



BUDGET AND
MANAGEMENT SERVICES

FISCAL YEAR 2024 COMMUNITY BUDGET PRIORITIES

ENGAGEMENT REPORT





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ENGAGEMENT REPORT

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Executive Summary

The City of Raleigh's Budget and Management Services (BMS) Department delivered a Fiscal Year (FY) 2024 Community Budget Priorities Survey to Raleigh residents between January 1, 2023 to February 28, 2023. The Department's goal was to create a budget that represents the preferences and priorities of the Raleigh community. To engage more voices in the community engagement process surrounding the City's budget, BMS revamped their efforts for FY2024 by:

- Creating a new community budget priorities survey to obtain more meaningful data from Raleigh residents
- Translating the survey and survey flyers in Spanish
- Putting participants, who opted to include their email address in the survey, into a drawing to win a \$50 giftcard
- Including QR codes on the survey flyers and social media posts which advertise the survey Delivering the survey via flyers (700) earlier in the year in order to analyze information prior to the March 13th Budget Work Session
- Sharing the survey advertisements with Wake County Libraries (Raleigh locations), Parks, Recreation, and Cultural Resources Community Centers, select non-profit businesses, and GoRaleigh buses Including advertisements in Raleigh Water bills mailed to residents in February
- Partnering with iHeart Radio and City of Raleigh's Communication team to create and distribute social media content advertising the survey
- Attending More Homes, More Choices events to share the survey with residents
- Creating a generic email for BMS for direct contact with residents (budget@raleighnc.gov)
- Hosting pop-up events to share the survey with residents

In addition, Budget and Management Services hosted four pilot focus groups (listening sessions) with residents who indicated via the survey they would like to engage further with the Department. The results from these focus groups are shared in subsequent pages of this report.

A total of 3,107 residents responded to the survey via Public Input, Raleigh's organization-wide survey tool. This is a 275% increase from the FY 2023 survey which received ~800 responses in spite of the FY 2023 survey's significantly shorter length. Five residents were randomly selected and sent virtual Visa gift cards on March 21, 2023.

This report includes:

- Major findings from the FY 2024 survey
- Charts showing key results and demographic makeup of survey participants Importance-Satisfaction analysis
- Focus Group Recap
- A copy of the survey flyers and data



City of Raleigh Statement on Equity

The City of Raleigh is committed to establishing and advancing an equitable community for all. Because we know that race is the primary predictor of a person's outcomes across all social indicators and societal systems, the City of Raleigh will prioritize racial equity to dismantle the policies and systems that have created and sustained these inequities.

Inequities in our systems and policies are costly and limit positive outcomes and quality of life for all of us. When we achieve racial equity, all people in Raleigh will benefit from a more just, equitable system. Raleigh aspires to be a model for equity in local government.

FY2024 Budget Process and Engagement Recap

FY2024 BUDGET PROCESS



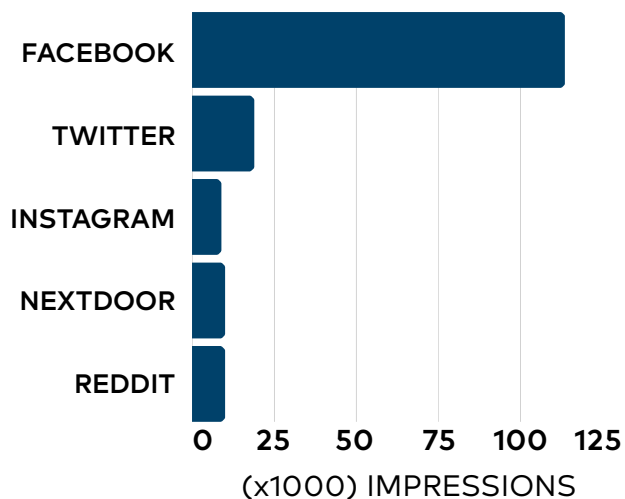
The City of Raleigh's FY 2024 begins on July 1st, 2023 and ends June 30th, 2024. In February, City Council begins hosting a series of Budget Work Sessions to discuss FY 2024 budget development. On May 16, BMS will present the City Manager's Proposed FY2024 budget to City Council. Before the end of June, City Council is required to adopt the next Fiscal Year budget. June 6th 2023 is the public hearing on the proposed budget.

As a part of the FY 2024 budget process, BMS launched the FY 2024 budget survey via Public Input and paid for advertisements via the City of Raleigh Communications Department and iHeart radio station. BMS distributed flyers received from Communications at Wake County Libraries (Raleigh locations), Parks and Recreation Community Centers, select non-profit businesses, and GoRaleigh buses. BMS staff also hosted pop-up events to share the survey with residents at various City locations including Moore Square, Nash Square, the Raleigh Municipal Building, and Pullen Park.

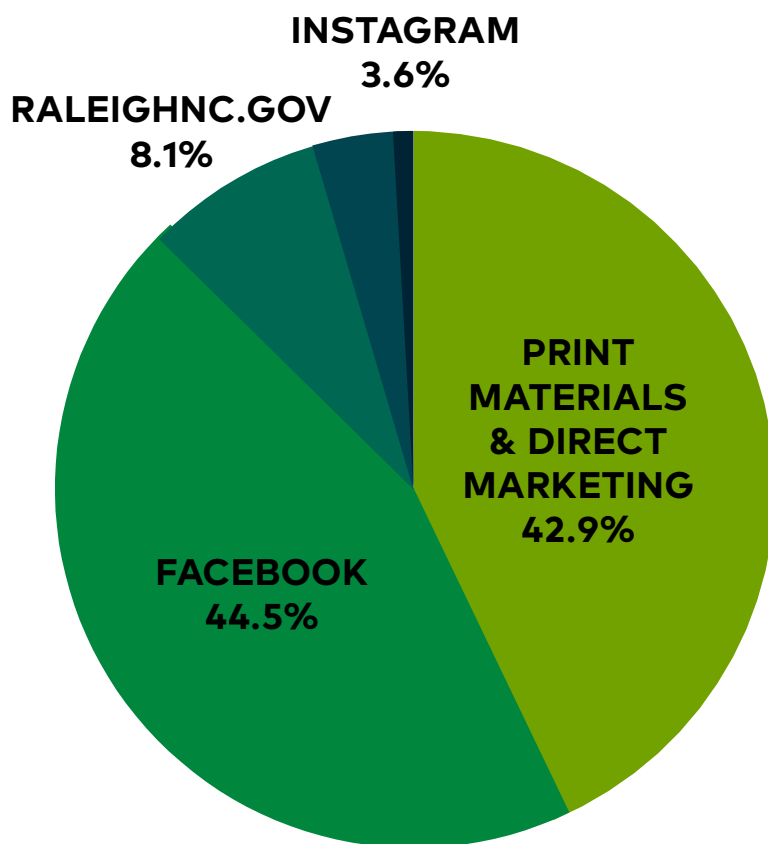


BMS staff, Macie Rush (left) and Lindsey Davis (right) at a pop-up event in front of the Raleigh Municipal Building.

MEASURING OUR OUTREACH



City of Raleigh Communications Department Resident Impressions. Impressions are the number of views for each advertisement.



Referral Traffic Sources tracking the number of clicks into the survey from other platforms, provided by Public Input.

Major Findings

Importance-Satisfaction Analysis

The Importance-Satisfaction (IS) rating allows the City to hone in on the services that are of the highest importance to residents and in which residents are the least satisfied with. The ranking of each service area provided by the City shows which services should receive more emphasis and revenue for the FY 2024 budget.

Below are the service area categories, of the 33 listed on the survey, with the highest and lowest IS rankings from the FY 2024 budget survey results. For example, "providing affordable housing options" and "reducing traffic accidents or congestion" had the highest IS ranking (Ranked and #1 and #2) via

the survey results, suggesting increased emphasis and revenue should be concentrated on these service areas.

In contrast, "making it easy to pay for bills and fees" and "providing quality city entertainment venues (Convention center, Duke Energy for the Performing Arts, etc)" ranked the lowest on the IS rating (Rank #32 and #33), suggesting these service areas do not require additional City emphasis and revenue for FY 2024 as residents are relatively satisfied with these services compared to their importance.

| Service Area | IS Rating Rank | Importance-Satisfaction Rating | Importance % | Satisfaction % |
|---|----------------|--------------------------------|--------------|----------------|
| High Priority (IS>.40) | | | | |
| Provide affordable housing options | 1 | .5382 | 78% | 31% |
| Reduce traffic accidents or congestion | 2 | .5005 | 91% | 45% |
| Providing a connected safe, and reliable GoRaleigh bus and transit system | 3 | .4860 | 81% | 40% |
| Providing youth skill development opportunities | 4 | .4704 | 84% | 44% |
| Giving residents a chance to express their views before making budget decisions | 5 | .4557 | 93% | 51% |

Service Areas with the highest IS ranking

**This survey was not distributed via randomization and thus the results are not statistically significant. This analysis is based on the survey respondents submissions which was volunteer only.*

| Service Area | IS Rating Rank | Importance-Satisfaction Rating | Importance % | Satisfaction % |
|---|----------------|--------------------------------|--------------|----------------|
| Low Priority (IS<.40) | | | | |
| Providing quality community centers | 29 | .2387 | 77% | 69% |
| Giving residents the information they need about recycling services in your neighborhood or building | 30 | .2378 | 82% | 71% |
| Offering opportunities to celebrate, connect with, and contribute to the City's creative and cultural ecosystem | 31 | .2079 | 63% | 67% |
| Make it easy to pay for bills and fees | 32 | .1932 | 84% | 77% |
| Providing quality city entertainment venues (Convention center, Duke Energy for the Performing Arts, etc.) | 33 | .1330 | 70% | 81% |

Service Areas with the highest IS ranking

The IS rating is calculated by summing the percentage of responses for survey items in which residents selected a service area as "extremely important" or "somewhat important" for the City to provide. That sum is multiplied by 1 minus the percentage of respondents who indicated they are "completely satisfied" or "somewhat satisfied" with the same City service. "Don't know/Prefer not to answer" was also an option and is excluded from the IS calculation to ensure satisfaction and importance ratings are comparable. The maximum rating of 1.00 would be achieved if 100% of respondents select an item as "extremely important" or "somewhat important" and 0% of respondents indicated they are "completely satisfied" or "somewhat satisfied" with that service.

On the FY 2024 survey, residents were asked to indicate how important is it that the City provide major service areas and then they were asked to rate their satisfaction levels with those same service areas. Below, in Section 1, are the top five service areas that were ranked as most important overall. Section 2 shows the service areas with the highest satisfaction levels overall followed by the service areas with the highest satisfaction levels as broken down into the City's corresponding Strategic Plan focus areas: Transportation and Transit, Safe, Vibrant, and Healthy Community, Arts and Cultural Resources, Growth and Natural Resources, Economic Development and Innovation, and Organizational Excellence.

SECTION 1. IMPORTANCE OF CITY SERVICES

Residents were asked to indicate how important it is that the City provide the major service areas listed on the survey. Below are the major services that had the highest ratings of importance (average of extremely important and somewhat important responses):

- Providing a well-maintained utility infrastructure (water, sewer, stormwater, electric/gas) (49%)
- Maintaining City streets (48%)
- Responding to community needs (fire, police, 911) (48%)
- Giving residents a chance to express their views before making budget decisions (47%)
- Offering quality garbage, recycling collection and yard waste/leaf collection (47%)

SECTION 2. SATISFACTION OF CITY SERVICES

Residents were asked to rate their satisfaction levels with the major service areas provided by the City of Raleigh. Below are the major services that had the highest ratings of satisfaction (average of very satisfied and somewhat satisfied responses):

- Providing quality City entertainment (41%)
- Making it easy to pay for bills and fees (39%)
- Providing a well-maintained utility infrastructure (water, sewer, stormwater, electric/gas) (37%)
- Offering quality garbage, recycling collection, and yard waste/leaf collection (37%)
- Maintaining a clean downtown (36%)

Transportation and Transit

Residents were asked to rate their satisfaction level with Transportation and Transit Services and the following had the highest satisfaction ratings (average of very satisfied and somewhat satisfied responses):

- Offering quality downtown parking (32%)
- Maintaining City streets (30%)
- Offering quality sidewalks (29%)

Safe, Vibrant, and Healthy Community

Residents were asked to rate their satisfaction level with Safe, Vibrant, and Healthy Community Services and the following had the highest satisfaction ratings (average of very satisfied and somewhat satisfied responses):

- Providing a well-maintained utility infrastructure (water, sewer, stormwater, electric/gas) (37%)
- Maintaining a clean downtown (36%)
- Providing quality community centers (35%)

Arts and Cultural Resources and Growth and Natural Resources

Residents were asked to rate their satisfaction level with Arts and Cultural Resources and Growth and Natural Resources Services and the following had the highest satisfaction ratings (average of very satisfied and somewhat satisfied responses):

- Providing quality City entertainment (41%)
- Offering opportunities to celebrate, connect with, and contribute to the City's creative and cultural ecosystem (34%)
- Preserving local history (30%)

Economic Development and Innovation

Residents were asked to rate their satisfaction level with Economic Development and Innovation Services and the following had the highest satisfaction ratings (average of very satisfied and somewhat satisfied responses):

- Providing job opportunities (30%)
- Supporting small businesses and/or recruiting new businesses (29%)
- Supporting Equity and Minority and Women Owned Business Enterprises (26%)

Organizational Excellence

Residents were asked to rate their satisfaction level with Services related to Organizational Excellence and the following had the highest satisfaction ratings (average of very satisfied and somewhat satisfied responses):

- Making it easy to pay for bills and fees (39%)
- Offering quality garbage, recycling collection, and yard waste/leaf collection (37%)
- Giving residents the information they need about recycling services in your neighborhood or building (36%)

SECTION 3. RESIDENT COMMENTS

Section 3. Is there anything else you would like the City to consider in the budget for FY 2024? Below are the top key words tagged in the comments via Public Input for this question.

"Would be great to highlight wins the city has had (whether at events, social media, etc.) and specifically how community feedback has contributed to those wins. i.e. how citizens are bringing progress. Thank you! "

"Scale back mass transit needs by issuing uber credits to low income residents."

"Mental health response unit. Heavy focus on development and educational opportunities for K-12."

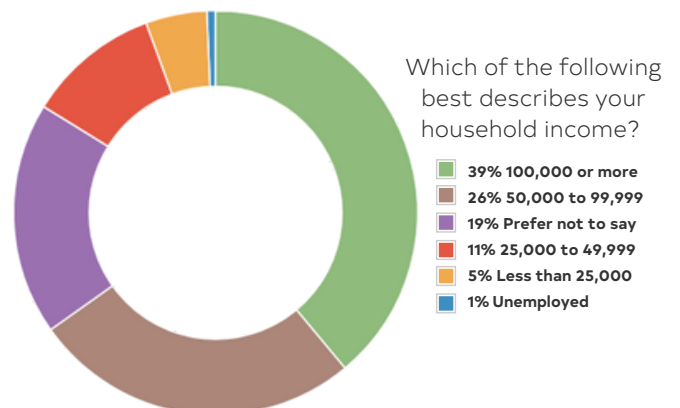
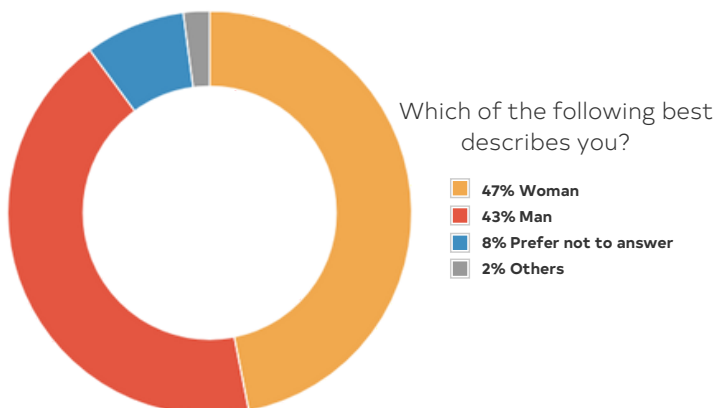
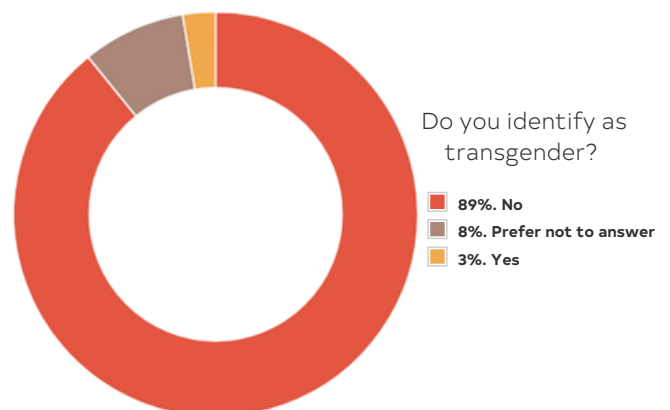
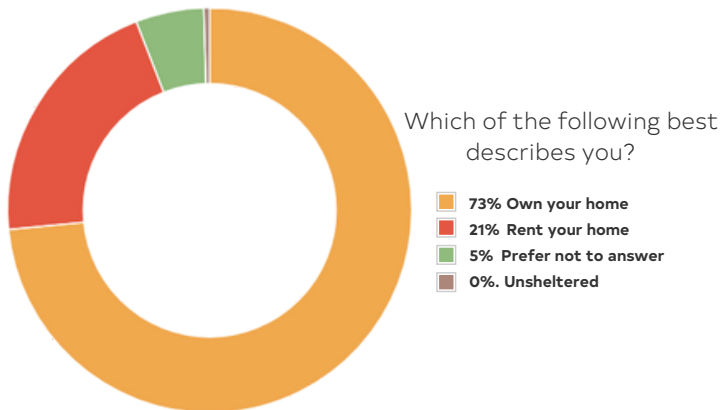
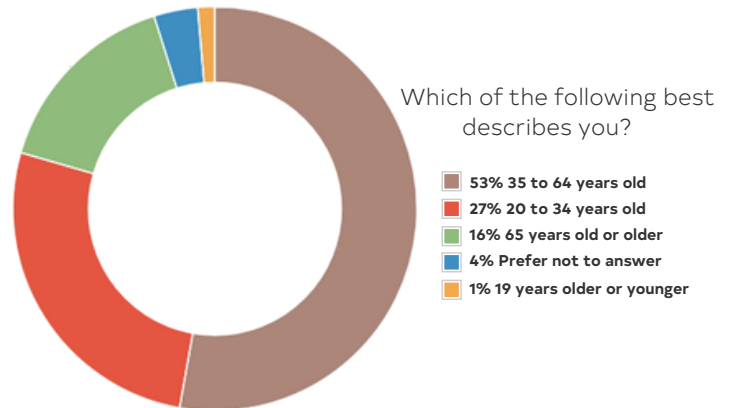
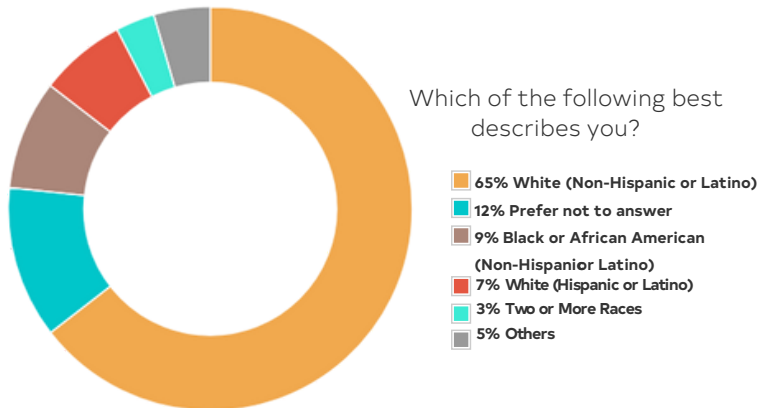
"What can the city do to preserve the tree canopy, increase the planting of large native trees?"

"Provide incentive to reduce organic waste by encouraging composting. Charge for storm water based on how much storm water produced!"

Demographic Information

SECTION 4. DEMOGRAPHICS

Residents were asked to submit their zip code, age, race/ethnicity, home status, gender identity, and household income. BMS included a "prefer not to say" option for each questions. Results for those who responded to these questions are below.



Focus Groups

Pilot Sessions

As a brand new process for the City of Raleigh, Budget and Management Services (BMS) hosted two virtual (via Teams) and two in-person pilot focus groups (or listening sessions) at Green Road Community Center and Tarboro Road Community Center in 2023. Participants for these sessions were selected based on whether they selected "yes" when asked to participate further by attending a listening session with BMS staff on the last question of the survey.

In an effort to host focus groups with a diverse group of participants, BMS asked participants to choose one of the four offered sessions to attend. Of those who responded to the email invite and selected their preference (N=47), 26 people attended one of the sessions. Below is the demographic makeup of the participants who attended:

Age

- 15.38% 65 years old or older
- 34.62% 20 to 34 years old
- 30.77% 35 to 64 years old
- 19.23% Prefer not to answer

Gender

- 42.31% Women
- 38.46% Men
- 19.23% Prefer not to answer

Race and Ethnicity

- 57.69% White (Non-Hispanic or Latino)
- 3.85% White (Hispanic or Latino)
- 3.85% Asian (Non-Hispanic or Latino)
- 7.69% Black or African American (Non-Hispanic)
- 3.85% Two or More Races)
- 23.08% Prefer not to answer

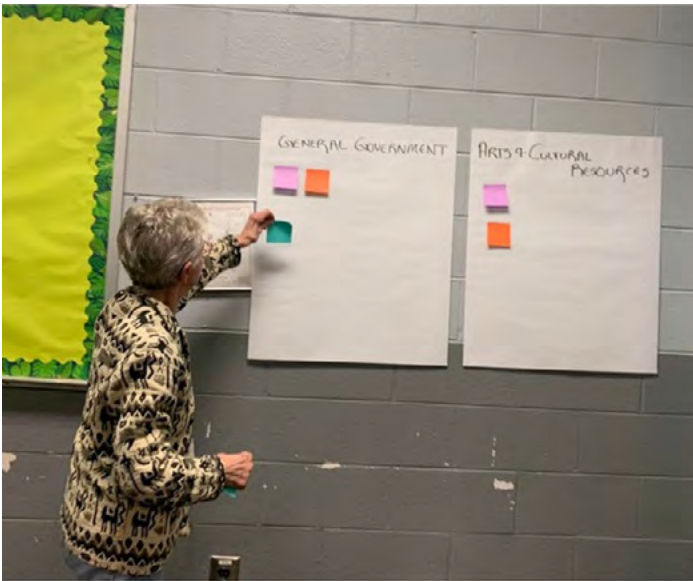
Annual Household Income

- 34.62% \$100,000 or more 23.08% \$50,000-99,999
- 11.54% \$25,000-49,999
- 3.85% Less than \$25,000
- 26.92% Prefer not to answer

Home Ownership Status

- 30.77% Rent their home 53.85% Own their home
- 15.38% Prefer not to answer

BMS staff is currently evaluating this process and will continue to build robust community engagement for future budget cycles. This evaluation will include feedback received from focus group participants and building internal capacity to host an abundance of focus groups with diverse voices in the future. The goal is to build upon the efforts from FY 2024 to build a budget reflecting the community's preferences and priorities and ensuring equitable outcomes for all.



Residents responding to staff questions at the 1/30 focus group hosted at the Green Road Community Center.



Residents responding to staff questions at the January 24th focus group hosted at the Tarboro Road Community Center.

Sessions were facilitated by Budget and Management Services (BMS) staff. The goal of each session was to educate residents about the City's budget process and to provide an opportunity for resident feedback. BMS provided an overview of the City's FY 2024 revenues and expenses, the FY 2024 economic outlook, and how budget decision-making occurs. Afterward, residents were invited to an open discussion around their budget priorities. Below are highlights of what BMS captured from these four sessions.

Questions posed in this open discussion included:

- What are your top needs for the City in the next 12 months?
- What do you think the City can do to meet its top needs in the next 12 months? For example, do we increase taxes and fees, or do we decrease a service area?
- Name a service the City currently provides that you would like to see it maintain or improve over the next 12 months.

Residents were asked to write their top needs for the City over the next 12 months on sticky notes. Below are the combined notes from the four focus groups clustered into themes.

Consistent with the survey results and the Importance-Satisfaction (IS) ratings, providing affordable housing options (in purple below) and transportation and transit safety topics (in green below) were focus group participants top priority

service areas. Public safety (in blue below) was the third most commonly discussed topic discussed at the focus group sessions; however, “responding to community needs (fire, police, 911) ranked #17 on the IS rankings indicating residents felt a relatively high satisfaction compared to the importance level for public safety according to the survey results (overall satisfaction=66%)

What do you think will be the top needs for the City in the next 12 months?



LEGEND

| | |
|------------------------------|------------------------|
| Purple: Housing | Yellow: Environment |
| Green: Transportation Safety | Light Green: Education |
| Blue: Public Safety | Pink: Parks |
| Teal: Community Engagement | |

Focus Group Feedback

As BMS evaluates community engagement around the budget process, staff sought feedback from focus group attendees. Participants were asked to provide their feedback after attending BMS focus groups by completing a short and anonymous survey. The purpose of this was to gather an understanding of how to improve the focus groups for future iterations. Below are examples of feedback received from participants.

1. How would you rate your Budget Listening Session experience?



2. What is your biggest takeaway about the City Budget after attending the Budget Listening session?

Latest Responses

"I was surprised that participants seemed less than open to creative, humane..."

"I feel that the Budget team will take this and all of the prior input back to t..."

"Being educated on the city budget process."

3. Did this session meet your expectations?

Latest Responses

"Yes, presenters were excellent — upbeat, passionate about their work, well-..."

"Yes....."

"This was my very first civic involvement so I wasn't sure what to expect, but ..."

4. How can we make a future Budget Listening Session better?

Latest Responses

"So frustrated trying to use Jamboard on my phone. It's a great app but can ..."

"I attended the Saturday AM session because I unfortunately missed the two ..."

"I think the current structure works fine."

Appendix

Focus Group Email Invitation Text

Hello,

If you are receiving this email, you recently completed the City of Raleigh's Fiscal Year Budget Survey! We appreciate the time you spent completing the survey and now invite you to attend our upcoming budget focus groups. These sessions will provide an overview of the City's budget process, an overview of our current engagement process, and give you time to share your preferences and priorities.

Objective

With your help, we are hoping to gather resident input on the following:

- Thoughts on Fiscal Year 2024 city services & programs
- Concerns, ideas with City spending and meeting top needs
- Which services are the most important to maintain or improve

What will I be doing?

You will be asked questions about your priorities and preferences on the Fiscal Year 2024 City budget.

How long is a session?

No more than 1 hour and 30 minutes.

When and where?

For this budget cycle, we will host two in person and two virtual focus group sessions. For the virtual sessions, you will be sent a Zoom link ahead of your scheduled session. The locations for the in-person sessions are listed below.

Please note, at this time we are not able to accommodate these services: childcare, food/refreshments, or individual compensation for participating.

Interested in participating?

If you would like to participate in a focus group session, please reply to this email with your name and your top two preferences for the following days and times:

- Tuesday, 1/24 6:30-8pm
(IN PERSON SESSION: Tarboro Road Community Center 121 N Tarboro St, Raleigh, NC 27610)
- Monday, 1/30 5:30-7pm
(IN PERSON SESSION: Green Road Community Center 4201 Green Rd, Raleigh, NC 27604)
- Tuesday 1/31 12-1:30pm
(VIRTUAL LINK WILL BE SENT OUT PRIOR TO MEETING)
- Saturday, 2/4 10-11:30am
(VIRTUAL LINK WILL BE SENT OUT PRIOR TO MEETING)

If you have any questions, please contact us at budget@raleighnc.gov or 919-996-4270.

Thank you so much for your interest!

–Budget and Management Services

Survey Posters

BUDGET AND
MANAGEMENT SERVICES

Hey Raleigh! Share your thoughts about the City Budget

City Council and City staff want to hear from you! Complete the survey by February 28, 2023.

Five lucky winners will have an opportunity to win a \$50 gift card! Take the poll at engage.raleighnc.gov/budget

Scan for English Survey



Raleigh

BUDGET AND
MANAGEMENT SERVICES

¡Hola habitantes de Raleigh! Compartan su opinión sobre el presupuesto de la ciudad

¡El Concejo del Ayuntamiento y el Personal del Ayuntamiento desean escucharlo! Complete la encuesta antes del 29 de febrero de 2023.

Cinco afortunados ganadores tendrán la oportunidad de ganar una tarjeta de regalo de \$ 50. Haga la encuesta en engage.raleighnc.gov/budgetespanol

Buscar encuesta en español



Raleigh

Survey Data

| Q1- Please indicate how important it is that the City provide each of the following services. | | | | | | |
|---|---|---------------------|--------------------|------------------------|----------------------|----------------------|
| | | Extremely important | Somewhat important | Somewhat not important | Not at all important | Prefer not to answer |
| Q1-1. | Providing a connected, safe, and reliable GoRaleigh bus and transit | 52% | 29% | 9% | 10% | 0% |
| Q1-2. | Offering quality downtown parking | 33% | 41% | 16% | 9% | 1% |
| Q1-3. | Reducing traffic accidents and congestion | 63% | 28% | 6% | 2% | 1% |
| Q1-4. | Providing parking and code enforcement | 19% | 39% | 27% | 13% | 2% |
| Q1-5. | Offering quality sidewalks | 57% | 33% | 7% | 3% | 0% |
| Q1-6. | Maintaining City streets | 65% | 31% | 3% | 1% | 0% |
| Q1-7. | Offering adequate quality Electric Vehicle Charging Stations | 16% | 32% | 25% | 25% | 2% |
| Q1-8. | Provide bike lanes | 32% | 30% | 19% | 18% | 1% |

| | | Extremely important | Somewhat important | Somewhat not important | Not at all important | Prefer not to answer |
|--------|--|---------------------|--------------------|------------------------|----------------------|----------------------|
| Q1-9. | Providing high quality spaces in which people live, work, and relax on a day to-day basis | 45% | 33% | 13% | 7% | 2% |
| Q1-10. | Providing a well-maintained utility infrastructure (water, sewer, stormwater, electric/gas) | 84% | 13% | 2% | 1% | 0% |
| Q1-11. | Providing affordable housing options | 56% | 22% | 11% | 10% | 1% |
| Q1-12. | Preventing fires through public education and safety inspections | 40% | 40% | 15% | 5% | 0% |
| Q1-13. | Maintaining a clean downtown | 48% | 41% | 8% | 2% | 1% |
| Q1-14. | Responding to community needs (fire, police, 911) | 83% | 13% | 3% | 1% | 0% |
| Q1-15. | Preparing for disasters (earthquakes, hurricanes, pandemics, etc.) | 48% | 40% | 10% | 2% | 0% |
| Q1-16. | Providing quality community centers | 33% | 44% | 16% | 6% | 1% |
| Q1-17. | Fostering an environment that embraces diversity and inclusion | 46% | 25% | 13% | 14% | 2% |
| Q1-18. | Providing quality City entertainment venues (Convention center, Duke Energy for the Performing Arts, etc.) | 26% | 44% | 20% | 9% | 1% |

| | | Extremely important | Somewhat important | Somewhat not important | Not at all important | Prefer not to answer |
|--------|---|---------------------|--------------------|------------------------|----------------------|----------------------|
| Q1-19. | Offering opportunities to celebrate, connect with, and contribute to the City's creative and cultural ecosystem | 24% | 39% | 22% | 14% | 1% |
| Q1-20. | Preserving local history | 36% | 41% | 17% | 5% | 1% |
| Q1-21. | Providing job opportunities | 50% | 33% | 12% | 5% | 0% |
| Q1-22. | Supporting small businesses and/or reruiting new businesses | 50% | 37% | 9% | 3% | 1% |
| Q1-23. | Supporting Equity and Minority and Women Owned Business Enterprises (MWBE) | 38% | 32% | 14% | 14% | 2% |
| Q1-24. | Providing youth skill development opportunities | 44% | 40% | 10% | 5% | 1% |
| Q1-25. | Protecting natural resources | 63% | 28% | 5% | 2% | 2% |
| Q1-26. | Engaging with and reaching out to the community | 44% | 38% | 12% | 5% | 1% |
| Q1-27. | Making it easy to report issues and make service requests | 54% | 38% | 7% | 0% | 1% |
| Q1-28. | Making it easy to pay for bills and fees | 45% | 39% | 12% | 3% | 1% |

| | | Extremely important | Somewhat important | Somewhat not important | Not at all important | Prefer not to answer |
|--------|---|---------------------|--------------------|------------------------|----------------------|----------------------|
| Q1-29. | Supporting actions that reduce energy bills, reduce energy consumption, and support renewable energy use throughout the community | 52% | 30% | 11% | 7% | 0% |
| Q1-30. | Giving residents a chance to express their views before making budget decisions | 67% | 26% | 5% | 2% | 0% |
| Q1-31. | Using emerging technology and data to improve city services (open data, smart parking) | 33% | 44% | 16% | 5% | 2% |
| Q1-32. | Offering quality garbage, recycling collection, and yard waste/leaf collection | 62% | 31% | 5% | 2% | 0% |
| Q1-33. | Giving residents the information they need about recycling services in your neighborhood or building | 40% | 42% | 13% | 4% | 1% |

Q2-**Please rate your satisfaction with each of the following services**

| | | Completely satisfied | Somewhat satisfied | Somewhat unsatisfied | Not at all Satisfied | Prefer not to answer |
|-------|--|----------------------|--------------------|----------------------|----------------------|----------------------|
| Q2-1. | Providing a connected, safe, and reliable GoRaleigh bus and transit system | 13% | 27% | 19% | 15% | 26% |
| Q2-2. | Offering quality downtown parking | 20% | 44% | 21% | 9% | 6% |
| Q2-3. | Reducing traffic accidents and congestion | 9% | 36% | 31% | 20% | 4% |
| Q2-4. | Providing parking and code enforcement | 17% | 38% | 17% | 8% | 20% |
| Q2-5. | Offering quality sidewalks | 14% | 43% | 26% | 12% | 5% |
| Q2-6. | Maintaining City streets | 13% | 47% | 26% | 12% | 2% |
| Q2-7. | Offering adequate quality Electric Vehicle Charging Stations | 20% | 17% | 11% | 6% | 54% |
| Q2-8. | Providing bike lanes | 22% | 31% | 18% | 12% | 17% |
| Q2-9. | Providing quality community centers | 26% | 43% | 11% | 4% | 13% |

| | | Completely satisfied | Somewhat satisfied | Somewhat unsatisfied | Not at all Satisfied | Prefer not to answer |
|--------|---|----------------------|--------------------|----------------------|----------------------|----------------------|
| Q2-10. | Providing high quality spaces in which people live, work, and relax on a day to-day basis | 21% | 46% | 16% | 5% | 12% |
| Q2-11. | Providing a well-maintained utility infrastructure (water, sewer, stormwater, electric/gas) | 23% | 51% | 16% | 0% | 10% |
| Q2-12. | Providing affordable housing options | 14% | 17% | 23% | 32% | 14% |
| Q2-13. | Preventing fires through public education and safety inspections | 25% | 36% | 9% | 3% | 27% |
| Q2-14. | Maintaining a clean downtown | 22% | 50% | 17% | 6% | 5% |
| Q2-15. | Responding to community needs (fire, police, 911) | 26% | 40% | 13% | 9% | 12% |
| Q2-16. | Preparing for disasters (earthquakes, hurricanes, pandemics, etc.) | 20% | 40% | 12% | 5% | 23% |
| Q2-17. | Fostering an environment that embraces diversity and inclusion | 24% | 34% | 15% | 8% | 19% |
| Q2-18. | Providing quality City entertainment venues (Convention center, Duke Energy for the performing Arts, etc.) | 40% | 41% | 7% | 3% | 9% |
| Q2-19. | Offering opportunities to celebrate, connect with, and contribute to the City's creative and cultural ecosystem | 26% | 41% | 11% | 3% | 19% |

| | | Completely satisfied | Somewhat satisfied | Somewhat unsatisfied | Not at all Satisfied | Prefer not to answer |
|--------|--|----------------------|--------------------|----------------------|----------------------|----------------------|
| Q2-20. | Preserving local history | 21% | 38% | 16% | 11% | 14% |
| Q2-21. | Providing job opportunities | 21% | 39% | 14% | 6% | 20% |
| Q2-22. | Supporting small businesses and/or rercruting new businesses | 18% | 40% | 15% | 7% | 20% |
| Q2-23. | Supporting Equity and Minority and Women-Owned Business Enterprises (MWBE) | 21% | 31% | 13% | 6% | 29% |
| Q2-24. | Providing youth skill development opportunities | 15% | 29% | 16% | 6% | 34% |
| Q2-25. | Protecting natural resources | 15% | 35% | 22% | 0% | 28% |
| Q2-26. | Engaging with and reaching out to the community | 17% | 37% | 21% | 15% | 10% |
| Q2-27. | Making it easy to report issues and make service requests | 17% | 40% | 20% | 10% | 13% |
| Q2-28. | Making it easy to pay for bills and fees | 33% | 44% | 10% | 4% | 9% |

| | | Completely satisfied | Somewhat satisfied | Somewhat unsatisfied | Not at all Satisfied | Prefer not to answer |
|--------|---|----------------------|--------------------|----------------------|----------------------|----------------------|
| Q2-29. | Supporting actions that reduce energy bills, reduce energy consumption, and support renewable energy use throughout the community | 15% | 15% | 22% | 10% | 38% |
| Q2-30. | Giving residents a chance to express their views before making budget decisions | 17% | 34% | 19% | 20% | 10% |
| Q2-31. | Using emerging technology and data to improve city services (open data, smart parking) | 15% | 36% | 15% | 5% | 29% |
| Q2-32. | Offering quality garbage, recycling collection and yard waste/leaf collection | 32% | 42% | 14% | 8% | 4% |
| Q2-33. | Giving residents the information they need about recycling services in your neighborhood or building | 30% | 41% | 15% | 6% | 8% |



Raleigh

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