

2017 CITIZEN SATISFACTION SURVEY



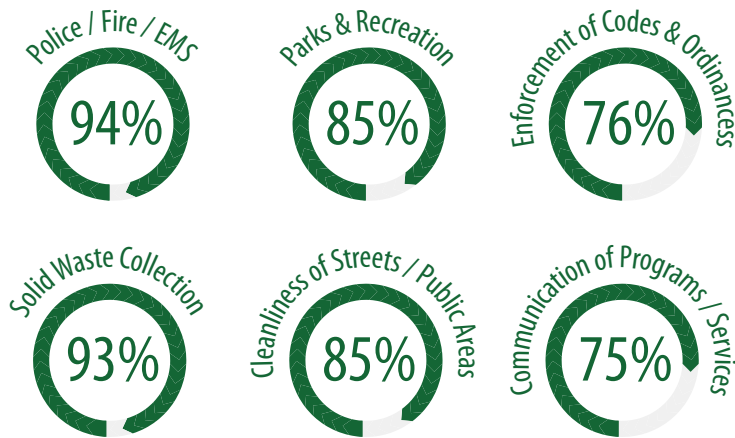
How Does Apex Rank?

All percentages represent a rating of 4 or 5, out of a 5-point scale



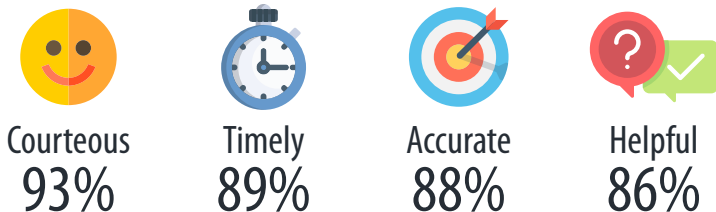
Town Programs & Services

All percentages represent a rating of 4 or 5, out of a 5-point scale



Customer Service

Apex residents found Town Employees to be...



Purpose

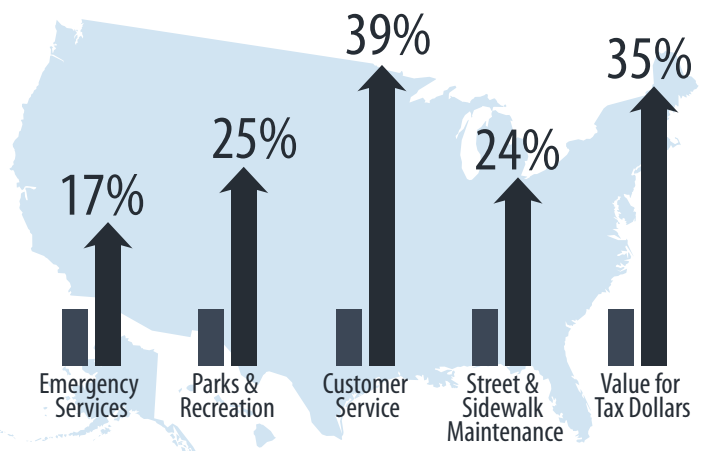
- Objectively assess resident satisfaction with the delivery of Town services
- Help determine community's priorities
- Set baseline for future surveys
- Compare our performance with other towns regionally and nationally

Methodology

- Sample size: 4,000
- Number received: 554 (needed 400 to be statistically valid)
- Demographics of survey respondents accurately reflects the actual population of the town

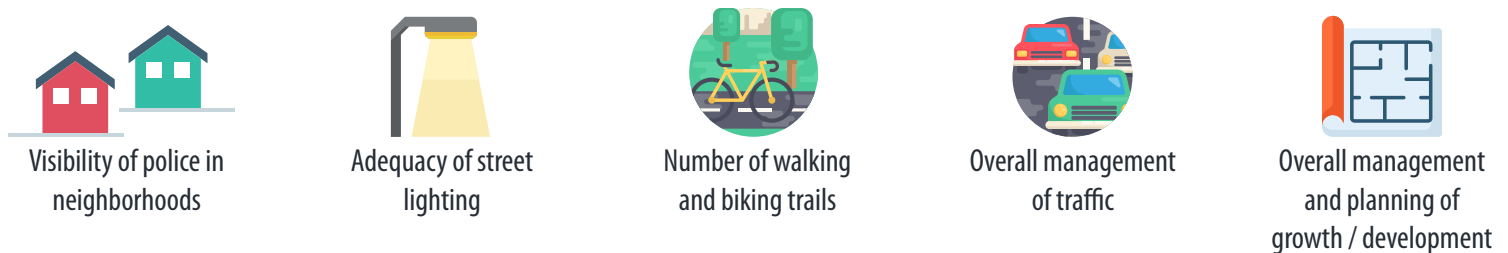
National Comparison

Apex rated above the U.S. average in 53 of the 55 compared categories



Areas to Watch

Apex residents identified these as major services that should receive the most emphasis over the next two years.



View the full report at: www.apexnc.org/citizensurvey