



2022 City of Raleigh Community Survey Cross-Tabular Data

Presented to the City of Raleigh,
North Carolina

March 2023



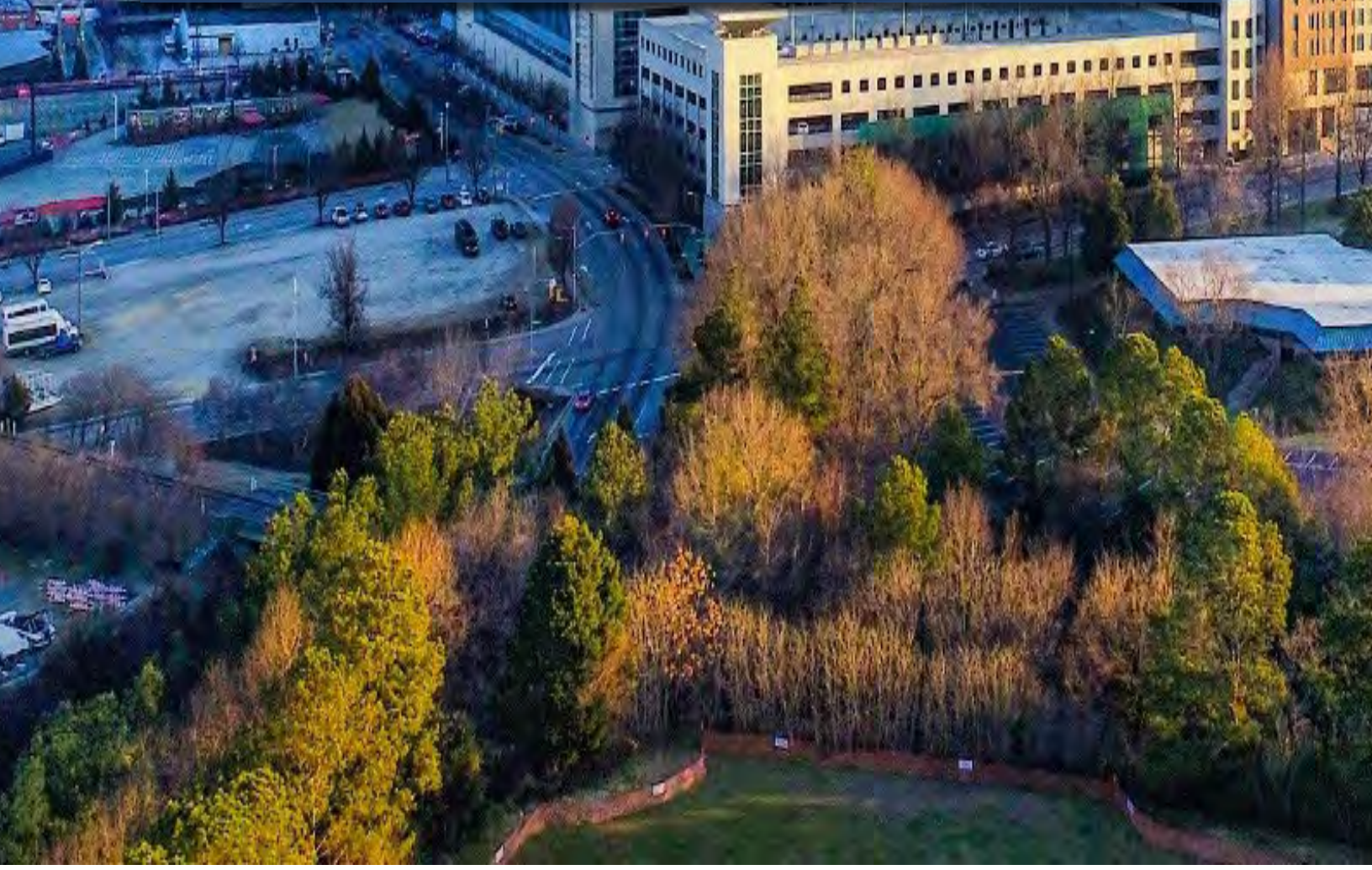
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Section 1

Age

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-1. Overall quality of life in Raleigh</u>						
Excellent	34.3%	30.2%	26.8%	32.3%	28.6%	30.1%
Good	55.8%	62.0%	59.1%	59.7%	63.8%	59.6%
Neutral	7.2%	4.9%	11.4%	6.5%	5.9%	8.0%
Below average	2.8%	2.9%	2.3%	1.5%	1.6%	2.2%
Poor	0.0%	0.0%	0.5%	0.0%	0.0%	0.1%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-2. Overall quality of life in your neighborhood</u>						
Excellent	30.1%	34.6%	35.3%	43.8%	44.6%	37.3%
Good	45.9%	56.1%	52.8%	46.3%	45.7%	49.7%
Neutral	19.1%	7.3%	10.1%	7.4%	7.0%	10.4%
Below average	3.8%	2.0%	1.8%	2.0%	2.7%	2.3%
Poor	1.1%	0.0%	0.0%	0.5%	0.0%	0.4%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-3. Raleigh as a place to live</u>						
Excellent	36.8%	37.1%	29.4%	42.8%	37.6%	36.3%
Good	53.3%	53.0%	57.8%	47.8%	53.2%	52.7%
Neutral	7.7%	8.4%	9.2%	6.5%	7.5%	8.4%
Below average	2.2%	1.5%	3.7%	3.0%	1.1%	2.3%
Poor	0.0%	0.0%	0.0%	0.0%	0.5%	0.3%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-4. Raleigh as a place to raise children</u>						
Excellent	40.0%	37.1%	30.0%	37.5%	29.4%	34.6%
Good	47.6%	49.1%	53.5%	39.3%	49.4%	47.5%
Neutral	11.0%	10.3%	11.5%	20.2%	19.4%	14.7%
Below average	1.4%	3.4%	4.0%	3.0%	1.8%	3.0%
Poor	0.0%	0.0%	1.0%	0.0%	0.0%	0.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-5. Raleigh as a place to retire</u>						
Excellent	15.3%	15.2%	17.4%	22.6%	32.6%	21.1%
Good	42.7%	39.2%	40.6%	49.2%	41.3%	42.6%
Neutral	31.3%	28.1%	25.1%	18.1%	16.8%	23.2%
Below average	9.2%	12.9%	11.6%	8.0%	5.4%	9.3%
Poor	1.5%	4.7%	5.3%	2.0%	3.8%	3.8%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-6. Raleigh as a place to work</u>						
Excellent	36.0%	32.0%	29.2%	37.8%	34.8%	33.5%
Good	51.1%	57.0%	59.7%	48.6%	54.9%	54.1%
Neutral	10.7%	8.5%	8.3%	12.4%	10.4%	10.5%
Below average	1.7%	2.5%	2.3%	1.1%	0.0%	1.6%
Poor	0.6%	0.0%	0.5%	0.0%	0.0%	0.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-7. Raleigh as a place for young professionals</u>						
Excellent	41.6%	38.2%	37.8%	48.1%	43.8%	41.5%
Good	45.5%	48.6%	48.2%	42.2%	44.5%	45.5%
Neutral	9.6%	9.8%	13.0%	8.4%	11.6%	10.8%
Below average	2.8%	2.9%	1.0%	1.3%	0.0%	1.8%
Poor	0.6%	0.6%	0.0%	0.0%	0.0%	0.3%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-8. Raleigh as a place I feel comfortable</u>						
Excellent	37.7%	36.1%	32.1%	32.5%	34.6%	34.6%
Good	47.5%	46.5%	51.8%	51.2%	47.6%	48.0%
Neutral	12.0%	14.9%	11.9%	10.8%	13.5%	13.4%
Below average	2.2%	2.5%	2.8%	4.9%	3.2%	3.3%
Poor	0.5%	0.0%	1.4%	0.5%	1.1%	0.7%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-9. Overall direction that City of Raleigh is going</u>						
Excellent	16.6%	13.0%	9.0%	8.5%	10.4%	11.4%
Good	51.4%	43.5%	39.6%	36.2%	38.3%	40.8%
Neutral	21.7%	25.0%	23.1%	27.6%	28.4%	25.2%
Below average	8.0%	10.0%	16.0%	14.6%	18.0%	13.6%
Poor	2.3%	8.5%	12.3%	13.1%	4.9%	8.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-10. Overall value that you receive for your City tax dollars & fees</u>						
Excellent	12.2%	9.0%	9.9%	11.0%	12.7%	10.6%
Good	44.2%	41.3%	36.6%	40.5%	40.9%	40.6%
Neutral	25.6%	29.9%	33.3%	26.0%	28.7%	28.3%
Below average	11.0%	10.9%	12.7%	15.0%	13.3%	12.8%
Poor	7.0%	9.0%	7.5%	7.5%	4.4%	7.7%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q27. Your age

Total

	18-34	35-44	45-54	55-64	65+	Total
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Q1-11. Overall image of Raleigh

Excellent	27.3%	29.3%	22.7%	29.7%	28.9%	27.3%
Good	60.1%	52.2%	54.6%	55.4%	54.5%	54.7%
Neutral	9.8%	15.1%	17.6%	9.4%	13.4%	13.6%
Below average	2.2%	2.4%	4.2%	4.5%	2.7%	3.4%
Poor	0.5%	1.0%	0.9%	1.0%	0.5%	1.1%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-1. Availability of arts & cultural programs in Raleigh</u>						
Excellent	27.4%	26.9%	32.9%	35.9%	38.0%	32.6%
Good	47.6%	56.9%	48.8%	53.6%	49.5%	51.2%
Neutral	17.1%	13.2%	15.0%	8.3%	8.7%	12.5%
Below average	7.3%	3.0%	2.8%	2.1%	3.3%	3.5%
Poor	0.6%	0.0%	0.5%	0.0%	0.5%	0.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-2. Availability of culturally diverse art & cultural programs in Raleigh</u>						
Excellent	21.9%	21.6%	30.9%	26.3%	27.5%	26.1%
Good	45.2%	54.1%	43.1%	53.7%	50.3%	49.0%
Neutral	23.9%	15.7%	19.6%	15.4%	18.7%	18.7%
Below average	7.7%	8.1%	5.4%	4.0%	2.9%	5.5%
Poor	1.3%	0.5%	1.0%	0.6%	0.6%	0.7%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-3. Variety of arts & cultural programs offered in Raleigh</u>						
Excellent	22.5%	21.9%	27.7%	29.9%	32.2%	27.2%
Good	45.6%	56.3%	47.1%	50.8%	48.6%	49.3%
Neutral	24.4%	16.1%	20.9%	15.0%	15.8%	18.5%
Below average	6.9%	5.7%	3.9%	3.2%	2.8%	4.4%
Poor	0.6%	0.0%	0.5%	1.1%	0.6%	0.5%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-4. Cost of arts & cultural programs in Raleigh</u>						
Excellent	20.5%	14.8%	16.8%	16.2%	15.0%	16.5%
Good	46.6%	52.5%	44.4%	44.5%	45.0%	46.5%
Neutral	27.4%	26.8%	31.1%	28.9%	36.9%	30.2%
Below average	4.8%	3.8%	4.1%	6.9%	2.5%	4.7%
Poor	0.7%	2.2%	3.6%	3.5%	0.6%	2.2%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-5. Quality of arts & cultural programs in Raleigh</u>						
Excellent	24.2%	21.1%	25.2%	26.5%	31.4%	25.3%
Good	49.7%	54.6%	48.0%	56.8%	46.5%	51.1%
Neutral	21.6%	20.0%	23.8%	12.4%	19.2%	19.7%
Below average	3.3%	4.3%	2.5%	4.3%	1.7%	3.3%
Poor	1.3%	0.0%	0.5%	0.0%	1.2%	0.5%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-6. Availability of information about arts & cultural programs & events</u>						
Excellent	14.1%	13.8%	17.7%	15.0%	19.0%	16.1%
Good	41.1%	48.7%	47.4%	45.6%	44.8%	45.7%
Neutral	23.3%	22.2%	21.1%	30.1%	24.7%	24.2%
Below average	16.6%	11.6%	6.2%	7.3%	9.8%	10.0%
Poor	4.9%	3.7%	7.7%	2.1%	1.7%	4.0%

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

N=1045

Q27. Your age					Total
18-34	35-44	45-54	55-64	65+	

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

Excellent	35.1%	32.7%	32.4%	32.6%	31.5%	33.0%
Good	52.4%	53.6%	48.6%	49.2%	49.4%	50.3%
Neutral	9.5%	11.2%	13.3%	14.0%	14.0%	12.6%
Below average	2.4%	2.0%	4.3%	3.6%	4.5%	3.3%
Poor	0.6%	0.5%	1.4%	0.5%	0.6%	0.7%

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=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q3. Sum of top 2 choices

Variety of arts & cultural programs offered in Raleigh	29.0%	23.4%	17.3%	21.2%	21.9%	22.2%
Availability of culturally diverse art & cultural programs in Raleigh	26.8%	21.5%	23.2%	21.2%	25.7%	23.5%
Availability of arts & cultural programs offered in Raleigh	27.3%	27.3%	25.9%	18.2%	20.3%	23.7%
Cost of arts & cultural programs in Raleigh	29.0%	33.2%	41.8%	40.9%	36.9%	36.1%
Quality of arts & cultural programs in Raleigh	16.4%	18.5%	11.4%	17.2%	15.5%	15.3%
Availability of information about arts & cultural programs & events	32.8%	33.2%	30.0%	34.0%	34.8%	32.6%

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? (top 2) (cont.)

N=1045

Q27. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q3. Sum of top 2 choices (cont.)

Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	28.4%	25.9%	29.1%	25.6%	20.3%	25.7%
None chosen	4.4%	5.4%	9.5%	9.4%	10.7%	8.6%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-1. Local economy</u>						
Excellent	19.8%	17.7%	16.4%	23.5%	15.7%	18.4%
Good	51.4%	55.6%	57.9%	56.0%	57.9%	55.6%
Neutral	18.6%	17.7%	15.9%	13.0%	19.7%	17.2%
Below average	6.8%	7.1%	7.9%	4.5%	5.6%	6.5%
Poor	3.4%	2.0%	1.9%	3.0%	1.1%	2.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-2. Development review services</u>						
Excellent	12.6%	5.5%	6.3%	3.1%	4.3%	6.0%
Good	27.4%	25.8%	30.0%	25.2%	27.1%	27.0%
Neutral	34.7%	41.4%	35.0%	40.5%	44.3%	38.9%
Below average	15.8%	13.3%	15.0%	16.0%	15.7%	15.0%
Poor	9.5%	14.1%	13.8%	15.3%	8.6%	13.1%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-3. Permitting services</u>						
Excellent	6.9%	4.8%	7.8%	2.2%	0.8%	4.3%
Good	26.4%	28.6%	29.1%	27.3%	24.0%	27.3%
Neutral	40.2%	38.9%	36.2%	41.0%	46.3%	40.2%
Below average	16.1%	17.5%	14.2%	17.3%	19.0%	16.4%
Poor	10.3%	10.3%	12.8%	12.2%	9.9%	11.8%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-4. Inspection services</u>						
Excellent	8.1%	7.0%	6.2%	4.8%	4.2%	5.8%
Good	31.4%	29.5%	31.5%	31.5%	30.8%	30.7%
Neutral	44.2%	37.2%	35.6%	37.0%	43.3%	39.5%
Below average	8.1%	19.4%	13.0%	15.1%	15.8%	14.1%
Poor	8.1%	7.0%	13.7%	11.6%	5.8%	9.9%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-5. Availability of job opportunities that match my skills</u>						
Excellent	27.2%	23.4%	18.8%	24.8%	22.0%	23.0%
Good	48.0%	48.4%	53.8%	45.0%	36.4%	46.4%
Neutral	16.2%	20.8%	17.3%	22.1%	37.3%	22.7%
Below average	6.9%	5.2%	5.1%	6.7%	3.4%	5.4%
Poor	1.7%	2.1%	5.1%	1.3%	0.8%	2.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-6. City's efforts to promote & assist small, minority, & women-owned businesses</u>						
Excellent	12.4%	8.3%	11.9%	8.1%	8.1%	9.5%
Good	27.4%	28.3%	35.0%	23.6%	37.4%	30.7%
Neutral	36.3%	31.7%	32.2%	41.5%	38.2%	36.4%
Below average	19.5%	25.0%	14.0%	21.1%	13.0%	18.0%
Poor	4.4%	6.7%	7.0%	5.7%	3.3%	5.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-7. City's efforts to promote & assist innovation</u>						
Excellent	15.0%	10.4%	12.0%	11.1%	9.2%	11.1%
Good	41.7%	38.2%	44.9%	37.8%	42.0%	41.1%
Neutral	32.3%	39.6%	30.4%	37.0%	38.2%	35.4%
Below average	7.1%	9.7%	7.6%	10.4%	6.9%	8.7%
Poor	3.9%	2.1%	5.1%	3.7%	3.8%	3.7%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q4-8. City's efforts to promote & assist public/private partnerships</u>						
Excellent	11.0%	8.7%	13.0%	5.0%	9.5%	9.4%
Good	33.0%	34.1%	34.9%	36.4%	36.2%	35.0%
Neutral	41.0%	39.7%	39.0%	45.5%	43.1%	41.5%
Below average	10.0%	14.3%	6.8%	9.9%	10.3%	9.9%
Poor	5.0%	3.2%	6.2%	3.3%	0.9%	4.2%

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=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q5. Sum of top 2 choices</u>						
Local economy	53.0%	49.3%	39.5%	41.9%	37.4%	43.6%
Development review services	14.8%	19.5%	20.9%	20.7%	27.8%	21.1%
Permitting services	8.2%	13.2%	16.4%	17.2%	19.8%	14.9%
Inspection services	4.4%	10.7%	13.6%	16.7%	9.1%	10.7%
Availability of job opportunities that match my skills	18.6%	15.6%	15.5%	10.8%	7.5%	13.6%
City's efforts to promote & assist small, minority, & women-owned businesses	43.2%	37.1%	33.2%	31.0%	30.5%	34.3%
City's efforts to promote & assist innovation	35.0%	23.4%	21.4%	23.6%	20.3%	24.1%
City's efforts to promote & assist public/private partnerships	15.3%	15.6%	19.5%	15.3%	15.5%	16.4%
None chosen	3.3%	6.8%	8.6%	10.3%	15.5%	9.5%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-1. How well City of Raleigh is managing growth</u>						
Excellent	5.5%	3.9%	5.6%	3.5%	3.9%	4.5%
Good	28.2%	30.5%	23.6%	27.1%	27.5%	26.9%
Neutral	26.0%	23.2%	19.9%	20.1%	23.6%	22.7%
Below average	26.5%	24.1%	25.5%	23.1%	27.0%	24.8%
Poor	13.8%	18.2%	25.5%	26.1%	18.0%	21.0%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-2. Overall quality of new development in Raleigh</u>						
Excellent	10.2%	7.2%	8.2%	6.7%	7.3%	8.0%
Good	34.5%	39.5%	33.2%	36.4%	35.0%	34.8%
Neutral	33.3%	29.7%	26.0%	28.7%	32.2%	30.0%
Below average	10.2%	11.3%	19.7%	10.8%	16.4%	13.9%
Poor	11.9%	12.3%	13.0%	17.4%	9.0%	13.2%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-3. Overall quality of water & sewer services</u>						
Excellent	15.8%	20.1%	18.1%	17.6%	15.4%	17.3%
Good	53.8%	45.9%	46.0%	50.8%	53.8%	50.0%
Neutral	20.5%	22.7%	20.0%	21.6%	22.0%	21.5%
Below average	8.8%	9.8%	11.6%	6.5%	8.8%	8.8%
Poor	1.2%	1.5%	4.2%	3.5%	0.0%	2.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-4. Quality of drinking water provided by Raleigh Water</u>						
Excellent	21.6%	24.6%	20.4%	23.2%	25.4%	22.8%
Good	49.4%	46.7%	50.2%	49.0%	49.2%	49.1%
Neutral	17.0%	19.5%	19.9%	20.2%	20.4%	19.5%
Below average	8.5%	6.7%	8.1%	6.1%	5.0%	6.9%
Poor	3.4%	2.6%	1.4%	1.5%	0.0%	1.8%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-5. Wastewater services provided by Raleigh Water</u>						
Excellent	22.8%	24.2%	20.5%	17.4%	20.0%	20.8%
Good	57.3%	48.9%	48.3%	53.2%	47.1%	50.6%
Neutral	17.0%	21.5%	22.9%	23.2%	27.1%	22.7%
Below average	1.2%	4.8%	6.3%	3.7%	5.9%	4.5%
Poor	1.8%	0.5%	2.0%	2.6%	0.0%	1.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-6. Overall management of public stormwater runoff/drainage/flood control</u>						
Excellent	13.5%	11.3%	9.4%	7.6%	9.3%	10.1%
Good	38.2%	43.0%	40.6%	43.8%	45.7%	42.1%
Neutral	32.9%	26.9%	25.7%	23.8%	30.2%	28.1%
Below average	11.8%	12.4%	18.3%	15.7%	9.9%	13.7%
Poor	3.5%	6.5%	5.9%	9.2%	4.9%	5.9%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-7. City's overall effort to protect natural resources & environment]</u>						
Excellent	15.1%	10.2%	6.7%	7.4%	9.9%	9.5%
Good	36.0%	43.3%	39.9%	36.0%	38.3%	38.5%
Neutral	29.7%	21.9%	22.6%	24.3%	31.5%	26.0%
Below average	12.8%	13.9%	17.3%	19.0%	14.2%	15.4%
Poor	6.4%	10.7%	13.5%	13.2%	6.2%	10.6%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-8. City's efforts in protecting & improving water quality in local streams & lakes</u>						
Excellent	15.6%	5.5%	6.5%	5.2%	4.2%	7.1%
Good	34.1%	42.3%	35.1%	28.5%	37.5%	35.3%
Neutral	28.1%	27.6%	29.7%	33.7%	37.5%	31.2%
Below average	14.8%	17.8%	16.2%	18.6%	14.6%	16.9%
Poor	7.4%	6.7%	12.4%	14.0%	6.3%	9.5%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-9. Residential garbage collection services</u>						
Excellent	30.6%	26.9%	25.2%	25.3%	29.4%	26.9%
Good	54.9%	48.2%	57.9%	57.1%	57.8%	55.0%
Neutral	12.7%	14.5%	10.7%	8.1%	8.9%	11.4%
Below average	1.2%	6.7%	4.7%	6.1%	3.3%	4.4%
Poor	0.6%	3.6%	1.4%	3.5%	0.6%	2.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-10. Residential curbside recycling services</u>						
Excellent	29.2%	26.6%	25.1%	26.2%	26.5%	26.2%
Good	51.2%	44.3%	57.3%	52.8%	58.6%	52.4%
Neutral	13.1%	16.1%	10.9%	12.8%	9.4%	13.0%
Below average	4.8%	9.9%	4.3%	4.1%	5.0%	5.6%
Poor	1.8%	3.1%	2.4%	4.1%	0.6%	2.8%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-11. Residential yard waste collection services</u>						
Excellent	24.2%	21.9%	19.7%	20.1%	23.1%	21.3%
Good	54.4%	33.2%	50.0%	45.0%	46.7%	45.2%
Neutral	11.4%	20.3%	14.1%	12.2%	14.2%	14.8%
Below average	8.1%	14.4%	6.6%	12.2%	10.7%	10.2%
Poor	2.0%	10.2%	9.6%	10.6%	5.3%	8.5%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q6-12. Bulky item pick-up/removal services</u>						
Excellent	19.5%	17.1%	17.6%	13.4%	13.3%	15.8%
Good	36.6%	37.0%	37.6%	43.7%	33.6%	37.3%
Neutral	27.6%	21.2%	32.1%	23.2%	35.9%	28.3%
Below average	8.1%	18.5%	6.1%	10.6%	15.6%	11.8%
Poor	8.1%	6.2%	6.7%	9.2%	1.6%	6.8%

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=1045

Q27. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q7. Sum of top 3 choices

How well City of Raleigh is managing growth	74.3%	71.7%	75.9%	72.4%	66.8%	71.8%
Overall quality of new development in Raleigh	51.9%	37.6%	45.0%	39.9%	50.3%	44.7%
Overall quality of water & sewer services	13.1%	20.5%	9.5%	15.3%	13.4%	14.0%
Quality of drinking water provided by Raleigh Water	25.7%	22.0%	24.1%	22.7%	17.1%	21.9%
Wastewater services provided by Raleigh Water	2.2%	2.9%	4.1%	3.9%	3.2%	3.3%
Overall management of public stormwater runoff/drainage/ flood control	21.9%	20.5%	22.3%	20.2%	25.7%	22.2%
City's overall effort to protect natural resources & environment	61.2%	42.9%	42.3%	38.9%	35.8%	43.5%

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) (cont.)

N=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q7. Sum of top 3 choices (cont.)

City's efforts in protecting & improving water quality in local streams & lakes	21.3%	24.4%	25.0%	25.1%	19.3%	22.8%
Residential garbage collection services	1.6%	7.8%	2.7%	3.9%	5.3%	4.4%
Residential curbside recycling services	4.9%	8.8%	4.1%	4.4%	5.3%	5.4%
Residential yard waste collection services	5.5%	14.1%	11.8%	13.3%	13.4%	11.8%
Bulky item pick-up/removal services	7.1%	9.3%	7.7%	10.3%	9.1%	8.7%
None chosen	1.1%	2.9%	5.9%	5.9%	8.0%	5.4%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q8-1. Your familiarity with City of Raleigh's plans for development & growth</u>						
Very familiar	11.7%	9.0%	13.7%	10.6%	9.5%	11.4%
Somewhat familiar	36.9%	37.7%	39.3%	38.2%	38.1%	38.3%
Slightly familiar	33.0%	34.2%	29.9%	34.2%	34.5%	32.9%
Not at all familiar	18.4%	19.1%	17.1%	17.1%	17.9%	17.4%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q8-2. Your familiarity with City of Raleigh's volunteer opportunities</u>						
Very familiar	8.5%	8.8%	13.0%	9.3%	7.1%	9.5%
Somewhat familiar	24.3%	24.2%	28.5%	26.9%	34.9%	27.8%
Slightly familiar	29.4%	27.8%	23.7%	31.1%	21.9%	26.8%
Not at all familiar	37.9%	39.2%	34.8%	32.6%	36.1%	35.9%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q8-3. Your familiarity with City of Raleigh's fire prevention/education services</u>						
Very familiar	1.7%	5.2%	10.7%	6.2%	6.7%	6.6%
Somewhat familiar	17.2%	18.1%	23.9%	28.0%	31.1%	23.3%
Slightly familiar	24.1%	28.5%	20.5%	30.1%	34.1%	27.5%
Not at all familiar	56.9%	48.2%	44.9%	35.8%	28.0%	42.5%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-1. Overall quality of services provided by City of Raleigh</u>						
Excellent	14.7%	14.0%	10.5%	10.4%	8.1%	11.8%
Good	54.0%	60.1%	61.4%	57.0%	64.5%	58.5%
Neutral	27.6%	20.7%	21.0%	23.8%	20.3%	22.9%
Below average	3.7%	4.7%	3.8%	7.3%	5.8%	5.2%
Poor	0.0%	0.5%	3.3%	1.6%	1.2%	1.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-2. Quality of customer service you receive from City employees</u>						
Excellent	17.7%	16.1%	15.7%	14.3%	15.4%	15.8%
Good	45.4%	48.9%	53.9%	48.9%	47.9%	48.6%
Neutral	30.8%	26.4%	23.6%	20.9%	27.2%	25.7%
Below average	4.6%	6.3%	4.2%	14.8%	7.1%	7.6%
Poor	1.5%	2.3%	2.6%	1.1%	2.4%	2.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-3. Overall knowledge of City employees</u>						
Excellent	15.4%	11.0%	12.2%	7.1%	6.7%	10.1%
Good	40.7%	47.6%	43.1%	42.0%	35.6%	41.4%
Neutral	30.1%	30.5%	37.0%	39.6%	40.9%	36.4%
Below average	10.6%	7.3%	5.5%	8.9%	14.8%	9.1%
Poor	3.3%	3.7%	2.2%	2.4%	2.0%	2.9%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-4. Effectiveness of City communication with the public</u>						
Excellent	6.1%	6.4%	7.8%	5.8%	3.5%	6.1%
Good	35.4%	34.6%	32.5%	30.7%	35.3%	33.6%
Neutral	45.1%	37.8%	38.3%	33.3%	35.9%	37.3%
Below average	11.6%	16.5%	14.1%	17.5%	20.0%	15.9%
Poor	1.8%	4.8%	7.3%	12.7%	5.3%	7.1%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-5. The job City of Raleigh does at welcoming community member involvement</u>						
Excellent	9.0%	5.3%	7.9%	7.1%	3.0%	6.5%
Good	32.1%	28.9%	22.0%	18.6%	17.2%	23.4%
Neutral	38.8%	42.1%	41.8%	36.5%	47.8%	41.1%
Below average	17.2%	16.4%	17.5%	21.2%	20.1%	18.5%
Poor	3.0%	7.2%	10.7%	16.7%	11.9%	10.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-6. Your ability to access the information you need about City of Raleigh</u>						
Excellent	11.2%	10.8%	7.5%	9.5%	4.0%	8.5%
Good	50.6%	47.9%	49.1%	46.0%	46.0%	47.1%
Neutral	27.6%	27.3%	28.3%	25.9%	33.0%	28.9%
Below average	9.4%	9.3%	9.0%	11.6%	14.2%	11.0%
Poor	1.2%	4.6%	6.1%	6.9%	2.8%	4.5%

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

N=1045

Q27. Your age					Total
18-34	35-44	45-54	55-64	65+	

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	9.7%	8.2%	9.8%	11.0%	2.1%	8.4%
Good	26.9%	31.2%	32.2%	36.8%	38.4%	33.0%
Neutral	41.4%	38.8%	39.9%	35.5%	48.6%	40.7%
Below average	19.3%	14.7%	11.5%	11.6%	8.9%	12.9%
Poor	2.8%	7.1%	6.6%	5.2%	2.1%	4.9%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-8. Water & wastewater customer service</u>						
Excellent	19.6%	16.1%	19.2%	10.5%	16.0%	16.1%
Good	48.9%	42.7%	51.9%	57.2%	48.6%	49.4%
Neutral	27.2%	35.5%	23.1%	25.7%	29.9%	28.7%
Below average	2.2%	4.0%	4.5%	5.9%	4.9%	4.7%
Poor	2.2%	1.6%	1.3%	0.7%	0.7%	1.1%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-9. Stormwater customer service</u>						
Excellent	15.4%	8.9%	14.3%	4.8%	10.5%	10.6%
Good	50.0%	37.6%	38.3%	40.3%	36.8%	39.8%
Neutral	30.8%	46.5%	39.1%	41.1%	39.5%	40.3%
Below average	3.8%	5.0%	5.3%	10.5%	12.3%	7.3%
Poor	0.0%	2.0%	3.0%	3.2%	0.9%	2.1%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-10. Solid waste customer service</u>						
Excellent	19.8%	17.7%	20.4%	17.3%	12.9%	17.7%
Good	48.4%	43.1%	48.1%	51.3%	52.5%	47.8%
Neutral	25.3%	28.5%	22.8%	25.6%	28.1%	26.7%
Below average	3.3%	7.7%	6.8%	4.5%	4.3%	5.5%
Poor	3.3%	3.1%	1.9%	1.3%	2.2%	2.3%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-11. Development Services customer service</u>						
Excellent	14.7%	6.1%	12.6%	1.0%	4.0%	7.6%
Good	32.4%	28.3%	26.1%	27.0%	35.0%	29.0%
Neutral	47.1%	50.5%	47.1%	59.0%	43.0%	49.5%
Below average	5.9%	9.1%	9.2%	6.0%	12.0%	8.4%
Poor	0.0%	6.1%	5.0%	7.0%	6.0%	5.5%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-12. Parks, Recreation, & Cultural Resources customer service</u>						
Excellent	31.1%	32.7%	27.7%	21.9%	21.0%	26.3%
Good	47.5%	44.9%	47.0%	52.3%	53.6%	48.3%
Neutral	17.2%	19.9%	18.7%	23.2%	25.4%	21.7%
Below average	2.5%	2.6%	4.8%	2.6%	0.0%	2.9%
Poor	1.6%	0.0%	1.8%	0.0%	0.0%	0.8%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-13. City Utility Billing & Payment (Customer Care & Billing) customer service</u>						
Excellent	19.6%	17.6%	19.9%	17.1%	16.9%	18.0%
Good	49.5%	47.7%	49.4%	57.9%	51.3%	50.6%
Neutral	24.3%	26.1%	23.9%	17.1%	26.6%	24.4%
Below average	5.6%	5.2%	4.5%	6.1%	3.2%	5.0%
Poor	0.9%	3.3%	2.3%	1.8%	1.9%	2.0%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-14. Contacting City of Raleigh employees</u>						
Excellent	15.1%	10.0%	11.3%	5.7%	6.3%	9.6%
Good	39.6%	43.6%	35.8%	39.5%	45.1%	39.9%
Neutral	33.0%	36.4%	35.8%	34.4%	30.6%	34.2%
Below average	8.5%	5.0%	10.7%	16.6%	12.5%	11.1%
Poor	3.8%	5.0%	6.3%	3.8%	5.6%	5.1%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-15. Making a service request</u>						
Excellent	20.2%	9.3%	10.7%	10.5%	6.5%	11.0%
Good	41.4%	48.6%	44.6%	43.1%	49.3%	44.6%
Neutral	28.3%	26.4%	28.6%	29.4%	34.8%	30.1%
Below average	6.1%	12.1%	11.9%	13.1%	9.4%	11.2%
Poor	4.0%	3.6%	4.2%	3.9%	0.0%	3.1%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-16. Locating information on City's website</u>						
Excellent	12.3%	12.7%	9.0%	7.9%	6.9%	9.9%
Good	45.1%	50.8%	42.8%	45.5%	46.5%	45.5%
Neutral	31.5%	21.7%	28.9%	29.6%	32.7%	28.7%
Below average	8.6%	10.1%	12.9%	9.0%	9.4%	10.6%
Poor	2.5%	4.8%	6.5%	7.9%	4.4%	5.2%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9-17. Paying City utility bill</u>						
Excellent	33.3%	32.4%	26.8%	28.7%	25.6%	29.2%
Good	44.9%	48.6%	53.6%	53.7%	55.0%	51.1%
Neutral	15.6%	15.0%	14.4%	15.4%	16.9%	15.8%
Below average	4.8%	3.5%	3.6%	1.6%	1.9%	3.0%
Poor	1.4%	0.6%	1.5%	0.5%	0.6%	0.9%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q9-18. Paying fees for parks & recreation programs

Excellent	22.0%	22.6%	13.4%	16.9%	10.8%	17.2%
Good	47.5%	47.1%	48.4%	48.6%	45.0%	46.7%
Neutral	23.7%	21.9%	31.2%	28.2%	40.0%	29.5%
Below average	5.9%	7.1%	4.5%	2.8%	2.5%	4.6%
Poor	0.8%	1.3%	2.5%	3.5%	1.7%	1.9%

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? (top 3)

N=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q10. Sum of top 3 choices

Overall quality of services provided by City of Raleigh	45.4%	37.6%	34.5%	37.9%	32.1%	36.9%
Quality of customer service you receive from City employees	15.8%	20.0%	17.7%	25.6%	19.8%	19.9%
Overall knowledge of City employees	8.7%	19.0%	11.8%	9.4%	14.4%	12.8%
Effectiveness of City communication with the public	53.0%	39.5%	45.5%	45.8%	46.5%	45.0%
The job City of Raleigh government does at welcoming community member involvement	24.6%	26.3%	30.0%	23.6%	23.5%	25.4%
Your ability to access the information you need about City of Raleigh	29.0%	16.1%	27.7%	24.6%	17.1%	22.6%

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? (top 3) (cont.)

N=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q10. Sum of top 3 choices (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)	36.1%	35.6%	25.5%	21.7%	22.5%	27.8%
Water & wastewater customer service	3.3%	3.4%	3.6%	3.9%	4.3%	3.8%
Stormwater customer service	1.6%	2.0%	4.1%	5.9%	3.2%	3.5%
Solid waste customer service	2.7%	6.3%	5.9%	3.9%	5.3%	4.8%
Development Services customer service	6.0%	5.9%	8.2%	5.9%	7.0%	6.5%
Parks, Recreation, & Cultural Resources customer service	9.3%	6.3%	6.4%	7.4%	7.0%	7.2%
City Utility Billing & Payment (Customer Care & Billing) customer service	2.7%	4.4%	3.6%	4.4%	2.7%	3.9%
Contacting City of Raleigh employees	5.5%	7.3%	7.3%	9.9%	9.1%	7.8%

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? (top 3) (cont.)

N=1045

	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q10. Sum of top 3 choices (cont.)</u>						
Making a service request	9.3%	6.8%	5.9%	10.3%	11.8%	8.5%
Locating information on City's website	13.7%	12.7%	10.9%	12.3%	11.8%	12.0%
Paying City utility bill	2.2%	5.4%	1.8%	2.0%	2.1%	2.7%
Paying fees for parks & recreation programs	3.8%	5.4%	4.1%	5.9%	7.0%	5.2%
None chosen	6.6%	9.3%	11.8%	9.4%	12.8%	10.8%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q11. Your preferred sources for receiving information about City of Raleigh</u>						
City website	80.3%	77.6%	72.3%	70.0%	62.0%	71.2%
Nextdoor	16.9%	17.1%	17.7%	23.6%	25.1%	20.4%
RTN (City's cable station)	1.6%	2.4%	2.7%	4.4%	3.7%	2.9%
City social media sites (Twitter, Facebook, Instagram)	55.7%	33.7%	27.3%	28.6%	18.7%	32.2%
Local television	28.4%	50.2%	55.0%	57.1%	63.6%	51.0%
Local newspaper	10.9%	10.7%	10.5%	17.7%	23.5%	14.4%
Radio	15.8%	11.2%	16.8%	12.3%	14.4%	14.3%
Email subscriptions (GovDelivery)	30.1%	23.9%	26.4%	27.1%	17.6%	24.9%
In-person events	12.0%	8.8%	10.5%	6.4%	5.9%	8.7%
Local media websites	27.9%	28.3%	25.9%	23.6%	22.5%	25.4%
Other	6.6%	2.9%	4.5%	1.5%	5.3%	3.9%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-1. Quality of police services</u>						
Excellent	17.2%	15.5%	15.4%	21.4%	20.5%	17.8%
Good	39.5%	54.1%	52.7%	51.3%	49.4%	49.3%
Neutral	19.7%	16.6%	21.4%	16.6%	20.5%	19.4%
Below average	16.6%	8.8%	8.5%	6.4%	9.1%	9.4%
Poor	7.0%	5.0%	2.0%	4.3%	0.6%	4.0%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-2. Response time for police services</u>						
Excellent	14.8%	15.1%	15.3%	12.6%	19.6%	15.5%
Good	40.0%	49.6%	49.3%	51.0%	37.7%	45.0%
Neutral	25.2%	18.7%	22.0%	23.8%	33.3%	24.9%
Below average	13.9%	9.4%	9.3%	9.9%	8.7%	9.9%
Poor	6.1%	7.2%	4.0%	2.6%	0.7%	4.7%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q12-3. Overall police relationship with your community

Excellent	15.0%	17.7%	18.2%	16.9%	20.6%	18.3%
Good	35.4%	47.6%	48.7%	50.6%	50.9%	46.5%
Neutral	23.8%	17.1%	24.6%	21.9%	23.0%	22.0%
Below average	13.6%	9.1%	4.8%	6.7%	4.8%	7.5%
Poor	12.2%	8.5%	3.7%	3.9%	0.6%	5.7%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q12-4. Quality of fire services

Excellent	37.5%	33.3%	40.7%	47.6%	37.7%	39.4%
Good	50.0%	55.3%	46.3%	45.1%	49.4%	48.9%
Neutral	11.7%	8.7%	13.0%	6.7%	9.9%	10.3%
Below average	0.8%	2.0%	0.0%	0.6%	1.9%	1.0%
Poor	0.0%	0.7%	0.0%	0.0%	1.2%	0.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-5. Response time for fire services</u>						
Excellent	38.8%	35.1%	44.7%	51.4%	36.4%	41.2%
Good	50.0%	47.3%	40.0%	40.7%	48.1%	44.7%
Neutral	10.2%	15.3%	14.0%	7.1%	13.2%	12.5%
Below average	1.0%	1.5%	1.3%	0.7%	0.8%	1.2%
Poor	0.0%	0.8%	0.0%	0.0%	1.6%	0.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-6. Overall quality of service provided by 9-1-1 operators</u>						
Excellent	30.0%	26.4%	30.0%	33.6%	34.2%	31.0%
Good	51.0%	48.8%	46.4%	50.4%	46.8%	48.3%
Neutral	11.0%	19.0%	17.1%	13.0%	18.9%	16.0%
Below average	6.0%	4.1%	4.3%	3.1%	0.0%	3.5%
Poor	2.0%	1.7%	2.1%	0.0%	0.0%	1.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-7. Enforcement of City codes & ordinances</u>						
Excellent	10.2%	8.2%	6.9%	2.9%	4.2%	6.4%
Good	29.6%	37.3%	35.2%	34.3%	35.8%	34.9%
Neutral	46.3%	29.9%	31.0%	36.5%	42.5%	36.0%
Below average	10.2%	11.2%	14.5%	13.1%	11.7%	12.2%
Poor	3.7%	13.4%	12.4%	13.1%	5.8%	10.5%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-8. Enforcement of junk & debris cleanup on private property</u>						
Excellent	10.5%	5.3%	7.2%	4.5%	2.4%	6.5%
Good	22.9%	26.3%	27.0%	22.0%	17.1%	22.5%
Neutral	25.7%	27.8%	25.7%	34.1%	44.7%	31.4%
Below average	25.7%	21.1%	19.1%	28.0%	26.0%	23.4%
Poor	15.2%	19.5%	21.1%	11.4%	9.8%	16.2%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-9. Overall cleanliness of Raleigh</u>						
Excellent	9.4%	9.0%	9.2%	9.2%	8.0%	9.1%
Good	48.9%	45.7%	41.9%	40.8%	51.1%	44.8%
Neutral	27.2%	26.1%	26.3%	26.5%	21.6%	25.9%
Below average	11.1%	12.6%	15.7%	14.8%	13.1%	13.6%
Poor	3.3%	6.5%	6.9%	8.7%	6.3%	6.6%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-10. Cleanliness of Downtown Raleigh</u>						
Excellent	11.2%	12.4%	11.5%	11.4%	9.1%	10.9%
Good	50.3%	47.9%	42.6%	42.4%	56.4%	47.4%
Neutral	23.5%	25.8%	29.7%	31.0%	22.4%	26.8%
Below average	12.3%	9.3%	12.0%	9.8%	10.9%	11.1%
Poor	2.8%	4.6%	4.3%	5.4%	1.2%	3.9%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-11. Cleanliness of your neighborhood</u>						
Excellent	25.3%	22.5%	27.3%	23.6%	30.8%	26.2%
Good	45.1%	48.5%	46.3%	53.8%	47.8%	47.7%
Neutral	14.8%	15.5%	17.1%	13.1%	12.6%	15.2%
Below average	11.5%	9.0%	6.0%	6.5%	6.6%	7.6%
Poor	3.3%	4.5%	3.2%	3.0%	2.2%	3.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-12. Cleanliness of City parks</u>						
Excellent	28.7%	19.3%	22.6%	17.2%	12.3%	20.2%
Good	52.2%	57.9%	51.4%	61.1%	71.0%	57.8%
Neutral	14.0%	18.3%	18.3%	13.3%	13.6%	16.1%
Below average	5.1%	3.0%	4.8%	5.6%	1.9%	4.1%
Poor	0.0%	1.5%	2.9%	2.8%	1.2%	1.8%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-13. Cleanliness of City greenways</u>						
Excellent	25.3%	19.4%	23.3%	20.1%	14.7%	20.5%
Good	54.6%	52.9%	47.2%	57.3%	58.7%	53.2%
Neutral	11.5%	19.4%	18.1%	15.2%	22.4%	17.8%
Below average	8.0%	5.8%	6.7%	4.9%	2.8%	5.9%
Poor	0.6%	2.6%	4.7%	2.4%	1.4%	2.5%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-14. Impact of changes being made in & around your neighborhood</u>						
Excellent	11.6%	3.8%	5.7%	4.5%	4.5%	6.0%
Good	30.3%	31.1%	28.4%	29.0%	26.3%	28.7%
Neutral	36.1%	41.5%	35.6%	35.2%	37.2%	37.1%
Below average	12.9%	13.1%	13.9%	10.2%	18.6%	13.6%
Poor	9.0%	10.4%	16.5%	21.0%	13.5%	14.6%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

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

Excellent	8.8%	1.6%	4.4%	3.8%	3.6%	4.4%
Good	17.6%	24.6%	17.6%	15.7%	14.5%	18.3%
Neutral	27.0%	23.5%	27.9%	27.6%	30.9%	27.2%
Below average	26.4%	26.7%	20.1%	23.8%	24.8%	23.9%
Poor	20.1%	23.5%	29.9%	29.2%	26.1%	26.2%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q12-16. Variety of housing options

Excellent	5.7%	4.1%	6.5%	4.8%	2.4%	5.0%
Good	20.5%	25.4%	23.4%	22.6%	27.4%	24.1%
Neutral	24.4%	19.7%	22.9%	27.4%	26.8%	23.9%
Below average	24.4%	25.9%	24.4%	24.2%	24.4%	24.5%
Poor	25.0%	24.9%	22.9%	21.0%	18.9%	22.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-17. Availability of affordable housing</u>						
Excellent	2.4%	1.1%	3.5%	3.5%	1.3%	2.9%
Good	6.5%	9.3%	8.5%	11.6%	7.0%	8.9%
Neutral	14.3%	15.3%	20.4%	15.1%	22.8%	17.4%
Below average	31.5%	30.1%	21.9%	32.0%	30.4%	28.4%
Poor	45.2%	44.3%	45.8%	37.8%	38.6%	42.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-18. Neighborliness of residents</u>						
Excellent	17.7%	11.2%	12.2%	13.9%	14.9%	13.7%
Good	41.7%	40.8%	50.2%	50.0%	56.0%	47.5%
Neutral	27.4%	31.1%	29.6%	23.7%	22.9%	27.2%
Below average	8.6%	10.2%	5.2%	7.7%	5.1%	7.3%
Poor	4.6%	6.6%	2.8%	4.6%	1.1%	4.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-19. Openness & acceptance of the community towards people of diverse backgrounds</u>						
Excellent	18.6%	13.3%	13.7%	15.9%	7.4%	14.1%
Good	44.9%	46.3%	45.6%	47.8%	54.3%	47.3%
Neutral	24.6%	26.1%	26.5%	25.3%	27.8%	26.1%
Below average	9.6%	8.5%	10.3%	8.8%	7.4%	8.7%
Poor	2.4%	5.9%	3.9%	2.2%	3.1%	3.7%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-20. Your neighborhood's ability to support a healthy & active lifestyle</u>						
Excellent	19.4%	22.2%	25.4%	25.8%	18.2%	22.7%
Good	42.2%	48.5%	49.8%	50.5%	57.4%	49.3%
Neutral	22.8%	14.6%	18.7%	16.7%	19.3%	18.3%
Below average	8.3%	9.6%	3.8%	5.1%	4.5%	6.3%
Poor	7.2%	5.1%	2.4%	2.0%	0.6%	3.4%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-21. Your access to City parks, greenways, & community centers</u>						
Excellent	32.8%	36.8%	38.1%	40.3%	29.2%	35.6%
Good	46.1%	44.8%	47.9%	46.9%	56.7%	48.6%
Neutral	13.3%	10.9%	10.2%	10.2%	11.2%	11.0%
Below average	4.4%	4.0%	1.4%	1.5%	1.1%	2.6%
Poor	3.3%	3.5%	2.3%	1.0%	1.7%	2.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-22. Overall quality of parks & recreation programs & services</u>						
Excellent	25.4%	35.1%	33.7%	35.3%	23.2%	30.5%
Good	60.1%	47.9%	49.0%	50.0%	61.0%	53.2%
Neutral	12.1%	12.9%	13.9%	12.1%	15.2%	13.5%
Below average	1.7%	1.5%	2.4%	1.6%	0.6%	1.6%
Poor	0.6%	2.6%	1.0%	1.1%	0.0%	1.1%

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=1045

	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q13. Sum of top 3 choices</u>						
Quality of police services	16.4%	21.0%	23.2%	26.1%	28.9%	22.6%
Response time for police services	9.3%	11.2%	9.5%	11.3%	11.8%	10.6%
Overall police relationship with your community	19.1%	13.7%	19.1%	20.7%	17.6%	17.9%
Quality of fire services	2.2%	2.4%	5.5%	7.9%	8.0%	5.3%
Response time for fire services	2.2%	3.9%	2.7%	3.0%	3.7%	3.1%
Overall quality of service provided by 9-1-1 operators	2.2%	2.4%	7.7%	3.9%	3.2%	4.2%
Enforcement of City codes & ordinances	4.4%	11.2%	13.2%	19.7%	15.5%	12.9%
Enforcement of junk & debris cleanup on private property	5.5%	14.1%	16.8%	18.2%	21.9%	15.1%
Overall cleanliness of Raleigh	23.0%	24.4%	22.7%	21.2%	14.4%	21.2%
Cleanliness of Downtown Raleigh	13.1%	11.7%	7.7%	6.4%	4.8%	8.7%

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? (top 3) (cont.)

N=1045

	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q13. Sum of top 3 choices (cont.)</u>						
Cleanliness of your neighborhood	7.7%	7.8%	2.7%	3.9%	4.3%	5.5%
Cleanliness of City parks	3.3%	4.9%	5.0%	1.0%	1.1%	3.2%
Cleanliness of City greenways	7.1%	5.4%	4.5%	1.5%	1.1%	4.0%
Impact of changes being made in & around your neighborhood	15.8%	16.1%	18.2%	22.2%	24.6%	19.3%
New construction's compatibility with existing neighborhood building patterns	24.0%	31.7%	32.3%	33.5%	36.4%	31.5%
Variety of housing options	29.0%	22.9%	20.0%	18.2%	15.0%	20.9%
Availability of affordable housing	55.2%	45.9%	42.3%	34.5%	34.2%	41.5%
Neighborliness of residents	2.7%	3.4%	1.4%	3.0%	3.2%	2.6%
Openness & acceptance of the community towards people of diverse backgrounds	10.9%	5.9%	10.0%	7.9%	6.4%	8.0%

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) (cont.)

N=1045

Q27. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q13. Sum of top 3 choices (cont.)

Your neighborhood's ability to support a healthy & active lifestyle	10.9%	4.4%	1.8%	2.5%	2.7%	4.3%
Your access to City parks, greenways, & community centers	14.2%	8.8%	3.2%	3.4%	2.1%	6.0%
Overall quality of parks & recreation programs & services	11.5%	7.3%	4.1%	4.9%	3.2%	5.8%
None chosen	2.2%	3.9%	5.0%	5.4%	9.1%	5.6%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-1. In Raleigh overall</u>						
Very safe	29.1%	24.9%	22.5%	17.2%	10.4%	20.4%
Safe	53.3%	58.7%	56.9%	62.6%	67.8%	59.3%
Neutral	16.5%	14.4%	15.1%	14.1%	16.9%	16.3%
Unsafe	1.1%	2.0%	4.1%	5.1%	4.4%	3.4%
Very unsafe	0.0%	0.0%	1.4%	1.0%	0.5%	0.6%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-2. In City parks & greenways</u>						
Very safe	26.3%	19.2%	13.3%	10.9%	9.0%	15.7%
Safe	44.1%	50.0%	52.6%	49.7%	51.8%	49.2%
Neutral	22.9%	22.2%	24.2%	24.0%	26.5%	24.4%
Unsafe	5.6%	8.1%	8.5%	13.7%	10.2%	9.4%
Very unsafe	1.1%	0.5%	1.4%	1.6%	2.4%	1.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-3. In Downtown Raleigh during the day</u>						
Very safe	36.3%	33.3%	29.1%	24.2%	18.3%	27.9%
Safe	48.6%	56.7%	58.2%	55.3%	62.3%	56.3%
Neutral	11.7%	9.5%	8.9%	15.8%	13.7%	12.0%
Unsafe	2.8%	0.5%	3.3%	4.7%	5.7%	3.5%
Very unsafe	0.6%	0.0%	0.5%	0.0%	0.0%	0.3%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-4. In Downtown Raleigh at night</u>						
Very safe	11.7%	7.3%	10.3%	6.2%	4.2%	8.1%
Safe	30.7%	43.5%	30.9%	29.4%	25.0%	31.5%
Neutral	33.5%	33.2%	29.9%	36.7%	40.3%	34.7%
Unsafe	19.6%	15.0%	23.0%	20.3%	25.7%	20.8%
Very unsafe	4.5%	1.0%	5.9%	7.3%	4.9%	4.9%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-5. In your neighborhood during the day</u>						
Very safe	54.1%	56.7%	56.4%	57.3%	50.3%	54.6%
Safe	37.0%	36.8%	39.9%	35.7%	44.3%	39.0%
Neutral	7.7%	5.5%	3.7%	4.5%	4.4%	5.2%
Unsafe	1.1%	1.0%	0.0%	2.0%	1.1%	1.0%
Very unsafe	0.0%	0.0%	0.0%	0.5%	0.0%	0.2%

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

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q14-6. In your neighborhood at night</u>						
Very safe	28.6%	35.1%	32.9%	31.8%	25.6%	31.0%
Safe	38.5%	41.6%	39.7%	48.0%	48.3%	42.7%
Neutral	22.5%	16.3%	19.6%	13.6%	18.9%	18.5%
Unsafe	7.1%	5.0%	6.8%	5.1%	6.7%	6.2%
Very unsafe	3.3%	2.0%	0.9%	1.5%	0.6%	1.8%

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=1045

	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q15. Sum of top 2 choices</u>						
In Raleigh overall	42.6%	44.4%	51.8%	47.8%	53.5%	47.8%
In City parks & greenways	44.3%	49.3%	39.1%	43.3%	38.5%	42.2%
In Downtown Raleigh during the day	14.8%	6.3%	9.1%	10.8%	8.0%	9.8%
In Downtown Raleigh at night	62.8%	60.5%	57.7%	58.1%	47.1%	56.9%
In your neighborhood during the day	3.3%	2.9%	2.7%	3.4%	4.8%	3.4%
In your neighborhood at night	19.1%	21.5%	19.5%	18.7%	19.8%	19.6%
None chosen	4.9%	6.3%	8.6%	7.4%	10.2%	8.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-1. Overall traffic flow in Raleigh</u>						
Excellent	4.4%	3.0%	5.1%	3.1%	1.7%	3.5%
Good	26.5%	36.5%	28.6%	28.7%	34.5%	30.9%
Neutral	29.8%	25.6%	24.4%	19.5%	28.8%	25.3%
Below average	27.1%	21.7%	23.5%	27.7%	20.3%	24.4%
Poor	12.2%	13.3%	18.4%	21.0%	14.7%	15.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-2. Ability to predict travel time to places in Raleigh</u>						
Excellent	11.2%	5.5%	6.4%	4.6%	2.8%	6.1%
Good	49.2%	49.3%	46.1%	39.5%	40.4%	44.9%
Neutral	21.2%	25.4%	18.7%	22.6%	25.8%	22.9%
Below average	14.5%	13.4%	18.3%	20.0%	22.5%	17.5%
Poor	3.9%	6.5%	10.5%	13.3%	8.4%	8.6%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-3. Overall maintenance of City streets</u>						
Excellent	4.9%	5.0%	5.0%	4.0%	1.1%	4.2%
Good	40.7%	31.2%	27.9%	28.8%	30.4%	31.3%
Neutral	28.6%	25.2%	27.9%	25.3%	33.7%	28.2%
Below average	17.6%	24.8%	23.7%	25.3%	23.9%	23.0%
Poor	8.2%	13.9%	15.5%	16.7%	10.9%	13.3%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-4. Overall condition of major City streets</u>						
Excellent	5.5%	5.4%	6.4%	4.1%	2.2%	4.9%
Good	44.8%	33.2%	32.9%	34.0%	36.8%	36.0%
Neutral	29.3%	32.7%	21.5%	24.4%	33.5%	28.1%
Below average	14.4%	17.3%	25.1%	23.4%	17.6%	19.7%
Poor	6.1%	11.4%	14.2%	14.2%	9.9%	11.3%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-5. Condition of streets in your neighborhood</u>						
Excellent	18.2%	14.4%	9.7%	14.1%	11.4%	13.5%
Good	51.4%	51.0%	53.9%	51.5%	51.6%	51.8%
Neutral	19.3%	20.3%	19.8%	18.7%	21.2%	20.0%
Below average	8.3%	9.4%	10.1%	9.6%	12.0%	9.7%
Poor	2.8%	5.0%	6.5%	6.1%	3.8%	5.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-6. Overall condition of City sidewalks</u>						
Excellent	8.9%	6.0%	7.1%	8.0%	4.6%	6.8%
Good	42.2%	43.8%	40.8%	40.4%	43.1%	41.6%
Neutral	30.6%	28.4%	29.9%	30.3%	32.8%	30.5%
Below average	12.8%	12.4%	15.2%	13.3%	12.6%	13.6%
Poor	5.6%	9.5%	7.1%	8.0%	6.9%	7.4%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q16-7. Availability of sidewalks in Raleigh

Excellent	6.1%	7.0%	6.1%	7.3%	1.2%	5.6%
Good	30.6%	33.3%	38.5%	35.2%	41.2%	35.9%
Neutral	22.8%	24.9%	31.9%	24.4%	31.8%	26.8%
Below average	24.4%	21.9%	12.7%	22.8%	18.2%	19.8%
Poor	16.1%	12.9%	10.8%	10.4%	7.6%	11.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q16-8. Condition of sidewalks in your neighborhood

Excellent	18.5%	12.1%	15.9%	17.7%	12.1%	15.1%
Good	41.6%	44.7%	42.8%	40.3%	52.1%	44.3%
Neutral	22.5%	21.6%	20.9%	22.7%	20.6%	21.8%
Below average	9.2%	10.5%	12.4%	11.6%	10.9%	10.8%
Poor	8.1%	11.1%	8.0%	7.7%	4.2%	8.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-9. Availability of sidewalks in your neighborhood</u>						
Excellent	14.5%	17.9%	17.6%	17.6%	14.0%	16.4%
Good	35.8%	38.8%	44.3%	40.1%	46.5%	41.2%
Neutral	16.2%	13.8%	16.2%	17.1%	18.0%	16.0%
Below average	12.8%	12.2%	10.0%	14.4%	12.8%	12.5%
Poor	20.7%	17.3%	11.9%	10.7%	8.7%	13.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-10. Availability of bicycle lanes in Raleigh</u>						
Excellent	7.4%	11.4%	12.1%	11.2%	5.4%	9.9%
Good	31.9%	31.9%	32.8%	40.0%	46.3%	36.0%
Neutral	23.3%	32.4%	35.9%	32.9%	38.8%	32.9%
Below average	22.1%	14.1%	12.1%	10.6%	6.8%	13.2%
Poor	15.3%	10.3%	7.1%	5.3%	2.7%	8.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-11. Availability of bicycle lanes in your neighborhood</u>						
Excellent	6.0%	8.4%	12.0%	12.7%	9.2%	9.7%
Good	26.5%	26.4%	24.5%	22.9%	27.5%	25.6%
Neutral	21.1%	32.6%	32.8%	38.6%	35.9%	32.2%
Below average	16.9%	13.5%	16.1%	15.1%	11.3%	14.6%
Poor	29.5%	19.1%	14.6%	10.8%	16.2%	18.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-12. Availability of Downtown parking</u>						
Excellent	12.9%	4.5%	7.2%	3.8%	1.8%	6.0%
Good	28.1%	39.7%	21.6%	31.5%	22.0%	28.1%
Neutral	32.6%	27.6%	29.3%	20.7%	36.6%	29.3%
Below average	18.5%	18.6%	22.6%	23.9%	23.8%	21.9%
Poor	7.9%	9.5%	19.2%	20.1%	15.9%	14.8%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-13. Quality of Downtown parking (e.g., cleanliness, condition)</u>						
Excellent	11.8%	5.0%	6.3%	5.6%	2.7%	6.2%
Good	39.9%	44.2%	30.4%	34.3%	32.4%	35.6%
Neutral	28.7%	30.2%	35.3%	32.6%	40.5%	33.7%
Below average	13.5%	14.6%	14.5%	19.1%	14.2%	15.5%
Poor	6.2%	6.0%	13.5%	8.4%	10.1%	9.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-14. Overall quality of GoRaleigh bus system</u>						
Excellent	6.7%	8.7%	10.5%	8.7%	7.4%	9.0%
Good	33.7%	36.5%	30.5%	29.3%	35.8%	32.9%
Neutral	27.0%	30.8%	32.4%	35.9%	37.0%	32.3%
Below average	19.1%	13.5%	11.4%	14.1%	12.3%	14.1%
Poor	13.5%	10.6%	15.2%	12.0%	7.4%	11.7%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-15. Availability of GoRaleigh bus system</u>						
Excellent	2.2%	9.4%	9.3%	7.3%	6.1%	7.4%
Good	27.5%	24.5%	24.3%	28.1%	28.0%	26.6%
Neutral	20.9%	25.5%	29.9%	30.2%	40.2%	29.0%
Below average	31.9%	25.5%	19.6%	16.7%	17.1%	21.8%
Poor	17.6%	15.1%	16.8%	17.7%	8.5%	15.2%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-16. Cleanliness of GoRaleigh buses</u>						
Excellent	11.3%	4.7%	12.6%	6.9%	15.2%	10.6%
Good	38.8%	47.1%	32.2%	37.5%	33.3%	37.5%
Neutral	32.5%	35.3%	39.1%	43.1%	47.0%	38.8%
Below average	11.3%	4.7%	10.3%	8.3%	3.0%	7.7%
Poor	6.3%	8.2%	5.7%	4.2%	1.5%	5.4%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q16-17. Cleanliness of GoRaleigh bus stops & terminals

Excellent	7.4%	4.9%	9.4%	3.3%	6.2%	6.7%
Good	30.5%	38.8%	21.7%	30.4%	28.4%	29.6%
Neutral	30.5%	35.9%	34.9%	39.1%	46.9%	37.1%
Below average	21.1%	12.6%	15.1%	14.1%	11.1%	14.9%
Poor	10.5%	7.8%	18.9%	13.0%	7.4%	11.7%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	

Q16-18. Availability of electric vehicle charging

Excellent	2.9%	5.8%	7.4%	1.2%	3.3%	4.6%
Good	23.5%	22.1%	19.1%	12.0%	11.5%	17.4%
Neutral	36.8%	36.0%	31.9%	37.3%	57.4%	39.9%
Below average	23.5%	22.1%	21.3%	30.1%	13.1%	22.2%
Poor	13.2%	14.0%	20.2%	19.3%	14.8%	15.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-19. The job City of Raleigh does at providing instructions on how to use GoRaleigh bus system</u>						
Excellent	3.1%	3.7%	8.3%	3.9%	6.6%	5.3%
Good	23.5%	31.8%	21.3%	11.7%	13.2%	21.0%
Neutral	29.6%	29.0%	28.7%	34.0%	43.4%	32.5%
Below average	22.4%	19.6%	17.6%	30.1%	17.1%	21.4%
Poor	21.4%	15.9%	24.1%	20.4%	19.7%	19.8%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-20. Walking to places in Raleigh</u>						
Excellent	11.9%	11.3%	14.4%	6.4%	5.4%	10.1%
Good	39.5%	42.1%	43.5%	35.3%	47.3%	41.6%
Neutral	22.6%	22.1%	25.4%	31.8%	32.4%	26.3%
Below average	13.6%	14.9%	8.6%	20.8%	10.8%	13.8%
Poor	12.4%	9.7%	8.1%	5.8%	4.1%	8.1%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-21. Biking to places in Raleigh</u>						
Excellent	6.1%	5.9%	13.8%	3.0%	4.9%	7.6%
Good	25.4%	28.8%	26.1%	24.2%	26.2%	26.3%
Neutral	30.7%	33.1%	30.4%	38.4%	41.0%	33.8%
Below average	19.3%	18.6%	15.2%	25.3%	18.0%	19.4%
Poor	18.4%	13.6%	14.5%	9.1%	9.8%	12.9%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16-22. Riding GoRaleigh bus to places in Raleigh</u>						
Excellent	4.8%	4.4%	6.8%	6.1%	5.2%	6.5%
Good	19.3%	26.7%	27.3%	20.7%	25.9%	24.0%
Neutral	37.3%	30.0%	39.8%	34.1%	46.6%	36.8%
Below average	20.5%	23.3%	12.5%	23.2%	10.3%	18.0%
Poor	18.1%	15.6%	13.6%	15.9%	12.1%	14.7%

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=1045

	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q17. Sum of top 3 choices</u>						
Overall traffic flow in Raleigh	42.6%	52.2%	53.6%	55.2%	54.0%	51.4%
Ability to predict travel time to places in Raleigh	8.7%	9.3%	11.8%	13.3%	14.4%	11.0%
Overall maintenance of City streets	29.5%	40.0%	44.1%	40.9%	40.1%	39.1%
Overall condition of major City streets	19.7%	31.7%	31.8%	31.5%	34.2%	29.7%
Condition of streets in your neighborhood	5.5%	8.3%	6.8%	7.9%	5.3%	7.1%
Overall condition of City sidewalks	7.1%	6.3%	7.3%	7.9%	8.0%	7.5%
Availability of sidewalks in Raleigh	30.6%	22.0%	15.0%	13.3%	14.4%	18.4%
Condition of sidewalks in your neighborhood	4.4%	6.3%	4.5%	4.9%	6.4%	5.3%
Availability of sidewalks in your neighborhood	10.4%	10.7%	8.2%	6.9%	4.8%	8.1%

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? (top 3) (cont.)

N=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q17. Sum of top 3 choices (cont.)

Availability of bicycle lanes in Raleigh	20.2%	12.7%	10.9%	8.9%	5.9%	11.3%
Availability of bicycle lanes in your neighborhood	5.5%	3.4%	1.4%	2.5%	4.3%	3.2%
Availability of Downtown parking	15.3%	16.1%	21.4%	17.7%	18.7%	18.3%
Quality of Downtown parking (e.g., cleanliness, condition)	9.3%	2.9%	7.7%	7.4%	7.0%	6.6%
Overall quality of GoRaleigh bus system	13.1%	5.9%	7.3%	7.4%	2.1%	7.0%
Availability of GoRaleigh bus system	16.9%	12.7%	12.3%	10.3%	9.1%	11.9%
Cleanliness of GoRaleigh buses	1.1%	0.5%	0.9%	1.0%	0.0%	0.7%
Cleanliness of GoRaleigh bus stops & terminals	3.3%	1.0%	3.2%	1.0%	1.1%	1.8%
Availability of electric vehicle charging	5.5%	6.8%	4.5%	10.3%	5.9%	6.5%

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) (cont.)

N=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q17. Sum of top 3 choices (cont.)

The job City of Raleigh does
at providing instructions on
how to use GoRaleigh bus
system

7.1% 4.4% 7.7% 6.9% 8.0% 6.7%

Walking to places in Raleigh

15.8% 10.7% 6.4% 4.4% 5.9% 8.7%

Biking to places in Raleigh

8.2% 3.9% 3.2% 1.5% 1.6% 3.7%

Riding GoRaleigh bus to
places in Raleigh

5.5% 6.3% 2.3% 5.9% 3.7% 4.6%

None chosen

3.3% 5.4% 7.3% 7.4% 11.2% 7.7%

Q18. In the past 18 months, how often have you used the GoRaleigh bus system? (without "don't know")

N=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q18. How often have you used GoRaleigh bus system in past 18 months

Very frequently	1.7%	0.5%	1.8%	0.5%	0.0%	1.0%
Frequently	5.0%	3.0%	3.2%	1.0%	1.1%	2.8%
Rarely	17.8%	18.5%	13.4%	15.7%	12.2%	15.2%
Never	75.6%	78.0%	81.6%	82.8%	86.7%	81.0%

Q18a. Which ONE of the following is your primary reason for not using the service? (without "not provided")

N=824

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q18a. Your primary reason for not using GoRaleigh bus service

Does not serve the areas I need to visit	21.5%	17.5%	14.9%	14.3%	11.0%	15.3%
Buses do not come frequently enough	11.1%	4.5%	4.8%	7.8%	2.7%	6.0%
Services are not provided during days & hours I would use it	2.2%	1.3%	3.0%	2.6%	2.7%	2.3%
I just prefer to drive	45.2%	62.3%	59.5%	60.4%	76.0%	61.3%
I prefer to walk or bike	3.7%	0.0%	3.0%	0.0%	0.0%	1.3%
I have concerns about public health (e.g., COVID-19, influenza, etc.)	2.2%	1.3%	1.2%	1.9%	2.1%	1.9%
I have concerns about safety	11.1%	5.2%	5.4%	5.2%	2.1%	5.8%
Other	3.0%	7.8%	8.3%	7.8%	3.4%	6.1%

Q19. How often are you currently telecommuting/working from home? (without "don't know")

N=1045

Q27. Your age					Total
18-34	35-44	45-54	55-64	65+	

Q19. How often are you currently telecommuting/working from home

Every work day	31.5%	23.9%	25.2%	15.9%	8.1%	21.3%
A few times within a week	29.3%	34.3%	14.6%	10.4%	7.5%	19.3%
A few times within a month	12.7%	7.5%	7.8%	7.7%	3.1%	7.7%
A few times within a year	5.5%	10.0%	7.3%	4.4%	7.5%	7.0%
Never	21.0%	24.4%	45.1%	61.5%	73.8%	44.6%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-1. Visited a City park or greenway</u>						
Very frequently	35.9%	34.8%	31.9%	24.1%	12.5%	27.7%
Frequently	44.8%	43.8%	36.6%	34.2%	28.8%	37.7%
Rarely	16.6%	18.4%	26.4%	36.7%	44.6%	28.7%
Never	2.8%	3.0%	5.1%	5.0%	14.1%	6.0%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-2. Visited a City community center</u>						
Very frequently	4.5%	4.0%	3.7%	2.5%	3.3%	3.8%
Frequently	22.5%	21.6%	20.5%	15.7%	21.9%	20.4%
Rarely	49.4%	56.3%	55.3%	55.3%	43.7%	52.1%
Never	23.6%	18.1%	20.5%	26.4%	31.1%	23.7%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-3. Participated in a City recreation program or event</u>						
Very frequently	5.1%	7.1%	4.2%	2.0%	3.3%	4.4%
Frequently	23.6%	19.4%	17.6%	14.8%	13.3%	18.0%
Rarely	37.1%	41.3%	47.7%	41.3%	42.5%	42.1%
Never	34.3%	32.1%	30.6%	41.8%	40.9%	35.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-4. Called 9-1-1</u>						
Very frequently	0.0%	0.0%	0.5%	1.5%	0.6%	0.5%
Frequently	1.7%	3.5%	2.8%	2.6%	1.7%	2.6%
Rarely	36.1%	32.8%	31.2%	36.7%	36.0%	34.7%
Never	62.2%	63.6%	65.6%	59.2%	61.8%	62.2%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-5. Contacted City for code enforcement</u>						
Very frequently	0.0%	0.5%	0.9%	0.0%	0.6%	0.4%
Frequently	0.6%	3.6%	4.2%	6.1%	1.1%	3.1%
Rarely	15.1%	19.6%	21.2%	22.4%	19.6%	20.0%
Never	84.4%	76.3%	73.6%	71.4%	78.8%	76.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-6. Had contact with Raleigh Police Department</u>						
Very frequently	1.7%	1.5%	1.4%	1.0%	0.5%	1.3%
Frequently	3.9%	6.0%	5.6%	5.6%	2.7%	4.8%
Rarely	45.9%	46.0%	47.9%	51.0%	51.1%	48.3%
Never	48.6%	46.5%	45.1%	42.4%	45.6%	45.6%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-7. Had contact with Raleigh Fire Department</u>						
Very frequently	1.1%	0.5%	0.9%	0.5%	0.5%	0.7%
Frequently	0.6%	3.0%	2.4%	5.1%	4.9%	3.6%
Rarely	26.8%	26.6%	33.0%	35.7%	36.3%	32.3%
Never	71.5%	69.8%	63.7%	58.7%	58.2%	63.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-8. Attended a City of Raleigh public meeting</u>						
Very frequently	1.7%	1.0%	1.4%	2.1%	1.1%	1.6%
Frequently	5.6%	3.6%	6.1%	6.2%	5.0%	5.3%
Rarely	20.8%	22.1%	27.1%	30.9%	29.8%	26.3%
Never	71.9%	73.3%	65.4%	60.8%	64.1%	66.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-9. Watched a City of Raleigh public meeting (online or television)</u>						
Very frequently	1.7%	1.0%	2.8%	4.6%	0.6%	2.2%
Frequently	9.5%	11.1%	7.9%	10.3%	8.8%	9.8%
Rarely	31.3%	29.8%	36.4%	33.0%	42.5%	34.3%
Never	57.5%	58.1%	52.8%	52.1%	48.1%	53.7%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-10. Contacted City of Raleigh elected officials (in-person, phone, email, or social media/web)</u>						
Very frequently	1.7%	1.0%	1.9%	3.6%	1.1%	1.8%
Frequently	4.5%	7.2%	12.2%	7.1%	9.4%	8.3%
Rarely	25.1%	30.3%	30.0%	36.2%	33.3%	31.4%
Never	68.7%	61.5%	55.9%	53.1%	56.1%	58.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-11. Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint</u>						
Very frequently	5.0%	4.0%	4.7%	4.1%	1.7%	3.8%
Frequently	16.1%	27.8%	26.5%	26.9%	20.4%	23.4%
Rarely	35.0%	44.9%	40.9%	49.2%	57.5%	45.7%
Never	43.9%	23.2%	27.9%	19.8%	20.4%	27.1%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-12. Attended a homeowners association meeting</u>						
Very frequently	3.5%	4.3%	7.7%	6.8%	5.9%	5.6%
Frequently	13.5%	15.5%	18.7%	18.4%	21.2%	17.5%
Rarely	13.5%	17.1%	23.4%	28.9%	21.2%	21.1%
Never	69.6%	63.1%	50.2%	45.8%	51.8%	55.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-13. Attended an event at a City entertainment venue (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheater, Coastal Credit Union Music Park at Walnut Creek)</u>						
Very frequently	7.8%	12.2%	10.4%	4.5%	2.8%	7.6%
Frequently	34.1%	35.7%	38.7%	34.7%	26.7%	33.9%
Rarely	40.8%	41.8%	35.4%	39.7%	44.4%	40.6%
Never	17.3%	10.2%	15.6%	21.1%	26.1%	17.9%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-14. Biked or walked instead of driving</u>						
Very frequently	15.6%	9.1%	10.3%	4.0%	2.8%	8.2%
Frequently	25.7%	21.3%	27.1%	23.6%	15.1%	22.2%
Rarely	37.4%	43.7%	35.0%	35.2%	36.9%	37.7%
Never	21.2%	25.9%	27.6%	37.2%	45.3%	31.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q20-15. Used City greenways as a mode of transportation</u>						
Very frequently	5.7%	4.5%	3.3%	3.1%	0.6%	3.6%
Frequently	12.5%	8.6%	15.0%	6.1%	3.4%	9.0%
Rarely	33.0%	34.3%	28.2%	20.9%	24.4%	27.9%
Never	48.9%	52.5%	53.5%	69.9%	71.6%	59.5%

Q21. During COVID-19, the City implemented several changes to programs to serve the community's needs. Please indicate which services you have participated in during the past 18 months.

N=1045

Q27. Your age

Total

18-34	35-44	45-54	55-64	65+	
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Q21. Which services have you participated in during past 18 months

Virtual inspection services	2.7%	0.0%	4.1%	3.0%	2.1%	2.7%
Digital permitting services	3.8%	5.9%	3.6%	4.9%	3.2%	4.3%
Online recreation programs	8.7%	5.4%	7.3%	5.4%	8.6%	7.1%
Outdoor seating extensions at restaurants	66.7%	57.1%	47.7%	44.8%	34.2%	49.5%
Temporary curbside pickup zones at local businesses	57.4%	56.1%	40.9%	44.8%	40.6%	47.4%
Virtual public meetings	24.0%	16.1%	18.2%	19.2%	21.4%	19.4%
Small business assistance loans	3.3%	2.9%	2.7%	0.5%	0.5%	1.9%
Mask distributions	12.6%	11.7%	13.6%	15.8%	18.7%	14.3%

Q22. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q22. How likely are you to recommend living in Raleigh to someone who asks</u>						
Very likely	38.0%	43.7%	36.1%	44.4%	47.8%	41.6%
Likely	43.0%	31.5%	37.9%	31.8%	29.9%	34.4%
Neutral	14.5%	16.8%	15.5%	13.1%	17.4%	15.8%
Not likely	4.5%	6.6%	4.6%	8.1%	1.6%	5.4%
Very unlikely	0.0%	1.5%	5.9%	2.5%	3.3%	2.8%

Q23. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1045	Q27. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q23. Most significant issues Raleigh will face over next five years</u>						
Affordable housing	85.8%	73.7%	80.5%	69.0%	70.6%	75.2%
Pace of growth	62.3%	66.3%	68.2%	70.4%	64.7%	65.7%
Transportation	52.5%	45.4%	48.2%	51.7%	42.2%	47.0%
Affordability of City services	4.9%	13.7%	12.3%	14.8%	22.5%	13.9%
Public safety	21.9%	29.3%	34.5%	39.4%	38.5%	33.5%
Job opportunities	15.3%	10.2%	8.6%	5.9%	7.0%	9.8%
Environmental protection/ climate change	26.2%	21.0%	22.7%	18.2%	18.7%	21.0%
Social justice/equity/ inclusivity	20.2%	22.0%	14.1%	18.7%	23.0%	19.4%
Other	5.5%	3.4%	2.3%	3.4%	5.3%	4.0%

Section 2

Income

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q1-1. Overall quality of life in Raleigh</u>						
Excellent	25.7%	22.7%	28.9%	34.4%	37.1%	30.1%
Good	58.4%	68.0%	62.1%	55.9%	55.9%	59.6%
Neutral	13.3%	7.2%	5.5%	6.5%	7.1%	8.0%
Below average	2.7%	2.2%	3.0%	3.2%	0.0%	2.2%
Poor	0.0%	0.0%	0.4%	0.0%	0.0%	0.1%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q1-2. Overall quality of life in your neighborhood</u>						
Excellent	23.9%	23.1%	39.0%	44.7%	49.1%	37.3%
Good	54.0%	54.9%	49.2%	47.9%	45.0%	49.7%
Neutral	15.9%	17.0%	9.7%	5.9%	5.3%	10.4%
Below average	5.3%	4.4%	1.7%	1.6%	0.6%	2.3%
Poor	0.9%	0.5%	0.4%	0.0%	0.0%	0.4%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q1-3. Raleigh as a place to live</u>						
Excellent	34.5%	25.7%	35.7%	44.6%	41.2%	36.3%
Good	54.0%	59.0%	53.2%	47.8%	52.4%	52.7%
Neutral	8.8%	12.0%	8.1%	6.0%	5.3%	8.4%
Below average	2.7%	2.7%	3.0%	1.6%	1.2%	2.3%
Poor	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999		
<u>Q1-4. Raleigh as a place to raise children</u>						
Excellent	33.0%	25.0%	31.9%	41.7%	39.0%	34.6%
Good	53.0%	51.9%	50.0%	43.6%	45.4%	47.5%
Neutral	12.0%	20.6%	13.7%	10.4%	13.5%	14.7%
Below average	2.0%	2.5%	3.4%	4.3%	2.1%	3.0%
Poor	0.0%	0.0%	1.0%	0.0%	0.0%	0.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q1-5. Raleigh as a place to retire</u>						
Excellent	20.2%	18.1%	20.0%	25.5%	20.3%	21.1%
Good	50.5%	48.2%	40.9%	41.2%	40.6%	42.6%
Neutral	16.5%	21.7%	25.6%	23.0%	26.6%	23.2%
Below average	9.2%	8.4%	9.8%	7.3%	10.5%	9.3%
Poor	3.7%	3.6%	3.7%	3.0%	2.1%	3.8%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999		
<u>Q1-6. Raleigh as a place to work</u>						
Excellent	26.2%	26.3%	34.4%	38.4%	42.3%	33.5%
Good	57.9%	57.9%	54.9%	52.0%	49.1%	54.1%
Neutral	13.1%	14.6%	9.4%	7.3%	6.1%	10.5%
Below average	0.9%	1.2%	1.3%	2.3%	2.5%	1.6%
Poor	1.9%	0.0%	0.0%	0.0%	0.0%	0.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. 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	40.8%	37.2%	39.9%	43.3%	44.4%	41.5%
Good	44.9%	48.1%	49.3%	42.7%	42.3%	45.5%
Neutral	11.2%	12.8%	8.9%	12.1%	11.3%	10.8%
Below average	3.1%	1.9%	1.5%	1.3%	2.1%	1.8%
Poor	0.0%	0.0%	0.5%	0.6%	0.0%	0.3%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q1-8. Raleigh as a place I feel comfortable

Excellent	25.7%	23.6%	35.9%	39.2%	42.4%	34.6%
Good	55.8%	58.2%	50.4%	44.6%	43.5%	48.0%
Neutral	11.5%	13.7%	11.1%	12.9%	10.6%	13.4%
Below average	7.1%	3.3%	2.1%	2.7%	2.4%	3.3%
Poor	0.0%	1.1%	0.4%	0.5%	1.2%	0.7%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q1-9. Overall direction that City of Raleigh is going</u>						
Excellent	14.7%	8.4%	11.5%	13.1%	13.9%	11.4%
Good	44.0%	41.9%	40.2%	45.9%	42.8%	40.8%
Neutral	25.7%	26.8%	24.8%	19.7%	24.1%	25.2%
Below average	11.0%	14.0%	14.5%	11.5%	10.8%	13.6%
Poor	4.6%	8.9%	9.0%	9.8%	8.4%	8.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q1-10. Overall value that you receive for your City tax dollars & fees</u>						
Excellent	6.5%	10.2%	11.4%	13.3%	14.3%	10.6%
Good	38.3%	39.0%	41.9%	45.3%	37.5%	40.6%
Neutral	31.8%	31.6%	24.5%	26.5%	31.5%	28.3%
Below average	17.8%	9.0%	14.4%	9.4%	10.7%	12.8%
Poor	5.6%	10.2%	7.9%	5.5%	6.0%	7.7%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q1-11. Overall image of Raleigh

Excellent	27.4%	20.8%	28.4%	32.1%	30.6%	27.3%
Good	57.5%	61.2%	50.8%	50.8%	55.9%	54.7%
Neutral	11.5%	13.7%	16.1%	13.9%	10.6%	13.6%
Below average	3.5%	3.3%	3.4%	2.7%	2.4%	3.4%
Poor	0.0%	1.1%	1.3%	0.5%	0.6%	1.1%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q2-1. Availability of arts & cultural programs in Raleigh</u>						
Excellent	29.6%	34.7%	31.0%	36.1%	31.1%	32.6%
Good	49.1%	50.0%	53.5%	47.2%	54.7%	51.2%
Neutral	13.9%	10.2%	12.4%	13.3%	13.7%	12.5%
Below average	7.4%	4.0%	2.7%	3.3%	0.6%	3.5%
Poor	0.0%	1.1%	0.4%	0.0%	0.0%	0.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q2-2. Availability of culturally diverse art & cultural programs in Raleigh</u>						
Excellent	26.0%	26.2%	24.3%	26.2%	26.0%	26.1%
Good	40.4%	50.0%	47.2%	53.7%	54.1%	49.0%
Neutral	26.9%	15.7%	20.1%	17.1%	15.8%	18.7%
Below average	5.8%	5.8%	7.9%	3.0%	3.4%	5.5%
Poor	1.0%	2.3%	0.5%	0.0%	0.7%	0.7%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q2-3. Variety of arts & cultural programs offered in Raleigh</u>						
Excellent	26.4%	28.2%	23.6%	28.7%	27.2%	27.2%
Good	44.3%	50.0%	51.9%	49.4%	51.3%	49.3%
Neutral	24.5%	16.1%	17.6%	20.1%	18.4%	18.5%
Below average	4.7%	4.6%	6.0%	1.7%	2.5%	4.4%
Poor	0.0%	1.1%	0.9%	0.0%	0.6%	0.5%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q2-4. Cost of arts & cultural programs in Raleigh</u>						
Excellent	17.0%	13.9%	14.4%	19.2%	21.9%	16.5%
Good	34.0%	49.4%	43.8%	47.9%	50.7%	46.5%
Neutral	38.3%	28.5%	35.3%	28.7%	22.6%	30.2%
Below average	7.4%	4.4%	5.0%	3.6%	3.4%	4.7%
Poor	3.2%	3.8%	1.5%	0.6%	1.4%	2.2%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q2-5. Quality of arts & cultural programs in Raleigh</u>						
Excellent	26.9%	25.1%	25.6%	27.5%	22.5%	25.3%
Good	38.5%	54.5%	48.3%	49.7%	61.6%	51.1%
Neutral	27.9%	15.0%	24.2%	19.9%	12.6%	19.7%
Below average	6.7%	3.0%	1.9%	2.3%	3.3%	3.3%
Poor	0.0%	2.4%	0.0%	0.6%	0.0%	0.5%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q2-6. Availability of information about arts & cultural programs & events</u>						
Excellent	15.1%	14.8%	15.2%	19.0%	16.6%	16.1%
Good	41.5%	49.7%	41.5%	50.0%	49.7%	45.7%
Neutral	33.0%	21.3%	27.7%	18.4%	22.3%	24.2%
Below average	8.5%	11.2%	9.4%	9.8%	7.0%	10.0%
Poor	1.9%	3.0%	6.3%	2.9%	4.5%	4.0%

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

N=1045

Q33. 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 Amphitheater)

Excellent	35.5%	28.2%	28.2%	39.2%	35.2%	33.0%
Good	45.5%	57.1%	53.3%	48.3%	50.0%	50.3%
Neutral	15.5%	10.6%	14.5%	10.2%	11.7%	12.6%
Below average	2.7%	3.5%	2.6%	1.7%	2.5%	3.3%
Poor	0.9%	0.6%	1.3%	0.6%	0.6%	0.7%

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=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q3. Sum of top 2 choices

Variety of arts & cultural programs offered in Raleigh	14.9%	23.0%	23.3%	20.7%	22.4%	22.2%
Availability of culturally diverse art & cultural programs in Raleigh	37.7%	34.4%	22.0%	21.8%	14.1%	23.5%
Availability of arts & cultural programs offered in Raleigh	20.2%	19.1%	21.2%	27.1%	30.6%	23.7%
Cost of arts & cultural programs in Raleigh	35.1%	35.5%	43.2%	33.5%	28.8%	36.1%
Quality of arts & cultural programs in Raleigh	12.3%	14.8%	12.7%	19.7%	18.8%	15.3%
Availability of information about arts & cultural programs & events	30.7%	30.1%	29.7%	35.6%	35.3%	32.6%

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? (top 2)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q3. Sum of top 2 choices (cont.)

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

22.8% 23.0% 25.8% 24.5% 32.4% 25.7%

None chosen

10.5% 8.2% 9.3% 6.9% 7.1% 8.6%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q4-1. Local economy</u>						
Excellent	11.8%	16.9%	14.2%	25.4%	27.4%	18.4%
Good	47.3%	52.2%	59.6%	57.3%	54.9%	55.6%
Neutral	25.5%	22.5%	17.8%	9.7%	12.8%	17.2%
Below average	14.5%	6.2%	4.9%	4.9%	4.3%	6.5%
Poor	0.9%	2.2%	3.6%	2.7%	0.6%	2.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q4-2. Development review services</u>						
Excellent	8.1%	6.5%	3.4%	7.6%	8.7%	6.0%
Good	33.7%	25.8%	29.3%	22.9%	26.2%	27.0%
Neutral	43.0%	41.1%	42.2%	34.7%	40.8%	38.9%
Below average	8.1%	14.5%	13.6%	22.0%	11.7%	15.0%
Poor	7.0%	12.1%	11.6%	12.7%	12.6%	13.1%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q4-3. Permitting services</u>						
Excellent	1.3%	4.8%	3.4%	7.6%	7.0%	4.3%
Good	44.0%	37.1%	27.4%	18.5%	23.0%	27.3%
Neutral	41.3%	35.2%	43.2%	40.3%	41.0%	40.2%
Below average	12.0%	14.3%	13.0%	17.6%	17.0%	16.4%
Poor	1.3%	8.6%	13.0%	16.0%	12.0%	11.8%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q4-4. Inspection services</u>						
Excellent	5.1%	8.3%	4.1%	8.3%	6.9%	5.8%
Good	30.4%	34.3%	34.0%	28.1%	31.4%	30.7%
Neutral	46.8%	36.1%	38.8%	39.7%	35.3%	39.5%
Below average	12.7%	13.9%	13.6%	10.7%	16.7%	14.1%
Poor	5.1%	7.4%	9.5%	13.2%	9.8%	9.9%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	16.3%	11.9%	22.5%	28.4%	33.6%	23.0%
Good	34.8%	53.0%	49.5%	48.8%	45.0%	46.4%
Neutral	34.8%	24.5%	19.5%	16.0%	18.6%	22.7%
Below average	10.9%	7.9%	6.0%	4.9%	1.4%	5.4%
Poor	3.3%	2.6%	2.5%	1.9%	1.4%	2.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	11.0%	7.7%	7.7%	11.1%	12.2%	9.5%
Good	34.1%	30.8%	31.0%	27.4%	26.7%	30.7%
Neutral	29.3%	34.6%	35.9%	40.2%	40.0%	36.4%
Below average	20.7%	21.5%	16.2%	18.8%	18.9%	18.0%
Poor	4.9%	5.4%	9.2%	2.6%	2.2%	5.4%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q4-7. City's efforts to promote & assist innovation

Excellent	12.0%	8.0%	10.1%	15.7%	12.5%	11.1%
Good	44.6%	39.4%	42.8%	39.6%	42.9%	41.1%
Neutral	32.5%	39.4%	32.1%	35.1%	37.5%	35.4%
Below average	7.2%	10.2%	9.4%	7.5%	6.3%	8.7%
Poor	3.6%	2.9%	5.7%	2.2%	0.9%	3.7%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q4-8. City's efforts to promote & assist public/private partnerships

Excellent	6.4%	7.8%	8.8%	12.1%	13.2%	9.4%
Good	48.7%	31.9%	40.1%	32.3%	35.2%	35.0%
Neutral	32.1%	45.7%	36.5%	43.5%	39.6%	41.5%
Below average	12.8%	10.3%	8.0%	7.3%	11.0%	9.9%
Poor	0.0%	4.3%	6.6%	4.8%	1.1%	4.2%

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=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q5. Sum of top 2 choices

Local economy	49.1%	42.1%	42.8%	39.9%	47.1%	43.6%
Development review services	17.5%	21.9%	18.6%	26.1%	17.6%	21.1%
Permitting services	7.0%	9.3%	12.7%	21.8%	18.2%	14.9%
Inspection services	9.6%	9.8%	10.2%	8.5%	12.9%	10.7%
Availability of job opportunities that match my skills	19.3%	18.6%	11.9%	12.8%	10.0%	13.6%
City's efforts to promote & assist small, minority, & women-owned businesses	35.1%	43.7%	39.0%	28.2%	34.7%	34.3%
City's efforts to promote & assist innovation	25.4%	20.2%	21.6%	27.7%	30.6%	24.1%
City's efforts to promote & assist public/private partnerships	13.2%	17.5%	16.1%	16.5%	15.3%	16.4%
None chosen	10.5%	8.2%	12.3%	9.0%	5.9%	9.5%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q6-1. How well City of Raleigh is managing growth</u>						
Excellent	9.9%	4.5%	2.6%	4.3%	6.5%	4.5%
Good	35.1%	20.8%	26.1%	35.1%	26.8%	26.9%
Neutral	18.9%	23.0%	21.7%	22.7%	26.2%	22.7%
Below average	18.9%	31.5%	27.0%	19.5%	23.2%	24.8%
Poor	17.1%	20.2%	22.6%	18.4%	17.3%	21.0%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q6-2. Overall quality of new development in Raleigh</u>						
Excellent	12.5%	6.9%	4.1%	11.5%	10.3%	8.0%
Good	34.8%	31.0%	39.6%	32.8%	38.8%	34.8%
Neutral	33.0%	35.1%	25.7%	30.6%	27.3%	30.0%
Below average	9.8%	13.8%	13.1%	16.4%	10.9%	13.9%
Poor	9.8%	13.2%	17.6%	8.7%	12.7%	13.2%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q6-3. Overall quality of water & sewer services</u>						
Excellent	18.8%	13.1%	16.4%	22.2%	20.1%	17.3%
Good	43.8%	50.6%	54.9%	45.6%	54.3%	50.0%
Neutral	25.9%	23.9%	16.8%	23.3%	17.7%	21.5%
Below average	11.6%	9.1%	8.0%	8.3%	7.3%	8.8%
Poor	0.0%	3.4%	4.0%	0.6%	0.6%	2.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q6-4. Quality of drinking water provided by Raleigh Water</u>						
Excellent	15.2%	19.8%	21.7%	26.2%	31.5%	22.8%
Good	50.0%	48.3%	47.3%	51.9%	49.7%	49.1%
Neutral	25.9%	23.8%	19.9%	15.3%	13.3%	19.5%
Below average	7.1%	6.4%	8.8%	4.9%	4.8%	6.9%
Poor	1.8%	1.7%	2.2%	1.6%	0.6%	1.8%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q6-5. Wastewater services provided by Raleigh Water

Excellent	17.9%	18.5%	18.7%	23.2%	26.6%	20.8%
Good	46.2%	51.2%	52.1%	53.1%	54.5%	50.6%
Neutral	27.4%	20.8%	23.7%	21.5%	14.9%	22.7%
Below average	8.5%	6.5%	3.7%	1.7%	2.6%	4.5%
Poor	0.0%	3.0%	1.8%	0.6%	1.3%	1.4%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

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

Excellent	9.2%	5.5%	9.1%	14.0%	14.6%	10.1%
Good	36.7%	47.9%	44.7%	45.3%	40.1%	42.1%
Neutral	34.7%	27.0%	27.9%	25.0%	24.2%	28.1%
Below average	16.3%	12.9%	13.2%	11.0%	13.4%	13.7%
Poor	3.1%	6.7%	5.0%	4.7%	7.6%	5.9%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

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

Excellent	11.0%	8.9%	9.7%	11.7%	10.4%	9.5%
Good	39.4%	36.7%	39.4%	38.5%	39.3%	38.5%
Neutral	23.9%	28.5%	23.1%	26.8%	23.9%	26.0%
Below average	19.3%	15.8%	15.3%	12.3%	16.6%	15.4%
Poor	6.4%	10.1%	12.5%	10.6%	9.8%	10.6%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

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

Excellent	11.7%	7.0%	4.3%	10.7%	8.1%	7.1%
Good	30.1%	35.2%	37.8%	36.0%	35.3%	35.3%
Neutral	34.0%	31.7%	28.2%	30.7%	30.1%	31.2%
Below average	20.4%	14.1%	16.0%	14.7%	17.6%	16.9%
Poor	3.9%	12.0%	13.8%	8.0%	8.8%	9.5%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q6-9. Residential garbage collection services</u>						
Excellent	24.5%	23.4%	27.6%	28.2%	32.9%	26.9%
Good	57.3%	56.1%	58.3%	54.7%	48.8%	55.0%
Neutral	12.7%	12.9%	8.3%	12.2%	12.2%	11.4%
Below average	4.5%	6.4%	3.1%	3.3%	3.0%	4.4%
Poor	0.9%	1.2%	2.6%	1.7%	3.0%	2.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q6-10. Residential curbside recycling services</u>						
Excellent	21.7%	24.0%	26.5%	26.8%	32.3%	26.2%
Good	55.7%	53.2%	57.1%	50.8%	47.2%	52.4%
Neutral	13.2%	12.9%	11.1%	14.5%	11.8%	13.0%
Below average	8.5%	7.6%	2.7%	5.6%	5.0%	5.6%
Poor	0.9%	2.3%	2.7%	2.2%	3.7%	2.8%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q6-11. Residential yard waste collection services</u>						
Excellent	17.3%	20.3%	22.4%	20.0%	28.5%	21.3%
Good	41.8%	47.5%	51.4%	46.3%	37.1%	45.2%
Neutral	20.4%	16.5%	10.7%	14.9%	13.2%	14.8%
Below average	12.2%	11.4%	8.9%	10.9%	11.9%	10.2%
Poor	8.2%	4.4%	6.5%	8.0%	9.3%	8.5%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q6-12. Bulky item pick-up/removal services</u>						
Excellent	14.0%	10.5%	15.1%	18.3%	21.1%	15.8%
Good	36.0%	40.6%	36.6%	35.1%	37.6%	37.3%
Neutral	24.4%	30.1%	29.7%	29.0%	27.5%	28.3%
Below average	14.0%	14.3%	12.2%	11.5%	8.3%	11.8%
Poor	11.6%	4.5%	6.4%	6.1%	5.5%	6.8%

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=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q7. Sum of top 3 choices

How well City of Raleigh is managing growth	57.0%	73.2%	74.6%	76.6%	72.9%	71.8%
Overall quality of new development in Raleigh	37.7%	44.8%	42.8%	49.5%	45.3%	44.7%
Overall quality of water & sewer services	23.7%	11.5%	13.1%	12.2%	13.5%	14.0%
Quality of drinking water provided by Raleigh Water	30.7%	21.9%	18.6%	21.3%	20.0%	21.9%
Wastewater services provided by Raleigh Water	7.0%	3.8%	3.0%	1.1%	3.5%	3.3%
Overall management of public stormwater runoff/drainage/ flood control	19.3%	20.2%	23.3%	20.2%	24.7%	22.2%
City's overall effort to protect natural resources & environment	37.7%	41.5%	44.9%	51.1%	47.6%	43.5%

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) (cont.)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q7. Sum of top 3 choices (cont.)

City's efforts in protecting & improving water quality in local streams & lakes	21.1%	23.0%	25.8%	21.8%	28.8%	22.8%
Residential garbage collection services	6.1%	4.9%	2.5%	4.3%	4.1%	4.4%
Residential curbside recycling services	7.0%	8.7%	4.2%	4.3%	5.9%	5.4%
Residential yard waste collection services	7.9%	11.5%	9.7%	10.6%	14.7%	11.8%
Bulky item pick-up/removal services	14.0%	12.6%	8.9%	6.9%	4.7%	8.7%
None chosen	7.9%	3.8%	6.8%	2.7%	2.4%	5.4%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045	Q33. 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	8.6%	11.5%	10.6%	10.2%	11.6%	11.4%
Somewhat familiar	27.6%	33.3%	37.4%	44.1%	46.3%	38.3%
Slightly familiar	41.9%	32.8%	34.4%	29.0%	30.5%	32.9%
Not at all familiar	21.9%	22.4%	17.6%	16.7%	11.6%	17.4%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Very familiar	9.3%	9.2%	10.0%	11.1%	7.0%	9.5%
Somewhat familiar	33.6%	30.5%	27.1%	18.9%	31.6%	27.8%
Slightly familiar	19.6%	27.0%	28.1%	32.8%	23.4%	26.8%
Not at all familiar	37.4%	33.3%	34.8%	37.2%	38.0%	35.9%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Very familiar	12.3%	10.1%	5.5%	4.5%	1.3%	6.6%
Somewhat familiar	22.6%	25.4%	23.4%	20.9%	23.3%	23.3%
Slightly familiar	24.5%	24.3%	31.7%	27.7%	24.5%	27.5%
Not at all familiar	40.6%	40.2%	39.4%	46.9%	50.9%	42.5%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-1. Overall quality of services provided by City of Raleigh</u>						
Excellent	19.0%	9.6%	9.0%	11.9%	12.5%	11.8%
Good	55.2%	55.1%	61.3%	60.8%	61.9%	58.5%
Neutral	17.1%	28.7%	22.5%	21.6%	21.3%	22.9%
Below average	7.6%	6.0%	5.4%	3.4%	3.1%	5.2%
Poor	1.0%	0.6%	1.8%	2.3%	1.3%	1.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-2. Quality of customer service you receive from City employees</u>						
Excellent	17.0%	14.5%	13.8%	16.4%	18.2%	15.8%
Good	51.0%	46.7%	51.0%	51.6%	50.3%	48.6%
Neutral	27.0%	28.9%	25.0%	23.9%	23.8%	25.7%
Below average	5.0%	8.6%	8.2%	5.7%	5.6%	7.6%
Poor	0.0%	1.3%	2.0%	2.5%	2.1%	2.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-3. Overall knowledge of City employees</u>						
Excellent	9.6%	10.7%	9.7%	11.7%	9.8%	10.1%
Good	37.2%	45.0%	44.1%	40.7%	44.7%	41.4%
Neutral	40.4%	32.1%	34.4%	37.2%	37.9%	36.4%
Below average	11.7%	9.3%	9.7%	6.2%	5.3%	9.1%
Poor	1.1%	2.9%	2.2%	4.1%	2.3%	2.9%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-4. Effectiveness of City communication with the public</u>						
Excellent	7.6%	6.2%	6.0%	5.7%	6.3%	6.1%
Good	40.0%	34.2%	34.4%	32.8%	28.8%	33.6%
Neutral	35.2%	36.6%	36.3%	40.2%	45.0%	37.3%
Below average	13.3%	14.3%	18.1%	13.8%	15.0%	15.9%
Poor	3.8%	8.7%	5.1%	7.5%	5.0%	7.1%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	13.3%	6.6%	4.5%	6.9%	7.1%	6.5%
Good	24.4%	29.9%	23.9%	31.0%	15.9%	23.4%
Neutral	41.1%	35.8%	40.9%	40.0%	43.7%	41.1%
Below average	15.6%	14.6%	21.0%	14.5%	20.6%	18.5%
Poor	5.6%	13.1%	9.7%	7.6%	12.7%	10.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	13.2%	7.1%	8.4%	9.6%	9.2%	8.5%
Good	48.1%	47.1%	48.0%	48.6%	52.8%	47.1%
Neutral	23.6%	33.5%	26.7%	29.9%	25.2%	28.9%
Below average	11.3%	7.1%	13.8%	7.9%	8.6%	11.0%
Poor	3.8%	5.3%	3.1%	4.0%	4.3%	4.5%

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

N=1045

Q33. 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	13.6%	6.3%	8.7%	9.7%	5.8%	8.4%
Good	39.8%	36.1%	27.9%	36.1%	30.7%	33.0%
Neutral	34.0%	43.1%	42.6%	41.0%	35.8%	40.7%
Below average	7.8%	9.0%	15.8%	10.4%	22.6%	12.9%
Poor	4.9%	5.6%	4.9%	2.8%	5.1%	4.9%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-8. Water & wastewater customer service</u>						
Excellent	17.6%	16.9%	15.0%	16.1%	14.7%	16.1%
Good	56.0%	43.8%	55.6%	50.0%	45.3%	49.4%
Neutral	22.0%	34.6%	24.4%	29.5%	29.5%	28.7%
Below average	3.3%	3.8%	5.0%	4.5%	5.3%	4.7%
Poor	1.1%	0.8%	0.0%	0.0%	5.3%	1.1%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-9. Stormwater customer service</u>						
Excellent	10.1%	8.5%	10.6%	14.9%	9.6%	10.6%
Good	45.6%	34.9%	43.9%	41.4%	33.7%	39.8%
Neutral	31.6%	46.2%	35.6%	36.8%	45.8%	40.3%
Below average	11.4%	8.5%	9.1%	3.4%	7.2%	7.3%
Poor	1.3%	1.9%	0.8%	3.4%	3.6%	2.1%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-10. Solid waste customer service</u>						
Excellent	16.1%	15.4%	15.5%	19.5%	24.0%	17.7%
Good	49.4%	41.9%	54.2%	49.6%	41.3%	47.8%
Neutral	25.3%	37.6%	22.6%	25.2%	25.0%	26.7%
Below average	6.9%	5.1%	6.5%	2.4%	4.8%	5.5%
Poor	2.3%	0.0%	1.2%	3.3%	4.8%	2.3%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-11. Development Services customer service</u>						
Excellent	9.9%	5.3%	7.7%	8.4%	8.8%	7.6%
Good	36.6%	30.9%	27.4%	36.1%	22.1%	29.0%
Neutral	43.7%	55.3%	48.7%	41.0%	54.4%	49.5%
Below average	8.5%	4.3%	12.0%	9.6%	7.4%	8.4%
Poor	1.4%	4.3%	4.3%	4.8%	7.4%	5.5%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	18.7%	26.3%	23.3%	32.1%	34.7%	26.3%
Good	58.2%	48.9%	56.4%	46.3%	39.0%	48.3%
Neutral	20.9%	21.2%	17.4%	17.9%	21.2%	21.7%
Below average	2.2%	2.9%	2.9%	3.0%	2.5%	2.9%
Poor	0.0%	0.7%	0.0%	0.7%	2.5%	0.8%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q33. 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	17.3%	18.1%	17.2%	17.3%	21.6%	18.0%
Good	54.1%	48.6%	56.5%	54.7%	45.0%	50.6%
Neutral	17.3%	26.1%	20.4%	22.3%	27.0%	24.4%
Below average	11.2%	5.1%	4.3%	2.9%	3.6%	5.0%
Poor	0.0%	2.2%	1.6%	2.9%	2.7%	2.0%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-14. Contacting City of Raleigh employees</u>						
Excellent	11.6%	10.0%	7.6%	10.1%	13.9%	9.6%
Good	40.7%	43.1%	43.3%	41.9%	42.6%	39.9%
Neutral	37.2%	28.5%	32.7%	35.7%	28.7%	34.2%
Below average	8.1%	13.8%	12.9%	7.8%	10.2%	11.1%
Poor	2.3%	4.6%	3.5%	4.7%	4.6%	5.1%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q9-15. Making a service request</u>						
Excellent	11.8%	8.0%	10.7%	14.8%	11.7%	11.0%
Good	46.2%	45.6%	50.9%	43.8%	38.8%	44.6%
Neutral	30.1%	31.2%	24.9%	29.7%	31.1%	30.1%
Below average	9.7%	12.8%	8.9%	8.6%	15.5%	11.2%
Poor	2.2%	2.4%	4.7%	3.1%	2.9%	3.1%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q9-16. Locating information on City's website

Excellent	13.9%	6.7%	12.1%	8.2%	11.8%	9.9%
Good	51.5%	45.1%	47.2%	50.3%	44.4%	45.5%
Neutral	24.8%	32.3%	25.2%	30.4%	27.5%	28.7%
Below average	5.0%	11.0%	8.9%	7.0%	11.8%	10.6%
Poor	5.0%	4.9%	6.5%	4.1%	4.6%	5.2%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q9-17. Paying City utility bill

Excellent	30.8%	26.8%	31.4%	28.9%	31.9%	29.2%
Good	47.1%	51.0%	54.3%	49.4%	51.8%	51.1%
Neutral	17.3%	17.4%	11.9%	17.5%	12.8%	15.8%
Below average	3.8%	3.4%	2.4%	3.0%	2.8%	3.0%
Poor	1.0%	1.3%	0.0%	1.2%	0.7%	0.9%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q9-18. Paying fees for parks & recreation programs

Excellent	13.8%	14.4%	17.1%	20.1%	22.3%	17.2%
Good	46.3%	48.3%	51.2%	49.6%	43.8%	46.7%
Neutral	35.0%	33.1%	24.4%	22.3%	27.7%	29.5%
Below average	5.0%	3.4%	3.7%	6.5%	4.5%	4.6%
Poor	0.0%	0.8%	3.7%	1.4%	1.8%	1.9%

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? (top 3)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. Sum of top 3 choices

Overall quality of services provided by City of Raleigh	36.0%	39.3%	39.4%	40.4%	34.7%	36.9%
Quality of customer service you receive from City employees	20.2%	19.1%	21.6%	19.1%	19.4%	19.9%
Overall knowledge of City employees	19.3%	13.1%	9.3%	13.8%	11.8%	12.8%
Effectiveness of City communication with the public	47.4%	44.3%	43.2%	48.4%	47.1%	45.0%
The job City of Raleigh government does at welcoming community member involvement	22.8%	31.1%	25.8%	21.8%	27.1%	25.4%
Your ability to access the information you need about City of Raleigh	26.3%	20.2%	25.8%	19.7%	20.6%	22.6%

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? (top 3) (cont.)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. Sum of top 3 choices (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)	21.1%	25.1%	28.4%	29.3%	35.9%	27.8%
Water & wastewater customer service	3.5%	3.3%	3.0%	3.7%	4.7%	3.8%
Stormwater customer service	3.5%	3.8%	3.0%	3.7%	4.1%	3.5%
Solid waste customer service	5.3%	2.7%	5.1%	5.9%	5.3%	4.8%
Development Services customer service	7.0%	6.0%	6.8%	10.6%	3.5%	6.5%
Parks, Recreation, & Cultural Resources customer service	7.9%	8.7%	7.2%	6.4%	8.8%	7.2%
City Utility Billing & Payment (Customer Care & Billing) customer service	7.0%	4.4%	3.4%	3.7%	2.4%	3.9%

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? (top 3) (cont.)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q10. Sum of top 3 choices (cont.)

Contacting City of Raleigh employees	10.5%	6.0%	8.1%	5.9%	8.2%	7.8%
Making a service request	11.4%	7.7%	10.2%	8.0%	8.8%	8.5%
Locating information on City's website	5.3%	13.1%	12.3%	11.7%	14.7%	12.0%
Paying City utility bill	8.8%	3.3%	0.8%	1.1%	4.1%	2.7%
Paying fees for parks & recreation programs	9.6%	5.5%	7.2%	1.6%	4.1%	5.2%
None chosen	7.0%	12.0%	9.7%	10.6%	5.9%	10.8%

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

N=1045

Q33. 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	62.3%	70.5%	72.0%	73.4%	80.6%	71.2%
Nextdoor	15.8%	20.2%	23.7%	20.2%	17.6%	20.4%
RTN (City's cable station)	7.0%	4.4%	3.0%	1.6%	0.0%	2.9%
City social media sites (Twitter, Facebook, Instagram)	31.6%	32.8%	32.6%	36.2%	30.0%	32.2%
Local television	66.7%	51.9%	48.7%	43.1%	50.0%	51.0%
Local newspaper	15.8%	10.4%	17.4%	12.8%	18.2%	14.4%
Radio	17.5%	18.6%	14.4%	17.6%	7.6%	14.3%
Email subscriptions (GovDelivery)	21.9%	18.6%	23.7%	28.7%	32.9%	24.9%
In-person events	12.3%	12.6%	7.6%	6.4%	7.6%	8.7%
Local media websites	26.3%	24.6%	25.8%	26.6%	25.9%	25.4%
Other	0.9%	9.8%	3.4%	2.7%	3.5%	3.9%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-1. Quality of police services</u>						
Excellent	22.9%	14.9%	16.3%	18.0%	21.9%	17.8%
Good	40.0%	54.8%	45.7%	50.3%	51.4%	49.3%
Neutral	23.8%	21.4%	19.0%	19.8%	17.1%	19.4%
Below average	7.6%	5.4%	14.0%	9.0%	7.5%	9.4%
Poor	5.7%	3.6%	5.0%	3.0%	2.1%	4.0%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-2. Response time for police services</u>						
Excellent	20.2%	13.5%	12.7%	12.6%	20.4%	15.5%
Good	41.5%	46.8%	37.3%	55.9%	50.5%	45.0%
Neutral	28.7%	29.4%	30.1%	18.9%	14.6%	24.9%
Below average	4.3%	7.1%	15.1%	7.9%	10.7%	9.9%
Poor	5.3%	3.2%	4.8%	4.7%	3.9%	4.7%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q12-3. Overall police relationship with your community

Excellent	22.0%	13.1%	13.7%	15.7%	22.7%	18.3%
Good	37.0%	51.0%	48.5%	47.1%	50.4%	46.5%
Neutral	26.0%	24.2%	22.1%	22.9%	13.5%	22.0%
Below average	7.0%	3.3%	10.3%	9.2%	9.9%	7.5%
Poor	8.0%	8.5%	5.4%	5.2%	3.5%	5.7%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q12-4. Quality of fire services

Excellent	35.4%	36.8%	42.3%	43.4%	40.7%	39.4%
Good	51.5%	53.5%	46.6%	43.4%	53.1%	48.9%
Neutral	12.1%	9.7%	10.1%	11.9%	5.3%	10.3%
Below average	0.0%	0.0%	1.1%	0.7%	0.9%	1.0%
Poor	1.0%	0.0%	0.0%	0.7%	0.0%	0.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q12-5. Response time for fire services

Excellent	38.6%	43.0%	42.4%	41.2%	42.3%	41.2%
Good	46.6%	43.0%	42.4%	45.4%	50.5%	44.7%
Neutral	13.6%	14.1%	14.6%	10.9%	4.1%	12.5%
Below average	0.0%	0.0%	0.7%	1.7%	3.1%	1.2%
Poor	1.1%	0.0%	0.0%	0.8%	0.0%	0.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	32.9%	26.8%	29.3%	36.8%	27.3%	31.0%
Good	48.2%	48.8%	50.0%	44.4%	55.8%	48.3%
Neutral	12.9%	21.1%	15.0%	16.2%	7.8%	16.0%
Below average	3.5%	3.3%	5.0%	2.6%	3.9%	3.5%
Poor	2.4%	0.0%	0.7%	0.0%	5.2%	1.3%

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

N=1045	Q33. 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	9.1%	6.5%	9.2%	5.9%	3.9%	6.4%
Good	37.7%	34.1%	34.6%	38.1%	32.4%	34.9%
Neutral	40.3%	42.3%	31.4%	34.7%	38.2%	36.0%
Below average	6.5%	11.4%	14.4%	11.9%	10.8%	12.2%
Poor	6.5%	5.7%	10.5%	9.3%	14.7%	10.5%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	7.3%	7.1%	6.8%	3.7%	7.4%	6.5%
Good	25.6%	25.2%	19.1%	26.6%	22.1%	22.5%
Neutral	37.8%	29.1%	31.5%	34.9%	26.3%	31.4%
Below average	15.9%	26.8%	26.5%	22.0%	21.1%	23.4%
Poor	13.4%	11.8%	16.0%	12.8%	23.2%	16.2%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q12-9. Overall cleanliness of Raleigh

Excellent	12.0%	9.5%	7.8%	8.7%	10.4%	9.1%
Good	42.6%	48.0%	42.0%	50.0%	47.2%	44.8%
Neutral	28.7%	18.4%	27.3%	28.3%	25.8%	25.9%
Below average	9.3%	16.2%	16.5%	8.7%	11.7%	13.6%
Poor	7.4%	7.8%	6.5%	4.3%	4.9%	6.6%

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

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q12-10. Cleanliness of Downtown Raleigh

Excellent	15.5%	12.4%	10.7%	12.3%	9.9%	10.9%
Good	47.6%	46.5%	45.8%	54.7%	48.1%	47.4%
Neutral	27.2%	25.3%	26.7%	24.6%	24.7%	26.8%
Below average	6.8%	11.8%	13.8%	7.3%	11.7%	11.1%
Poor	2.9%	4.1%	3.1%	1.1%	5.6%	3.9%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-11. Cleanliness of your neighborhood</u>						
Excellent	18.0%	18.9%	22.3%	30.8%	37.3%	26.2%
Good	50.5%	48.9%	48.5%	48.1%	45.2%	47.7%
Neutral	16.2%	15.0%	15.5%	16.8%	10.2%	15.2%
Below average	9.0%	13.3%	10.7%	3.8%	3.0%	7.6%
Poor	6.3%	3.9%	3.0%	0.5%	4.2%	3.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-12. Cleanliness of City parks</u>						
Excellent	15.7%	16.8%	19.1%	23.2%	25.3%	20.2%
Good	62.7%	59.9%	57.7%	56.9%	57.0%	57.8%
Neutral	14.7%	17.4%	16.4%	16.0%	12.7%	16.1%
Below average	5.9%	3.6%	3.6%	2.8%	4.4%	4.1%
Poor	1.0%	2.4%	3.2%	1.1%	0.6%	1.8%

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

N=1045	Q33. 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	17.9%	20.5%	17.6%	21.6%	24.8%	20.5%
Good	62.1%	47.0%	54.4%	54.5%	56.2%	53.2%
Neutral	16.8%	20.5%	17.6%	18.8%	11.1%	17.8%
Below average	3.2%	8.6%	6.4%	3.4%	5.9%	5.9%
Poor	0.0%	3.3%	3.9%	1.7%	2.0%	2.5%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

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

Excellent	8.2%	5.3%	4.4%	5.9%	8.7%	6.0%
Good	29.6%	31.6%	27.7%	31.8%	28.2%	28.7%
Neutral	39.8%	32.9%	40.8%	34.1%	38.3%	37.1%
Below average	12.2%	9.9%	13.6%	15.3%	15.4%	13.6%
Poor	10.2%	20.4%	13.6%	12.9%	9.4%	14.6%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-15. New construction's compatibility with existing neighborhood building patterns</u>						
Excellent	4.1%	4.4%	4.7%	5.1%	5.0%	4.4%
Good	19.4%	16.4%	15.0%	19.9%	23.8%	18.3%
Neutral	34.7%	27.7%	28.2%	26.1%	21.3%	27.2%
Below average	26.5%	23.3%	24.9%	22.7%	26.3%	23.9%
Poor	15.3%	28.3%	27.2%	26.1%	23.8%	26.2%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-16. Variety of housing options</u>						
Excellent	2.9%	2.3%	6.3%	4.6%	7.5%	5.0%
Good	28.4%	21.8%	23.1%	23.0%	27.3%	24.1%
Neutral	21.6%	21.3%	23.5%	24.7%	26.1%	23.9%
Below average	23.5%	23.0%	24.0%	32.2%	24.2%	24.5%
Poor	23.5%	31.6%	23.1%	15.5%	14.9%	22.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-17. Availability of affordable housing</u>						
Excellent	1.9%	2.4%	2.8%	2.4%	2.8%	2.9%
Good	11.5%	5.9%	6.6%	9.6%	10.4%	8.9%
Neutral	23.1%	10.0%	19.3%	18.0%	18.8%	17.4%
Below average	24.0%	30.0%	28.8%	29.9%	31.9%	28.4%
Poor	39.4%	51.8%	42.5%	40.1%	36.1%	42.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-18. Neighborliness of residents</u>						
Excellent	6.6%	8.5%	14.7%	12.2%	22.1%	13.7%
Good	49.1%	48.6%	46.2%	51.1%	43.6%	47.5%
Neutral	31.1%	29.9%	26.2%	28.3%	22.7%	27.2%
Below average	9.4%	6.2%	9.3%	3.9%	9.2%	7.3%
Poor	3.8%	6.8%	3.6%	4.4%	2.5%	4.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-19. Openness & acceptance of the community towards people of diverse backgrounds</u>						
Excellent	9.7%	13.3%	11.6%	11.9%	20.0%	14.1%
Good	52.4%	45.8%	46.3%	48.2%	46.5%	47.3%
Neutral	26.2%	27.7%	25.5%	30.4%	21.9%	26.1%
Below average	8.7%	9.0%	11.6%	6.0%	9.7%	8.7%
Poor	2.9%	4.2%	5.1%	3.6%	1.9%	3.7%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-20. Your neighborhood's ability to support a healthy & active lifestyle</u>						
Excellent	12.7%	16.2%	20.4%	25.5%	31.1%	22.7%
Good	52.7%	46.2%	52.2%	53.8%	42.7%	49.3%
Neutral	22.7%	24.3%	17.8%	13.6%	17.1%	18.3%
Below average	6.4%	7.5%	4.8%	6.5%	7.3%	6.3%
Poor	5.5%	5.8%	4.8%	0.5%	1.8%	3.4%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-21. Your access to City parks, greenways, & community centers</u>						
Excellent	25.7%	29.2%	37.2%	43.5%	40.0%	35.6%
Good	54.1%	51.7%	47.2%	45.7%	45.5%	48.6%
Neutral	13.8%	15.2%	8.7%	6.5%	10.3%	11.0%
Below average	2.8%	2.2%	3.9%	2.7%	1.2%	2.6%
Poor	3.7%	1.7%	3.0%	1.6%	3.0%	2.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q12-22. Overall quality of parks & recreation programs & services</u>						
Excellent	28.7%	24.1%	27.6%	37.4%	33.1%	30.5%
Good	53.5%	56.9%	55.1%	50.3%	54.8%	53.2%
Neutral	15.8%	15.5%	13.3%	11.2%	9.6%	13.5%
Below average	0.0%	2.3%	2.2%	1.1%	1.9%	1.6%
Poor	2.0%	1.1%	1.8%	0.0%	0.6%	1.1%

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=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. Sum of top 3 choices

Quality of police services	22.8%	20.2%	25.0%	21.3%	25.9%	22.6%
Response time for police services	11.4%	10.9%	11.0%	10.1%	7.6%	10.6%
Overall police relationship with your community	25.4%	18.6%	18.6%	16.5%	15.3%	17.9%
Quality of fire services	7.0%	4.9%	6.4%	3.2%	5.3%	5.3%
Response time for fire services	7.0%	2.2%	1.7%	3.2%	2.9%	3.1%
Overall quality of service provided by 9-1-1 operators	7.0%	3.3%	2.5%	1.1%	6.5%	4.2%
Enforcement of City codes & ordinances	8.8%	11.5%	15.3%	12.2%	10.6%	12.9%
Enforcement of junk & debris cleanup on private property	13.2%	20.8%	17.4%	8.5%	15.9%	15.1%
Overall cleanliness of Raleigh	15.8%	16.9%	20.3%	25.5%	23.5%	21.2%

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) (cont.)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. Sum of top 3 choices (cont.)

Cleanliness of Downtown Raleigh	7.9%	7.7%	7.2%	8.0%	13.5%	8.7%
Cleanliness of your neighborhood	14.0%	4.9%	5.9%	2.1%	4.1%	5.5%
Cleanliness of City parks	7.0%	3.3%	3.0%	3.2%	1.2%	3.2%
Cleanliness of City greenways	2.6%	4.4%	1.7%	4.8%	5.3%	4.0%
Impact of changes being made in & around your neighborhood	14.9%	19.1%	16.5%	22.9%	18.8%	19.3%
New construction's compatibility with existing neighborhood building patterns	21.1%	23.5%	33.1%	41.5%	32.4%	31.5%
Variety of housing options	20.2%	26.8%	21.2%	23.9%	18.8%	20.9%
Availability of affordable housing	39.5%	49.2%	43.2%	44.7%	37.1%	41.5%
Neighborliness of residents	2.6%	3.8%	2.1%	3.2%	1.2%	2.6%

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? (top 3) (cont.)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q13. Sum of top 3 choices (cont.)

Openness & acceptance of the community towards people of diverse backgrounds	9.6%	10.4%	6.8%	8.0%	7.6%	8.0%
Your neighborhood's ability to support a healthy & active lifestyle	2.6%	4.9%	2.5%	5.3%	7.6%	4.3%
Your access to City parks, greenways, & community centers	5.3%	6.0%	5.5%	4.3%	11.2%	6.0%
Overall quality of parks & recreation programs & services	2.6%	8.2%	5.9%	7.4%	6.5%	5.8%
None chosen	7.0%	4.4%	5.9%	3.2%	5.3%	5.6%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q14-1. In Raleigh overall</u>						
Very safe	12.6%	17.0%	18.6%	24.1%	30.1%	20.4%
Safe	64.9%	58.8%	64.1%	58.8%	56.0%	59.3%
Neutral	14.4%	21.4%	13.9%	13.4%	12.0%	16.3%
Unsafe	6.3%	2.2%	2.6%	3.7%	1.2%	3.4%
Very unsafe	1.8%	0.5%	0.9%	0.0%	0.6%	0.6%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q14-2. In City parks & greenways</u>						
Very safe	13.3%	14.0%	13.8%	18.1%	21.3%	15.7%
Safe	47.6%	47.7%	50.7%	52.2%	53.0%	49.2%
Neutral	27.6%	25.6%	23.5%	23.1%	18.9%	24.4%
Unsafe	10.5%	12.2%	9.2%	6.0%	5.5%	9.4%
Very unsafe	1.0%	0.6%	2.8%	0.5%	1.2%	1.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q14-3. In Downtown Raleigh during the day</u>						
Very safe	21.2%	24.4%	31.6%	30.1%	33.5%	27.9%
Safe	58.7%	56.3%	53.8%	59.1%	55.7%	56.3%
Neutral	15.4%	15.9%	11.6%	8.6%	7.2%	12.0%
Unsafe	4.8%	3.4%	2.7%	2.2%	3.0%	3.5%
Very unsafe	0.0%	0.0%	0.4%	0.0%	0.6%	0.3%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q14-4. In Downtown Raleigh at night</u>						
Very safe	6.4%	9.6%	8.0%	7.9%	11.7%	8.1%
Safe	31.9%	29.9%	33.5%	33.1%	32.5%	31.5%
Neutral	31.9%	35.0%	34.9%	37.6%	35.0%	34.7%
Unsafe	24.5%	19.7%	18.9%	18.0%	16.6%	20.8%
Very unsafe	5.3%	5.7%	4.7%	3.4%	4.3%	4.9%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q14-5. In your neighborhood during the day</u>						
Very safe	33.3%	44.8%	63.6%	58.8%	64.5%	54.6%
Safe	53.2%	45.4%	31.6%	36.9%	33.7%	39.0%
Neutral	8.1%	8.2%	4.3%	4.3%	1.8%	5.2%
Unsafe	4.5%	1.6%	0.4%	0.0%	0.0%	1.0%
Very unsafe	0.9%	0.0%	0.0%	0.0%	0.0%	0.2%

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

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q14-6. In your neighborhood at night</u>						
Very safe	20.9%	21.0%	32.0%	33.2%	45.8%	31.0%
Safe	35.5%	48.1%	43.3%	48.7%	36.9%	42.7%
Neutral	26.4%	22.7%	18.6%	13.4%	11.3%	18.5%
Unsafe	12.7%	5.5%	4.8%	3.7%	5.4%	6.2%
Very unsafe	4.5%	2.8%	1.3%	1.1%	0.6%	1.8%

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=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q15. Sum of top 2 choices

In Raleigh overall	50.9%	47.0%	44.5%	47.9%	49.4%	47.8%
In City parks & greenways	35.1%	39.3%	50.8%	46.8%	40.6%	42.2%
In Downtown Raleigh during the day	7.0%	13.1%	8.9%	8.5%	12.4%	9.8%
In Downtown Raleigh at night	45.6%	54.6%	54.7%	63.3%	65.3%	56.9%
In your neighborhood during the day	10.5%	4.4%	1.3%	1.6%	1.8%	3.4%
In your neighborhood at night	31.6%	26.2%	18.2%	14.9%	15.9%	19.6%
None chosen	8.8%	7.1%	8.5%	5.9%	5.9%	8.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-1. Overall traffic flow in Raleigh</u>						
Excellent	4.5%	4.0%	3.6%	3.7%	4.1%	3.5%
Good	36.9%	26.6%	26.2%	30.5%	37.3%	30.9%
Neutral	18.9%	26.0%	27.1%	28.3%	24.9%	25.3%
Below average	27.0%	24.9%	24.0%	22.5%	23.7%	24.4%
Poor	12.6%	18.6%	19.1%	15.0%	10.1%	15.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-2. Ability to predict travel time to places in Raleigh</u>						
Excellent	5.5%	5.0%	4.8%	8.2%	9.7%	6.1%
Good	50.9%	38.3%	42.3%	45.7%	52.1%	44.9%
Neutral	19.1%	27.2%	22.9%	25.0%	17.6%	22.9%
Below average	18.2%	17.2%	20.3%	13.6%	14.5%	17.5%
Poor	6.4%	12.2%	9.7%	7.6%	6.1%	8.6%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-3. Overall maintenance of City streets</u>						
Excellent	5.4%	3.3%	4.3%	3.7%	6.0%	4.2%
Good	33.3%	32.4%	28.9%	29.9%	38.7%	31.3%
Neutral	31.5%	29.7%	29.3%	28.9%	24.4%	28.2%
Below average	20.7%	18.1%	23.7%	28.9%	19.6%	23.0%
Poor	9.0%	16.5%	13.8%	8.6%	11.3%	13.3%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-4. Overall condition of major City streets</u>						
Excellent	6.4%	5.0%	3.5%	4.8%	6.5%	4.9%
Good	39.1%	37.0%	37.2%	36.9%	39.9%	36.0%
Neutral	30.9%	28.2%	26.0%	27.3%	26.2%	28.1%
Below average	14.5%	14.9%	20.8%	24.6%	17.3%	19.7%
Poor	9.1%	14.9%	12.6%	6.4%	10.1%	11.3%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-5. Condition of streets in your neighborhood</u>						
Excellent	9.1%	10.4%	15.5%	14.6%	19.5%	13.5%
Good	52.7%	51.6%	50.9%	55.1%	49.1%	51.8%
Neutral	25.5%	20.3%	19.0%	20.5%	17.2%	20.0%
Below average	10.0%	11.5%	8.6%	7.6%	8.9%	9.7%
Poor	2.7%	6.0%	6.0%	2.2%	5.3%	5.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-6. Overall condition of City sidewalks</u>						
Excellent	6.5%	5.2%	7.9%	7.7%	8.5%	6.8%
Good	42.1%	40.7%	42.8%	44.5%	43.6%	41.6%
Neutral	31.8%	33.7%	29.3%	32.4%	26.7%	30.5%
Below average	11.2%	14.0%	12.2%	11.0%	15.2%	13.6%
Poor	8.4%	6.4%	7.9%	4.4%	6.1%	7.4%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-7. Availability of sidewalks in Raleigh

Excellent	4.7%	3.4%	5.2%	8.8%	7.4%	5.6%
Good	39.3%	38.3%	34.6%	37.0%	31.3%	35.9%
Neutral	31.8%	28.6%	26.4%	27.1%	25.2%	26.8%
Below average	16.8%	16.0%	21.6%	17.7%	23.9%	19.8%
Poor	7.5%	13.7%	12.1%	9.4%	12.3%	11.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-8. Condition of sidewalks in your neighborhood

Excellent	6.8%	10.9%	18.4%	20.2%	16.6%	15.1%
Good	43.7%	48.5%	43.8%	40.5%	45.2%	44.3%
Neutral	28.2%	26.1%	17.1%	22.5%	19.1%	21.8%
Below average	11.7%	7.9%	11.5%	9.8%	13.4%	10.8%
Poor	9.7%	6.7%	9.2%	6.9%	5.7%	8.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-9. Availability of sidewalks in your neighborhood

Excellent	7.5%	11.8%	18.3%	22.1%	22.6%	16.4%
Good	46.7%	42.4%	40.2%	40.9%	36.0%	41.2%
Neutral	21.5%	21.2%	12.1%	14.9%	13.4%	16.0%
Below average	12.1%	11.2%	14.3%	9.4%	14.6%	12.5%
Poor	12.1%	13.5%	15.2%	12.7%	13.4%	13.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-10. Availability of bicycle lanes in Raleigh

Excellent	8.3%	8.6%	9.0%	13.6%	9.2%	9.9%
Good	41.7%	38.3%	36.3%	30.2%	34.0%	36.0%
Neutral	36.5%	33.3%	30.3%	33.7%	29.4%	32.9%
Below average	8.3%	11.7%	14.9%	15.4%	17.6%	13.2%
Poor	5.2%	8.0%	9.5%	7.1%	9.8%	8.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-11. Availability of bicycle lanes in your neighborhood

Excellent	6.5%	7.7%	9.0%	13.5%	10.2%	9.7%
Good	32.6%	28.4%	23.9%	18.8%	27.9%	25.6%
Neutral	31.5%	32.9%	33.8%	34.1%	26.5%	32.2%
Below average	14.1%	13.5%	12.4%	14.7%	18.4%	14.6%
Poor	15.2%	17.4%	20.9%	18.8%	17.0%	18.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-12. Availability of Downtown parking

Excellent	0.9%	6.5%	5.8%	7.3%	10.6%	6.0%
Good	27.4%	24.3%	27.2%	29.1%	37.9%	28.1%
Neutral	29.2%	29.6%	28.6%	31.8%	28.0%	29.3%
Below average	25.5%	18.9%	21.0%	22.3%	16.8%	21.9%
Poor	17.0%	20.7%	17.4%	9.5%	6.8%	14.8%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-13. Quality of Downtown parking (e.g., cleanliness, condition)

Excellent	3.1%	6.5%	4.7%	8.6%	9.4%	6.2%
Good	36.5%	39.1%	34.1%	36.6%	40.6%	35.6%
Neutral	35.4%	32.0%	31.3%	40.0%	30.0%	33.7%
Below average	15.6%	12.4%	19.2%	8.0%	15.0%	15.5%
Poor	9.4%	10.1%	10.7%	6.9%	5.0%	9.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-14. Overall quality of GoRaleigh bus system

Excellent	16.7%	11.5%	6.5%	7.2%	6.8%	9.0%
Good	36.4%	36.5%	30.6%	31.3%	27.4%	32.9%
Neutral	34.8%	32.3%	34.3%	31.3%	31.5%	32.3%
Below average	7.6%	10.4%	15.7%	15.7%	17.8%	14.1%
Poor	4.5%	9.4%	13.0%	14.5%	16.4%	11.7%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-15. Availability of GoRaleigh bus system</u>						
Excellent	13.2%	10.1%	5.3%	7.2%	5.5%	7.4%
Good	35.3%	22.2%	25.4%	26.5%	23.3%	26.6%
Neutral	29.4%	30.3%	29.8%	24.1%	26.0%	29.0%
Below average	10.3%	25.3%	21.9%	25.3%	26.0%	21.8%
Poor	11.8%	12.1%	17.5%	16.9%	19.2%	15.2%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	
<u>Q16-16. Cleanliness of GoRaleigh buses</u>						
Excellent	7.3%	14.3%	11.0%	7.7%	10.7%	10.6%
Good	50.9%	32.1%	39.6%	35.4%	37.5%	37.5%
Neutral	27.3%	40.5%	34.1%	47.7%	37.5%	38.8%
Below average	9.1%	7.1%	11.0%	4.6%	7.1%	7.7%
Poor	5.5%	6.0%	4.4%	4.6%	7.1%	5.4%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-17. Cleanliness of GoRaleigh bus stops & terminals

Excellent	7.4%	6.9%	7.1%	3.8%	8.3%	6.7%
Good	38.2%	28.7%	27.7%	29.1%	29.2%	29.6%
Neutral	30.9%	42.6%	31.3%	40.5%	37.5%	37.1%
Below average	8.8%	11.9%	22.3%	15.2%	12.5%	14.9%
Poor	14.7%	9.9%	11.6%	11.4%	12.5%	11.7%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q16-18. Availability of electric vehicle charging

Excellent	5.6%	3.0%	5.1%	3.1%	5.3%	4.6%
Good	20.4%	18.2%	11.2%	13.8%	26.3%	17.4%
Neutral	38.9%	40.9%	44.9%	44.6%	28.9%	39.9%
Below average	20.4%	27.3%	19.4%	24.6%	23.7%	22.2%
Poor	14.8%	10.6%	19.4%	13.8%	15.8%	15.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-19. The job City of Raleigh does at providing instructions on how to use GoRaleigh bus system

Excellent	8.8%	5.9%	5.5%	1.1%	6.6%	5.3%
Good	27.9%	22.5%	17.3%	25.0%	17.1%	21.0%
Neutral	30.9%	31.4%	27.3%	37.5%	30.3%	32.5%
Below average	13.2%	21.6%	28.2%	18.2%	25.0%	21.4%
Poor	19.1%	18.6%	21.8%	18.2%	21.1%	19.8%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q16-20. Walking to places in Raleigh</u>						
Excellent	10.4%	7.1%	10.0%	13.5%	11.6%	10.1%
Good	43.8%	42.4%	41.4%	42.1%	39.4%	41.6%
Neutral	24.0%	28.8%	27.6%	26.3%	25.8%	26.3%
Below average	15.6%	15.3%	11.4%	9.4%	16.8%	13.8%
Poor	6.3%	6.5%	9.5%	8.8%	6.5%	8.1%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	
<u>Q16-21. Biking to places in Raleigh</u>						
Excellent	5.3%	5.4%	7.8%	8.0%	9.9%	7.6%
Good	42.1%	31.5%	21.1%	24.0%	25.7%	26.3%
Neutral	26.3%	34.8%	36.7%	36.0%	28.7%	33.8%
Below average	15.8%	17.4%	18.8%	19.0%	22.8%	19.4%
Poor	10.5%	10.9%	15.6%	13.0%	12.9%	12.9%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q16-22. Riding GoRaleigh bus to places in Raleigh

Excellent	10.5%	7.4%	4.2%	4.2%	6.2%	6.5%
Good	33.3%	25.9%	18.9%	26.8%	15.4%	24.0%
Neutral	29.8%	44.4%	34.7%	36.6%	36.9%	36.8%
Below average	19.3%	11.1%	23.2%	14.1%	23.1%	18.0%
Poor	7.0%	11.1%	18.9%	18.3%	18.5%	14.7%

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=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. Sum of top 3 choices

Overall traffic flow in Raleigh	50.9%	51.4%	55.1%	50.5%	46.5%	51.4%
Ability to predict travel time to places in Raleigh	12.3%	15.8%	8.1%	16.5%	5.9%	11.0%
Overall maintenance of City streets	35.1%	36.6%	40.7%	43.1%	32.4%	39.1%
Overall condition of major City streets	31.6%	18.6%	30.9%	37.2%	30.6%	29.7%
Condition of streets in your neighborhood	7.0%	10.4%	6.8%	5.9%	5.9%	7.1%
Overall condition of City sidewalks	9.6%	6.6%	6.8%	9.0%	8.2%	7.5%
Availability of sidewalks in Raleigh	15.8%	19.1%	19.5%	18.6%	21.2%	18.4%
Condition of sidewalks in your neighborhood	8.8%	5.5%	6.4%	3.2%	4.7%	5.3%
Availability of sidewalks in your neighborhood	8.8%	6.0%	6.8%	6.4%	15.9%	8.1%

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? (top 3) (cont.)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. Sum of top 3 choices (cont.)

Availability of bicycle lanes in Raleigh	8.8%	8.2%	11.0%	13.8%	18.2%	11.3%
Availability of bicycle lanes in your neighborhood	5.3%	2.7%	1.7%	4.3%	4.7%	3.2%
Availability of Downtown parking	18.4%	19.1%	20.3%	17.6%	11.8%	18.3%
Quality of Downtown parking (e.g., cleanliness, condition)	7.0%	7.7%	8.5%	3.7%	5.9%	6.6%
Overall quality of GoRaleigh bus system	6.1%	7.7%	6.4%	6.4%	10.0%	7.0%
Availability of GoRaleigh bus system	13.2%	13.1%	9.3%	12.2%	16.5%	11.9%
Cleanliness of GoRaleigh buses	0.9%	1.1%	0.0%	0.5%	1.2%	0.7%
Cleanliness of GoRaleigh bus stops & terminals	4.4%	1.1%	1.7%	0.5%	1.8%	1.8%
Availability of electric vehicle charging	6.1%	7.1%	5.1%	8.5%	7.6%	6.5%

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) (cont.)

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q17. Sum of top 3 choices (cont.)

The job City of Raleigh does at providing instructions on how to use GoRaleigh bus system	6.1%	7.1%	7.6%	4.8%	8.2%	6.7%
Walking to places in Raleigh	6.1%	8.7%	8.9%	6.9%	10.6%	8.7%
Biking to places in Raleigh	1.8%	3.8%	3.4%	1.1%	8.8%	3.7%
Riding GoRaleigh bus to places in Raleigh	4.4%	7.7%	1.7%	5.9%	5.9%	4.6%
None chosen	8.8%	7.7%	8.5%	5.3%	4.1%	7.7%

Q18. In the past 18 months, how often have you used the GoRaleigh bus system? (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18. How often have you used GoRaleigh bus system in past 18 months

Very frequently	3.6%	1.1%	0.0%	0.5%	1.2%	1.0%
Frequently	6.4%	4.4%	1.3%	1.6%	1.2%	2.8%
Rarely	19.1%	18.3%	16.5%	15.4%	13.9%	15.2%
Never	70.9%	76.1%	82.3%	82.4%	83.7%	81.0%

Q18a. Which ONE of the following is your primary reason for not using the service? (without "not provided")

N=824

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q18a. Your primary reason for not using GoRaleigh bus service

Does not serve the areas I need to visit	10.8%	13.1%	15.2%	18.6%	18.0%	15.3%
Buses do not come frequently enough	2.7%	4.6%	5.4%	6.9%	10.5%	6.0%
Services are not provided during days & hours I would use it	2.7%	2.3%	2.2%	2.8%	1.5%	2.3%
I just prefer to drive	73.0%	65.4%	65.8%	55.9%	48.1%	61.3%
I prefer to walk or bike	0.0%	0.8%	0.5%	1.4%	3.0%	1.3%
I have concerns about public health (e.g., COVID-19, influenza, etc.)	6.8%	0.8%	1.1%	2.8%	0.8%	1.9%
I have concerns about safety	1.4%	6.9%	3.3%	5.5%	10.5%	5.8%
Other	2.7%	6.2%	6.5%	6.2%	7.5%	6.1%

Q19. How often are you currently telecommuting/working from home? (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q19. How often are you currently telecommuting/working from home

Every work day	13.9%	12.6%	21.7%	22.5%	35.2%	21.3%
A few times within a week	5.9%	13.2%	16.1%	30.2%	25.9%	19.3%
A few times within a month	4.0%	5.7%	9.2%	9.9%	9.3%	7.7%
A few times within a year	7.9%	9.8%	6.9%	3.8%	7.4%	7.0%
Never	68.3%	58.6%	46.1%	33.5%	22.2%	44.6%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-1. Visited a City park or greenway

Very frequently	19.6%	24.7%	25.1%	30.8%	34.3%	27.7%
Frequently	27.7%	35.2%	38.5%	44.3%	41.6%	37.7%
Rarely	39.3%	34.1%	31.2%	20.5%	20.5%	28.7%
Never	13.4%	6.0%	5.2%	4.3%	3.6%	6.0%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-2. Visited a City community center

Very frequently	0.0%	4.5%	3.9%	3.8%	3.0%	3.8%
Frequently	24.5%	22.9%	17.0%	20.1%	19.4%	20.4%
Rarely	50.9%	54.7%	51.5%	55.4%	49.1%	52.1%
Never	24.5%	17.9%	27.5%	20.7%	28.5%	23.7%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-3. Participated in a City recreation program or event

Very frequently	4.6%	5.6%	3.9%	4.4%	3.0%	4.4%
Frequently	15.6%	18.1%	16.9%	18.1%	19.4%	18.0%
Rarely	41.3%	39.5%	42.4%	46.7%	39.4%	42.1%
Never	38.5%	36.7%	36.8%	30.8%	38.2%	35.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-4. Called 9-1-1

Very frequently	0.9%	1.1%	0.4%	0.5%	0.0%	0.5%
Frequently	5.6%	2.2%	2.6%	1.1%	2.5%	2.6%
Rarely	35.2%	40.9%	31.3%	37.2%	28.0%	34.7%
Never	58.3%	55.8%	65.7%	61.2%	69.6%	62.2%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-5. Contacted City for code enforcement

Very frequently	0.0%	1.1%	0.9%	0.0%	0.0%	0.4%
Frequently	3.7%	2.3%	5.2%	4.4%	0.0%	3.1%
Rarely	17.8%	18.4%	15.5%	21.4%	22.2%	20.0%
Never	78.5%	78.2%	78.4%	74.2%	77.8%	76.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-6. Had contact with Raleigh Police Department

Very frequently	1.8%	2.8%	0.9%	0.5%	0.6%	1.3%
Frequently	5.5%	3.3%	5.2%	3.8%	4.8%	4.8%
Rarely	46.4%	48.9%	49.4%	49.2%	47.3%	48.3%
Never	46.4%	45.0%	44.6%	46.5%	47.3%	45.6%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q20-7. Had contact with Raleigh Fire Department

Very frequently	1.9%	2.2%	0.0%	0.0%	0.6%	0.7%
Frequently	3.7%	5.0%	3.5%	3.3%	1.2%	3.6%
Rarely	29.9%	30.0%	30.9%	31.1%	31.7%	32.3%
Never	64.5%	62.8%	65.7%	65.6%	66.5%	63.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under	\$30K to	\$60K to	\$100K to		
	\$30K	\$59,999	\$99,999	\$149,999	\$150K+	

Q20-8. Attended a City of Raleigh public meeting

Very frequently	2.8%	2.2%	1.7%	0.0%	1.8%	1.6%
Frequently	4.7%	5.6%	4.4%	5.6%	4.2%	5.3%
Rarely	17.0%	30.0%	27.9%	29.4%	25.5%	26.3%
Never	75.5%	62.2%	65.9%	65.0%	68.5%	66.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-9. Watched a City of Raleigh public meeting (online or television)

Very frequently	0.9%	3.9%	3.5%	1.7%	0.6%	2.2%
Frequently	11.2%	10.7%	10.4%	8.3%	6.0%	9.8%
Rarely	38.3%	36.5%	29.9%	36.5%	36.1%	34.3%
Never	49.5%	48.9%	56.3%	53.6%	57.2%	53.7%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q33. Your total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-10. Contacted City of Raleigh elected officials (in-person, phone, email, or social media/web)

Very frequently	1.8%	2.2%	1.3%	1.1%	1.8%	1.8%
Frequently	9.2%	10.1%	7.0%	7.8%	6.7%	8.3%
Rarely	22.0%	29.2%	32.5%	33.9%	33.3%	31.4%
Never	67.0%	58.4%	59.2%	57.2%	58.2%	58.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-11. Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint

Very frequently	2.7%	6.1%	2.6%	3.3%	4.8%	3.8%
Frequently	19.8%	20.1%	26.6%	24.7%	24.8%	23.4%
Rarely	44.1%	38.0%	45.4%	47.8%	49.1%	45.7%
Never	33.3%	35.8%	25.3%	24.2%	21.2%	27.1%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-12. Attended a homeowners association meeting

Very frequently	3.8%	4.9%	4.0%	5.7%	6.9%	5.6%
Frequently	16.2%	16.6%	17.9%	16.7%	18.9%	17.5%
Rarely	13.3%	19.6%	23.2%	22.4%	25.2%	21.1%
Never	66.7%	58.9%	54.9%	55.2%	49.1%	55.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-13. Attended an event at a City entertainment venue (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheater, Coastal Credit Union Music Park at Walnut Creek)

Very frequently	4.6%	3.4%	7.4%	8.2%	11.6%	7.6%
Frequently	26.6%	31.6%	33.6%	37.2%	43.9%	33.9%
Rarely	36.7%	43.5%	42.8%	41.5%	32.9%	40.6%
Never	32.1%	21.5%	16.2%	13.1%	11.6%	17.9%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-14. Biked or walked instead of driving

Very frequently	12.7%	4.6%	6.5%	6.5%	16.4%	8.2%
Frequently	14.5%	25.9%	22.1%	21.6%	26.7%	22.2%
Rarely	29.1%	37.9%	36.4%	42.2%	35.2%	37.7%
Never	43.6%	31.6%	35.1%	29.7%	21.8%	31.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q20-15. Used City greenways as a mode of transportation

Very frequently	4.6%	4.1%	2.6%	2.7%	6.1%	3.6%
Frequently	5.5%	5.8%	8.8%	11.9%	12.2%	9.0%
Rarely	26.6%	26.7%	28.1%	25.9%	29.9%	27.9%
Never	63.3%	63.4%	60.5%	59.5%	51.8%	59.5%

Q21. During COVID-19, the City implemented several changes to programs to serve the community's needs. Please indicate which services you have participated in during the past 18 months.

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q21. Which services have you participated in during past 18 months

Virtual inspection services	5.3%	1.6%	1.3%	2.7%	1.2%	2.7%
Digital permitting services	4.4%	2.7%	4.2%	5.3%	4.1%	4.3%
Online recreation programs	7.9%	7.7%	7.2%	8.0%	3.5%	7.1%
Outdoor seating extensions at restaurants	43.0%	48.6%	47.0%	51.6%	59.4%	49.5%
Temporary curbside pickup zones at local businesses	40.4%	39.3%	53.8%	45.7%	52.9%	47.4%
Virtual public meetings	16.7%	20.8%	21.6%	21.3%	16.5%	19.4%
Small business assistance loans	1.8%	1.6%	2.1%	1.6%	1.8%	1.9%
Mask distributions	21.1%	16.9%	19.1%	10.1%	7.6%	14.3%

Q22. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q22. How likely are you to recommend living in Raleigh to someone who asks

Very likely	44.6%	31.9%	41.6%	48.1%	47.3%	41.6%
Likely	30.4%	38.5%	37.2%	31.1%	35.2%	34.4%
Neutral	19.6%	19.8%	13.9%	13.1%	10.3%	15.8%
Not likely	3.6%	6.6%	4.8%	4.9%	4.2%	5.4%
Very unlikely	1.8%	3.3%	2.6%	2.7%	3.0%	2.8%

Q23. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1045

Q33. Your total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K to \$149,999	\$150K+	

Q23. Most significant issues Raleigh will face over next five years

Affordable housing	82.5%	85.8%	79.7%	76.6%	65.9%	75.2%
Pace of growth	54.4%	61.2%	63.6%	72.9%	69.4%	65.7%
Transportation	40.4%	49.7%	45.8%	50.0%	55.9%	47.0%
Affordability of City services	14.9%	12.0%	18.2%	10.1%	9.4%	13.9%
Public safety	22.8%	28.4%	33.5%	29.8%	36.5%	33.5%
Job opportunities	18.4%	9.8%	6.8%	4.8%	10.0%	9.8%
Environmental protection/ climate change	19.3%	22.4%	21.6%	24.5%	21.2%	21.0%
Social justice/equity/ inclusivity	28.9%	22.4%	21.6%	15.4%	17.1%	19.4%
Other	3.5%	1.1%	4.2%	4.8%	4.1%	4.0%

Section 3

Race & Gender

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q1-1. Overall quality of life in Raleigh

Excellent	25.8%	33.0%	27.8%	33.8%	26.3%	30.1%
Good	62.4%	57.5%	61.9%	57.2%	62.2%	59.6%
Neutral	9.5%	7.0%	8.7%	7.5%	8.4%	8.0%
Below average	2.4%	2.4%	0.8%	1.4%	3.1%	2.2%
Poor	0.0%	0.0%	0.8%	0.2%	0.0%	0.1%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q1-2. Overall quality of life in your neighborhood

Excellent	32.3%	39.6%	37.8%	40.7%	34.1%	37.3%
Good	54.5%	48.0%	45.7%	47.7%	51.2%	49.7%
Neutral	11.4%	9.4%	11.8%	8.8%	12.0%	10.4%
Below average	1.3%	2.6%	3.9%	2.4%	2.3%	2.3%
Poor	0.3%	0.3%	0.8%	0.4%	0.4%	0.4%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q1-3. Raleigh as a place to live</u>						
Excellent	33.2%	38.3%	32.8%	41.6%	30.7%	36.3%
Good	56.6%	50.3%	56.8%	47.3%	58.0%	52.7%
Neutral	7.8%	8.6%	8.8%	8.5%	8.6%	8.4%
Below average	2.0%	2.4%	1.6%	2.2%	2.5%	2.3%
Poor	0.3%	0.3%	0.0%	0.4%	0.2%	0.3%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q1-4. Raleigh as a place to raise children</u>						
Excellent	30.9%	36.9%	30.9%	39.4%	29.3%	34.6%
Good	54.2%	43.3%	52.7%	43.1%	51.9%	47.5%
Neutral	13.0%	16.2%	14.5%	14.4%	15.3%	14.7%
Below average	1.9%	3.2%	1.8%	2.8%	3.3%	3.0%
Poor	0.0%	0.4%	0.0%	0.2%	0.2%	0.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q1-5. Raleigh as a place to retire</u>						
Excellent	20.1%	21.2%	21.6%	22.6%	18.8%	21.1%
Good	46.8%	42.0%	37.1%	41.7%	43.4%	42.6%
Neutral	21.6%	23.9%	25.0%	23.4%	23.4%	23.2%
Below average	7.8%	9.2%	12.9%	9.2%	9.6%	9.3%
Poor	3.7%	3.7%	3.4%	3.0%	4.8%	3.8%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q1-6. Raleigh as a place to work</u>						
Excellent	29.1%	35.1%	35.3%	36.4%	30.7%	33.5%
Good	53.7%	54.7%	55.5%	53.5%	54.5%	54.1%
Neutral	14.7%	8.5%	7.6%	8.6%	12.5%	10.5%
Below average	2.1%	1.4%	1.7%	1.0%	2.3%	1.6%
Poor	0.4%	0.2%	0.0%	0.4%	0.0%	0.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q1-7. Raleigh as a place for young professionals

Excellent	37.8%	43.7%	40.5%	42.3%	40.2%	41.5%
Good	47.1%	45.2%	43.2%	44.5%	46.9%	45.5%
Neutral	12.7%	9.2%	12.6%	11.6%	10.2%	10.8%
Below average	1.5%	1.8%	2.7%	1.6%	2.1%	1.8%
Poor	0.8%	0.0%	0.9%	0.0%	0.7%	0.3%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q1-8. Raleigh as a place I feel comfortable

Excellent	29.6%	37.3%	32.0%	38.4%	30.4%	34.6%
Good	54.5%	45.1%	50.4%	44.1%	52.2%	48.0%
Neutral	11.4%	13.8%	13.6%	13.2%	13.6%	13.4%
Below average	3.7%	3.4%	2.4%	3.5%	3.1%	3.3%
Poor	0.7%	0.3%	1.6%	0.8%	0.6%	0.7%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	13.1%	10.1%	12.1%	12.9%	10.0%	11.4%
Good	41.0%	40.8%	43.5%	42.4%	39.0%	40.8%
Neutral	29.3%	23.7%	23.4%	23.7%	26.8%	25.2%
Below average	10.0%	16.1%	10.5%	13.1%	14.6%	13.6%
Poor	6.6%	9.4%	10.5%	8.0%	9.6%	8.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	11.8%	9.5%	12.7%	11.7%	9.8%	10.6%
Good	36.1%	42.6%	35.7%	40.3%	40.6%	40.6%
Neutral	32.6%	27.2%	29.4%	28.4%	28.3%	28.3%
Below average	11.5%	14.0%	11.9%	13.3%	12.4%	12.8%
Poor	8.0%	6.7%	10.3%	6.3%	9.0%	7.7%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q1-11. Overall image of Raleigh</u>						
Excellent	24.9%	28.1%	27.8%	30.3%	23.8%	27.3%
Good	59.9%	52.5%	54.8%	51.7%	58.5%	54.7%
Neutral	11.4%	14.9%	13.5%	13.9%	12.9%	13.6%
Below average	2.4%	3.8%	2.4%	3.3%	3.5%	3.4%
Poor	1.3%	0.7%	1.6%	0.8%	1.4%	1.1%

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

Q30. Your race/ethnicity				Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female		
<u>Q2-1. Availability of arts & cultural programs in Raleigh</u>						
Excellent	31.1%	35.4%	22.2%	28.8%	36.2%	32.6%
Good	49.8%	51.2%	56.4%	53.3%	49.1%	51.2%
Neutral	13.5%	11.5%	14.5%	14.3%	10.5%	12.5%
Below average	5.2%	1.6%	6.8%	3.1%	4.0%	3.5%
Poor	0.3%	0.4%	0.0%	0.4%	0.2%	0.3%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q2-2. Availability of culturally diverse art & cultural programs in Raleigh</u>						
Excellent	24.6%	27.9%	20.7%	23.8%	27.8%	26.1%
Good	48.8%	50.8%	41.4%	49.0%	49.3%	49.0%
Neutral	18.9%	17.4%	26.1%	20.5%	17.0%	18.7%
Below average	7.5%	3.1%	10.8%	5.6%	5.5%	5.5%
Poor	0.4%	0.8%	0.9%	1.1%	0.4%	0.7%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q2-3. Variety of arts & cultural programs offered in Raleigh

Excellent	27.8%	28.5%	19.1%	25.6%	28.5%	27.2%
Good	46.5%	50.6%	50.0%	48.8%	49.9%	49.3%
Neutral	20.1%	17.4%	20.9%	20.4%	16.8%	18.5%
Below average	5.3%	2.8%	10.0%	4.5%	4.3%	4.4%
Poor	0.4%	0.7%	0.0%	0.6%	0.4%	0.5%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	13.9%	17.8%	14.1%	16.7%	16.0%	16.5%
Good	46.6%	47.6%	40.4%	48.4%	44.3%	46.5%
Neutral	32.0%	28.7%	35.4%	28.2%	32.6%	30.2%
Below average	5.6%	4.0%	6.1%	4.6%	4.7%	4.7%
Poor	1.9%	2.0%	4.0%	2.1%	2.4%	2.2%

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

N=1045				Q31. What is your gender/gender identity?		Total
Q30. Your race/ethnicity						
Black or African American	White	Some other race	Male	Female		
<u>Q2-5. Quality of arts & cultural programs in Raleigh</u>						
Excellent	21.7%	28.2%	20.7%	22.8%	28.1%	25.3%
Good	50.4%	52.3%	48.6%	50.5%	51.3%	51.1%
Neutral	22.8%	17.2%	24.3%	22.3%	17.2%	19.7%
Below average	4.0%	1.9%	6.3%	3.5%	3.2%	3.3%
Poor	1.1%	0.4%	0.0%	0.9%	0.2%	0.5%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q2-6. Availability of information about arts & cultural programs & events</u>						
Excellent	16.4%	16.7%	13.0%	14.9%	17.2%	16.1%
Good	47.3%	46.2%	37.4%	45.9%	45.4%	45.7%
Neutral	20.6%	26.4%	26.1%	25.3%	23.4%	24.2%
Below average	13.2%	7.3%	15.7%	10.2%	9.9%	10.0%
Poor	2.5%	3.5%	7.8%	3.8%	4.1%	4.0%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	34.5%	32.1%	31.4%	31.5%	34.2%	33.0%
Good	48.6%	51.6%	48.3%	49.5%	51.4%	50.3%
Neutral	13.0%	12.8%	13.6%	12.3%	13.0%	12.6%
Below average	3.5%	2.7%	5.1%	5.5%	1.2%	3.3%
Poor	0.4%	0.7%	1.7%	1.2%	0.2%	0.7%

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=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q3. Sum of top 2 choices</u>						
Variety of arts & cultural programs offered in Raleigh	17.1%	24.8%	21.3%	20.9%	23.0%	22.2%
Availability of culturally diverse art & cultural programs in Raleigh	33.4%	18.5%	24.4%	19.9%	26.7%	23.5%
Availability of arts & cultural programs offered in Raleigh	21.7%	25.0%	24.4%	23.6%	24.2%	23.7%
Cost of arts & cultural programs in Raleigh	38.5%	35.7%	34.6%	30.5%	42.2%	36.1%
Quality of arts & cultural programs in Raleigh	13.4%	15.6%	16.5%	18.8%	12.0%	15.3%
Availability of information about arts & cultural programs & events	32.8%	32.3%	37.0%	30.9%	34.6%	32.6%

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? (top 2) (cont.)

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q3. Sum of top 2 choices (cont.)

Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	25.1%	26.7%	22.8%	31.6%	20.3%	25.7%
None chosen	6.0%	9.6%	8.7%	10.0%	7.0%	8.6%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q4-1. Local economy</u>						
Excellent	16.0%	19.1%	21.8%	24.6%	12.4%	18.4%
Good	51.6%	58.5%	50.8%	55.8%	55.1%	55.6%
Neutral	20.9%	14.5%	19.4%	13.1%	21.0%	17.2%
Below average	9.4%	5.5%	4.8%	4.8%	8.4%	6.5%
Poor	2.1%	2.3%	3.2%	1.6%	3.0%	2.4%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q4-2. Development review services</u>						
Excellent	5.1%	5.4%	11.0%	7.5%	4.0%	6.0%
Good	28.2%	26.6%	25.3%	29.8%	23.9%	27.0%
Neutral	42.6%	36.3%	38.5%	34.7%	43.7%	38.9%
Below average	13.0%	17.8%	8.8%	15.9%	14.4%	15.0%
Poor	11.1%	13.9%	16.5%	12.1%	14.1%	13.1%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q4-3. Permitting services</u>						
Excellent	3.6%	3.8%	8.2%	5.3%	3.0%	4.3%
Good	29.4%	27.8%	21.2%	31.4%	21.7%	27.3%
Neutral	45.9%	37.1%	36.5%	33.1%	48.7%	40.2%
Below average	12.4%	18.4%	18.8%	18.6%	14.3%	16.4%
Poor	8.8%	12.9%	15.3%	11.5%	12.3%	11.8%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q4-4. Inspection services</u>						
Excellent	5.9%	5.2%	7.1%	6.8%	4.8%	5.8%
Good	31.4%	32.7%	23.8%	36.5%	23.5%	30.7%
Neutral	44.1%	35.0%	44.0%	33.5%	46.3%	39.5%
Below average	10.8%	16.5%	13.1%	13.5%	15.1%	14.1%
Poor	7.8%	10.7%	11.9%	9.7%	10.3%	9.9%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	19.1%	24.9%	24.5%	24.9%	20.7%	23.0%
Good	43.5%	49.0%	40.9%	46.4%	46.4%	46.4%
Neutral	26.4%	20.3%	24.5%	21.4%	24.2%	22.7%
Below average	8.1%	4.4%	4.5%	5.4%	5.6%	5.4%
Poor	2.8%	1.5%	5.5%	1.9%	3.1%	2.4%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	7.2%	9.8%	12.8%	11.0%	8.0%	9.5%
Good	31.3%	30.6%	26.7%	32.1%	28.3%	30.7%
Neutral	33.7%	37.4%	39.5%	36.5%	37.2%	36.4%
Below average	21.6%	18.1%	12.8%	16.0%	20.0%	18.0%
Poor	6.3%	4.2%	8.1%	4.4%	6.5%	5.4%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q4-7. City's efforts to promote & assist innovation

Excellent	10.5%	10.3%	12.8%	13.3%	8.8%	11.1%
Good	41.1%	43.2%	37.2%	40.6%	41.2%	41.1%
Neutral	36.5%	34.2%	35.1%	35.1%	36.2%	35.4%
Below average	8.7%	9.3%	8.5%	7.7%	9.6%	8.7%
Poor	3.2%	3.1%	6.4%	3.3%	4.2%	3.7%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q4-8. City's efforts to promote & assist public/private partnerships

Excellent	7.1%	9.5%	13.1%	8.5%	10.0%	9.4%
Good	35.5%	36.0%	29.8%	39.3%	30.2%	35.0%
Neutral	41.6%	41.1%	42.9%	38.7%	44.9%	41.5%
Below average	11.7%	9.8%	7.1%	10.4%	9.6%	9.9%
Poor	4.1%	3.6%	7.1%	3.0%	5.3%	4.2%

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=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q5. Sum of top 2 choices</u>						
Local economy	47.5%	40.3%	47.2%	43.4%	44.5%	43.6%
Development review services	19.7%	23.2%	15.7%	20.5%	21.5%	21.1%
Permitting services	13.7%	14.9%	17.3%	16.0%	14.1%	14.9%
Inspection services	8.4%	11.6%	12.6%	12.1%	9.7%	10.7%
Availability of job opportunities that match my skills	15.7%	11.5%	18.1%	13.9%	13.0%	13.6%
City's efforts to promote & assist small, minority, & women-owned businesses	44.5%	30.9%	25.2%	28.1%	40.8%	34.3%
City's efforts to promote & assist innovation	19.1%	26.2%	25.2%	27.1%	21.5%	24.1%
City's efforts to promote & assist public/private partnerships	14.7%	18.1%	13.4%	18.4%	14.5%	16.4%
None chosen	7.4%	10.4%	11.0%	9.4%	8.9%	9.5%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	4.1%	3.3%	9.8%	5.8%	2.8%	4.5%
Good	31.7%	25.0%	25.4%	30.6%	23.4%	26.9%
Neutral	23.4%	23.3%	19.7%	22.8%	22.6%	22.7%
Below average	23.8%	25.2%	25.4%	21.2%	28.6%	24.8%
Poor	16.9%	23.1%	19.7%	19.6%	22.6%	21.0%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q6-2. Overall quality of new development in Raleigh

Excellent	9.2%	6.2%	13.2%	10.6%	4.7%	8.0%
Good	35.9%	35.8%	26.4%	38.5%	31.6%	34.8%
Neutral	30.3%	29.9%	33.1%	27.7%	32.4%	30.0%
Below average	16.9%	14.7%	5.0%	11.8%	16.4%	13.9%
Poor	7.7%	13.4%	22.3%	11.4%	14.8%	13.2%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q6-3. Overall quality of water & sewer services</u>						
Excellent	14.0%	17.6%	24.6%	22.0%	12.8%	17.3%
Good	50.7%	50.7%	43.4%	52.1%	47.7%	50.0%
Neutral	23.1%	21.2%	21.3%	18.6%	24.3%	21.5%
Below average	10.1%	7.9%	8.2%	6.3%	11.6%	8.8%
Poor	2.1%	2.5%	2.5%	1.0%	3.7%	2.3%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q6-4. Quality of drinking water provided by Raleigh Water</u>						
Excellent	19.0%	24.0%	27.5%	27.8%	17.9%	22.8%
Good	48.6%	50.3%	44.2%	49.1%	49.0%	49.1%
Neutral	22.9%	18.5%	16.7%	15.5%	23.6%	19.5%
Below average	7.7%	5.5%	9.2%	6.0%	7.5%	6.9%
Poor	1.8%	1.8%	2.5%	1.6%	2.0%	1.8%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q6-5. Wastewater services provided by Raleigh Water

Excellent	17.4%	21.8%	24.4%	26.0%	15.1%	20.8%
Good	48.9%	50.6%	52.1%	51.5%	50.2%	50.6%
Neutral	27.2%	21.8%	18.5%	17.5%	28.4%	22.7%
Below average	5.4%	4.7%	1.7%	3.7%	5.0%	4.5%
Poor	1.1%	1.1%	3.4%	1.2%	1.3%	1.4%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	7.4%	9.5%	18.3%	12.2%	7.7%	10.1%
Good	47.4%	40.6%	33.9%	47.4%	37.0%	42.1%
Neutral	27.8%	28.5%	29.6%	22.9%	33.0%	28.1%
Below average	11.1%	15.6%	11.3%	12.4%	15.4%	13.7%
Poor	6.3%	5.9%	7.0%	5.2%	6.8%	5.9%

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

N=1045				Q31. What is your gender/gender identity?		Total
Q30. Your race/ethnicity						
Black or African American	White	Some other race	Male	Female		
<u>Q6-7. City's overall effort to protect natural resources & environment]</u>						
Excellent	8.0%	9.0%	15.7%	12.7%	6.3%	9.5%
Good	42.0%	38.8%	30.4%	43.3%	32.9%	38.5%
Neutral	28.8%	24.9%	22.6%	25.2%	27.1%	26.0%
Below average	12.0%	17.2%	16.5%	11.7%	19.3%	15.4%
Poor	9.1%	10.1%	14.8%	7.1%	14.5%	10.6%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q6-8. City's efforts in protecting & improving water quality in local streams & lakes</u>						
Excellent	7.4%	6.3%	9.6%	8.9%	5.0%	7.1%
Good	41.3%	32.9%	33.7%	42.6%	27.5%	35.3%
Neutral	31.0%	31.8%	29.8%	27.5%	35.1%	31.2%
Below average	13.6%	19.2%	14.4%	15.8%	18.3%	16.9%
Poor	6.6%	9.8%	12.5%	5.3%	14.1%	9.5%

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

N=1045				Q31. What is your gender/gender identity?		Total
Q30. Your race/ethnicity						
Black or African American	White	Some other race	Male	Female		
<u>Q6-9. Residential garbage collection services</u>						
Excellent	26.0%	27.4%	29.3%	31.6%	22.4%	26.9%
Good	55.4%	54.1%	52.0%	52.3%	58.2%	55.0%
Neutral	11.9%	10.9%	14.6%	10.4%	12.5%	11.4%
Below average	4.2%	5.2%	1.6%	3.5%	4.8%	4.4%
Poor	2.5%	2.3%	2.4%	2.2%	2.0%	2.3%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q6-10. Residential curbside recycling services</u>						
Excellent	26.1%	26.1%	28.7%	30.4%	22.2%	26.2%
Good	53.2%	52.7%	45.9%	51.3%	53.8%	52.4%
Neutral	13.7%	11.5%	18.0%	10.8%	15.3%	13.0%
Below average	4.9%	6.4%	4.1%	4.3%	6.5%	5.6%
Poor	2.1%	3.3%	3.3%	3.1%	2.2%	2.8%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q6-11. Residential yard waste collection services

Excellent	22.7%	19.3%	27.4%	26.3%	16.3%	21.3%
Good	45.0%	45.5%	43.4%	43.7%	47.1%	45.2%
Neutral	15.2%	14.1%	15.0%	11.1%	18.7%	14.8%
Below average	12.3%	10.3%	5.3%	9.6%	10.8%	10.2%
Poor	4.8%	10.8%	8.8%	9.3%	7.2%	8.5%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	14.5%	14.5%	23.9%	16.3%	15.4%	15.8%
Good	38.8%	38.8%	28.4%	39.0%	35.2%	37.3%
Neutral	27.8%	28.3%	29.5%	24.9%	32.4%	28.3%
Below average	13.7%	11.0%	8.0%	13.3%	10.2%	11.8%
Poor	5.3%	7.4%	10.2%	6.6%	6.9%	6.8%

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=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q7. Sum of top 3 choices</u>						
How well City of Raleigh is managing growth	75.3%	72.1%	63.0%	70.5%	73.7%	71.8%
Overall quality of new development in Raleigh	44.5%	44.8%	40.9%	44.9%	44.9%	44.7%
Overall quality of water & sewer services	17.7%	11.8%	15.0%	15.4%	12.8%	14.0%
Quality of drinking water provided by Raleigh Water	25.8%	19.5%	24.4%	21.3%	22.8%	21.9%
Wastewater services provided by Raleigh Water	4.0%	2.7%	3.1%	2.9%	3.3%	3.3%
Overall management of public stormwater runoff/drainage/ flood control	22.4%	22.7%	18.9%	24.0%	20.7%	22.2%
City's overall effort to protect natural resources & environment	37.5%	45.8%	47.2%	40.2%	47.0%	43.5%

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) (cont.)

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q7. Sum of top 3 choices (cont.)</u>						
City's efforts in protecting & improving water quality in local streams & lakes	21.1%	23.4%	25.2%	24.6%	21.7%	22.8%
Residential garbage collection services	5.4%	3.8%	5.5%	4.1%	4.4%	4.4%
Residential curbside recycling services	4.7%	5.5%	7.1%	5.3%	5.4%	5.4%
Residential yard waste collection services	8.4%	13.8%	11.0%	13.1%	10.6%	11.8%
Bulky item pick-up/removal services	10.4%	7.5%	8.7%	8.8%	8.5%	8.7%
None chosen	4.7%	5.1%	7.9%	5.5%	4.4%	5.4%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Very familiar	10.0%	11.0%	16.2%	14.8%	8.1%	11.4%
Somewhat familiar	36.3%	40.4%	33.3%	40.9%	34.8%	38.3%
Slightly familiar	34.3%	33.0%	29.1%	31.6%	34.6%	32.9%
Not at all familiar	19.4%	15.7%	21.4%	12.7%	22.5%	17.4%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Very familiar	5.6%	10.8%	12.6%	8.3%	11.0%	9.5%
Somewhat familiar	30.3%	27.4%	22.5%	27.3%	27.4%	27.8%
Slightly familiar	23.7%	28.9%	26.1%	28.2%	25.8%	26.8%
Not at all familiar	40.4%	32.9%	38.7%	36.2%	35.9%	35.9%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Very familiar	5.3%	6.1%	11.6%	6.4%	6.6%	6.6%
Somewhat familiar	21.7%	24.6%	20.5%	23.7%	22.8%	23.3%
Slightly familiar	30.2%	28.1%	18.8%	26.5%	28.8%	27.5%
Not at all familiar	42.7%	41.1%	49.1%	43.4%	41.8%	42.5%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-1. Overall quality of services provided by City of Raleigh</u>						
Excellent	11.4%	10.7%	17.2%	12.9%	10.7%	11.8%
Good	58.9%	59.8%	51.7%	61.7%	55.4%	58.5%
Neutral	23.6%	22.7%	24.1%	19.1%	26.8%	22.9%
Below average	5.4%	5.4%	4.3%	4.4%	6.1%	5.2%
Poor	0.7%	1.5%	2.6%	1.9%	1.0%	1.4%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-2. Quality of customer service you receive from City employees</u>						
Excellent	15.0%	15.4%	16.5%	17.3%	14.1%	15.8%
Good	50.0%	47.8%	49.5%	49.9%	47.5%	48.6%
Neutral	28.2%	24.8%	24.8%	22.6%	28.7%	25.7%
Below average	5.6%	9.4%	5.5%	8.0%	7.4%	7.6%
Poor	1.1%	2.5%	3.7%	2.3%	2.3%	2.3%

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

N=1045				Q31. What is your gender/gender identity?		Total
Q30. Your race/ethnicity						
Black or African American	White	Some other race	Male	Female		
<u>Q9-3. Overall knowledge of City employees</u>						
Excellent	10.7%	8.2%	13.5%	11.3%	9.2%	10.1%
Good	40.7%	44.0%	30.2%	43.0%	39.4%	41.4%
Neutral	39.1%	34.5%	42.7%	34.1%	38.4%	36.4%
Below average	7.8%	10.4%	8.3%	8.4%	10.2%	9.1%
Poor	1.6%	2.9%	5.2%	3.1%	2.8%	2.9%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-4. Effectiveness of City communication with the public</u>						
Excellent	7.0%	4.5%	8.0%	6.3%	5.8%	6.1%
Good	34.2%	34.1%	31.3%	36.2%	30.8%	33.6%
Neutral	38.2%	37.7%	33.0%	38.7%	35.9%	37.3%
Below average	14.0%	16.7%	18.8%	13.1%	19.0%	15.9%
Poor	6.6%	7.1%	8.9%	5.7%	8.5%	7.1%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-5. The job City of Raleigh does at welcoming community member involvement</u>						
Excellent	8.2%	4.2%	9.2%	7.4%	5.4%	6.5%
Good	26.3%	23.8%	16.3%	24.0%	22.4%	23.4%
Neutral	39.2%	42.1%	40.8%	42.1%	40.5%	41.1%
Below average	17.7%	19.5%	19.4%	17.6%	19.5%	18.5%
Poor	8.6%	10.4%	14.3%	8.9%	12.2%	10.4%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-6. Your ability to access the information you need about City of Raleigh</u>						
Excellent	7.8%	7.0%	14.0%	10.1%	6.8%	8.5%
Good	50.9%	48.3%	35.1%	48.9%	45.2%	47.1%
Neutral	28.8%	29.0%	28.1%	27.7%	30.0%	28.9%
Below average	7.8%	11.7%	15.8%	9.9%	12.4%	11.0%
Poor	4.6%	4.0%	7.0%	3.5%	5.6%	4.5%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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	10.4%	5.8%	13.5%	10.0%	6.3%	8.4%
Good	36.3%	33.5%	22.1%	32.5%	33.3%	33.0%
Neutral	37.8%	42.2%	41.3%	39.0%	42.9%	40.7%
Below average	12.0%	13.7%	13.5%	13.5%	12.5%	12.9%
Poor	3.6%	4.7%	9.6%	5.0%	5.0%	4.9%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q9-8. Water & wastewater customer service

Excellent	16.4%	13.6%	23.0%	18.3%	13.6%	16.1%
Good	45.5%	52.4%	43.7%	51.6%	47.2%	49.4%
Neutral	31.0%	28.3%	27.6%	24.6%	32.8%	28.7%
Below average	5.6%	4.5%	4.6%	4.6%	4.9%	4.7%
Poor	1.4%	1.1%	1.1%	0.9%	1.4%	1.1%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q9-9. Stormwater customer service

Excellent	8.1%	10.3%	14.1%	13.1%	7.4%	10.6%
Good	36.8%	41.5%	36.6%	40.9%	38.3%	39.8%
Neutral	47.0%	38.9%	35.2%	37.2%	44.2%	40.3%
Below average	7.0%	7.0%	9.9%	7.0%	7.4%	7.3%
Poor	1.1%	2.3%	4.2%	1.7%	2.6%	2.1%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-10. Solid waste customer service</u>						
Excellent	17.5%	16.4%	21.3%	18.2%	17.1%	17.7%
Good	46.1%	49.7%	42.5%	50.6%	45.5%	47.8%
Neutral	30.4%	24.7%	28.8%	23.5%	30.2%	26.7%
Below average	4.1%	6.5%	5.0%	5.5%	5.1%	5.5%
Poor	1.8%	2.6%	2.5%	2.2%	2.1%	2.3%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-11. Development Services customer service</u>						
Excellent	6.5%	6.6%	10.4%	7.8%	6.9%	7.6%
Good	35.3%	26.6%	22.4%	31.6%	25.8%	29.0%
Neutral	45.3%	52.1%	52.2%	46.8%	52.8%	49.5%
Below average	7.1%	9.3%	9.0%	8.6%	8.6%	8.4%
Poor	5.9%	5.4%	6.0%	5.2%	6.0%	5.5%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	25.4%	26.4%	27.1%	25.8%	26.7%	26.3%
Good	47.4%	49.8%	43.5%	48.2%	48.5%	48.3%
Neutral	23.2%	20.8%	25.9%	21.1%	22.4%	21.7%
Below average	2.6%	2.6%	3.5%	3.9%	1.9%	2.9%
Poor	1.3%	0.5%	0.0%	1.1%	0.5%	0.8%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	18.8%	16.3%	20.6%	18.0%	18.1%	18.0%
Good	50.4%	52.8%	42.3%	52.7%	47.8%	50.6%
Neutral	25.0%	22.6%	32.0%	22.5%	26.7%	24.4%
Below average	5.4%	5.2%	3.1%	4.7%	5.3%	5.0%
Poor	0.4%	3.1%	2.1%	2.1%	2.0%	2.0%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q9-14. Contacting City of Raleigh employees

Excellent	9.8%	7.5%	15.3%	10.9%	7.9%	9.6%
Good	43.3%	40.1%	31.8%	43.2%	36.3%	39.9%
Neutral	33.5%	35.7%	32.9%	29.6%	39.7%	34.2%
Below average	12.1%	10.6%	8.2%	10.4%	11.9%	11.1%
Poor	1.4%	6.0%	11.8%	5.9%	4.2%	5.1%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q9-15. Making a service request

Excellent	12.4%	8.8%	14.4%	12.3%	9.8%	11.0%
Good	46.8%	45.9%	34.4%	45.1%	43.7%	44.6%
Neutral	29.8%	30.3%	30.0%	29.9%	30.5%	30.1%
Below average	9.6%	11.0%	16.7%	10.1%	12.4%	11.2%
Poor	1.4%	4.0%	4.4%	2.7%	3.7%	3.1%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-16. Locating information on City's website</u>						
Excellent	10.9%	8.3%	12.7%	10.8%	8.8%	9.9%
Good	45.8%	46.9%	38.1%	46.8%	44.2%	45.5%
Neutral	30.9%	28.0%	29.7%	28.4%	29.2%	28.7%
Below average	8.4%	10.8%	13.6%	9.3%	12.2%	10.6%
Poor	4.0%	6.0%	5.9%	4.8%	5.6%	5.2%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q9-17. Paying City utility bill</u>						
Excellent	30.6%	26.5%	34.6%	32.7%	25.6%	29.2%
Good	52.3%	52.8%	43.0%	48.8%	53.0%	51.1%
Neutral	13.6%	16.3%	20.6%	15.9%	16.1%	15.8%
Below average	3.1%	3.2%	0.9%	1.2%	4.9%	3.0%
Poor	0.4%	1.2%	0.9%	1.4%	0.4%	0.9%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q9-18. Paying fees for parks & recreation programs

Excellent	15.0%	16.8%	21.3%	19.0%	15.8%	17.2%
Good	48.2%	48.3%	40.0%	46.8%	46.3%	46.7%
Neutral	29.1%	29.0%	32.5%	29.3%	29.6%	29.5%
Below average	6.4%	3.8%	3.8%	2.9%	6.4%	4.6%
Poor	1.4%	2.0%	2.5%	2.0%	1.9%	1.9%

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? (top 3)

N=1045

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q10. Sum of top 3 choices</u>						
Overall quality of services provided by City of Raleigh	37.5%	37.4%	31.5%	37.3%	36.4%	36.9%
Quality of customer service you receive from City employees	19.1%	21.0%	17.3%	20.3%	19.9%	19.9%
Overall knowledge of City employees	13.7%	12.8%	12.6%	14.5%	11.4%	12.8%
Effectiveness of City communication with the public	47.5%	44.4%	37.8%	43.6%	47.0%	45.0%
The job City of Raleigh government does at welcoming community member involvement	25.1%	26.0%	19.7%	22.5%	28.4%	25.4%
Your ability to access the information you need about City of Raleigh	22.4%	22.2%	26.8%	21.1%	24.0%	22.6%

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? (top 3) (cont.)

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q10. Sum of top 3 choices (cont.)</u>						
City of Raleigh as a smart City in terms of using emerging technology & data to improve City services (e.g., smart parking, open data)	28.1%	27.0%	28.3%	28.7%	27.3%	27.8%
Water & wastewater customer service	5.4%	3.2%	3.1%	3.5%	4.1%	3.8%
Stormwater customer service	4.7%	2.6%	6.3%	4.1%	3.1%	3.5%
Solid waste customer service	3.7%	5.5%	5.5%	4.7%	4.4%	4.8%
Development Services customer service	7.7%	5.5%	8.7%	7.2%	6.0%	6.5%
Parks, Recreation, & Cultural Resources customer service	6.4%	8.0%	4.7%	8.4%	6.0%	7.2%
City Utility Billing & Payment (Customer Care & Billing) customer service	5.7%	2.7%	5.5%	2.7%	5.2%	3.9%

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? (top 3) (cont.)

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q10. Sum of top 3 choices (cont.)</u>						
Contacting City of Raleigh employees	7.0%	7.9%	11.0%	8.2%	7.5%	7.8%
Making a service request	8.4%	8.4%	9.4%	9.2%	8.1%	8.5%
Locating information on City's website	10.0%	12.8%	12.6%	11.9%	12.2%	12.0%
Paying City utility bill	3.7%	2.1%	3.1%	2.9%	2.5%	2.7%
Paying fees for parks & recreation programs	4.7%	5.8%	3.9%	4.3%	5.8%	5.2%
None chosen	10.0%	10.8%	12.6%	11.3%	9.5%	10.8%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q11. Your preferred sources for receiving information about City of Raleigh</u>						
City website	71.9%	69.7%	74.8%	76.4%	66.9%	71.2%
Nextdoor	20.1%	20.5%	22.0%	16.2%	24.8%	20.4%
RTN (City's cable station)	5.4%	1.9%	1.6%	2.3%	3.5%	2.9%
City social media sites (Twitter, Facebook, Instagram)	27.8%	33.5%	39.4%	28.7%	35.6%	32.2%
Local television	57.2%	48.4%	47.2%	52.3%	50.1%	51.0%
Local newspaper	14.4%	15.7%	7.1%	16.2%	12.8%	14.4%
Radio	17.4%	13.0%	11.0%	15.2%	13.3%	14.3%
Email subscriptions (GovDelivery)	23.1%	25.8%	25.2%	23.6%	26.1%	24.9%
In-person events	8.7%	7.4%	13.4%	9.4%	7.7%	8.7%
Local media websites	23.4%	27.7%	22.0%	26.2%	25.0%	25.4%
Other	4.3%	3.9%	3.9%	3.5%	4.4%	3.9%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q12-1. Quality of police services</u>						
Excellent	13.5%	17.9%	27.4%	21.3%	14.7%	17.8%
Good	47.4%	52.1%	39.8%	48.1%	50.1%	49.3%
Neutral	26.3%	16.5%	19.5%	16.8%	21.9%	19.4%
Below average	7.5%	10.3%	8.0%	10.0%	9.2%	9.4%
Poor	5.3%	3.2%	5.3%	3.8%	4.2%	4.0%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q12-2. Response time for police services</u>						
Excellent	11.8%	16.1%	20.7%	16.1%	14.3%	15.5%
Good	46.2%	45.2%	43.5%	44.4%	45.8%	45.0%
Neutral	28.8%	24.9%	18.5%	22.6%	27.2%	24.9%
Below average	7.1%	10.6%	9.8%	12.3%	7.7%	9.9%
Poor	6.1%	3.3%	7.6%	4.6%	4.9%	4.7%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-3. Overall police relationship with your community

Excellent	10.9%	21.1%	21.0%	19.1%	16.7%	18.3%
Good	40.5%	50.4%	40.0%	48.4%	45.1%	46.5%
Neutral	32.4%	17.4%	23.8%	18.8%	25.3%	22.0%
Below average	8.9%	7.3%	6.7%	7.8%	7.4%	7.5%
Poor	7.3%	3.8%	8.6%	5.8%	5.5%	5.7%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-4. Quality of fire services

Excellent	31.8%	42.3%	43.0%	43.1%	35.5%	39.4%
Good	52.3%	47.6%	46.2%	46.3%	52.0%	48.9%
Neutral	13.6%	9.0%	9.7%	8.7%	11.7%	10.3%
Below average	1.4%	0.9%	1.1%	1.5%	0.5%	1.0%
Poor	0.9%	0.2%	0.0%	0.5%	0.3%	0.4%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-5. Response time for fire services

Excellent	35.9%	43.3%	41.5%	43.4%	39.0%	41.2%
Good	45.8%	44.4%	43.9%	42.8%	47.2%	44.7%
Neutral	16.7%	10.7%	12.2%	11.6%	13.2%	12.5%
Below average	0.5%	1.3%	2.4%	1.7%	0.3%	1.2%
Poor	1.0%	0.3%	0.0%	0.6%	0.3%	0.4%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	26.8%	31.0%	37.3%	34.4%	27.8%	31.0%
Good	46.3%	50.6%	42.7%	45.2%	50.9%	48.3%
Neutral	22.6%	13.8%	12.0%	16.1%	15.9%	16.0%
Below average	2.6%	3.7%	5.3%	3.0%	4.1%	3.5%
Poor	1.6%	0.9%	2.7%	1.3%	1.3%	1.3%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-7. Enforcement of City codes & ordinances

Excellent	6.0%	4.9%	10.6%	6.8%	5.8%	6.4%
Good	36.3%	35.2%	30.6%	34.5%	34.8%	34.9%
Neutral	38.3%	35.7%	34.1%	33.6%	39.0%	36.0%
Below average	9.0%	14.6%	11.8%	13.3%	11.0%	12.2%
Poor	10.4%	9.6%	12.9%	11.9%	9.4%	10.5%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	7.2%	3.5%	16.0%	6.1%	6.8%	6.5%
Good	20.8%	24.5%	16.0%	24.0%	20.6%	22.5%
Neutral	34.3%	30.7%	29.6%	30.1%	32.6%	31.4%
Below average	22.7%	25.8%	18.5%	21.9%	25.2%	23.4%
Poor	15.0%	15.5%	19.8%	17.8%	14.8%	16.2%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-9. Overall cleanliness of Raleigh

Excellent	7.3%	8.8%	14.6%	11.3%	7.0%	9.1%
Good	47.4%	45.7%	36.6%	44.3%	44.8%	44.8%
Neutral	25.4%	25.1%	30.9%	23.5%	28.3%	25.9%
Below average	11.5%	14.9%	13.0%	13.3%	14.3%	13.6%
Poor	8.4%	5.4%	4.9%	7.6%	5.6%	6.6%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-10. Cleanliness of Downtown Raleigh

Excellent	8.6%	11.0%	16.0%	13.0%	8.8%	10.9%
Good	53.8%	46.1%	37.8%	44.7%	49.6%	47.4%
Neutral	25.4%	26.6%	32.8%	25.9%	28.2%	26.8%
Below average	9.3%	12.7%	7.6%	12.0%	10.0%	11.1%
Poor	2.9%	3.7%	5.9%	4.3%	3.3%	3.9%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-11. Cleanliness of your neighborhood

Excellent	24.0%	27.1%	25.6%	28.8%	23.2%	26.2%
Good	47.3%	47.4%	50.4%	45.2%	50.4%	47.7%
Neutral	15.8%	15.9%	12.0%	15.4%	15.0%	15.2%
Below average	8.6%	7.0%	9.6%	6.8%	8.5%	7.6%
Poor	4.5%	2.6%	2.4%	3.8%	3.0%	3.3%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-12. Cleanliness of City parks

Excellent	18.6%	20.3%	22.2%	22.6%	17.5%	20.2%
Good	57.7%	59.1%	51.3%	54.0%	62.1%	57.8%
Neutral	16.4%	15.3%	20.5%	16.7%	15.4%	16.1%
Below average	4.0%	3.9%	5.1%	5.0%	3.2%	4.1%
Poor	3.3%	1.3%	0.9%	1.7%	1.9%	1.8%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-13. Cleanliness of City greenways

Excellent	19.4%	20.5%	22.3%	21.9%	18.9%	20.5%
Good	53.5%	54.1%	48.2%	52.6%	54.4%	53.2%
Neutral	17.4%	17.5%	21.4%	17.8%	17.3%	17.8%
Below average	5.4%	6.5%	5.4%	5.5%	6.4%	5.9%
Poor	4.3%	1.4%	2.7%	2.2%	3.0%	2.5%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	6.9%	4.3%	11.2%	8.2%	3.5%	6.0%
Good	33.1%	26.9%	27.1%	30.2%	27.2%	28.7%
Neutral	35.8%	38.5%	31.8%	36.4%	38.1%	37.1%
Below average	11.2%	14.5%	16.8%	13.0%	14.4%	13.6%
Poor	13.1%	15.7%	13.1%	12.3%	16.8%	14.6%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	4.2%	3.8%	7.7%	5.6%	3.0%	4.4%
Good	22.1%	15.9%	18.8%	22.7%	13.6%	18.3%
Neutral	32.3%	25.5%	25.6%	26.2%	28.3%	27.2%
Below average	21.3%	26.5%	17.9%	21.9%	26.1%	23.9%
Poor	20.2%	28.4%	29.9%	23.6%	28.9%	26.2%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-16. Variety of housing options

Excellent	3.7%	4.1%	10.3%	6.6%	3.2%	5.0%
Good	24.6%	23.6%	27.6%	28.2%	19.9%	24.1%
Neutral	25.7%	23.4%	24.1%	25.6%	22.8%	23.9%
Below average	24.3%	26.0%	19.0%	22.9%	26.0%	24.5%
Poor	21.7%	22.9%	19.0%	16.7%	28.1%	22.4%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-17. Availability of affordable housing

Excellent	2.2%	2.6%	6.3%	3.6%	1.7%	2.9%
Good	8.2%	8.5%	10.7%	11.4%	6.1%	8.9%
Neutral	14.6%	19.2%	17.9%	21.5%	13.9%	17.4%
Below average	28.0%	29.1%	27.7%	29.1%	28.2%	28.4%
Poor	47.0%	40.7%	37.5%	34.5%	50.1%	42.4%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q12-18. Neighborliness of residents

Excellent	10.5%	14.5%	15.8%	14.6%	12.9%	13.7%
Good	46.2%	48.4%	48.3%	47.3%	48.0%	47.5%
Neutral	30.3%	26.6%	24.2%	26.5%	27.9%	27.2%
Below average	7.2%	7.3%	7.5%	6.9%	7.8%	7.3%
Poor	5.8%	3.2%	4.2%	4.8%	3.4%	4.3%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	10.3%	15.5%	16.2%	18.3%	9.6%	14.1%
Good	44.7%	49.9%	45.3%	50.2%	44.9%	47.3%
Neutral	31.5%	22.2%	31.6%	20.7%	31.2%	26.1%
Below average	8.1%	9.3%	4.3%	7.2%	10.5%	8.7%
Poor	5.5%	3.1%	2.6%	3.5%	3.8%	3.7%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	18.9%	24.3%	24.4%	24.6%	20.7%	22.7%
Good	52.6%	48.5%	46.3%	50.5%	48.0%	49.3%
Neutral	20.7%	17.4%	18.7%	15.8%	20.9%	18.3%
Below average	4.2%	7.1%	5.7%	6.4%	6.2%	6.3%
Poor	3.5%	2.7%	4.9%	2.7%	4.2%	3.4%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	31.4%	38.5%	34.1%	37.9%	33.7%	35.6%
Good	53.0%	46.4%	48.0%	48.4%	48.6%	48.6%
Neutral	12.2%	10.0%	13.0%	10.5%	11.5%	11.0%
Below average	2.1%	3.2%	0.8%	1.8%	3.0%	2.6%
Poor	1.4%	1.9%	4.1%	1.4%	3.2%	2.3%

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

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	25.2%	33.3%	31.9%	31.5%	29.8%	30.5%
Good	58.5%	52.6%	43.7%	53.3%	52.9%	53.2%
Neutral	13.8%	12.5%	17.6%	12.9%	14.1%	13.5%
Below average	1.8%	0.7%	4.2%	1.5%	1.7%	1.6%
Poor	0.7%	0.9%	2.5%	0.8%	1.5%	1.1%

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=1045

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q13. Sum of top 3 choices</u>						
Quality of police services	26.8%	21.0%	19.7%	25.2%	20.3%	22.6%
Response time for police services	12.4%	10.8%	7.1%	11.7%	9.9%	10.6%
Overall police relationship with your community	26.4%	14.5%	12.6%	17.8%	17.6%	17.9%
Quality of fire services	4.0%	5.5%	7.9%	7.6%	3.1%	5.3%
Response time for fire services	3.0%	3.4%	0.8%	3.5%	2.7%	3.1%
Overall quality of service provided by 9-1-1 operators	5.7%	3.4%	4.7%	3.9%	4.4%	4.2%
Enforcement of City codes & ordinances	12.0%	13.3%	13.4%	14.8%	11.2%	12.9%
Enforcement of junk & debris cleanup on private property	16.1%	15.2%	13.4%	14.8%	15.7%	15.1%
Overall cleanliness of Raleigh	18.7%	21.9%	22.8%	21.9%	21.1%	21.2%

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) (cont.)

N=1045

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q13. Sum of top 3 choices (cont.)</u>						
Cleanliness of Downtown Raleigh	5.4%	9.6%	11.8%	11.3%	6.0%	8.7%
Cleanliness of your neighborhood	7.7%	4.3%	6.3%	5.7%	5.2%	5.5%
Cleanliness of City parks	3.3%	3.2%	2.4%	2.9%	3.3%	3.2%
Cleanliness of City greenways	3.0%	4.3%	4.7%	3.3%	4.4%	4.0%
Impact of changes being made in & around your neighborhood	16.7%	20.5%	20.5%	16.8%	21.9%	19.3%
New construction's compatibility with existing neighborhood building patterns	25.4%	33.8%	32.3%	29.7%	34.2%	31.5%
Variety of housing options	19.4%	23.2%	12.6%	18.8%	22.8%	20.9%
Availability of affordable housing	44.8%	41.7%	33.9%	36.5%	46.4%	41.5%
Neighborliness of residents	2.0%	2.2%	6.3%	3.5%	1.7%	2.6%

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? (top 3) (cont.)

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q13. Sum of top 3 choices (cont.)</u>						
Openness & acceptance of the community towards people of diverse backgrounds	9.4%	7.7%	5.5%	6.8%	9.1%	8.0%
Your neighborhood's ability to support a healthy & active lifestyle	2.7%	4.6%	7.9%	2.7%	5.8%	4.3%
Your access to City parks, greenways, & community centers	5.4%	5.5%	9.4%	7.4%	4.6%	6.0%
Overall quality of parks & recreation programs & services	5.0%	6.5%	6.3%	6.6%	5.0%	5.8%
None chosen	5.0%	5.1%	9.4%	6.1%	4.8%	5.6%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q14-1. In Raleigh overall</u>						
Very safe	16.5%	20.5%	25.8%	26.1%	15.0%	20.4%
Safe	63.2%	59.5%	54.0%	58.6%	60.2%	59.3%
Neutral	15.8%	16.0%	16.9%	12.4%	19.9%	16.3%
Unsafe	4.1%	3.5%	2.4%	2.6%	4.1%	3.4%
Very unsafe	0.3%	0.5%	0.8%	0.4%	0.8%	0.6%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q14-2. In City parks & greenways</u>						
Very safe	13.8%	15.5%	17.6%	22.2%	9.1%	15.7%
Safe	46.0%	51.8%	47.1%	53.2%	45.5%	49.2%
Neutral	26.4%	22.7%	26.9%	18.3%	30.2%	24.4%
Unsafe	13.0%	8.4%	6.7%	5.6%	13.0%	9.4%
Very unsafe	0.7%	1.6%	1.7%	0.6%	2.1%	1.3%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q14-3. In Downtown Raleigh during the day</u>						
Very safe	23.2%	29.1%	29.2%	33.9%	22.3%	27.9%
Safe	61.8%	55.2%	52.5%	50.8%	61.9%	56.3%
Neutral	11.2%	12.5%	11.7%	11.6%	12.1%	12.0%
Unsafe	3.9%	2.7%	6.7%	3.7%	3.2%	3.5%
Very unsafe	0.0%	0.5%	0.0%	0.0%	0.4%	0.3%

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

N=1045				Q31. What is your gender/gender identity?		Total
Q30. Your race/ethnicity						
Black or African American	White	Some other race	Male	Female		
<u>Q14-4. In Downtown Raleigh at night</u>						
Very safe	7.8%	6.9%	13.4%	10.6%	5.2%	8.1%
Safe	31.9%	30.9%	28.6%	34.6%	29.1%	31.5%
Neutral	37.0%	35.1%	28.6%	33.5%	35.1%	34.7%
Unsafe	18.9%	22.5%	21.4%	16.9%	25.2%	20.8%
Very unsafe	4.4%	4.6%	8.0%	4.3%	5.4%	4.9%

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

N=1045				Q31. What is your gender/gender identity?		
	Q30. Your race/ethnicity					Total
	Black or African American	White	Some other race	Male	Female	
<u>Q14-5. In your neighborhood during the day</u>						
Very safe	43.6%	59.7%	52.0%	60.7%	48.6%	54.6%
Safe	48.5%	35.1%	38.4%	34.7%	43.5%	39.0%
Neutral	6.5%	4.3%	7.2%	3.4%	6.7%	5.2%
Unsafe	1.4%	0.5%	2.4%	1.0%	1.0%	1.0%
Very unsafe	0.0%	0.3%	0.0%	0.2%	0.2%	0.2%

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

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q14-6. In your neighborhood at night</u>						
Very safe	23.6%	35.1%	26.6%	38.1%	23.8%	31.0%
Safe	46.2%	40.5%	41.1%	41.1%	44.4%	42.7%
Neutral	20.5%	17.2%	22.6%	15.6%	21.2%	18.5%
Unsafe	7.9%	5.2%	8.1%	3.8%	8.4%	6.2%
Very unsafe	1.7%	1.9%	1.6%	1.4%	2.2%	1.8%

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=1045

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q15. Sum of top 2 choices</u>						
In Raleigh overall	48.5%	47.7%	42.5%	46.9%	48.7%	47.8%
In City parks & greenways	44.5%	41.5%	40.2%	36.5%	48.4%	42.2%
In Downtown Raleigh during the day	10.0%	10.1%	7.9%	12.7%	6.8%	9.8%
In Downtown Raleigh at night	54.2%	59.8%	49.6%	58.8%	55.5%	56.9%
In your neighborhood during the day	5.4%	2.4%	4.7%	2.7%	4.1%	3.4%
In your neighborhood at night	23.7%	17.1%	26.0%	18.8%	20.5%	19.6%
None chosen	5.4%	8.9%	10.2%	9.2%	6.6%	8.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q16-1. Overall traffic flow in Raleigh

Excellent	2.8%	2.8%	8.9%	4.0%	3.0%	3.5%
Good	36.7%	29.1%	26.0%	33.3%	27.5%	30.9%
Neutral	21.7%	26.7%	23.6%	23.5%	27.1%	25.3%
Below average	23.1%	25.3%	26.8%	25.5%	23.8%	24.4%
Poor	15.7%	16.2%	14.6%	13.7%	18.6%	15.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

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

Excellent	7.0%	4.5%	10.6%	6.8%	5.4%	6.1%
Good	44.9%	44.9%	43.1%	47.5%	42.0%	44.9%
Neutral	22.5%	23.6%	22.0%	19.8%	25.8%	22.9%
Below average	15.8%	18.7%	17.1%	17.4%	18.0%	17.5%
Poor	9.8%	8.4%	7.3%	8.6%	8.8%	8.6%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q16-3. Overall maintenance of City streets

Excellent	2.7%	3.3%	10.4%	5.3%	2.7%	4.2%
Good	34.8%	30.8%	25.6%	32.5%	30.2%	31.3%
Neutral	25.9%	29.5%	28.0%	27.3%	28.8%	28.2%
Below average	22.2%	24.3%	21.6%	20.8%	25.7%	23.0%
Poor	14.3%	12.1%	14.4%	14.1%	12.5%	13.3%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q16-4. Overall condition of major City streets

Excellent	4.1%	4.0%	10.5%	5.2%	4.5%	4.9%
Good	40.0%	34.3%	33.1%	37.6%	33.9%	36.0%
Neutral	25.2%	30.8%	22.6%	25.5%	30.7%	28.1%
Below average	17.9%	21.2%	18.5%	18.9%	21.1%	19.7%
Poor	12.8%	9.7%	15.3%	12.7%	9.8%	11.3%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-5. Condition of streets in your neighborhood</u>						
Excellent	12.4%	13.2%	16.7%	14.2%	12.7%	13.5%
Good	51.4%	53.2%	44.4%	51.1%	52.4%	51.8%
Neutral	20.3%	20.2%	19.0%	18.2%	22.0%	20.0%
Below average	9.7%	9.6%	11.1%	10.6%	8.8%	9.7%
Poor	6.2%	3.8%	8.7%	6.0%	4.1%	5.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-6. Overall condition of City sidewalks</u>						
Excellent	6.7%	6.1%	9.0%	7.3%	6.4%	6.8%
Good	42.5%	42.9%	36.9%	43.8%	39.3%	41.6%
Neutral	31.2%	30.9%	29.5%	26.4%	34.8%	30.5%
Below average	11.2%	14.1%	13.9%	14.2%	13.1%	13.6%
Poor	8.4%	6.0%	10.7%	8.3%	6.4%	7.4%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

Q30. Your race/ethnicity				Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female		
<u>Q16-7. Availability of sidewalks in Raleigh</u>						
Excellent	5.9%	4.7%	7.6%	6.1%	5.1%	5.6%
Good	37.1%	37.1%	29.4%	38.9%	32.4%	35.9%
Neutral	24.5%	29.2%	22.7%	26.1%	28.1%	26.8%
Below average	19.2%	18.5%	26.1%	16.9%	22.7%	19.8%
Poor	13.3%	10.6%	14.3%	12.0%	11.7%	11.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-8. Condition of sidewalks in your neighborhood</u>						
Excellent	16.2%	14.5%	13.3%	15.9%	14.2%	15.1%
Good	45.6%	45.0%	38.3%	44.8%	43.7%	44.3%
Neutral	19.9%	21.3%	29.2%	19.1%	24.6%	21.8%
Below average	10.3%	11.8%	8.3%	12.7%	9.3%	10.8%
Poor	8.1%	7.4%	10.8%	7.5%	8.1%	8.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-9. Availability of sidewalks in your neighborhood</u>						
Excellent	18.6%	16.1%	13.3%	17.4%	15.5%	16.4%
Good	40.7%	42.9%	34.2%	42.8%	39.6%	41.2%
Neutral	16.1%	14.1%	25.0%	14.0%	18.2%	16.0%
Below average	9.1%	13.3%	15.0%	12.0%	13.1%	12.5%
Poor	15.4%	13.7%	12.5%	13.8%	13.7%	13.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-10. Availability of bicycle lanes in Raleigh</u>						
Excellent	9.0%	9.5%	12.6%	11.3%	8.2%	9.9%
Good	39.1%	34.7%	34.2%	38.0%	34.5%	36.0%
Neutral	35.9%	32.5%	28.8%	30.0%	35.2%	32.9%
Below average	12.5%	13.7%	12.6%	13.3%	13.5%	13.2%
Poor	3.5%	9.7%	11.7%	7.3%	8.7%	8.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q16-11. Availability of bicycle lanes in your neighborhood

Excellent	10.5%	8.7%	11.8%	10.1%	9.0%	9.7%
Good	22.7%	27.3%	21.8%	27.8%	23.7%	25.6%
Neutral	34.4%	31.9%	30.0%	32.6%	31.3%	32.2%
Below average	17.0%	13.7%	13.6%	13.1%	16.5%	14.6%
Poor	15.4%	18.4%	22.7%	16.3%	19.5%	18.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q16-12. Availability of Downtown parking

Excellent	3.6%	6.1%	9.2%	7.7%	4.0%	6.0%
Good	28.2%	28.2%	25.8%	30.0%	26.4%	28.1%
Neutral	29.2%	28.4%	32.5%	27.7%	30.6%	29.3%
Below average	23.1%	23.2%	15.0%	20.5%	23.5%	21.9%
Poor	15.9%	14.0%	17.5%	14.1%	15.5%	14.8%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-13. Quality of Downtown parking (e.g., cleanliness, condition)</u>						
Excellent	4.4%	6.3%	11.3%	7.9%	4.3%	6.2%
Good	39.4%	34.1%	32.2%	37.3%	34.2%	35.6%
Neutral	33.2%	35.8%	25.2%	31.1%	36.3%	33.7%
Below average	13.5%	15.2%	21.7%	14.9%	16.0%	15.5%
Poor	9.5%	8.7%	9.6%	8.7%	9.2%	9.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-14. Overall quality of GoRaleigh bus system</u>						
Excellent	9.5%	6.4%	17.5%	9.8%	7.5%	9.0%
Good	36.7%	33.7%	25.4%	31.9%	33.6%	32.9%
Neutral	31.0%	34.9%	27.0%	34.6%	30.5%	32.3%
Below average	9.5%	15.3%	17.5%	12.6%	15.9%	14.1%
Poor	13.3%	9.6%	12.7%	11.0%	12.4%	11.7%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-15. Availability of GoRaleigh bus system</u>						
Excellent	7.4%	6.0%	13.8%	8.5%	5.6%	7.4%
Good	34.4%	24.6%	20.0%	26.0%	26.6%	26.6%
Neutral	28.8%	31.7%	21.5%	30.6%	27.9%	29.0%
Below average	14.1%	24.6%	26.2%	22.1%	21.9%	21.8%
Poor	15.3%	13.1%	18.5%	12.8%	18.0%	15.2%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-16. Cleanliness of GoRaleigh buses</u>						
Excellent	9.9%	10.0%	14.3%	12.5%	7.8%	10.6%
Good	39.7%	38.6%	28.6%	37.0%	37.8%	37.5%
Neutral	37.4%	39.5%	38.8%	38.4%	40.6%	38.8%
Below average	6.1%	7.6%	14.3%	7.4%	7.2%	7.7%
Poor	6.9%	4.3%	4.1%	4.6%	6.7%	5.4%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-17. Cleanliness of GoRaleigh bus stops & terminals</u>						
Excellent	5.1%	6.6%	9.7%	7.8%	4.8%	6.7%
Good	31.2%	29.0%	29.0%	32.0%	27.3%	29.6%
Neutral	38.9%	36.7%	37.1%	35.9%	38.5%	37.1%
Below average	10.2%	17.4%	16.1%	12.9%	16.9%	14.9%
Poor	14.6%	10.4%	8.1%	11.3%	12.6%	11.7%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-18. Availability of electric vehicle charging</u>						
Excellent	1.7%	4.6%	9.4%	6.1%	2.6%	4.6%
Good	15.4%	17.4%	15.6%	15.9%	19.1%	17.4%
Neutral	45.3%	39.7%	37.5%	37.4%	42.8%	39.9%
Below average	28.2%	21.0%	15.6%	25.2%	19.1%	22.2%
Poor	9.4%	17.4%	21.9%	15.4%	16.5%	15.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q16-19. The job City of Raleigh does at providing instructions on how to use GoRaleigh bus system

Excellent	4.7%	5.0%	6.7%	5.7%	4.5%	5.3%
Good	26.2%	19.6%	18.3%	21.5%	20.2%	21.0%
Neutral	35.6%	32.0%	33.3%	34.1%	31.4%	32.5%
Below average	19.5%	22.8%	18.3%	21.5%	21.9%	21.4%
Poor	14.1%	20.6%	23.3%	17.2%	21.9%	19.8%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

Q30. Your race/ethnicity				Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female		
<u>Q16-20. Walking to places in Raleigh</u>						
Excellent	9.9%	8.7%	16.4%	12.9%	7.2%	10.1%
Good	45.6%	41.4%	35.3%	43.8%	40.0%	41.6%
Neutral	22.4%	28.2%	26.7%	24.3%	28.1%	26.3%
Below average	14.8%	14.0%	11.2%	10.7%	16.6%	13.8%
Poor	7.2%	7.8%	10.3%	8.3%	8.1%	8.1%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q16-21. Biking to places in Raleigh</u>						
Excellent	4.1%	7.1%	12.7%	10.7%	3.3%	7.6%
Good	26.0%	27.0%	24.1%	26.3%	26.8%	26.3%
Neutral	39.0%	32.5%	34.2%	35.3%	31.3%	33.8%
Below average	20.5%	19.6%	13.9%	17.0%	22.8%	19.4%
Poor	10.3%	13.8%	15.2%	10.7%	15.9%	12.9%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q16-22. Riding GoRaleigh bus to places in Raleigh

Excellent	4.6%	6.9%	9.4%	7.3%	4.8%	6.5%
Good	26.0%	23.0%	18.9%	23.9%	24.9%	24.0%
Neutral	39.7%	35.5%	39.6%	40.4%	32.3%	36.8%
Below average	14.5%	21.7%	13.2%	16.1%	20.1%	18.0%
Poor	15.3%	12.9%	18.9%	12.4%	18.0%	14.7%

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=1045

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q17. Sum of top 3 choices</u>						
Overall traffic flow in Raleigh	52.5%	52.1%	46.5%	52.3%	50.9%	51.4%
Ability to predict travel time to places in Raleigh	10.4%	12.0%	10.2%	9.2%	13.0%	11.0%
Overall maintenance of City streets	39.8%	38.1%	44.1%	40.0%	38.9%	39.1%
Overall condition of major City streets	28.4%	29.9%	29.1%	30.1%	29.8%	29.7%
Condition of streets in your neighborhood	8.0%	6.0%	10.2%	7.4%	6.6%	7.1%
Overall condition of City sidewalks	9.4%	6.5%	7.9%	8.8%	6.4%	7.5%
Availability of sidewalks in Raleigh	16.4%	17.9%	23.6%	17.6%	19.3%	18.4%
Condition of sidewalks in your neighborhood	4.7%	5.8%	5.5%	6.4%	4.3%	5.3%
Availability of sidewalks in your neighborhood	7.7%	8.0%	10.2%	7.6%	8.9%	8.1%

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? (top 3) (cont.)

N=1045

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q17. Sum of top 3 choices (cont.)</u>						
Availability of bicycle lanes in Raleigh	9.7%	12.3%	10.2%	11.9%	11.0%	11.3%
Availability of bicycle lanes in your neighborhood	3.7%	2.4%	6.3%	3.3%	2.9%	3.2%
Availability of Downtown parking	19.7%	18.6%	14.2%	17.0%	19.3%	18.3%
Quality of Downtown parking (e.g., cleanliness, condition)	7.4%	6.7%	4.7%	6.8%	6.6%	6.6%
Overall quality of GoRaleigh bus system	6.4%	7.4%	5.5%	7.2%	7.0%	7.0%
Availability of GoRaleigh bus system	13.0%	11.3%	9.4%	10.4%	13.3%	11.9%
Cleanliness of GoRaleigh buses	0.3%	0.5%	2.4%	0.8%	0.6%	0.7%
Cleanliness of GoRaleigh bus stops & terminals	2.0%	1.9%	0.8%	2.1%	1.5%	1.8%
Availability of electric vehicle charging	6.7%	6.3%	6.3%	7.2%	6.0%	6.5%

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) (cont.)

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q17. Sum of top 3 choices (cont.)

The job City of Raleigh does at providing instructions on how to use GoRaleigh bus system	6.7%	7.2%	3.1%	5.1%	8.1%	6.7%
Walking to places in Raleigh	6.7%	9.2%	9.4%	7.4%	9.5%	8.7%
Biking to places in Raleigh	2.0%	4.3%	5.5%	4.3%	2.9%	3.7%
Riding GoRaleigh bus to places in Raleigh	5.0%	4.4%	3.9%	3.5%	5.6%	4.6%
None chosen	8.4%	7.4%	7.9%	8.0%	6.6%	7.7%

Q18. In the past 18 months, how often have you used the GoRaleigh bus system? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q18. How often have you used GoRaleigh bus system in past 18 months

Very frequently	1.0%	0.7%	1.7%	1.4%	0.4%	1.0%
Frequently	2.1%	3.0%	2.5%	3.0%	2.0%	2.8%
Rarely	16.3%	14.7%	15.7%	15.6%	14.9%	15.2%
Never	80.6%	81.7%	80.2%	80.0%	82.8%	81.0%

Q18a. Which ONE of the following is your primary reason for not using the service? (without "not provided")

N=824	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q18a. Your primary reason for not using GoRaleigh bus service</u>						
Does not serve the areas I need to visit	13.7%	15.1%	21.8%	15.6%	15.3%	15.3%
Buses do not come frequently enough	4.8%	5.1%	12.6%	7.9%	4.2%	6.0%
Services are not provided during days & hours I would use it	1.8%	2.4%	1.1%	1.9%	2.7%	2.3%
I just prefer to drive	66.5%	61.3%	49.4%	61.6%	60.5%	61.3%
I prefer to walk or bike	0.9%	1.8%	0.0%	1.9%	0.7%	1.3%
I have concerns about public health (e.g., COVID-19, influenza, etc.)	3.1%	1.6%	1.1%	1.1%	2.7%	1.9%
I have concerns about safety	4.0%	6.2%	6.9%	4.5%	7.2%	5.8%
Other	5.3%	6.4%	6.9%	5.6%	6.7%	6.1%

Q19. How often are you currently telecommuting/working from home? (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q19. How often are you currently telecommuting/working from home</u>						
Every work day	21.1%	21.7%	22.7%	21.5%	21.1%	21.3%
A few times within a week	15.1%	21.3%	21.0%	19.6%	19.0%	19.3%
A few times within a month	8.2%	6.9%	7.6%	7.0%	8.5%	7.7%
A few times within a year	5.7%	6.7%	8.4%	7.8%	6.4%	7.0%
Never	49.8%	43.4%	40.3%	44.1%	44.9%	44.6%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-1. Visited a City park or greenway

Very frequently	21.9%	30.0%	31.7%	28.4%	26.9%	27.7%
Frequently	38.4%	36.8%	36.6%	36.2%	39.7%	37.7%
Rarely	32.2%	27.5%	26.8%	30.6%	26.3%	28.7%
Never	7.5%	5.6%	4.9%	4.8%	7.1%	6.0%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-2. Visited a City community center

Very frequently	4.5%	2.8%	5.7%	3.9%	3.7%	3.8%
Frequently	25.6%	18.9%	16.4%	17.2%	23.1%	20.4%
Rarely	49.1%	52.1%	58.2%	55.0%	49.3%	52.1%
Never	20.8%	26.1%	19.7%	23.9%	23.9%	23.7%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-3. Participated in a City recreation program or event

Very frequently	4.5%	3.9%	5.7%	3.9%	4.8%	4.4%
Frequently	20.3%	18.5%	11.5%	15.9%	20.1%	18.0%
Rarely	43.0%	40.3%	49.2%	41.7%	42.6%	42.1%
Never	32.2%	37.3%	33.6%	38.6%	32.5%	35.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-4. Called 9-1-1

Very frequently	0.7%	0.4%	0.0%	0.6%	0.4%	0.5%
Frequently	3.9%	1.9%	2.5%	2.0%	3.0%	2.6%
Rarely	36.3%	33.2%	37.2%	34.2%	35.4%	34.7%
Never	59.2%	64.5%	60.3%	63.1%	61.2%	62.2%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045				Q31. What is your gender/gender identity?		
Q30. Your race/ethnicity						Total
Black or African American	White	Some other race		Male	Female	
<u>Q20-5. Contacted City for code enforcement</u>						
Very frequently	0.4%	0.2%	0.8%	0.8%	0.0%	0.4%
Frequently	3.9%	2.5%	4.2%	3.9%	2.4%	3.1%
Rarely	20.6%	19.7%	20.0%	20.8%	19.0%	20.0%
Never	75.2%	77.6%	75.0%	74.5%	78.6%	76.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045				Q31. What is your gender/gender identity?		
	Q30. Your race/ethnicity					Total
	Black or African American	White	Some other race	Male	Female	
<u>Q20-6. Had contact with Raleigh Police Department</u>						
Very frequently	1.0%	1.2%	0.0%	2.2%	0.4%	1.3%
Frequently	4.9%	4.9%	4.1%	5.8%	4.0%	4.8%
Rarely	47.6%	49.2%	44.7%	50.1%	46.2%	48.3%
Never	46.5%	44.6%	51.2%	41.9%	49.4%	45.6%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-7. Had contact with Raleigh Fire Department

Very frequently	0.7%	0.5%	0.0%	0.8%	0.6%	0.7%
Frequently	3.8%	3.9%	1.6%	4.1%	2.6%	3.6%
Rarely	32.6%	32.3%	29.5%	35.4%	29.2%	32.3%
Never	62.8%	63.2%	68.9%	59.8%	67.7%	63.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-8. Attended a City of Raleigh public meeting

Very frequently	1.0%	1.6%	1.6%	2.2%	1.0%	1.6%
Frequently	7.3%	4.3%	4.9%	7.1%	3.4%	5.3%
Rarely	27.2%	26.1%	26.2%	25.8%	27.1%	26.3%
Never	64.5%	68.0%	67.2%	64.8%	68.5%	66.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045				Q31. What is your gender/gender identity?		Total
Q30. Your race/ethnicity						
Black or African American	White	Some other race		Male	Female	
<u>Q20-9. Watched a City of Raleigh public meeting (online or television)</u>						
Very frequently	2.4%	2.1%	0.8%	1.8%	2.4%	2.2%
Frequently	12.5%	7.9%	11.5%	9.5%	9.6%	9.8%
Rarely	37.5%	33.8%	29.5%	37.9%	30.7%	34.3%
Never	47.6%	56.3%	58.2%	50.8%	57.2%	53.7%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q20-10. Contacted City of Raleigh elected officials (in-person, phone, email, or social media/web)</u>						
Very frequently	1.1%	2.1%	0.8%	2.0%	1.6%	1.8%
Frequently	10.2%	6.6%	11.5%	8.6%	8.2%	8.3%
Rarely	31.6%	32.1%	25.4%	34.4%	28.1%	31.4%
Never	57.2%	59.1%	62.3%	55.0%	62.1%	58.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-11. Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint

Very frequently	2.1%	4.6%	3.2%	5.3%	2.4%	3.8%
Frequently	24.6%	22.1%	27.4%	26.4%	20.8%	23.4%
Rarely	41.2%	50.4%	34.7%	43.7%	47.4%	45.7%
Never	32.0%	22.8%	34.7%	24.6%	29.4%	27.1%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-12. Attended a homeowners association meeting

Very frequently	8.1%	4.6%	2.5%	7.0%	4.3%	5.6%
Frequently	16.6%	18.0%	18.5%	16.6%	18.2%	17.5%
Rarely	22.5%	19.7%	24.4%	23.7%	18.6%	21.1%
Never	52.8%	57.7%	54.6%	52.7%	58.8%	55.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-13. Attended an event at a City entertainment venue (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheater, Coastal Credit Union Music Park at Walnut Creek)

Very frequently	7.0%	7.8%	7.4%	9.5%	5.8%	7.6%
Frequently	32.9%	34.0%	32.0%	32.6%	35.4%	33.9%
Rarely	42.0%	41.8%	34.4%	40.7%	40.4%	40.6%
Never	18.2%	16.4%	26.2%	17.2%	18.4%	17.9%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-14. Biked or walked instead of driving

Very frequently	6.3%	8.7%	8.1%	11.2%	5.2%	8.2%
Frequently	18.9%	21.6%	32.3%	22.1%	22.4%	22.2%
Rarely	37.9%	38.8%	31.5%	38.4%	37.1%	37.7%
Never	36.8%	31.0%	28.2%	28.3%	35.3%	31.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q20-15. Used City greenways as a mode of transportation

Very frequently	3.5%	3.8%	2.4%	5.3%	1.8%	3.6%
Frequently	5.7%	10.1%	11.3%	11.4%	6.9%	9.0%
Rarely	26.9%	28.4%	25.8%	29.4%	25.9%	27.9%
Never	64.0%	57.8%	60.5%	54.0%	65.4%	59.5%

Q21. During COVID-19, the City implemented several changes to programs to serve the community's needs. Please indicate which services you have participated in during the past 18 months.

N=1045

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q21. Which services have you participated in during past 18 months</u>						
Virtual inspection services	4.7%	1.7%	3.1%	2.0%	2.9%	2.7%
Digital permitting services	5.0%	4.1%	3.9%	6.1%	2.7%	4.3%
Online recreation programs	8.0%	6.8%	4.7%	6.1%	8.3%	7.1%
Outdoor seating extensions at restaurants	42.1%	54.0%	42.5%	46.3%	53.6%	49.5%
Temporary curbside pickup zones at local businesses	43.8%	49.6%	41.7%	42.4%	52.2%	47.4%
Virtual public meetings	20.4%	19.5%	15.7%	19.1%	19.7%	19.4%
Small business assistance loans	1.7%	1.7%	3.1%	2.0%	1.9%	1.9%
Mask distributions	21.4%	10.8%	14.2%	11.5%	16.6%	14.3%

Q22. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")

N=1045

Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
Black or African American	White	Some other race	Male	Female	

Q22. How likely are you to recommend living in Raleigh to someone who asks

Very likely	38.6%	42.8%	45.2%	45.2%	37.4%	41.6%
Likely	36.9%	33.5%	30.6%	31.0%	38.2%	34.4%
Neutral	18.6%	14.9%	14.5%	16.3%	15.4%	15.8%
Not likely	3.4%	6.1%	5.6%	5.0%	5.9%	5.4%
Very unlikely	2.4%	2.6%	4.0%	2.4%	3.1%	2.8%

Q23. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1045

N=1045	Q30. Your race/ethnicity			Q31. What is your gender/gender identity?		Total
	Black or African American	White	Some other race	Male	Female	
<u>Q23. Most significant issues Raleigh will face over next five years</u>						
Affordable housing	85.6%	71.3%	69.3%	69.5%	80.9%	75.2%
Pace of growth	55.9%	70.8%	63.0%	68.2%	64.4%	65.7%
Transportation	43.8%	49.7%	44.9%	52.1%	42.2%	47.0%
Affordability of City services	13.7%	12.6%	18.1%	15.6%	11.8%	13.9%
Public safety	31.1%	35.0%	35.4%	33.2%	34.0%	33.5%
Job opportunities	13.4%	6.8%	15.0%	10.7%	8.5%	9.8%
Environmental protection/ climate change	15.4%	23.8%	21.3%	15.8%	26.5%	21.0%
Social justice/equity/ inclusivity	28.1%	15.2%	17.3%	16.2%	22.4%	19.4%
Other	4.3%	3.4%	4.7%	4.9%	3.3%	4.0%

Section 4

Years Lived in Raleigh

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-1. Overall quality of life in Raleigh</u>							
Excellent	26.3%	27.8%	34.0%	30.8%	30.3%	31.1%	30.1%
Good	61.8%	61.1%	57.4%	55.8%	59.2%	59.5%	59.6%
Neutral	9.9%	9.3%	8.5%	11.5%	7.0%	6.5%	8.0%
Below average	2.0%	1.9%	0.0%	1.9%	3.5%	2.6%	2.2%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.1%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-2. Overall quality of life in your neighborhood</u>							
Excellent	23.4%	36.1%	30.9%	38.5%	43.8%	41.2%	37.3%
Good	57.8%	49.1%	56.4%	43.3%	43.8%	50.0%	49.7%
Neutral	14.3%	9.3%	11.7%	18.3%	8.9%	7.1%	10.4%
Below average	3.2%	4.6%	1.1%	0.0%	3.4%	1.5%	2.3%
Poor	1.3%	0.9%	0.0%	0.0%	0.0%	0.3%	0.4%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-3. Raleigh as a place to live</u>							
Excellent	34.9%	31.5%	39.4%	34.6%	39.1%	35.9%	36.3%
Good	54.6%	57.4%	54.3%	50.0%	51.0%	52.2%	52.7%
Neutral	8.6%	9.3%	5.3%	12.5%	7.9%	8.3%	8.4%
Below average	2.0%	1.9%	1.1%	2.9%	2.0%	3.3%	2.3%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.3%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-4. Raleigh as a place to raise children</u>							
Excellent	31.3%	29.2%	36.7%	35.1%	37.0%	34.8%	34.6%
Good	50.0%	53.9%	44.3%	46.8%	44.8%	47.4%	47.5%
Neutral	17.0%	14.6%	15.2%	11.7%	15.5%	14.2%	14.7%
Below average	1.8%	2.2%	3.8%	6.4%	2.8%	2.9%	3.0%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-5. Raleigh as a place to retire</u>							
Excellent	22.4%	23.6%	16.0%	18.5%	19.4%	22.1%	21.1%
Good	44.8%	38.2%	46.9%	43.5%	36.6%	43.6%	42.6%
Neutral	17.2%	25.8%	24.7%	23.9%	28.3%	22.7%	23.2%
Below average	13.8%	7.9%	8.6%	8.7%	12.6%	7.3%	9.3%
Poor	1.7%	4.5%	3.7%	5.4%	3.1%	4.2%	3.8%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-6. Raleigh as a place to work</u>							
Excellent	34.6%	25.3%	36.4%	34.3%	35.2%	33.6%	33.5%
Good	51.9%	65.3%	50.0%	49.0%	51.3%	55.3%	54.1%
Neutral	12.0%	4.2%	12.5%	14.7%	12.6%	9.3%	10.5%
Below average	1.5%	4.2%	1.1%	2.0%	1.0%	1.5%	1.6%
Poor	0.0%	1.1%	0.0%	0.0%	0.0%	0.3%	0.2%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-7. Raleigh as a place for young professionals</u>							
Excellent	41.3%	41.8%	35.3%	40.5%	43.4%	41.5%	41.5%
Good	47.1%	41.8%	54.1%	44.0%	43.4%	46.0%	45.5%
Neutral	8.3%	12.1%	7.1%	13.1%	12.1%	11.1%	10.8%
Below average	2.5%	3.3%	3.5%	2.4%	0.5%	1.4%	1.8%
Poor	0.8%	1.1%	0.0%	0.0%	0.5%	0.0%	0.3%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-8. Raleigh as a place I feel comfortable</u>							
Excellent	33.6%	34.3%	33.3%	33.0%	32.7%	36.1%	34.6%
Good	47.4%	44.4%	49.5%	51.5%	51.5%	46.9%	48.0%
Neutral	15.1%	19.4%	14.0%	9.7%	13.9%	11.4%	13.4%
Below average	3.9%	0.9%	2.2%	5.8%	1.5%	4.4%	3.3%
Poor	0.0%	0.9%	1.1%	0.0%	0.5%	1.2%	0.7%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-9. Overall direction that City of Raleigh is going</u>							
Excellent	18.6%	11.4%	6.7%	11.8%	10.5%	9.0%	11.4%
Good	42.8%	48.6%	48.9%	47.1%	38.5%	36.2%	40.8%
Neutral	29.0%	21.0%	28.9%	17.6%	26.5%	25.4%	25.2%
Below average	6.9%	14.3%	11.1%	13.7%	15.5%	16.2%	13.6%
Poor	2.8%	4.8%	4.4%	9.8%	9.0%	13.2%	8.9%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q1-10. Overall value that you receive for your City tax dollars & fees</u>							
Excellent	16.3%	7.7%	7.8%	7.8%	8.4%	11.9%	10.6%
Good	39.0%	49.0%	48.9%	49.0%	37.6%	35.4%	40.6%
Neutral	31.2%	25.0%	26.7%	26.5%	31.2%	27.7%	28.3%
Below average	7.8%	13.5%	11.1%	9.8%	15.8%	14.0%	12.8%
Poor	5.7%	4.8%	5.6%	6.9%	6.9%	11.0%	7.7%

Q1. Quality of Life. Please rate the quality of the following. (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?							Total
0-5	6-10	11-15	16-20	21-30	31+		

Q1-11. Overall image of Raleigh

Excellent	28.5%	22.2%	26.6%	30.8%	26.0%	27.9%	27.3%
Good	59.6%	62.0%	52.1%	53.8%	56.4%	50.6%	54.7%
Neutral	9.3%	13.9%	18.1%	11.5%	12.7%	15.3%	13.6%
Below average	1.3%	1.9%	2.1%	3.8%	3.9%	5.0%	3.4%
Poor	1.3%	0.0%	1.1%	0.0%	1.0%	1.2%	1.1%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q2-1. Availability of arts & cultural programs in Raleigh</u>							
Excellent	28.9%	24.8%	33.7%	31.7%	29.4%	37.7%	32.6%
Good	51.4%	56.2%	50.0%	56.4%	48.2%	50.3%	51.2%
Neutral	14.1%	15.2%	15.1%	10.9%	15.7%	8.6%	12.5%
Below average	4.9%	3.8%	1.2%	1.0%	5.6%	3.4%	3.5%
Poor	0.7%	0.0%	0.0%	0.0%	1.0%	0.0%	0.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q2-2. Availability of culturally diverse art & cultural programs in Raleigh</u>							
Excellent	25.8%	22.1%	29.3%	29.6%	23.1%	26.3%	26.1%
Good	46.1%	49.5%	46.3%	50.0%	49.5%	51.0%	49.0%
Neutral	19.5%	22.1%	19.5%	17.3%	18.3%	17.2%	18.7%
Below average	6.3%	6.3%	4.9%	3.1%	8.1%	4.9%	5.5%
Poor	2.3%	0.0%	0.0%	0.0%	1.1%	0.6%	0.7%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q2-3. Variety of arts & cultural programs offered in Raleigh</u>							
Excellent	25.4%	19.6%	28.6%	31.3%	26.5%	28.3%	27.2%
Good	46.3%	51.0%	47.6%	47.5%	48.1%	51.6%	49.3%
Neutral	22.4%	25.5%	20.2%	17.2%	18.0%	15.8%	18.5%
Below average	5.2%	3.9%	2.4%	4.0%	6.9%	3.7%	4.4%
Poor	0.7%	0.0%	1.2%	0.0%	0.5%	0.6%	0.5%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q2-4. Cost of arts & cultural programs in Raleigh</u>							
Excellent	19.4%	14.4%	11.3%	21.1%	14.4%	16.9%	16.5%
Good	51.2%	44.4%	50.0%	44.4%	48.1%	44.1%	46.5%
Neutral	27.9%	36.7%	35.0%	25.6%	26.5%	30.8%	30.2%
Below average	0.8%	4.4%	2.5%	5.6%	7.7%	5.1%	4.7%
Poor	0.8%	0.0%	1.3%	3.3%	3.3%	3.1%	2.2%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q2-5. Quality of arts & cultural programs in Raleigh</u>							
Excellent	26.2%	18.6%	26.8%	30.5%	23.5%	27.1%	25.3%
Good	49.2%	51.5%	54.9%	48.4%	54.0%	49.0%	51.1%
Neutral	20.8%	26.8%	15.9%	20.0%	17.6%	18.8%	19.7%
Below average	2.3%	3.1%	2.4%	1.1%	4.8%	4.1%	3.3%
Poor	1.5%	0.0%	0.0%	0.0%	0.0%	1.0%	0.5%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q2-6. Availability of information about arts & cultural programs & events</u>							
Excellent	13.6%	12.0%	14.0%	18.0%	18.6%	16.8%	16.1%
Good	43.6%	49.0%	51.2%	49.0%	40.2%	45.7%	45.7%
Neutral	22.9%	26.0%	24.4%	20.0%	23.7%	26.3%	24.2%
Below average	13.6%	12.0%	7.0%	12.0%	10.3%	8.3%	10.0%
Poor	6.4%	1.0%	3.5%	1.0%	7.2%	2.9%	4.0%

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

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

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

Excellent	29.4%	26.4%	42.5%	41.0%	32.8%	31.1%	33.0%
Good	54.4%	57.5%	44.8%	44.0%	52.5%	48.9%	50.3%
Neutral	12.5%	14.2%	10.3%	12.0%	10.1%	14.2%	12.6%
Below average	2.9%	1.9%	1.1%	3.0%	4.5%	4.3%	3.3%
Poor	0.7%	0.0%	1.1%	0.0%	0.0%	1.5%	0.7%

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=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q3. Sum of top 2 choices</u>							
Variety of arts & cultural programs offered in Raleigh	28.6%	26.9%	19.1%	31.7%	18.1%	19.0%	22.2%
Availability of culturally diverse art & cultural programs in Raleigh	22.1%	20.4%	22.3%	22.1%	24.0%	24.9%	23.5%
Availability of arts & cultural programs offered in Raleigh	33.1%	21.3%	21.3%	24.0%	26.5%	20.5%	23.7%
Cost of arts & cultural programs in Raleigh	30.5%	38.0%	36.2%	36.5%	39.2%	37.1%	36.1%
Quality of arts & cultural programs in Raleigh	17.5%	20.4%	14.9%	7.7%	14.7%	16.4%	15.3%
Availability of information about arts & cultural programs & events	31.2%	31.5%	33.0%	32.7%	37.3%	30.4%	32.6%

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? (top 2) (cont.)

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q3. Sum of top 2 choices (cont.)

Quality of City entertainment venues (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheatre, Walnut Creek Amphitheatre)	22.7%	21.3%	33.0%	25.0%	26.5%	26.3%	25.7%
None chosen	5.8%	8.3%	6.4%	8.7%	5.9%	10.8%	8.6%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q4-1. Local economy</u>							
Excellent	20.8%	14.6%	21.5%	17.5%	17.3%	18.2%	18.4%
Good	49.0%	61.2%	53.8%	54.6%	57.9%	56.4%	55.6%
Neutral	21.5%	17.5%	15.1%	15.5%	15.8%	17.3%	17.2%
Below average	6.0%	5.8%	8.6%	8.2%	6.4%	6.1%	6.5%
Poor	2.7%	1.0%	1.1%	4.1%	2.5%	2.1%	2.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q4-2. Development review services</u>							
Excellent	8.6%	8.3%	6.1%	6.8%	4.2%	4.4%	6.0%
Good	25.9%	36.7%	22.7%	25.4%	26.8%	26.3%	27.0%
Neutral	45.7%	26.7%	40.9%	35.6%	39.4%	40.2%	38.9%
Below average	13.6%	18.3%	13.6%	15.3%	17.6%	13.9%	15.0%
Poor	6.2%	10.0%	16.7%	16.9%	12.0%	15.1%	13.1%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q4-3. Permitting services</u>							
Excellent	9.7%	5.5%	0.0%	10.7%	1.4%	3.3%	4.3%
Good	27.4%	36.4%	25.4%	32.1%	26.1%	24.9%	27.3%
Neutral	41.9%	32.7%	40.3%	33.9%	41.3%	42.3%	40.2%
Below average	12.9%	16.4%	20.9%	10.7%	20.3%	16.2%	16.4%
Poor	8.1%	9.1%	13.4%	12.5%	10.9%	13.3%	11.8%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q4-4. Inspection services</u>							
Excellent	9.0%	5.4%	3.0%	9.8%	3.6%	4.9%	5.8%
Good	29.9%	33.9%	33.3%	41.0%	29.2%	28.2%	30.7%
Neutral	35.8%	42.9%	36.4%	21.3%	43.8%	42.0%	39.5%
Below average	16.4%	12.5%	13.6%	21.3%	13.9%	13.5%	14.1%
Poor	9.0%	5.4%	13.6%	6.6%	9.5%	11.4%	9.9%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q4-5. Availability of job opportunities that match my skills</u>							
Excellent	27.1%	15.6%	28.2%	22.5%	20.5%	22.8%	23.0%
Good	43.4%	43.3%	48.7%	43.8%	50.0%	48.5%	46.4%
Neutral	20.2%	34.4%	16.7%	25.8%	19.9%	21.7%	22.7%
Below average	7.0%	5.6%	3.8%	3.4%	6.3%	5.1%	5.4%
Poor	2.3%	1.1%	2.6%	4.5%	3.4%	1.8%	2.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q4-6. City's efforts to promote & assist small, minority, & women-owned businesses</u>							
Excellent	9.6%	12.7%	8.2%	10.8%	8.0%	8.7%	9.5%
Good	31.3%	28.6%	36.1%	30.8%	29.9%	29.8%	30.7%
Neutral	31.3%	31.7%	39.3%	38.5%	35.0%	38.5%	36.4%
Below average	18.1%	22.2%	16.4%	15.4%	21.2%	17.4%	18.0%
Poor	9.6%	4.8%	0.0%	4.6%	5.8%	5.5%	5.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q4-7. City's efforts to promote & assist innovation</u>							
Excellent	16.0%	10.0%	9.5%	13.0%	8.5%	11.0%	11.1%
Good	41.0%	40.0%	45.9%	50.6%	37.6%	39.2%	41.1%
Neutral	29.0%	37.1%	31.1%	29.9%	40.4%	36.3%	35.4%
Below average	11.0%	8.6%	13.5%	2.6%	8.5%	9.3%	8.7%
Poor	3.0%	4.3%	0.0%	3.9%	5.0%	4.2%	3.7%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q4-8. City's efforts to promote & assist public/private partnerships</u>							
Excellent	9.3%	10.9%	10.1%	10.4%	6.9%	8.8%	9.4%
Good	36.0%	36.4%	39.1%	43.3%	26.7%	35.3%	35.0%
Neutral	41.3%	30.9%	40.6%	32.8%	48.9%	43.3%	41.5%
Below average	8.0%	21.8%	8.7%	10.4%	9.9%	8.4%	9.9%
Poor	5.3%	0.0%	1.4%	3.0%	7.6%	4.2%	4.2%

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=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q5. Sum of top 2 choices</u>							
Local economy	50.6%	43.5%	38.3%	51.0%	47.5%	39.8%	43.6%
Development review services	12.3%	20.4%	22.3%	17.3%	21.1%	26.0%	21.1%
Permitting services	7.1%	10.2%	12.8%	7.7%	18.6%	21.3%	14.9%
Inspection services	7.8%	3.7%	11.7%	4.8%	12.7%	14.0%	10.7%
Availability of job opportunities that match my skills	16.2%	12.0%	14.9%	20.2%	12.3%	10.5%	13.6%
City's efforts to promote & assist small, minority, & women-owned businesses	42.9%	34.3%	35.1%	41.3%	32.4%	30.7%	34.3%
City's efforts to promote & assist innovation	31.2%	35.2%	21.3%	19.2%	23.0%	22.2%	24.1%
City's efforts to promote & assist public/private partnerships	13.6%	9.3%	27.7%	17.3%	17.6%	15.8%	16.4%
None chosen	8.4%	13.0%	6.4%	8.7%	6.4%	9.4%	9.5%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-1. How well City of Raleigh is managing growth</u>							
Excellent	6.0%	3.8%	8.6%	4.9%	2.5%	3.3%	4.5%
Good	34.0%	27.9%	22.6%	30.4%	29.4%	22.2%	26.9%
Neutral	23.3%	32.7%	24.7%	20.6%	19.4%	21.3%	22.7%
Below average	21.3%	26.0%	34.4%	23.5%	24.9%	24.3%	24.8%
Poor	15.3%	9.6%	9.7%	20.6%	23.9%	29.0%	21.0%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-2. Overall quality of new development in Raleigh</u>							
Excellent	7.6%	8.0%	9.8%	9.4%	7.6%	7.0%	8.0%
Good	39.3%	34.0%	41.3%	35.4%	37.6%	30.0%	34.8%
Neutral	33.1%	33.0%	30.4%	30.2%	27.4%	29.4%	30.0%
Below average	10.3%	15.0%	10.9%	15.6%	11.2%	17.1%	13.9%
Poor	9.7%	10.0%	7.6%	9.4%	16.2%	16.5%	13.2%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-3. Overall quality of water & sewer services</u>							
Excellent	18.1%	11.0%	15.4%	24.0%	17.0%	16.3%	17.3%
Good	52.1%	47.0%	54.9%	50.0%	46.0%	52.7%	50.0%
Neutral	22.2%	27.0%	20.9%	17.0%	21.5%	20.2%	21.5%
Below average	6.9%	13.0%	8.8%	7.0%	11.5%	7.8%	8.8%
Poor	0.7%	2.0%	0.0%	2.0%	4.0%	3.0%	2.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-4. Quality of drinking water provided by Raleigh Water</u>							
Excellent	18.6%	19.6%	17.4%	29.0%	21.2%	25.6%	22.8%
Good	47.6%	48.0%	53.3%	42.0%	49.5%	51.2%	49.1%
Neutral	23.4%	23.5%	19.6%	20.0%	17.7%	17.5%	19.5%
Below average	8.3%	7.8%	8.7%	6.0%	10.1%	3.9%	6.9%
Poor	2.1%	1.0%	1.1%	3.0%	1.5%	1.8%	1.8%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-5. Wastewater services provided by Raleigh Water</u>							
Excellent	22.6%	17.8%	22.7%	21.9%	21.2%	18.8%	20.8%
Good	53.3%	46.5%	54.5%	51.0%	47.2%	54.1%	50.6%
Neutral	22.6%	29.7%	19.3%	21.9%	20.7%	21.7%	22.7%
Below average	1.5%	3.0%	3.4%	3.1%	9.3%	4.1%	4.5%
Poor	0.0%	3.0%	0.0%	2.1%	1.6%	1.3%	1.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-6. Overall management of public stormwater runoff/drainage/flood control</u>							
Excellent	14.2%	8.3%	13.1%	9.5%	7.0%	9.7%	10.1%
Good	44.0%	37.5%	39.3%	45.3%	45.2%	41.0%	42.1%
Neutral	30.5%	28.1%	31.0%	26.3%	23.7%	28.7%	28.1%
Below average	9.2%	16.7%	15.5%	11.6%	18.3%	12.9%	13.7%
Poor	2.1%	9.4%	1.2%	7.4%	5.9%	7.7%	5.9%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-7. City's overall effort to protect natural resources & environment]</u>							
Excellent	17.0%	6.5%	5.8%	10.4%	8.5%	7.9%	9.5%
Good	40.4%	33.3%	40.7%	46.9%	37.6%	36.8%	38.5%
Neutral	22.7%	34.4%	29.1%	16.7%	25.9%	26.4%	26.0%
Below average	9.2%	18.3%	17.4%	14.6%	15.9%	17.0%	15.4%
Poor	10.6%	7.5%	7.0%	11.5%	12.2%	11.9%	10.6%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-8. City's efforts in protecting & improving water quality in local streams & lakes</u>							
Excellent	14.3%	5.0%	4.2%	9.6%	5.9%	4.8%	7.1%
Good	42.0%	33.8%	34.7%	43.4%	33.1%	31.4%	35.3%
Neutral	30.4%	32.5%	34.7%	18.1%	32.5%	33.8%	31.2%
Below average	6.3%	23.8%	19.4%	15.7%	14.8%	20.3%	16.9%
Poor	7.1%	5.0%	6.9%	13.3%	13.6%	9.7%	9.5%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-9. Residential garbage collection services</u>							
Excellent	24.1%	25.7%	31.9%	32.0%	21.5%	28.4%	26.9%
Good	56.9%	56.2%	57.1%	50.0%	55.0%	55.5%	55.0%
Neutral	16.1%	13.3%	7.7%	13.0%	15.5%	6.9%	11.4%
Below average	2.9%	1.9%	1.1%	4.0%	4.5%	6.9%	4.4%
Poor	0.0%	2.9%	2.2%	1.0%	3.5%	2.4%	2.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-10. Residential curbside recycling services</u>							
Excellent	21.8%	27.4%	30.3%	33.3%	20.7%	27.8%	26.2%
Good	53.4%	51.9%	51.7%	42.4%	57.1%	52.9%	52.4%
Neutral	14.3%	16.0%	11.2%	16.2%	13.6%	10.3%	13.0%
Below average	8.3%	3.8%	4.5%	6.1%	6.1%	5.1%	5.6%
Poor	2.3%	0.9%	2.2%	2.0%	2.5%	3.9%	2.8%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-11. Residential yard waste collection services</u>							
Excellent	23.5%	20.2%	23.8%	28.7%	17.2%	20.3%	21.3%
Good	48.7%	52.5%	43.8%	36.2%	47.4%	43.8%	45.2%
Neutral	17.4%	11.1%	18.8%	12.8%	17.7%	11.9%	14.8%
Below average	8.7%	9.1%	11.3%	12.8%	8.3%	11.9%	10.2%
Poor	1.7%	7.1%	2.5%	9.6%	9.4%	12.2%	8.5%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q6-12. Bulky item pick-up/removal services</u>							
Excellent	14.7%	18.9%	6.8%	19.3%	15.3%	16.1%	15.8%
Good	31.6%	32.4%	37.0%	42.2%	40.0%	38.6%	37.3%
Neutral	35.8%	24.3%	32.9%	24.1%	26.0%	28.0%	28.3%
Below average	9.5%	17.6%	16.4%	12.0%	10.7%	11.0%	11.8%
Poor	8.4%	6.8%	6.8%	2.4%	8.0%	6.4%	6.8%

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=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q7. Sum of top 3 choices</u>							
How well City of Raleigh is managing growth	74.7%	65.7%	66.0%	78.8%	72.5%	73.7%	71.8%
Overall quality of new development in Raleigh	46.1%	43.5%	37.2%	43.3%	43.1%	48.2%	44.7%
Overall quality of water & sewer services	13.0%	13.9%	13.8%	21.2%	15.2%	12.0%	14.0%
Quality of drinking water provided by Raleigh Water	22.7%	18.5%	22.3%	28.8%	29.4%	16.4%	21.9%
Wastewater services provided by Raleigh Water	1.3%	0.9%	6.4%	2.9%	3.4%	3.8%	3.3%
Overall management of public stormwater runoff/drainage/ flood control	22.1%	28.7%	23.4%	26.0%	14.2%	22.8%	22.2%
City's overall effort to protect natural resources & environment	51.9%	54.6%	46.8%	39.4%	40.7%	38.9%	43.5%

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) (cont.)

N=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
Q7. Sum of top 3 choices (cont.)							
City's efforts in protecting & improving water quality in local streams & lakes	21.4%	32.4%	31.9%	20.2%	20.6%	21.6%	22.8%
Residential garbage collection services	1.9%	2.8%	5.3%	2.9%	6.9%	4.4%	4.4%
Residential curbside recycling services	9.1%	2.8%	5.3%	1.9%	7.4%	5.0%	5.4%
Residential yard waste collection services	5.2%	11.1%	5.3%	11.5%	15.7%	14.9%	11.8%
Bulky item pick-up/removal services	6.5%	8.3%	13.8%	4.8%	9.3%	9.6%	8.7%
None chosen	4.5%	4.6%	4.3%	3.8%	2.9%	6.1%	5.4%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q8-1. Your familiarity with City of Raleigh's plans for development & growth</u>							
Very familiar	9.6%	5.9%	7.0%	10.1%	11.1%	15.5%	11.4%
Somewhat familiar	31.5%	29.4%	36.0%	43.4%	45.5%	39.8%	38.3%
Slightly familiar	34.9%	39.2%	39.5%	31.3%	29.8%	30.1%	32.9%
Not at all familiar	24.0%	25.5%	17.4%	15.2%	13.6%	14.6%	17.4%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q8-2. Your familiarity with City of Raleigh's volunteer opportunities</u>							
Very familiar	8.8%	7.0%	7.0%	10.2%	10.2%	11.3%	9.5%
Somewhat familiar	25.7%	17.0%	25.6%	32.7%	27.0%	31.4%	27.8%
Slightly familiar	25.7%	33.0%	24.4%	28.6%	26.0%	25.8%	26.8%
Not at all familiar	39.9%	43.0%	43.0%	28.6%	36.7%	31.4%	35.9%

Q8. Please rate your familiarity with the following. (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

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

Very familiar	3.5%	4.1%	8.4%	8.2%	3.1%	8.2%	6.6%
Somewhat familiar	13.2%	15.3%	16.9%	19.4%	29.2%	30.7%	23.3%
Slightly familiar	22.2%	29.6%	27.7%	29.6%	24.5%	31.3%	27.5%
Not at all familiar	61.1%	51.0%	47.0%	42.9%	43.2%	29.8%	42.5%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-1. Overall quality of services provided by City of Raleigh</u>							
Excellent	13.0%	6.1%	11.6%	12.4%	10.8%	12.3%	11.8%
Good	53.6%	59.6%	65.1%	63.9%	57.4%	59.6%	58.5%
Neutral	30.4%	27.3%	18.6%	18.6%	24.6%	18.8%	22.9%
Below average	2.9%	6.1%	2.3%	5.2%	7.2%	6.2%	5.2%
Poor	0.0%	1.0%	2.3%	0.0%	0.0%	3.1%	1.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-2. Quality of customer service you receive from City employees</u>							
Excellent	17.4%	11.9%	19.7%	18.2%	12.8%	15.6%	15.8%
Good	47.7%	51.2%	48.7%	52.3%	48.7%	47.7%	48.6%
Neutral	27.5%	29.8%	21.1%	22.7%	27.3%	24.4%	25.7%
Below average	6.4%	6.0%	6.6%	5.7%	8.6%	9.4%	7.6%
Poor	0.9%	1.2%	3.9%	1.1%	2.7%	2.9%	2.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-3. Overall knowledge of City employees</u>							
Excellent	13.6%	8.3%	12.7%	9.0%	8.0%	10.1%	10.1%
Good	37.3%	40.3%	39.4%	52.6%	46.0%	39.2%	41.4%
Neutral	33.6%	40.3%	33.8%	28.2%	33.3%	39.2%	36.4%
Below average	10.0%	9.7%	11.3%	6.4%	9.8%	9.0%	9.1%
Poor	5.5%	1.4%	2.8%	3.8%	2.9%	2.4%	2.9%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-4. Effectiveness of City communication with the public</u>							
Excellent	8.0%	3.3%	9.4%	6.4%	6.2%	4.3%	6.1%
Good	35.8%	30.4%	41.2%	39.4%	25.4%	35.1%	33.6%
Neutral	39.4%	42.4%	32.9%	36.2%	43.0%	32.9%	37.3%
Below average	12.4%	19.6%	14.1%	14.9%	17.1%	17.1%	15.9%
Poor	4.4%	4.3%	2.4%	3.2%	8.3%	10.6%	7.1%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-5. The job City of Raleigh does at welcoming community member involvement</u>							
Excellent	12.7%	3.9%	5.5%	6.2%	7.1%	3.4%	6.5%
Good	25.5%	28.9%	28.8%	25.9%	19.9%	21.4%	23.4%
Neutral	41.8%	32.9%	41.1%	48.1%	43.6%	40.1%	41.1%
Below average	12.7%	28.9%	17.8%	12.3%	19.9%	20.2%	18.5%
Poor	7.3%	5.3%	6.8%	7.4%	9.6%	14.9%	10.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-6. Your ability to access the information you need about City of Raleigh</u>							
Excellent	14.2%	6.0%	12.1%	5.1%	8.9%	5.8%	8.5%
Good	44.0%	47.0%	48.4%	59.2%	42.2%	49.2%	47.1%
Neutral	32.6%	33.0%	33.0%	25.5%	25.5%	26.6%	28.9%
Below average	6.4%	11.0%	4.4%	9.2%	15.6%	13.1%	11.0%
Poor	2.8%	3.0%	2.2%	1.0%	7.8%	5.2%	4.5%

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

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

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	11.4%	2.4%	9.0%	8.0%	8.4%	7.1%	8.4%
Good	31.7%	28.0%	42.3%	34.5%	29.5%	35.7%	33.0%
Neutral	37.4%	46.3%	34.6%	41.4%	37.3%	42.9%	40.7%
Below average	13.0%	20.7%	11.5%	13.8%	15.1%	10.2%	12.9%
Poor	6.5%	2.4%	2.6%	2.3%	9.6%	4.1%	4.9%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-8. Water & wastewater customer service</u>							
Excellent	15.8%	22.0%	16.1%	13.6%	14.4%	15.2%	16.1%
Good	51.3%	42.4%	61.3%	53.0%	41.2%	52.7%	49.4%
Neutral	27.6%	28.8%	21.0%	27.3%	34.0%	27.7%	28.7%
Below average	2.6%	5.1%	0.0%	6.1%	7.8%	4.3%	4.7%
Poor	2.6%	1.7%	1.6%	0.0%	2.6%	0.0%	1.1%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-9. Stormwater customer service</u>							
Excellent	7.9%	19.6%	12.0%	7.0%	9.8%	10.0%	10.6%
Good	44.4%	34.8%	46.0%	45.6%	33.6%	38.9%	39.8%
Neutral	42.9%	34.8%	40.0%	38.6%	42.6%	40.8%	40.3%
Below average	4.8%	8.7%	0.0%	7.0%	10.7%	8.1%	7.3%
Poor	0.0%	2.2%	2.0%	1.8%	3.3%	2.4%	2.1%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-10. Solid waste customer service</u>							
Excellent	17.6%	23.7%	19.0%	16.2%	15.9%	16.3%	17.7%
Good	47.3%	44.1%	47.6%	52.9%	44.6%	51.2%	47.8%
Neutral	31.1%	16.9%	27.0%	27.9%	29.3%	24.8%	26.7%
Below average	2.7%	10.2%	4.8%	1.5%	7.6%	5.4%	5.5%
Poor	1.4%	5.1%	1.6%	1.5%	2.5%	2.3%	2.3%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-11. Development Services customer service</u>							
Excellent	7.4%	11.9%	4.1%	3.8%	4.6%	8.2%	7.6%
Good	29.6%	31.0%	32.7%	32.7%	26.6%	28.4%	29.0%
Neutral	53.7%	45.2%	53.1%	46.2%	52.3%	48.1%	49.5%
Below average	3.7%	9.5%	6.1%	7.7%	11.0%	9.8%	8.4%
Poor	5.6%	2.4%	4.1%	9.6%	5.5%	5.5%	5.5%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-12. Parks, Recreation, & Cultural Resources customer service</u>							
Excellent	28.3%	28.2%	31.9%	32.1%	23.3%	24.6%	26.3%
Good	51.5%	45.1%	44.9%	50.6%	50.3%	48.8%	48.3%
Neutral	19.2%	19.7%	18.8%	16.0%	22.0%	23.1%	21.7%
Below average	1.0%	2.8%	1.4%	1.2%	4.4%	3.5%	2.9%
Poor	0.0%	4.2%	2.9%	0.0%	0.0%	0.0%	0.8%

Q9(8-13). Organizational Excellence. Please rate the quality of customer service for the following service areas. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-13. City Utility Billing & Payment (Customer Care & Billing) customer service</u>							
Excellent	20.7%	21.1%	14.5%	19.8%	16.0%	17.8%	18.0%
Good	47.8%	43.7%	56.5%	51.9%	48.5%	53.4%	50.6%
Neutral	25.0%	26.8%	23.2%	22.2%	25.8%	22.8%	24.4%
Below average	4.3%	5.6%	4.3%	3.7%	8.0%	3.9%	5.0%
Poor	2.2%	2.8%	1.4%	2.5%	1.8%	2.1%	2.0%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-14. Contacting City of Raleigh employees</u>							
Excellent	13.1%	6.0%	10.3%	9.2%	10.8%	6.9%	9.6%
Good	36.9%	47.8%	39.7%	50.0%	34.4%	39.8%	39.9%
Neutral	40.5%	32.8%	35.3%	28.9%	35.7%	33.6%	34.2%
Below average	7.1%	6.0%	10.3%	6.6%	14.0%	13.9%	11.1%
Poor	2.4%	7.5%	4.4%	5.3%	5.1%	5.8%	5.1%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-15. Making a service request</u>							
Excellent	17.1%	9.3%	14.1%	7.6%	10.3%	9.7%	11.0%
Good	40.0%	45.3%	43.7%	51.9%	47.7%	42.4%	44.6%
Neutral	31.4%	32.0%	29.6%	32.9%	23.9%	31.5%	30.1%
Below average	8.6%	10.7%	9.9%	7.6%	15.5%	11.3%	11.2%
Poor	2.9%	2.7%	2.8%	0.0%	2.6%	5.1%	3.1%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-16. Locating information on City's website</u>							
Excellent	13.4%	9.2%	12.0%	8.3%	10.1%	7.4%	9.9%
Good	40.3%	49.0%	48.2%	60.4%	39.9%	45.2%	45.5%
Neutral	32.8%	28.6%	27.7%	19.8%	32.4%	28.2%	28.7%
Below average	8.2%	11.2%	9.6%	7.3%	13.3%	11.2%	10.6%
Poor	5.2%	2.0%	2.4%	4.2%	4.3%	8.0%	5.2%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q9-17. Paying City utility bill</u>							
Excellent	27.5%	29.7%	32.1%	31.9%	25.7%	30.7%	29.2%
Good	47.7%	53.8%	54.3%	51.1%	51.3%	51.0%	51.1%
Neutral	21.1%	12.1%	12.3%	14.9%	18.2%	13.4%	15.8%
Below average	2.8%	4.4%	0.0%	2.1%	3.7%	3.6%	3.0%
Poor	0.9%	0.0%	1.2%	0.0%	1.1%	1.3%	0.9%

Q9(14-18). Organizational Excellence. Please rate the ease of doing the following City processes. (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?							Total
0-5	6-10	11-15	16-20	21-30	31+		

Q9-18. Paying fees for parks & recreation programs

Excellent	17.4%	13.9%	13.8%	19.0%	20.9%	15.2%	17.2%
Good	41.9%	55.6%	53.8%	48.1%	46.2%	46.0%	46.7%
Neutral	36.0%	25.0%	26.2%	22.8%	23.4%	33.8%	29.5%
Below average	4.7%	5.6%	3.1%	7.6%	7.0%	2.5%	4.6%
Poor	0.0%	0.0%	3.1%	2.5%	2.5%	2.5%	1.9%

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? (top 3)

N=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q10. Sum of top 3 choices</u>							
Overall quality of services provided by City of Raleigh	37.0%	36.1%	33.0%	39.4%	44.1%	34.5%	36.9%
Quality of customer service you receive from City employees	14.9%	16.7%	18.1%	13.5%	28.9%	21.6%	19.9%
Overall knowledge of City employees	9.7%	13.0%	13.8%	19.2%	13.7%	12.0%	12.8%
Effectiveness of City communication with the public	48.7%	41.7%	38.3%	41.3%	48.5%	47.1%	45.0%
The job City of Raleigh government does at welcoming community member involvement	27.9%	25.0%	23.4%	26.0%	27.5%	24.0%	25.4%
Your ability to access the information you need about City of Raleigh	25.3%	23.1%	23.4%	21.2%	23.0%	21.1%	22.6%

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? (top 3) (cont.)

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q10. Sum of top 3 choices (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)	37.0%	32.4%	31.9%	26.9%	27.9%	22.2%	27.8%
Water & wastewater customer service	3.2%	4.6%	3.2%	5.8%	3.9%	3.5%	3.8%
Stormwater customer service	2.6%	2.8%	2.1%	3.8%	2.0%	5.0%	3.5%
Solid waste customer service	1.9%	2.8%	2.1%	4.8%	6.4%	6.7%	4.8%
Development Services customer service	7.1%	4.6%	11.7%	5.8%	3.9%	7.6%	6.5%
Parks, Recreation, & Cultural Resources customer service	8.4%	5.6%	7.4%	8.7%	8.3%	6.1%	7.2%
City Utility Billing & Payment (Customer Care & Billing) customer service	1.9%	4.6%	3.2%	3.8%	3.9%	4.4%	3.9%
Contacting City of Raleigh employees	5.2%	8.3%	8.5%	10.6%	5.9%	9.1%	7.8%

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? (top 3) (cont.)

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q10. Sum of top 3 choices (cont.)

Making a service request	6.5%	9.3%	12.8%	6.7%	6.4%	9.6%	8.5%
Locating information on City's website	11.7%	11.1%	14.9%	15.4%	11.3%	11.7%	12.0%
Paying City utility bill	1.3%	3.7%	5.3%	1.0%	2.0%	3.2%	2.7%
Paying fees for parks & recreation programs	6.5%	5.6%	5.3%	6.7%	2.9%	5.0%	5.2%
None chosen	11.7%	13.9%	10.6%	5.8%	6.4%	10.8%	10.8%

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

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

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

City website	74.7%	74.1%	68.1%	78.8%	74.0%	69.3%	71.2%
Nextdoor	16.2%	21.3%	21.3%	9.6%	19.6%	26.0%	20.4%
RTN (City's cable station)	1.3%	0.9%	2.1%	2.9%	2.9%	4.4%	2.9%
City social media sites (Twitter, Facebook, Instagram)	45.5%	38.9%	39.4%	35.6%	27.9%	24.6%	32.2%
Local television	41.6%	43.5%	44.7%	42.3%	57.8%	56.1%	51.0%
Local newspaper	11.0%	13.0%	11.7%	10.6%	12.7%	18.7%	14.4%
Radio	16.2%	13.0%	16.0%	12.5%	14.2%	13.7%	14.3%
Email subscriptions (GovDelivery)	26.0%	26.9%	25.5%	27.9%	24.0%	24.9%	24.9%
In-person events	9.7%	8.3%	14.9%	12.5%	8.3%	5.3%	8.7%
Local media websites	26.6%	25.9%	23.4%	29.8%	29.4%	22.5%	25.4%
Other	5.2%	2.8%	3.2%	6.7%	4.4%	2.0%	3.9%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-1. Quality of police services</u>							
Excellent	14.4%	20.7%	19.3%	14.3%	17.8%	19.2%	17.8%
Good	50.0%	39.1%	44.3%	48.0%	47.1%	55.0%	49.3%
Neutral	18.2%	24.1%	21.6%	26.5%	19.4%	15.4%	19.4%
Below average	10.6%	13.8%	12.5%	6.1%	11.0%	7.5%	9.4%
Poor	6.8%	2.3%	2.3%	5.1%	4.7%	2.8%	4.0%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-2. Response time for police services</u>							
Excellent	12.9%	18.0%	15.7%	18.3%	14.9%	15.5%	15.5%
Good	47.3%	41.0%	42.9%	46.5%	41.9%	46.5%	45.0%
Neutral	23.7%	27.9%	18.6%	19.7%	26.4%	27.1%	24.9%
Below average	10.8%	13.1%	17.1%	5.6%	11.5%	8.1%	9.9%
Poor	5.4%	0.0%	5.7%	9.9%	5.4%	2.7%	4.7%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-3. Overall police relationship with your community</u>							
Excellent	11.4%	19.3%	20.0%	16.5%	17.7%	19.7%	18.3%
Good	45.6%	39.8%	49.4%	47.1%	43.1%	51.3%	46.5%
Neutral	23.7%	21.7%	23.5%	24.7%	22.7%	19.4%	22.0%
Below average	9.6%	14.5%	4.7%	4.7%	8.8%	5.6%	7.5%
Poor	9.6%	4.8%	2.4%	7.1%	7.7%	3.9%	5.7%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-4. Quality of fire services</u>							
Excellent	32.3%	30.9%	39.7%	32.1%	39.8%	45.6%	39.4%
Good	54.5%	51.5%	51.3%	52.6%	47.6%	45.6%	48.9%
Neutral	11.1%	16.2%	7.7%	11.5%	12.0%	7.8%	10.3%
Below average	2.0%	1.5%	1.3%	2.6%	0.6%	0.3%	1.0%
Poor	0.0%	0.0%	0.0%	1.3%	0.0%	0.7%	0.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-5. Response time for fire services</u>							
Excellent	34.5%	34.0%	38.8%	33.8%	41.8%	47.2%	41.2%
Good	53.6%	56.6%	43.3%	47.7%	41.8%	41.2%	44.7%
Neutral	10.7%	9.4%	16.4%	16.9%	14.2%	10.0%	12.5%
Below average	1.2%	0.0%	1.5%	0.0%	2.1%	0.8%	1.2%
Poor	0.0%	0.0%	0.0%	1.5%	0.0%	0.8%	0.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-6. Overall quality of service provided by 9-1-1 operators</u>							
Excellent	21.8%	26.9%	32.8%	28.8%	30.0%	36.2%	31.0%
Good	57.7%	51.9%	53.4%	45.5%	43.1%	45.9%	48.3%
Neutral	15.4%	17.3%	8.6%	22.7%	19.2%	14.0%	16.0%
Below average	5.1%	1.9%	3.4%	0.0%	5.4%	3.5%	3.5%
Poor	0.0%	1.9%	1.7%	3.0%	2.3%	0.4%	1.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-7. Enforcement of City codes & ordinances</u>							
Excellent	6.8%	8.3%	11.1%	3.4%	4.8%	4.7%	6.4%
Good	40.9%	36.7%	25.4%	40.7%	33.1%	34.9%	34.9%
Neutral	33.0%	40.0%	41.3%	33.9%	35.2%	37.0%	36.0%
Below average	10.2%	8.3%	12.7%	11.9%	14.5%	12.8%	12.2%
Poor	9.1%	6.7%	9.5%	10.2%	12.4%	10.6%	10.5%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-8. Enforcement of junk & debris cleanup on private property</u>							
Excellent	9.1%	5.6%	8.1%	6.3%	3.7%	5.1%	6.5%
Good	22.7%	27.8%	21.6%	28.6%	25.7%	19.4%	22.5%
Neutral	30.7%	24.1%	31.1%	23.8%	30.9%	35.4%	31.4%
Below average	19.3%	31.5%	21.6%	25.4%	22.1%	24.1%	23.4%
Poor	18.2%	11.1%	17.6%	15.9%	17.6%	16.0%	16.2%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-9. Overall cleanliness of Raleigh</u>							
Excellent	12.1%	8.3%	8.9%	8.8%	5.6%	9.1%	9.1%
Good	48.3%	48.1%	36.7%	47.1%	44.9%	43.9%	44.8%
Neutral	24.8%	22.2%	41.1%	30.4%	26.3%	21.8%	25.9%
Below average	10.7%	13.9%	10.0%	10.8%	15.2%	16.4%	13.6%
Poor	4.0%	7.4%	3.3%	2.9%	8.1%	8.8%	6.6%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-10. Cleanliness of Downtown Raleigh</u>							
Excellent	12.1%	10.6%	14.3%	13.5%	8.2%	9.9%	10.9%
Good	50.3%	45.2%	48.8%	51.0%	45.9%	45.9%	47.4%
Neutral	25.5%	27.9%	25.0%	24.0%	27.8%	28.0%	26.8%
Below average	8.1%	12.5%	7.1%	11.5%	12.9%	12.1%	11.1%
Poor	4.0%	3.8%	4.8%	0.0%	5.2%	4.1%	3.9%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-11. Cleanliness of your neighborhood</u>							
Excellent	23.8%	29.6%	19.4%	32.4%	20.5%	28.8%	26.2%
Good	45.0%	39.8%	48.4%	45.1%	57.0%	47.4%	47.7%
Neutral	15.9%	18.5%	22.6%	14.7%	12.0%	13.2%	15.2%
Below average	10.6%	6.5%	6.5%	6.9%	9.0%	6.6%	7.6%
Poor	4.6%	5.6%	3.2%	1.0%	1.5%	3.9%	3.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-12. Cleanliness of City parks</u>							
Excellent	25.4%	19.8%	21.8%	21.4%	18.0%	18.3%	20.2%
Good	54.9%	58.4%	55.2%	56.1%	57.7%	61.5%	57.8%
Neutral	12.7%	18.8%	20.7%	18.4%	16.5%	13.5%	16.1%
Below average	7.0%	1.0%	2.3%	3.1%	5.2%	4.2%	4.1%
Poor	0.0%	2.0%	0.0%	1.0%	2.6%	2.6%	1.8%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-13. Cleanliness of City greenways</u>							
Excellent	25.4%	21.9%	25.3%	25.0%	14.8%	18.6%	20.5%
Good	50.7%	55.2%	49.4%	52.2%	51.3%	56.9%	53.2%
Neutral	14.1%	13.5%	19.3%	16.3%	22.2%	17.2%	17.8%
Below average	7.7%	5.2%	3.6%	5.4%	9.0%	4.4%	5.9%
Poor	2.1%	4.2%	2.4%	1.1%	2.6%	2.9%	2.5%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-14. Impact of changes being made in & around your neighborhood</u>							
Excellent	10.5%	4.3%	6.0%	8.8%	3.3%	4.6%	6.0%
Good	33.9%	27.2%	24.1%	30.8%	32.8%	24.8%	28.7%
Neutral	33.9%	42.4%	43.4%	39.6%	37.2%	34.1%	37.1%
Below average	13.7%	15.2%	12.0%	9.9%	13.9%	15.6%	13.6%
Poor	8.1%	10.9%	14.5%	11.0%	12.8%	20.9%	14.6%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-15. New construction's compatibility with existing neighborhood building patterns</u>							
Excellent	8.0%	4.2%	6.0%	4.4%	2.7%	2.8%	4.4%
Good	17.5%	22.1%	14.3%	20.0%	21.0%	15.2%	18.3%
Neutral	38.0%	23.2%	28.6%	23.3%	26.9%	24.1%	27.2%
Below average	20.4%	29.5%	25.0%	26.7%	22.6%	25.0%	23.9%
Poor	16.1%	21.1%	26.2%	25.6%	26.9%	32.9%	26.2%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-16. Variety of housing options</u>							
Excellent	7.0%	2.9%	10.0%	4.2%	3.6%	3.6%	5.0%
Good	21.7%	23.5%	20.0%	23.2%	28.1%	23.0%	24.1%
Neutral	25.2%	27.5%	26.7%	18.9%	21.4%	25.0%	23.9%
Below average	27.3%	23.5%	20.0%	25.3%	22.9%	26.6%	24.5%
Poor	18.9%	22.5%	23.3%	28.4%	24.0%	21.7%	22.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-17. Availability of affordable housing</u>							
Excellent	4.3%	1.1%	3.5%	2.1%	1.6%	2.0%	2.9%
Good	7.9%	7.8%	8.2%	9.4%	11.5%	7.7%	8.9%
Neutral	18.6%	17.8%	18.8%	13.5%	17.0%	17.5%	17.4%
Below average	30.7%	31.1%	29.4%	25.0%	26.9%	29.0%	28.4%
Poor	38.6%	42.2%	40.0%	50.0%	42.9%	43.8%	42.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-18. Neighborliness of residents</u>							
Excellent	14.3%	14.9%	16.9%	15.8%	11.2%	13.0%	13.7%
Good	45.6%	43.6%	40.4%	44.6%	53.6%	50.0%	47.5%
Neutral	23.1%	32.7%	29.2%	26.7%	22.4%	29.0%	27.2%
Below average	10.2%	6.9%	9.0%	8.9%	7.7%	5.2%	7.3%
Poor	6.8%	2.0%	4.5%	4.0%	5.1%	2.8%	4.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-19. Openness & acceptance of the community towards people of diverse backgrounds</u>							
Excellent	13.9%	19.0%	15.6%	13.3%	14.0%	11.7%	14.1%
Good	48.9%	37.0%	46.7%	50.0%	46.8%	51.7%	47.3%
Neutral	26.3%	30.0%	31.1%	21.4%	22.0%	26.2%	26.1%
Below average	8.0%	14.0%	5.6%	12.2%	9.1%	7.0%	8.7%
Poor	2.9%	0.0%	1.1%	3.1%	8.1%	3.4%	3.7%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-20. Your neighborhood's ability to support a healthy & active lifestyle</u>							
Excellent	22.1%	20.8%	17.6%	24.0%	20.2%	25.2%	22.7%
Good	47.0%	50.0%	44.0%	44.0%	55.1%	50.0%	49.3%
Neutral	19.5%	19.8%	28.6%	19.0%	12.6%	17.8%	18.3%
Below average	7.4%	5.7%	5.5%	9.0%	6.6%	5.5%	6.3%
Poor	4.0%	3.8%	4.4%	4.0%	5.6%	1.5%	3.4%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-21. Your access to City parks, greenways, & community centers</u>							
Excellent	34.0%	31.1%	28.6%	38.2%	36.4%	38.8%	35.6%
Good	49.0%	46.2%	53.8%	41.2%	49.5%	49.1%	48.6%
Neutral	13.1%	15.1%	11.0%	10.8%	9.6%	9.4%	11.0%
Below average	2.0%	3.8%	2.2%	4.9%	2.0%	2.1%	2.6%
Poor	2.0%	3.8%	4.4%	4.9%	2.5%	0.6%	2.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q12-22. Overall quality of parks & recreation programs & services</u>							
Excellent	31.7%	23.8%	30.0%	36.4%	28.9%	32.5%	30.5%
Good	55.9%	56.4%	55.6%	48.5%	52.6%	52.4%	53.2%
Neutral	10.3%	16.8%	12.2%	12.1%	13.9%	13.2%	13.5%
Below average	2.1%	2.0%	1.1%	2.0%	2.1%	1.0%	1.6%
Poor	0.0%	1.0%	1.1%	1.0%	2.6%	1.0%	1.1%

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=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q13. Sum of top 3 choices</u>							
Quality of police services	17.5%	19.4%	25.5%	21.2%	25.5%	24.9%	22.6%
Response time for police services	5.2%	10.2%	17.0%	12.5%	8.3%	12.6%	10.6%
Overall police relationship with your community	18.8%	14.8%	14.9%	17.3%	20.1%	19.0%	17.9%
Quality of fire services	3.9%	1.9%	5.3%	8.7%	5.4%	5.8%	5.3%
Response time for fire services	1.9%	0.9%	3.2%	4.8%	2.9%	3.2%	3.1%
Overall quality of service provided by 9-1-1 operators	2.6%	3.7%	3.2%	6.7%	5.4%	2.9%	4.2%
Enforcement of City codes & ordinances	11.0%	4.6%	14.9%	12.5%	19.1%	12.3%	12.9%
Enforcement of junk & debris cleanup on private property	9.1%	13.0%	22.3%	13.5%	16.7%	16.7%	15.1%
Overall cleanliness of Raleigh	20.1%	24.1%	18.1%	17.3%	23.0%	22.8%	21.2%
Cleanliness of Downtown Raleigh	13.6%	9.3%	9.6%	6.7%	8.8%	6.1%	8.7%

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? (top 3) (cont.)

N=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q13. Sum of top 3 choices (cont.)</u>							
Cleanliness of your neighborhood	3.2%	6.5%	11.7%	8.7%	3.9%	3.8%	5.5%
Cleanliness of City parks	0.6%	1.9%	3.2%	4.8%	4.4%	3.2%	3.2%
Cleanliness of City greenways	5.2%	4.6%	3.2%	1.9%	4.9%	3.2%	4.0%
Impact of changes being made in & around your neighborhood	16.2%	15.7%	20.2%	14.4%	20.6%	22.8%	19.3%
New construction's compatibility with existing neighborhood building patterns	27.3%	30.6%	28.7%	32.7%	30.9%	37.1%	31.5%
Variety of housing options	29.2%	24.1%	20.2%	24.0%	19.6%	17.3%	20.9%
Availability of affordable housing	49.4%	47.2%	38.3%	47.1%	36.8%	39.5%	41.5%
Neighborliness of residents	2.6%	2.8%	1.1%	3.8%	2.5%	2.3%	2.6%
Openness & acceptance of the community towards people of diverse backgrounds	13.0%	11.1%	5.3%	3.8%	8.8%	6.1%	8.0%

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) (cont.)

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q13. Sum of top 3 choices (cont.)

Your neighborhood's ability to support a healthy & active lifestyle	7.1%	4.6%	8.5%	5.8%	3.4%	2.0%	4.3%
Your access to City parks, greenways, & community centers	9.7%	12.0%	4.3%	7.7%	5.4%	2.9%	6.0%
Overall quality of parks & recreation programs & services	8.4%	10.2%	4.3%	4.8%	4.9%	5.0%	5.8%
None chosen	4.5%	7.4%	4.3%	2.9%	3.9%	5.8%	5.6%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q14-1. In Raleigh overall</u>							
Very safe	25.7%	16.0%	21.3%	32.0%	19.4%	16.2%	20.4%
Safe	56.6%	55.7%	58.5%	54.4%	59.7%	64.7%	59.3%
Neutral	17.1%	24.5%	18.1%	8.7%	15.9%	13.8%	16.3%
Unsafe	0.7%	3.8%	1.1%	4.9%	3.5%	4.8%	3.4%
Very unsafe	0.0%	0.0%	1.1%	0.0%	1.5%	0.6%	0.6%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q14-2. In City parks & greenways</u>							
Very safe	27.2%	13.9%	16.5%	20.8%	13.5%	11.1%	15.7%
Safe	47.6%	52.5%	45.1%	50.0%	49.2%	50.6%	49.2%
Neutral	19.0%	22.8%	30.8%	19.8%	25.4%	25.0%	24.4%
Unsafe	4.8%	8.9%	6.6%	9.4%	9.3%	12.7%	9.4%
Very unsafe	1.4%	2.0%	1.1%	0.0%	2.6%	0.6%	1.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q14-3. In Downtown Raleigh during the day</u>							
Very safe	32.9%	20.2%	31.5%	37.0%	26.5%	25.8%	27.9%
Safe	49.0%	65.4%	57.3%	52.0%	62.8%	53.4%	56.3%
Neutral	15.4%	12.5%	7.9%	8.0%	7.7%	15.3%	12.0%
Unsafe	2.7%	1.9%	2.2%	3.0%	2.6%	5.5%	3.5%
Very unsafe	0.0%	0.0%	1.1%	0.0%	0.5%	0.0%	0.3%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q14-4. In Downtown Raleigh at night</u>							
Very safe	12.3%	6.3%	8.5%	12.1%	5.2%	6.0%	8.1%
Safe	30.8%	31.6%	28.0%	35.2%	37.7%	30.0%	31.5%
Neutral	34.2%	36.8%	37.8%	30.8%	33.5%	34.7%	34.7%
Unsafe	19.2%	22.1%	20.7%	19.8%	20.9%	20.3%	20.8%
Very unsafe	3.4%	3.2%	4.9%	2.2%	2.6%	9.0%	4.9%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q14-5. In your neighborhood during the day</u>							
Very safe	52.9%	50.9%	53.2%	60.2%	57.1%	54.2%	54.6%
Safe	35.9%	42.6%	43.6%	35.0%	37.4%	39.8%	39.0%
Neutral	9.2%	5.6%	2.1%	3.9%	4.0%	5.1%	5.2%
Unsafe	2.0%	0.0%	1.1%	1.0%	1.5%	0.6%	1.0%
Very unsafe	0.0%	0.9%	0.0%	0.0%	0.0%	0.3%	0.2%

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

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q14-6. In your neighborhood at night</u>							
Very safe	25.7%	28.7%	29.0%	35.0%	35.5%	30.9%	31.0%
Safe	41.4%	46.3%	43.0%	35.9%	41.0%	45.0%	42.7%
Neutral	24.3%	19.4%	19.4%	19.4%	16.5%	16.5%	18.5%
Unsafe	7.2%	1.9%	7.5%	7.8%	5.5%	6.0%	6.2%
Very unsafe	1.3%	3.7%	1.1%	1.9%	1.5%	1.5%	1.8%

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=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q15. Sum of top 2 choices</u>							
In Raleigh overall	45.5%	48.1%	40.4%	51.9%	54.4%	47.4%	47.8%
In City parks & greenways	30.5%	44.4%	43.6%	47.1%	52.9%	39.5%	42.2%
In Downtown Raleigh during the day	13.0%	8.3%	6.4%	10.6%	8.3%	9.9%	9.8%
In Downtown Raleigh at night	64.3%	58.3%	60.6%	52.9%	52.9%	57.3%	56.9%
In your neighborhood during the day	3.2%	0.9%	4.3%	3.8%	2.5%	4.1%	3.4%
In your neighborhood at night	24.7%	14.8%	29.8%	17.3%	15.2%	19.3%	19.6%
None chosen	6.5%	11.1%	7.4%	5.8%	4.4%	9.4%	8.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-1. Overall traffic flow in Raleigh</u>							
Excellent	7.8%	2.9%	5.4%	1.9%	1.5%	2.1%	3.5%
Good	31.4%	25.0%	32.6%	37.9%	34.2%	26.7%	30.9%
Neutral	28.1%	28.8%	26.1%	25.2%	23.1%	25.5%	25.3%
Below average	21.6%	28.8%	22.8%	22.3%	24.1%	25.8%	24.4%
Poor	11.1%	14.4%	13.0%	12.6%	17.1%	20.0%	15.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-2. Ability to predict travel time to places in Raleigh</u>							
Excellent	12.8%	5.7%	8.7%	4.9%	3.5%	3.9%	6.1%
Good	45.3%	43.8%	53.3%	51.0%	47.5%	40.0%	44.9%
Neutral	24.3%	30.5%	13.0%	16.7%	24.3%	22.7%	22.9%
Below average	13.5%	18.1%	19.6%	17.6%	14.4%	20.6%	17.5%
Poor	4.1%	1.9%	5.4%	9.8%	10.4%	12.7%	8.6%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-3. Overall maintenance of City streets</u>							
Excellent	7.9%	4.8%	7.4%	2.9%	2.5%	1.8%	4.2%
Good	45.4%	35.2%	28.7%	37.5%	31.2%	23.2%	31.3%
Neutral	23.0%	27.6%	31.9%	28.8%	27.2%	28.9%	28.2%
Below average	16.4%	21.9%	25.5%	18.3%	23.3%	28.0%	23.0%
Poor	7.2%	10.5%	6.4%	12.5%	15.8%	18.2%	13.3%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-4. Overall condition of major City streets</u>							
Excellent	9.2%	3.8%	7.4%	3.9%	4.5%	1.8%	4.9%
Good	48.0%	39.4%	36.2%	36.9%	34.7%	30.3%	36.0%
Neutral	23.0%	33.7%	29.8%	31.1%	27.7%	26.1%	28.1%
Below average	13.8%	13.5%	20.2%	17.5%	19.3%	26.7%	19.7%
Poor	5.9%	9.6%	6.4%	10.7%	13.9%	15.0%	11.3%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-5. Condition of streets in your neighborhood</u>							
Excellent	20.5%	13.2%	11.7%	16.3%	12.4%	9.6%	13.5%
Good	52.3%	57.5%	50.0%	52.9%	51.7%	50.8%	51.8%
Neutral	15.9%	18.9%	27.7%	16.3%	20.4%	21.3%	20.0%
Below average	7.9%	9.4%	10.6%	9.6%	7.0%	12.3%	9.7%
Poor	3.3%	0.9%	0.0%	4.8%	8.5%	6.0%	5.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-6. Overall condition of City sidewalks</u>							
Excellent	10.1%	6.0%	9.9%	6.9%	7.6%	3.4%	6.8%
Good	40.5%	39.0%	39.6%	44.1%	41.6%	42.5%	41.6%
Neutral	27.0%	39.0%	27.5%	25.5%	30.5%	32.0%	30.5%
Below average	12.8%	12.0%	19.8%	13.7%	10.7%	14.9%	13.6%
Poor	9.5%	4.0%	3.3%	9.8%	9.6%	7.1%	7.4%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-7. Availability of sidewalks in Raleigh</u>							
Excellent	8.7%	5.9%	7.5%	5.9%	5.0%	3.1%	5.6%
Good	33.6%	32.4%	33.3%	31.7%	33.7%	40.3%	35.9%
Neutral	21.5%	31.4%	24.7%	31.7%	29.6%	26.9%	26.8%
Below average	20.8%	17.6%	25.8%	18.8%	18.1%	19.7%	19.8%
Poor	15.4%	12.7%	8.6%	11.9%	13.6%	10.0%	11.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-8. Condition of sidewalks in your neighborhood</u>							
Excellent	20.0%	14.1%	14.8%	16.0%	16.2%	12.2%	15.1%
Good	44.1%	49.5%	38.6%	46.0%	43.2%	44.2%	44.3%
Neutral	18.6%	19.2%	27.3%	18.0%	22.2%	24.1%	21.8%
Below average	8.3%	13.1%	14.8%	8.0%	11.4%	11.2%	10.8%
Poor	9.0%	4.0%	4.5%	12.0%	7.0%	8.3%	8.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-9. Availability of sidewalks in your neighborhood</u>							
Excellent	21.3%	15.2%	13.3%	17.3%	18.1%	14.4%	16.4%
Good	32.0%	45.7%	40.0%	44.2%	38.3%	45.0%	41.2%
Neutral	16.0%	18.1%	17.8%	14.4%	16.1%	16.6%	16.0%
Below average	14.0%	10.5%	16.7%	8.7%	13.0%	11.8%	12.5%
Poor	16.7%	10.5%	12.2%	15.4%	14.5%	12.1%	13.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-10. Availability of bicycle lanes in Raleigh</u>							
Excellent	8.6%	9.0%	7.7%	10.5%	8.9%	11.1%	9.9%
Good	27.1%	33.7%	37.2%	35.8%	39.7%	38.7%	36.0%
Neutral	32.9%	29.2%	29.5%	25.3%	29.1%	39.7%	32.9%
Below average	20.0%	16.9%	17.9%	16.8%	10.6%	8.4%	13.2%
Poor	11.4%	11.2%	7.7%	11.6%	11.7%	2.1%	8.1%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-11. Availability of bicycle lanes in your neighborhood</u>							
Excellent	8.7%	8.9%	6.2%	7.4%	9.3%	12.2%	9.7%
Good	18.1%	18.9%	28.4%	28.4%	30.8%	26.9%	25.6%
Neutral	32.6%	30.0%	32.1%	21.1%	28.5%	39.5%	32.2%
Below average	16.7%	16.7%	18.5%	18.9%	13.4%	11.8%	14.6%
Poor	23.9%	25.6%	14.8%	24.2%	18.0%	9.6%	18.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-12. Availability of Downtown parking</u>							
Excellent	13.1%	3.9%	7.8%	6.0%	3.2%	4.1%	6.0%
Good	31.7%	35.9%	32.2%	30.0%	27.7%	23.5%	28.1%
Neutral	29.0%	35.9%	26.7%	27.0%	30.3%	27.9%	29.3%
Below average	19.3%	14.6%	23.3%	24.0%	21.3%	24.1%	21.9%
Poor	6.9%	9.7%	10.0%	13.0%	17.6%	20.3%	14.8%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-13. Quality of Downtown parking (e.g., cleanliness, condition)</u>							
Excellent	12.4%	4.0%	8.0%	6.2%	4.2%	4.0%	6.2%
Good	37.2%	41.6%	42.5%	43.3%	32.1%	32.3%	35.6%
Neutral	31.0%	34.7%	25.3%	25.8%	36.3%	36.7%	33.7%
Below average	13.1%	12.9%	16.1%	18.6%	15.3%	16.5%	15.5%
Poor	6.2%	6.9%	8.0%	6.2%	12.1%	10.4%	9.0%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-14. Overall quality of GoRaleigh bus system</u>							
Excellent	11.1%	16.3%	14.3%	9.1%	3.9%	6.5%	9.0%
Good	27.8%	20.9%	33.3%	36.4%	30.4%	38.6%	32.9%
Neutral	33.3%	34.9%	28.6%	29.1%	36.3%	30.1%	32.3%
Below average	18.1%	14.0%	11.9%	16.4%	12.7%	13.7%	14.1%
Poor	9.7%	14.0%	11.9%	9.1%	16.7%	11.1%	11.7%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-15. Availability of GoRaleigh bus system</u>							
Excellent	8.2%	9.5%	6.8%	10.9%	3.8%	5.7%	7.4%
Good	16.4%	19.0%	34.1%	29.1%	22.9%	32.7%	26.6%
Neutral	31.5%	33.3%	22.7%	20.0%	30.5%	29.6%	29.0%
Below average	27.4%	21.4%	25.0%	25.5%	23.8%	17.0%	21.8%
Poor	16.4%	16.7%	11.4%	14.5%	19.0%	15.1%	15.2%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-16. Cleanliness of GoRaleigh buses</u>							
Excellent	6.9%	14.7%	14.3%	8.9%	6.8%	10.5%	10.6%
Good	41.4%	35.3%	45.7%	51.1%	36.4%	32.3%	37.5%
Neutral	37.9%	35.3%	28.6%	31.1%	40.9%	43.5%	38.8%
Below average	8.6%	5.9%	5.7%	8.9%	8.0%	8.1%	7.7%
Poor	5.2%	8.8%	5.7%	0.0%	8.0%	5.6%	5.4%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-17. Cleanliness of GoRaleigh bus stops & terminals</u>							
Excellent	5.7%	11.1%	6.8%	5.6%	5.8%	3.8%	6.7%
Good	30.0%	22.2%	34.1%	40.7%	28.2%	28.9%	29.6%
Neutral	30.0%	37.8%	38.6%	38.9%	37.9%	38.4%	37.1%
Below average	22.9%	13.3%	11.4%	7.4%	15.5%	15.1%	14.9%
Poor	11.4%	15.6%	9.1%	7.4%	12.6%	13.8%	11.7%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-18. Availability of electric vehicle charging</u>							
Excellent	5.6%	2.6%	9.3%	2.1%	2.3%	3.2%	4.6%
Good	27.8%	12.8%	27.9%	17.0%	17.4%	11.3%	17.4%
Neutral	31.5%	41.0%	34.9%	38.3%	33.7%	48.4%	39.9%
Below average	16.7%	33.3%	14.0%	36.2%	24.4%	17.7%	22.2%
Poor	18.5%	10.3%	14.0%	6.4%	22.1%	19.4%	15.9%

Q16(1-19). Transportation and Transit. Please rate the quality of the following. (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-19. The job City of Raleigh does at providing instructions on how to use GoRaleigh bus system

Excellent	1.4%	8.3%	4.9%	12.3%	3.7%	3.1%	5.3%
Good	25.7%	14.6%	22.0%	31.6%	23.1%	15.4%	21.0%
Neutral	28.4%	35.4%	24.4%	22.8%	30.6%	38.9%	32.5%
Below average	24.3%	20.8%	17.1%	22.8%	19.4%	24.7%	21.4%
Poor	20.3%	20.8%	31.7%	10.5%	23.1%	17.9%	19.8%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-20. Walking to places in Raleigh</u>							
Excellent	10.3%	7.2%	11.8%	16.5%	8.1%	9.4%	10.1%
Good	45.5%	41.2%	38.8%	32.0%	48.6%	39.8%	41.6%
Neutral	23.4%	30.9%	27.1%	25.8%	22.7%	28.4%	26.3%
Below average	13.1%	14.4%	10.6%	15.5%	11.4%	16.1%	13.8%
Poor	7.6%	6.2%	11.8%	10.3%	9.2%	6.4%	8.1%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q16-21. Biking to places in Raleigh</u>							
Excellent	2.6%	8.2%	5.6%	10.8%	9.5%	6.9%	7.6%
Good	29.5%	27.9%	27.8%	32.3%	20.7%	25.0%	26.3%
Neutral	28.2%	29.5%	27.8%	21.5%	37.9%	42.5%	33.8%
Below average	21.8%	16.4%	20.4%	23.1%	22.4%	17.5%	19.4%
Poor	17.9%	18.0%	18.5%	12.3%	9.5%	8.1%	12.9%

Q16(20-22). Transportation and Transit. Please rate your experience doing the following. (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q16-22. Riding GoRaleigh bus to places in Raleigh

Excellent	3.4%	10.5%	8.6%	10.6%	4.5%	2.3%	6.5%
Good	20.3%	21.1%	17.1%	25.5%	23.9%	28.8%	24.0%
Neutral	37.3%	28.9%	28.6%	25.5%	42.0%	42.4%	36.8%
Below average	22.0%	21.1%	25.7%	19.1%	14.8%	15.2%	18.0%
Poor	16.9%	18.4%	20.0%	19.1%	14.8%	11.4%	14.7%

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=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q17. Sum of top 3 choices</u>							
Overall traffic flow in Raleigh	36.4%	46.3%	57.4%	53.8%	58.3%	55.0%	51.4%
Ability to predict travel time to places in Raleigh	11.0%	11.1%	12.8%	14.4%	9.3%	11.4%	11.0%
Overall maintenance of City streets	31.8%	29.6%	40.4%	34.6%	41.7%	45.9%	39.1%
Overall condition of major City streets	18.2%	30.6%	26.6%	32.7%	31.9%	34.2%	29.7%
Condition of streets in your neighborhood	5.8%	5.6%	6.4%	2.9%	10.8%	7.0%	7.1%
Overall condition of City sidewalks	10.4%	7.4%	8.5%	8.7%	6.4%	6.4%	7.5%
Availability of sidewalks in Raleigh	29.9%	15.7%	19.1%	23.1%	18.6%	12.3%	18.4%
Condition of sidewalks in your neighborhood	4.5%	3.7%	8.5%	2.9%	6.4%	5.0%	5.3%
Availability of sidewalks in your neighborhood	9.1%	9.3%	8.5%	7.7%	9.3%	6.1%	8.1%

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? (top 3) (cont.)

N=1045

	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q17. Sum of top 3 choices (cont.)</u>							
Availability of bicycle lanes in Raleigh	18.8%	14.8%	8.5%	15.4%	12.3%	6.7%	11.3%
Availability of bicycle lanes in your neighborhood	3.2%	7.4%	5.3%	2.9%	3.4%	1.2%	3.2%
Availability of Downtown parking	14.3%	21.3%	14.9%	11.5%	20.1%	20.8%	18.3%
Quality of Downtown parking (e.g., cleanliness, condition)	11.0%	4.6%	6.4%	6.7%	4.9%	7.0%	6.6%
Overall quality of GoRaleigh bus system	9.7%	8.3%	4.3%	9.6%	7.4%	5.6%	7.0%
Availability of GoRaleigh bus system	17.5%	12.0%	9.6%	11.5%	13.7%	10.2%	11.9%
Cleanliness of GoRaleigh buses	0.6%	0.0%	0.0%	2.9%	0.5%	0.3%	0.7%
Cleanliness of GoRaleigh bus stops & terminals	3.2%	1.9%	0.0%	0.0%	1.5%	2.6%	1.8%
Availability of electric vehicle charging	5.8%	7.4%	5.3%	5.8%	6.4%	7.3%	6.5%

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) (cont.)

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q17. Sum of top 3 choices (cont.)

The job City of Raleigh does at providing instructions on how to use GoRaleigh bus system	7.8%	12.0%	8.5%	5.8%	4.9%	5.3%	6.7%
Walking to places in Raleigh	15.6%	11.1%	11.7%	6.7%	4.4%	6.4%	8.7%
Biking to places in Raleigh	5.8%	4.6%	5.3%	5.8%	2.9%	1.8%	3.7%
Riding GoRaleigh bus to places in Raleigh	5.8%	3.7%	7.4%	6.7%	3.4%	4.1%	4.6%
None chosen	4.5%	8.3%	6.4%	5.8%	5.4%	9.1%	7.7%

Q18. In the past 18 months, how often have you used the GoRaleigh bus system? (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18. How often have you used GoRaleigh bus system in past 18 months

Very frequently	1.3%	3.7%	0.0%	1.0%	0.0%	0.6%	1.0%
Frequently	5.3%	0.9%	2.2%	2.9%	3.6%	1.5%	2.8%
Rarely	20.4%	11.2%	14.0%	15.7%	13.3%	15.6%	15.2%
Never	73.0%	84.1%	83.9%	80.4%	83.2%	82.3%	81.0%

Q18a. Which ONE of the following is your primary reason for not using the service? (without "not provided")

N=824

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q18a. Your primary reason for not using GoRaleigh bus service

Does not serve the areas I need to visit	16.8%	15.6%	14.7%	19.5%	17.2%	12.7%	15.3%
Buses do not come frequently enough	4.7%	5.6%	5.3%	6.5%	7.6%	5.4%	6.0%
Services are not provided during days & hours I would use it	0.0%	4.4%	5.3%	3.9%	2.5%	1.2%	2.3%
I just prefer to drive	56.1%	61.1%	54.7%	58.4%	56.1%	69.6%	61.3%
I prefer to walk or bike	2.8%	1.1%	1.3%	2.6%	0.0%	0.8%	1.3%
I have concerns about public health (e.g., COVID-19, influenza, etc.)	0.9%	3.3%	2.7%	2.6%	2.5%	1.2%	1.9%
I have concerns about safety	12.1%	4.4%	6.7%	0.0%	5.7%	5.4%	5.8%
Other	6.5%	4.4%	9.3%	6.5%	8.3%	3.8%	6.1%

Q19. How often are you currently telecommuting/working from home? (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q19. How often are you currently telecommuting/working from home

Every work day	27.7%	21.4%	21.3%	21.7%	23.8%	17.8%	21.3%
A few times within a week	25.0%	18.4%	21.3%	22.8%	21.8%	13.4%	19.3%
A few times within a month	8.8%	9.7%	5.6%	12.0%	7.8%	6.1%	7.7%
A few times within a year	8.8%	3.9%	10.1%	6.5%	7.3%	5.7%	7.0%
Never	29.7%	46.6%	41.6%	37.0%	39.4%	57.0%	44.6%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-1. Visited a City park or greenway</u>							
Very frequently	33.1%	21.7%	30.4%	30.3%	29.0%	26.0%	27.7%
Frequently	39.6%	50.9%	28.3%	35.4%	42.0%	34.0%	37.7%
Rarely	22.7%	18.9%	32.6%	31.3%	24.0%	33.7%	28.7%
Never	4.5%	8.5%	8.7%	3.0%	5.0%	6.2%	6.0%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-2. Visited a City community center</u>							
Very frequently	2.0%	6.6%	5.4%	6.1%	2.0%	3.6%	3.8%
Frequently	17.4%	19.8%	15.1%	19.2%	23.2%	21.8%	20.4%
Rarely	48.3%	46.2%	45.2%	61.6%	54.5%	53.4%	52.1%
Never	32.2%	27.4%	34.4%	13.1%	20.2%	21.2%	23.7%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?							Total
0-5	6-10	11-15	16-20	21-30	31+		

Q20-3. Participated in a City recreation program or event

Very frequently	3.9%	6.6%	6.5%	6.1%	3.5%	3.0%	4.4%
Frequently	22.4%	21.7%	15.1%	25.5%	16.6%	14.9%	18.0%
Rarely	34.2%	35.8%	39.8%	39.8%	51.3%	45.4%	42.1%
Never	39.5%	35.8%	38.7%	28.6%	28.6%	36.6%	35.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?							Total
0-5	6-10	11-15	16-20	21-30	31+		

Q20-4. Called 9-1-1

Very frequently	0.7%	1.0%	0.0%	0.0%	0.5%	0.6%	0.5%
Frequently	3.3%	0.0%	2.2%	3.0%	2.5%	3.0%	2.6%
Rarely	23.8%	33.7%	29.3%	43.4%	35.5%	39.0%	34.7%
Never	72.2%	65.4%	68.5%	53.5%	61.4%	57.4%	62.2%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-5. Contacted City for code enforcement</u>							
Very frequently	0.0%	1.0%	1.1%	0.0%	1.0%	0.0%	0.4%
Frequently	3.3%	1.9%	1.1%	3.1%	2.6%	4.6%	3.1%
Rarely	13.2%	15.5%	18.9%	19.6%	23.0%	22.5%	20.0%
Never	83.6%	81.6%	78.9%	77.3%	73.5%	72.9%	76.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-6. Had contact with Raleigh Police Department</u>							
Very frequently	0.7%	1.9%	2.2%	1.0%	2.0%	0.9%	1.3%
Frequently	5.2%	1.0%	5.4%	6.9%	4.0%	6.0%	4.8%
Rarely	35.9%	44.8%	46.7%	49.5%	57.4%	50.2%	48.3%
Never	58.2%	52.4%	45.7%	42.6%	36.6%	42.9%	45.6%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-7. Had contact with Raleigh Fire Department</u>							
Very frequently	0.7%	1.0%	1.1%	0.0%	0.5%	0.9%	0.7%
Frequently	1.3%	0.0%	2.2%	3.0%	3.0%	6.1%	3.6%
Rarely	23.5%	27.6%	26.9%	31.3%	36.9%	37.3%	32.3%
Never	74.5%	71.4%	69.9%	65.7%	59.6%	55.8%	63.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-8. Attended a City of Raleigh public meeting</u>							
Very frequently	1.3%	1.0%	2.2%	2.0%	0.5%	2.1%	1.6%
Frequently	3.3%	3.8%	3.3%	3.0%	7.1%	7.3%	5.3%
Rarely	17.1%	16.3%	20.7%	31.3%	28.4%	33.3%	26.3%
Never	78.3%	78.8%	73.9%	63.6%	64.0%	57.2%	66.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-9. Watched a City of Raleigh public meeting (online or television)</u>							
Very frequently	2.0%	0.9%	2.2%	2.0%	2.0%	2.8%	2.2%
Frequently	9.2%	3.8%	5.4%	11.2%	11.6%	11.3%	9.8%
Rarely	25.7%	25.5%	32.6%	43.9%	32.7%	41.7%	34.3%
Never	63.2%	69.8%	59.8%	42.9%	53.8%	44.2%	53.7%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-10. Contacted City of Raleigh elected officials (in-person, phone, email, or social media/web)</u>							
Very frequently	1.3%	1.0%	1.1%	1.0%	2.0%	2.8%	1.8%
Frequently	4.6%	5.8%	6.5%	13.1%	10.1%	9.5%	8.3%
Rarely	20.4%	21.2%	31.2%	33.3%	35.4%	37.1%	31.4%
Never	73.7%	72.1%	61.3%	52.5%	52.5%	50.6%	58.5%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-11. Contacted City of Raleigh employees or visited the website to seek services, find information, or file a complaint</u>							
Very frequently	3.3%	1.0%	3.2%	8.1%	5.0%	3.4%	3.8%
Frequently	17.0%	16.2%	21.5%	21.2%	28.0%	29.0%	23.4%
Rarely	36.6%	53.3%	46.2%	46.5%	44.0%	47.9%	45.7%
Never	43.1%	29.5%	29.0%	24.2%	23.0%	19.8%	27.1%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045	Q24. How many years have you lived in City of Raleigh?						Total
	0-5	6-10	11-15	16-20	21-30	31+	
<u>Q20-12. Attended a homeowners association meeting</u>							
Very frequently	4.7%	8.1%	6.5%	4.1%	5.3%	6.2%	5.6%
Frequently	12.2%	15.2%	21.7%	19.4%	19.0%	19.2%	17.5%
Rarely	12.8%	24.2%	20.7%	22.4%	27.5%	20.1%	21.1%
Never	70.3%	52.5%	51.1%	54.1%	48.1%	54.5%	55.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q20-13. Attended an event at a City entertainment venue (Convention Center, Duke Energy Center for the Performing Arts, Red Hat Amphitheater, Coastal Credit Union Music Park at Walnut Creek)

Very frequently	9.2%	8.7%	7.6%	6.1%	10.1%	6.1%	7.6%
Frequently	27.0%	32.7%	39.1%	38.4%	37.2%	33.7%	33.9%
Rarely	34.9%	40.4%	38.0%	39.4%	42.7%	42.9%	40.6%
Never	28.9%	18.3%	15.2%	16.2%	10.1%	17.3%	17.9%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q20-14. Biked or walked instead of driving

Very frequently	17.1%	8.5%	9.8%	8.1%	3.0%	6.7%	8.2%
Frequently	22.4%	22.6%	23.9%	17.2%	30.5%	18.6%	22.2%
Rarely	37.5%	39.6%	30.4%	44.4%	38.5%	37.2%	37.7%
Never	23.0%	29.2%	35.9%	30.3%	28.0%	37.5%	31.8%

Q20. How often have you done the following in the past 18 months? (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q20-15. Used City greenways as a mode of transportation

Very frequently	3.4%	5.7%	3.3%	6.1%	2.5%	2.8%	3.6%
Frequently	12.2%	8.6%	5.4%	8.1%	10.6%	8.0%	9.0%
Rarely	32.0%	26.7%	35.9%	23.2%	32.8%	24.0%	27.9%
Never	52.4%	59.0%	55.4%	62.6%	54.0%	65.2%	59.5%

Q21. During COVID-19, the City implemented several changes to programs to serve the community's needs. Please indicate which services you have participated in during the past 18 months.

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q21. Which services have you participated in during past 18 months

Virtual inspection services	2.6%	0.9%	2.1%	2.9%	2.9%	2.0%	2.7%
Digital permitting services	3.9%	2.8%	2.1%	3.8%	4.4%	6.1%	4.3%
Online recreation programs	6.5%	9.3%	7.4%	10.6%	6.9%	5.6%	7.1%
Outdoor seating extensions at restaurants	53.2%	56.5%	43.6%	51.0%	53.4%	47.1%	49.5%
Temporary curbside pickup zones at local businesses	47.4%	48.1%	48.9%	56.7%	51.5%	43.3%	47.4%
Virtual public meetings	15.6%	15.7%	14.9%	19.2%	21.1%	24.6%	19.4%
Small business assistance loans	3.2%	1.9%	0.0%	2.9%	3.4%	0.9%	1.9%
Mask distributions	13.0%	17.6%	8.5%	15.4%	11.3%	17.3%	14.3%

Q22. How likely are you to recommend living in Raleigh to someone who asks? (without "don't know")

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q22. How likely are you to recommend living in Raleigh to someone who asks

Very likely	40.5%	33.6%	42.9%	42.0%	45.2%	43.4%	41.6%
Likely	37.9%	43.9%	35.2%	34.0%	31.2%	30.5%	34.4%
Neutral	19.0%	14.0%	16.5%	13.0%	15.1%	15.9%	15.8%
Not likely	1.3%	5.6%	2.2%	6.0%	5.5%	7.5%	5.4%
Very unlikely	1.3%	2.8%	3.3%	5.0%	3.0%	2.7%	2.8%

Q23. What are the THREE most significant issues you think Raleigh will face over the next five years?

N=1045

Q24. How many years have you lived in City of Raleigh?						Total
0-5	6-10	11-15	16-20	21-30	31+	

Q23. Most significant issues Raleigh will face over next five years

Affordable housing	81.8%	81.5%	74.5%	76.0%	73.0%	71.9%	75.2%
Pace of growth	60.4%	66.7%	66.0%	64.4%	69.6%	68.4%	65.7%
Transportation	50.0%	48.1%	52.1%	48.1%	51.0%	42.7%	47.0%
Affordability of City services	9.1%	6.5%	13.8%	12.5%	13.2%	19.0%	13.9%
Public safety	29.9%	27.8%	40.4%	25.0%	35.8%	33.9%	33.5%
Job opportunities	10.4%	14.8%	9.6%	11.5%	7.4%	7.6%	9.8%
Environmental protection/ climate change	28.6%	23.1%	19.1%	18.3%	18.1%	21.9%	21.0%
Social justice/equity/ inclusivity	17.5%	19.4%	16.0%	19.2%	18.1%	22.5%	19.4%
Other	4.5%	1.9%	2.1%	4.8%	3.9%	5.0%	4.0%