

City of Fayetteville Resident Survey

GIS Maps

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2018

Submitted to the City of Fayetteville, North Carolina

By:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

July 2018



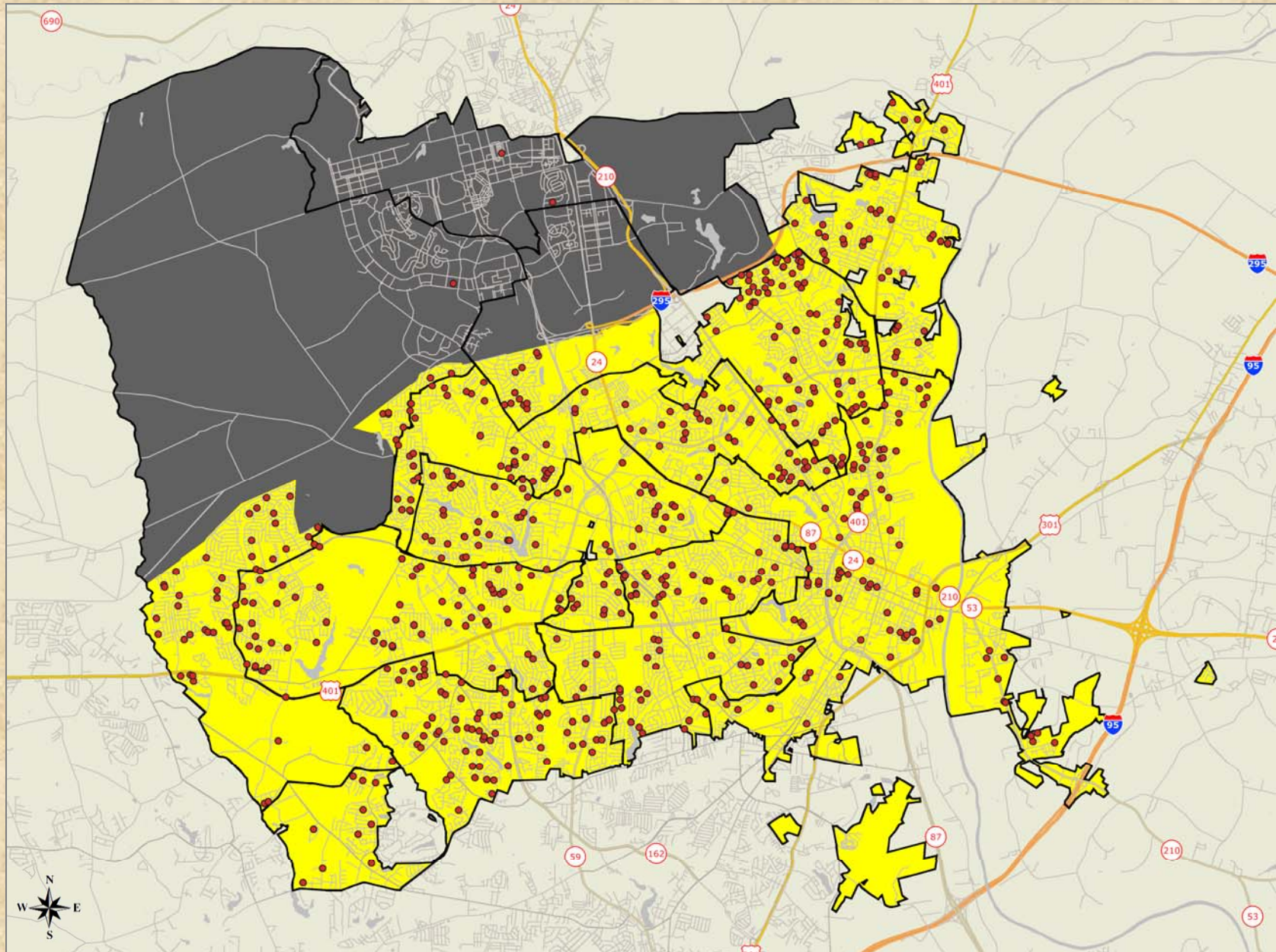
Interpreting GIS Maps Fayetteville, North Carolina

The maps on the following pages show the mean ratings for several questions on the survey by county.

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

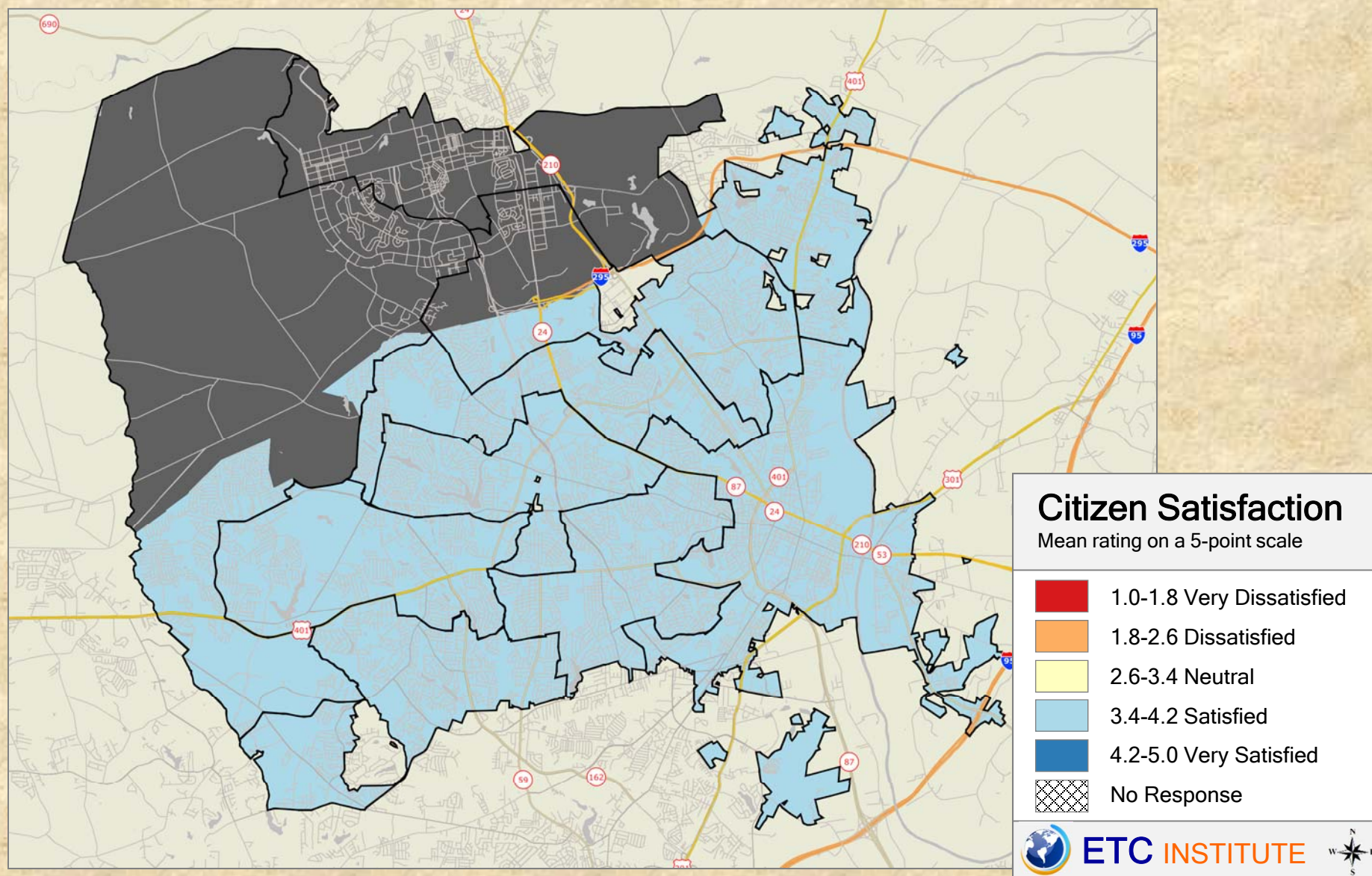
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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



2018 City of Fayetteville Resident Survey

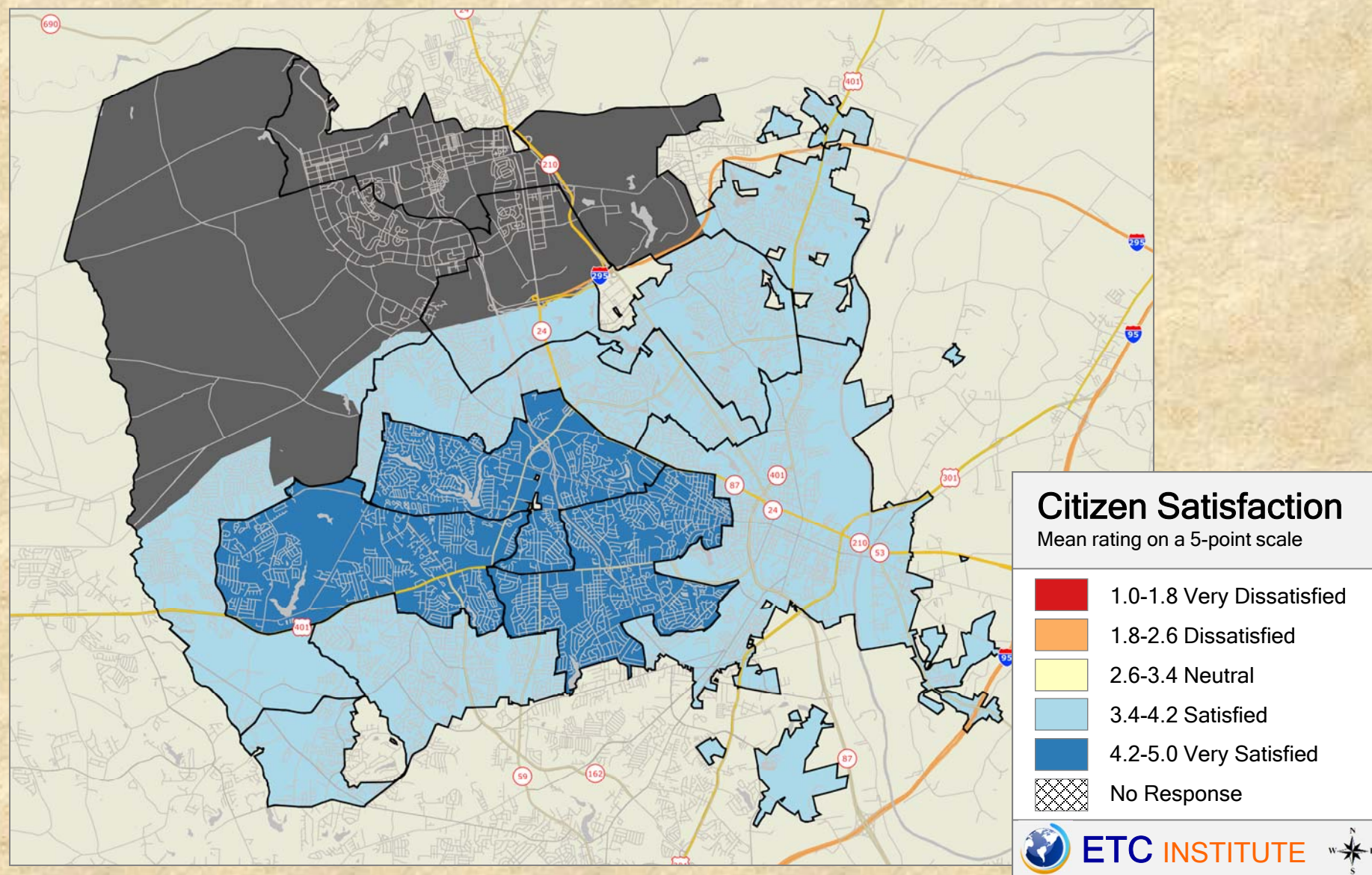
Q1. 1 Satisfaction with: Overall quality of police protection



2018 City of Fayetteville Resident Survey

Shading reflects the mean rating for all respondents by Council District

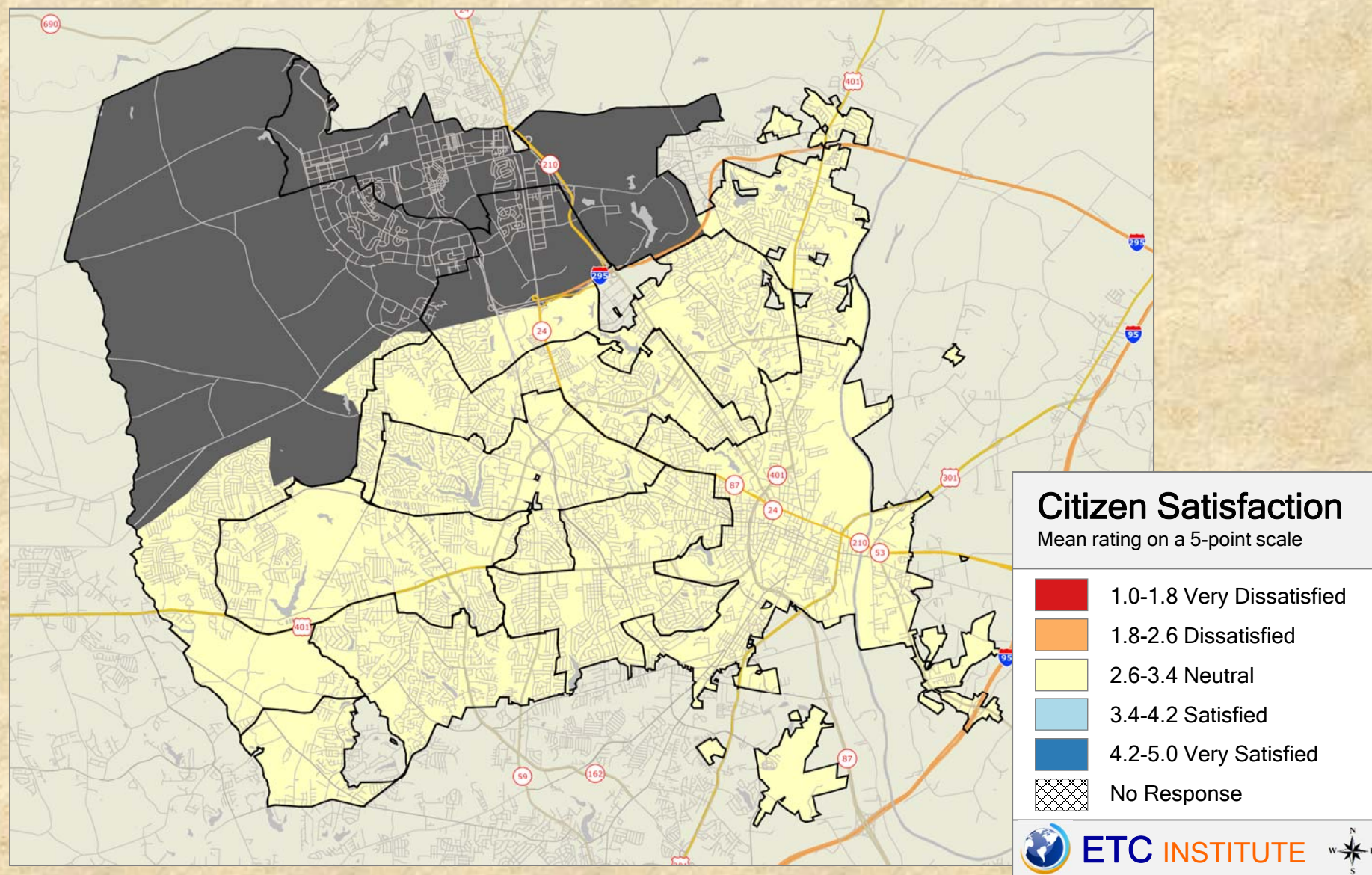
Q1. 2 Satisfaction with: Overall quality of fire protection and rescue services



2018 City of Fayetteville Resident Survey

Shading reflects the mean rating for all respondents by Council District

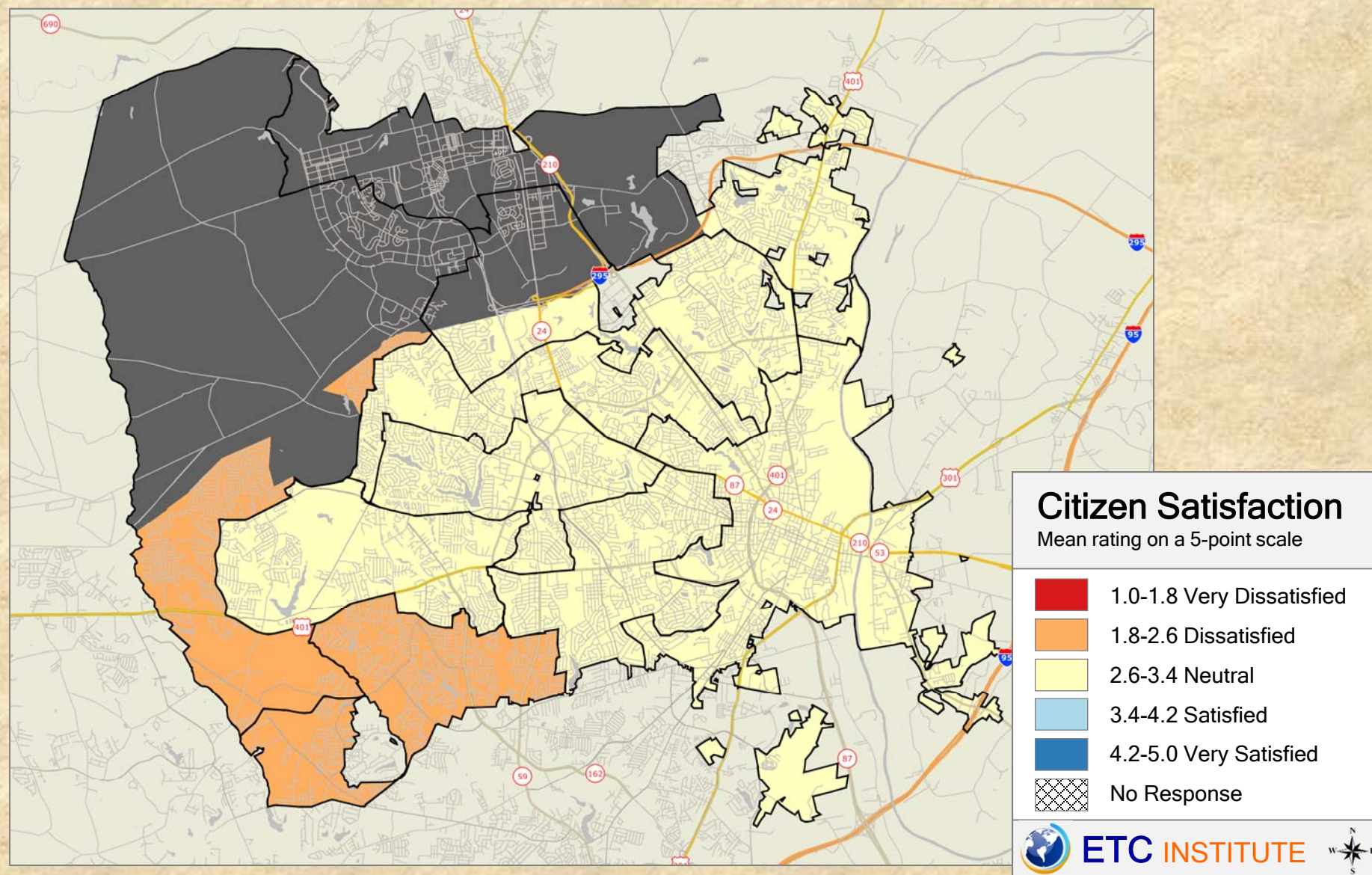
Q1. 3 Satisfaction with: Overall maintenance of city streets



2018 City of Fayetteville Resident Survey

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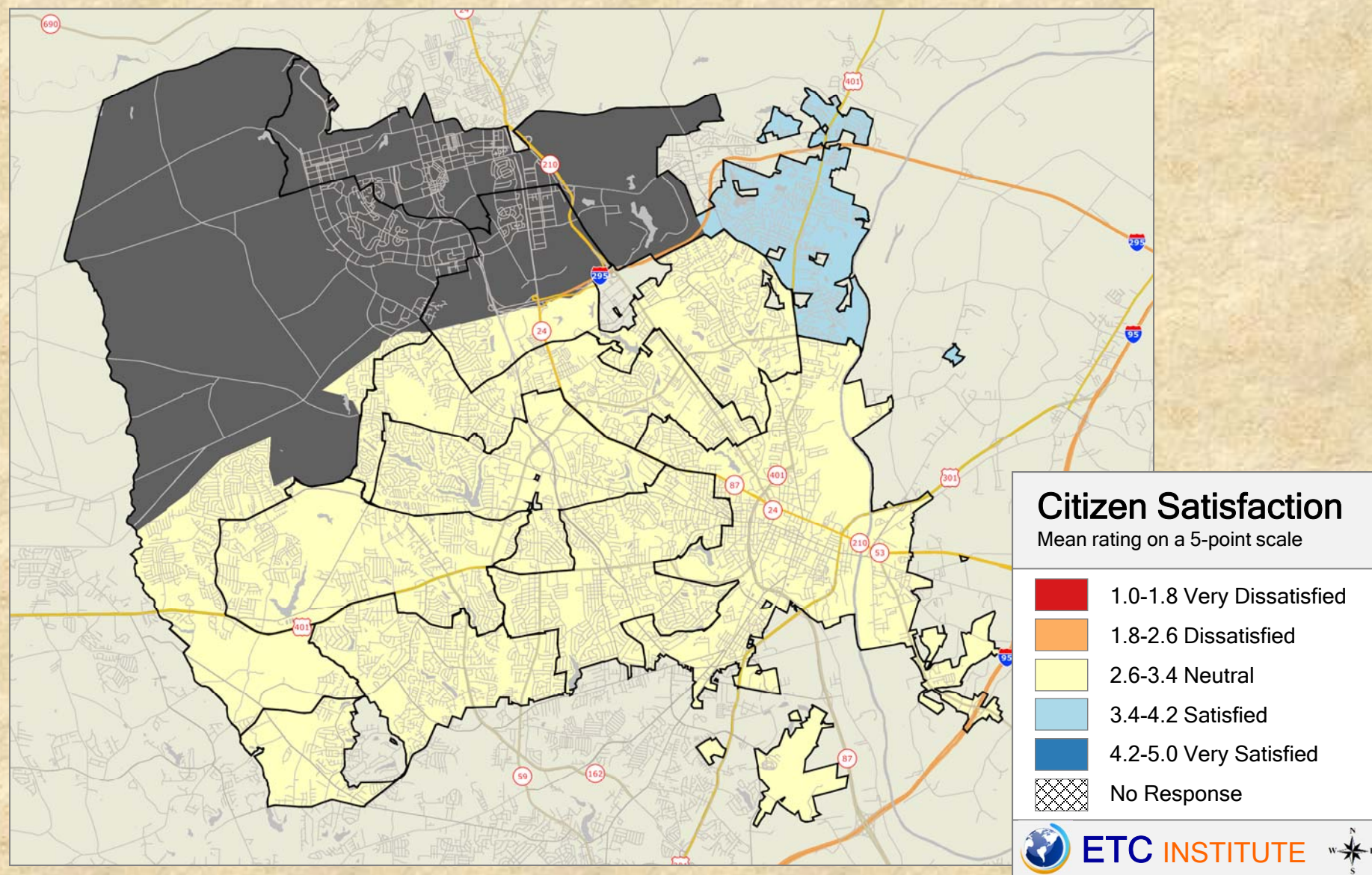
Q1. 4 Satisfaction with: Overall flow of traffic in the city



2018 City of Fayetteville Resident Survey

Shading reflects the mean rating for all respondents by Council District

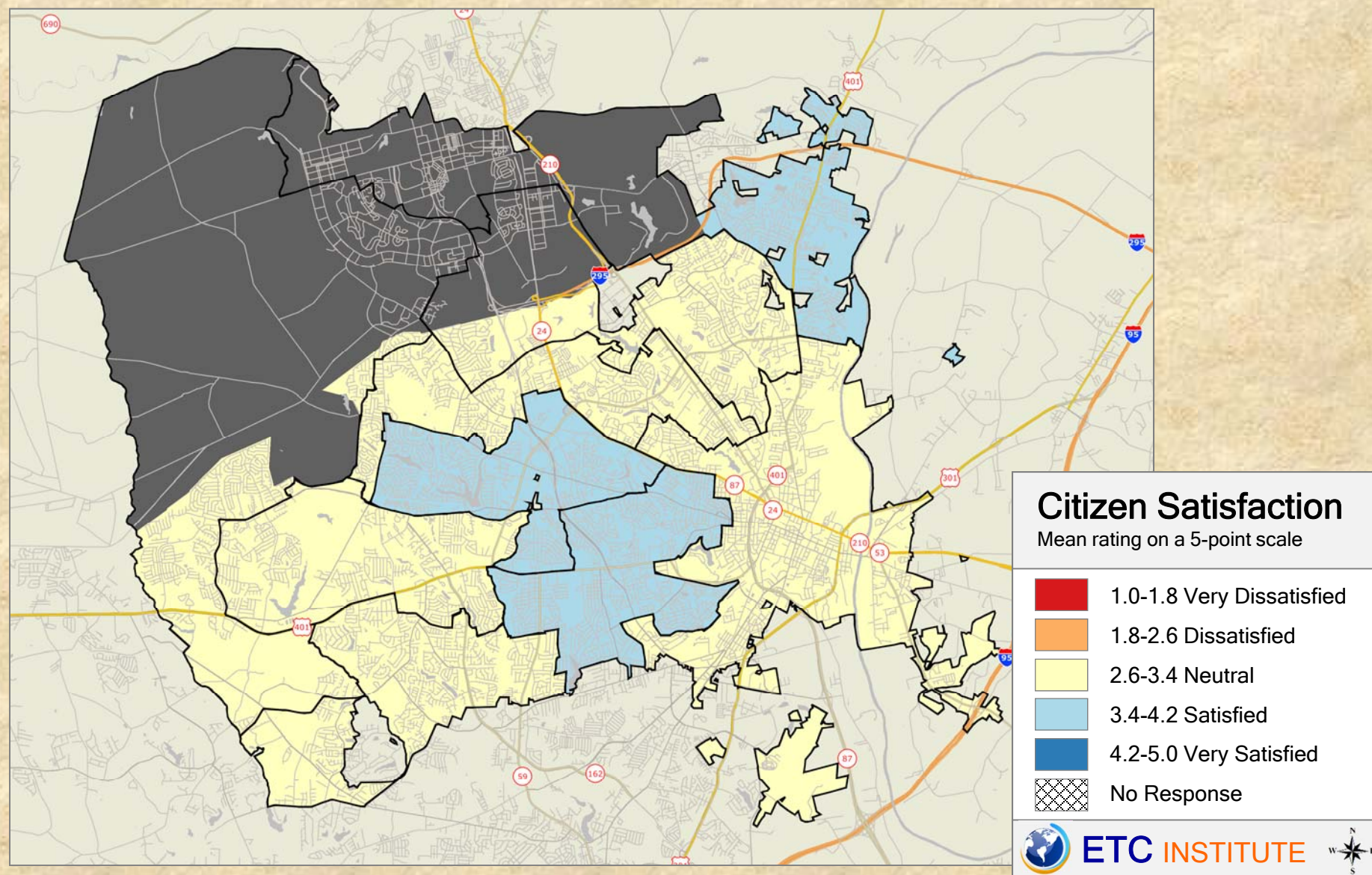
Q1. 5 Satisfaction with: Overall quality of the public transit system, the Fayetteville Area System of Transit (FAST)



2018 City of Fayetteville Resident Survey

Shading reflects the mean rating for all respondents by Council District

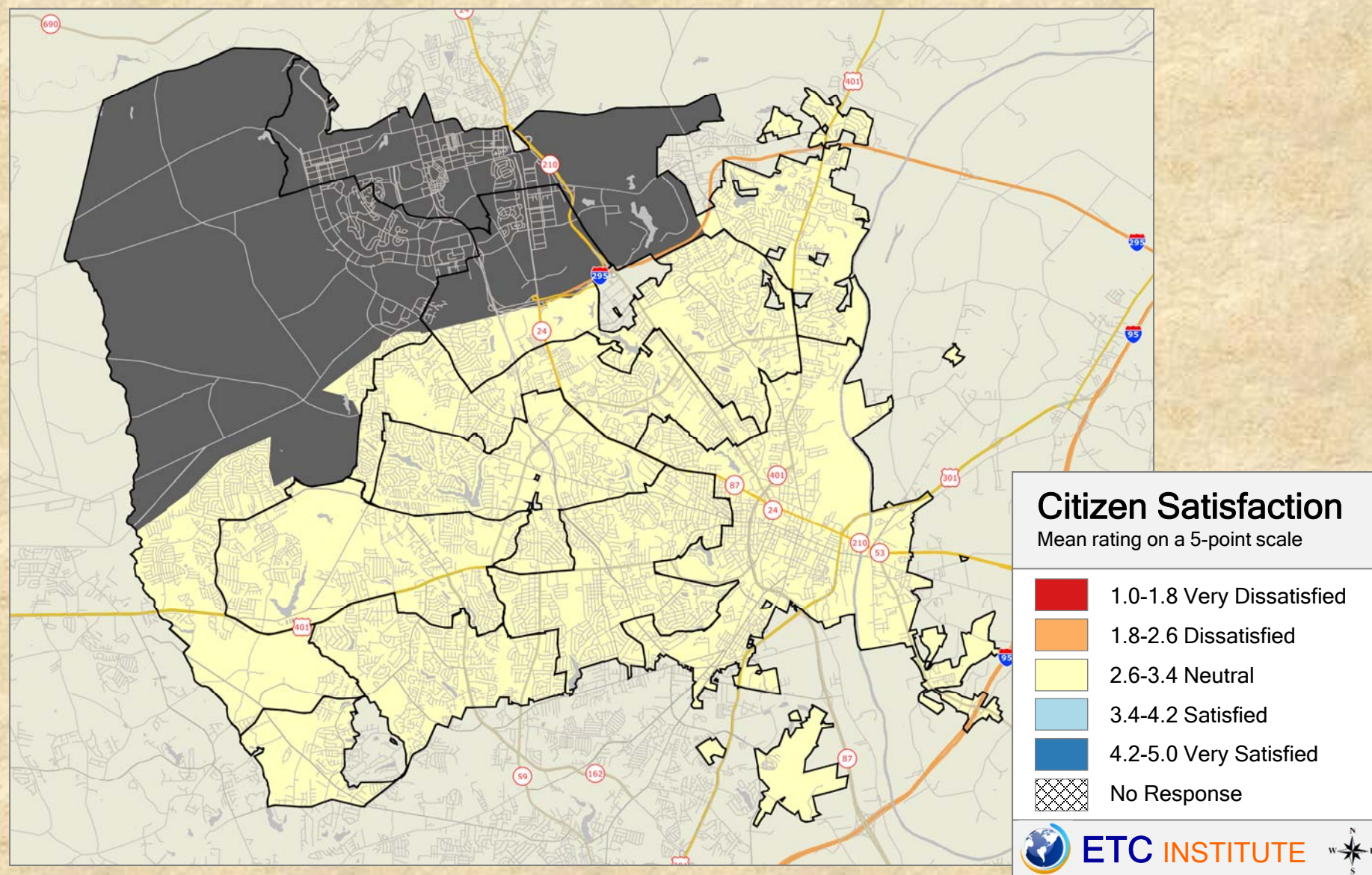
Q1. 6 Satisfaction with: Overall quality of water and sewer utilities



2018 City of Fayetteville Resident Survey

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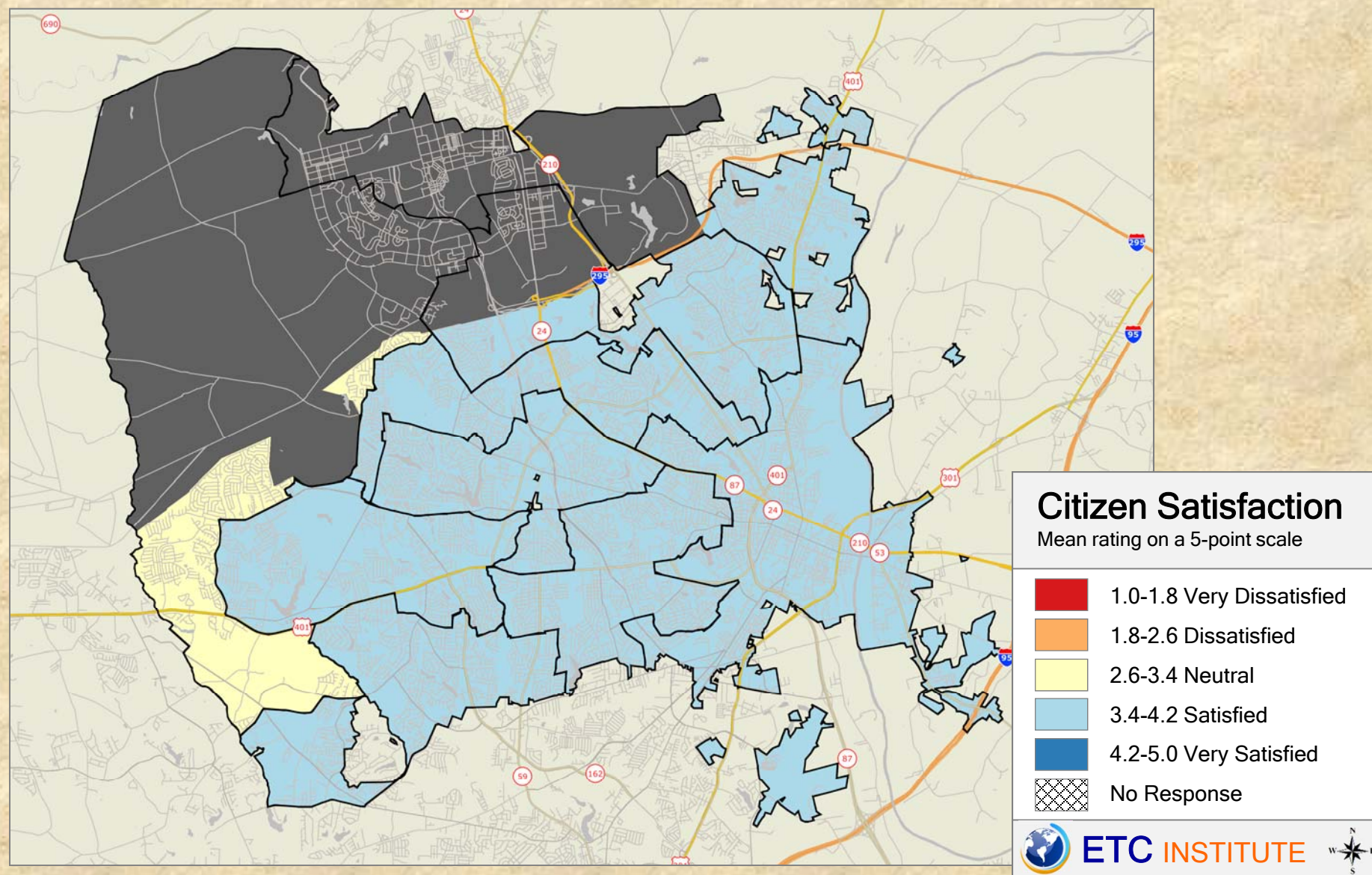
Q1. 7 Satisfaction with: Overall enforcement of codes and ordinances



2018 City of Fayetteville Resident Survey

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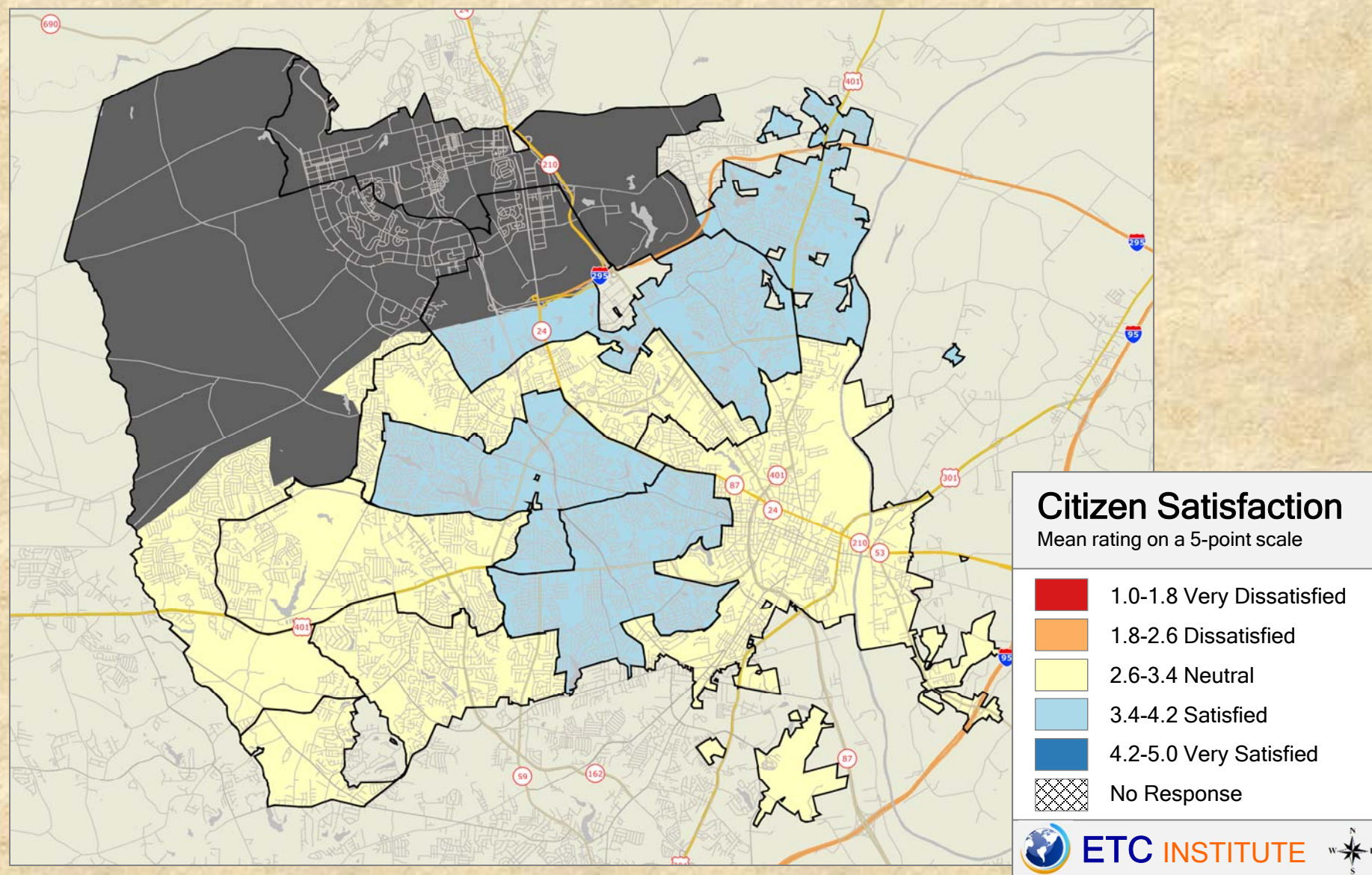
Q1. 8 Satisfaction with: Overall quality of customer service received from city employees



2018 City of Fayetteville Resident Survey

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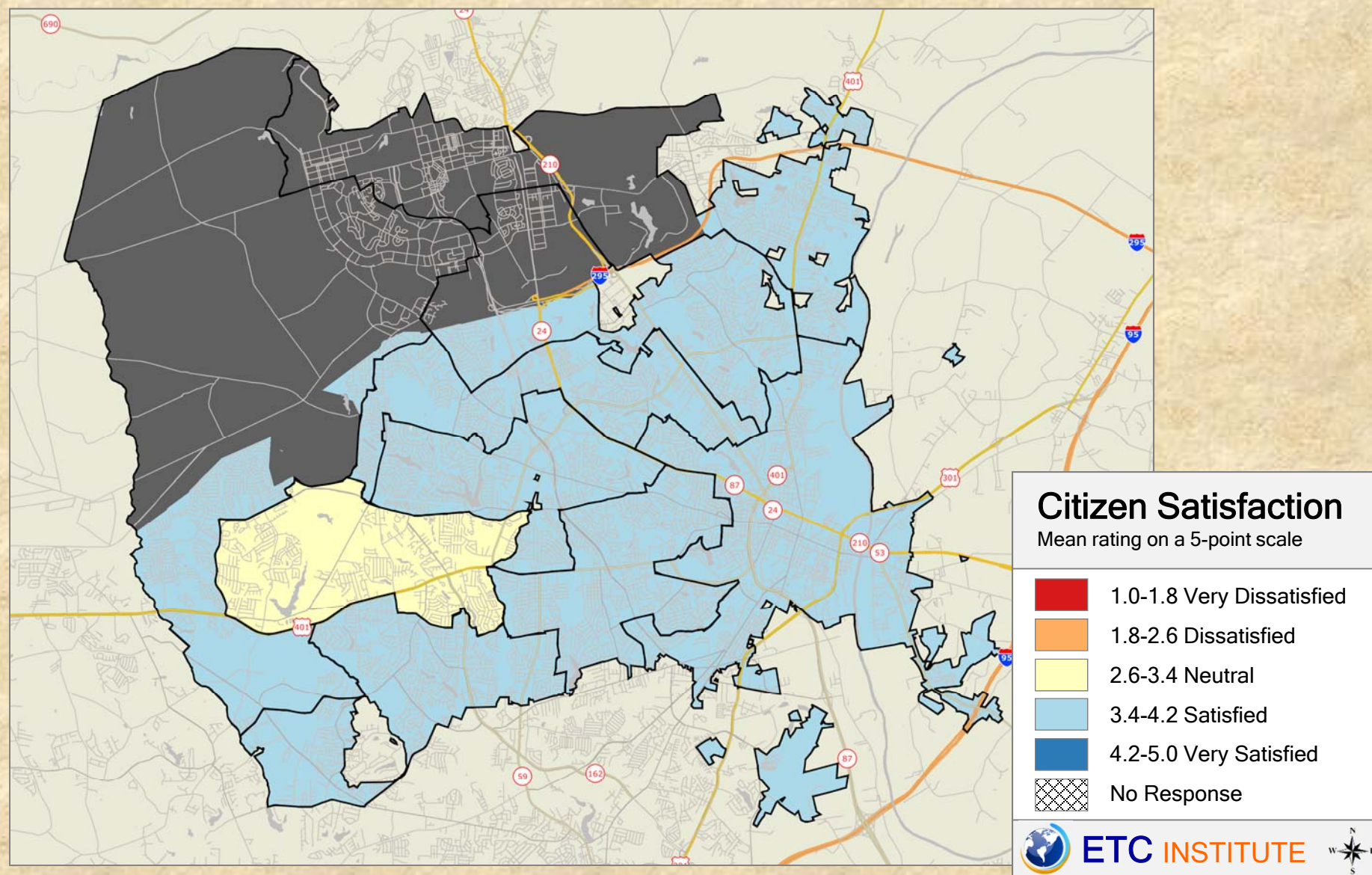
Q1. 9 Satisfaction with: Overall effectiveness of communication with the public



2018 City of Fayetteville Resident Survey

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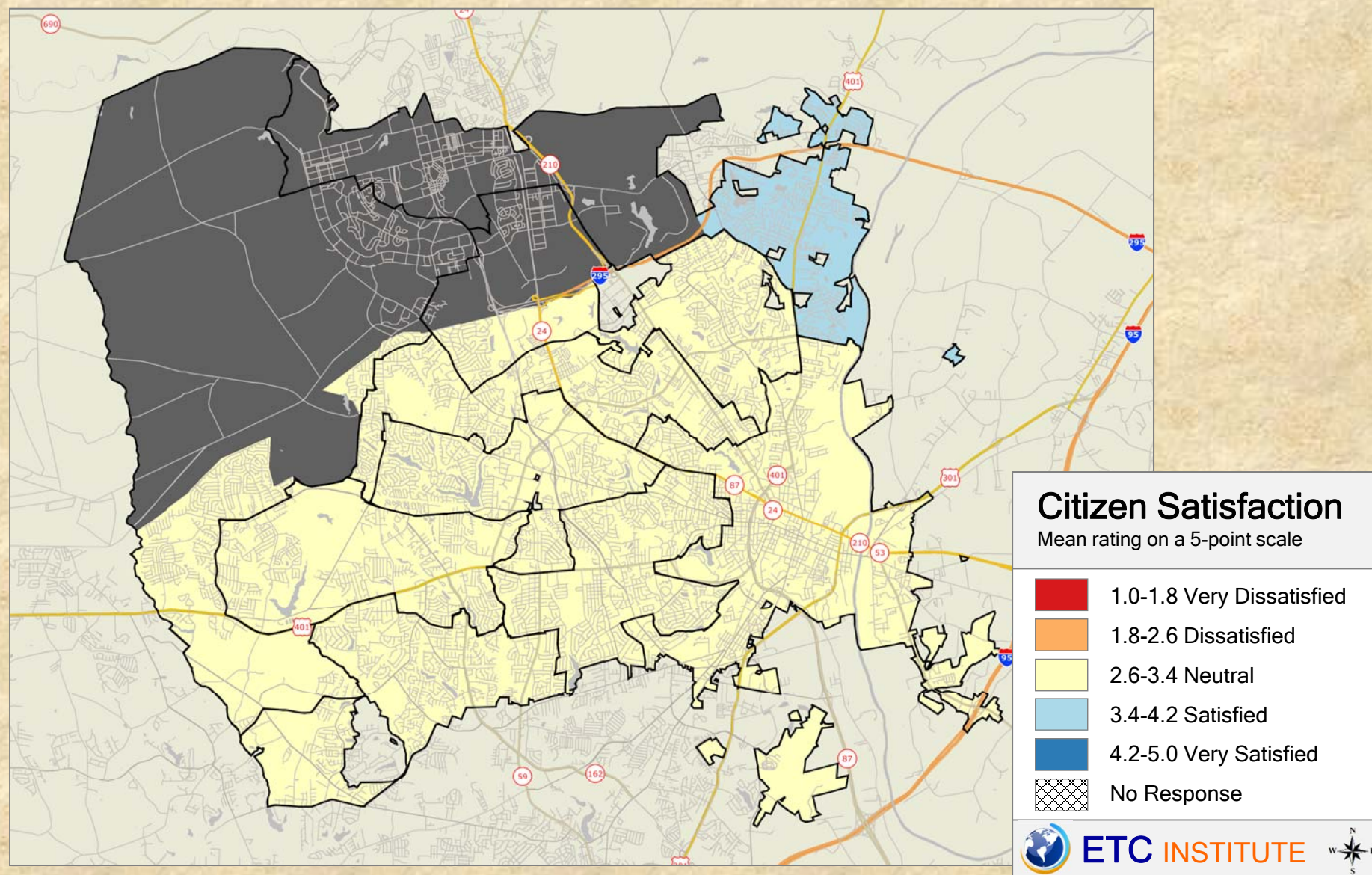
Q1. 10 Satisfaction with: Overall quality of Parks and Recreation facilities and programs



2018 City of Fayetteville Resident Survey

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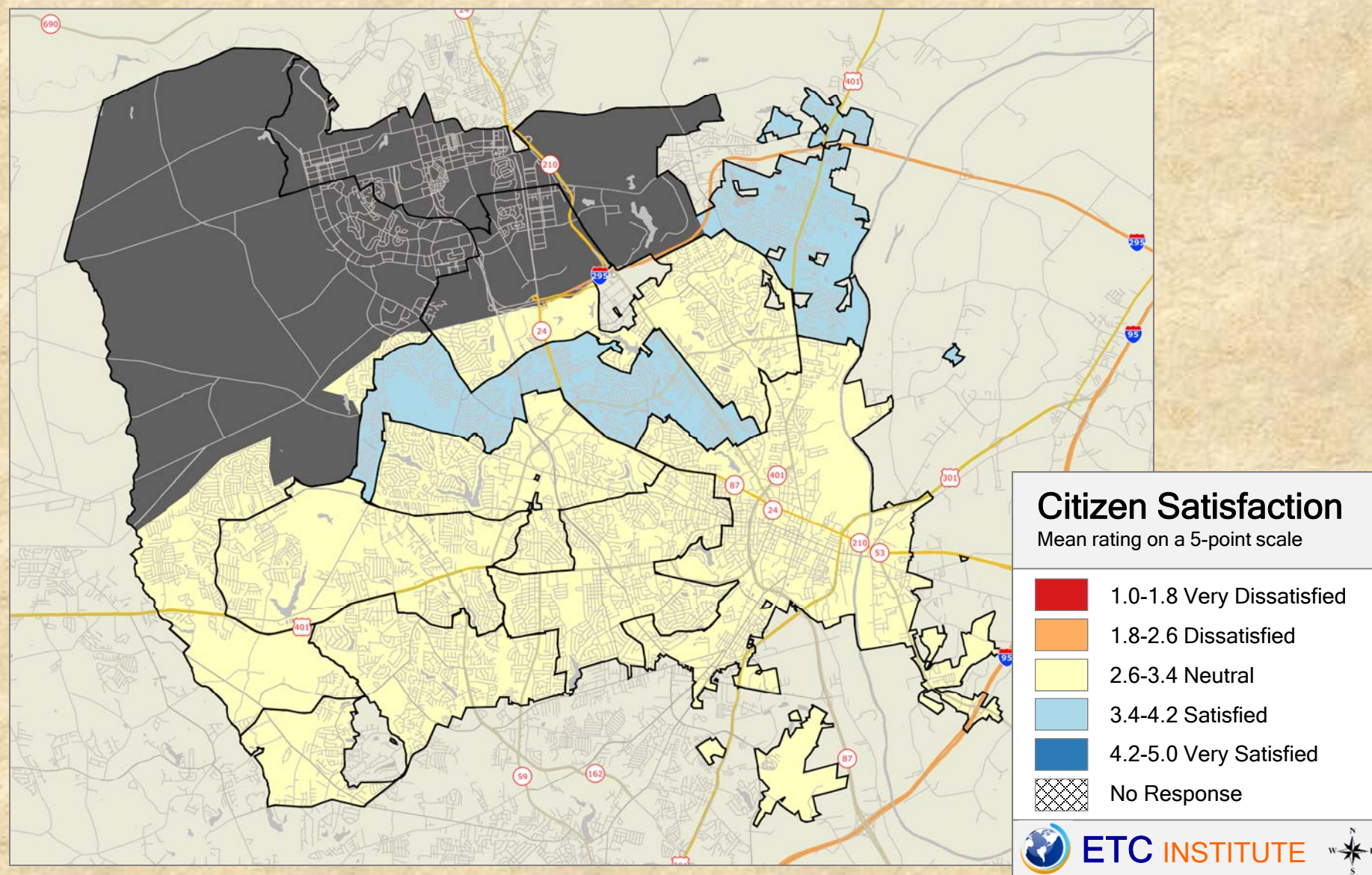
Q1. 11 Satisfaction with: Overall appearance of major entryways to the city



2018 City of Fayetteville Resident Survey

Shading reflects the mean rating for all respondents by Council District

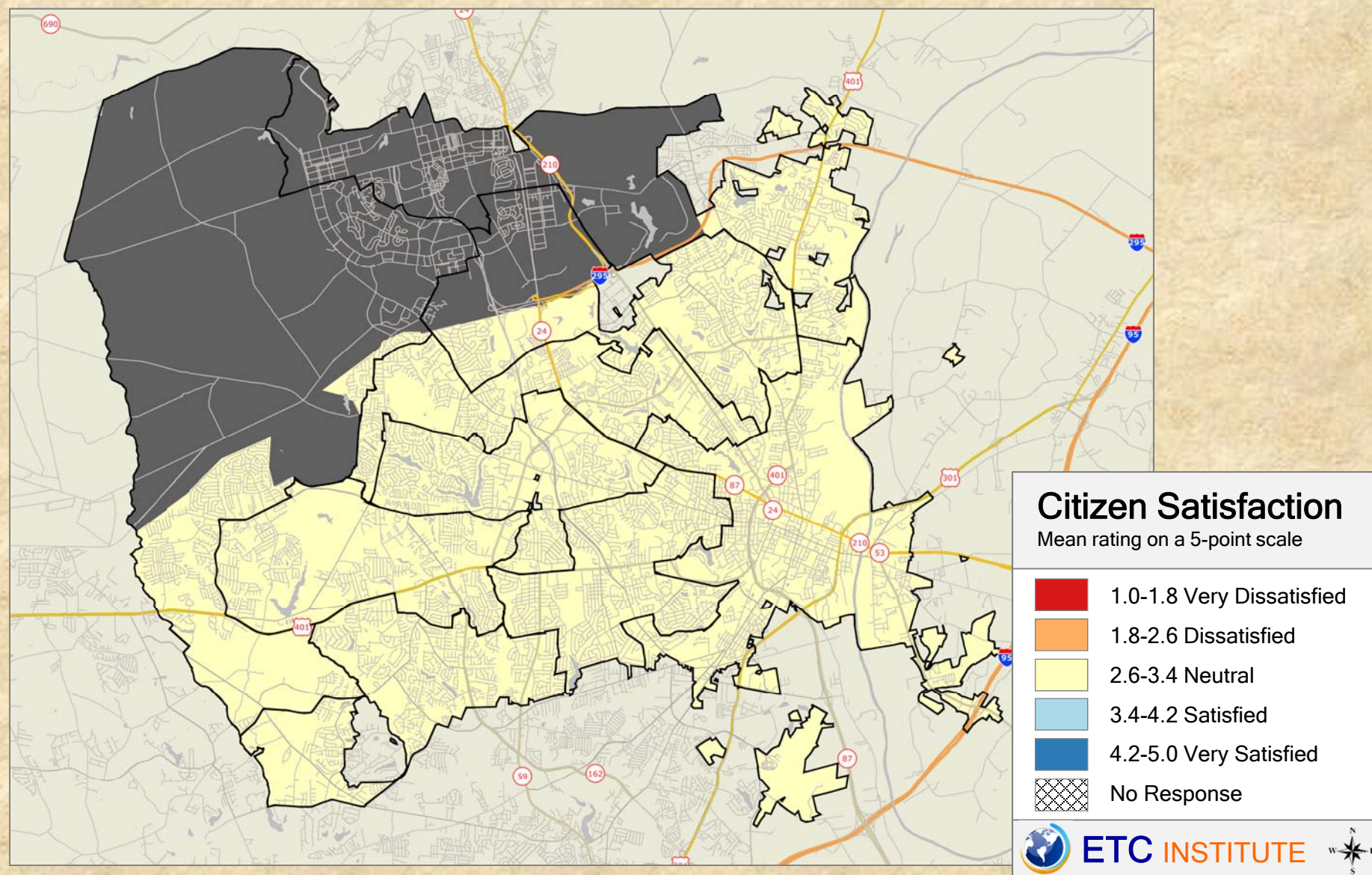
Q1. 12 Satisfaction with: Overall building, zoning, and permitting customer service



2018 City of Fayetteville Resident Survey

Shading reflects the mean rating for all respondents by Council District

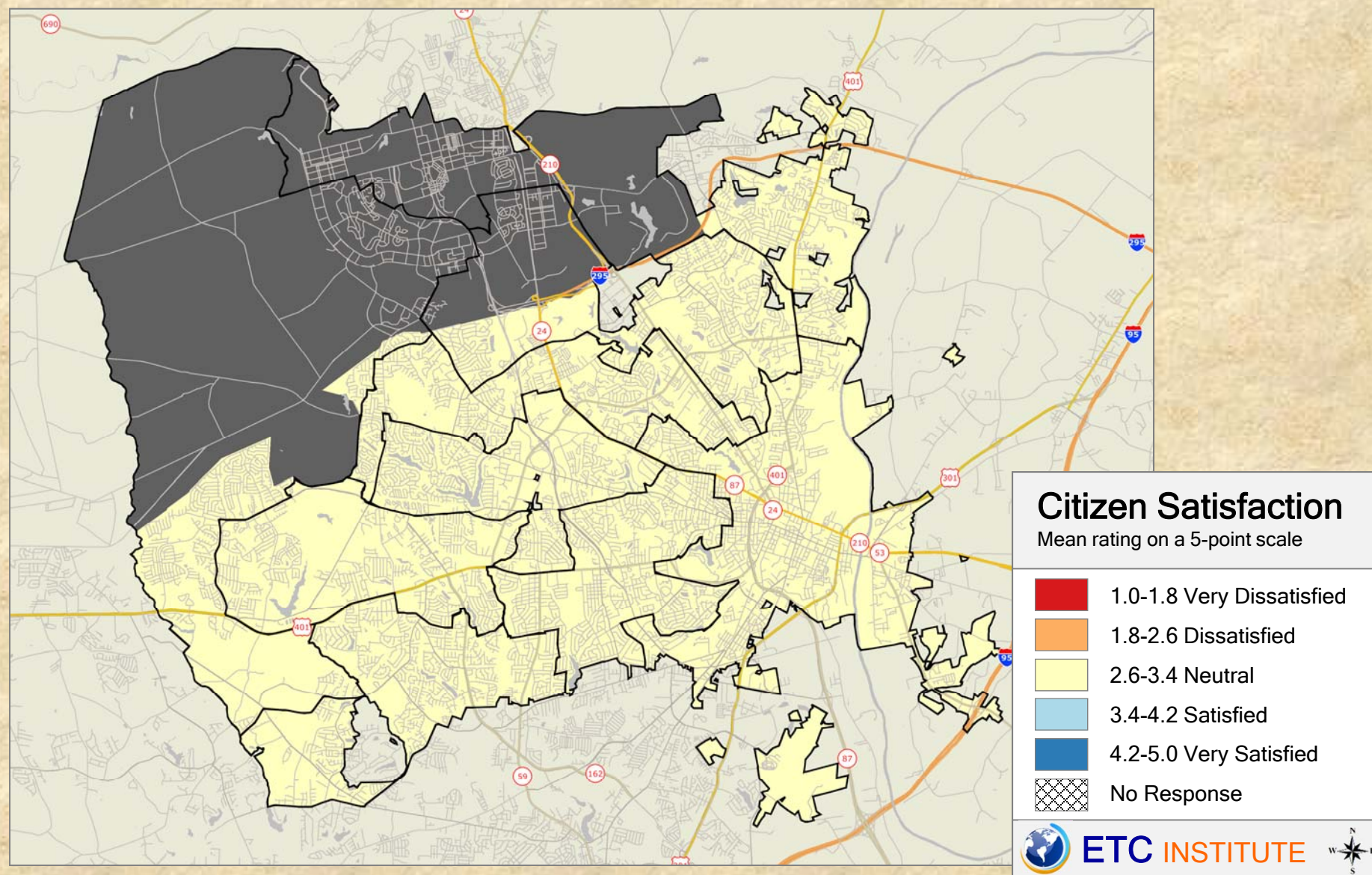
Q1. 13 Satisfaction with: Overall effectiveness of the Economic Community Development business grant programs



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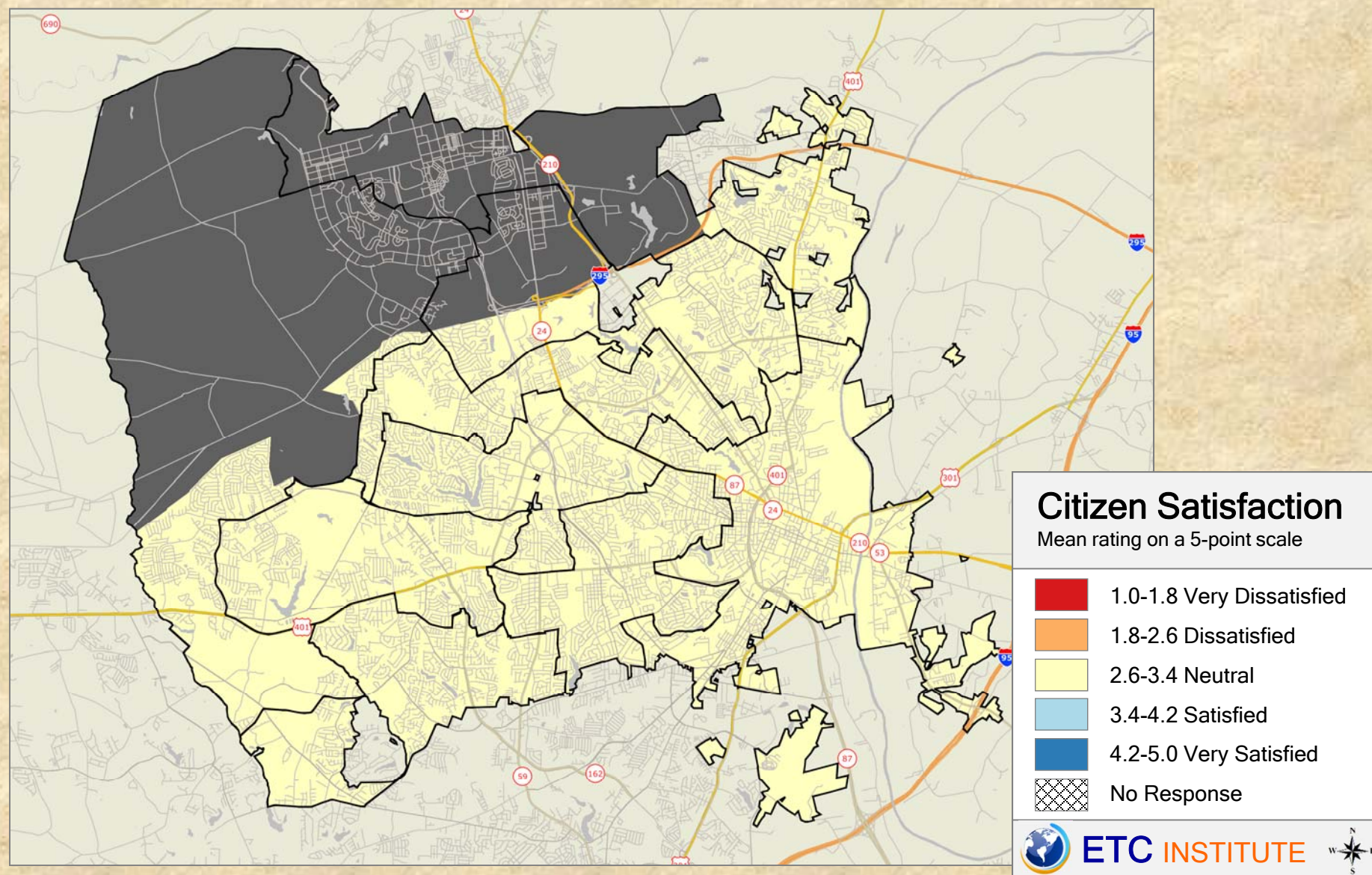
Q1. 14 Satisfaction with: Overall effectiveness of the Economic and Community Development business loan programs



2018 City of Fayetteville Resident Survey

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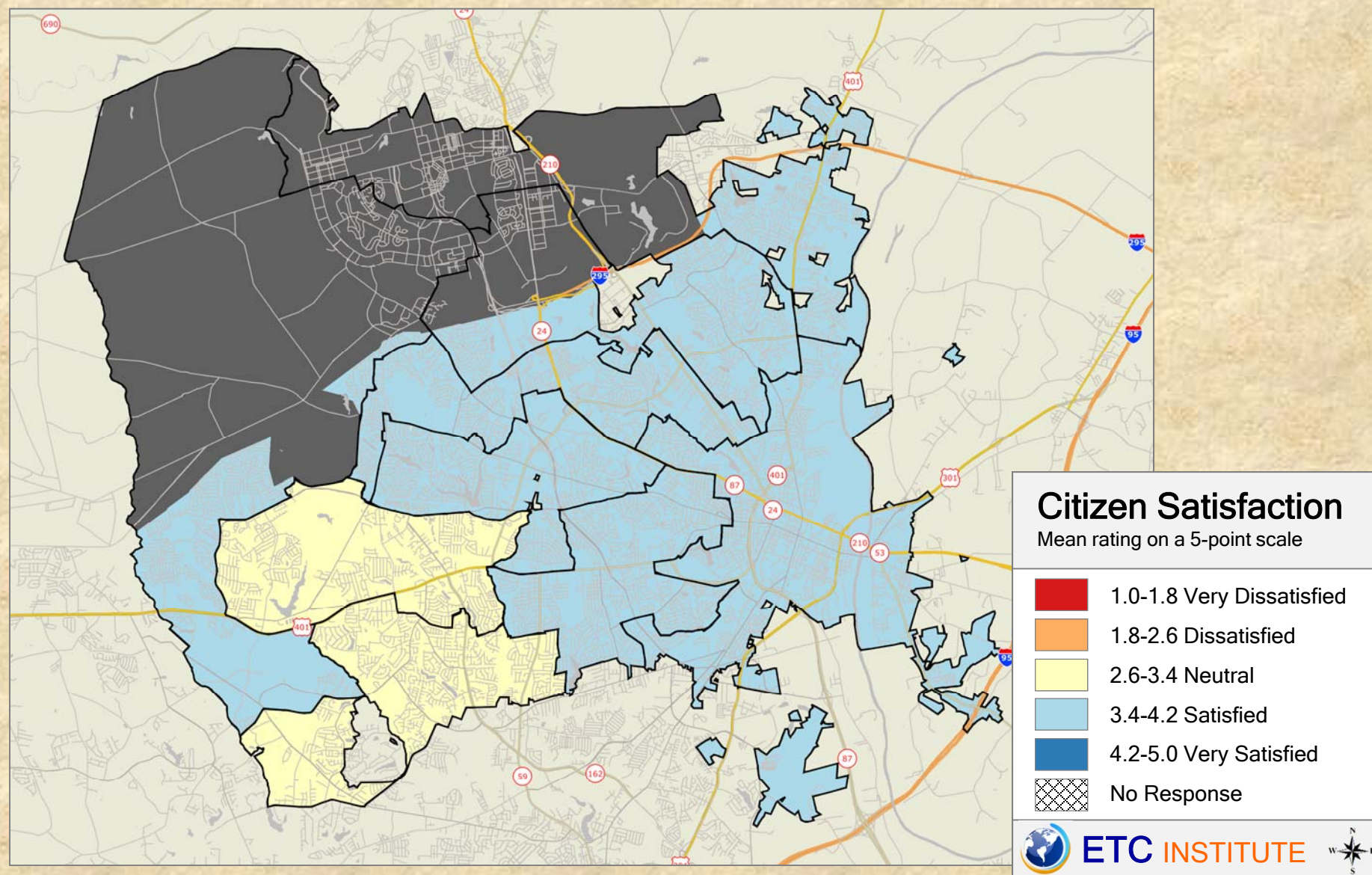
Q1. 15 Satisfaction with: Overall effectiveness of the Economic and Community Development business counseling programs



2018 City of Fayetteville Resident Survey

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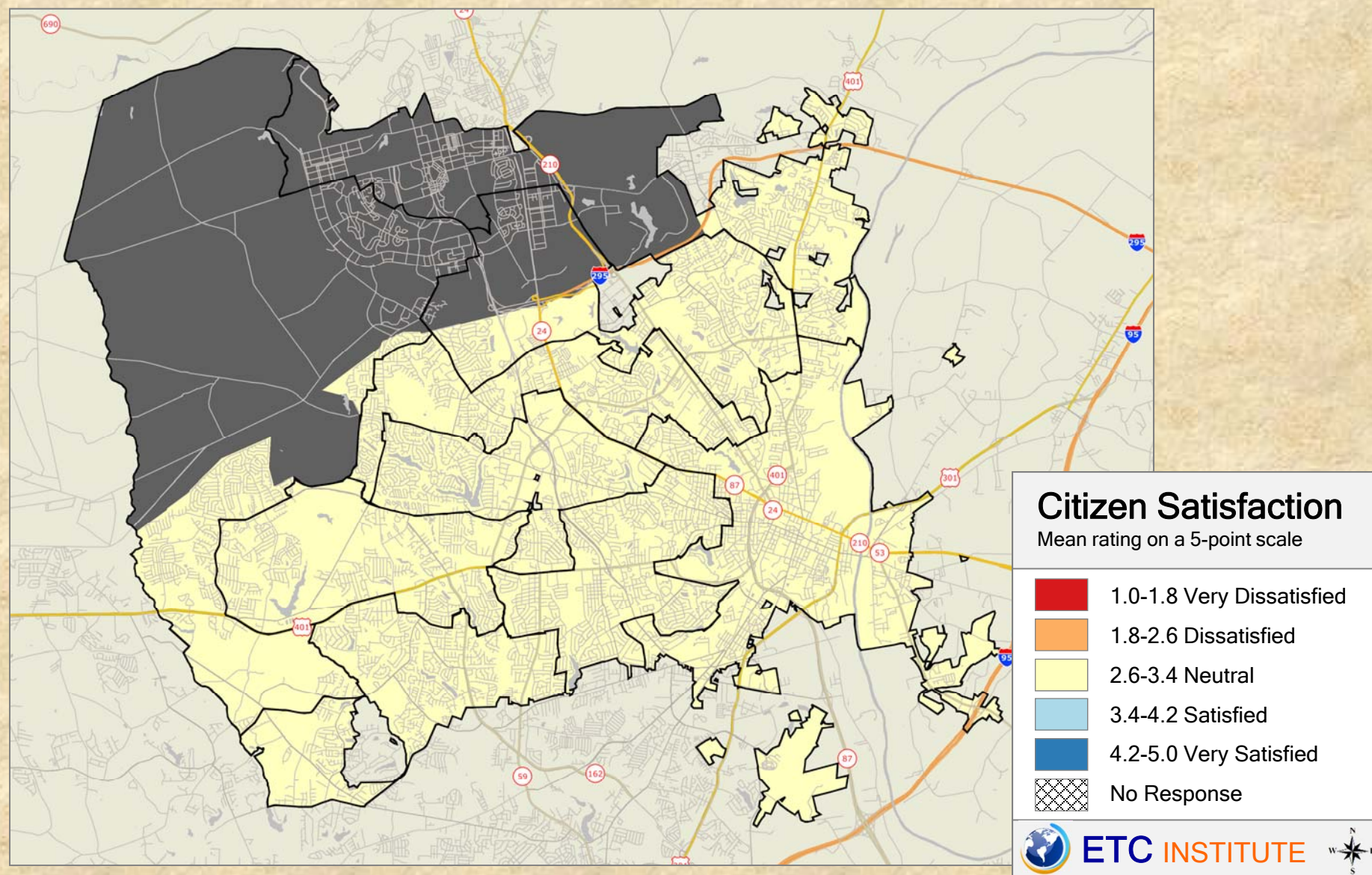
Q3. 1 Satisfaction with: Overall quality of services provided by the City of Fayetteville



2018 City of Fayetteville Resident Survey

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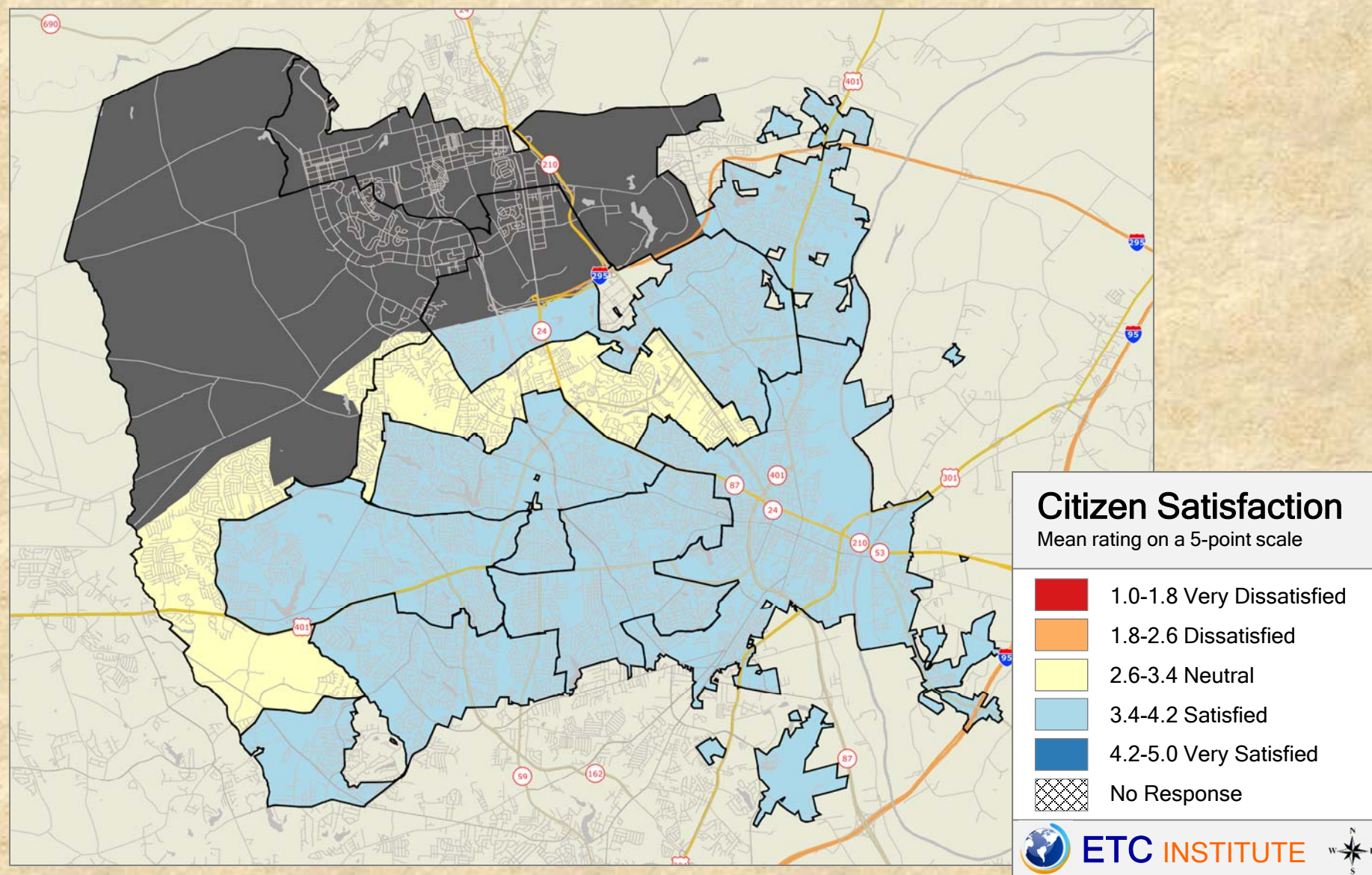
Q3. 2 Satisfaction with: Overall image and appearance of the city



2018 City of Fayetteville Resident Survey

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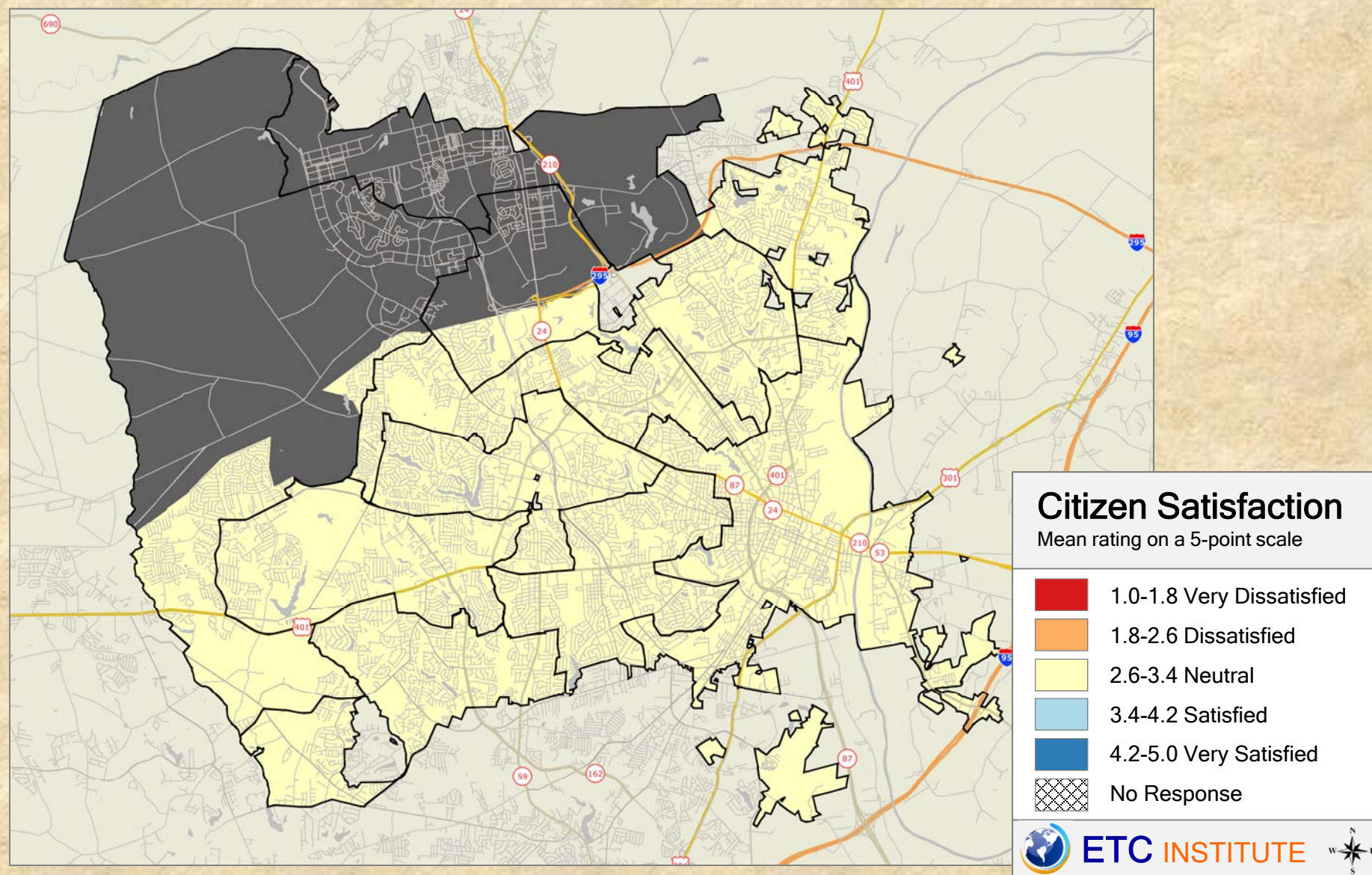
Q3. 3 Satisfaction with: Overall police relationship with your community



2018 City of Fayetteville Resident Survey

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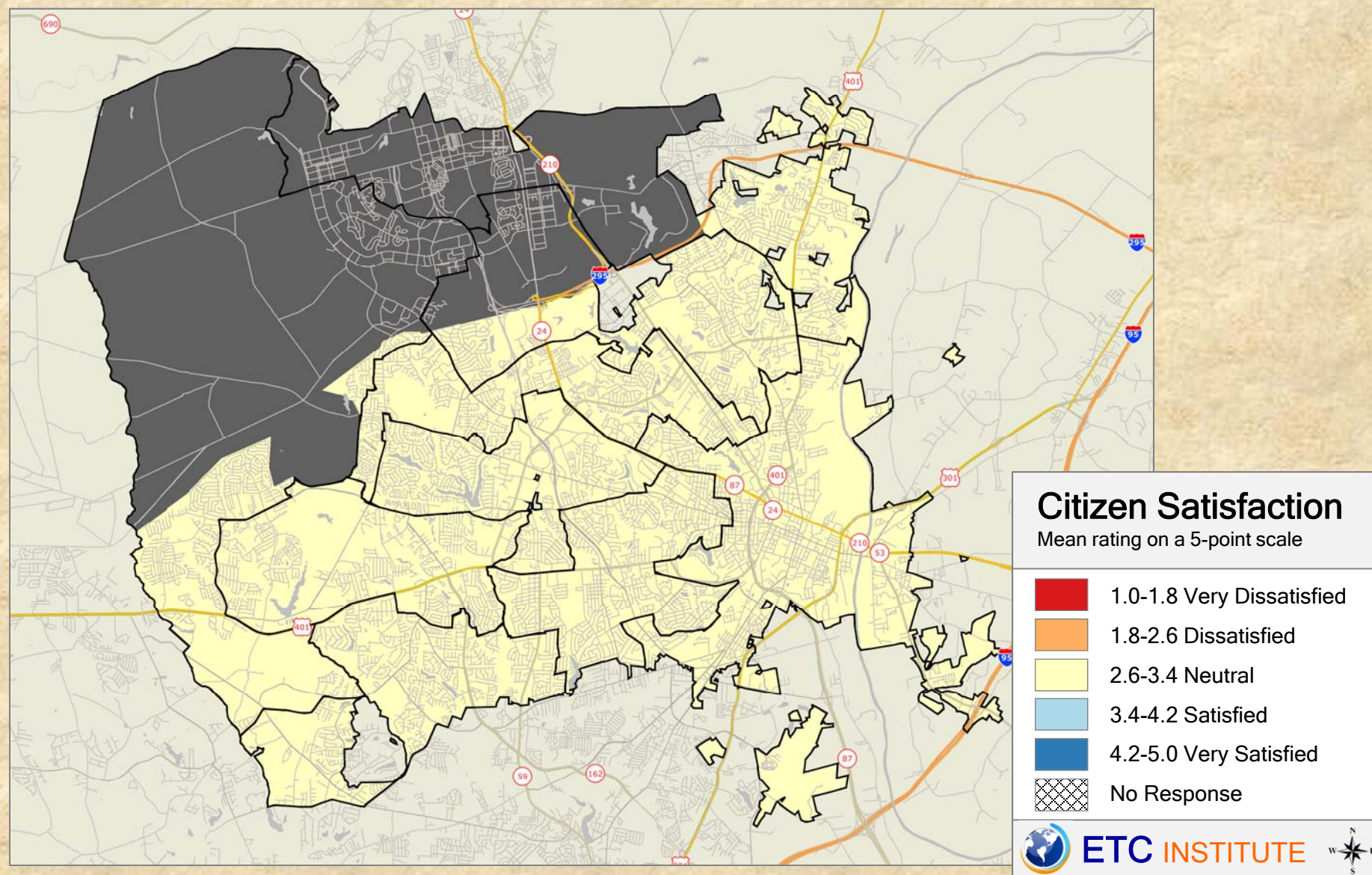
Q3. 4 Satisfaction with: Overall preparedness to manage development and growth



2018 City of Fayetteville Resident Survey

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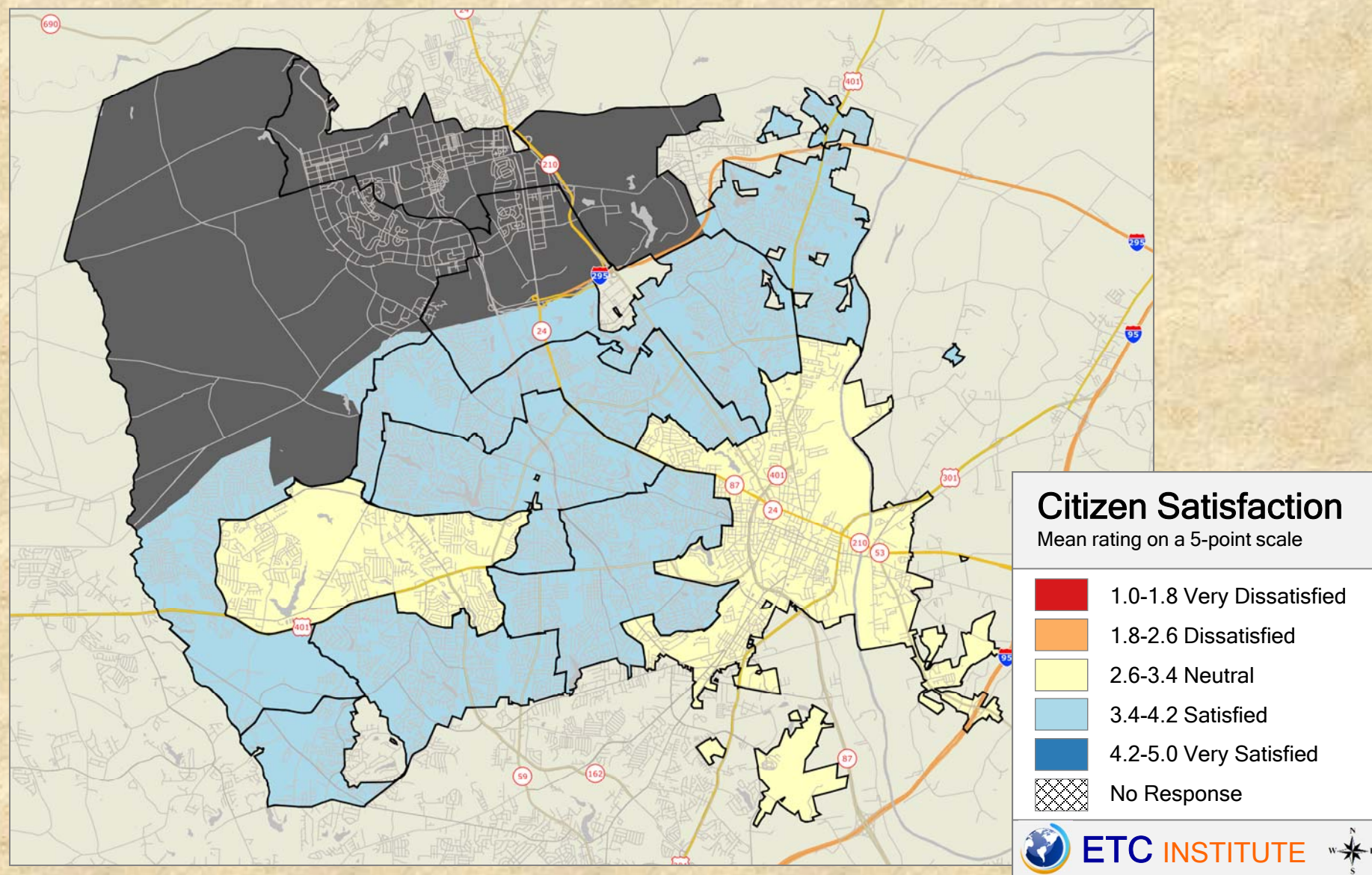
Q3. 5 Satisfaction with: Overall quality of life in the city



2018 City of Fayetteville Resident Survey

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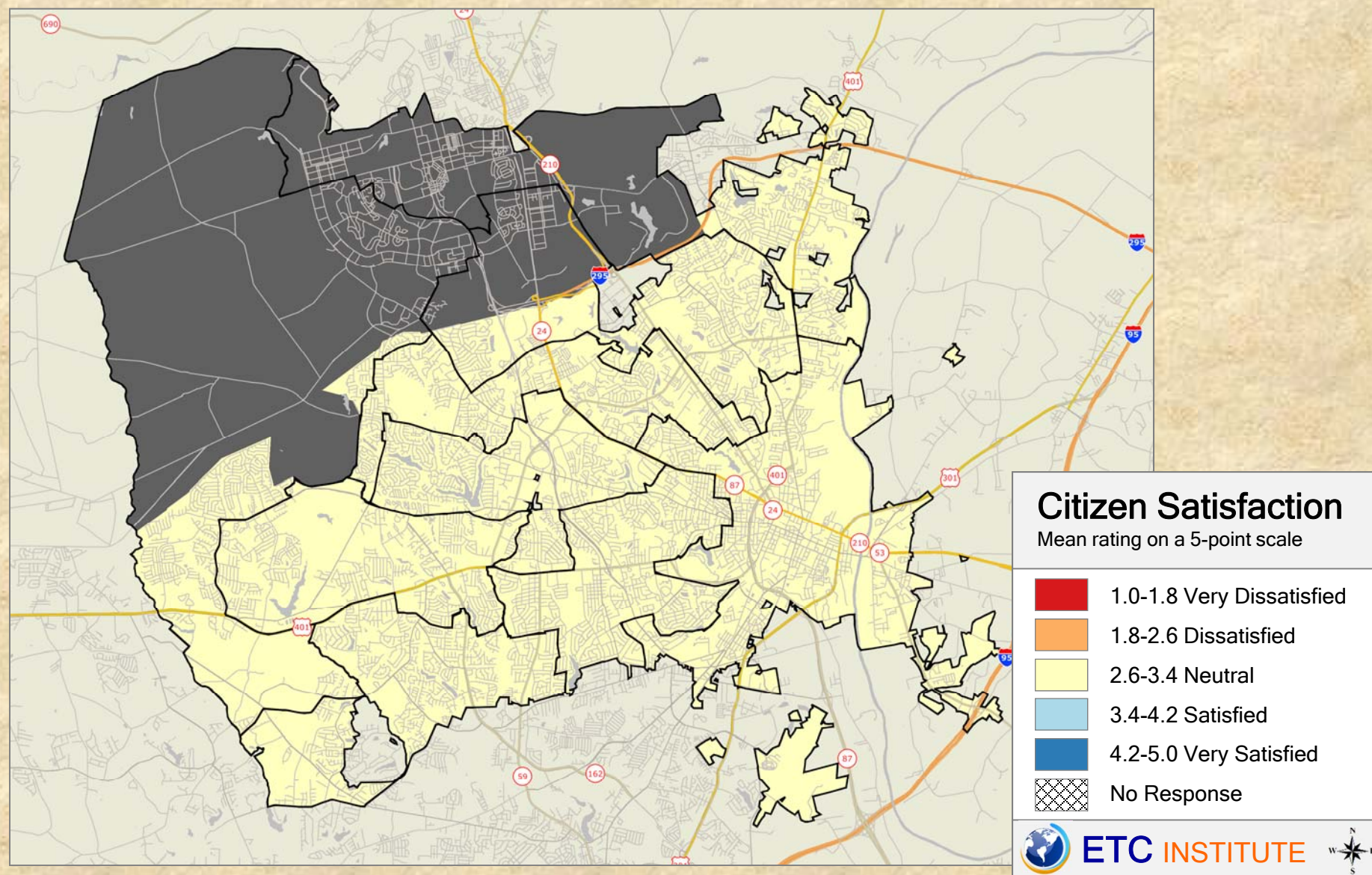
Q3. 6 Satisfaction with: Overall quality of life in your neighborhood



2018 City of Fayetteville Resident Survey

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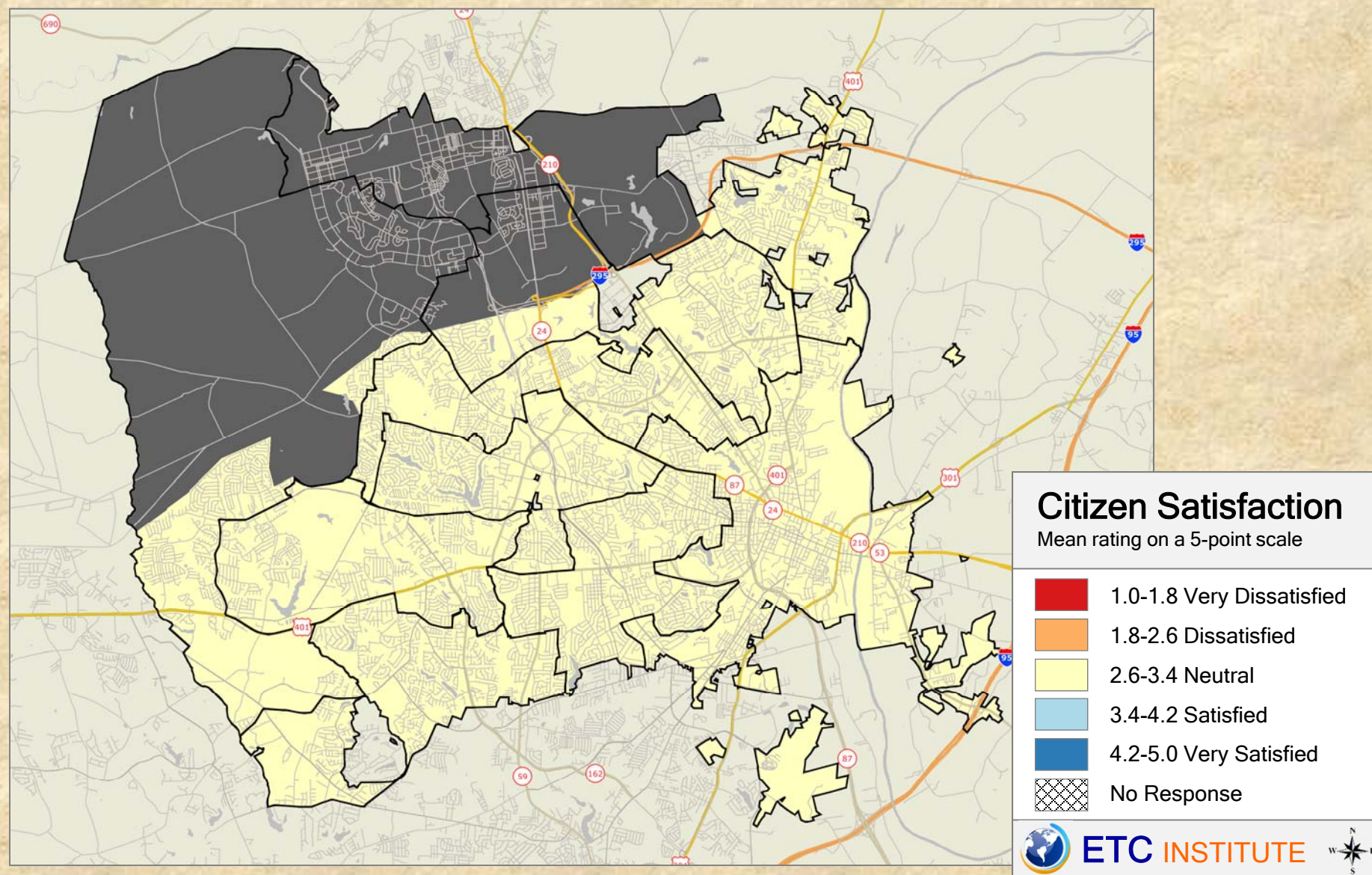
Q3. 7 Satisfaction with: Overall availability of arts and cultural amenities



2018 City of Fayetteville Resident Survey

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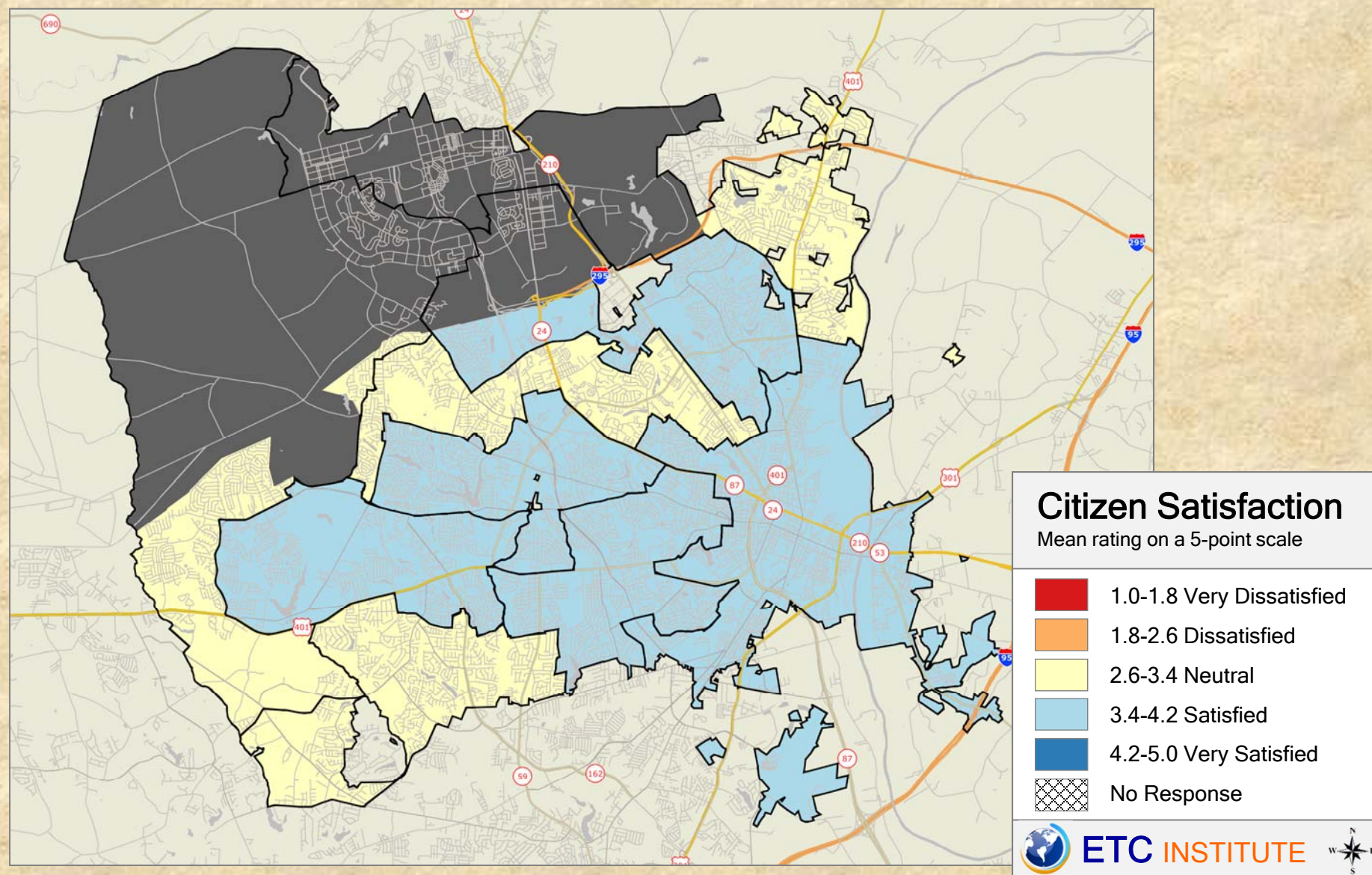
Q3. 8 Satisfaction with: Overall appearance of major corridors



2018 City of Fayetteville Resident Survey

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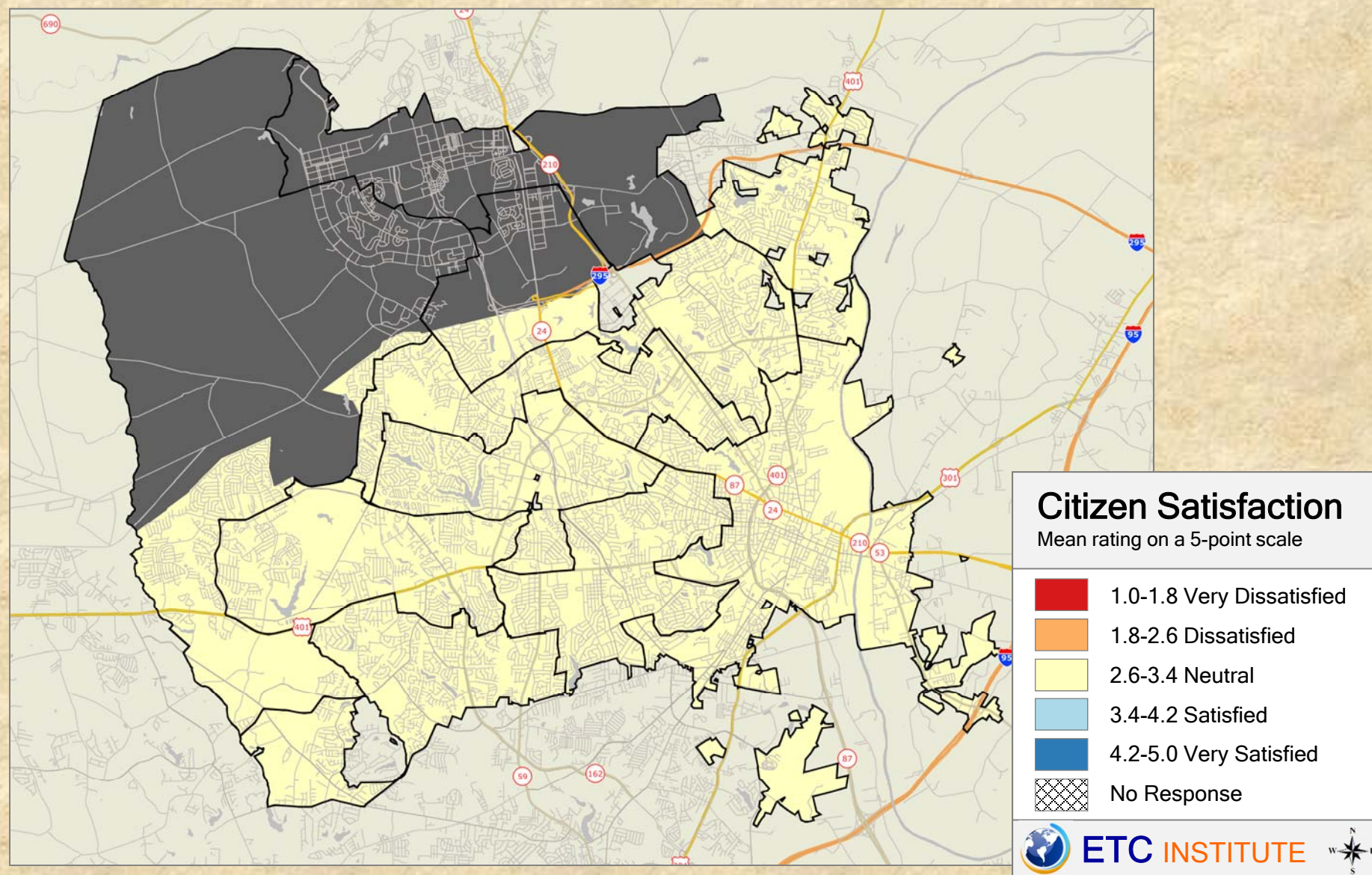
Q3. 9 Satisfaction with: Overall Downtown Fayetteville experience



2018 City of Fayetteville Resident Survey

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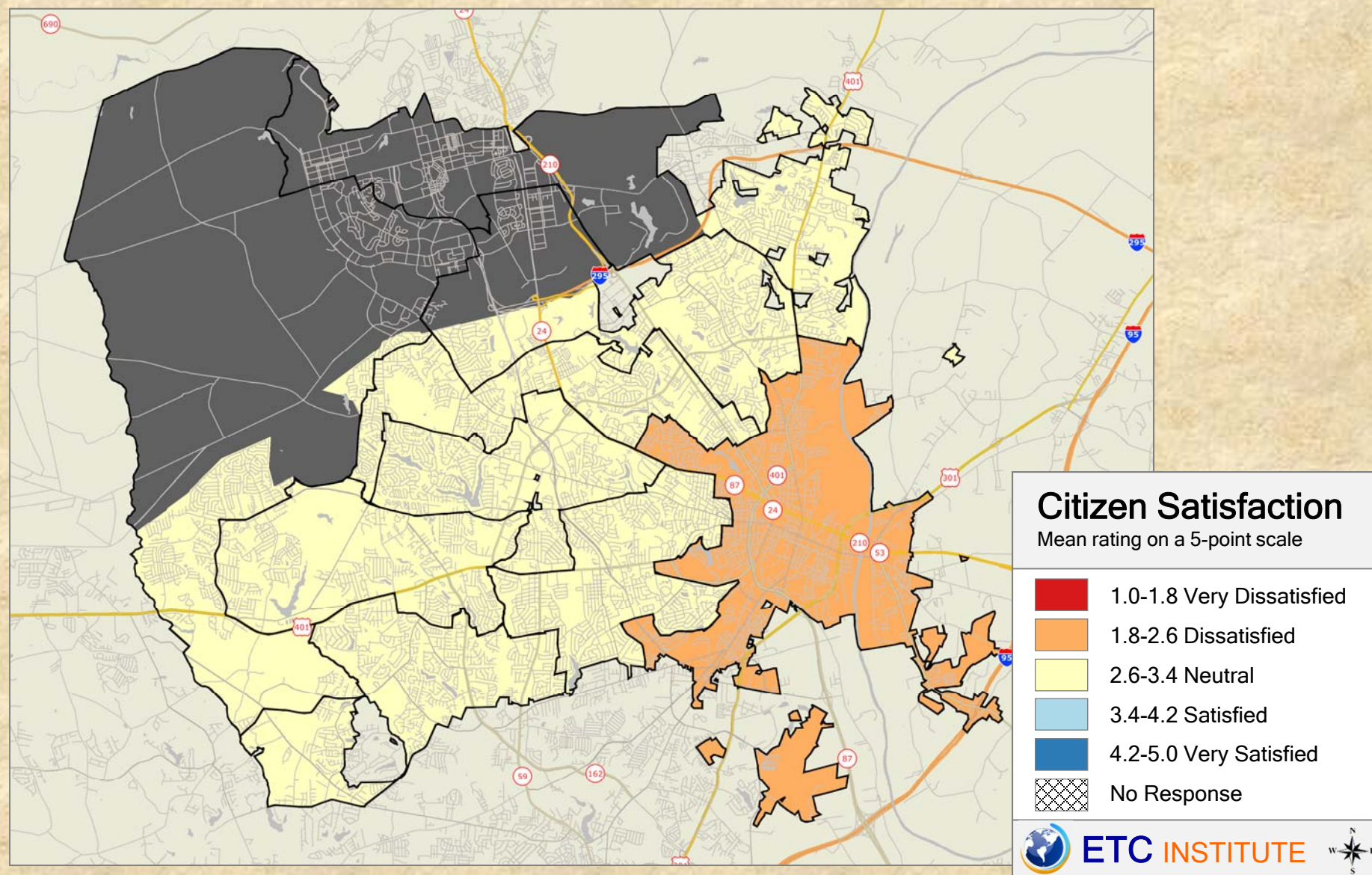
Q3. 10 Satisfaction with: Overall strength of Fayetteville's economy



2018 City of Fayetteville Resident Survey

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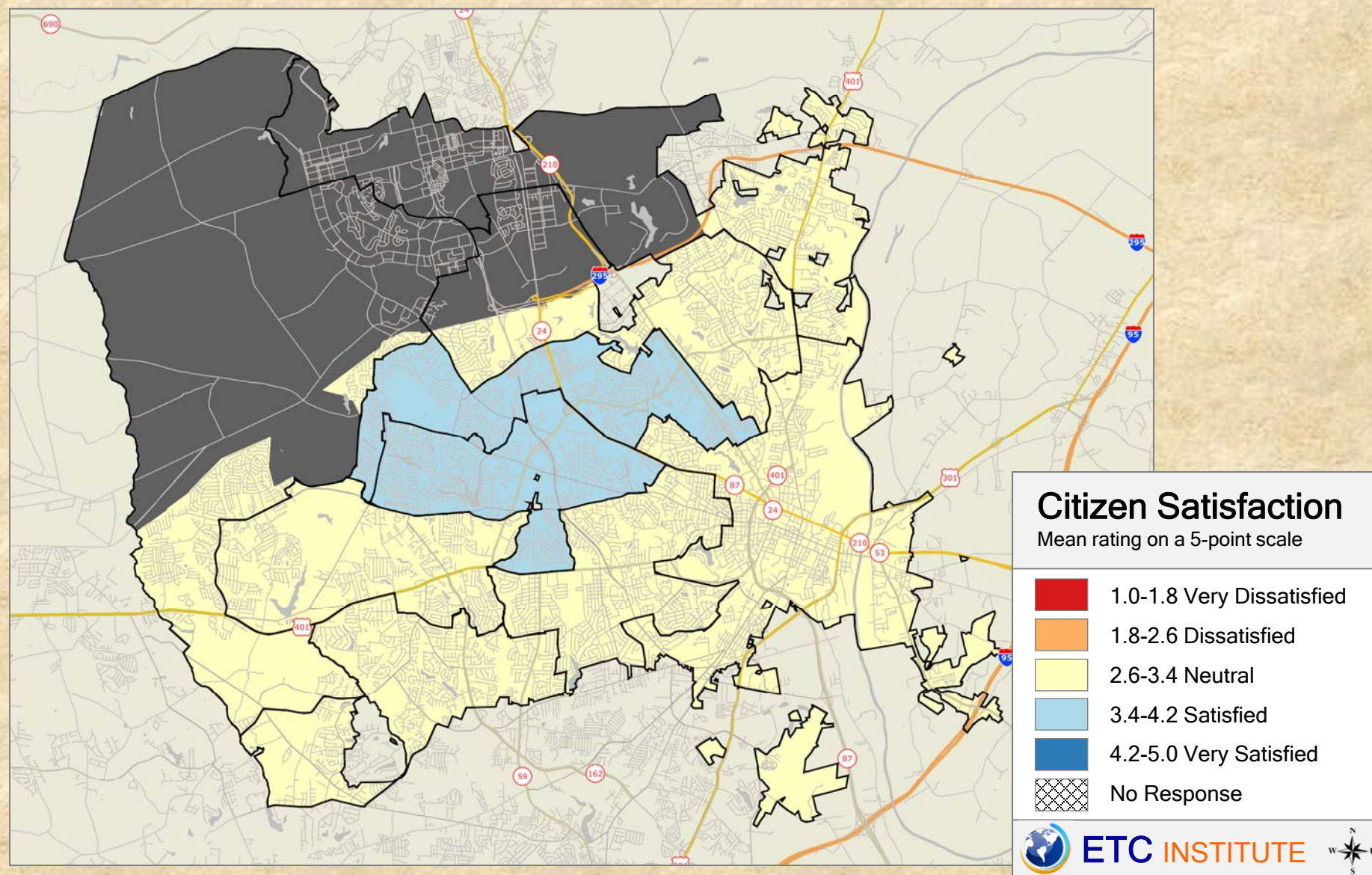
Q3. 11 Satisfaction with: Overall availability of employment opportunities in Fayetteville



2018 City of Fayetteville Resident Survey

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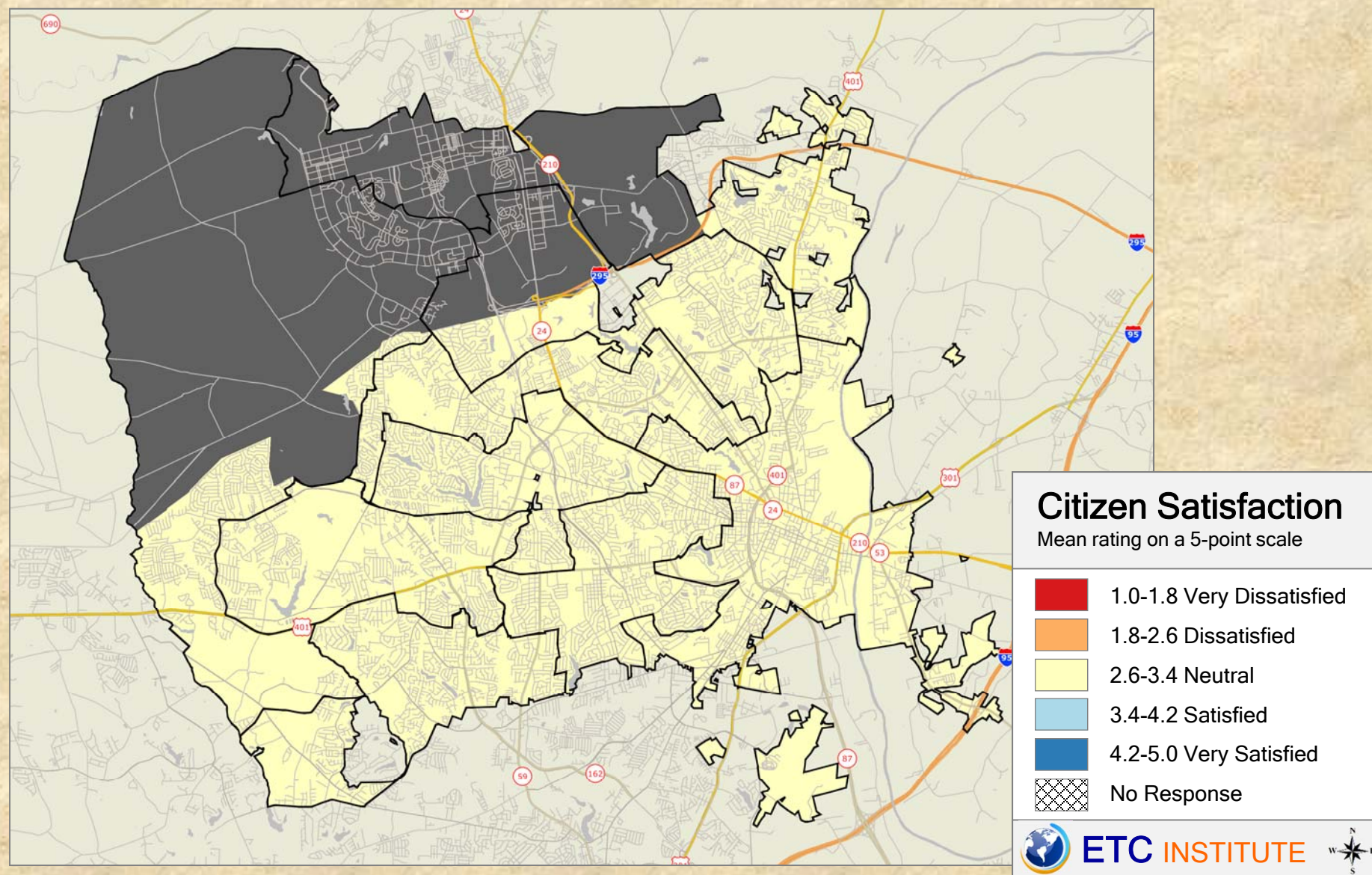
Q3. 12 Satisfaction with: Overall quality of businesses, services, and retail in Fayetteville



2018 City of Fayetteville Resident Survey

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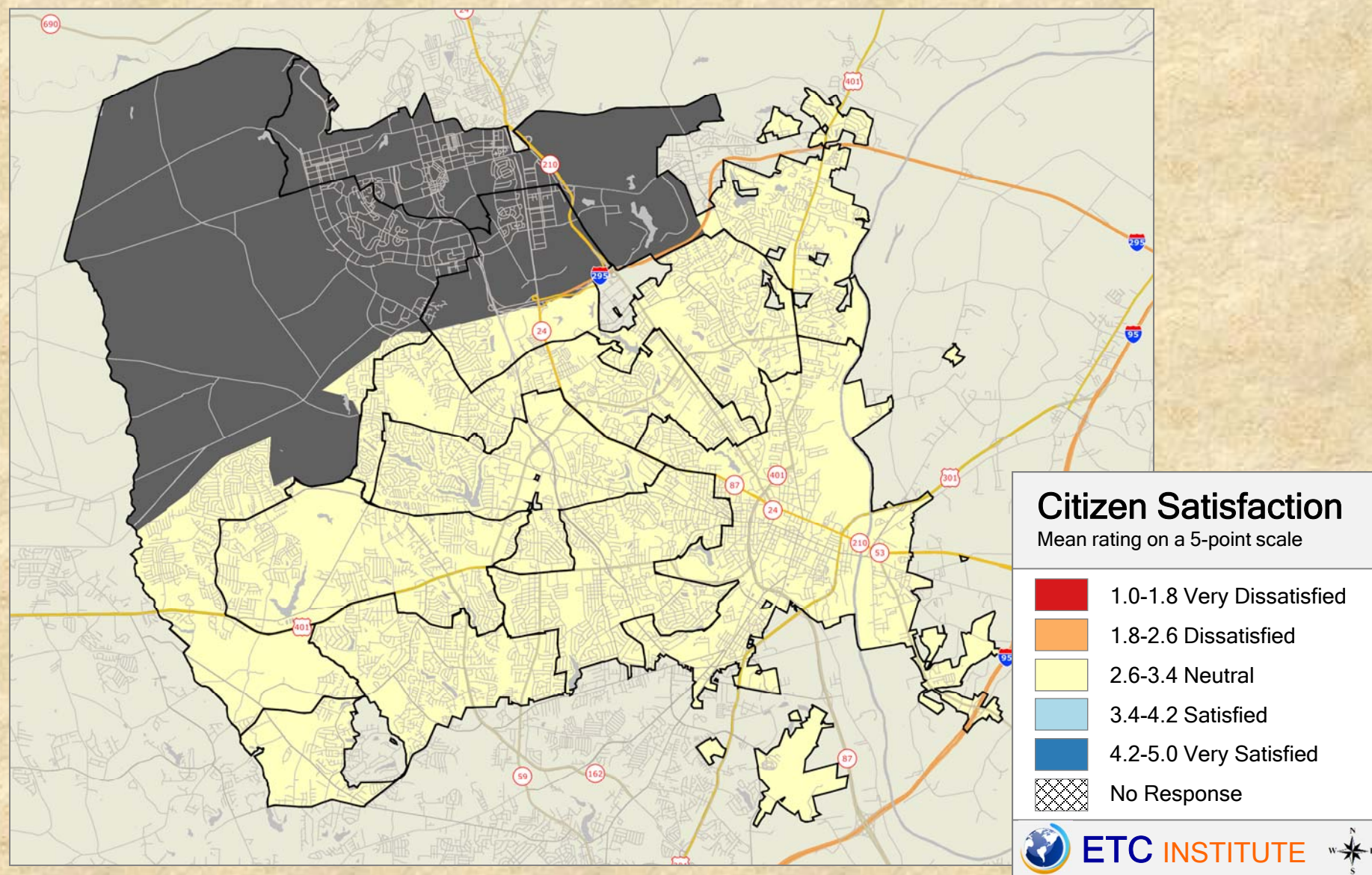
Q3. 13 Satisfaction with: Overall availability of sports venues in Fayetteville



2018 City of Fayetteville Resident Survey

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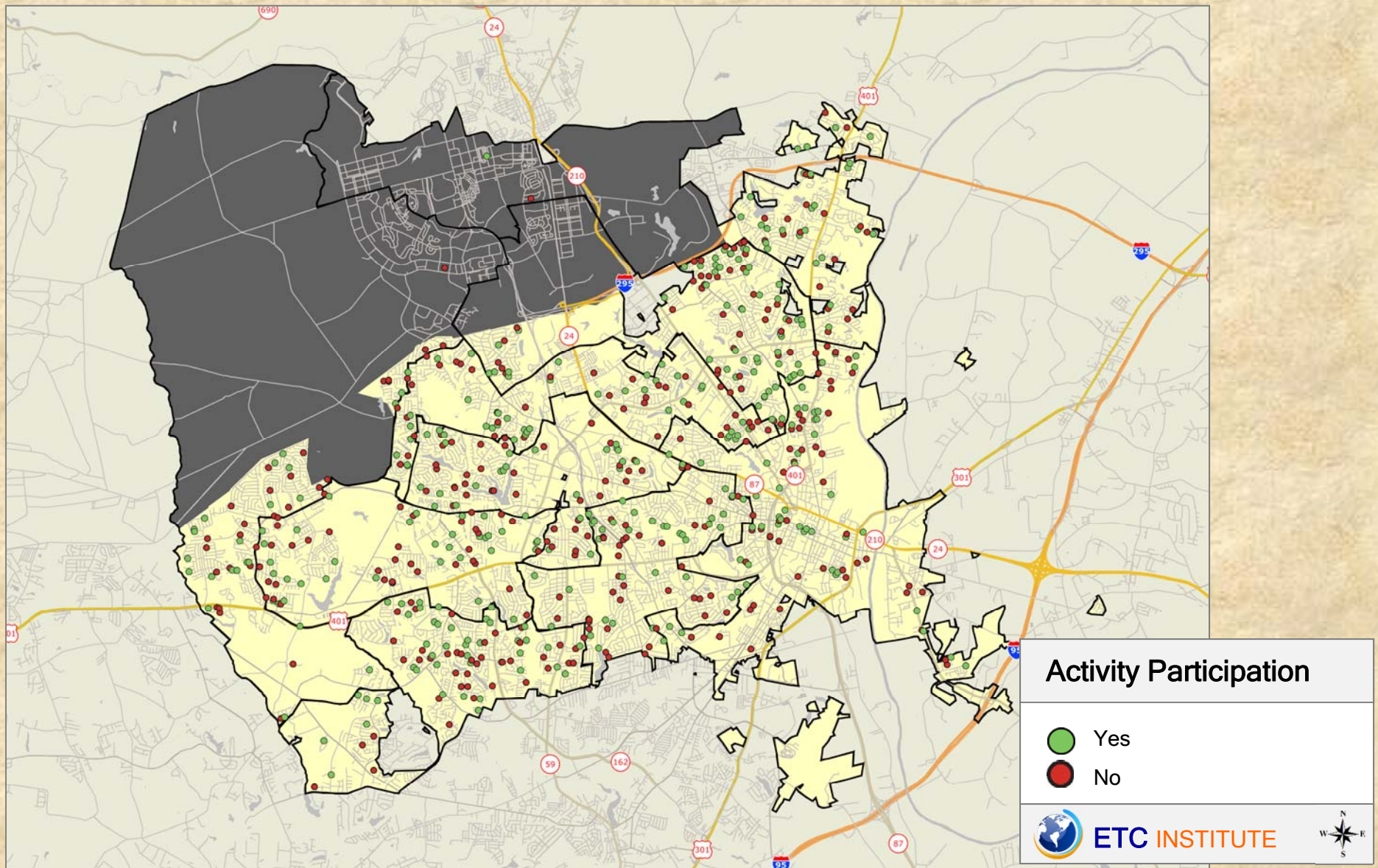
Q3. 14 Satisfaction with: Overall affordability of housing in Fayetteville



2018 City of Fayetteville Resident Survey

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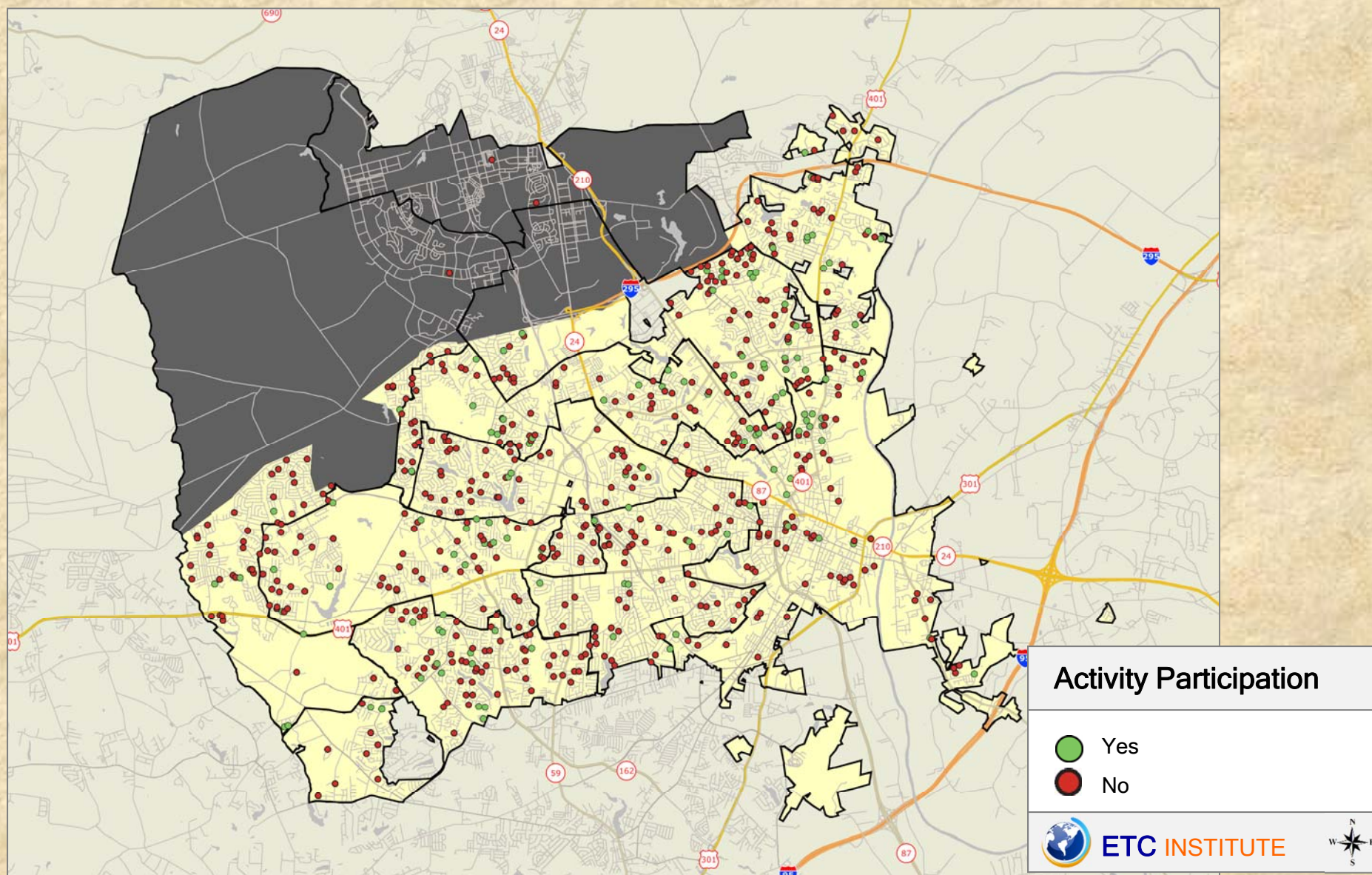
Q4. 1 Activity Participation: Used a city recreation center



2018 City of Fayetteville Resident Survey

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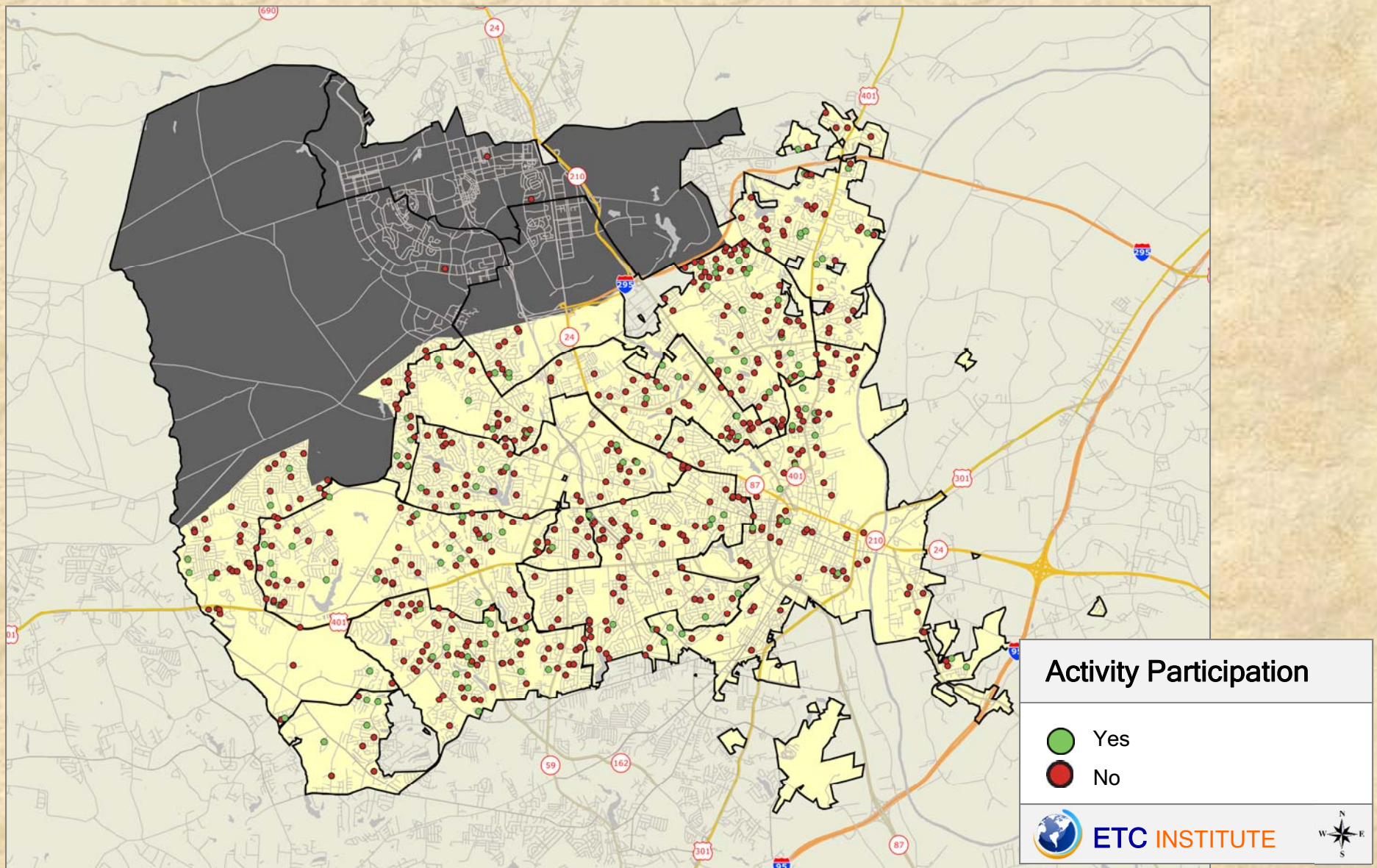
Q4. 2 Activity Participation: Used a city swimming pool



2018 City of Fayetteville Resident Survey

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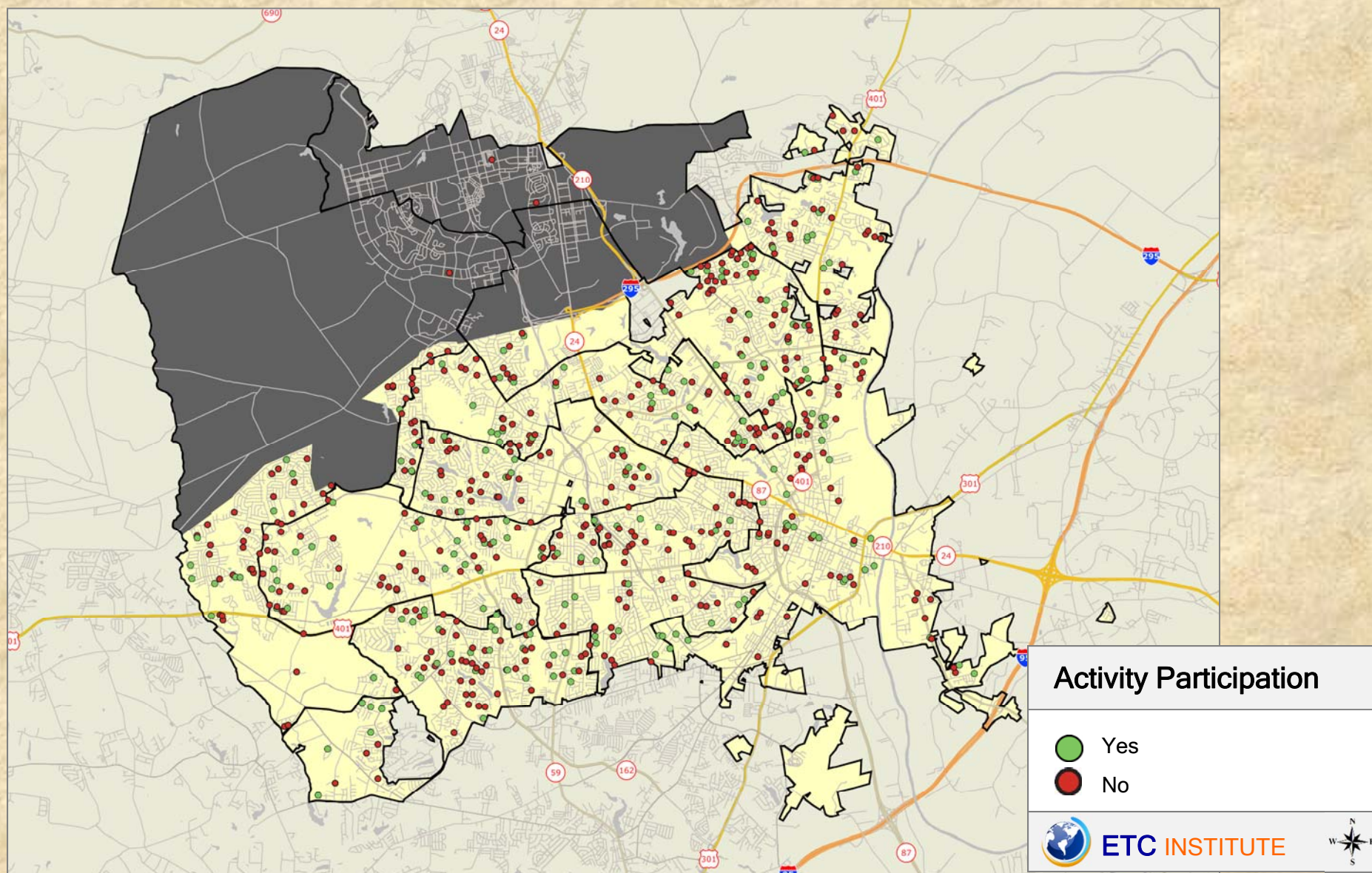
Q4. 3 Activity Participation: Participated in city athletic programs



2018 City of Fayetteville Resident Survey

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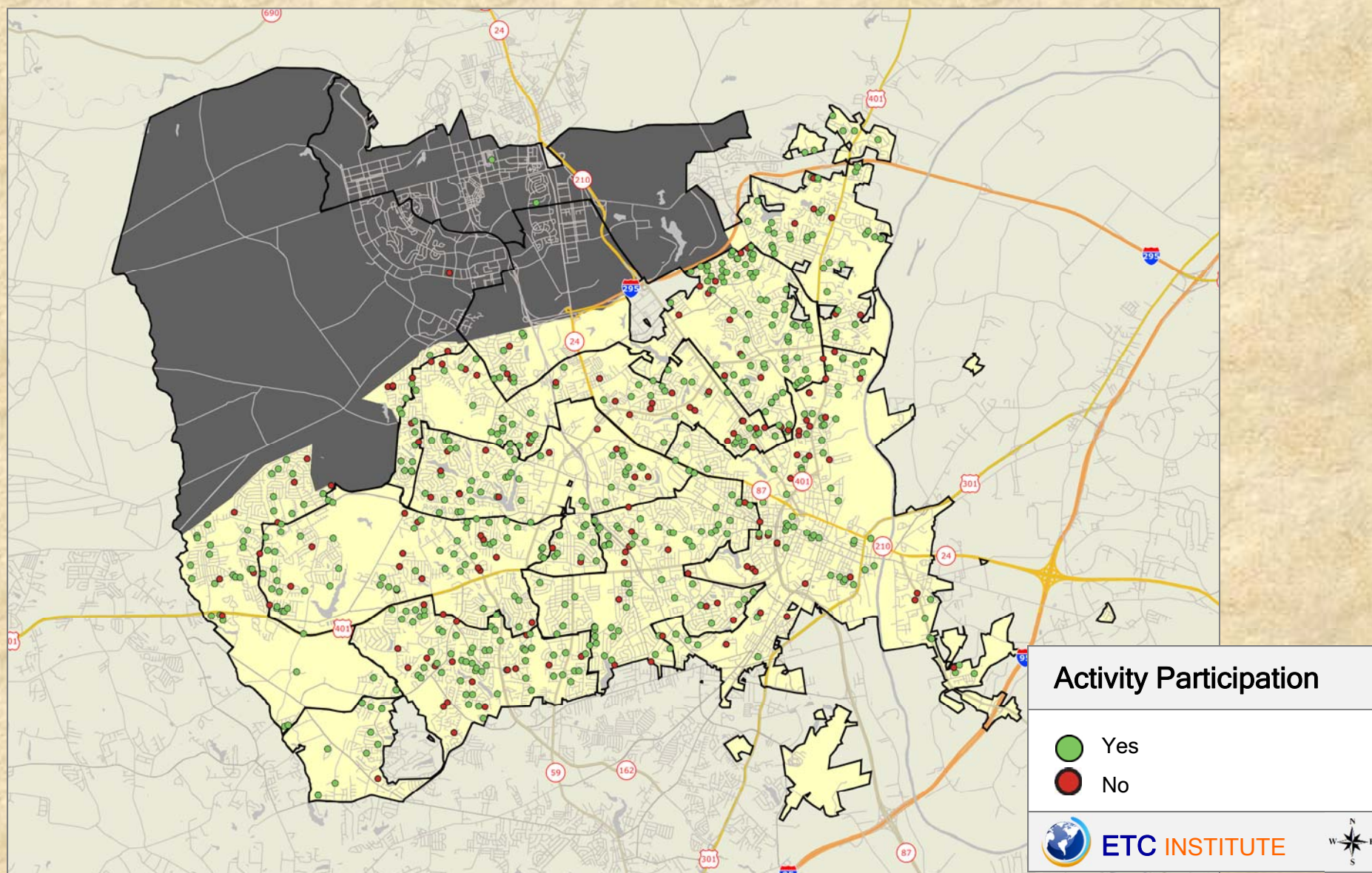
Q4. 4 Activity Participation: Participated in other city recreation programs



2018 City of Fayetteville Resident Survey

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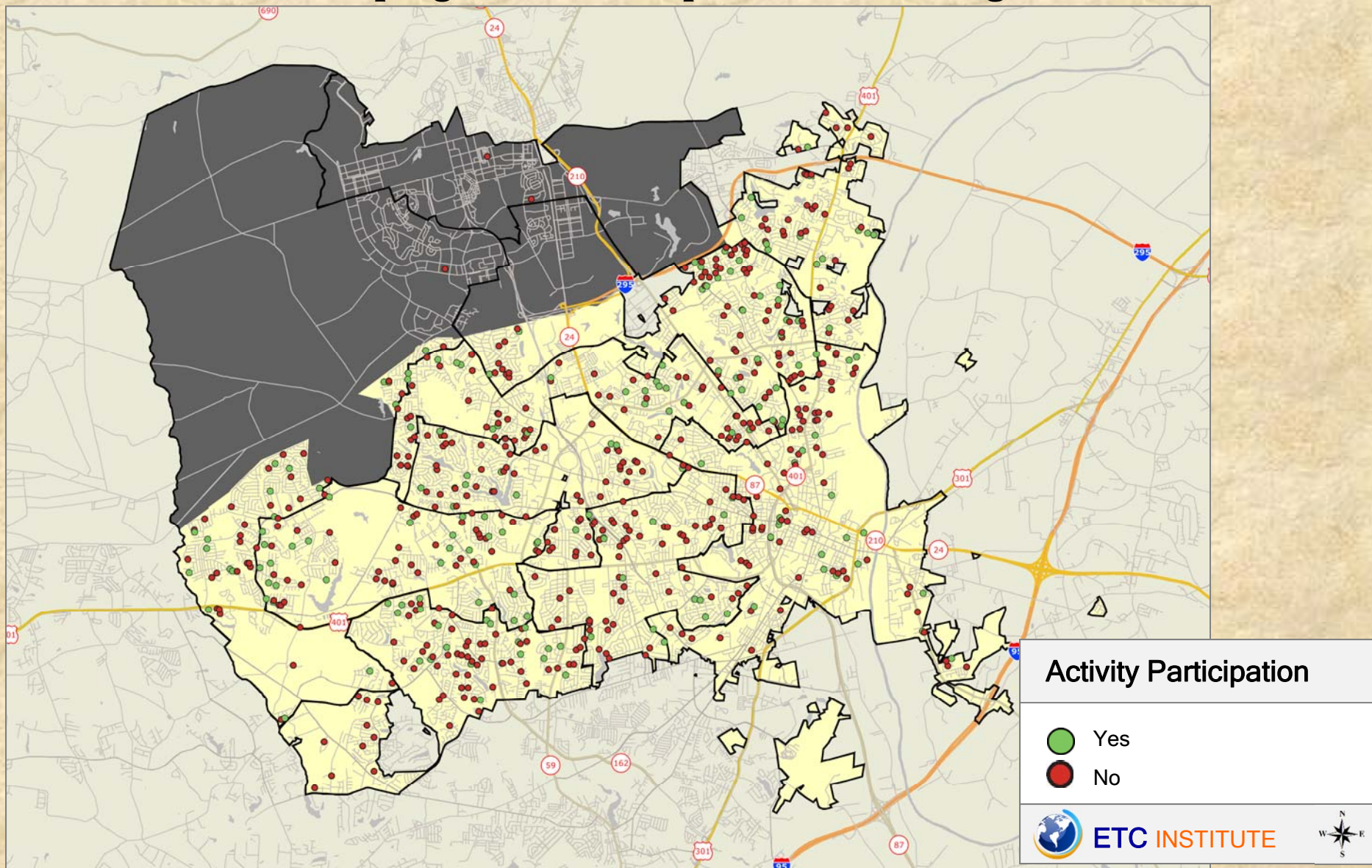
Q4. 5 Activity Participation: Visited a neighborhood or city park



2018 City of Fayetteville Resident Survey

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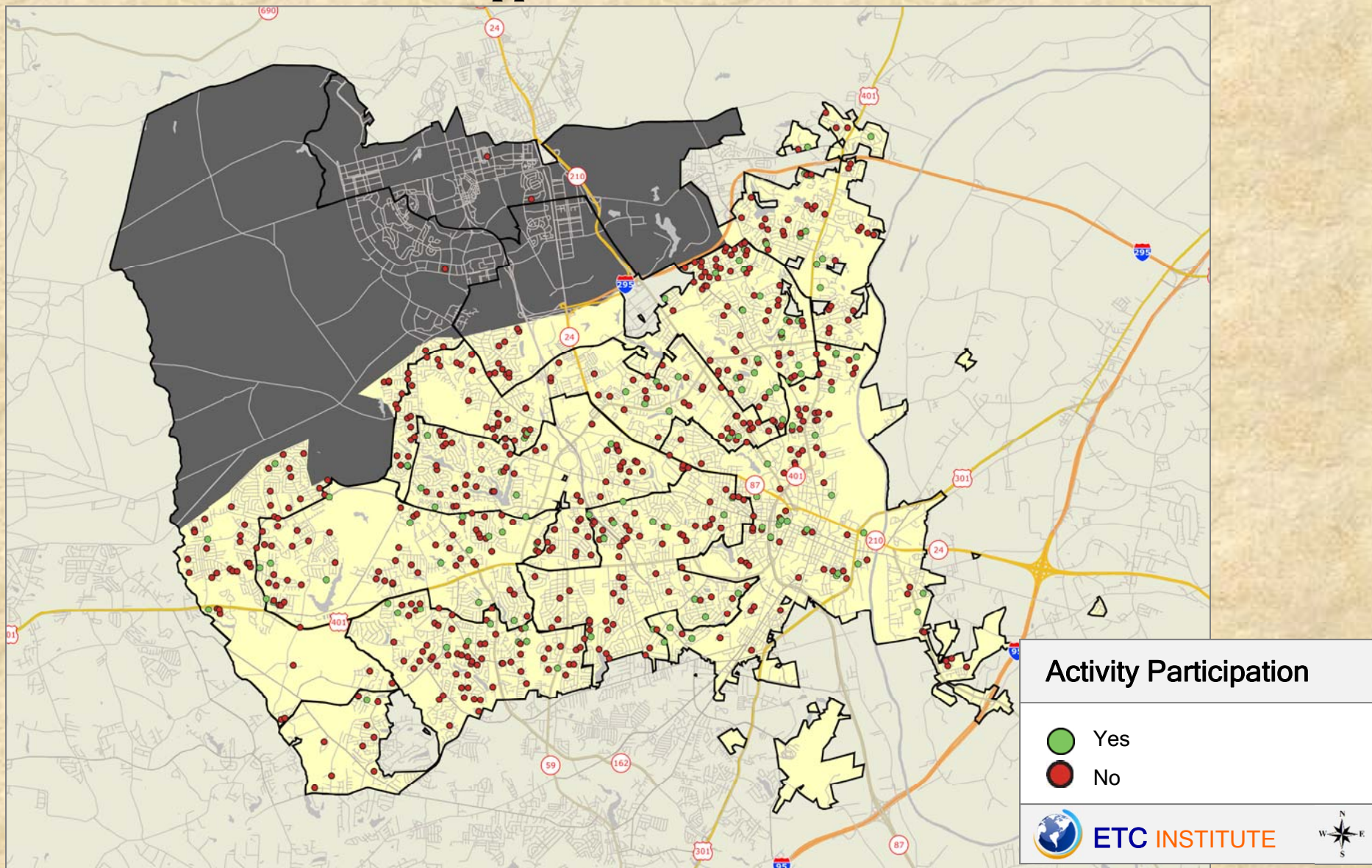
Q4. 6 Activity Participation: Participated in a community watch program or crime prevention meeting



2018 City of Fayetteville Resident Survey

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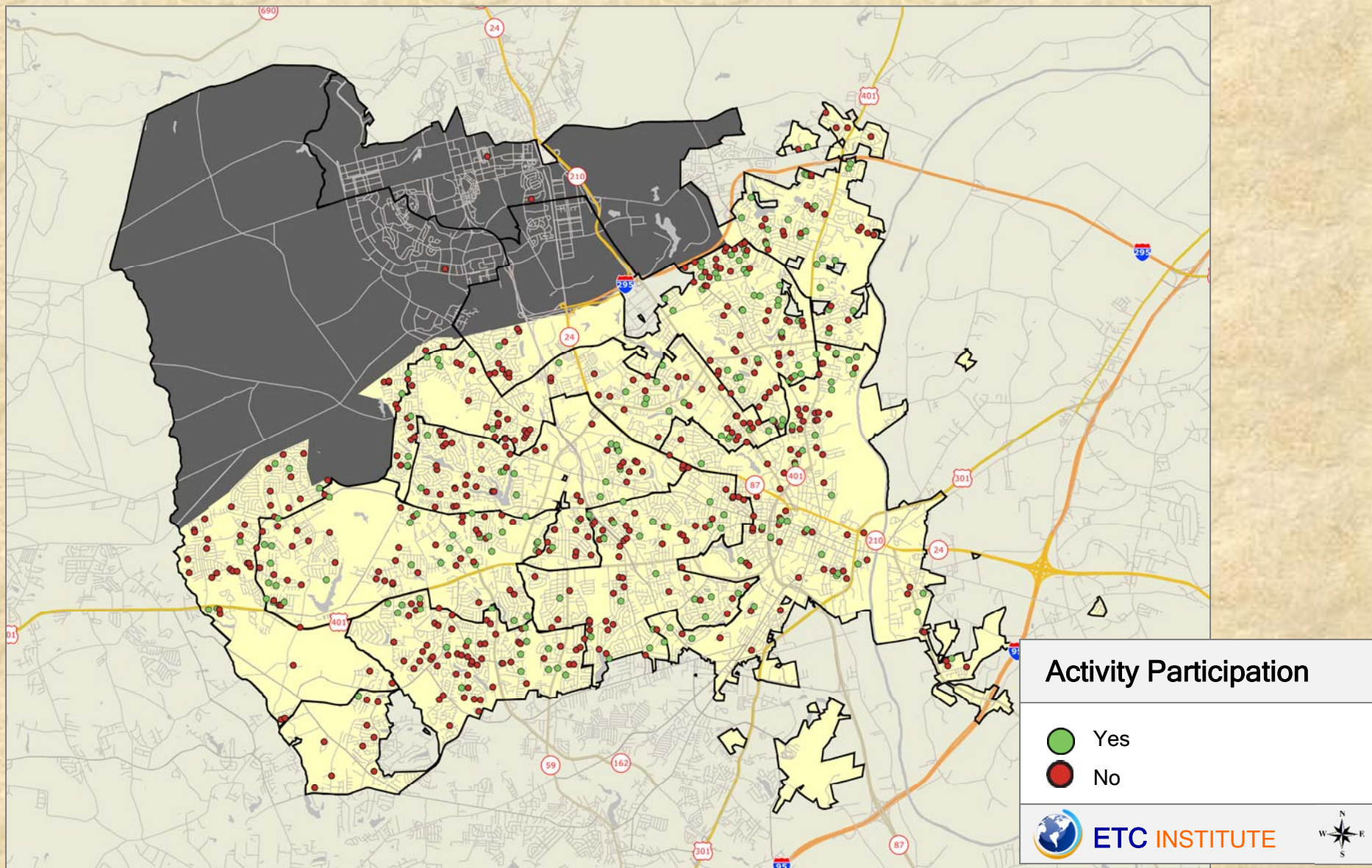
Q4. 7 Activity Participation: Participated in a public meeting of an appointed board or commission



2018 City of Fayetteville Resident Survey

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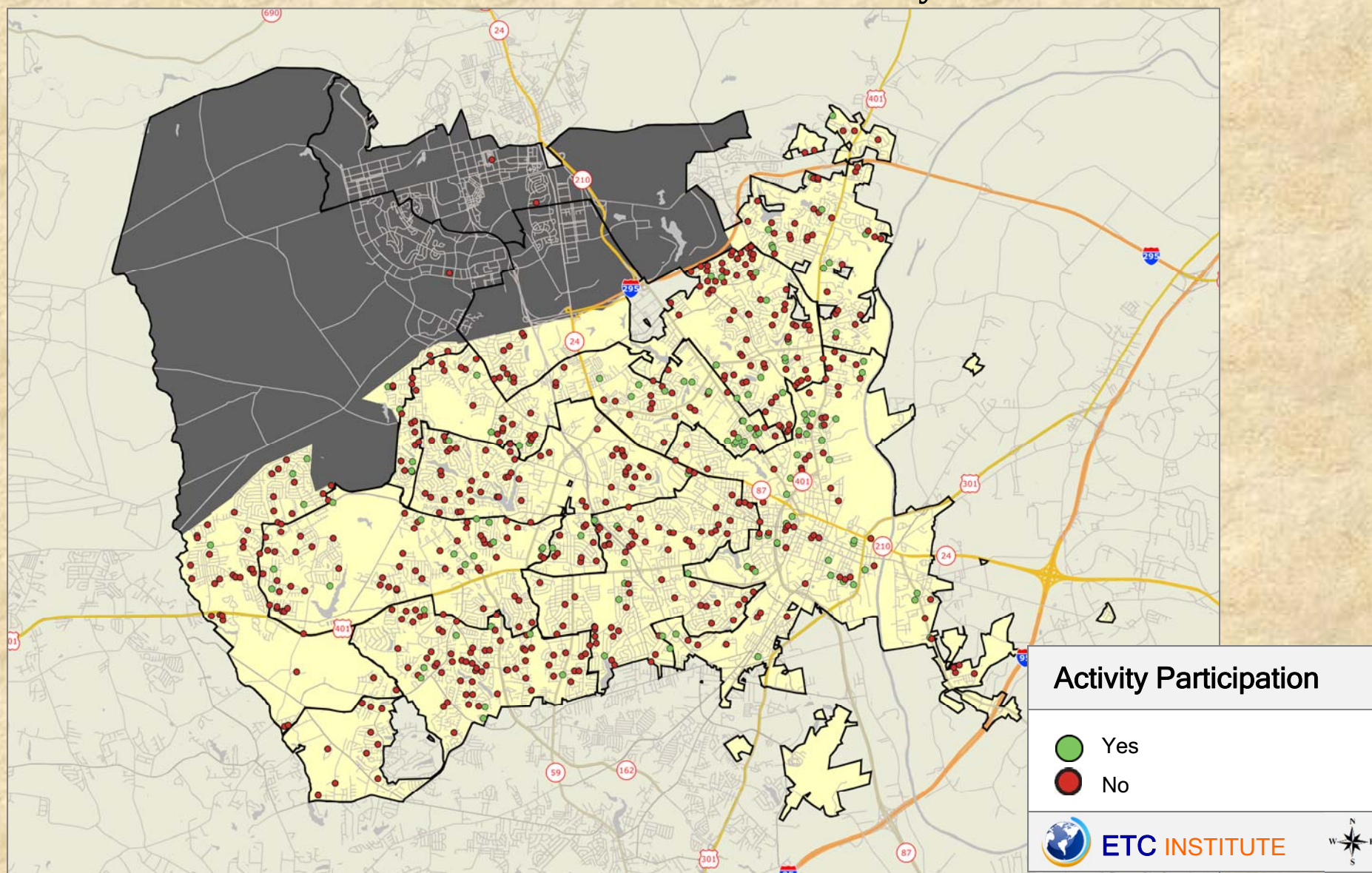
Q4. 8 Activity Participation: Attended or viewed a city Council meeting



2018 City of Fayetteville Resident Survey

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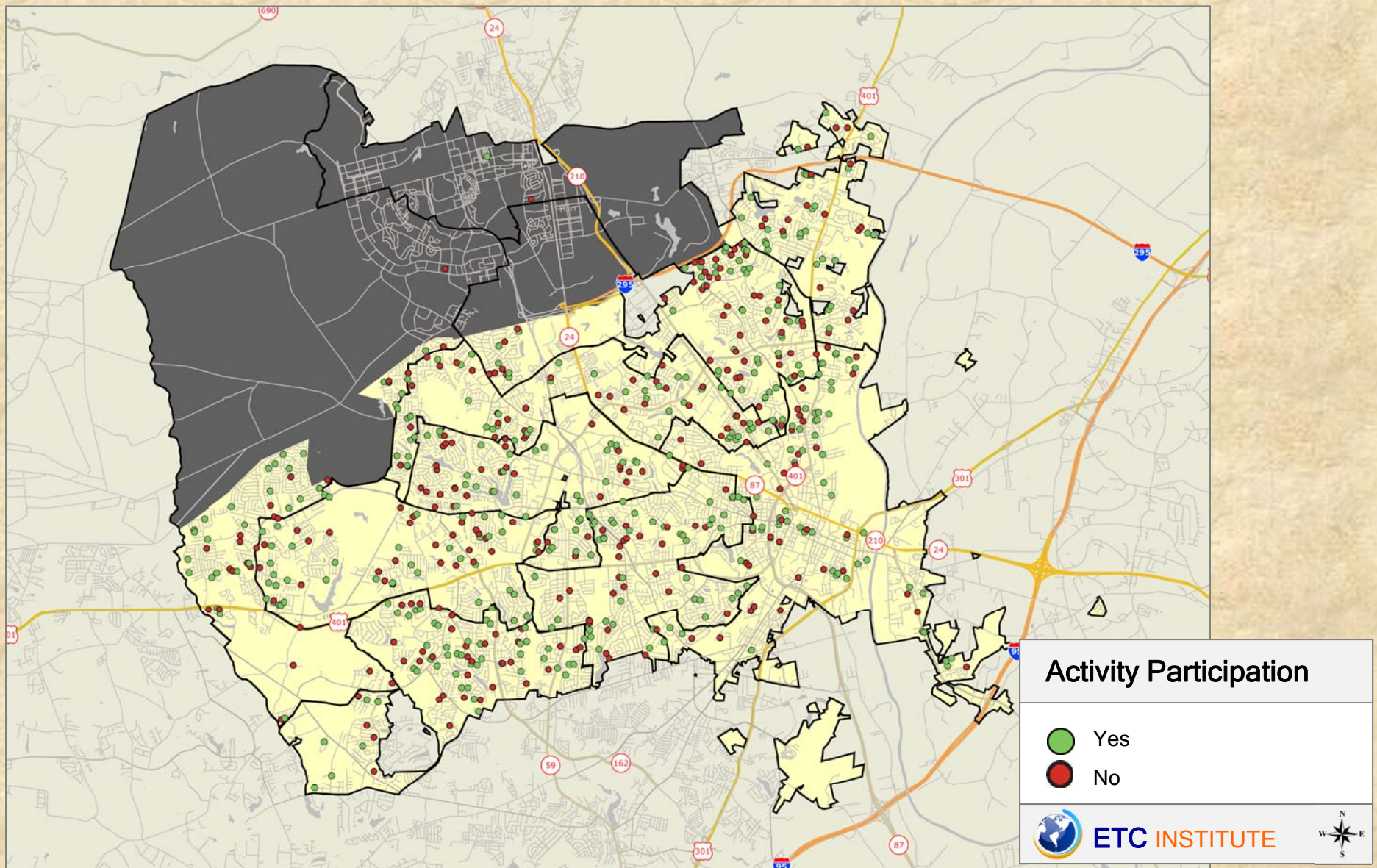
Q4. 9 Activity Participation: Ridden the FAST Bus System and/or FASTTRAC! ADA Van System



2018 City of Fayetteville Resident Survey

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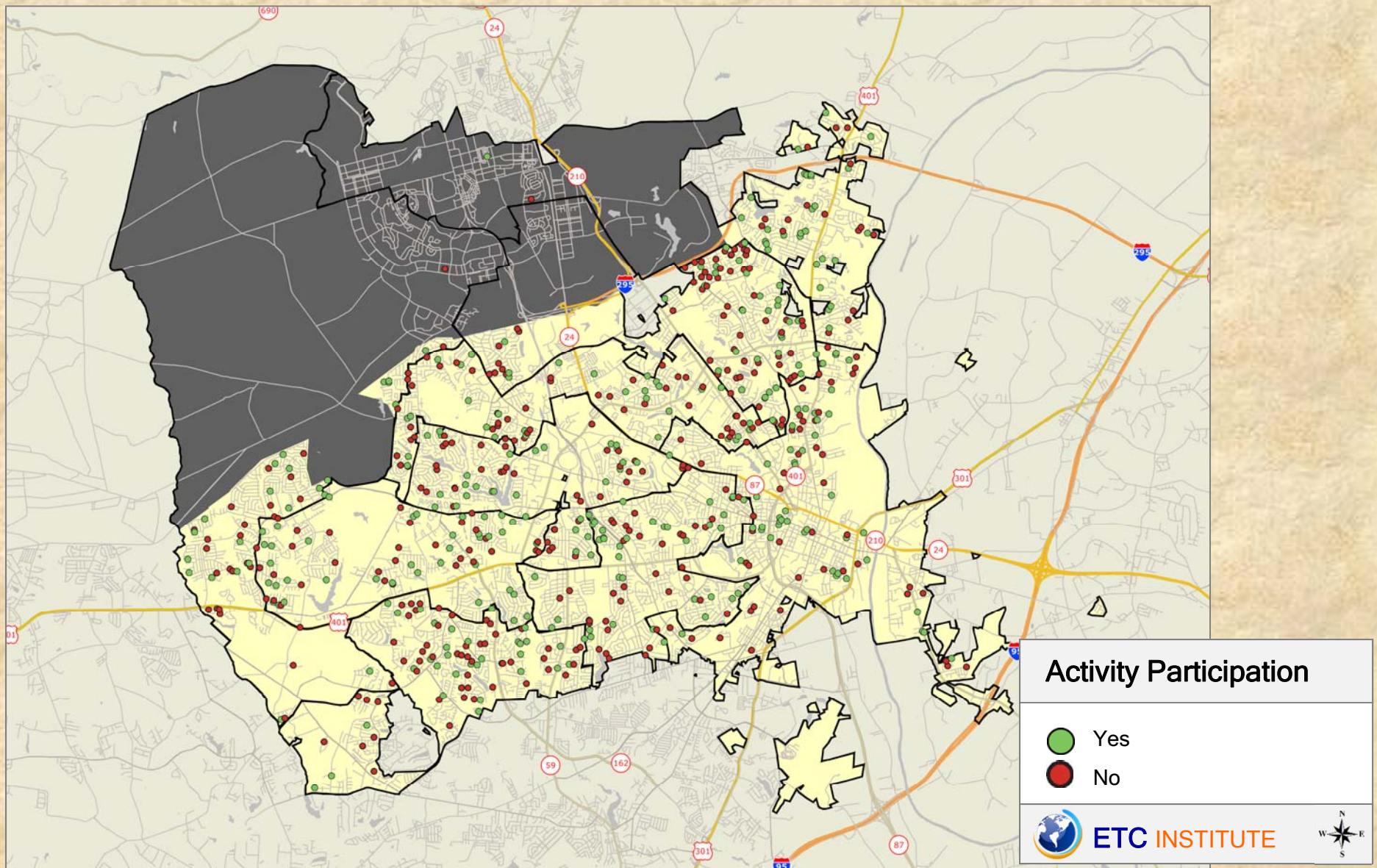
Q4. 10 Activity Participation: Attended the Dogwood Festival



2018 City of Fayetteville Resident Survey

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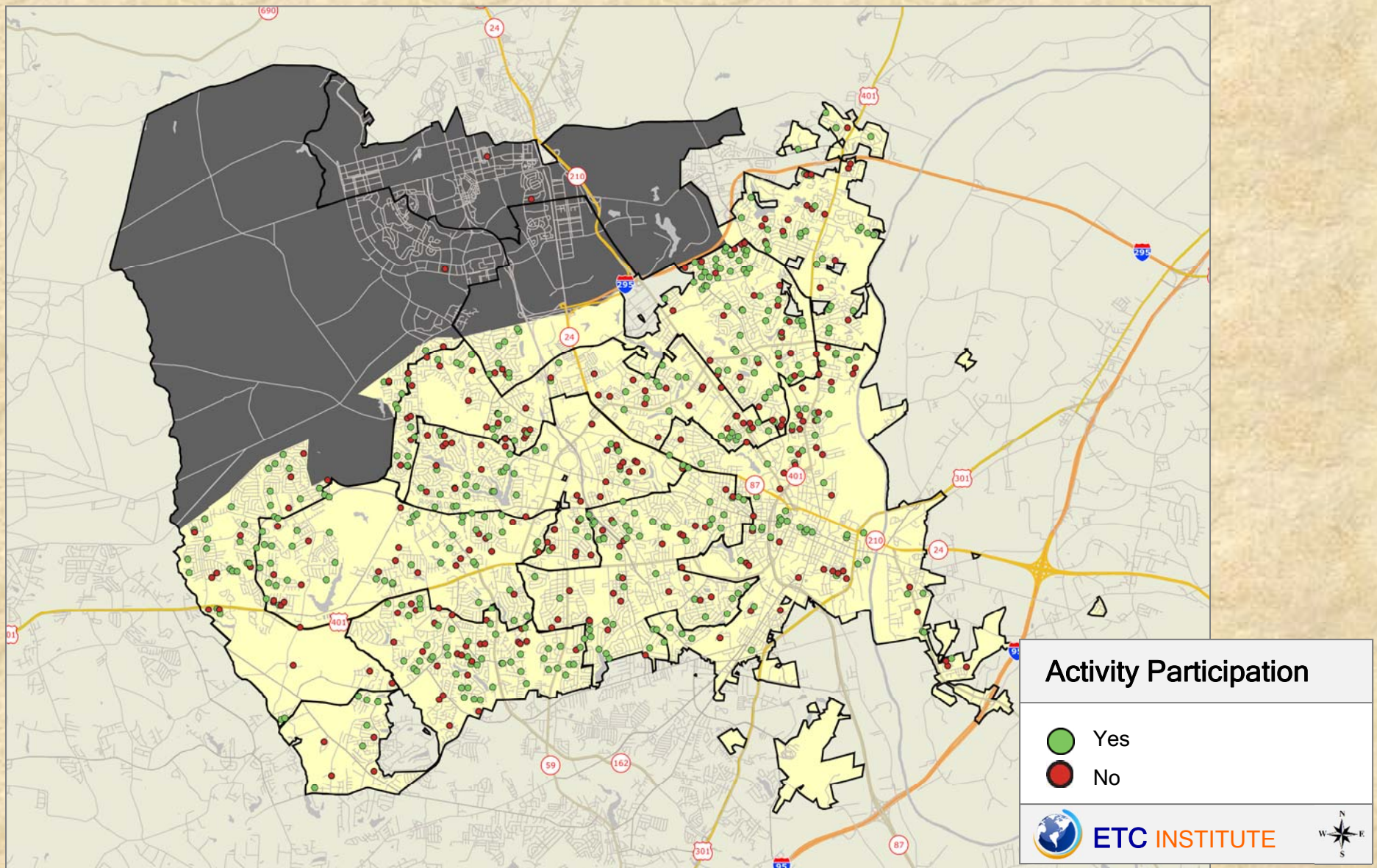
Q4. 11 Activity Participation: Attended the International Folk Festival



2018 City of Fayetteville Resident Survey

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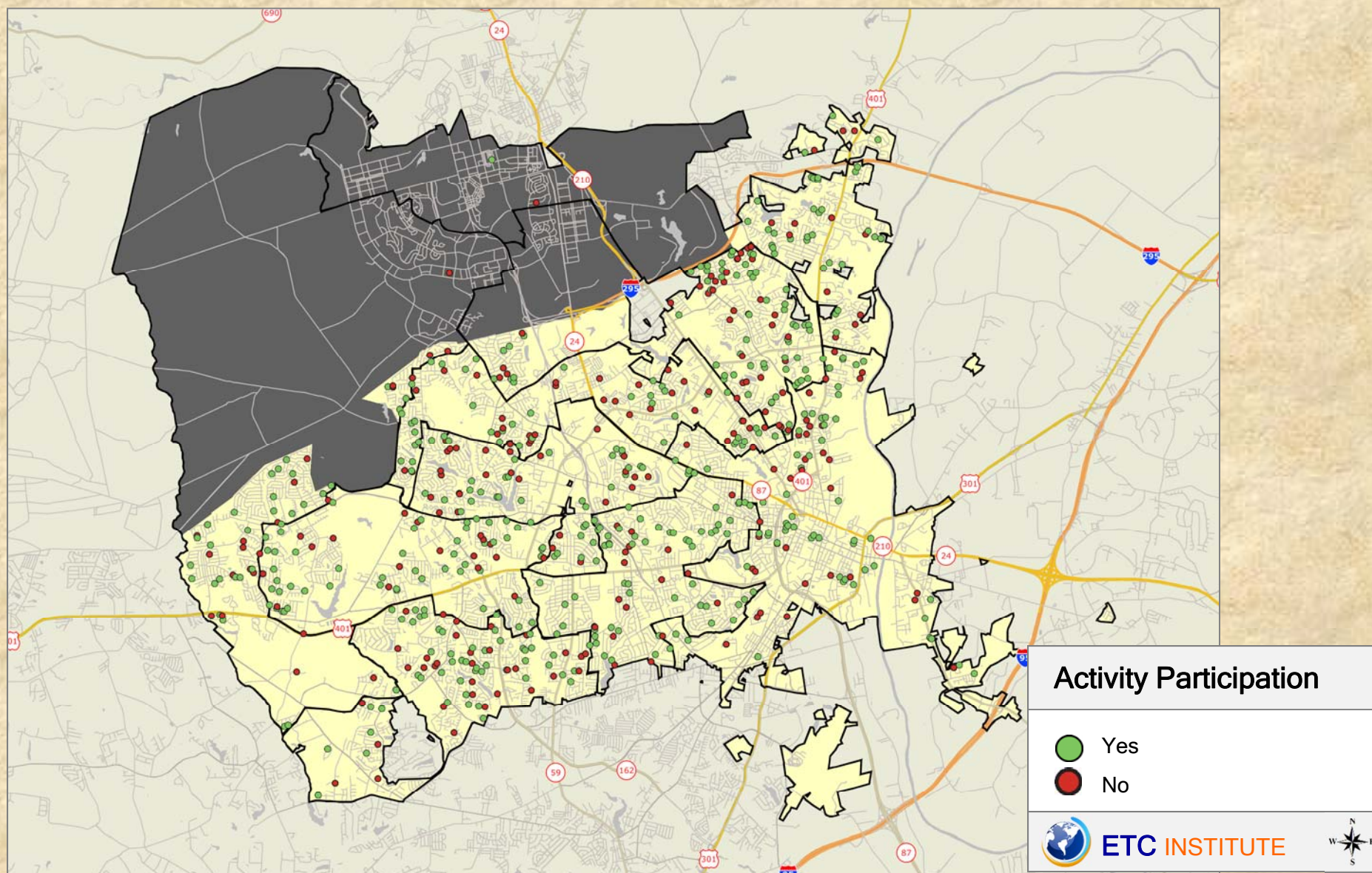
Q4. 12 Activity Participation: Visited the North Carolina Veterans Park



2018 City of Fayetteville Resident Survey

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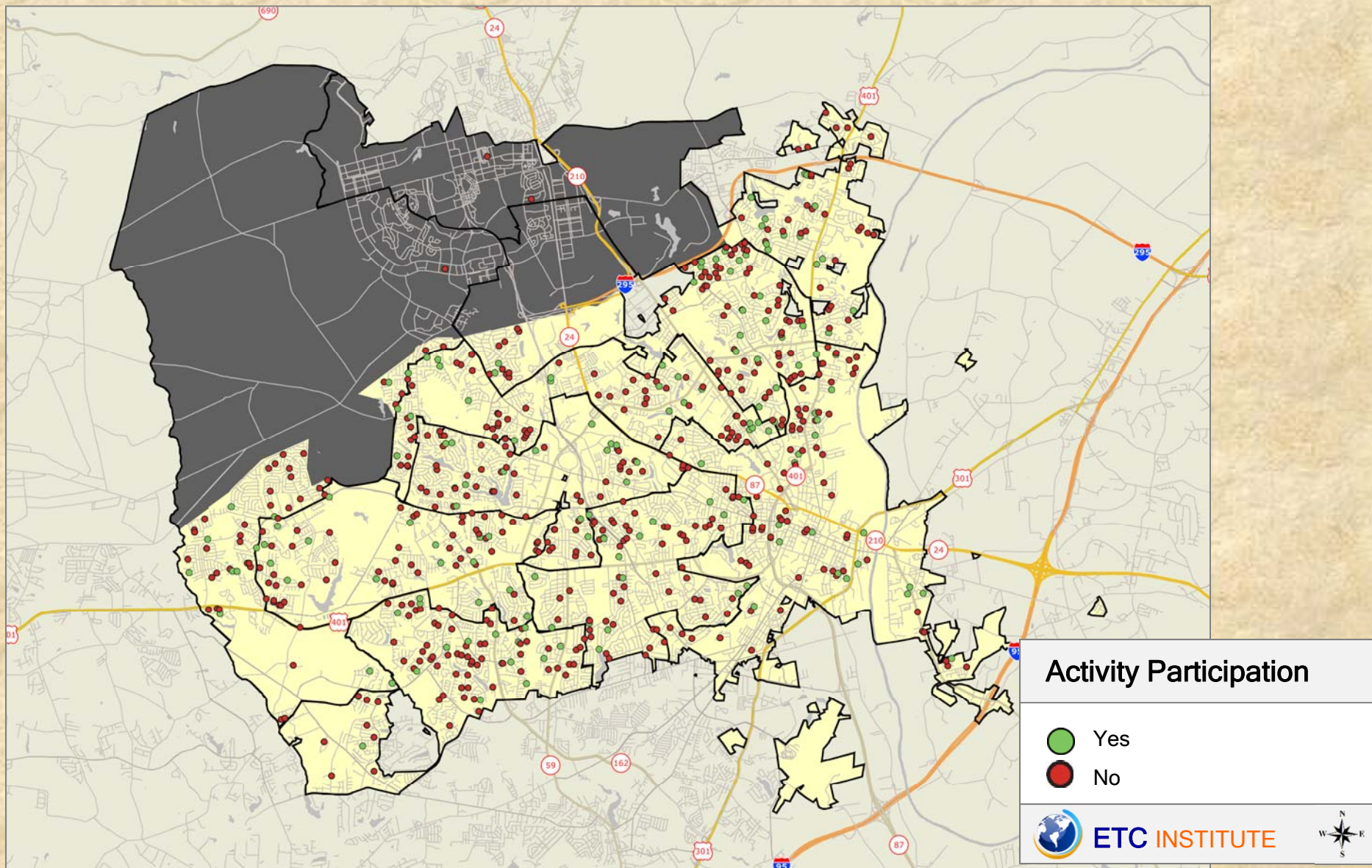
Q4. 13 Activity Participation: Attended an event at, or visited, Festival Park



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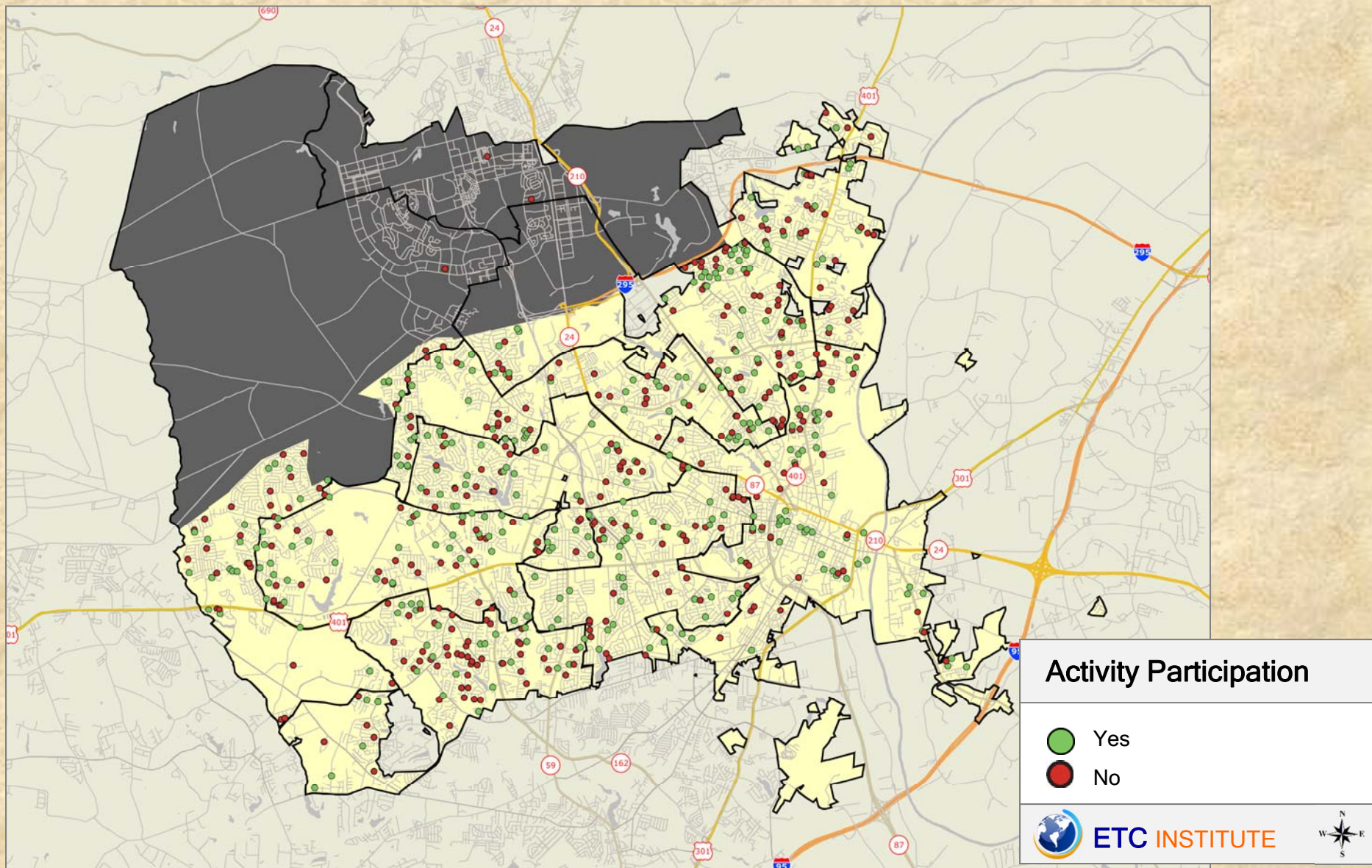
Q4. 14 Activity Participation: Called Code Enforcement



2018 City of Fayetteville Resident Survey

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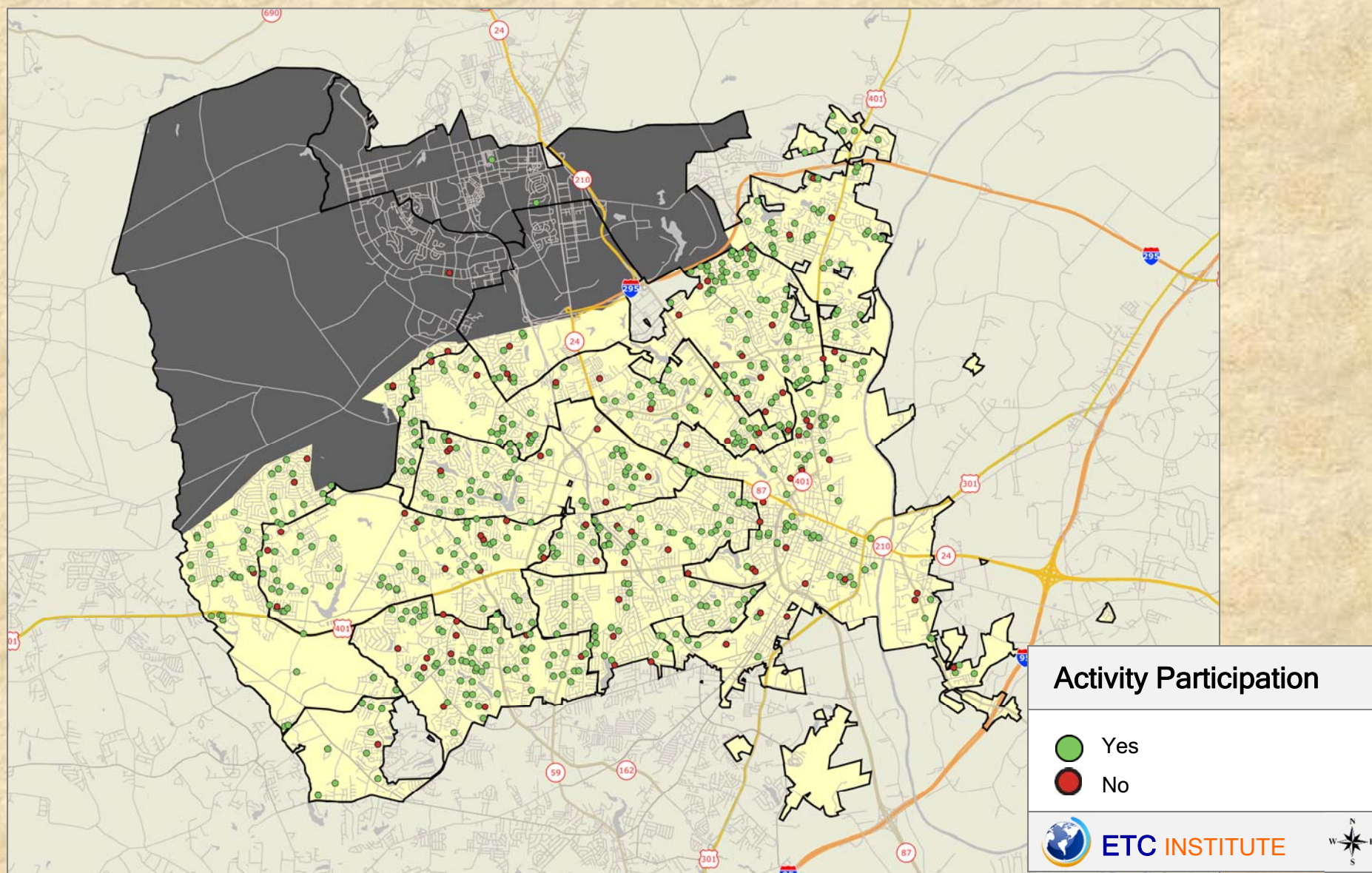
Q4. 15 Activity Participation: Called or visited the Police Department



2018 City of Fayetteville Resident Survey

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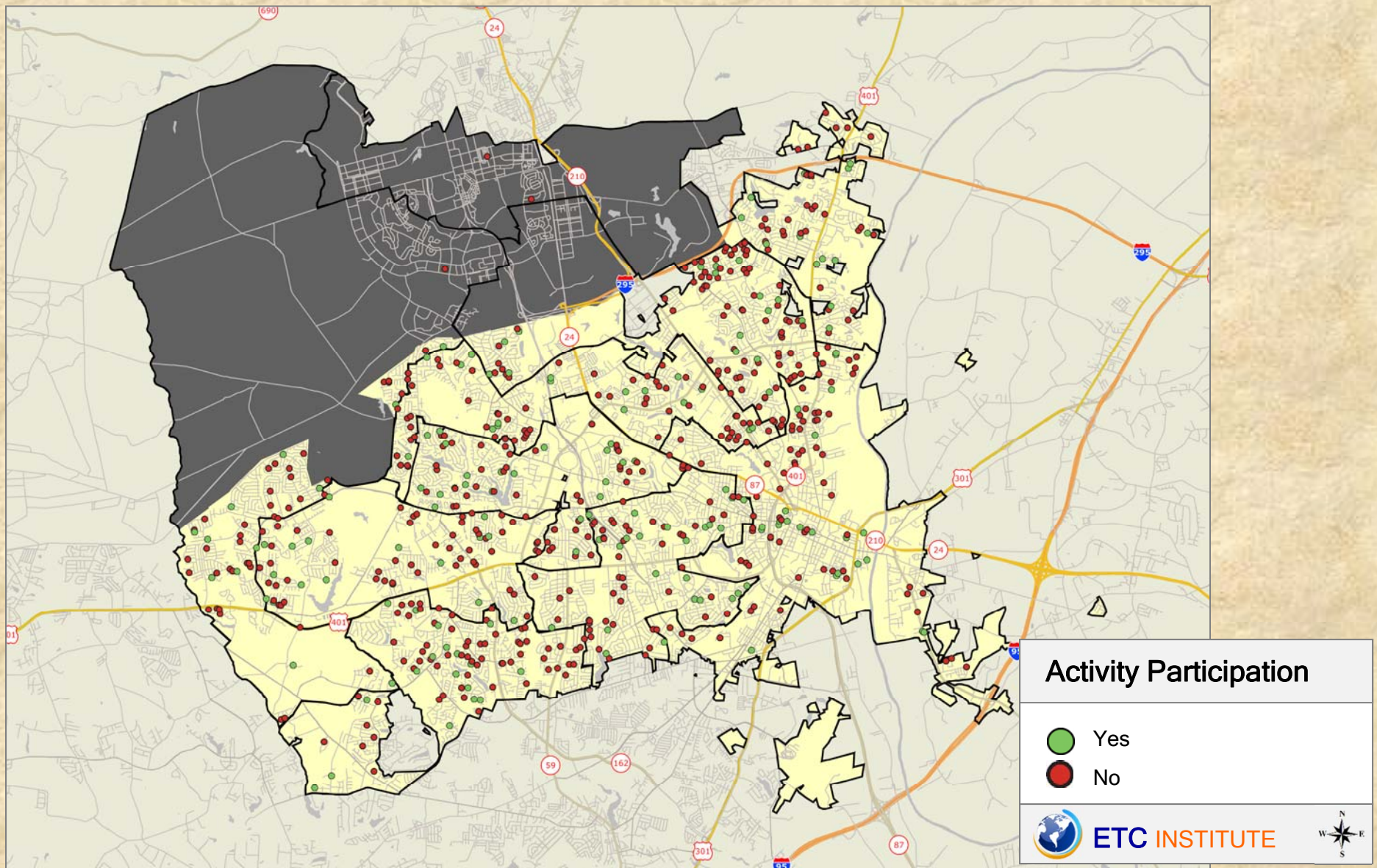
Q4. 16 Activity Participation: Visited Downtown Fayetteville



2018 City of Fayetteville Resident Survey

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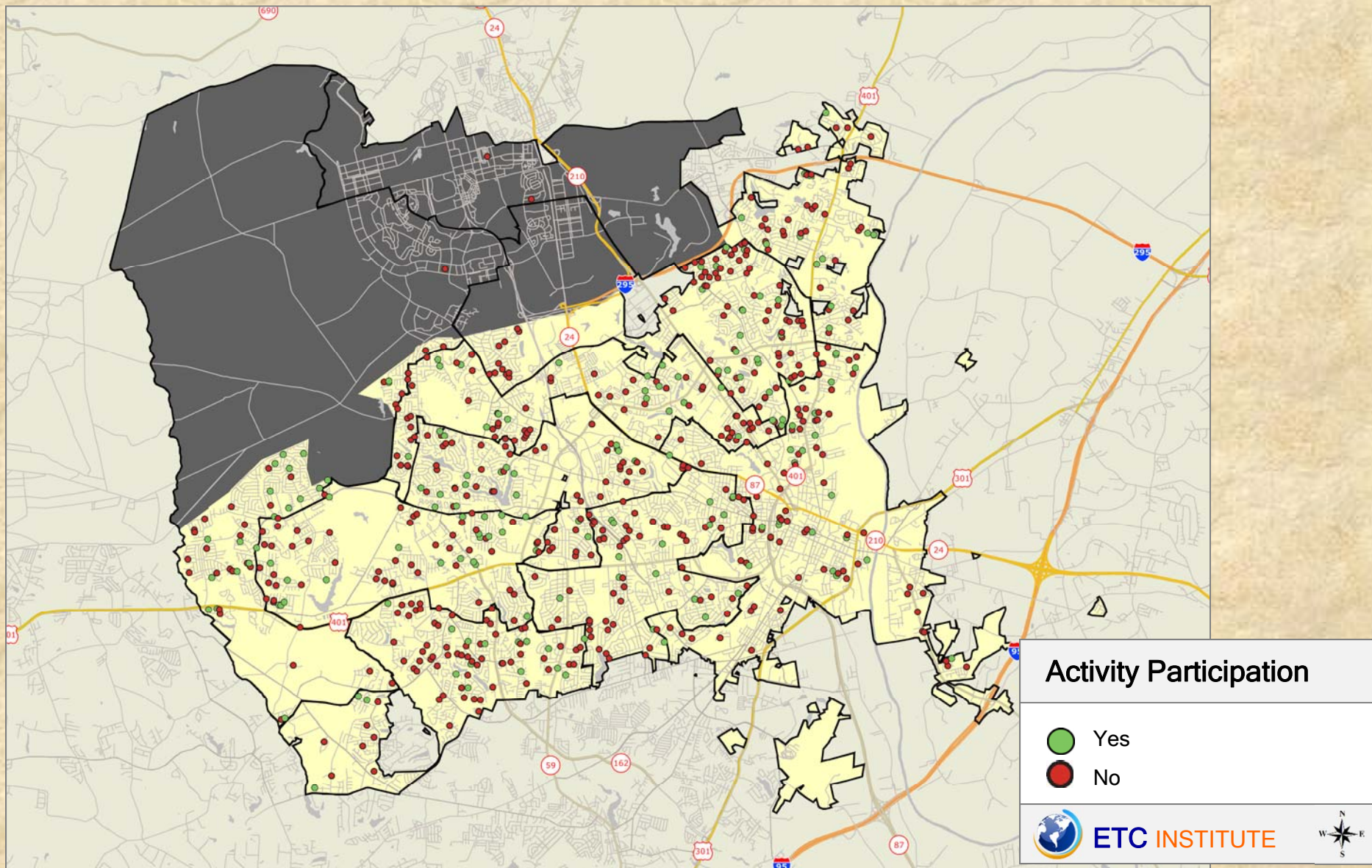
Q4. 17 Activity Participation: Used the downtown parking deck



2018 City of Fayetteville Resident Survey

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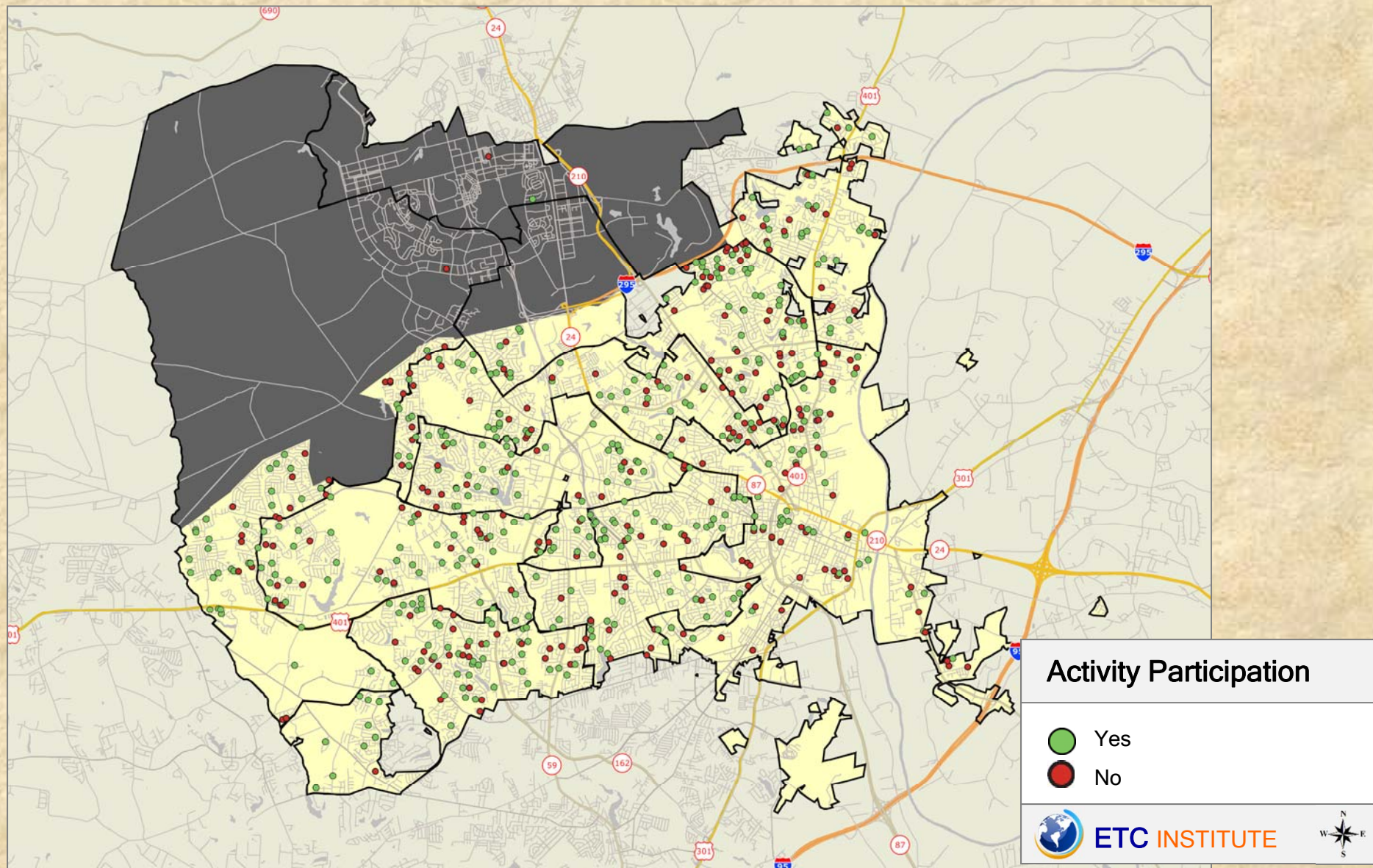
Q4. 18 Activity Participation: Watched the city show, Fayetteville in 5



2018 City of Fayetteville Resident Survey

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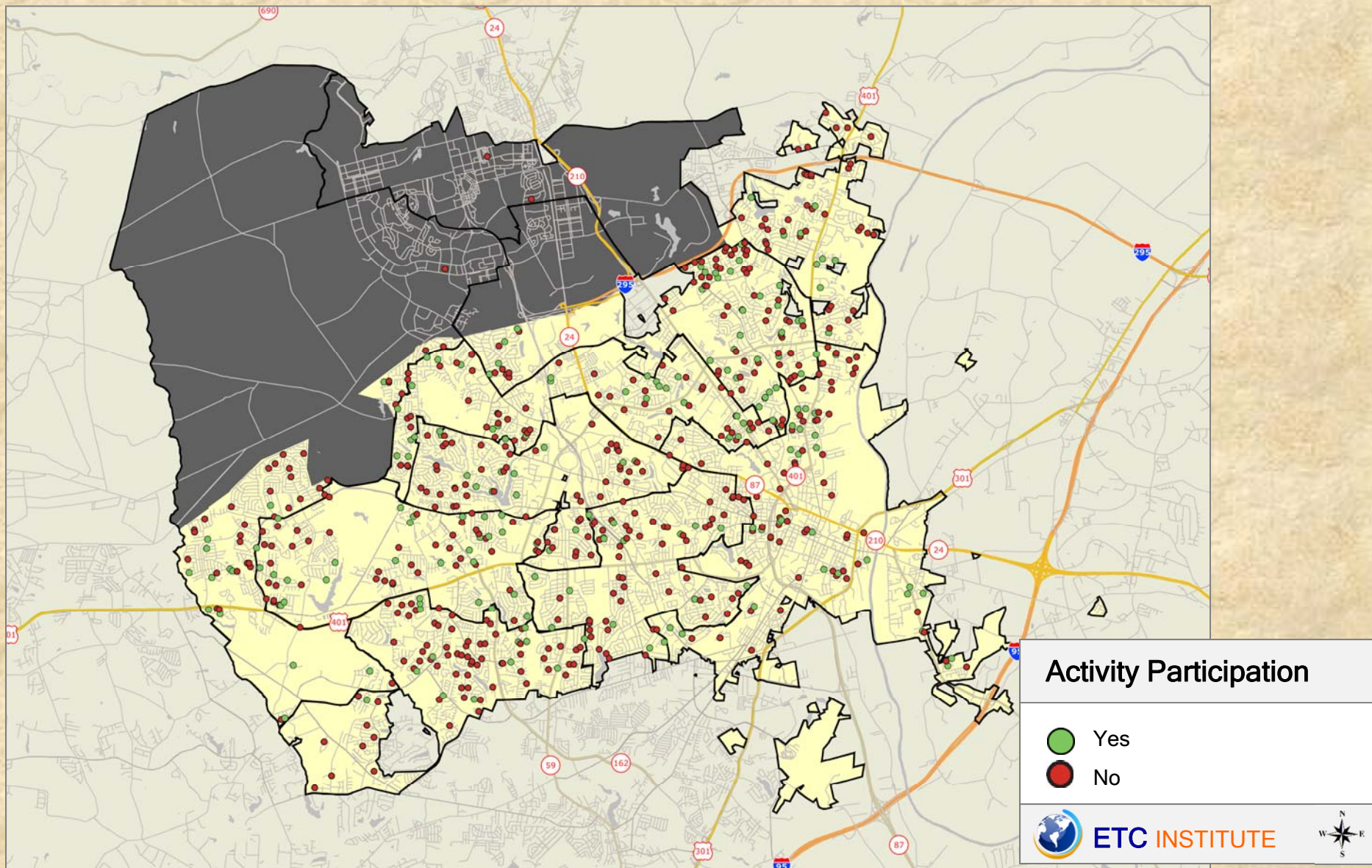
Q4. 19 Activity Participation: Used the Fayetteville Regional Airport



2018 City of Fayetteville Resident Survey

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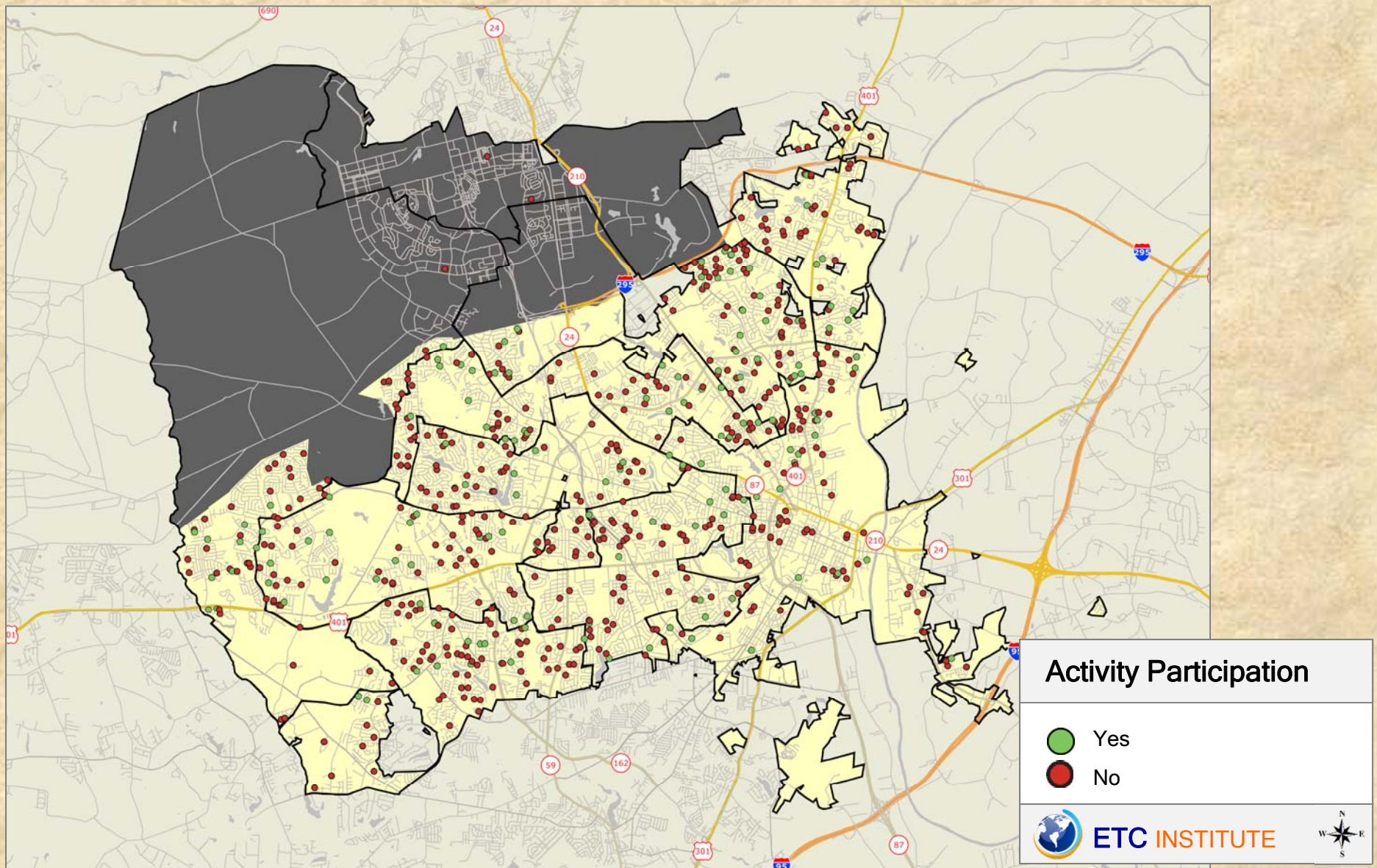
Q4. 20 Activity Participation: Used fire protection and rescue services



2018 City of Fayetteville Resident Survey

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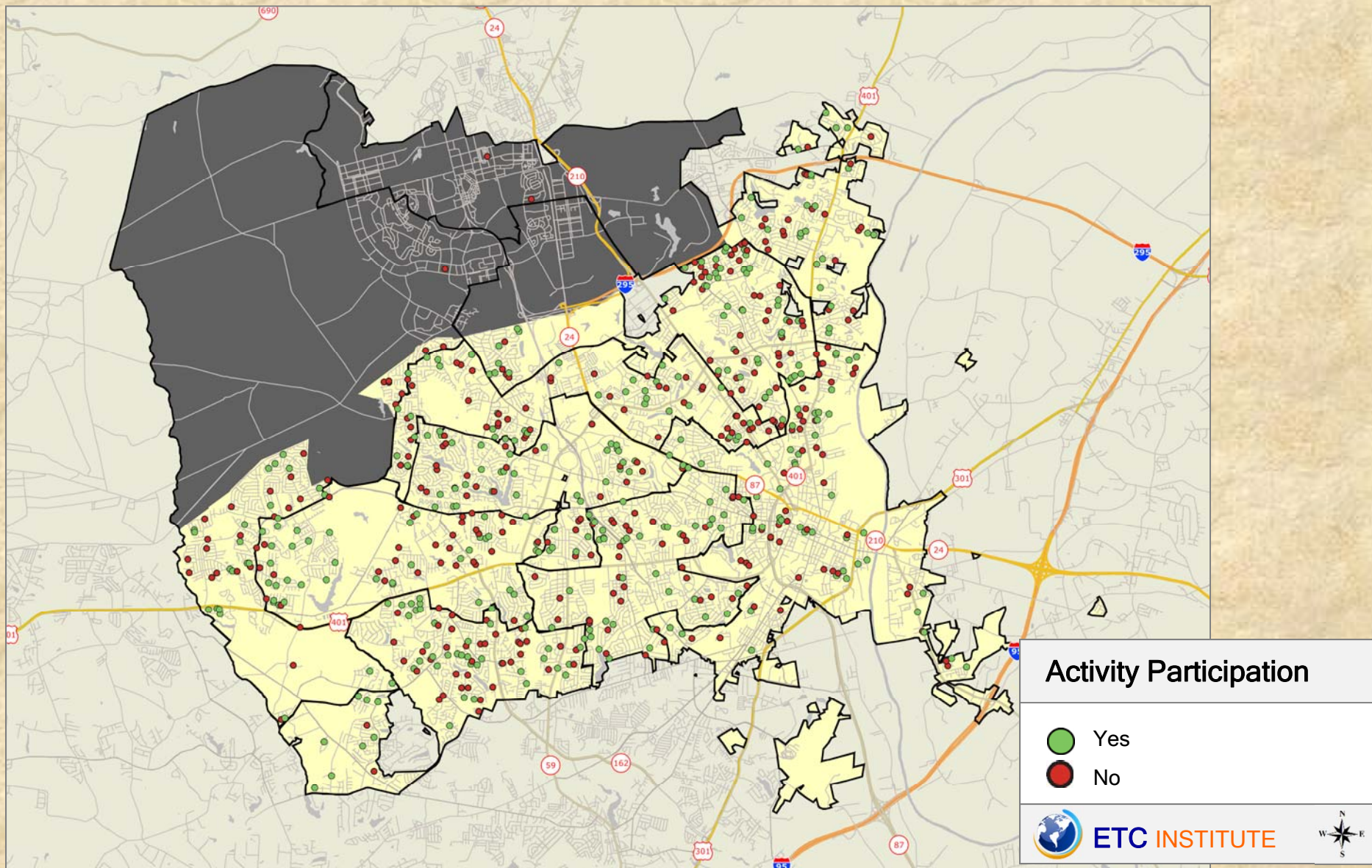
Q4. 21 Activity Participation: Contacted the Fayetteville Call Center (433-1FAY)



2018 City of Fayetteville Resident Survey

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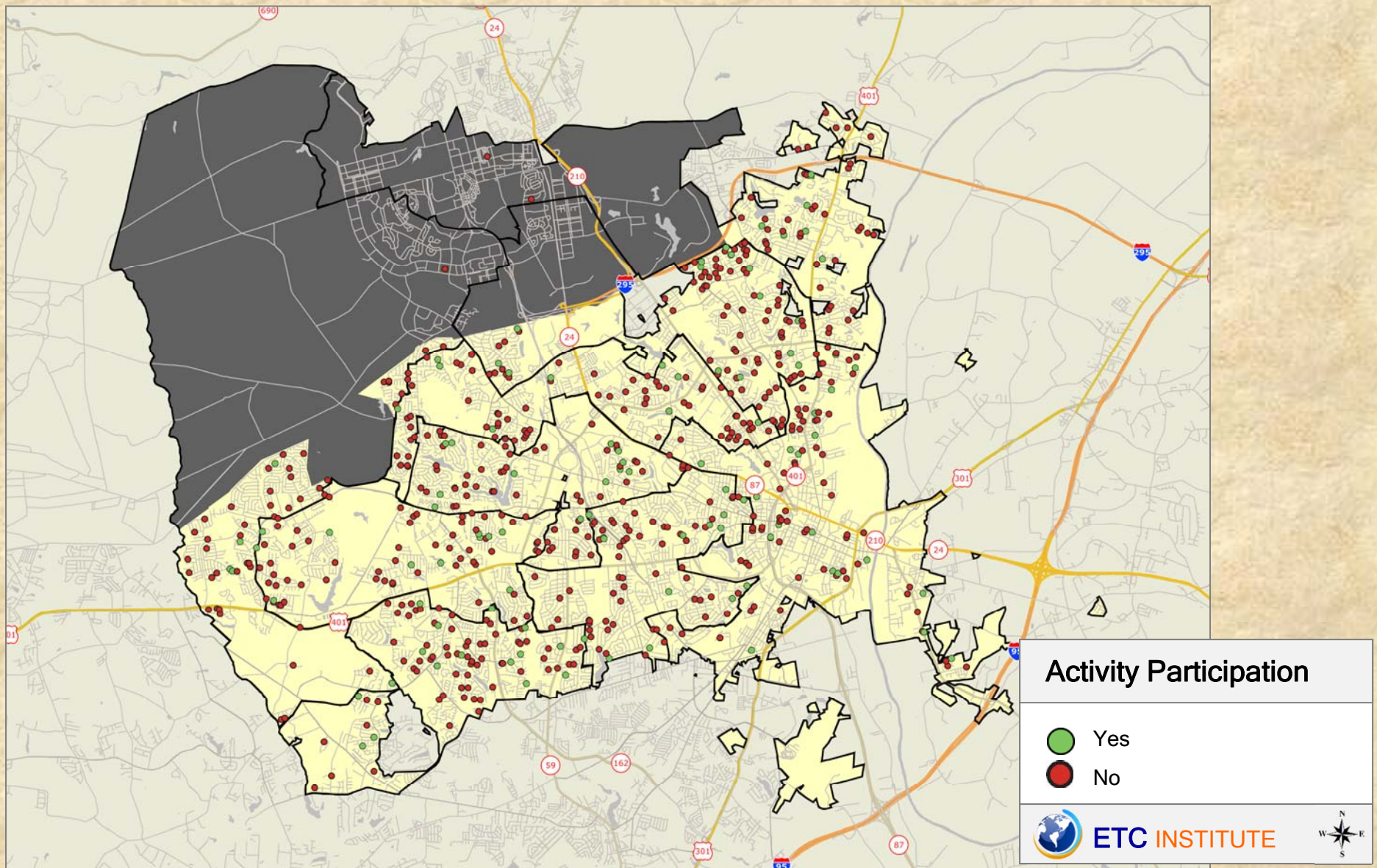
Q4. 22 Activity Participation: Visited the city's website



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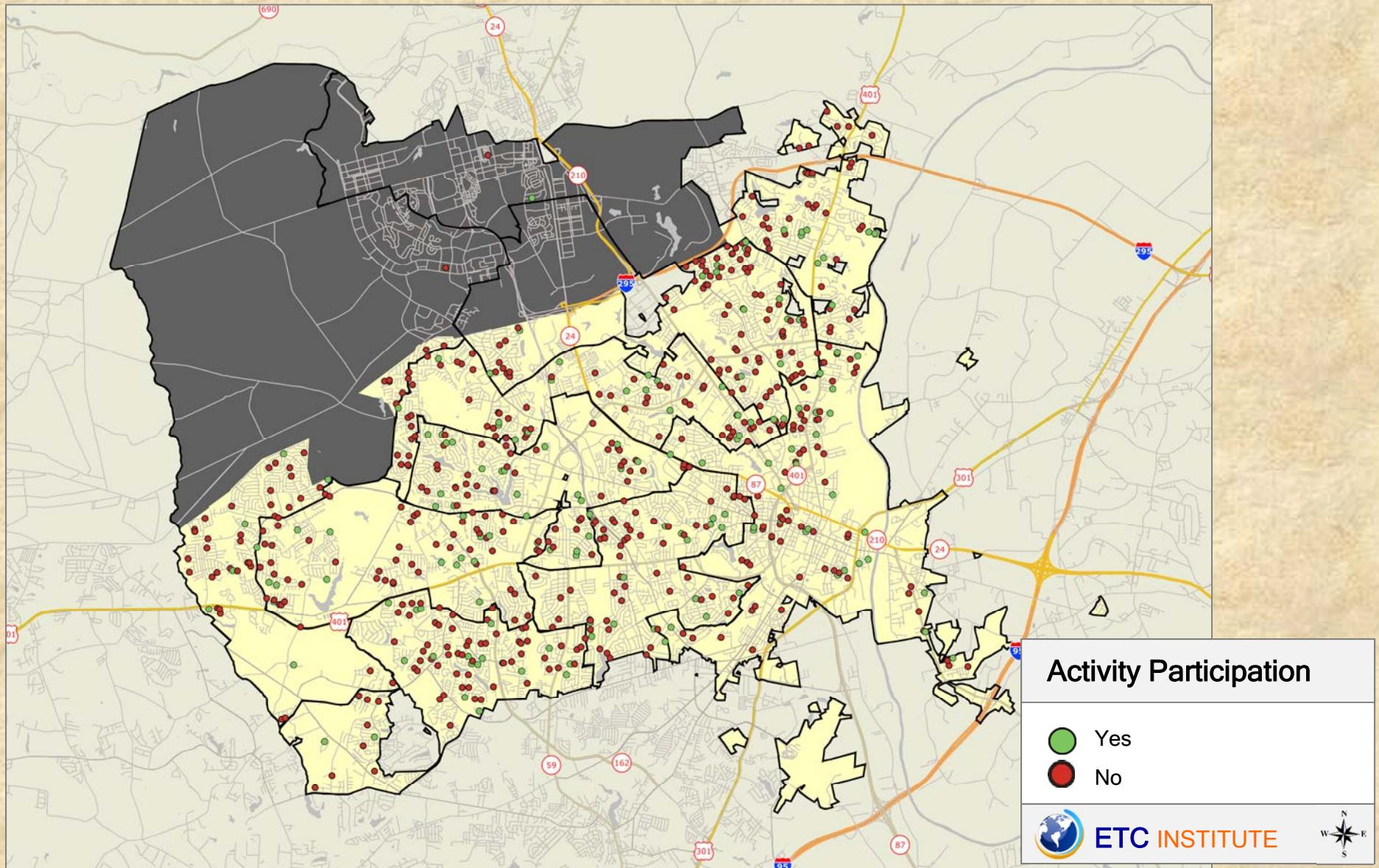
Q4. 23 Activity Participation: Used FayFixIt



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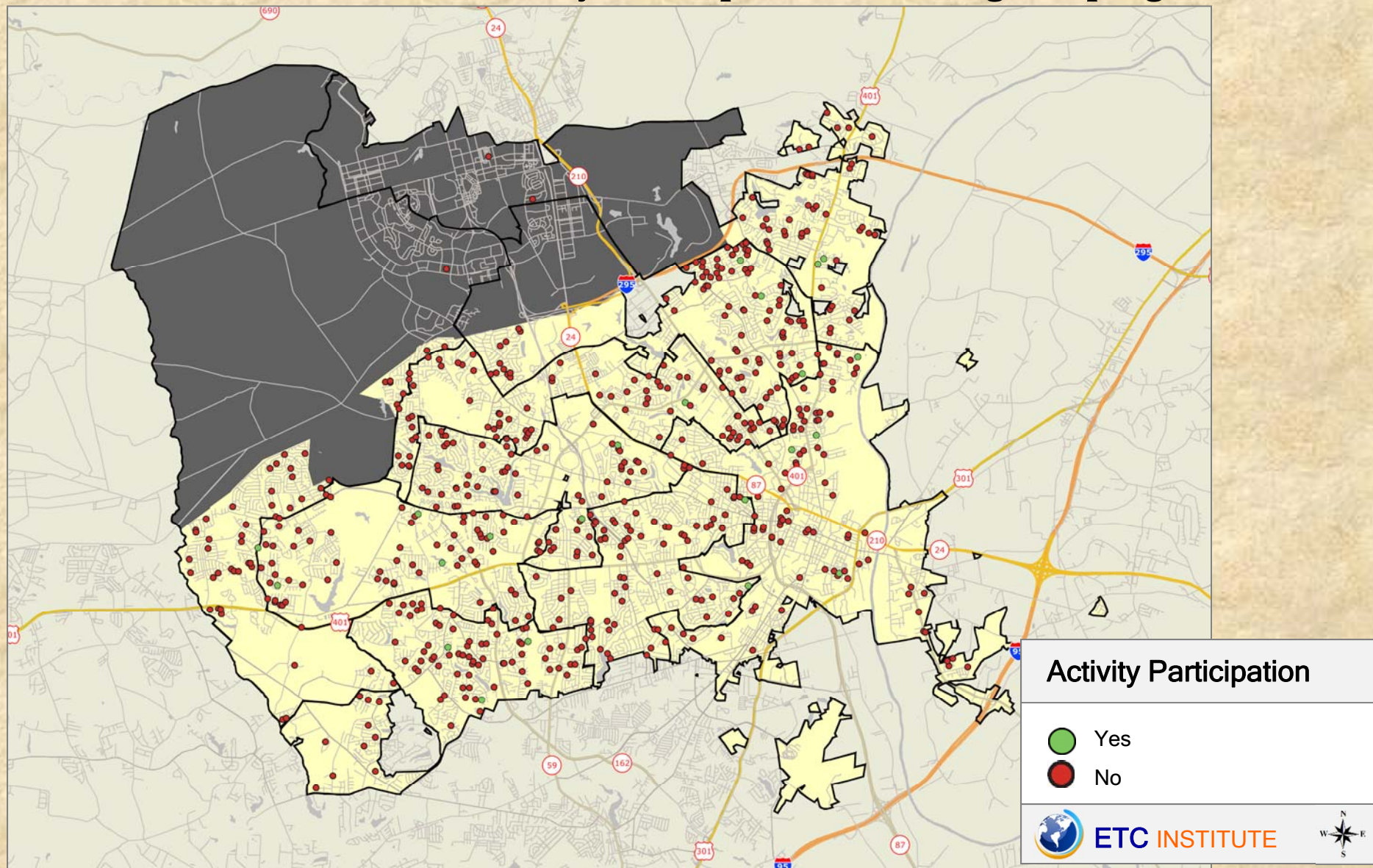
Q4. 24 Activity Participation: Followed the city's social media (Facebook or Twitter)



2018 City of Fayetteville Resident Survey

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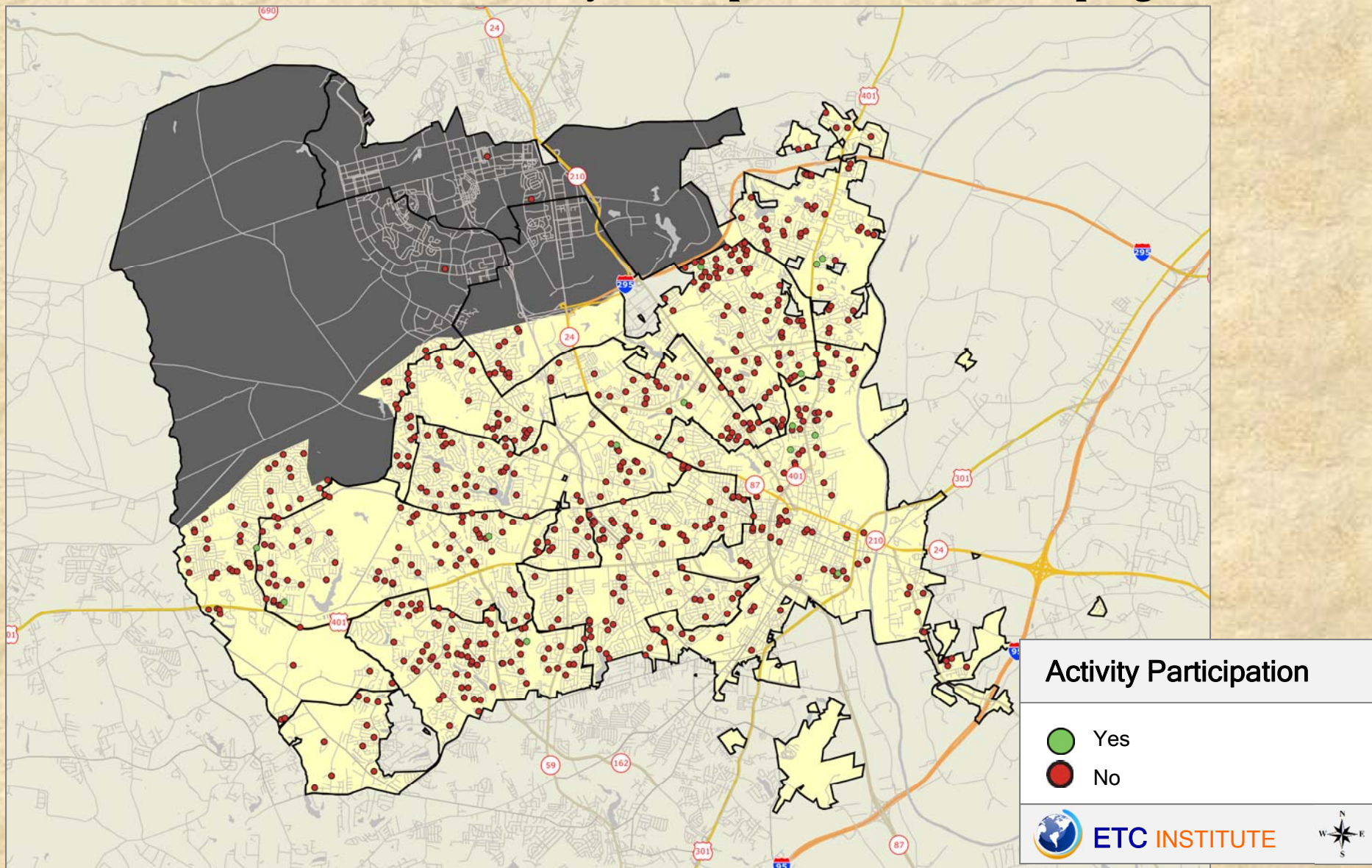
Q4. 25 Activity Participation: Participated in the Economic and Community Development business grant program



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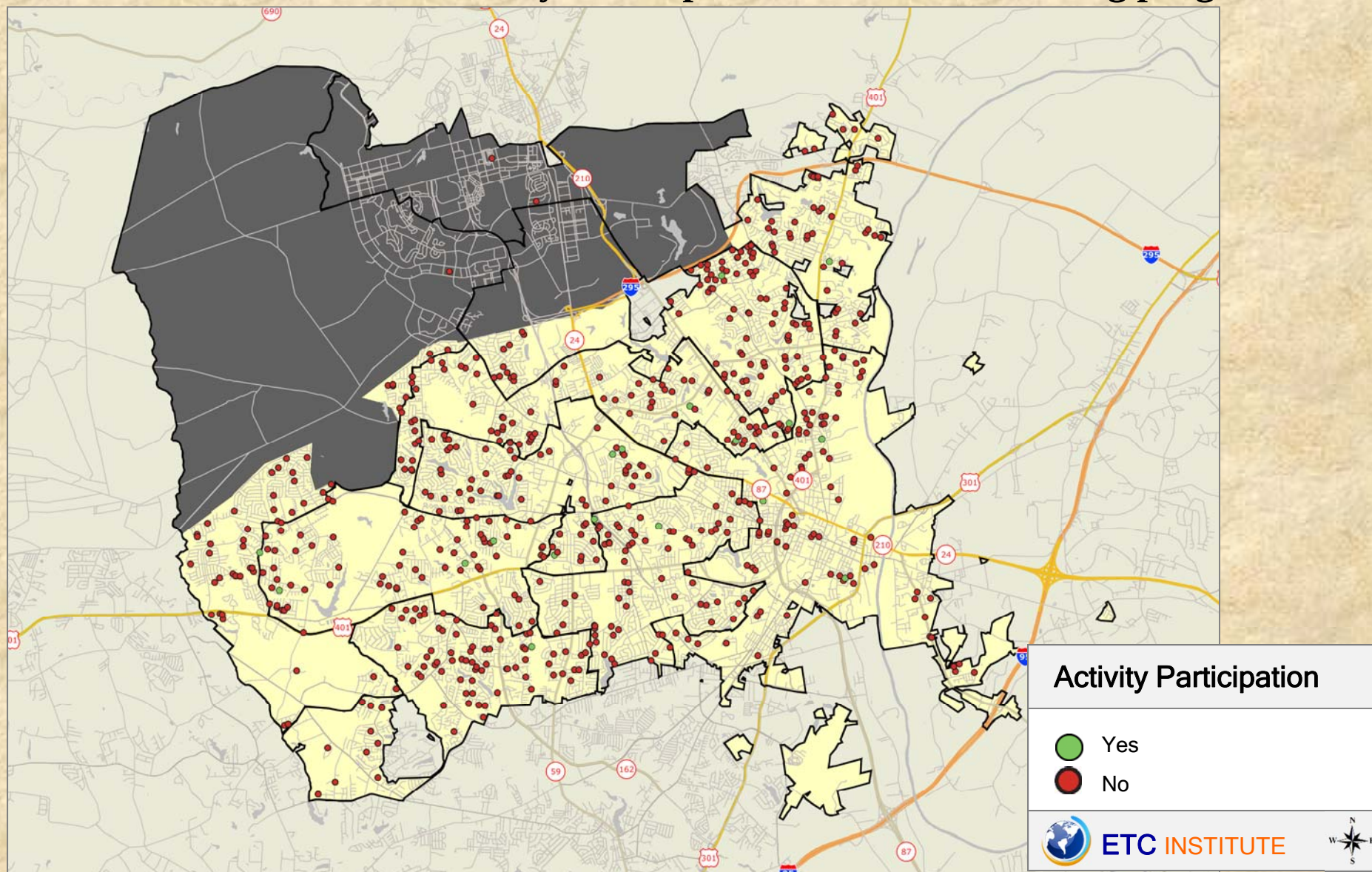
Q4. 26 Activity Participation: Participated in the Economic and Community Development business loan program



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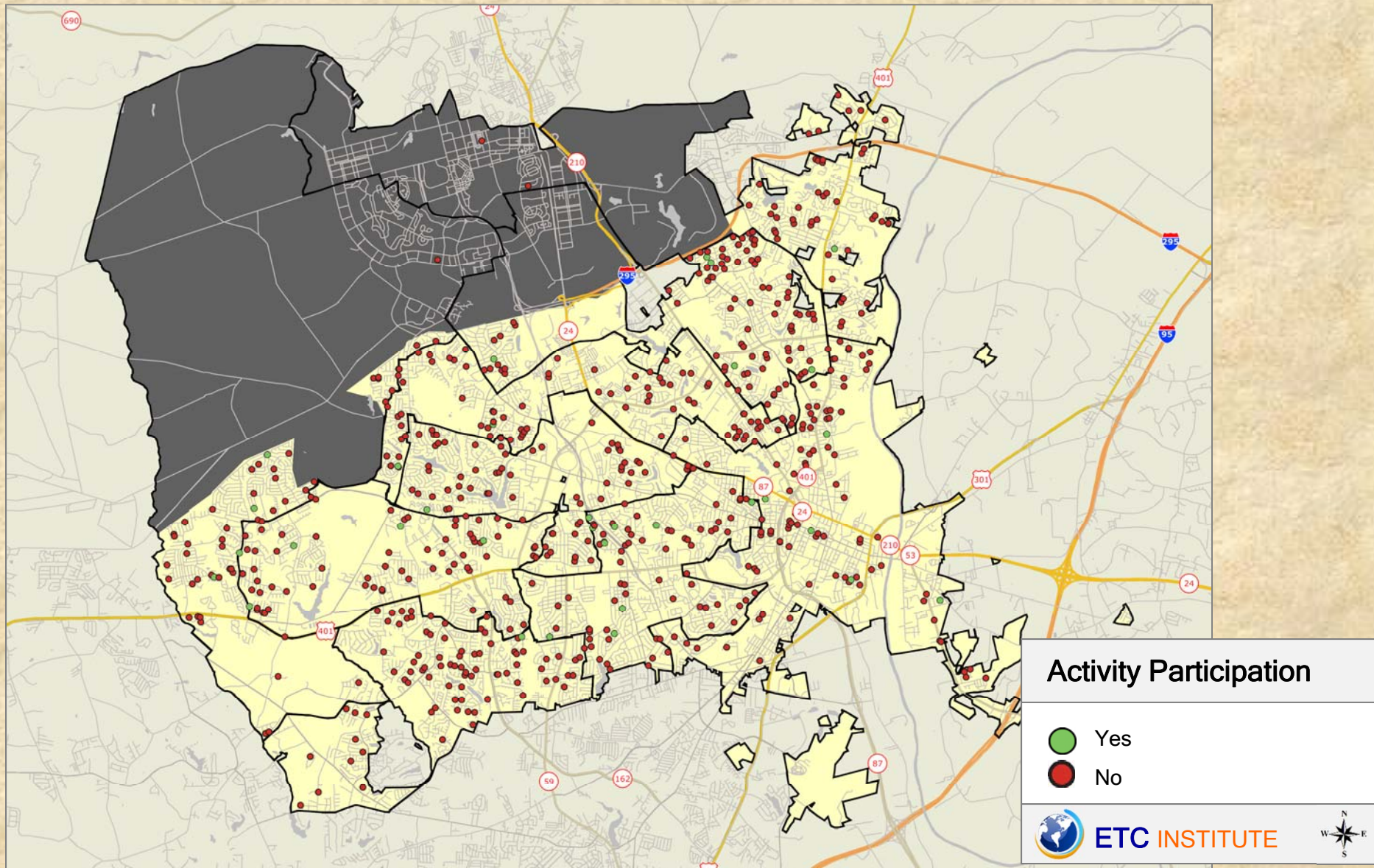
Q4. 27 Activity Participation: Participated in the Economic and Community Development business counseling program



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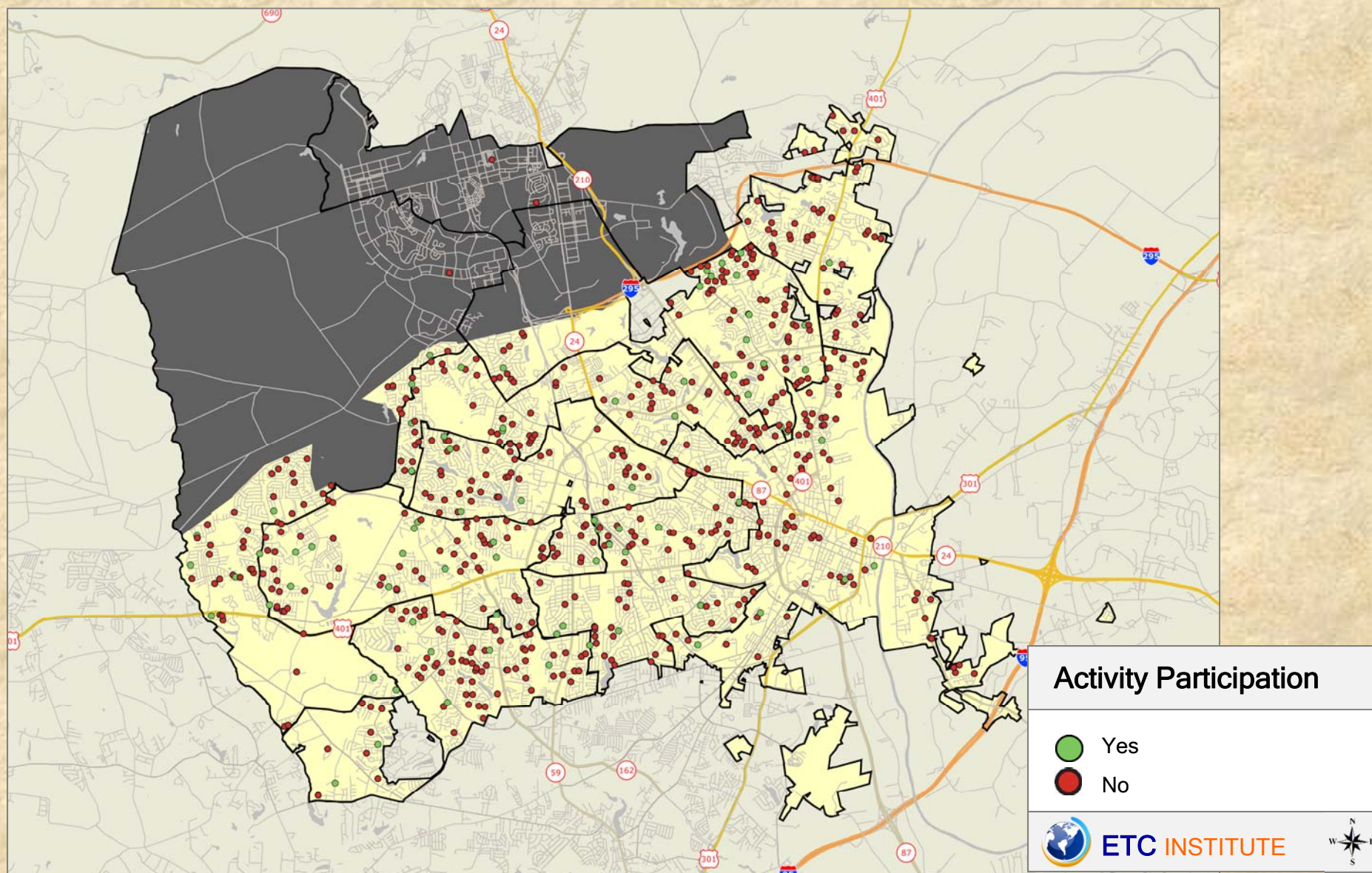
Q4. 28 Activity Participation: Applied for a zoning permit



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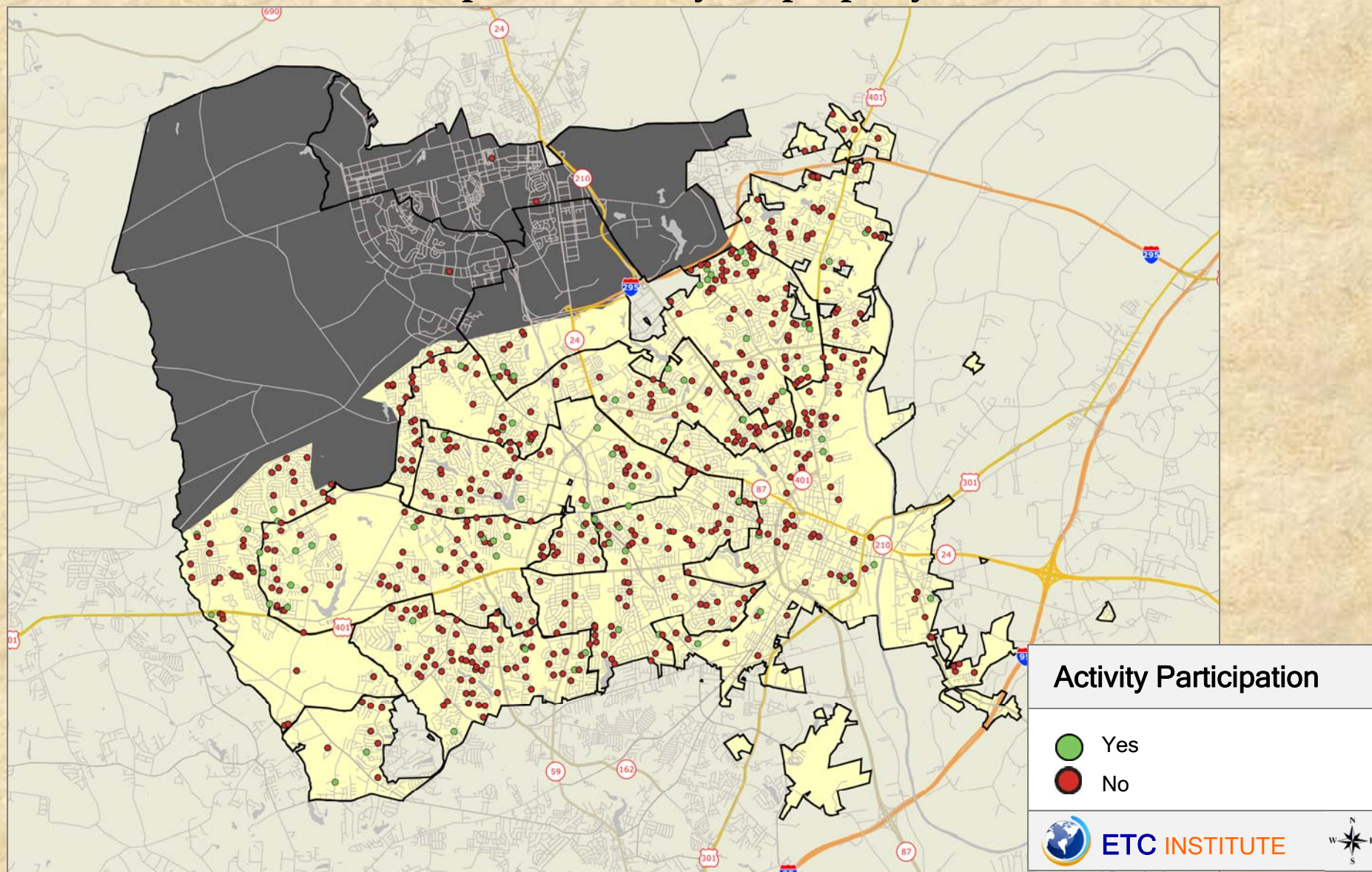
Q4. 29 Activity Participation: Applied for a building permit



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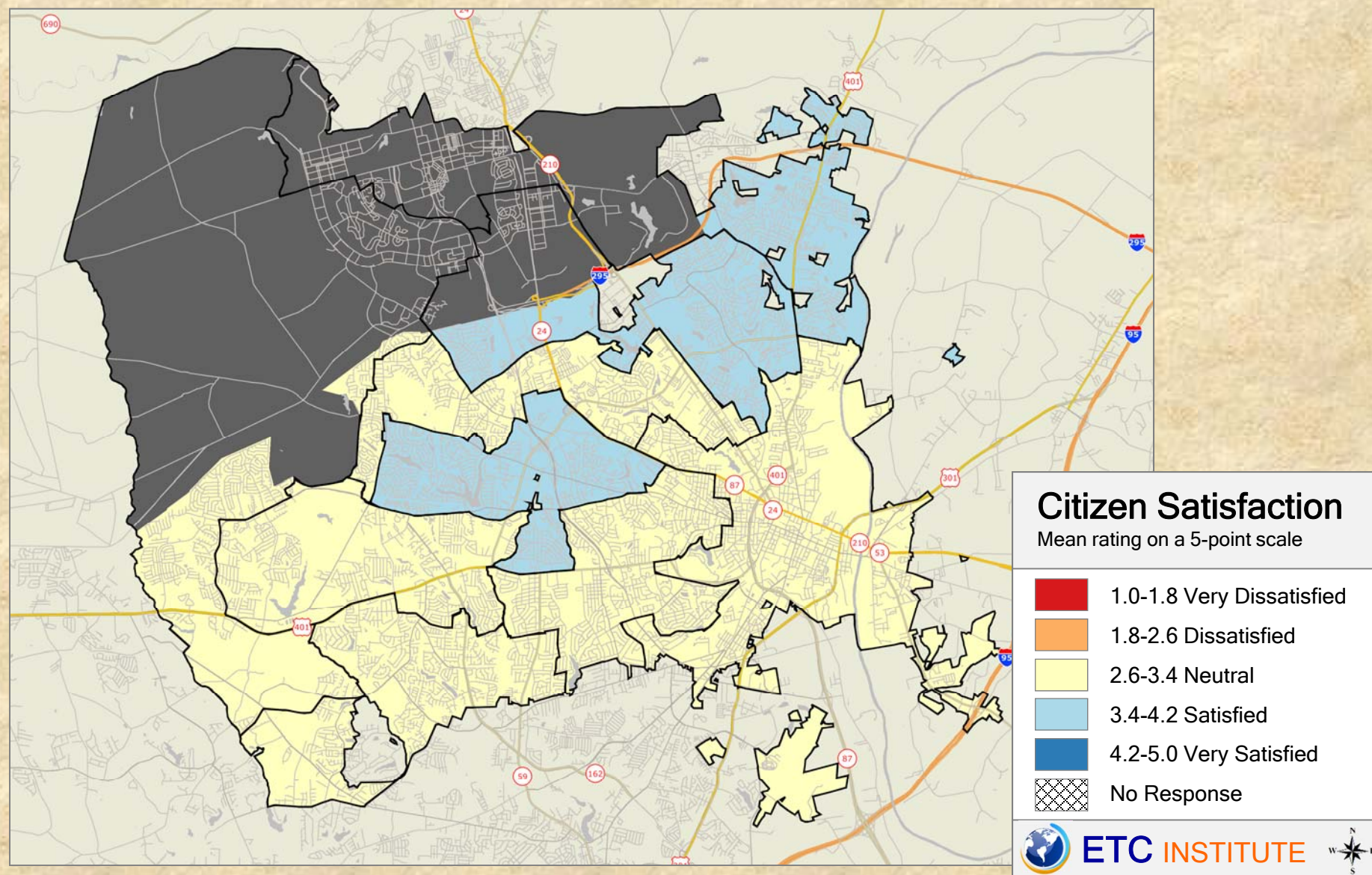
Q4. 30 Activity Participation: Had a building trades inspection performed at your property



2018 City of Fayetteville Resident Survey

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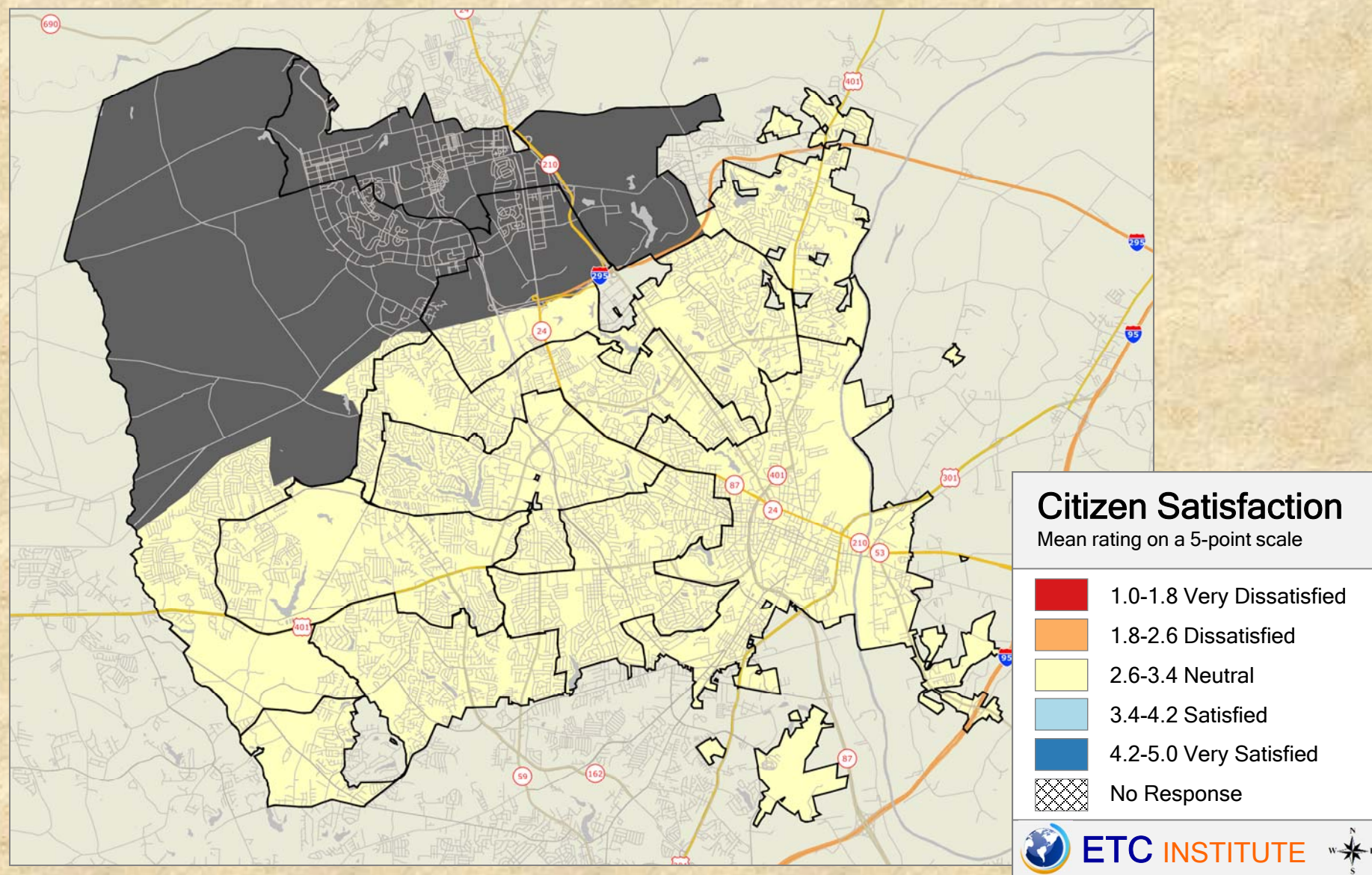
Q5. 1 Satisfaction with: City efforts to prevent crime



2018 City of Fayetteville Resident Survey

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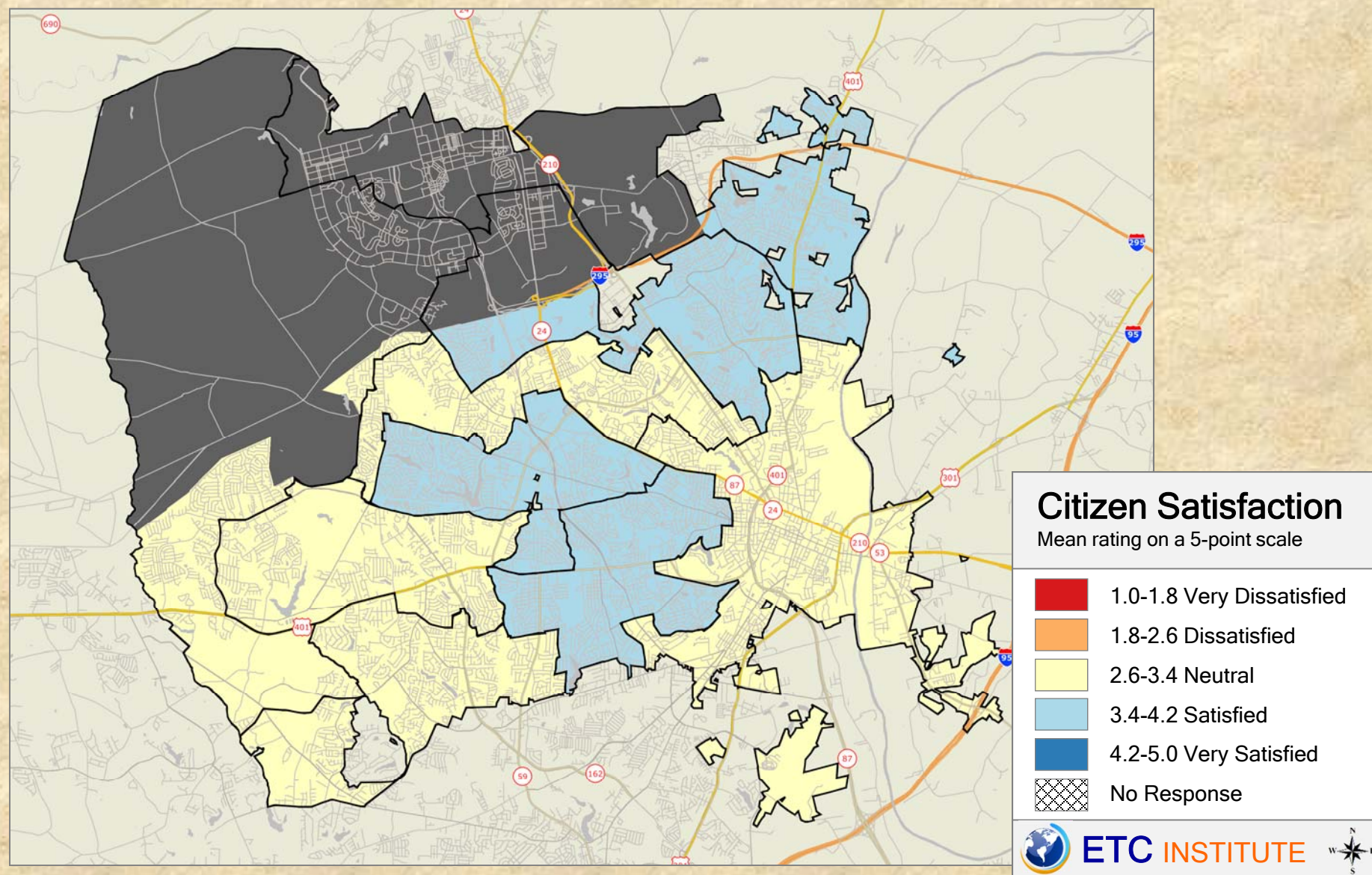
Q5. 2 Satisfaction with: Enforcement of local traffic laws



2018 City of Fayetteville Resident Survey

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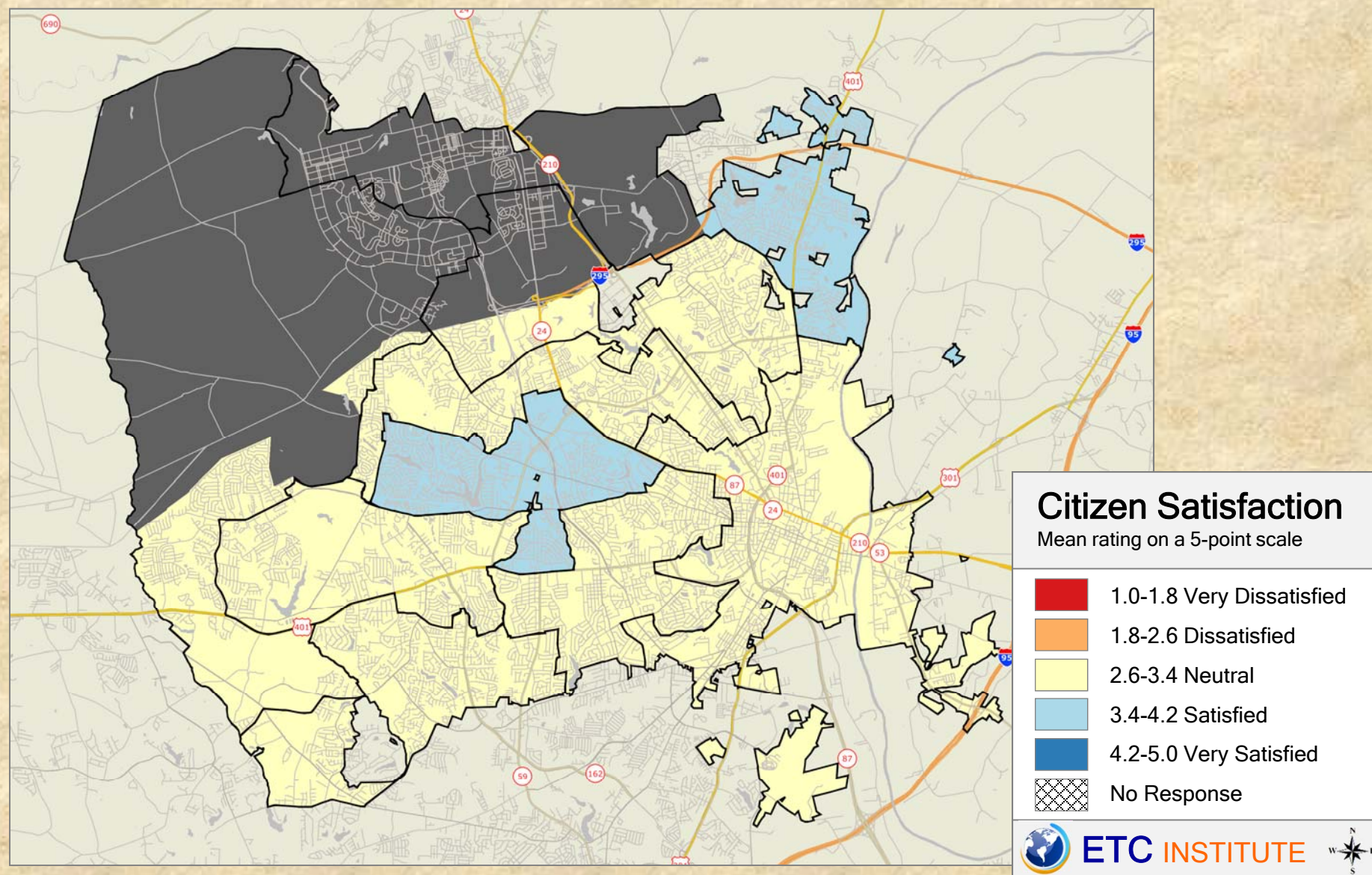
Q5. 3 Satisfaction with: How quickly police respond to emergencies



2018 City of Fayetteville Resident Survey

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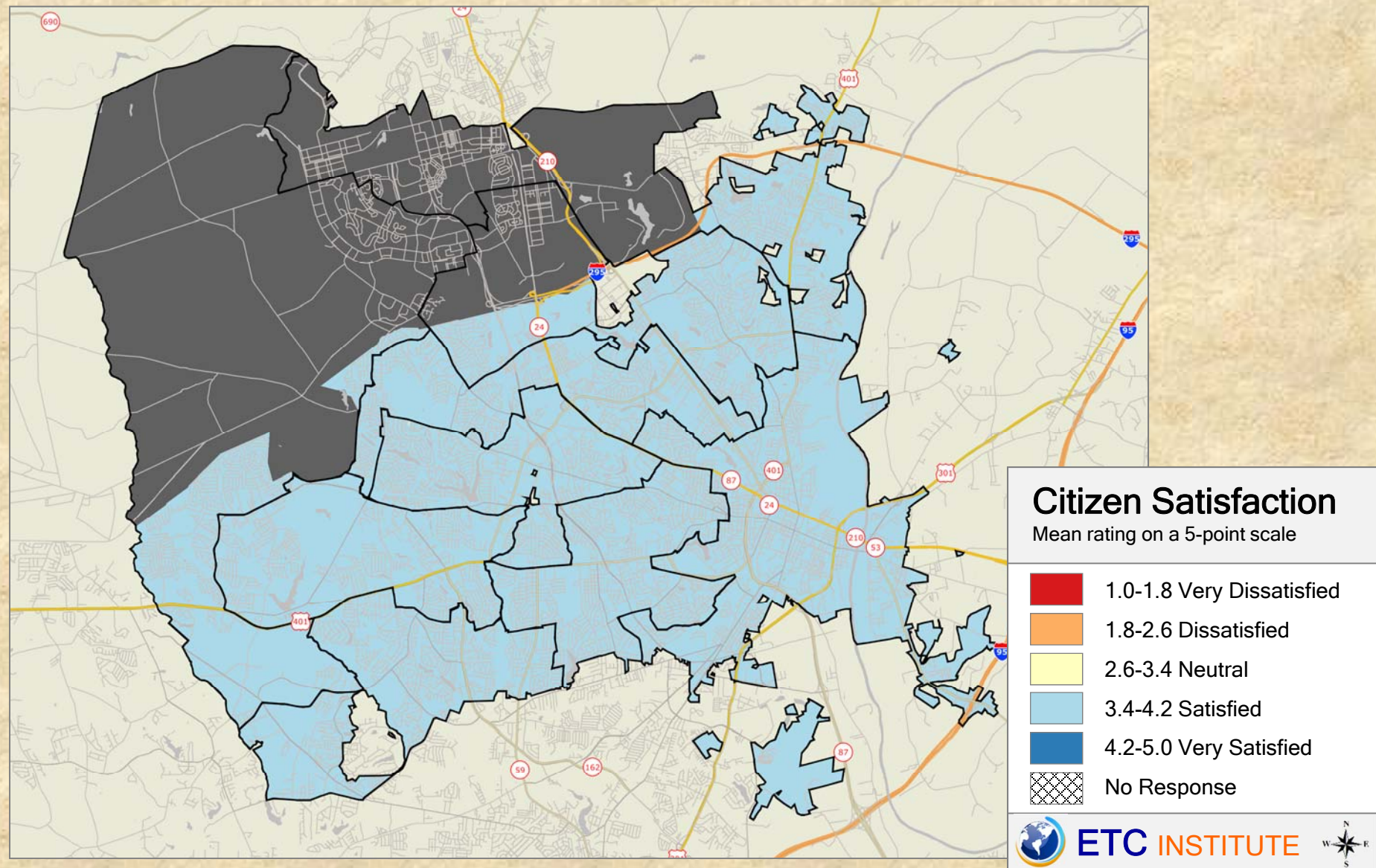
Q5. 4 Satisfaction with: The frequency that police officers patrol your neighborhood



2018 City of Fayetteville Resident Survey

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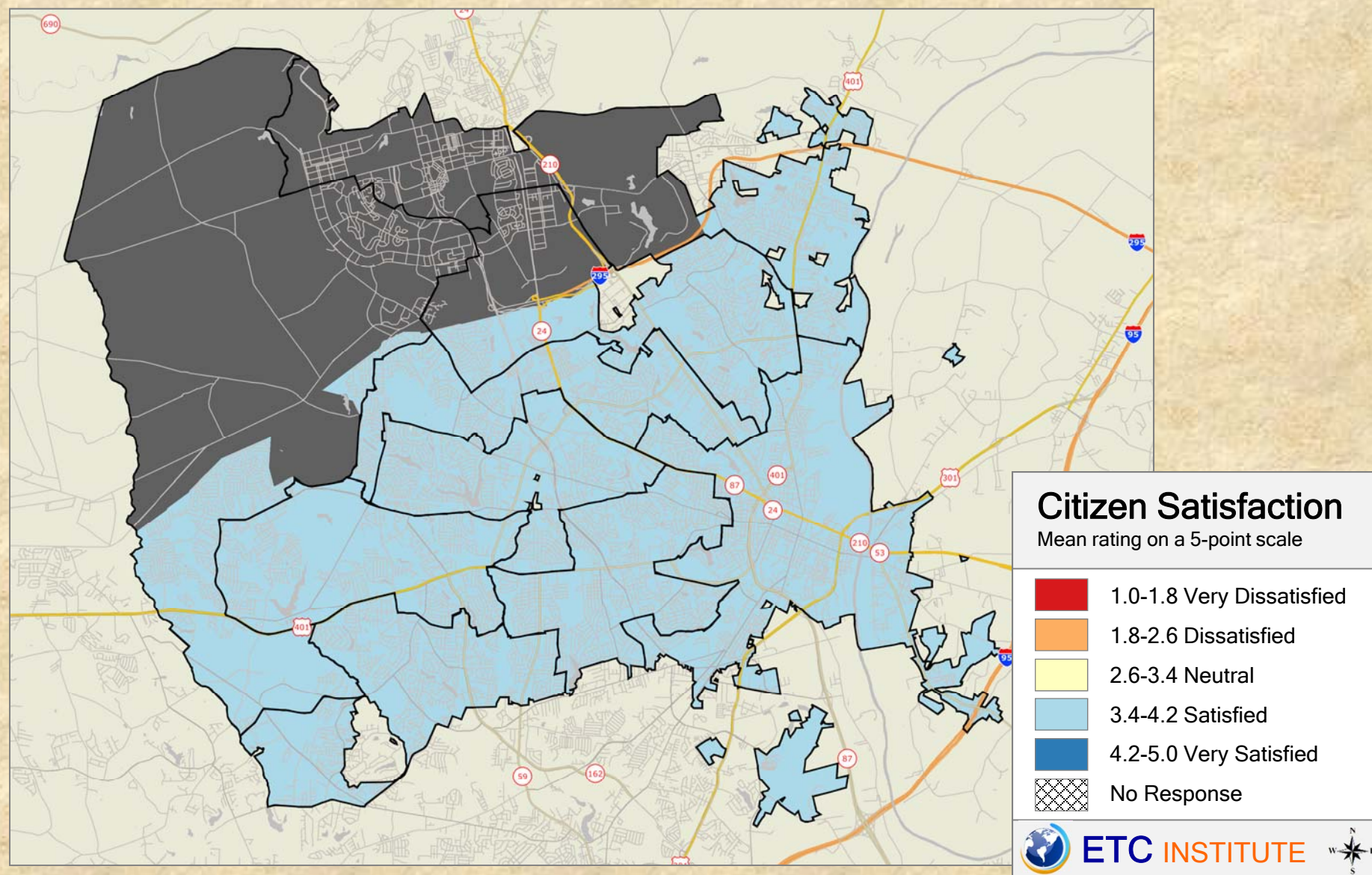
Q5. 5 Satisfaction with: City efforts to prevent fires



2018 City of Fayetteville Resident Survey

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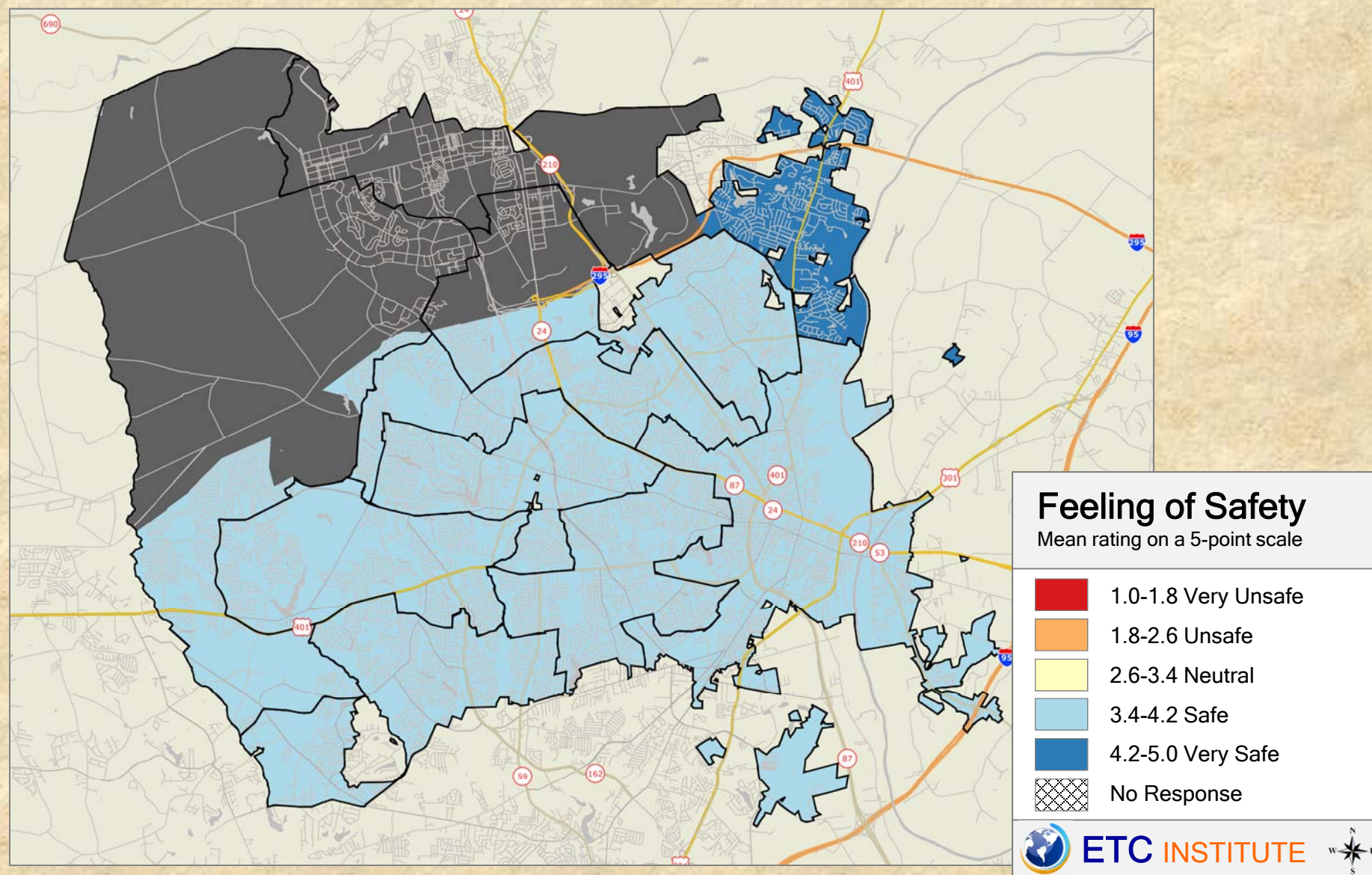
Q5. 6 Satisfaction with: Enforcement of fire code



2018 City of Fayetteville Resident Survey

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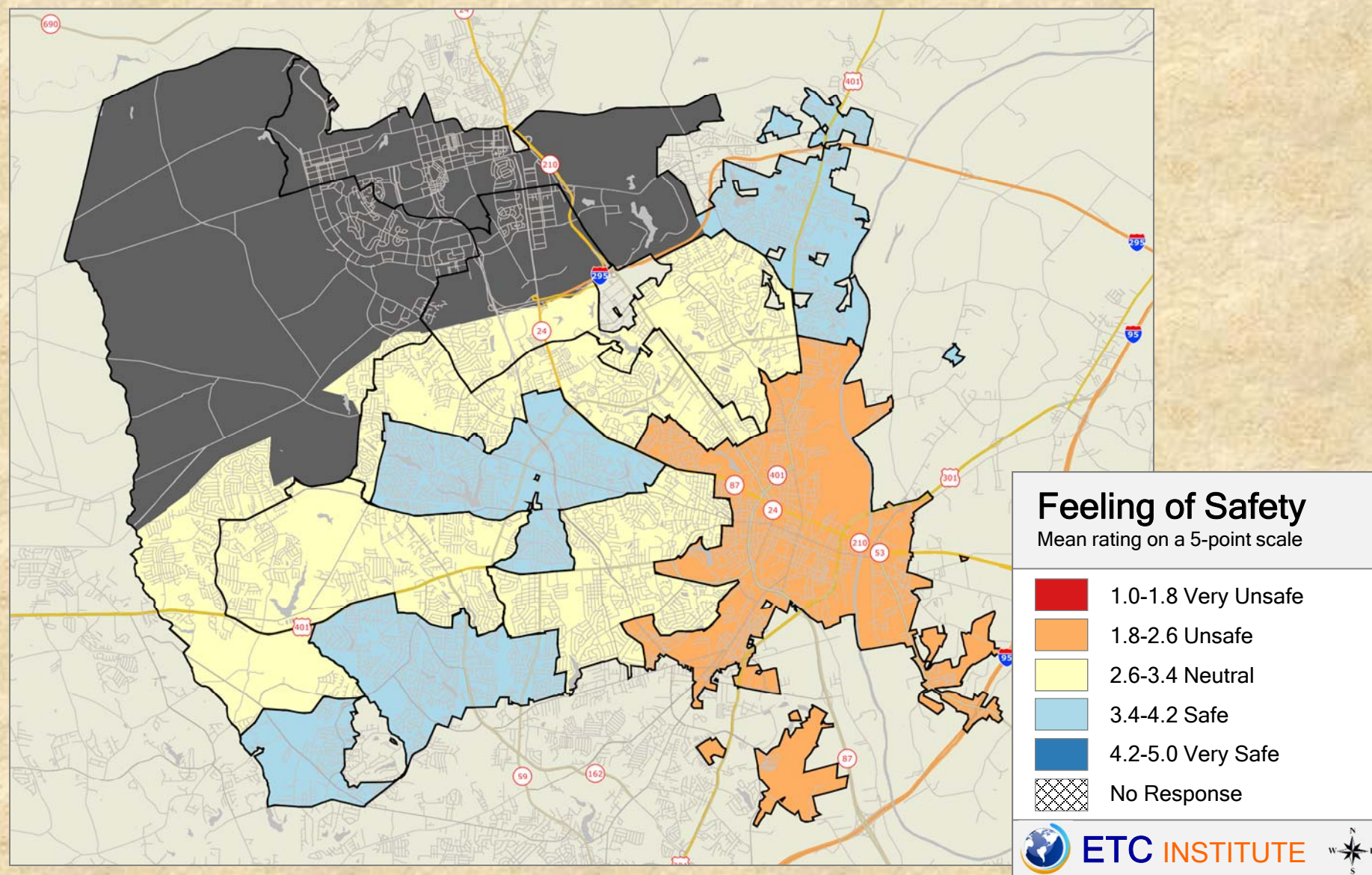
Q6. 1 Feeling of Safety: When walking alone in your neighborhood during the day



2018 City of Fayetteville Resident Survey

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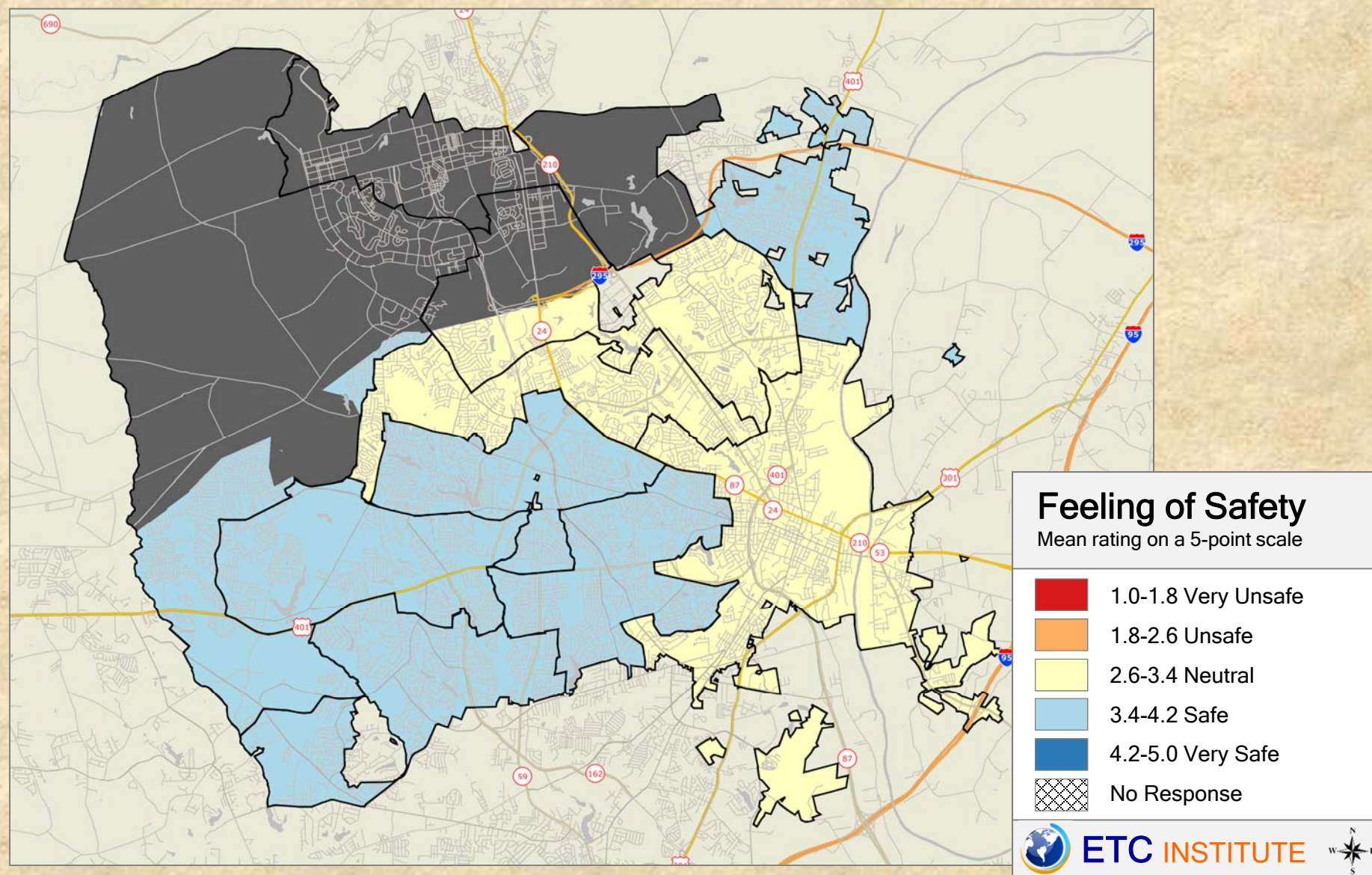
Q6. 2 Feeling of Safety: When walking alone in your neighborhood at night



2018 City of Fayetteville Resident Survey

Shading reflects the mean rating for all respondents by Council District

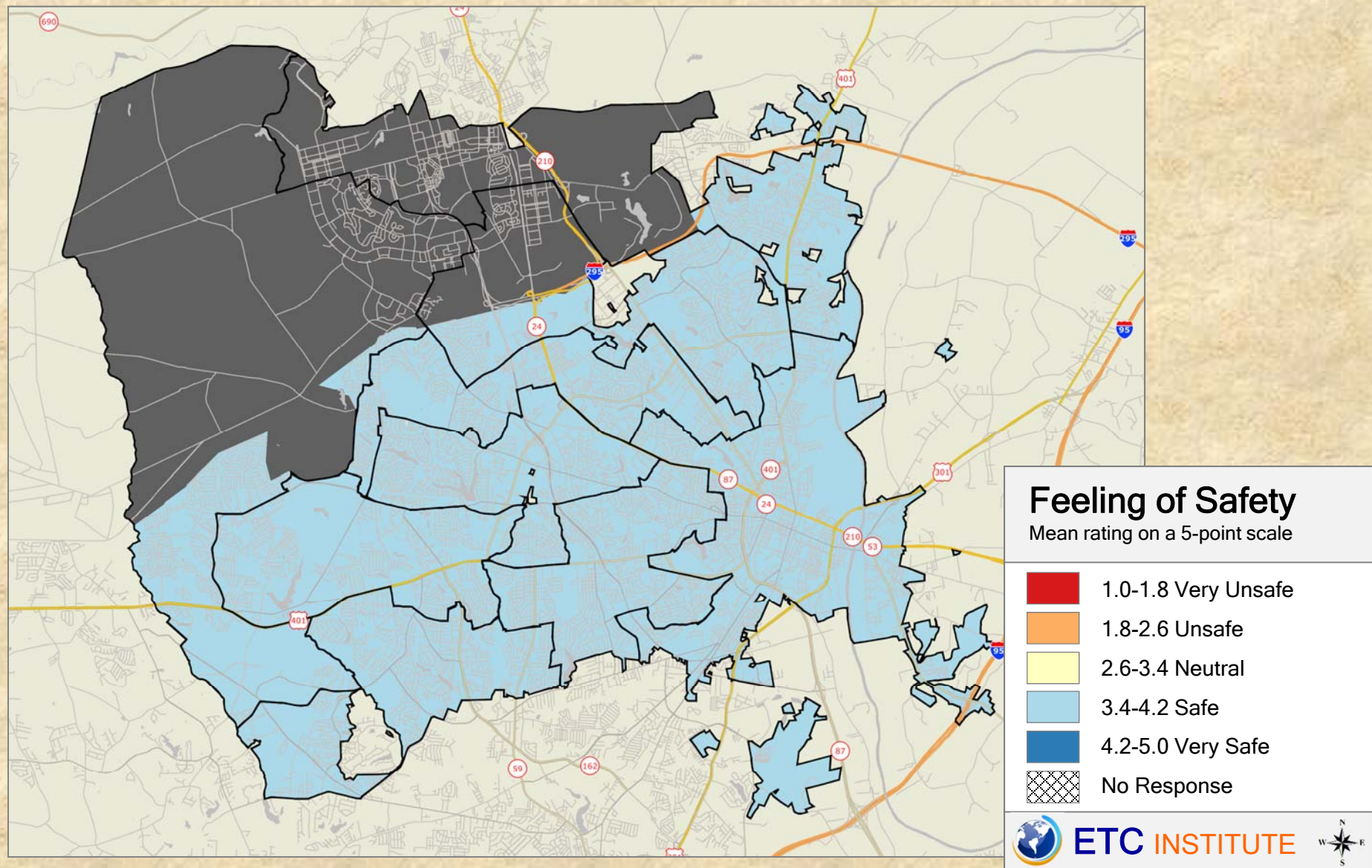
Q6. 3 Feeling of Safety: When walking alone in the park nearest to your home during the day



2018 City of Fayetteville Resident Survey

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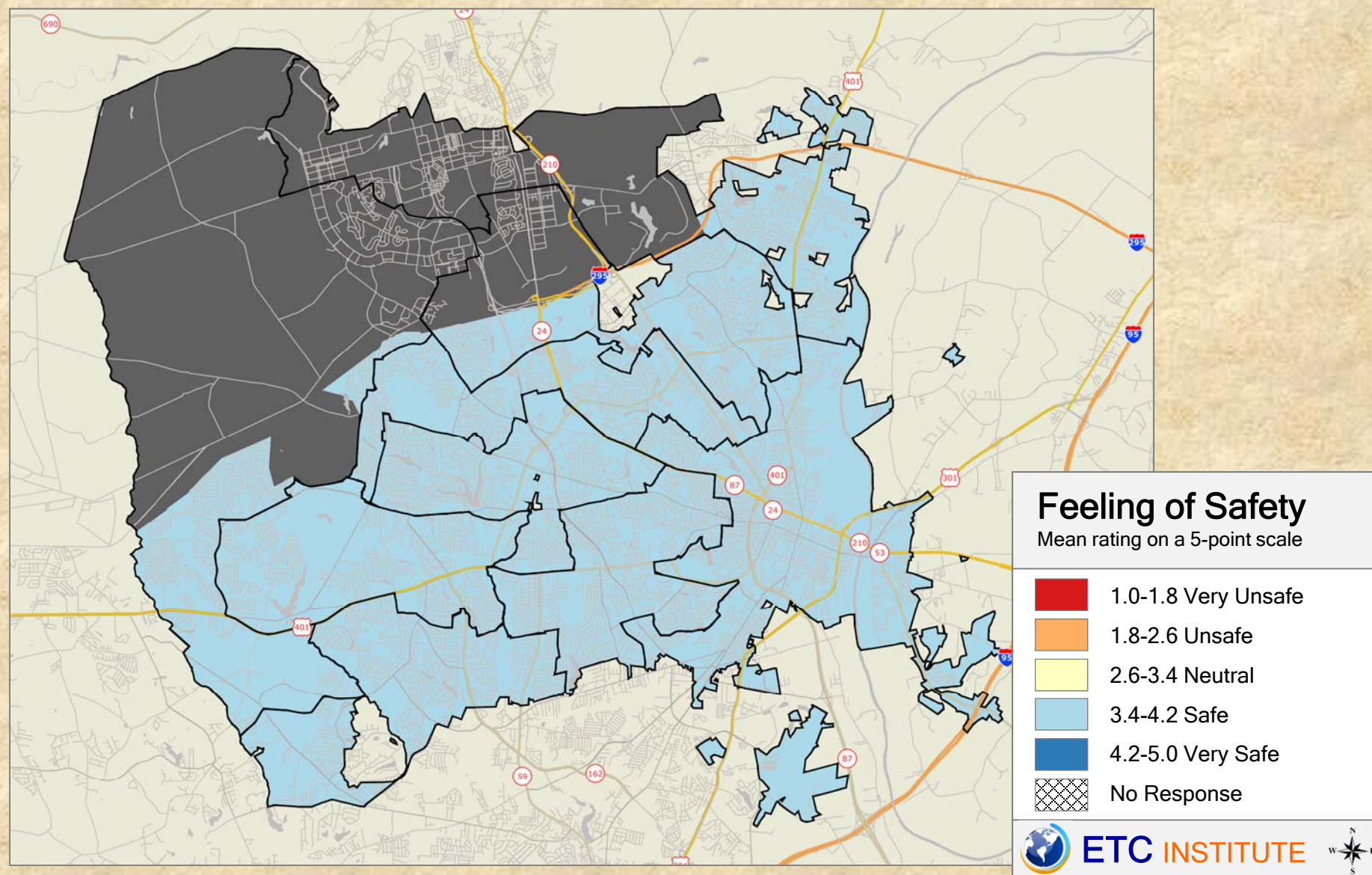
Q6. 4 Feeling of Safety: When visiting recreation centers



2018 City of Fayetteville Resident Survey

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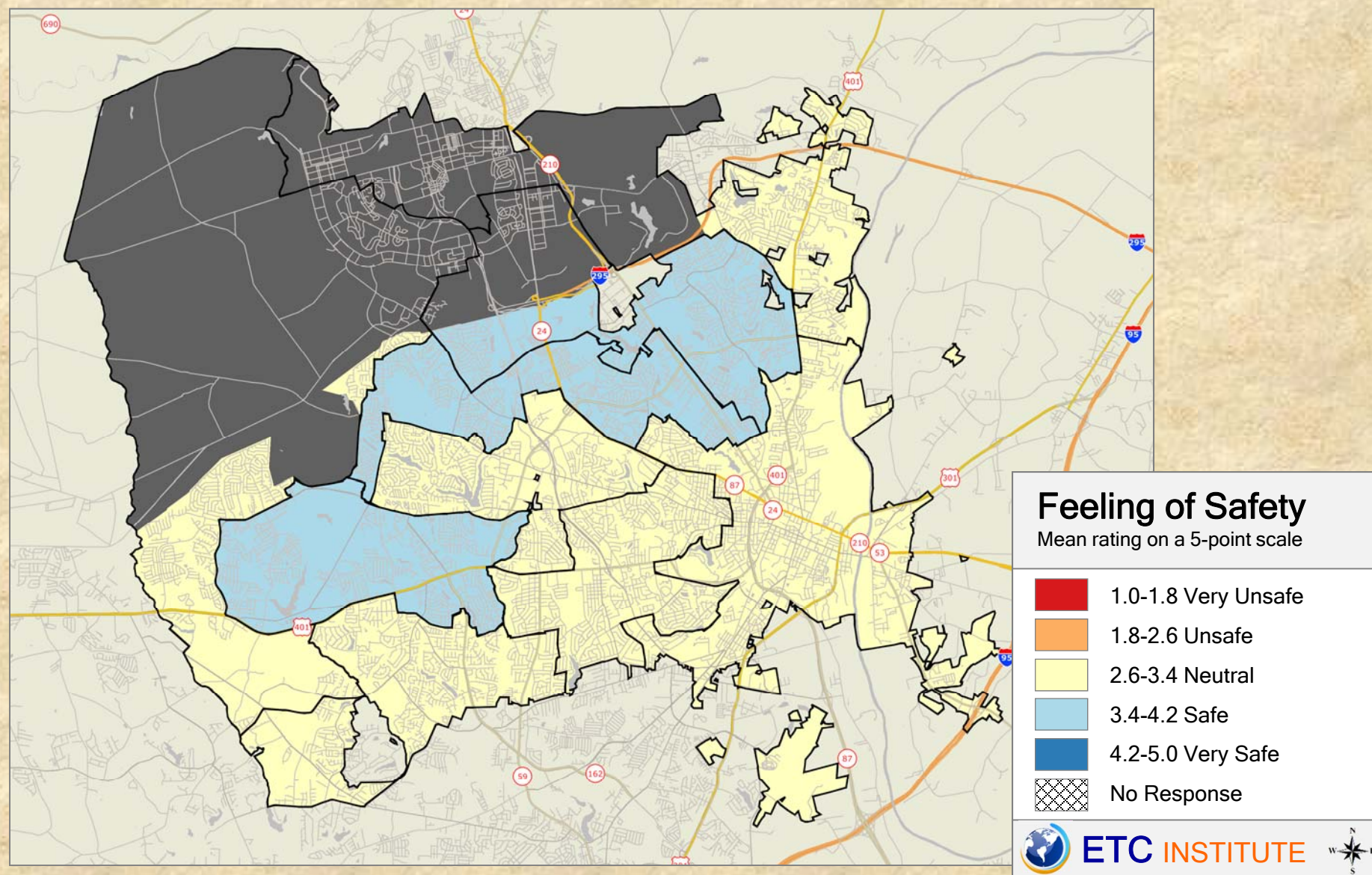
Q6. 5 Feeling of Safety: In Downtown Fayetteville



2018 City of Fayetteville Resident Survey

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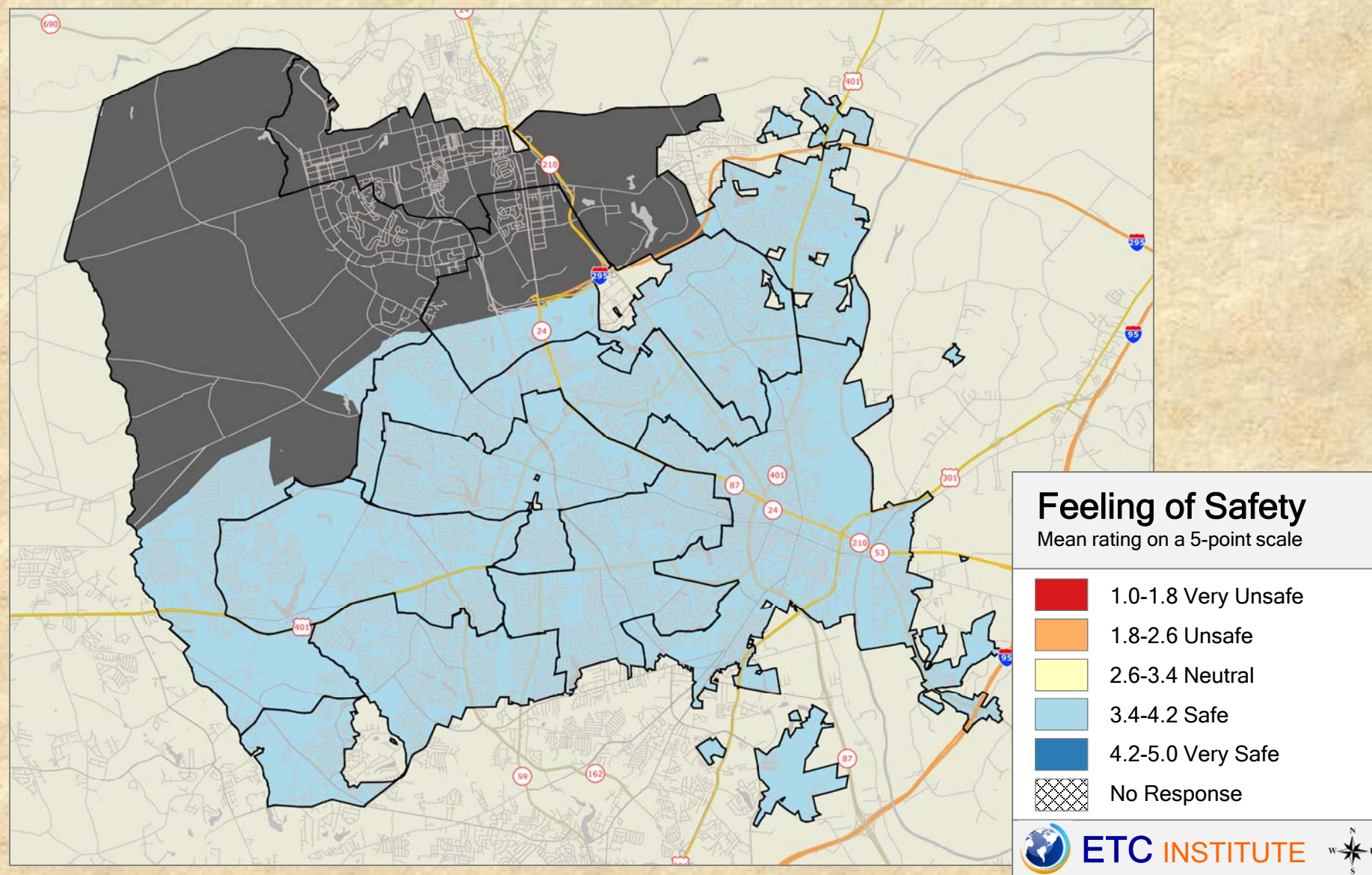
Q6. 6 Feeling of Safety: When riding FAST buses



2018 City of Fayetteville Resident Survey

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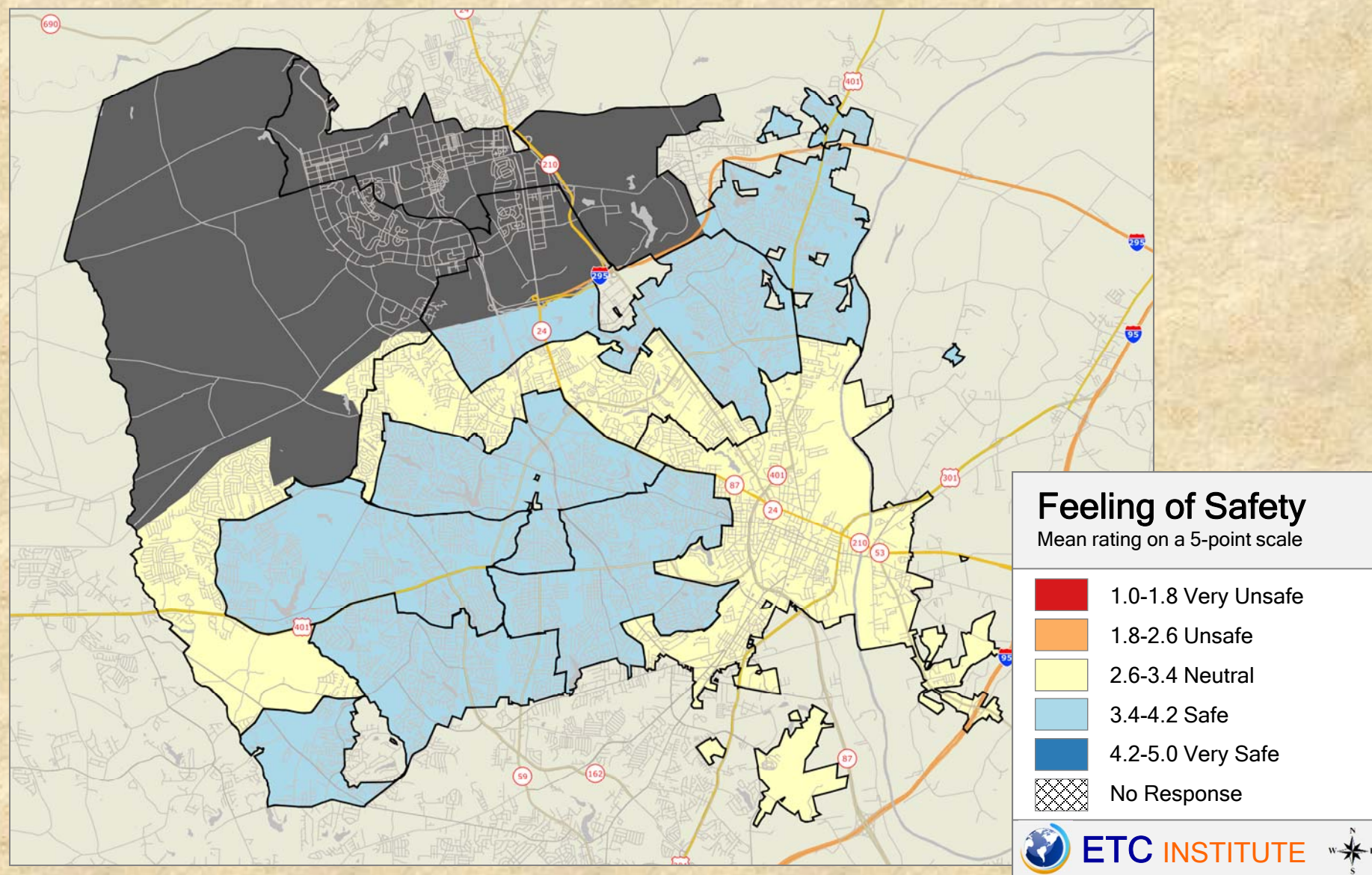
Q6. 7 Feeling of Safety: Shopping at a retail store or center



2018 City of Fayetteville Resident Survey

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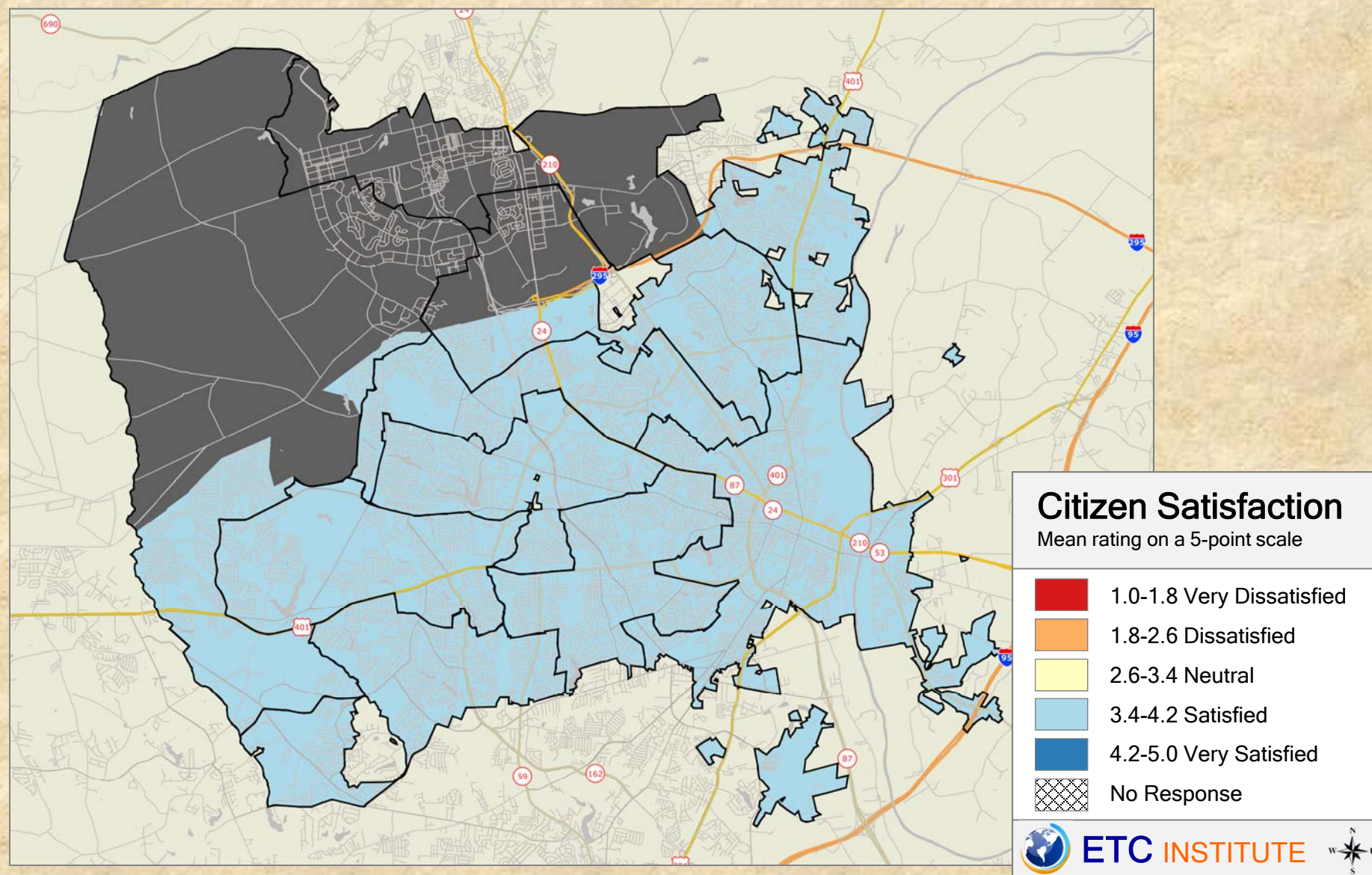
Q6. 8 Feeling of Safety: Overall feeling of safety in Fayetteville



2018 City of Fayetteville Resident Survey

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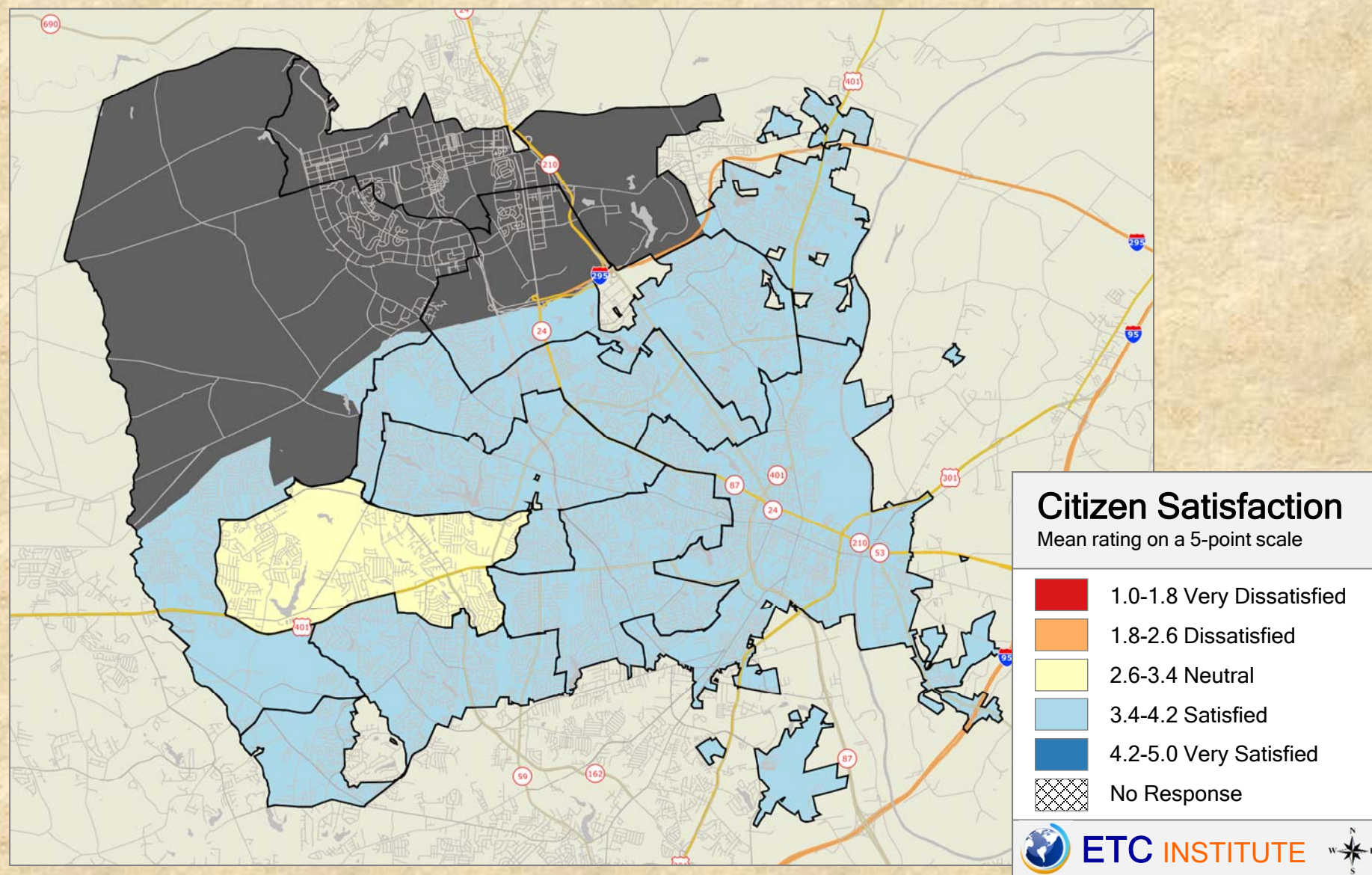
Q7. 1 Satisfaction with: Quality and condition of city Parks and Recreation facilities



2018 City of Fayetteville Resident Survey

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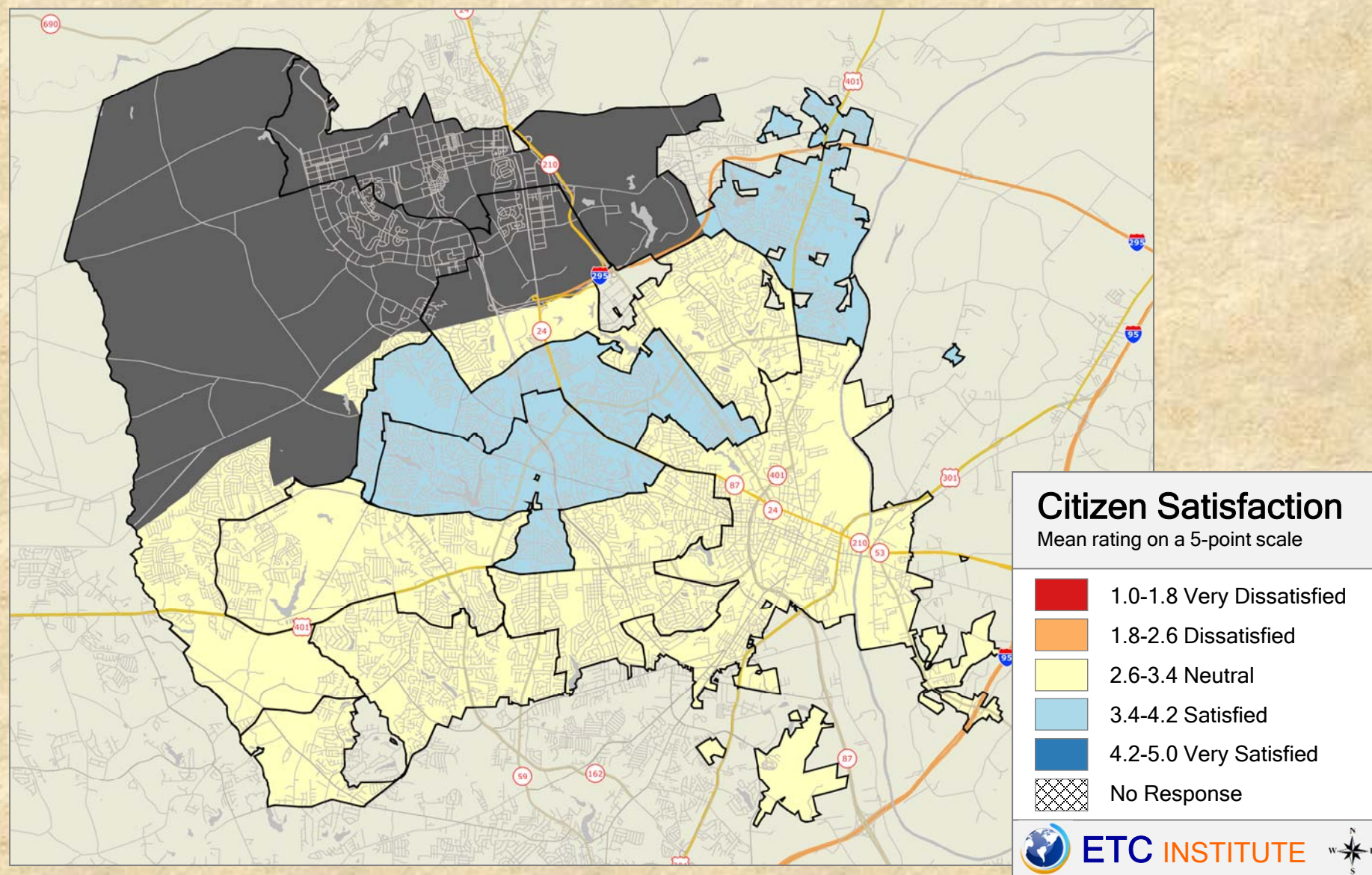
Q7. 2 Satisfaction with: Quality and condition of greenways and trails in the city



2018 City of Fayetteville Resident Survey

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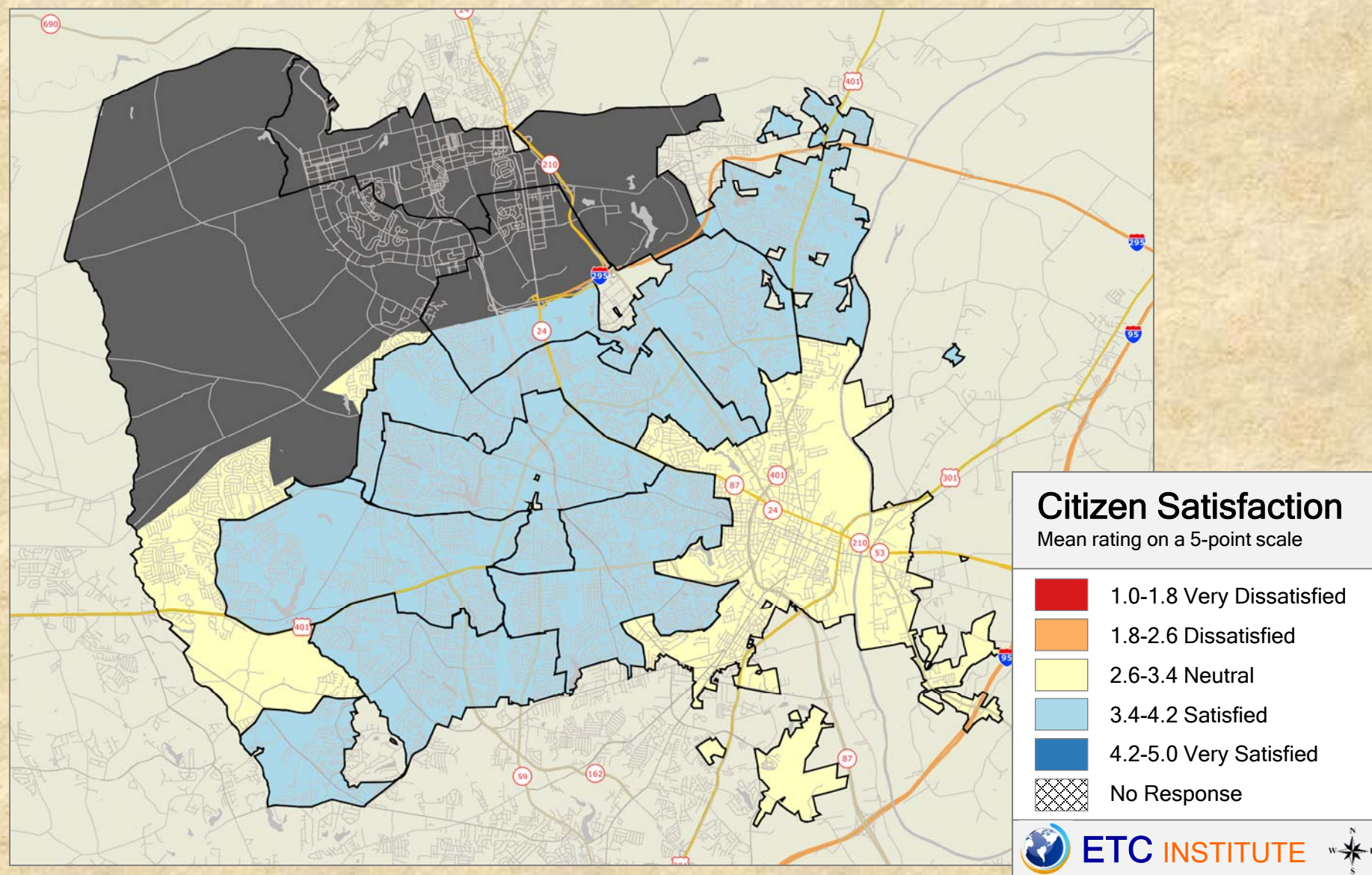
Q7. 3 Satisfaction with: Diversity of city recreation opportunities



2018 City of Fayetteville Resident Survey

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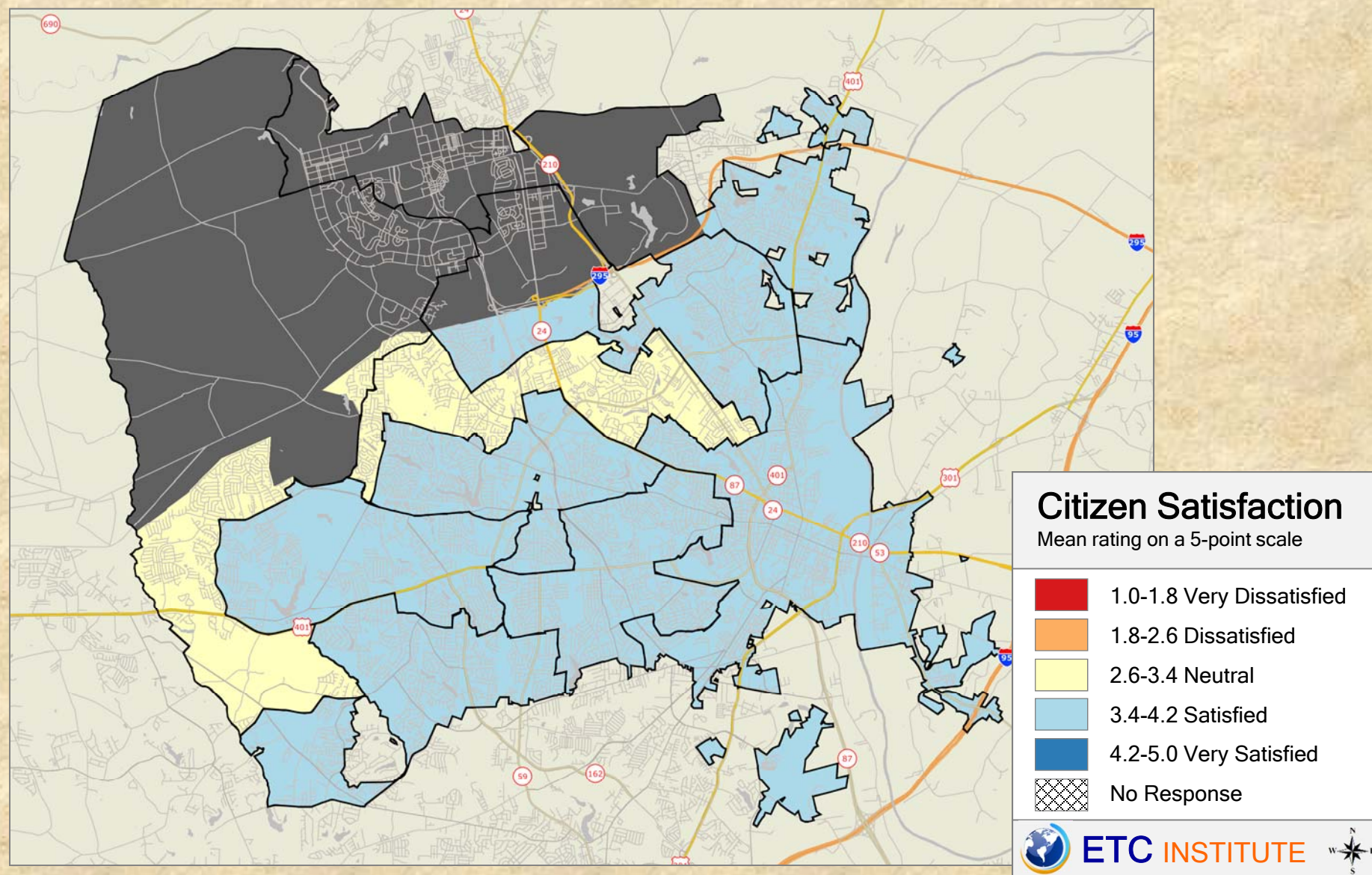
Q7. 4 Satisfaction with: Overall quality of the city's recreation programs and services



2018 City of Fayetteville Resident Survey

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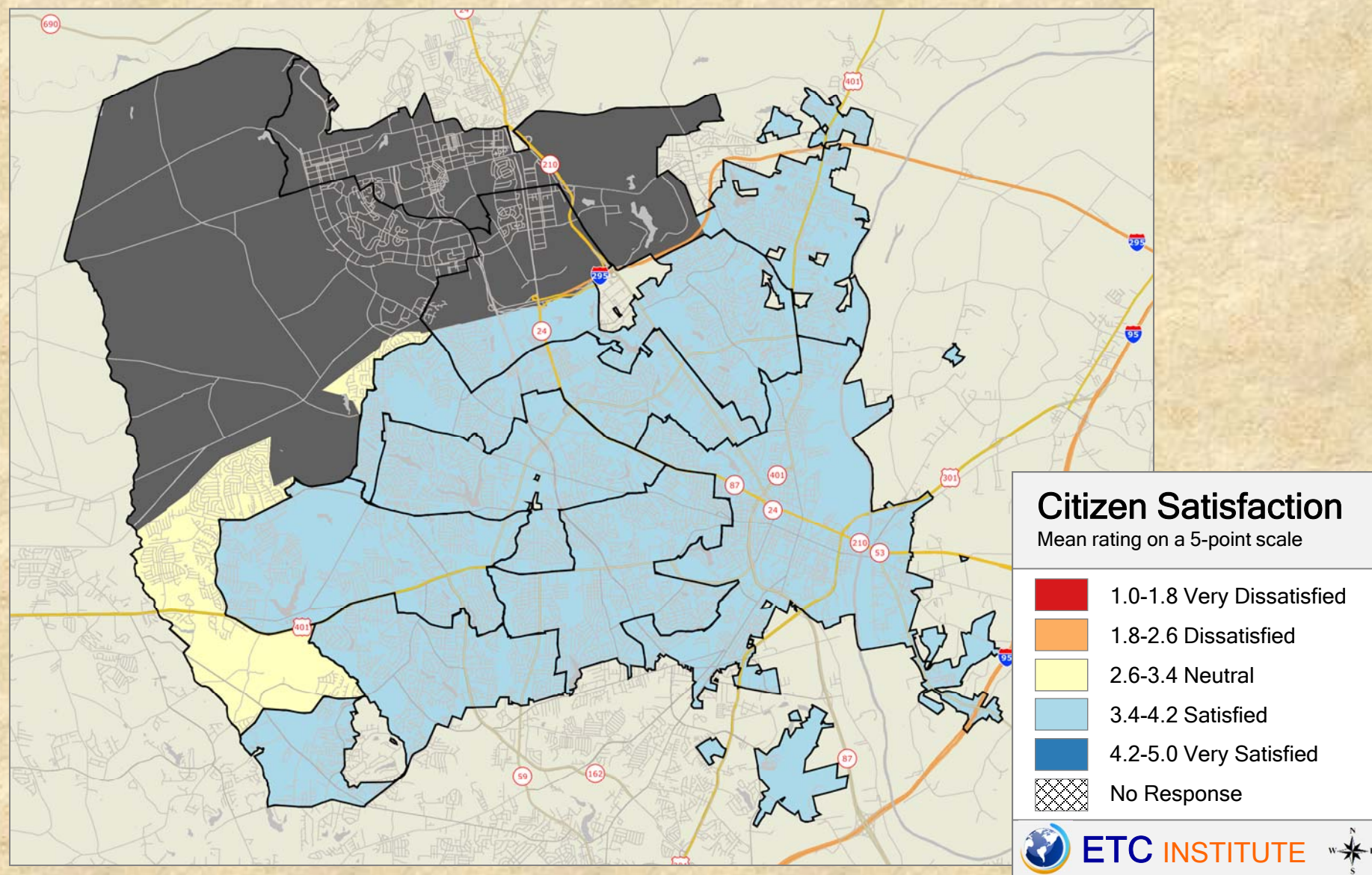
Q7. 5 Satisfaction with: Cultural programming (events, concerts, festivals)



2018 City of Fayetteville Resident Survey

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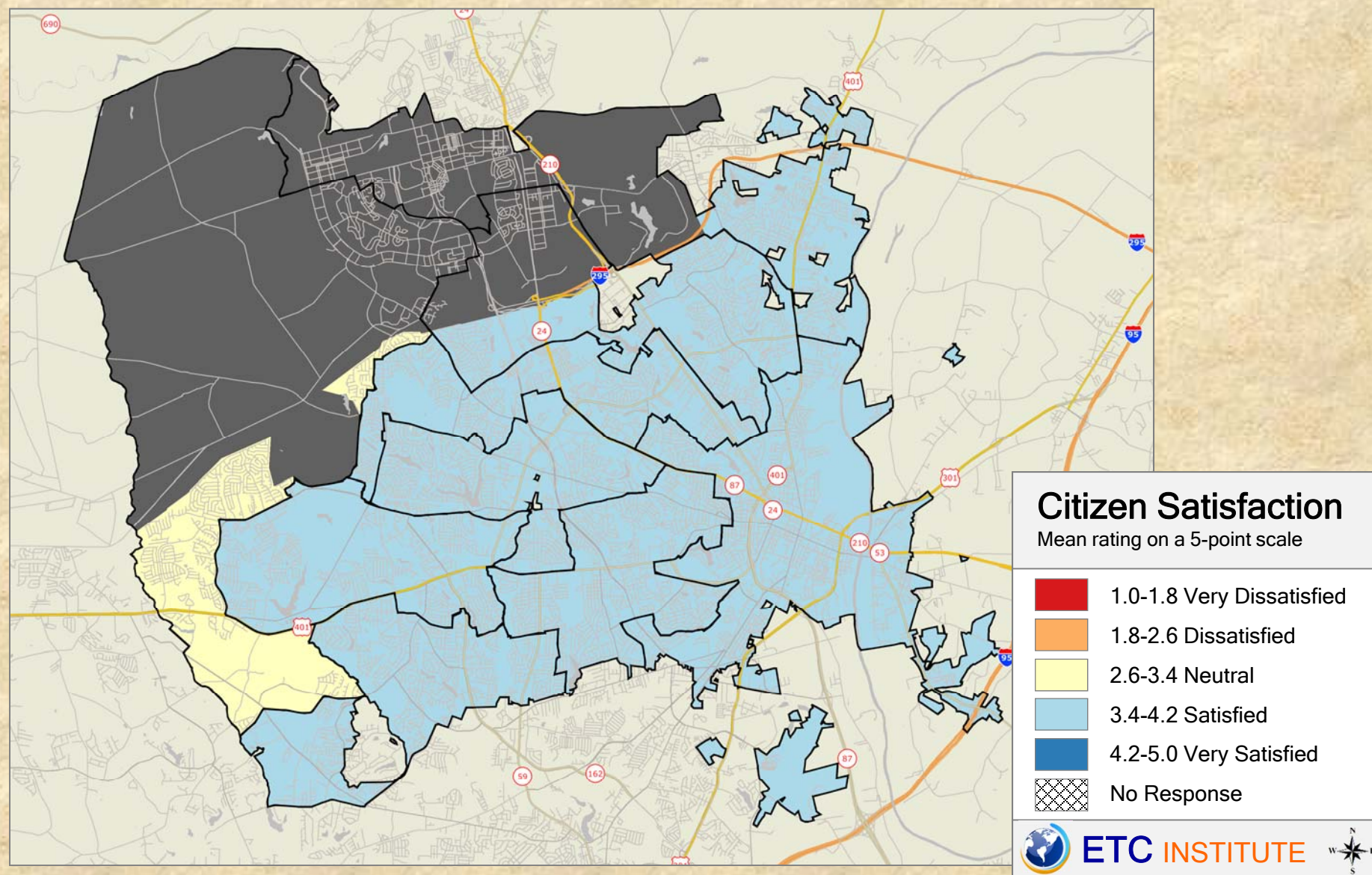
Q7. 6 Satisfaction with: Customer service provided by city's Parks and Recreation staff



2018 City of Fayetteville Resident Survey

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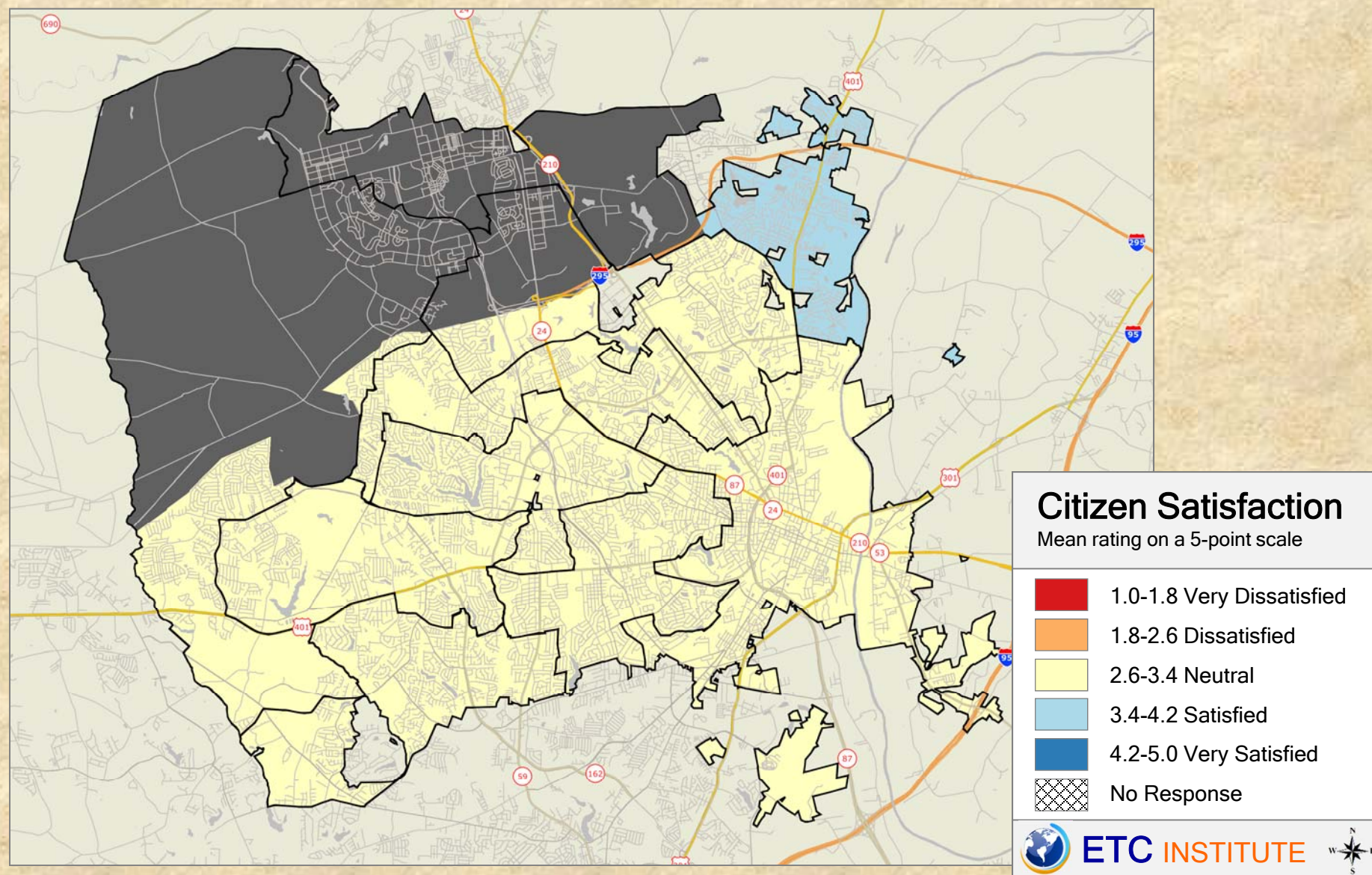
Q7. 7 Satisfaction with: Availability of city parks



2018 City of Fayetteville Resident Survey

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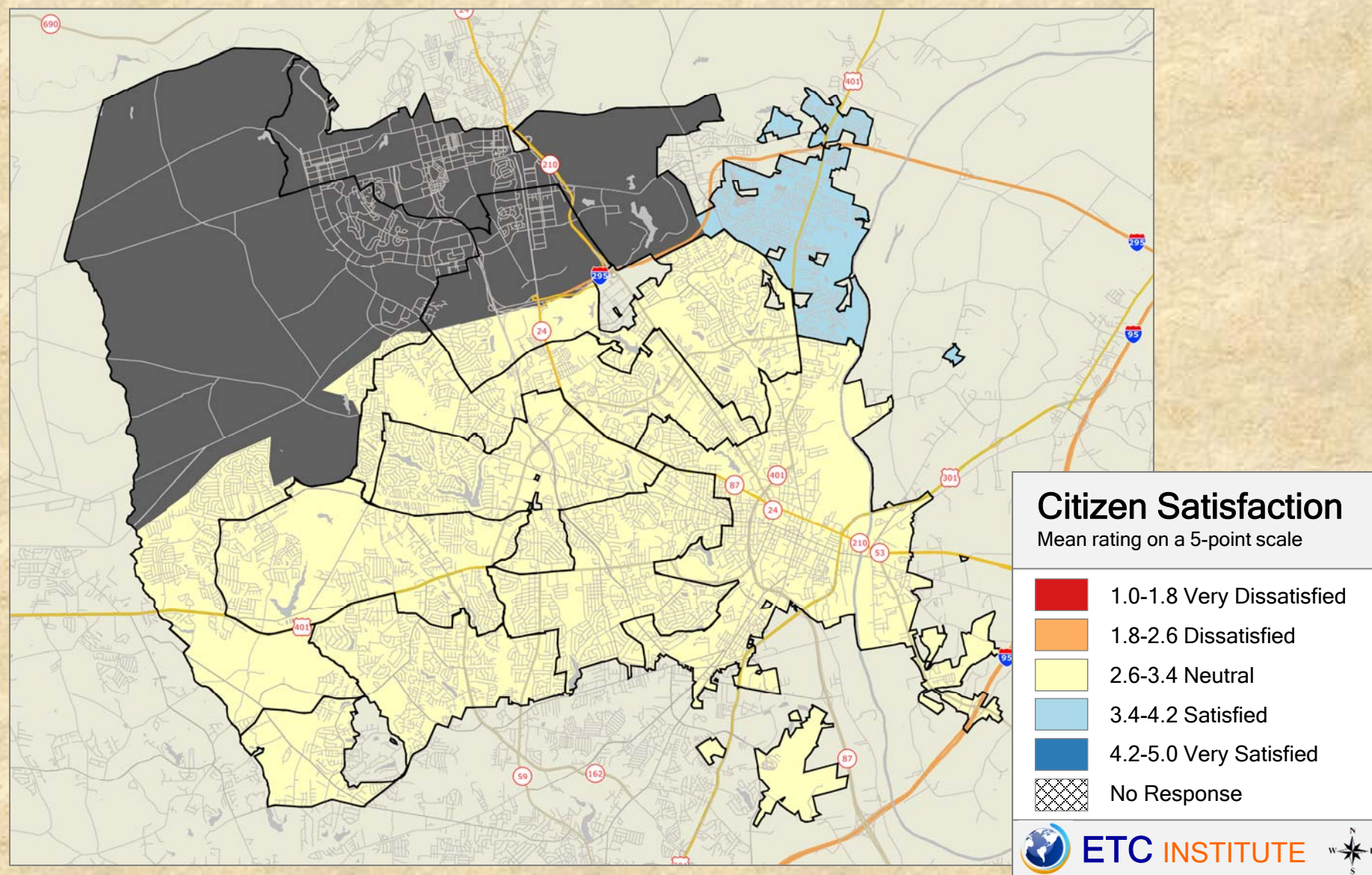
Q7. 8 Satisfaction with: Availability of biking trails



2018 City of Fayetteville Resident Survey

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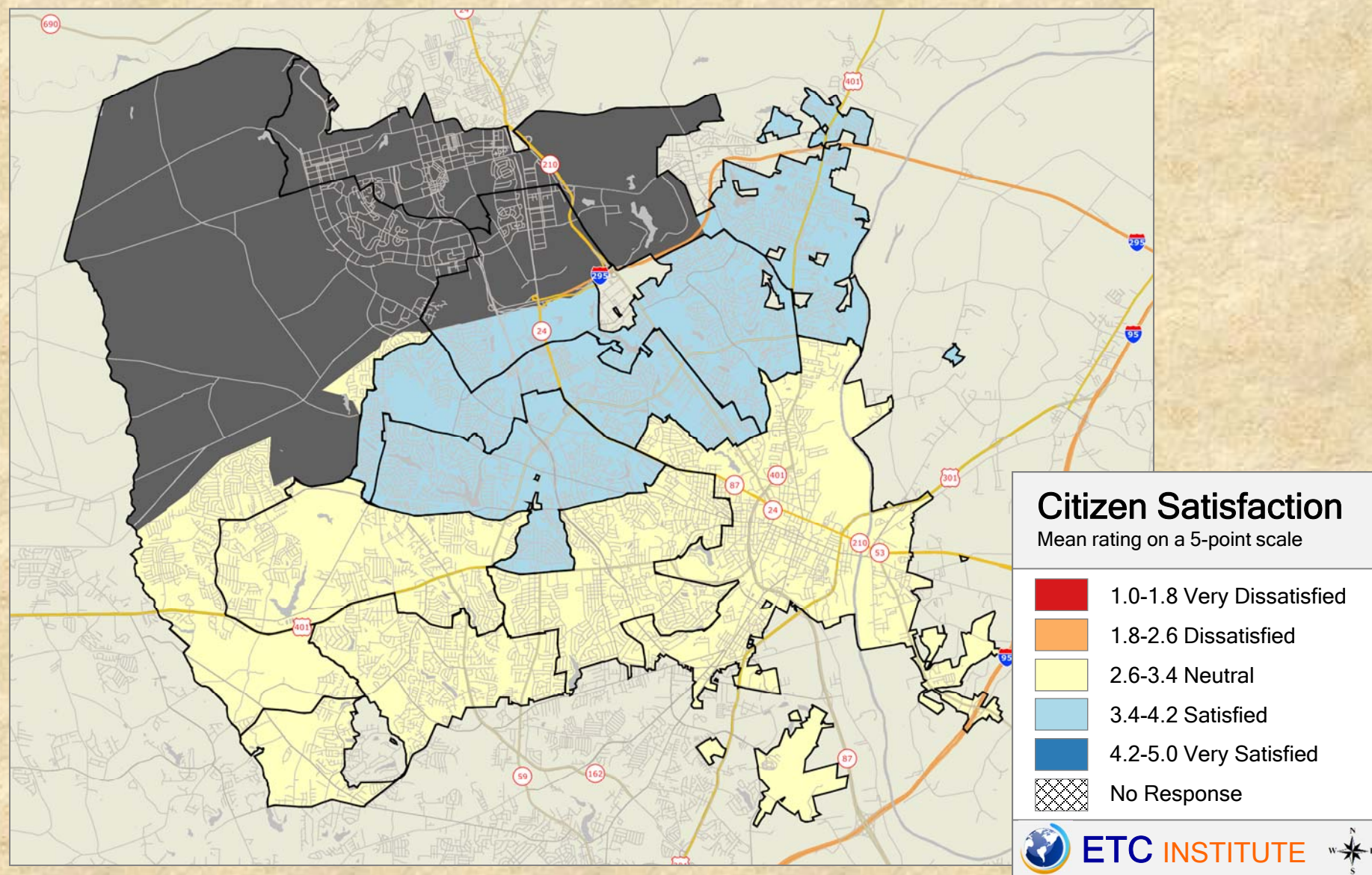
Q7. 9 Satisfaction with: Availability of swimming pools



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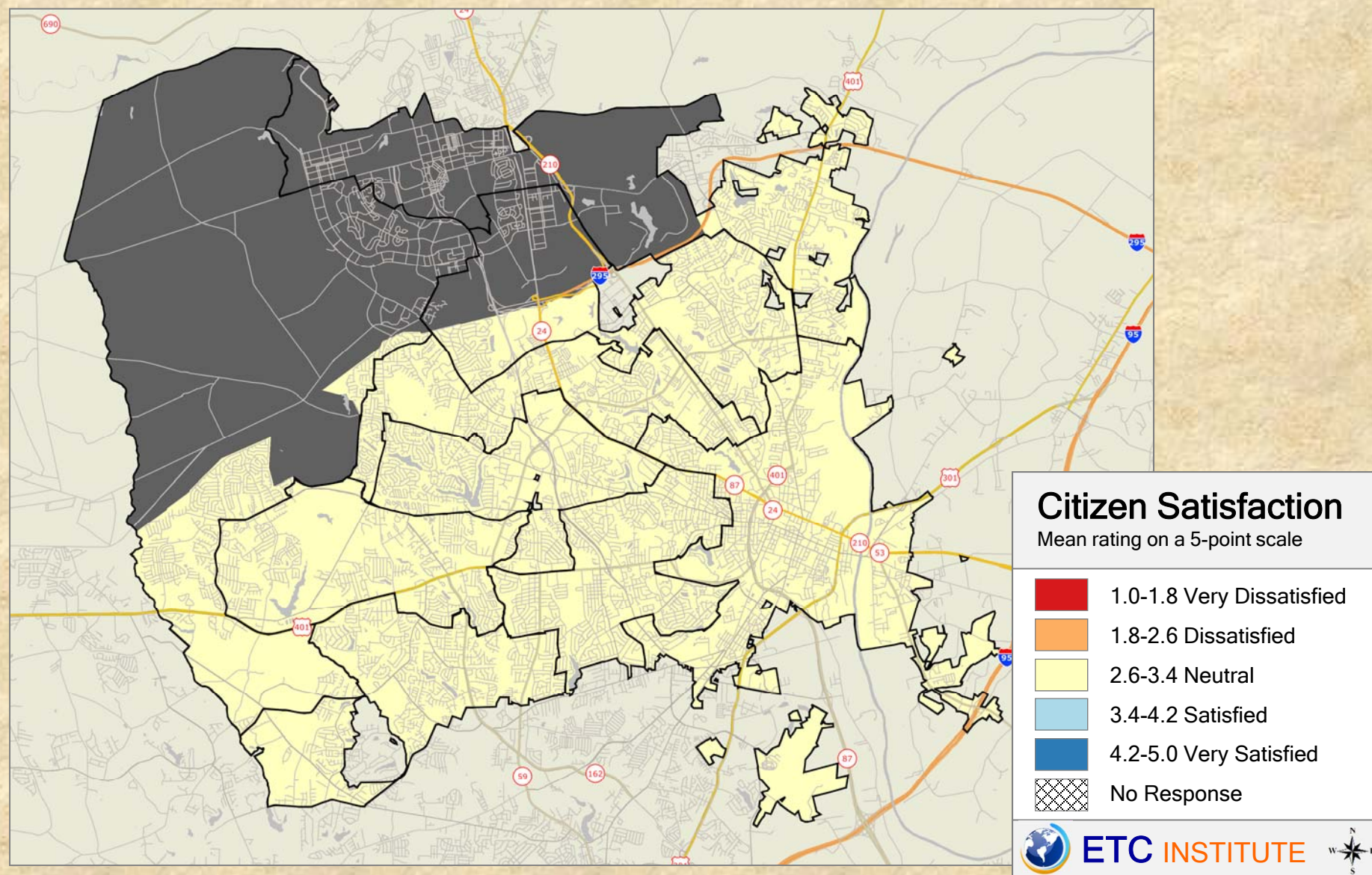
Q7. 10 Satisfaction with: Availability of recreational programming



2018 City of Fayetteville Resident Survey

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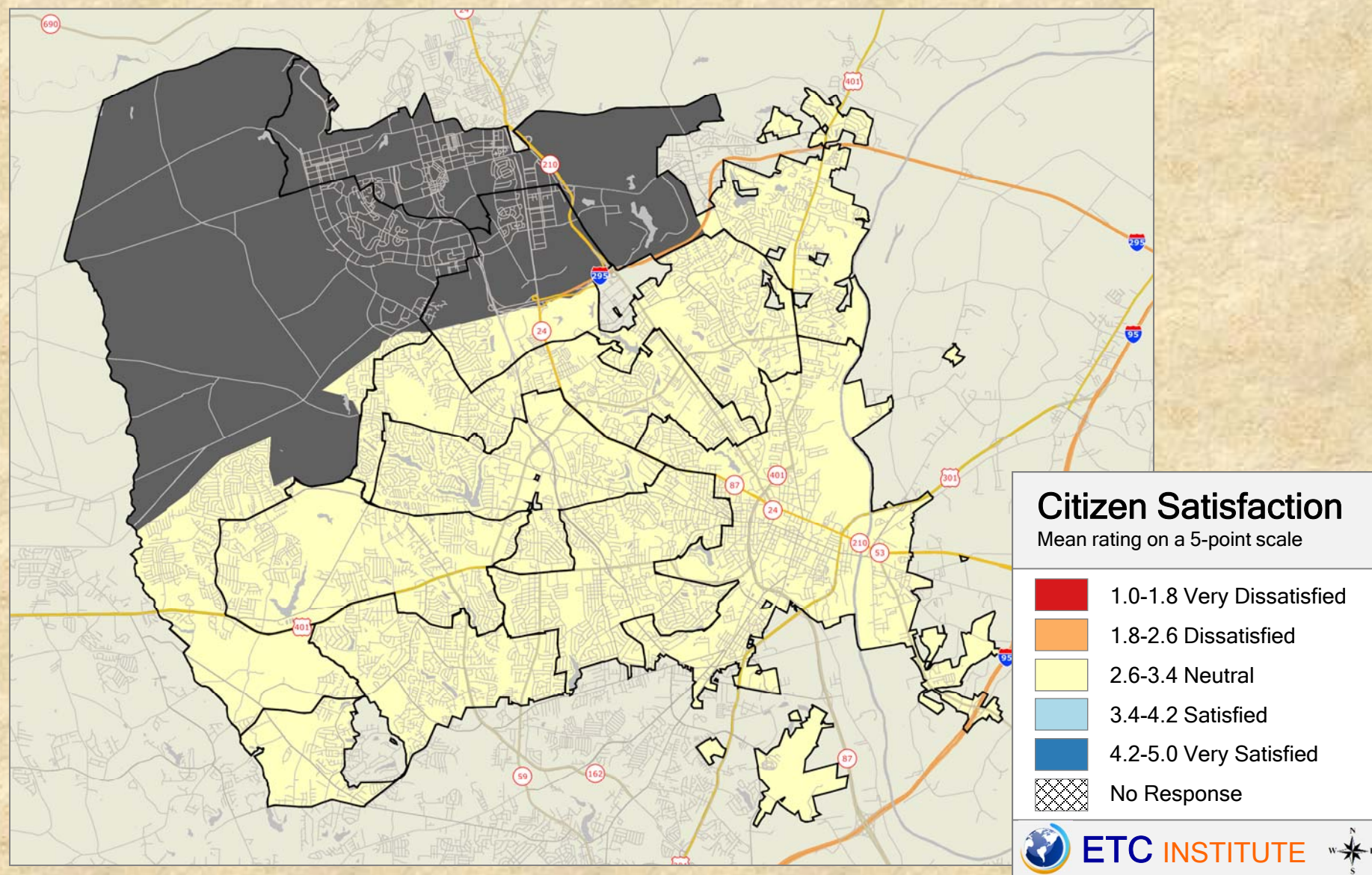
Q9. 1 Satisfaction with: Enforcement of junk and debris cleanup on private property



2018 City of Fayetteville Resident Survey

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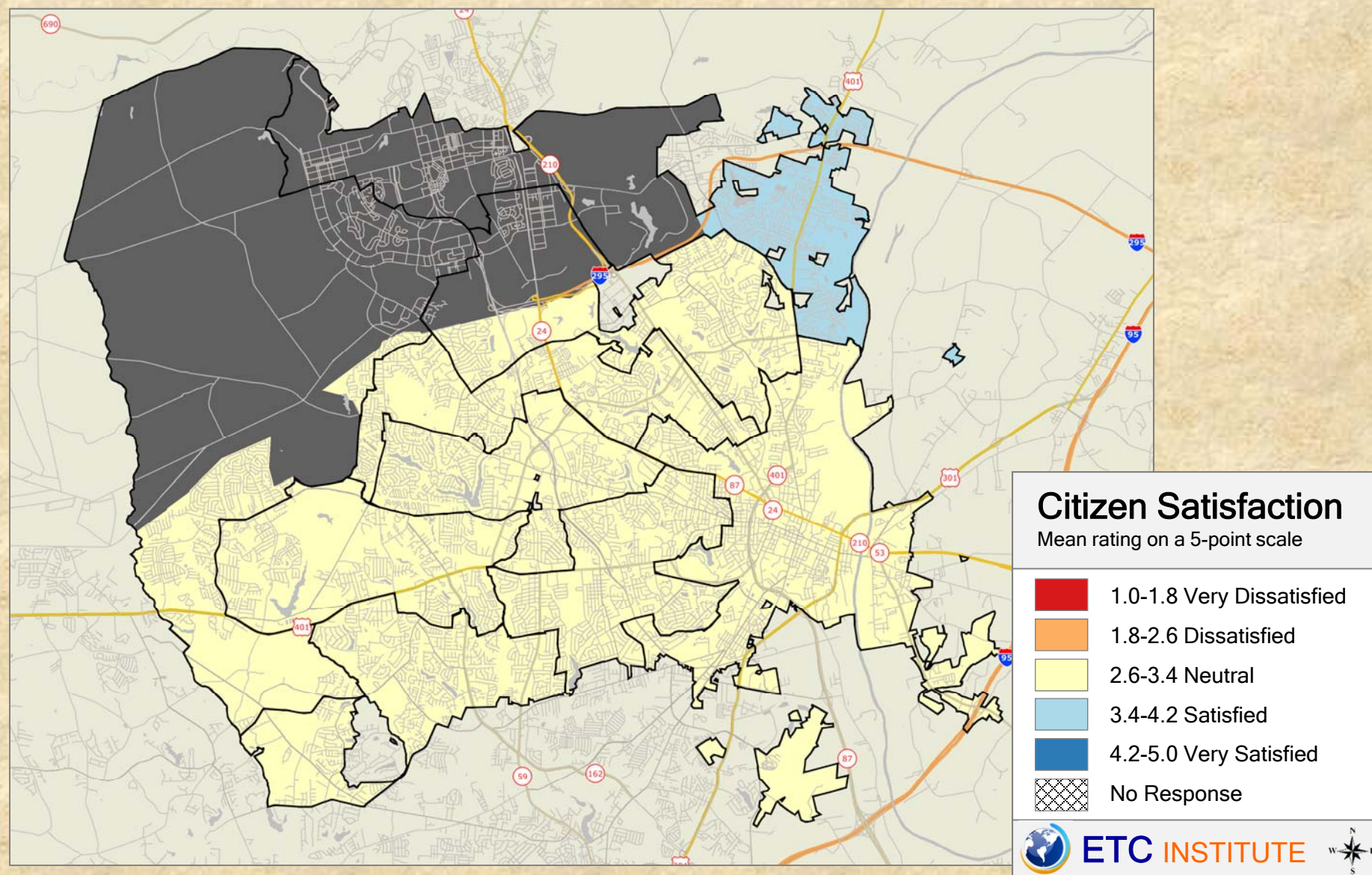
Q9. 2 Satisfaction with: Enforcement of mowing on private property



2018 City of Fayetteville Resident Survey

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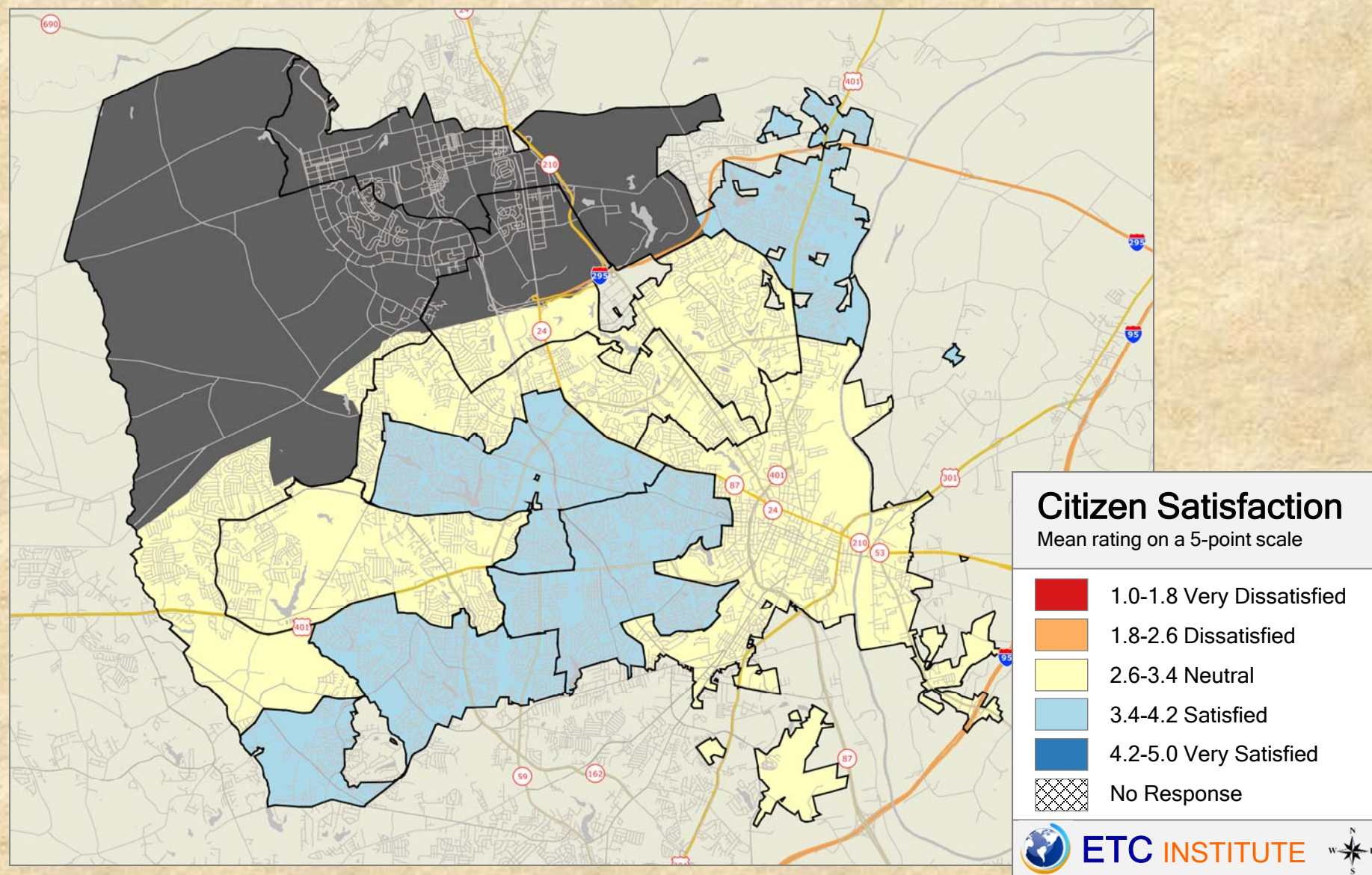
Q9. 3 Satisfaction with: Removal of abandoned or inoperative vehicles from private property



2018 City of Fayetteville Resident Survey

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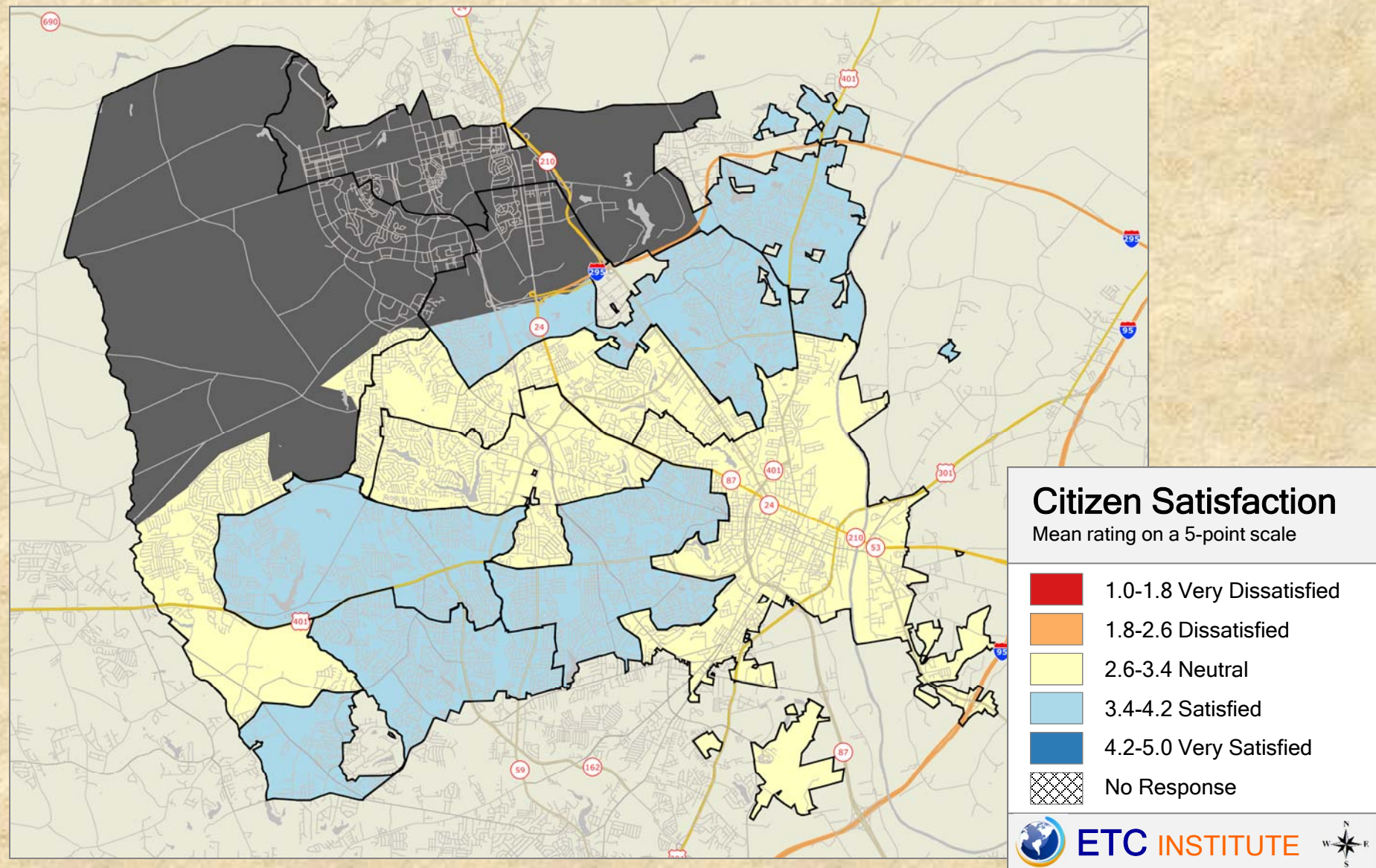
Q9. 4 Satisfaction with: Appearance of houses in your neighborhood



2018 City of Fayetteville Resident Survey

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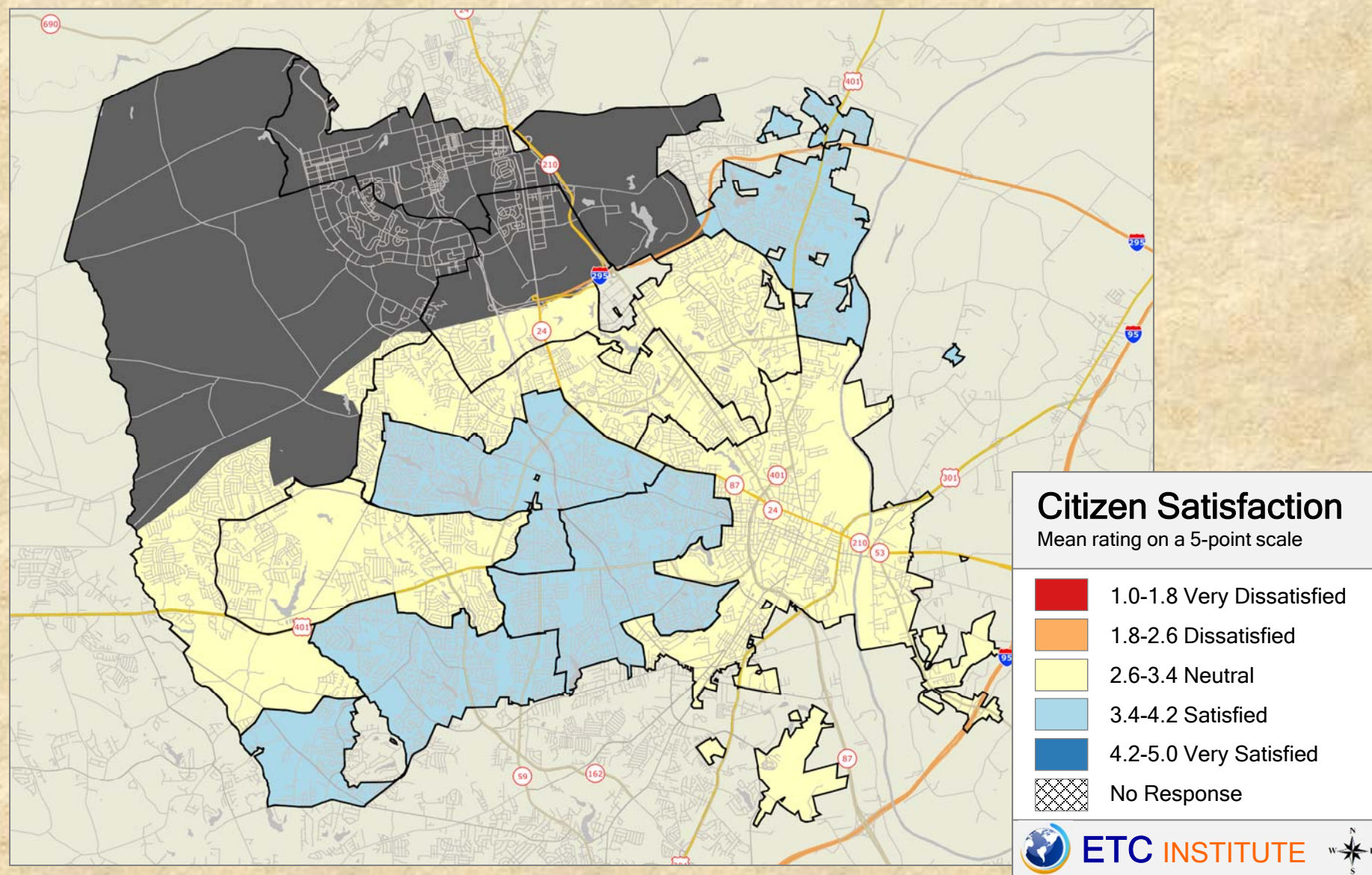
Q9. 5 Satisfaction with: Graffiti removal



2018 City of Fayetteville Resident Survey

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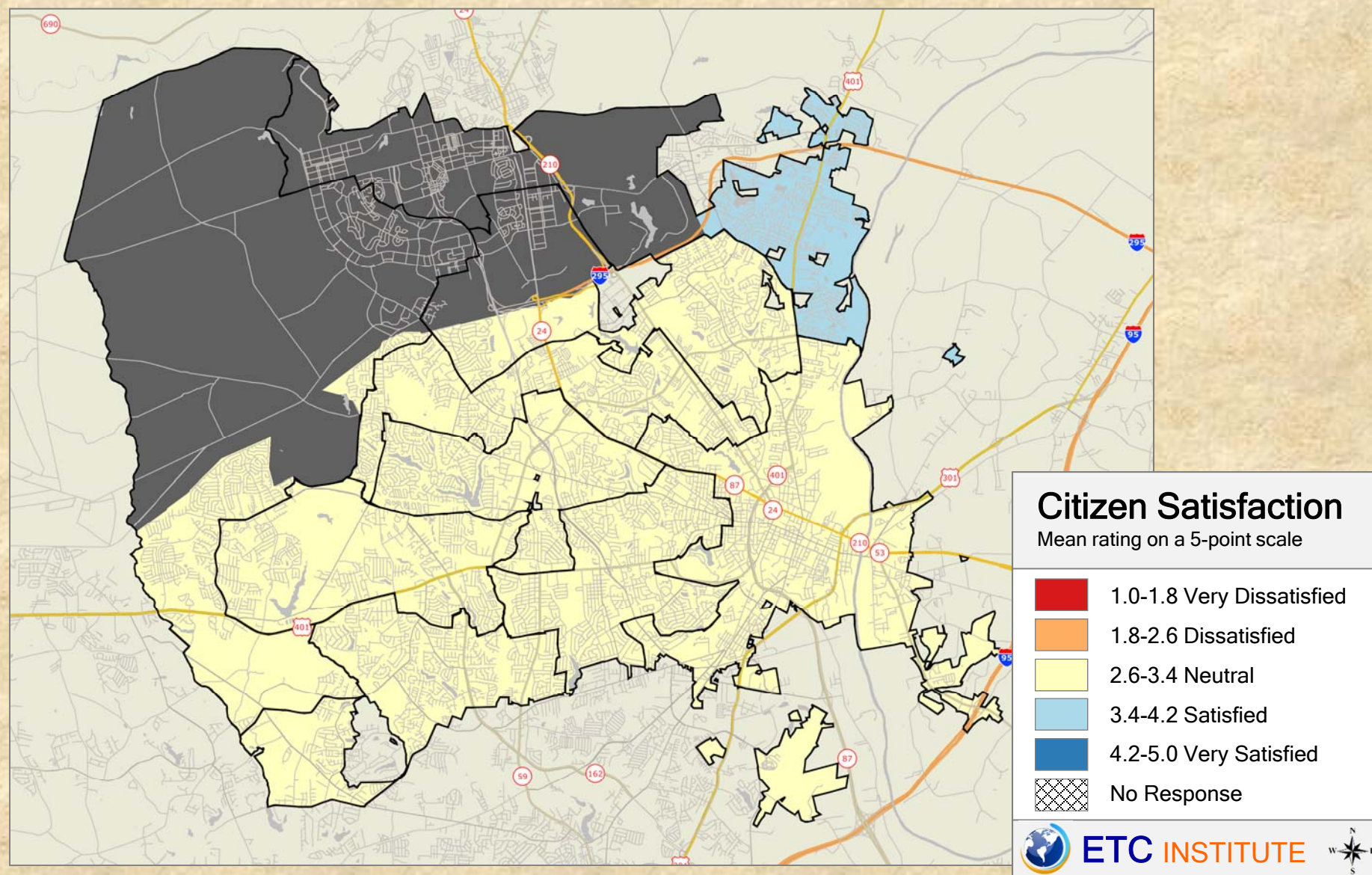
Q9. 6 Satisfaction with: Enforcement of the sign ordinance



2018 City of Fayetteville Resident Survey

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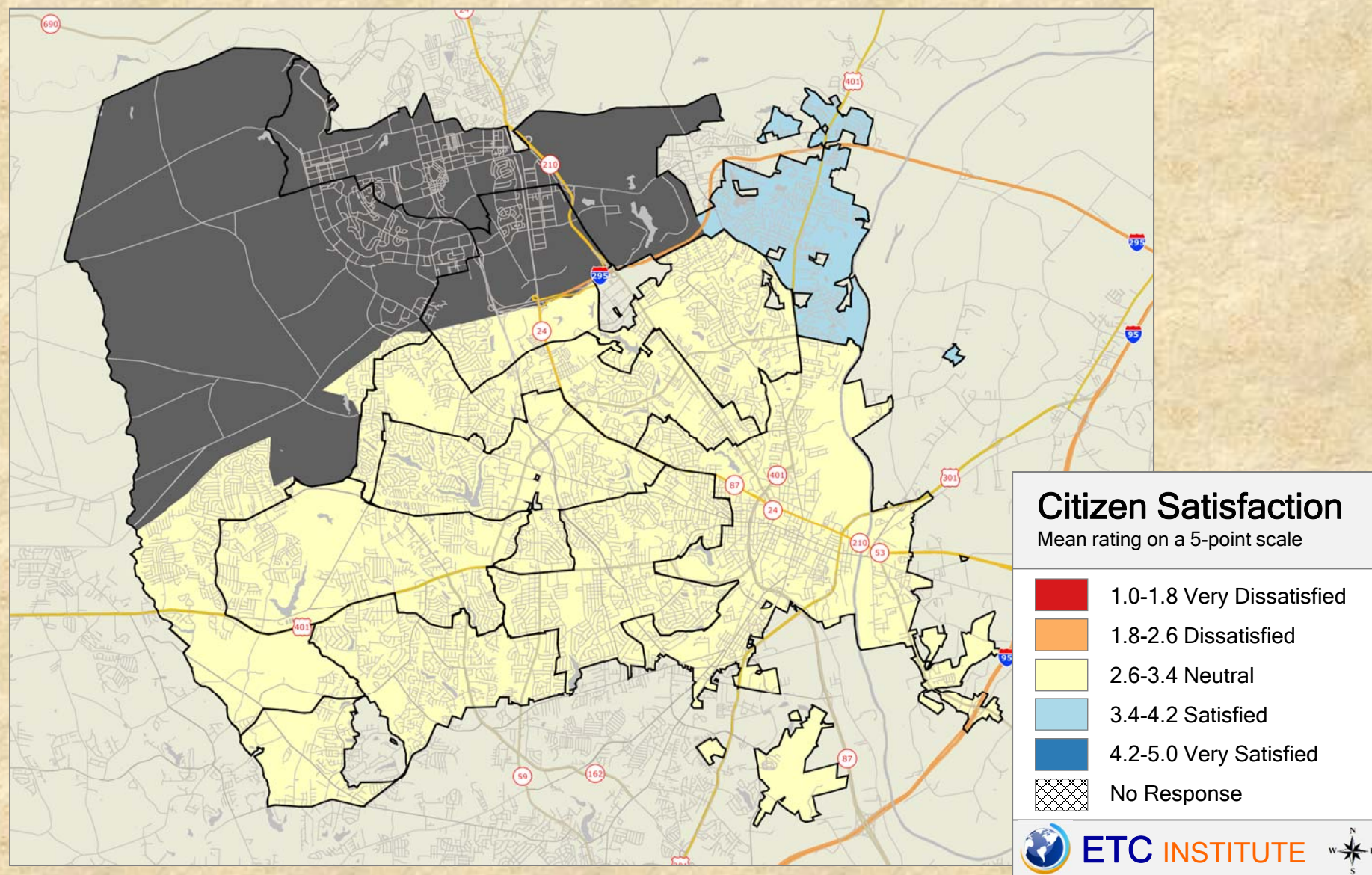
Q9. 7 Satisfaction with: Enforcement of illegal uses (5.7., property correctly zoned for intended use)



2018 City of Fayetteville Resident Survey

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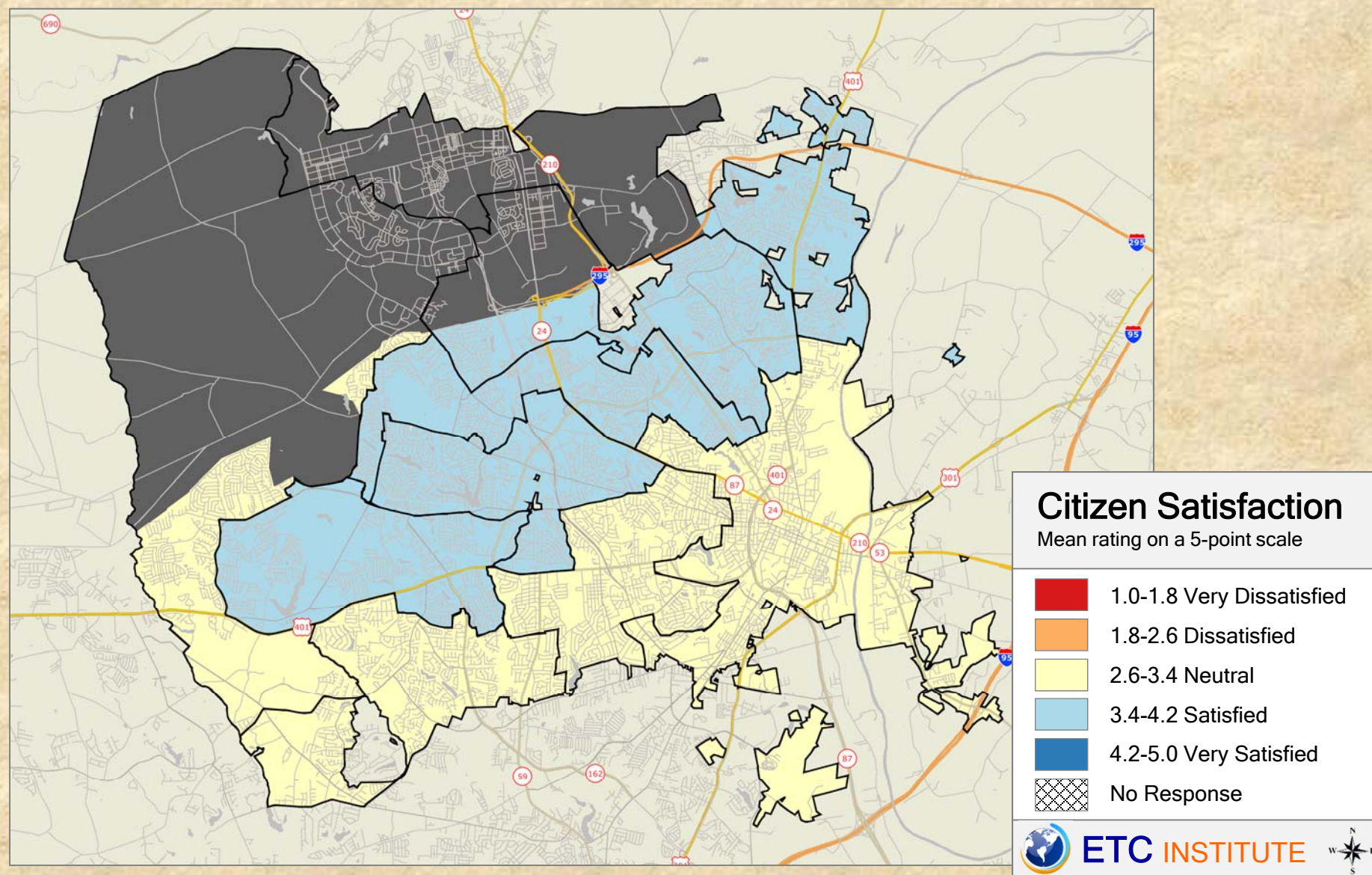
Q9. 8 Satisfaction with: Enforcement of ordinance preventing illegal development activity



2018 City of Fayetteville Resident Survey

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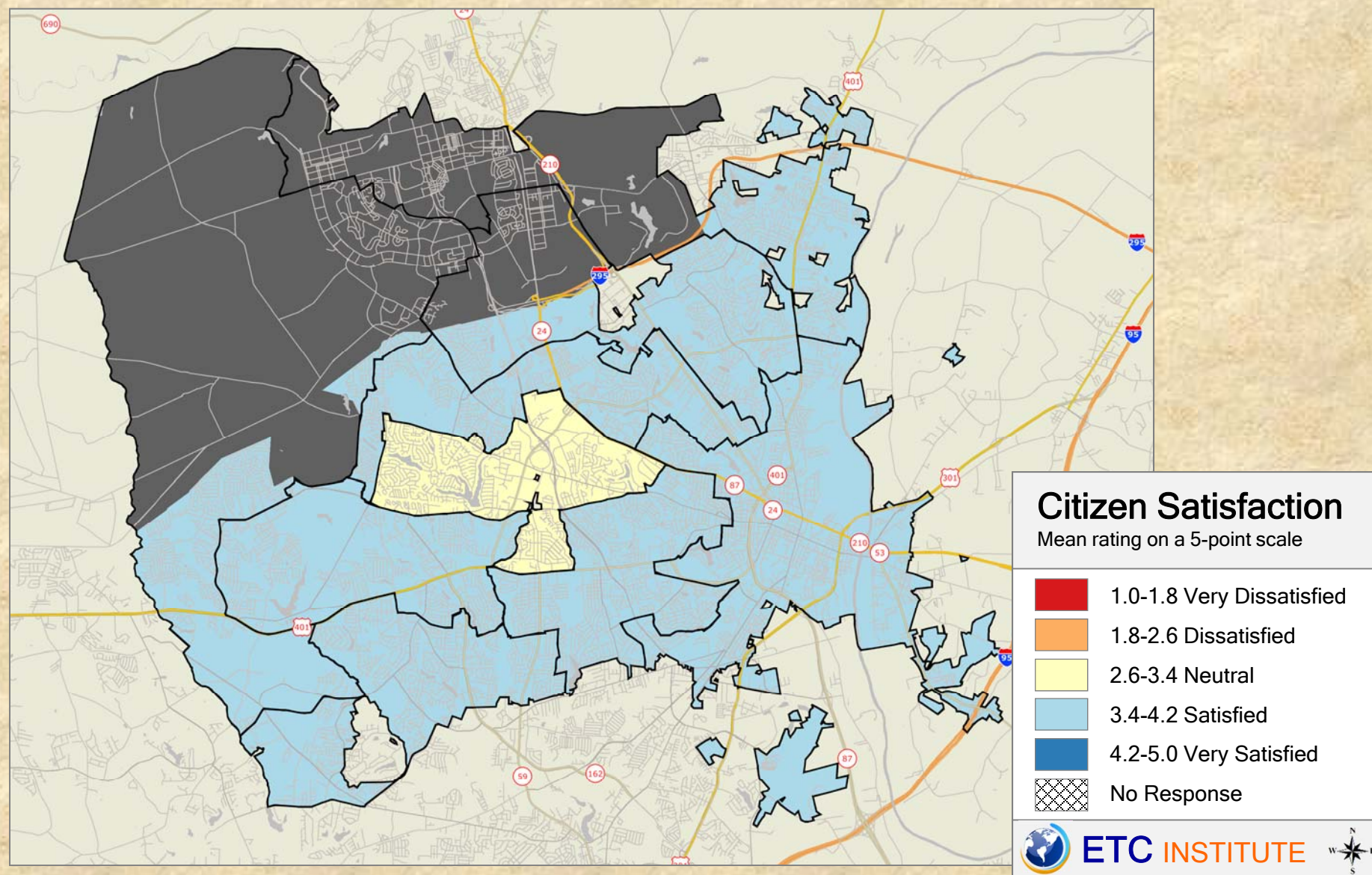
Q11. 1 Satisfaction with: Overall quality of new residential development in the city



2018 City of Fayetteville Resident Survey

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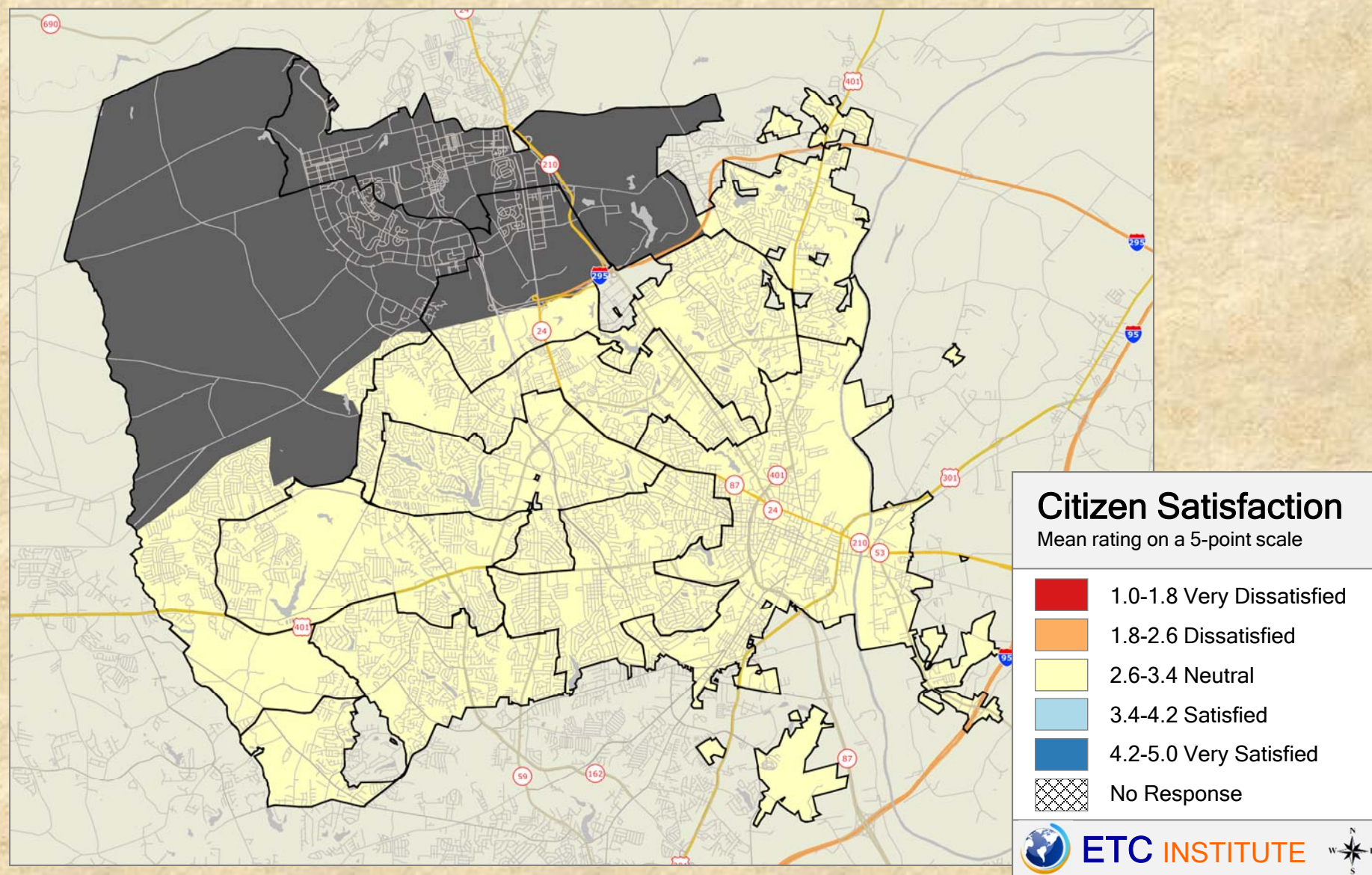
Q11. 2 Satisfaction with: Overall quality of new commercial development (e.g. stores, restaurants)



2018 City of Fayetteville Resident Survey

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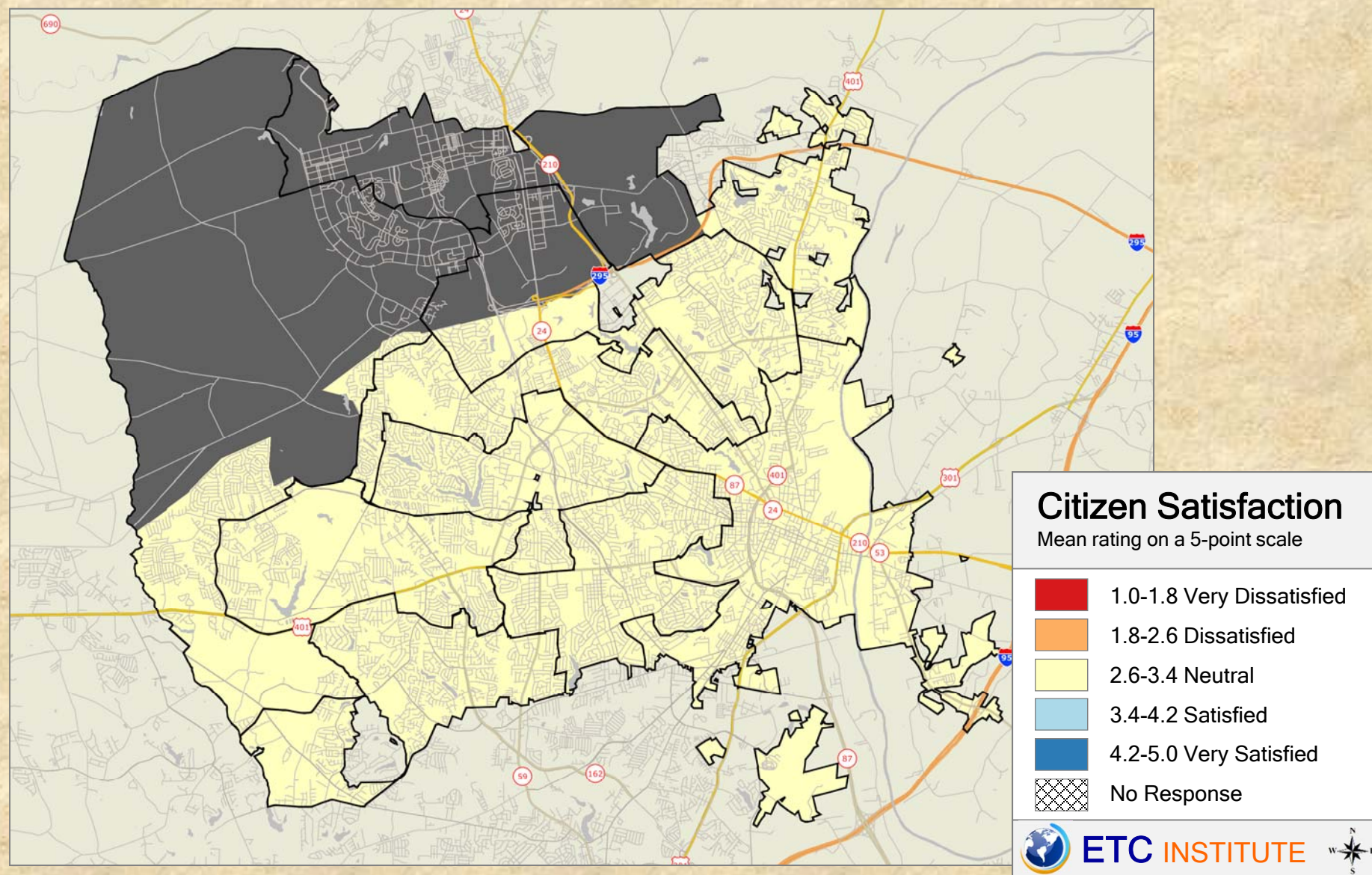
Q11. 3 Satisfaction with: How well the city is planning for growth



2018 City of Fayetteville Resident Survey

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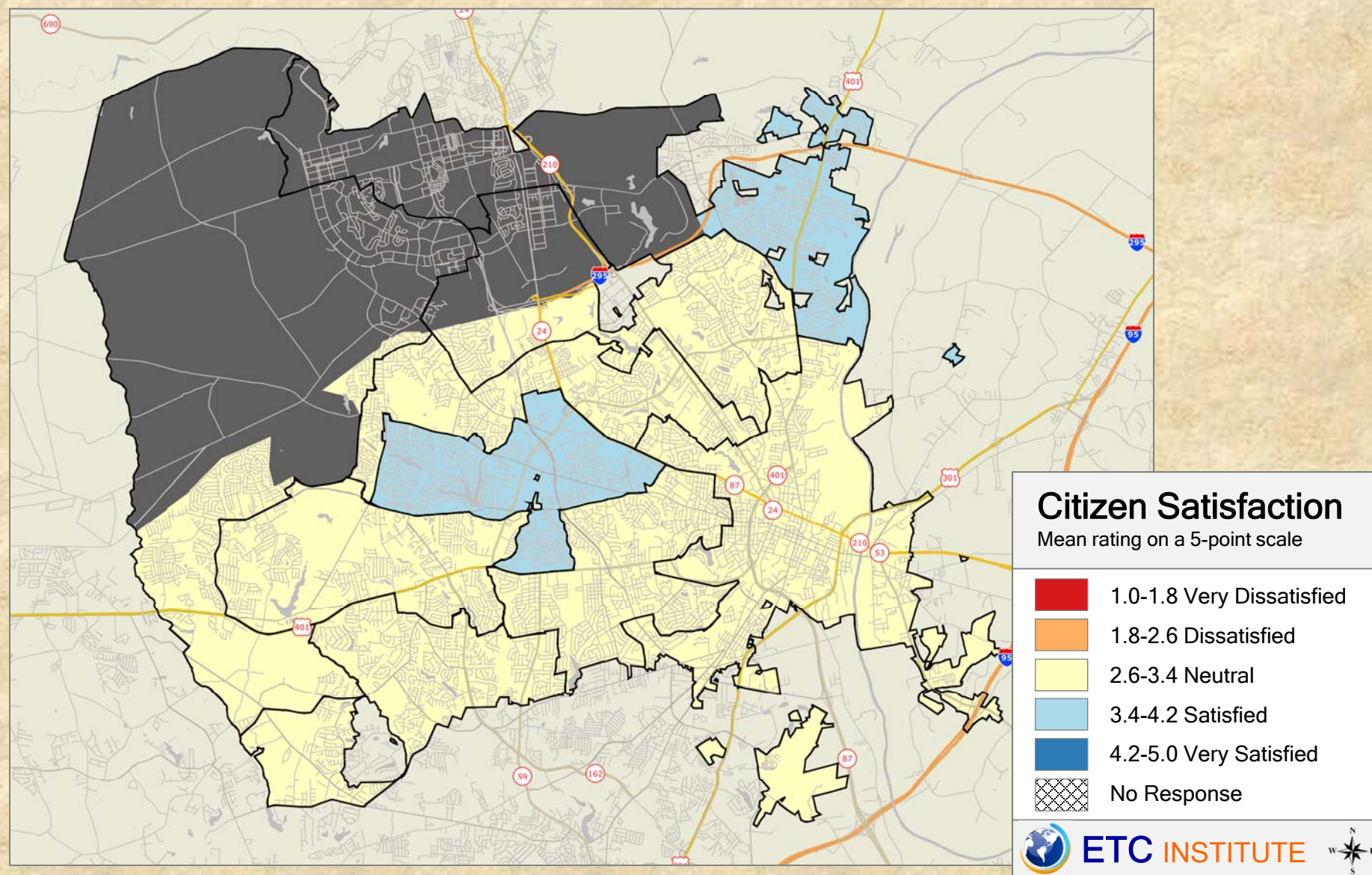
Q12. 1 Satisfaction with: Overall quality of street maintenance and repair



2018 City of Fayetteville Resident Survey

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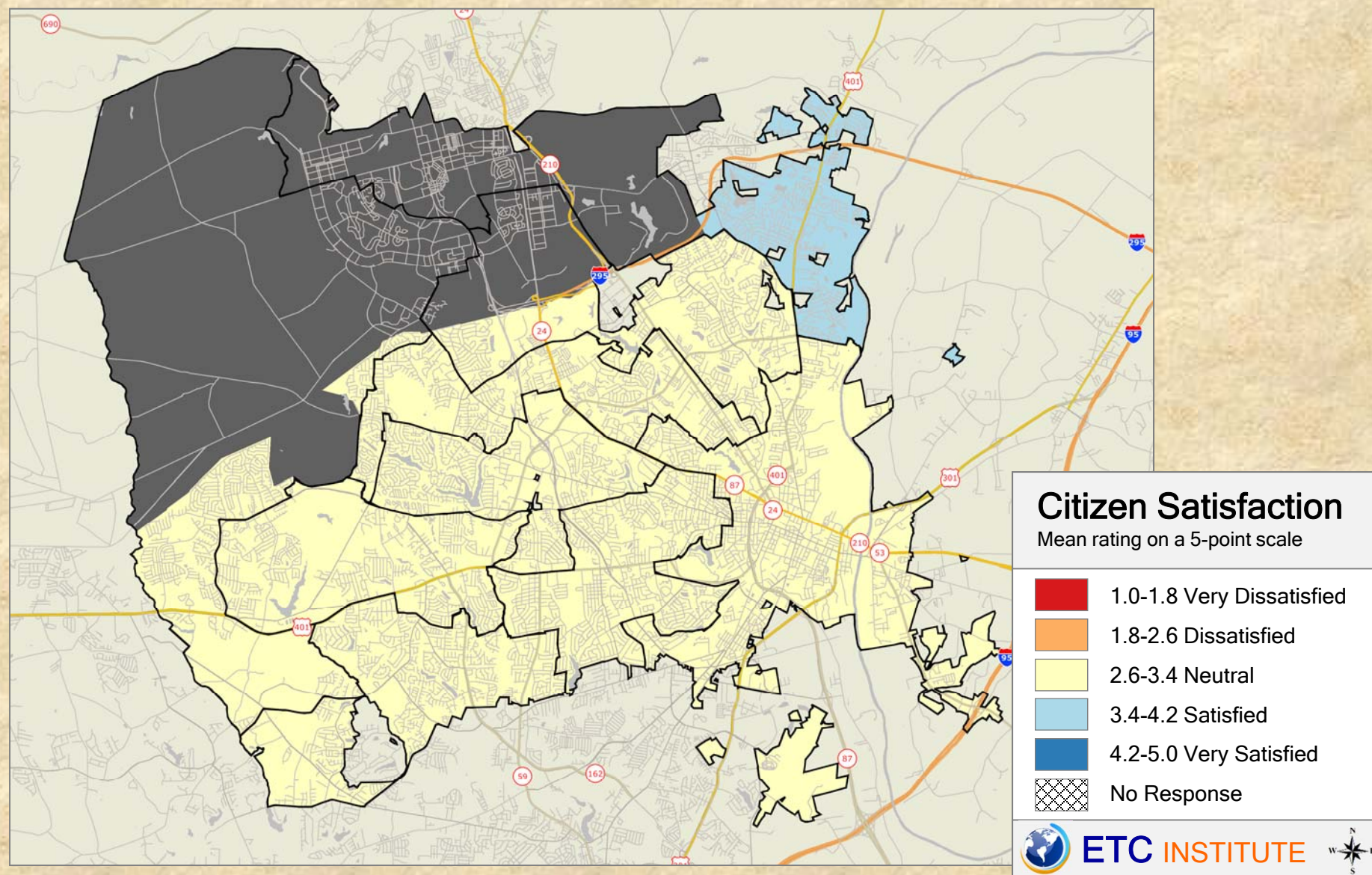
Q12. 2 Satisfaction with: Condition of streets in your neighborhood



2018 City of Fayetteville Resident Survey

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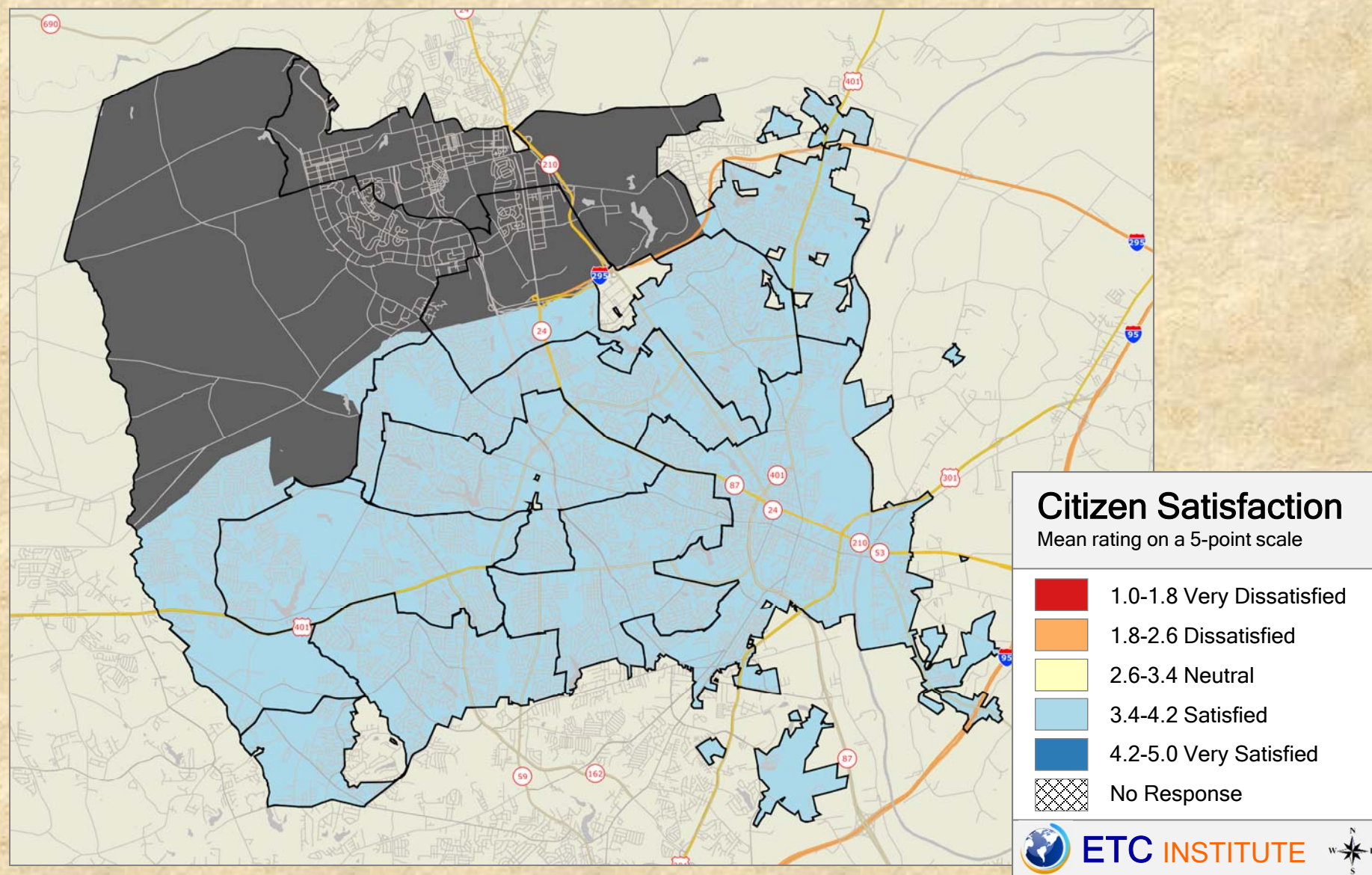
Q12. 3 Satisfaction with: Cleanliness of city streets



2018 City of Fayetteville Resident Survey

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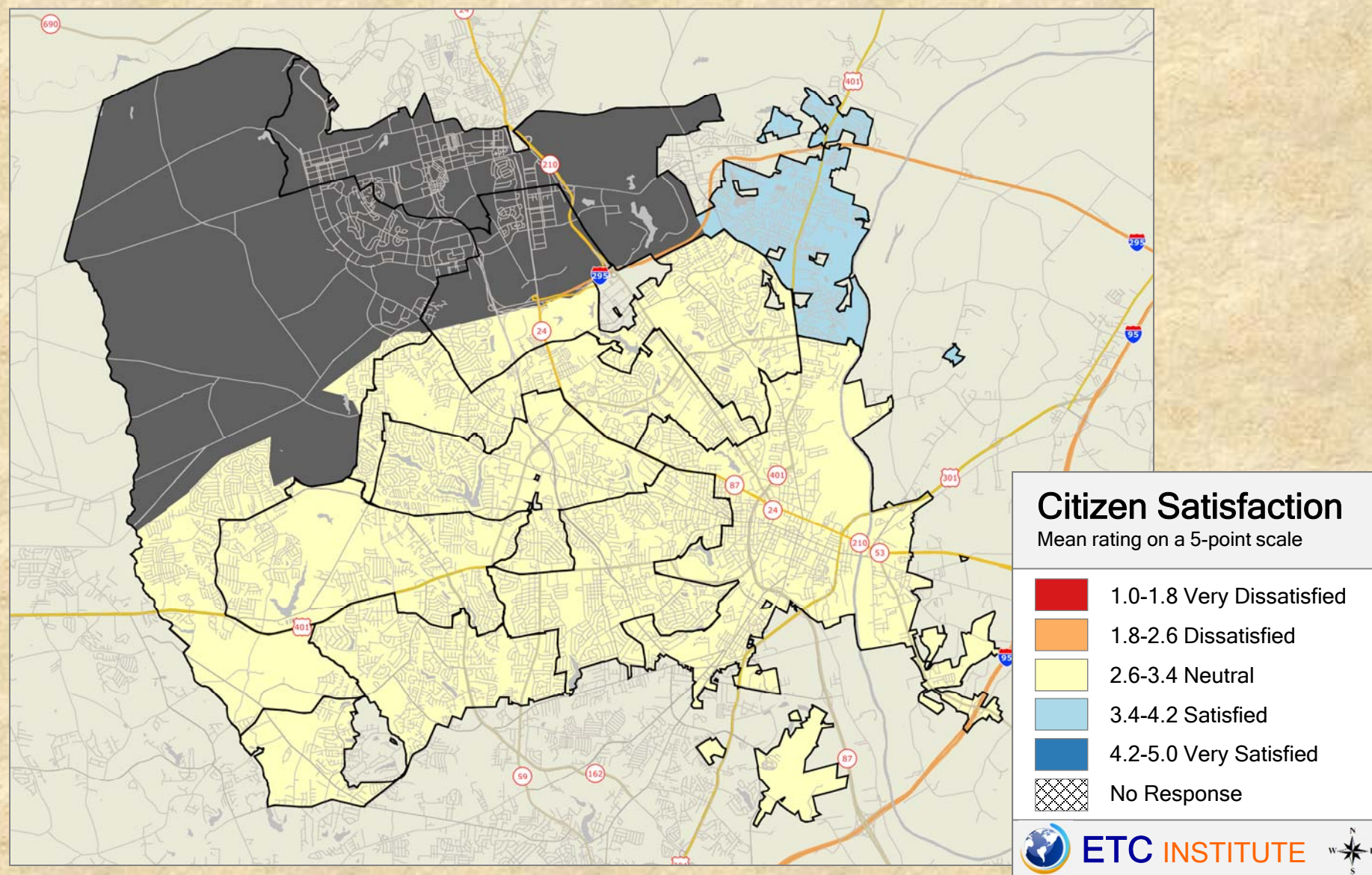
Q12. 4 Satisfaction with: Condition of street signs and traffic signals



2018 City of Fayetteville Resident Survey

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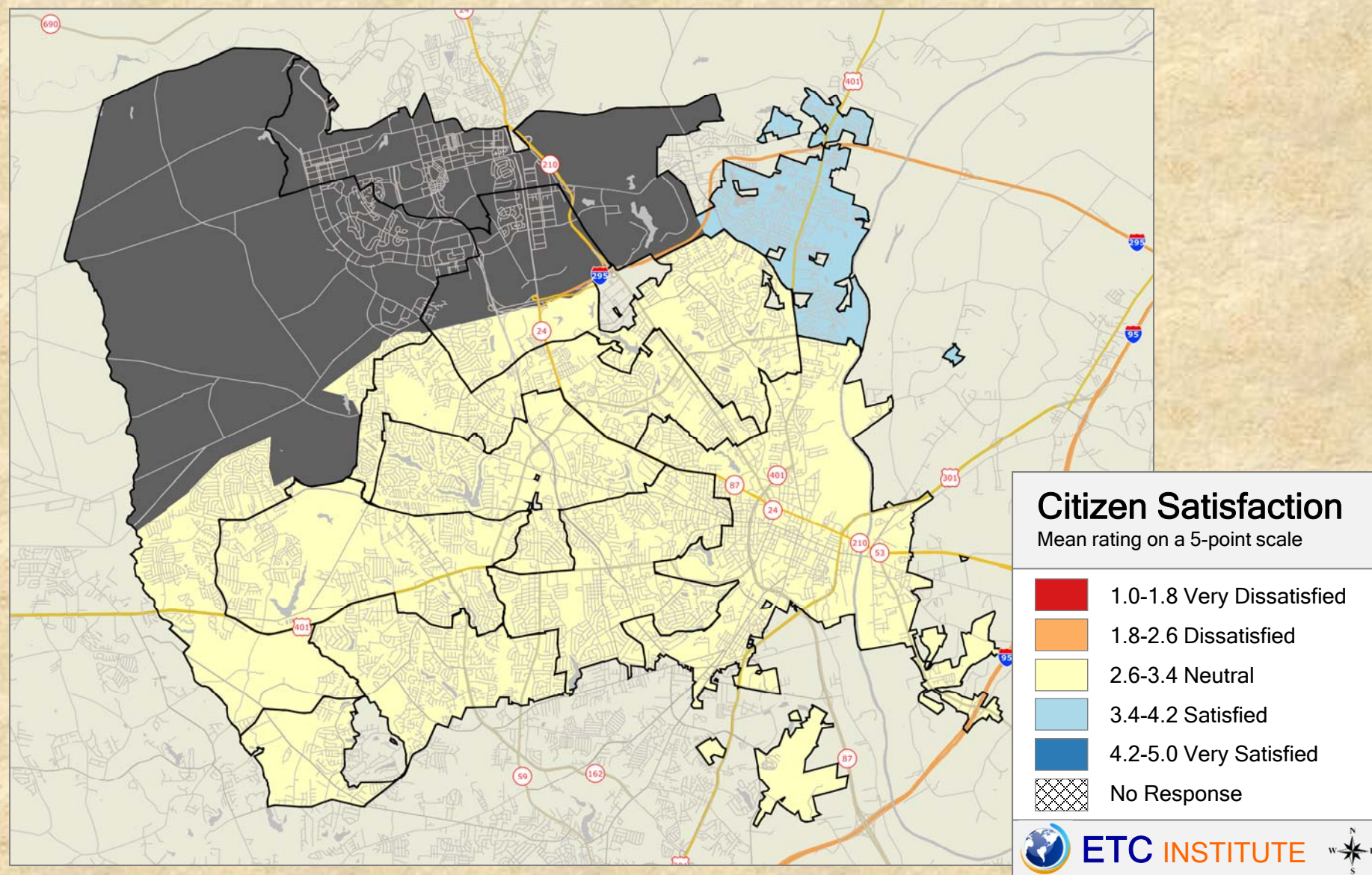
Q12. 5 Satisfaction with: Cleanliness and appearance of medians and roadsides



2018 City of Fayetteville Resident Survey

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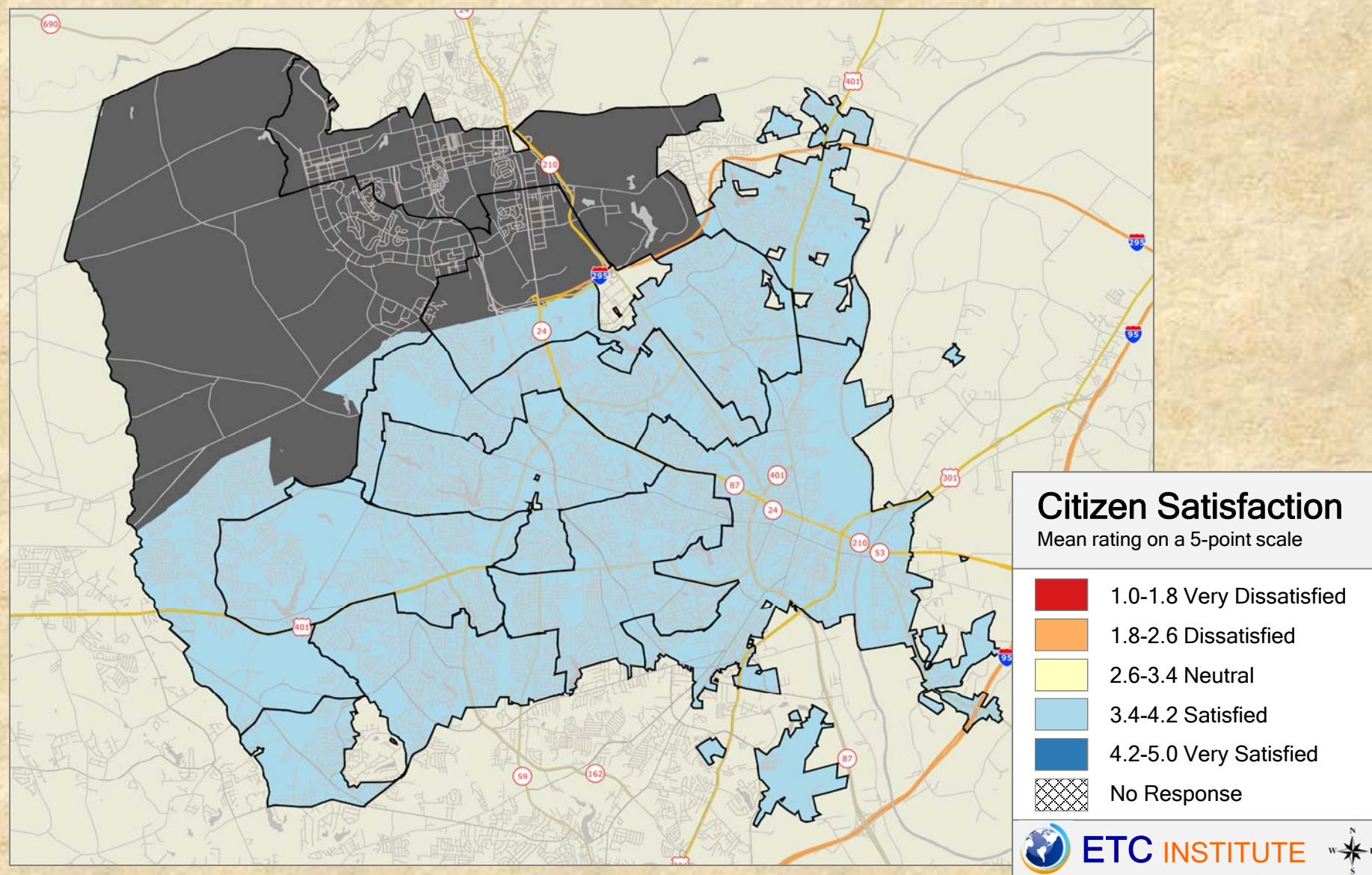
Q12. 6 Satisfaction with: Condition of sidewalks



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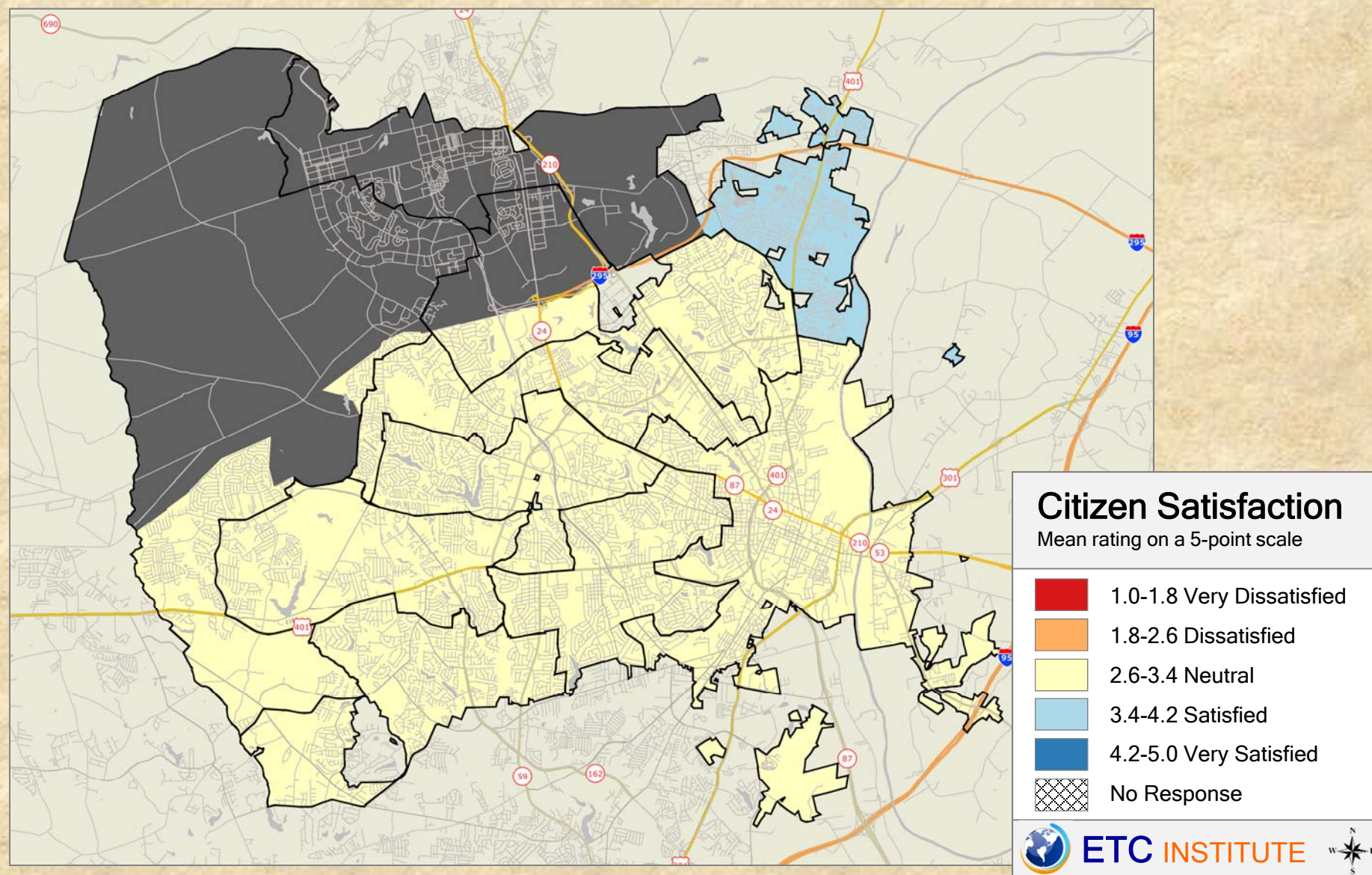
Q12. 7 Satisfaction with: Condition of city parks



2018 City of Fayetteville Resident Survey

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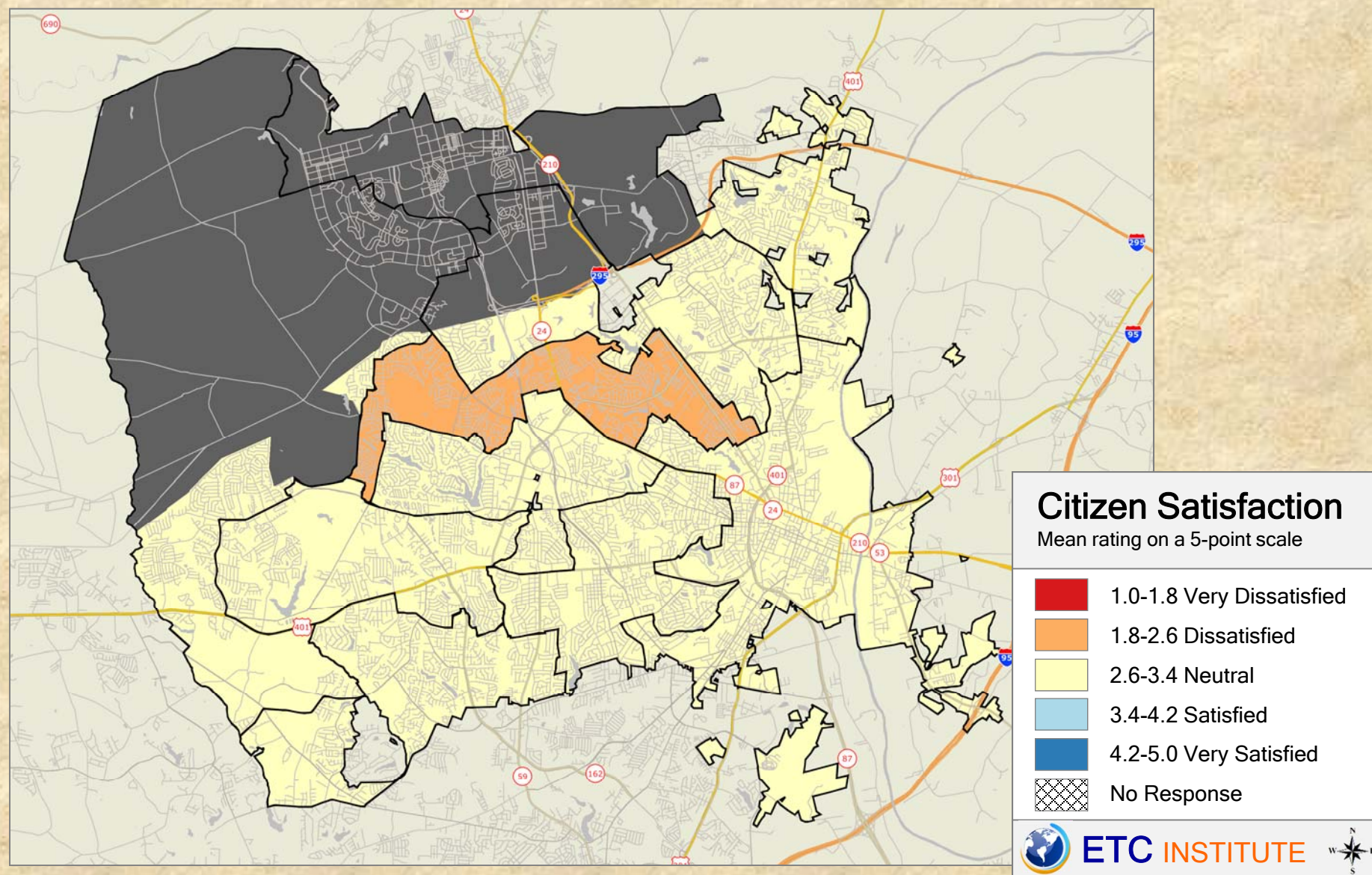
Q12. 8 Satisfaction with: Cleanliness of stormwater drains and creeks in your neighborhood



2018 City of Fayetteville Resident Survey

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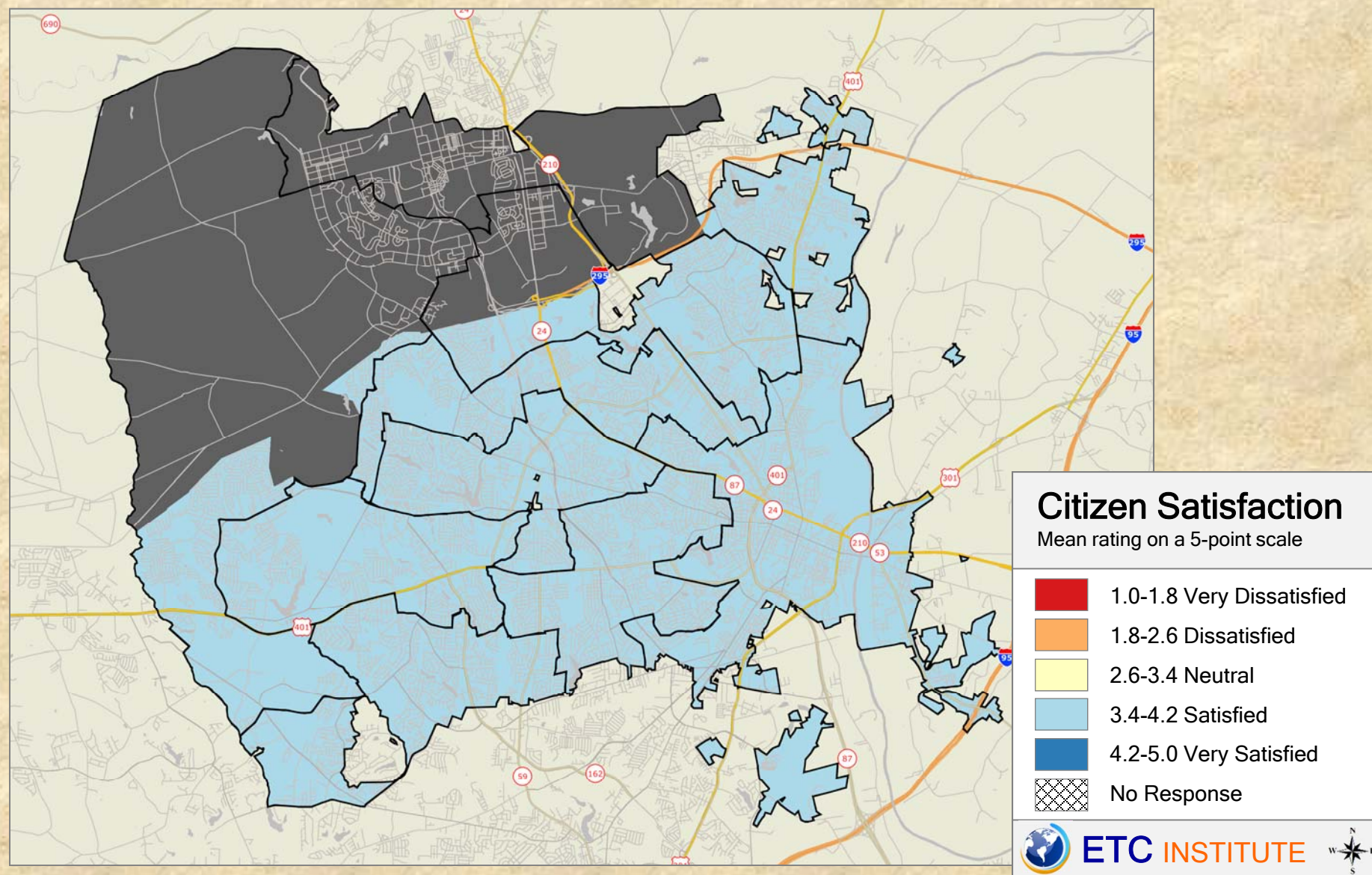
Q12. 9 Satisfaction with: How quickly street repairs are made



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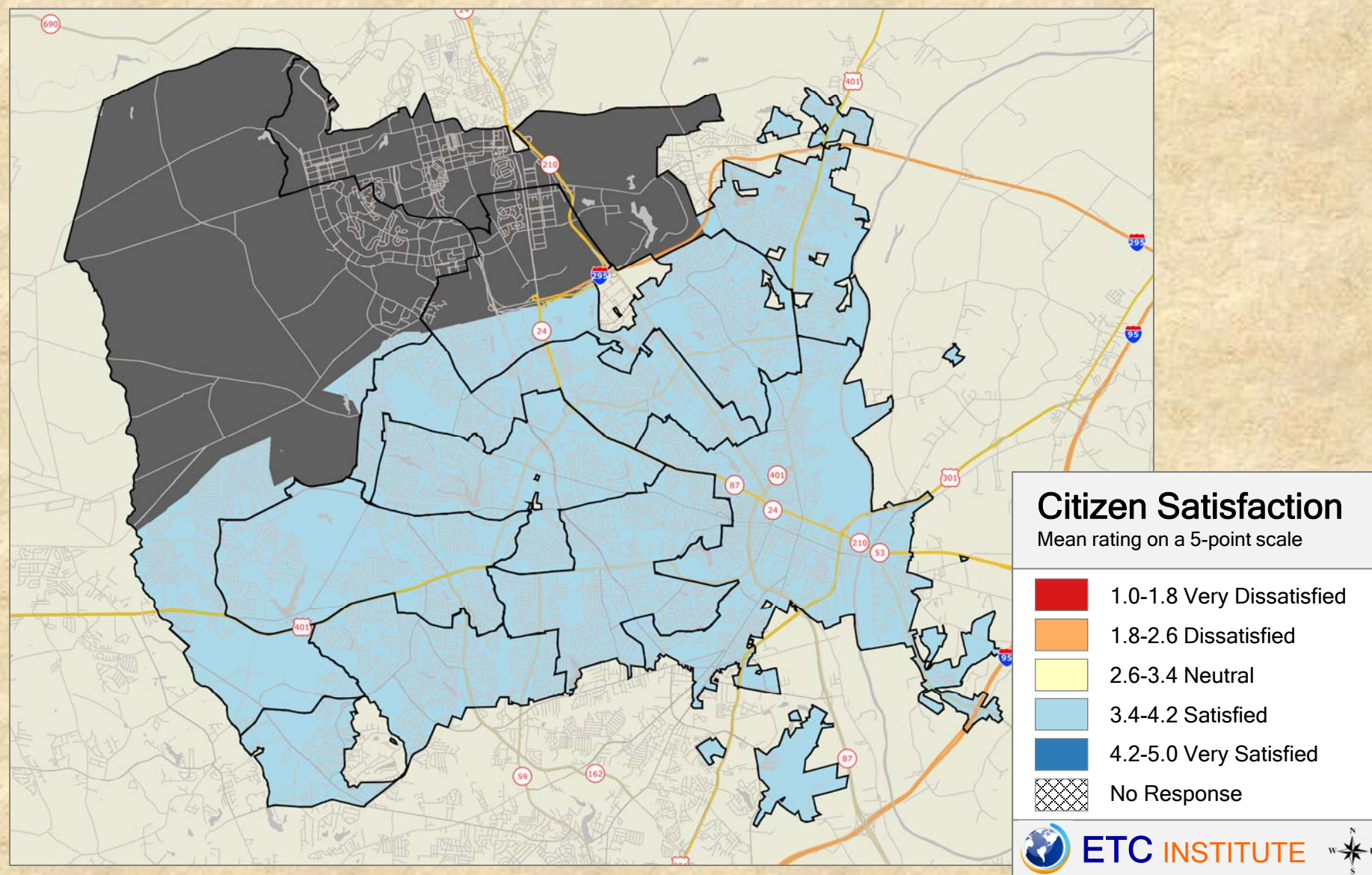
Q14. 1 Satisfaction with: Solid waste collection services



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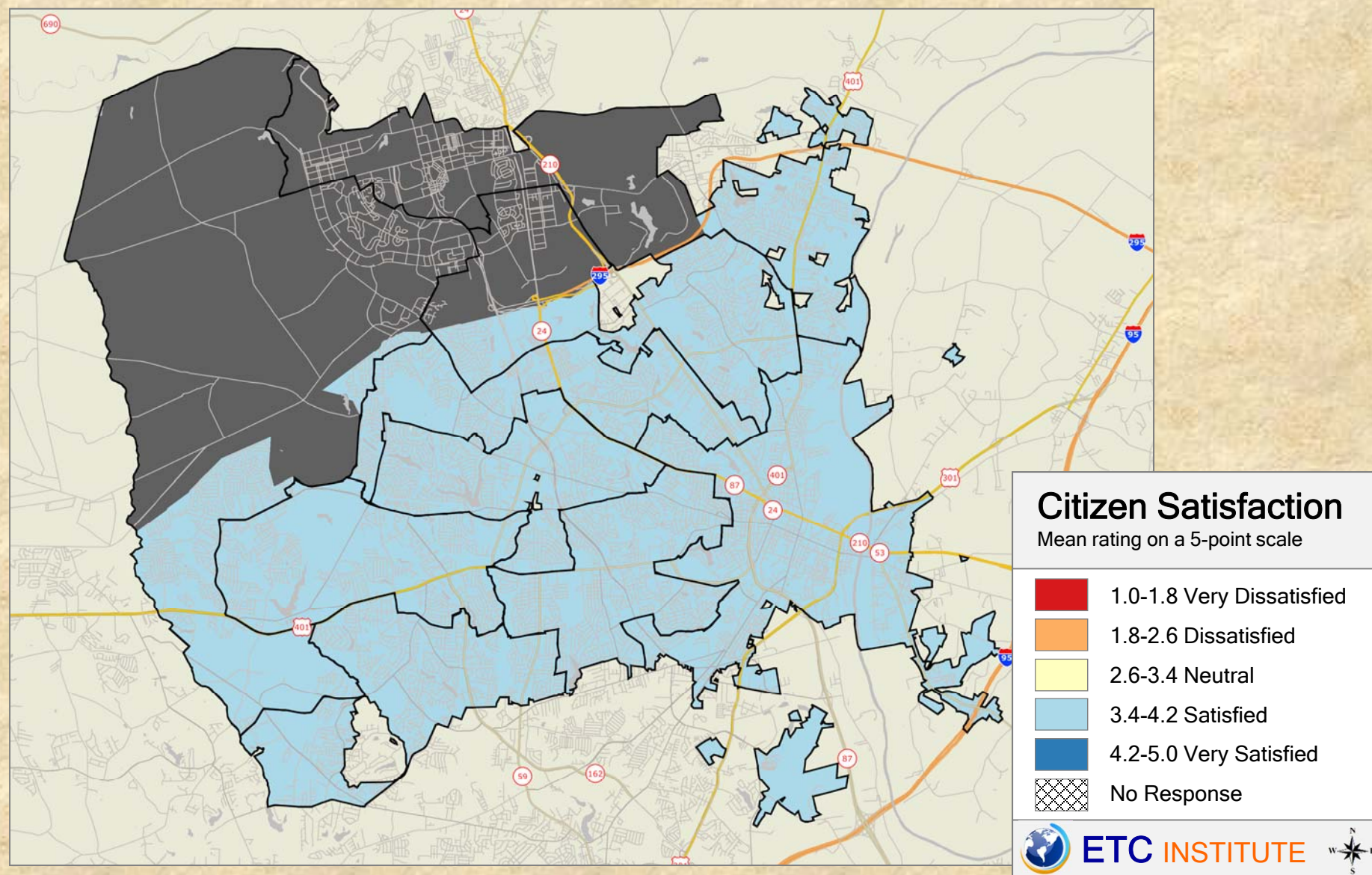
Q14. 2 Satisfaction with: Curbside recycling services



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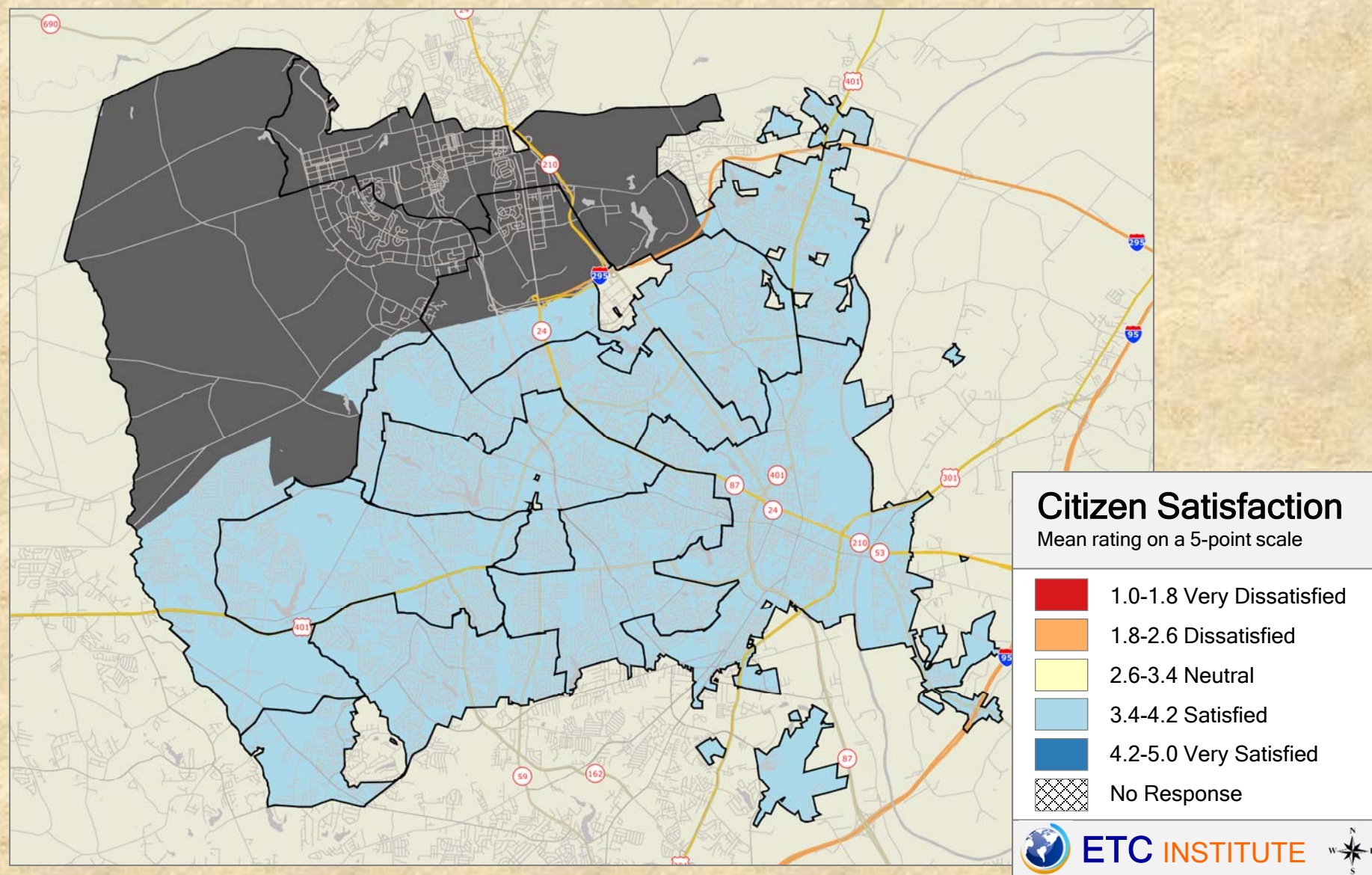
Q14. 3 Satisfaction with: Bulky item pick up/removal services (e.g. old furniture, appliances)



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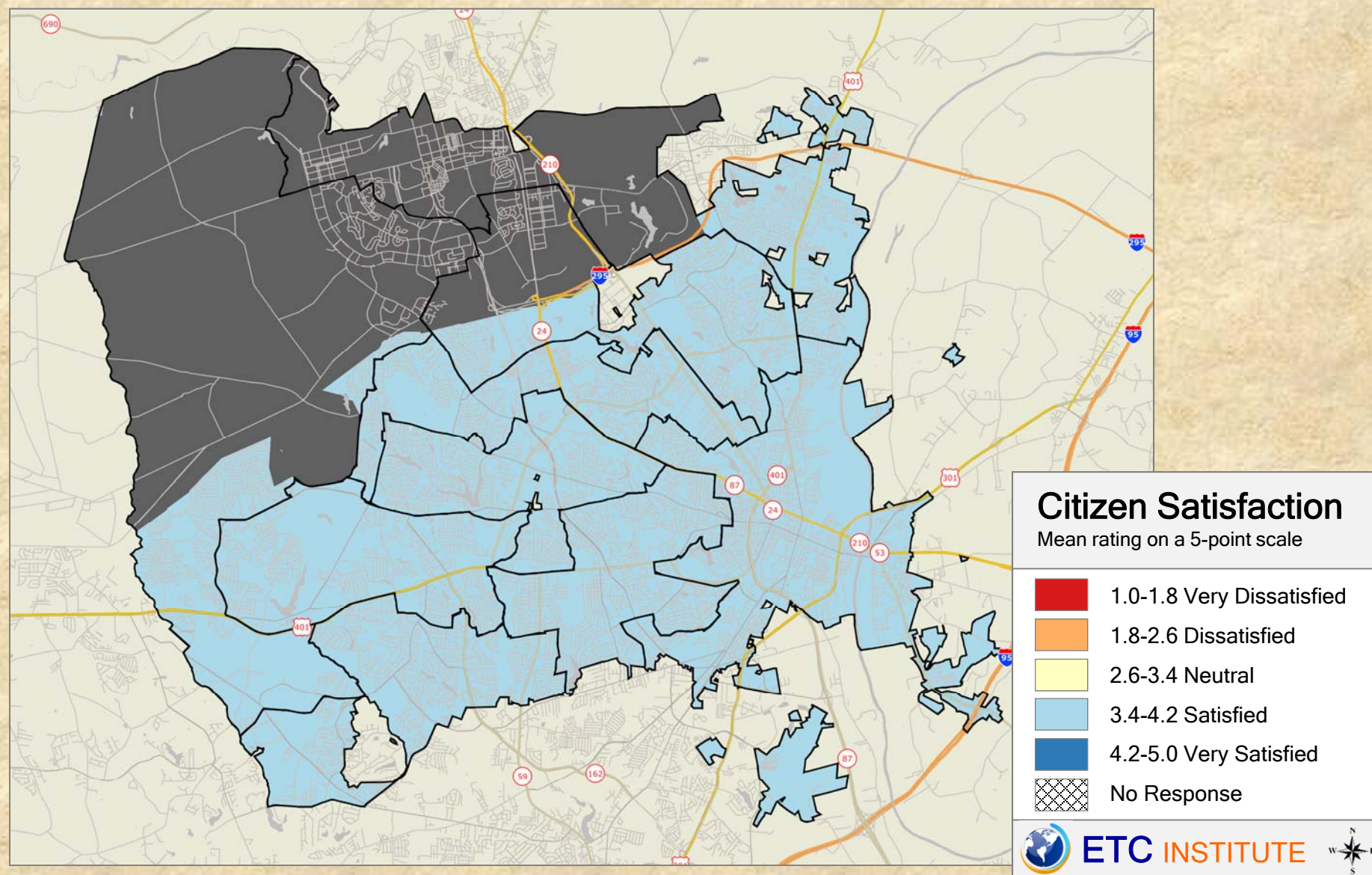
Q14. 4 Satisfaction with: Loose leaf collection



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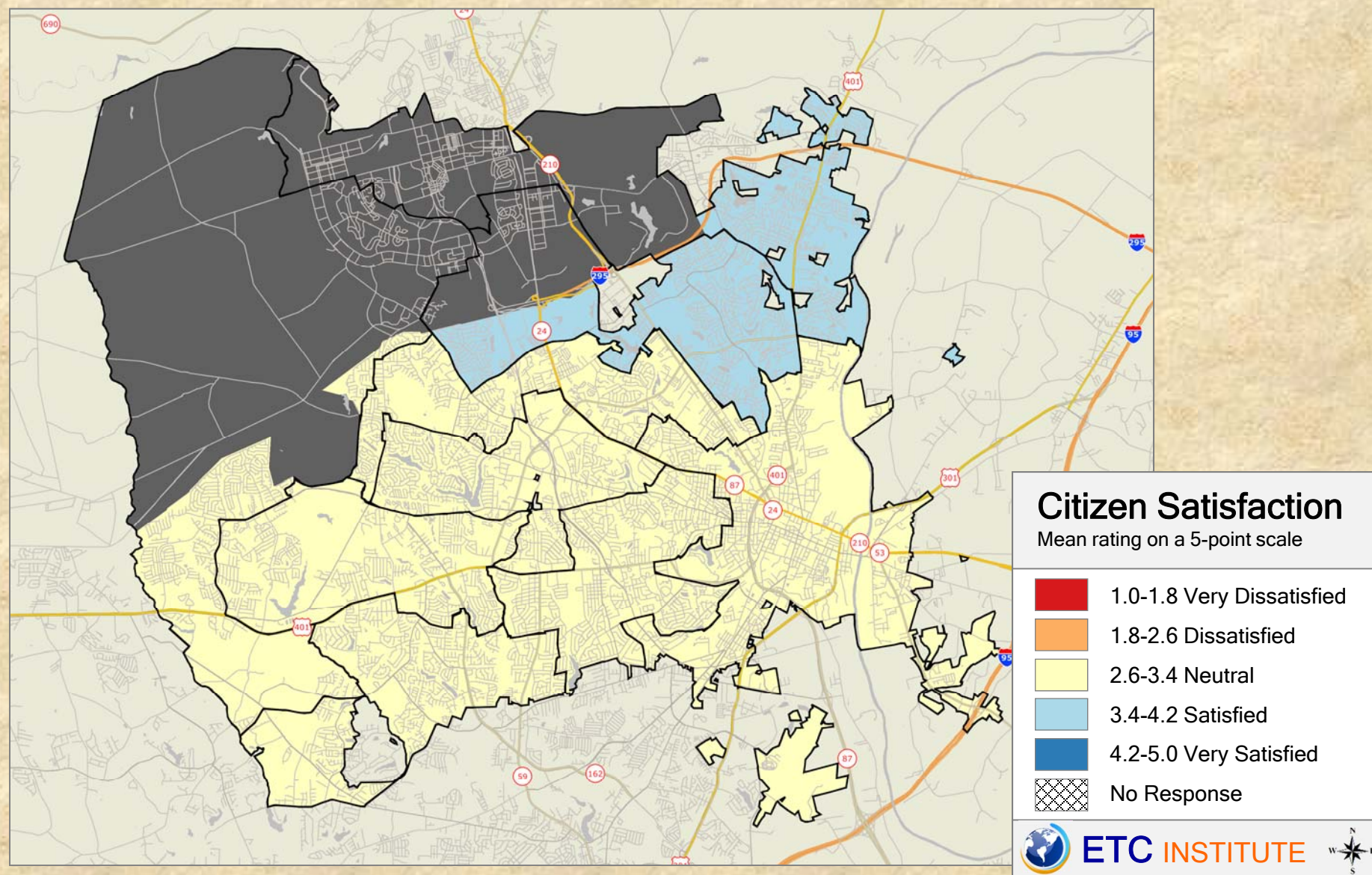
Q14. 5 Satisfaction with: Containerized yard waste and limb collection



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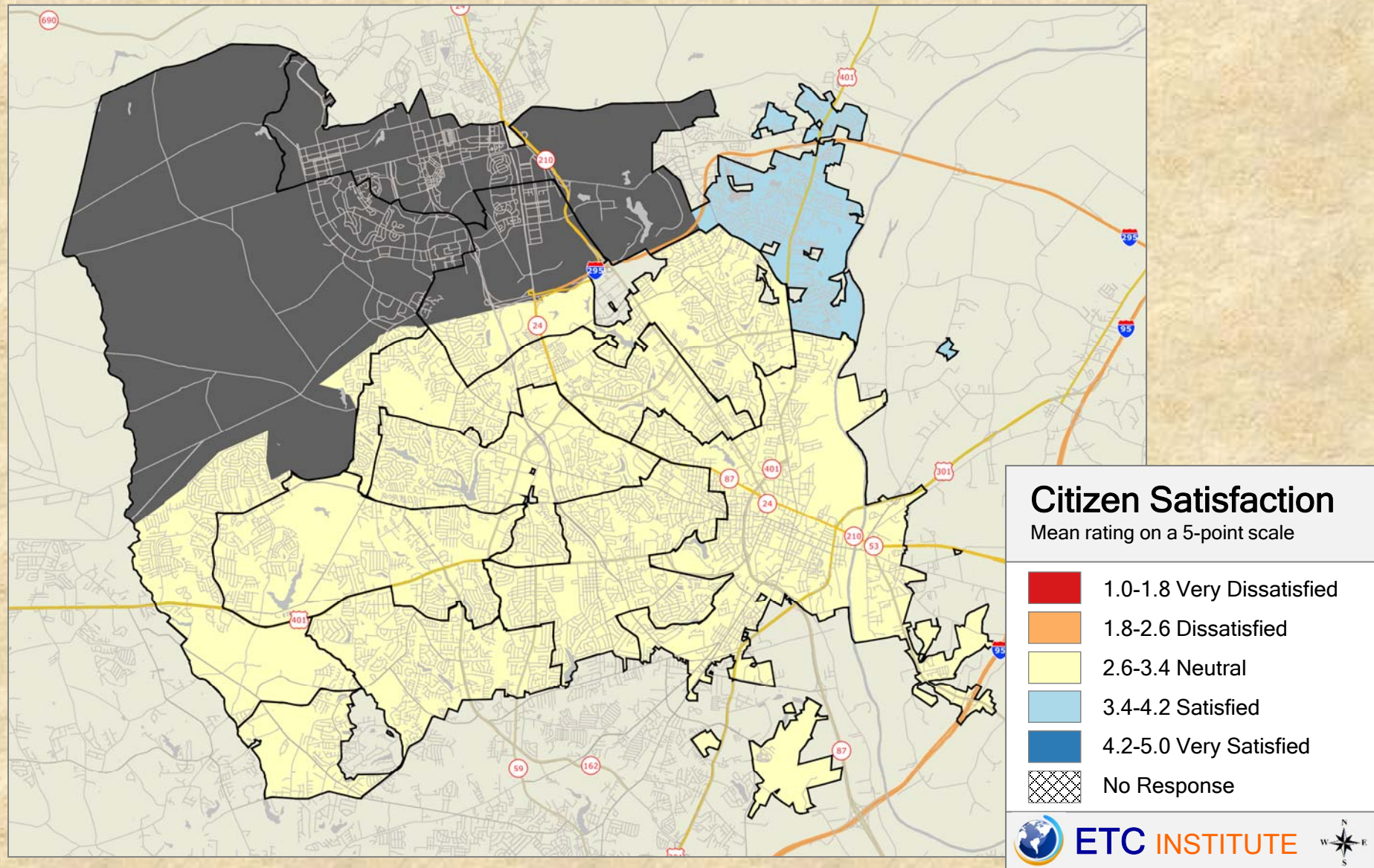
Q14. 6 Satisfaction with: Stream and lake (water-shed) protection



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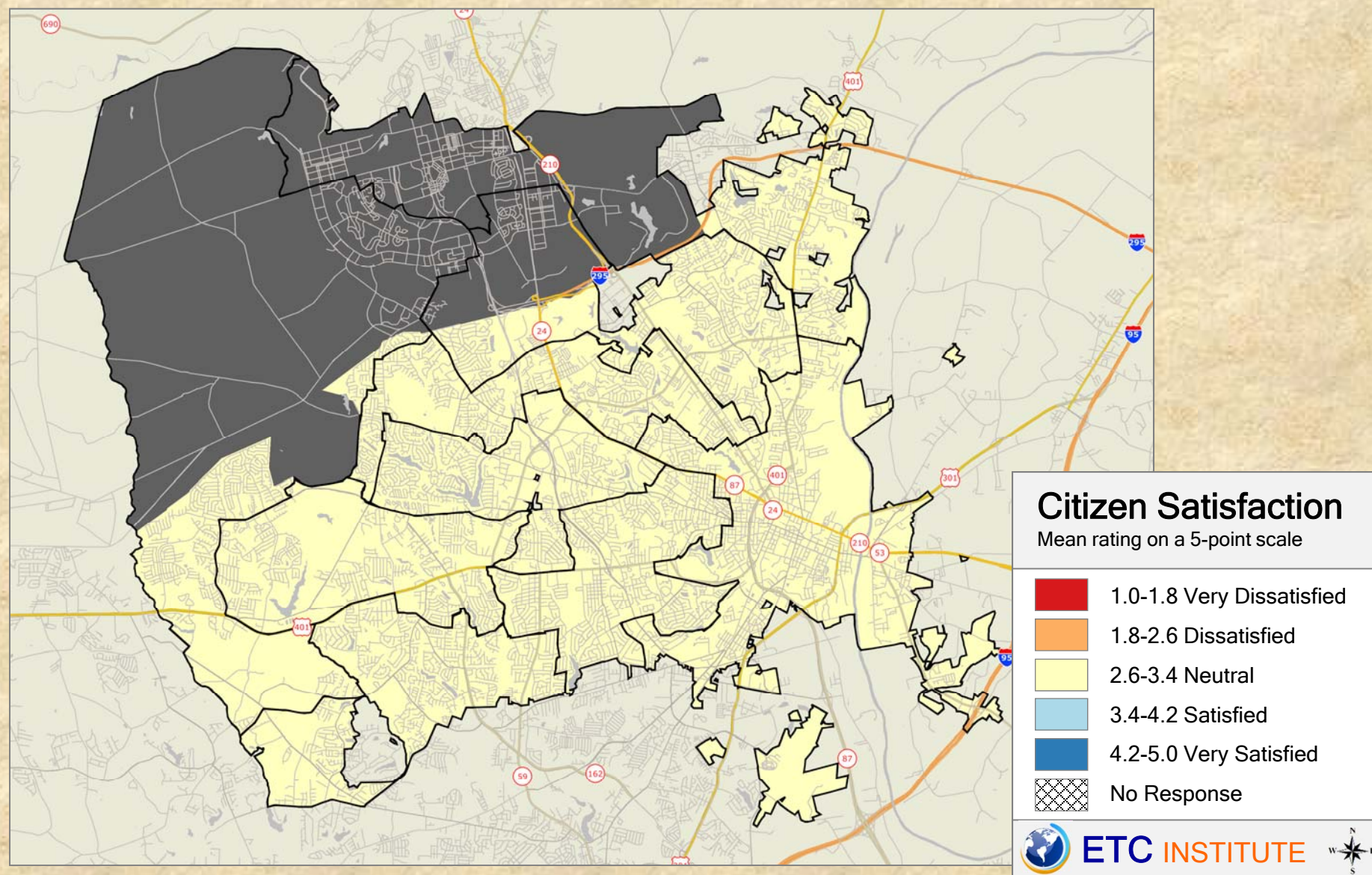
Q14. 7 Satisfaction with: Drainage of city streets



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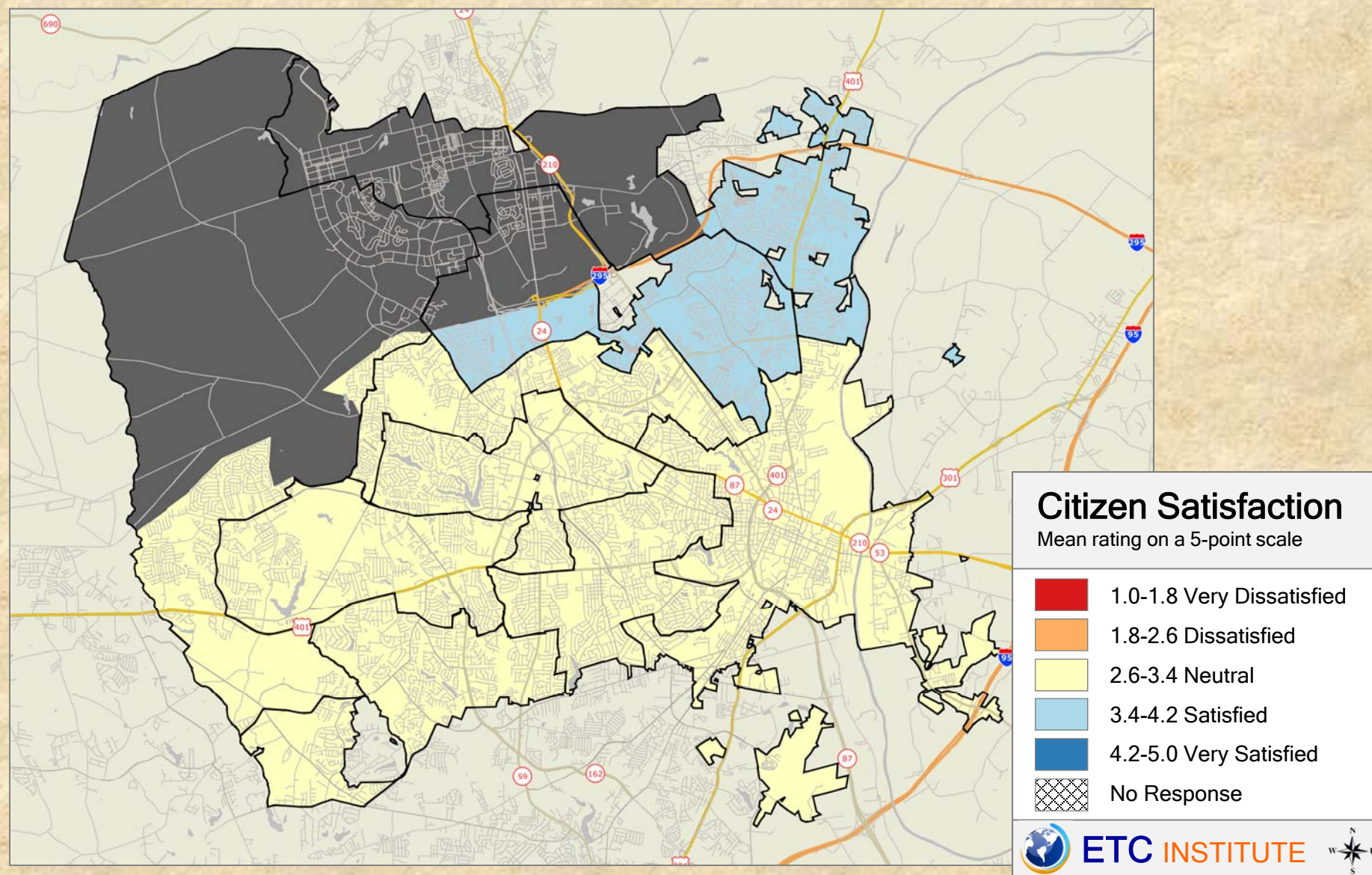
Q15. 1 Satisfaction with: Adequacy of public parking in Downtown Fayetteville



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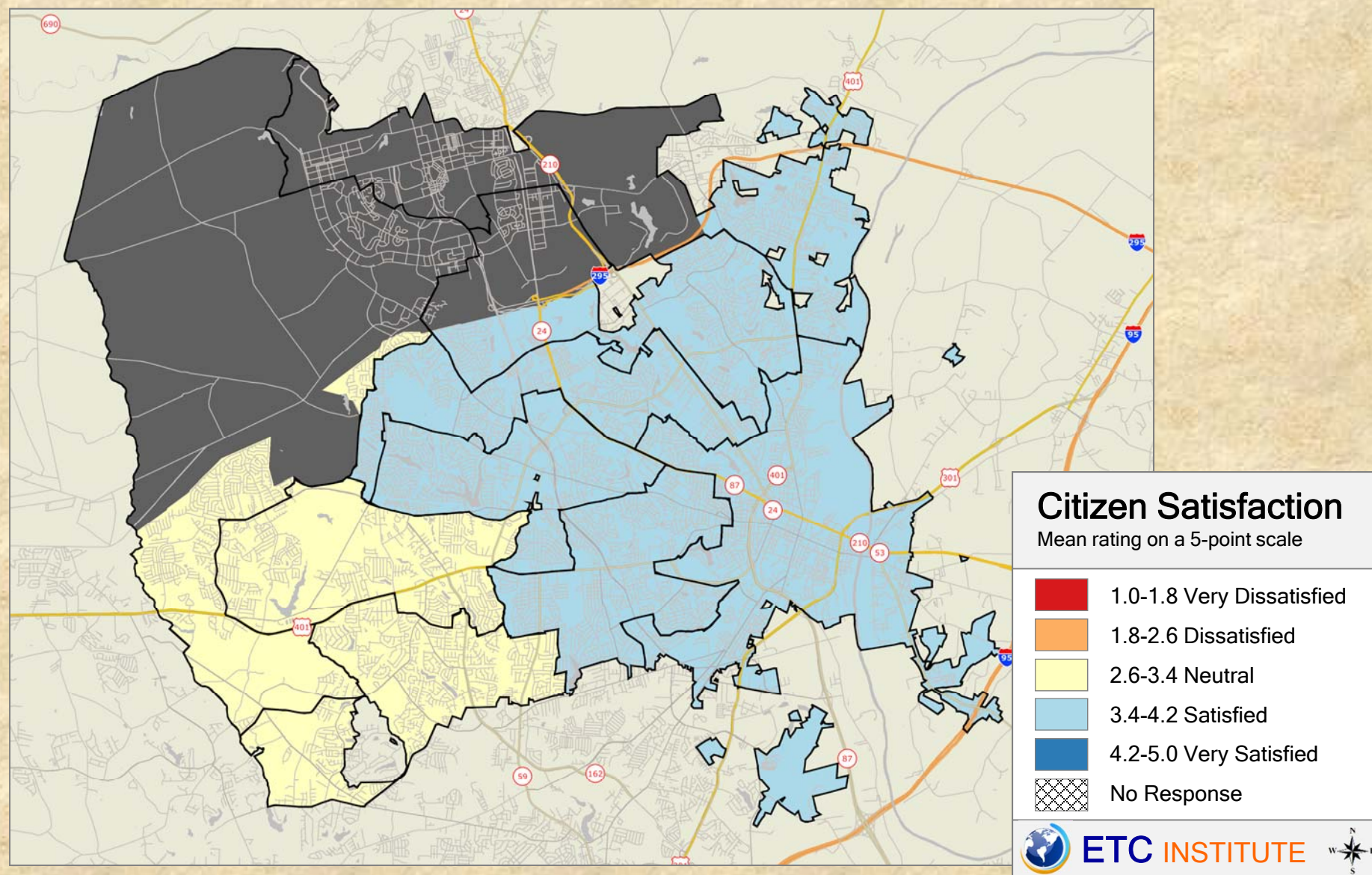
Q15. 2 Satisfaction with: Availability of public transportation services in FAST bus system



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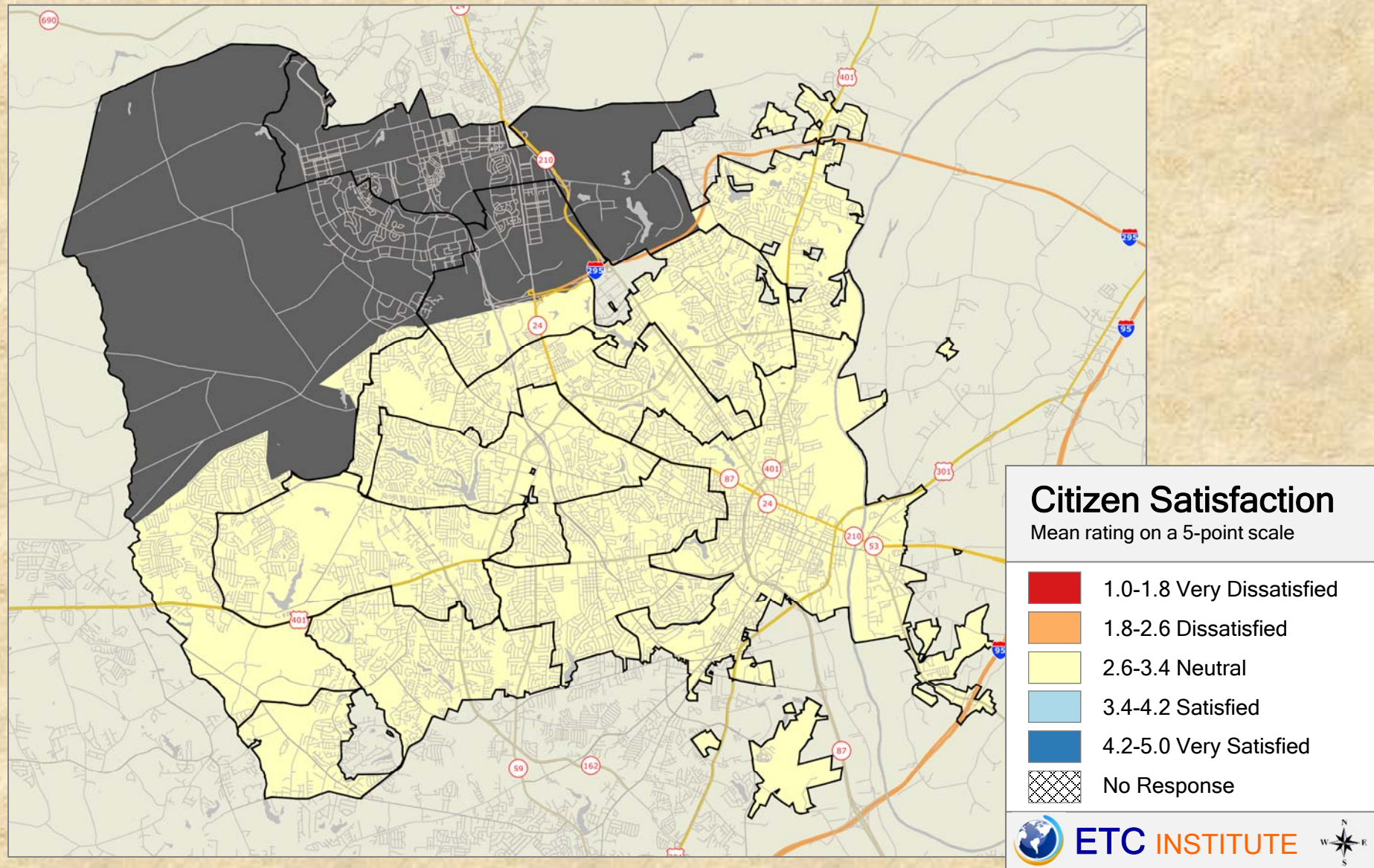
Q15. 3 Satisfaction with: Ease of travel by car in the city



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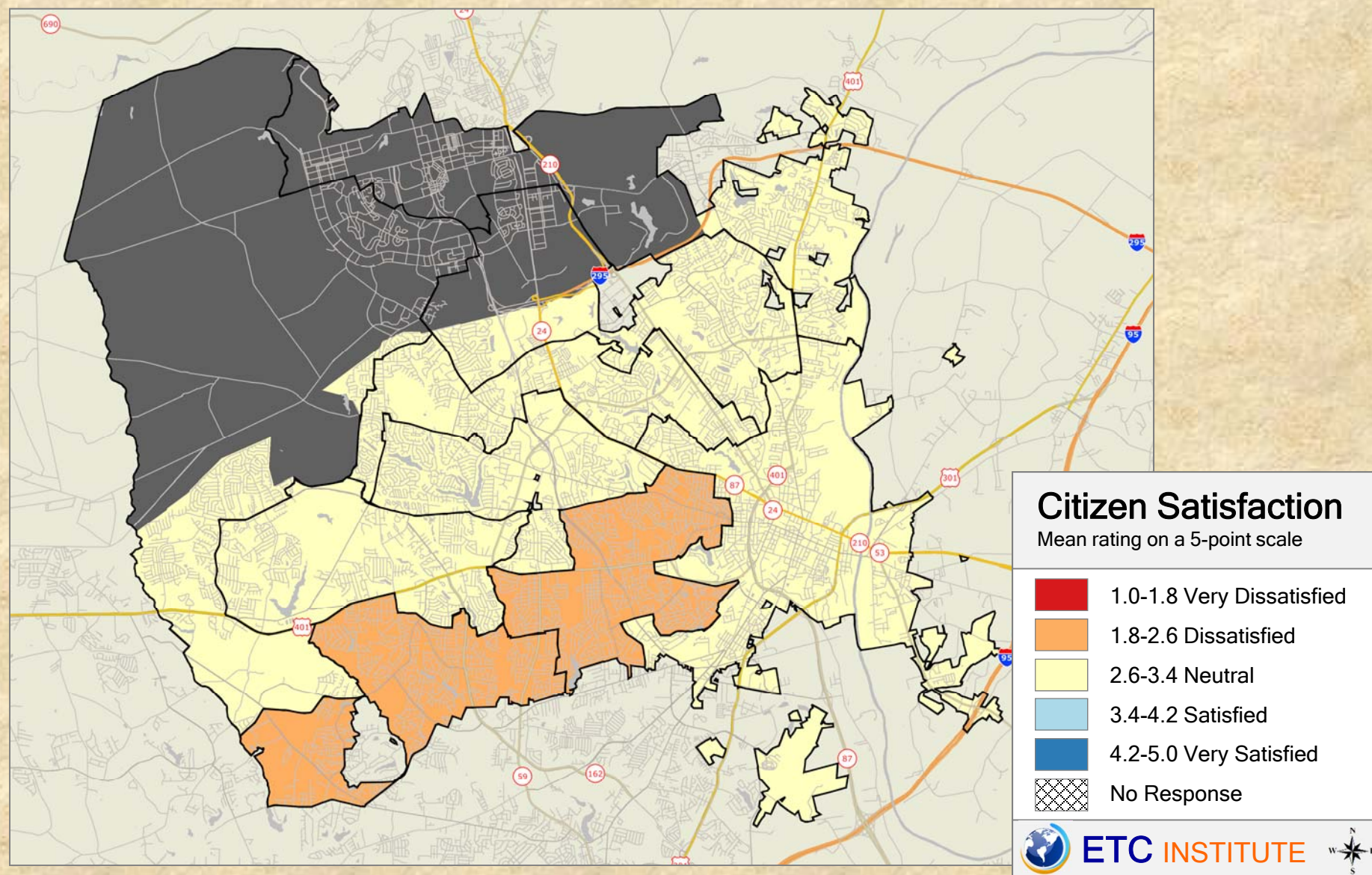
Q15. 4 Satisfaction with: Ease of walking in the city



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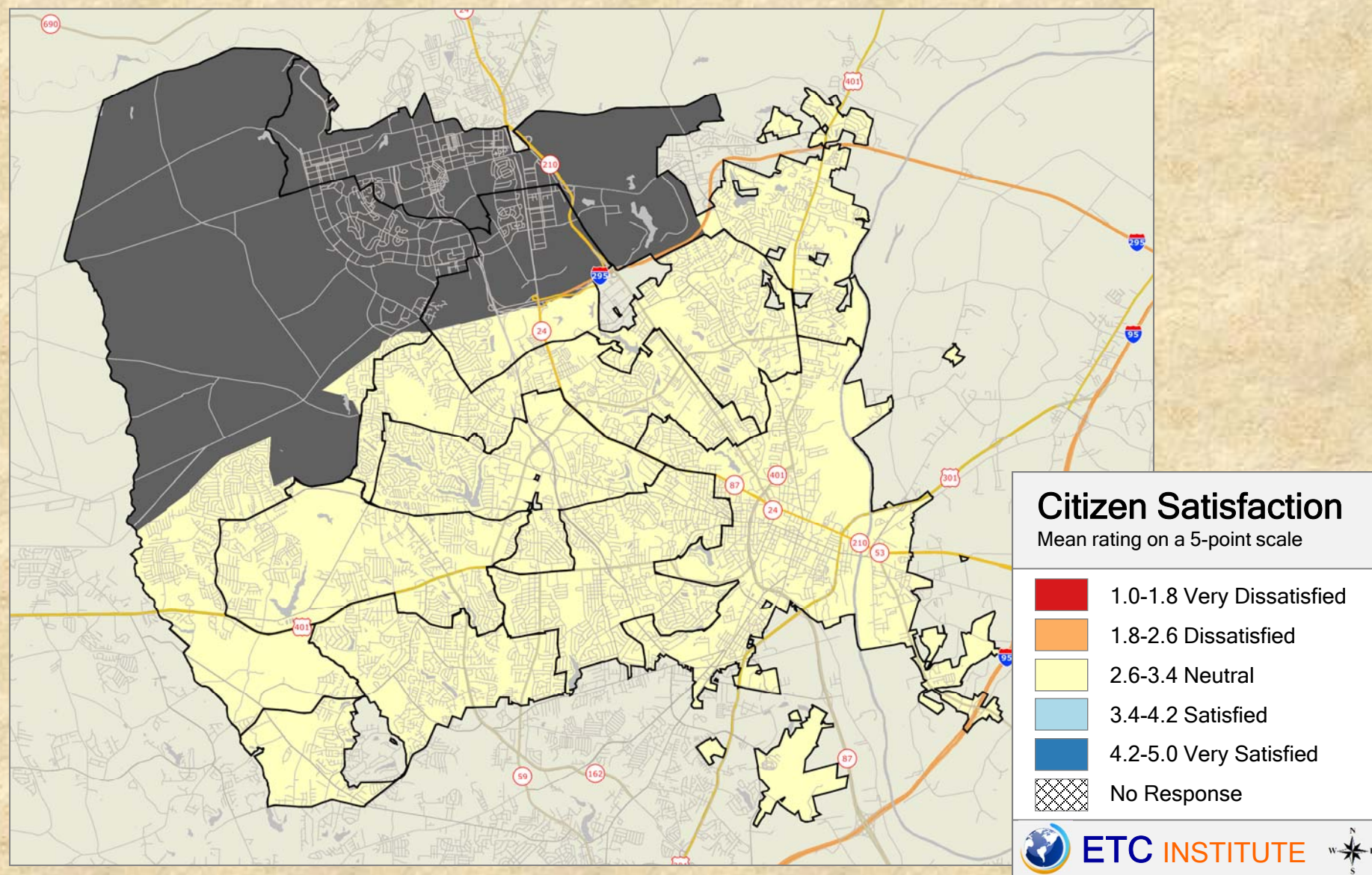
Q15. 5 Satisfaction with: Ease of biking in the city



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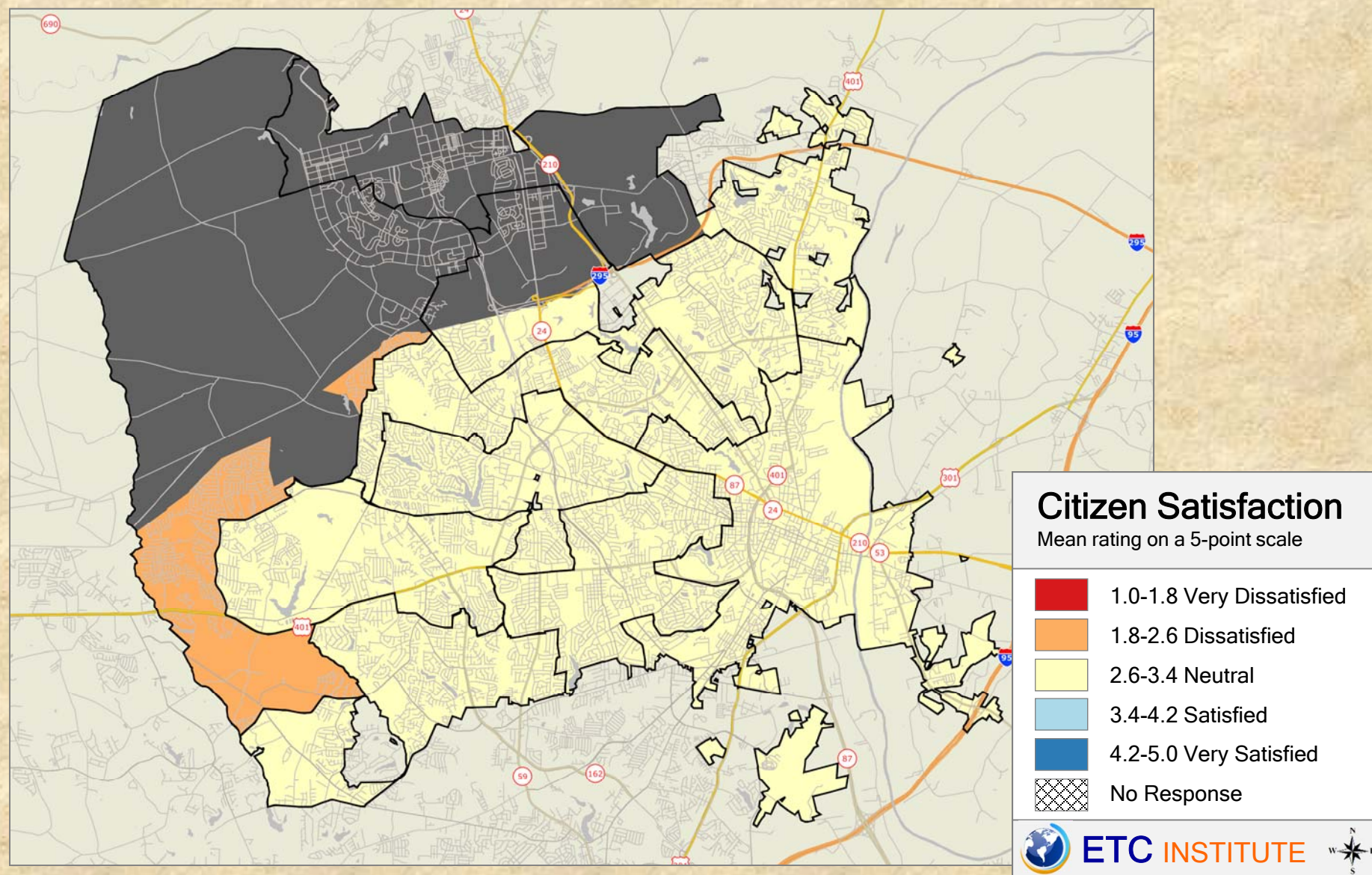
Q15. 6 Satisfaction with: Overall traffic safety



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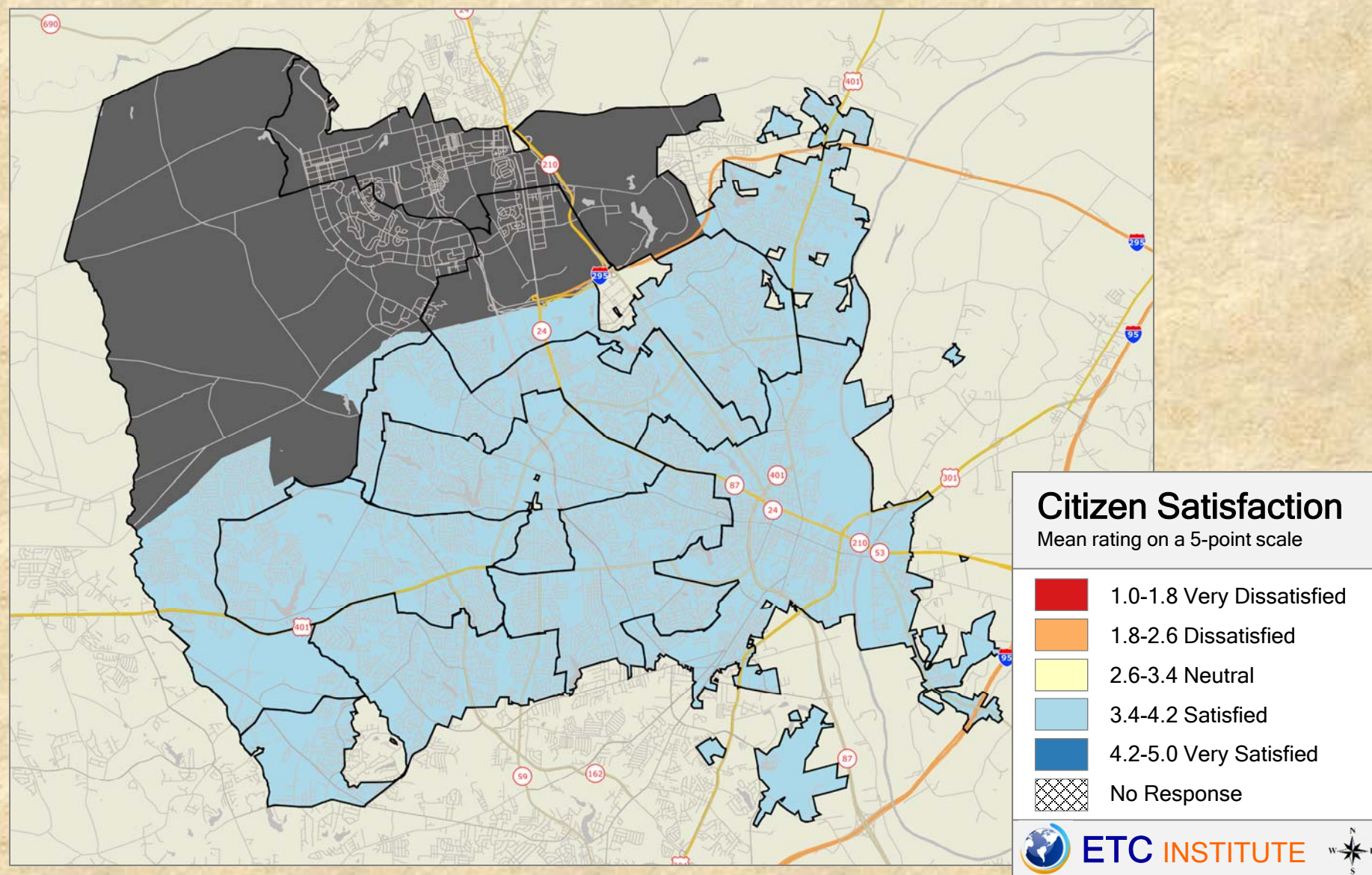
Q15. 7 Satisfaction with: Timing of traffic signals



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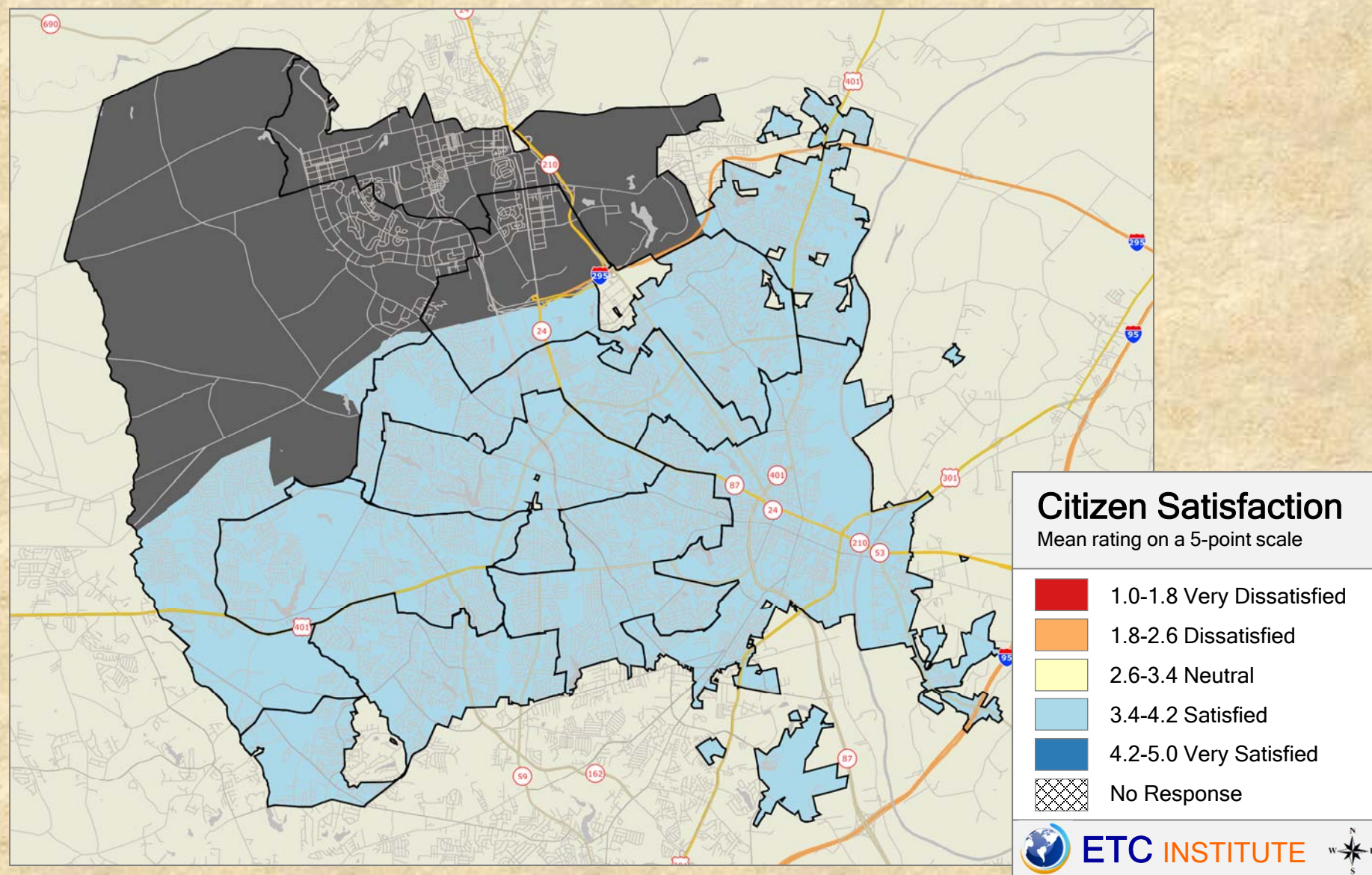
Q15. 8 Satisfaction with: Condition and usability of the Fayetteville Regional Airport



2018 City of Fayetteville Resident Survey

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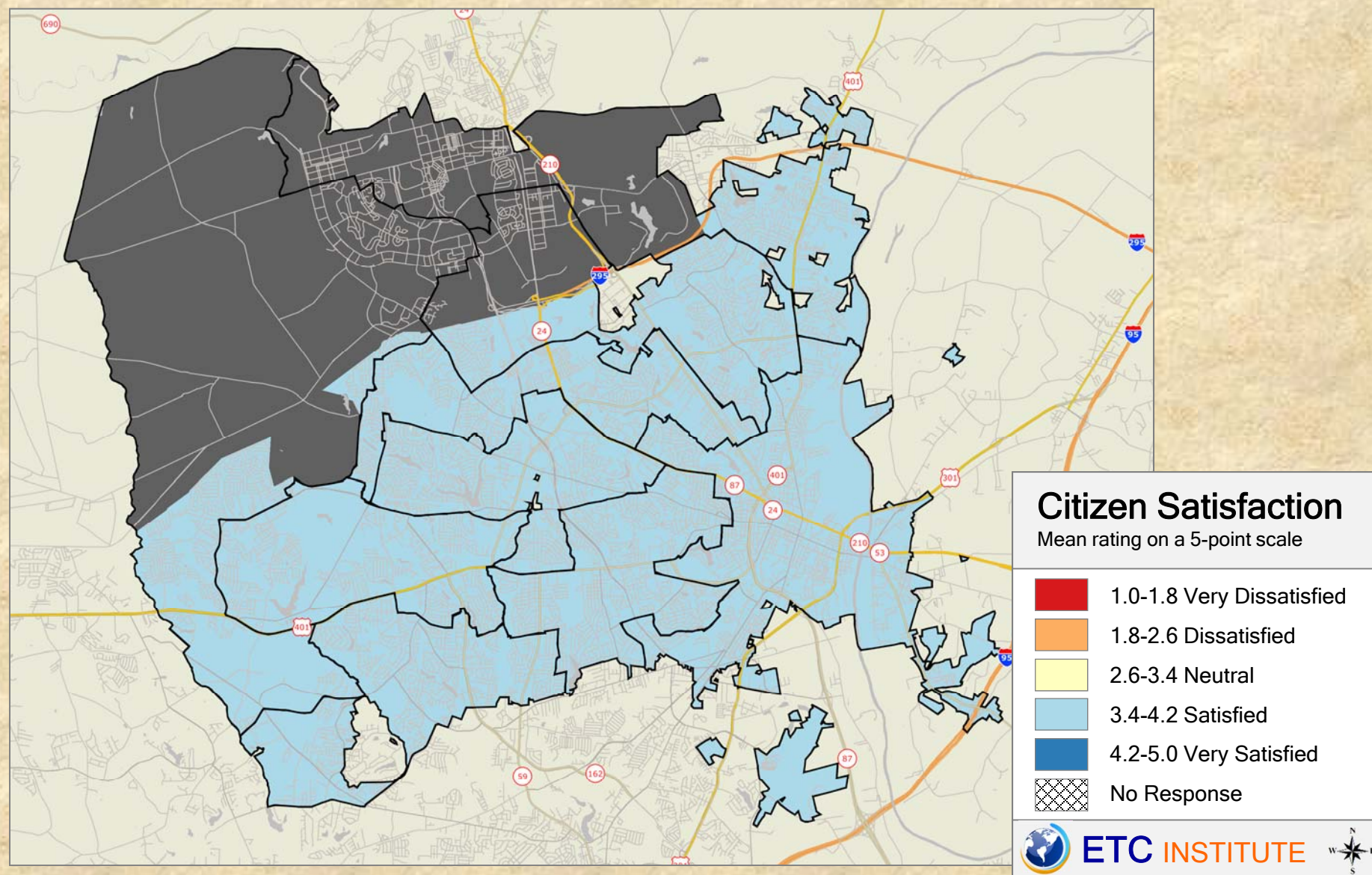
Q16a. 1 Satisfaction with: How easy they were to contact



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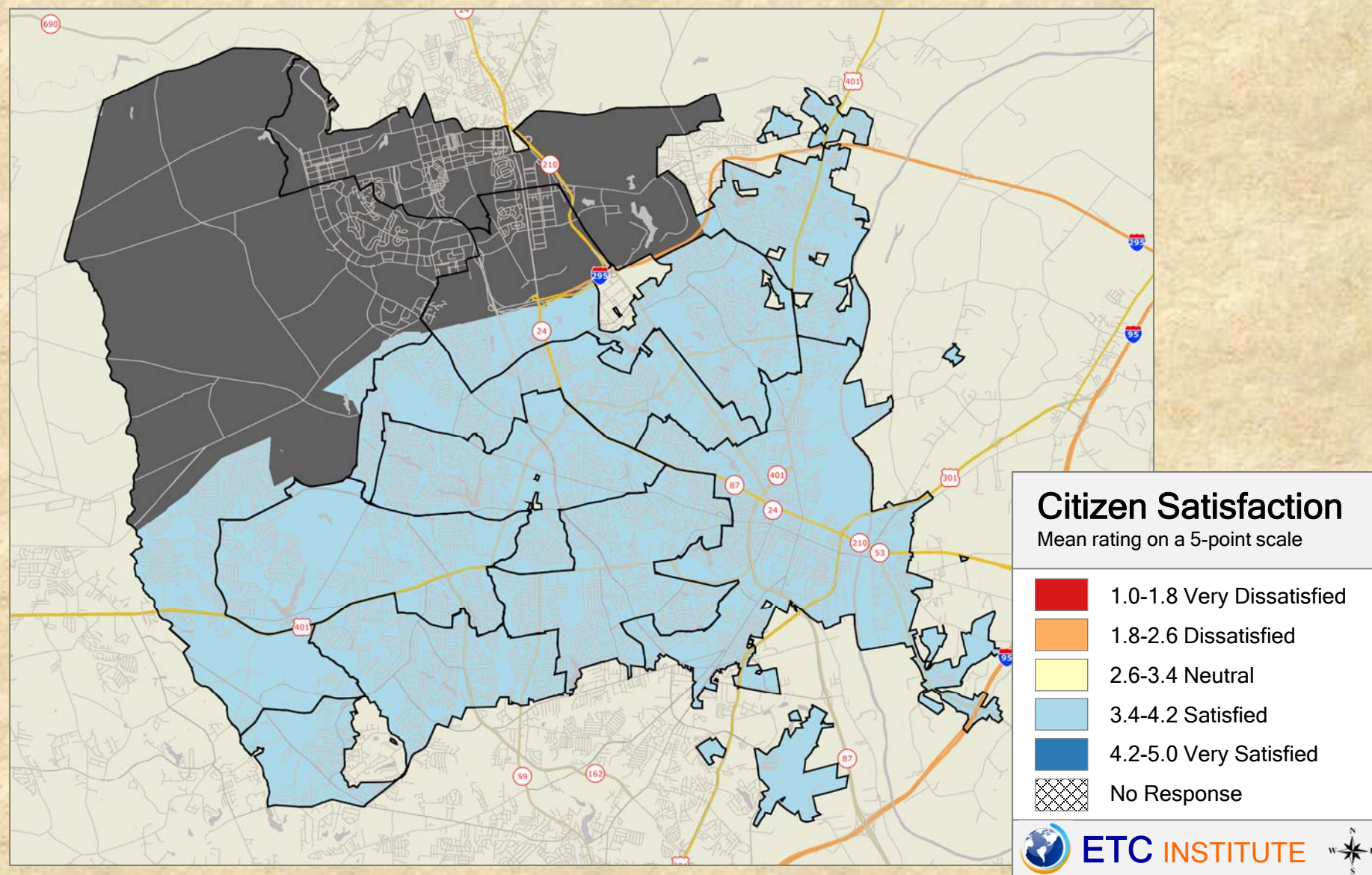
Q16a. 2 Satisfaction with: Courtesy of employees



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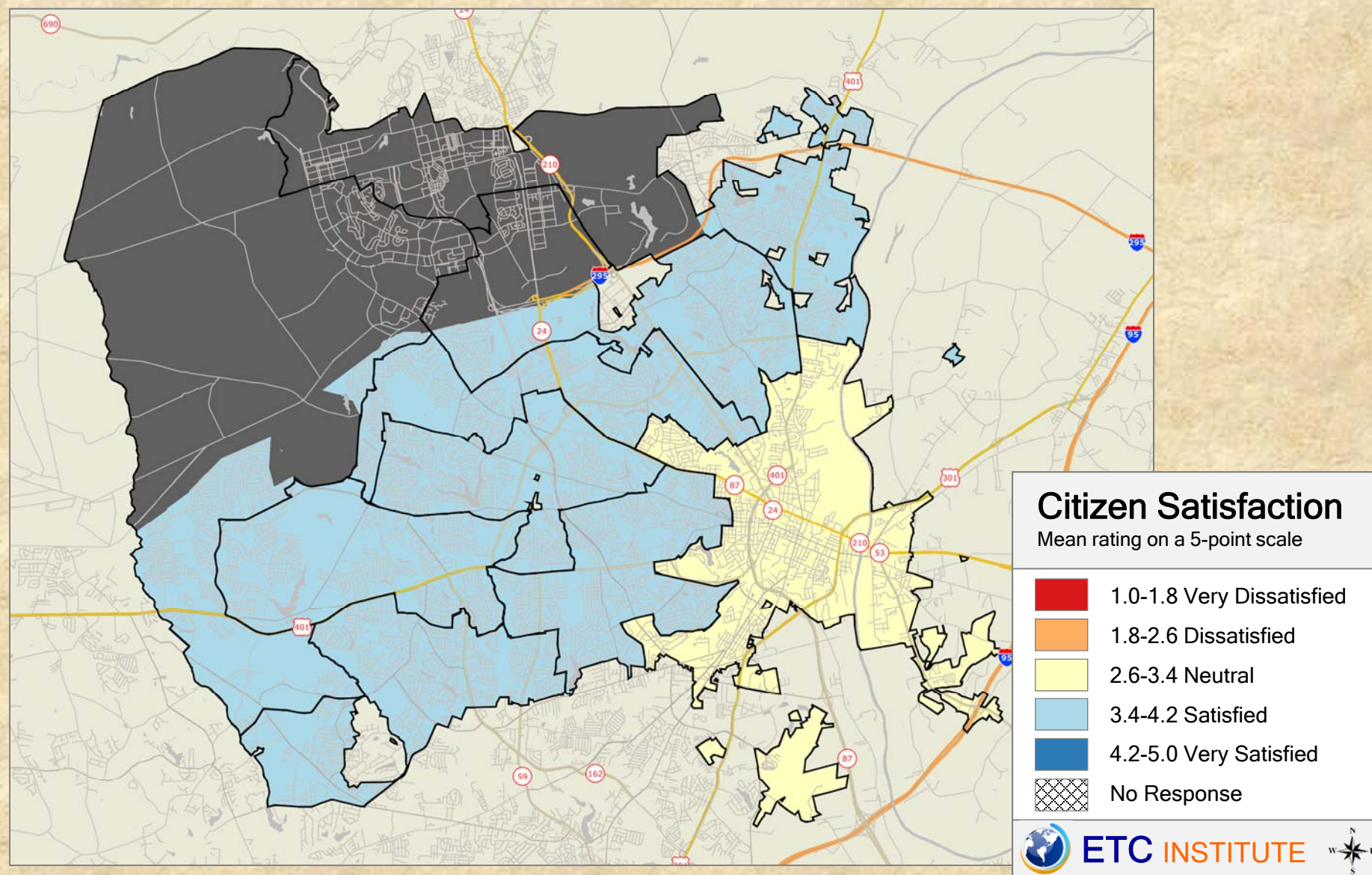
Q16a. 3 Satisfaction with: Accuracy of the information and assistance you were given



2018 City of Fayetteville Resident Survey

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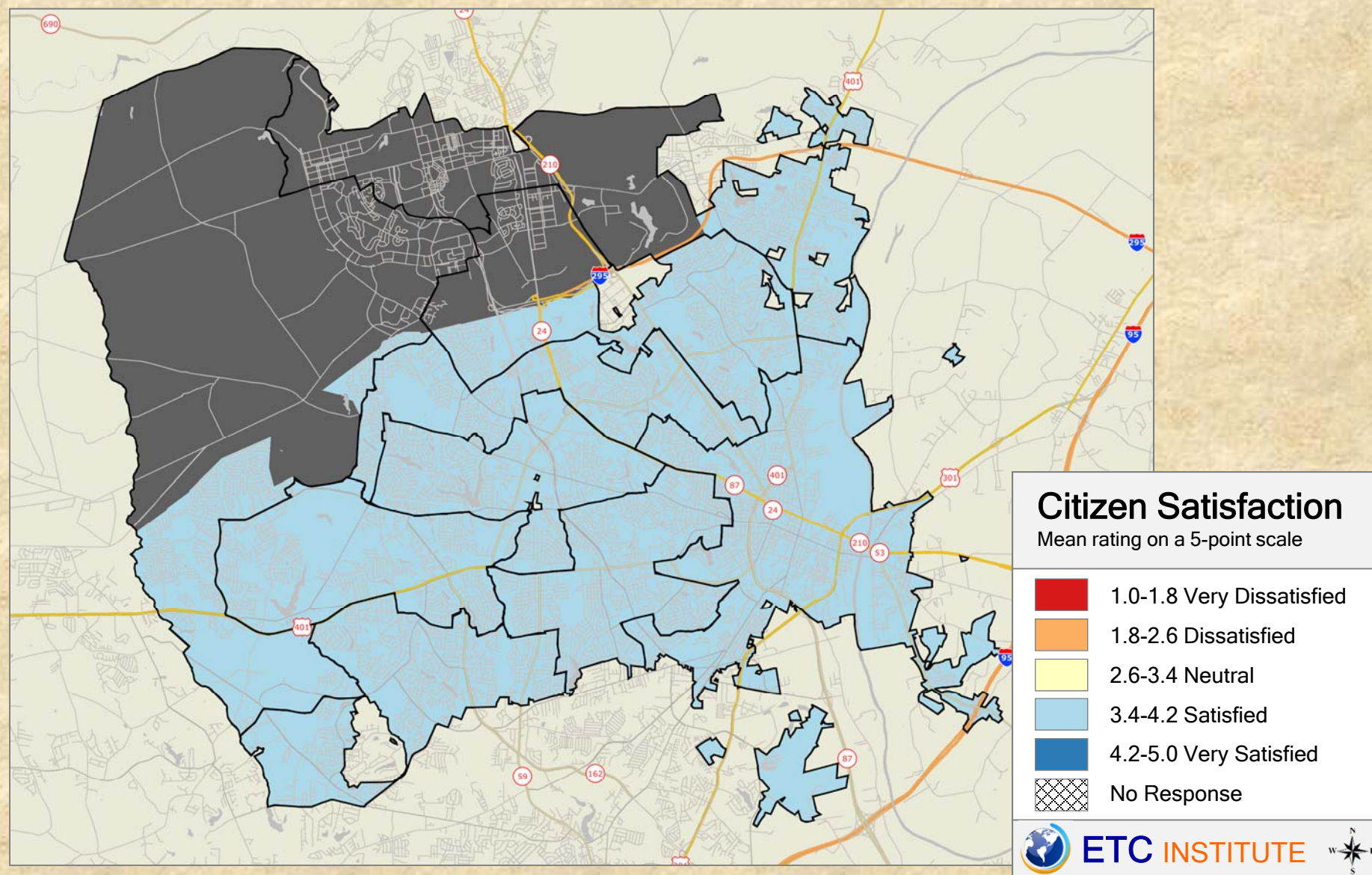
Q16a. 4 Satisfaction with: Time it took for your request to be answered



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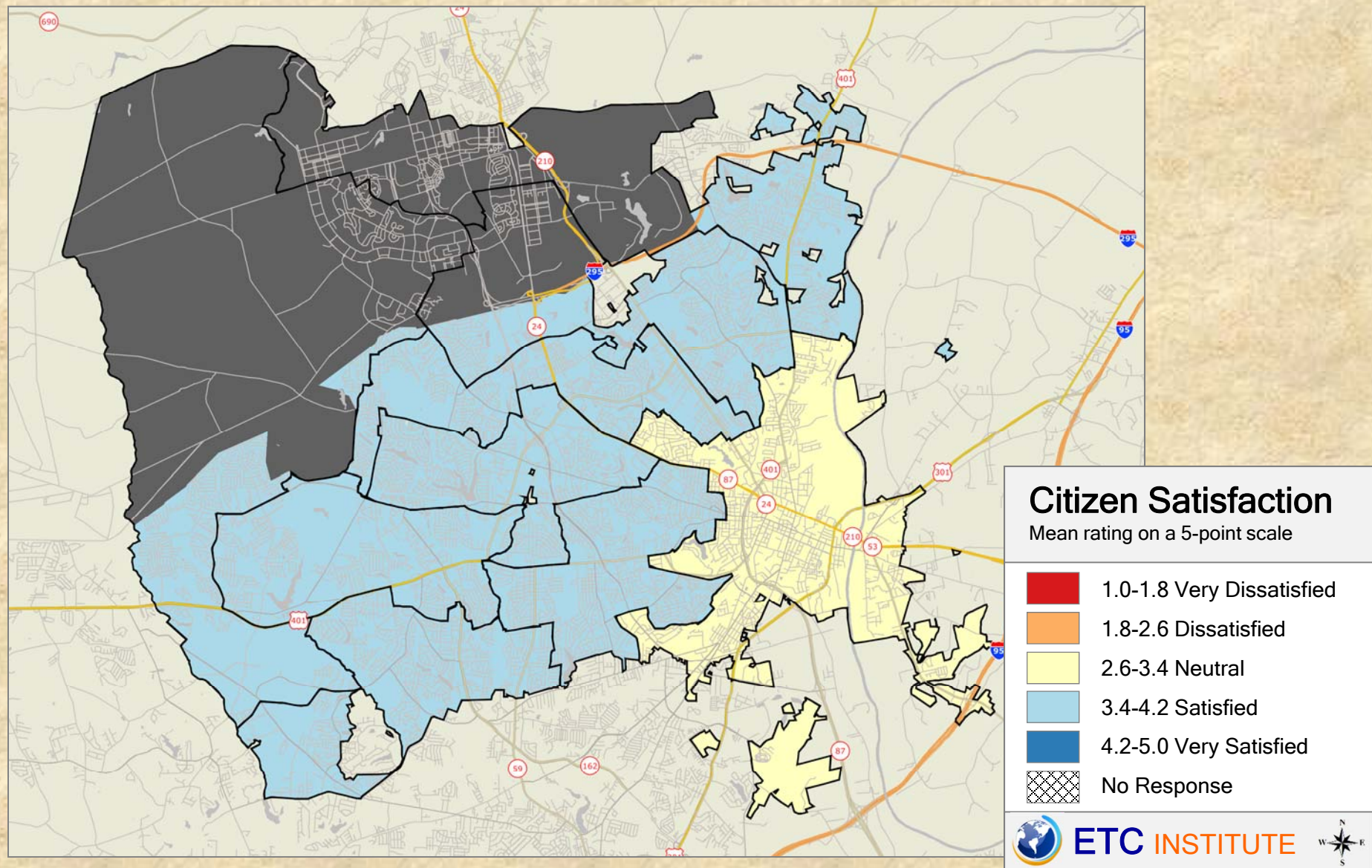
Q16a. 5 Satisfaction with: How well your issue was handled



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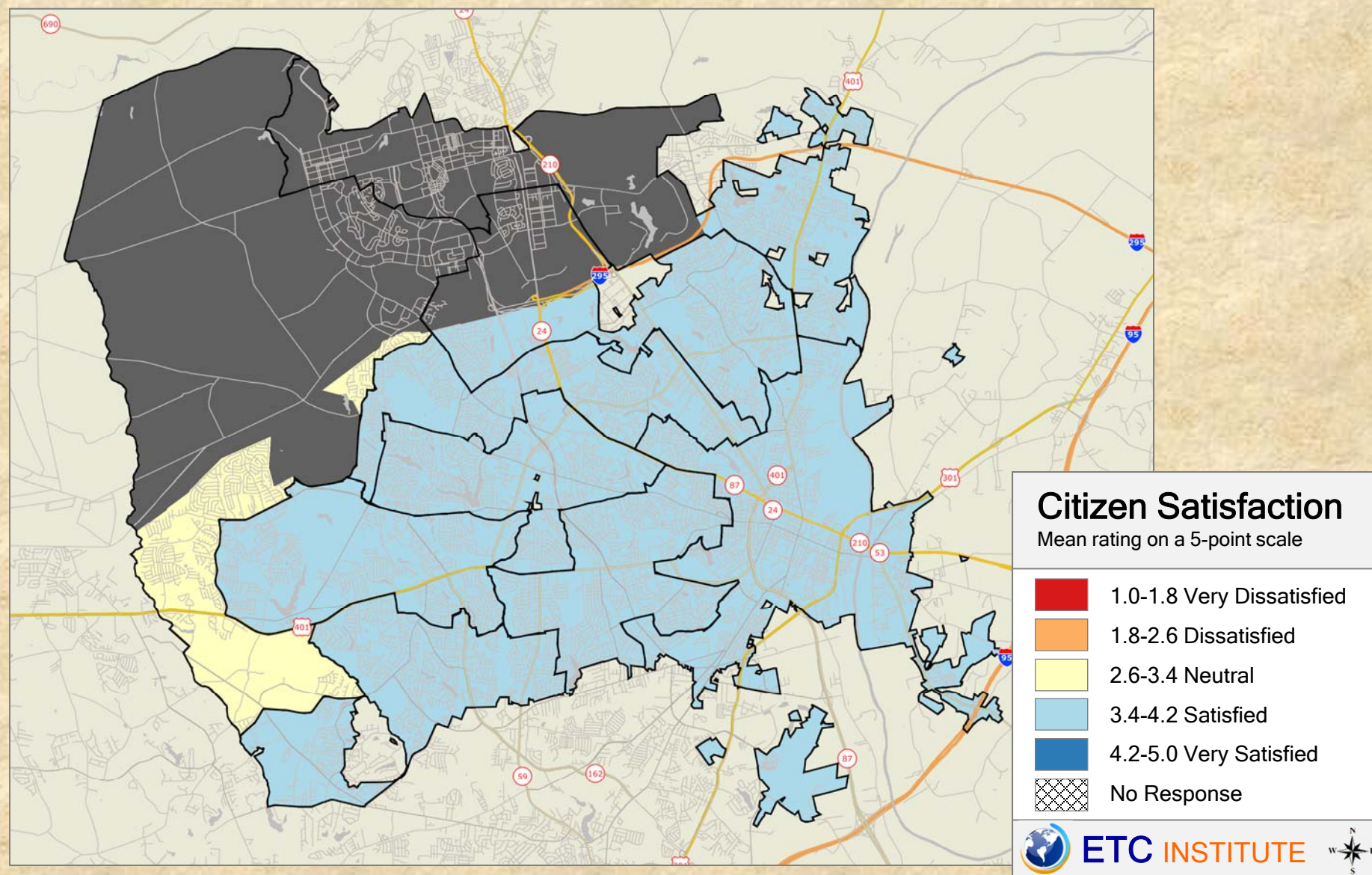
Q16a. 6 Satisfaction with: The resolution to your issue/concern



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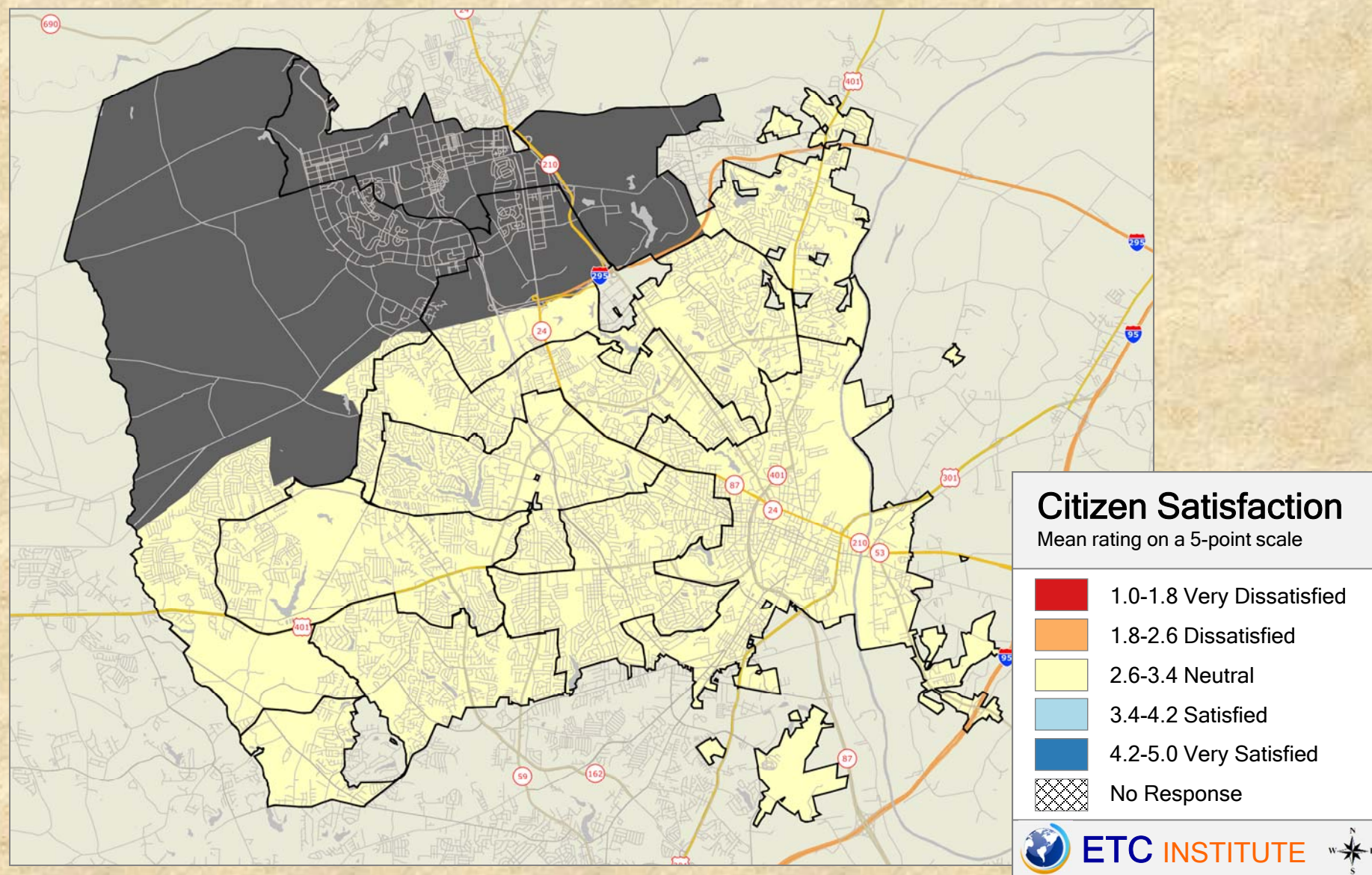
Q18. 1 Satisfaction with: Safe and Secure Community (e.g. Police, Fire, 911)



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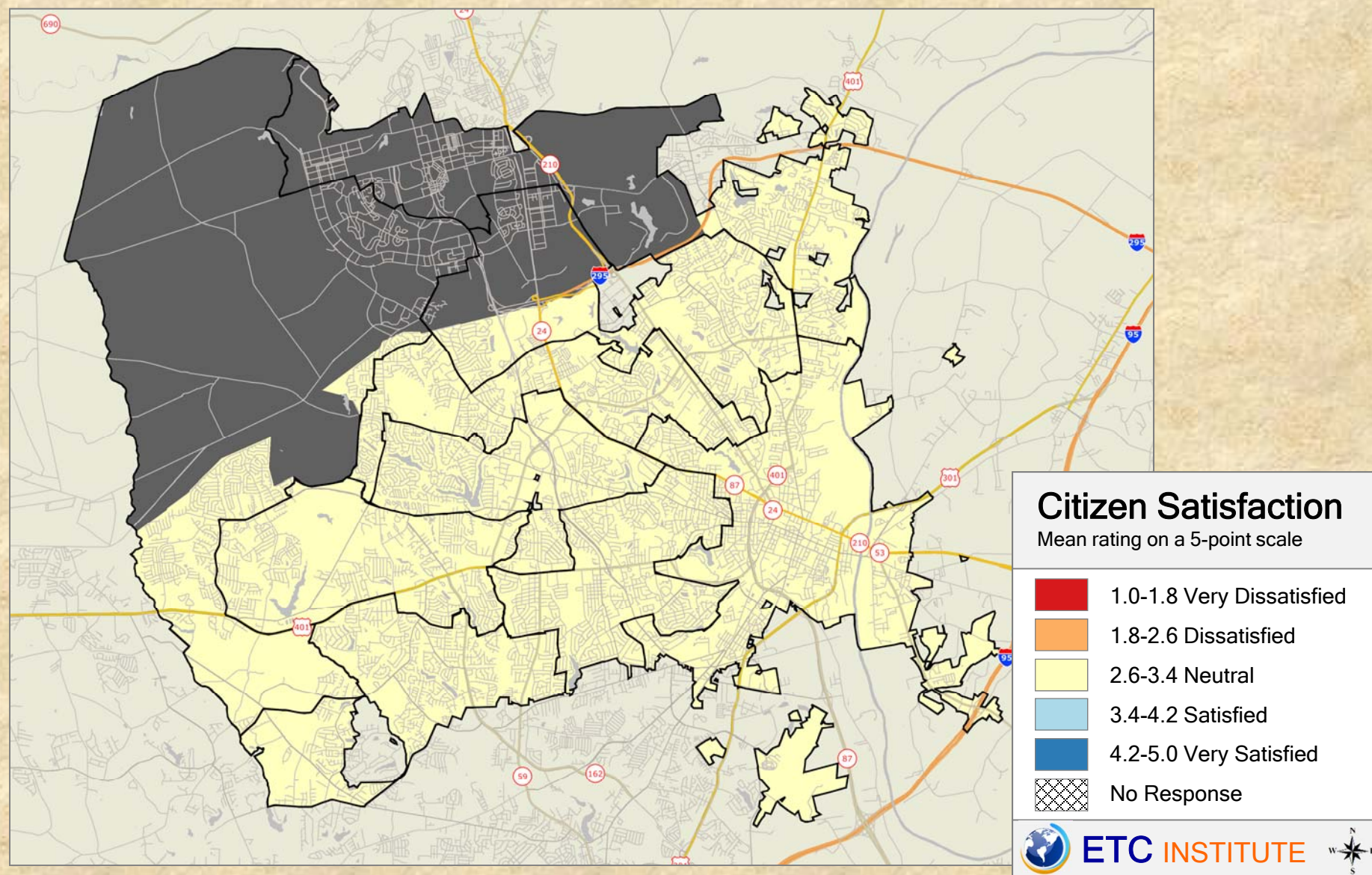
Q18. 2 Satisfaction with: Diverse and Viable Economy (e.g. new business development)



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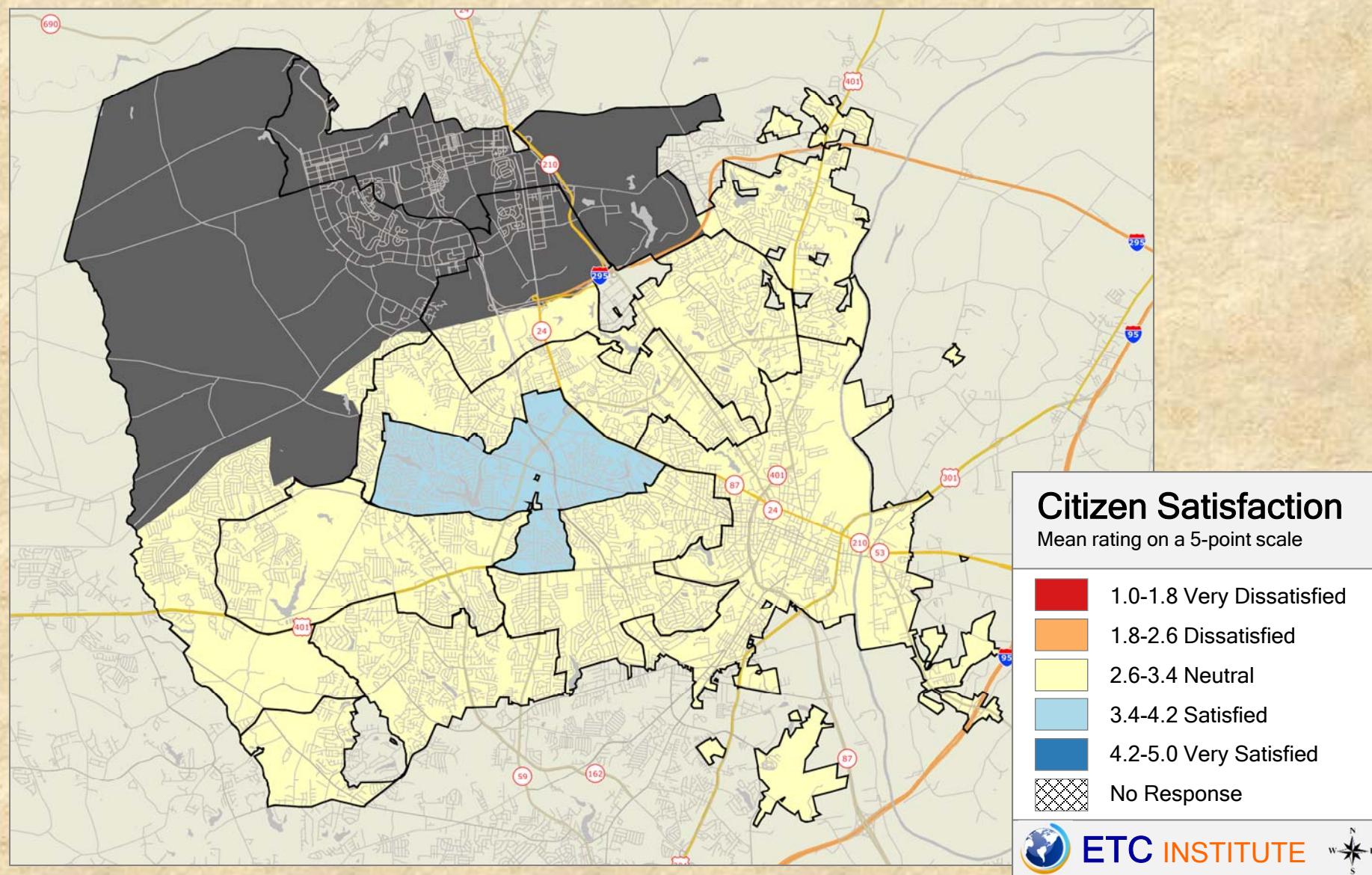
Q18. 3 Satisfaction with: High Quality Built Environment (e.g. streets, inspections, code enforcement)



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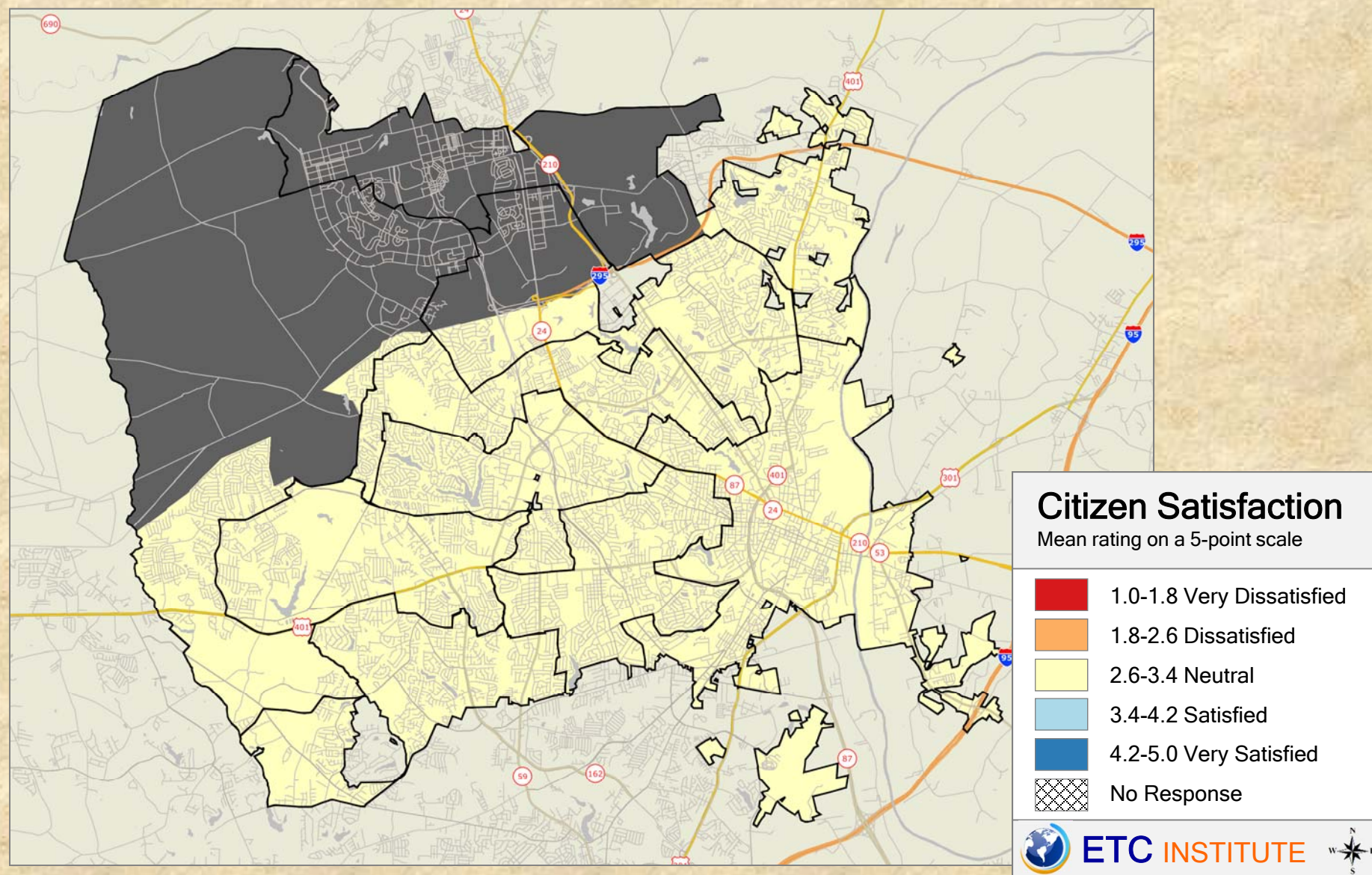
Q18. 4 Satisfaction with: Desirable Place to Live, Work, and Recreate (e.g. transportation, parks and recreation, solid waste)



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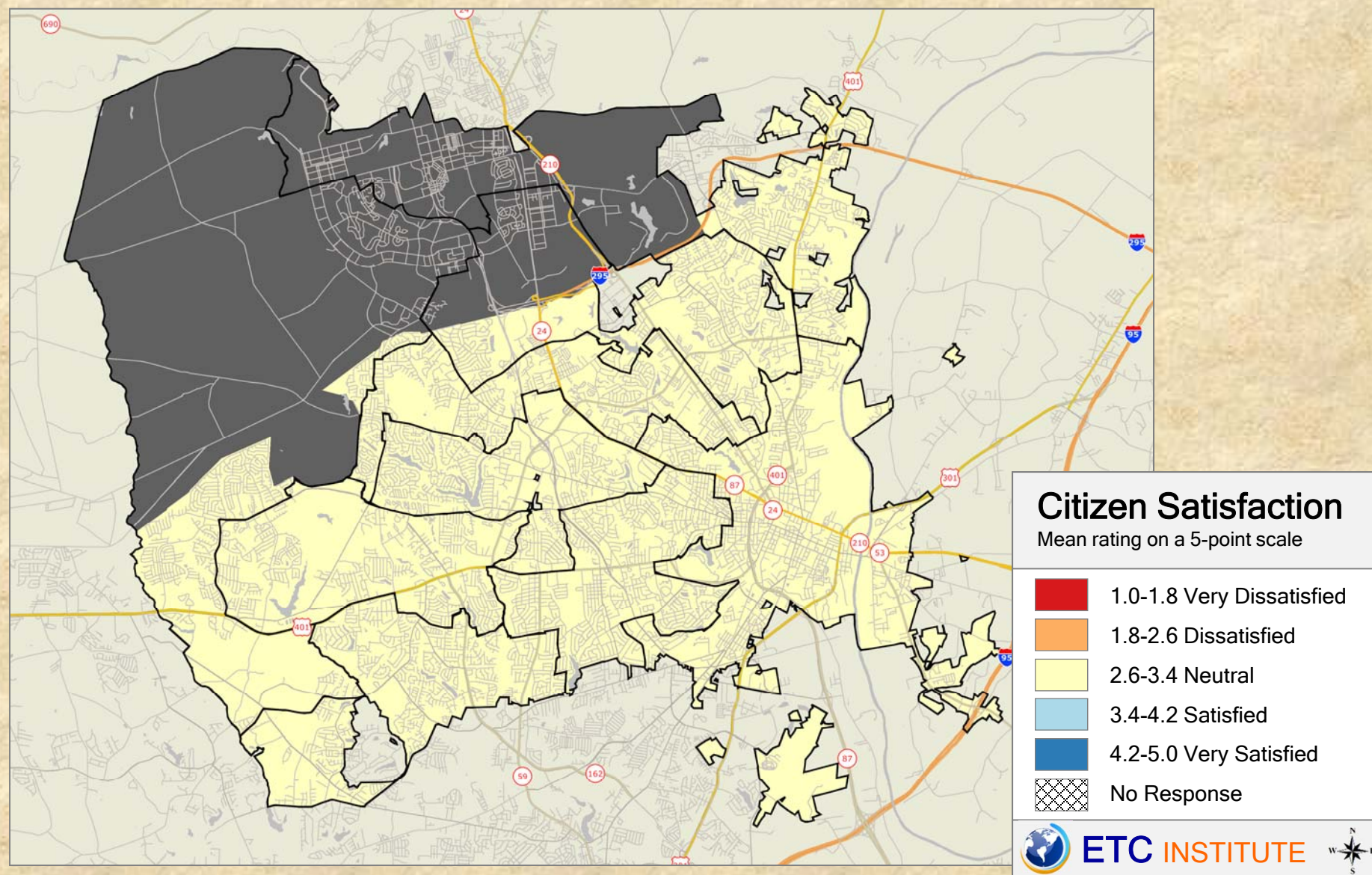
Q18. 5 Satisfaction with: Sustainable Organizational Capacity (e.g. fiduciary responsibility, hiring practices)



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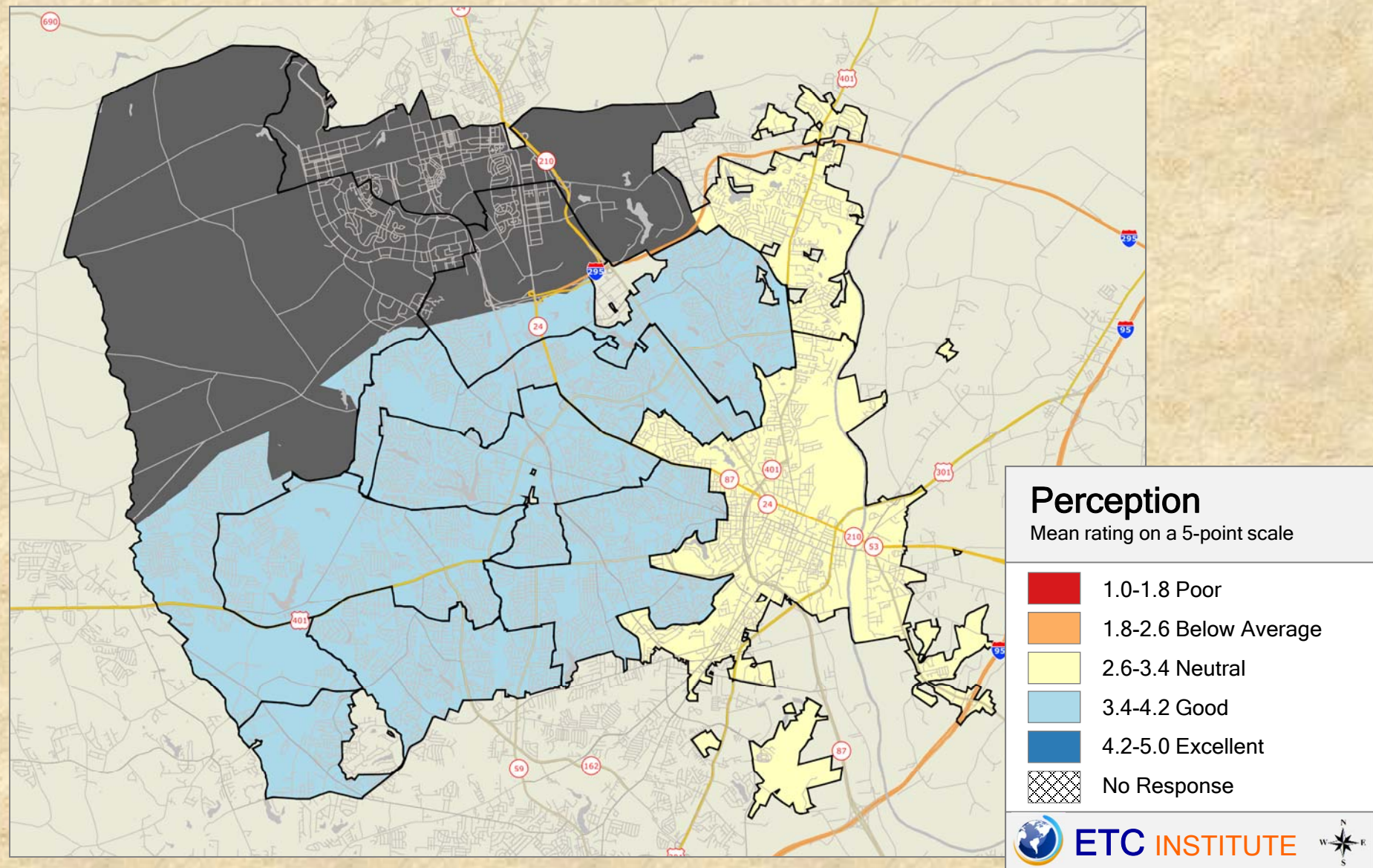
Q18. 6 Satisfaction with: Resident Engagement and Partnerships (e.g. resident engagement efforts, City-wide communication)



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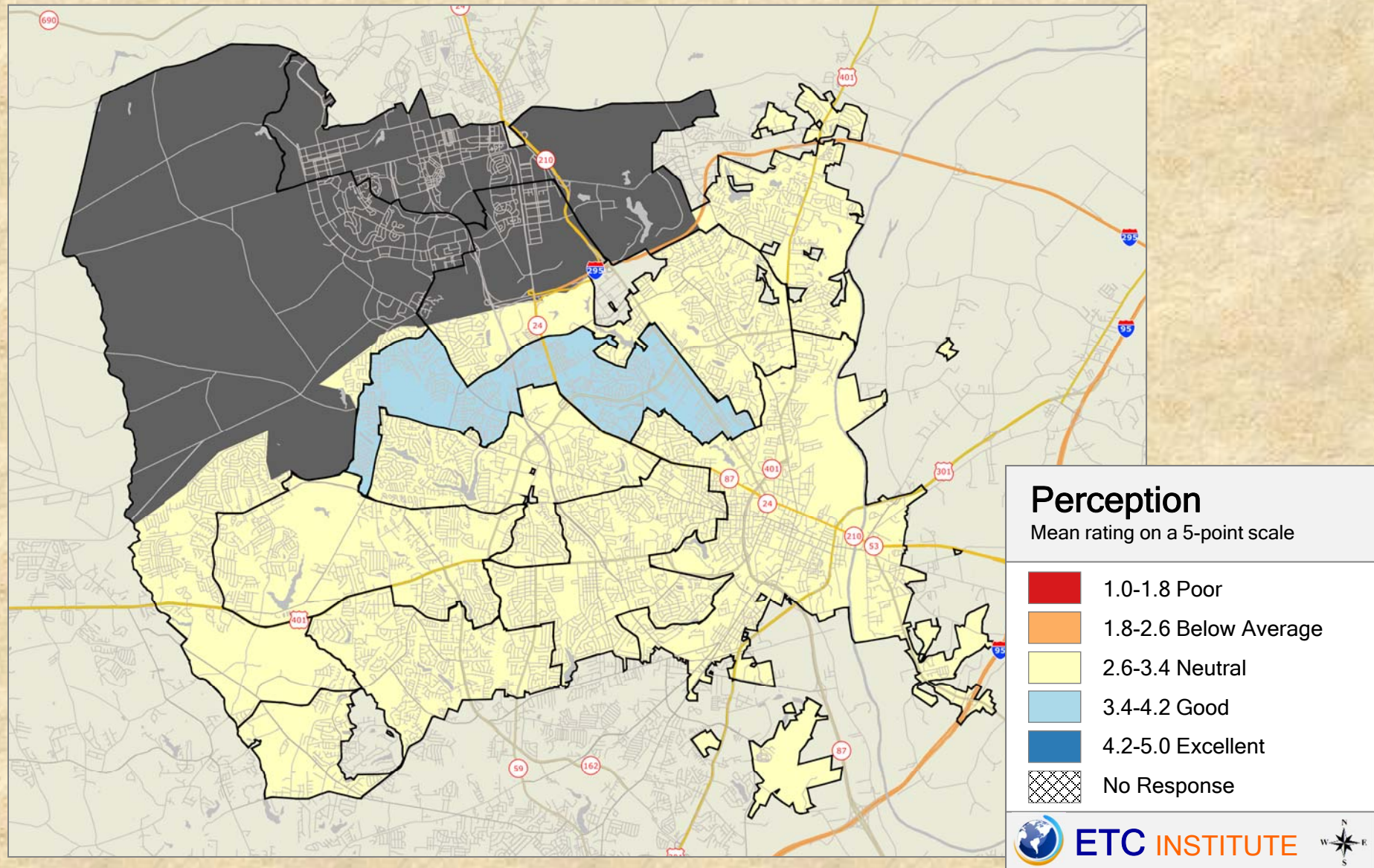
Q20. 1 Perception of City: As a place to live



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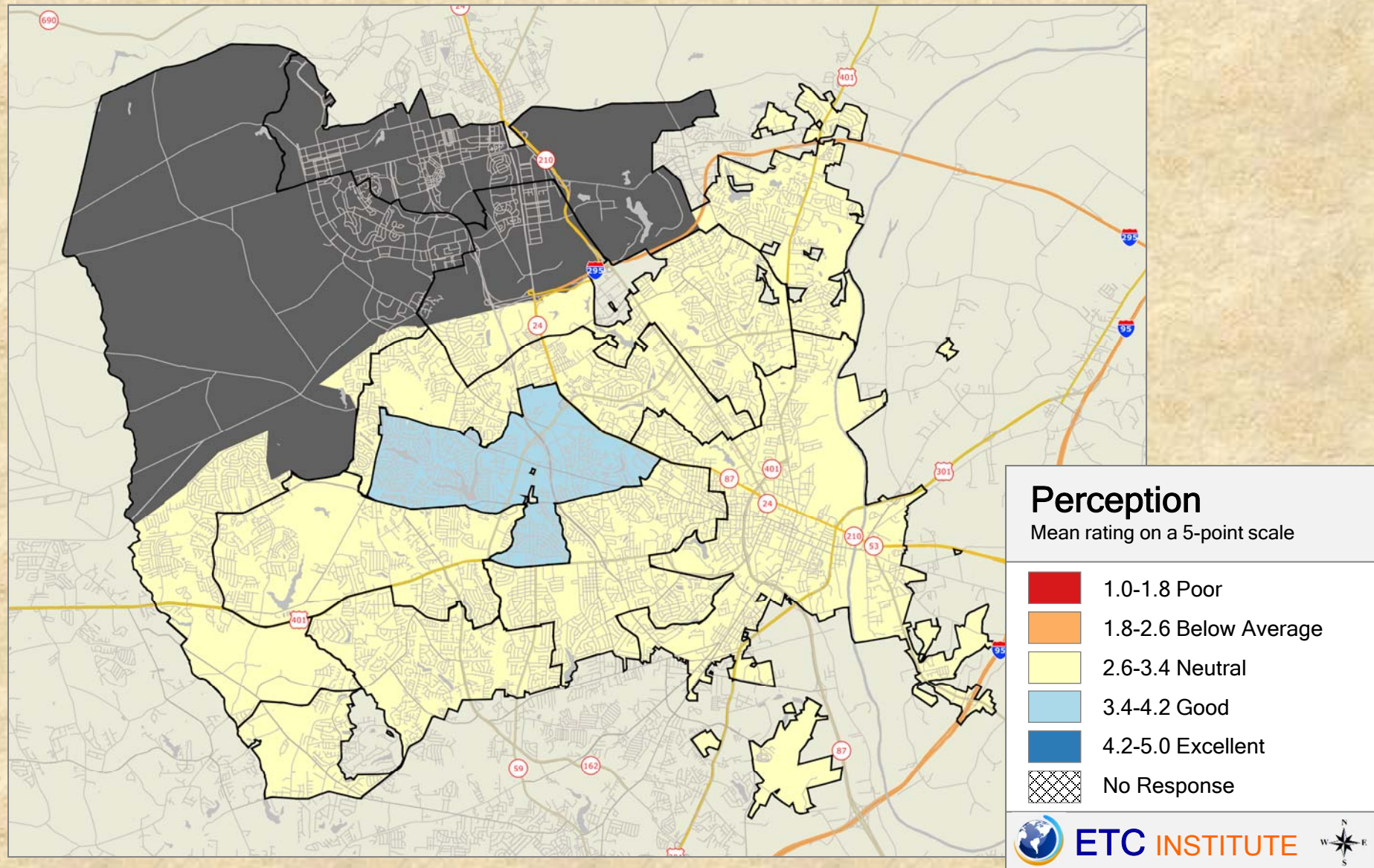
Q20. 2 Perception of City: As a place to raise children



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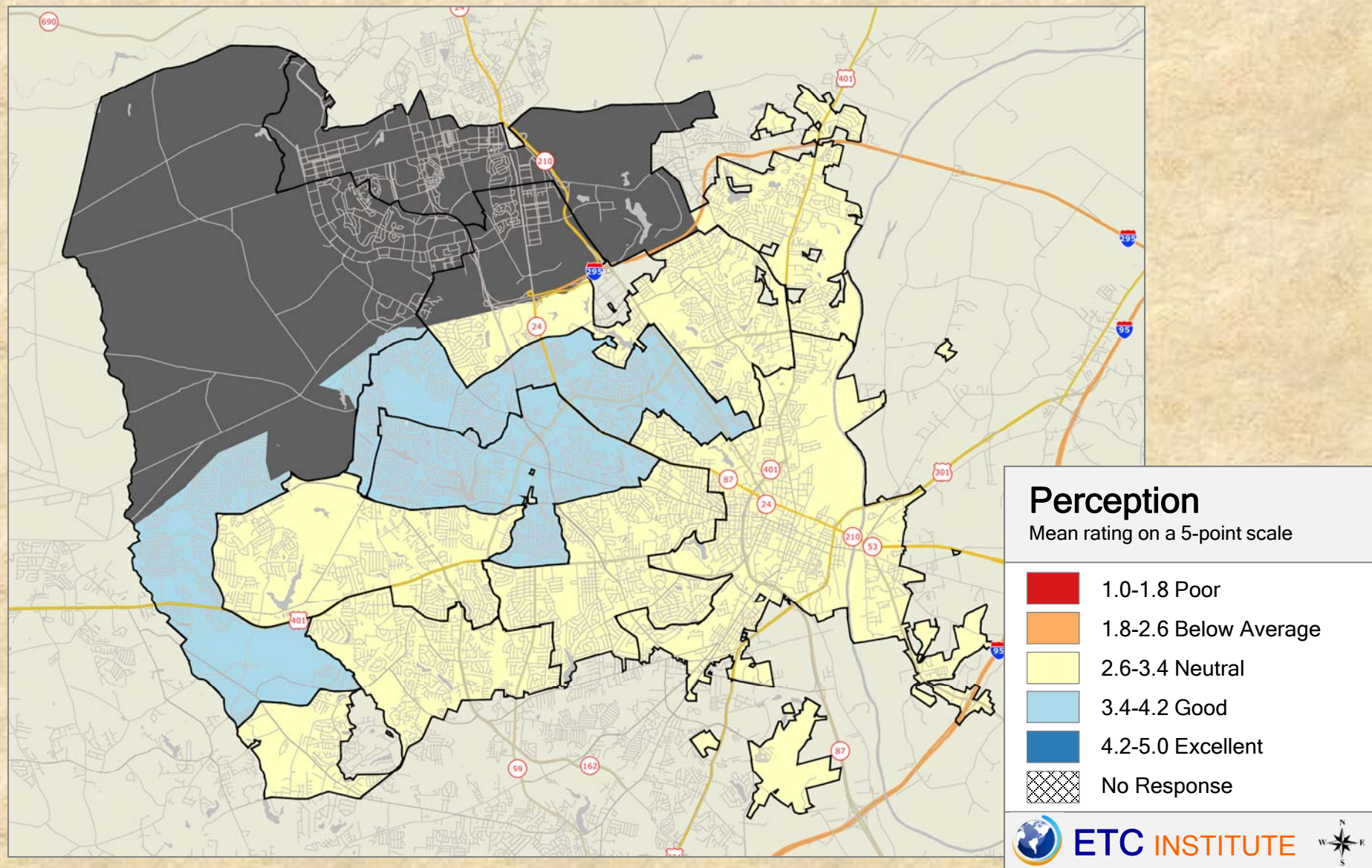
Q20. 3 Perception of City: As a place to play



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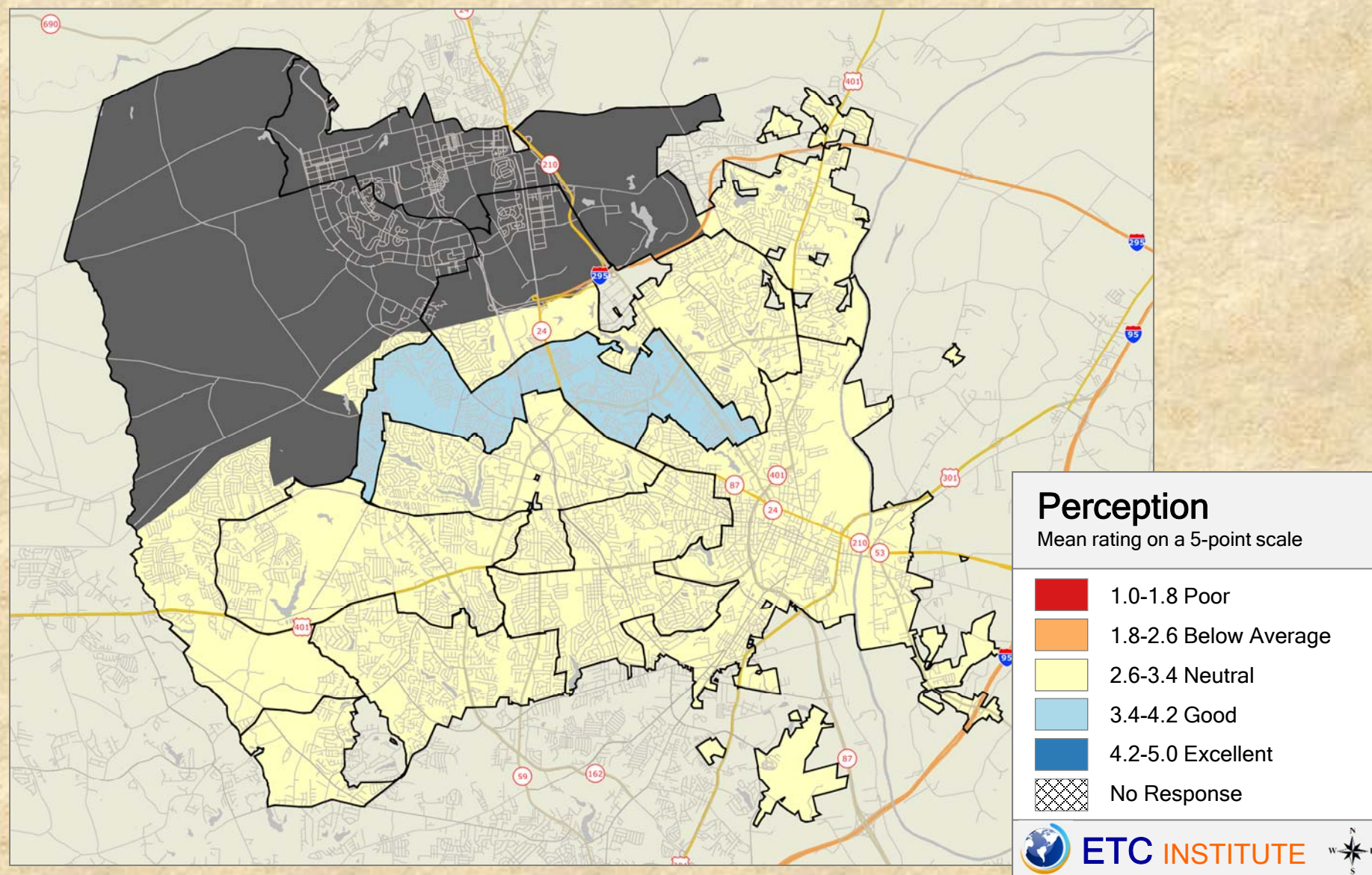
Q20. 4 Perception of City: As a place to work



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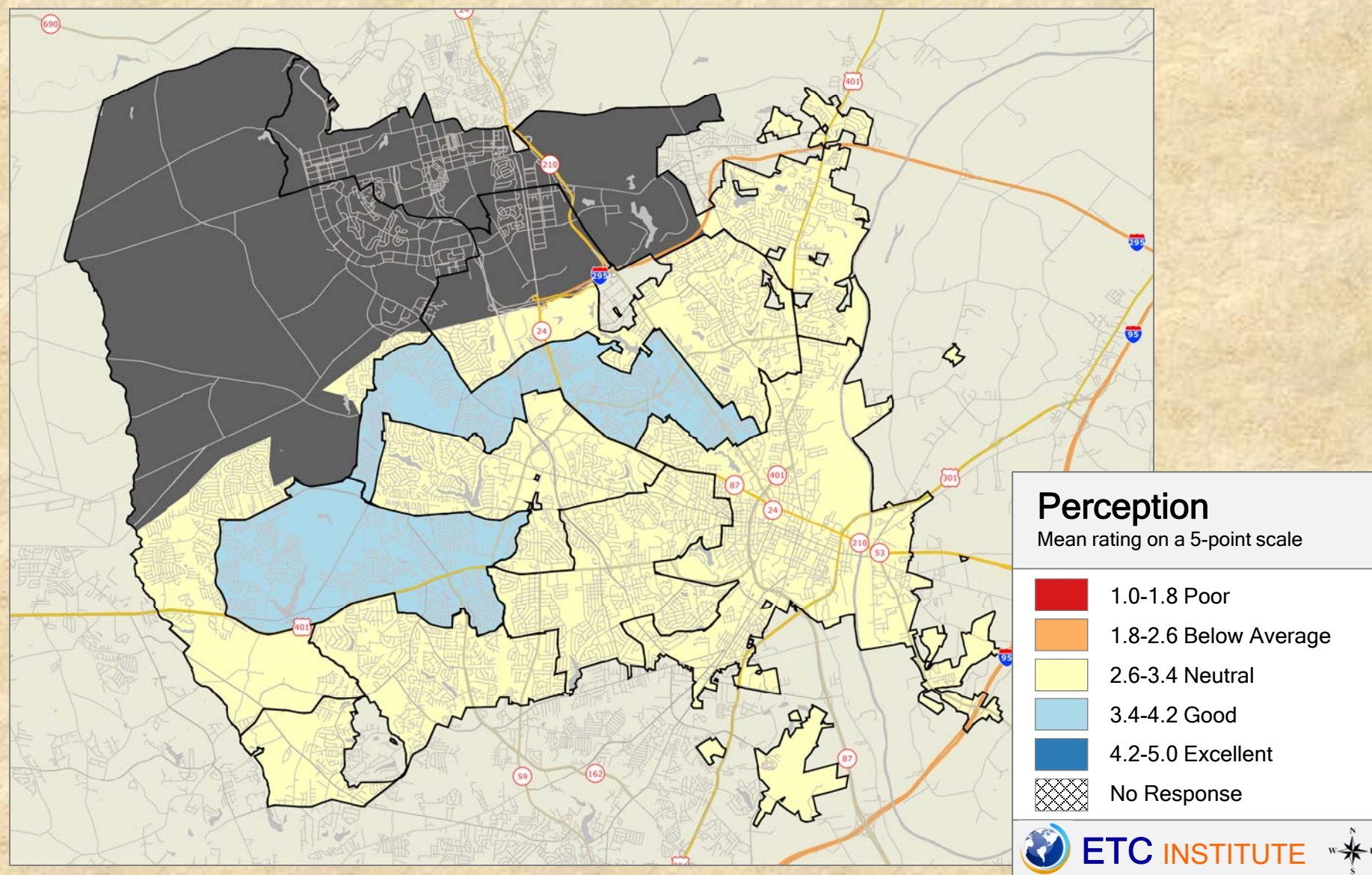
Q20. 5 Perception of City: As a place to retire



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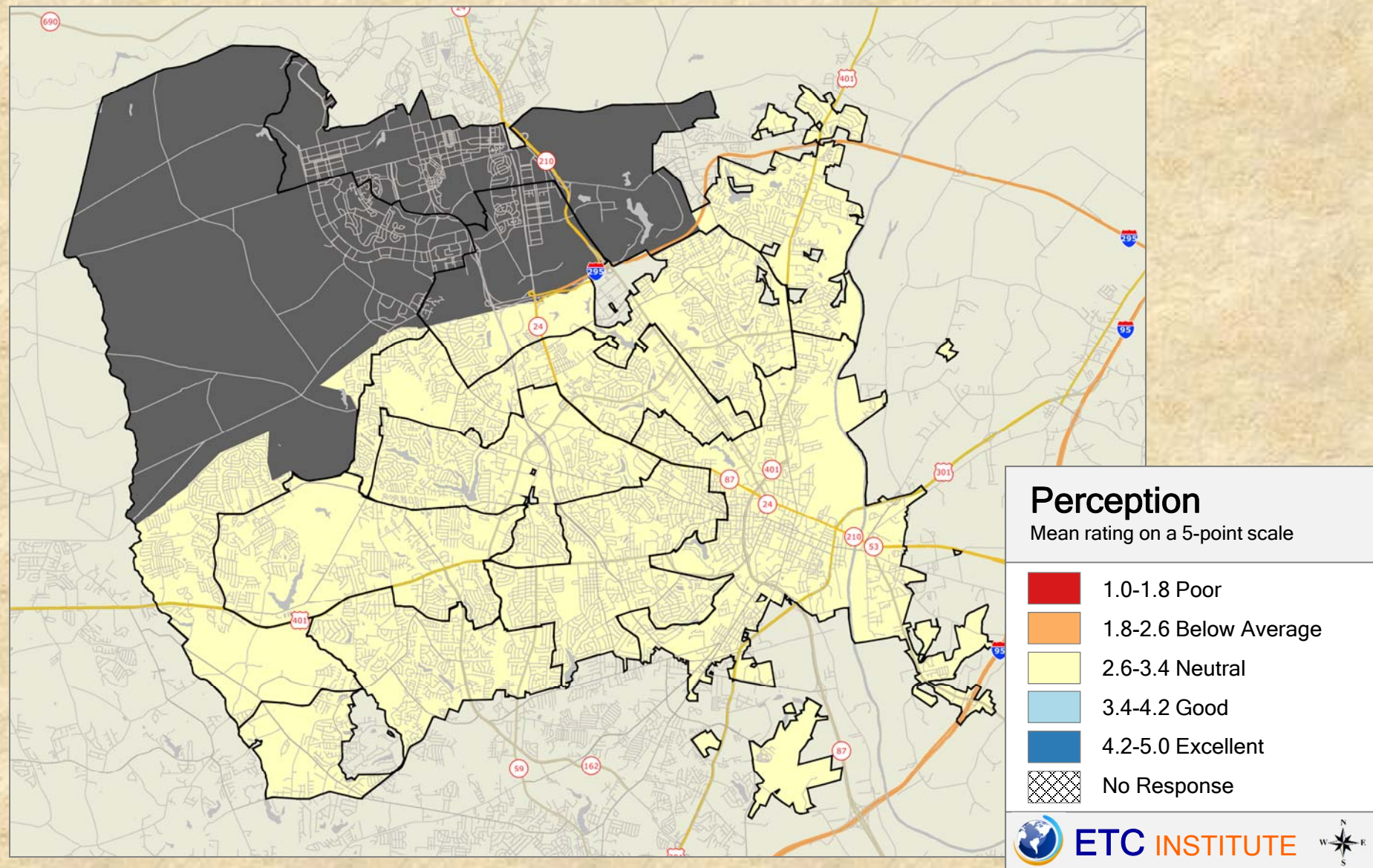
Q20. 6 Perception of City: As a place to visit



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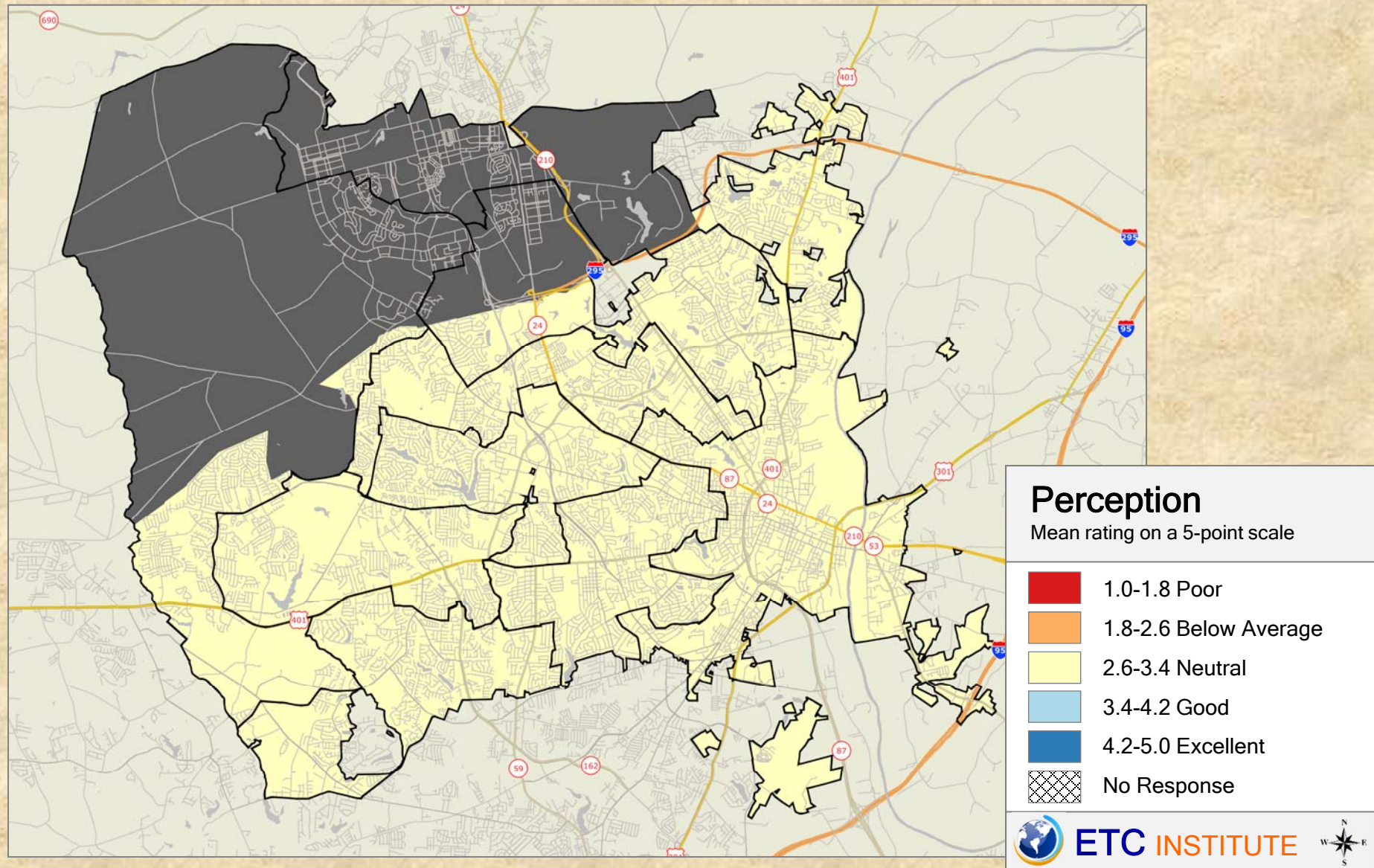
Q20. 7 Perception of City: As a place with a lively downtown



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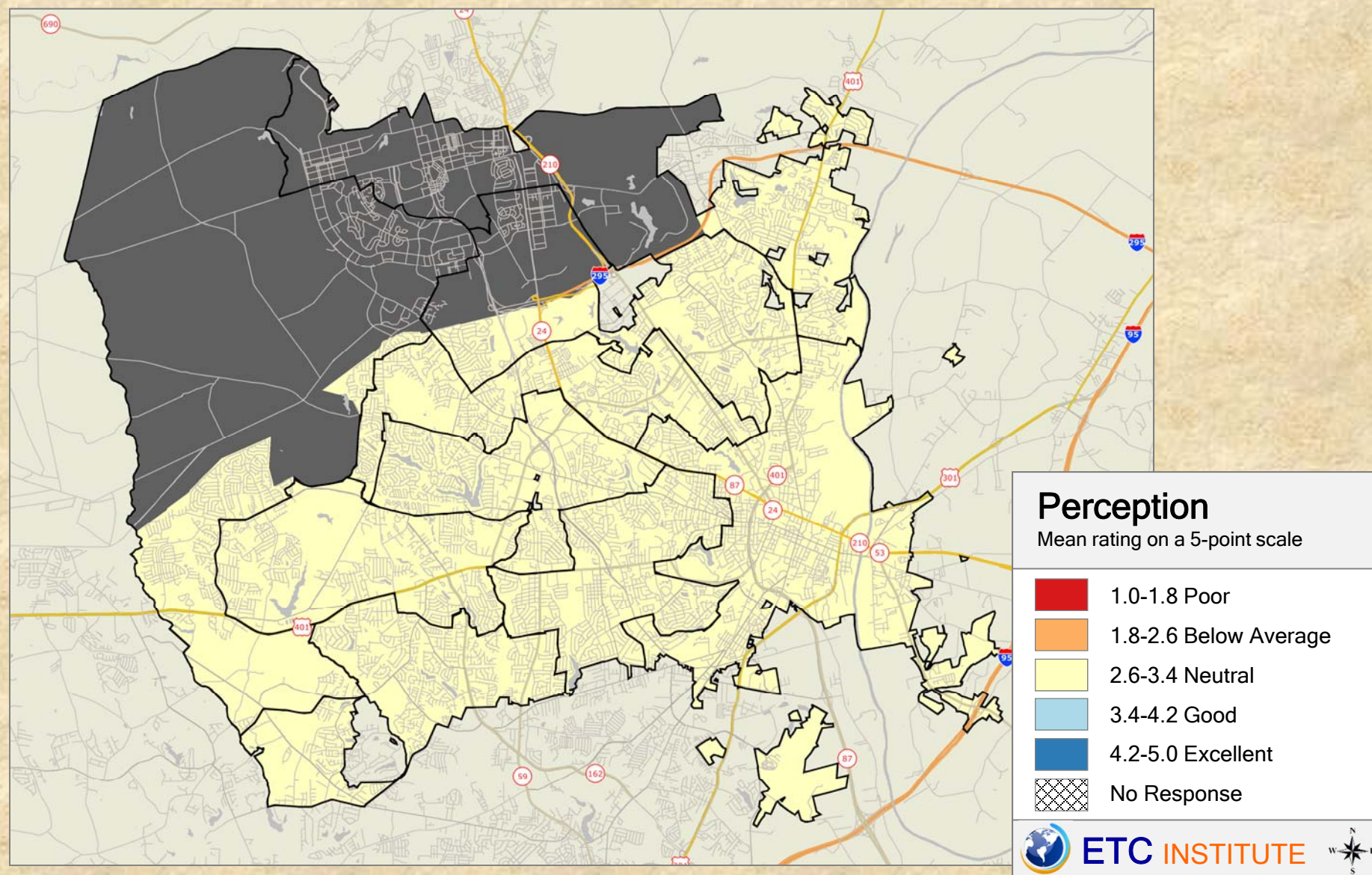
Q20. 8 Perception of City: As a partner with its citizens



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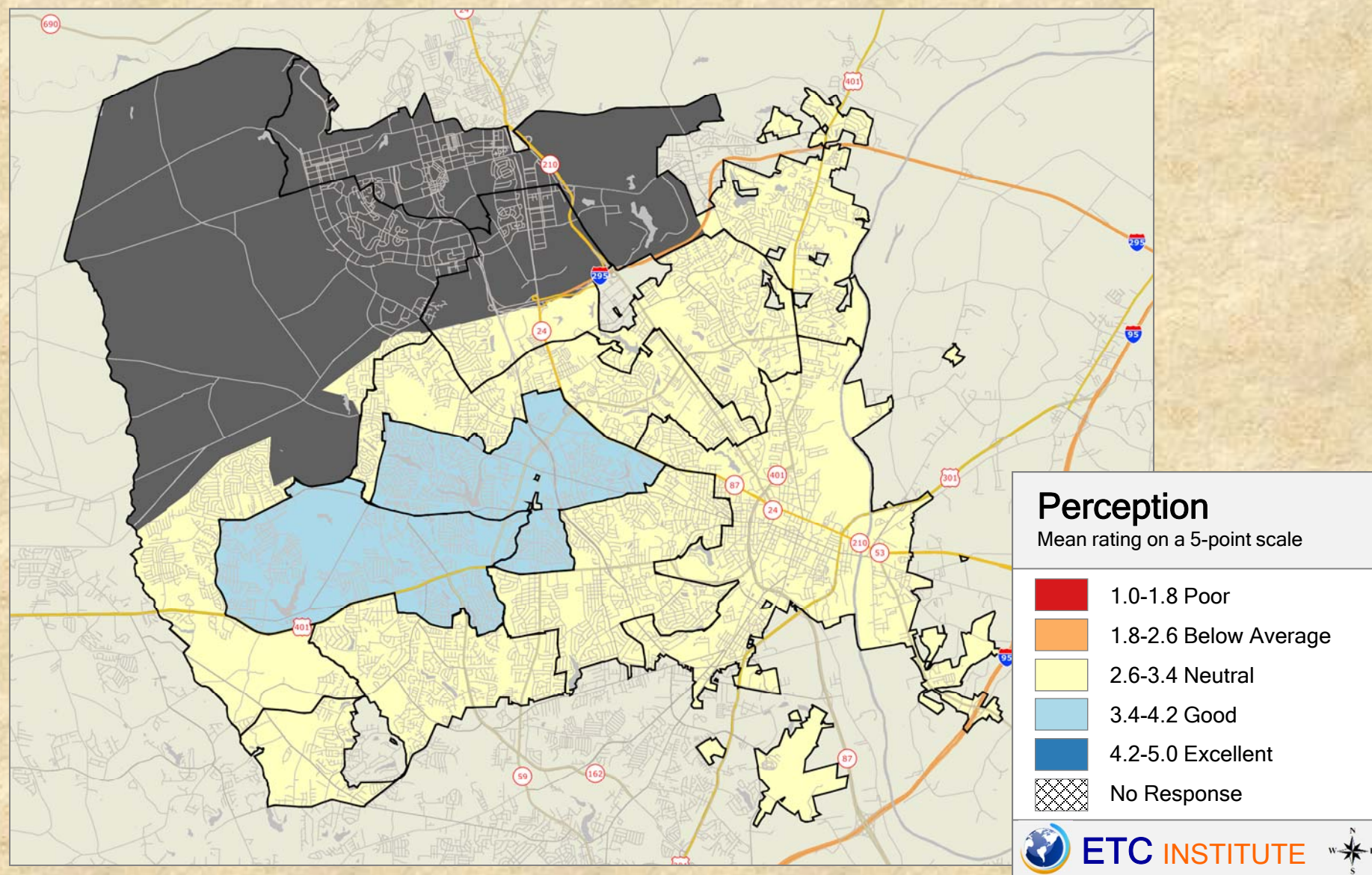
Q20. 9 Perception of City: As a sustainable community



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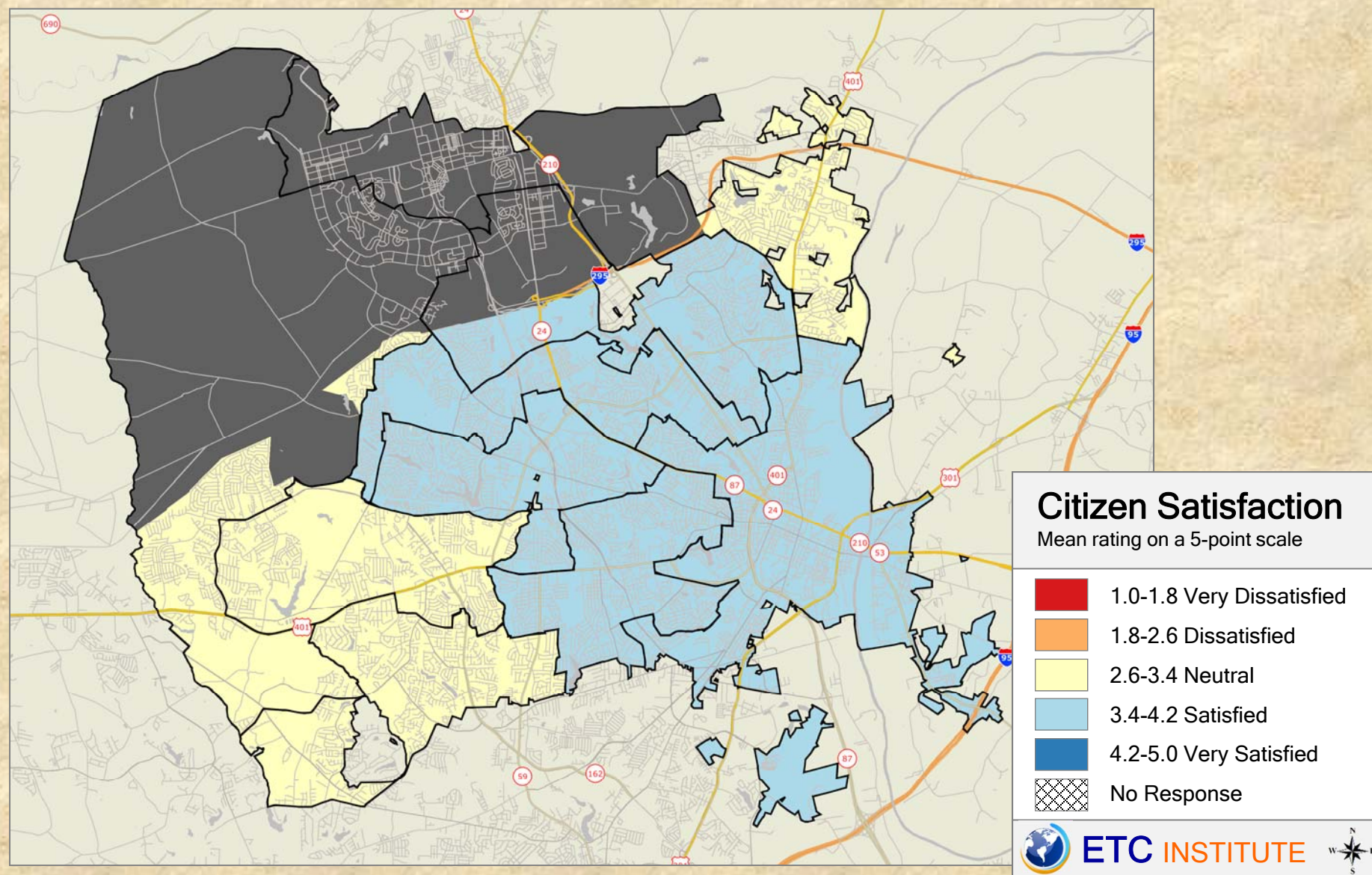
Q20. 10 Perception of City: As a city that is moving in the right direction



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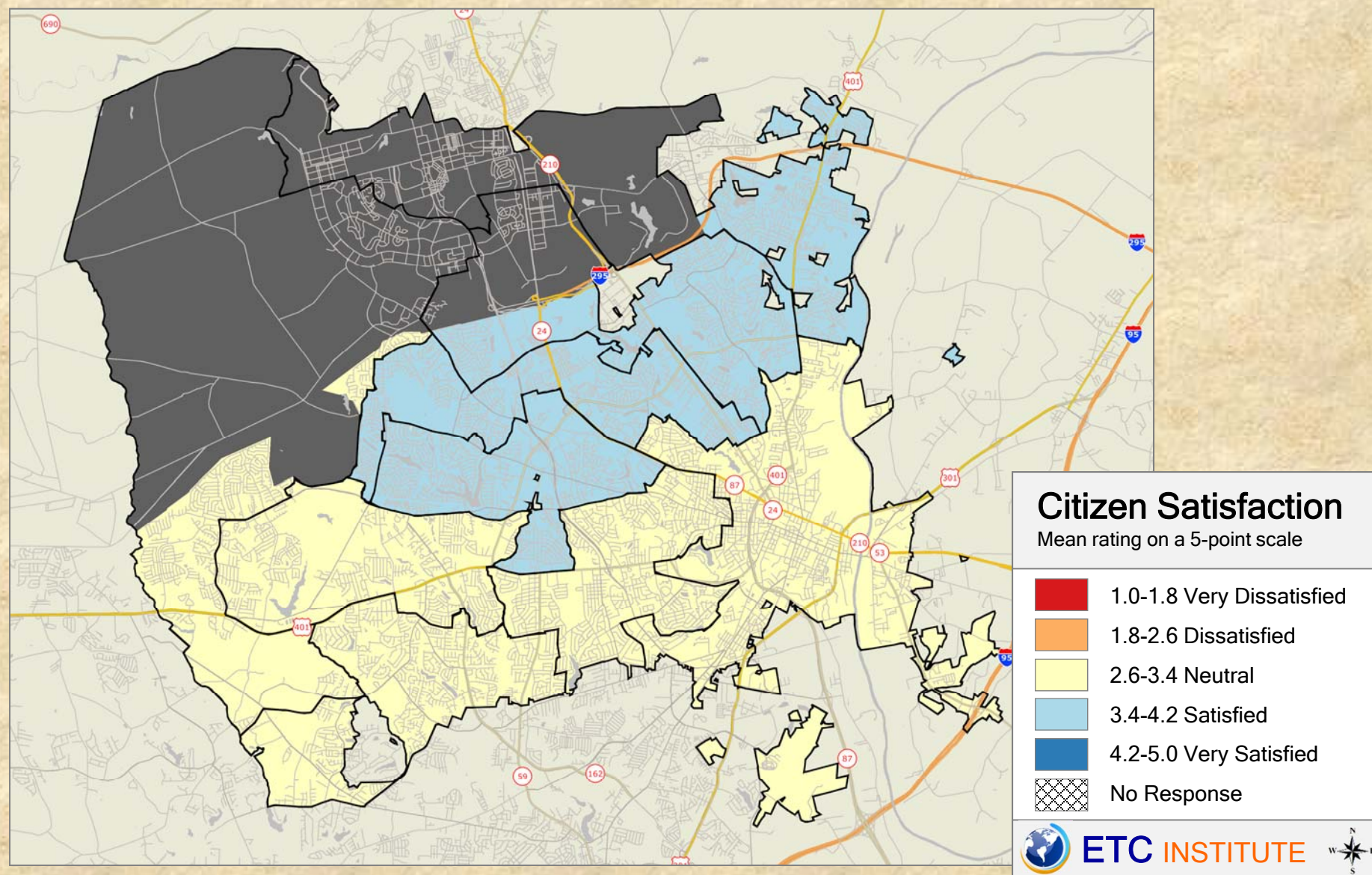
Q21. 1 Satisfaction with: Availability of information about city programs and services



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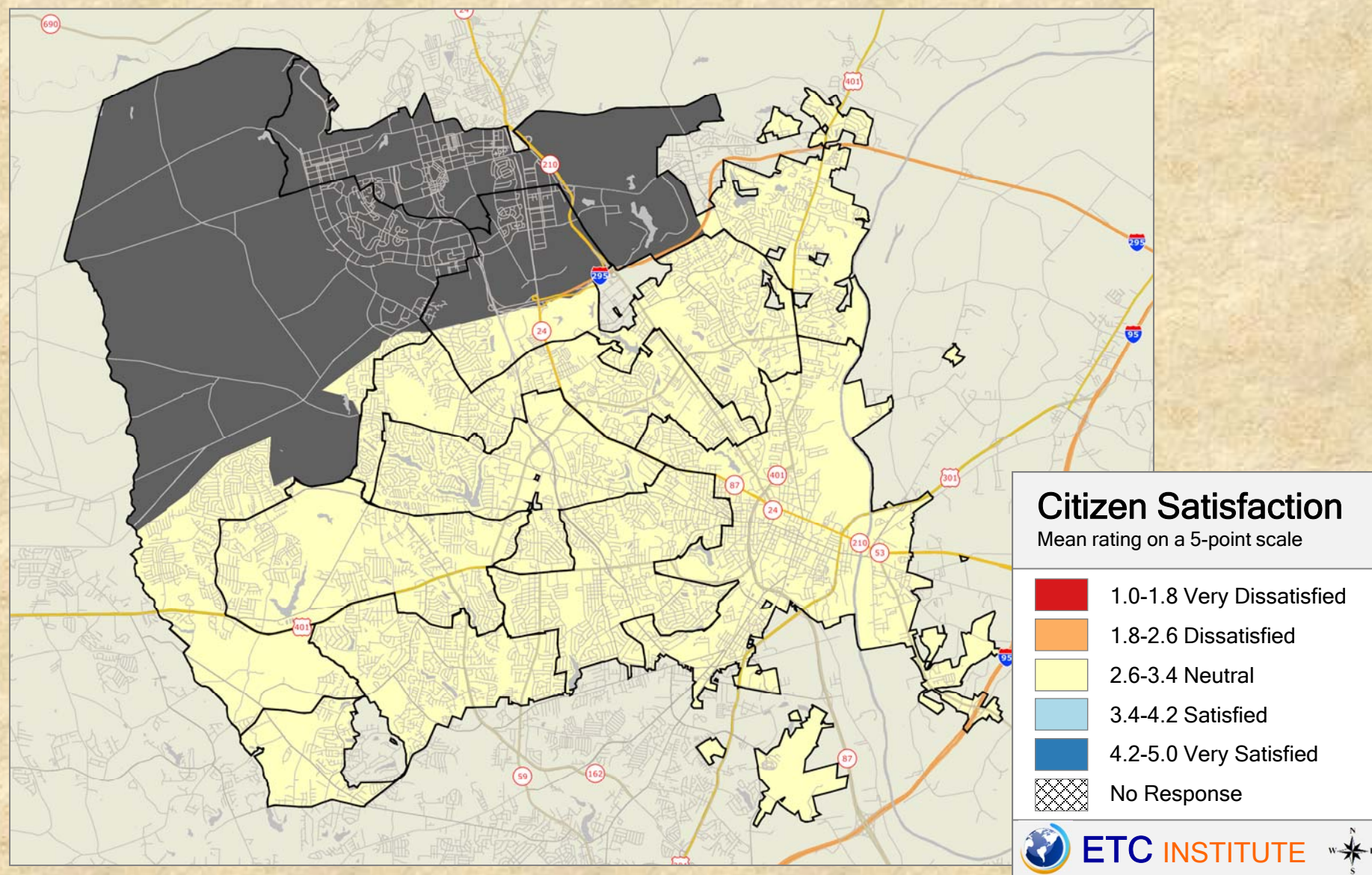
Q21. 2 Satisfaction with: City efforts to keep you informed about local issues



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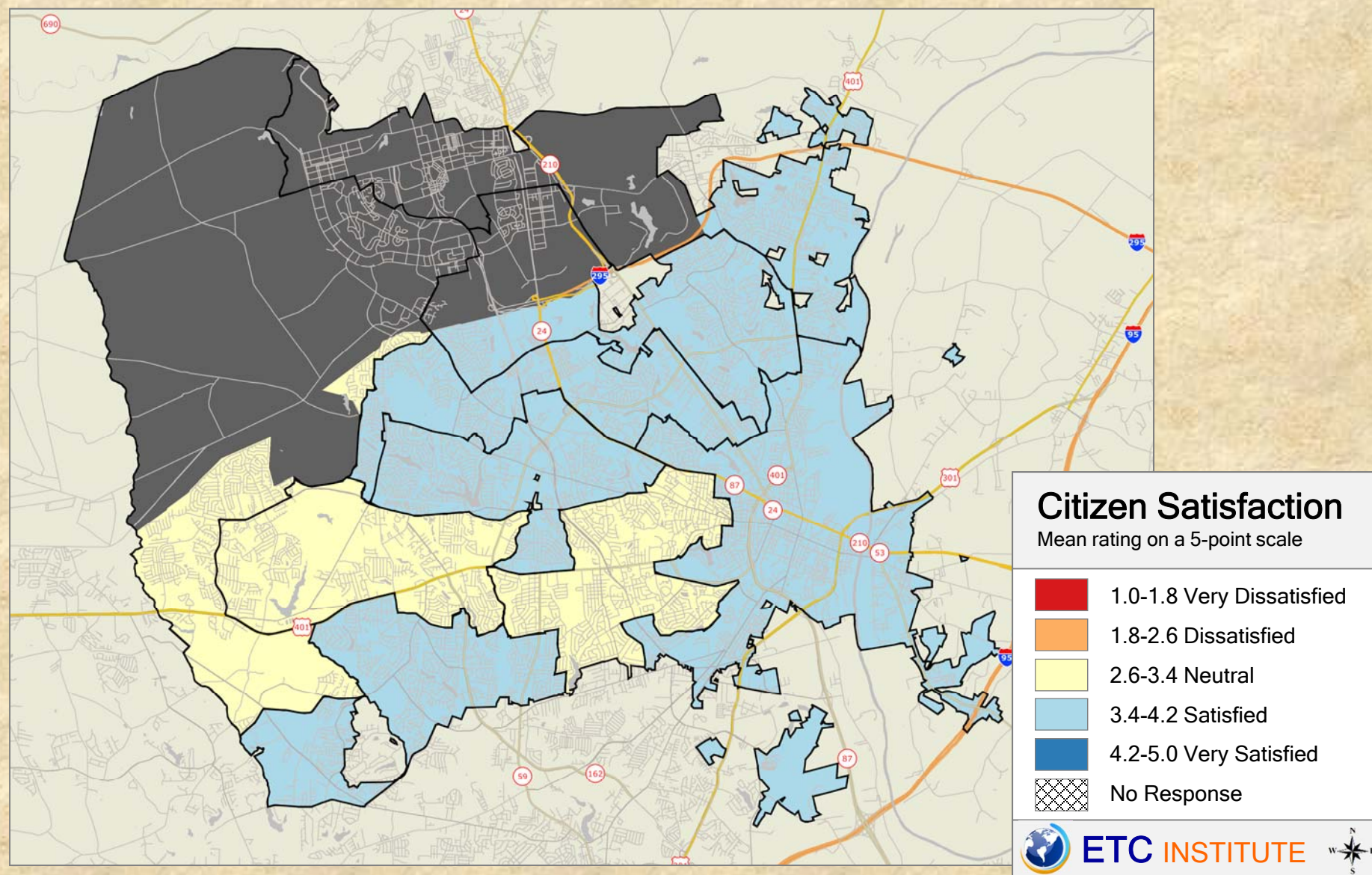
Q21. 3 Satisfaction with: Level of public involvement in local decisions



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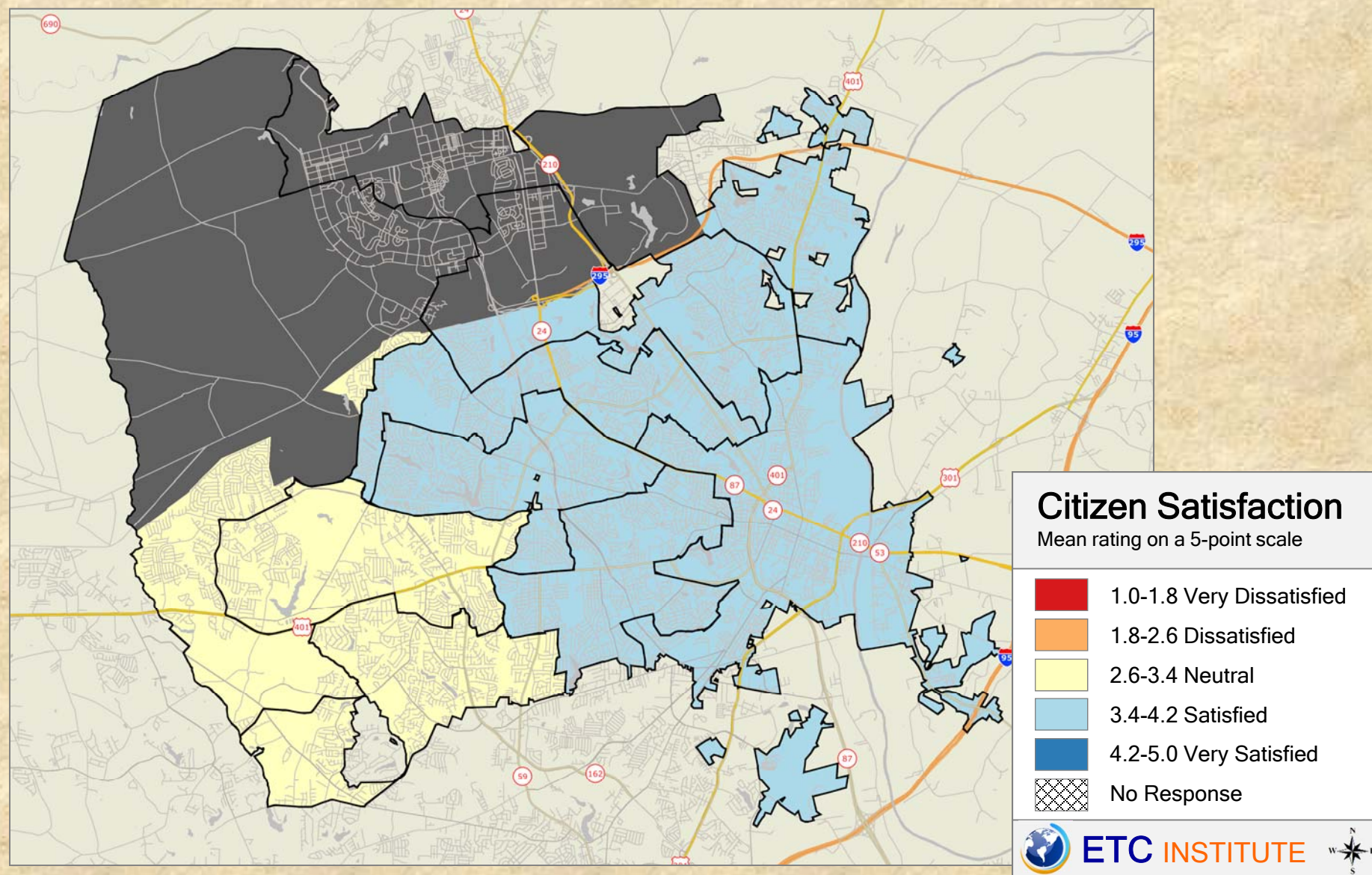
Q21. 4 Satisfaction with: Usefulness of information available in the city's website



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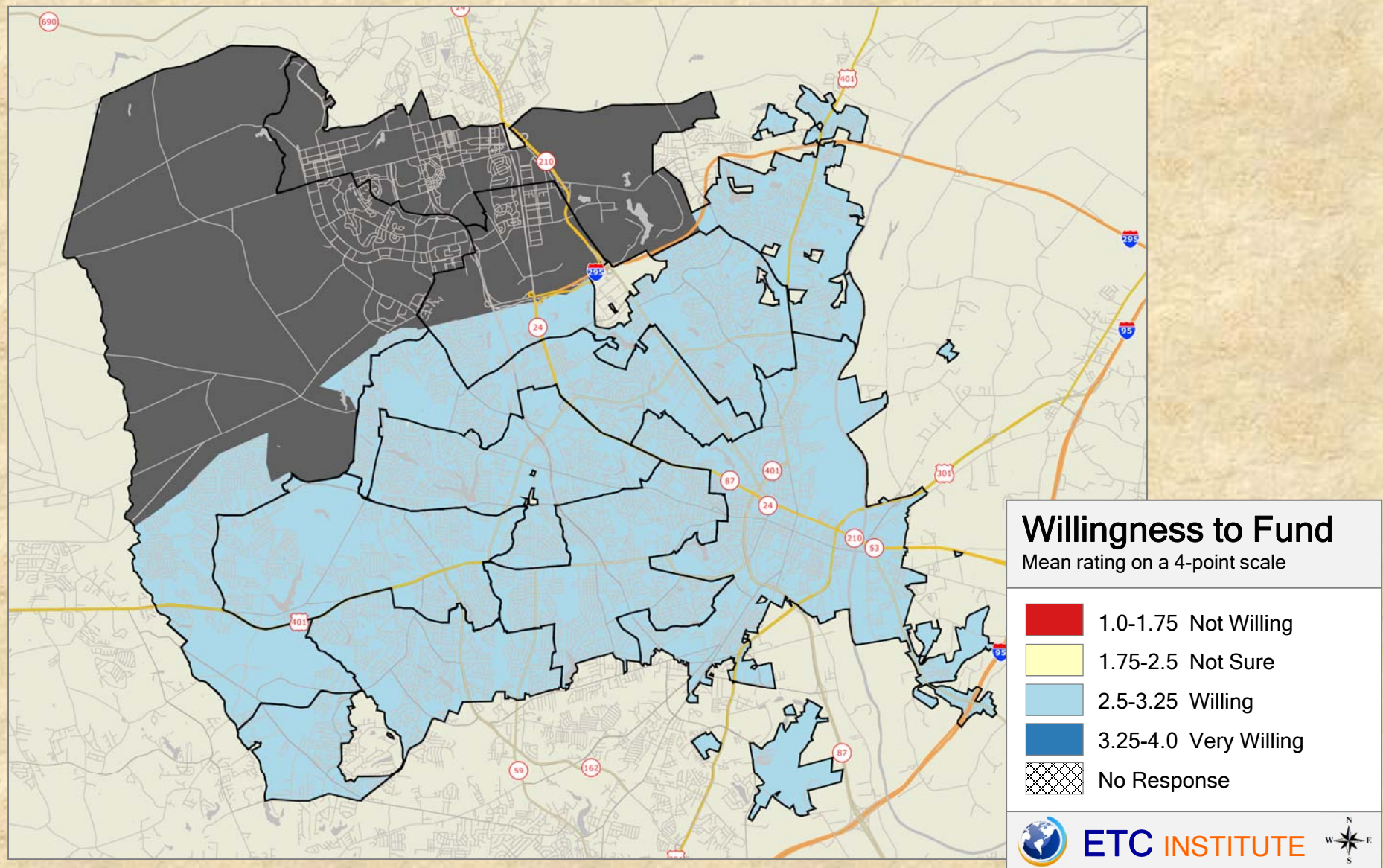
Q21. 5 Satisfaction with: Usefulness of FayFixit web application



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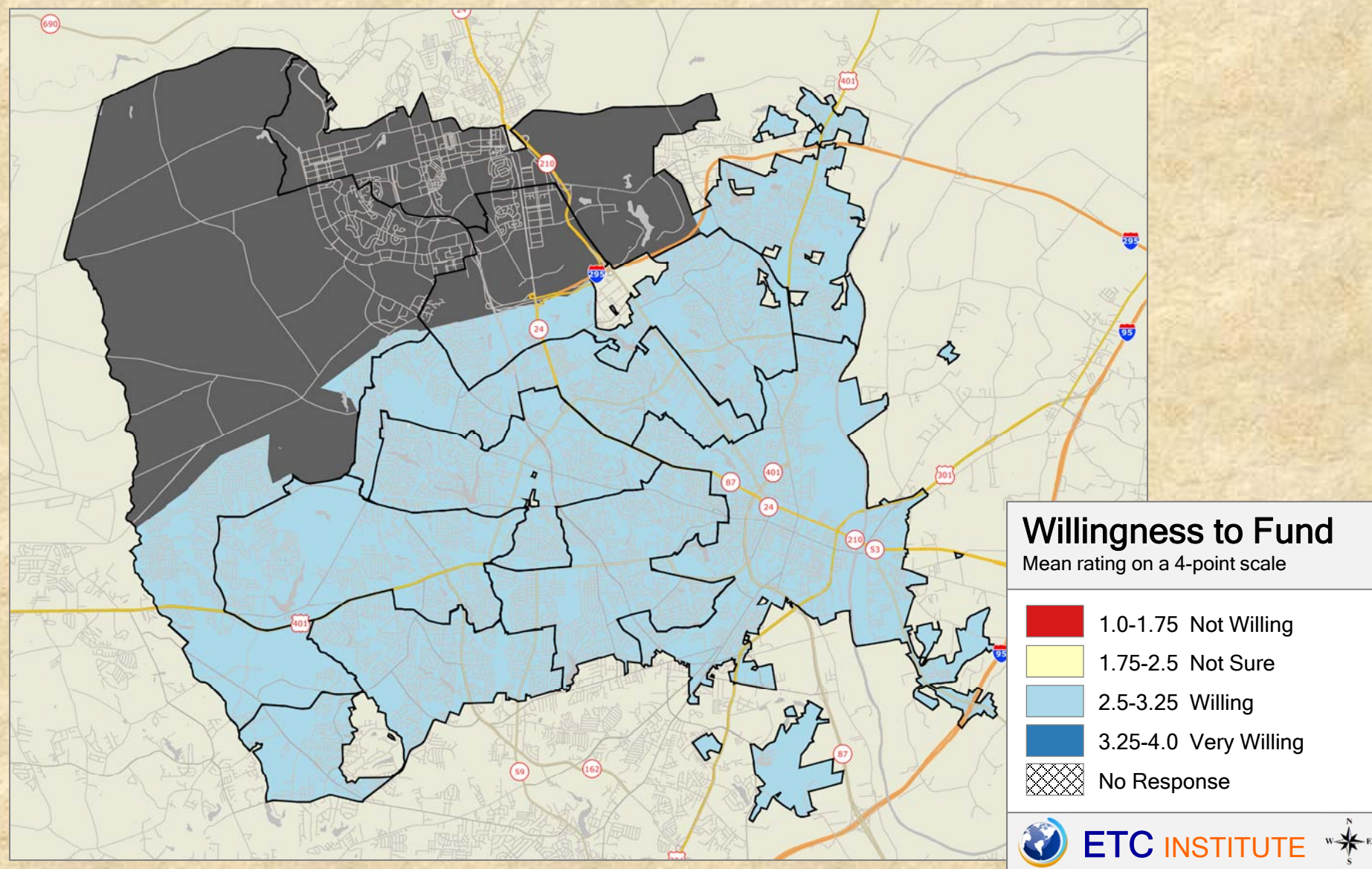
Q24. 1 Willingness to Fund: Additional police facilities and services



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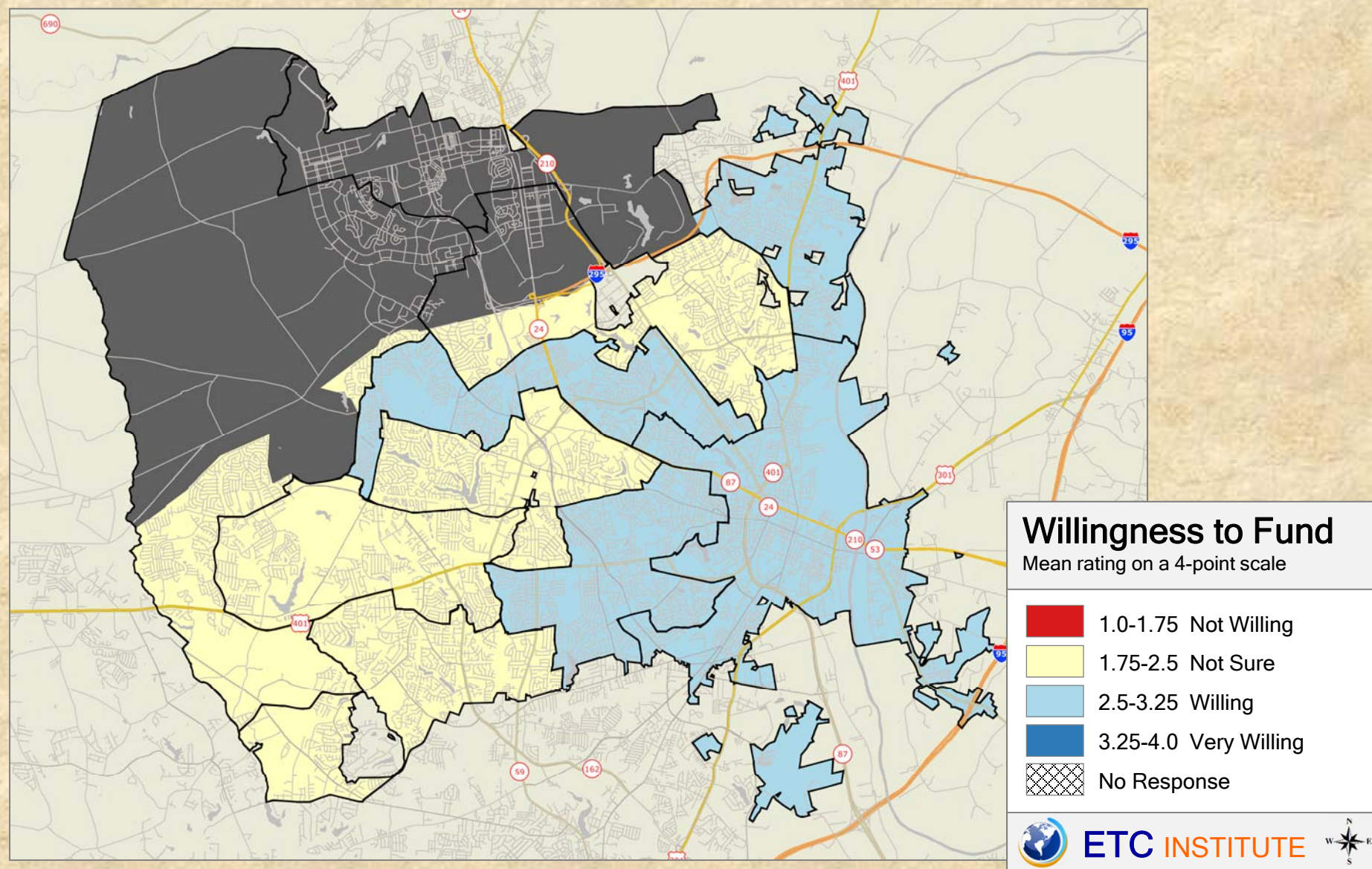
Q24. 2 Willingness to Fund: Additional fire facilities and services



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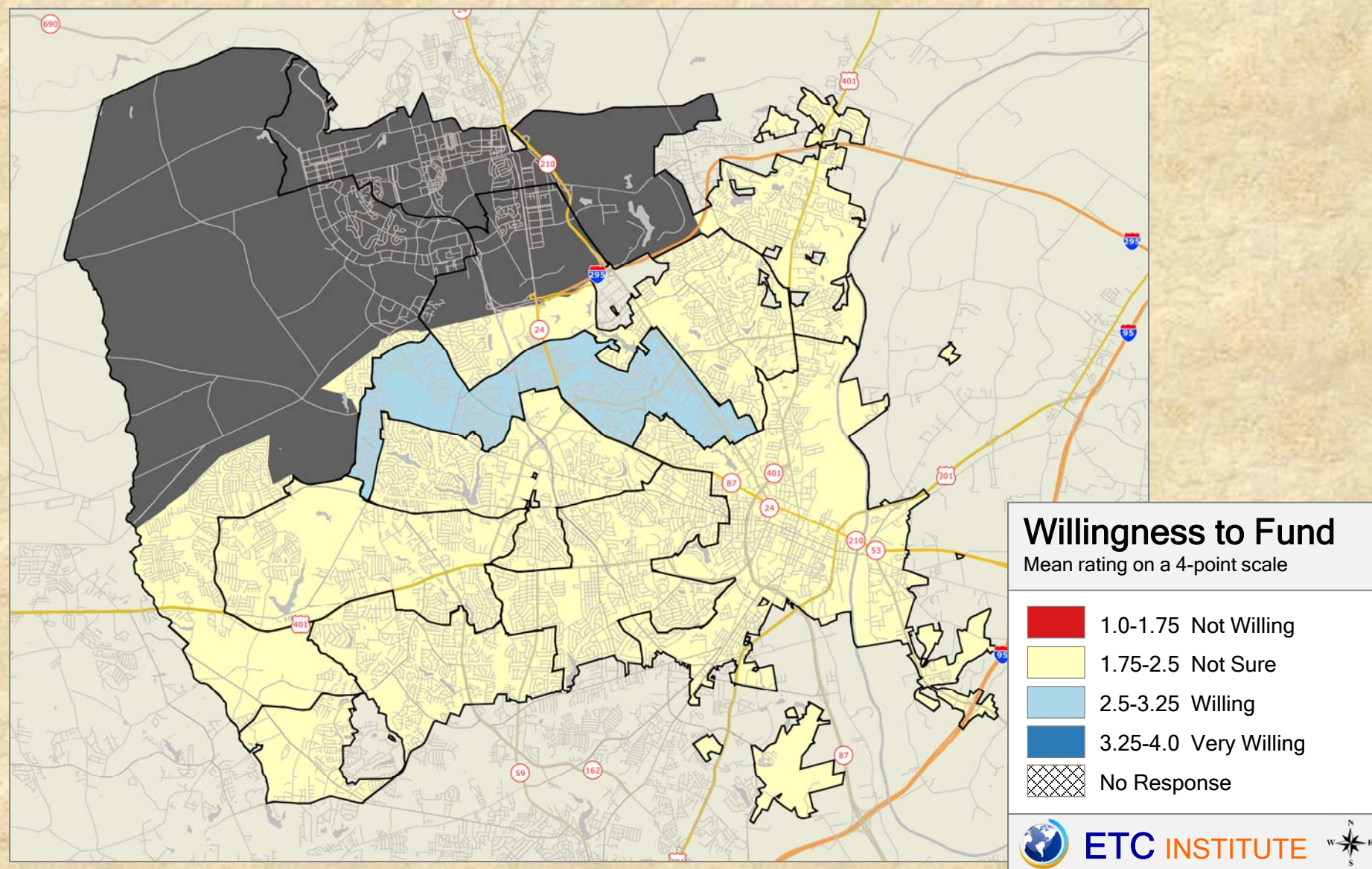
Q24. 3 Willingness to Fund: Additional economic and business development services (e.g fund activities and/or incentives to attract or expand industries/businesses)



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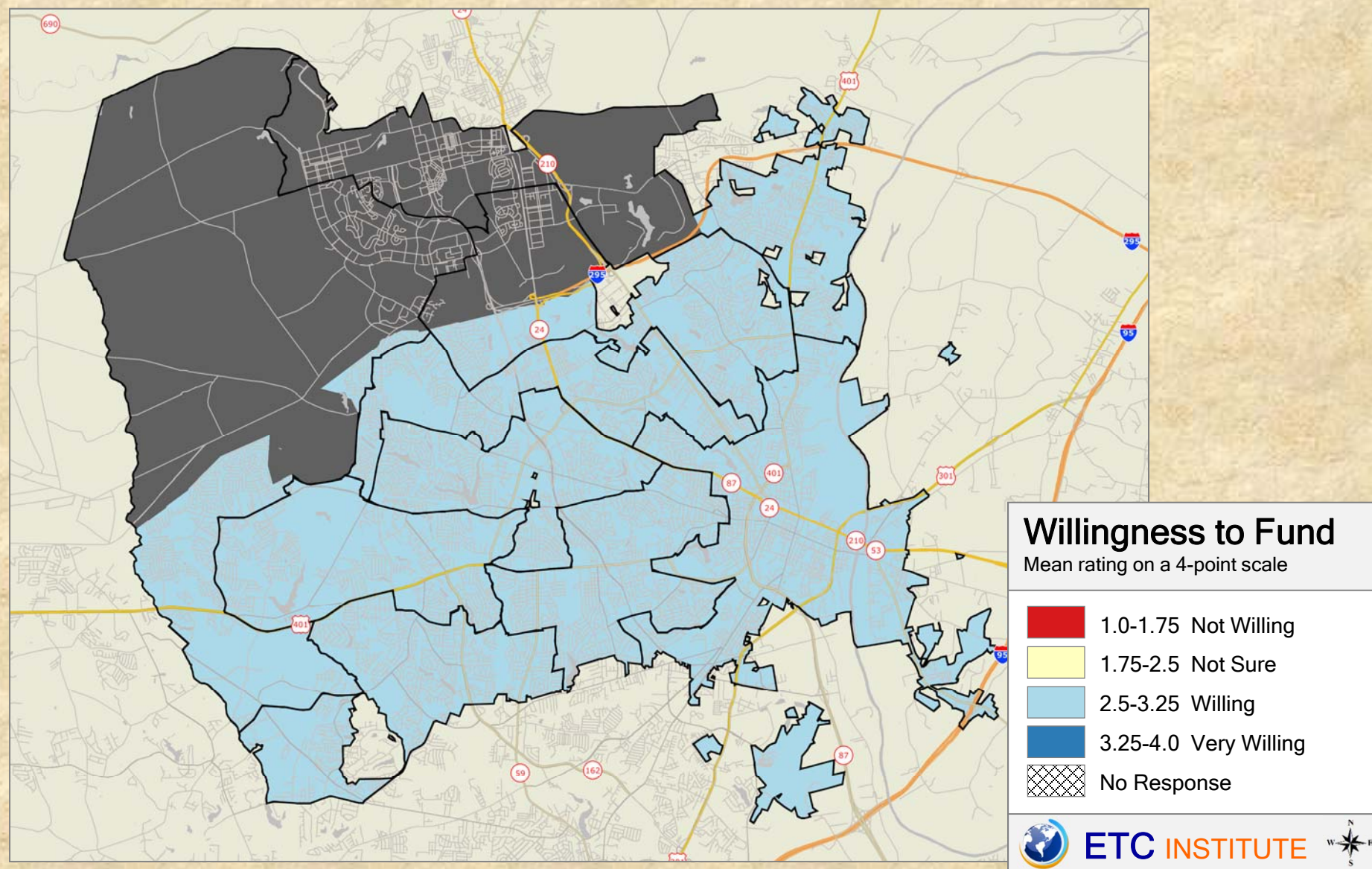
Q24. 4 Willingness to Fund: Additional investment in the public transit system (FAST)



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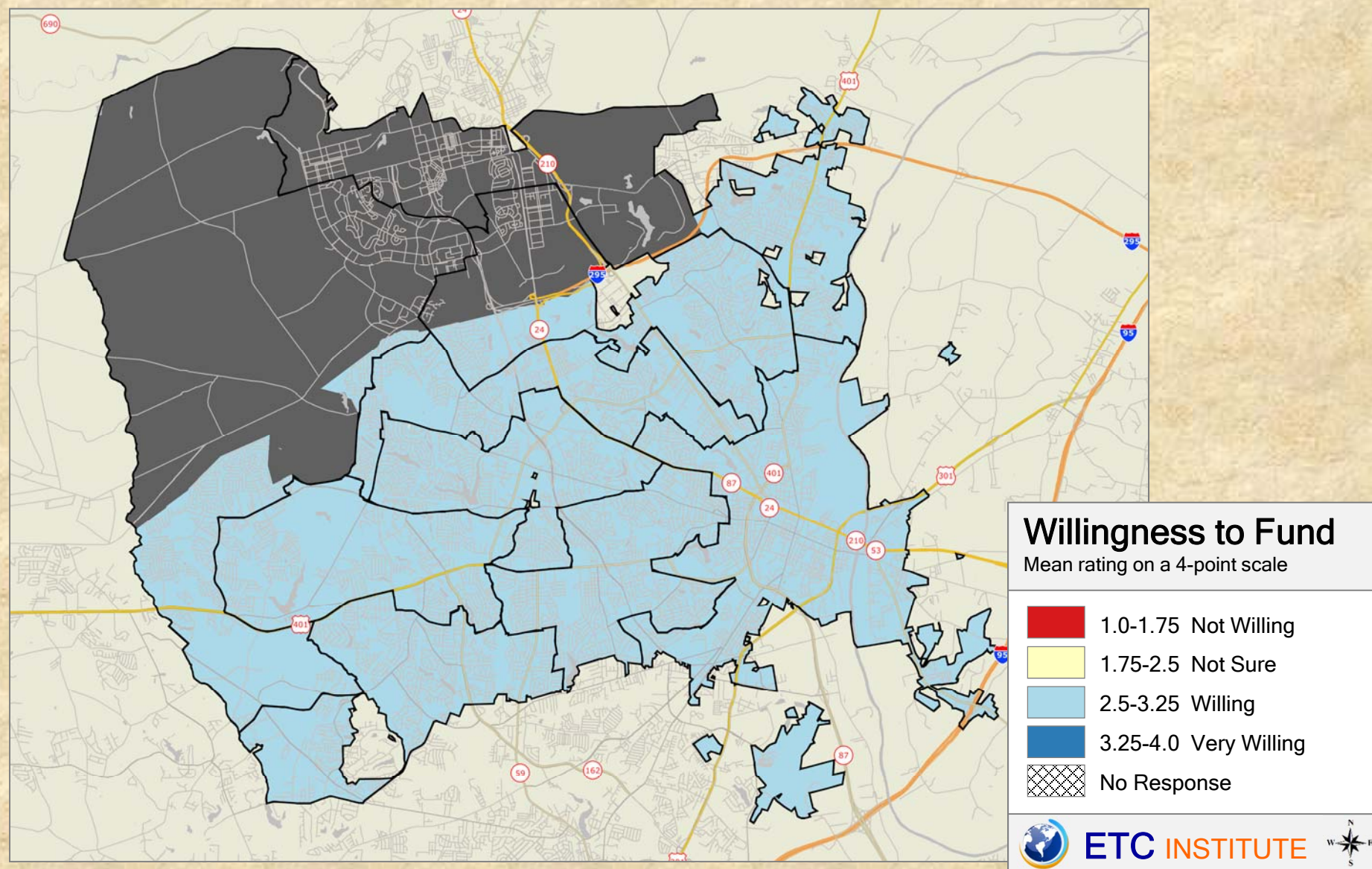
Q24. 5 Willingness to Fund: Additional construction and maintenance of sidewalks



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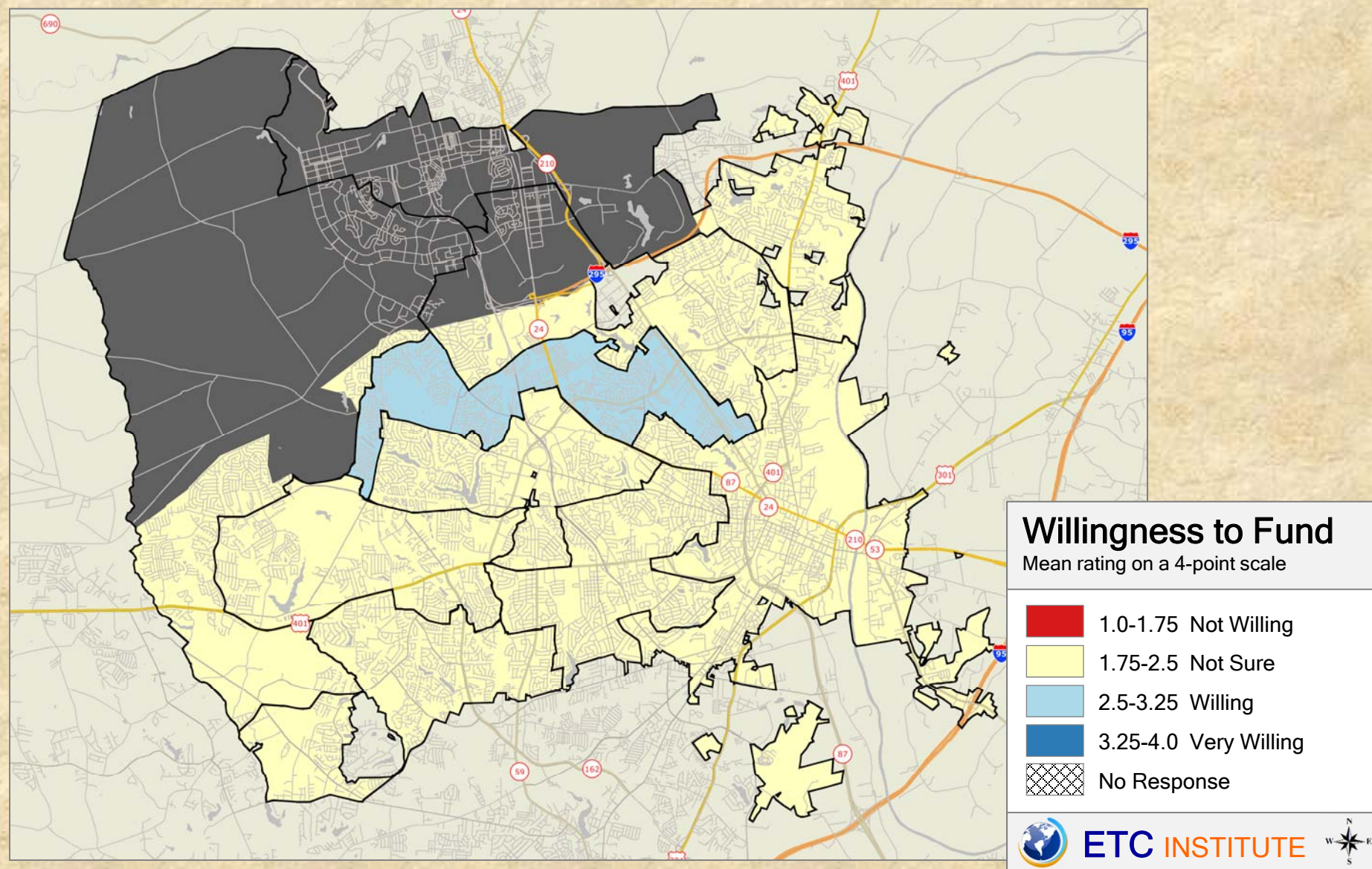
Q24. 6 Willingness to Fund: Additional investments in the city's transportation network (e.g. improvements to corridors, roads, bridges)



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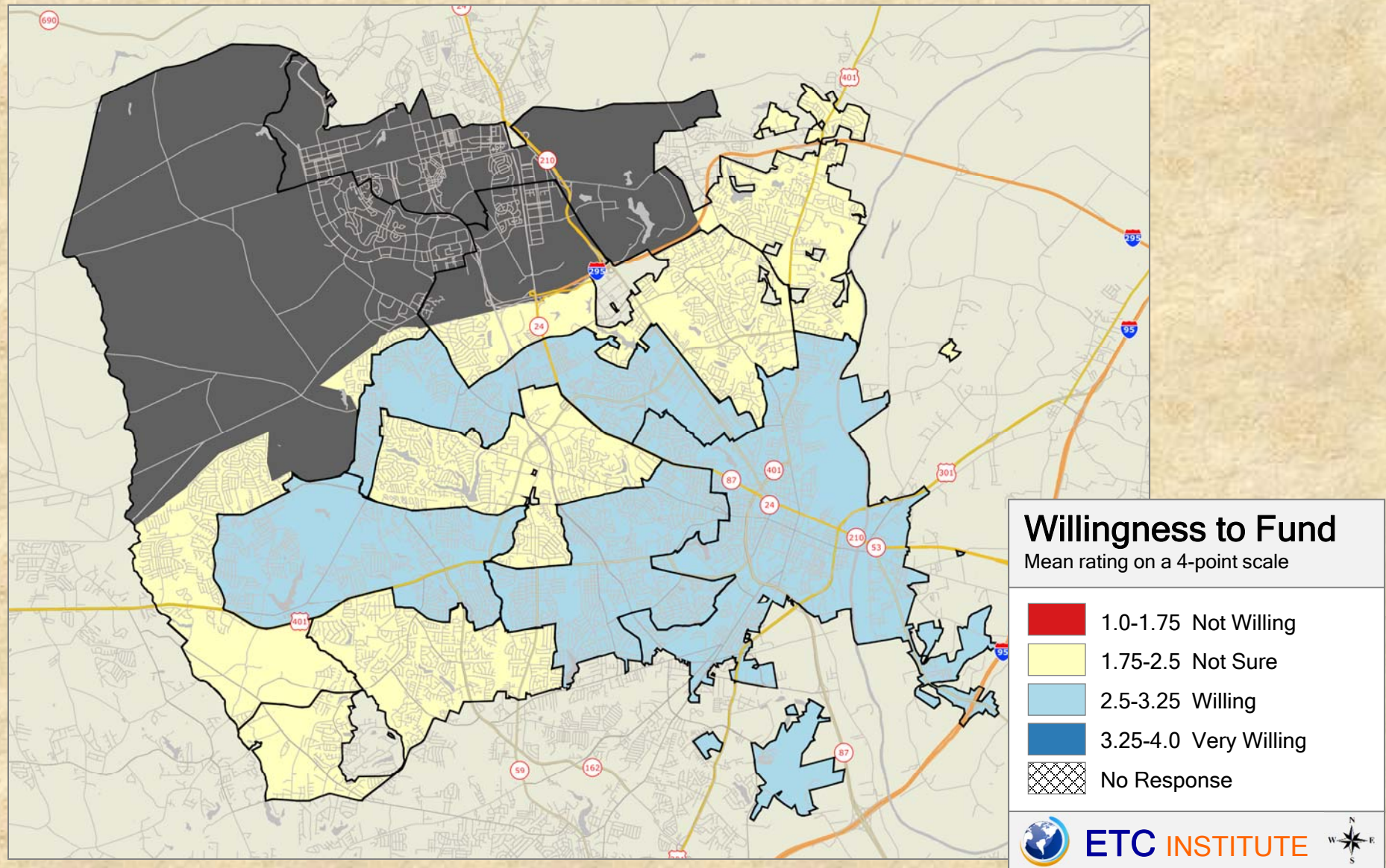
Q24. 7 Willingness to Fund: Additional enforcement of city codes



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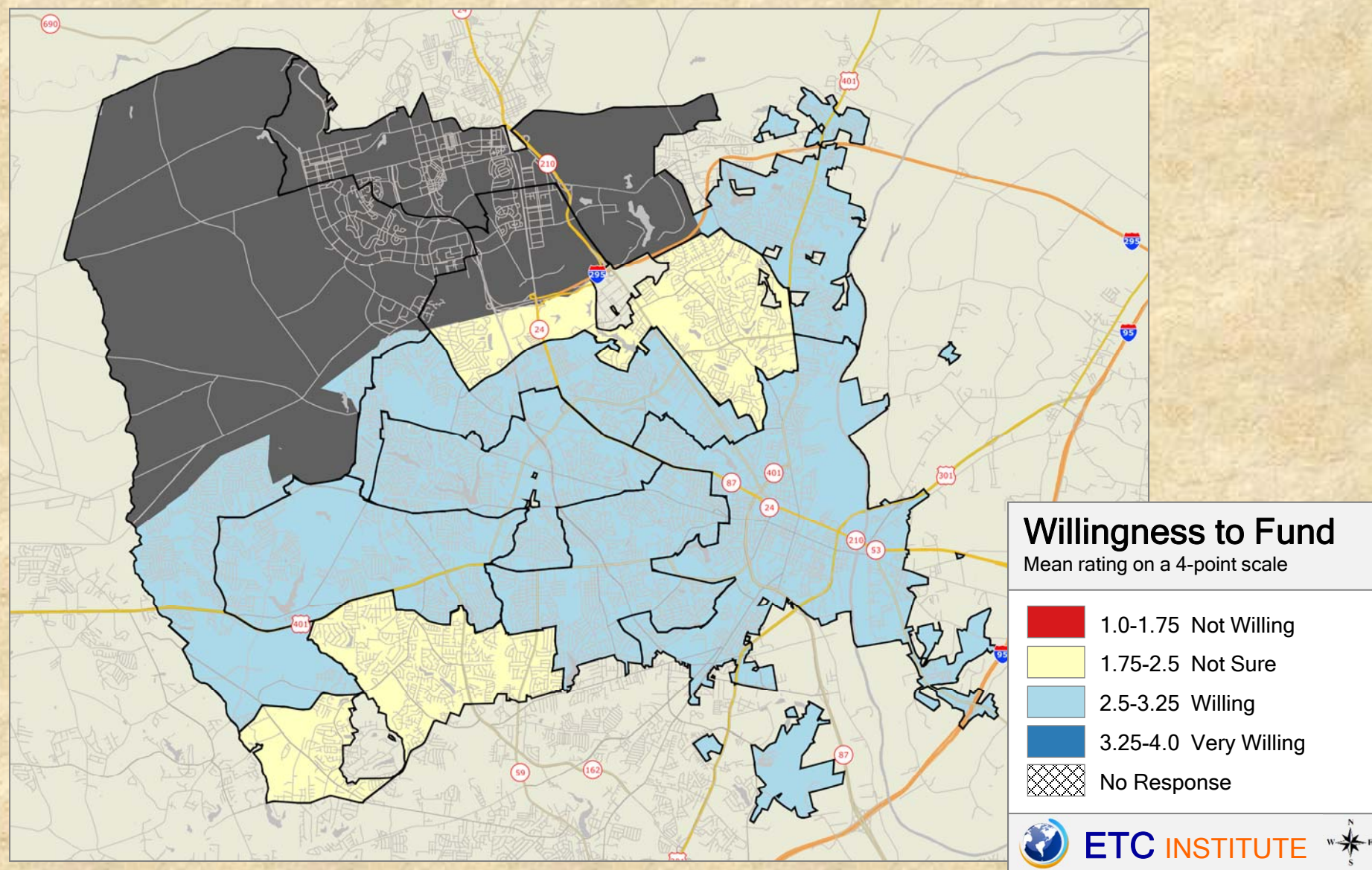
Q24. 8 Willingness to Fund: Additional citizen engagement opportunities



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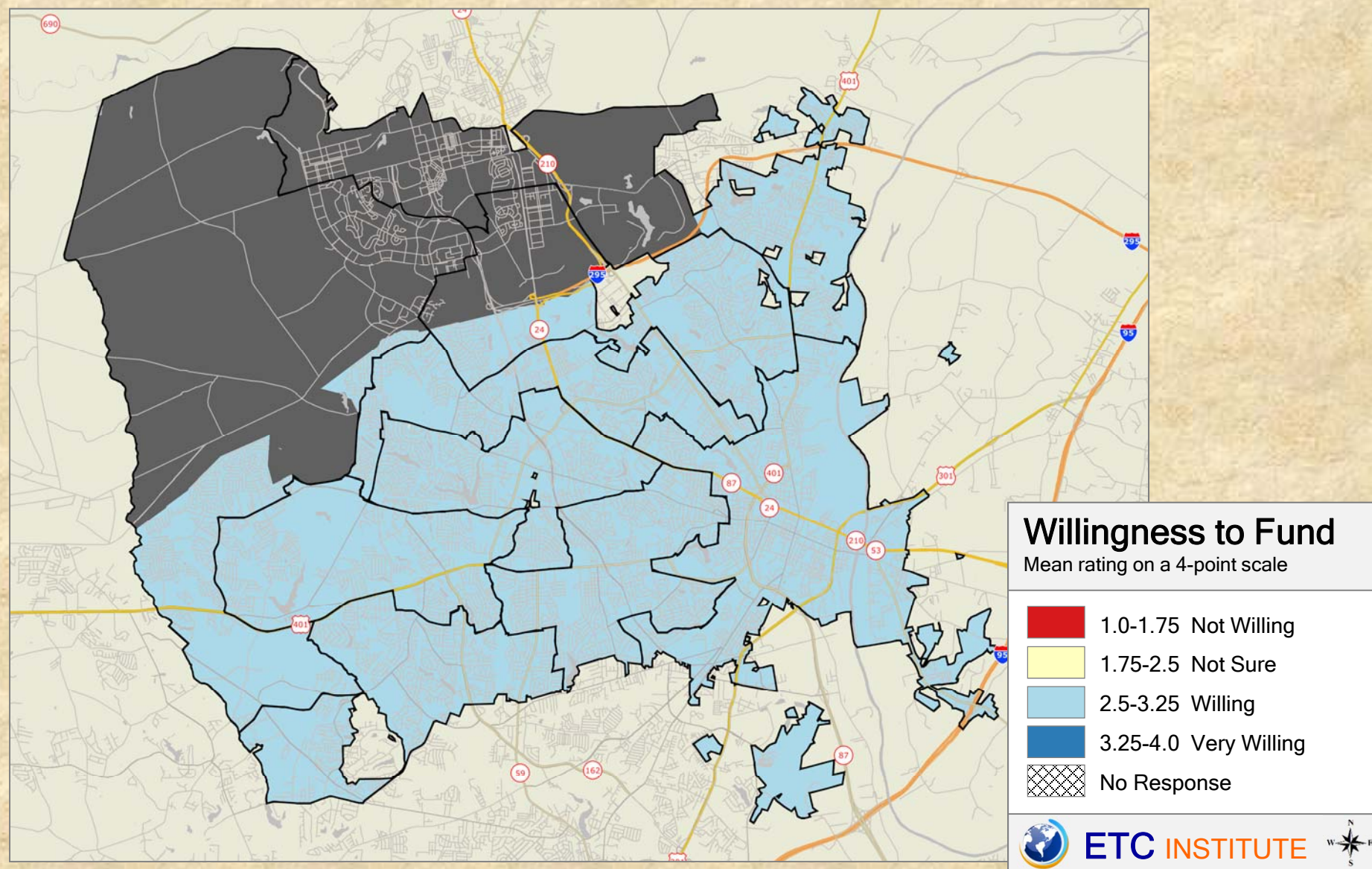
Q24. 9 Willingness to Fund: Additional development of incentive programs for beautification efforts (e.g. landscaping, green spaces)



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Q24. 10 Willingness to Fund: Additional stormwater infrastructure to address flooding concerns



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