2017 CITIZEN SATISFACTION SURVEY

How Does Apex Rank?

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

Place to Live: 95%
Overall Quality of Life: 89%
Value Received for Tax Dollars: 74%

Town Programs & Services

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

Police / Fire / EMS: 94%
Parks & Recreation: 85%
Enforcement of Codes & Ordinances: 76%
Solid Waste Collection: 93%
Cleanliness of Streets / Public Areas: 85%
Communication of Programs / Services: 75%

Customer Service

Apex residents found Town Employees to be...

Courteous: 93%
Timely: 89%
Accurate: 88%
Helpful: 86%

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

Value for Tax Dollars: 35%
Street & Sidewalk Maintenance: 24%
Customer Service: 39%
Parks & Recreation: 25%
Emergency Services: 17%

Areas to Watch

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

Visibility of police in neighborhoods
Adequacy of street lighting
Number of walking and biking trails
Overall management of traffic
Overall management and planning of growth / development

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