

# 2019 City of Wilmington Community Survey *Appendix A – GIS Maps*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Wilmington, North Carolina**

**by:**

ETC Institute  
725 W. Frontier Circle  
Olathe, Kansas  
66061

**May 2019**



## Interpreting the Maps

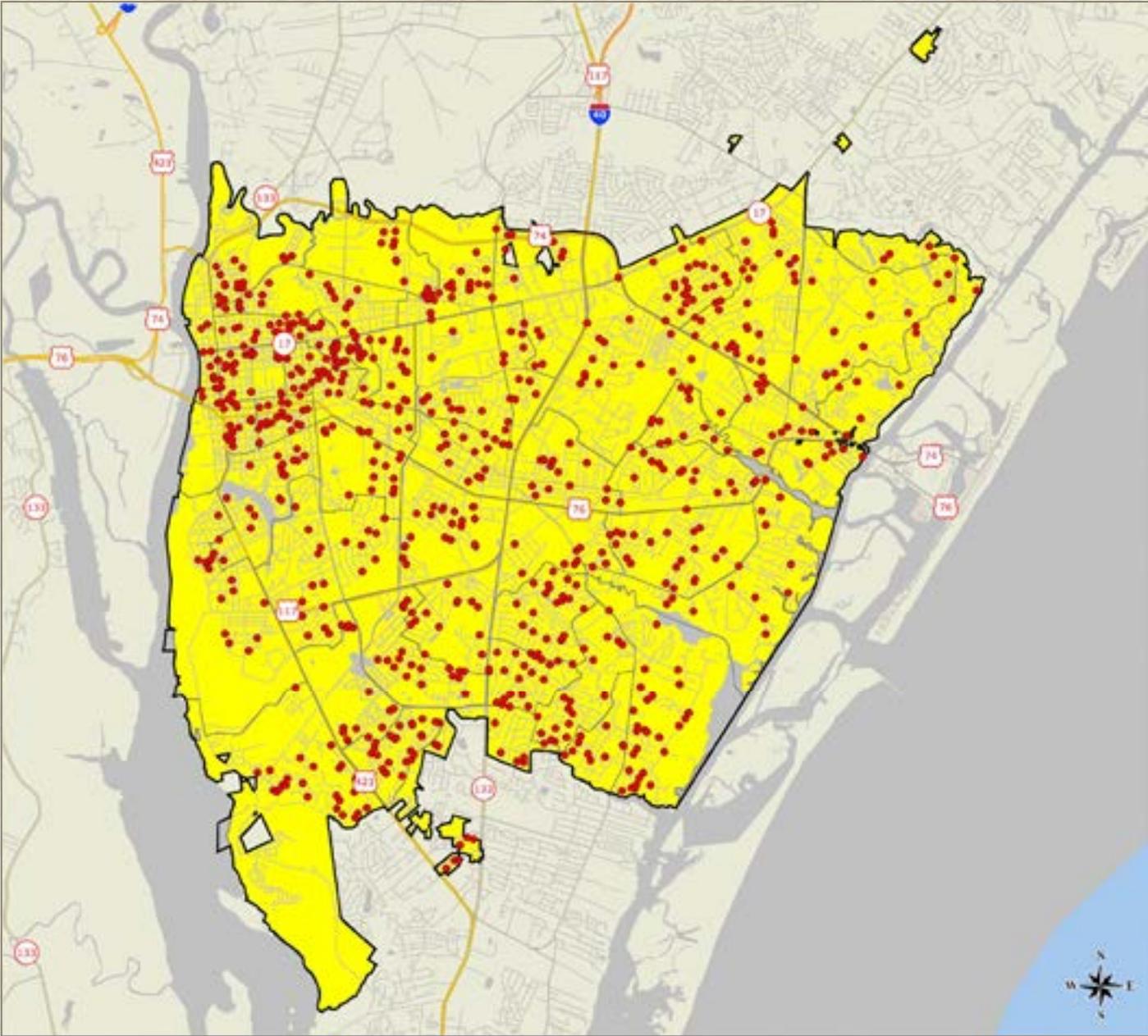
The maps on the following pages show the mean ratings for several questions by Census Block Group (CBG) within the City of Wilmington.

If all areas on a map are the same color, then most residents in the City generally feel the same about that issue.

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

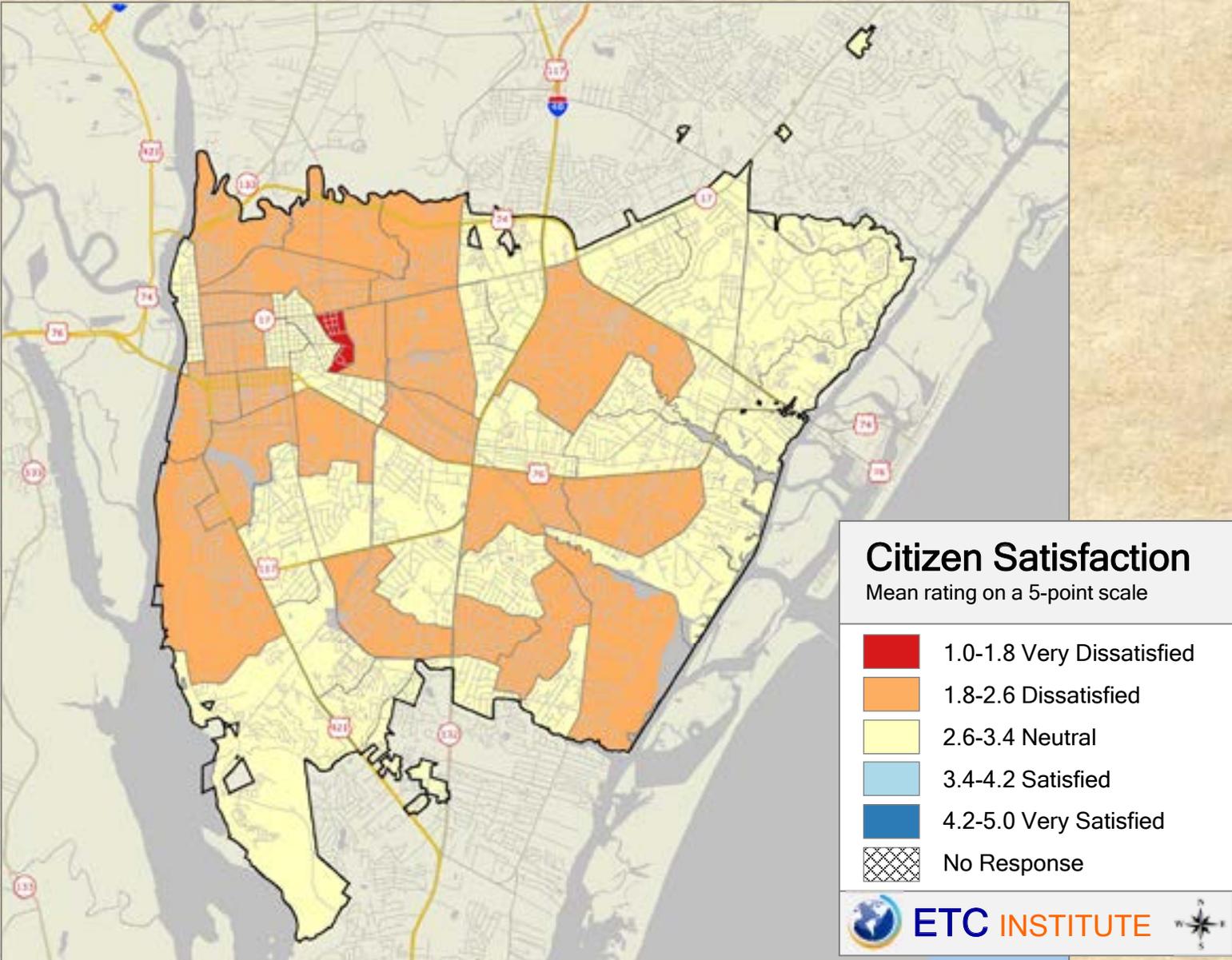
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of satisfaction, “excellent” or “good” responses, “very safe” or “safe” responses, “extremely important” or “very important” responses and higher levels of willingness to support an item.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of off-white generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate higher levels dissatisfaction, “fair” or “poor” responses, “unsafe” or “very unsafe” responses, “not very important” or “not important at all” responses and lower levels of willingness.

### Location of Survey Respondents



2019 City of Wilmington Community Survey

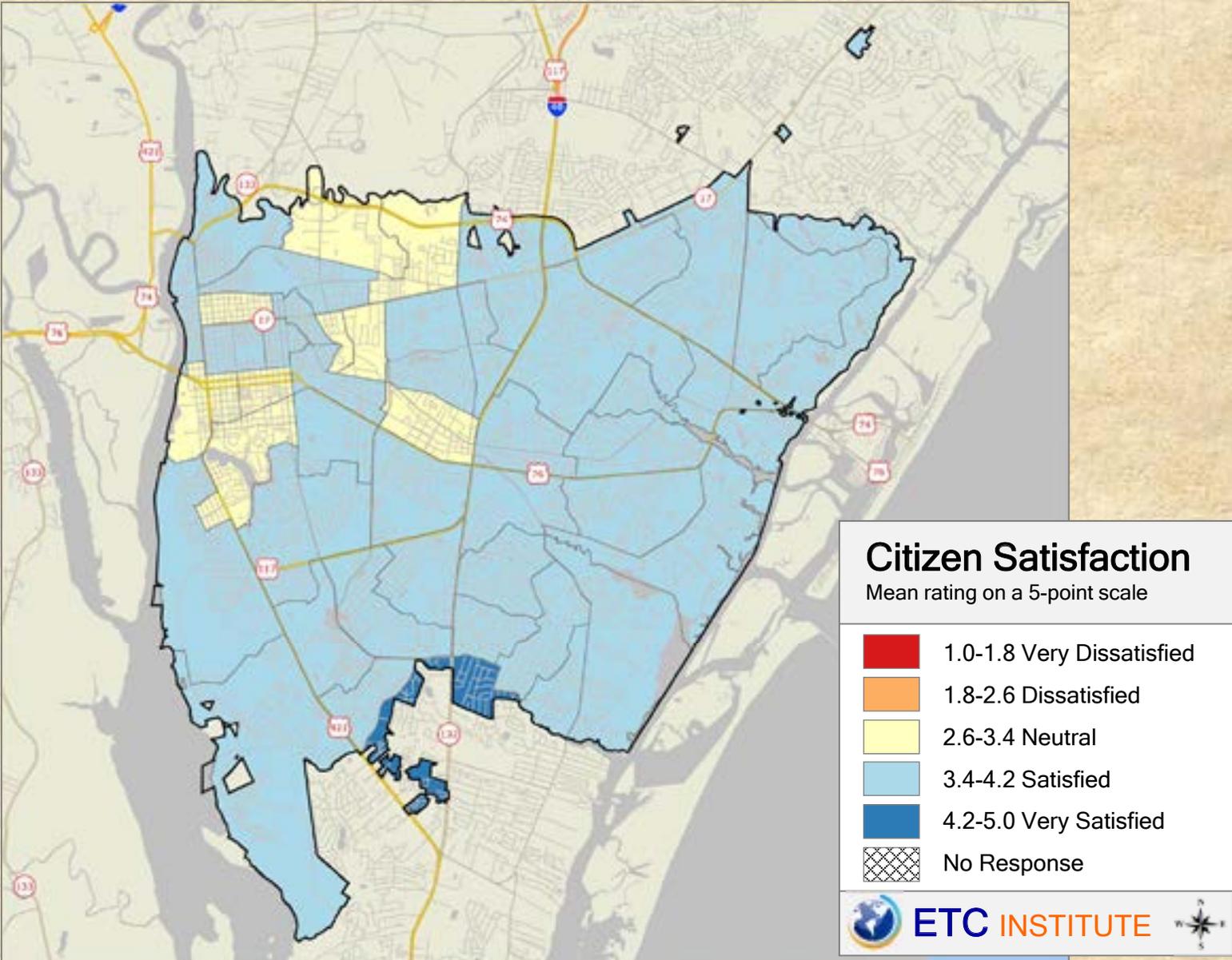
# Q1-01 Satisfaction with overall maintenance of City streets and sidewalks



## 2019 City of Wilmington Community Survey

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

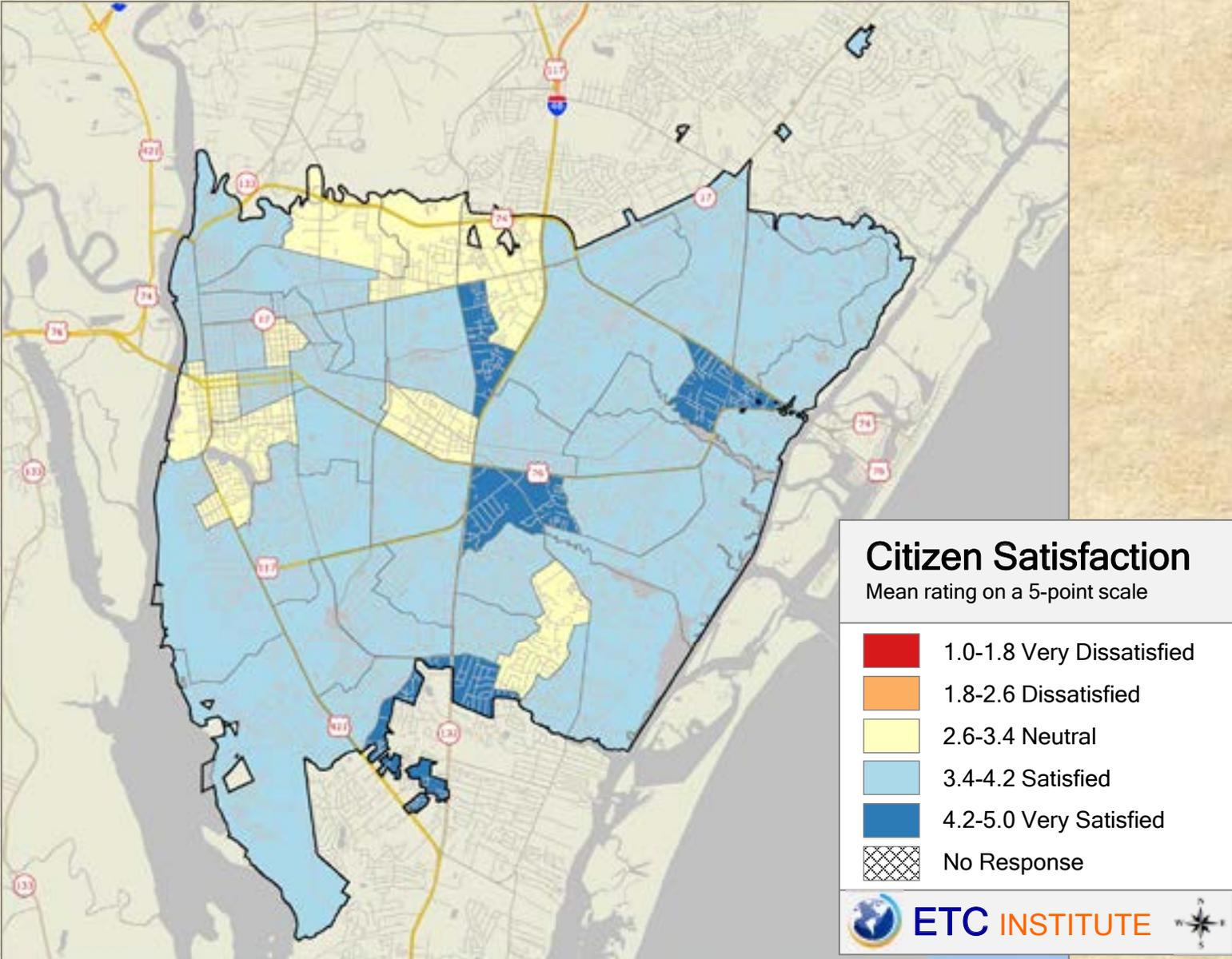
# Q1-02 Satisfaction with overall quality of the City's parks and recreation programs



## 2019 City of Wilmington Community Survey

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

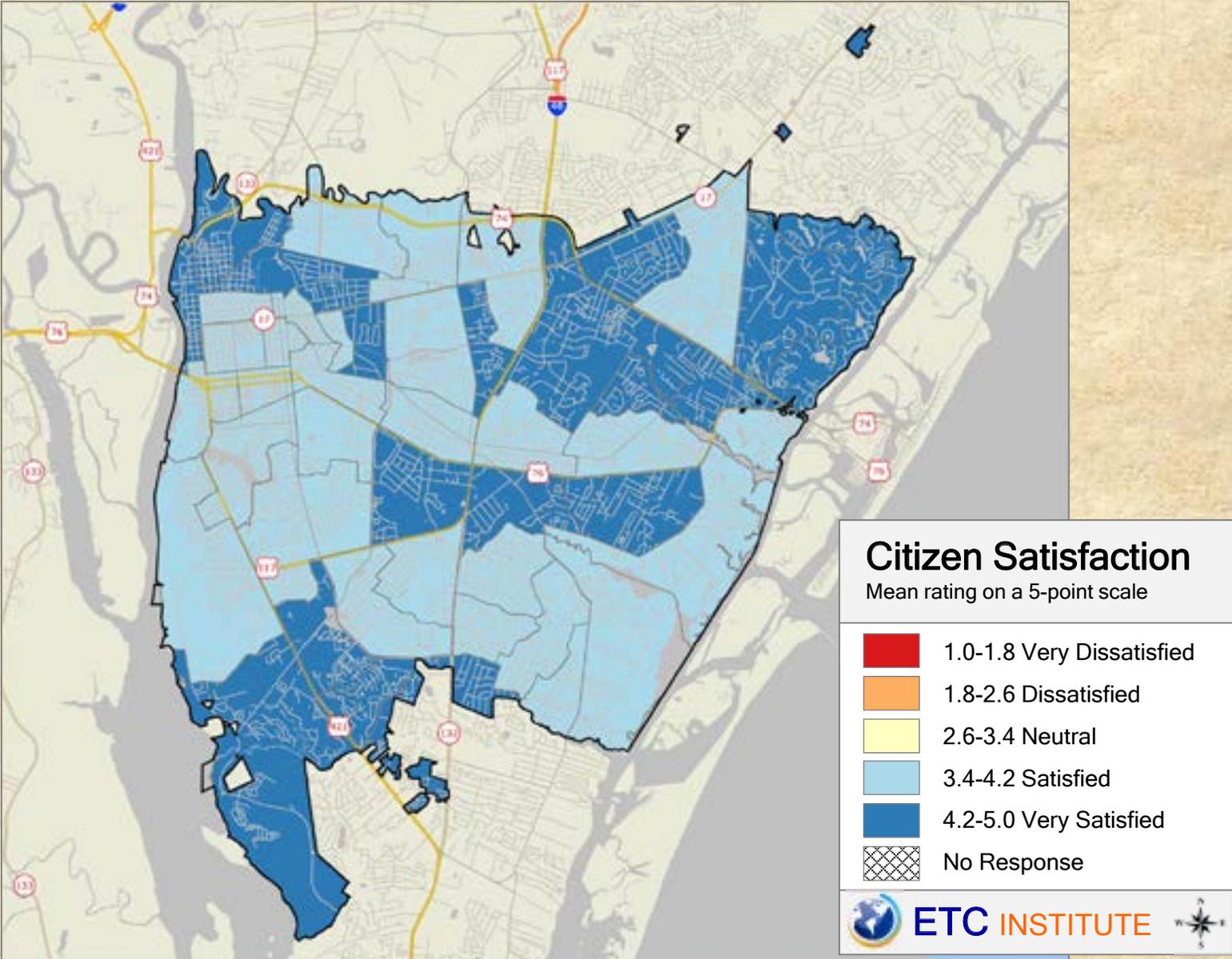
# Q1-03 Satisfaction with overall quality of police services



## 2019 City of Wilmington Community Survey

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

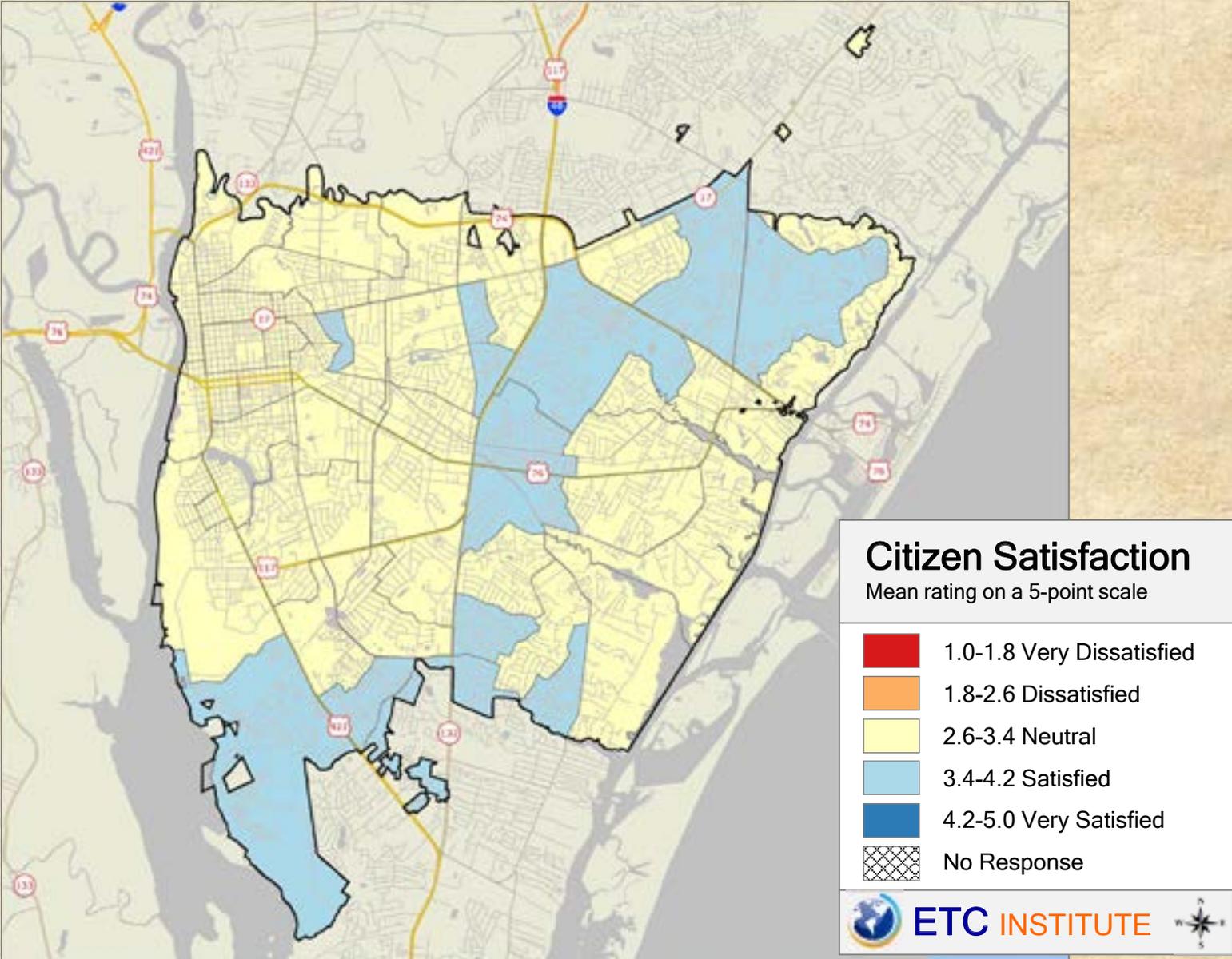
# Q1-04 Satisfaction with overall quality of fire services



## 2019 City of Wilmington Community Survey

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

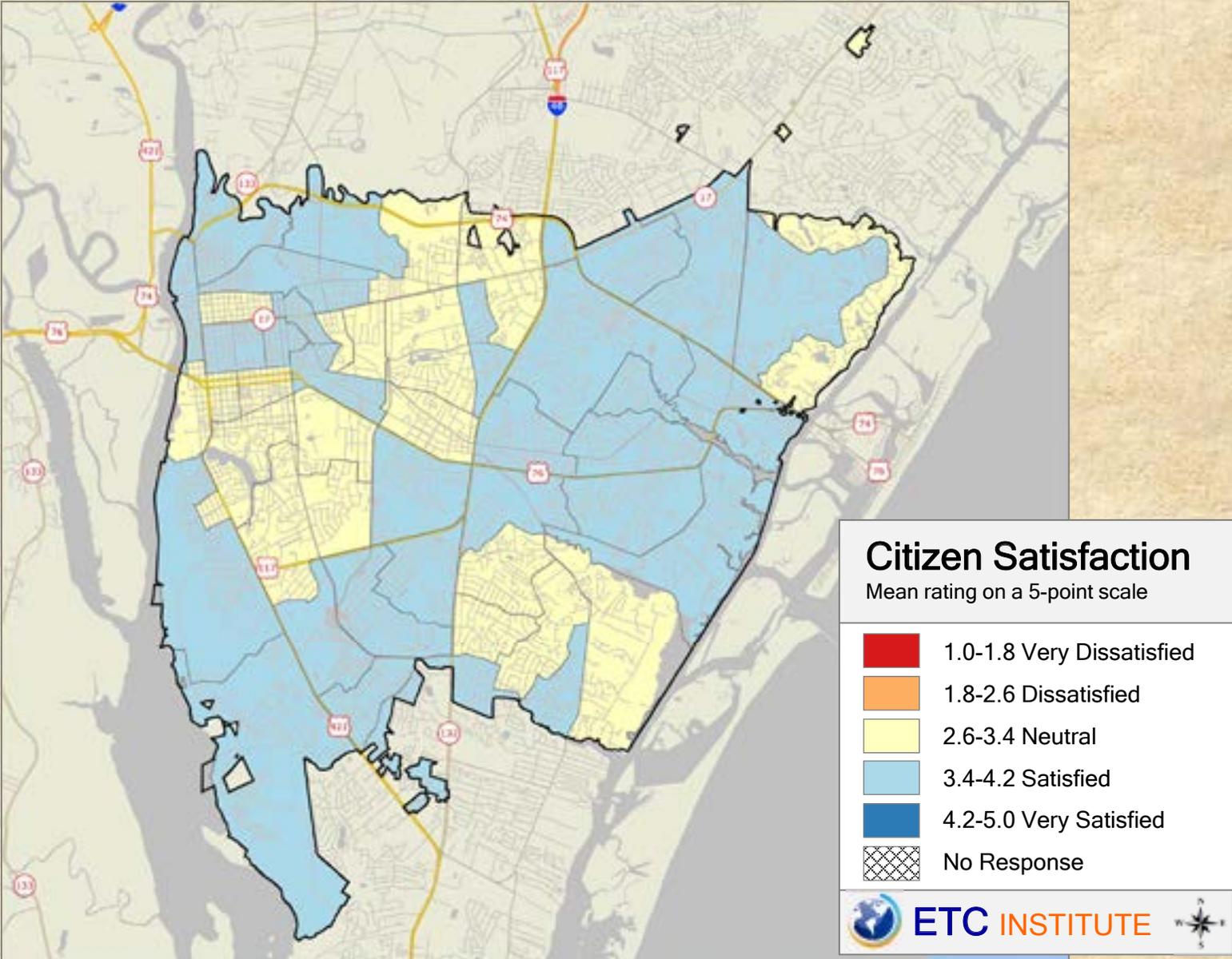
# Q1-05 Satisfaction with overall efforts by the City to enforce codes and ordinances



## 2019 City of Wilmington Community Survey

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

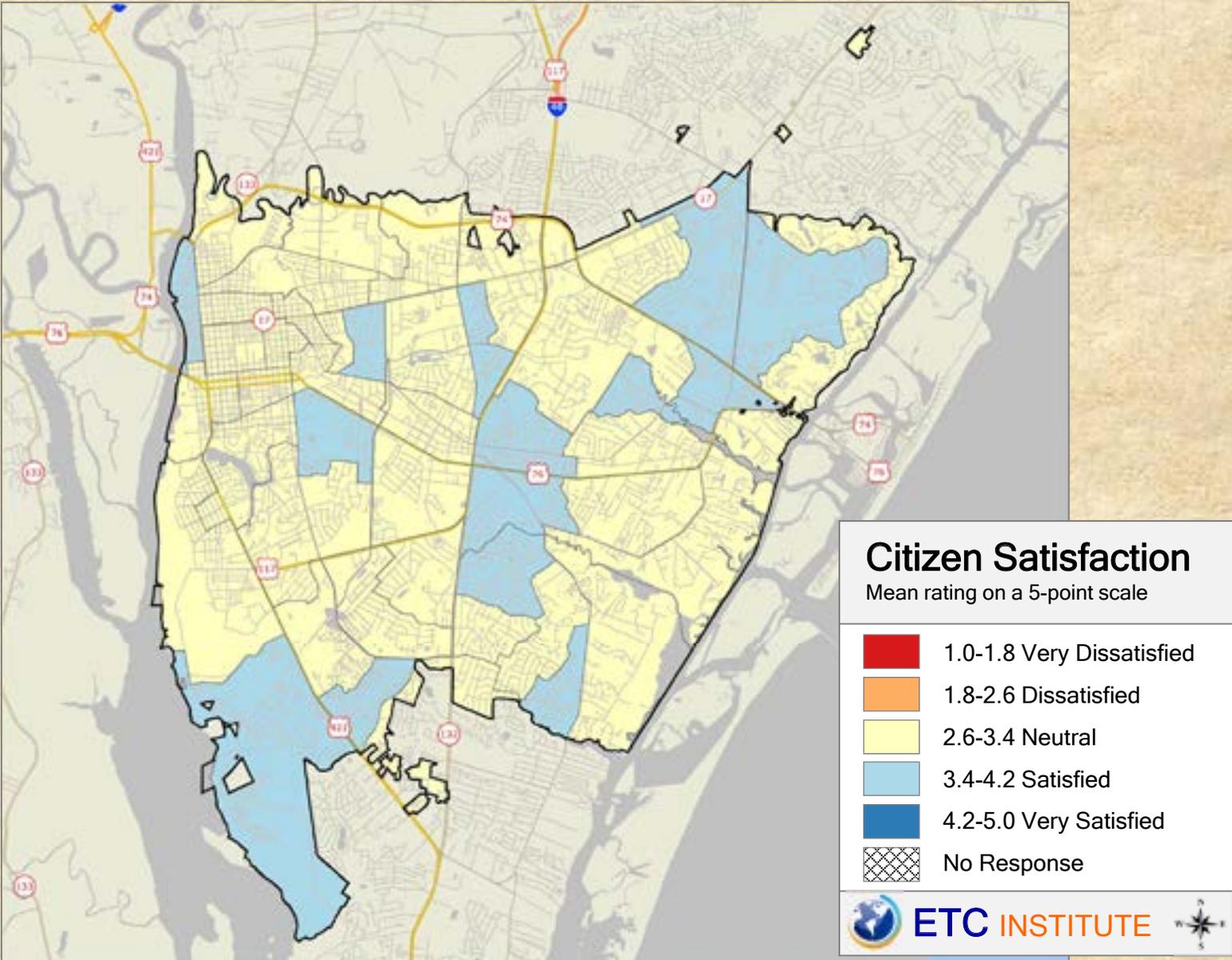
# Q1-06 Satisfaction with overall quality of customer service provided by City employees



## 2019 City of Wilmington Community Survey

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

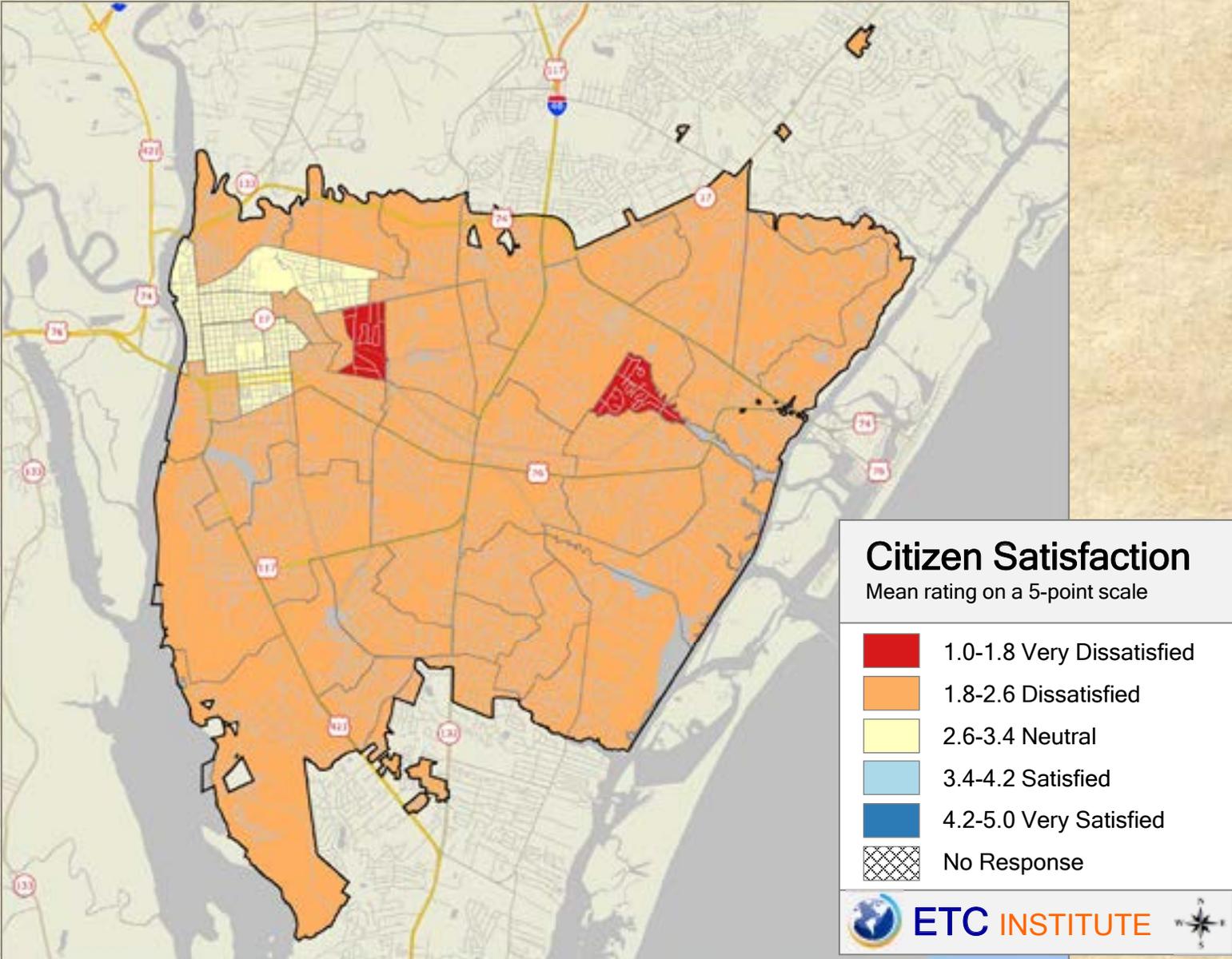
# Q1-07 Satisfaction with overall effectiveness of City communication with the public



## 2019 City of Wilmington Community Survey

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

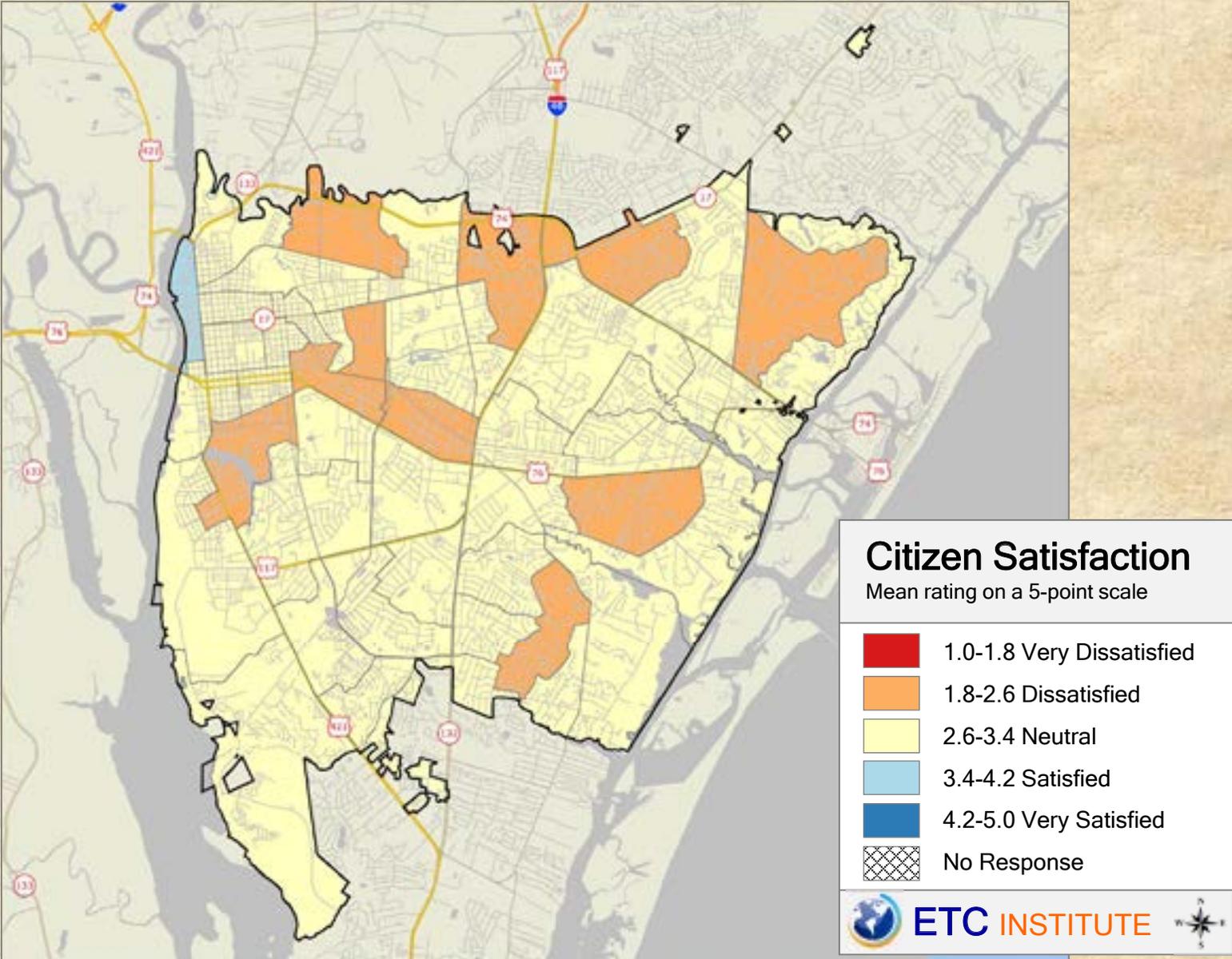
# Q1-08 Satisfaction with overall management of traffic flow on City streets



## 2019 City of Wilmington Community Survey

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

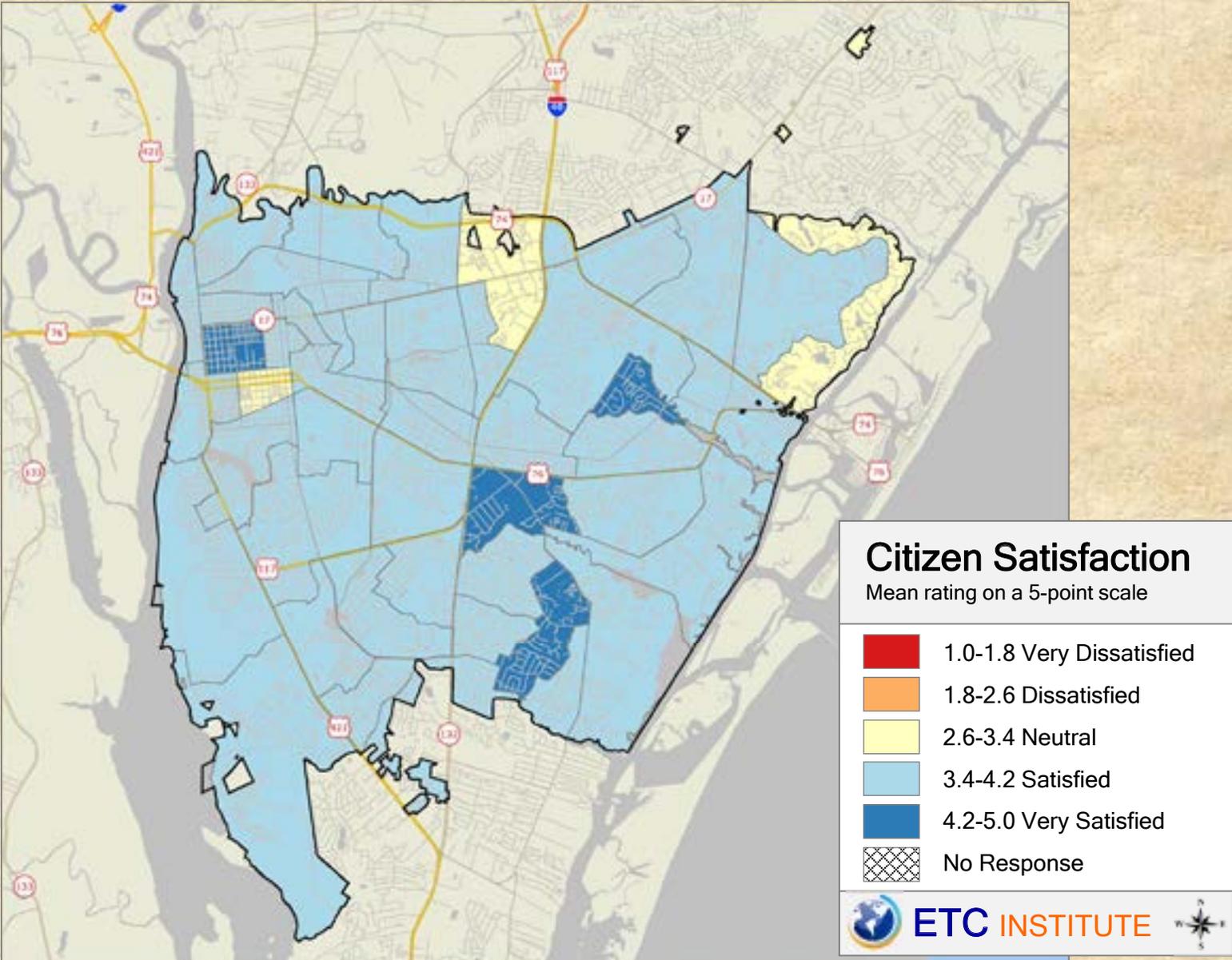
# Q1-09 Satisfaction with overall management of stormwater runoff by the City



## 2019 City of Wilmington Community Survey

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

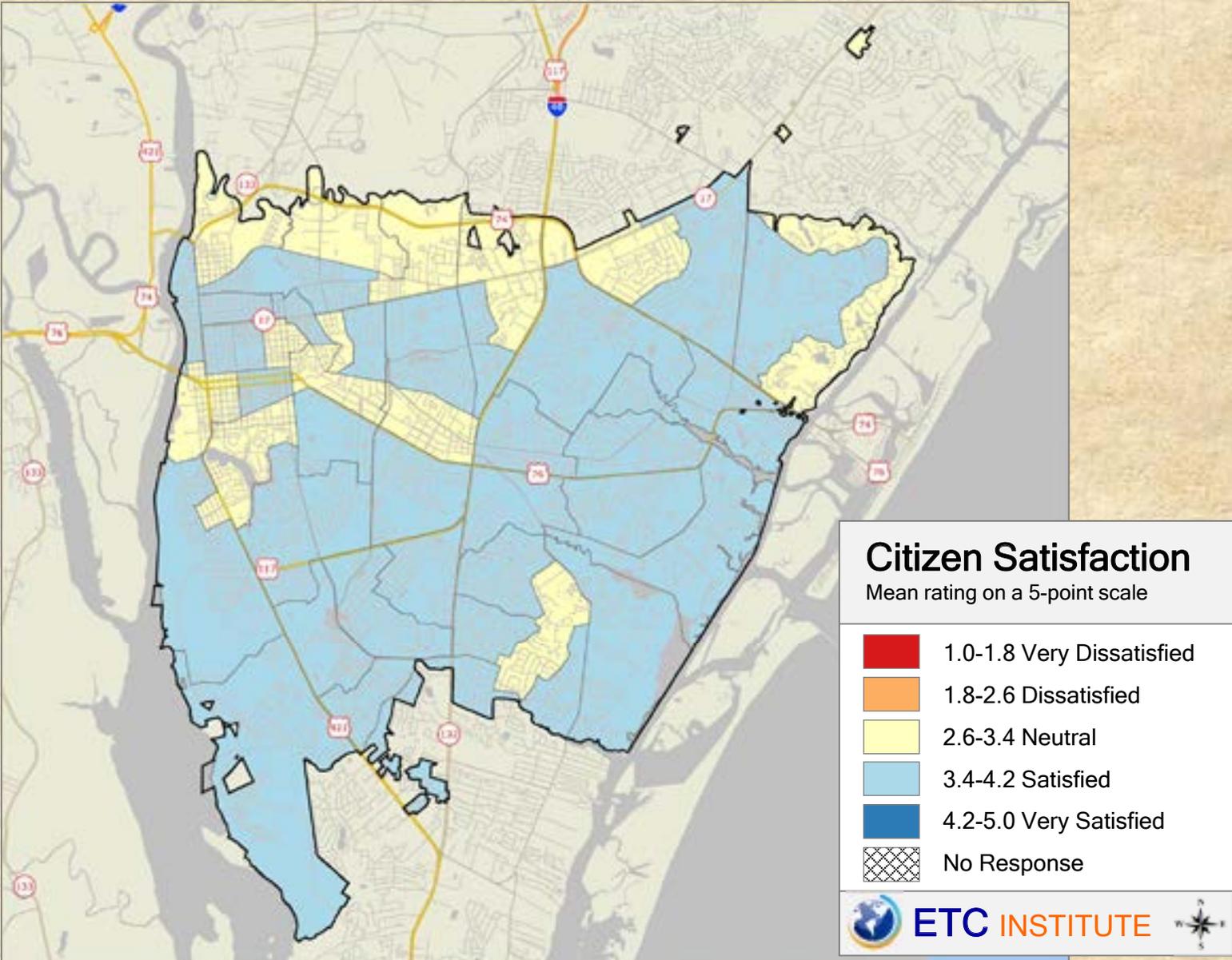
# Q1-10 Satisfaction with overall quality of trash, recycling, and yard waste collection services



## 2019 City of Wilmington Community Survey

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

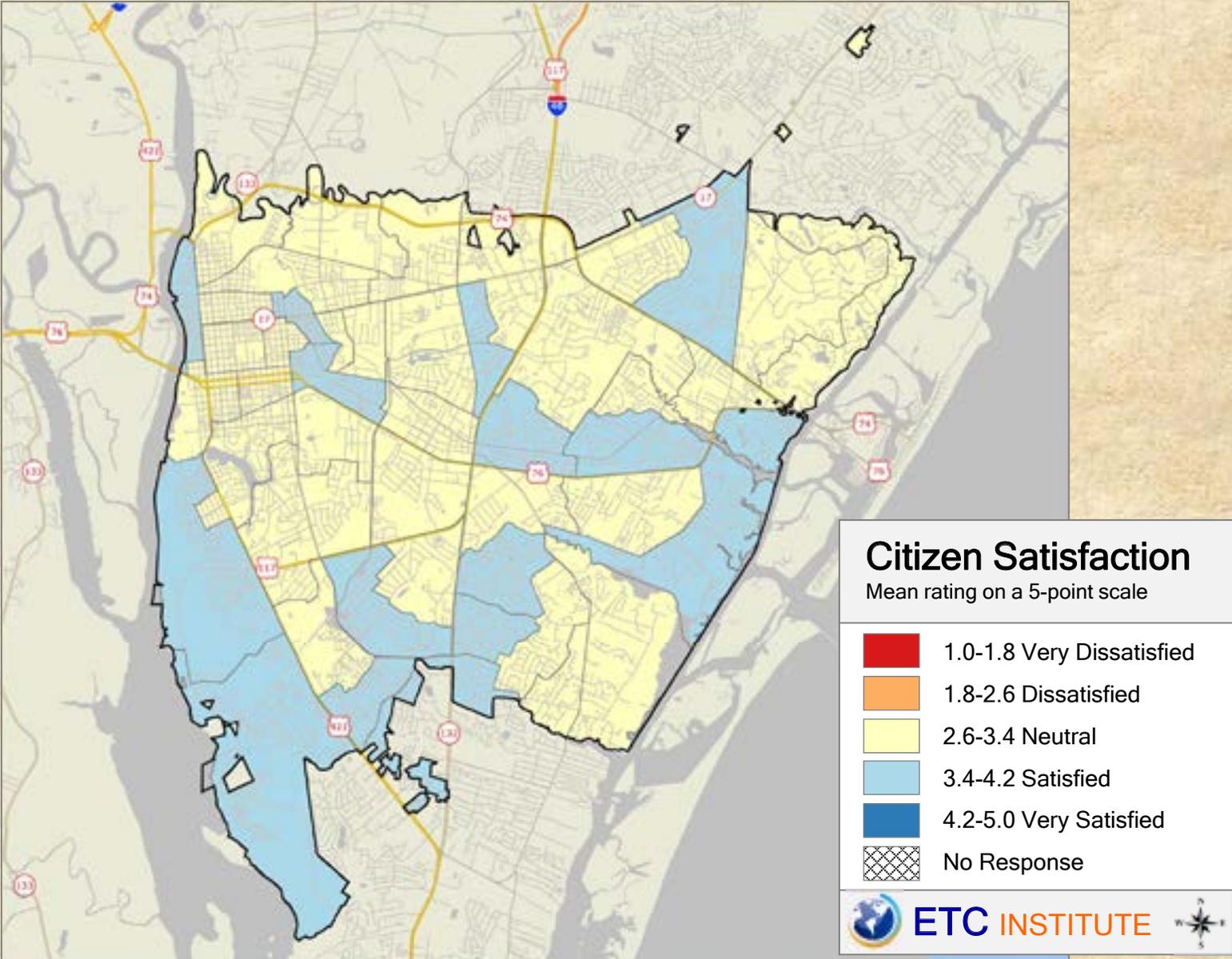
### Q3-1 Satisfaction with overall quality of services provided by the City



### 2019 City of Wilmington Community Survey

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

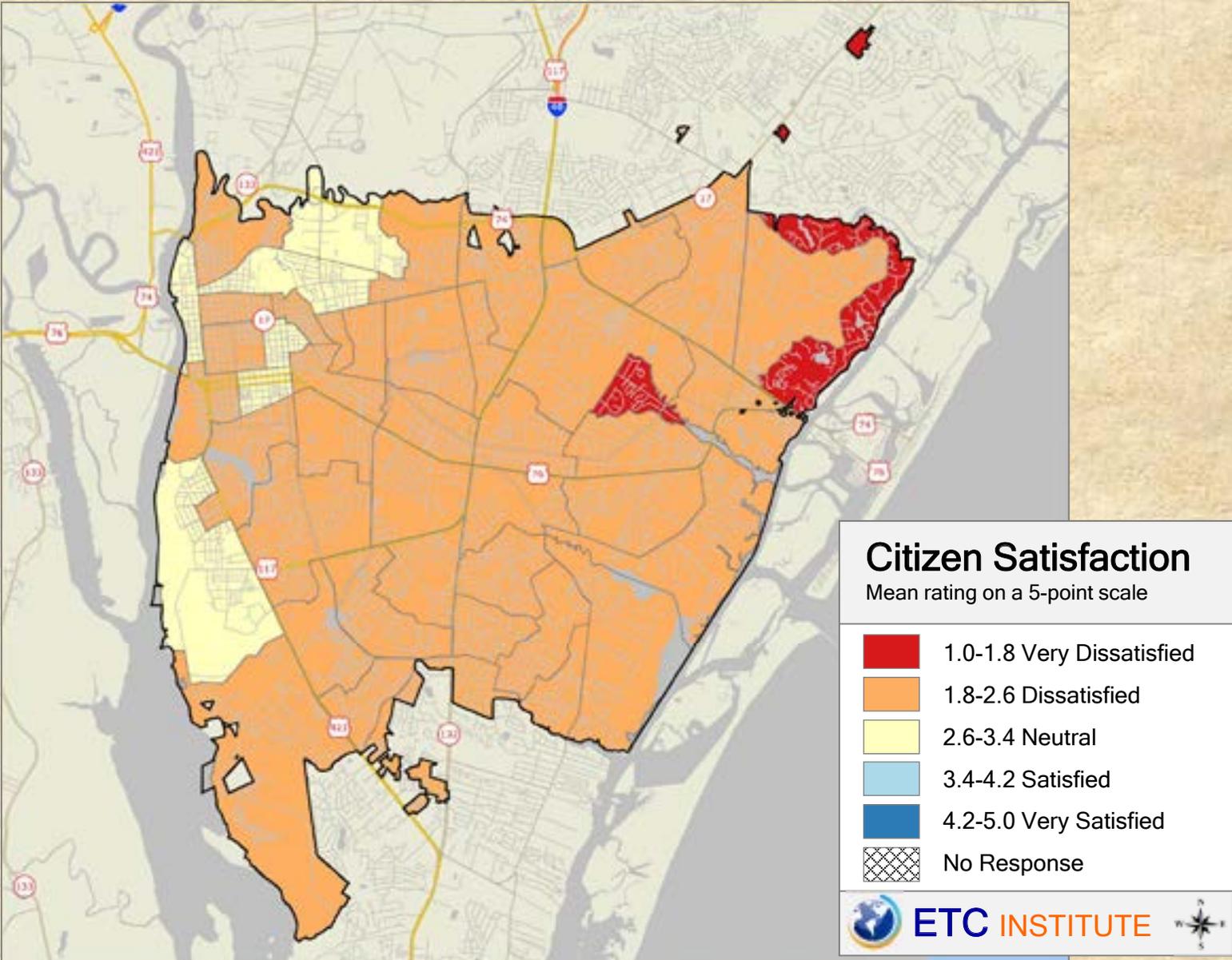
### Q3-2 Satisfaction with appearance of the City



### 2019 City of Wilmington Community Survey

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

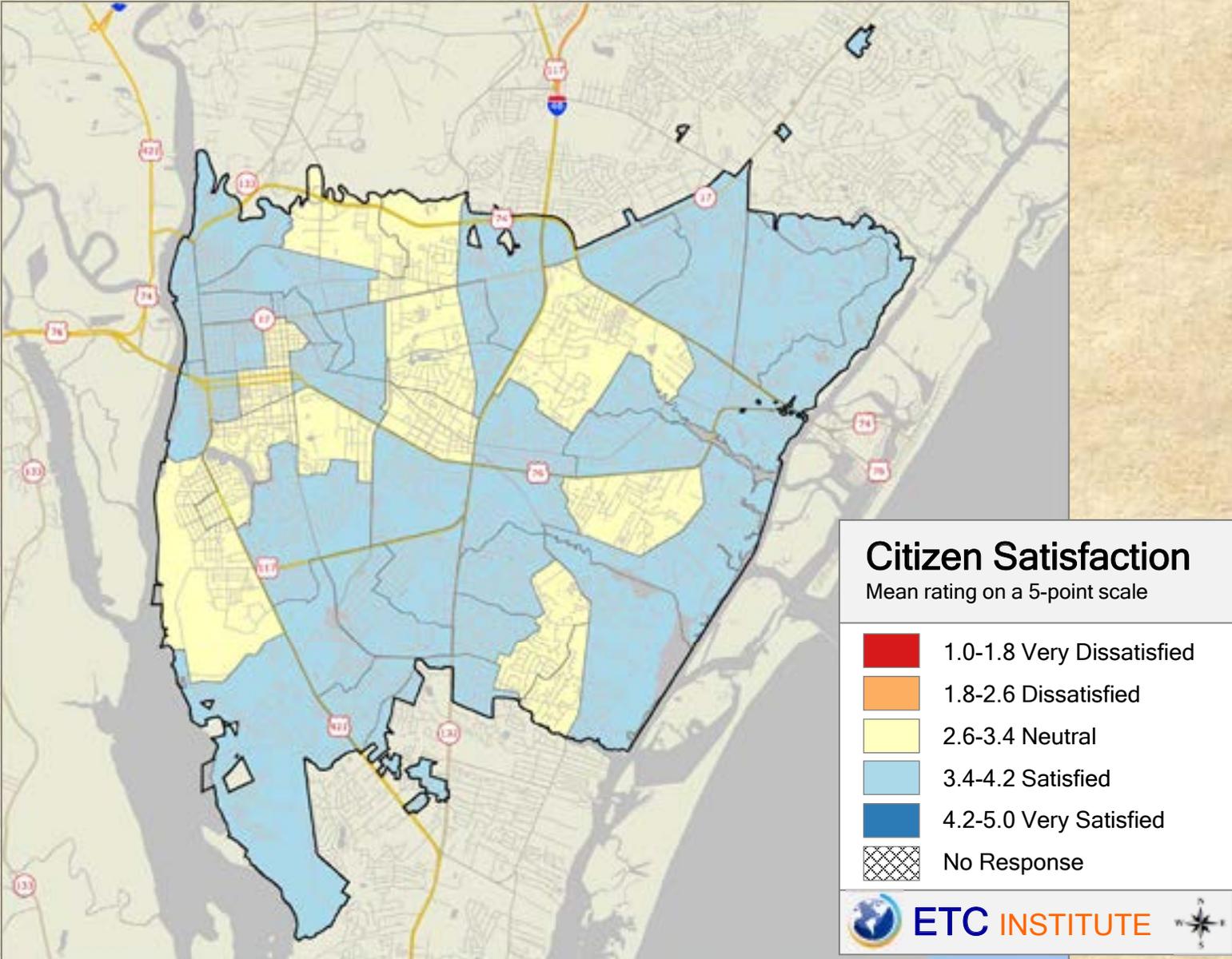
### Q3-3 Satisfaction with how well the City is planning for growth



### 2019 City of Wilmington Community Survey

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

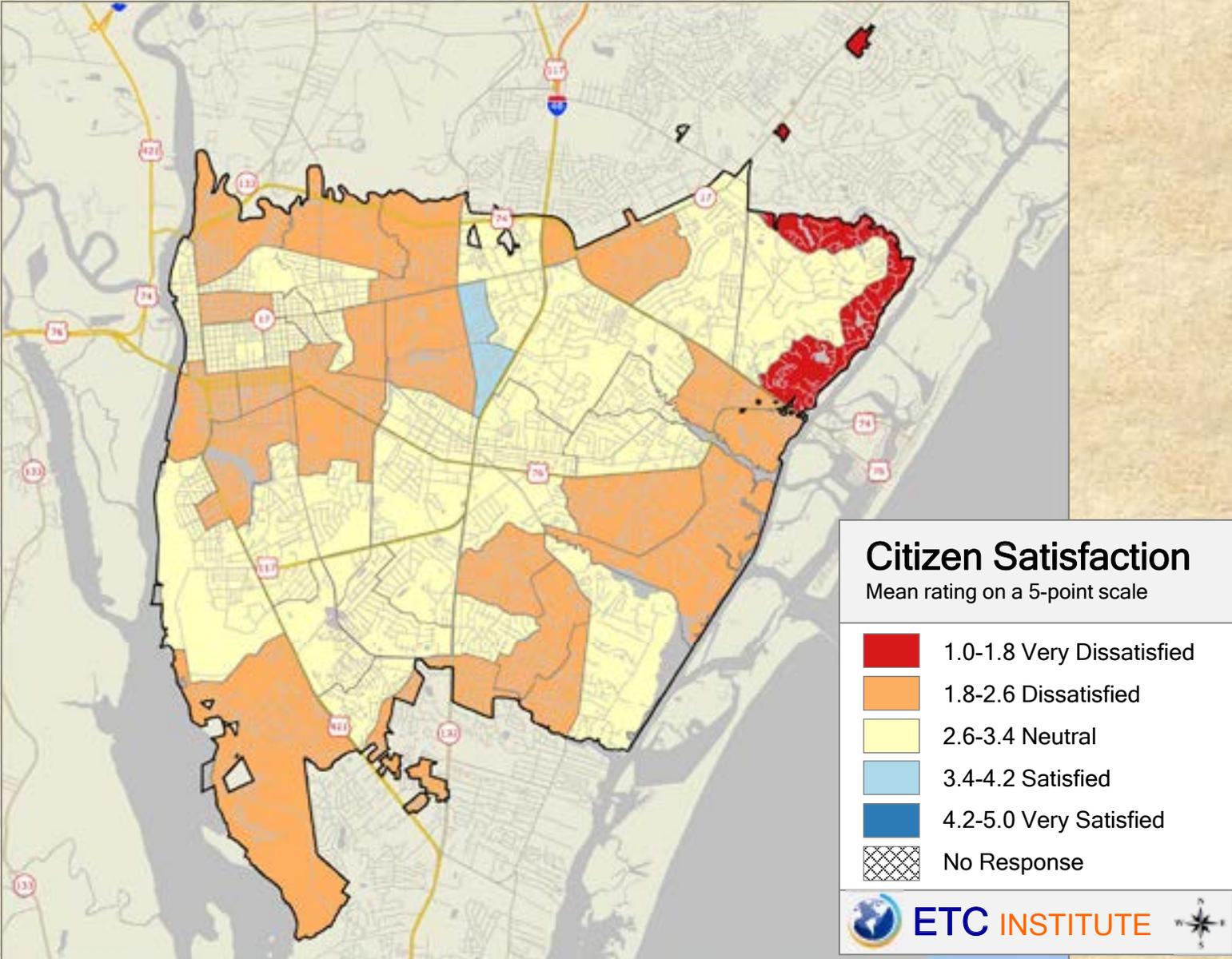
# Q3-4 Satisfaction with overall quality of life in the City



## 2019 City of Wilmington Community Survey

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

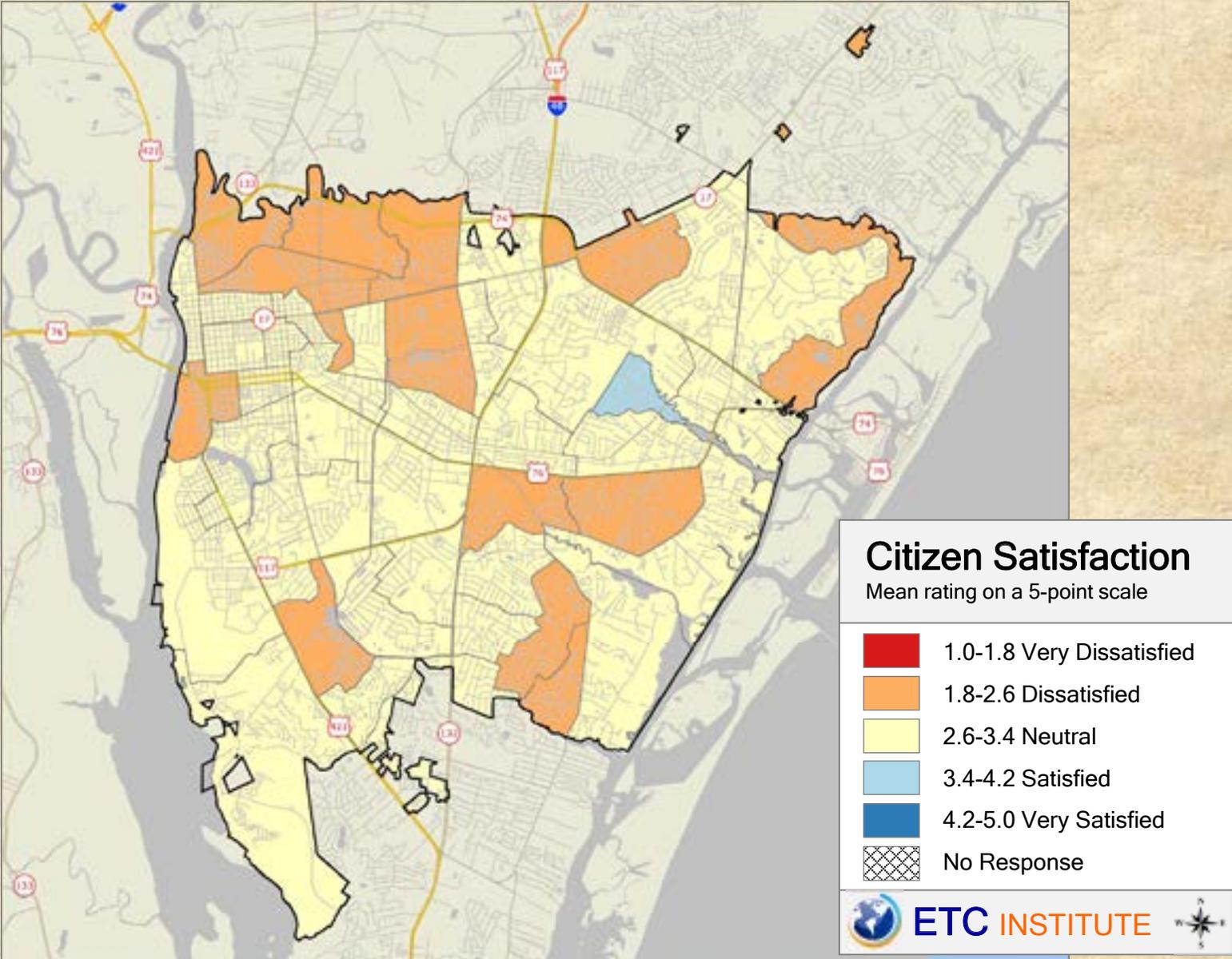
### Q3-5 Satisfaction with availability of job opportunities



### 2019 City of Wilmington Community Survey

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

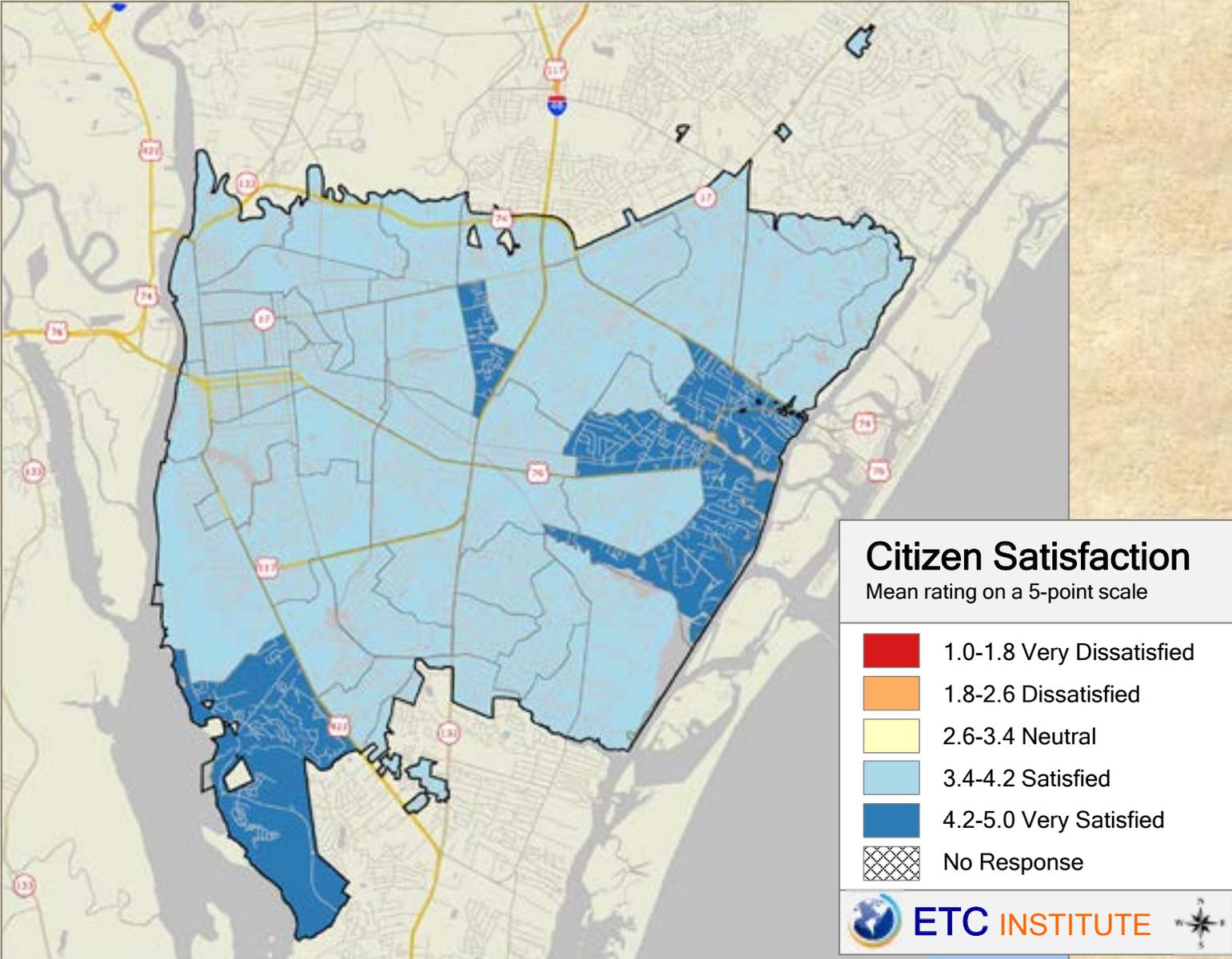
### Q3-6 Satisfaction with overall value received for City taxes and fees



### 2019 City of Wilmington Community Survey

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

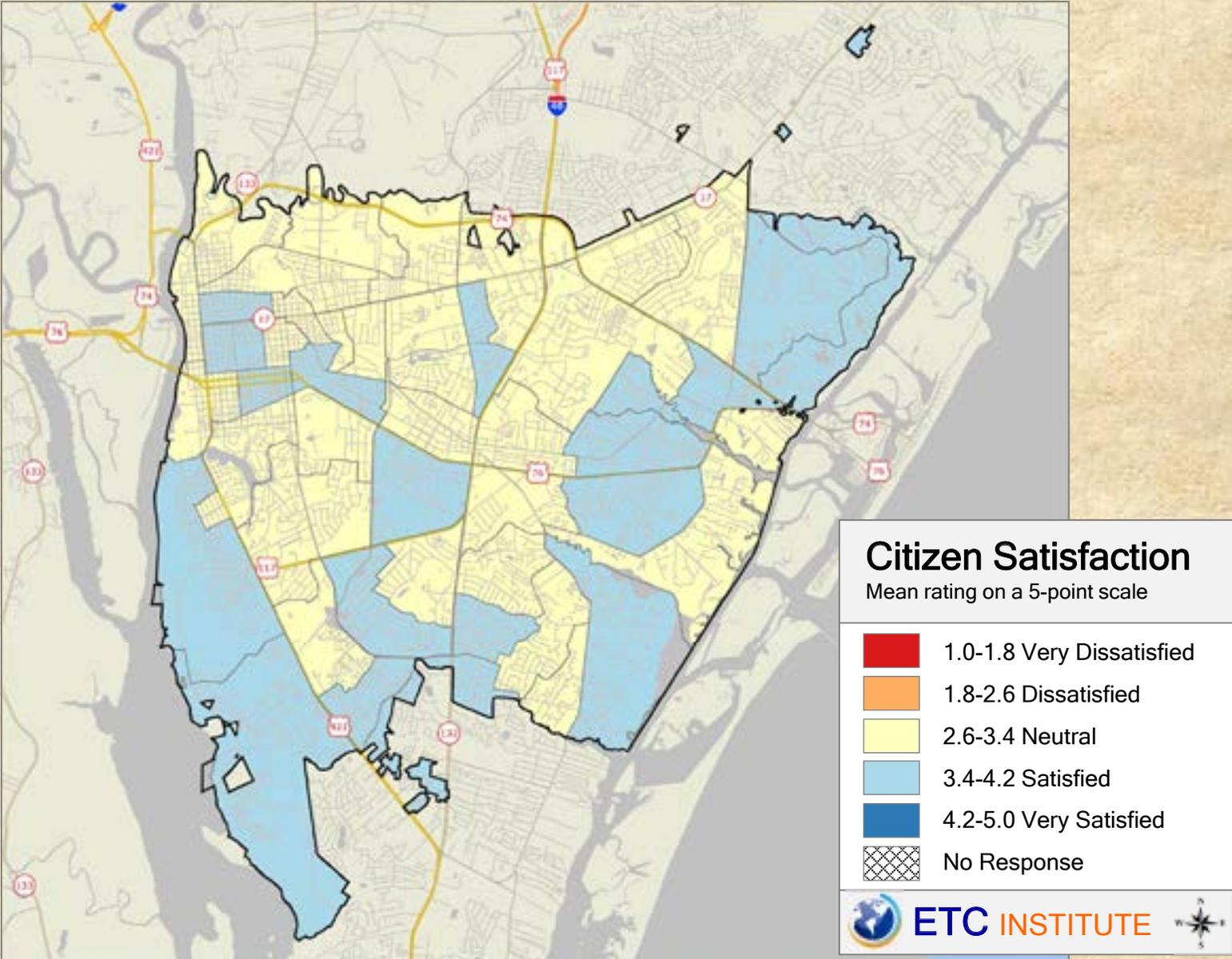
# Q4-1 Satisfaction with City efforts to prevent fires



## 2019 City of Wilmington Community Survey

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

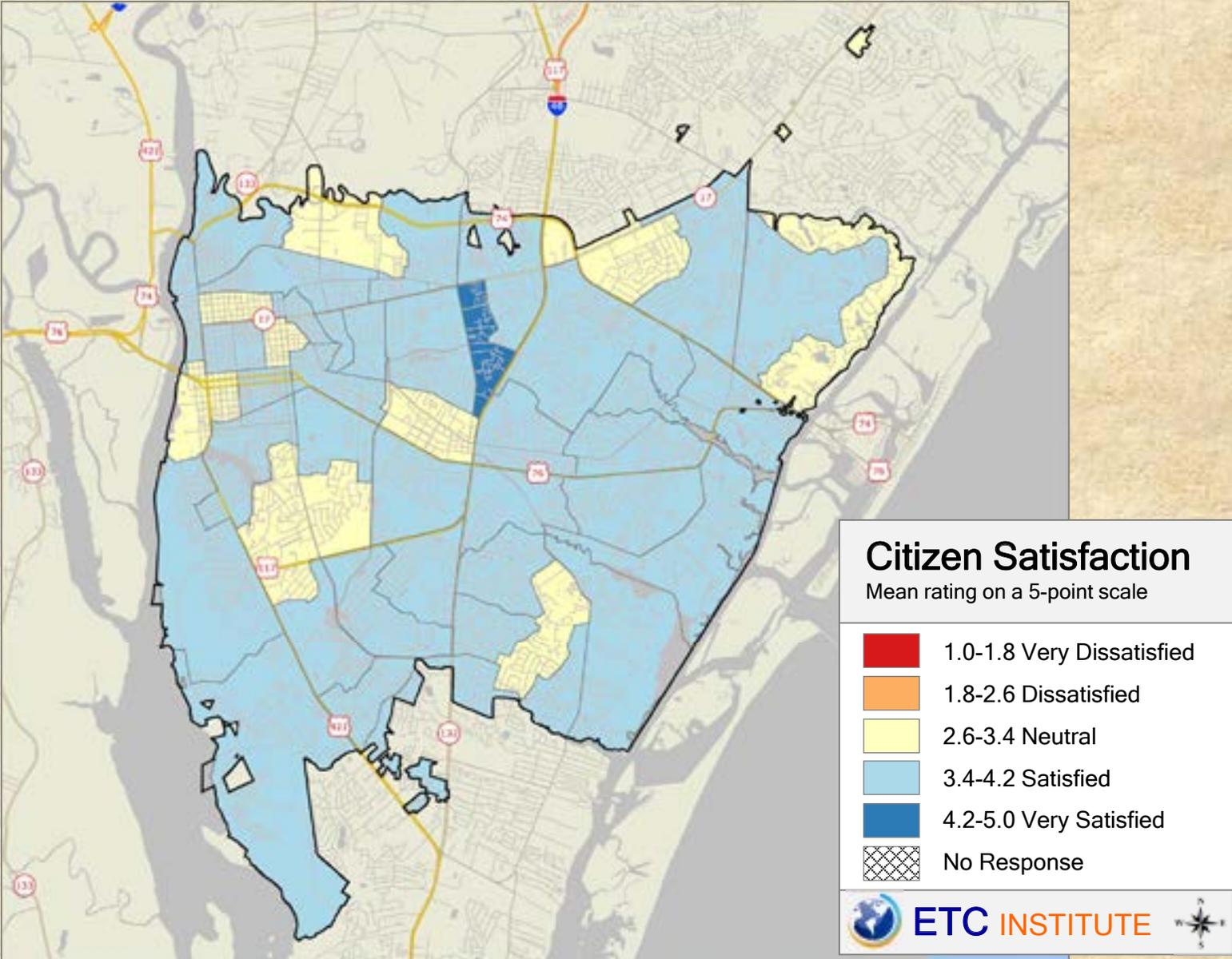
# Q4-2 Satisfaction with enforcement of local traffic laws



## 2019 City of Wilmington Community Survey

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

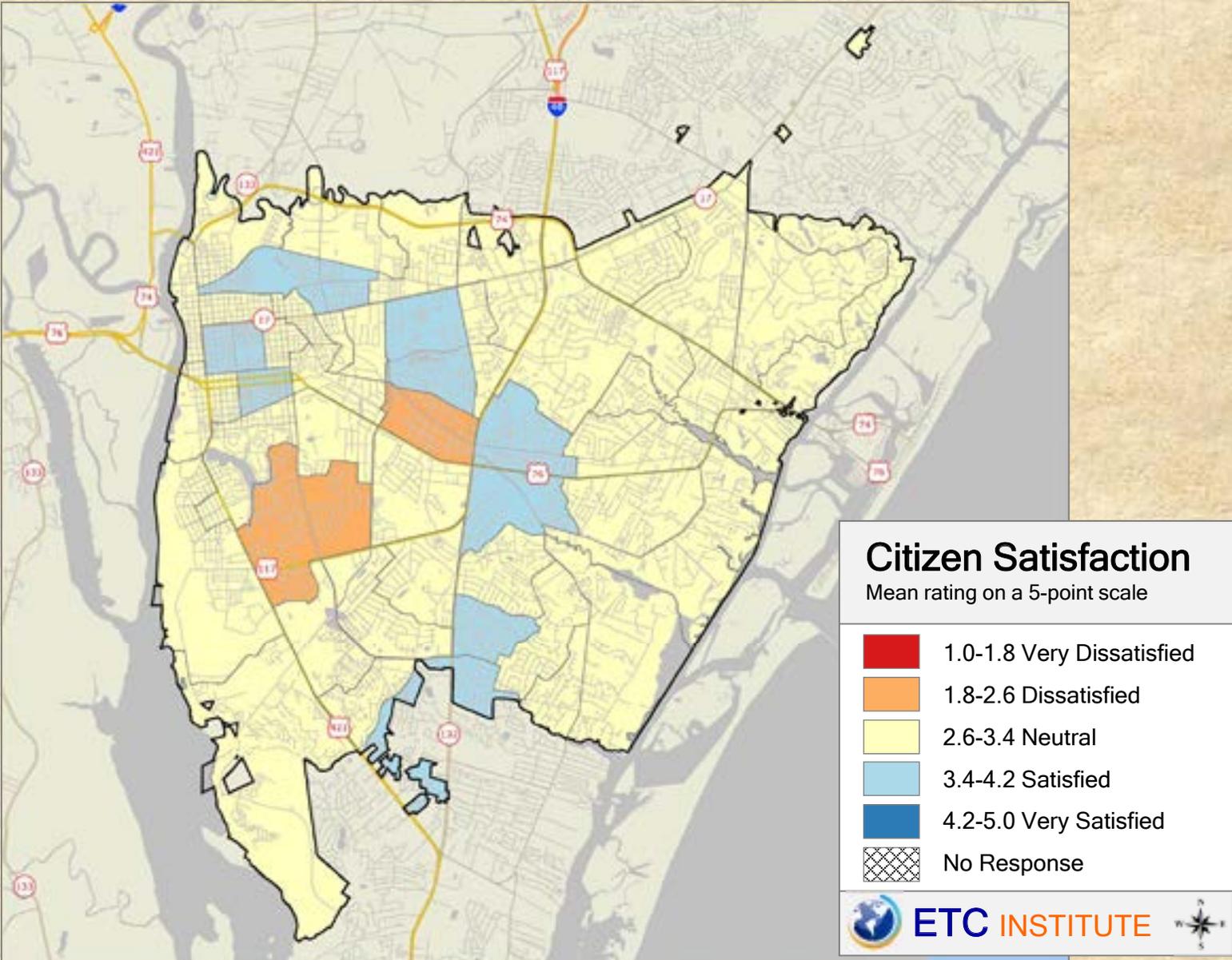
### Q4-3 Satisfaction with how quickly police respond to emergencies



**2019 City of Wilmington Community Survey**

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

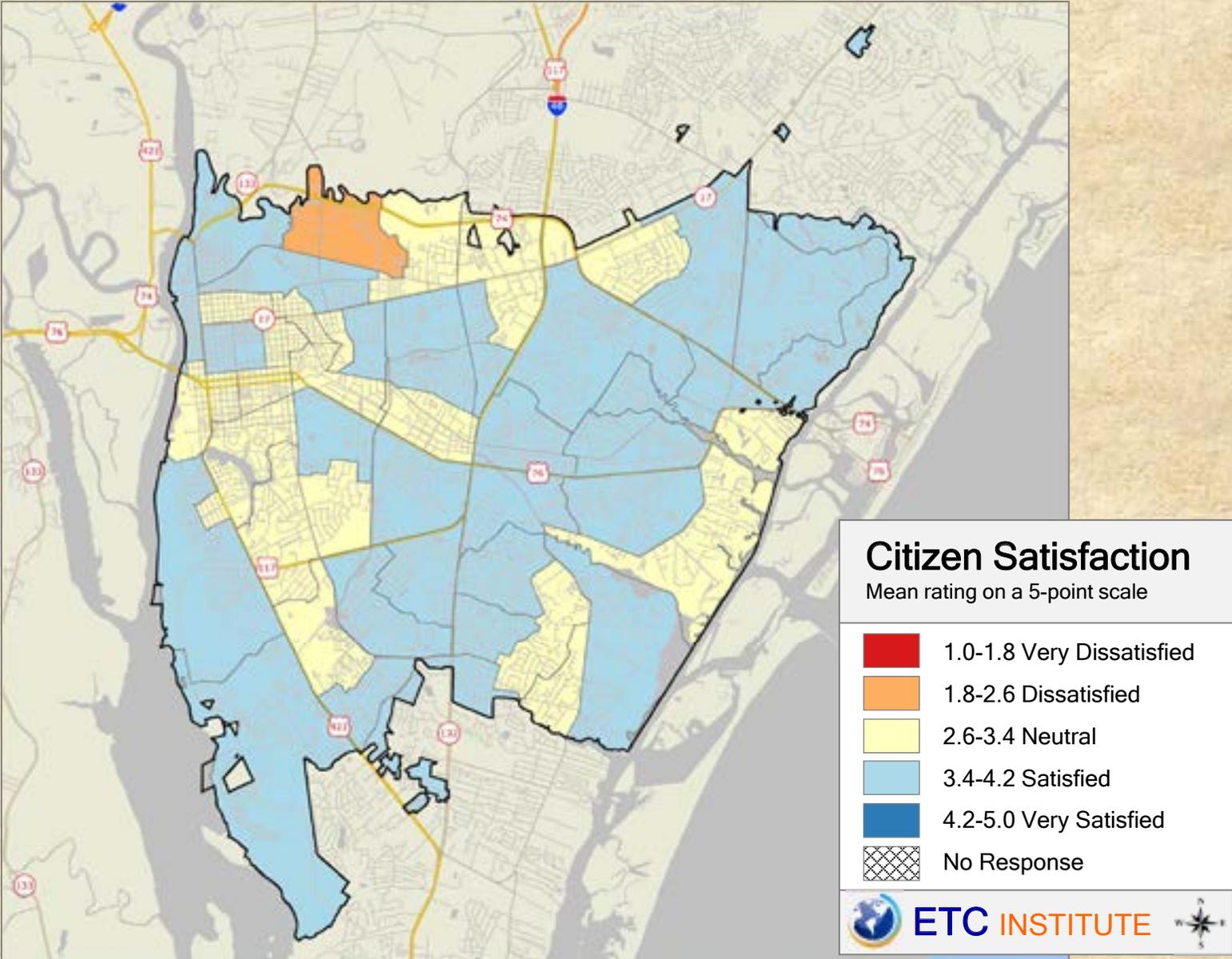
# Q4-4 Satisfaction with the frequency that police officers patrol neighborhoods



## 2019 City of Wilmington Community Survey

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

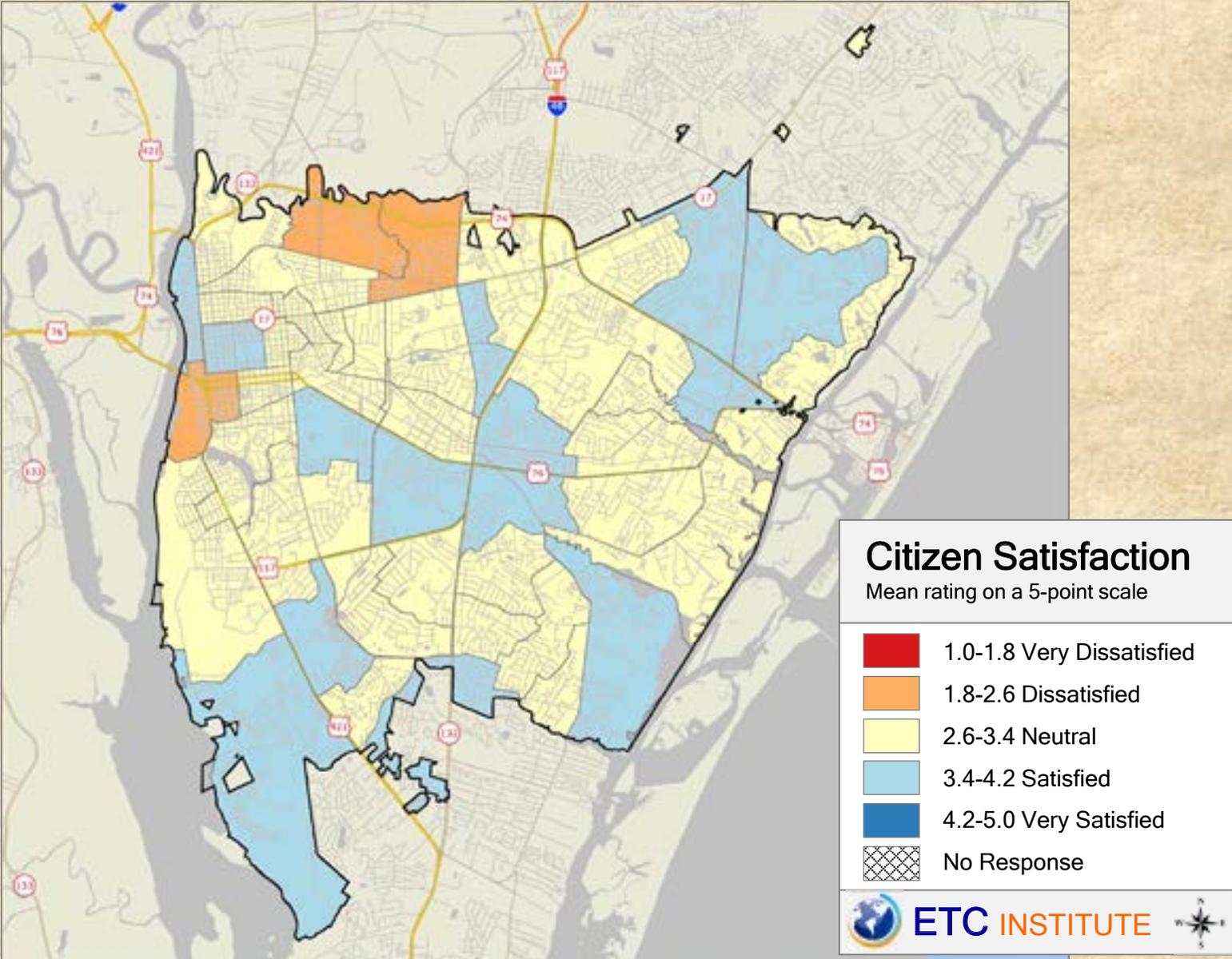
# Q4-5 Satisfaction with overall police relationship with the community



## 2019 City of Wilmington Community Survey

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

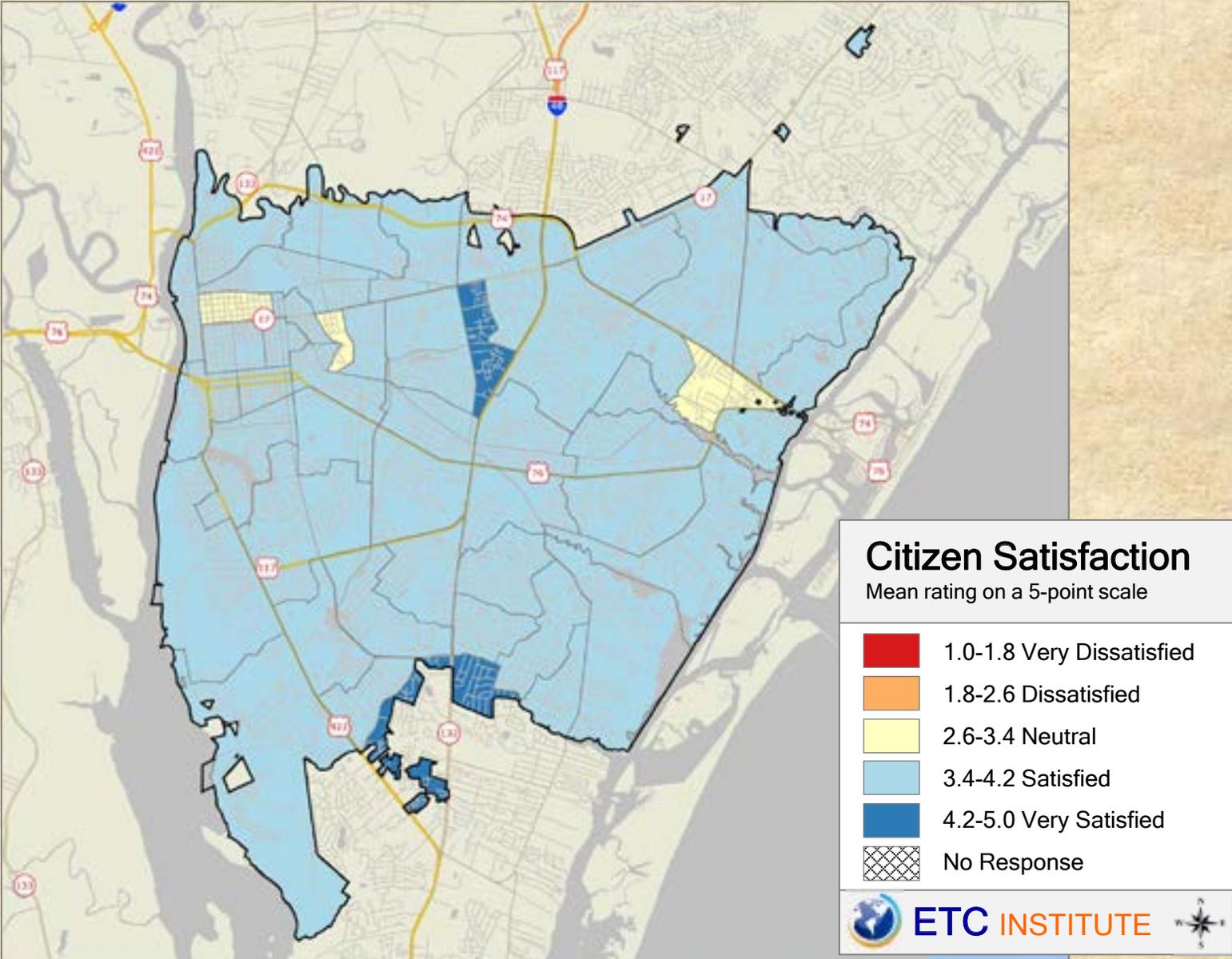
# Q4-6 Satisfaction with City efforts to prevent crimes



## 2019 City of Wilmington Community Survey

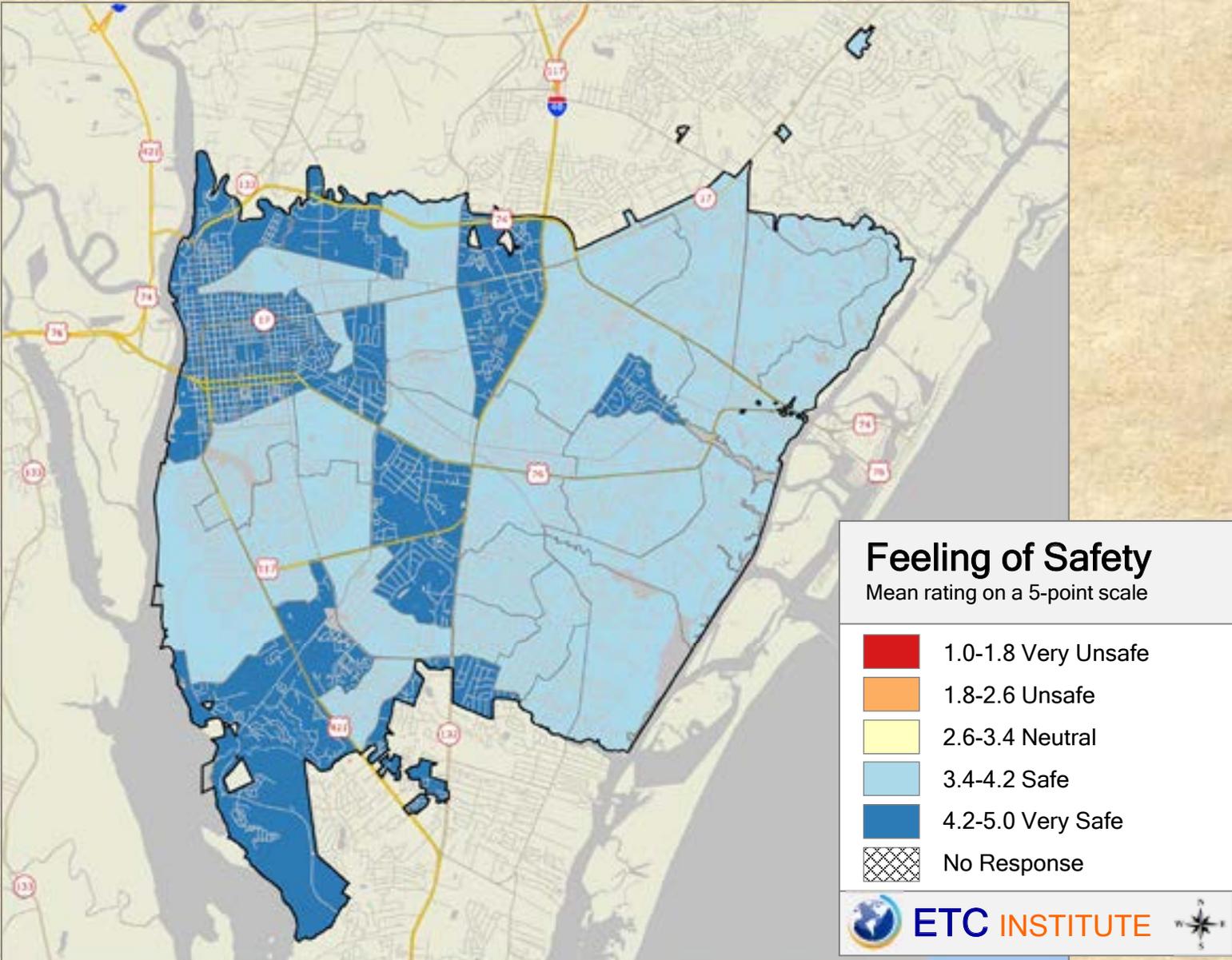
Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q4-7 Satisfaction with enforcement of fire codes



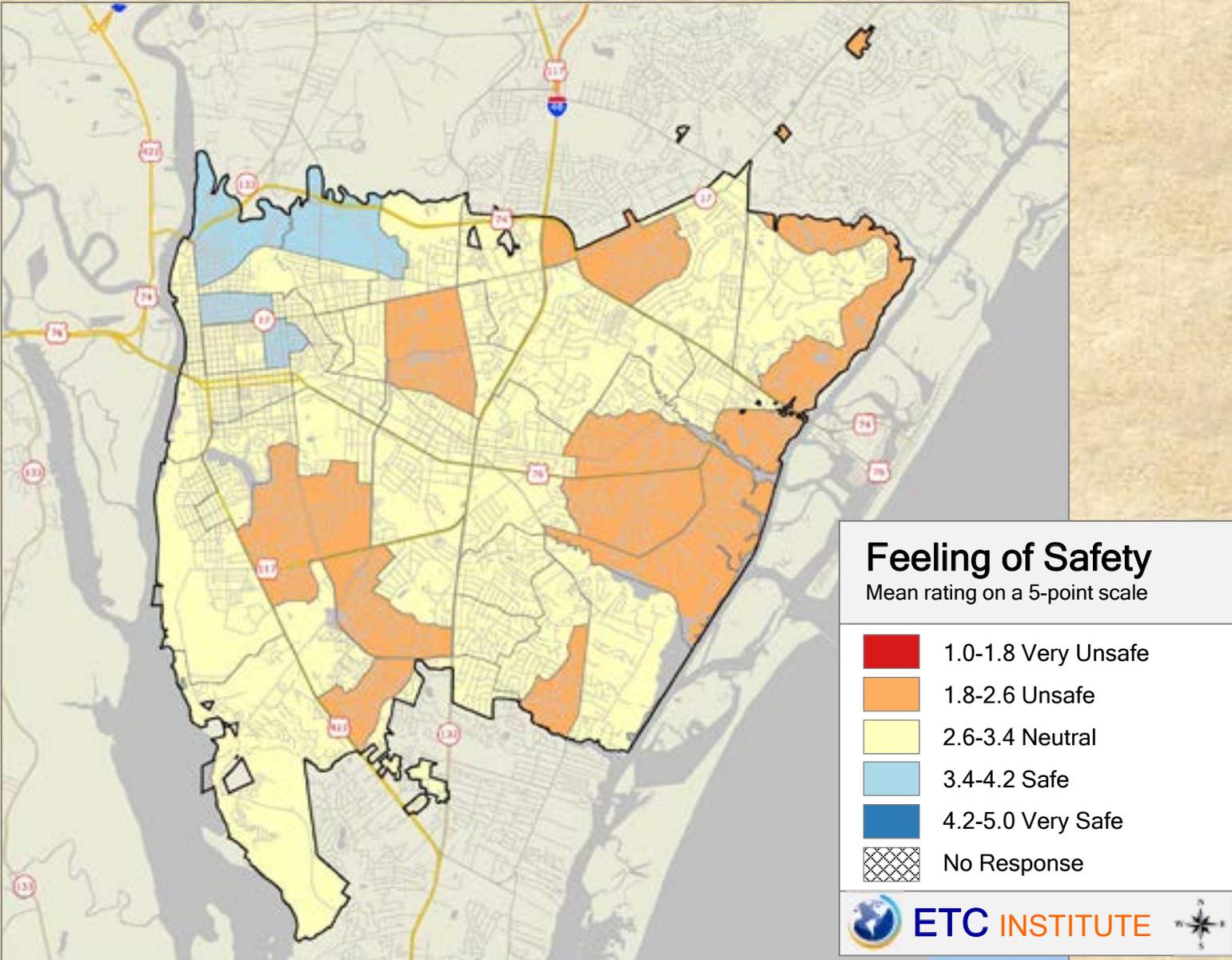
**2019 City of Wilmington Community Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q6-1 Feeling of safety in the downtown business district during the day



**2019 City of Wilmington Community Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

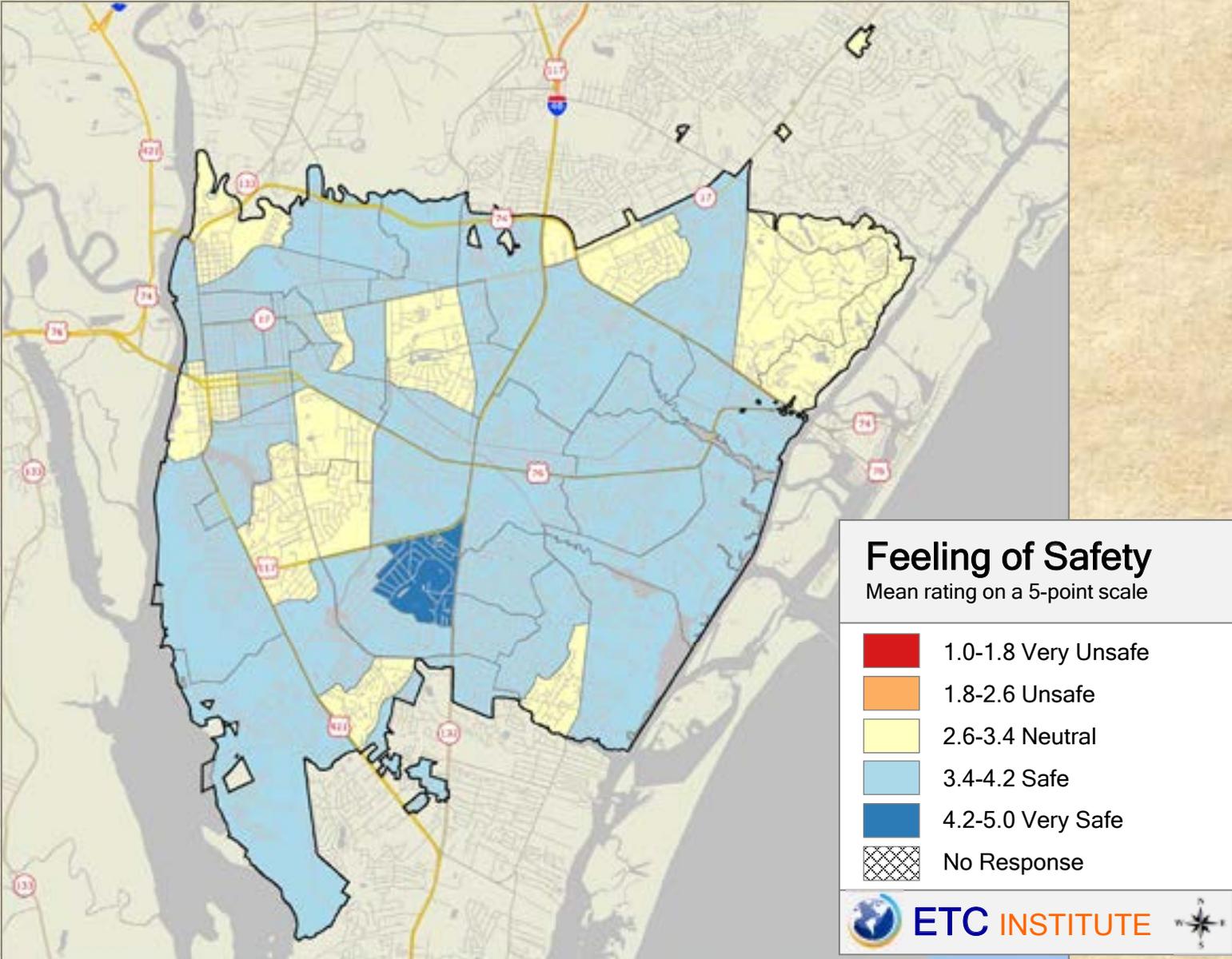
# Q6-2 Feeling of safety in the downtown business district at night



## 2019 City of Wilmington Community Survey

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

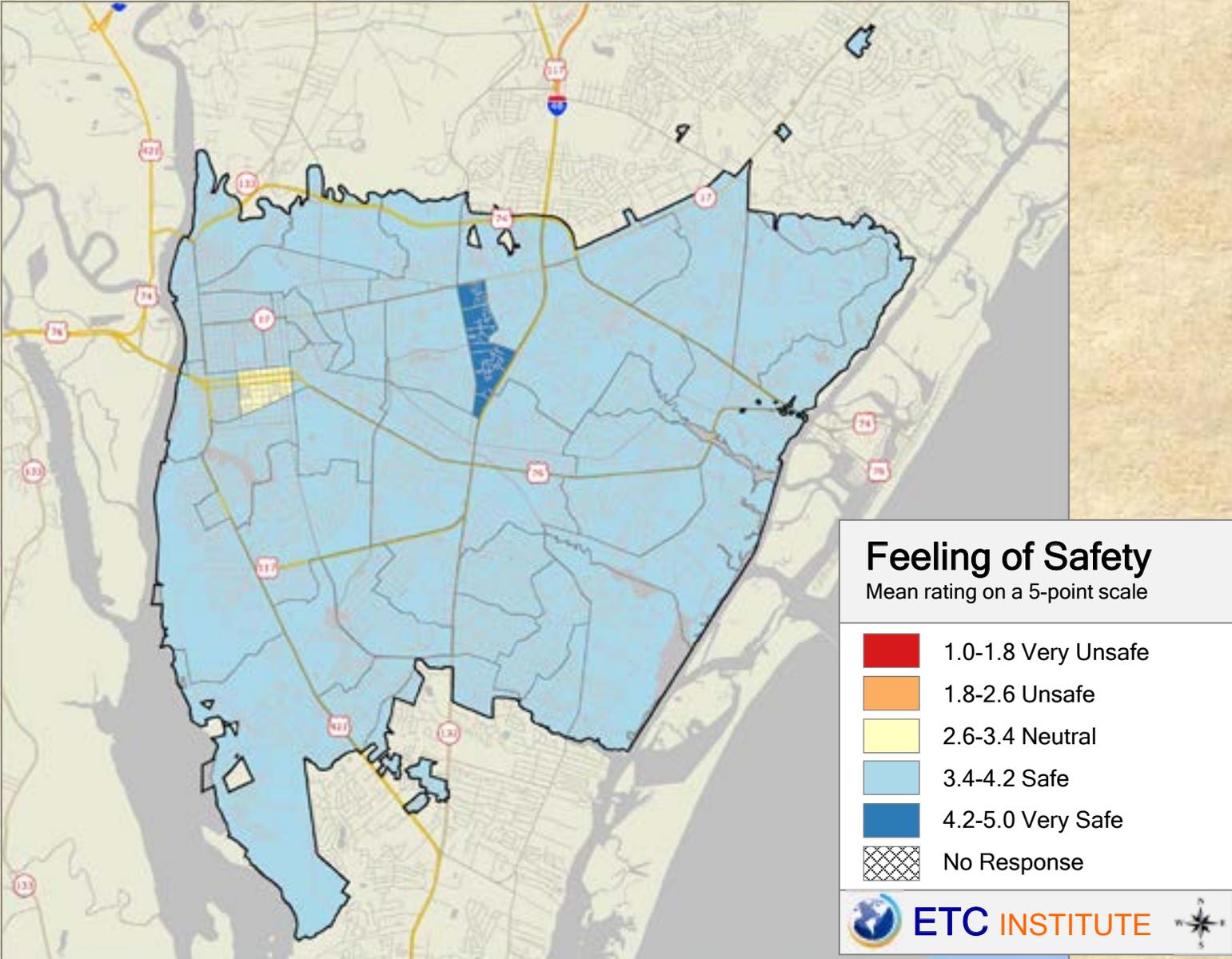
### Q6-3 Feeling of safety in City parks



### 2019 City of Wilmington Community Survey

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

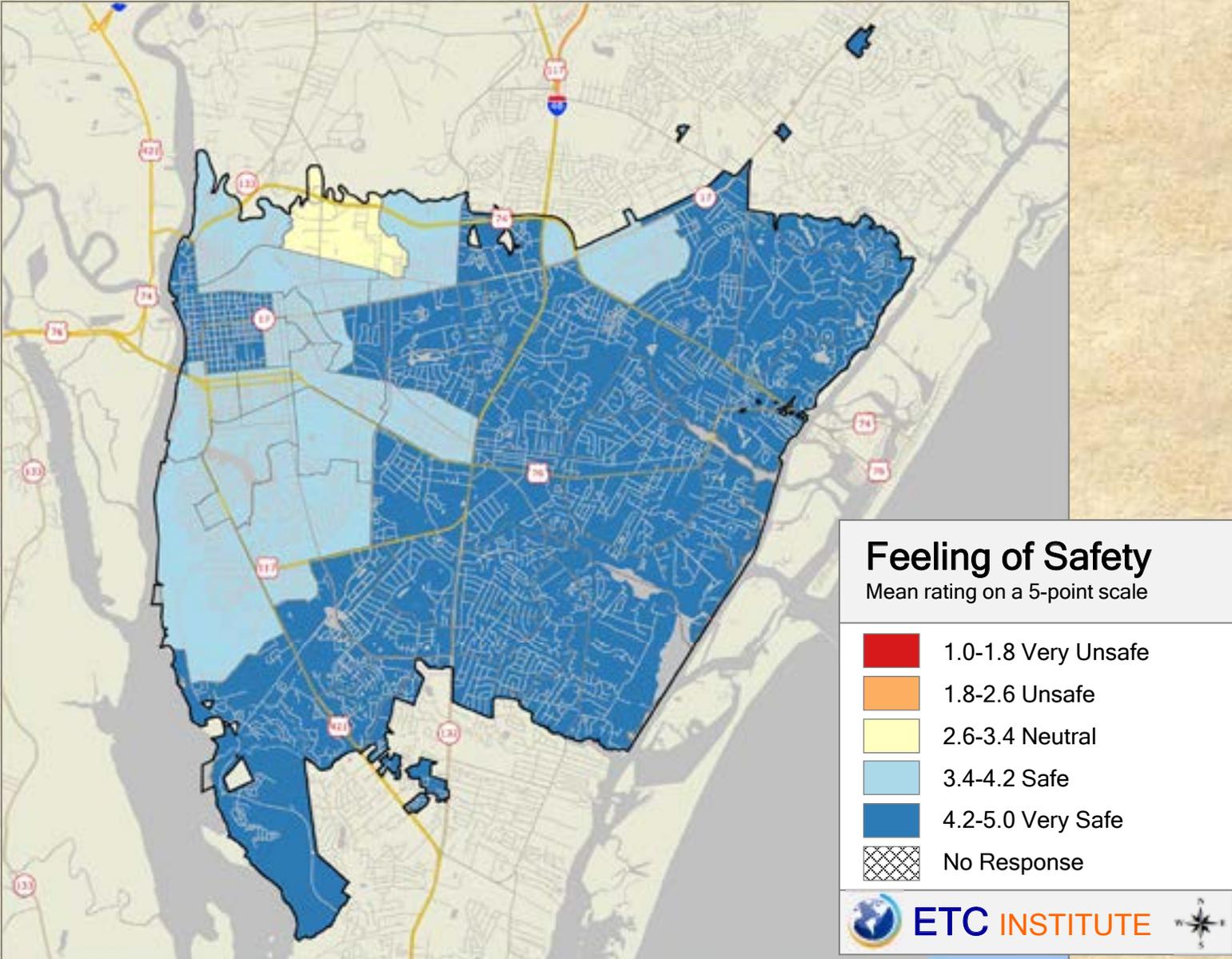
### Q6-4 Feeling of safety in shopping areas



### 2019 City of Wilmington Community Survey

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

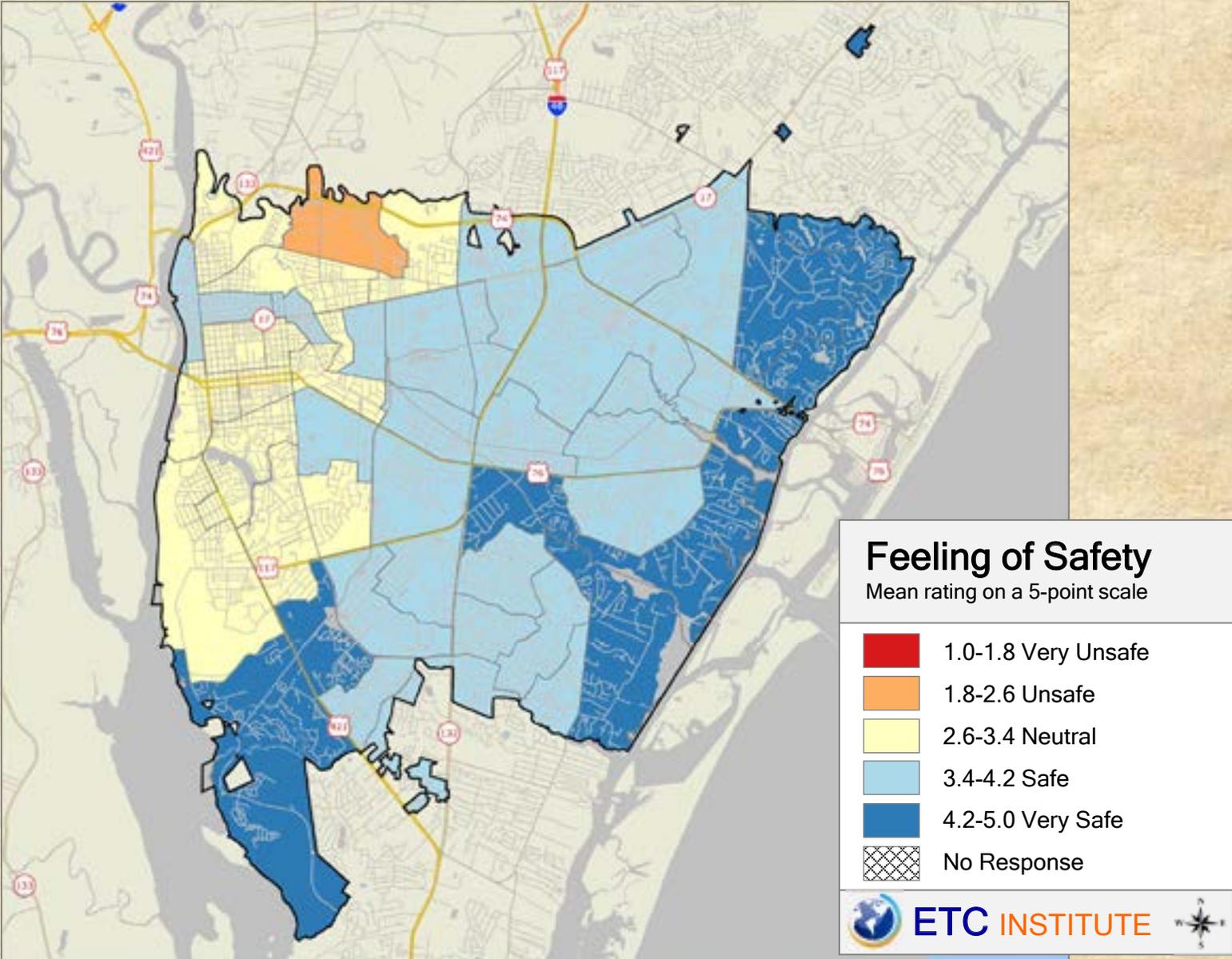
### Q6-5 Feeling of safety in neighborhoods during the day



### 2019 City of Wilmington Community Survey

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

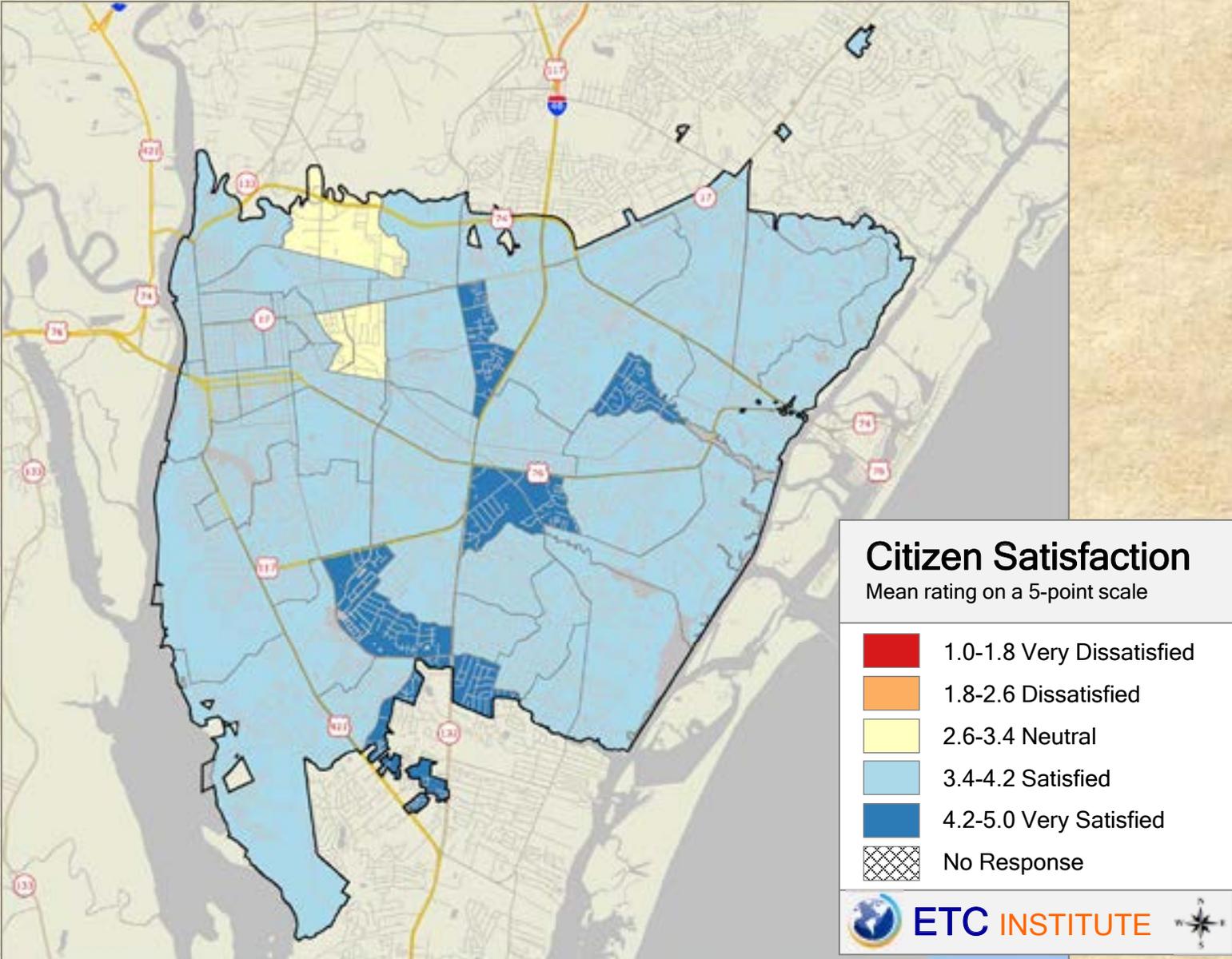
### Q6-6 Feeling of safety in neighborhoods at night



### 2019 City of Wilmington Community Survey

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

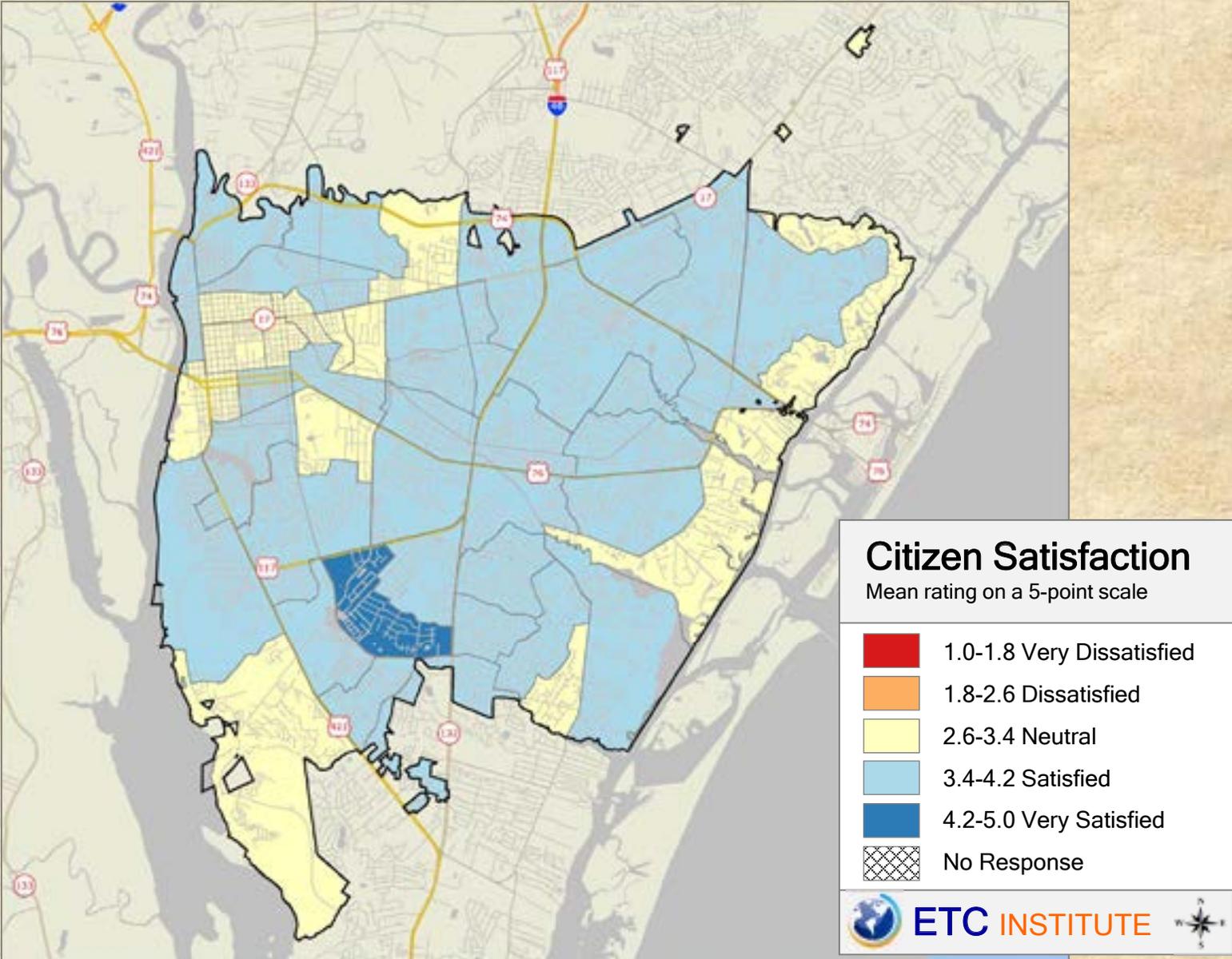
# Q7-01 Satisfaction with maintenance and appearance of existing City parks



## 2019 City of Wilmington Community Survey

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

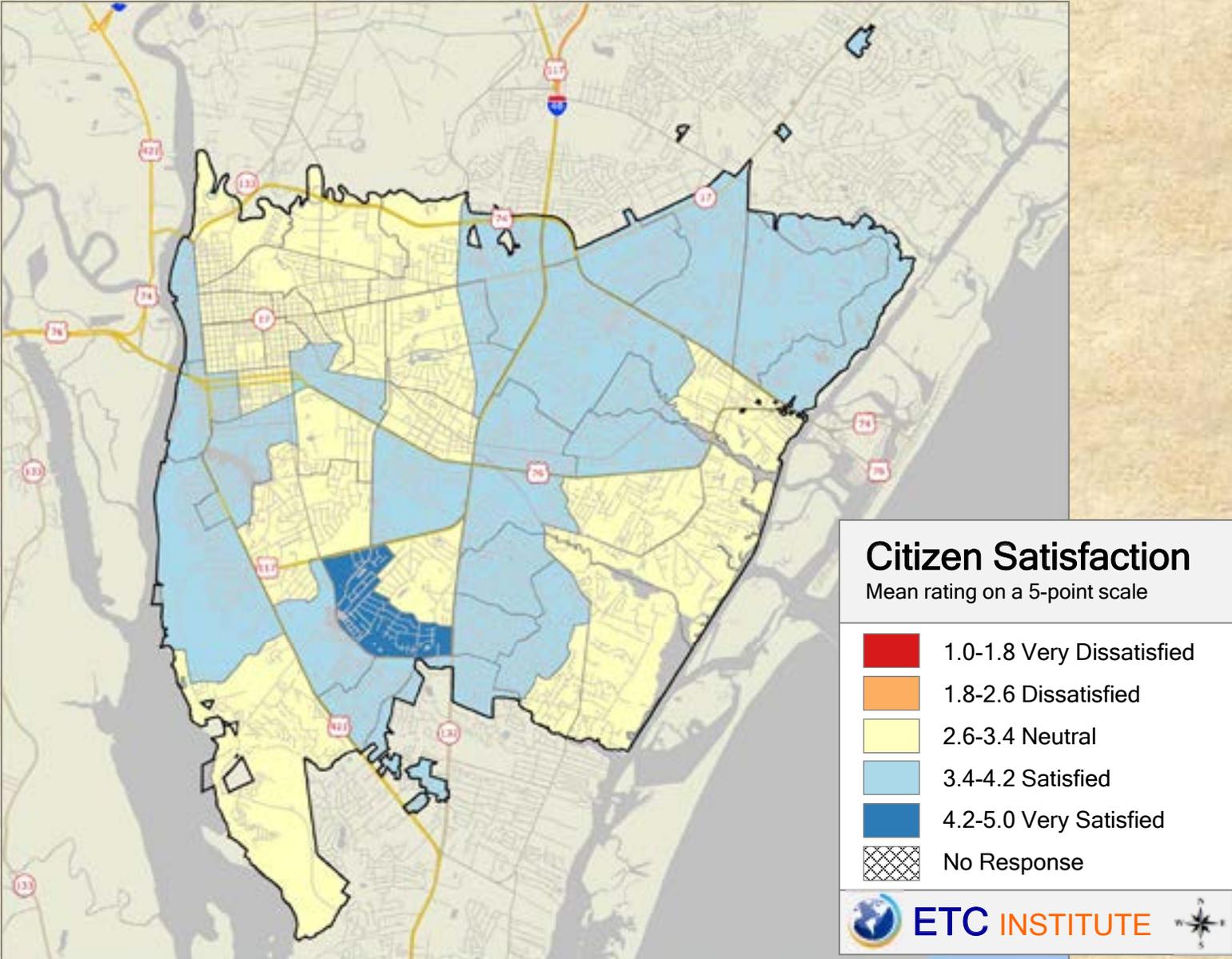
### Q7-02 Satisfaction with number of City parks



### 2019 City of Wilmington Community Survey

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

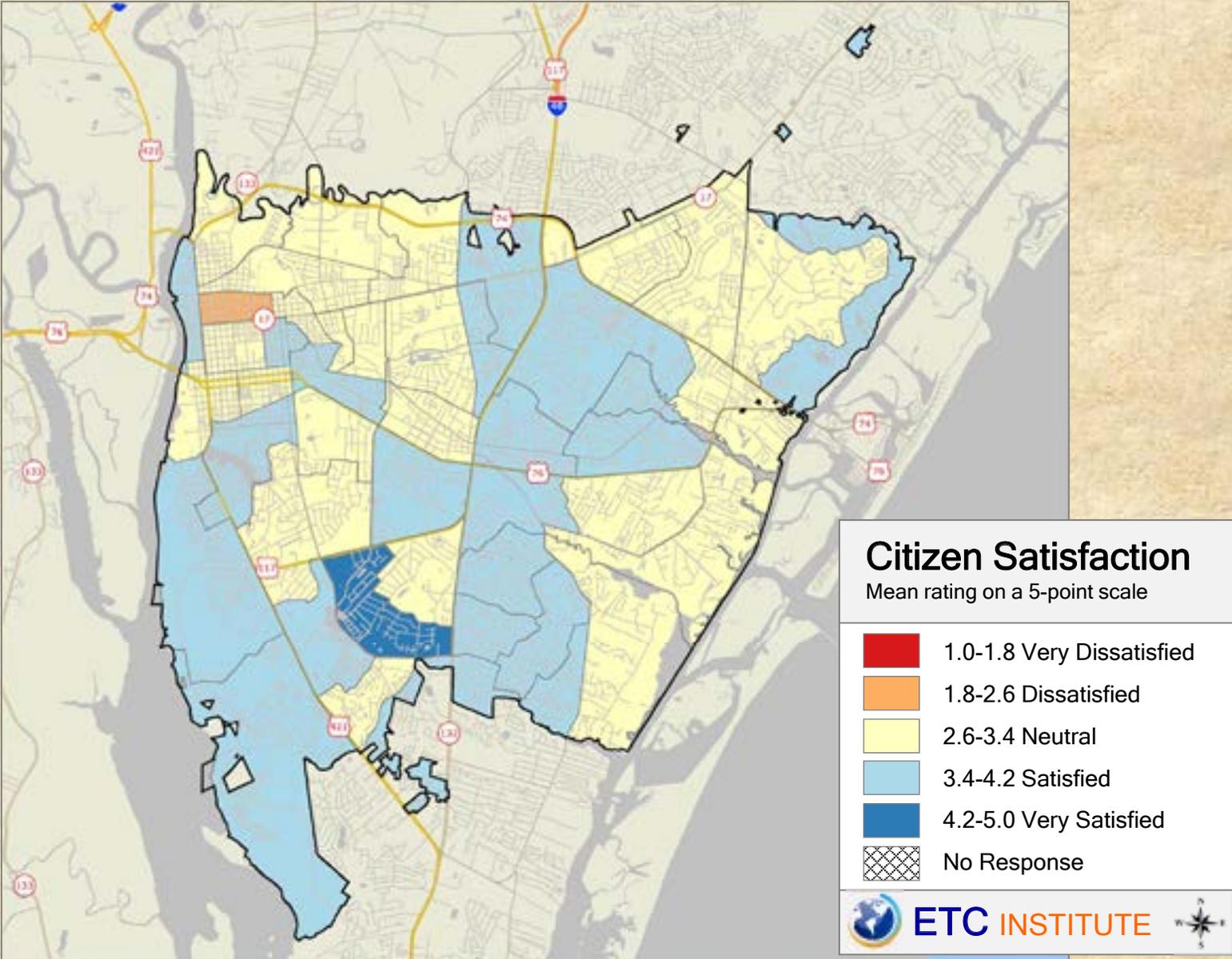
### Q7-03 Satisfaction with walking trails in the City



### 2019 City of Wilmington Community Survey

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

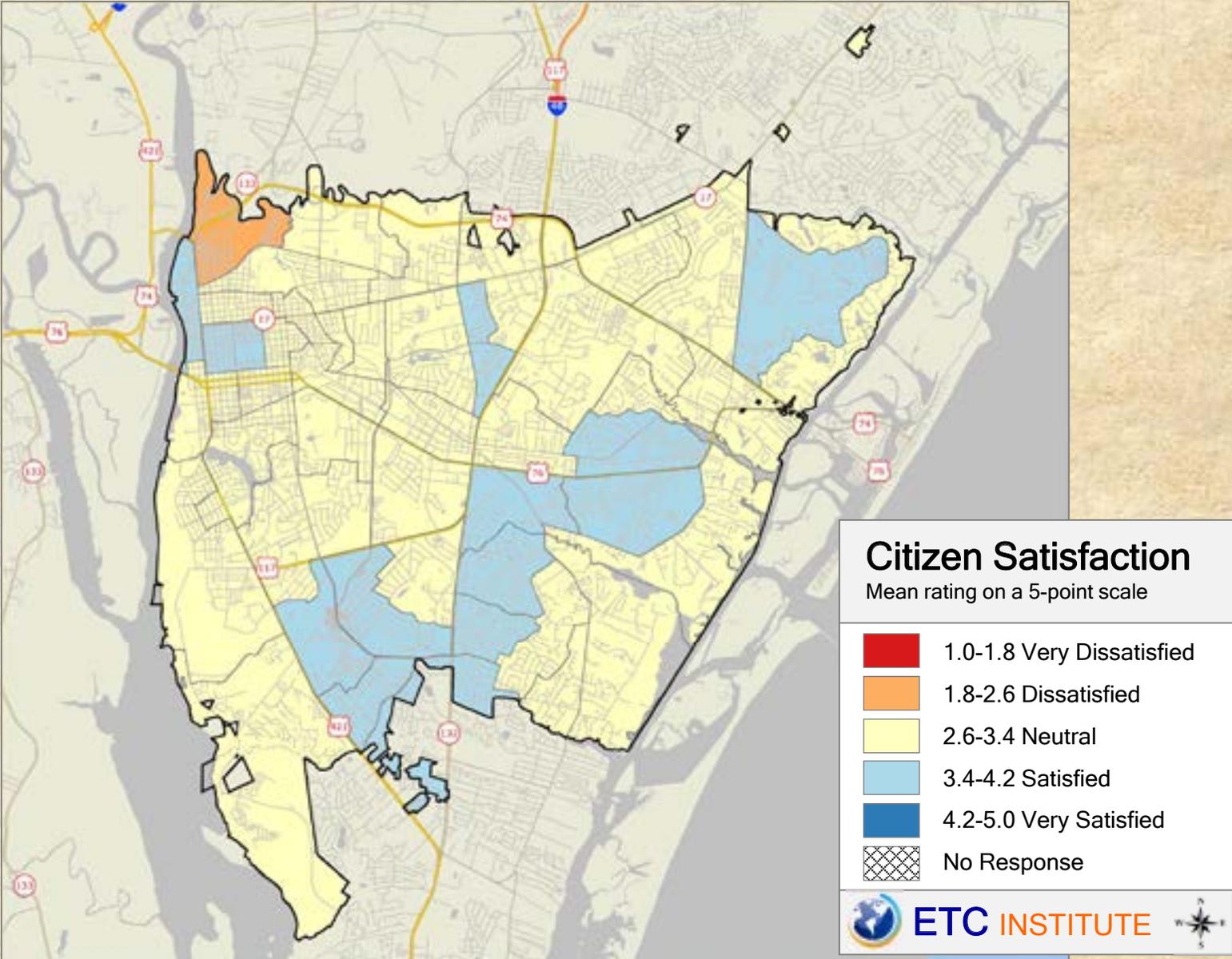
### Q7-04 Satisfaction with biking trails in the City



### 2019 City of Wilmington Community Survey

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

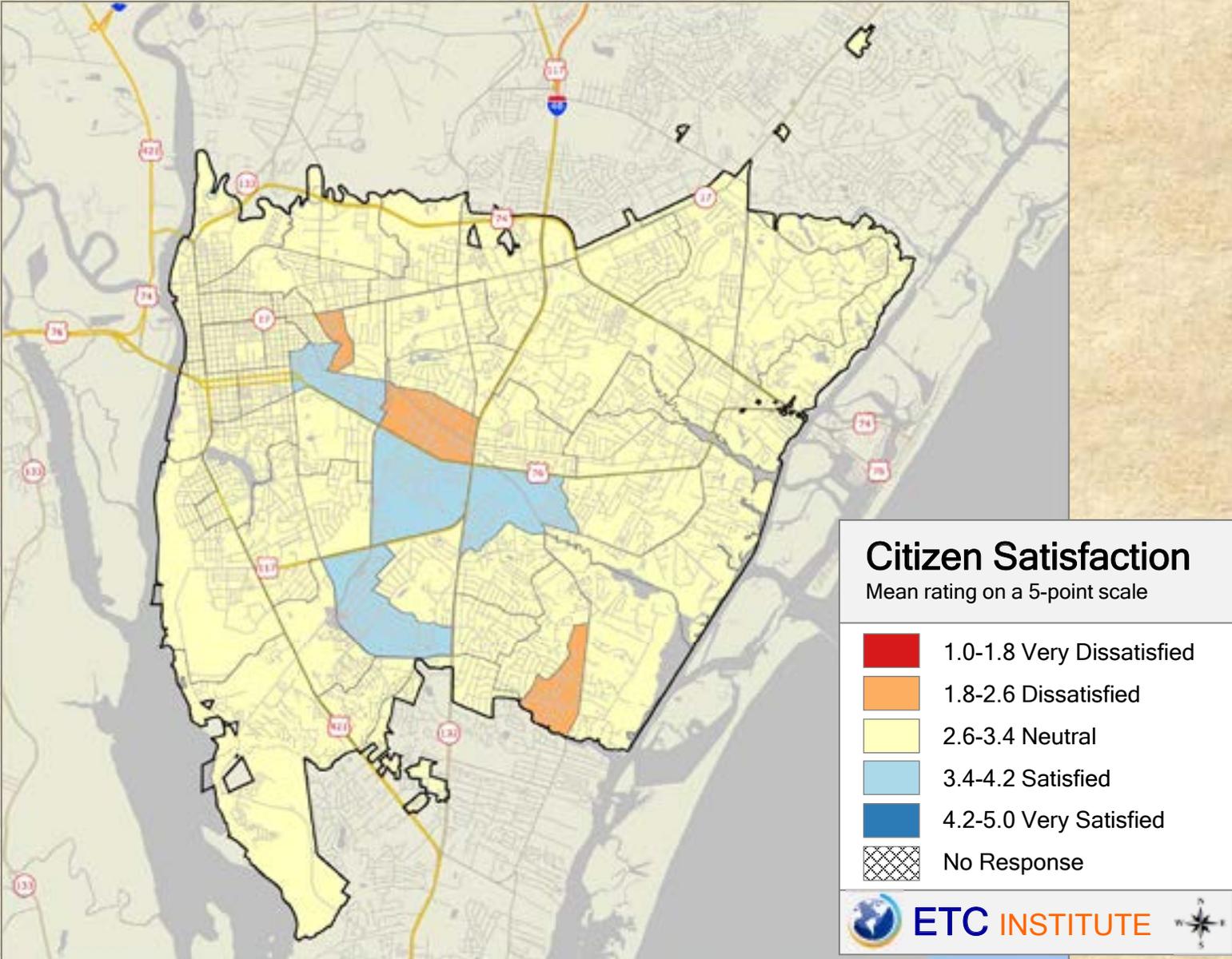
### Q7-05 Satisfaction with City recreation centers



### 2019 City of Wilmington Community Survey

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

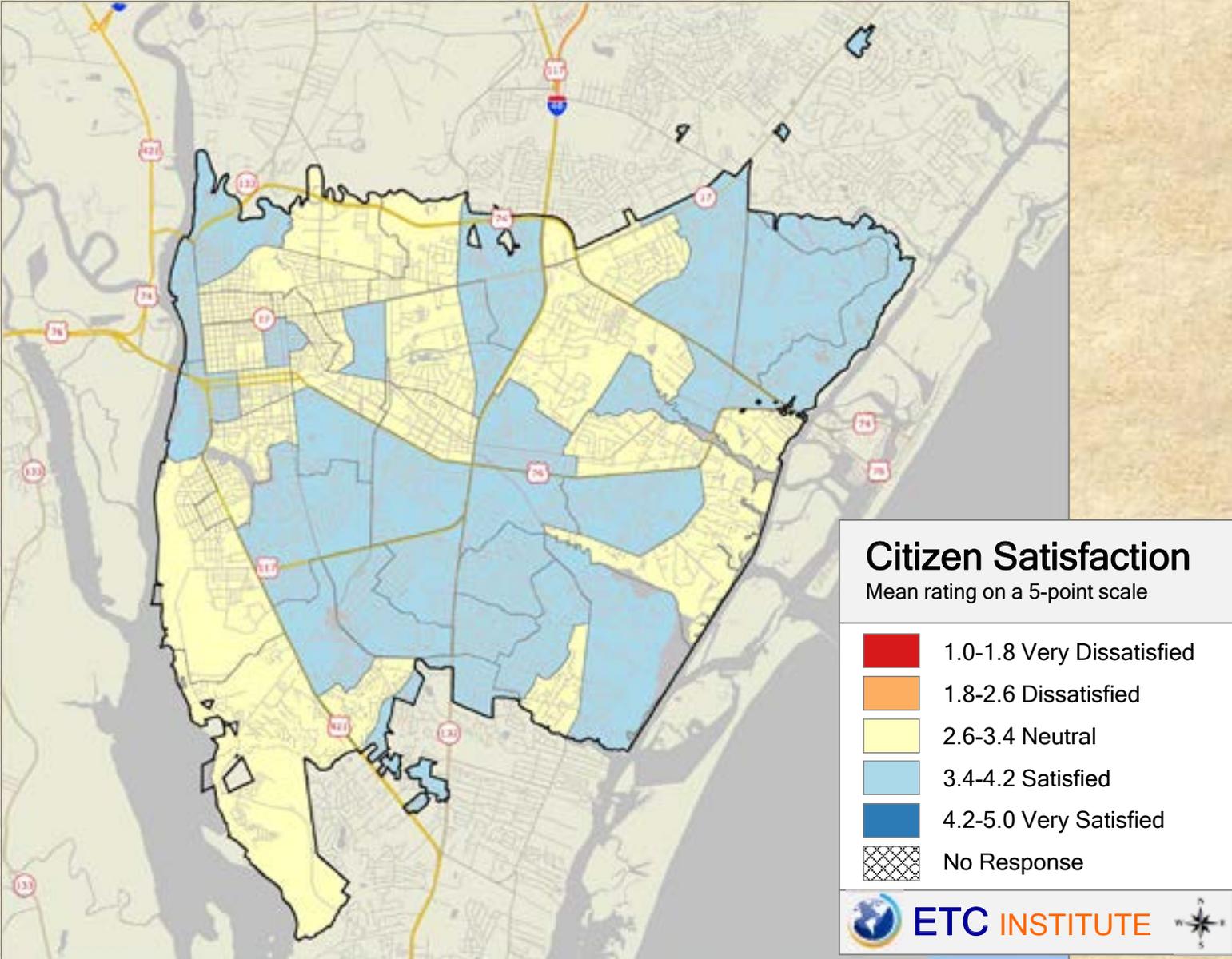
### Q7-06 Satisfaction with City swimming pools



### 2019 City of Wilmington Community Survey

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

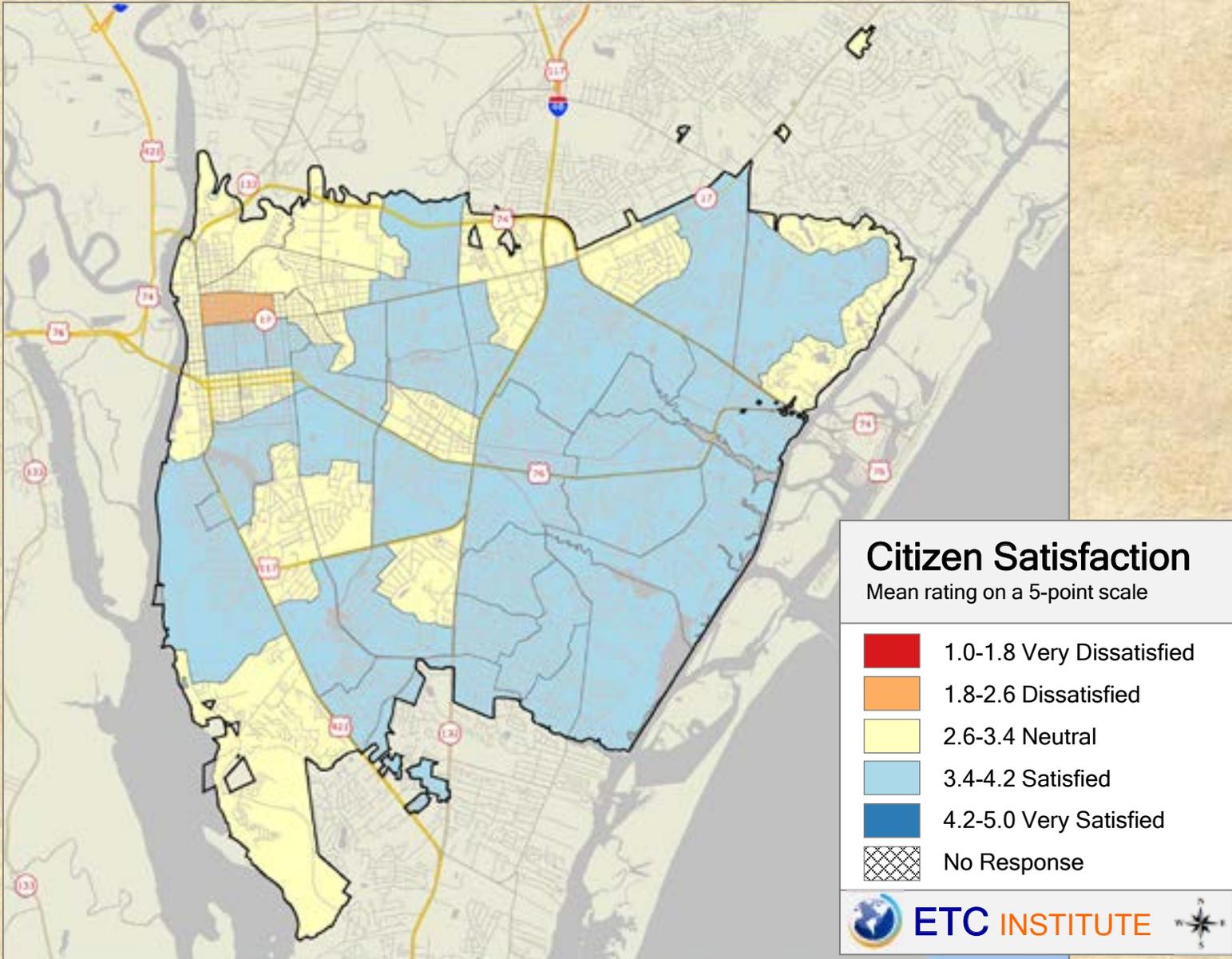
### Q7-07 Satisfaction with City golf course



### 2019 City of Wilmington Community Survey

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

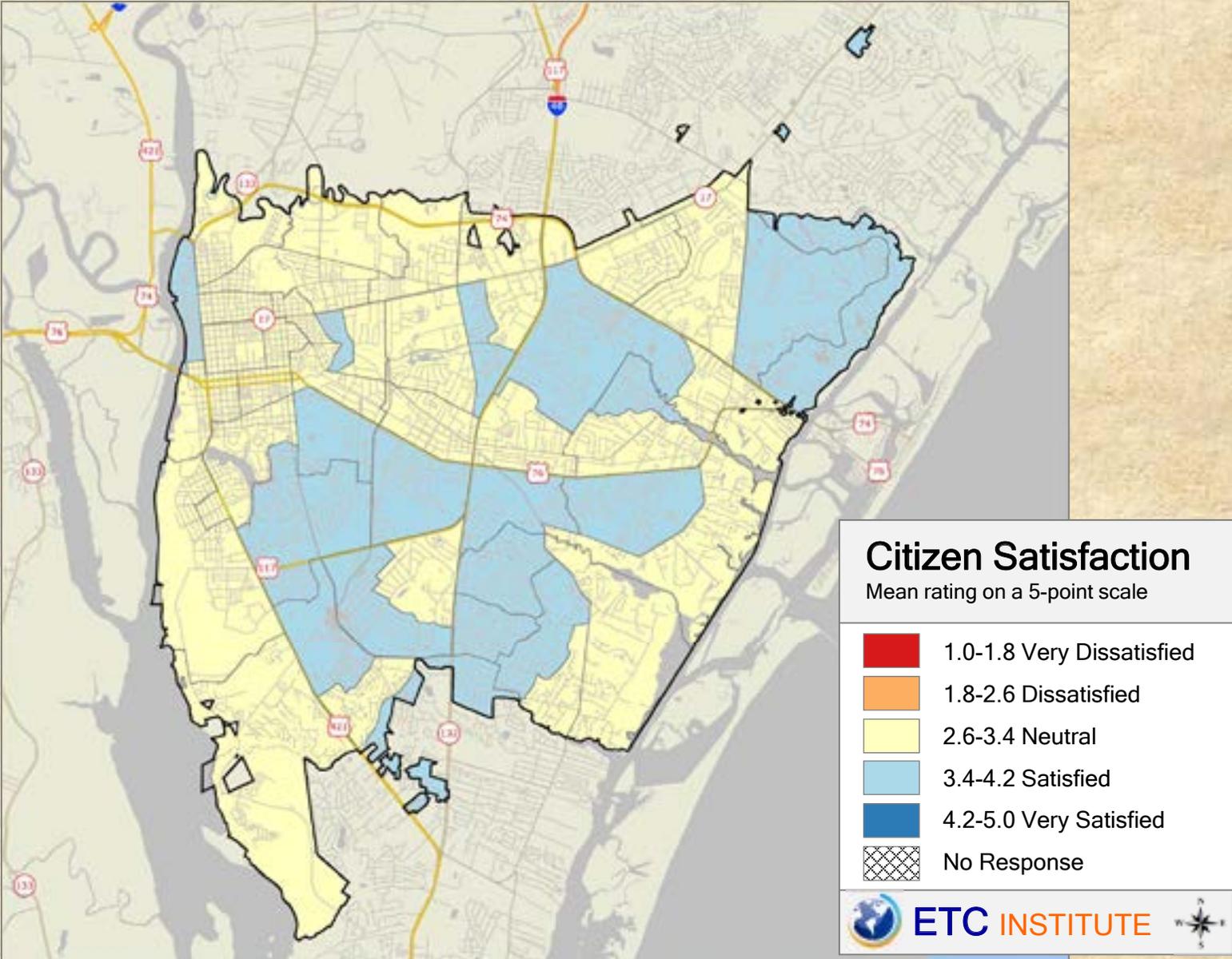
# Q7-08 Satisfaction with quality of outdoor athletic facilities



## 2019 City of Wilmington Community Survey

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

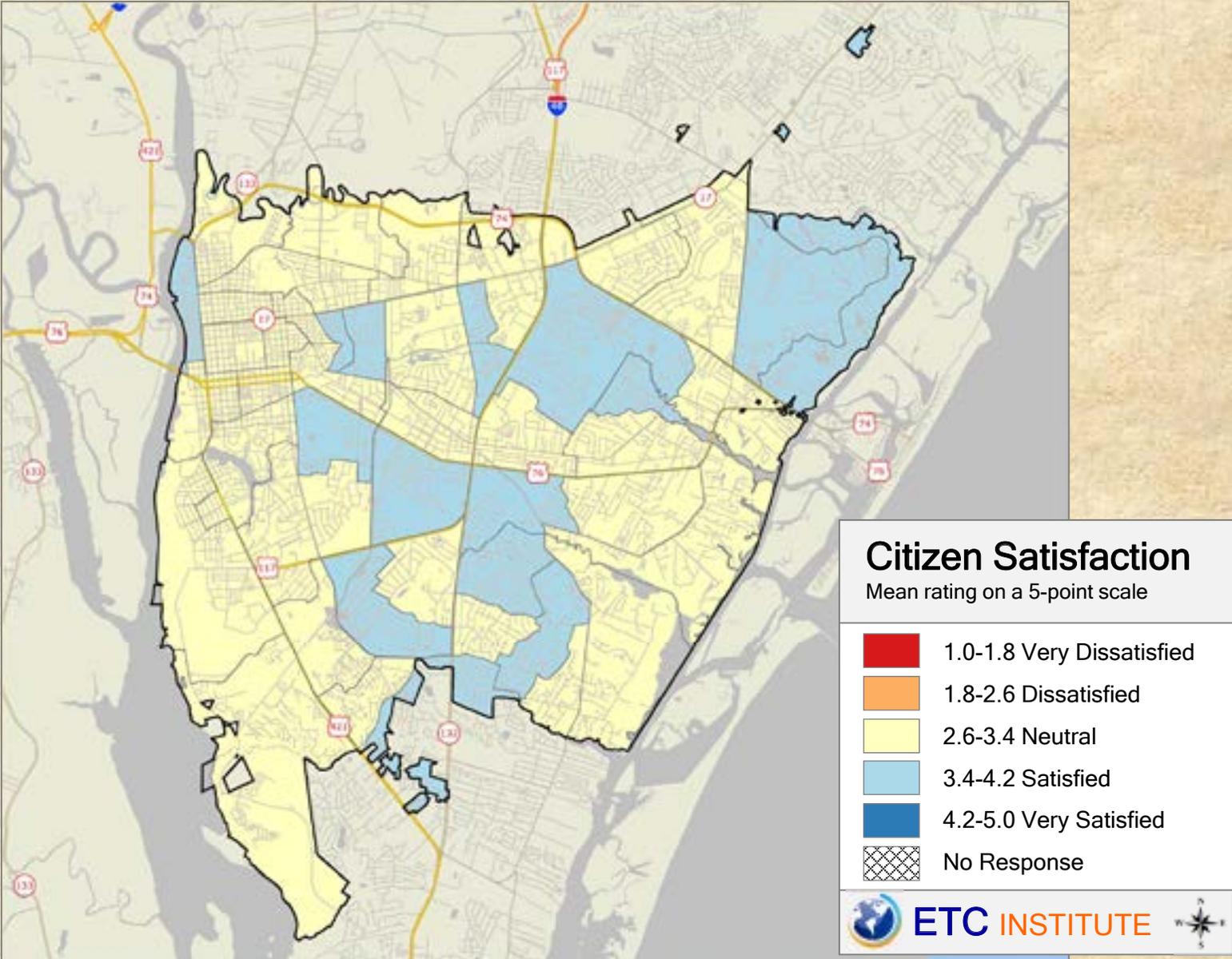
# Q7-09 Satisfaction with quality of City recreation programs and classes



## 2019 City of Wilmington Community Survey

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

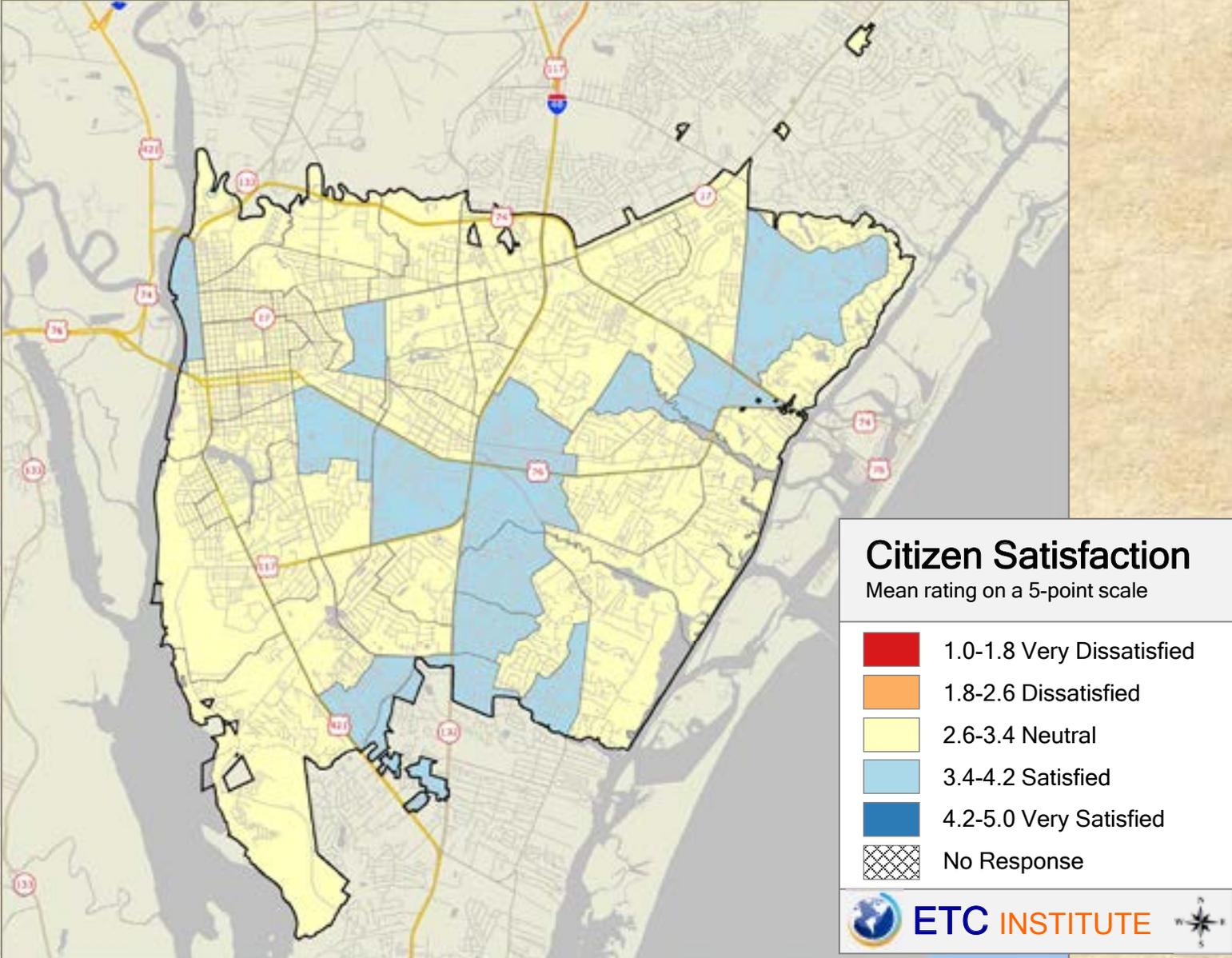
# Q7-10 Satisfaction with variety of recreation programs and classes offered by the City



## 2019 City of Wilmington Community Survey

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

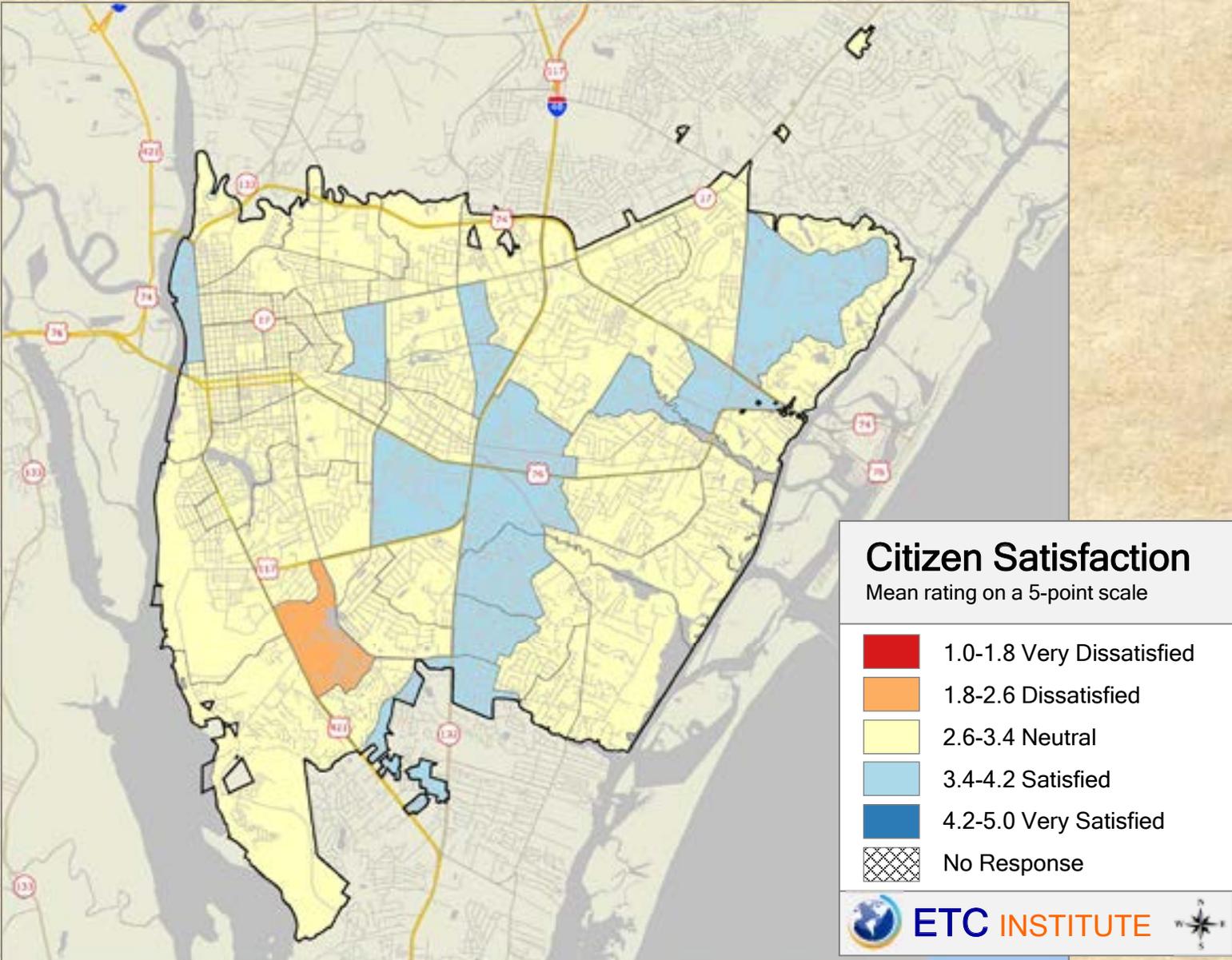
# Q9-1 Satisfaction with the availability of information about City programs and services



## 2019 City of Wilmington Community Survey

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

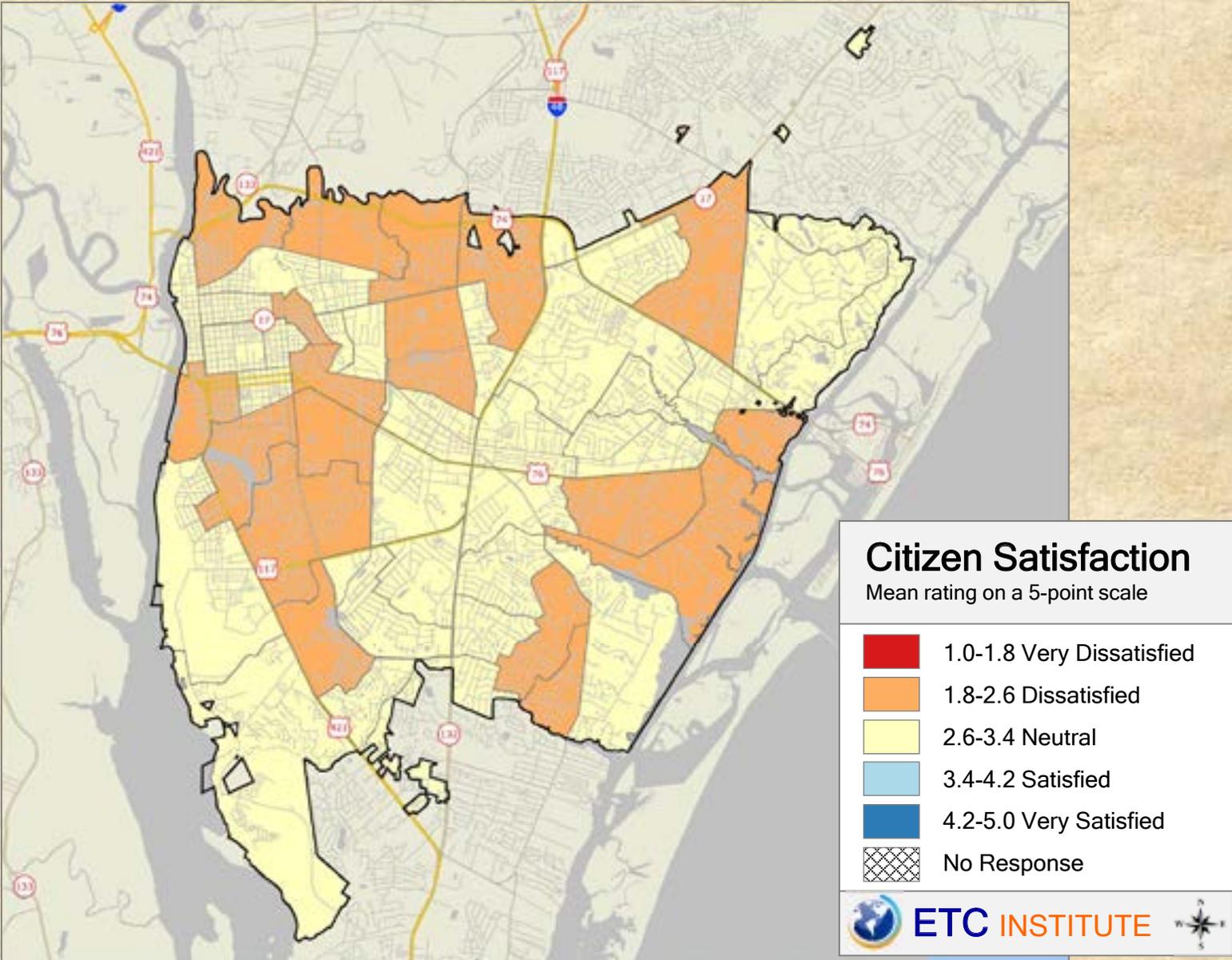
# Q9-2 Satisfaction with City efforts to keep residents informed about local issues



## 2019 City of Wilmington Community Survey

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

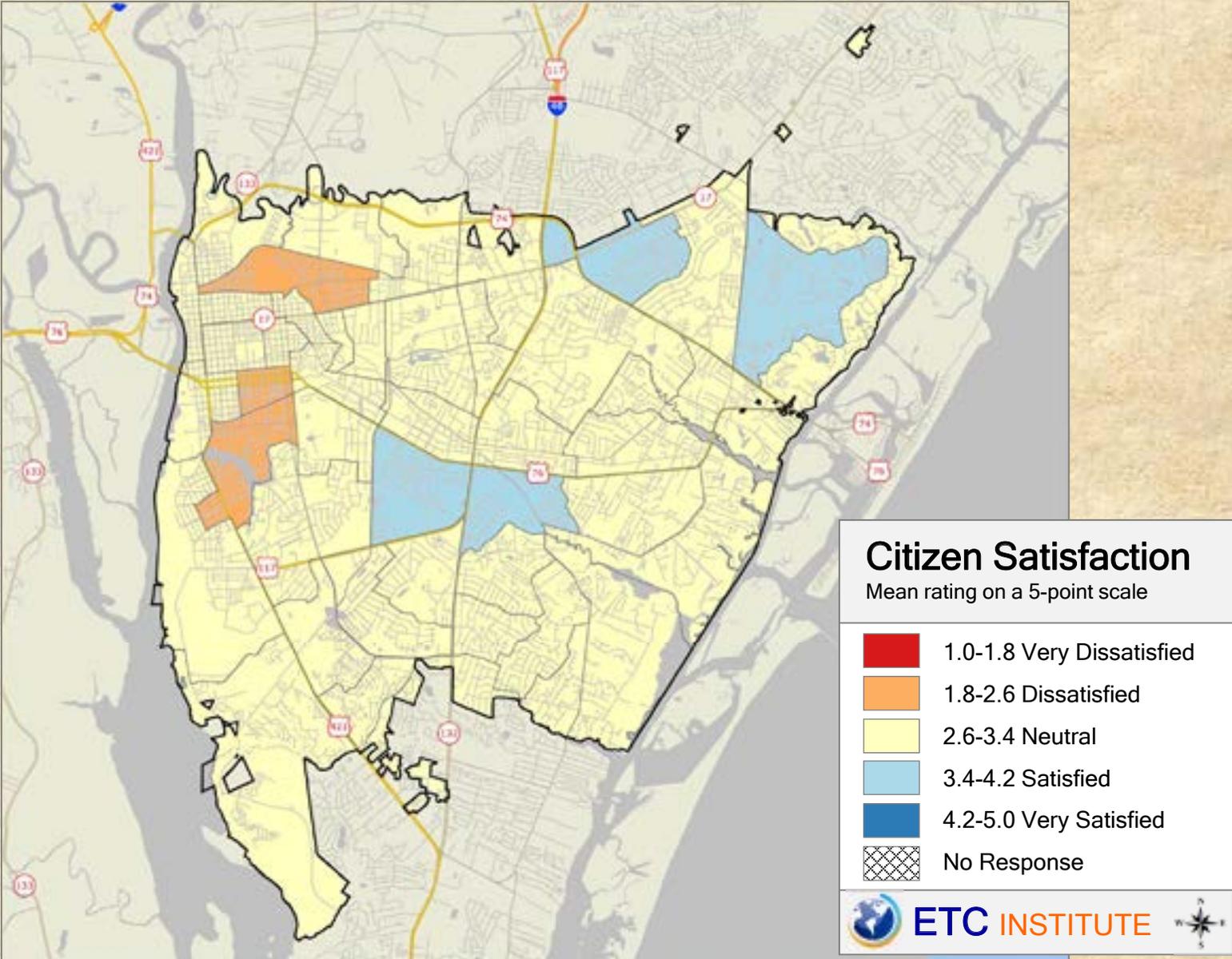
# Q9-3 Satisfaction with the level of public involvement in City decision-making



## 2019 City of Wilmington Community Survey

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

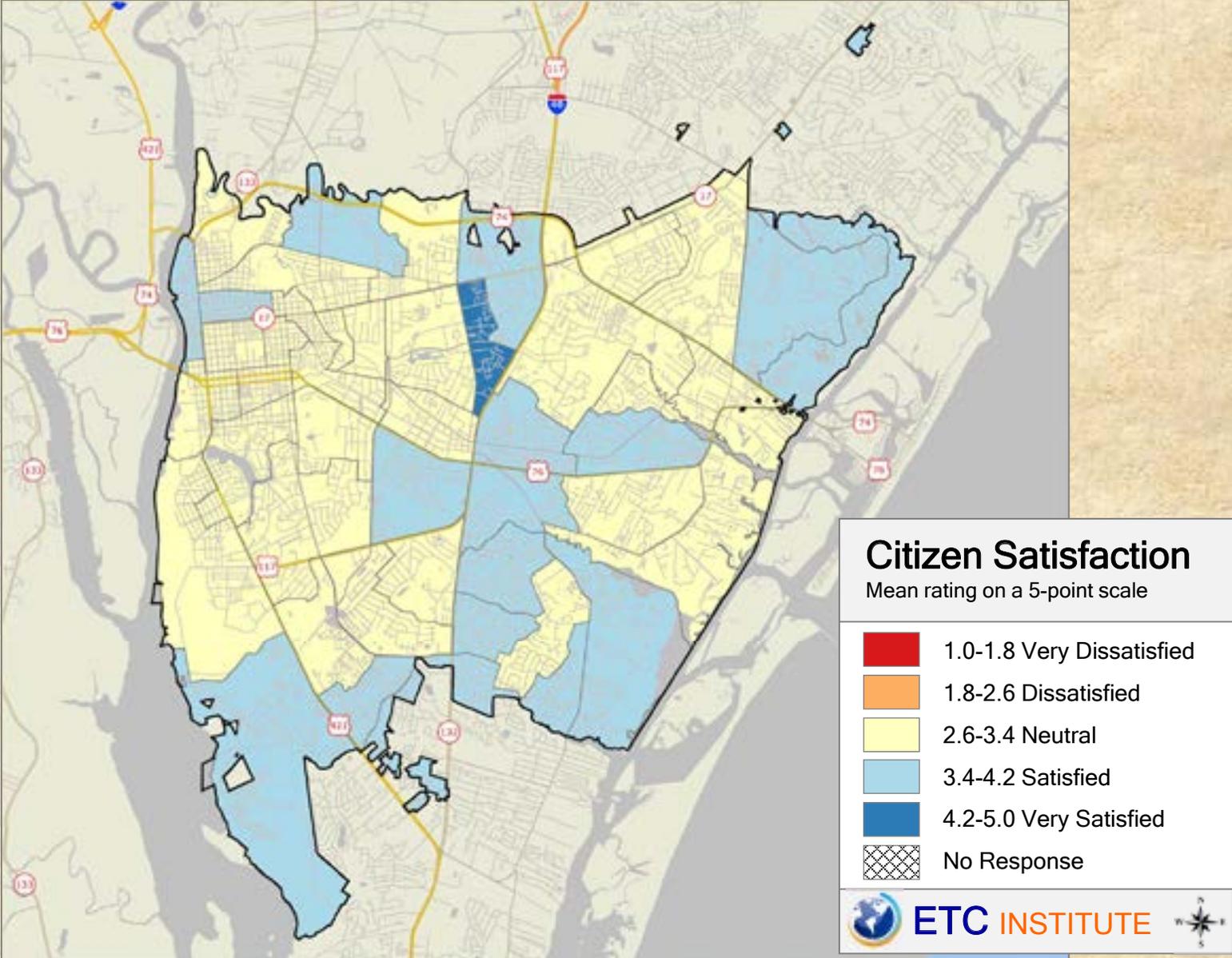
# Q9-4 Satisfaction with the quality of the City's cable television channel



## 2019 City of Wilmington Community Survey

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

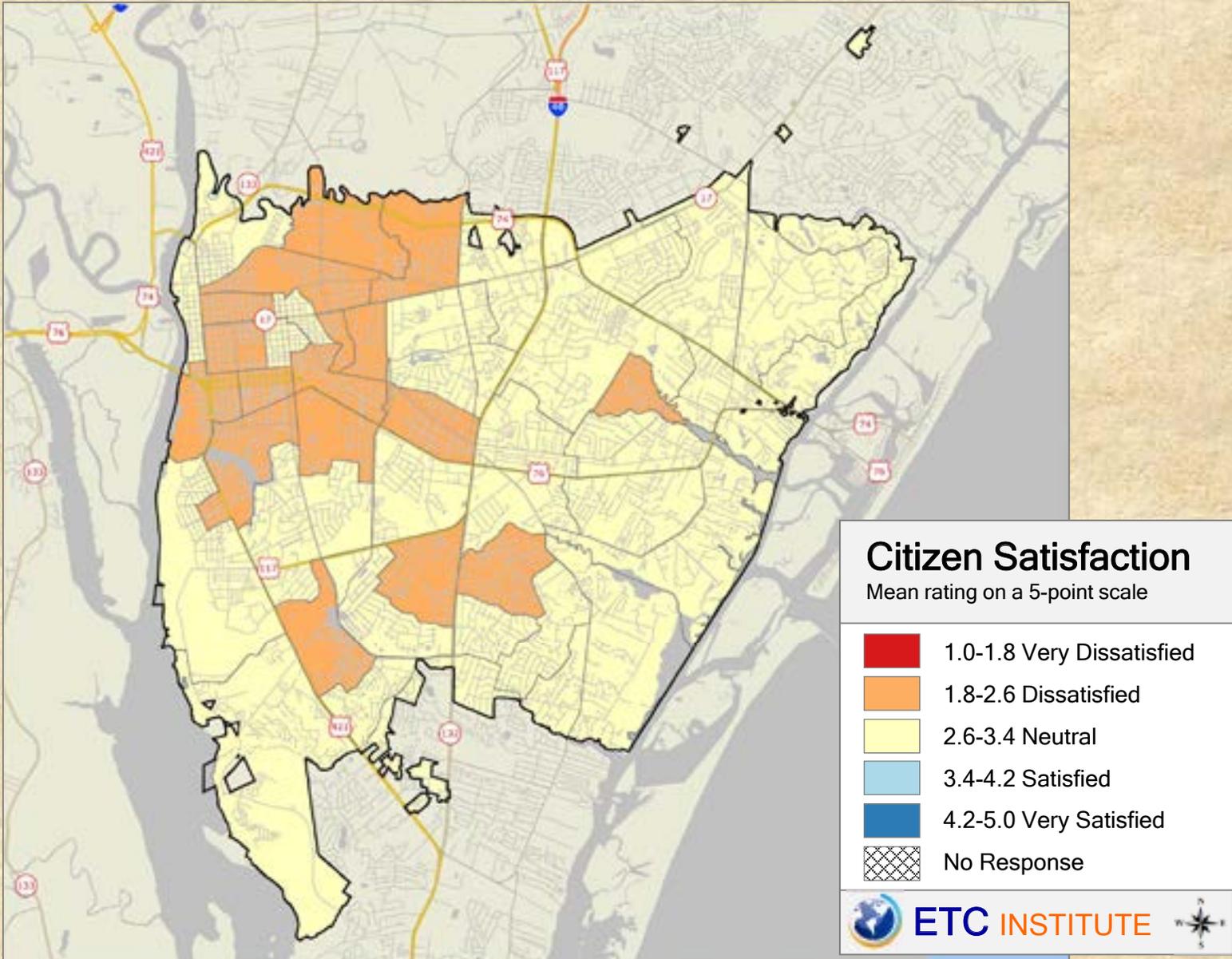
# Q9-5 Satisfaction with usefulness of the information that is available on the City's website



## 2019 City of Wilmington Community Survey

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

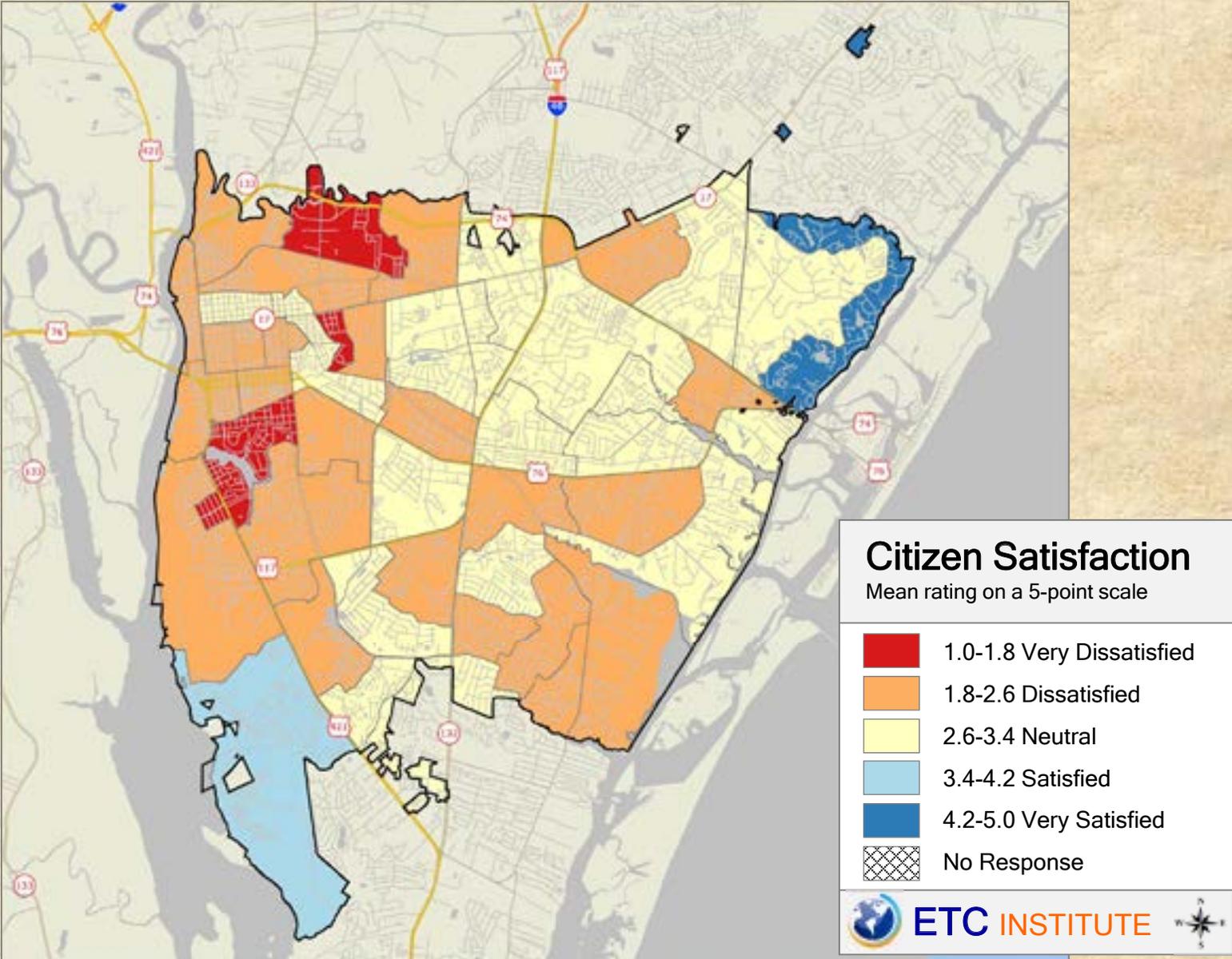
# Q12-01 Satisfaction with maintenance of major City streets



## 2019 City of Wilmington Community Survey

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

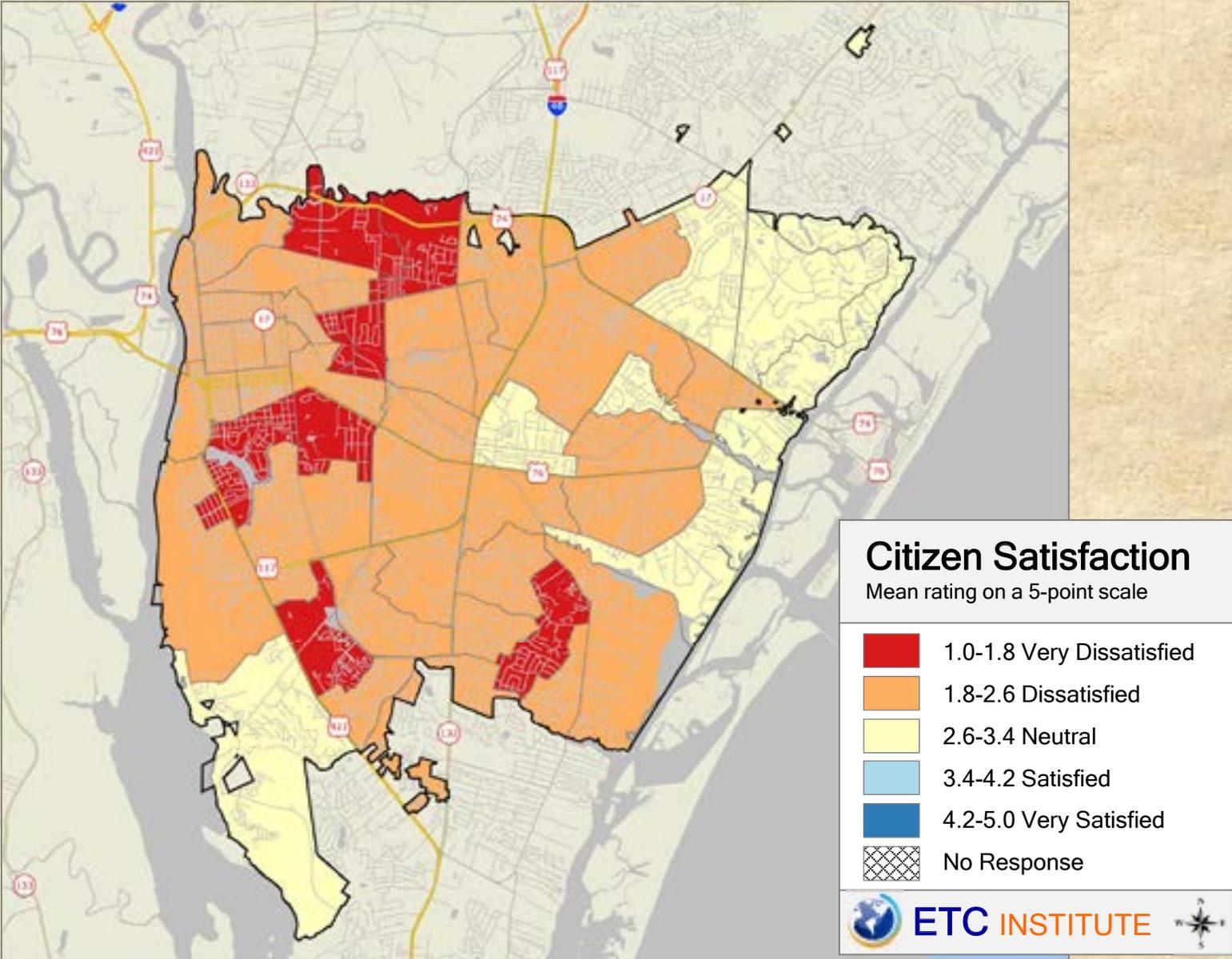
# Q12-02 Satisfaction with maintenance of neighborhood streets



## 2019 City of Wilmington Community Survey

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

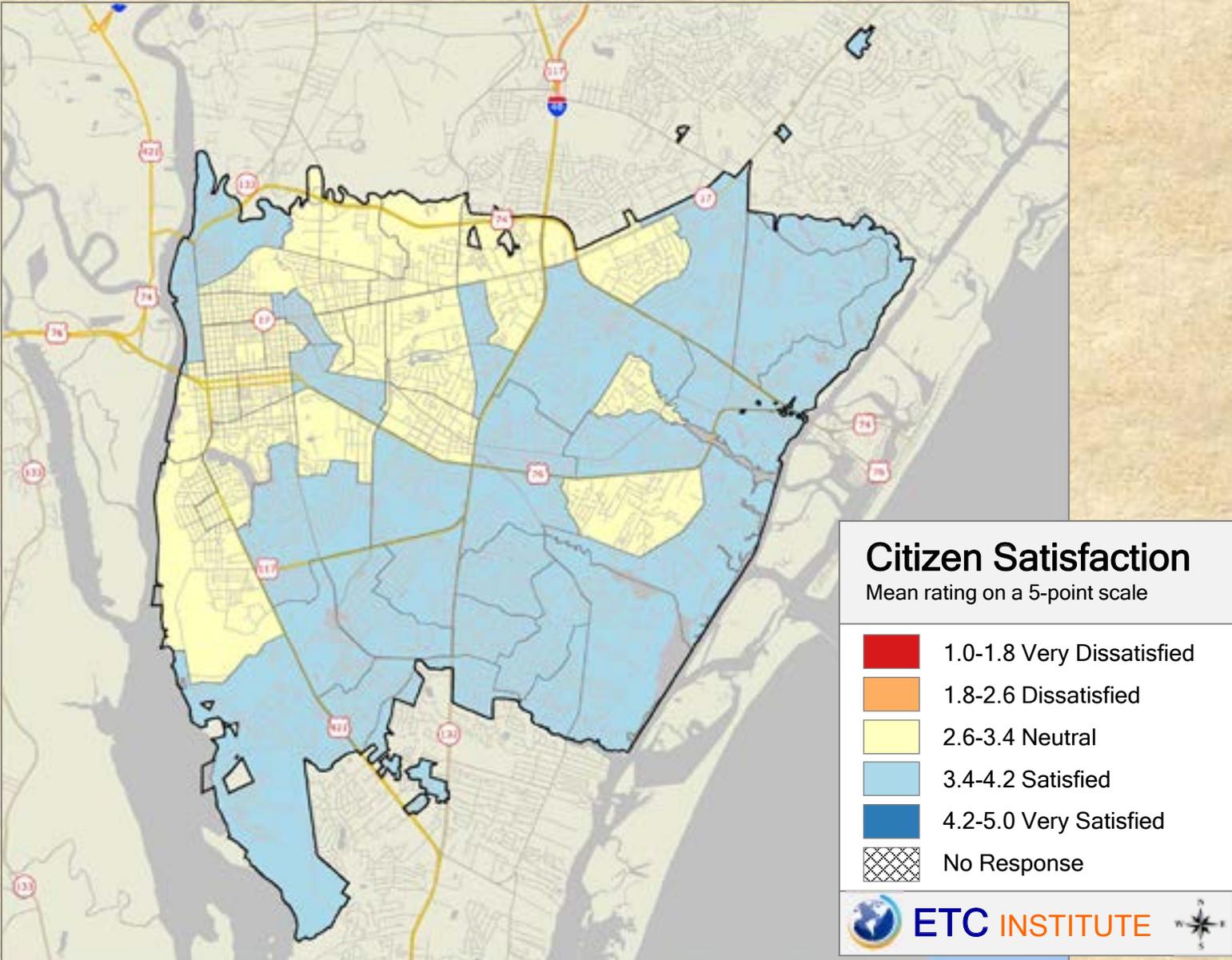
# Q12-03 Satisfaction with how quickly street repairs are made



## 2019 City of Wilmington Community Survey

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

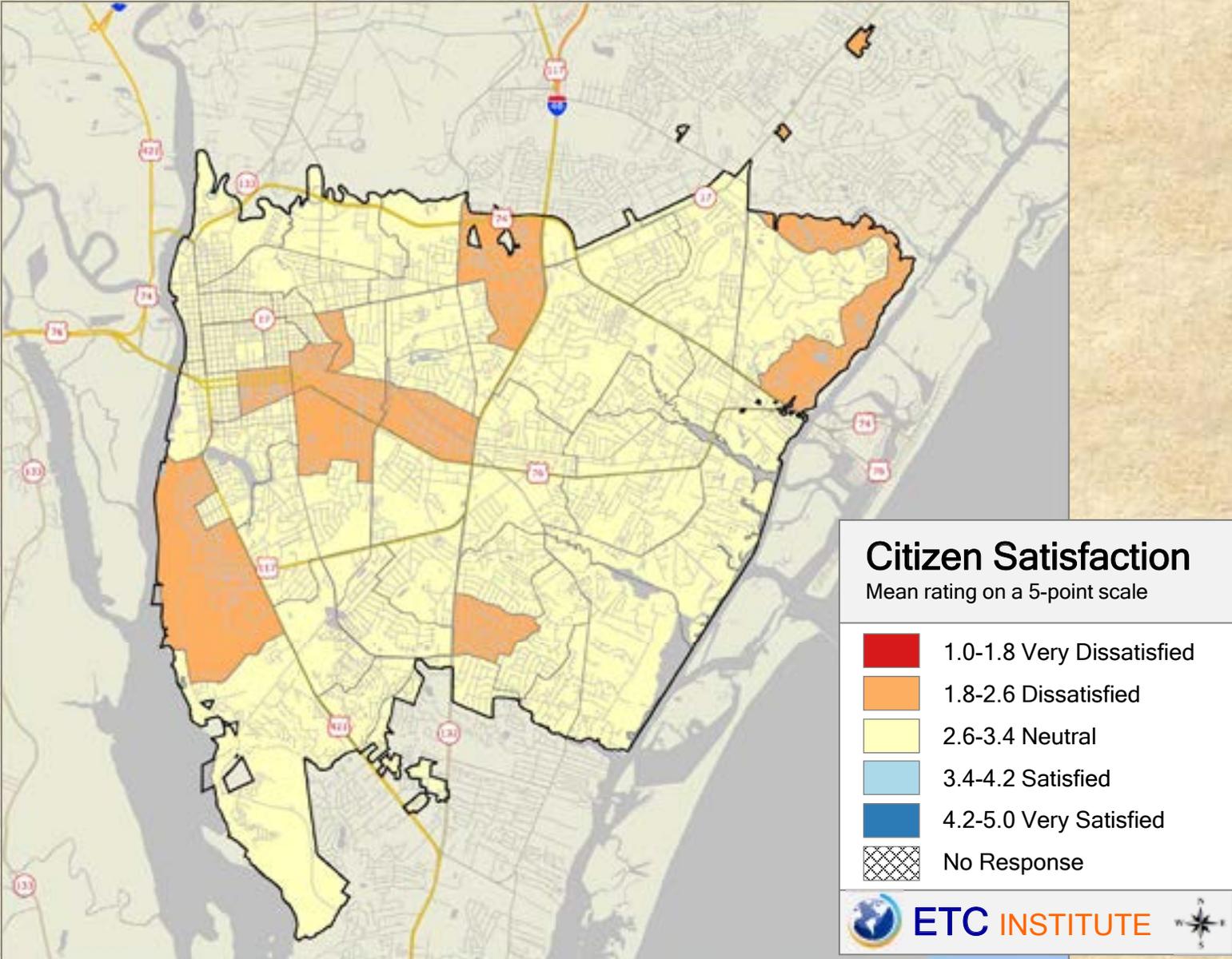
# Q12-04 Satisfaction with condition of street signs and traffic signals



## 2019 City of Wilmington Community Survey

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

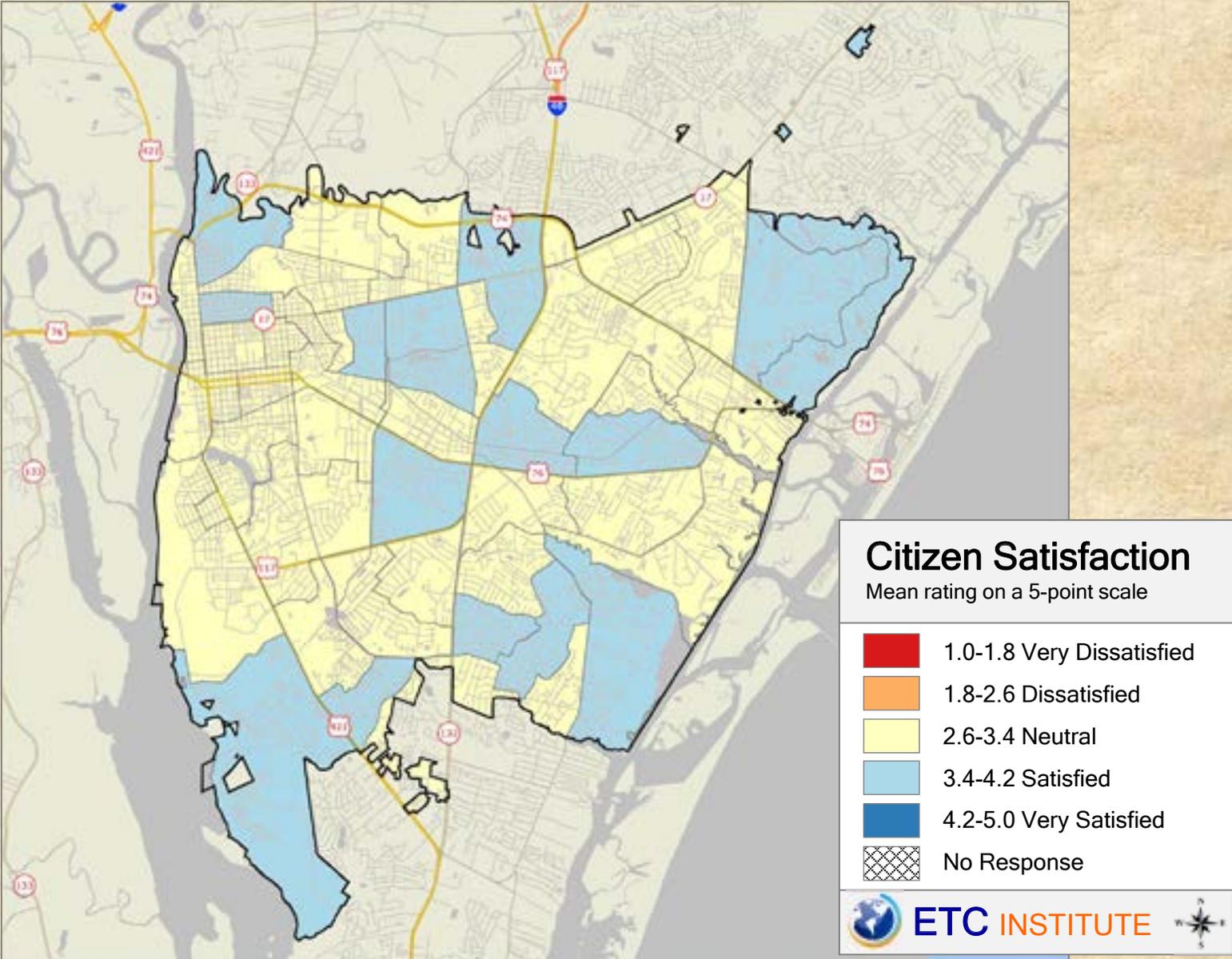
# Q12-05 Satisfaction with timing of traffic signals in the City



## 2019 City of Wilmington Community Survey

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

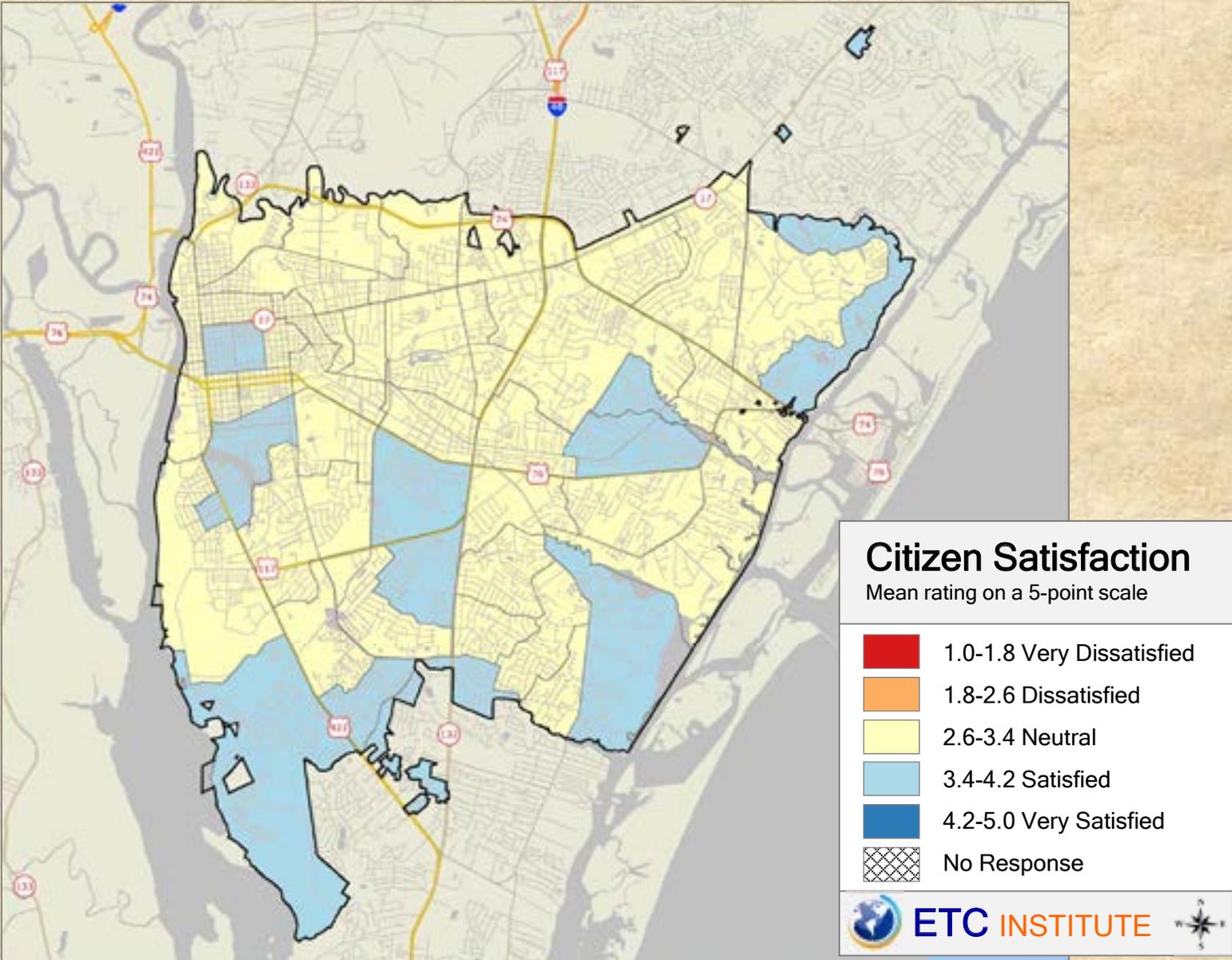
# Q12-06 Satisfaction with mowing and tree trimming along City streets and other public areas



## 2019 City of Wilmington Community Survey

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

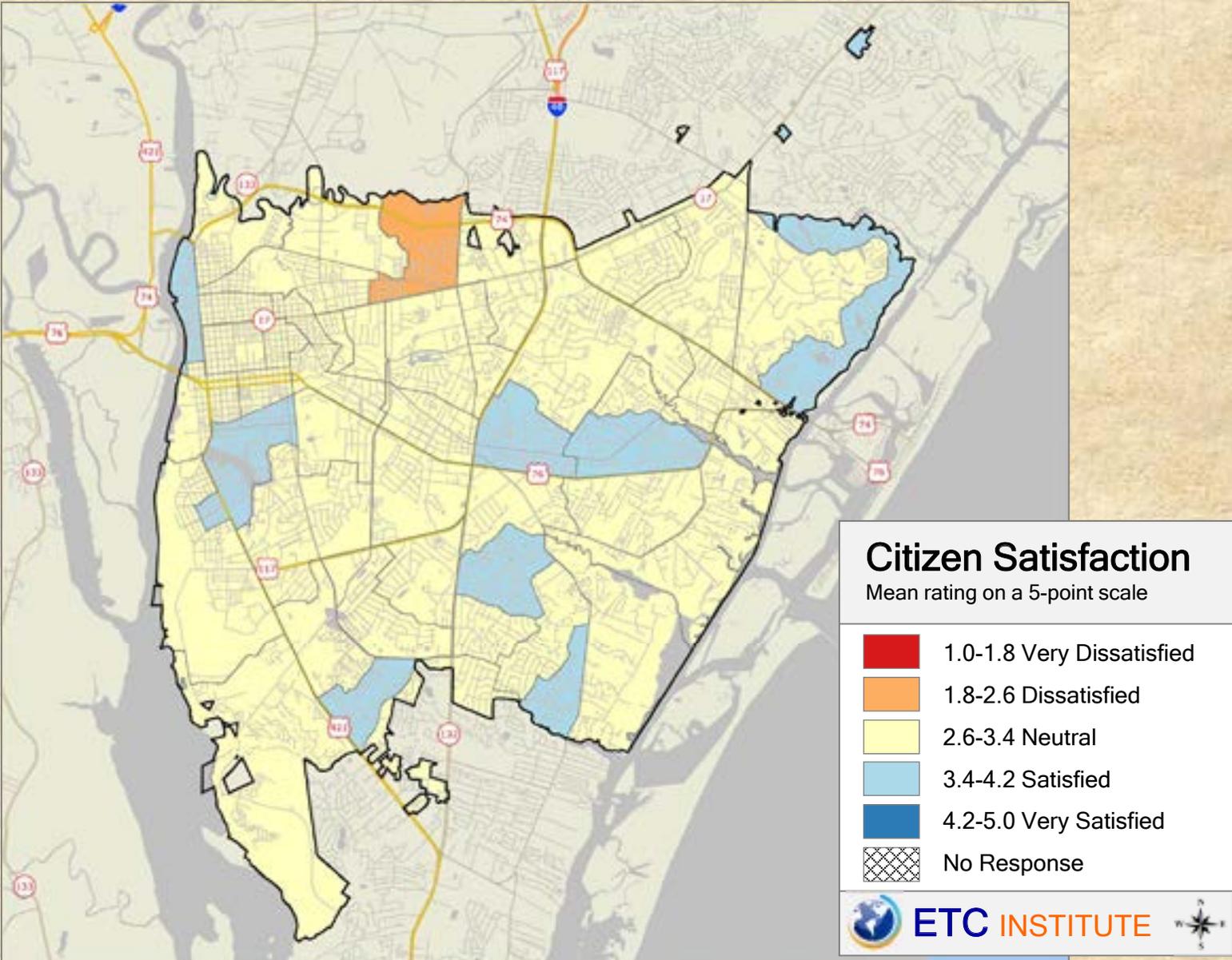
# Q12-07 Satisfaction with adequacy of City street lighting



## 2019 City of Wilmington Community Survey

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

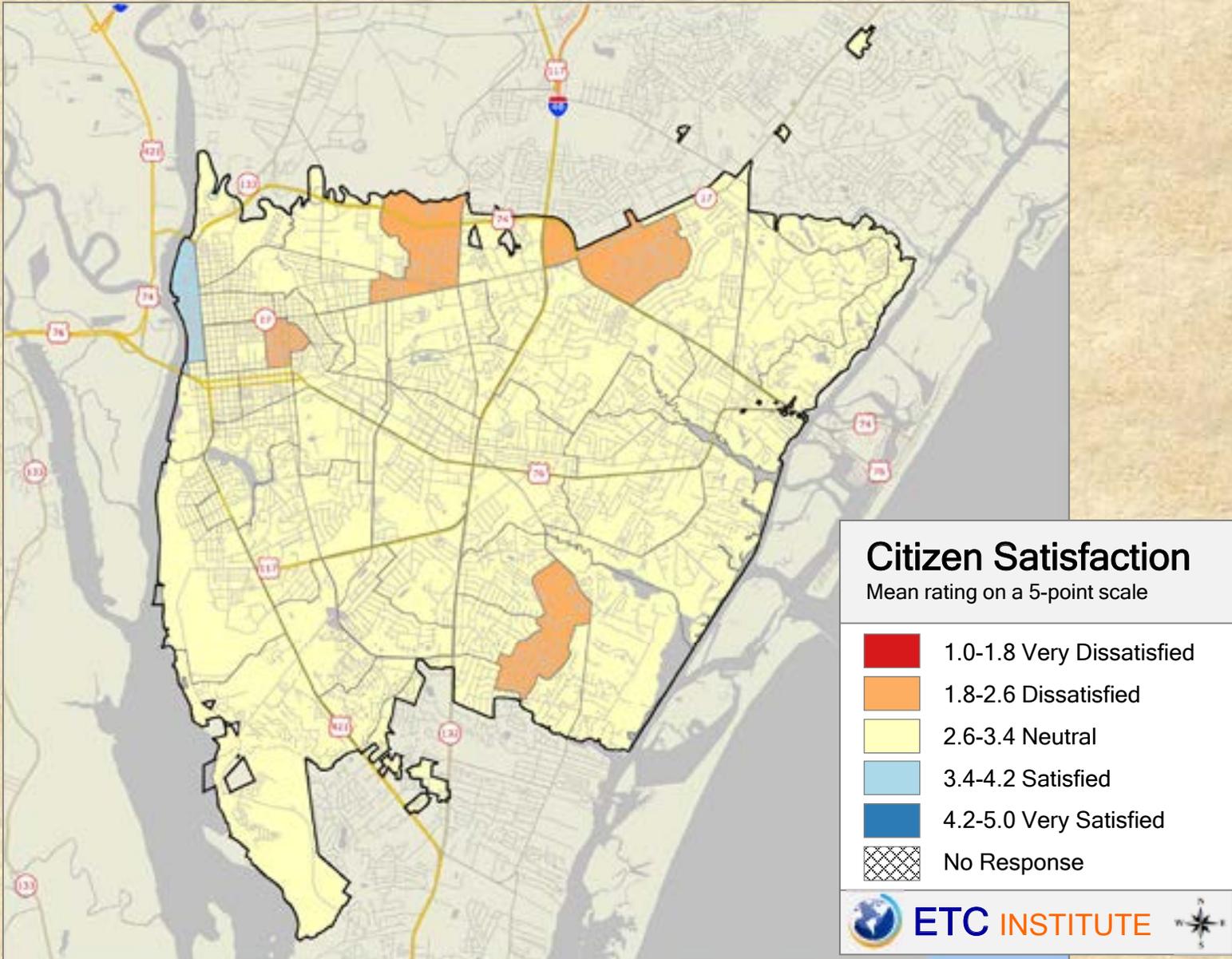
# Q12-08 Satisfaction with cleanliness of City streets and other public areas



## 2019 City of Wilmington Community Survey

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

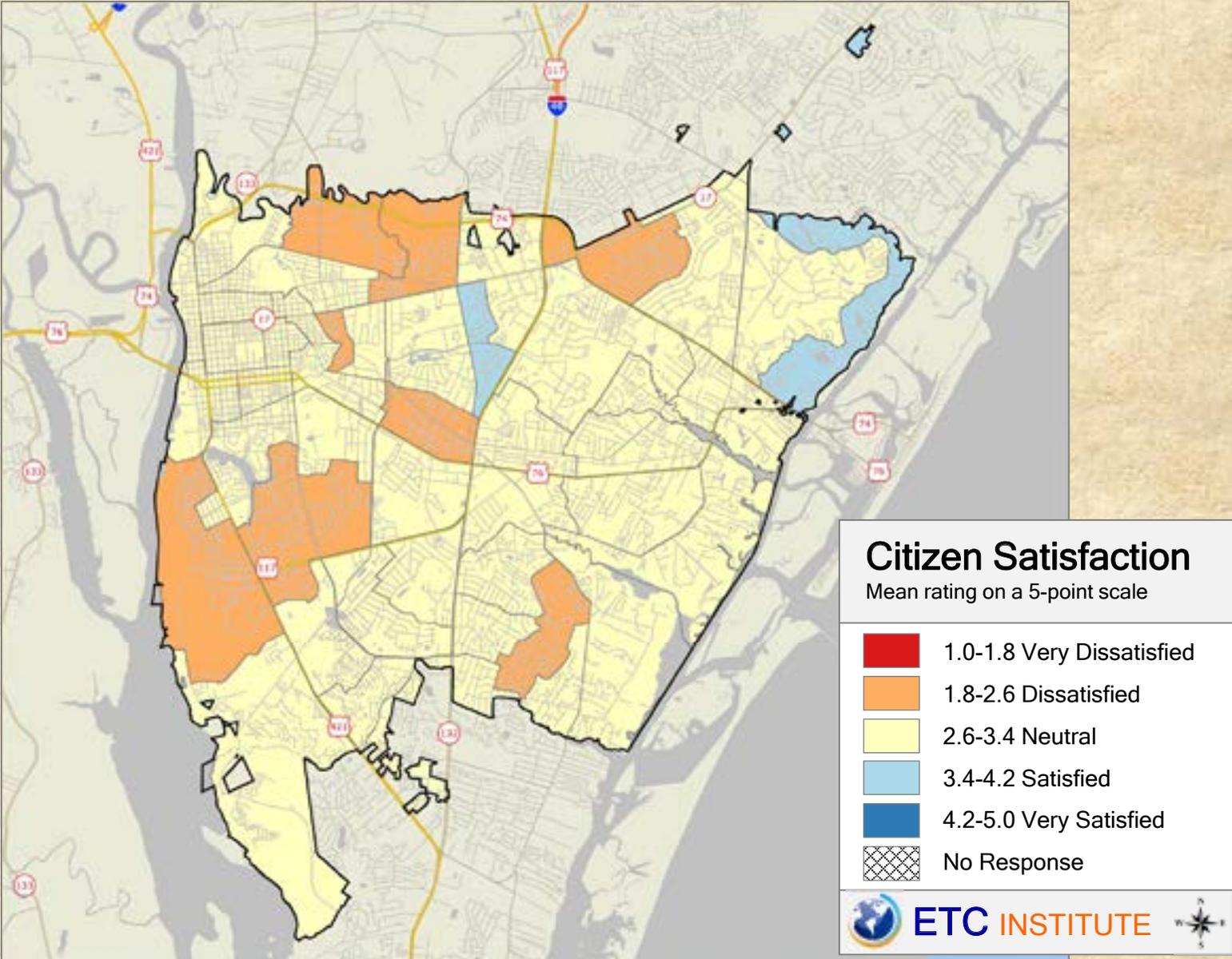
# Q12-09 Satisfaction with cleanliness of stormwater drains



## 2019 City of Wilmington Community Survey

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

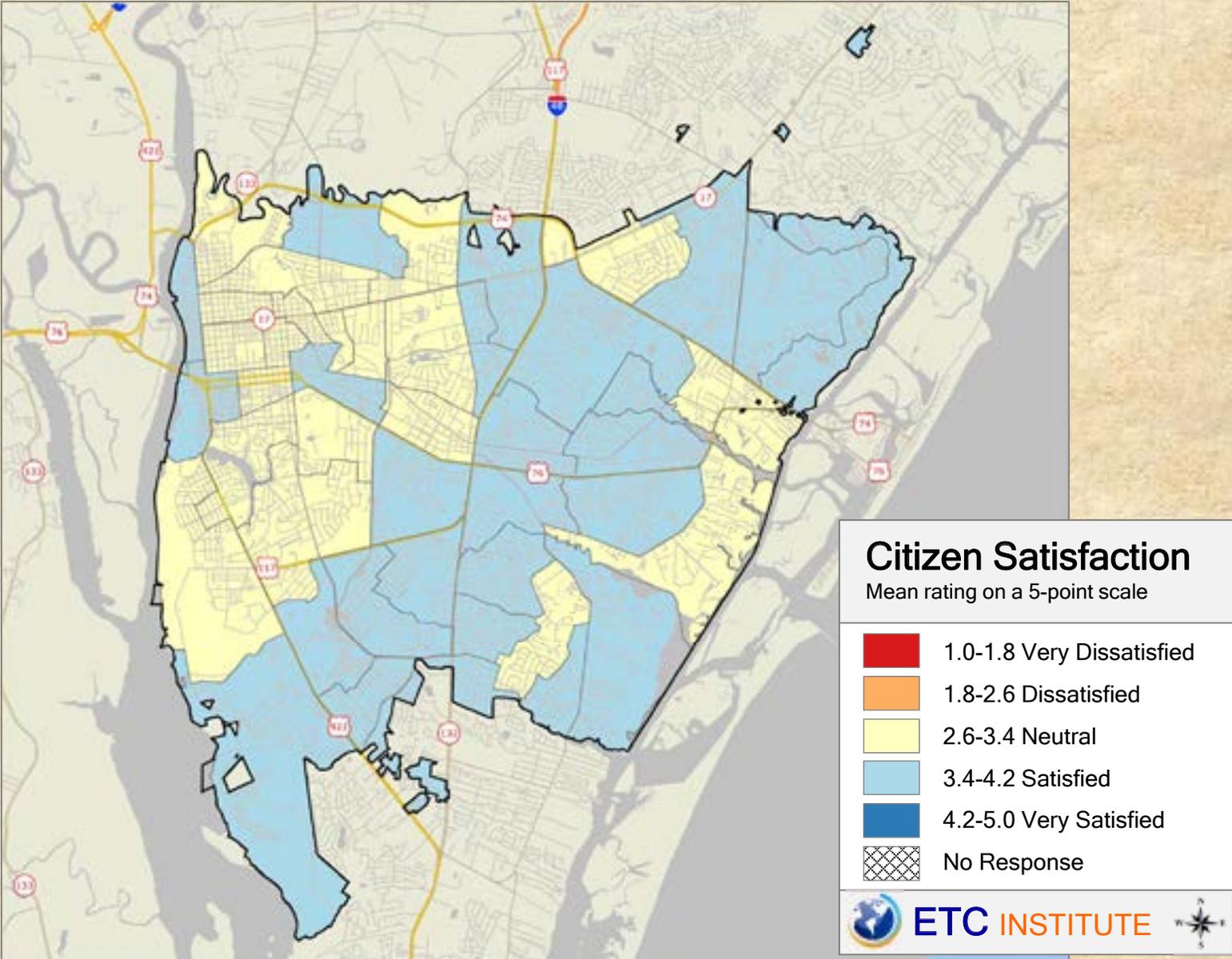
# Q12-10 Satisfaction with maintenance of City sidewalks in neighborhoods



## 2019 City of Wilmington Community Survey

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

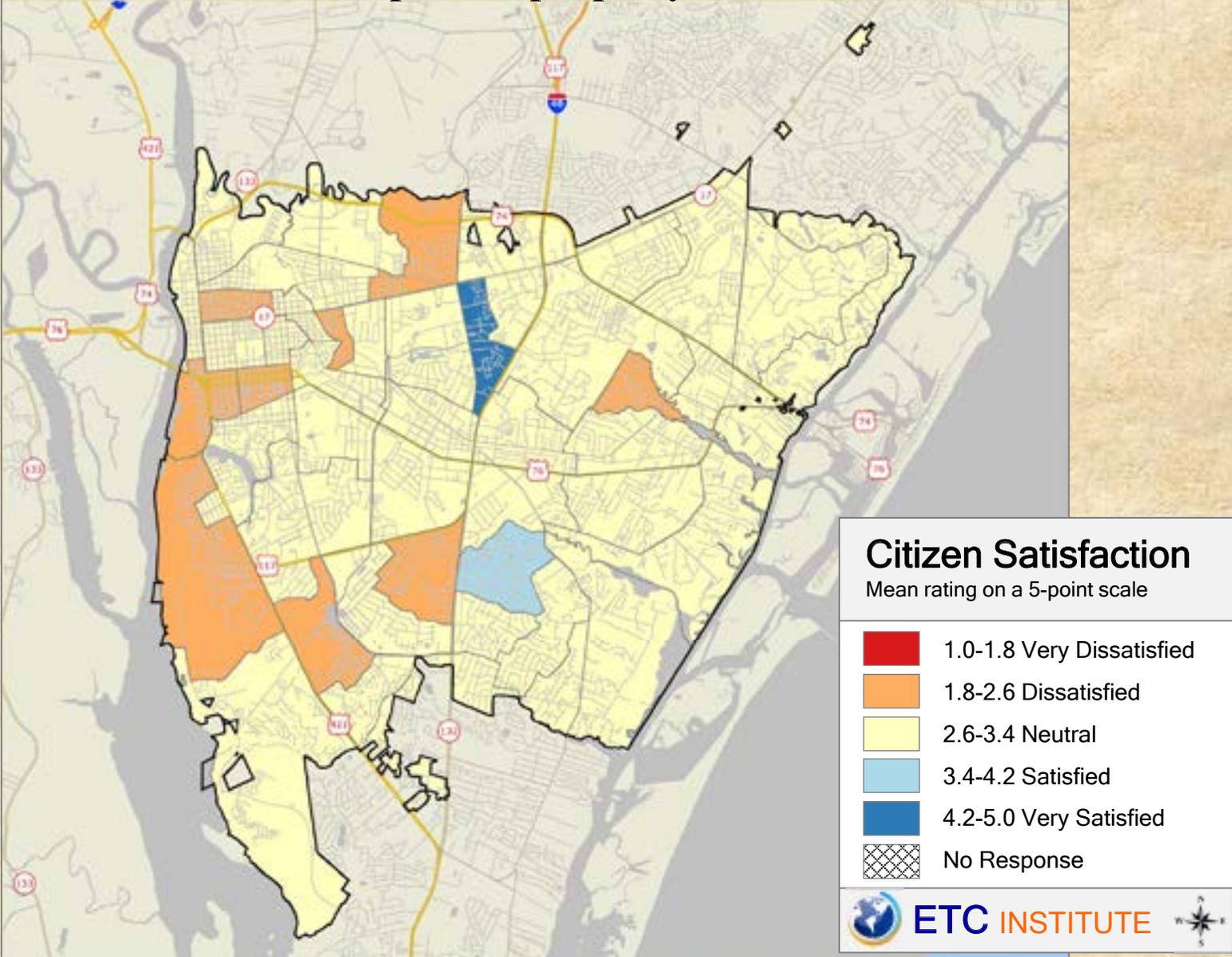
# Q12-11 Satisfaction with maintenance of city buildings



## 2019 City of Wilmington Community Survey

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

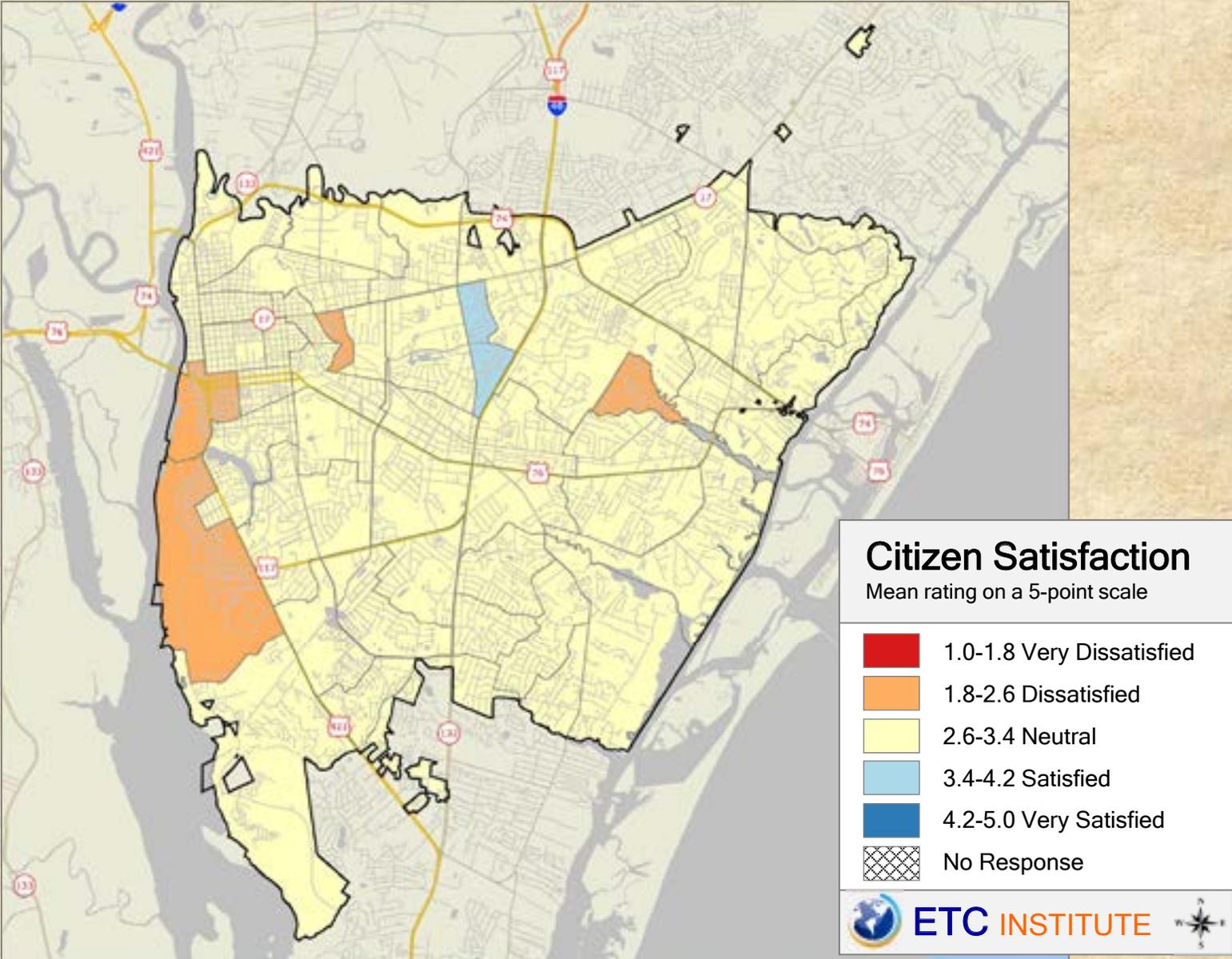
# Q14-1 Satisfaction with enforcement of the cleanup of junk and debris on private property



## 2019 City of Wilmington Community Survey

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

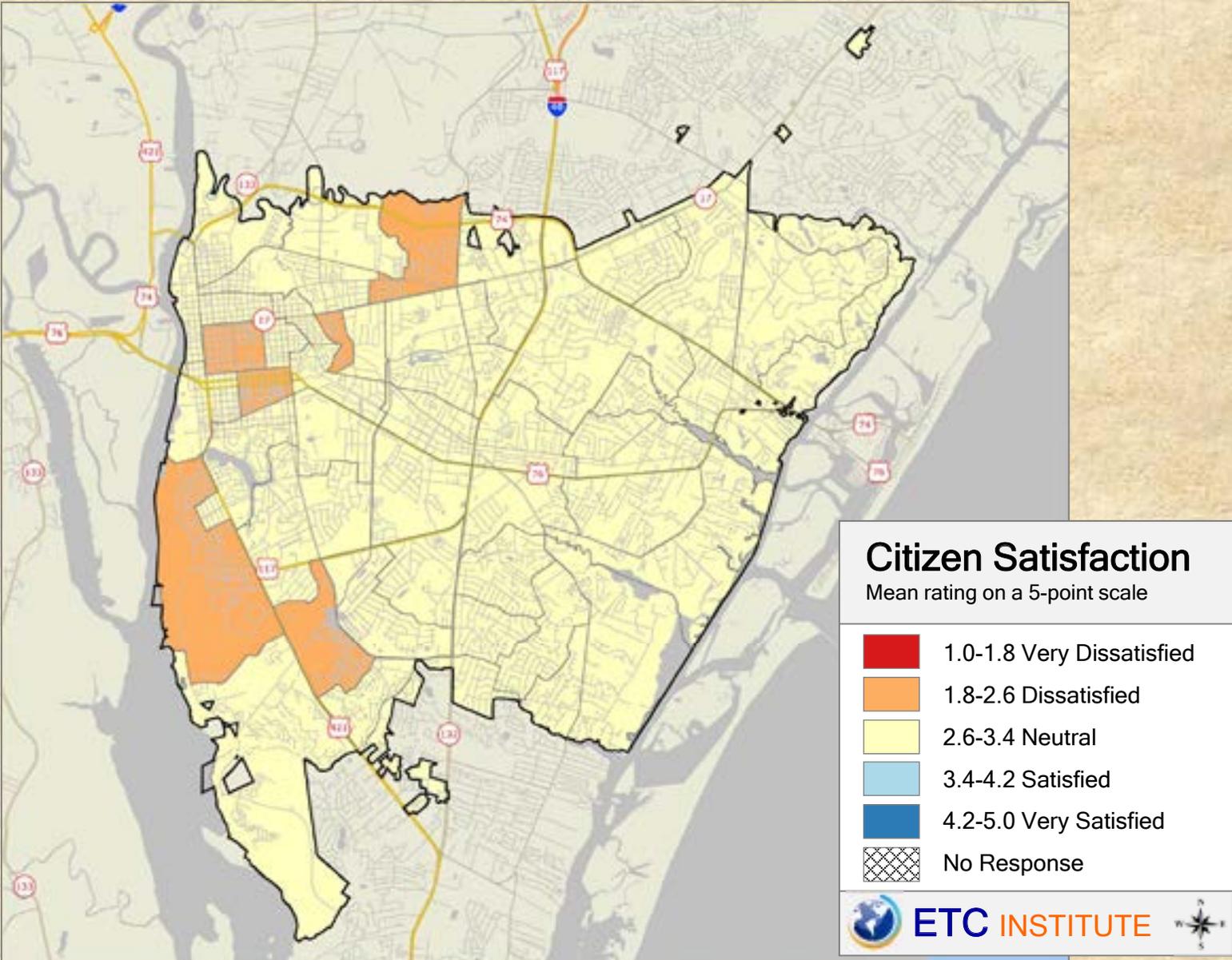
# Q14-2 Satisfaction with enforcement of mowing and cutting of weeds and grass on private property



## 2019 City of Wilmington Community Survey

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

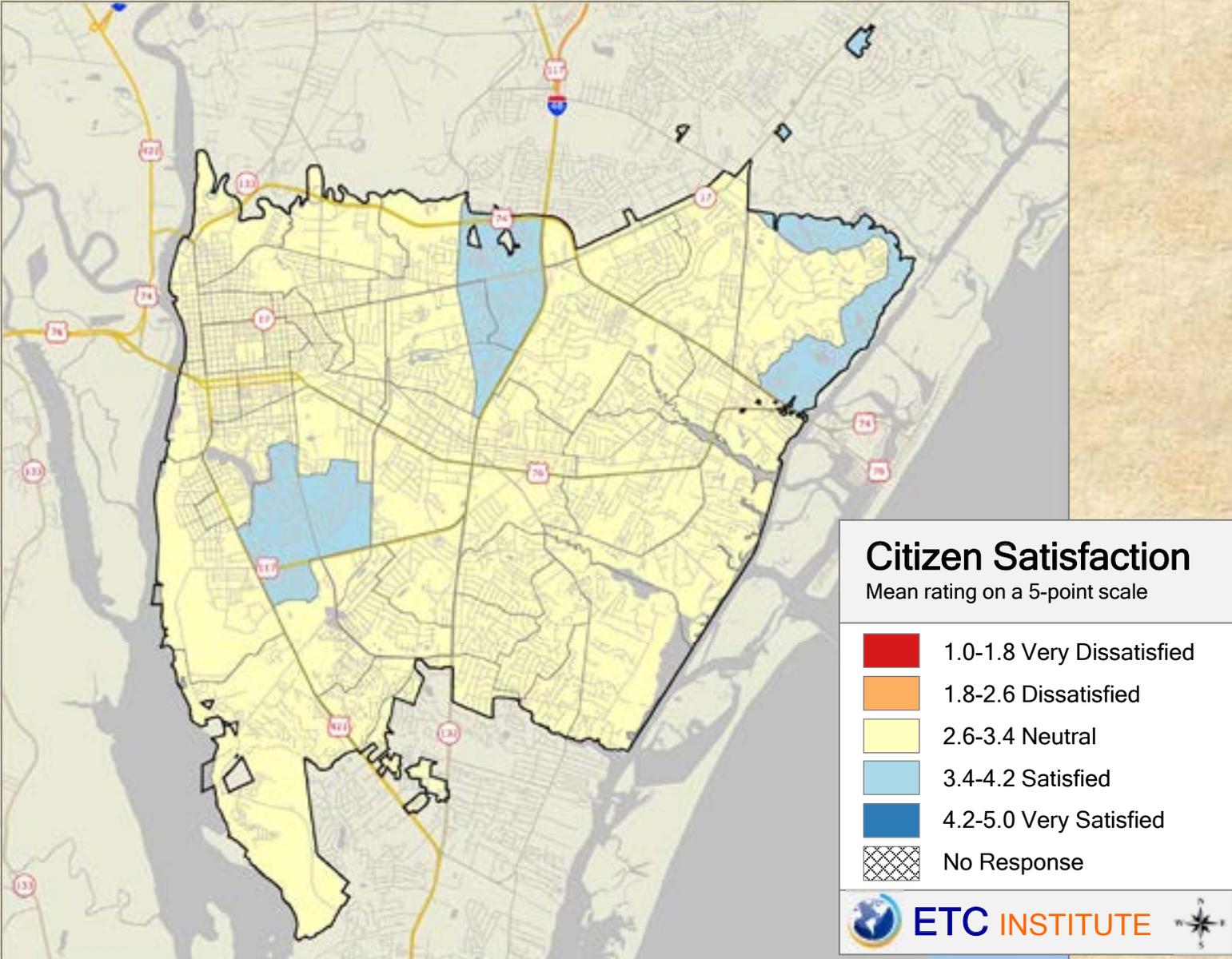
# Q14-3 Satisfaction with enforcement of exterior maintenance of residential property



## 2019 City of Wilmington Community Survey

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

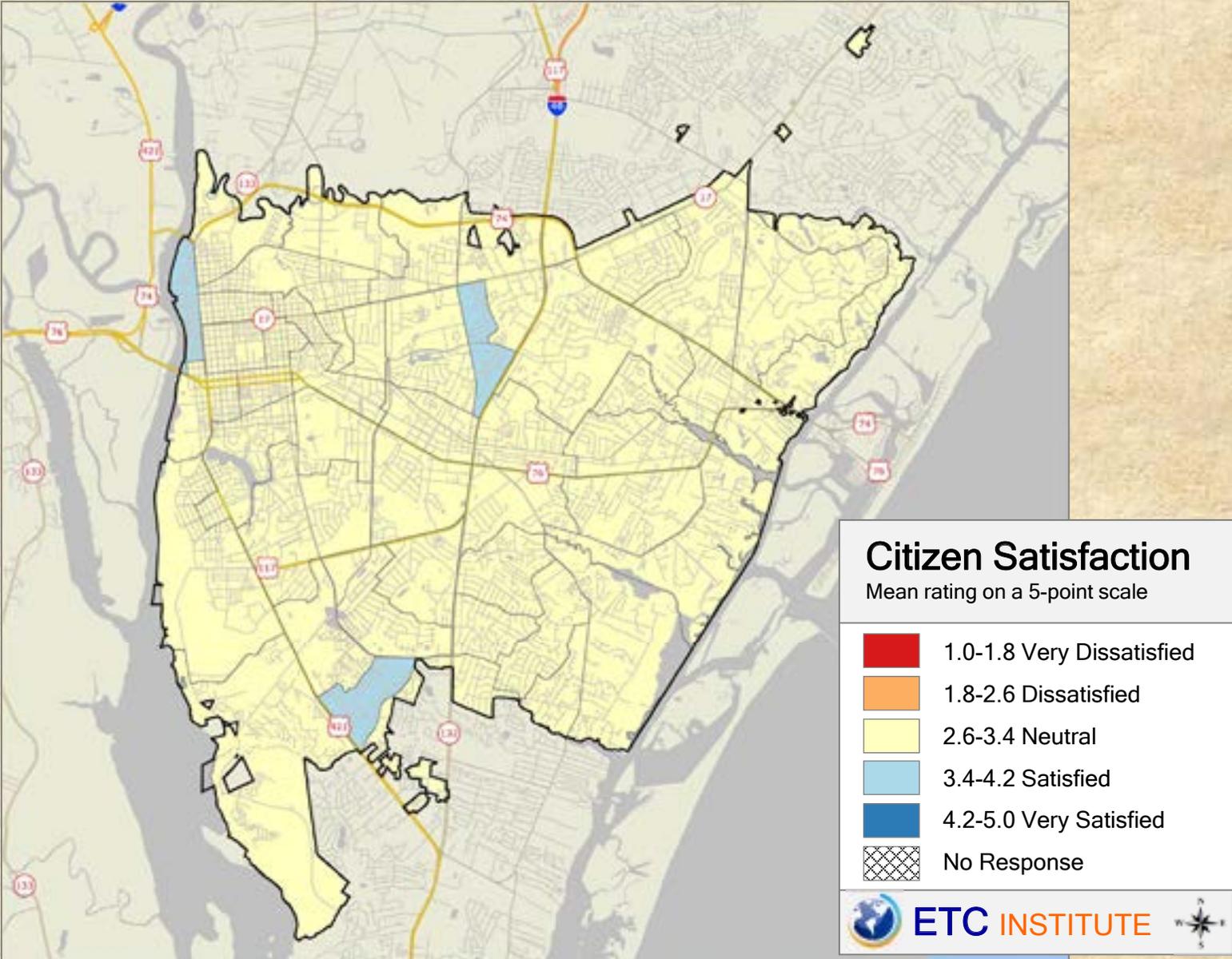
# Q14-4 Satisfaction with enforcement of exterior maintenance of commercial/business property



## 2019 City of Wilmington Community Survey

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

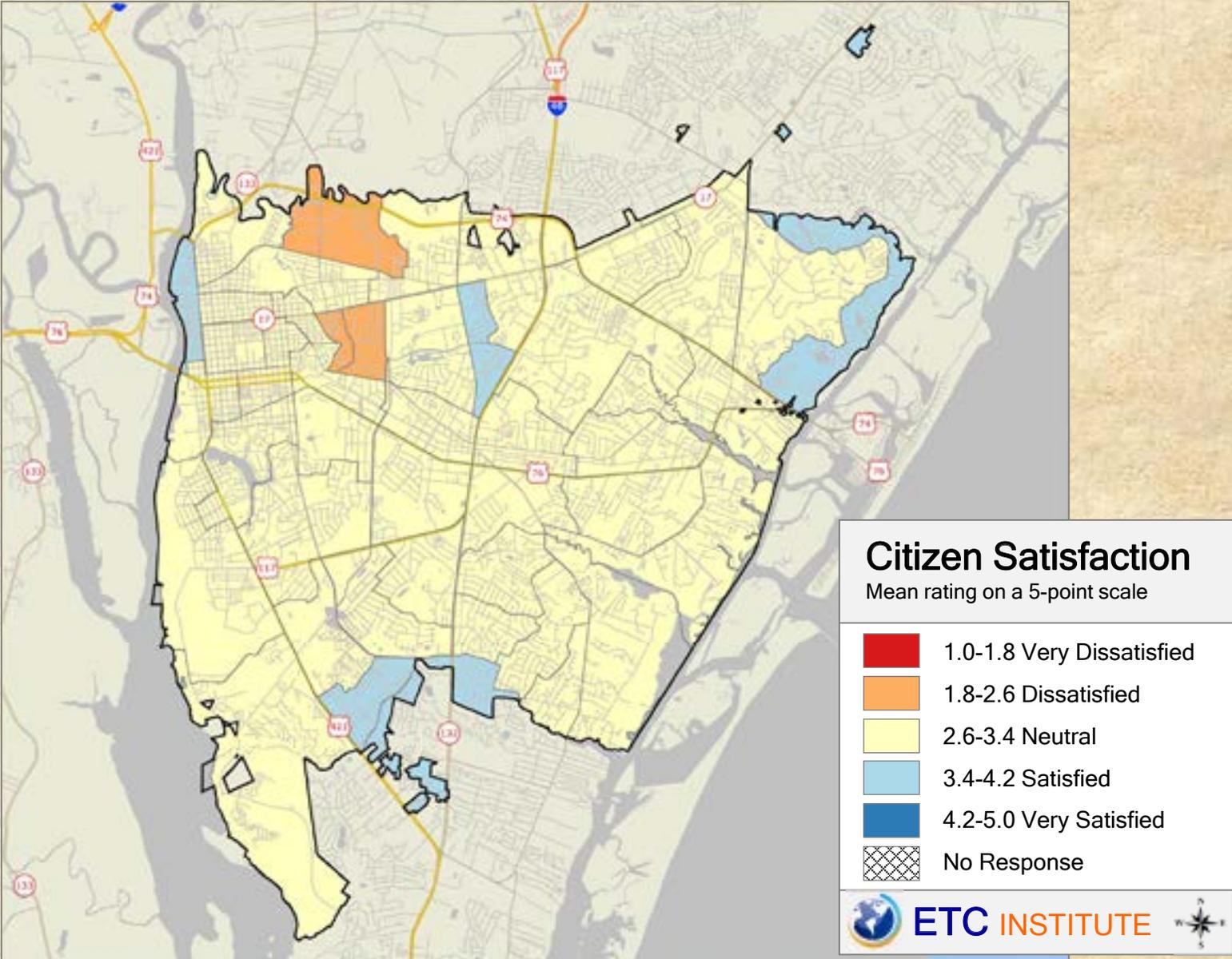
# Q14-5 Satisfaction with enforcement of sign regulations



## 2019 City of Wilmington Community Survey

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

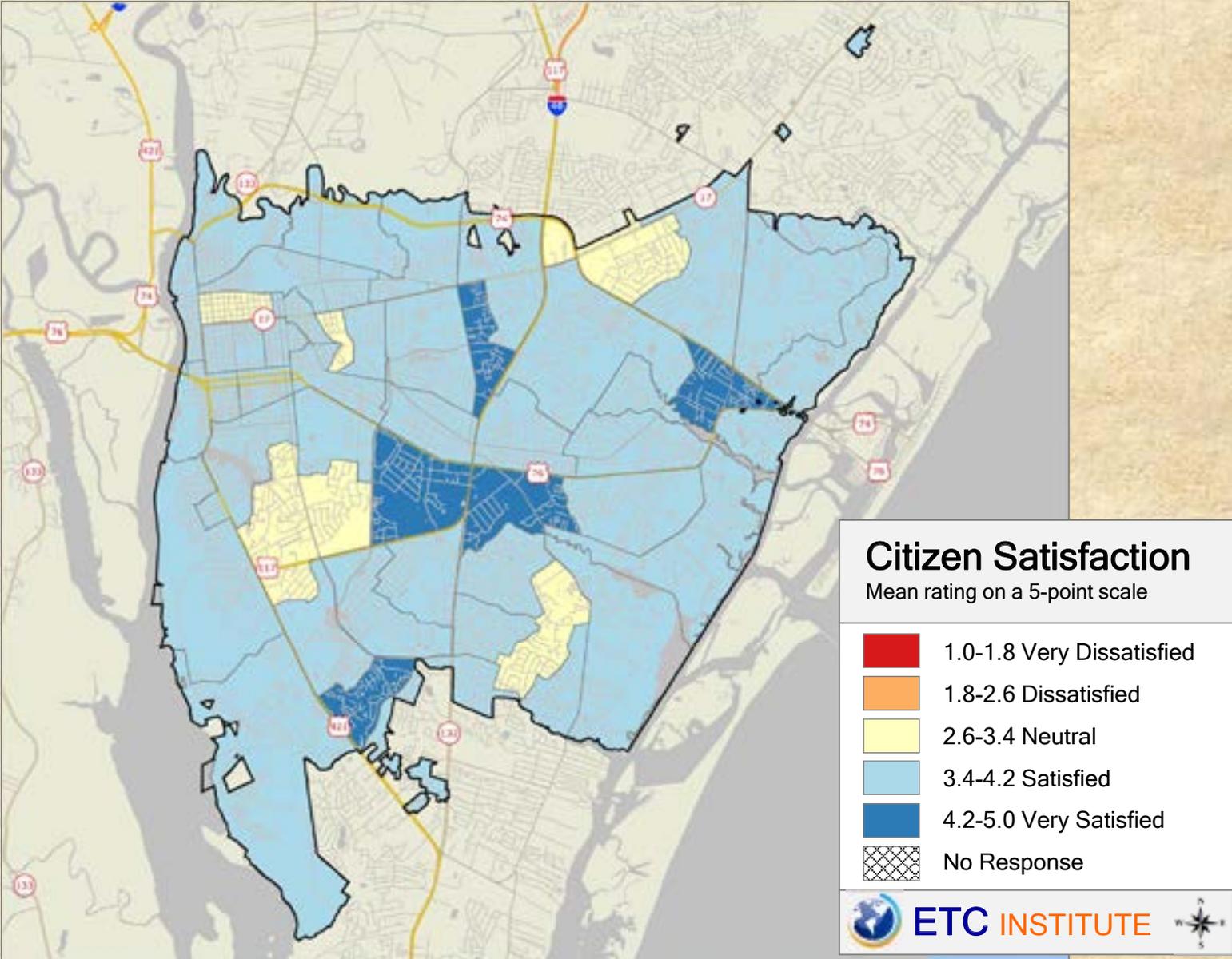
# Q14-6 Satisfaction with City efforts to remove abandoned or inoperative vehicles



## 2019 City of Wilmington Community Survey

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

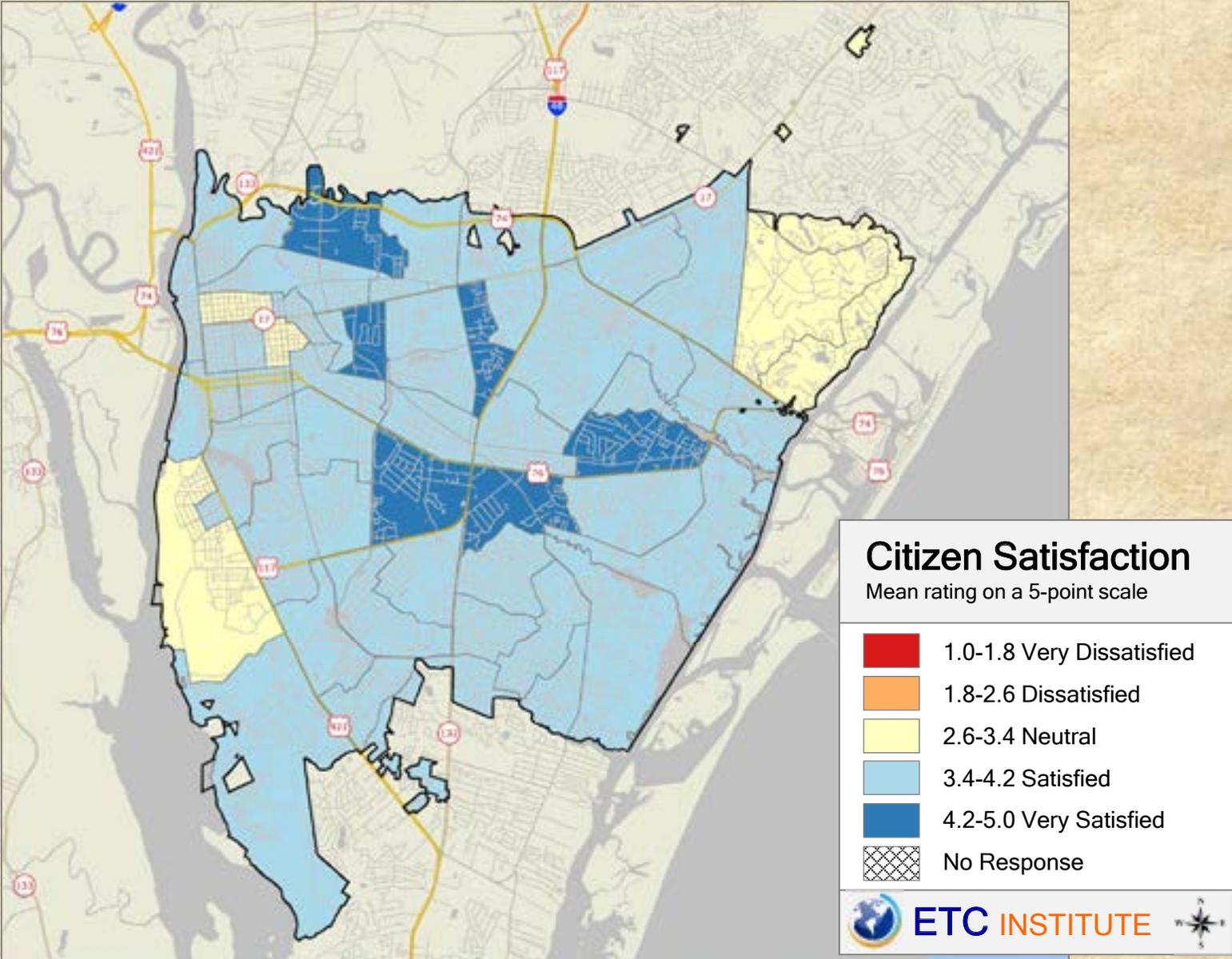
# Q16b-1 Satisfaction with how easy City employees were to contact



## 2019 City of Wilmington Community Survey

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

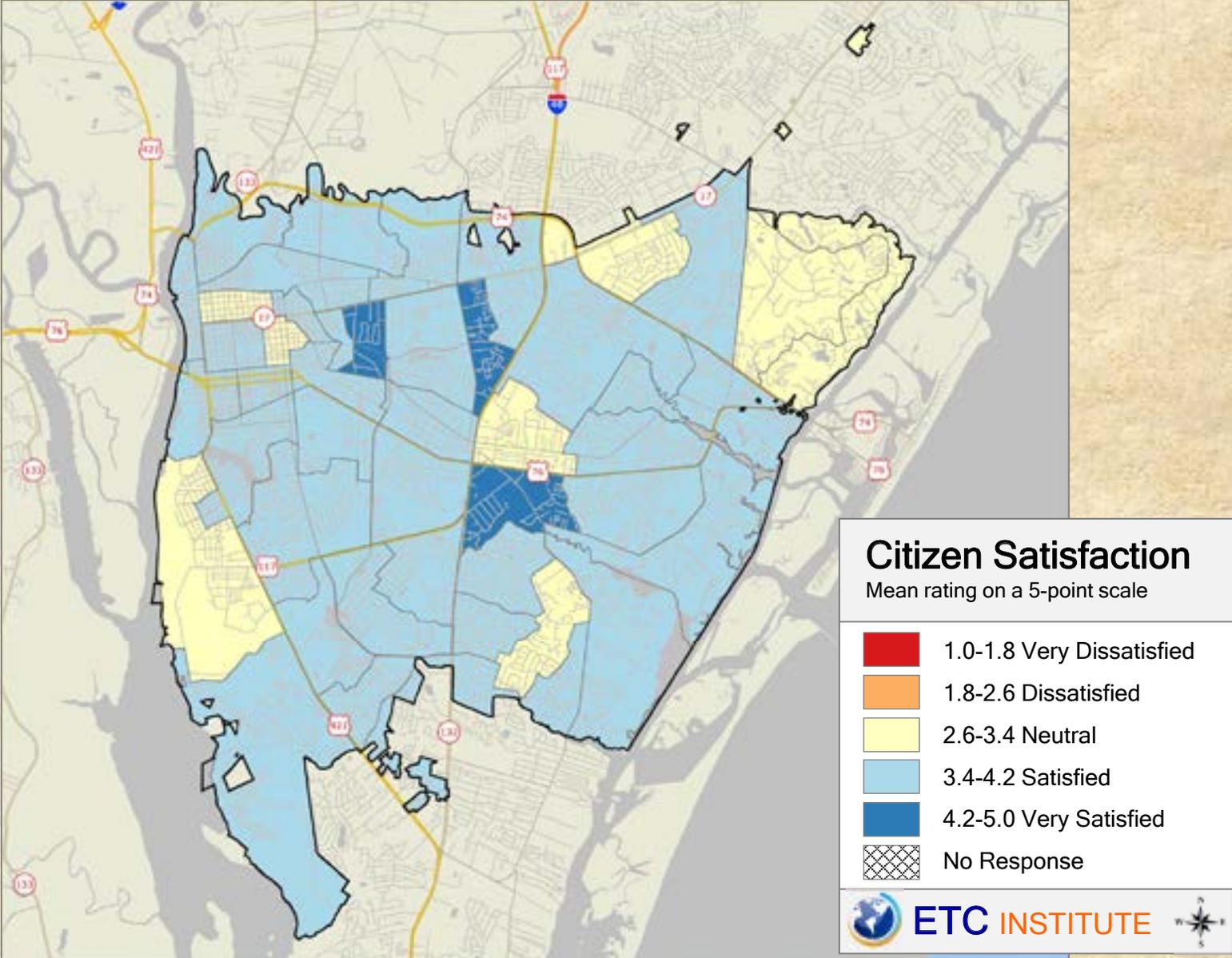
# Q16b-2 Satisfaction with the way City employees treat residents



## 2019 City of Wilmington Community Survey

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

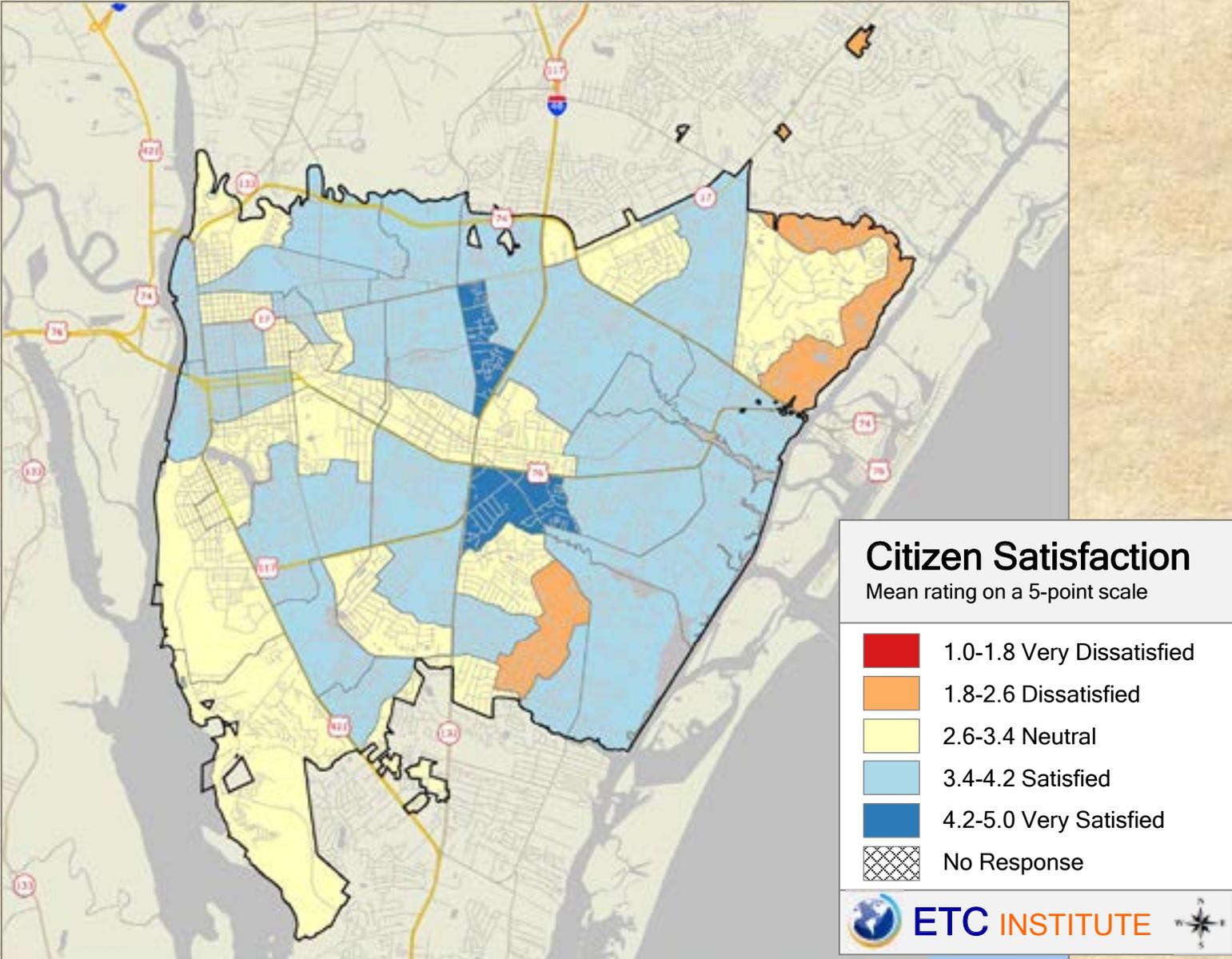
# Q16b-3 Satisfaction with the accuracy of the information and assistance given by City employees



## 2019 City of Wilmington Community Survey

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

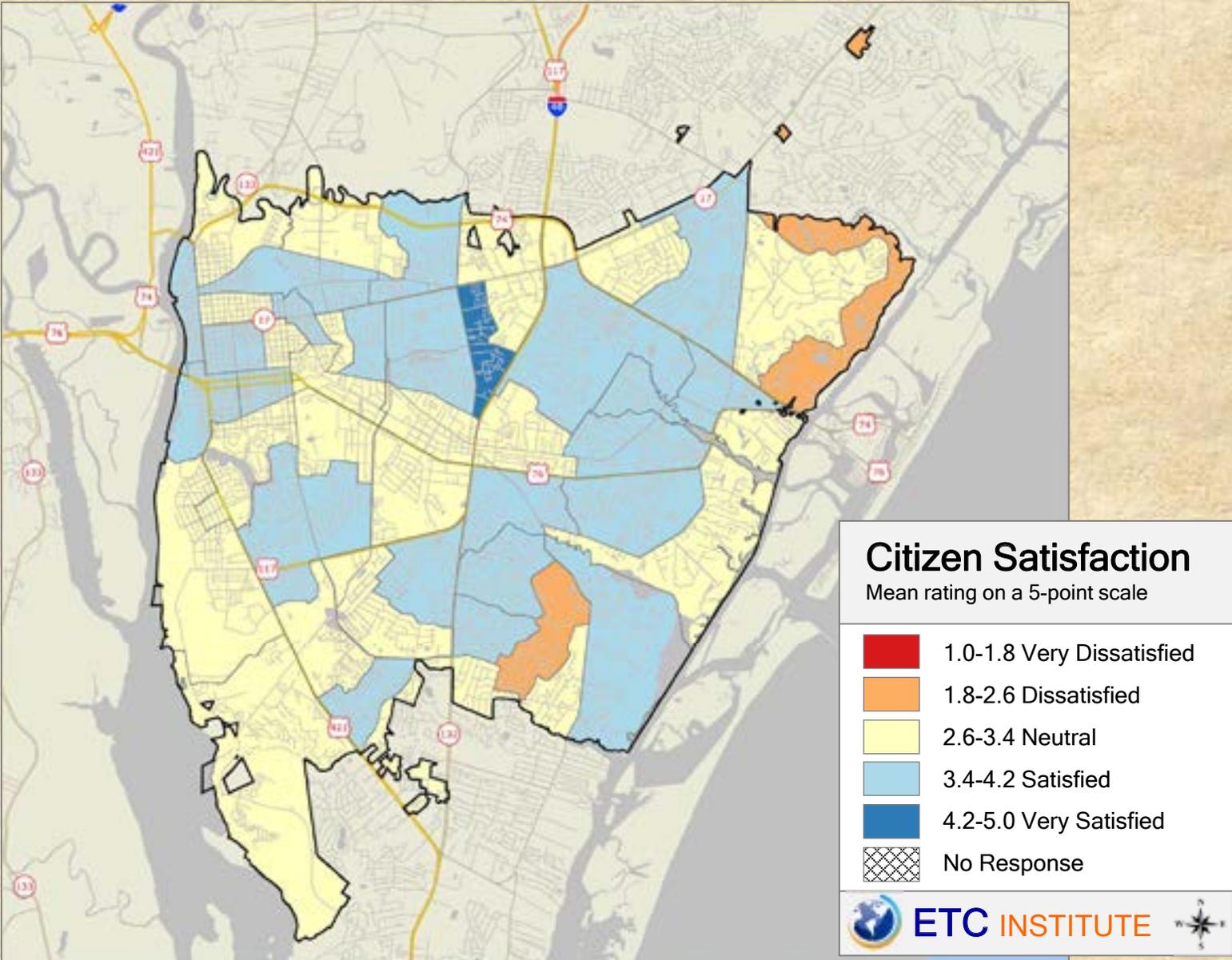
# Q16b-4 Satisfaction with how quickly City staff responded to request



## 2019 City of Wilmington Community Survey

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

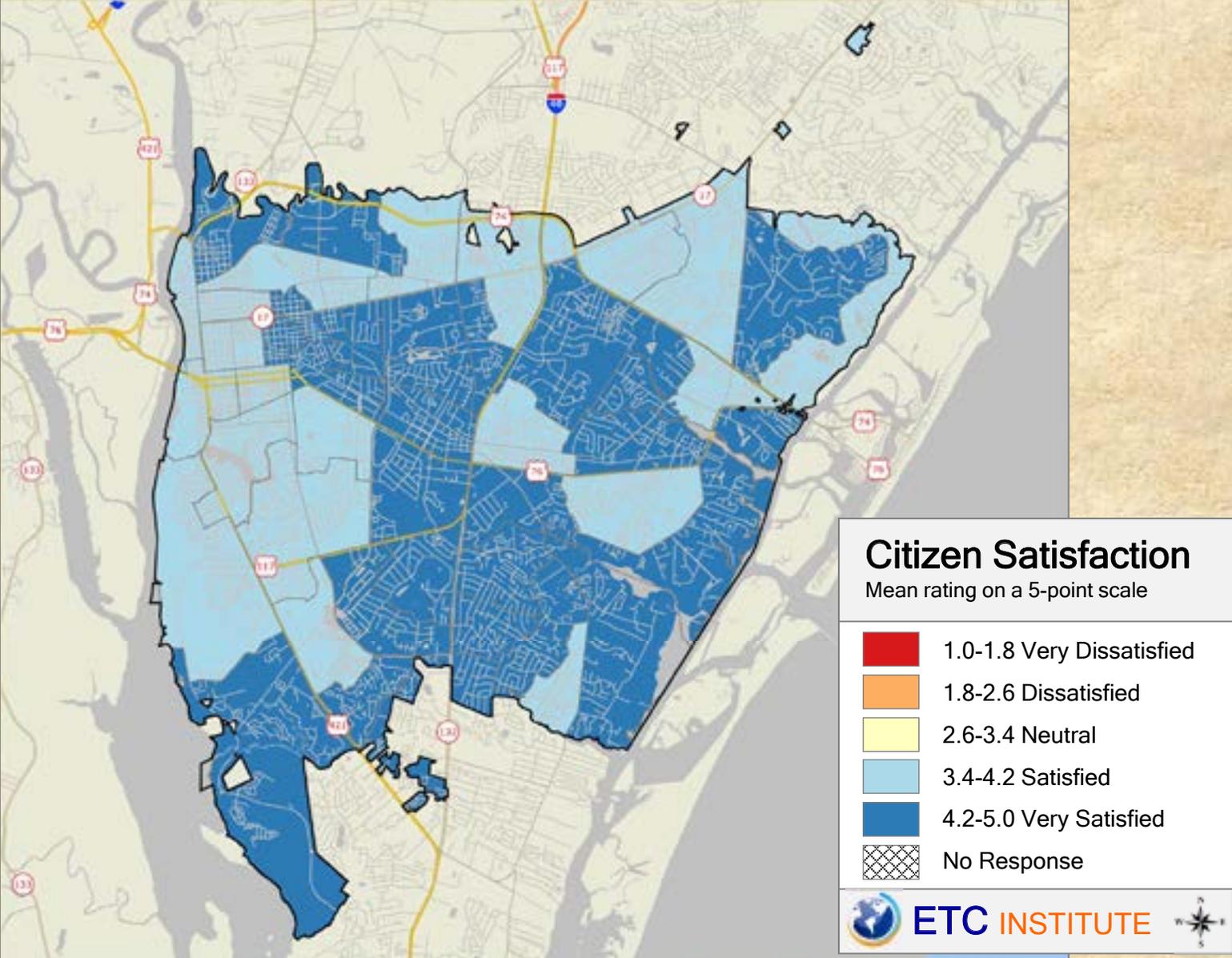
# Q16b-5 Satisfaction with how well issue was handled by City employee



## 2019 City of Wilmington Community Survey

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

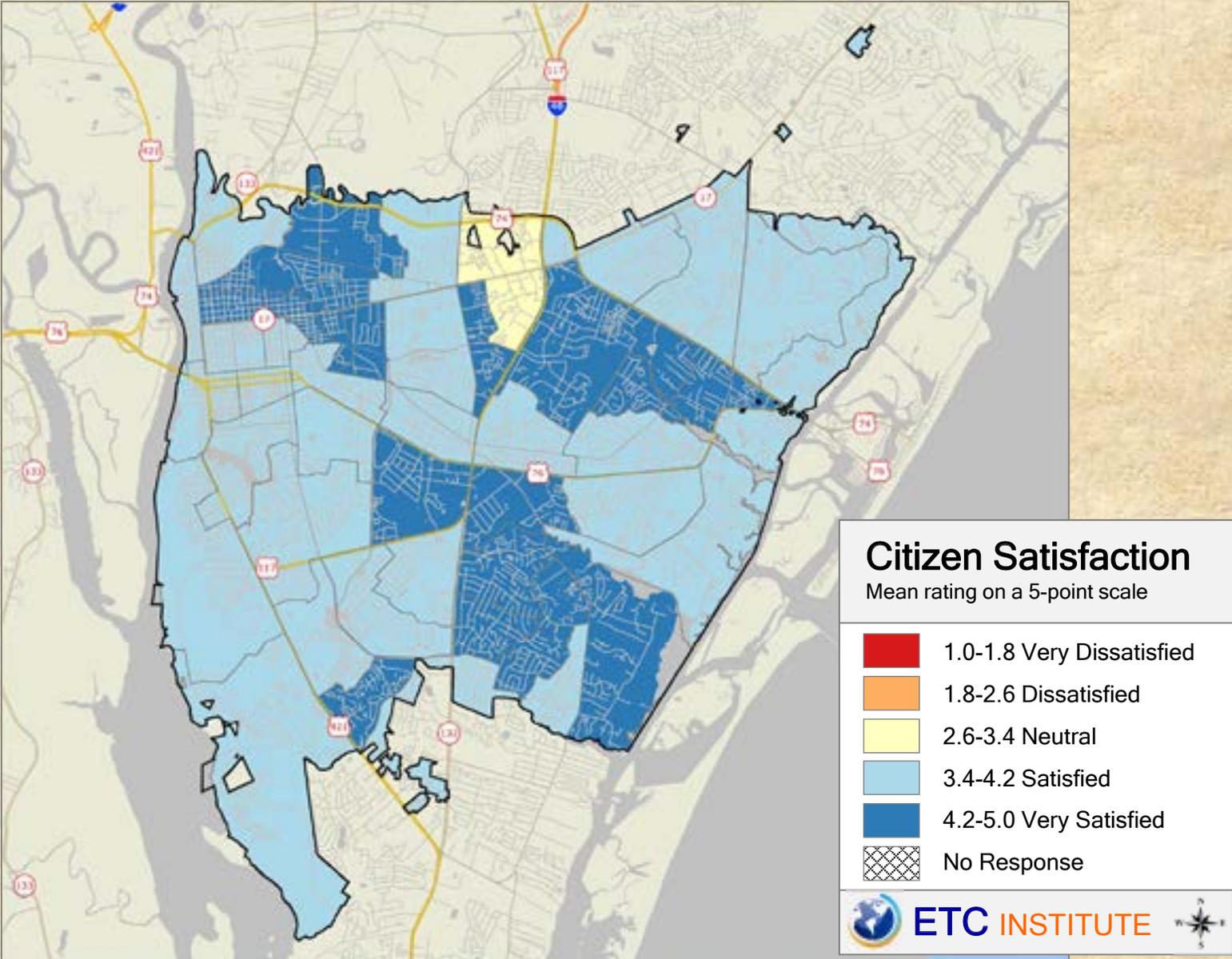
# Q17-1 Satisfaction with residential trash collection services



## 2019 City of Wilmington Community Survey

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

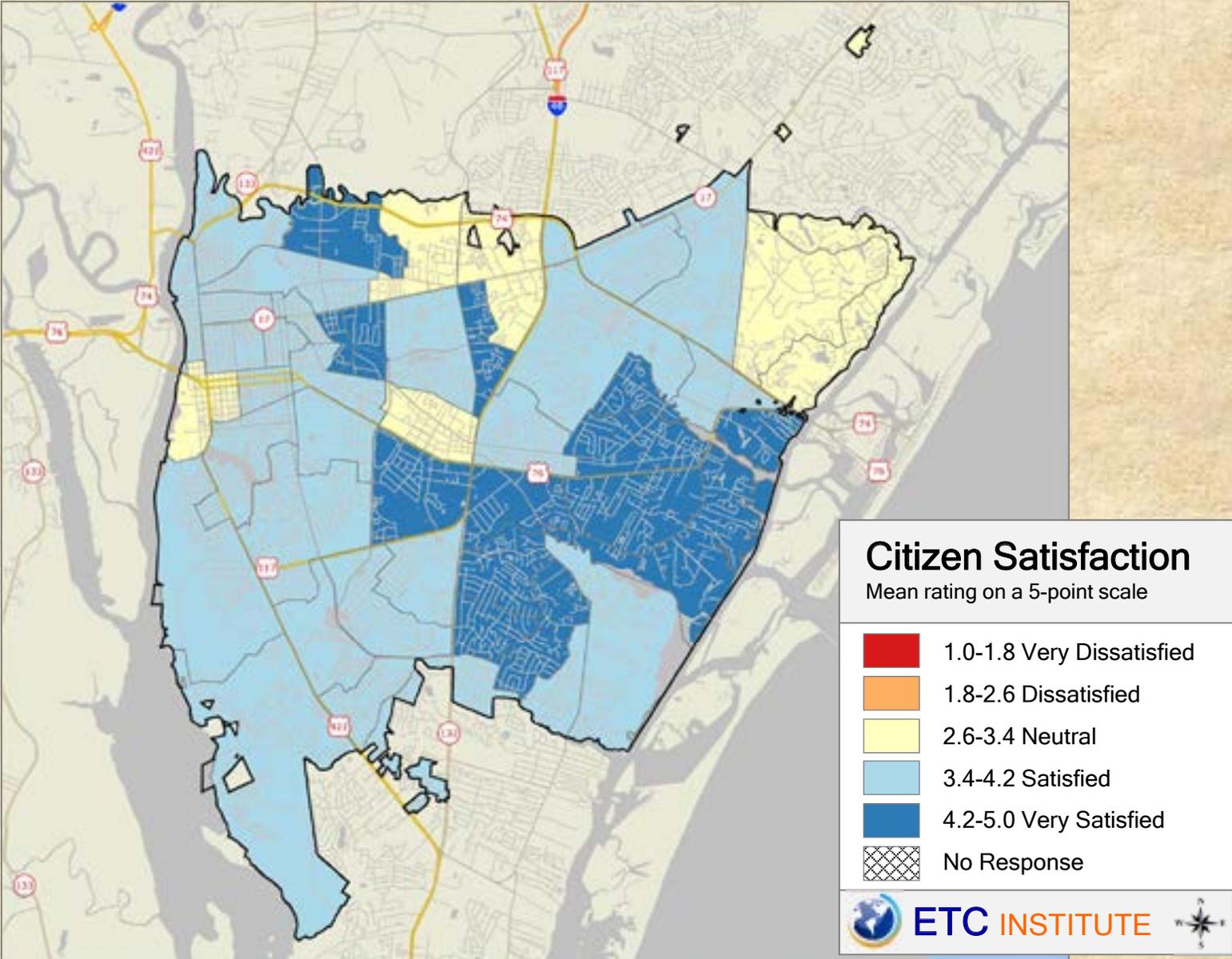
### Q17-2 Satisfaction with curbside recycling services



### 2019 City of Wilmington Community Survey

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

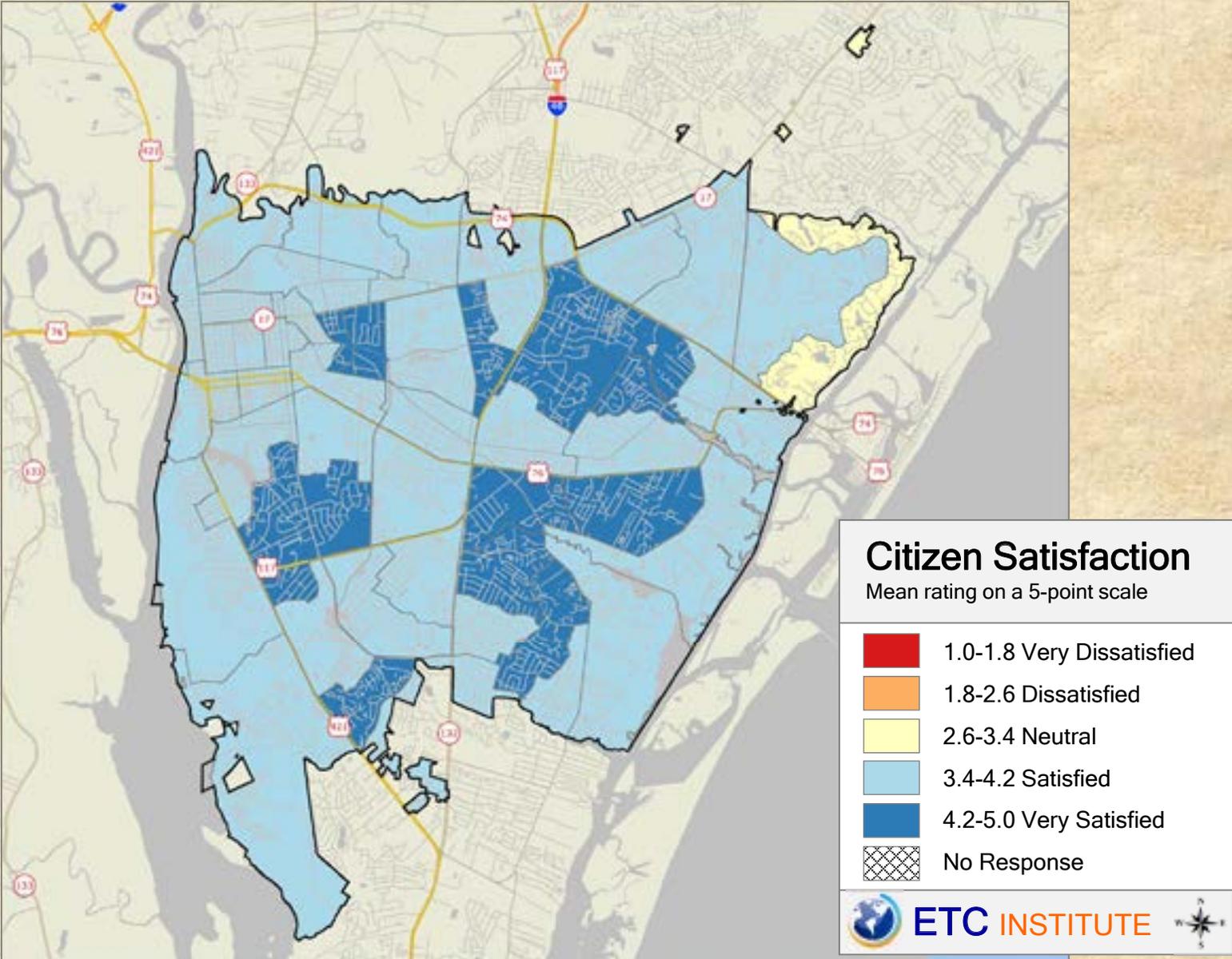
# Q17-3 Satisfaction with bulky item pick up/removal services



## 2019 City of Wilmington Community Survey

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

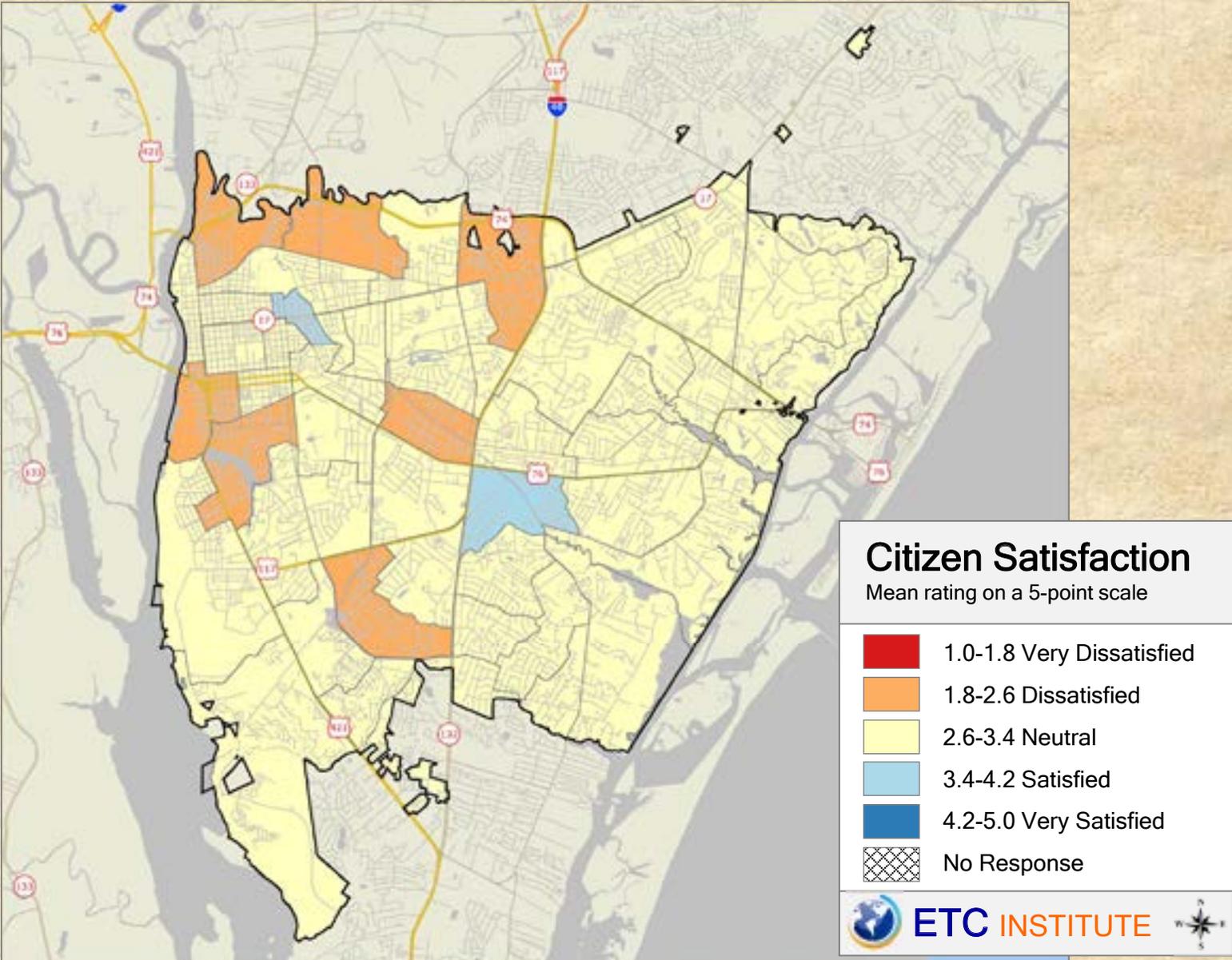
# Q17-4 Satisfaction with yard waste collection services



## 2019 City of Wilmington Community Survey

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

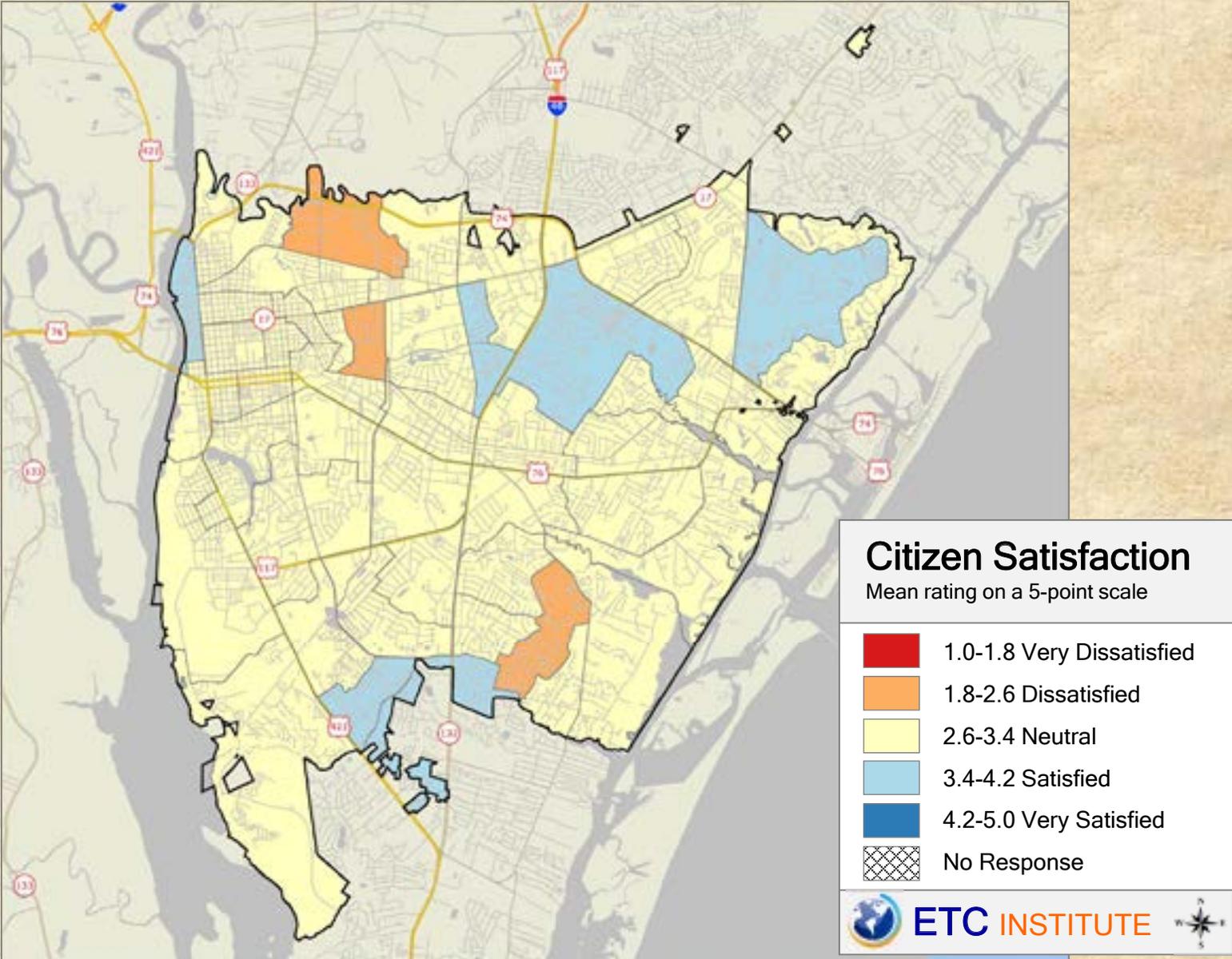
# Q19-1 Satisfaction with adequacy of public parking in Downtown Wilmington



## 2019 City of Wilmington Community Survey

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

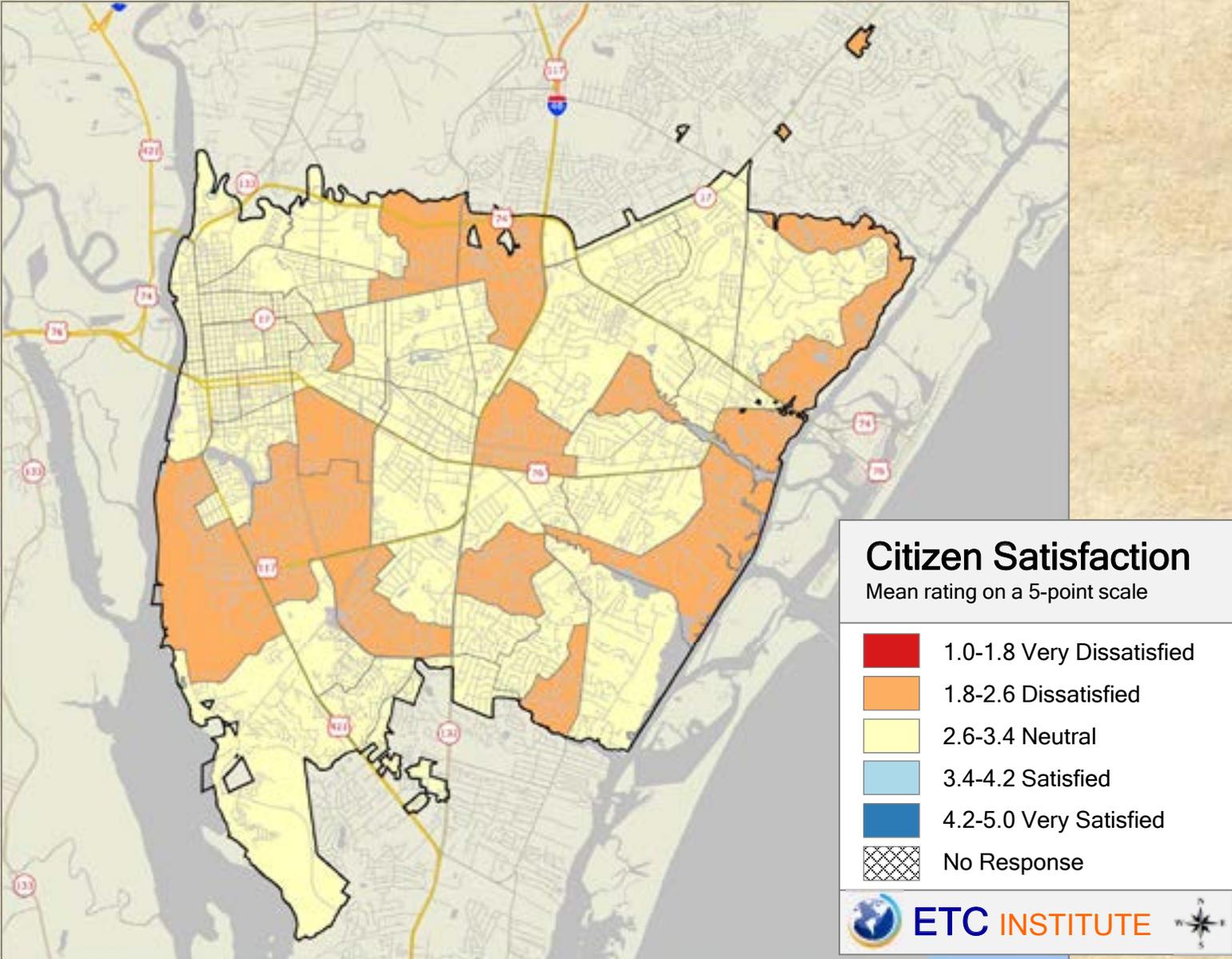
# Q19-2 Satisfaction with availability of public transportation services in Wilmington



## 2019 City of Wilmington Community Survey

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

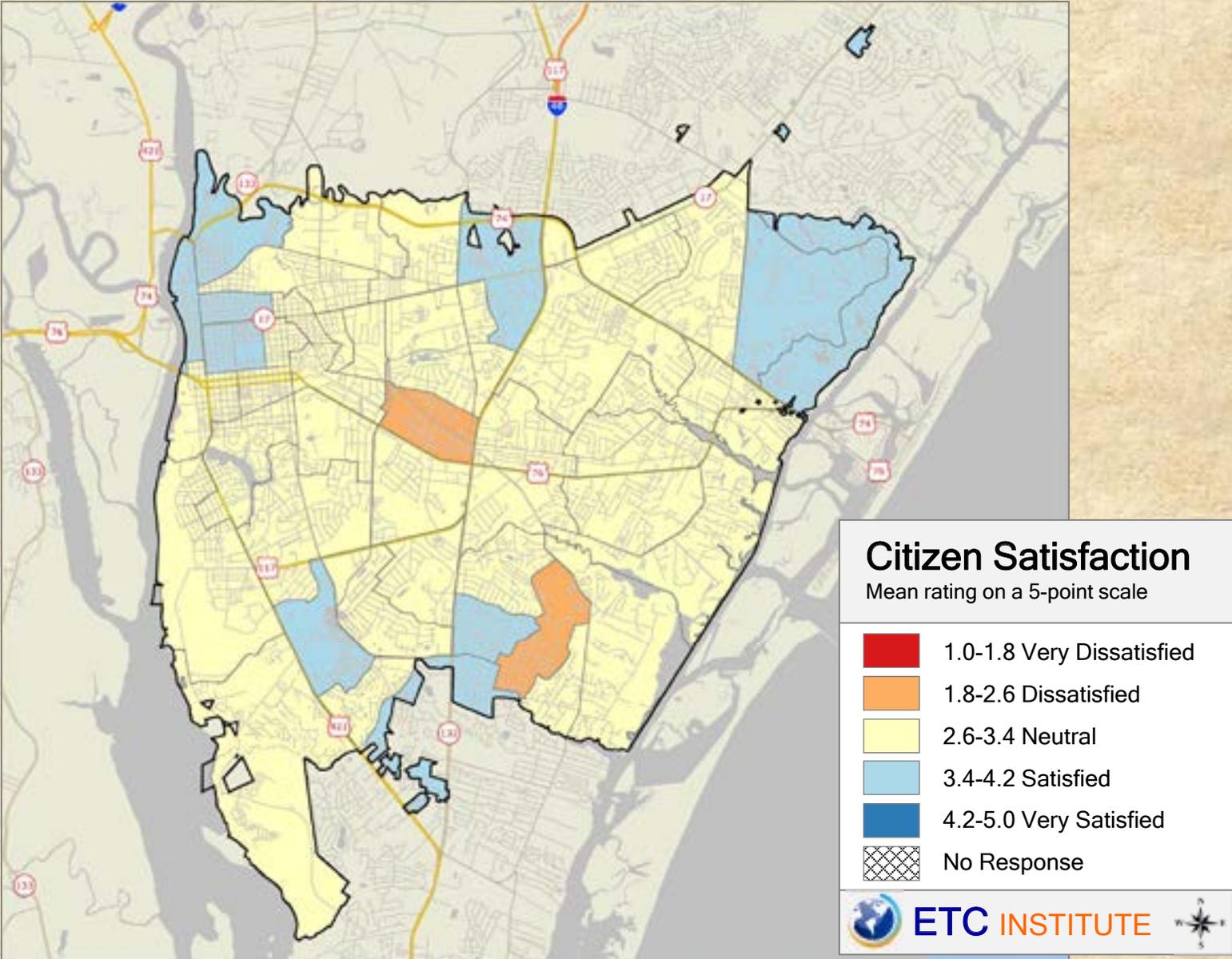
### Q19-3 Satisfaction with ease of travel by car in the City



### 2019 City of Wilmington Community Survey

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

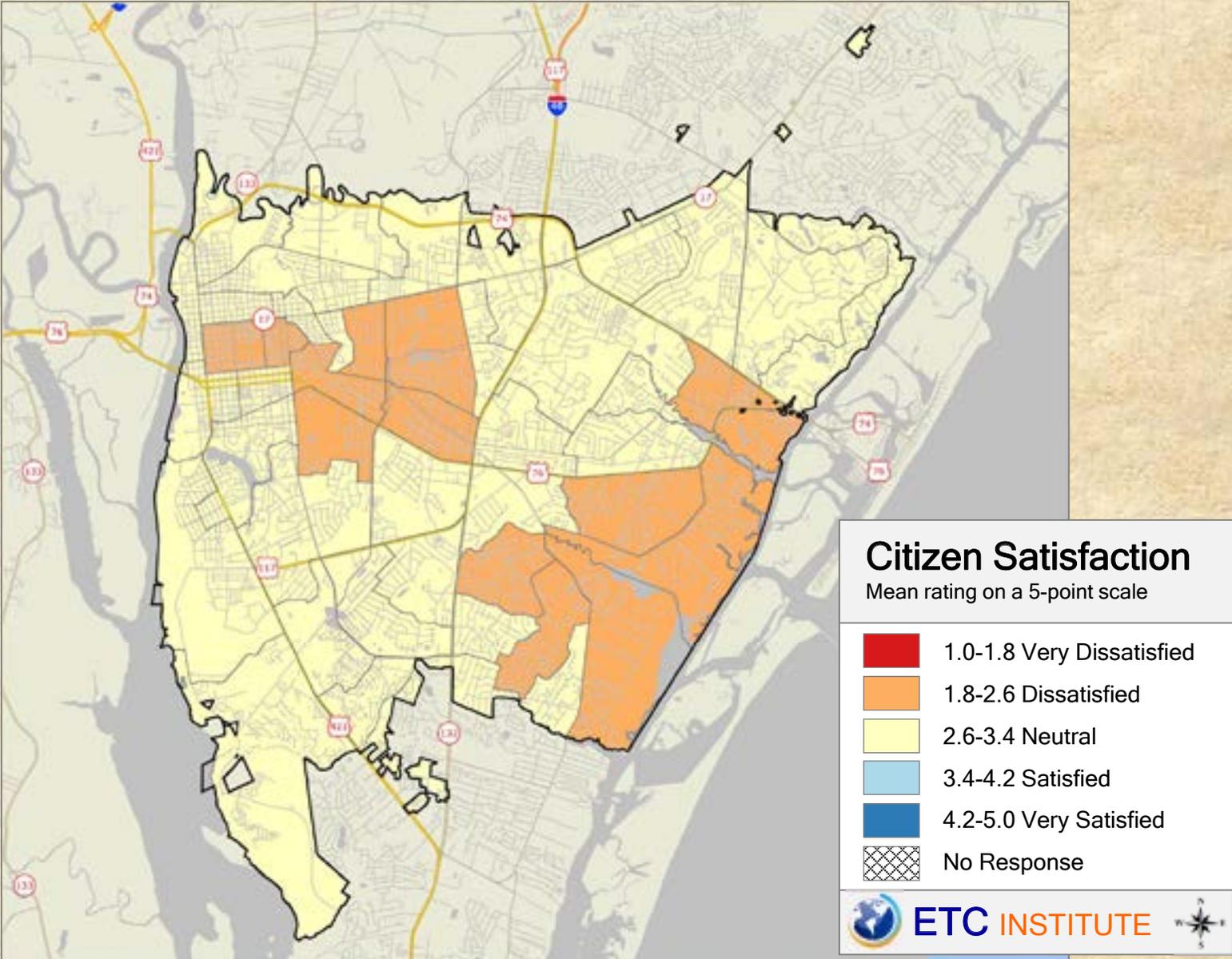
### Q19-4 Satisfaction with ease of walking in the City



### 2019 City of Wilmington Community Survey

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

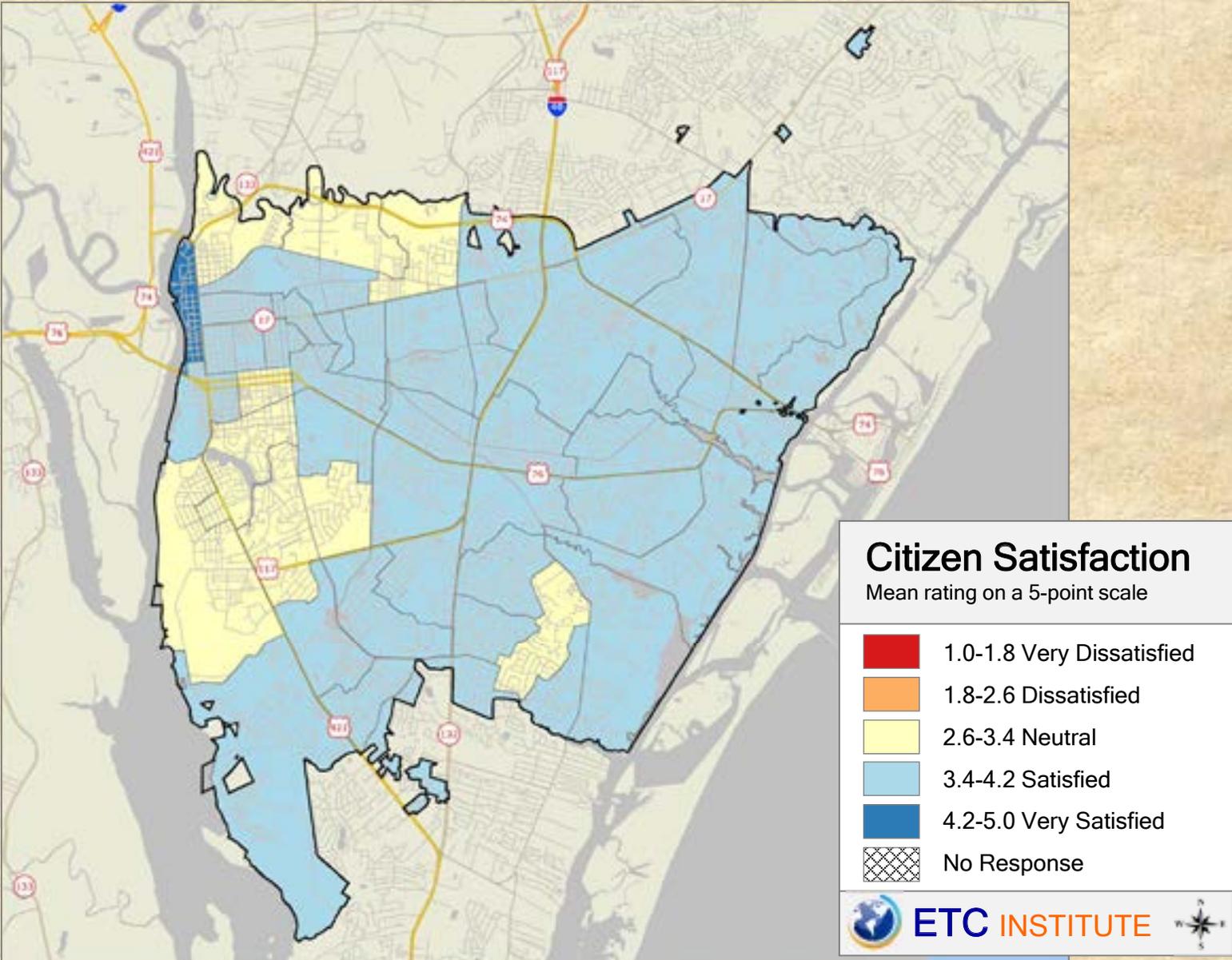
# Q19-5 Satisfaction with ease of biking in the City



## 2019 City of Wilmington Community Survey

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

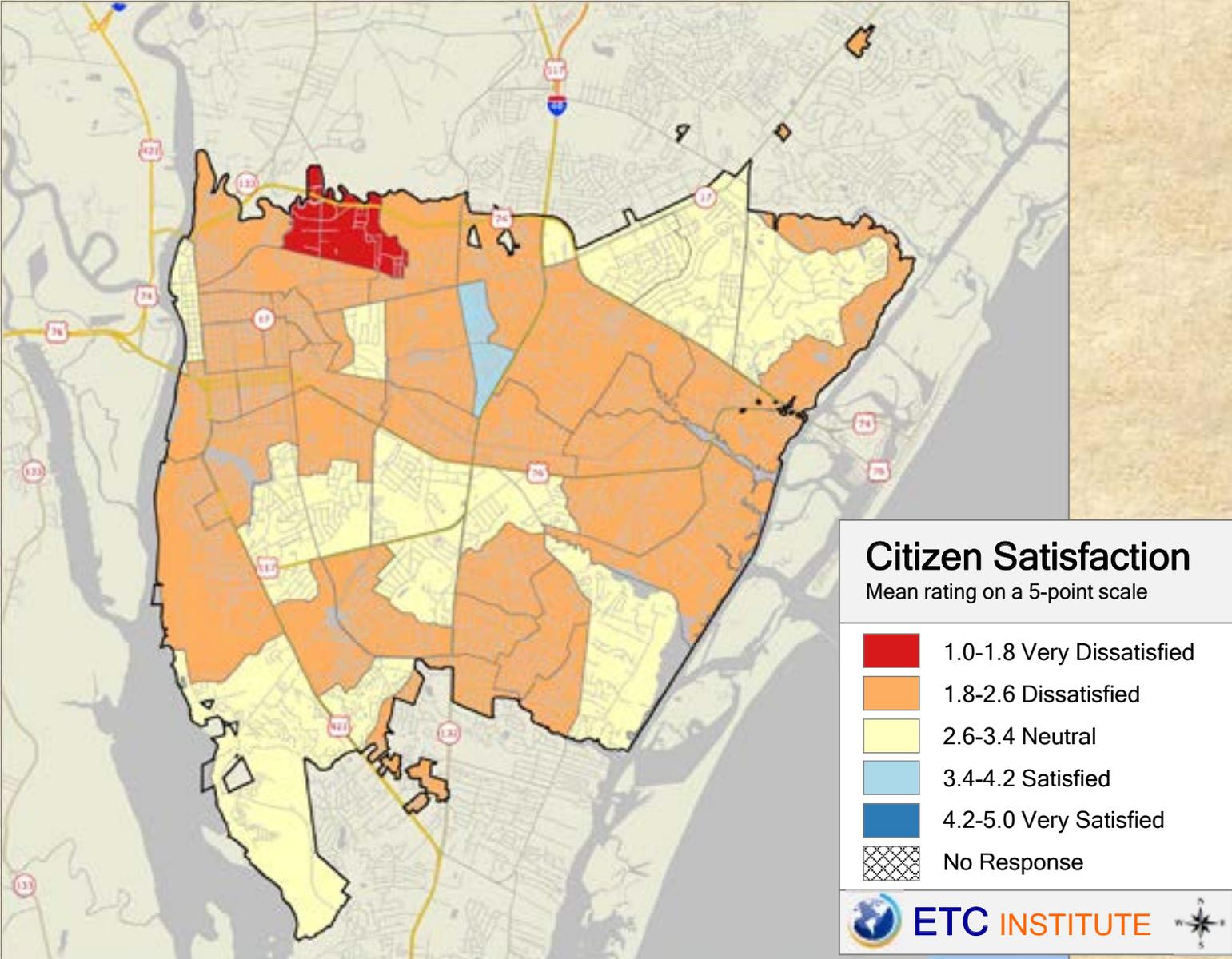
# Q19-6 Satisfaction with opportunities to attend cultural activities in Wilmington



## 2019 City of Wilmington Community Survey

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

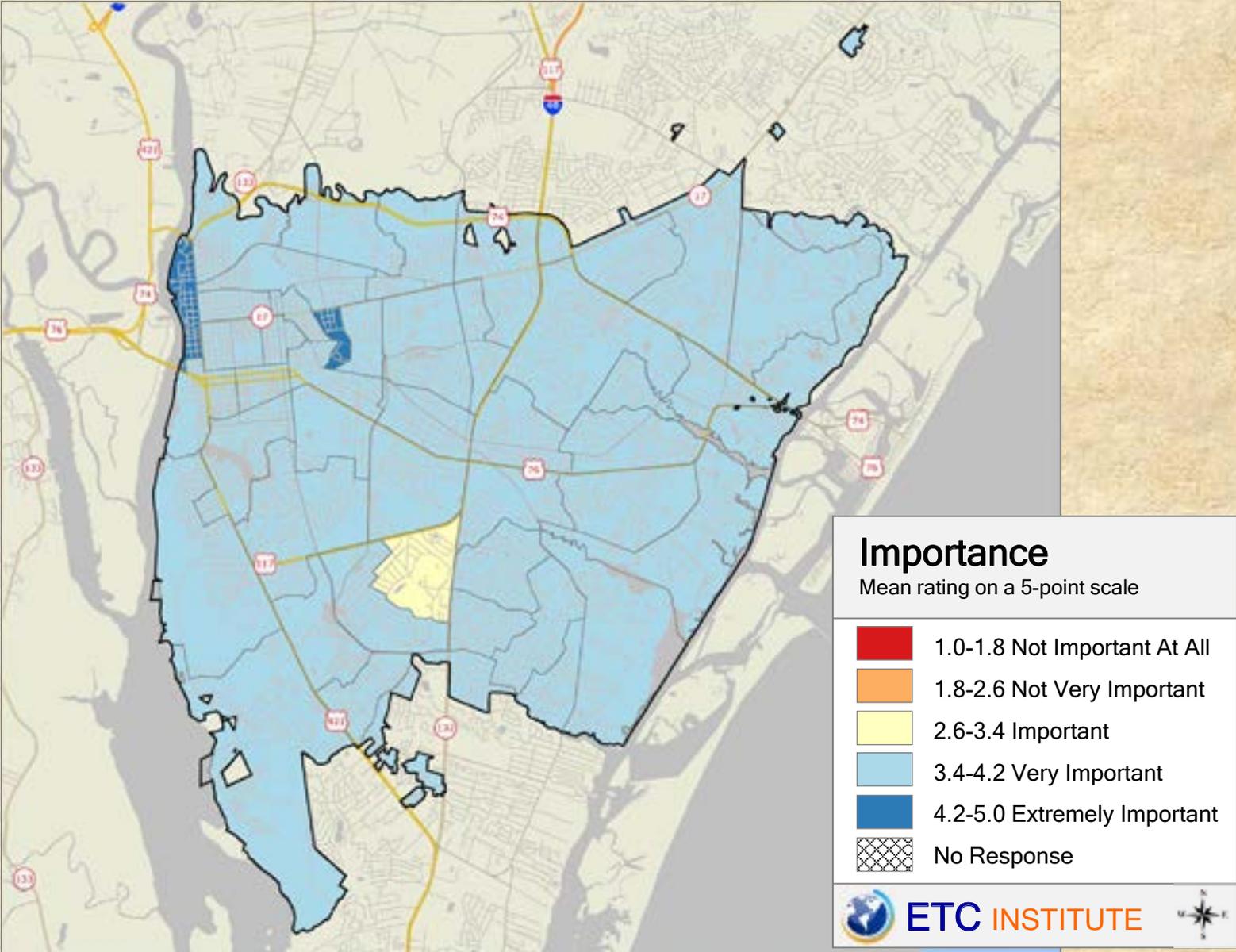
# Q19-7 Satisfaction with availability of affordable housing in Wilmington



## 2019 City of Wilmington Community Survey

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

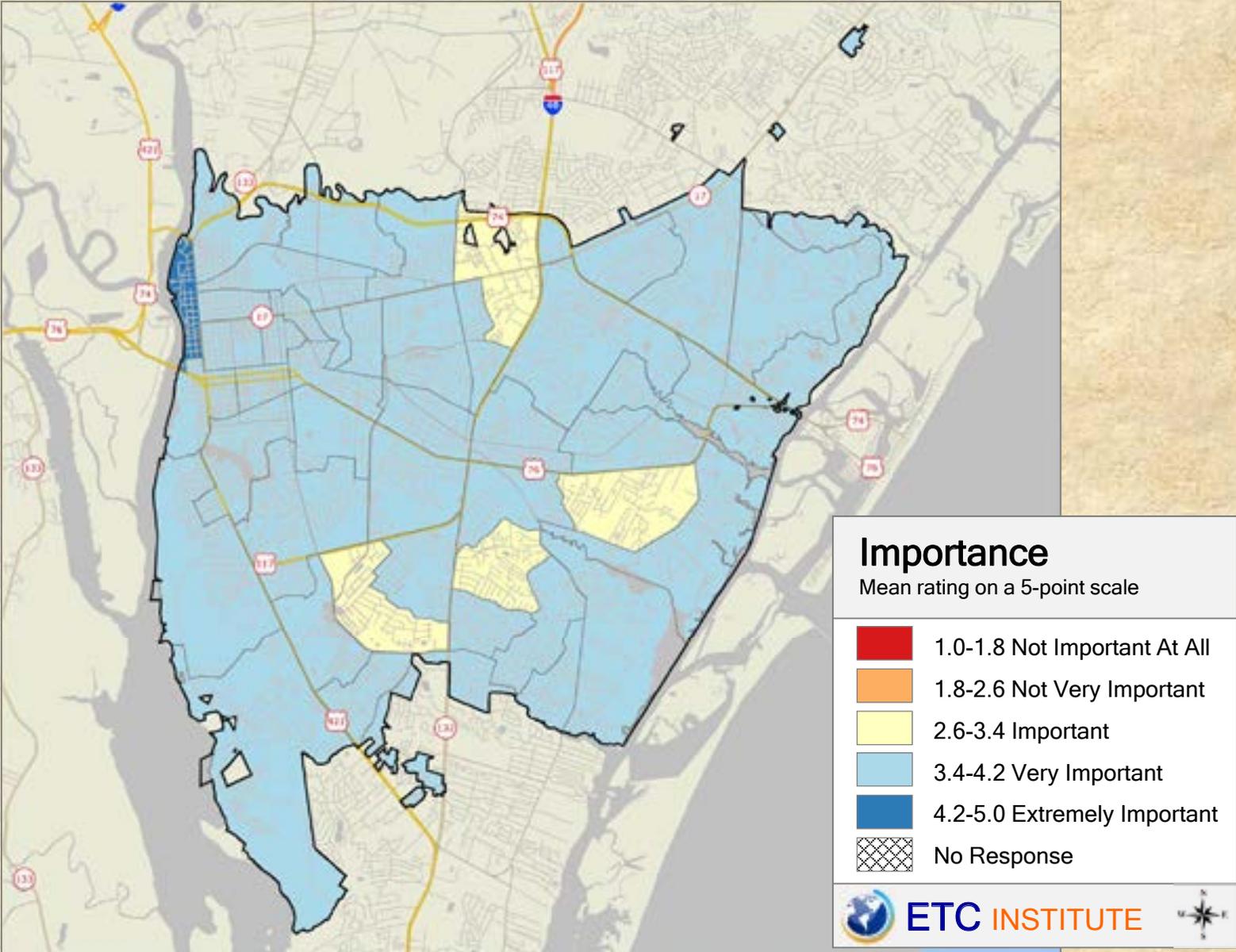
# Q20-1 Importance of upgrades to public facilities



## 2019 City of Wilmington Community Survey

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

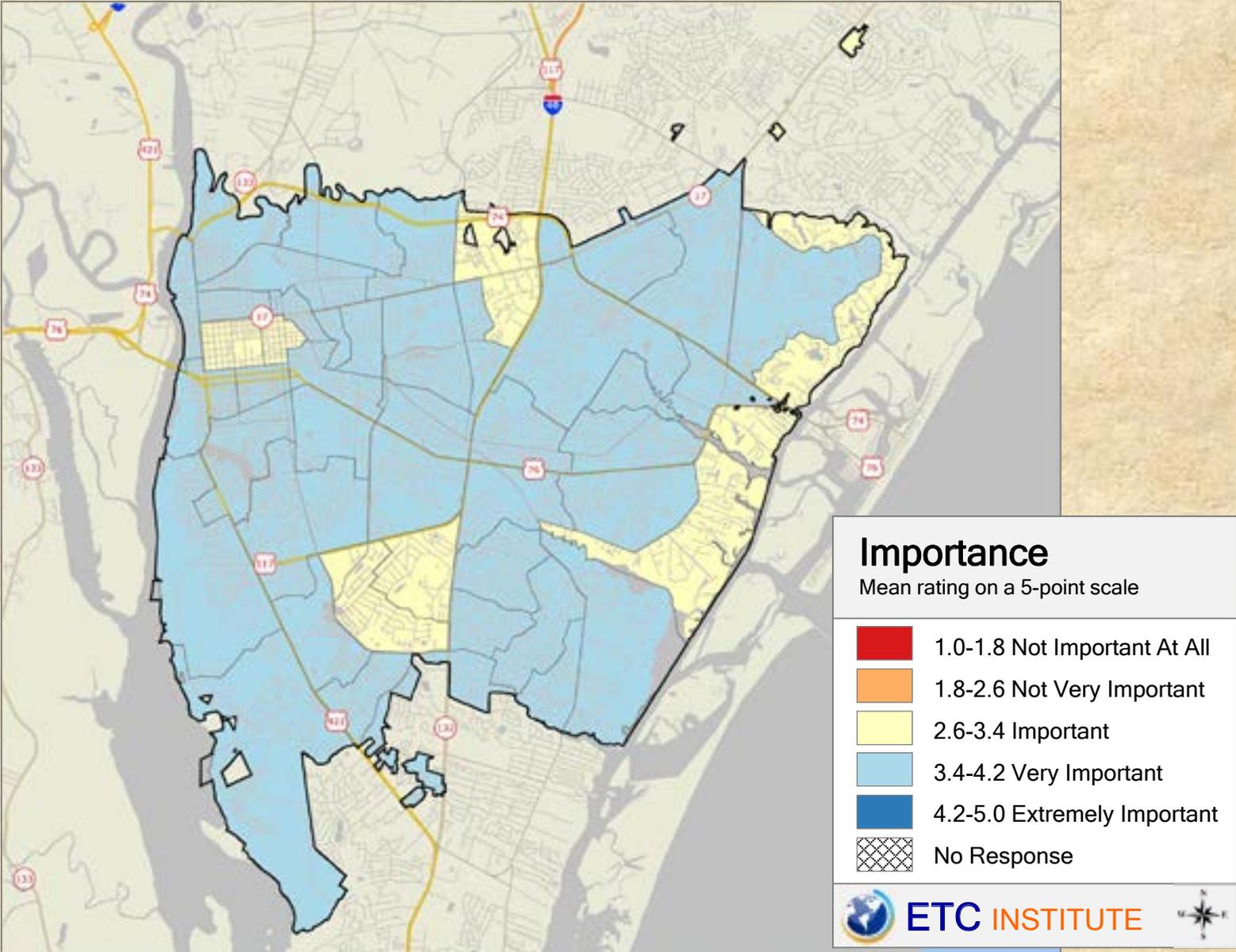
# Q20-2 Importance of improvements to parks and open space



## 2019 City of Wilmington Community Survey

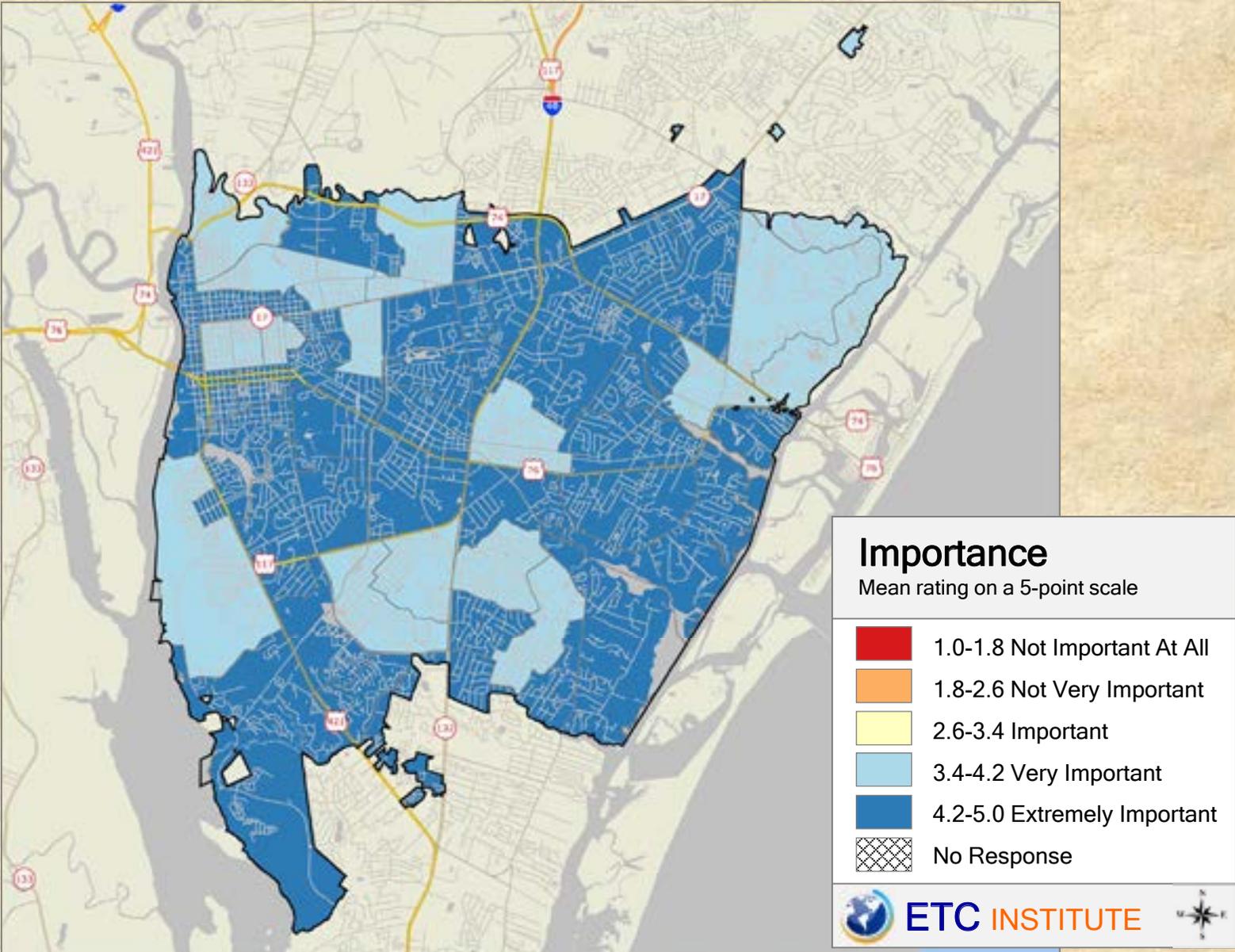
Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q20-3 Importance of improvements to Police/Fire facilities



**2019 City of Wilmington Community Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

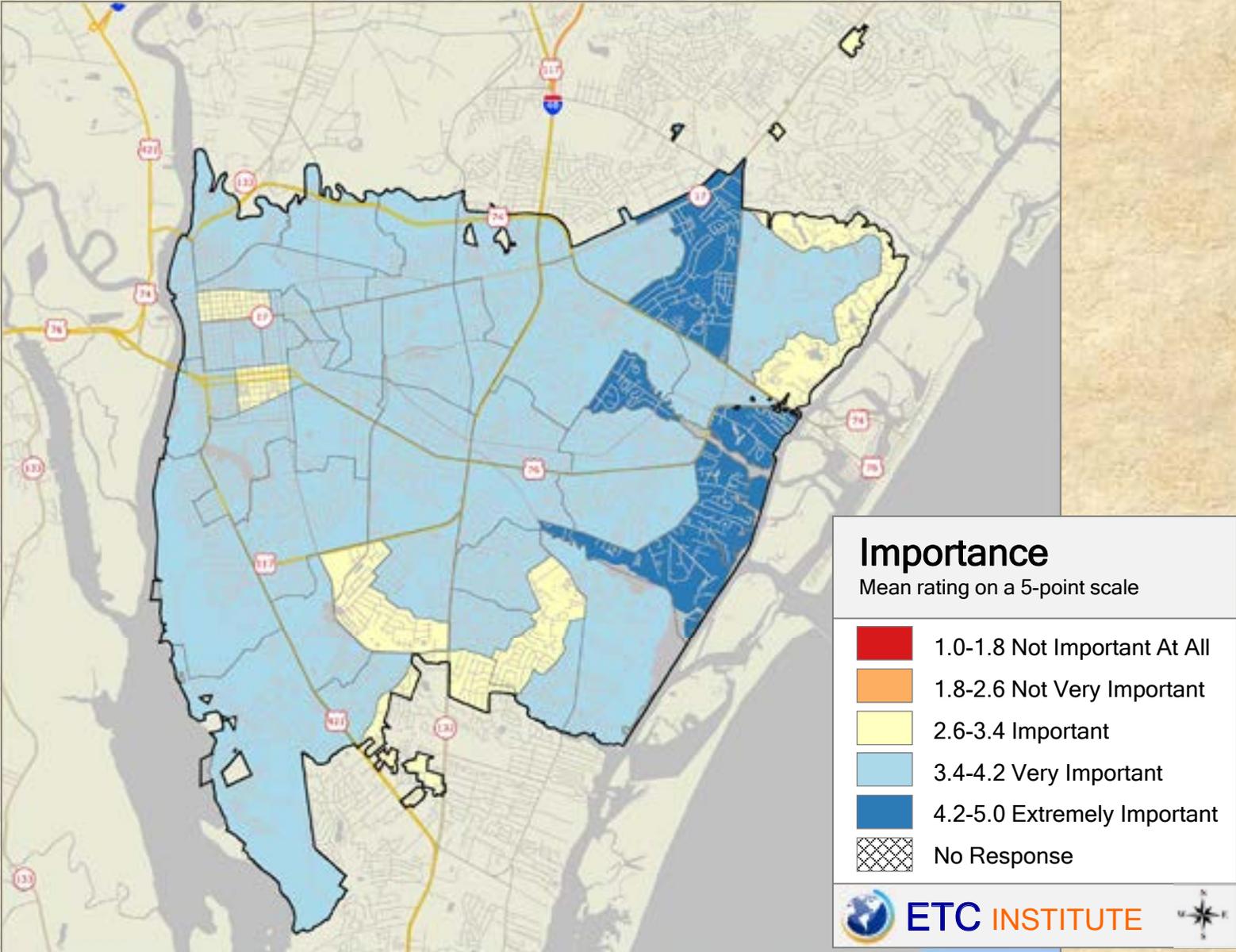
# Q20-4 Importance of improvements to the city's transportation network



## 2019 City of Wilmington Community Survey

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

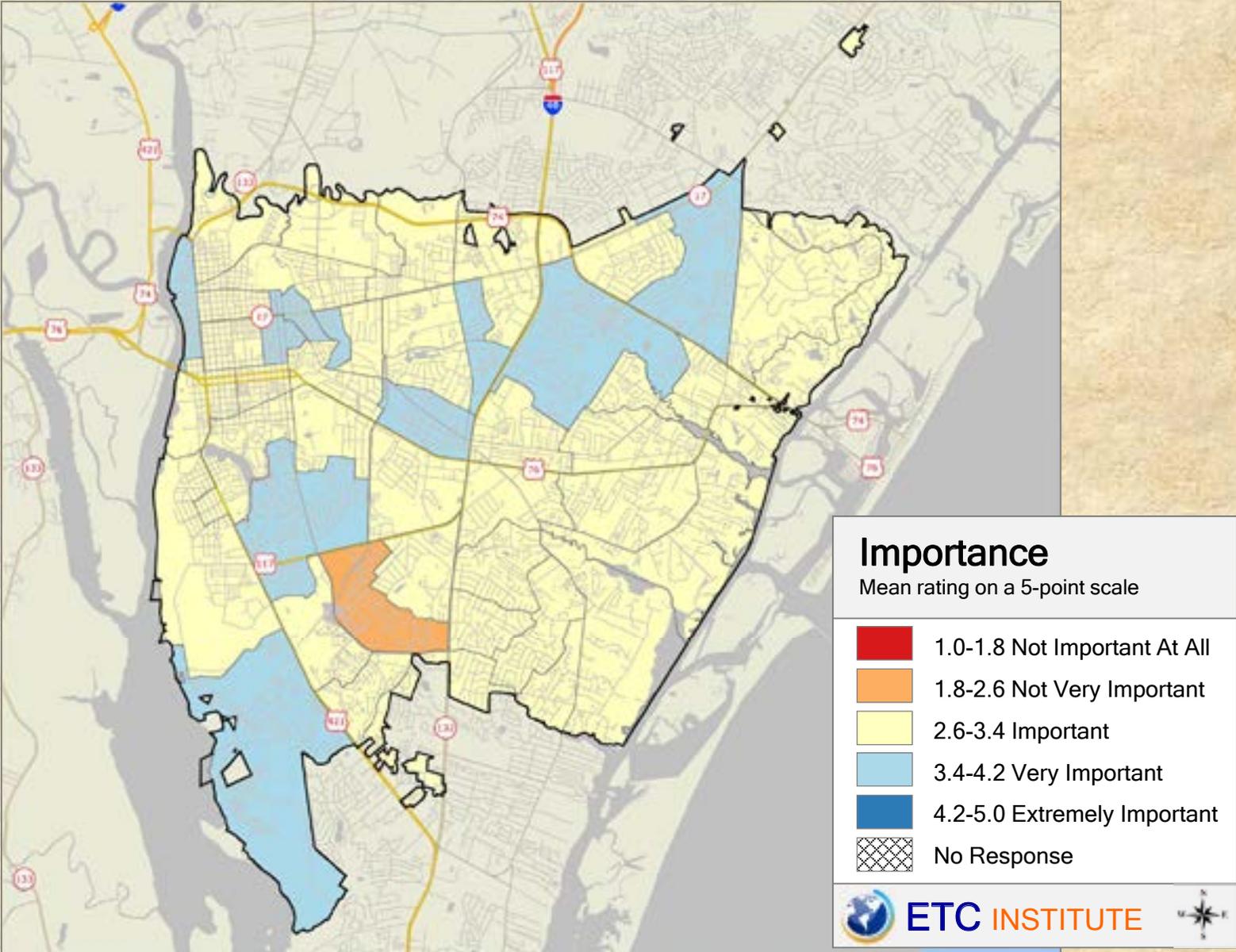
# Q20-5 Importance of additional crosswalks, bike lanes, multi-use trails



## 2019 City of Wilmington Community Survey

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

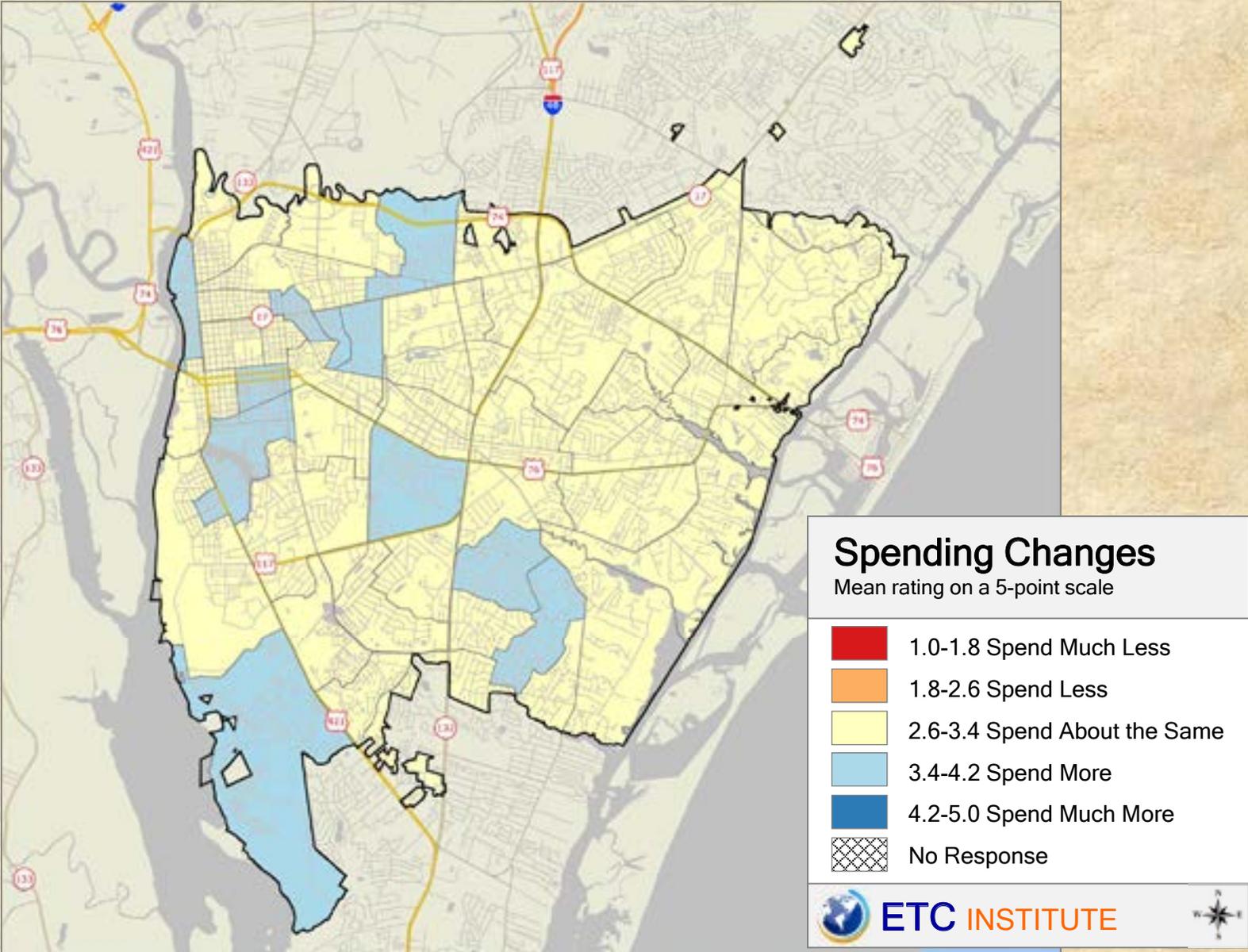
# Q20-6 Importance of improvements to arts/cultural facilities



## 2019 City of Wilmington Community Survey

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

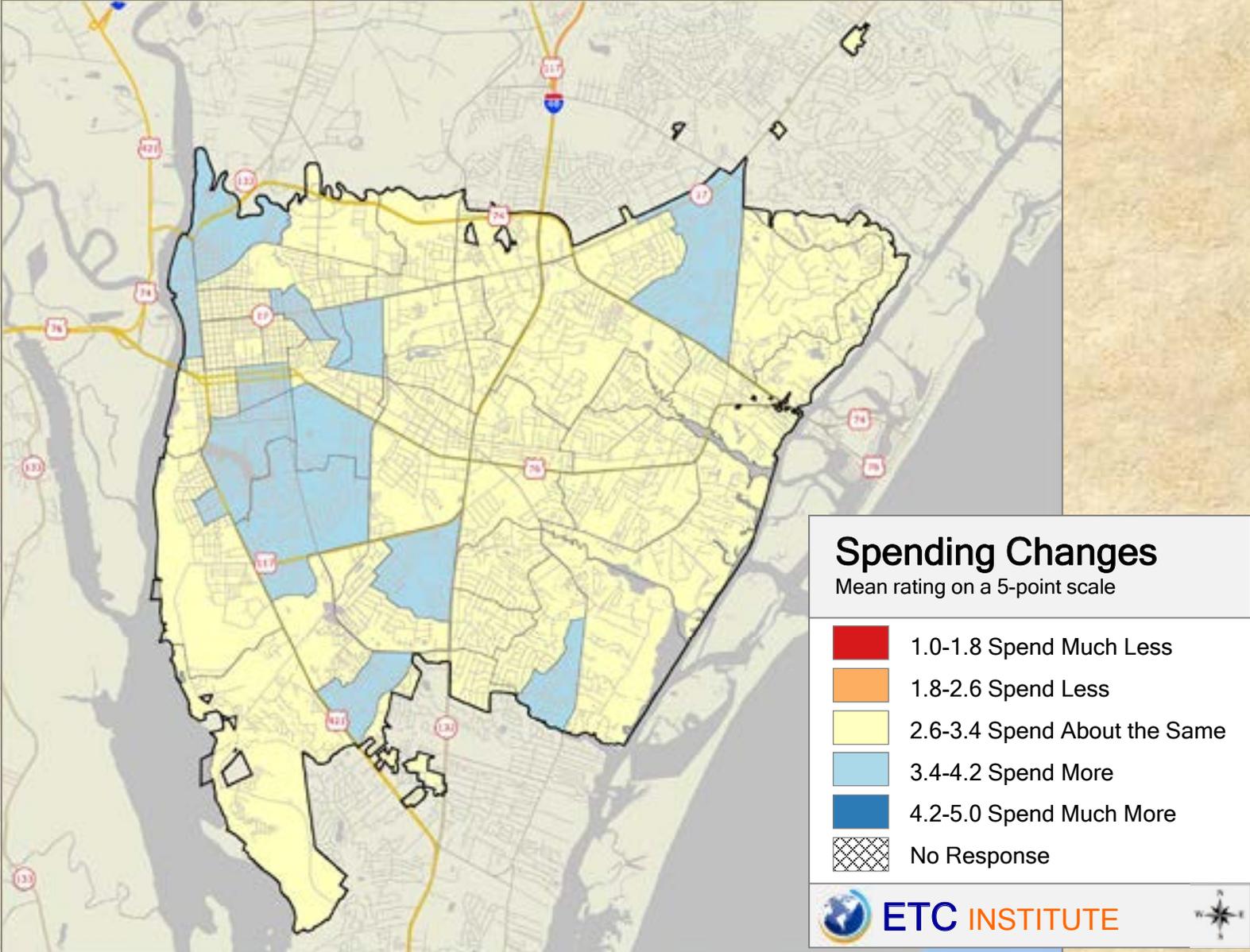
# Q22-1 How the current level of funding for upgrades to public facilities should change



## 2019 City of Wilmington Community Survey

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

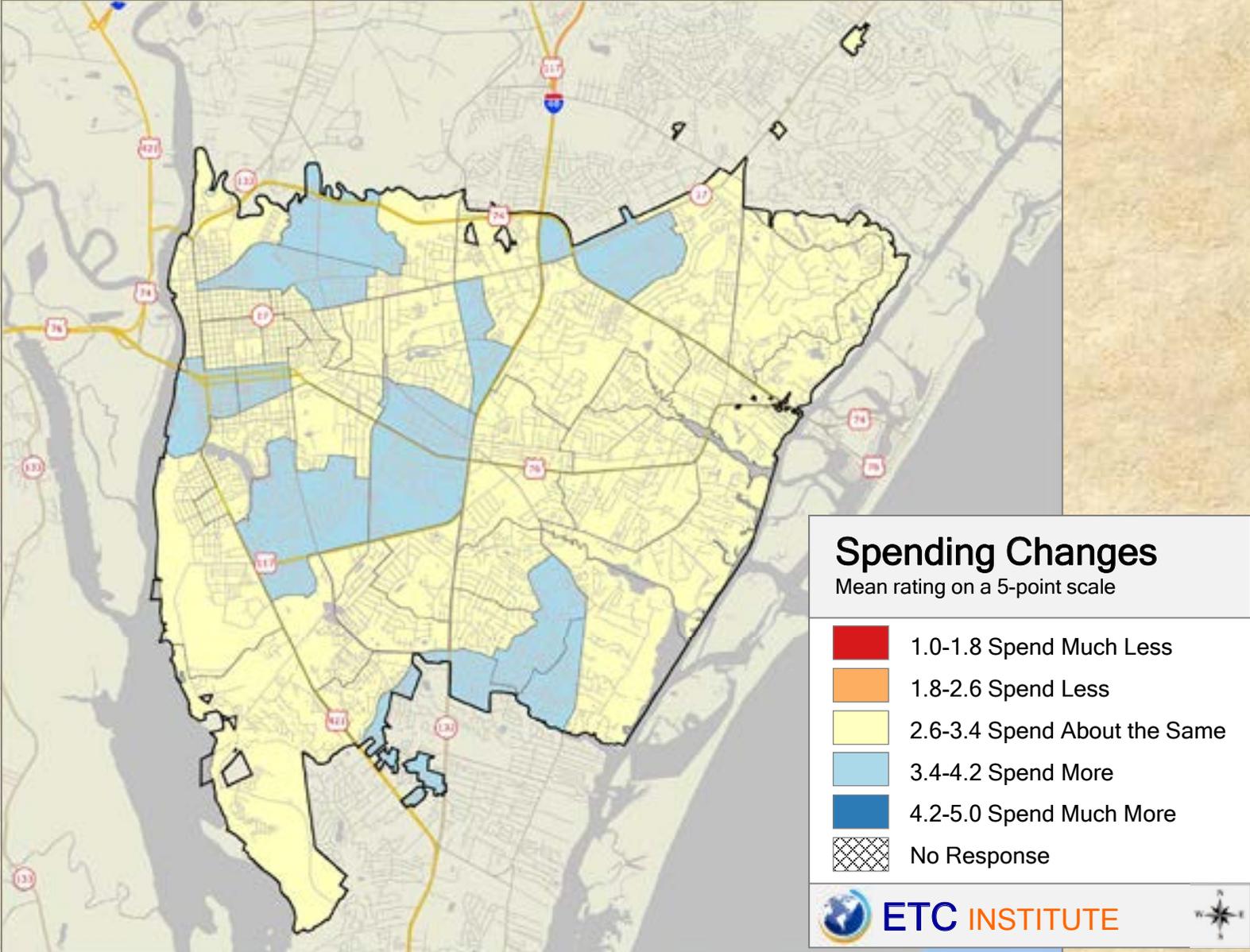
# Q22-2 How the current level of funding for improvements to parks and open space should change



## 2019 City of Wilmington Community Survey

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

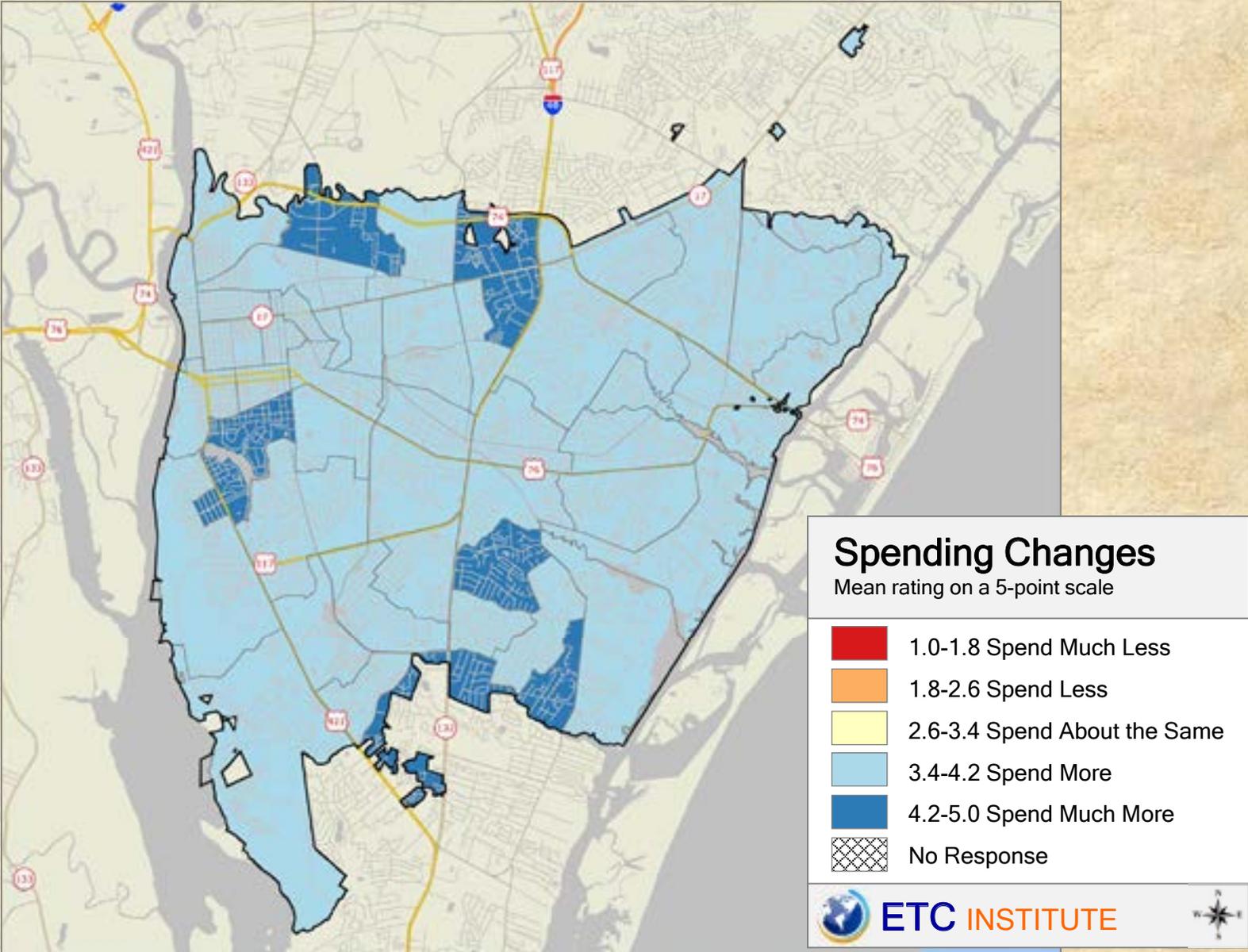
# Q22-3 How the current level of funding for improvements to Police/Fire facilities should change



## 2019 City of Wilmington Community Survey

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

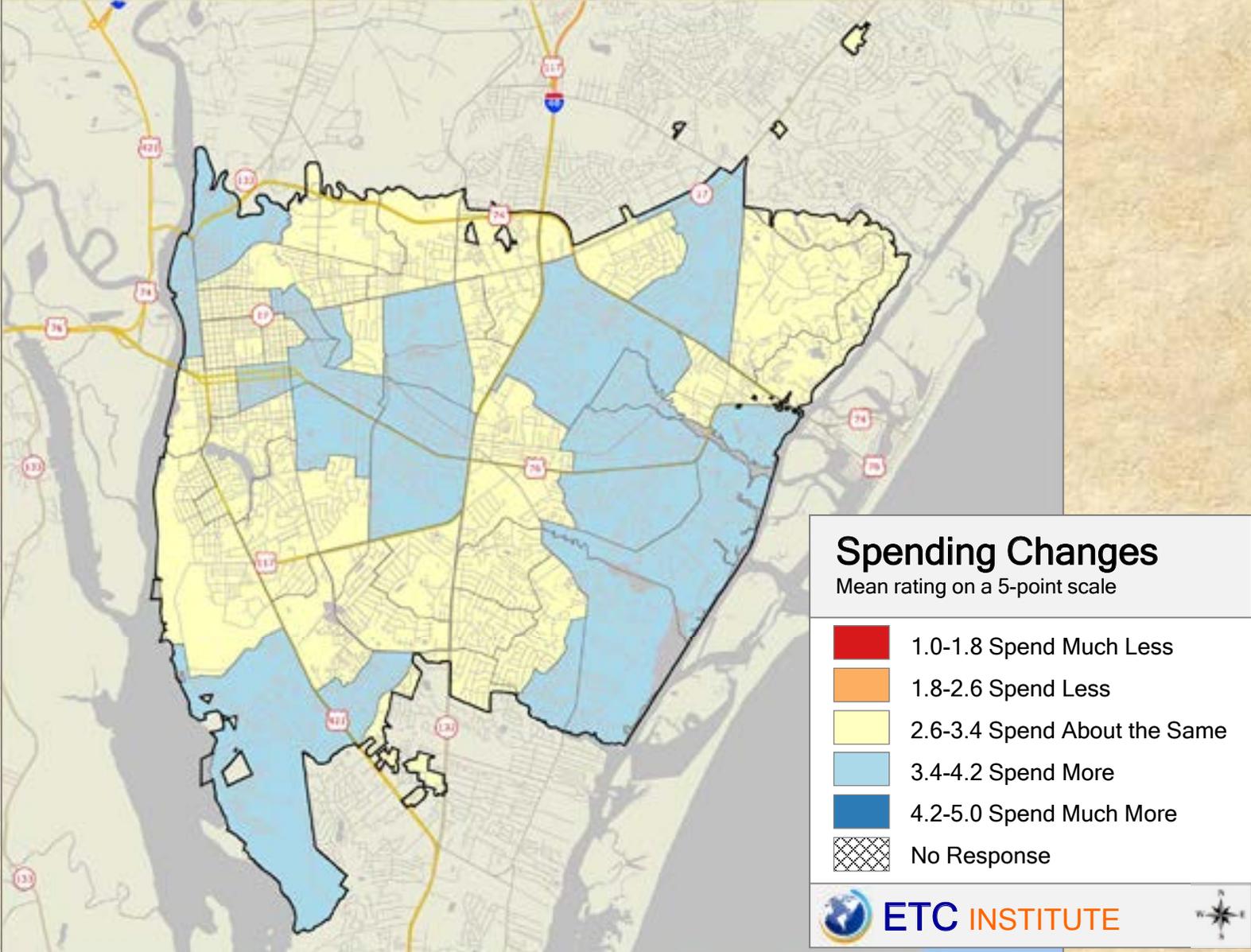
# Q22-4 How the current level of funding for improvements to the city's transportation network should change



## 2019 City of Wilmington Community Survey

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

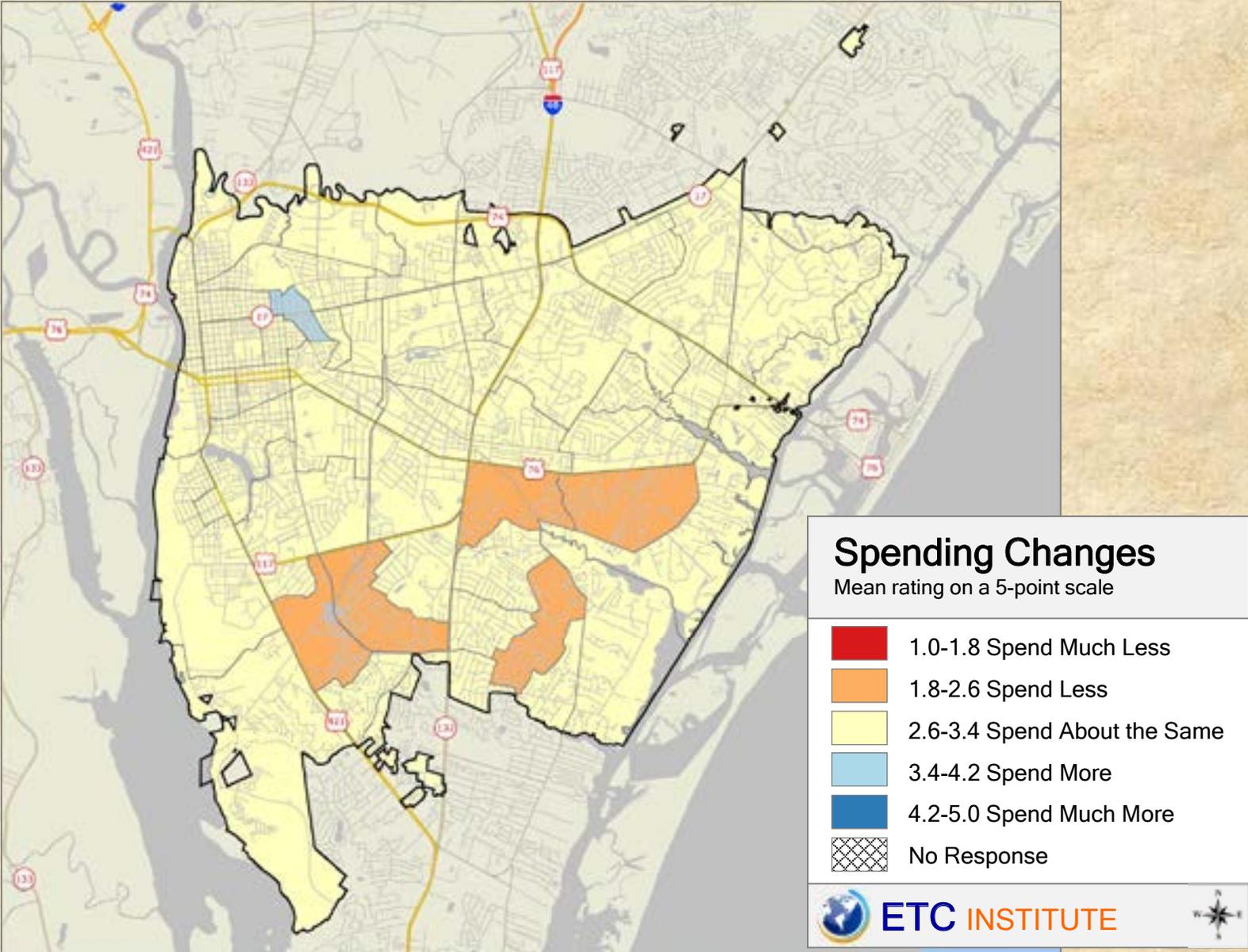
# Q22-5 How the current level of funding for additional crosswalks, bike lanes, multi-use trails should change



## 2019 City of Wilmington Community Survey

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

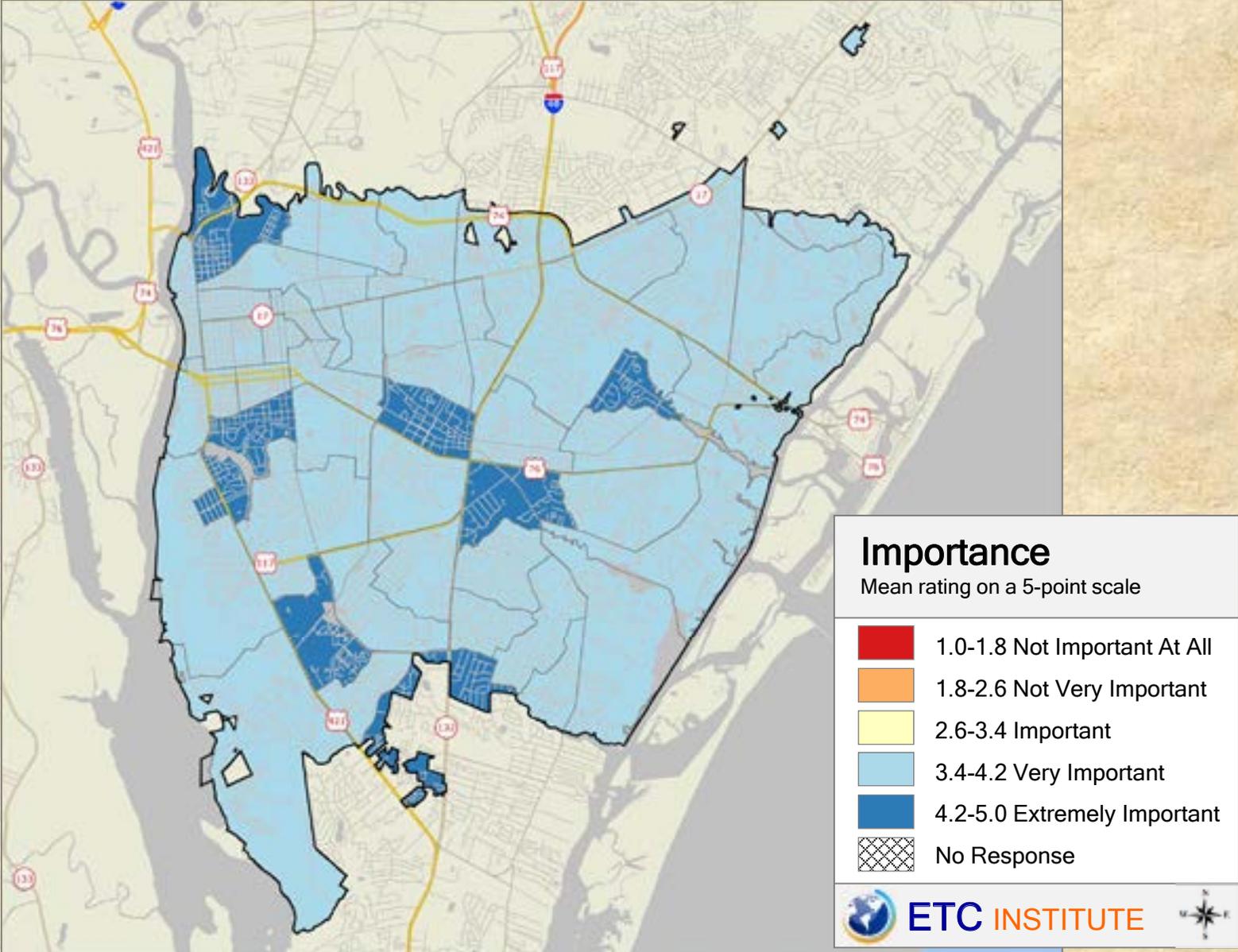
# Q22-6 How the current level of funding for improvements to arts/cultural facilities should change



## 2019 City of Wilmington Community Survey

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

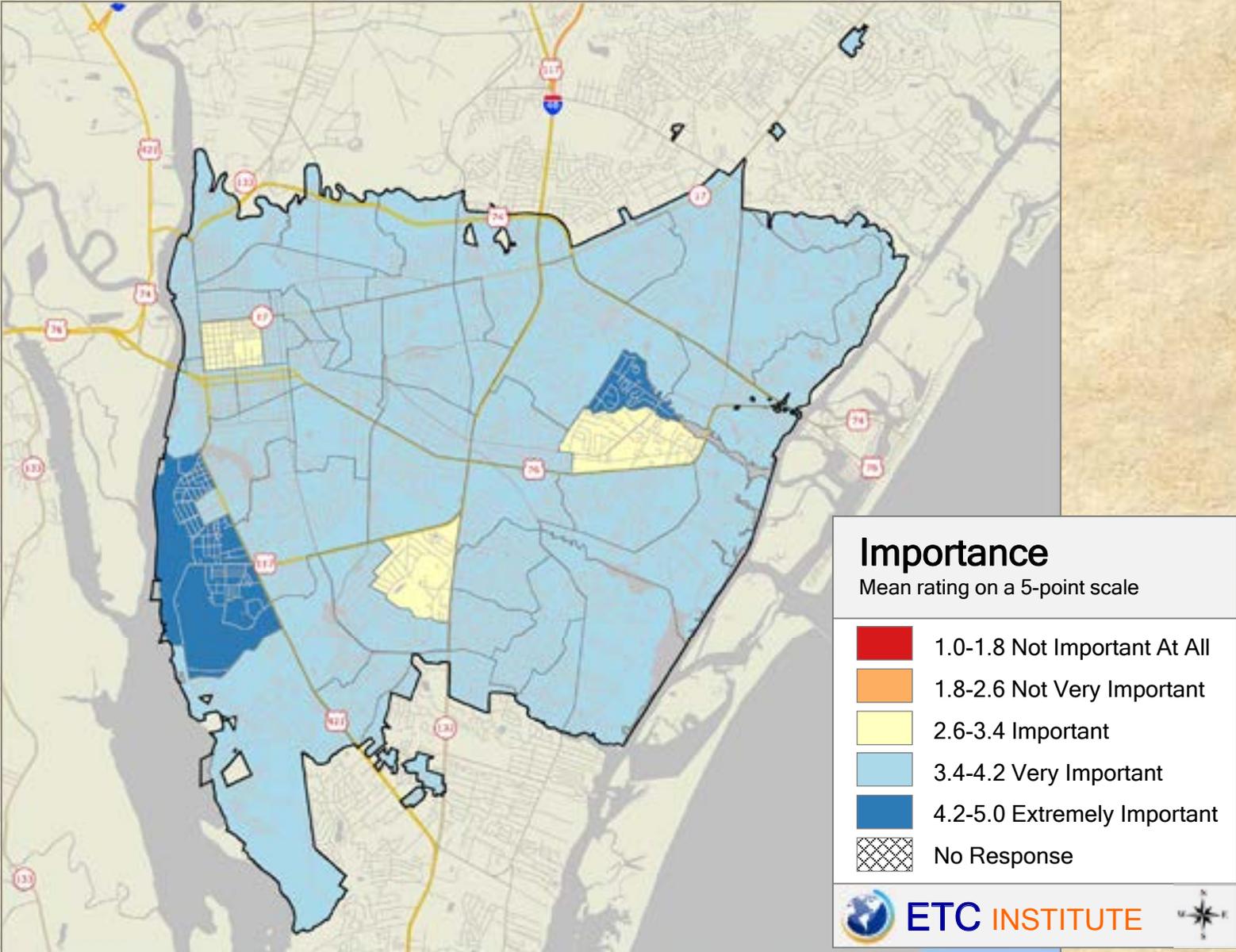
# Q23-1 Importance of sharing information, getting citizen input, and building relationships



## 2019 City of Wilmington Community Survey

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

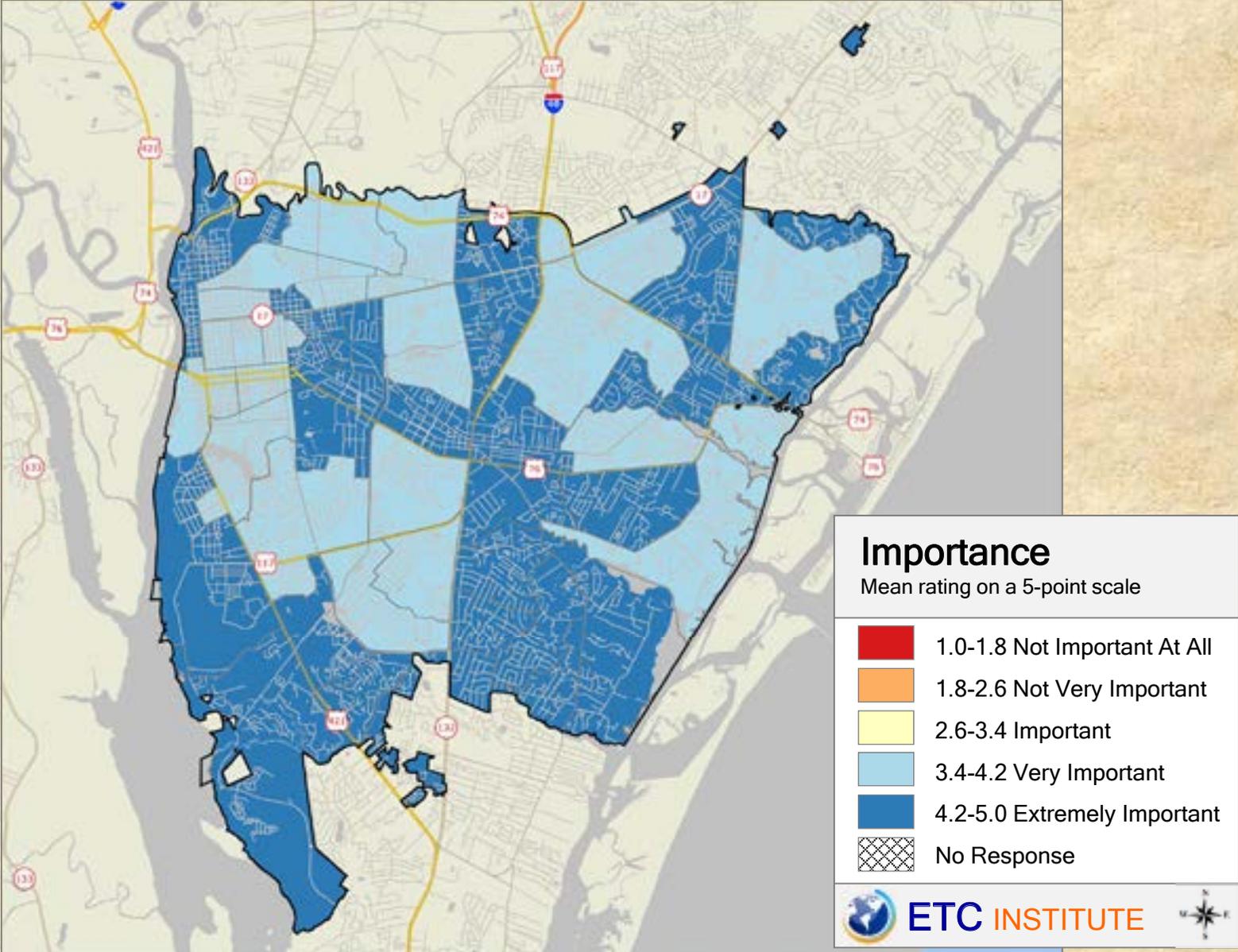
# Q23-2 Importance of improving the local economy through public and private investments and partnerships



## 2019 City of Wilmington Community Survey

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

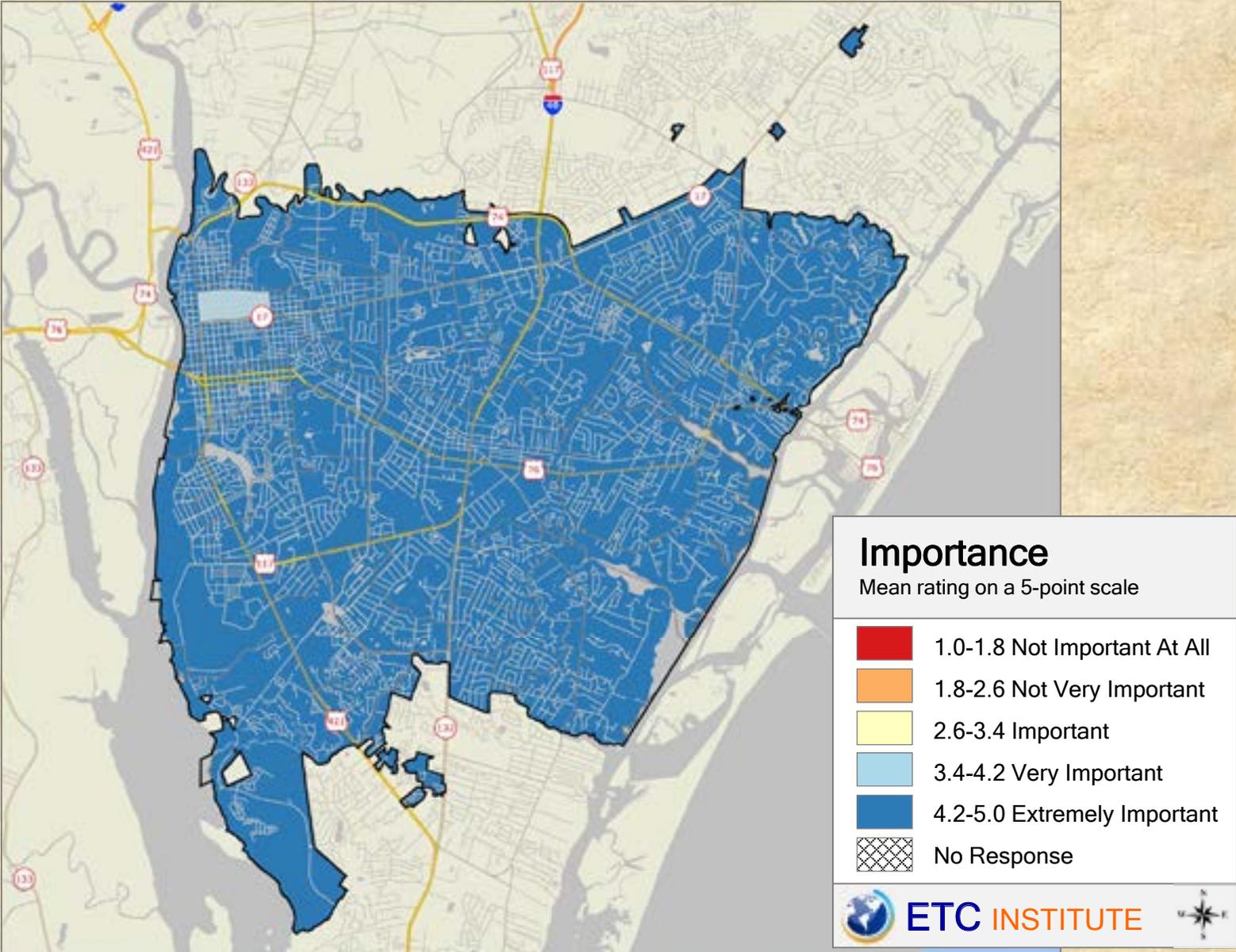
### Q23-3 Importance of working to ensure the city is positioned for future sustainability and growth



### 2019 City of Wilmington Community Survey

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

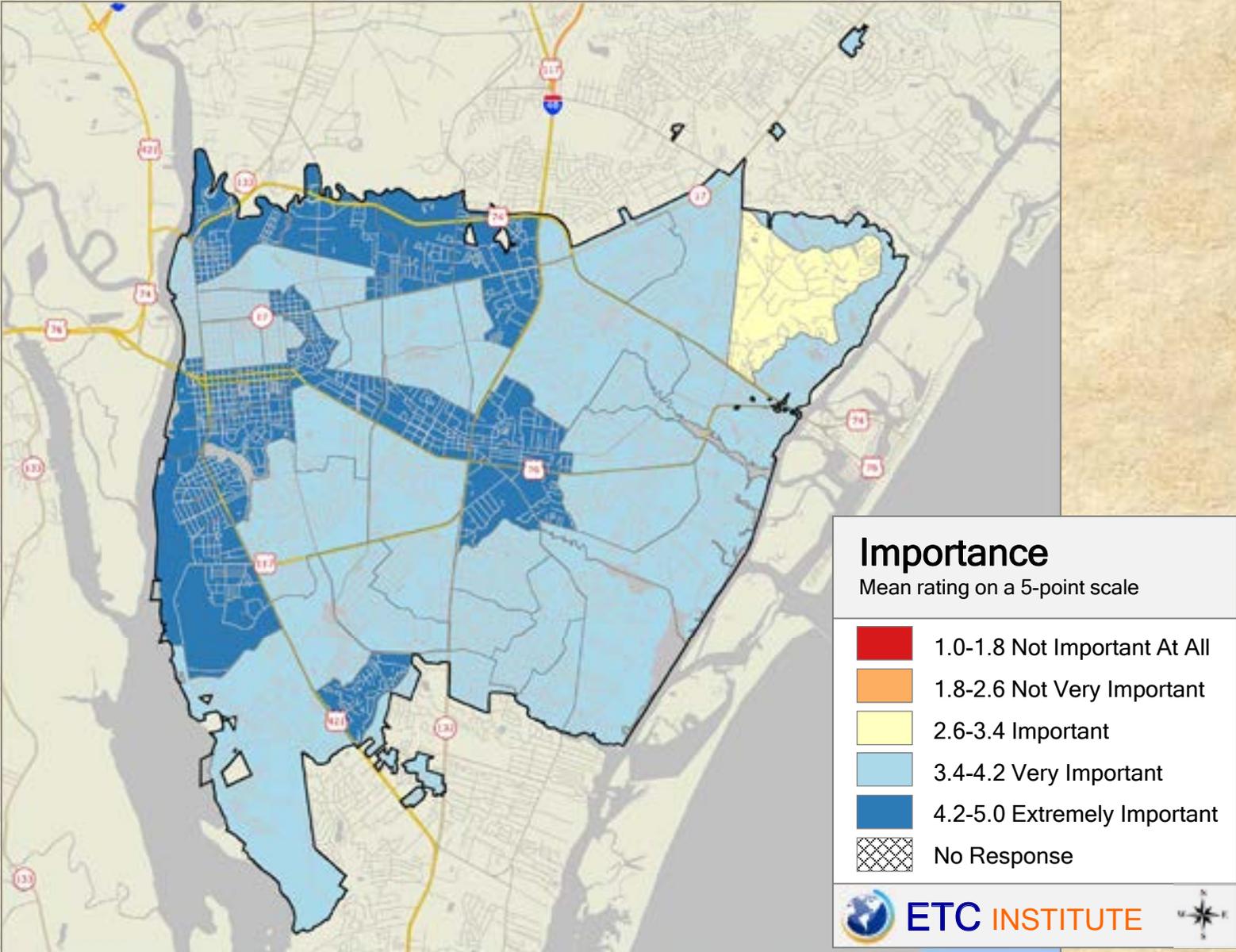
### Q23-4 Importance of providing a safe community



### 2019 City of Wilmington Community Survey

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

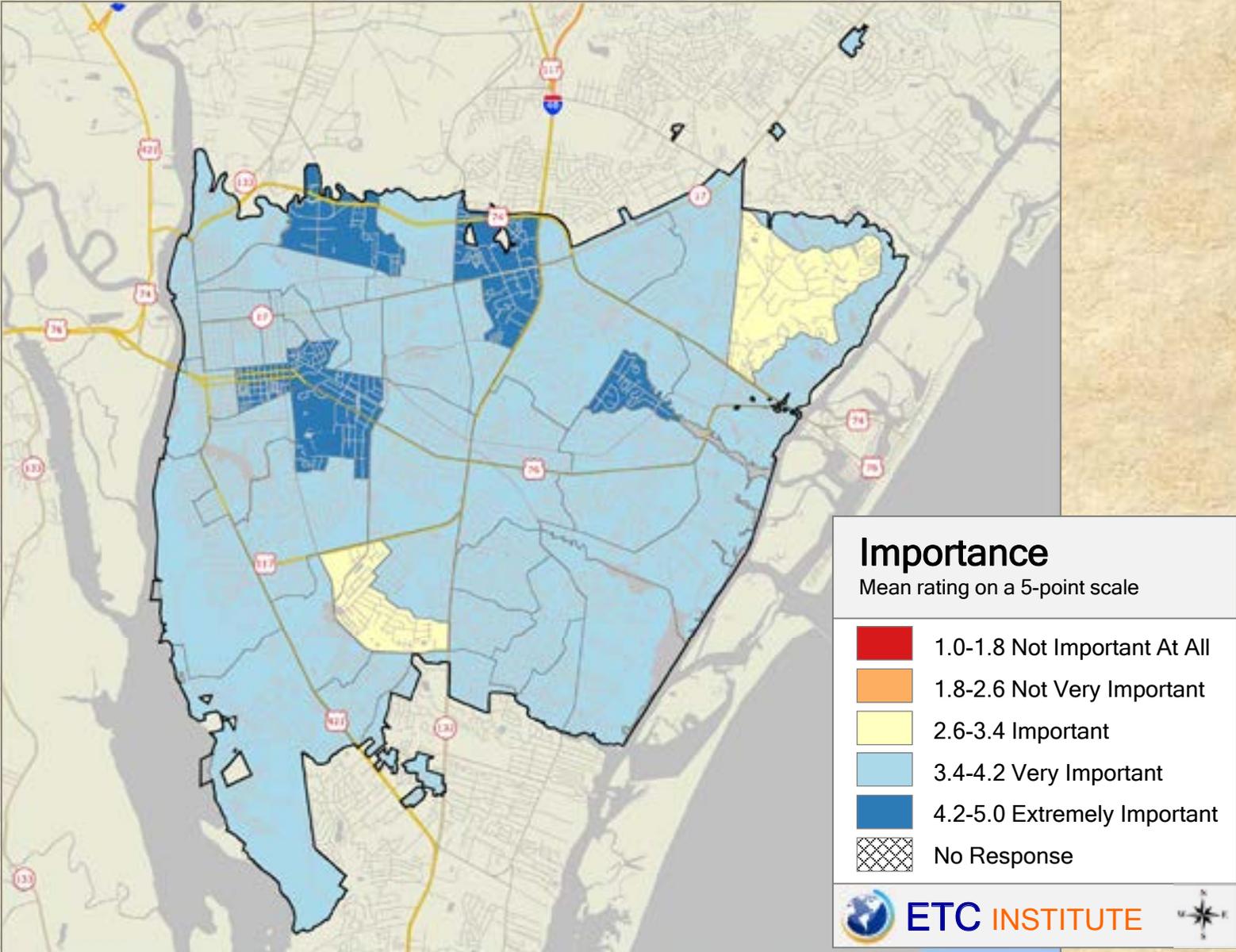
# Q23-5 Importance of supporting neighborhoods to help them thrive



## 2019 City of Wilmington Community Survey

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

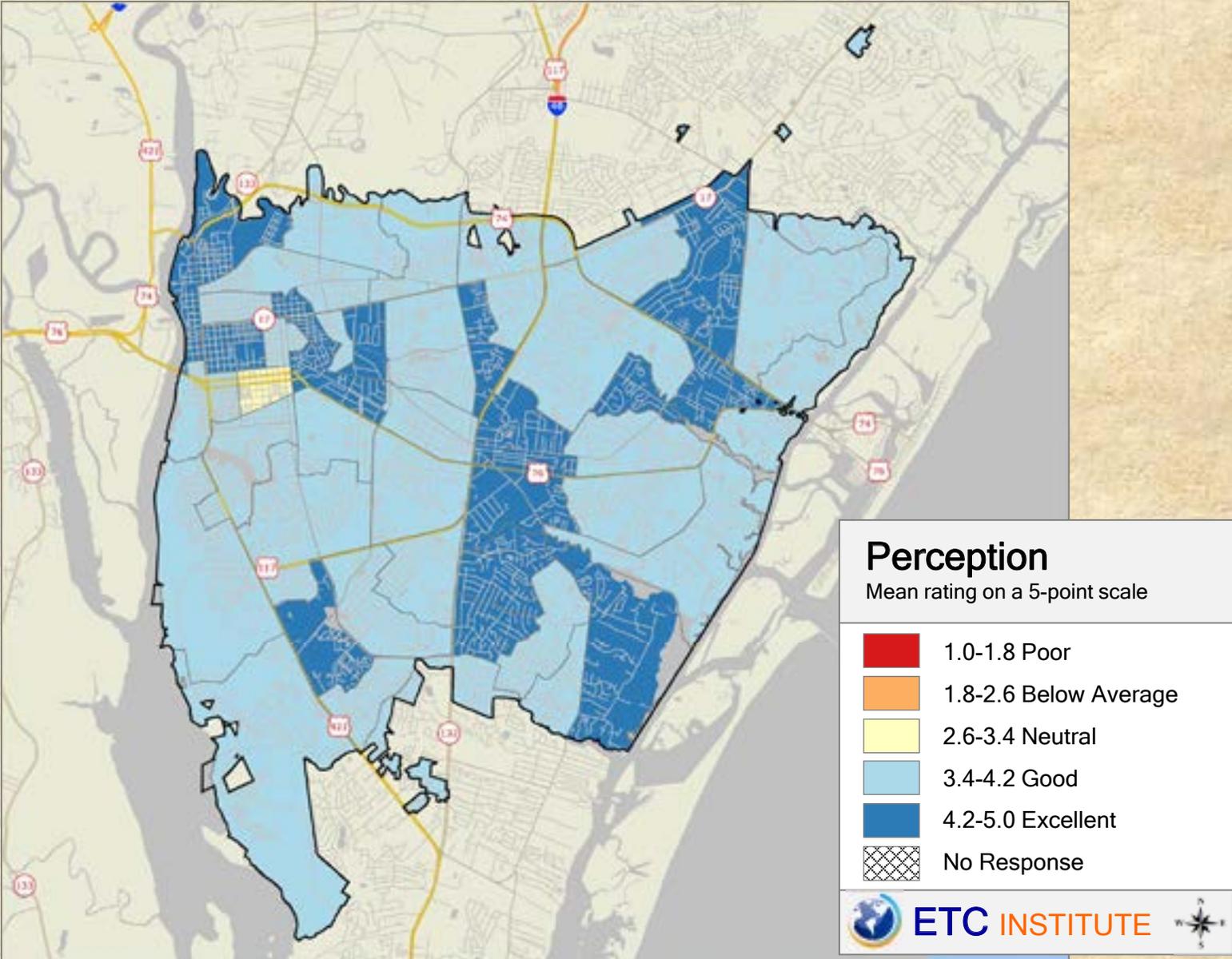
# Q23-6 Importance of providing a safe and efficient transportation system



## 2019 City of Wilmington Community Survey

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

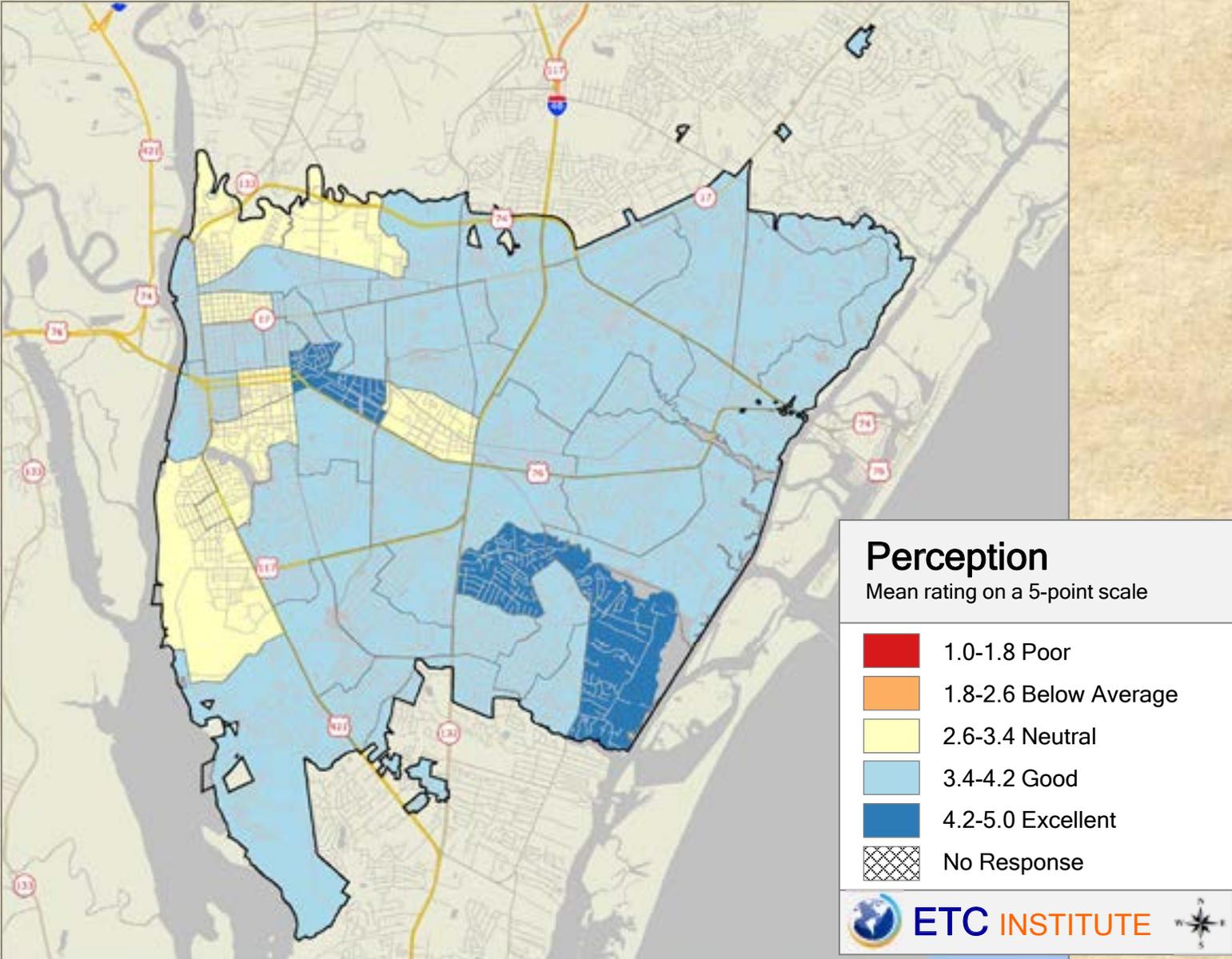
# Q24-1 Ratings of the City as a place to live



## 2019 City of Wilmington Community Survey

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

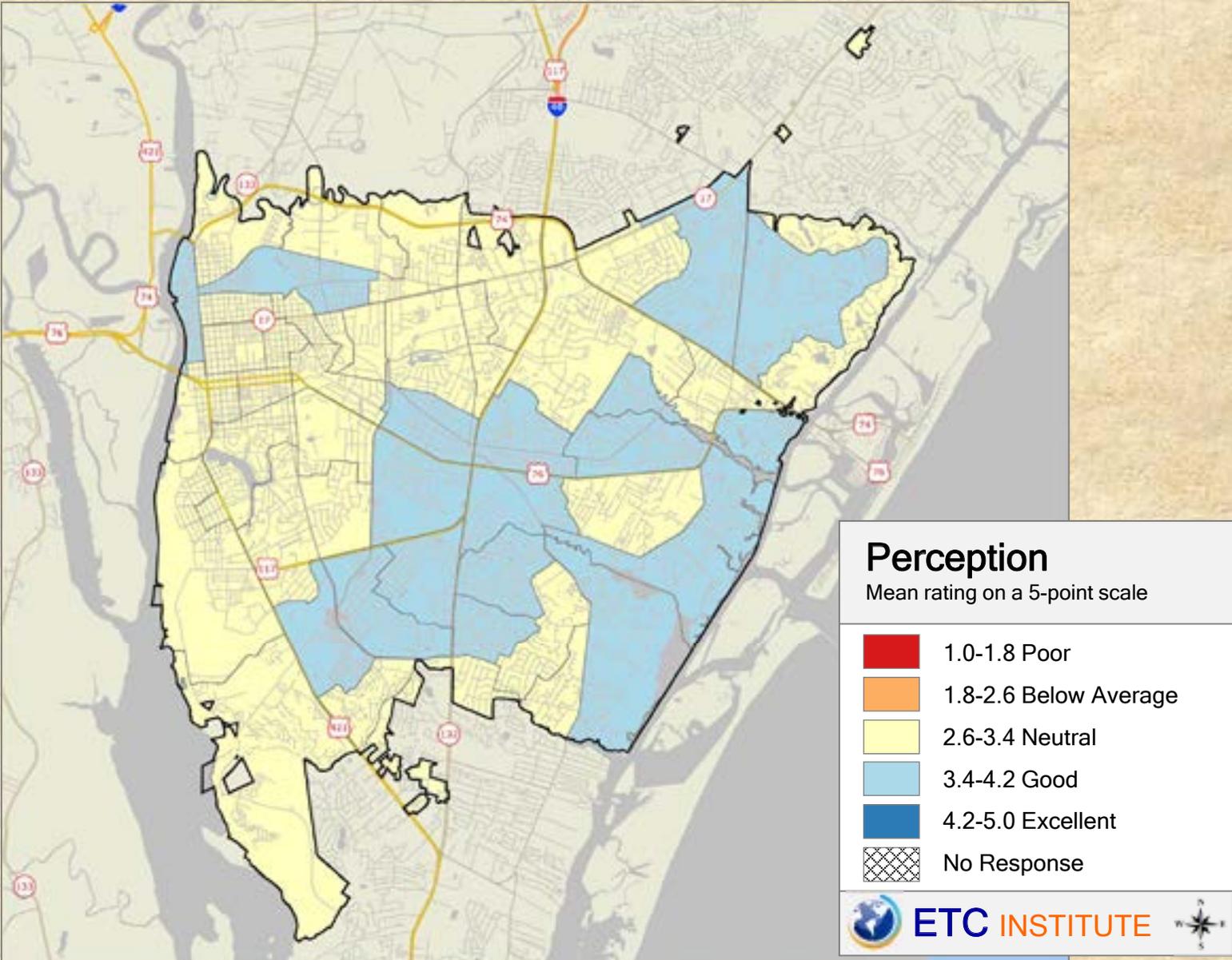
# Q24-2 Ratings of the City as a place to raise children



## 2019 City of Wilmington Community Survey

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

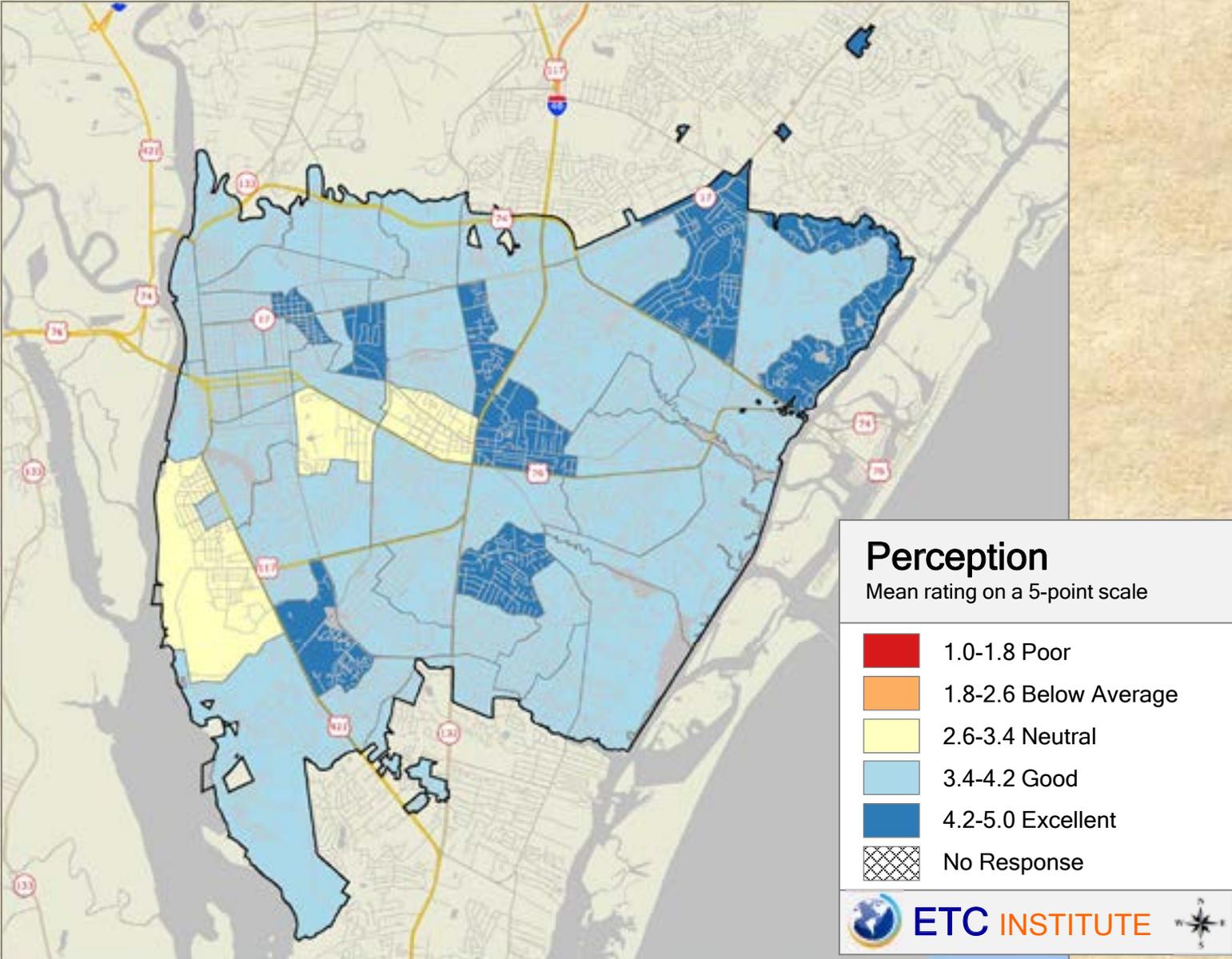
# Q24-3 Ratings of the City as a place to work or build a business



## 2019 City of Wilmington Community Survey

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

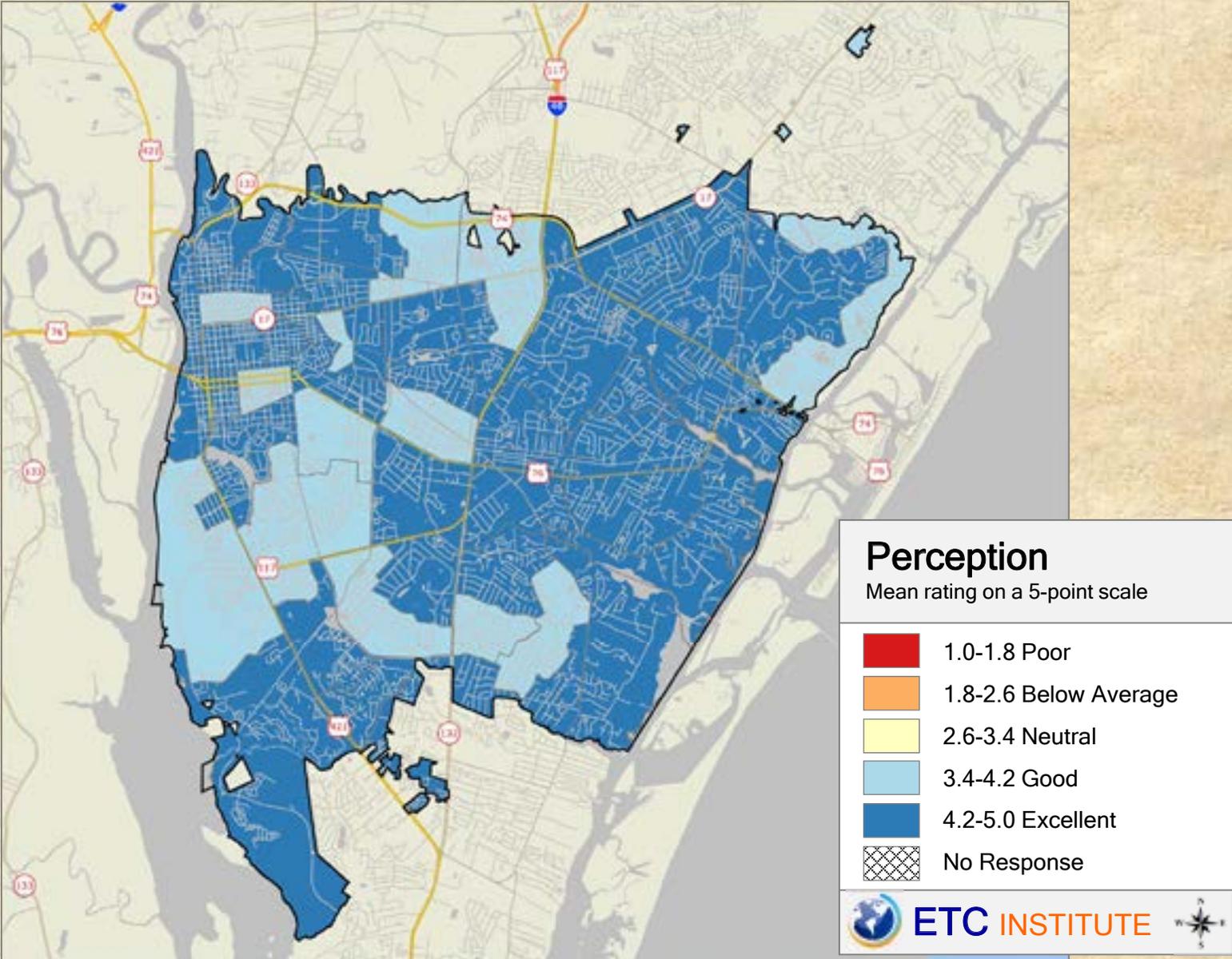
### Q24-4 Ratings of the City as a place to retire



### 2019 City of Wilmington Community Survey

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

# Q24-5 Ratings of the City as a place to visit



## 2019 City of Wilmington Community Survey

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