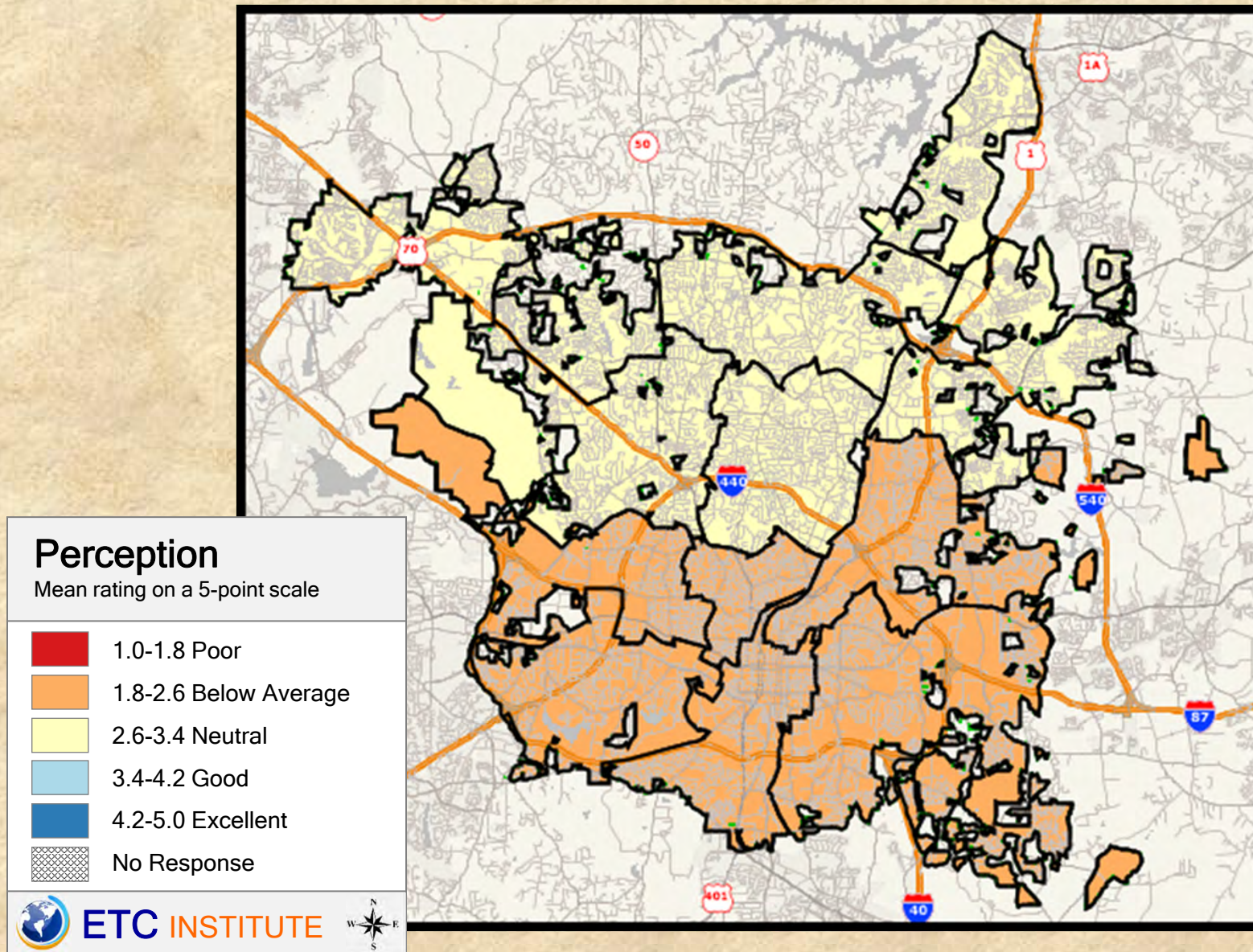
## Q12-16. Variety of housing options



### 2020 City of Raleigh Community Survey

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

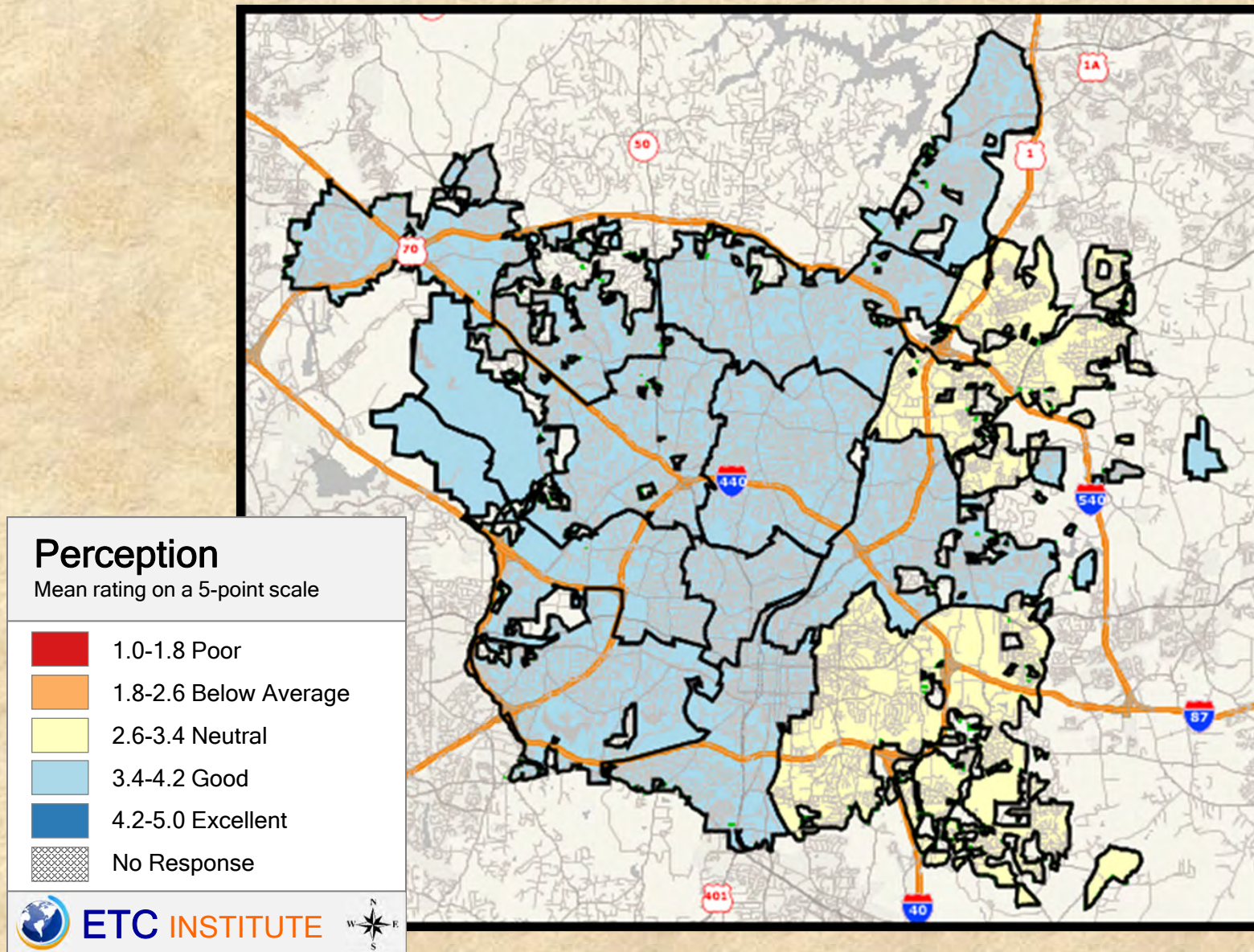
## Q12-17. Availability of affordable housing



### 2020 City of Raleigh Community Survey

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

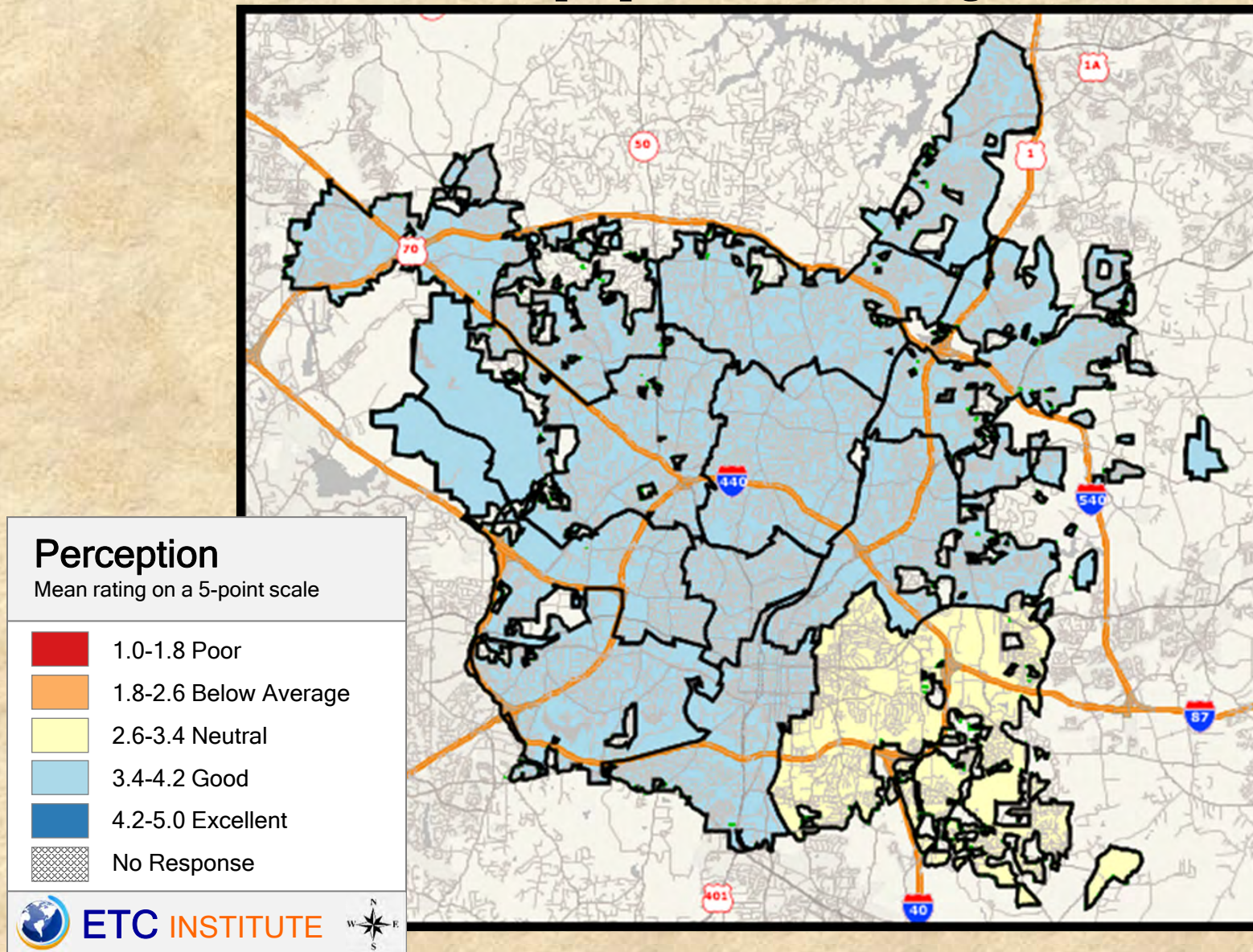
## Q12-18. Neighborliness of residents



### 2020 City of Raleigh Community Survey

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

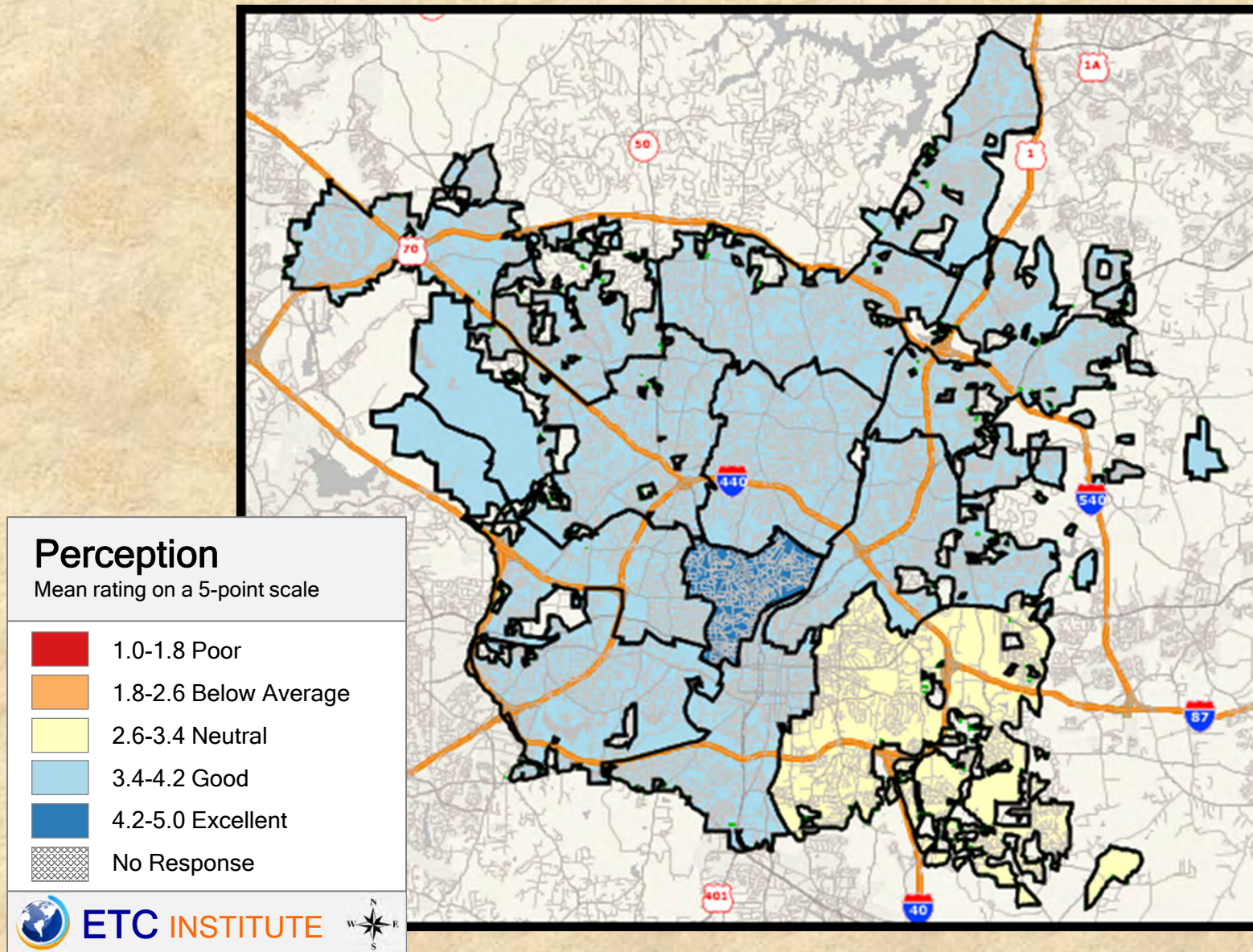
## Q12-19. Openness and acceptance of the community towards people of diverse backgrounds



### 2020 City of Raleigh Community Survey

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

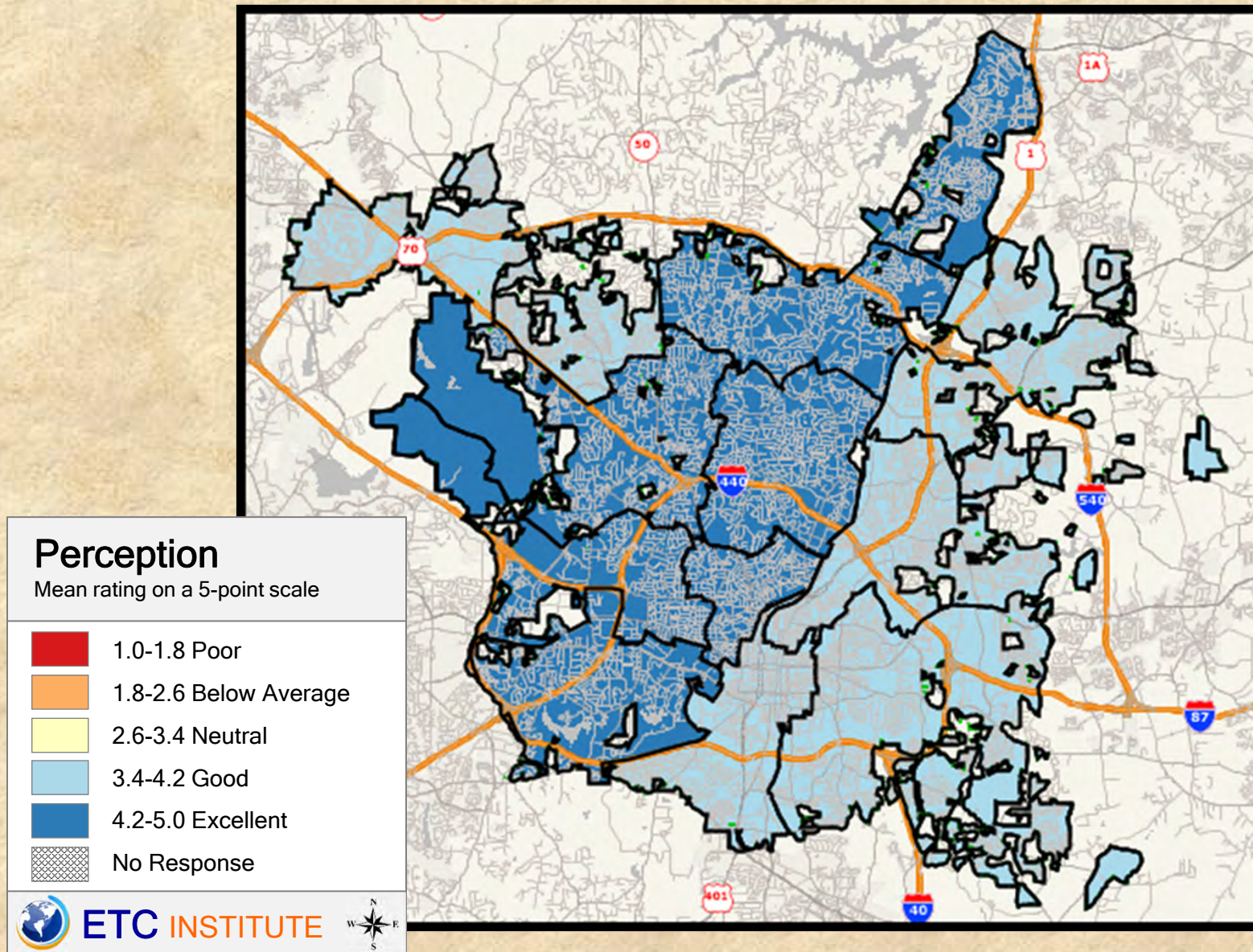
## Q12-20. Your neighborhood's ability to support a healthy and active lifestyle



### 2020 City of Raleigh Community Survey

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

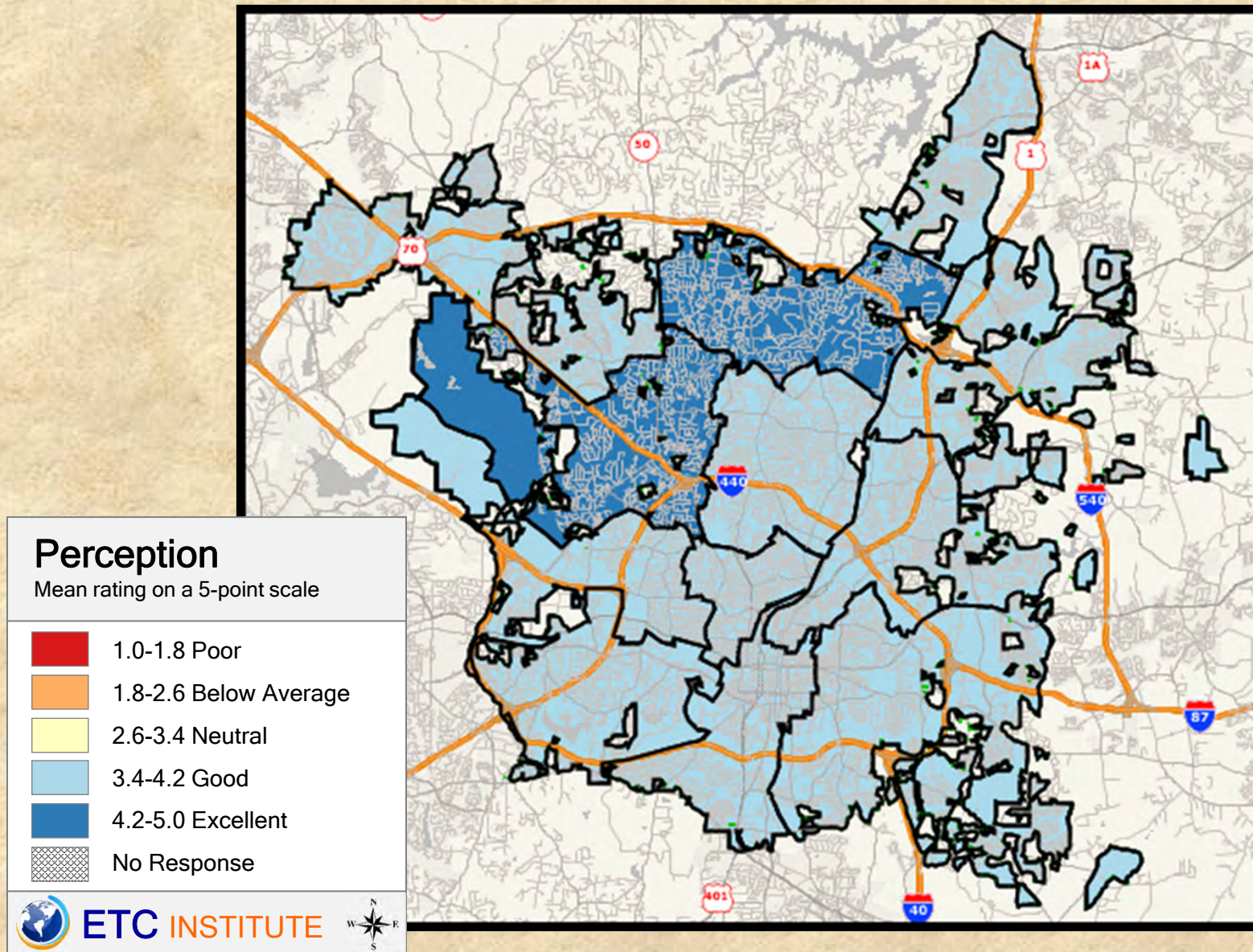
## Q12-21. Your access to City parks, greenways, and community centers



### 2020 City of Raleigh Community Survey

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

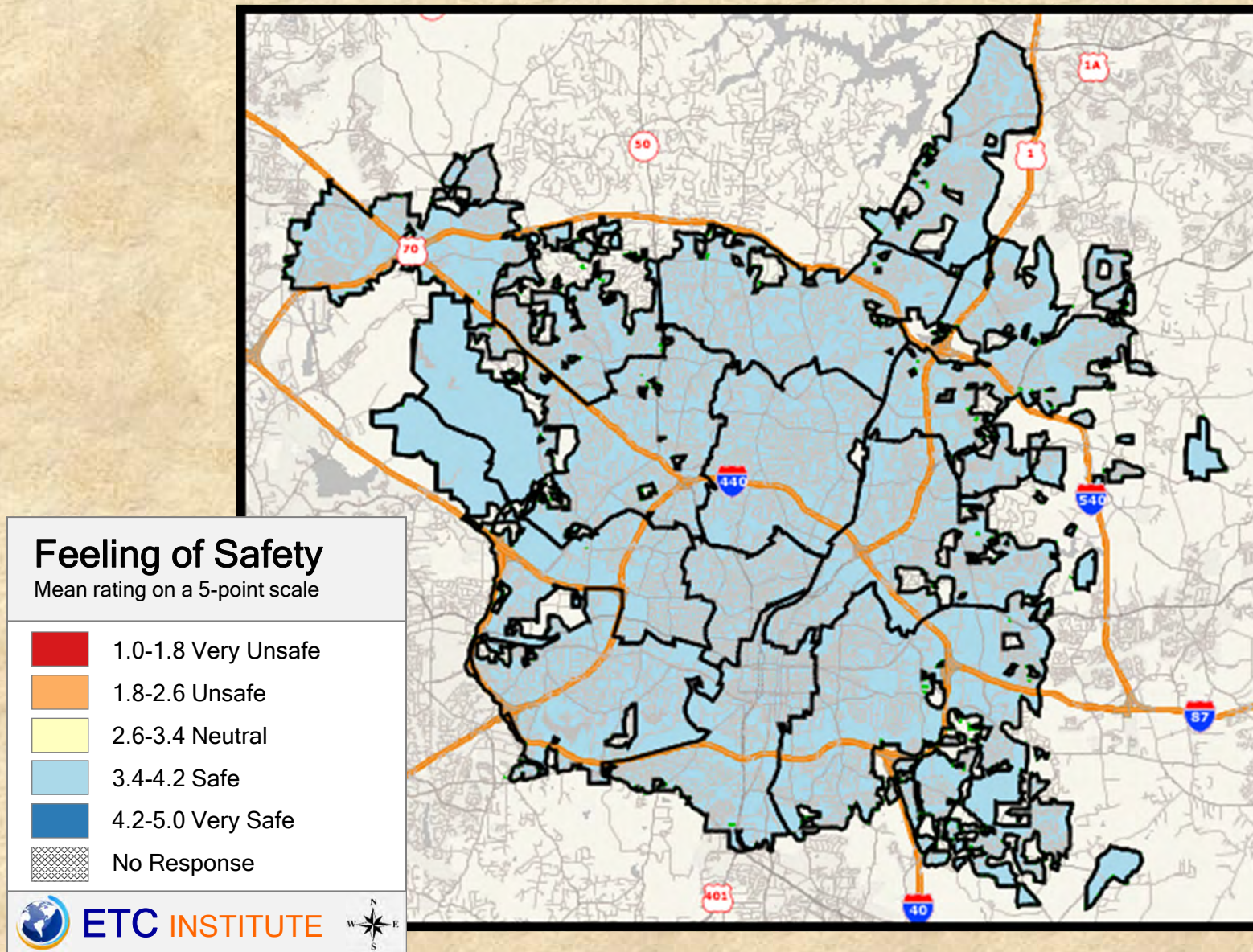
## Q12-22. Overall quality of parks and recreation programs and services



### 2020 City of Raleigh Community Survey

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

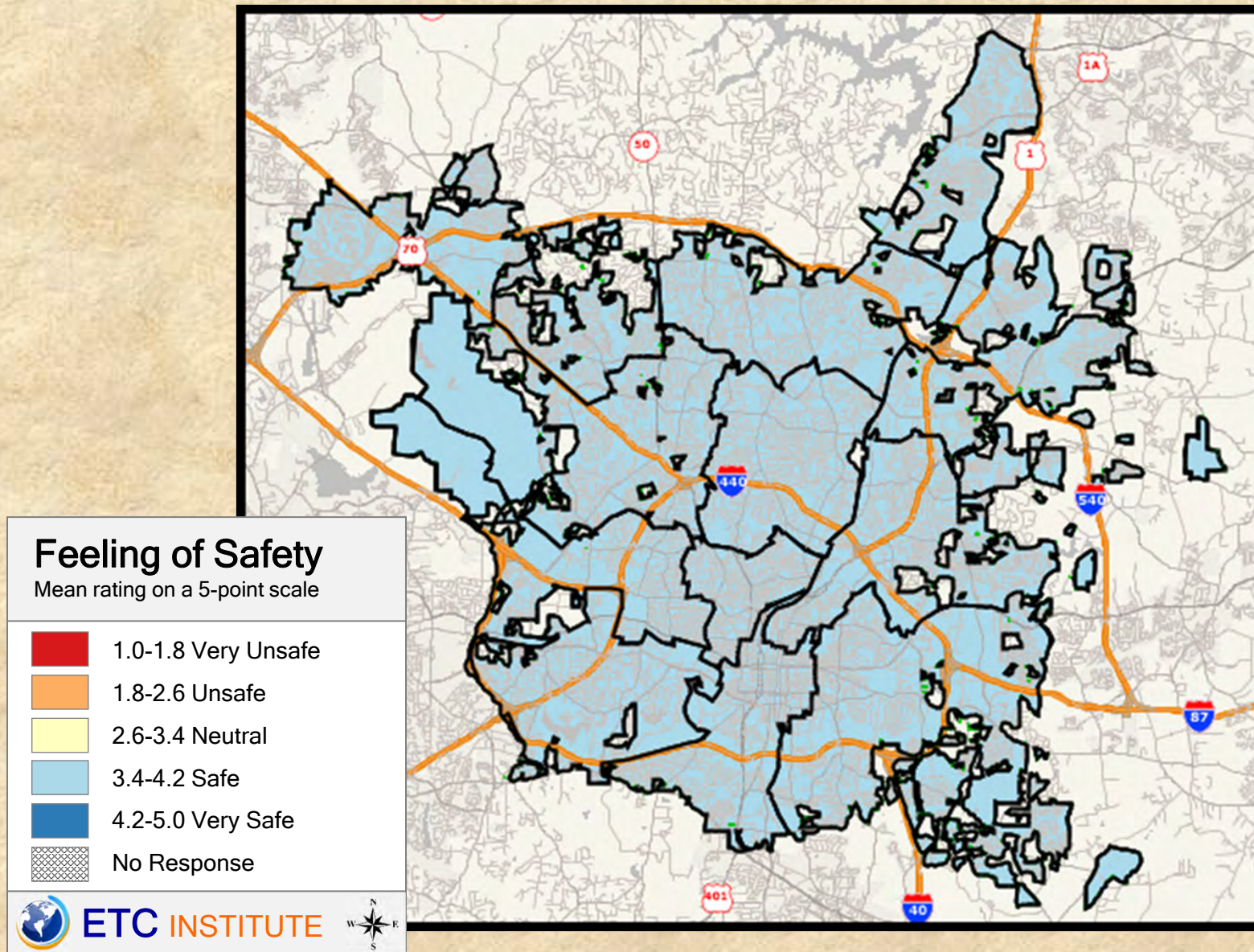
## Q14-1. In Raleigh overall



## 2020 City of Raleigh Community Survey

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

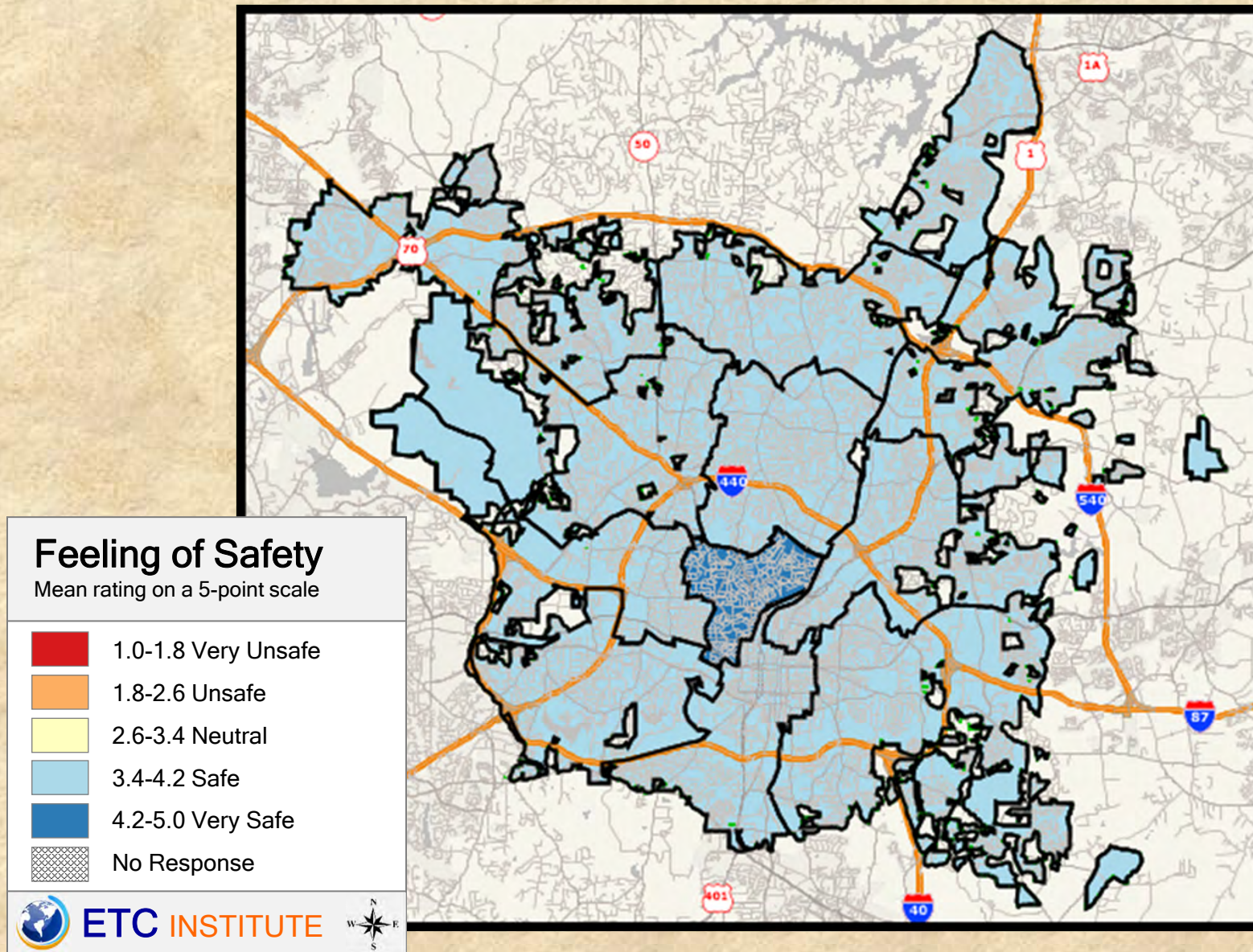
## Q14-2. In City parks and greenways



## 2020 City of Raleigh Community Survey

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

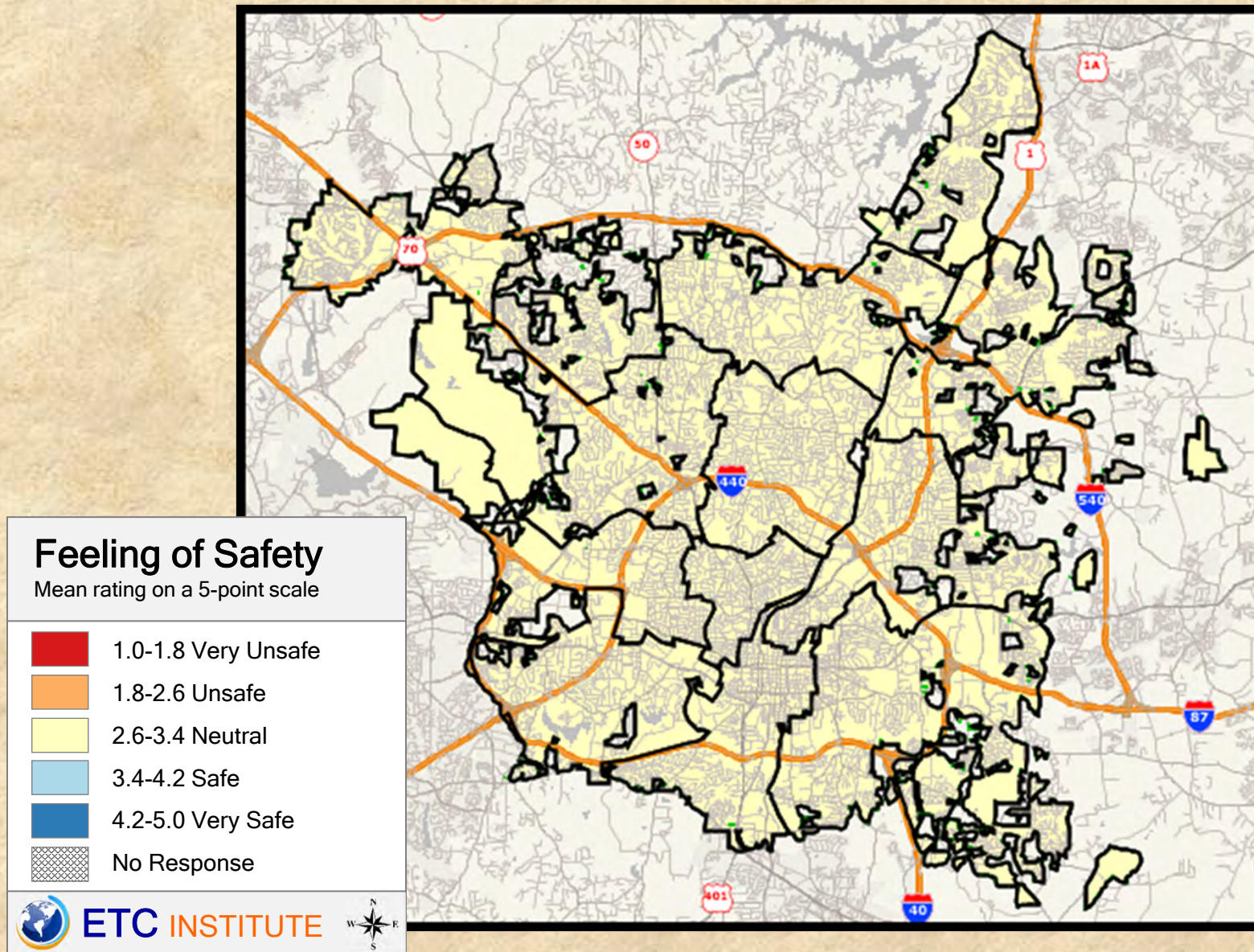
## Q14-3. In downtown Raleigh during the day



## 2020 City of Raleigh Community Survey

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

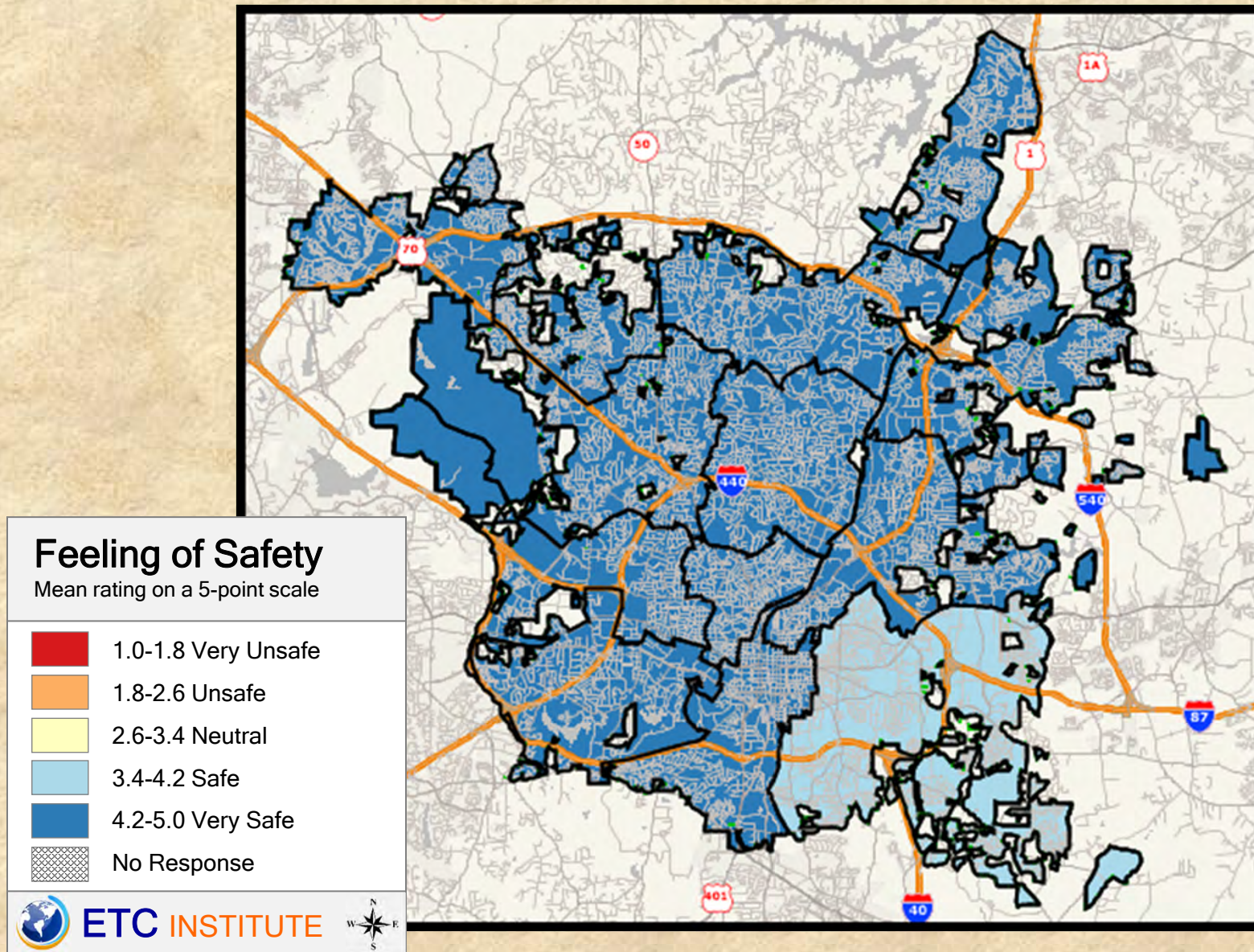
## Q14-4. In downtown Raleigh at night



## 2020 City of Raleigh Community Survey

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

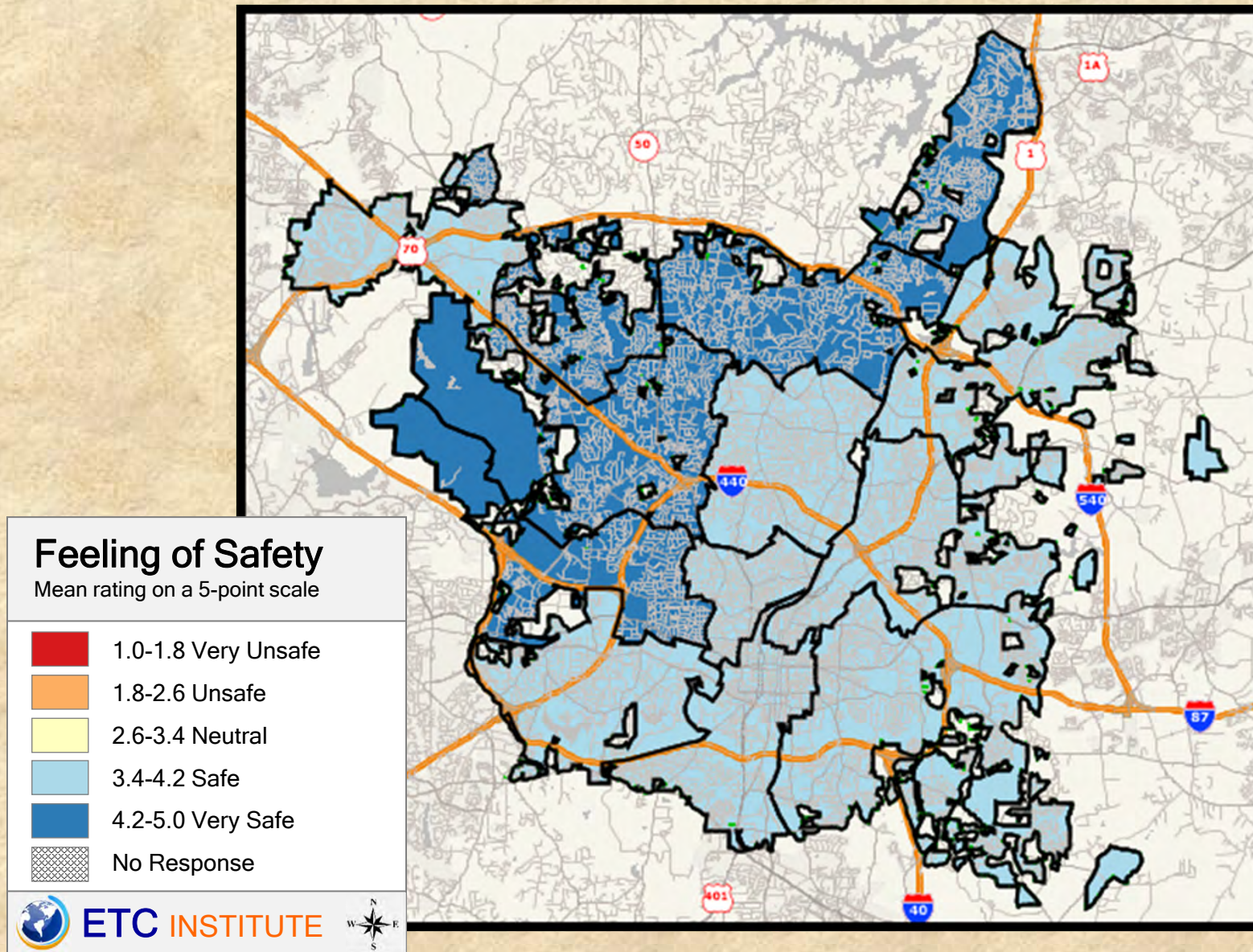
## Q14-5. In your neighborhood during the day



## 2020 City of Raleigh Community Survey

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

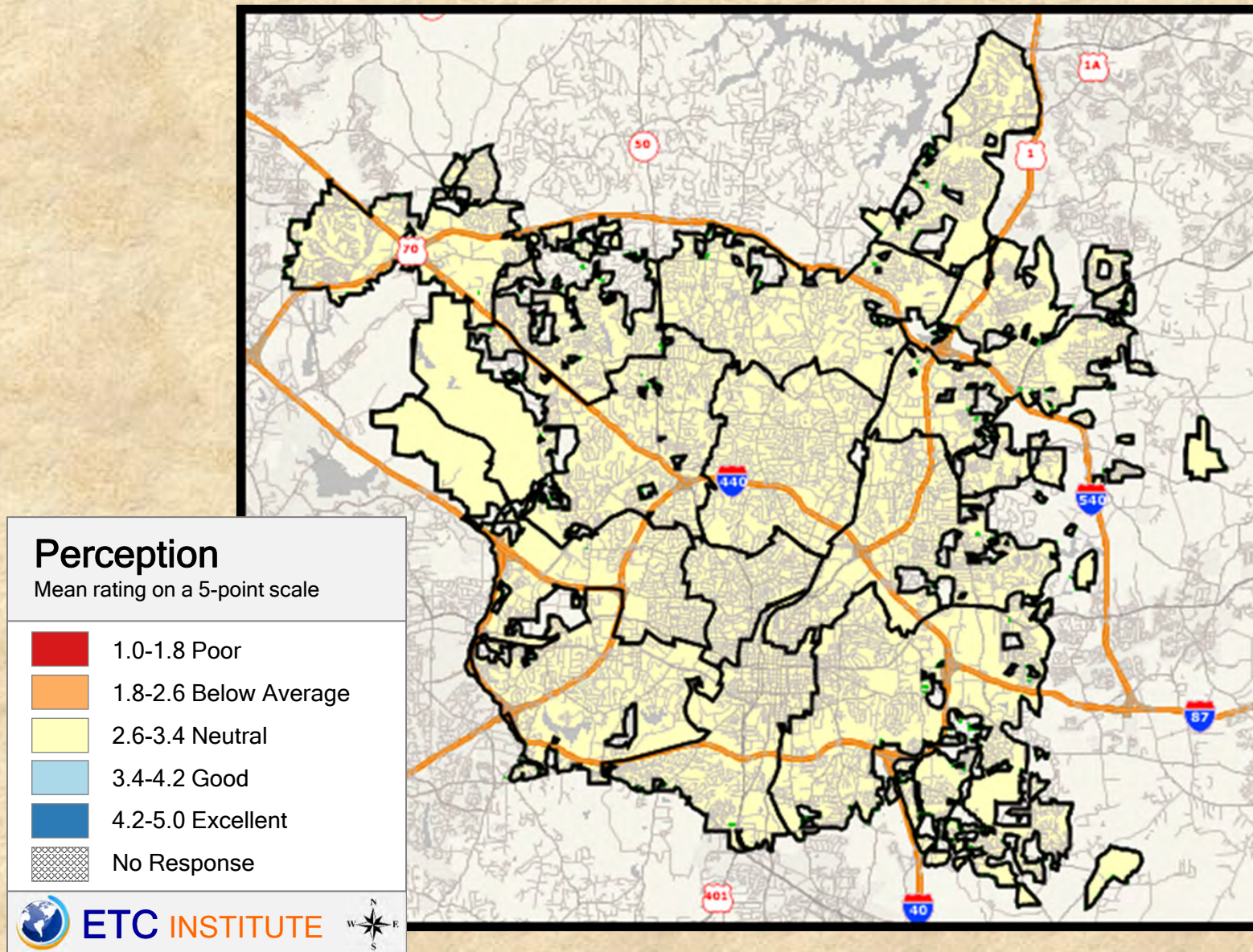
## Q14-6. In your neighborhood at night



## 2020 City of Raleigh Community Survey

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

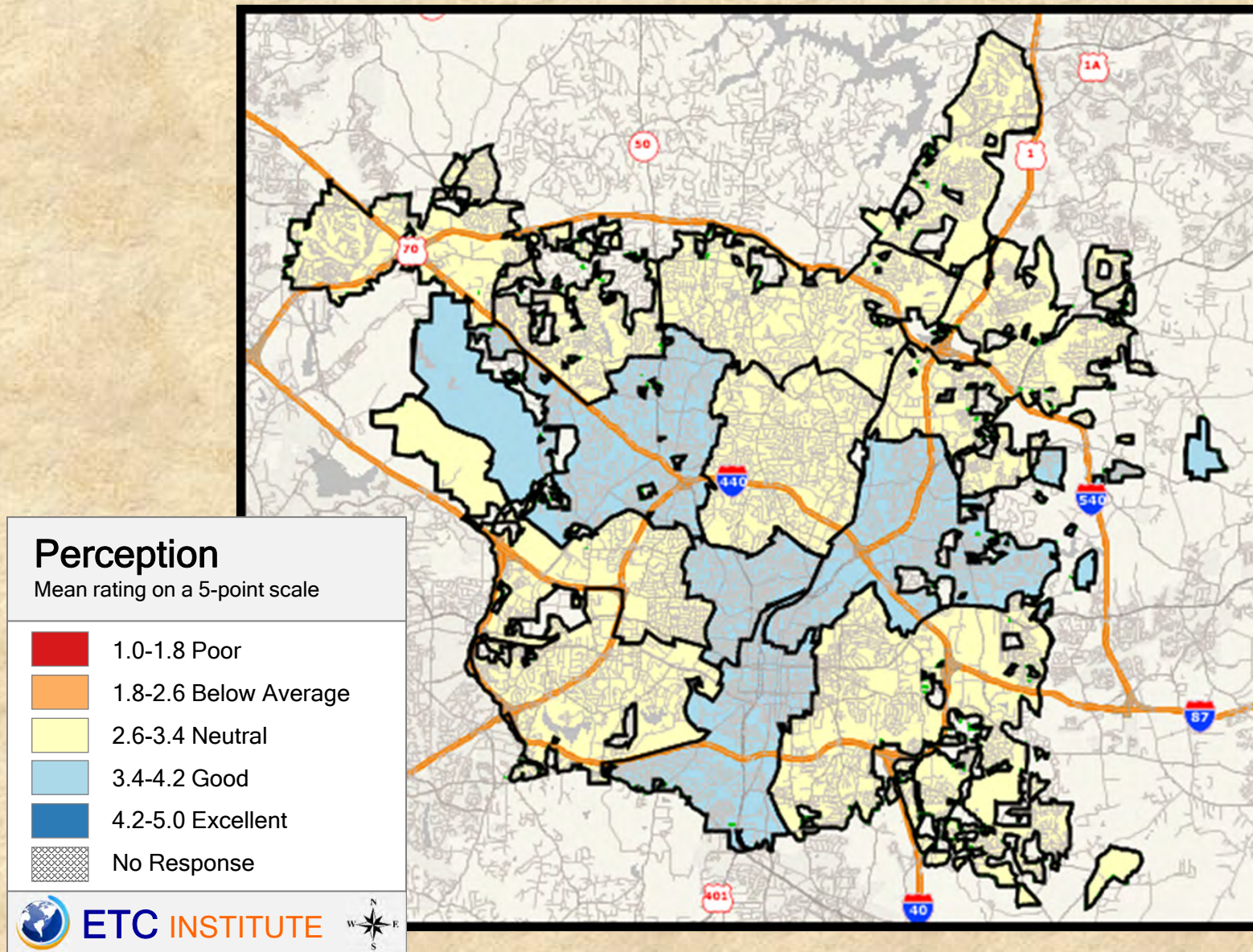
## Q16-1. Overall traffic flow in Raleigh



## 2020 City of Raleigh Community Survey

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

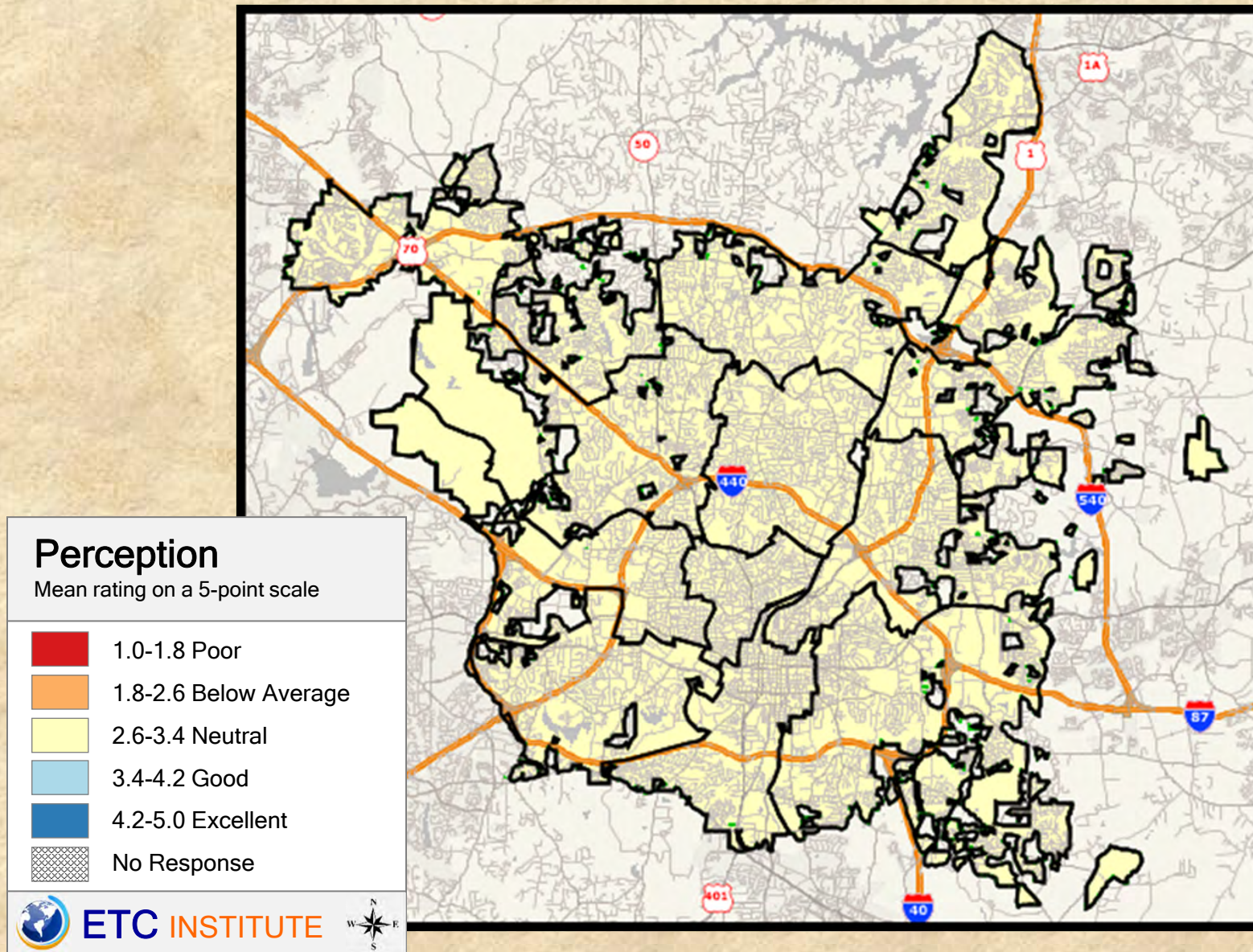
## Q16-2. The ability to predict travel time to places in Raleigh



### 2020 City of Raleigh Community Survey

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

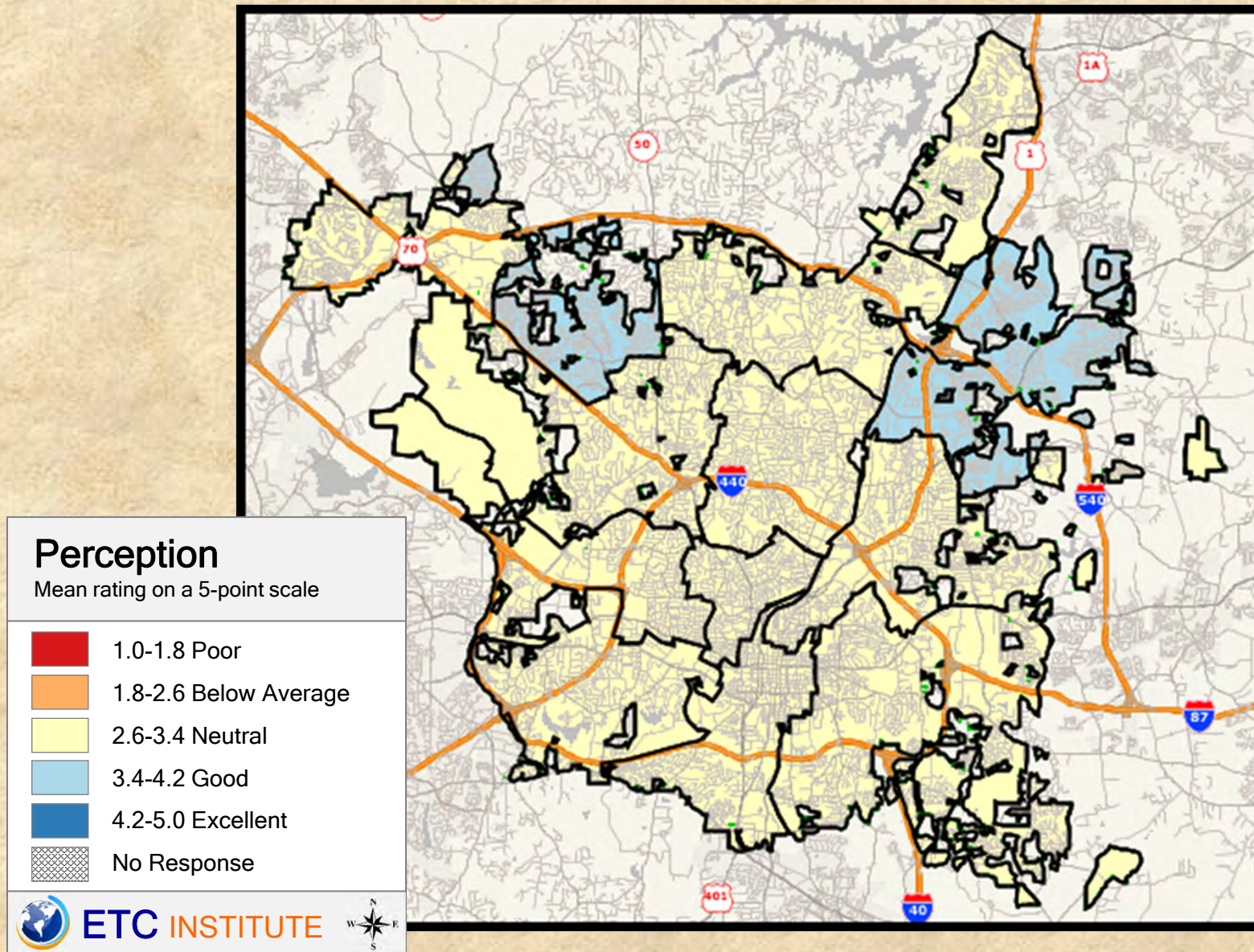
## Q16-3. Overall maintenance of City streets



### 2020 City of Raleigh Community Survey

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

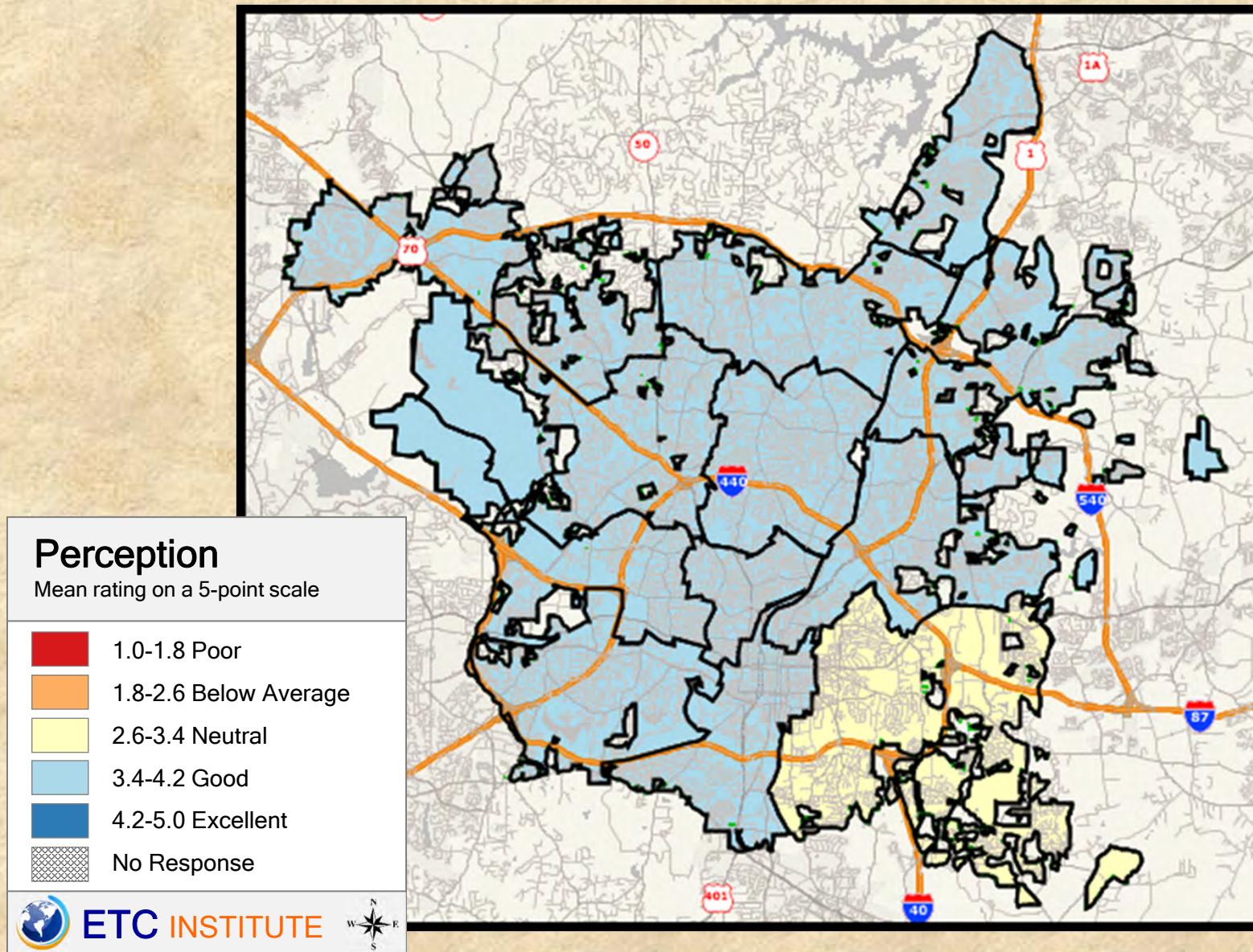
## Q16-4. Overall condition of major City streets



### 2020 City of Raleigh Community Survey

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

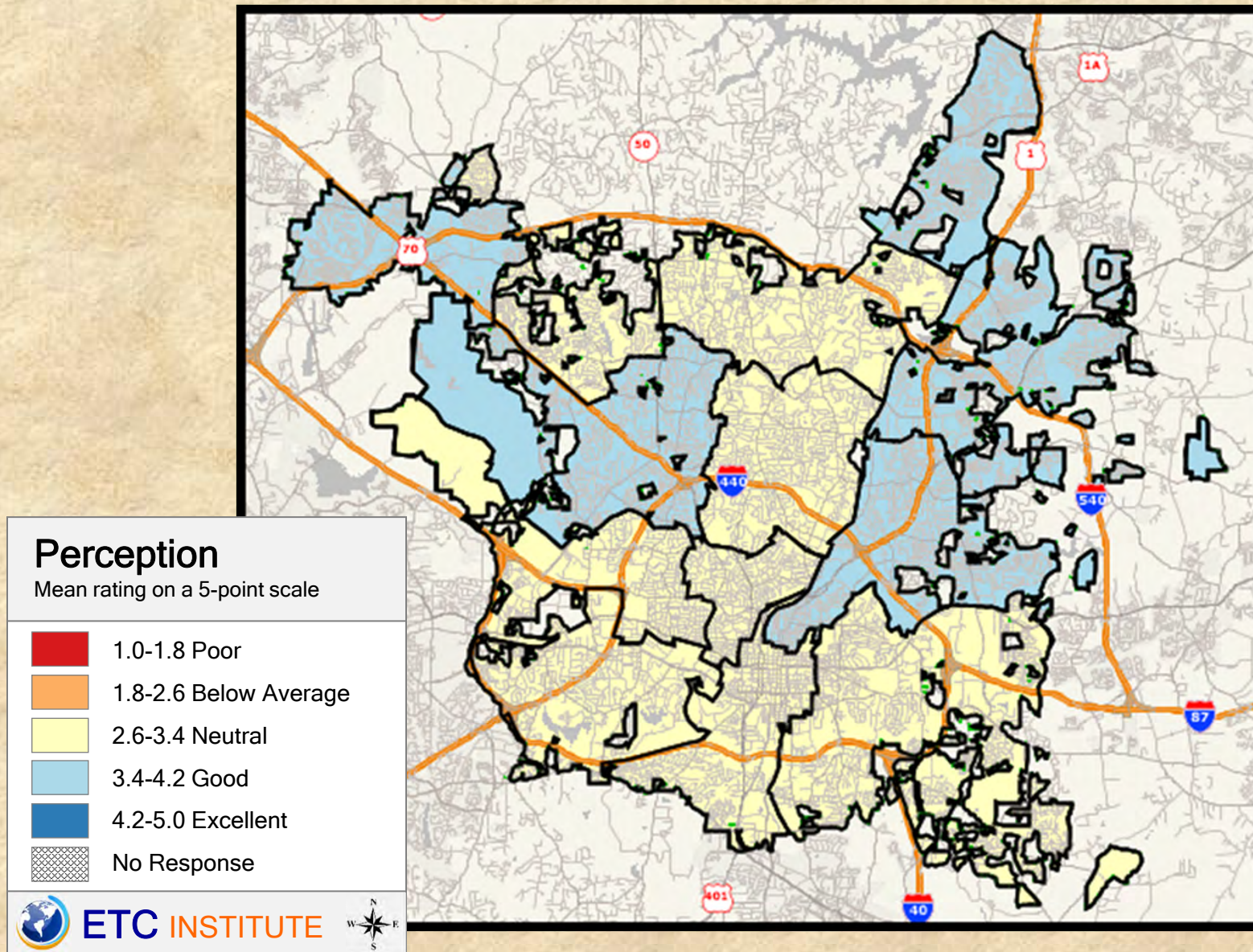
## Q16-5. Condition of streets in your neighborhood



### 2020 City of Raleigh Community Survey

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

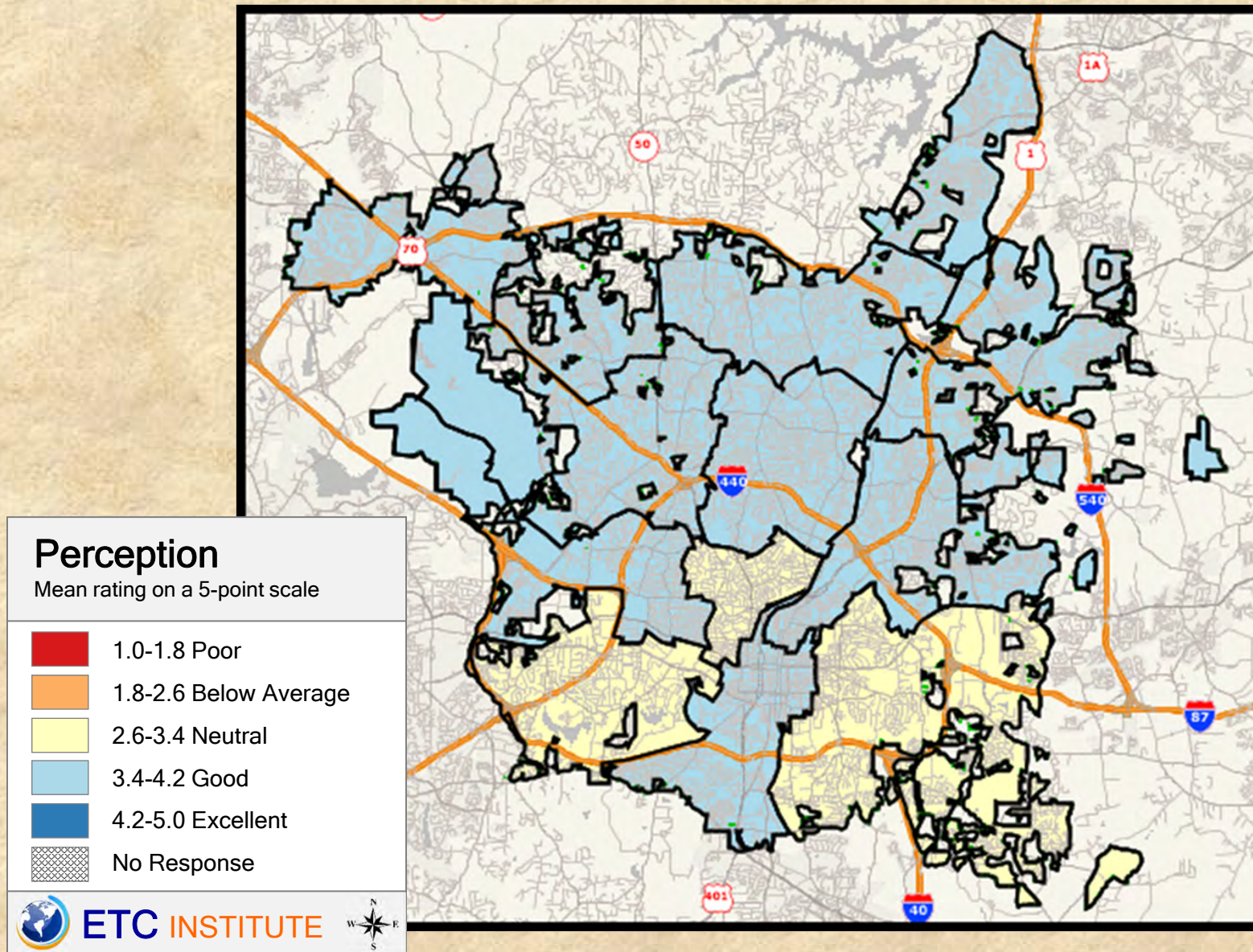
## Q16-6. Overall condition of City sidewalks



### 2020 City of Raleigh Community Survey

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

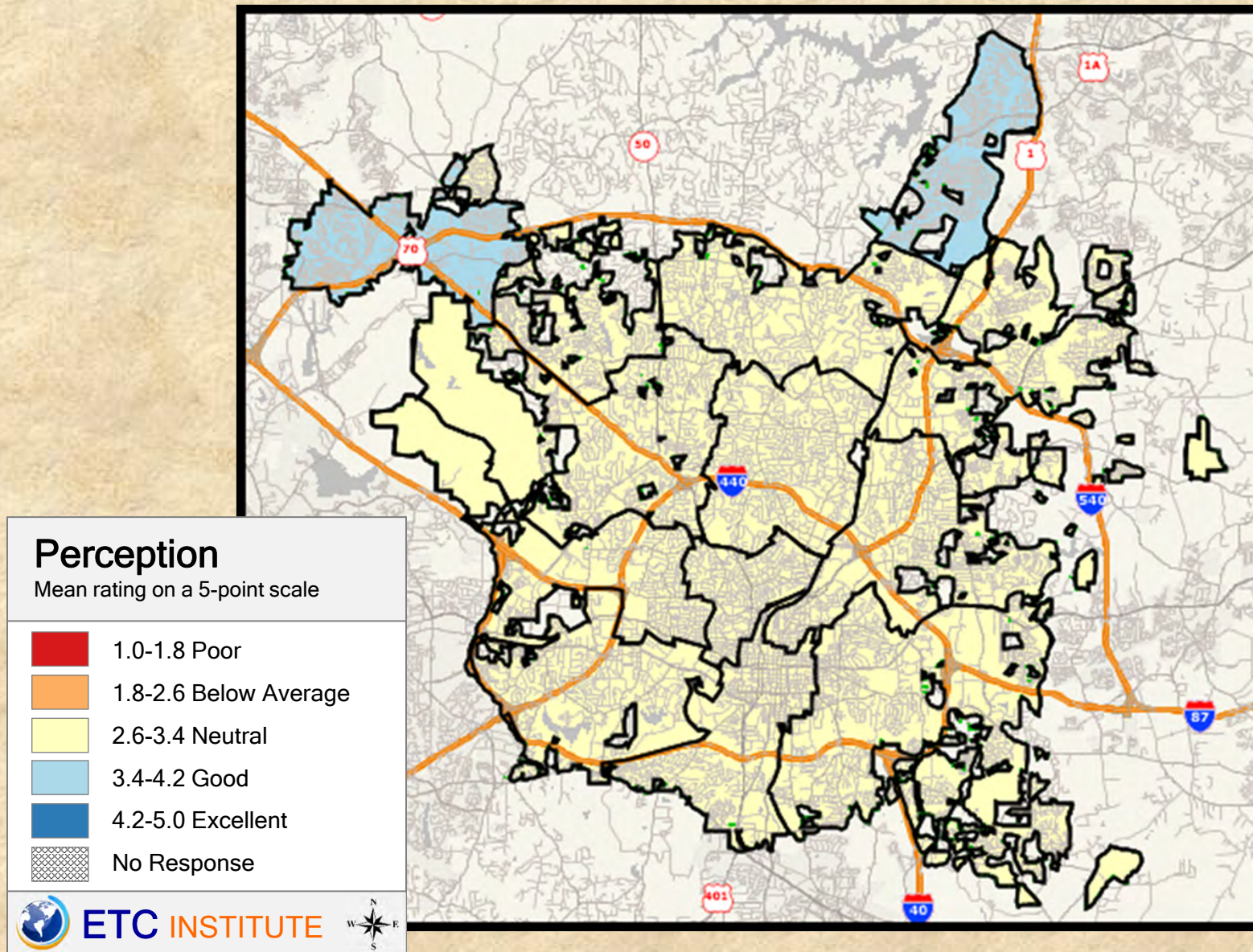
## Q16-7. Condition of sidewalks in your neighborhood



### 2020 City of Raleigh Community Survey

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

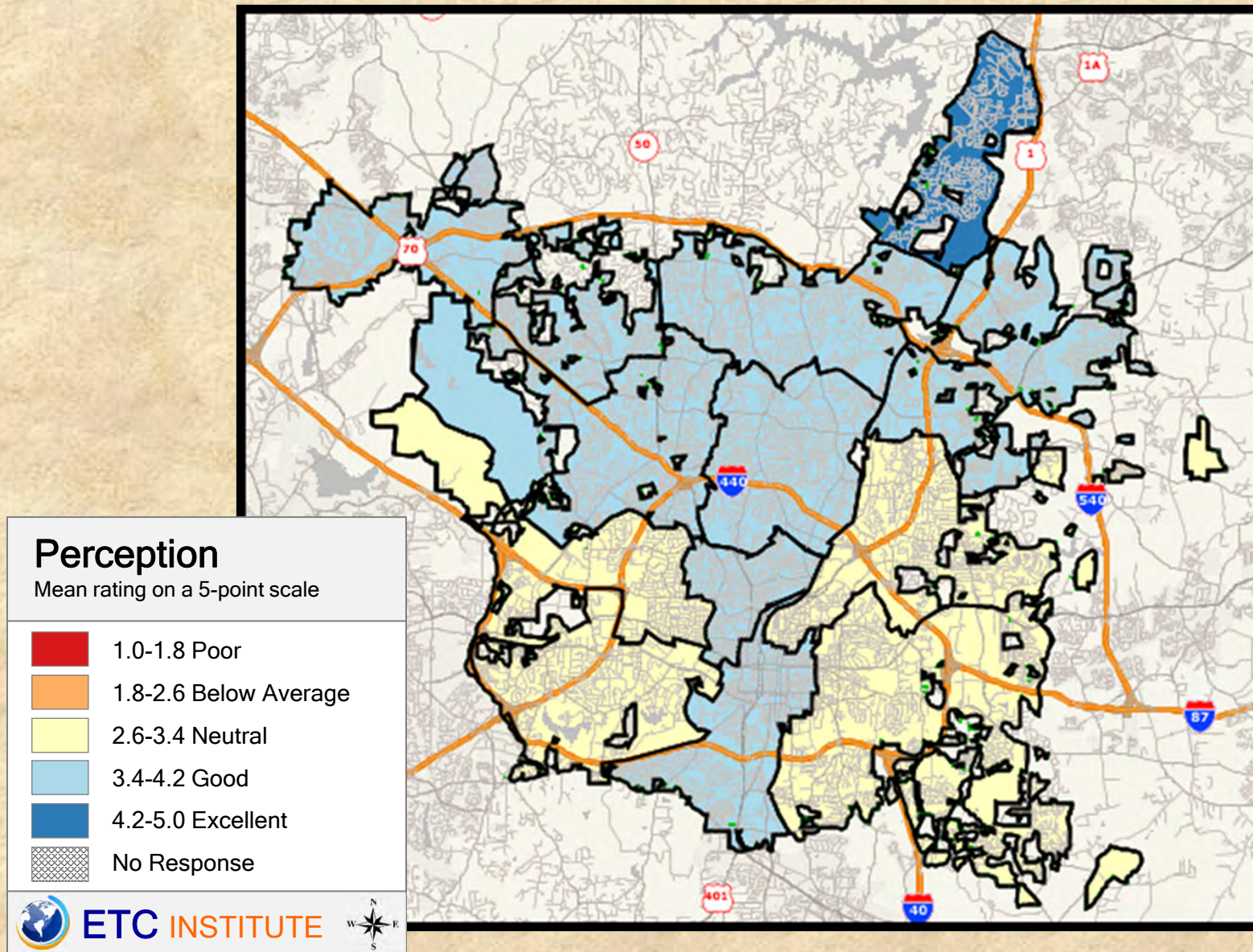
## Q16-8. Availability of sidewalks in Raleigh



### 2020 City of Raleigh Community Survey

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

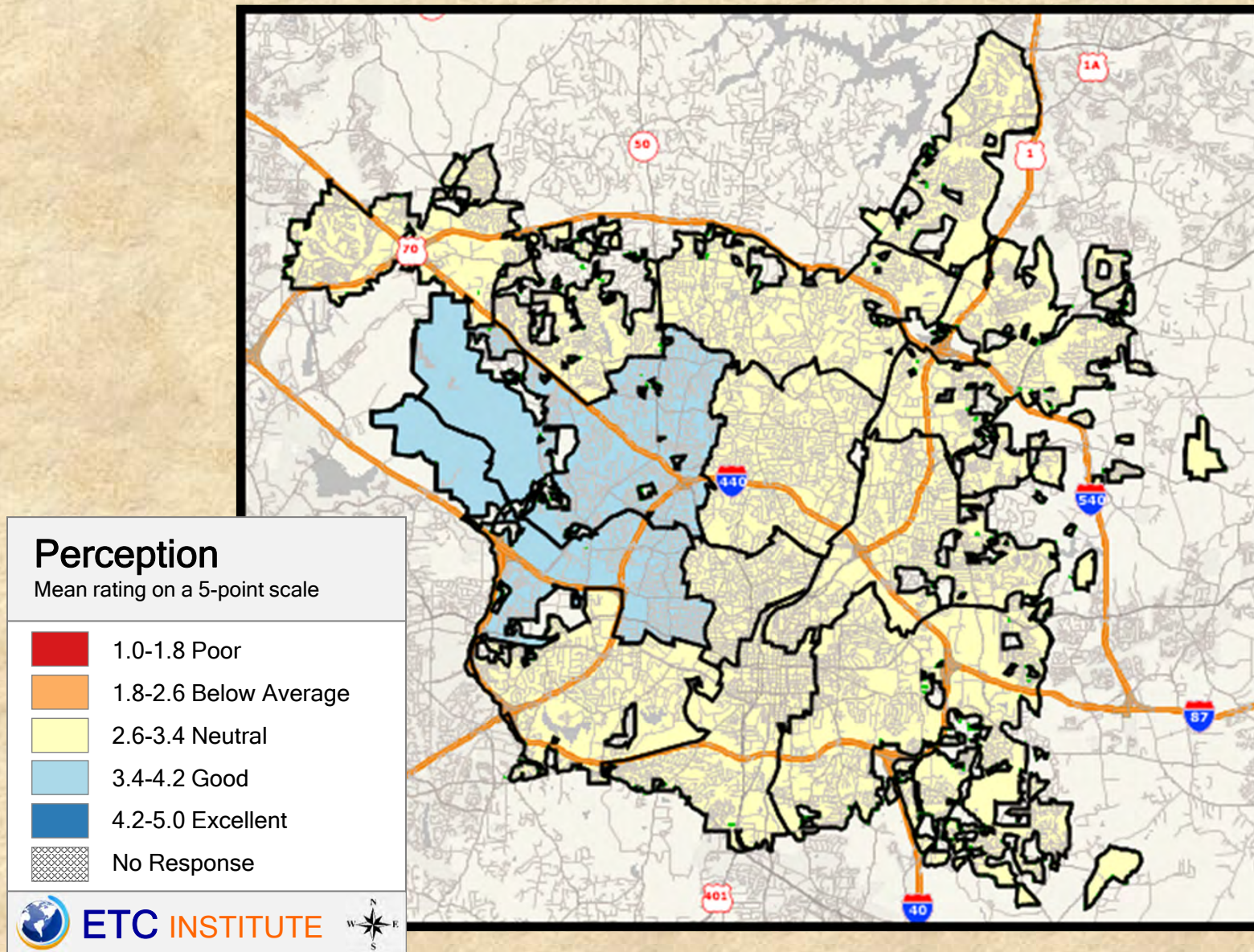
## Q16-9. Availability of sidewalks in your neighborhood



### 2020 City of Raleigh Community Survey

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

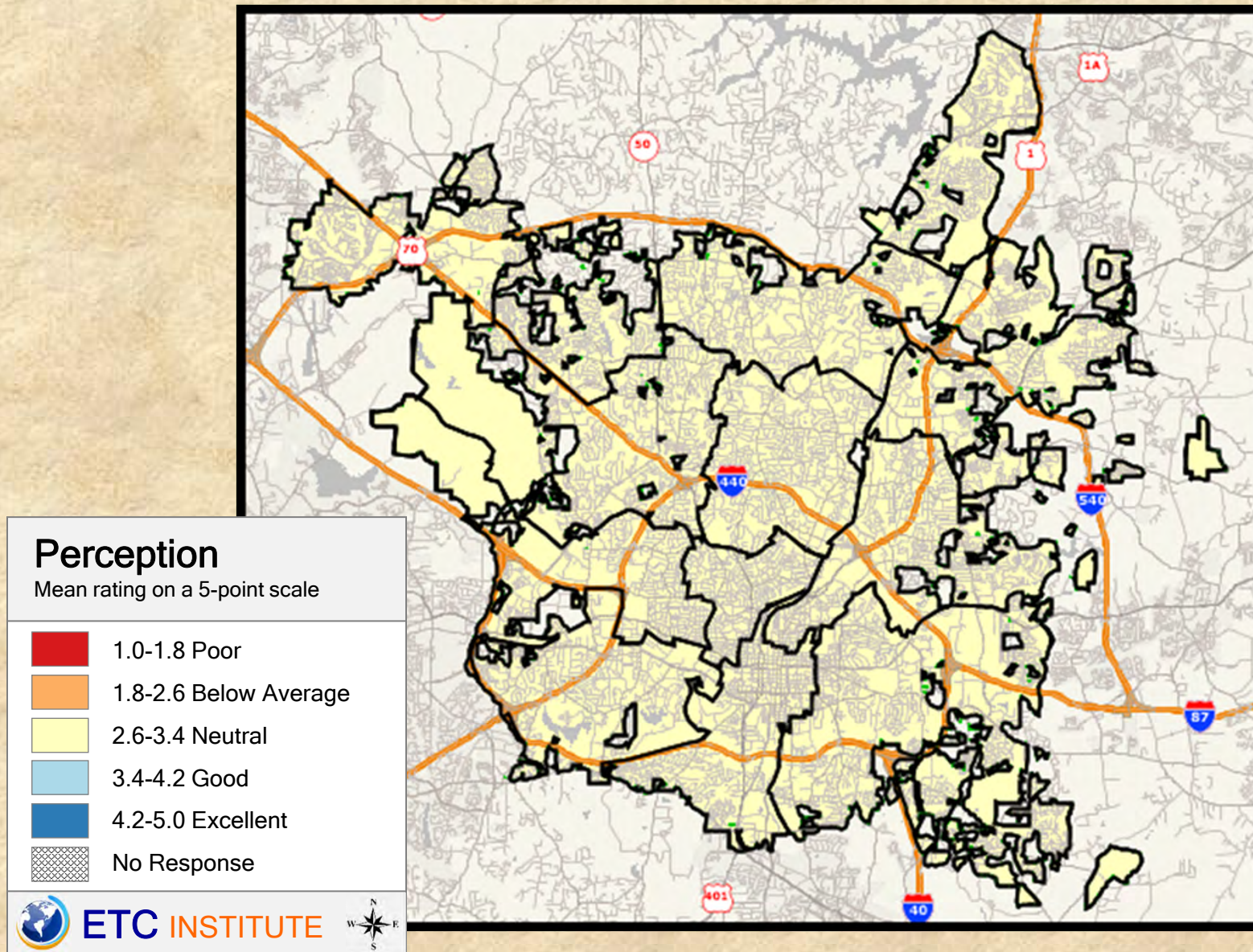
## Q16-10. Availability of bicycle lanes



## 2020 City of Raleigh Community Survey

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

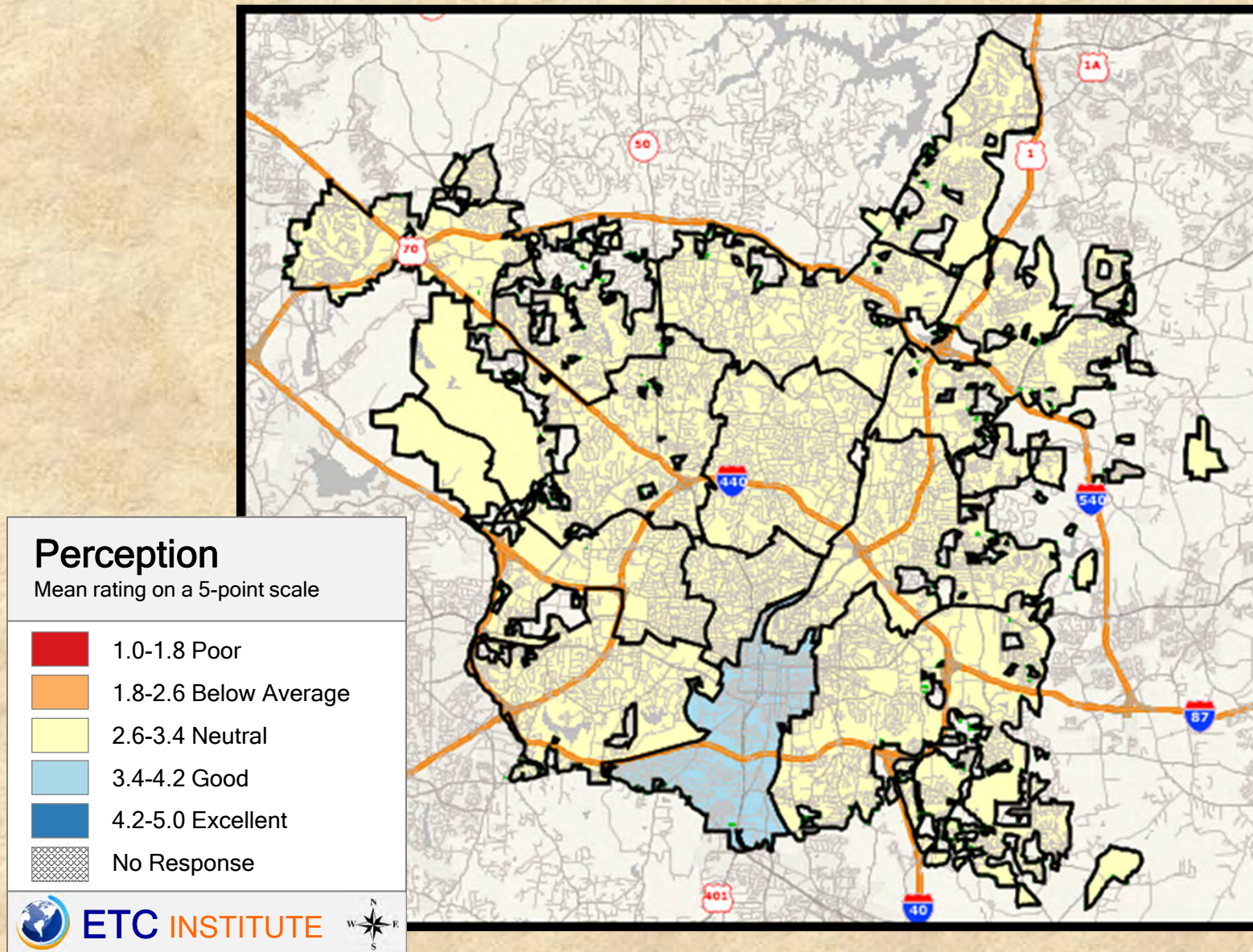
## Q16-11. Availability of downtown parking



### 2020 City of Raleigh Community Survey

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

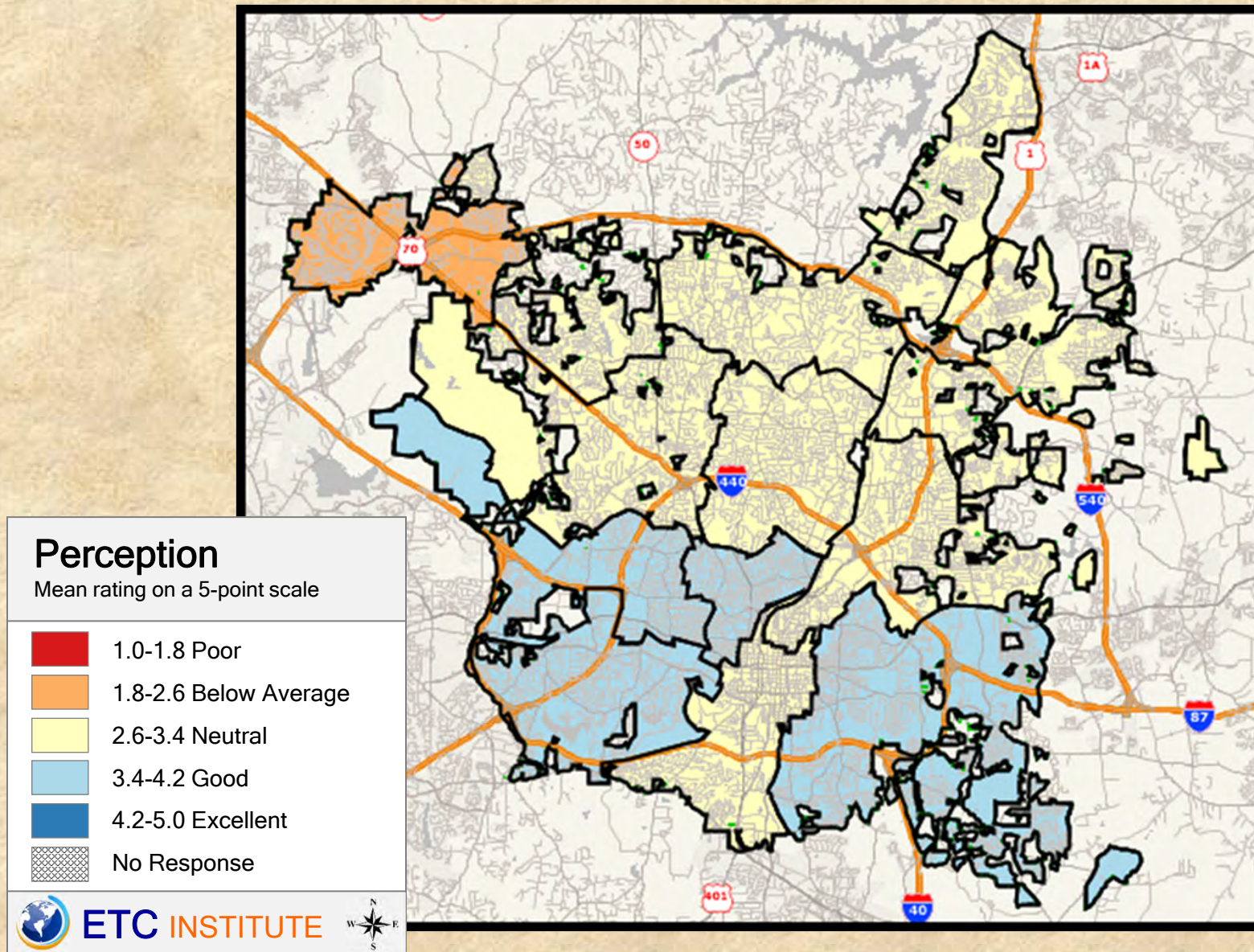
## Q16-12. Quality of downtown parking



## 2020 City of Raleigh Community Survey

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

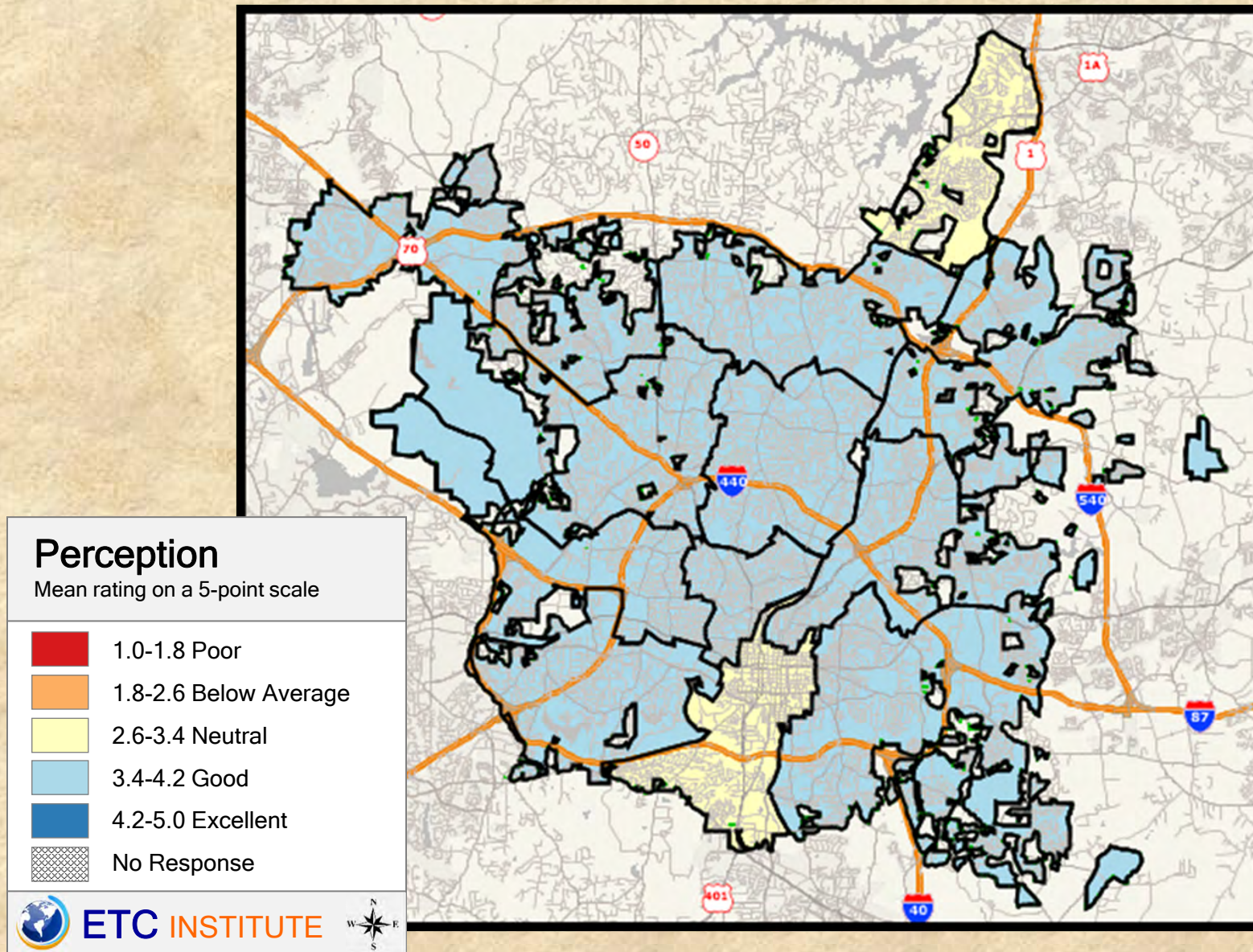
## Q16-13. Overall quality of GoRaleigh bus system



### 2020 City of Raleigh Community Survey

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

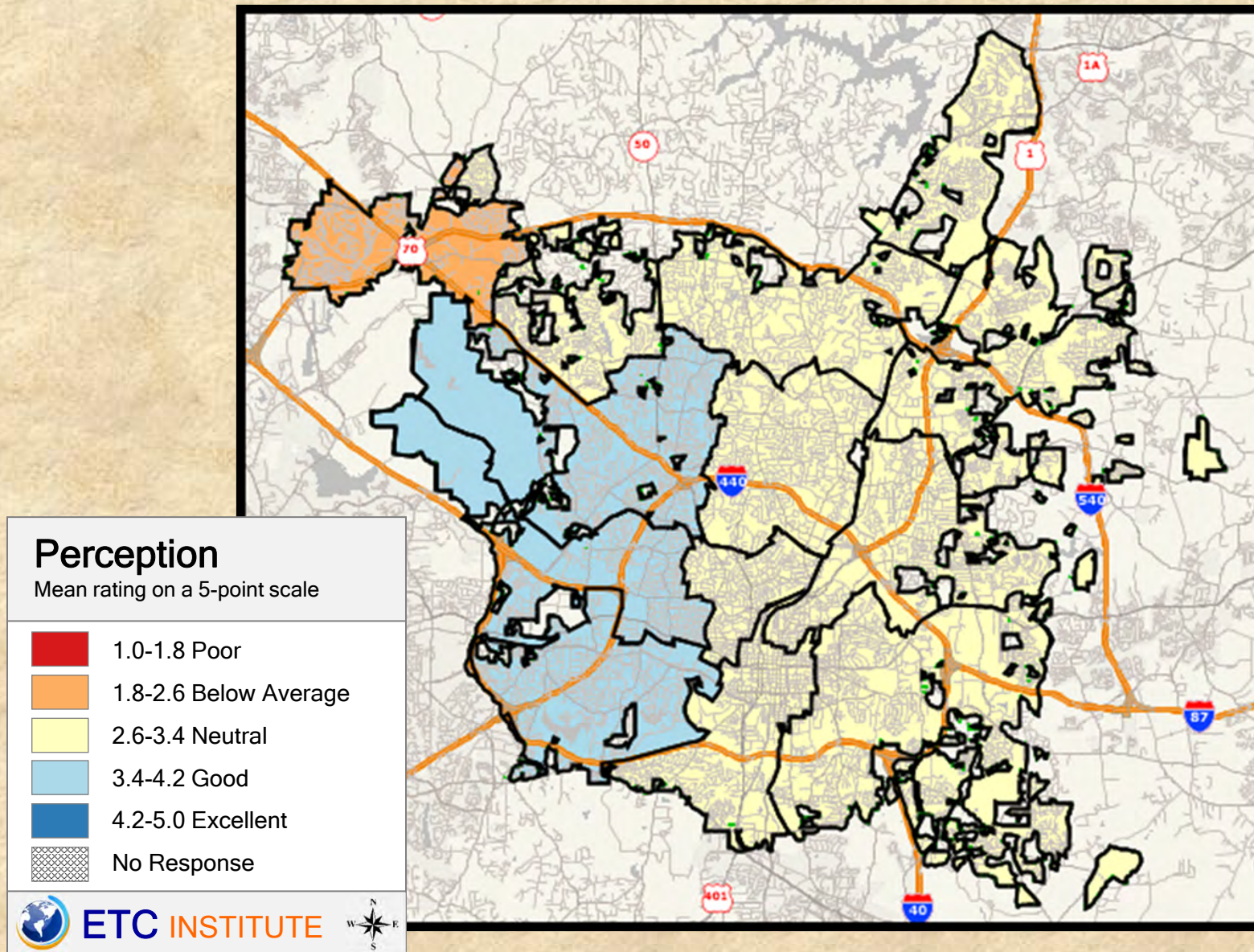
## Q16-14. Cleanliness of GoRaleigh buses



## 2020 City of Raleigh Community Survey

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

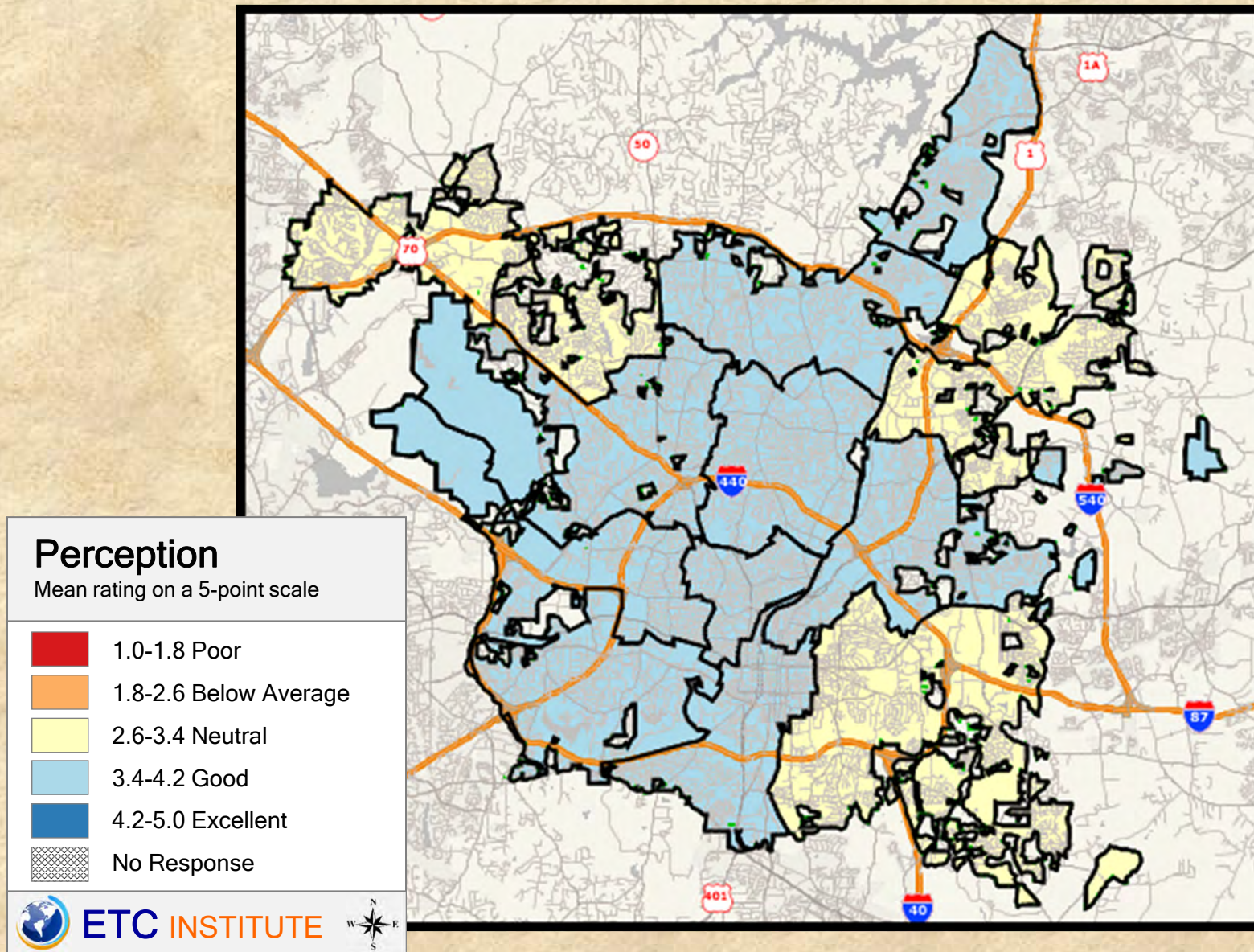
## Q16-15. Cleanliness of GoRaleigh bus stops and terminals



### 2020 City of Raleigh Community Survey

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

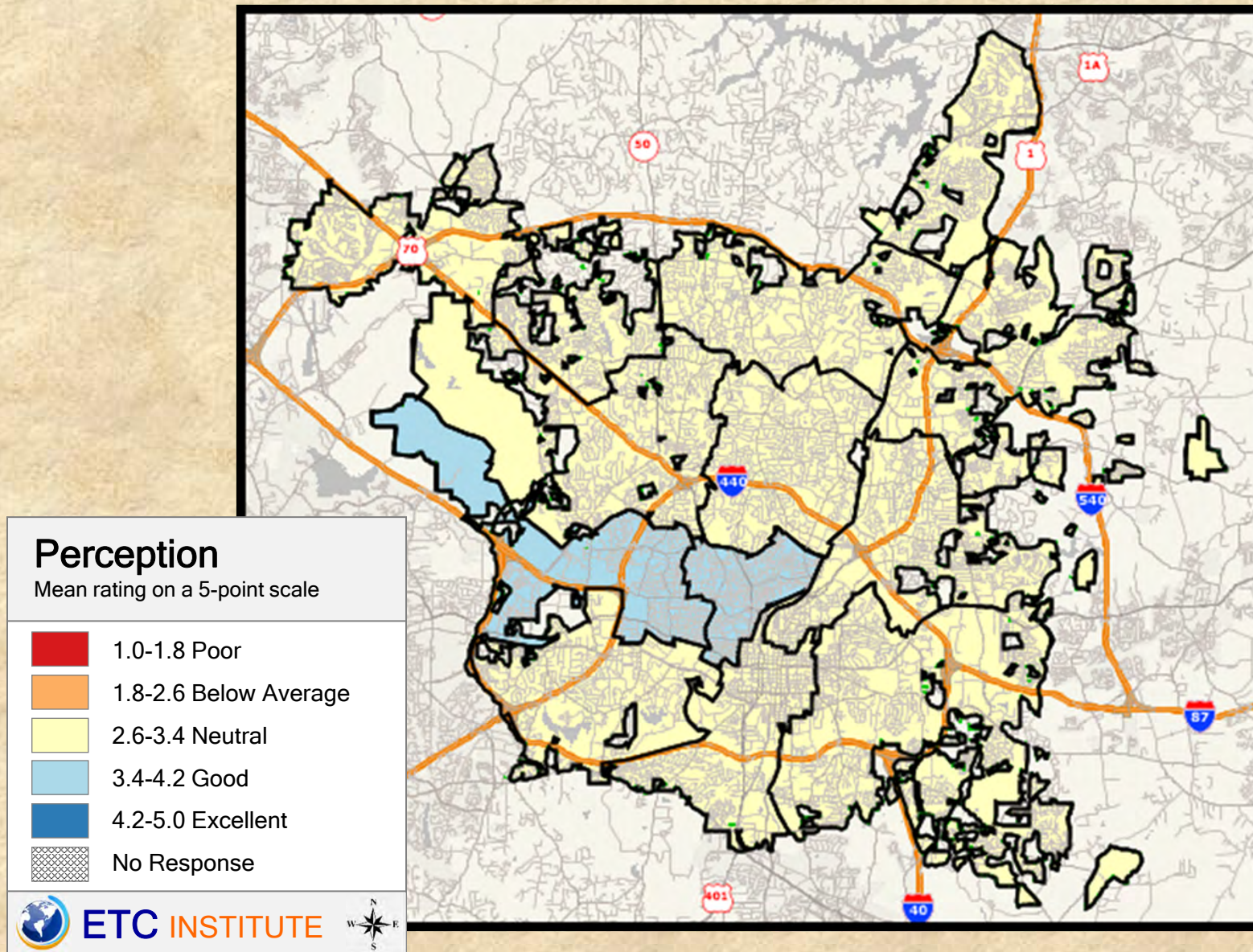
## Q16-16. Walking to places in Raleigh



## 2020 City of Raleigh Community Survey

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

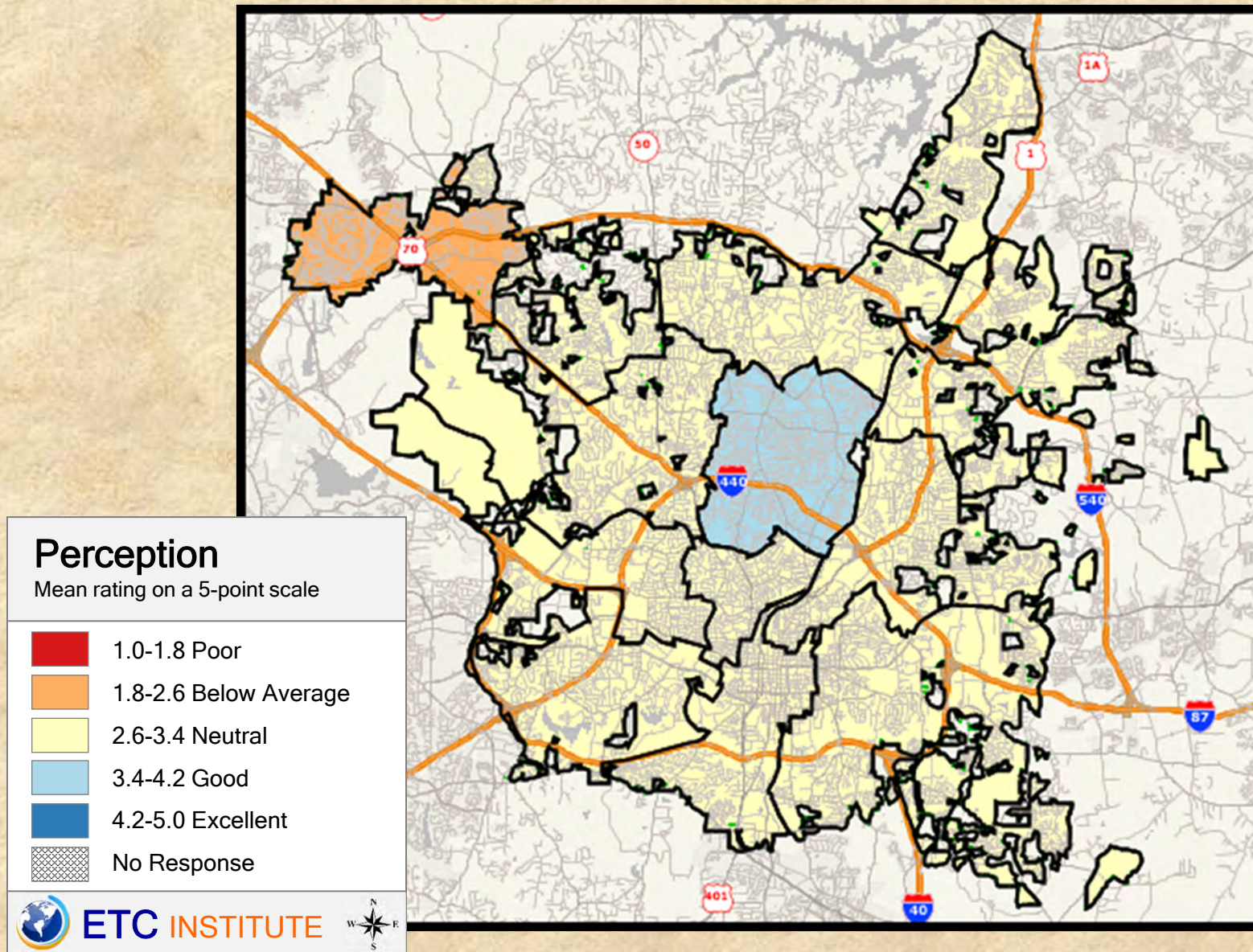
## Q16-17. Biking to places in Raleigh



### 2020 City of Raleigh Community Survey

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

## Q16-18. Riding the GoRaleigh bus to places in Raleigh



### 2020 City of Raleigh Community Survey

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