2017 Town of Apex Citizen Satisfaction Survey

Appendix A – GIS Maps

Submitted to the Town of Apex, North Carolina by:
ETC Institute
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66061

January 2018
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. 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 Survey Respondents

2017 Town of Apex Citizen Satisfaction Survey

ETC Institute (2017)
Q1-01 Satisfaction with overall quality of police, fire and ambulance services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1-02 Satisfaction with overall quality of Town parks and recreation programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q1-03 Satisfaction with overall quality of Town parks and recreation facilities

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Q1-04 Satisfaction with overall enforcement of Town codes and ordinances

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1-05 Satisfaction with overall quality of customer service from Town employees

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1-06 Satisfaction with overall effectiveness of Town communication with the public

**Citizen Satisfaction**
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

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

ETC Institute (2017)
Q1-07 Satisfaction with overall management of traffic

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1-08 Satisfaction with overall management and planning of growth/development

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
Q1-09 Satisfaction with overall maintenance of Town streets and sidewalks

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-01 Satisfaction with overall quality of services provided by the Town

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-02 Satisfaction with overall value received for Town tax dollars

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-03 Satisfaction with overall image of the Town

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
Q3-04 Satisfaction with overall quality of life in the Town

2017 Town of Apex Citizen Satisfaction Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
Q3-05 Satisfaction with overall quality of utility services provided by the Town

![Citizen Satisfaction Map]

**Citizen Satisfaction**
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q4-01 Ratings of the Town as a place to live

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-02 Ratings of the Town as a place to raise children

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
Q4-03 Ratings of the Town as a place to work

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC INSTITUTE
Q4-04 Ratings of the Town as a place to buy next home

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
### Q4-05 Ratings of the Town as a place to call home

<table>
<thead>
<tr>
<th>Perception</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Poor</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Below Average</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Good</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Excellent</td>
</tr>
</tbody>
</table>

**ETC Institute (2017)**

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-06 Ratings of the Town as a place that offers high quality education

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5-01 Satisfaction with overall quality of leadership provided by Town elected officials

2017 Town of Apex Citizen Satisfaction Survey

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

ETC Institute (2017)
Q5-02 Satisfaction with overall accessibility and responsiveness of Town leaders

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q5-03 Satisfaction with overall effectiveness of the Town manager and appointed staff

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q5-04 Satisfaction with overall availability of opportunities for citizens to provide input

2017 Town of Apex Citizen Satisfaction Survey

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

ETC Institute (2017)
Q6-01 Feeling of safety in neighborhoods during the day

Feeling of Safety
Mean rating on a 5-point scale

1.0-1.8 Very Unsafe
1.8-2.6 Unsafe
2.6-3.4 Neutral
3.4-4.2 Safe
4.2-5.0 Very Safe
No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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ETC Institute (2017)
Q6-02 Feeling of safety in neighborhoods at night

2017 Town of Apex Citizen Satisfaction Survey

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

Feeling of Safety
Mean rating on a 5-point scale

1.0-1.8 Very Unsafe
1.8-2.6 Unsafe
2.6-3.4 Neutral
3.4-4.2 Safe
4.2-5.0 Very Safe
No Response

2017 Town of Apex Citizen Satisfaction Survey

ETC Institute (2017)
Q6-03 Feeling of safety in Town parks and recreation facilities

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

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

2017 Town of Apex Citizen Satisfaction Survey

ETC Institute (2017)
Q6-04 Overall feeling of safety in Apex

Feeling of Safety
Mean rating on a 5-point scale

1.0-1.8 Very Unsafe
1.8-2.6 Unsafe
2.6-3.4 Neutral
3.4-4.2 Safe
4.2-5.0 Very Safe
No Response

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

ETC Institute (2017)
Q7-01 Satisfaction with overall competency of the Apex Police Department

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-02 Satisfaction with how quickly police respond to emergencies

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-03 Satisfaction with the visibility of police in neighborhoods
Q7-04 Satisfaction with the visibility of police in retail areas

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-05 Satisfaction with the Town’s efforts to prevent crime

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q7-06 Satisfaction with enforcement of traffic laws

2017 Town of Apex Citizen Satisfaction Survey

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

2017 Town of Apex Citizen Satisfaction Survey

ETC Institute (2017)
Q7-07 Satisfaction with overall competency of the Apex Fire Department

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-08 Satisfaction with how quickly the fire department responds to emergencies

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Q7-09 Satisfaction with fire prevention/safety education programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q7-10 Satisfaction with the Town’s efforts to prevent fires

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q7-11 Satisfaction with the fire department’s visibility in the community

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-12 Satisfaction with overall competence of Apex EMS

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

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

ETC Institute (2017)
Q7-13 Satisfaction with how quickly EMS personnel respond to emergencies

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Q13-01 Satisfaction with overall maintenance of Town streets

2017 Town of Apex Citizen Satisfaction Survey

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

ETC Institute (2017)
Q13-02 Satisfaction with maintenance of sidewalks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Q13-03 Satisfaction with maintenance of traffic signals

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q13-04 Satisfaction with maintenance of street signs

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q13-05 Satisfaction with adequacy of street lighting

2017 Town of Apex Citizen Satisfaction Survey

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

ETC Institute (2017)
Q13-06 Satisfaction with maintenance and preservation of downtown Apex

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q13-07 Satisfaction with snow removal on Town streets

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q13-08 Satisfaction with mowing/trimming along Town streets and other public areas

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q13-09 Satisfaction with overall cleanliness of Town streets and other public areas

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q13-10 Satisfaction with Town efforts to manage stormwater

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q15-01 Satisfaction with ease of travel from home to schools and/or work

2017 Town of Apex Citizen Satisfaction Survey

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

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ETC Institute (2017)
Q15-02 Satisfaction with availability of public transportation

2017 Town of Apex Citizen Satisfaction Survey

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
Q15-03 Satisfaction with availability of bicycle lanes

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q15-04 Satisfaction with availability of pedestrian walkways

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q15-05 Satisfaction with availability of parking in residential areas

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q15-06 Satisfaction with availability of parking in business district

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q16-01 Satisfaction with quality of residential trash collection services

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

2017 Town of Apex Citizen Satisfaction Survey

ETC Institute (2017)
Q16-02 Satisfaction with quality of recycling collection services

2017 Town of Apex Citizen Satisfaction Survey

ETC Institute (2017)
Q16-03 Satisfaction with quality of yard waste collection services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17-01 Satisfaction with enforcing the clean-up of debris on private property

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17-02 Satisfaction with enforcing mowing/cutting of weeds on private property

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q17-03 Satisfaction with enforcing exterior maintenance of residential property

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

Citizen Satisfaction
Mean rating on a 5-point scale

<table>
<thead>
<tr>
<th>Rating Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Dissatisfied</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Satisfied</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>No Response</td>
<td></td>
</tr>
</tbody>
</table>

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17-04 Satisfaction with enforcing exterior maintenance of business property

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17-05 Satisfaction with enforcing sign regulations

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q18-01 Satisfaction with standards and quality of development

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q18-02 Satisfaction with overall planning and development process

2017 Town of Apex Citizen Satisfaction Survey

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

ETC INSTITUTE

2017 Town of Apex Citizen Satisfaction Survey

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

ETC Institute (2017)
Q18-03 Satisfaction with thoroughness of staff’s technical review of development applications

2017 Town of Apex Citizen Satisfaction Survey

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

ETC INSTITUTE

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q18-04 Satisfaction with Planning Board decision process

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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

ETC Institute (2017)
Q18-05 Satisfaction with Town Council decision process

<table>
<thead>
<tr>
<th>Citizen Satisfaction</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Dissatisfied</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Satisfied</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>No Response</td>
<td></td>
</tr>
</tbody>
</table>

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
Q18-06 Satisfaction with access to information about current/proposed projects

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q18-07 Satisfaction with ability to participate in development process as a citizen

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

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

ETC Institute (2017)
Q20-01 Satisfaction with maintenance of Town parks

2017 Town of Apex Citizen Satisfaction Survey

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

ETC INSTITUTE

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q20-02 Satisfaction with number of walking and biking trails

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20-03 Satisfaction with quality of outdoor athletic fields

2017 Town of Apex Citizen Satisfaction Survey

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

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE
Q20-04 Satisfaction with availability of information about Town parks and recreation programs

2017 Town of Apex Citizen Satisfaction Survey

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

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
Q20-05 Satisfaction with the Town’s youth programs

2017 Town of Apex Citizen Satisfaction Survey

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20-06 Satisfaction with the Town’s adult programs

2017 Town of Apex Citizen Satisfaction Survey

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

ETC INSTITUTE

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
Q20-07 Satisfaction with the Town’s senior (55+) programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC Institute

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q20-08 Satisfaction with the Town’s special populations programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC Institute (2017)
Q20-09 Satisfaction with special events

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20-10 Satisfaction with ease of registering for programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

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

ETC Institute (2017)
Q20-11 Satisfaction with fees charged for recreation programs

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q24-01 Frequency that Town employees were courteous and polite

Frequency
Mean rating on a 5-point scale

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Sometimes
- 3.4-4.2 Usually
- 4.2-5.0 Always
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC INSTITUTE

ETC Institute (2017)
Q24-02 Frequency that Town employees gave prompt, accurate, and complete answers to questions

Frequency
Mean rating on a 5-point scale

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Sometimes
- 3.4-4.2 Usually
- 4.2-5.0 Always
- No Response

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

ETC INSTITUTE

ETC Institute (2017)
Q24-03 Frequency that Town employees did what they said they would do in a timely manner

Frequency
Mean rating on a 5-point scale

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Sometimes
- 3.4-4.2 Usually
- 4.2-5.0 Always
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q24-04 Frequency that Town employees helped resolve an issue

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Never</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Seldom</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Sometimes</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Usually</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Always</td>
</tr>
<tr>
<td></td>
<td>No Response</td>
</tr>
</tbody>
</table>

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25-01 How often residents use the Town’s website (www.apexnc.org)

Usage
Mean rating on a 5-point scale

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Neutral
- 3.4-4.2 Occasionally
- 4.2-5.0 Often
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25-01 Effectiveness of the Town’s website ([www.apexnc.org](http://www.apexnc.org))

<table>
<thead>
<tr>
<th>Effectiveness</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Very Ineffective</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Ineffective</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Effective</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Effective</td>
</tr>
<tr>
<td></td>
<td>No Response</td>
</tr>
</tbody>
</table>

2017 Town of Apex Citizen Satisfaction Survey

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

ETC Institute (2017)
Q25-02 How often residents read utility bill inserts

Usage
Mean rating on a 5-point scale

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Never</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Seldom</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Occasionally</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Often</td>
</tr>
<tr>
<td></td>
<td>No Response</td>
</tr>
</tbody>
</table>

Shading reflects the mean rating for all respondents by CBG (merged as needed).
Q25-02 Effectiveness of utility bill inserts

Effectiveness
Mean rating on a 5-point scale

1.0-1.8 Very Ineffective
1.8-2.6 Ineffective
2.6-3.4 Neutral
3.4-4.2 Effective
4.2-5.0 Very Effective
No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q25-03 How often residents read Parks and Recreation guide

Usage
Mean rating on a 5-point scale

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Neutral
- 3.4-4.2 Occasionally
- 4.2-5.0 Often
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25-03 Effectiveness of Parks and Recreation guide

Effectiveness
Mean rating on a 5-point scale

- 1.0-1.8 Very Ineffective
- 1.8-2.6 Ineffective
- 2.6-3.4 Neutral
- 3.4-4.2 Effective
- 4.2-5.0 Very Effective
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2017)
Q25-04 How often residents read emails from the Town

Usage
Mean rating on a 5-point scale

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Neutral
- 3.4-4.2 Occasionally
- 4.2-5.0 Often
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25-04 Effectiveness of emails from the Town

Effectiveness
Mean rating on a 5-point scale

- 1.0-1.8 Very Ineffective
- 1.8-2.6 Ineffective
- 2.6-3.4 Neutral
- 3.4-4.2 Effective
- 4.2-5.0 Very Effective
- No Response

2017 Town of Apex Citizen Satisfaction Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25-05 How often residents use the Town’s Facebook accounts

<table>
<thead>
<tr>
<th>Usage</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8 Never</td>
<td></td>
</tr>
<tr>
<td>1.8-2.6 Seldom</td>
<td></td>
</tr>
<tr>
<td>2.6-3.4 Neutral</td>
<td></td>
</tr>
<tr>
<td>3.4-4.2 Occasionally</td>
<td></td>
</tr>
<tr>
<td>4.2-5.0 Often</td>
<td></td>
</tr>
<tr>
<td>No Response</td>
<td></td>
</tr>
</tbody>
</table>

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
Q25-05 Effectiveness of the Town’s Facebook accounts

Effectiveness
Mean rating on a 5-point scale

- 1.0-1.8 Very Ineffective
- 1.8-2.6 Ineffective
- 2.6-3.4 Neutral
- 3.4-4.2 Effective
- 4.2-5.0 Very Effective
- No Response

2017 Town of Apex Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25-06 How often residents use the Town’s Twitter accounts

Usage
Mean rating on a 5-point scale

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Neutral
- 3.4-4.2 Occasionally
- 4.2-5.0 Often
- No Response

ETC Institute (2017)
Q25-06 Effectiveness of the Town’s Twitter accounts

**Effectiveness**
Mean rating on a 5-point scale

- 1.0-1.8 Very Ineffective
- 1.8-2.6 Ineffective
- 2.6-3.4 Neutral
- 3.4-4.2 Effective
- 4.2-5.0 Very Effective
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

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

ETC INSTITUTE
Q25-07 How often residents use the Town’s Nextdoor account

Usage
Mean rating on a 5-point scale

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Neutral
- 3.4-4.2 Occasionally
- 4.2-5.0 Often
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25-07 Effectiveness of the Town’s Nextdoor account

2017 Town of Apex Citizen Satisfaction Survey

ETC Institute (2017)
Q25-08 How often residents use the Town’s mobile apps

Usage
Mean rating on a 5-point scale
- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Neutral
- 3.4-4.2 Occasionally
- 4.2-5.0 Often
- No Response

2017 Town of Apex Citizen Satisfaction Survey: Appendix A - GIS Maps

ETC Institute (2017)
**Q25-08 Effectiveness of the Town’s mobile apps**

**Effectiveness**
Mean rating on a 5-point scale

- **1.0-1.8 Very Ineffective**
- **1.8-2.6 Ineffective**
- **2.6-3.4 Neutral**
- **3.4-4.2 Effective**
- **4.2-5.0 Very Effective**
- **No Response**

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

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2017 Town of Apex Citizen Satisfaction Survey

ETC Institute (2017)