

City of Raleigh Community Survey

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GIS Maps

Submitted to the City of Raleigh, North Carolina:

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

January 2017



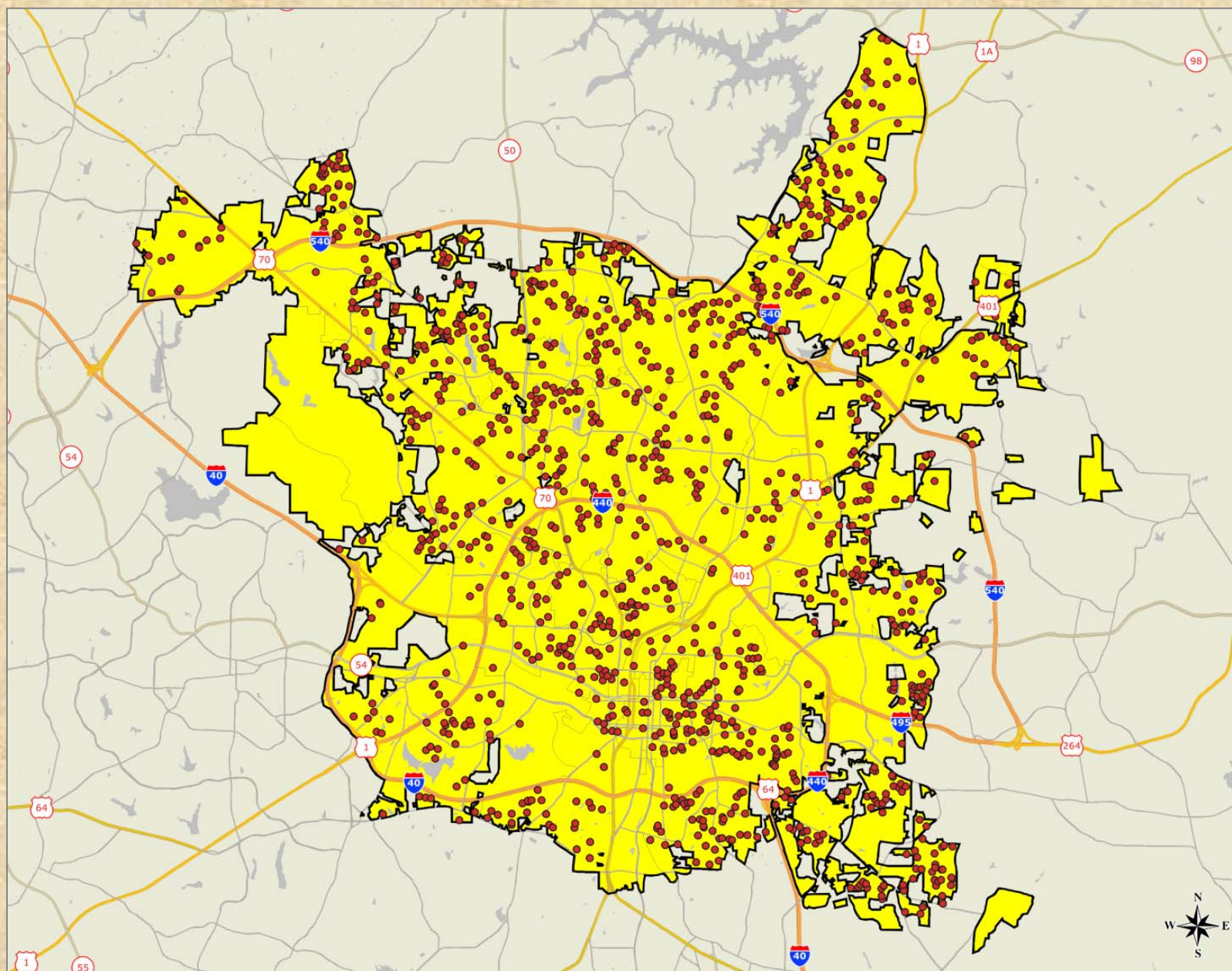
Interpreting GIS Maps Raleigh, North Carolina

The maps on the following pages show the mean ratings for several questions on the survey by Zip Code.

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

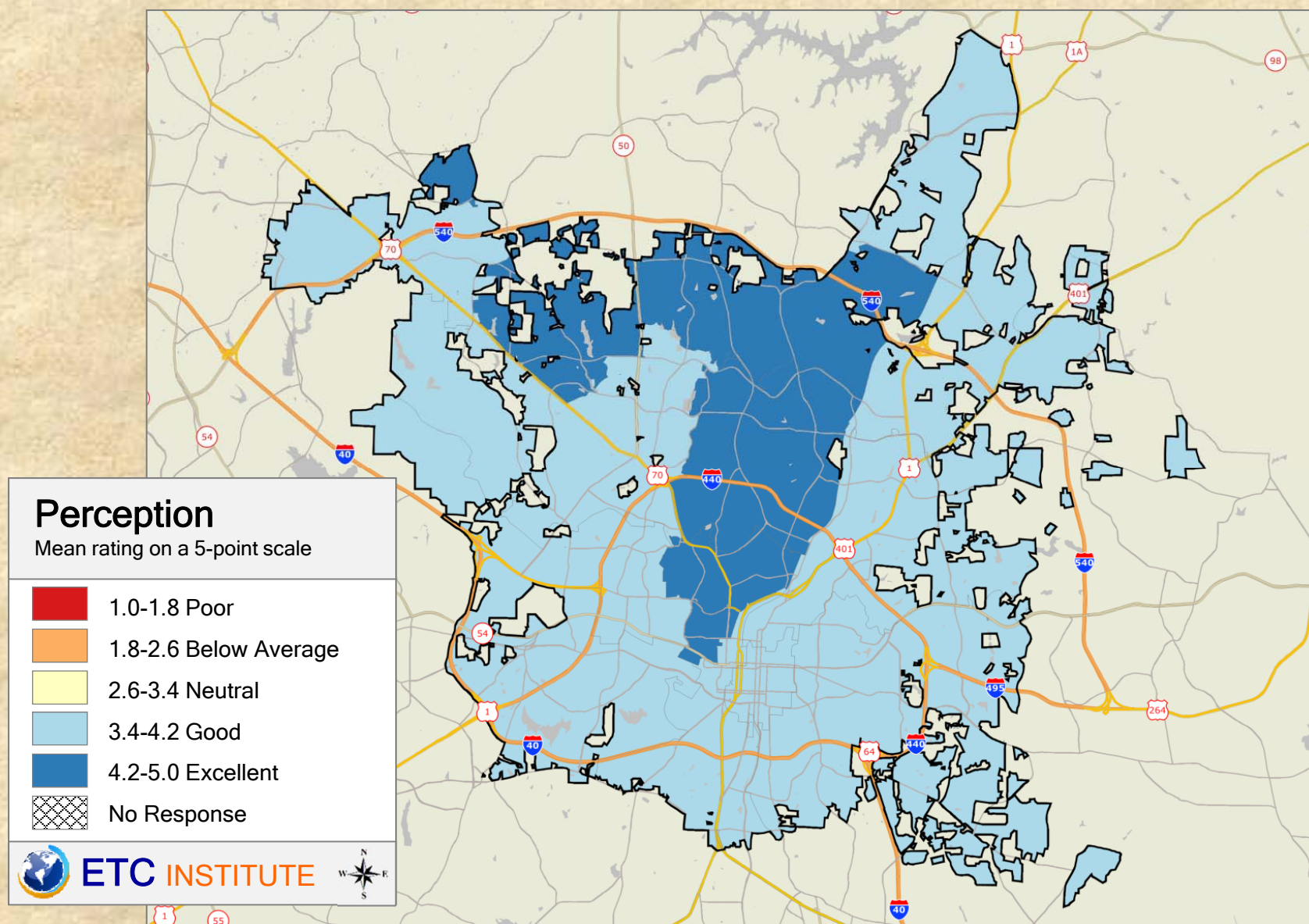
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents

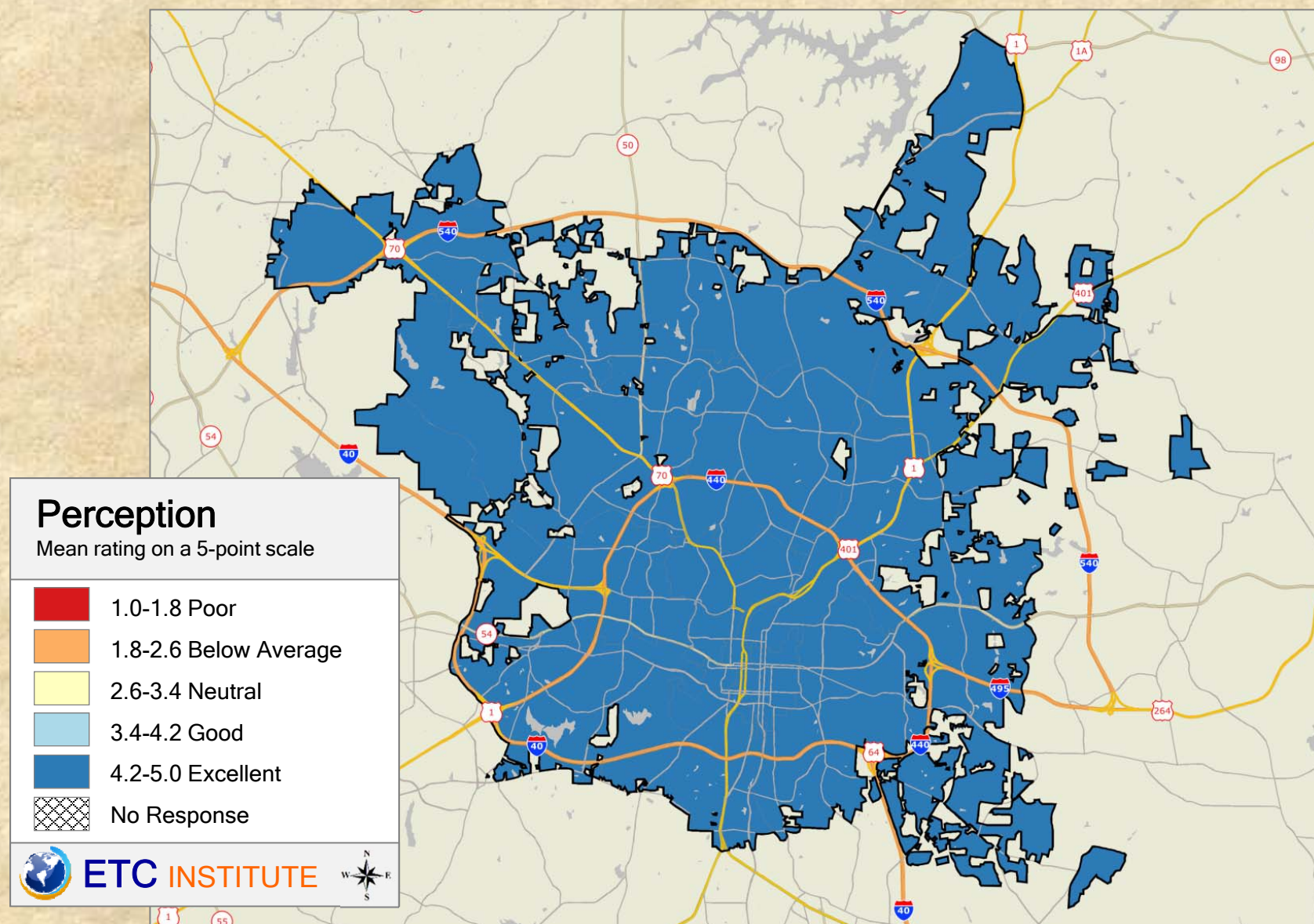


2016 City of Raleigh Community Survey

Q1.1 Rating the: Quality of police services



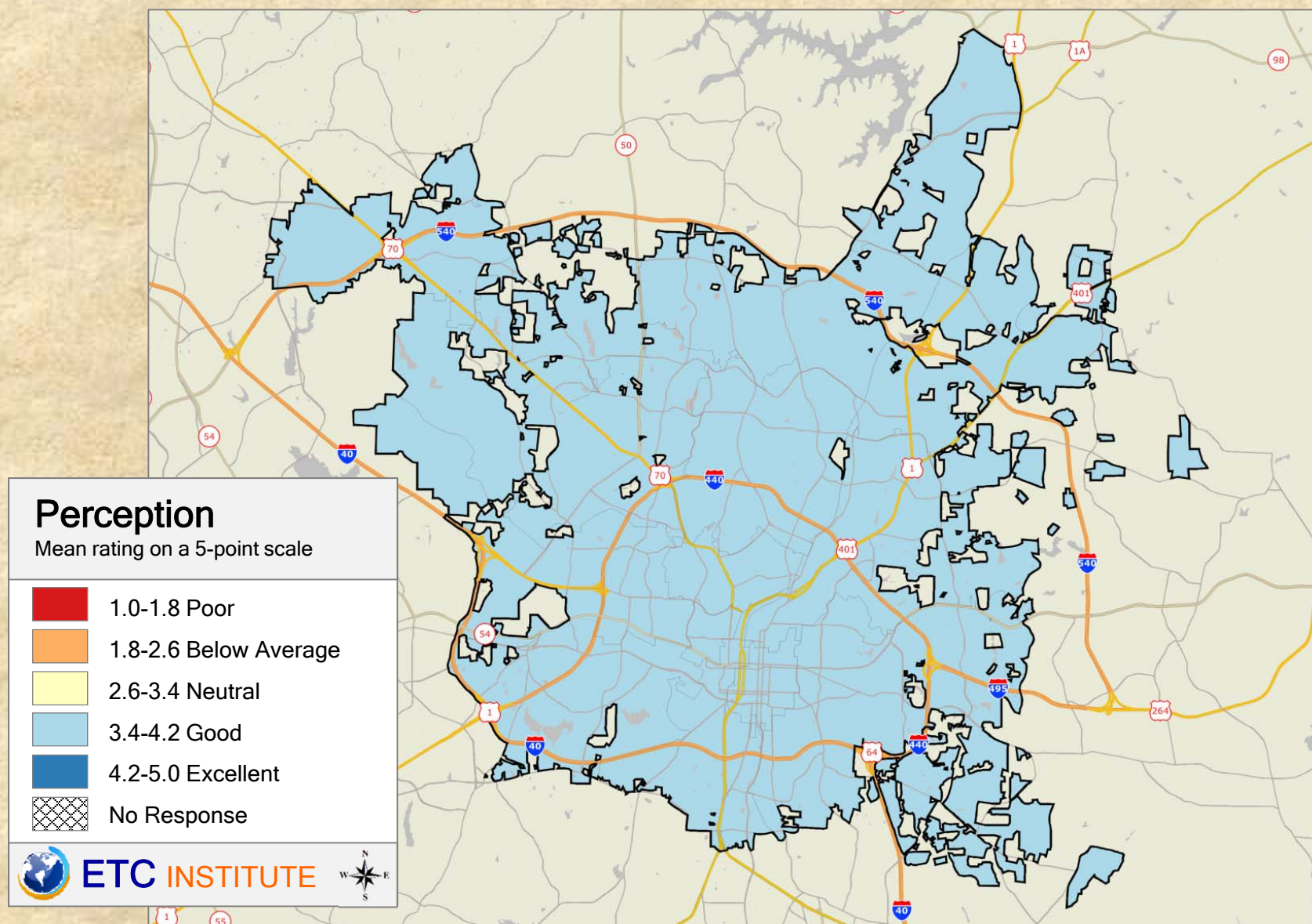
Q1.2 Rating the: Quality of fire services



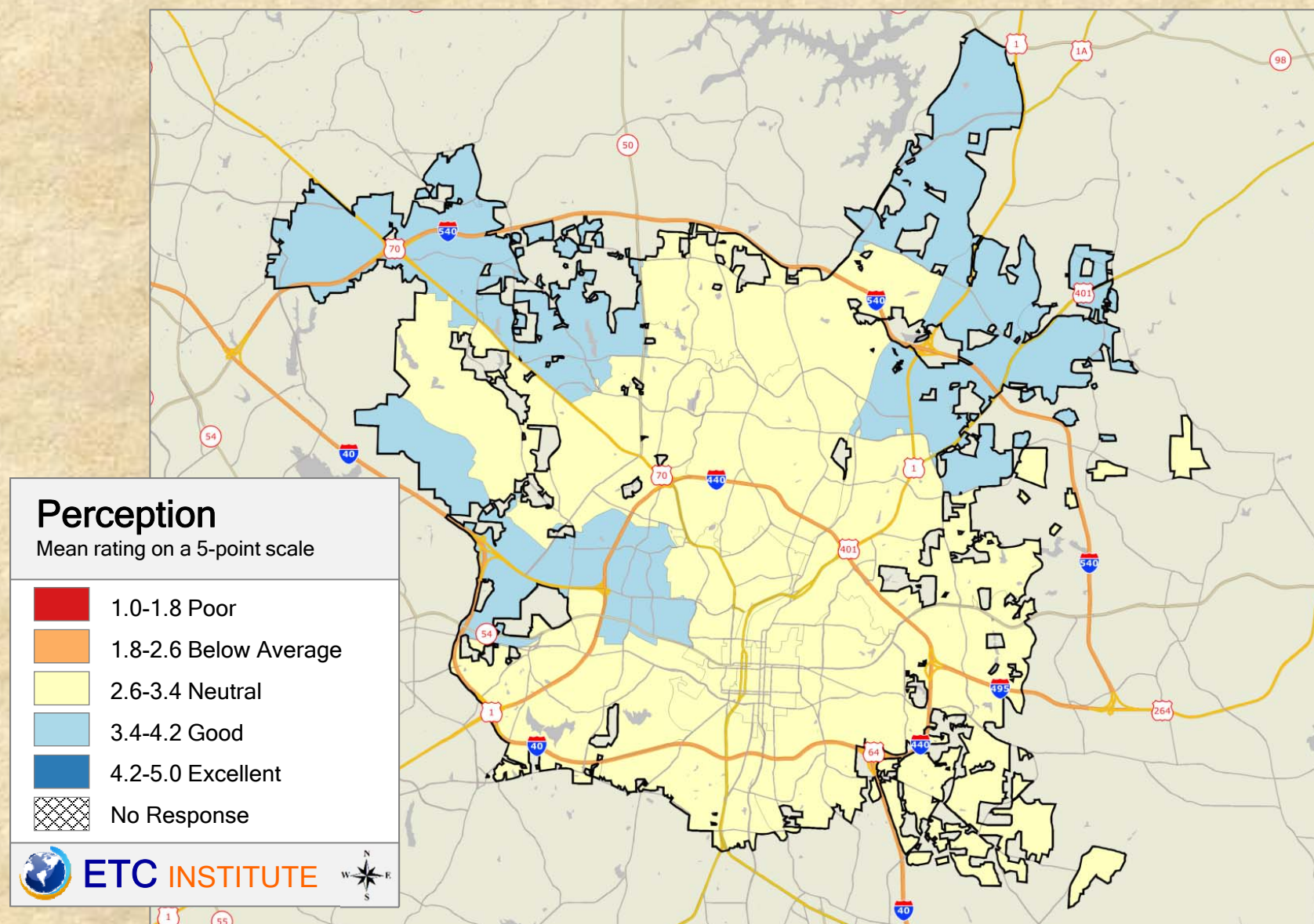
2016 City of Raleigh Community Survey

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

Q1.3 Rating the: Quality of customer service you receive from City employees



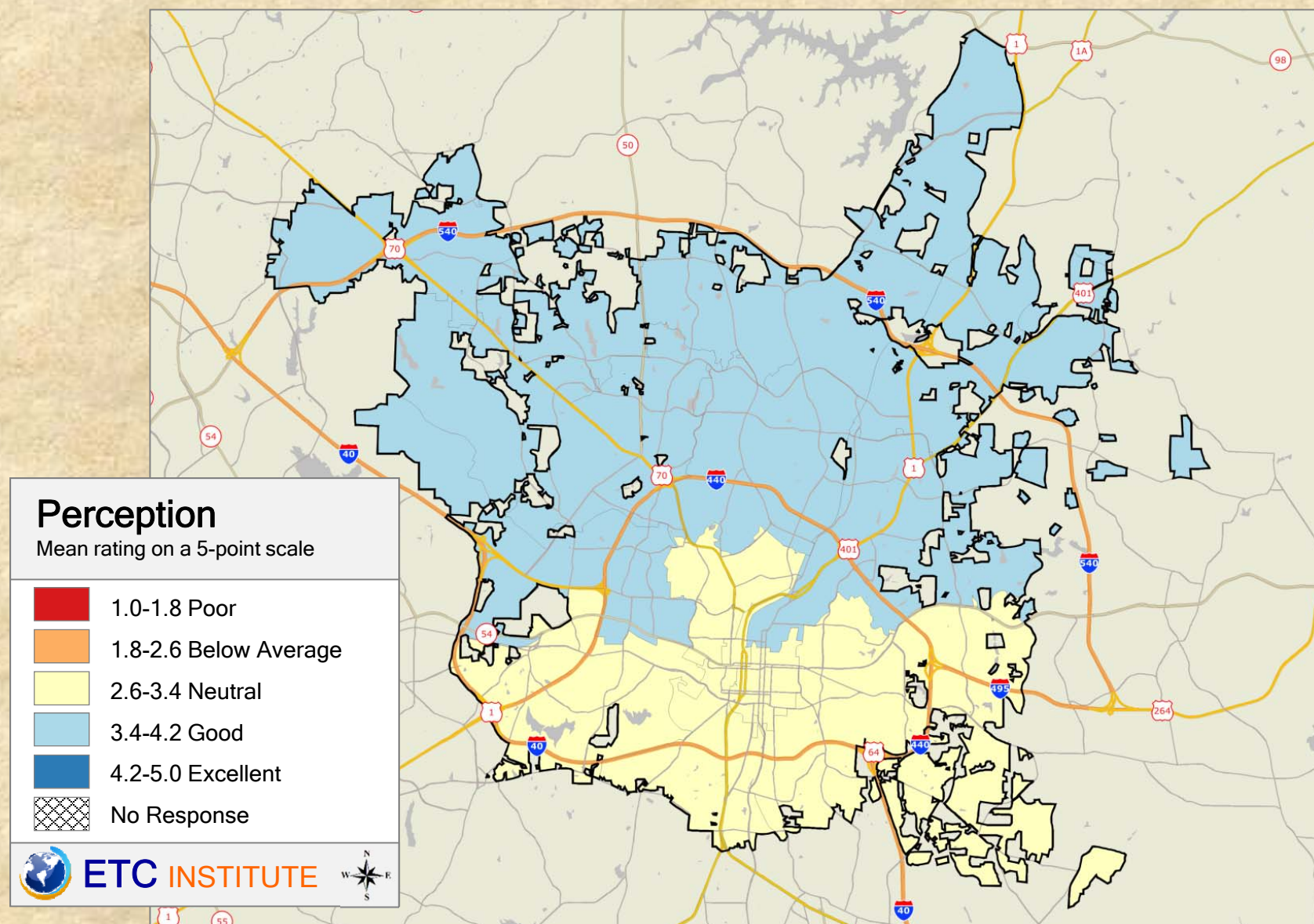
Q1.4 Rating the: Overall maintenance of City streets



2016 City of Raleigh Community Survey

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

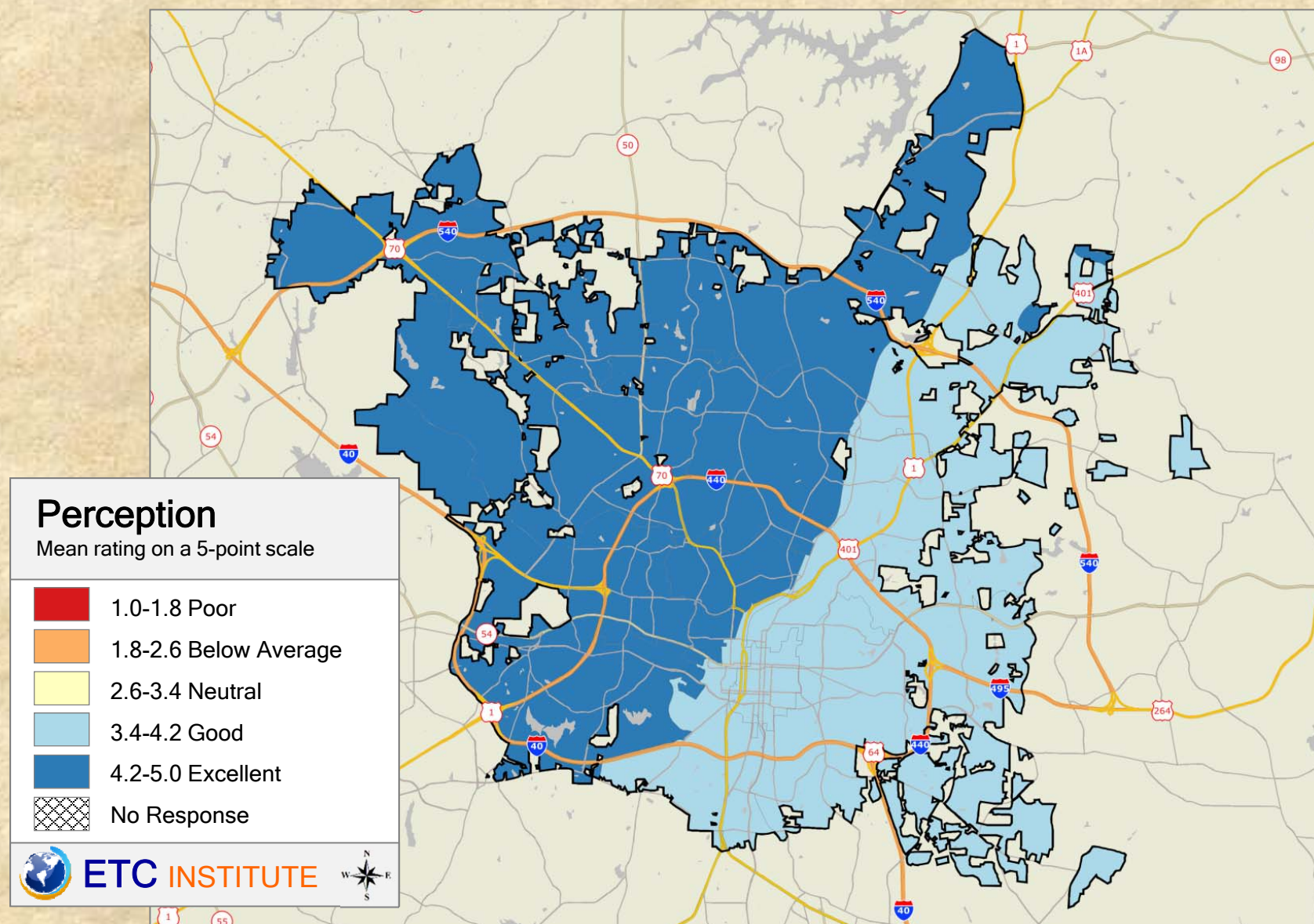
Q1.5 Rating the: Enforcement of City codes and ordinances



2016 City of Raleigh Community Survey

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

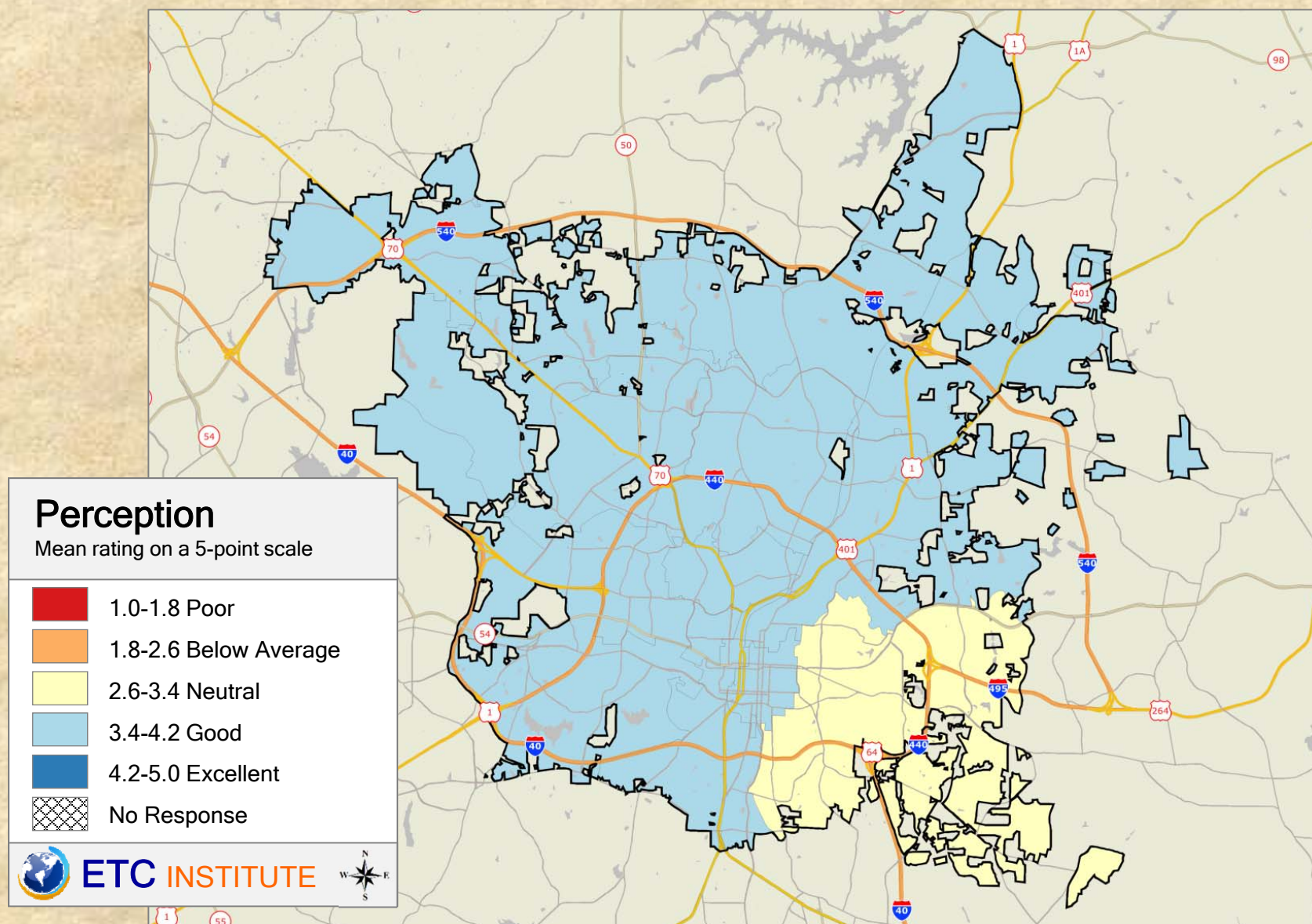
Q1.6 Rating the: Overall quality of parks and recreation programs and services



2016 City of Raleigh Community Survey

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

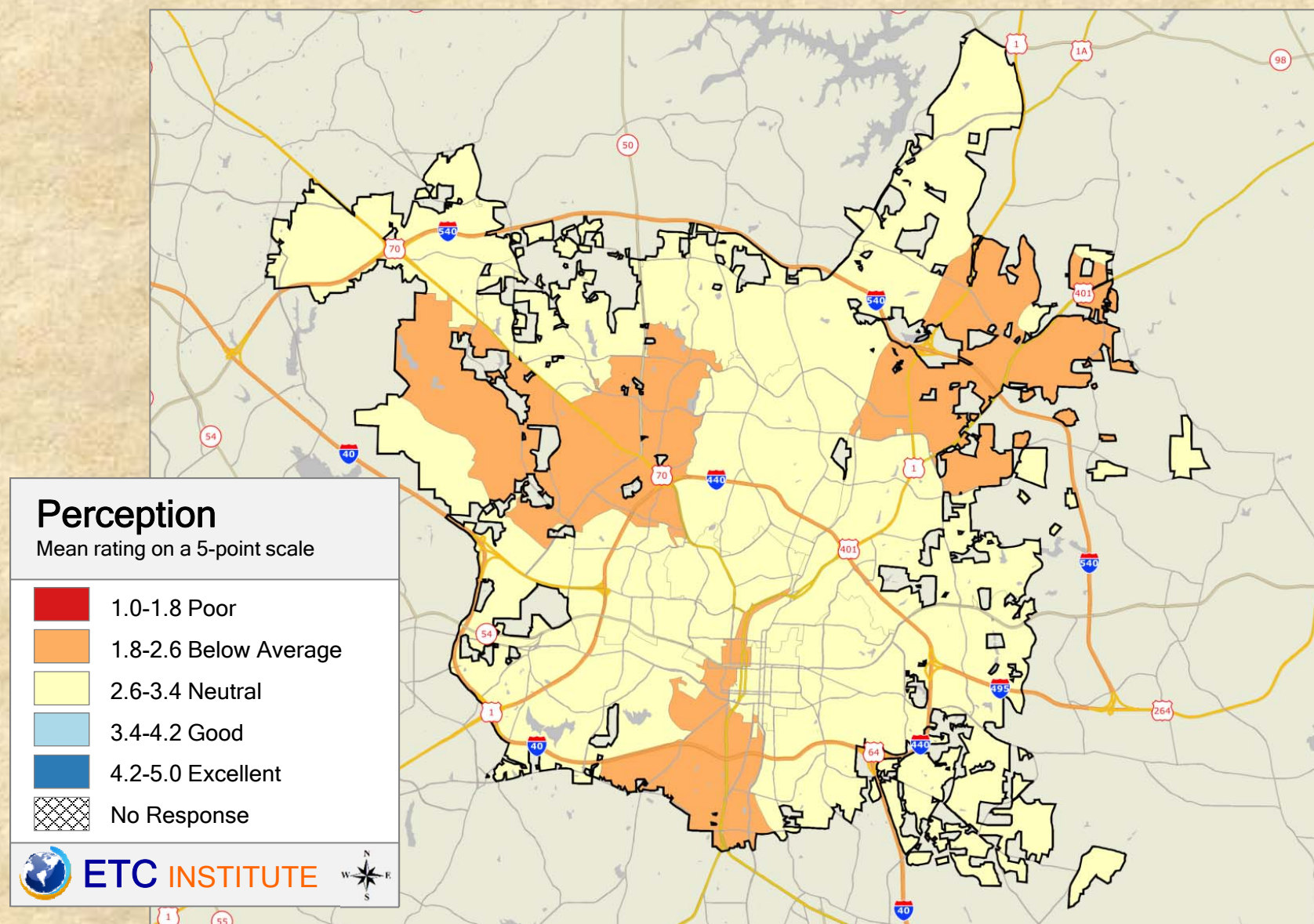
Q1.7 Rating the: Effectiveness of City communication with the public



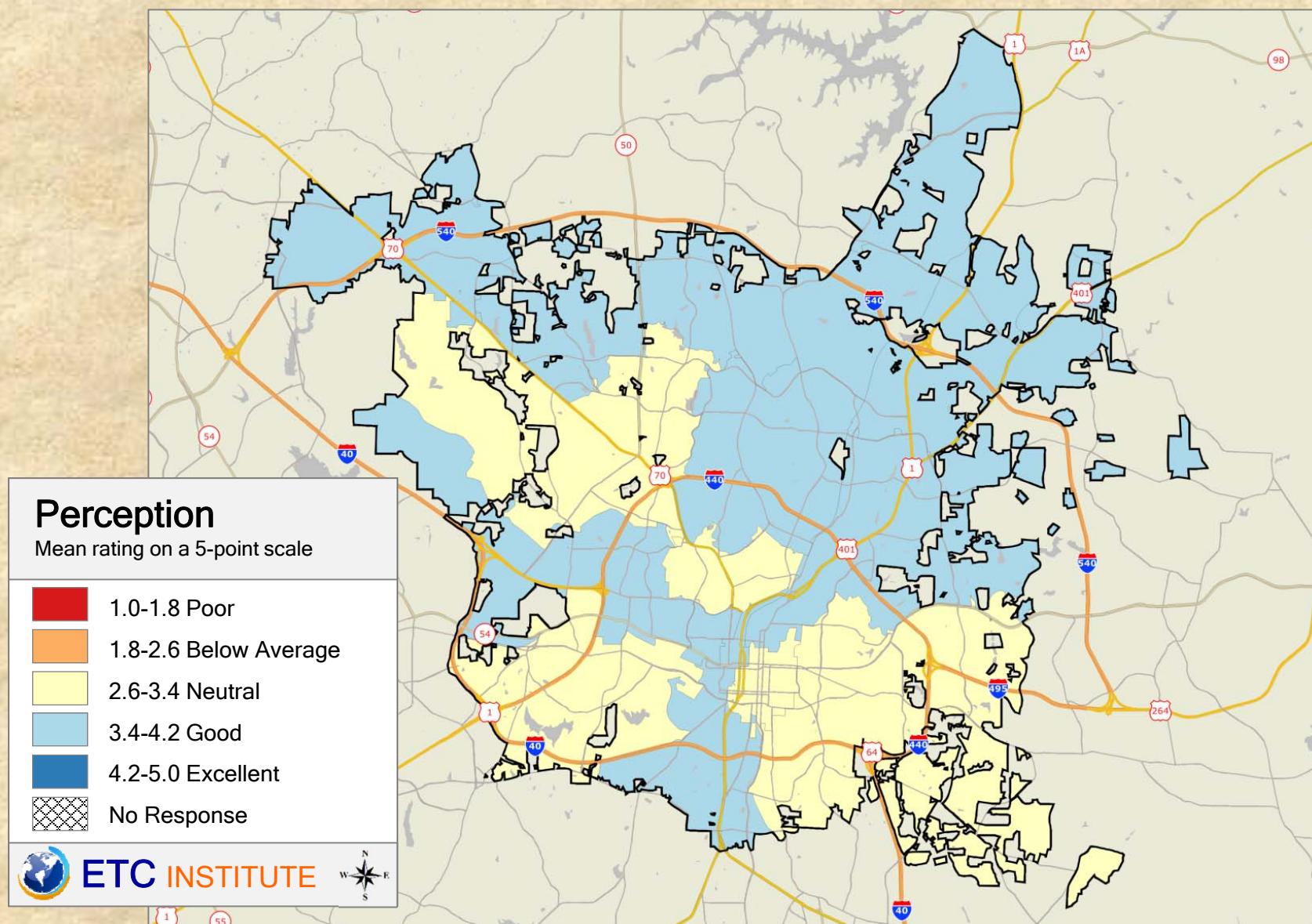
2016 City of Raleigh Community Survey

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

Q1.8 Rating the: Overall traffic flow in Raleigh



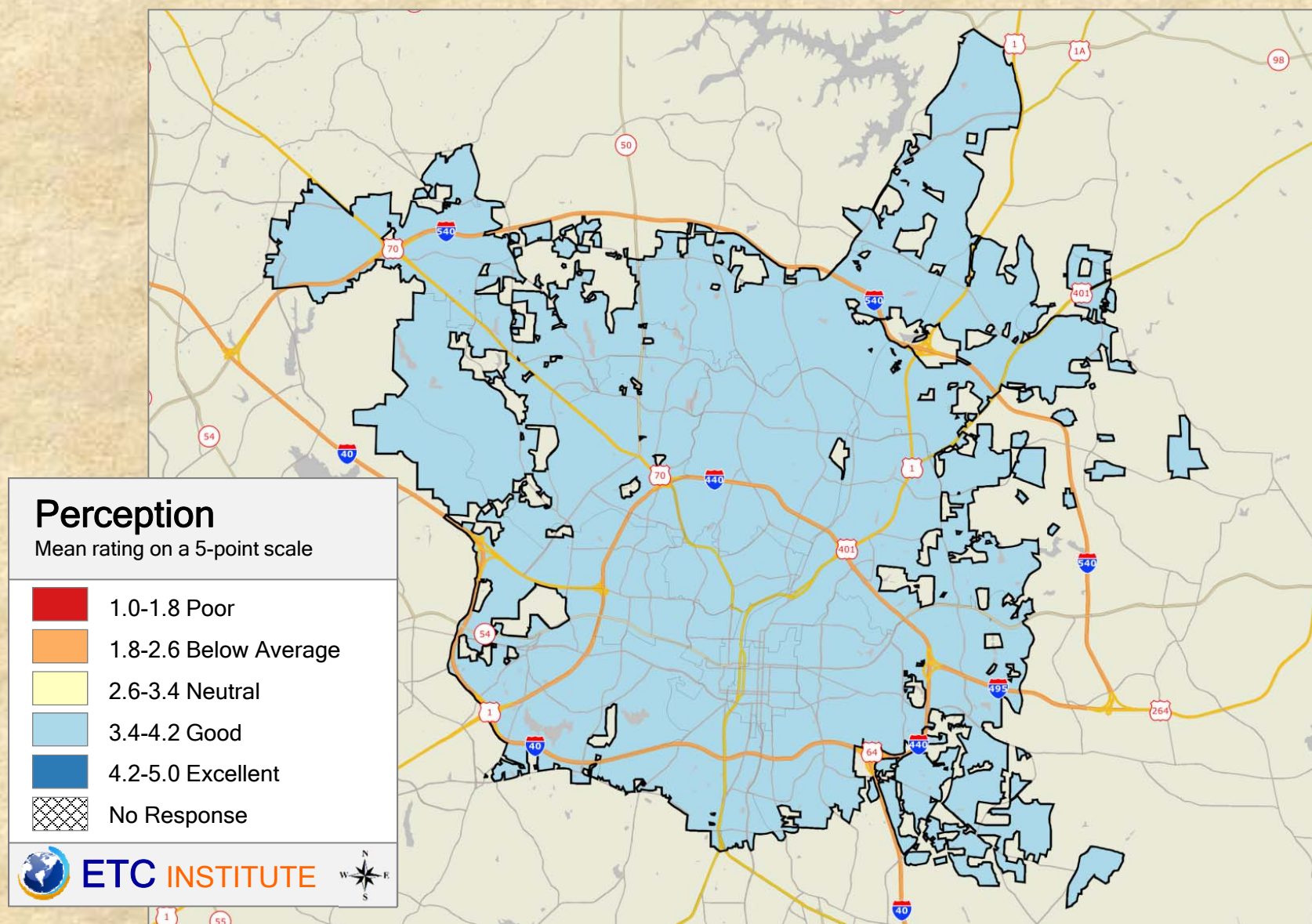
Q1.9 Rating the: Overall management of public stormwater runoff/drainage



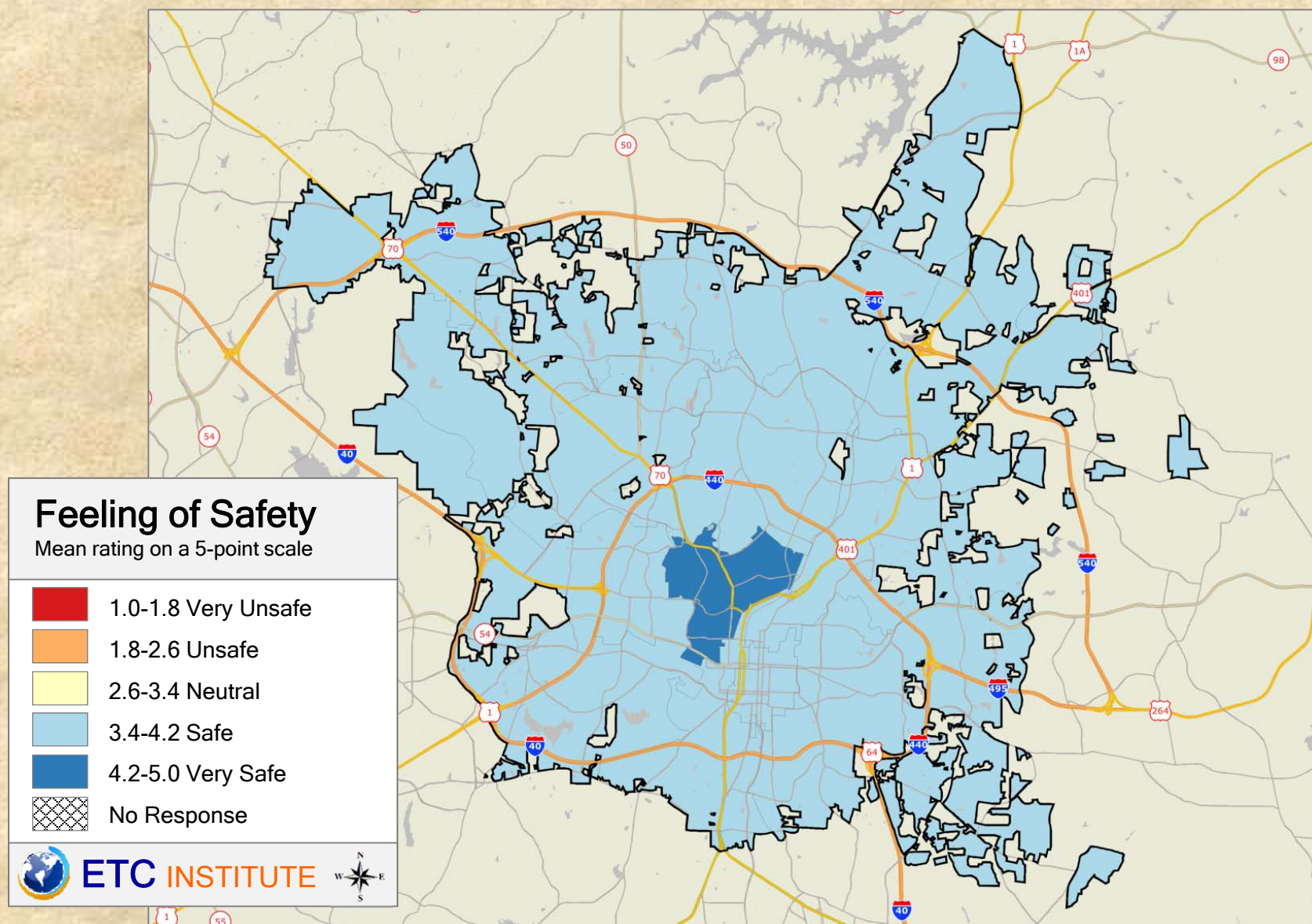
2016 City of Raleigh Community Survey

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

Q1.10 Rating the: Overall quality of water utilities



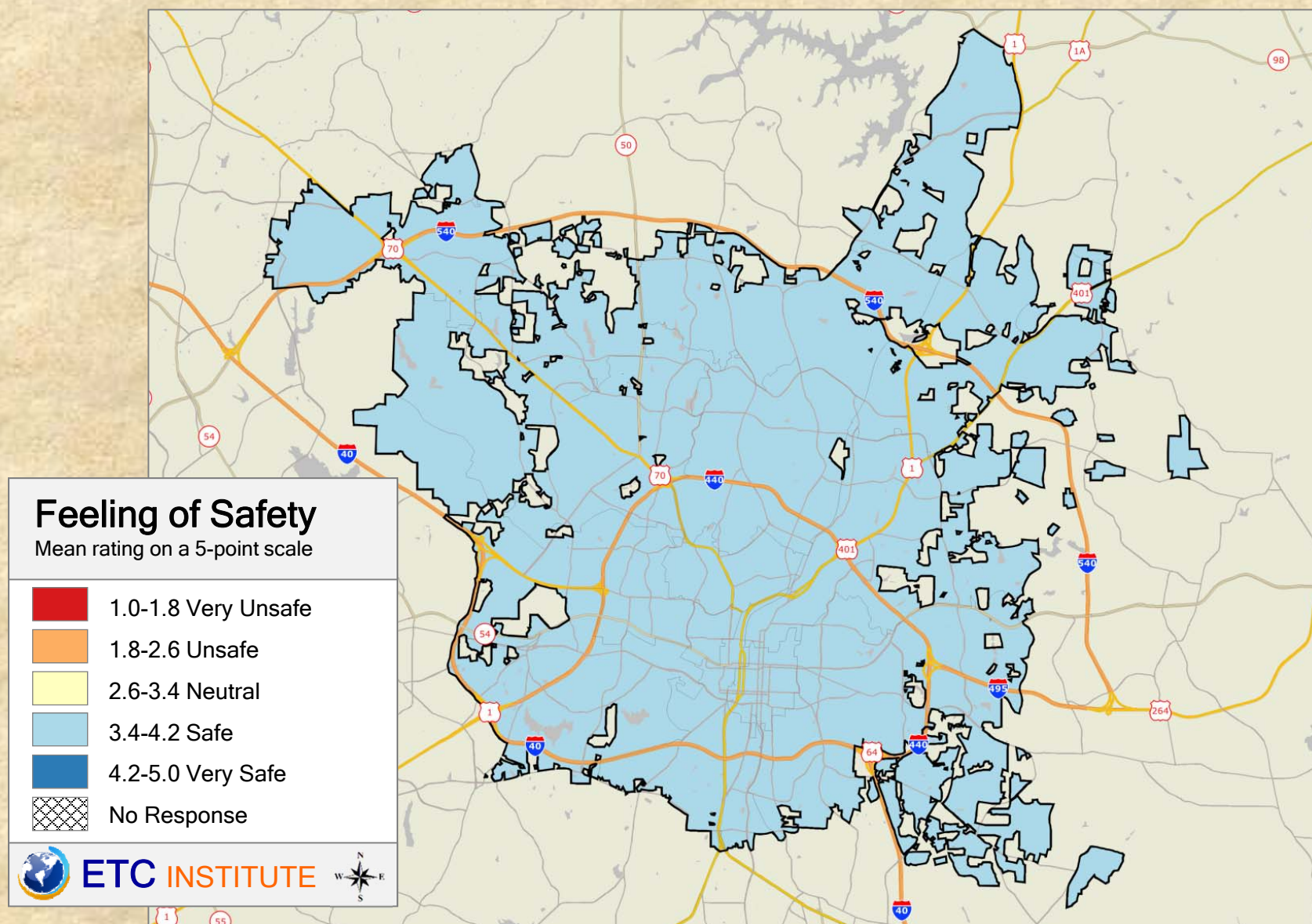
Q3.1 Perception of Safety: In Raleigh overall



2016 City of Raleigh Community Survey

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

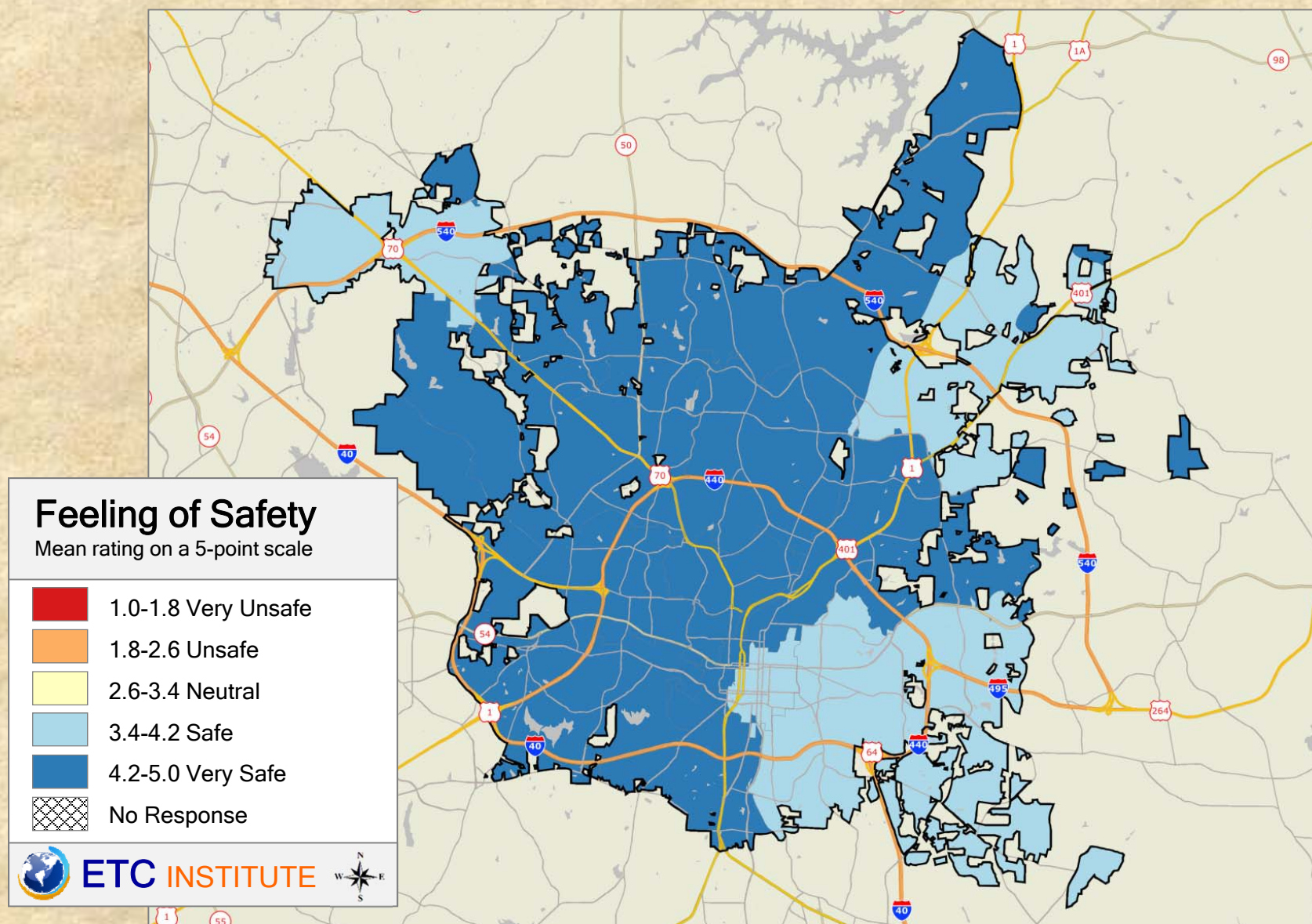
Q3.2 Perception of Safety: In City parks and greenways



2016 City of Raleigh Community Survey

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

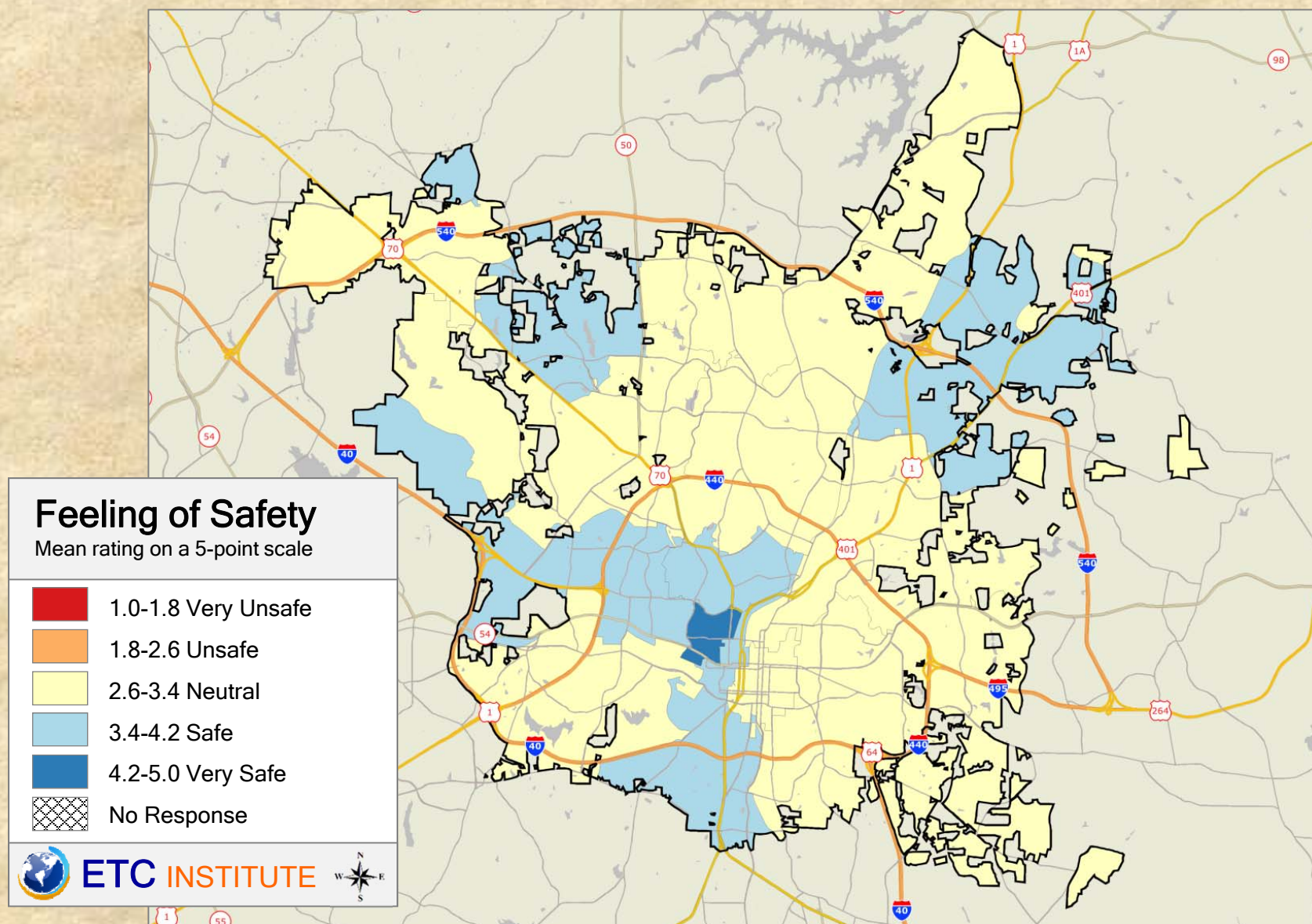
Q3.3 Perception of Safety: In downtown Raleigh during the day



2016 City of Raleigh Community Survey

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

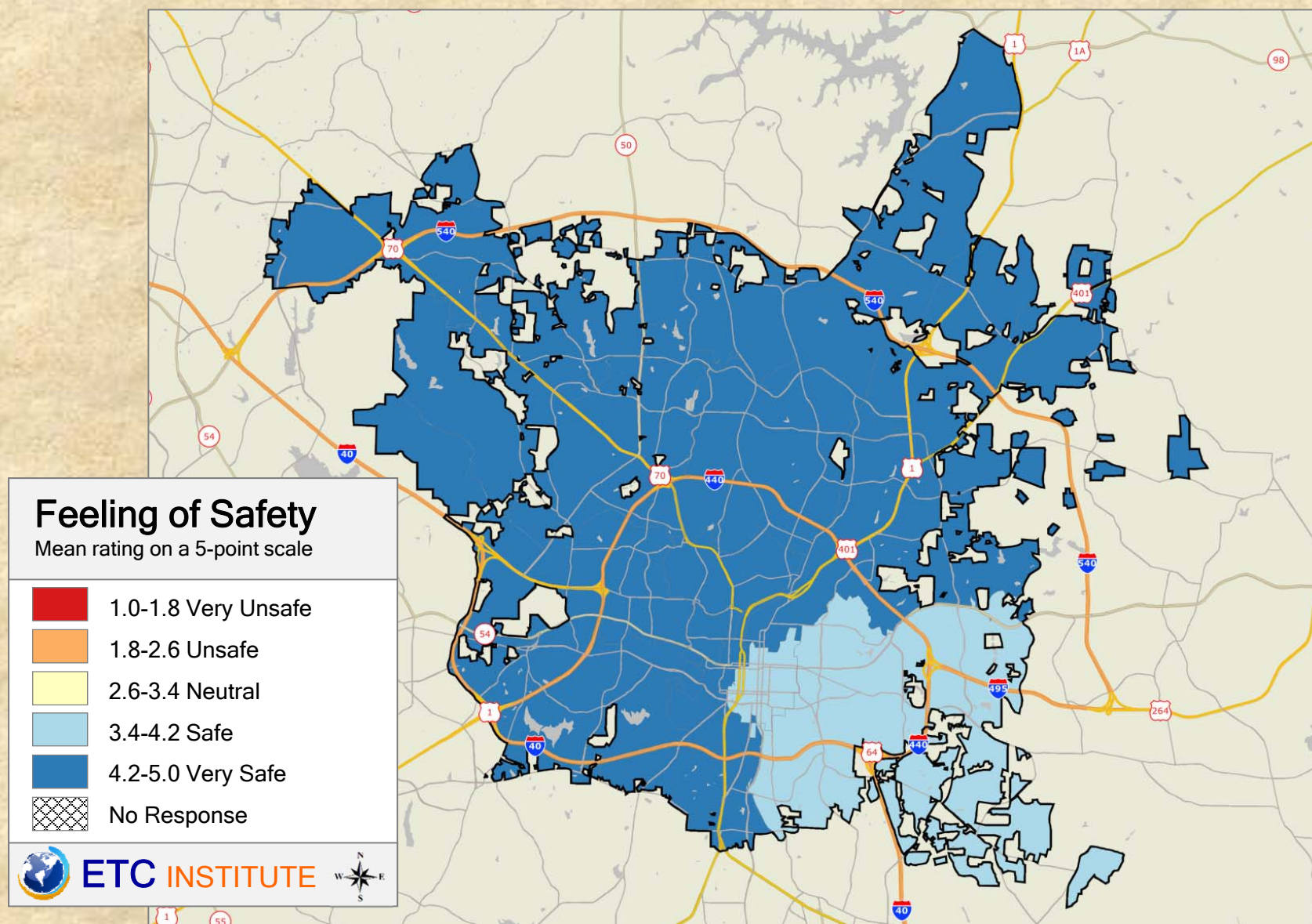
Q3.4 Perception of Safety: In downtown Raleigh at night



2016 City of Raleigh Community Survey

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

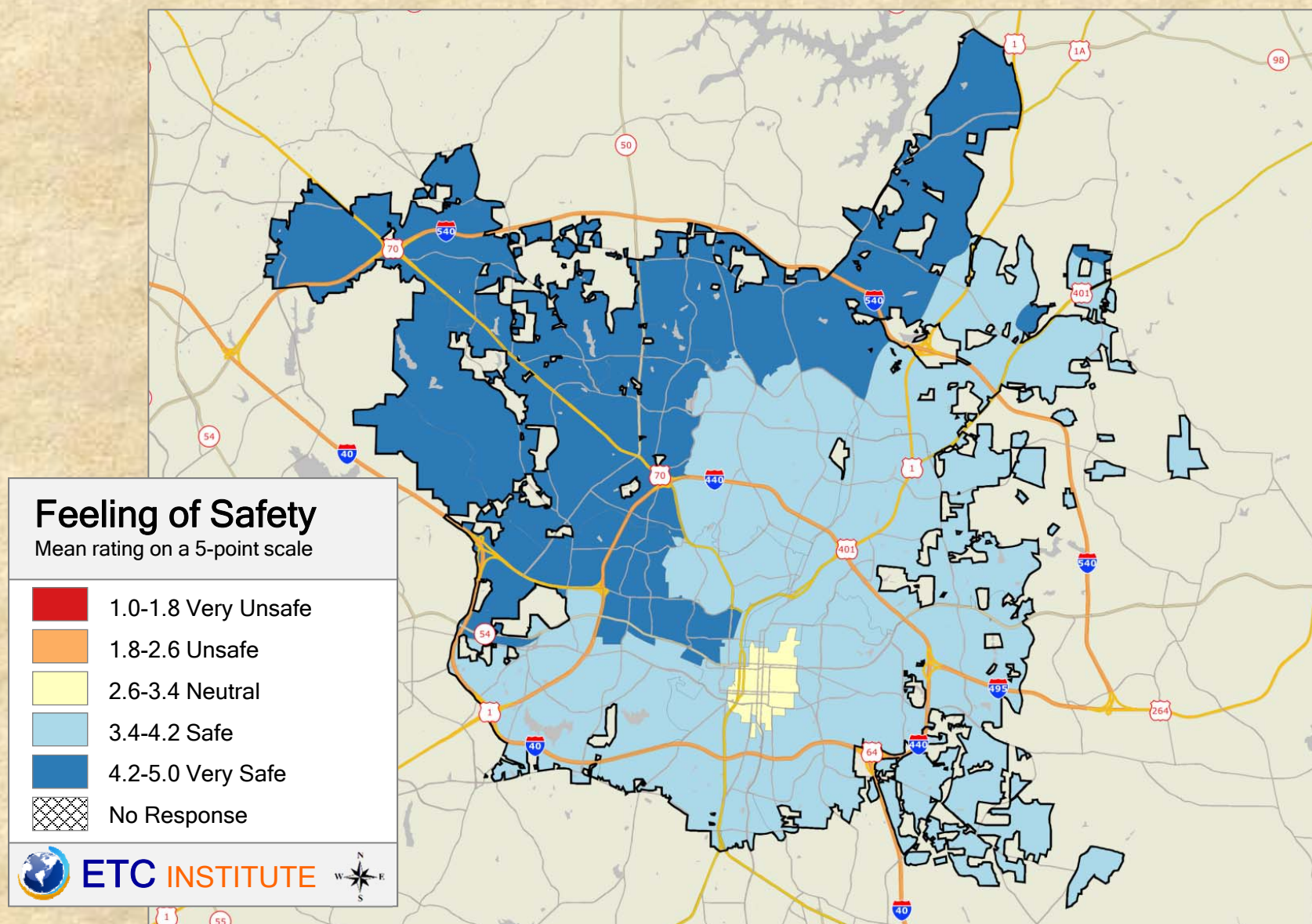
Q3.5 Perception of Safety: In your neighborhood during the day



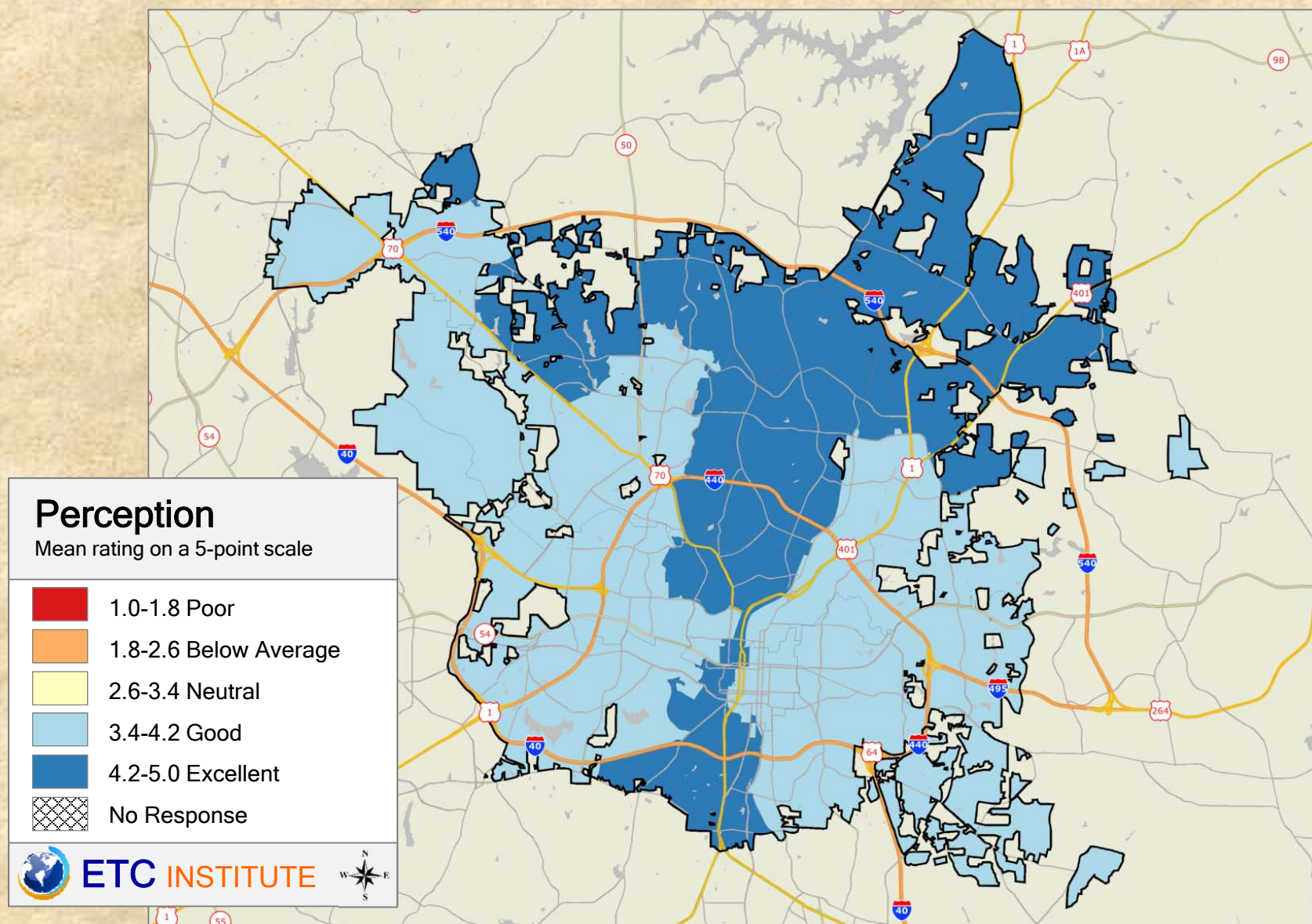
2016 City of Raleigh Community Survey

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

Q3.6 Perception of Safety: In your neighborhood at night



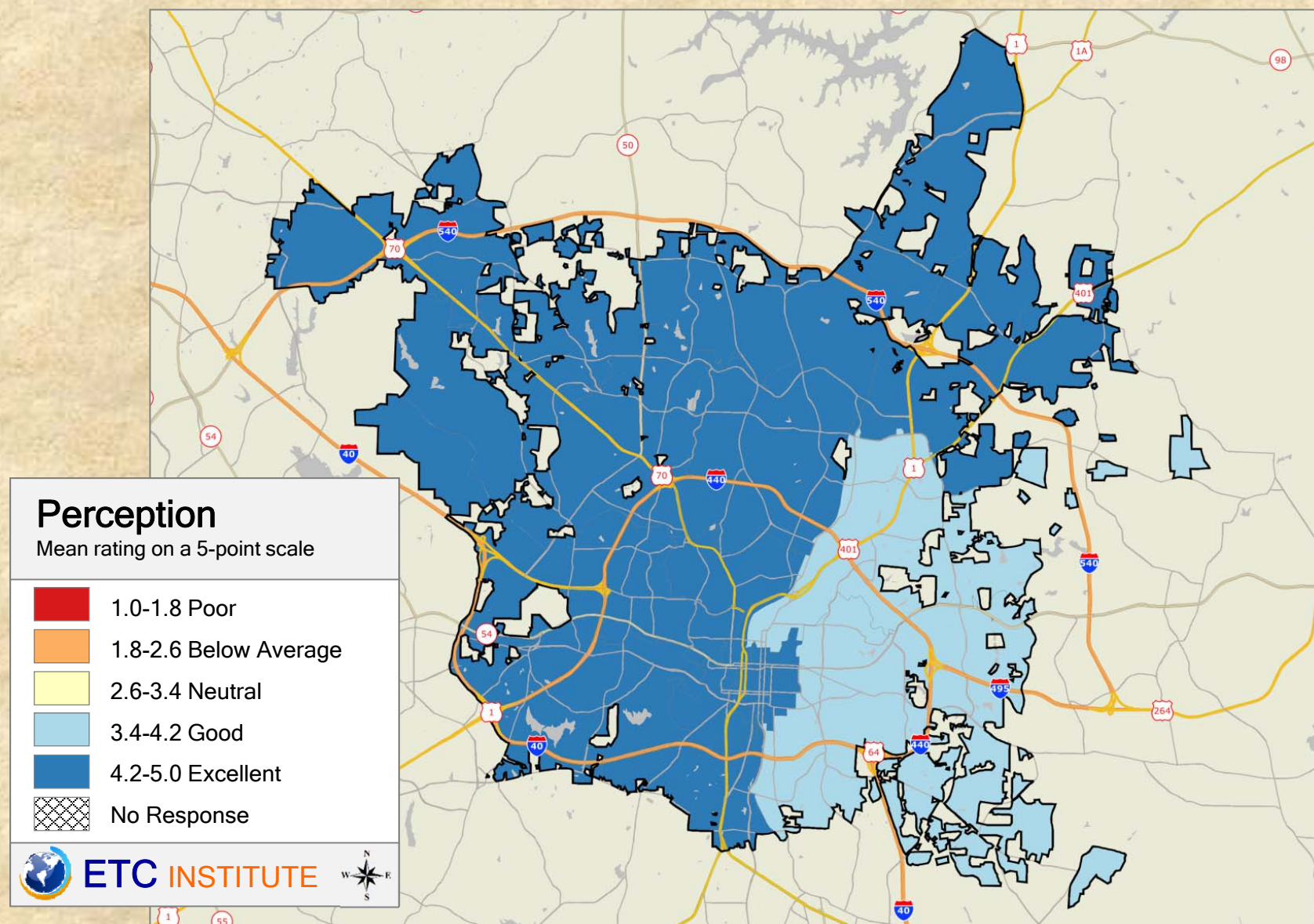
Q5.1 Rating the: Overall image of Raleigh



2016 City of Raleigh Community Survey

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

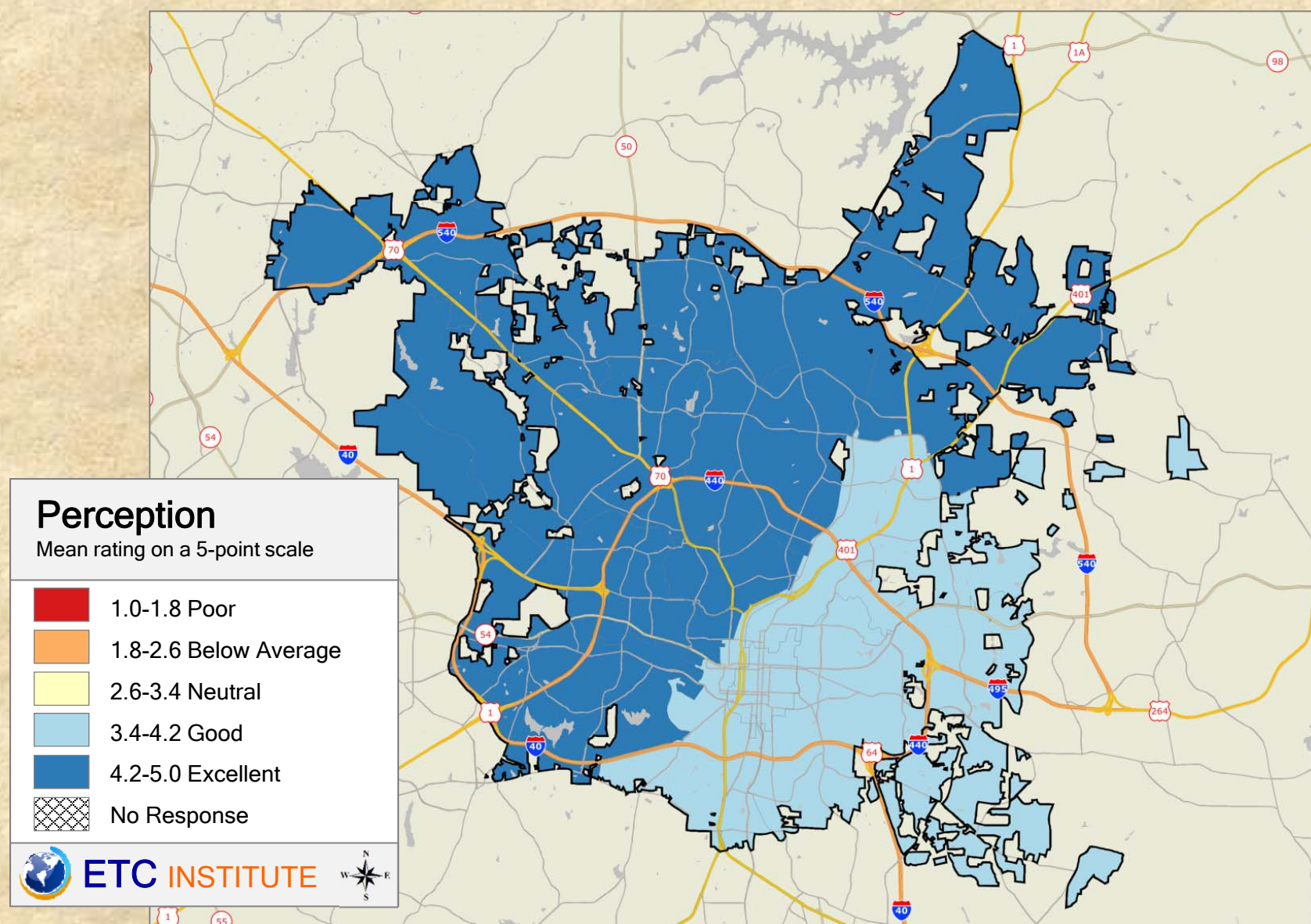
Q5.2 Rating the: Raleigh as a place to live



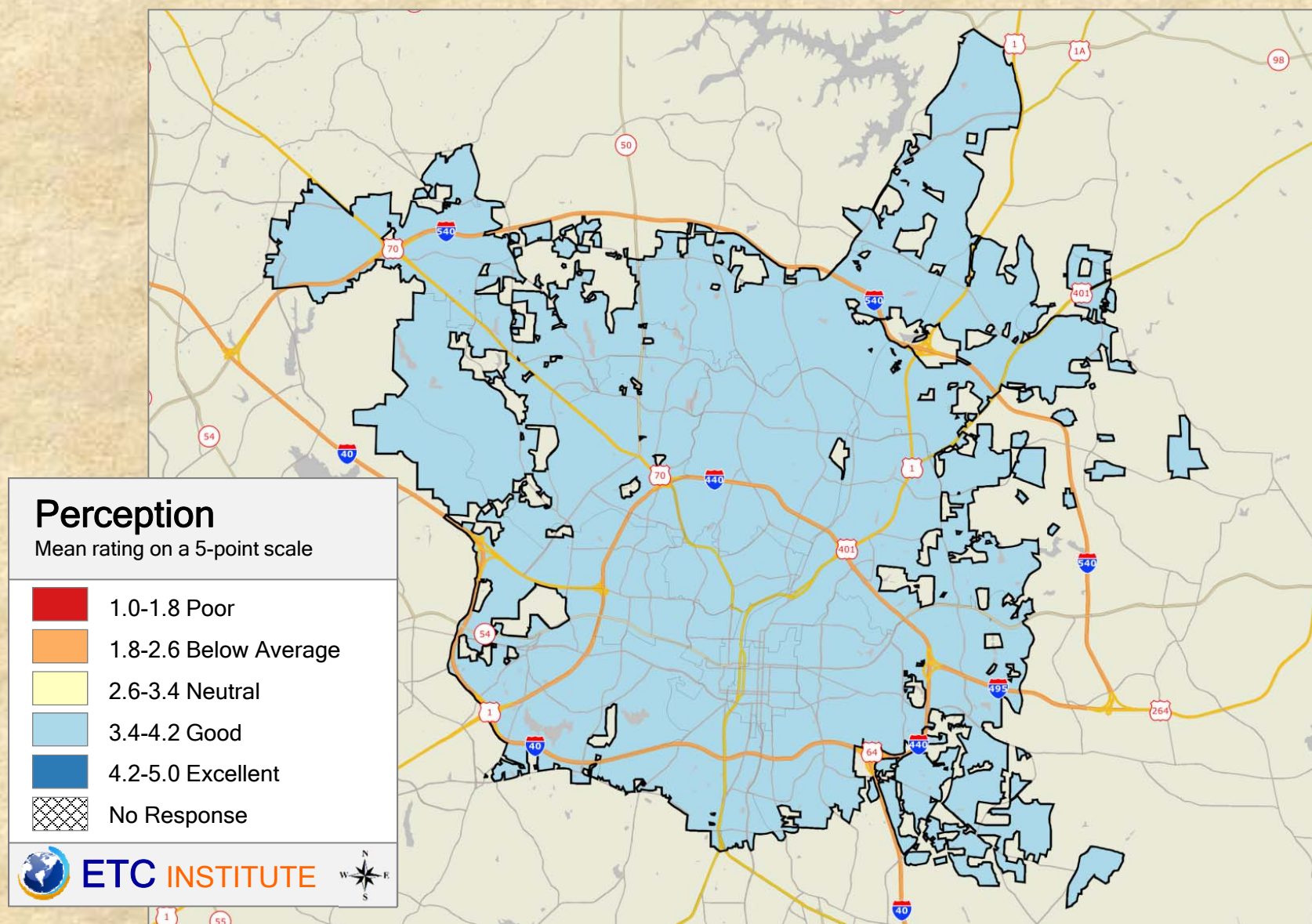
2016 City of Raleigh Community Survey

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

Q5.3 Rating the: Raleigh as a place to raise children



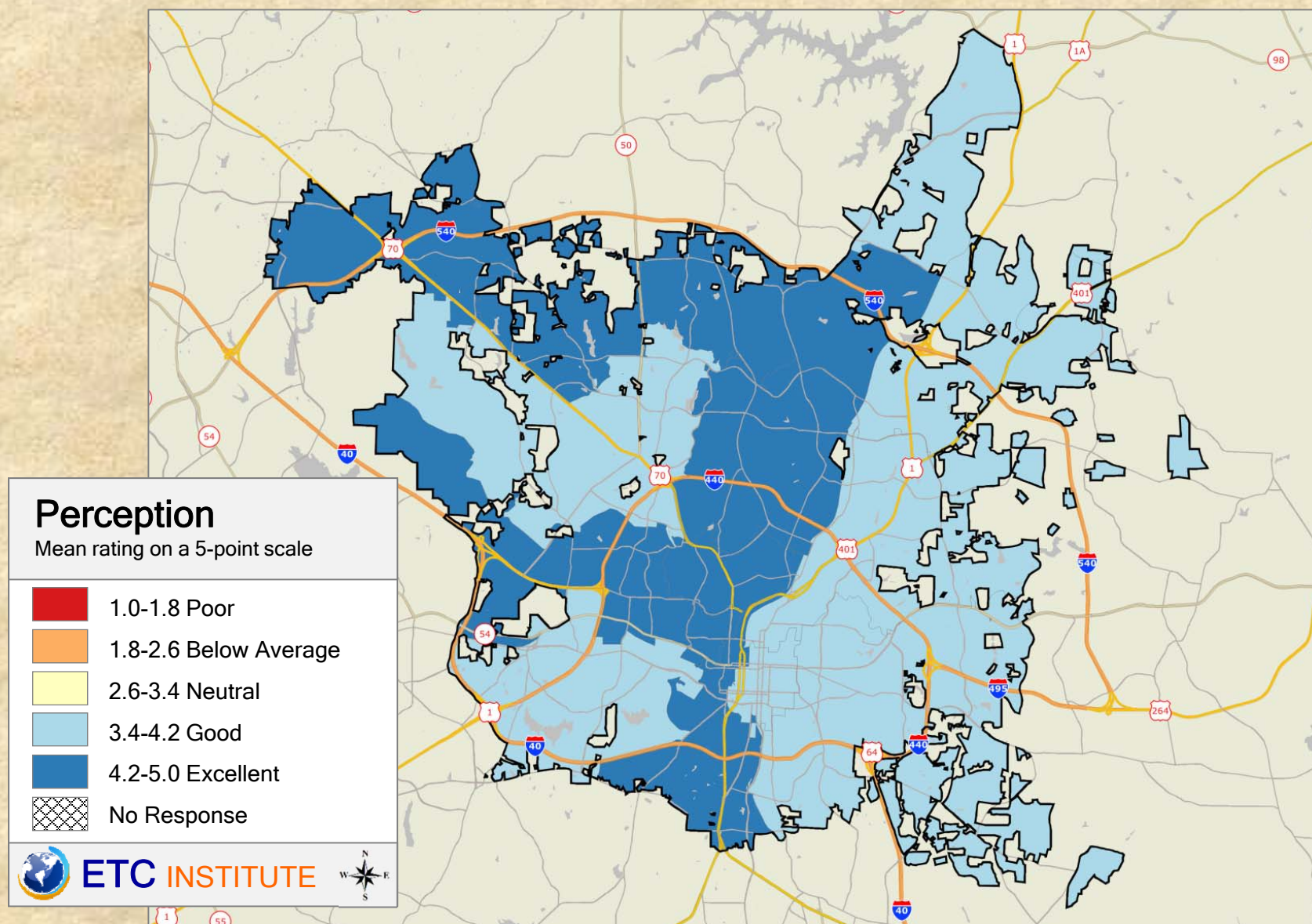
Q5.4 Rating the: Raleigh as a place to retire



2016 City of Raleigh Community Survey

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

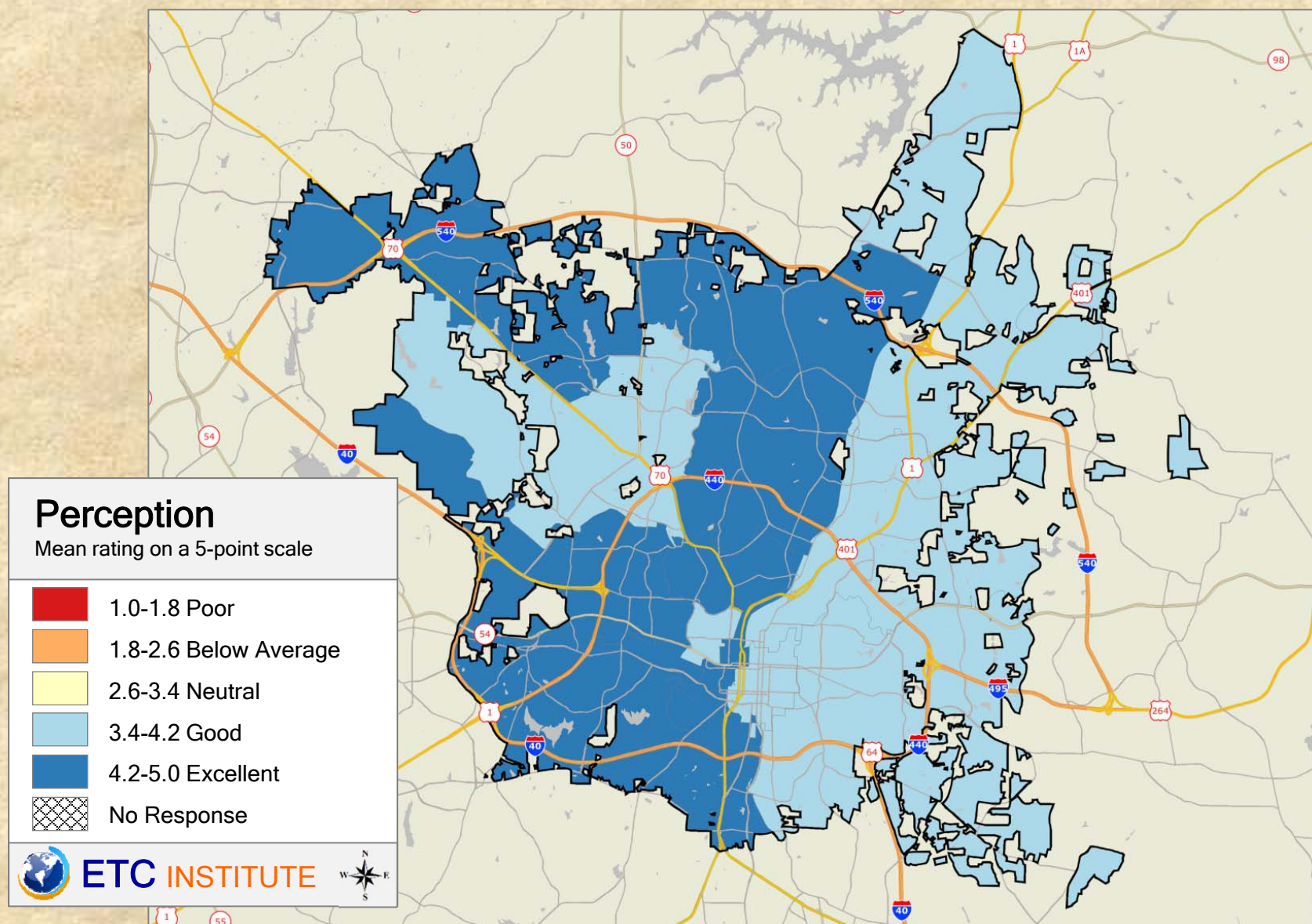
Q5.5 Rating the: Raleigh as a place for young professionals



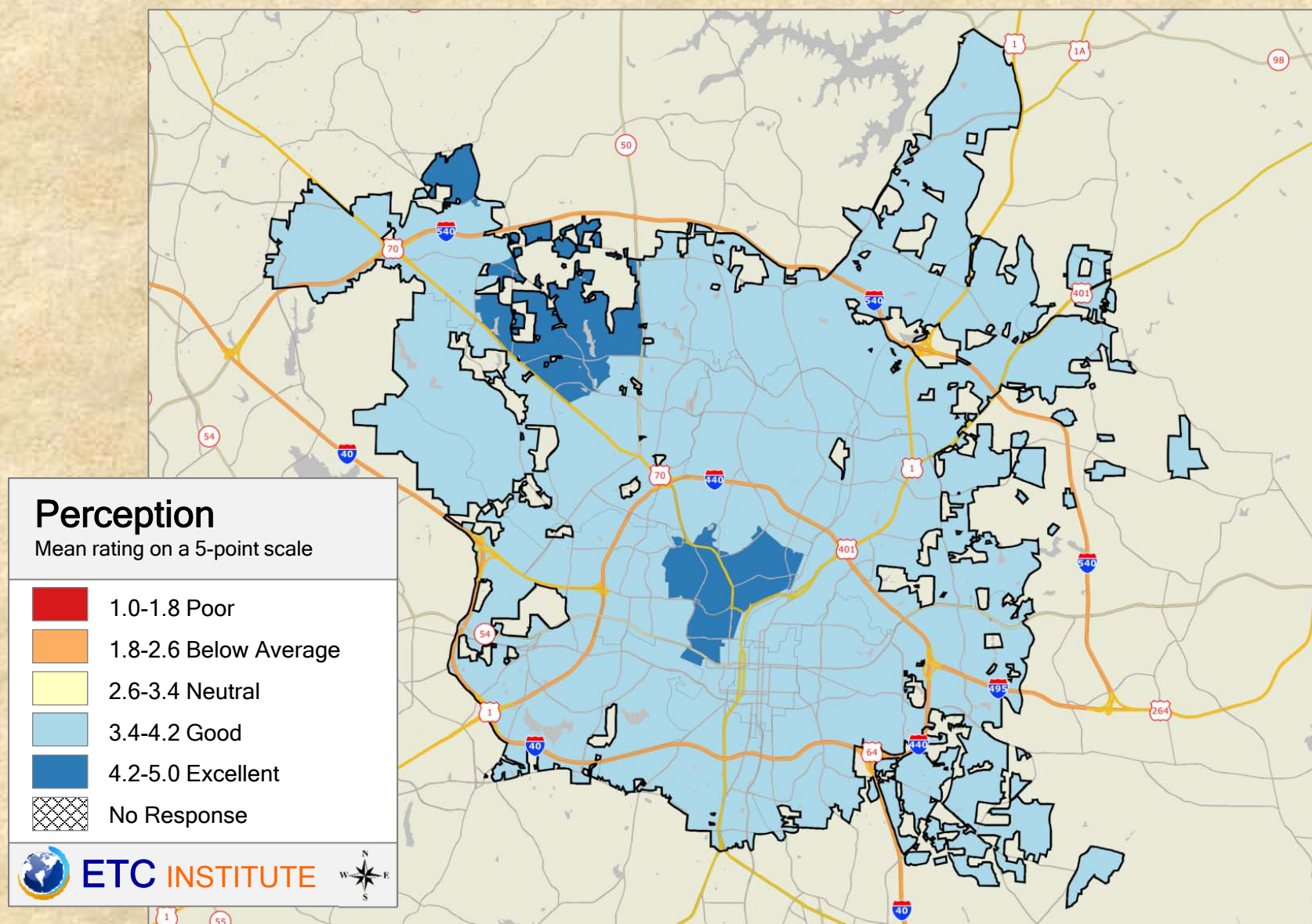
2016 City of Raleigh Community Survey

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

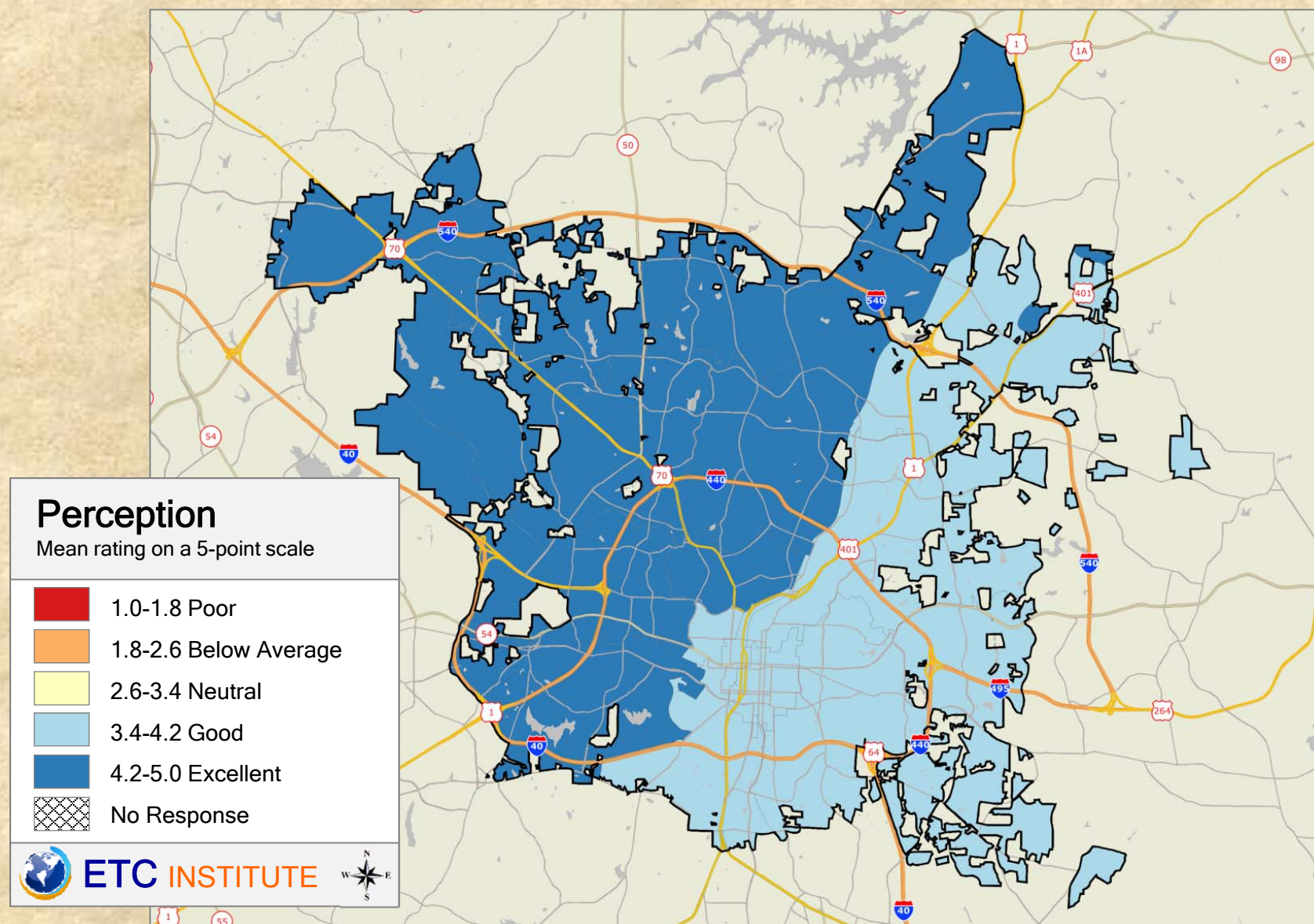
Q5.6 Rating the: Raleigh as a place to work



Q5.7 Rating the: The local economy



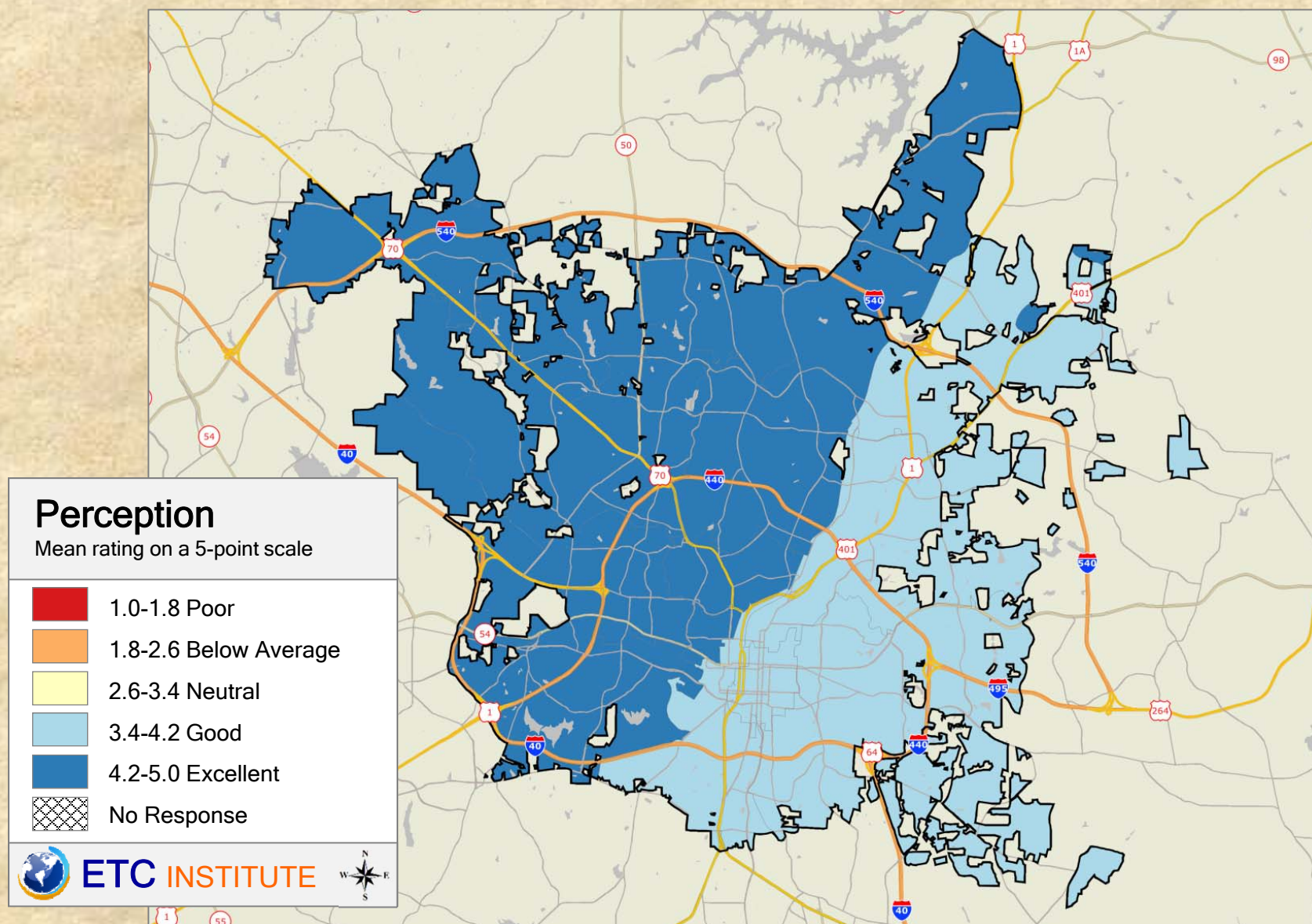
Q5.8 Rating the: Overall quality of life in Raleigh



2016 City of Raleigh Community Survey

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

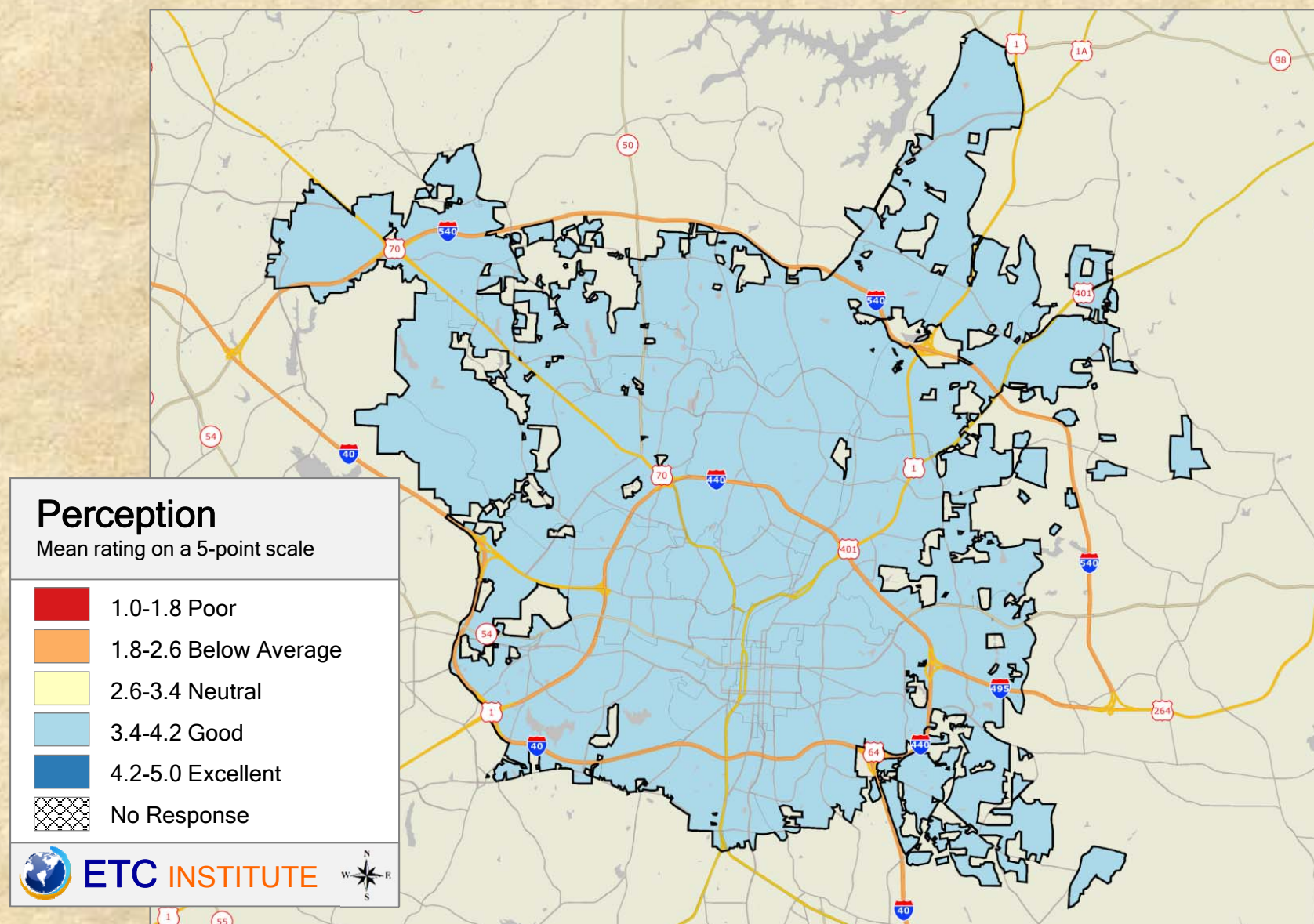
Q5.9 Rating the: Overall quality of life in your neighborhood



2016 City of Raleigh Community Survey

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

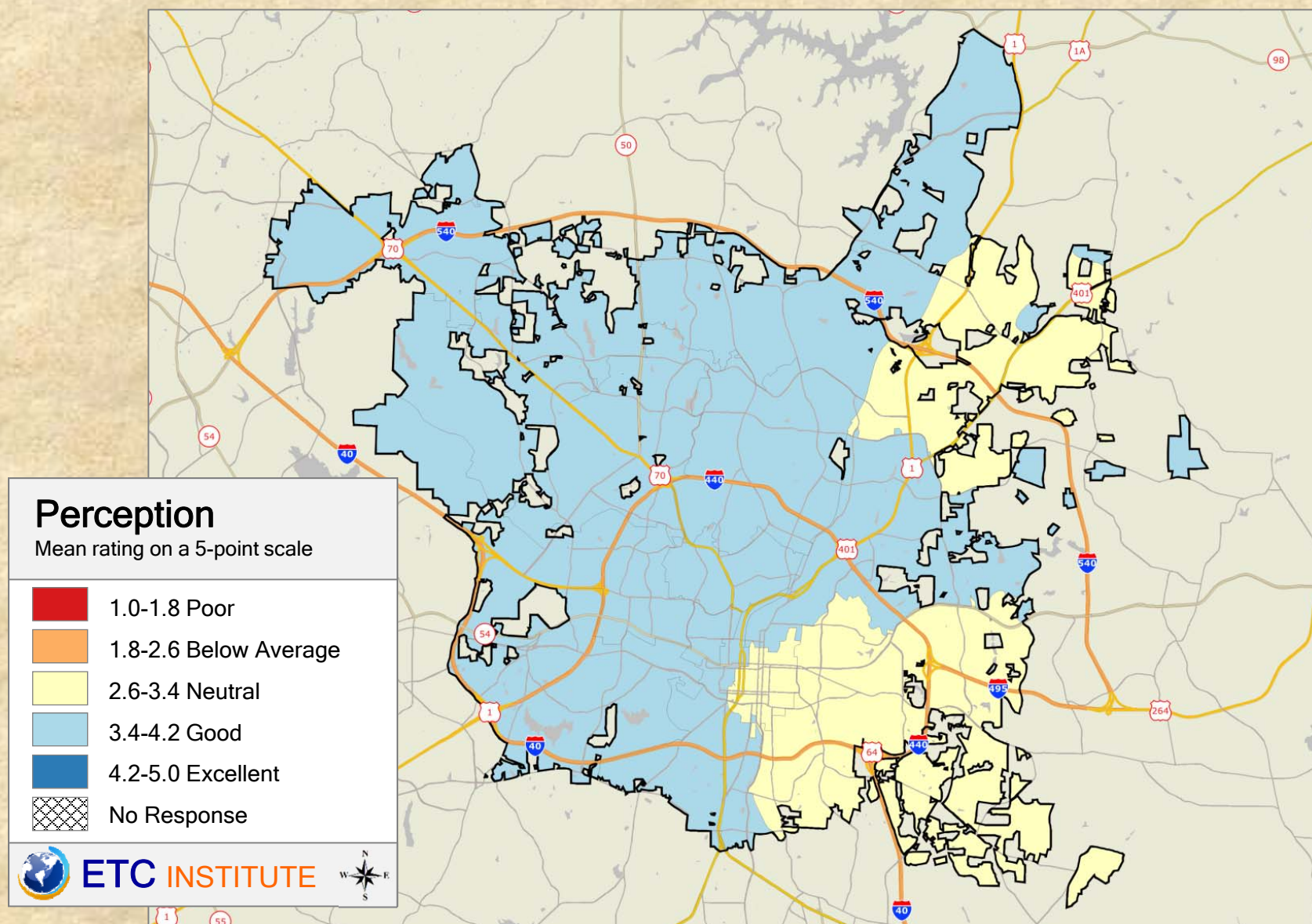
Q5.10 Rating the: The overall direction that the City of Raleigh is taking



2016 City of Raleigh Community Survey

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

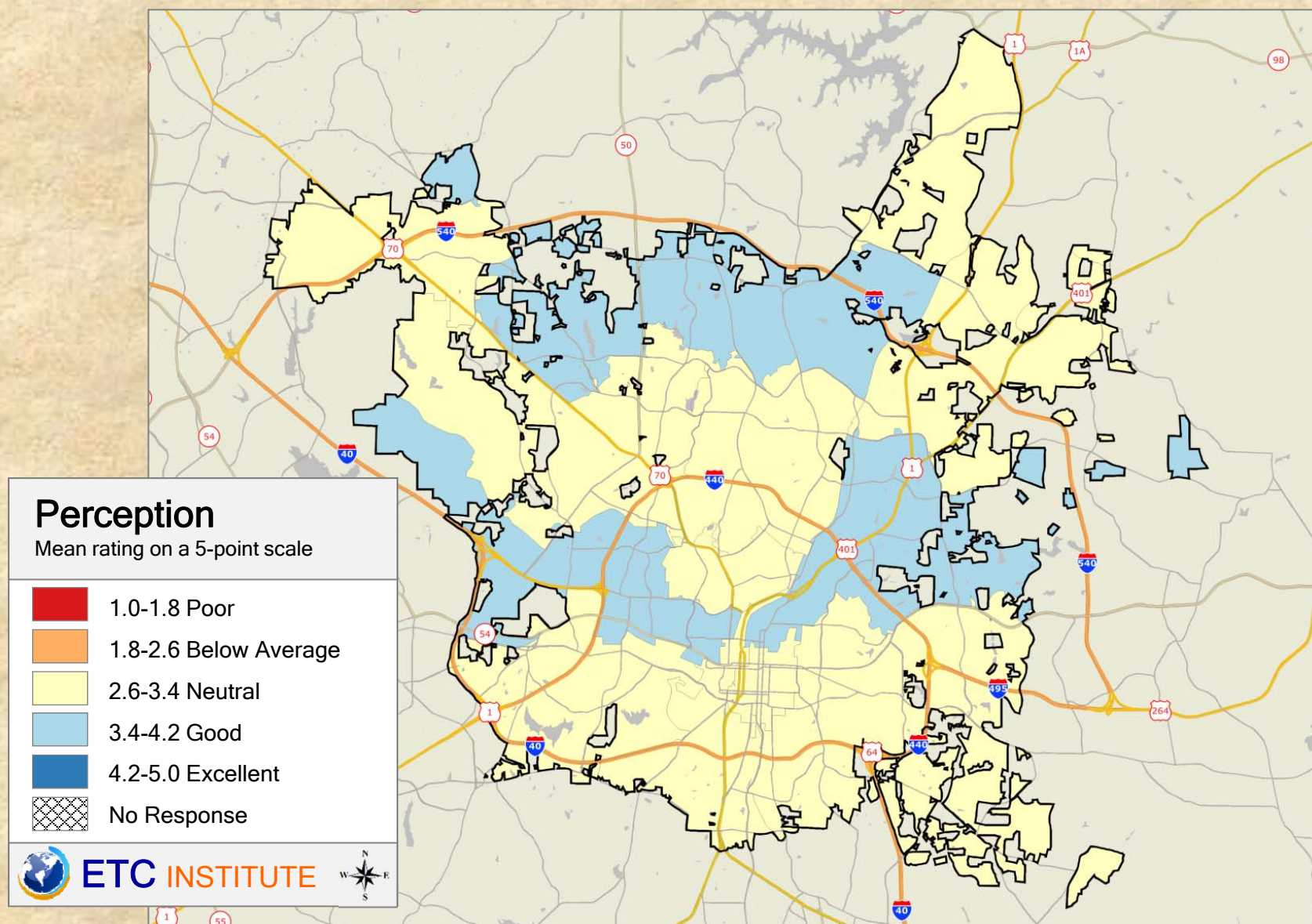
Q5.11 Rating the: City of Raleigh's responsiveness to emerging needs and opportunities



2016 City of Raleigh Community Survey

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

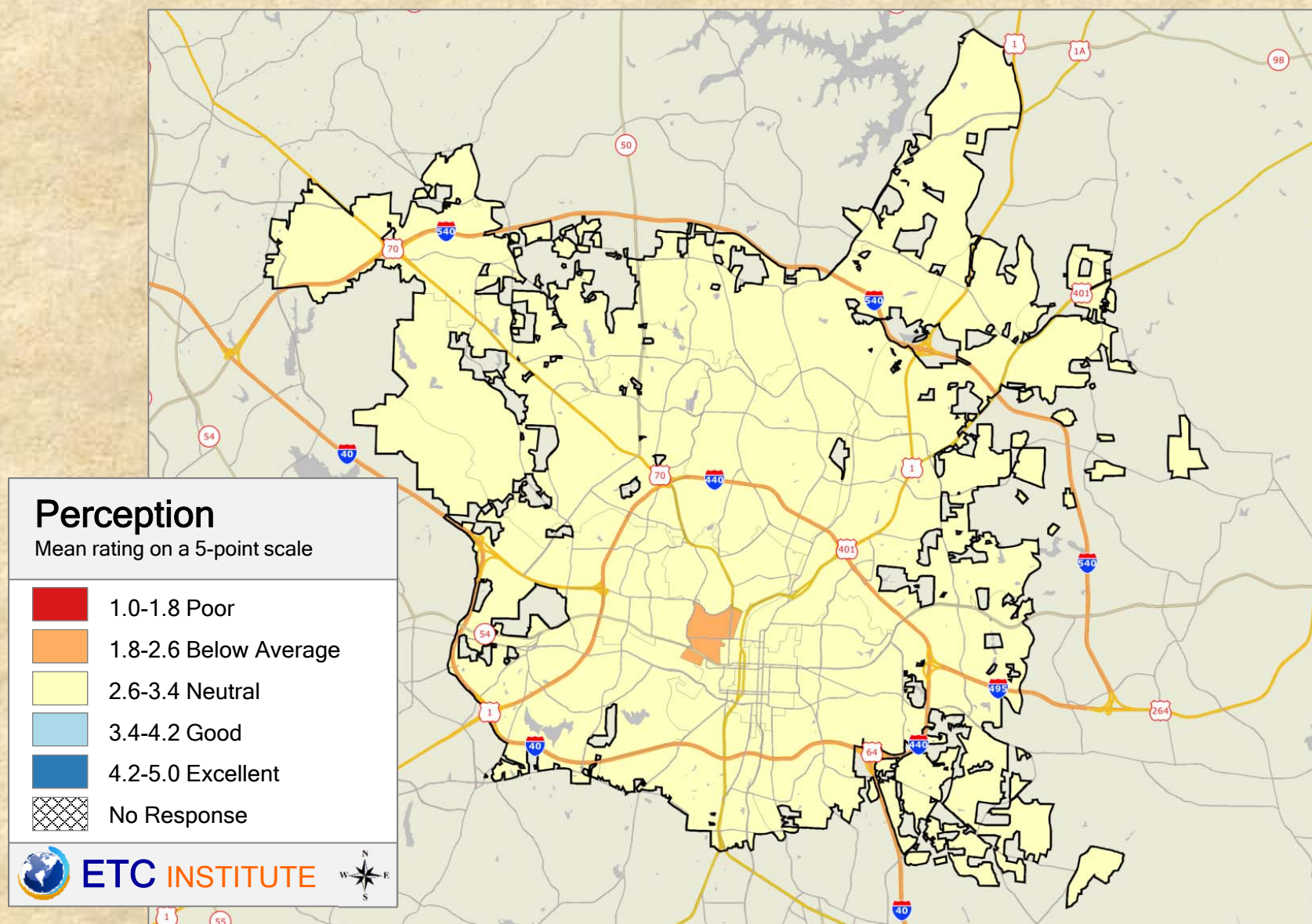
Q5.12 Rating the: The job Raleigh government does at welcoming citizen involvement



2016 City of Raleigh Community Survey

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

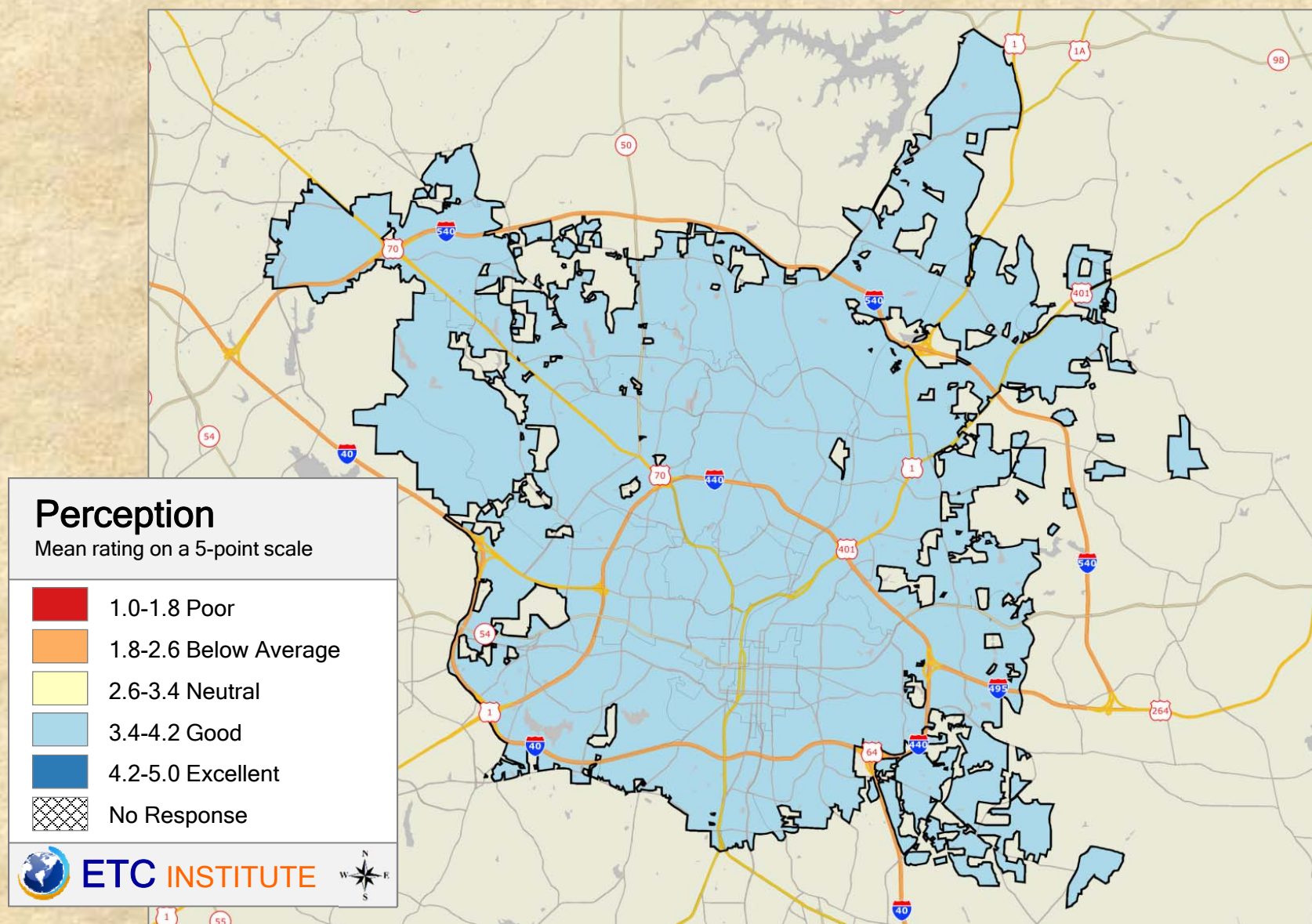
Q5.13 Rating the: How well the City of Raleigh is managing growth



2016 City of Raleigh Community Survey

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

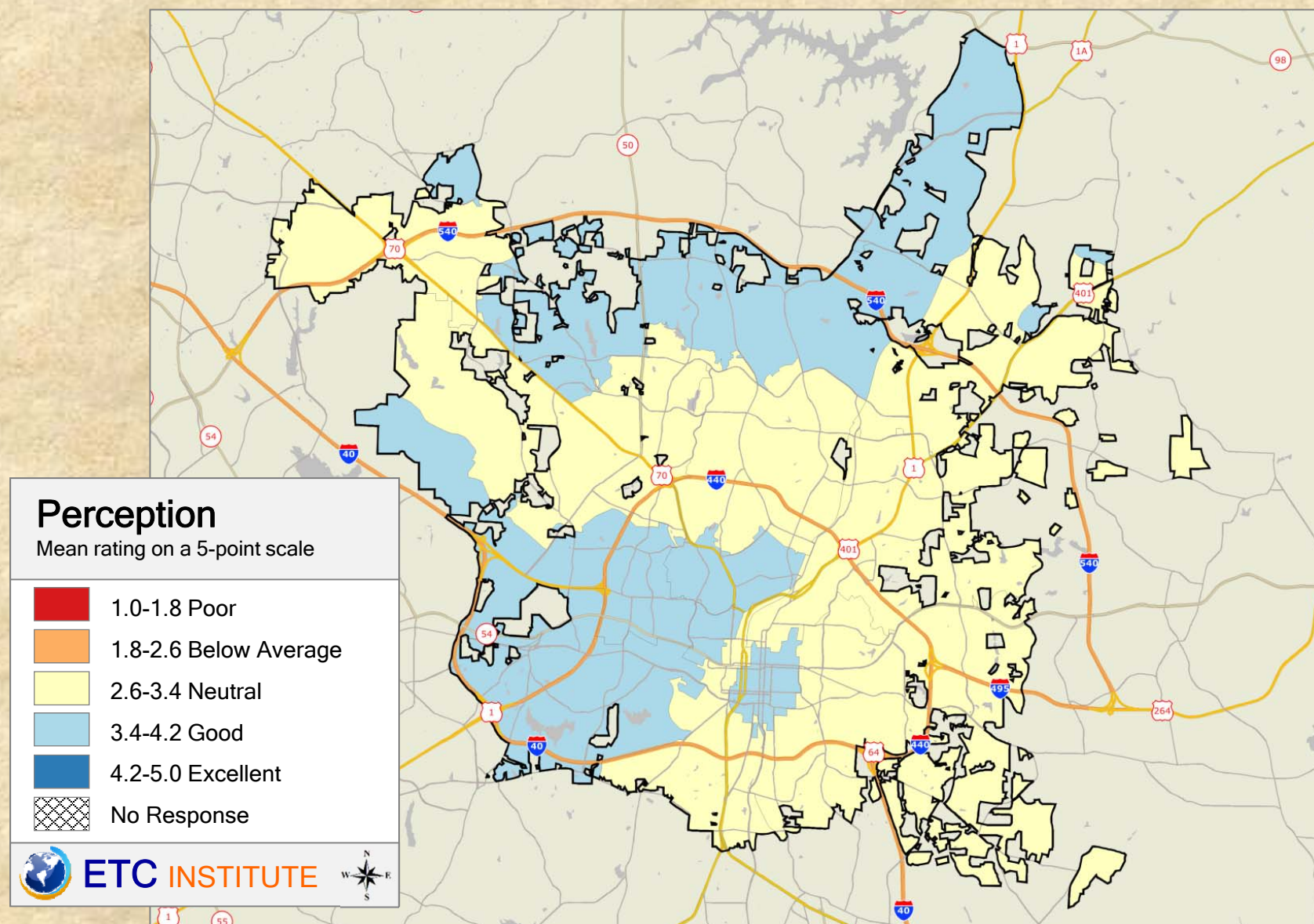
Q5.14 Rating the: Overall quality of services provided by the City of Raleigh



2016 City of Raleigh Community Survey

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

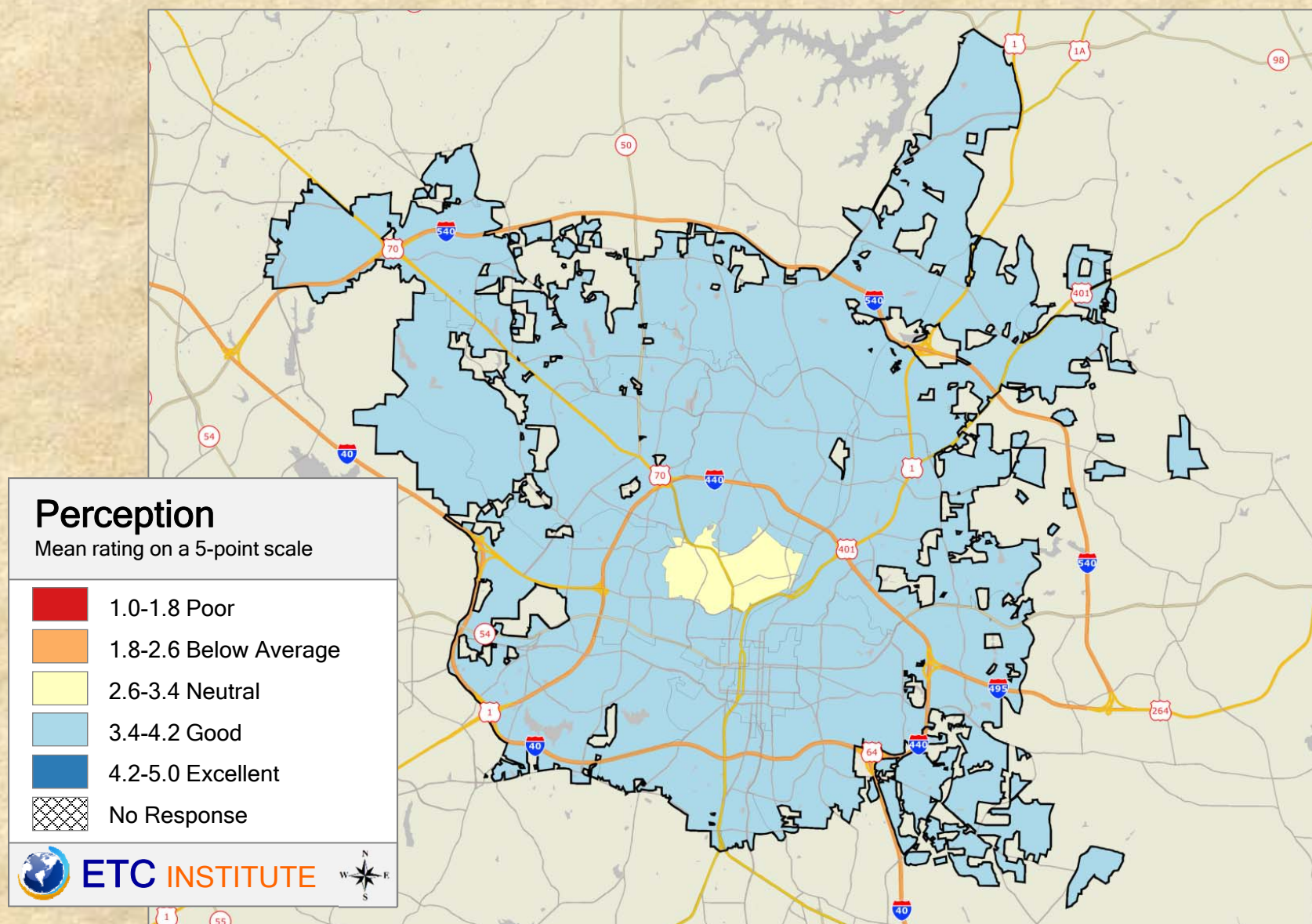
Q5.15 Rating the: Overall value that you receive for your City tax dollars and fees



2016 City of Raleigh Community Survey

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

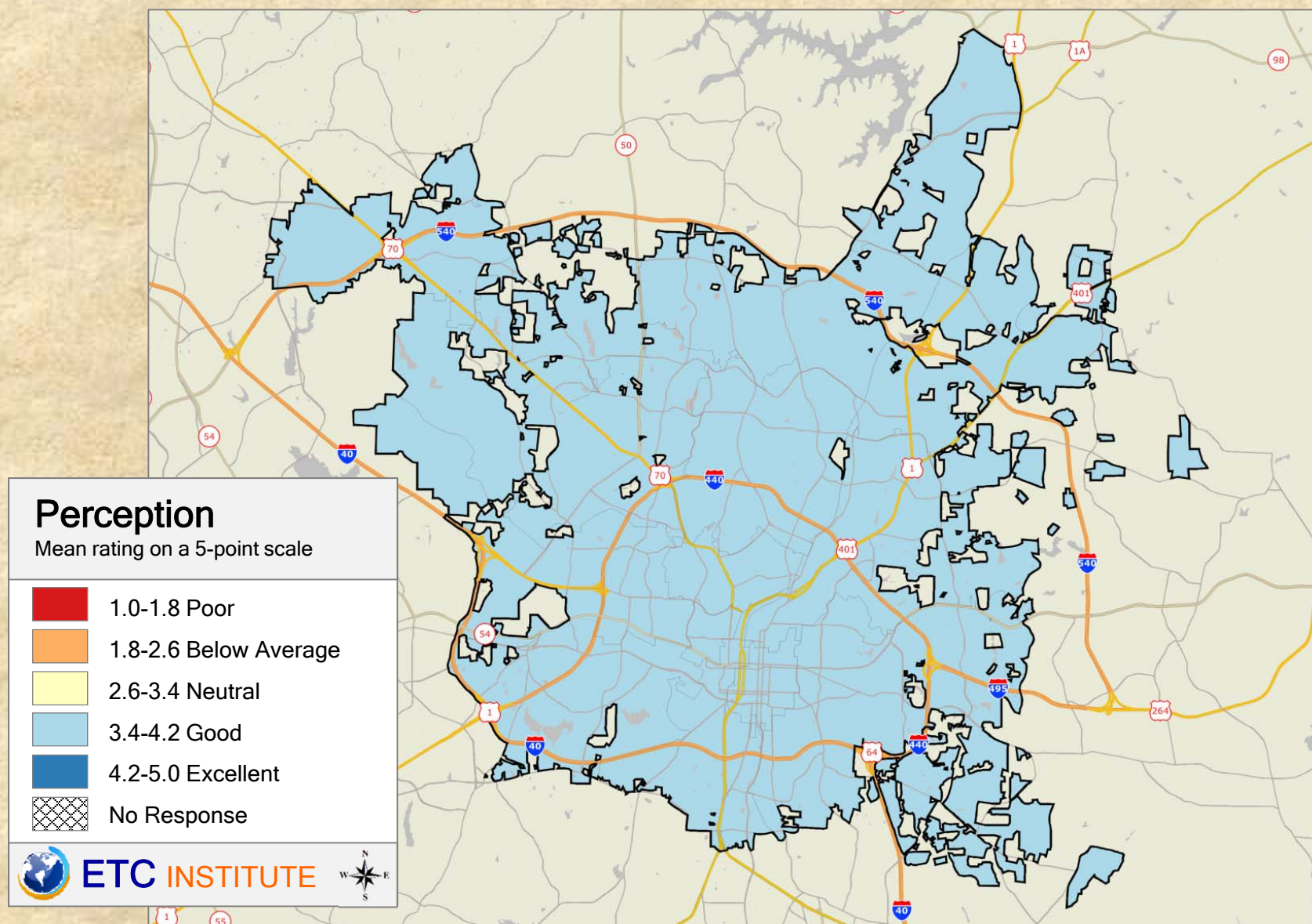
Q7.1 Rating the: Overall quality of new development in Raleigh



2016 City of Raleigh Community Survey

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

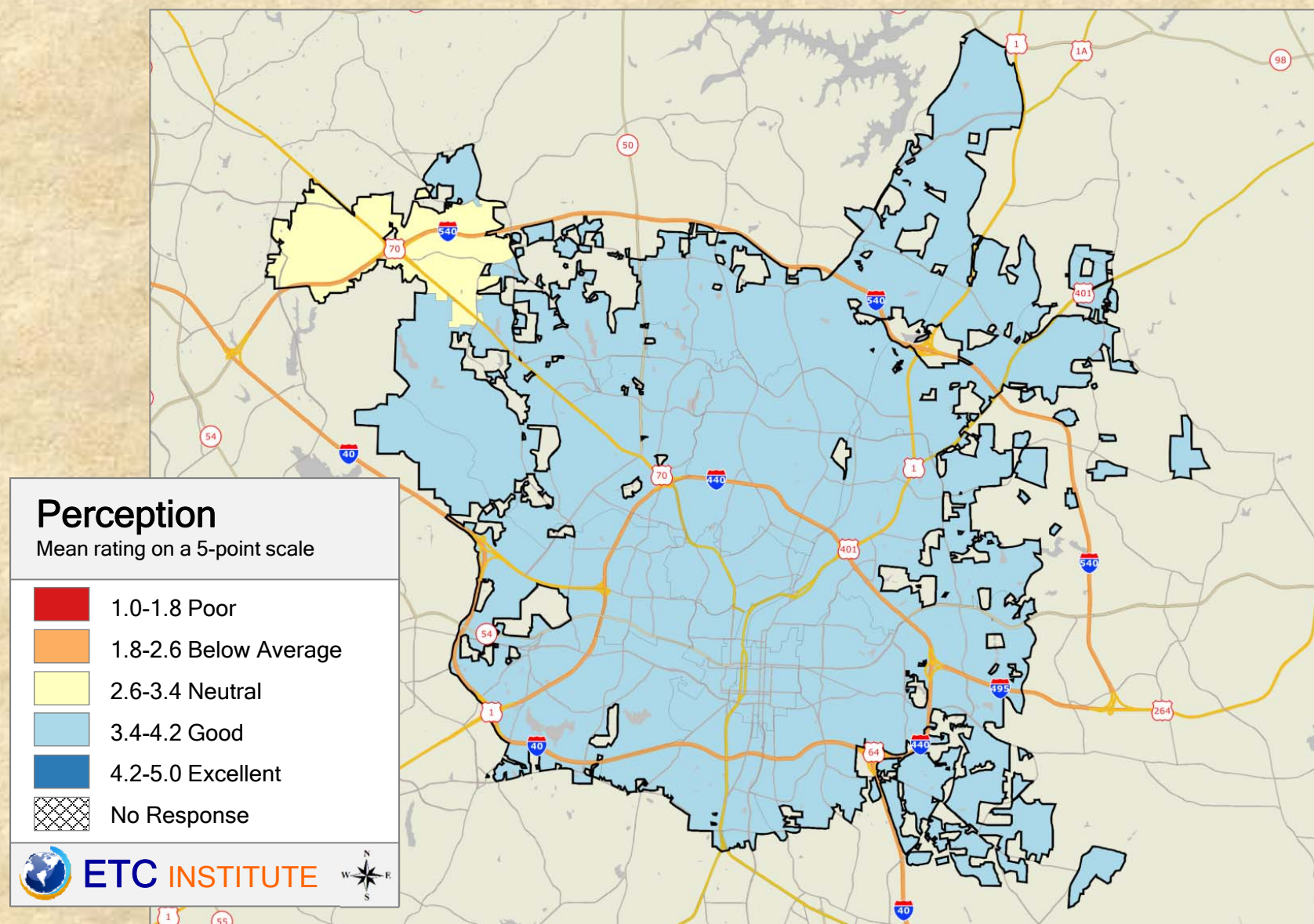
Q7.2 Rating the: Overall cleanliness of Raleigh



2016 City of Raleigh Community Survey

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

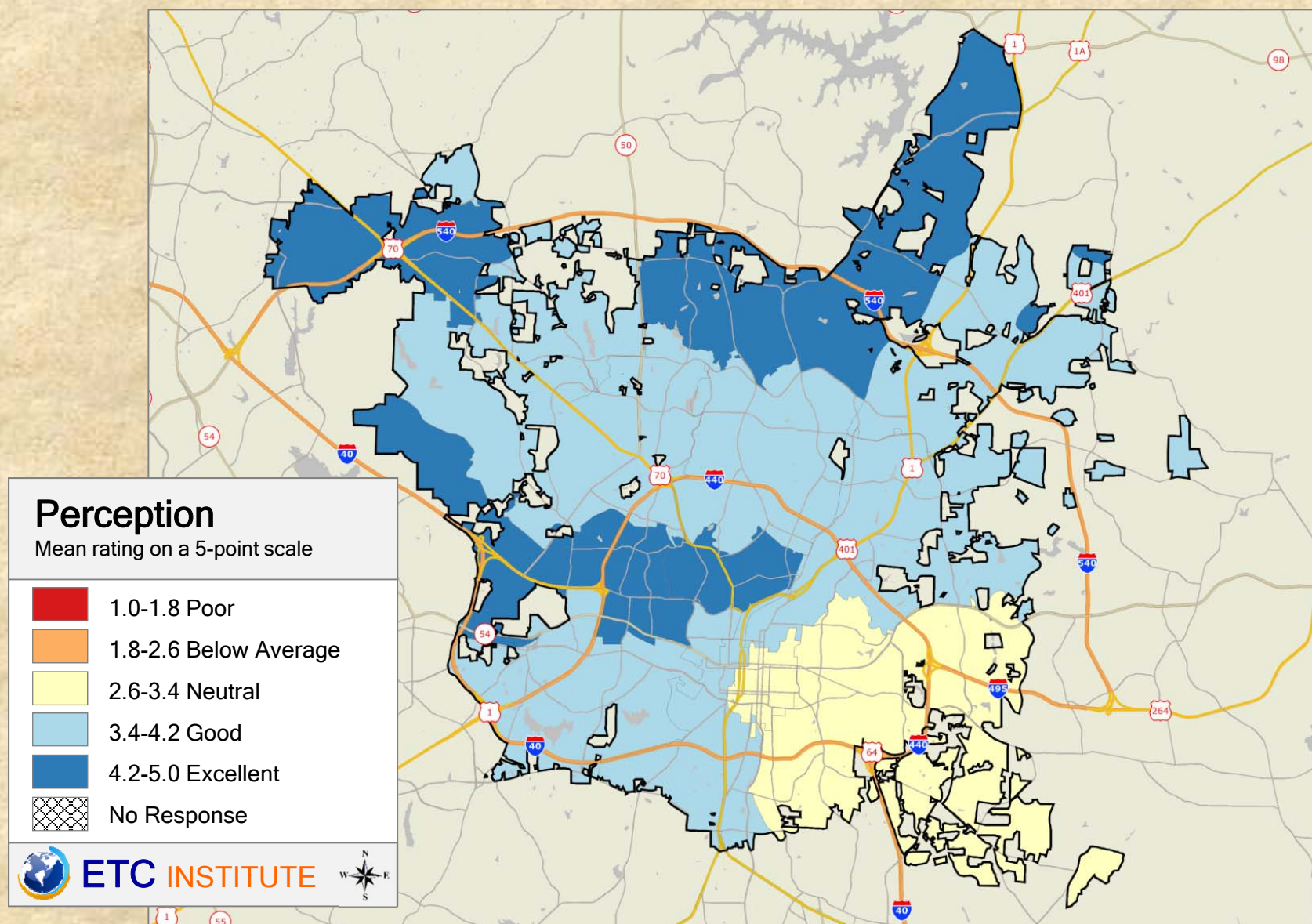
Q7.3 Rating the: Cleanliness of downtown Raleigh



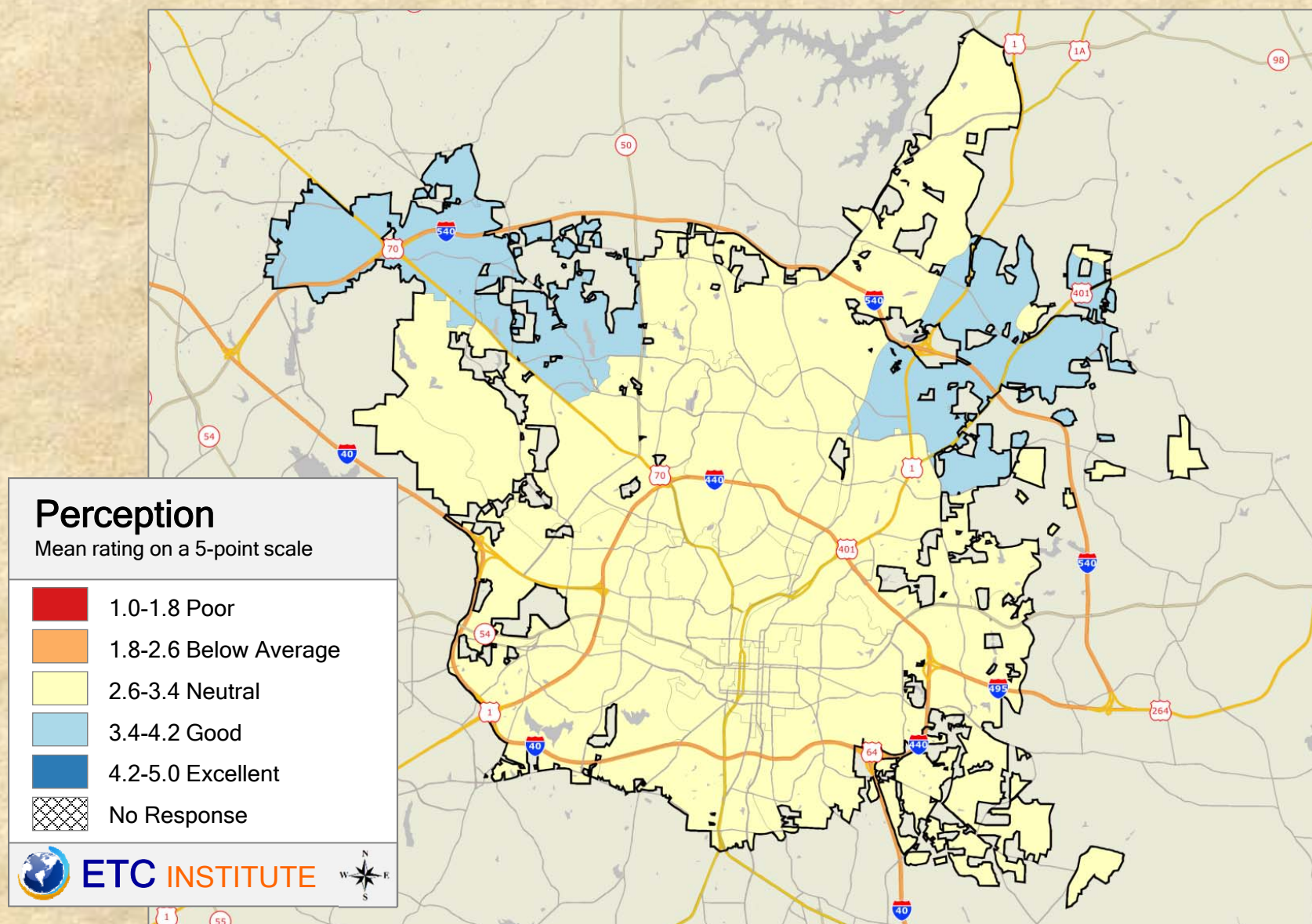
2016 City of Raleigh Community Survey

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

Q7.4 Rating the: Cleanliness of your neighborhood



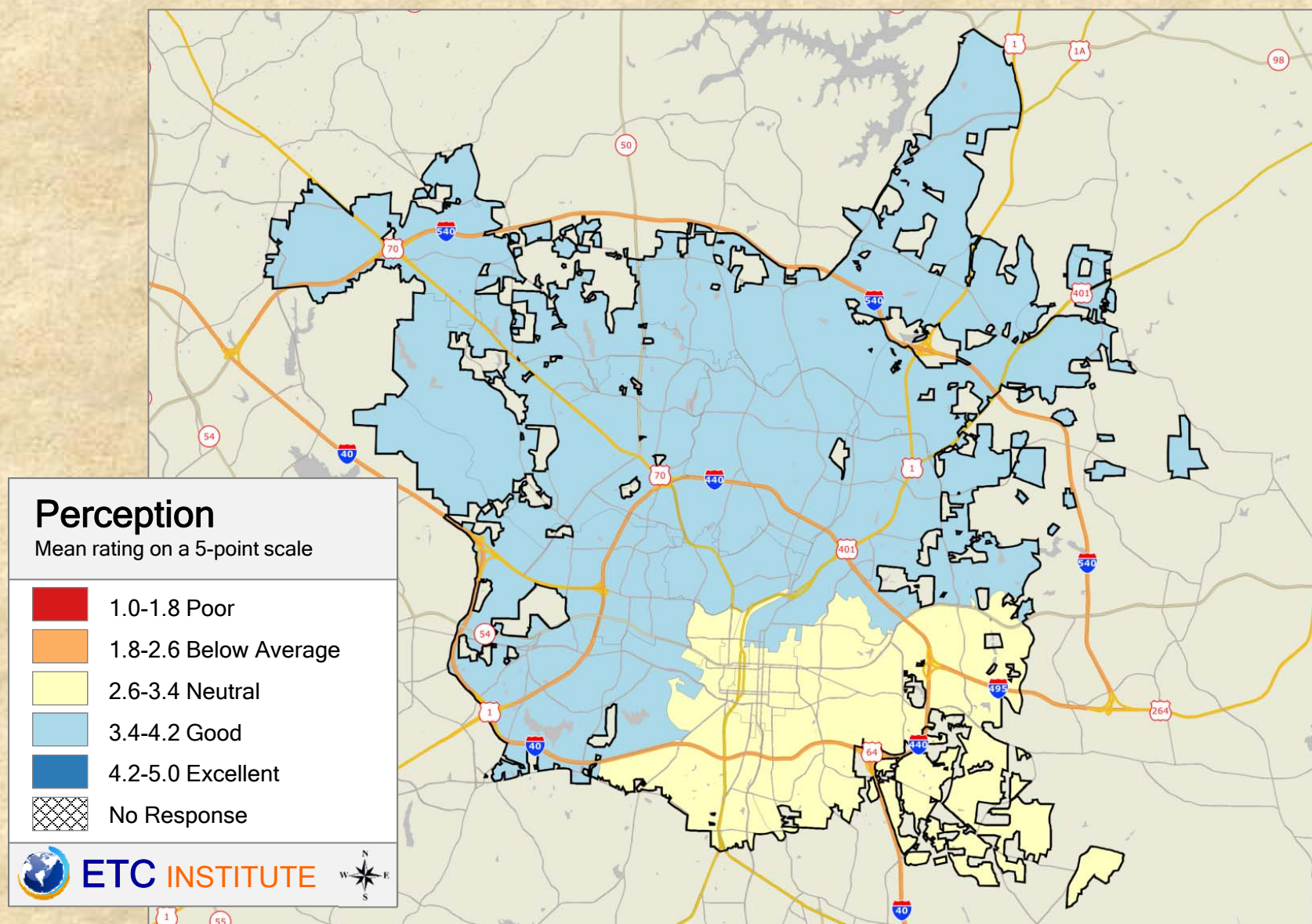
Q7.5 Rating the: Overall condition of major City streets



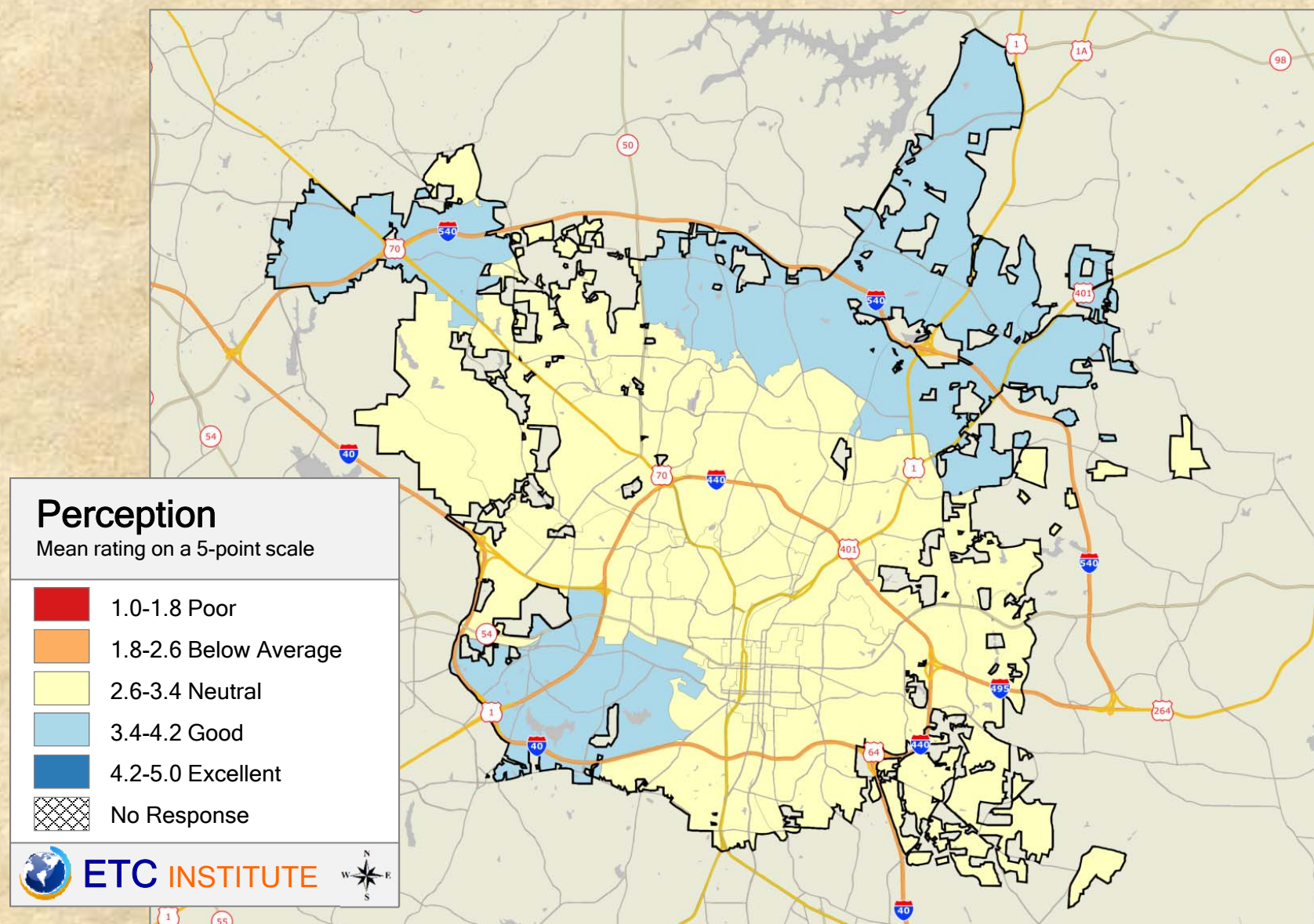
2016 City of Raleigh Community Survey

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

Q7.6 Rating the: Condition of streets in your neighborhood



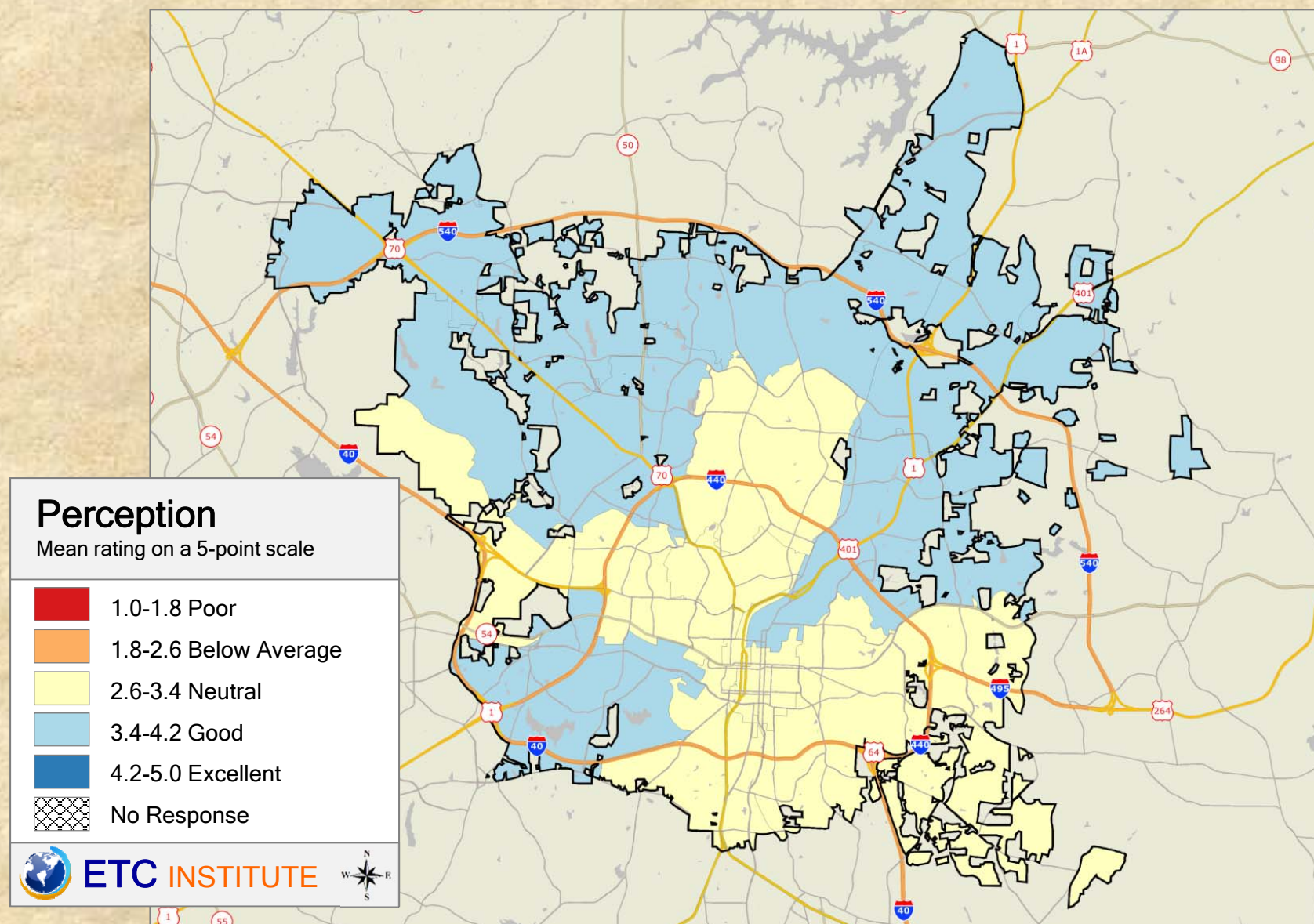
Q7.7 Rating the: Overall condition of City sidewalks



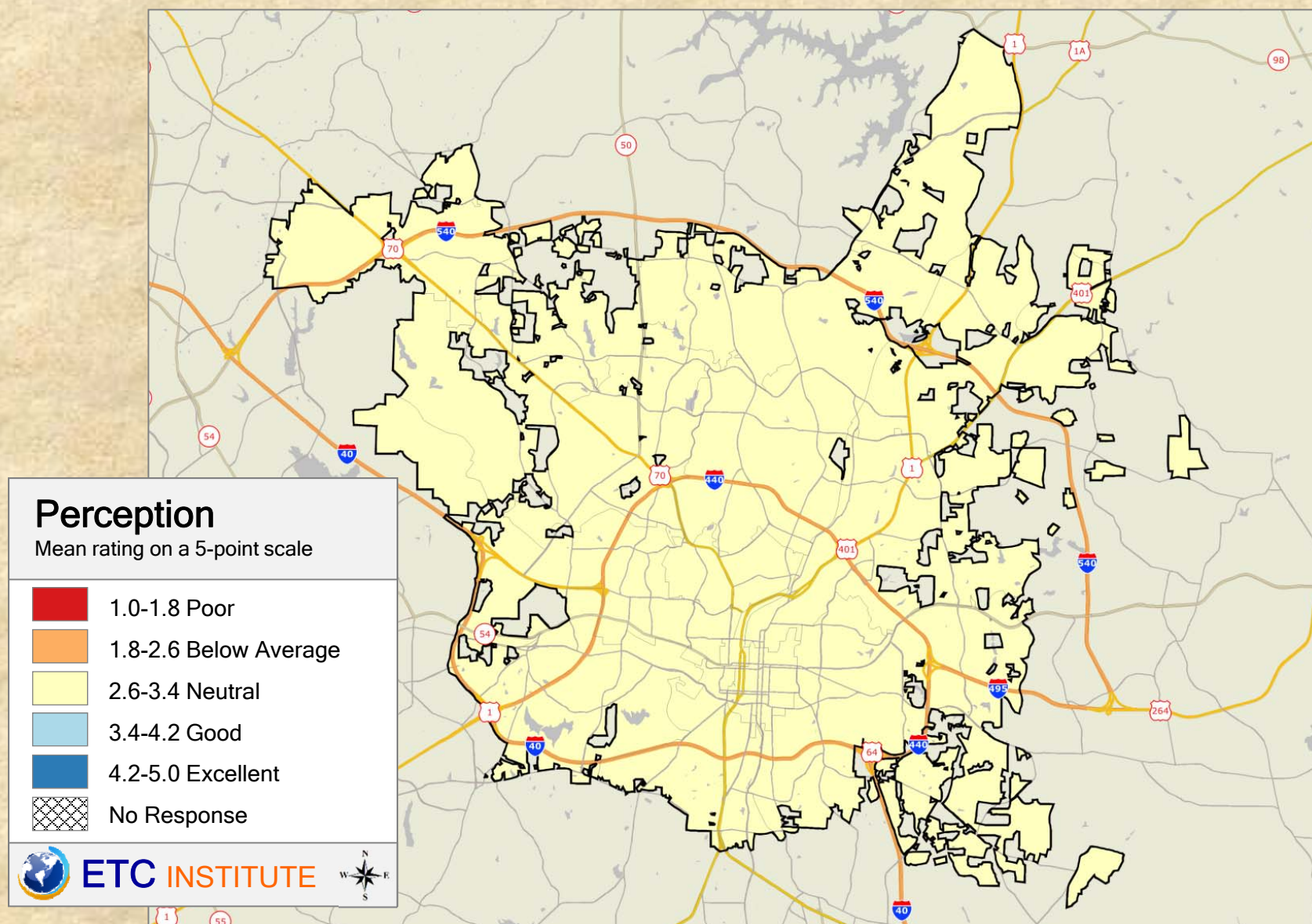
2016 City of Raleigh Community Survey

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

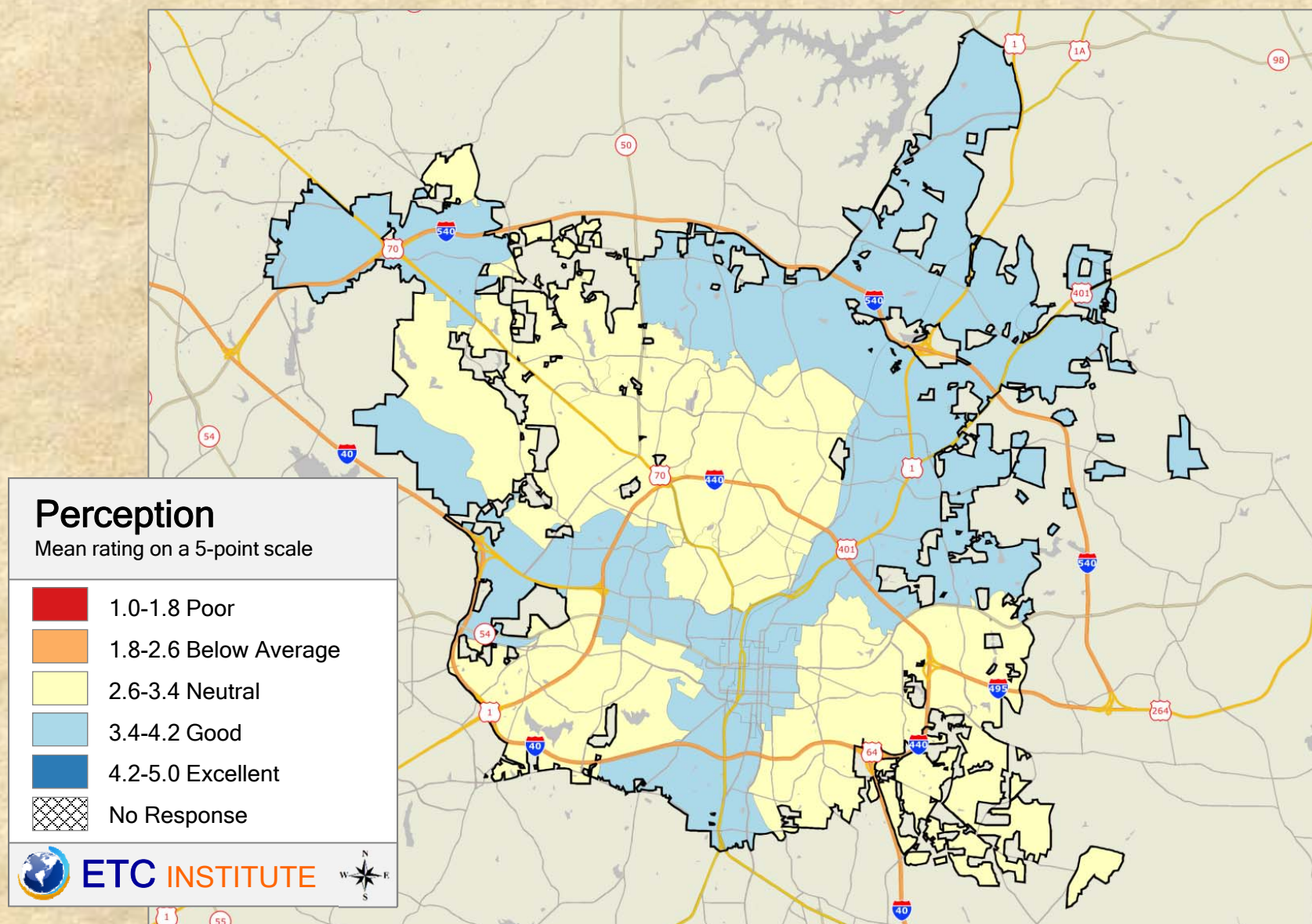
Q7.8 Rating the: Condition of sidewalks in your neighborhood



Q7.9 Rating the: Enforcement of junk and debris cleanup on private property

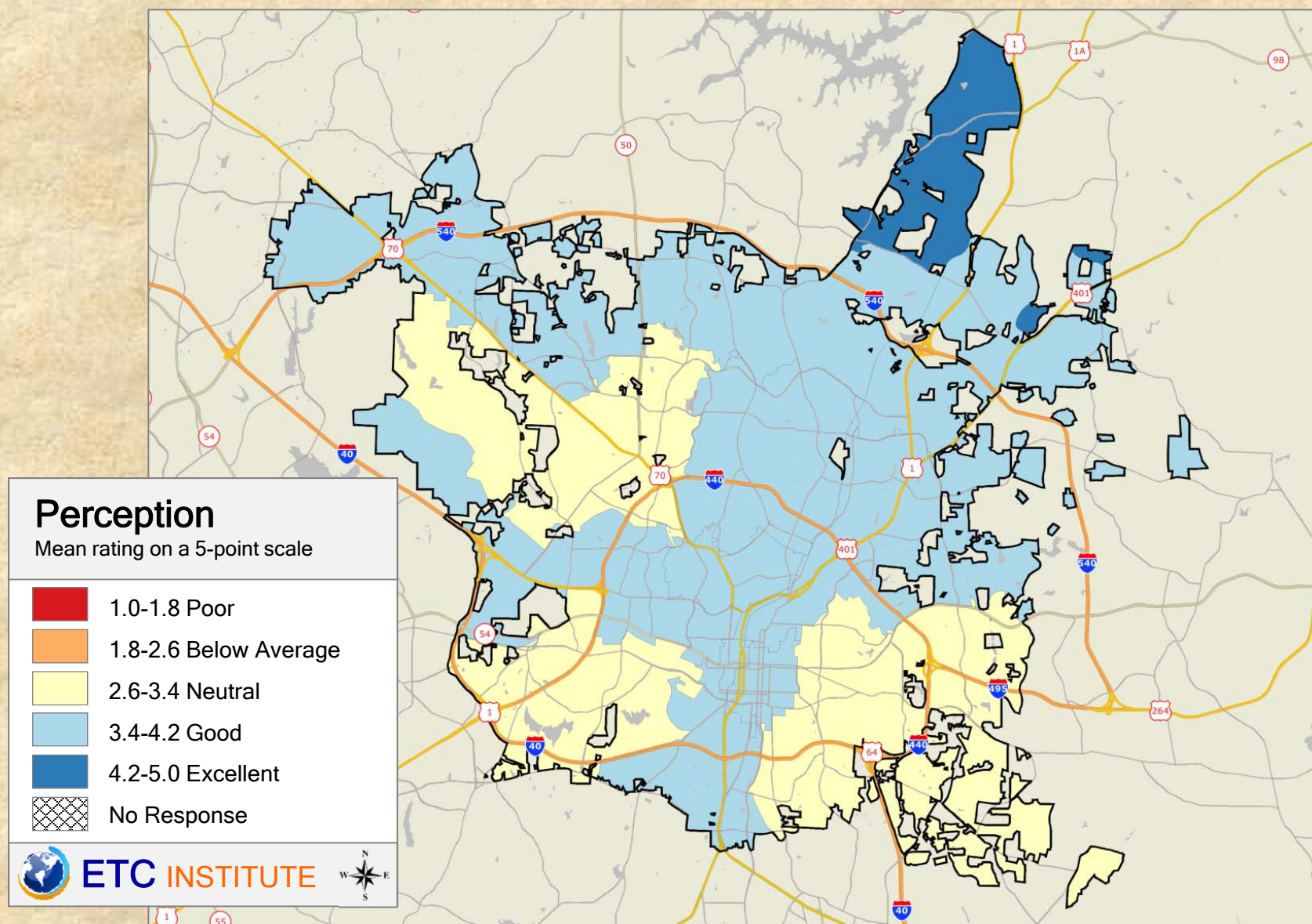


Q9.1 Rating the: Availability of sidewalks in Raleigh

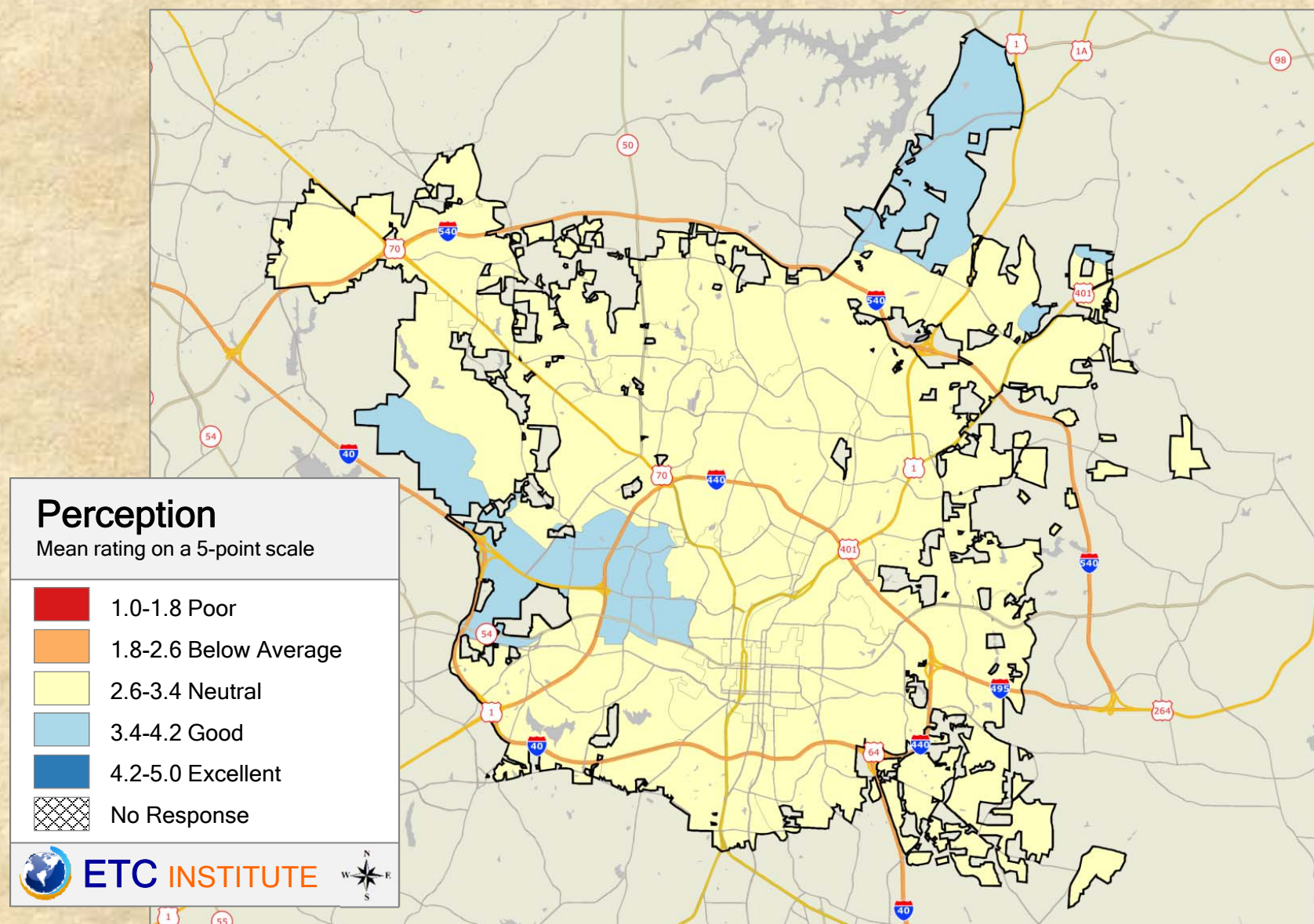


Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q9.2 Rating the: Availability of sidewalks in your neighborhood



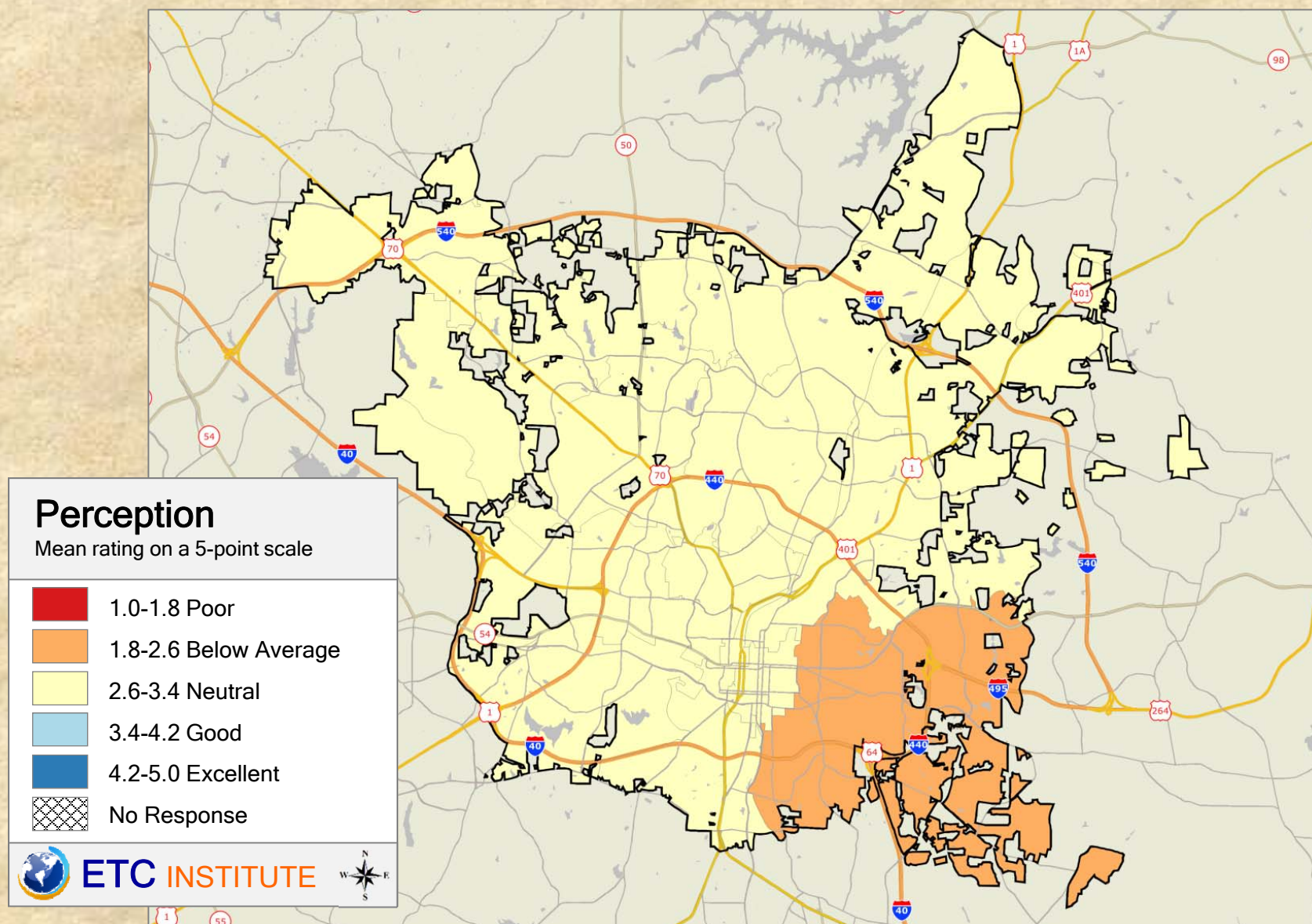
Q9.3 Rating the: Availability of bicycle lanes



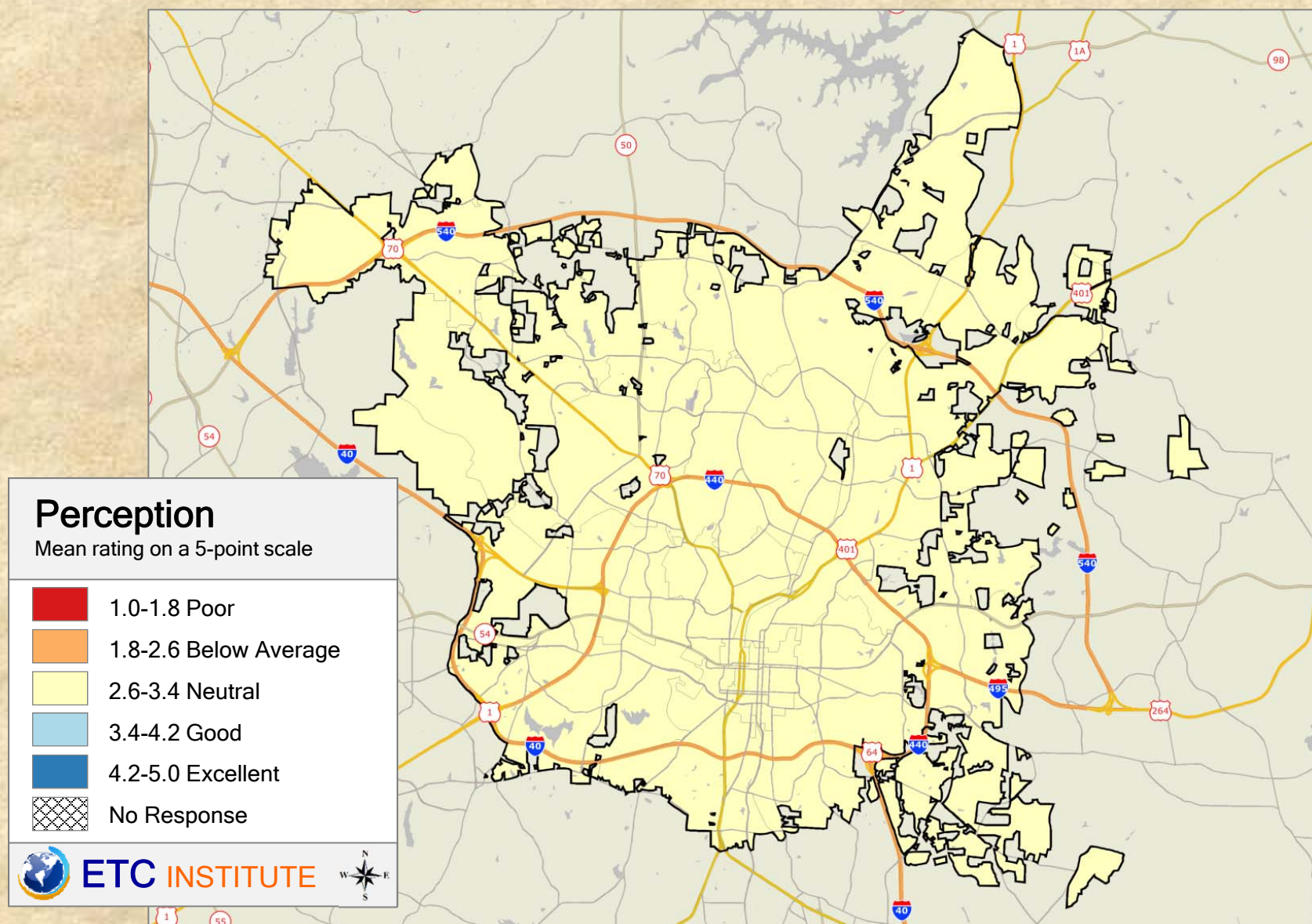
2016 City of Raleigh Community Survey

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

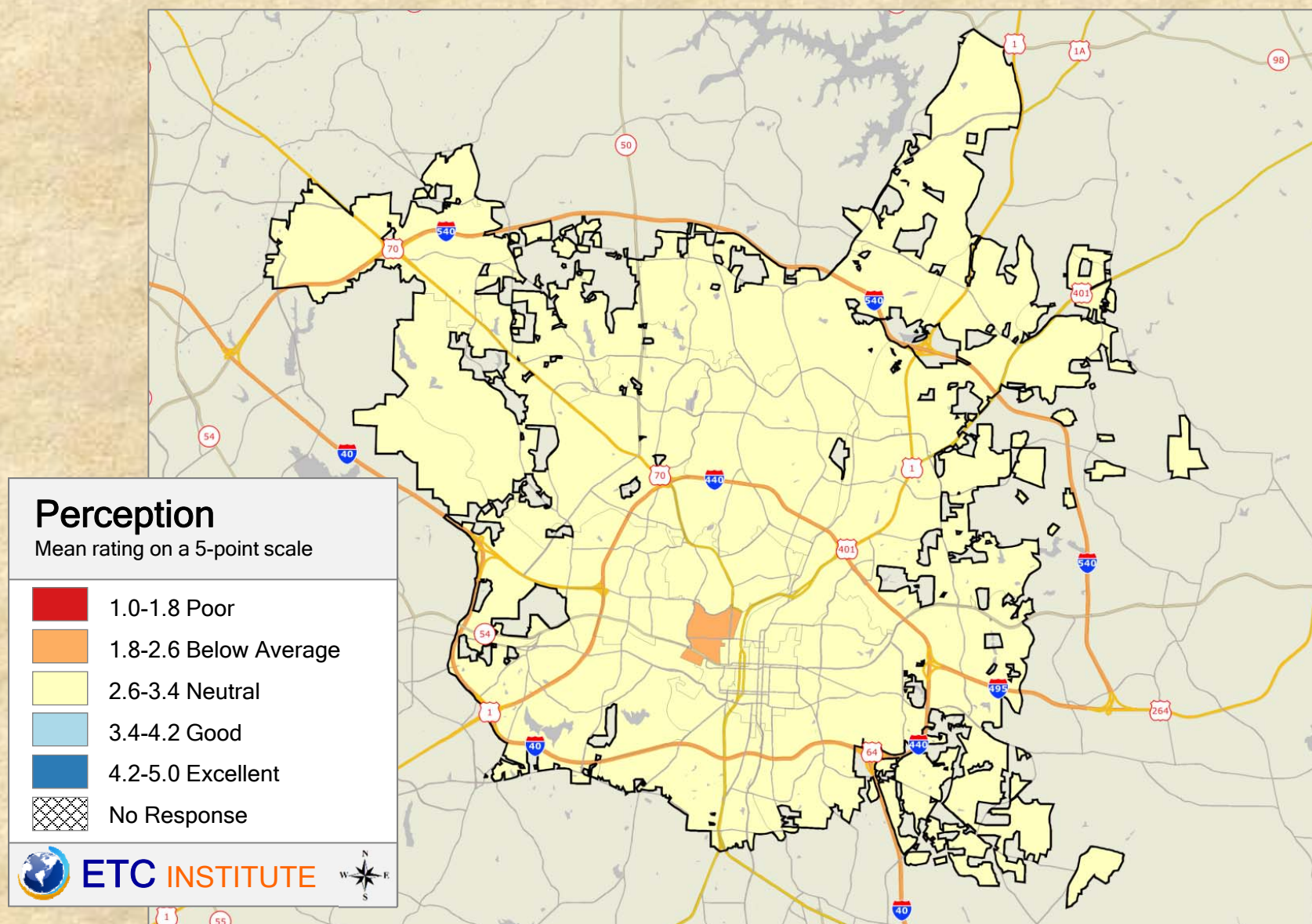
Q9.4 Rating the: Availability of downtown parking



Q9.5 Rating the: Quality of downtown parking



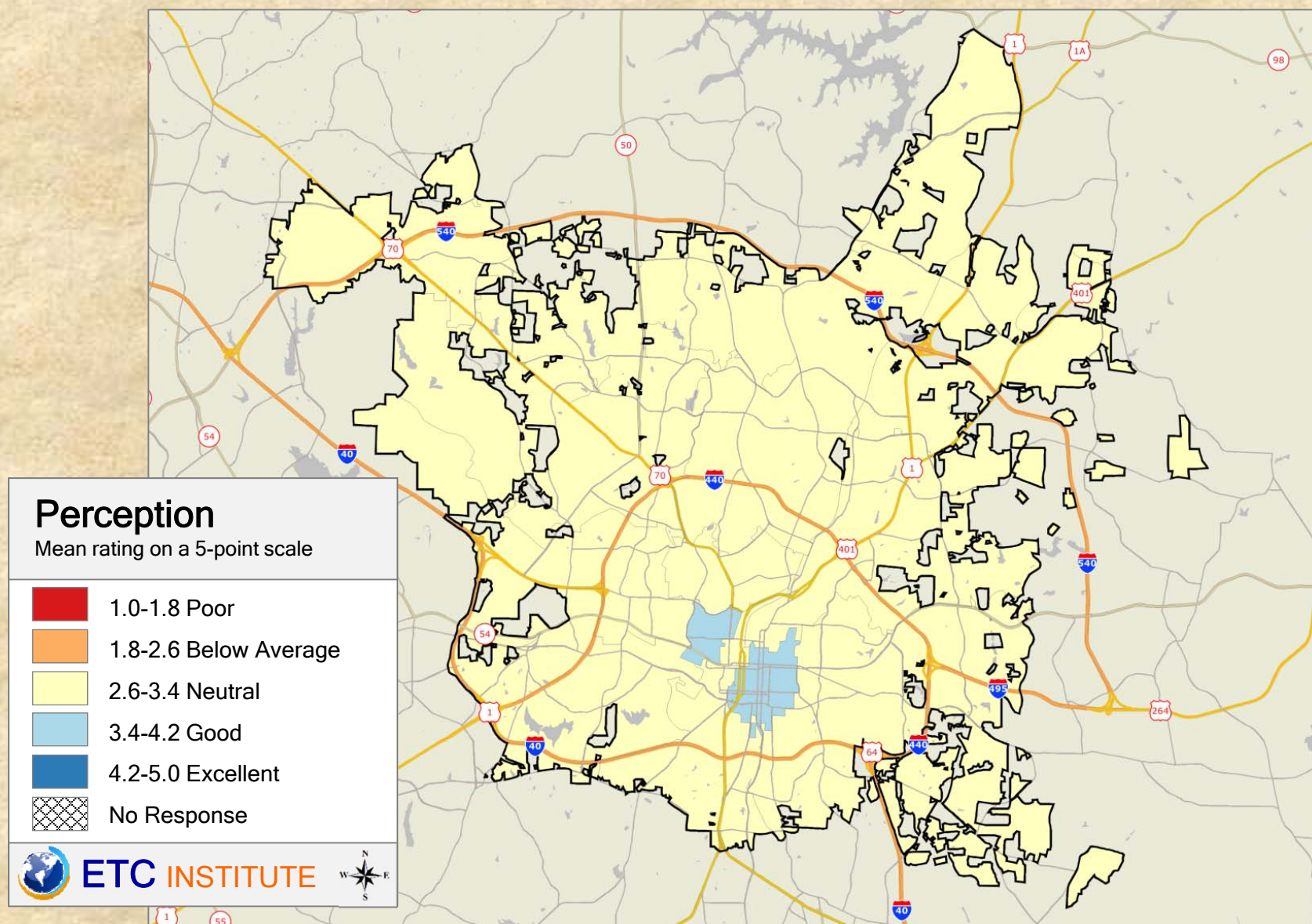
Q9.6 Rating the: Raleigh's pedestrian and transit networks ability to serve individuals with disabilities



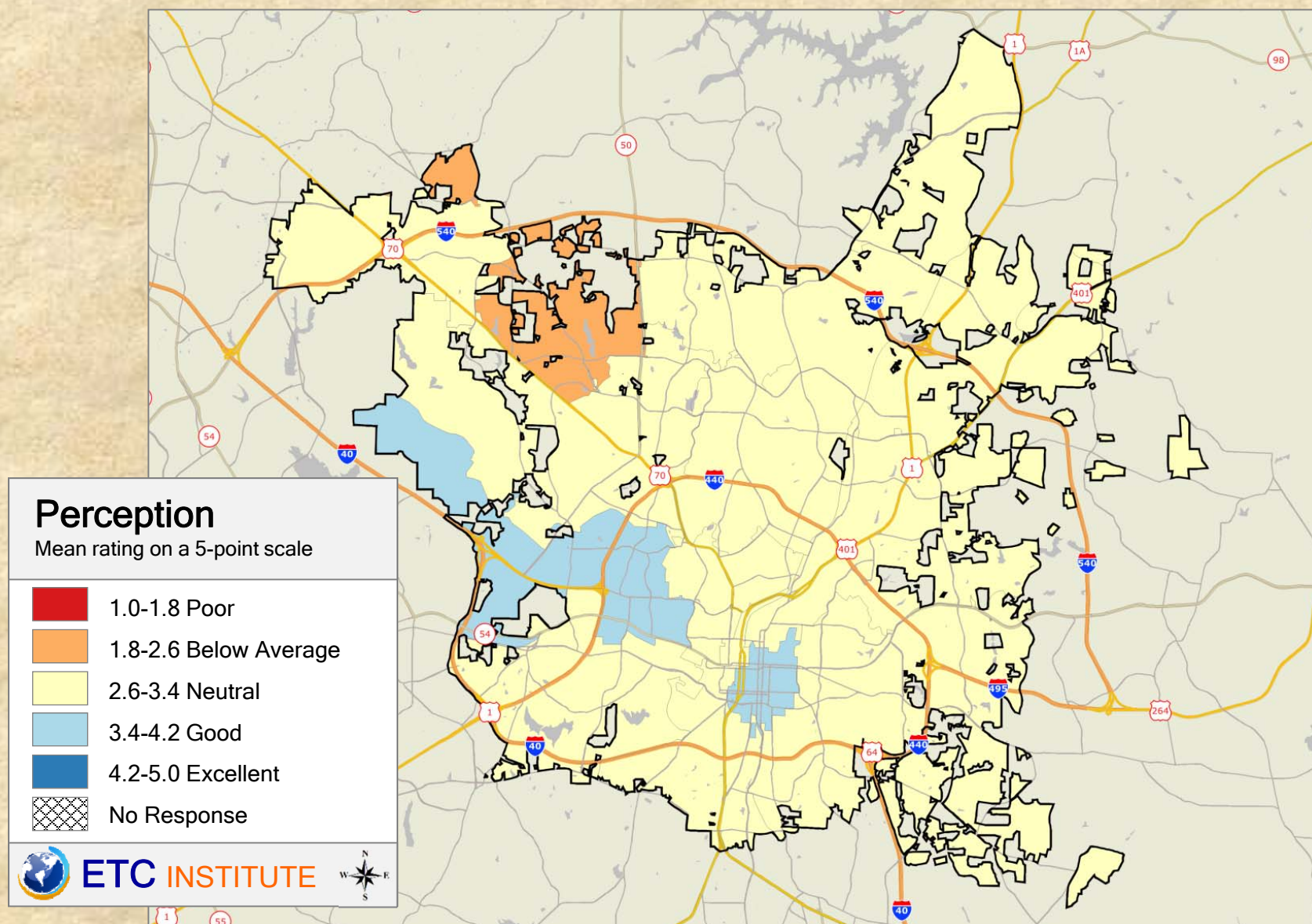
2016 City of Raleigh Community Survey

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

Q11.1 Experience with: Walking places in Raleigh



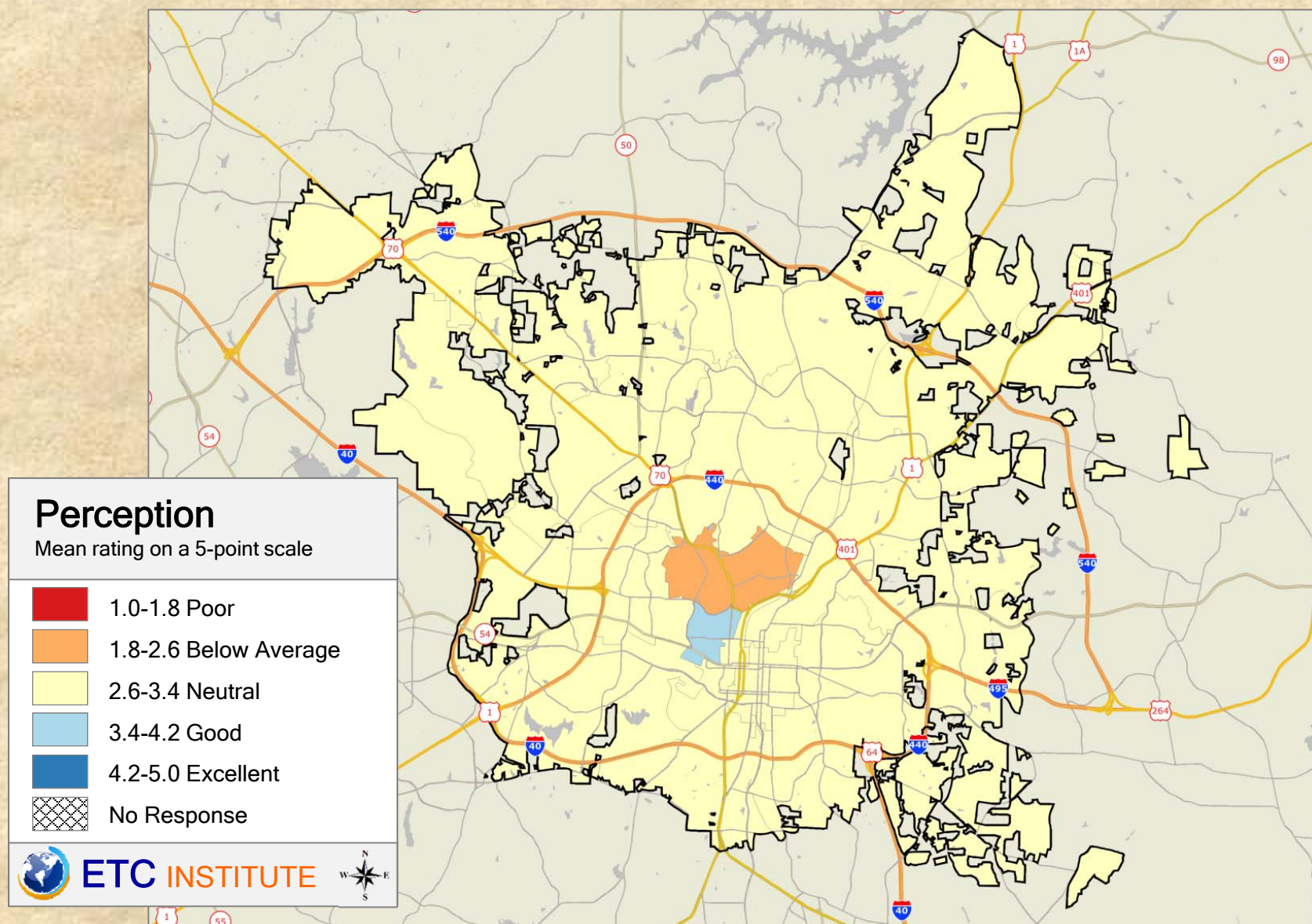
Q11.2 Experience with: Biking to places in Raleigh



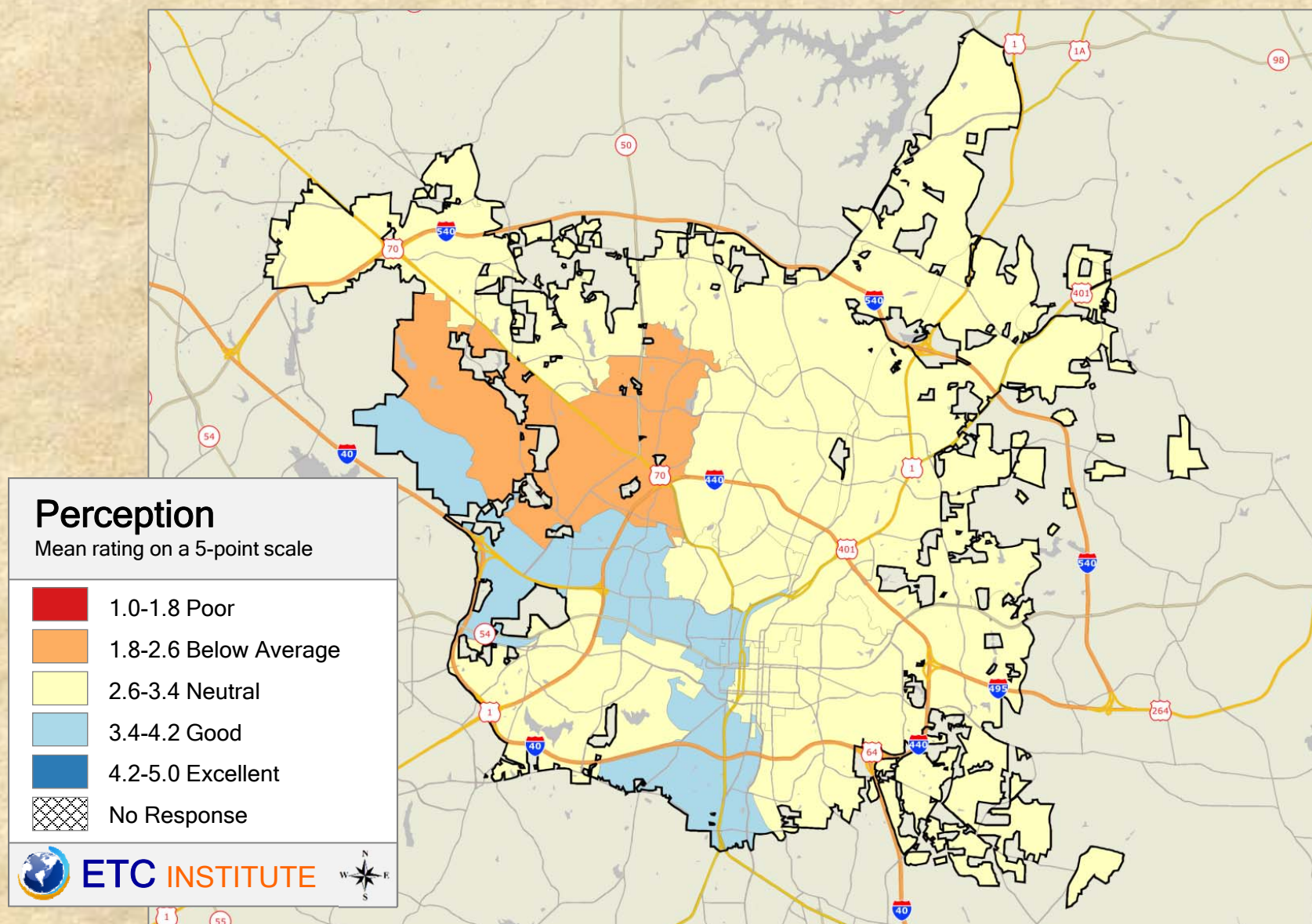
2016 City of Raleigh Community Survey

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

Q11.3 Experience with: Riding the GoRaleigh bus to places



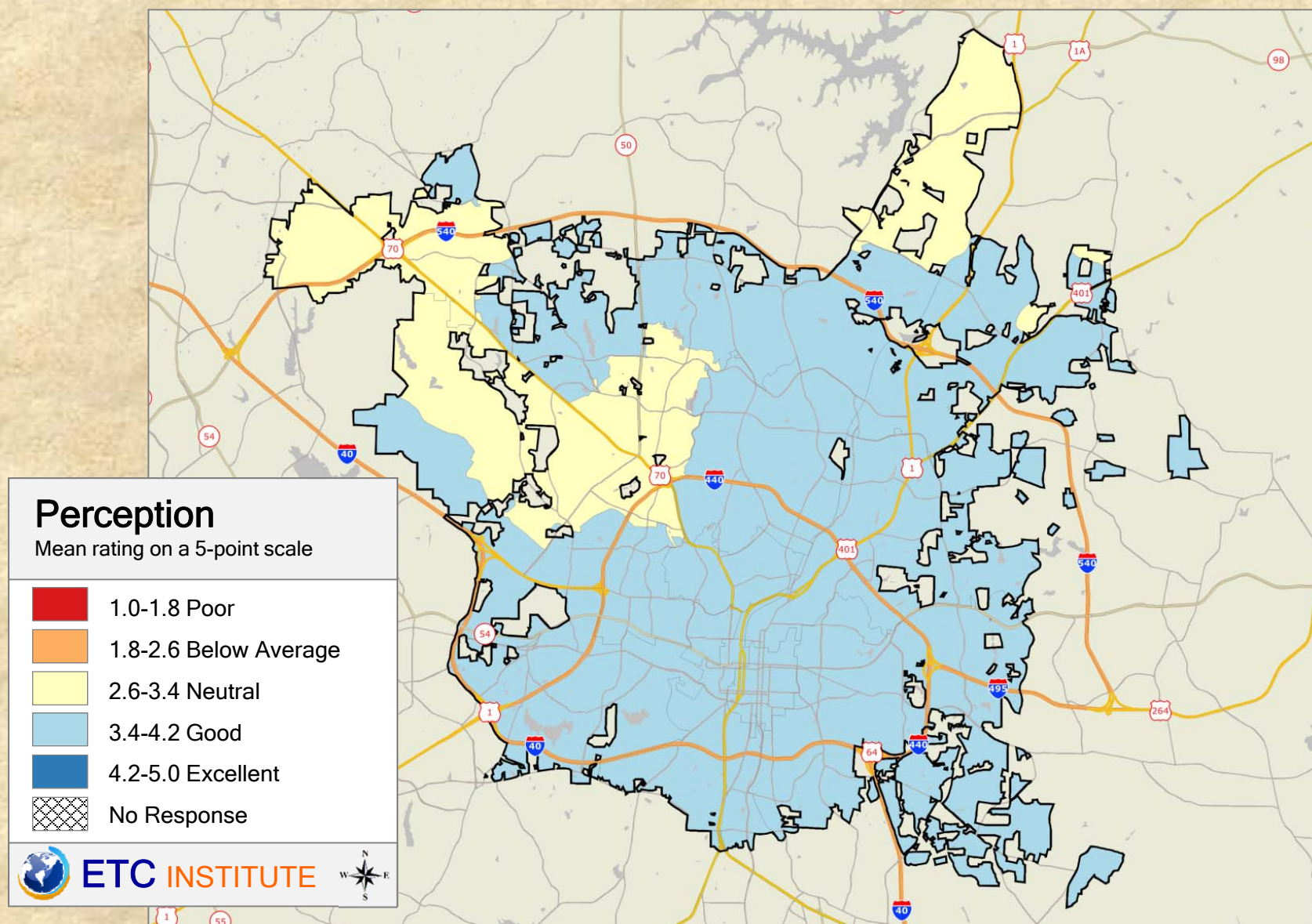
Q12.1 Rating the: Overall quality of GoRaleigh bus system



2016 City of Raleigh Community Survey

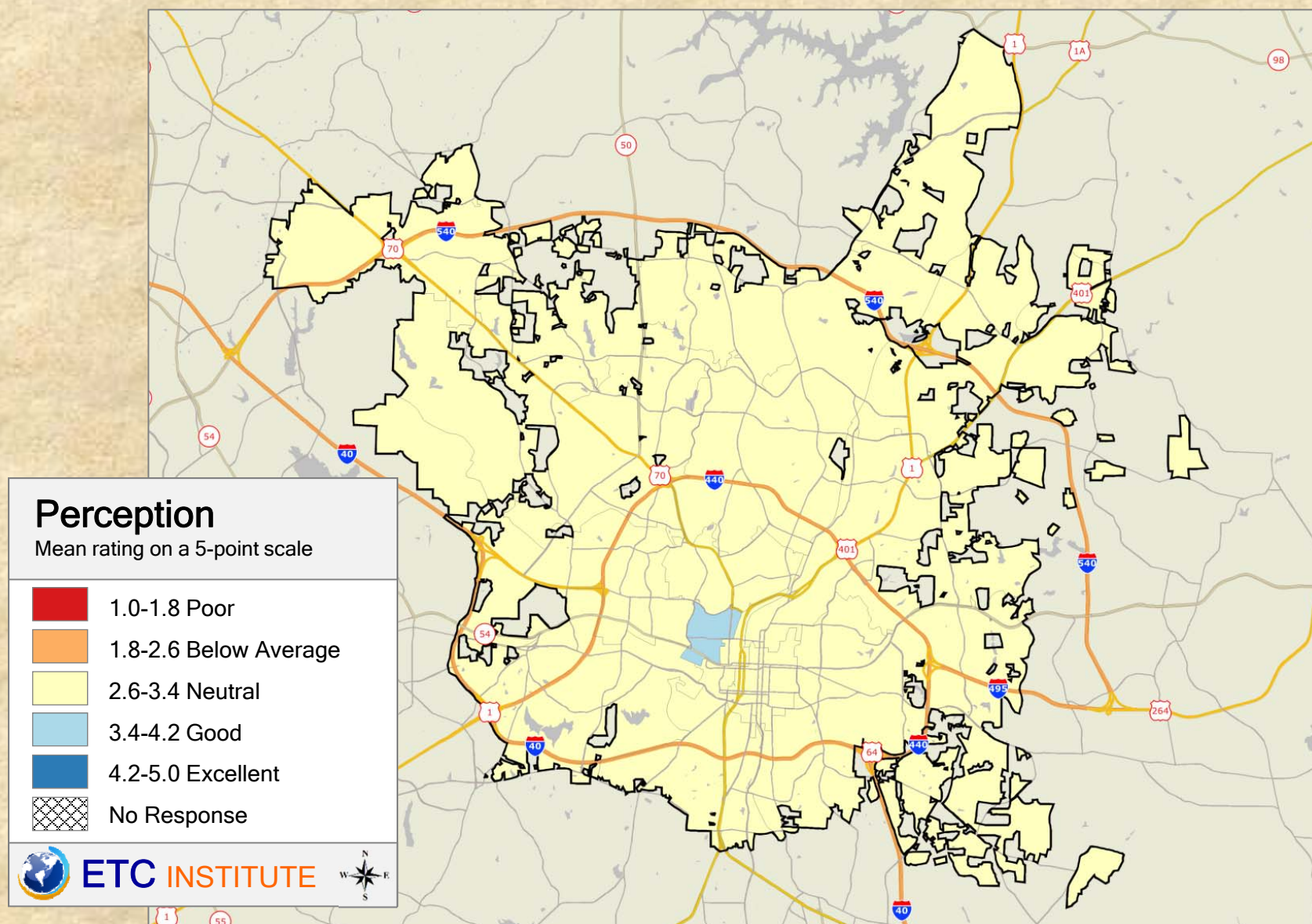
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q12.2 Rating the: Cleanliness of GoRaleigh buses



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

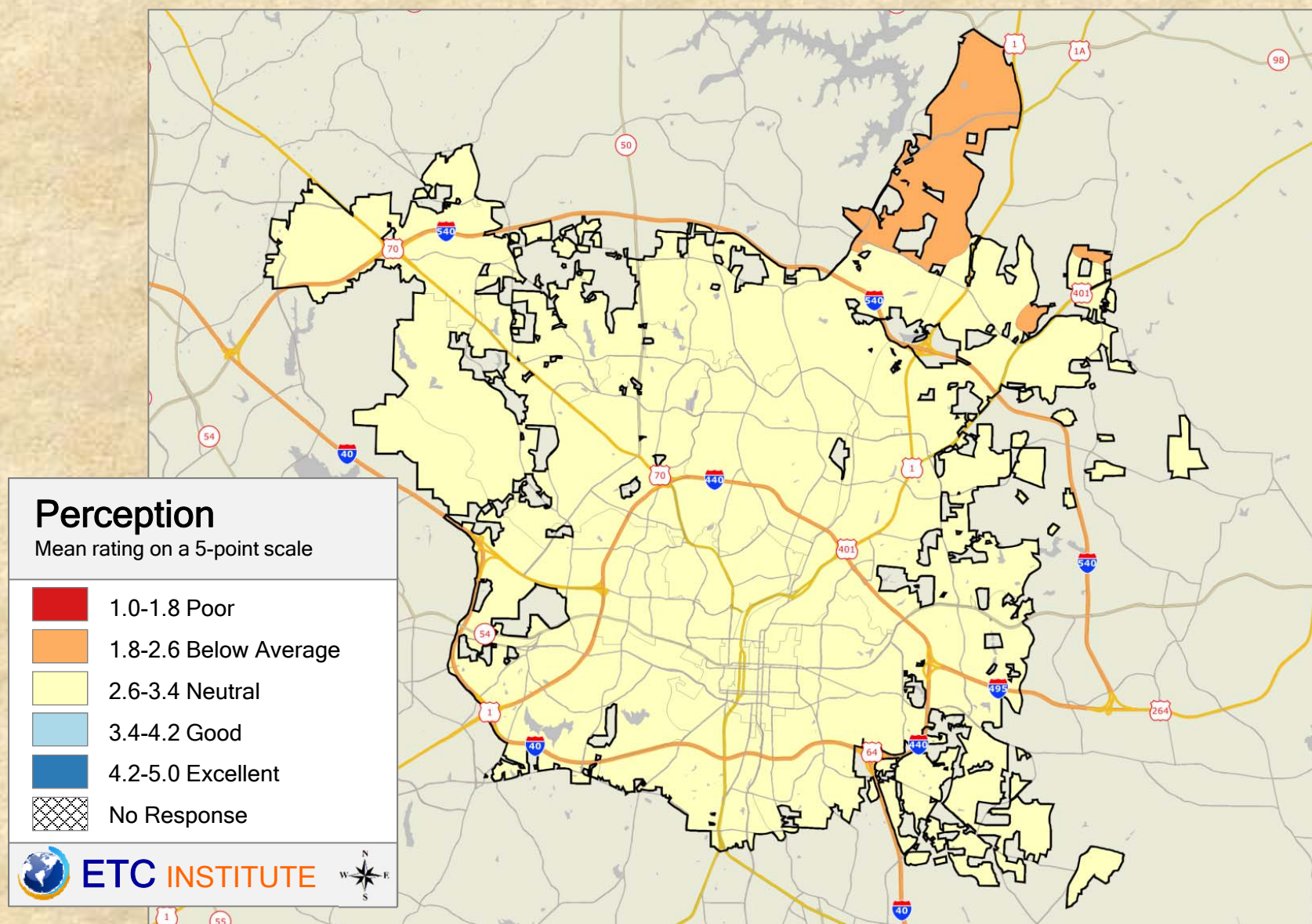
Q12.3 Rating the: Cleanliness of GoRaleigh bus stops



2016 City of Raleigh Community Survey

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

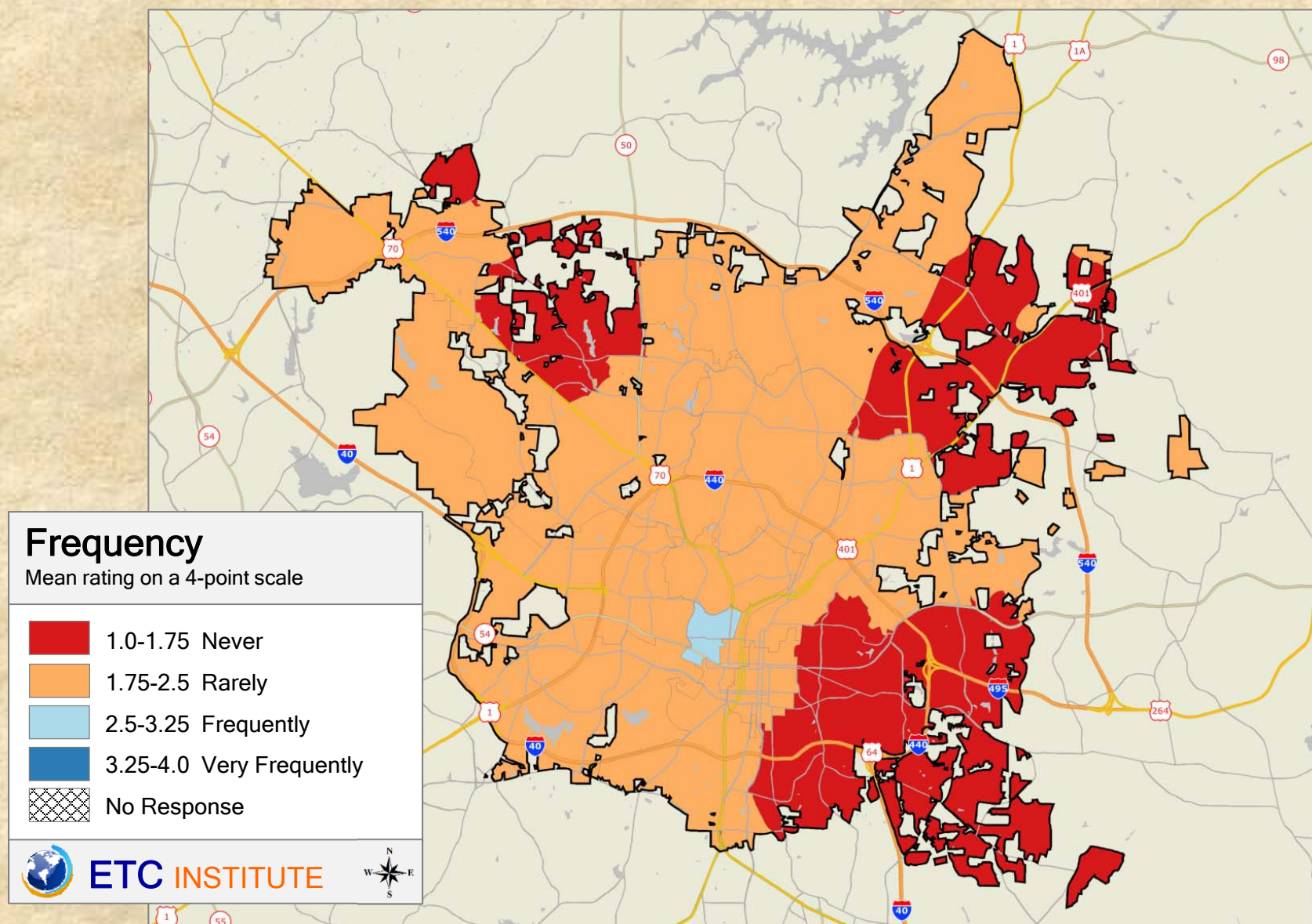
Q12.4 Rating the: Cleanliness of GoRaleigh bus terminals



2016 City of Raleigh Community Survey

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

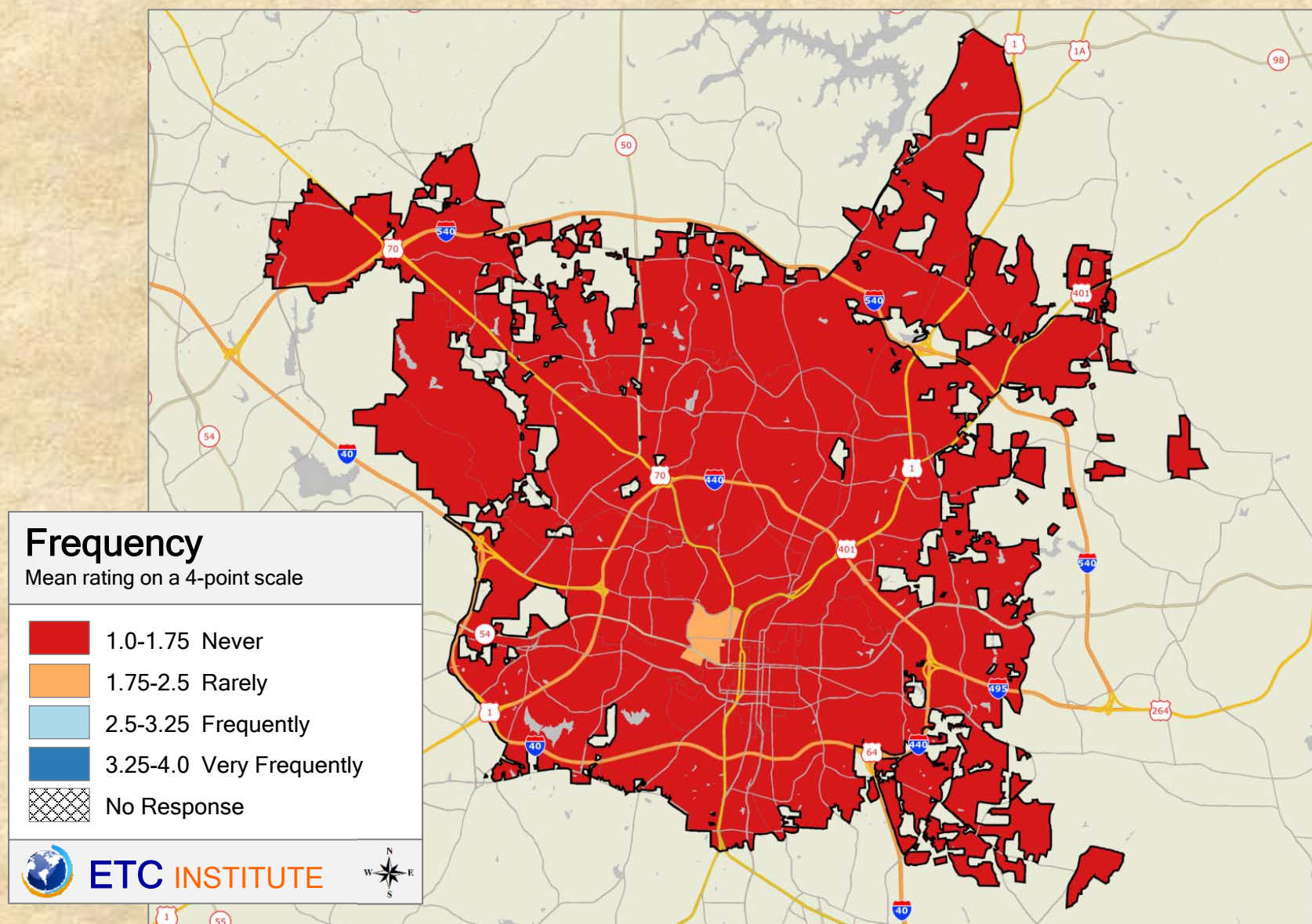
Q14.1 How often have you: Biked or walked instead of drive



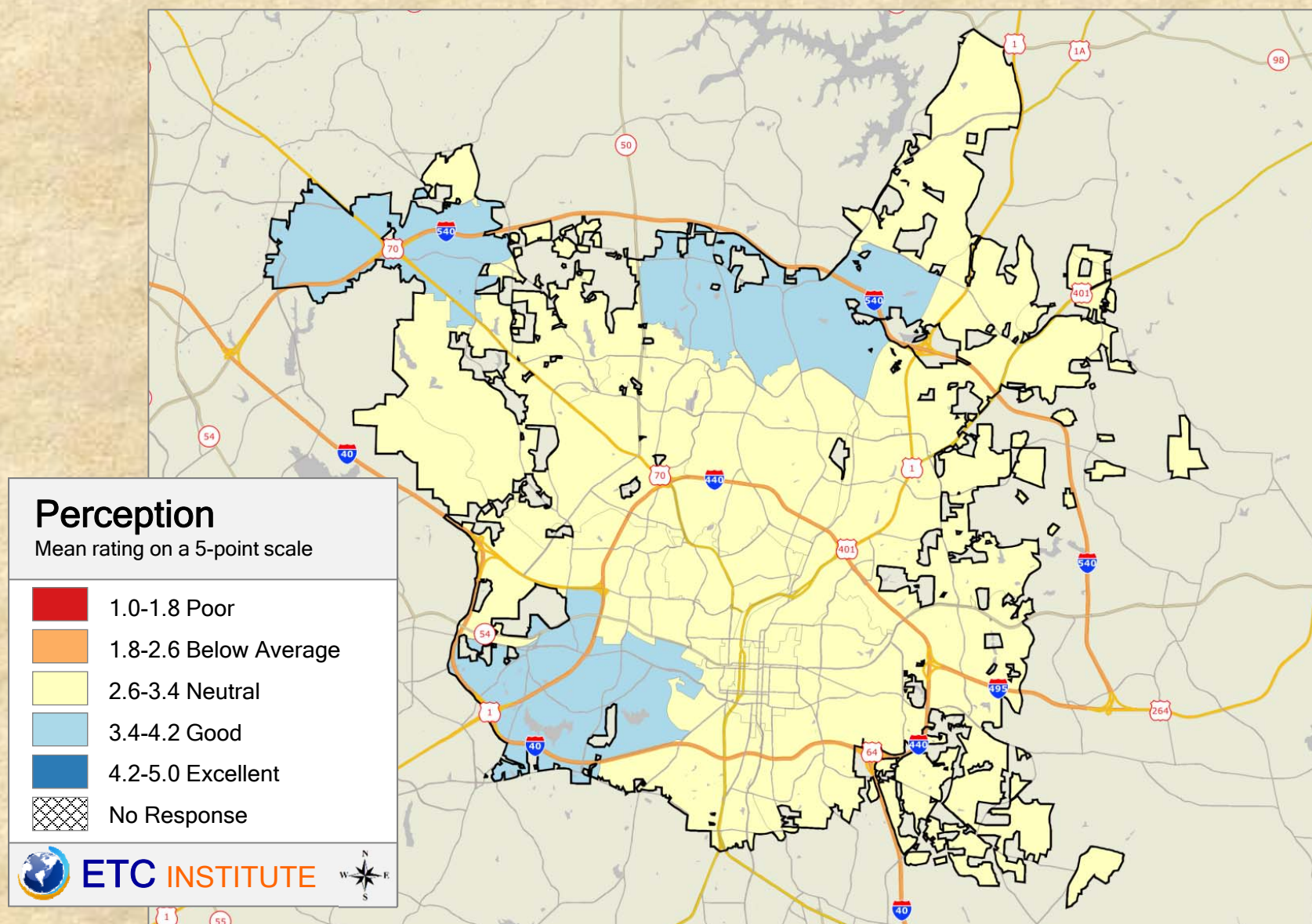
2016 City of Raleigh Community Survey

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

Q14.2 How often have you: Used City greenways as a mode of transportation



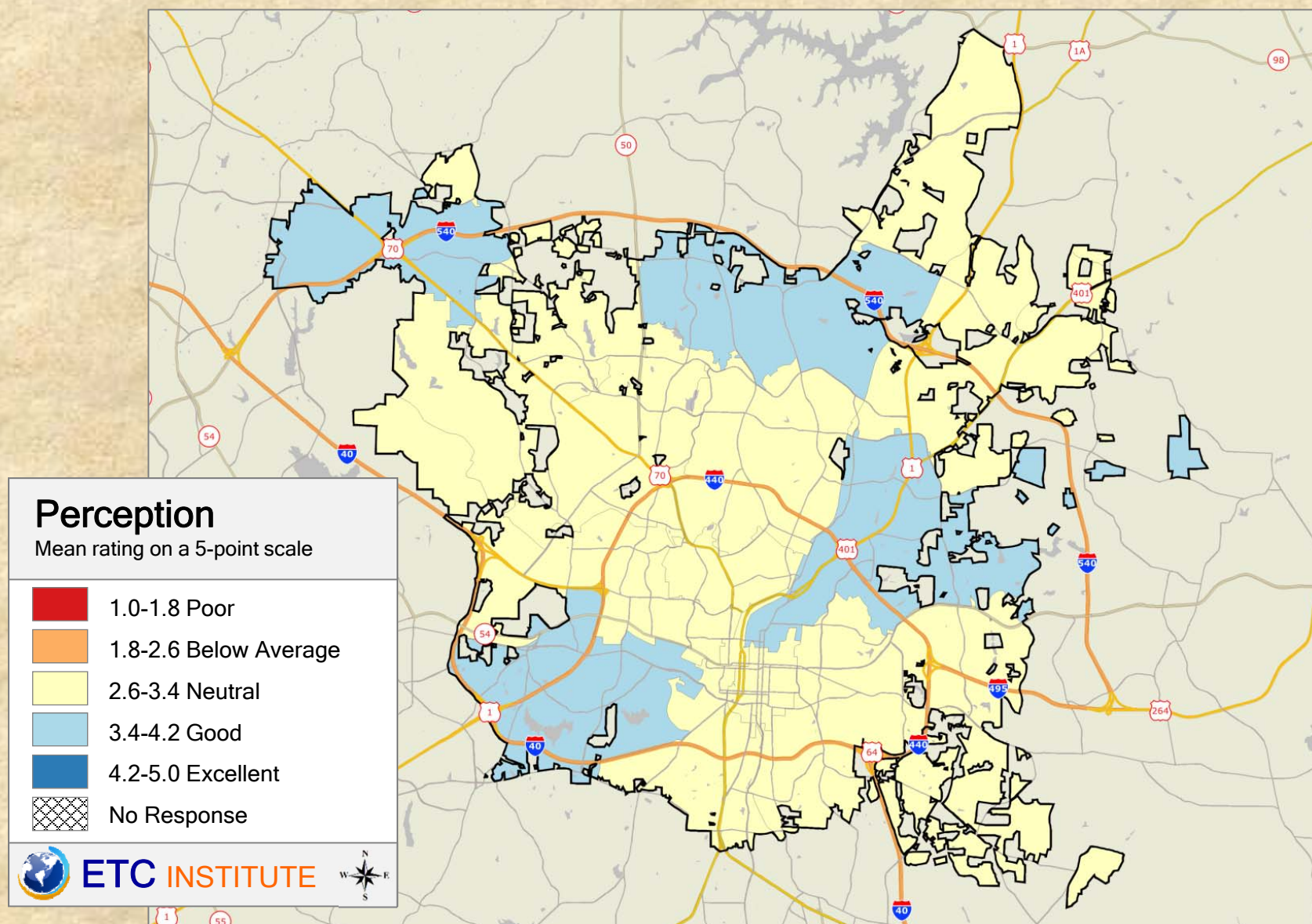
Q15.1 Rating the: Development review services



2016 City of Raleigh Community Survey

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

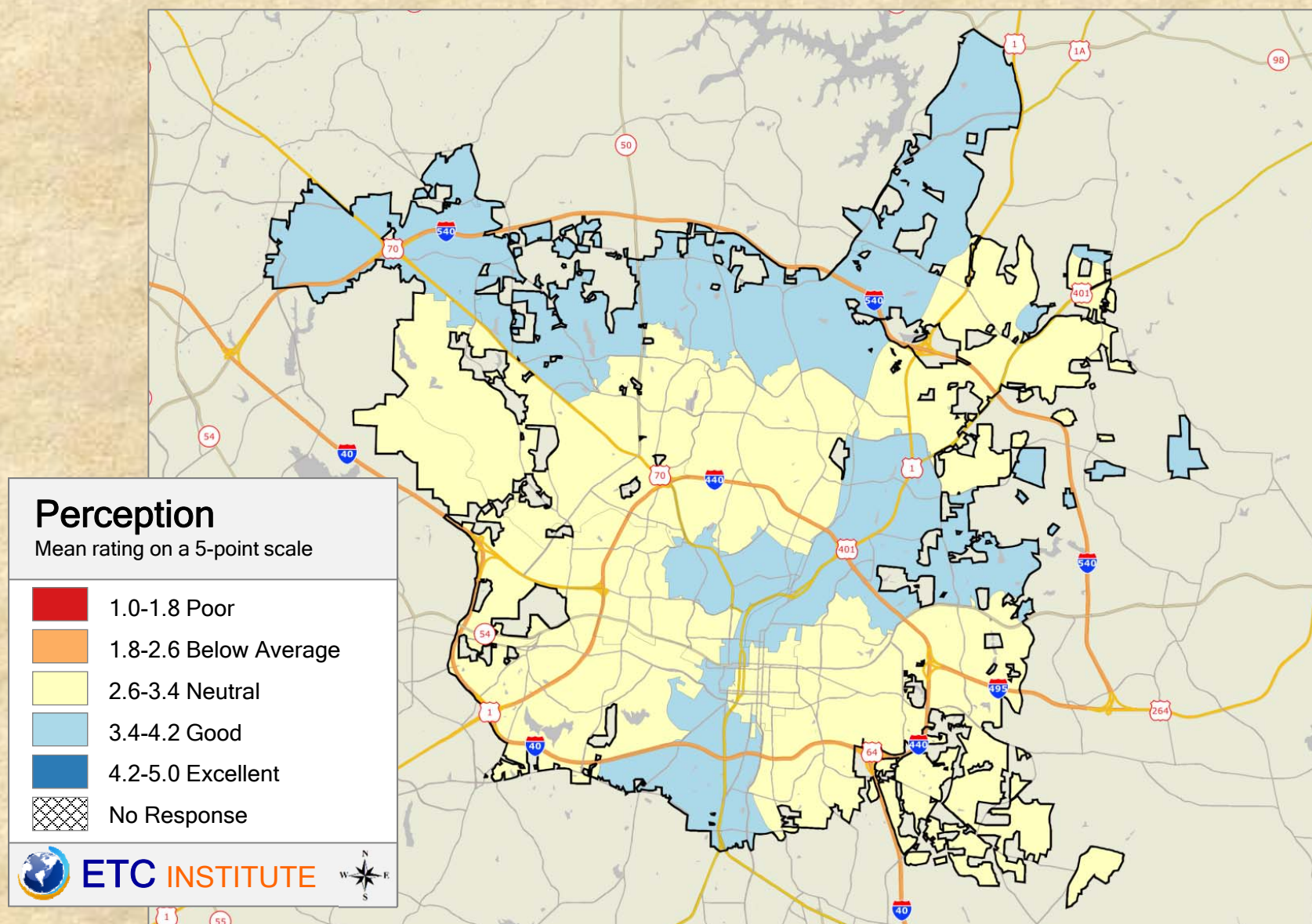
Q15.2 Rating the: Permitting services



2016 City of Raleigh Community Survey

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

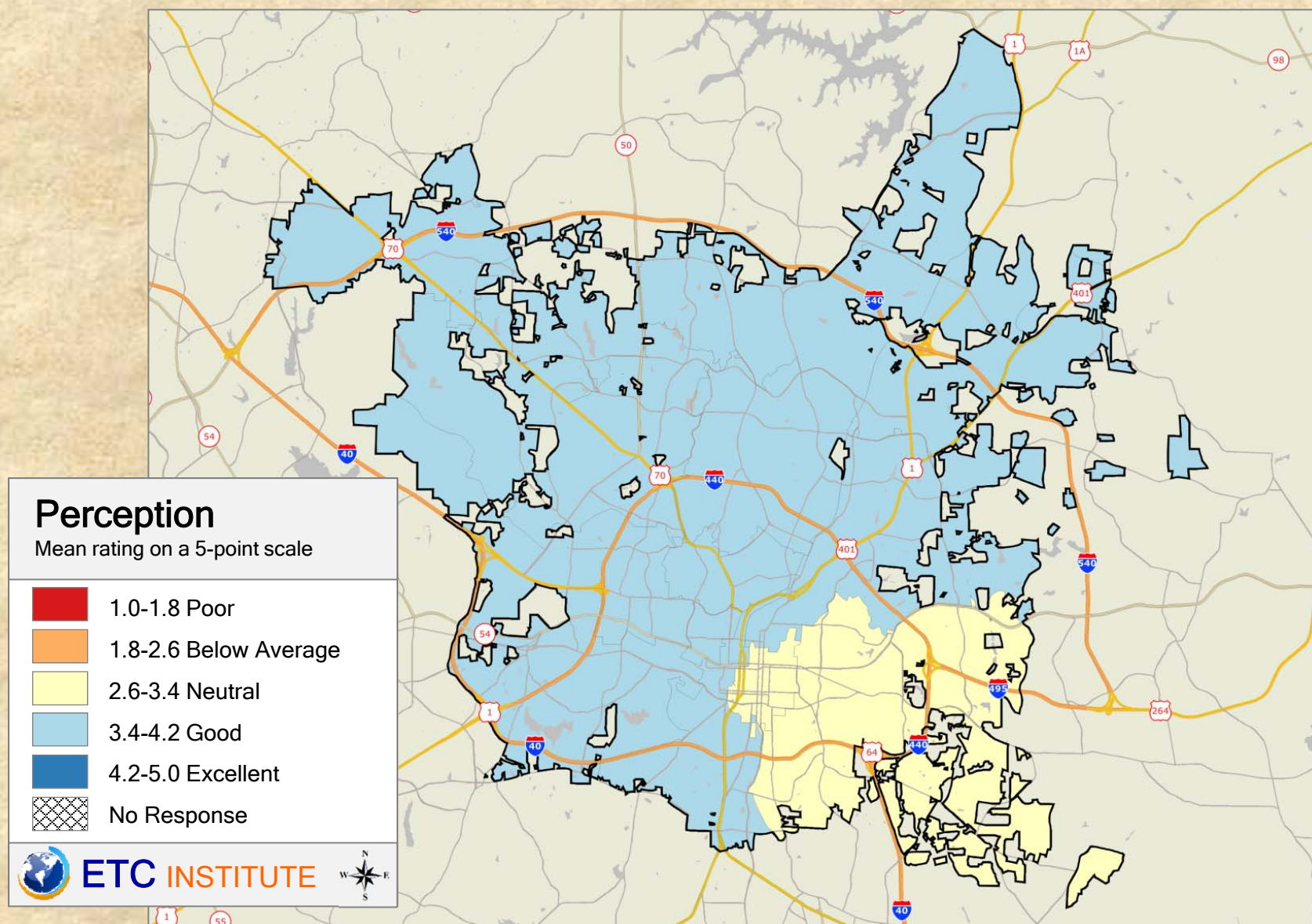
Q15.3 Rating the: Inspection services



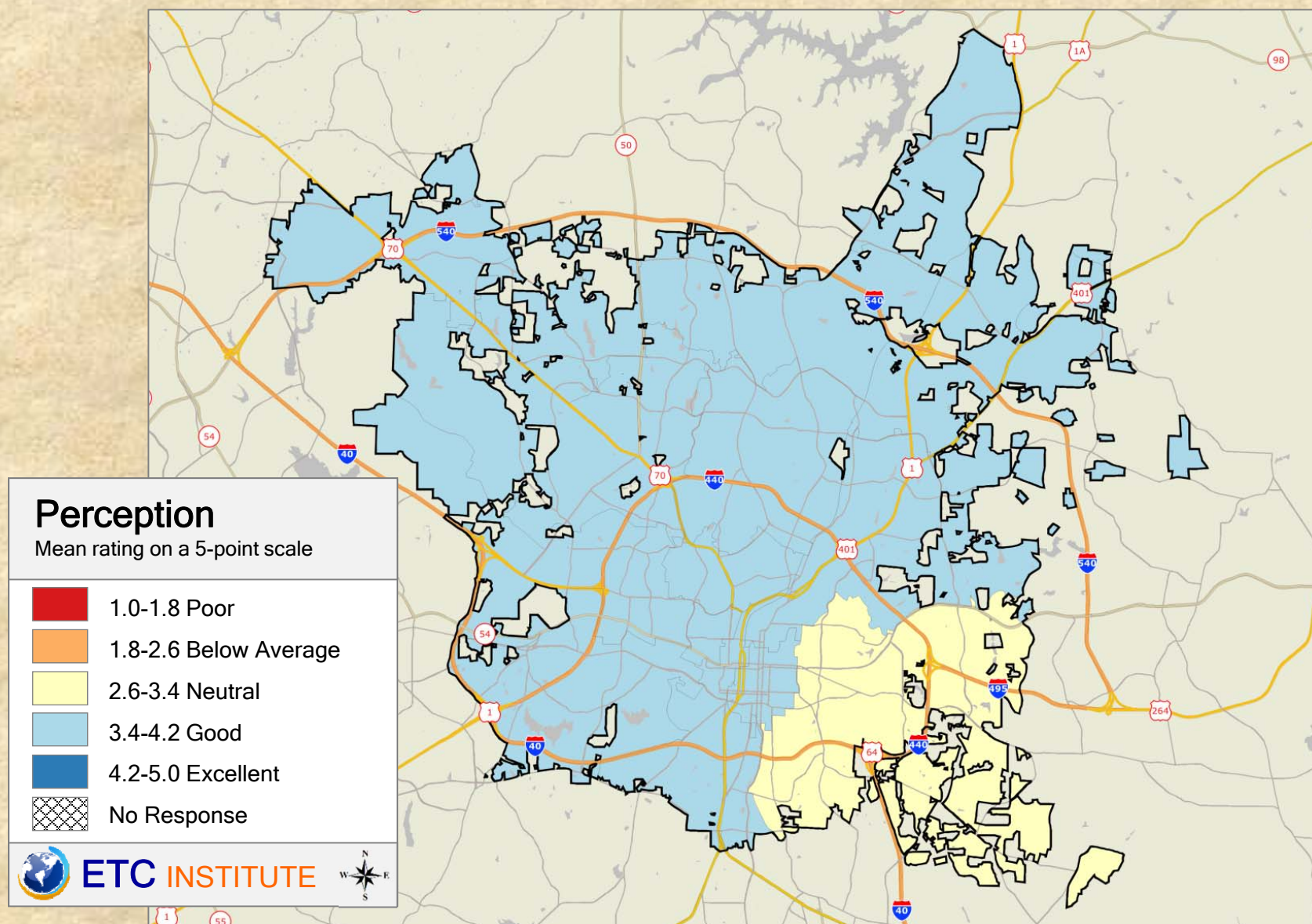
2016 City of Raleigh Community Survey

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

Q15.4 Rating the: Overall police relationship with your community



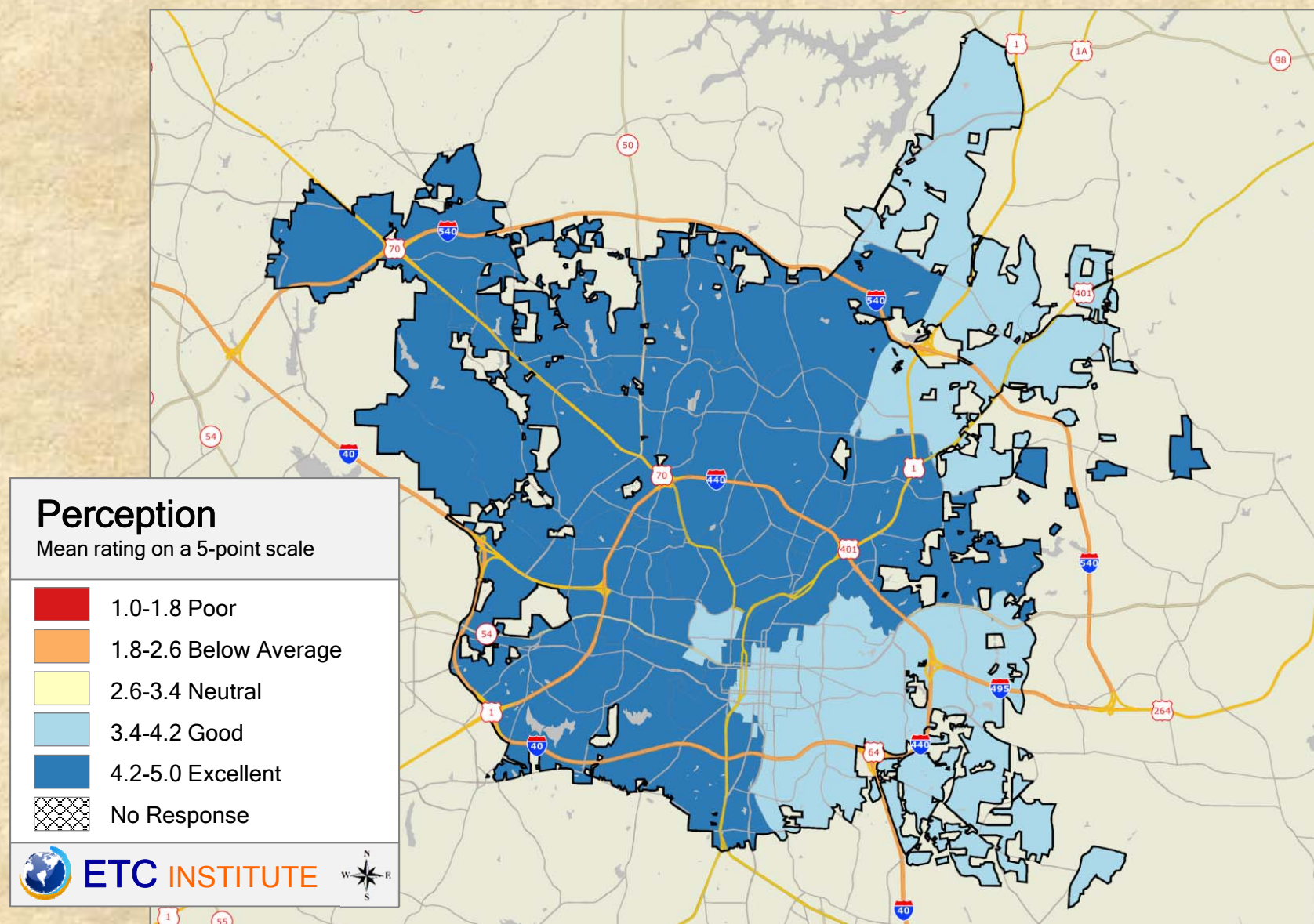
Q15.5 Rating the: Response time for police services



2016 City of Raleigh Community Survey

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

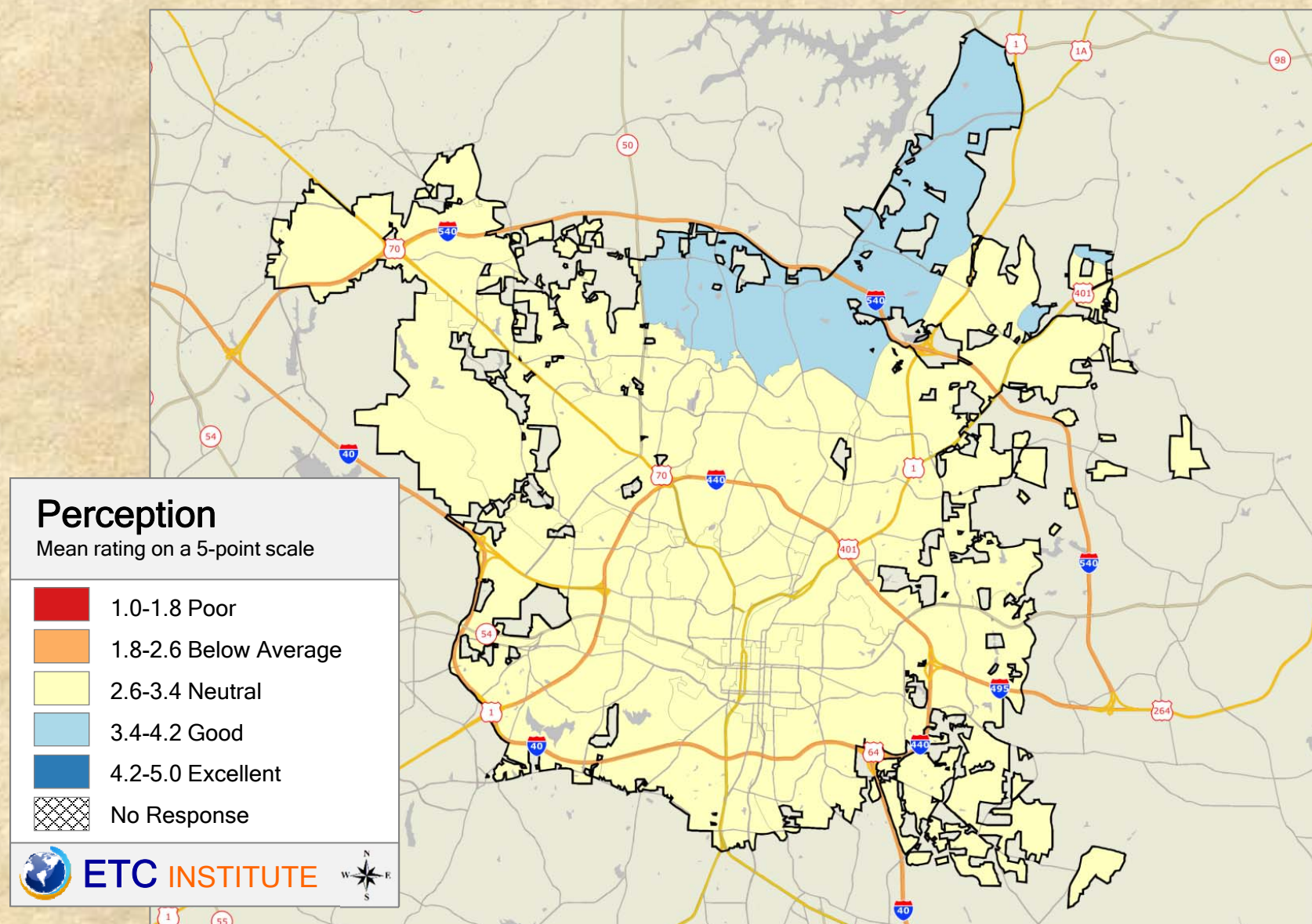
Q15.6 Rating the: Response time for fire services



2016 City of Raleigh Community Survey

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

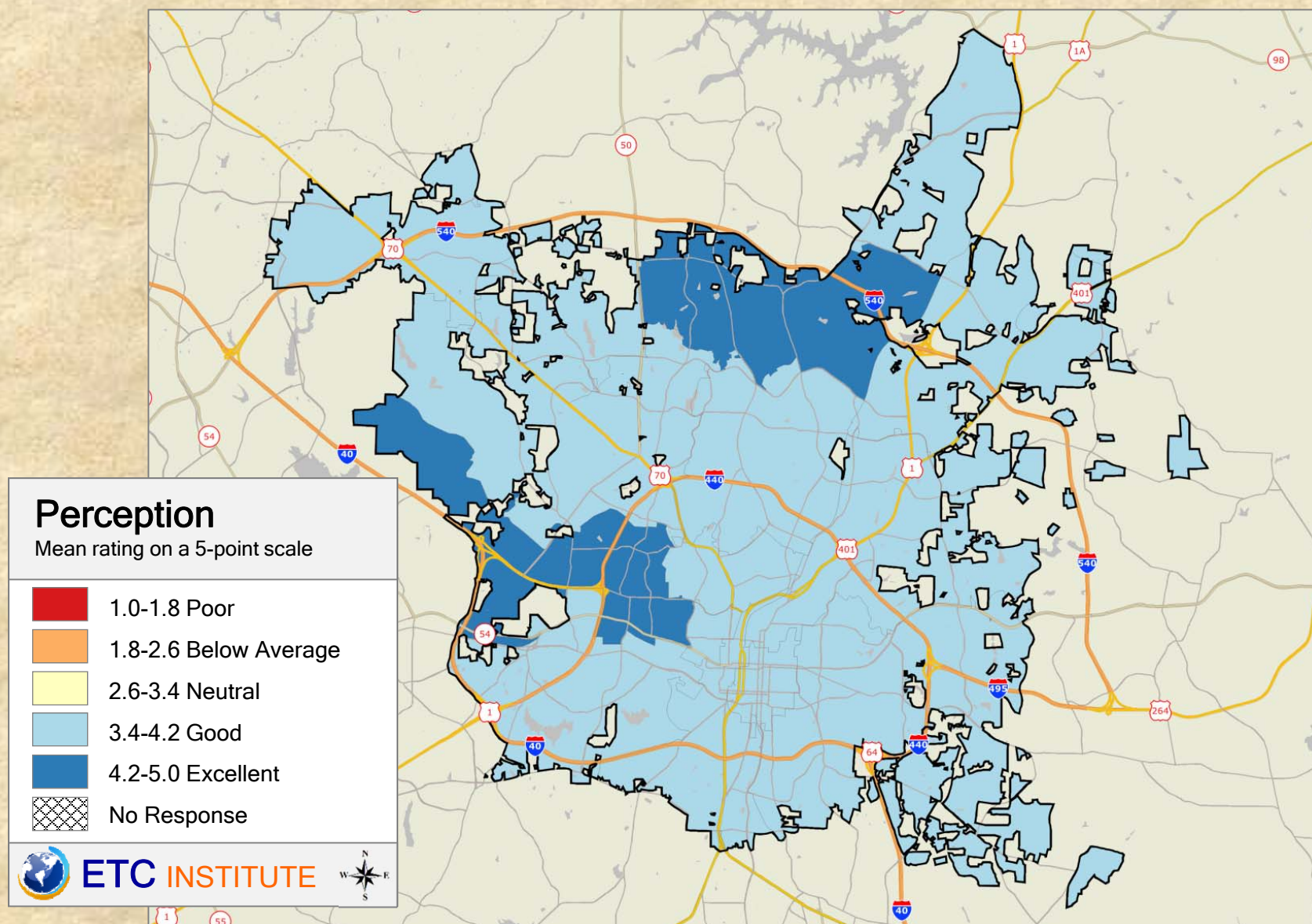
Q15.7 Rating the: Your familiarity with City of Raleigh's fire prevention/education services



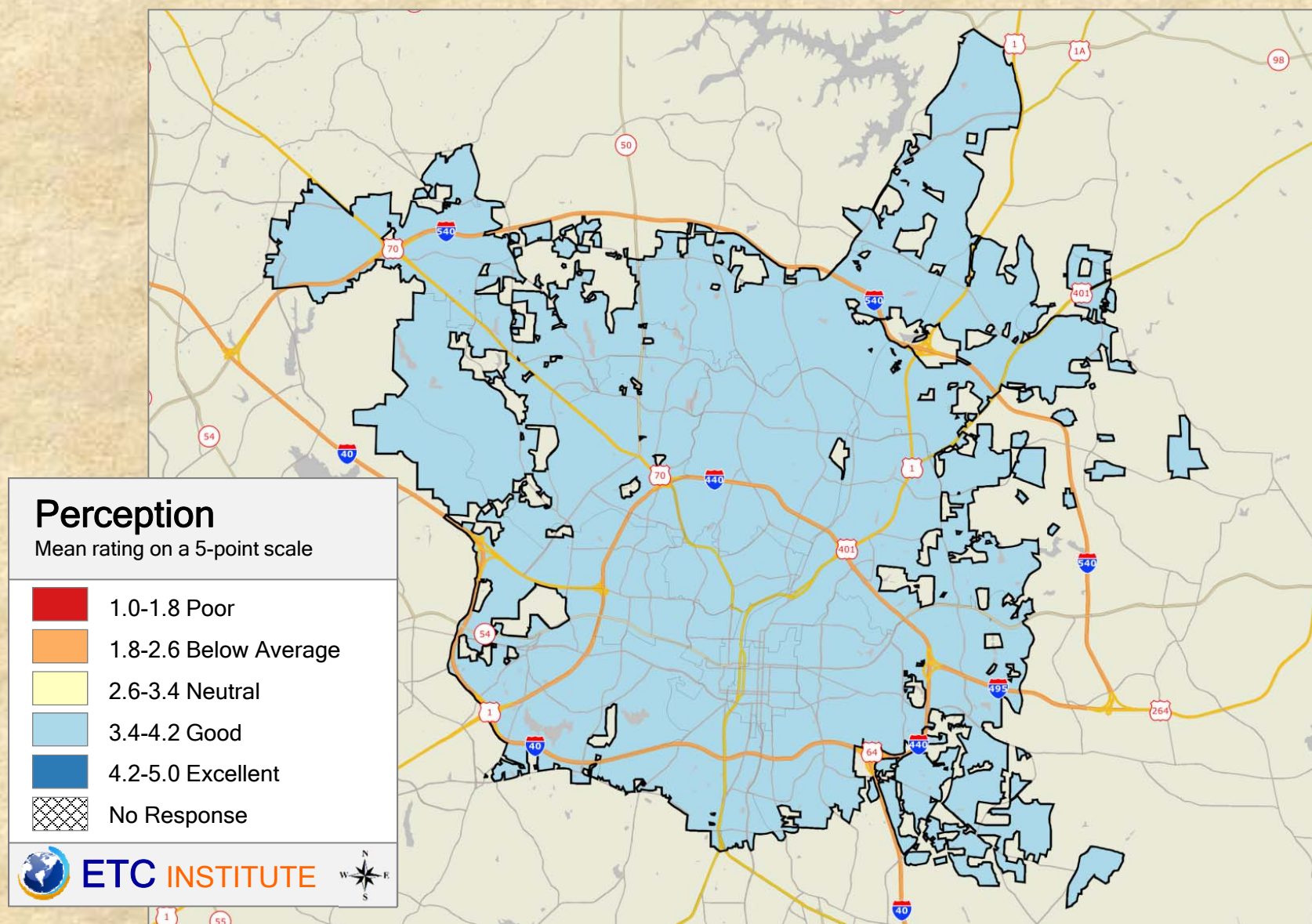
2016 City of Raleigh Community Survey

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

Q15.8 Rating the: Overall quality of services provided by 9-1-1 operators



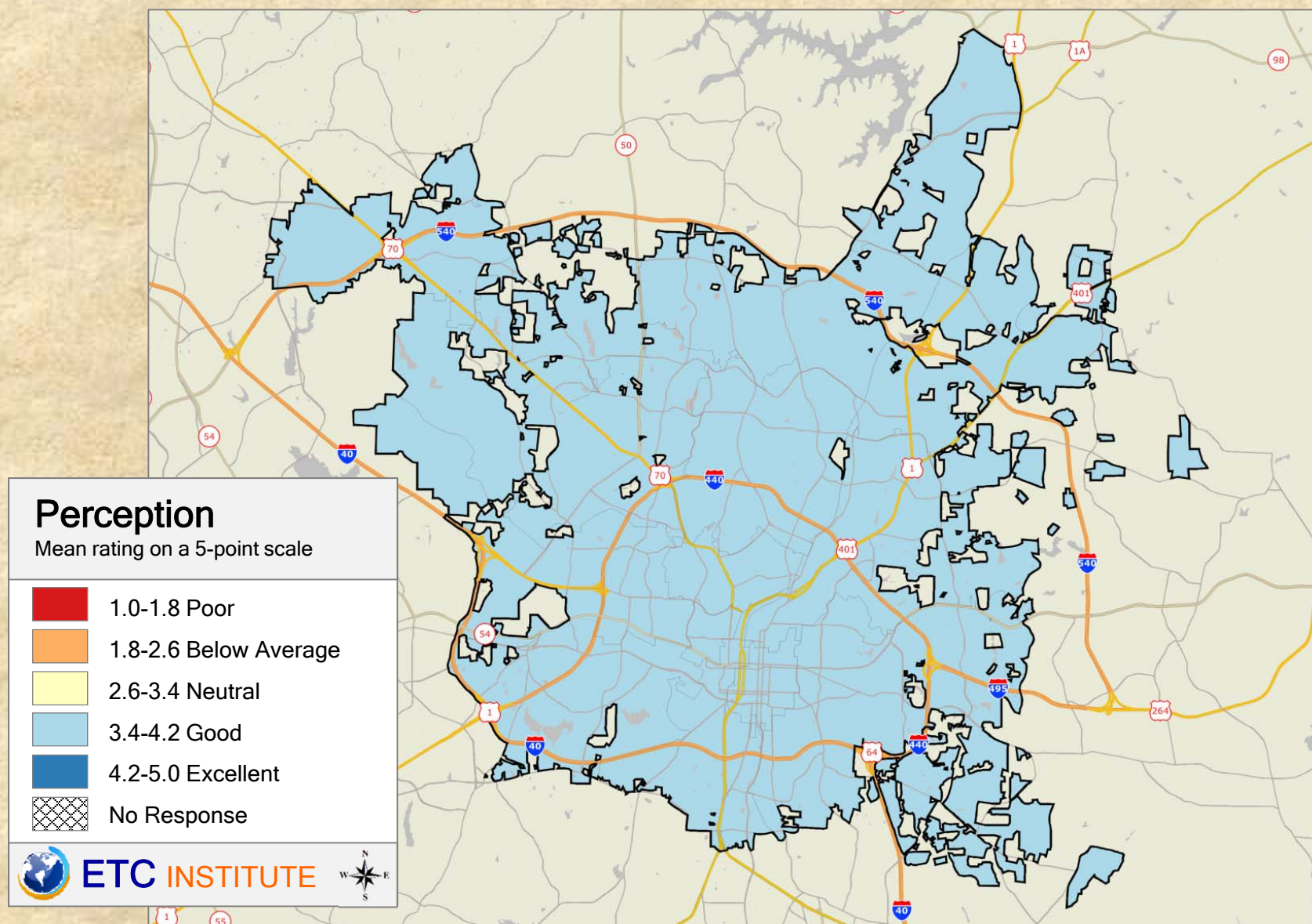
Q15.9 Rating the: Quality of drinking water provided by Raleigh Public Utilities



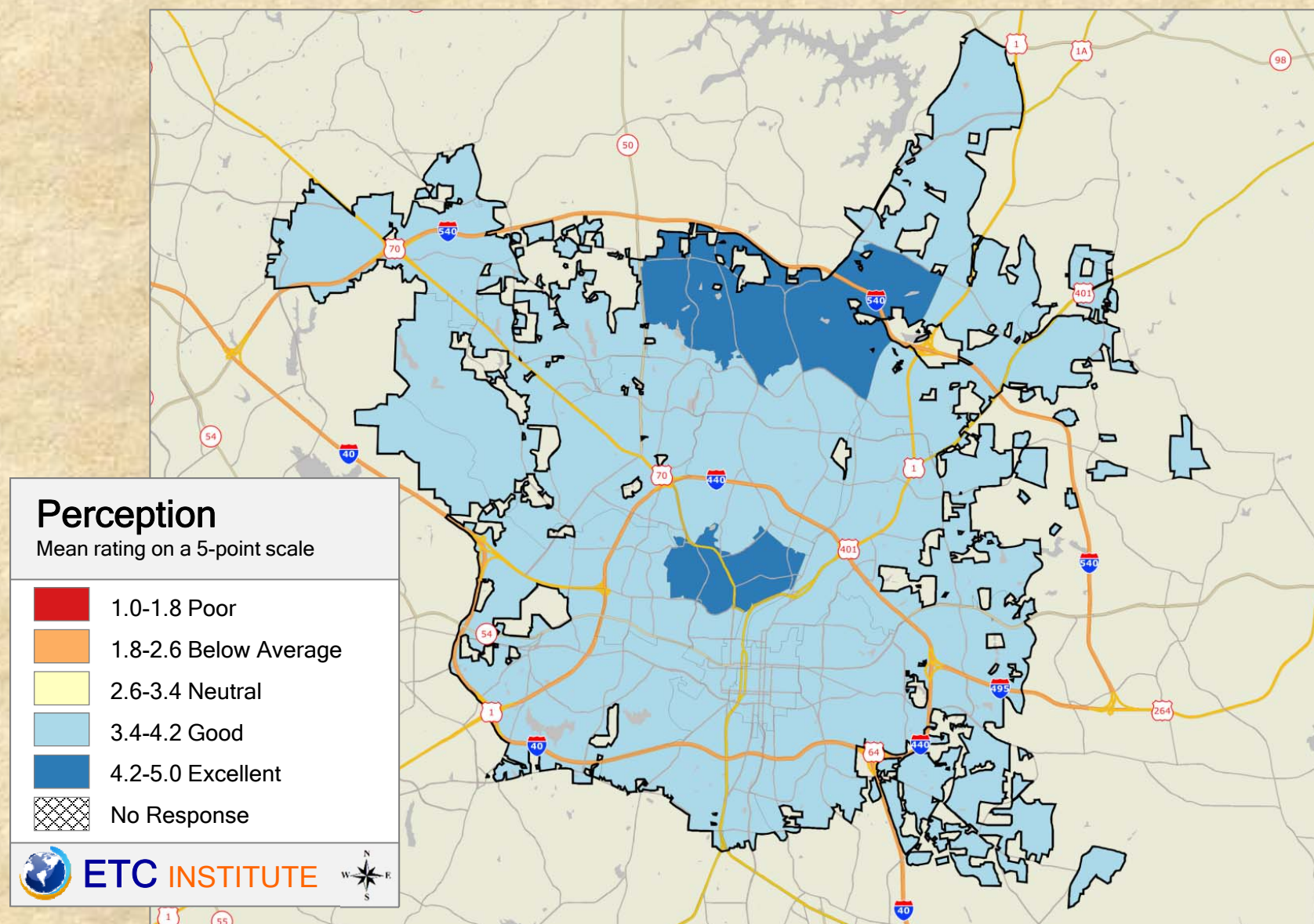
2016 City of Raleigh Community Survey

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

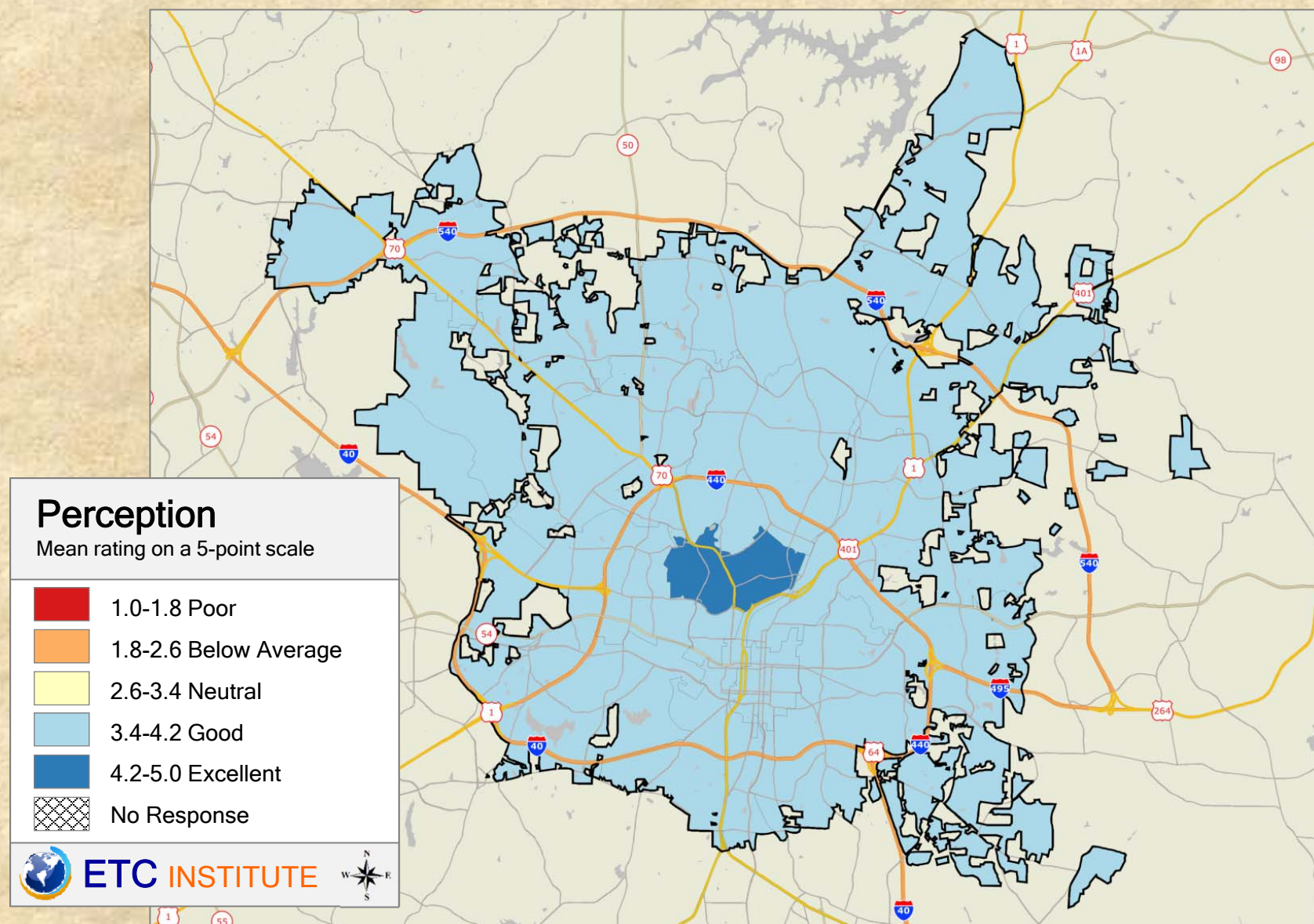
Q15.10 Rating the: Wastewater services provided by Raleigh Public Utilities



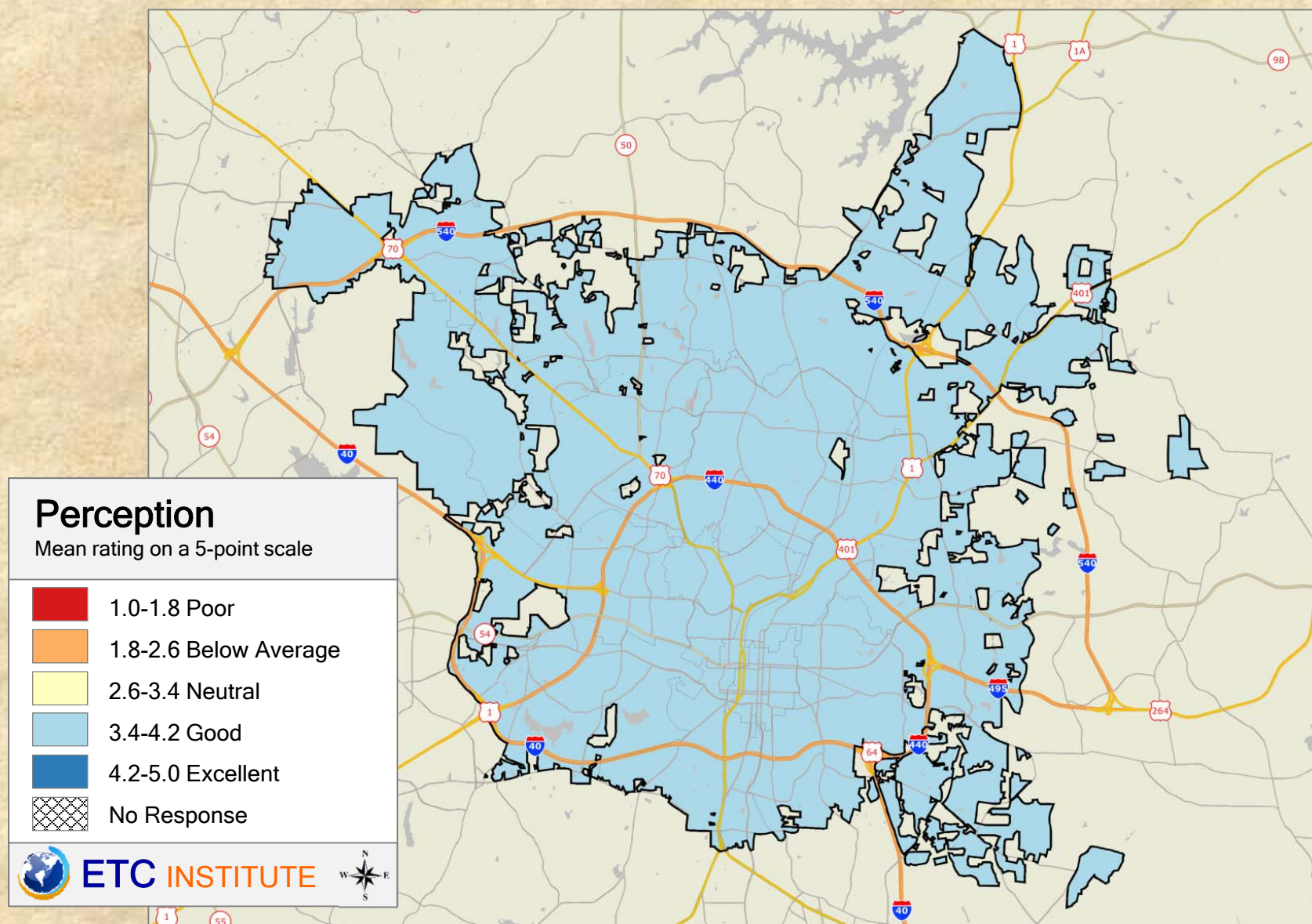
Q15.11 Rating the: Residential garbage collection services



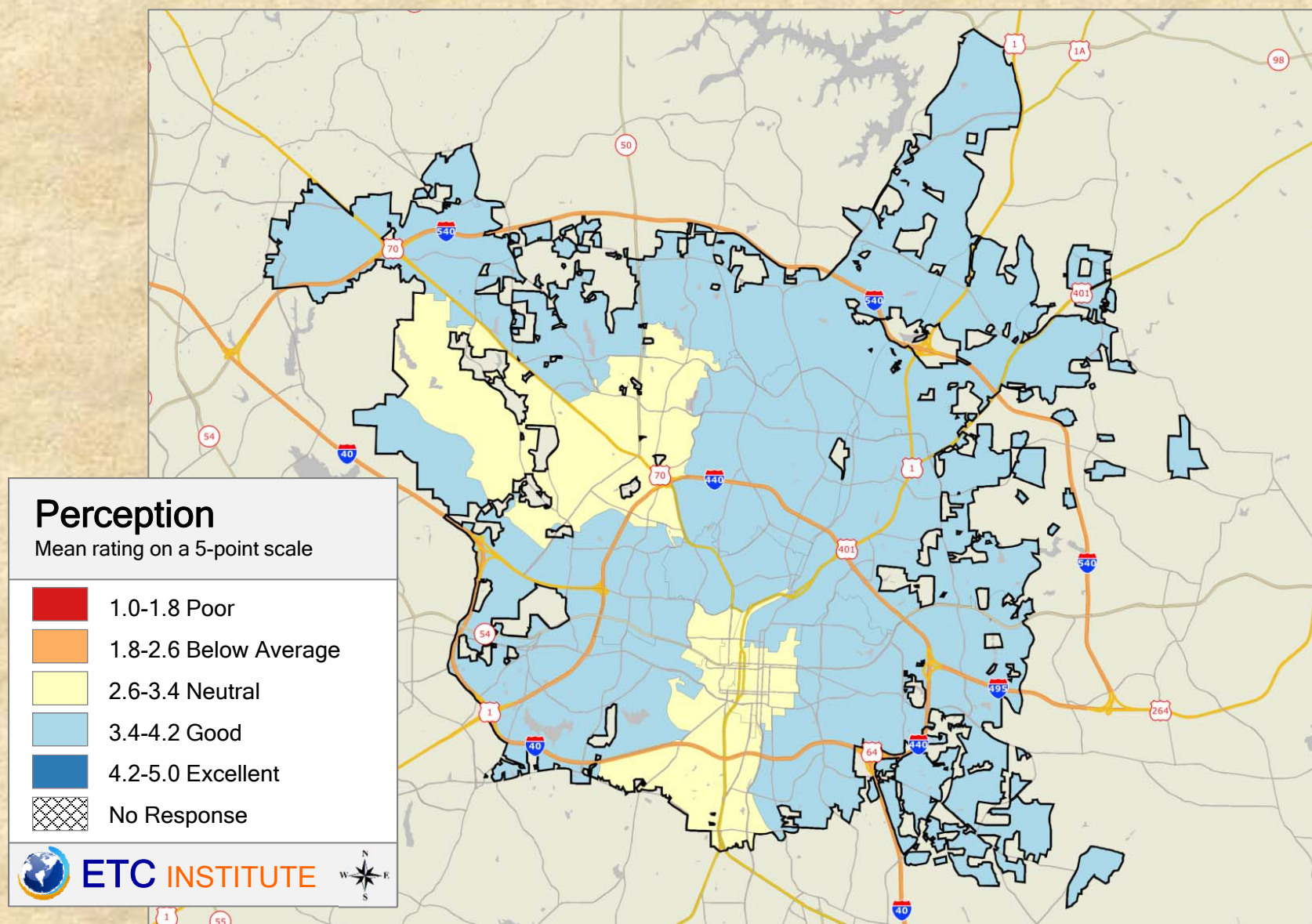
Q15.12 Rating the: Residential curbside recycling services



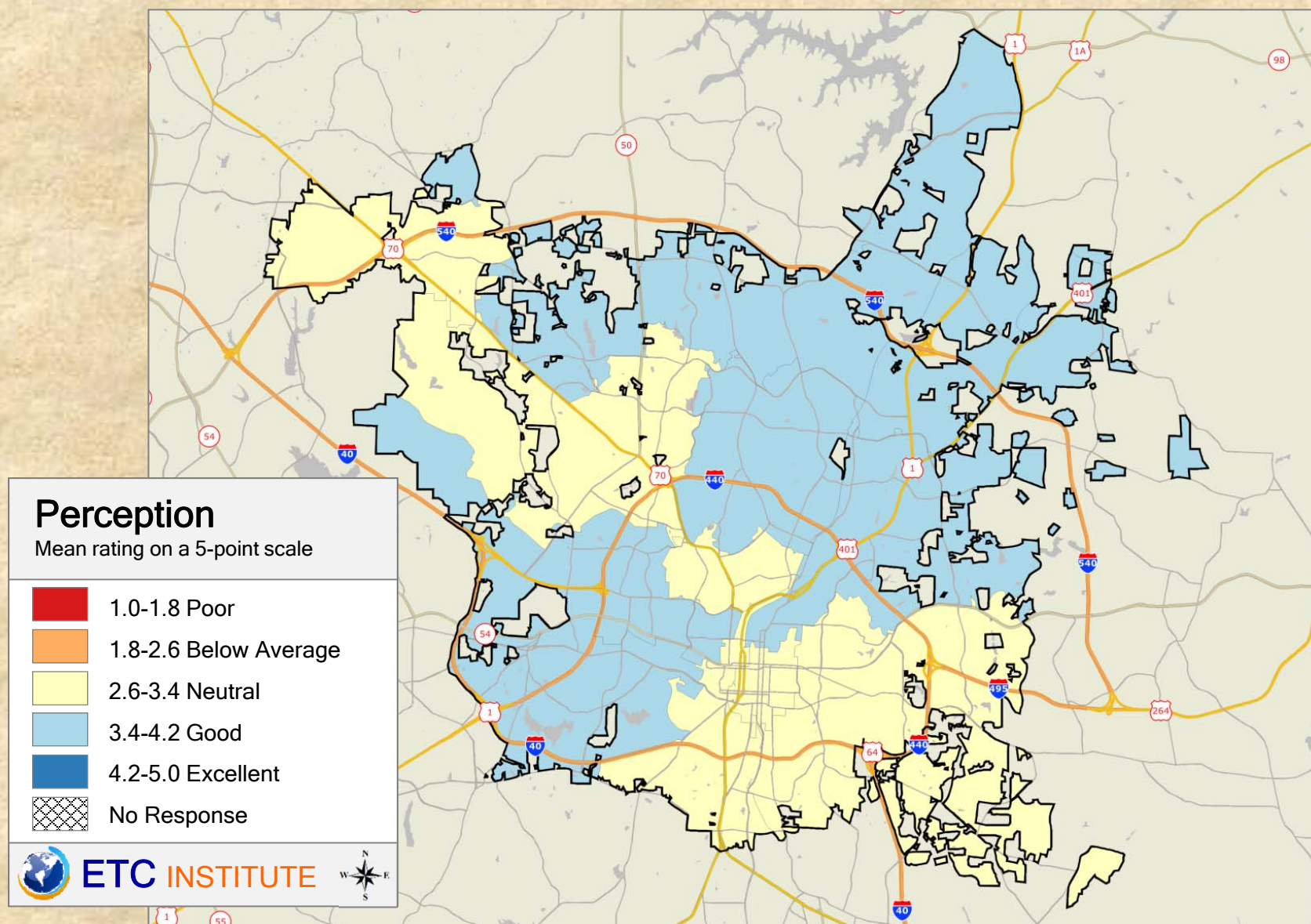
Q15.13 Rating the: Residential yard waste collection services



Q15.14 Rating the: Bulky item pick-up/removal services



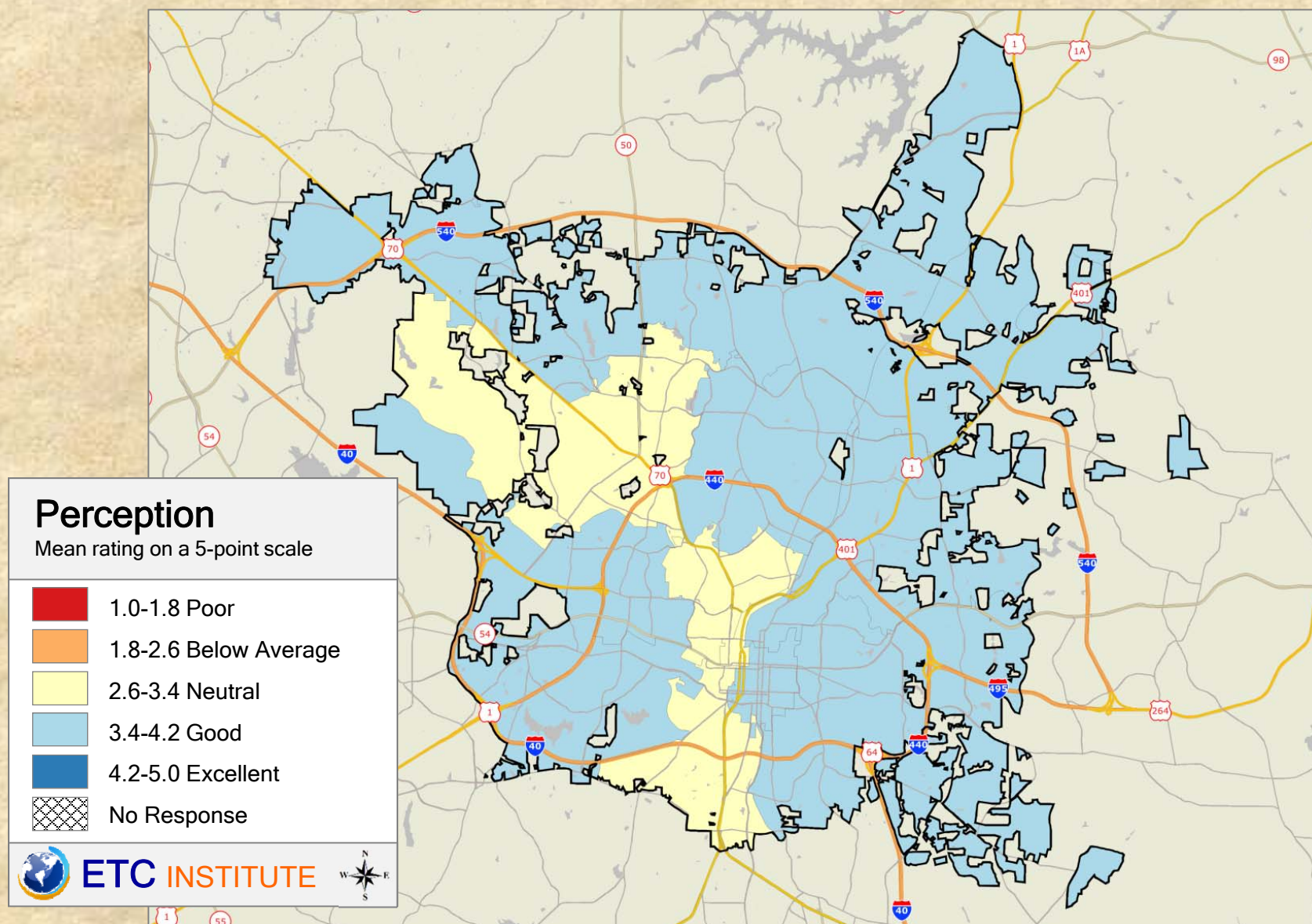
Q15.15 Rating the: The City's efforts protecting and improving water quality in local streams and lakes



2016 City of Raleigh Community Survey

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

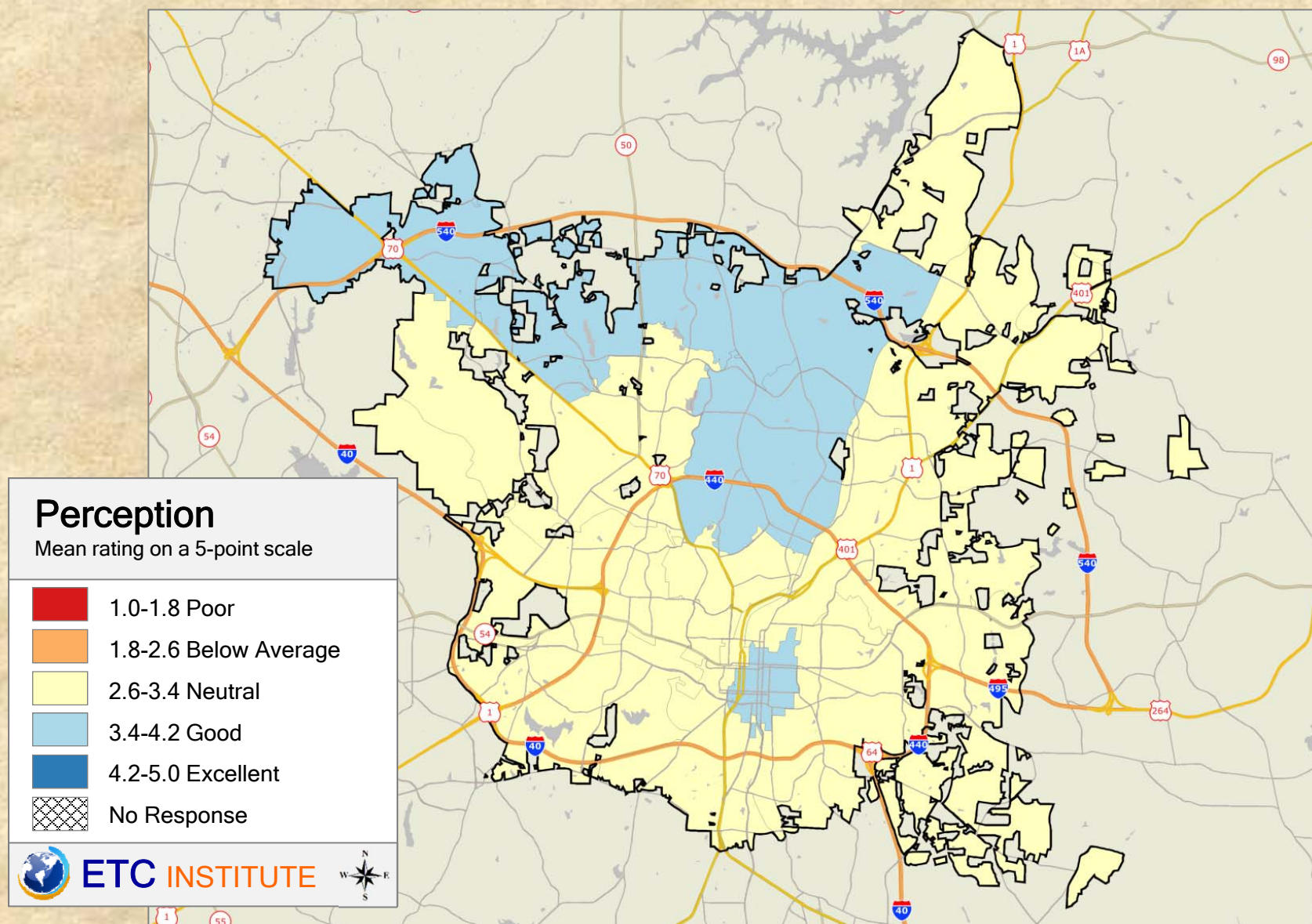
Q15.16 Rating the: The City's overall effort to protect natural resources and the environment



2016 City of Raleigh Community Survey

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

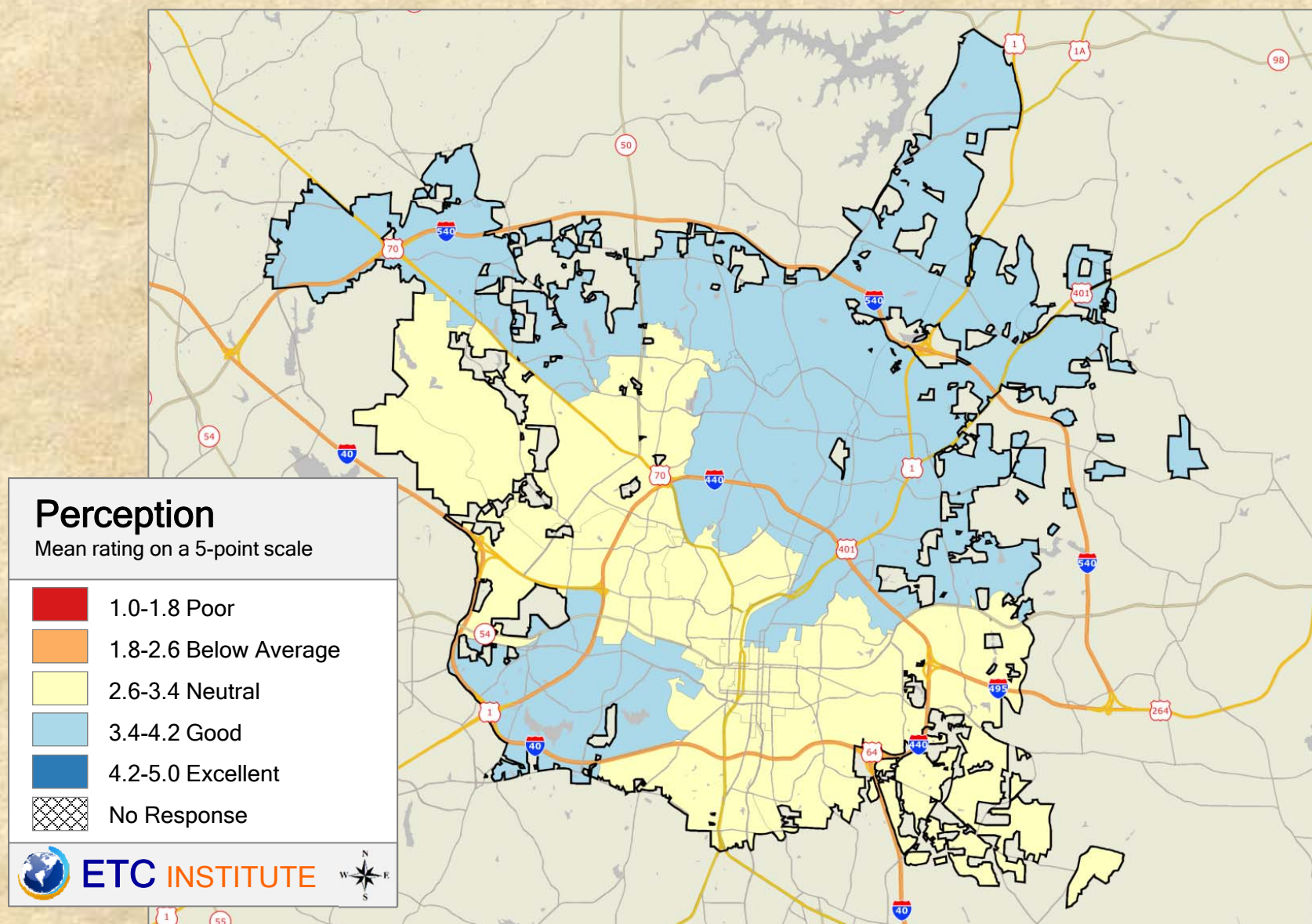
Q17.1 Rating the: Impact of changes being made in and around your neighborhood



2016 City of Raleigh Community Survey

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

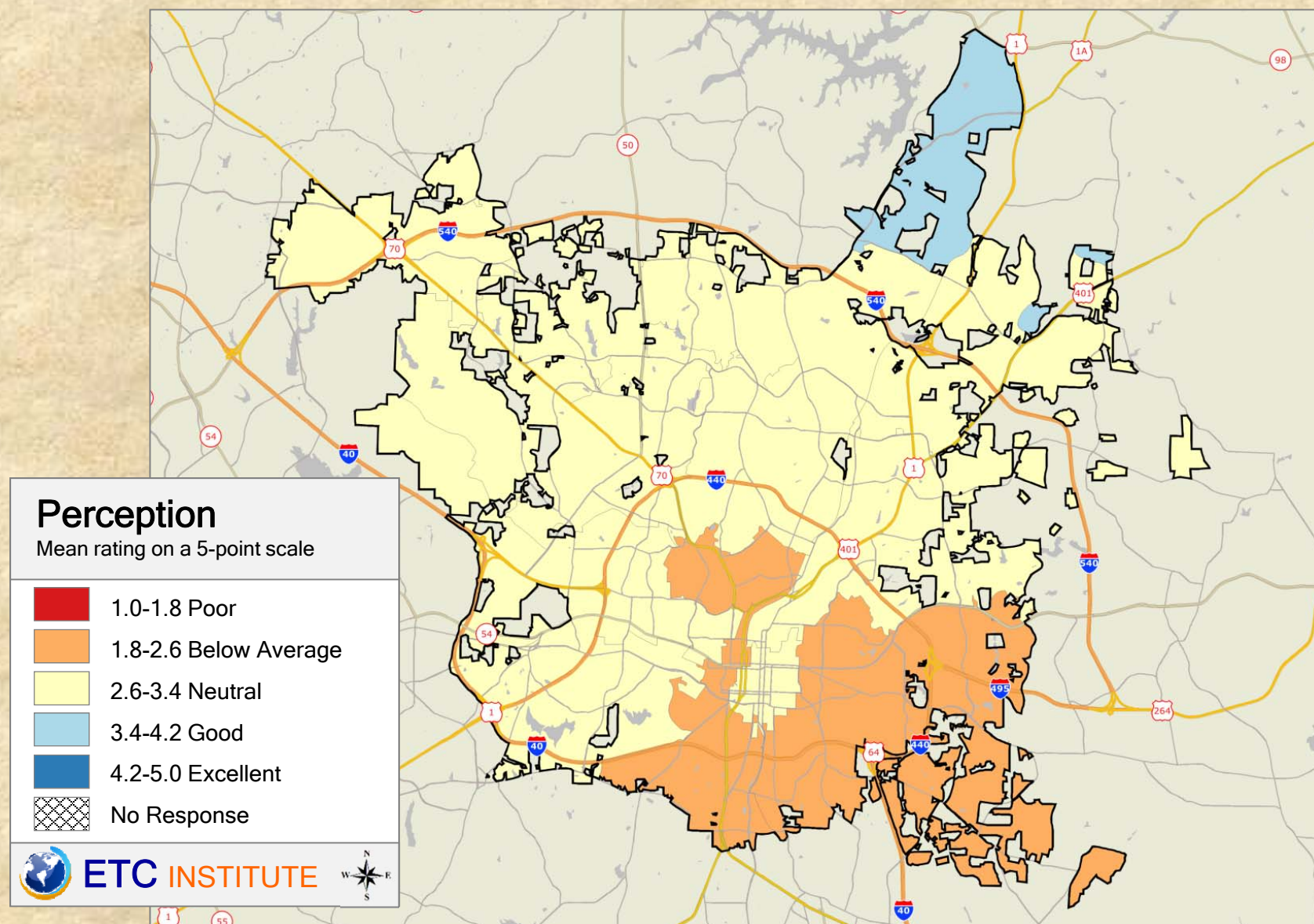
Q17.2 Rating the: Variety of housing options



2016 City of Raleigh Community Survey

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

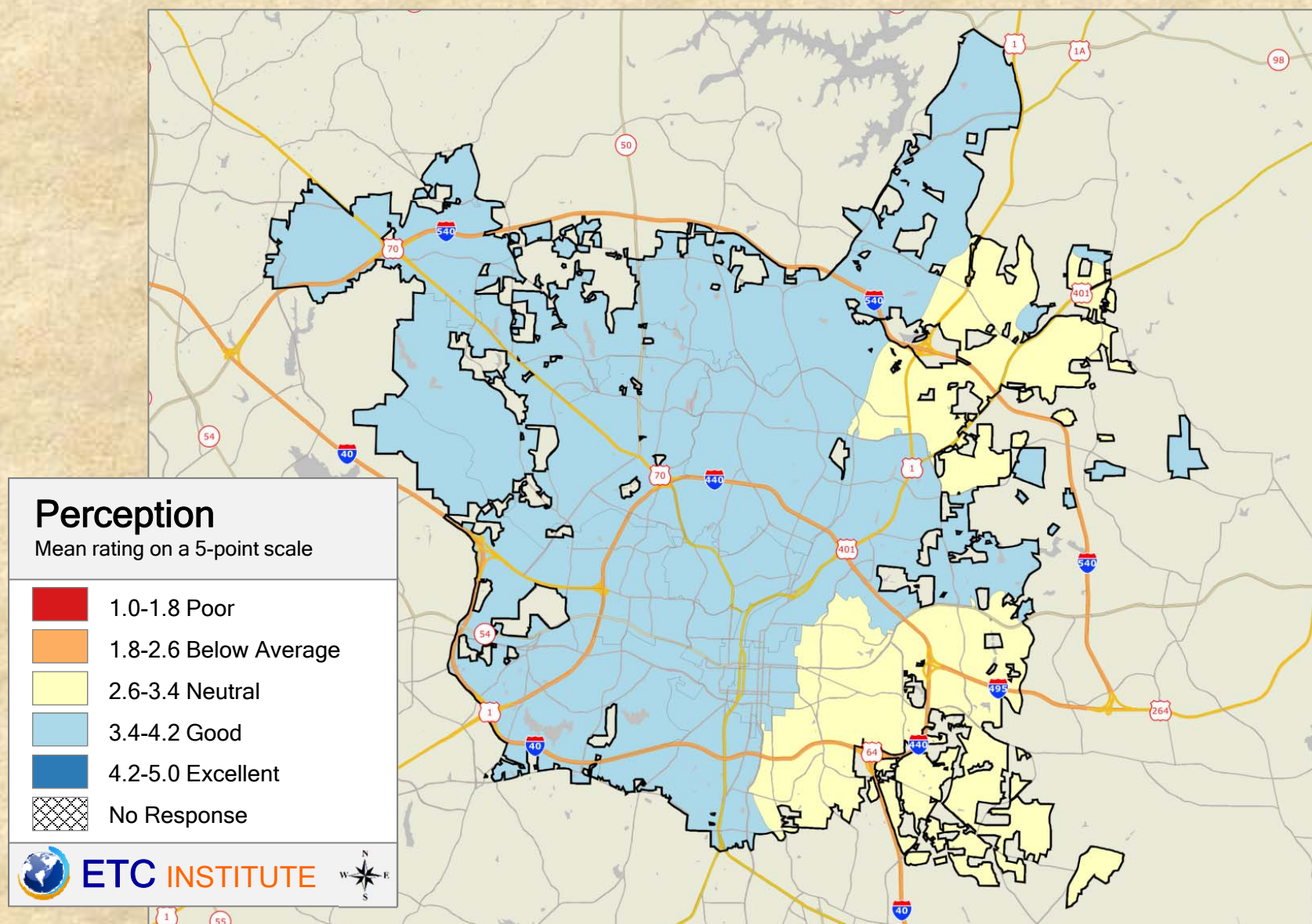
Q17.3 Rating the: Availability of affordable housing



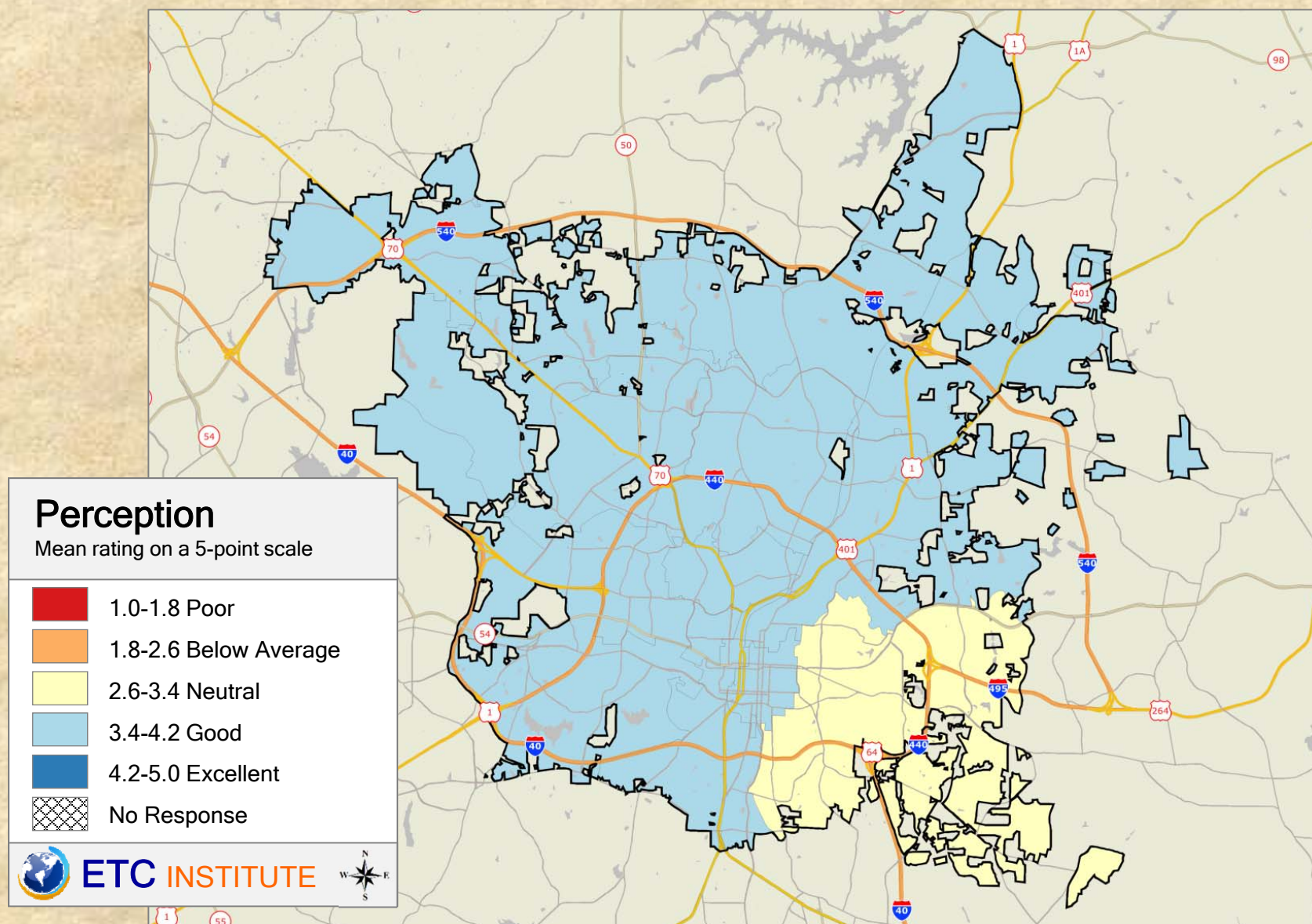
2016 City of Raleigh Community Survey

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

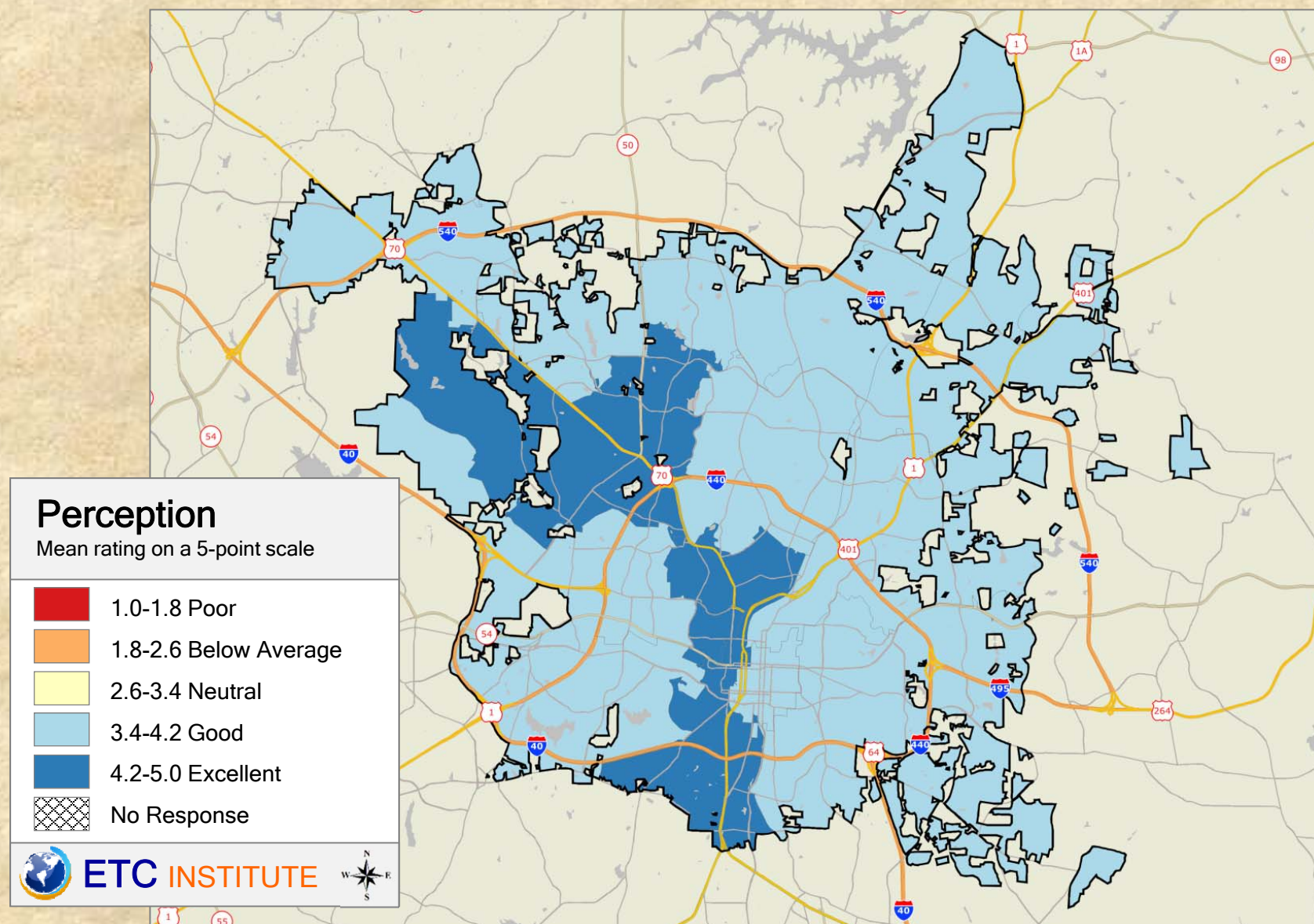
Q17.4 Rating the: Neighborliness of residents



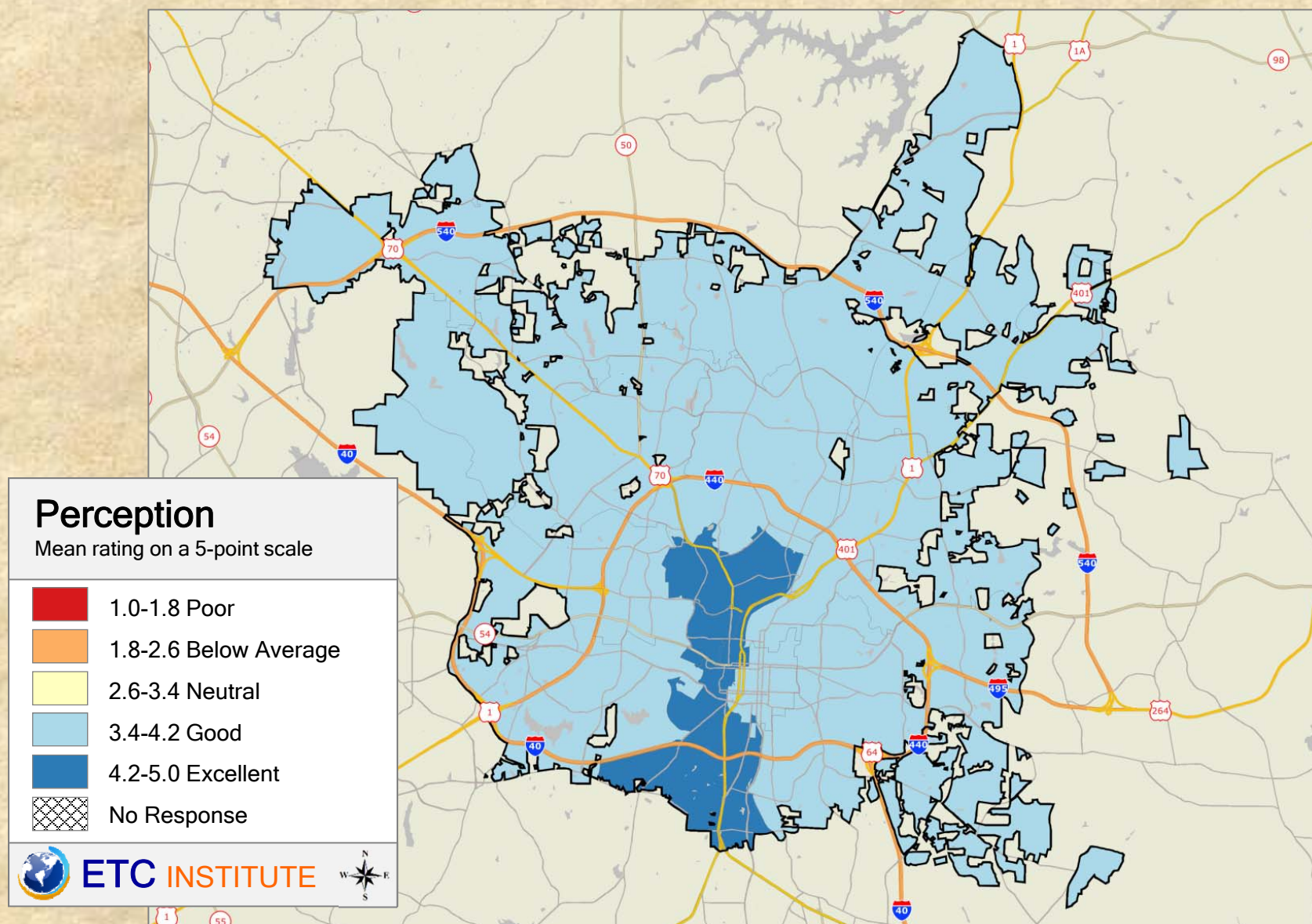
Q17.5 Rating the: Openness and acceptance of the community towards people of diverse backgrounds



Q18.1 Rating the: Variety of arts and cultural programs offered in Raleigh



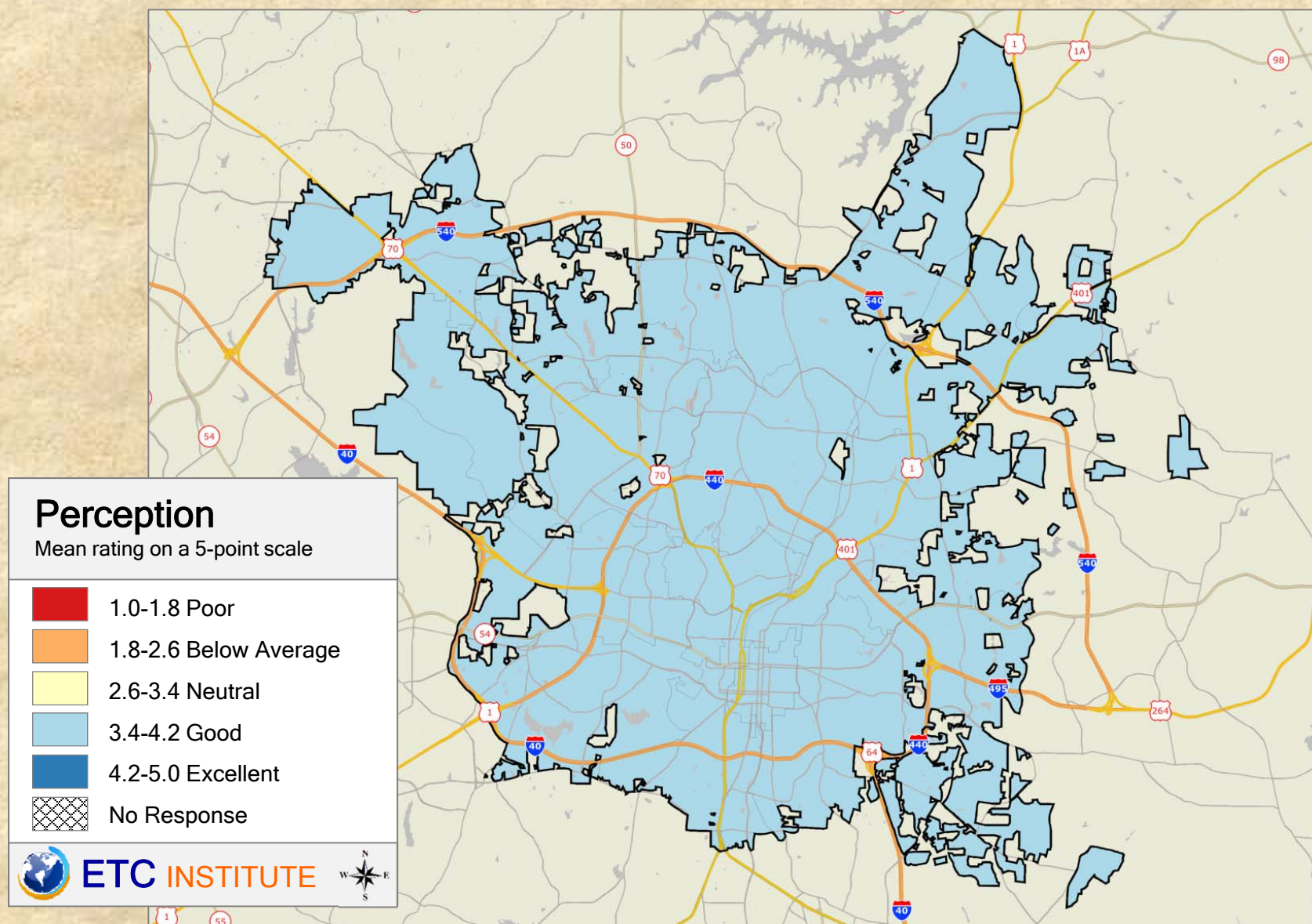
Q18.2 Rating the: Availability of arts and cultural programs in Raleigh



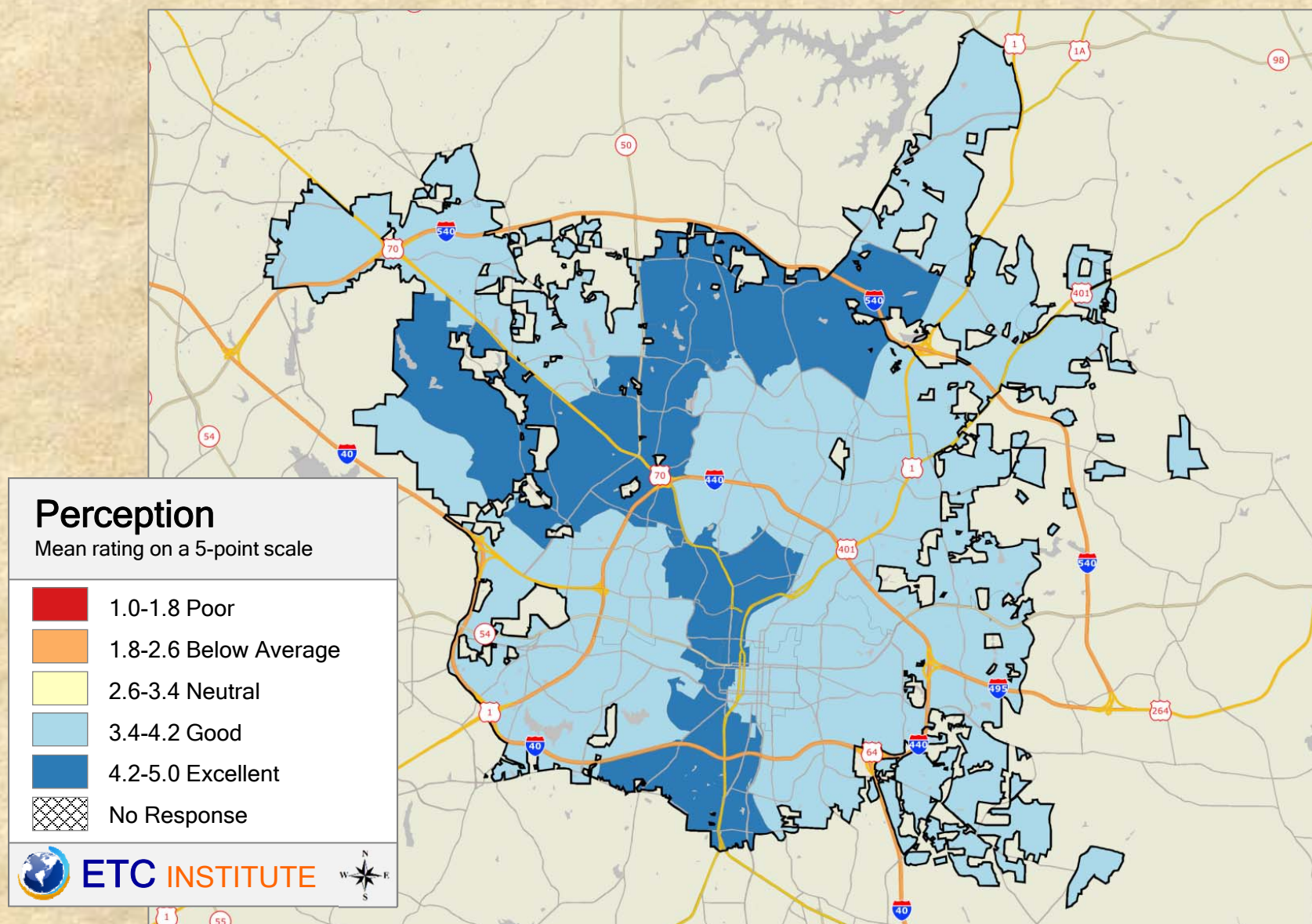
2016 City of Raleigh Community Survey

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

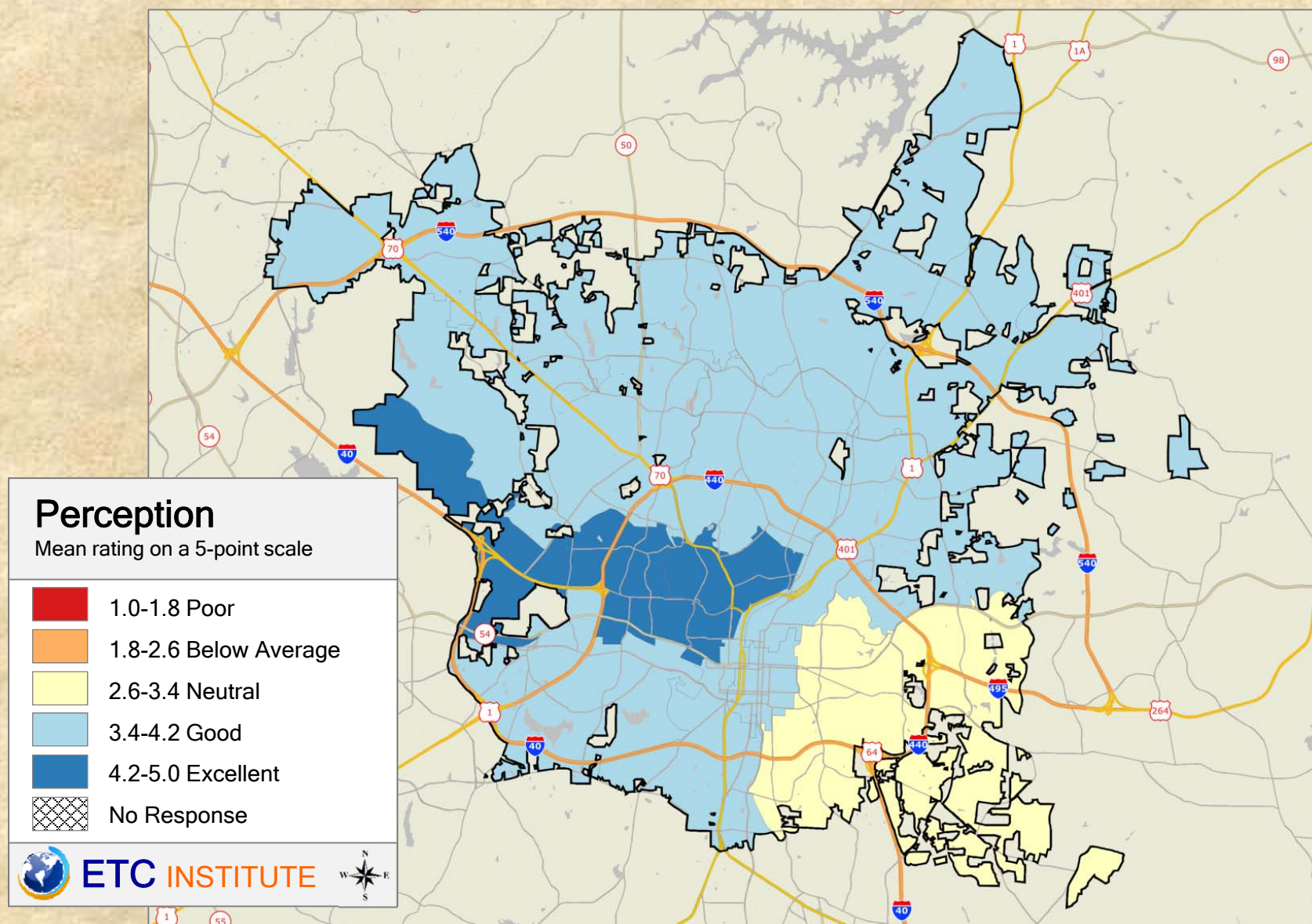
Q18.3 Rating the: Cost of arts and cultural programs in Raleigh



Q18.4 Rating the: Quality of City entertainment venues



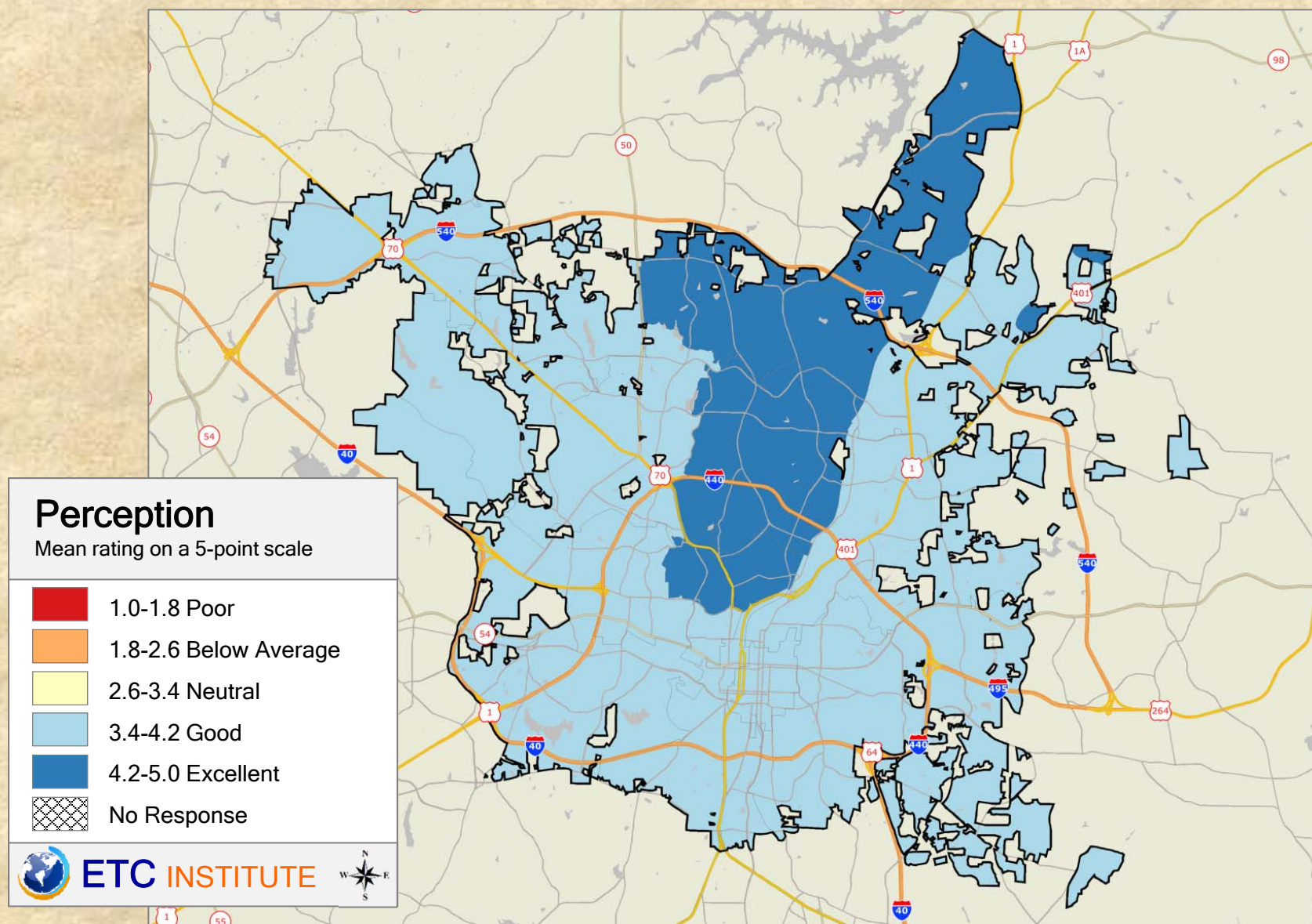
Q18.5 Rating the: Your neighborhood's ability to support a healthy and active lifestyle



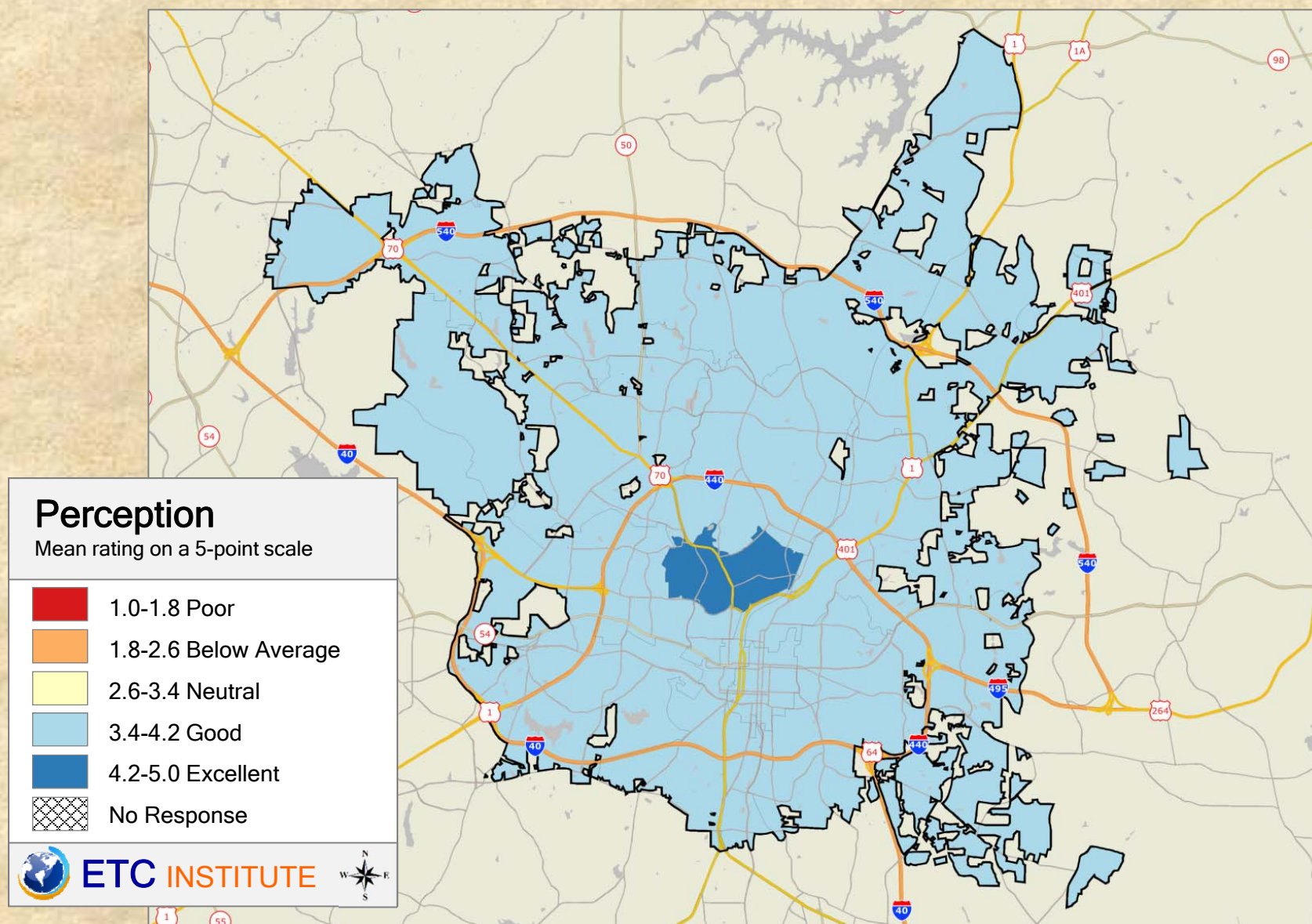
2016 City of Raleigh Community Survey

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

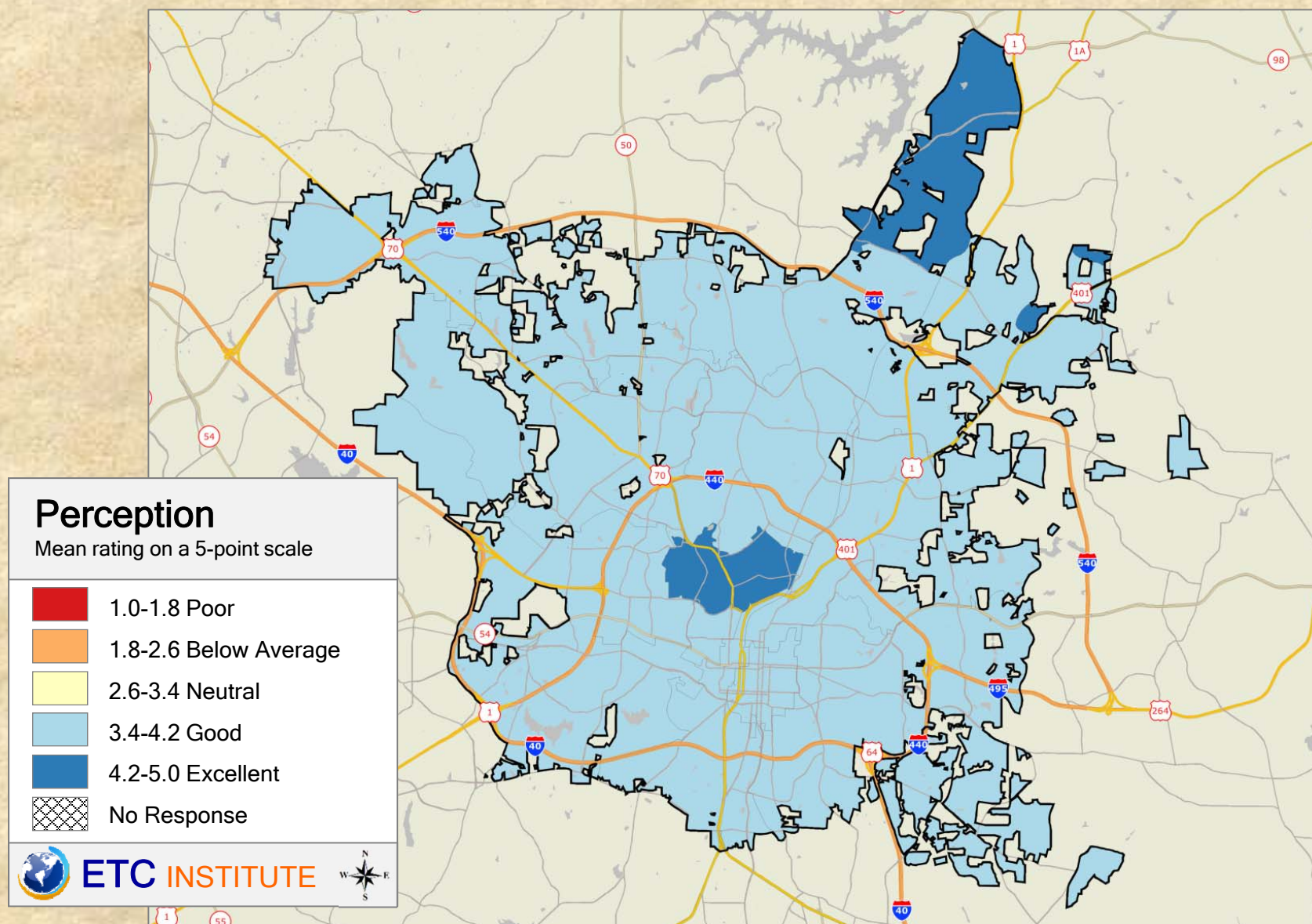
Q18.6 Rating the: Your access to City parks, greenways, and community centers



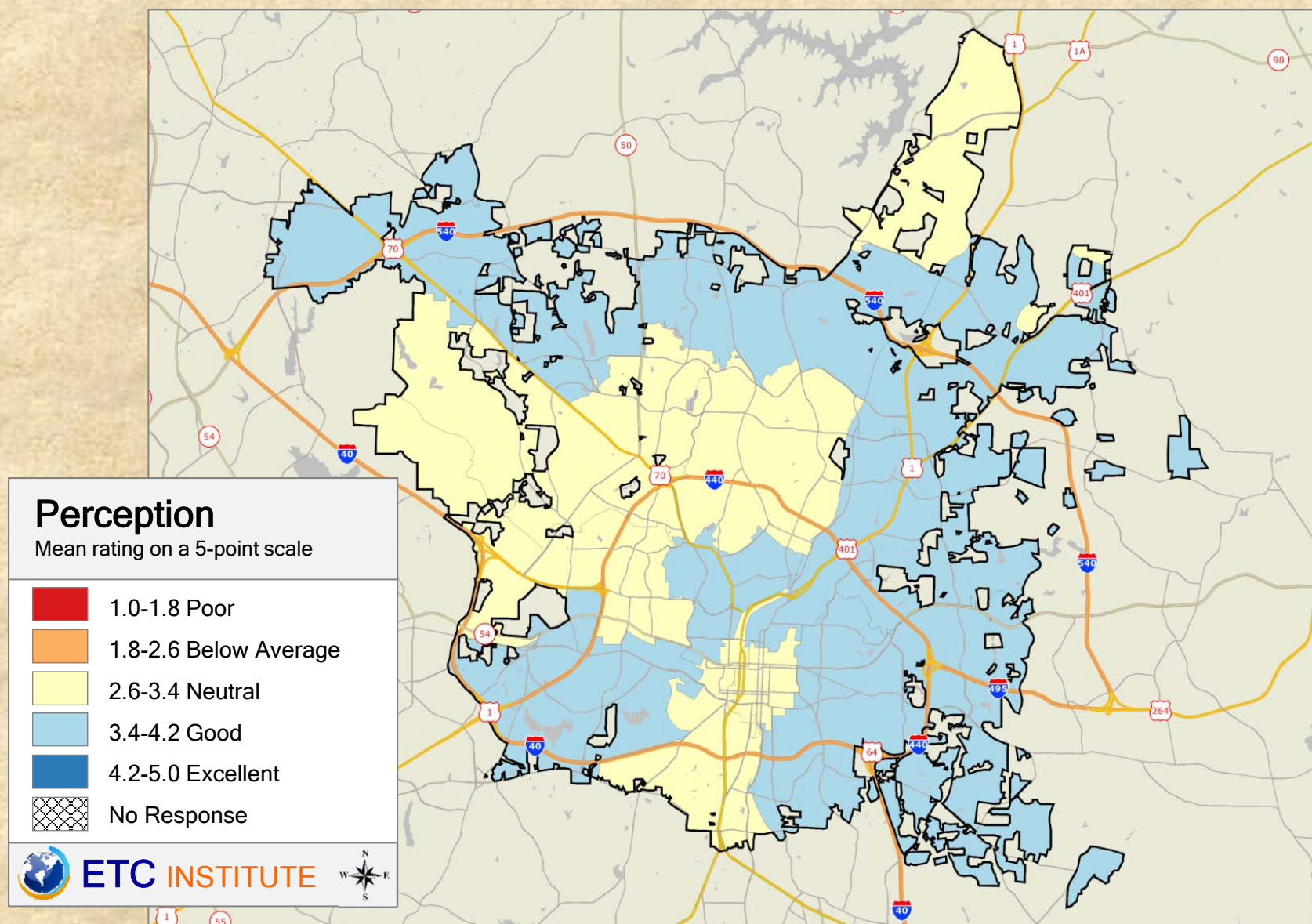
Q18.7 Rating the: Cleanliness of City parks



Q18.8 Rating the: Cleanliness of City greenways



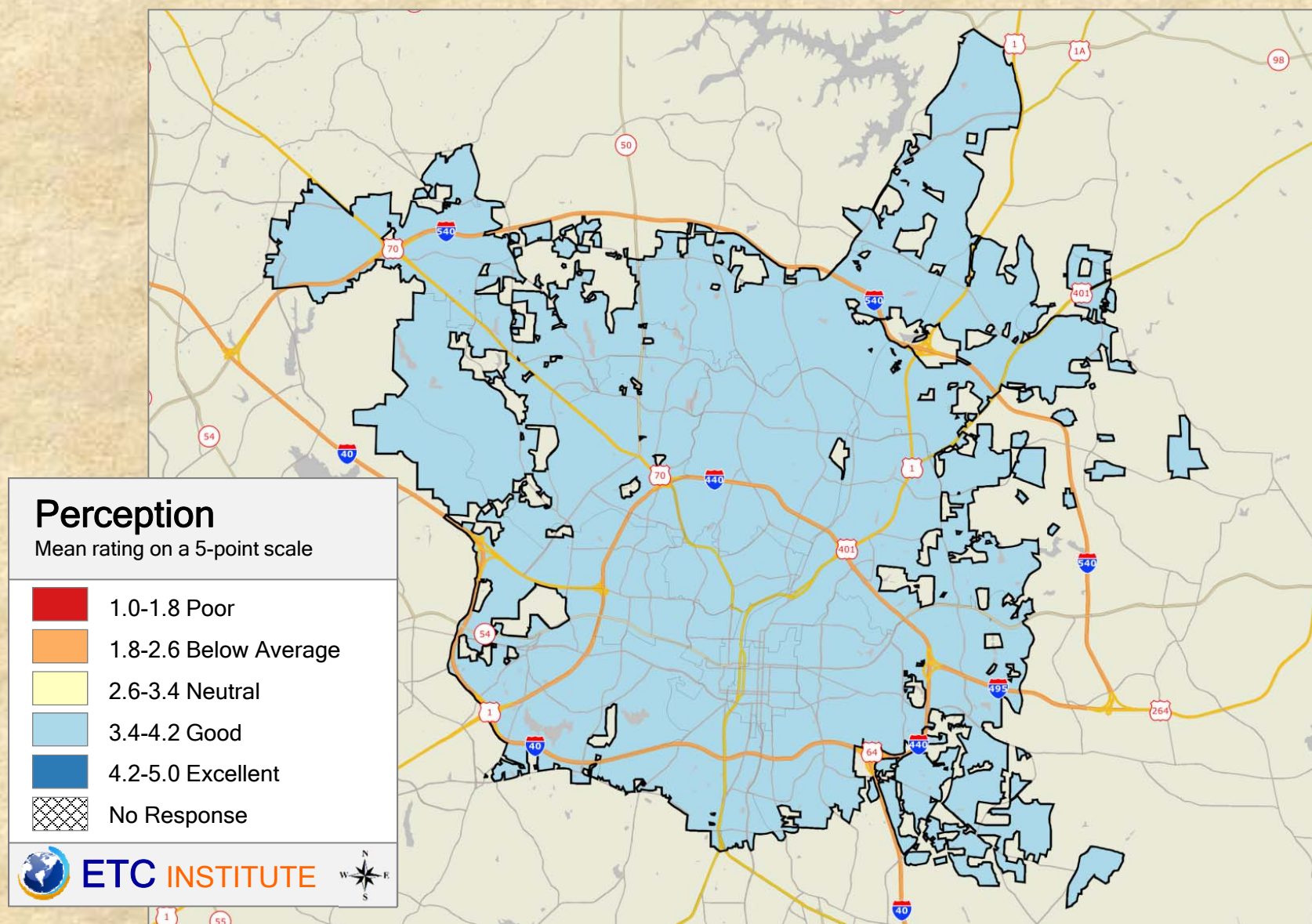
Q20.1 Rating the: Overall knowledge of City employees



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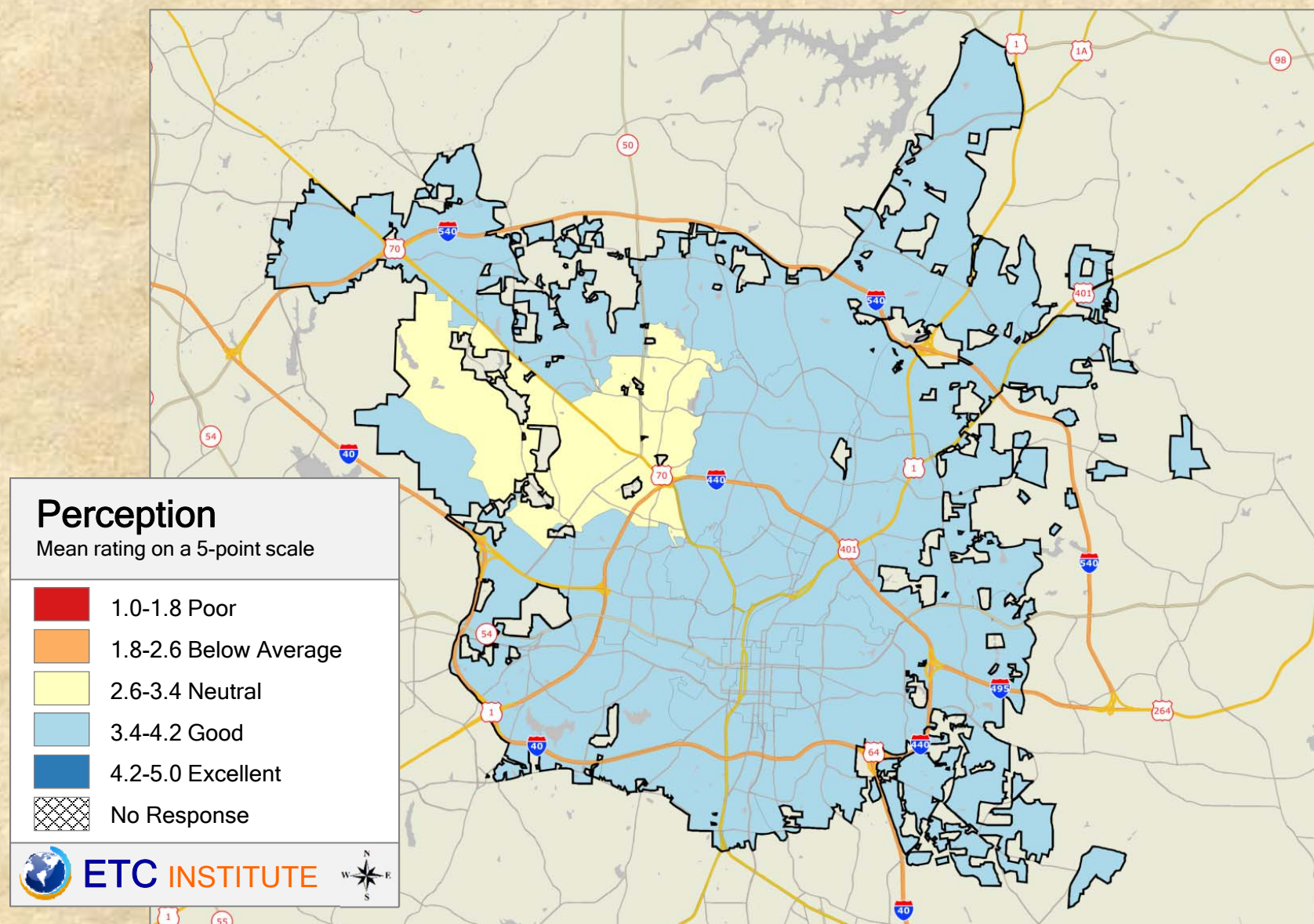
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q20.2 Rating the: Your ability to access the information you need about the City of Raleigh

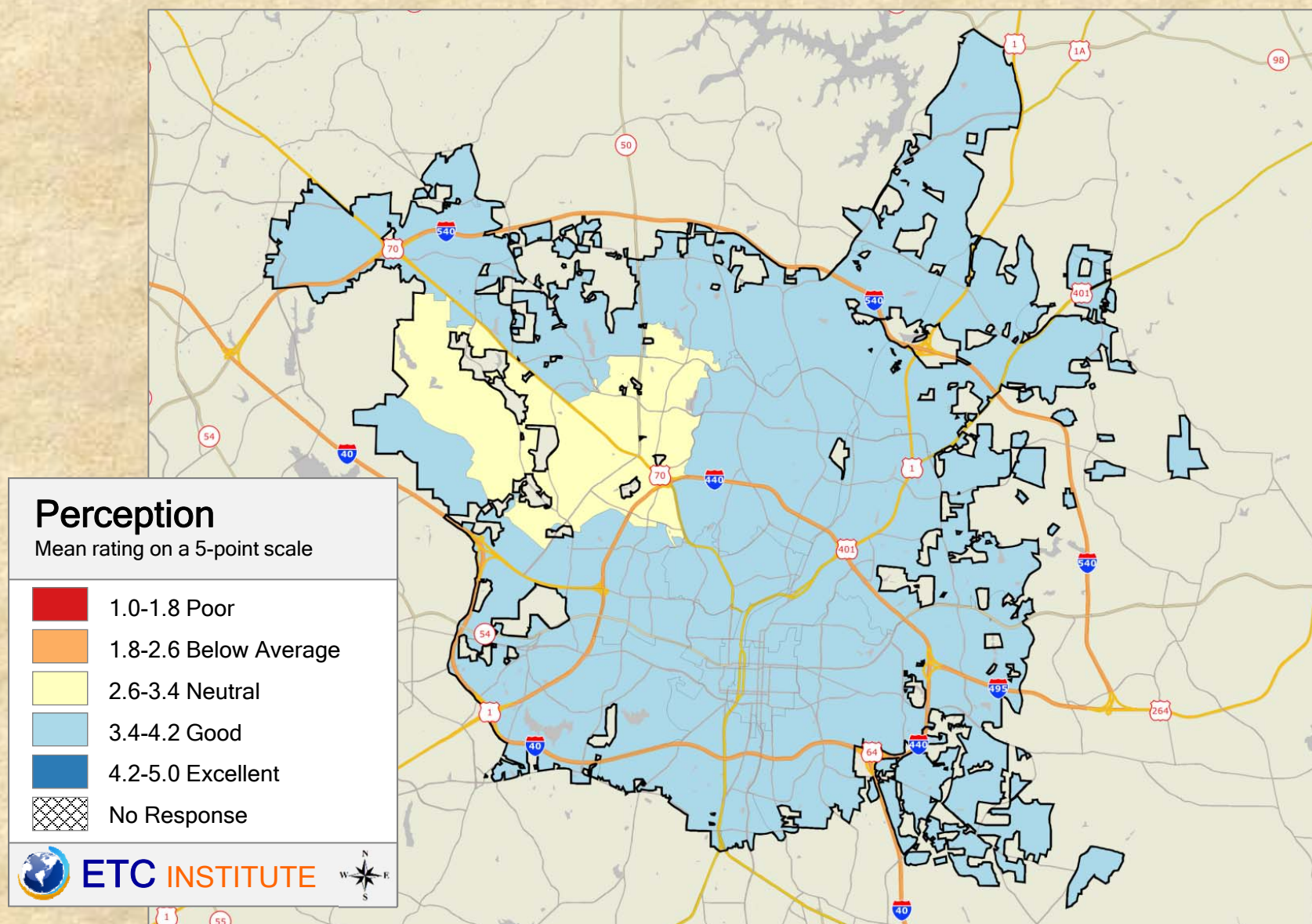


Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q21.1 Rating Specific Areas of Customer Service: Water and wastewater



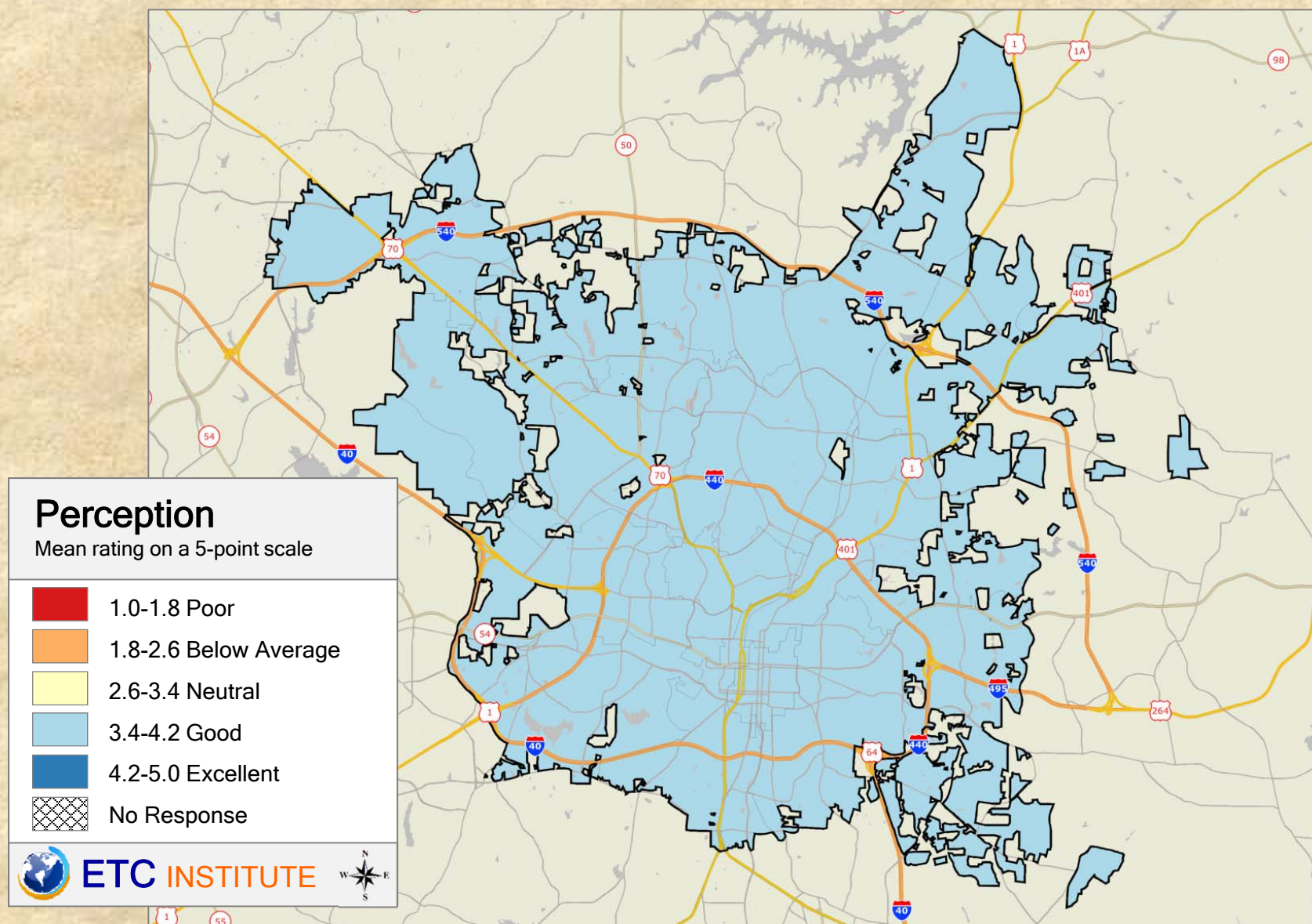
Q21.2 Rating Specific Areas of Customer Service: Stormwater



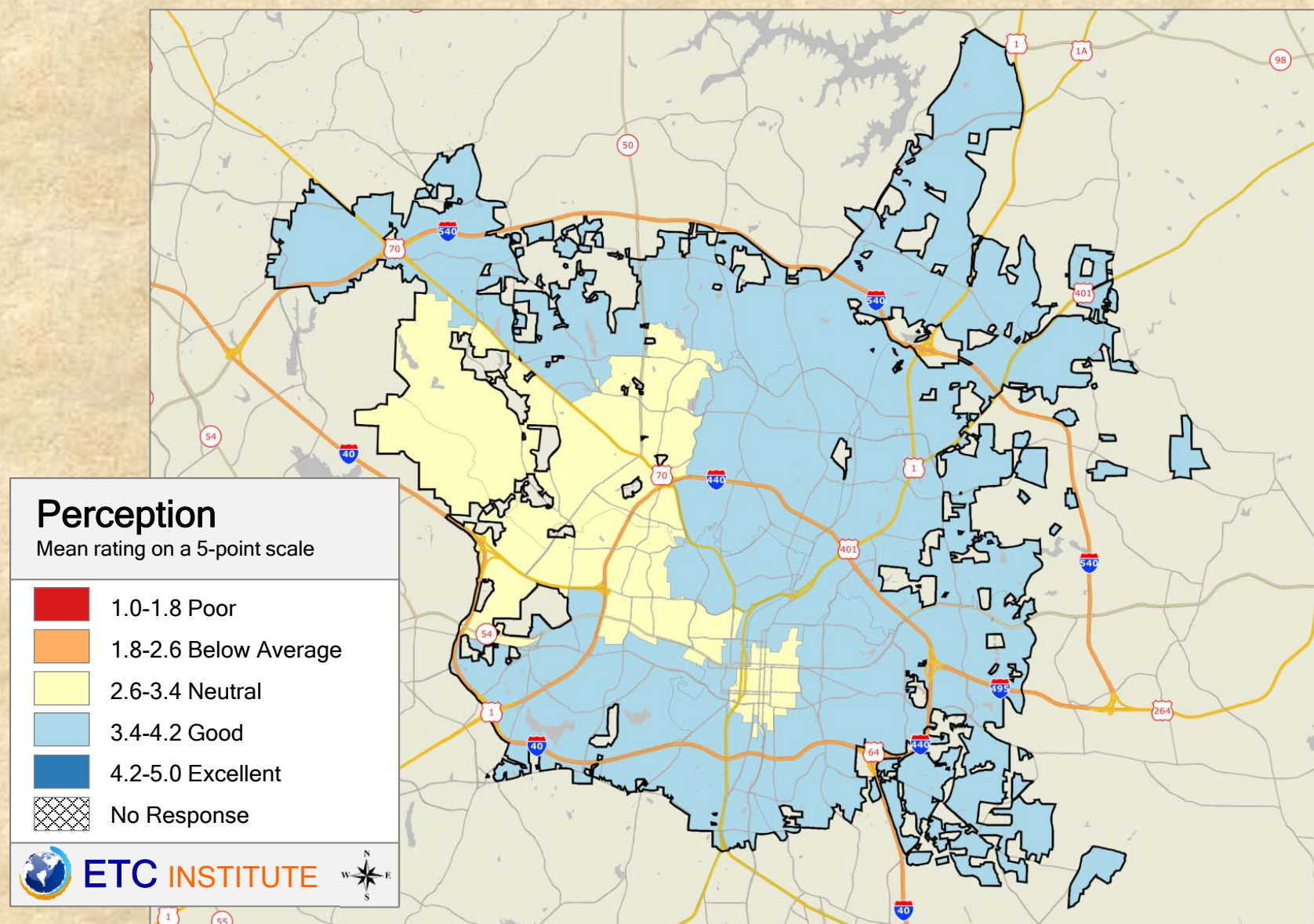
2016 City of Raleigh Community Survey

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

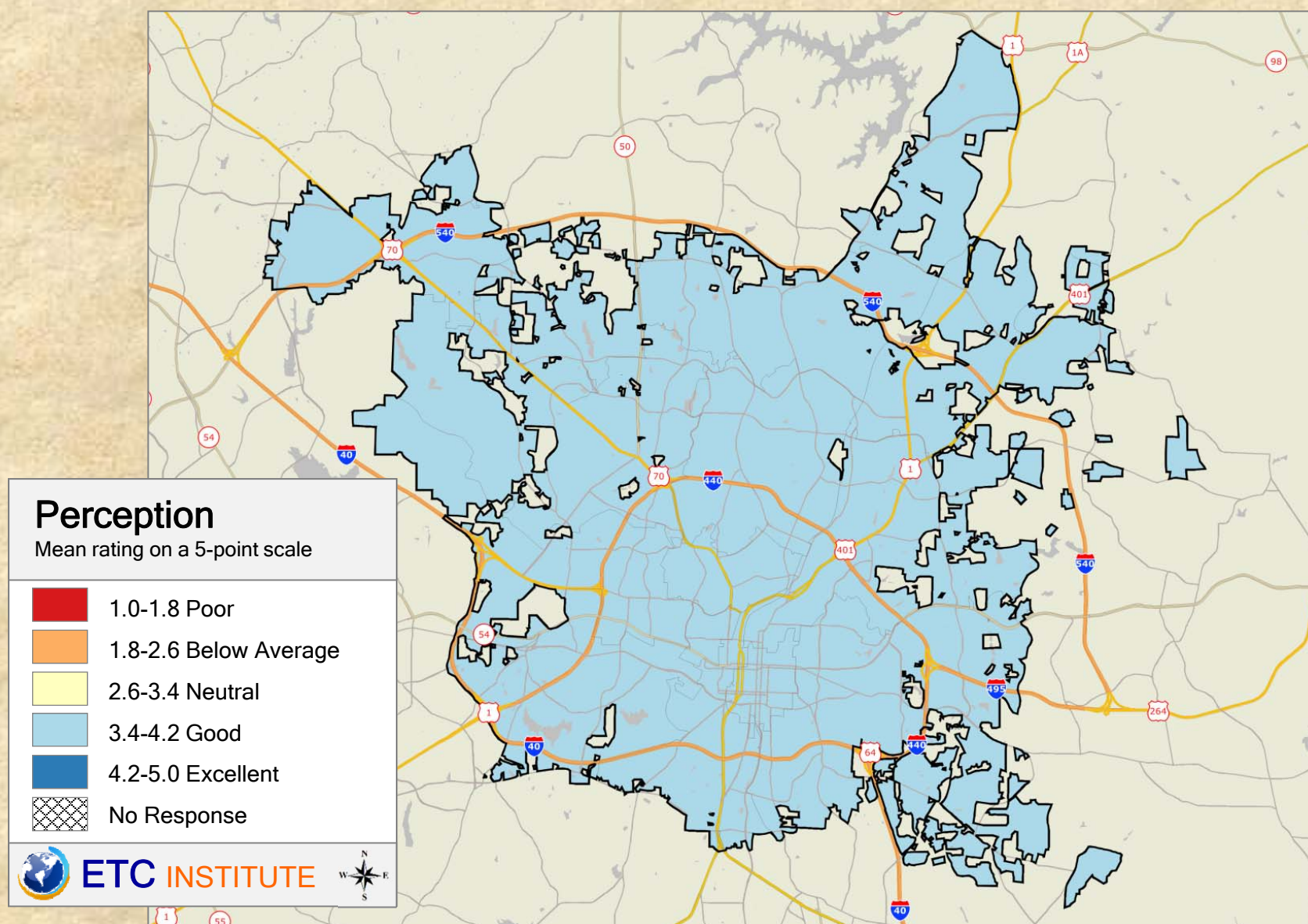
Q21.3 Rating Specific Areas of Customer Service: Solid waste



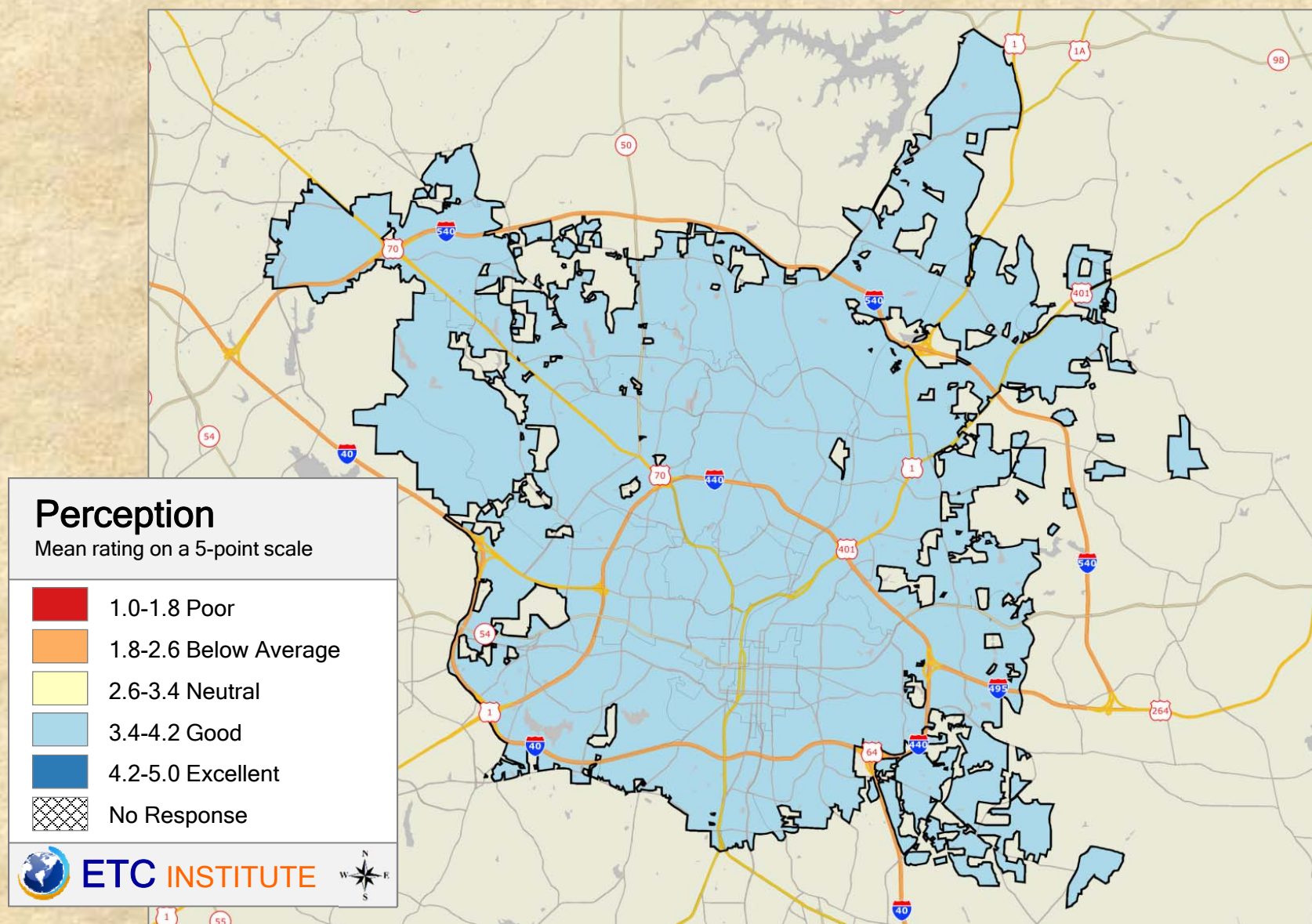
Q21.4 Rating Specific Areas of Customer Service: Development Services



Q21.5 Rating Specific Areas of Customer Service: Parks, Recreation, and Cultural Resources



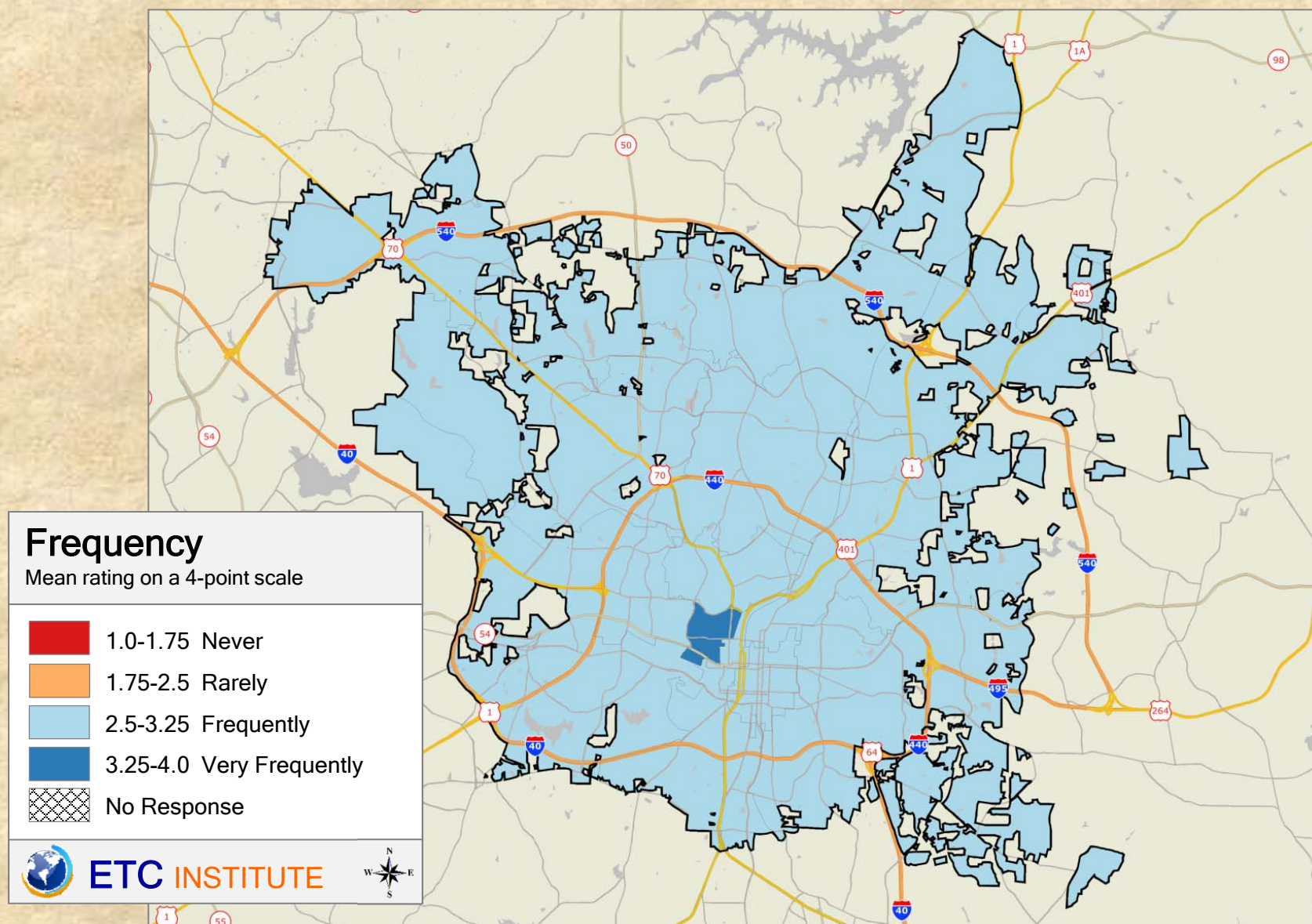
Q21.6 Rating Specific Areas of Customer Service: City Utility Billing & Payment



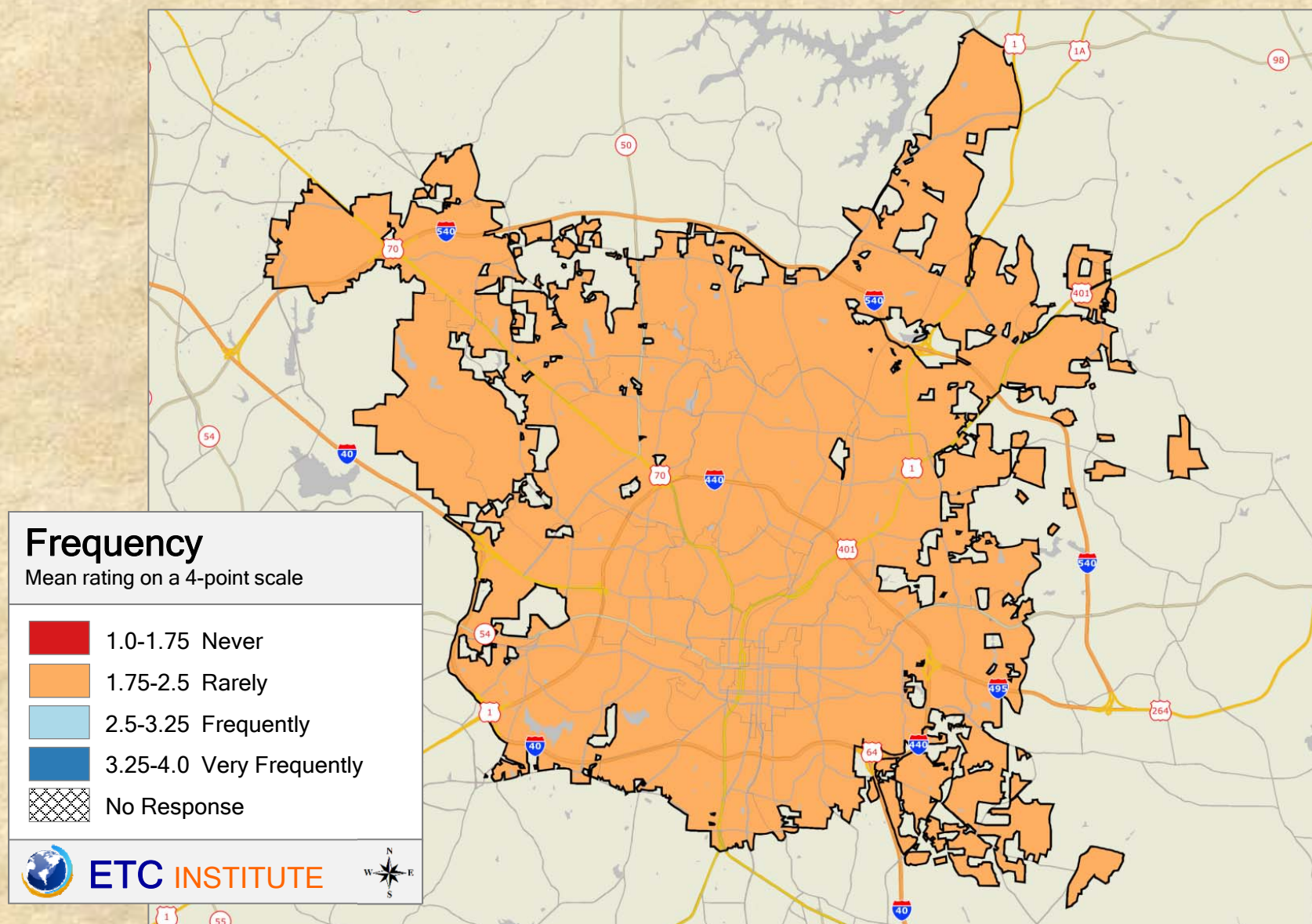
2016 City of Raleigh Community Survey

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

Q24.1 How often have you: Visited a City park or greenway



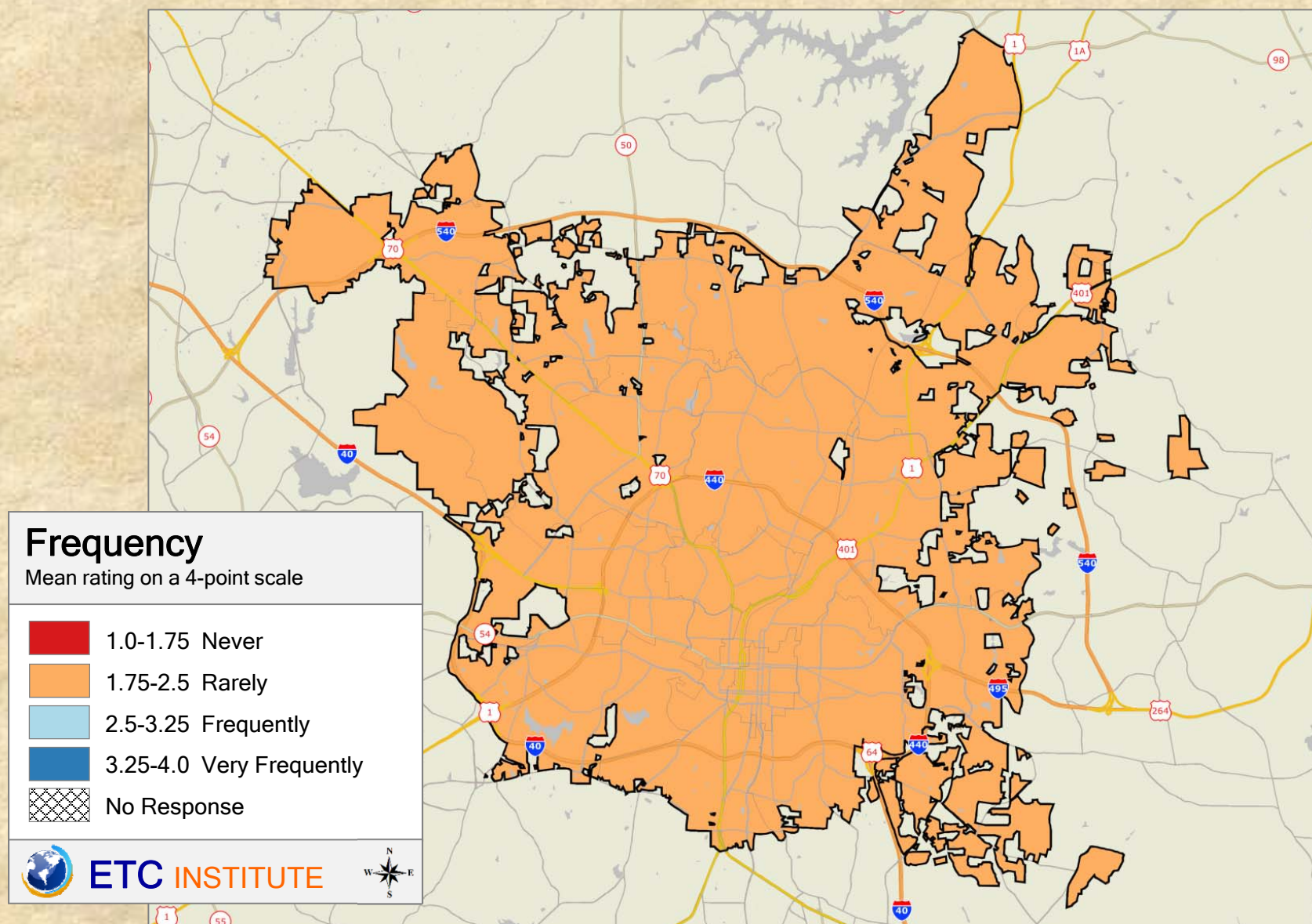
Q24.2 How often have you: Visited a City community center



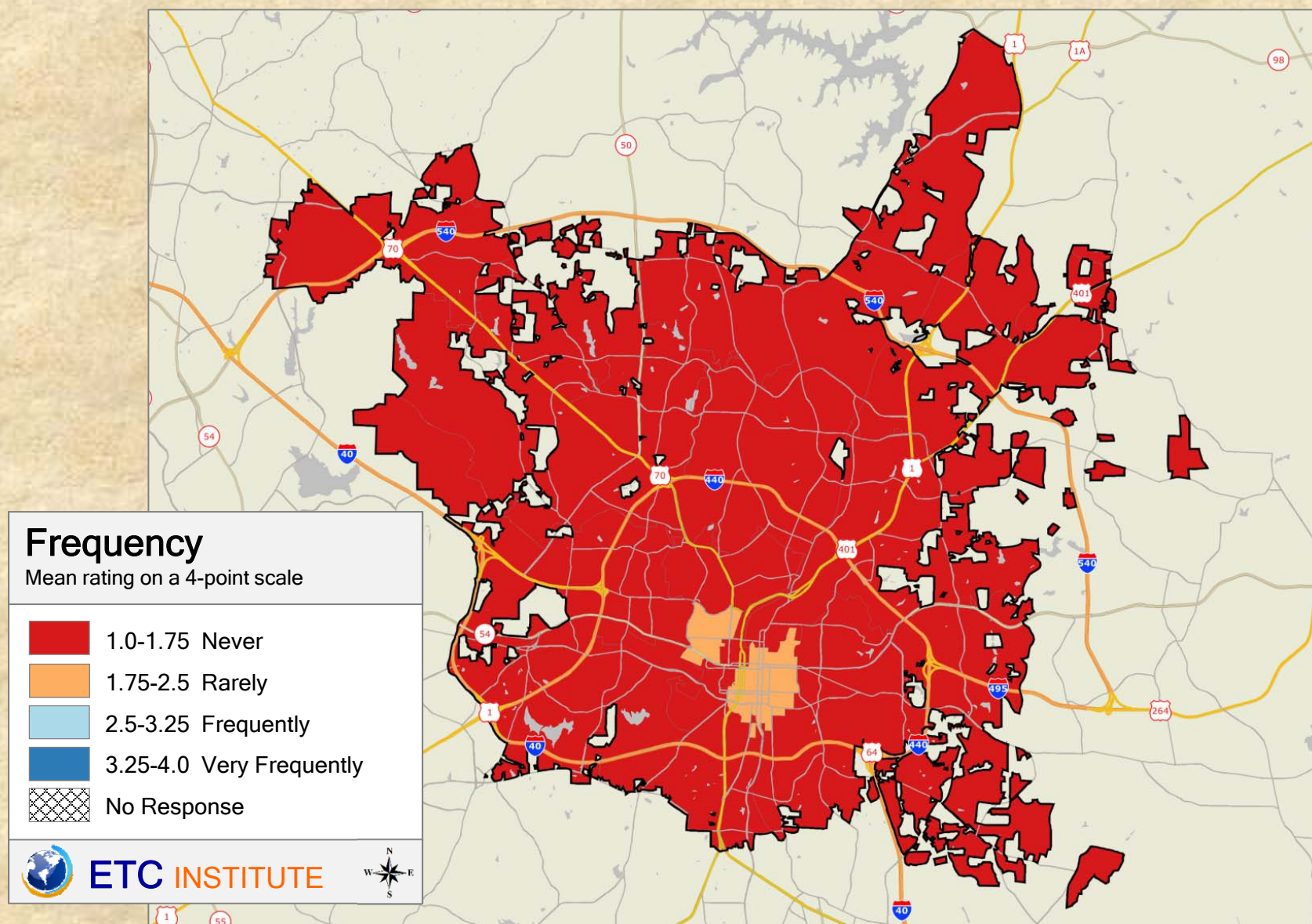
2016 City of Raleigh Community Survey

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

Q24.3 How often have you: Participated in a City recreation program or event



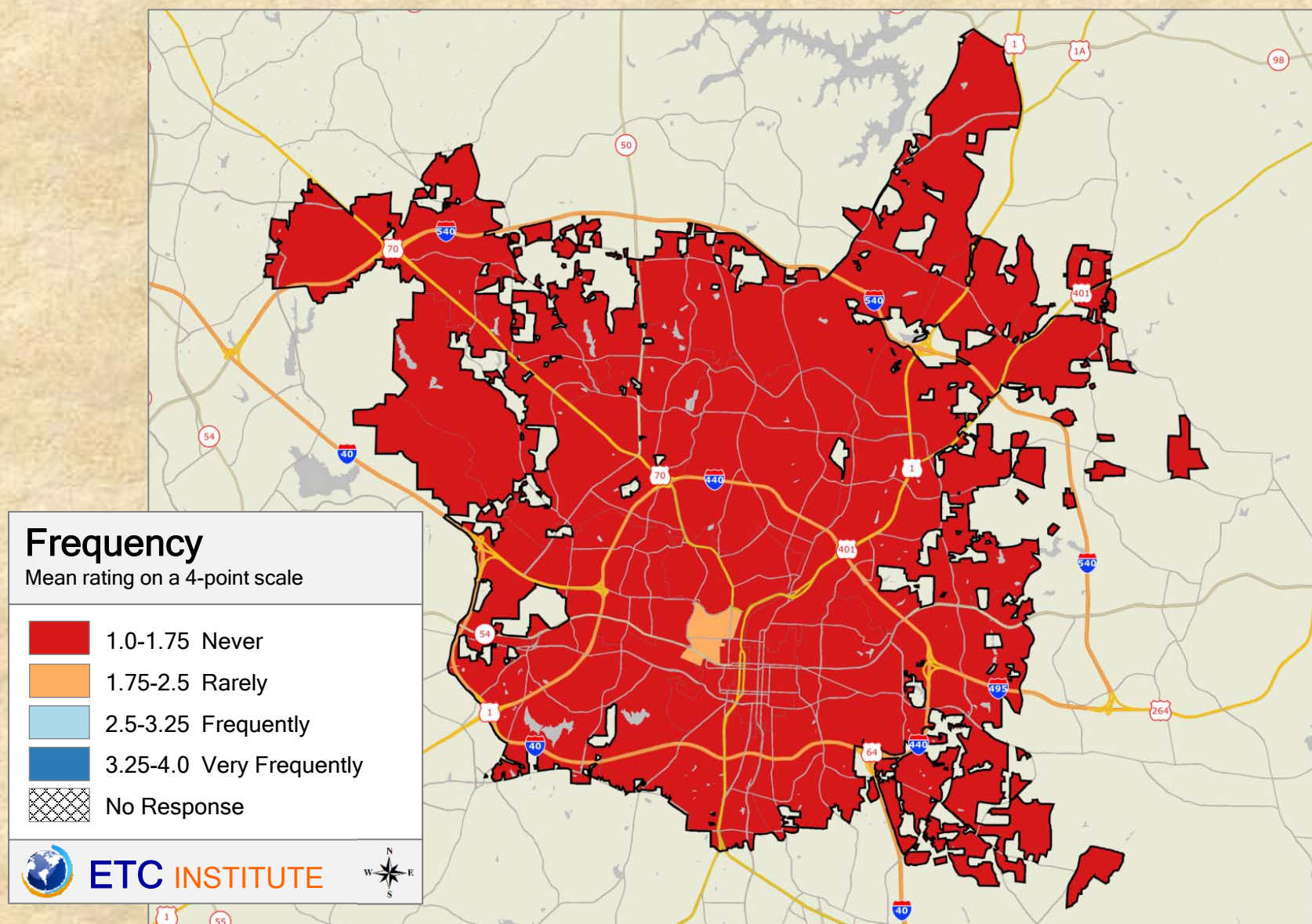
Q24.4 How often have you: Called 9-1-1



2016 City of Raleigh Community Survey

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

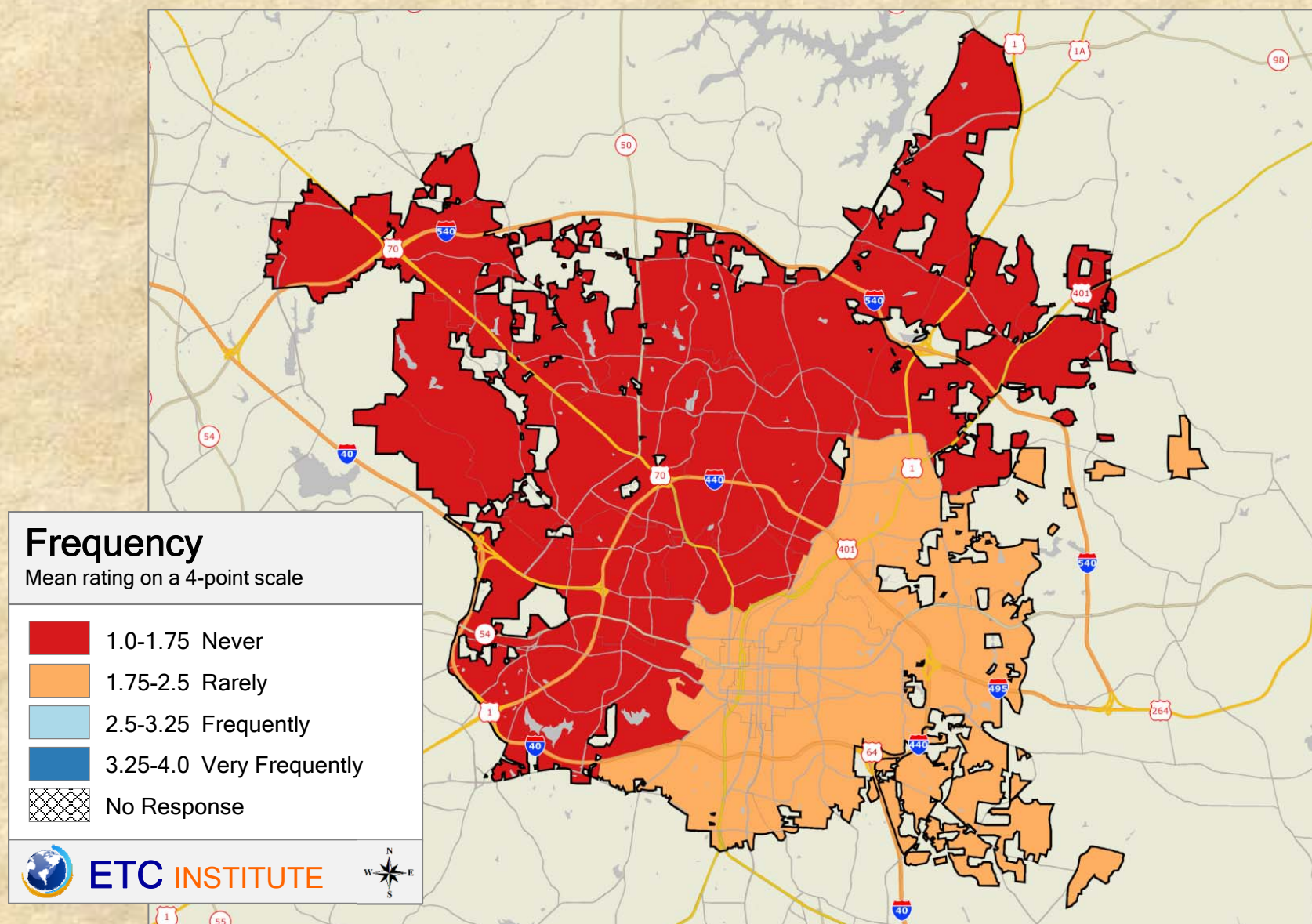
Q24.5 How often have you: Contacted the City for Code enforcement



2016 City of Raleigh Community Survey

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

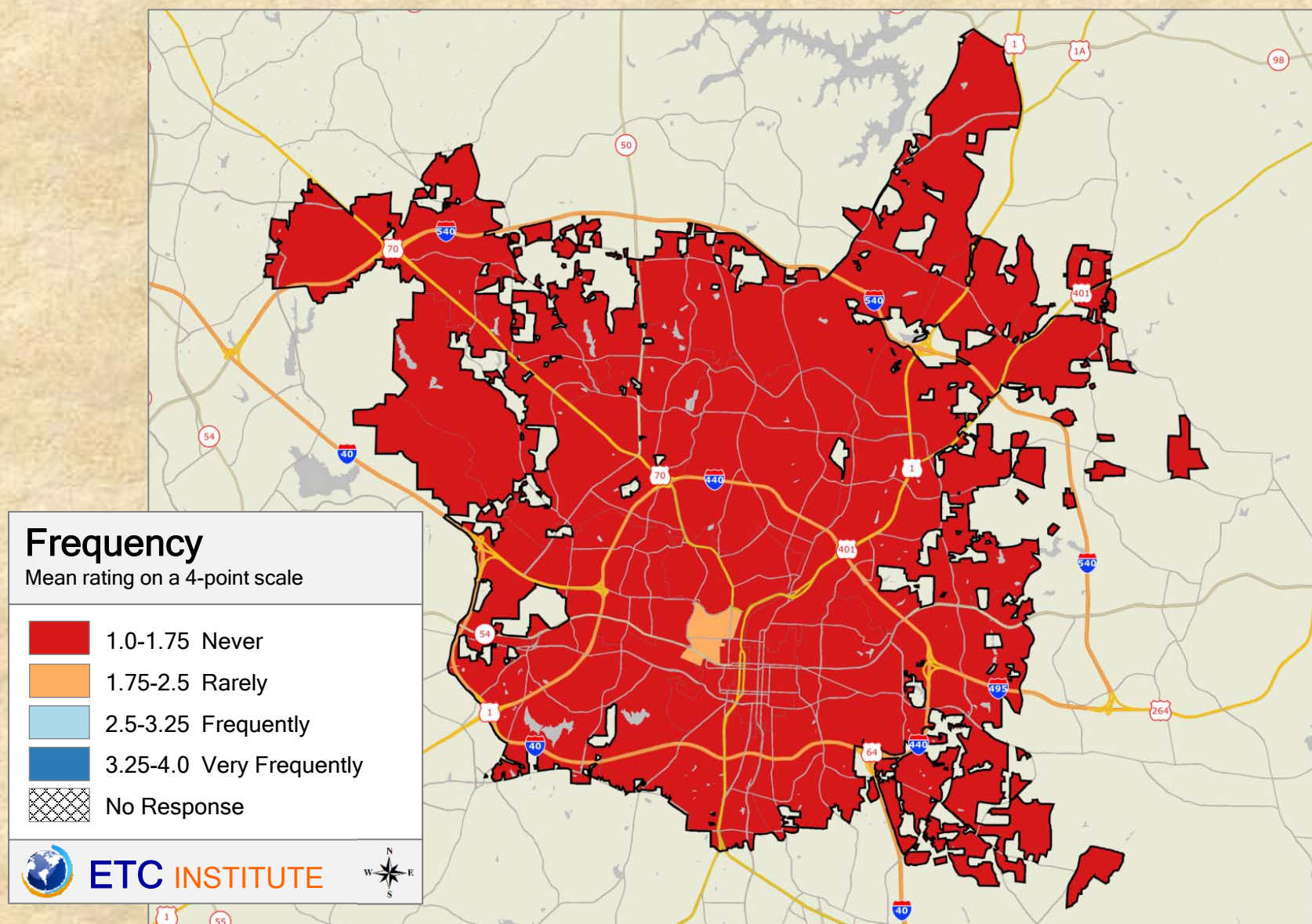
Q24.6 How often have you: Had contact with the Raleigh Police Department



2016 City of Raleigh Community Survey

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

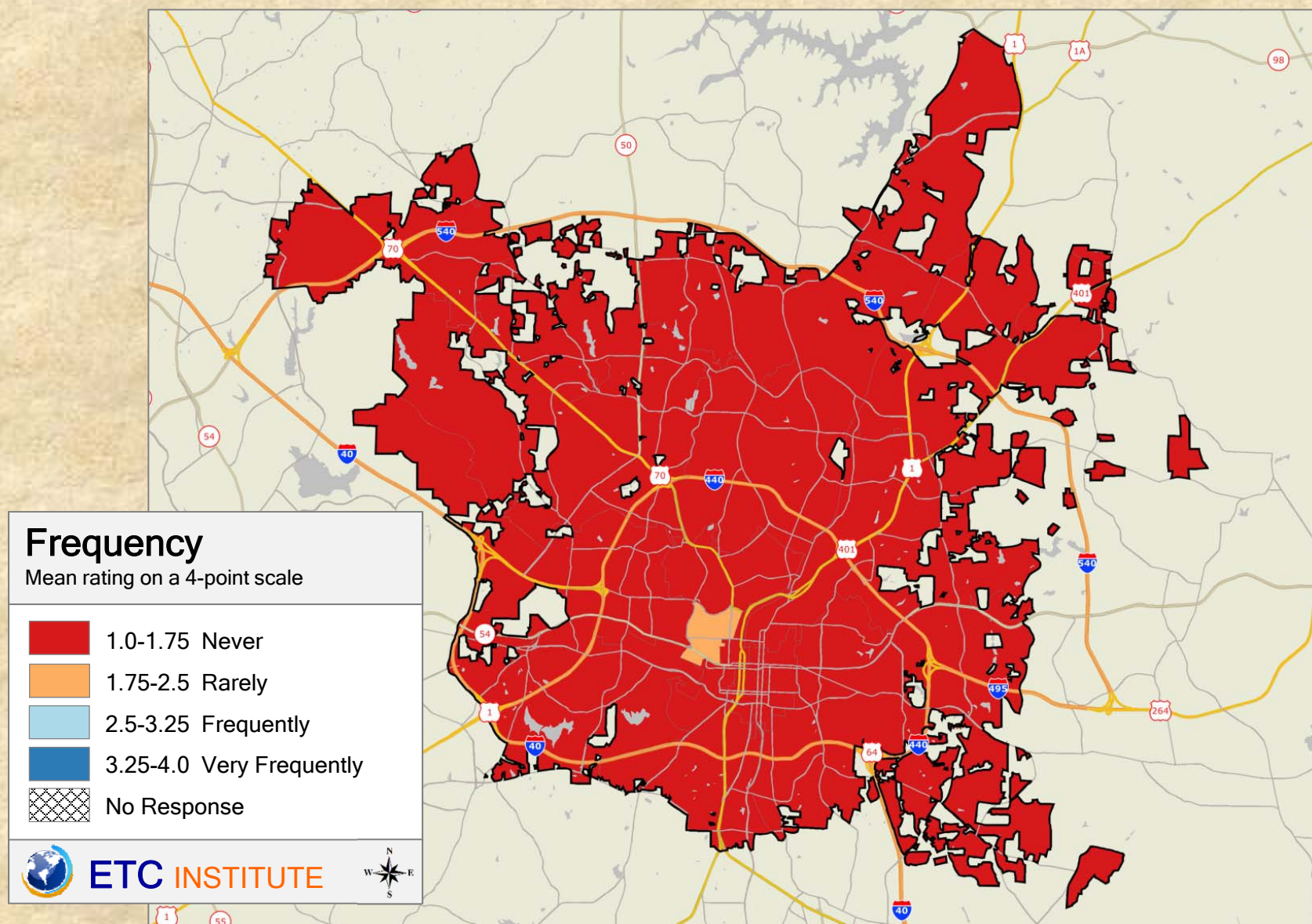
Q24.7 How often have you: Had contact with the Raleigh Fire Department



2016 City of Raleigh Community Survey

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

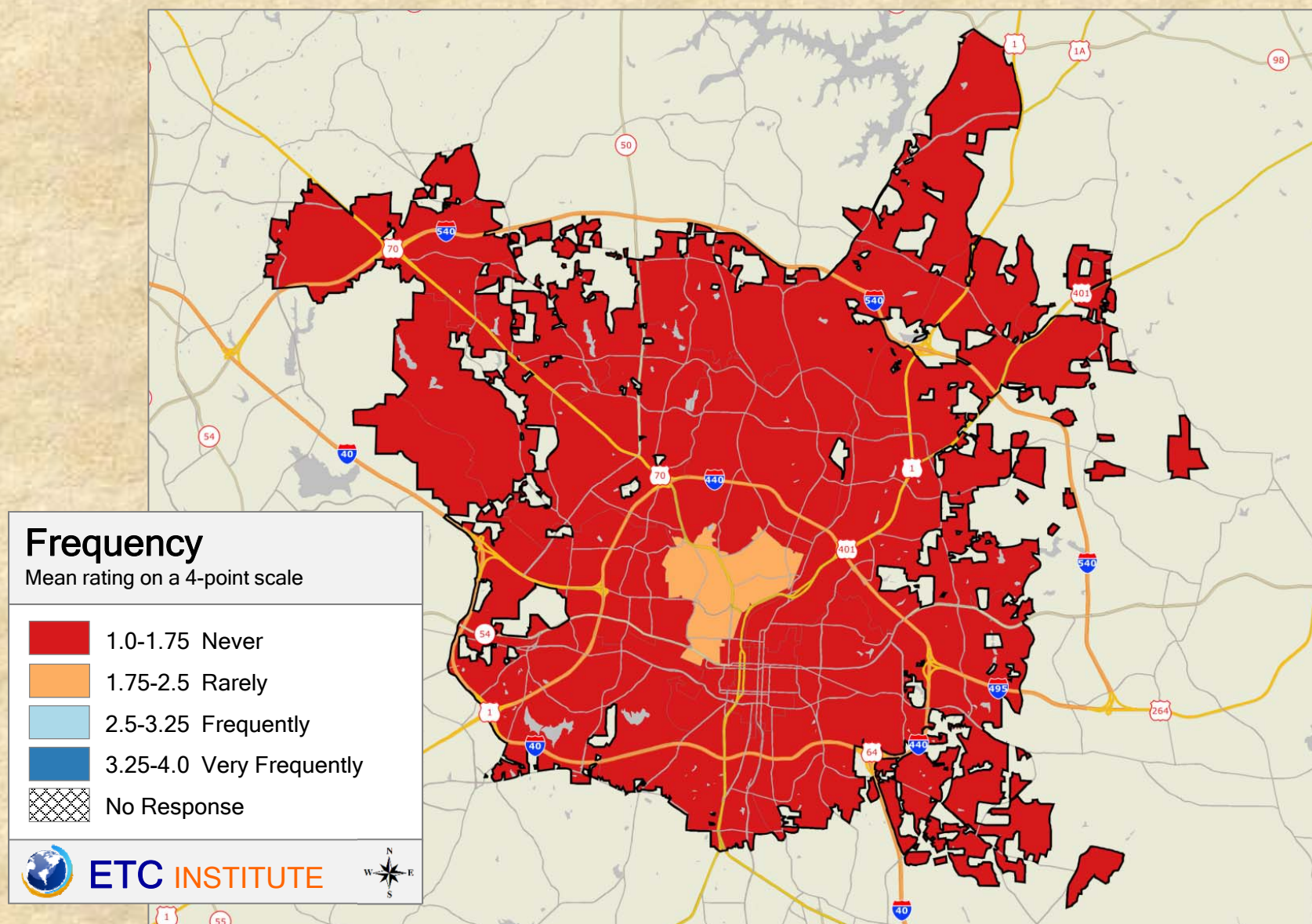
Q24.8 How often have you: Attended or watched a local public meeting



2016 City of Raleigh Community Survey

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

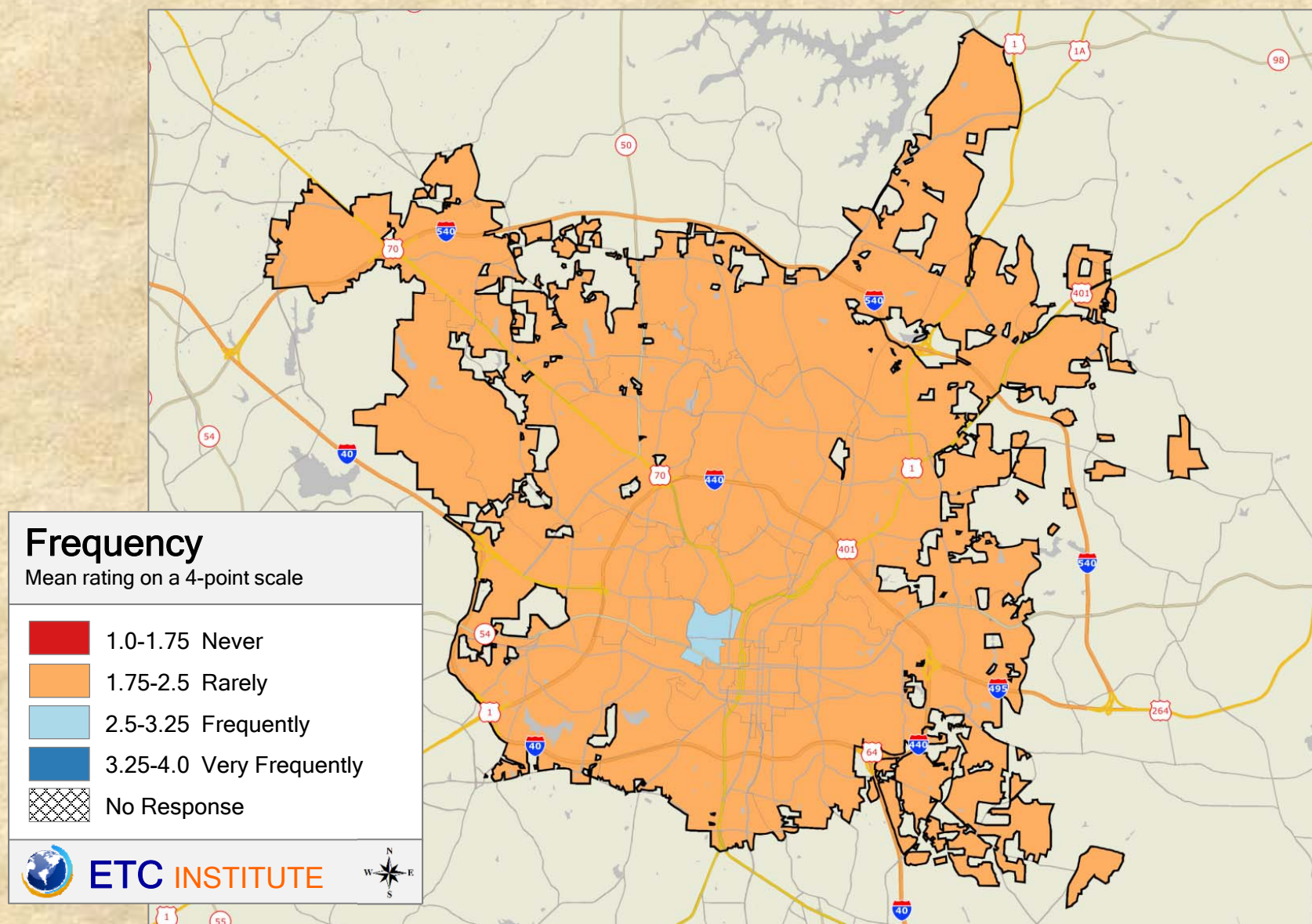
Q24.9 How often have you: Contacted City of Raleigh elected officials



2016 City of Raleigh Community Survey

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

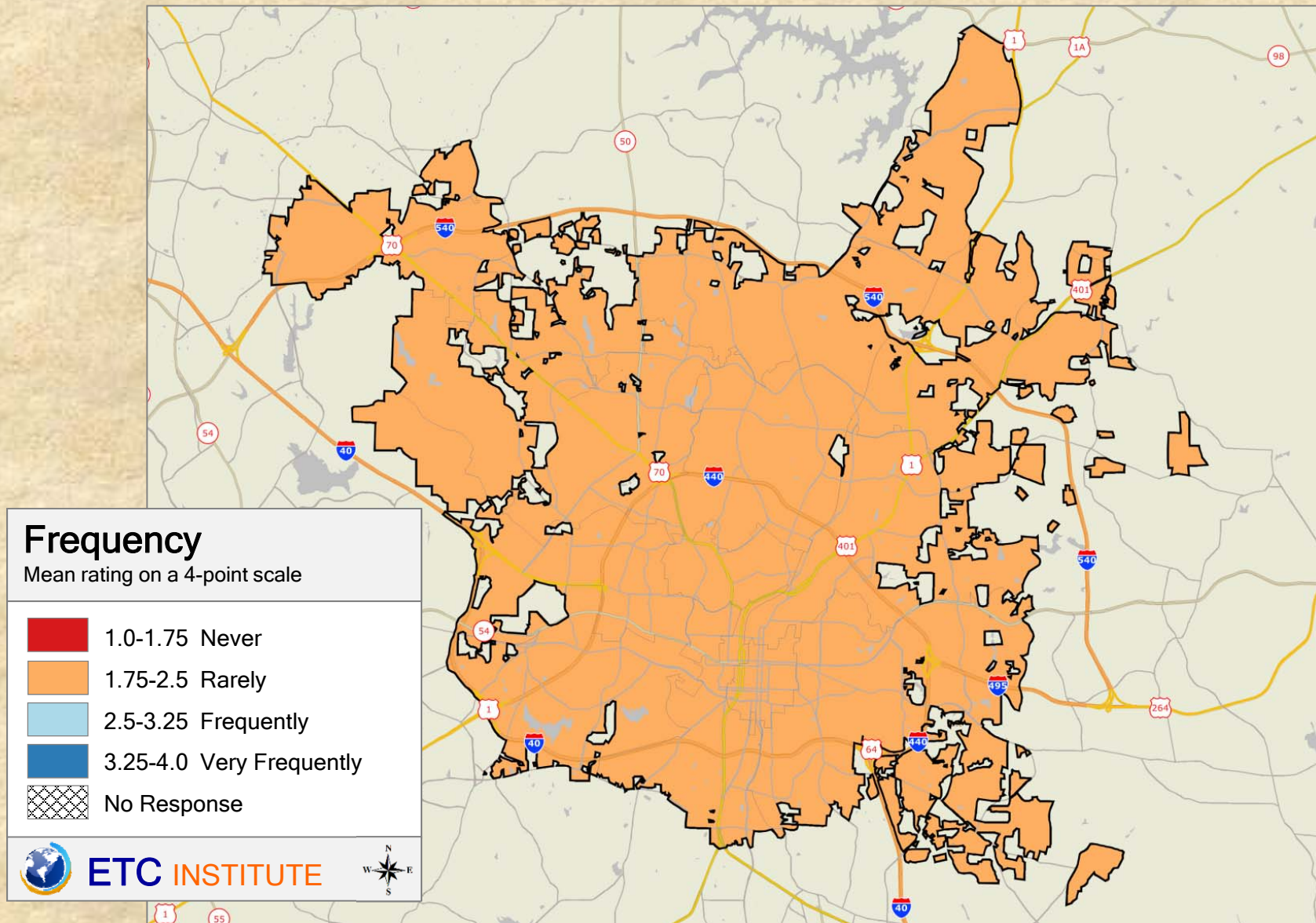
Q24.10 How often have you: Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint



2016 City of Raleigh Community Survey

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

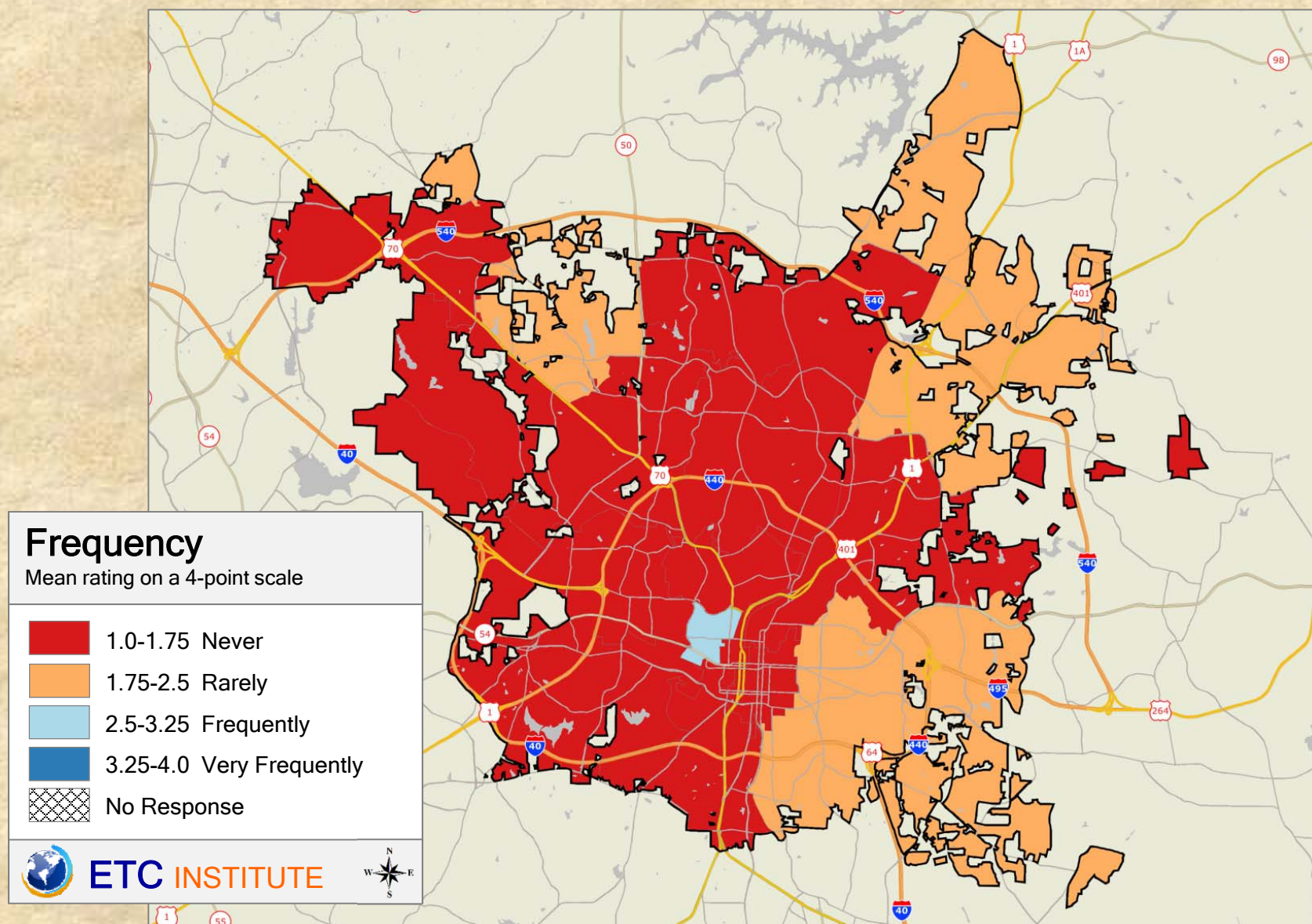
Q24.11 How often have you: Volunteered your time to a group or activity in Raleigh



2016 City of Raleigh Community Survey

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

Q24.12 How often have you: Attended a homeowners association meeting



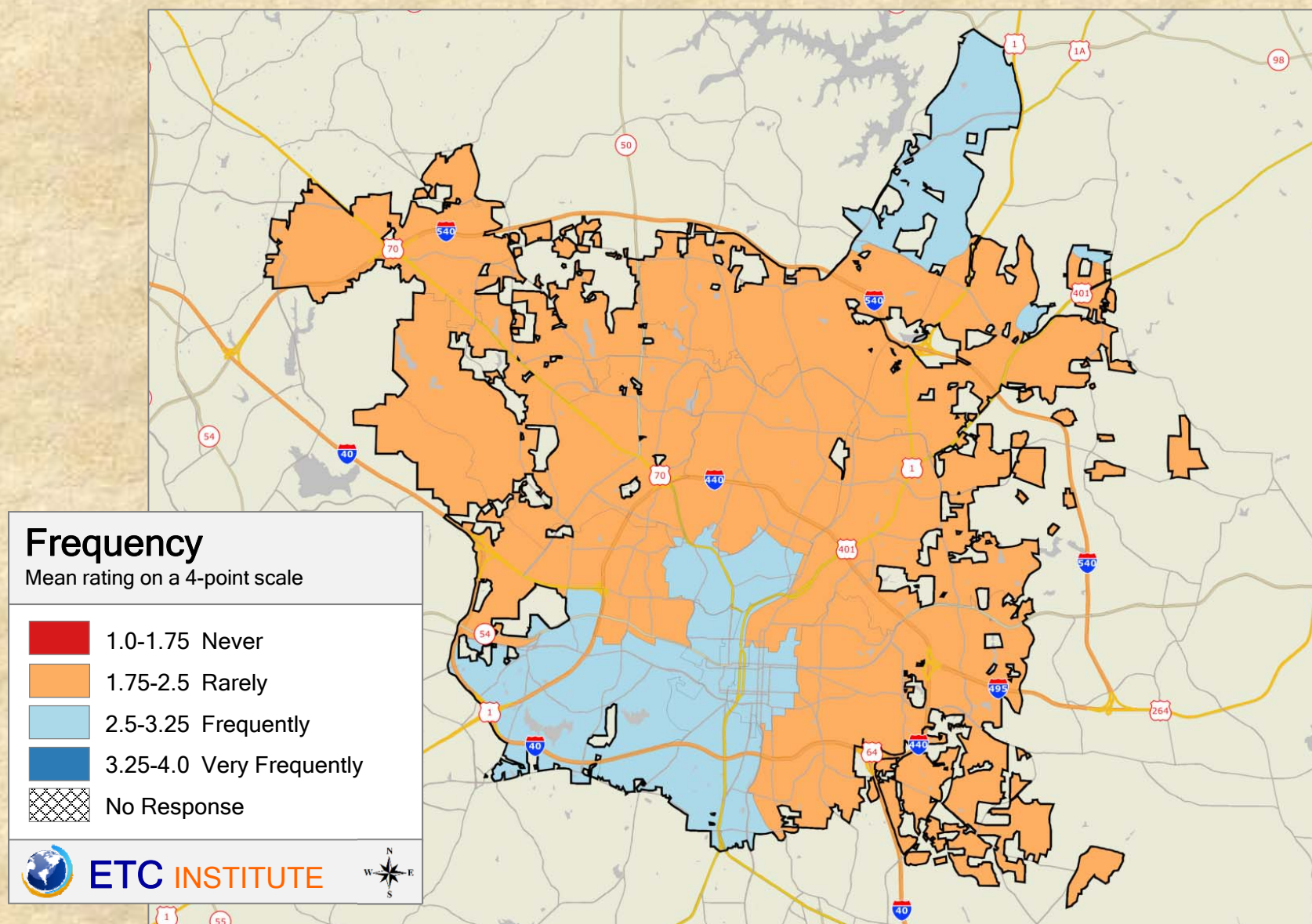
2016 City of Raleigh Community Survey

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



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

Q24.14 How often have you: Attended an event at a City entertainment venue



2016 City of Raleigh Community Survey

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