



2022 City of Brookhaven Satisfaction Survey GIS Maps

Presented to the City of Brookhaven,
Georgia

February 2023



Interpreting the Maps

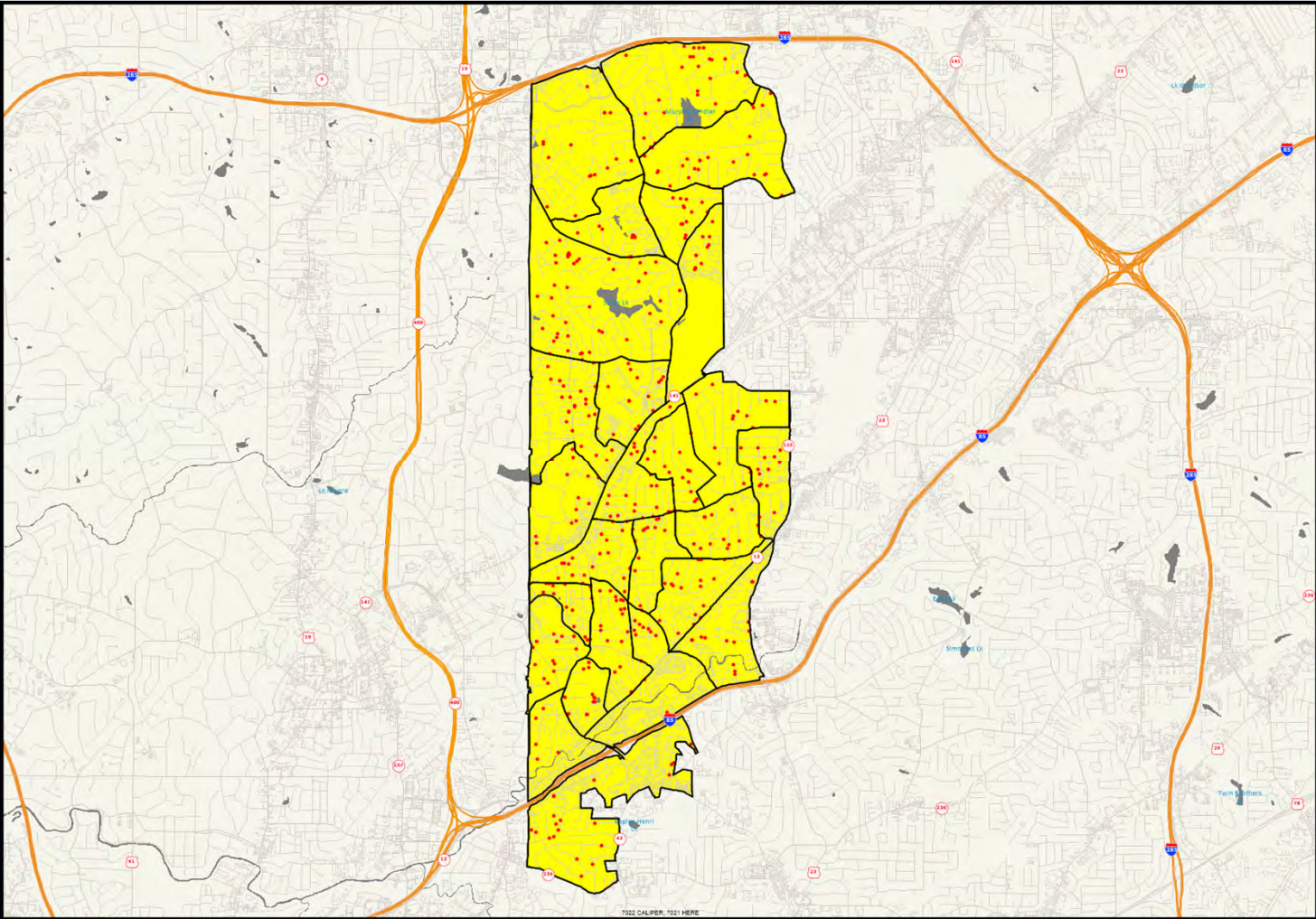
The maps on the following pages show the mean ratings for several questions on the survey by Ward. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

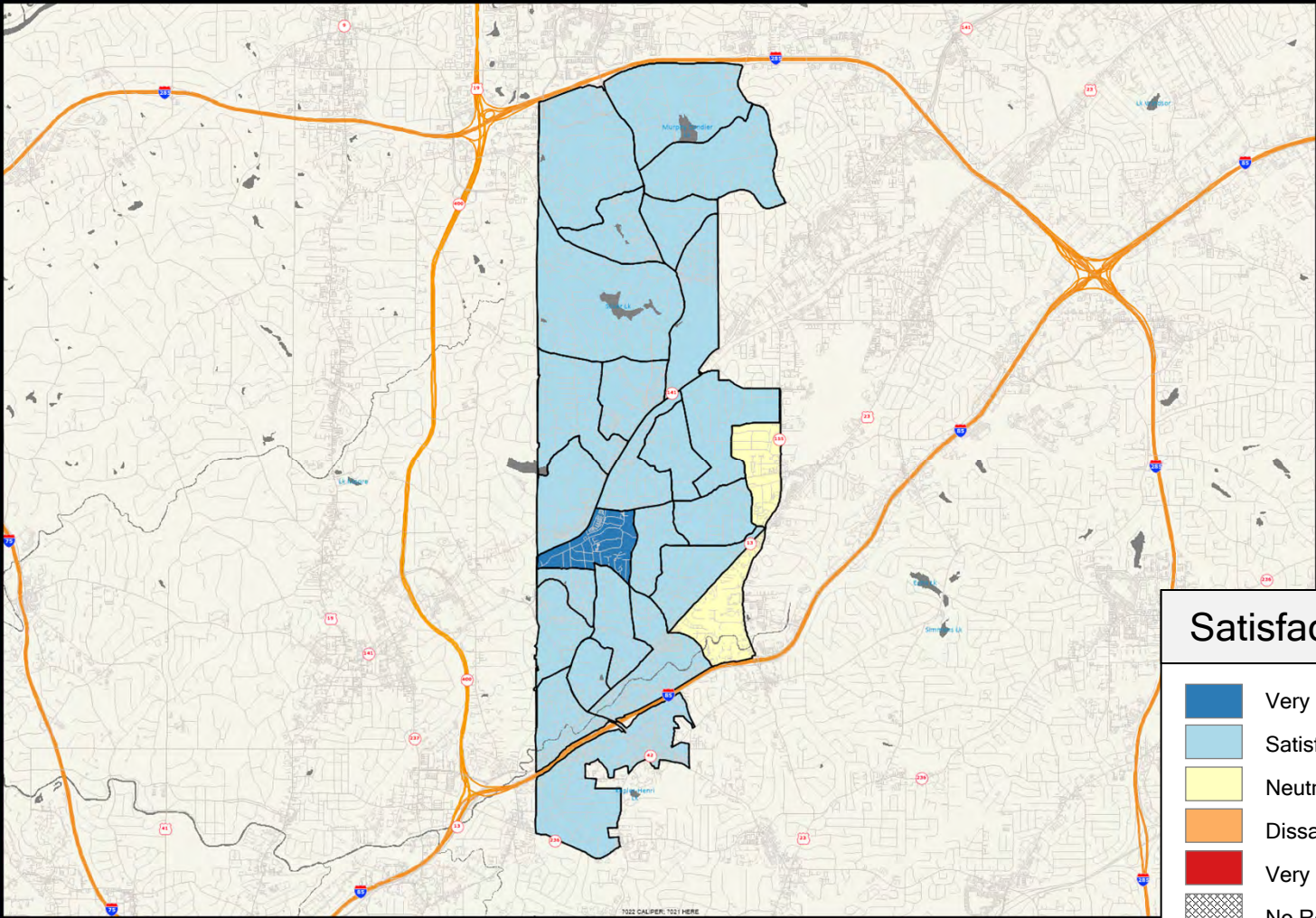
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Respondents

(Boundaries by Ward)

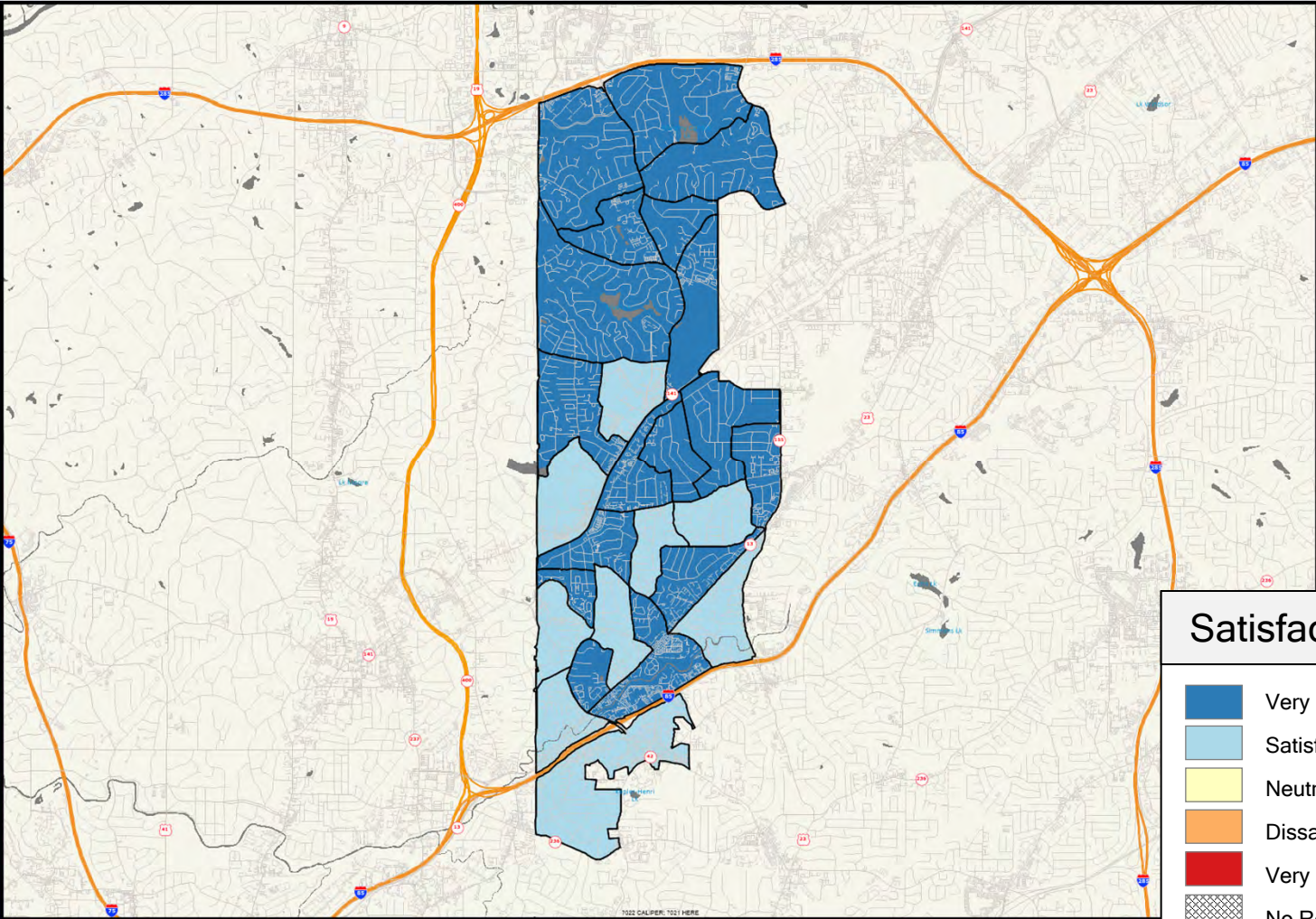


Q1-01. Maintenance of City parks

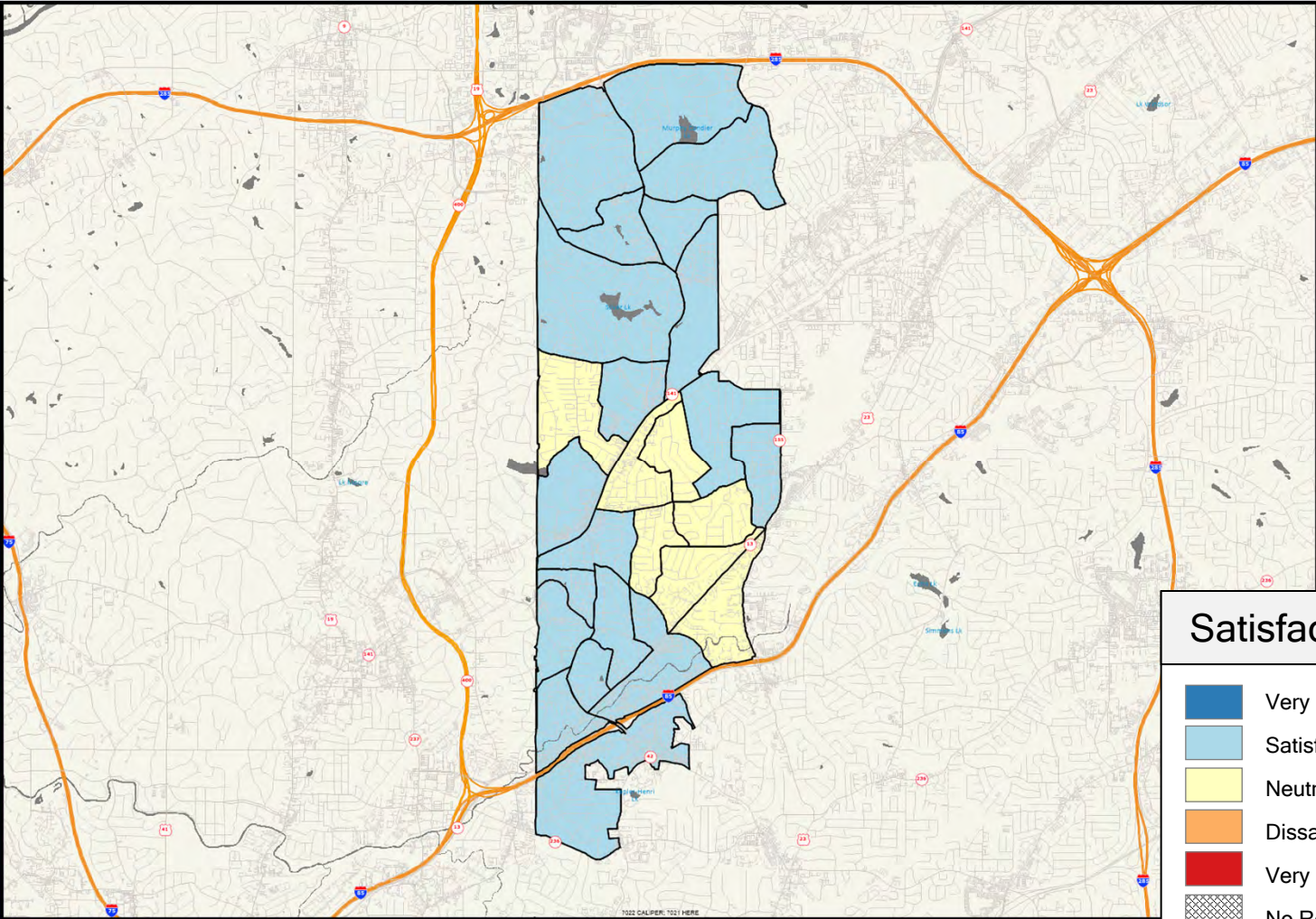


Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

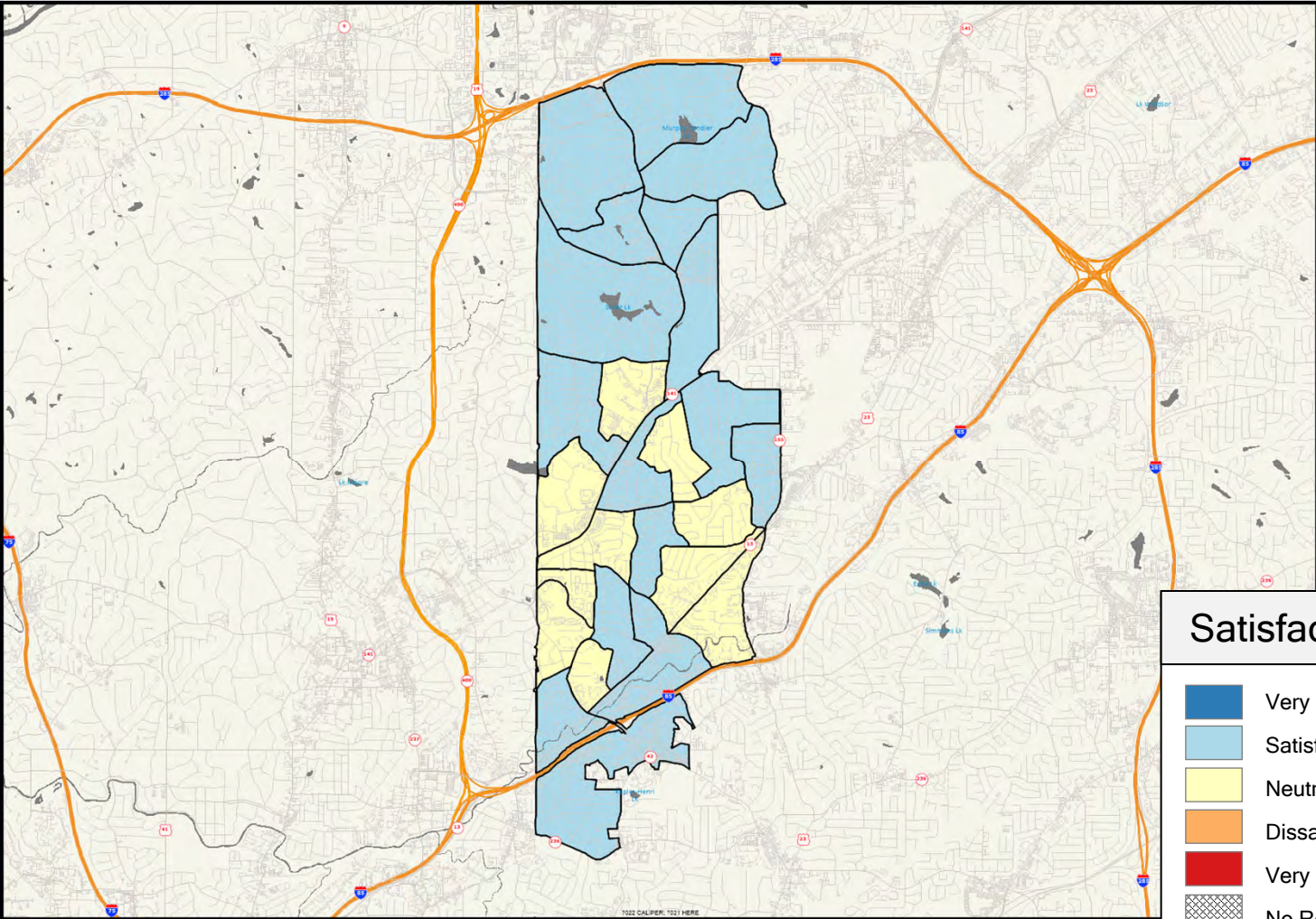
Q1-02. How close neighborhood parks are to your home



Q1-03. Number and quality of walking and biking trails in parks



Q1-04. Number and quality of outdoor athletic facilities

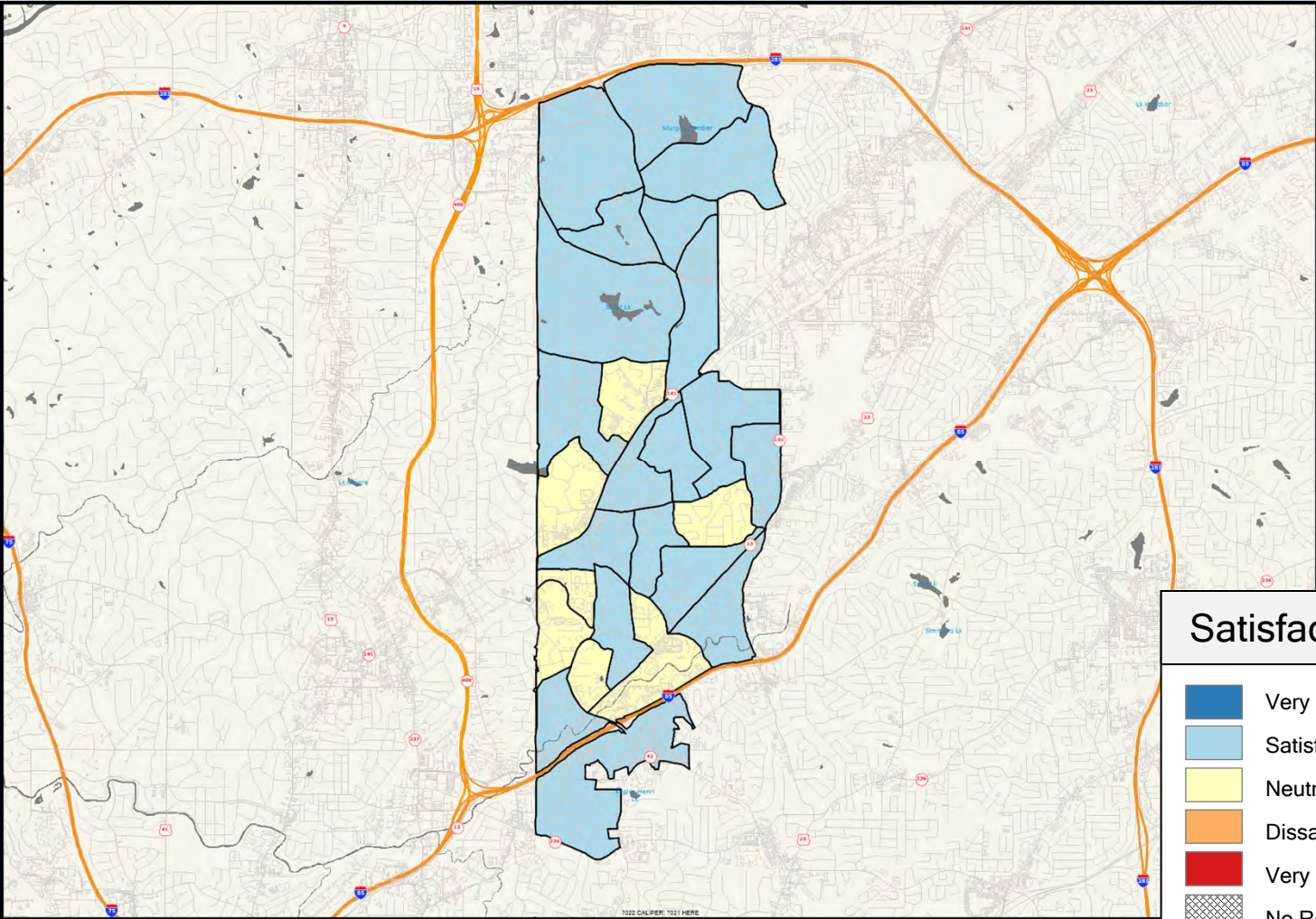


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q1-05. Availability of information about City parks and recreation programs

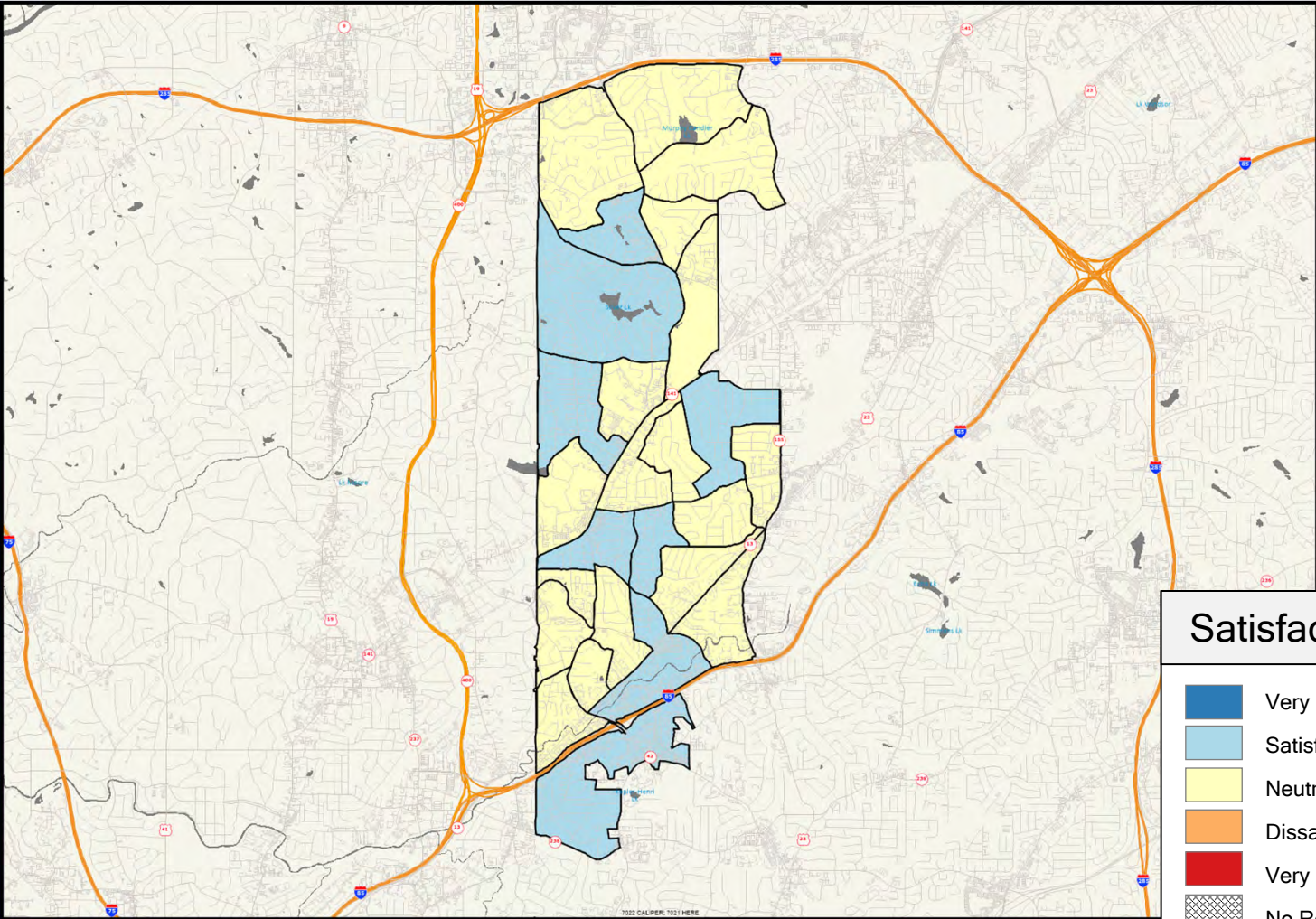


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q1-06. City's fitness, youth and teen programs

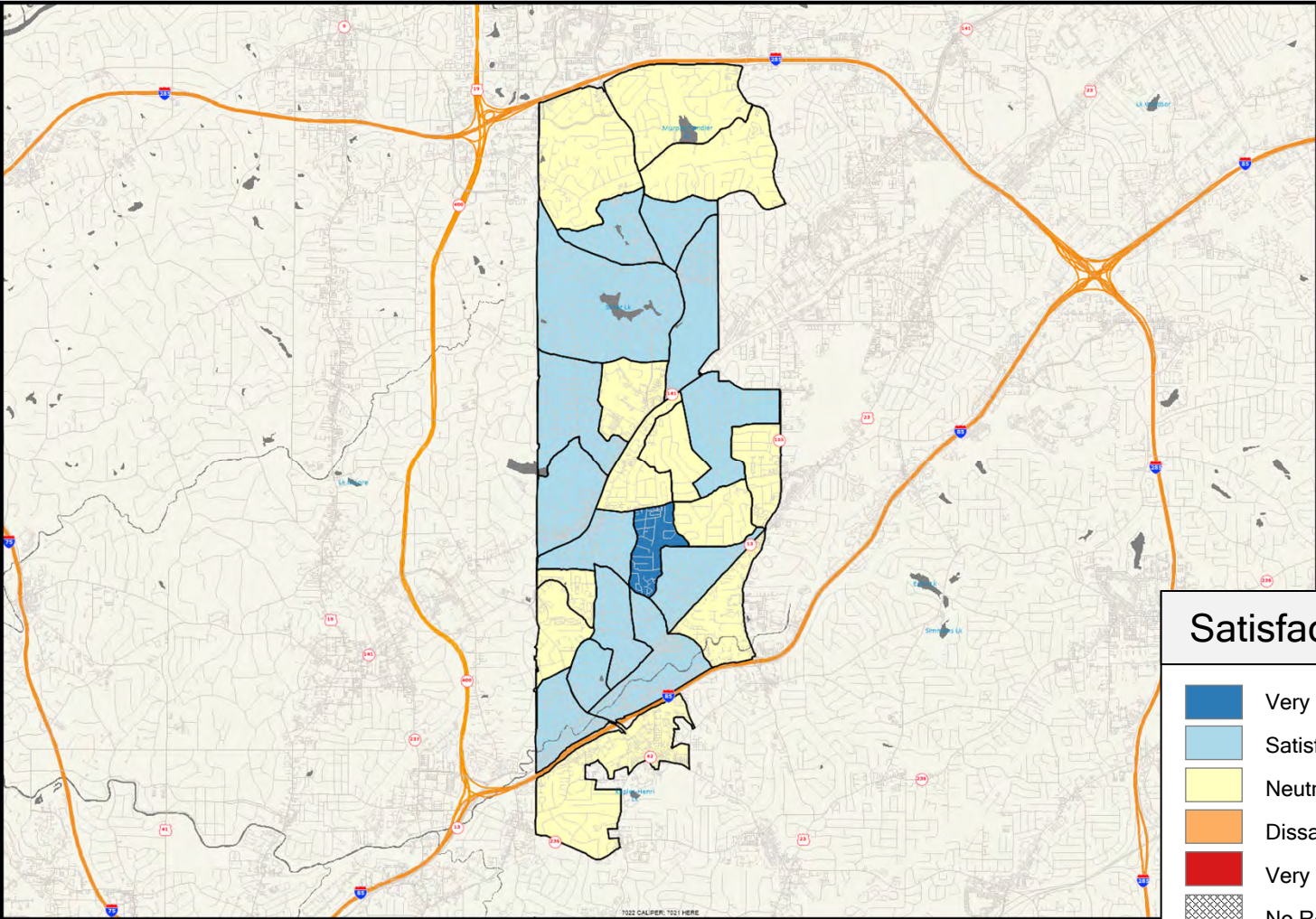


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q1-07. City's pool facilities

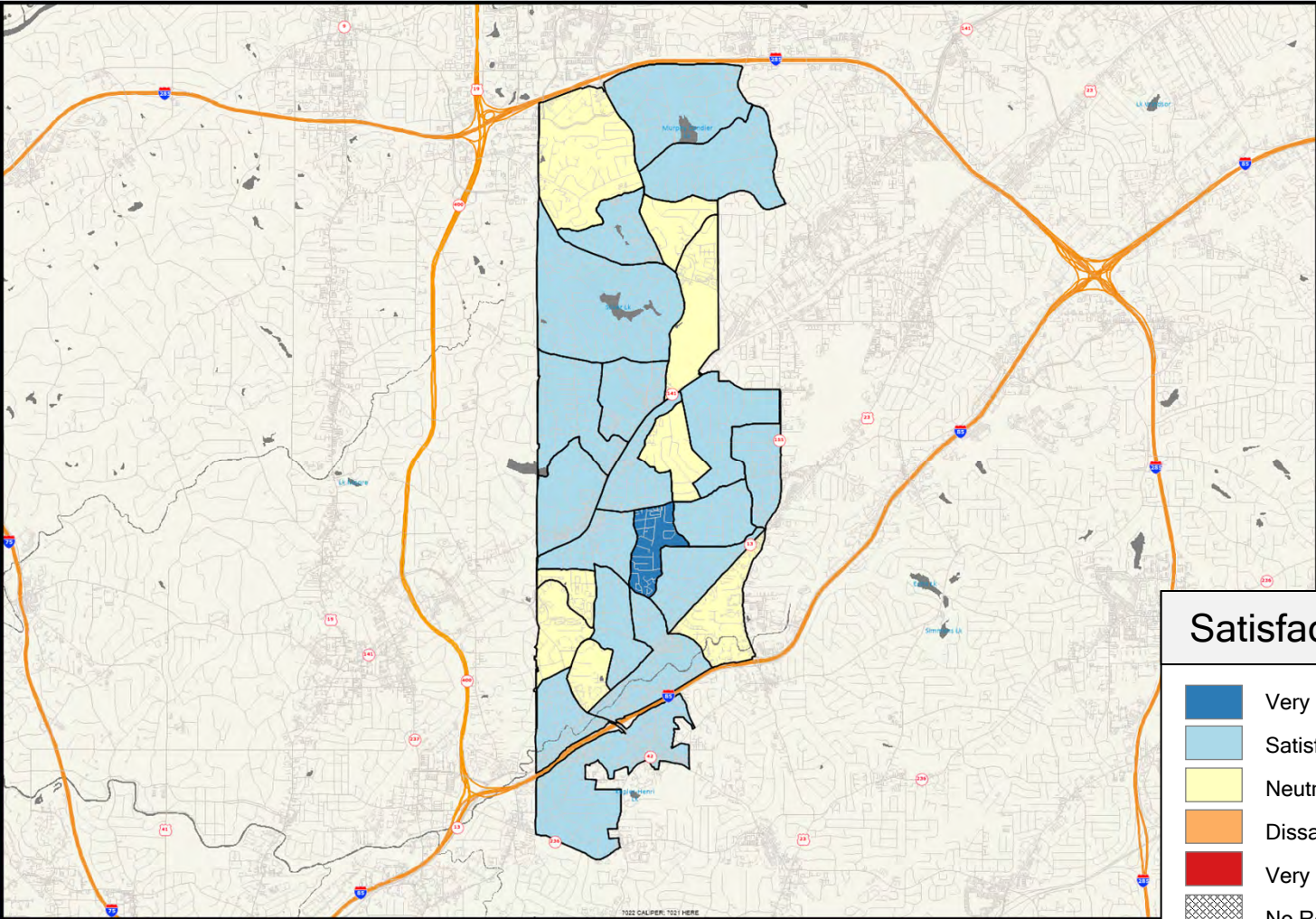


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q1-08. Fees charged for recreation programs and services

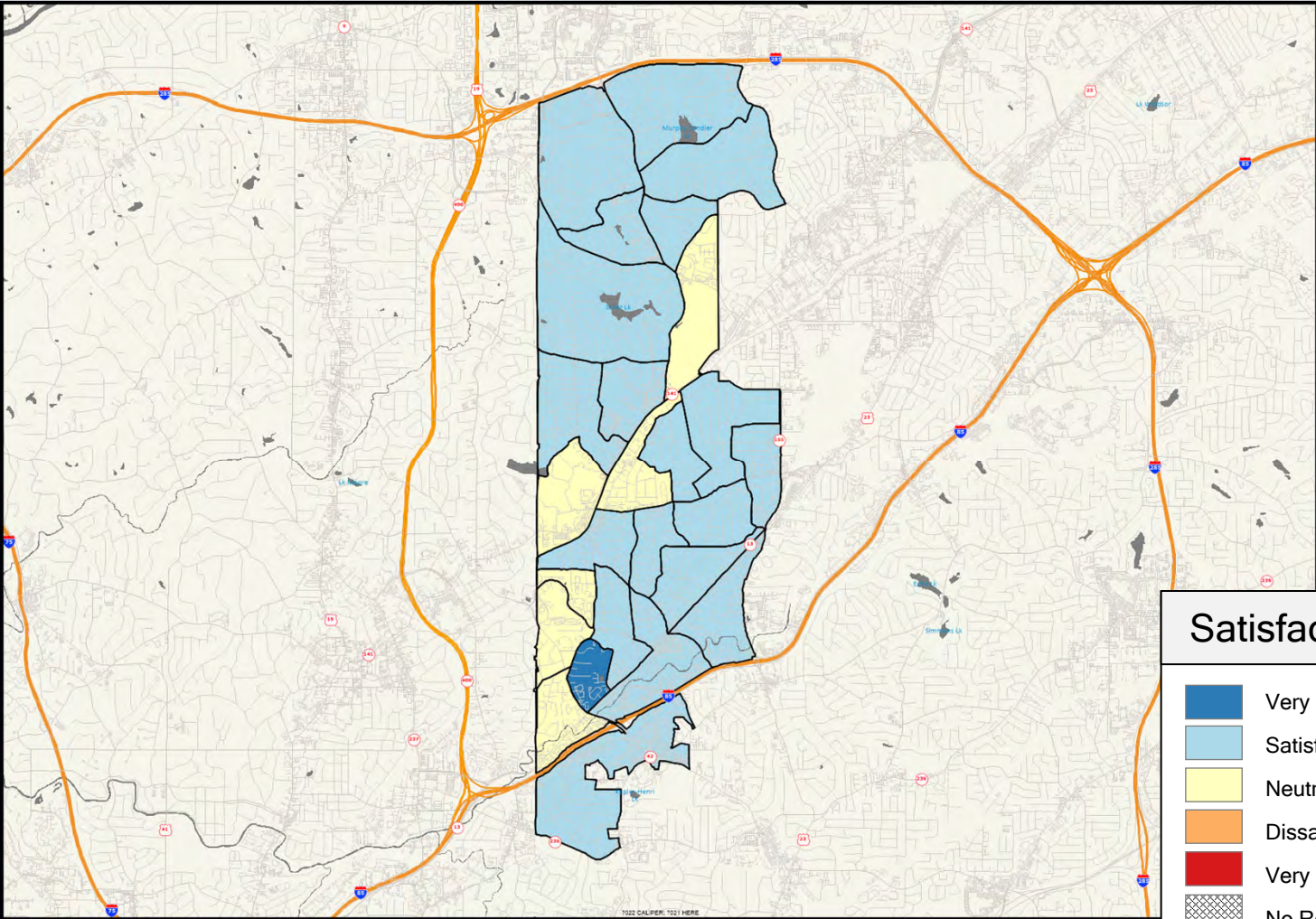


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q1-09. Peachtree Creek Greenway

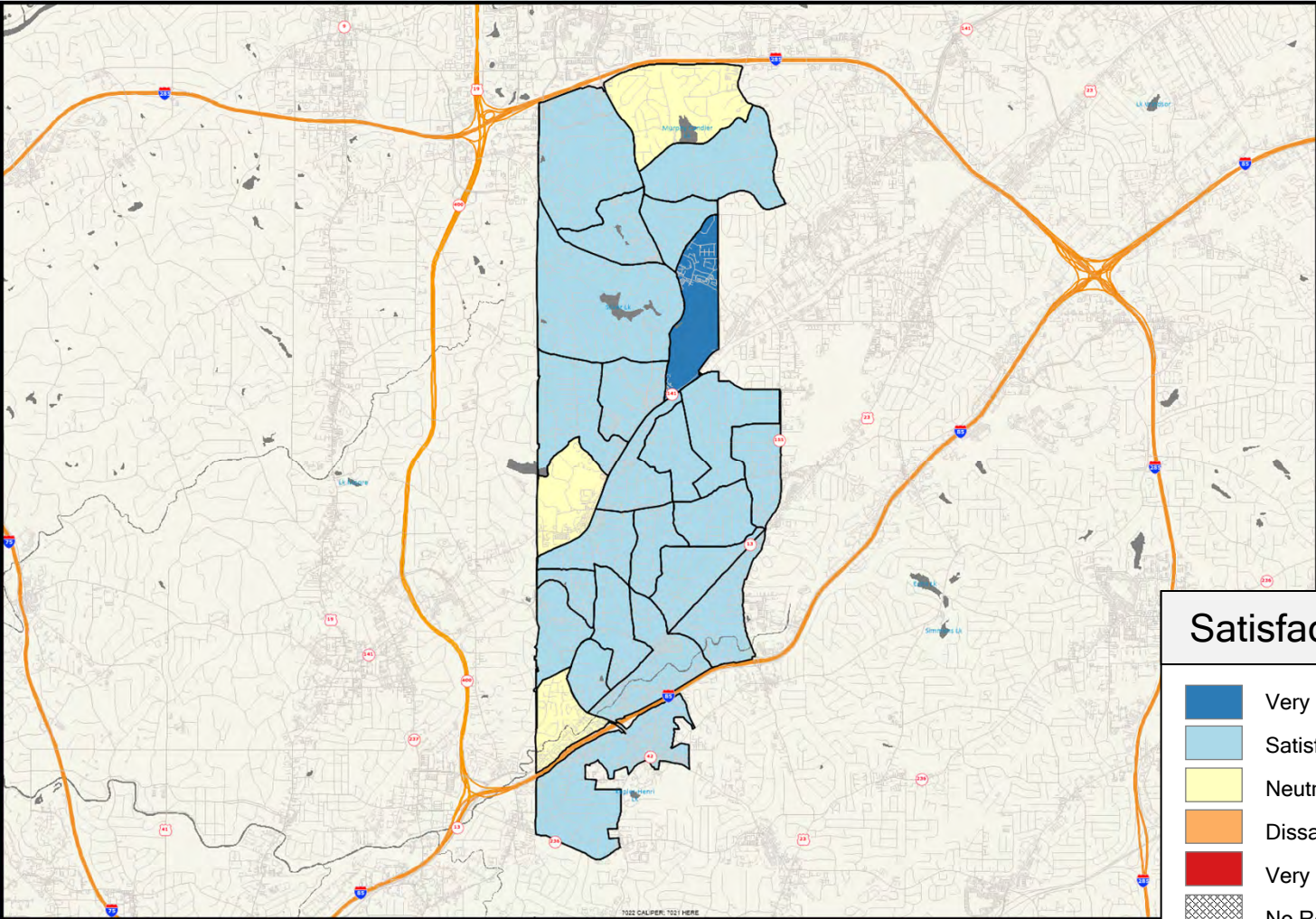


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q1-10. Ashford Park Splash Pad

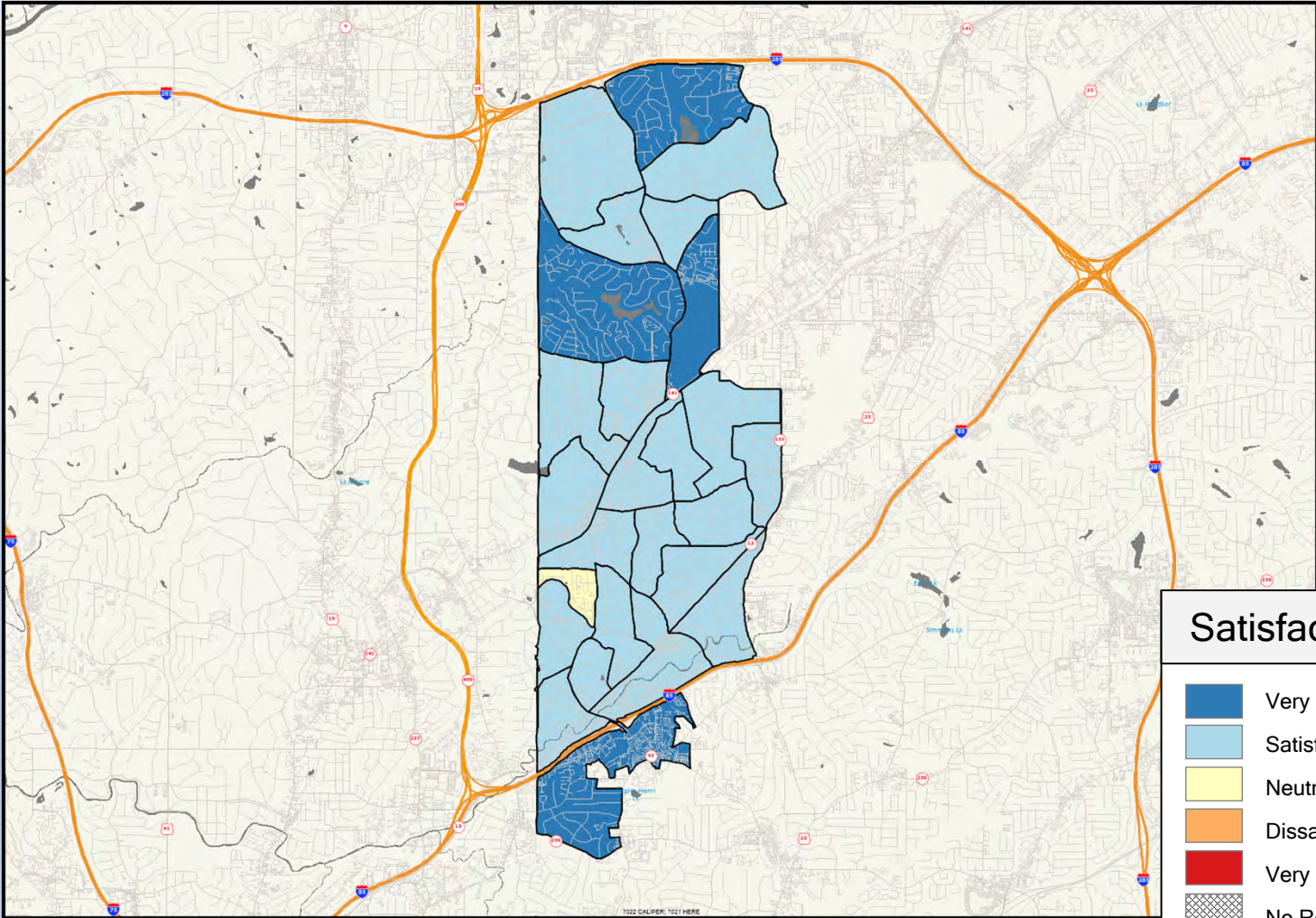


Satisfaction

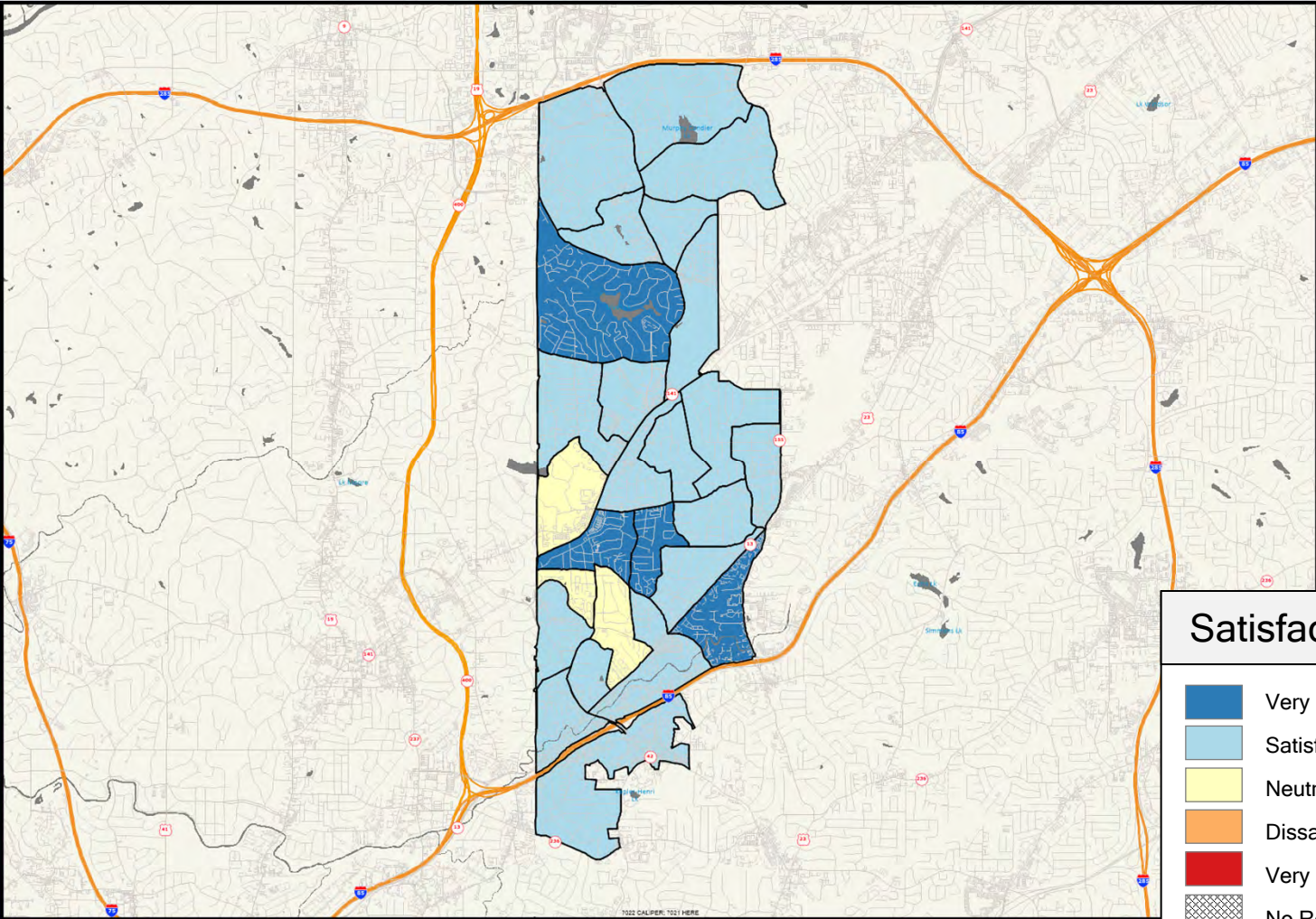
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q1-11. Murphey Candler trails, paths boardwalks and bridges



Q1-12. Murphey Candler Youth Sports programs

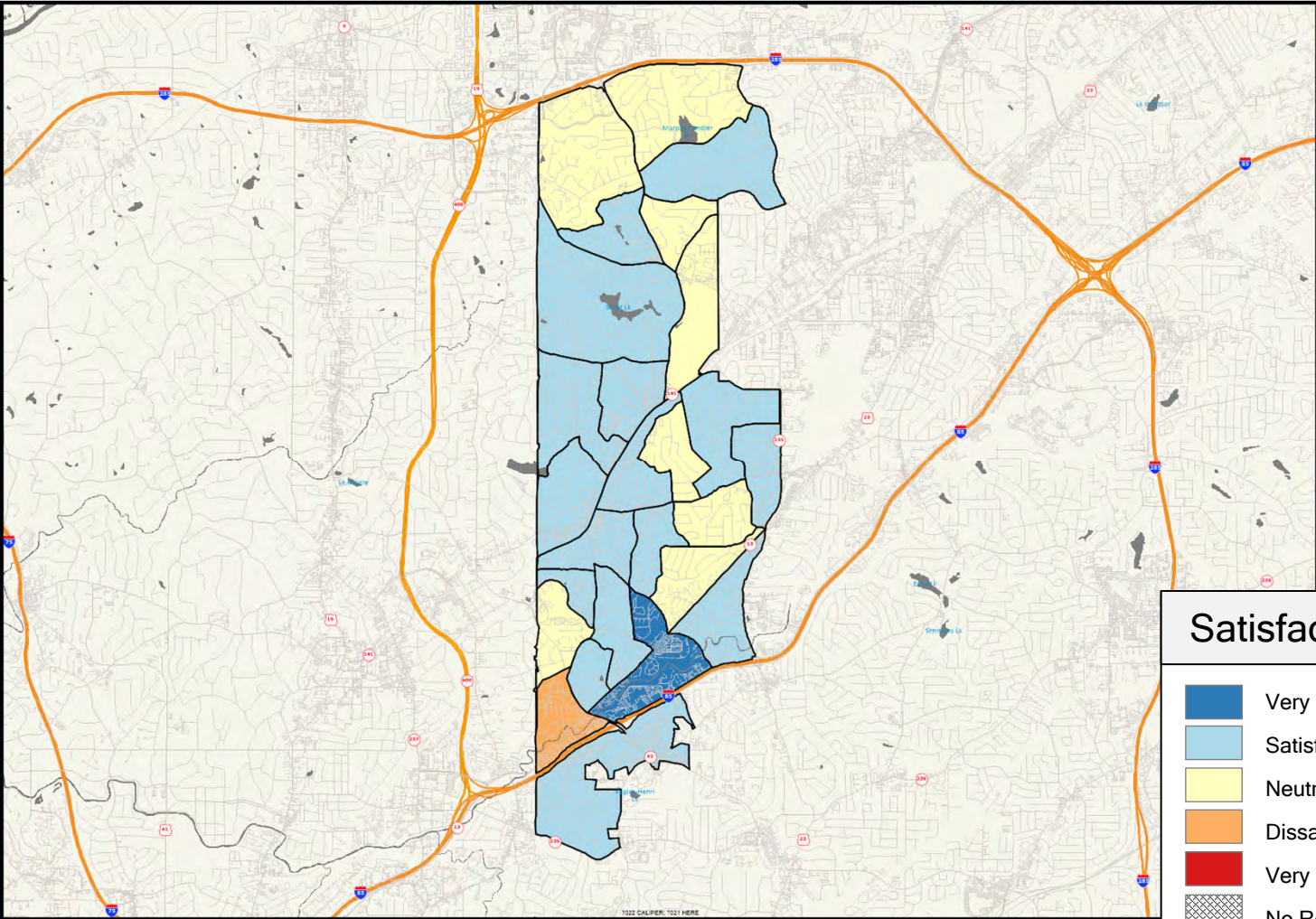


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q1-13. Lynwood Park improvements

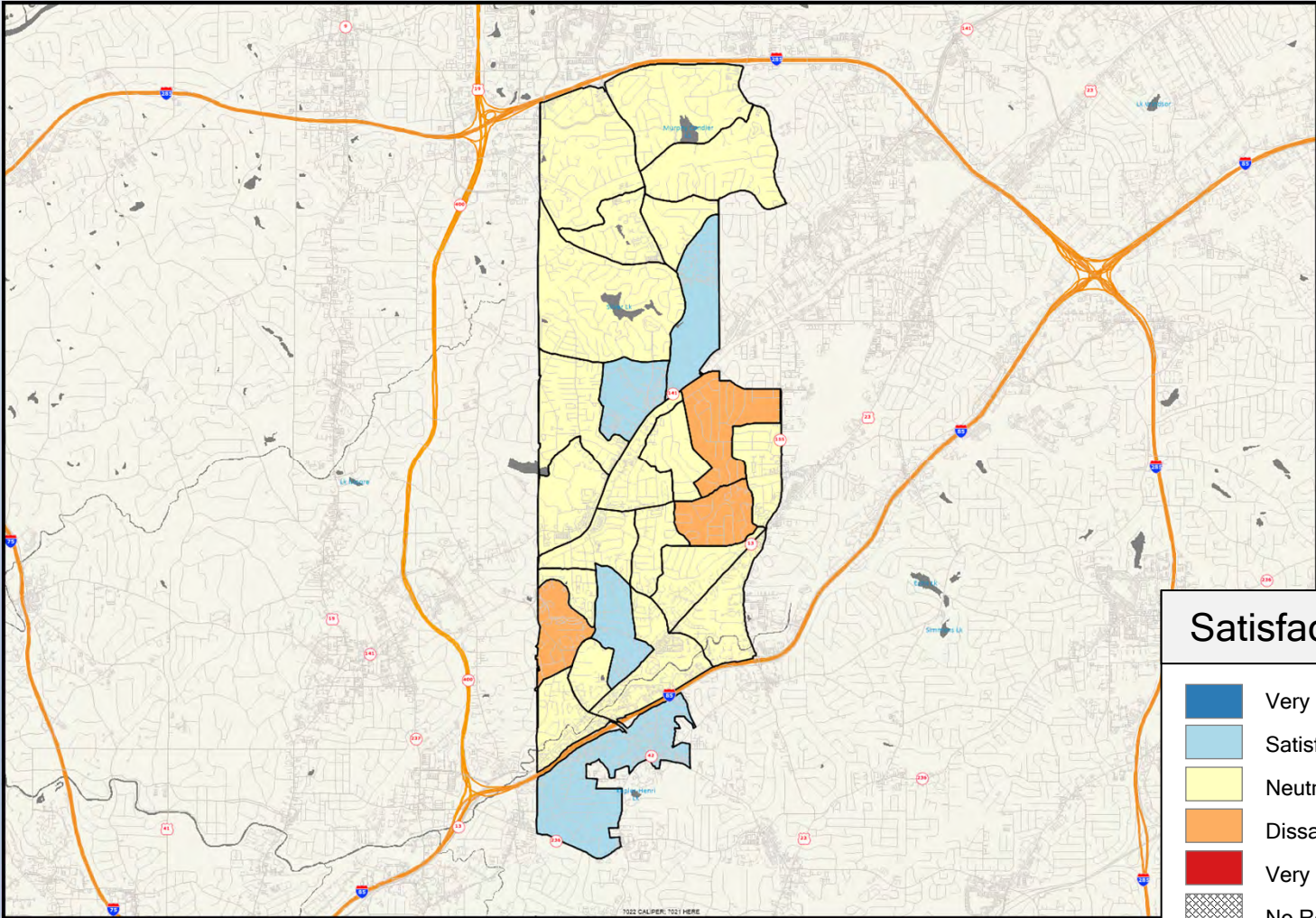


Satisfaction

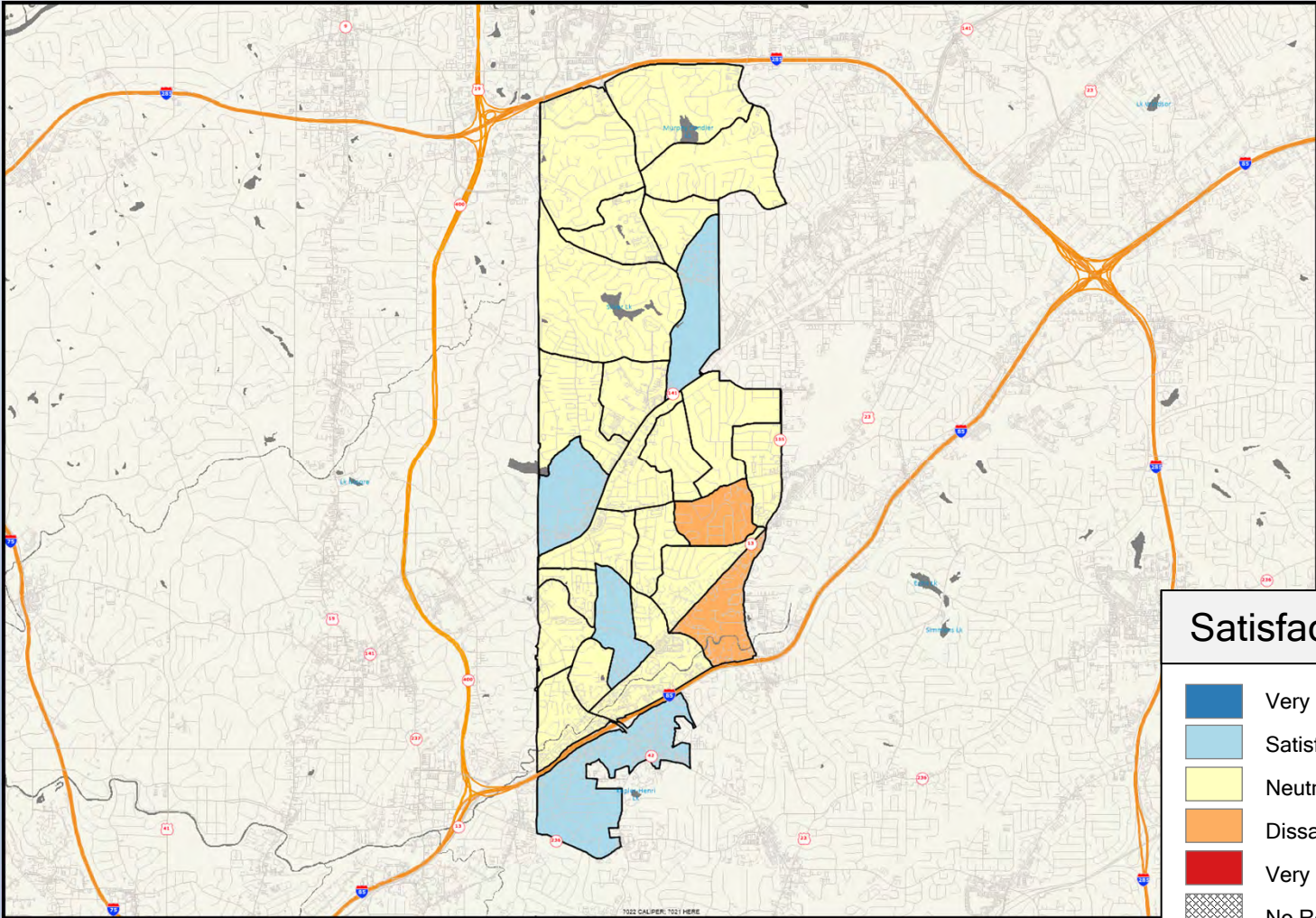
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q2-1. Standards and quality of permitting, inspections and development process



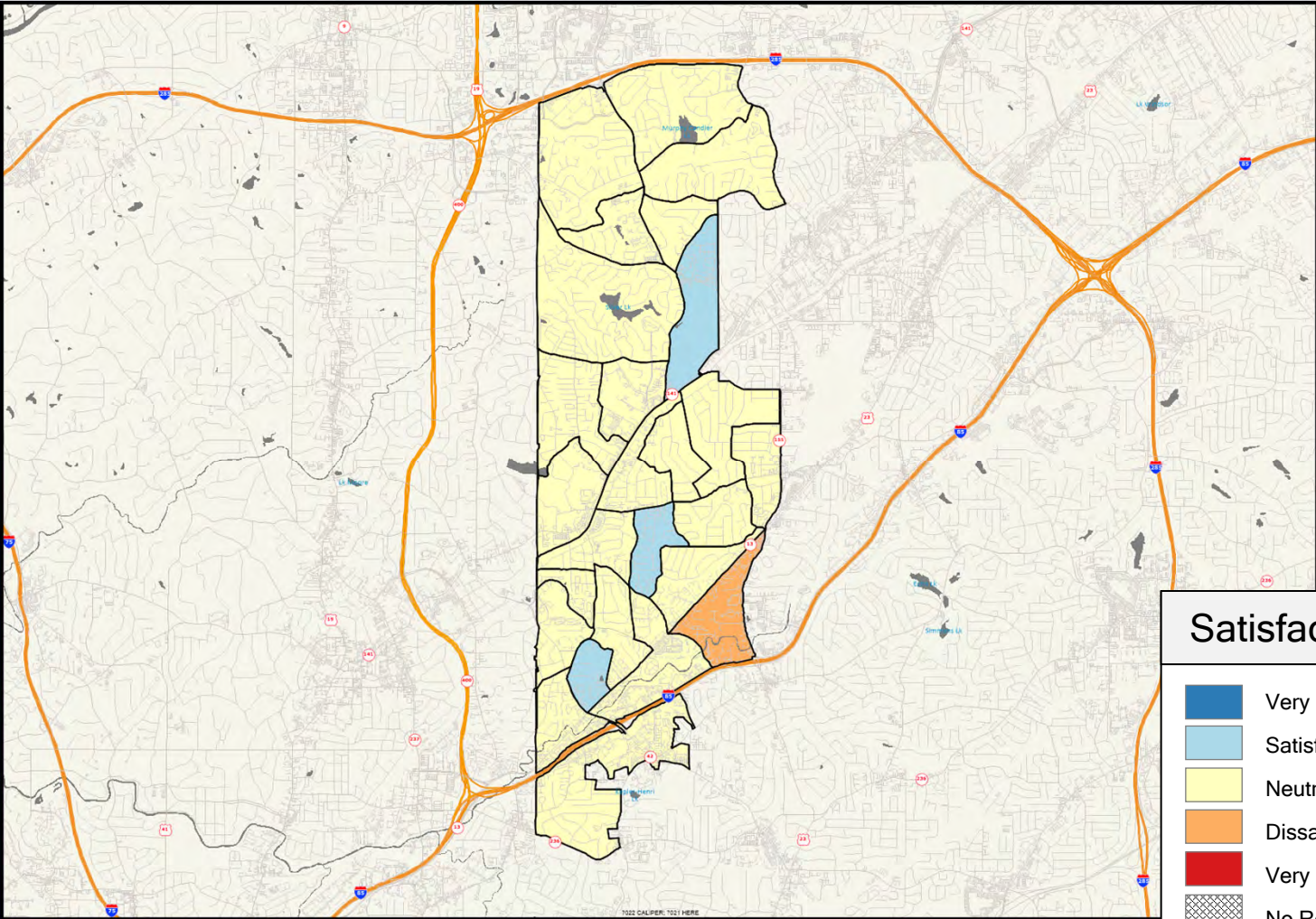
Q2-2. Access to information about current and proposed projects



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q2-3. Ability to participate in development process as a citizen

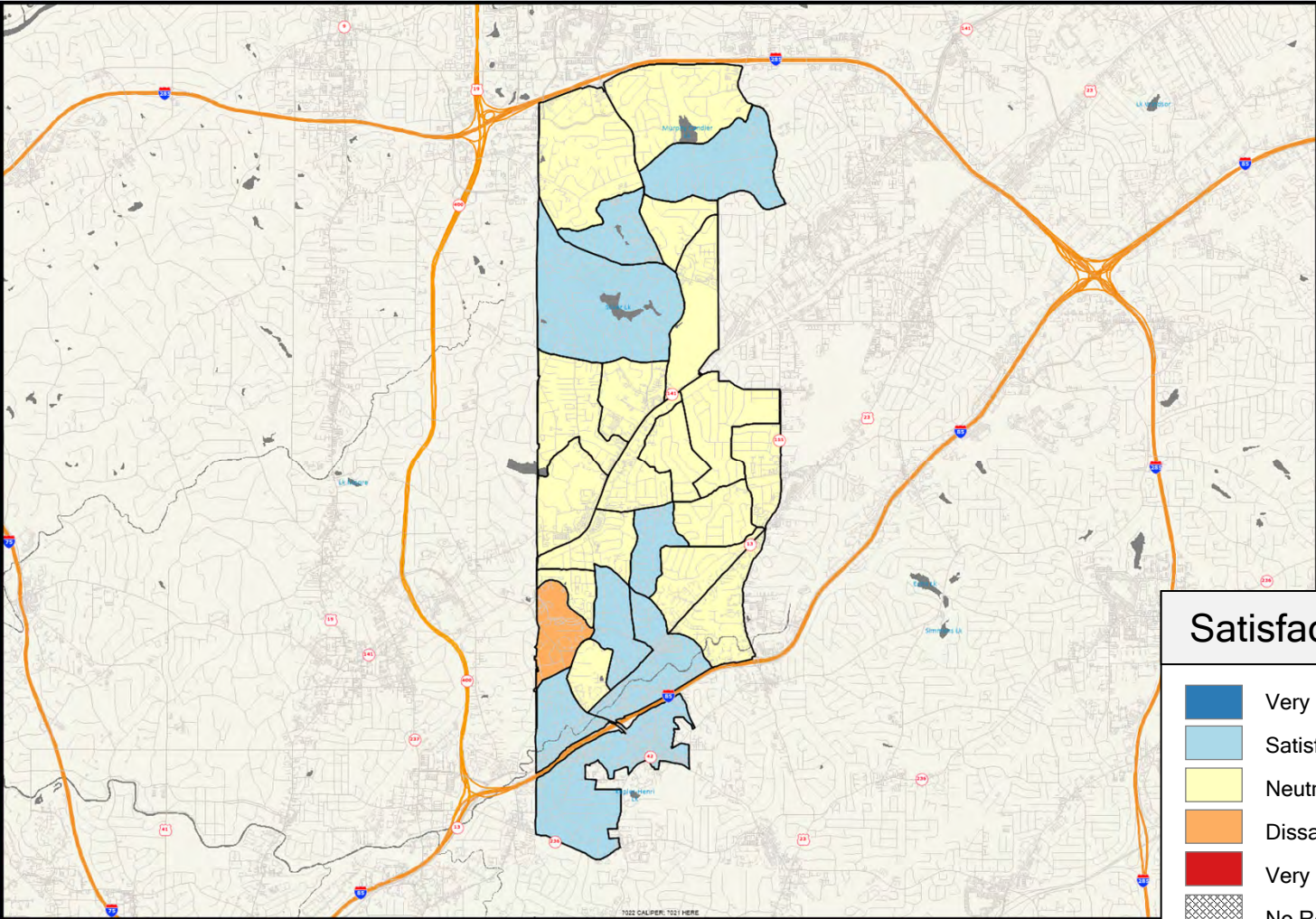


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

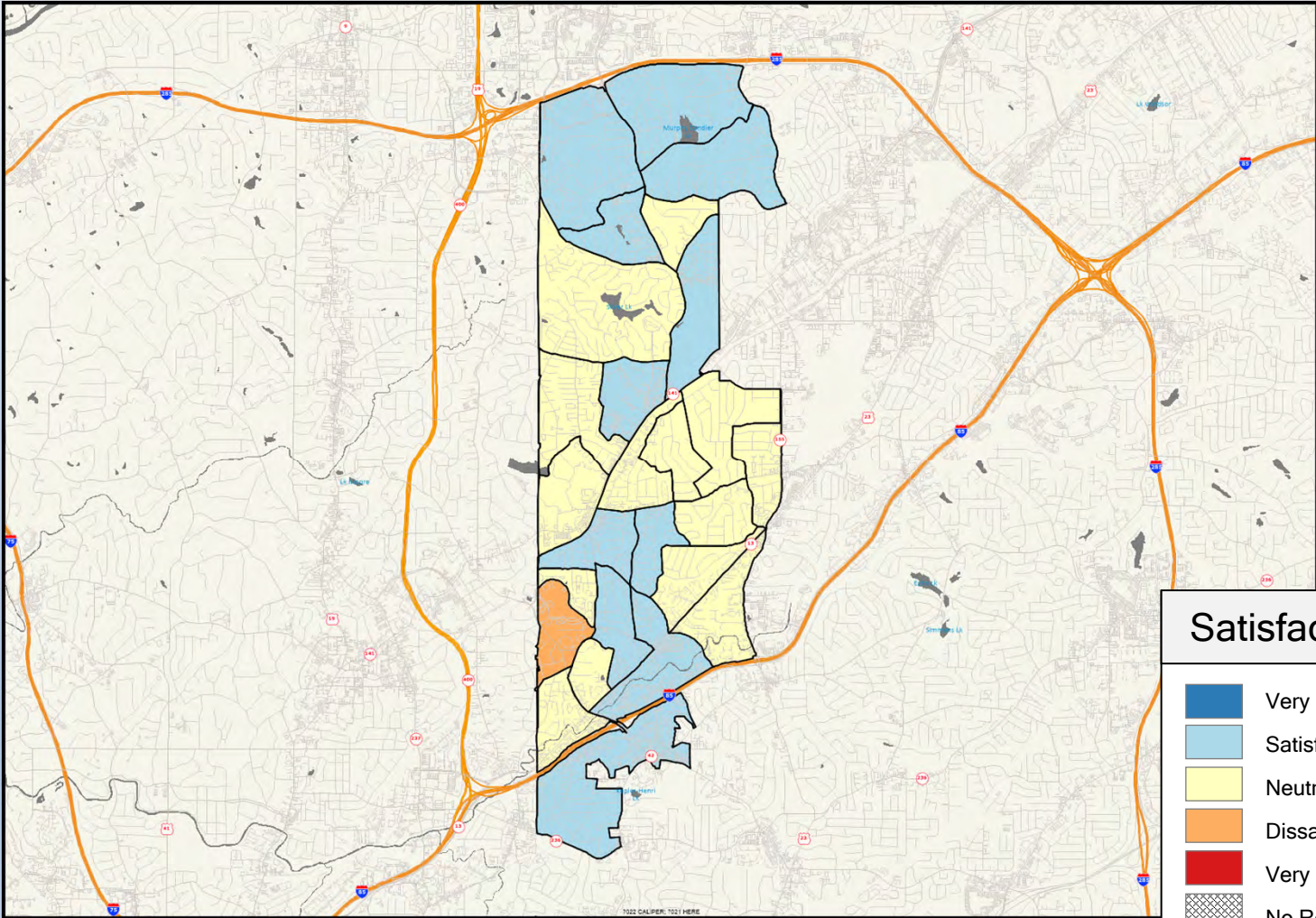
Q3-1. Enforcing the cleanup of litter and debris on private property



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q3-2. Enforcing the mowing and trimming of lawns on private property

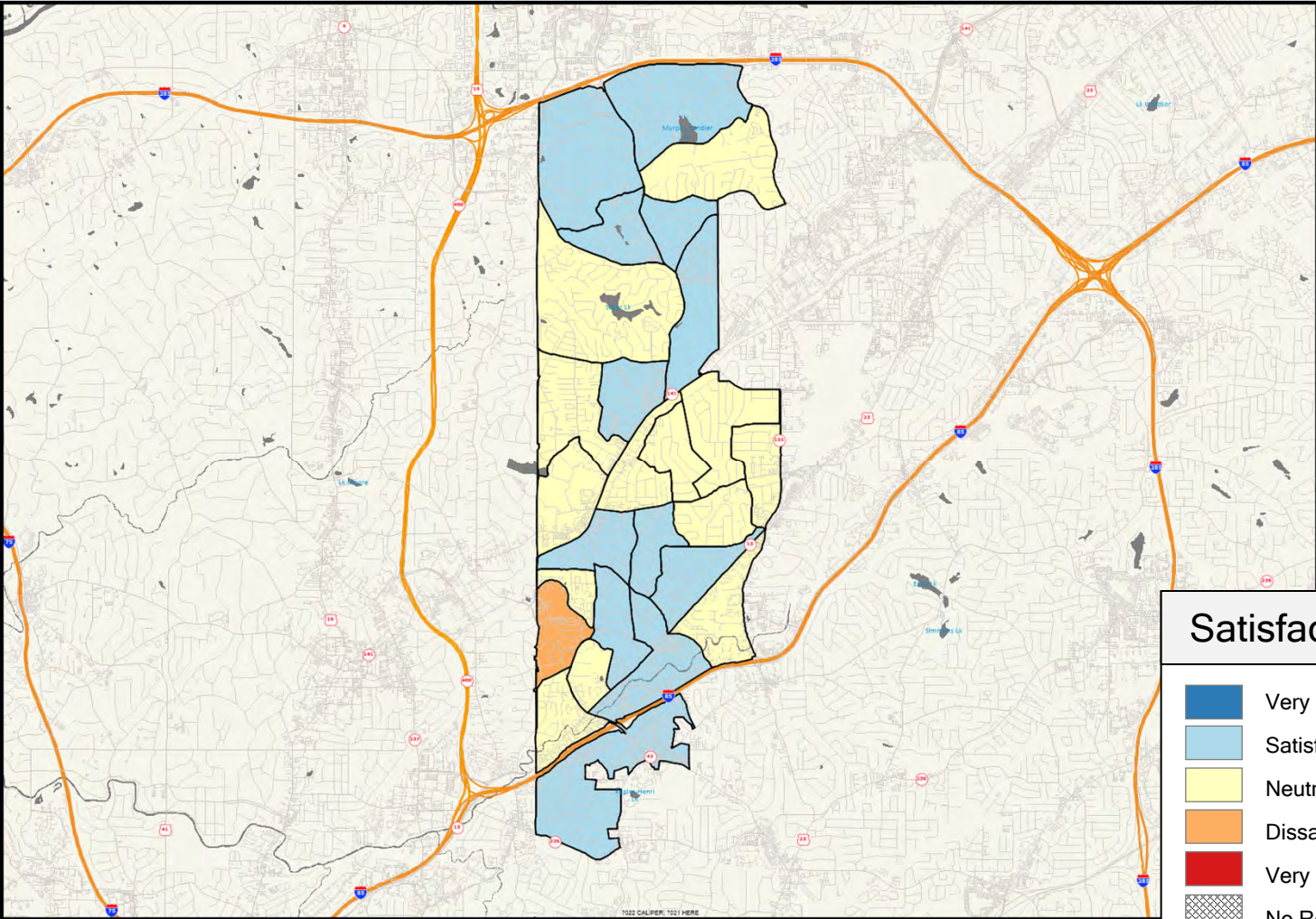


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

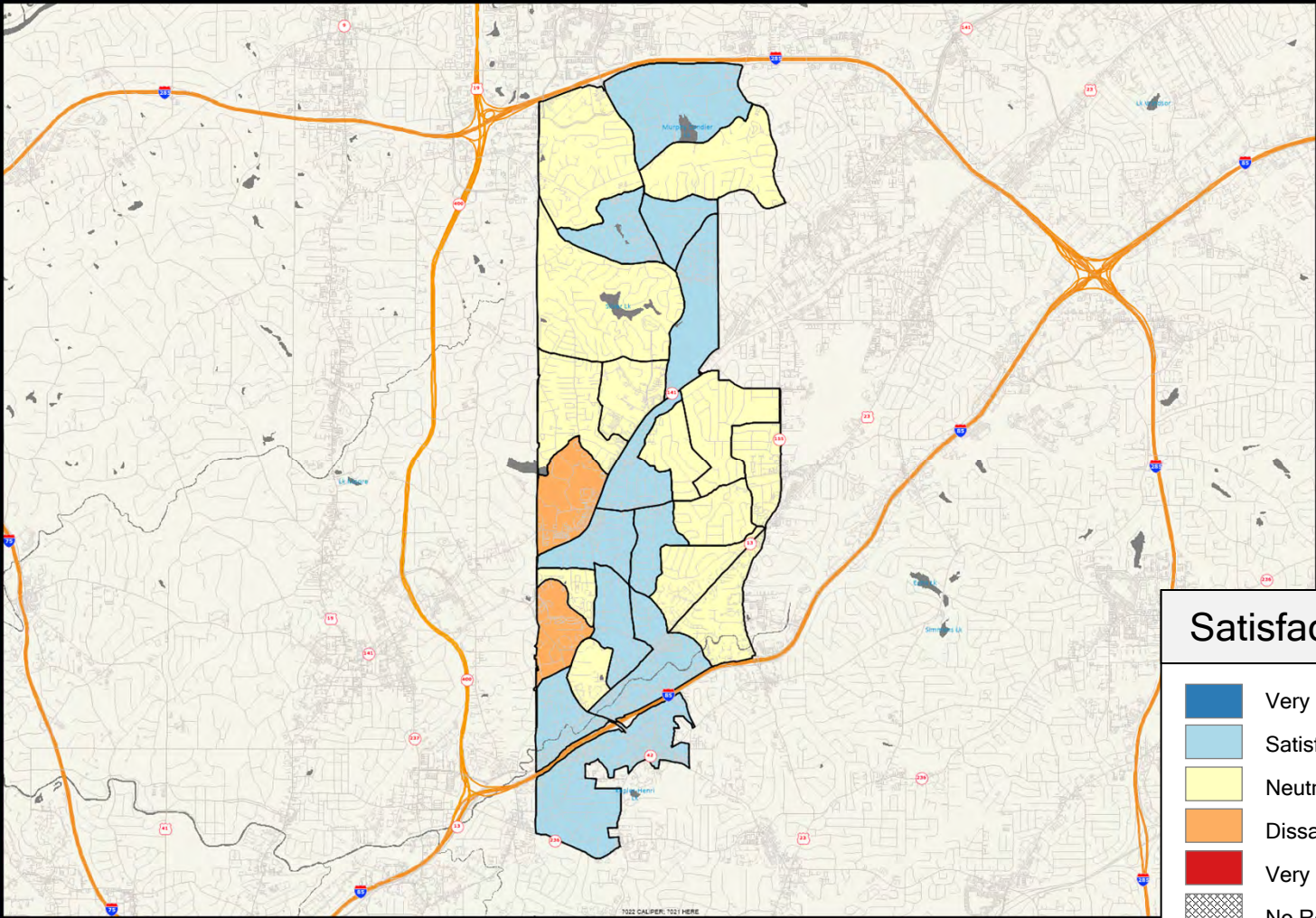
Q3-3. Enforcing the maintenance of residential property



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q3-4. Enforcing the maintenance of commercial property

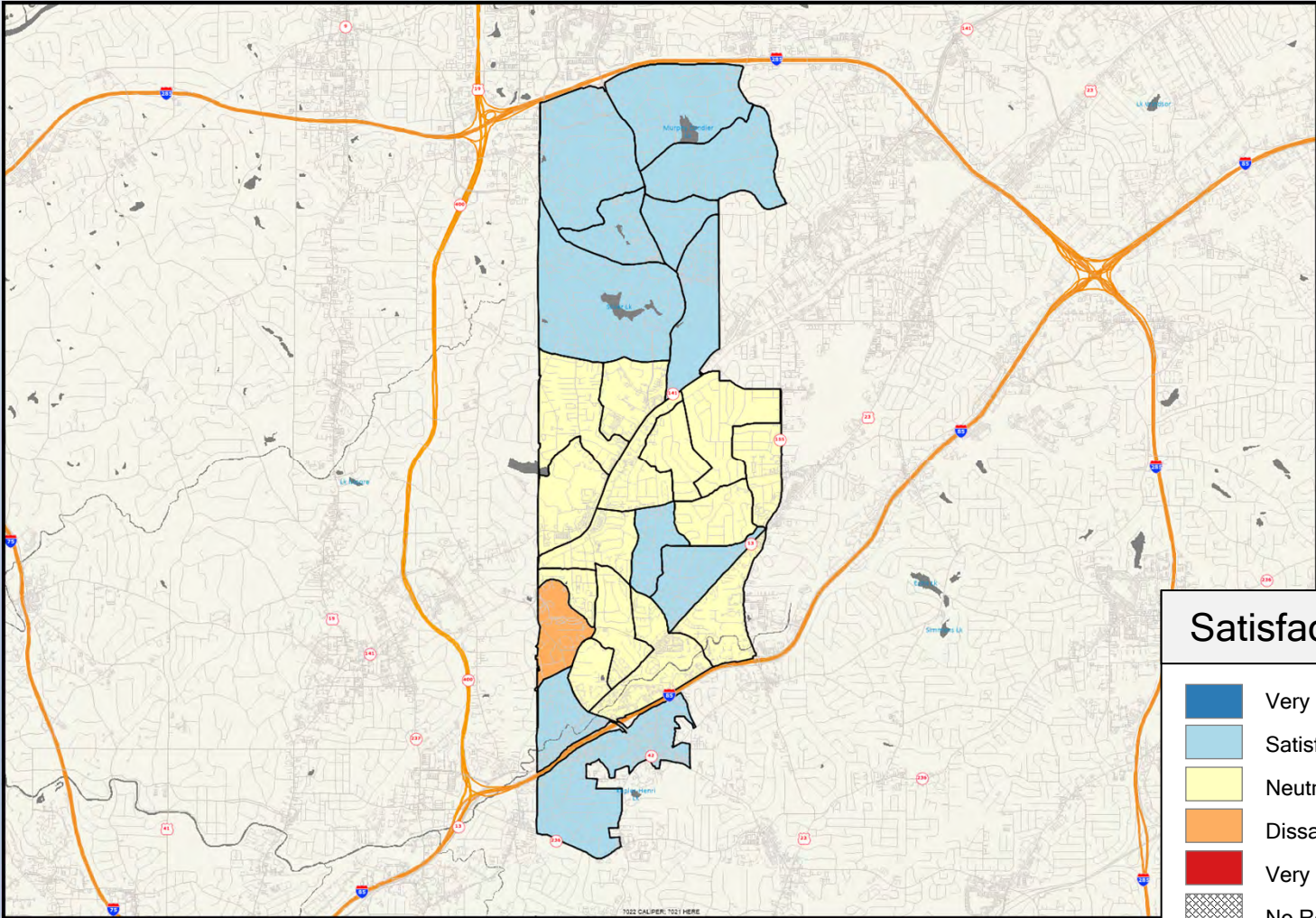


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

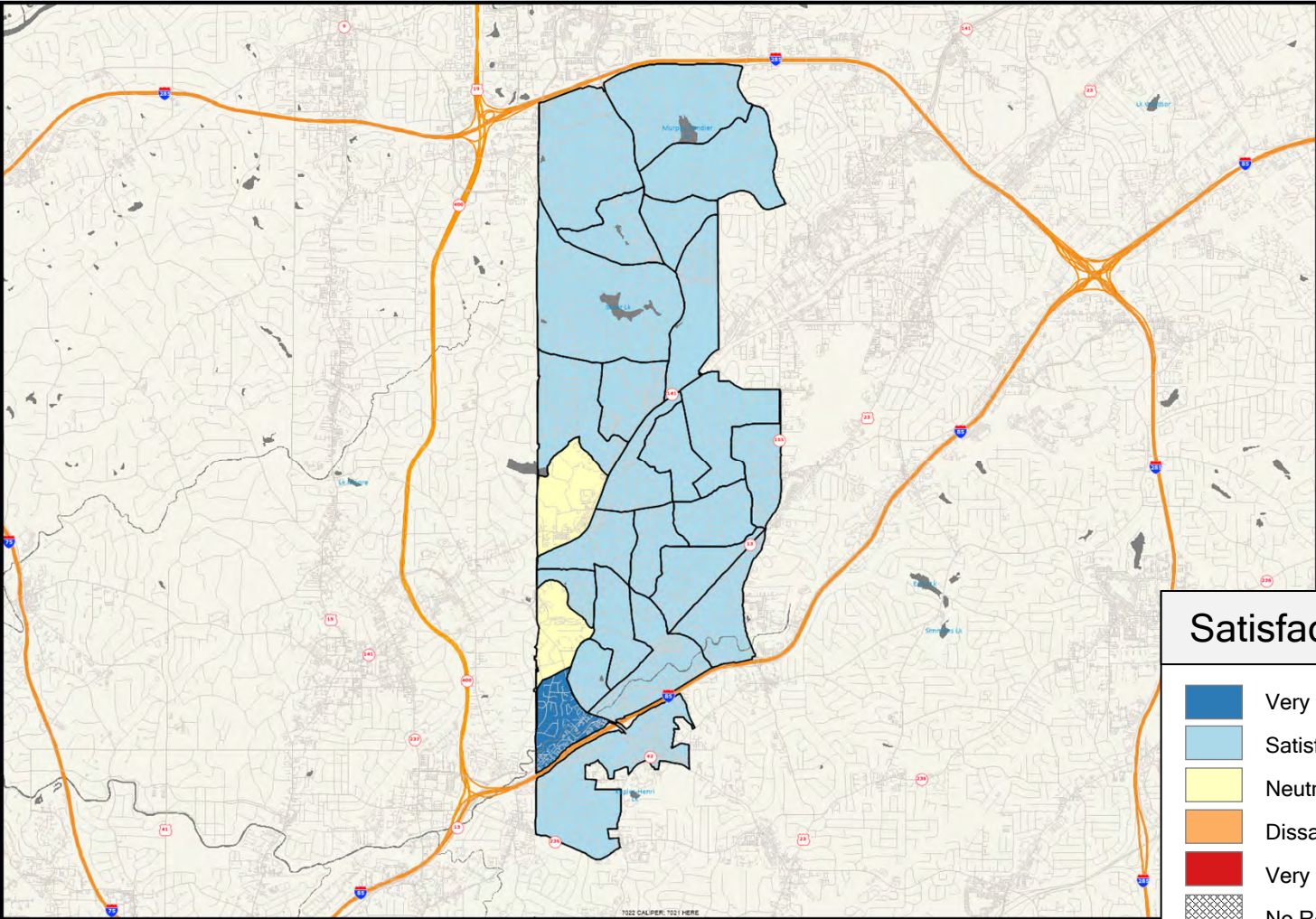
Q3-5. Enforcing codes designed to address public safety and nuisance issues



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q4-1. Maintenance of street signs and traffic signals

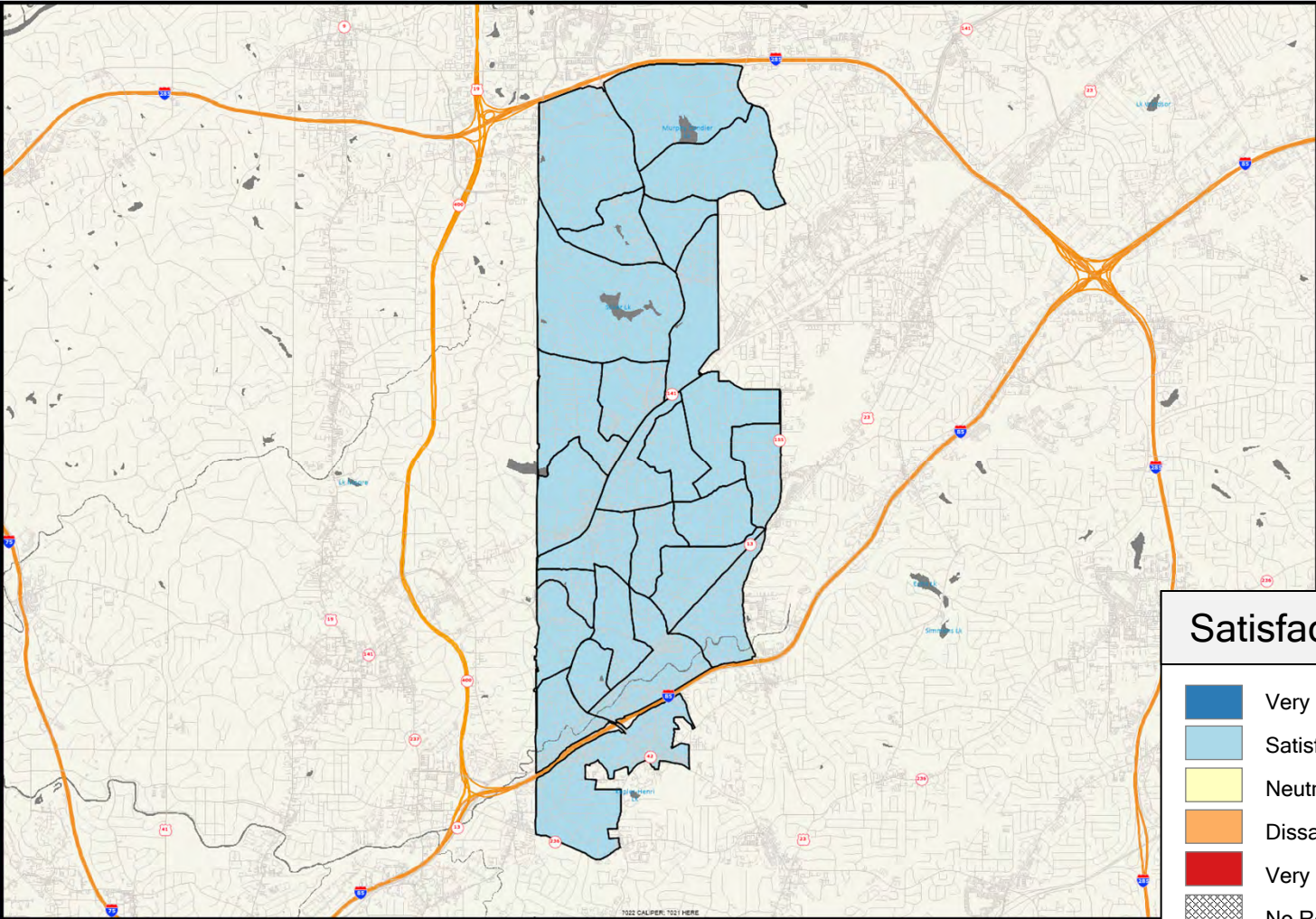


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

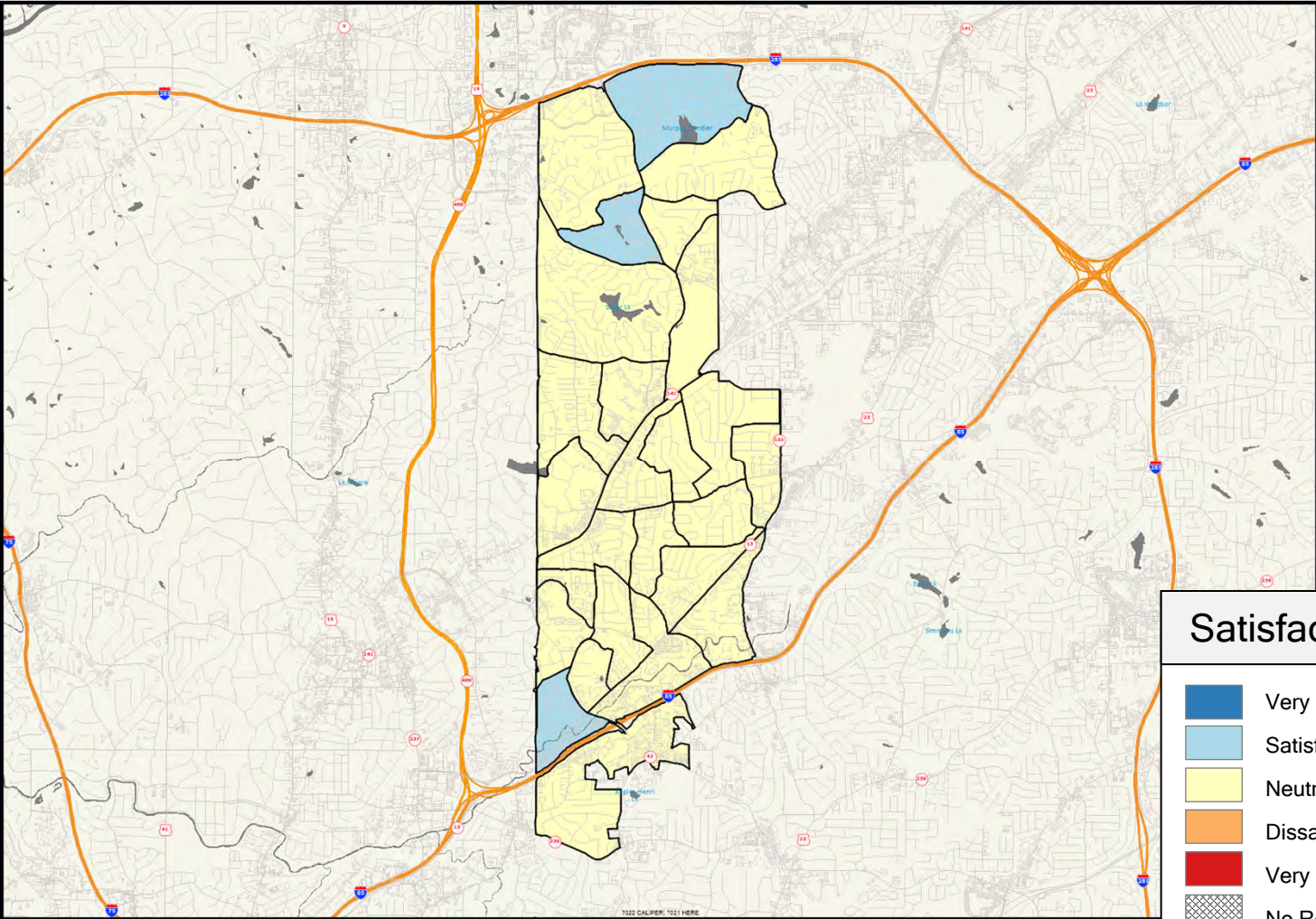
Q4-2. Maintenance of City buildings



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

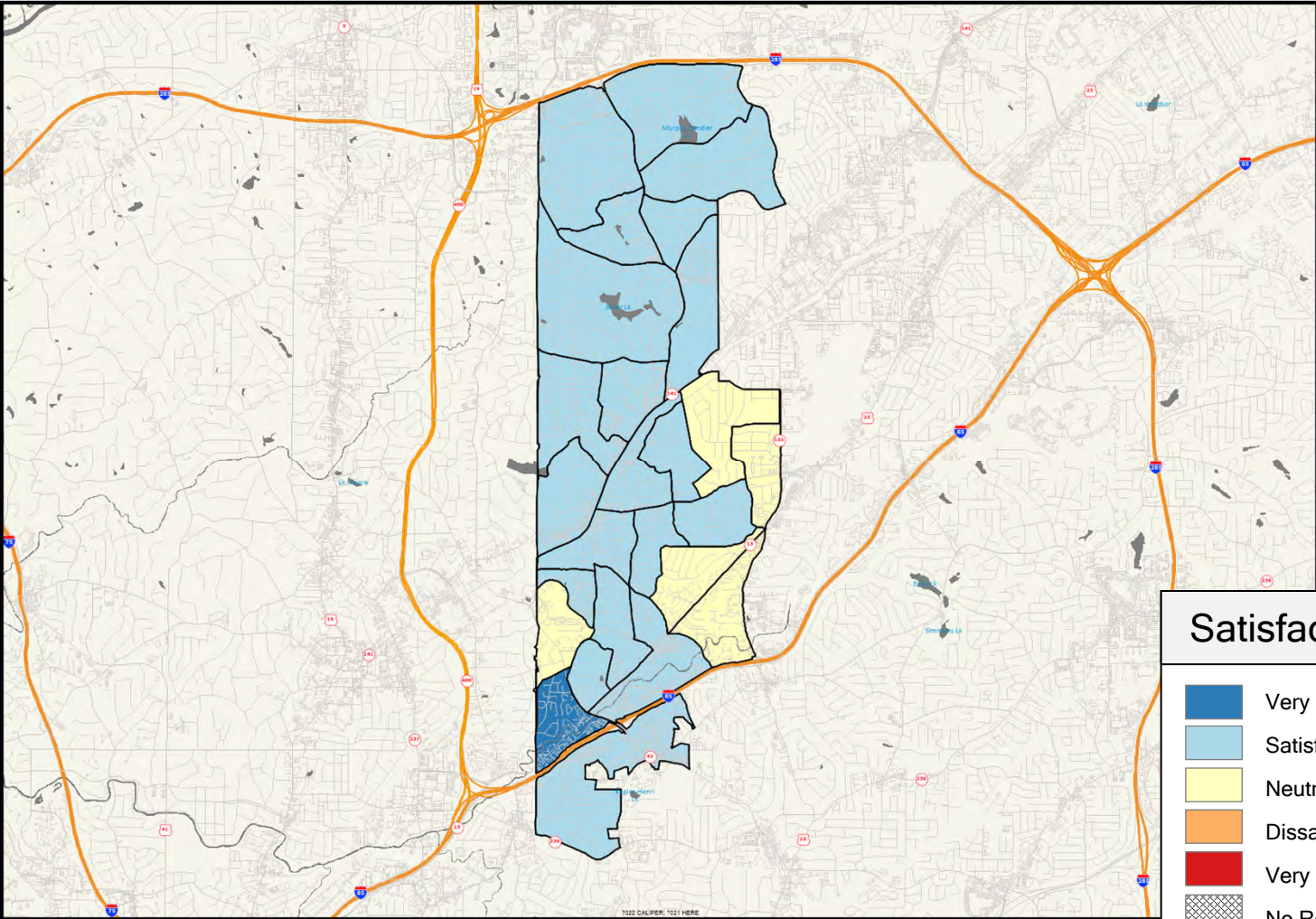
Q4-3. Maintenance of City streets



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

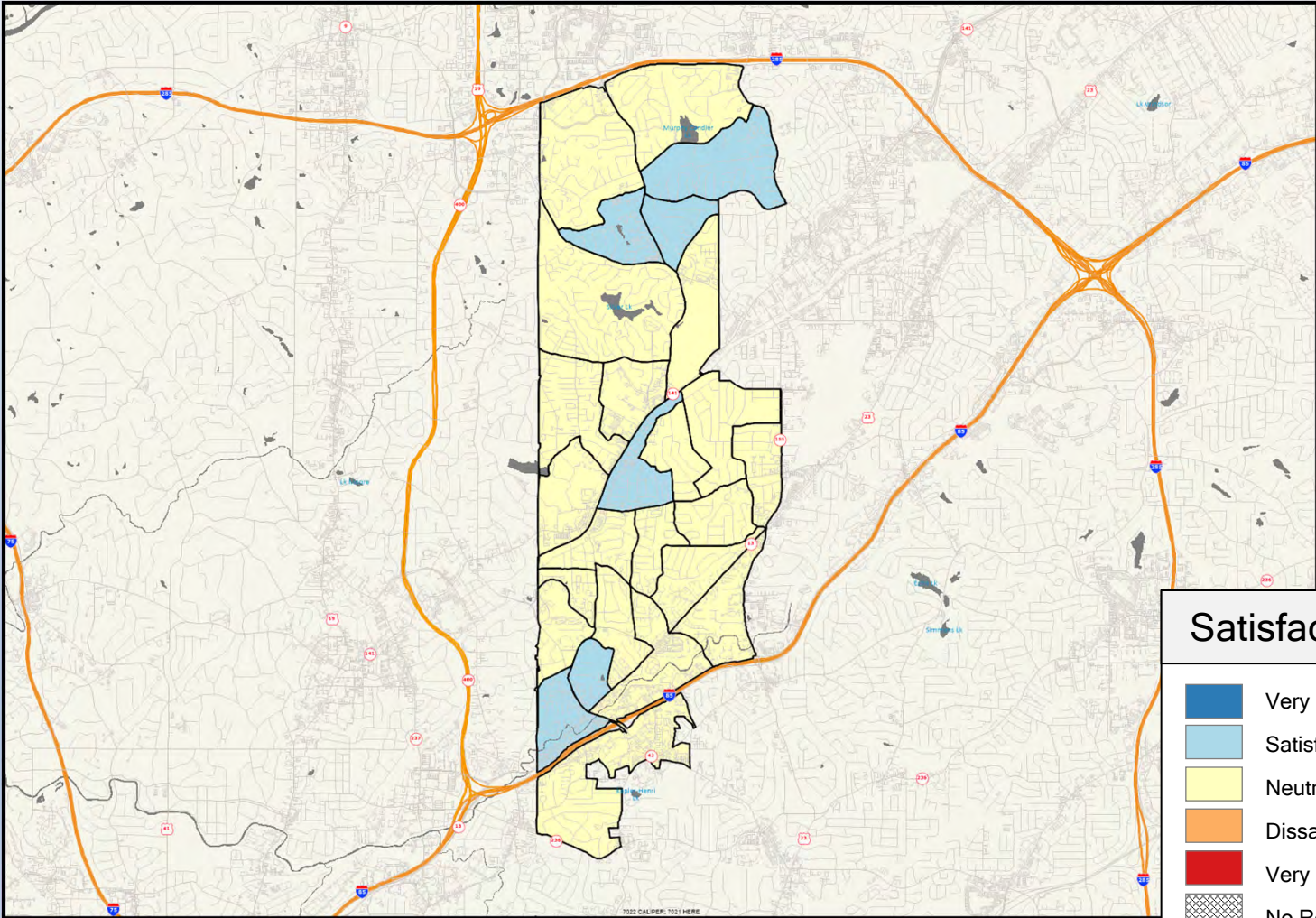
Q4-4. Adequacy of City street lighting in business and commercial areas



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

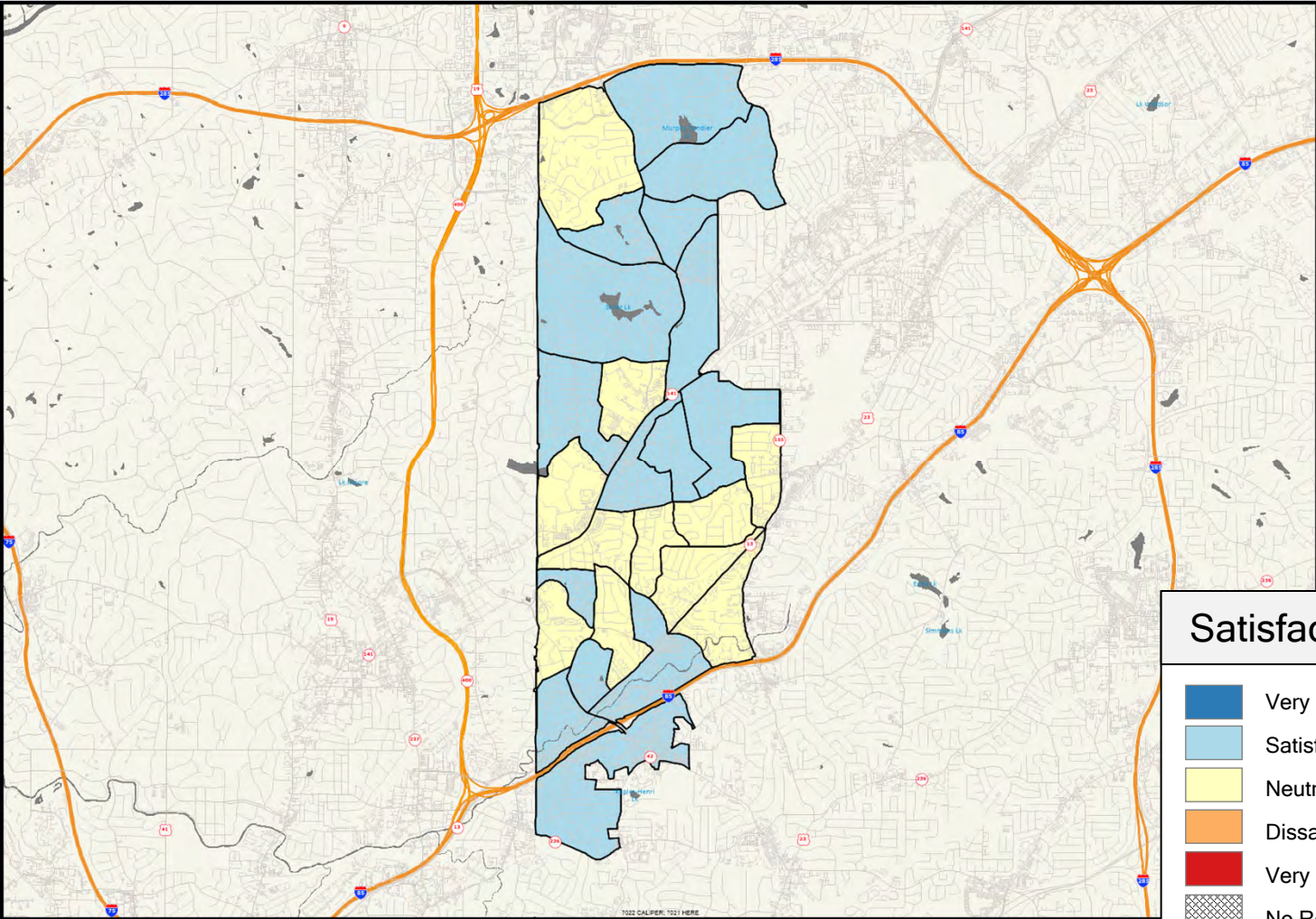
Q4-5. Condition of City sidewalks



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q4-6. Landscaping and appearance of public areas along City streets

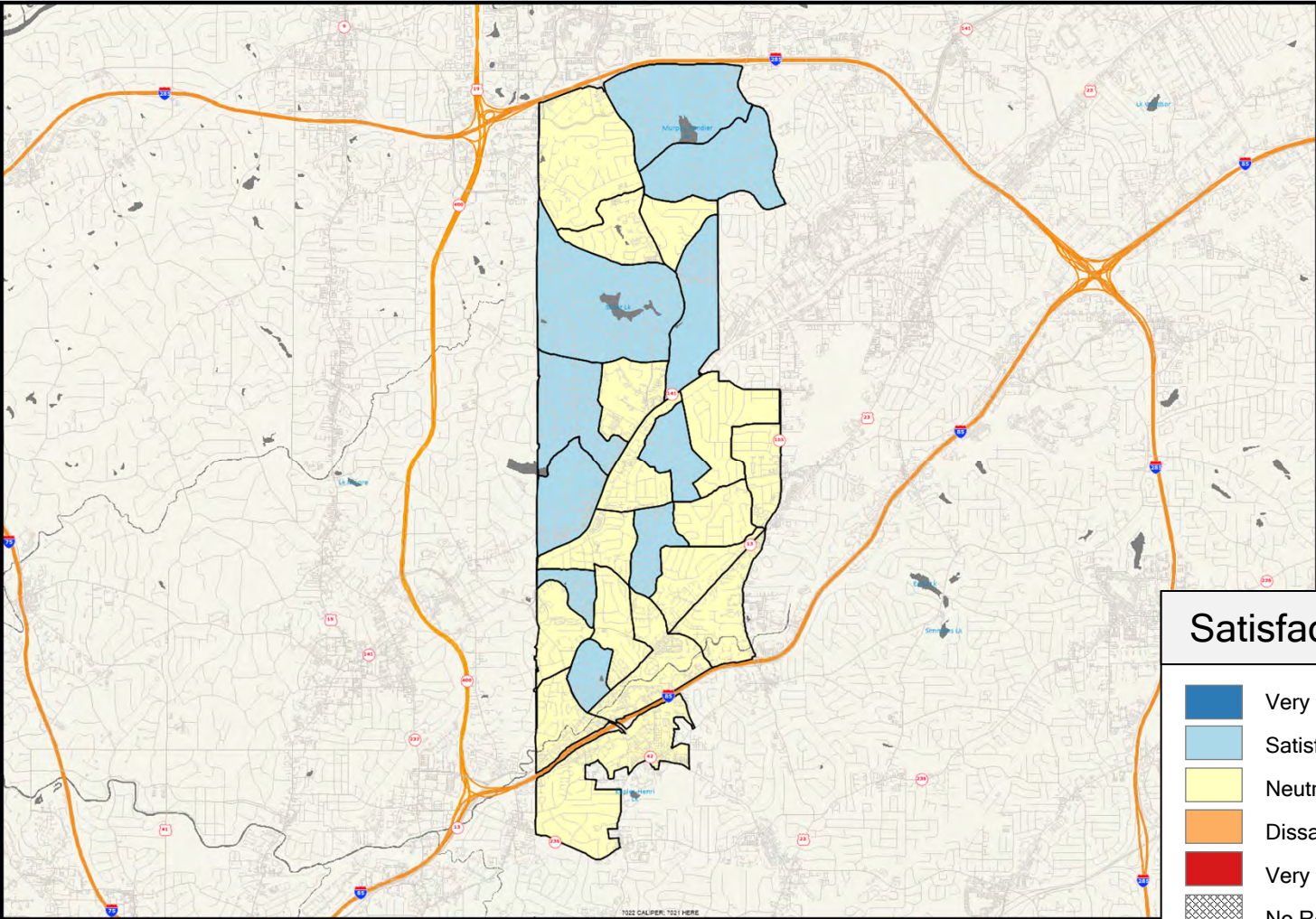


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

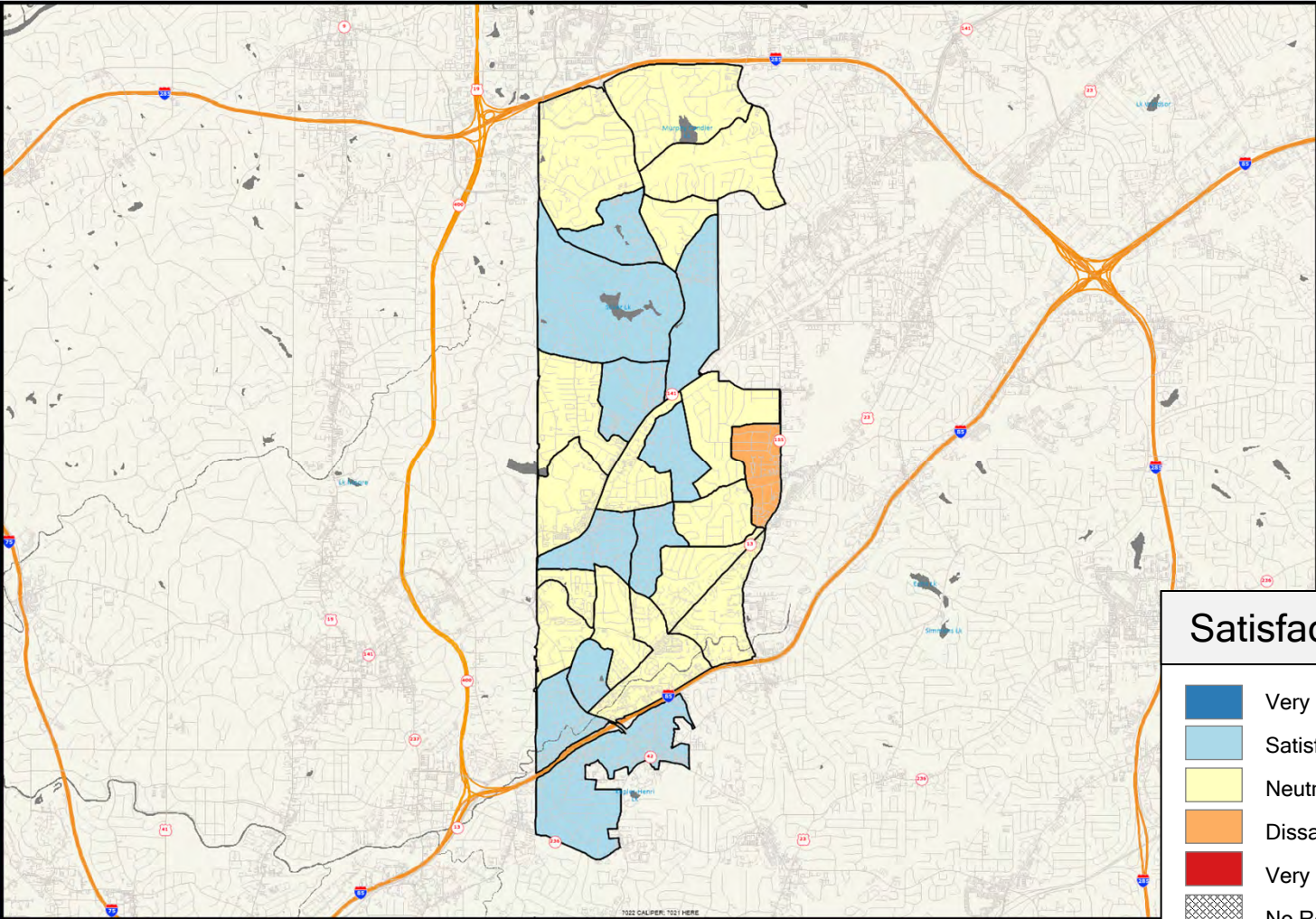
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Q4-7. Satisfaction with tree trimming and replacement program



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q4-8. Adequacy of residential street lighting

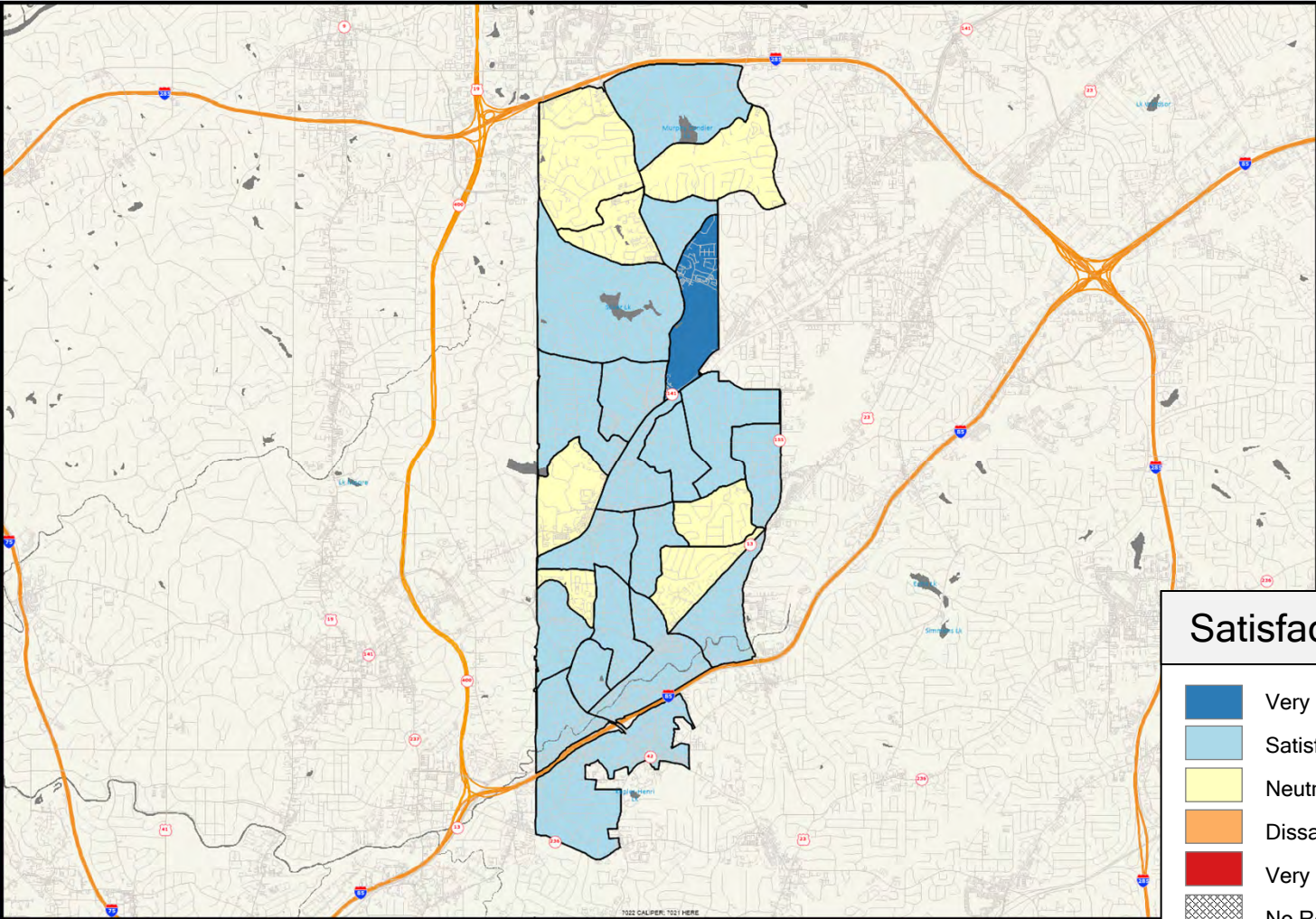


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q5-1. Ease of travel from your home to work and school

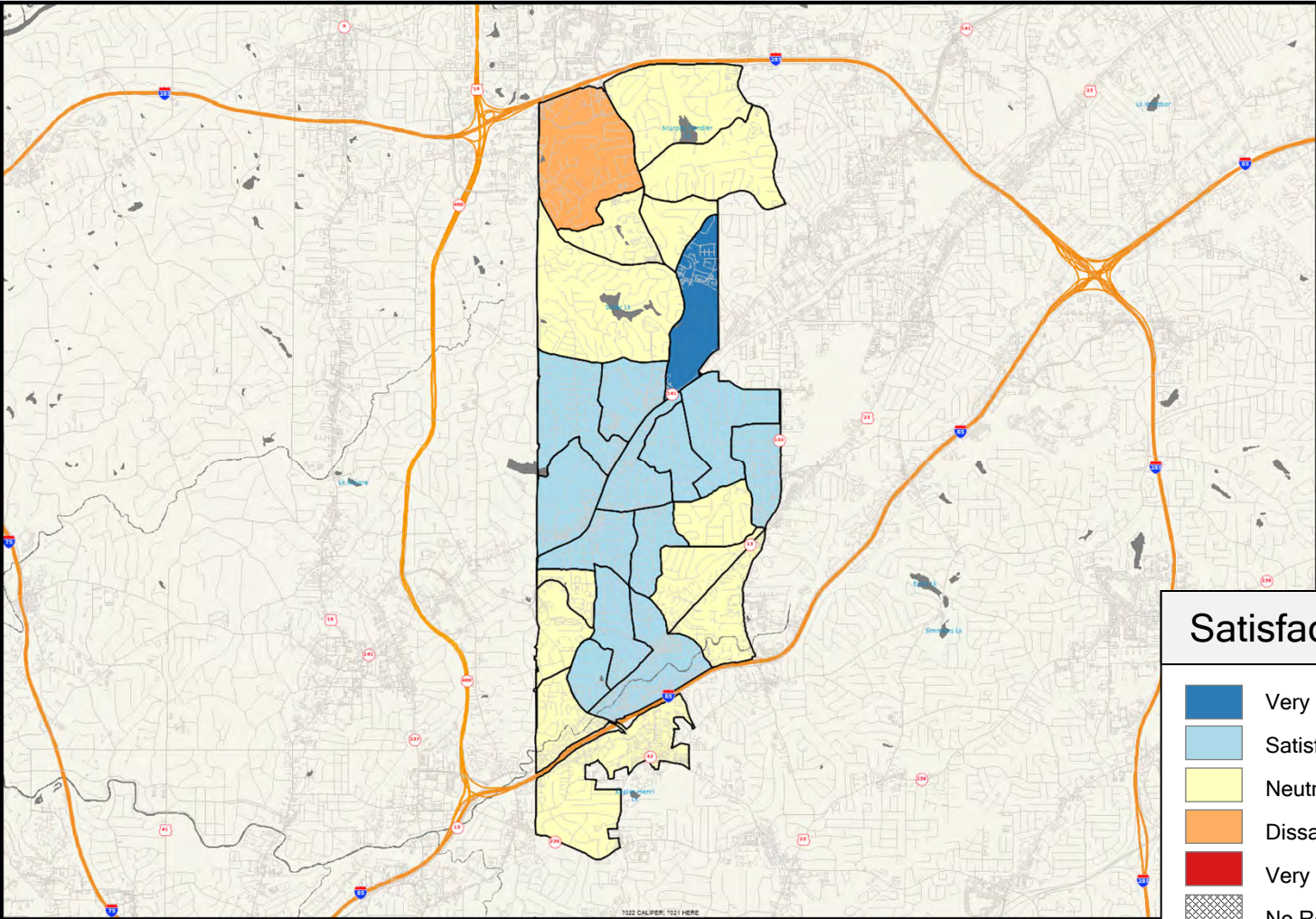


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q5-2. Availability of public transportation

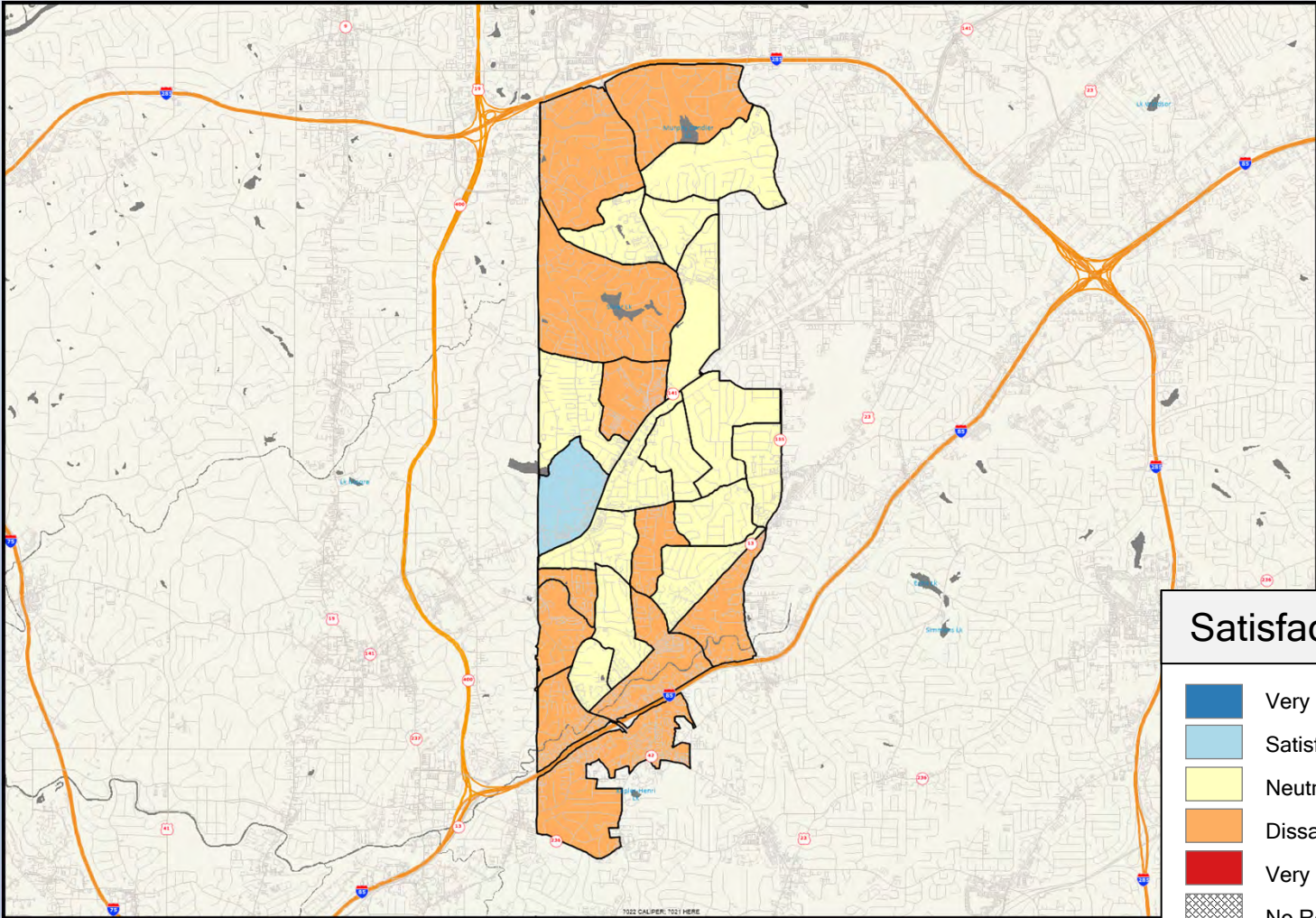


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q5-3. Availability of bicycle lanes

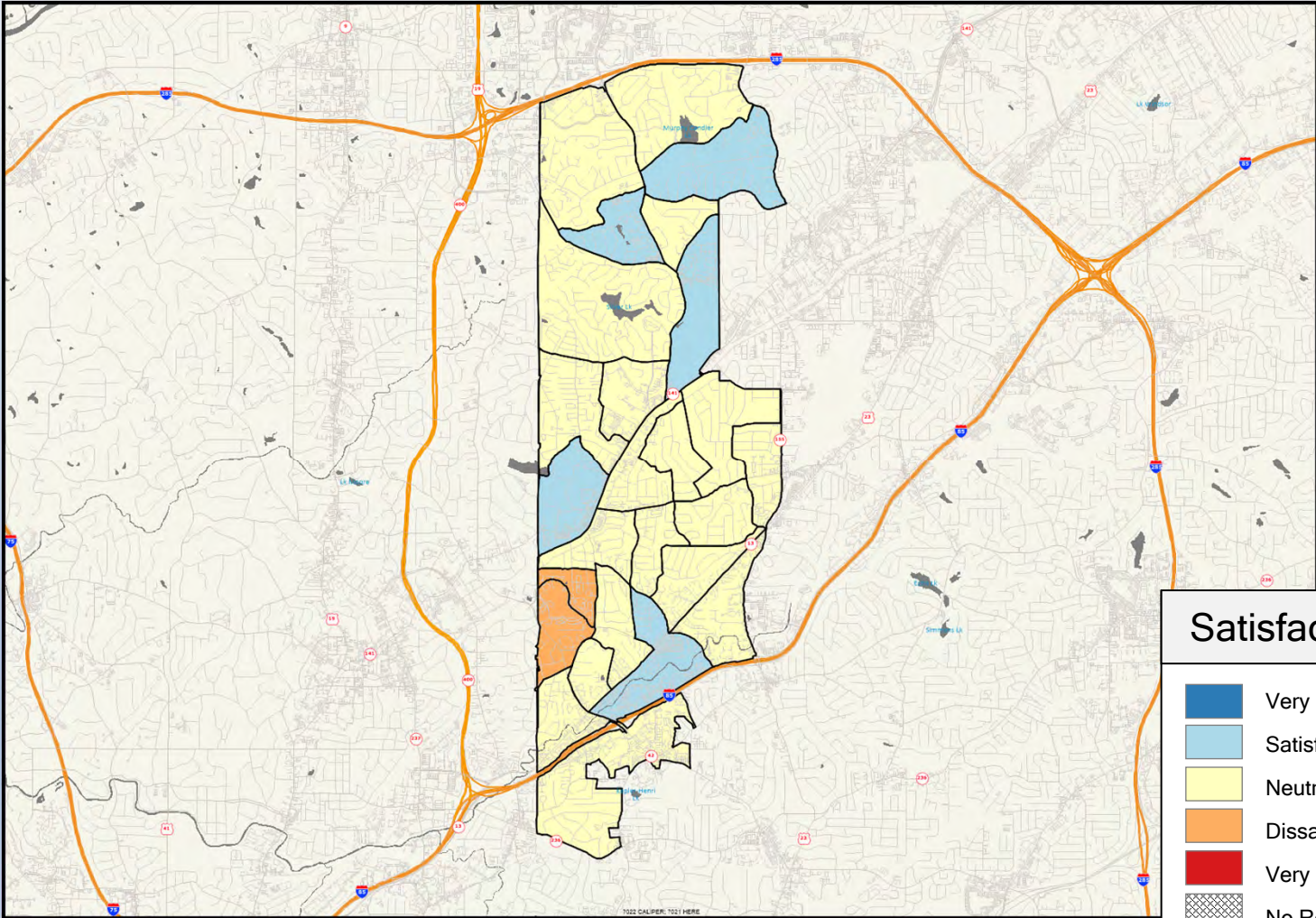


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q5-4. Availability of pedestrian walkways

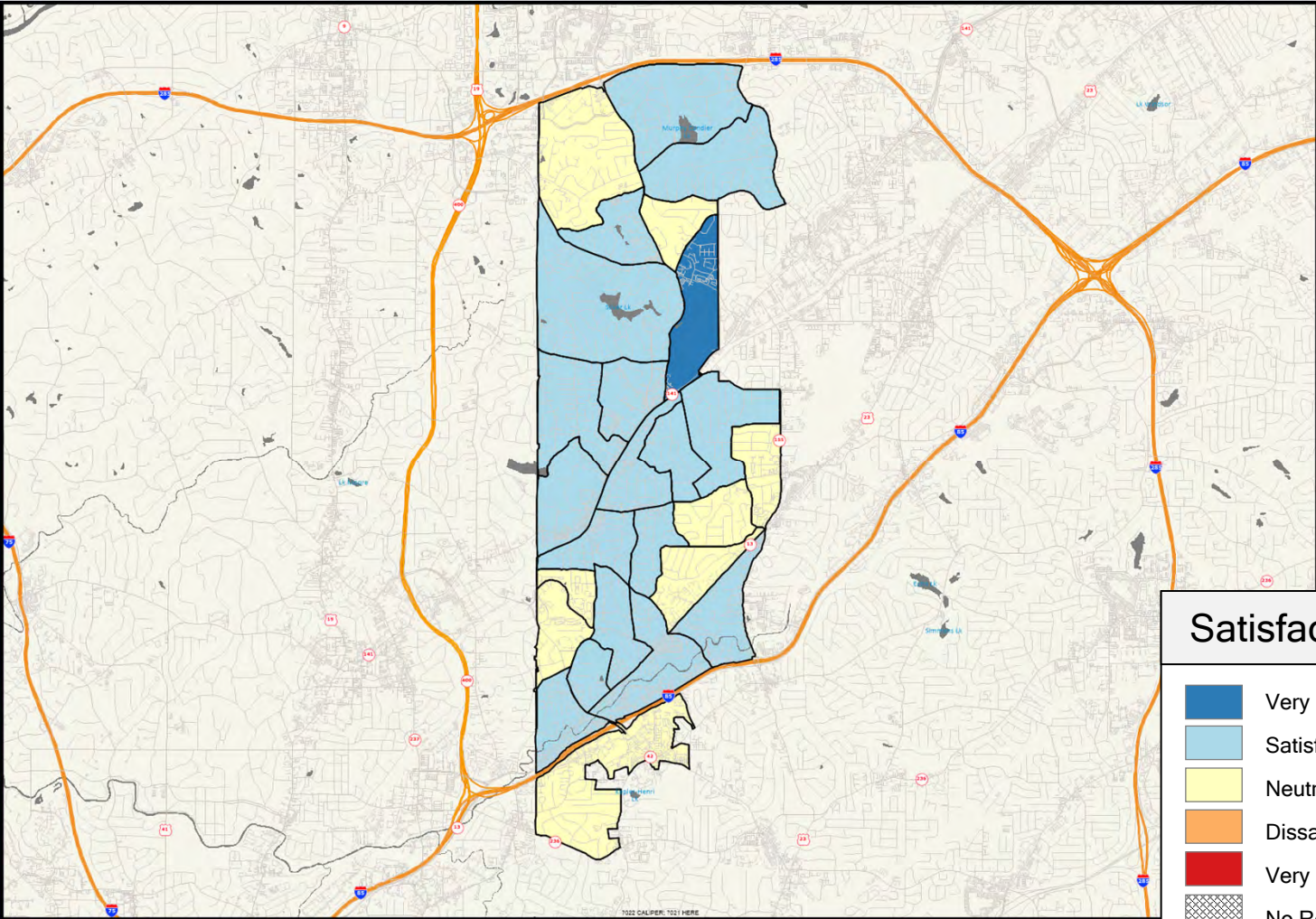


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q5-5. Availability of parking in residential areas

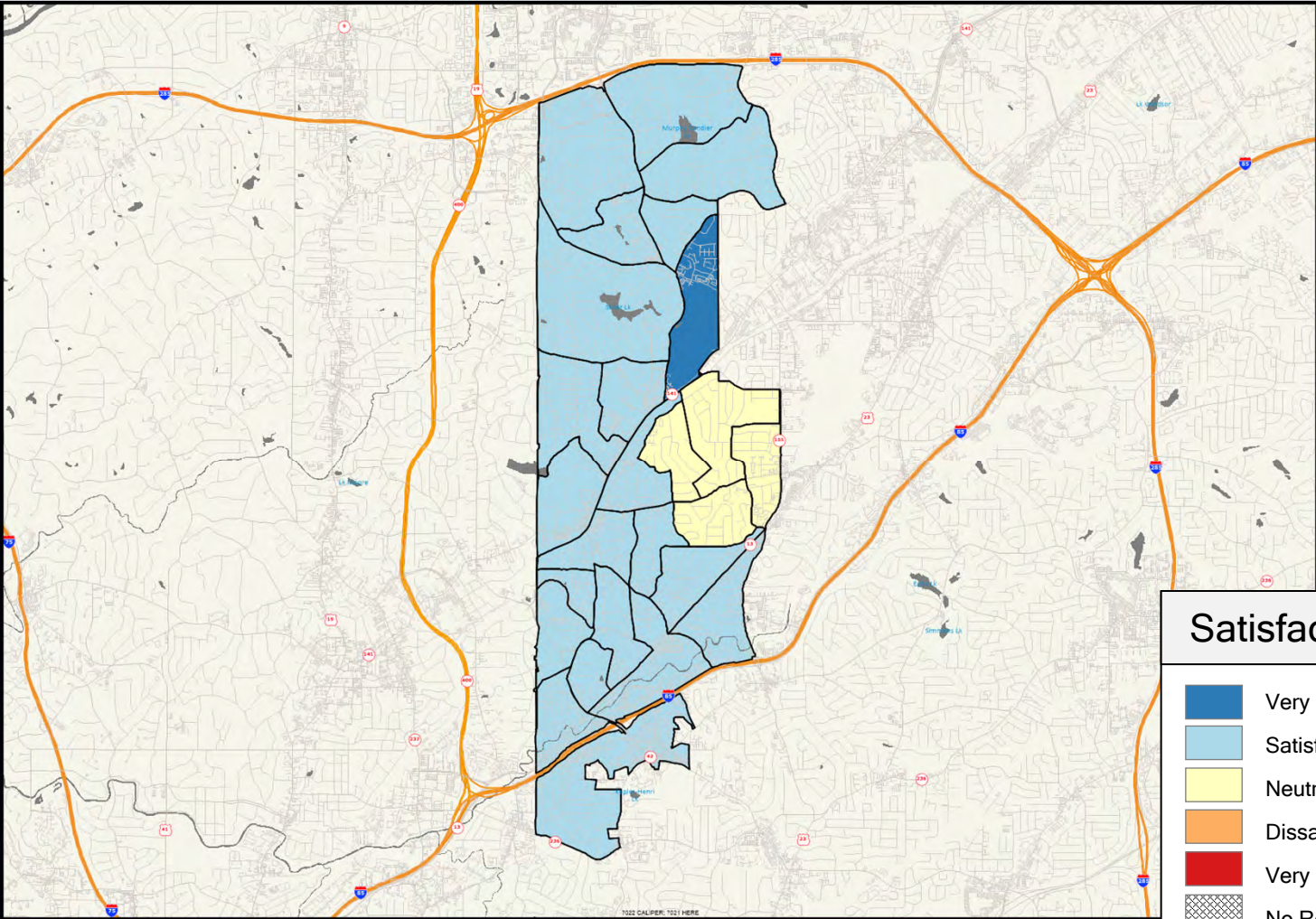


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q5-6. Availability of parking in business and commercial areas

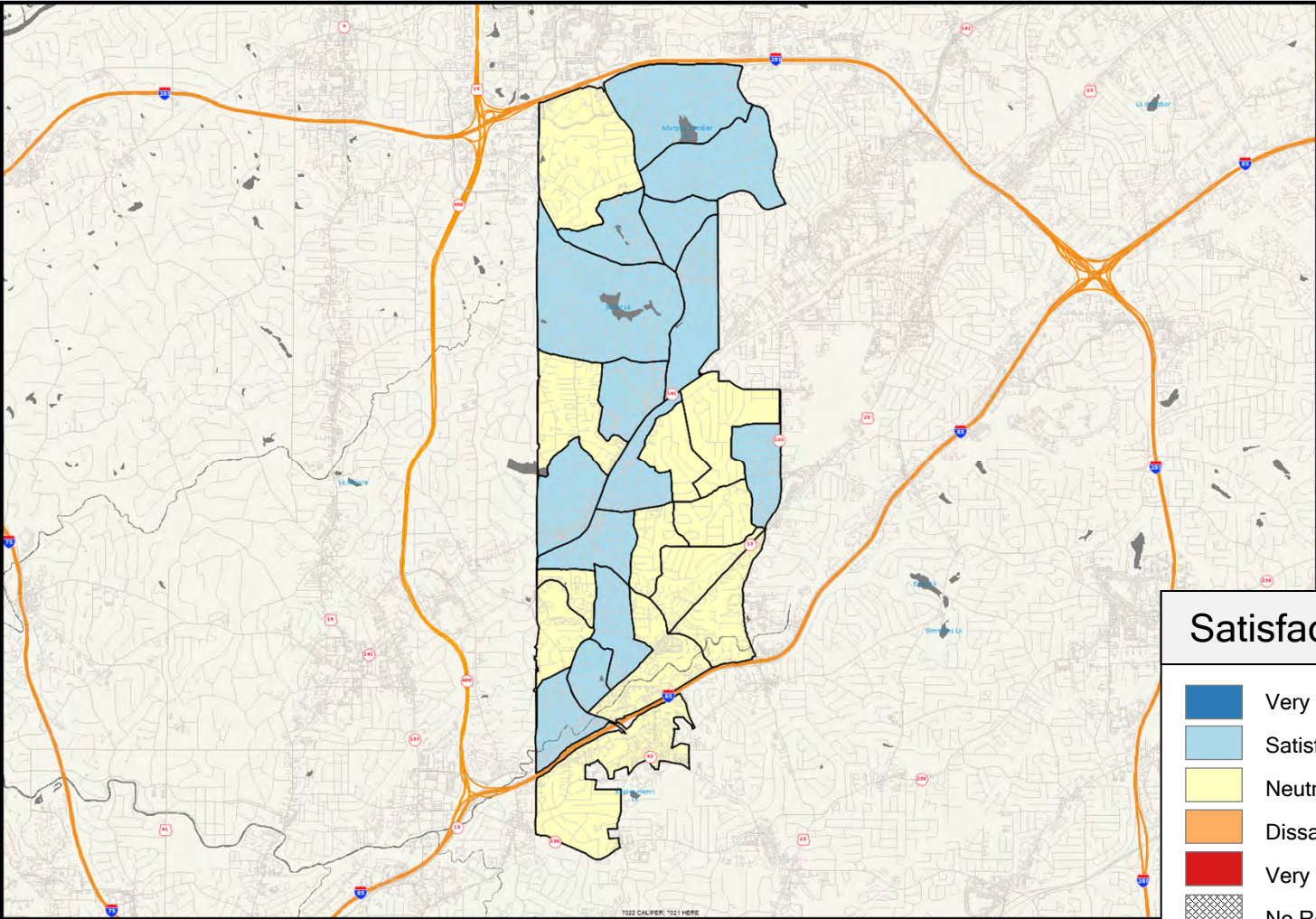


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q5-7. Width of sidewalks

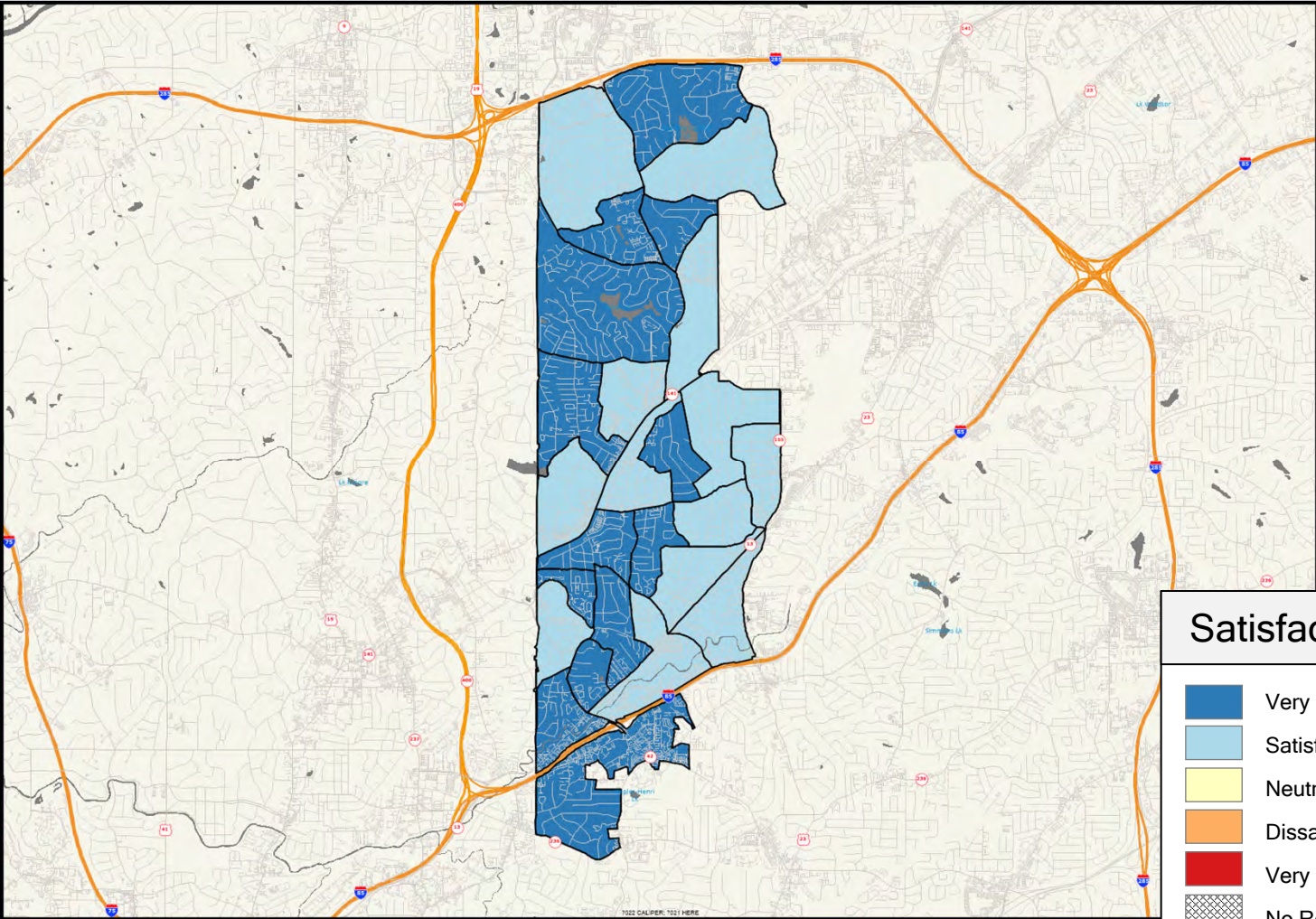


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q6-1. Overall quality of police services

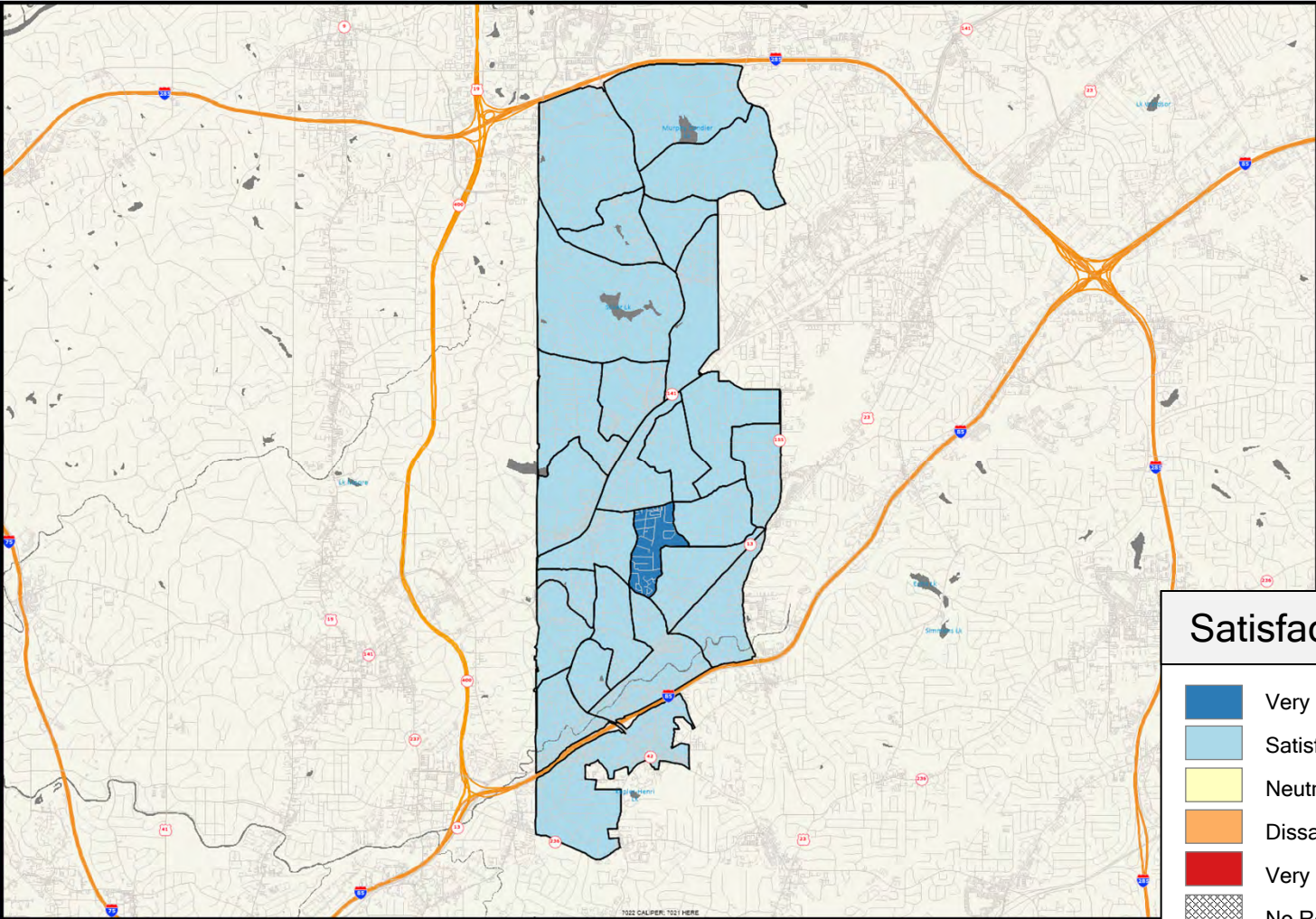


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q6-2. Overall quality of City parks and recreation programs and facilities

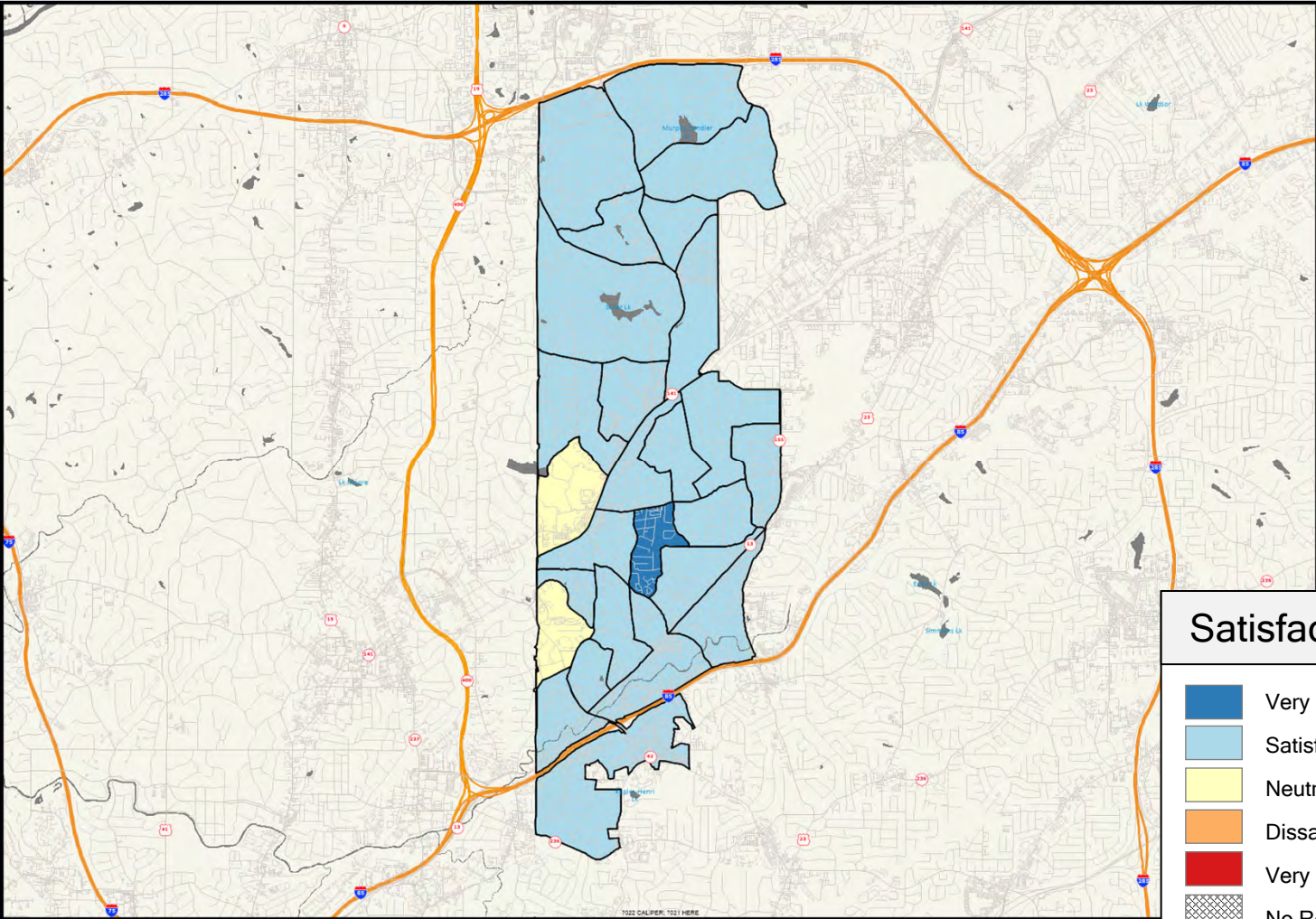


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q6-3. Overall maintenance of City buildings and facilities

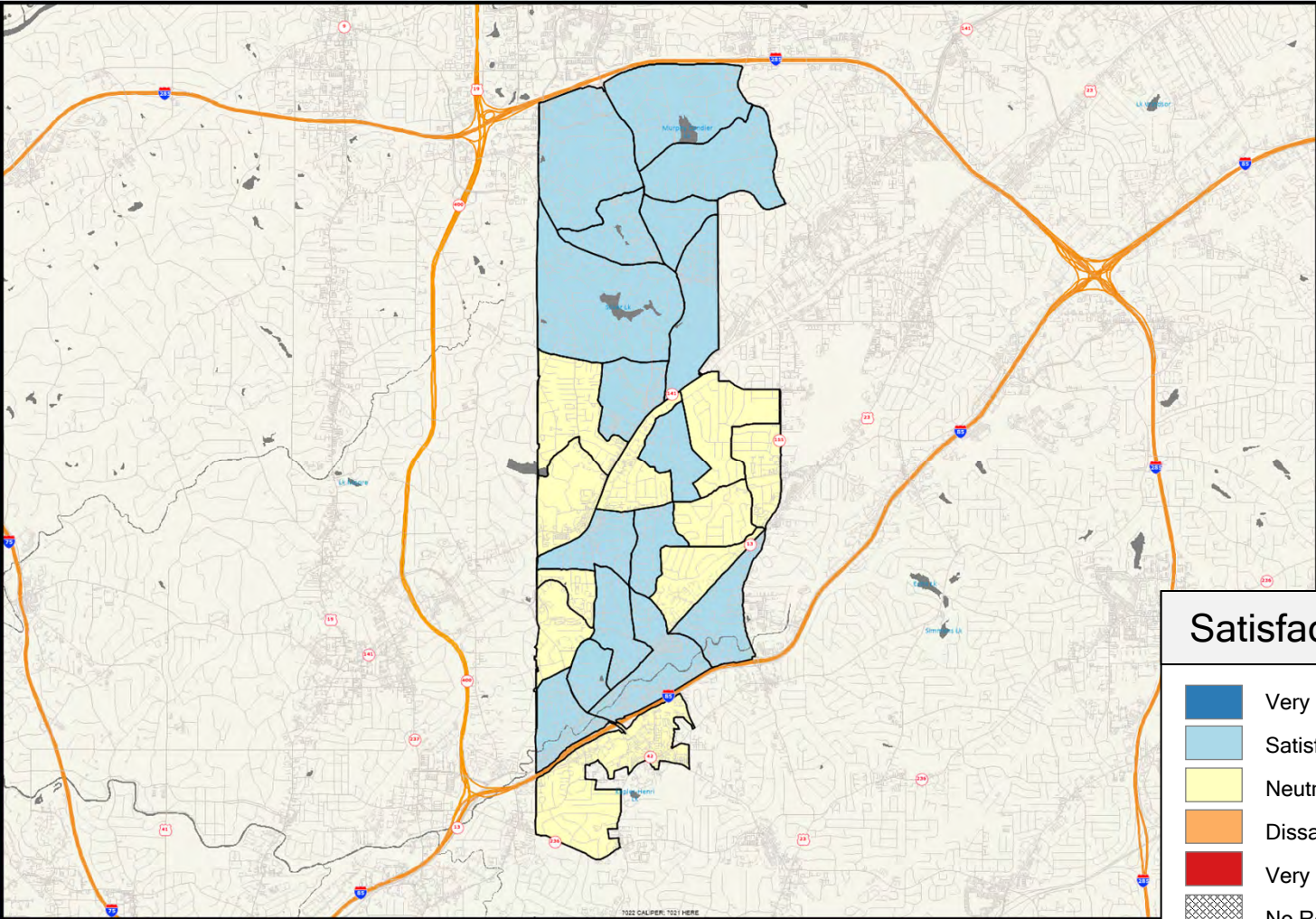


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

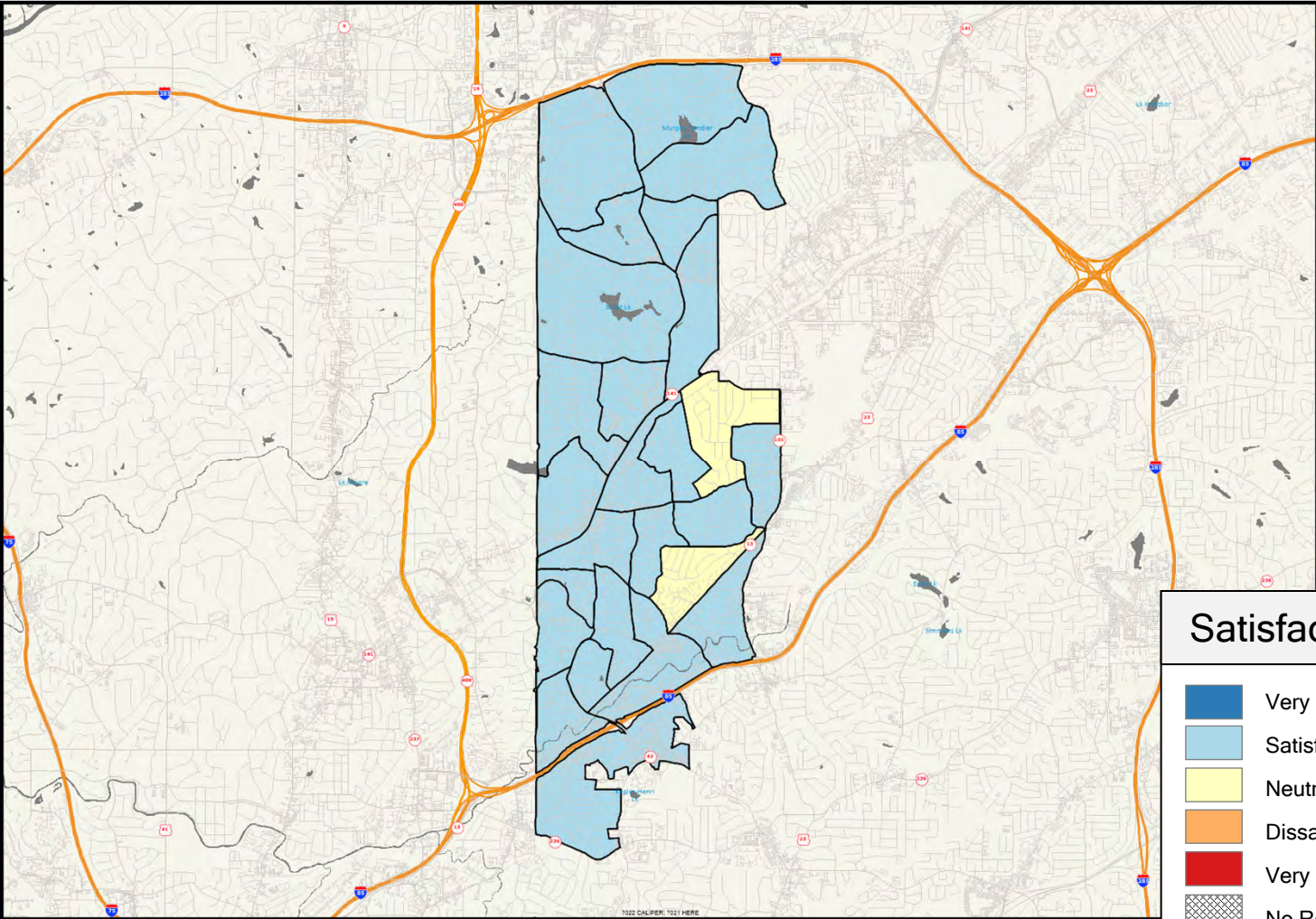
Q6-4. Overall enforcement of City codes and ordinances



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q6-5. Overall quality of customer service you receive from City employees

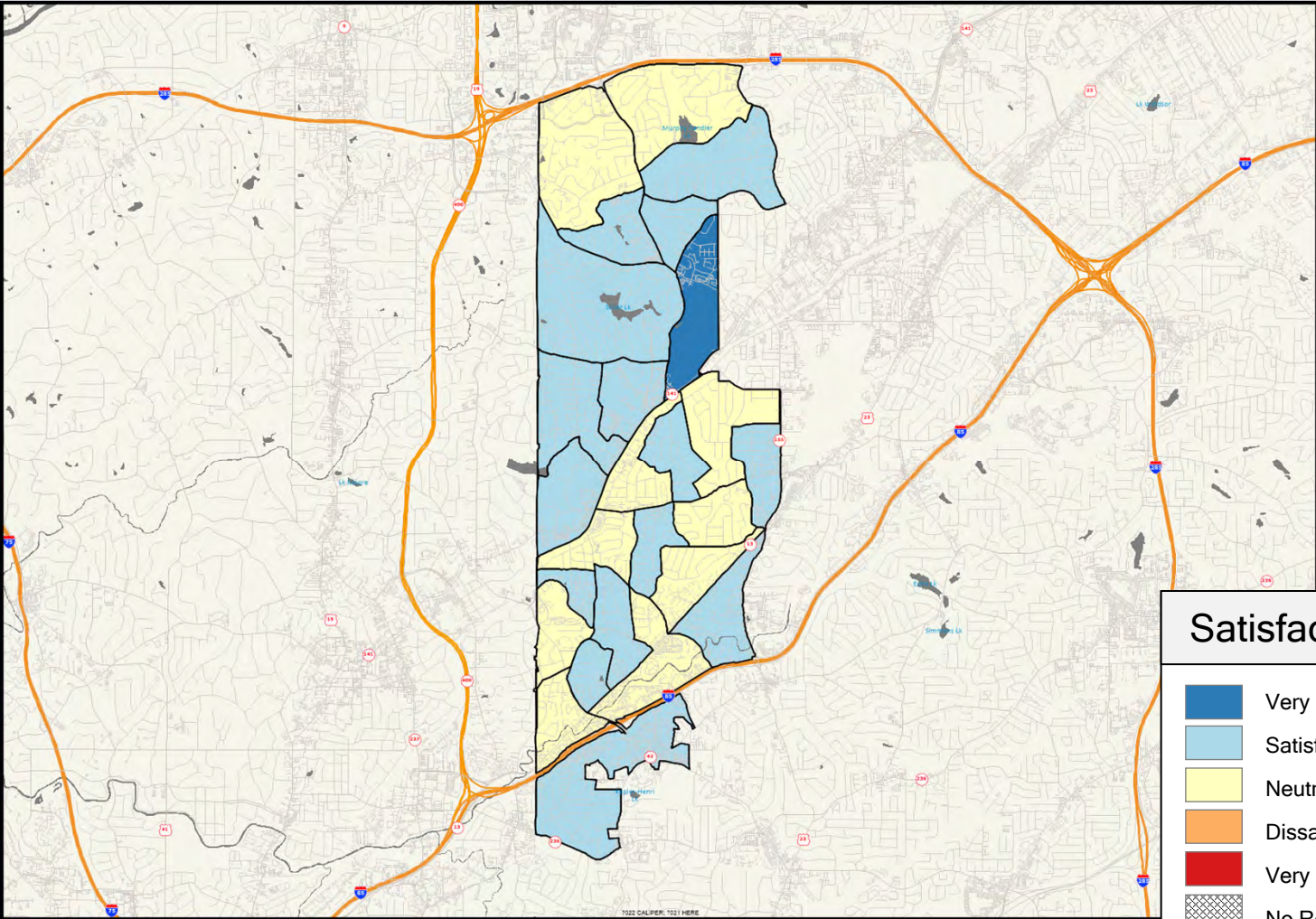


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q6-6. Overall effectiveness of City communication with the public

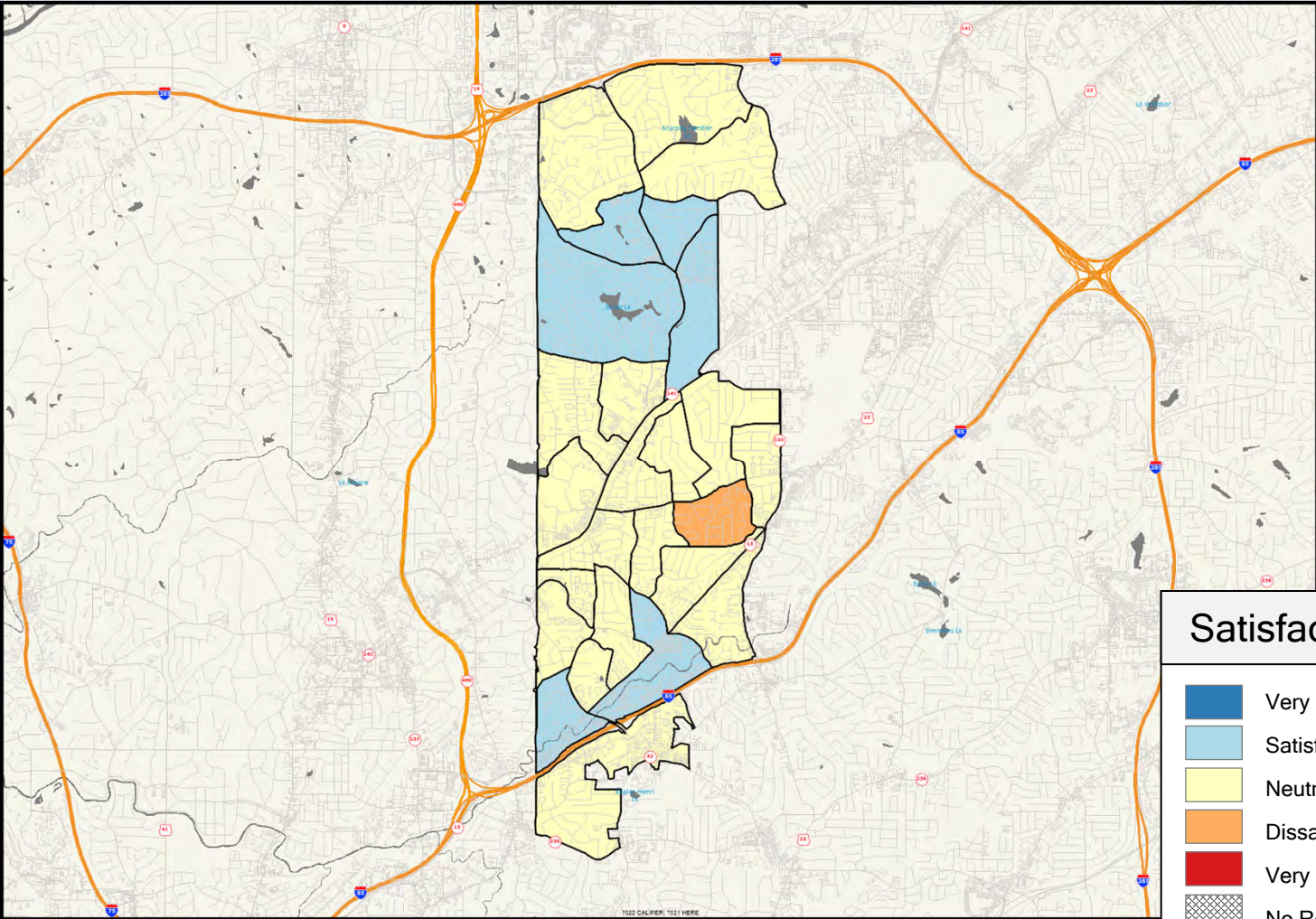


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q6-7. Overall quality of the City's stormwater runoff and stormwater management system

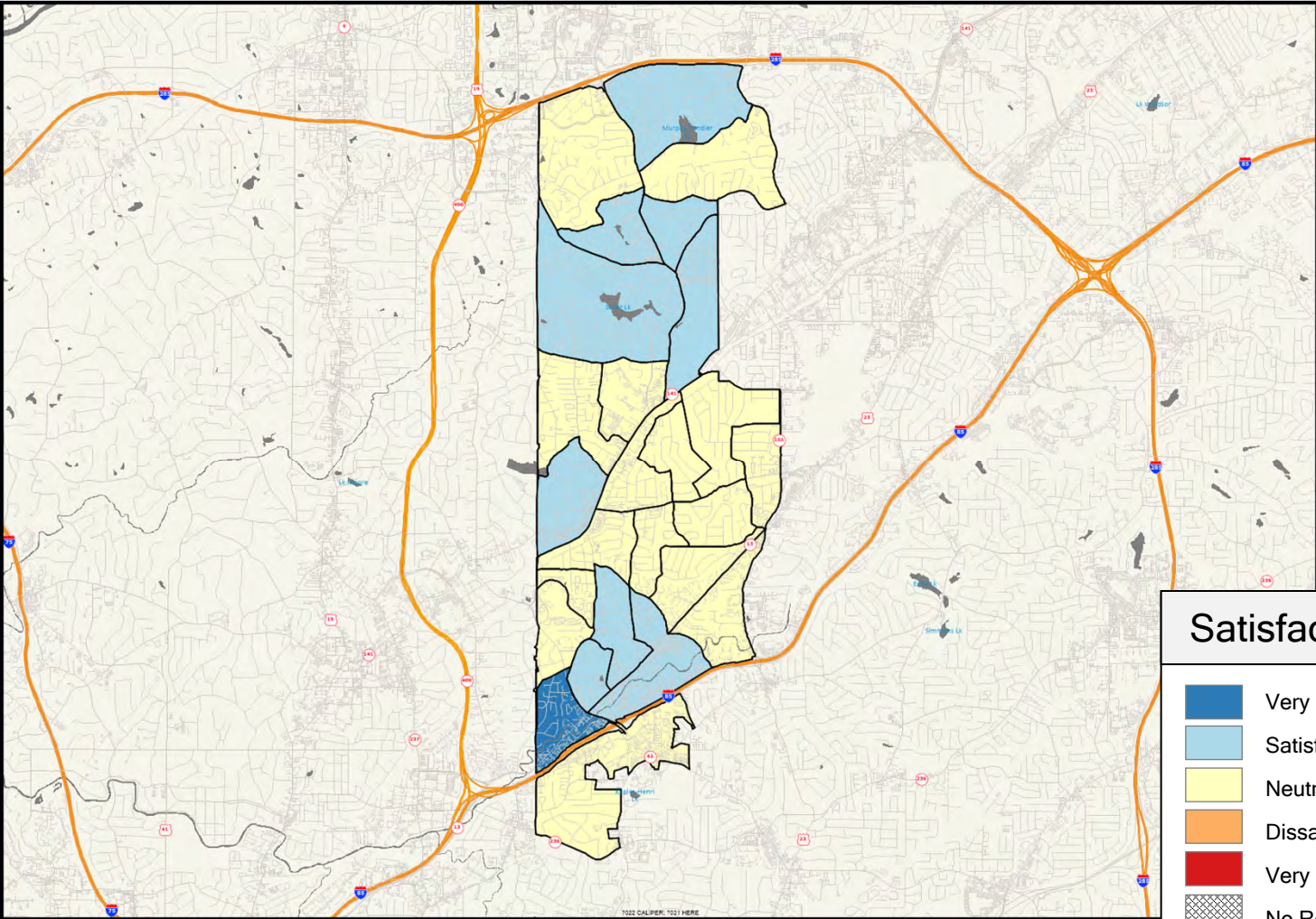


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q6-8. Overall quality of City streets

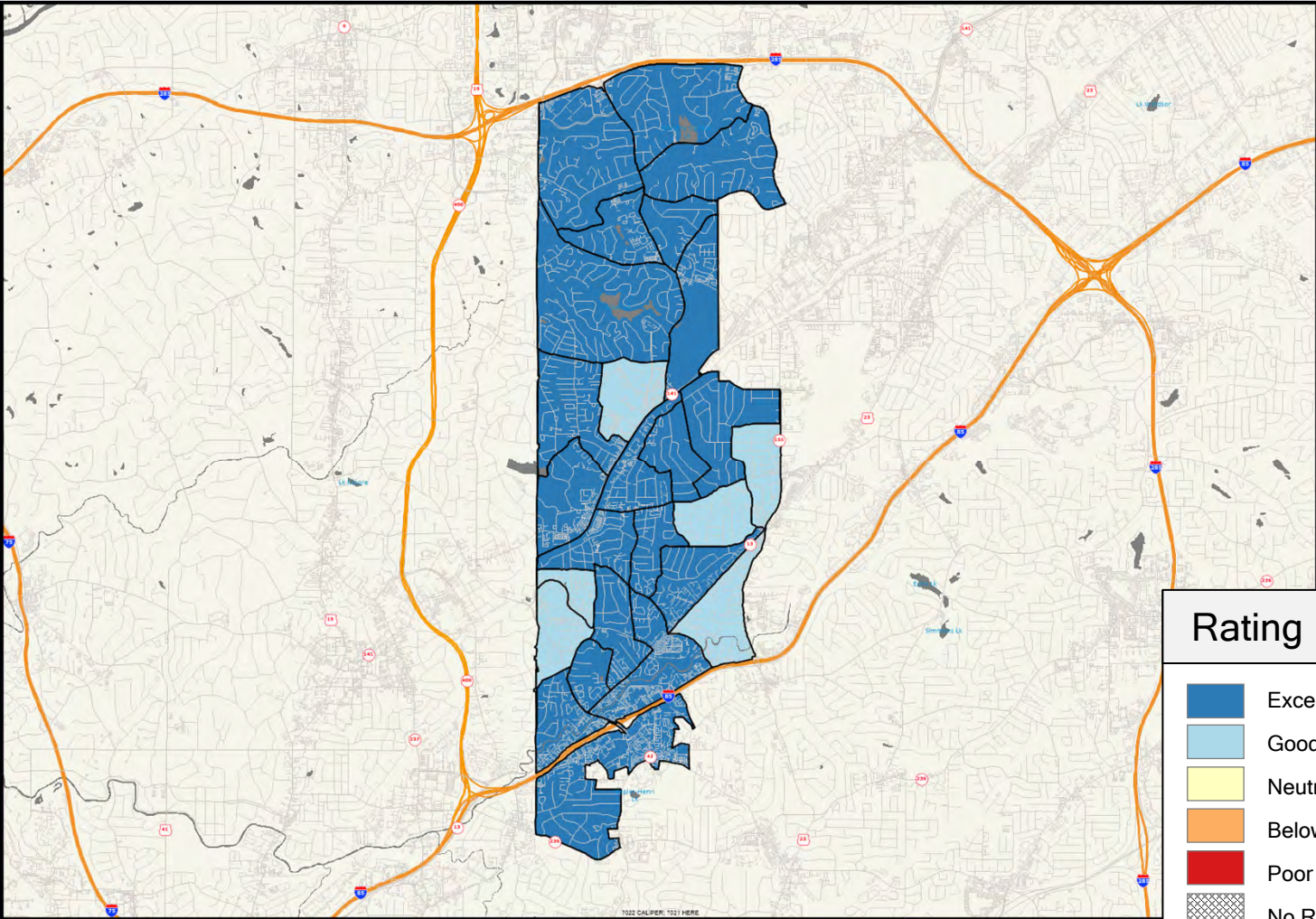


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q7-01. As a place to live and raise a family

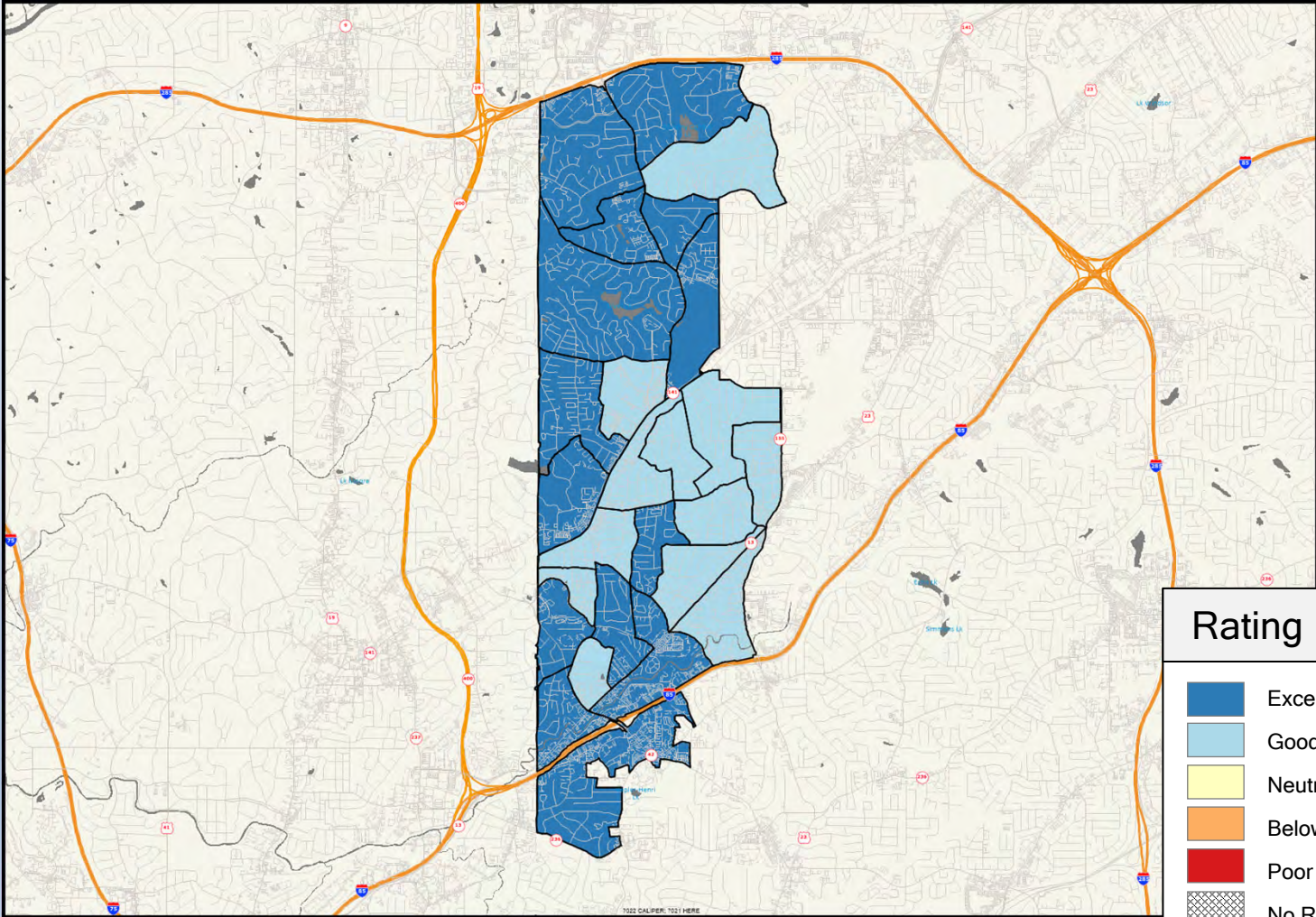


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

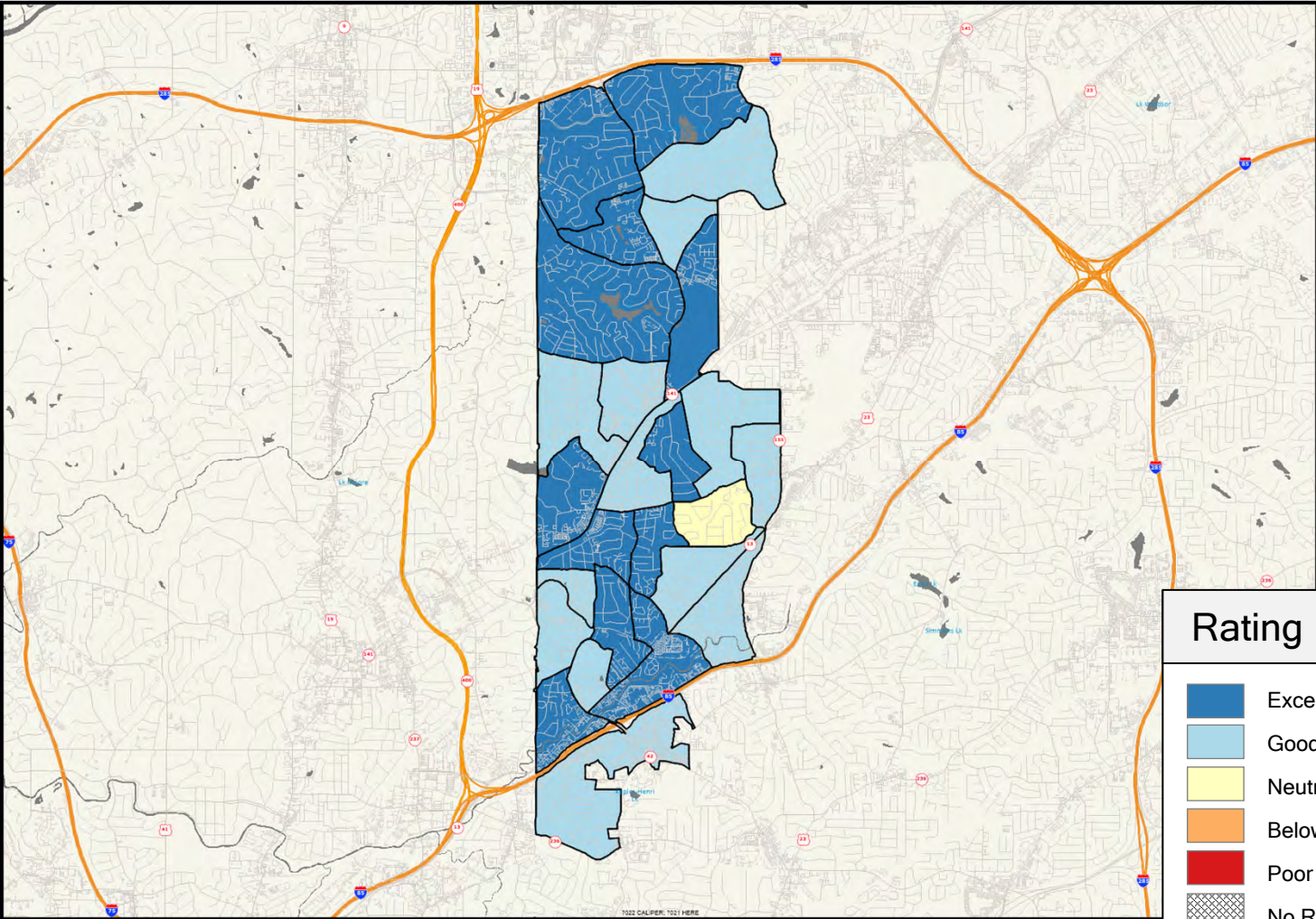
Q7-02. As a place to work



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

Q7-03. As a place where you would buy your next home

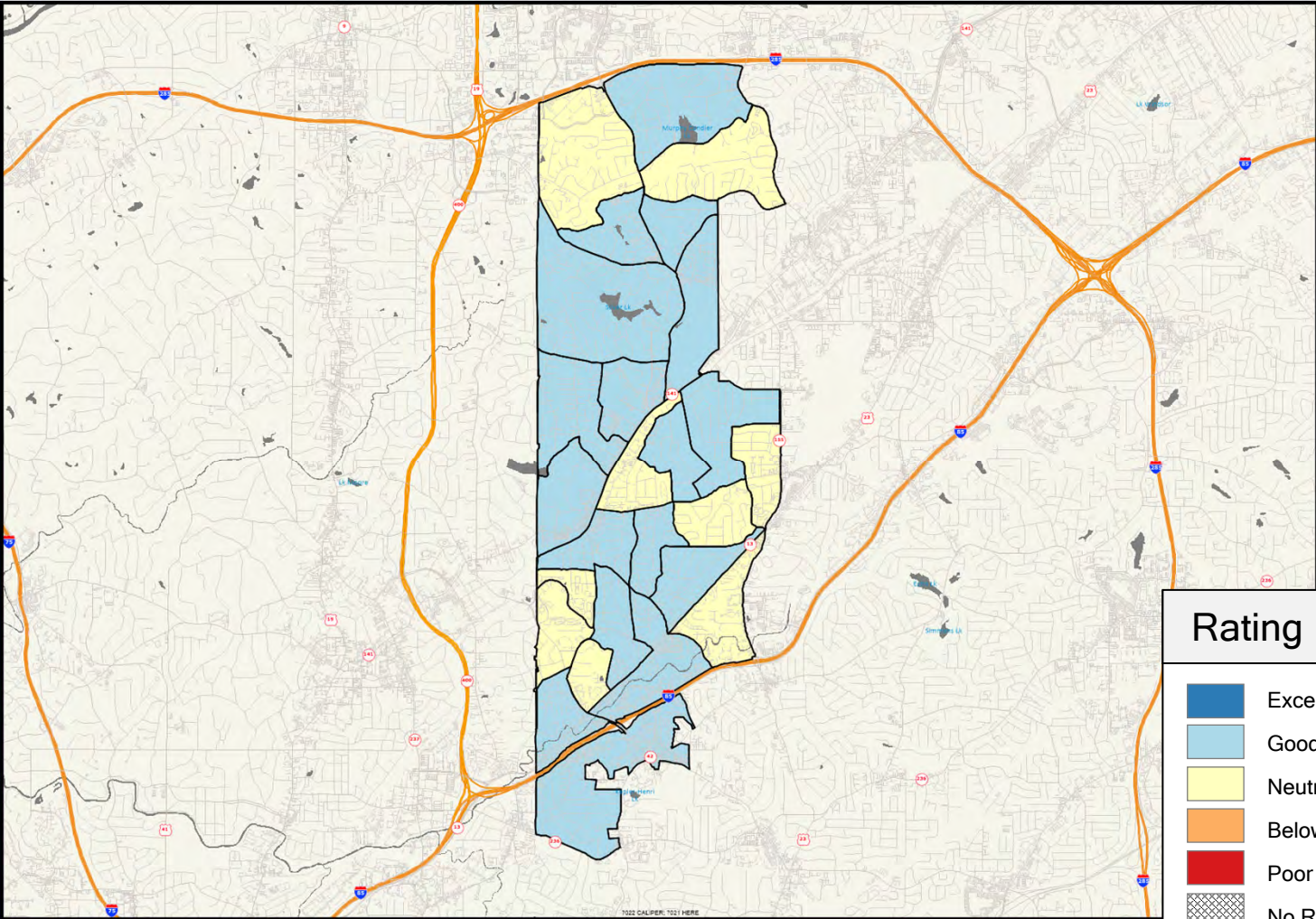


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

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Q7-04. As a place to retire

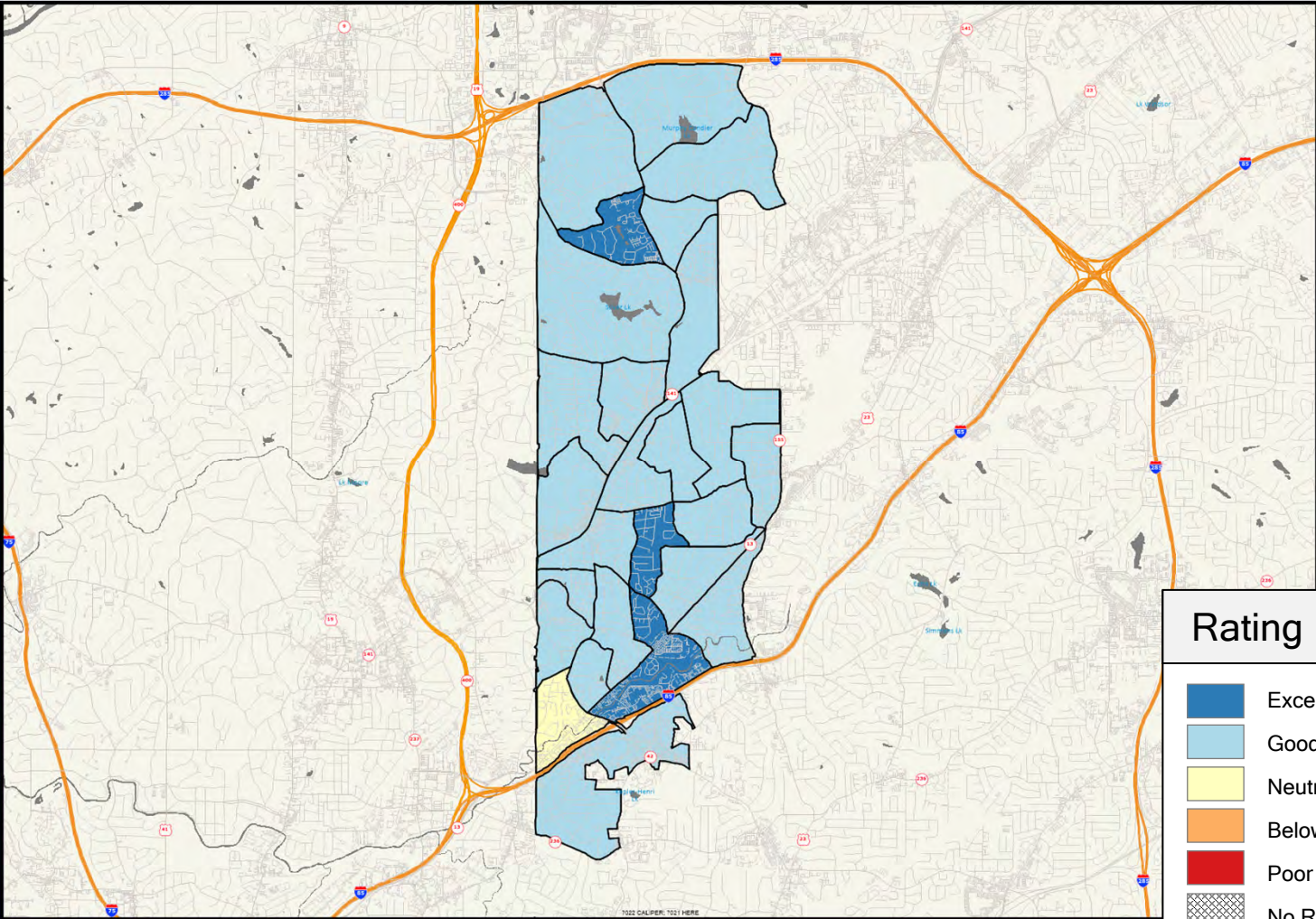


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

Q7-05. As a place to open a business

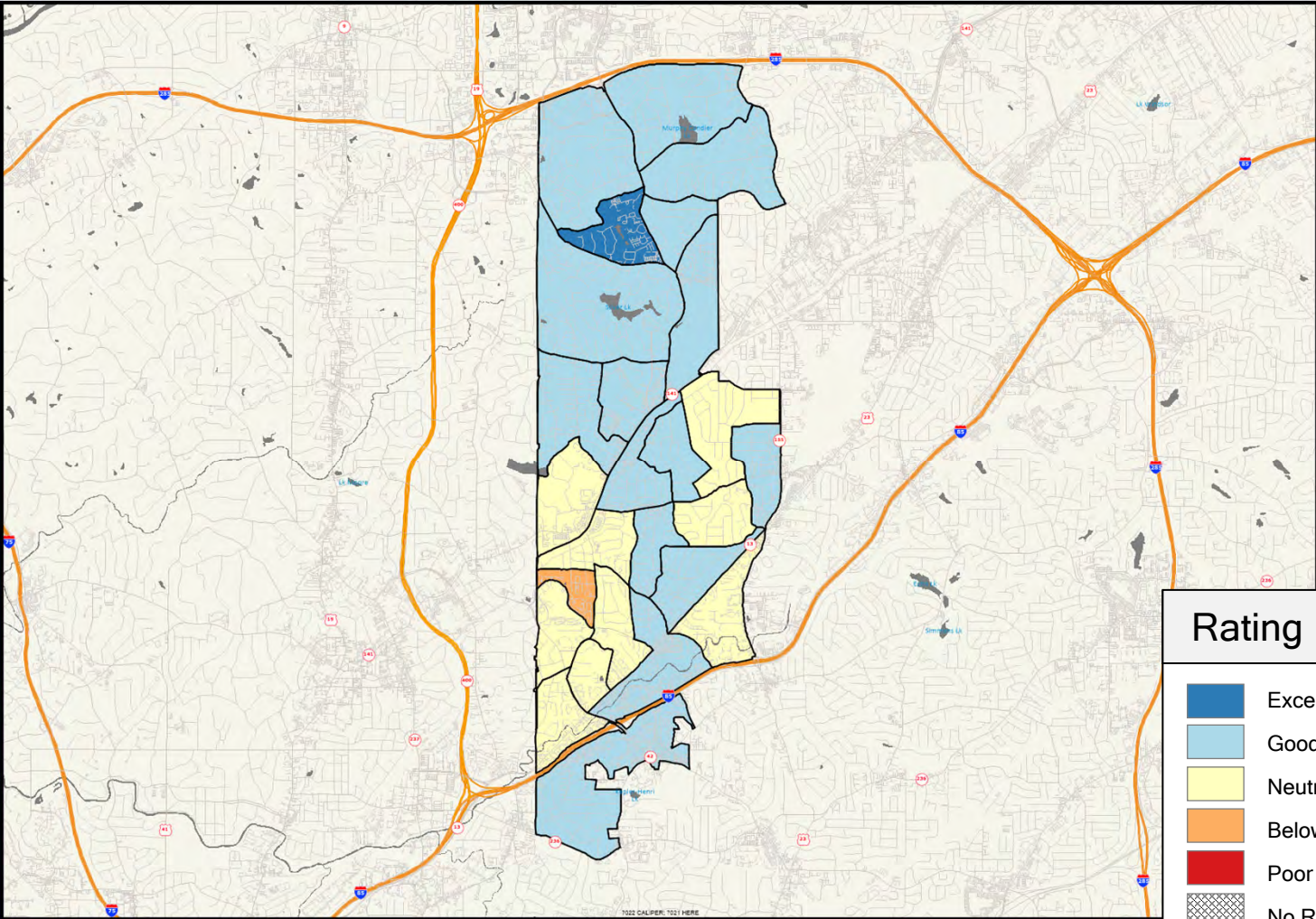


Rating

	Excellent
	Good
	Neutral
	Below Average
	Poor
	No Response

ETC INSTITUTE


Q7-06. As a place to educate children



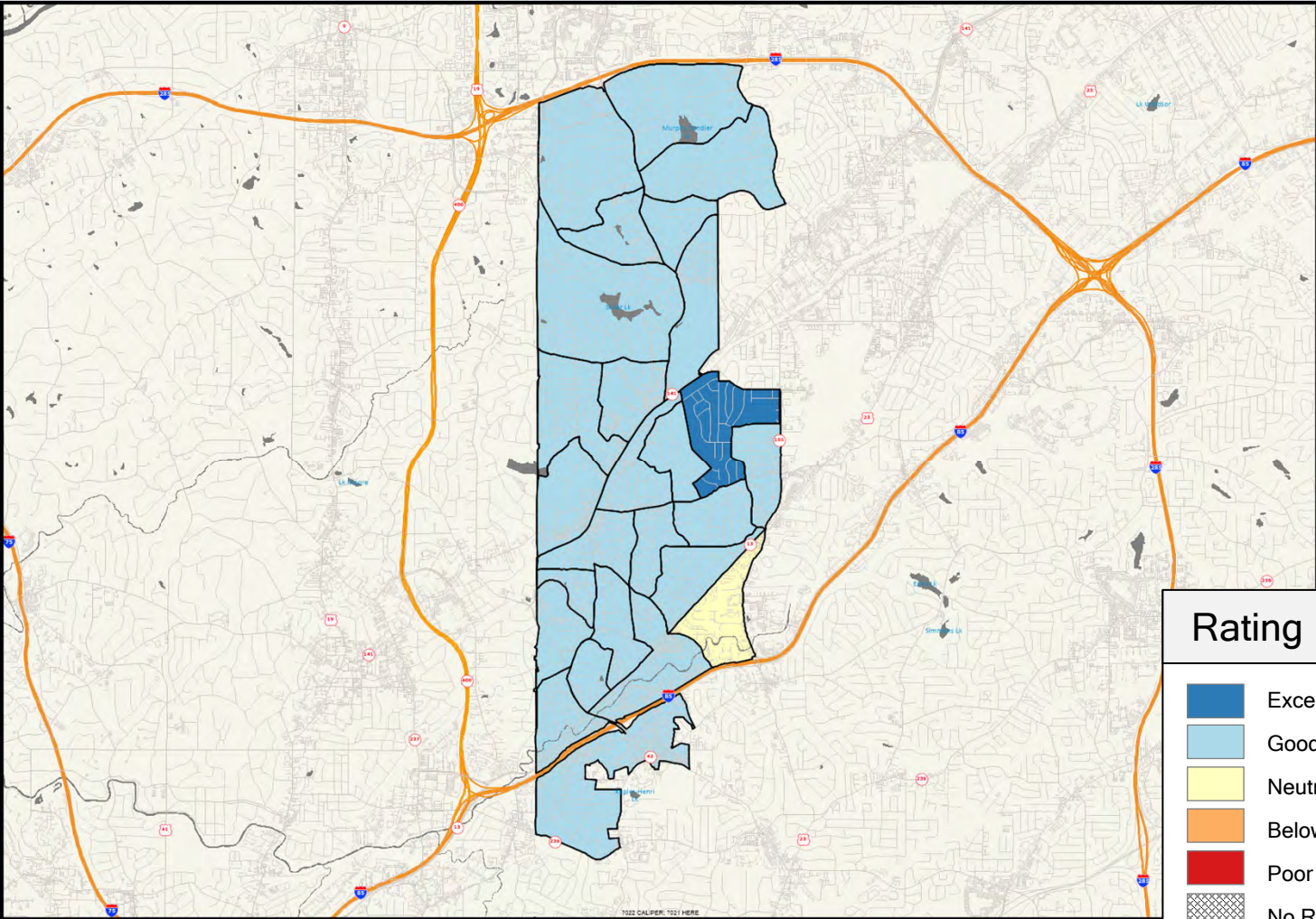
Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE



Q7-07. As a place where residents support each other

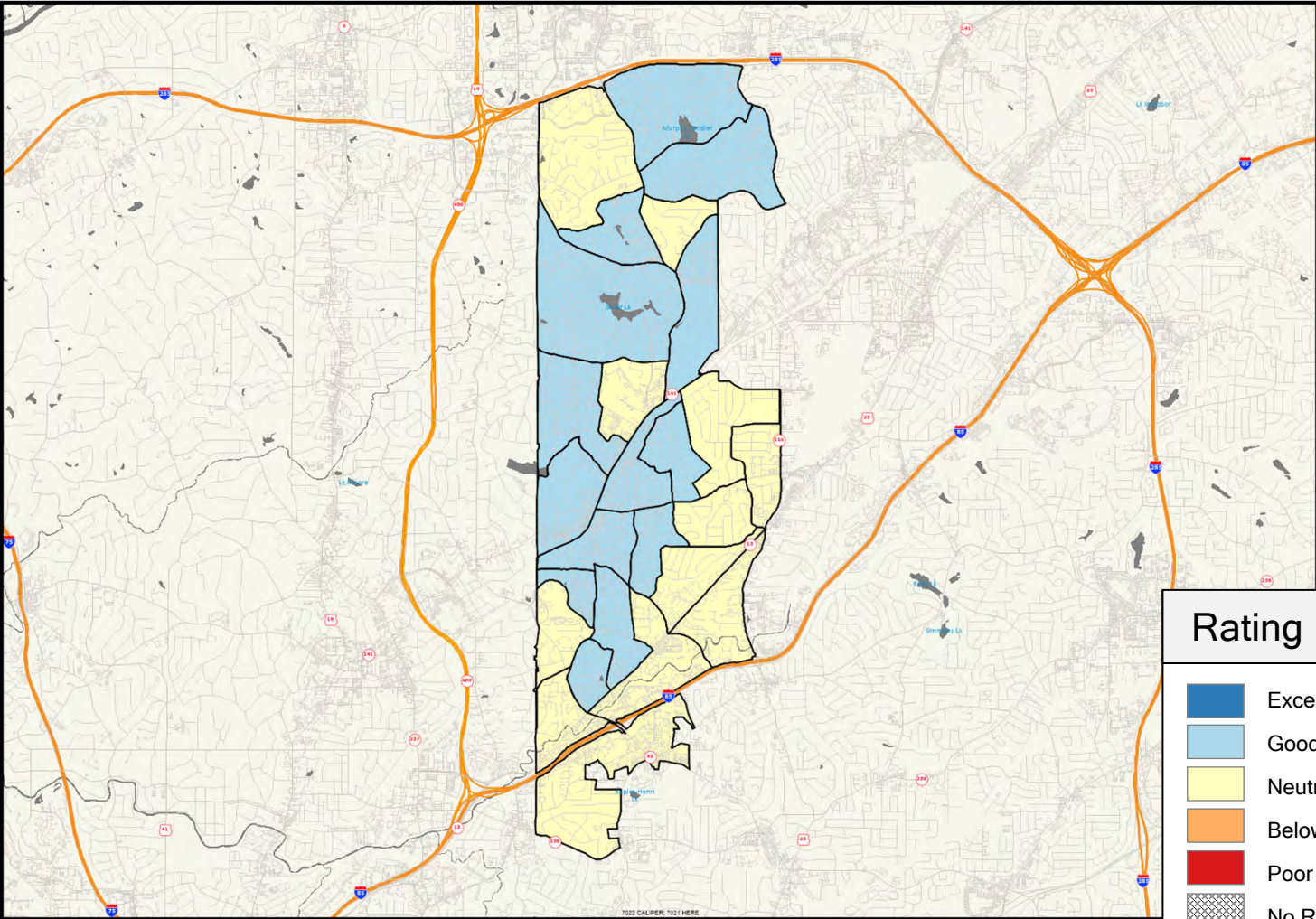


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

Q7-08. Overall value that you receive for your City taxes and fees

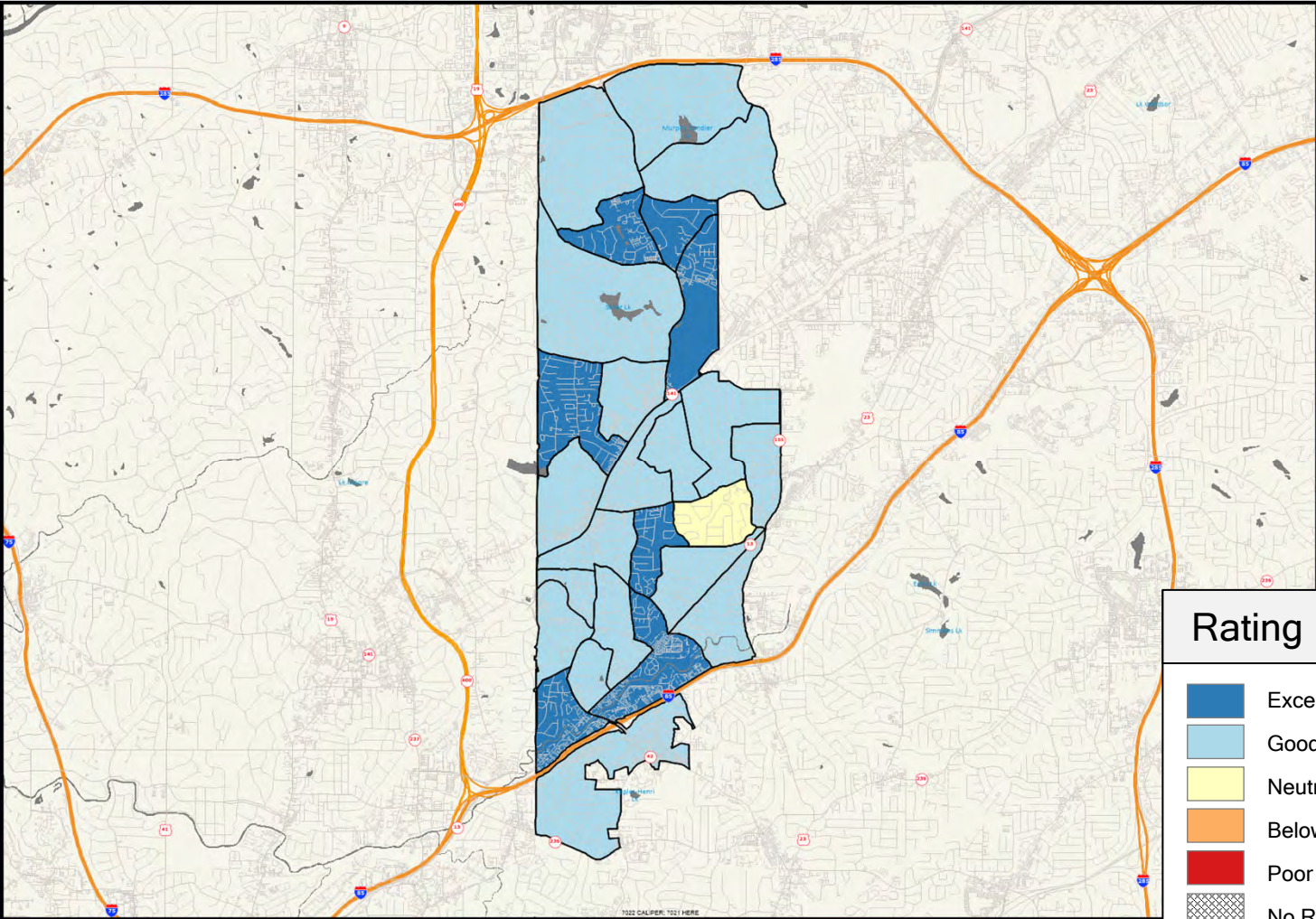


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

Q7-09. Overall image of the city

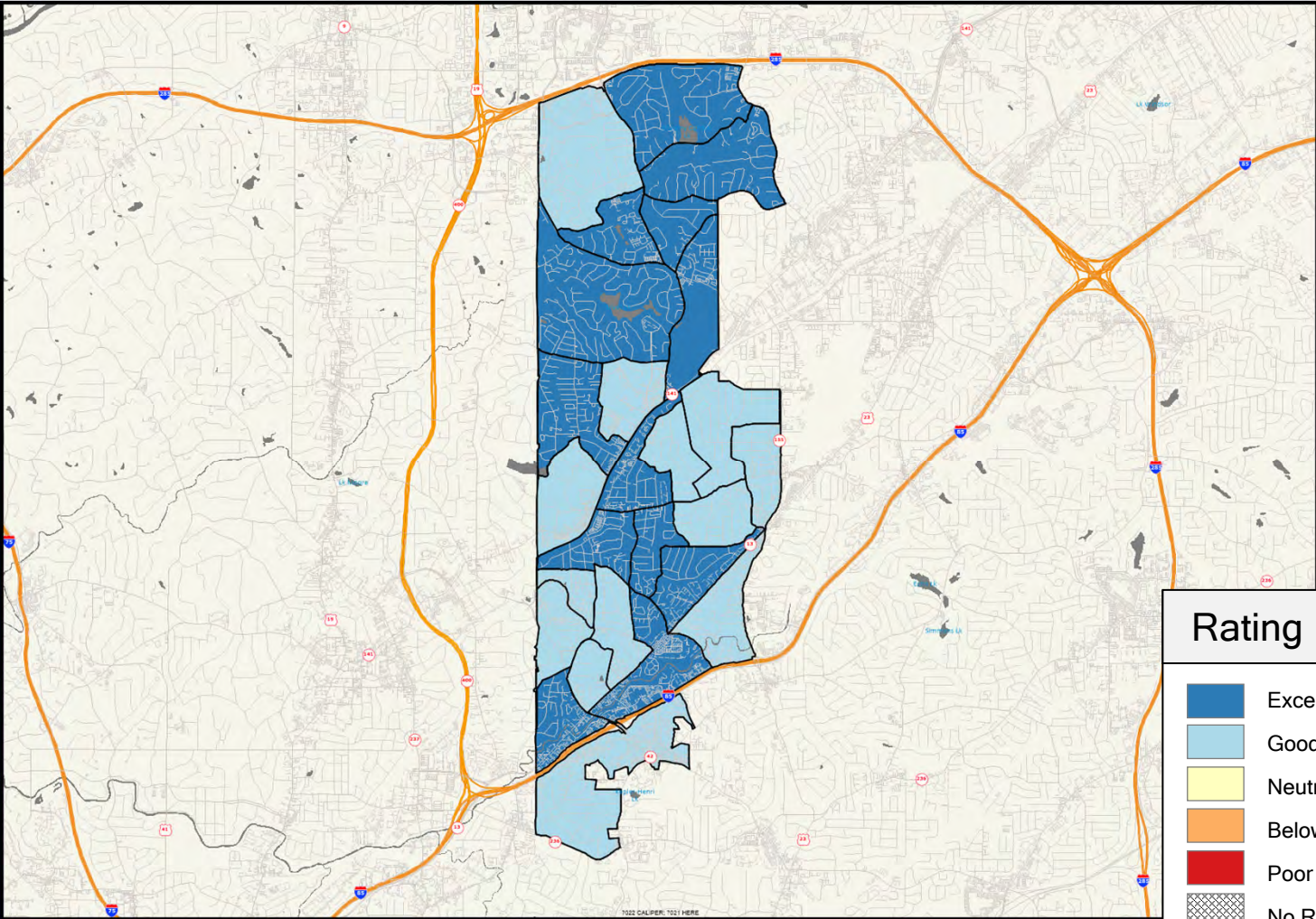


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

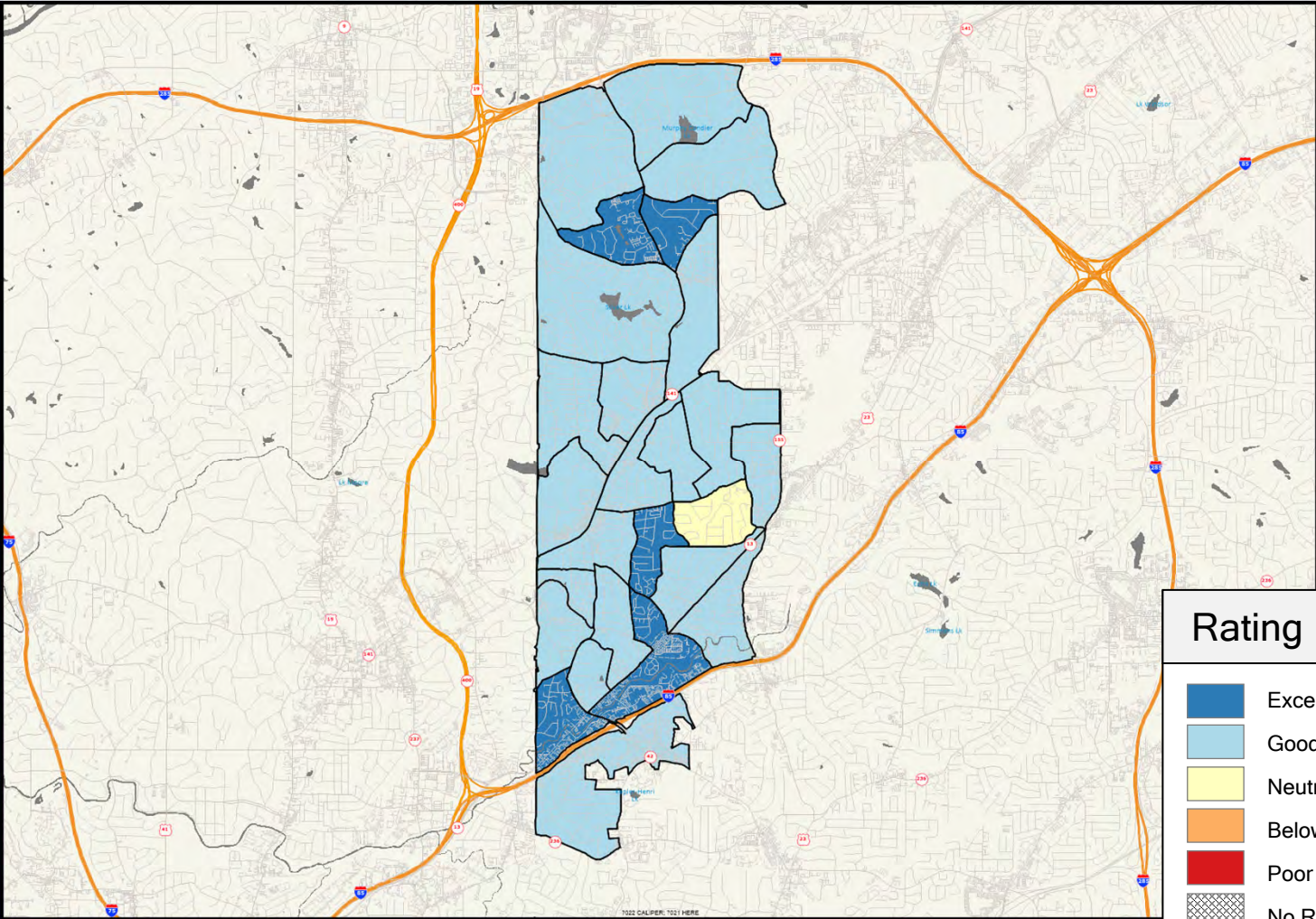
Q7-10. Overall quality of life in Brookhaven



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

Q7-11. Overall appearance of the city

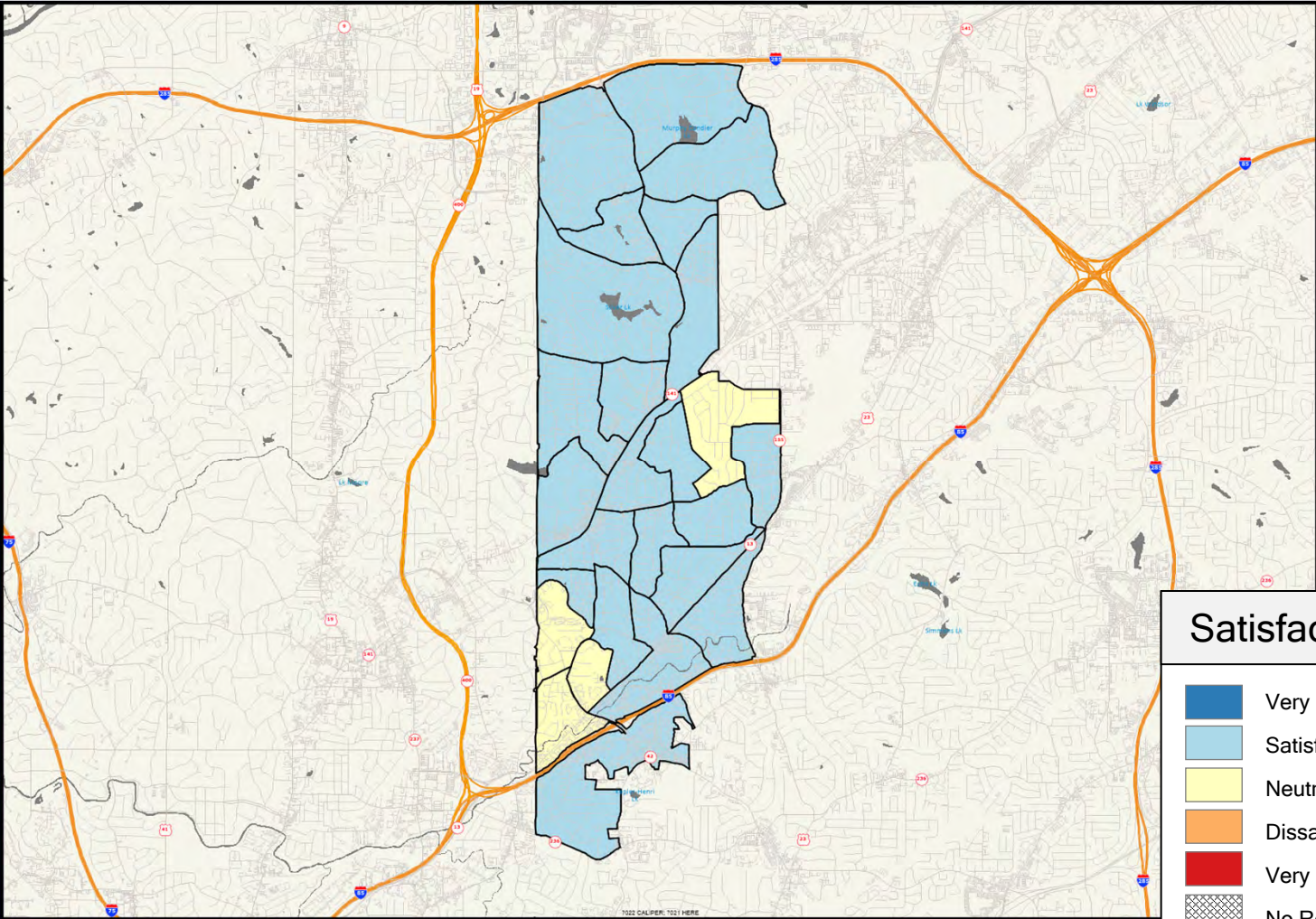


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

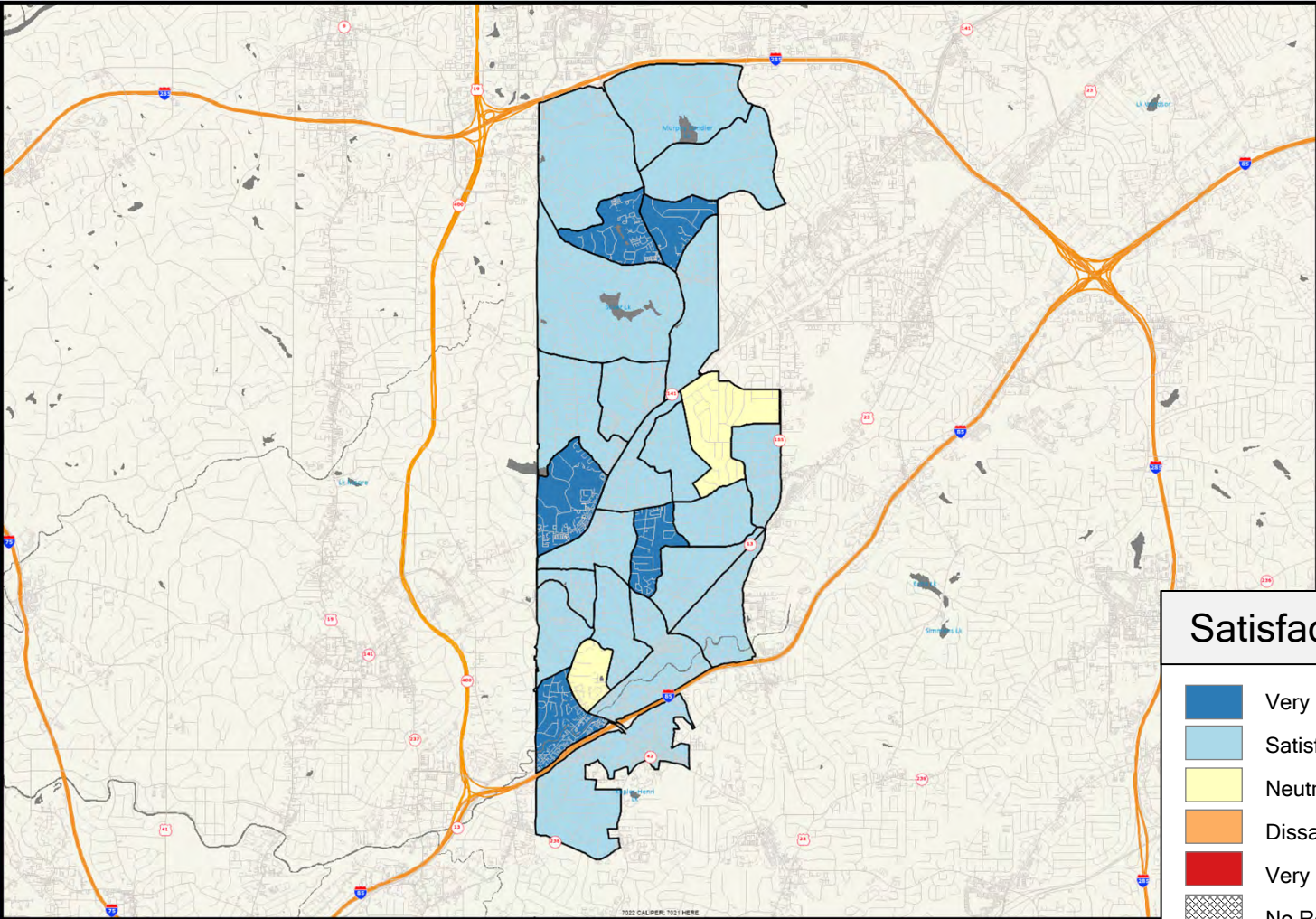
Q8-1. How easy the department was to contact



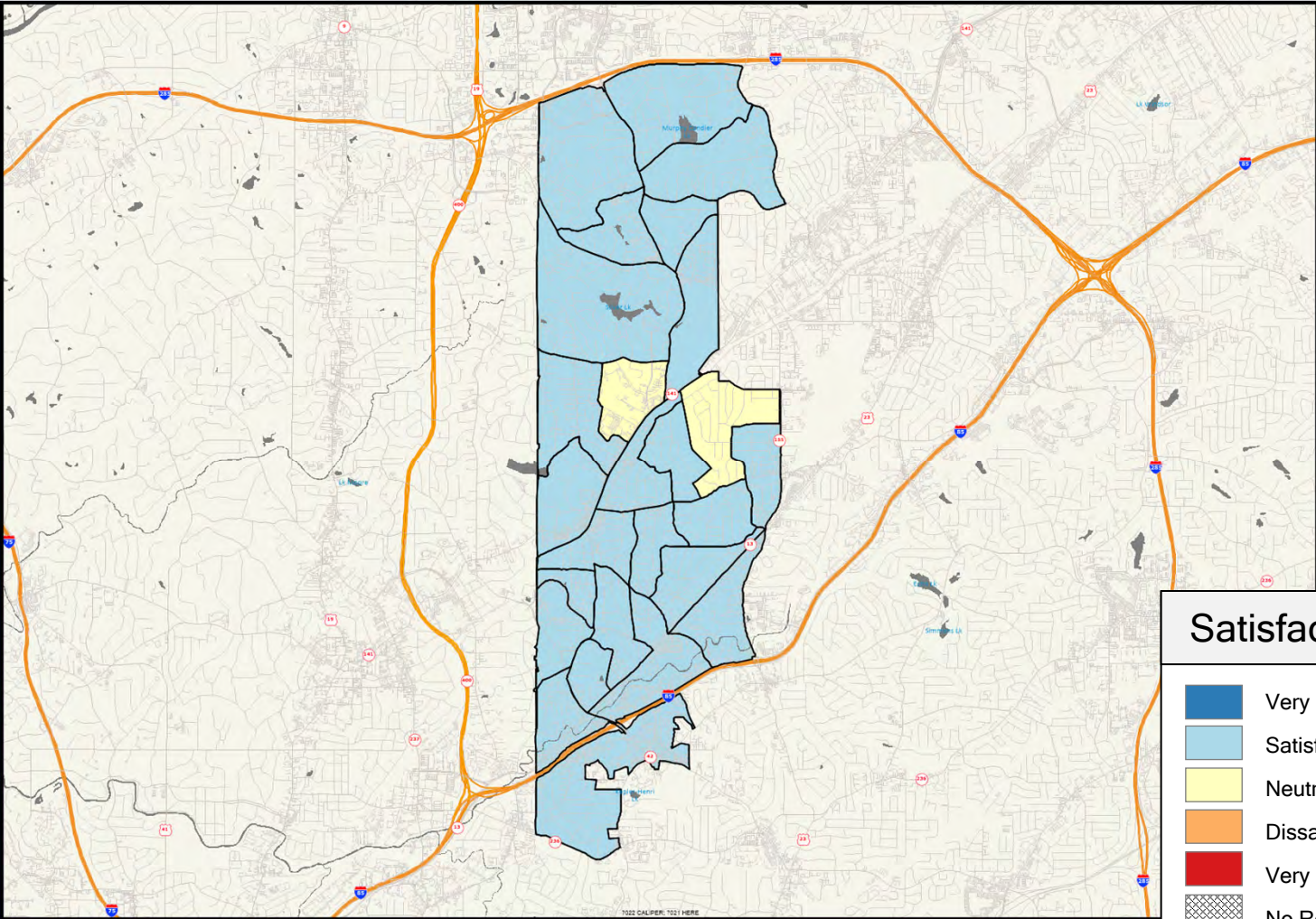
Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q8-2. How courteously you were treated



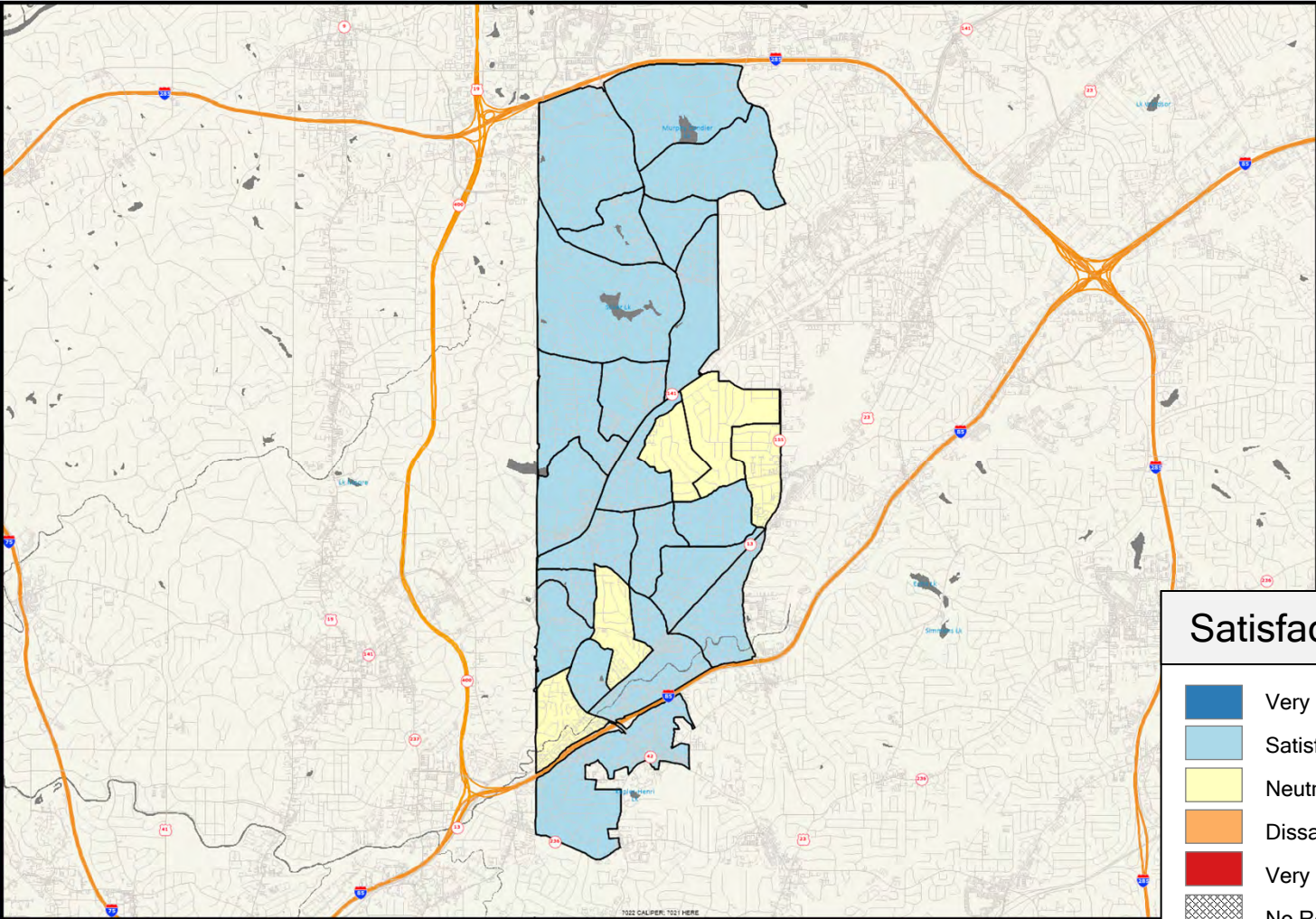
Q8-3. Technical competence and knowledge of City employees who assisted you



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q8-4. Overall responsiveness of City employees to your request or concern

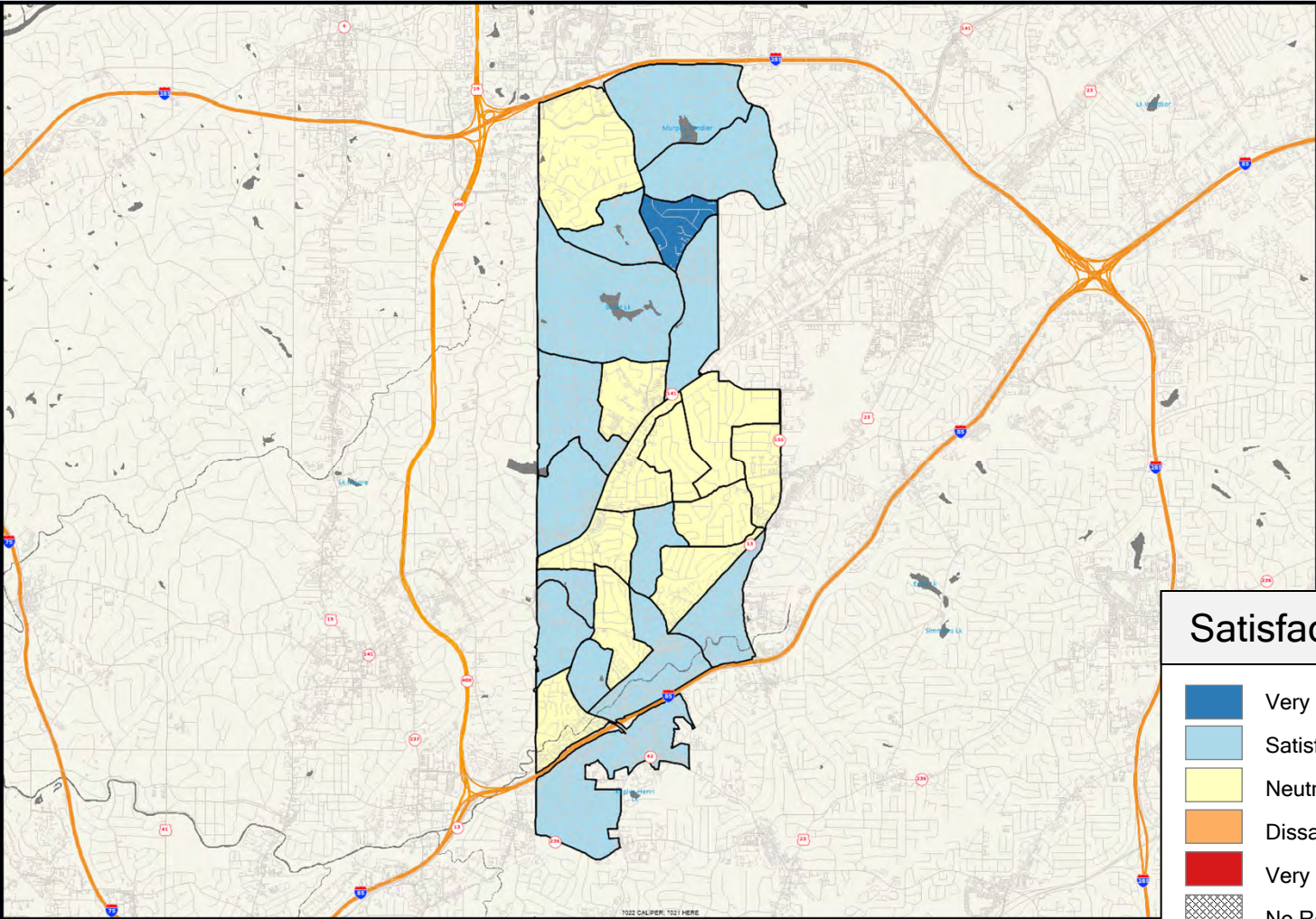


Satisfaction

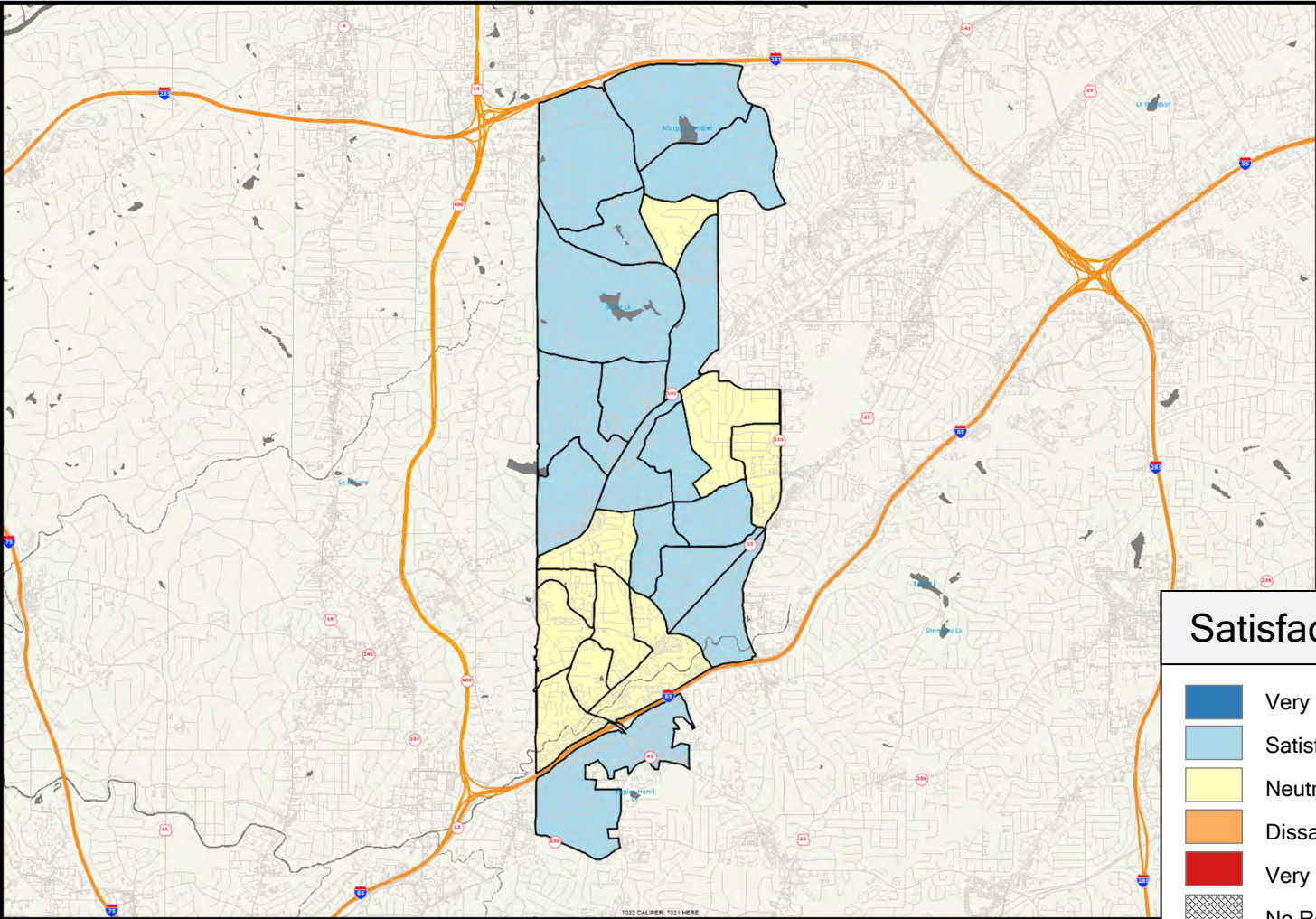
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q8-5. The timeliness of City employees resolving your issue



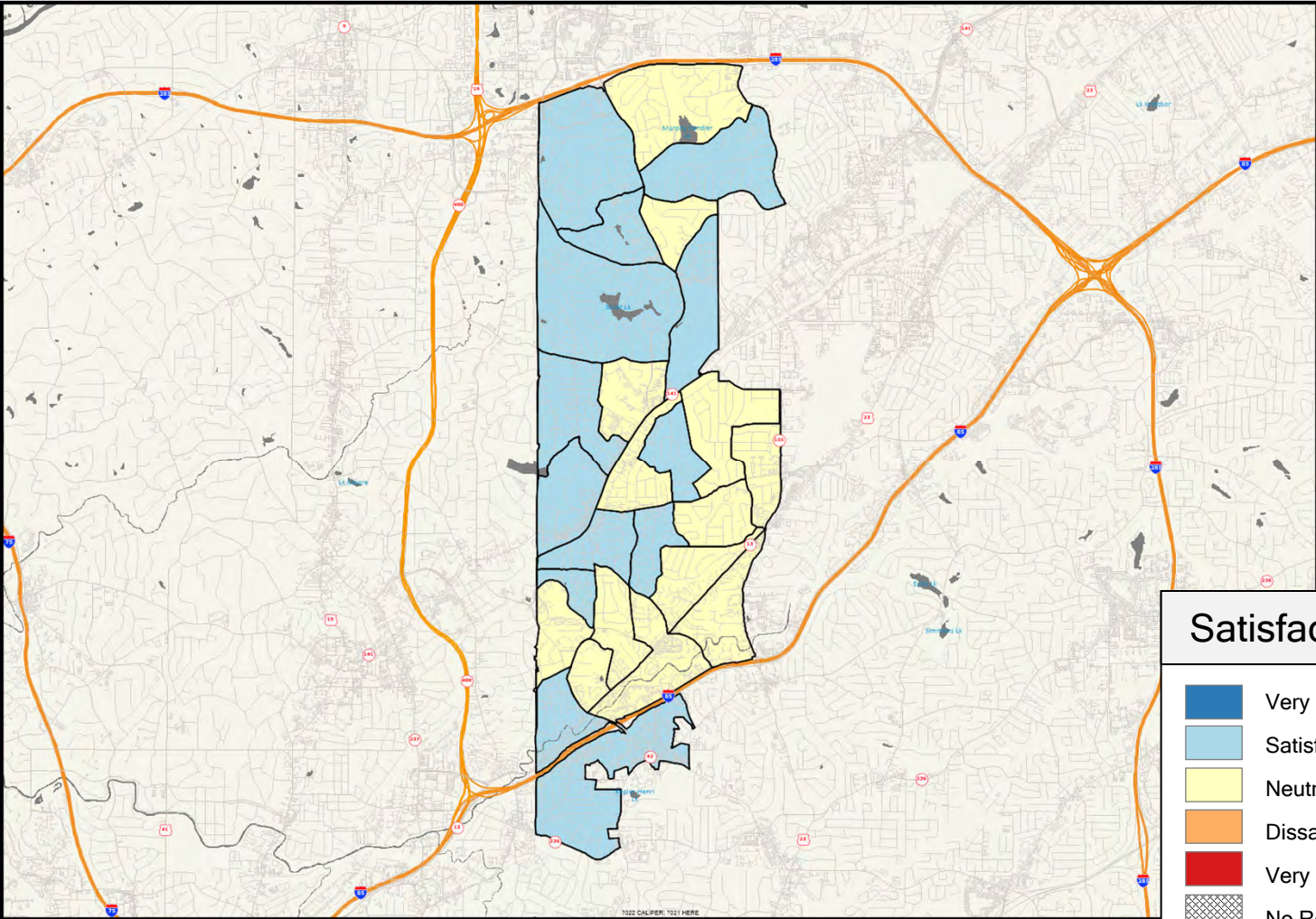
Q9-1. The availability of information about City programs and services



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q9-2. City's efforts to keep you informed about local issues

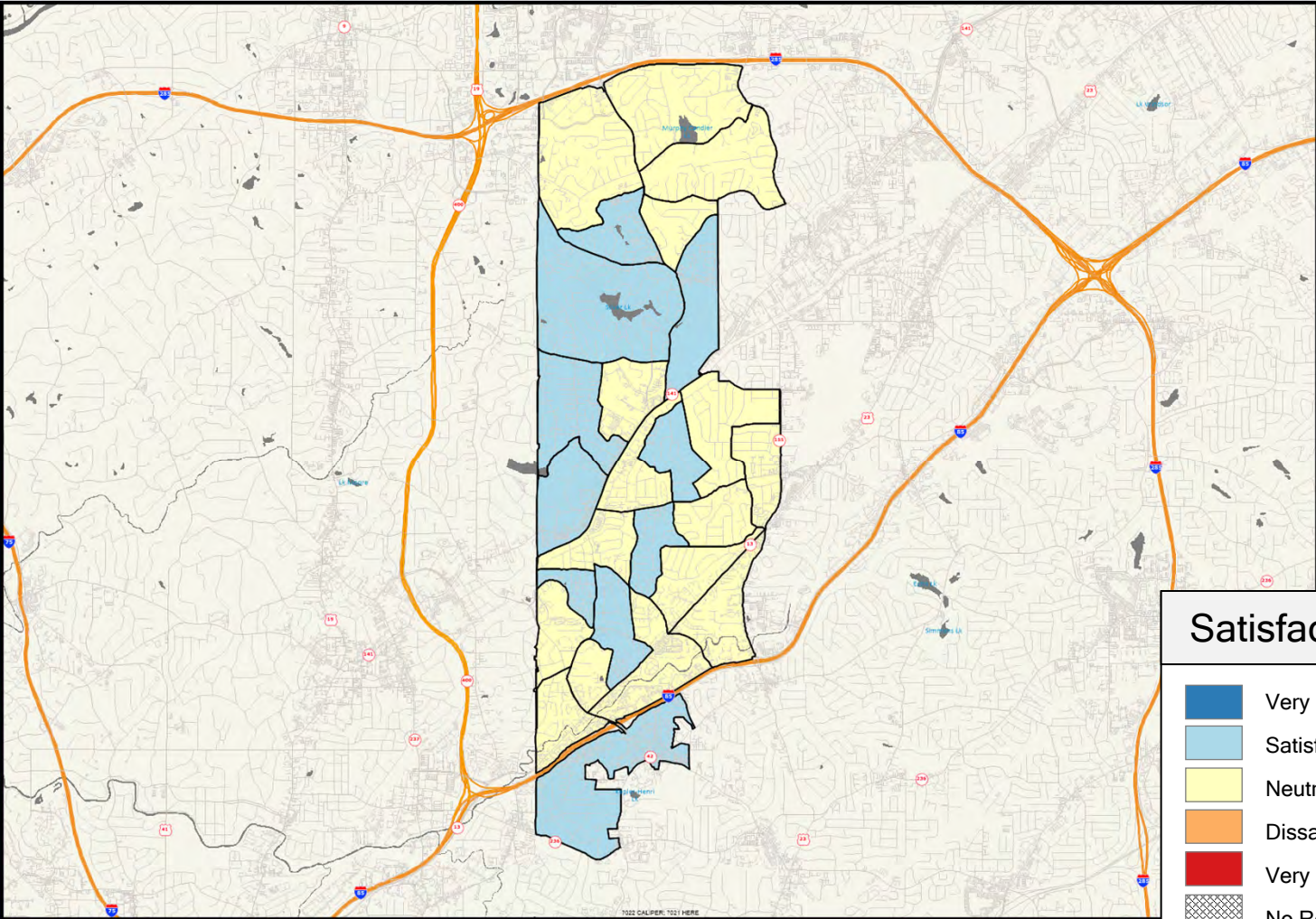


Satisfaction

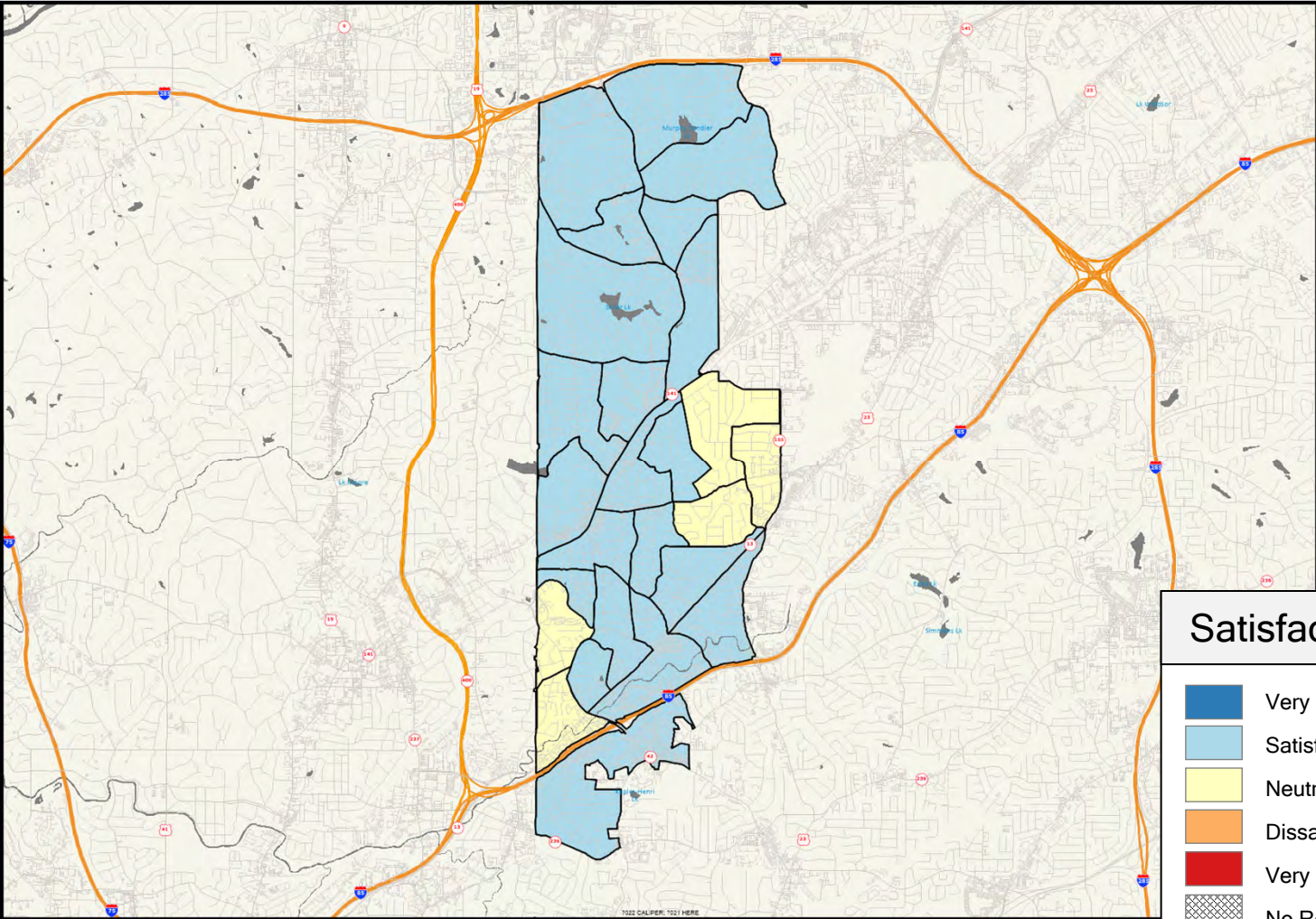
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q9-3. How open the City is to public involvement and input from residents



Q9-4. The quality of the City's website

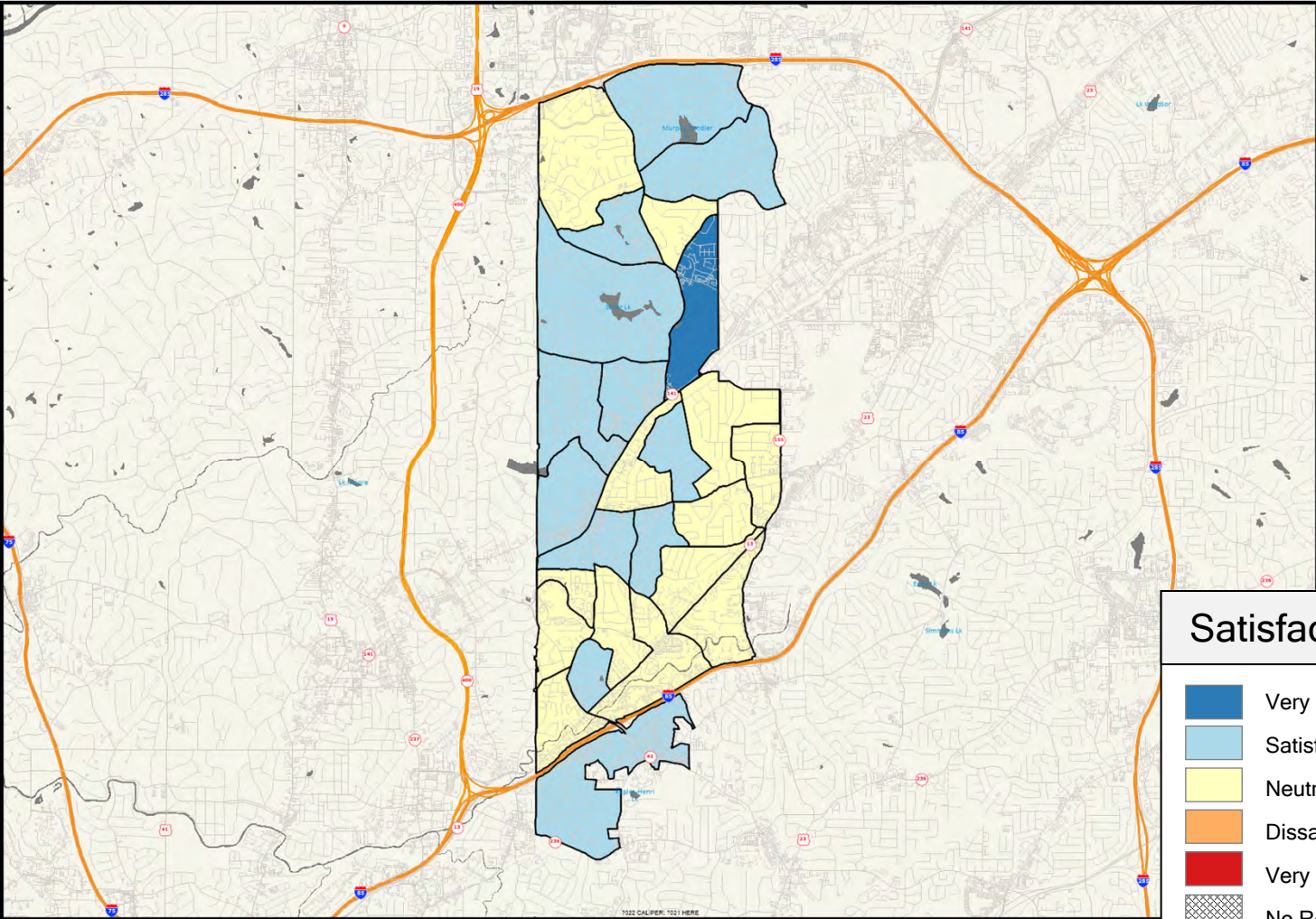


Satisfaction

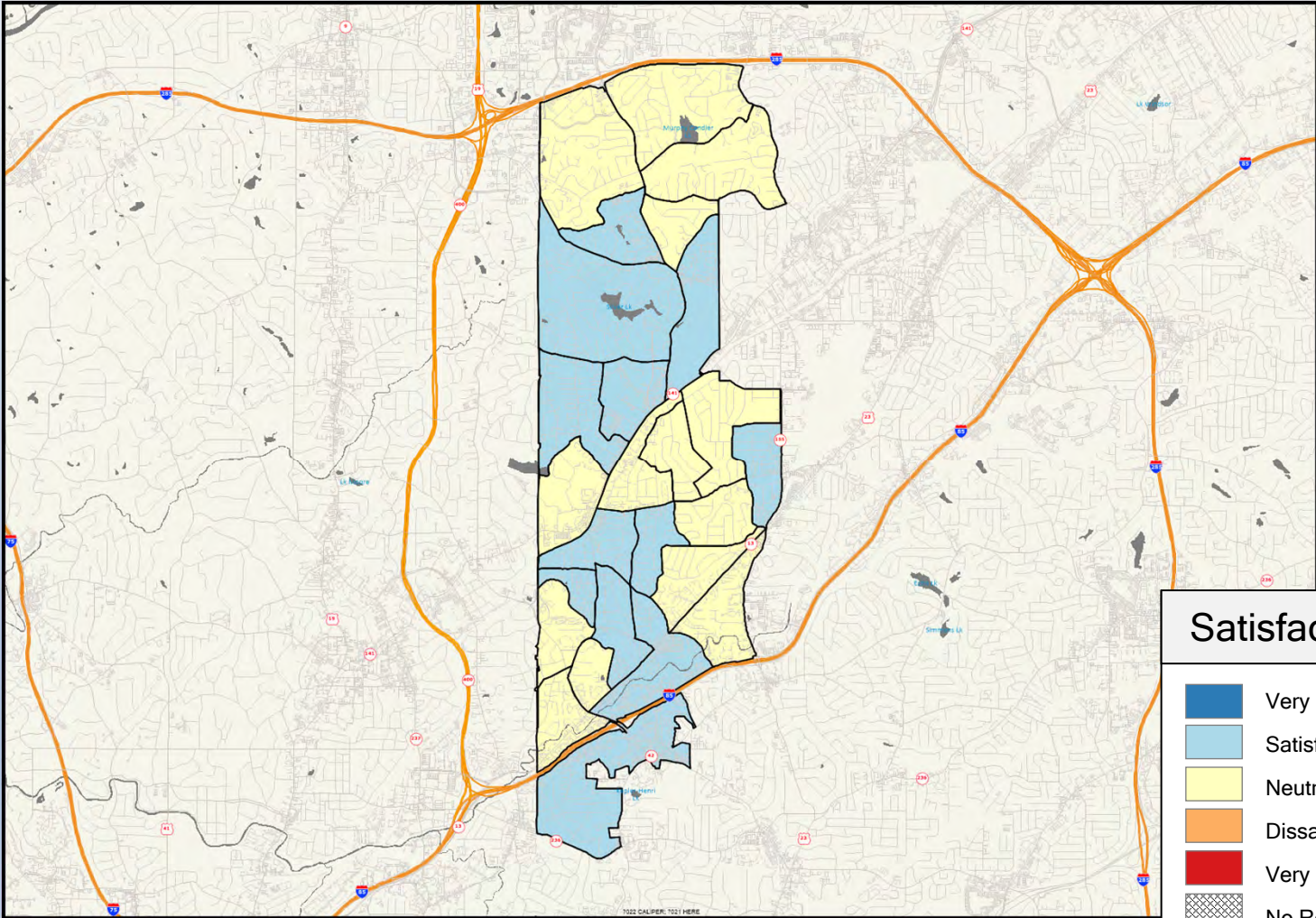
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

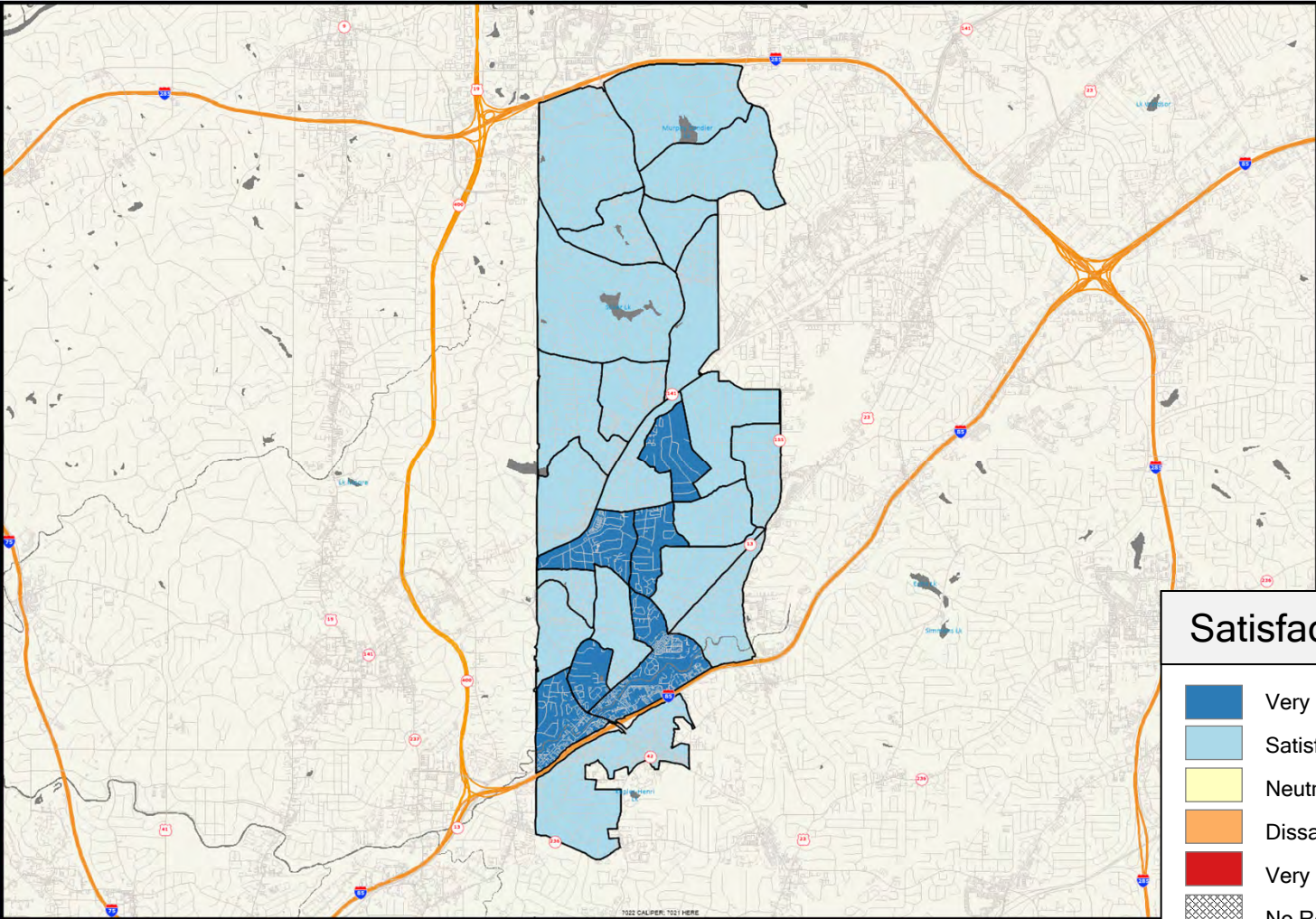
Q9-5. How well the City communicates notices of public meetings



Q9-6. How accessible and responsive are your local elected officials



Q13-01. Visibility of police in neighborhoods

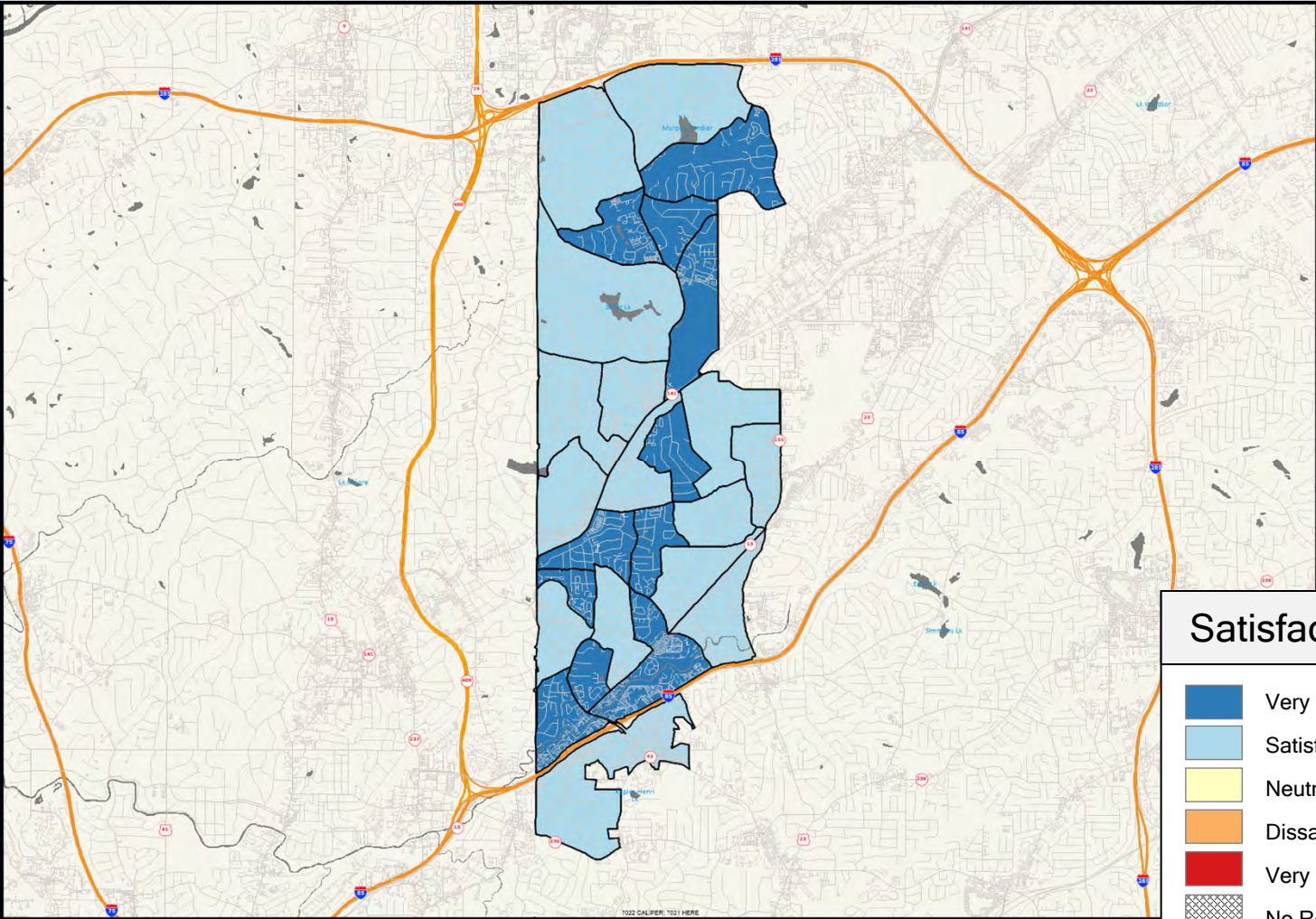


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-02. Overall police performance in your neighborhood

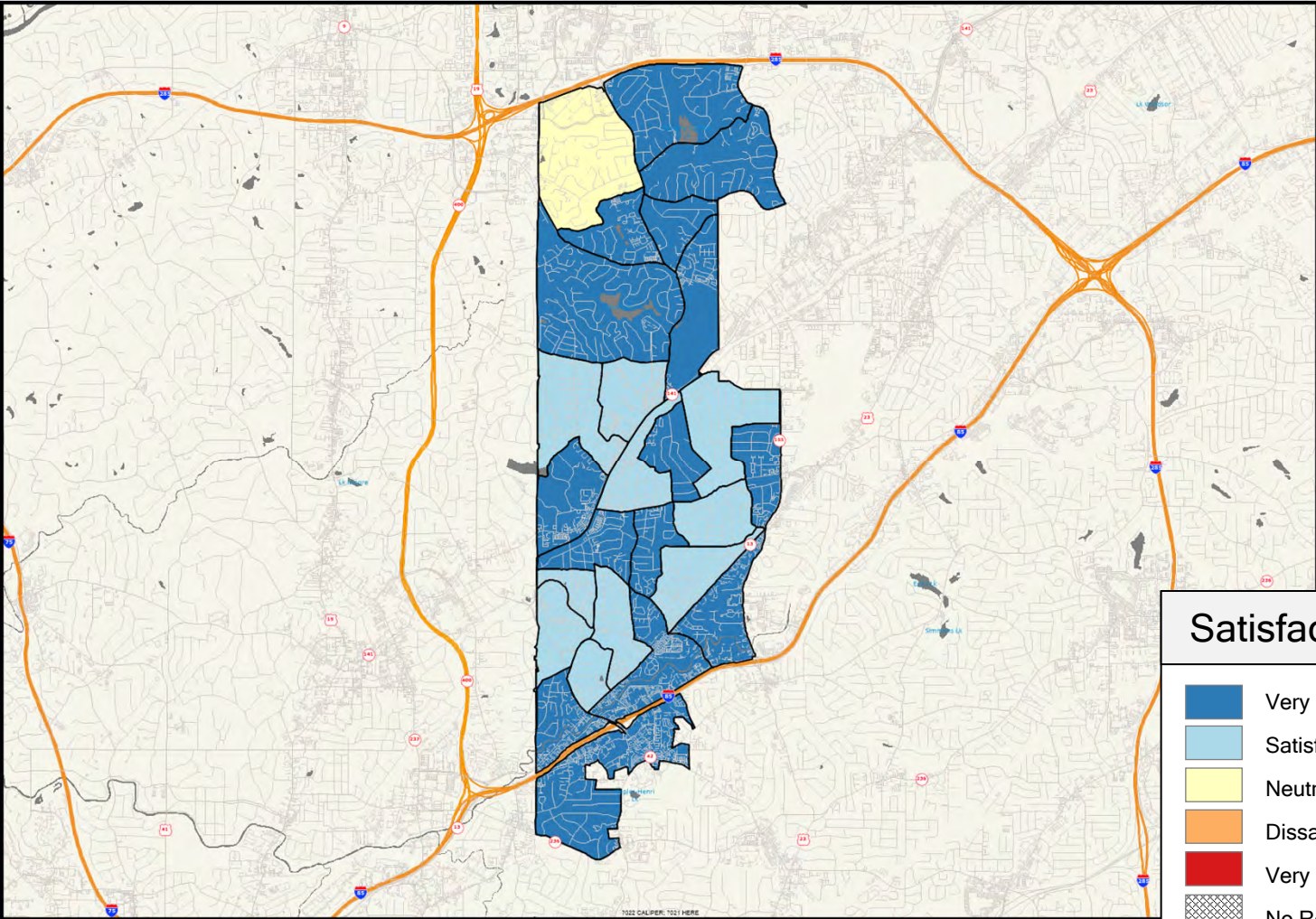


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-03. How quickly police respond to emergencies

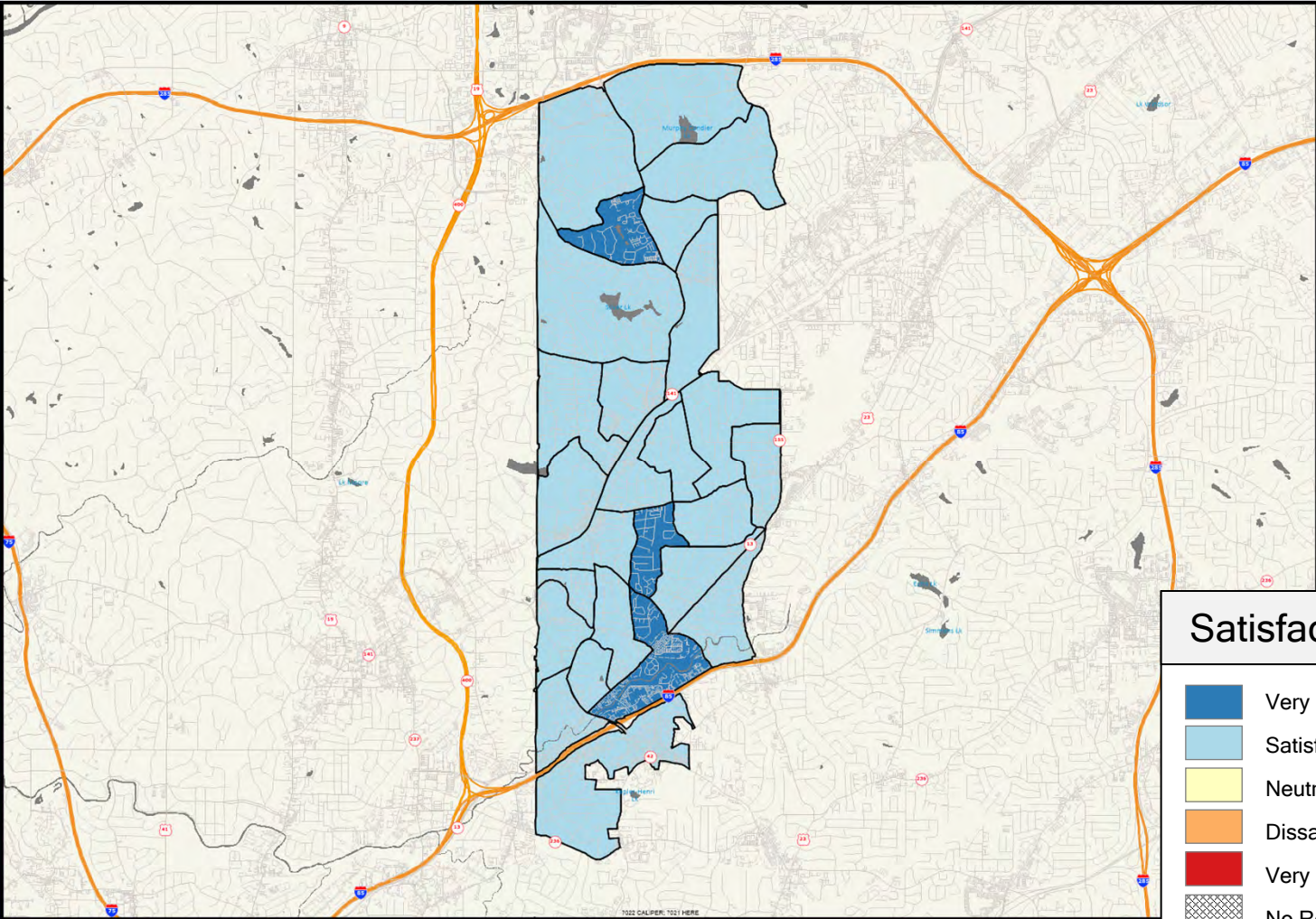


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-04. Efforts to prevent crime

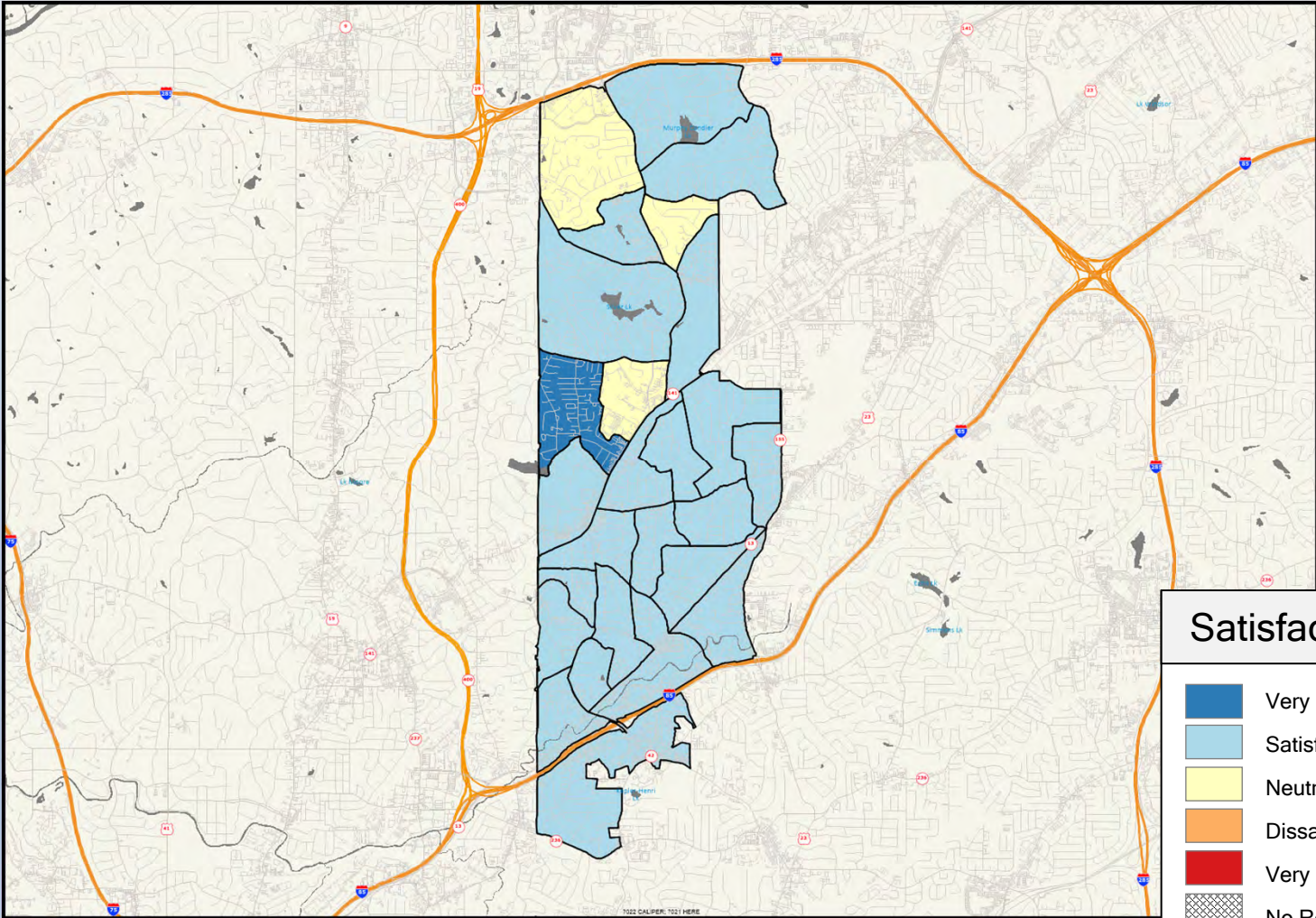


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-05. Police safety education programs

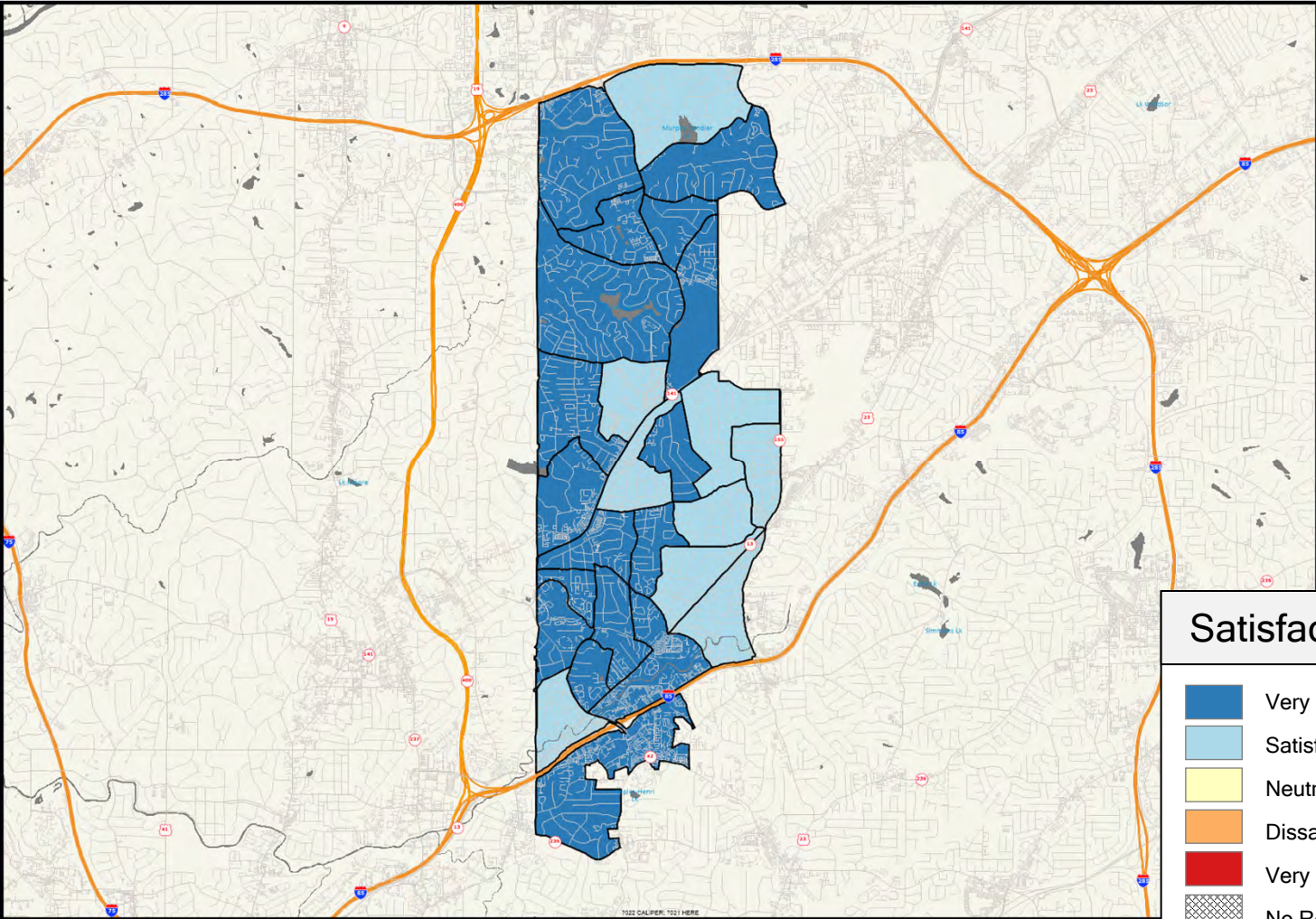


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-06. Professionalism of police officers

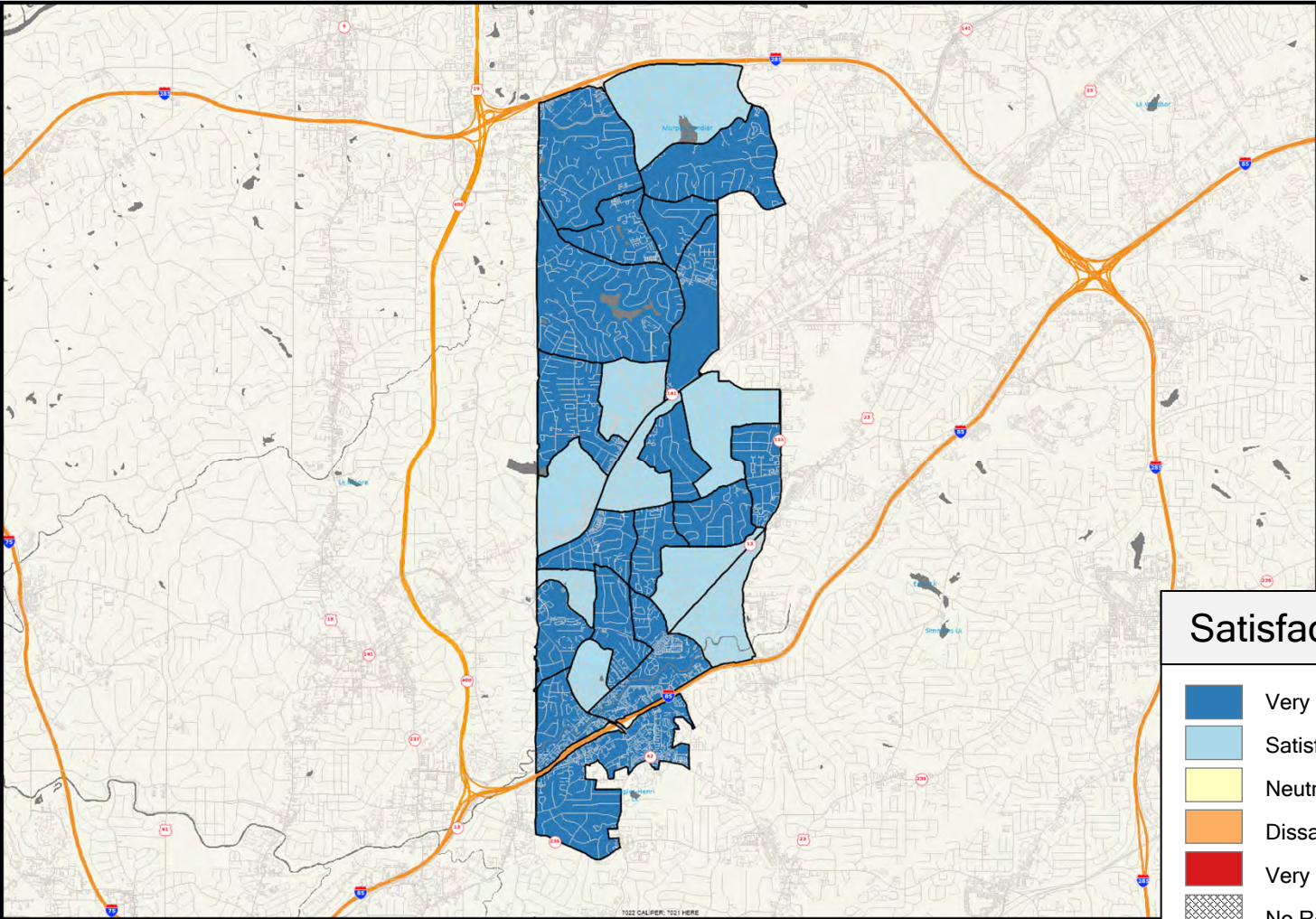


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-07. Attitude and behavior of officers towards residents in your neighborhood

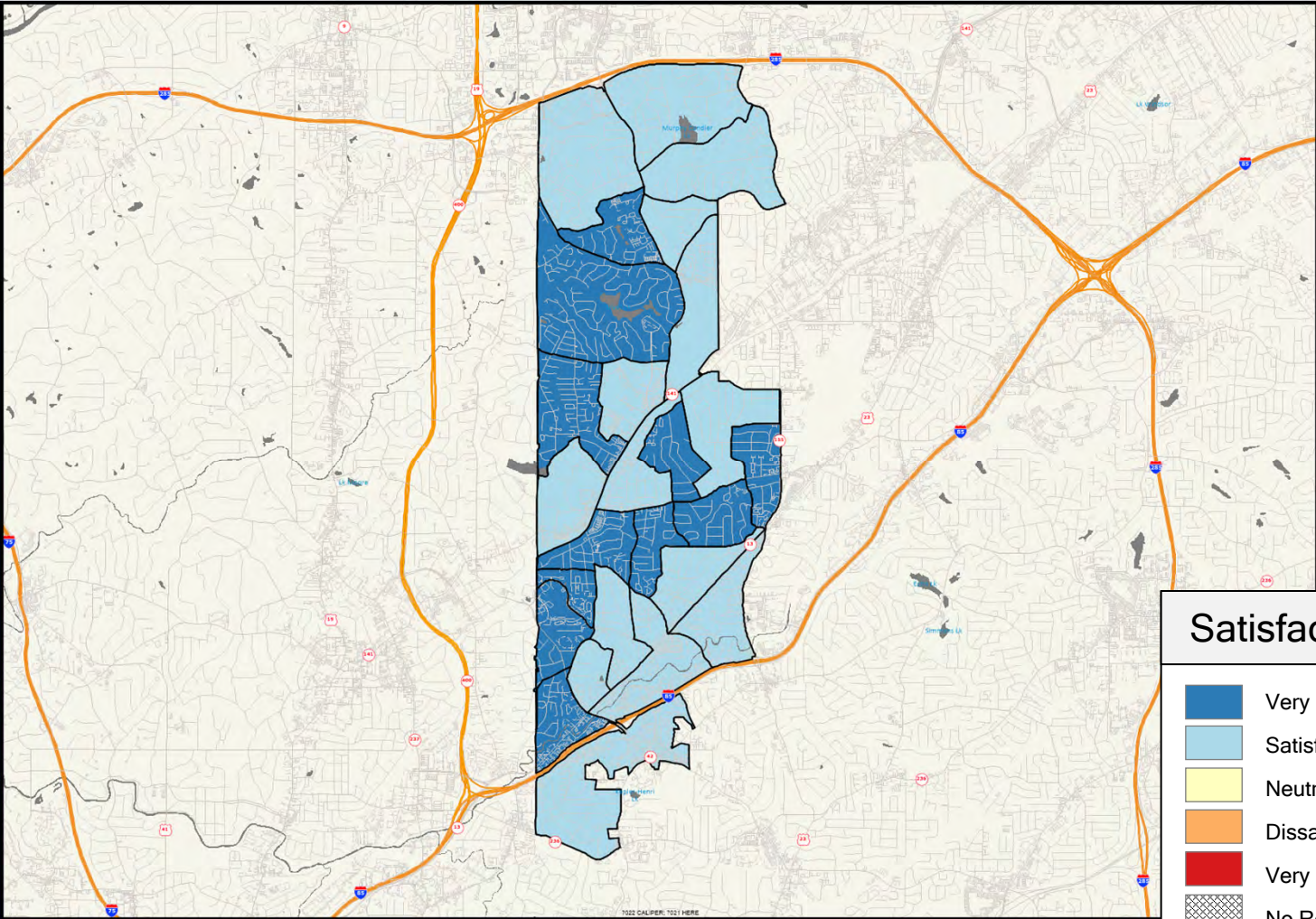


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-08. Efforts to cooperate with the public to address their concerns

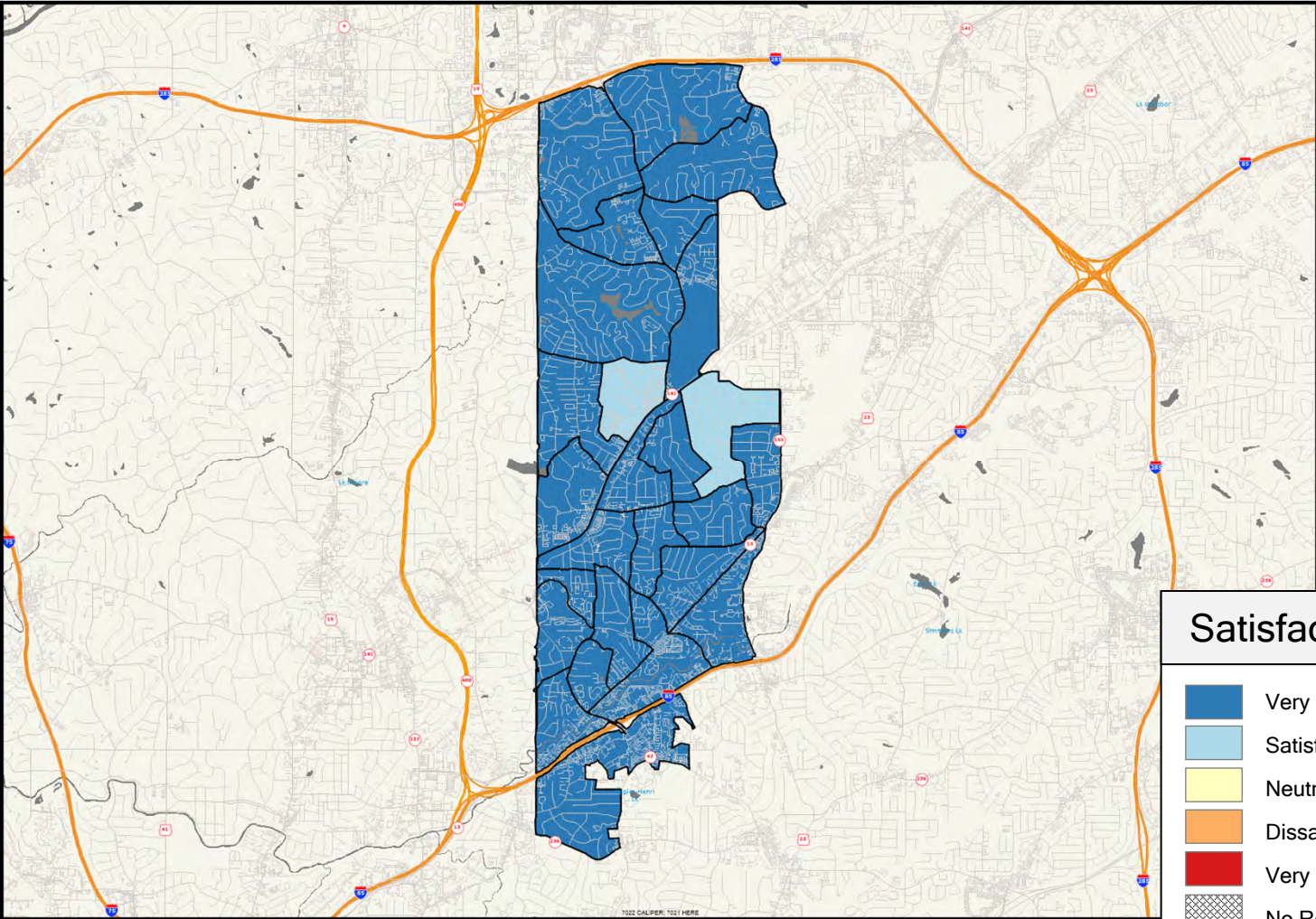


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-09. Overall appearance and quality of police vehicles and equipment

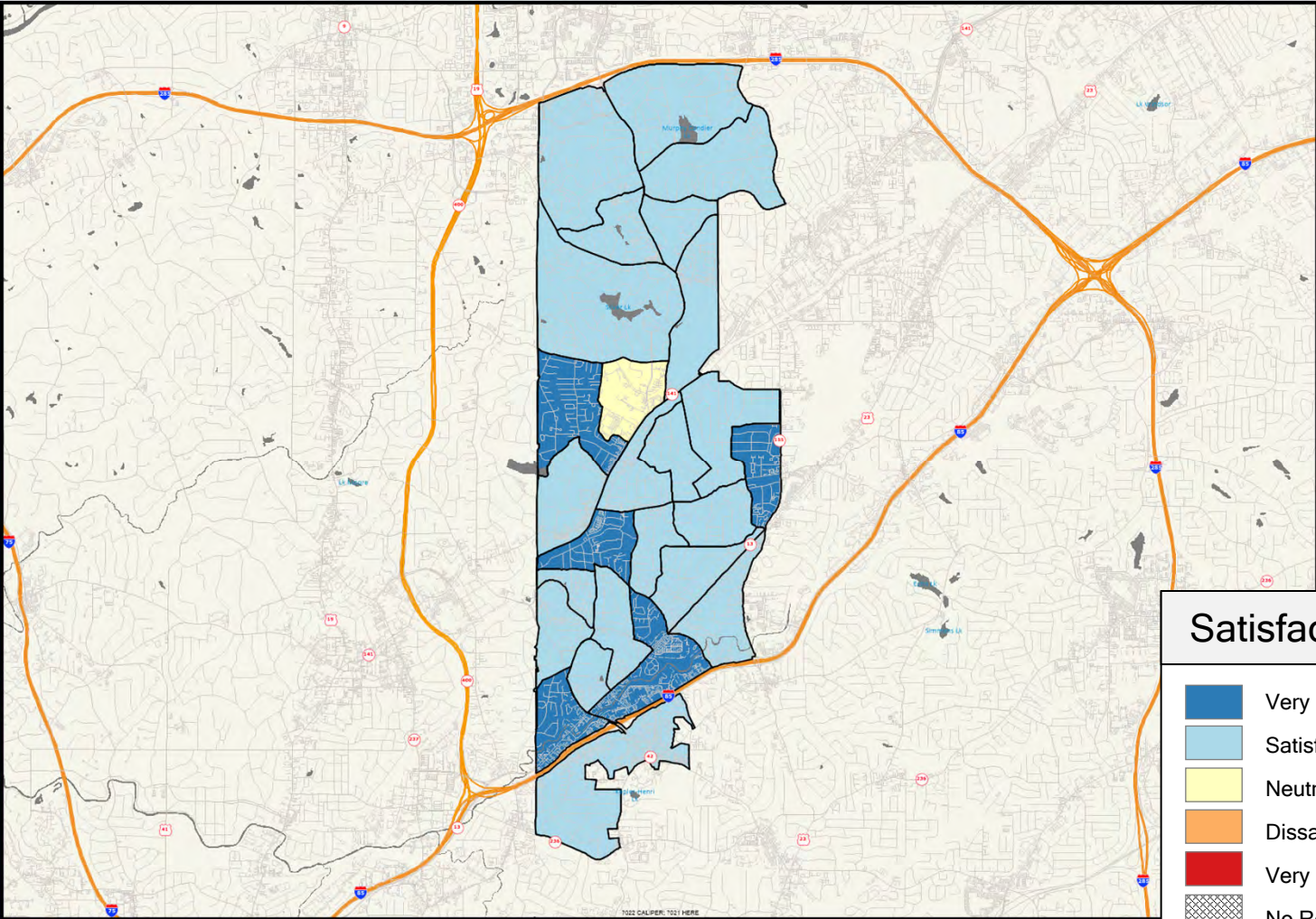


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-10. Police outreach programs and services

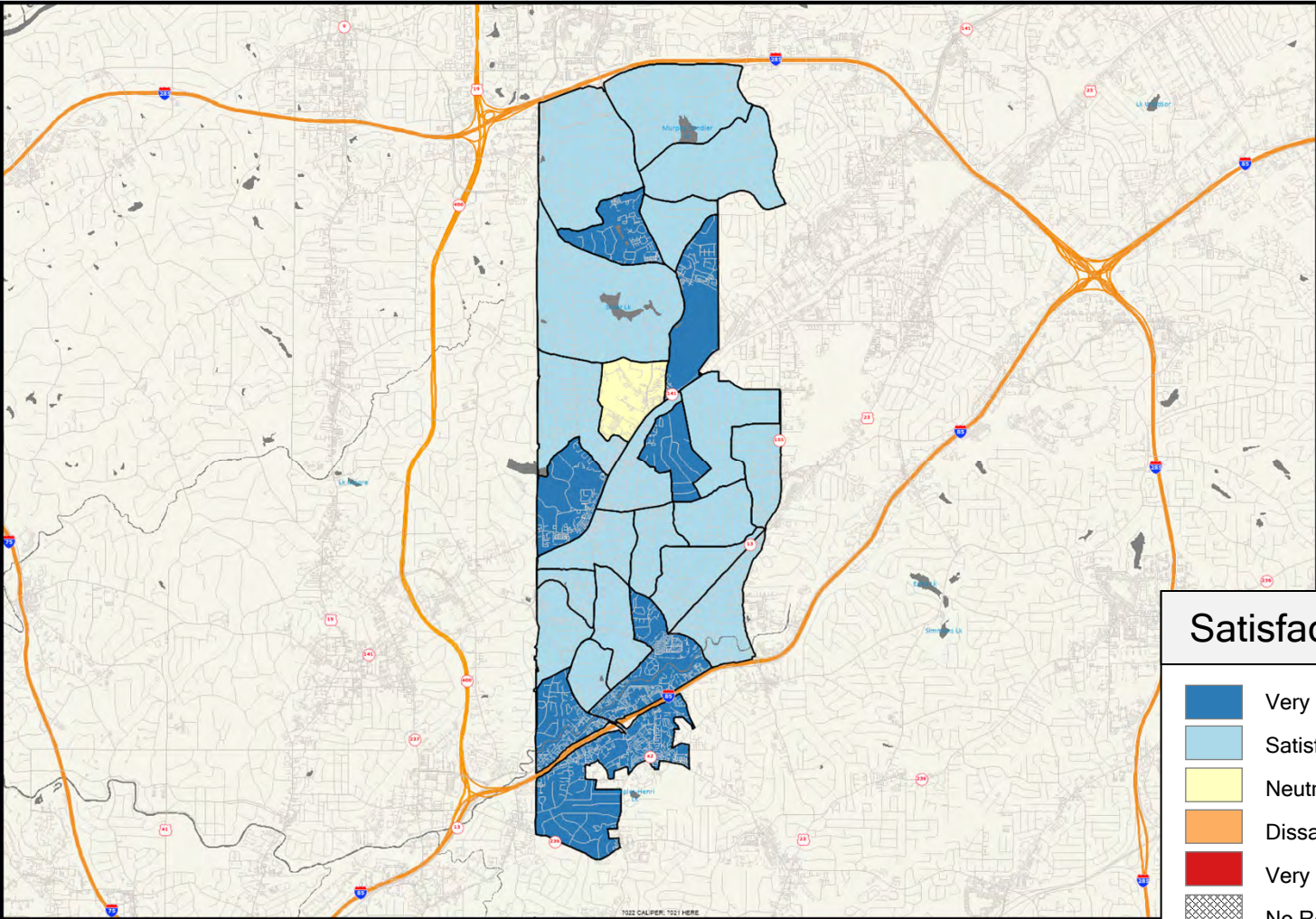


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-11. Quality of dispatch (911) services

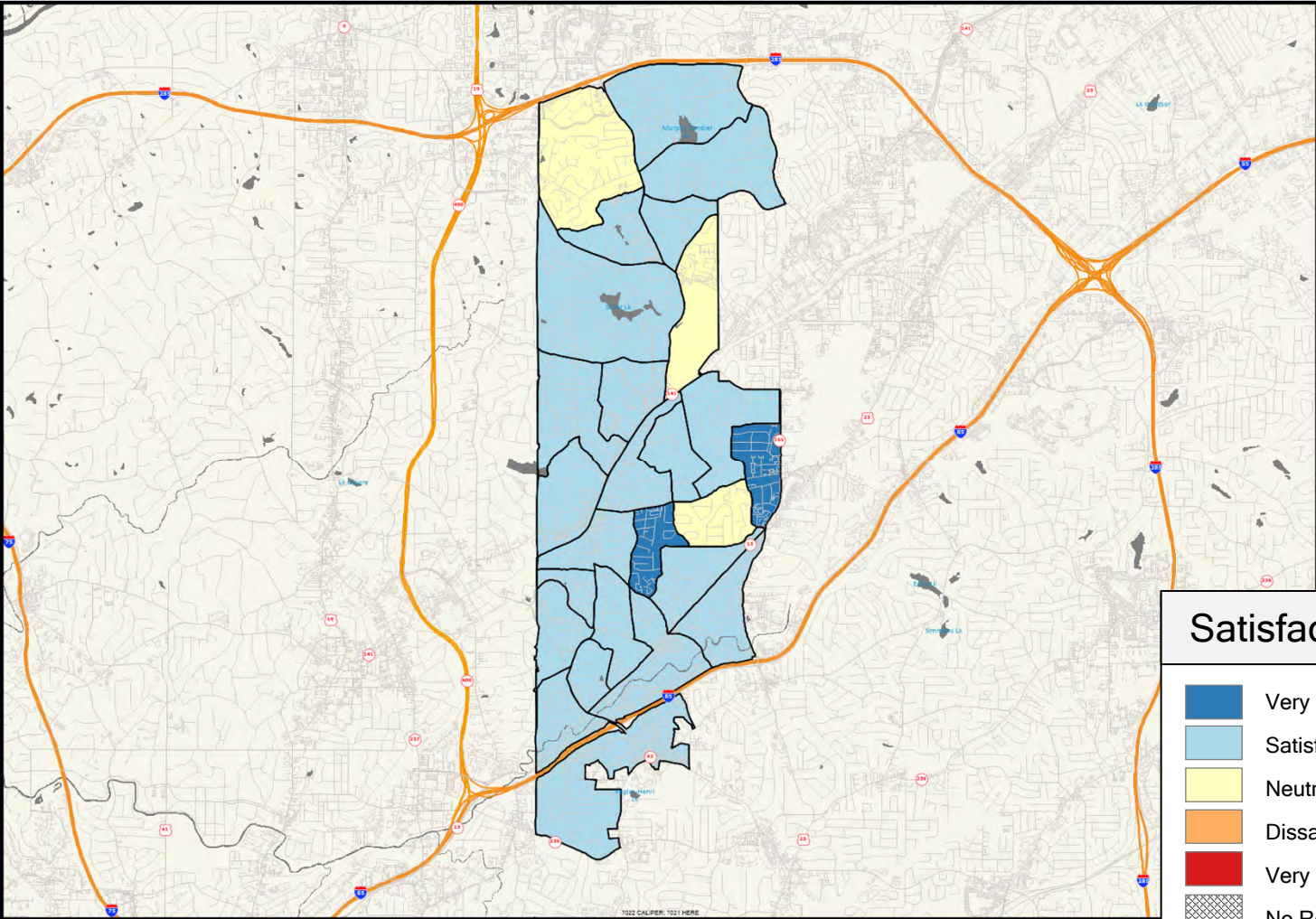


Satisfaction

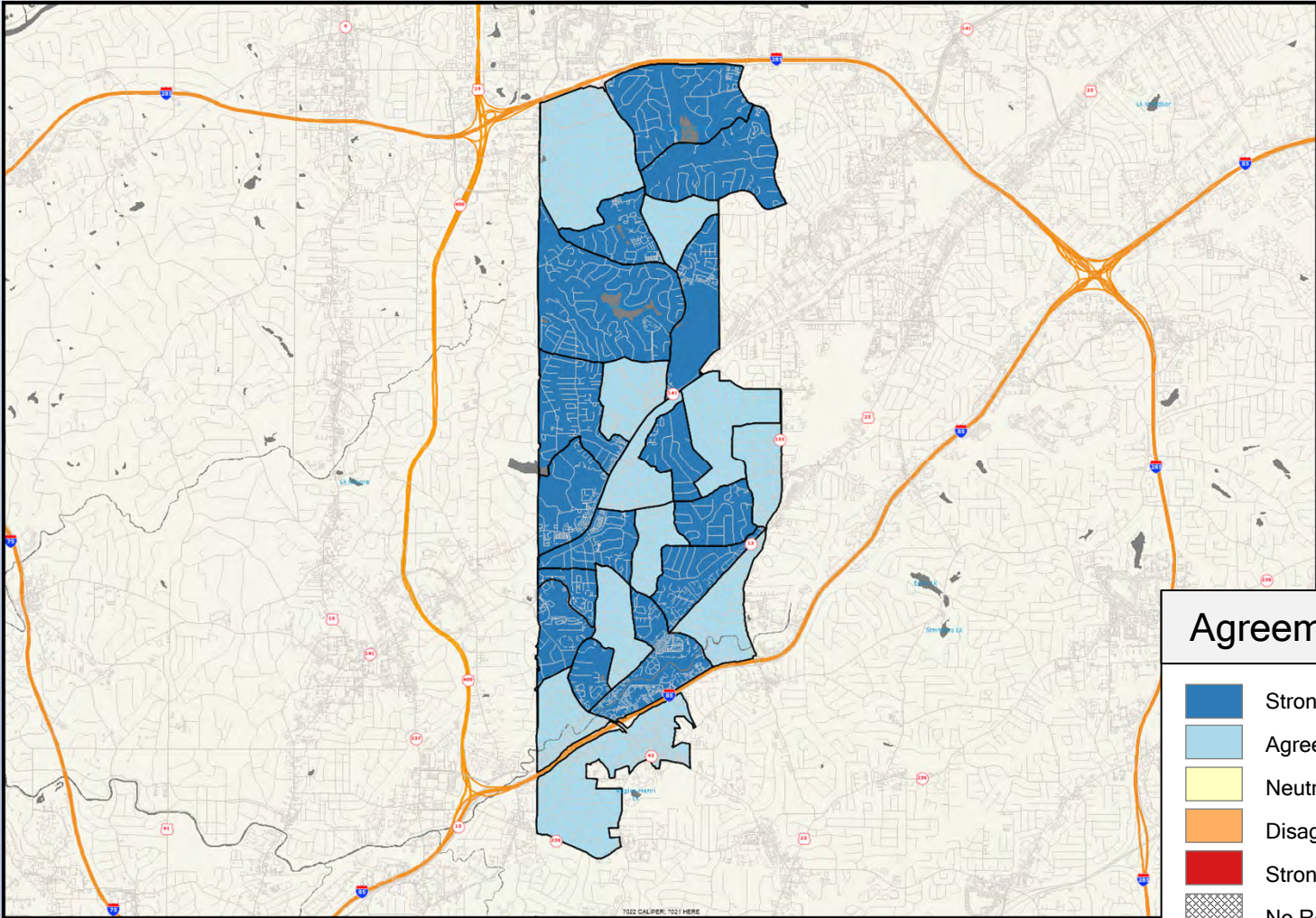
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q13-12. Ease of locating information on the Police website



Q14-1. The Brookhaven Police Department is trying hard to maintain good relations with the community

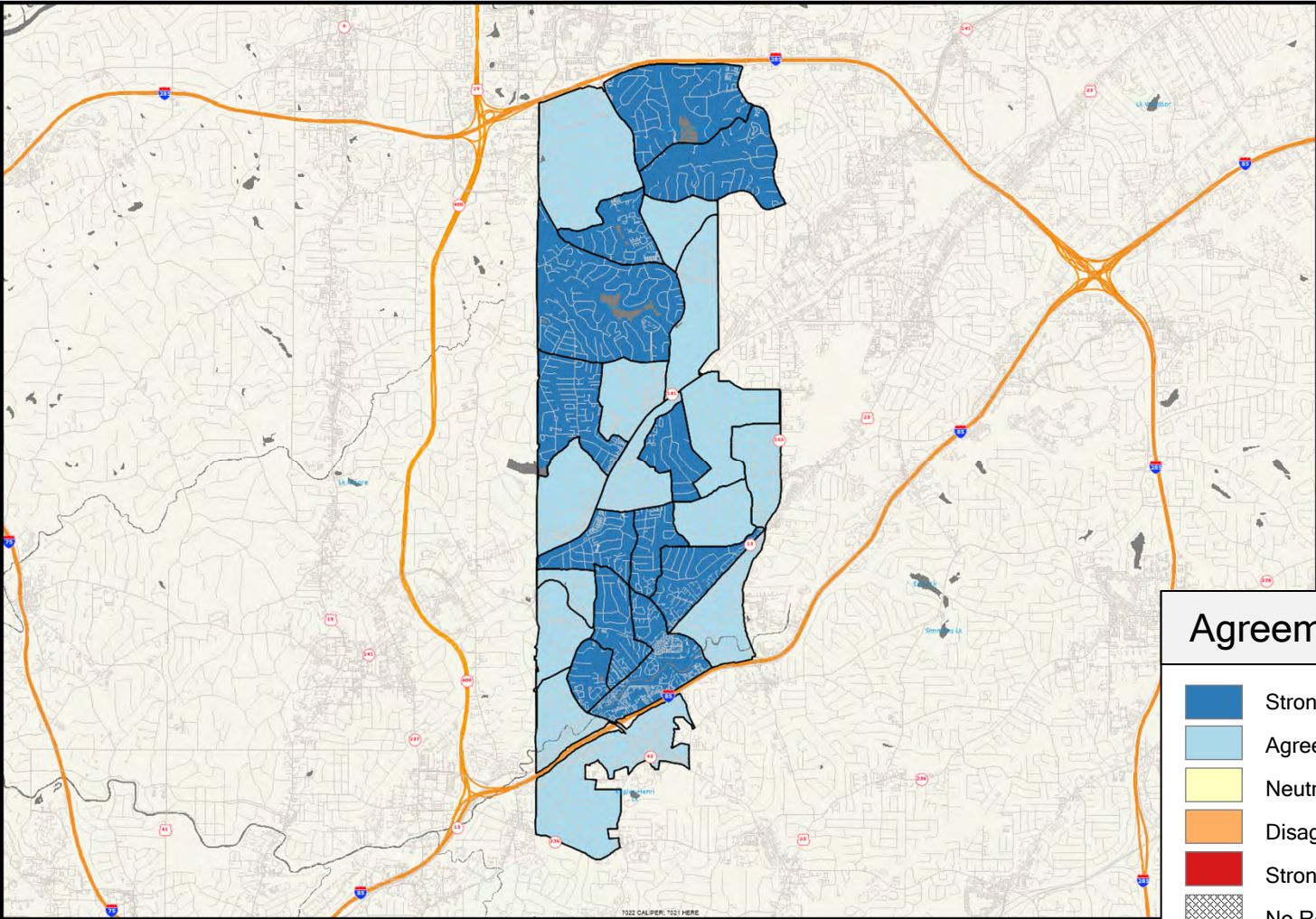


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q14-2. Brookhaven Police Department personnel do a good job enforcing the law

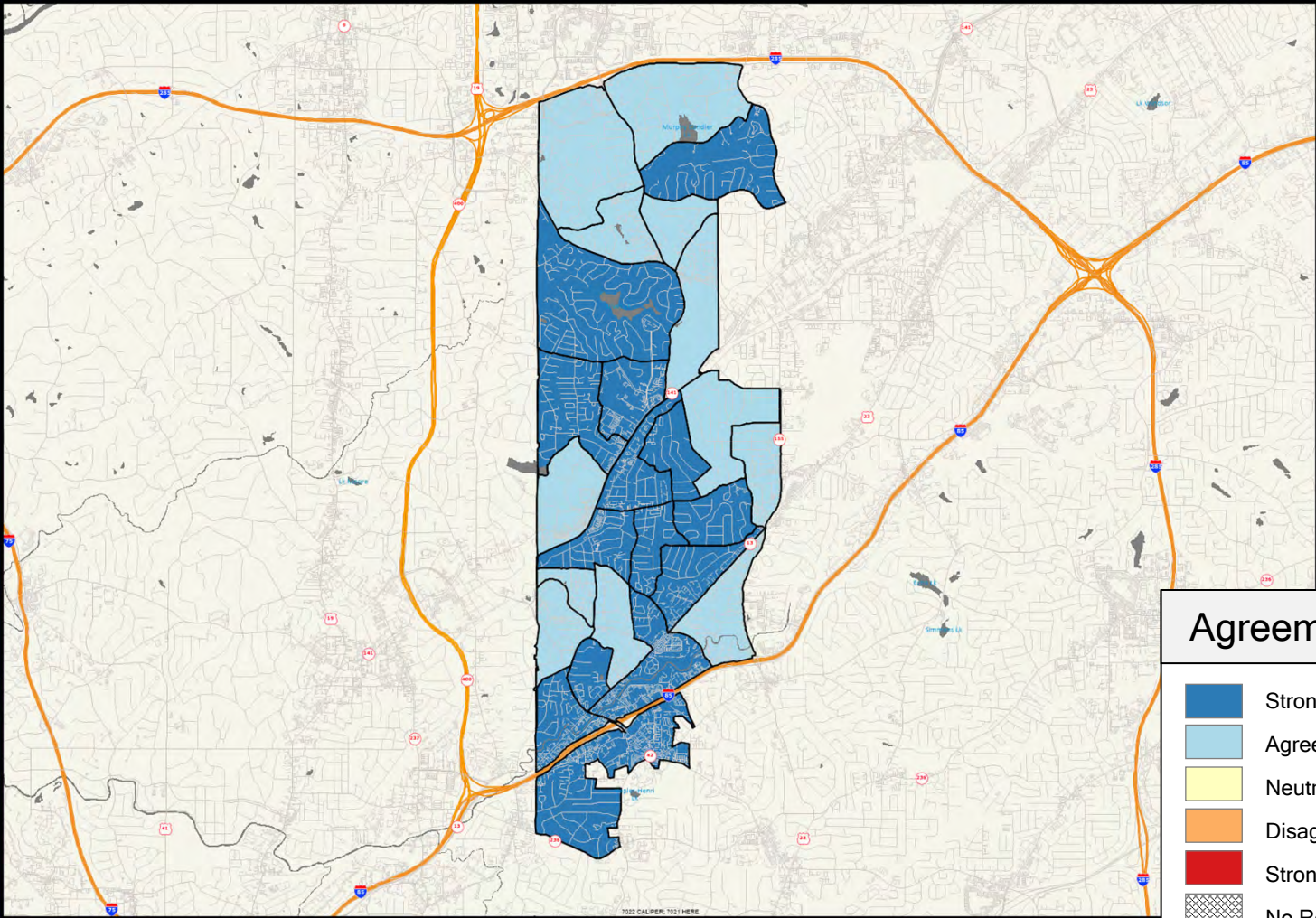


Agreement

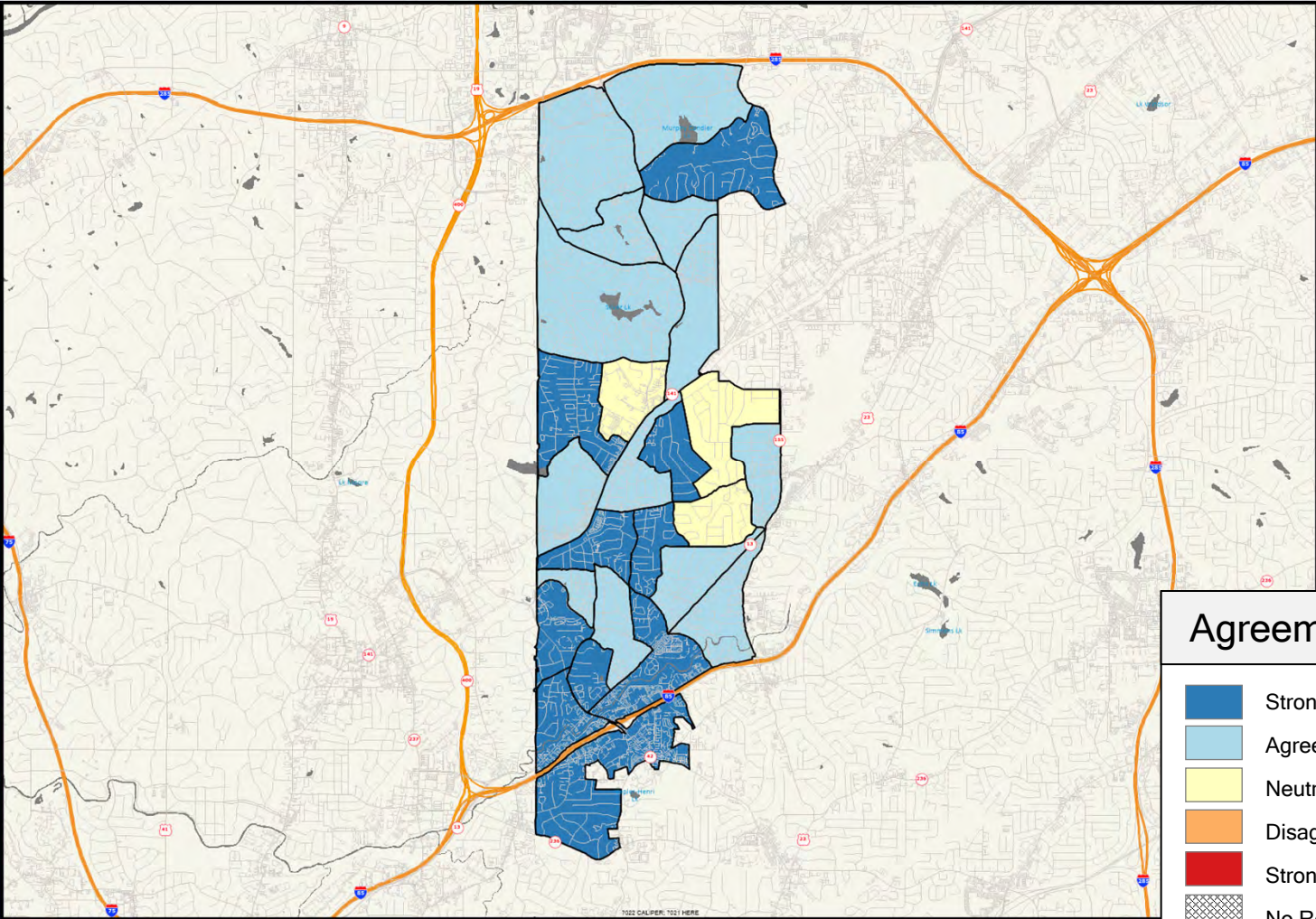
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q14-3. The Brookhaven Police Department's personnel has appropriate training on how to handle confrontations and minimize violent crime



Q14-4. The Brookhaven Police Department personnel are held accountable for any misconduct

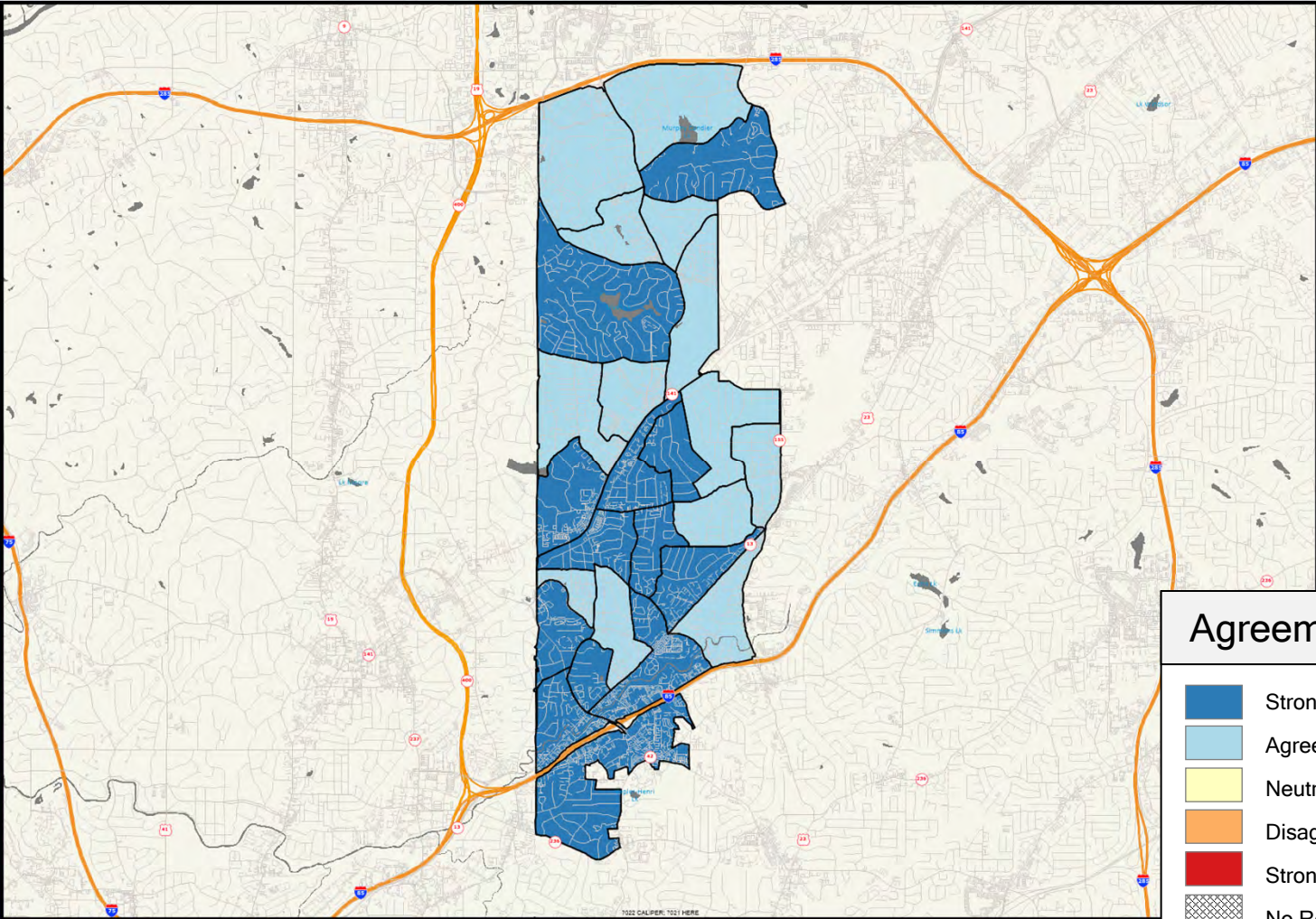


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q14-5. The Brookhaven Police Department personnel treat residents of different races and ethnicities equally

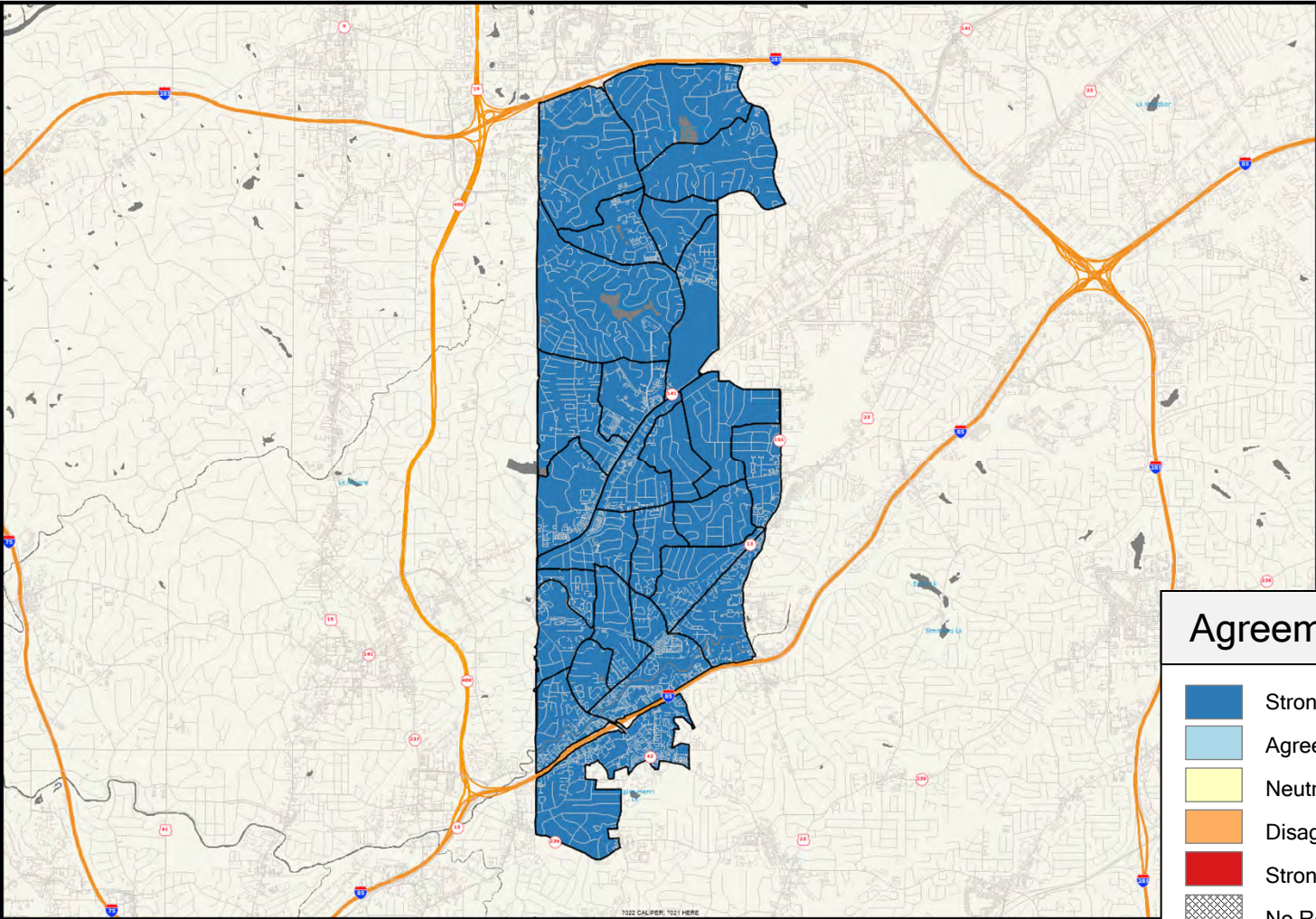


Agreement

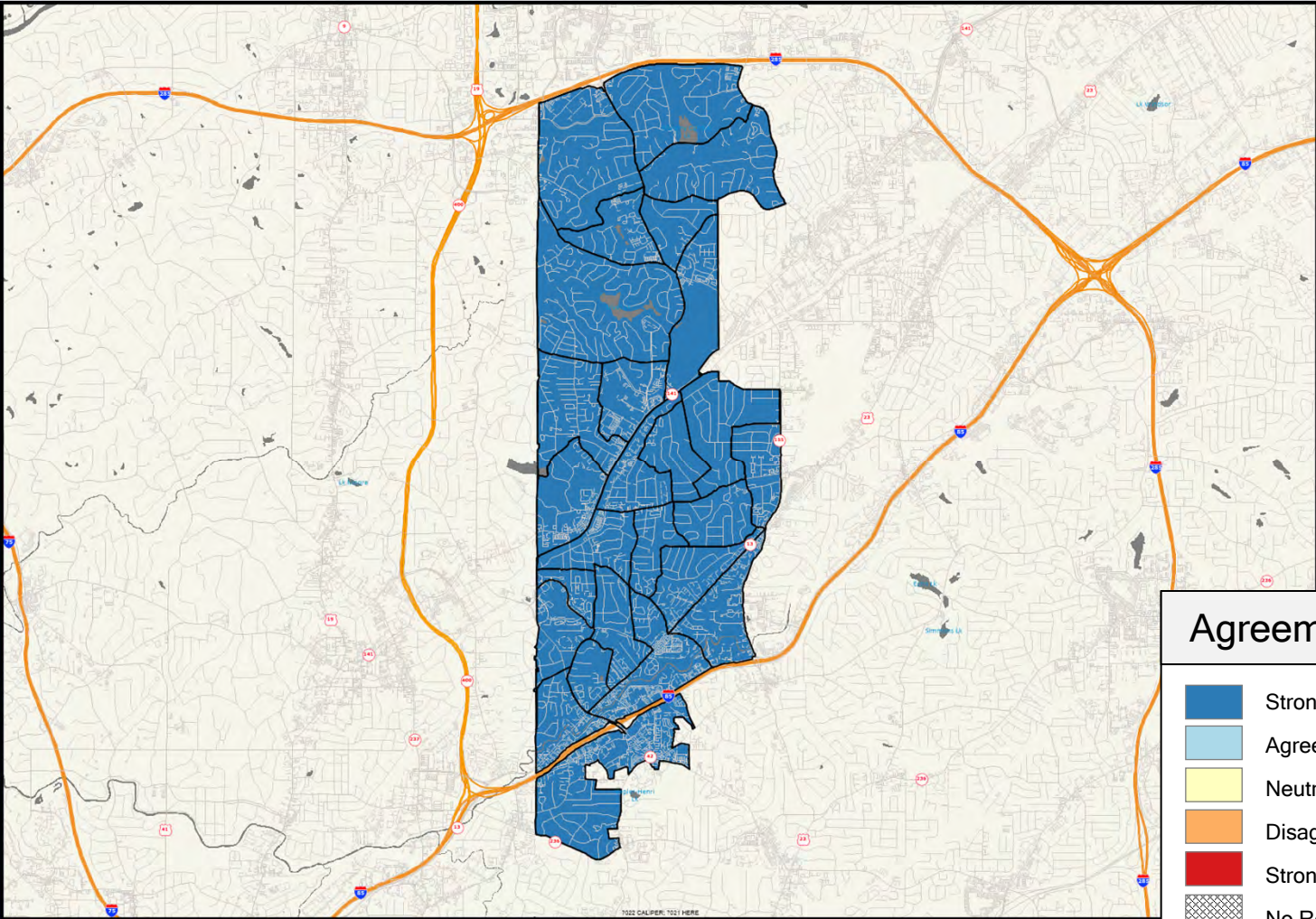
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q21-1. Body cameras will lead to greater transparency of the Brookhaven Police Department



Q21-2. Body cameras will increase the accountability of officers

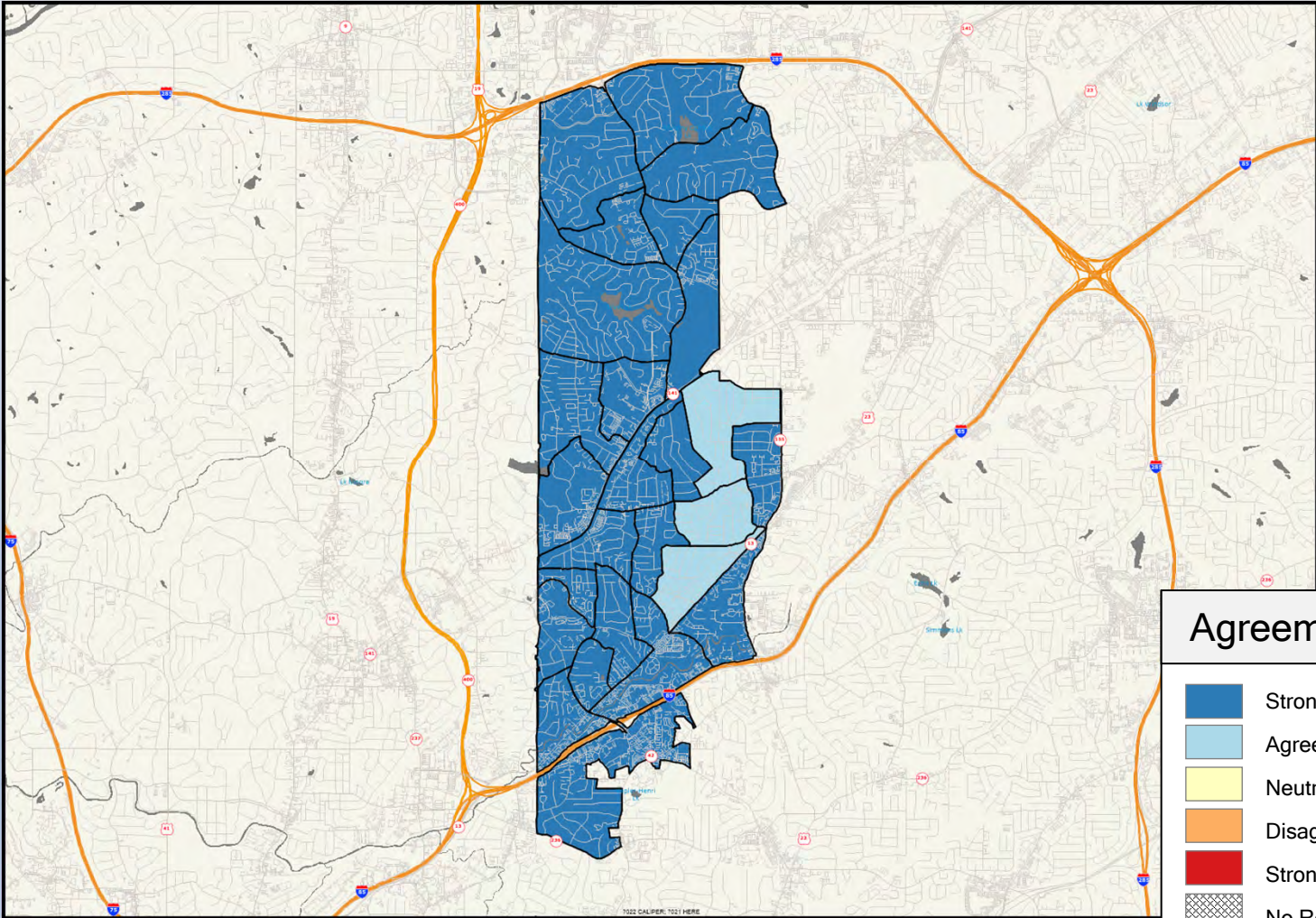


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q21-3. If encountered by a Police Officer, it makes me feel better knowing the interaction is being recorded

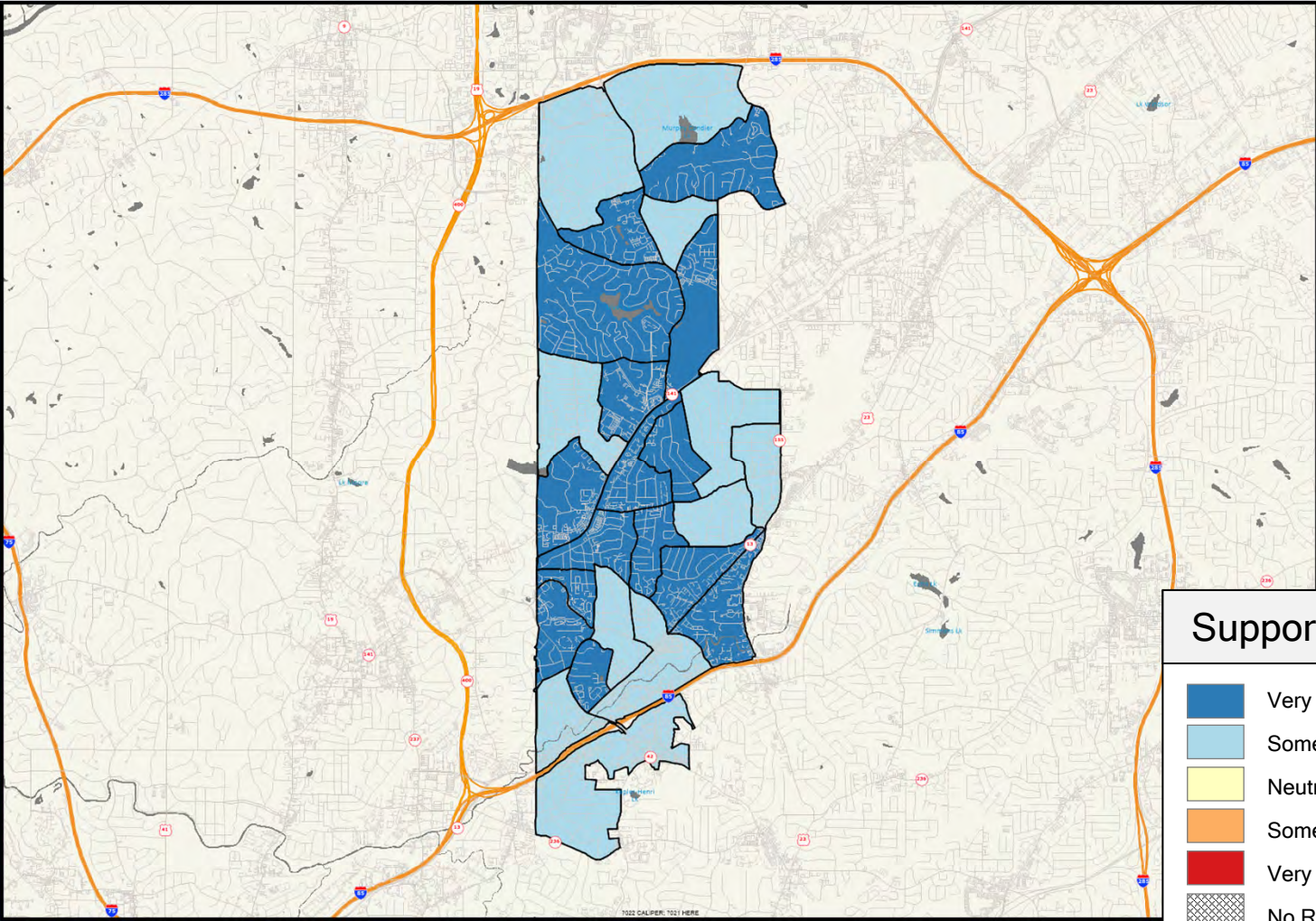


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q31-1. Public space cameras in a neighborhood

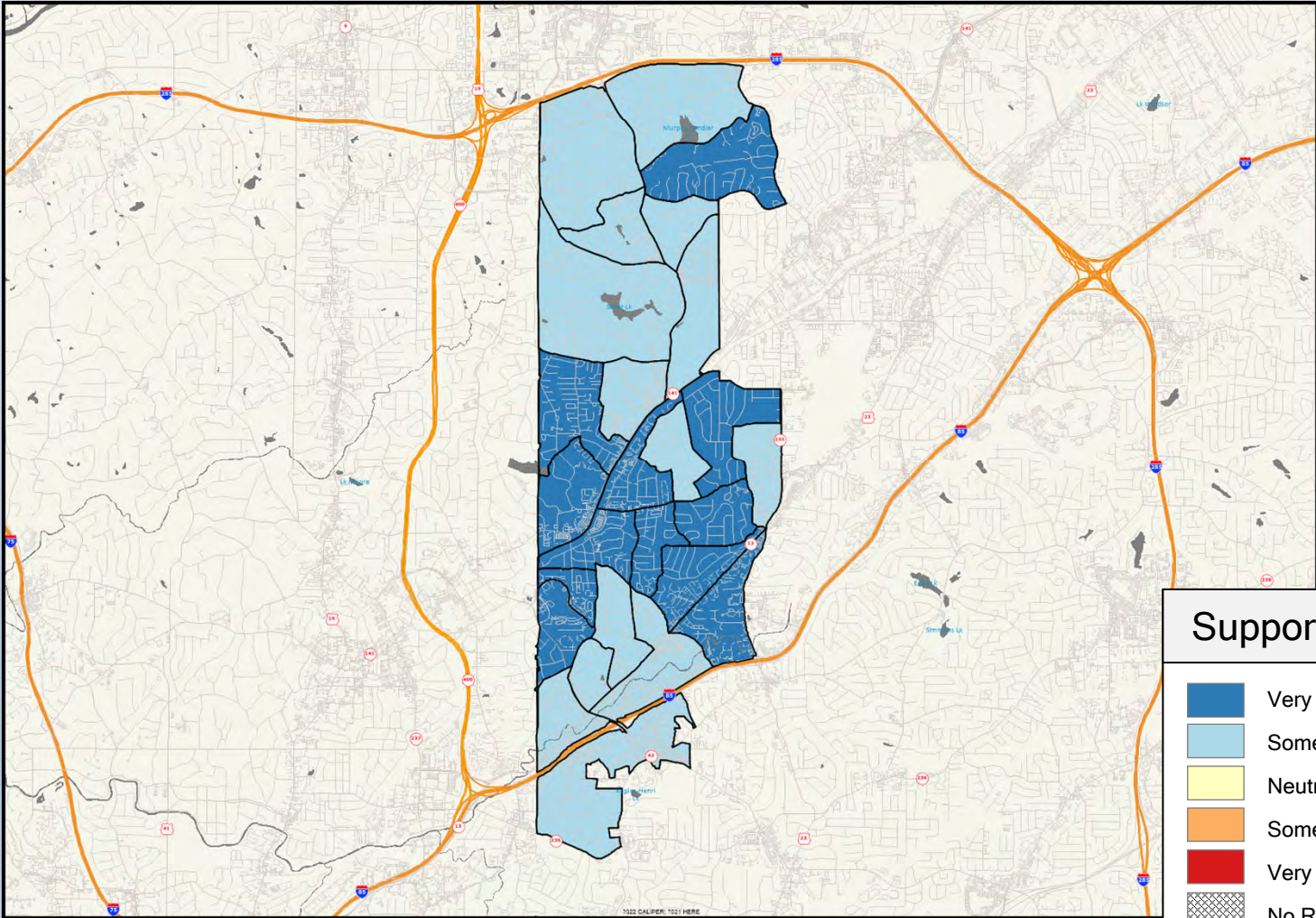


Support

- Very Supportive
- Somewhat Supportive
- Neutral
- Somewhat Unsupportive
- Very Unsupportive
- No Response

ETC INSTITUTE

Q31-2. License plate reader technology

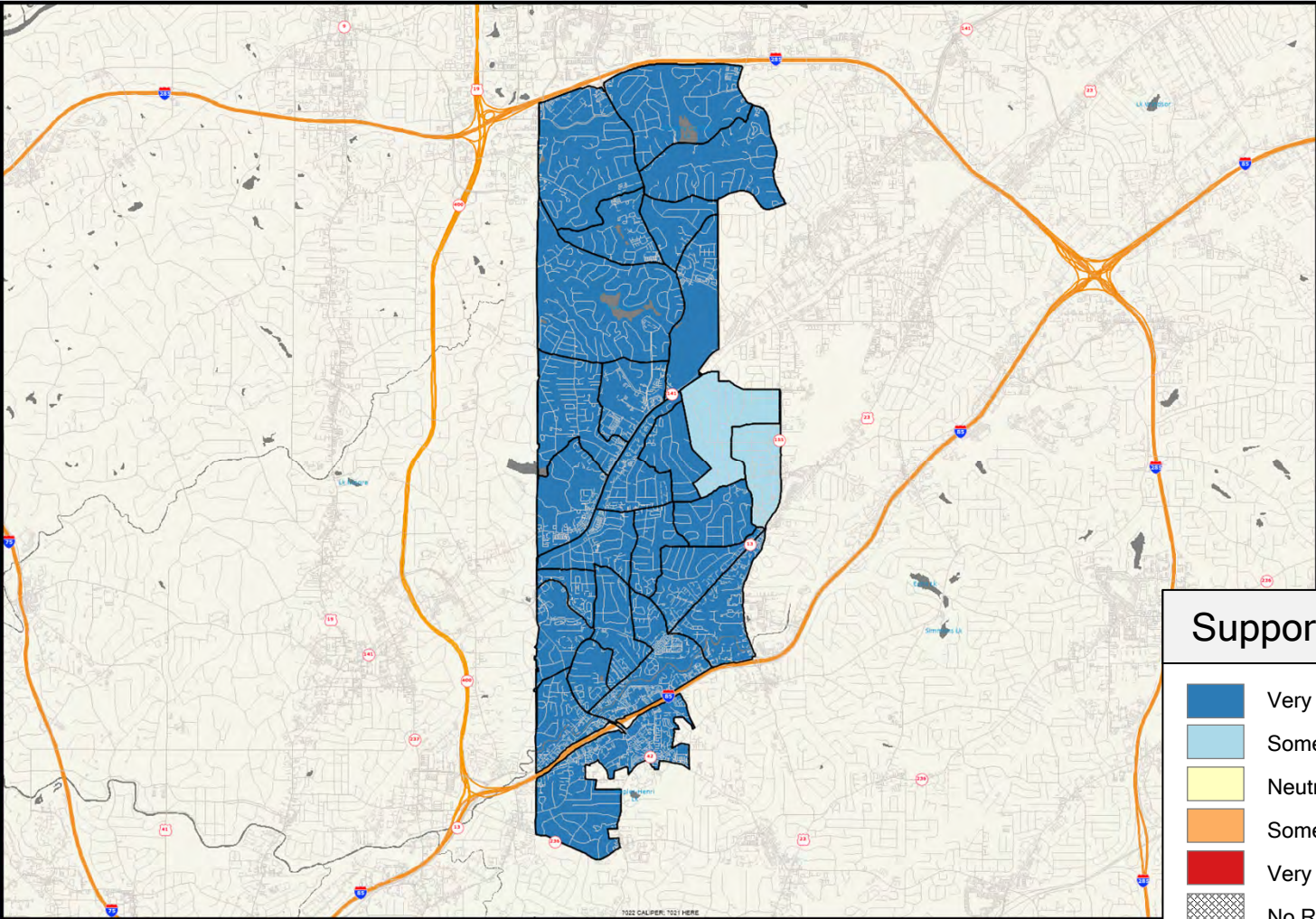


Support

- Very Supportive
- Somewhat Supportive
- Neutral
- Somewhat Unsupportive
- Very Unsupportive
- No Response

ETC INSTITUTE

Q31-3. Gunshot spotter

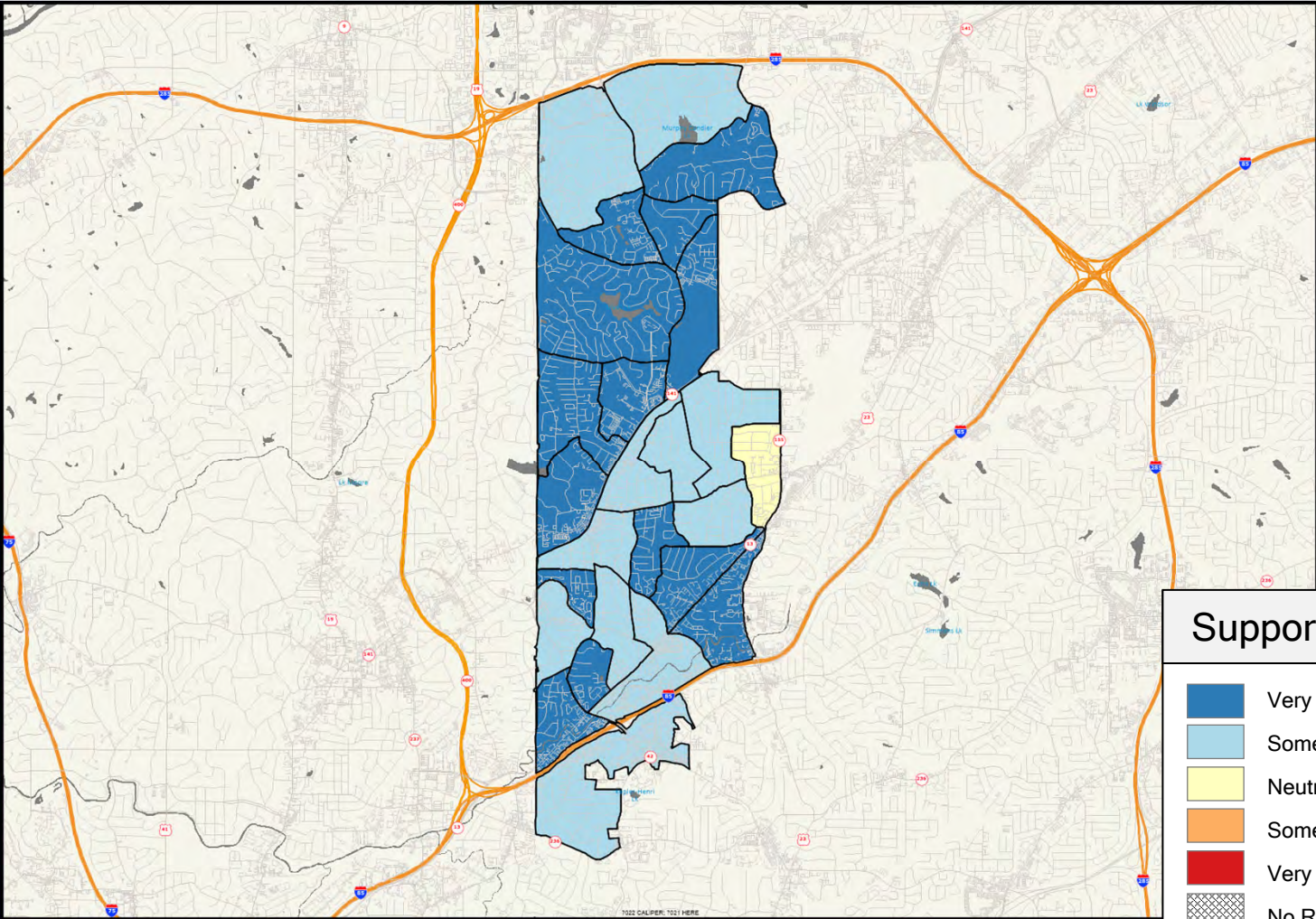


Support

- Very Supportive
- Somewhat Supportive
- Neutral
- Somewhat Unsupportive
- Very Unsupportive
- No Response

ETC INSTITUTE

Q31-4. Drone first responder

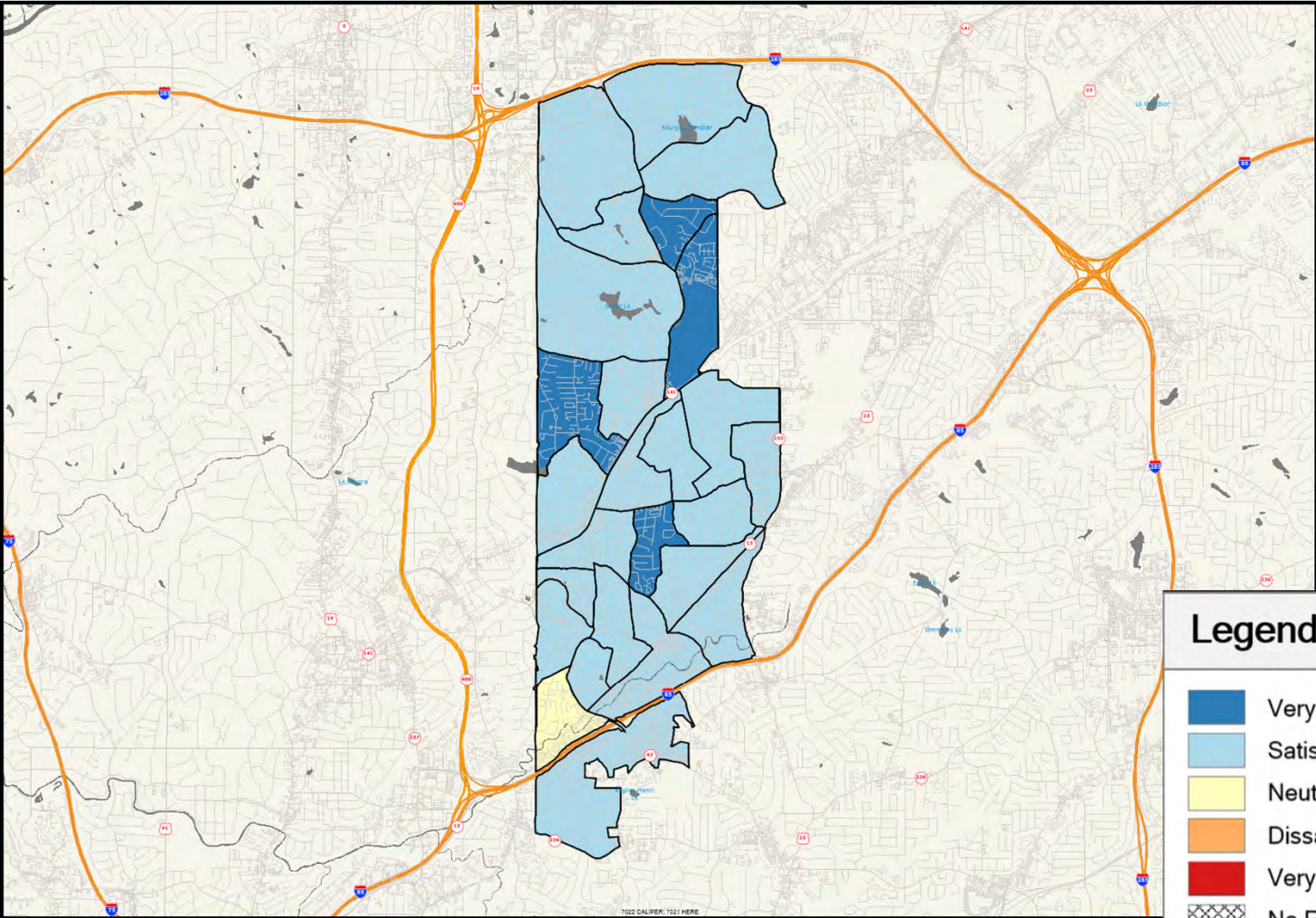


Support

- Very Supportive
- Somewhat Supportive
- Neutral
- Somewhat Unsupportive
- Very Unsupportive
- No Response

ETC INSTITUTE

Q34-1. Fire services

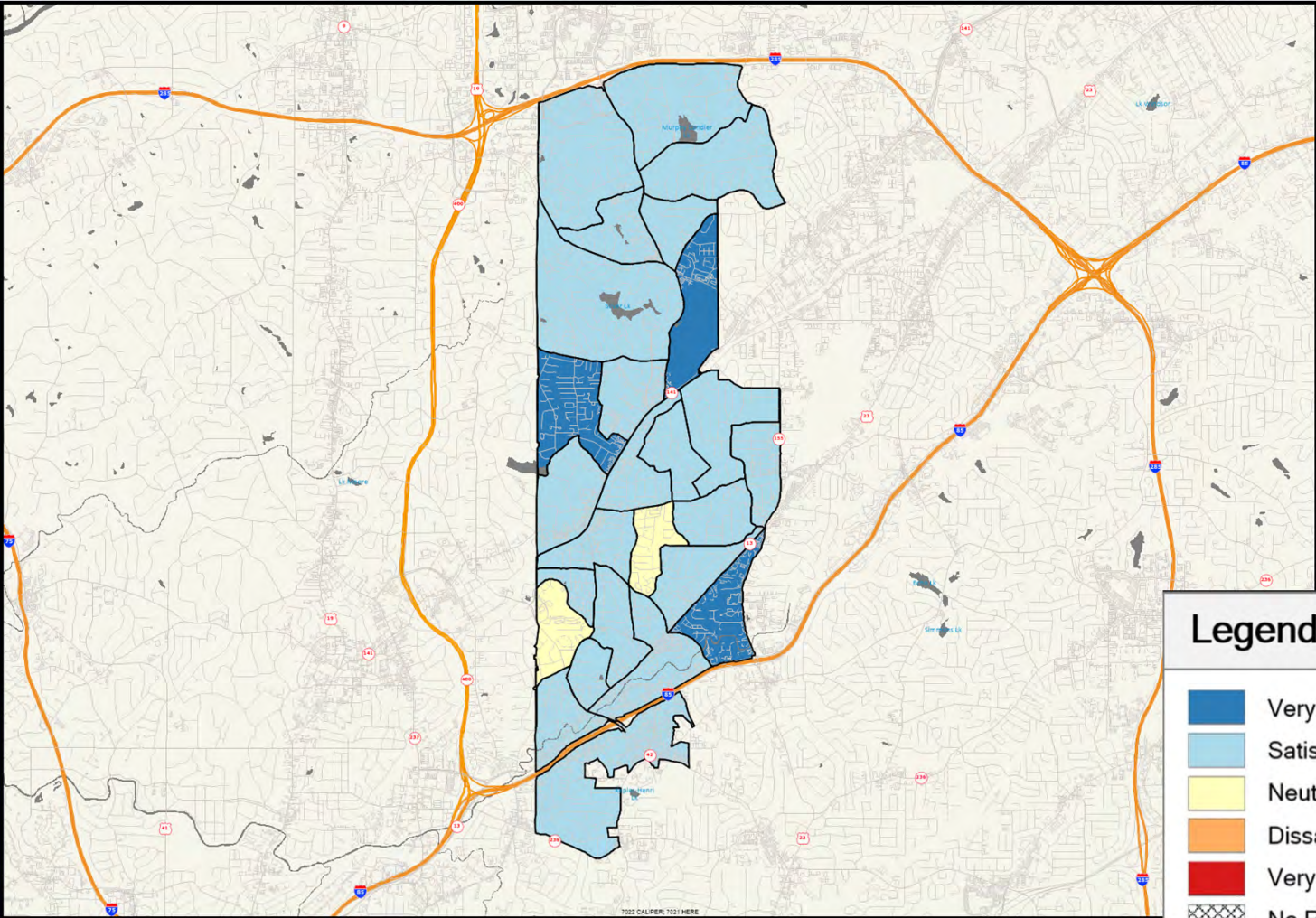


Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q34-2. Ambulance services

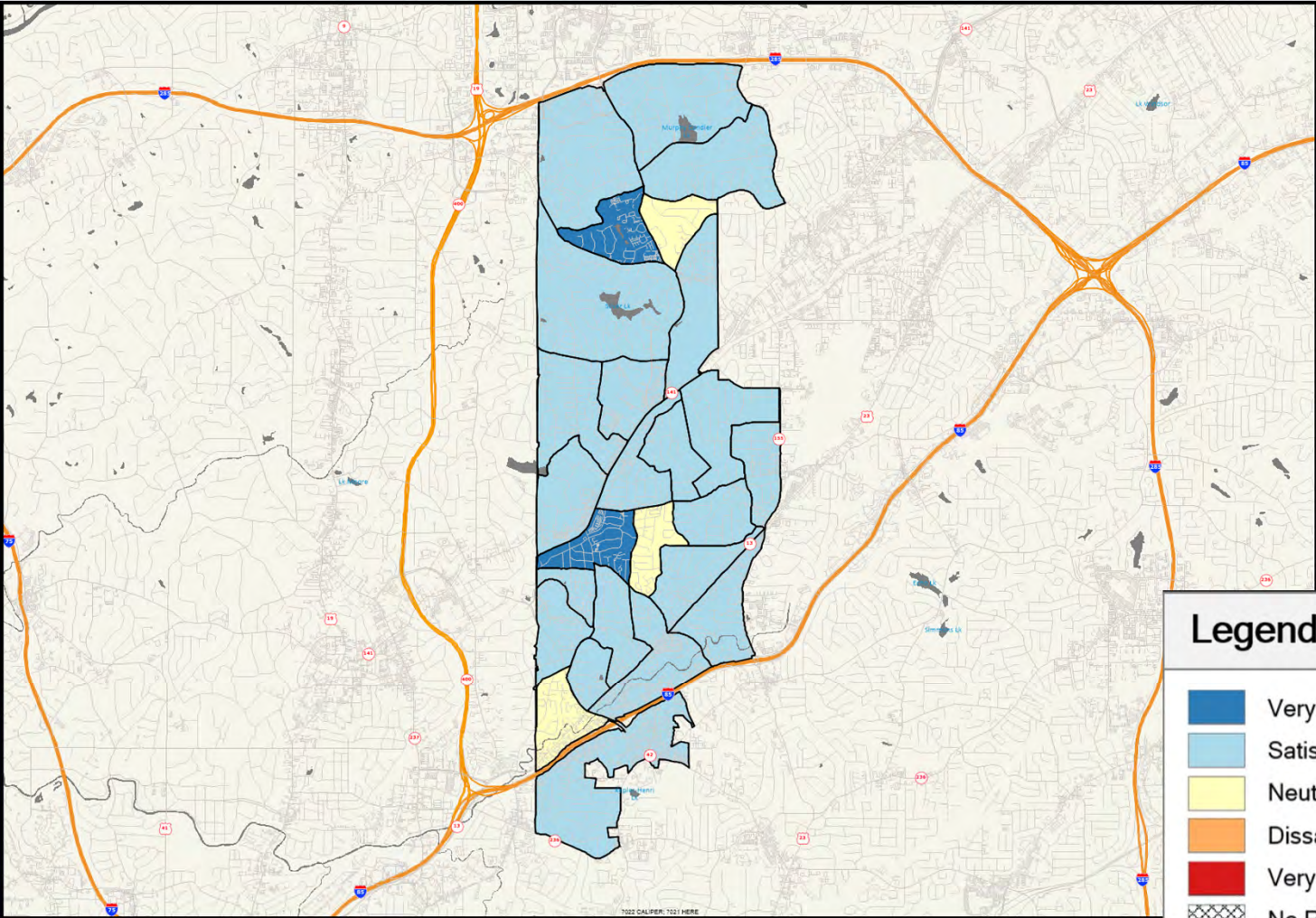


Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q34-3. Library services

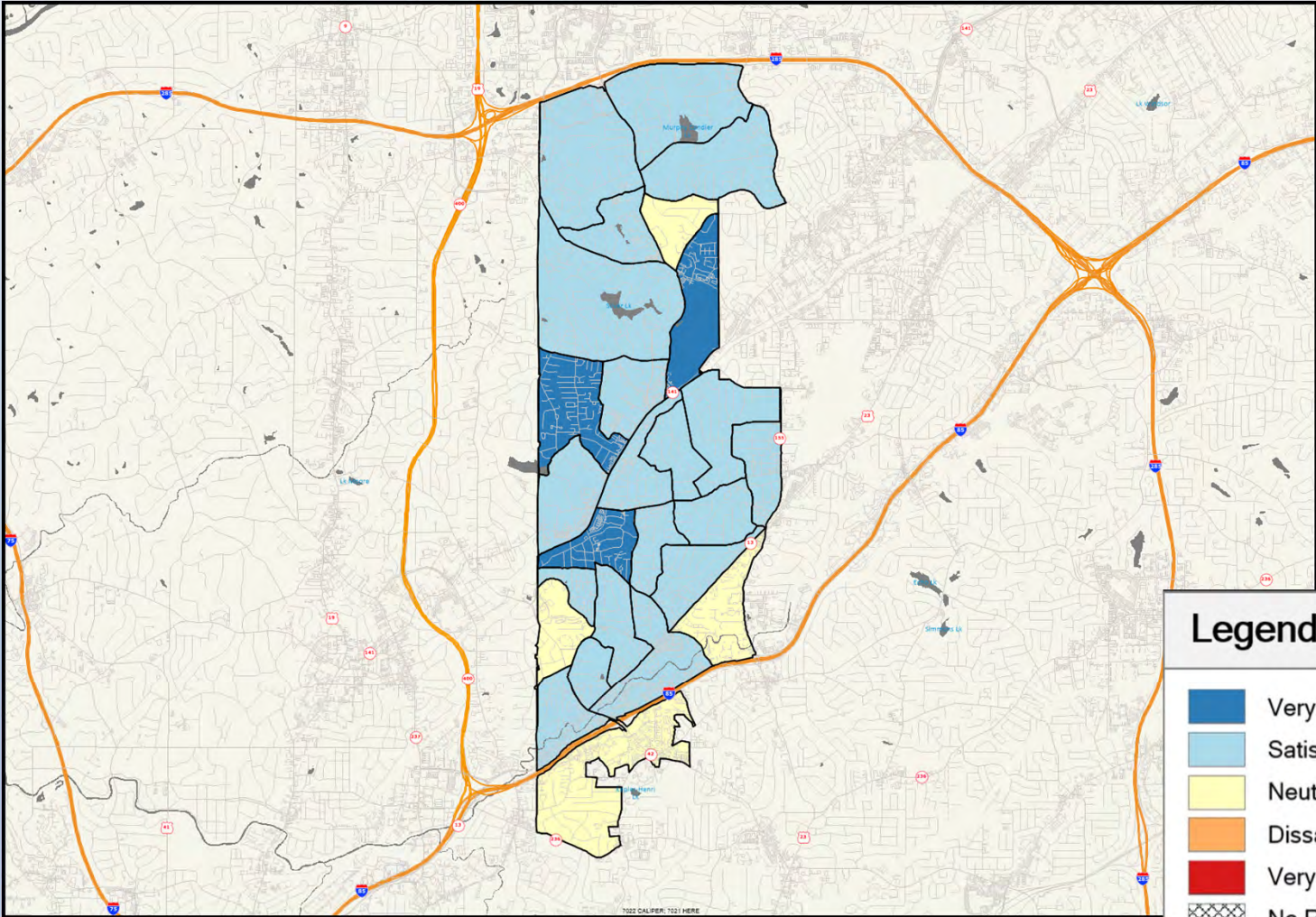


Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q34-4. Sanitation services

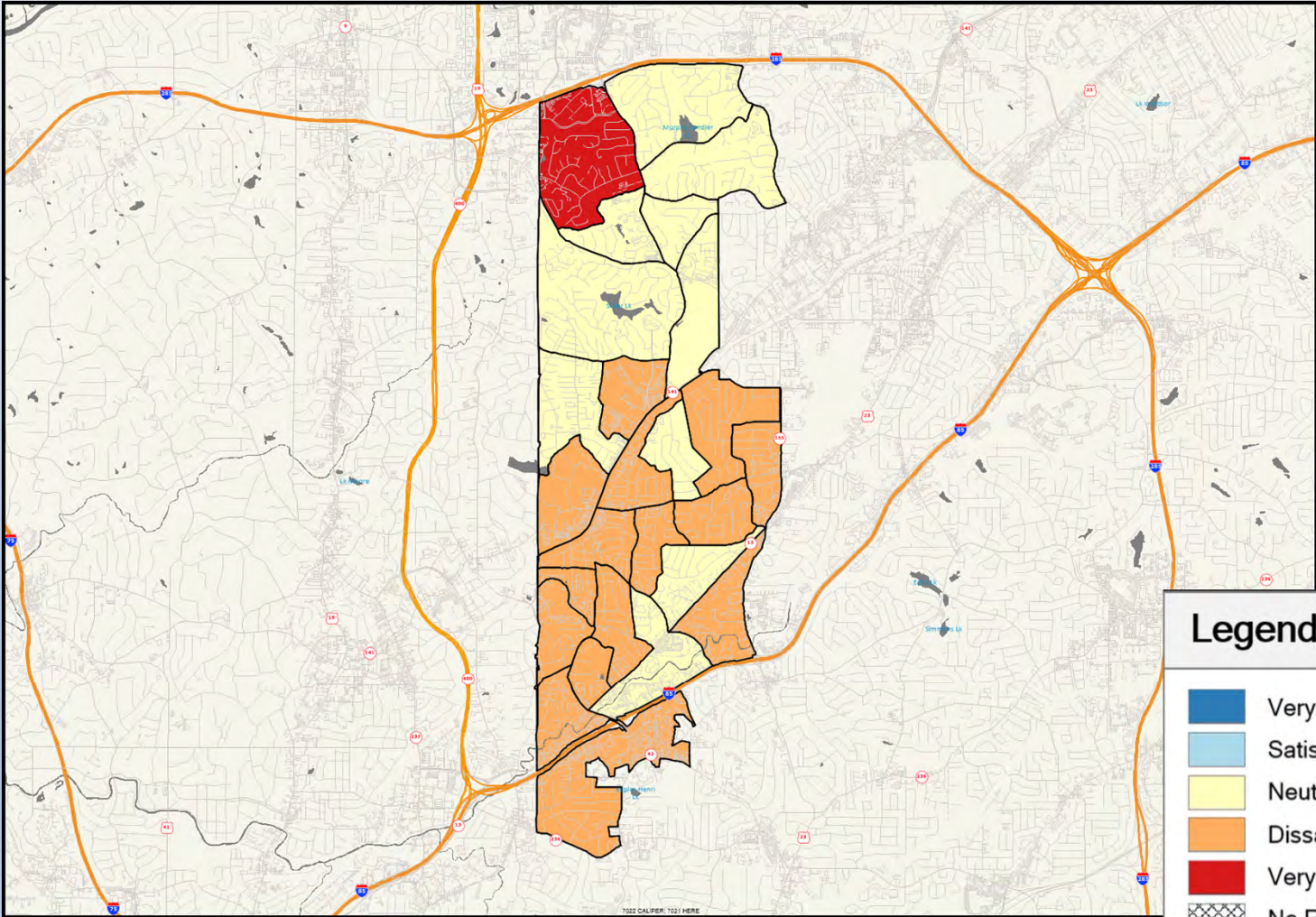


Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q34-5. Addressing the needs of the homeless



Legend

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE