

City of Raleigh Community Survey

Cross Tabular Data

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2018

Submitted to the City of Raleigh

By:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061





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Section 1

Age

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

N=1010	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1-1. Overall quality of life in Raleigh</u>						
Excellent	33.3%	31.7%	29.6%	29.4%	25.5%	30.0%
Good	55.1%	61.3%	59.7%	61.0%	65.6%	60.3%
Neutral	7.1%	5.4%	6.1%	9.6%	5.7%	6.8%
Below average	3.1%	0.5%	3.1%	0.0%	2.6%	2.0%
Poor	1.3%	1.1%	1.5%	0.0%	0.5%	0.9%
<u>Q1-2. Overall quality of life in your neighborhood</u>						
Excellent	32.6%	24.7%	35.5%	31.3%	31.6%	31.1%
Good	43.3%	57.5%	48.2%	50.0%	57.7%	50.7%
Neutral	12.5%	8.6%	10.7%	14.2%	7.1%	10.9%
Below average	9.4%	7.5%	4.1%	4.0%	3.1%	5.8%
Poor	2.2%	1.6%	1.5%	0.6%	0.5%	1.5%
<u>Q1-3. Raleigh as a place to live</u>						
Excellent	42.2%	36.6%	39.8%	37.6%	39.4%	39.1%
Good	41.7%	56.5%	49.0%	52.8%	49.7%	49.6%
Neutral	13.0%	3.8%	7.1%	8.4%	8.8%	8.4%
Below average	1.8%	2.7%	1.0%	1.1%	1.6%	1.6%
Poor	1.3%	0.5%	3.1%	0.0%	0.5%	1.2%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q1-4. Raleigh as a place to raise children

Excellent	42.5%	45.6%	40.3%	32.3%	32.8%	38.4%
Good	36.3%	39.2%	44.9%	56.1%	53.3%	46.1%
Neutral	15.1%	11.4%	10.2%	7.9%	10.6%	11.2%
Below average	5.0%	3.2%	2.8%	3.7%	3.3%	3.5%
Poor	1.1%	0.6%	1.7%	0.0%	0.0%	0.8%

Q1-5. Raleigh as a place to retire

Excellent	19.6%	22.1%	17.4%	14.3%	27.2%	20.5%
Good	34.4%	38.9%	43.6%	55.4%	52.4%	45.1%
Neutral	31.9%	33.6%	28.5%	19.6%	16.2%	25.4%
Below average	6.7%	4.6%	6.4%	8.3%	3.1%	5.7%
Poor	7.4%	0.8%	4.1%	2.4%	1.0%	3.3%

Q1-6. Raleigh as a place to work

Excellent	39.0%	31.3%	34.7%	28.2%	37.6%	34.2%
Good	41.3%	54.4%	48.7%	51.7%	50.3%	49.2%
Neutral	12.6%	9.3%	10.9%	16.7%	8.3%	11.3%
Below average	3.6%	2.7%	2.6%	3.4%	3.3%	3.3%
Poor	3.6%	2.2%	3.1%	0.0%	0.6%	2.0%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q1-7. Raleigh as a place for young professionals

Excellent	42.3%	39.4%	37.1%	27.4%	39.4%	37.6%
Good	39.6%	47.5%	43.4%	49.0%	45.5%	44.6%
Neutral	9.0%	7.5%	13.7%	20.4%	14.5%	12.7%
Below average	4.1%	3.8%	4.6%	3.2%	0.6%	3.4%
Poor	5.0%	1.9%	1.1%	0.0%	0.0%	1.8%

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

Excellent	43.3%	43.2%	38.1%	33.3%	42.0%	39.9%
Good	39.7%	45.4%	45.7%	51.4%	42.0%	44.6%
Neutral	12.5%	8.1%	10.2%	11.3%	13.0%	11.2%
Below average	1.8%	2.2%	2.0%	3.4%	2.6%	2.3%
Poor	2.7%	1.1%	4.1%	0.6%	0.5%	1.9%

Q1-9. Overall direction that City of Raleigh is taking

Excellent	25.2%	26.4%	17.5%	15.7%	17.8%	20.6%
Good	47.2%	47.2%	45.9%	55.8%	47.0%	48.6%
Neutral	19.3%	20.2%	22.7%	18.6%	25.4%	21.0%
Below average	4.6%	2.8%	7.7%	7.6%	6.5%	5.9%
Poor	3.7%	3.4%	6.2%	2.3%	3.2%	3.9%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	14.6%	16.0%	12.8%	13.2%	10.7%	13.3%
Good	43.9%	49.1%	38.3%	40.8%	41.7%	42.8%
Neutral	28.8%	24.0%	30.1%	31.0%	31.6%	29.1%
Below average	8.0%	3.4%	10.7%	10.9%	11.8%	8.8%
Poor	4.7%	7.4%	8.2%	4.0%	4.3%	6.0%

Q1-11. Overall image of Raleigh

Excellent	31.3%	29.0%	28.1%	26.4%	28.1%	28.7%
Good	54.5%	56.8%	52.6%	58.4%	53.6%	55.0%
Neutral	9.8%	11.5%	14.8%	10.1%	14.6%	12.1%
Below average	2.2%	1.1%	3.1%	2.8%	3.1%	2.4%
Poor	2.2%	1.6%	1.5%	2.2%	0.5%	1.7%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	25.0%	25.8%	25.3%	25.7%	27.2%	25.8%
Good	55.3%	49.4%	55.3%	53.8%	52.8%	53.4%
Neutral	15.9%	16.3%	15.3%	14.6%	15.6%	15.5%
Below average	3.4%	5.6%	2.6%	5.3%	2.8%	4.0%
Poor	0.5%	2.8%	1.6%	0.6%	1.7%	1.4%

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

Excellent	20.2%	24.7%	26.6%	25.3%	27.6%	24.6%
Good	57.7%	52.3%	53.7%	51.8%	51.9%	53.8%
Neutral	16.8%	12.1%	16.0%	16.5%	16.0%	15.6%
Below average	4.8%	8.6%	2.7%	5.9%	2.2%	4.8%
Poor	0.5%	2.3%	1.1%	0.6%	2.2%	1.3%

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

Excellent	17.6%	23.2%	20.8%	25.9%	22.0%	21.4%
Good	47.2%	42.7%	45.4%	41.4%	48.0%	45.3%
Neutral	26.6%	20.7%	24.6%	22.2%	23.1%	23.6%
Below average	7.0%	8.5%	7.7%	9.9%	4.0%	7.4%
Poor	1.5%	4.9%	1.6%	0.6%	2.9%	2.3%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	15.6%	23.5%	18.4%	15.2%	16.9%	17.7%
Good	47.8%	46.9%	43.6%	45.6%	42.8%	45.3%
Neutral	31.7%	20.4%	32.4%	29.7%	33.1%	29.8%
Below average	3.8%	5.6%	2.2%	7.6%	4.2%	4.7%
Poor	1.1%	3.7%	3.4%	1.9%	3.0%	2.5%

Q2-5. Quality of arts & cultural programs in Raleigh

Excellent	16.1%	24.4%	20.6%	21.5%	22.8%	20.7%
Good	60.1%	50.6%	50.6%	50.9%	50.3%	52.9%
Neutral	19.7%	17.1%	23.3%	20.9%	19.3%	20.2%
Below average	3.1%	5.5%	3.9%	5.5%	5.3%	4.6%
Poor	1.0%	2.4%	1.7%	1.2%	2.3%	1.7%

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

Excellent	15.9%	14.0%	14.0%	16.8%	18.5%	15.9%
Good	42.8%	39.0%	39.2%	46.7%	42.1%	42.0%
Neutral	26.4%	29.1%	28.5%	21.0%	27.5%	26.5%
Below average	10.6%	11.0%	12.9%	13.2%	9.6%	11.3%
Poor	4.3%	7.0%	5.4%	2.4%	2.2%	4.4%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	37.1%	37.6%	30.1%	30.6%	31.1%	33.4%
Good	48.6%	45.7%	51.3%	53.2%	45.4%	49.0%
Neutral	11.0%	9.2%	14.5%	10.4%	17.5%	12.4%
Below average	1.9%	5.8%	3.1%	2.9%	4.9%	3.7%
Poor	1.4%	1.7%	1.0%	2.9%	1.1%	1.6%

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Q3. Top choice						
Variety of arts & cultural programs offered in Raleigh	14.7%	11.3%	8.6%	11.8%	11.6%	11.7%
Availability of arts & cultural programs in Raleigh	11.1%	13.4%	7.6%	9.6%	9.1%	10.2%
Availability of culturally diverse art & cultural programs in Raleigh	17.8%	14.5%	14.6%	14.6%	14.6%	15.1%
Cost of arts & cultural programs in Raleigh	16.0%	13.4%	15.2%	16.9%	17.7%	15.9%
Quality of arts & cultural programs in Raleigh	3.6%	8.6%	5.6%	5.1%	6.1%	5.5%
Availability of information about arts & cultural programs & events	13.8%	12.4%	15.7%	15.2%	9.1%	13.0%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	14.2%	17.2%	18.2%	16.3%	8.6%	15.0%
None chosen	8.9%	9.1%	14.6%	10.7%	23.2%	13.5%

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q3. 2nd choice</u>						
Variety of arts & cultural programs offered in Raleigh	17.3%	14.5%	12.6%	9.0%	6.6%	12.1%
Availability of arts & cultural programs in Raleigh	12.4%	10.2%	8.1%	10.7%	7.6%	9.8%
Availability of culturally diverse art & cultural programs in Raleigh	12.9%	12.4%	9.1%	10.7%	9.1%	10.8%
Cost of arts & cultural programs in Raleigh	11.1%	10.8%	16.2%	12.4%	11.6%	12.7%
Quality of arts & cultural programs in Raleigh	10.7%	9.7%	9.1%	15.2%	9.1%	10.4%
Availability of information about arts & cultural programs & events	16.9%	18.8%	15.7%	15.7%	17.2%	16.9%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	6.7%	8.1%	9.6%	9.0%	12.1%	9.1%
None chosen	12.0%	15.6%	19.7%	17.4%	26.8%	18.2%

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Q3. Top choice						
Variety of arts & cultural programs offered in Raleigh	32.0%	25.8%	21.2%	20.8%	18.2%	23.8%
Availability of arts & cultural programs in Raleigh	23.6%	23.7%	15.7%	20.2%	16.7%	20.0%
Availability of culturally diverse art & cultural programs in Raleigh	30.7%	26.9%	23.7%	25.3%	23.7%	25.9%
Cost of arts & cultural programs in Raleigh	27.1%	24.2%	31.3%	29.2%	29.3%	28.6%
Quality of arts & cultural programs in Raleigh	14.2%	18.3%	14.6%	20.2%	15.2%	15.9%
Availability of information about arts & cultural programs & events	30.7%	31.2%	31.3%	30.9%	26.3%	29.9%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	20.9%	25.3%	27.8%	25.3%	20.7%	24.2%
None chosen	8.9%	9.1%	14.6%	10.7%	23.2%	13.5%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q4-1. Local economy

Excellent	27.1%	19.9%	16.0%	16.0%	21.3%	20.2%
Good	54.3%	64.1%	63.4%	64.6%	57.9%	60.7%
Neutral	11.8%	9.9%	14.4%	13.7%	16.4%	13.2%
Below average	4.1%	3.3%	2.1%	5.1%	2.7%	3.5%
Poor	2.7%	2.8%	4.1%	0.6%	1.6%	2.5%

Q4-2. Development review services

Excellent	12.3%	6.1%	6.7%	7.6%	9.2%	8.4%
Good	41.0%	36.7%	38.0%	33.6%	37.7%	37.3%
Neutral	30.3%	41.8%	38.0%	43.5%	37.7%	38.2%
Below average	6.6%	8.2%	9.3%	13.0%	10.8%	9.8%
Poor	9.8%	7.1%	8.0%	2.3%	4.6%	6.4%

Q4-3. Permitting services

Excellent	7.2%	3.1%	4.9%	6.3%	6.1%	5.6%
Good	36.9%	28.1%	34.7%	34.4%	35.9%	34.6%
Neutral	41.4%	51.0%	41.7%	41.4%	46.6%	43.8%
Below average	6.3%	11.5%	10.4%	14.8%	9.2%	10.5%
Poor	8.1%	6.3%	8.3%	3.1%	2.3%	5.5%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q4-4. Inspection services

Excellent	8.9%	7.1%	4.1%	6.1%	8.6%	7.1%
Good	42.7%	40.8%	37.7%	32.1%	37.4%	38.2%
Neutral	33.9%	39.8%	42.5%	45.8%	42.4%	40.8%
Below average	11.3%	7.1%	9.6%	13.0%	7.9%	9.7%
Poor	3.2%	5.1%	6.2%	3.1%	3.6%	4.3%

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

Excellent	27.1%	23.2%	15.1%	11.0%	22.1%	20.1%
Good	43.0%	43.5%	53.0%	51.2%	39.3%	46.1%
Neutral	19.0%	19.8%	19.5%	25.0%	24.1%	21.1%
Below average	5.4%	6.8%	8.1%	7.9%	6.9%	7.1%
Poor	5.4%	6.8%	4.3%	4.9%	7.6%	5.6%

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

Excellent	9.8%	1.1%	6.7%	9.7%	9.2%	7.6%
Good	30.3%	28.0%	27.4%	26.5%	28.3%	28.5%
Neutral	34.8%	39.8%	39.3%	41.6%	41.7%	39.4%
Below average	19.7%	19.4%	18.5%	18.6%	14.2%	17.8%
Poor	5.3%	11.8%	8.1%	3.5%	6.7%	6.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5. Top choice

Local economy	32.4%	34.4%	25.3%	32.6%	23.7%	29.4%
Development review services	5.3%	9.1%	11.6%	6.2%	9.6%	8.3%
Permitting services	4.4%	2.2%	6.1%	4.5%	7.6%	5.0%
Inspection services	3.1%	0.0%	3.0%	3.9%	5.1%	3.2%
Availability of job opportunities that match my skills	20.4%	19.4%	12.6%	12.9%	10.6%	15.1%
City's efforts to promote & assist small, minority, & women-owned businesses	24.9%	25.3%	27.8%	23.6%	21.2%	24.7%
None chosen	9.3%	9.7%	13.6%	16.3%	22.2%	14.4%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5. 2nd choice

Local economy	21.3%	24.2%	16.7%	15.7%	16.7%	18.9%
Development review services	10.2%	7.0%	7.6%	8.4%	8.6%	8.4%
Permitting services	3.1%	8.6%	10.6%	7.9%	8.6%	7.6%
Inspection services	4.4%	4.8%	9.1%	8.4%	8.1%	6.7%
Availability of job opportunities that match my skills	20.9%	17.7%	21.7%	18.5%	13.6%	18.7%
City's efforts to promote & assist small, minority, & women-owned businesses	26.2%	22.0%	15.7%	18.0%	17.2%	19.8%
None chosen	13.8%	15.6%	18.7%	23.0%	27.3%	19.8%

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Local economy	53.8%	58.6%	41.9%	48.3%	40.4%	48.3%
Development review services	15.6%	16.1%	19.2%	14.6%	18.2%	16.7%
Permitting services	7.6%	10.8%	16.7%	12.4%	16.2%	12.6%
Inspection services	7.6%	4.8%	12.1%	12.4%	13.1%	9.9%
Availability of job opportunities that match my skills	41.3%	37.1%	34.3%	31.5%	24.2%	33.9%
City's efforts to promote & assist small, minority, & women-owned businesses	51.1%	47.3%	43.4%	41.6%	38.4%	44.5%
None chosen	9.3%	9.7%	13.6%	16.3%	22.2%	14.4%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	9.8%	4.4%	5.7%	5.8%	9.2%	7.2%
Good	39.3%	41.7%	33.7%	43.6%	40.2%	39.2%
Neutral	25.7%	22.2%	25.4%	26.2%	23.9%	25.0%
Below average	15.4%	22.2%	21.8%	16.3%	16.3%	18.2%
Poor	9.8%	9.4%	13.5%	8.1%	10.3%	10.5%

Q6-2. Overall quality of new development in Raleigh

Excellent	18.6%	11.6%	8.4%	7.2%	12.6%	12.0%
Good	47.0%	45.9%	42.9%	49.4%	43.2%	45.6%
Neutral	22.8%	26.0%	31.4%	29.5%	27.9%	27.6%
Below average	7.4%	11.6%	8.9%	9.6%	9.8%	9.3%
Poor	4.2%	5.0%	8.4%	4.2%	6.6%	5.5%

Q6-3. Overall quality of water utilities

Excellent	29.4%	13.6%	17.1%	15.6%	20.3%	19.6%
Good	45.9%	57.4%	52.4%	47.4%	51.3%	50.7%
Neutral	19.7%	17.0%	19.3%	24.3%	19.3%	19.9%
Below average	3.2%	6.3%	5.9%	10.4%	4.8%	5.9%
Poor	1.8%	5.7%	5.3%	2.3%	4.3%	3.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	30.2%	20.9%	23.3%	21.0%	26.5%	24.4%
Good	46.0%	51.1%	49.2%	46.6%	47.6%	48.1%
Neutral	17.2%	15.4%	14.8%	17.0%	16.9%	16.6%
Below average	4.2%	7.1%	6.9%	11.9%	5.8%	6.9%
Poor	2.3%	5.5%	5.8%	3.4%	3.2%	4.0%

Q6-5. Wastewater services provided by Raleigh Public Utilities

Excellent	26.0%	17.4%	20.1%	14.3%	18.0%	19.4%
Good	46.6%	54.5%	53.3%	51.2%	51.1%	51.2%
Neutral	22.6%	24.6%	20.1%	22.6%	21.9%	22.2%
Below average	2.9%	1.2%	3.8%	10.7%	6.7%	5.0%
Poor	1.9%	2.4%	2.7%	1.2%	2.2%	2.2%

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

Excellent	13.3%	12.1%	10.3%	9.6%	9.7%	11.3%
Good	37.0%	34.5%	42.9%	38.9%	37.1%	38.0%
Neutral	29.9%	28.5%	25.5%	31.7%	34.3%	29.9%
Below average	13.3%	16.4%	14.7%	16.2%	15.4%	15.0%
Poor	6.6%	8.5%	6.5%	3.6%	3.4%	5.9%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	16.1%	8.9%	11.0%	10.7%	15.3%	12.6%
Good	40.9%	43.3%	47.5%	45.6%	44.3%	44.3%
Neutral	26.9%	28.7%	25.4%	28.4%	26.7%	27.0%
Below average	9.3%	12.1%	7.2%	12.4%	8.5%	9.6%
Poor	6.7%	7.0%	8.8%	3.0%	5.1%	6.5%

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

Excellent	12.8%	5.8%	10.9%	9.0%	15.8%	11.2%
Good	40.2%	44.6%	43.7%	43.2%	42.4%	42.6%
Neutral	32.3%	33.1%	26.4%	31.0%	27.3%	29.8%
Below average	11.0%	7.9%	10.9%	13.5%	9.7%	10.6%
Poor	3.7%	8.6%	8.0%	3.2%	4.8%	5.9%

Q6-9. Residential garbage collection services

Excellent	33.7%	22.9%	30.7%	24.6%	37.7%	30.1%
Good	42.8%	58.7%	53.1%	53.2%	46.6%	50.6%
Neutral	17.3%	11.2%	10.9%	14.6%	10.5%	13.1%
Below average	4.3%	5.0%	2.6%	3.5%	3.7%	3.7%
Poor	1.9%	2.2%	2.6%	4.1%	1.6%	2.5%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q6-10. Residential curbside recycling services

Excellent	28.9%	18.1%	30.0%	23.5%	37.9%	27.9%
Good	46.2%	56.7%	51.6%	54.7%	50.5%	51.8%
Neutral	14.2%	18.1%	10.5%	14.1%	7.4%	12.8%
Below average	8.6%	4.7%	3.7%	4.7%	2.6%	4.8%
Poor	2.0%	2.3%	4.2%	2.9%	1.6%	2.7%

Q6-11. Residential yard waste collection services

Excellent	22.4%	10.4%	24.9%	18.0%	32.8%	22.4%
Good	42.9%	55.8%	49.2%	52.1%	41.9%	48.1%
Neutral	17.6%	14.9%	14.7%	16.8%	17.2%	16.3%
Below average	10.6%	9.7%	5.1%	9.6%	5.9%	7.9%
Poor	6.5%	9.1%	6.2%	3.6%	2.2%	5.4%

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

Excellent	18.2%	13.5%	20.5%	11.6%	24.3%	18.0%
Good	33.6%	43.7%	36.5%	39.0%	40.1%	38.4%
Neutral	23.1%	19.8%	25.6%	30.1%	23.0%	24.4%
Below average	16.8%	14.3%	9.0%	11.6%	8.6%	11.9%
Poor	8.4%	8.7%	8.3%	7.5%	3.9%	7.3%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7. Top choice

How well City of Raleigh is managing growth	42.7%	37.1%	39.9%	33.7%	38.4%	38.7%
Overall quality of new development in Raleigh	5.8%	10.2%	8.6%	7.9%	5.6%	7.3%
Overall quality of water utilities	2.7%	2.2%	3.0%	9.0%	4.5%	4.3%
Quality of drinking water provided by Raleigh Public Utilities	8.9%	11.8%	6.6%	10.7%	7.6%	9.0%
Wastewater services provided by Raleigh Public Utilities	0.9%	0.5%	1.0%	0.6%	3.0%	1.2%
Overall management of public stormwater runoff/drainage/flood control	6.7%	8.6%	5.1%	7.3%	5.6%	6.5%
City's overall effort to protect natural resources & environment	13.8%	9.7%	8.1%	6.7%	5.6%	8.9%
City's efforts in protecting & improving water quality in local streams & lakes	4.0%	1.6%	4.5%	5.1%	5.6%	4.1%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7. Top choice (Cont.)

Residential garbage collection services	1.3%	1.1%	4.5%	1.1%	4.5%	2.6%
Residential curbside recycling services	2.7%	8.6%	1.0%	2.8%	0.0%	2.9%
Residential yard waste collection services	2.2%	2.2%	2.5%	1.1%	1.5%	2.0%
Bulky item pick-up/removal services	2.7%	0.5%	4.0%	2.2%	2.5%	2.5%
None chosen	5.8%	5.9%	11.1%	11.8%	15.7%	10.1%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7. 2nd choice

How well City of Raleigh is managing growth	10.2%	12.4%	14.1%	7.9%	6.1%	10.1%
Overall quality of new development in Raleigh	22.2%	22.0%	20.2%	20.2%	23.7%	22.0%
Overall quality of water utilities	6.7%	4.8%	4.0%	3.9%	5.1%	4.9%
Quality of drinking water provided by Raleigh Public Utilities	4.4%	5.4%	7.1%	10.7%	6.6%	6.7%
Wastewater services provided by Raleigh Public Utilities	2.2%	1.6%	3.5%	1.7%	3.5%	2.5%
Overall management of public stormwater runoff/drainage/flood control	8.0%	9.1%	5.1%	6.7%	10.1%	7.8%
City's overall effort to protect natural resources & environment	16.0%	15.1%	9.1%	11.8%	7.6%	12.0%
City's efforts in protecting & improving water quality in local streams & lakes	10.7%	9.7%	7.6%	10.7%	9.6%	9.6%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7. 2nd choice (Cont.)

Residential garbage collection services	1.8%	1.1%	1.5%	2.8%	1.5%	1.7%
Residential curbside recycling services	3.1%	1.6%	4.0%	1.1%	3.5%	2.8%
Residential yard waste collection services	4.0%	3.8%	3.5%	5.6%	2.0%	3.7%
Bulky item pick-up/removal services	2.2%	3.8%	6.6%	1.7%	2.5%	3.4%
None chosen	8.4%	9.7%	13.6%	15.2%	18.2%	13.0%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7. 3rd choice

How well City of Raleigh is managing growth	10.2%	12.9%	5.6%	6.7%	5.1%	8.0%
Overall quality of new development in Raleigh	9.3%	5.9%	10.1%	5.1%	4.5%	7.2%
Overall quality of water utilities	5.3%	6.5%	8.1%	5.6%	7.1%	6.3%
Quality of drinking water provided by Raleigh Public Utilities	12.0%	8.1%	8.6%	6.7%	10.1%	9.4%
Wastewater services provided by Raleigh Public Utilities	2.2%	1.6%	1.5%	3.9%	4.5%	2.7%
Overall management of public stormwater runoff/drainage/flood control	11.1%	7.0%	10.6%	11.2%	8.6%	9.7%
City's overall effort to protect natural resources & environment	12.9%	14.5%	11.1%	11.8%	12.1%	12.3%
City's efforts in protecting & improving water quality in local streams & lakes	10.7%	12.4%	9.1%	14.0%	9.1%	11.2%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7. 3rd choice (Cont.)

Residential garbage collection services	1.8%	2.2%	2.5%	2.8%	1.5%	2.1%
Residential curbside recycling services	2.7%	4.3%	2.0%	1.1%	4.0%	2.8%
Residential yard waste collection services	2.7%	3.8%	4.0%	1.7%	3.0%	3.0%
Bulky item pick-up/removal services	6.7%	4.8%	7.6%	9.0%	6.6%	6.7%
None chosen	12.4%	16.1%	19.2%	20.2%	23.7%	18.6%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7. Top choice

How well City of Raleigh is managing growth	63.1%	62.4%	59.6%	48.3%	49.5%	56.8%
Overall quality of new development in Raleigh	37.3%	38.2%	38.9%	33.1%	33.8%	36.5%
Overall quality of water utilities	14.7%	13.4%	15.2%	18.5%	16.7%	15.4%
Quality of drinking water provided by Raleigh Public Utilities	25.3%	25.3%	22.2%	28.1%	24.2%	25.1%
Wastewater services provided by Raleigh Public Utilities	5.3%	3.8%	6.1%	6.2%	11.1%	6.3%
Overall management of public stormwater runoff/drainage/flood control	25.8%	24.7%	20.7%	25.3%	24.2%	24.1%
City's overall effort to protect natural resources & environment	42.7%	39.2%	28.3%	30.3%	25.3%	33.2%
City's efforts in protecting & improving water quality in local streams & lakes	25.3%	23.7%	21.2%	29.8%	24.2%	24.9%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7. Top choice (Cont.)

Residential garbage collection services	4.9%	4.3%	8.6%	6.7%	7.6%	6.3%
Residential curbside recycling services	8.4%	14.5%	7.1%	5.1%	7.6%	8.4%
Residential yard waste collection services	8.9%	9.7%	10.1%	8.4%	6.6%	8.6%
Bulky item pick-up/removal services	11.6%	9.1%	18.2%	12.9%	11.6%	12.6%
None chosen	5.8%	5.9%	11.1%	11.8%	15.7%	10.1%

WITHOUT "DON'T KNOW"**Q8. Please rate your familiarity with the following. (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Very familiar	7.2%	8.1%	7.6%	11.8%	8.7%	8.4%
Somewhat familiar	36.2%	29.1%	40.0%	29.2%	38.7%	34.5%
Slightly familiar	36.2%	34.9%	34.6%	34.2%	34.1%	35.1%
Not at all familiar	20.4%	27.9%	17.8%	24.8%	18.5%	22.0%

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

Very familiar	8.7%	5.2%	9.3%	8.3%	8.6%	8.0%
Somewhat familiar	18.7%	20.1%	29.1%	25.5%	29.3%	23.9%
Slightly familiar	26.9%	29.9%	32.4%	23.6%	34.5%	29.9%
Not at all familiar	45.7%	44.8%	29.1%	42.7%	27.6%	38.2%

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

Very familiar	4.7%	3.5%	7.7%	7.6%	8.9%	6.3%
Somewhat familiar	16.5%	14.7%	22.7%	26.6%	33.1%	22.4%
Slightly familiar	22.2%	21.8%	33.7%	22.8%	30.8%	26.4%
Not at all familiar	56.6%	60.0%	35.9%	43.0%	27.2%	44.9%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	13.4%	10.3%	10.5%	11.1%	15.7%	12.3%
Good	64.6%	65.7%	60.5%	62.0%	59.7%	62.3%
Neutral	16.3%	18.9%	22.6%	19.3%	21.5%	19.6%
Below average	3.8%	3.4%	4.2%	5.3%	2.1%	3.9%
Poor	1.9%	1.7%	2.1%	2.3%	1.0%	1.9%

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

Excellent	12.7%	13.3%	15.8%	12.0%	19.1%	14.7%
Good	53.6%	44.9%	46.7%	55.4%	52.8%	50.7%
Neutral	24.3%	29.7%	24.5%	22.3%	21.9%	24.3%
Below average	6.6%	7.0%	8.7%	7.8%	4.5%	7.0%
Poor	2.8%	5.1%	4.3%	2.4%	1.7%	3.4%

Q9-3. Overall knowledge of City employees

Excellent	11.1%	9.5%	11.0%	6.5%	6.8%	9.0%
Good	42.1%	44.5%	42.4%	46.1%	43.2%	43.4%
Neutral	35.1%	32.1%	32.6%	33.1%	40.7%	34.9%
Below average	8.2%	8.8%	9.3%	11.0%	5.6%	8.6%
Poor	3.5%	5.1%	4.7%	3.2%	3.7%	4.1%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q9-4. Effectiveness of City communication with the public

Excellent	9.6%	8.1%	6.9%	11.7%	9.7%	9.2%
Good	41.6%	48.4%	44.7%	35.6%	44.0%	42.4%
Neutral	30.1%	29.2%	33.0%	38.0%	31.4%	32.8%
Below average	11.5%	7.5%	6.9%	9.8%	11.4%	9.5%
Poor	7.2%	6.8%	8.5%	4.9%	3.4%	6.2%

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

Excellent	10.2%	3.9%	8.9%	9.8%	8.3%	8.3%
Good	37.5%	33.3%	32.0%	29.3%	35.2%	33.2%
Neutral	33.5%	48.1%	39.6%	42.9%	40.7%	40.8%
Below average	13.1%	7.8%	11.8%	12.0%	13.1%	11.7%
Poor	5.7%	7.0%	7.7%	6.0%	2.8%	6.0%

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

Excellent	17.5%	9.4%	13.6%	12.4%	12.0%	13.2%
Good	49.8%	43.3%	47.1%	52.1%	47.5%	47.9%
Neutral	23.7%	35.1%	28.3%	23.1%	29.0%	27.7%
Below average	5.7%	9.9%	7.3%	9.5%	8.7%	8.1%
Poor	3.3%	2.3%	3.7%	3.0%	2.7%	3.1%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	6.2%	8.5%	7.3%	7.6%	12.0%	8.3%
Good	39.5%	37.3%	43.0%	41.4%	42.4%	40.6%
Neutral	27.2%	24.8%	33.0%	33.1%	31.6%	30.0%
Below average	20.0%	21.6%	10.6%	13.4%	10.8%	15.4%
Poor	7.2%	7.8%	6.1%	4.5%	3.2%	5.8%

Q9-8. Water & wastewater customer service

Excellent	21.6%	15.6%	12.6%	11.8%	13.0%	14.8%
Good	48.9%	45.9%	53.0%	43.4%	52.8%	49.0%
Neutral	22.3%	27.5%	25.2%	33.8%	28.6%	27.5%
Below average	5.0%	6.4%	5.3%	5.9%	2.5%	4.9%
Poor	2.2%	4.6%	4.0%	5.1%	3.1%	3.7%

Q9-9. Stormwater customer service

Excellent	19.1%	11.9%	9.5%	15.3%	9.1%	12.8%
Good	42.7%	45.2%	48.2%	32.2%	41.3%	41.4%
Neutral	26.4%	32.1%	30.7%	43.2%	38.5%	34.7%
Below average	6.4%	6.0%	6.6%	5.9%	6.3%	6.5%
Poor	5.5%	4.8%	5.1%	3.4%	4.9%	4.7%

WITHOUT "DON'T KNOW"**Q9(8-13). Please rate the quality of customer service for the following service areas. (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q9-10. Solid waste customer service

Excellent	22.2%	14.2%	17.2%	14.2%	13.0%	16.2%
Good	46.7%	53.1%	48.4%	44.7%	54.9%	49.5%
Neutral	24.4%	25.7%	25.5%	31.2%	25.3%	26.4%
Below average	5.9%	3.5%	5.7%	5.7%	3.7%	5.0%
Poor	0.7%	3.5%	3.2%	4.3%	3.1%	2.9%

Q9-11. Development Services customer service

Excellent	18.3%	5.6%	8.1%	14.2%	7.1%	10.9%
Good	45.2%	38.9%	40.3%	31.1%	41.3%	39.1%
Neutral	28.8%	43.1%	38.7%	46.2%	36.5%	38.4%
Below average	5.8%	8.3%	6.5%	5.7%	11.1%	7.6%
Poor	1.9%	4.2%	6.5%	2.8%	4.0%	4.1%

Q9-12. Parks, Recreation, & Cultural Resources customer service

Excellent	29.4%	22.7%	17.5%	15.8%	18.9%	20.7%
Good	49.7%	47.7%	56.9%	50.0%	50.9%	51.3%
Neutral	17.8%	22.7%	20.0%	26.0%	23.3%	22.0%
Below average	1.2%	1.6%	2.5%	4.8%	5.0%	3.0%
Poor	1.8%	5.5%	3.1%	3.4%	1.9%	3.0%

WITHOUT "DON'T KNOW"**Q9(8-13). Please rate the quality of customer service for the following service areas. (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	26.5%	17.4%	18.3%	18.7%	19.4%	20.1%
Good	43.4%	49.3%	52.6%	46.0%	54.7%	49.8%
Neutral	22.9%	24.6%	21.7%	23.3%	17.6%	21.7%
Below average	3.6%	5.1%	5.7%	7.3%	4.7%	5.1%
Poor	3.6%	3.6%	1.7%	4.7%	3.5%	3.3%

Q9-14. Contacting City of Raleigh employees

Excellent	14.0%	8.1%	13.5%	12.5%	11.3%	12.2%
Good	40.8%	46.3%	48.7%	37.5%	44.7%	43.6%
Neutral	29.3%	26.8%	24.4%	33.3%	28.3%	28.5%
Below average	9.6%	12.2%	7.7%	12.5%	10.1%	10.1%
Poor	6.4%	6.5%	5.8%	4.2%	5.7%	5.7%

Q9-15. Making a service request

Excellent	14.5%	14.5%	12.4%	9.2%	13.8%	13.0%
Good	49.0%	46.2%	49.7%	40.1%	44.1%	46.0%
Neutral	23.4%	26.5%	26.1%	35.9%	29.0%	28.3%
Below average	9.7%	8.5%	6.5%	9.9%	8.3%	8.4%
Poor	3.4%	4.3%	5.2%	4.9%	4.8%	4.5%

WITHOUT "DON'T KNOW"**Q9(14-18). Please rate the ease of doing the following City processes. (without "don't know")**

N=1010

N=1010	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q9-16. Locating information on City's website</u>						
Excellent	18.5%	13.0%	14.1%	15.5%	14.4%	15.2%
Good	52.5%	46.0%	54.1%	44.6%	51.1%	49.9%
Neutral	20.0%	26.1%	19.5%	25.6%	20.7%	22.1%
Below average	5.5%	8.7%	7.6%	8.3%	11.5%	8.3%
Poor	3.5%	6.2%	4.9%	6.0%	2.3%	4.4%
<u>Q9-17. Paying City utility bill</u>						
Excellent	37.8%	31.7%	30.1%	25.7%	30.7%	31.3%
Good	46.1%	50.0%	57.0%	46.7%	52.3%	50.6%
Neutral	9.8%	12.8%	8.1%	20.4%	11.9%	12.5%
Below average	2.1%	2.4%	3.8%	6.0%	3.4%	3.4%
Poor	4.1%	3.0%	1.1%	1.2%	1.7%	2.2%
<u>Q9-18. Paying fees for parks & recreation programs</u>						
Excellent	25.8%	13.6%	18.1%	16.4%	15.6%	18.1%
Good	40.9%	52.3%	51.6%	39.6%	43.0%	45.6%
Neutral	25.8%	22.7%	21.9%	31.3%	32.6%	26.6%
Below average	3.8%	6.8%	3.2%	8.2%	5.2%	5.3%
Poor	3.8%	4.5%	5.2%	4.5%	3.7%	4.4%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. Top choice

Overall quality of services provided by City of Raleigh	20.4%	16.1%	14.1%	19.1%	15.7%	17.3%
Quality of customer service you receive from City employees	4.4%	3.8%	5.6%	5.1%	4.0%	4.5%
Overall knowledge of City employees	2.7%	3.8%	4.0%	1.1%	4.5%	3.3%
Effectiveness of City communication with the public	13.8%	8.6%	10.1%	10.7%	7.6%	10.2%
The job Raleigh government does at welcoming citizen involvement	5.3%	7.5%	7.6%	5.1%	5.1%	5.9%
Your ability to access the information you need about City of Raleigh	2.7%	4.3%	3.5%	1.7%	3.5%	3.2%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	20.0%	13.4%	10.1%	9.0%	5.6%	11.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. Top choice (Cont.)

Water & wastewater customer service	1.8%	1.1%	0.5%	1.7%	3.0%	1.6%
Stormwater customer service	0.4%	0.5%	1.5%	1.1%	3.5%	1.4%
Solid waste customer service	0.4%	0.0%	0.5%	2.2%	1.0%	0.8%
Development Services customer service	0.4%	0.5%	0.5%	1.7%	2.5%	1.2%
Parks, Recreation, & Cultural Resources customer service	0.9%	2.2%	2.0%	1.7%	2.5%	1.8%
City Utility Billing & Payment (Customer Care & Billing) customer service	0.0%	0.5%	0.5%	0.6%	0.5%	0.5%
Contacting City of Raleigh employees	0.9%	2.7%	3.5%	6.7%	5.6%	3.7%
Making a service request	2.7%	4.3%	3.5%	3.4%	3.0%	3.3%
Locating information on City's website	1.8%	5.4%	5.6%	3.4%	5.1%	4.1%
Paying City utility bill	3.1%	1.1%	2.0%	1.7%	1.0%	1.8%
Paying fees for parks & recreation programs	2.2%	1.6%	2.5%	2.8%	1.0%	2.1%
None chosen	16.0%	22.6%	22.2%	21.3%	25.3%	21.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. 2nd choice

Overall quality of services provided by City of Raleigh	5.8%	5.9%	4.0%	4.5%	5.6%	5.1%
Quality of customer service you receive from City employees	5.3%	3.8%	5.6%	6.7%	4.5%	5.1%
Overall knowledge of City employees	4.9%	5.9%	4.0%	5.6%	4.0%	4.9%
Effectiveness of City communication with the public	14.2%	9.7%	14.6%	7.9%	12.1%	12.1%
The job Raleigh government does at welcoming citizen involvement	7.6%	7.5%	5.6%	7.3%	4.5%	6.4%
Your ability to access the information you need about City of Raleigh	5.3%	8.1%	6.6%	6.7%	7.1%	6.7%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	13.3%	12.4%	7.1%	9.0%	3.5%	8.9%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. 2nd choice (Cont.)

Water & wastewater customer service	1.8%	1.1%	2.0%	3.4%	1.5%	1.9%
Stormwater customer service	1.3%	0.0%	0.0%	0.0%	2.0%	0.8%
Solid waste customer service	0.0%	0.5%	2.0%	1.7%	2.5%	1.3%
Development Services customer service	0.9%	1.6%	2.5%	1.1%	2.0%	1.6%
Parks, Recreation, & Cultural Resources customer service	1.8%	3.8%	3.0%	0.6%	3.5%	2.5%
City Utility Billing & Payment (Customer Care & Billing) customer service	0.9%	1.1%	2.5%	2.2%	1.5%	1.6%
Contacting City of Raleigh employees	3.1%	2.7%	1.0%	2.8%	7.1%	3.3%
Making a service request	2.7%	2.7%	5.1%	8.4%	6.1%	4.9%
Locating information on City's website	5.8%	4.8%	6.6%	6.2%	1.0%	4.8%
Paying City utility bill	2.2%	2.2%	1.0%	0.0%	1.0%	1.3%
Paying fees for parks & recreation programs	3.1%	1.1%	1.0%	1.7%	2.0%	1.9%
None chosen	20.0%	25.3%	25.8%	24.2%	28.3%	25.0%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. 3rd choice

Overall quality of services provided by City of Raleigh	10.2%	5.9%	3.5%	7.3%	3.0%	6.0%
Quality of customer service you receive from City employees	2.7%	6.5%	3.5%	3.4%	2.0%	3.5%
Overall knowledge of City employees	4.0%	1.1%	4.0%	4.5%	4.0%	3.6%
Effectiveness of City communication with the public	8.4%	7.0%	9.6%	6.7%	5.6%	7.4%
The job Raleigh government does at welcoming citizen involvement	10.2%	8.6%	8.1%	5.6%	5.1%	7.8%
Your ability to access the information you need about City of Raleigh	5.3%	4.8%	7.6%	5.6%	6.6%	5.8%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	11.6%	8.6%	9.1%	5.6%	9.6%	9.0%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. 3rd choice (Cont.)

Water & wastewater customer service	0.9%	0.5%	1.5%	2.2%	1.0%	1.2%
Stormwater customer service	1.3%	1.6%	1.5%	0.0%	1.0%	1.1%
Solid waste customer service	1.8%	1.1%	1.0%	0.6%	1.5%	1.2%
Development Services customer service	0.4%	1.1%	1.5%	2.2%	2.5%	1.6%
Parks, Recreation, & Cultural Resources customer service	1.8%	2.7%	3.0%	2.2%	1.5%	2.2%
City Utility Billing & Payment (Customer Care & Billing) customer service	0.4%	1.6%	1.0%	2.2%	1.5%	1.5%
Contacting City of Raleigh employees	4.4%	4.3%	6.6%	2.8%	2.0%	4.1%
Making a service request	5.3%	2.7%	2.0%	5.1%	6.6%	4.4%
Locating information on City's website	3.6%	3.8%	4.0%	8.4%	7.6%	5.2%
Paying City utility bill	1.3%	2.2%	1.5%	1.7%	2.0%	1.7%
Paying fees for parks & recreation programs	1.8%	2.7%	3.0%	2.2%	4.0%	2.7%
None chosen	24.4%	33.3%	27.8%	31.5%	32.8%	30.1%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Overall quality of services provided by City of Raleigh	36.4%	28.0%	21.7%	30.9%	24.2%	28.5%
Quality of customer service you receive from City employees	12.4%	14.0%	14.6%	15.2%	10.6%	13.1%
Overall knowledge of City employees	11.6%	10.8%	12.1%	11.2%	12.6%	11.7%
Effectiveness of City communication with the public	36.4%	25.3%	34.3%	25.3%	25.3%	29.7%
The job Raleigh government does at welcoming citizen involvement	23.1%	23.7%	21.2%	18.0%	14.6%	20.2%
Your ability to access the information you need about City of Raleigh	13.3%	17.2%	17.7%	14.0%	17.2%	15.7%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	44.9%	34.4%	26.3%	23.6%	18.7%	29.7%

SUM OF THE TOP THREE CHOICES

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q10. Top choice (Cont.)

Water & wastewater customer service	4.4%	2.7%	4.0%	7.3%	5.6%	4.7%
Stormwater customer service	3.1%	2.2%	3.0%	1.1%	6.6%	3.3%
Solid waste customer service	2.2%	1.6%	3.5%	4.5%	5.1%	3.3%
Development Services customer service	1.8%	3.2%	4.5%	5.1%	7.1%	4.4%
Parks, Recreation, & Cultural Resources customer service	4.4%	8.6%	8.1%	4.5%	7.6%	6.4%
City Utility Billing & Payment (Customer Care & Billing) customer service	1.3%	3.2%	4.0%	5.1%	3.5%	3.6%
Contacting City of Raleigh employees	8.4%	9.7%	11.1%	12.4%	14.6%	11.0%
Making a service request	10.7%	9.7%	10.6%	16.9%	15.7%	12.5%
Locating information on City's website	11.1%	14.0%	16.2%	18.0%	13.6%	14.1%
Paying City utility bill	6.7%	5.4%	4.5%	3.4%	4.0%	4.8%
Paying fees for parks & recreation programs	7.1%	5.4%	6.6%	6.7%	7.1%	6.6%
None chosen	16.0%	22.6%	22.2%	21.3%	25.3%	21.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

City website	71.6%	79.6%	82.8%	76.4%	57.1%	72.7%
Nextdoor	23.1%	26.9%	25.8%	23.6%	19.7%	23.7%
RTN (City's cable station)	2.2%	2.2%	5.1%	4.5%	7.1%	4.2%
City social media sites (Twitter, Facebook, Instagram)	58.2%	44.6%	24.2%	15.2%	13.6%	32.0%
Local television	37.3%	44.6%	63.1%	64.0%	73.7%	56.1%
Local newspaper	17.3%	18.8%	23.7%	28.1%	40.4%	25.4%
Radio	21.3%	14.0%	17.2%	23.0%	25.8%	20.5%
Email subscriptions	40.9%	35.5%	29.3%	25.8%	23.7%	31.1%
Other	4.9%	13.4%	4.5%	7.3%	8.6%	7.5%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12-1. Quality of police services

Excellent	25.7%	22.3%	23.2%	23.5%	27.9%	24.4%
Good	45.5%	51.8%	51.4%	48.1%	52.5%	49.6%
Neutral	17.3%	19.9%	16.6%	21.6%	14.8%	18.1%
Below average	5.8%	3.6%	5.0%	6.8%	4.4%	5.3%
Poor	5.8%	2.4%	3.9%	0.0%	0.5%	2.7%

Q12-2. Response time for police services

Excellent	21.6%	16.2%	15.8%	16.8%	23.4%	18.8%
Good	40.5%	46.2%	47.4%	46.7%	40.9%	44.0%
Neutral	25.0%	26.2%	22.4%	22.6%	25.3%	24.6%
Below average	7.4%	5.4%	11.2%	12.4%	7.1%	8.5%
Poor	5.4%	6.2%	3.3%	1.5%	3.2%	4.1%

Q12-3. Overall police relationship with your community

Excellent	19.4%	18.9%	17.7%	22.9%	22.9%	20.3%
Good	42.9%	45.9%	46.3%	47.8%	47.1%	45.7%
Neutral	22.9%	25.7%	20.1%	17.2%	21.2%	21.3%
Below average	8.6%	6.1%	7.9%	9.6%	5.9%	7.8%
Poor	6.3%	3.4%	7.9%	2.5%	2.9%	4.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12-4. Quality of fire services

Excellent	36.4%	32.5%	35.7%	41.5%	40.6%	37.3%
Good	48.3%	54.0%	51.0%	45.1%	51.5%	49.8%
Neutral	14.7%	11.9%	12.7%	12.7%	7.3%	12.1%
Below average	0.7%	0.8%	0.6%	0.7%	0.0%	0.5%
Poor	0.0%	0.8%	0.0%	0.0%	0.6%	0.3%

Q12-5. Response time for fire services

Excellent	42.0%	32.7%	39.7%	44.4%	41.7%	40.1%
Good	39.5%	54.8%	48.9%	39.5%	43.2%	45.2%
Neutral	18.5%	11.5%	10.7%	15.3%	14.4%	14.1%
Below average	0.0%	0.0%	0.0%	0.8%	0.0%	0.2%
Poor	0.0%	1.0%	0.8%	0.0%	0.7%	0.5%

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

Excellent	36.1%	27.2%	32.3%	37.4%	43.8%	35.5%
Good	40.6%	46.5%	45.9%	39.0%	39.2%	42.0%
Neutral	19.5%	19.3%	18.0%	22.8%	15.4%	19.0%
Below average	1.5%	2.6%	2.3%	0.8%	1.5%	1.7%
Poor	2.3%	4.4%	1.5%	0.0%	0.0%	1.7%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12-7. Enforcement of City codes & ordinances

Excellent	13.4%	7.6%	15.9%	13.7%	9.7%	12.5%
Good	35.9%	44.1%	34.4%	35.9%	37.2%	36.9%
Neutral	33.8%	35.6%	34.4%	34.4%	39.3%	35.3%
Below average	9.9%	6.8%	9.9%	9.2%	13.8%	10.0%
Poor	7.0%	5.9%	5.3%	6.9%	0.0%	5.3%

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

Excellent	12.3%	7.4%	13.2%	8.5%	12.0%	10.9%
Good	26.7%	33.1%	31.6%	29.2%	33.1%	30.6%
Neutral	32.9%	33.1%	29.6%	35.4%	28.9%	31.8%
Below average	14.4%	13.2%	14.5%	15.4%	19.7%	15.5%
Poor	13.7%	13.2%	11.2%	11.5%	6.3%	11.2%

Q12-9. Overall cleanliness of Raleigh

Excellent	19.5%	12.6%	14.4%	10.6%	14.5%	14.6%
Good	49.5%	57.7%	51.8%	48.8%	50.8%	51.7%
Neutral	18.2%	19.8%	20.5%	24.7%	26.4%	21.8%
Below average	9.5%	6.6%	10.8%	12.4%	6.2%	8.9%
Poor	3.2%	3.3%	2.6%	3.5%	2.1%	3.1%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12-10. Cleanliness of downtown Raleigh

Excellent	24.0%	20.4%	16.7%	12.9%	14.8%	18.2%
Good	45.2%	55.2%	54.2%	50.9%	55.0%	51.6%
Neutral	21.3%	16.0%	18.2%	23.4%	22.8%	20.5%
Below average	5.9%	6.6%	7.3%	9.9%	6.3%	7.0%
Poor	3.6%	1.7%	3.6%	2.9%	1.1%	2.7%

Q12-11. Cleanliness of your neighborhood

Excellent	27.9%	22.4%	26.2%	20.2%	26.2%	24.7%
Good	40.5%	51.9%	46.7%	53.2%	50.3%	48.1%
Neutral	14.9%	12.0%	13.8%	15.6%	15.7%	14.4%
Below average	10.4%	8.7%	7.7%	6.9%	5.8%	7.9%
Poor	6.3%	4.9%	5.6%	4.0%	2.1%	4.8%

Q12-12. Cleanliness of City parks

Excellent	29.2%	23.0%	24.7%	20.4%	24.6%	24.5%
Good	52.1%	60.9%	56.5%	62.3%	58.7%	57.5%
Neutral	15.5%	10.9%	14.5%	15.0%	14.5%	14.5%
Below average	1.4%	4.0%	3.2%	2.4%	2.2%	2.5%
Poor	1.8%	1.1%	1.1%	0.0%	0.0%	0.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12-13. Cleanliness of City greenways

Excellent	28.7%	18.5%	22.8%	21.0%	21.1%	22.6%
Good	51.5%	64.8%	50.6%	52.5%	59.0%	55.5%
Neutral	14.4%	10.5%	20.0%	19.1%	17.5%	16.3%
Below average	4.5%	4.3%	5.6%	6.2%	2.4%	4.6%
Poor	1.0%	1.9%	1.1%	1.2%	0.0%	1.0%

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

Excellent	12.4%	8.4%	7.2%	8.3%	7.7%	9.0%
Good	35.6%	33.1%	45.6%	32.7%	37.3%	36.8%
Neutral	35.1%	32.5%	32.8%	40.4%	39.1%	35.8%
Below average	8.9%	16.9%	8.9%	10.9%	11.2%	11.5%
Poor	7.9%	9.0%	5.6%	7.7%	4.7%	7.0%

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

Excellent	10.5%	8.9%	6.1%	7.9%	7.3%	8.1%
Good	35.5%	29.9%	41.4%	34.4%	30.9%	34.5%
Neutral	28.5%	28.7%	23.8%	32.5%	31.5%	28.8%
Below average	14.0%	18.5%	17.1%	12.6%	17.6%	16.3%
Poor	11.5%	14.0%	11.6%	12.6%	12.7%	12.3%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q12-16. Variety of housing options

Excellent	15.2%	9.0%	10.1%	9.7%	10.7%	11.1%
Good	27.5%	24.1%	34.0%	30.9%	35.1%	30.4%
Neutral	24.2%	25.9%	28.2%	23.6%	24.4%	25.5%
Below average	17.1%	30.7%	14.4%	18.8%	17.9%	19.3%
Poor	16.1%	10.2%	13.3%	17.0%	11.9%	13.6%

Q12-17. Availability of affordable housing

Excellent	8.1%	6.1%	4.5%	5.1%	6.3%	6.1%
Good	18.2%	16.0%	24.0%	17.3%	28.9%	20.5%
Neutral	25.8%	16.6%	27.9%	25.0%	26.4%	24.9%
Below average	21.5%	36.2%	22.3%	26.9%	13.8%	23.8%
Poor	26.3%	25.2%	21.2%	25.6%	24.5%	24.6%

Q12-18. Neighborliness of residents

Excellent	19.1%	10.7%	15.0%	13.6%	15.4%	14.8%
Good	41.6%	53.1%	42.0%	37.3%	50.5%	45.0%
Neutral	23.9%	22.6%	22.3%	29.6%	23.1%	24.4%
Below average	8.6%	7.9%	13.0%	14.2%	7.1%	9.9%
Poor	6.7%	5.6%	7.8%	5.3%	3.8%	5.9%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Excellent	20.1%	11.4%	10.5%	12.1%	13.4%	13.8%
Good	37.8%	42.2%	51.1%	37.6%	49.7%	43.7%
Neutral	25.4%	27.7%	20.0%	32.1%	24.6%	25.7%
Below average	8.6%	9.0%	8.4%	13.9%	7.3%	9.4%
Poor	8.1%	9.6%	10.0%	4.2%	5.0%	7.4%

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

Excellent	22.9%	18.5%	20.8%	14.7%	22.3%	20.0%
Good	42.2%	39.9%	44.3%	50.6%	51.1%	45.7%
Neutral	18.3%	24.2%	18.2%	18.8%	17.6%	19.3%
Below average	9.6%	10.1%	10.9%	10.0%	5.9%	9.2%
Poor	6.9%	7.3%	5.7%	5.9%	3.2%	5.9%

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

Excellent	34.2%	32.0%	34.9%	28.7%	31.9%	32.0%
Good	43.4%	48.9%	44.8%	50.9%	50.3%	47.5%
Neutral	12.8%	9.0%	8.9%	14.0%	11.9%	11.5%
Below average	5.9%	3.9%	7.3%	5.3%	3.2%	5.5%
Poor	3.7%	6.2%	4.2%	1.2%	2.7%	3.5%

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q12-22. Overall quality of parks & recreation programs & services</u>						
Excellent	29.7%	25.1%	24.5%	24.4%	31.7%	26.9%
Good	50.7%	53.7%	54.3%	52.4%	48.3%	51.9%
Neutral	15.3%	12.0%	15.2%	17.9%	17.2%	15.6%
Below average	2.4%	5.1%	3.8%	4.8%	2.2%	3.7%
Poor	1.9%	4.0%	2.2%	0.6%	0.6%	1.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. Top choice

Quality of police services	6.7%	9.7%	10.6%	7.9%	14.6%	10.1%
Response time for police services	2.7%	4.8%	3.0%	2.8%	4.5%	3.8%
Overall police relationship with your community	6.2%	7.0%	11.6%	4.5%	5.6%	6.9%
Quality of fire services	0.9%	1.6%	0.0%	1.1%	1.5%	1.0%
Response time for fire services	0.4%	0.5%	1.0%	0.0%	0.0%	0.4%
Overall quality of service provided by 9-1-1 operators	0.4%	0.0%	0.5%	1.1%	1.5%	0.7%
Enforcement of City codes & ordinances	2.2%	1.1%	1.5%	5.6%	2.5%	2.6%
Enforcement of junk & debris cleanup on private property	3.6%	1.1%	2.5%	4.5%	3.5%	3.0%
Overall cleanliness of Raleigh	7.6%	3.8%	5.1%	8.4%	5.6%	5.9%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. Top choice (Cont.)

Cleanliness of downtown Raleigh	4.4%	1.6%	3.5%	2.8%	2.0%	2.9%
Cleanliness of your neighborhood	2.7%	1.1%	2.0%	2.8%	0.5%	1.9%
Cleanliness of City parks	0.0%	0.5%	0.5%	1.1%	1.5%	0.7%
Cleanliness of City greenways	0.9%	0.5%	1.0%	0.6%	0.5%	0.7%
Impact of changes being made in and around your neighborhood	3.1%	6.5%	3.5%	3.9%	6.6%	4.7%
New construction's compatibility with existing neighborhood building patterns	3.6%	7.5%	5.6%	4.5%	6.1%	5.2%
Variety of housing options	4.9%	3.8%	3.5%	8.4%	2.5%	4.5%
Availability of affordable housing	28.4%	27.4%	16.7%	19.7%	12.6%	20.7%
Neighborliness of residents	0.4%	1.6%	0.0%	0.6%	0.0%	0.5%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. Top choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

3.6%	2.7%	5.1%	2.2%	2.5%	3.2%
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Your neighborhood's ability to support a
healthy & active lifestyle

3.6%	4.8%	2.0%	0.0%	1.5%	2.4%
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Your access to City parks, greenways, &
community centers

3.6%	2.2%	1.5%	2.8%	1.5%	2.3%
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Overall quality of parks & recreation
programs & services

1.8%	0.0%	4.0%	1.7%	2.5%	2.1%
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None chosen

8.4%	10.2%	15.2%	12.9%	20.2%	14.1%
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Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. 2nd choice

Quality of police services	4.9%	3.8%	3.5%	5.6%	2.0%	3.9%
Response time for police services	1.8%	3.2%	5.1%	5.1%	5.1%	4.1%
Overall police relationship with your community	4.4%	5.9%	3.5%	2.8%	4.0%	4.1%
Quality of fire services	1.8%	4.8%	2.0%	3.4%	4.5%	3.3%
Response time for fire services	1.3%	0.5%	0.5%	0.0%	2.0%	1.0%
Overall quality of service provided by 9-1-1 operators	1.3%	0.5%	1.0%	0.6%	0.0%	0.7%
Enforcement of City codes & ordinances	2.2%	2.2%	3.0%	3.4%	5.6%	3.5%
Enforcement of junk & debris cleanup on private property	4.9%	3.8%	2.0%	5.6%	5.1%	4.3%
Overall cleanliness of Raleigh	4.0%	4.8%	4.0%	2.2%	3.0%	3.6%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. 2nd choice (Cont.)

Cleanliness of downtown Raleigh	3.1%	1.6%	3.0%	5.1%	2.5%	3.0%
Cleanliness of your neighborhood	2.7%	2.7%	3.0%	1.1%	2.5%	2.5%
Cleanliness of City parks	0.4%	1.1%	1.5%	1.1%	0.5%	0.9%
Cleanliness of City greenways	1.3%	1.6%	1.5%	0.0%	0.5%	1.0%
Impact of changes being made in and around your neighborhood	3.6%	5.9%	10.6%	5.1%	7.1%	6.3%
New construction's compatibility with existing neighborhood building patterns	8.0%	5.9%	8.6%	9.6%	10.1%	8.4%
Variety of housing options	13.8%	7.5%	5.6%	7.9%	8.1%	8.6%
Availability of affordable housing	11.6%	14.5%	12.6%	11.2%	9.1%	11.5%
Neighborliness of residents	0.9%	2.7%	1.5%	2.2%	1.5%	1.7%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. 2nd choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

4.9%	5.4%	4.0%	5.1%	2.0%	4.2%
------	------	------	------	------	------

Your neighborhood's ability to support a
healthy & active lifestyle

3.6%	3.8%	2.0%	2.8%	2.0%	2.8%
------	------	------	------	------	------

Your access to City parks, greenways, &
community centers

4.4%	2.7%	3.5%	1.1%	0.5%	2.5%
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Overall quality of parks & recreation
programs & services

3.6%	2.2%	0.0%	2.8%	0.0%	1.8%
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None chosen

11.6%	12.9%	17.7%	16.3%	22.2%	16.7%
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Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. 3rd choice

Quality of police services	2.2%	2.2%	2.5%	6.2%	2.0%	2.9%
Response time for police services	1.8%	1.1%	1.0%	1.7%	3.5%	1.9%
Overall police relationship with your community	6.2%	1.1%	5.6%	6.7%	3.0%	4.6%
Quality of fire services	0.9%	0.0%	0.0%	1.1%	2.5%	1.0%
Response time for fire services	0.0%	1.1%	2.0%	0.6%	2.5%	1.2%
Overall quality of service provided by 9-1-1 operators	1.8%	0.0%	2.0%	1.7%	1.0%	1.4%
Enforcement of City codes & ordinances	2.2%	2.2%	5.6%	1.1%	3.5%	2.9%
Enforcement of junk & debris cleanup on private property	2.2%	4.3%	2.5%	5.6%	2.5%	3.3%
Overall cleanliness of Raleigh	5.8%	8.1%	5.6%	4.5%	5.6%	5.7%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. 3rd choice (Cont.)

Cleanliness of downtown Raleigh	3.6%	5.9%	2.0%	1.1%	2.5%	3.0%
Cleanliness of your neighborhood	2.7%	2.7%	1.0%	2.8%	2.5%	2.4%
Cleanliness of City parks	1.3%	0.5%	2.0%	0.6%	2.0%	1.3%
Cleanliness of City greenways	1.3%	0.5%	0.5%	2.2%	2.0%	1.3%
Impact of changes being made in and around your neighborhood	5.3%	7.5%	6.1%	5.1%	5.6%	5.8%
New construction's compatibility with existing neighborhood building patterns	7.6%	7.0%	6.1%	4.5%	4.0%	5.9%
Variety of housing options	5.8%	9.1%	7.6%	5.6%	7.1%	6.9%
Availability of affordable housing	9.8%	9.1%	9.6%	7.9%	9.6%	9.3%
Neighborliness of residents	1.8%	1.6%	3.0%	2.8%	2.5%	2.3%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q13. 3rd choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

9.3%	2.2%	7.1%	6.7%	4.5%	5.9%
------	------	------	------	------	------

Your neighborhood's ability to support a
healthy & active lifestyle

5.3%	5.9%	1.5%	4.5%	1.0%	3.6%
------	------	------	------	------	------

Your access to City parks, greenways, &
community centers

4.4%	2.2%	3.0%	1.7%	3.0%	3.0%
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Overall quality of parks & recreation
programs & services

5.3%	8.1%	1.5%	3.9%	3.5%	4.4%
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None chosen

13.3%	17.7%	22.2%	21.3%	23.7%	20.2%
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SUM OF THE TOP THREE CHOICES

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Quality of police services	13.8%	15.6%	16.7%	19.7%	18.7%	16.8%
Response time for police services	6.2%	9.1%	9.1%	9.6%	13.1%	9.7%
Overall police relationship with your community	16.9%	14.0%	20.7%	14.0%	12.6%	15.5%
Quality of fire services	3.6%	6.5%	2.0%	5.6%	8.6%	5.2%
Response time for fire services	1.8%	2.2%	3.5%	0.6%	4.5%	2.6%
Overall quality of service provided by 9-1-1 operators	3.6%	0.5%	3.5%	3.4%	2.5%	2.8%
Enforcement of City codes & ordinances	6.7%	5.4%	10.1%	10.1%	11.6%	8.9%
Enforcement of junk & debris cleanup on private property	10.7%	9.1%	7.1%	15.7%	11.1%	10.5%
Overall cleanliness of Raleigh	17.3%	16.7%	14.6%	15.2%	14.1%	15.2%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Cleanliness of downtown Raleigh	11.1%	9.1%	8.6%	9.0%	7.1%	8.8%
Cleanliness of your neighborhood	8.0%	6.5%	6.1%	6.7%	5.6%	6.7%
Cleanliness of City parks	1.8%	2.2%	4.0%	2.8%	4.0%	2.9%
Cleanliness of City greenways	3.6%	2.7%	3.0%	2.8%	3.0%	3.0%
Impact of changes being made in and around your neighborhood	12.0%	19.9%	20.2%	14.0%	19.2%	16.8%
New construction's compatibility with existing neighborhood building patterns	19.1%	20.4%	20.2%	18.5%	20.2%	19.6%
Variety of housing options	24.4%	20.4%	16.7%	21.9%	17.7%	20.0%
Availability of affordable housing	49.8%	51.1%	38.9%	38.8%	31.3%	41.5%
Neighborliness of residents	3.1%	5.9%	4.5%	5.6%	4.0%	4.5%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Openness & acceptance of the community towards people of diverse backgrounds	17.8%	10.2%	16.2%	14.0%	9.1%	13.3%
Your neighborhood's ability to support a healthy & active lifestyle	12.4%	14.5%	5.6%	7.3%	4.5%	8.7%
Your access to City parks, greenways, & community centers	12.4%	7.0%	8.1%	5.6%	5.1%	7.7%
Overall quality of parks & recreation programs & services	10.7%	10.2%	5.6%	8.4%	6.1%	8.2%
None chosen	8.4%	10.2%	15.2%	12.9%	20.2%	14.1%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q14-1. In Raleigh overall

Very safe	29.0%	30.3%	26.9%	19.5%	23.6%	25.9%
Safe	54.3%	56.8%	55.8%	64.4%	58.6%	57.7%
Neutral	12.7%	9.7%	12.2%	14.9%	14.7%	13.0%
Unsafe	3.2%	2.2%	2.5%	1.1%	2.6%	2.3%
Very unsafe	0.9%	1.1%	2.5%	0.0%	0.5%	1.1%

Q14-2. In City parks & greenways

Very safe	22.2%	23.6%	16.9%	10.9%	15.7%	18.0%
Safe	57.5%	55.2%	51.3%	61.8%	50.6%	55.2%
Neutral	16.5%	13.2%	25.4%	20.6%	23.3%	19.8%
Unsafe	3.3%	6.3%	4.8%	6.1%	9.3%	5.7%
Very unsafe	0.5%	1.7%	1.6%	0.6%	1.2%	1.2%

Q14-3. In downtown Raleigh during the day

Very safe	41.6%	46.2%	40.2%	32.4%	29.2%	38.1%
Safe	48.9%	47.3%	47.4%	53.2%	49.2%	49.0%
Neutral	8.1%	5.4%	9.8%	13.3%	19.5%	11.2%
Unsafe	1.4%	0.5%	1.5%	1.2%	1.6%	1.3%
Very unsafe	0.0%	0.5%	1.0%	0.0%	0.5%	0.4%

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

N=1010

N=1010	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q14-4. In downtown Raleigh at night</u>						
Very safe	11.1%	15.3%	16.7%	6.6%	9.8%	11.9%
Safe	40.7%	50.8%	38.7%	37.3%	38.4%	41.4%
Neutral	31.9%	24.3%	29.6%	36.1%	33.5%	31.0%
Unsafe	13.0%	7.3%	10.2%	18.1%	12.8%	12.0%
Very unsafe	3.2%	2.3%	4.8%	1.8%	5.5%	3.8%
<u>Q14-5. In your neighborhood during the day</u>						
Very safe	51.1%	54.1%	50.0%	46.0%	49.2%	50.0%
Safe	38.5%	41.1%	40.8%	43.7%	40.9%	40.9%
Neutral	9.0%	2.7%	7.1%	9.2%	7.8%	7.4%
Unsafe	0.5%	1.6%	1.5%	1.1%	2.1%	1.3%
Very unsafe	0.9%	0.5%	0.5%	0.0%	0.0%	0.4%
<u>Q14-6. In your neighborhood at night</u>						
Very safe	28.1%	30.3%	32.7%	23.0%	30.0%	28.7%
Safe	42.1%	44.9%	46.9%	52.3%	44.7%	46.1%
Neutral	15.8%	14.1%	12.8%	14.9%	16.3%	14.8%
Unsafe	10.4%	8.1%	5.1%	8.6%	8.4%	8.1%
Very unsafe	3.6%	2.7%	2.6%	1.1%	0.5%	2.2%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q15. Top choice

In Raleigh overall	24.4%	28.0%	26.3%	22.5%	28.8%	25.8%
In City parks & greenways	13.3%	15.6%	18.7%	18.5%	15.7%	16.0%
In downtown Raleigh during the day	1.3%	1.6%	4.0%	3.4%	4.0%	2.9%
In downtown Raleigh at night	34.2%	25.8%	23.7%	23.0%	18.2%	25.0%
In your neighborhood during the day	0.4%	2.7%	3.0%	1.7%	3.0%	2.1%
In your neighborhood at night	12.9%	14.0%	7.1%	14.6%	9.6%	11.4%
None chosen	13.3%	12.4%	17.2%	16.3%	20.7%	16.8%

Q15. 2nd choice

In Raleigh overall	11.6%	11.8%	11.1%	10.7%	6.6%	10.2%
In City parks & greenways	24.0%	24.7%	17.2%	16.9%	20.2%	20.6%
In downtown Raleigh during the day	4.0%	3.8%	4.5%	5.6%	6.6%	4.9%
In downtown Raleigh at night	25.3%	23.1%	24.2%	27.5%	24.2%	24.8%
In your neighborhood during the day	3.1%	3.2%	3.5%	3.4%	2.0%	3.0%
In your neighborhood at night	13.3%	15.6%	16.7%	14.6%	15.7%	14.9%
None chosen	18.7%	17.7%	22.7%	21.3%	24.7%	21.8%

SUM OF THE TOP TWO CHOICES

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q15. Top choice</u>						
In Raleigh overall	36.0%	39.8%	37.4%	33.1%	35.4%	36.0%
In City parks & greenways	37.3%	40.3%	35.9%	35.4%	35.9%	36.6%
In downtown Raleigh during the day	5.3%	5.4%	8.6%	9.0%	10.6%	7.7%
In downtown Raleigh at night	59.6%	48.9%	48.0%	50.6%	42.4%	49.7%
In your neighborhood during the day	3.6%	5.9%	6.6%	5.1%	5.1%	5.0%
In your neighborhood at night	26.2%	29.6%	23.7%	29.2%	25.3%	26.2%
None chosen	13.3%	12.4%	17.2%	16.3%	20.7%	16.8%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-1. Overall traffic flow in Raleigh

Excellent	4.1%	1.1%	2.6%	2.9%	3.6%	3.0%
Good	28.9%	30.4%	22.9%	30.1%	30.7%	28.2%
Neutral	23.9%	24.5%	25.0%	31.8%	25.5%	26.0%
Below average	23.4%	26.6%	25.5%	19.1%	25.0%	24.0%
Poor	19.7%	17.4%	24.0%	16.2%	15.1%	18.8%

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

Excellent	11.3%	8.2%	2.1%	4.6%	3.8%	6.2%
Good	46.6%	43.5%	45.8%	46.8%	36.6%	43.6%
Neutral	18.1%	22.8%	18.2%	25.4%	31.7%	23.0%
Below average	13.6%	14.1%	19.8%	15.6%	18.8%	16.5%
Poor	10.4%	11.4%	14.1%	7.5%	9.1%	10.7%

Q16-3. Overall maintenance of City streets

Excellent	7.7%	4.3%	2.1%	6.4%	4.7%	5.1%
Good	41.2%	40.0%	33.2%	35.8%	40.0%	37.8%
Neutral	25.8%	29.7%	30.1%	25.4%	24.2%	27.8%
Below average	16.7%	17.3%	22.3%	25.4%	19.5%	19.8%
Poor	8.6%	8.6%	12.4%	6.9%	11.6%	9.6%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-4. Overall condition of major City streets

Excellent	8.6%	6.0%	3.1%	7.6%	5.8%	6.2%
Good	45.0%	45.1%	42.0%	42.4%	43.4%	43.5%
Neutral	25.2%	28.8%	20.7%	28.5%	25.9%	26.2%
Below average	14.4%	13.0%	23.8%	16.9%	16.9%	16.8%
Poor	6.8%	7.1%	10.4%	4.7%	7.9%	7.4%

Q16-5. Condition of streets in your neighborhood

Excellent	20.3%	9.7%	10.4%	10.9%	14.3%	13.3%
Good	45.0%	60.0%	53.4%	49.7%	49.0%	50.9%
Neutral	18.0%	15.7%	19.7%	25.1%	20.9%	20.1%
Below average	10.8%	8.1%	10.4%	12.6%	11.7%	10.8%
Poor	5.9%	6.5%	6.2%	1.7%	4.1%	4.9%

Q16-6. Overall condition of City sidewalks

Excellent	12.2%	7.3%	6.3%	6.4%	5.4%	7.8%
Good	46.2%	48.6%	48.9%	48.0%	43.8%	46.9%
Neutral	21.7%	25.1%	24.7%	25.7%	30.8%	25.8%
Below average	12.2%	11.7%	12.1%	15.2%	15.7%	13.2%
Poor	7.7%	7.3%	7.9%	4.7%	4.3%	6.3%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-7. Condition of sidewalks in your neighborhood

Excellent	17.1%	13.1%	14.8%	12.7%	14.6%	14.7%
Good	37.8%	45.5%	46.6%	46.1%	43.3%	43.4%
Neutral	21.7%	17.0%	19.0%	24.2%	24.2%	21.6%
Below average	13.4%	10.8%	10.6%	11.5%	11.2%	11.4%
Poor	10.1%	13.6%	9.0%	5.5%	6.7%	9.0%

Q16-8. Availability of sidewalks in Raleigh

Excellent	10.0%	10.6%	5.9%	5.8%	7.9%	8.3%
Good	36.5%	32.2%	40.4%	40.4%	35.6%	36.8%
Neutral	22.8%	20.0%	26.1%	28.7%	37.9%	26.8%
Below average	18.7%	21.7%	15.4%	19.3%	13.0%	17.8%
Poor	11.9%	15.6%	12.2%	5.8%	5.6%	10.3%

Q16-9. Availability of sidewalks in your neighborhood

Excellent	18.8%	19.9%	18.2%	17.5%	16.0%	18.1%
Good	31.2%	33.1%	44.3%	44.4%	39.8%	38.0%
Neutral	14.2%	14.9%	14.1%	14.6%	22.1%	16.4%
Below average	17.9%	13.8%	13.0%	12.3%	12.2%	14.0%
Poor	17.9%	18.2%	10.4%	11.1%	9.9%	13.6%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-10. Availability of bicycle lanes

Excellent	9.7%	4.8%	4.5%	8.2%	7.2%	7.1%
Good	25.5%	30.1%	35.2%	34.6%	34.7%	31.5%
Neutral	26.5%	22.9%	28.5%	37.7%	29.9%	29.1%
Below average	24.5%	22.3%	22.9%	13.2%	17.4%	20.2%
Poor	13.8%	19.9%	8.9%	6.3%	10.8%	12.0%

Q16-11. Availability of downtown parking

Excellent	6.4%	4.4%	5.3%	4.2%	3.4%	5.0%
Good	29.8%	41.4%	28.0%	31.5%	24.9%	31.1%
Neutral	27.5%	23.8%	27.5%	22.6%	26.0%	25.4%
Below average	22.0%	16.6%	21.7%	25.6%	27.7%	22.9%
Poor	14.2%	13.8%	17.5%	16.1%	18.1%	15.7%

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

Excellent	10.2%	6.9%	6.1%	7.3%	6.7%	7.6%
Good	41.2%	49.7%	38.7%	36.6%	32.1%	39.4%
Neutral	28.2%	27.4%	37.0%	32.3%	30.3%	31.1%
Below average	11.1%	7.4%	10.5%	13.4%	21.8%	12.8%
Poor	9.3%	8.6%	7.7%	10.4%	9.1%	9.1%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-13. Overall quality of GoRaleigh bus system

Excellent	16.0%	5.6%	10.1%	16.5%	5.2%	10.9%
Good	31.1%	50.0%	42.4%	32.9%	46.9%	39.6%
Neutral	32.1%	19.4%	30.3%	27.1%	31.3%	28.5%
Below average	10.4%	12.5%	8.1%	15.3%	9.4%	11.5%
Poor	10.4%	12.5%	9.1%	8.2%	7.3%	9.6%

Q16-14. Cleanliness of GoRaleigh buses

Excellent	14.3%	3.3%	14.0%	16.9%	8.4%	11.9%
Good	42.9%	53.3%	41.9%	39.0%	48.2%	45.1%
Neutral	28.6%	31.7%	32.6%	33.8%	31.3%	30.8%
Below average	8.2%	5.0%	8.1%	5.2%	7.2%	7.0%
Poor	6.1%	6.7%	3.5%	5.2%	4.8%	5.1%

Q16-15. Cleanliness of GoRaleigh bus stops & terminals

Excellent	11.3%	4.2%	8.7%	10.8%	5.5%	8.4%
Good	30.2%	47.9%	41.3%	32.5%	37.4%	37.3%
Neutral	36.8%	31.0%	34.8%	39.8%	38.5%	36.0%
Below average	16.0%	7.0%	8.7%	10.8%	11.0%	11.5%
Poor	5.7%	9.9%	6.5%	6.0%	7.7%	6.8%

WITHOUT "DON'T KNOW"**Q16(16-18). Please rate your experience doing the following. (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q16-16. Walking to places in Raleigh

Excellent	19.1%	12.7%	14.0%	11.7%	14.3%	14.6%
Good	37.2%	44.5%	44.4%	49.7%	41.6%	42.7%
Neutral	23.7%	22.0%	19.1%	21.5%	29.2%	23.1%
Below average	8.4%	9.8%	12.4%	12.3%	9.3%	10.7%
Poor	11.6%	11.0%	10.1%	4.9%	5.6%	8.7%

Q16-17. Biking to places in Raleigh

Excellent	11.0%	5.6%	7.2%	7.9%	7.7%	8.1%
Good	32.4%	35.5%	30.4%	33.7%	29.7%	31.9%
Neutral	24.3%	31.8%	34.8%	32.7%	36.3%	31.7%
Below average	22.1%	15.9%	18.8%	17.8%	18.7%	19.0%
Poor	10.3%	11.2%	8.7%	7.9%	7.7%	9.3%

Q16-18. Riding GoRaleigh bus to places in Raleigh

Excellent	15.6%	3.6%	8.9%	15.0%	10.0%	11.4%
Good	26.7%	46.4%	36.7%	35.0%	32.5%	33.9%
Neutral	25.6%	25.0%	31.1%	32.5%	38.8%	30.9%
Below average	20.0%	10.7%	14.4%	8.8%	8.8%	13.1%
Poor	12.2%	14.3%	8.9%	8.8%	10.0%	10.6%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17. Top choice

Overall traffic flow in Raleigh	42.2%	44.6%	38.9%	34.3%	38.4%	39.8%
Ability to predict travel time to places in Raleigh	1.8%	2.7%	4.0%	2.2%	2.0%	2.5%
Overall maintenance of City streets	5.8%	4.8%	7.6%	9.0%	10.6%	7.4%
Overall condition of major City streets	4.0%	4.8%	3.5%	4.5%	5.1%	4.3%
Condition of streets in your neighborhood	1.3%	0.5%	1.5%	2.2%	3.0%	1.8%
Overall condition of City sidewalks	0.0%	1.6%	0.5%	2.2%	1.5%	1.1%
Condition of sidewalks in your neighborhood	1.3%	2.2%	1.5%	1.1%	2.0%	1.6%
Availability of sidewalks in Raleigh	4.9%	9.1%	5.1%	1.7%	0.5%	4.2%
Availability of sidewalks in your neighborhood	2.7%	3.2%	0.5%	1.7%	1.5%	1.9%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17. Top choice (Cont.)

Availability of bicycle lanes	6.7%	5.9%	3.5%	6.2%	3.5%	5.0%
Availability of downtown parking	5.8%	1.6%	3.5%	7.3%	2.5%	4.1%
Quality of downtown parking (e.g., cleanliness, condition)	0.4%	0.0%	1.0%	1.1%	1.0%	0.7%
Overall quality of GoRaleigh bus system	4.0%	3.8%	2.0%	3.4%	3.0%	3.2%
Cleanliness of GoRaleigh bus stops & terminals	0.0%	0.0%	0.5%	0.6%	0.0%	0.2%
Walking to places in Raleigh	4.9%	3.8%	2.5%	2.8%	0.5%	2.9%
Biking to places in Raleigh	3.1%	0.5%	3.0%	0.6%	1.5%	1.8%
Riding GoRaleigh bus to places in Raleigh	2.2%	1.1%	4.0%	2.8%	2.0%	2.4%
None chosen	8.9%	9.7%	16.7%	16.3%	21.2%	15.3%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17. 2nd choice

Overall traffic flow in Raleigh	6.7%	6.5%	7.6%	6.2%	5.1%	6.2%
Ability to predict travel time to places in Raleigh	7.6%	14.0%	8.1%	9.0%	8.1%	9.1%
Overall maintenance of City streets	14.2%	11.3%	16.2%	16.9%	23.2%	16.2%
Overall condition of major City streets	9.3%	6.5%	8.1%	7.3%	7.6%	7.6%
Condition of streets in your neighborhood	2.2%	1.6%	3.5%	2.8%	1.5%	2.3%
Overall condition of City sidewalks	3.1%	3.2%	2.5%	1.1%	1.5%	2.3%
Condition of sidewalks in your neighborhood	2.7%	1.6%	0.5%	5.1%	2.5%	2.4%
Availability of sidewalks in Raleigh	8.4%	8.1%	4.0%	5.6%	4.0%	5.9%
Availability of sidewalks in your neighborhood	4.4%	4.3%	2.5%	4.5%	4.5%	4.1%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17. 2nd choice (Cont.)

Availability of bicycle lanes	6.7%	9.1%	5.6%	1.1%	2.0%	4.9%
Availability of downtown parking	5.8%	10.2%	9.1%	6.7%	6.6%	7.9%
Quality of downtown parking (e.g., cleanliness, condition)	4.4%	2.7%	2.5%	2.8%	2.0%	2.9%
Overall quality of GoRaleigh bus system	4.9%	3.2%	3.0%	2.8%	1.5%	3.1%
Cleanliness of GoRaleigh buses	0.4%	0.0%	0.0%	0.6%	0.0%	0.2%
Cleanliness of GoRaleigh bus stops & terminals	1.8%	0.0%	1.0%	0.6%	0.5%	0.8%
Walking to places in Raleigh	3.6%	2.7%	2.0%	2.2%	1.5%	2.4%
Biking to places in Raleigh	2.7%	2.2%	2.5%	2.2%	2.0%	2.3%
Riding GoRaleigh bus to places in Raleigh	0.9%	1.6%	2.5%	3.4%	1.5%	2.1%
None chosen	10.2%	11.3%	18.7%	19.1%	24.2%	17.4%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17. 3rd choice

Overall traffic flow in Raleigh	7.6%	4.8%	6.1%	6.2%	6.6%	6.1%
Ability to predict travel time to places in Raleigh	3.1%	2.7%	6.1%	3.4%	4.0%	4.0%
Overall maintenance of City streets	9.8%	9.1%	11.1%	6.2%	5.6%	8.2%
Overall condition of major City streets	8.0%	8.1%	9.6%	6.7%	8.6%	8.4%
Condition of streets in your neighborhood	2.7%	4.8%	4.5%	2.8%	3.0%	3.5%
Overall condition of City sidewalks	2.2%	3.2%	3.0%	2.8%	5.6%	3.3%
Condition of sidewalks in your neighborhood	1.8%	3.2%	3.5%	1.7%	2.0%	2.4%
Availability of sidewalks in Raleigh	5.3%	6.5%	3.5%	6.2%	2.0%	4.7%
Availability of sidewalks in your neighborhood	5.3%	2.7%	2.0%	2.2%	3.5%	3.2%

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17. 3rd choice (Cont.)

Availability of bicycle lanes	4.4%	4.3%	2.5%	2.2%	3.0%	3.3%
Availability of downtown parking	13.8%	10.2%	8.1%	10.7%	10.6%	10.5%
Quality of downtown parking (e.g., cleanliness, condition)	4.4%	4.8%	4.0%	3.9%	5.1%	4.5%
Overall quality of GoRaleigh bus system	3.1%	7.0%	1.5%	4.5%	3.5%	4.0%
Cleanliness of GoRaleigh buses	1.3%	0.5%	0.5%	0.6%	1.0%	0.8%
Cleanliness of GoRaleigh bus stops & terminals	2.2%	0.5%	1.0%	0.0%	1.0%	1.0%
Walking to places in Raleigh	5.8%	3.2%	6.1%	5.1%	2.5%	4.6%
Biking to places in Raleigh	2.7%	3.8%	2.0%	3.9%	1.0%	2.6%
Riding GoRaleigh bus to places in Raleigh	3.1%	2.2%	4.0%	6.2%	4.0%	3.9%
None chosen	13.3%	18.3%	20.7%	24.7%	27.3%	21.4%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Overall traffic flow in Raleigh	56.4%	55.9%	52.5%	46.6%	50.0%	52.2%
Ability to predict travel time to places in Raleigh	12.4%	19.4%	18.2%	14.6%	14.1%	15.5%
Overall maintenance of City streets	29.8%	25.3%	34.8%	32.0%	39.4%	31.9%
Overall condition of major City streets	21.3%	19.4%	21.2%	18.5%	21.2%	20.3%
Condition of streets in your neighborhood	6.2%	7.0%	9.6%	7.9%	7.6%	7.5%
Overall condition of City sidewalks	5.3%	8.1%	6.1%	6.2%	8.6%	6.6%
Condition of sidewalks in your neighborhood	5.8%	7.0%	5.6%	7.9%	6.6%	6.3%
Availability of sidewalks in Raleigh	18.7%	23.7%	12.6%	13.5%	6.6%	14.8%
Availability of sidewalks in your neighborhood	12.4%	10.2%	5.1%	8.4%	9.6%	9.1%

SUM OF THE TOP THREE CHOICES

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

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17. Top choice (Cont.)

Availability of bicycle lanes	17.8%	19.4%	11.6%	9.6%	8.6%	13.2%
Availability of downtown parking	25.3%	22.0%	20.7%	24.7%	19.7%	22.5%
Quality of downtown parking (e.g., cleanliness, condition)	9.3%	7.5%	7.6%	7.9%	8.1%	8.0%
Overall quality of GoRaleigh bus system	12.0%	14.0%	6.6%	10.7%	8.1%	10.2%
Cleanliness of GoRaleigh buses	1.8%	0.5%	0.5%	1.1%	1.0%	1.0%
Cleanliness of GoRaleigh bus stops & terminals	4.0%	0.5%	2.5%	1.1%	1.5%	2.0%
Walking to places in Raleigh	14.2%	9.7%	10.6%	10.1%	4.5%	9.8%
Biking to places in Raleigh	8.4%	6.5%	7.6%	6.7%	4.5%	6.6%
Riding GoRaleigh bus to places in Raleigh	6.2%	4.8%	10.6%	12.4%	7.6%	8.3%
None chosen	8.9%	9.7%	16.7%	16.3%	21.2%	15.3%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-1. Visited a City park or greenway</u>						
Very frequently	30.0%	32.6%	26.2%	19.4%	14.9%	24.8%
Frequently	40.5%	42.0%	39.3%	44.1%	32.5%	39.2%
Rarely	27.7%	22.7%	28.8%	33.5%	41.8%	31.0%
Never	1.8%	2.8%	5.8%	2.9%	10.8%	4.9%
<u>Q18-2. Visited a City community center</u>						
Very frequently	4.7%	5.0%	6.3%	7.1%	6.3%	6.0%
Frequently	15.8%	28.5%	22.8%	20.7%	18.3%	20.9%
Rarely	48.8%	45.3%	56.1%	54.4%	56.0%	51.8%
Never	30.7%	21.2%	14.8%	17.8%	19.4%	21.3%
<u>Q18-3. Participated in a City recreation program or event</u>						
Very frequently	3.3%	5.6%	7.4%	7.0%	5.8%	5.8%
Frequently	20.3%	21.9%	21.8%	20.9%	12.6%	19.5%
Rarely	36.8%	44.4%	47.3%	44.2%	40.0%	42.1%
Never	39.6%	28.1%	23.4%	27.9%	41.6%	32.5%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q18-4. Called 9-1-1

Very frequently	2.7%	2.9%	0.0%	1.2%	0.5%	1.6%
Frequently	2.7%	4.0%	3.8%	2.9%	4.3%	3.7%
Rarely	37.3%	34.9%	38.5%	38.8%	36.7%	37.0%
Never	57.3%	58.3%	57.7%	57.1%	58.5%	57.7%

Q18-5. Contacted City for code enforcement

Very frequently	1.9%	0.6%	1.1%	1.8%	0.0%	1.3%
Frequently	3.2%	3.5%	1.6%	8.2%	5.5%	4.2%
Rarely	16.2%	15.1%	25.3%	25.1%	20.4%	20.4%
Never	78.7%	80.8%	72.0%	64.9%	74.0%	74.1%

Q18-6. Had contact with Raleigh Police Department

Very frequently	2.7%	3.4%	1.1%	2.3%	1.6%	2.3%
Frequently	7.7%	5.1%	5.4%	7.6%	5.9%	6.4%
Rarely	49.1%	55.1%	57.0%	50.6%	50.8%	52.3%
Never	40.5%	36.5%	36.6%	39.5%	41.7%	38.9%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q18-7. Had contact with Raleigh Fire Department

Very frequently	2.3%	1.7%	0.5%	0.6%	1.1%	1.4%
Frequently	2.3%	2.9%	3.2%	5.3%	2.7%	3.1%
Rarely	19.7%	21.7%	26.7%	29.6%	36.4%	26.7%
Never	75.7%	73.7%	69.5%	64.5%	59.9%	68.8%

Q18-8. Attended a City of Raleigh public meeting

Very frequently	0.9%	0.6%	0.0%	3.0%	1.6%	1.4%
Frequently	5.0%	4.5%	7.4%	8.4%	10.7%	7.0%
Rarely	16.8%	27.0%	25.9%	28.1%	29.9%	24.9%
Never	77.3%	68.0%	66.7%	60.5%	57.8%	66.8%

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

Very frequently	0.9%	1.1%	1.1%	1.8%	1.6%	1.5%
Frequently	5.4%	4.0%	10.2%	14.6%	8.5%	8.3%
Rarely	18.1%	27.8%	37.1%	34.1%	34.4%	29.7%
Never	75.6%	67.0%	51.6%	49.4%	55.6%	60.5%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Very frequently	1.8%	0.0%	2.2%	2.4%	2.6%	1.9%
Frequently	5.9%	4.5%	8.2%	11.8%	12.5%	8.3%
Rarely	25.0%	31.1%	30.8%	34.3%	33.3%	30.4%
Never	67.3%	64.4%	58.8%	51.5%	51.6%	59.3%

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

Very frequently	4.6%	3.4%	7.0%	8.8%	5.8%	5.8%
Frequently	17.4%	23.6%	25.7%	25.9%	17.8%	21.8%
Rarely	37.4%	41.6%	41.2%	44.1%	52.9%	43.2%
Never	40.6%	31.5%	26.2%	21.2%	23.6%	29.2%

Q18-12. Attended a homeowner's association meeting

Very frequently	5.6%	2.9%	6.6%	10.0%	7.3%	6.4%
Frequently	5.6%	8.7%	18.8%	18.2%	17.8%	13.6%
Rarely	14.5%	24.3%	21.5%	14.1%	22.0%	19.7%
Never	74.3%	64.2%	53.0%	57.6%	52.9%	60.2%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q18-13. Attended a Citizens Advisory Council (CAC) meeting

Very frequently	1.4%	2.3%	2.2%	3.6%	1.6%	2.2%
Frequently	5.1%	4.0%	6.5%	9.6%	11.1%	7.0%
Rarely	10.6%	16.8%	16.7%	18.6%	22.2%	16.6%
Never	82.9%	76.9%	74.7%	68.3%	65.1%	74.1%

Q18-14. Attended an event at a City entertainment venue (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Coastal Credit Union Music Park at Walnut Creek)

Very frequently	13.8%	11.7%	16.0%	8.8%	4.2%	11.1%
Frequently	39.0%	35.6%	40.4%	38.2%	28.3%	36.4%
Rarely	30.3%	32.8%	28.7%	35.9%	44.5%	34.2%
Never	17.0%	20.0%	14.9%	17.1%	23.0%	18.3%

Q18-15. Biked or walked instead of driving

Very frequently	19.2%	16.1%	12.8%	11.2%	8.0%	13.5%
Frequently	26.0%	23.3%	22.3%	25.9%	15.0%	22.3%
Rarely	34.7%	33.3%	36.2%	35.3%	39.6%	36.3%
Never	20.1%	27.2%	28.7%	27.6%	37.4%	27.9%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

	Q26. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
Q18-16. Used City greenways as a mode of transportation						
Very frequently	6.0%	5.1%	4.9%	4.2%	2.2%	4.7%
Frequently	13.0%	8.6%	8.7%	9.0%	7.0%	9.2%
Rarely	23.7%	25.1%	28.8%	24.1%	22.7%	25.2%
Never	57.2%	61.1%	57.6%	62.7%	68.1%	60.9%

WITHOUT "DON'T KNOW"**Q19. In the past 12 months, how often have you used the GoRaleigh bus system? (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q19. How often have you used GoRaleigh bus system in past 12 months

Very frequently	5.0%	2.7%	4.2%	2.3%	3.3%	3.7%
Frequently	4.1%	2.7%	3.1%	5.3%	2.2%	3.4%
Rarely	15.8%	12.1%	17.7%	19.9%	15.2%	16.2%
Never	75.1%	82.4%	75.0%	72.5%	79.3%	76.7%

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

N=743

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

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

Does not serve the areas I need to visit	16.5%	17.1%	18.0%	20.2%	14.2%	17.2%
Buses do not come frequently enough	9.1%	7.5%	11.5%	8.1%	3.5%	7.8%
Services are not provided during days & hours I would use it	3.0%	1.4%	4.3%	3.2%	2.1%	2.8%
I just prefer to drive	61.0%	61.0%	57.6%	58.9%	72.3%	62.0%
Other	10.4%	13.0%	8.6%	9.7%	7.8%	10.2%

WITHOUT “DON’T KNOW”**Q20. How often do you telecommute for work? (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q20. How often do you telecommute for work

Every work day	19.4%	23.6%	16.1%	16.4%	6.1%	16.4%
A few times within a week	13.1%	9.0%	15.1%	11.5%	5.0%	10.7%
A few times within a month	17.5%	19.7%	15.6%	12.1%	3.9%	13.6%
A few times within a year	18.0%	12.4%	13.4%	10.3%	6.7%	12.7%
Never	32.0%	35.4%	39.8%	49.7%	78.2%	46.6%

WITHOUT “DON’T KNOW”**Q21. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")**

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q21. How likely are you to recommend living in Raleigh to someone who asks

Very likely	46.8%	53.8%	43.6%	51.7%	49.5%	48.4%
Likely	35.6%	31.5%	36.4%	31.0%	33.3%	33.6%
Neutral	9.5%	7.6%	11.8%	9.8%	9.4%	9.8%
Not likely	4.5%	3.8%	1.5%	2.3%	3.6%	3.2%
Very unlikely	3.6%	3.3%	6.7%	5.2%	4.2%	4.9%

Q22. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1010

Q26. Your age					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q22. What are the most significant issues Raleigh will face over next five years

Affordable housing	76.4%	70.4%	63.6%	65.7%	65.7%	68.1%
Pace of growth	67.6%	66.1%	65.2%	56.2%	57.1%	62.6%
Transportation	60.4%	62.9%	66.7%	56.2%	55.1%	60.0%
Affordability of City services	7.6%	7.5%	15.7%	19.7%	16.7%	13.5%
Public safety	13.3%	16.7%	20.7%	20.2%	30.3%	19.9%
Job opportunities	21.3%	18.8%	23.2%	21.3%	18.2%	20.7%
Environmental protection	20.9%	21.0%	14.1%	14.6%	15.2%	17.0%
Social justice/equity/inclusivity	19.1%	25.8%	15.2%	22.5%	23.2%	20.7%
Other	2.2%	3.8%	3.0%	3.9%	2.5%	3.0%

Section 2

Income

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q1-1. Overall quality of life in Raleigh

Excellent	12.7%	23.5%	29.3%	30.7%	44.7%	30.0%
Good	64.5%	63.8%	64.0%	63.6%	51.5%	60.3%
Neutral	13.6%	8.7%	5.4%	4.5%	3.4%	6.8%
Below average	6.4%	4.1%	0.9%	0.6%	0.0%	2.0%
Poor	2.7%	0.0%	0.5%	0.6%	0.5%	0.9%

Q1-2. Overall quality of life in your neighborhood

Excellent	8.3%	21.0%	28.0%	34.7%	51.2%	31.1%
Good	50.9%	54.0%	57.8%	51.1%	42.0%	50.7%
Neutral	19.4%	16.5%	9.3%	9.7%	4.4%	10.9%
Below average	16.7%	7.5%	4.4%	3.4%	2.0%	5.8%
Poor	4.6%	1.0%	0.4%	1.1%	0.5%	1.5%

Q1-3. Raleigh as a place to live

Excellent	31.8%	35.4%	36.0%	40.3%	48.5%	39.1%
Good	43.9%	48.0%	56.0%	52.3%	47.1%	49.6%
Neutral	17.8%	11.1%	7.1%	6.8%	3.9%	8.4%
Below average	5.6%	3.0%	0.4%	0.0%	0.0%	1.6%
Poor	0.9%	2.5%	0.4%	0.6%	0.5%	1.2%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q1-4. Raleigh as a place to raise children

Excellent	28.6%	36.6%	36.3%	37.2%	48.4%	38.4%
Good	44.8%	43.6%	51.3%	50.0%	44.5%	46.1%
Neutral	15.2%	15.1%	9.8%	10.1%	6.0%	11.2%
Below average	10.5%	4.7%	1.6%	2.0%	0.5%	3.5%
Poor	1.0%	0.0%	1.0%	0.7%	0.5%	0.8%

Q1-5. Raleigh as a place to retire

Excellent	25.0%	17.6%	20.6%	16.7%	22.4%	20.5%
Good	41.0%	47.6%	47.6%	42.4%	48.2%	45.1%
Neutral	19.0%	24.7%	23.8%	30.6%	25.3%	25.4%
Below average	7.0%	6.5%	3.7%	9.7%	3.5%	5.7%
Poor	8.0%	3.5%	4.2%	0.7%	0.6%	3.3%

Q1-6. Raleigh as a place to work

Excellent	17.9%	32.5%	36.7%	35.1%	40.7%	34.2%
Good	52.8%	41.6%	50.2%	54.2%	51.3%	49.2%
Neutral	17.0%	16.8%	10.4%	8.9%	7.0%	11.3%
Below average	7.5%	6.6%	1.8%	0.6%	0.5%	3.3%
Poor	4.7%	2.5%	0.9%	1.2%	0.5%	2.0%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q1-7. Raleigh as a place for young professionals

Excellent	26.2%	37.7%	37.3%	40.3%	40.9%	37.6%
Good	43.7%	37.2%	44.8%	45.5%	52.7%	44.6%
Neutral	20.4%	18.0%	13.4%	11.0%	4.3%	12.7%
Below average	4.9%	4.4%	4.0%	1.9%	2.2%	3.4%
Poor	4.9%	2.7%	0.5%	1.3%	0.0%	1.8%

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

Excellent	30.8%	29.6%	38.8%	43.4%	51.0%	39.9%
Good	37.4%	50.3%	48.2%	42.3%	44.2%	44.6%
Neutral	20.6%	13.6%	10.7%	11.4%	3.9%	11.2%
Below average	5.6%	4.0%	1.3%	2.3%	0.5%	2.3%
Poor	5.6%	2.5%	0.9%	0.6%	0.5%	1.9%

Q1-9. Overall direction that City of Raleigh is taking

Excellent	14.6%	20.8%	19.5%	22.5%	22.4%	20.6%
Good	46.6%	43.8%	47.3%	47.3%	58.7%	48.6%
Neutral	26.2%	23.4%	22.7%	22.5%	13.4%	21.0%
Below average	6.8%	5.2%	8.2%	5.3%	3.0%	5.9%
Poor	5.8%	6.8%	2.3%	2.4%	2.5%	3.9%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	7.8%	13.2%	14.5%	15.2%	13.8%	13.3%
Good	31.1%	36.5%	43.6%	43.0%	54.2%	42.8%
Neutral	26.2%	35.4%	30.5%	29.1%	24.6%	29.1%
Below average	16.5%	9.0%	8.2%	6.7%	5.9%	8.8%
Poor	18.4%	5.8%	3.2%	6.1%	1.5%	6.0%

Q1-11. Overall image of Raleigh

Excellent	23.1%	24.5%	26.6%	31.8%	36.4%	28.7%
Good	42.6%	57.5%	58.6%	55.5%	56.3%	55.0%
Neutral	23.1%	14.0%	10.8%	8.7%	6.8%	12.1%
Below average	8.3%	1.5%	2.3%	2.3%	0.5%	2.4%
Poor	2.8%	2.5%	1.8%	1.7%	0.0%	1.7%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	20.8%	27.8%	25.2%	25.6%	27.5%	25.8%
Good	52.5%	45.0%	57.0%	55.4%	56.0%	53.4%
Neutral	16.8%	20.6%	13.6%	13.1%	14.0%	15.5%
Below average	5.9%	6.1%	3.7%	4.2%	2.0%	4.0%
Poor	4.0%	0.6%	0.5%	1.8%	0.5%	1.4%

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

Excellent	19.2%	24.9%	24.8%	26.3%	25.9%	24.6%
Good	51.5%	46.5%	57.1%	53.3%	58.4%	53.8%
Neutral	18.2%	21.1%	11.4%	13.8%	14.2%	15.6%
Below average	6.1%	7.0%	6.2%	5.4%	1.5%	4.8%
Poor	5.1%	0.5%	0.5%	1.2%	0.0%	1.3%

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

Excellent	17.7%	22.3%	21.0%	22.9%	22.7%	21.4%
Good	42.7%	39.7%	43.9%	45.2%	51.9%	45.3%
Neutral	25.0%	26.3%	26.3%	22.3%	18.9%	23.6%
Below average	7.3%	10.1%	8.3%	8.3%	5.4%	7.4%
Poor	7.3%	1.7%	0.5%	1.3%	1.1%	2.3%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	10.1%	14.5%	17.0%	20.8%	20.4%	17.7%
Good	40.4%	40.1%	43.3%	44.3%	55.4%	45.3%
Neutral	32.6%	37.2%	32.5%	28.2%	21.5%	29.8%
Below average	7.9%	5.2%	6.7%	4.7%	2.2%	4.7%
Poor	9.0%	2.9%	0.5%	2.0%	0.5%	2.5%

Q2-5. Quality of arts & cultural programs in Raleigh

Excellent	14.1%	19.8%	22.1%	23.7%	20.3%	20.7%
Good	46.7%	46.5%	54.4%	48.1%	61.5%	52.9%
Neutral	25.0%	26.7%	18.1%	19.9%	16.6%	20.2%
Below average	6.5%	5.8%	4.9%	7.1%	1.6%	4.6%
Poor	7.6%	1.2%	0.5%	1.3%	0.0%	1.7%

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

Excellent	14.1%	17.0%	17.0%	16.6%	14.4%	15.9%
Good	38.4%	37.9%	40.1%	39.9%	49.0%	42.0%
Neutral	25.3%	25.8%	28.3%	28.2%	25.3%	26.5%
Below average	14.1%	14.8%	9.9%	11.7%	9.3%	11.3%
Poor	8.1%	4.4%	4.7%	3.7%	2.1%	4.4%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	27.3%	31.0%	35.2%	33.1%	33.0%	33.4%
Good	48.5%	45.7%	48.6%	51.5%	57.0%	49.0%
Neutral	16.2%	17.9%	12.0%	8.9%	8.0%	12.4%
Below average	6.1%	2.7%	3.7%	4.7%	2.0%	3.7%
Poor	2.0%	2.7%	0.5%	1.8%	0.0%	1.6%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q3. Top choice

Variety of arts & cultural programs offered in Raleigh	9.1%	12.0%	8.8%	14.8%	13.1%	11.7%
Availability of arts & cultural programs in Raleigh	6.4%	7.5%	14.1%	11.4%	10.2%	10.2%
Availability of culturally diverse art & cultural programs in Raleigh	17.3%	16.5%	18.9%	9.1%	16.0%	15.1%
Cost of arts & cultural programs in Raleigh	17.3%	23.5%	13.7%	12.5%	12.1%	15.9%
Quality of arts & cultural programs in Raleigh	6.4%	4.5%	5.7%	5.1%	6.8%	5.5%
Availability of information about arts & cultural programs & events	11.8%	10.0%	10.1%	21.0%	14.1%	13.0%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	9.1%	13.5%	14.5%	15.3%	18.4%	15.0%
None chosen	22.7%	12.5%	14.1%	10.8%	9.2%	13.5%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q3. 2nd choice</u>						
Variety of arts & cultural programs offered in Raleigh	13.6%	9.0%	11.5%	9.7%	15.5%	12.1%
Availability of arts & cultural programs in Raleigh	4.5%	10.5%	9.3%	8.5%	15.5%	9.8%
Availability of culturally diverse art & cultural programs in Raleigh	7.3%	9.0%	10.6%	18.2%	7.8%	10.8%
Cost of arts & cultural programs in Raleigh	10.9%	13.0%	18.9%	9.1%	9.2%	12.7%
Quality of arts & cultural programs in Raleigh	10.0%	7.5%	11.5%	12.5%	12.6%	10.4%
Availability of information about arts & cultural programs & events	15.5%	18.5%	15.4%	17.0%	17.0%	16.9%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	10.9%	12.0%	6.6%	10.2%	8.3%	9.1%
None chosen	27.3%	20.5%	16.3%	14.8%	14.1%	18.2%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q3. Top choice</u>						
Variety of arts & cultural programs offered in Raleigh	22.7%	21.0%	20.3%	24.4%	28.6%	23.8%
Availability of arts & cultural programs in Raleigh	10.9%	18.0%	23.3%	19.9%	25.7%	20.0%
Availability of culturally diverse art & cultural programs in Raleigh	24.5%	25.5%	29.5%	27.3%	23.8%	25.9%
Cost of arts & cultural programs in Raleigh	28.2%	36.5%	32.6%	21.6%	21.4%	28.6%
Quality of arts & cultural programs in Raleigh	16.4%	12.0%	17.2%	17.6%	19.4%	15.9%
Availability of information about arts & cultural programs & events	27.3%	28.5%	25.6%	38.1%	31.1%	29.9%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	20.0%	25.5%	21.1%	25.6%	26.7%	24.2%
None chosen	22.7%	12.5%	14.1%	10.8%	9.2%	13.5%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q4-1. Local economy

Excellent	4.9%	17.1%	17.8%	25.4%	29.7%	20.2%
Good	46.6%	58.5%	64.8%	62.4%	63.9%	60.7%
Neutral	28.2%	17.1%	15.1%	8.1%	5.4%	13.2%
Below average	8.7%	4.7%	1.8%	3.5%	1.0%	3.5%
Poor	11.7%	2.6%	0.5%	0.6%	0.0%	2.5%

Q4-2. Development review services

Excellent	7.9%	8.0%	8.8%	9.2%	7.0%	8.4%
Good	34.8%	43.1%	35.8%	31.6%	47.8%	37.3%
Neutral	38.2%	36.5%	46.6%	42.9%	27.0%	38.2%
Below average	7.9%	9.5%	7.4%	10.2%	8.7%	9.8%
Poor	11.2%	2.9%	1.4%	6.1%	9.6%	6.4%

Q4-3. Permitting services

Excellent	6.3%	8.7%	4.3%	5.8%	3.4%	5.6%
Good	33.8%	43.3%	37.7%	25.0%	37.0%	34.6%
Neutral	43.8%	37.0%	47.1%	49.0%	36.1%	43.8%
Below average	11.3%	11.0%	6.5%	11.5%	14.3%	10.5%
Poor	5.0%	0.0%	4.3%	8.7%	9.2%	5.5%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q4-4. Inspection services

Excellent	8.2%	8.2%	7.5%	6.6%	4.1%	7.1%
Good	37.6%	47.0%	36.7%	29.2%	44.6%	38.2%
Neutral	34.1%	34.3%	44.9%	51.9%	32.2%	40.8%
Below average	16.5%	9.0%	8.2%	5.7%	12.4%	9.7%
Poor	3.5%	1.5%	2.7%	6.6%	6.6%	4.3%

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

Excellent	11.7%	14.7%	19.7%	28.4%	24.9%	20.1%
Good	37.9%	42.9%	48.3%	42.6%	53.5%	46.1%
Neutral	21.4%	25.0%	23.6%	18.5%	17.3%	21.1%
Below average	13.6%	7.6%	6.9%	7.4%	2.7%	7.1%
Poor	15.5%	9.8%	1.5%	3.1%	1.6%	5.6%

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

Excellent	7.0%	10.1%	4.6%	9.6%	7.1%	7.6%
Good	25.6%	25.6%	24.5%	23.4%	42.4%	28.5%
Neutral	27.9%	34.1%	50.3%	45.7%	39.4%	39.4%
Below average	25.6%	21.7%	17.9%	16.0%	9.1%	17.8%
Poor	14.0%	8.5%	2.6%	5.3%	2.0%	6.8%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q5. Top choice

Local economy	23.6%	28.0%	22.9%	36.4%	38.8%	29.4%
Development review services	2.7%	9.0%	5.3%	8.5%	10.2%	8.3%
Permitting services	0.9%	4.0%	3.1%	8.5%	7.3%	5.0%
Inspection services	4.5%	1.5%	4.4%	4.0%	1.5%	3.2%
Availability of job opportunities that match my skills	27.3%	18.5%	15.0%	10.8%	10.2%	15.1%
City's efforts to promote & assist small, minority, & women-owned businesses	21.8%	26.0%	34.8%	23.3%	17.5%	24.7%
None chosen	19.1%	13.0%	14.5%	8.5%	14.6%	14.4%

Q5. 2nd choice

Local economy	21.8%	18.0%	19.4%	22.2%	16.5%	18.9%
Development review services	5.5%	7.0%	8.8%	12.5%	8.3%	8.4%
Permitting services	5.5%	7.5%	6.6%	6.8%	12.1%	7.6%
Inspection services	9.1%	4.0%	4.4%	9.7%	8.7%	6.7%
Availability of job opportunities that match my skills	11.8%	20.0%	23.3%	19.3%	16.5%	18.7%
City's efforts to promote & assist small, minority, & women-owned businesses	20.9%	22.5%	19.4%	18.2%	16.5%	19.8%
None chosen	25.5%	21.0%	18.1%	11.4%	21.4%	19.8%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
Q5. Top choice						
Local economy	45.5%	46.0%	42.3%	58.5%	55.3%	48.3%
Development review services	8.2%	16.0%	14.1%	21.0%	18.4%	16.7%
Permitting services	6.4%	11.5%	9.7%	15.3%	19.4%	12.6%
Inspection services	13.6%	5.5%	8.8%	13.6%	10.2%	9.9%
Availability of job opportunities that match my skills	39.1%	38.5%	38.3%	30.1%	26.7%	33.9%
City's efforts to promote & assist small, minority, & women-owned businesses	42.7%	48.5%	54.2%	41.5%	34.0%	44.5%
None chosen	19.1%	13.0%	14.5%	8.5%	14.6%	14.4%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	8.8%	8.9%	7.7%	6.4%	5.5%	7.2%
Good	42.2%	39.5%	37.7%	36.4%	41.7%	39.2%
Neutral	25.5%	23.2%	25.0%	27.2%	24.6%	25.0%
Below average	11.8%	16.3%	21.8%	17.3%	19.1%	18.2%
Poor	11.8%	12.1%	7.7%	12.7%	9.0%	10.5%

Q6-2. Overall quality of new development in Raleigh

Excellent	12.9%	16.5%	11.2%	8.1%	11.6%	12.0%
Good	43.6%	42.0%	46.0%	47.4%	49.5%	45.6%
Neutral	28.7%	25.0%	29.8%	27.2%	25.3%	27.6%
Below average	5.9%	9.6%	8.8%	11.0%	10.1%	9.3%
Poor	8.9%	6.9%	4.2%	6.4%	3.5%	5.5%

Q6-3. Overall quality of water utilities

Excellent	11.2%	19.8%	19.7%	23.2%	20.1%	19.6%
Good	48.6%	44.8%	53.7%	52.4%	55.2%	50.7%
Neutral	21.5%	24.5%	18.3%	16.1%	20.1%	19.9%
Below average	8.4%	6.3%	7.8%	4.8%	3.6%	5.9%
Poor	10.3%	4.7%	0.5%	3.6%	1.0%	3.8%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	8.4%	22.3%	22.6%	32.7%	29.1%	24.4%
Good	46.7%	40.9%	52.9%	45.0%	55.6%	48.1%
Neutral	23.4%	23.8%	14.0%	12.9%	11.2%	16.6%
Below average	11.2%	8.3%	8.1%	7.0%	2.6%	6.9%
Poor	10.3%	4.7%	2.3%	2.3%	1.5%	4.0%

Q6-5. Wastewater services provided by Raleigh Public Utilities

Excellent	10.0%	21.3%	18.3%	23.0%	20.3%	19.4%
Good	50.0%	43.3%	52.1%	52.7%	57.2%	51.2%
Neutral	29.0%	24.7%	24.4%	19.4%	19.3%	22.2%
Below average	9.0%	6.2%	3.3%	3.6%	3.2%	5.0%
Poor	2.0%	4.5%	1.9%	1.2%	0.0%	2.2%

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

Excellent	10.0%	12.7%	10.1%	15.4%	7.6%	11.3%
Good	37.0%	33.7%	33.8%	34.3%	49.7%	38.0%
Neutral	30.0%	30.9%	31.9%	32.5%	25.9%	29.9%
Below average	14.0%	15.5%	19.8%	13.0%	12.4%	15.0%
Poor	9.0%	7.2%	4.3%	4.7%	4.3%	5.9%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	14.1%	11.2%	9.9%	16.9%	11.2%	12.6%
Good	42.4%	44.7%	46.7%	40.0%	47.2%	44.3%
Neutral	29.3%	25.9%	27.8%	26.9%	25.3%	27.0%
Below average	6.1%	10.0%	11.3%	10.0%	10.1%	9.6%
Poor	8.1%	8.2%	4.2%	6.3%	6.2%	6.5%

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

Excellent	9.9%	11.9%	7.3%	17.5%	9.2%	11.2%
Good	45.1%	41.3%	46.9%	37.8%	44.4%	42.6%
Neutral	33.0%	23.8%	31.8%	30.8%	29.4%	29.8%
Below average	7.7%	11.3%	10.9%	9.1%	13.7%	10.6%
Poor	4.4%	11.9%	3.1%	4.9%	3.3%	5.9%

Q6-9. Residential garbage collection services

Excellent	27.1%	28.9%	29.8%	32.3%	30.1%	30.1%
Good	43.0%	51.5%	50.0%	51.2%	53.9%	50.6%
Neutral	18.7%	10.8%	13.8%	12.8%	12.4%	13.1%
Below average	4.7%	5.2%	5.0%	1.2%	3.1%	3.7%
Poor	6.5%	3.6%	1.4%	2.4%	0.5%	2.5%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q6-10. Residential curbside recycling services

Excellent	26.3%	26.7%	28.3%	28.8%	27.1%	27.9%
Good	47.5%	53.5%	53.8%	52.8%	51.0%	51.8%
Neutral	18.2%	13.4%	10.4%	11.7%	13.5%	12.8%
Below average	4.0%	3.2%	5.2%	4.3%	6.3%	4.8%
Poor	4.0%	3.2%	2.4%	2.5%	2.1%	2.7%

Q6-11. Residential yard waste collection services

Excellent	23.2%	24.3%	21.5%	18.6%	21.9%	22.4%
Good	48.4%	45.0%	53.3%	50.0%	47.8%	48.1%
Neutral	14.7%	17.8%	12.3%	15.4%	19.7%	16.3%
Below average	5.3%	8.3%	7.2%	12.8%	4.5%	7.9%
Poor	8.4%	4.7%	5.6%	3.2%	6.2%	5.4%

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

Excellent	16.7%	22.8%	15.8%	13.8%	16.0%	18.0%
Good	35.6%	36.7%	41.2%	39.0%	42.4%	38.4%
Neutral	23.3%	19.6%	24.8%	30.1%	25.7%	24.4%
Below average	13.3%	14.6%	12.7%	9.8%	8.3%	11.9%
Poor	11.1%	6.3%	5.5%	7.3%	7.6%	7.3%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q7. Top choice

How well City of Raleigh is managing growth	21.8%	37.0%	43.6%	43.8%	41.3%	38.7%
Overall quality of new development in Raleigh	7.3%	7.5%	4.8%	7.4%	11.2%	7.3%
Overall quality of water utilities	8.2%	3.0%	4.0%	4.0%	4.4%	4.3%
Quality of drinking water provided by Raleigh Public Utilities	18.2%	12.0%	8.4%	4.5%	5.3%	9.0%
Wastewater services provided by Raleigh Public Utilities	2.7%	0.5%	1.8%	2.3%	0.0%	1.2%
Overall management of public stormwater runoff/drainage/flood control	7.3%	8.0%	4.4%	8.5%	6.8%	6.5%
City's overall effort to protect natural resources & environment	6.4%	4.5%	10.6%	9.7%	9.7%	8.9%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q7. Top choice (Cont.)

City's efforts in protecting & improving water quality in local streams & lakes	2.7%	5.5%	5.3%	4.0%	3.4%	4.1%
Residential garbage collection services	4.5%	3.0%	3.1%	2.8%	0.5%	2.6%
Residential curbside recycling services	0.0%	2.0%	3.1%	2.8%	4.9%	2.9%
Residential yard waste collection services	1.8%	1.5%	1.3%	2.3%	1.9%	2.0%
Bulky item pick-up/removal services	4.5%	4.0%	0.9%	1.7%	2.4%	2.5%
None chosen	14.5%	11.5%	8.8%	6.3%	8.3%	10.1%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q7. 2nd choice

How well City of Raleigh is managing growth	3.6%	9.5%	11.5%	10.8%	12.6%	10.1%
Overall quality of new development in Raleigh	16.4%	19.0%	25.6%	21.6%	24.3%	22.0%
Overall quality of water utilities	3.6%	8.5%	4.4%	6.3%	2.4%	4.9%
Quality of drinking water provided by Raleigh Public Utilities	8.2%	7.5%	5.3%	5.7%	7.3%	6.7%
Wastewater services provided by Raleigh Public Utilities	6.4%	3.5%	2.2%	1.1%	1.0%	2.5%
Overall management of public stormwater runoff/drainage/flood control	7.3%	7.0%	8.8%	6.3%	8.3%	7.8%
City's overall effort to protect natural resources & environment	8.2%	14.0%	10.1%	14.2%	13.6%	12.0%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q7. 2nd choice (Cont.)

City's efforts in protecting & improving water quality in local streams & lakes	10.9%	8.5%	11.0%	9.7%	8.7%	9.6%
Residential garbage collection services	1.8%	2.5%	0.9%	2.3%	1.0%	1.7%
Residential curbside recycling services	3.6%	2.0%	2.6%	4.0%	2.9%	2.8%
Residential yard waste collection services	4.5%	2.0%	2.2%	6.3%	5.3%	3.7%
Bulky item pick-up/removal services	5.5%	1.5%	5.3%	2.8%	1.9%	3.4%
None chosen	20.0%	14.5%	10.1%	9.1%	10.7%	13.0%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
How well City of Raleigh is managing growth	10.9%	6.0%	7.9%	5.7%	10.2%	8.0%
Overall quality of new development in Raleigh	5.5%	5.5%	7.9%	9.1%	8.3%	7.2%
Overall quality of water utilities	6.4%	11.0%	5.7%	4.0%	3.9%	6.3%
Quality of drinking water provided by Raleigh Public Utilities	11.8%	11.0%	8.4%	6.8%	9.7%	9.4%
Wastewater services provided by Raleigh Public Utilities	0.9%	4.5%	2.6%	2.3%	2.4%	2.7%
Overall management of public stormwater runoff/drainage/flood control	7.3%	8.5%	12.3%	10.8%	8.7%	9.7%
City's overall effort to protect natural resources & environment	3.6%	7.5%	15.0%	15.3%	16.0%	12.3%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q7. 3rd choice (Cont.)

City's efforts in protecting & improving water quality in local streams & lakes	7.3%	12.5%	9.7%	17.0%	9.2%	11.2%
Residential garbage collection services	1.8%	2.0%	1.8%	0.6%	3.9%	2.1%
Residential curbside recycling services	0.9%	3.0%	1.3%	4.5%	4.4%	2.8%
Residential yard waste collection services	3.6%	2.5%	5.3%	3.4%	1.0%	3.0%
Bulky item pick-up/removal services	11.8%	6.5%	7.0%	8.0%	5.3%	6.7%
None chosen	28.2%	19.5%	15.0%	12.5%	17.0%	18.6%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
How well City of Raleigh is managing growth	36.4%	52.5%	63.0%	60.2%	64.1%	56.8%
Overall quality of new development in Raleigh	29.1%	32.0%	38.3%	38.1%	43.7%	36.5%
Overall quality of water utilities	18.2%	22.5%	14.1%	14.2%	10.7%	15.4%
Quality of drinking water provided by Raleigh Public Utilities	38.2%	30.5%	22.0%	17.0%	22.3%	25.1%
Wastewater services provided by Raleigh Public Utilities	10.0%	8.5%	6.6%	5.7%	3.4%	6.3%
Overall management of public stormwater runoff/drainage/flood control	21.8%	23.5%	25.6%	25.6%	23.8%	24.1%
City's overall effort to protect natural resources & environment	18.2%	26.0%	35.7%	39.2%	39.3%	33.2%

SUM OF THE TOP THREE CHOICES

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q7. Top choice (Cont.)

City's efforts in protecting & improving water quality in local streams & lakes	20.9%	26.5%	26.0%	30.7%	21.4%	24.9%
Residential garbage collection services	8.2%	7.5%	5.7%	5.7%	5.3%	6.3%
Residential curbside recycling services	4.5%	7.0%	7.0%	11.4%	12.1%	8.4%
Residential yard waste collection services	10.0%	6.0%	8.8%	11.9%	8.3%	8.6%
Bulky item pick-up/removal services	21.8%	12.0%	13.2%	12.5%	9.7%	12.6%
None chosen	14.5%	11.5%	8.8%	6.3%	8.3%	10.1%

WITHOUT "DON'T KNOW"**Q8. Please rate your familiarity with the following. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Very familiar	8.1%	10.3%	8.5%	7.8%	9.1%	8.4%
Somewhat familiar	37.4%	29.7%	30.5%	41.3%	37.6%	34.5%
Slightly familiar	36.4%	32.0%	36.6%	33.5%	37.1%	35.1%
Not at all familiar	18.2%	28.0%	24.4%	17.4%	16.2%	22.0%

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

Very familiar	12.7%	8.9%	9.0%	5.6%	4.7%	8.0%
Somewhat familiar	25.5%	26.3%	22.7%	28.8%	24.9%	23.9%
Slightly familiar	24.5%	25.1%	32.7%	25.6%	35.2%	29.9%
Not at all familiar	37.3%	39.7%	35.5%	40.0%	35.2%	38.2%

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

Very familiar	11.0%	9.1%	5.3%	3.8%	3.6%	6.3%
Somewhat familiar	24.0%	23.4%	25.7%	25.6%	18.1%	22.4%
Slightly familiar	29.0%	25.1%	24.8%	29.5%	24.4%	26.4%
Not at all familiar	36.0%	42.3%	44.2%	41.0%	53.9%	44.9%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	10.9%	13.5%	14.6%	14.6%	8.1%	12.3%
Good	51.5%	55.4%	63.9%	65.2%	71.2%	62.3%
Neutral	22.8%	23.3%	18.7%	14.0%	19.2%	19.6%
Below average	8.9%	6.2%	2.3%	4.9%	0.5%	3.9%
Poor	5.9%	1.6%	0.5%	1.2%	1.0%	1.9%

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

Excellent	12.1%	18.9%	14.1%	18.2%	11.0%	14.7%
Good	39.4%	46.1%	58.6%	42.6%	57.7%	50.7%
Neutral	33.3%	21.7%	22.7%	29.7%	21.4%	24.3%
Below average	7.1%	10.0%	3.5%	6.1%	9.3%	7.0%
Poor	8.1%	3.3%	1.0%	3.4%	0.5%	3.4%

Q9-3. Overall knowledge of City employees

Excellent	5.3%	12.0%	10.9%	7.8%	7.8%	9.0%
Good	31.6%	36.7%	52.7%	43.3%	47.0%	43.4%
Neutral	37.9%	35.4%	28.3%	39.7%	34.9%	34.9%
Below average	15.8%	10.8%	6.5%	5.7%	8.4%	8.6%
Poor	9.5%	5.1%	1.6%	3.5%	1.8%	4.1%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-4. Effectiveness of City communication with the public

Excellent	6.1%	11.0%	9.0%	9.9%	7.6%	9.2%
Good	35.4%	40.7%	46.4%	40.7%	47.3%	42.4%
Neutral	33.3%	30.2%	30.3%	33.3%	35.3%	32.8%
Below average	11.1%	11.5%	10.0%	9.9%	6.5%	9.5%
Poor	14.1%	6.6%	4.3%	6.2%	3.3%	6.2%

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

Excellent	11.2%	9.1%	8.6%	9.0%	5.6%	8.3%
Good	30.3%	32.5%	30.3%	29.3%	41.3%	33.2%
Neutral	29.2%	38.3%	43.8%	47.4%	42.0%	40.8%
Below average	15.7%	11.0%	14.1%	9.0%	10.5%	11.7%
Poor	13.5%	9.1%	3.2%	5.3%	0.7%	6.0%

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

Excellent	12.7%	14.1%	11.9%	15.1%	10.8%	13.2%
Good	38.2%	50.3%	52.3%	43.4%	49.5%	47.9%
Neutral	26.5%	24.9%	27.5%	30.1%	30.4%	27.7%
Below average	12.7%	8.6%	7.8%	9.0%	7.2%	8.1%
Poor	9.8%	2.2%	0.5%	2.4%	2.1%	3.1%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	9.5%	13.3%	5.5%	10.0%	4.4%	8.3%
Good	47.4%	40.0%	44.2%	32.7%	41.5%	40.6%
Neutral	23.2%	25.5%	31.7%	29.3%	33.9%	30.0%
Below average	12.6%	14.5%	14.6%	18.7%	18.0%	15.4%
Poor	7.4%	6.7%	4.0%	9.3%	2.2%	5.8%

Q9-8. Water & wastewater customer service

Excellent	10.5%	21.5%	13.0%	13.2%	14.0%	14.8%
Good	51.6%	42.3%	53.2%	48.2%	53.7%	49.0%
Neutral	26.3%	26.2%	26.6%	28.9%	28.7%	27.5%
Below average	6.3%	6.0%	5.2%	5.3%	2.2%	4.9%
Poor	5.3%	4.0%	1.9%	4.4%	1.5%	3.7%

Q9-9. Stormwater customer service

Excellent	10.3%	19.1%	10.9%	12.4%	10.1%	12.8%
Good	42.3%	34.4%	48.9%	39.2%	46.8%	41.4%
Neutral	34.6%	35.1%	28.5%	35.1%	37.6%	34.7%
Below average	9.0%	6.9%	8.0%	7.2%	3.7%	6.5%
Poor	3.8%	4.6%	3.6%	6.2%	1.8%	4.7%

WITHOUT "DON'T KNOW"**Q9(8-13). Please rate the quality of customer service for the following service areas. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-10. Solid waste customer service

Excellent	10.5%	21.2%	17.7%	13.5%	14.3%	16.2%
Good	51.2%	43.8%	53.7%	47.6%	52.9%	49.5%
Neutral	26.7%	26.0%	22.0%	29.4%	28.6%	26.4%
Below average	8.1%	6.2%	4.9%	5.6%	2.9%	5.0%
Poor	3.5%	2.7%	1.8%	4.0%	1.4%	2.9%

Q9-11. Development Services customer service

Excellent	6.3%	17.6%	9.2%	10.3%	9.4%	10.9%
Good	48.1%	37.8%	46.2%	34.5%	34.4%	39.1%
Neutral	29.1%	37.0%	37.8%	39.1%	41.7%	38.4%
Below average	11.4%	4.2%	5.0%	10.3%	9.4%	7.6%
Poor	5.1%	3.4%	1.7%	5.7%	5.2%	4.1%

Q9-12. Parks, Recreation, & Cultural Resources customer service

Excellent	13.2%	26.0%	20.8%	21.7%	20.4%	20.7%
Good	48.4%	48.7%	56.2%	51.2%	48.0%	51.3%
Neutral	25.3%	18.2%	19.1%	20.9%	28.9%	22.0%
Below average	8.8%	5.8%	2.2%	1.6%	0.0%	3.0%
Poor	4.4%	1.3%	1.7%	4.7%	2.6%	3.0%

WITHOUT "DON'T KNOW"**Q9(8-13). Please rate the quality of customer service for the following service areas. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	20.0%	23.4%	17.5%	17.3%	20.4%	20.1%
Good	48.0%	48.5%	53.6%	49.6%	50.7%	49.8%
Neutral	21.0%	17.0%	22.4%	24.5%	26.3%	21.7%
Below average	6.0%	7.6%	3.8%	5.0%	2.6%	5.1%
Poor	5.0%	3.5%	2.7%	3.6%	0.0%	3.3%

Q9-14. Contacting City of Raleigh employees

Excellent	11.6%	16.7%	12.6%	13.5%	7.5%	12.2%
Good	40.0%	40.0%	46.1%	42.1%	47.9%	43.6%
Neutral	25.3%	27.3%	29.3%	27.1%	32.2%	28.5%
Below average	12.6%	11.3%	7.2%	10.5%	8.9%	10.1%
Poor	10.5%	4.7%	4.8%	6.8%	3.4%	5.7%

Q9-15. Making a service request

Excellent	5.7%	17.7%	12.7%	15.4%	9.6%	13.0%
Good	50.6%	38.1%	51.2%	39.3%	50.7%	46.0%
Neutral	21.8%	29.9%	24.7%	34.2%	29.4%	28.3%
Below average	11.5%	10.9%	7.2%	6.0%	8.1%	8.4%
Poor	10.3%	3.4%	4.2%	5.1%	2.2%	4.5%

WITHOUT "DON'T KNOW"**Q9(14-18). Please rate the ease of doing the following City processes. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-16. Locating information on City's website

Excellent	17.0%	20.5%	13.9%	15.2%	9.5%	15.2%
Good	47.0%	45.0%	51.7%	47.6%	55.9%	49.9%
Neutral	20.0%	25.7%	23.4%	19.5%	22.9%	22.1%
Below average	8.0%	4.1%	8.1%	13.4%	7.8%	8.3%
Poor	8.0%	4.7%	2.9%	4.3%	3.9%	4.4%

Q9-17. Paying City utility bill

Excellent	26.7%	36.1%	34.5%	30.1%	25.8%	31.3%
Good	48.6%	43.3%	50.7%	52.3%	57.5%	50.6%
Neutral	9.5%	14.4%	11.8%	13.1%	13.4%	12.5%
Below average	7.6%	3.3%	1.5%	3.3%	3.2%	3.4%
Poor	7.6%	2.8%	1.5%	1.3%	0.0%	2.2%

Q9-18. Paying fees for parks & recreation programs

Excellent	12.5%	21.8%	19.2%	17.1%	16.1%	18.1%
Good	30.7%	45.6%	52.1%	47.2%	45.0%	45.6%
Neutral	27.3%	21.8%	23.4%	29.3%	34.9%	26.6%
Below average	15.9%	6.8%	2.4%	3.3%	2.7%	5.3%
Poor	13.6%	4.1%	3.0%	3.3%	1.3%	4.4%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. Top choice

Overall quality of services provided by City of Raleigh	16.4%	18.0%	14.5%	21.0%	20.4%	17.3%
Quality of customer service you receive from City employees	5.5%	7.5%	2.2%	4.5%	3.4%	4.5%
Overall knowledge of City employees	3.6%	7.0%	1.8%	2.3%	2.9%	3.3%
Effectiveness of City communication with the public	11.8%	12.0%	11.0%	10.2%	7.8%	10.2%
The job Raleigh government does at welcoming citizen involvement	6.4%	5.0%	8.4%	6.3%	2.4%	5.9%
Your ability to access the information you need about City of Raleigh	1.8%	3.5%	4.4%	1.7%	3.4%	3.2%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	7.3%	10.0%	10.6%	11.9%	18.4%	11.8%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q10. Top choice (Cont.)</u>						
Water & wastewater customer service	0.9%	2.0%	2.6%	1.1%	0.5%	1.6%
Stormwater customer service	2.7%	2.5%	0.4%	0.0%	1.5%	1.4%
Solid waste customer service	0.0%	1.0%	0.4%	0.6%	1.9%	0.8%
Development Services customer service	1.8%	0.5%	0.0%	2.3%	1.0%	1.2%
Parks, Recreation, & Cultural Resources customer service	0.9%	1.0%	3.1%	2.8%	0.5%	1.8%
City Utility Billing & Payment (Customer Care & Billing) customer service	0.9%	0.0%	0.4%	1.1%	0.0%	0.5%
Contacting City of Raleigh employees	1.8%	4.5%	3.5%	4.0%	3.9%	3.7%
Making a service request	1.8%	2.5%	4.0%	4.0%	3.9%	3.3%
Locating information on City's website	3.6%	2.0%	4.4%	5.7%	4.9%	4.1%
Paying City utility bill	5.5%	2.0%	2.2%	1.7%	0.0%	1.8%
Paying fees for parks & recreation programs	4.5%	1.0%	2.2%	2.3%	1.9%	2.1%
None chosen	22.7%	18.0%	23.8%	16.5%	21.4%	21.8%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. 2nd choice

Overall quality of services provided by City of Raleigh	5.5%	6.0%	5.3%	5.1%	3.9%	5.1%
Quality of customer service you receive from City employees	3.6%	5.5%	7.5%	3.4%	5.3%	5.1%
Overall knowledge of City employees	2.7%	5.0%	2.2%	6.8%	5.3%	4.9%
Effectiveness of City communication with the public	11.8%	13.5%	9.3%	15.9%	11.2%	12.1%
The job Raleigh government does at welcoming citizen involvement	6.4%	9.0%	5.3%	6.3%	5.8%	6.4%
Your ability to access the information you need about City of Raleigh	10.0%	7.5%	8.4%	4.5%	5.3%	6.7%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	5.5%	7.5%	9.3%	11.9%	10.2%	8.9%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. 2nd choice (Cont.)

Water & wastewater customer service	2.7%	4.0%	1.3%	0.0%	1.9%	1.9%
Stormwater customer service	1.8%	1.0%	1.3%	0.6%	0.0%	0.8%
Solid waste customer service	1.8%	2.5%	0.4%	1.1%	1.0%	1.3%
Development Services customer service	0.0%	1.0%	1.8%	2.8%	2.4%	1.6%
Parks, Recreation, & Cultural Resources customer service	4.5%	2.5%	1.8%	1.1%	4.4%	2.5%
City Utility Billing & Payment (Customer Care & Billing) customer service	2.7%	2.0%	1.3%	1.1%	1.5%	1.6%
Contacting City of Raleigh employees	2.7%	2.5%	3.5%	4.0%	3.4%	3.3%
Making a service request	1.8%	6.5%	4.4%	4.5%	5.3%	4.9%
Locating information on City's website	4.5%	1.5%	6.2%	8.0%	4.4%	4.8%
Paying City utility bill	1.8%	1.0%	2.2%	1.7%	0.5%	1.3%
Paying fees for parks & recreation programs	2.7%	0.5%	3.1%	1.7%	1.5%	1.9%
None chosen	27.3%	21.0%	25.6%	19.3%	26.7%	25.0%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. 3rd choice

Overall quality of services provided by City of Raleigh	3.6%	6.5%	5.7%	8.0%	4.9%	6.0%
Quality of customer service you receive from City employees	2.7%	5.0%	1.8%	5.1%	3.4%	3.5%
Overall knowledge of City employees	4.5%	4.5%	2.2%	4.5%	3.4%	3.6%
Effectiveness of City communication with the public	4.5%	5.0%	10.1%	6.3%	9.7%	7.4%
The job Raleigh government does at welcoming citizen involvement	10.9%	5.5%	9.7%	8.0%	7.3%	7.8%
Your ability to access the information you need about City of Raleigh	5.5%	6.5%	4.8%	6.3%	6.3%	5.8%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	5.5%	9.5%	10.6%	9.1%	8.7%	9.0%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q10. 3rd choice (Cont.)</u>						
Water & wastewater customer service	0.0%	2.0%	1.3%	1.1%	1.5%	1.2%
Stormwater customer service	0.0%	1.0%	0.9%	0.0%	2.4%	1.1%
Solid waste customer service	1.8%	1.0%	1.8%	1.7%	0.5%	1.2%
Development Services customer service	2.7%	0.5%	1.3%	2.8%	1.0%	1.6%
Parks, Recreation, & Cultural Resources customer service	2.7%	4.0%	0.9%	1.7%	1.9%	2.2%
City Utility Billing & Payment (Customer Care & Billing) customer service	1.8%	2.0%	1.8%	0.6%	1.0%	1.5%
Contacting City of Raleigh employees	4.5%	3.5%	4.4%	2.8%	4.9%	4.1%
Making a service request	6.4%	4.0%	4.4%	4.5%	3.9%	4.4%
Locating information on City's website	2.7%	6.5%	5.3%	6.3%	5.8%	5.2%
Paying City utility bill	1.8%	2.5%	1.8%	1.1%	1.5%	1.7%
Paying fees for parks & recreation programs	6.4%	3.5%	1.3%	4.0%	1.5%	2.7%
None chosen	31.8%	27.0%	30.0%	26.1%	30.6%	30.1%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q10. Top choice</u>						
Overall quality of services provided by City of Raleigh	25.5%	30.5%	25.6%	34.1%	29.1%	28.5%
Quality of customer service you receive from City employees	11.8%	18.0%	11.5%	13.1%	12.1%	13.1%
Overall knowledge of City employees	10.9%	16.5%	6.2%	13.6%	11.7%	11.7%
Effectiveness of City communication with the public	28.2%	30.5%	30.4%	32.4%	28.6%	29.7%
The job Raleigh government does at welcoming citizen involvement	23.6%	19.5%	23.3%	20.5%	15.5%	20.2%
Your ability to access the information you need about City of Raleigh	17.3%	17.5%	17.6%	12.5%	15.0%	15.7%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	18.2%	27.0%	30.4%	33.0%	37.4%	29.7%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q10. Top choice (Cont.)</u>						
Water & wastewater customer service	3.6%	8.0%	5.3%	2.3%	3.9%	4.7%
Stormwater customer service	4.5%	4.5%	2.6%	0.6%	3.9%	3.3%
Solid waste customer service	3.6%	4.5%	2.6%	3.4%	3.4%	3.3%
Development Services customer service	4.5%	2.0%	3.1%	8.0%	4.4%	4.4%
Parks, Recreation, & Cultural Resources customer service	8.2%	7.5%	5.7%	5.7%	6.8%	6.4%
City Utility Billing & Payment (Customer Care & Billing) customer service	5.5%	4.0%	3.5%	2.8%	2.4%	3.6%
Contacting City of Raleigh employees	9.1%	10.5%	11.5%	10.8%	12.1%	11.0%
Making a service request	10.0%	13.0%	12.8%	13.1%	13.1%	12.5%
Locating information on City's website	10.9%	10.0%	15.9%	19.9%	15.0%	14.1%
Paying City utility bill	9.1%	5.5%	6.2%	4.5%	1.9%	4.8%
Paying fees for parks & recreation programs	13.6%	5.0%	6.6%	8.0%	4.9%	6.6%
None chosen	22.7%	18.0%	23.8%	16.5%	21.4%	21.8%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

City website	63.6%	70.0%	73.6%	77.8%	75.2%	72.7%
Nextdoor	13.6%	19.5%	22.0%	25.6%	29.6%	23.7%
RTN (City's cable station)	9.1%	6.0%	4.4%	1.7%	1.0%	4.2%
City social media sites (Twitter, Facebook, Instagram)	20.0%	32.5%	35.2%	36.9%	33.5%	32.0%
Local television	68.2%	59.5%	54.6%	54.5%	53.4%	56.1%
Local newspaper	30.9%	25.5%	25.6%	18.2%	30.1%	25.4%
Radio	33.6%	22.5%	22.0%	19.9%	14.6%	20.5%
Email subscriptions	26.4%	24.5%	33.5%	35.8%	30.6%	31.1%
Other	3.6%	9.5%	8.4%	7.4%	7.3%	7.5%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-1. Quality of police services

Excellent	16.7%	26.3%	24.8%	24.7%	27.6%	24.4%
Good	44.1%	44.6%	48.5%	52.7%	55.7%	49.6%
Neutral	22.5%	17.7%	21.4%	17.1%	11.9%	18.1%
Below average	7.8%	6.5%	4.9%	5.5%	3.8%	5.3%
Poor	8.8%	4.8%	0.5%	0.0%	1.1%	2.7%

Q12-2. Response time for police services

Excellent	12.8%	23.5%	19.6%	19.1%	17.4%	18.8%
Good	40.4%	38.9%	46.4%	38.2%	56.1%	44.0%
Neutral	26.6%	22.8%	21.8%	30.9%	22.7%	24.6%
Below average	13.8%	9.9%	10.1%	8.2%	2.3%	8.5%
Poor	6.4%	4.9%	2.2%	3.6%	1.5%	4.1%

Q12-3. Overall police relationship with your community

Excellent	14.6%	24.0%	19.5%	20.1%	22.6%	20.3%
Good	34.4%	41.9%	44.2%	46.8%	56.7%	45.7%
Neutral	28.1%	16.8%	25.8%	23.0%	15.2%	21.3%
Below average	10.4%	9.0%	7.9%	8.6%	3.7%	7.8%
Poor	12.5%	8.4%	2.6%	1.4%	1.8%	4.8%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-4. Quality of fire services

Excellent	45.9%	38.6%	32.2%	35.8%	41.4%	37.3%
Good	36.5%	47.5%	53.7%	51.2%	50.7%	49.8%
Neutral	16.5%	12.7%	13.6%	12.2%	7.9%	12.1%
Below average	1.2%	0.6%	0.0%	0.8%	0.0%	0.5%
Poor	0.0%	0.6%	0.6%	0.0%	0.0%	0.3%

Q12-5. Response time for fire services

Excellent	45.1%	38.6%	35.7%	41.2%	46.2%	40.1%
Good	39.0%	46.4%	49.4%	41.2%	43.3%	45.2%
Neutral	15.9%	13.6%	14.3%	17.5%	9.6%	14.1%
Below average	0.0%	0.0%	0.6%	0.0%	0.0%	0.2%
Poor	0.0%	1.4%	0.0%	0.0%	1.0%	0.5%

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

Excellent	39.6%	38.8%	31.8%	32.7%	38.7%	35.5%
Good	36.3%	40.1%	46.6%	43.3%	43.4%	42.0%
Neutral	22.0%	16.3%	19.6%	23.1%	13.2%	19.0%
Below average	1.1%	2.7%	1.4%	0.0%	1.9%	1.7%
Poor	1.1%	2.0%	0.7%	1.0%	2.8%	1.7%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-7. Enforcement of City codes & ordinances

Excellent	17.2%	16.5%	9.7%	9.2%	12.1%	12.5%
Good	29.9%	37.4%	35.5%	34.5%	46.1%	36.9%
Neutral	41.4%	35.3%	38.1%	35.3%	28.4%	35.3%
Below average	4.6%	7.2%	12.9%	11.8%	11.3%	10.0%
Poor	6.9%	3.6%	3.9%	9.2%	2.1%	5.3%

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

Excellent	12.8%	13.2%	11.0%	6.7%	12.2%	10.9%
Good	32.6%	34.2%	27.0%	25.8%	31.3%	30.6%
Neutral	33.7%	25.7%	36.2%	33.3%	31.3%	31.8%
Below average	12.8%	19.1%	13.5%	19.2%	15.3%	15.5%
Poor	8.1%	7.9%	12.3%	15.0%	9.9%	11.2%

Q12-9. Overall cleanliness of Raleigh

Excellent	12.3%	18.5%	10.7%	11.7%	17.0%	14.6%
Good	48.1%	46.7%	54.9%	53.2%	57.0%	51.7%
Neutral	22.6%	24.1%	23.2%	24.0%	16.5%	21.8%
Below average	11.3%	7.2%	9.4%	8.2%	8.0%	8.9%
Poor	5.7%	3.6%	1.8%	2.9%	1.5%	3.1%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-10. Cleanliness of downtown Raleigh

Excellent	15.4%	20.0%	14.4%	15.8%	21.9%	18.2%
Good	50.0%	49.2%	57.2%	53.8%	52.2%	51.6%
Neutral	24.0%	20.0%	20.7%	21.1%	17.4%	20.5%
Below average	6.7%	8.2%	5.9%	7.6%	6.0%	7.0%
Poor	3.8%	2.6%	1.8%	1.8%	2.5%	2.7%

Q12-11. Cleanliness of your neighborhood

Excellent	15.9%	21.1%	19.0%	26.6%	34.5%	24.7%
Good	43.9%	46.9%	54.4%	47.4%	50.0%	48.1%
Neutral	19.6%	17.0%	14.2%	13.3%	8.5%	14.4%
Below average	11.2%	9.3%	8.4%	9.2%	5.5%	7.9%
Poor	9.3%	5.7%	4.0%	3.5%	1.5%	4.8%

Q12-12. Cleanliness of City parks

Excellent	17.7%	27.9%	21.3%	23.8%	26.4%	24.5%
Good	49.0%	56.8%	62.0%	56.5%	61.1%	57.5%
Neutral	22.9%	11.6%	15.4%	17.9%	9.3%	14.5%
Below average	7.3%	1.6%	1.4%	1.8%	3.1%	2.5%
Poor	3.1%	2.1%	0.0%	0.0%	0.0%	0.8%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-13. Cleanliness of City greenways

Excellent	17.4%	24.9%	20.9%	21.8%	23.7%	22.6%
Good	45.3%	47.9%	61.7%	56.4%	61.1%	55.5%
Neutral	26.7%	19.5%	14.6%	17.0%	11.1%	16.3%
Below average	9.3%	4.7%	2.9%	3.6%	4.2%	4.6%
Poor	1.2%	3.0%	0.0%	1.2%	0.0%	1.0%

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

Excellent	5.2%	13.0%	8.7%	9.0%	6.7%	9.0%
Good	35.1%	34.5%	38.6%	32.9%	43.3%	36.8%
Neutral	34.0%	36.7%	37.2%	38.7%	33.9%	35.8%
Below average	14.4%	8.5%	10.6%	14.2%	10.0%	11.5%
Poor	11.3%	7.3%	4.8%	5.2%	6.1%	7.0%

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

Excellent	8.3%	11.0%	7.4%	6.8%	8.3%	8.1%
Good	33.3%	34.8%	35.6%	30.9%	41.1%	34.5%
Neutral	31.3%	27.4%	28.7%	32.1%	23.9%	28.8%
Below average	14.6%	15.2%	16.8%	17.9%	15.6%	16.3%
Poor	12.5%	11.6%	11.4%	12.3%	11.1%	12.3%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-16. Variety of housing options

Excellent	9.9%	15.0%	9.4%	9.8%	12.4%	11.1%
Good	23.8%	31.1%	27.8%	29.9%	35.5%	30.4%
Neutral	20.8%	17.8%	31.6%	26.8%	27.4%	25.5%
Below average	19.8%	18.3%	20.3%	23.8%	15.6%	19.3%
Poor	25.7%	17.8%	10.8%	9.8%	9.1%	13.6%

Q12-17. Availability of affordable housing

Excellent	6.9%	7.7%	4.0%	4.5%	8.0%	6.1%
Good	14.9%	21.9%	16.4%	19.1%	29.1%	20.5%
Neutral	23.8%	16.4%	27.4%	29.9%	25.7%	24.9%
Below average	17.8%	20.8%	28.4%	26.8%	22.9%	23.8%
Poor	36.6%	33.3%	23.9%	19.7%	14.3%	24.6%

Q12-18. Neighborliness of residents

Excellent	11.3%	14.0%	15.1%	14.2%	17.9%	14.8%
Good	37.1%	39.8%	42.9%	44.4%	55.4%	45.0%
Neutral	26.8%	28.5%	26.0%	25.4%	15.4%	24.4%
Below average	8.2%	9.7%	11.9%	12.4%	8.7%	9.9%
Poor	16.5%	8.1%	4.1%	3.6%	2.6%	5.9%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	11.0%	12.8%	13.1%	15.3%	17.0%	13.8%
Good	31.0%	44.9%	45.3%	46.6%	44.7%	43.7%
Neutral	27.0%	22.5%	28.5%	21.5%	26.1%	25.7%
Below average	16.0%	9.6%	8.4%	10.4%	8.5%	9.4%
Poor	15.0%	10.2%	4.7%	6.1%	3.7%	7.4%

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

Excellent	6.7%	18.2%	17.9%	26.0%	24.9%	20.0%
Good	39.0%	43.2%	47.5%	37.9%	54.3%	45.7%
Neutral	24.8%	20.8%	19.3%	20.1%	14.7%	19.3%
Below average	11.4%	8.9%	11.7%	13.0%	4.1%	9.2%
Poor	18.1%	8.9%	3.6%	3.0%	2.0%	5.9%

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

Excellent	17.3%	31.6%	29.5%	36.1%	42.5%	32.0%
Good	43.9%	48.7%	52.7%	45.6%	43.5%	47.5%
Neutral	20.4%	6.7%	10.3%	11.8%	10.5%	11.5%
Below average	11.2%	6.2%	4.9%	4.7%	2.5%	5.5%
Poor	7.1%	6.7%	2.7%	1.8%	1.0%	3.5%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	13.7%	30.3%	25.6%	29.8%	30.2%	26.9%
Good	46.1%	45.9%	58.1%	52.2%	55.7%	51.9%
Neutral	26.5%	16.8%	13.0%	14.3%	11.5%	15.6%
Below average	7.8%	4.3%	2.8%	2.5%	2.1%	3.7%
Poor	5.9%	2.7%	0.5%	1.2%	0.5%	1.8%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. Top choice

Quality of police services	9.1%	11.5%	11.9%	8.0%	8.7%	10.1%
Response time for police services	3.6%	5.0%	4.8%	4.0%	1.5%	3.8%
Overall police relationship with your community	13.6%	7.0%	7.5%	5.7%	4.9%	6.9%
Quality of fire services	2.7%	1.0%	0.4%	0.6%	1.5%	1.0%
Response time for fire services	0.0%	0.0%	0.9%	0.0%	1.0%	0.4%
Overall quality of service provided by 9-1-1 operators	1.8%	0.5%	0.0%	1.1%	1.0%	0.7%
Enforcement of City codes & ordinances	0.9%	3.5%	1.8%	2.3%	3.4%	2.6%
Enforcement of junk & debris cleanup on private property	1.8%	3.5%	4.0%	3.4%	1.9%	3.0%
Overall cleanliness of Raleigh	2.7%	6.0%	4.4%	9.1%	7.8%	5.9%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. Top choice (Cont.)

Cleanliness of downtown Raleigh	1.8%	2.0%	3.5%	1.7%	2.9%	2.9%
Cleanliness of your neighborhood	4.5%	2.5%	1.8%	0.6%	1.5%	1.9%
Cleanliness of City parks	0.9%	0.5%	0.4%	1.7%	0.5%	0.7%
Cleanliness of City greenways	0.0%	0.5%	0.4%	1.1%	1.5%	0.7%
Impact of changes being made in and around your neighborhood	0.9%	1.5%	7.9%	5.1%	4.9%	4.7%
New construction's compatibility with existing neighborhood building patterns	1.8%	2.5%	4.4%	8.5%	8.3%	5.2%
Variety of housing options	6.4%	6.0%	3.1%	6.3%	3.9%	4.5%
Availability of affordable housing	24.5%	26.0%	22.0%	19.9%	17.0%	20.7%
Neighborliness of residents	0.9%	0.0%	0.4%	1.1%	0.5%	0.5%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. Top choice (Cont.)

Openness & acceptance of the community towards people of diverse backgrounds

3.6%	1.5%	2.6%	4.0%	4.9%	3.2%
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Your neighborhood's ability to support a healthy & active lifestyle

0.9%	2.5%	1.8%	4.0%	2.9%	2.4%
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Your access to City parks, greenways, & community centers

0.0%	1.0%	1.8%	4.0%	2.9%	2.3%
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Overall quality of parks & recreation programs & services

0.0%	2.0%	0.9%	1.1%	4.9%	2.1%
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None chosen

17.3%	13.5%	13.2%	6.8%	12.1%	14.1%
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Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. 2nd choice

Quality of police services	6.4%	6.0%	2.6%	2.3%	4.4%	3.9%
Response time for police services	4.5%	7.0%	3.1%	4.5%	2.4%	4.1%
Overall police relationship with your community	5.5%	4.0%	3.5%	4.0%	2.9%	4.1%
Quality of fire services	1.8%	3.0%	2.2%	3.4%	4.9%	3.3%
Response time for fire services	0.0%	1.0%	1.3%	1.7%	0.5%	1.0%
Overall quality of service provided by 9-1-1 operators	0.0%	1.0%	0.9%	0.6%	0.0%	0.7%
Enforcement of City codes & ordinances	2.7%	1.5%	2.2%	5.7%	4.9%	3.5%
Enforcement of junk & debris cleanup on private property	3.6%	4.0%	5.7%	3.4%	3.9%	4.3%
Overall cleanliness of Raleigh	2.7%	6.0%	4.0%	2.3%	2.4%	3.6%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. 2nd choice (Cont.)

Cleanliness of downtown Raleigh	0.9%	1.0%	3.1%	5.1%	3.9%	3.0%
Cleanliness of your neighborhood	2.7%	4.0%	1.8%	1.7%	1.9%	2.5%
Cleanliness of City parks	2.7%	0.5%	0.9%	0.0%	1.5%	0.9%
Cleanliness of City greenways	0.0%	1.0%	1.3%	1.1%	1.0%	1.0%
Impact of changes being made in and around your neighborhood	8.2%	6.0%	6.6%	8.5%	5.8%	6.3%
New construction's compatibility with existing neighborhood building patterns	0.9%	5.5%	11.5%	7.4%	12.1%	8.4%
Variety of housing options	14.5%	9.0%	7.5%	9.1%	6.8%	8.6%
Availability of affordable housing	15.5%	11.5%	10.6%	17.6%	8.7%	11.5%
Neighborliness of residents	2.7%	2.0%	0.9%	1.7%	1.9%	1.7%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. 2nd choice (Cont.)

Openness & acceptance of the community towards people of diverse backgrounds

2.7%	3.5%	6.6%	3.4%	5.3%	4.2%
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Your neighborhood's ability to support a healthy & active lifestyle

0.0%	2.0%	4.8%	2.3%	3.4%	2.8%
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Your access to City parks, greenways, & community centers

0.0%	2.5%	1.8%	3.4%	2.9%	2.5%
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Overall quality of parks & recreation programs & services

0.0%	2.5%	1.3%	1.1%	3.4%	1.8%
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None chosen

21.8%	15.5%	15.9%	9.7%	15.0%	16.7%
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Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. 3rd choice

Quality of police services	6.4%	2.0%	2.6%	3.4%	2.4%	2.9%
Response time for police services	4.5%	2.0%	0.9%	1.1%	1.9%	1.9%
Overall police relationship with your community	1.8%	9.5%	2.6%	2.8%	4.9%	4.6%
Quality of fire services	0.0%	1.0%	0.9%	0.6%	2.4%	1.0%
Response time for fire services	0.9%	1.5%	2.2%	0.6%	1.0%	1.2%
Overall quality of service provided by 9-1-1 operators	0.9%	3.0%	0.0%	1.1%	1.0%	1.4%
Enforcement of City codes & ordinances	2.7%	2.0%	2.2%	4.5%	3.9%	2.9%
Enforcement of junk & debris cleanup on private property	0.0%	0.5%	7.0%	3.4%	2.9%	3.3%
Overall cleanliness of Raleigh	2.7%	6.5%	4.8%	8.0%	6.8%	5.7%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. 3rd choice (Cont.)

Cleanliness of downtown Raleigh	0.0%	5.0%	3.1%	4.5%	1.9%	3.0%
Cleanliness of your neighborhood	5.5%	1.0%	3.1%	3.4%	1.5%	2.4%
Cleanliness of City parks	1.8%	1.5%	1.8%	1.1%	1.0%	1.3%
Cleanliness of City greenways	1.8%	0.0%	0.0%	2.8%	1.9%	1.3%
Impact of changes being made in and around your neighborhood	4.5%	5.0%	6.6%	4.0%	7.3%	5.8%
New construction's compatibility with existing neighborhood building patterns	2.7%	7.5%	7.9%	7.4%	3.4%	5.9%
Variety of housing options	6.4%	7.5%	7.0%	9.1%	6.8%	6.9%
Availability of affordable housing	12.7%	8.5%	8.8%	7.4%	9.7%	9.3%
Neighborliness of residents	2.7%	3.5%	1.8%	2.8%	1.5%	2.3%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. 3rd choice (Cont.)

Openness & acceptance of the community towards people of diverse backgrounds

8.2%	6.0%	5.3%	6.8%	4.9%	5.9%
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Your neighborhood's ability to support a healthy & active lifestyle

3.6%	3.0%	5.3%	2.3%	4.4%	3.6%
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Your access to City parks, greenways, & community centers

3.6%	2.0%	1.3%	5.1%	1.9%	3.0%
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Overall quality of parks & recreation programs & services

3.6%	4.0%	3.5%	5.1%	5.8%	4.4%
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None chosen

22.7%	17.5%	21.1%	12.5%	20.9%	20.2%
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SUM OF THE TOP THREE CHOICES

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
Quality of police services	21.8%	19.5%	17.2%	13.6%	15.5%	16.8%
Response time for police services	12.7%	14.0%	8.8%	9.7%	5.8%	9.7%
Overall police relationship with your community	20.9%	20.5%	13.7%	12.5%	12.6%	15.5%
Quality of fire services	4.5%	5.0%	3.5%	4.5%	8.7%	5.2%
Response time for fire services	0.9%	2.5%	4.4%	2.3%	2.4%	2.6%
Overall quality of service provided by 9-1-1 operators	2.7%	4.5%	0.9%	2.8%	1.9%	2.8%
Enforcement of City codes & ordinances	6.4%	7.0%	6.2%	12.5%	12.1%	8.9%
Enforcement of junk & debris cleanup on private property	5.5%	8.0%	16.7%	10.2%	8.7%	10.5%
Overall cleanliness of Raleigh	8.2%	18.5%	13.2%	19.3%	17.0%	15.2%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
Cleanliness of downtown Raleigh	2.7%	8.0%	9.7%	11.4%	8.7%	8.8%
Cleanliness of your neighborhood	12.7%	7.5%	6.6%	5.7%	4.9%	6.7%
Cleanliness of City parks	5.5%	2.5%	3.1%	2.8%	2.9%	2.9%
Cleanliness of City greenways	1.8%	1.5%	1.8%	5.1%	4.4%	3.0%
Impact of changes being made in and around your neighborhood	13.6%	12.5%	21.1%	17.6%	18.0%	16.8%
New construction's compatibility with existing neighborhood building patterns	5.5%	15.5%	23.8%	23.3%	23.8%	19.6%
Variety of housing options	27.3%	22.5%	17.6%	24.4%	17.5%	20.0%
Availability of affordable housing	52.7%	46.0%	41.4%	44.9%	35.4%	41.5%
Neighborliness of residents	6.4%	5.5%	3.1%	5.7%	3.9%	4.5%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
Openness & acceptance of the community towards people of diverse backgrounds	14.5%	11.0%	14.5%	14.2%	15.0%	13.3%
Your neighborhood's ability to support a healthy & active lifestyle	4.5%	7.5%	11.9%	8.5%	10.7%	8.7%
Your access to City parks, greenways, & community centers	3.6%	5.5%	4.8%	12.5%	7.8%	7.7%
Overall quality of parks & recreation programs & services	3.6%	8.5%	5.7%	7.4%	14.1%	8.2%
None chosen	17.3%	13.5%	13.2%	6.8%	12.1%	14.1%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q14-1. In Raleigh overall

Very safe	14.0%	21.4%	21.0%	32.0%	35.3%	25.9%
Safe	52.3%	58.2%	63.8%	56.4%	57.8%	57.7%
Neutral	25.2%	16.8%	12.5%	9.3%	5.9%	13.0%
Unsafe	6.5%	2.6%	1.8%	1.7%	0.5%	2.3%
Very unsafe	1.9%	1.0%	0.9%	0.6%	0.5%	1.1%

Q14-2. In City parks & greenways

Very safe	8.9%	17.1%	15.9%	22.6%	22.0%	18.0%
Safe	47.8%	50.3%	57.0%	57.3%	60.5%	55.2%
Neutral	28.9%	23.2%	19.6%	17.1%	14.0%	19.8%
Unsafe	11.1%	7.7%	6.5%	2.4%	3.0%	5.7%
Very unsafe	3.3%	1.7%	0.9%	0.6%	0.5%	1.2%

Q14-3. In downtown Raleigh during the day

Very safe	23.8%	33.3%	33.5%	46.5%	50.2%	38.1%
Safe	51.4%	50.5%	55.7%	41.9%	43.8%	49.0%
Neutral	21.9%	14.6%	10.4%	9.9%	4.9%	11.2%
Unsafe	1.9%	1.0%	0.5%	1.2%	0.5%	1.3%
Very unsafe	1.0%	0.5%	0.0%	0.6%	0.5%	0.4%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q14-4. In downtown Raleigh at night

Very safe	5.4%	13.3%	10.1%	15.2%	13.8%	11.9%
Safe	28.0%	43.6%	41.1%	40.2%	48.3%	41.4%
Neutral	40.9%	28.7%	32.4%	30.5%	26.6%	31.0%
Unsafe	12.9%	11.6%	14.5%	11.6%	9.4%	12.0%
Very unsafe	12.9%	2.8%	1.9%	2.4%	2.0%	3.8%

Q14-5. In your neighborhood during the day

Very safe	26.4%	40.1%	48.2%	61.3%	64.7%	50.0%
Safe	46.2%	50.8%	43.8%	33.5%	31.9%	40.9%
Neutral	21.7%	7.1%	7.6%	4.6%	2.5%	7.4%
Unsafe	3.8%	1.0%	0.4%	0.6%	1.0%	1.3%
Very unsafe	1.9%	1.0%	0.0%	0.0%	0.0%	0.4%

Q14-6. In your neighborhood at night

Very safe	12.3%	22.1%	24.7%	37.6%	40.7%	28.7%
Safe	37.7%	50.3%	47.5%	46.8%	45.1%	46.1%
Neutral	28.3%	13.3%	19.3%	9.2%	8.3%	14.8%
Unsafe	16.0%	10.8%	8.1%	5.2%	4.9%	8.1%
Very unsafe	5.7%	3.6%	0.4%	1.2%	1.0%	2.2%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q15. Top choice

In Raleigh overall	25.5%	29.5%	25.6%	29.5%	23.3%	25.8%
In City parks & greenways	13.6%	16.5%	18.9%	17.0%	14.1%	16.0%
In downtown Raleigh during the day	1.8%	3.5%	1.8%	4.5%	1.9%	2.9%
In downtown Raleigh at night	16.4%	20.5%	23.3%	25.6%	35.4%	25.0%
In your neighborhood during the day	2.7%	2.5%	0.9%	2.8%	2.4%	2.1%
In your neighborhood at night	15.5%	14.5%	13.2%	7.4%	9.2%	11.4%
None chosen	24.5%	13.0%	16.3%	13.1%	13.6%	16.8%

Q15. 2nd choice

In Raleigh overall	11.8%	9.5%	11.9%	9.1%	10.2%	10.2%
In City parks & greenways	13.6%	20.0%	19.8%	21.0%	28.2%	20.6%
In downtown Raleigh during the day	5.5%	5.5%	4.4%	5.7%	4.9%	4.9%
In downtown Raleigh at night	13.6%	22.5%	29.1%	30.1%	22.3%	24.8%
In your neighborhood during the day	5.5%	2.5%	3.5%	2.8%	2.4%	3.0%
In your neighborhood at night	20.9%	20.5%	10.1%	14.2%	13.1%	14.9%
None chosen	29.1%	19.5%	21.1%	17.0%	18.9%	21.8%

SUM OF THE TOP TWO CHOICES

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
In Raleigh overall	37.3%	39.0%	37.4%	38.6%	33.5%	36.0%
In City parks & greenways	27.3%	36.5%	38.8%	38.1%	42.2%	36.6%
In downtown Raleigh during the day	7.3%	9.0%	6.2%	10.2%	6.8%	7.7%
In downtown Raleigh at night	30.0%	43.0%	52.4%	55.7%	57.8%	49.7%
In your neighborhood during the day	8.2%	5.0%	4.4%	5.7%	4.9%	5.0%
In your neighborhood at night	36.4%	35.0%	23.3%	21.6%	22.3%	26.2%
None chosen	24.5%	13.0%	16.3%	13.1%	13.6%	16.8%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-1. Overall traffic flow in Raleigh

Excellent	3.9%	6.2%	1.8%	1.2%	2.9%	3.0%
Good	27.2%	28.7%	28.1%	26.5%	32.8%	28.2%
Neutral	30.1%	20.5%	28.1%	24.1%	26.0%	26.0%
Below average	19.4%	24.1%	24.4%	30.0%	23.0%	24.0%
Poor	19.4%	20.5%	17.6%	18.2%	15.2%	18.8%

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

Excellent	2.9%	8.3%	5.0%	5.7%	7.9%	6.2%
Good	43.7%	43.5%	42.9%	44.3%	49.0%	43.6%
Neutral	27.2%	20.7%	27.4%	20.1%	19.8%	23.0%
Below average	9.7%	16.1%	18.3%	16.1%	15.3%	16.5%
Poor	16.5%	11.4%	6.4%	13.8%	7.9%	10.7%

Q16-3. Overall maintenance of City streets

Excellent	3.8%	8.7%	5.9%	3.4%	3.9%	5.1%
Good	34.3%	36.7%	39.1%	39.7%	38.4%	37.8%
Neutral	29.5%	20.4%	26.8%	26.4%	34.0%	27.8%
Below average	17.1%	23.0%	20.9%	19.0%	19.2%	19.8%
Poor	15.2%	11.2%	7.3%	11.5%	4.4%	9.6%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-4. Overall condition of major City streets

Excellent	4.8%	9.7%	6.4%	4.6%	5.9%	6.2%
Good	37.5%	43.4%	45.0%	42.8%	45.3%	43.5%
Neutral	32.7%	21.9%	20.5%	28.3%	30.5%	26.2%
Below average	11.5%	15.8%	23.6%	16.2%	13.3%	16.8%
Poor	13.5%	9.2%	4.5%	8.1%	4.9%	7.4%

Q16-5. Condition of streets in your neighborhood

Excellent	7.5%	13.2%	13.1%	16.7%	14.1%	13.3%
Good	47.2%	44.2%	50.9%	52.3%	58.5%	50.9%
Neutral	25.5%	19.3%	24.3%	16.7%	17.1%	20.1%
Below average	10.4%	16.2%	9.5%	10.9%	7.8%	10.8%
Poor	9.4%	7.1%	2.3%	3.4%	2.4%	4.9%

Q16-6. Overall condition of City sidewalks

Excellent	7.8%	9.8%	7.8%	7.6%	6.0%	7.8%
Good	40.8%	44.6%	46.5%	46.2%	52.3%	46.9%
Neutral	25.2%	20.7%	33.2%	25.1%	25.1%	25.8%
Below average	15.5%	16.1%	9.2%	15.8%	12.1%	13.2%
Poor	10.7%	8.8%	3.2%	5.3%	4.5%	6.3%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-7. Condition of sidewalks in your neighborhood

Excellent	9.9%	12.6%	12.8%	19.4%	16.1%	14.7%
Good	45.5%	47.6%	43.1%	41.8%	42.0%	43.4%
Neutral	22.8%	15.2%	26.5%	20.0%	21.2%	21.6%
Below average	8.9%	14.1%	10.4%	10.9%	14.0%	11.4%
Poor	12.9%	10.5%	7.1%	7.9%	6.7%	9.0%

Q16-8. Availability of sidewalks in Raleigh

Excellent	4.9%	8.5%	8.9%	8.8%	9.2%	8.3%
Good	33.3%	39.7%	31.8%	37.1%	40.5%	36.8%
Neutral	27.5%	20.6%	35.0%	25.9%	25.1%	26.8%
Below average	17.6%	19.0%	17.3%	17.6%	17.4%	17.8%
Poor	16.7%	12.2%	7.0%	10.6%	7.7%	10.3%

Q16-9. Availability of sidewalks in your neighborhood

Excellent	10.8%	14.0%	13.4%	24.7%	24.4%	18.1%
Good	43.1%	38.9%	37.8%	35.9%	39.6%	38.0%
Neutral	12.7%	16.6%	20.7%	12.9%	15.7%	16.4%
Below average	14.7%	16.6%	15.2%	14.1%	10.2%	14.0%
Poor	18.6%	14.0%	12.9%	12.4%	10.2%	13.6%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-10. Availability of bicycle lanes

Excellent	5.5%	8.8%	4.9%	7.0%	7.4%	7.1%
Good	36.3%	30.6%	29.4%	26.6%	34.9%	31.5%
Neutral	23.1%	29.4%	32.8%	32.9%	27.5%	29.1%
Below average	19.8%	18.2%	24.5%	17.7%	19.6%	20.2%
Poor	15.4%	12.9%	8.3%	15.8%	10.6%	12.0%

Q16-11. Availability of downtown parking

Excellent	2.1%	4.8%	4.2%	4.8%	6.0%	5.0%
Good	14.4%	29.9%	28.8%	29.8%	44.3%	31.1%
Neutral	25.8%	20.9%	27.4%	31.0%	23.4%	25.4%
Below average	28.9%	19.8%	24.7%	21.4%	20.4%	22.9%
Poor	28.9%	24.6%	14.9%	13.1%	6.0%	15.7%

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

Excellent	5.2%	9.3%	8.1%	6.9%	6.8%	7.6%
Good	35.1%	35.7%	39.8%	37.5%	48.2%	39.4%
Neutral	21.6%	30.2%	33.6%	36.9%	27.7%	31.1%
Below average	19.6%	13.7%	11.8%	10.6%	12.6%	12.8%
Poor	18.6%	11.0%	6.6%	8.1%	4.7%	9.1%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-13. Overall quality of GoRaleigh bus system

Excellent	7.8%	16.5%	11.8%	6.9%	9.7%	10.9%
Good	33.8%	42.6%	49.0%	30.6%	41.7%	39.6%
Neutral	27.3%	21.7%	24.5%	41.7%	31.9%	28.5%
Below average	16.9%	7.0%	12.7%	12.5%	8.3%	11.5%
Poor	14.3%	12.2%	2.0%	8.3%	8.3%	9.6%

Q16-14. Cleanliness of GoRaleigh buses

Excellent	8.6%	15.4%	11.6%	7.1%	16.4%	11.9%
Good	44.3%	47.1%	47.4%	44.6%	42.6%	45.1%
Neutral	28.6%	25.0%	33.7%	42.9%	29.5%	30.8%
Below average	10.0%	6.7%	6.3%	3.6%	6.6%	7.0%
Poor	8.6%	5.8%	1.1%	1.8%	4.9%	5.1%

Q16-15. Cleanliness of GoRaleigh bus stops & terminals

Excellent	5.4%	11.0%	8.9%	4.9%	10.8%	8.4%
Good	39.2%	38.5%	35.6%	36.1%	41.9%	37.3%
Neutral	36.5%	31.2%	37.6%	50.8%	28.4%	36.0%
Below average	12.2%	12.8%	10.9%	4.9%	10.8%	11.5%
Poor	6.8%	6.4%	6.9%	3.3%	8.1%	6.8%

WITHOUT "DON'T KNOW"**Q16(16-18). Please rate your experience doing the following. (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-16. Walking to places in Raleigh

Excellent	11.3%	16.1%	11.9%	16.3%	17.5%	14.6%
Good	40.2%	40.8%	44.1%	40.6%	47.4%	42.7%
Neutral	24.7%	20.7%	25.7%	26.3%	21.1%	23.1%
Below average	10.3%	12.1%	11.4%	9.4%	8.2%	10.7%
Poor	13.4%	10.3%	6.9%	7.5%	5.7%	8.7%

Q16-17. Biking to places in Raleigh

Excellent	11.1%	9.0%	7.8%	6.1%	8.1%	8.1%
Good	28.6%	35.2%	33.3%	35.7%	29.0%	31.9%
Neutral	33.3%	27.9%	28.7%	29.6%	37.1%	31.7%
Below average	11.1%	16.4%	22.5%	21.4%	18.5%	19.0%
Poor	15.9%	11.5%	7.8%	7.1%	7.3%	9.3%

Q16-18. Riding GoRaleigh bus to places in Raleigh

Excellent	13.2%	17.3%	10.3%	3.4%	13.0%	11.4%
Good	26.5%	37.8%	37.1%	34.5%	37.0%	33.9%
Neutral	29.4%	26.5%	29.9%	46.6%	29.6%	30.9%
Below average	16.2%	4.1%	17.5%	10.3%	9.3%	13.1%
Poor	14.7%	14.3%	5.2%	5.2%	11.1%	10.6%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. Top choice

Overall traffic flow in Raleigh	24.5%	40.5%	42.3%	42.6%	41.3%	39.8%
Ability to predict travel time to places in Raleigh	3.6%	3.5%	1.3%	1.7%	2.9%	2.5%
Overall maintenance of City streets	15.5%	5.5%	8.4%	7.4%	5.8%	7.4%
Overall condition of major City streets	2.7%	5.0%	3.5%	5.7%	4.4%	4.3%
Condition of streets in your neighborhood	1.8%	3.0%	0.4%	2.8%	1.0%	1.8%
Overall condition of City sidewalks	1.8%	1.0%	1.3%	1.1%	1.0%	1.1%
Condition of sidewalks in your neighborhood	3.6%	0.0%	3.1%	0.6%	1.5%	1.6%
Availability of sidewalks in Raleigh	0.9%	2.5%	5.3%	6.3%	4.9%	4.2%
Availability of sidewalks in your neighborhood	0.0%	2.0%	2.2%	1.7%	2.9%	1.9%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. Top choice (Cont.)

Availability of bicycle lanes	2.7%	3.0%	4.0%	7.4%	8.7%	5.0%
Availability of downtown parking	6.4%	7.0%	1.8%	4.5%	2.4%	4.1%
Quality of downtown parking (e.g., cleanliness, condition)	0.9%	1.0%	0.0%	0.6%	1.5%	0.7%
Overall quality of GoRaleigh bus system	4.5%	2.5%	3.1%	3.4%	2.9%	3.2%
Cleanliness of GoRaleigh bus stops & terminals	0.9%	0.0%	0.0%	0.0%	0.5%	0.2%
Walking to places in Raleigh	2.7%	2.5%	4.0%	2.3%	3.9%	2.9%
Biking to places in Raleigh	0.0%	3.0%	1.3%	1.1%	2.4%	1.8%
Riding GoRaleigh bus to places in Raleigh	4.5%	3.0%	2.6%	0.6%	2.4%	2.4%
None chosen	22.7%	15.0%	15.4%	10.2%	9.7%	15.3%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. 2nd choice

Overall traffic flow in Raleigh	5.5%	8.0%	5.7%	7.4%	5.3%	6.2%
Ability to predict travel time to places in Raleigh	6.4%	9.5%	7.5%	14.8%	7.8%	9.1%
Overall maintenance of City streets	6.4%	14.0%	18.9%	21.6%	16.5%	16.2%
Overall condition of major City streets	8.2%	8.0%	7.0%	8.5%	9.2%	7.6%
Condition of streets in your neighborhood	4.5%	1.0%	4.0%	0.6%	1.9%	2.3%
Overall condition of City sidewalks	1.8%	2.5%	2.2%	1.7%	2.4%	2.3%
Condition of sidewalks in your neighborhood	3.6%	2.5%	3.1%	1.7%	1.5%	2.4%
Availability of sidewalks in Raleigh	8.2%	4.5%	4.4%	5.7%	9.2%	5.9%
Availability of sidewalks in your neighborhood	2.7%	5.0%	4.4%	4.0%	3.4%	4.1%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. 2nd choice (Cont.)

Availability of bicycle lanes	1.8%	4.5%	3.1%	4.5%	9.7%	4.9%
Availability of downtown parking	12.7%	6.5%	8.8%	4.5%	9.2%	7.9%
Quality of downtown parking (e.g., cleanliness, condition)	4.5%	5.5%	1.3%	1.7%	2.4%	2.9%
Overall quality of GoRaleigh bus system	3.6%	2.0%	2.6%	4.5%	2.9%	3.1%
Cleanliness of GoRaleigh buses	0.9%	0.0%	0.0%	0.6%	0.0%	0.2%
Cleanliness of GoRaleigh bus stops & terminals	1.8%	2.0%	0.4%	0.6%	0.0%	0.8%
Walking to places in Raleigh	0.9%	3.5%	2.6%	2.3%	1.0%	2.4%
Biking to places in Raleigh	0.0%	2.0%	2.2%	2.3%	4.4%	2.3%
Riding GoRaleigh bus to places in Raleigh	0.9%	2.0%	4.0%	0.6%	1.0%	2.1%
None chosen	25.5%	17.0%	17.6%	12.5%	12.1%	17.4%

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. 3rd choice

Overall traffic flow in Raleigh	1.8%	4.0%	5.3%	9.1%	8.7%	6.1%
Ability to predict travel time to places in Raleigh	6.4%	3.5%	3.1%	4.0%	3.9%	4.0%
Overall maintenance of City streets	6.4%	9.0%	7.0%	9.7%	9.2%	8.2%
Overall condition of major City streets	9.1%	5.0%	10.6%	9.1%	9.7%	8.4%
Condition of streets in your neighborhood	2.7%	5.0%	3.5%	2.8%	3.9%	3.5%
Overall condition of City sidewalks	2.7%	3.5%	2.2%	4.0%	3.4%	3.3%
Condition of sidewalks in your neighborhood	1.8%	1.5%	1.3%	4.0%	3.9%	2.4%
Availability of sidewalks in Raleigh	1.8%	5.5%	5.3%	4.5%	4.4%	4.7%
Availability of sidewalks in your neighborhood	0.9%	2.5%	5.7%	2.3%	2.4%	3.2%

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q17. 3rd choice (Cont.)</u>						
Availability of bicycle lanes	3.6%	4.0%	4.4%	3.4%	1.5%	3.3%
Availability of downtown parking	8.2%	12.5%	14.1%	11.4%	7.3%	10.5%
Quality of downtown parking (e.g., cleanliness, condition)	3.6%	3.5%	4.8%	4.0%	5.3%	4.5%
Overall quality of GoRaleigh bus system	8.2%	4.5%	2.2%	3.4%	4.4%	4.0%
Cleanliness of GoRaleigh buses	0.9%	1.0%	0.4%	0.0%	0.5%	0.8%
Cleanliness of GoRaleigh bus stops & terminals	0.9%	1.5%	0.4%	2.3%	0.5%	1.0%
Walking to places in Raleigh	5.5%	4.5%	2.2%	3.4%	7.8%	4.6%
Biking to places in Raleigh	1.8%	1.5%	2.2%	4.5%	3.4%	2.6%
Riding GoRaleigh bus to places in Raleigh	7.3%	5.5%	3.5%	2.3%	2.4%	3.9%
None chosen	26.4%	22.0%	21.6%	15.9%	17.5%	21.4%

SUM OF THE TOP THREE CHOICES

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

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. Top choice

Overall traffic flow in Raleigh	31.8%	52.5%	53.3%	59.1%	55.3%	52.2%
Ability to predict travel time to places in Raleigh	16.4%	16.5%	11.9%	20.5%	14.6%	15.5%
Overall maintenance of City streets	28.2%	28.5%	34.4%	38.6%	31.6%	31.9%
Overall condition of major City streets	20.0%	18.0%	21.1%	23.3%	23.3%	20.3%
Condition of streets in your neighborhood	9.1%	9.0%	7.9%	6.3%	6.8%	7.5%
Overall condition of City sidewalks	6.4%	7.0%	5.7%	6.8%	6.8%	6.6%
Condition of sidewalks in your neighborhood	9.1%	4.0%	7.5%	6.3%	6.8%	6.3%
Availability of sidewalks in Raleigh	10.9%	12.5%	15.0%	16.5%	18.4%	14.8%
Availability of sidewalks in your neighborhood	3.6%	9.5%	12.3%	8.0%	8.7%	9.1%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q17. Top choice (Cont.)</u>						
Availability of bicycle lanes	8.2%	11.5%	11.5%	15.3%	19.9%	13.2%
Availability of downtown parking	27.3%	26.0%	24.7%	20.5%	18.9%	22.5%
Quality of downtown parking (e.g., cleanliness, condition)	9.1%	10.0%	6.2%	6.3%	9.2%	8.0%
Overall quality of GoRaleigh bus system	16.4%	9.0%	7.9%	11.4%	10.2%	10.2%
Cleanliness of GoRaleigh buses	1.8%	1.0%	0.4%	0.6%	0.5%	1.0%
Cleanliness of GoRaleigh bus stops & terminals	3.6%	3.5%	0.9%	2.8%	1.0%	2.0%
Walking to places in Raleigh	9.1%	10.5%	8.8%	8.0%	12.6%	9.8%
Biking to places in Raleigh	1.8%	6.5%	5.7%	8.0%	10.2%	6.6%
Riding GoRaleigh bus to places in Raleigh	12.7%	10.5%	10.1%	3.4%	5.8%	8.3%
None chosen	22.7%	15.0%	15.4%	10.2%	9.7%	15.3%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q18-1. Visited a City park or greenway</u>						
Very frequently	12.5%	17.0%	26.4%	26.9%	34.3%	24.8%
Frequently	29.8%	39.2%	38.6%	40.9%	41.2%	39.2%
Rarely	39.4%	38.7%	30.0%	30.4%	24.0%	31.0%
Never	18.3%	5.2%	5.0%	1.8%	0.5%	4.9%
<u>Q18-2. Visited a City community center</u>						
Very frequently	7.5%	8.3%	6.4%	2.4%	5.9%	6.0%
Frequently	18.7%	22.3%	24.8%	19.4%	18.3%	20.9%
Rarely	57.0%	45.1%	50.0%	57.0%	52.0%	51.8%
Never	16.8%	24.4%	18.8%	21.2%	23.8%	21.3%
<u>Q18-3. Participated in a City recreation program or event</u>						
Very frequently	3.8%	6.8%	5.6%	4.1%	8.0%	5.8%
Frequently	17.1%	17.9%	26.0%	17.2%	17.9%	19.5%
Rarely	33.3%	40.0%	40.0%	48.5%	44.8%	42.1%
Never	45.7%	35.3%	28.4%	30.2%	29.4%	32.5%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18-4. Called 9-1-1

Very frequently	4.6%	1.6%	1.8%	1.3%	0.5%	1.6%
Frequently	8.3%	4.7%	3.7%	2.5%	2.0%	3.7%
Rarely	51.9%	40.3%	37.9%	29.6%	30.5%	37.0%
Never	35.2%	53.4%	56.6%	66.7%	67.0%	57.7%

Q18-5. Contacted City for code enforcement

Very frequently	0.0%	1.1%	2.4%	0.6%	1.0%	1.3%
Frequently	4.8%	3.2%	3.3%	4.3%	6.0%	4.2%
Rarely	23.1%	20.7%	21.7%	19.6%	18.6%	20.4%
Never	72.1%	75.0%	72.6%	75.5%	74.4%	74.1%

Q18-6. Had contact with Raleigh Police Department

Very frequently	5.6%	2.1%	3.2%	1.8%	0.5%	2.3%
Frequently	10.3%	7.9%	5.0%	5.4%	5.0%	6.4%
Rarely	50.5%	53.7%	52.8%	53.0%	53.5%	52.3%
Never	33.6%	36.3%	39.0%	39.8%	41.0%	38.9%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18-7. Had contact with Raleigh Fire Department

Very frequently	4.7%	1.1%	1.8%	0.0%	0.5%	1.4%
Frequently	4.7%	3.7%	3.2%	4.3%	1.5%	3.1%
Rarely	27.1%	26.1%	31.2%	20.1%	26.8%	26.7%
Never	63.6%	69.1%	63.8%	75.6%	71.2%	68.8%

Q18-8. Attended a City of Raleigh public meeting

Very frequently	1.9%	1.6%	1.4%	1.2%	0.5%	1.4%
Frequently	5.8%	5.7%	6.8%	9.5%	7.5%	7.0%
Rarely	26.2%	25.5%	24.1%	24.4%	28.0%	24.9%
Never	66.0%	67.2%	67.7%	64.9%	64.0%	66.8%

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

Very frequently	0.0%	3.1%	0.9%	1.8%	1.0%	1.5%
Frequently	11.9%	9.3%	9.2%	9.0%	5.1%	8.3%
Rarely	30.7%	34.7%	28.9%	24.6%	28.4%	29.7%
Never	57.4%	52.8%	61.0%	64.7%	65.5%	60.5%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Very frequently	2.0%	2.6%	1.8%	2.4%	1.0%	1.9%
Frequently	7.8%	6.3%	9.2%	9.6%	9.0%	8.3%
Rarely	24.5%	29.8%	30.4%	26.3%	35.3%	30.4%
Never	65.7%	61.3%	58.5%	61.7%	54.7%	59.3%

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

Very frequently	2.9%	5.2%	6.4%	8.4%	6.4%	5.8%
Frequently	14.7%	18.2%	24.7%	27.5%	19.2%	21.8%
Rarely	40.2%	44.3%	40.6%	40.7%	47.8%	43.2%
Never	42.2%	32.3%	28.3%	23.4%	26.6%	29.2%

Q18-12. Attended a homeowners association meeting

Very frequently	3.9%	6.3%	6.5%	5.4%	7.2%	6.4%
Frequently	7.8%	11.1%	14.9%	15.0%	12.9%	13.6%
Rarely	19.6%	19.6%	19.5%	18.6%	19.1%	19.7%
Never	68.6%	63.0%	59.1%	61.1%	60.8%	60.2%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18-13. Attended a Citizens Advisory Council (CAC) meeting

Very frequently	1.0%	3.1%	2.3%	1.2%	3.0%	2.2%
Frequently	1.0%	5.8%	10.0%	7.9%	7.1%	7.0%
Rarely	15.8%	17.8%	13.2%	15.9%	19.7%	16.6%
Never	82.2%	73.3%	74.4%	75.0%	70.2%	74.1%

Q18-14. Attended an event at a City entertainment venue (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Coastal Credit Union Music Park at Walnut Creek)

Very frequently	5.9%	10.5%	10.9%	12.3%	14.4%	11.1%
Frequently	18.8%	29.3%	36.8%	40.4%	43.8%	36.4%
Rarely	34.7%	38.2%	35.5%	32.2%	32.8%	34.2%
Never	40.6%	22.0%	16.8%	15.2%	9.0%	18.3%

Q18-15. Biked or walked instead of driving

Very frequently	16.2%	12.6%	10.1%	13.3%	17.9%	13.5%
Frequently	11.4%	19.9%	25.7%	21.7%	26.9%	22.3%
Rarely	35.2%	37.7%	38.5%	32.5%	37.8%	36.3%
Never	37.1%	29.8%	25.7%	32.5%	17.4%	27.9%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

	Q32. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q18-16. Used City greenways as a mode of transportation</u>						
Very frequently	4.9%	2.6%	3.7%	6.8%	6.1%	4.7%
Frequently	4.9%	6.9%	12.6%	6.8%	12.1%	9.2%
Rarely	20.4%	25.4%	22.8%	21.1%	34.3%	25.2%
Never	69.9%	65.1%	60.9%	65.2%	47.5%	60.9%

WITHOUT "DON'T KNOW"**Q19. In the past 12 months, how often have you used the GoRaleigh bus system? (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q19. How often have you used GoRaleigh bus system in past 12 months

Very frequently	15.2%	4.2%	3.7%	1.2%	0.0%	3.7%
Frequently	7.6%	4.2%	2.7%	1.8%	2.0%	3.4%
Rarely	16.2%	22.6%	18.3%	12.5%	12.3%	16.2%
Never	61.0%	68.9%	75.3%	84.5%	85.8%	76.7%

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

N=743

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Does not serve the areas I need to visit	16.1%	13.3%	12.9%	21.7%	19.7%	17.2%
Buses do not come frequently enough	9.7%	7.0%	9.2%	8.7%	6.4%	7.8%
Services are not provided during days & hours I would use it	1.6%	5.5%	2.5%	3.6%	1.7%	2.8%
I just prefer to drive	62.9%	65.6%	65.0%	56.5%	62.4%	62.0%
Other	9.7%	8.6%	10.4%	9.4%	9.8%	10.2%

WITHOUT "DON'T KNOW"**Q20. How often do you telecommute for work? (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20. How often do you telecommute for work

Every work day	22.6%	17.7%	17.2%	15.6%	13.4%	16.4%
A few times within a week	8.6%	6.1%	9.5%	10.6%	16.4%	10.7%
A few times within a month	8.6%	5.0%	9.0%	19.4%	24.4%	13.6%
A few times within a year	2.2%	11.6%	14.5%	14.4%	13.4%	12.7%
Never	58.1%	59.7%	49.8%	40.0%	32.3%	46.6%

WITHOUT "DON'T KNOW"**Q21. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")**

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q21. How likely are you to recommend living in Raleigh to someone who asks

Very likely	37.0%	42.8%	48.2%	49.4%	61.0%	48.4%
Likely	24.1%	36.6%	34.4%	37.1%	31.7%	33.6%
Neutral	21.3%	11.9%	10.7%	5.9%	3.9%	9.8%
Not likely	9.3%	3.6%	2.7%	2.9%	0.5%	3.2%
Very unlikely	8.3%	5.2%	4.0%	4.7%	2.9%	4.9%

Q22. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1010

Q32. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q22. What are the most significant issues Raleigh will face over next five years

Affordable housing	80.0%	76.0%	72.2%	61.9%	58.7%	68.1%
Pace of growth	38.2%	52.5%	61.2%	74.4%	78.2%	62.6%
Transportation	40.0%	48.0%	65.2%	61.4%	76.7%	60.0%
Affordability of City services	19.1%	14.5%	11.5%	13.1%	11.2%	13.5%
Public safety	19.1%	24.0%	19.8%	18.8%	18.0%	19.9%
Job opportunities	45.5%	21.5%	15.9%	17.6%	15.0%	20.7%
Environmental protection	10.0%	14.5%	19.4%	15.9%	20.4%	17.0%
Social justice/equity/inclusivity	31.8%	28.0%	20.7%	18.2%	13.6%	20.7%
Other	1.8%	3.5%	2.2%	3.4%	2.9%	3.0%

Section 3

Race & Gender

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q1-1. Overall quality of life in Raleigh

Excellent	17.5%	37.6%	18.8%	31.3%	28.4%	30.0%
Good	66.4%	56.6%	67.7%	60.8%	60.2%	60.3%
Neutral	11.3%	4.1%	8.3%	5.1%	8.3%	6.8%
Below average	2.9%	1.4%	3.1%	1.8%	2.2%	2.0%
Poor	1.8%	0.3%	2.1%	1.0%	0.8%	0.9%

Q1-2. Overall quality of life in your neighborhood

Excellent	16.6%	39.7%	22.9%	33.3%	28.9%	31.1%
Good	53.1%	48.6%	57.3%	51.4%	50.2%	50.7%
Neutral	18.1%	7.4%	9.4%	10.0%	11.6%	10.9%
Below average	9.4%	3.5%	7.3%	3.5%	8.1%	5.8%
Poor	2.9%	0.7%	3.1%	1.8%	1.2%	1.5%

Q1-3. Raleigh as a place to live

Excellent	30.7%	44.1%	33.3%	39.3%	38.9%	39.1%
Good	52.2%	48.8%	49.0%	50.9%	48.7%	49.6%
Neutral	12.4%	5.4%	13.5%	7.0%	9.7%	8.4%
Below average	2.9%	0.7%	3.1%	1.0%	2.2%	1.6%
Poor	1.8%	1.0%	1.0%	1.8%	0.6%	1.2%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q1-4. Raleigh as a place to raise children

Excellent	30.3%	43.3%	34.5%	40.2%	36.5%	38.4%
Good	50.2%	44.5%	41.7%	46.3%	46.2%	46.1%
Neutral	12.3%	10.0%	15.5%	9.8%	12.3%	11.2%
Below average	6.9%	1.4%	6.0%	2.6%	4.5%	3.5%
Poor	0.4%	0.8%	2.4%	1.2%	0.4%	0.8%

Q1-5. Raleigh as a place to retire

Excellent	19.2%	20.6%	19.0%	20.9%	19.9%	20.5%
Good	49.0%	46.6%	32.1%	42.6%	47.7%	45.1%
Neutral	21.2%	25.8%	34.5%	26.8%	24.1%	25.4%
Below average	5.9%	5.1%	6.0%	6.6%	4.9%	5.7%
Poor	4.7%	1.9%	8.3%	3.2%	3.5%	3.3%

Q1-6. Raleigh as a place to work

Excellent	25.6%	39.2%	29.0%	36.5%	32.0%	34.2%
Good	52.2%	48.4%	45.2%	48.6%	49.6%	49.2%
Neutral	13.3%	9.4%	16.1%	10.4%	12.1%	11.3%
Below average	5.2%	1.6%	7.5%	2.3%	4.3%	3.3%
Poor	3.7%	1.4%	2.2%	2.1%	2.0%	2.0%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q1-7. Raleigh as a place for young professionals

Excellent	27.7%	42.9%	32.5%	43.6%	31.8%	37.6%
Good	45.1%	44.8%	42.2%	39.7%	49.0%	44.6%
Neutral	19.0%	9.5%	15.7%	11.9%	13.5%	12.7%
Below average	4.3%	2.3%	6.0%	3.2%	3.7%	3.4%
Poor	4.0%	0.6%	3.6%	1.6%	2.0%	1.8%

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

Excellent	30.5%	45.6%	31.6%	42.3%	37.5%	39.9%
Good	46.9%	44.7%	37.9%	44.4%	45.0%	44.6%
Neutral	16.0%	7.6%	20.0%	10.4%	12.0%	11.2%
Below average	2.9%	1.0%	7.4%	1.4%	3.2%	2.3%
Poor	3.6%	1.0%	3.2%	1.4%	2.4%	1.9%

Q1-9. Overall direction that City of Raleigh is taking

Excellent	17.8%	22.9%	14.4%	20.2%	20.9%	20.6%
Good	42.2%	51.9%	45.6%	50.3%	46.8%	48.6%
Neutral	25.2%	18.0%	27.8%	20.8%	21.3%	21.0%
Below average	8.9%	3.9%	8.9%	4.4%	7.4%	5.9%
Poor	5.9%	3.3%	3.3%	4.2%	3.7%	3.9%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Excellent	10.1%	14.9%	13.2%	13.3%	13.4%	13.3%
Good	35.8%	47.8%	37.4%	43.6%	41.9%	42.8%
Neutral	29.9%	27.2%	31.9%	27.5%	30.5%	29.1%
Below average	11.6%	6.9%	12.1%	9.3%	8.3%	8.8%
Poor	12.7%	3.2%	5.5%	6.1%	5.9%	6.0%

Q1-11. Overall image of Raleigh

Excellent	20.7%	33.7%	21.9%	30.1%	27.4%	28.7%
Good	54.5%	55.5%	54.2%	55.5%	54.5%	55.0%
Neutral	16.4%	8.9%	17.7%	10.1%	14.2%	12.1%
Below average	5.5%	1.0%	2.1%	2.5%	2.4%	2.4%
Poor	2.9%	0.9%	4.2%	1.9%	1.6%	1.7%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Excellent	20.9%	28.8%	20.7%	25.4%	26.1%	25.8%
Good	51.3%	55.9%	48.3%	53.0%	53.8%	53.4%
Neutral	17.5%	12.0%	25.3%	17.4%	13.6%	15.5%
Below average	6.8%	2.8%	3.4%	3.0%	4.9%	4.0%
Poor	3.4%	0.4%	2.3%	1.1%	1.6%	1.4%

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

Excellent	20.5%	27.0%	21.6%	24.4%	24.6%	24.6%
Good	50.2%	57.3%	50.0%	54.8%	53.0%	53.8%
Neutral	17.8%	12.3%	21.6%	16.1%	15.0%	15.6%
Below average	8.1%	3.2%	4.5%	4.0%	5.5%	4.8%
Poor	3.5%	0.2%	2.3%	0.7%	1.8%	1.3%

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

Excellent	16.0%	24.4%	18.1%	21.9%	21.0%	21.4%
Good	39.8%	48.8%	44.6%	44.9%	45.5%	45.3%
Neutral	25.4%	21.7%	25.3%	24.2%	23.0%	23.6%
Below average	13.3%	4.5%	8.4%	7.4%	7.5%	7.4%
Poor	5.5%	0.6%	3.6%	1.6%	3.0%	2.3%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Excellent	12.7%	20.7%	14.5%	20.0%	15.7%	17.7%
Good	42.2%	47.5%	42.1%	43.9%	46.6%	45.3%
Neutral	32.8%	27.2%	34.2%	28.2%	31.1%	29.8%
Below average	6.6%	3.9%	3.9%	5.8%	3.8%	4.7%
Poor	5.7%	0.8%	5.3%	2.2%	2.9%	2.5%

Q2-5. Quality of arts & cultural programs in Raleigh

Excellent	15.3%	24.3%	14.3%	20.3%	21.2%	20.7%
Good	49.6%	55.8%	47.6%	53.0%	52.6%	52.9%
Neutral	23.0%	16.6%	27.4%	20.6%	19.7%	20.2%
Below average	8.1%	2.6%	8.3%	4.9%	4.3%	4.6%
Poor	4.0%	0.6%	2.4%	1.2%	2.2%	1.7%

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

Excellent	14.2%	17.5%	11.1%	16.7%	15.1%	15.9%
Good	39.0%	44.8%	36.7%	40.8%	43.2%	42.0%
Neutral	22.0%	26.6%	33.3%	27.9%	24.9%	26.5%
Below average	16.9%	8.5%	13.3%	9.6%	12.9%	11.3%
Poor	7.9%	2.5%	5.6%	4.9%	3.9%	4.4%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Excellent	26.8%	37.2%	26.7%	31.3%	35.5%	33.4%
Good	50.6%	48.9%	51.1%	50.0%	48.2%	49.0%
Neutral	13.8%	10.9%	13.3%	12.9%	11.7%	12.4%
Below average	5.4%	2.5%	6.7%	3.9%	3.5%	3.7%
Poor	3.4%	0.5%	2.2%	1.9%	1.2%	1.6%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q3. Top choice						
Variety of arts & cultural programs offered in Raleigh	11.8%	11.9%	12.4%	10.7%	12.7%	11.7%
Availability of arts & cultural programs in Raleigh	6.1%	12.9%	7.2%	9.7%	10.6%	10.2%
Availability of culturally diverse art & cultural programs in Raleigh	23.7%	10.3%	18.6%	12.1%	18.2%	15.1%
Cost of arts & cultural programs in Raleigh	14.3%	16.6%	12.4%	13.7%	18.0%	15.9%
Quality of arts & cultural programs in Raleigh	3.6%	6.6%	7.2%	6.7%	4.5%	5.5%
Availability of information about arts & cultural programs & events	9.7%	14.6%	12.4%	13.7%	12.2%	13.0%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	12.5%	16.0%	16.5%	18.3%	12.0%	15.0%
None chosen	18.3%	11.1%	13.4%	15.1%	11.8%	13.5%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Variety of arts & cultural programs offered in Raleigh	10.8%	12.9%	13.4%	12.1%	12.0%	12.1%
Availability of arts & cultural programs in Raleigh	9.0%	11.3%	3.1%	9.9%	9.8%	9.8%
Availability of culturally diverse art & cultural programs in Raleigh	12.9%	9.4%	12.4%	11.9%	9.8%	10.8%
Cost of arts & cultural programs in Raleigh	12.2%	12.8%	13.4%	10.1%	15.1%	12.7%
Quality of arts & cultural programs in Raleigh	7.5%	11.9%	12.4%	11.5%	9.4%	10.4%
Availability of information about arts & cultural programs & events	14.3%	17.3%	18.6%	16.3%	17.6%	16.9%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	10.0%	8.9%	7.2%	8.9%	9.2%	9.1%
None chosen	23.3%	15.5%	19.6%	19.4%	17.1%	18.2%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q3. Top choice						
Variety of arts & cultural programs offered in Raleigh	22.6%	24.9%	25.8%	22.8%	24.7%	23.8%
Availability of arts & cultural programs in Raleigh	15.1%	24.2%	10.3%	19.6%	20.4%	20.0%
Availability of culturally diverse art & cultural programs in Raleigh	36.6%	19.7%	30.9%	24.0%	28.0%	25.9%
Cost of arts & cultural programs in Raleigh	26.5%	29.4%	25.8%	23.8%	33.1%	28.6%
Quality of arts & cultural programs in Raleigh	11.1%	18.5%	19.6%	18.1%	13.9%	15.9%
Availability of information about arts & cultural programs & events	24.0%	31.9%	30.9%	30.0%	29.8%	29.9%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	22.6%	24.9%	23.7%	27.2%	21.2%	24.2%
None chosen	18.3%	11.1%	13.4%	15.1%	11.8%	13.5%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q4-1. Local economy

Excellent	10.2%	26.3%	12.8%	25.6%	15.0%	20.2%
Good	53.4%	63.8%	62.8%	60.5%	60.8%	60.7%
Neutral	23.7%	7.4%	17.0%	8.7%	17.5%	13.2%
Below average	6.8%	1.9%	3.2%	3.3%	3.7%	3.5%
Poor	6.0%	0.5%	4.3%	1.9%	3.0%	2.5%

Q4-2. Development review services

Excellent	7.1%	8.1%	11.1%	10.1%	6.5%	8.4%
Good	39.0%	38.0%	27.8%	39.4%	35.1%	37.3%
Neutral	35.7%	39.8%	38.9%	33.7%	42.9%	38.2%
Below average	11.0%	8.4%	15.3%	10.4%	9.1%	9.8%
Poor	7.1%	5.7%	6.9%	6.3%	6.5%	6.4%

Q4-3. Permitting services

Excellent	6.4%	3.9%	8.7%	5.7%	5.6%	5.6%
Good	38.0%	33.0%	34.8%	36.2%	33.1%	34.6%
Neutral	40.6%	47.0%	36.2%	41.2%	46.4%	43.8%
Below average	10.2%	9.8%	14.5%	11.9%	8.9%	10.5%
Poor	4.8%	6.3%	5.8%	5.0%	6.0%	5.5%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q4-4. Inspection services

Excellent	8.2%	5.1%	9.9%	7.9%	6.3%	7.1%
Good	42.1%	37.8%	35.2%	36.6%	40.0%	38.2%
Neutral	34.4%	45.2%	33.8%	42.0%	39.4%	40.8%
Below average	11.3%	7.4%	15.5%	9.7%	9.7%	9.7%
Poor	4.1%	4.5%	5.6%	3.9%	4.7%	4.3%

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

Excellent	13.7%	23.9%	16.9%	25.2%	15.2%	20.1%
Good	38.7%	50.4%	41.6%	46.3%	45.9%	46.1%
Neutral	25.4%	18.6%	23.6%	18.5%	23.6%	21.1%
Below average	10.9%	4.5%	10.1%	5.6%	8.7%	7.1%
Poor	11.3%	2.6%	7.9%	4.5%	6.7%	5.6%

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

Excellent	6.3%	8.5%	5.9%	10.7%	5.0%	7.6%
Good	16.5%	36.5%	29.4%	30.6%	26.3%	28.5%
Neutral	35.0%	42.3%	38.2%	38.8%	39.9%	39.4%
Below average	30.1%	10.1%	16.2%	14.2%	21.1%	17.8%
Poor	12.1%	2.6%	10.3%	5.7%	7.7%	6.8%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q5. Top choice						
Local economy	23.3%	33.3%	24.7%	33.7%	25.5%	29.4%
Development review services	3.6%	10.4%	8.2%	8.9%	7.8%	8.3%
Permitting services	1.1%	7.4%	1.0%	5.8%	4.1%	5.0%
Inspection services	2.5%	3.2%	5.2%	3.0%	3.3%	3.2%
Availability of job opportunities that match my skills	19.4%	12.3%	20.6%	12.3%	18.0%	15.1%
City's efforts to promote & assist small, minority, & women-owned businesses	34.8%	19.3%	25.8%	21.4%	27.5%	24.7%
None chosen	15.4%	14.1%	14.4%	14.9%	13.7%	14.4%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Local economy	21.1%	18.3%	16.5%	18.3%	19.4%	18.9%
Development review services	7.5%	8.4%	11.3%	10.5%	6.5%	8.4%
Permitting services	6.1%	8.9%	6.2%	9.7%	5.7%	7.6%
Inspection services	4.3%	6.6%	10.3%	8.1%	5.5%	6.7%
Availability of job opportunities that match my skills	18.6%	19.5%	16.5%	17.9%	19.6%	18.7%
City's efforts to promote & assist small, minority, & women-owned businesses	23.7%	18.5%	18.6%	15.5%	24.1%	19.8%
None chosen	18.6%	19.8%	20.6%	20.0%	19.2%	19.8%

SUM OF THE TOP TWO CHOICES

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q5. Top choice						
Local economy	44.4%	51.6%	41.2%	52.0%	44.9%	48.3%
Development review services	11.1%	18.8%	19.6%	19.4%	14.3%	16.7%
Permitting services	7.2%	16.3%	7.2%	15.5%	9.8%	12.6%
Inspection services	6.8%	9.7%	15.5%	11.1%	8.8%	9.9%
Availability of job opportunities that match my skills	38.0%	31.8%	37.1%	30.2%	37.6%	33.9%
City's efforts to promote & assist small, minority, & women-owned businesses	58.4%	37.8%	44.3%	36.9%	51.6%	44.5%
None chosen	15.4%	14.1%	14.4%	14.9%	13.7%	14.4%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q6-1. How well City of Raleigh is managing growth</u>						
Excellent	9.2%	5.7%	6.4%	9.6%	4.8%	7.2%
Good	38.3%	40.2%	35.1%	41.8%	36.6%	39.2%
Neutral	21.1%	27.2%	24.5%	22.8%	26.9%	25.0%
Below average	18.4%	18.3%	18.1%	16.1%	20.5%	18.2%
Poor	13.0%	8.5%	16.0%	9.8%	11.2%	10.5%
<u>Q6-2. Overall quality of new development in Raleigh</u>						
Excellent	11.8%	12.0%	8.7%	13.1%	10.8%	12.0%
Good	43.7%	46.8%	45.7%	45.0%	46.3%	45.6%
Neutral	29.3%	26.7%	29.3%	27.4%	27.7%	27.6%
Below average	8.4%	9.7%	8.7%	10.4%	8.2%	9.3%
Poor	6.8%	4.8%	7.6%	4.1%	7.0%	5.5%
<u>Q6-3. Overall quality of water utilities</u>						
Excellent	13.7%	22.5%	17.0%	23.1%	15.9%	19.6%
Good	49.2%	51.9%	48.9%	51.2%	50.5%	50.7%
Neutral	23.3%	18.6%	19.1%	17.2%	22.6%	19.9%
Below average	6.5%	4.9%	9.6%	5.2%	6.6%	5.9%
Poor	7.3%	2.1%	5.3%	3.4%	4.3%	3.8%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q6-4. Quality of drinking water provided by Raleigh Public Utilities</u>						
Excellent	14.0%	29.7%	19.4%	28.7%	19.9%	24.4%
Good	49.2%	49.0%	40.9%	49.6%	46.6%	48.1%
Neutral	20.1%	14.3%	22.6%	13.8%	19.5%	16.6%
Below average	10.2%	4.5%	10.8%	5.2%	8.6%	6.9%
Poor	6.4%	2.6%	6.5%	2.7%	5.3%	4.0%
<u>Q6-5. Wastewater services provided by Raleigh Public Utilities</u>						
Excellent	13.5%	22.5%	15.6%	21.1%	17.6%	19.4%
Good	52.2%	52.1%	43.3%	53.3%	49.0%	51.2%
Neutral	23.1%	20.3%	33.3%	20.0%	24.6%	22.2%
Below average	6.8%	4.2%	4.4%	4.5%	5.4%	5.0%
Poor	4.4%	0.9%	3.3%	1.1%	3.3%	2.2%
<u>Q6-6. Overall management of public stormwater runoff/drainage/flood control</u>						
Excellent	10.4%	10.9%	11.2%	12.8%	9.6%	11.3%
Good	39.4%	37.5%	38.2%	38.1%	37.9%	38.0%
Neutral	28.1%	32.4%	21.3%	29.0%	30.9%	29.9%
Below average	15.7%	14.4%	19.1%	14.3%	15.7%	15.0%
Poor	6.4%	4.7%	10.1%	5.8%	5.9%	5.9%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q6-7. City's overall effort to protect natural resources & environment</u>						
Excellent	11.9%	12.2%	15.7%	16.2%	9.1%	12.6%
Good	44.8%	45.1%	38.6%	46.7%	42.0%	44.3%
Neutral	26.6%	28.0%	22.9%	23.2%	30.6%	27.0%
Below average	9.5%	9.9%	7.2%	8.8%	10.4%	9.6%
Poor	7.1%	4.8%	15.7%	5.1%	7.9%	6.5%
<u>Q6-8. City's efforts in protecting & improving water quality in local streams & lakes</u>						
Excellent	9.0%	11.8%	11.3%	15.0%	7.2%	11.2%
Good	47.9%	40.9%	41.3%	44.6%	40.6%	42.6%
Neutral	27.4%	31.3%	27.5%	25.9%	33.7%	29.8%
Below average	9.4%	11.6%	6.3%	9.7%	11.5%	10.6%
Poor	6.4%	4.5%	13.8%	4.8%	7.0%	5.9%
<u>Q6-9. Residential garbage collection services</u>						
Excellent	26.9%	31.9%	29.3%	29.7%	30.5%	30.1%
Good	52.4%	51.4%	40.2%	51.5%	49.7%	50.6%
Neutral	12.9%	12.4%	17.4%	13.8%	12.5%	13.1%
Below average	3.3%	2.8%	9.8%	4.2%	3.3%	3.7%
Poor	4.4%	1.4%	3.3%	0.8%	4.1%	2.5%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q6-10. Residential curbside recycling services</u>						
Excellent	26.3%	29.2%	25.6%	29.1%	26.7%	27.9%
Good	55.3%	51.2%	46.7%	51.3%	52.3%	51.8%
Neutral	10.7%	13.2%	15.6%	12.9%	12.7%	12.8%
Below average	3.4%	4.7%	8.9%	5.4%	4.2%	4.8%
Poor	4.2%	1.6%	3.3%	1.3%	4.0%	2.7%
<u>Q6-11. Residential yard waste collection services</u>						
Excellent	19.8%	24.6%	16.0%	23.5%	21.1%	22.4%
Good	49.4%	46.9%	51.9%	47.5%	48.7%	48.1%
Neutral	14.2%	17.2%	14.8%	17.5%	15.1%	16.3%
Below average	9.5%	7.3%	8.6%	8.3%	7.6%	7.9%
Poor	7.1%	4.0%	8.6%	3.2%	7.6%	5.4%
<u>Q6-12. Bulky item pick-up/removal services</u>						
Excellent	15.8%	19.6%	14.1%	18.5%	17.3%	18.0%
Good	39.8%	39.2%	32.4%	38.4%	38.6%	38.4%
Neutral	21.7%	24.9%	26.8%	26.3%	22.6%	24.4%
Below average	14.0%	10.8%	12.7%	10.6%	13.1%	11.9%
Poor	8.6%	5.5%	14.1%	6.2%	8.4%	7.3%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q7. Top choice

How well City of Raleigh is managing growth	39.4%	40.0%	36.1%	39.7%	38.0%	38.7%
Overall quality of new development in Raleigh	6.1%	8.2%	5.2%	7.3%	7.5%	7.3%
Overall quality of water utilities	4.3%	3.7%	8.2%	4.8%	3.7%	4.3%
Quality of drinking water provided by Raleigh Public Utilities	11.1%	6.9%	10.3%	6.0%	12.0%	9.0%
Wastewater services provided by Raleigh Public Utilities	2.5%	0.5%	2.1%	1.8%	0.6%	1.2%
Overall management of public stormwater runoff/drainage/flood control	5.0%	7.7%	3.1%	8.7%	4.5%	6.5%
City's overall effort to protect natural resources & environment	4.3%	10.9%	10.3%	6.5%	11.0%	8.9%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q7. Top choice (Cont.)

City's efforts in protecting & improving water quality in local streams & lakes	3.9%	3.7%	6.2%	4.0%	4.1%	4.1%
Residential garbage collection services	4.7%	2.0%	0.0%	2.0%	3.1%	2.6%
Residential curbside recycling services	0.7%	3.9%	3.1%	2.8%	2.9%	2.9%
Residential yard waste collection services	2.2%	1.8%	2.1%	2.6%	1.4%	2.0%
Bulky item pick-up/removal services	3.2%	1.8%	3.1%	2.6%	2.4%	2.5%
None chosen	12.5%	8.7%	10.3%	11.1%	8.8%	10.1%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q7. 2nd choice

How well City of Raleigh is managing growth	8.6%	10.6%	10.3%	8.1%	12.2%	10.1%
Overall quality of new development in Raleigh	22.6%	22.5%	21.6%	24.0%	20.2%	22.0%
Overall quality of water utilities	6.8%	4.4%	4.1%	4.6%	5.1%	4.9%
Quality of drinking water provided by Raleigh Public Utilities	7.9%	5.7%	9.3%	6.9%	6.7%	6.7%
Wastewater services provided by Raleigh Public Utilities	2.5%	2.0%	4.1%	1.6%	3.3%	2.5%
Overall management of public stormwater runoff/drainage/flood control	6.1%	8.6%	6.2%	8.1%	7.6%	7.8%
City's overall effort to protect natural resources & environment	6.8%	14.6%	10.3%	11.9%	12.2%	12.0%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
City's efforts in protecting & improving water quality in local streams & lakes	9.0%	10.1%	6.2%	9.3%	9.6%	9.6%
Residential garbage collection services	2.2%	1.5%	2.1%	1.4%	2.0%	1.7%
Residential curbside recycling services	3.6%	2.5%	1.0%	2.8%	2.7%	2.8%
Residential yard waste collection services	3.6%	3.9%	4.1%	4.2%	3.1%	3.7%
Bulky item pick-up/removal services	5.0%	2.4%	4.1%	3.2%	3.5%	3.4%
None chosen	15.4%	11.3%	16.5%	13.9%	11.8%	13.0%

Q7. 2nd choice (Cont.)

City's efforts in protecting & improving water quality in local streams & lakes	9.0%	10.1%	6.2%	9.3%	9.6%	9.6%
Residential garbage collection services	2.2%	1.5%	2.1%	1.4%	2.0%	1.7%
Residential curbside recycling services	3.6%	2.5%	1.0%	2.8%	2.7%	2.8%
Residential yard waste collection services	3.6%	3.9%	4.1%	4.2%	3.1%	3.7%
Bulky item pick-up/removal services	5.0%	2.4%	4.1%	3.2%	3.5%	3.4%
None chosen	15.4%	11.3%	16.5%	13.9%	11.8%	13.0%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
How well City of Raleigh is managing growth	7.9%	9.1%	4.1%	7.3%	8.6%	8.0%
Overall quality of new development in Raleigh	7.9%	7.1%	7.2%	5.8%	8.6%	7.2%
Overall quality of water utilities	7.5%	5.9%	3.1%	6.5%	6.3%	6.3%
Quality of drinking water provided by Raleigh Public Utilities	9.3%	9.4%	9.3%	8.7%	10.2%	9.4%
Wastewater services provided by Raleigh Public Utilities	4.3%	2.2%	1.0%	3.0%	2.4%	2.7%
Overall management of public stormwater runoff/drainage/flood control	8.6%	10.9%	8.2%	9.7%	9.8%	9.7%
City's overall effort to protect natural resources & environment	9.3%	13.4%	15.5%	14.9%	9.8%	12.3%

Q7. 3rd choice

How well City of Raleigh is managing growth	7.9%	9.1%	4.1%	7.3%	8.6%	8.0%
Overall quality of new development in Raleigh	7.9%	7.1%	7.2%	5.8%	8.6%	7.2%
Overall quality of water utilities	7.5%	5.9%	3.1%	6.5%	6.3%	6.3%
Quality of drinking water provided by Raleigh Public Utilities	9.3%	9.4%	9.3%	8.7%	10.2%	9.4%
Wastewater services provided by Raleigh Public Utilities	4.3%	2.2%	1.0%	3.0%	2.4%	2.7%
Overall management of public stormwater runoff/drainage/flood control	8.6%	10.9%	8.2%	9.7%	9.8%	9.7%
City's overall effort to protect natural resources & environment	9.3%	13.4%	15.5%	14.9%	9.8%	12.3%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q7. 3rd choice (Cont.)

City's efforts in protecting & improving water quality in local streams & lakes	7.9%	13.3%	9.3%	12.1%	10.4%	11.2%
Residential garbage collection services	2.2%	1.3%	6.2%	2.6%	1.6%	2.1%
Residential curbside recycling services	1.4%	3.5%	0.0%	3.0%	2.5%	2.8%
Residential yard waste collection services	3.6%	2.9%	3.1%	2.6%	3.3%	3.0%
Bulky item pick-up/removal services	9.0%	4.5%	12.4%	6.5%	7.1%	6.7%
None chosen	21.1%	16.5%	20.6%	17.3%	19.4%	18.6%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
How well City of Raleigh is managing growth	55.9%	59.7%	50.5%	55.0%	58.8%	56.8%
Overall quality of new development in Raleigh	36.6%	37.8%	34.0%	37.1%	36.3%	36.5%
Overall quality of water utilities	18.6%	13.9%	15.5%	15.9%	15.1%	15.4%
Quality of drinking water provided by Raleigh Public Utilities	28.3%	22.0%	28.9%	21.6%	28.8%	25.1%
Wastewater services provided by Raleigh Public Utilities	9.3%	4.7%	7.2%	6.5%	6.3%	6.3%
Overall management of public stormwater runoff/drainage/flood control	19.7%	27.2%	17.5%	26.4%	22.0%	24.1%
City's overall effort to protect natural resources & environment	20.4%	39.0%	36.1%	33.3%	32.9%	33.2%

Q7. Top choice

SUM OF THE TOP THREE CHOICES

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q7. Top choice (Cont.)

City's efforts in protecting & improving water quality in local streams & lakes	20.8%	27.1%	21.6%	25.4%	24.1%	24.9%
Residential garbage collection services	9.0%	4.9%	8.2%	6.0%	6.7%	6.3%
Residential curbside recycling services	5.7%	9.9%	4.1%	8.7%	8.2%	8.4%
Residential yard waste collection services	9.3%	8.6%	9.3%	9.5%	7.8%	8.6%
Bulky item pick-up/removal services	17.2%	8.7%	19.6%	12.3%	12.9%	12.6%
None chosen	12.5%	8.7%	10.3%	11.1%	8.8%	10.1%

WITHOUT "DON'T KNOW"**Q8. Please rate your familiarity with the following. (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Very familiar	10.1%	7.6%	10.5%	9.4%	7.4%	8.4%
Somewhat familiar	35.1%	35.9%	26.7%	34.2%	35.0%	34.5%
Slightly familiar	33.5%	35.9%	36.0%	37.9%	32.5%	35.1%
Not at all familiar	21.4%	20.5%	26.7%	18.5%	25.1%	22.0%

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

Very familiar	10.0%	7.1%	8.3%	5.9%	10.0%	8.0%
Somewhat familiar	28.1%	22.5%	16.7%	22.2%	25.7%	23.9%
Slightly familiar	23.7%	33.0%	29.8%	32.2%	27.4%	29.9%
Not at all familiar	38.2%	37.3%	45.2%	39.6%	36.9%	38.2%

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

Very familiar	9.8%	4.6%	7.1%	5.6%	6.9%	6.3%
Somewhat familiar	25.4%	22.1%	19.0%	21.9%	23.0%	22.4%
Slightly familiar	23.8%	26.1%	31.0%	24.4%	28.2%	26.4%
Not at all familiar	41.0%	47.3%	42.9%	48.1%	41.9%	44.9%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q9-1. Overall quality of services provided by City of Raleigh</u>						
Excellent	10.3%	12.3%	16.3%	14.0%	10.7%	12.3%
Good	58.4%	67.3%	50.0%	62.4%	62.2%	62.3%
Neutral	21.4%	17.3%	23.9%	18.4%	20.8%	19.6%
Below average	6.1%	2.6%	5.4%	3.5%	4.2%	3.9%
Poor	3.8%	0.5%	4.3%	1.7%	2.1%	1.9%
<u>Q9-2. Quality of customer service you receive from City employees</u>						
Excellent	14.5%	15.3%	12.6%	16.2%	13.2%	14.7%
Good	49.4%	53.1%	44.8%	52.3%	49.0%	50.7%
Neutral	24.5%	23.3%	26.4%	21.2%	27.4%	24.3%
Below average	6.8%	6.4%	9.2%	6.3%	7.7%	7.0%
Poor	4.8%	1.9%	6.9%	4.1%	2.7%	3.4%
<u>Q9-3. Overall knowledge of City employees</u>						
Excellent	9.8%	9.3%	4.0%	9.3%	8.6%	9.0%
Good	40.9%	44.2%	49.3%	45.5%	41.2%	43.4%
Neutral	31.5%	37.3%	29.3%	34.2%	35.8%	34.9%
Below average	12.3%	6.3%	10.7%	6.6%	10.6%	8.6%
Poor	5.5%	2.9%	6.7%	4.4%	3.7%	4.1%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q9-4. Effectiveness of City communication with the public</u>						
Excellent	7.9%	10.0%	7.7%	9.8%	8.5%	9.2%
Good	39.5%	44.2%	42.9%	43.2%	41.4%	42.4%
Neutral	31.2%	33.3%	31.9%	31.0%	34.6%	32.8%
Below average	13.0%	7.8%	7.7%	9.2%	9.8%	9.5%
Poor	8.3%	4.6%	9.9%	6.8%	5.7%	6.2%
<u>Q9-5. The job Raleigh government does at welcoming citizen involvement</u>						
Excellent	7.6%	8.5%	5.7%	9.3%	7.4%	8.3%
Good	31.6%	35.1%	27.1%	34.6%	31.6%	33.2%
Neutral	37.3%	42.7%	44.3%	39.8%	41.8%	40.8%
Below average	13.8%	10.8%	10.0%	11.1%	12.4%	11.7%
Poor	9.8%	2.9%	12.9%	5.2%	6.8%	6.0%
<u>Q9-6. Your ability to access the information you need about City of Raleigh</u>						
Excellent	10.4%	14.6%	10.9%	15.1%	11.2%	13.2%
Good	47.9%	48.1%	51.1%	46.4%	49.4%	47.9%
Neutral	25.9%	28.0%	29.3%	27.9%	27.6%	27.7%
Below average	10.0%	7.7%	5.4%	7.6%	8.7%	8.1%
Poor	5.8%	1.6%	3.3%	3.0%	3.1%	3.1%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q9-7. City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)</u>						
Excellent	9.1%	7.6%	8.3%	9.0%	7.5%	8.3%
Good	38.0%	41.9%	40.5%	38.0%	43.2%	40.6%
Neutral	32.2%	29.6%	26.2%	32.9%	27.0%	30.0%
Below average	13.2%	16.7%	15.5%	13.7%	17.1%	15.4%
Poor	7.4%	4.2%	9.5%	6.5%	5.2%	5.8%
<u>Q9-8. Water & wastewater customer service</u>						
Excellent	14.4%	15.9%	11.0%	14.6%	15.0%	14.8%
Good	50.5%	49.4%	47.9%	50.4%	47.6%	49.0%
Neutral	25.5%	28.2%	24.7%	27.3%	27.8%	27.5%
Below average	6.3%	3.8%	8.2%	3.9%	5.9%	4.9%
Poor	3.4%	2.8%	8.2%	3.7%	3.7%	3.7%
<u>Q9-9. Stormwater customer service</u>						
Excellent	13.3%	13.5%	6.8%	12.7%	12.9%	12.8%
Good	38.3%	43.1%	45.8%	40.6%	42.2%	41.4%
Neutral	34.0%	35.5%	30.5%	35.1%	34.4%	34.7%
Below average	9.6%	4.3%	8.5%	7.1%	5.8%	6.5%
Poor	4.8%	3.7%	8.5%	4.5%	4.8%	4.7%

WITHOUT "DON'T KNOW"**Q9(8-13). Please rate the quality of customer service for the following service areas. (without "don't know")**

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q9-10. Solid waste customer service</u>						
Excellent	14.0%	17.9%	10.8%	15.3%	17.1%	16.2%
Good	51.9%	50.0%	51.4%	52.4%	46.7%	49.5%
Neutral	24.8%	26.6%	24.3%	25.1%	27.6%	26.4%
Below average	7.9%	3.0%	5.4%	4.2%	5.8%	5.0%
Poor	1.4%	2.5%	8.1%	3.1%	2.8%	2.9%
<u>Q9-11. Development Services customer service</u>						
Excellent	8.1%	12.5%	8.9%	11.8%	9.9%	10.9%
Good	44.2%	37.2%	39.3%	38.0%	40.3%	39.1%
Neutral	36.0%	39.9%	33.9%	37.3%	39.5%	38.4%
Below average	9.3%	6.6%	8.9%	8.2%	6.8%	7.6%
Poor	2.3%	3.8%	8.9%	4.7%	3.4%	4.1%
<u>Q9-12. Parks, Recreation, & Cultural Resources customer service</u>						
Excellent	15.1%	23.9%	17.9%	20.7%	20.8%	20.7%
Good	50.7%	51.7%	51.3%	52.8%	49.9%	51.3%
Neutral	25.3%	20.7%	21.8%	21.5%	22.5%	22.0%
Below average	4.9%	1.6%	3.8%	2.4%	3.5%	3.0%
Poor	4.0%	2.1%	5.1%	2.7%	3.3%	3.0%

WITHOUT "DON'T KNOW"**Q9(8-13). Please rate the quality of customer service for the following service areas. (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Excellent	21.8%	20.0%	15.5%	19.7%	20.5%	20.1%
Good	46.4%	51.6%	51.2%	48.1%	51.2%	49.8%
Neutral	20.2%	22.2%	22.6%	22.0%	21.5%	21.7%
Below average	7.3%	4.2%	4.8%	6.1%	4.2%	5.1%
Poor	4.4%	2.0%	6.0%	4.1%	2.6%	3.3%

WITHOUT "DON'T KNOW"**Q9(14-18). Please rate the ease of doing the following City processes. (without "don't know")**

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q9-14. Contacting City of Raleigh employees</u>						
Excellent	11.1%	12.8%	10.3%	12.0%	12.4%	12.2%
Good	43.5%	43.7%	46.2%	42.1%	44.9%	43.6%
Neutral	24.5%	29.8%	29.5%	29.1%	28.0%	28.5%
Below average	12.5%	10.0%	6.4%	11.0%	9.1%	10.1%
Poor	8.3%	3.7%	7.7%	5.8%	5.6%	5.7%
<u>Q9-15. Making a service request</u>						
Excellent	10.5%	14.1%	9.6%	14.0%	11.9%	13.0%
Good	47.6%	44.8%	47.9%	44.3%	47.5%	46.0%
Neutral	24.3%	30.7%	27.4%	29.4%	27.2%	28.3%
Below average	11.4%	7.2%	6.8%	8.7%	8.1%	8.4%
Poor	6.2%	3.2%	8.2%	3.6%	5.3%	4.5%
<u>Q9-16. Locating information on City's website</u>						
Excellent	15.4%	14.6%	17.0%	15.1%	15.2%	15.2%
Good	51.0%	50.3%	50.0%	50.1%	49.9%	49.9%
Neutral	17.8%	23.2%	23.9%	21.6%	22.6%	22.1%
Below average	9.3%	8.4%	4.5%	8.7%	7.9%	8.3%
Poor	6.5%	3.6%	4.5%	4.5%	4.4%	4.4%

WITHOUT "DON'T KNOW"**Q9(14-18). Please rate the ease of doing the following City processes. (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q9-17. Paying City utility bill

Excellent	29.5%	31.5%	31.5%	30.6%	31.7%	31.3%
Good	49.2%	53.3%	43.8%	48.4%	52.8%	50.6%
Neutral	10.5%	11.9%	19.1%	14.4%	10.7%	12.5%
Below average	5.4%	2.3%	4.5%	3.8%	3.0%	3.4%
Poor	5.4%	1.0%	1.1%	2.7%	1.7%	2.2%

Q9-18. Paying fees for parks & recreation programs

Excellent	16.1%	18.4%	20.3%	16.5%	19.6%	18.1%
Good	40.8%	48.6%	47.3%	45.2%	46.0%	45.6%
Neutral	23.7%	27.5%	28.4%	29.2%	24.0%	26.6%
Below average	11.8%	1.9%	2.7%	5.2%	5.4%	5.3%
Poor	7.6%	3.6%	1.4%	3.9%	4.9%	4.4%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. Top choice

Overall quality of services provided by City of Raleigh	18.6%	17.5%	16.5%	17.9%	16.9%	17.3%
Quality of customer service you receive from City employees	5.0%	3.0%	9.3%	2.6%	6.3%	4.5%
Overall knowledge of City employees	4.3%	2.5%	4.1%	2.8%	3.7%	3.3%
Effectiveness of City communication with the public	11.1%	10.3%	8.2%	9.9%	10.6%	10.2%
The job Raleigh government does at welcoming citizen involvement	7.9%	5.5%	4.1%	5.0%	6.9%	5.9%
Your ability to access the information you need about City of Raleigh	2.5%	3.4%	4.1%	2.8%	3.5%	3.2%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. Top choice (Cont.)

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

5.4% 15.3% 12.4% 12.5% 11.2% 11.8%

Water & wastewater customer service

1.8% 1.3% 3.1% 1.6% 1.6% 1.6%

Stormwater customer service

2.2% 1.3% 0.0% 1.2% 1.6% 1.4%

Solid waste customer service

1.1% 0.7% 0.0% 1.4% 0.2% 0.8%

Development Services customer service

0.7% 1.2% 2.1% 1.0% 1.4% 1.2%

Parks, Recreation, & Cultural Resources customer service

1.4% 1.7% 1.0% 1.4% 2.2% 1.8%

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

0.4% 0.5% 0.0% 0.8% 0.2% 0.5%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q10. Top choice (Cont.)						
Contacting City of Raleigh employees	4.3%	3.7%	3.1%	3.8%	3.5%	3.7%
Making a service request	1.8%	3.4%	5.2%	2.8%	3.7%	3.3%
Locating information on City's website	3.2%	4.9%	1.0%	4.4%	3.7%	4.1%
Paying City utility bill	3.9%	1.2%	0.0%	1.6%	2.0%	1.8%
Paying fees for parks & recreation programs	3.9%	1.5%	0.0%	2.6%	1.6%	2.1%
None chosen	20.4%	21.2%	25.8%	23.6%	19.4%	21.8%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Overall quality of services provided by City of Raleigh	5.0%	5.0%	6.2%	5.4%	4.9%	5.1%
Quality of customer service you receive from City employees	4.3%	5.4%	7.2%	5.4%	4.9%	5.1%
Overall knowledge of City employees	4.3%	5.4%	4.1%	4.0%	5.7%	4.9%
Effectiveness of City communication with the public	14.0%	12.1%	8.2%	11.5%	12.7%	12.1%
The job Raleigh government does at welcoming citizen involvement	8.2%	5.2%	10.3%	6.7%	6.3%	6.4%
Your ability to access the information you need about City of Raleigh	8.6%	6.6%	4.1%	5.2%	8.2%	6.7%

Q10. 2nd choice

Overall quality of services provided by City of Raleigh	5.0%	5.0%	6.2%	5.4%	4.9%	5.1%
Quality of customer service you receive from City employees	4.3%	5.4%	7.2%	5.4%	4.9%	5.1%
Overall knowledge of City employees	4.3%	5.4%	4.1%	4.0%	5.7%	4.9%
Effectiveness of City communication with the public	14.0%	12.1%	8.2%	11.5%	12.7%	12.1%
The job Raleigh government does at welcoming citizen involvement	8.2%	5.2%	10.3%	6.7%	6.3%	6.4%
Your ability to access the information you need about City of Raleigh	8.6%	6.6%	4.1%	5.2%	8.2%	6.7%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. 2nd choice (Cont.)

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

8.2% 9.4% 7.2% 8.9% 9.0% 8.9%

Water & wastewater customer service

2.9% 1.2% 2.1% 2.2% 1.6% 1.9%

Stormwater customer service

0.4% 0.8% 1.0% 1.0% 0.6% 0.8%

Solid waste customer service

1.4% 1.2% 1.0% 1.4% 1.2% 1.3%

Development Services customer service

1.1% 1.8% 1.0% 2.0% 1.2% 1.6%

Parks, Recreation, & Cultural Resources customer service

1.8% 2.7% 2.1% 1.4% 3.5% 2.5%

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

2.2% 1.2% 2.1% 1.0% 2.2% 1.6%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. 2nd choice (Cont.)

Contacting City of Raleigh employees	2.9%	3.4%	3.1%	3.6%	2.9%	3.3%
Making a service request	4.7%	5.4%	3.1%	5.0%	4.7%	4.9%
Locating information on City's website	3.2%	5.9%	4.1%	4.0%	5.5%	4.8%
Paying City utility bill	2.2%	0.7%	3.1%	1.6%	1.0%	1.3%
Paying fees for parks & recreation programs	1.8%	1.7%	1.0%	2.4%	1.4%	1.9%
None chosen	22.9%	25.0%	28.9%	27.0%	22.5%	25.0%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. 3rd choice

Overall quality of services provided by City of Raleigh	5.4%	6.4%	5.2%	6.3%	5.9%	6.0%
Quality of customer service you receive from City employees	3.9%	2.9%	6.2%	4.4%	2.5%	3.5%
Overall knowledge of City employees	3.9%	3.4%	2.1%	3.8%	3.3%	3.6%
Effectiveness of City communication with the public	6.1%	8.7%	5.2%	6.0%	8.8%	7.4%
The job Raleigh government does at welcoming citizen involvement	8.6%	7.7%	8.2%	6.9%	8.8%	7.8%
Your ability to access the information you need about City of Raleigh	6.1%	6.2%	3.1%	5.2%	6.5%	5.8%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. 3rd choice (Cont.)

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

8.2% 9.2% 10.3% 10.9% 7.3% 9.0%

Water & wastewater customer service

1.4% 1.2% 1.0% 0.8% 1.6% 1.2%

Stormwater customer service

1.1% 1.0% 1.0% 1.4% 0.8% 1.1%

Solid waste customer service

1.8% 0.8% 2.1% 1.0% 1.4% 1.2%

Development Services customer service

1.1% 1.5% 1.0% 2.0% 1.2% 1.6%

Parks, Recreation, & Cultural Resources customer service

2.9% 1.5% 4.1% 2.0% 2.4% 2.2%

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

2.5% 1.2% 1.0% 2.0% 1.0% 1.5%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. 3rd choice (Cont.)

Contacting City of Raleigh employees	2.5%	4.9%	4.1%	4.2%	3.9%	4.1%
Making a service request	6.8%	4.0%	1.0%	5.0%	3.7%	4.4%
Locating information on City's website	4.3%	5.2%	8.2%	3.8%	6.7%	5.2%
Paying City utility bill	1.4%	1.8%	2.1%	0.8%	2.5%	1.7%
Paying fees for parks & recreation programs	4.3%	1.5%	2.1%	2.4%	2.9%	2.7%
None chosen	27.6%	30.8%	32.0%	30.8%	28.8%	30.1%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Overall quality of services provided by City of Raleigh	29.0%	28.9%	27.8%	29.6%	27.6%	28.5%
Quality of customer service you receive from City employees	13.3%	11.3%	22.7%	12.5%	13.7%	13.1%
Overall knowledge of City employees	12.5%	11.3%	10.3%	10.7%	12.7%	11.7%
Effectiveness of City communication with the public	31.2%	31.1%	21.6%	27.4%	32.2%	29.7%
The job Raleigh government does at welcoming citizen involvement	24.7%	18.5%	22.7%	18.5%	22.0%	20.2%
Your ability to access the information you need about City of Raleigh	17.2%	16.1%	11.3%	13.3%	18.2%	15.7%

Q10. Top choice

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q10. Top choice (Cont.)

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

21.9% 33.9% 29.9% 32.3% 27.5% 29.7%

Water & wastewater customer service

6.1% 3.7% 6.2% 4.6% 4.7% 4.7%

Stormwater customer service

3.6% 3.2% 2.1% 3.6% 2.9% 3.3%

Solid waste customer service

4.3% 2.7% 3.1% 3.8% 2.7% 3.3%

Development Services customer service

2.9% 4.5% 4.1% 5.0% 3.7% 4.4%

Parks, Recreation, & Cultural Resources
customer service

6.1% 5.9% 7.2% 4.8% 8.0% 6.4%

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

5.0% 2.9% 3.1% 3.8% 3.3% 3.6%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q10. Top choice (Cont.)						
Contacting City of Raleigh employees	9.7%	11.9%	10.3%	11.7%	10.4%	11.0%
Making a service request	13.3%	12.8%	9.3%	12.9%	12.2%	12.5%
Locating information on City's website	10.8%	16.0%	13.4%	12.3%	15.9%	14.1%
Paying City utility bill	7.5%	3.7%	5.2%	4.0%	5.5%	4.8%
Paying fees for parks & recreation programs	10.0%	4.7%	3.1%	7.5%	5.9%	6.6%
None chosen	20.4%	21.2%	25.8%	23.6%	19.4%	21.8%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

City website	68.5%	75.3%	74.2%	73.2%	72.5%	72.7%
Nextdoor	21.9%	25.0%	17.5%	20.4%	26.9%	23.7%
RTN (City's cable station)	6.8%	2.5%	6.2%	3.8%	4.5%	4.2%
City social media sites (Twitter, Facebook, Instagram)	27.2%	35.0%	30.9%	29.2%	34.7%	32.0%
Local television	65.6%	53.6%	50.5%	54.6%	58.0%	56.1%
Local newspaper	25.1%	27.1%	15.5%	27.6%	23.5%	25.4%
Radio	26.9%	17.8%	17.5%	23.8%	17.5%	20.5%
Email subscriptions	27.6%	31.9%	39.2%	31.9%	30.6%	31.1%
Other	5.7%	8.7%	7.2%	7.9%	7.3%	7.5%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-1. Quality of police services</u>						
Excellent	13.1%	29.8%	22.4%	26.7%	22.0%	24.4%
Good	48.6%	53.6%	32.9%	48.6%	50.7%	49.6%
Neutral	25.1%	12.2%	31.8%	18.7%	17.4%	18.1%
Below average	8.4%	3.2%	8.2%	4.0%	6.6%	5.3%
Poor	4.8%	1.3%	4.7%	2.0%	3.3%	2.7%
<u>Q12-2. Response time for police services</u>						
Excellent	14.3%	21.4%	13.5%	21.1%	16.5%	18.8%
Good	38.6%	48.7%	41.9%	42.3%	45.7%	44.0%
Neutral	26.9%	21.4%	31.1%	25.7%	23.5%	24.6%
Below average	16.6%	5.6%	4.1%	6.5%	10.5%	8.5%
Poor	3.6%	2.9%	9.5%	4.3%	3.8%	4.1%
<u>Q12-3. Overall police relationship with your community</u>						
Excellent	12.0%	24.4%	19.0%	22.4%	18.3%	20.3%
Good	38.2%	50.7%	38.0%	47.7%	43.8%	45.7%
Neutral	27.0%	18.7%	22.8%	20.0%	22.6%	21.3%
Below average	15.0%	3.7%	10.1%	6.5%	9.1%	7.8%
Poor	7.7%	2.5%	10.1%	3.4%	6.3%	4.8%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q12-4. Quality of fire services

Excellent	30.0%	43.1%	27.4%	39.3%	35.1%	37.3%
Good	55.5%	46.8%	49.3%	47.4%	52.3%	49.8%
Neutral	13.2%	9.4%	23.3%	11.7%	12.5%	12.1%
Below average	0.9%	0.5%	0.0%	1.0%	0.0%	0.5%
Poor	0.5%	0.2%	0.0%	0.5%	0.0%	0.3%

Q12-5. Response time for fire services

Excellent	32.8%	45.7%	33.8%	43.5%	36.6%	40.1%
Good	49.0%	42.2%	52.3%	42.3%	48.1%	45.2%
Neutral	17.7%	11.8%	12.3%	13.2%	15.0%	14.1%
Below average	0.5%	0.0%	0.0%	0.3%	0.0%	0.2%
Poor	0.0%	0.3%	1.5%	0.6%	0.3%	0.5%

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

Excellent	28.6%	40.6%	31.3%	38.2%	33.0%	35.5%
Good	47.1%	38.0%	47.8%	39.8%	44.1%	42.0%
Neutral	20.4%	18.2%	16.4%	17.8%	20.1%	19.0%
Below average	2.9%	0.6%	4.5%	1.9%	1.5%	1.7%
Poor	1.0%	2.6%	0.0%	2.2%	1.2%	1.7%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-7. Enforcement of City codes & ordinances</u>						
Excellent	8.8%	12.5%	16.9%	14.9%	10.0%	12.5%
Good	35.3%	37.6%	45.1%	35.5%	38.3%	36.9%
Neutral	36.3%	36.8%	21.1%	34.2%	36.6%	35.3%
Below average	11.8%	9.3%	9.9%	9.9%	10.0%	10.0%
Poor	7.8%	3.8%	7.0%	5.5%	5.0%	5.3%
<u>Q12-8. Enforcement of junk & debris cleanup on private property</u>						
Excellent	9.9%	10.5%	12.0%	11.4%	10.3%	10.9%
Good	32.4%	29.3%	36.0%	30.3%	31.0%	30.6%
Neutral	29.1%	34.7%	24.0%	35.0%	28.4%	31.8%
Below average	16.0%	16.2%	13.3%	13.6%	17.5%	15.5%
Poor	12.7%	9.3%	14.7%	9.7%	12.6%	11.2%
<u>Q12-9. Overall cleanliness of Raleigh</u>						
Excellent	12.2%	16.7%	7.4%	14.9%	14.4%	14.6%
Good	50.4%	51.7%	52.6%	52.5%	50.9%	51.7%
Neutral	23.7%	21.0%	21.1%	19.2%	24.2%	21.8%
Below average	10.4%	8.3%	10.5%	10.0%	7.8%	8.9%
Poor	3.3%	2.2%	8.4%	3.3%	2.8%	3.1%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-10. Cleanliness of downtown Raleigh</u>						
Excellent	17.5%	19.0%	14.0%	18.1%	18.3%	18.2%
Good	50.7%	51.5%	50.5%	53.4%	50.0%	51.6%
Neutral	21.3%	20.0%	23.7%	17.9%	23.1%	20.5%
Below average	8.2%	6.7%	7.5%	7.4%	6.6%	7.0%
Poor	2.2%	2.8%	4.3%	3.4%	2.0%	2.7%
<u>Q12-11. Cleanliness of your neighborhood</u>						
Excellent	15.1%	30.6%	16.8%	25.9%	23.6%	24.7%
Good	48.7%	47.3%	51.6%	49.6%	46.7%	48.1%
Neutral	18.8%	12.0%	16.8%	14.7%	14.2%	14.4%
Below average	10.0%	7.9%	3.2%	5.8%	10.0%	7.9%
Poor	7.4%	2.2%	11.6%	3.9%	5.6%	4.8%
<u>Q12-12. Cleanliness of City parks</u>						
Excellent	17.9%	28.4%	19.1%	25.8%	23.3%	24.5%
Good	57.8%	56.0%	62.8%	58.0%	57.1%	57.5%
Neutral	19.5%	12.4%	16.0%	13.9%	15.2%	14.5%
Below average	3.6%	2.5%	1.1%	1.7%	3.3%	2.5%
Poor	1.2%	0.7%	1.1%	0.6%	1.0%	0.8%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-13. Cleanliness of City greenways</u>						
Excellent	16.5%	26.0%	19.4%	25.2%	20.0%	22.6%
Good	53.6%	56.4%	54.8%	54.1%	56.9%	55.5%
Neutral	23.2%	12.9%	17.2%	15.1%	17.5%	16.3%
Below average	5.8%	4.1%	5.4%	4.7%	4.5%	4.6%
Poor	0.9%	0.7%	3.2%	0.9%	1.1%	1.0%
<u>Q12-14. Impact of changes being made in and around your neighborhood</u>						
Excellent	8.5%	9.3%	8.0%	11.2%	7.0%	9.0%
Good	33.3%	37.8%	39.1%	38.2%	35.4%	36.8%
Neutral	33.7%	38.2%	29.9%	33.1%	38.3%	35.8%
Below average	14.3%	10.1%	11.5%	10.5%	12.4%	11.5%
Poor	10.1%	4.7%	11.5%	7.0%	7.0%	7.0%
<u>Q12-15. New construction's compatibility with existing neighborhood building patterns</u>						
Excellent	8.5%	8.1%	7.0%	10.1%	6.3%	8.1%
Good	31.9%	33.9%	43.0%	36.9%	32.2%	34.5%
Neutral	30.2%	28.1%	26.7%	27.1%	30.4%	28.8%
Below average	14.9%	18.7%	9.3%	15.1%	17.4%	16.3%
Poor	14.5%	11.2%	14.0%	10.8%	13.6%	12.3%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-16. Variety of housing options</u>						
Excellent	7.8%	12.1%	13.2%	11.4%	10.8%	11.1%
Good	25.9%	30.5%	38.5%	32.3%	28.6%	30.4%
Neutral	20.0%	28.6%	23.1%	26.6%	24.5%	25.5%
Below average	23.9%	18.6%	14.3%	20.0%	18.6%	19.3%
Poor	22.4%	10.2%	11.0%	9.7%	17.5%	13.6%
<u>Q12-17. Availability of affordable housing</u>						
Excellent	4.4%	6.6%	7.2%	8.2%	4.0%	6.1%
Good	14.3%	22.5%	25.3%	22.9%	18.3%	20.5%
Neutral	16.3%	28.3%	33.7%	26.1%	23.8%	24.9%
Below average	27.5%	23.5%	15.7%	23.1%	24.5%	23.8%
Poor	37.5%	19.1%	18.1%	19.7%	29.4%	24.6%
<u>Q12-18. Neighborliness of residents</u>						
Excellent	9.1%	18.3%	8.7%	15.6%	14.0%	14.8%
Good	39.4%	49.1%	42.4%	47.6%	42.4%	45.0%
Neutral	29.1%	21.0%	28.3%	23.3%	25.5%	24.4%
Below average	12.2%	8.5%	12.0%	9.4%	10.4%	9.9%
Poor	10.2%	3.2%	8.7%	4.1%	7.7%	5.9%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q12-19. Openness & acceptance of the community towards people of diverse backgrounds</u>						
Excellent	8.8%	16.5%	9.9%	14.0%	13.7%	13.8%
Good	36.8%	48.2%	41.8%	46.3%	41.1%	43.7%
Neutral	26.8%	24.3%	30.8%	26.6%	24.9%	25.7%
Below average	13.8%	7.2%	7.7%	7.8%	11.0%	9.4%
Poor	13.8%	3.7%	9.9%	5.3%	9.3%	7.4%
<u>Q12-20. Your neighborhood's ability to support a healthy & active lifestyle</u>						
Excellent	12.6%	24.3%	14.3%	20.5%	19.5%	20.0%
Good	40.9%	49.8%	35.2%	46.5%	44.8%	45.7%
Neutral	21.9%	16.4%	28.6%	19.5%	19.1%	19.3%
Below average	12.3%	7.2%	12.1%	9.7%	8.7%	9.2%
Poor	12.3%	2.3%	9.9%	3.8%	7.9%	5.9%
<u>Q12-21. Your access to City parks, greenways, & community centers</u>						
Excellent	25.1%	36.6%	25.8%	33.8%	30.3%	32.0%
Good	48.3%	47.7%	45.2%	46.0%	48.9%	47.5%
Neutral	14.4%	9.2%	17.2%	10.7%	12.3%	11.5%
Below average	6.5%	4.2%	6.5%	6.7%	4.3%	5.5%
Poor	5.7%	2.3%	5.4%	2.7%	4.3%	3.5%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Excellent	18.1%	31.9%	22.6%	26.6%	27.3%	26.9%
Good	52.3%	53.6%	44.1%	54.0%	49.9%	51.9%
Neutral	20.8%	12.2%	20.4%	14.2%	17.0%	15.6%
Below average	5.0%	1.5%	10.8%	3.7%	3.8%	3.7%
Poor	3.8%	0.9%	2.2%	1.5%	2.1%	1.8%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Quality of police services	12.2%	8.9%	10.3%	13.1%	7.3%	10.1%
Response time for police services	5.0%	3.4%	4.1%	3.0%	4.5%	3.8%
Overall police relationship with your community	10.4%	4.7%	10.3%	6.5%	7.5%	6.9%
Quality of fire services	1.8%	0.5%	2.1%	0.6%	1.4%	1.0%
Response time for fire services	0.4%	0.2%	1.0%	0.4%	0.4%	0.4%
Overall quality of service provided by 9-1-1 operators	1.1%	0.5%	0.0%	0.8%	0.6%	0.7%
Enforcement of City codes & ordinances	3.6%	2.4%	2.1%	3.2%	2.0%	2.6%
Enforcement of junk & debris cleanup on private property	2.9%	3.5%	1.0%	3.0%	2.9%	3.0%
Overall cleanliness of Raleigh	3.6%	6.7%	8.2%	6.3%	5.7%	5.9%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q13. Top choice (Cont.)

Cleanliness of downtown Raleigh	1.4%	3.5%	4.1%	3.4%	2.4%	2.9%
Cleanliness of your neighborhood	2.2%	1.0%	5.2%	1.2%	2.5%	1.9%
Cleanliness of City parks	0.4%	0.5%	3.1%	0.8%	0.6%	0.7%
Cleanliness of City greenways	0.0%	1.0%	0.0%	1.0%	0.4%	0.7%
Impact of changes being made in and around your neighborhood	4.3%	4.9%	6.2%	4.6%	4.7%	4.7%
New construction's compatibility with existing neighborhood building patterns	3.6%	6.7%	2.1%	4.0%	6.5%	5.2%
Variety of housing options	6.1%	4.4%	0.0%	3.6%	5.3%	4.5%
Availability of affordable housing	20.8%	22.2%	13.4%	18.1%	23.3%	20.7%
Neighborliness of residents	0.0%	0.5%	2.1%	0.4%	0.6%	0.5%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q13. Top choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

2.5%	2.9%	4.1%	3.6%	2.7%	3.2%
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Your neighborhood's ability to support a
healthy & active lifestyle

1.4%	2.9%	3.1%	2.0%	2.7%	2.4%
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Your access to City parks, greenways, &
community centers

0.7%	3.4%	1.0%	2.2%	2.4%	2.3%
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Overall quality of parks & recreation
programs & services

1.4%	2.2%	1.0%	2.4%	1.8%	2.1%
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None chosen

14.3%	13.3%	15.5%	15.5%	12.0%	14.1%
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Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q13. 2nd choice

Quality of police services	6.1%	2.9%	5.2%	4.4%	3.3%	3.9%
Response time for police services	6.1%	3.0%	3.1%	4.0%	4.1%	4.1%
Overall police relationship with your community	7.5%	2.5%	4.1%	4.8%	3.3%	4.1%
Quality of fire services	1.8%	4.0%	1.0%	4.4%	2.2%	3.3%
Response time for fire services	1.1%	1.0%	1.0%	1.4%	0.6%	1.0%
Overall quality of service provided by 9-1-1 operators	1.4%	0.2%	1.0%	0.6%	0.8%	0.7%
Enforcement of City codes & ordinances	2.9%	4.0%	2.1%	5.0%	2.0%	3.5%
Enforcement of junk & debris cleanup on private property	6.1%	3.9%	2.1%	3.8%	4.7%	4.3%
Overall cleanliness of Raleigh	2.2%	4.0%	5.2%	4.0%	3.1%	3.6%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q13. 2nd choice (Cont.)

Cleanliness of downtown Raleigh	1.1%	3.4%	7.2%	4.0%	2.0%	3.0%
Cleanliness of your neighborhood	1.1%	2.9%	3.1%	2.0%	2.9%	2.5%
Cleanliness of City parks	1.8%	0.7%	0.0%	1.0%	0.8%	0.9%
Cleanliness of City greenways	0.4%	1.5%	0.0%	1.4%	0.6%	1.0%
Impact of changes being made in and around your neighborhood	6.8%	6.1%	9.3%	5.4%	7.3%	6.3%
New construction's compatibility with existing neighborhood building patterns	5.7%	10.4%	4.1%	8.3%	8.6%	8.4%
Variety of housing options	9.3%	9.1%	4.1%	6.5%	10.8%	8.6%
Availability of affordable housing	14.0%	11.3%	6.2%	9.1%	13.9%	11.5%
Neighborliness of residents	2.2%	1.2%	2.1%	1.6%	1.8%	1.7%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q13. 2nd choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

4.3%	3.7%	7.2%	3.2%	5.1%	4.2%
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Your neighborhood's ability to support a
healthy & active lifestyle

1.4%	3.2%	3.1%	1.8%	3.7%	2.8%
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Your access to City parks, greenways, &
community centers

1.1%	3.0%	3.1%	2.2%	2.7%	2.5%
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Overall quality of parks & recreation
programs & services

0.4%	2.4%	3.1%	1.6%	2.0%	1.8%
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None chosen

15.4%	15.8%	22.7%	19.2%	13.7%	16.7%
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Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Quality of police services	4.7%	1.8%	3.1%	2.8%	2.9%	2.9%
Response time for police services	2.5%	1.3%	4.1%	1.8%	2.0%	1.9%
Overall police relationship with your community	6.8%	3.4%	4.1%	4.2%	4.9%	4.6%
Quality of fire services	0.7%	1.3%	0.0%	1.8%	0.2%	1.0%
Response time for fire services	1.4%	1.2%	1.0%	1.0%	1.4%	1.2%
Overall quality of service provided by 9-1-1 operators	0.7%	1.7%	1.0%	1.8%	1.0%	1.4%
Enforcement of City codes & ordinances	2.9%	3.0%	1.0%	3.6%	2.2%	2.9%
Enforcement of junk & debris cleanup on private property	3.6%	3.2%	3.1%	3.8%	2.7%	3.3%
Overall cleanliness of Raleigh	3.9%	7.2%	3.1%	6.7%	4.9%	5.7%

Q13. 3rd choice

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Cleanliness of downtown Raleigh	2.5%	3.7%	0.0%	2.6%	3.3%	3.0%
Cleanliness of your neighborhood	4.3%	1.5%	3.1%	2.4%	2.4%	2.4%
Cleanliness of City parks	0.7%	1.3%	1.0%	2.0%	0.6%	1.3%
Cleanliness of City greenways	1.1%	1.3%	2.1%	1.2%	1.4%	1.3%
Impact of changes being made in and around your neighborhood	6.1%	5.9%	5.2%	5.2%	6.5%	5.8%
New construction's compatibility with existing neighborhood building patterns	5.7%	6.6%	5.2%	4.8%	7.1%	5.9%
Variety of housing options	6.8%	7.6%	6.2%	7.7%	6.3%	6.9%
Availability of affordable housing	10.4%	9.1%	7.2%	7.9%	10.8%	9.3%
Neighborliness of residents	1.8%	2.0%	4.1%	2.2%	2.4%	2.3%

Q13. 3rd choice (Cont.)

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q13. 3rd choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

5.7%	5.9%	5.2%	4.2%	7.6%	5.9%
------	------	------	------	------	------

Your neighborhood's ability to support a
healthy & active lifestyle

3.6%	3.4%	5.2%	2.2%	4.9%	3.6%
------	------	------	------	------	------

Your access to City parks, greenways, &
community centers

2.2%	3.5%	1.0%	3.2%	2.7%	3.0%
------	------	------	------	------	------

Overall quality of parks & recreation
programs & services

3.6%	4.5%	6.2%	4.4%	4.3%	4.4%
------	------	------	------	------	------

None chosen

18.3%	19.5%	27.8%	22.2%	17.6%	20.2%
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SUM OF THE TOP THREE CHOICES

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q13. Top choice						
Quality of police services	22.9%	13.6%	18.6%	20.4%	13.5%	16.8%
Response time for police services	13.6%	7.7%	11.3%	8.9%	10.6%	9.7%
Overall police relationship with your community	24.7%	10.6%	18.6%	15.5%	15.7%	15.5%
Quality of fire services	4.3%	5.9%	3.1%	6.9%	3.7%	5.2%
Response time for fire services	2.9%	2.4%	3.1%	2.8%	2.4%	2.6%
Overall quality of service provided by 9-1-1 operators	3.2%	2.4%	2.1%	3.2%	2.4%	2.8%
Enforcement of City codes & ordinances	9.3%	9.4%	5.2%	11.9%	6.1%	8.9%
Enforcement of junk & debris cleanup on private property	12.5%	10.6%	6.2%	10.7%	10.4%	10.5%
Overall cleanliness of Raleigh	9.7%	18.0%	16.5%	16.9%	13.7%	15.2%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Cleanliness of downtown Raleigh	5.0%	10.6%	11.3%	10.1%	7.6%	8.8%
Cleanliness of your neighborhood	7.5%	5.4%	11.3%	5.6%	7.8%	6.7%
Cleanliness of City parks	2.9%	2.5%	4.1%	3.8%	2.0%	2.9%
Cleanliness of City greenways	1.4%	3.9%	2.1%	3.6%	2.4%	3.0%
Impact of changes being made in and around your neighborhood	17.2%	16.8%	20.6%	15.3%	18.4%	16.8%
New construction's compatibility with existing neighborhood building patterns	15.1%	23.7%	11.3%	17.1%	22.2%	19.6%
Variety of housing options	22.2%	21.0%	10.3%	17.7%	22.4%	20.0%
Availability of affordable housing	45.2%	42.5%	26.8%	35.1%	48.0%	41.5%
Neighborliness of residents	3.9%	3.7%	8.2%	4.2%	4.7%	4.5%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Openness & acceptance of the community towards people of diverse backgrounds	12.5%	12.4%	16.5%	11.1%	15.5%	13.3%
Your neighborhood's ability to support a healthy & active lifestyle	6.5%	9.4%	11.3%	6.0%	11.4%	8.7%
Your access to City parks, greenways, & community centers	3.9%	9.9%	5.2%	7.7%	7.8%	7.7%
Overall quality of parks & recreation programs & services	5.4%	9.1%	10.3%	8.5%	8.0%	8.2%
None chosen	14.3%	13.3%	15.5%	15.5%	12.0%	14.1%

Q13. Top choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

Your neighborhood's ability to support a
healthy & active lifestyle

Your access to City parks, greenways, &
community centers

Overall quality of parks & recreation
programs & services

None chosen

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q14-1. In Raleigh overall</u>						
Very safe	21.2%	30.0%	16.7%	31.0%	20.9%	25.9%
Safe	55.0%	58.8%	54.2%	55.8%	59.6%	57.7%
Neutral	18.6%	9.4%	19.8%	10.7%	15.1%	13.0%
Unsafe	3.7%	1.2%	6.3%	1.0%	3.6%	2.3%
Very unsafe	1.5%	0.7%	3.1%	1.4%	0.8%	1.1%
<u>Q14-2. In City parks & greenways</u>						
Very safe	13.6%	21.3%	9.8%	24.0%	12.2%	18.0%
Safe	46.0%	57.6%	60.9%	54.6%	55.9%	55.2%
Neutral	28.9%	16.3%	18.5%	16.2%	23.5%	19.8%
Unsafe	9.4%	4.0%	8.7%	4.4%	7.0%	5.7%
Very unsafe	2.1%	0.7%	2.2%	0.9%	1.5%	1.2%
<u>Q14-3. In downtown Raleigh during the day</u>						
Very safe	31.7%	42.9%	27.4%	44.2%	32.2%	38.1%
Safe	50.0%	48.2%	49.5%	44.2%	53.6%	49.0%
Neutral	16.4%	7.7%	17.9%	9.6%	12.8%	11.2%
Unsafe	1.5%	1.0%	3.2%	1.7%	1.0%	1.3%
Very unsafe	0.4%	0.2%	2.1%	0.4%	0.4%	0.4%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q14-4. In downtown Raleigh at night</u>						
Very safe	12.1%	12.0%	8.0%	14.7%	9.1%	11.9%
Safe	41.0%	42.0%	38.6%	47.0%	35.8%	41.4%
Neutral	33.9%	30.3%	26.1%	26.6%	35.3%	31.0%
Unsafe	8.8%	13.1%	15.9%	8.4%	15.5%	12.0%
Very unsafe	4.2%	2.6%	11.4%	3.2%	4.3%	3.8%
<u>Q14-5. In your neighborhood during the day</u>						
Very safe	38.5%	57.8%	38.5%	57.3%	43.1%	50.0%
Safe	44.1%	37.4%	49.0%	35.5%	46.0%	40.9%
Neutral	14.4%	3.9%	8.3%	5.8%	8.9%	7.4%
Unsafe	2.2%	0.7%	3.1%	1.2%	1.4%	1.3%
Very unsafe	0.7%	0.2%	1.0%	0.2%	0.6%	0.4%
<u>Q14-6. In your neighborhood at night</u>						
Very safe	22.4%	34.1%	16.7%	35.8%	22.0%	28.7%
Safe	42.5%	47.0%	47.9%	44.7%	47.4%	46.1%
Neutral	21.6%	11.4%	15.6%	12.1%	17.5%	14.8%
Unsafe	10.1%	6.6%	12.5%	5.8%	10.3%	8.1%
Very unsafe	3.4%	0.9%	7.3%	1.7%	2.8%	2.2%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q15. Top choice

In Raleigh overall	31.5%	23.4%	24.7%	26.4%	25.5%	25.8%
In City parks & greenways	17.6%	15.1%	14.4%	16.5%	15.7%	16.0%
In downtown Raleigh during the day	3.9%	1.8%	6.2%	2.8%	2.9%	2.9%
In downtown Raleigh at night	11.1%	33.1%	19.6%	23.8%	26.3%	25.0%
In your neighborhood during the day	3.9%	1.0%	2.1%	1.2%	2.9%	2.1%
In your neighborhood at night	14.3%	10.1%	12.4%	10.7%	12.2%	11.4%
None chosen	17.6%	15.5%	20.6%	18.5%	14.5%	16.8%

Q15. 2nd choice

In Raleigh overall	8.6%	11.3%	11.3%	10.5%	10.0%	10.2%
In City parks & greenways	14.7%	23.7%	20.6%	19.2%	22.2%	20.6%
In downtown Raleigh during the day	4.7%	5.2%	5.2%	3.4%	6.3%	4.9%
In downtown Raleigh at night	26.2%	24.9%	16.5%	26.0%	23.7%	24.8%
In your neighborhood during the day	4.3%	2.7%	2.1%	2.8%	3.1%	3.0%
In your neighborhood at night	19.4%	11.9%	17.5%	13.7%	16.1%	14.9%
None chosen	22.2%	20.3%	26.8%	24.4%	18.6%	21.8%

SUM OF THE TOP TWO CHOICES

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
In Raleigh overall	40.1%	34.6%	36.1%	36.9%	35.5%	36.0%
In City parks & greenways	32.3%	38.8%	35.1%	35.7%	37.8%	36.6%
In downtown Raleigh during the day	8.6%	7.1%	11.3%	6.3%	9.2%	7.7%
In downtown Raleigh at night	37.3%	58.0%	36.1%	49.8%	50.0%	49.7%
In your neighborhood during the day	8.2%	3.7%	4.1%	4.0%	6.1%	5.0%
In your neighborhood at night	33.7%	22.0%	29.9%	24.4%	28.2%	26.2%
None chosen	17.6%	15.5%	20.6%	18.5%	14.5%	16.8%

Q15. Top choice

In Raleigh overall	40.1%	34.6%	36.1%	36.9%	35.5%	36.0%
In City parks & greenways	32.3%	38.8%	35.1%	35.7%	37.8%	36.6%
In downtown Raleigh during the day	8.6%	7.1%	11.3%	6.3%	9.2%	7.7%
In downtown Raleigh at night	37.3%	58.0%	36.1%	49.8%	50.0%	49.7%
In your neighborhood during the day	8.2%	3.7%	4.1%	4.0%	6.1%	5.0%
In your neighborhood at night	33.7%	22.0%	29.9%	24.4%	28.2%	26.2%
None chosen	17.6%	15.5%	20.6%	18.5%	14.5%	16.8%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q16-1. Overall traffic flow in Raleigh</u>						
Excellent	3.4%	2.4%	5.3%	3.7%	2.2%	3.0%
Good	24.9%	30.7%	25.5%	31.5%	25.1%	28.2%
Neutral	27.5%	24.4%	26.6%	24.7%	27.3%	26.0%
Below average	21.5%	25.9%	21.3%	22.2%	25.7%	24.0%
Poor	22.6%	16.6%	21.3%	17.8%	19.8%	18.8%
<u>Q16-2. Ability to predict travel time to places in Raleigh</u>						
Excellent	5.3%	6.3%	5.3%	7.0%	5.3%	6.2%
Good	41.7%	44.4%	45.7%	44.0%	43.3%	43.6%
Neutral	22.7%	23.4%	21.3%	22.9%	23.1%	23.0%
Below average	17.0%	17.3%	11.7%	16.1%	16.9%	16.5%
Poor	13.3%	8.5%	16.0%	9.9%	11.4%	10.7%
<u>Q16-3. Overall maintenance of City streets</u>						
Excellent	6.4%	4.1%	5.2%	5.2%	5.1%	5.1%
Good	36.3%	39.0%	36.5%	39.8%	35.8%	37.8%
Neutral	19.9%	29.6%	34.4%	26.2%	29.3%	27.8%
Below average	23.6%	19.5%	13.5%	20.2%	19.4%	19.8%
Poor	13.9%	7.7%	10.4%	8.7%	10.5%	9.6%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q16-4. Overall condition of major City streets</u>						
Excellent	6.0%	6.0%	6.4%	6.8%	5.7%	6.2%
Good	41.9%	43.3%	46.8%	45.9%	41.1%	43.5%
Neutral	21.3%	27.9%	29.8%	25.1%	27.2%	26.2%
Below average	19.1%	17.0%	10.6%	16.5%	17.1%	16.8%
Poor	11.6%	5.8%	6.4%	5.8%	8.9%	7.4%
<u>Q16-5. Condition of streets in your neighborhood</u>						
Excellent	8.2%	15.7%	12.5%	16.4%	10.4%	13.3%
Good	47.8%	51.5%	55.2%	49.1%	52.6%	50.9%
Neutral	23.9%	17.9%	22.9%	19.4%	20.8%	20.1%
Below average	13.1%	11.1%	4.2%	10.6%	11.0%	10.8%
Poor	7.1%	3.7%	5.2%	4.5%	5.2%	4.9%
<u>Q16-6. Overall condition of City sidewalks</u>						
Excellent	6.9%	8.1%	5.3%	9.4%	6.2%	7.8%
Good	45.8%	46.6%	50.0%	46.9%	46.9%	46.9%
Neutral	23.1%	27.4%	27.7%	25.3%	26.3%	25.8%
Below average	16.2%	13.2%	5.3%	13.0%	13.4%	13.2%
Poor	8.1%	4.7%	11.7%	5.4%	7.2%	6.3%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q16-7. Condition of sidewalks in your neighborhood</u>						
Excellent	10.2%	17.4%	9.8%	17.5%	11.9%	14.7%
Good	43.2%	40.9%	54.3%	41.0%	45.6%	43.4%
Neutral	24.6%	21.4%	17.4%	22.5%	20.7%	21.6%
Below average	12.1%	12.1%	6.5%	10.2%	12.6%	11.4%
Poor	9.8%	8.2%	12.0%	8.9%	9.2%	9.0%
<u>Q16-8. Availability of sidewalks in Raleigh</u>						
Excellent	5.8%	9.0%	7.4%	11.2%	5.5%	8.3%
Good	34.9%	38.5%	35.1%	37.7%	35.9%	36.8%
Neutral	25.2%	27.6%	27.7%	26.9%	26.7%	26.8%
Below average	19.8%	16.8%	17.0%	14.9%	20.6%	17.8%
Poor	14.3%	8.1%	12.8%	9.3%	11.3%	10.3%
<u>Q16-9. Availability of sidewalks in your neighborhood</u>						
Excellent	11.6%	20.7%	17.9%	20.6%	15.7%	18.1%
Good	39.4%	36.6%	42.1%	37.9%	38.1%	38.0%
Neutral	15.8%	17.0%	14.7%	15.6%	17.1%	16.4%
Below average	17.0%	13.3%	11.6%	12.6%	15.3%	14.0%
Poor	16.2%	12.4%	13.7%	13.3%	13.8%	13.6%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q16-10. Availability of bicycle lanes</u>						
Excellent	6.4%	6.3%	8.8%	7.9%	6.3%	7.1%
Good	35.7%	30.8%	30.8%	31.1%	32.0%	31.5%
Neutral	30.6%	28.3%	28.6%	28.6%	29.7%	29.1%
Below average	14.9%	23.1%	16.5%	20.0%	20.4%	20.2%
Poor	12.3%	11.5%	15.4%	12.5%	11.6%	12.0%
<u>Q16-11. Availability of downtown parking</u>						
Excellent	4.3%	4.7%	7.8%	6.8%	3.1%	5.0%
Good	21.0%	37.0%	26.7%	34.8%	27.5%	31.1%
Neutral	21.8%	26.5%	24.4%	25.6%	25.2%	25.4%
Below average	25.3%	21.6%	22.2%	20.7%	25.0%	22.9%
Poor	27.6%	10.2%	18.9%	12.2%	19.2%	15.7%
<u>Q16-12. Quality of downtown parking (e.g., cleanliness, condition)</u>						
Excellent	6.5%	7.1%	12.5%	8.5%	6.8%	7.6%
Good	38.5%	41.5%	34.1%	40.9%	37.9%	39.4%
Neutral	26.7%	32.4%	31.8%	30.2%	32.0%	31.1%
Below average	14.2%	12.5%	10.2%	10.9%	14.6%	12.8%
Poor	14.2%	6.5%	11.4%	9.4%	8.7%	9.1%

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

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q16-13. Overall quality of GoRaleigh bus system</u>						
Excellent	10.7%	9.5%	12.2%	11.7%	10.0%	10.9%
Good	39.6%	41.9%	30.6%	37.1%	42.2%	39.6%
Neutral	23.3%	31.1%	36.7%	30.0%	27.0%	28.5%
Below average	10.7%	12.4%	10.2%	10.4%	12.6%	11.5%
Poor	15.7%	5.0%	10.2%	10.8%	8.3%	9.6%
<u>Q16-14. Cleanliness of GoRaleigh buses</u>						
Excellent	10.8%	11.7%	14.6%	12.9%	10.8%	11.9%
Good	46.8%	44.9%	39.0%	42.1%	48.3%	45.1%
Neutral	23.0%	35.5%	36.6%	32.5%	29.1%	30.8%
Below average	10.1%	5.6%	7.3%	5.7%	8.4%	7.0%
Poor	9.4%	2.3%	2.4%	6.7%	3.4%	5.1%
<u>Q16-15. Cleanliness of GoRaleigh bus stops & terminals</u>						
Excellent	7.6%	8.8%	8.3%	10.0%	6.7%	8.4%
Good	35.9%	37.7%	39.6%	34.8%	39.9%	37.3%
Neutral	33.8%	38.9%	31.3%	37.0%	35.0%	36.0%
Below average	13.8%	9.2%	14.6%	9.6%	13.5%	11.5%
Poor	9.0%	5.4%	6.3%	8.7%	4.9%	6.8%

WITHOUT "DON'T KNOW"**Q16(16-18). Please rate your experience doing the following. (without "don't know")**

N=1010

N=1010	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q16-16. Walking to places in Raleigh</u>						
Excellent	9.5%	17.2%	11.8%	15.6%	13.7%	14.6%
Good	42.7%	42.5%	43.5%	44.7%	40.8%	42.7%
Neutral	23.7%	23.6%	22.4%	22.7%	23.6%	23.1%
Below average	12.0%	10.3%	11.8%	9.1%	12.4%	10.7%
Poor	12.0%	6.4%	10.6%	8.0%	9.5%	8.7%
<u>Q16-17. Biking to places in Raleigh</u>						
Excellent	6.4%	8.8%	6.6%	9.5%	6.5%	8.1%
Good	31.8%	30.8%	39.3%	34.5%	29.0%	31.9%
Neutral	30.6%	33.1%	23.0%	30.6%	33.0%	31.7%
Below average	17.2%	19.6%	24.6%	17.4%	20.7%	19.0%
Poor	14.0%	7.6%	6.6%	7.9%	10.9%	9.3%
<u>Q16-18. Riding GoRaleigh bus to places in Raleigh</u>						
Excellent	13.1%	9.0%	14.3%	11.3%	11.4%	11.4%
Good	34.5%	35.2%	26.2%	33.0%	34.8%	33.9%
Neutral	27.6%	32.7%	38.1%	33.5%	28.4%	30.9%
Below average	12.4%	15.6%	7.1%	12.3%	13.9%	13.1%
Poor	12.4%	7.5%	14.3%	9.9%	11.4%	10.6%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q17. Top choice

Overall traffic flow in Raleigh	34.8%	43.2%	33.0%	40.9%	39.0%	39.8%
Ability to predict travel time to places in Raleigh	2.5%	2.2%	5.2%	2.0%	2.9%	2.5%
Overall maintenance of City streets	9.3%	6.7%	6.2%	7.7%	7.3%	7.4%
Overall condition of major City streets	3.2%	4.9%	5.2%	4.4%	4.1%	4.3%
Condition of streets in your neighborhood	2.9%	1.5%	1.0%	1.0%	2.5%	1.8%
Overall condition of City sidewalks	1.4%	0.7%	3.1%	0.8%	1.4%	1.1%
Condition of sidewalks in your neighborhood	1.8%	1.3%	2.1%	2.0%	1.2%	1.6%
Availability of sidewalks in Raleigh	3.6%	4.9%	2.1%	3.4%	4.9%	4.2%
Availability of sidewalks in your neighborhood	2.5%	1.8%	1.0%	1.4%	2.4%	1.9%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
Q17. Top choice (Cont.)						
Availability of bicycle lanes	1.4%	6.6%	6.2%	5.6%	4.5%	5.0%
Availability of downtown parking	4.3%	4.4%	2.1%	4.2%	3.9%	4.1%
Quality of downtown parking (e.g., cleanliness, condition)	1.1%	0.3%	1.0%	0.6%	0.8%	0.7%
Overall quality of GoRaleigh bus system	3.2%	2.7%	5.2%	3.0%	3.3%	3.2%
Cleanliness of GoRaleigh bus stops & terminals	0.7%	0.0%	0.0%	0.0%	0.4%	0.2%
Walking to places in Raleigh	3.9%	2.5%	3.1%	2.4%	3.3%	2.9%
Biking to places in Raleigh	0.4%	2.0%	2.1%	1.8%	1.8%	1.8%
Riding GoRaleigh bus to places in Raleigh	3.6%	1.7%	4.1%	2.0%	2.7%	2.4%
None chosen	19.4%	12.6%	17.5%	16.5%	13.5%	15.3%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q17. 2nd choice

Overall traffic flow in Raleigh	3.6%	8.4%	2.1%	6.5%	6.1%	6.2%
Ability to predict travel time to places in Raleigh	10.4%	8.4%	12.4%	8.5%	9.8%	9.1%
Overall maintenance of City streets	12.2%	19.2%	13.4%	18.5%	14.1%	16.2%
Overall condition of major City streets	6.5%	8.6%	6.2%	7.7%	7.6%	7.6%
Condition of streets in your neighborhood	3.2%	1.3%	6.2%	2.2%	2.4%	2.3%
Overall condition of City sidewalks	3.6%	1.5%	2.1%	2.6%	2.0%	2.3%
Condition of sidewalks in your neighborhood	1.8%	2.4%	3.1%	2.0%	2.7%	2.4%
Availability of sidewalks in Raleigh	4.7%	6.1%	7.2%	5.6%	6.3%	5.9%
Availability of sidewalks in your neighborhood	5.4%	3.9%	2.1%	3.8%	4.3%	4.1%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q17. 2nd choice (Cont.)</u>						
Availability of bicycle lanes	3.9%	5.9%	3.1%	4.2%	5.5%	4.9%
Availability of downtown parking	9.3%	7.2%	4.1%	7.5%	8.4%	7.9%
Quality of downtown parking (e.g., cleanliness, condition)	3.2%	3.0%	2.1%	2.8%	2.9%	2.9%
Overall quality of GoRaleigh bus system	2.2%	3.2%	4.1%	3.8%	2.4%	3.1%
Cleanliness of GoRaleigh buses	0.4%	0.2%	0.0%	0.2%	0.2%	0.2%
Cleanliness of GoRaleigh bus stops & terminals	0.7%	0.8%	0.0%	0.6%	1.0%	0.8%
Walking to places in Raleigh	1.8%	2.9%	1.0%	1.8%	2.9%	2.4%
Biking to places in Raleigh	1.8%	2.2%	4.1%	2.4%	2.2%	2.3%
Riding GoRaleigh bus to places in Raleigh	3.9%	0.7%	4.1%	1.0%	3.1%	2.1%
None chosen	21.5%	14.3%	22.7%	18.1%	16.1%	17.4%

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q17. 3rd choice

Overall traffic flow in Raleigh	6.8%	6.2%	5.2%	5.4%	6.9%	6.1%
Ability to predict travel time to places in Raleigh	3.2%	5.0%	1.0%	3.8%	4.1%	4.0%
Overall maintenance of City streets	7.2%	8.2%	10.3%	7.3%	9.2%	8.2%
Overall condition of major City streets	10.4%	7.9%	7.2%	9.3%	7.6%	8.4%
Condition of streets in your neighborhood	3.6%	3.4%	3.1%	3.8%	3.1%	3.5%
Overall condition of City sidewalks	3.2%	3.7%	2.1%	4.0%	2.5%	3.3%
Condition of sidewalks in your neighborhood	2.2%	2.4%	3.1%	2.8%	2.0%	2.4%
Availability of sidewalks in Raleigh	3.2%	4.9%	8.2%	3.8%	5.5%	4.7%
Availability of sidewalks in your neighborhood	3.2%	3.5%	1.0%	3.4%	2.9%	3.2%

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q17. 3rd choice (Cont.)</u>						
Availability of bicycle lanes	2.2%	3.7%	4.1%	3.0%	3.5%	3.3%
Availability of downtown parking	9.7%	11.3%	7.2%	8.7%	12.4%	10.5%
Quality of downtown parking (e.g., cleanliness, condition)	3.2%	5.0%	5.2%	4.8%	4.1%	4.5%
Overall quality of GoRaleigh bus system	5.0%	3.7%	1.0%	4.2%	3.7%	4.0%
Cleanliness of GoRaleigh buses	1.1%	0.5%	2.1%	0.6%	1.0%	0.8%
Cleanliness of GoRaleigh bus stops & terminals	1.1%	0.8%	2.1%	1.0%	1.0%	1.0%
Walking to places in Raleigh	2.2%	5.5%	4.1%	4.2%	4.9%	4.6%
Biking to places in Raleigh	2.9%	2.5%	2.1%	2.6%	2.5%	2.6%
Riding GoRaleigh bus to places in Raleigh	5.7%	3.0%	3.1%	4.2%	3.5%	3.9%
None chosen	24.0%	18.7%	27.8%	22.8%	19.4%	21.4%

SUM OF THE TOP THREE CHOICES

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

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q17. Top choice

Overall traffic flow in Raleigh	45.2%	57.8%	40.2%	52.8%	52.0%	52.2%
Ability to predict travel time to places in Raleigh	16.1%	15.6%	18.6%	14.3%	16.9%	15.5%
Overall maintenance of City streets	28.7%	34.1%	29.9%	33.5%	30.6%	31.9%
Overall condition of major City streets	20.1%	21.3%	18.6%	21.4%	19.4%	20.3%
Condition of streets in your neighborhood	9.7%	6.2%	10.3%	7.1%	8.0%	7.5%
Overall condition of City sidewalks	8.2%	5.9%	7.2%	7.5%	5.9%	6.6%
Condition of sidewalks in your neighborhood	5.7%	6.1%	8.2%	6.9%	5.9%	6.3%
Availability of sidewalks in Raleigh	11.5%	15.8%	17.5%	12.9%	16.7%	14.8%
Availability of sidewalks in your neighborhood	11.1%	9.2%	4.1%	8.7%	9.6%	9.1%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q28. Race/Ethnicity			Q30. Your gender		Total
	Black/ African American	White	Other	Male	Female	
<u>Q17. Top choice (Cont.)</u>						
Availability of bicycle lanes	7.5%	16.1%	13.4%	12.9%	13.5%	13.2%
Availability of downtown parking	23.3%	22.9%	13.4%	20.4%	24.7%	22.5%
Quality of downtown parking (e.g., cleanliness, condition)	7.5%	8.4%	8.2%	8.3%	7.8%	8.0%
Overall quality of GoRaleigh bus system	10.4%	9.6%	10.3%	11.1%	9.4%	10.2%
Cleanliness of GoRaleigh buses	1.4%	0.7%	2.1%	0.8%	1.2%	1.0%
Cleanliness of GoRaleigh bus stops & terminals	2.5%	1.7%	2.1%	1.6%	2.4%	2.0%
Walking to places in Raleigh	7.9%	10.9%	8.2%	8.5%	11.2%	9.8%
Biking to places in Raleigh	5.0%	6.7%	8.2%	6.9%	6.5%	6.6%
Riding GoRaleigh bus to places in Raleigh	13.3%	5.4%	11.3%	7.3%	9.4%	8.3%
None chosen	19.4%	12.6%	17.5%	16.5%	13.5%	15.3%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q18-1. Visited a City park or greenway

Very frequently	13.8%	30.4%	21.1%	26.7%	22.8%	24.8%
Frequently	38.3%	38.9%	45.6%	38.9%	39.6%	39.2%
Rarely	40.6%	26.7%	31.1%	29.6%	32.5%	31.0%
Never	7.3%	4.1%	2.2%	4.8%	5.1%	4.9%

Q18-2. Visited a City community center

Very frequently	8.7%	4.7%	6.8%	4.6%	7.4%	6.0%
Frequently	28.9%	17.3%	21.6%	19.4%	22.3%	20.9%
Rarely	48.3%	52.5%	53.4%	54.4%	49.2%	51.8%
Never	14.1%	25.5%	18.2%	21.5%	21.1%	21.3%

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

Very frequently	7.3%	4.7%	8.9%	5.3%	6.4%	5.8%
Frequently	25.4%	17.0%	17.8%	15.6%	23.3%	19.5%
Rarely	39.2%	43.2%	42.2%	44.1%	40.2%	42.1%
Never	28.1%	35.1%	31.1%	35.0%	30.1%	32.5%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q18-4. Called 9-1-1

Very frequently	3.1%	0.7%	2.2%	1.9%	1.2%	1.6%
Frequently	3.5%	3.2%	6.6%	3.6%	3.7%	3.7%
Rarely	46.1%	33.5%	36.3%	33.1%	40.8%	37.0%
Never	47.3%	62.7%	54.9%	61.3%	54.2%	57.7%

Q18-5. Contacted City for code enforcement

Very frequently	1.6%	1.2%	0.0%	1.9%	0.6%	1.3%
Frequently	5.2%	4.4%	2.2%	4.7%	3.8%	4.2%
Rarely	27.8%	17.1%	18.7%	24.8%	16.0%	20.4%
Never	65.5%	77.3%	79.1%	68.6%	79.6%	74.1%

Q18-6. Had contact with Raleigh Police Department

Very frequently	4.3%	1.2%	2.2%	2.3%	2.2%	2.3%
Frequently	7.0%	5.7%	10.8%	8.0%	4.9%	6.4%
Rarely	55.1%	52.1%	45.2%	50.6%	54.0%	52.3%
Never	33.6%	41.0%	41.9%	39.0%	38.9%	38.9%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q18-7. Had contact with Raleigh Fire Department

Very frequently	3.2%	0.7%	0.0%	1.7%	1.0%	1.4%
Frequently	4.0%	3.0%	3.3%	3.4%	2.9%	3.1%
Rarely	28.1%	25.7%	26.1%	28.4%	25.1%	26.7%
Never	64.8%	70.6%	70.7%	66.5%	71.0%	68.8%

Q18-8. Attended a City of Raleigh public meeting

Very frequently	2.0%	0.9%	1.1%	1.5%	1.2%	1.4%
Frequently	9.1%	6.2%	6.5%	7.8%	6.2%	7.0%
Rarely	30.8%	23.3%	19.6%	26.6%	23.2%	24.9%
Never	58.1%	69.7%	72.8%	64.1%	69.4%	66.8%

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

Very frequently	1.6%	1.0%	2.2%	1.7%	1.2%	1.5%
Frequently	13.5%	6.3%	7.6%	8.5%	8.0%	8.3%
Rarely	37.7%	26.0%	22.8%	30.6%	28.9%	29.7%
Never	47.2%	66.7%	67.4%	59.1%	61.9%	60.5%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Very frequently	2.8%	1.5%	1.1%	1.5%	2.3%	1.9%
Frequently	10.0%	7.6%	7.6%	9.7%	7.0%	8.3%
Rarely	32.7%	29.9%	27.2%	30.4%	30.5%	30.4%
Never	54.6%	60.9%	64.1%	58.4%	60.2%	59.3%

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

Very frequently	6.3%	5.7%	5.4%	6.1%	5.5%	5.8%
Frequently	25.1%	19.9%	22.8%	20.6%	22.9%	21.8%
Rarely	40.4%	45.4%	40.2%	45.0%	41.5%	43.2%
Never	28.2%	29.1%	31.5%	28.4%	30.1%	29.2%

Q18-12. Attended a homeowners association meeting

Very frequently	6.0%	6.5%	6.6%	6.5%	6.3%	6.4%
Frequently	15.5%	12.5%	15.4%	12.4%	14.8%	13.6%
Rarely	23.1%	17.0%	25.3%	22.2%	17.3%	19.7%
Never	55.4%	64.0%	52.7%	58.9%	61.5%	60.2%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q18-13. Attended a Citizens Advisory Council (CAC) meeting

Very frequently	3.2%	1.7%	1.1%	2.3%	2.1%	2.2%
Frequently	9.9%	6.3%	6.5%	7.0%	7.1%	7.0%
Rarely	18.7%	15.6%	15.2%	20.0%	13.3%	16.6%
Never	68.3%	76.4%	77.2%	70.6%	77.6%	74.1%

Q18-14. Attended an event at a City entertainment venue (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Coastal Credit Union Music Park at Walnut Creek)

Very frequently	9.8%	12.3%	6.5%	11.4%	10.8%	11.1%
Frequently	31.5%	38.4%	38.0%	35.4%	37.3%	36.4%
Rarely	35.4%	34.4%	27.2%	35.7%	32.9%	34.2%
Never	23.2%	14.9%	28.3%	17.5%	19.0%	18.3%

Q18-15. Biked or walked instead of driving

Very frequently	12.9%	14.3%	9.9%	15.7%	11.3%	13.5%
Frequently	18.0%	24.1%	24.2%	22.9%	21.9%	22.3%
Rarely	36.7%	35.6%	40.7%	34.6%	37.9%	36.3%
Never	32.4%	26.0%	25.3%	26.8%	28.9%	27.9%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q18-16. Used City greenways as a mode of transportation

Very frequently	2.4%	5.8%	2.2%	6.8%	2.5%	4.7%
Frequently	8.8%	10.4%	5.6%	9.8%	8.6%	9.2%
Rarely	20.8%	26.2%	27.8%	28.0%	22.5%	25.2%
Never	68.0%	57.6%	64.4%	55.3%	66.3%	60.9%

WITHOUT "DON'T KNOW"**Q19. In the past 12 months, how often have you used the GoRaleigh bus system? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q19. How often have you used GoRaleigh bus system in past 12 months

Very frequently	8.9%	1.7%	1.1%	3.8%	3.6%	3.7%
Frequently	6.6%	2.2%	2.2%	3.4%	3.4%	3.4%
Rarely	18.5%	14.4%	18.3%	15.0%	17.3%	16.2%
Never	66.0%	81.6%	78.5%	77.8%	75.7%	76.7%

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

N=743

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

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

Does not serve the areas I need to visit	12.7%	17.0%	31.0%	17.6%	16.8%	17.2%
Buses do not come frequently enough	12.0%	5.8%	9.9%	6.4%	9.2%	7.8%
Services are not provided during days & hours I would use it	1.8%	2.6%	5.6%	2.2%	3.3%	2.8%
I just prefer to drive	64.5%	64.8%	42.3%	60.9%	63.1%	62.0%
Other	9.0%	9.9%	11.3%	12.8%	7.6%	10.2%

WITHOUT "DON'T KNOW"**Q20. How often do you telecommute for work? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q20. How often do you telecommute for work

Every work day	18.4%	14.1%	25.0%	14.9%	17.9%	16.4%
A few times within a week	7.4%	12.2%	12.5%	10.7%	10.7%	10.7%
A few times within a month	10.2%	15.3%	11.4%	17.7%	9.7%	13.6%
A few times within a year	10.7%	13.9%	9.1%	14.0%	11.4%	12.7%
Never	53.3%	44.4%	42.0%	42.7%	50.3%	46.6%

WITHOUT "DON'T KNOW"**Q21. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")**

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q21. How likely are you to recommend living in Raleigh to someone who asks

Very likely	41.6%	52.5%	40.0%	50.7%	46.2%	48.4%
Likely	32.6%	34.6%	34.7%	33.5%	33.8%	33.6%
Neutral	13.1%	7.1%	15.8%	8.0%	11.6%	9.8%
Not likely	6.0%	2.0%	2.1%	2.5%	4.0%	3.2%
Very unlikely	6.7%	3.7%	7.4%	5.3%	4.4%	4.9%

Q22. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1010

Q28. Race/Ethnicity			Q30. Your gender		Total
Black/ African American	White	Other	Male	Female	

Q22. What are the most significant issues Raleigh will face over next five years

Affordable housing	82.1%	65.5%	45.4%	64.1%	72.5%	68.1%
Pace of growth	44.4%	71.6%	58.8%	63.3%	62.4%	62.6%
Transportation	48.0%	68.4%	51.5%	64.9%	55.7%	60.0%
Affordability of City services	14.3%	11.1%	21.6%	13.7%	13.3%	13.5%
Public safety	16.5%	19.2%	32.0%	23.0%	17.1%	19.9%
Job opportunities	29.4%	15.6%	24.7%	16.9%	24.5%	20.7%
Environmental protection	7.5%	22.0%	17.5%	16.1%	18.0%	17.0%
Social justice/equity/inclusivity	36.9%	13.6%	18.6%	18.5%	22.9%	20.7%
Other	2.9%	3.2%	3.1%	4.0%	2.0%	3.0%

Section 4

Years Lived in Raleigh

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q1-1. Overall quality of life in Raleigh

Excellent	30.4%	32.6%	31.9%	30.0%	33.7%	21.7%	30.0%
Good	60.3%	57.6%	55.8%	60.0%	57.1%	69.8%	60.3%
Neutral	6.7%	6.8%	9.7%	7.5%	4.6%	6.1%	6.8%
Below average	2.2%	2.3%	0.9%	1.7%	2.9%	1.9%	2.0%
Poor	0.4%	0.8%	1.8%	0.8%	1.7%	0.5%	0.9%

Q1-2. Overall quality of life in your neighborhood

Excellent	30.0%	32.8%	31.3%	30.6%	33.0%	29.1%	31.1%
Good	50.2%	48.1%	52.2%	48.8%	52.3%	52.6%	50.7%
Neutral	11.7%	9.9%	9.6%	12.4%	8.0%	12.2%	10.9%
Below average	6.7%	7.6%	5.2%	6.6%	4.0%	5.6%	5.8%
Poor	1.3%	1.5%	1.7%	1.7%	2.8%	0.5%	1.5%

Q1-3. Raleigh as a place to live

Excellent	36.9%	45.5%	38.3%	37.8%	39.1%	37.3%	39.1%
Good	50.7%	42.4%	50.4%	52.1%	48.9%	55.2%	49.6%
Neutral	10.2%	6.8%	8.7%	7.6%	9.2%	5.2%	8.4%
Below average	0.4%	5.3%	1.7%	0.8%	0.6%	1.9%	1.6%
Poor	1.8%	0.0%	0.9%	1.7%	2.3%	0.5%	1.2%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q1-4. Raleigh as a place to raise children

Excellent	40.1%	37.3%	38.4%	41.0%	39.3%	34.1%	38.4%
Good	43.0%	43.6%	43.4%	42.9%	48.8%	53.7%	46.1%
Neutral	12.2%	15.5%	12.1%	11.4%	7.1%	8.8%	11.2%
Below average	4.1%	3.6%	5.1%	4.8%	2.4%	2.9%	3.5%
Poor	0.6%	0.0%	1.0%	0.0%	2.4%	0.5%	0.8%

Q1-5. Raleigh as a place to retire

Excellent	21.0%	17.8%	19.8%	17.3%	21.4%	21.3%	20.5%
Good	42.6%	36.6%	41.7%	42.3%	43.4%	55.4%	45.1%
Neutral	25.3%	35.6%	31.3%	26.9%	25.8%	17.8%	25.4%
Below average	5.6%	8.9%	2.1%	9.6%	5.0%	4.5%	5.7%
Poor	5.6%	1.0%	5.2%	3.8%	4.4%	1.0%	3.3%

Q1-6. Raleigh as a place to work

Excellent	34.3%	31.8%	38.1%	33.9%	36.6%	30.6%	34.2%
Good	48.6%	45.0%	41.6%	54.5%	47.1%	56.0%	49.2%
Neutral	14.3%	11.6%	12.4%	6.6%	9.9%	11.0%	11.3%
Below average	1.9%	8.5%	5.3%	2.5%	1.7%	2.4%	3.3%
Poor	1.0%	3.1%	2.7%	2.5%	4.7%	0.0%	2.0%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q1-7. Raleigh as a place for young professionals

Excellent	38.2%	40.2%	40.0%	39.8%	31.7%	36.6%	37.6%
Good	47.7%	39.3%	40.0%	44.4%	46.6%	45.2%	44.6%
Neutral	9.5%	10.7%	16.2%	7.4%	16.1%	16.1%	12.7%
Below average	2.5%	7.4%	2.9%	6.5%	2.5%	1.6%	3.4%
Poor	2.0%	2.5%	1.0%	1.9%	3.1%	0.5%	1.8%

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

Excellent	39.3%	37.4%	40.0%	39.7%	42.8%	39.2%	39.9%
Good	42.0%	49.6%	41.7%	44.6%	45.7%	46.7%	44.6%
Neutral	14.7%	9.2%	12.2%	10.7%	7.5%	10.8%	11.2%
Below average	2.2%	3.1%	2.6%	2.5%	1.2%	2.4%	2.3%
Poor	1.8%	0.8%	3.5%	2.5%	2.9%	0.9%	1.9%

Q1-9. Overall direction that City of Raleigh is taking

Excellent	22.4%	19.2%	24.5%	19.8%	22.0%	15.5%	20.6%
Good	54.3%	50.8%	39.1%	46.6%	48.6%	47.6%	48.6%
Neutral	14.8%	20.0%	29.1%	21.6%	19.7%	25.2%	21.0%
Below average	6.2%	5.4%	5.5%	6.0%	3.5%	8.3%	5.9%
Poor	2.4%	4.6%	1.8%	6.0%	6.4%	3.4%	3.9%

WITHOUT "DON'T KNOW"**Q1. Quality of Life. Please rate the quality of the following. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	15.0%	12.7%	15.0%	14.4%	14.9%	8.8%	13.3%
Good	45.9%	50.0%	39.8%	39.0%	42.3%	38.5%	42.8%
Neutral	30.4%	21.4%	30.1%	28.8%	26.9%	35.1%	29.1%
Below average	5.8%	7.9%	10.6%	8.5%	8.0%	12.7%	8.8%
Poor	2.9%	7.9%	4.4%	9.3%	8.0%	4.9%	6.0%

Q1-11. Overall image of Raleigh

Excellent	31.7%	29.8%	22.6%	33.3%	27.0%	26.2%	28.7%
Good	56.7%	53.4%	53.9%	45.8%	60.9%	56.2%	55.0%
Neutral	8.9%	13.7%	17.4%	15.8%	8.6%	11.9%	12.1%
Below average	0.4%	0.8%	4.3%	2.5%	2.9%	4.3%	2.4%
Poor	2.2%	2.3%	1.7%	2.5%	0.6%	1.4%	1.7%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	23.6%	23.0%	29.0%	28.2%	29.8%	22.9%	25.8%
Good	56.2%	50.8%	55.1%	49.6%	52.6%	54.6%	53.4%
Neutral	16.3%	19.0%	9.3%	15.4%	12.9%	17.1%	15.5%
Below average	3.4%	6.3%	4.7%	6.0%	2.9%	2.9%	4.0%
Poor	0.5%	0.8%	1.9%	0.9%	1.8%	2.4%	1.4%

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

Excellent	18.6%	17.6%	26.2%	35.3%	30.4%	22.5%	24.6%
Good	61.3%	55.2%	54.2%	42.2%	49.4%	55.4%	53.8%
Neutral	14.7%	20.0%	13.1%	16.4%	14.3%	15.7%	15.6%
Below average	4.9%	6.4%	5.6%	5.2%	3.6%	4.4%	4.8%
Poor	0.5%	0.8%	0.9%	0.9%	2.4%	2.0%	1.3%

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

Excellent	20.3%	21.7%	23.1%	24.1%	24.4%	18.5%	21.4%
Good	49.0%	40.0%	42.3%	43.8%	47.0%	43.6%	45.3%
Neutral	20.3%	28.7%	24.0%	20.5%	20.1%	28.7%	23.6%
Below average	8.9%	7.0%	7.7%	10.7%	5.5%	6.2%	7.4%
Poor	1.6%	2.6%	2.9%	0.9%	3.0%	3.1%	2.3%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	16.3%	18.8%	24.0%	24.5%	15.7%	13.6%	17.7%
Good	53.2%	46.4%	32.3%	41.8%	47.2%	42.4%	45.3%
Neutral	25.3%	25.9%	38.5%	24.5%	29.6%	35.3%	29.8%
Below average	3.7%	8.0%	3.1%	5.5%	3.8%	5.4%	4.7%
Poor	1.6%	0.9%	2.1%	3.6%	3.8%	3.3%	2.5%

Q2-5. Quality of arts & cultural programs in Raleigh

Excellent	18.0%	18.5%	23.5%	24.8%	24.5%	18.4%	20.7%
Good	59.8%	49.6%	53.1%	46.9%	50.9%	51.6%	52.9%
Neutral	19.6%	21.8%	19.4%	18.6%	18.4%	23.2%	20.2%
Below average	1.6%	9.2%	3.1%	8.0%	3.7%	4.2%	4.6%
Poor	1.1%	0.8%	1.0%	1.8%	2.5%	2.6%	1.7%

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

Excellent	15.9%	13.1%	18.9%	17.1%	18.5%	13.5%	15.9%
Good	42.5%	37.7%	42.5%	41.9%	44.0%	41.5%	42.0%
Neutral	26.1%	30.3%	22.6%	24.8%	23.8%	29.5%	26.5%
Below average	9.2%	15.6%	12.3%	12.8%	8.9%	11.4%	11.3%
Poor	6.3%	3.3%	3.8%	3.4%	4.8%	4.1%	4.4%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	32.0%	36.6%	50.0%	31.4%	34.5%	25.1%	33.4%
Good	53.2%	45.5%	36.4%	53.4%	51.7%	47.8%	49.0%
Neutral	11.8%	11.4%	10.9%	9.3%	8.0%	19.3%	12.4%
Below average	2.0%	6.5%	1.8%	4.2%	2.9%	5.3%	3.7%
Poor	1.0%	0.0%	0.9%	1.7%	2.9%	2.4%	1.6%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q3. Top choice

Variety of arts & cultural programs offered in Raleigh	16.4%	9.8%	9.6%	11.6%	8.5%	11.7%	11.7%
Availability of arts & cultural programs in Raleigh	13.3%	7.5%	13.9%	7.4%	6.8%	10.7%	10.2%
Availability of culturally diverse art & cultural programs in Raleigh	14.7%	19.5%	16.5%	23.1%	10.7%	11.7%	15.1%
Cost of arts & cultural programs in Raleigh	14.7%	8.3%	22.6%	14.0%	20.3%	16.4%	15.9%
Quality of arts & cultural programs in Raleigh	6.7%	7.5%	4.3%	5.0%	6.2%	3.7%	5.5%
Availability of information about arts & cultural programs & events	13.8%	16.5%	13.0%	15.7%	12.4%	9.8%	13.0%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	11.6%	16.5%	11.3%	14.0%	19.2%	18.2%	15.0%
None chosen	8.9%	14.3%	8.7%	9.1%	15.8%	17.8%	13.5%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q3. 2nd choice

Variety of arts & cultural programs offered in Raleigh	14.7%	13.5%	17.4%	17.4%	6.8%	7.9%	12.1%
Availability of arts & cultural programs in Raleigh	11.6%	11.3%	6.1%	10.7%	10.2%	8.9%	9.8%
Availability of culturally diverse art & cultural programs in Raleigh	12.9%	8.3%	10.4%	9.9%	10.7%	12.1%	10.8%
Cost of arts & cultural programs in Raleigh	12.9%	12.0%	11.3%	14.0%	14.1%	11.7%	12.7%
Quality of arts & cultural programs in Raleigh	8.0%	9.0%	11.3%	8.3%	11.9%	12.6%	10.4%
Availability of information about arts & cultural programs & events	17.3%	19.5%	20.0%	15.7%	16.4%	14.5%	16.9%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	9.8%	9.8%	3.5%	13.2%	9.6%	8.9%	9.1%
None chosen	12.9%	16.5%	20.0%	10.7%	20.3%	23.4%	18.2%

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Variety of arts & cultural programs offered in Raleigh	31.1%	23.3%	27.0%	28.9%	15.3%	19.6%	23.8%
Availability of arts & cultural programs in Raleigh	24.9%	18.8%	20.0%	18.2%	16.9%	19.6%	20.0%
Availability of culturally diverse art & cultural programs in Raleigh	27.6%	27.8%	27.0%	33.1%	21.5%	23.8%	25.9%
Cost of arts & cultural programs in Raleigh	27.6%	20.3%	33.9%	28.1%	34.5%	28.0%	28.6%
Quality of arts & cultural programs in Raleigh	14.7%	16.5%	15.7%	13.2%	18.1%	16.4%	15.9%
Availability of information about arts & cultural programs & events	31.1%	36.1%	33.0%	31.4%	28.8%	24.3%	29.9%
Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	21.3%	26.3%	14.8%	27.3%	28.8%	27.1%	24.2%
None chosen	8.9%	14.3%	8.7%	9.1%	15.8%	17.8%	13.5%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q4-1. Local economy

Excellent	25.0%	17.7%	17.1%	16.8%	25.0%	15.5%	20.2%
Good	59.3%	61.5%	63.1%	60.5%	58.1%	62.8%	60.7%
Neutral	13.4%	11.5%	12.6%	12.6%	9.9%	17.9%	13.2%
Below average	1.9%	6.9%	3.6%	5.0%	3.5%	1.9%	3.5%
Poor	0.5%	2.3%	3.6%	5.0%	3.5%	1.9%	2.5%

Q4-2. Development review services

Excellent	14.2%	3.7%	5.1%	8.9%	9.7%	5.0%	8.4%
Good	38.1%	46.9%	34.2%	39.2%	35.1%	34.0%	37.3%
Neutral	34.5%	29.6%	48.1%	36.7%	38.1%	41.8%	38.2%
Below average	6.2%	14.8%	7.6%	7.6%	8.2%	14.9%	9.8%
Poor	7.1%	4.9%	5.1%	7.6%	9.0%	4.3%	6.4%

Q4-3. Permitting services

Excellent	9.7%	1.3%	2.6%	8.4%	4.7%	4.3%	5.6%
Good	32.0%	40.3%	34.2%	36.1%	35.7%	31.2%	34.6%
Neutral	43.7%	40.3%	47.4%	39.8%	43.4%	48.6%	43.8%
Below average	8.7%	14.3%	9.2%	9.6%	10.1%	11.6%	10.5%
Poor	5.8%	3.9%	6.6%	6.0%	6.2%	4.3%	5.5%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q4-4. Inspection services

Excellent	8.9%	4.1%	8.2%	11.0%	6.0%	4.0%	7.1%
Good	42.0%	41.9%	36.5%	39.0%	35.1%	36.2%	38.2%
Neutral	36.6%	40.5%	43.5%	36.6%	43.3%	45.0%	40.8%
Below average	8.9%	10.8%	10.6%	8.5%	9.7%	10.1%	9.7%
Poor	3.6%	2.7%	1.2%	4.9%	6.0%	4.7%	4.3%

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

Excellent	25.6%	19.8%	17.8%	24.8%	15.4%	15.8%	20.1%
Good	46.7%	46.0%	43.0%	42.7%	50.6%	45.4%	46.1%
Neutral	20.6%	18.3%	23.4%	17.9%	19.8%	25.7%	21.1%
Below average	3.5%	11.9%	7.5%	10.3%	5.6%	7.1%	7.1%
Poor	3.5%	4.0%	8.4%	4.3%	8.6%	6.0%	5.6%

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

Excellent	8.4%	9.5%	4.1%	6.1%	7.4%	7.6%	7.6%
Good	31.8%	32.4%	20.3%	28.0%	33.3%	22.8%	28.5%
Neutral	38.3%	32.4%	40.5%	39.0%	40.7%	43.4%	39.4%
Below average	13.1%	18.9%	25.7%	18.3%	13.0%	22.1%	17.8%
Poor	8.4%	6.8%	9.5%	8.5%	5.6%	4.1%	6.8%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q5. Top choice

Local economy	32.0%	29.3%	34.8%	33.1%	29.4%	24.3%	29.4%
Development review services	5.3%	10.5%	9.6%	8.3%	9.0%	9.8%	8.3%
Permitting services	3.6%	3.0%	2.6%	3.3%	6.8%	6.5%	5.0%
Inspection services	2.7%	1.5%	1.7%	0.0%	4.5%	6.1%	3.2%
Availability of job opportunities that match my skills	17.3%	18.0%	20.0%	14.9%	13.6%	11.7%	15.1%
City's efforts to promote & assist small, minority, & women-owned businesses	26.2%	24.1%	22.6%	31.4%	22.6%	21.5%	24.7%
None chosen	12.9%	13.5%	8.7%	9.1%	14.1%	20.1%	14.4%

Q5. 2nd choice

Local economy	21.8%	19.5%	14.8%	22.3%	17.5%	16.8%	18.9%
Development review services	5.8%	8.3%	11.3%	9.9%	11.3%	7.5%	8.4%
Permitting services	5.8%	4.5%	8.7%	9.1%	9.0%	9.8%	7.6%
Inspection services	6.7%	6.0%	4.3%	5.0%	7.3%	8.9%	6.7%
Availability of job opportunities that match my skills	21.3%	21.1%	20.9%	19.0%	20.3%	12.6%	18.7%
City's efforts to promote & assist small, minority, & women-owned businesses	21.3%	22.6%	24.3%	20.7%	14.7%	19.2%	19.8%
None chosen	17.3%	18.0%	15.7%	14.0%	19.8%	25.2%	19.8%

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Local economy	53.8%	48.9%	49.6%	55.4%	46.9%	41.1%	48.3%
Development review services	11.1%	18.8%	20.9%	18.2%	20.3%	17.3%	16.7%
Permitting services	9.3%	7.5%	11.3%	12.4%	15.8%	16.4%	12.6%
Inspection services	9.3%	7.5%	6.1%	5.0%	11.9%	15.0%	9.9%
Availability of job opportunities that match my skills	38.7%	39.1%	40.9%	33.9%	33.9%	24.3%	33.9%
City's efforts to promote & assist small, minority, & women-owned businesses	47.6%	46.6%	47.0%	52.1%	37.3%	40.7%	44.5%
None chosen	12.9%	13.5%	8.7%	9.1%	14.1%	20.1%	14.4%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	7.6%	5.5%	7.0%	9.2%	9.9%	2.5%	7.2%
Good	42.9%	44.9%	36.0%	37.0%	35.1%	38.4%	39.2%
Neutral	25.2%	17.3%	27.2%	23.5%	25.7%	28.6%	25.0%
Below average	16.2%	22.0%	20.2%	17.6%	16.4%	19.7%	18.2%
Poor	8.1%	10.2%	9.6%	12.6%	12.9%	10.8%	10.5%

Q6-2. Overall quality of new development in Raleigh

Excellent	14.2%	7.1%	13.3%	12.6%	11.3%	10.6%	12.0%
Good	52.4%	48.8%	45.1%	41.2%	44.6%	40.2%	45.6%
Neutral	25.0%	28.3%	29.2%	23.5%	27.4%	32.7%	27.6%
Below average	5.7%	10.2%	10.6%	10.1%	8.9%	11.6%	9.3%
Poor	2.8%	5.5%	1.8%	12.6%	7.7%	5.0%	5.5%

Q6-3. Overall quality of water utilities

Excellent	24.9%	17.6%	17.1%	19.8%	18.2%	15.6%	19.6%
Good	51.6%	50.4%	49.5%	49.1%	50.9%	53.2%	50.7%
Neutral	17.4%	19.1%	20.7%	19.0%	18.8%	23.9%	19.9%
Below average	4.2%	7.6%	7.2%	7.8%	6.7%	4.4%	5.9%
Poor	1.9%	5.3%	5.4%	4.3%	5.5%	2.9%	3.8%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	29.0%	20.3%	15.9%	24.2%	26.3%	22.9%	24.4%
Good	47.7%	51.6%	49.6%	44.2%	47.3%	50.0%	48.1%
Neutral	15.4%	16.4%	20.4%	17.5%	13.2%	19.0%	16.6%
Below average	6.5%	4.7%	8.0%	11.7%	5.4%	6.2%	6.9%
Poor	1.4%	7.0%	6.2%	2.5%	7.8%	1.9%	4.0%

Q6-5. Wastewater services provided by Raleigh Public Utilities

Excellent	21.6%	19.4%	17.0%	21.1%	19.9%	14.8%	19.4%
Good	48.5%	48.4%	47.2%	55.3%	53.4%	55.1%	51.2%
Neutral	24.0%	25.8%	30.2%	15.8%	18.6%	20.9%	22.2%
Below average	3.9%	4.0%	4.7%	6.1%	3.7%	7.7%	5.0%
Poor	2.0%	2.4%	0.9%	1.8%	4.3%	1.5%	2.2%

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

Excellent	14.4%	9.8%	6.4%	11.6%	11.0%	10.3%	11.3%
Good	36.3%	34.4%	41.3%	40.2%	39.0%	36.6%	38.0%
Neutral	26.9%	32.8%	31.2%	31.3%	24.4%	35.1%	29.9%
Below average	14.9%	14.8%	17.4%	13.4%	17.1%	14.4%	15.0%
Poor	7.5%	8.2%	3.7%	3.6%	8.5%	3.6%	5.9%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	15.8%	12.0%	8.6%	11.7%	16.0%	9.0%	12.6%
Good	47.4%	41.0%	45.7%	42.3%	38.7%	47.3%	44.3%
Neutral	21.1%	32.5%	27.6%	23.4%	28.2%	30.3%	27.0%
Below average	8.4%	10.3%	10.5%	12.6%	8.6%	10.1%	9.6%
Poor	7.4%	4.3%	7.6%	9.9%	8.6%	3.2%	6.5%

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

Excellent	12.7%	6.5%	6.3%	11.5%	16.9%	8.5%	11.2%
Good	48.1%	39.8%	41.1%	33.7%	38.3%	48.6%	42.6%
Neutral	25.3%	39.8%	31.6%	36.5%	26.6%	26.6%	29.8%
Below average	7.0%	8.3%	16.8%	12.5%	11.0%	10.7%	10.6%
Poor	7.0%	5.6%	4.2%	5.8%	7.1%	5.6%	5.9%

Q6-9. Residential garbage collection services

Excellent	29.7%	27.4%	30.7%	26.1%	33.9%	29.3%	30.1%
Good	49.8%	45.2%	50.9%	59.7%	46.4%	54.8%	50.6%
Neutral	14.8%	19.4%	10.5%	8.4%	13.7%	10.6%	13.1%
Below average	3.3%	6.5%	5.3%	3.4%	3.6%	1.9%	3.7%
Poor	2.4%	1.6%	2.6%	2.5%	2.4%	3.4%	2.5%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q6-10. Residential curbside recycling services

Excellent	23.2%	24.6%	30.0%	24.6%	33.7%	28.2%	27.9%
Good	52.6%	48.4%	50.9%	55.1%	48.2%	56.3%	51.8%
Neutral	13.4%	18.9%	10.0%	11.0%	15.1%	9.2%	12.8%
Below average	8.2%	7.4%	5.5%	5.1%	1.2%	2.9%	4.8%
Poor	2.6%	0.8%	3.6%	4.2%	1.8%	3.4%	2.7%

Q6-11. Residential yard waste collection services

Excellent	20.1%	14.5%	24.2%	17.0%	31.0%	20.9%	22.4%
Good	47.9%	48.2%	49.5%	55.4%	43.2%	49.0%	48.1%
Neutral	17.2%	16.4%	12.1%	16.1%	17.4%	17.0%	16.3%
Below average	8.3%	14.5%	7.1%	7.1%	3.9%	8.3%	7.9%
Poor	6.5%	6.4%	7.1%	4.5%	4.5%	4.9%	5.4%

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

Excellent	16.8%	16.7%	20.7%	9.9%	21.3%	19.3%	18.0%
Good	34.4%	45.8%	35.6%	44.6%	38.2%	35.7%	38.4%
Neutral	22.9%	15.6%	28.7%	29.7%	23.5%	25.7%	24.4%
Below average	14.5%	16.7%	4.6%	11.9%	10.3%	12.9%	11.9%
Poor	11.5%	5.2%	10.3%	4.0%	6.6%	6.4%	7.3%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q7. Top choice

How well City of Raleigh is managing growth	38.7%	31.6%	41.7%	38.8%	39.5%	43.5%	38.7%
Overall quality of new development in Raleigh	7.6%	10.5%	5.2%	6.6%	7.9%	6.1%	7.3%
Overall quality of water utilities	3.1%	0.8%	4.3%	5.0%	6.2%	6.1%	4.3%
Quality of drinking water provided by Raleigh Public Utilities	11.1%	12.0%	13.9%	6.6%	6.2%	5.6%	9.0%
Wastewater services provided by Raleigh Public Utilities	0.9%	0.0%	0.9%	1.7%	1.7%	1.4%	1.2%
Overall management of public stormwater runoff/drainage/flood control	7.6%	7.5%	6.1%	6.6%	5.6%	6.1%	6.5%
City's overall effort to protect natural resources & environment	8.4%	12.0%	10.4%	10.7%	9.0%	3.7%	8.9%
City's efforts in protecting & improving water quality in local streams & lakes	2.7%	4.5%	2.6%	5.8%	5.1%	4.7%	4.1%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q7. Top choice (Cont.)

Residential garbage collection services	1.3%	1.5%	5.2%	3.3%	2.8%	2.3%	2.6%
Residential curbside recycling services	6.7%	3.8%	1.7%	2.5%	0.6%	1.4%	2.9%
Residential yard waste collection services	1.8%	2.3%	0.9%	2.5%	2.3%	2.3%	2.0%
Bulky item pick-up/removal services	4.0%	2.3%	3.5%	1.7%	1.7%	1.9%	2.5%
None chosen	6.2%	11.3%	3.5%	8.3%	11.3%	15.0%	10.1%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q7. 2nd choice

How well City of Raleigh is managing growth	8.9%	13.5%	8.7%	14.9%	9.6%	7.9%	10.1%
Overall quality of new development in Raleigh	21.8%	23.3%	20.9%	24.0%	23.7%	20.1%	22.0%
Overall quality of water utilities	3.1%	11.3%	5.2%	7.4%	3.4%	2.8%	4.9%
Quality of drinking water provided by Raleigh Public Utilities	5.3%	3.8%	8.7%	3.3%	9.0%	9.3%	6.7%
Wastewater services provided by Raleigh Public Utilities	2.7%	2.3%	2.6%	3.3%	4.0%	0.9%	2.5%
Overall management of public stormwater runoff/drainage/flood control	8.9%	3.8%	13.0%	5.0%	9.0%	7.5%	7.8%
City's overall effort to protect natural resources & environment	15.1%	15.0%	10.4%	9.9%	11.3%	10.3%	12.0%
City's efforts in protecting & improving water quality in local streams & lakes	11.1%	6.0%	9.6%	14.9%	6.8%	8.9%	9.6%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q7. 2nd choice (Cont.)

Residential garbage collection services	3.1%	0.0%	0.9%	0.0%	2.3%	2.3%	1.7%
Residential curbside recycling services	3.1%	2.3%	2.6%	3.3%	2.3%	2.3%	2.8%
Residential yard waste collection services	3.6%	4.5%	6.1%	0.0%	4.0%	4.2%	3.7%
Bulky item pick-up/removal services	3.6%	0.8%	3.5%	5.0%	0.6%	6.1%	3.4%
None chosen	9.8%	13.5%	7.8%	9.1%	14.1%	17.3%	13.0%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q7. 3rd choice

How well City of Raleigh is managing growth	6.7%	10.5%	9.6%	9.9%	9.6%	5.1%	8.0%
Overall quality of new development in Raleigh	8.4%	9.8%	4.3%	7.4%	7.3%	5.6%	7.2%
Overall quality of water utilities	6.2%	6.8%	5.2%	8.3%	7.9%	4.7%	6.3%
Quality of drinking water provided by Raleigh Public Utilities	9.8%	8.3%	7.8%	12.4%	10.2%	7.9%	9.4%
Wastewater services provided by Raleigh Public Utilities	0.9%	2.3%	5.2%	0.8%	2.3%	4.7%	2.7%
Overall management of public stormwater runoff/drainage/flood control	11.1%	9.0%	9.6%	9.1%	10.2%	9.3%	9.7%
City's overall effort to protect natural resources & environment	14.7%	13.5%	15.7%	11.6%	10.2%	10.3%	12.3%
City's efforts in protecting & improving water quality in local streams & lakes	12.9%	9.8%	13.0%	9.1%	10.7%	11.7%	11.2%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q7. 3rd choice (Cont.)

Residential garbage collection services	3.1%	0.0%	1.7%	2.5%	1.1%	2.8%	2.1%
Residential curbside recycling services	2.2%	3.0%	1.7%	3.3%	2.8%	3.7%	2.8%
Residential yard waste collection services	3.6%	1.5%	4.3%	2.5%	2.3%	3.7%	3.0%
Bulky item pick-up/removal services	5.3%	5.3%	6.1%	10.7%	5.1%	8.4%	6.7%
None chosen	15.1%	20.3%	15.7%	12.4%	20.3%	22.0%	18.6%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q7. Top choice

How well City of Raleigh is managing growth	54.2%	55.6%	60.0%	63.6%	58.8%	56.5%	56.8%
Overall quality of new development in Raleigh	37.8%	43.6%	30.4%	38.0%	39.0%	31.8%	36.5%
Overall quality of water utilities	12.4%	18.8%	14.8%	20.7%	17.5%	13.6%	15.4%
Quality of drinking water provided by Raleigh Public Utilities	26.2%	24.1%	30.4%	22.3%	25.4%	22.9%	25.1%
Wastewater services provided by Raleigh Public Utilities	4.4%	4.5%	8.7%	5.8%	7.9%	7.0%	6.3%
Overall management of public stormwater runoff/drainage/flood control	27.6%	20.3%	28.7%	20.7%	24.9%	22.9%	24.1%
City's overall effort to protect natural resources & environment	38.2%	40.6%	36.5%	32.2%	30.5%	24.3%	33.2%
City's efforts in protecting & improving water quality in local streams & lakes	26.7%	20.3%	25.2%	29.8%	22.6%	25.2%	24.9%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q7. Top choice (Cont.)

Residential garbage collection services	7.6%	1.5%	7.8%	5.8%	6.2%	7.5%	6.3%
Residential curbside recycling services	12.0%	9.0%	6.1%	9.1%	5.6%	7.5%	8.4%
Residential yard waste collection services	8.9%	8.3%	11.3%	5.0%	8.5%	10.3%	8.6%
Bulky item pick-up/removal services	12.9%	8.3%	13.0%	17.4%	7.3%	16.4%	12.6%
None chosen	6.2%	11.3%	3.5%	8.3%	11.3%	15.0%	10.1%

WITHOUT "DON'T KNOW"**Q8. Please rate your familiarity with the following. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Very familiar	5.8%	10.5%	8.5%	12.2%	9.1%	7.2%	8.4%
Somewhat familiar	31.7%	33.9%	35.8%	27.8%	35.8%	40.0%	34.5%
Slightly familiar	37.5%	34.7%	33.0%	39.1%	34.5%	31.8%	35.1%
Not at all familiar	25.0%	21.0%	22.6%	20.9%	20.6%	21.0%	22.0%

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

Very familiar	7.1%	6.6%	9.4%	6.2%	6.7%	9.3%	8.0%
Somewhat familiar	16.7%	24.0%	20.8%	31.0%	27.4%	26.3%	23.9%
Slightly familiar	28.6%	24.8%	29.2%	27.4%	37.2%	29.9%	29.9%
Not at all familiar	47.6%	44.6%	40.6%	35.4%	28.7%	34.5%	38.2%

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

Very familiar	3.0%	4.2%	4.8%	7.3%	8.1%	8.8%	6.3%
Somewhat familiar	13.9%	23.3%	22.9%	18.2%	20.5%	33.0%	22.4%
Slightly familiar	25.4%	17.5%	26.7%	31.8%	32.3%	24.7%	26.4%
Not at all familiar	57.7%	55.0%	45.7%	42.7%	39.1%	33.5%	44.9%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	12.1%	9.5%	13.6%	11.0%	15.3%	10.7%	12.3%
Good	64.6%	65.9%	59.1%	64.4%	61.2%	60.7%	62.3%
Neutral	19.4%	20.6%	17.3%	16.9%	15.9%	24.8%	19.6%
Below average	1.5%	2.4%	8.2%	5.9%	4.7%	2.9%	3.9%
Poor	2.4%	1.6%	1.8%	1.7%	2.9%	1.0%	1.9%

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

Excellent	14.2%	14.4%	14.2%	15.3%	12.2%	16.7%	14.7%
Good	56.3%	45.8%	45.3%	49.5%	50.0%	52.1%	50.7%
Neutral	22.7%	26.3%	29.2%	22.5%	23.8%	24.0%	24.3%
Below average	4.5%	9.3%	7.5%	9.9%	7.9%	5.2%	7.0%
Poor	2.3%	4.2%	3.8%	2.7%	6.1%	2.1%	3.4%

Q9-3. Overall knowledge of City employees

Excellent	11.6%	7.4%	8.3%	6.5%	10.3%	7.5%	9.0%
Good	47.7%	49.1%	41.7%	50.5%	34.0%	39.9%	43.4%
Neutral	31.0%	28.7%	37.5%	30.8%	41.0%	39.3%	34.9%
Below average	7.1%	10.2%	8.3%	8.4%	7.7%	10.4%	8.6%
Poor	2.6%	4.6%	4.2%	3.7%	7.1%	2.9%	4.1%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q9-4. Effectiveness of City communication with the public

Excellent	9.0%	10.8%	9.3%	7.8%	8.9%	8.7%	9.2%
Good	50.7%	41.7%	38.3%	45.2%	39.9%	36.7%	42.4%
Neutral	29.9%	28.3%	36.4%	33.0%	29.7%	38.3%	32.8%
Below average	7.0%	13.3%	5.6%	7.8%	10.8%	12.2%	9.5%
Poor	3.5%	5.8%	10.3%	6.1%	10.8%	4.1%	6.2%

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

Excellent	9.4%	9.0%	9.2%	6.1%	8.6%	6.1%	8.3%
Good	35.6%	37.0%	29.9%	37.4%	29.5%	30.9%	33.2%
Neutral	40.6%	35.0%	37.9%	39.4%	38.8%	49.1%	40.8%
Below average	11.3%	14.0%	11.5%	11.1%	14.4%	9.1%	11.7%
Poor	3.1%	5.0%	11.5%	6.1%	8.6%	4.8%	6.0%

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

Excellent	16.3%	11.2%	14.7%	11.3%	12.8%	10.6%	13.2%
Good	46.6%	48.0%	44.0%	52.2%	50.6%	47.5%	47.9%
Neutral	28.4%	28.8%	27.5%	26.1%	26.2%	27.8%	27.7%
Below average	5.8%	11.2%	10.1%	7.8%	5.2%	11.1%	8.1%
Poor	2.9%	0.8%	3.7%	2.6%	5.2%	3.0%	3.1%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	9.1%	3.5%	9.3%	11.7%	7.8%	7.9%	8.3%
Good	43.3%	35.7%	42.3%	35.1%	39.2%	44.1%	40.6%
Neutral	22.5%	31.3%	24.7%	36.0%	35.3%	30.5%	30.0%
Below average	21.4%	21.7%	14.4%	8.1%	11.8%	14.1%	15.4%
Poor	3.7%	7.8%	9.3%	9.0%	5.9%	3.4%	5.8%

Q9-8. Water & wastewater customer service

Excellent	19.5%	13.2%	15.9%	13.6%	14.6%	11.1%	14.8%
Good	53.4%	44.0%	40.9%	51.9%	54.7%	45.1%	49.0%
Neutral	20.3%	30.8%	34.1%	29.6%	21.2%	34.0%	27.5%
Below average	5.3%	9.9%	4.5%	1.2%	4.4%	4.9%	4.9%
Poor	1.5%	2.2%	4.5%	3.7%	5.1%	4.9%	3.7%

Q9-9. Stormwater customer service

Excellent	14.4%	10.0%	10.1%	11.3%	14.3%	11.6%	12.8%
Good	49.0%	50.0%	34.2%	45.1%	39.5%	36.3%	41.4%
Neutral	26.0%	25.7%	45.6%	36.6%	32.8%	41.1%	34.7%
Below average	8.7%	8.6%	3.8%	2.8%	5.9%	7.5%	6.5%
Poor	1.9%	5.7%	6.3%	4.2%	7.6%	3.4%	4.7%

WITHOUT "DON'T KNOW"**Q9(8-13). Please rate the quality of customer service for the following service areas. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q9-10. Solid waste customer service

Excellent	19.0%	15.4%	14.8%	15.8%	16.8%	14.0%	16.2%
Good	50.4%	51.6%	44.3%	51.6%	51.1%	47.0%	49.5%
Neutral	23.4%	26.4%	30.7%	26.3%	22.1%	31.1%	26.4%
Below average	6.6%	5.5%	6.8%	1.1%	4.6%	5.5%	5.0%
Poor	0.7%	1.1%	3.4%	5.3%	5.3%	2.4%	2.9%

Q9-11. Development Services customer service

Excellent	10.5%	13.6%	8.5%	9.7%	12.3%	9.9%	10.9%
Good	52.6%	39.4%	29.6%	40.3%	37.7%	35.9%	39.1%
Neutral	28.4%	36.4%	50.7%	38.7%	34.0%	42.0%	38.4%
Below average	5.3%	6.1%	5.6%	4.8%	10.4%	10.7%	7.6%
Poor	3.2%	4.5%	5.6%	6.5%	5.7%	1.5%	4.1%

Q9-12. Parks, Recreation, & Cultural Resources customer service

Excellent	25.9%	24.5%	16.8%	19.6%	22.5%	15.7%	20.7%
Good	51.1%	50.0%	48.4%	51.0%	55.6%	51.1%	51.3%
Neutral	18.0%	20.6%	28.4%	20.6%	16.9%	26.4%	22.0%
Below average	1.4%	2.9%	3.2%	4.9%	0.7%	5.1%	3.0%
Poor	3.6%	2.0%	3.2%	3.9%	4.2%	1.7%	3.0%

WITHOUT "DON'T KNOW"**Q9(8-13). Please rate the quality of customer service for the following service areas. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	23.6%	18.3%	18.0%	16.7%	20.0%	20.8%	20.1%
Good	54.5%	44.2%	45.0%	48.0%	53.5%	48.6%	49.8%
Neutral	17.6%	27.9%	29.0%	22.5%	15.5%	22.5%	21.7%
Below average	3.0%	6.7%	2.0%	9.8%	5.2%	5.8%	5.1%
Poor	1.2%	2.9%	6.0%	2.9%	5.8%	2.3%	3.3%

Q9-14. Contacting City of Raleigh employees

Excellent	13.5%	15.0%	12.1%	8.3%	12.4%	11.2%	12.2%
Good	45.4%	42.0%	40.7%	52.1%	42.8%	40.6%	43.6%
Neutral	27.7%	28.0%	33.0%	24.0%	26.2%	31.2%	28.5%
Below average	8.5%	9.0%	8.8%	10.4%	9.7%	12.9%	10.1%
Poor	5.0%	6.0%	5.5%	5.2%	9.0%	4.1%	5.7%

Q9-15. Making a service request

Excellent	14.6%	16.8%	12.4%	11.1%	12.0%	11.4%	13.0%
Good	48.5%	46.3%	42.7%	50.0%	45.1%	43.1%	46.0%
Neutral	24.6%	24.2%	32.6%	27.8%	27.8%	32.9%	28.3%
Below average	8.5%	9.5%	9.0%	6.7%	7.5%	8.4%	8.4%
Poor	3.8%	3.2%	3.4%	4.4%	7.5%	4.2%	4.5%

WITHOUT "DON'T KNOW"**Q9(14-18). Please rate the ease of doing the following City processes. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q9-16. Locating information on City's website

Excellent	14.2%	17.8%	13.1%	17.0%	14.1%	15.1%	15.2%
Good	49.2%	46.6%	57.0%	45.5%	57.7%	43.2%	49.9%
Neutral	25.9%	22.9%	21.5%	20.5%	18.4%	24.0%	22.1%
Below average	8.1%	8.5%	5.6%	9.8%	4.9%	12.0%	8.3%
Poor	2.5%	4.2%	2.8%	7.1%	4.9%	5.7%	4.4%

Q9-17. Paying City utility bill

Excellent	33.7%	29.4%	32.7%	32.1%	31.3%	29.2%	31.3%
Good	51.6%	53.8%	51.4%	43.8%	54.0%	47.7%	50.6%
Neutral	10.0%	15.1%	9.3%	16.1%	8.0%	16.4%	12.5%
Below average	2.6%	0.0%	3.7%	5.4%	3.1%	5.6%	3.4%
Poor	2.1%	1.7%	2.8%	2.7%	3.7%	1.0%	2.2%

Q9-18. Paying fees for parks & recreation programs

Excellent	16.2%	18.0%	21.3%	24.2%	21.2%	12.3%	18.1%
Good	51.4%	47.0%	46.1%	44.4%	41.7%	42.6%	45.6%
Neutral	28.2%	25.0%	20.2%	21.2%	27.3%	32.3%	26.6%
Below average	1.4%	8.0%	7.9%	5.1%	3.0%	7.7%	5.3%
Poor	2.8%	2.0%	4.5%	5.1%	6.8%	5.2%	4.4%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q10. Top choice

Overall quality of services provided by City of Raleigh	14.2%	20.3%	18.3%	21.5%	15.8%	17.3%	17.3%
Quality of customer service you receive from City employees	3.6%	2.3%	7.8%	3.3%	6.2%	3.3%	4.5%
Overall knowledge of City employees	4.0%	2.3%	3.5%	3.3%	2.8%	3.3%	3.3%
Effectiveness of City communication with the public	9.3%	11.3%	10.4%	9.9%	10.2%	11.2%	10.2%
The job Raleigh government does at welcoming citizen involvement	7.6%	3.8%	9.6%	5.0%	5.6%	5.1%	5.9%
Your ability to access the information you need about City of Raleigh	3.6%	4.5%	1.7%	1.7%	2.8%	4.2%	3.2%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	18.7%	14.3%	8.7%	14.0%	11.3%	4.7%	11.8%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q10. Top choice (Cont.)

Water & wastewater customer service	1.8%	0.8%	3.5%	1.7%	0.6%	1.9%	1.6%
Stormwater customer service	1.8%	0.8%	0.9%	0.8%	1.7%	1.9%	1.4%
Solid waste customer service	1.3%	0.0%	0.9%	0.8%	1.1%	0.5%	0.8%
Development Services customer service	0.9%	0.8%	0.9%	0.0%	1.7%	2.3%	1.2%
Parks, Recreation, & Cultural Resources customer service	1.3%	1.5%	0.9%	5.0%	0.6%	1.9%	1.8%
City Utility Billing & Payment (Customer Care & Billing) customer service	0.0%	0.8%	0.0%	0.0%	0.6%	1.4%	0.5%
Contacting City of Raleigh employees	2.2%	3.8%	2.6%	4.1%	4.0%	5.6%	3.7%
Making a service request	3.6%	5.3%	2.6%	3.3%	2.8%	2.3%	3.3%
Locating information on City's website	3.1%	3.0%	6.1%	4.1%	5.1%	4.2%	4.1%
Paying City utility bill	2.2%	0.8%	0.9%	3.3%	1.7%	1.9%	1.8%
Paying fees for parks & recreation programs	2.2%	0.0%	2.6%	3.3%	2.8%	1.9%	2.1%
None chosen	18.7%	24.1%	18.3%	14.9%	22.6%	25.2%	21.8%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q10. 2nd choice

Overall quality of services provided by City of Raleigh	7.6%	4.5%	3.5%	5.8%	4.5%	4.2%	5.1%
Quality of customer service you receive from City employees	5.3%	0.0%	5.2%	4.1%	9.0%	5.6%	5.1%
Overall knowledge of City employees	4.4%	6.0%	1.7%	3.3%	8.5%	4.2%	4.9%
Effectiveness of City communication with the public	11.1%	14.3%	14.8%	16.5%	10.7%	8.4%	12.1%
The job Raleigh government does at welcoming citizen involvement	7.1%	3.8%	7.8%	9.9%	5.1%	5.6%	6.4%
Your ability to access the information you need about City of Raleigh	8.9%	3.8%	8.7%	4.1%	7.3%	6.1%	6.7%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	10.7%	17.3%	7.8%	10.7%	6.2%	4.7%	8.9%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q10. 2nd choice (Cont.)

Water & wastewater customer service	0.4%	2.3%	4.3%	1.7%	0.6%	3.3%	1.9%
Stormwater customer service	0.9%	0.8%	0.9%	0.8%	0.0%	1.4%	0.8%
Solid waste customer service	0.9%	0.8%	1.7%	0.8%	1.7%	1.9%	1.3%
Development Services customer service	0.9%	1.5%	0.9%	4.1%	1.1%	1.9%	1.6%
Parks, Recreation, & Cultural Resources customer service	2.7%	3.0%	2.6%	0.8%	2.3%	3.3%	2.5%
City Utility Billing & Payment (Customer Care & Billing) customer service	0.9%	0.8%	2.6%	3.3%	0.6%	2.3%	1.6%
Contacting City of Raleigh employees	1.8%	2.3%	3.5%	4.1%	2.3%	6.1%	3.3%
Making a service request	4.4%	3.8%	4.3%	3.3%	6.2%	6.5%	4.9%
Locating information on City's website	7.1%	5.3%	4.3%	5.0%	3.4%	3.7%	4.8%
Paying City utility bill	1.8%	1.5%	0.9%	2.5%	1.1%	0.5%	1.3%
Paying fees for parks & recreation programs	1.3%	0.8%	1.7%	1.7%	3.4%	1.9%	1.9%
None chosen	21.8%	27.8%	22.6%	17.4%	26.0%	28.5%	25.0%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q10. 3rd choice

Overall quality of services provided by City of Raleigh	8.4%	9.8%	7.0%	6.6%	2.8%	2.8%	6.0%
Quality of customer service you receive from City employees	2.2%	5.3%	6.1%	3.3%	2.8%	3.3%	3.5%
Overall knowledge of City employees	4.9%	1.5%	2.6%	2.5%	5.1%	3.3%	3.6%
Effectiveness of City communication with the public	8.4%	7.5%	7.0%	5.0%	9.0%	7.0%	7.4%
The job Raleigh government does at welcoming citizen involvement	9.8%	5.3%	7.0%	9.1%	10.7%	5.6%	7.8%
Your ability to access the information you need about City of Raleigh	3.1%	5.3%	7.0%	9.1%	6.8%	6.1%	5.8%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	10.7%	4.5%	13.0%	9.9%	9.0%	7.5%	9.0%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q10. 3rd choice (Cont.)

Water & wastewater customer service	0.9%	1.5%	0.0%	1.7%	0.6%	2.3%	1.2%
Stormwater customer service	0.9%	2.3%	0.9%	1.7%	0.0%	0.9%	1.1%
Solid waste customer service	0.9%	2.3%	0.0%	0.8%	0.6%	2.3%	1.2%
Development Services customer service	2.2%	0.0%	2.6%	1.7%	0.6%	2.3%	1.6%
Parks, Recreation, & Cultural Resources customer service	0.9%	3.8%	1.7%	1.7%	3.4%	2.3%	2.2%
City Utility Billing & Payment (Customer Care & Billing) customer service	0.9%	0.8%	2.6%	3.3%	0.6%	1.4%	1.5%
Contacting City of Raleigh employees	5.3%	2.3%	4.3%	5.0%	4.0%	2.8%	4.1%
Making a service request	4.4%	3.8%	3.5%	2.5%	3.4%	7.5%	4.4%
Locating information on City's website	5.3%	6.0%	5.2%	6.6%	4.0%	5.1%	5.2%
Paying City utility bill	2.7%	2.3%	0.0%	2.5%	1.7%	0.9%	1.7%
Paying fees for parks & recreation programs	0.9%	1.5%	0.9%	6.6%	3.4%	3.7%	2.7%
None chosen	27.1%	34.6%	28.7%	20.7%	31.6%	32.7%	30.1%

SUM OF THE TOP THREE CHOICES

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q10. Top choice

Overall quality of services provided by City of Raleigh	30.2%	34.6%	28.7%	33.9%	23.2%	24.3%	28.5%
Quality of customer service you receive from City employees	11.1%	7.5%	19.1%	10.7%	18.1%	12.1%	13.1%
Overall knowledge of City employees	13.3%	9.8%	7.8%	9.1%	16.4%	10.7%	11.7%
Effectiveness of City communication with the public	28.9%	33.1%	32.2%	31.4%	29.9%	26.6%	29.7%
The job Raleigh government does at welcoming citizen involvement	24.4%	12.8%	24.3%	24.0%	21.5%	16.4%	20.2%
Your ability to access the information you need about City of Raleigh	15.6%	13.5%	17.4%	14.9%	16.9%	16.4%	15.7%
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	40.0%	36.1%	29.6%	34.7%	26.6%	16.8%	29.7%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q10. Top choice (Cont.)

Water & wastewater customer service	3.1%	4.5%	7.8%	5.0%	1.7%	7.5%	4.7%
Stormwater customer service	3.6%	3.8%	2.6%	3.3%	1.7%	4.2%	3.3%
Solid waste customer service	3.1%	3.0%	2.6%	2.5%	3.4%	4.7%	3.3%
Development Services customer service	4.0%	2.3%	4.3%	5.8%	3.4%	6.5%	4.4%
Parks, Recreation, & Cultural Resources customer service	4.9%	8.3%	5.2%	7.4%	6.2%	7.5%	6.4%
City Utility Billing & Payment (Customer Care & Billing) customer service	1.8%	2.3%	5.2%	6.6%	1.7%	5.1%	3.6%
Contacting City of Raleigh employees	9.3%	8.3%	10.4%	13.2%	10.2%	14.5%	11.0%
Making a service request	12.4%	12.8%	10.4%	9.1%	12.4%	16.4%	12.5%
Locating information on City's website	15.6%	14.3%	15.7%	15.7%	12.4%	13.1%	14.1%
Paying City utility bill	6.7%	4.5%	1.7%	8.3%	4.5%	3.3%	4.8%
Paying fees for parks & recreation programs	4.4%	2.3%	5.2%	11.6%	9.6%	7.5%	6.6%
None chosen	18.7%	24.1%	18.3%	14.9%	22.6%	25.2%	21.8%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

City website	72.9%	72.9%	79.1%	81.0%	76.8%	63.1%	72.7%
Nextdoor	23.6%	31.6%	21.7%	28.1%	24.3%	17.8%	23.7%
RTN (City's cable station)	3.6%	3.0%	2.6%	4.1%	3.4%	7.5%	4.2%
City social media sites (Twitter, Facebook, Instagram)	50.2%	42.1%	34.8%	28.1%	24.3%	15.0%	32.0%
Local television	45.3%	51.9%	59.1%	47.1%	67.2%	65.0%	56.1%
Local newspaper	20.0%	16.5%	23.5%	19.8%	32.2%	35.5%	25.4%
Radio	16.0%	21.1%	21.7%	24.0%	20.3%	22.4%	20.5%
Email subscriptions	42.2%	30.1%	26.1%	34.7%	24.9%	26.2%	31.1%
Other	5.8%	9.8%	7.0%	5.8%	6.2%	11.2%	7.5%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q12-1. Quality of police services

Excellent	24.6%	24.2%	25.2%	23.4%	27.3%	21.6%	24.4%
Good	52.5%	50.0%	51.4%	43.9%	49.1%	48.5%	49.6%
Neutral	16.9%	17.5%	16.8%	25.2%	15.2%	19.6%	18.1%
Below average	3.8%	5.8%	4.7%	4.7%	3.6%	8.3%	5.3%
Poor	2.2%	2.5%	1.9%	2.8%	4.8%	2.0%	2.7%

Q12-2. Response time for police services

Excellent	22.2%	17.2%	20.8%	17.6%	20.7%	15.2%	18.8%
Good	45.2%	44.1%	50.0%	37.4%	42.9%	42.7%	44.0%
Neutral	23.8%	26.9%	21.9%	27.5%	26.4%	23.0%	24.6%
Below average	6.3%	7.5%	5.2%	11.0%	5.7%	14.0%	8.5%
Poor	2.4%	4.3%	2.1%	6.6%	4.3%	5.1%	4.1%

Q12-3. Overall police relationship with your community

Excellent	21.7%	23.6%	22.8%	14.6%	23.1%	16.3%	20.3%
Good	47.2%	39.6%	42.6%	47.6%	47.6%	45.9%	45.7%
Neutral	22.4%	19.8%	25.7%	25.2%	17.0%	21.9%	21.3%
Below average	5.0%	12.3%	5.0%	7.8%	6.8%	9.7%	7.8%
Poor	3.7%	4.7%	4.0%	4.9%	5.4%	6.1%	4.8%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q12-4. Quality of fire services

Excellent	33.3%	33.3%	36.5%	34.1%	44.0%	37.0%	37.3%
Good	51.9%	50.0%	50.6%	51.6%	42.0%	53.8%	49.8%
Neutral	14.7%	15.6%	11.8%	13.2%	13.3%	8.2%	12.1%
Below average	0.0%	1.0%	1.2%	1.1%	0.0%	0.5%	0.5%
Poor	0.0%	0.0%	0.0%	0.0%	0.7%	0.5%	0.3%

Q12-5. Response time for fire services

Excellent	37.5%	39.0%	38.7%	37.7%	46.8%	37.7%	40.1%
Good	47.1%	42.9%	44.0%	50.6%	36.5%	50.3%	45.2%
Neutral	15.4%	18.2%	16.0%	11.7%	15.9%	10.7%	14.1%
Below average	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.2%
Poor	0.0%	0.0%	1.3%	0.0%	0.8%	0.6%	0.5%

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

Excellent	32.1%	31.6%	33.3%	29.5%	41.3%	37.4%	35.5%
Good	42.2%	44.3%	42.3%	48.7%	38.9%	41.1%	42.0%
Neutral	23.9%	21.5%	17.9%	19.2%	14.3%	19.0%	19.0%
Below average	0.9%	1.3%	2.6%	2.6%	1.6%	1.8%	1.7%
Poor	0.9%	1.3%	3.8%	0.0%	4.0%	0.6%	1.7%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q12-7. Enforcement of City codes & ordinances

Excellent	12.9%	15.4%	18.4%	10.3%	14.5%	6.2%	12.5%
Good	40.9%	33.0%	40.2%	41.4%	33.6%	34.0%	36.9%
Neutral	31.8%	39.6%	29.9%	32.2%	35.9%	40.7%	35.3%
Below average	9.1%	7.7%	8.0%	12.6%	6.1%	14.8%	10.0%
Poor	5.3%	4.4%	3.4%	3.4%	9.9%	4.3%	5.3%

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

Excellent	11.6%	12.1%	11.6%	6.7%	15.3%	7.3%	10.9%
Good	35.5%	25.3%	40.7%	32.2%	28.2%	25.0%	30.6%
Neutral	28.3%	40.7%	25.6%	30.0%	35.5%	32.3%	31.8%
Below average	14.5%	13.2%	9.3%	17.8%	12.9%	21.3%	15.5%
Poor	10.1%	8.8%	12.8%	13.3%	8.1%	14.0%	11.2%

Q12-9. Overall cleanliness of Raleigh

Excellent	16.6%	17.8%	18.4%	7.6%	16.8%	9.1%	14.6%
Good	53.9%	48.8%	52.6%	50.8%	50.9%	52.6%	51.7%
Neutral	18.9%	20.2%	19.3%	24.6%	19.1%	27.3%	21.8%
Below average	6.9%	10.9%	7.0%	14.4%	10.4%	7.2%	8.9%
Poor	3.7%	2.3%	2.6%	2.5%	2.9%	3.8%	3.1%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q12-10. Cleanliness of downtown Raleigh

Excellent	22.7%	18.6%	26.8%	13.6%	16.9%	11.7%	18.2%
Good	51.8%	51.9%	47.3%	55.9%	47.1%	54.1%	51.6%
Neutral	19.5%	20.2%	14.3%	19.5%	23.3%	23.9%	20.5%
Below average	3.2%	7.0%	8.0%	9.3%	8.7%	8.3%	7.0%
Poor	2.7%	2.3%	3.6%	1.7%	4.1%	2.0%	2.7%

Q12-11. Cleanliness of your neighborhood

Excellent	30.5%	23.8%	31.3%	15.8%	23.8%	19.7%	24.7%
Good	42.3%	50.0%	41.7%	53.3%	54.1%	49.5%	48.1%
Neutral	11.8%	16.2%	15.7%	12.5%	14.0%	16.8%	14.4%
Below average	10.0%	5.4%	6.1%	12.5%	4.1%	9.6%	7.9%
Poor	5.5%	4.6%	5.2%	5.8%	4.1%	4.3%	4.8%

Q12-12. Cleanliness of City parks

Excellent	31.6%	20.8%	31.5%	15.8%	25.0%	19.9%	24.5%
Good	51.2%	59.2%	55.0%	66.7%	57.3%	59.7%	57.5%
Neutral	13.9%	15.2%	9.9%	14.9%	15.2%	16.4%	14.5%
Below average	1.9%	4.8%	2.7%	1.8%	1.2%	3.5%	2.5%
Poor	1.4%	0.0%	0.9%	0.9%	1.2%	0.5%	0.8%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q12-13. Cleanliness of City greenways

Excellent	26.8%	21.2%	24.8%	16.4%	23.9%	19.3%	22.6%
Good	57.1%	56.8%	54.3%	50.9%	57.9%	54.1%	55.5%
Neutral	10.6%	15.3%	16.2%	21.8%	13.2%	23.2%	16.3%
Below average	4.5%	5.9%	3.8%	9.1%	3.8%	2.8%	4.6%
Poor	1.0%	0.8%	1.0%	1.8%	1.3%	0.6%	1.0%

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

Excellent	10.6%	6.0%	12.4%	9.3%	8.0%	6.7%	9.0%
Good	38.7%	37.1%	31.4%	40.2%	38.0%	34.4%	36.8%
Neutral	36.2%	37.9%	33.3%	30.8%	38.7%	35.9%	35.8%
Below average	7.5%	8.6%	15.2%	12.1%	10.0%	16.9%	11.5%
Poor	7.0%	10.3%	7.6%	7.5%	5.3%	6.2%	7.0%

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

Excellent	12.4%	7.0%	9.3%	7.5%	6.7%	4.4%	8.1%
Good	37.6%	33.0%	33.6%	29.0%	34.7%	35.2%	34.5%
Neutral	30.9%	23.5%	29.9%	34.6%	28.0%	26.9%	28.8%
Below average	11.9%	18.3%	16.8%	15.9%	14.0%	21.4%	16.3%
Poor	7.2%	18.3%	10.3%	13.1%	16.7%	12.1%	12.3%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q12-16. Variety of housing options

Excellent	15.5%	6.5%	12.0%	8.9%	12.7%	7.8%	11.1%
Good	30.4%	35.5%	28.7%	26.8%	25.9%	33.3%	30.4%
Neutral	24.6%	21.8%	33.3%	31.3%	25.3%	21.9%	25.5%
Below average	18.8%	21.8%	15.7%	21.4%	17.7%	20.8%	19.3%
Poor	10.6%	14.5%	10.2%	11.6%	18.4%	16.1%	13.6%

Q12-17. Availability of affordable housing

Excellent	9.0%	5.9%	4.8%	6.5%	5.8%	2.7%	6.1%
Good	23.5%	17.6%	20.2%	18.7%	18.7%	22.2%	20.5%
Neutral	23.5%	24.4%	28.8%	25.2%	29.0%	20.5%	24.9%
Below average	27.0%	26.1%	21.2%	26.2%	17.4%	25.4%	23.8%
Poor	17.0%	26.1%	25.0%	23.4%	29.0%	29.2%	24.6%

Q12-18. Neighborliness of residents

Excellent	18.6%	12.6%	14.4%	12.3%	15.4%	12.4%	14.8%
Good	43.3%	48.0%	44.1%	46.5%	42.6%	45.8%	45.0%
Neutral	23.7%	23.6%	25.2%	26.3%	27.8%	22.9%	24.4%
Below average	10.7%	6.3%	10.8%	12.3%	8.6%	10.4%	9.9%
Poor	3.7%	9.4%	5.4%	2.6%	5.6%	8.5%	5.9%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	13.7%	16.1%	14.5%	10.4%	16.9%	11.3%	13.8%
Good	45.6%	46.0%	42.7%	44.3%	40.0%	43.3%	43.7%
Neutral	25.5%	20.2%	26.4%	21.7%	25.6%	31.4%	25.7%
Below average	10.3%	7.3%	10.0%	13.9%	9.4%	6.7%	9.4%
Poor	4.9%	10.5%	6.4%	9.6%	8.1%	7.2%	7.4%

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

Excellent	23.4%	18.0%	21.1%	14.8%	19.6%	19.4%	20.0%
Good	44.5%	44.5%	40.4%	45.2%	43.5%	51.5%	45.7%
Neutral	20.6%	18.8%	22.8%	19.1%	23.8%	13.6%	19.3%
Below average	8.7%	11.7%	7.9%	14.8%	6.5%	8.3%	9.2%
Poor	2.8%	7.0%	7.9%	6.1%	6.5%	7.3%	5.9%

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

Excellent	33.2%	26.6%	33.9%	28.9%	38.7%	29.3%	32.0%
Good	47.9%	49.2%	49.6%	45.6%	40.5%	51.2%	47.5%
Neutral	10.1%	12.5%	9.6%	14.0%	11.3%	12.7%	11.5%
Below average	6.9%	7.0%	2.6%	7.0%	5.4%	3.9%	5.5%
Poor	1.8%	4.7%	4.3%	4.4%	4.2%	2.9%	3.5%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Excellent	30.6%	24.0%	27.7%	23.4%	29.5%	24.1%	26.9%
Good	48.5%	55.2%	52.7%	55.9%	48.8%	54.3%	51.9%
Neutral	16.0%	11.2%	17.0%	16.2%	15.7%	15.6%	15.6%
Below average	2.4%	7.2%	2.7%	2.7%	3.6%	4.5%	3.7%
Poor	2.4%	2.4%	0.0%	1.8%	2.4%	1.5%	1.8%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q13. Top choice

Quality of police services	5.8%	7.5%	12.2%	13.2%	9.0%	14.0%	10.1%
Response time for police services	4.4%	3.0%	2.6%	5.0%	2.8%	4.7%	3.8%
Overall police relationship with your community	5.3%	6.8%	11.3%	8.3%	7.9%	5.1%	6.9%
Quality of fire services	0.4%	1.5%	0.9%	0.8%	1.1%	1.4%	1.0%
Response time for fire services	0.9%	0.0%	0.9%	0.0%	0.0%	0.5%	0.4%
Overall quality of service provided by 9-1-1 operators	1.3%	0.0%	0.9%	0.0%	0.6%	0.9%	0.7%
Enforcement of City codes & ordinances	3.6%	0.0%	0.9%	5.0%	1.1%	3.7%	2.6%
Enforcement of junk & debris cleanup on private property	2.7%	2.3%	1.7%	1.7%	4.0%	4.7%	3.0%
Overall cleanliness of Raleigh	4.9%	7.5%	9.6%	3.3%	5.1%	6.5%	5.9%

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Cleanliness of downtown Raleigh	4.4%	2.3%	2.6%	0.0%	4.5%	2.3%	2.9%
Cleanliness of your neighborhood	3.1%	1.5%	1.7%	2.5%	2.8%	0.0%	1.9%
Cleanliness of City parks	0.4%	0.0%	1.7%	0.8%	0.6%	0.9%	0.7%
Cleanliness of City greenways	1.3%	0.8%	0.9%	0.8%	0.6%	0.0%	0.7%
Impact of changes being made in and around your neighborhood	6.2%	3.0%	6.1%	2.5%	4.5%	5.1%	4.7%
New construction's compatibility with existing neighborhood building patterns	4.0%	6.8%	5.2%	6.6%	7.9%	3.3%	5.2%
Variety of housing options	4.9%	3.8%	4.3%	5.0%	5.1%	3.7%	4.5%
Availability of affordable housing	20.0%	30.8%	20.9%	17.4%	18.1%	20.1%	20.7%
Neighborliness of residents	1.3%	0.8%	0.0%	0.0%	0.0%	0.5%	0.5%

Q13. Top choice (Cont.)

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q13. Top choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

3.1%	1.5%	1.7%	8.3%	4.5%	0.9%	3.2%
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Your neighborhood's ability to support a
healthy & active lifestyle

5.3%	0.8%	1.7%	3.3%	1.1%	1.4%	2.4%
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Your access to City parks, greenways, &
community centers

2.7%	3.8%	1.7%	2.5%	2.3%	1.4%	2.3%
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Overall quality of parks & recreation
programs & services

2.2%	3.8%	0.0%	0.0%	4.0%	1.4%	2.1%
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None chosen

11.6%	12.0%	10.4%	13.2%	12.4%	17.3%	14.1%
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Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q13. 2nd choice

Quality of police services	2.2%	3.8%	2.6%	5.0%	6.2%	3.7%	3.9%
Response time for police services	2.2%	2.3%	4.3%	5.8%	2.8%	7.0%	4.1%
Overall police relationship with your community	4.4%	2.3%	4.3%	6.6%	3.4%	3.7%	4.1%
Quality of fire services	2.7%	2.3%	3.5%	5.0%	3.4%	2.8%	3.3%
Response time for fire services	1.3%	0.8%	2.6%	0.0%	0.6%	0.9%	1.0%
Overall quality of service provided by 9-1-1 operators	0.9%	0.8%	0.9%	1.7%	0.6%	0.0%	0.7%
Enforcement of City codes & ordinances	3.1%	3.0%	0.0%	1.7%	5.6%	5.1%	3.5%
Enforcement of junk & debris cleanup on private property	4.4%	3.0%	2.6%	5.8%	2.3%	7.0%	4.3%
Overall cleanliness of Raleigh	4.4%	3.8%	3.5%	4.1%	4.5%	1.9%	3.6%

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Cleanliness of downtown Raleigh	1.8%	1.5%	6.1%	3.3%	4.5%	2.3%	3.0%
Cleanliness of your neighborhood	4.0%	3.0%	2.6%	1.7%	1.1%	2.3%	2.5%
Cleanliness of City parks	0.4%	1.5%	0.0%	1.7%	0.6%	1.4%	0.9%
Cleanliness of City greenways	1.8%	0.0%	2.6%	0.8%	0.0%	0.9%	1.0%
Impact of changes being made in and around your neighborhood	4.9%	9.0%	8.7%	5.8%	7.3%	4.7%	6.3%
New construction's compatibility with existing neighborhood building patterns	7.6%	9.0%	9.6%	5.8%	8.5%	10.3%	8.4%
Variety of housing options	8.4%	10.5%	7.8%	4.1%	12.4%	7.9%	8.6%
Availability of affordable housing	10.2%	13.5%	11.3%	14.9%	11.9%	9.8%	11.5%
Neighborliness of residents	2.2%	0.8%	1.7%	1.7%	1.1%	1.9%	1.7%

Q13. 2nd choice (Cont.)

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q13. 2nd choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

5.3%	5.3%	4.3%	3.3%	4.0%	3.3%	4.2%
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Your neighborhood's ability to support a
healthy & active lifestyle

4.4%	3.0%	3.5%	1.7%	2.3%	1.9%	2.8%
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Your access to City parks, greenways, &
community centers

4.0%	3.0%	2.6%	2.5%	2.3%	0.9%	2.5%
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Overall quality of parks & recreation
programs & services

3.6%	2.3%	1.7%	2.5%	0.0%	0.9%	1.8%
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None chosen

15.6%	15.8%	13.0%	14.9%	14.7%	19.2%	16.7%
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Q13. Which THREE items from the list in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q13. 3rd choice

Quality of police services	2.2%	3.0%	3.5%	3.3%	1.7%	3.7%	2.9%
Response time for police services	2.7%	0.8%	0.0%	2.5%	2.3%	2.3%	1.9%
Overall police relationship with your community	2.2%	1.5%	3.5%	5.8%	4.5%	8.9%	4.6%
Quality of fire services	0.9%	0.8%	0.9%	0.0%	1.7%	0.9%	1.0%
Response time for fire services	0.9%	0.8%	1.7%	1.7%	0.6%	1.9%	1.2%
Overall quality of service provided by 9-1-1 operators	2.2%	0.8%	1.7%	1.7%	1.1%	0.9%	1.4%
Enforcement of City codes & ordinances	2.2%	2.3%	1.7%	5.0%	4.5%	2.3%	2.9%
Enforcement of junk & debris cleanup on private property	2.7%	3.0%	3.5%	4.1%	3.4%	2.8%	3.3%
Overall cleanliness of Raleigh	6.7%	6.8%	3.5%	5.8%	4.0%	7.5%	5.7%

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Cleanliness of downtown Raleigh	3.1%	5.3%	2.6%	1.7%	2.3%	3.3%	3.0%
Cleanliness of your neighborhood	4.0%	1.5%	0.9%	1.7%	1.1%	3.7%	2.4%
Cleanliness of City parks	0.4%	0.8%	3.5%	0.0%	2.8%	0.5%	1.3%
Cleanliness of City greenways	1.3%	1.5%	0.9%	0.8%	1.1%	1.4%	1.3%
Impact of changes being made in and around your neighborhood	6.7%	5.3%	5.2%	6.6%	6.2%	5.6%	5.8%
New construction's compatibility with existing neighborhood building patterns	6.7%	8.3%	6.1%	5.8%	4.5%	5.1%	5.9%
Variety of housing options	7.1%	7.5%	6.1%	9.1%	7.9%	4.7%	6.9%
Availability of affordable housing	10.2%	7.5%	10.4%	5.8%	14.7%	7.5%	9.3%
Neighborliness of residents	3.1%	3.0%	3.5%	1.7%	1.7%	0.9%	2.3%

Q13. 3rd choice (Cont.)

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q13. 3rd choice (Cont.)

Openness & acceptance of the
community towards people of diverse
backgrounds

4.0%	6.8%	12.2%	7.4%	4.5%	5.1%	5.9%
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Your neighborhood's ability to support a
healthy & active lifestyle

3.6%	6.0%	2.6%	5.8%	2.8%	2.3%	3.6%
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Your access to City parks, greenways, &
community centers

2.7%	3.8%	4.3%	3.3%	4.0%	1.4%	3.0%
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Overall quality of parks & recreation
programs & services

5.3%	5.3%	6.1%	5.0%	2.8%	2.8%	4.4%
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None chosen

19.1%	18.0%	15.7%	15.7%	19.8%	24.3%	20.2%
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SUM OF THE TOP THREE CHOICES

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Quality of police services	10.2%	14.3%	18.3%	21.5%	16.9%	21.5%	16.8%
Response time for police services	9.3%	6.0%	7.0%	13.2%	7.9%	14.0%	9.7%
Overall police relationship with your community	12.0%	10.5%	19.1%	20.7%	15.8%	17.8%	15.5%
Quality of fire services	4.0%	4.5%	5.2%	5.8%	6.2%	5.1%	5.2%
Response time for fire services	3.1%	1.5%	5.2%	1.7%	1.1%	3.3%	2.6%
Overall quality of service provided by 9-1-1 operators	4.4%	1.5%	3.5%	3.3%	2.3%	1.9%	2.8%
Enforcement of City codes & ordinances	8.9%	5.3%	2.6%	11.6%	11.3%	11.2%	8.9%
Enforcement of junk & debris cleanup on private property	9.8%	8.3%	7.8%	11.6%	9.6%	14.5%	10.5%
Overall cleanliness of Raleigh	16.0%	18.0%	16.5%	13.2%	13.6%	15.9%	15.2%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Cleanliness of downtown Raleigh	9.3%	9.0%	11.3%	5.0%	11.3%	7.9%	8.8%
Cleanliness of your neighborhood	11.1%	6.0%	5.2%	5.8%	5.1%	6.1%	6.7%
Cleanliness of City parks	1.3%	2.3%	5.2%	2.5%	4.0%	2.8%	2.9%
Cleanliness of City greenways	4.4%	2.3%	4.3%	2.5%	1.7%	2.3%	3.0%
Impact of changes being made in and around your neighborhood	17.8%	17.3%	20.0%	14.9%	18.1%	15.4%	16.8%
New construction's compatibility with existing neighborhood building patterns	18.2%	24.1%	20.9%	18.2%	20.9%	18.7%	19.6%
Variety of housing options	20.4%	21.8%	18.3%	18.2%	25.4%	16.4%	20.0%
Availability of affordable housing	40.4%	51.9%	42.6%	38.0%	44.6%	37.4%	41.5%
Neighborliness of residents	6.7%	4.5%	5.2%	3.3%	2.8%	3.3%	4.5%

SUM OF THE TOP THREE CHOICES

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Openness & acceptance of the community towards people of diverse backgrounds	12.4%	13.5%	18.3%	19.0%	13.0%	9.3%	13.3%
Your neighborhood's ability to support a healthy & active lifestyle	13.3%	9.8%	7.8%	10.7%	6.2%	5.6%	8.7%
Your access to City parks, greenways, & community centers	9.3%	10.5%	8.7%	8.3%	8.5%	3.7%	7.7%
Overall quality of parks & recreation programs & services	11.1%	11.3%	7.8%	7.4%	6.8%	5.1%	8.2%
None chosen	11.6%	12.0%	10.4%	13.2%	12.4%	17.3%	14.1%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q14-1. In Raleigh overall

Very safe	27.9%	32.1%	18.6%	30.0%	25.4%	20.4%	25.9%
Safe	56.6%	52.7%	64.6%	50.0%	59.3%	63.6%	57.7%
Neutral	13.7%	12.2%	10.6%	16.7%	10.2%	13.6%	13.0%
Unsafe	0.9%	2.3%	5.3%	2.5%	2.8%	1.9%	2.3%
Very unsafe	0.9%	0.8%	0.9%	0.8%	2.3%	0.5%	1.1%

Q14-2. In City parks & greenways

Very safe	25.1%	21.4%	9.3%	21.9%	18.5%	9.5%	18.0%
Safe	55.1%	56.3%	64.8%	48.2%	53.1%	57.4%	55.2%
Neutral	15.5%	15.1%	16.7%	22.8%	24.1%	22.6%	19.8%
Unsafe	3.9%	7.1%	7.4%	5.3%	3.7%	8.4%	5.7%
Very unsafe	0.5%	0.0%	1.9%	1.8%	0.6%	2.1%	1.2%

Q14-3. In downtown Raleigh during the day

Very safe	42.9%	45.4%	33.9%	40.7%	34.9%	31.2%	38.1%
Safe	49.3%	45.4%	58.0%	42.4%	50.3%	51.0%	49.0%
Neutral	7.4%	8.5%	6.3%	14.4%	12.0%	15.8%	11.2%
Unsafe	0.5%	0.8%	1.8%	1.7%	2.3%	1.5%	1.3%
Very unsafe	0.0%	0.0%	0.0%	0.8%	0.6%	0.5%	0.4%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q14-4. In downtown Raleigh at night

Very safe	10.7%	15.1%	9.4%	18.9%	9.0%	9.4%	11.9%
Safe	43.9%	44.4%	47.2%	36.9%	37.7%	39.8%	41.4%
Neutral	31.2%	28.6%	30.2%	28.8%	32.9%	32.5%	31.0%
Unsafe	12.2%	7.9%	9.4%	12.6%	13.8%	14.7%	12.0%
Very unsafe	2.0%	4.0%	3.8%	2.7%	6.6%	3.7%	3.8%

Q14-5. In your neighborhood during the day

Very safe	57.5%	51.1%	44.2%	48.3%	48.6%	47.1%	50.0%
Safe	35.3%	41.2%	46.0%	44.1%	41.8%	40.9%	40.9%
Neutral	5.4%	4.6%	7.1%	5.9%	7.9%	11.5%	7.4%
Unsafe	1.4%	1.5%	2.7%	0.8%	1.7%	0.5%	1.3%
Very unsafe	0.5%	1.5%	0.0%	0.8%	0.0%	0.0%	0.4%

Q14-6. In your neighborhood at night

Very safe	27.6%	30.5%	25.0%	31.9%	28.4%	28.6%	28.7%
Safe	45.7%	48.1%	47.3%	42.9%	49.4%	44.2%	46.1%
Neutral	14.5%	11.5%	16.1%	16.8%	13.6%	16.0%	14.8%
Unsafe	9.0%	5.3%	8.0%	7.6%	8.0%	9.7%	8.1%
Very unsafe	3.2%	4.6%	3.6%	0.8%	0.6%	1.5%	2.2%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q15. Top choice

In Raleigh overall	24.9%	25.6%	26.1%	29.8%	26.0%	25.2%	25.8%
In City parks & greenways	12.0%	23.3%	20.0%	13.2%	16.9%	15.9%	16.0%
In downtown Raleigh during the day	1.3%	3.0%	1.7%	5.8%	1.7%	4.2%	2.9%
In downtown Raleigh at night	30.7%	17.3%	28.7%	23.1%	27.7%	21.5%	25.0%
In your neighborhood during the day	0.9%	1.5%	3.5%	4.1%	1.7%	2.3%	2.1%
In your neighborhood at night	14.7%	9.8%	12.2%	10.7%	10.7%	10.7%	11.4%
None chosen	15.6%	19.5%	7.8%	13.2%	15.3%	20.1%	16.8%

Q15. 2nd choice

In Raleigh overall	12.0%	12.0%	8.7%	10.7%	13.0%	6.1%	10.2%
In City parks & greenways	18.7%	18.8%	24.3%	21.5%	24.9%	18.7%	20.6%
In downtown Raleigh during the day	4.4%	3.0%	6.1%	2.5%	6.2%	5.6%	4.9%
In downtown Raleigh at night	24.0%	27.1%	25.2%	25.6%	24.3%	26.2%	24.8%
In your neighborhood during the day	4.4%	2.3%	1.7%	0.8%	1.7%	4.7%	3.0%
In your neighborhood at night	16.4%	15.8%	17.4%	16.5%	11.3%	14.0%	14.9%
None chosen	20.0%	21.1%	16.5%	22.3%	18.6%	24.8%	21.8%

SUM OF THE TOP TWO CHOICES

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
In Raleigh overall	36.9%	37.6%	34.8%	40.5%	39.0%	31.3%	36.0%
In City parks & greenways	30.7%	42.1%	44.3%	34.7%	41.8%	34.6%	36.6%
In downtown Raleigh during the day	5.8%	6.0%	7.8%	8.3%	7.9%	9.8%	7.7%
In downtown Raleigh at night	54.7%	44.4%	53.9%	48.8%	52.0%	47.7%	49.7%
In your neighborhood during the day	5.3%	3.8%	5.2%	5.0%	3.4%	7.0%	5.0%
In your neighborhood at night	31.1%	25.6%	29.6%	27.3%	22.0%	24.8%	26.2%
None chosen	15.6%	19.5%	7.8%	13.2%	15.3%	20.1%	16.8%

Q15. Top choice

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q16-1. Overall traffic flow in Raleigh

Excellent	3.6%	2.3%	4.5%	4.2%	1.2%	1.9%	3.0%
Good	33.3%	34.6%	28.8%	22.7%	25.0%	23.8%	28.2%
Neutral	23.0%	21.5%	25.2%	21.8%	30.8%	30.6%	26.0%
Below average	27.0%	26.9%	21.6%	23.5%	17.4%	26.2%	24.0%
Poor	13.1%	14.6%	19.8%	27.7%	25.6%	17.5%	18.8%

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

Excellent	8.1%	10.7%	4.5%	6.7%	4.6%	2.5%	6.2%
Good	48.9%	48.9%	41.4%	38.7%	39.9%	41.9%	43.6%
Neutral	24.0%	19.8%	20.7%	16.8%	24.9%	28.1%	23.0%
Below average	10.9%	11.5%	20.7%	21.8%	17.3%	18.7%	16.5%
Poor	8.1%	9.2%	12.6%	16.0%	13.3%	8.9%	10.7%

Q16-3. Overall maintenance of City streets

Excellent	7.3%	6.9%	8.0%	2.5%	4.6%	1.5%	5.1%
Good	45.2%	42.0%	34.8%	29.8%	38.3%	32.2%	37.8%
Neutral	27.9%	25.2%	30.4%	30.6%	26.9%	26.8%	27.8%
Below average	13.7%	16.8%	17.9%	25.6%	20.0%	26.3%	19.8%
Poor	5.9%	9.2%	8.9%	11.6%	10.3%	13.2%	9.6%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q16-4. Overall condition of major City streets

Excellent	8.1%	6.9%	9.0%	6.7%	5.2%	2.4%	6.2%
Good	46.2%	46.6%	42.3%	35.8%	44.8%	42.4%	43.5%
Neutral	25.3%	26.0%	24.3%	27.5%	25.0%	27.3%	26.2%
Below average	16.3%	12.2%	16.2%	22.5%	16.3%	18.5%	16.8%
Poor	4.1%	8.4%	8.1%	7.5%	8.7%	9.3%	7.4%

Q16-5. Condition of streets in your neighborhood

Excellent	17.6%	10.8%	16.8%	9.1%	14.2%	9.1%	13.3%
Good	55.4%	58.5%	54.0%	47.1%	50.0%	43.1%	50.9%
Neutral	14.4%	16.9%	15.9%	25.6%	18.8%	27.8%	20.1%
Below average	7.7%	8.5%	9.7%	14.9%	11.9%	13.9%	10.8%
Poor	5.0%	5.4%	3.5%	3.3%	5.1%	6.2%	4.9%

Q16-6. Overall condition of City sidewalks

Excellent	6.9%	7.9%	15.5%	5.9%	8.7%	4.5%	7.8%
Good	53.2%	52.4%	40.9%	42.0%	45.3%	43.6%	46.9%
Neutral	26.1%	19.0%	21.8%	28.6%	25.0%	31.2%	25.8%
Below average	8.3%	12.7%	13.6%	18.5%	13.4%	15.3%	13.2%
Poor	5.5%	7.9%	8.2%	5.0%	7.6%	5.4%	6.3%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q16-7. Condition of sidewalks in your neighborhood

Excellent	16.1%	14.6%	20.4%	11.0%	13.5%	12.2%	14.7%
Good	44.7%	45.5%	41.7%	45.8%	45.0%	38.1%	43.4%
Neutral	17.1%	17.1%	18.5%	21.2%	25.7%	27.5%	21.6%
Below average	12.4%	12.2%	7.4%	16.1%	7.0%	13.8%	11.4%
Poor	9.7%	10.6%	12.0%	5.9%	8.8%	8.5%	9.0%

Q16-8. Availability of sidewalks in Raleigh

Excellent	8.7%	7.0%	10.1%	7.6%	9.5%	6.3%	8.3%
Good	40.8%	34.4%	37.6%	36.1%	33.7%	37.0%	36.8%
Neutral	25.7%	26.6%	19.3%	21.0%	30.8%	32.3%	26.8%
Below average	14.2%	21.1%	22.0%	18.5%	15.4%	18.8%	17.8%
Poor	10.6%	10.9%	11.0%	16.8%	10.7%	5.7%	10.3%

Q16-9. Availability of sidewalks in your neighborhood

Excellent	23.5%	14.7%	22.7%	16.0%	15.3%	14.1%	18.1%
Good	34.6%	33.3%	35.5%	40.3%	47.1%	37.9%	38.0%
Neutral	16.6%	17.8%	16.4%	8.4%	17.6%	19.7%	16.4%
Below average	11.5%	19.4%	9.1%	21.8%	5.9%	17.2%	14.0%
Poor	13.8%	14.7%	16.4%	13.4%	14.1%	11.1%	13.6%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q16-10. Availability of bicycle lanes

Excellent	5.9%	5.3%	5.7%	8.2%	7.0%	9.7%	7.1%
Good	28.6%	32.7%	32.4%	25.5%	31.0%	34.7%	31.5%
Neutral	29.6%	19.5%	28.6%	31.8%	31.6%	33.0%	29.1%
Below average	20.7%	27.4%	20.0%	22.7%	21.5%	13.6%	20.2%
Poor	15.3%	15.0%	13.3%	11.8%	8.9%	9.1%	12.0%

Q16-11. Availability of downtown parking

Excellent	6.0%	5.5%	4.5%	6.0%	3.6%	3.6%	5.0%
Good	37.5%	39.1%	33.9%	27.4%	27.9%	21.6%	31.1%
Neutral	26.4%	22.7%	26.8%	25.6%	26.1%	23.7%	25.4%
Below average	20.4%	21.9%	18.8%	24.8%	22.4%	29.4%	22.9%
Poor	9.7%	10.9%	16.1%	16.2%	20.0%	21.6%	15.7%

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

Excellent	9.0%	6.3%	9.3%	9.7%	6.2%	4.5%	7.6%
Good	46.4%	42.9%	43.0%	38.9%	34.0%	30.7%	39.4%
Neutral	29.4%	33.3%	29.0%	31.0%	30.9%	34.6%	31.1%
Below average	9.0%	7.9%	11.2%	14.2%	16.7%	17.3%	12.8%
Poor	6.2%	9.5%	7.5%	6.2%	12.3%	12.8%	9.1%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q16-13. Overall quality of GoRaleigh bus system

Excellent	15.2%	6.9%	9.3%	10.5%	7.7%	10.9%	10.9%
Good	36.4%	39.7%	42.6%	36.8%	39.6%	41.6%	39.6%
Neutral	25.3%	25.9%	29.6%	35.1%	26.4%	31.7%	28.5%
Below average	14.1%	17.2%	7.4%	10.5%	12.1%	8.9%	11.5%
Poor	9.1%	10.3%	11.1%	7.0%	14.3%	6.9%	9.6%

Q16-14. Cleanliness of GoRaleigh buses

Excellent	14.4%	9.6%	7.7%	17.4%	10.3%	9.2%	11.9%
Good	53.3%	42.3%	42.3%	37.0%	37.2%	50.6%	45.1%
Neutral	25.6%	34.6%	38.5%	30.4%	32.1%	31.0%	30.8%
Below average	3.3%	5.8%	5.8%	10.9%	14.1%	4.6%	7.0%
Poor	3.3%	7.7%	5.8%	4.3%	6.4%	4.6%	5.1%

Q16-15. Cleanliness of GoRaleigh bus stops & terminals

Excellent	12.8%	3.3%	3.5%	11.5%	6.3%	7.8%	8.4%
Good	43.6%	31.7%	47.4%	38.5%	32.5%	30.4%	37.3%
Neutral	29.8%	38.3%	31.6%	36.5%	40.0%	42.2%	36.0%
Below average	8.5%	20.0%	12.3%	11.5%	10.0%	10.8%	11.5%
Poor	5.3%	6.7%	5.3%	1.9%	11.3%	8.8%	6.8%

WITHOUT "DON'T KNOW"**Q16(16-18). Please rate your experience doing the following. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q16-16. Walking to places in Raleigh

Excellent	19.0%	12.1%	16.7%	13.3%	12.2%	10.8%	14.6%
Good	42.7%	46.0%	41.7%	39.8%	44.2%	43.2%	42.7%
Neutral	22.7%	15.3%	22.2%	25.7%	20.5%	30.1%	23.1%
Below average	9.0%	15.3%	8.3%	10.6%	12.2%	10.2%	10.7%
Poor	6.6%	11.3%	11.1%	10.6%	10.9%	5.7%	8.7%

Q16-17. Biking to places in Raleigh

Excellent	10.6%	2.5%	11.6%	3.9%	9.5%	7.6%	8.1%
Good	30.3%	35.0%	34.8%	32.5%	24.8%	36.2%	31.9%
Neutral	31.8%	30.0%	29.0%	37.7%	30.5%	32.4%	31.7%
Below average	18.2%	23.8%	17.4%	13.0%	24.8%	15.2%	19.0%
Poor	9.1%	8.8%	7.2%	13.0%	10.5%	8.6%	9.3%

WITHOUT "DON'T KNOW"**Q16(16-18). Please rate your experience doing the following. (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q16-18. Riding GoRaleigh bus to places in Raleigh

Excellent	16.0%	8.0%	6.4%	9.3%	10.7%	12.1%	11.4%
Good	28.4%	26.0%	40.4%	40.7%	29.3%	37.4%	33.9%
Neutral	29.6%	38.0%	29.8%	27.8%	29.3%	34.1%	30.9%
Below average	18.5%	12.0%	14.9%	9.3%	14.7%	9.9%	13.1%
Poor	7.4%	16.0%	8.5%	13.0%	16.0%	6.6%	10.6%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q17. Top choice

Overall traffic flow in Raleigh	38.7%	42.9%	41.7%	43.0%	40.1%	37.4%	39.8%
Ability to predict travel time to places in Raleigh	2.7%	1.5%	4.3%	5.0%	1.1%	0.9%	2.5%
Overall maintenance of City streets	4.9%	7.5%	5.2%	7.4%	7.3%	11.7%	7.4%
Overall condition of major City streets	2.7%	4.5%	3.5%	7.4%	4.0%	4.7%	4.3%
Condition of streets in your neighborhood	1.8%	0.0%	0.9%	0.8%	2.8%	3.3%	1.8%
Overall condition of City sidewalks	1.3%	0.8%	0.9%	0.8%	1.1%	1.4%	1.1%
Condition of sidewalks in your neighborhood	2.7%	1.5%	2.6%	0.0%	0.6%	1.9%	1.6%
Availability of sidewalks in Raleigh	6.2%	6.8%	5.2%	3.3%	2.8%	1.9%	4.2%
Availability of sidewalks in your neighborhood	1.8%	2.3%	1.7%	1.7%	1.7%	2.3%	1.9%

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

N=1010

	Q23. Years lived in City of Raleigh						Total
	0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	
Availability of bicycle lanes	6.7%	5.3%	7.0%	5.8%	5.1%	2.3%	5.0%
Availability of downtown parking	4.9%	3.8%	3.5%	3.3%	4.0%	4.7%	4.1%
Quality of downtown parking (e.g., cleanliness, condition)	0.4%	0.0%	0.0%	1.7%	0.6%	1.4%	0.7%
Overall quality of GoRaleigh bus system	4.4%	3.8%	2.6%	1.7%	4.5%	1.9%	3.2%
Cleanliness of GoRaleigh bus stops & terminals	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.2%
Walking to places in Raleigh	3.1%	2.3%	2.6%	0.0%	6.2%	2.3%	2.9%
Biking to places in Raleigh	1.8%	2.3%	1.7%	2.5%	2.8%	0.0%	1.8%
Riding GoRaleigh bus to places in Raleigh	1.8%	1.5%	5.2%	2.5%	3.4%	1.4%	2.4%
None chosen	14.2%	13.5%	11.3%	13.2%	11.9%	19.6%	15.3%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q17. 2nd choice

Overall traffic flow in Raleigh	6.2%	8.3%	3.5%	9.1%	7.3%	4.7%	6.2%
Ability to predict travel time to places in Raleigh	9.8%	9.0%	13.0%	13.2%	6.2%	7.0%	9.1%
Overall maintenance of City streets	12.9%	12.8%	18.3%	17.4%	19.2%	17.8%	16.2%
Overall condition of major City streets	7.1%	8.3%	4.3%	6.6%	7.9%	9.8%	7.6%
Condition of streets in your neighborhood	3.1%	2.3%	0.9%	2.5%	2.3%	2.3%	2.3%
Overall condition of City sidewalks	1.8%	4.5%	2.6%	1.7%	2.3%	1.4%	2.3%
Condition of sidewalks in your neighborhood	2.2%	3.0%	2.6%	1.7%	1.1%	3.7%	2.4%
Availability of sidewalks in Raleigh	4.4%	11.3%	2.6%	6.6%	6.8%	4.7%	5.9%
Availability of sidewalks in your neighborhood	4.0%	1.5%	6.1%	5.0%	2.3%	6.1%	4.1%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q17. 2nd choice (Cont.)

Availability of bicycle lanes	8.9%	6.8%	4.3%	4.1%	4.5%	0.5%	4.9%
Availability of downtown parking	7.1%	6.8%	11.3%	3.3%	8.5%	10.7%	7.9%
Quality of downtown parking (e.g., cleanliness, condition)	3.1%	2.3%	1.7%	2.5%	3.4%	3.3%	2.9%
Overall quality of GoRaleigh bus system	5.3%	0.0%	4.3%	5.0%	1.7%	2.3%	3.1%
Cleanliness of GoRaleigh buses	0.0%	0.8%	0.9%	0.0%	0.0%	0.0%	0.2%
Cleanliness of GoRaleigh bus stops & terminals	1.3%	0.0%	0.9%	1.7%	1.1%	0.0%	0.8%
Walking to places in Raleigh	1.8%	2.3%	6.1%	1.7%	3.4%	0.9%	2.4%
Biking to places in Raleigh	2.2%	1.5%	2.6%	2.5%	4.0%	1.4%	2.3%
Riding GoRaleigh bus to places in Raleigh	2.2%	2.3%	1.7%	0.0%	4.5%	1.4%	2.1%
None chosen	16.4%	16.5%	12.2%	15.7%	13.6%	22.0%	17.4%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q17. 3rd choice

Overall traffic flow in Raleigh	6.2%	4.5%	3.5%	5.0%	7.9%	8.4%	6.1%
Ability to predict travel time to places in Raleigh	3.1%	3.8%	4.3%	3.3%	5.1%	4.7%	4.0%
Overall maintenance of City streets	10.7%	3.8%	13.0%	10.7%	6.2%	6.5%	8.2%
Overall condition of major City streets	8.0%	11.3%	7.8%	6.6%	7.9%	9.3%	8.4%
Condition of streets in your neighborhood	3.6%	0.8%	2.6%	9.1%	2.3%	3.7%	3.5%
Overall condition of City sidewalks	1.8%	3.0%	2.6%	5.0%	4.5%	3.7%	3.3%
Condition of sidewalks in your neighborhood	2.7%	0.8%	1.7%	2.5%	3.4%	2.8%	2.4%
Availability of sidewalks in Raleigh	6.2%	6.8%	2.6%	3.3%	6.8%	2.3%	4.7%
Availability of sidewalks in your neighborhood	3.1%	3.0%	5.2%	5.8%	2.3%	1.4%	3.2%

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q17. 3rd choice (Cont.)

Availability of bicycle lanes	2.7%	3.8%	3.5%	3.3%	5.6%	1.9%	3.3%
Availability of downtown parking	12.9%	8.3%	7.0%	9.9%	9.6%	11.7%	10.5%
Quality of downtown parking (e.g., cleanliness, condition)	2.2%	6.0%	7.0%	2.5%	5.1%	5.1%	4.5%
Overall quality of GoRaleigh bus system	3.6%	5.3%	7.0%	1.7%	3.4%	4.2%	4.0%
Cleanliness of GoRaleigh buses	0.9%	0.8%	0.9%	0.8%	1.1%	0.5%	0.8%
Cleanliness of GoRaleigh bus stops & terminals	1.3%	2.3%	0.0%	0.8%	1.1%	0.5%	1.0%
Walking to places in Raleigh	4.9%	6.0%	6.1%	5.8%	4.0%	2.3%	4.6%
Biking to places in Raleigh	3.1%	5.3%	2.6%	2.5%	2.8%	0.5%	2.6%
Riding GoRaleigh bus to places in Raleigh	3.1%	4.5%	4.3%	3.3%	3.4%	4.7%	3.9%
None chosen	20.0%	20.3%	18.3%	18.2%	17.5%	25.7%	21.4%

SUM OF THE TOP THREE CHOICES

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q17. Top choice

Overall traffic flow in Raleigh	51.1%	55.6%	48.7%	57.0%	55.4%	50.5%	52.2%
Ability to predict travel time to places in Raleigh	15.6%	14.3%	21.7%	21.5%	12.4%	12.6%	15.5%
Overall maintenance of City streets	28.4%	24.1%	36.5%	35.5%	32.8%	36.0%	31.9%
Overall condition of major City streets	17.8%	24.1%	15.7%	20.7%	19.8%	23.8%	20.3%
Condition of streets in your neighborhood	8.4%	3.0%	4.3%	12.4%	7.3%	9.3%	7.5%
Overall condition of City sidewalks	4.9%	8.3%	6.1%	7.4%	7.9%	6.5%	6.6%
Condition of sidewalks in your neighborhood	7.6%	5.3%	7.0%	4.1%	5.1%	8.4%	6.3%
Availability of sidewalks in Raleigh	16.9%	24.8%	10.4%	13.2%	16.4%	8.9%	14.8%
Availability of sidewalks in your neighborhood	8.9%	6.8%	13.0%	12.4%	6.2%	9.8%	9.1%

SUM OF THE TOP THREE CHOICES

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

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q17. Top choice (Cont.)

Availability of bicycle lanes	18.2%	15.8%	14.8%	13.2%	15.3%	4.7%	13.2%
Availability of downtown parking	24.9%	18.8%	21.7%	16.5%	22.0%	27.1%	22.5%
Quality of downtown parking (e.g., cleanliness, condition)	5.8%	8.3%	8.7%	6.6%	9.0%	9.8%	8.0%
Overall quality of GoRaleigh bus system	13.3%	9.0%	13.9%	8.3%	9.6%	8.4%	10.2%
Cleanliness of GoRaleigh buses	0.9%	1.5%	1.7%	0.8%	1.1%	0.5%	1.0%
Cleanliness of GoRaleigh bus stops & terminals	2.7%	2.3%	0.9%	2.5%	2.3%	1.4%	2.0%
Walking to places in Raleigh	9.8%	10.5%	14.8%	7.4%	13.6%	5.6%	9.8%
Biking to places in Raleigh	7.1%	9.0%	7.0%	7.4%	9.6%	1.9%	6.6%
Riding GoRaleigh bus to places in Raleigh	7.1%	8.3%	11.3%	5.8%	11.3%	7.5%	8.3%
None chosen	14.2%	13.5%	11.3%	13.2%	11.9%	19.6%	15.3%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q18-1. Visited a City park or greenway

Very frequently	26.5%	30.2%	23.6%	24.0%	26.6%	18.8%	24.8%
Frequently	43.8%	41.1%	42.7%	43.8%	34.1%	32.9%	39.2%
Rarely	25.6%	25.6%	30.9%	26.4%	32.4%	43.0%	31.0%
Never	4.1%	3.1%	2.7%	5.8%	6.9%	5.3%	4.9%

Q18-2. Visited a City community center

Very frequently	4.2%	6.3%	6.4%	6.8%	3.5%	8.2%	6.0%
Frequently	18.7%	27.6%	23.6%	24.8%	15.9%	19.3%	20.9%
Rarely	42.5%	43.3%	52.7%	55.6%	62.4%	55.1%	51.8%
Never	34.6%	22.8%	17.3%	12.8%	18.2%	17.4%	21.3%

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

Very frequently	5.6%	4.0%	7.4%	9.3%	5.3%	4.4%	5.8%
Frequently	21.3%	18.3%	17.6%	26.3%	18.2%	17.1%	19.5%
Rarely	34.7%	42.9%	41.7%	44.1%	48.8%	43.4%	42.1%
Never	38.4%	34.9%	33.3%	20.3%	27.6%	35.1%	32.5%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q18-4. Called 9-1-1

Very frequently	1.4%	3.1%	0.9%	0.9%	0.6%	1.5%	1.6%
Frequently	3.3%	2.4%	11.1%	3.5%	1.2%	3.0%	3.7%
Rarely	25.7%	30.7%	33.3%	43.0%	40.6%	49.8%	37.0%
Never	69.6%	63.8%	54.6%	52.6%	57.6%	45.8%	57.7%

Q18-5. Contacted City for code enforcement

Very frequently	1.4%	0.8%	0.9%	0.0%	1.2%	1.5%	1.3%
Frequently	3.3%	3.9%	4.6%	2.6%	5.4%	5.0%	4.2%
Rarely	13.7%	13.4%	22.2%	27.0%	22.2%	26.4%	20.4%
Never	81.6%	81.9%	72.2%	70.4%	71.3%	67.2%	74.1%

Q18-6. Had contact with Raleigh Police Department

Very frequently	2.3%	4.6%	1.8%	0.0%	1.8%	2.0%	2.3%
Frequently	4.6%	6.9%	6.4%	6.9%	5.8%	7.9%	6.4%
Rarely	38.1%	52.3%	59.6%	58.6%	59.1%	55.7%	52.3%
Never	55.0%	36.2%	32.1%	34.5%	33.3%	34.5%	38.9%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q18-7. Had contact with Raleigh Fire Department

Very frequently	1.4%	2.3%	0.9%	0.9%	0.6%	1.0%	1.4%
Frequently	2.3%	3.9%	2.8%	1.8%	2.3%	5.0%	3.1%
Rarely	16.7%	16.3%	17.6%	31.6%	36.6%	38.6%	26.7%
Never	79.5%	77.5%	78.7%	65.8%	60.5%	55.4%	68.8%

Q18-8. Attended a City of Raleigh public meeting

Very frequently	0.9%	0.8%	0.0%	0.0%	1.8%	2.5%	1.4%
Frequently	5.0%	5.4%	8.3%	7.7%	4.1%	10.4%	7.0%
Rarely	19.6%	16.3%	20.4%	35.0%	30.0%	28.4%	24.9%
Never	74.4%	77.5%	71.3%	57.3%	64.1%	58.7%	66.8%

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

Very frequently	2.3%	1.6%	0.0%	0.0%	0.0%	2.5%	1.5%
Frequently	5.0%	3.9%	12.3%	10.4%	11.2%	8.4%	8.3%
Rarely	19.6%	26.0%	34.0%	34.8%	30.0%	37.6%	29.7%
Never	73.1%	68.5%	53.8%	54.8%	58.8%	51.5%	60.5%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Very frequently	1.8%	1.6%	0.9%	1.7%	0.6%	2.9%	1.9%
Frequently	6.9%	4.7%	6.5%	9.5%	7.1%	13.2%	8.3%
Rarely	20.7%	29.9%	30.6%	34.5%	36.5%	33.7%	30.4%
Never	70.5%	63.8%	62.0%	54.3%	55.9%	50.2%	59.3%

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

Very frequently	2.7%	7.1%	6.4%	6.8%	5.8%	6.9%	5.8%
Frequently	16.7%	27.0%	19.1%	30.8%	16.4%	24.6%	21.8%
Rarely	42.1%	34.1%	44.5%	41.9%	49.1%	44.8%	43.2%
Never	38.5%	31.7%	30.0%	20.5%	28.7%	23.6%	29.2%

Q18-12. Attended a homeowners association meeting

Very frequently	6.9%	4.0%	5.5%	2.7%	9.5%	6.5%	6.4%
Frequently	7.9%	12.0%	18.3%	15.2%	17.2%	14.4%	13.6%
Rarely	13.9%	19.2%	17.4%	33.9%	17.8%	20.4%	19.7%
Never	71.3%	64.8%	58.7%	48.2%	55.6%	58.7%	60.2%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q18-13. Attended a Citizens Advisory Council (CAC) meeting

Very frequently	2.3%	1.6%	2.8%	2.6%	0.6%	2.5%	2.2%
Frequently	5.6%	7.8%	7.3%	5.3%	4.7%	10.4%	7.0%
Rarely	11.2%	10.9%	11.0%	18.4%	17.1%	27.2%	16.6%
Never	80.8%	79.7%	78.9%	73.7%	77.6%	59.9%	74.1%

Q18-14. Attended an event at a City entertainment venue (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Coastal Credit Union Music Park at Walnut Creek)

Very frequently	12.7%	12.5%	11.1%	12.0%	9.5%	7.8%	11.1%
Frequently	31.2%	39.1%	42.6%	35.0%	41.4%	35.6%	36.4%
Rarely	33.0%	31.3%	28.7%	36.8%	34.3%	39.0%	34.2%
Never	23.1%	17.2%	17.6%	16.2%	14.8%	17.6%	18.3%

Q18-15. Biked or walked instead of driving

Very frequently	20.0%	11.5%	14.4%	8.0%	15.2%	8.0%	13.5%
Frequently	22.7%	26.2%	26.1%	24.8%	19.9%	19.4%	22.3%
Rarely	35.5%	34.6%	33.3%	45.1%	33.9%	38.3%	36.3%
Never	21.8%	27.7%	26.1%	22.1%	31.0%	34.3%	27.9%

WITHOUT "DON'T KNOW"**Q18. How often have you done the following in the past 12 months? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q18-16. Used City greenways as a mode of transportation

Very frequently	5.2%	3.1%	6.5%	4.5%	5.9%	2.0%	4.7%
Frequently	10.4%	9.2%	12.0%	7.3%	9.5%	7.6%	9.2%
Rarely	25.0%	26.2%	23.1%	34.5%	24.9%	22.2%	25.2%
Never	59.4%	61.5%	58.3%	53.6%	59.8%	68.2%	60.9%

WITHOUT "DON'T KNOW"**Q19. In the past 12 months, how often have you used the GoRaleigh bus system? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q19. How often have you used GoRaleigh bus system in past 12 months

Very frequently	1.4%	3.8%	6.2%	2.5%	4.7%	3.5%	3.7%
Frequently	3.7%	4.5%	3.5%	1.7%	2.9%	4.0%	3.4%
Rarely	16.4%	15.2%	16.8%	16.8%	16.3%	15.7%	16.2%
Never	78.5%	76.5%	73.5%	79.0%	76.2%	76.8%	76.7%

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

N=743

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

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

Does not serve the areas I need to visit	13.6%	25.7%	11.3%	21.7%	17.1%	15.6%	17.2%
Buses do not come frequently enough	10.1%	7.9%	10.0%	13.0%	3.9%	4.8%	7.8%
Services are not provided during days & hours I would use it	2.4%	3.0%	2.5%	3.3%	3.1%	2.7%	2.8%
I just prefer to drive	65.1%	54.5%	61.3%	54.3%	64.3%	66.7%	62.0%
Other	8.9%	8.9%	15.0%	7.6%	11.6%	10.2%	10.2%

WITHOUT "DON'T KNOW"**Q20. How often do you telecommute for work? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q20. How often do you telecommute for work

Every work day	16.7%	21.3%	25.7%	17.9%	13.6%	9.2%	16.4%
A few times within a week	12.9%	9.4%	12.4%	12.8%	9.9%	7.7%	10.7%
A few times within a month	15.2%	18.1%	12.4%	17.1%	11.1%	10.2%	13.6%
A few times within a year	16.2%	16.5%	12.4%	8.5%	13.6%	9.2%	12.7%
Never	39.0%	34.6%	37.1%	43.6%	51.9%	63.8%	46.6%

WITHOUT "DON'T KNOW"**Q21. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")**

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q21. How likely are you to recommend living in Raleigh to someone who asks

Very likely	48.0%	50.0%	49.1%	47.1%	51.1%	46.6%	48.4%
Likely	36.8%	32.6%	31.6%	38.8%	29.9%	31.6%	33.6%
Neutral	9.9%	8.3%	12.3%	8.3%	8.0%	12.1%	9.8%
Not likely	1.8%	5.3%	3.5%	1.7%	3.4%	3.9%	3.2%
Very unlikely	3.6%	3.8%	3.5%	4.1%	7.5%	5.8%	4.9%

Q22. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1010

Q23. Years lived in City of Raleigh						Total
0-5 years	6-10 years	11-15 years	16-20 years	21-30 years	31+ years	

Q22. What is the most significant issues Raleigh will face over next five years

Affordable housing	70.7%	69.9%	65.2%	69.4%	61.6%	71.5%	68.1%
Pace of growth	62.7%	65.4%	67.8%	66.1%	61.0%	60.7%	62.6%
Transportation	67.6%	61.7%	56.5%	56.2%	61.0%	58.4%	60.0%
Affordability of City services	12.4%	8.3%	13.0%	14.0%	16.9%	15.4%	13.5%
Public safety	17.8%	12.0%	19.1%	20.7%	23.7%	23.8%	19.9%
Job opportunities	19.1%	24.8%	27.0%	25.6%	15.3%	18.7%	20.7%
Environmental protection	18.7%	23.3%	14.8%	15.7%	24.3%	9.3%	17.0%
Social justice/equity/inclusivity	21.3%	20.3%	21.7%	22.3%	16.9%	22.4%	20.7%
Other	3.1%	1.5%	5.2%	2.5%	4.0%	2.3%	3.0%