



# 2022 City of Raleigh Community Survey GIS Maps

Presented to the City of Raleigh,  
North Carolina

March 2023



## Interpreting the Maps

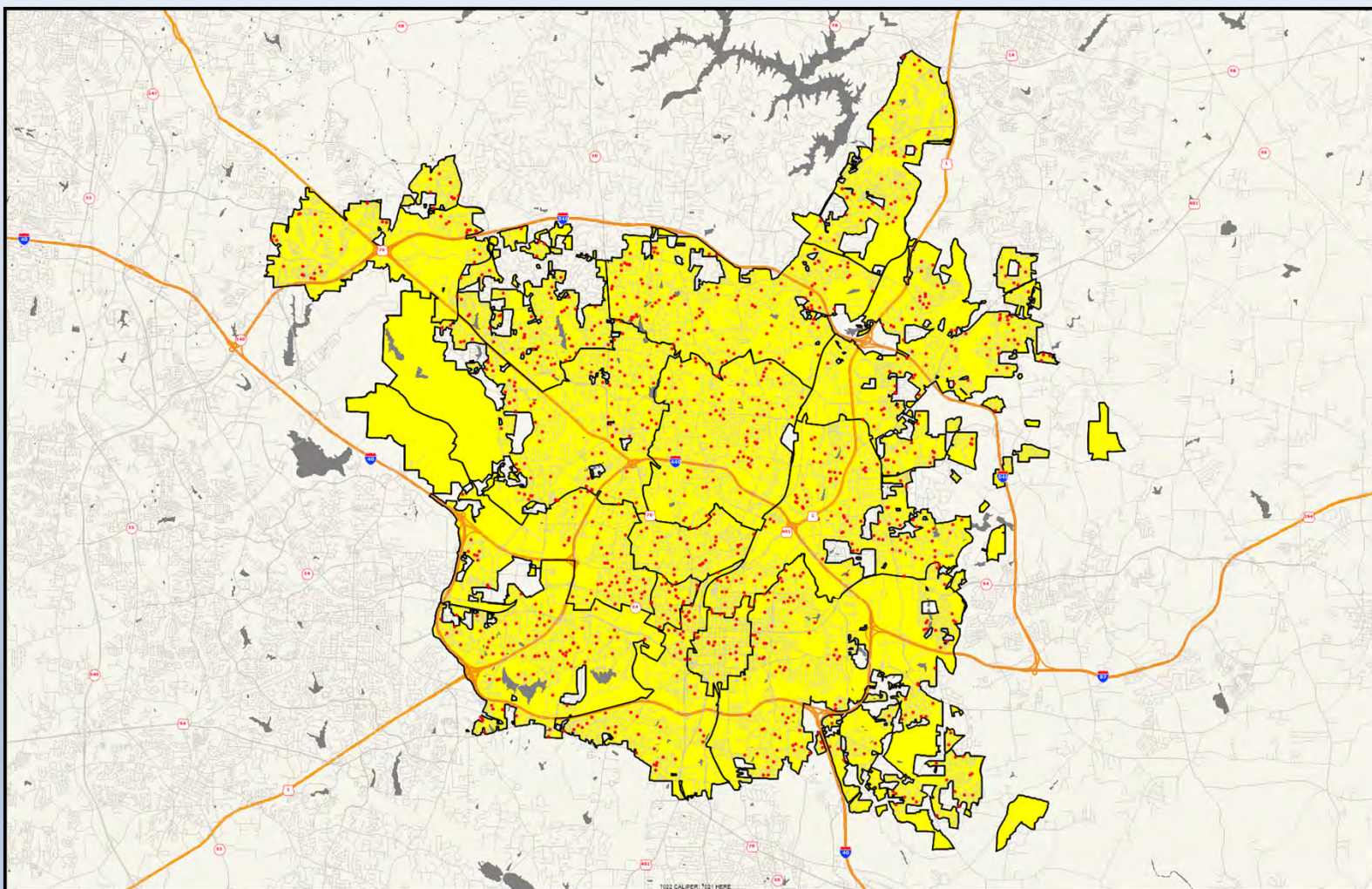
The maps on the following pages show the mean ratings for several questions on the survey by zip code. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

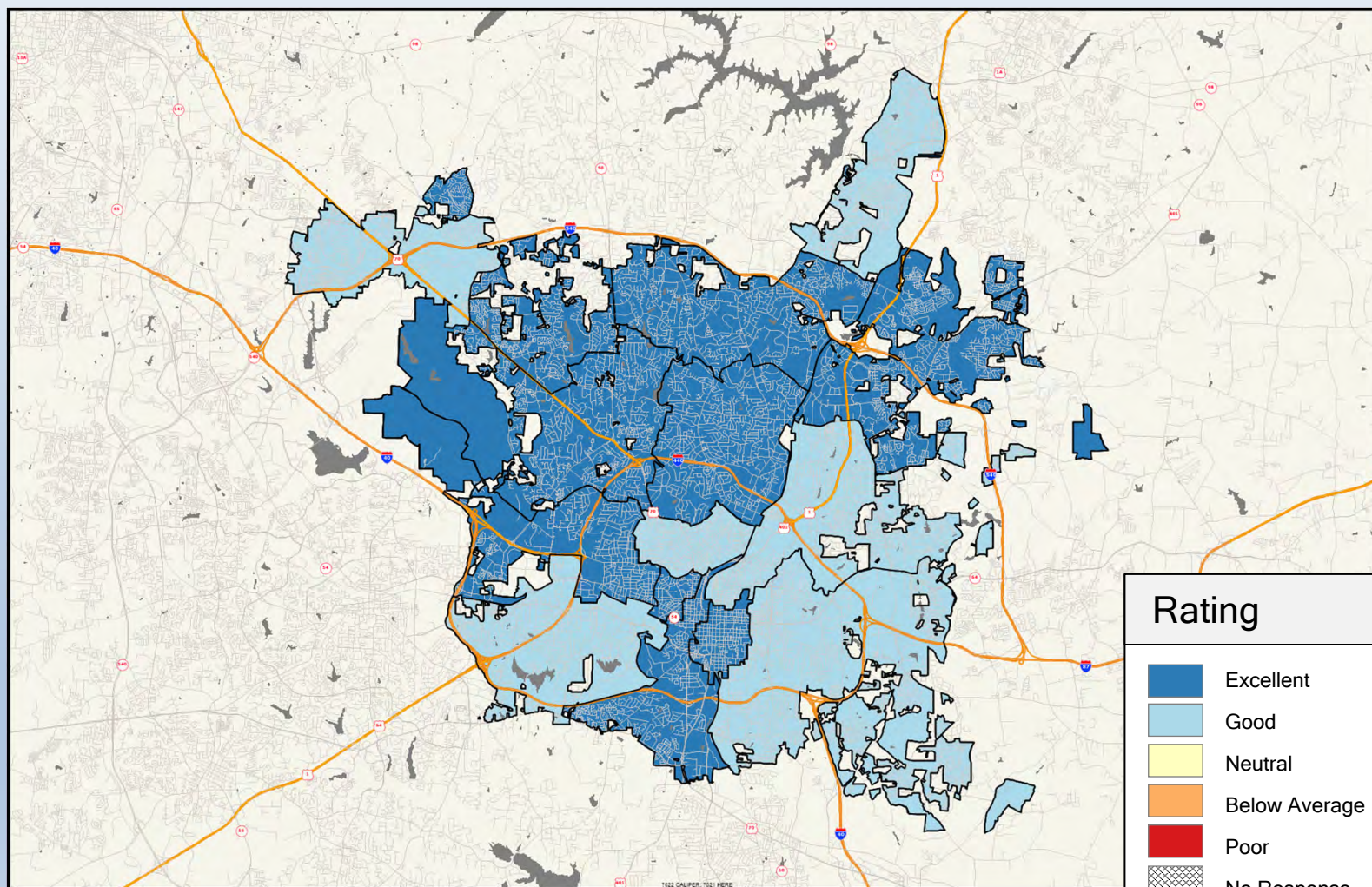
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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

# Location of Respondents

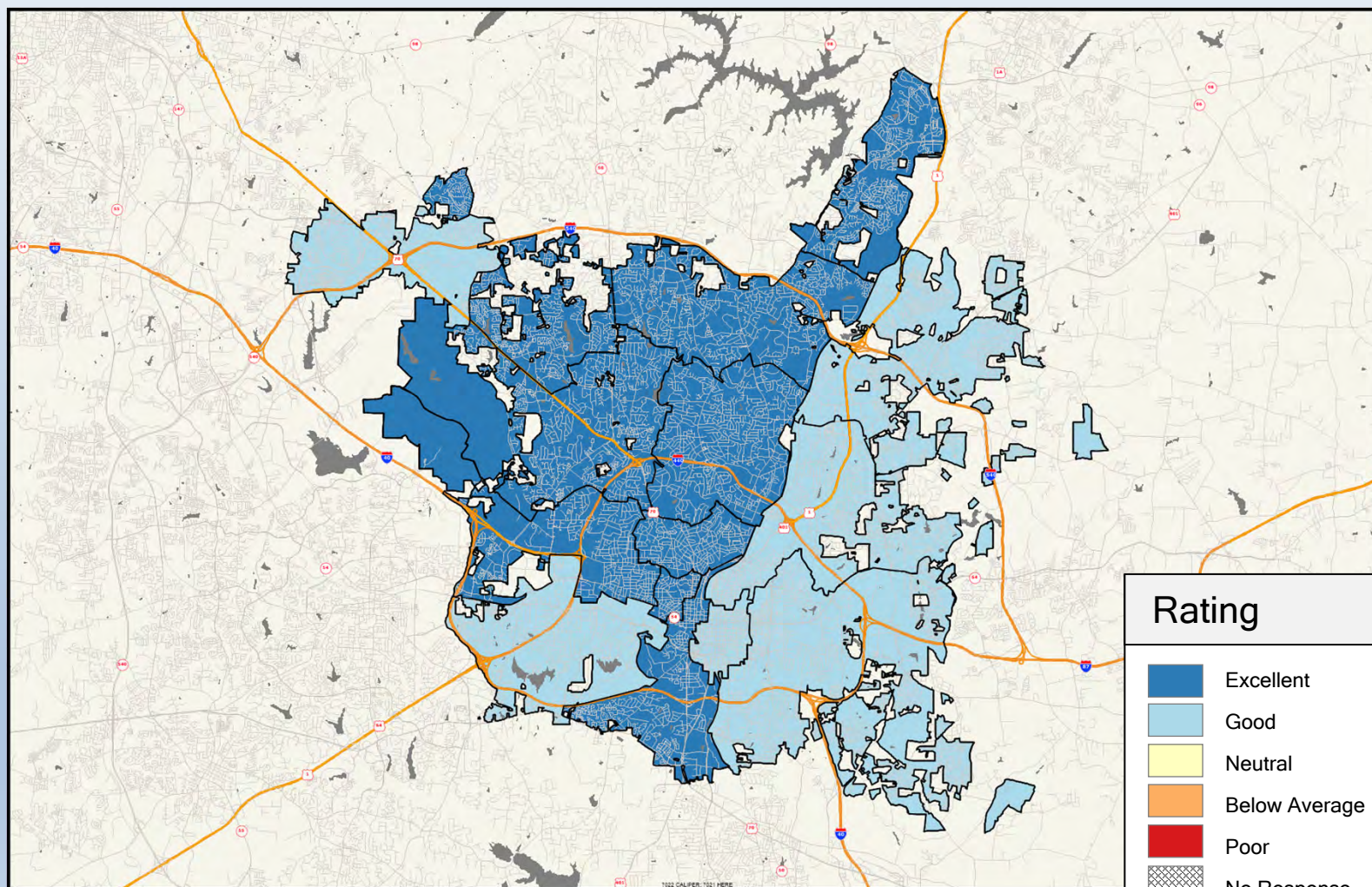
(Boundaries by Zip Code)



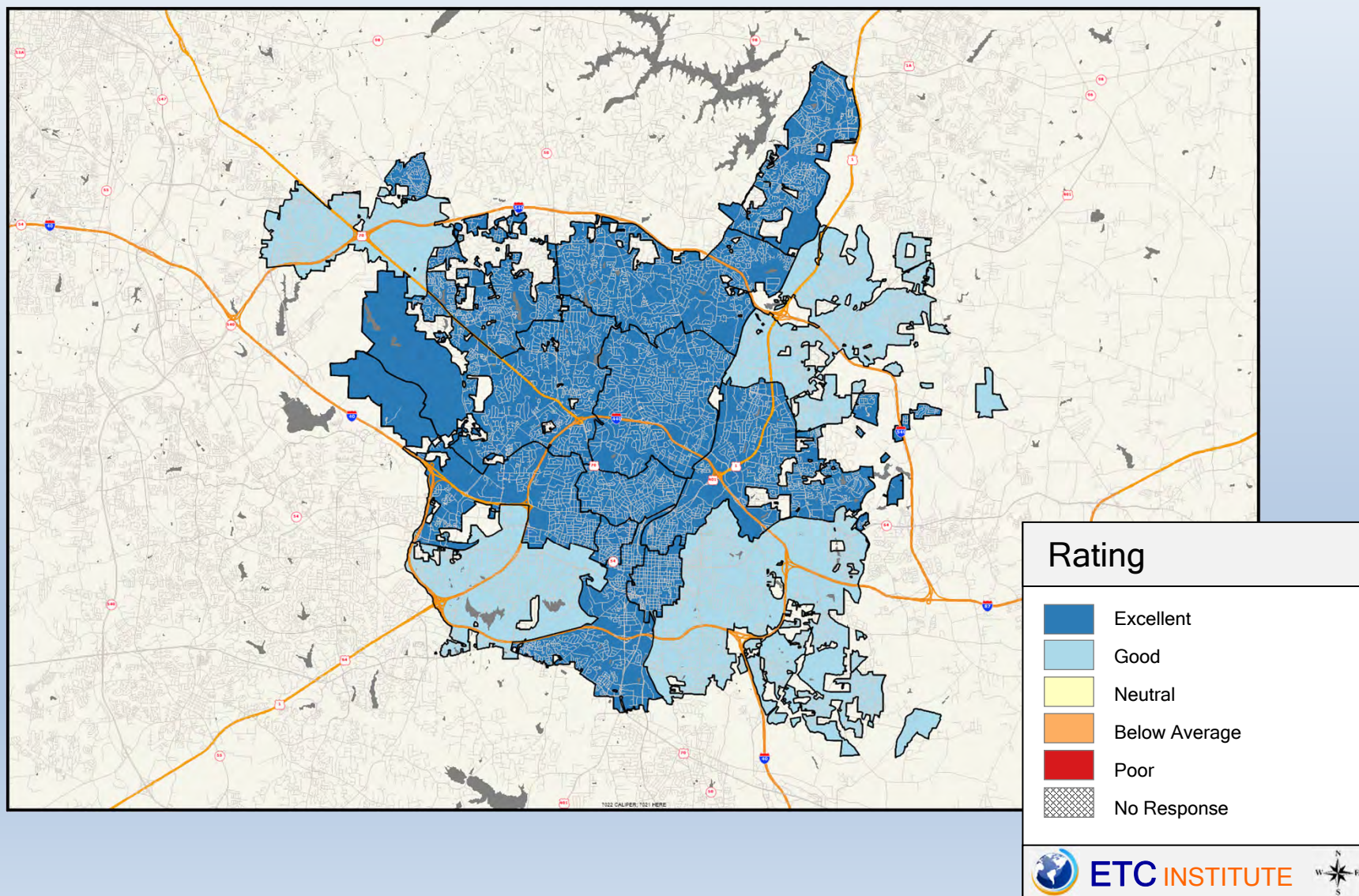
# Q1-01. Overall quality of life in Raleigh



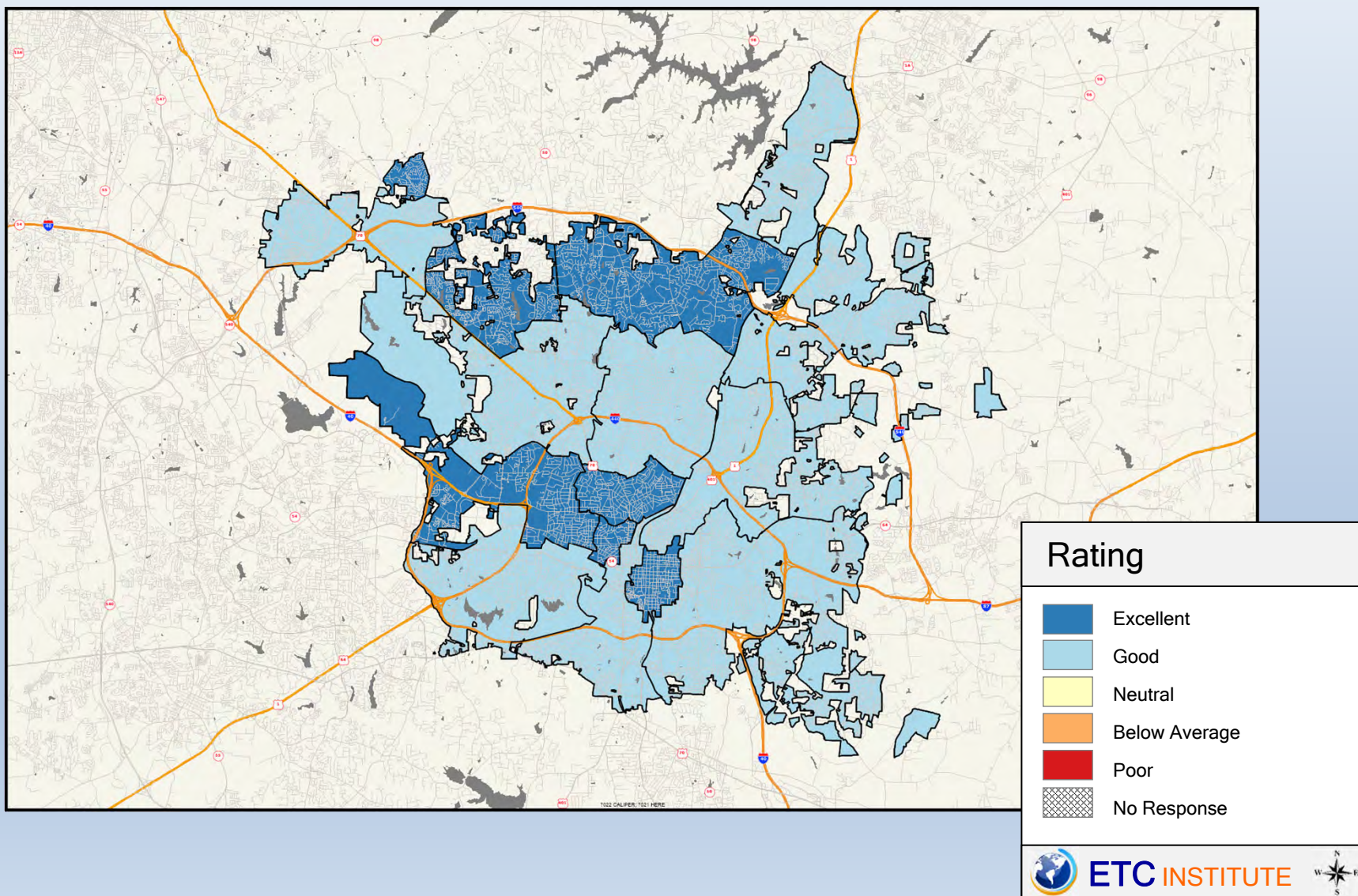
## Q1-02. Overall quality of life in your neighborhood



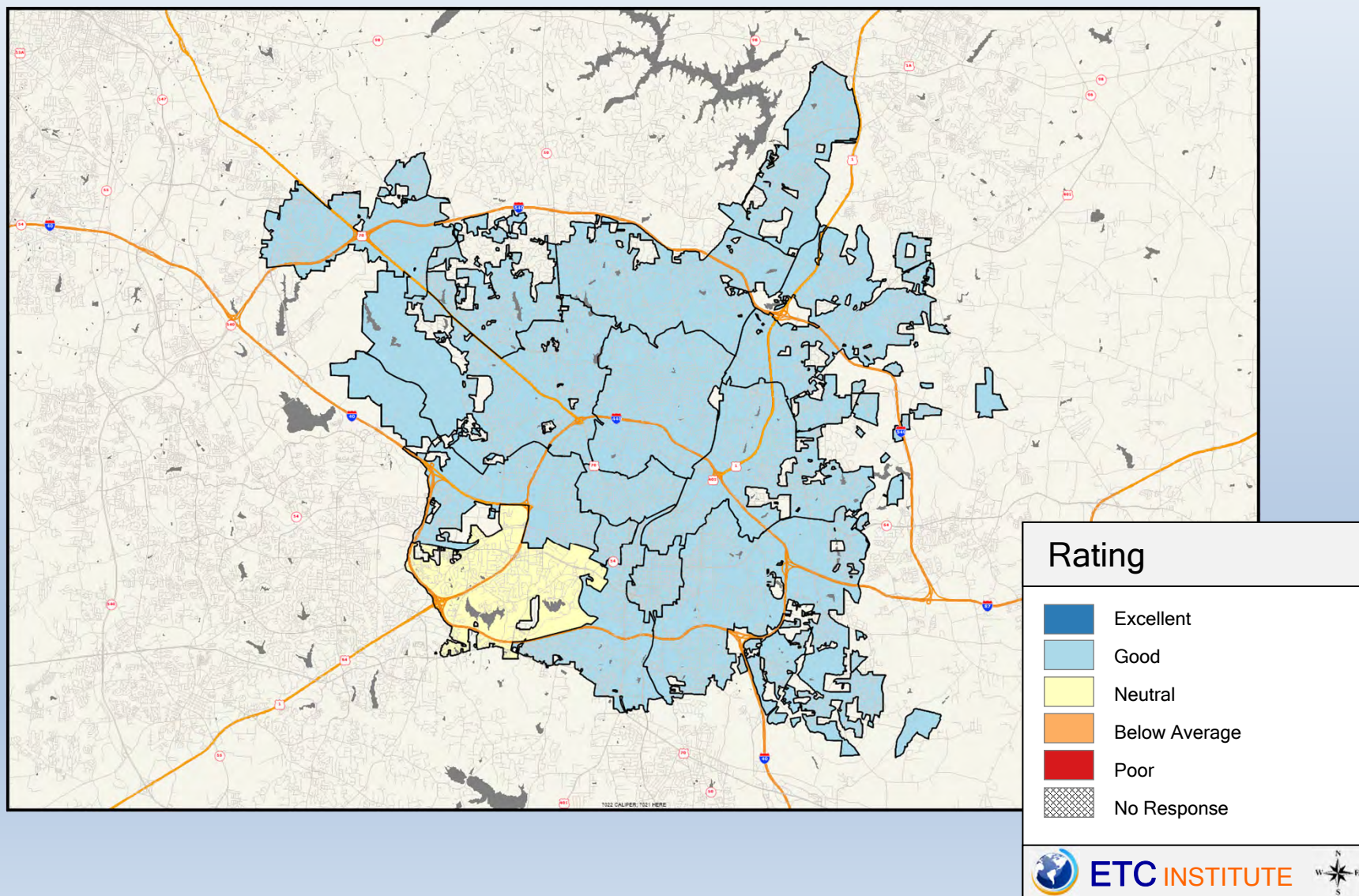
## Q1-03. Raleigh as a place to live



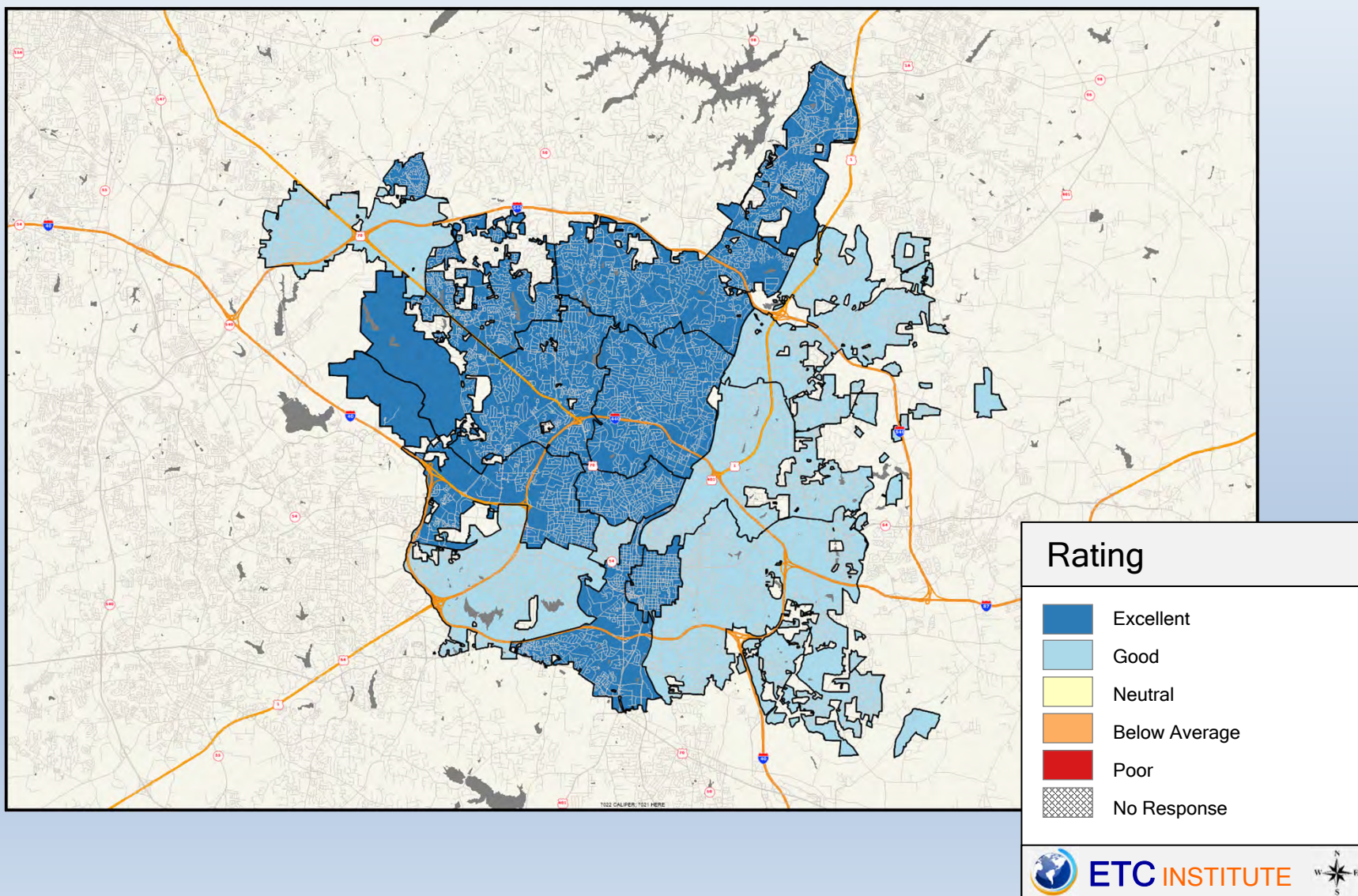
## Q1-04. Raleigh as a place to raise children



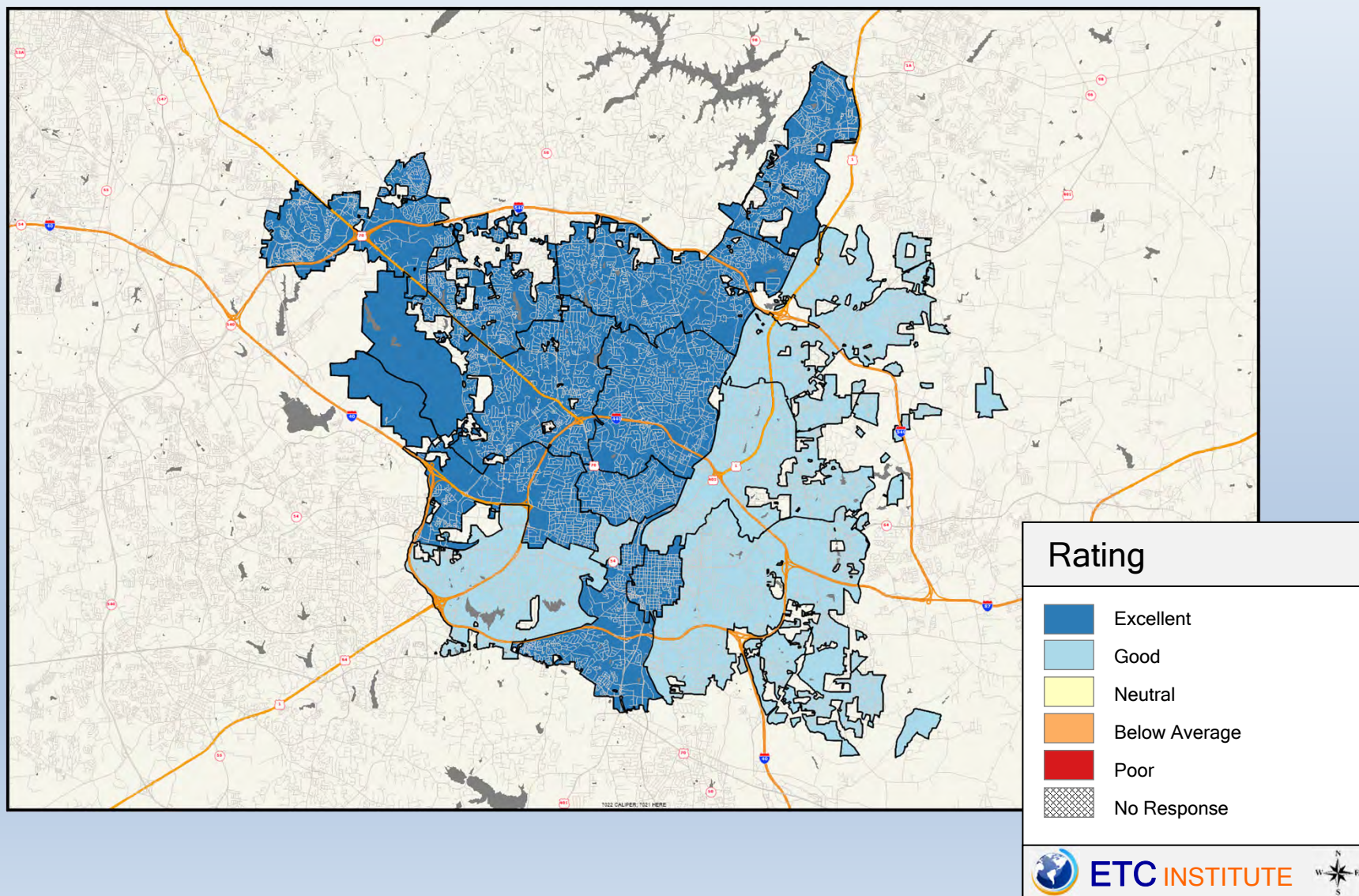
# Q1-05. Raleigh as a place to retire



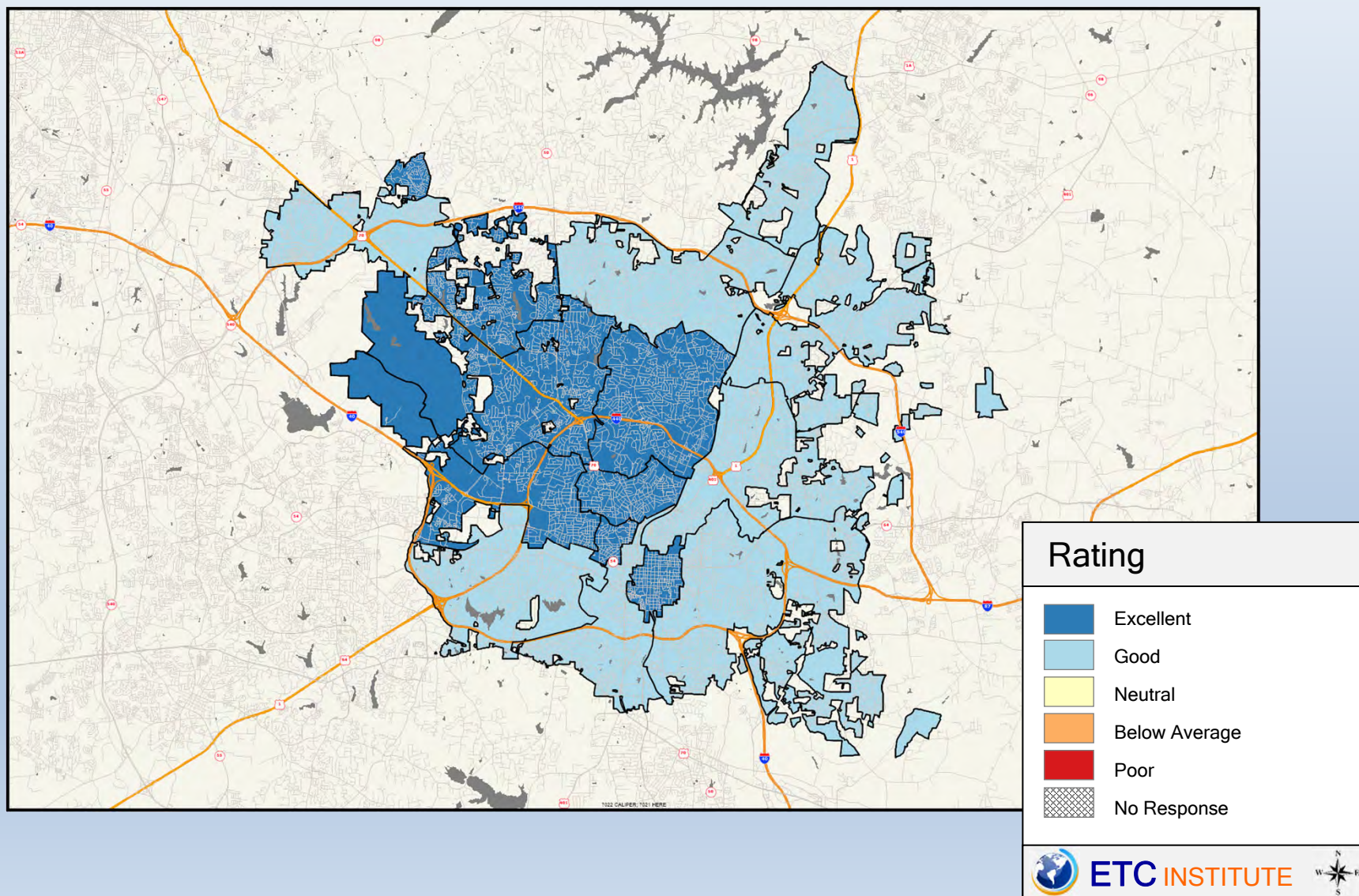
## Q1-06. Raleigh as a place to work



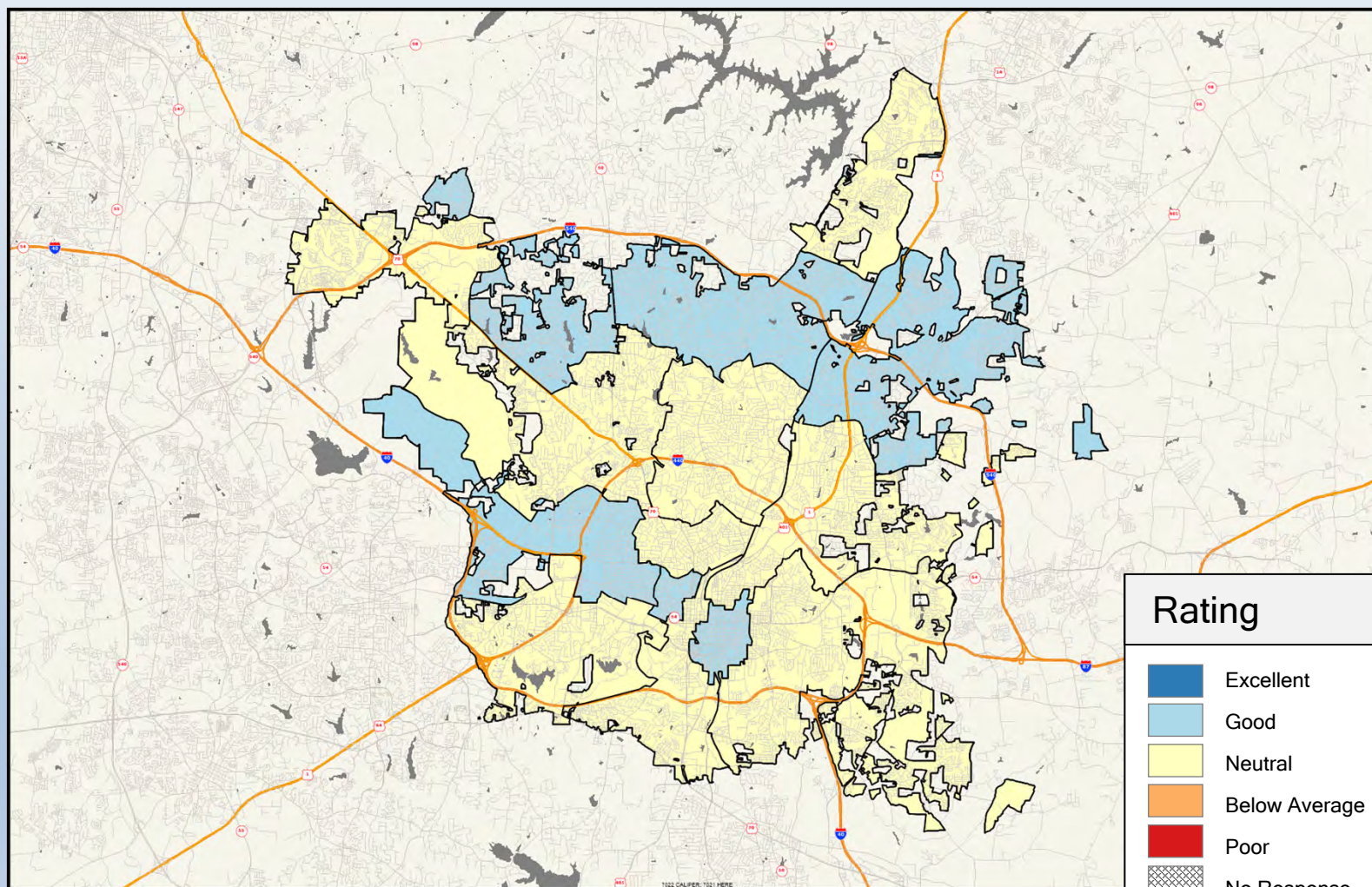
## Q1-07. Raleigh as a place for young professionals



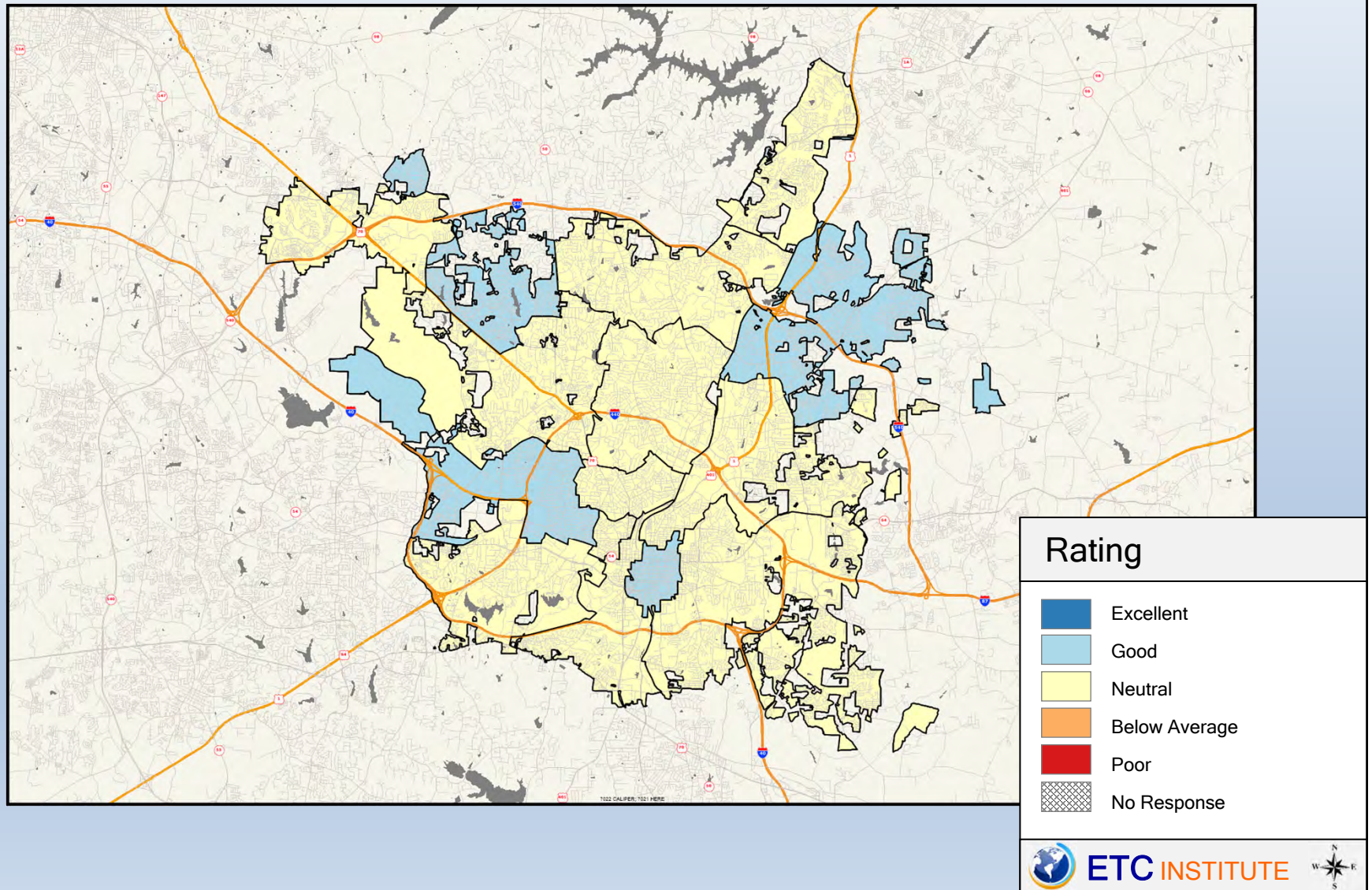
# Q1-08. Raleigh as a place I feel comfortable



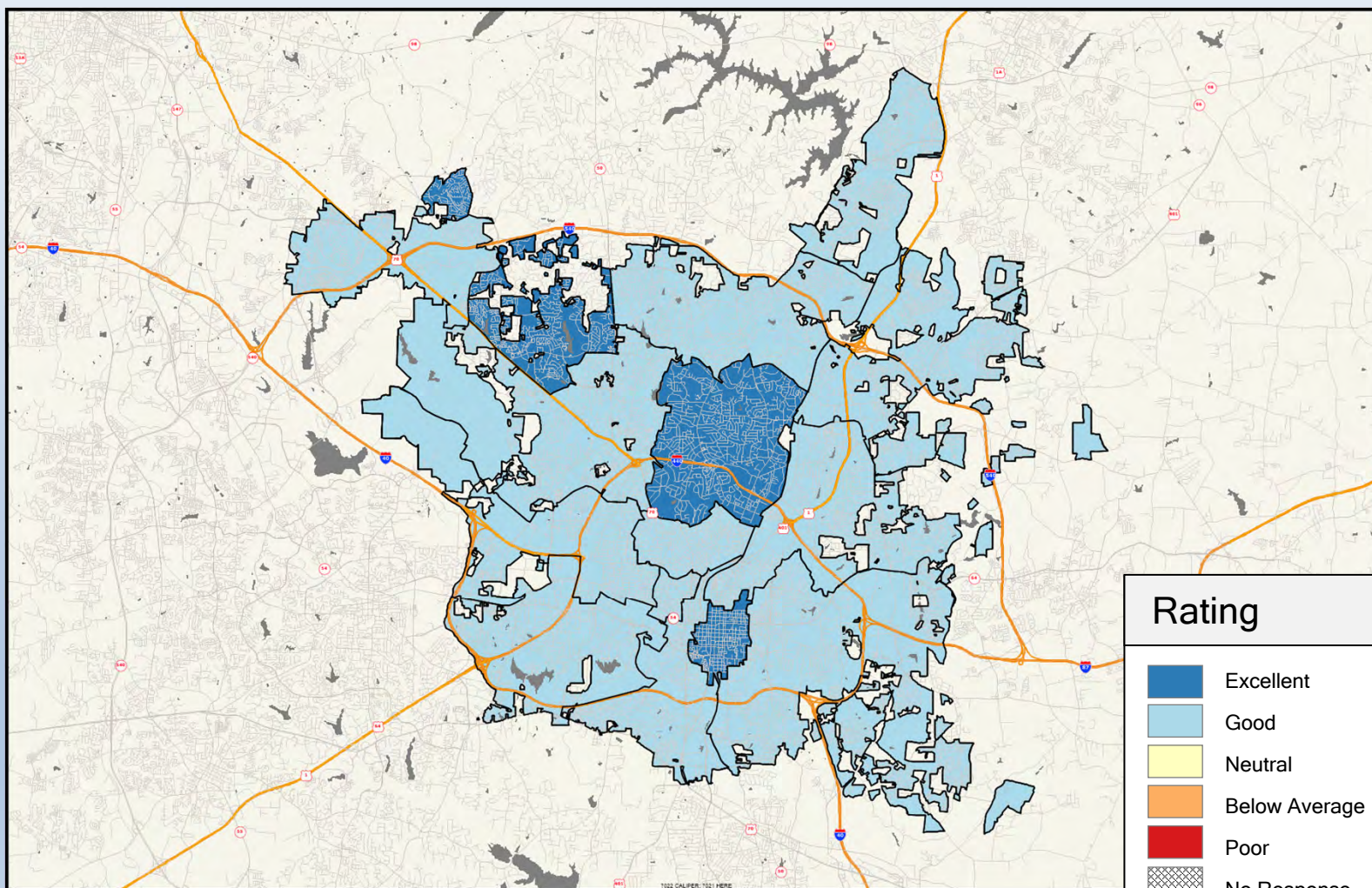
# Q1-09. The overall direction that the City of Raleigh is going



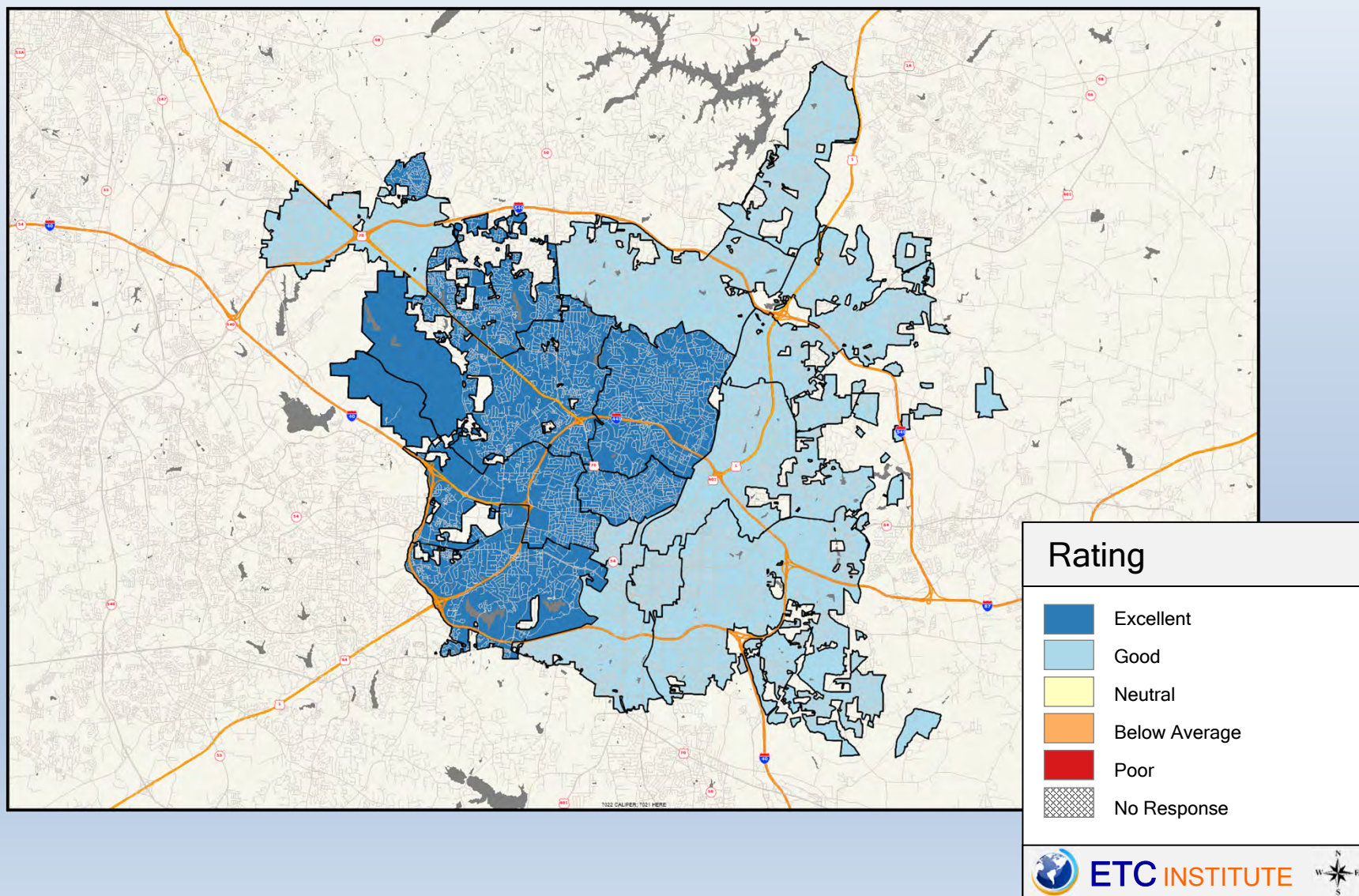
# Q1-10. Overall value that you receive for your City tax dollars and fees



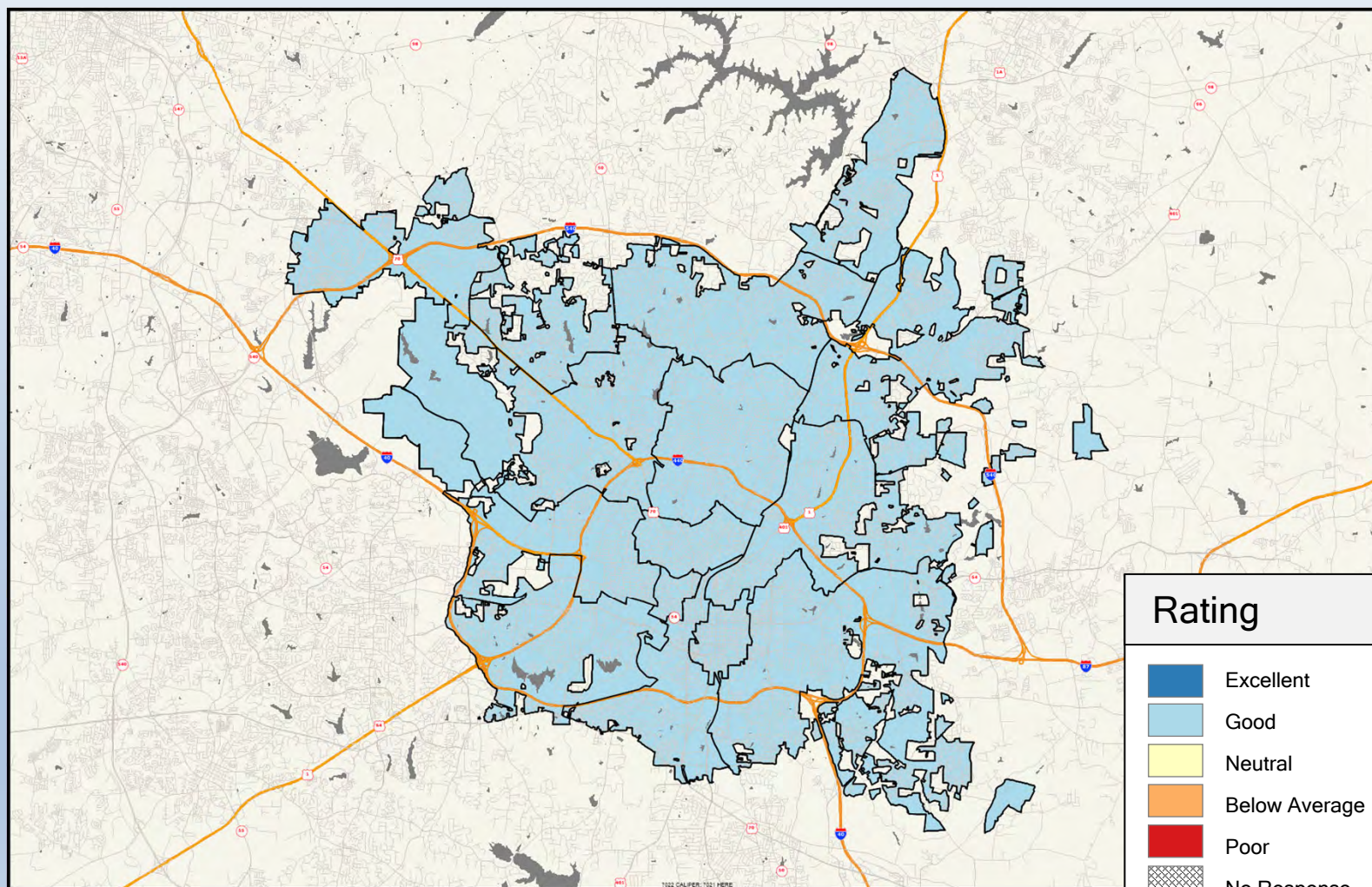
# Q1-11. Overall image of Raleigh



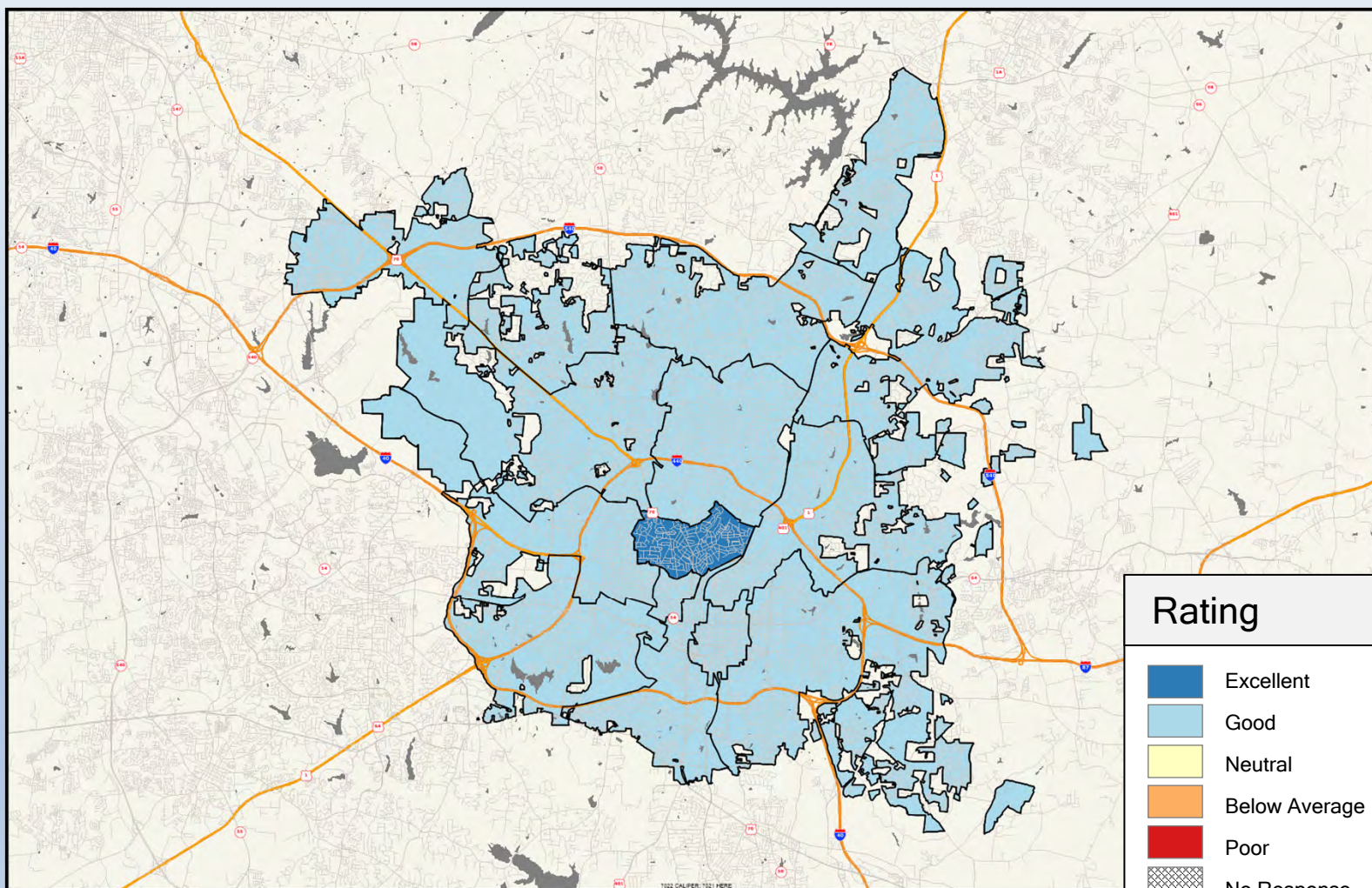
## Q2-1. Availability of arts and cultural programs in Raleigh



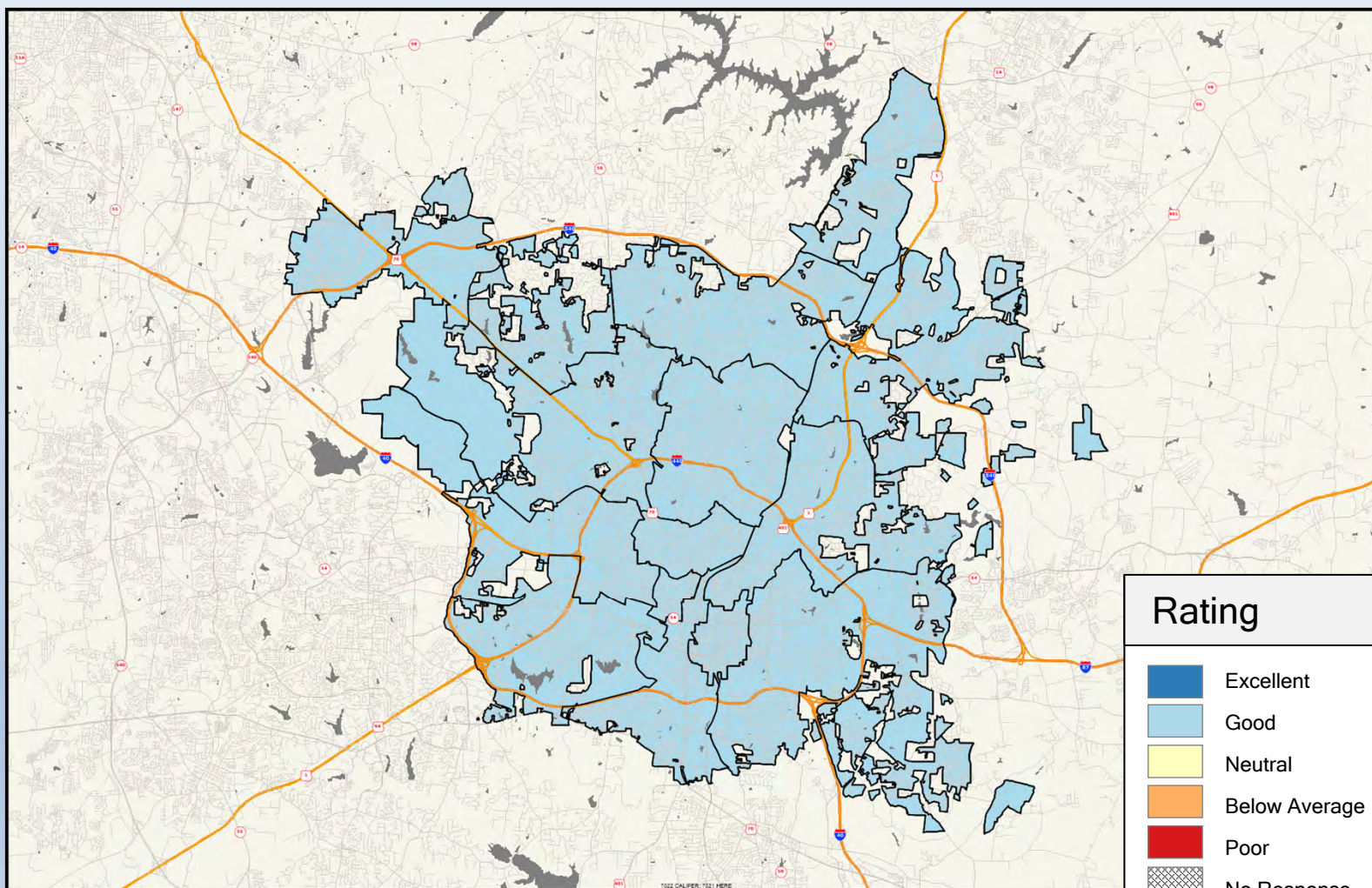
## Q2-2. Availability of culturally diverse art and cultural programs in Raleigh



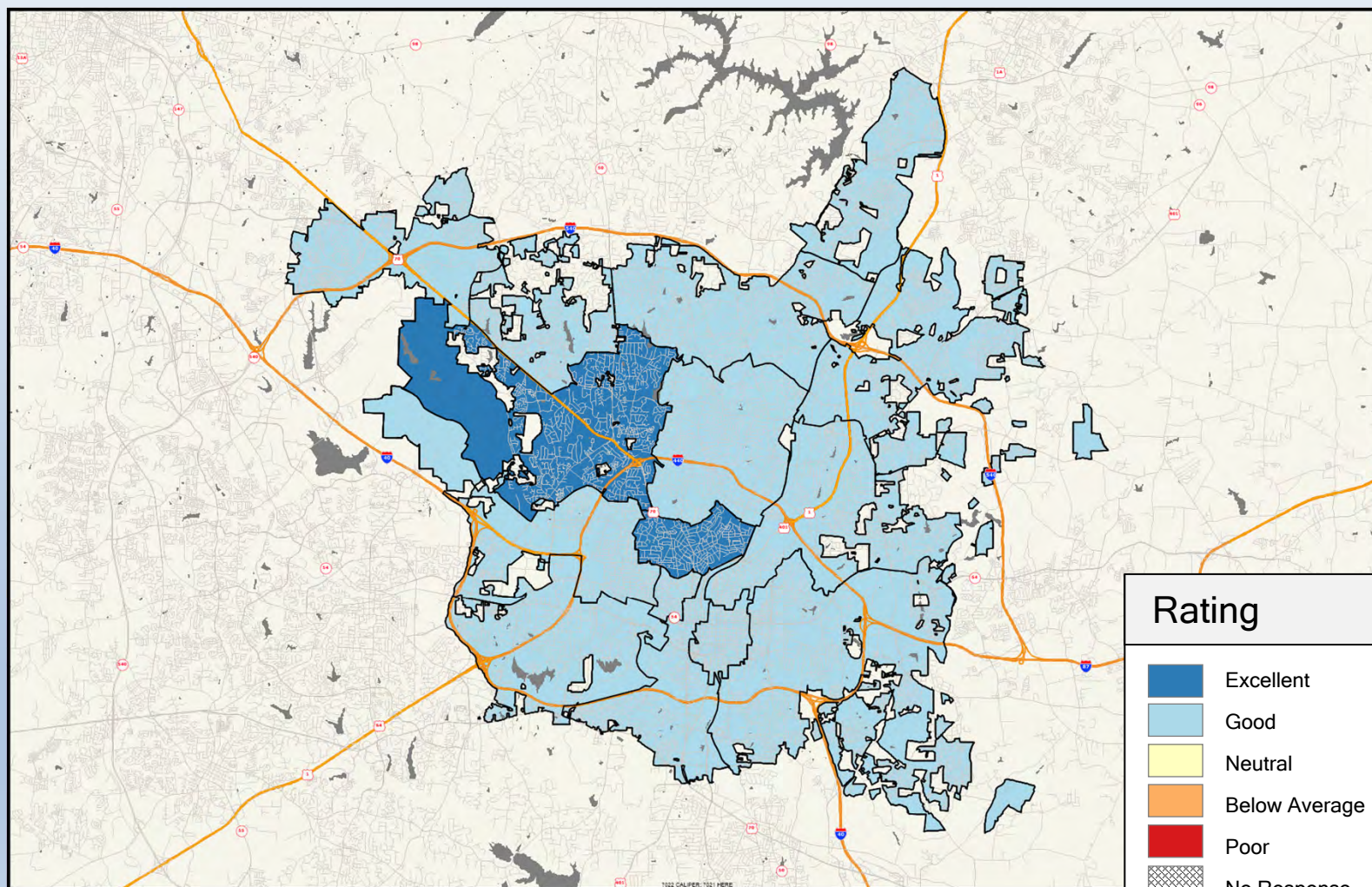
## Q2-3. Variety of arts and cultural programs offered in Raleigh



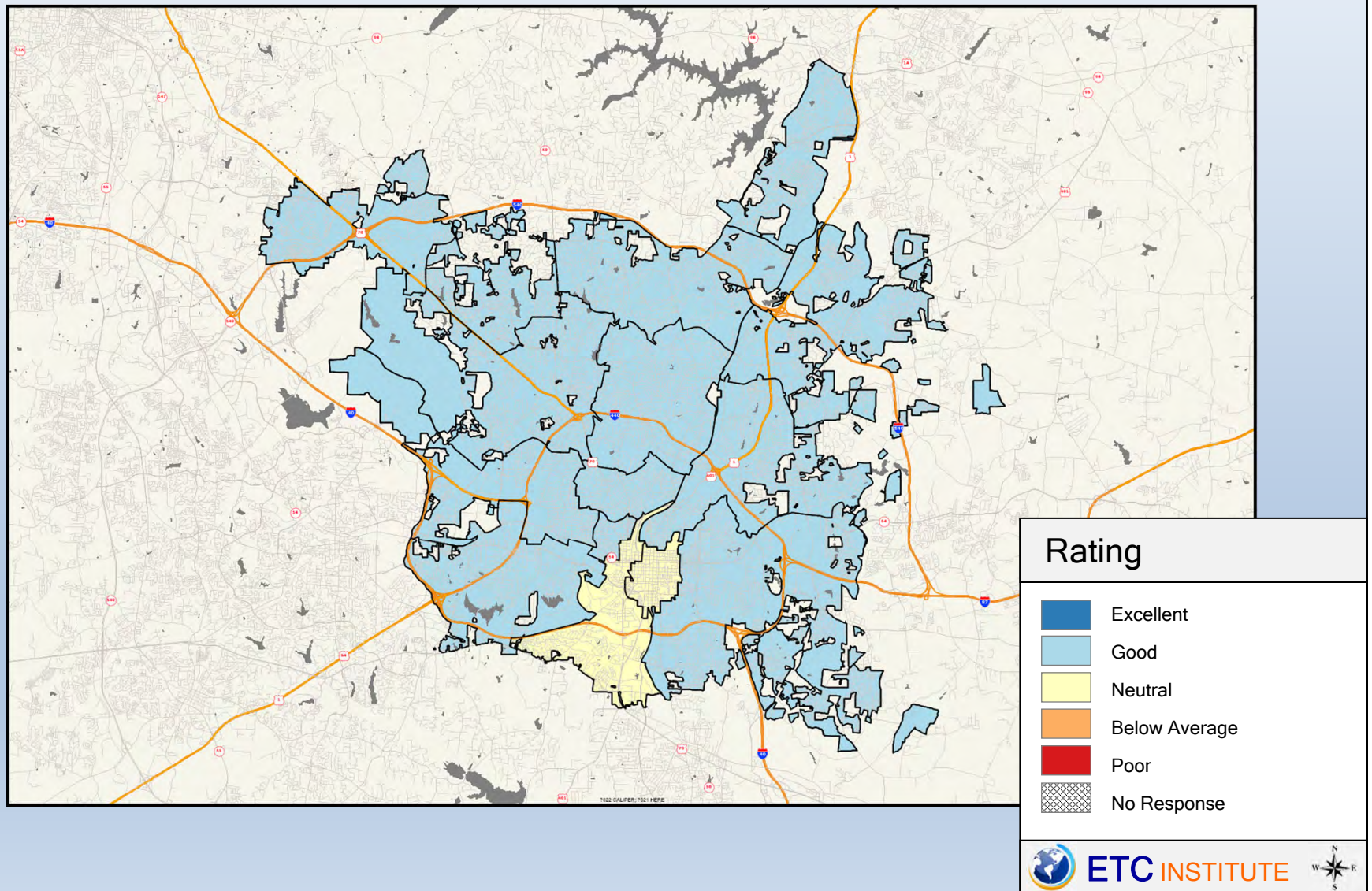
## Q2-4. Cost of arts and cultural programs in Raleigh



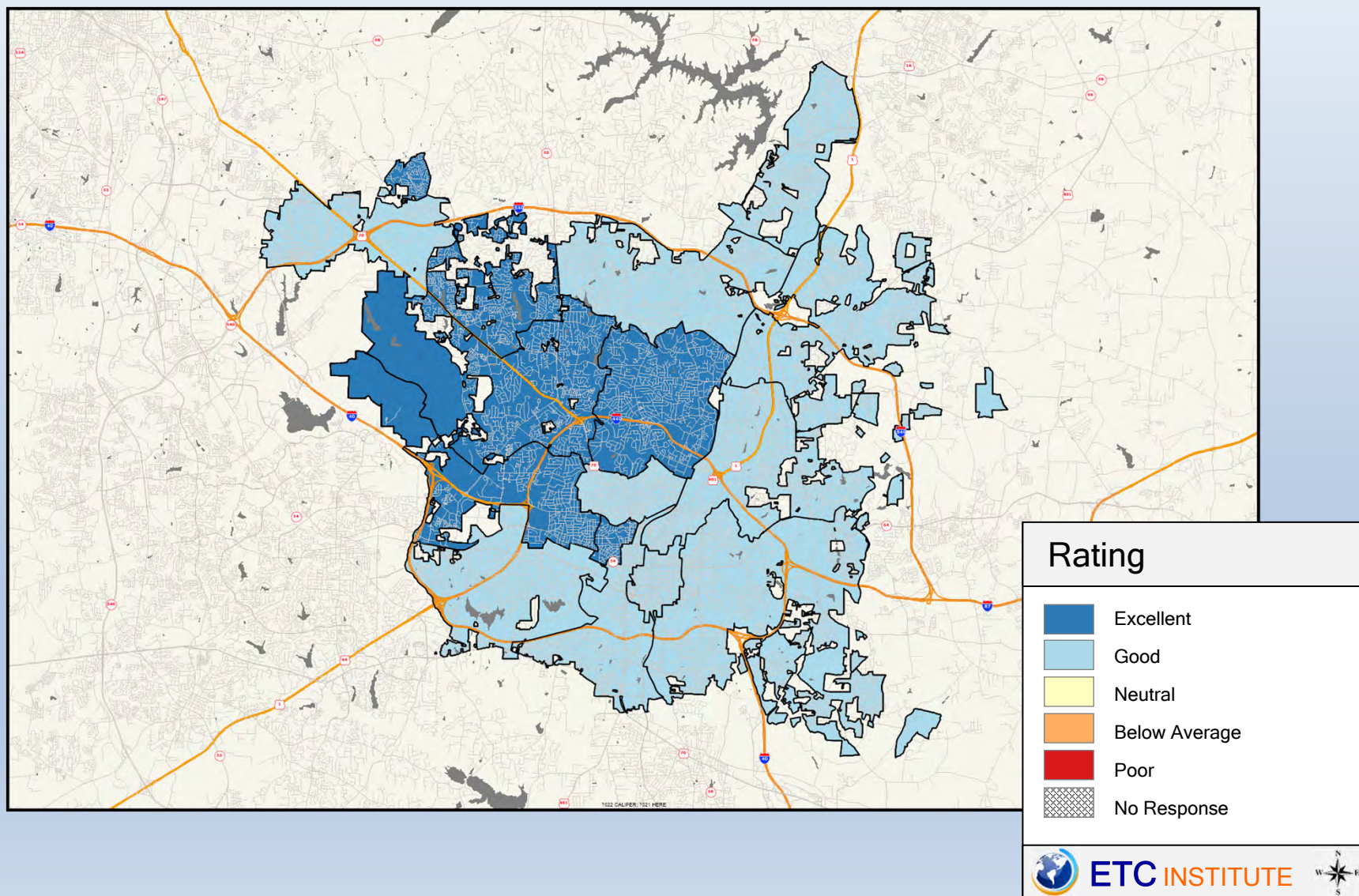
## Q2-5. Quality of arts and cultural programs in Raleigh



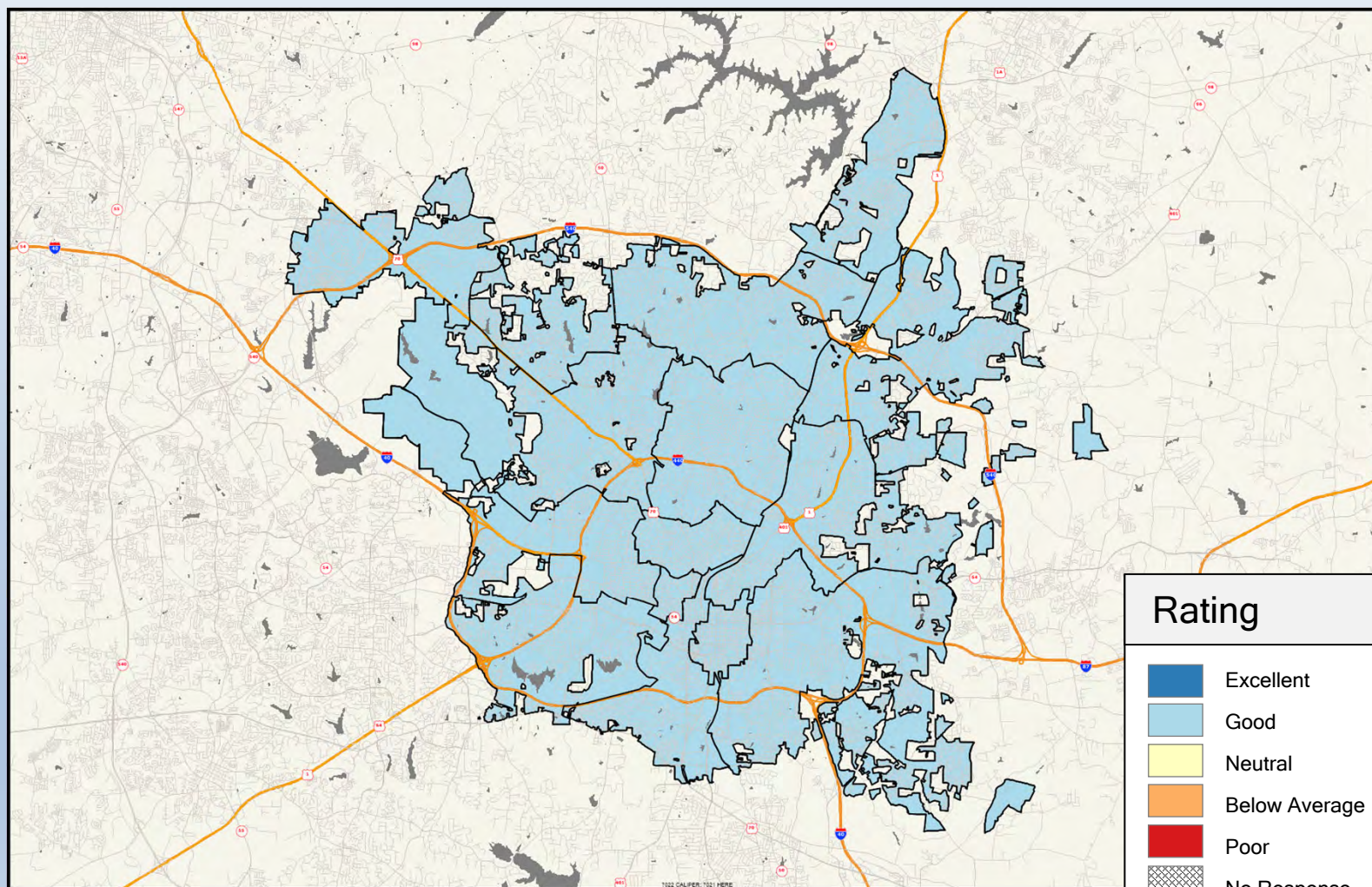
## Q2-6. Availability of information about arts and cultural programs and events



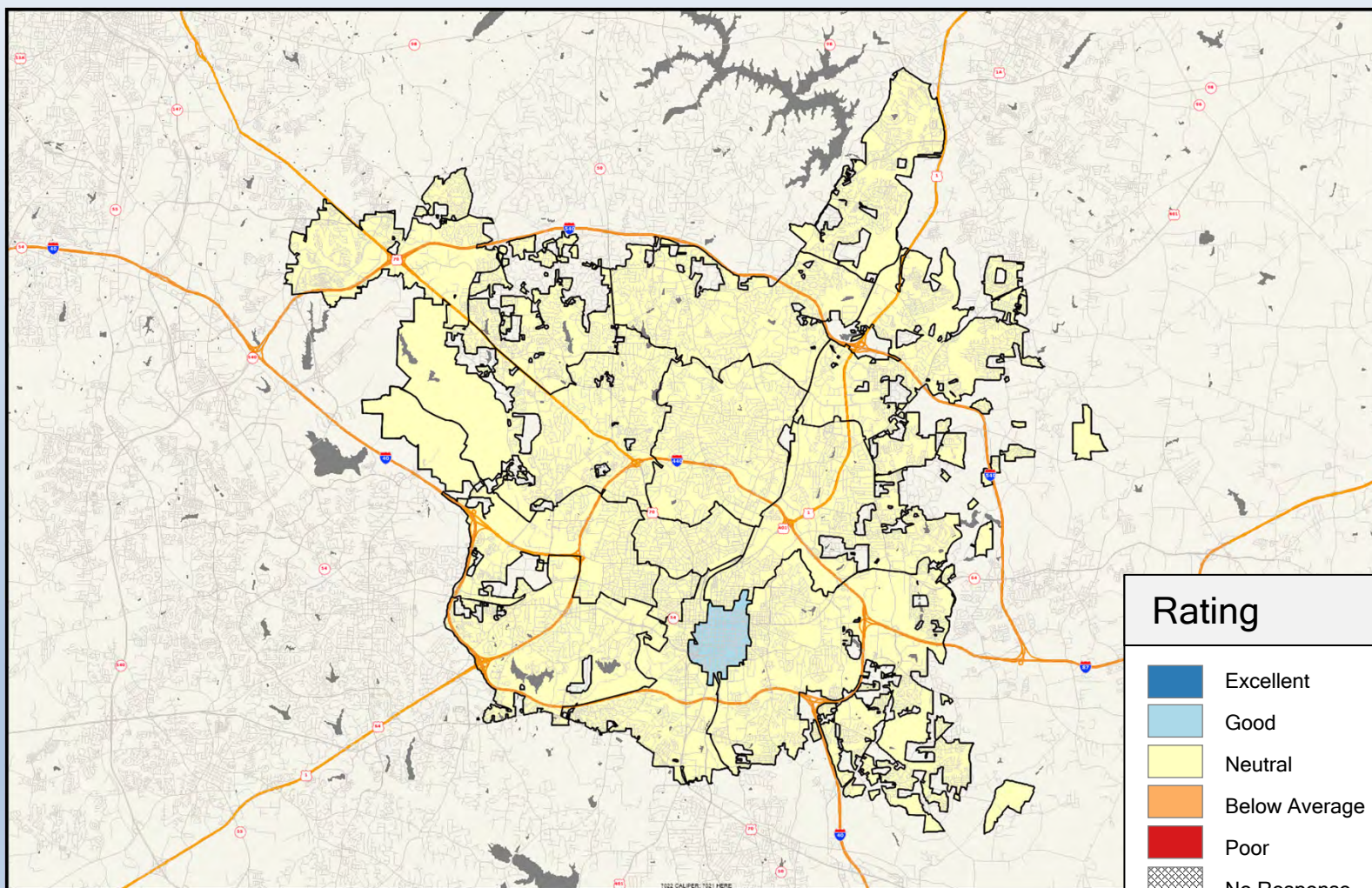
## Q2-7. Quality of City entertainment venues



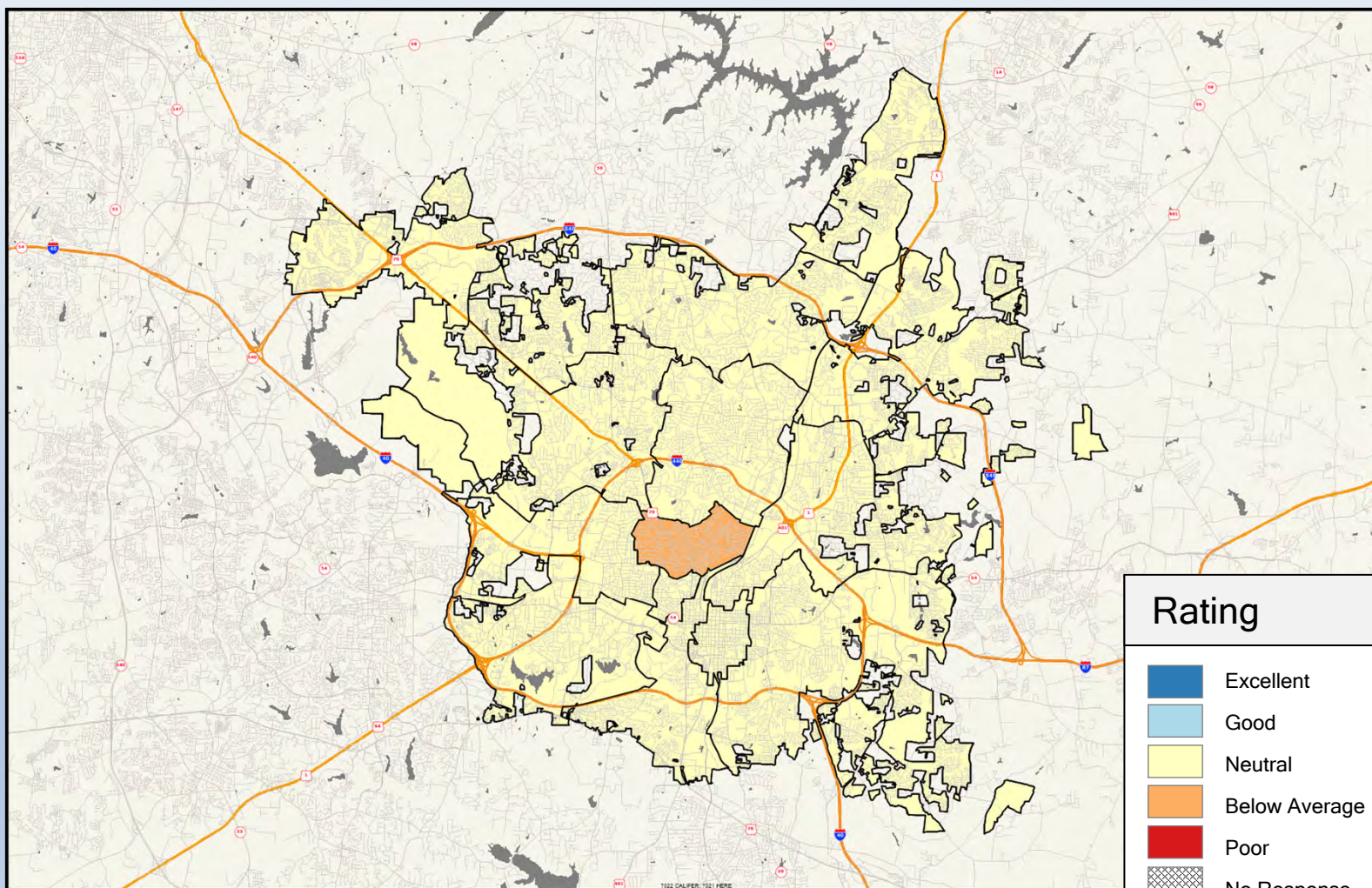
## Q4-1. The local economy



## Q4-2. Development review services



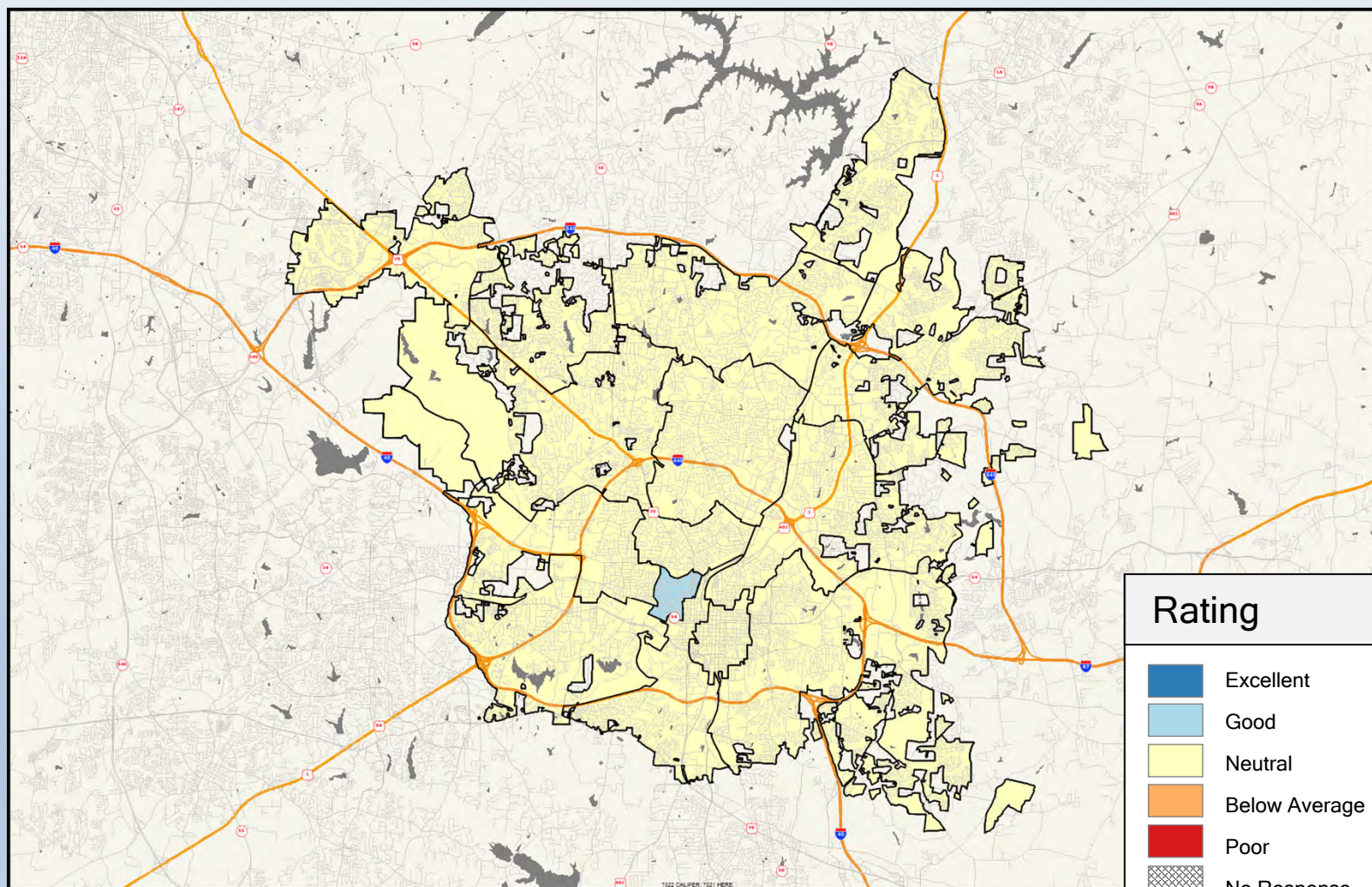
## Q4-3. Permitting services



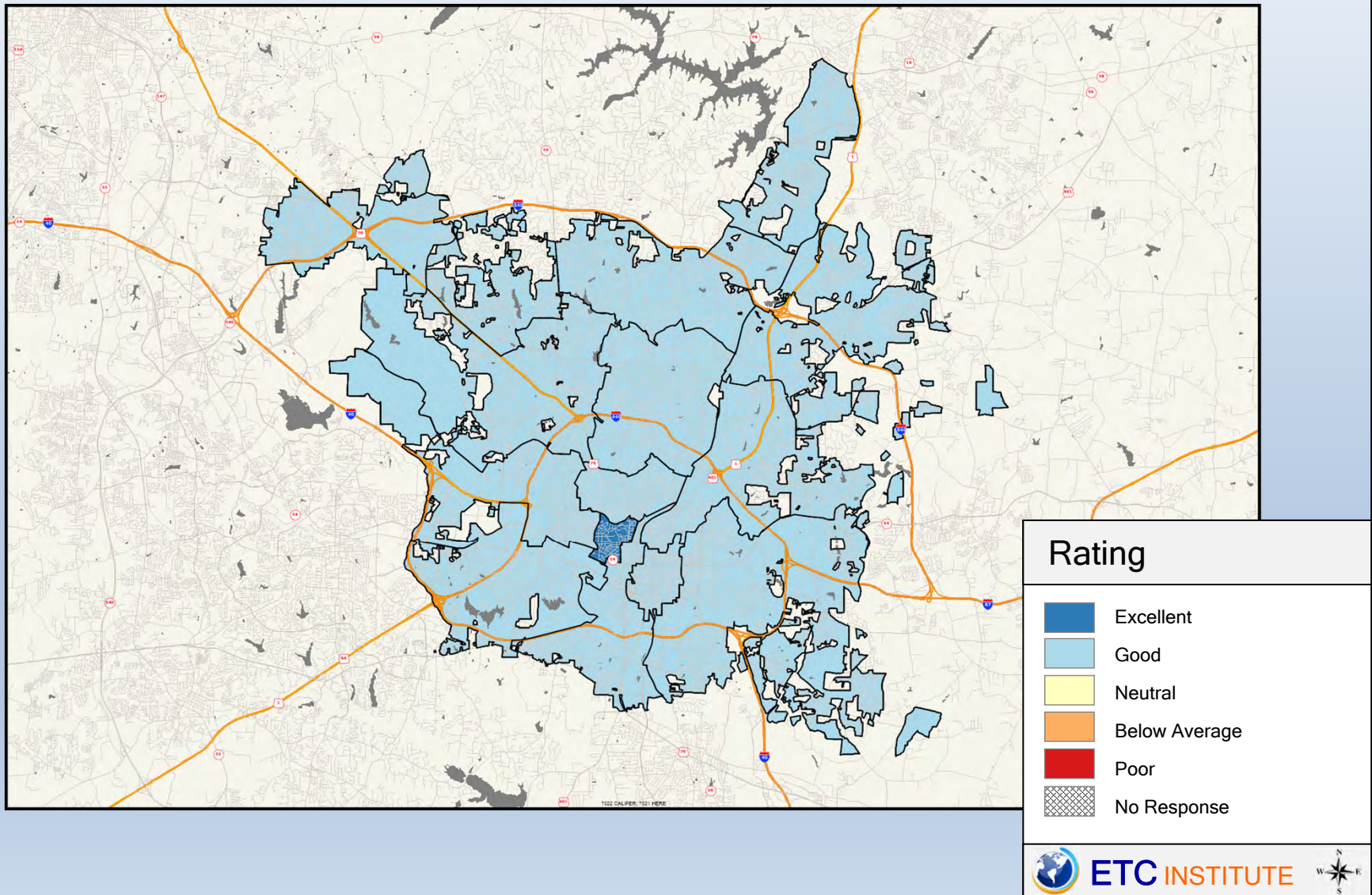
### Rating



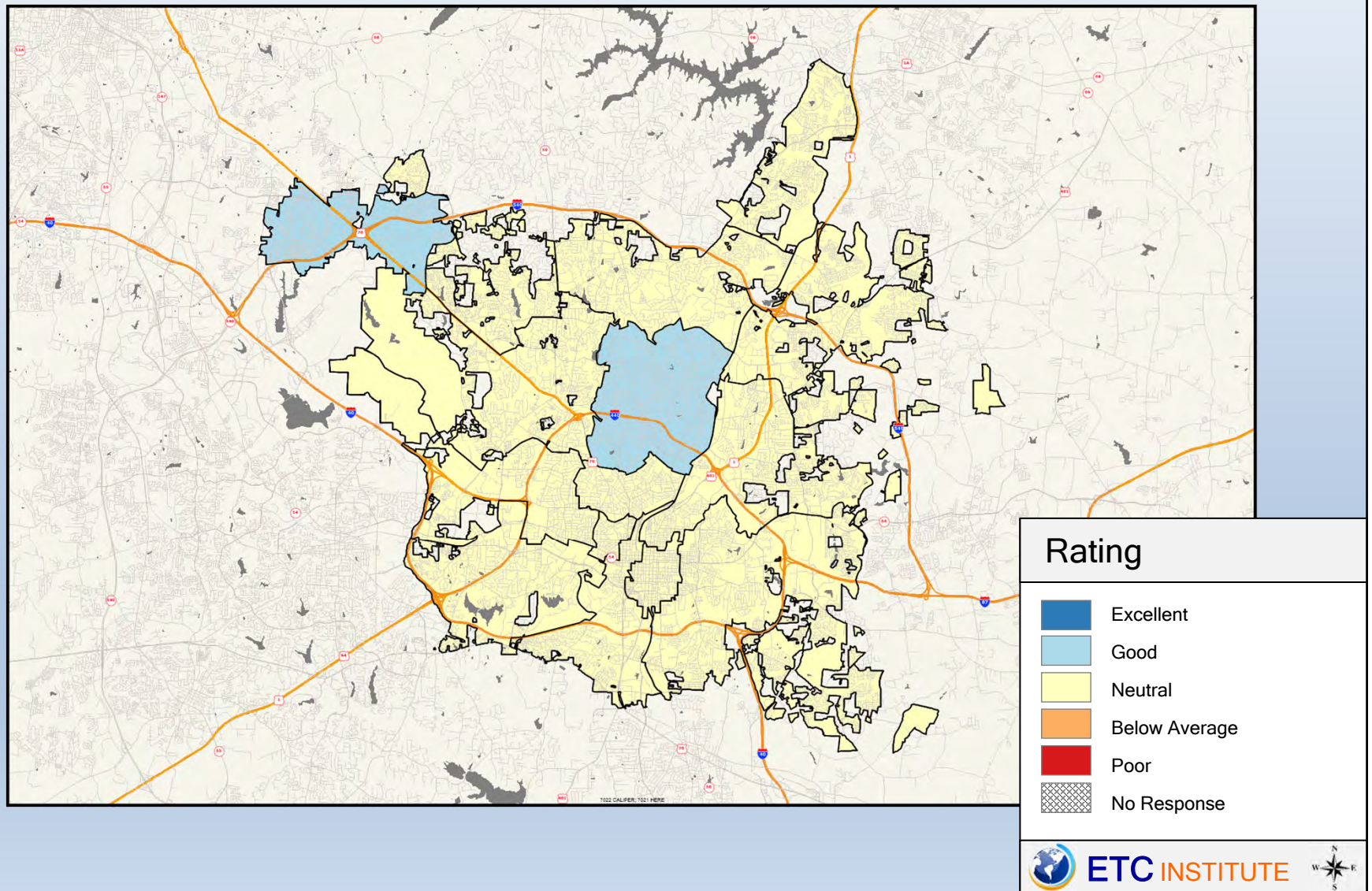
## Q4-4. Inspection services



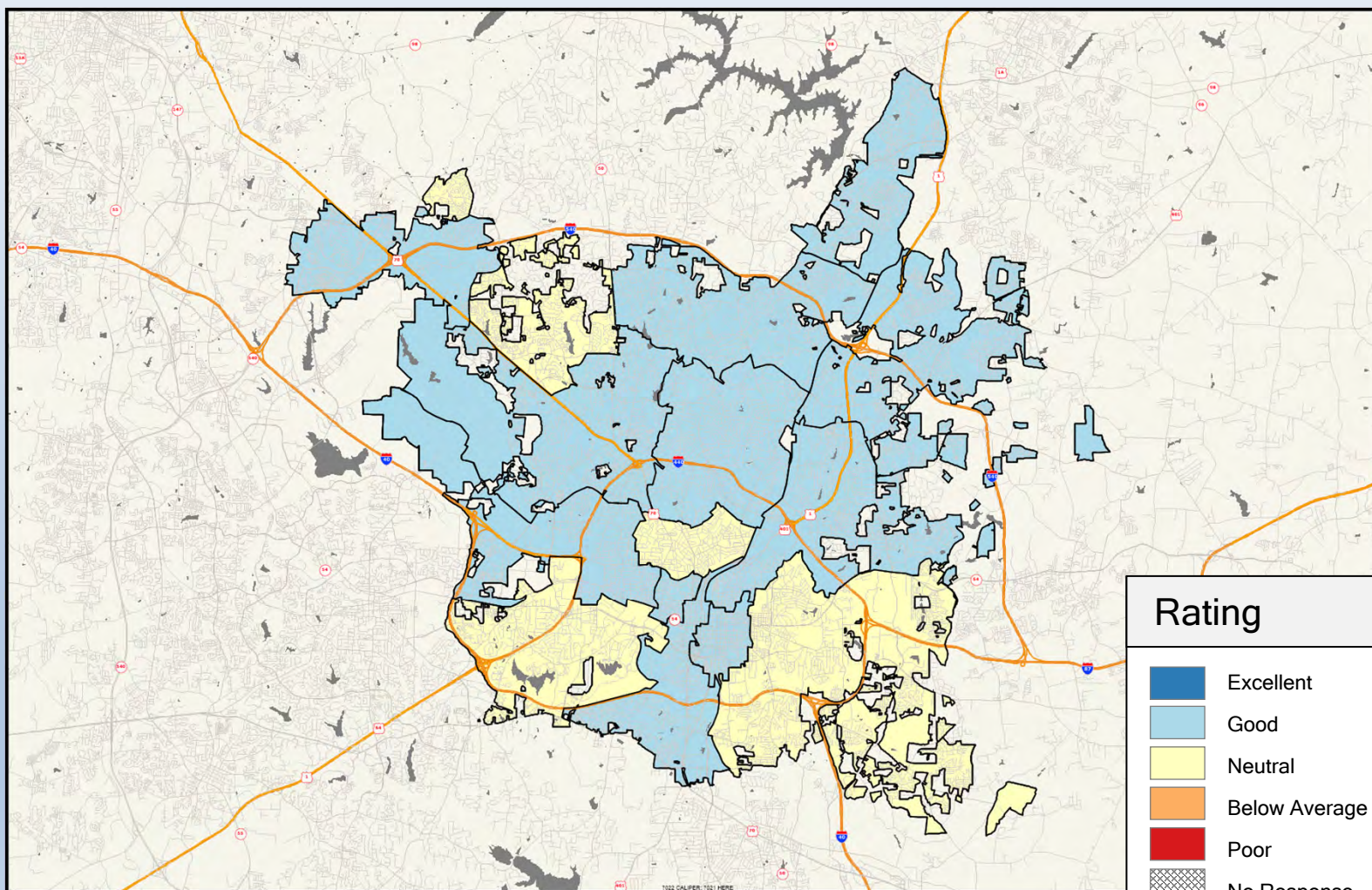
## Q4-5. Availability of job opportunities that match my skills



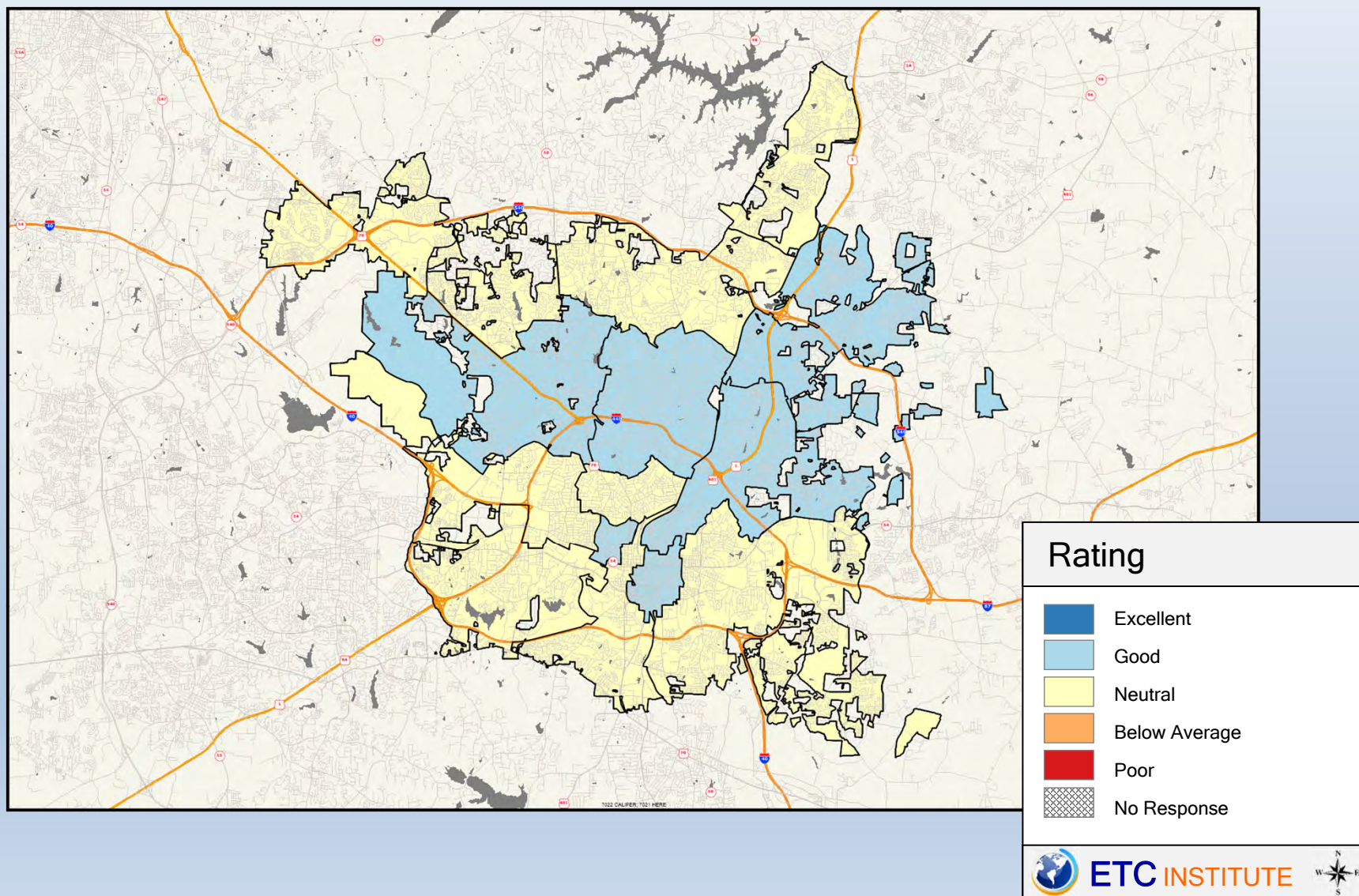
## Q4-6. City's efforts to promote and assist small, minority, and women-owned businesses



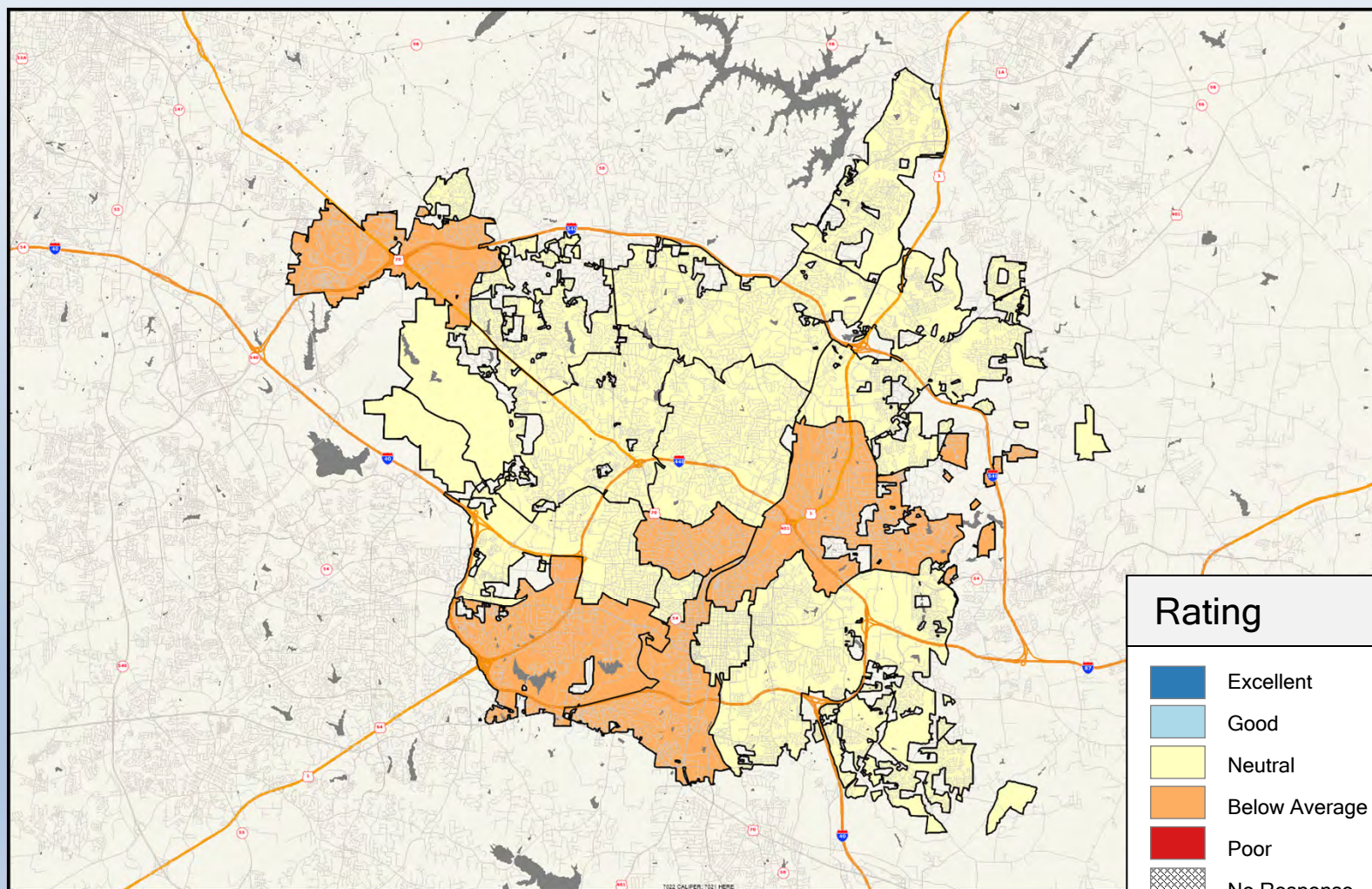
## Q4-7. City's efforts to promote and assist innovation



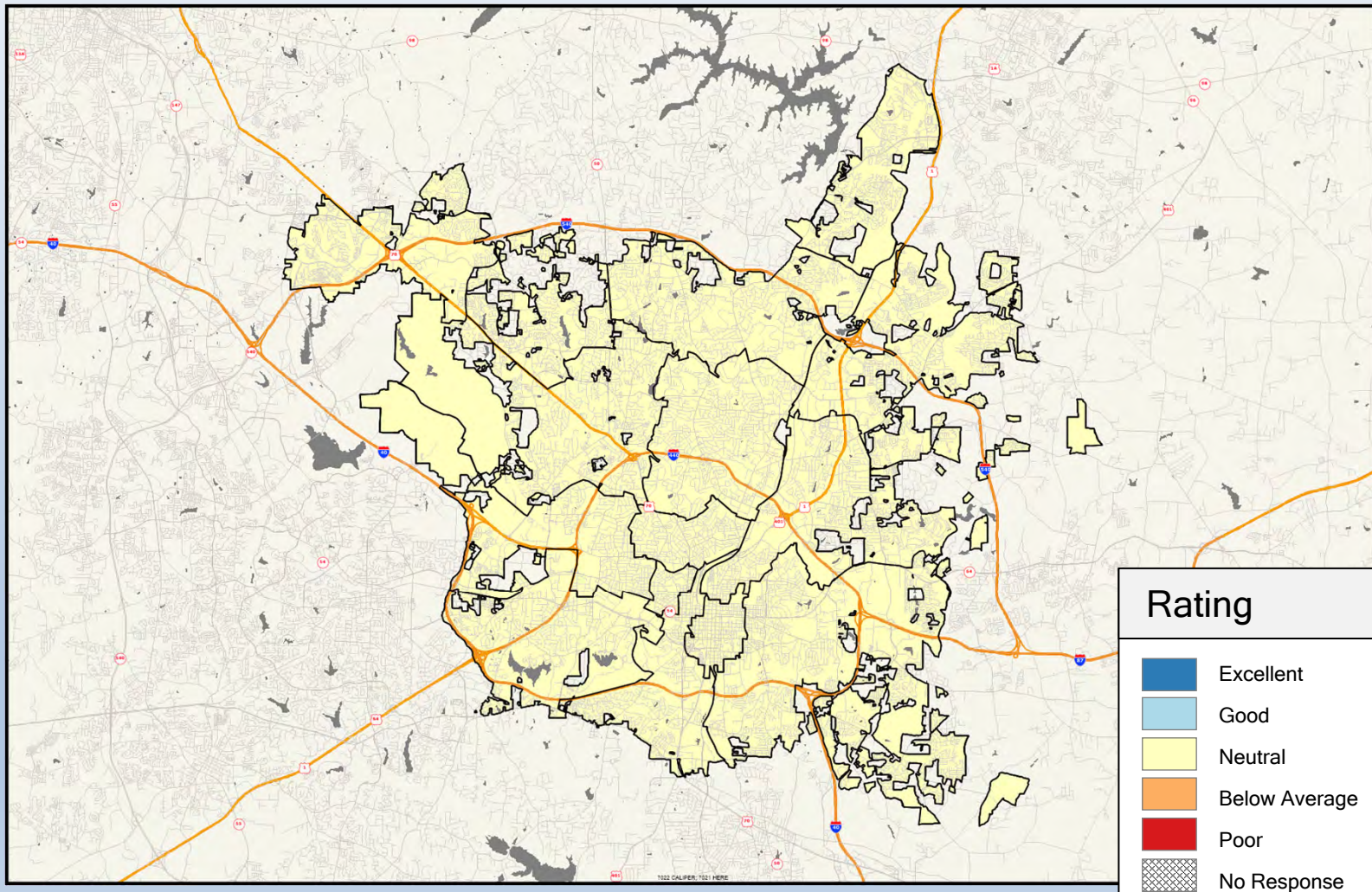
## Q4-8. City's efforts to promote and assist public and private partnerships



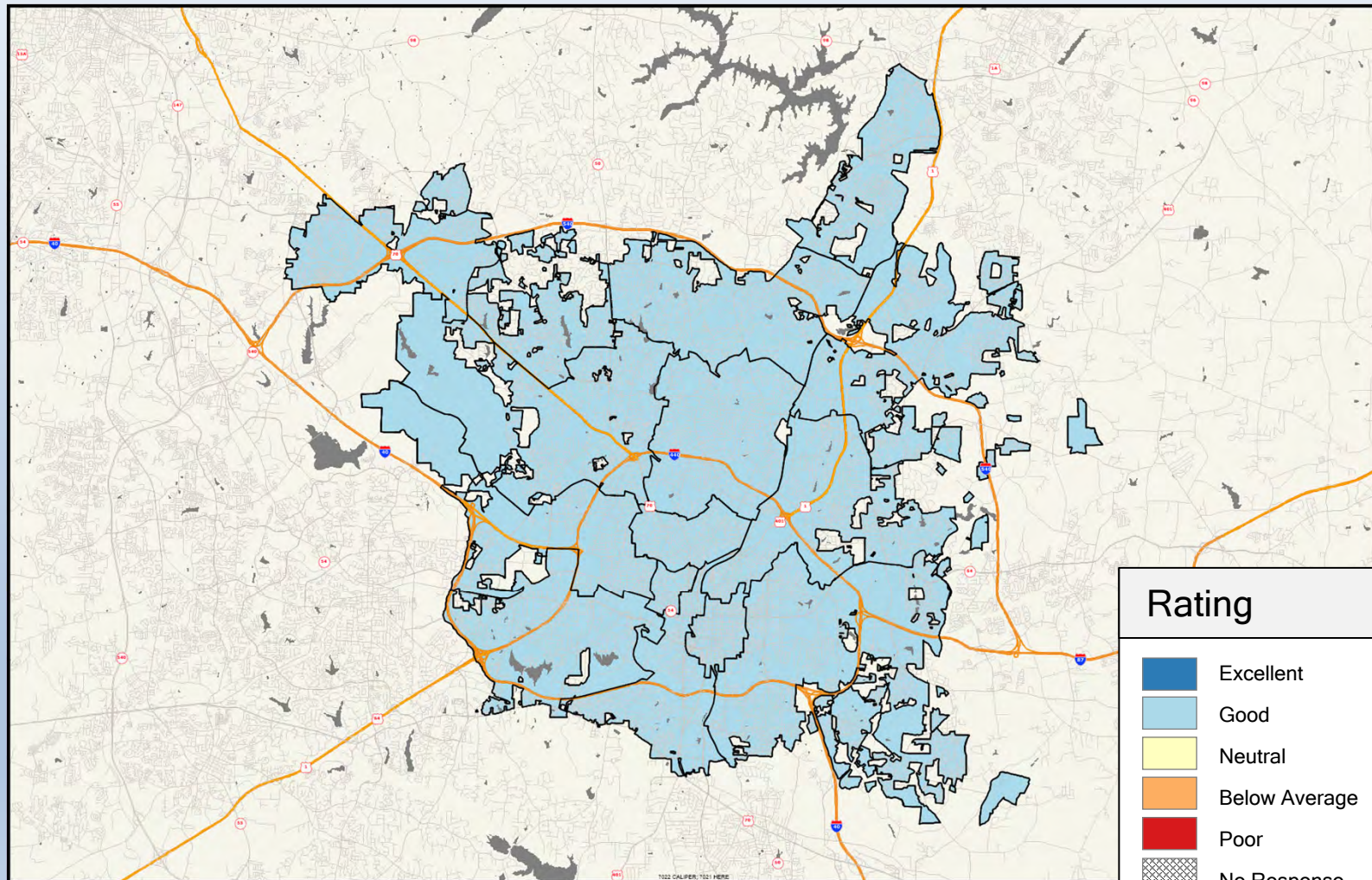
## Q6-01. How well the City of Raleigh is managing growth



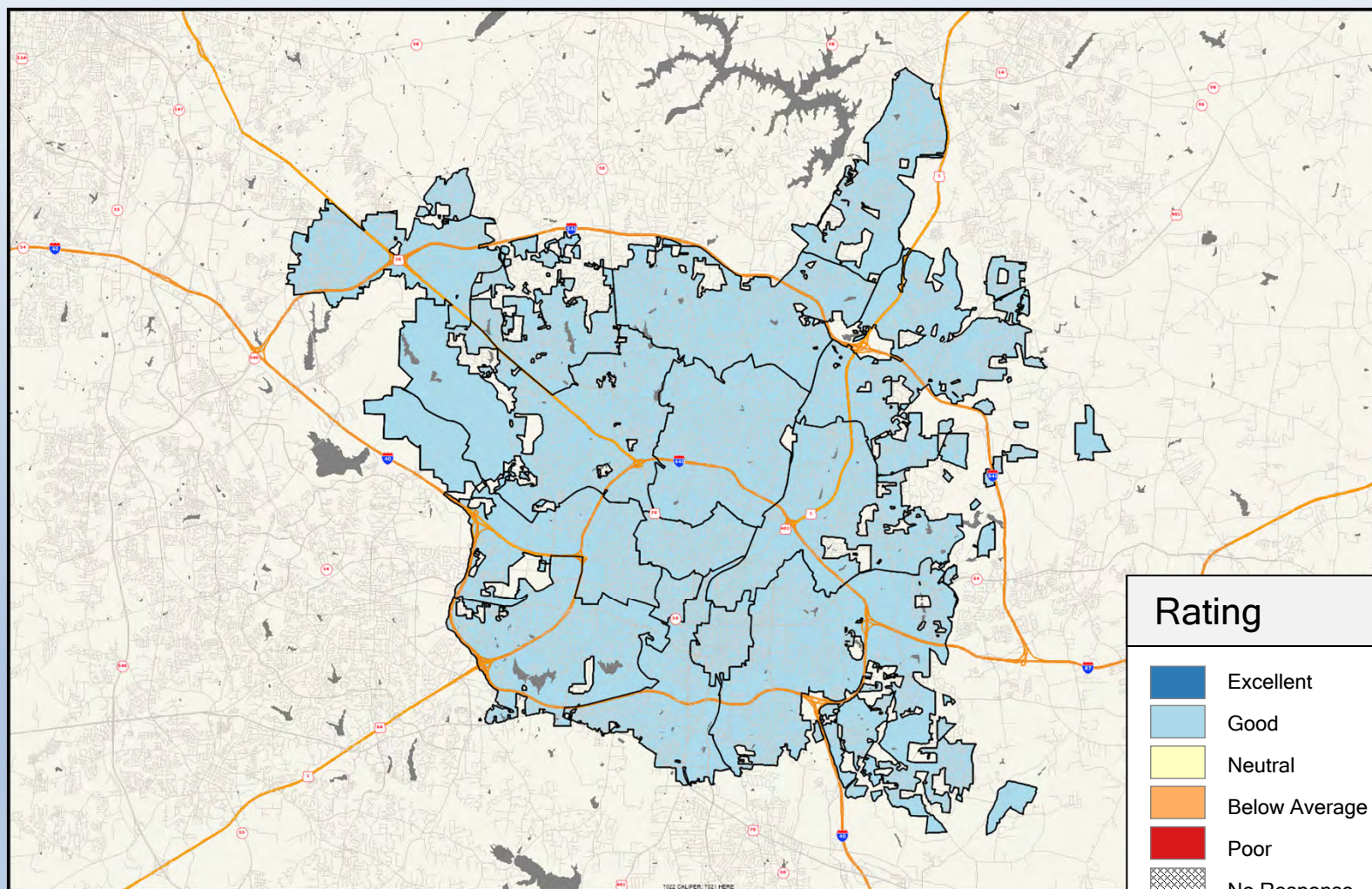
## Q6-02. Overall quality of new development in Raleigh



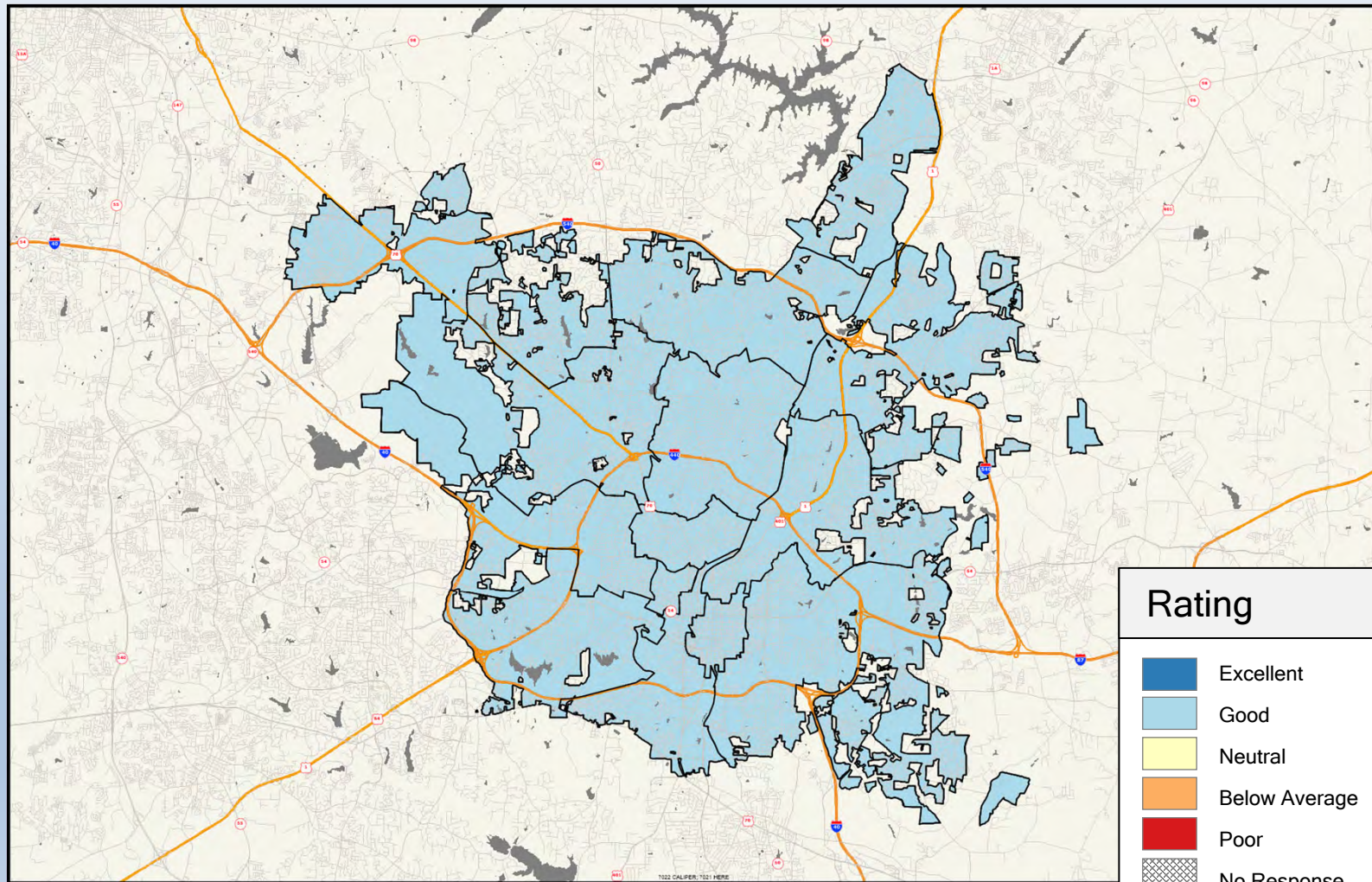
## Q6-03. Overall quality of water and sewer services



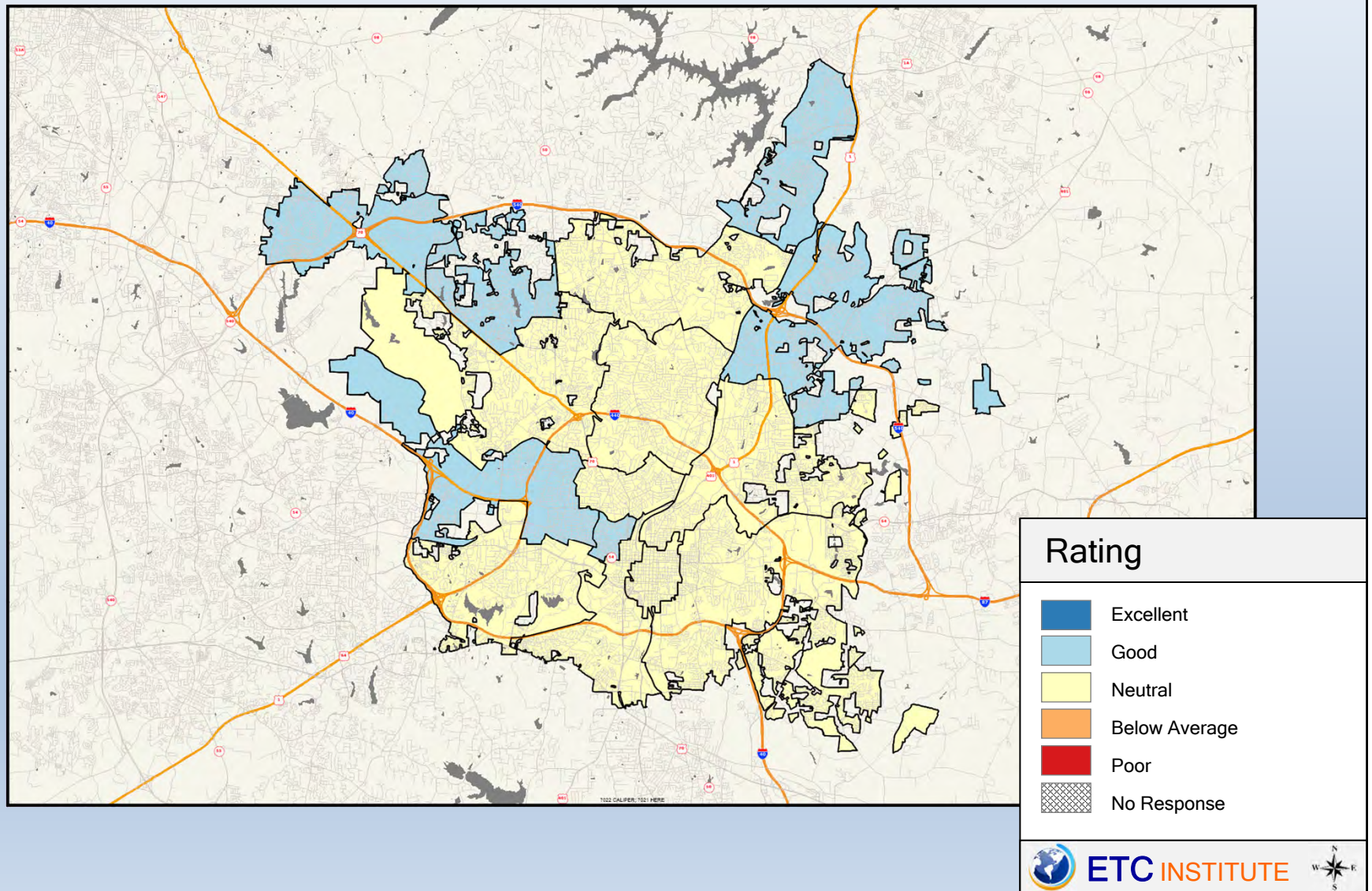
## Q6-04. Quality of drinking water provided by Raleigh Water



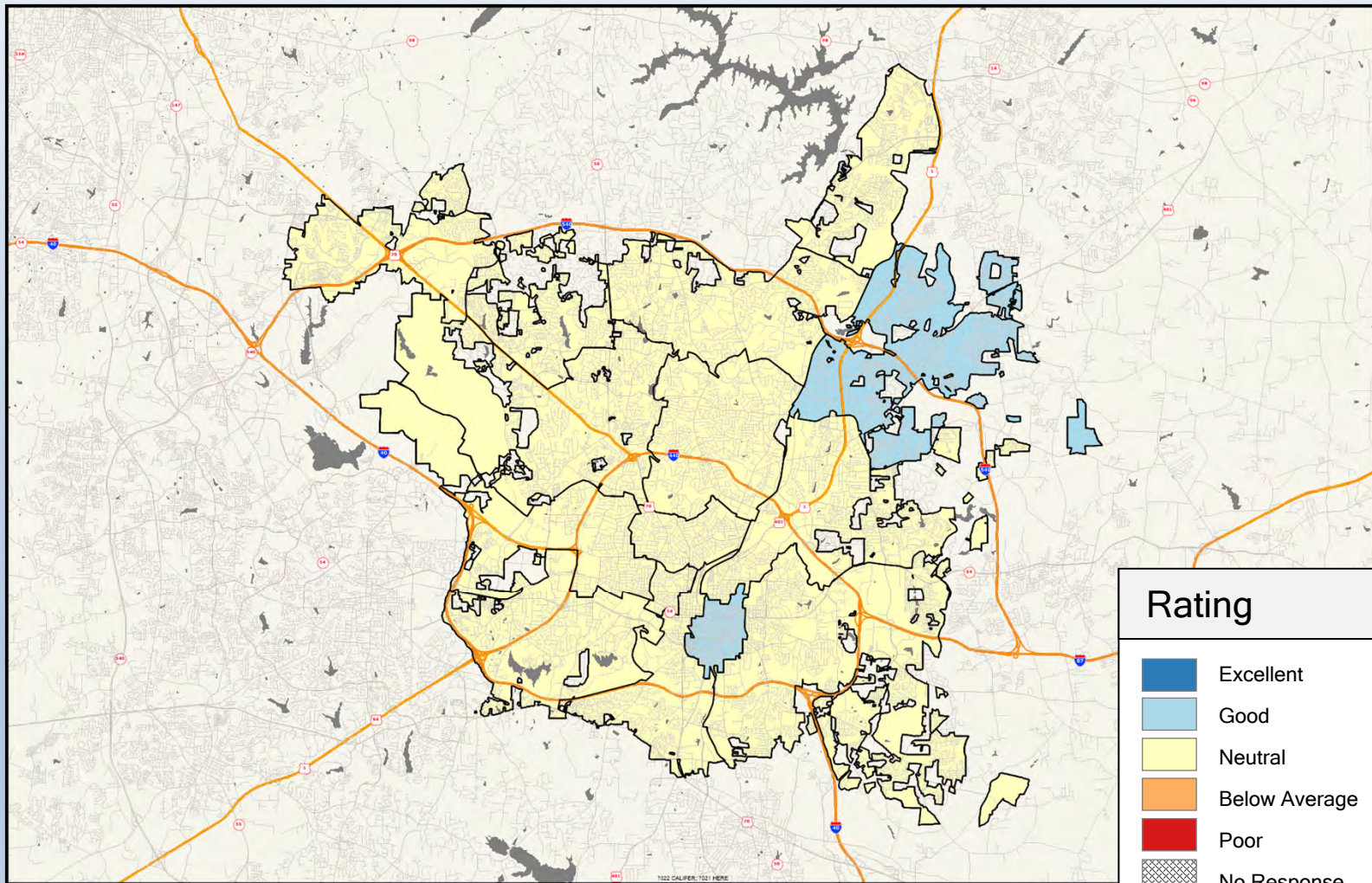
## Q6-05. Wastewater services provided by Raleigh Water



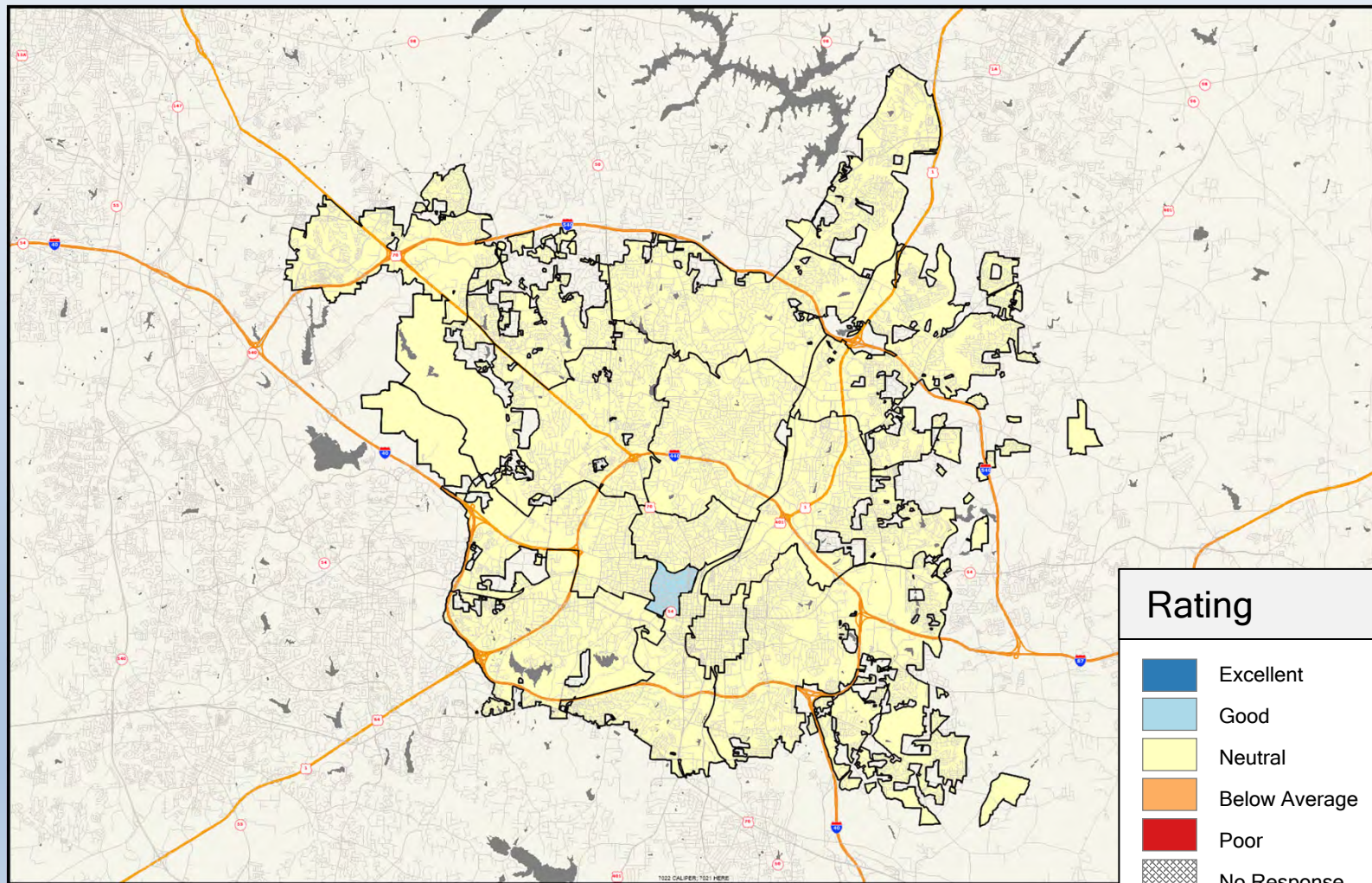
## Q6-06. Overall management of public stormwater runoff, drainage and flood control



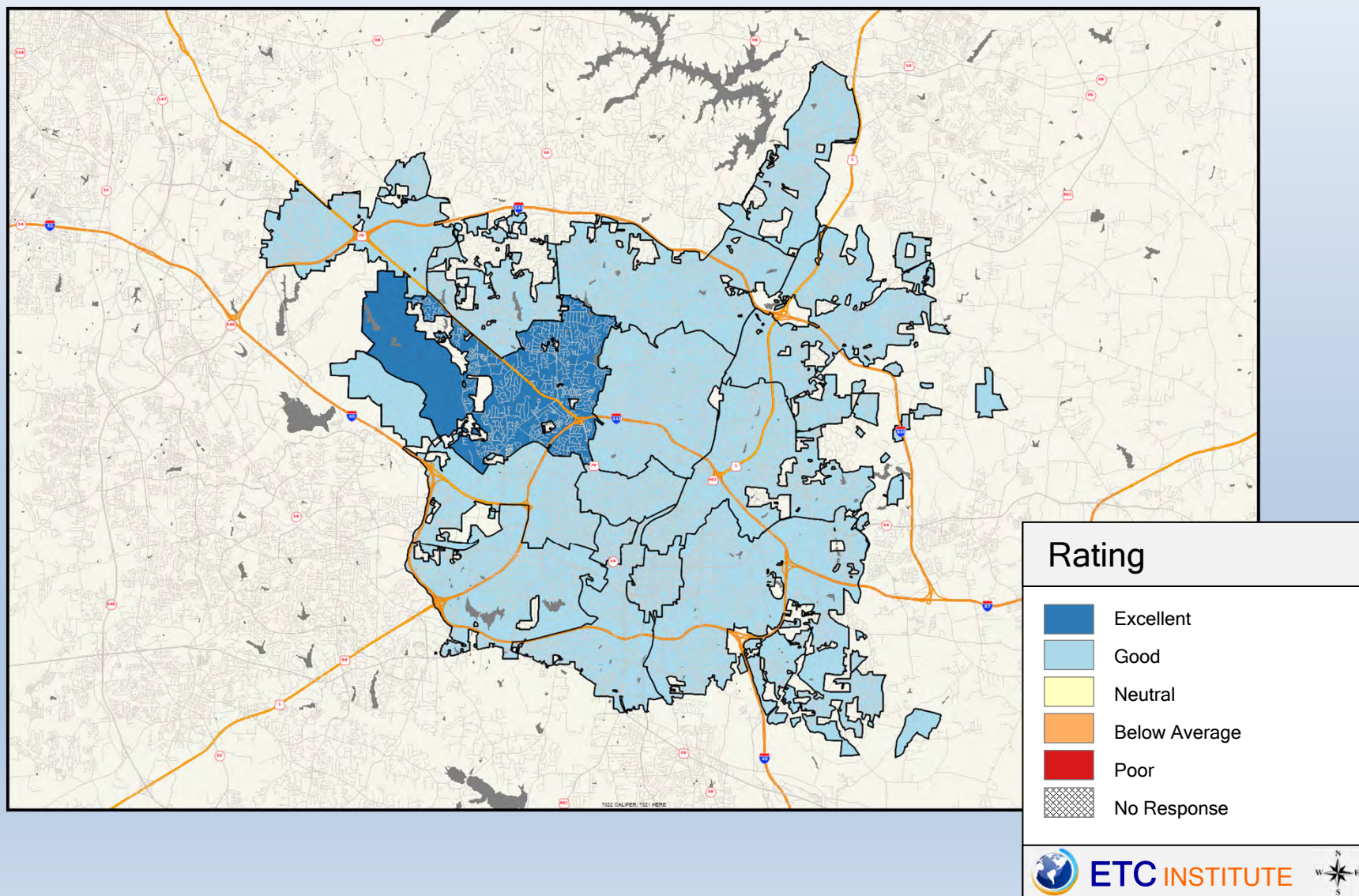
## Q6-07. The City's overall effort to protect natural resources and the environment



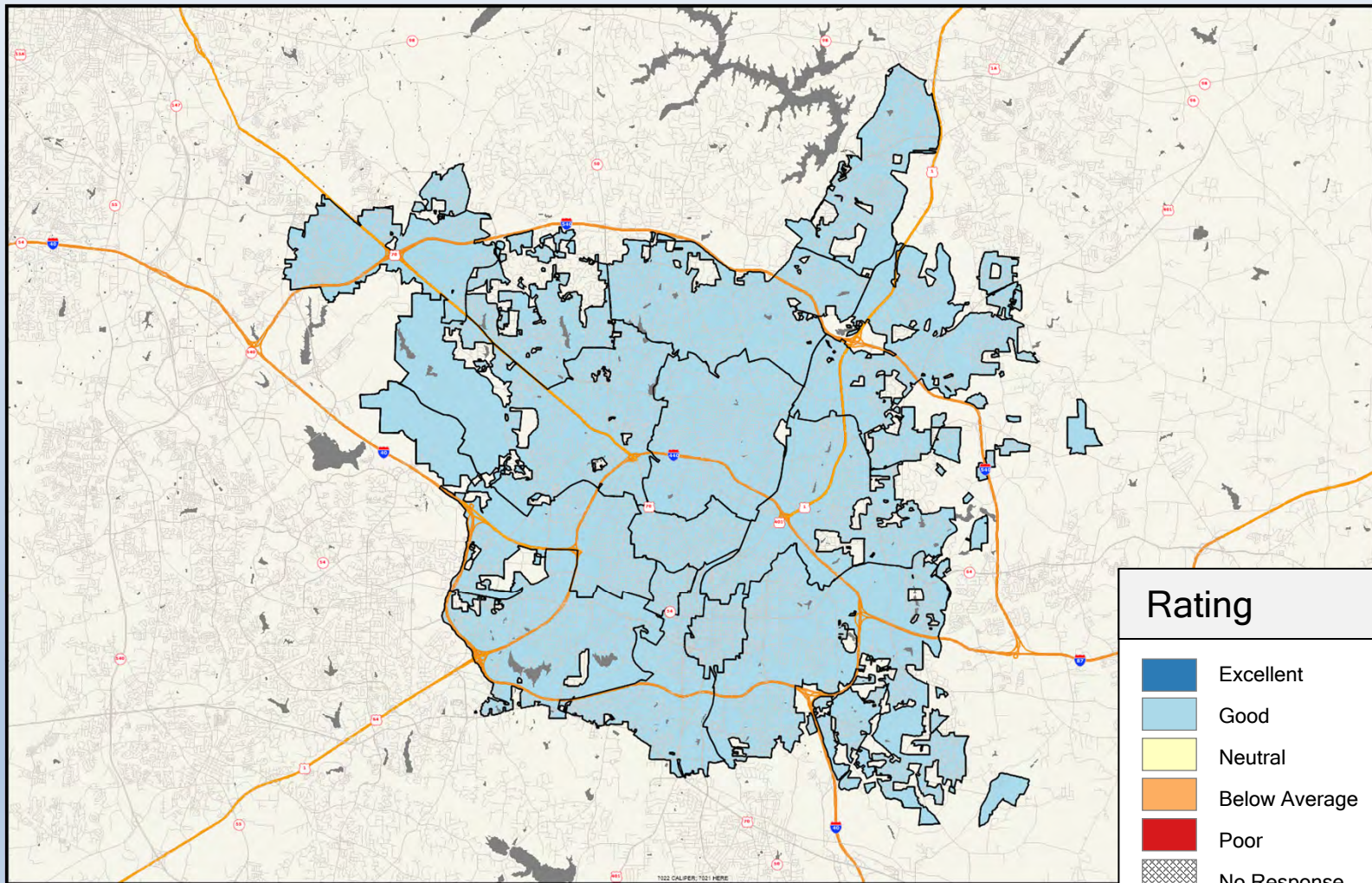
## Q6-08. The City's efforts in protecting and improving water quality in local streams and lakes



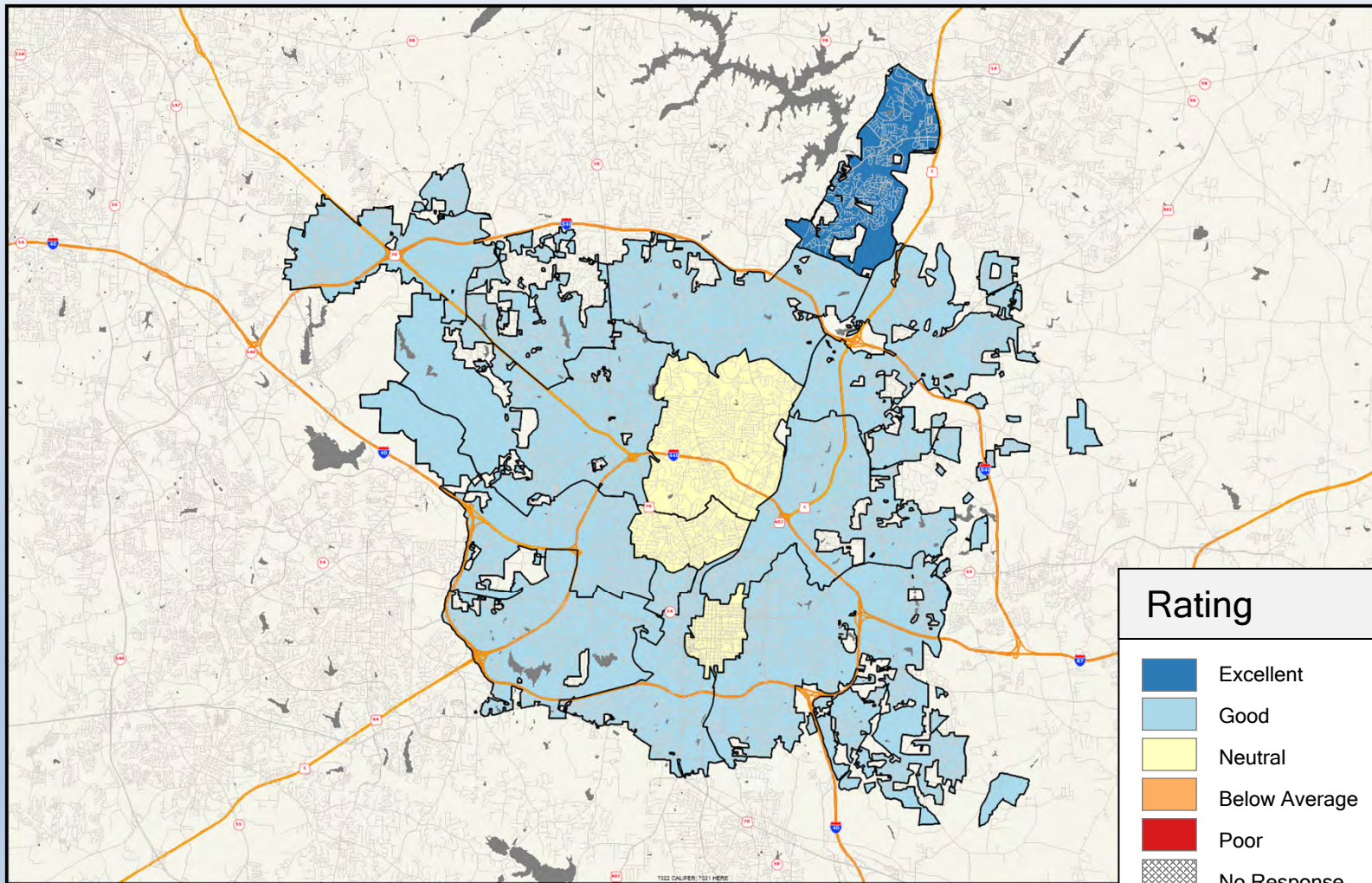
## Q6-09. Residential garbage collection services



## Q6-10. Residential curbside recycling services



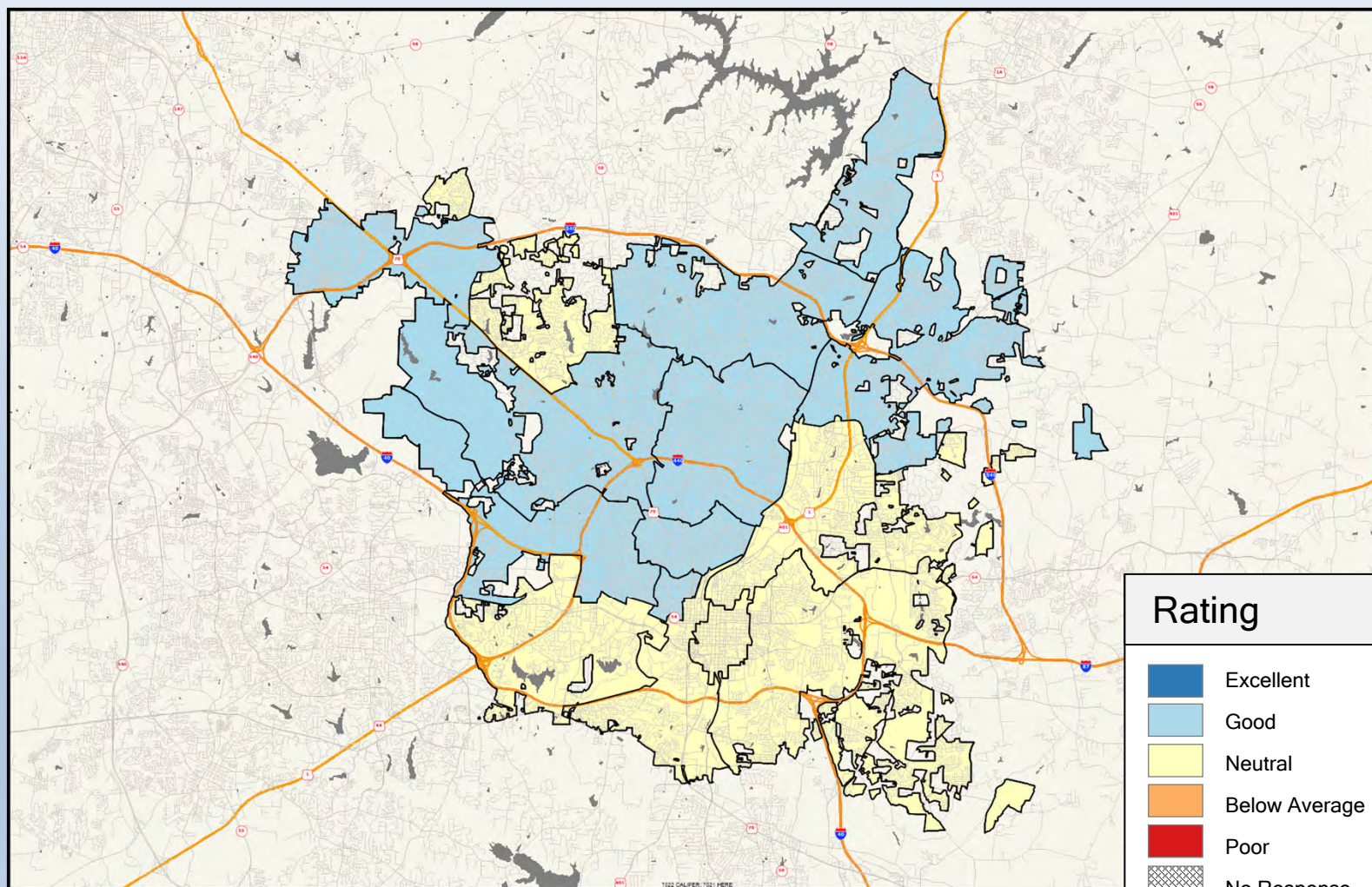
# Q6-11. Residential yard waste collection services



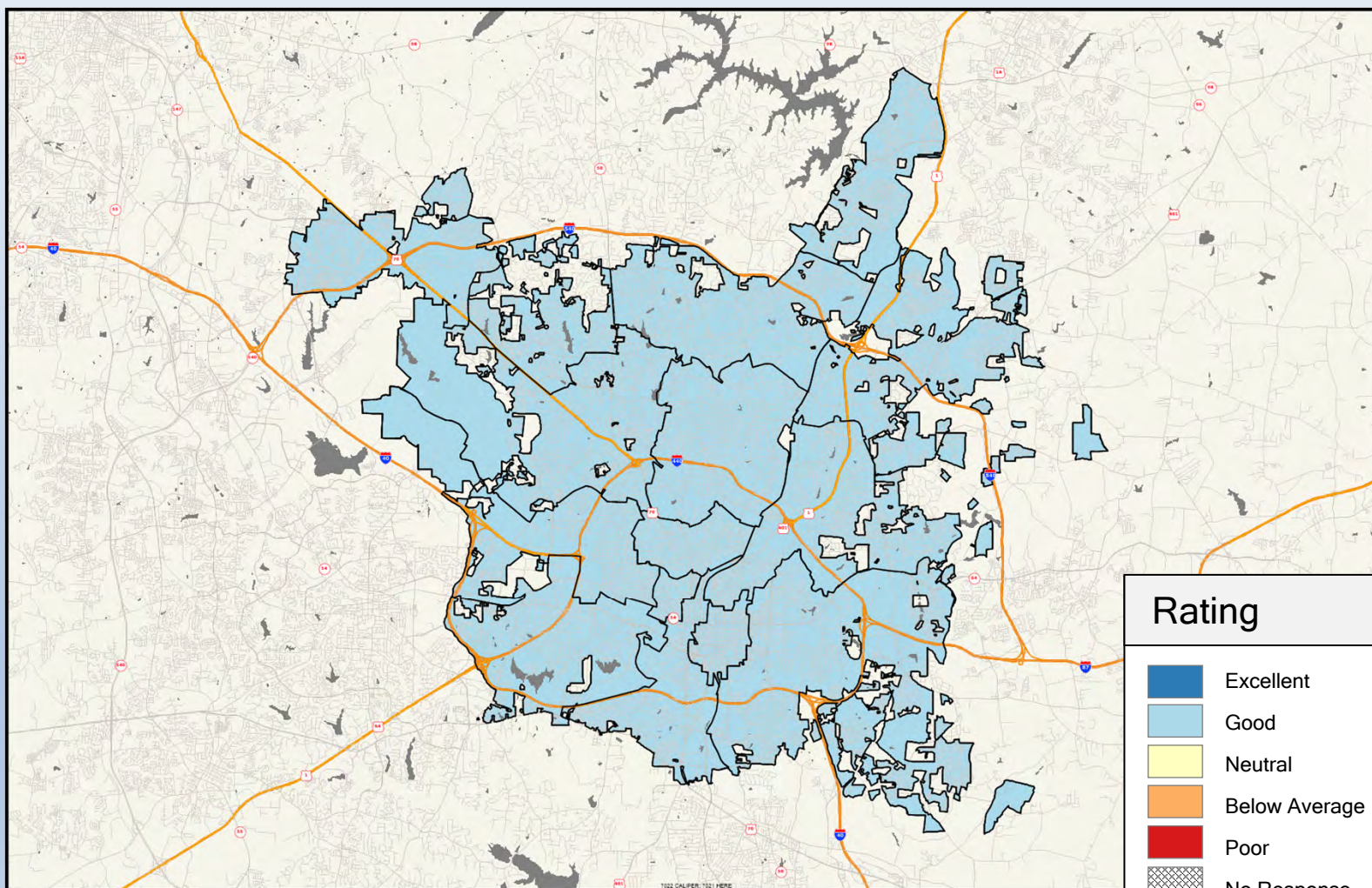
## Rating

**ETC INSTITUTE**

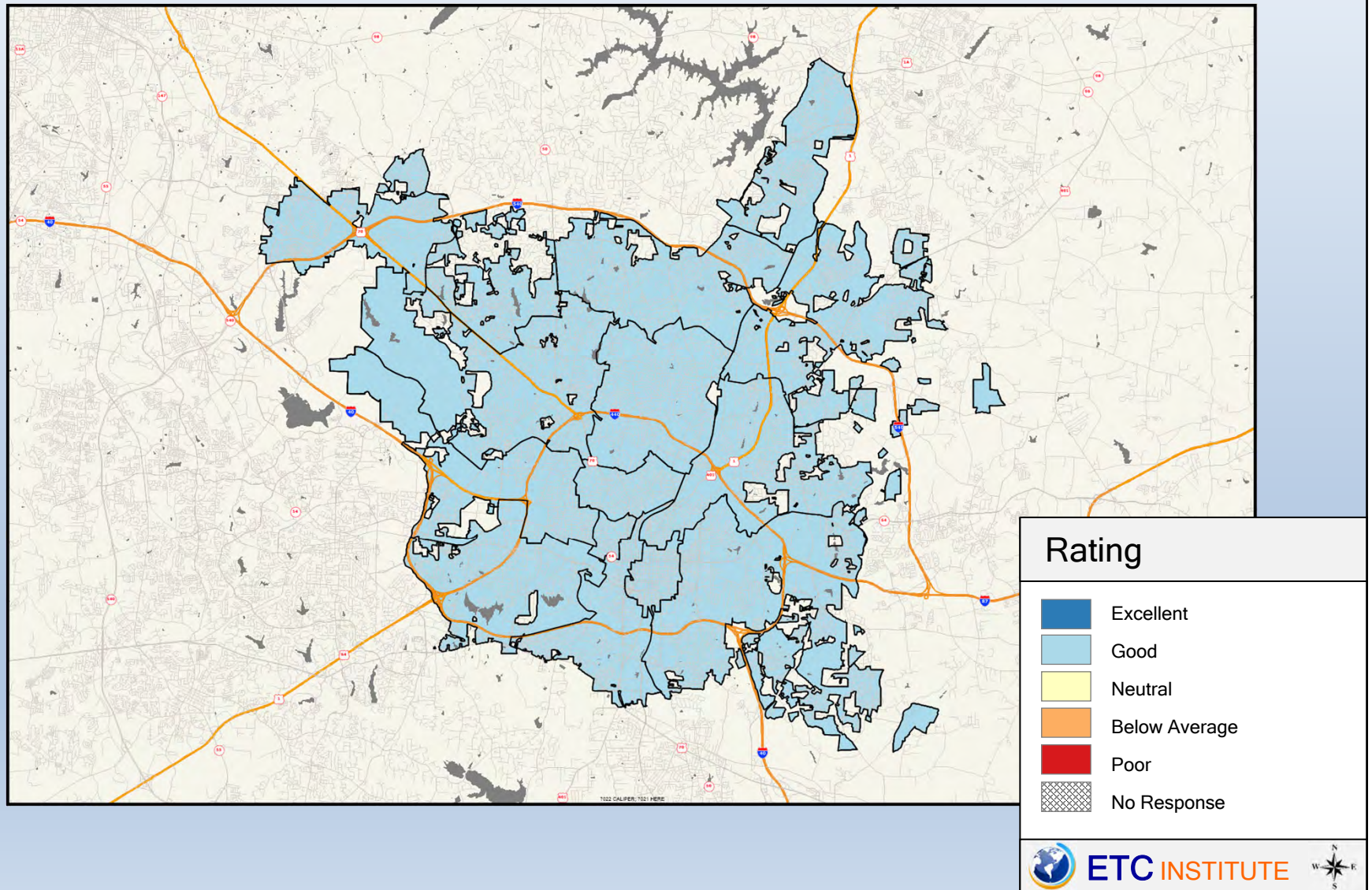
## Q6-12. Bulky item pick-up and removal services



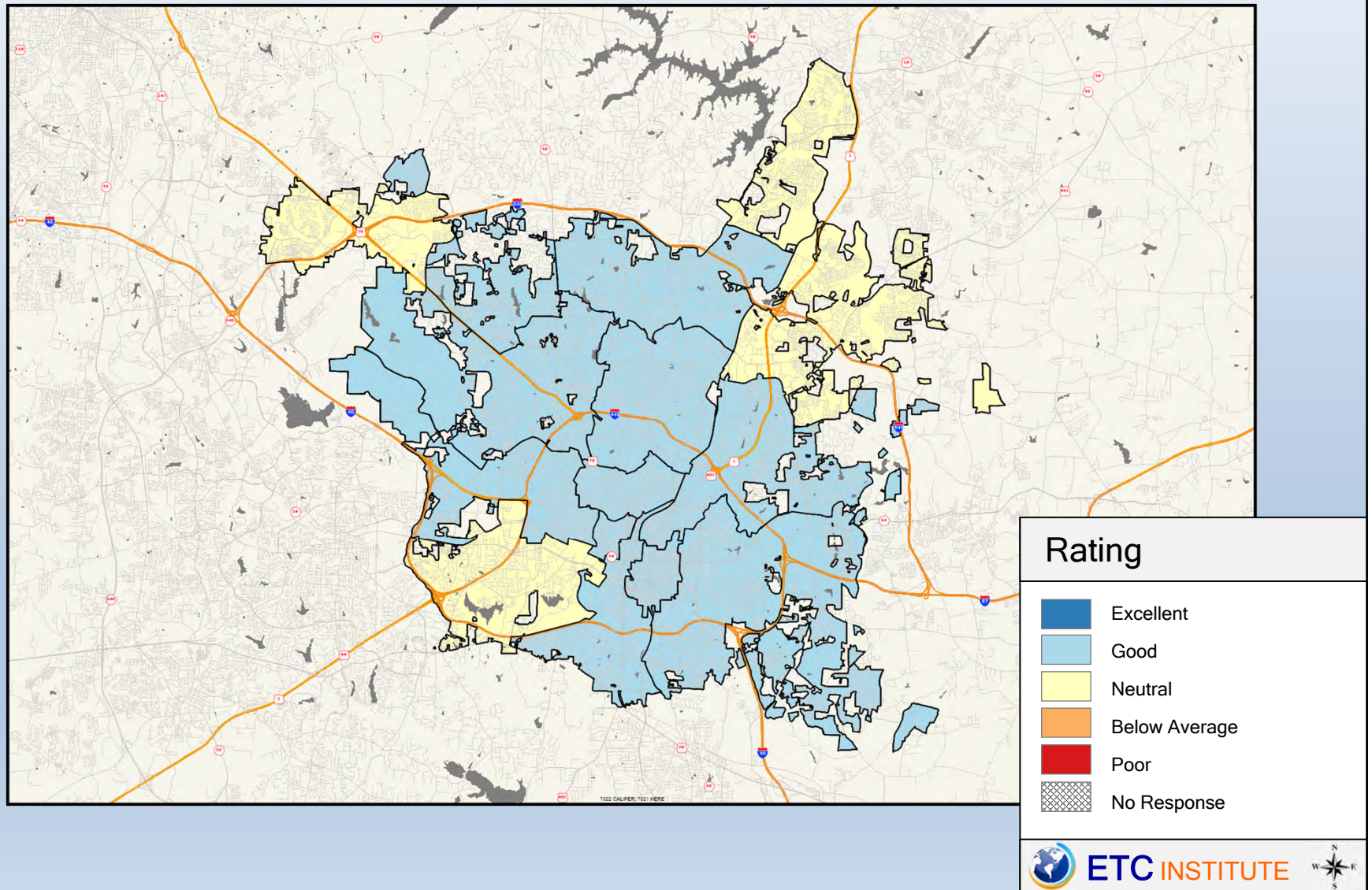
# Q9-01. Overall quality of services provided by the City of Raleigh



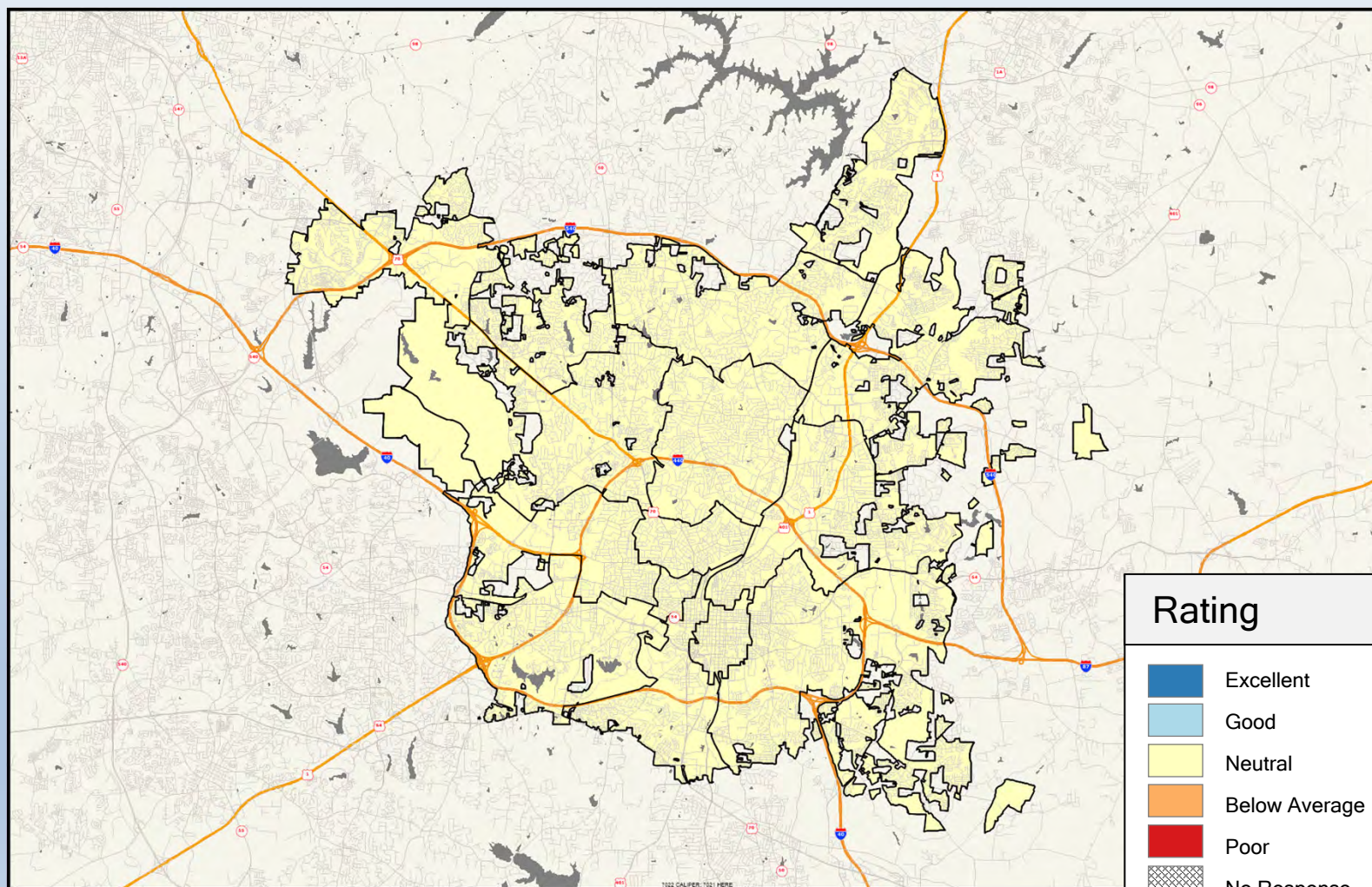
## Q9-02. Quality of customer service you receive from City employees



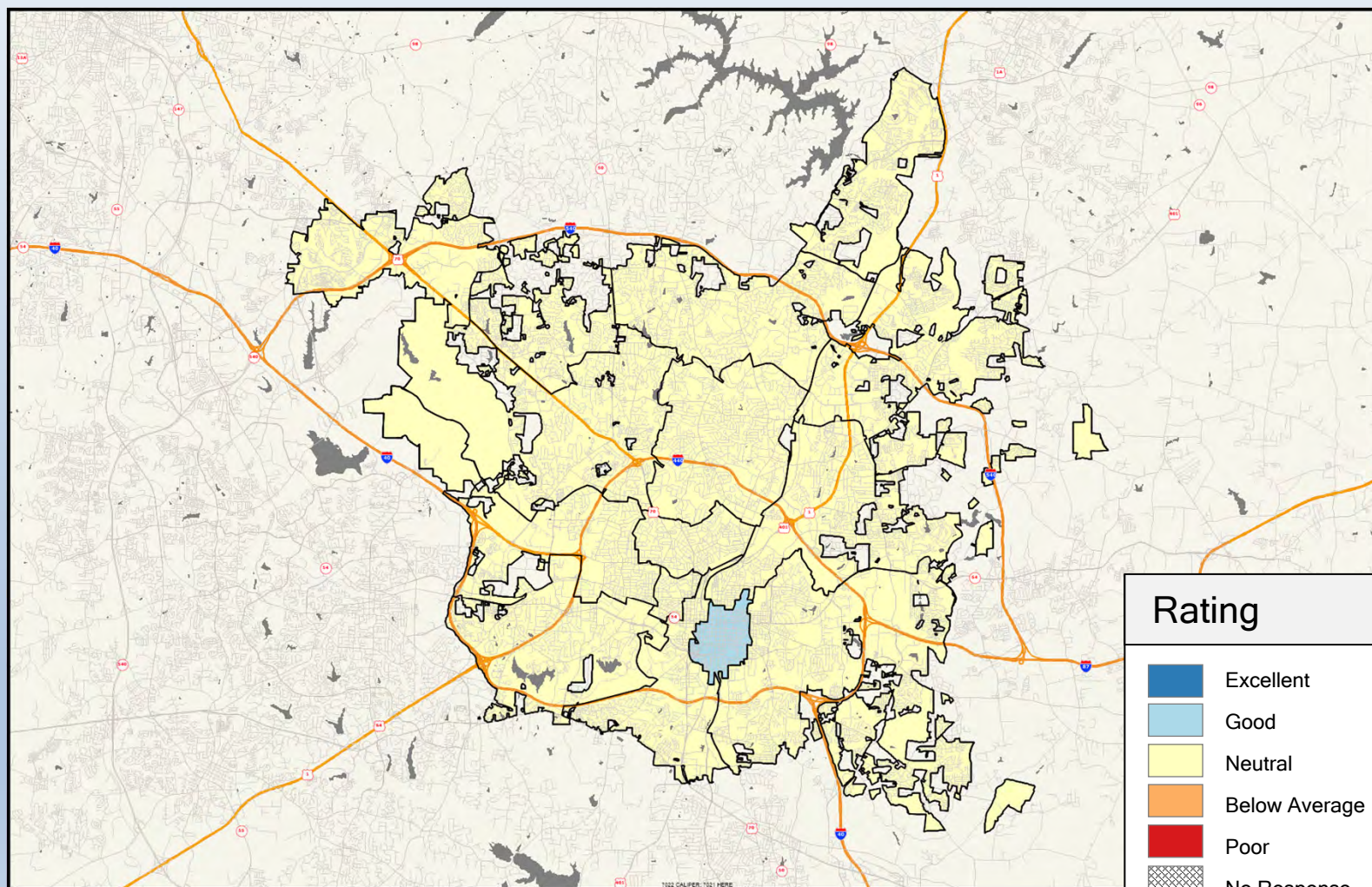
## Q9-03. Overall knowledge of City employees



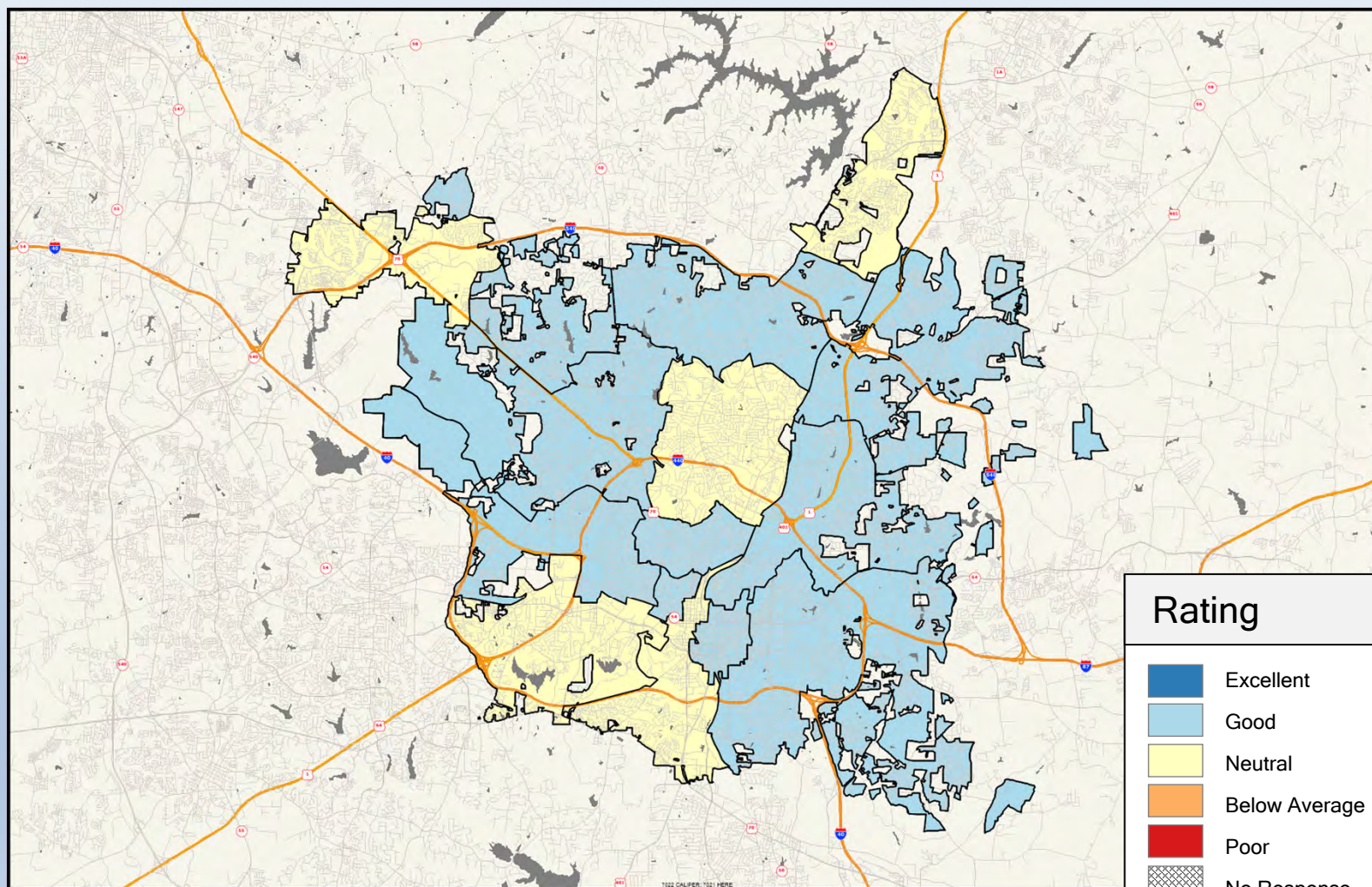
## Q9-04. Effectiveness of City communication with the public



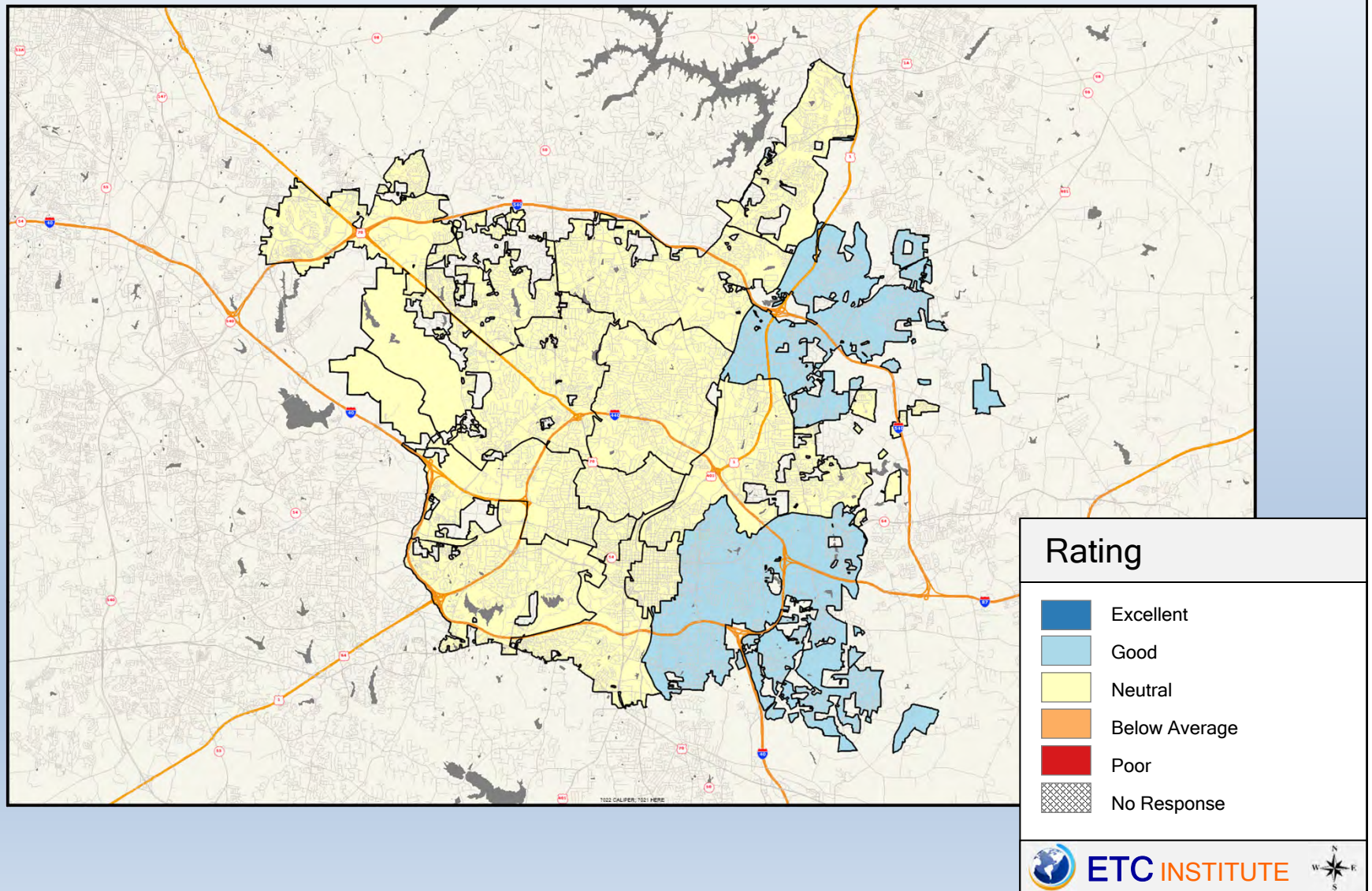
# Q9-05. The job City of Raleigh does at welcoming community member involvement



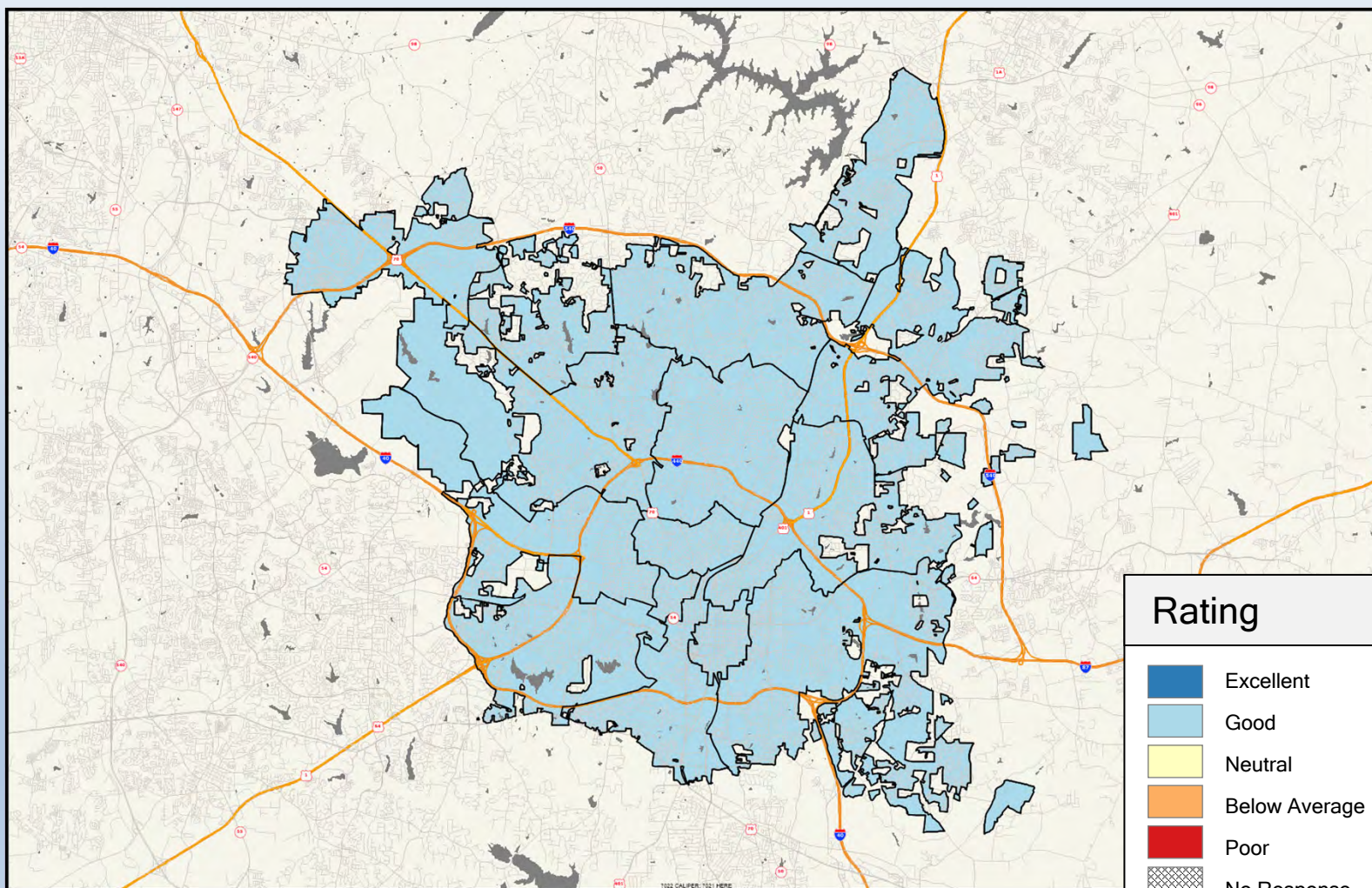
# Q9-06. Your ability to access the information you need about the City of Raleigh



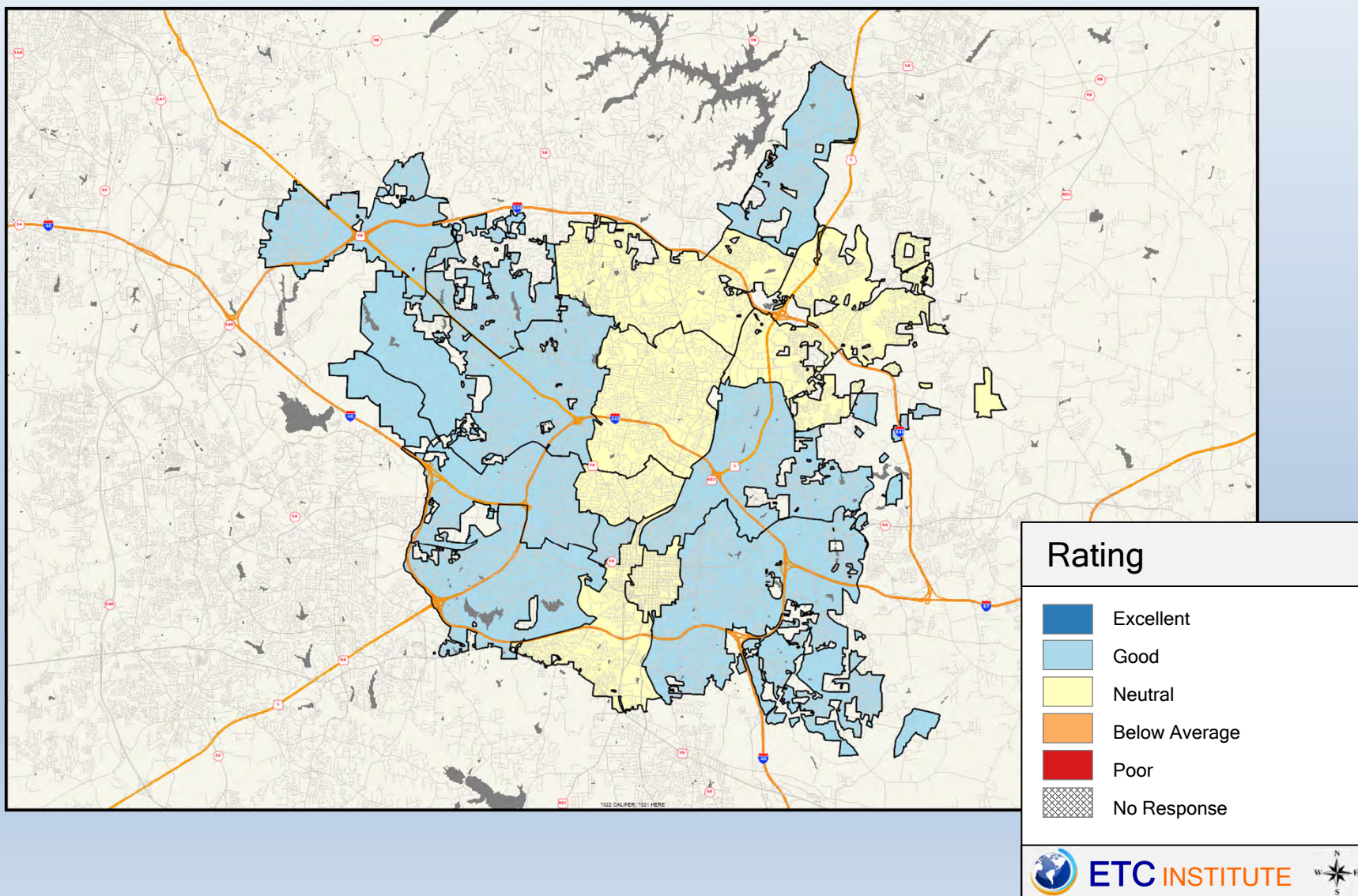
## Q9-07. City of Raleigh as a smart City in terms of using emerging technology and data to improve City services



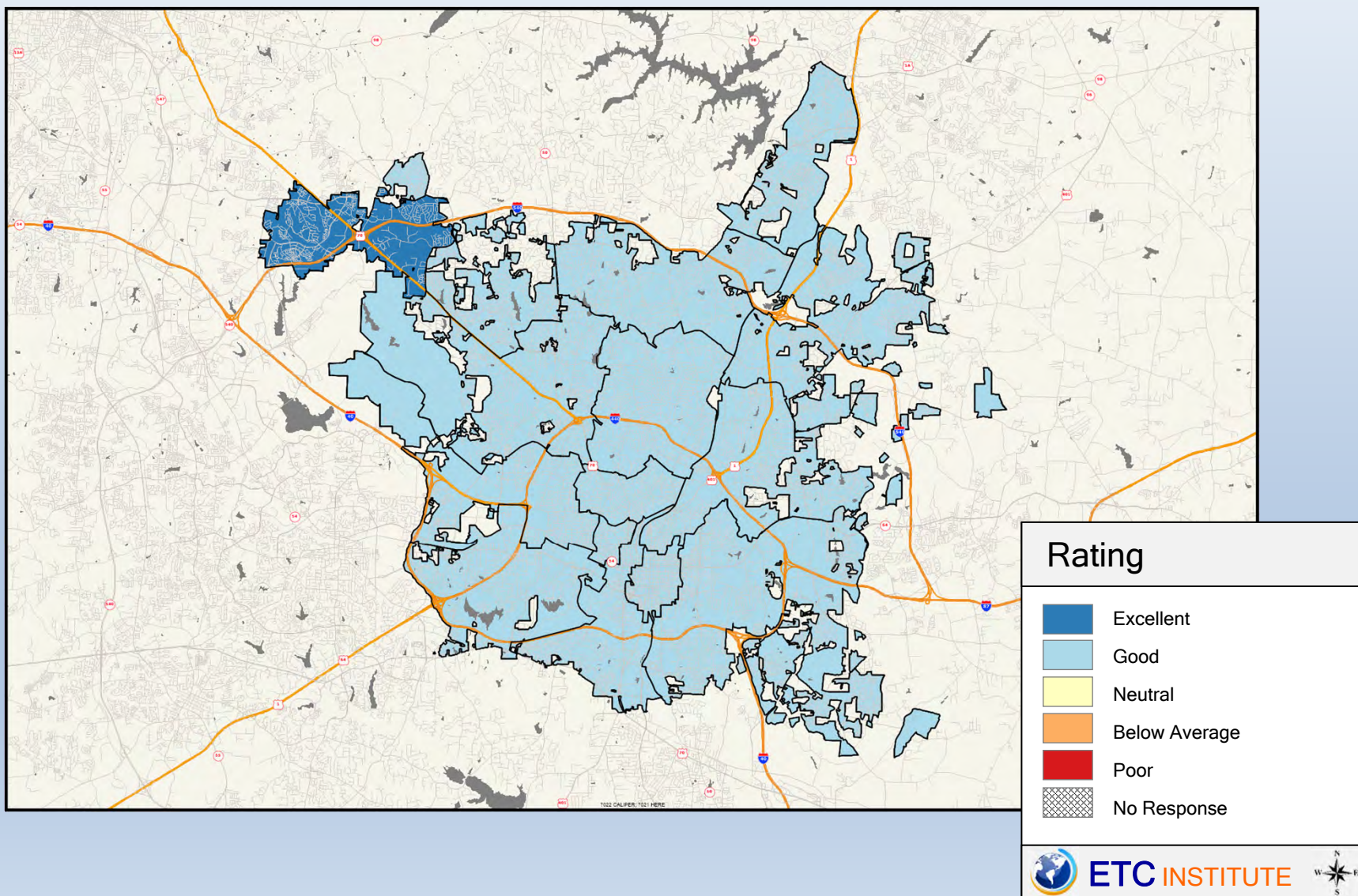
## Q9-08. Water and wastewater customer service



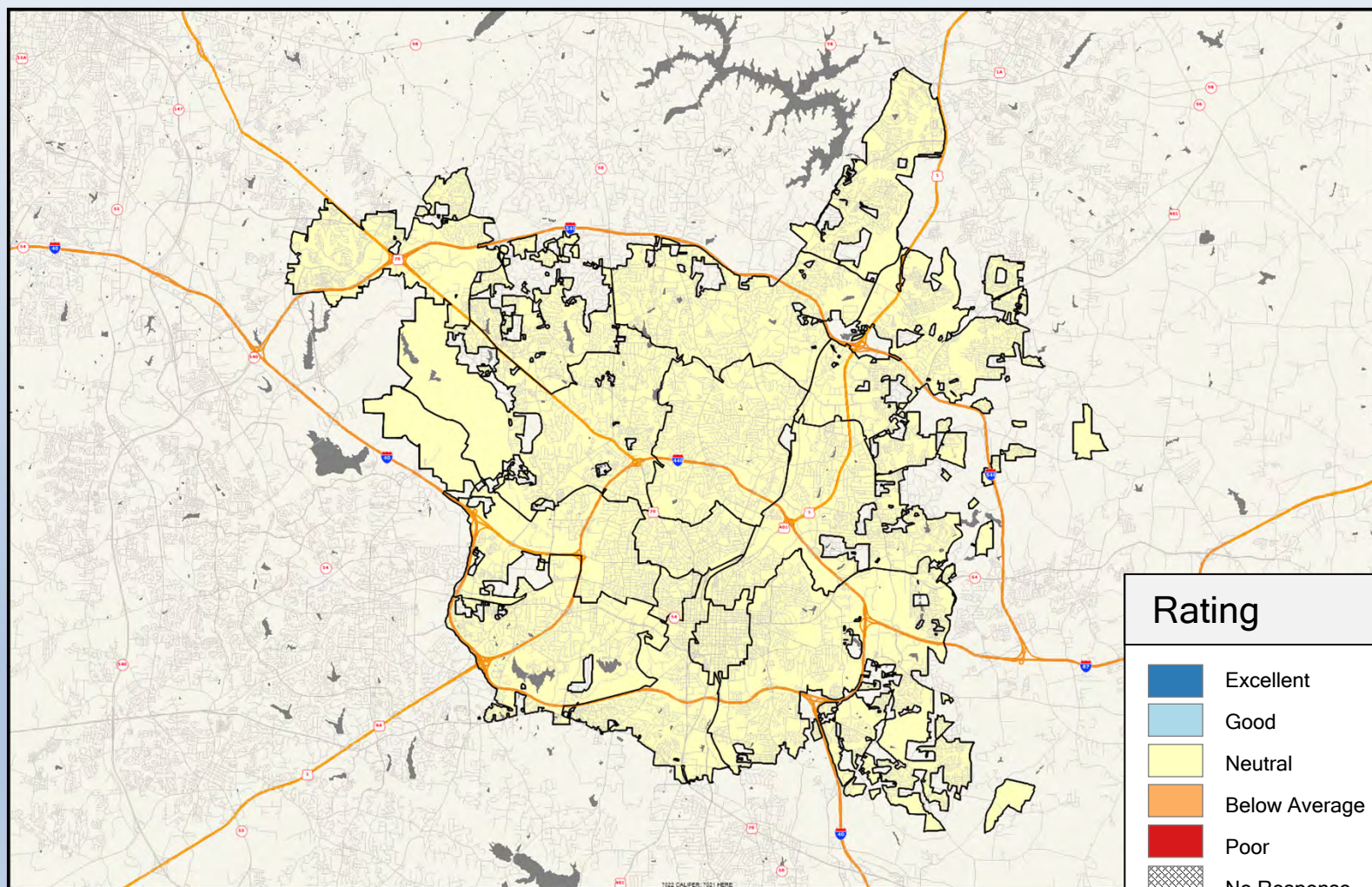
## Q9-09. Stormwater customer service



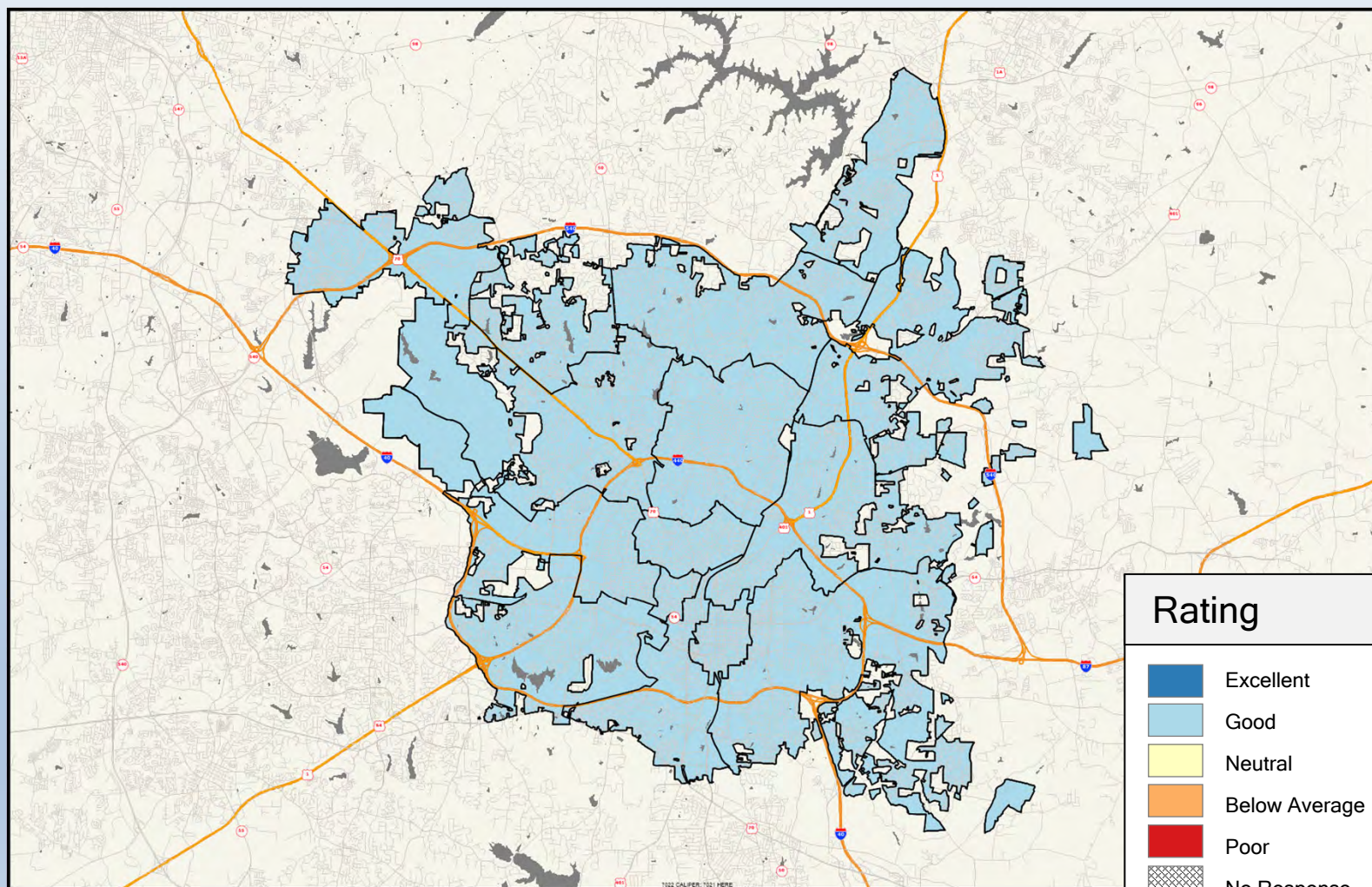
## Q9-10. Solid waste customer service



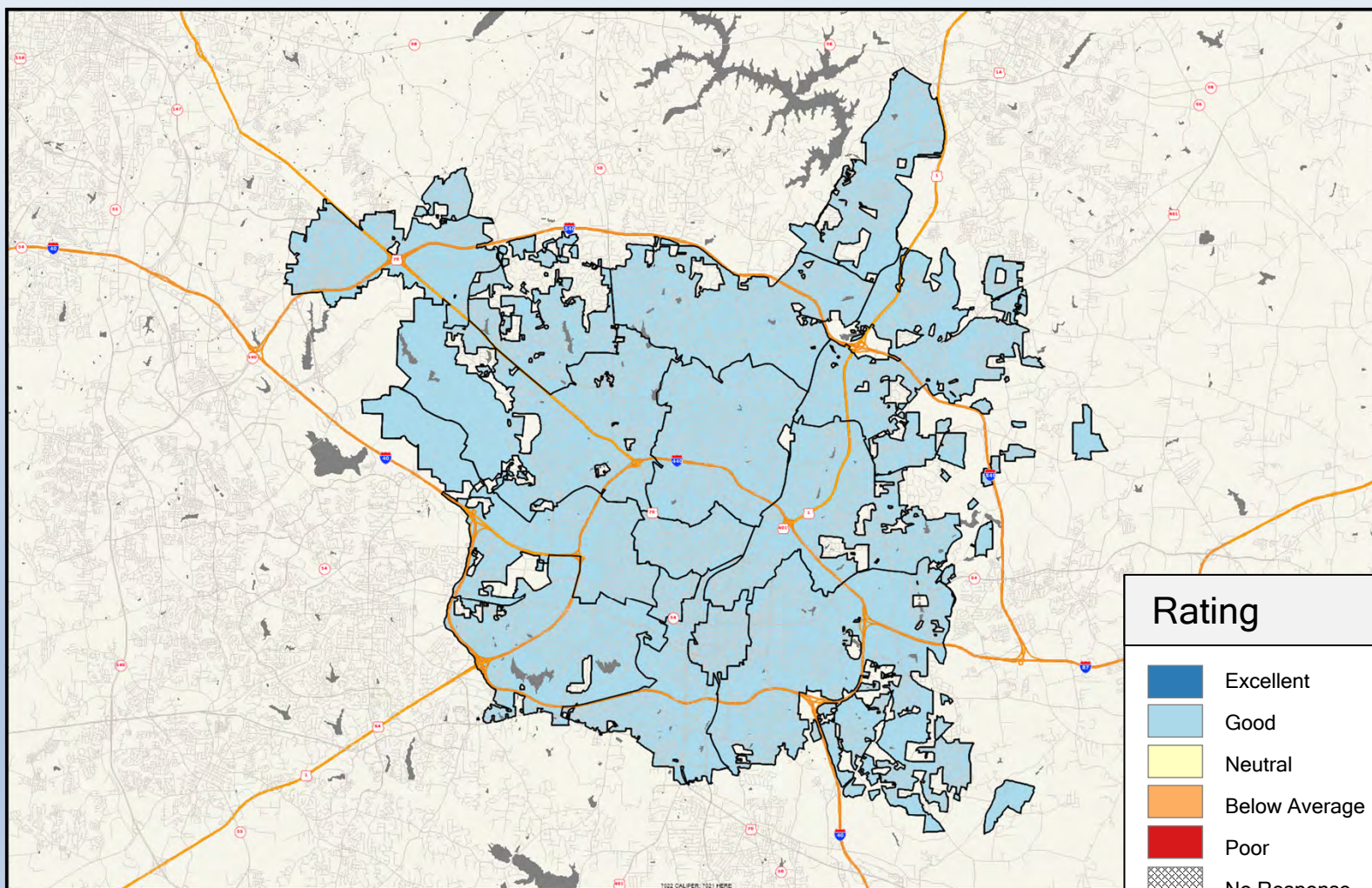
# Q9-11. Development Services customer service



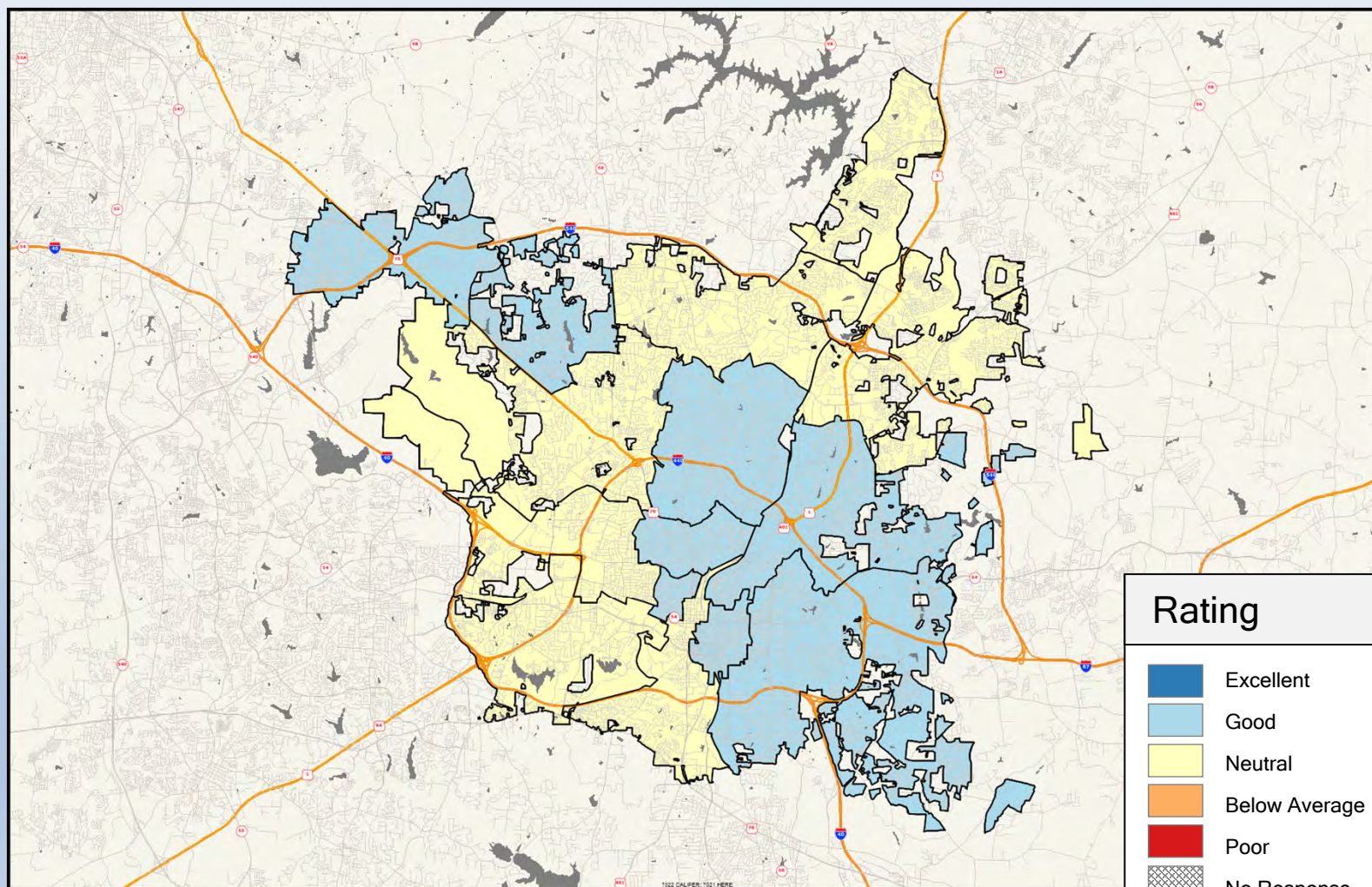
# Q9-12. Parks, Recreation, and Cultural Resources customer service



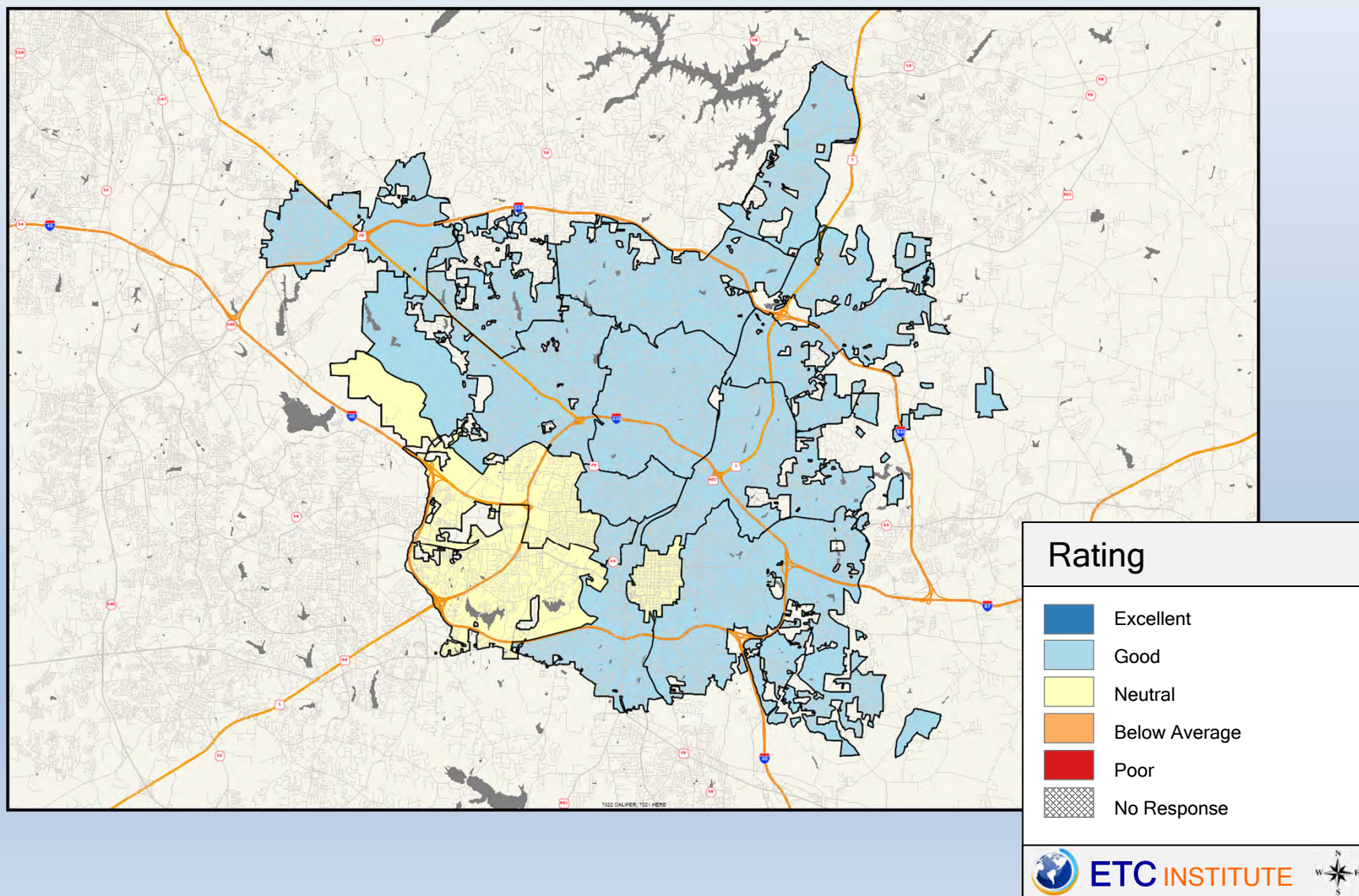
# Q9-13. City Utility Billing and Payment customer service



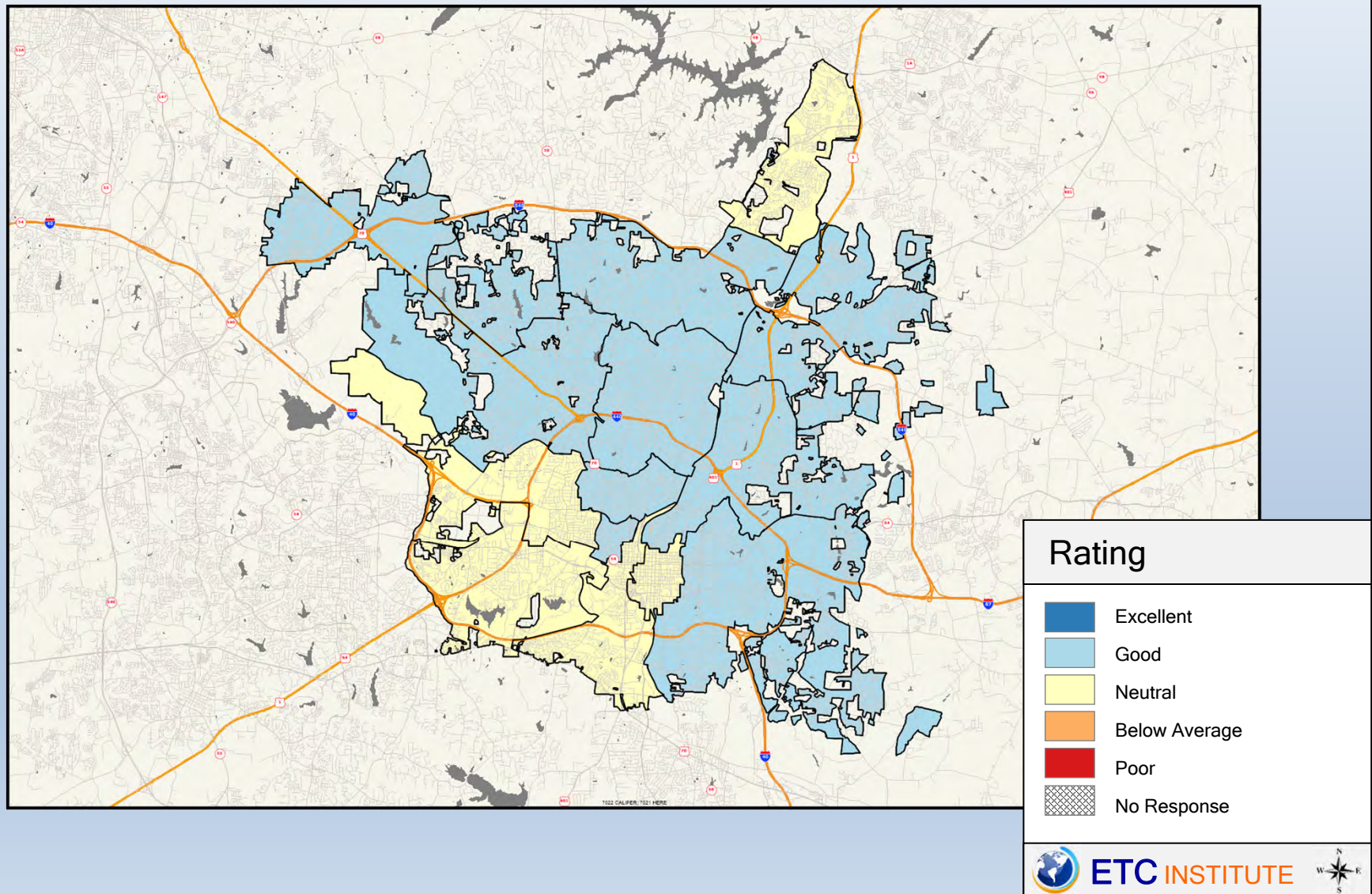
# Q9-14. Contacting City of Raleigh employees



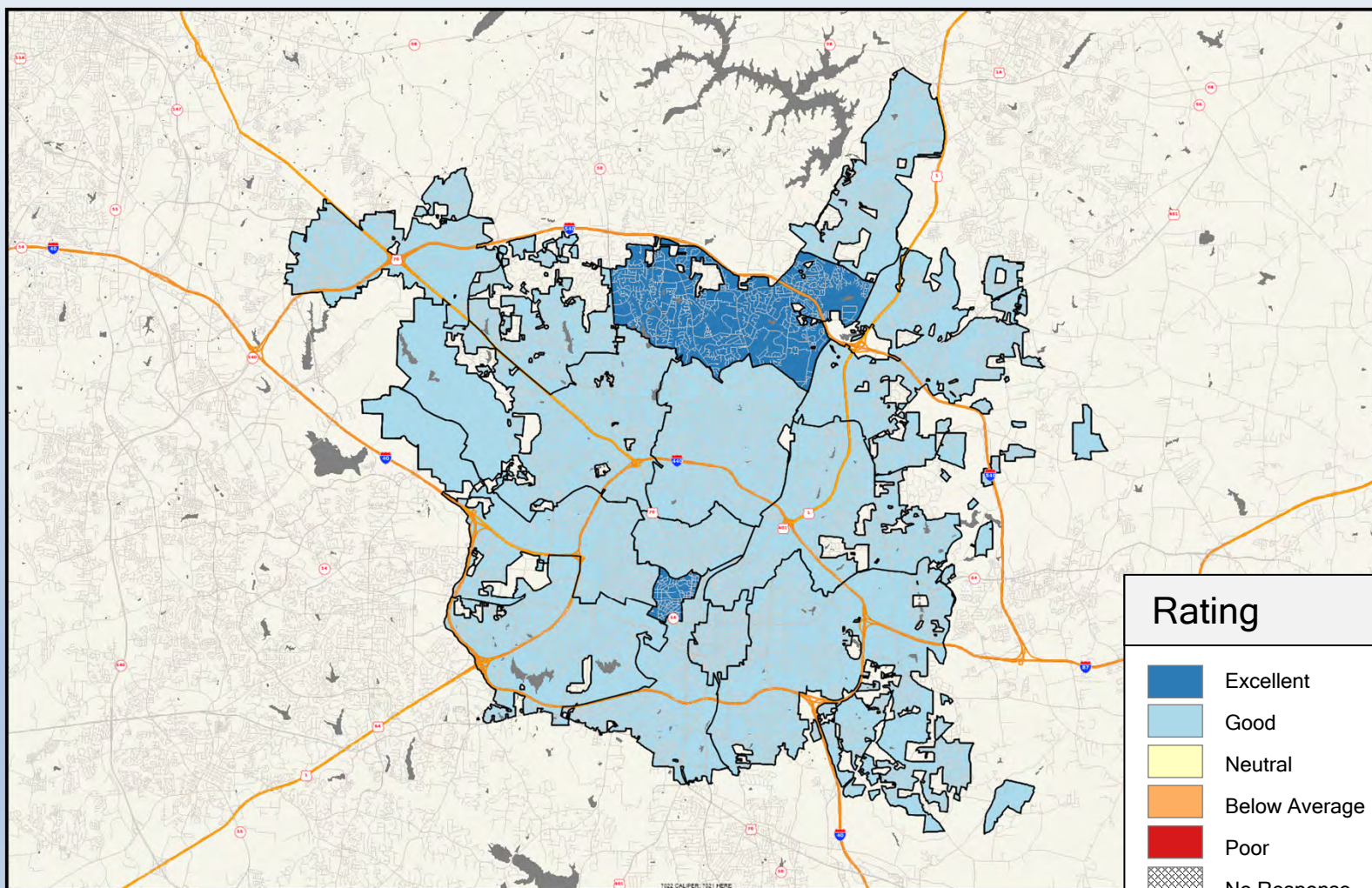
## Q9-15. Making a service request



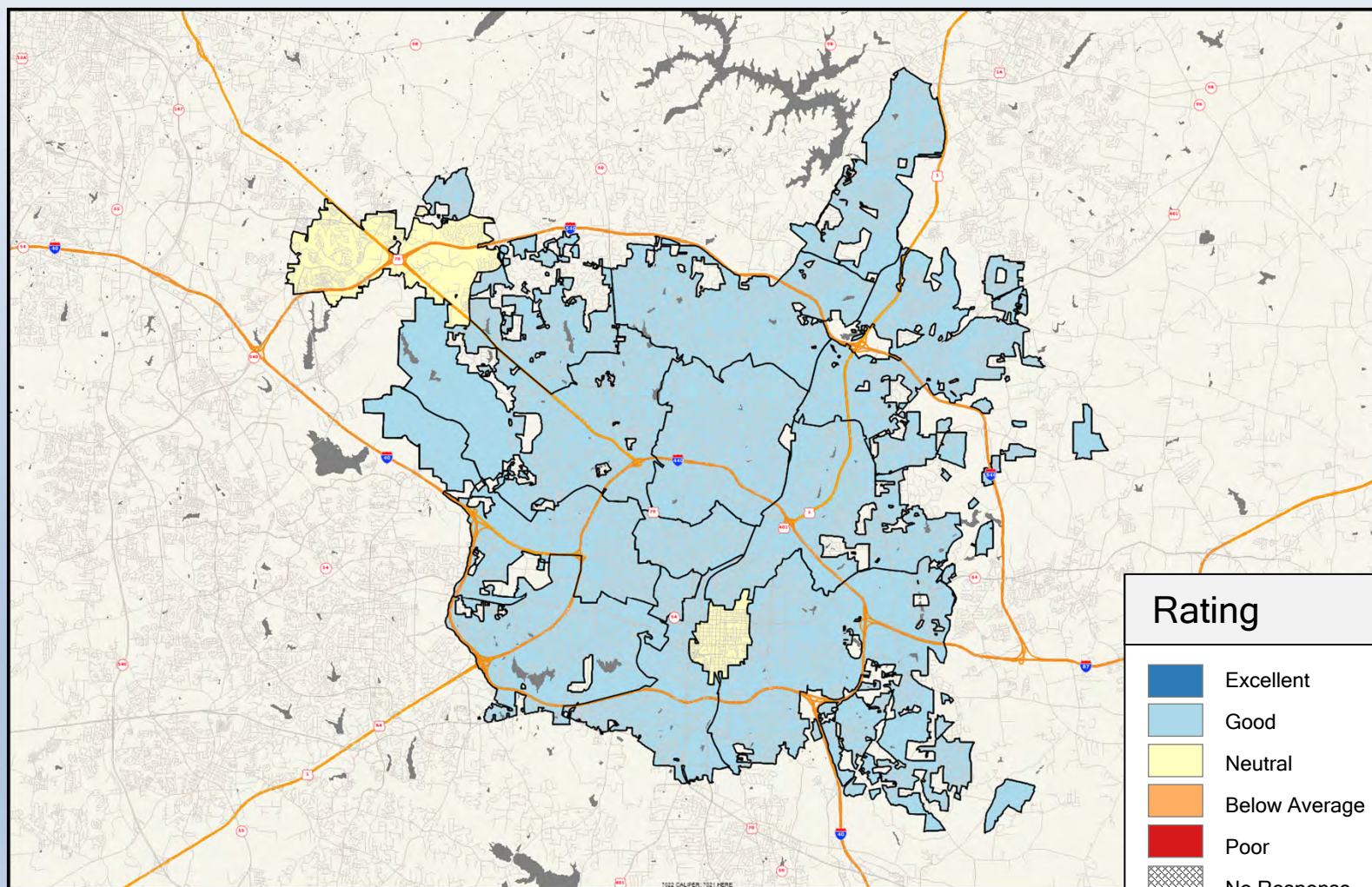
## Q9-16. Locating information on the City's website



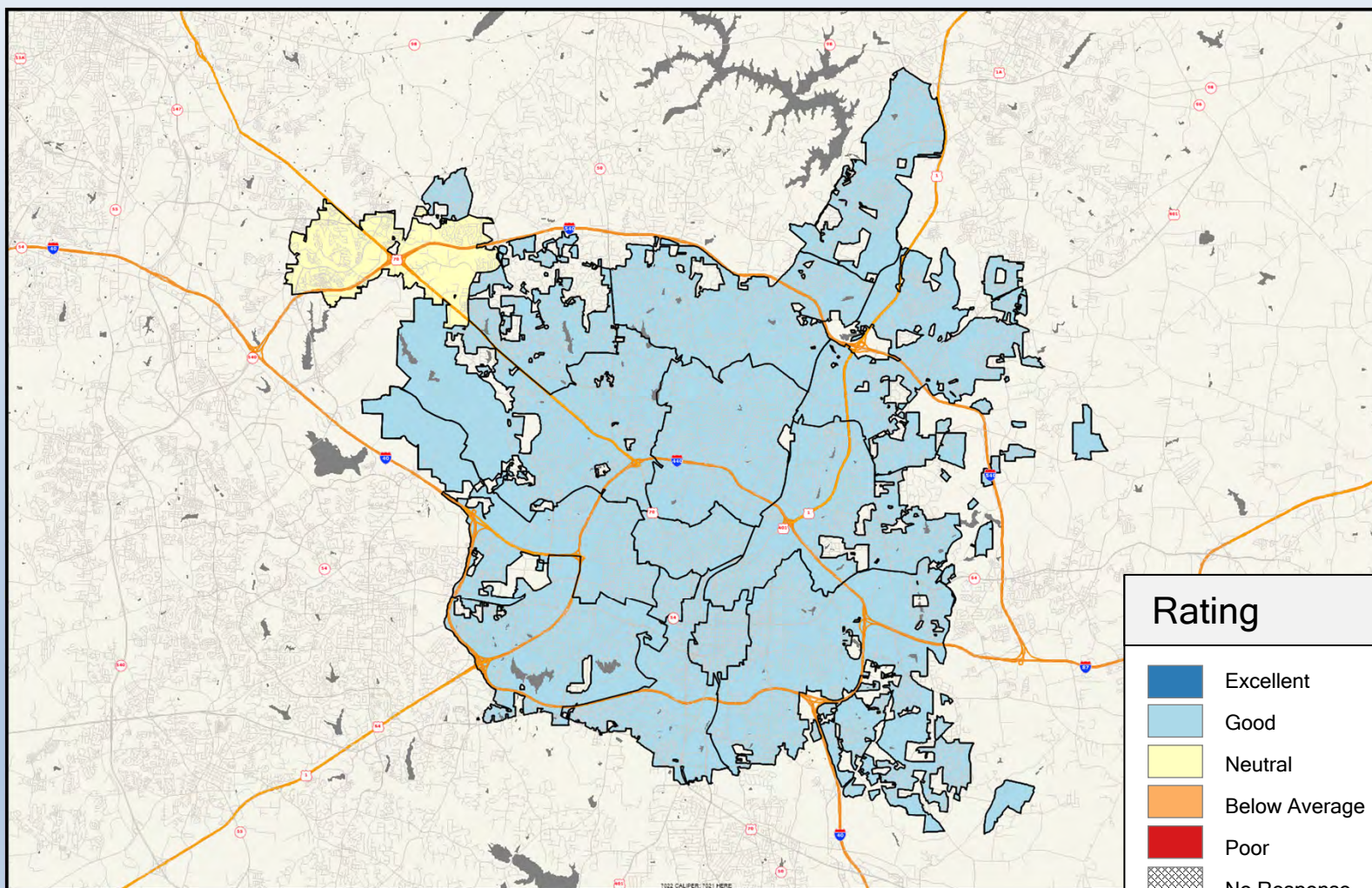
## Q9-17. Paying City utility bill



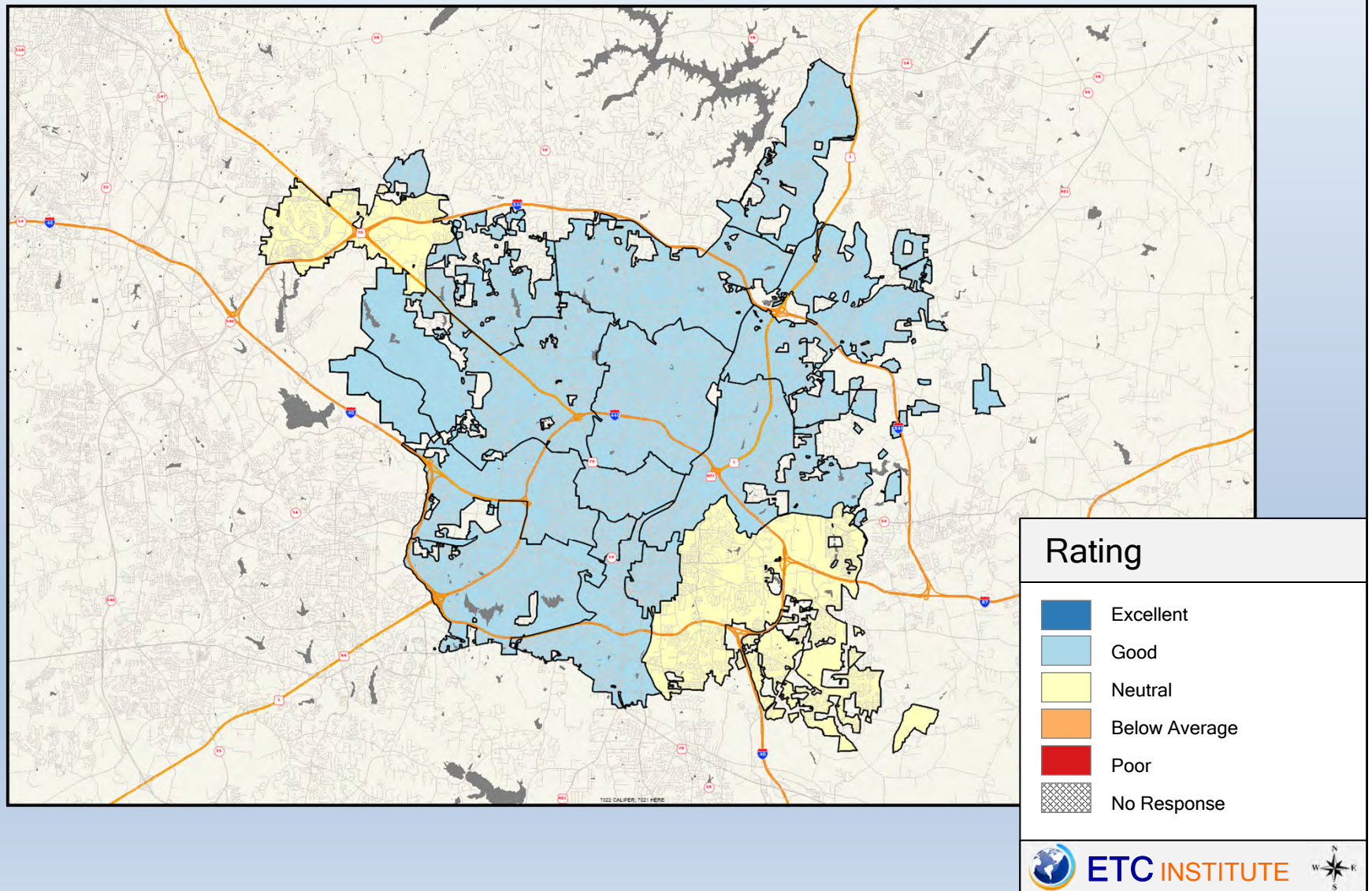
## Q9-18. Paying fees for parks and recreation programs



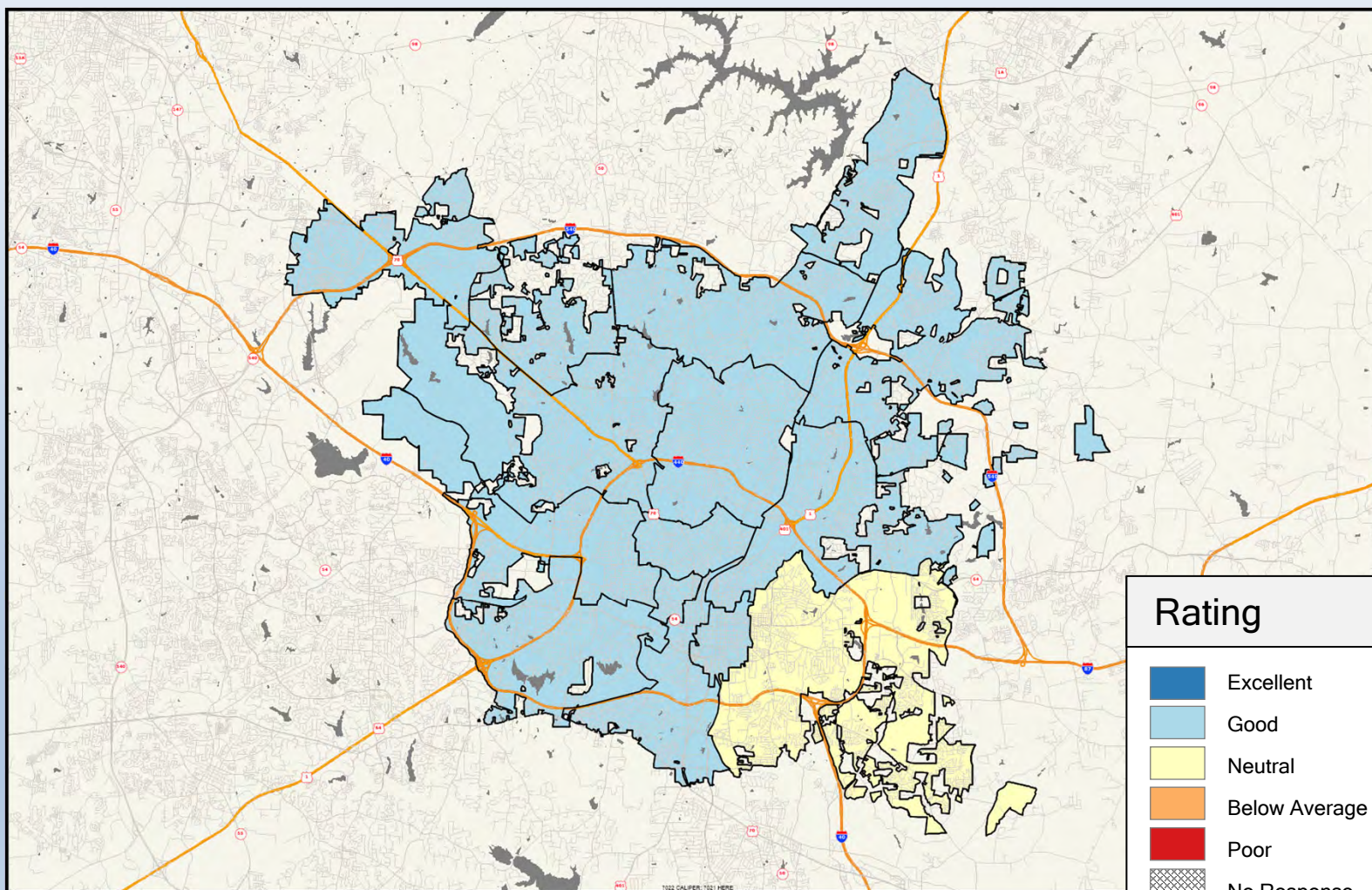
# Q12-01. Quality of police services



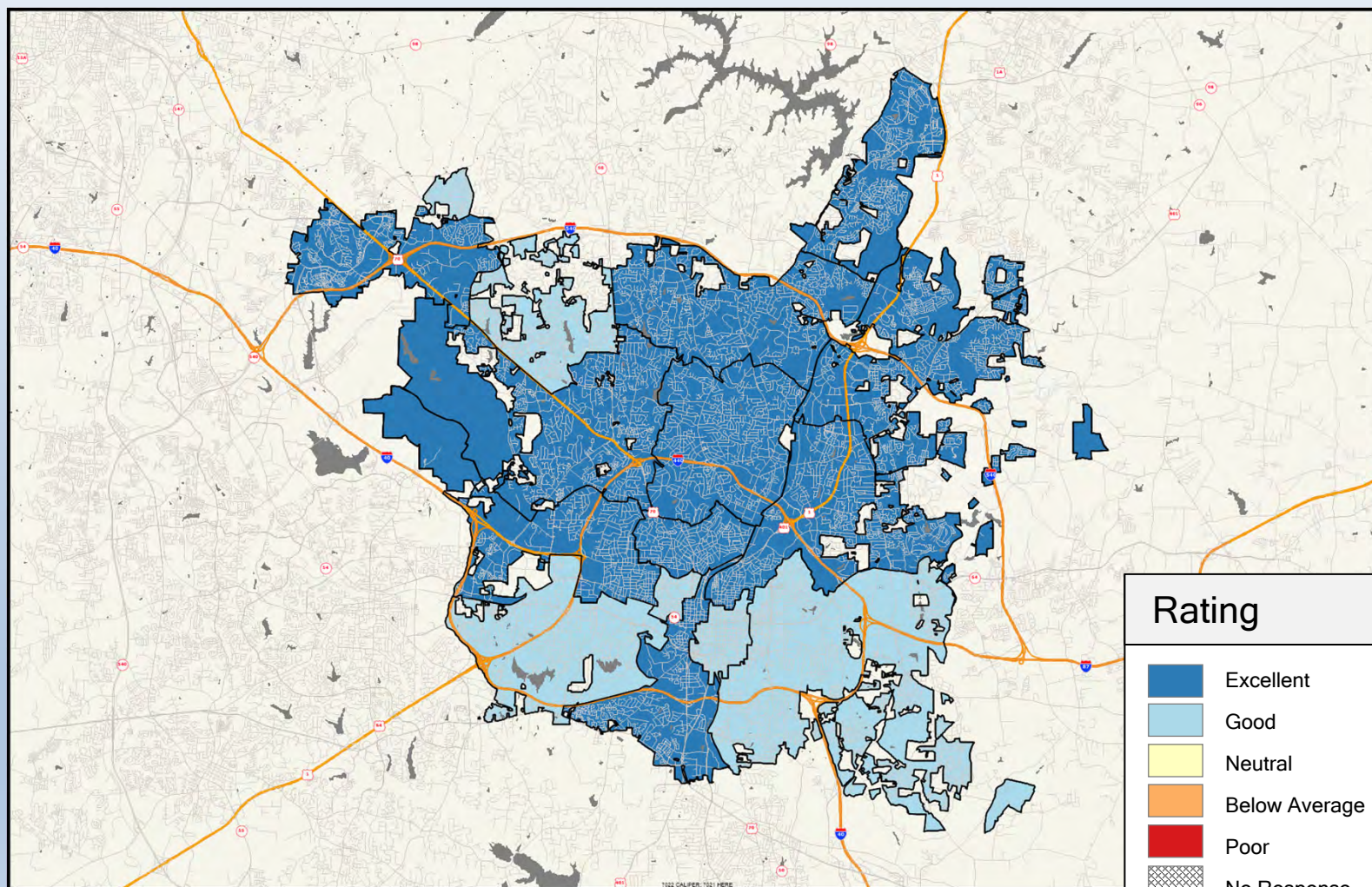
## Q12-02. Response time for police services



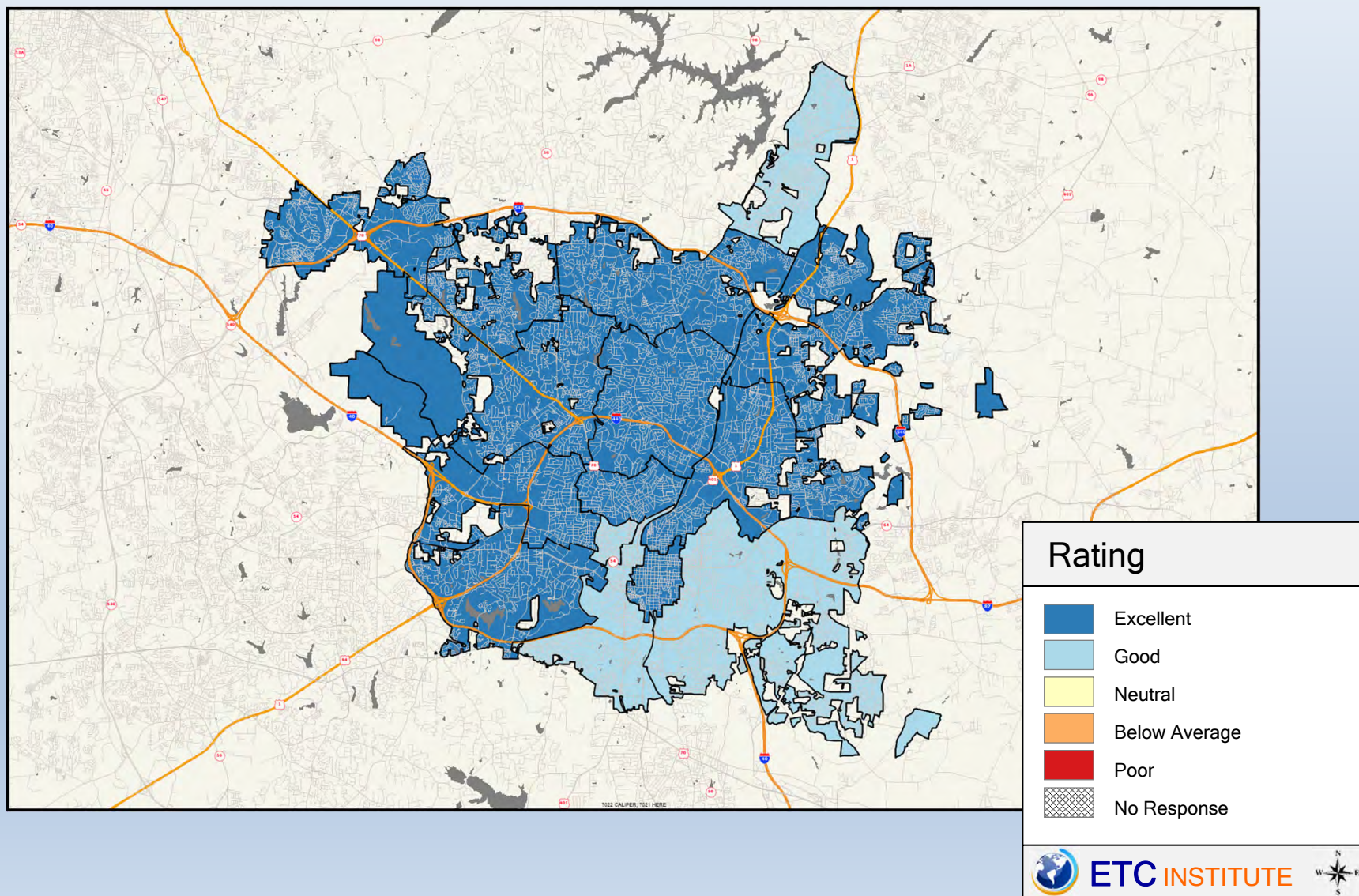
## Q12-03. Overall police relationship with your community



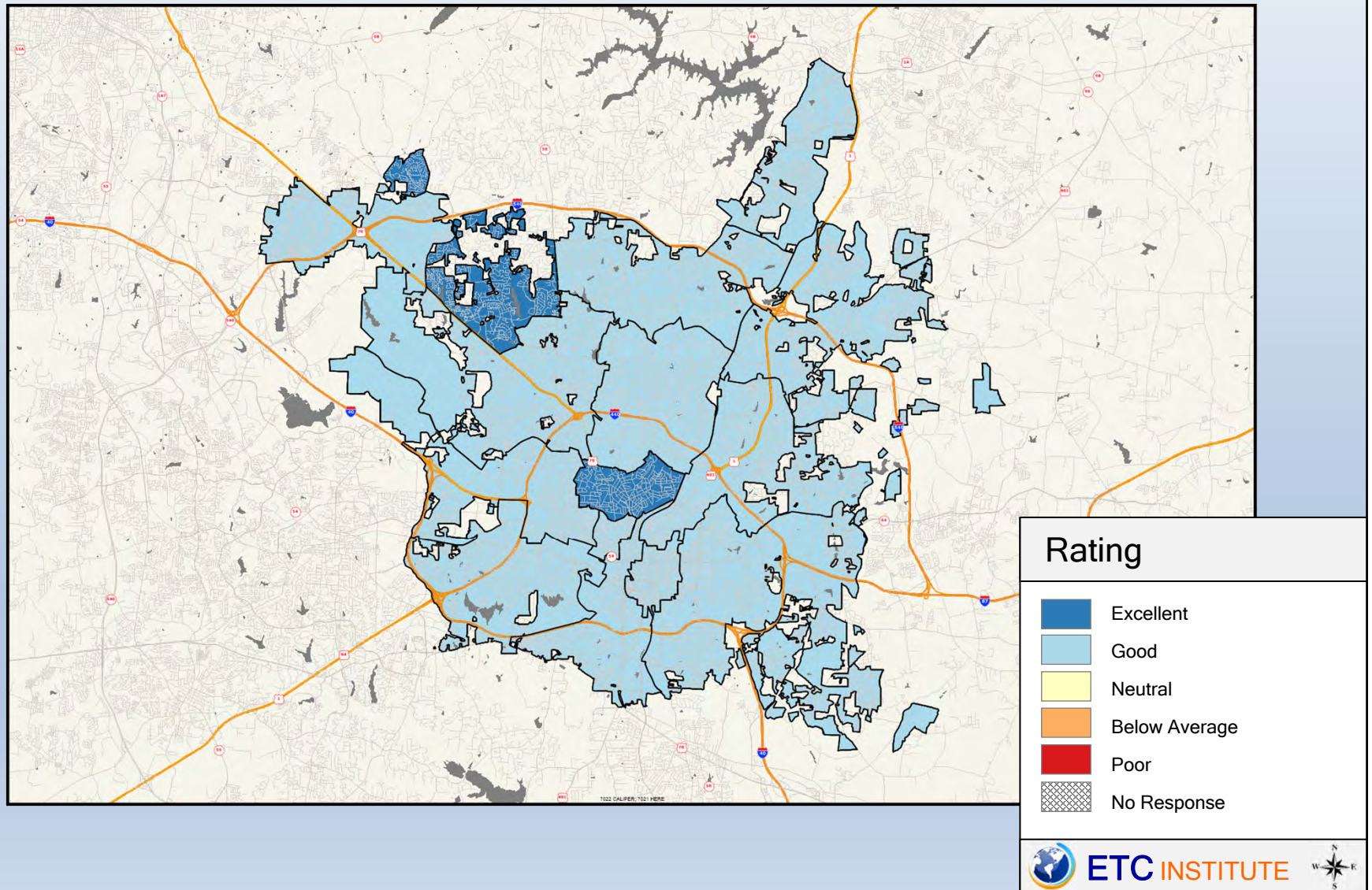
## Q12-04. Quality of fire services



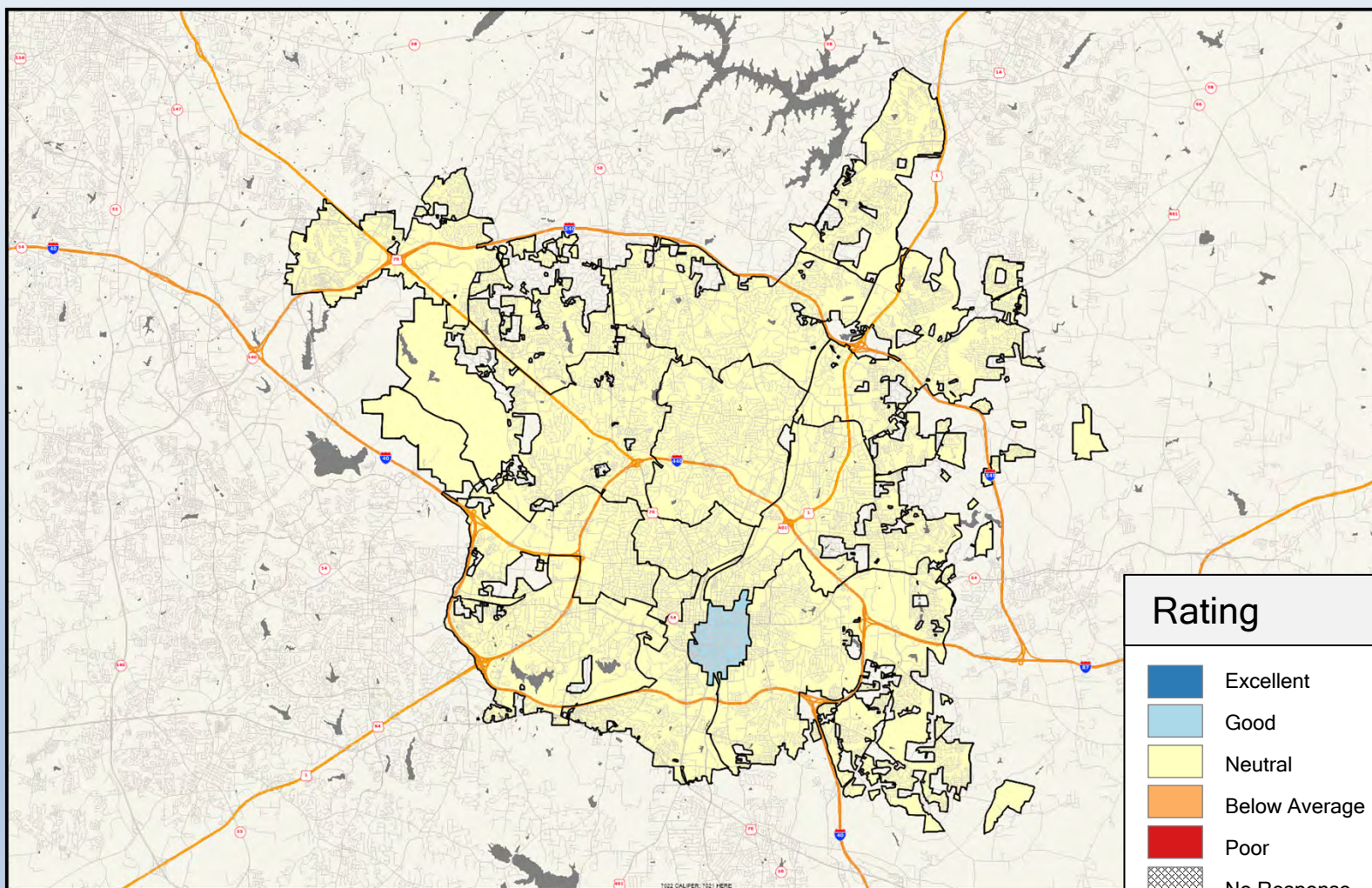
## Q12-05. Response time for fire services



# Q12-06. Overall quality of service provided by 9-1-1 operators



## Q12-07. Enforcement of City codes and ordinances



### Rating

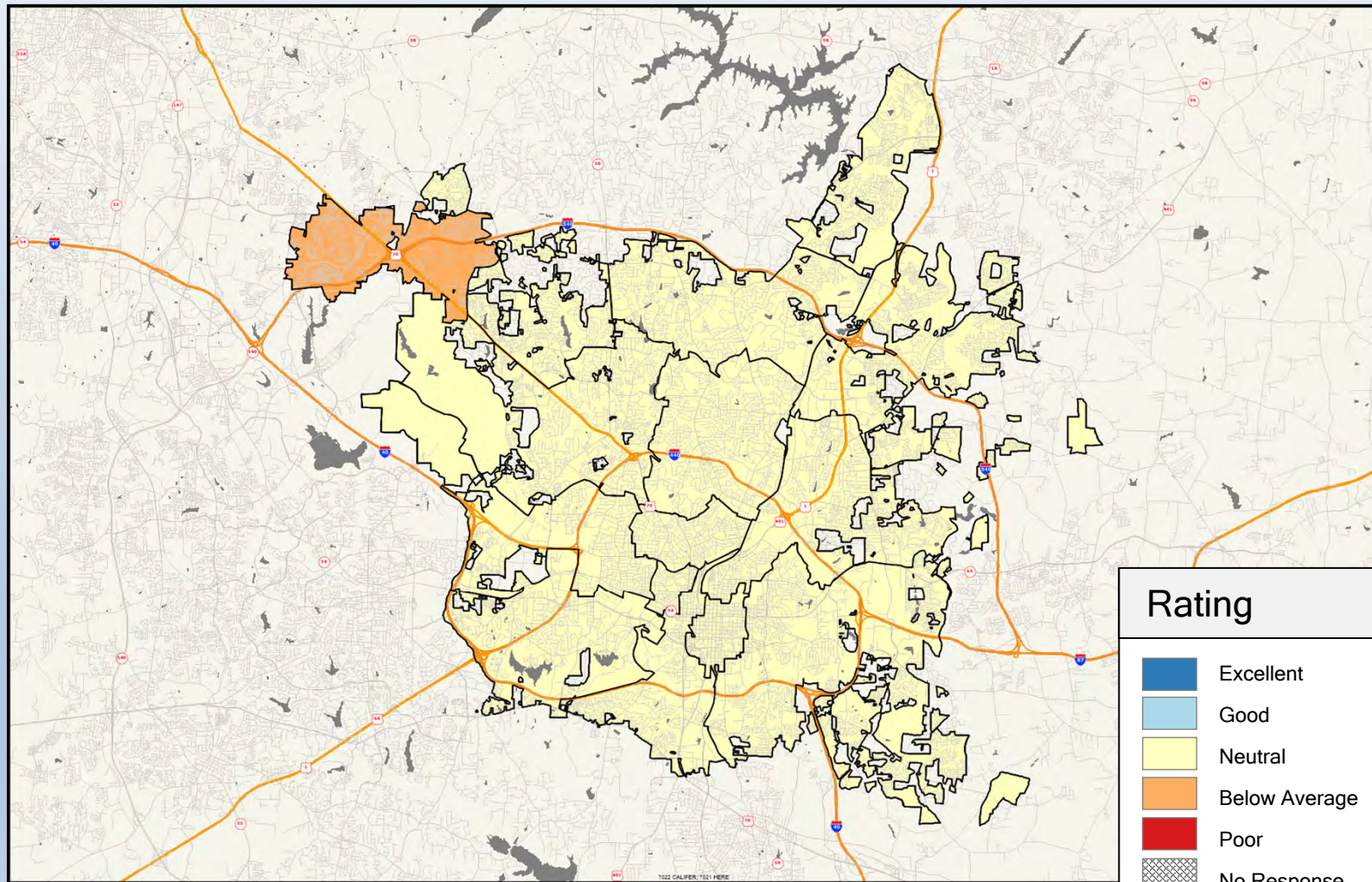
- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response



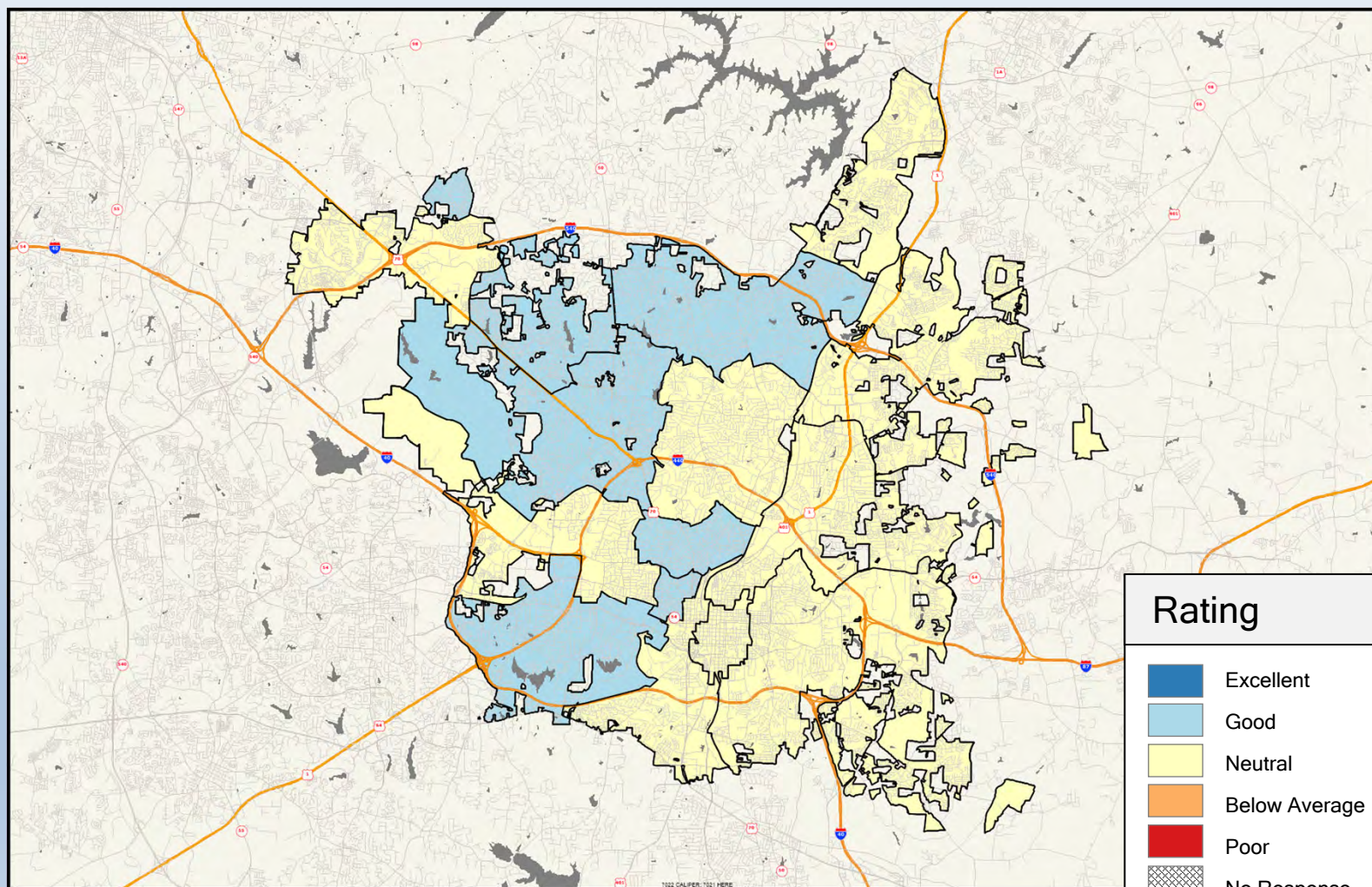
ETC INSTITUTE



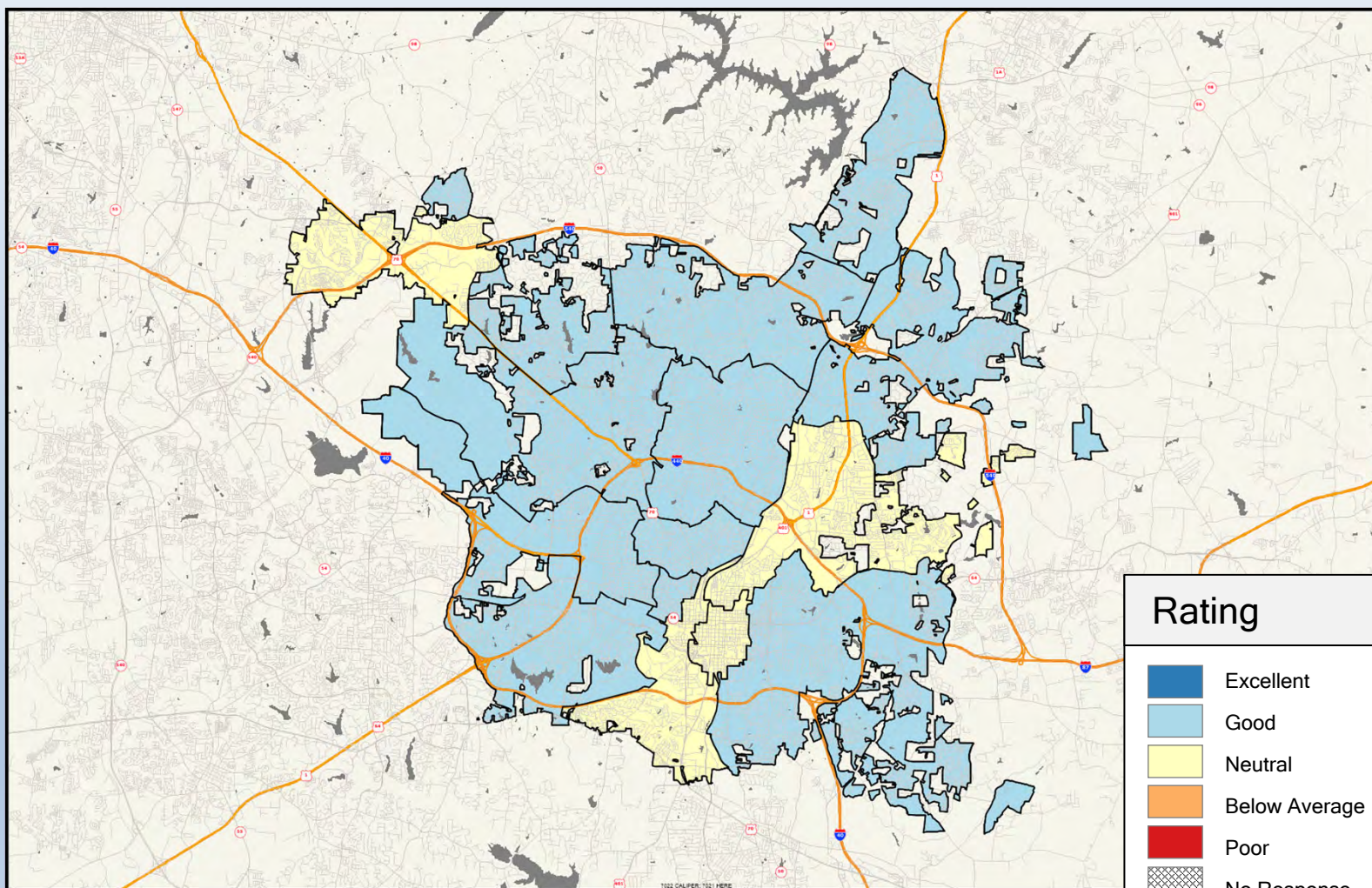
## Q12-08. Enforcement of junk and debris cleanup on private property



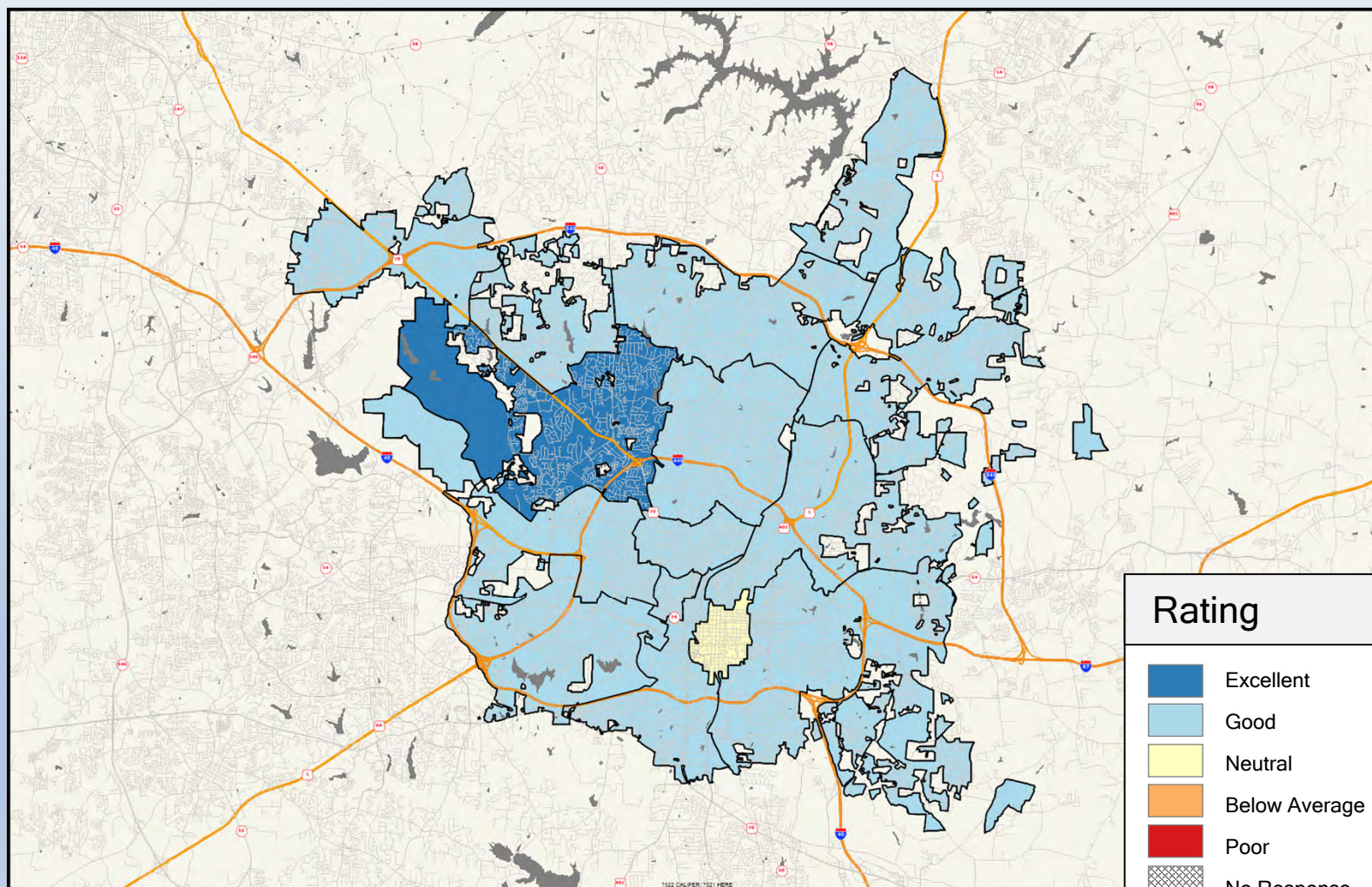
## Q12-09. Overall cleanliness of Raleigh



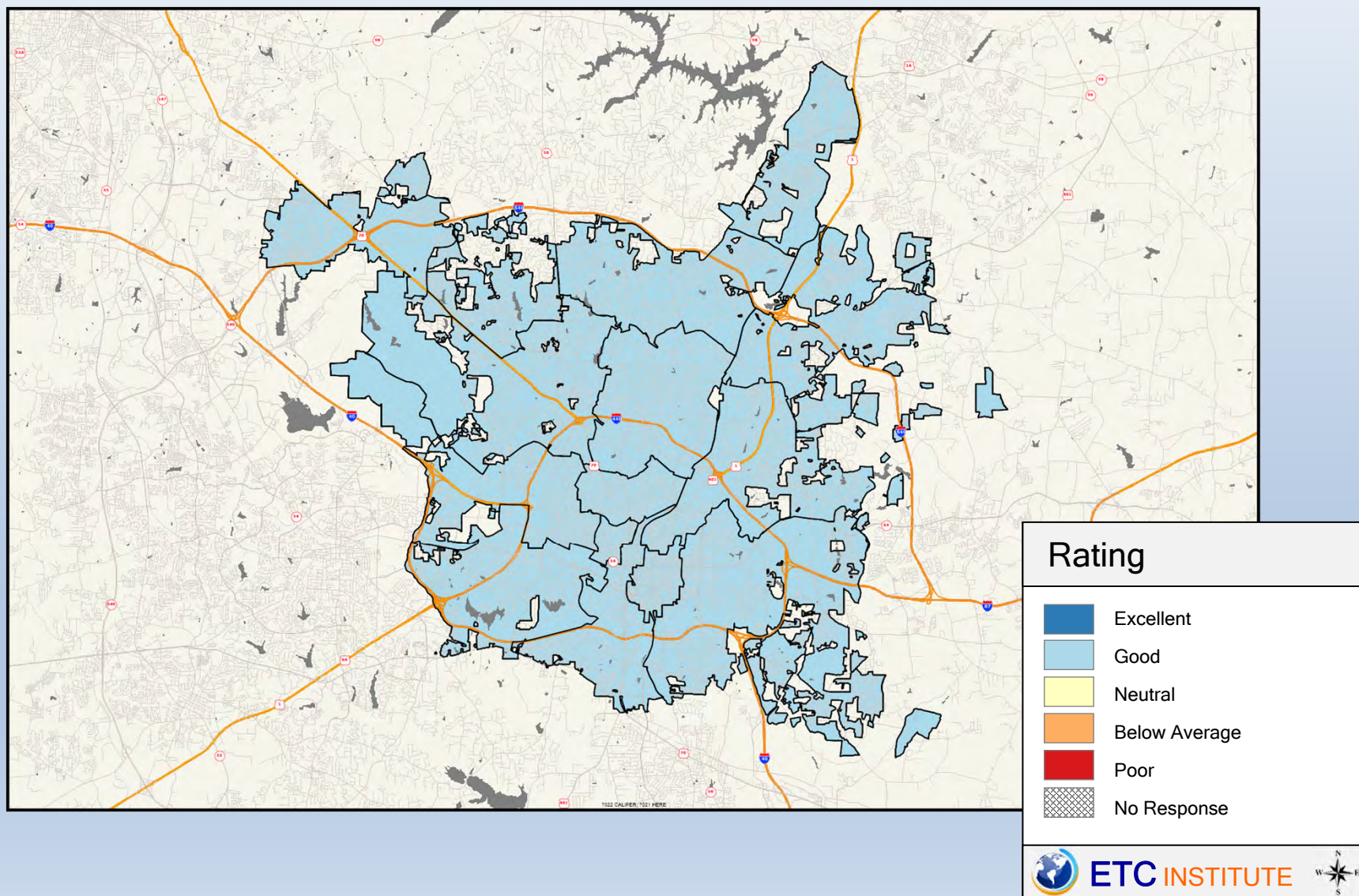
## Q12-10. Cleanliness of downtown Raleigh



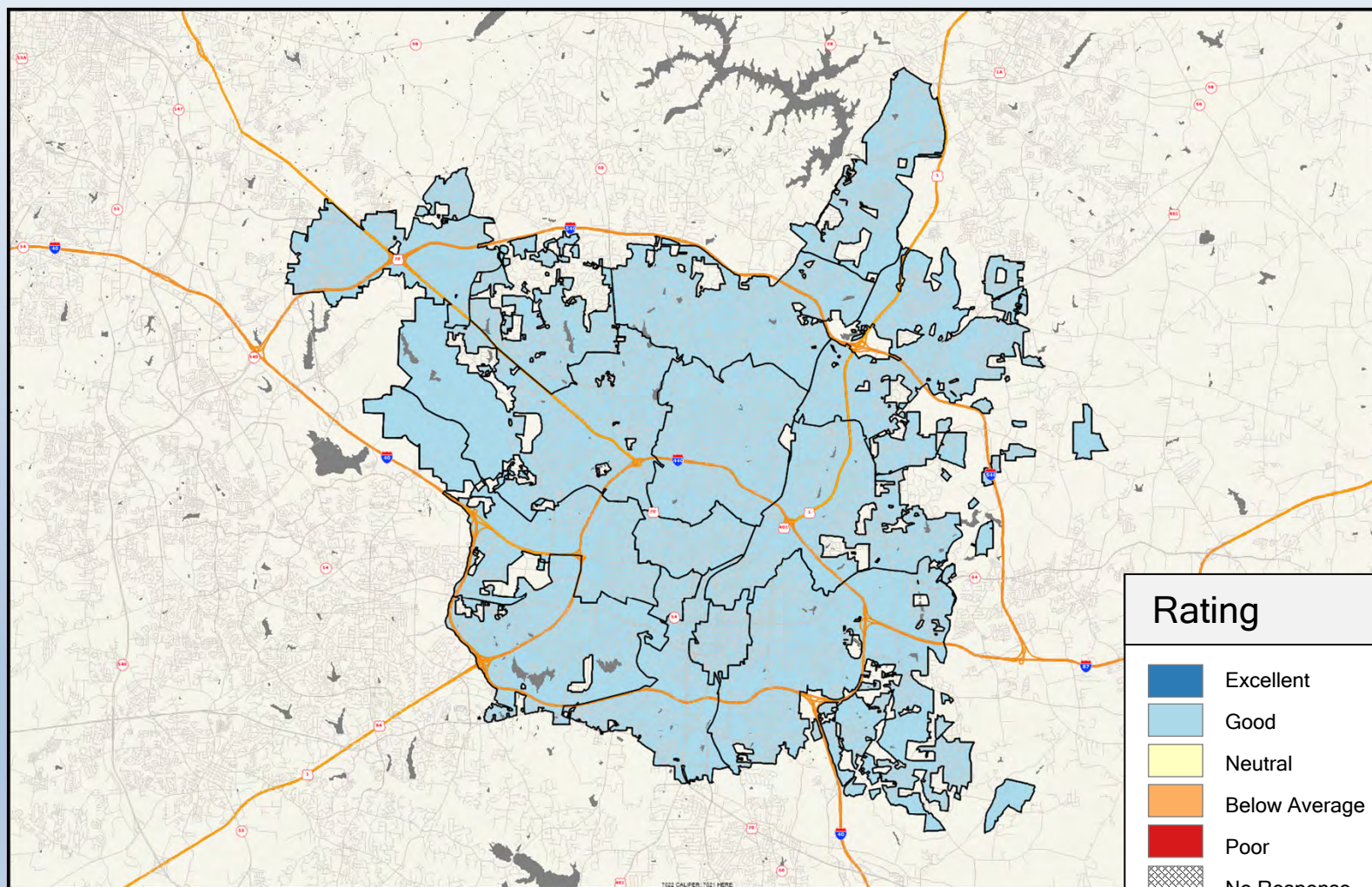
# Q12-11. Cleanliness of your neighborhood



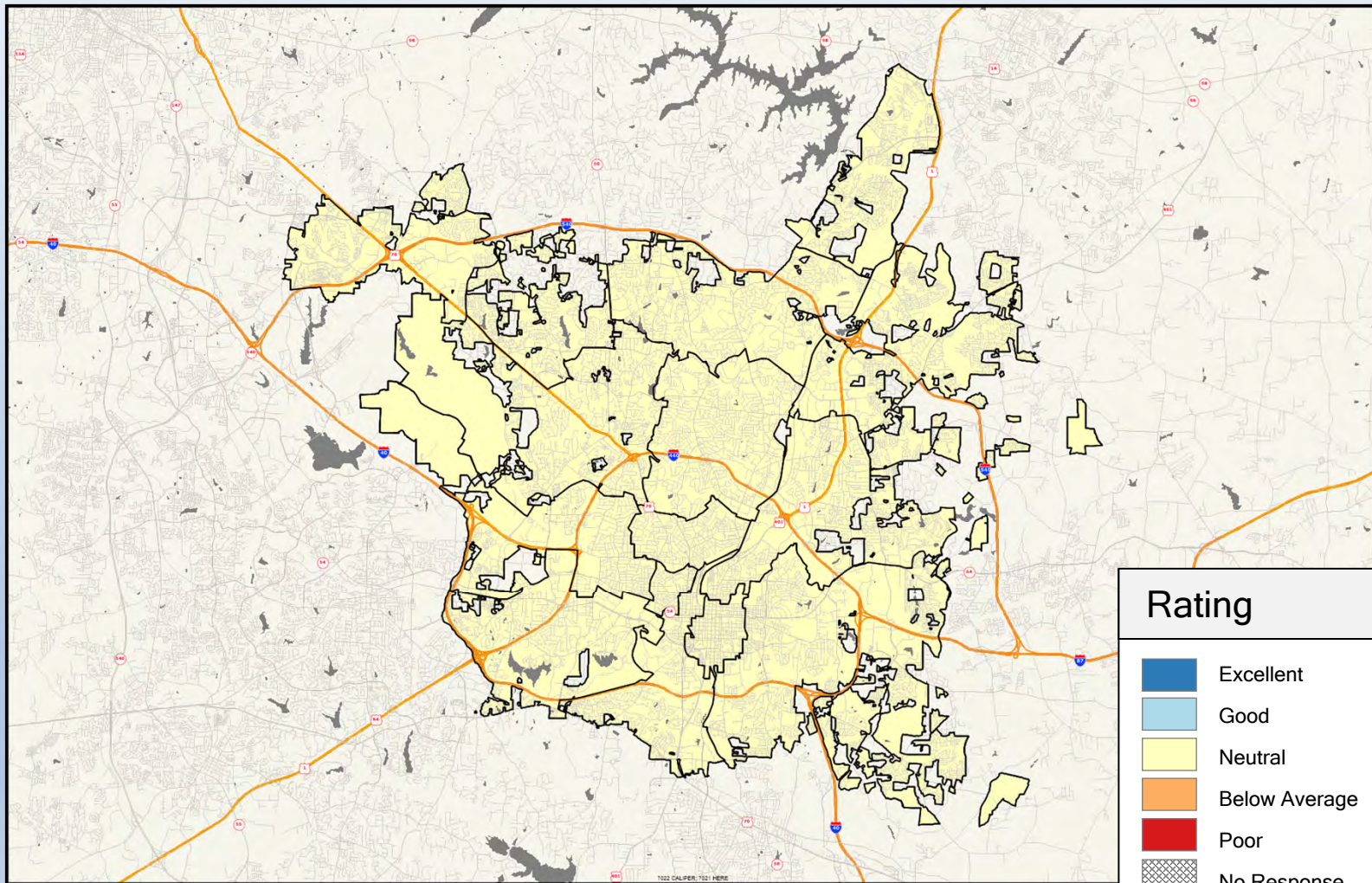
## Q12-12. Cleanliness of City parks



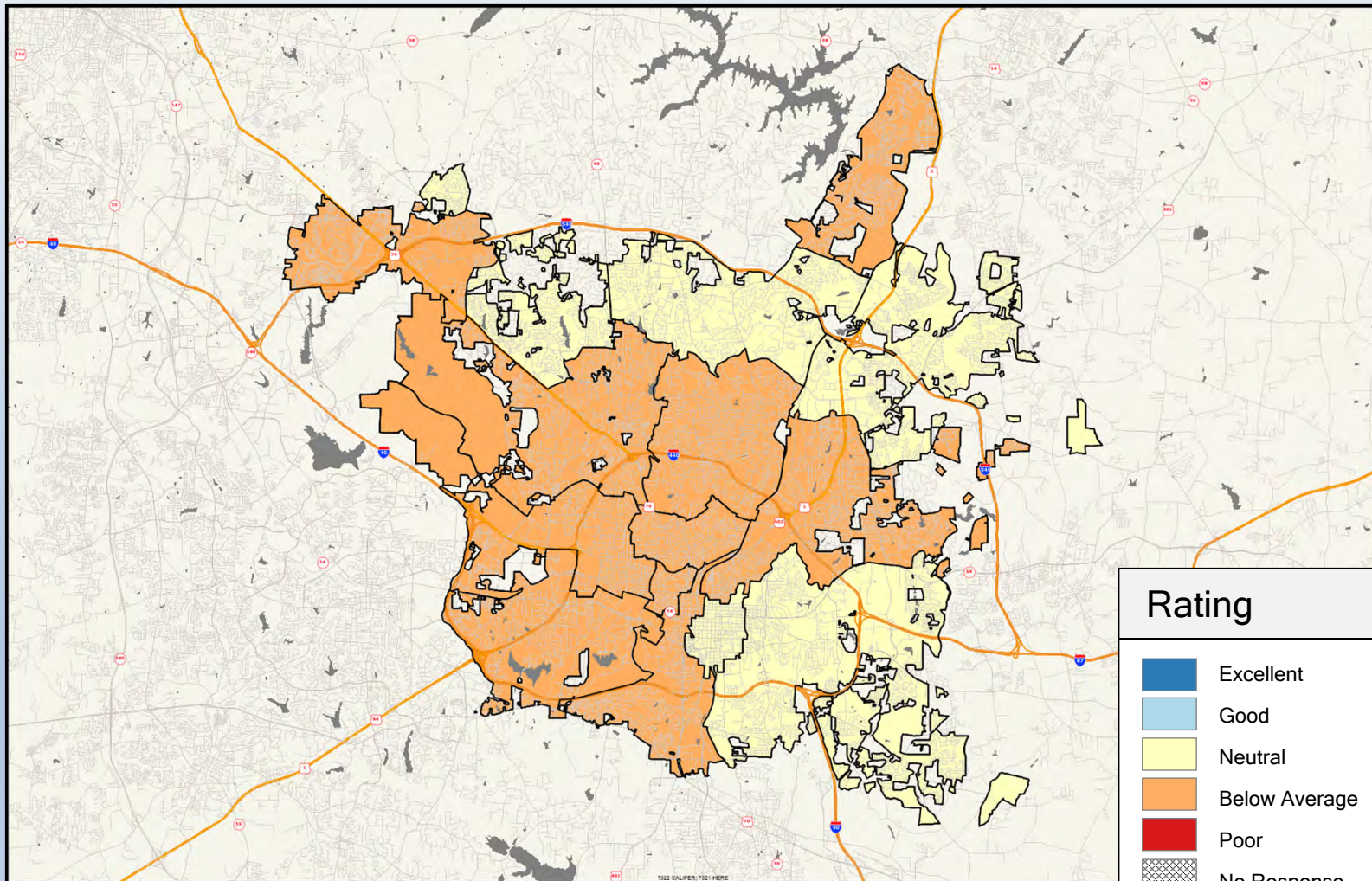
## Q12-13. Cleanliness of City greenways



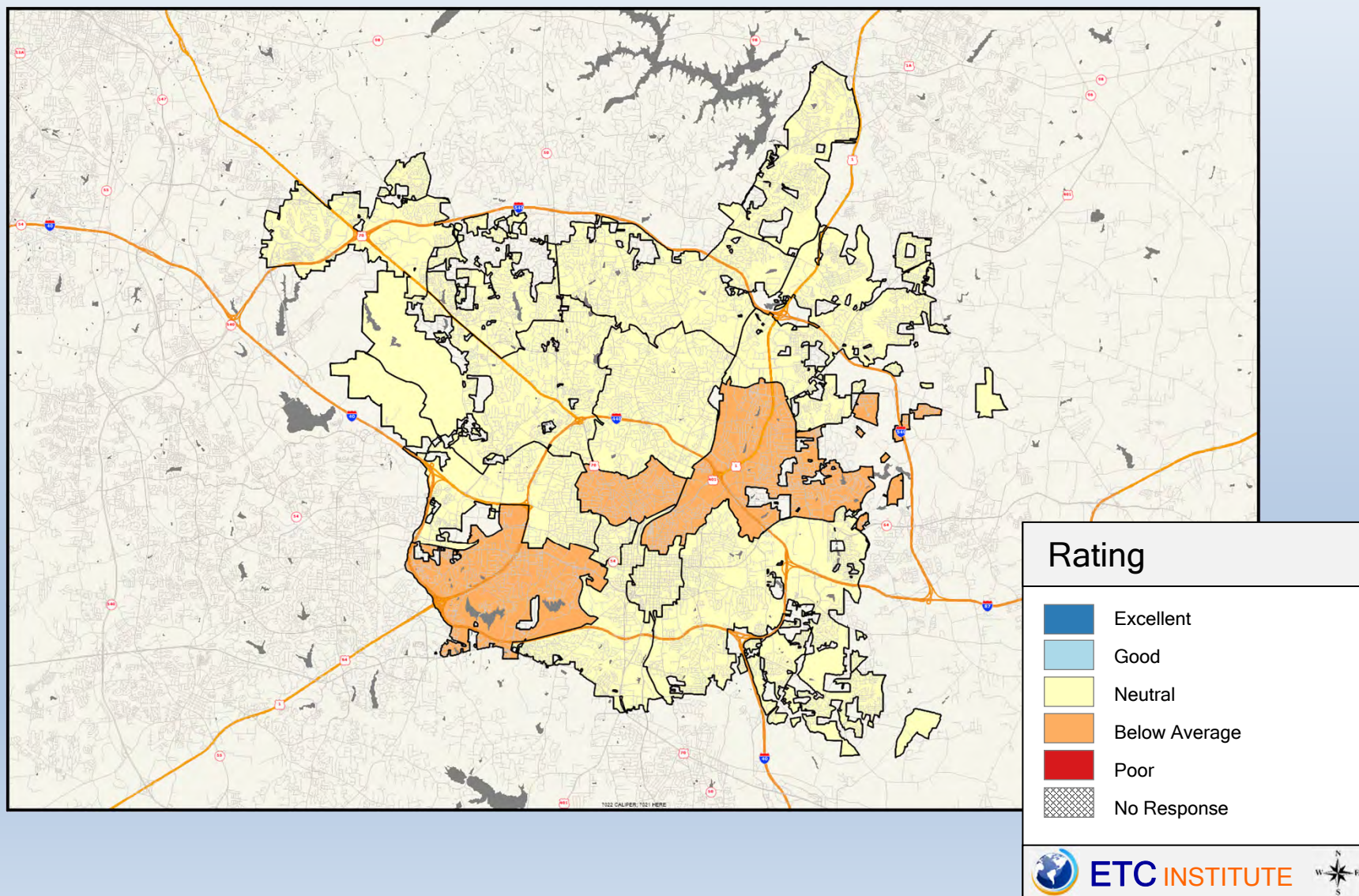
# Q12-14. Impact of changes being made in and around your neighborhood



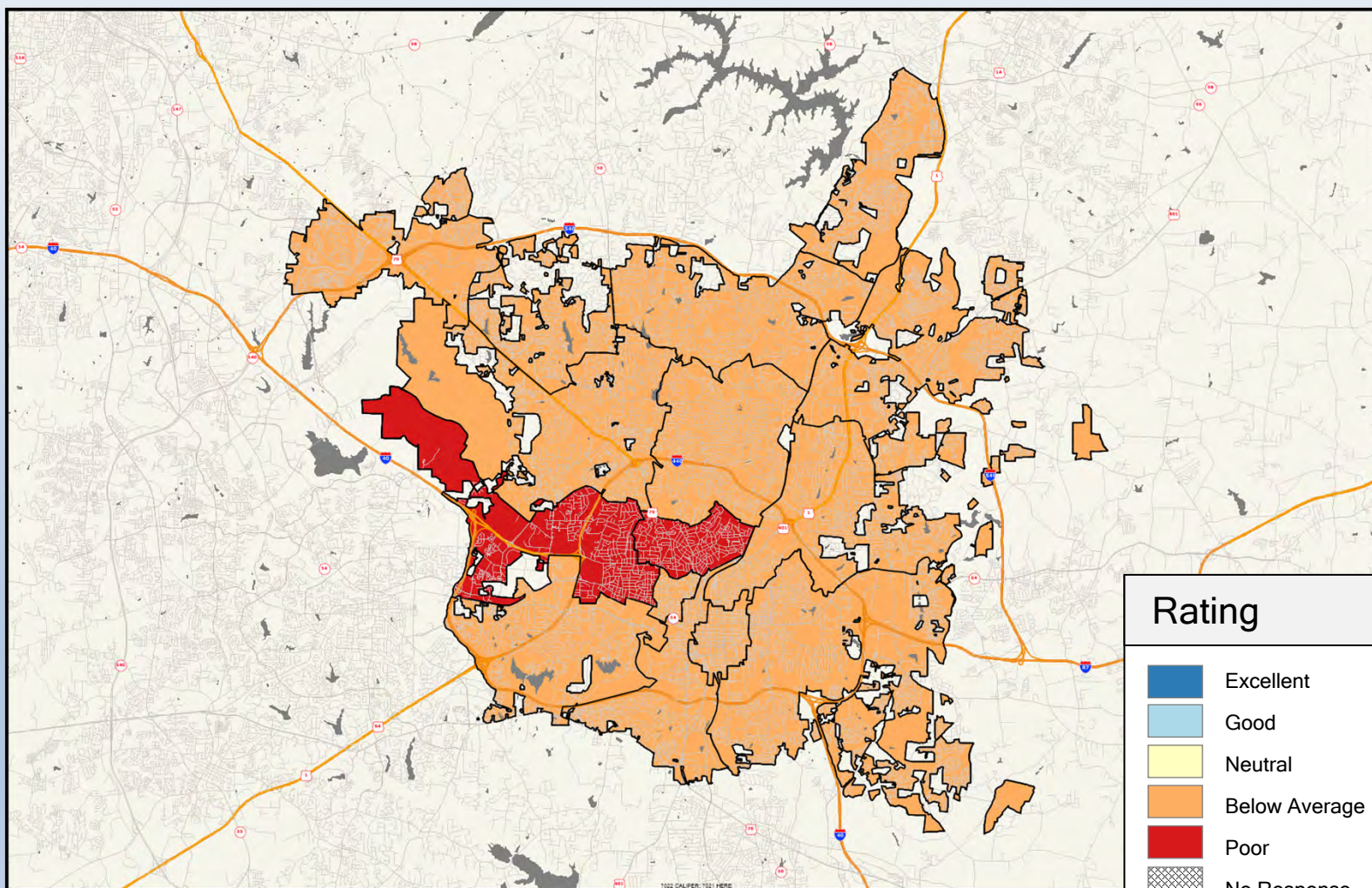
# Q12-15. New construction's compatibility with existing neighborhood building patterns



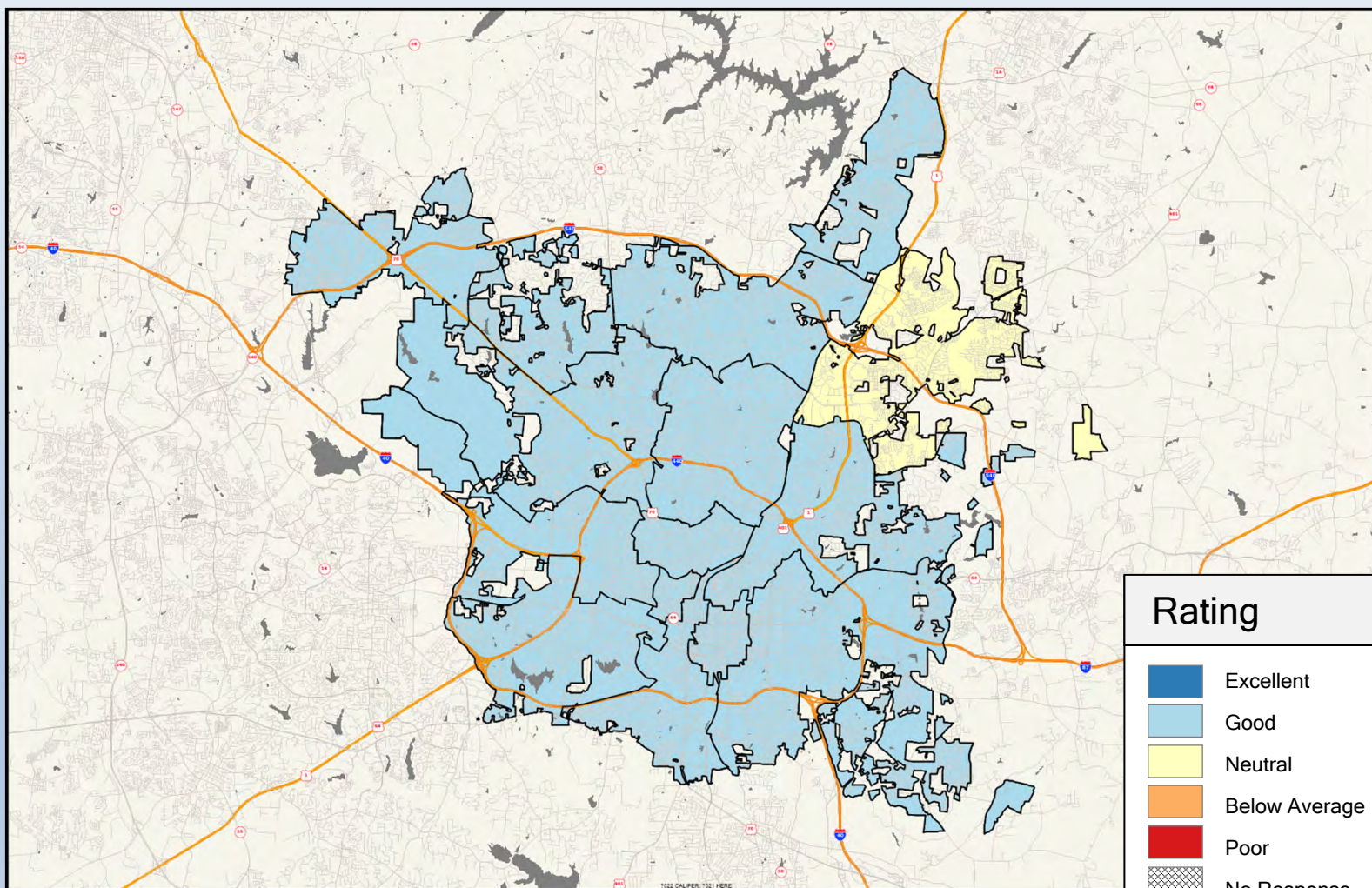
## Q12-16. Variety of housing options



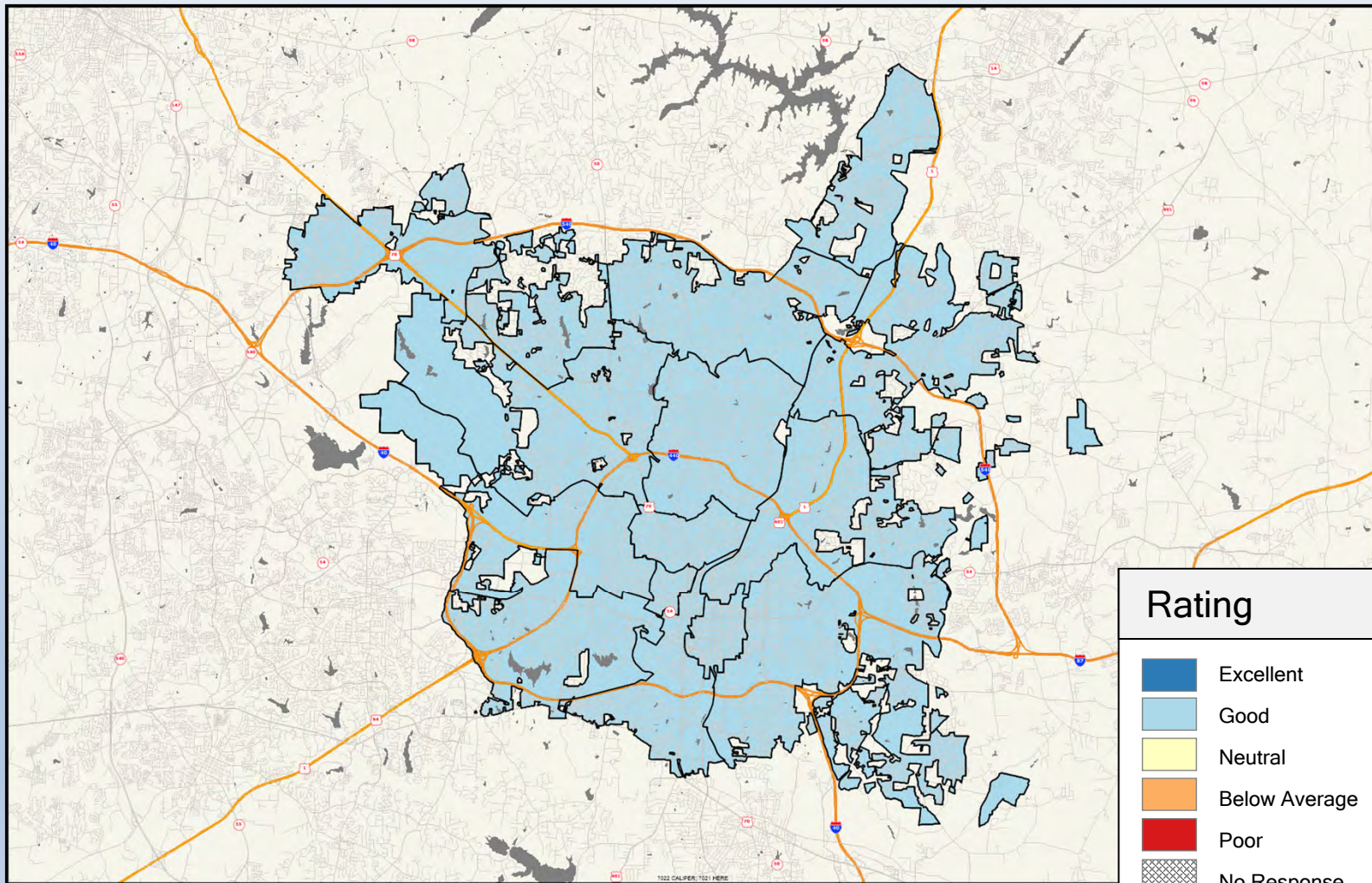
## Q12-17. Availability of affordable housing



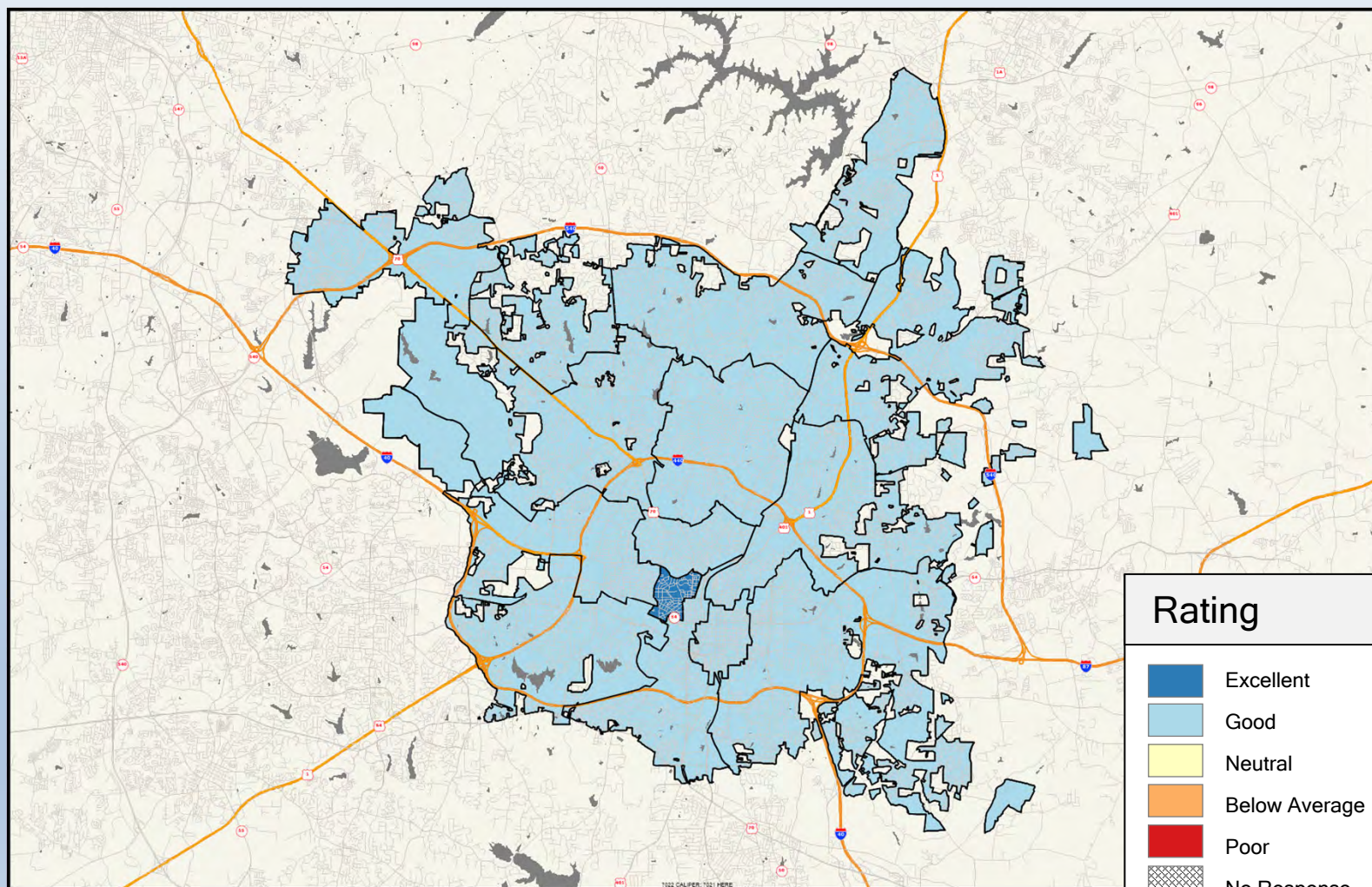
## Q12-18. Neighborliness of residents



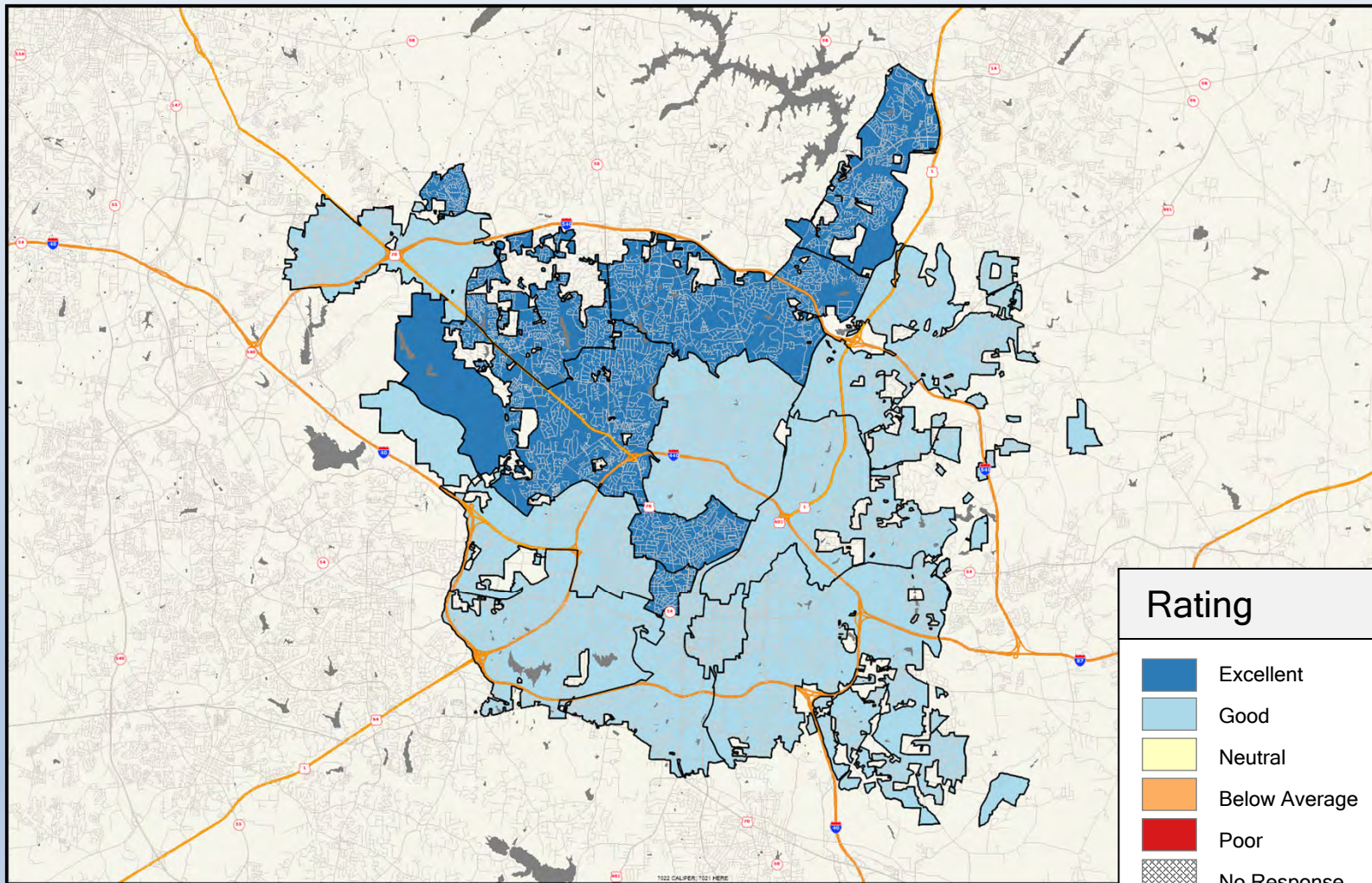
## Q12-19. Openness and acceptance of the community towards people of diverse backgrounds



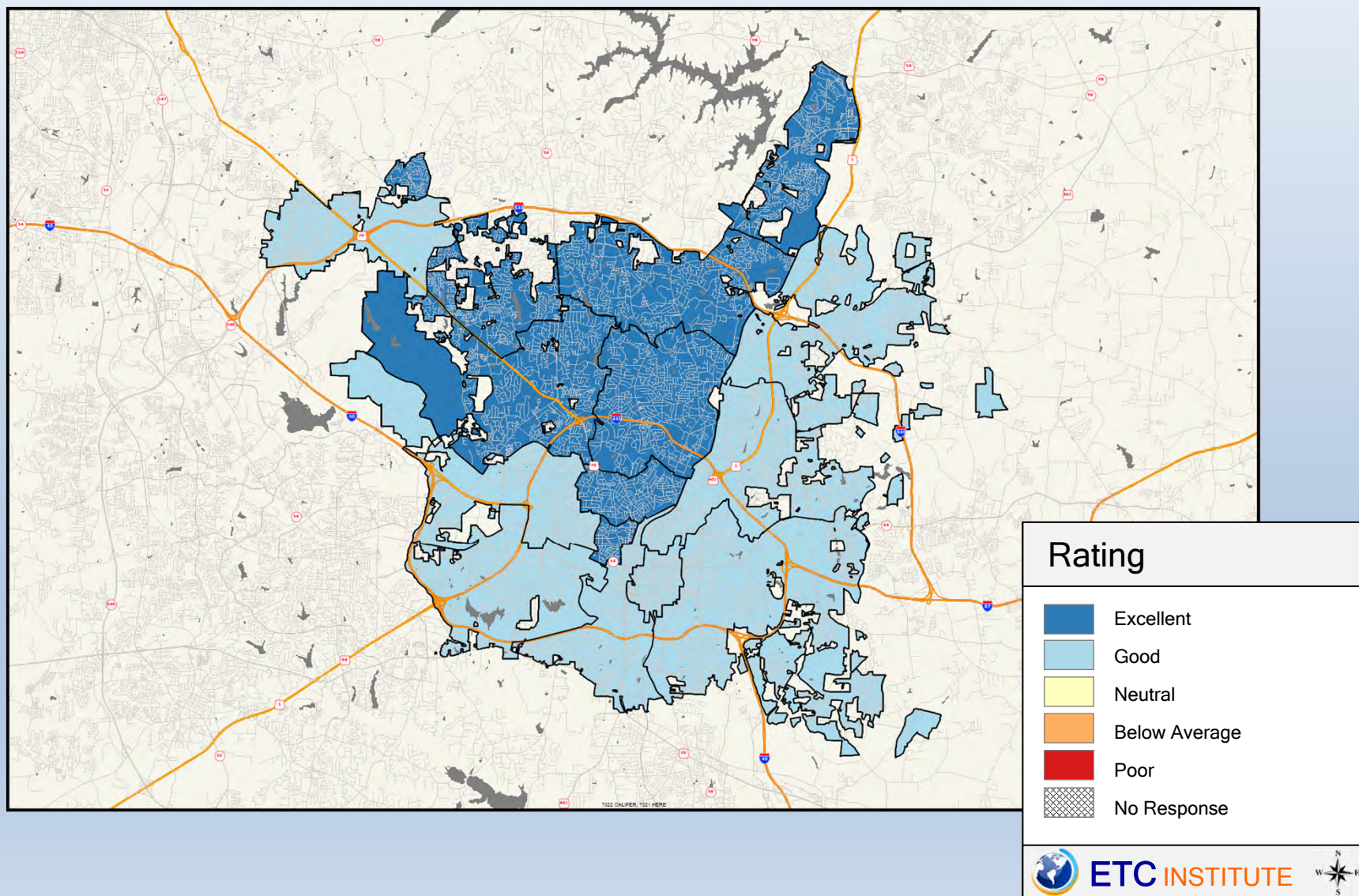
# Q12-20. Your neighborhood's ability to support a healthy and active lifestyle



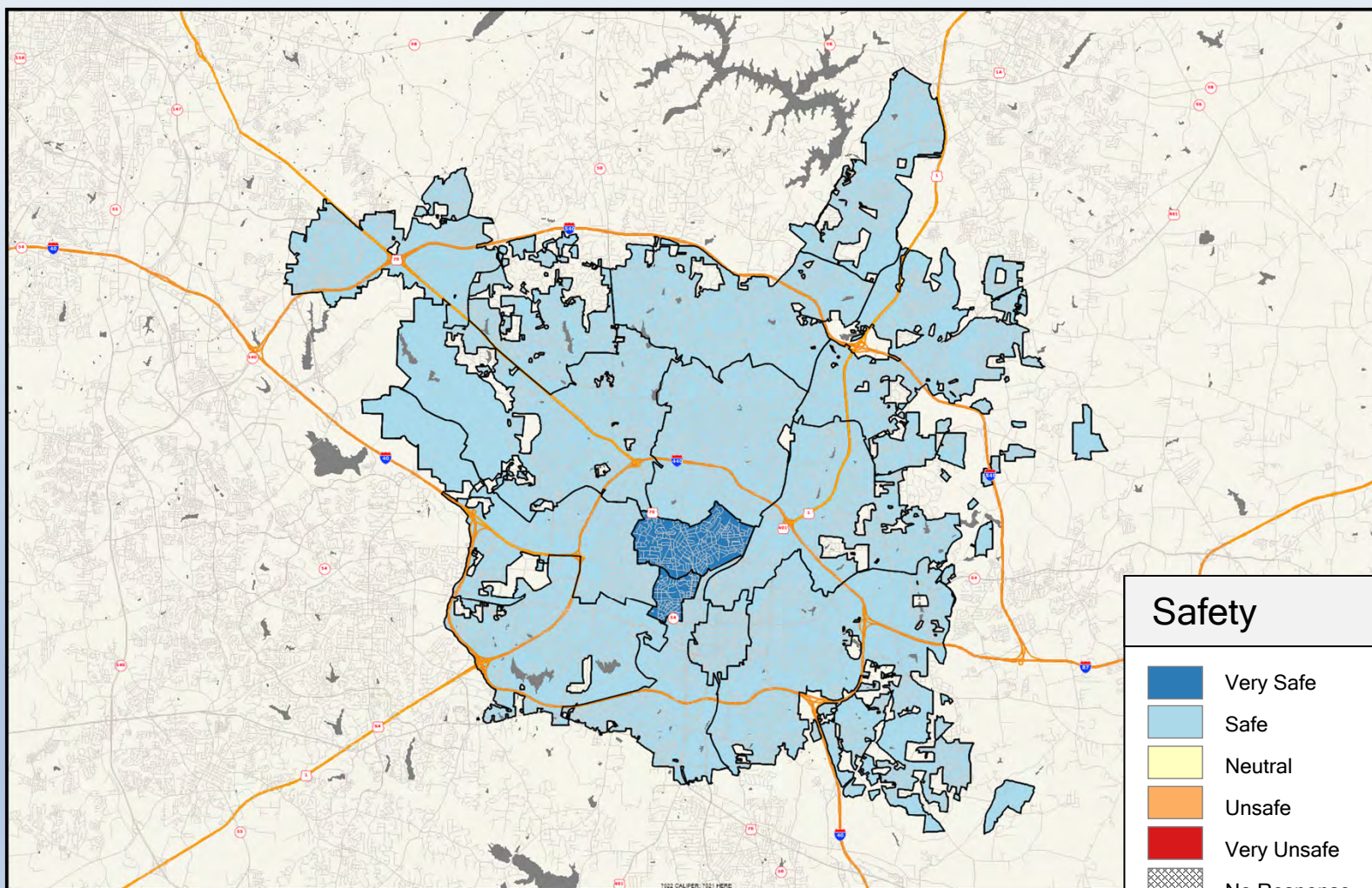
# Q12-21. Your access to City parks, greenways, and community centers



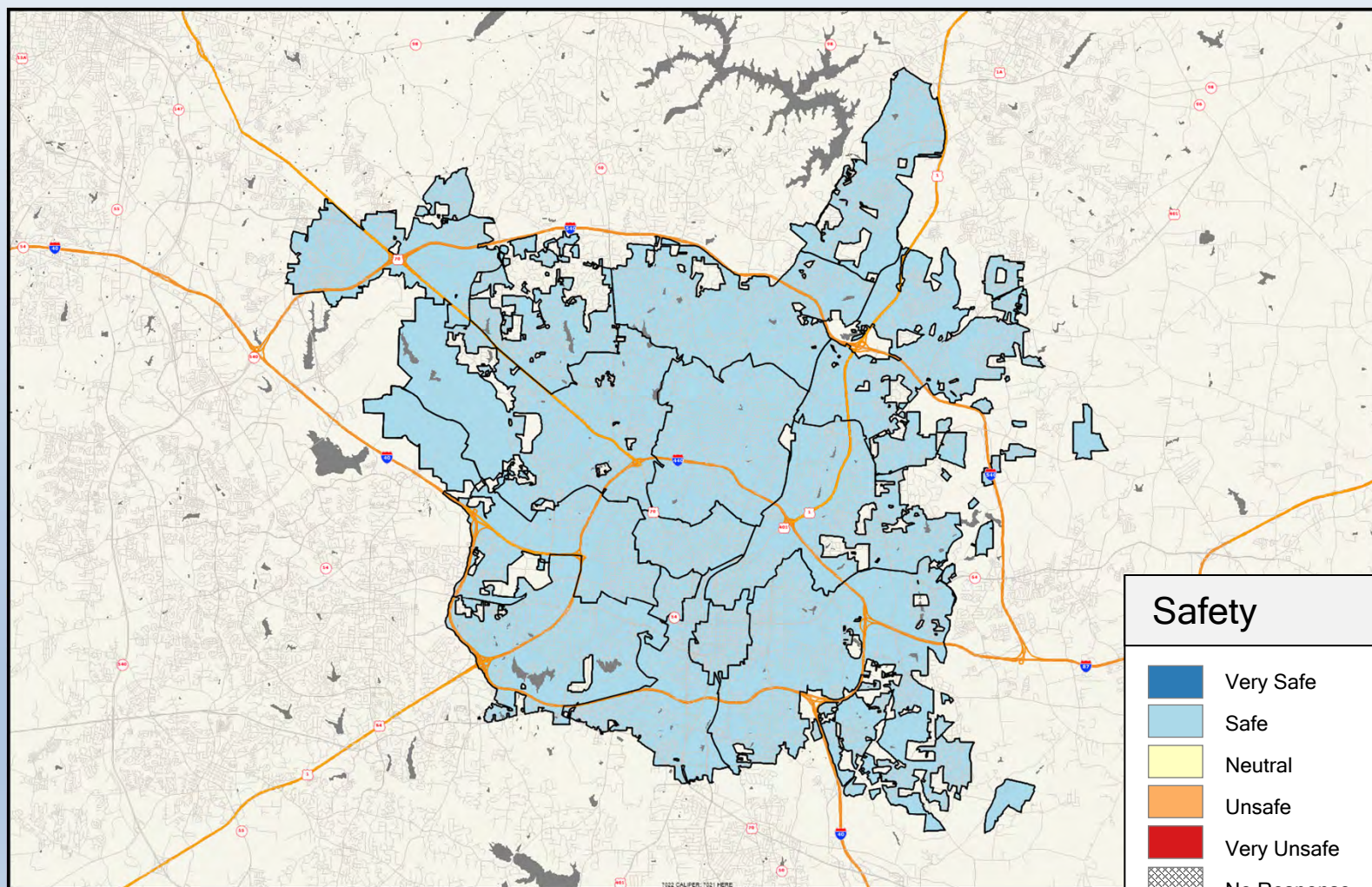
## Q12-22. Overall quality of parks and recreation programs and services



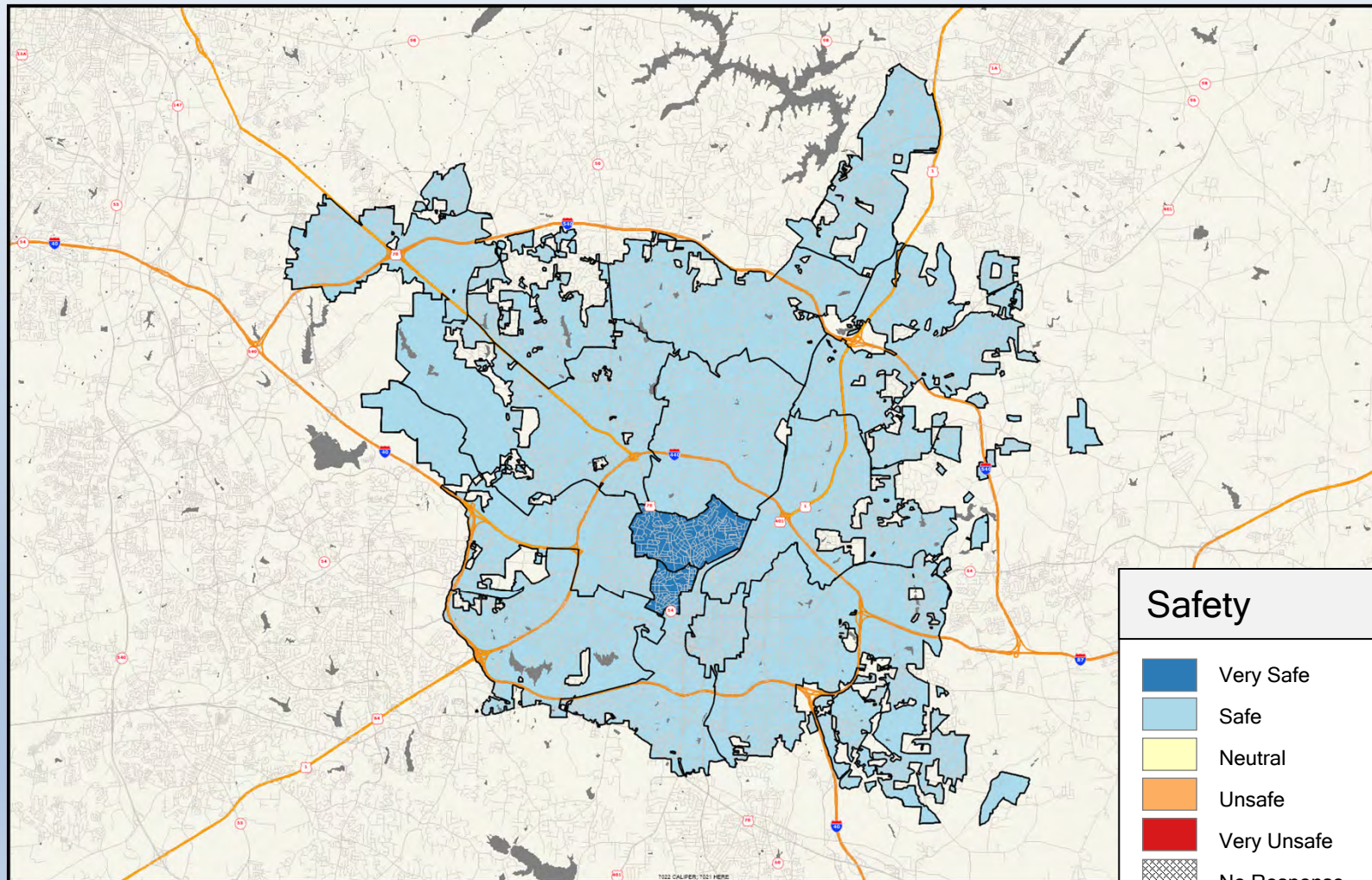
# Q14-1. In Raleigh overall



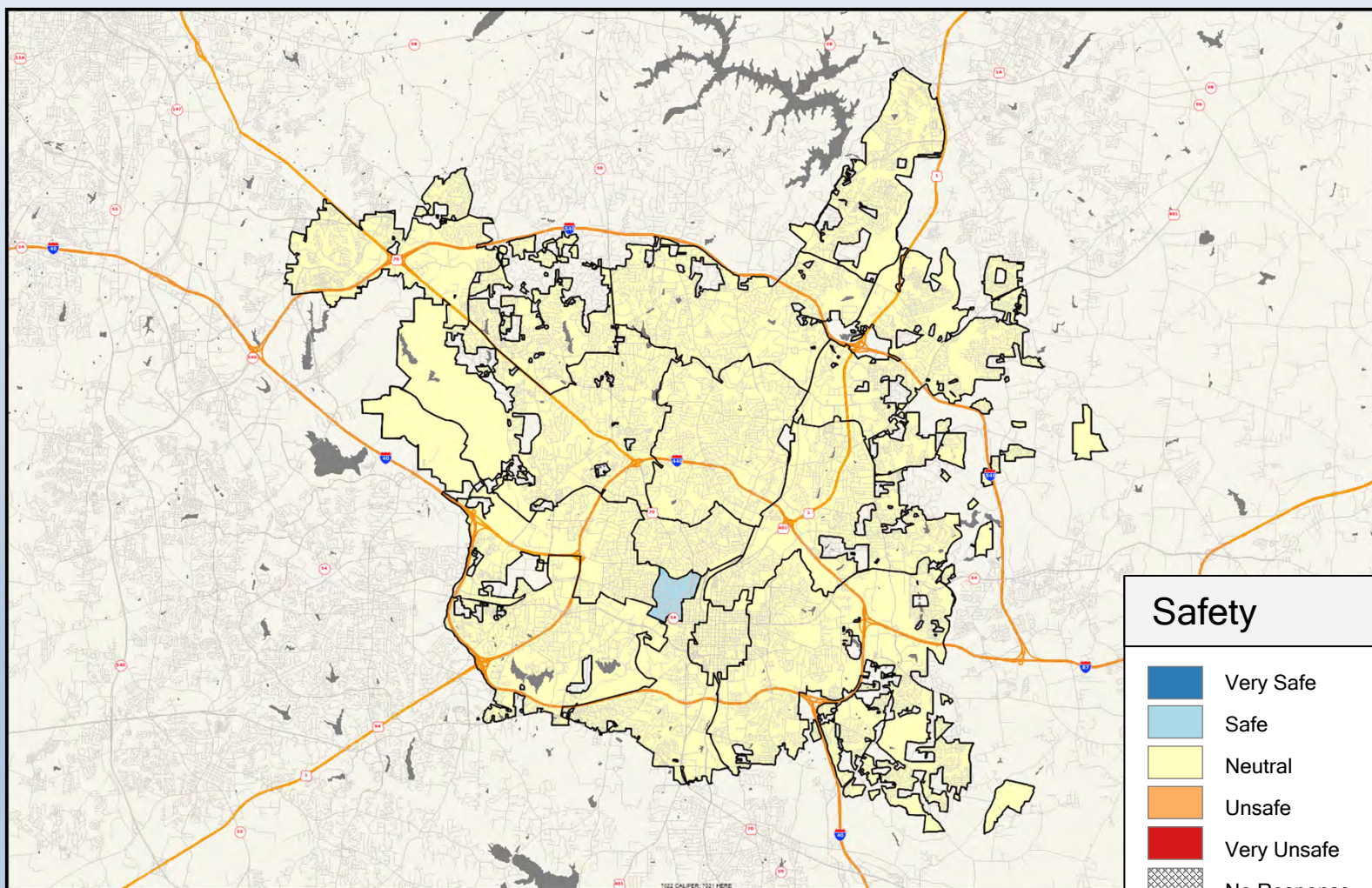
## Q14-2. In City parks and greenways



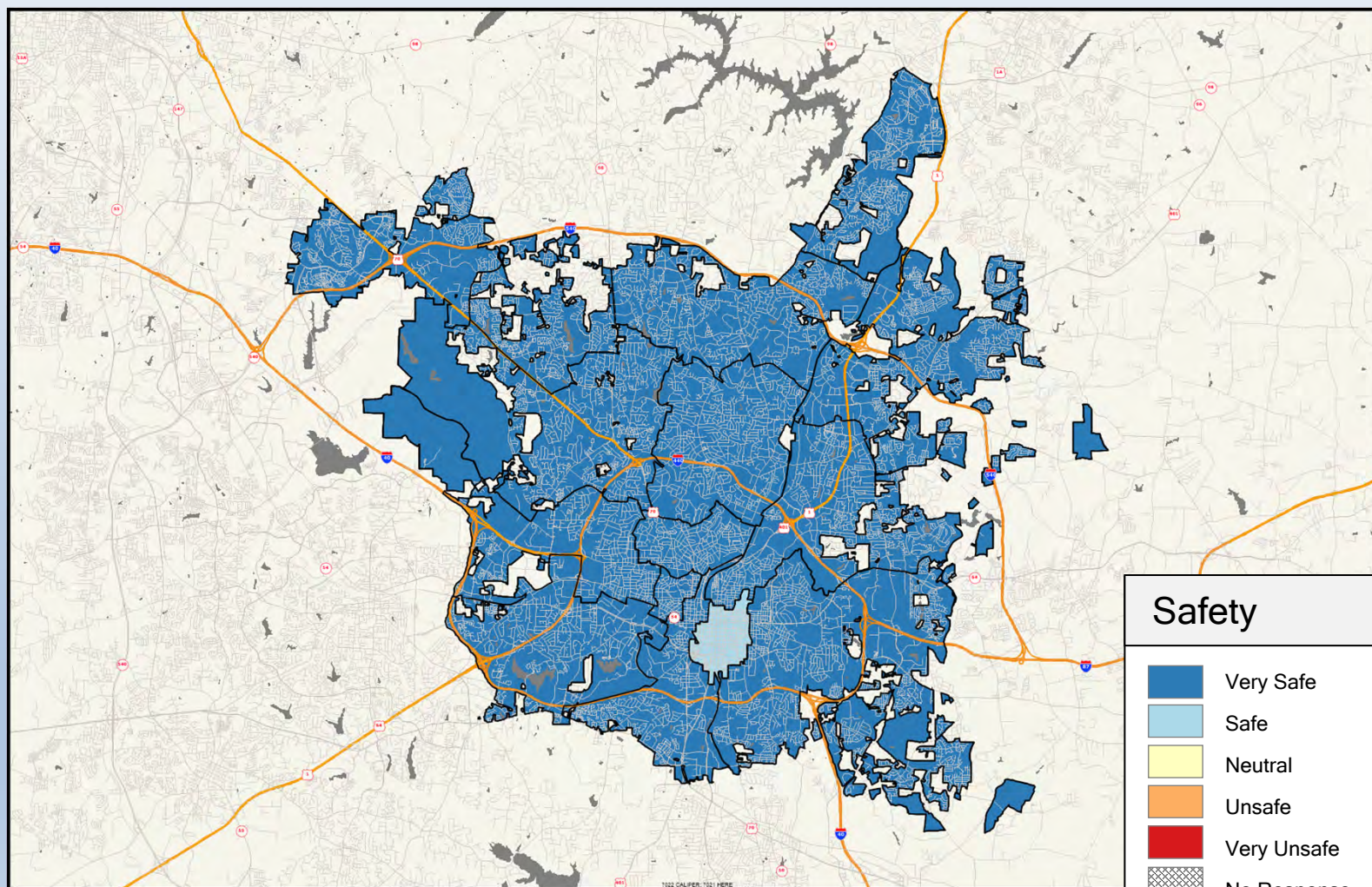
## Q14-3. In downtown Raleigh during the day



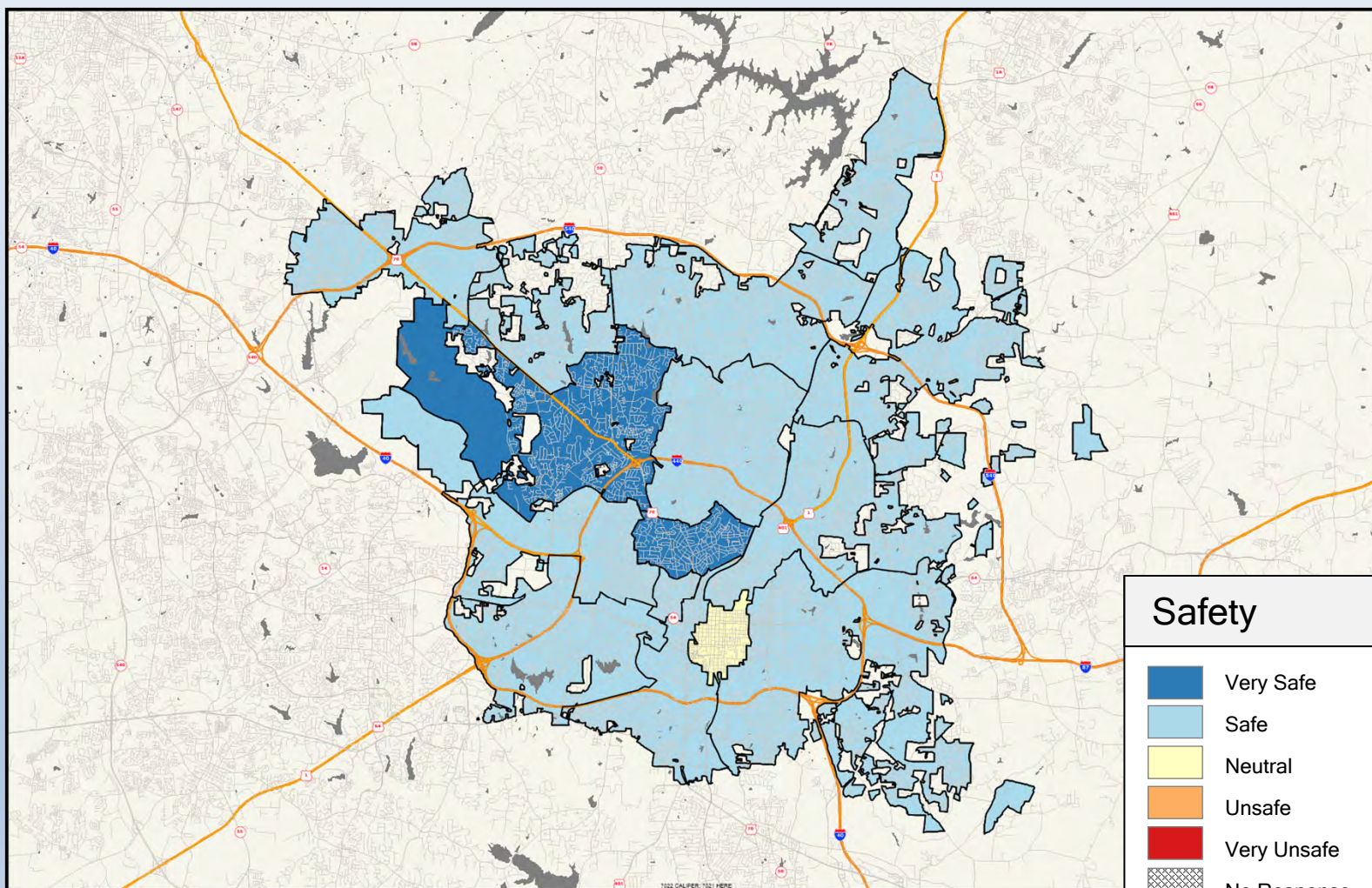
## Q14-4. In downtown Raleigh at night



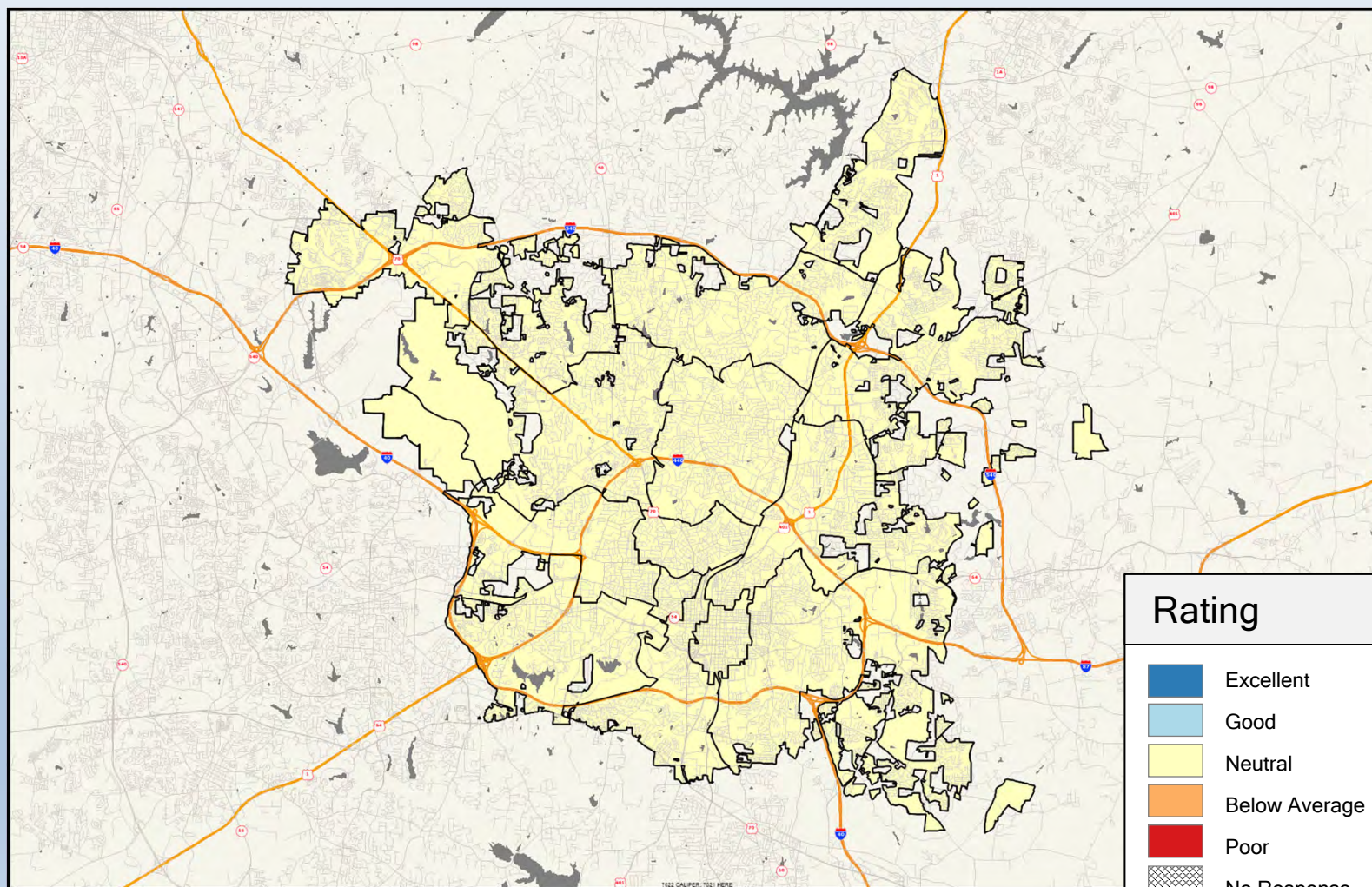
# Q14-5. In your neighborhood during the day



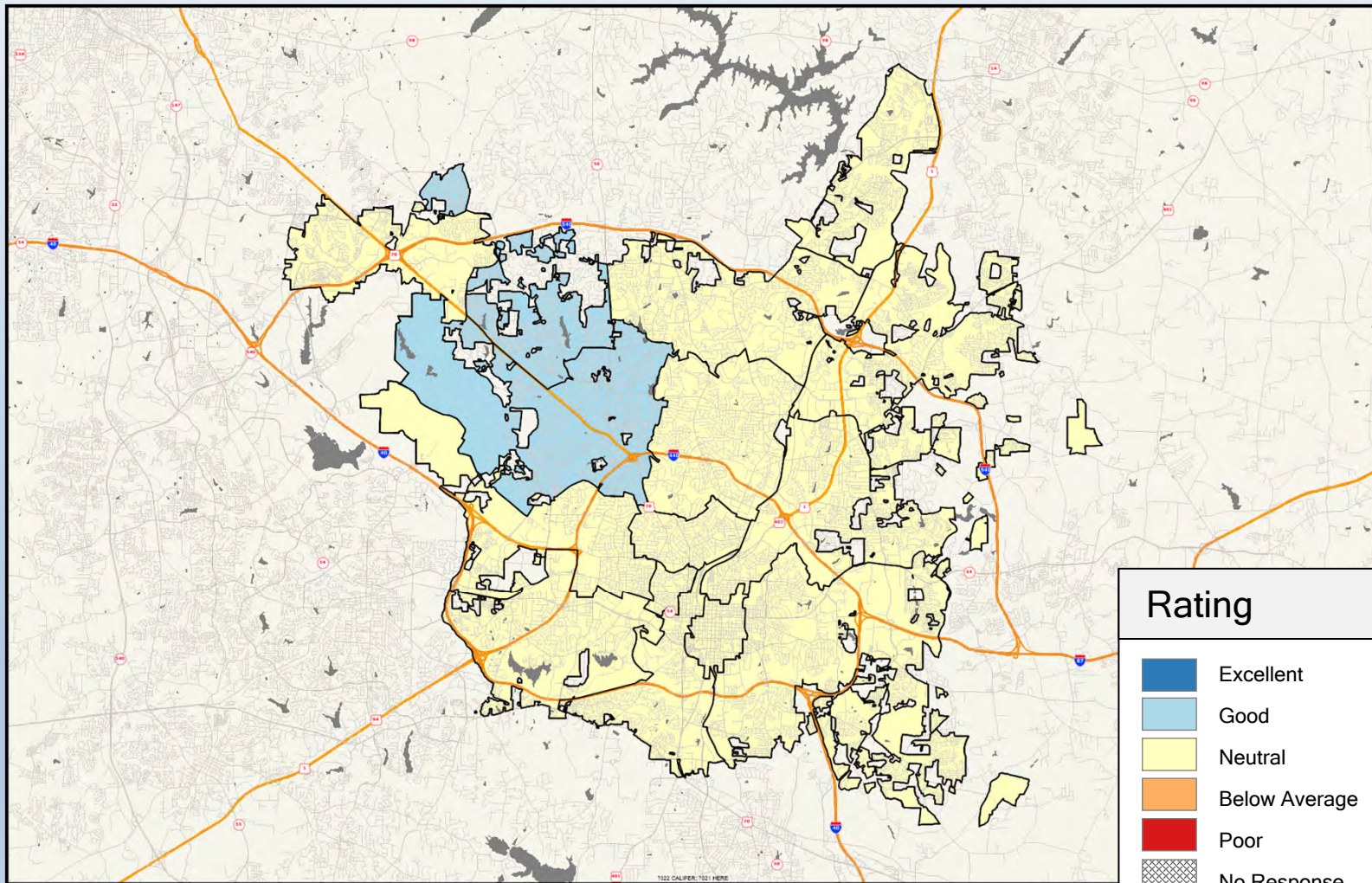
## Q14-6. In your neighborhood at night



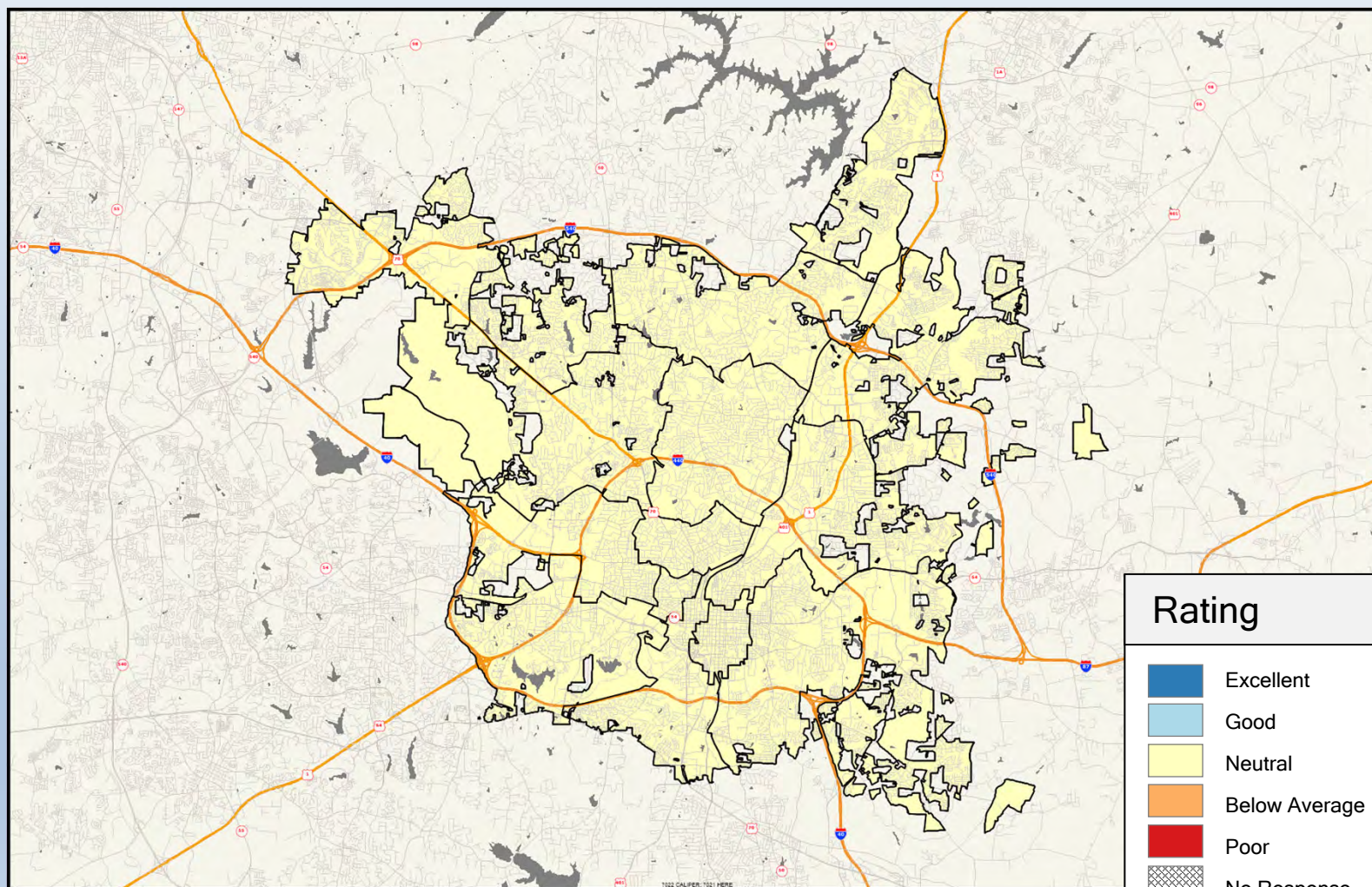
# Q16-01. Overall traffic flow in Raleigh



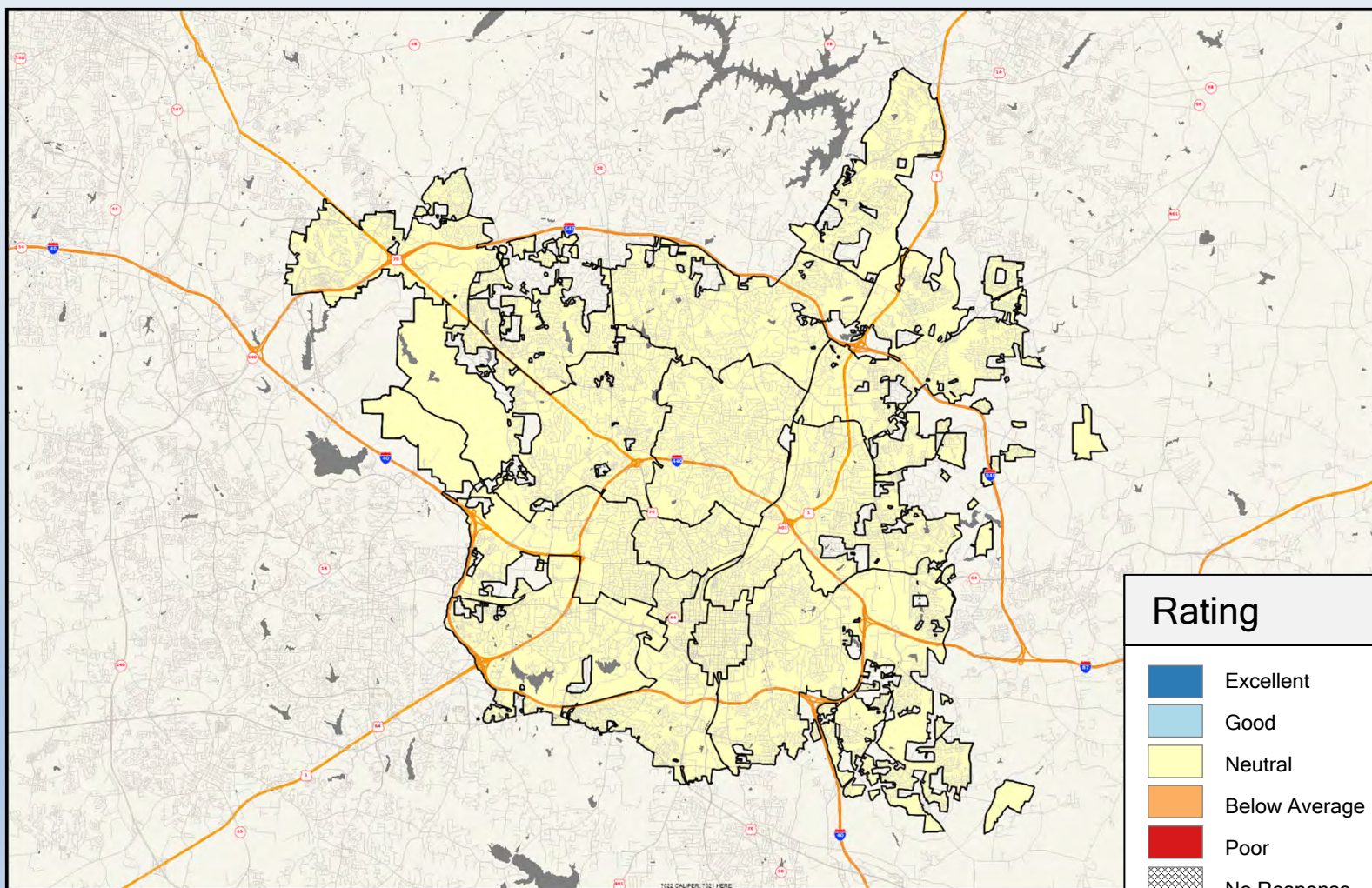
## Q16-02. The ability to predict travel time to places in Raleigh



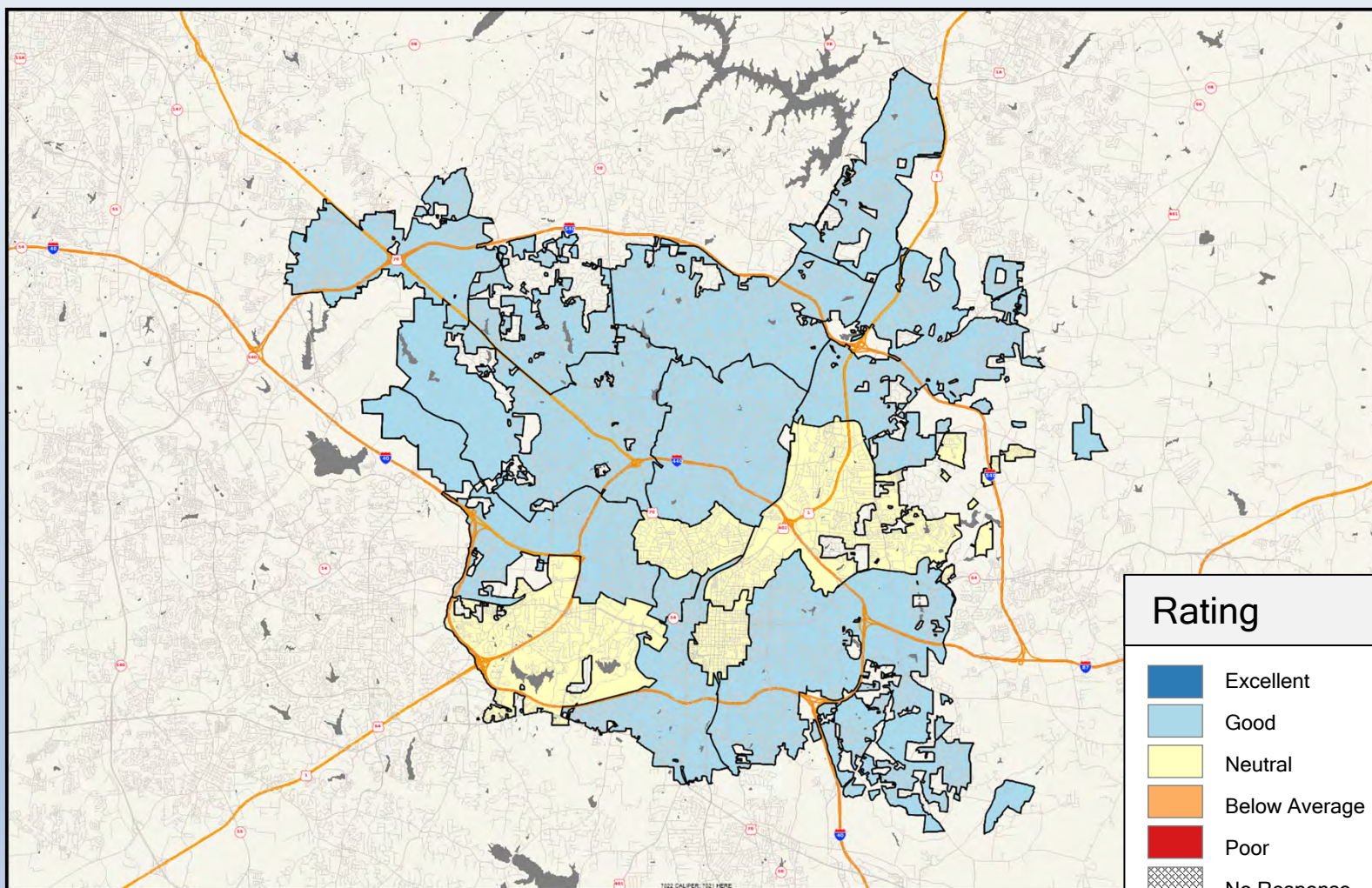
## Q16-03. Overall maintenance of City streets



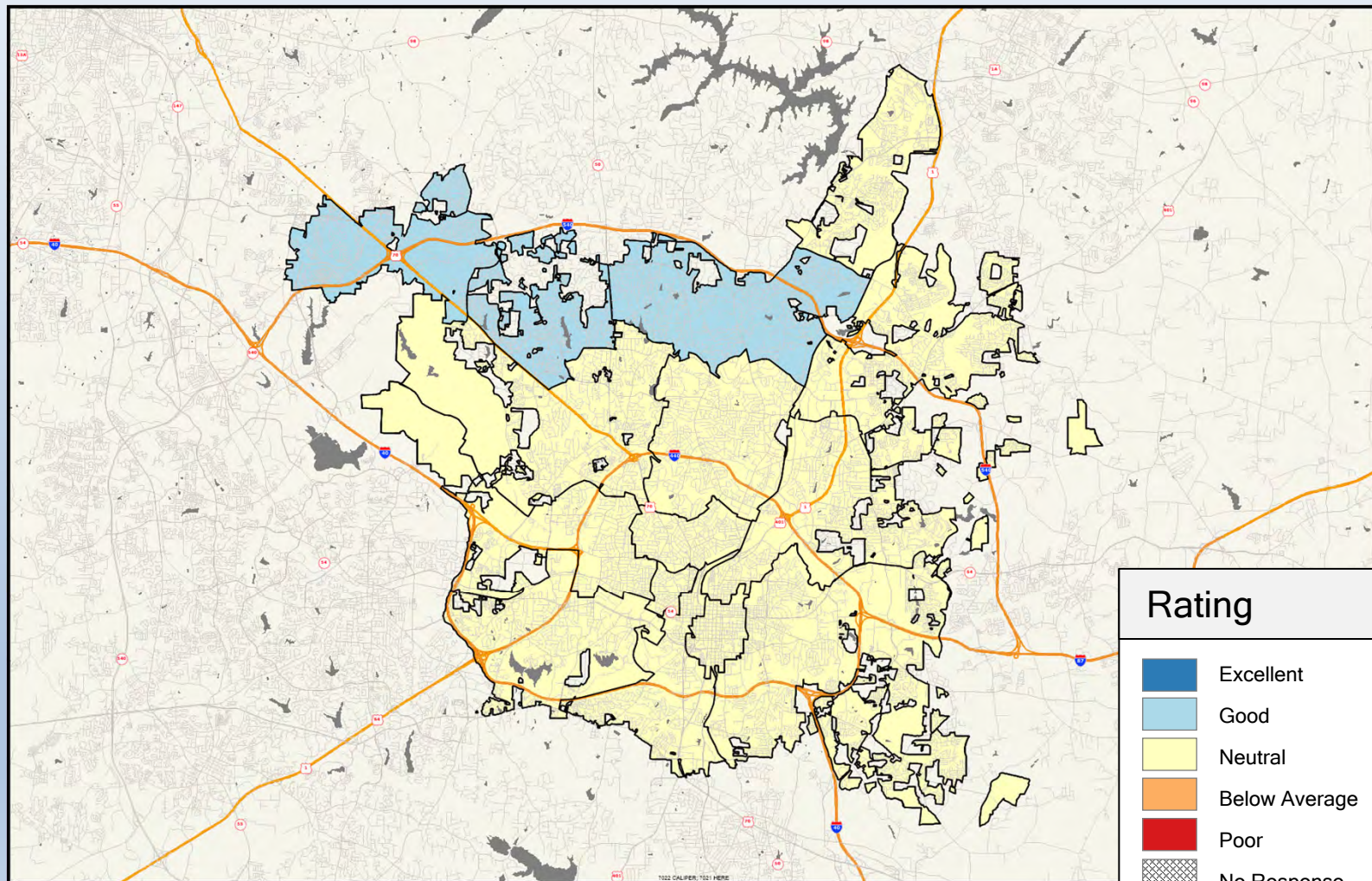
## Q16-04. Overall condition of major City streets



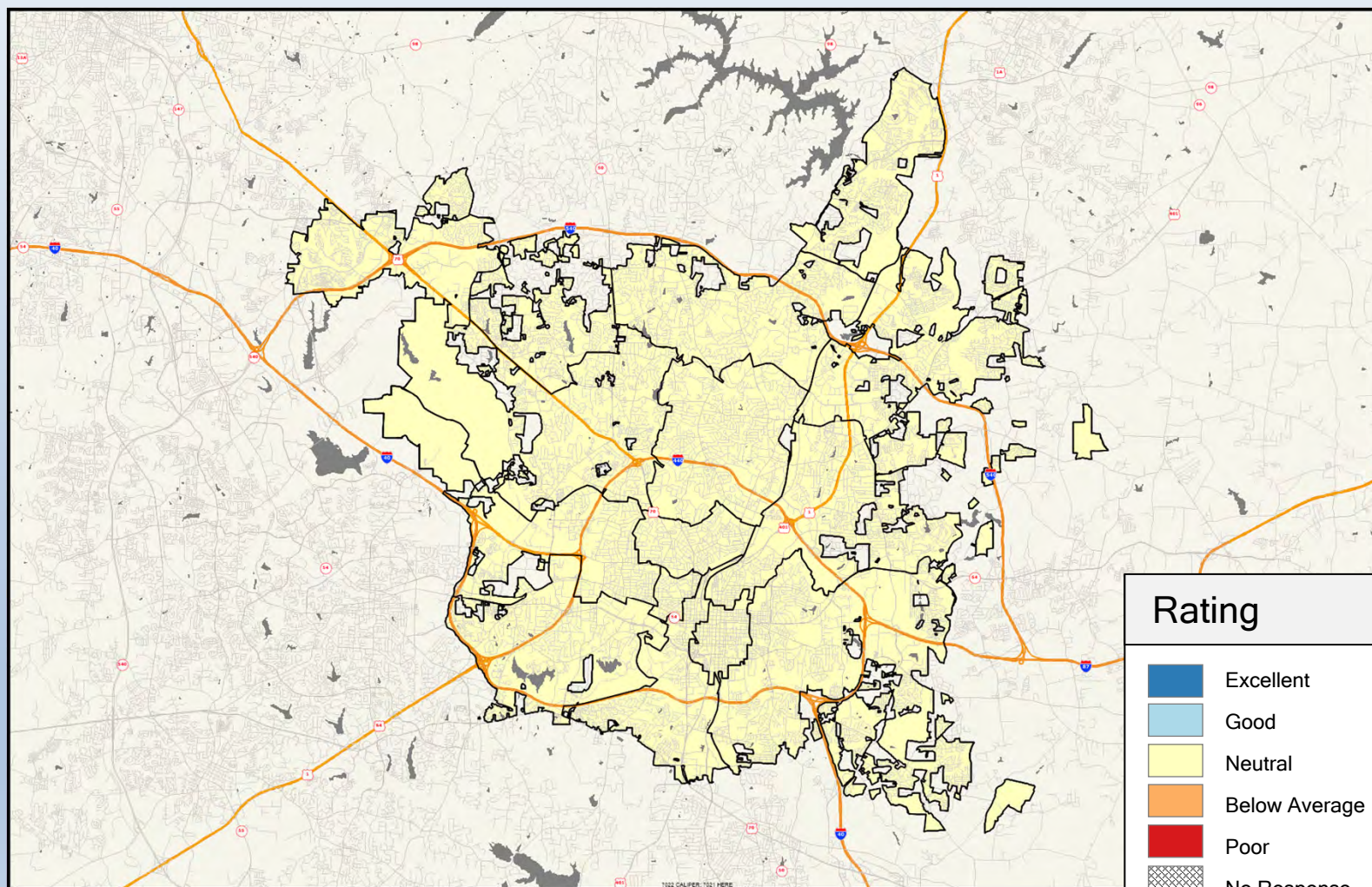
# Q16-05. Condition of streets in your neighborhood



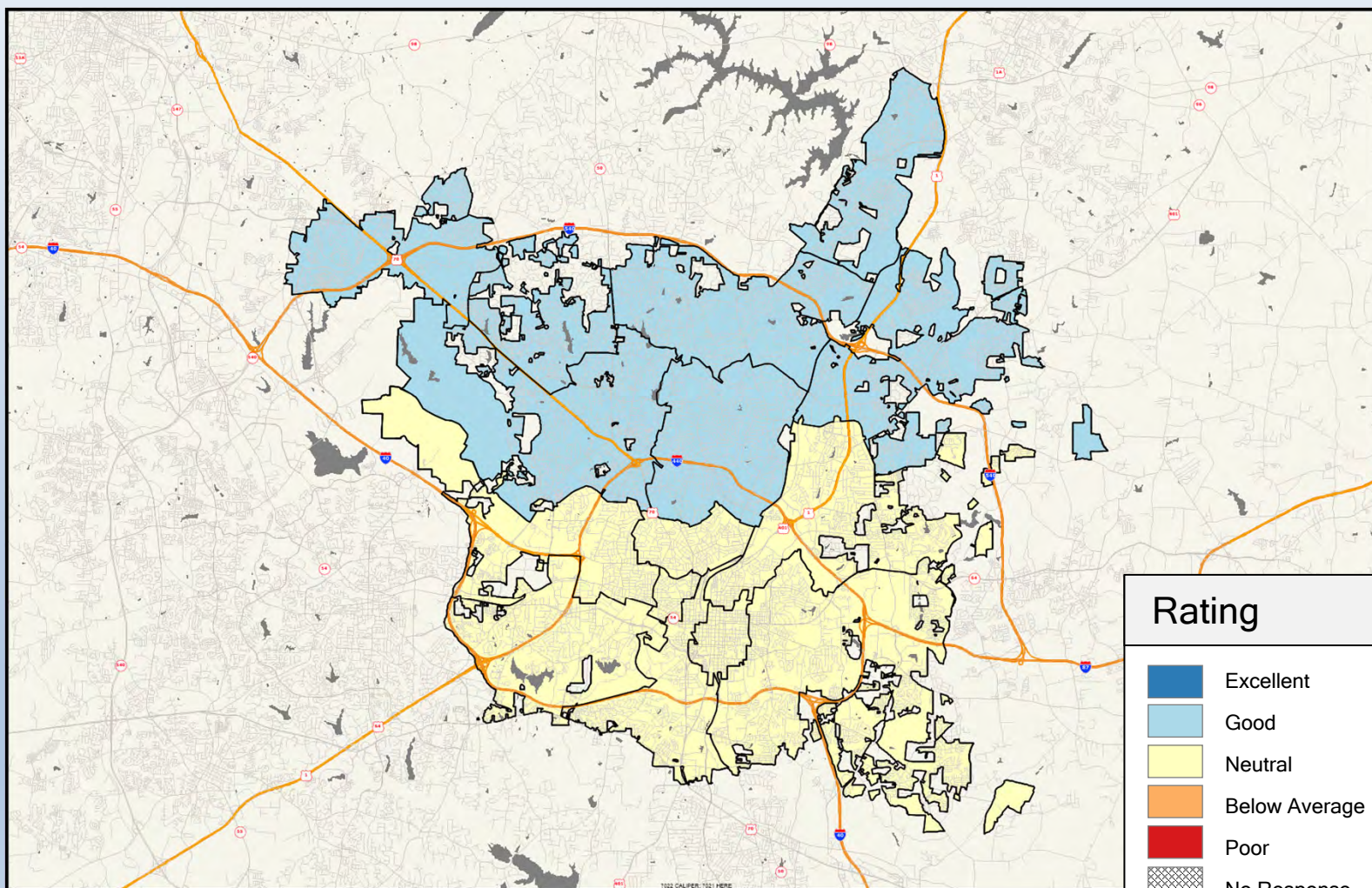
# Q16-06. Overall condition of City sidewalks



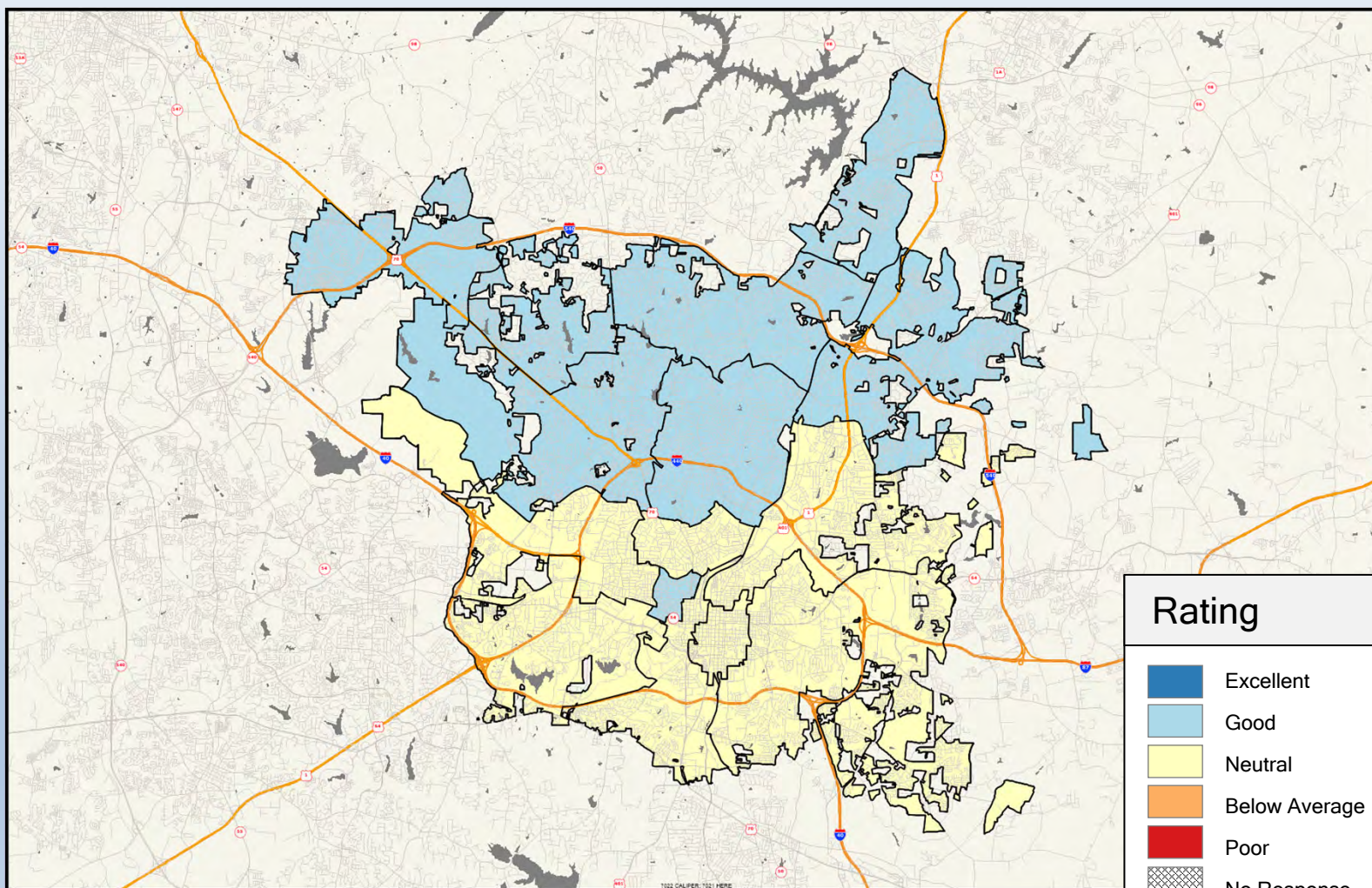
# Q16-07. Availability of sidewalks in Raleigh



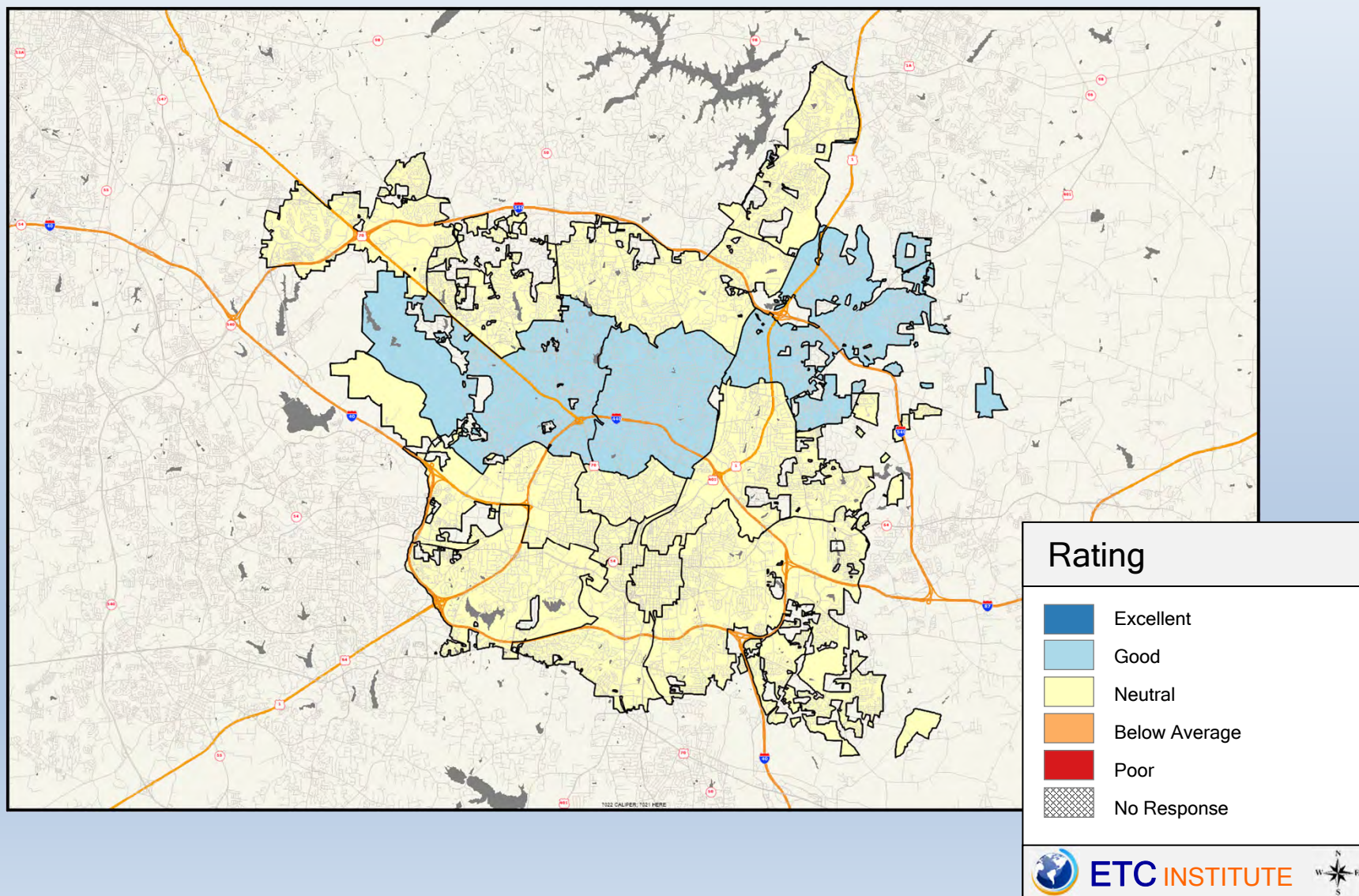
## Q16-08. Condition of sidewalks in your neighborhood



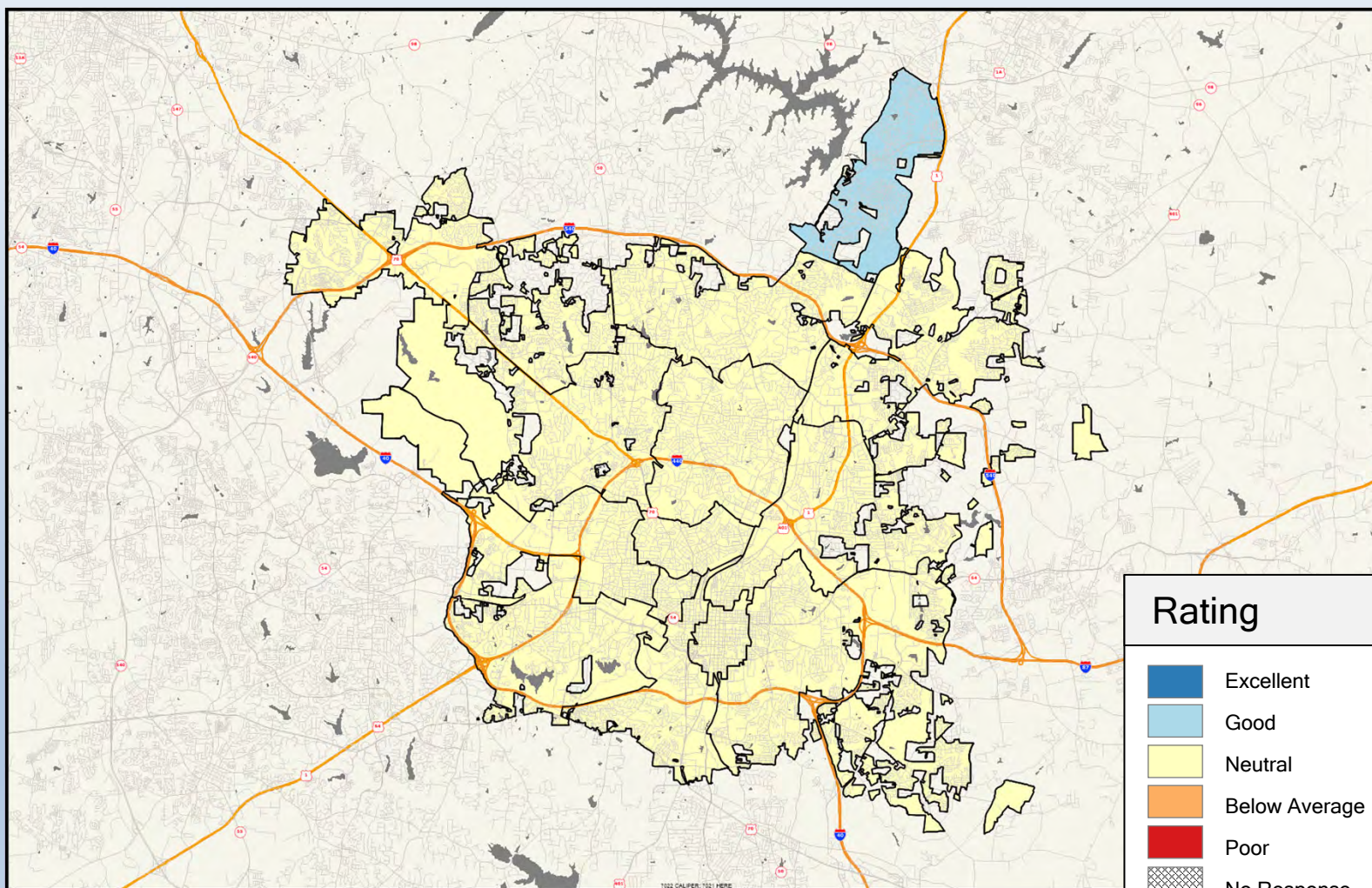
# Q16-09. Availability of sidewalks in your neighborhood



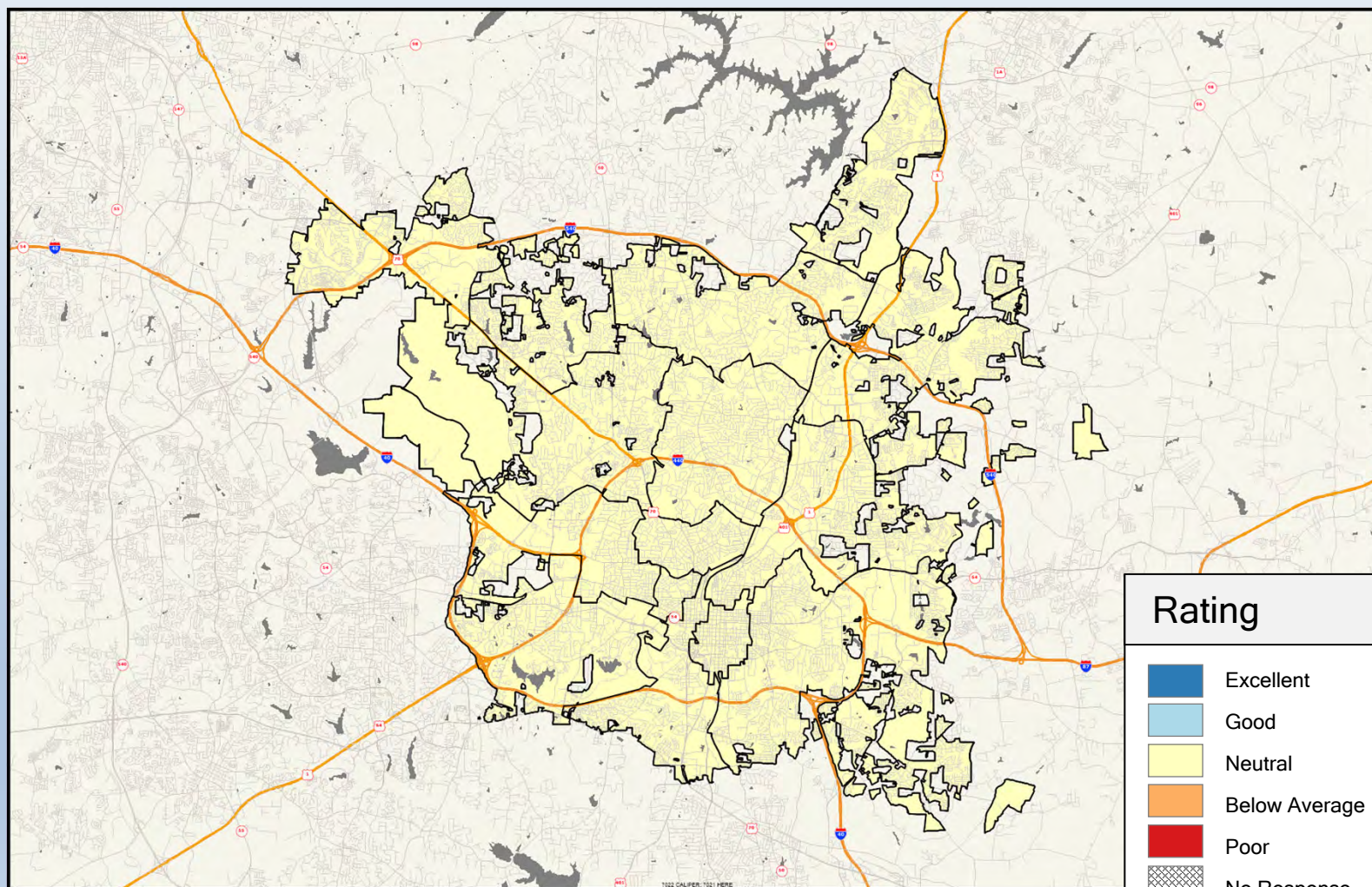
## Q16-10. Availability of bicycle lanes in Raleigh



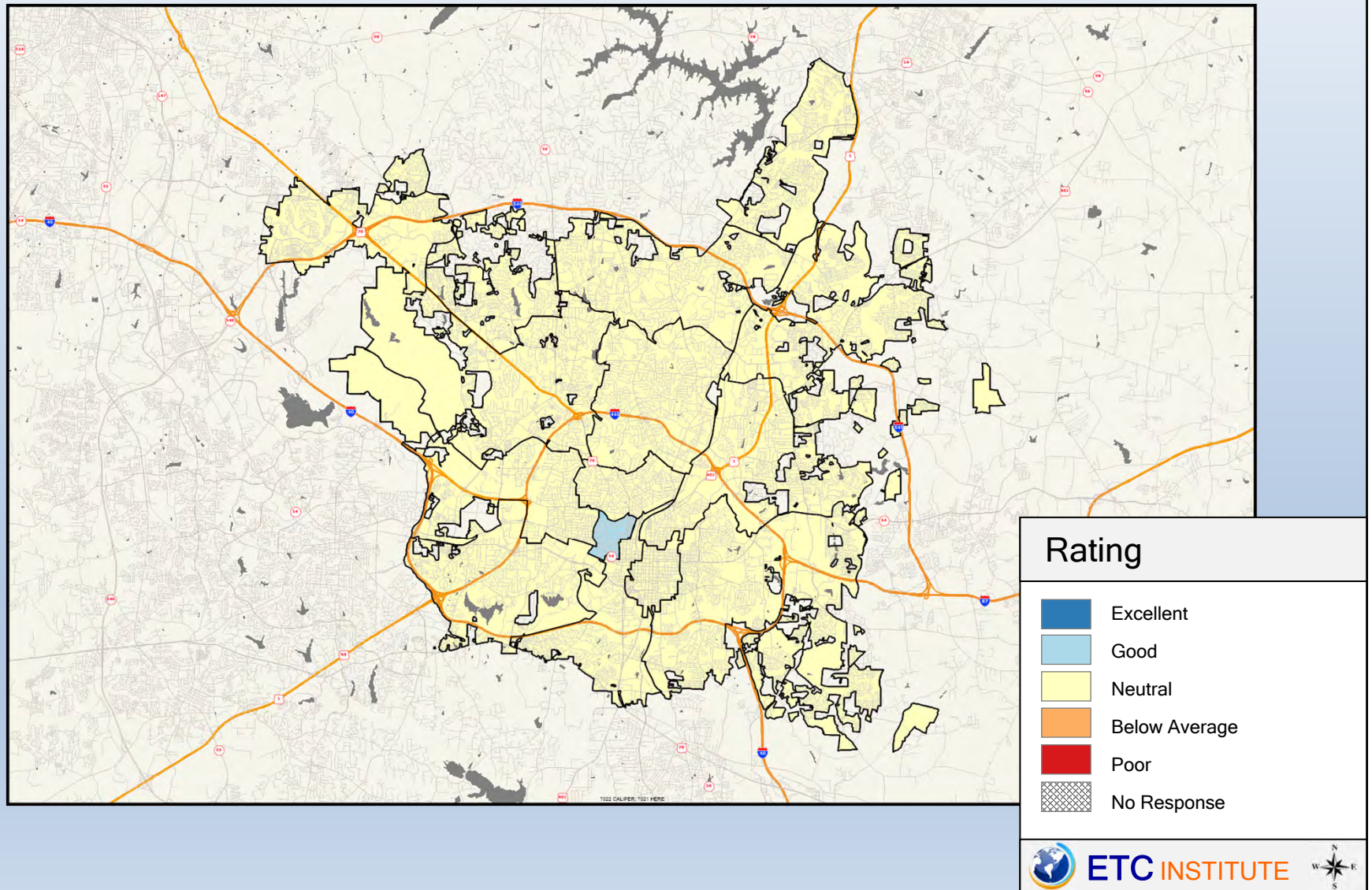
# Q16-11. Availability of bicycle lanes in your neighborhood



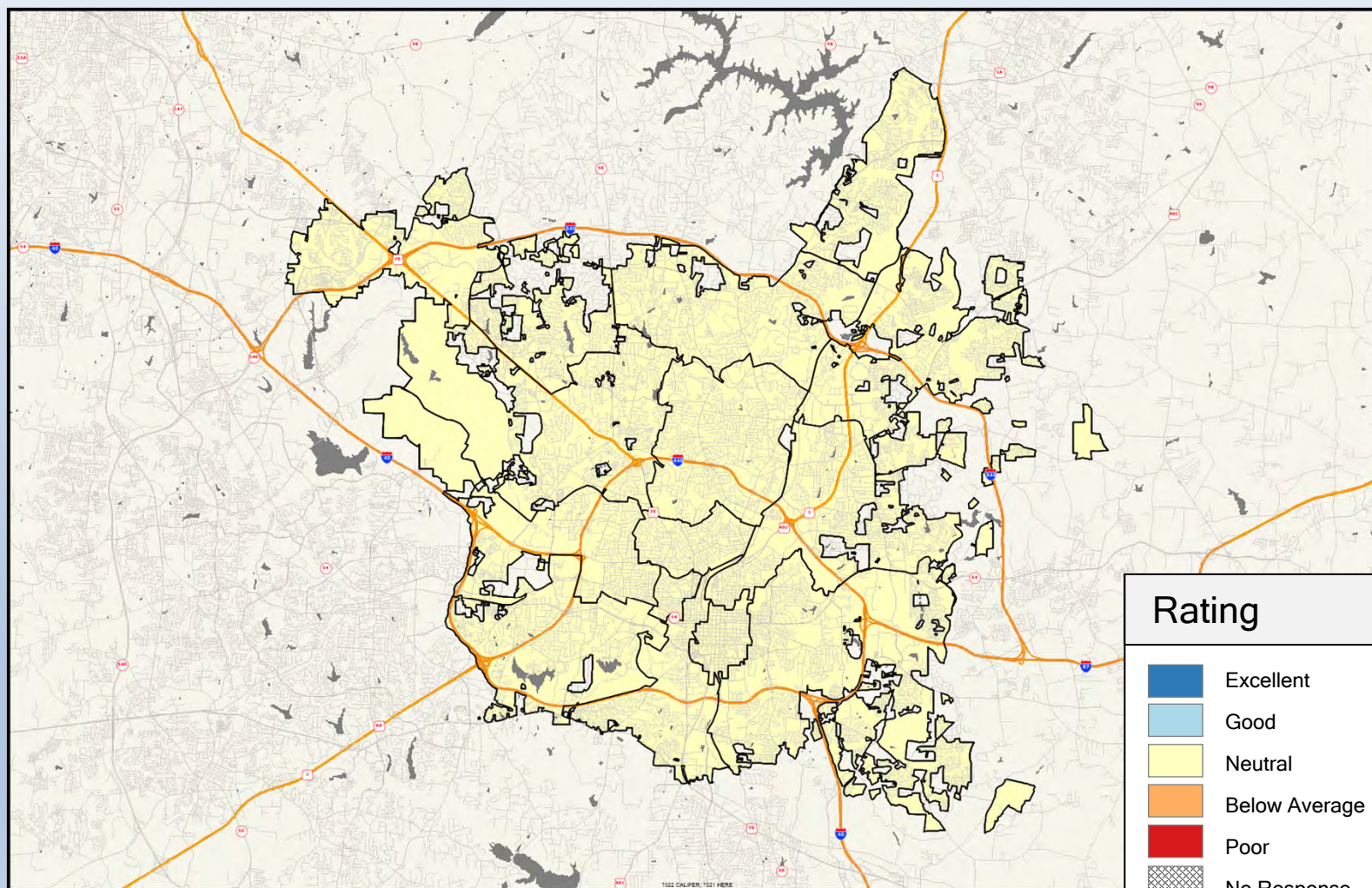
## Q16-12. Availability of downtown parking



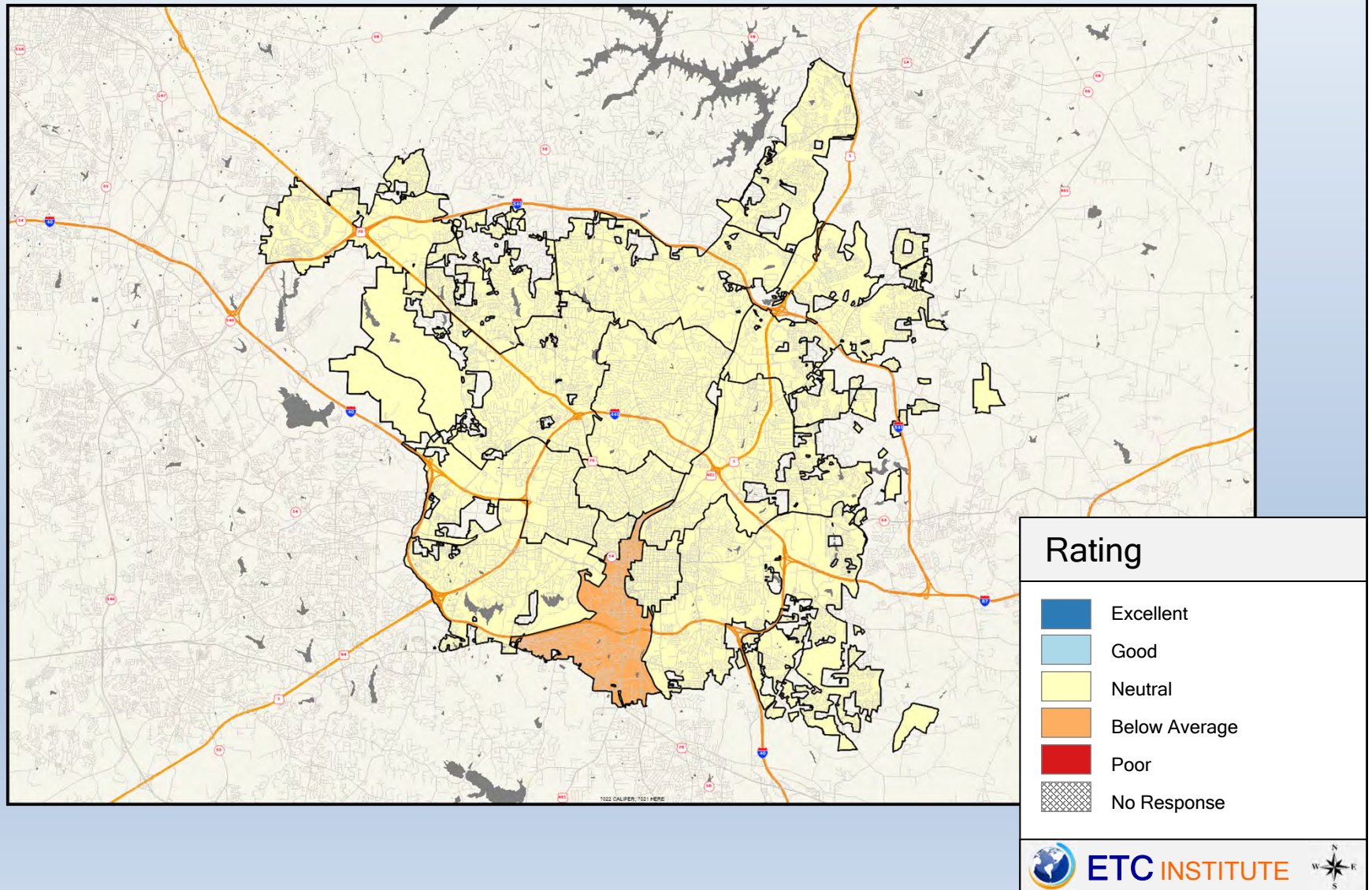
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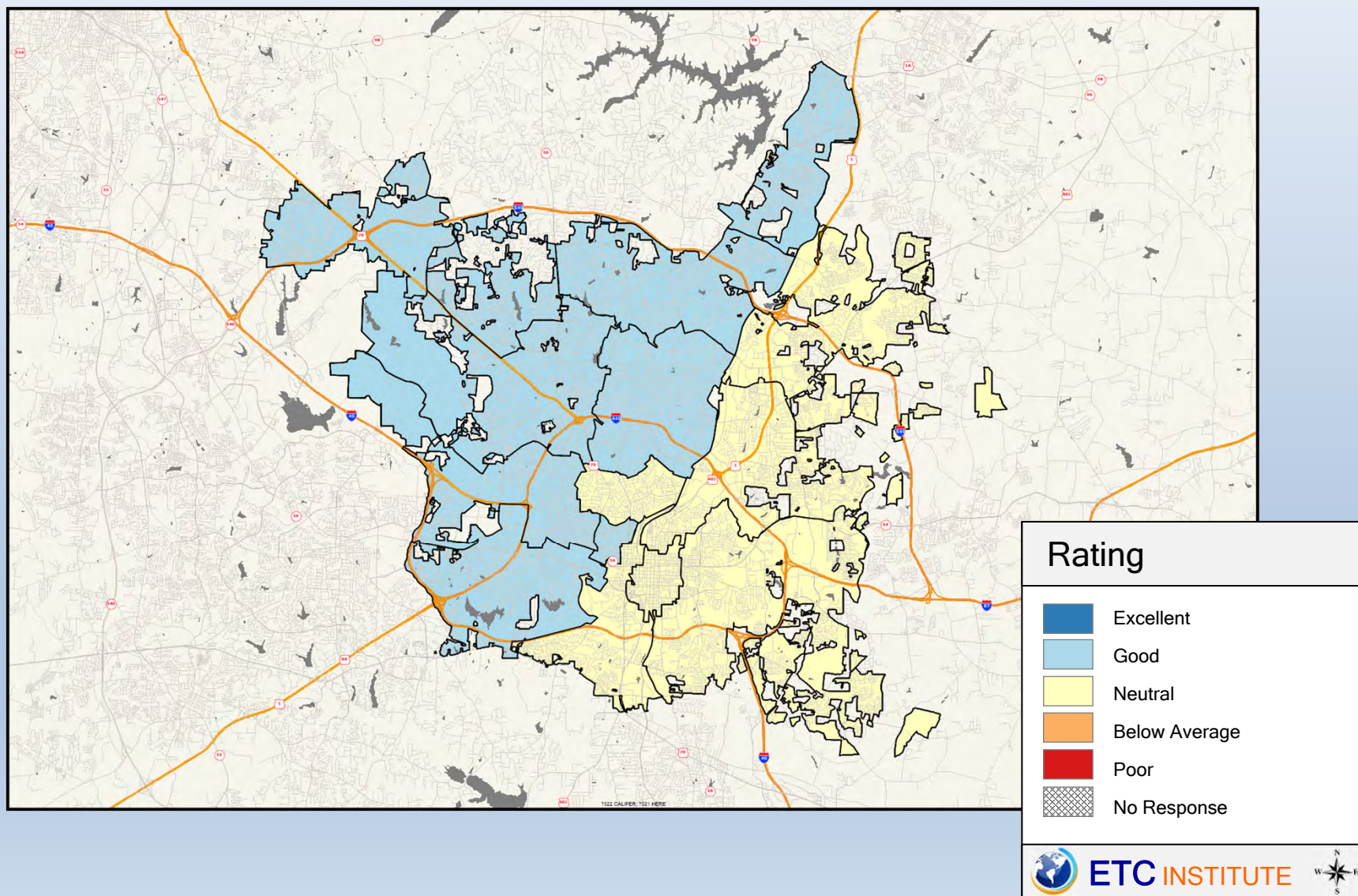
## Q16-14. Overall quality of GoRaleigh bus system



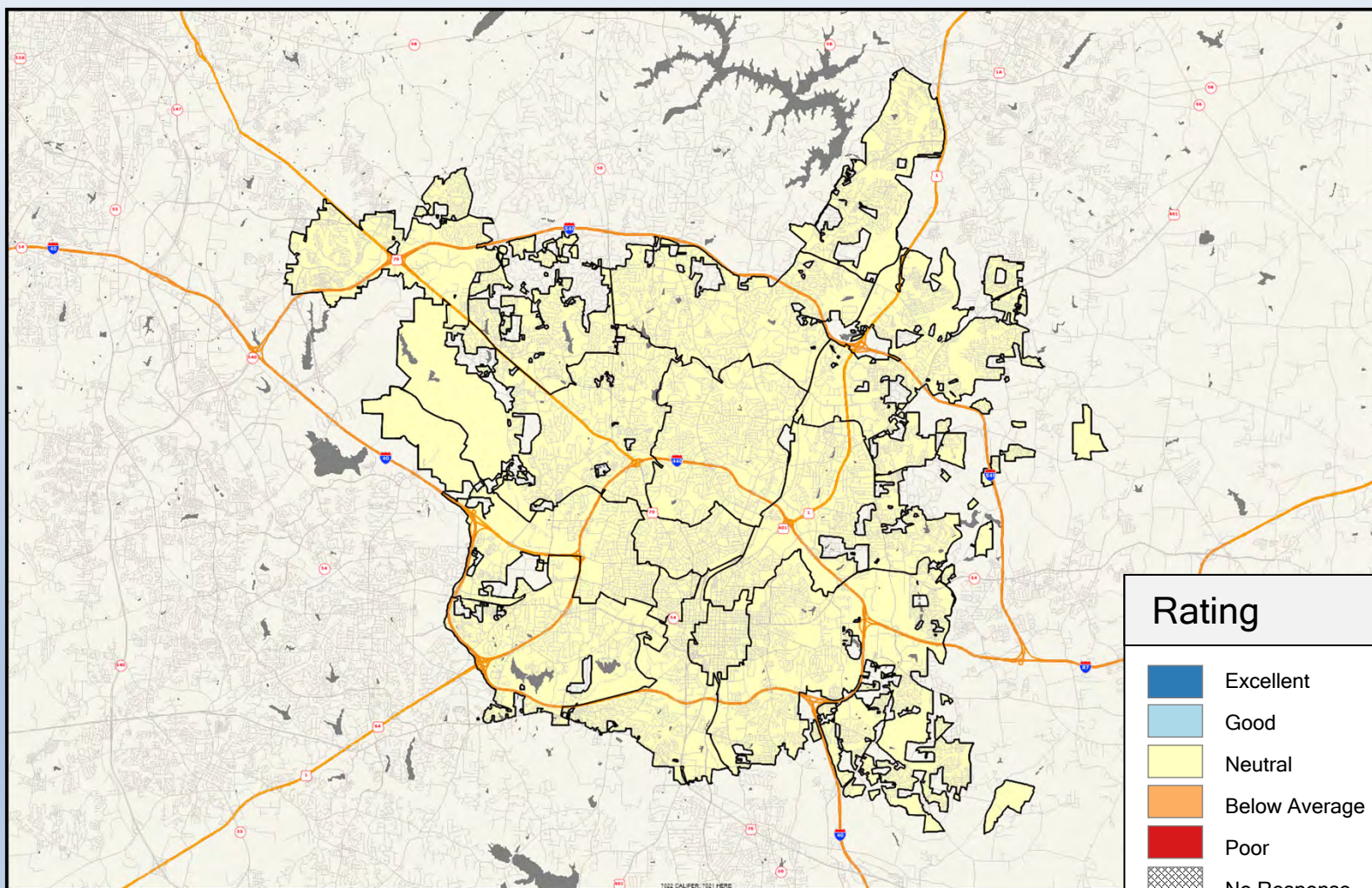
## Page 101



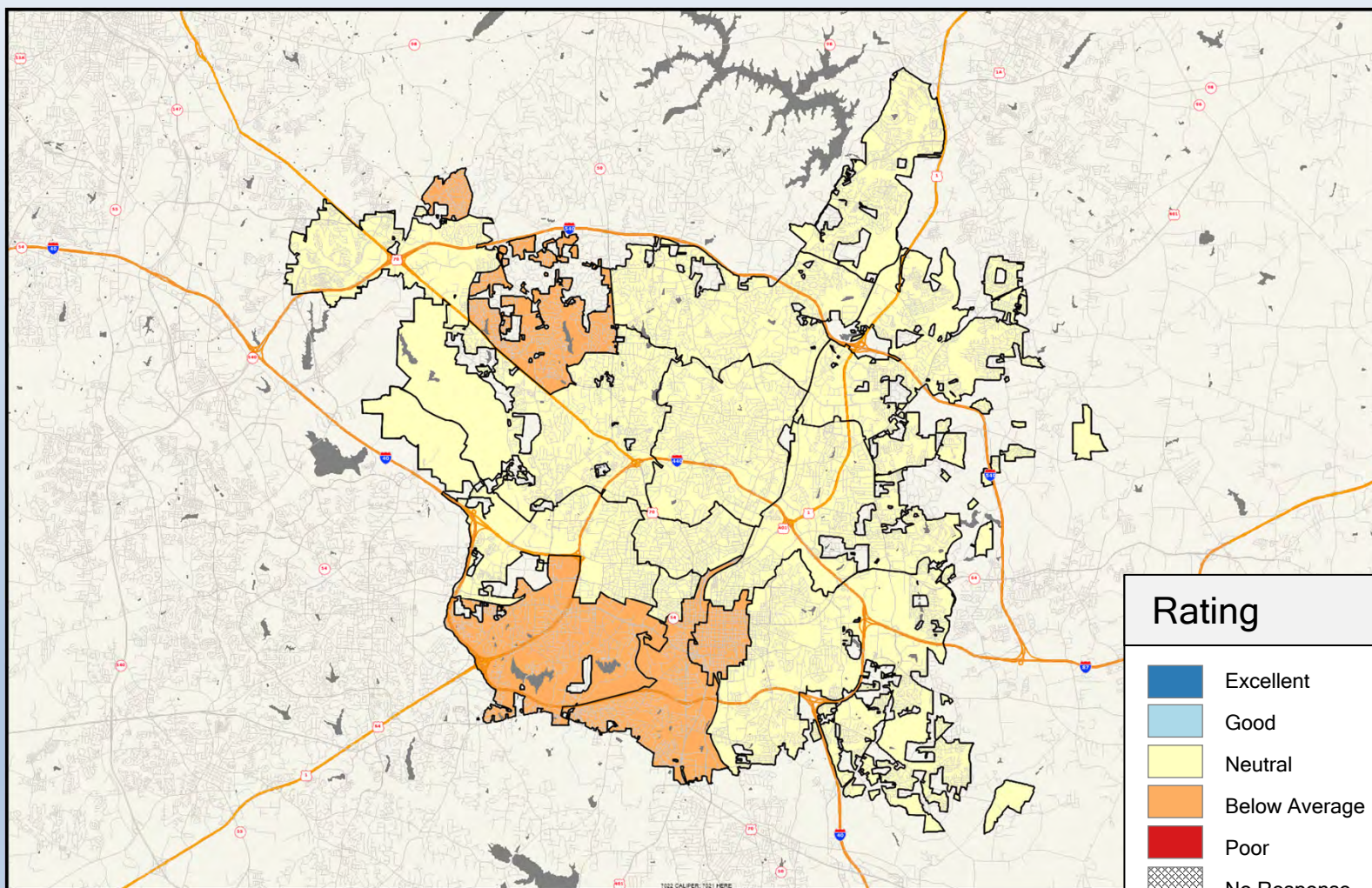
## Page 102



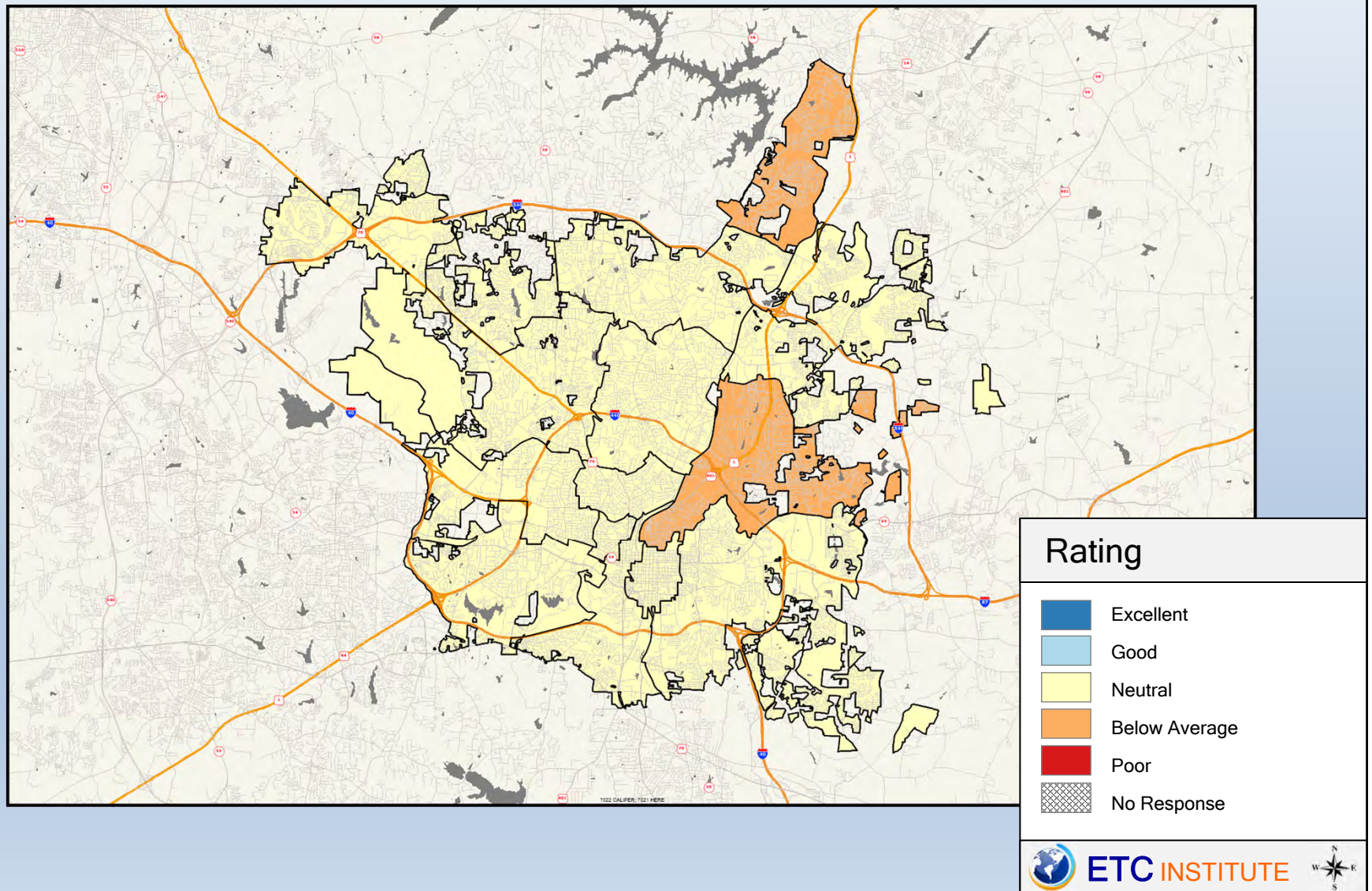
# Q16-17. Cleanliness of GoRaleigh bus stops and terminals



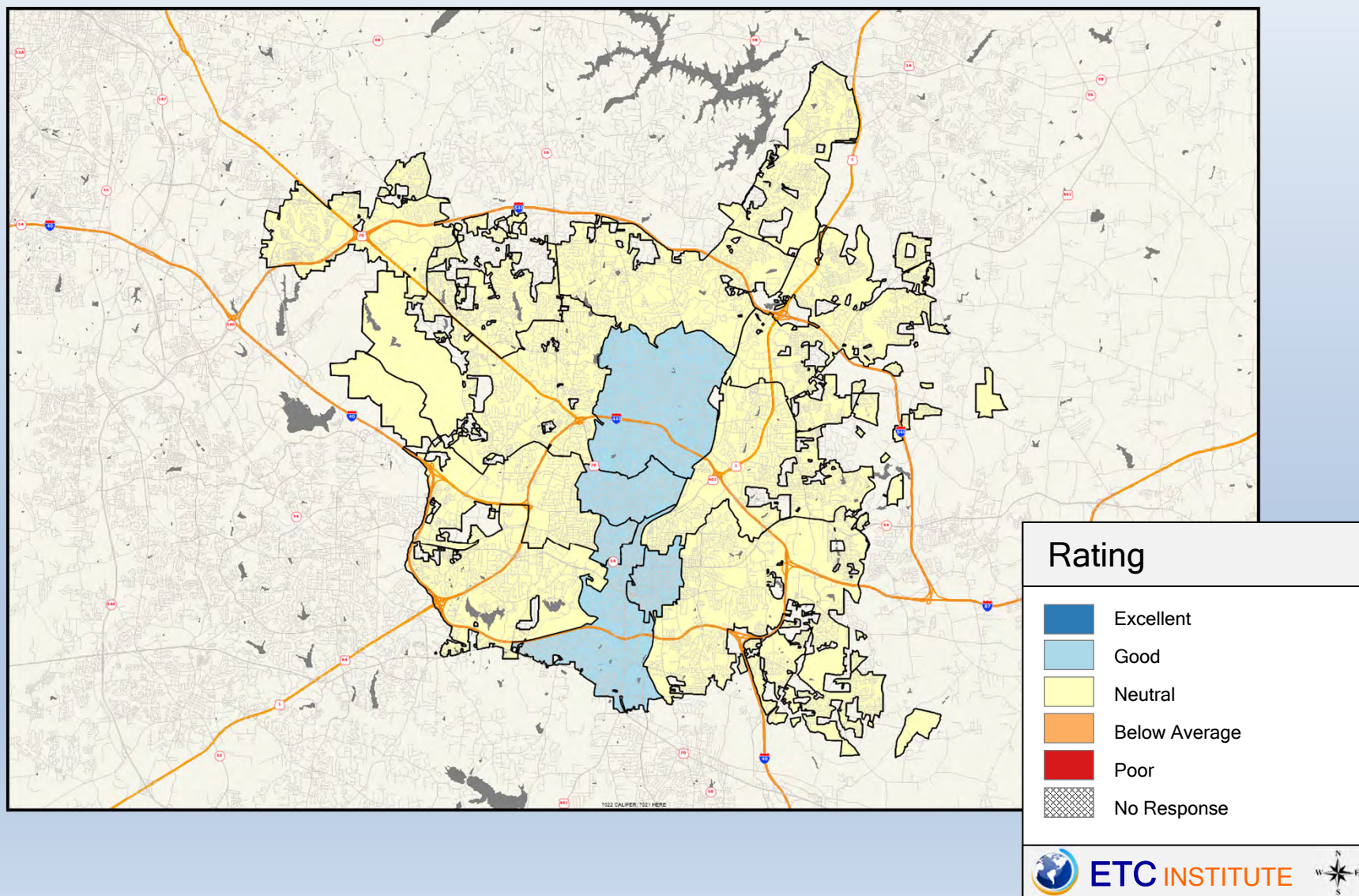
## Q16-18. Availability of electric vehicle charging



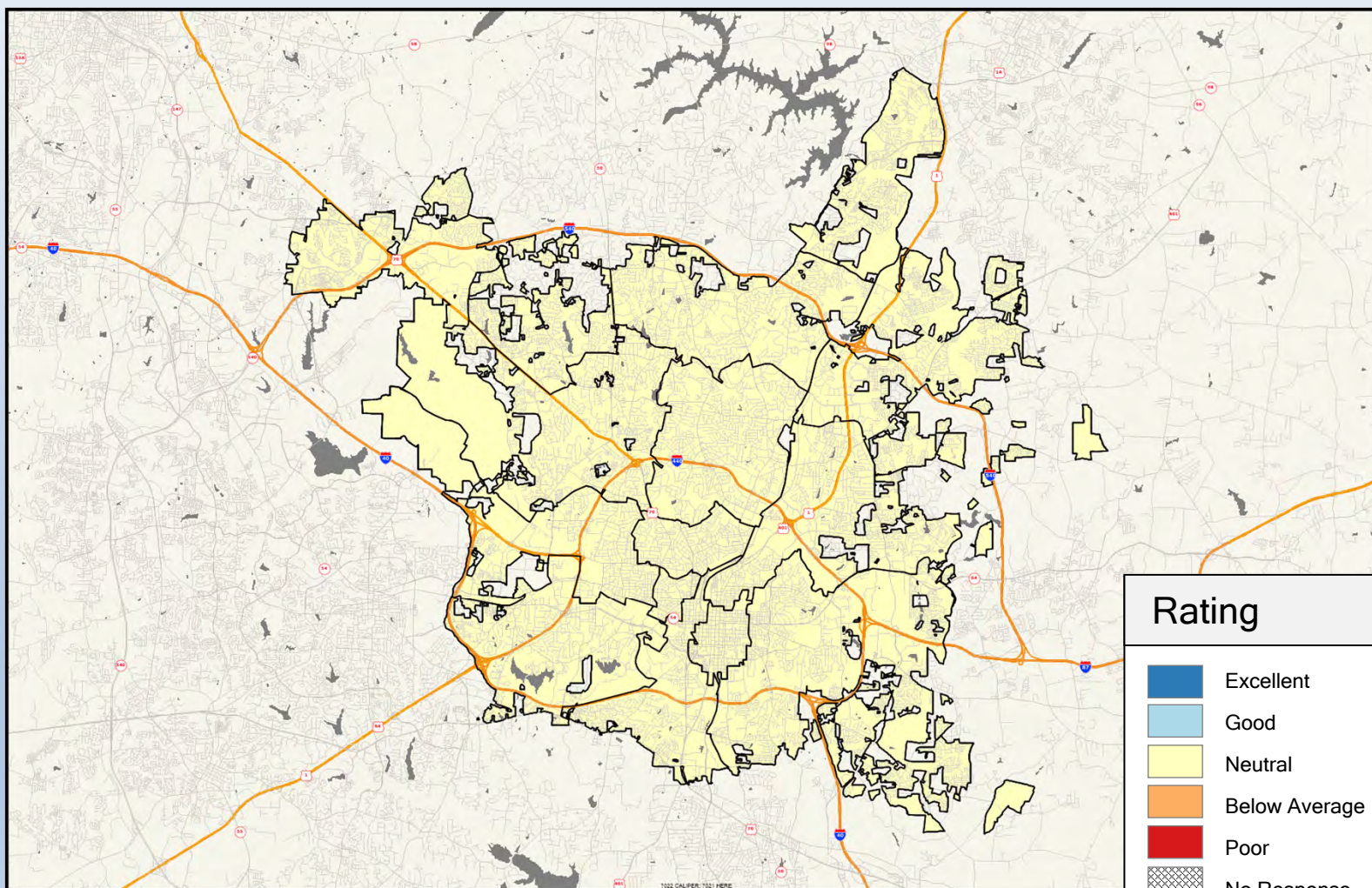
## Q16-19. The job the City of Raleigh does at providing instructions on how to use the GoRaleigh bus system



## Q16-20. Walking to places in Raleigh



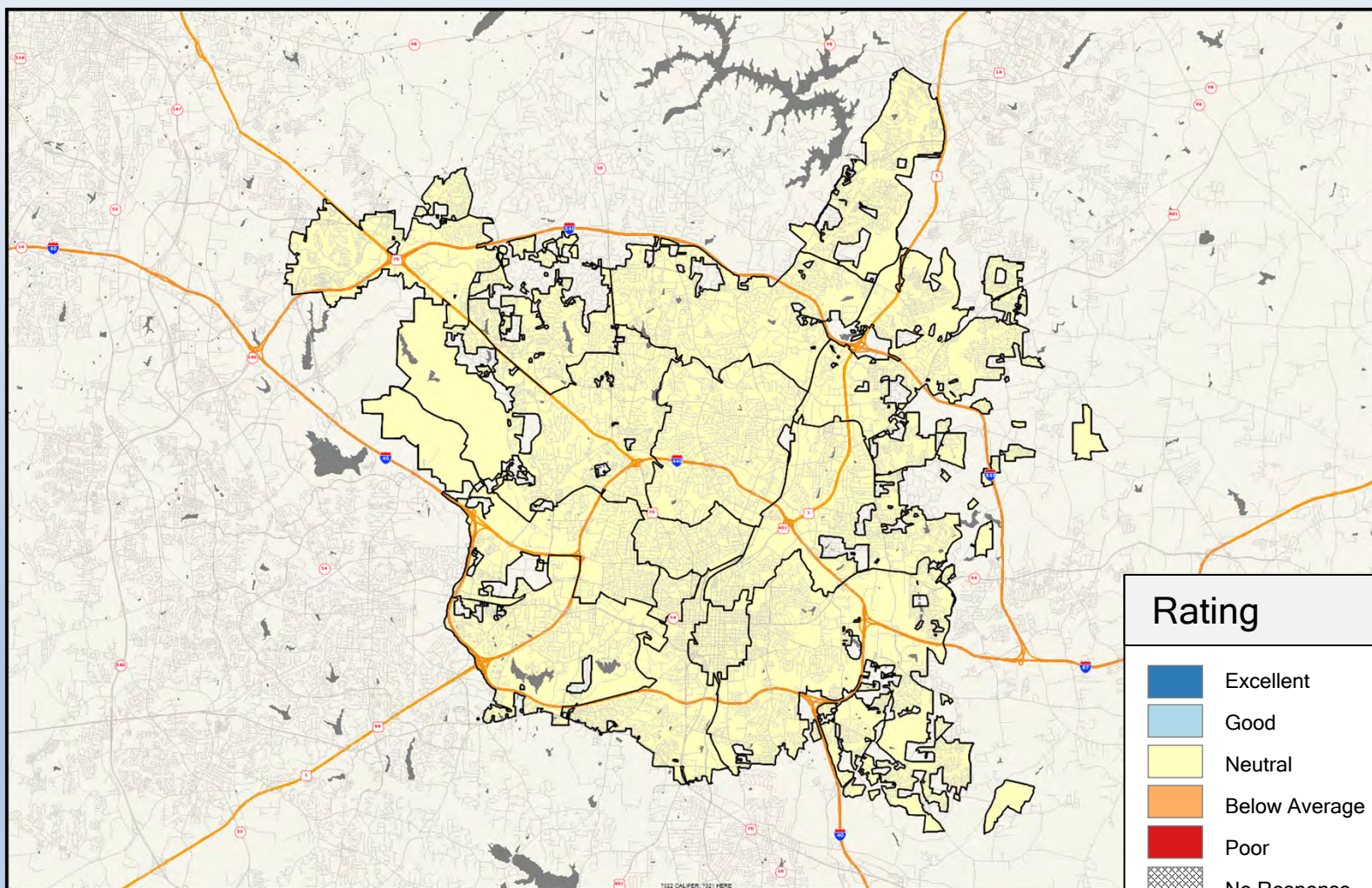
## Q16-21. Biking to places in Raleigh



### Rating



## Q16-22. Riding the GoRaleigh bus to places in Raleigh



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

