



2022 City of Vestavia Hills Citizen Survey GIS Maps

Presented to the City of Vestavia Hills,
Alabama

November 2022



Interpreting the Maps

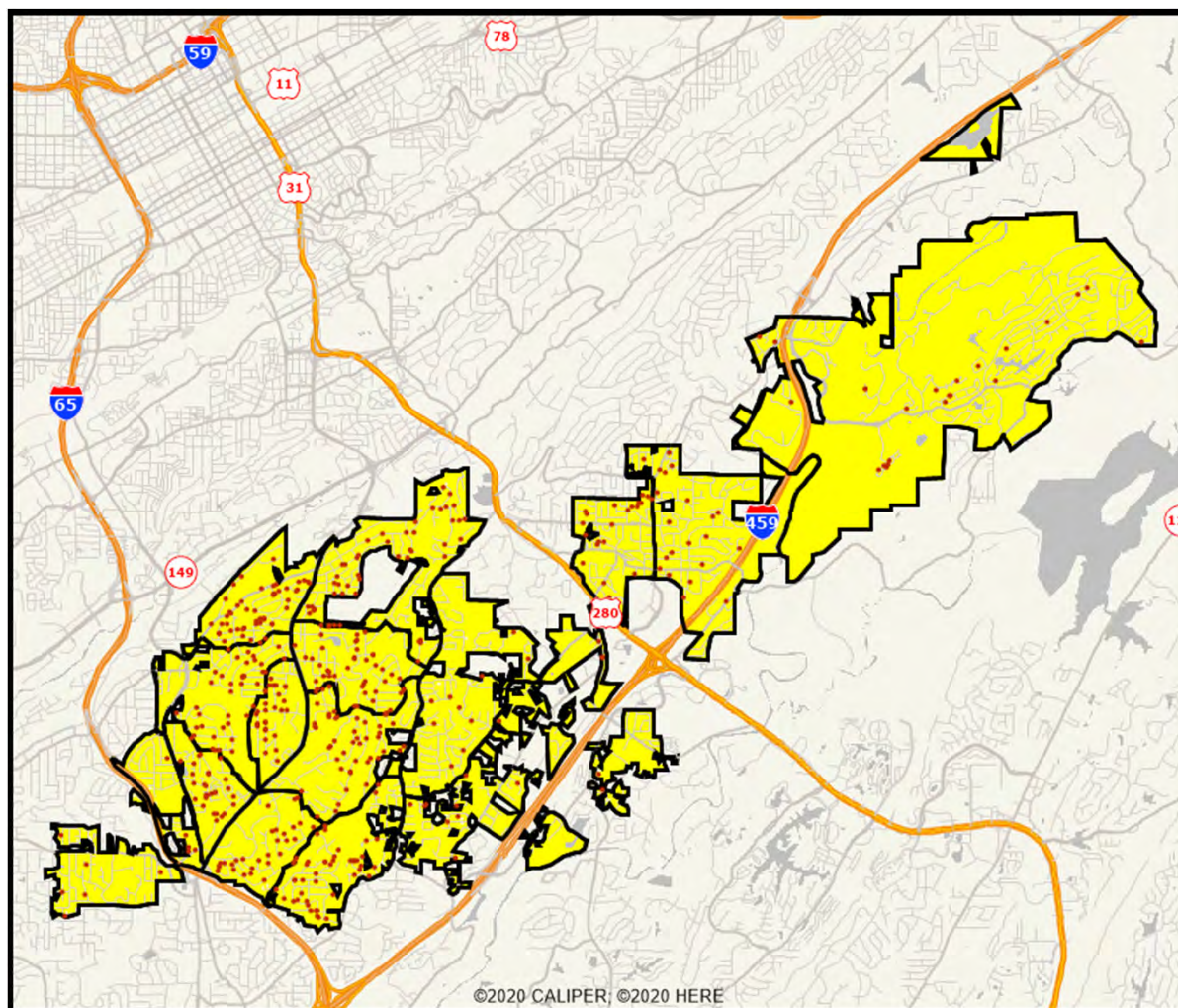
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

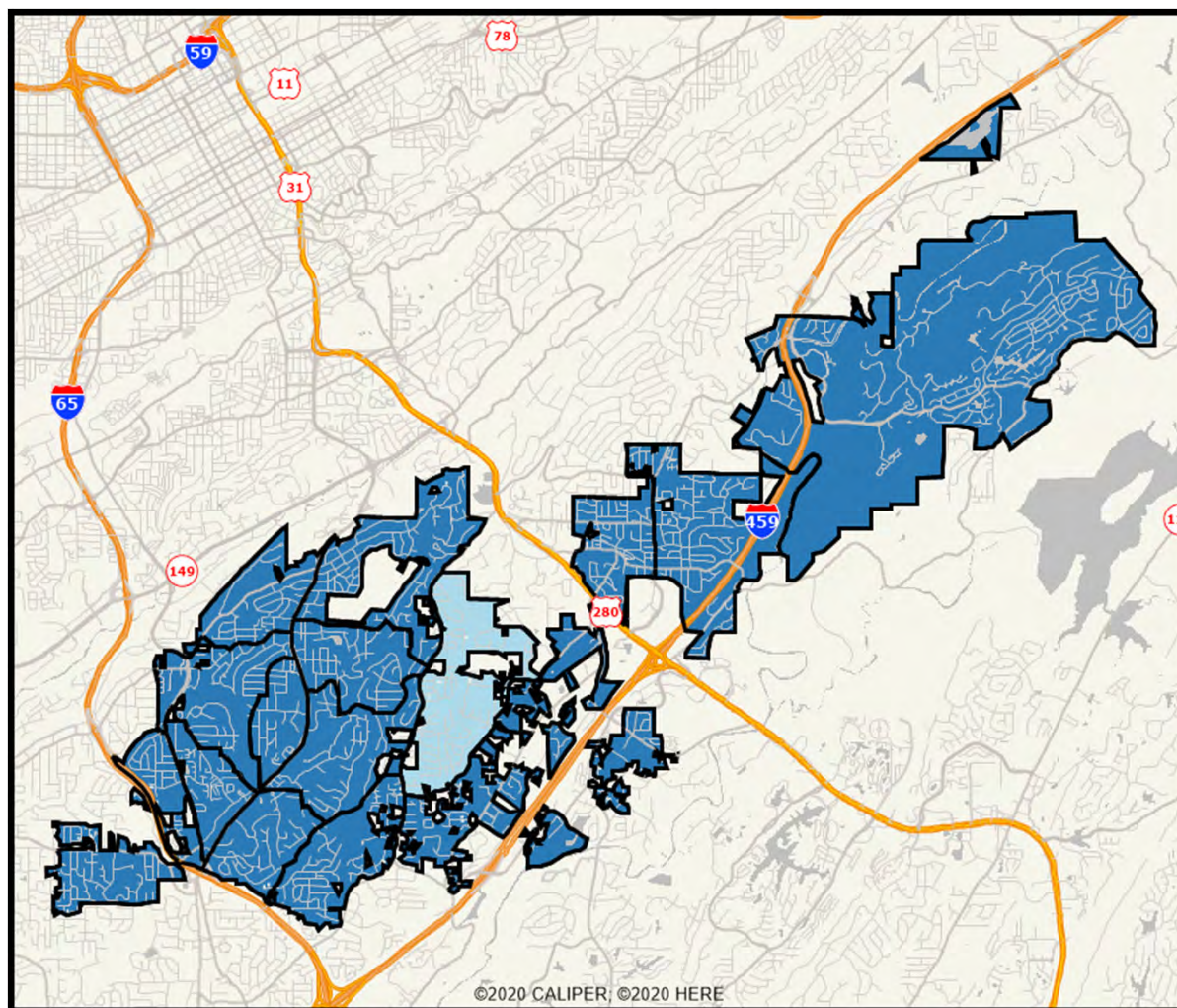
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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



Q1-01. Quality of the City's school system

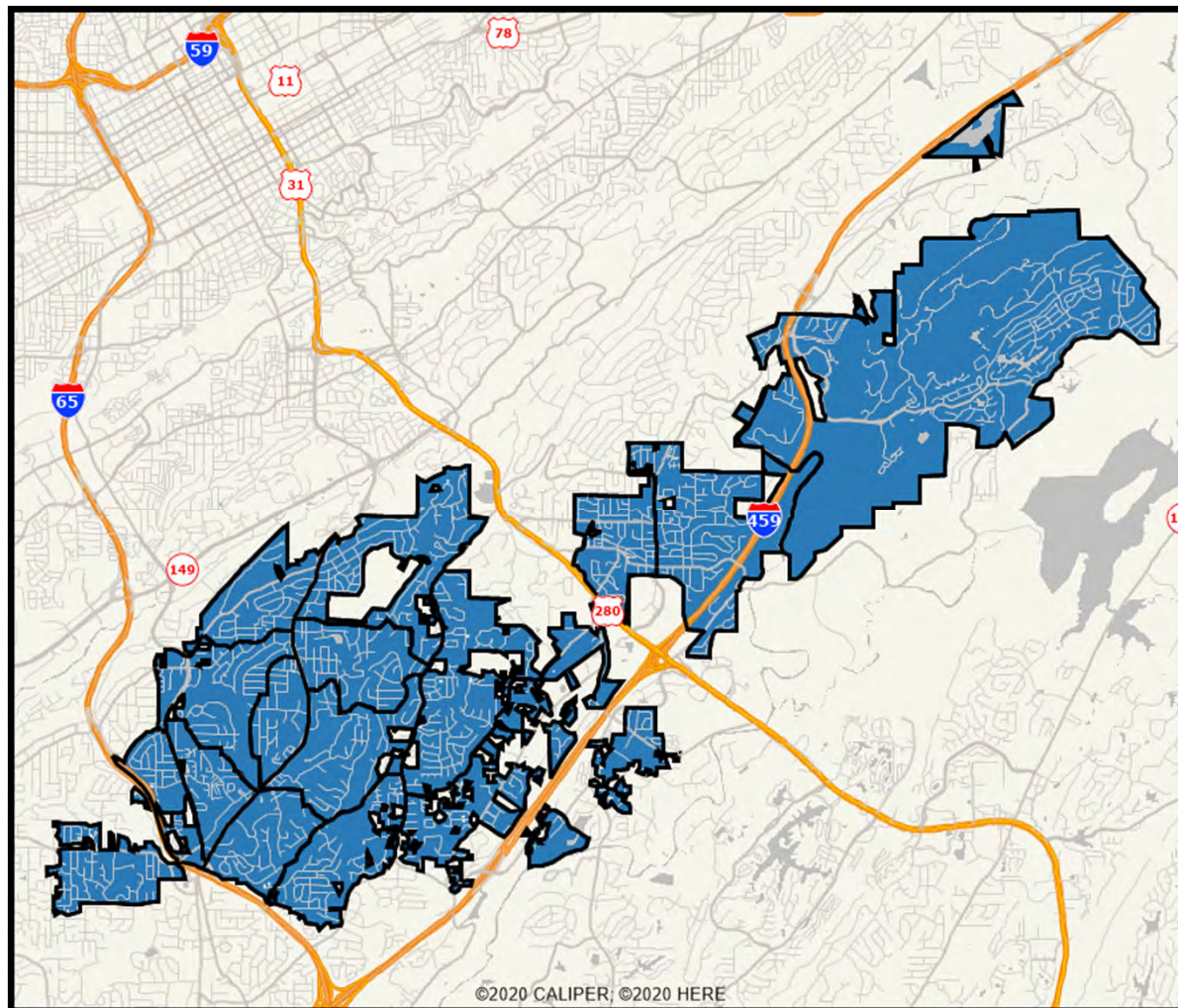


Legend

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



Q1-02. Overall quality of public safety services (e.g., police, fire, ambulance)



Legend

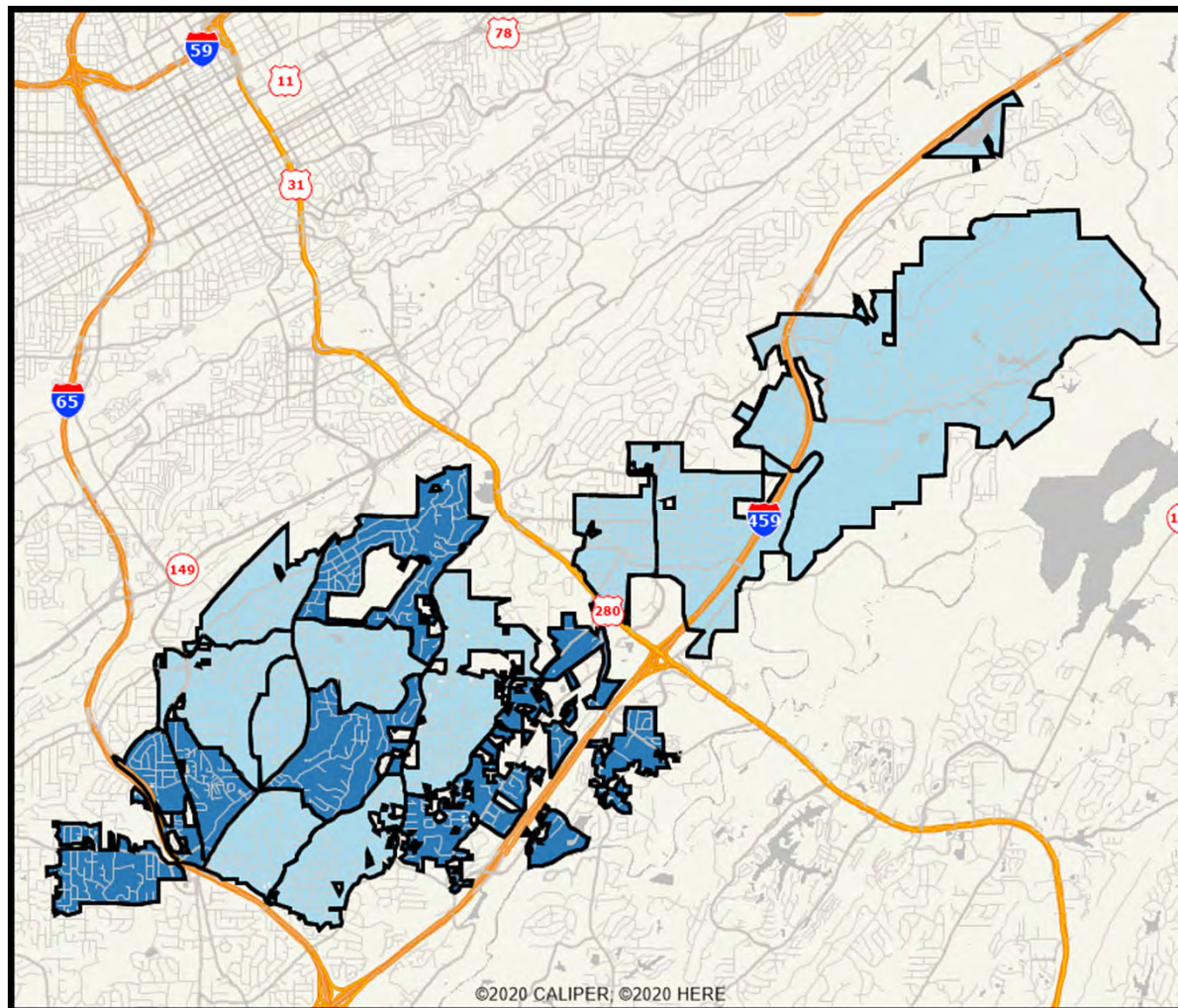
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



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Q1-03. Overall quality of City parks and recreation programs and facilities



Legend

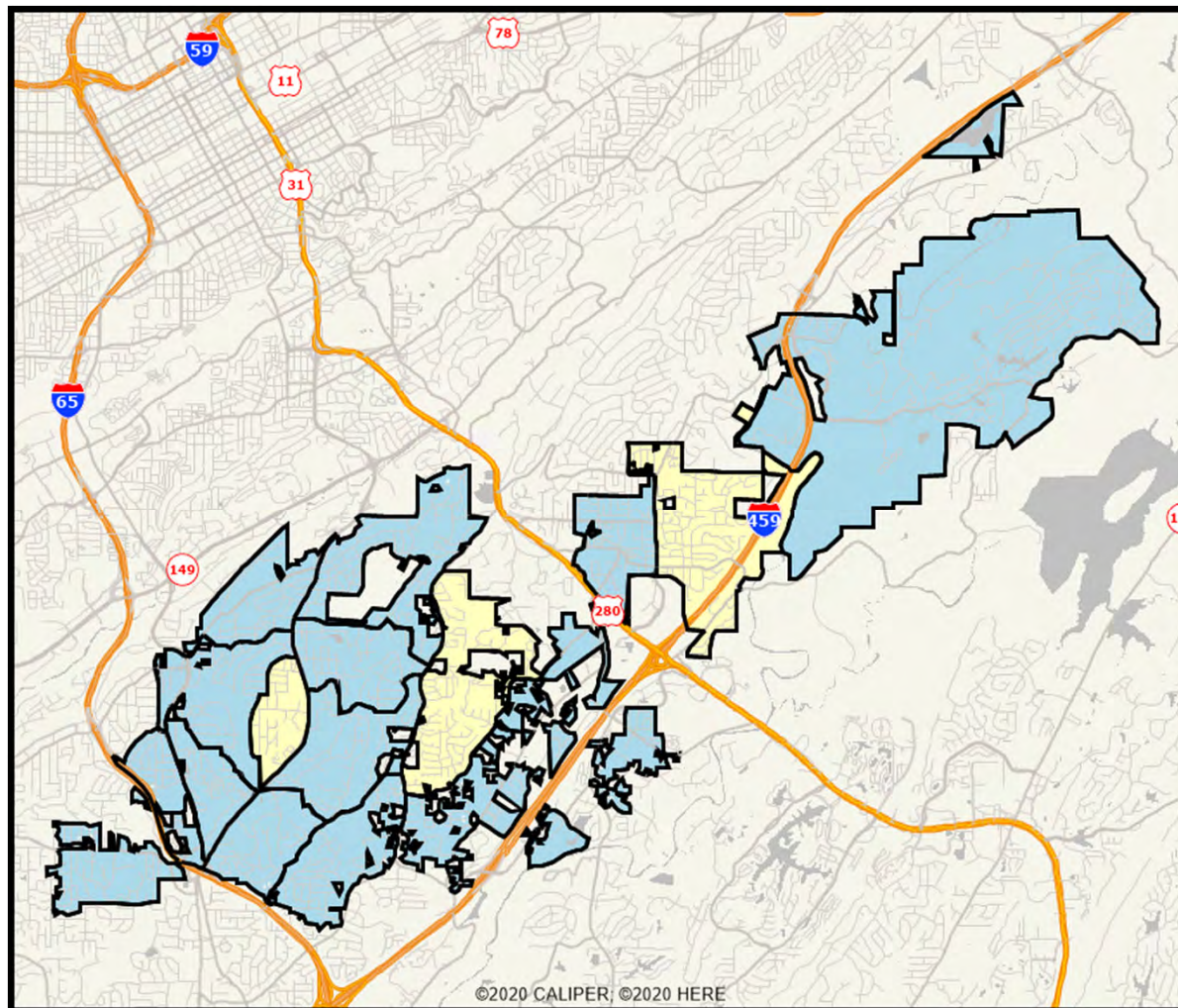
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



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Q1-04. Overall maintenance of City streets and facilities



Legend

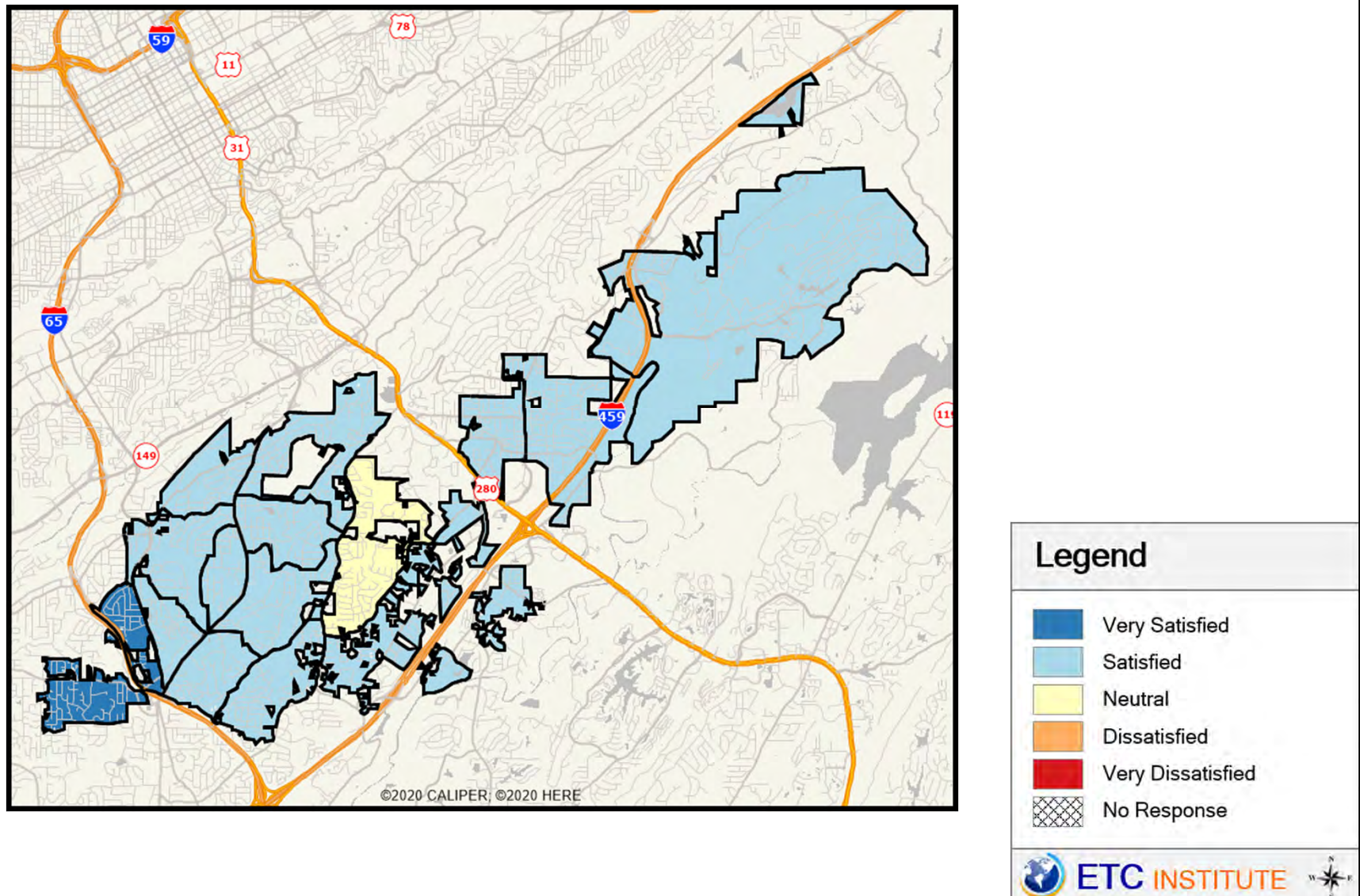
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



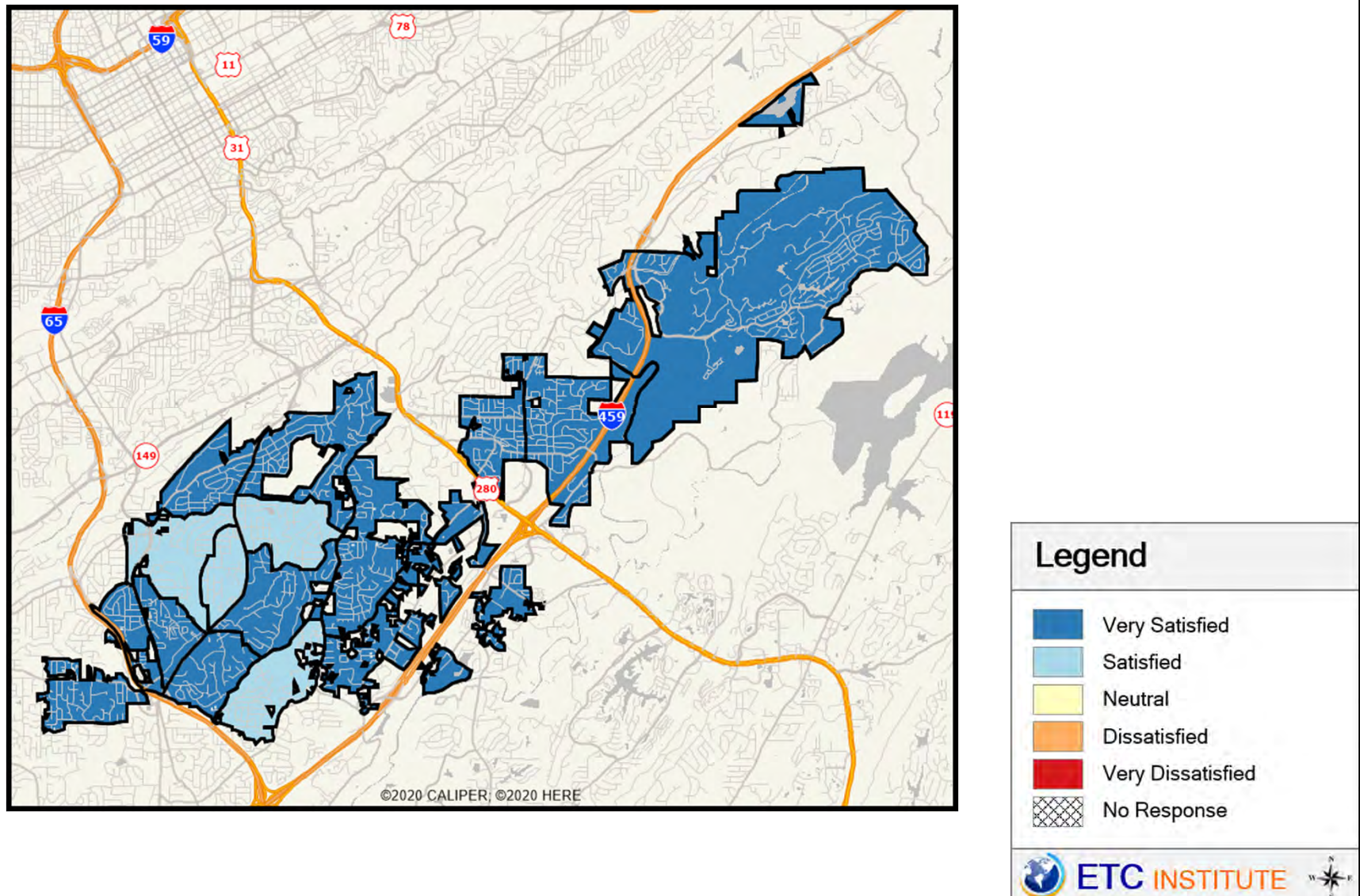
ETC INSTITUTE



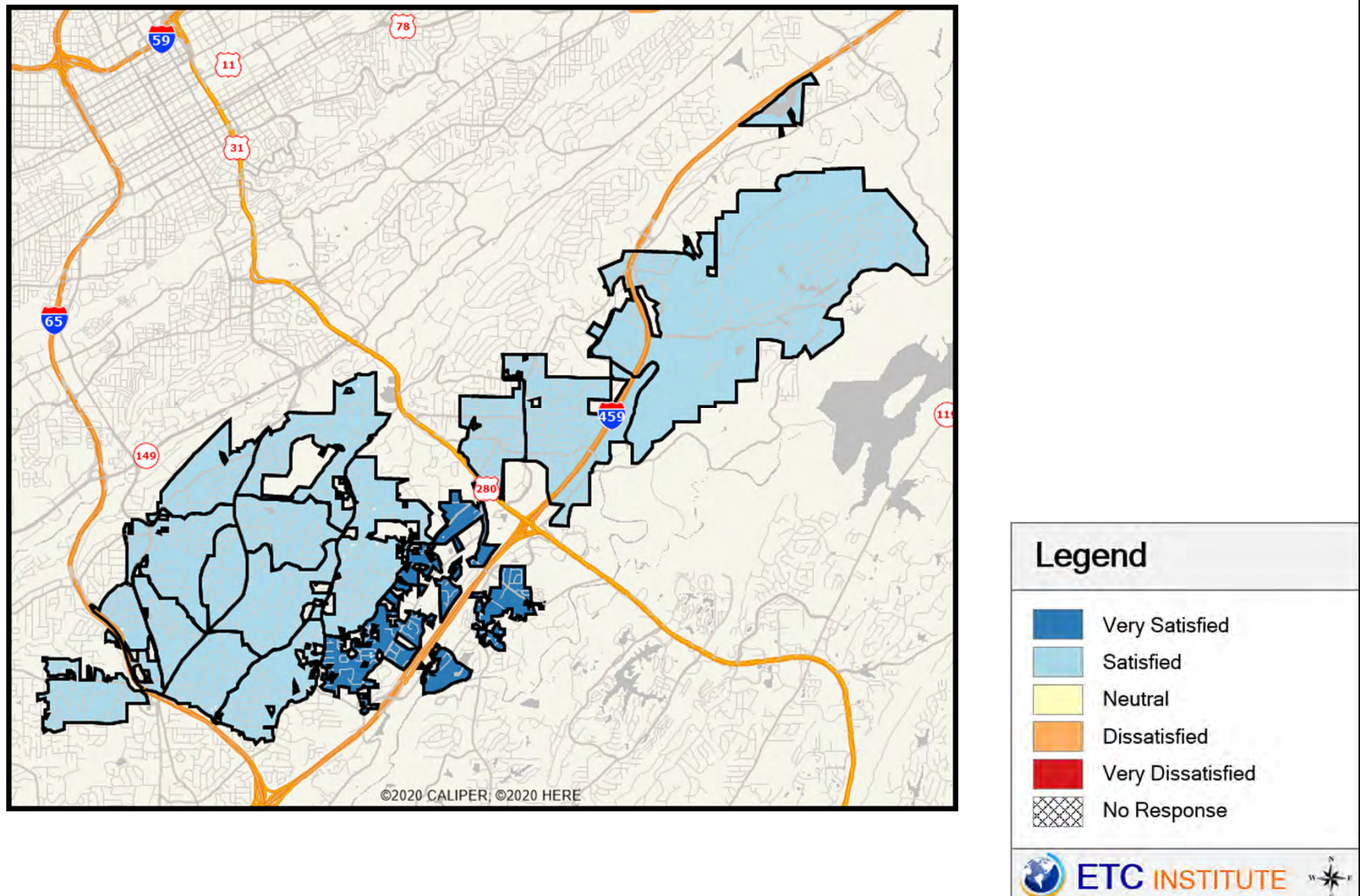
Q1-05. Overall enforcement of City codes and ordinances



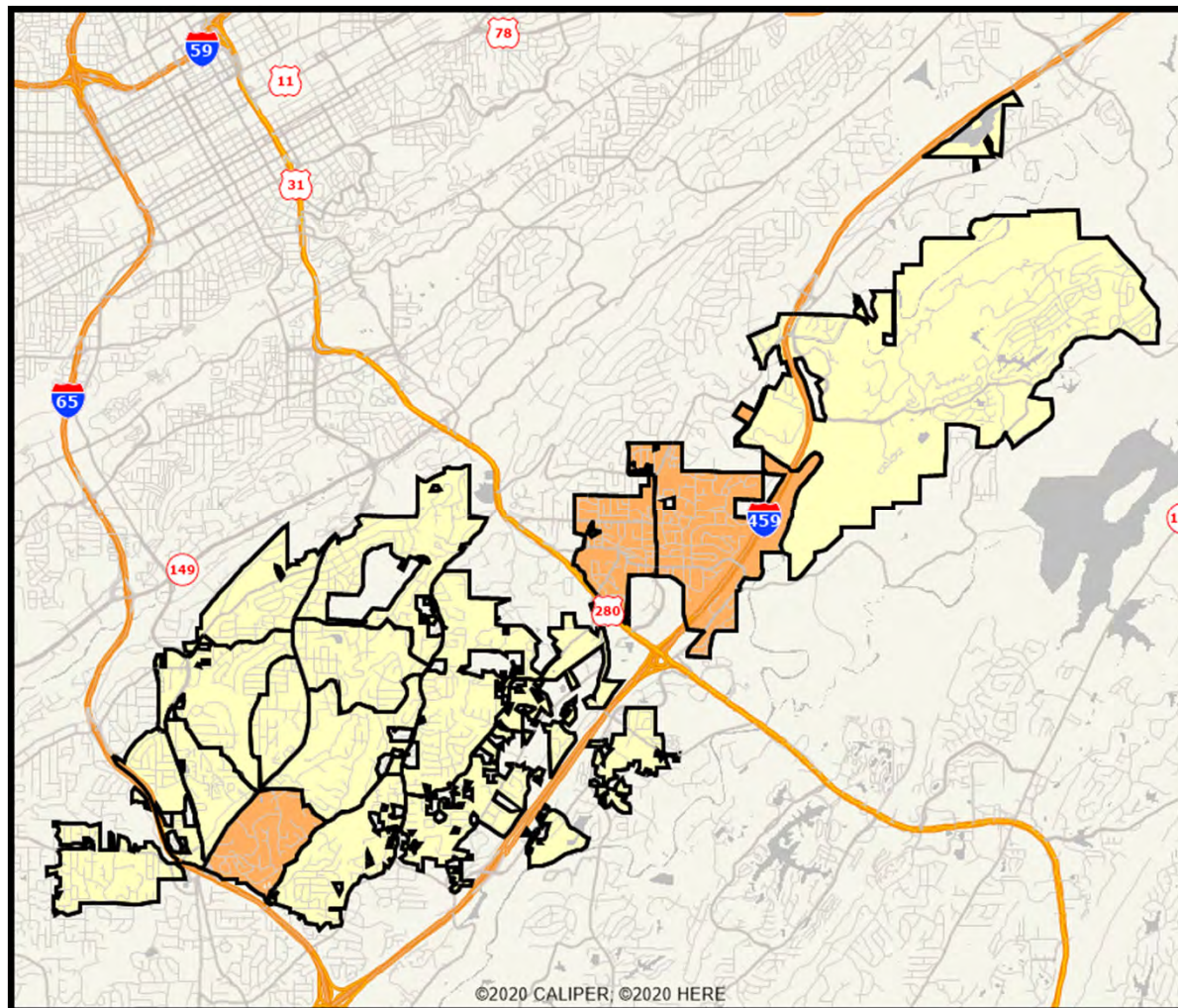
Q1-06. Overall quality of customer service you receive from City employees



Q1-07. Overall effectiveness of City communication with the public



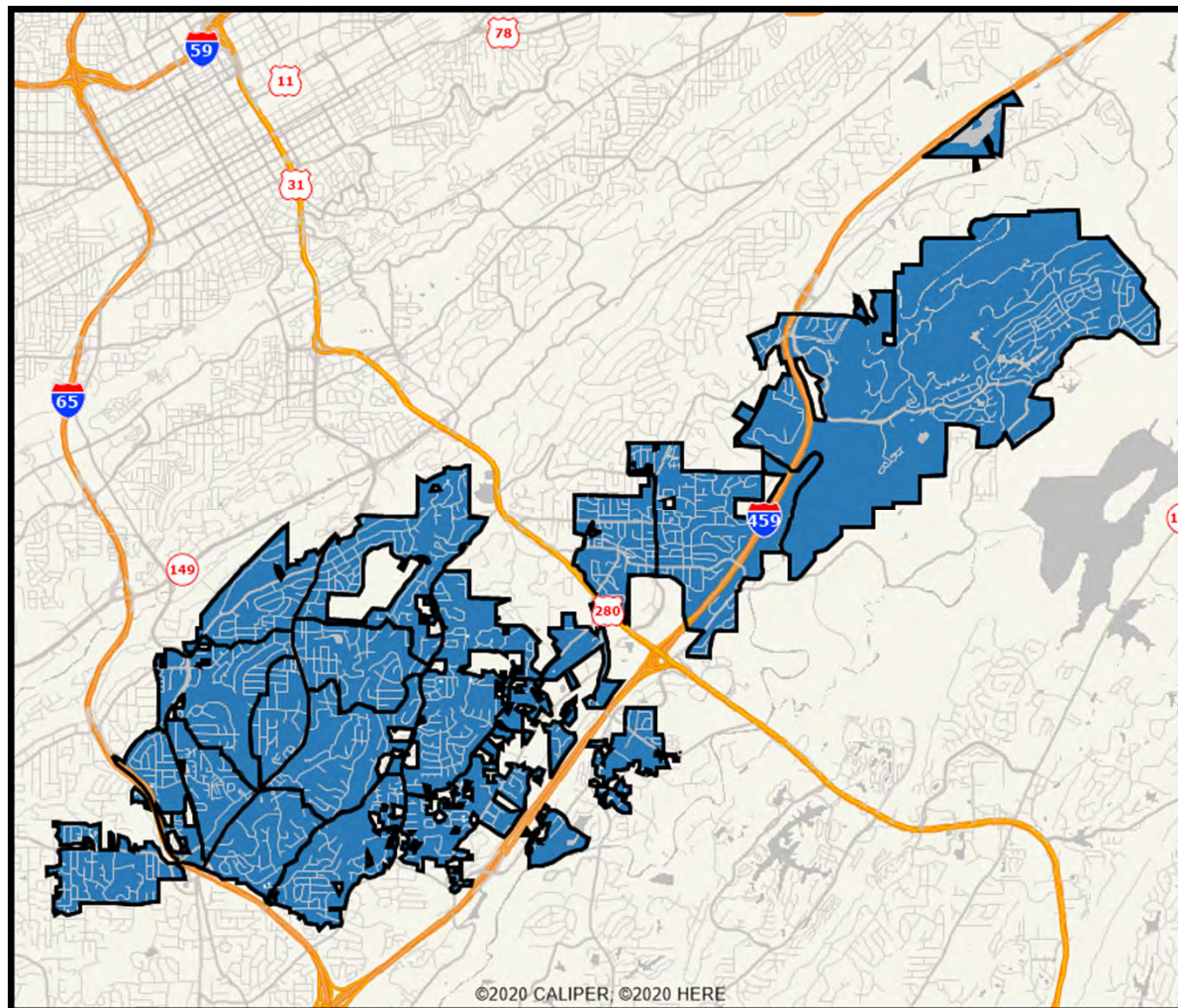
Q1-08. Overall quality of the City's stormwater runoff and stormwater management system



Legend

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

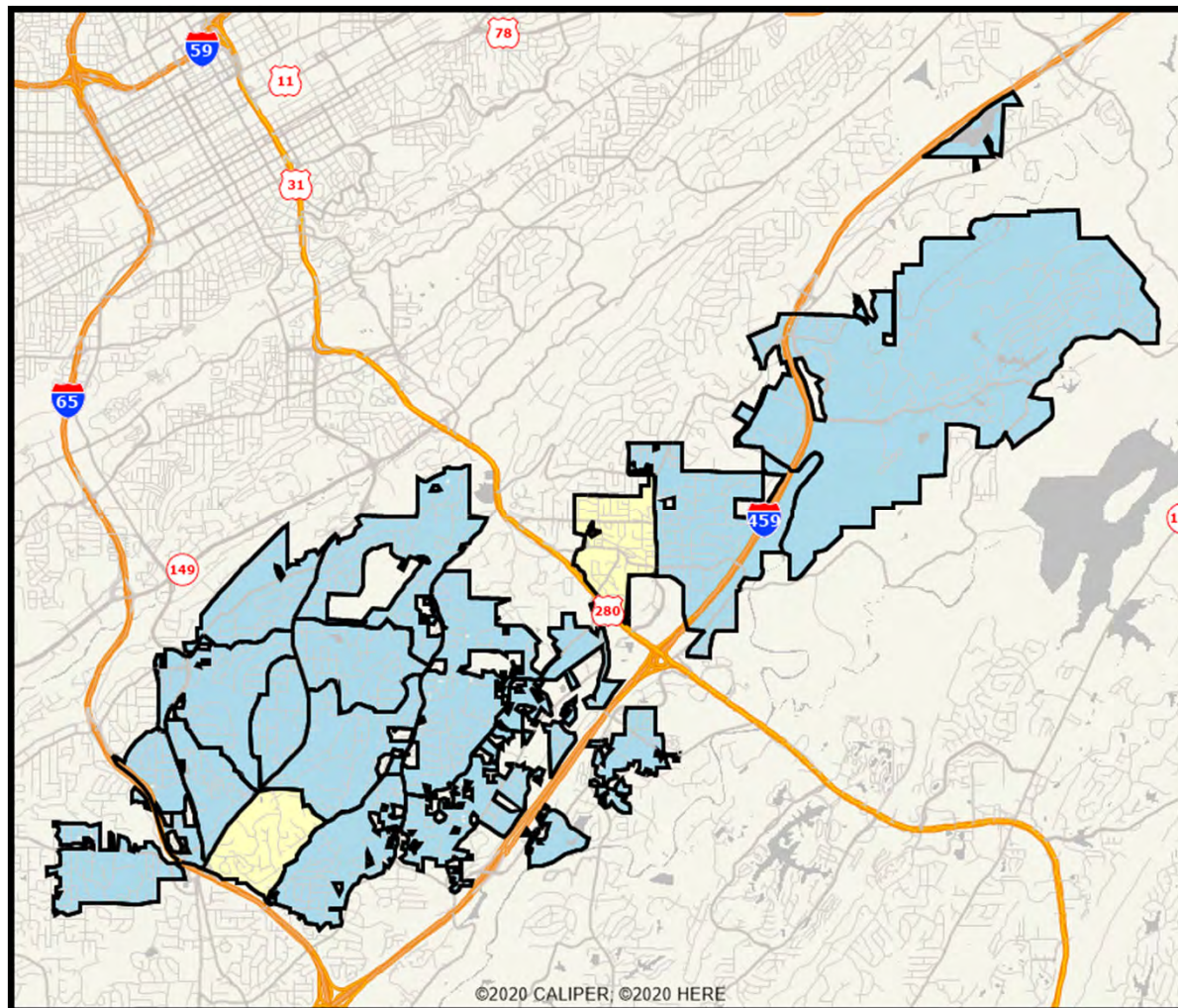
Q1-09. Overall quality of public library facilities and services



Legend

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

Q1-10. Overall flow of traffic and congestion management in the City



Legend

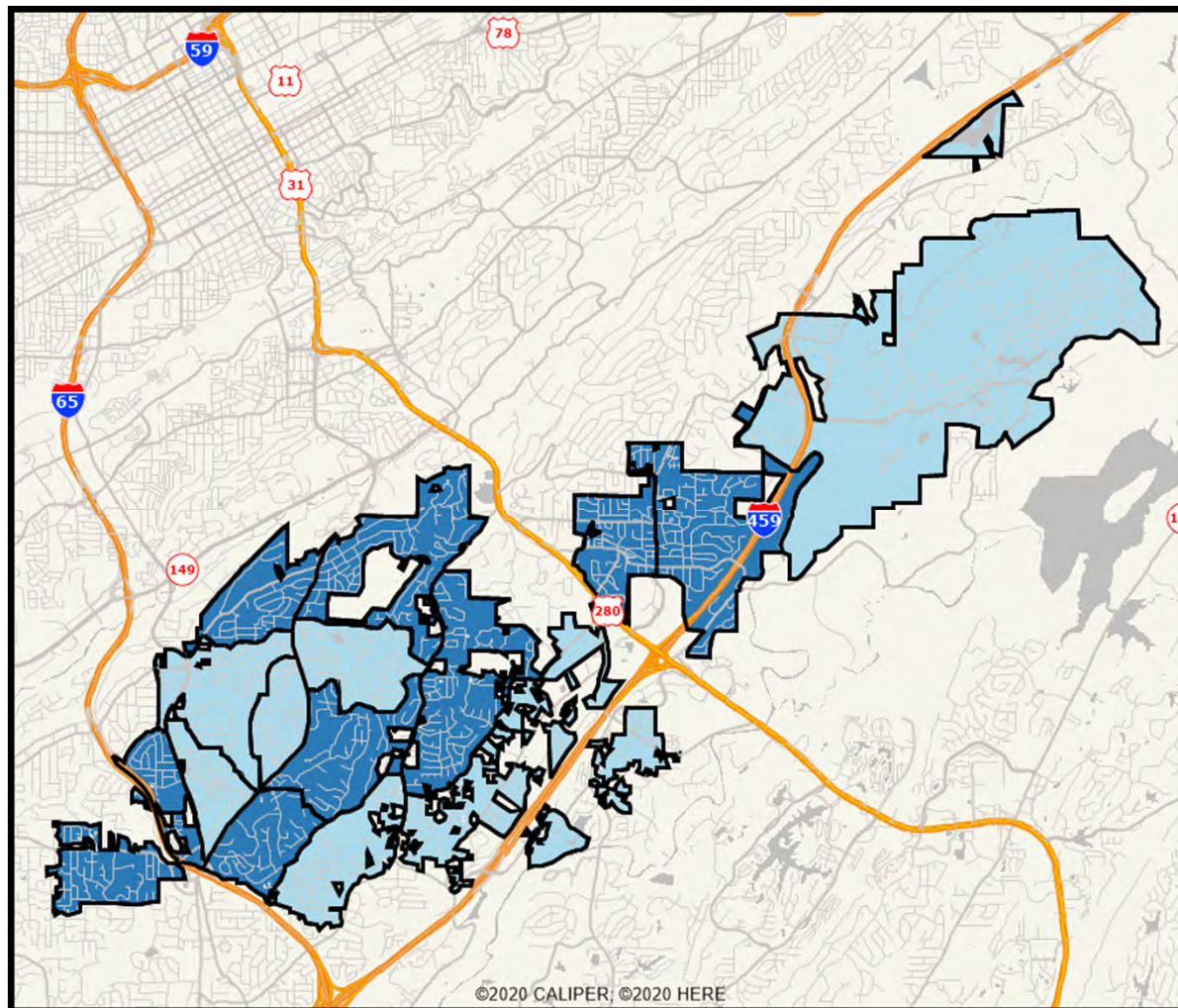
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



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Q3-1. Overall quality of services provided by the City of Vestavia Hills



Legend

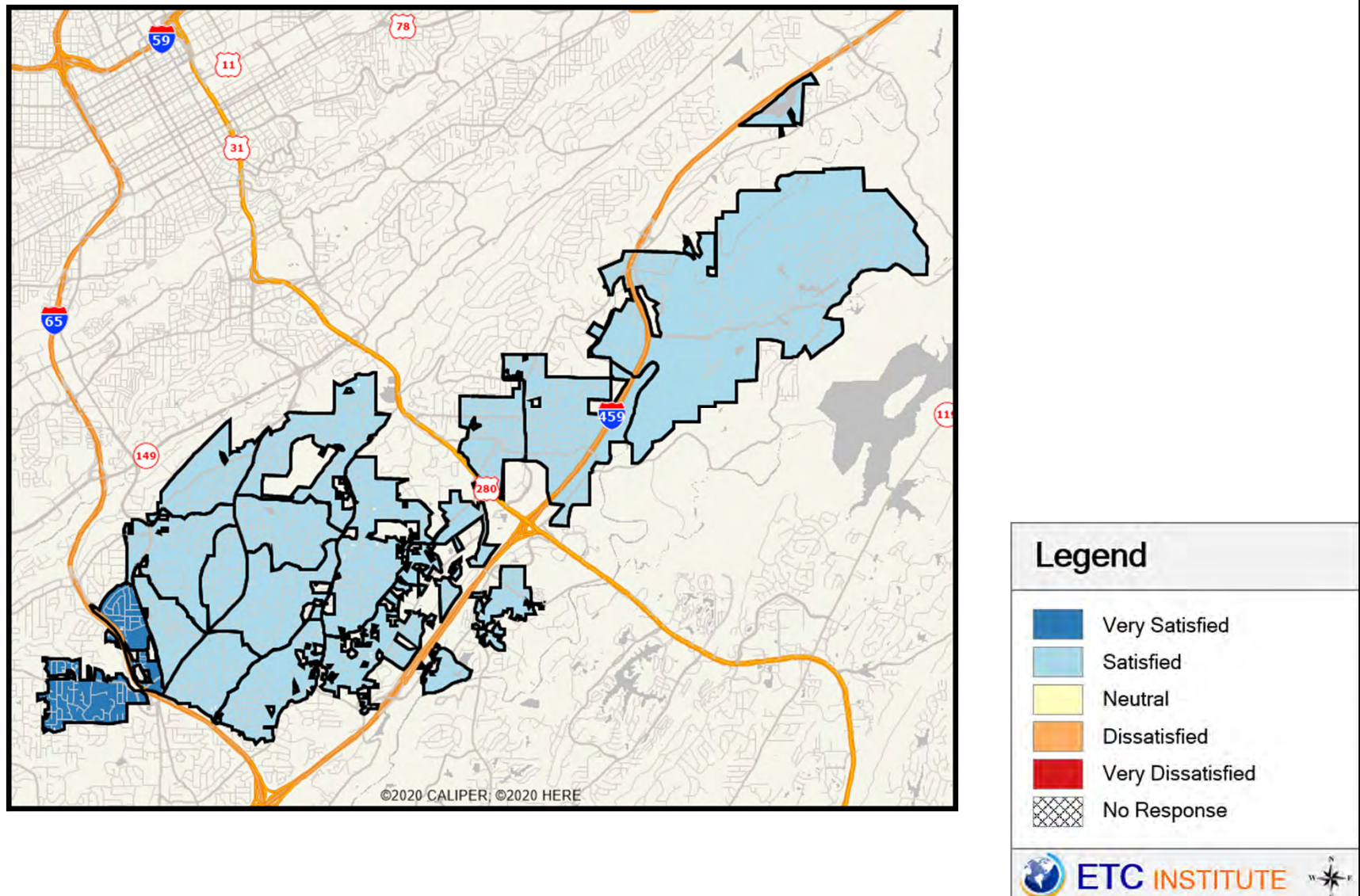
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



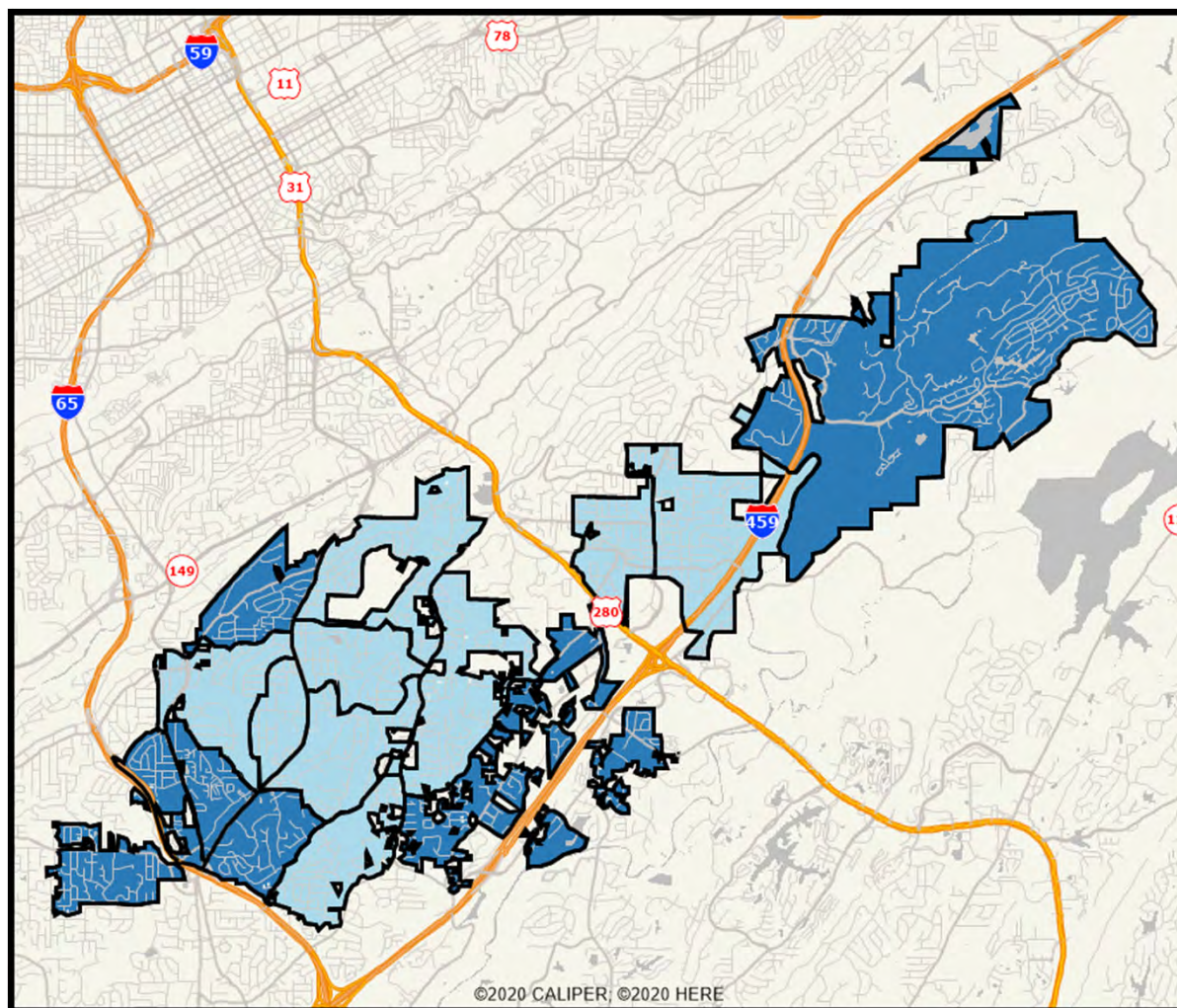
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Q3-2. Overall value that you receive for your City tax dollars and fees



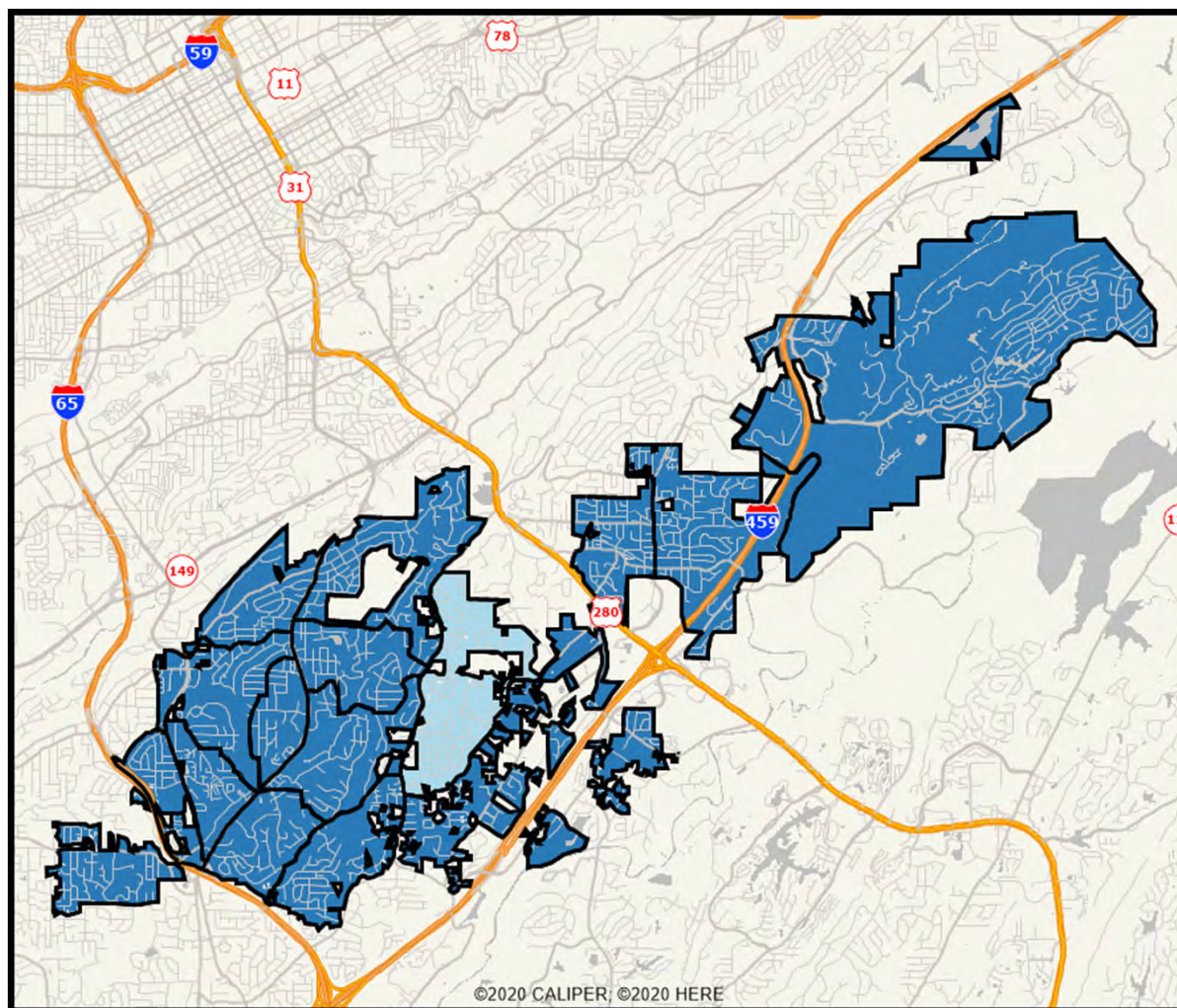
Q3-3. Overall image of the City



Legend

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

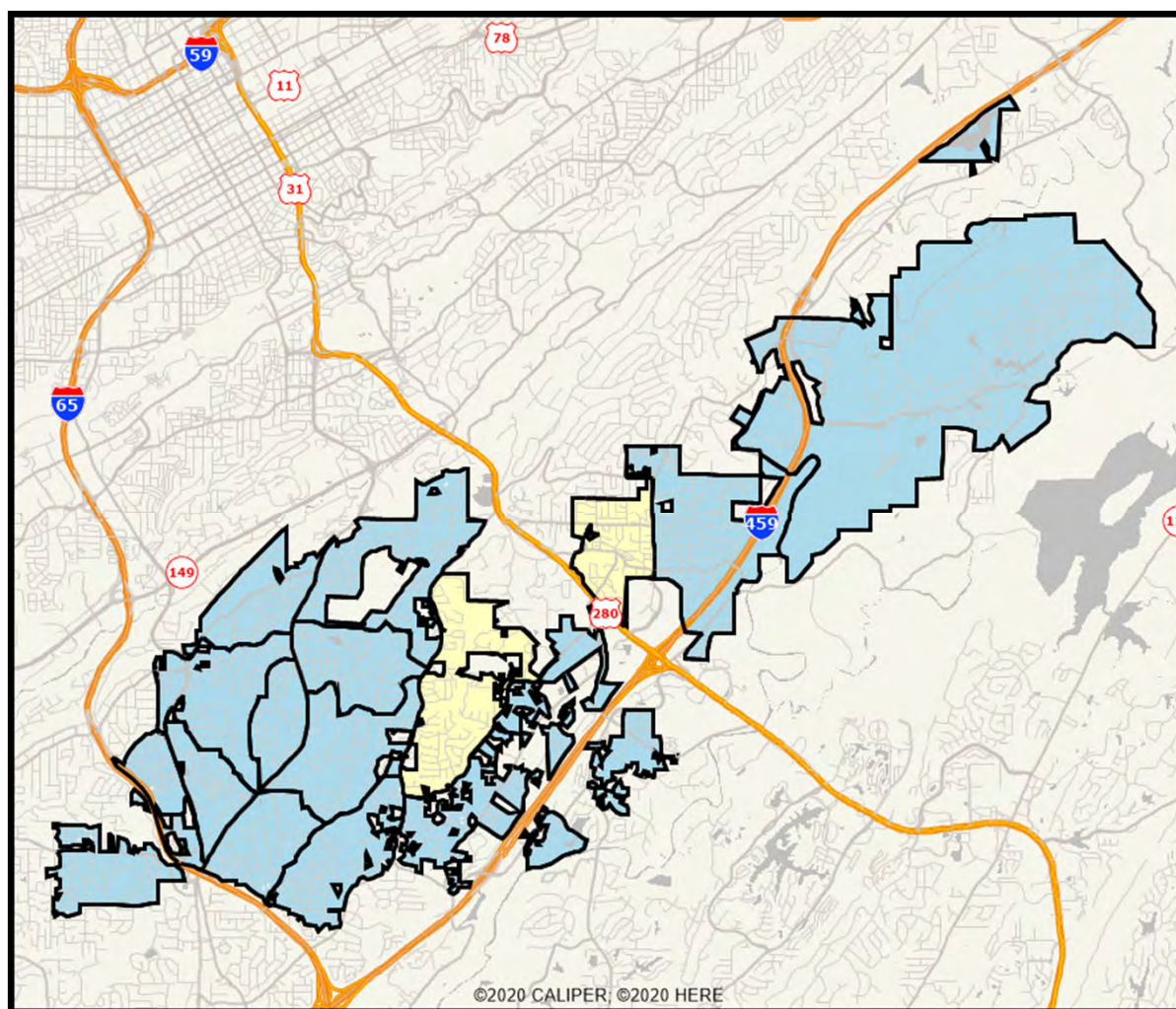
Q3-4. Overall quality of life in the City



Legend

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

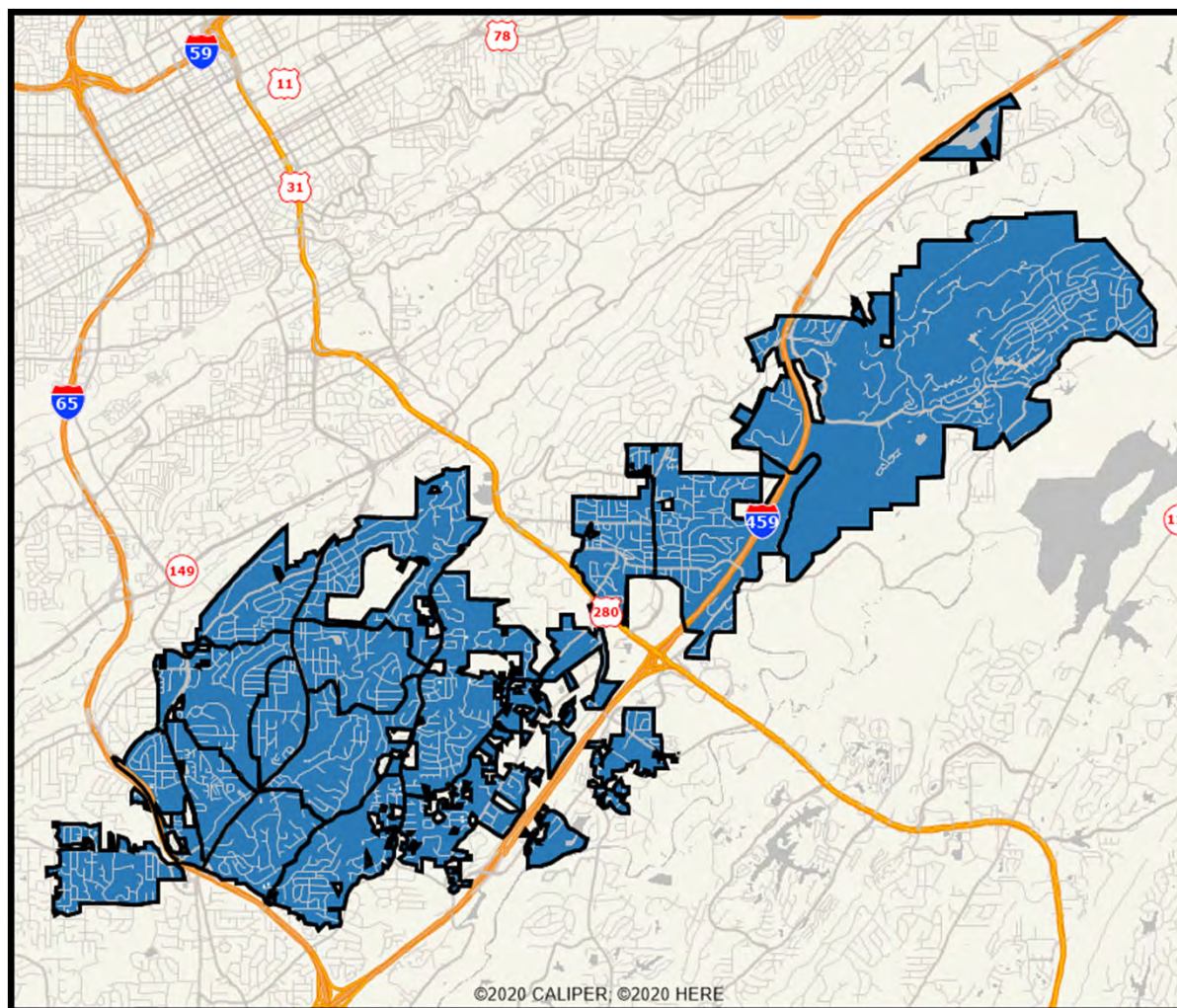
Q3-5. Overall appearance of the City



Legend

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

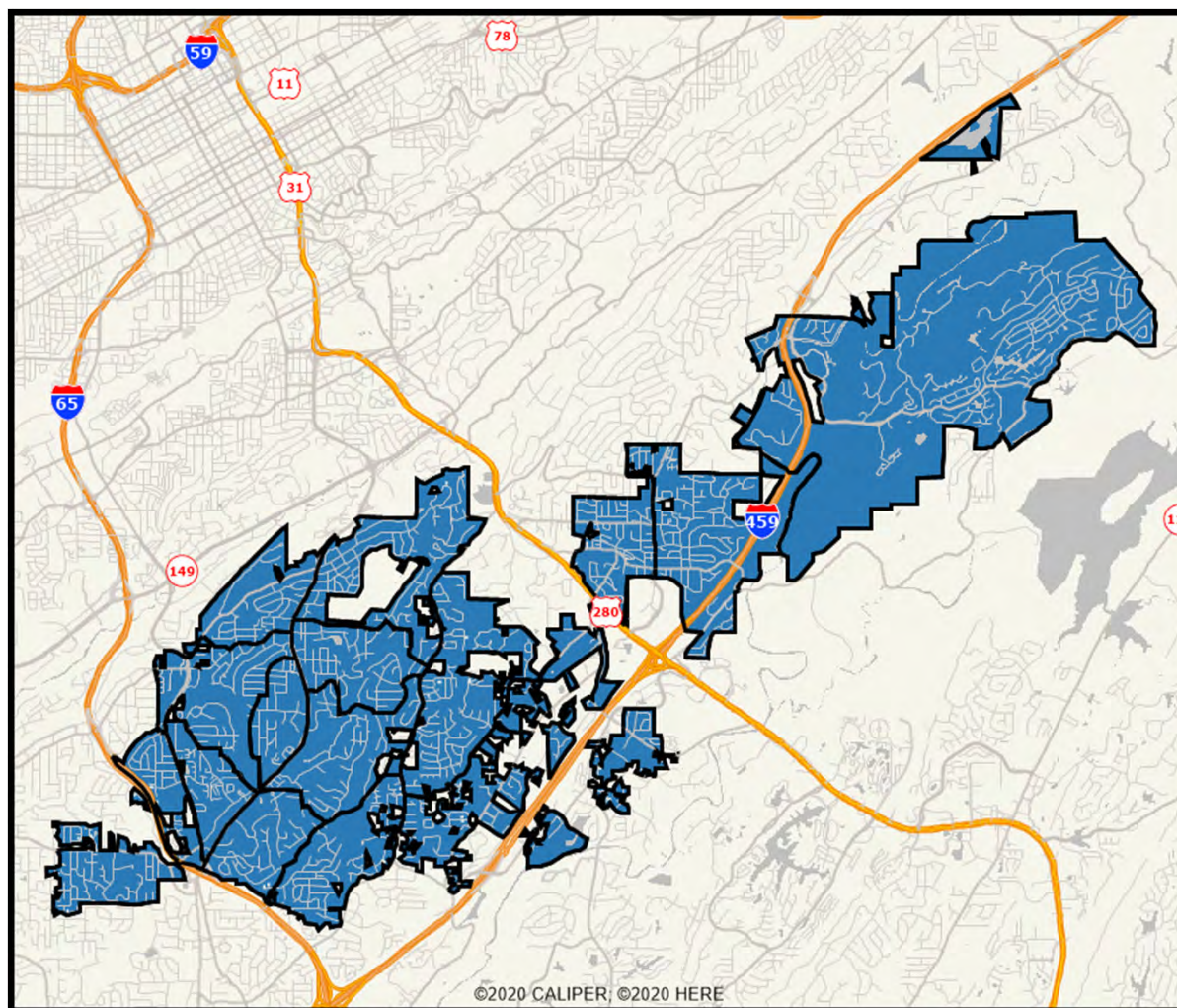
Q4-1. As a place to live



Rating



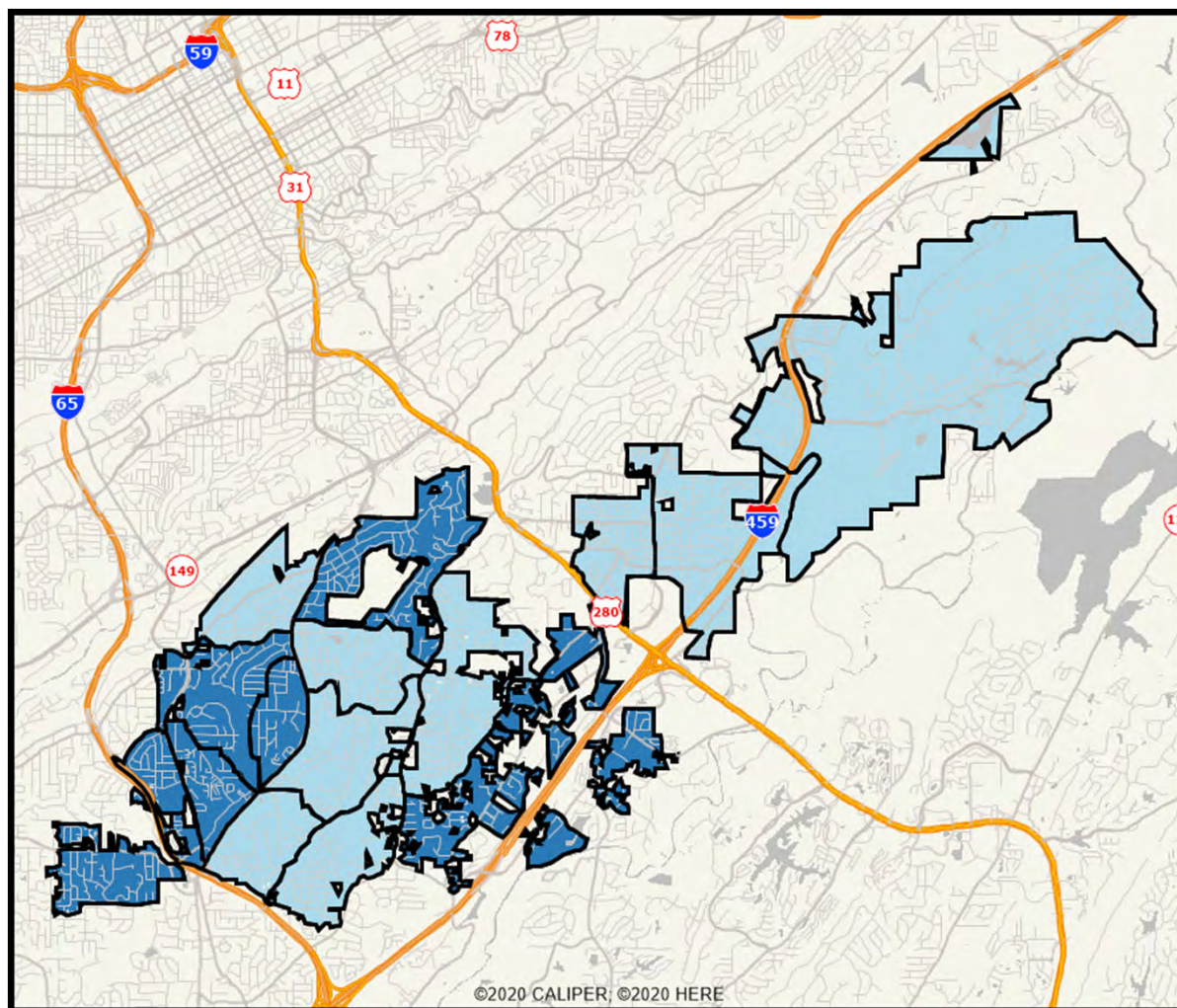
Q4-2. As a place to raise children



Rating

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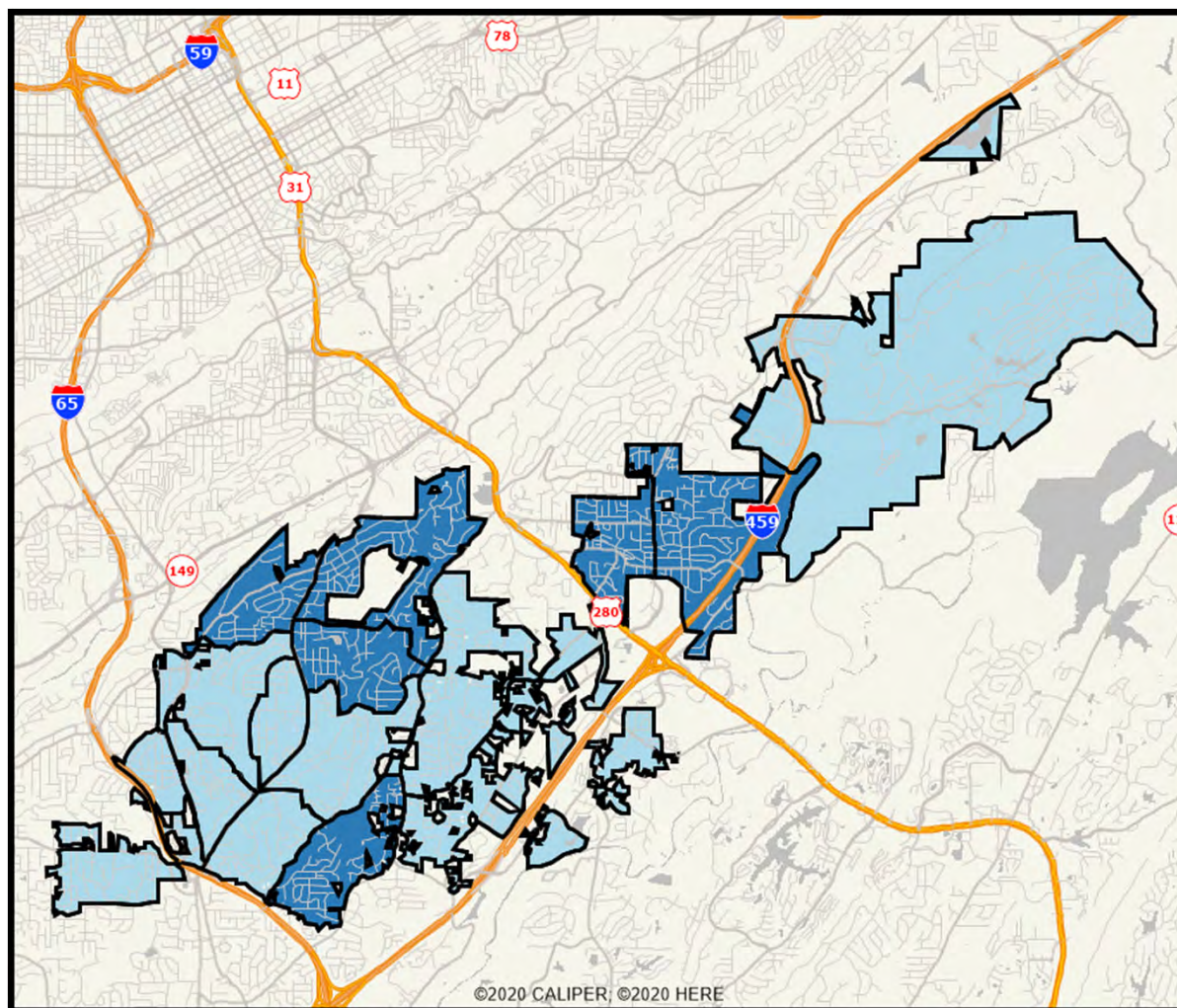
Q4-3. As a place to work



Rating

**ETC INSTITUTE**

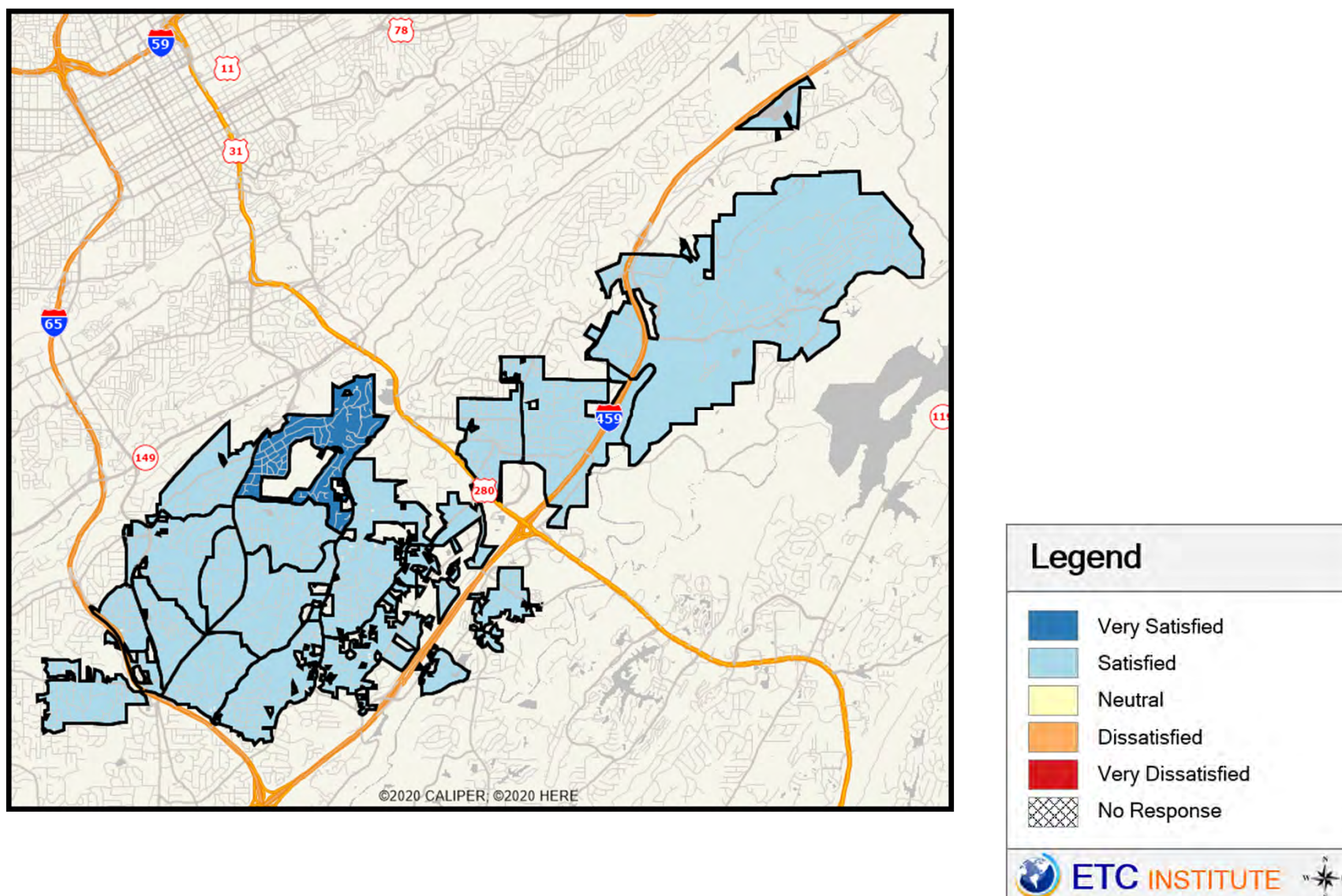
Q5-1. Residential trash collection services



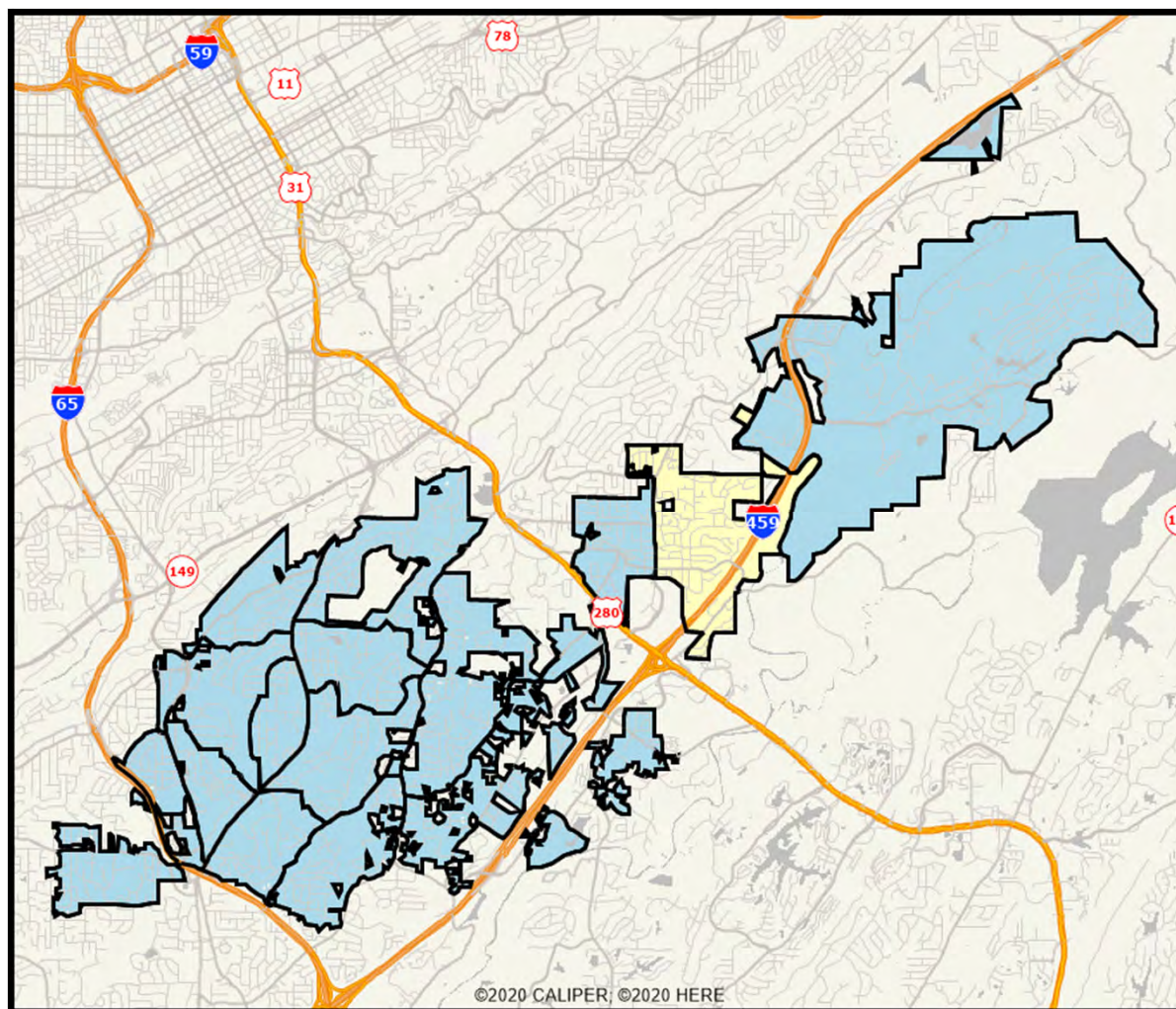
Legend

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

Q5-2. Brush and bulky removal services



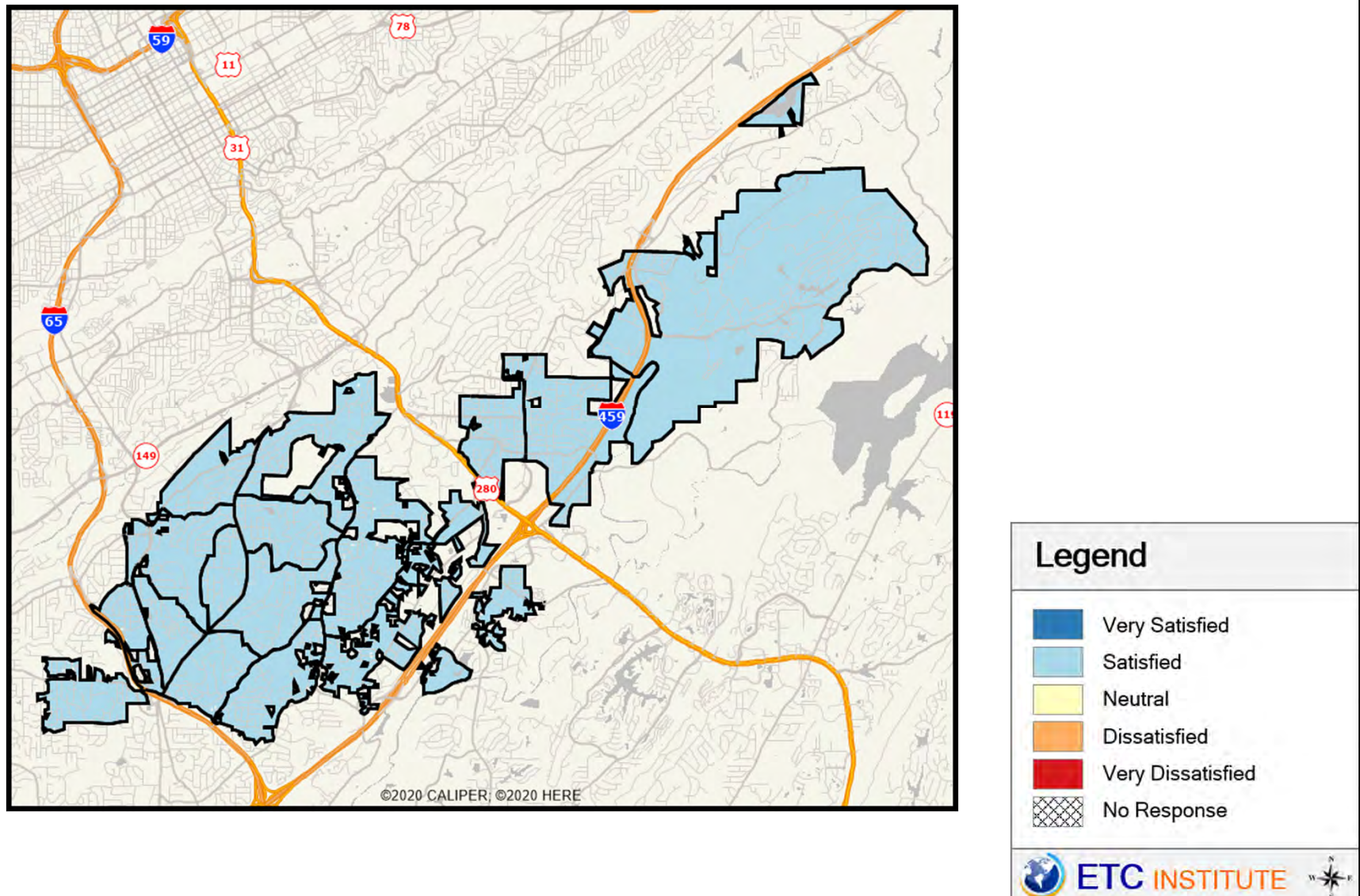
Q5-3. New "Mixed Stream" recycling services



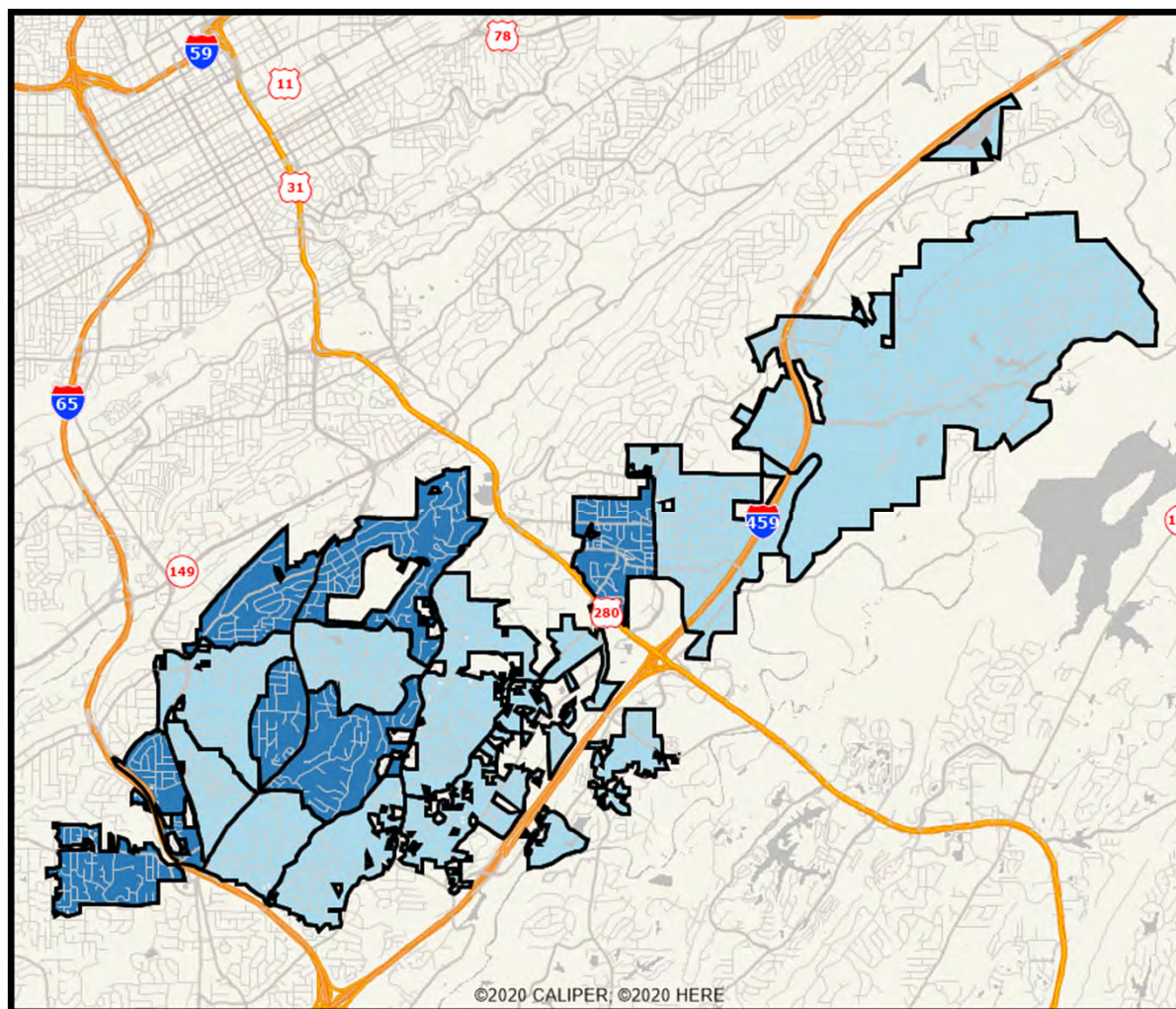
Legend

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

Q5-4. Litter control along major streets



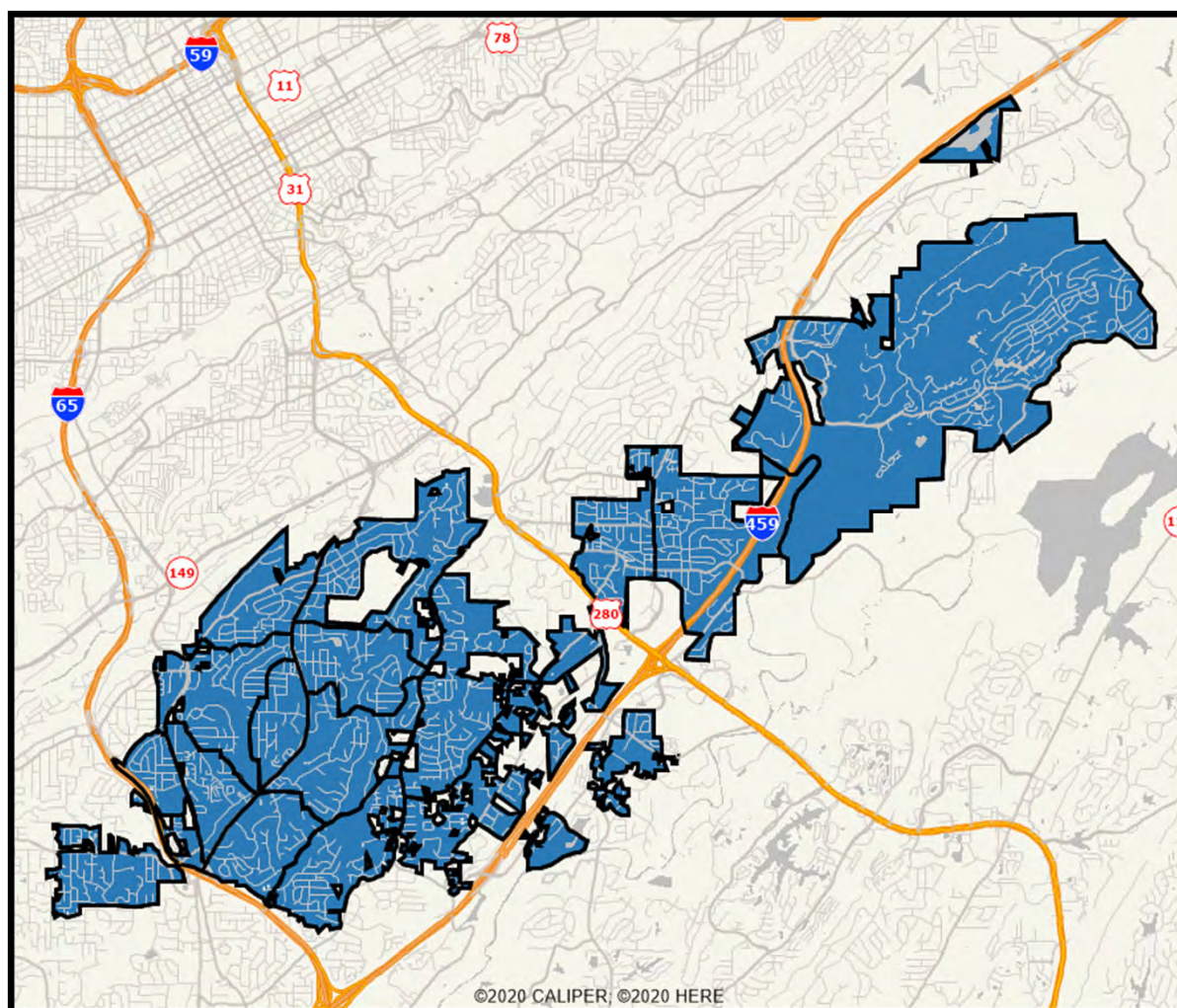
Q5-5. Route schedule



Legend

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

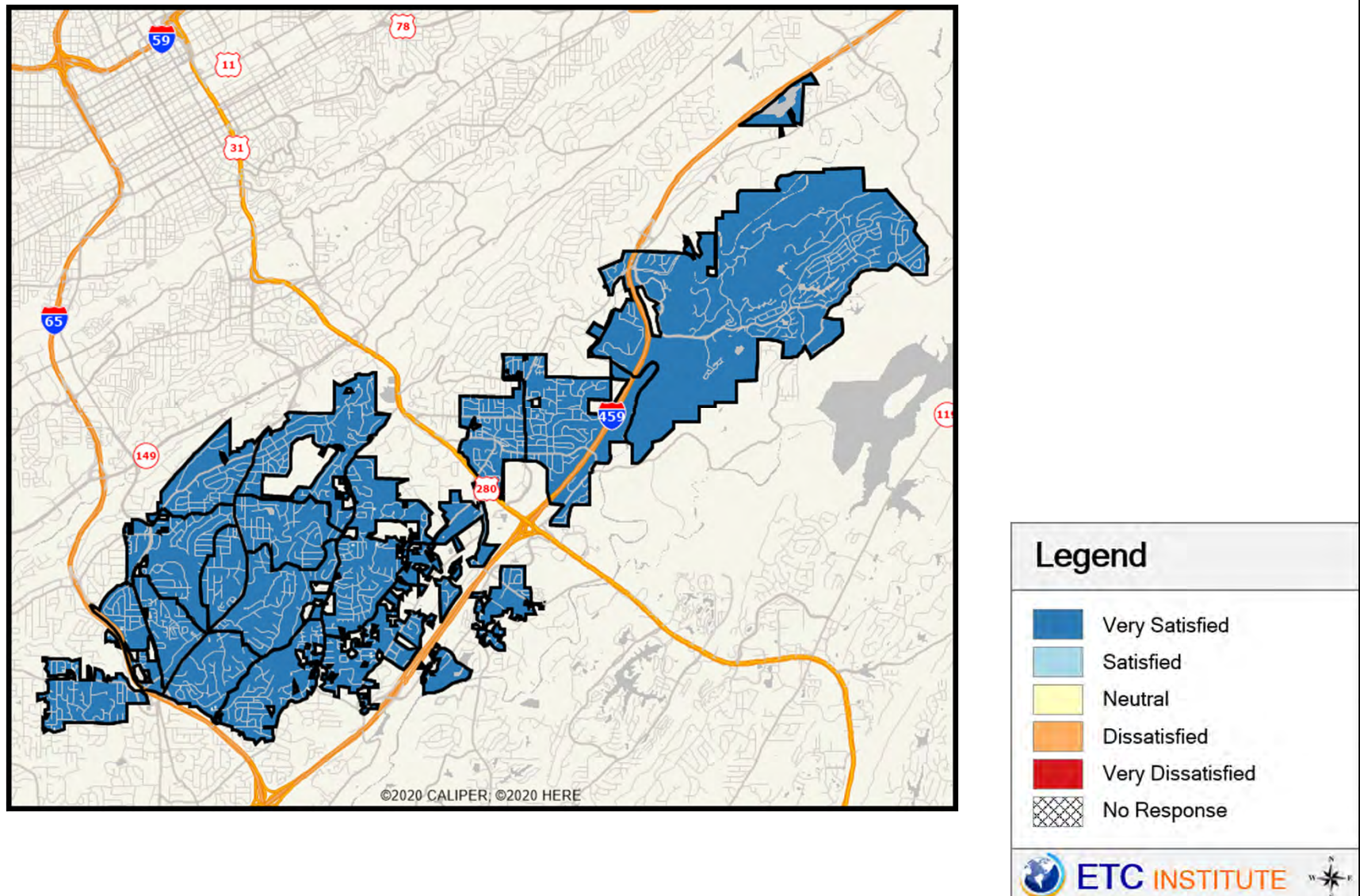
Q6-1. Overall quality of local police protection



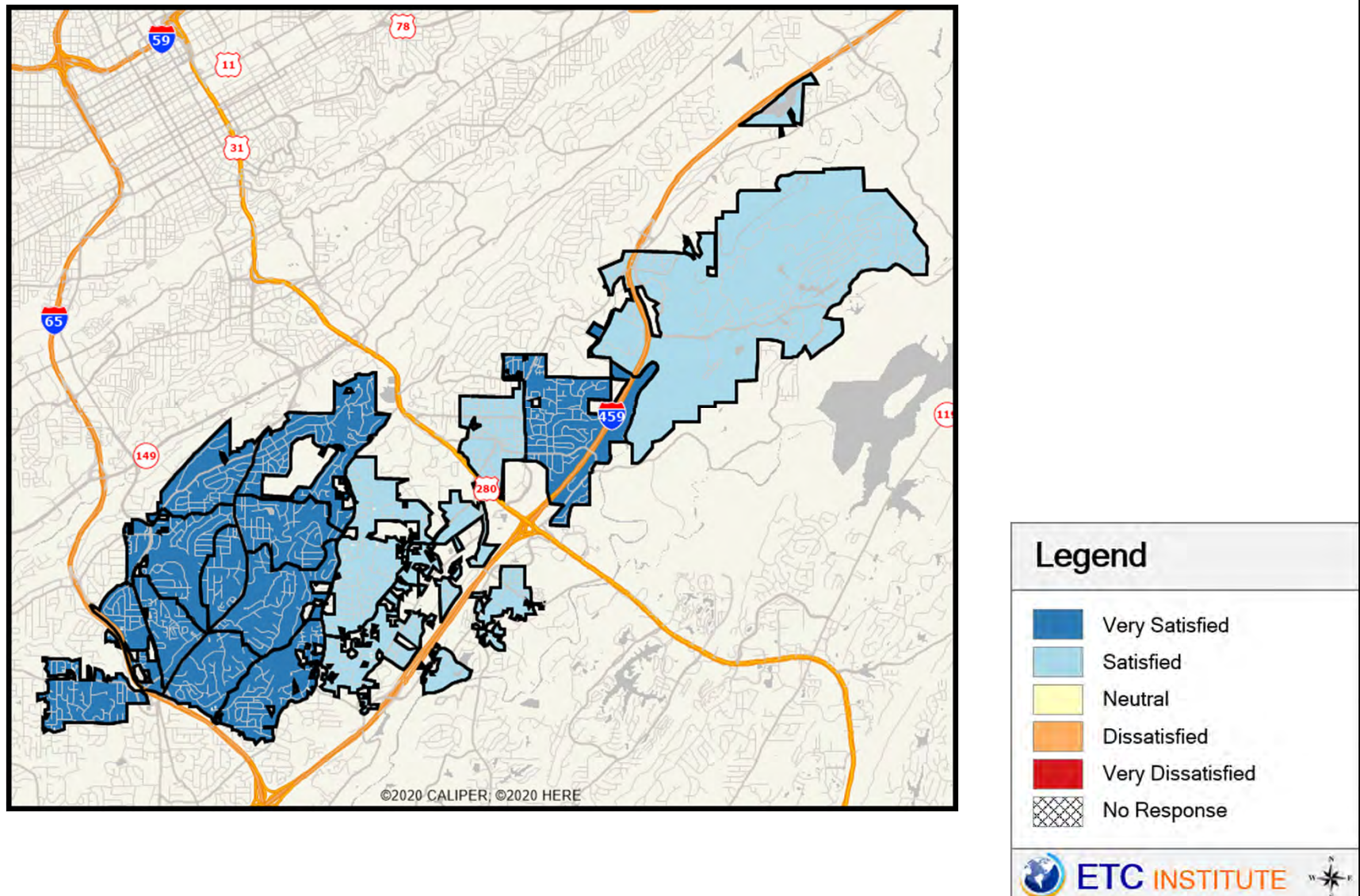
Legend

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

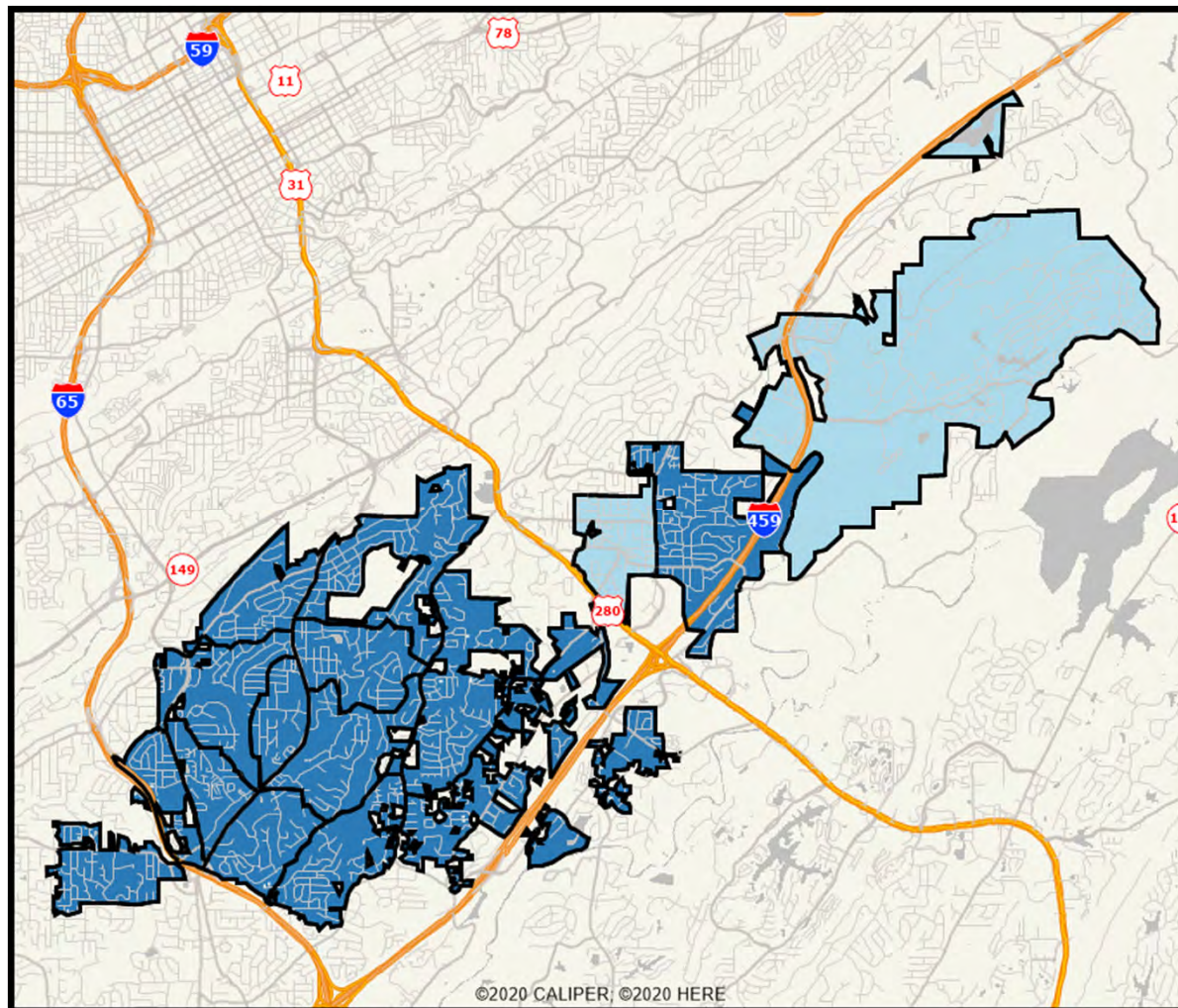
Q6-2. Overall credibility of the police department



Q6-3. The overall visibility of police



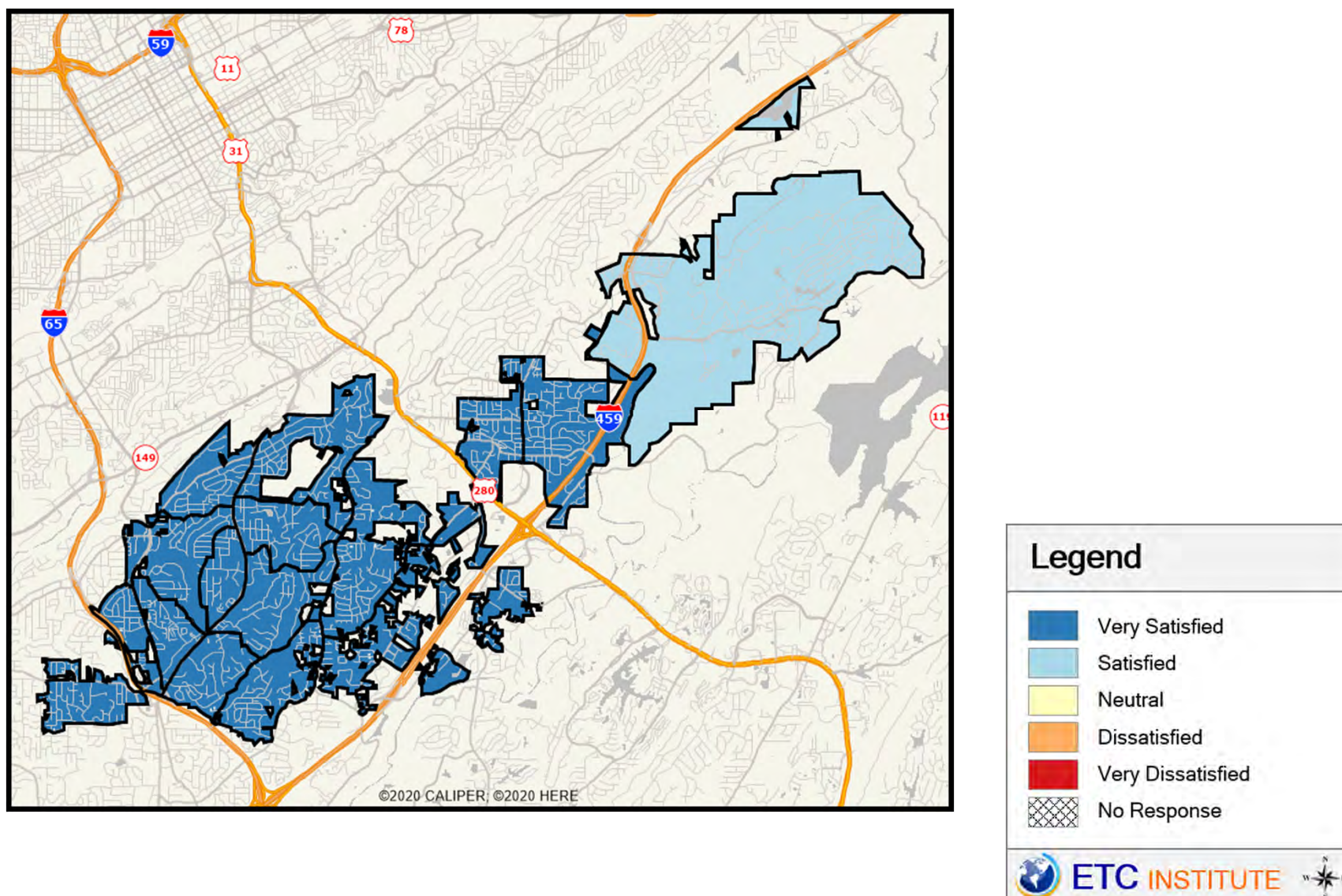
Q6-4. The City's efforts to prevent crime



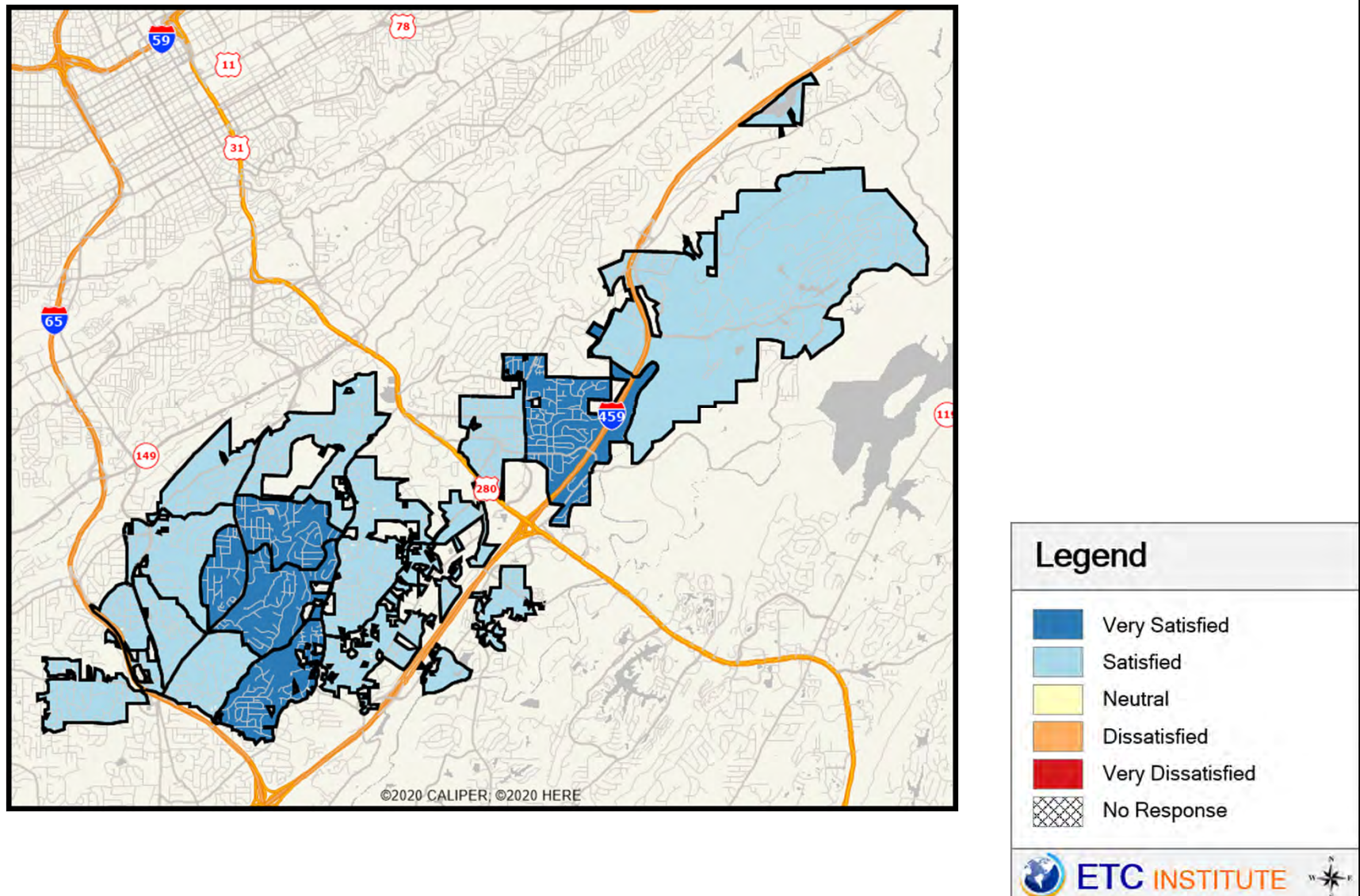
Legend

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

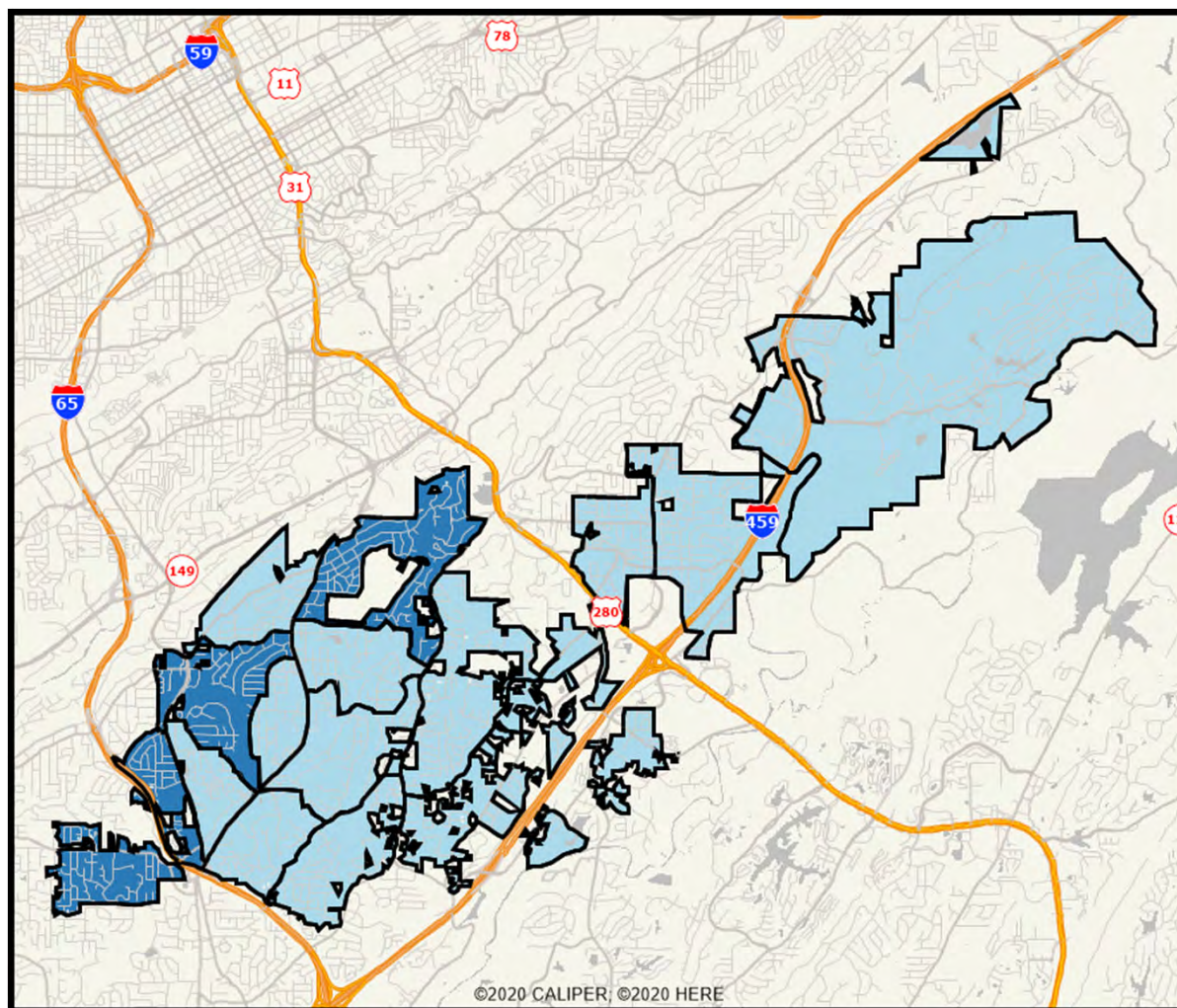
Q6-5. How quickly police respond to emergencies



Q6-6. Community oriented policing programs



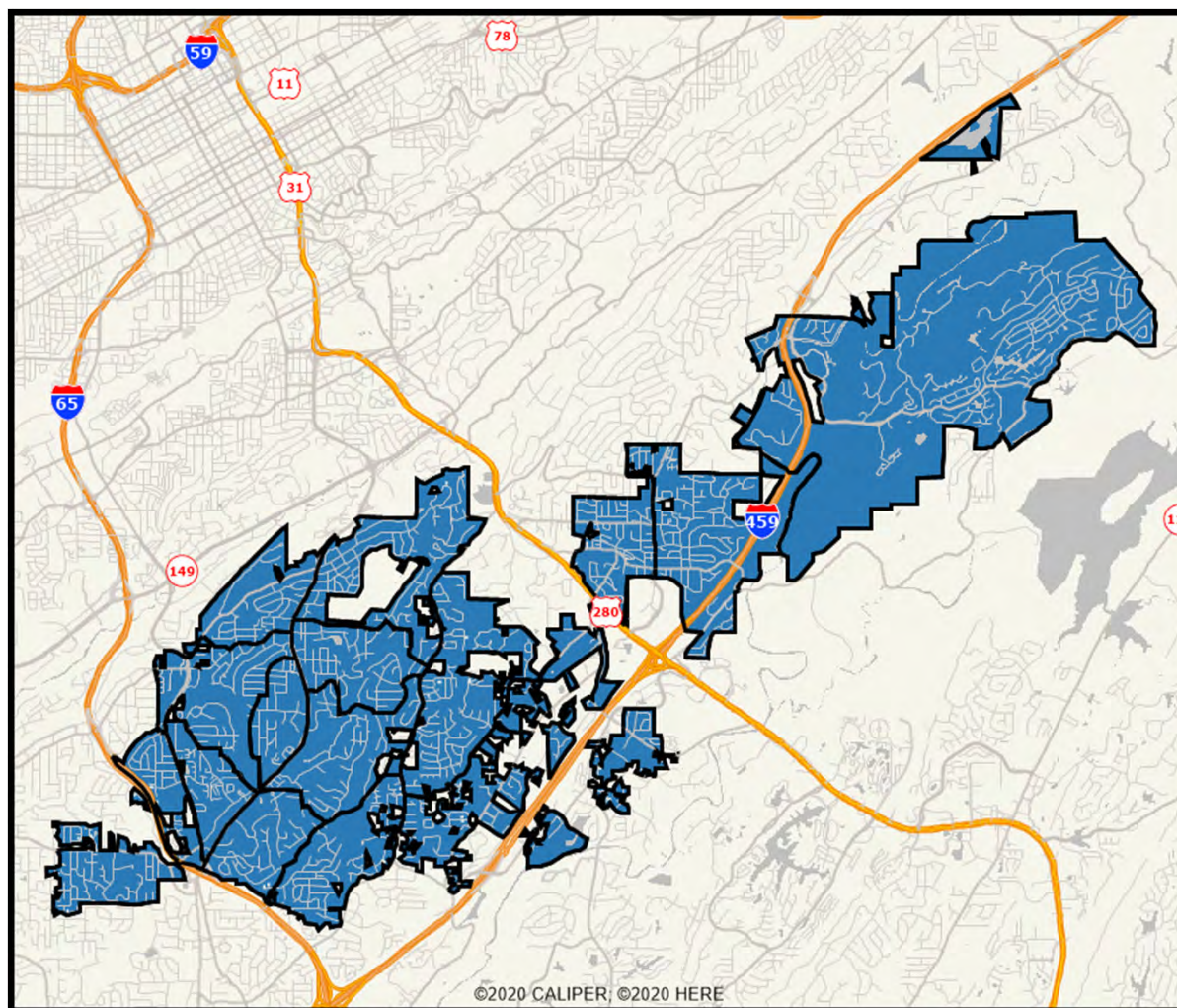
Q6-7. Quality of animal control



Legend

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

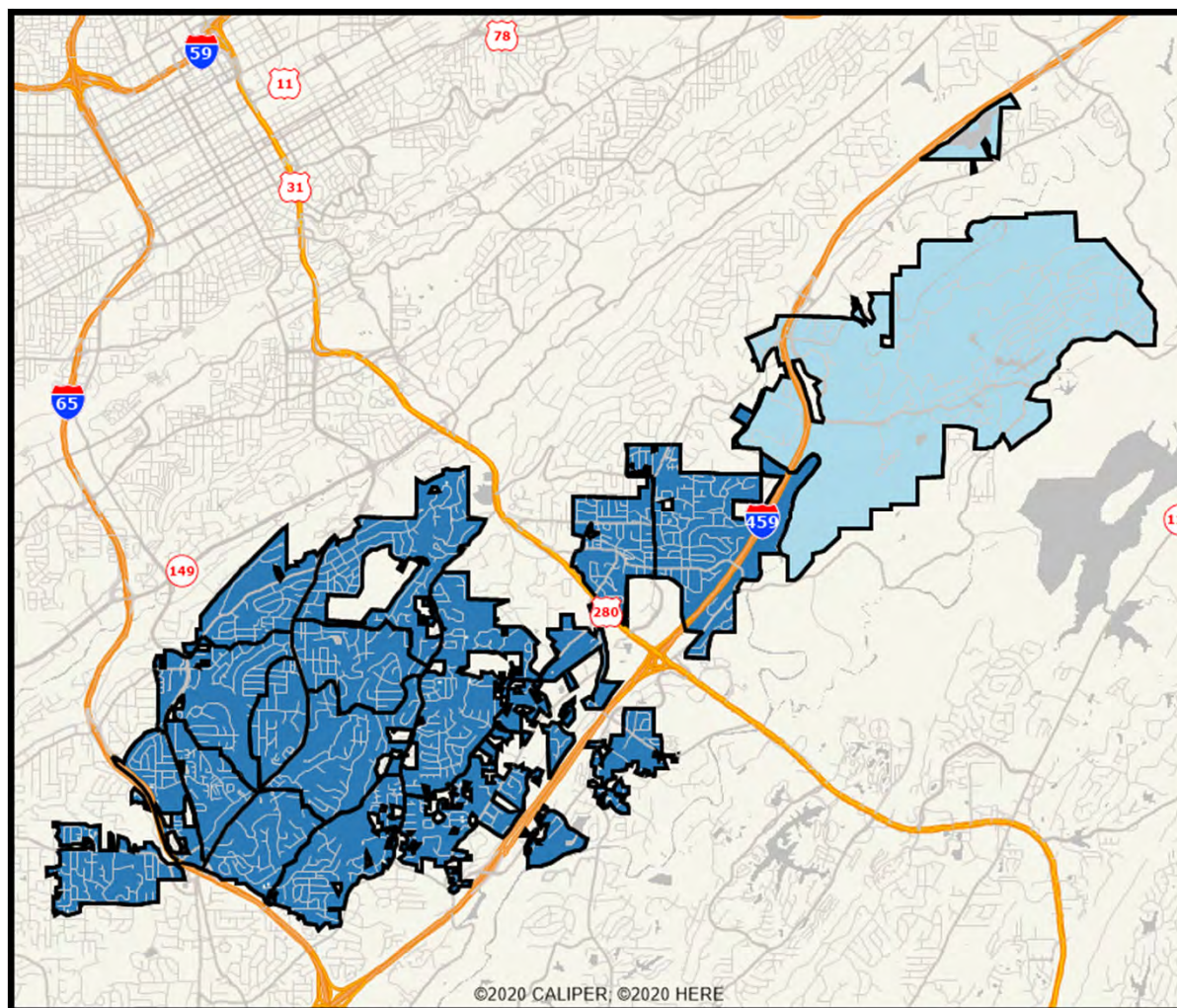
Q6-8. Overall quality of local fire protection



Legend

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

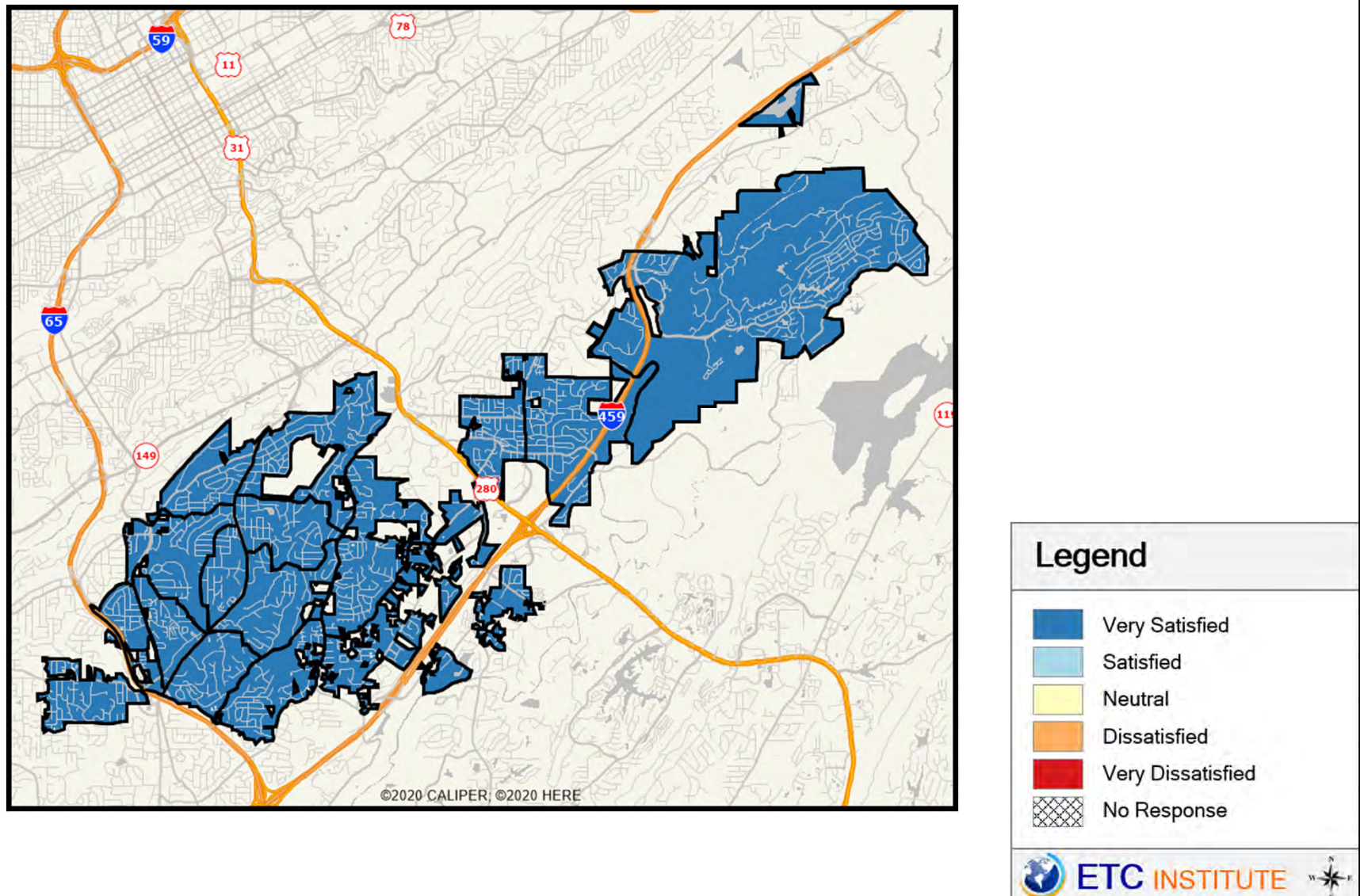
Q6-9. Quality of local ambulance service



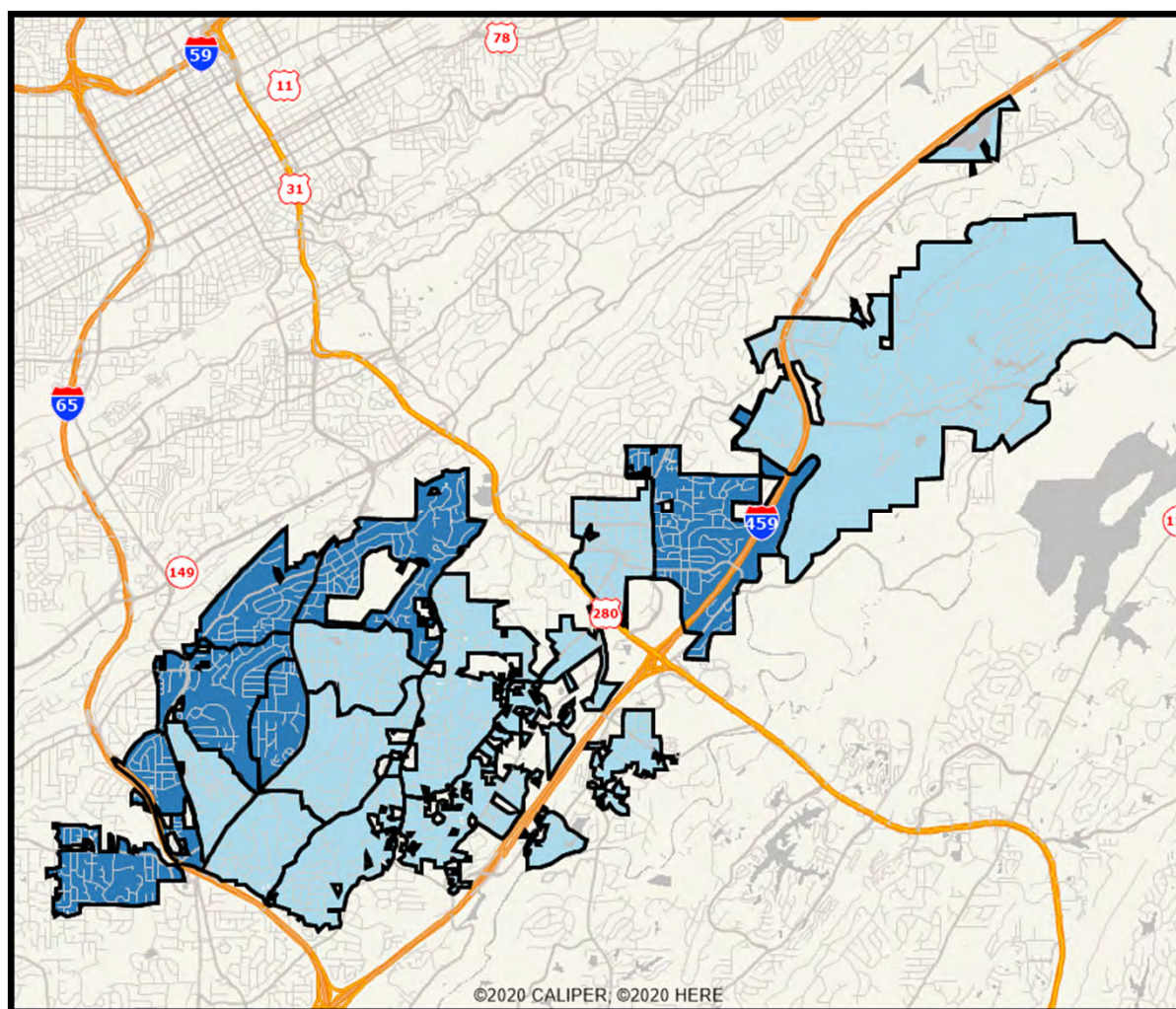
Legend

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

Q6-10. How quickly fire department and emergency services personnel respond to emergencies



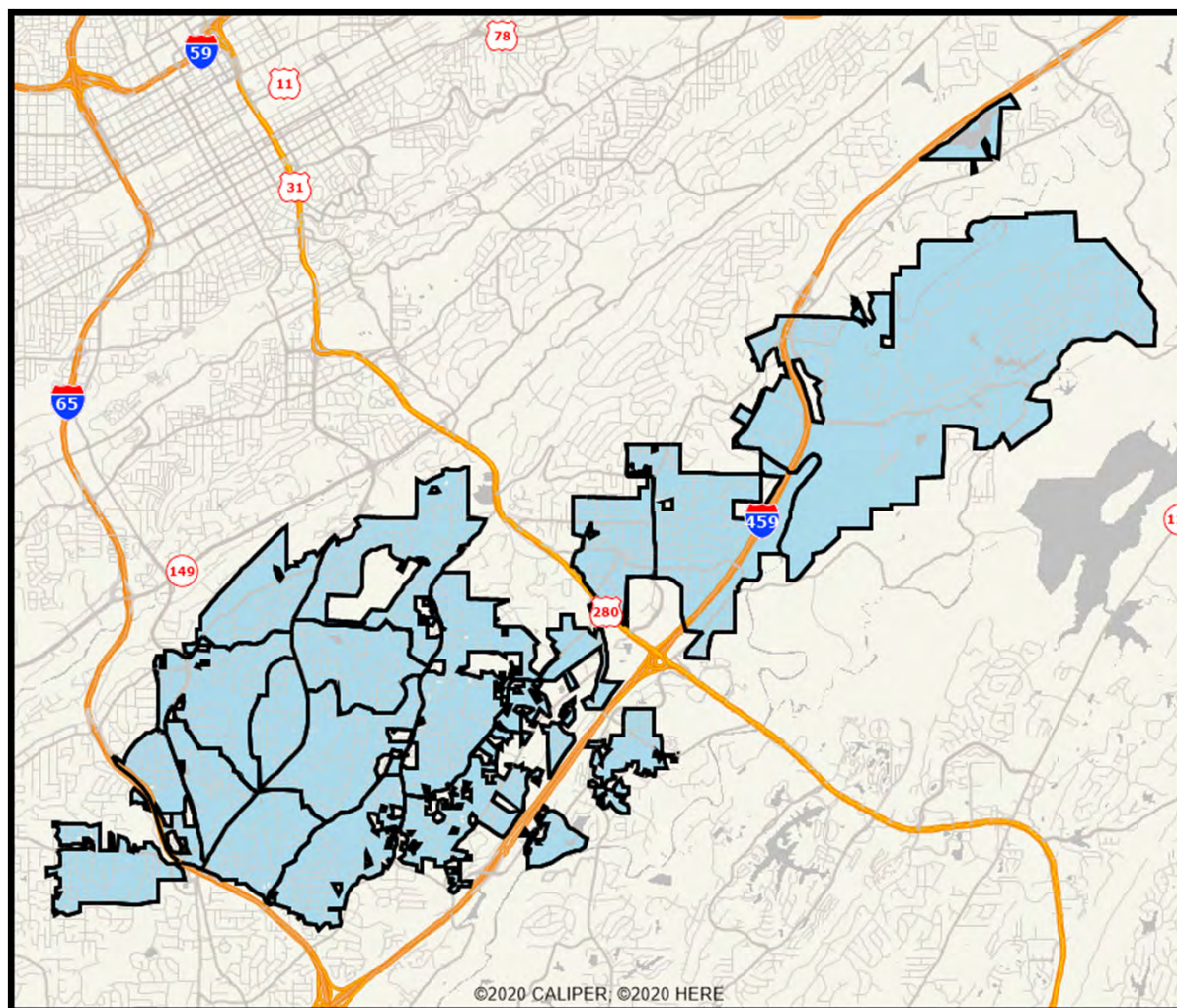
Q6-11. Fire safety education programs



Legend

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

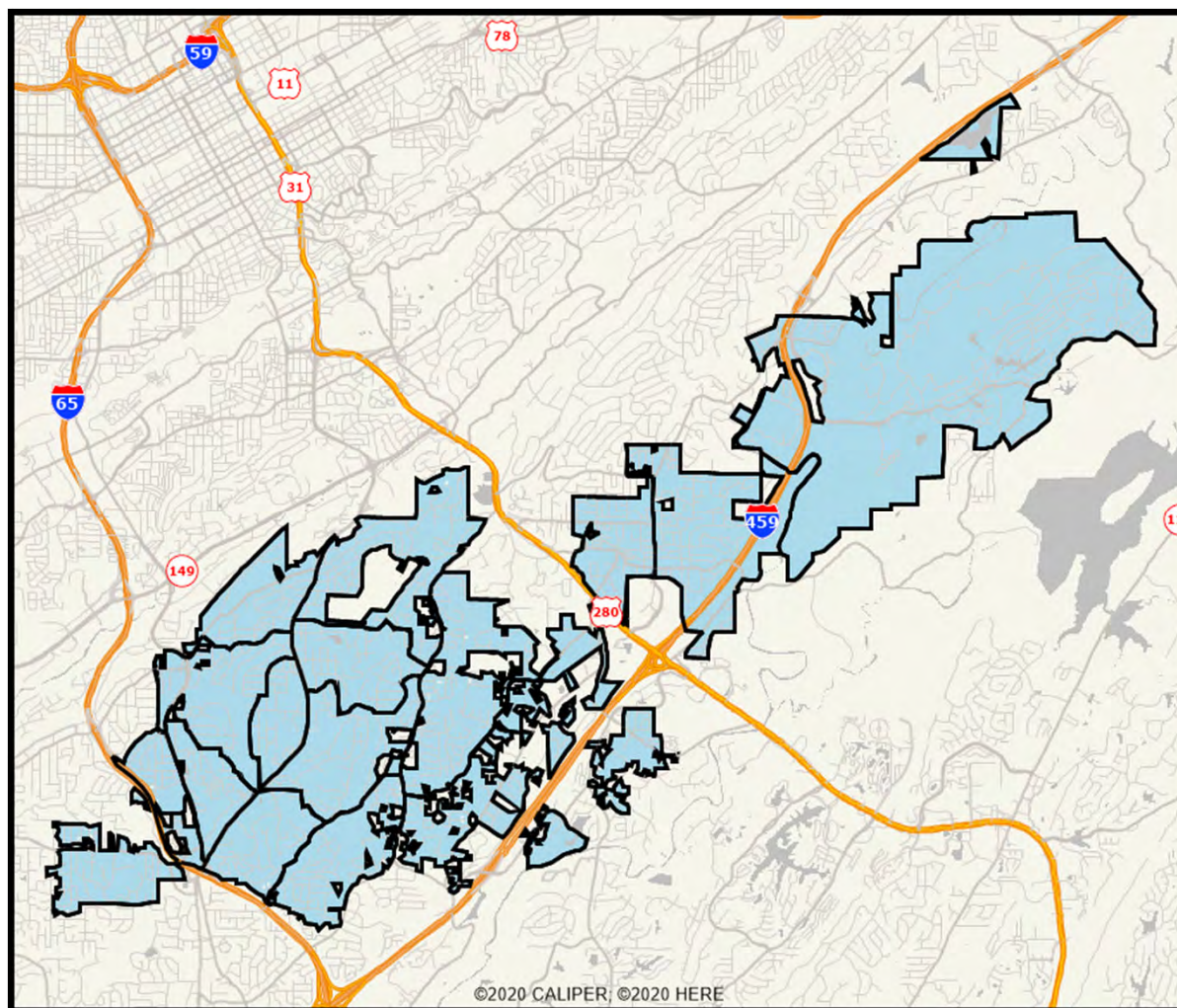
Q9-1. In your neighborhood during the day



Safety



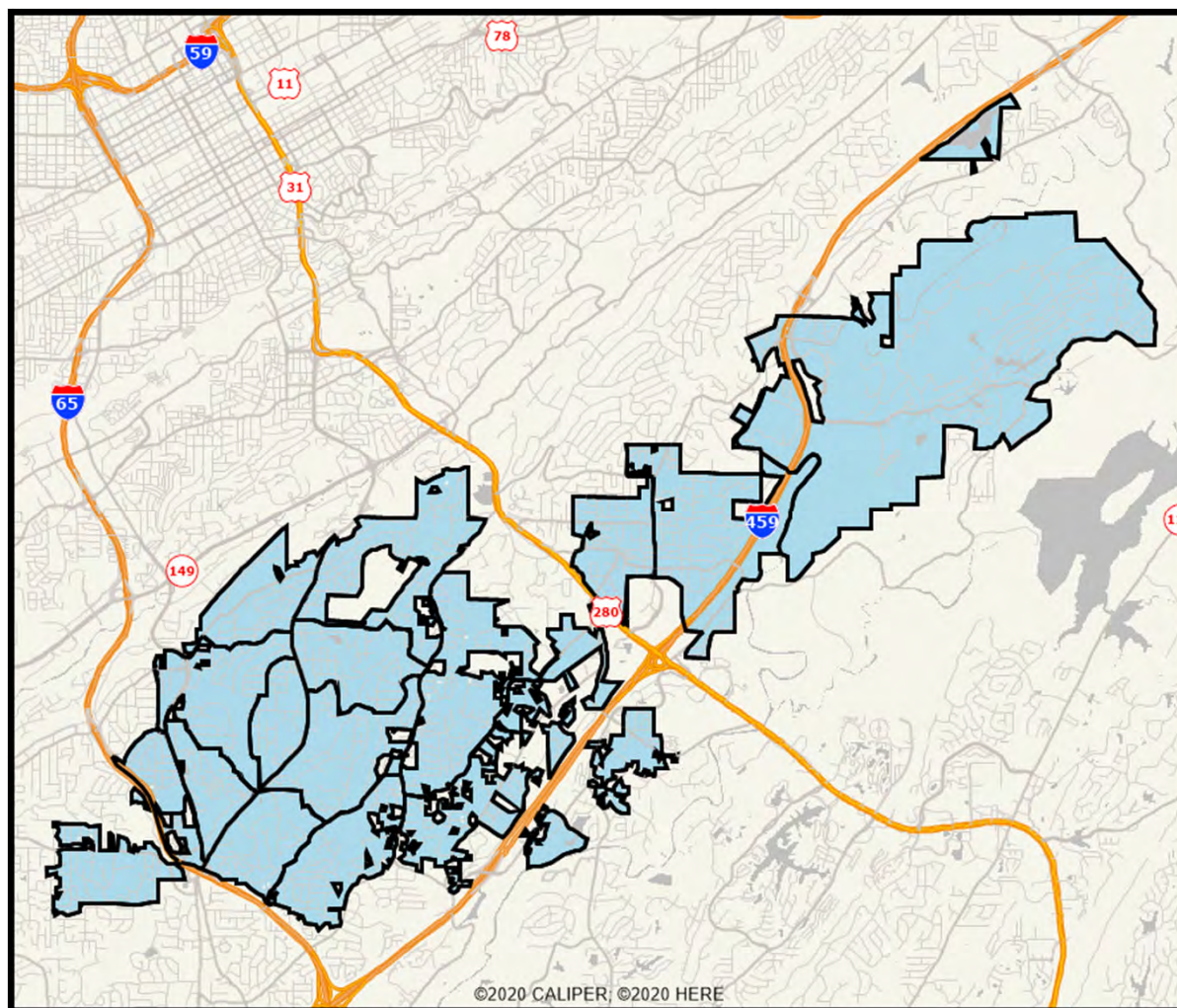
Q9-2. In your neighborhood at night



Safety



Q9-3. In the City parks

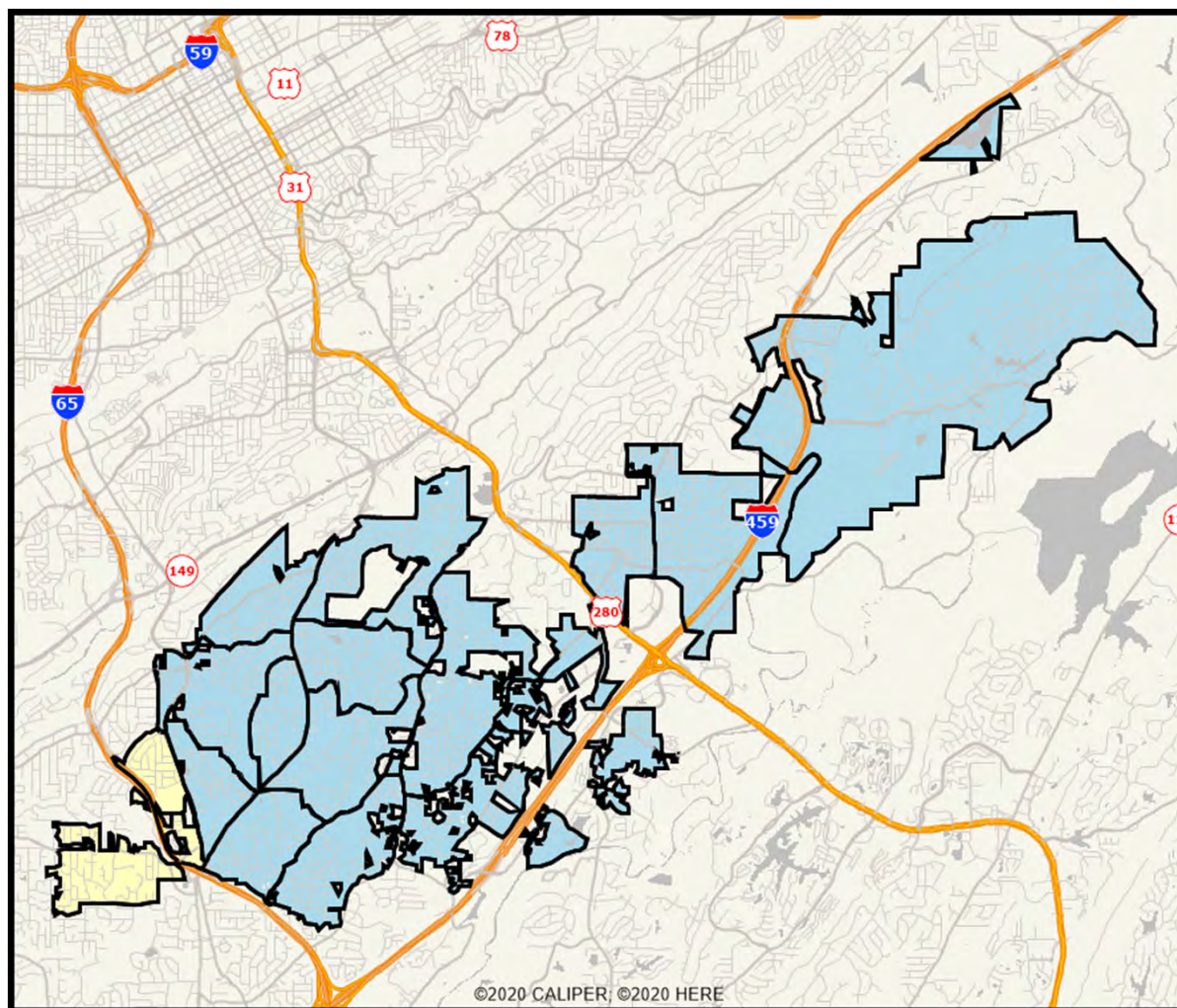


Safety

- Very Safe
- Somewhat Safe
- Neutral
- Somewhat Unsafe
- Very Unsafe
- No Response



Q9-4. In commercial and retail areas

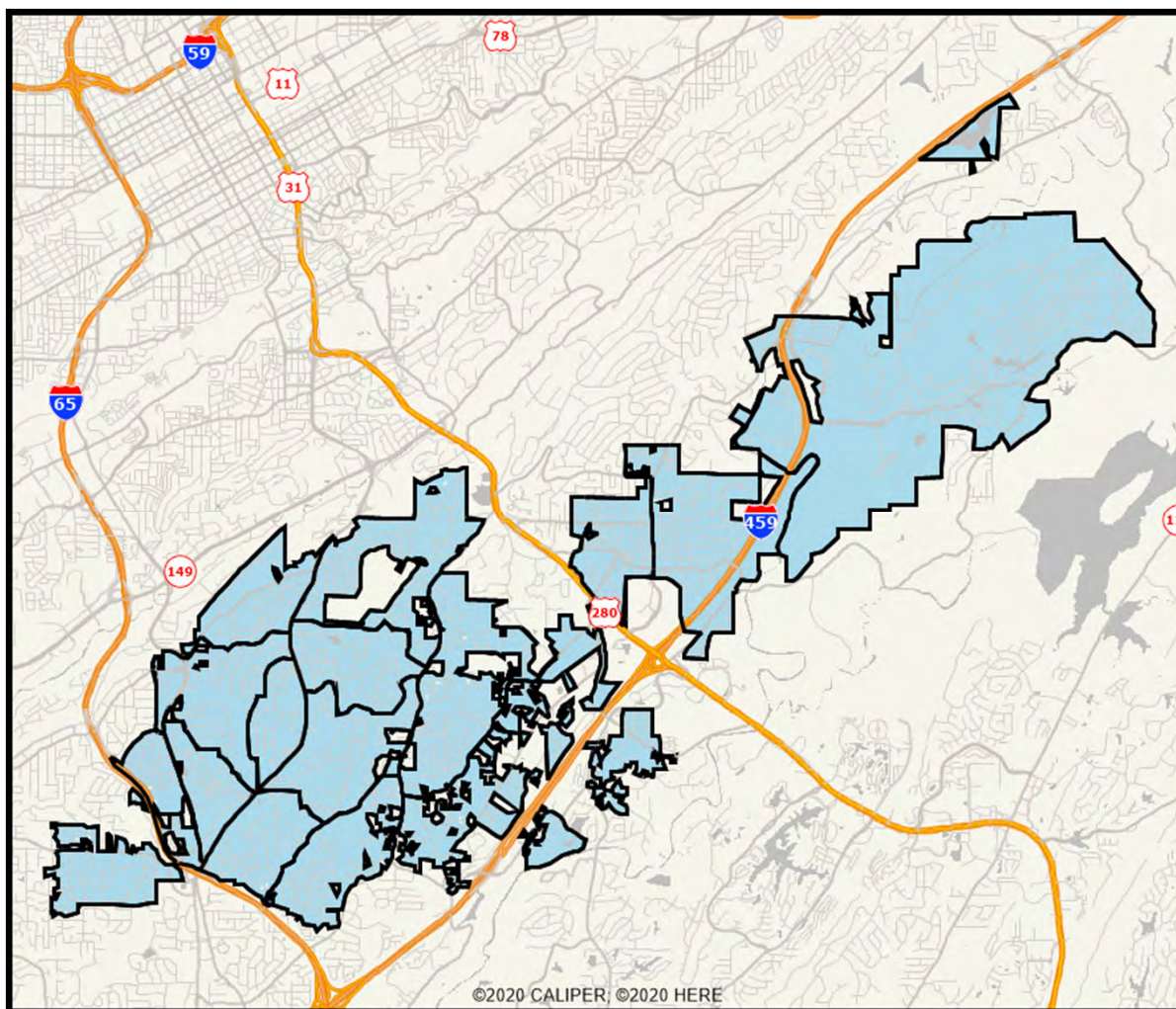


Safety

- Very Safe
- Somewhat Safe
- Neutral
- Somewhat Unsafe
- Very Unsafe
- No Response

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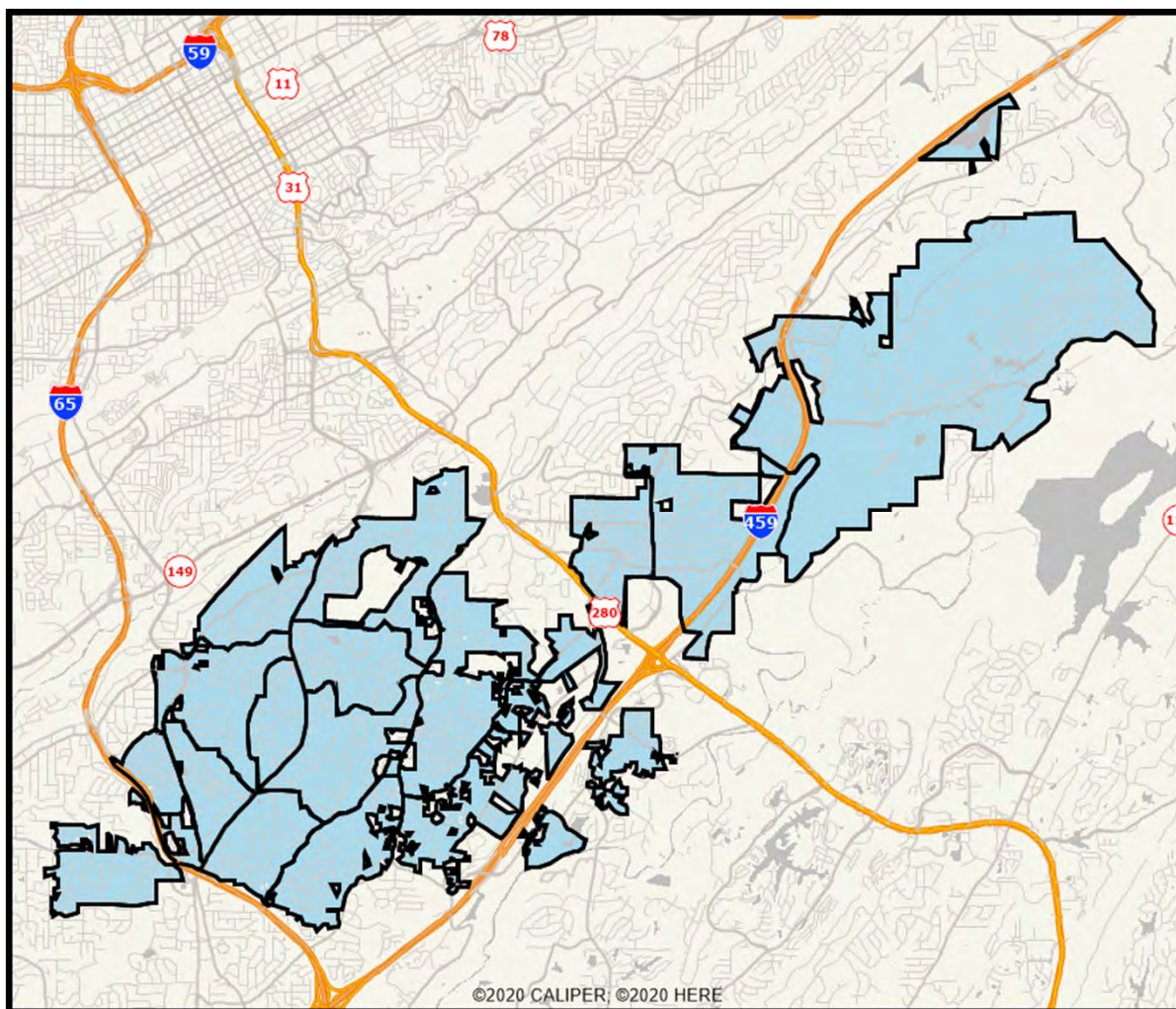
Q9-5. On school campuses



Safety



Q9-6. Overall feeling of safety in Vestavia Hills



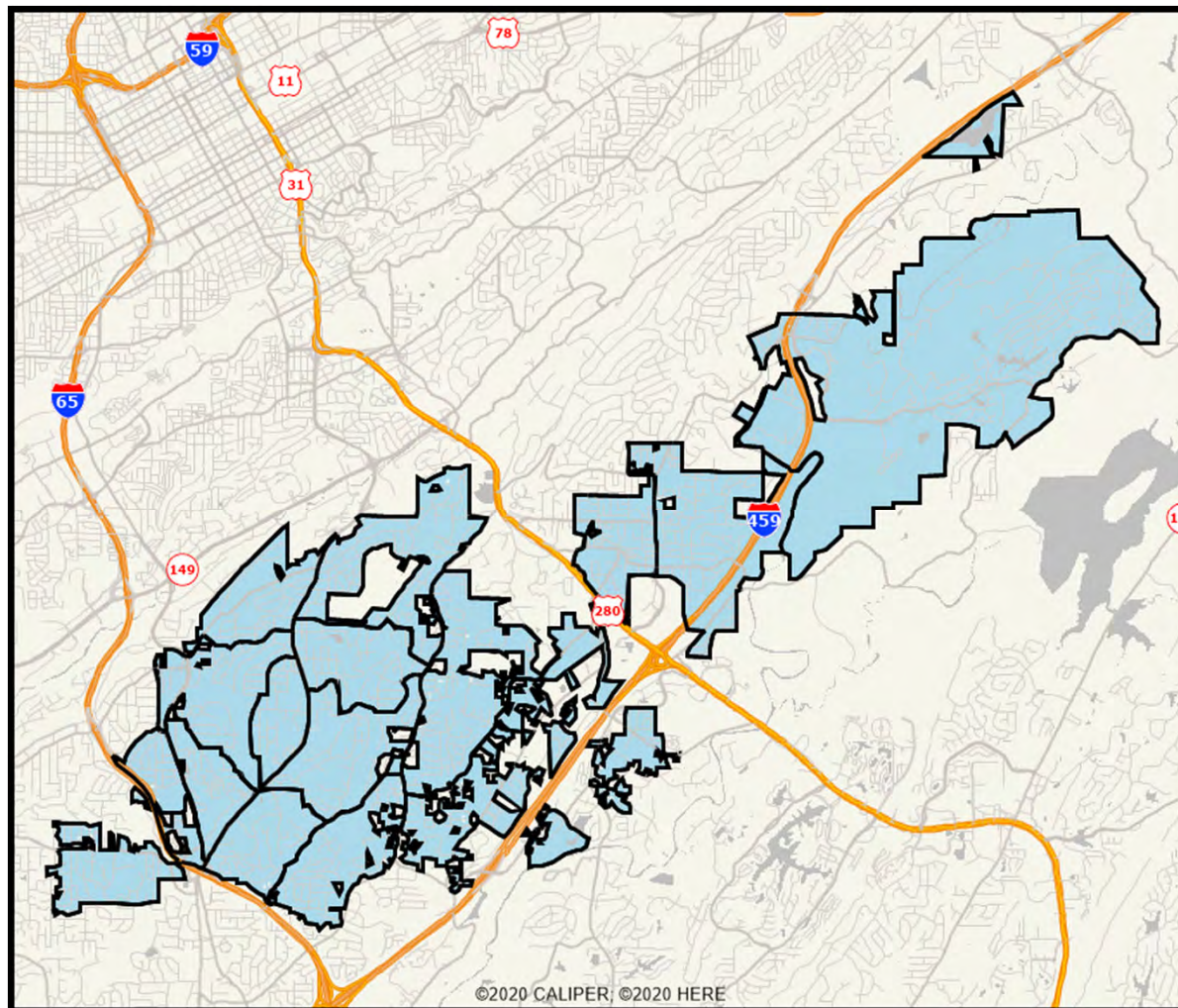
Safety



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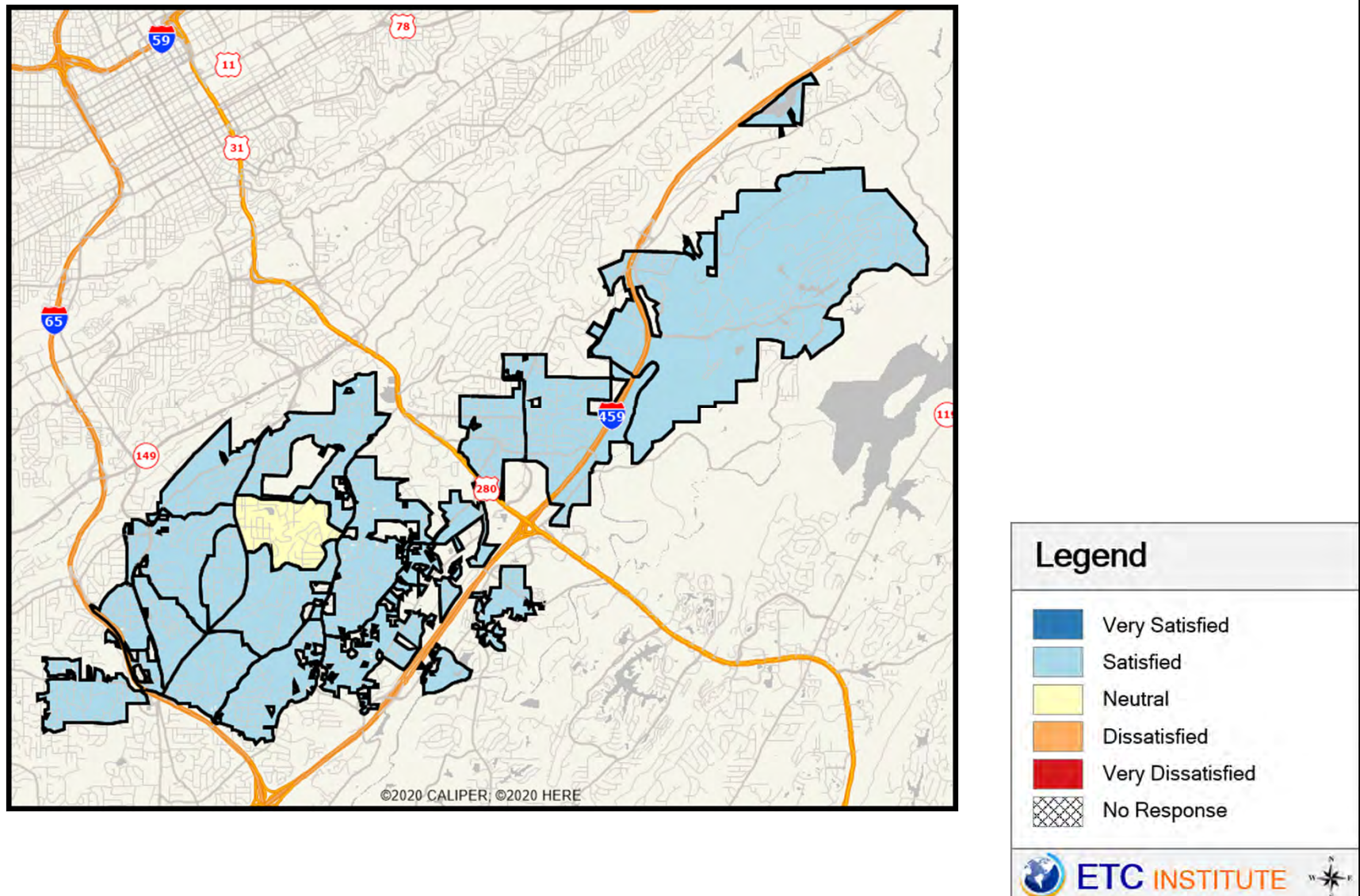
Q10-1. Enforcing the cleanup of litter and debris on private property



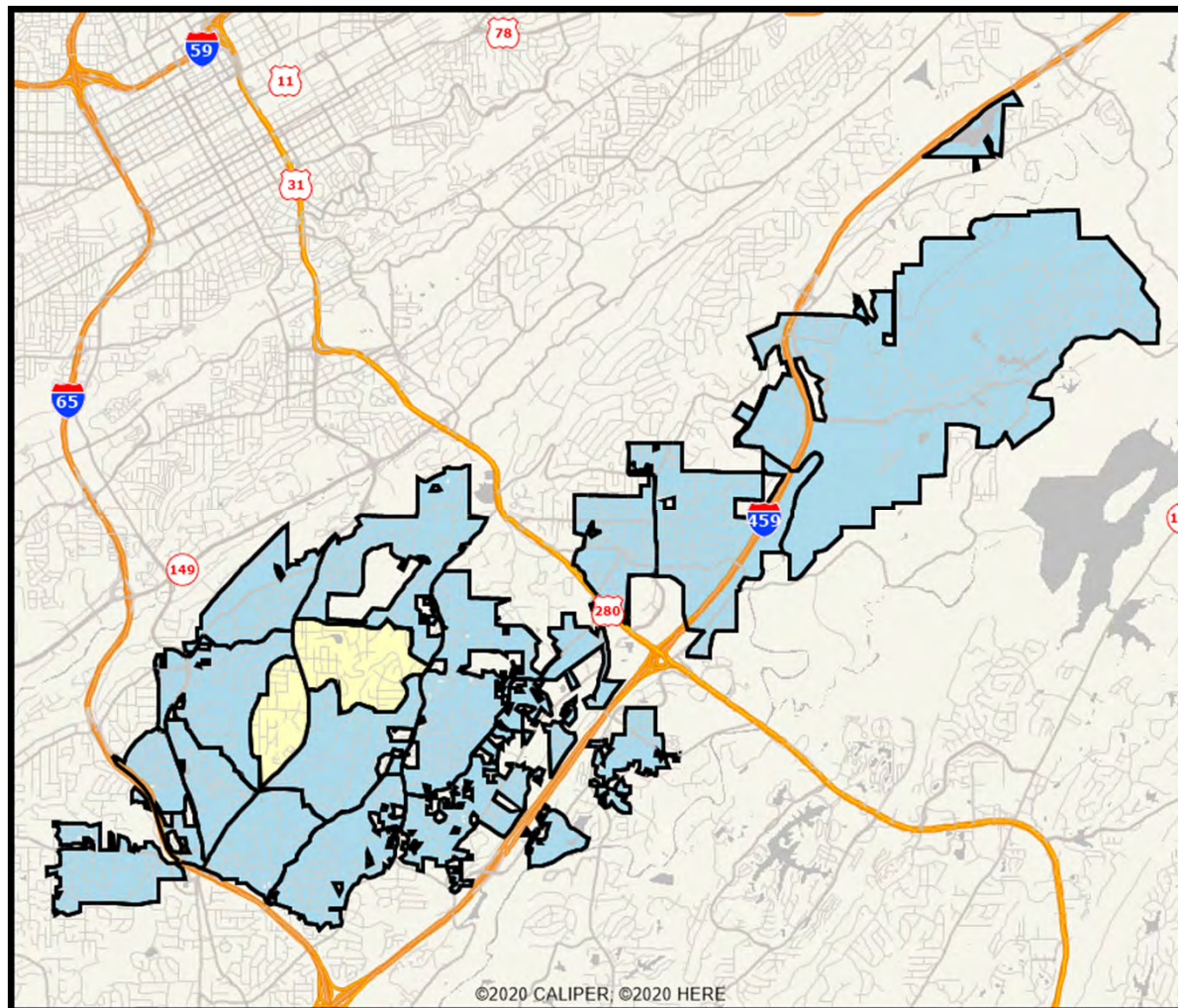
Legend

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

Q10-2. Enforcing the mowing and trimming of private property



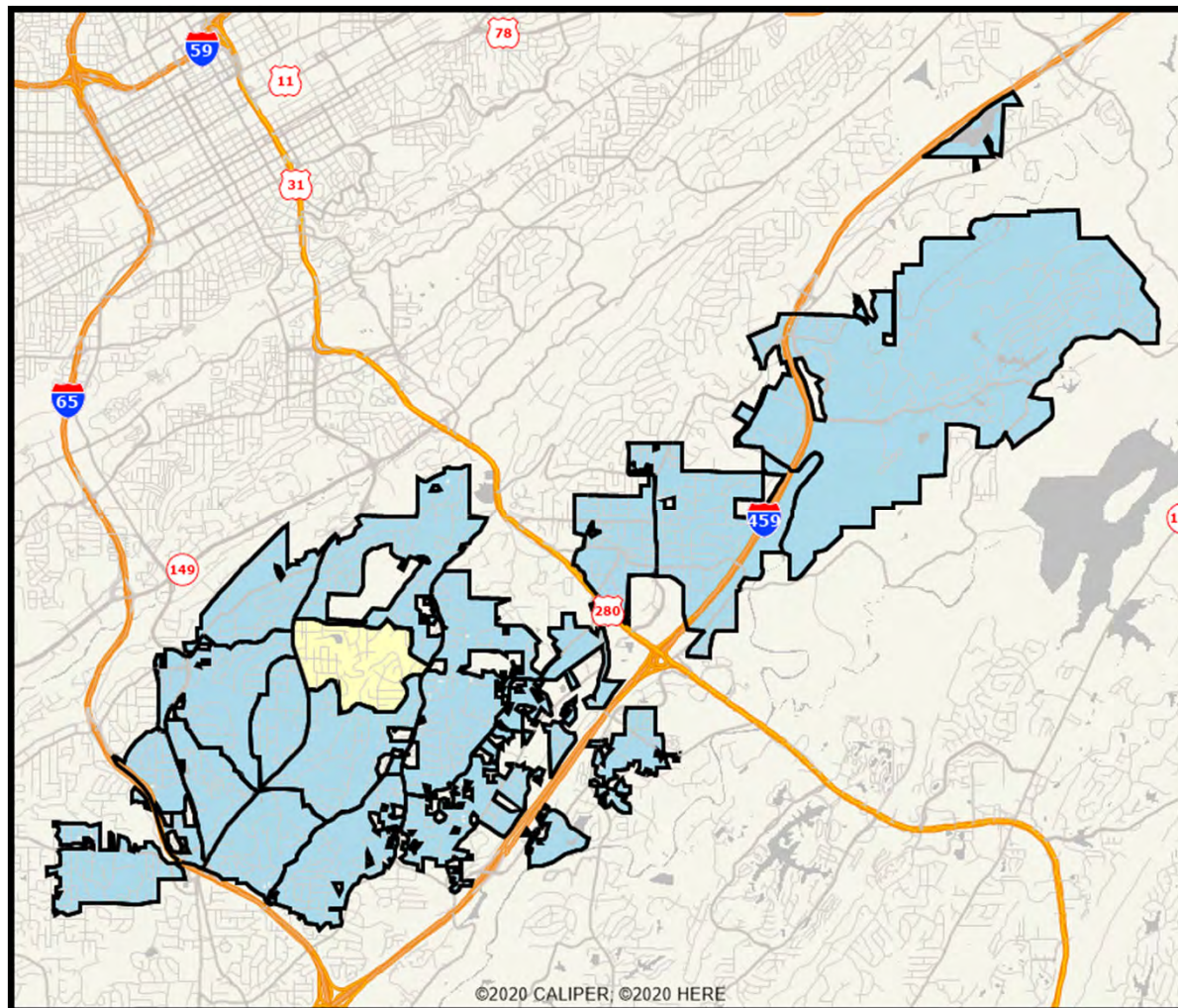
Q10-3. Enforcing the maintenance of residential property



Legend

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

Q10-4. Enforcing the maintenance of business property

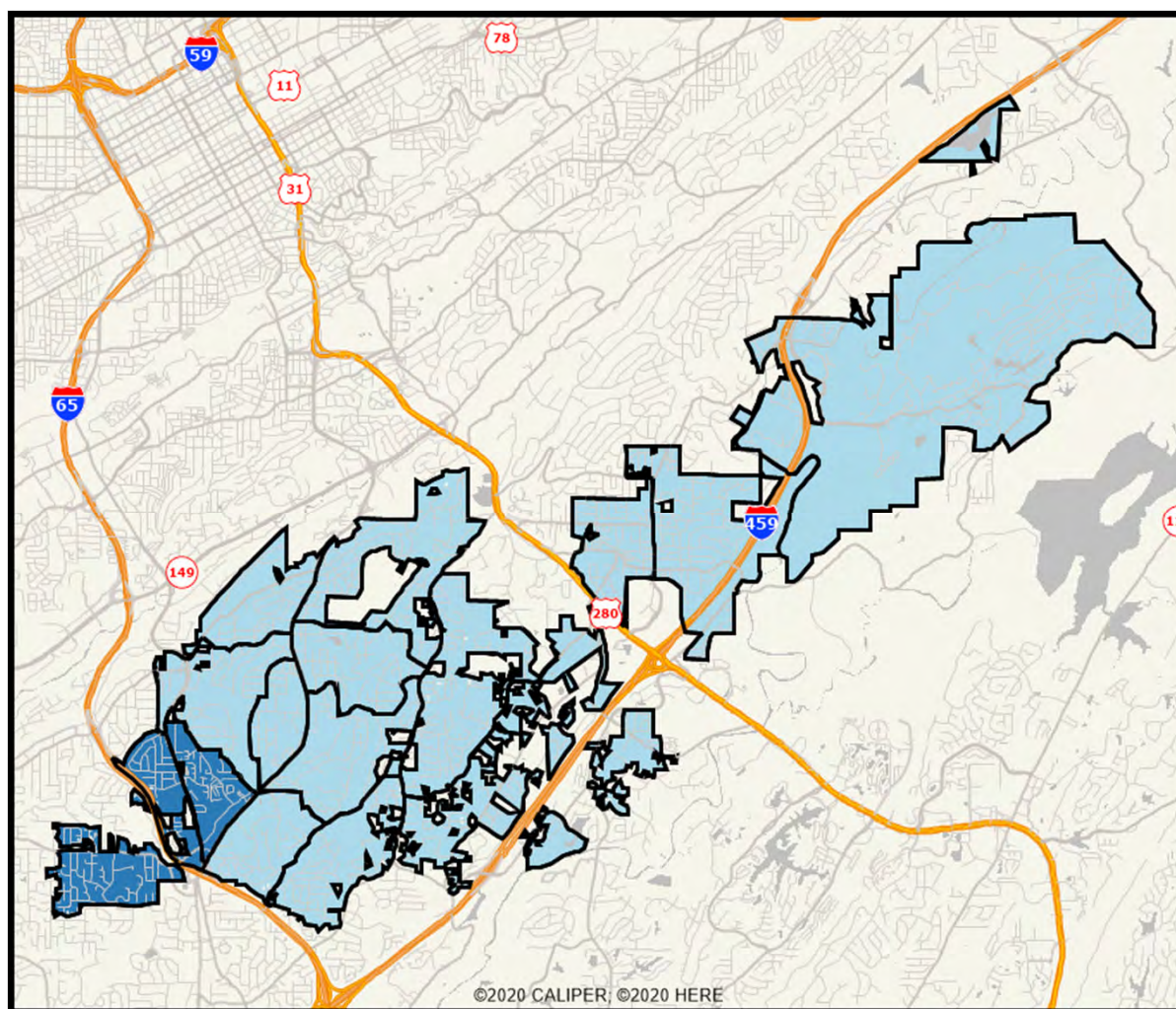


Legend

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

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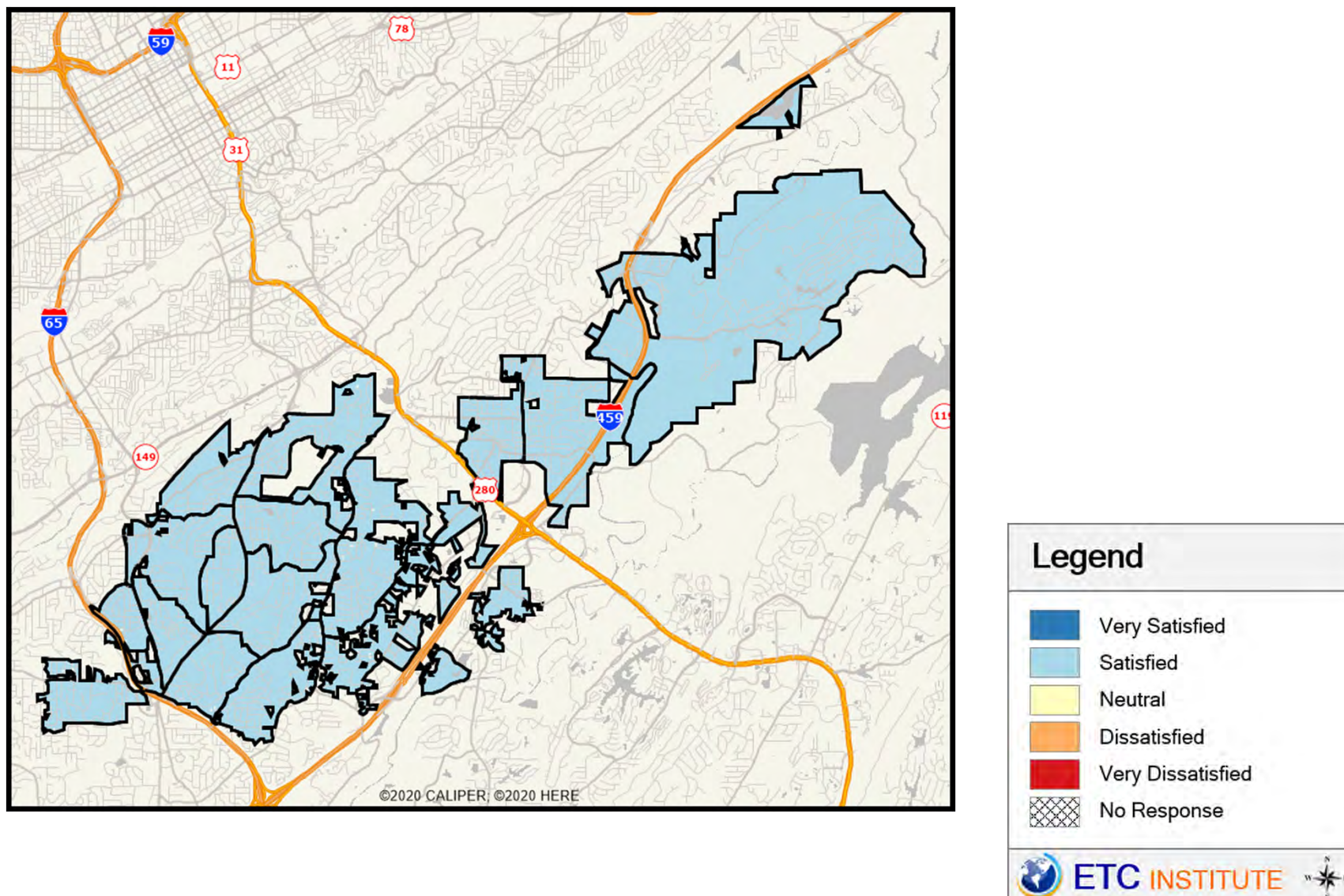
Q10-5. Enforcing codes designed to protect public safety



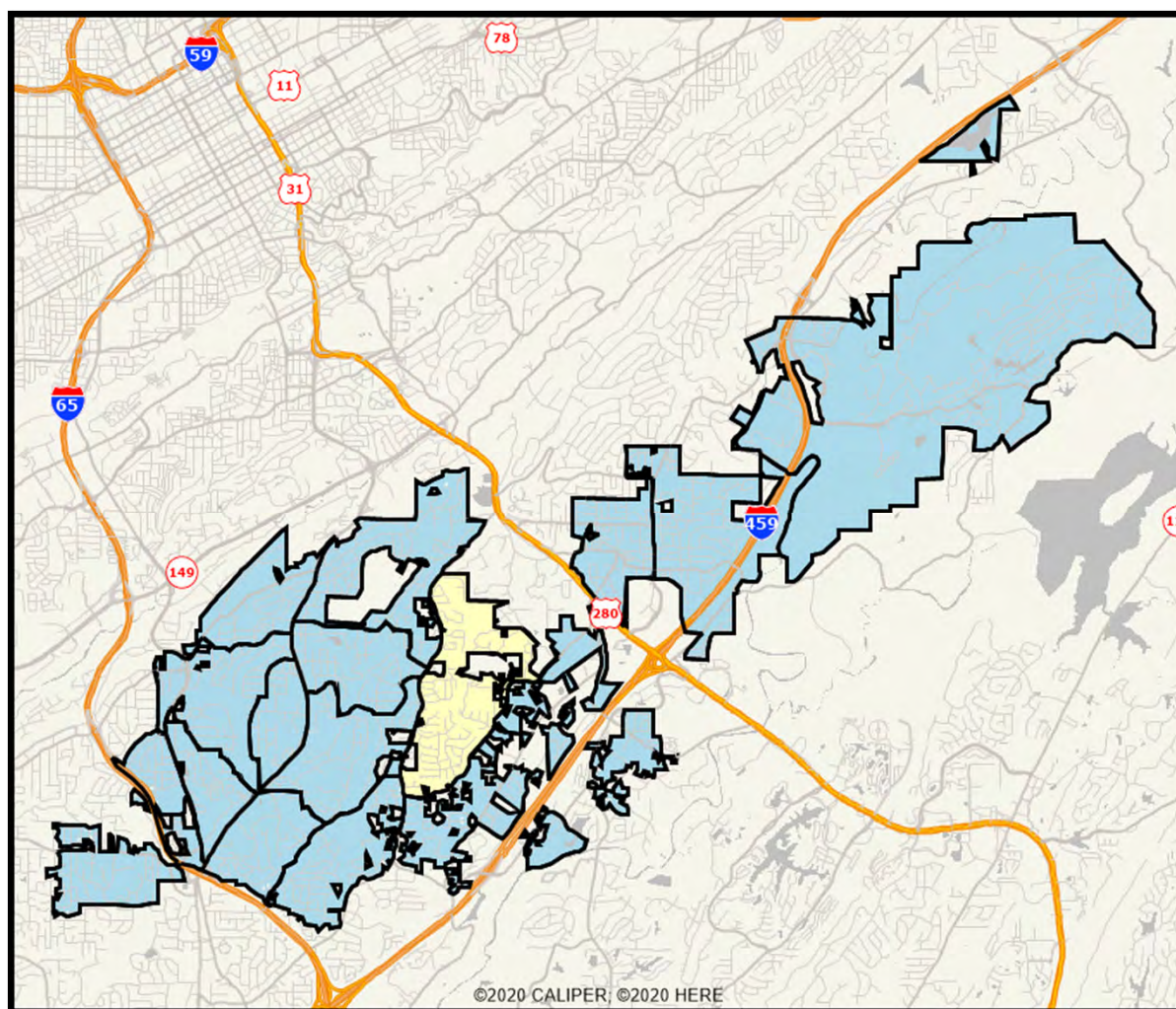
Legend

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

Q10-6. Enforcing sign regulations



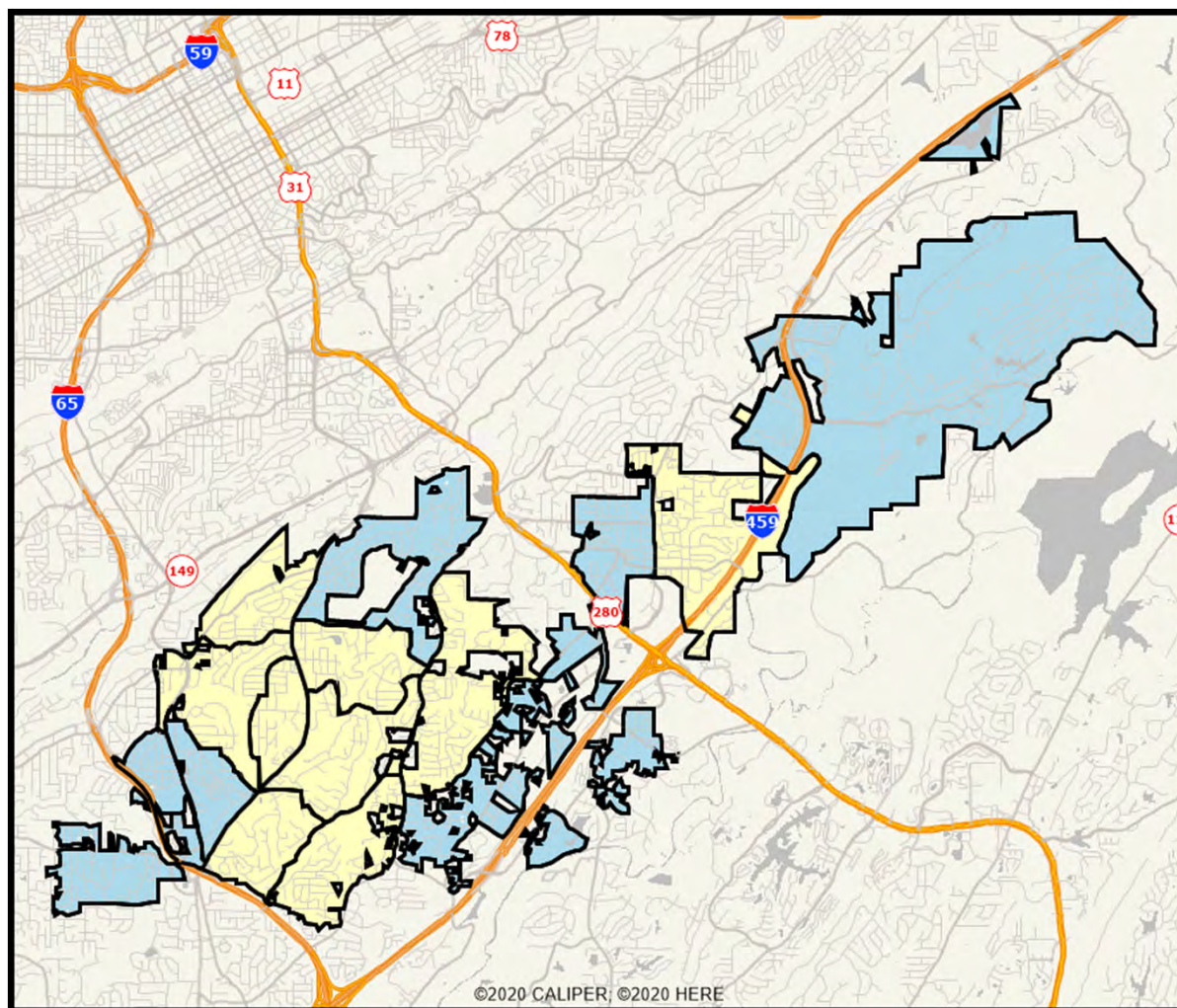
Q11-1. Maintenance of major City streets



Legend

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

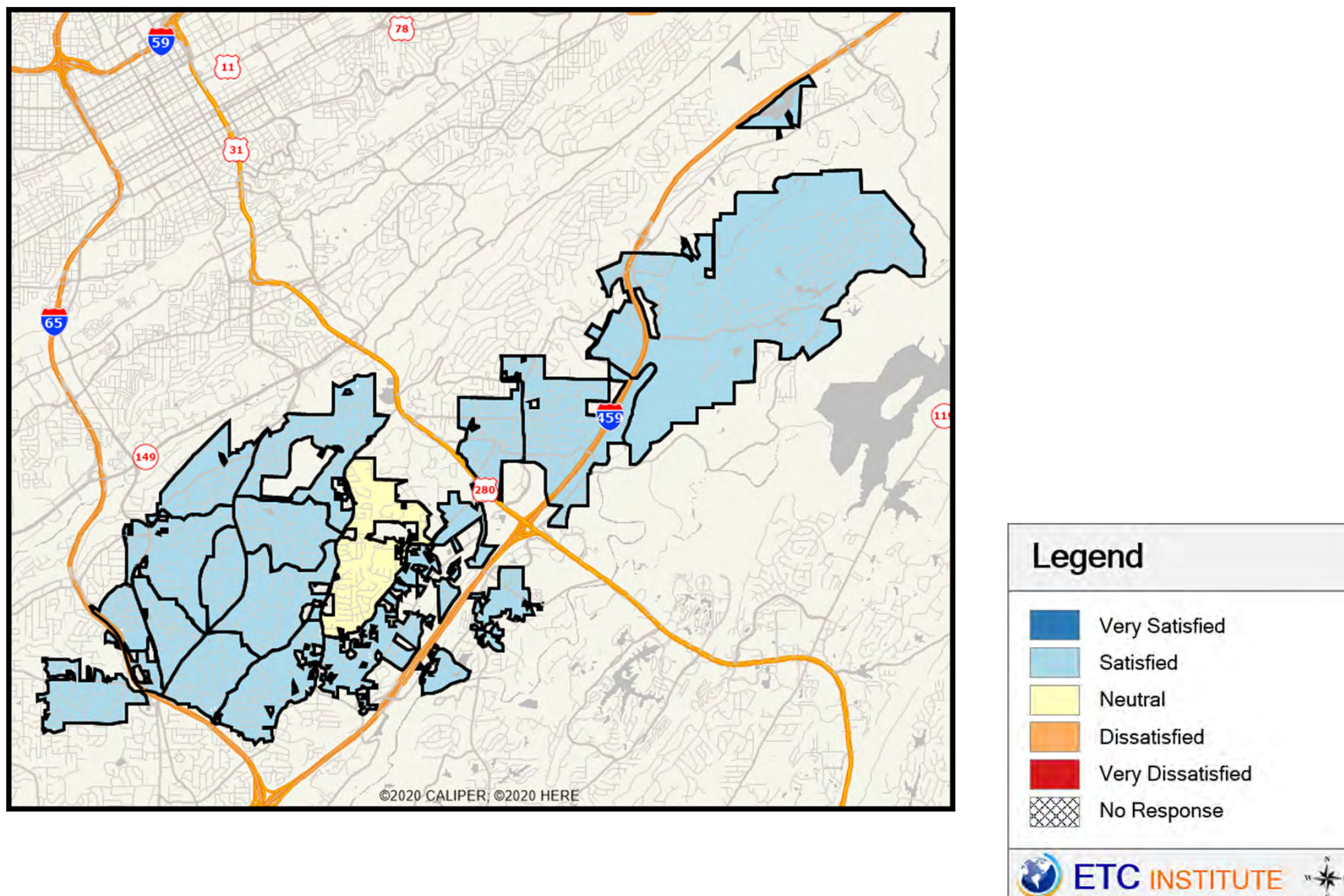
Q11-2. Maintenance of minor City streets



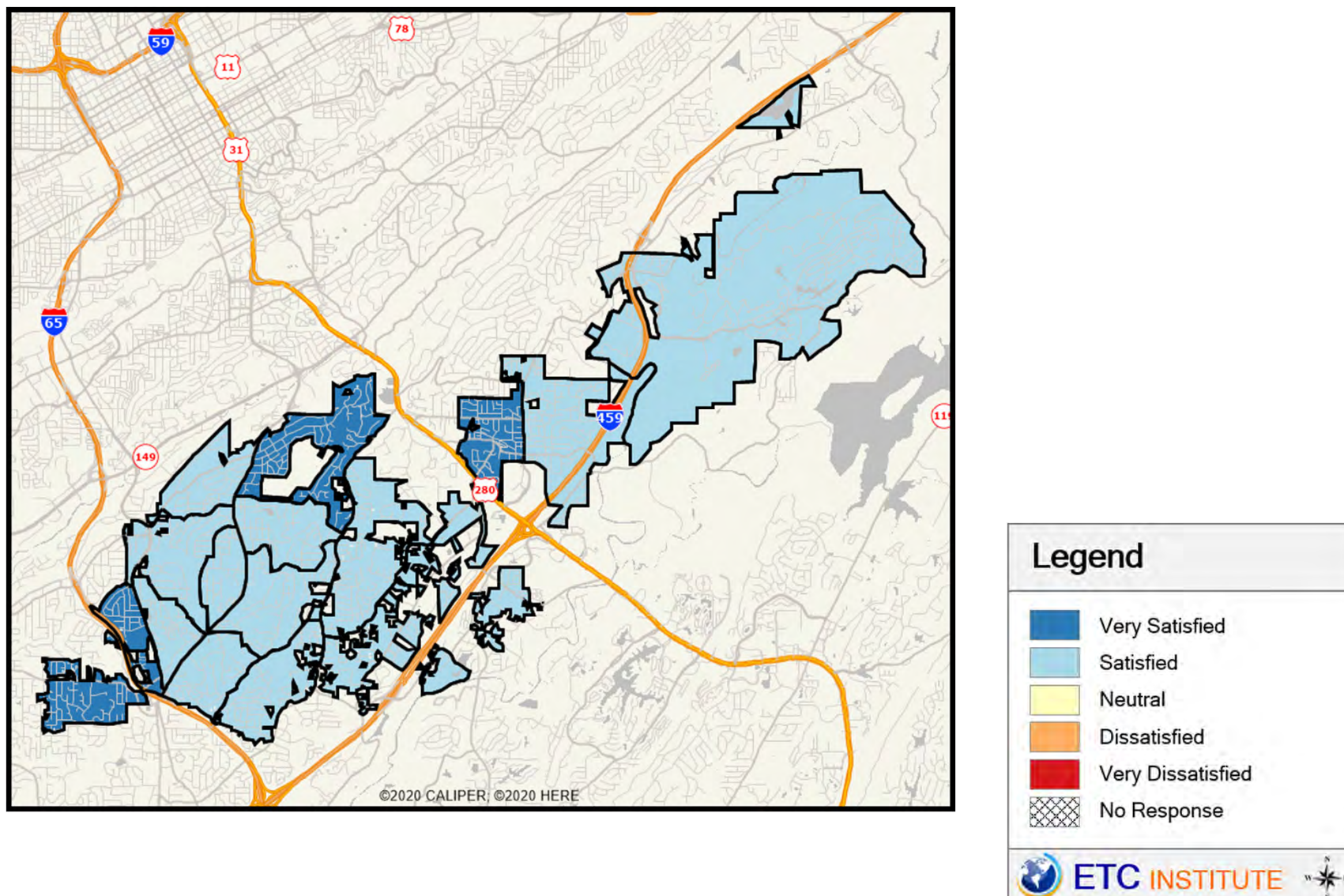
Legend

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

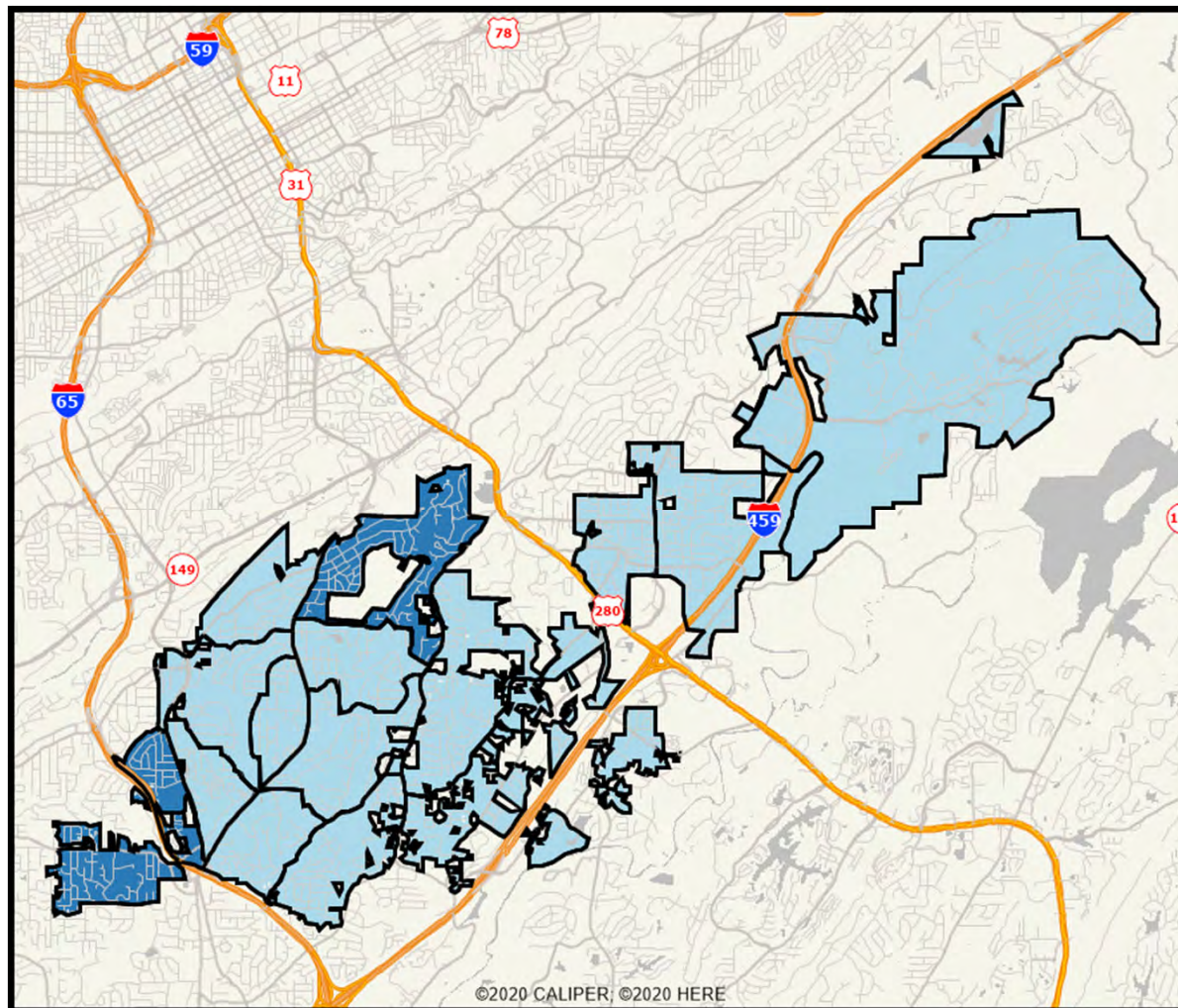
Q11-3. Maintenance of sidewalks



Q11-4. Maintenance of street signs



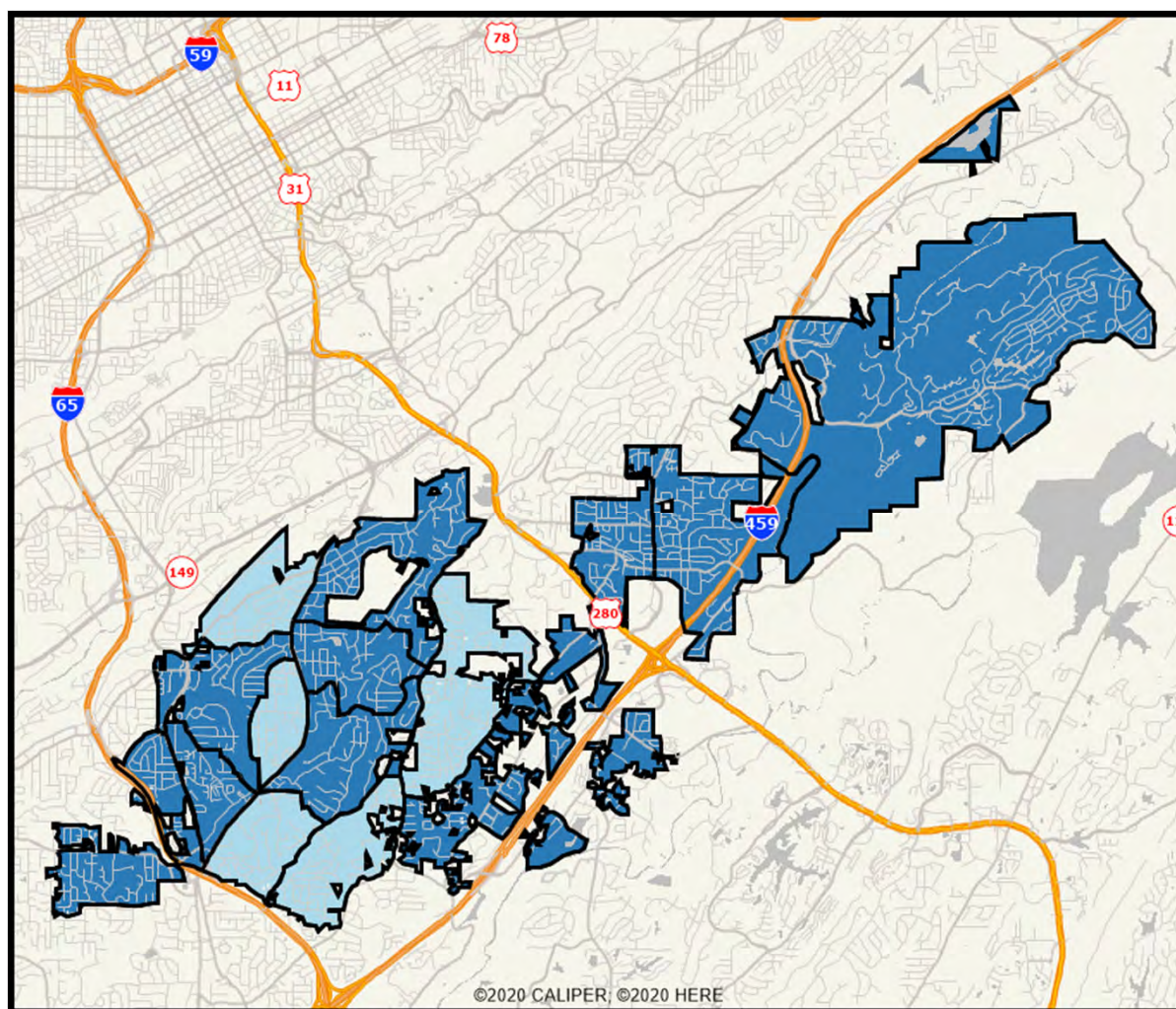
Q11-5. Maintenance of traffic signals



Legend

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

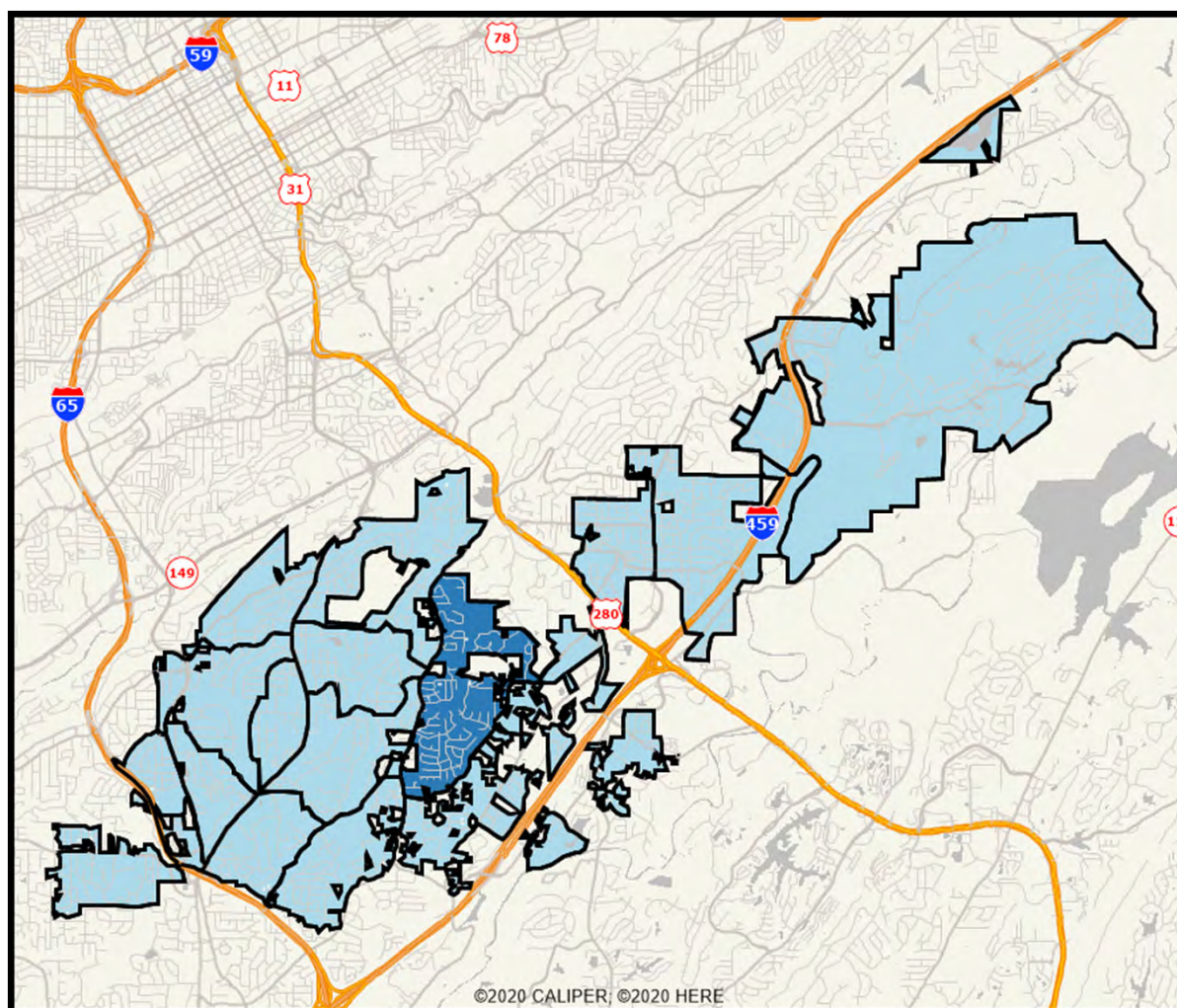
Q11-6. Maintenance of City owned buildings



Legend

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

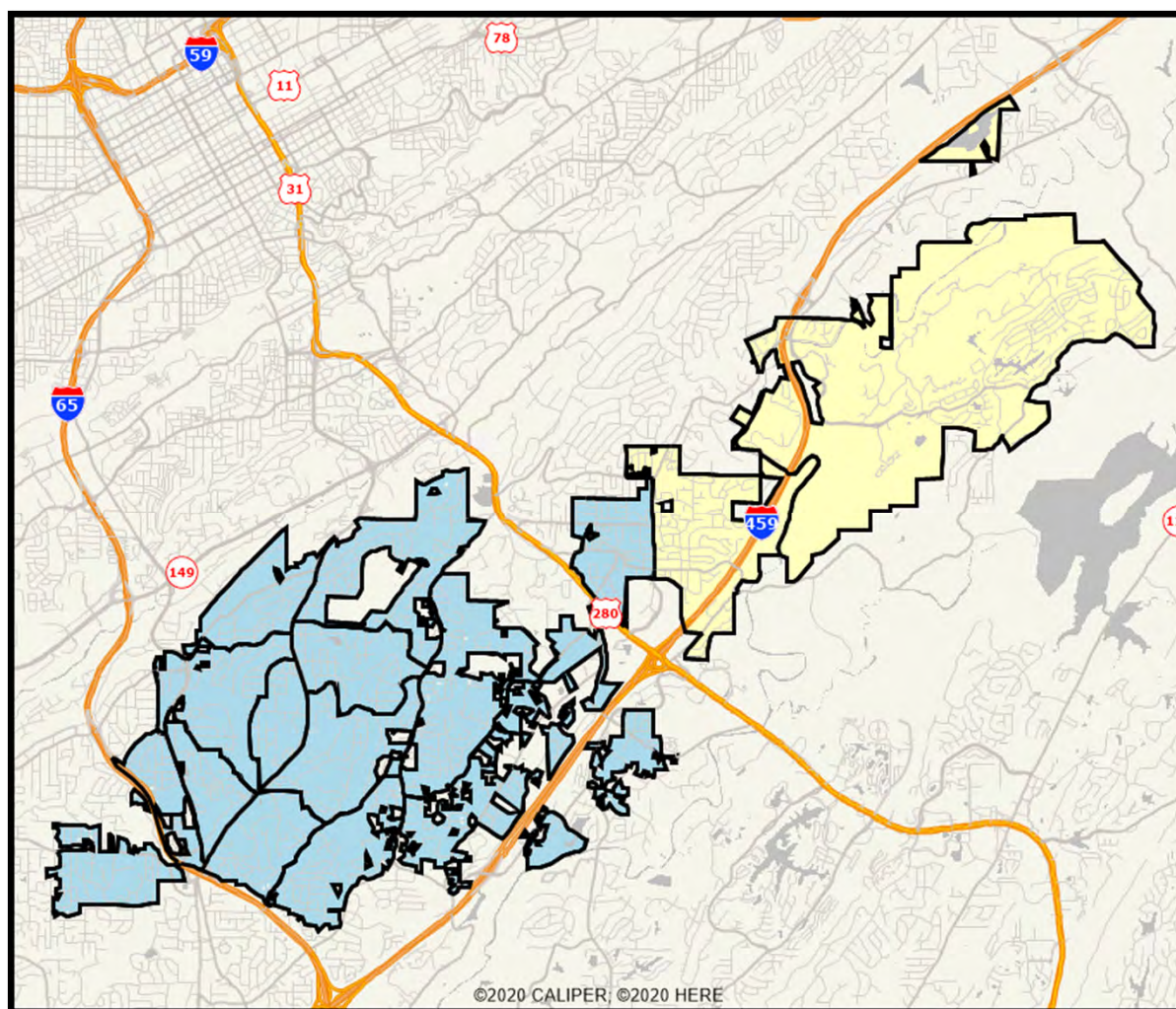
Q11-7. Mowing and trimming along streets and other public areas



Legend

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

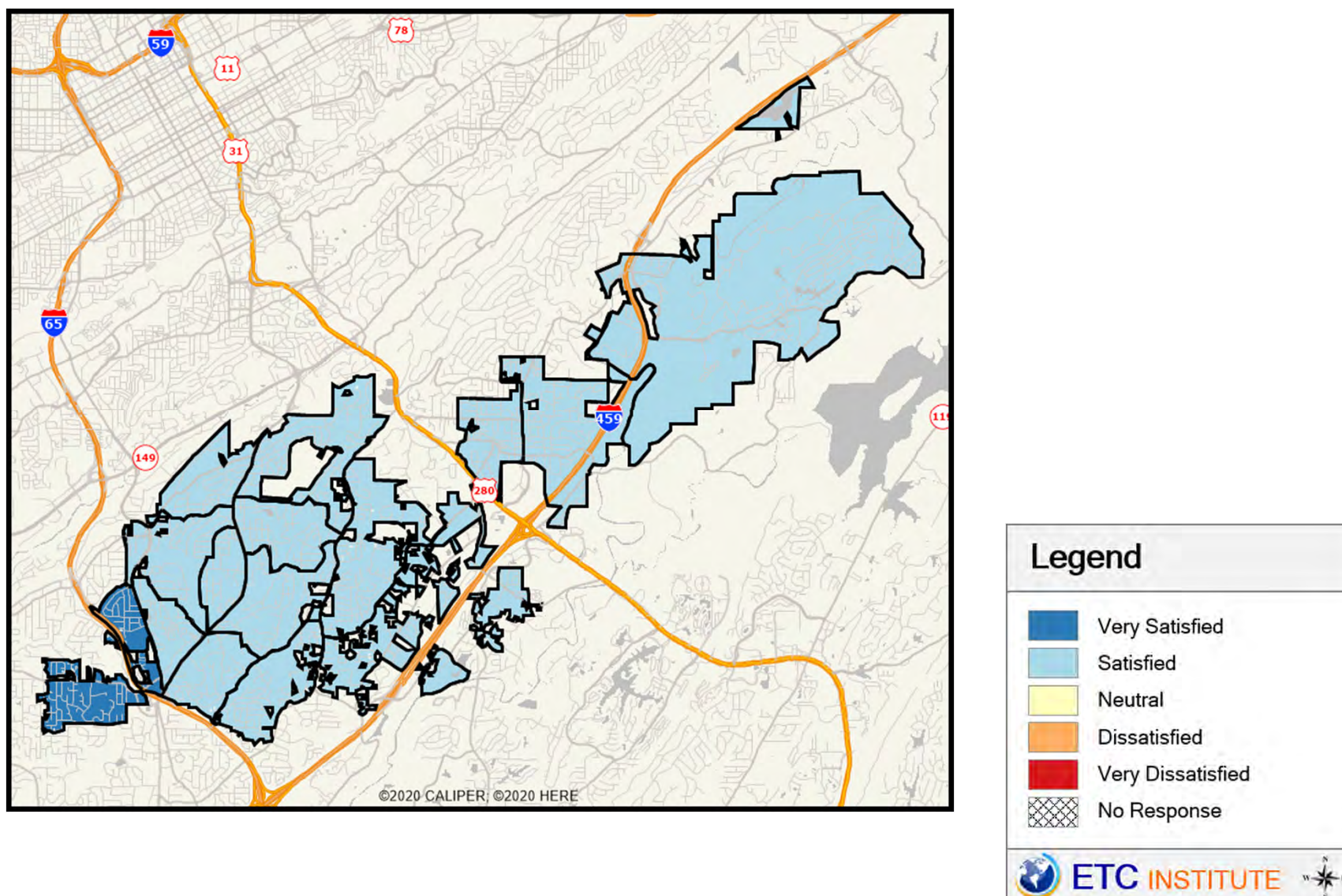
Q11-8. Adequacy of City street lighting



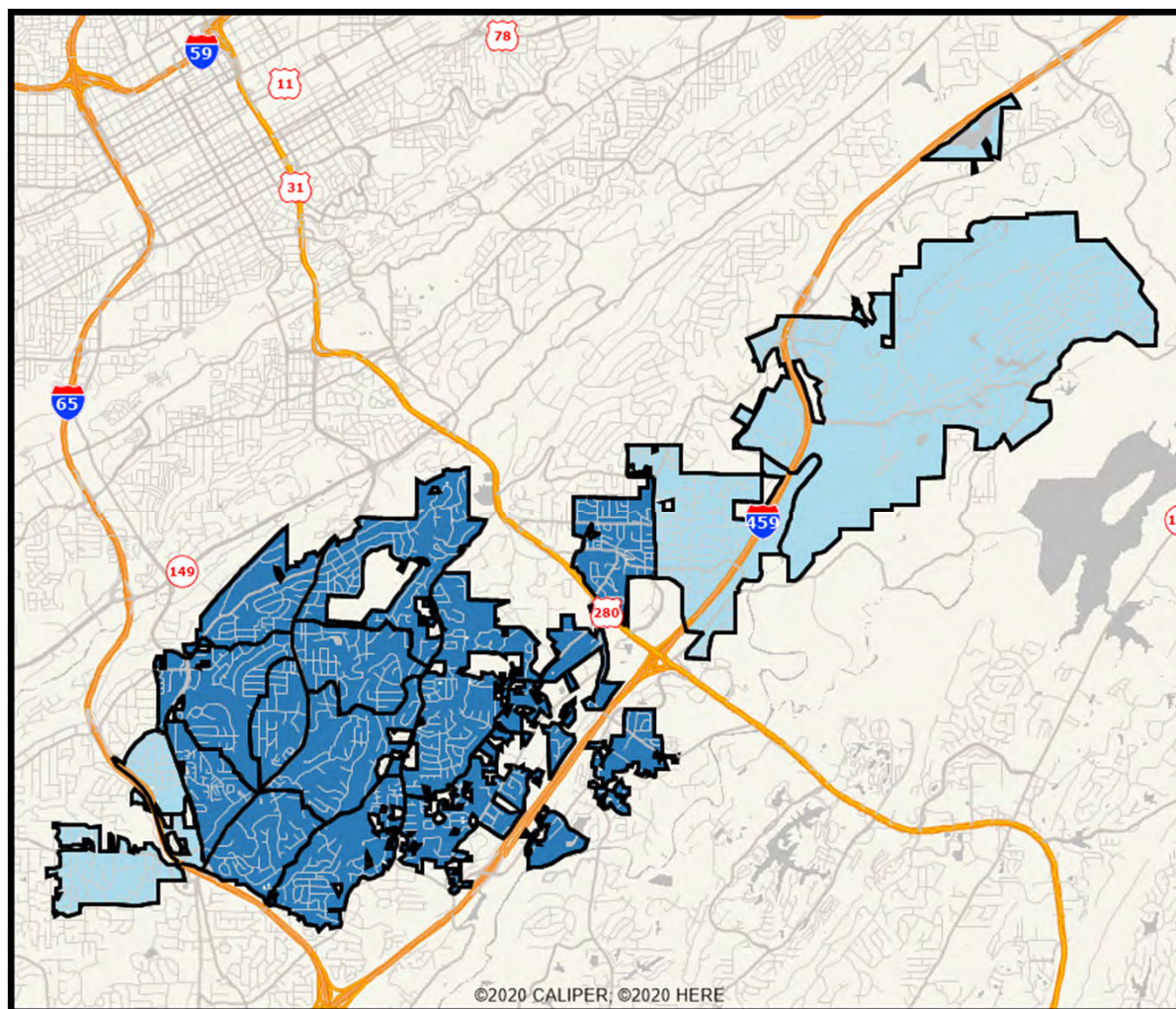
Legend

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

Q11-9. Overall cleanliness of City streets and other public areas



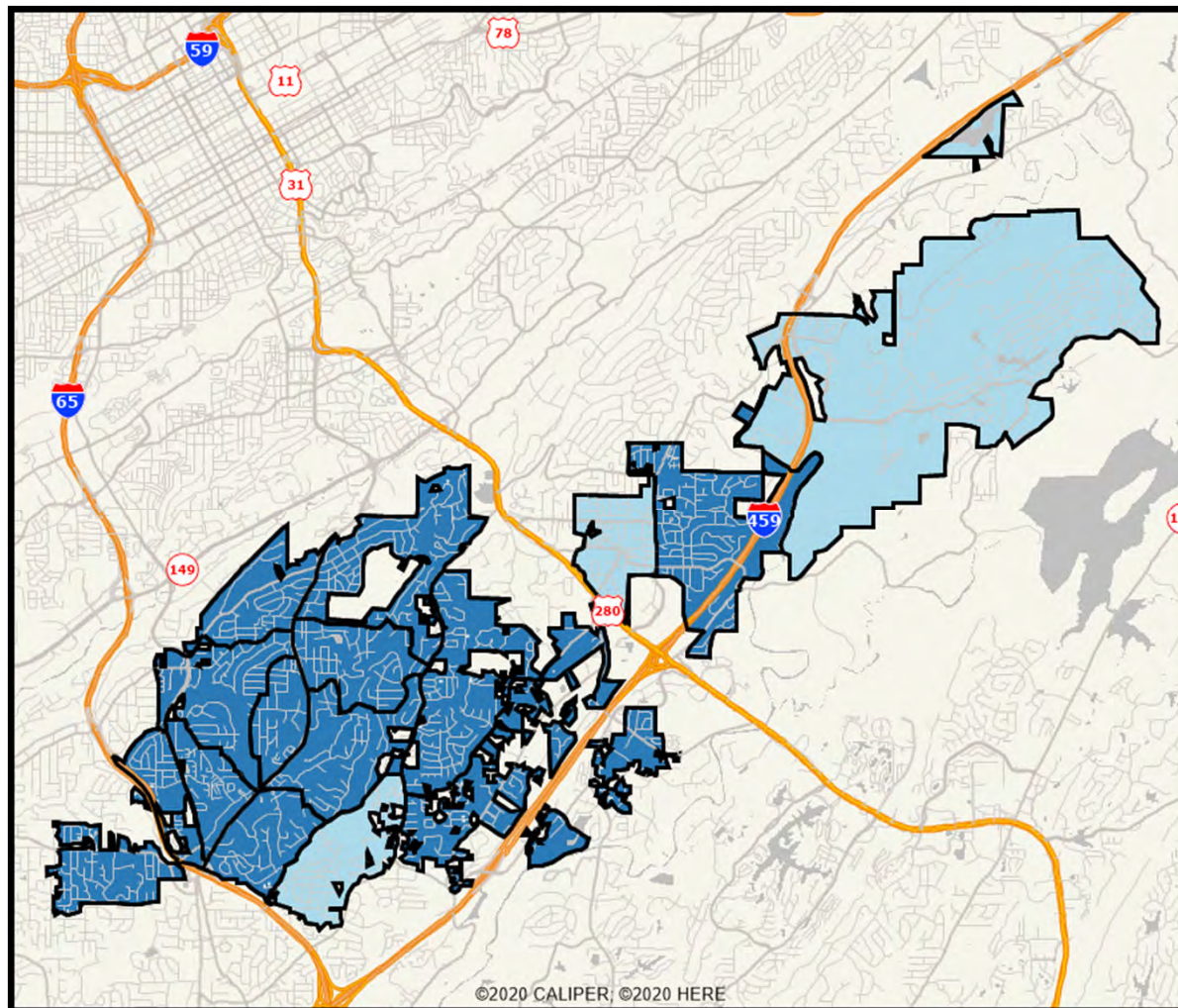
Q13-01. Swimming pools (Aquatic Complex)



Legend

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

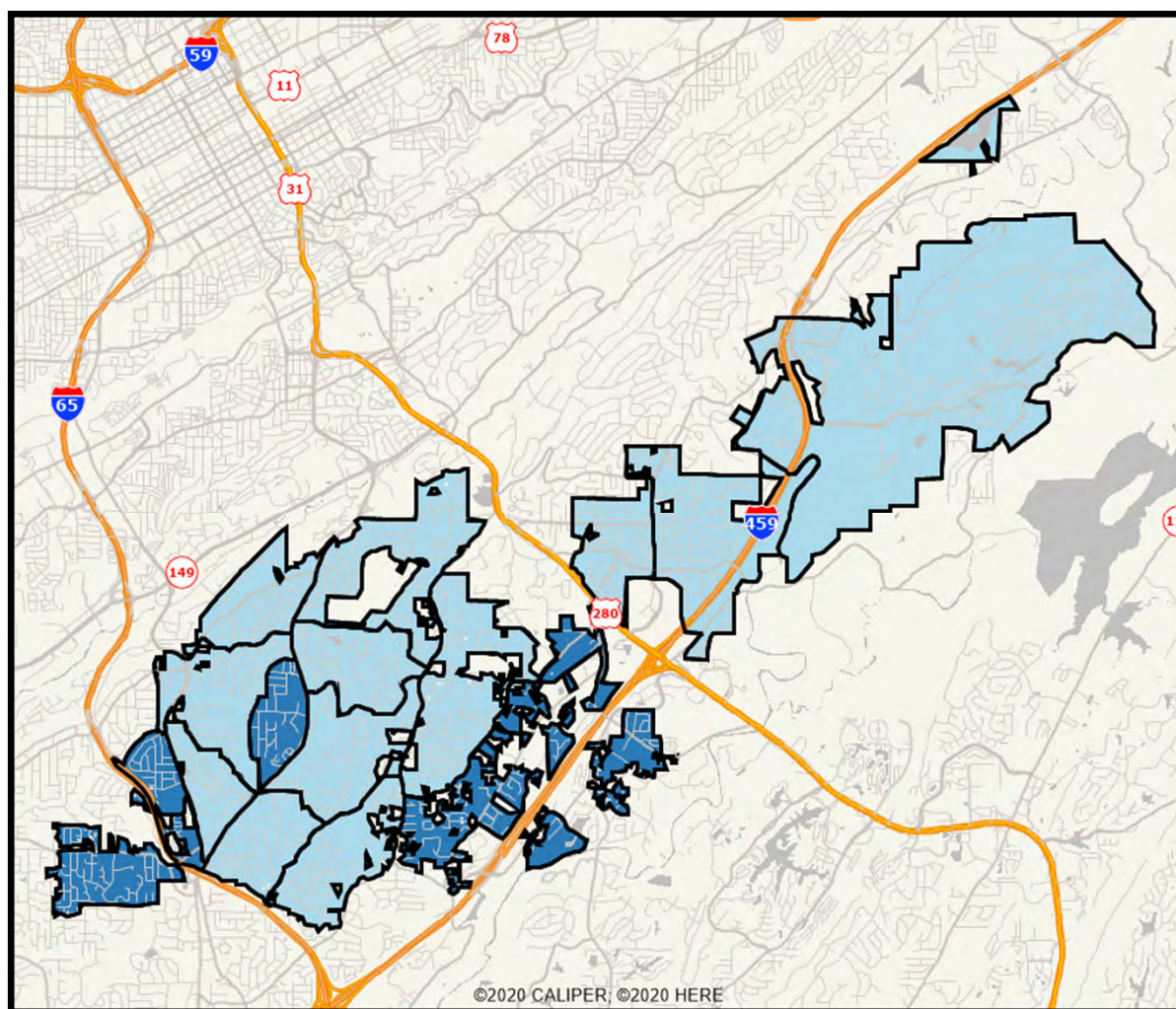
Q13-02. Maintenance of City ballfields



Legend

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

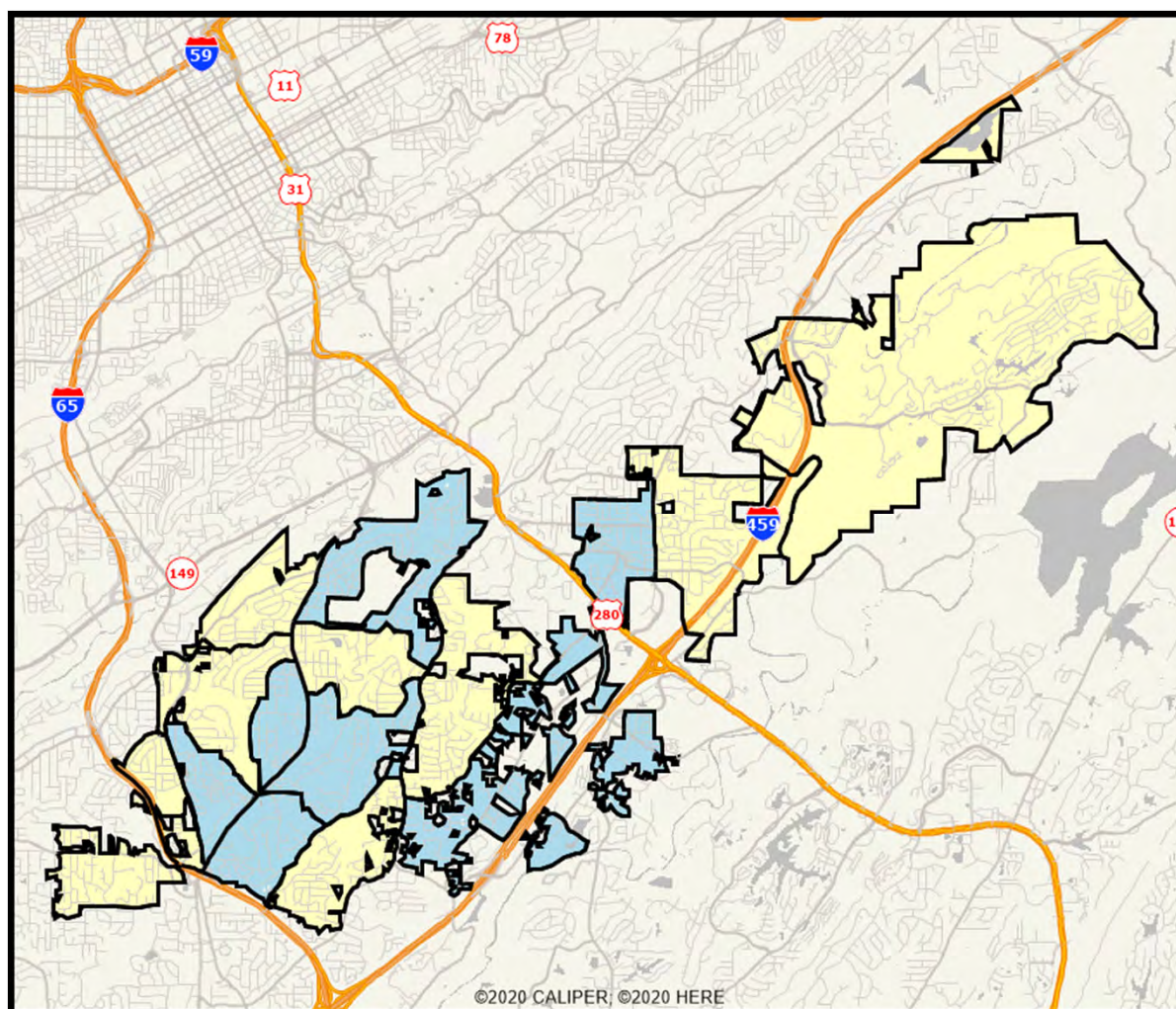
Q13-03. Number of City parks



Legend

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

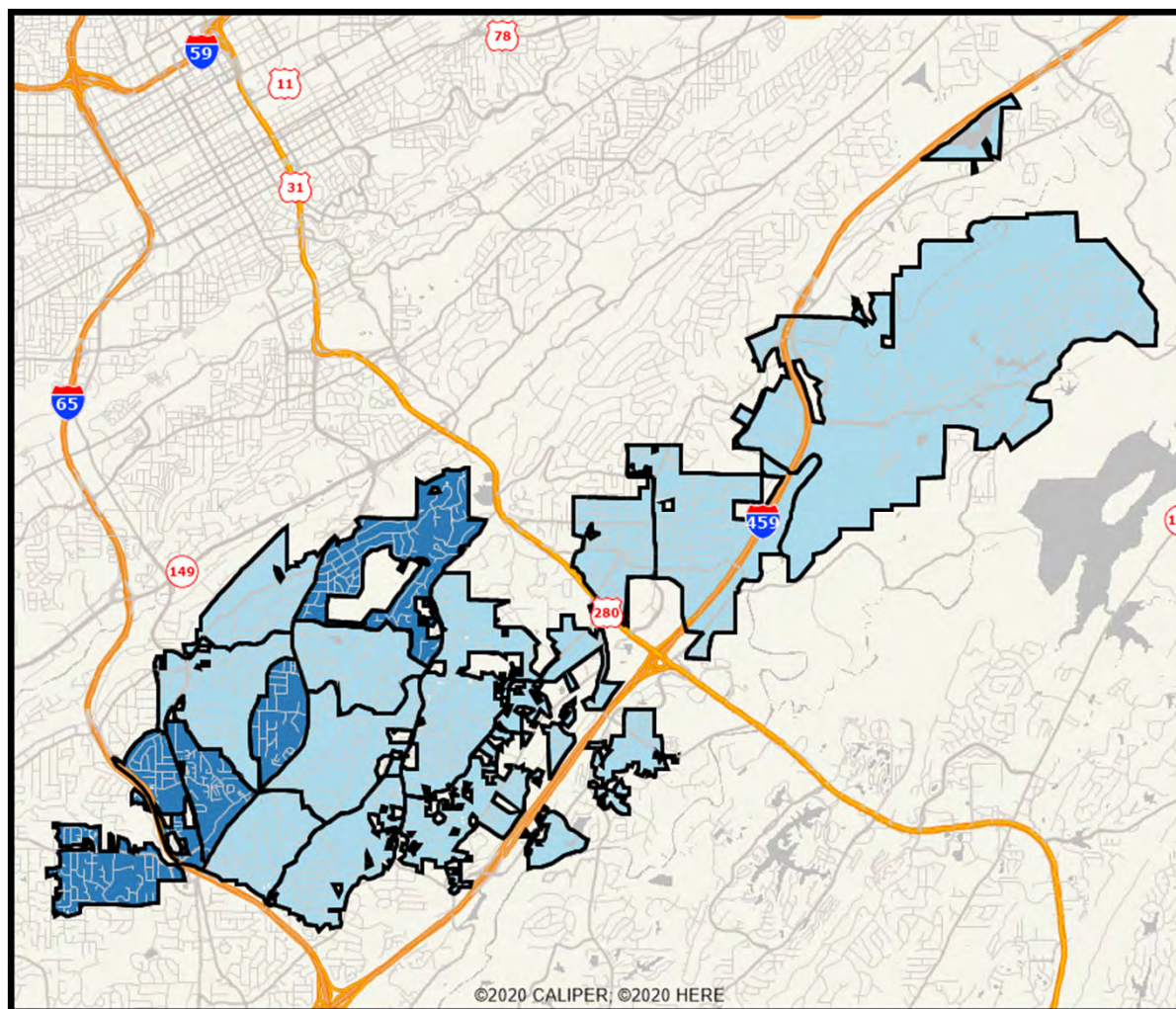
Q13-04. Number of walking and biking trails



Legend

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

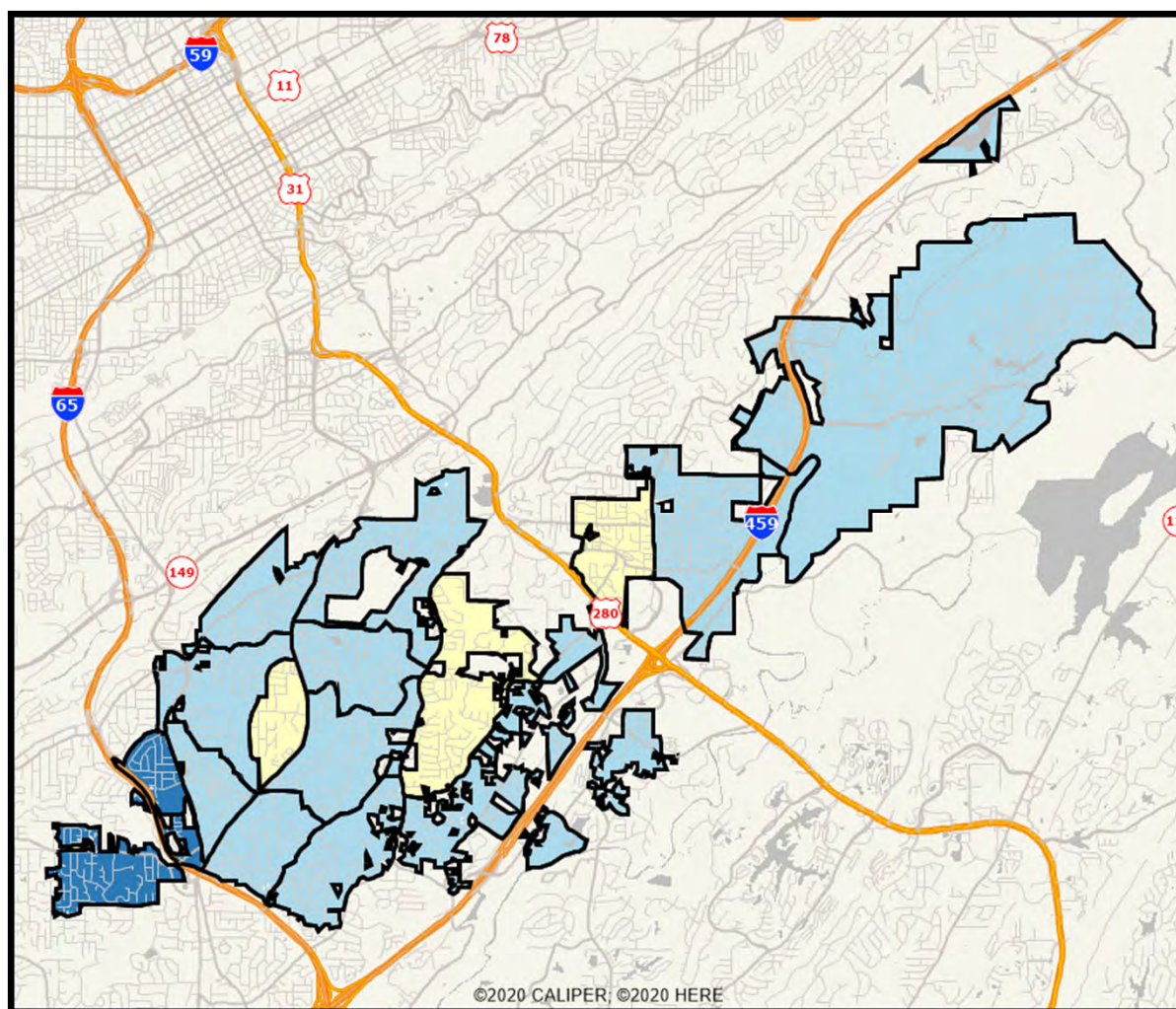
Q13-05. Outdoor athletic fields



Legend

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

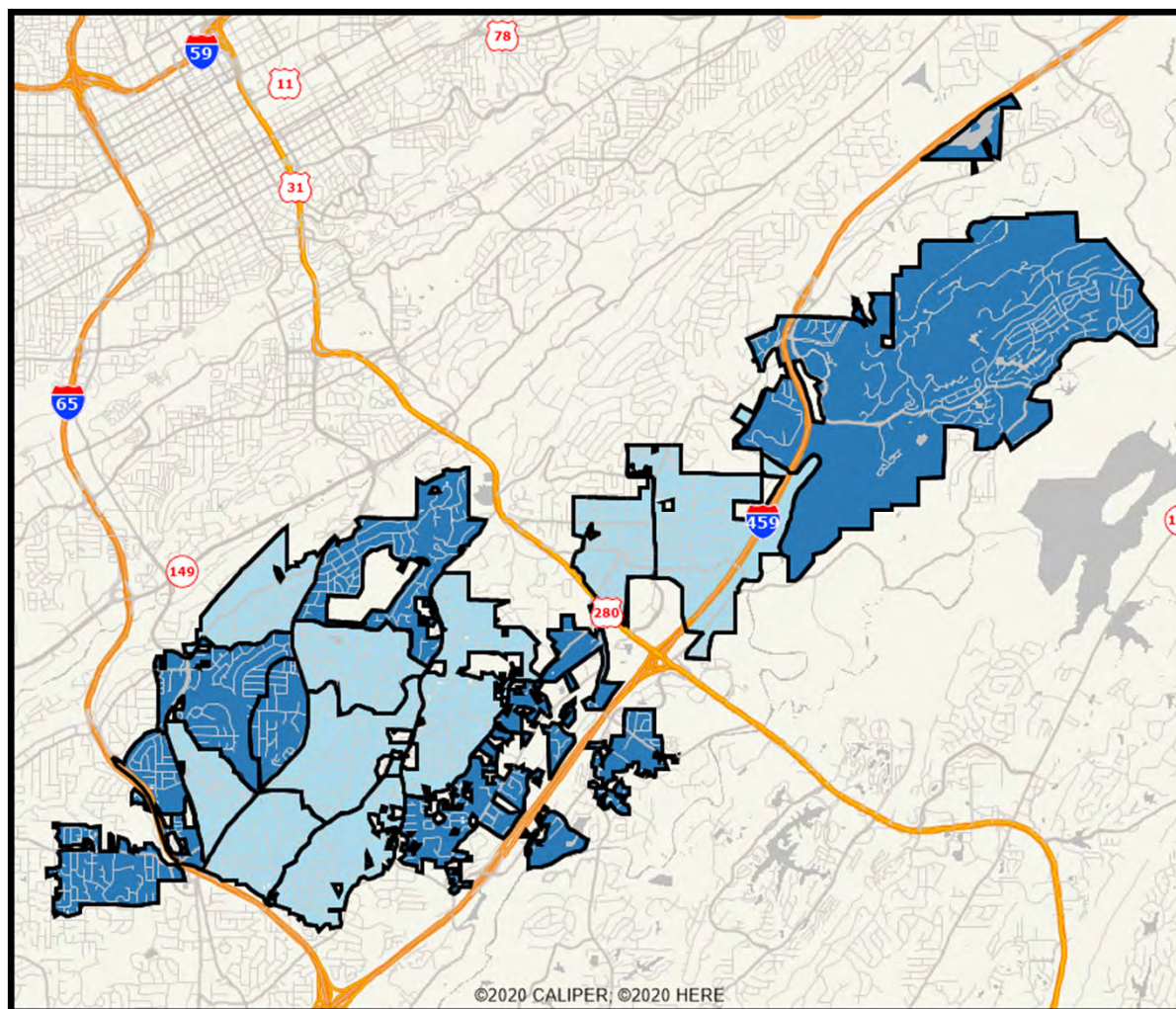
Q13-06. Community recreational centers



Legend

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

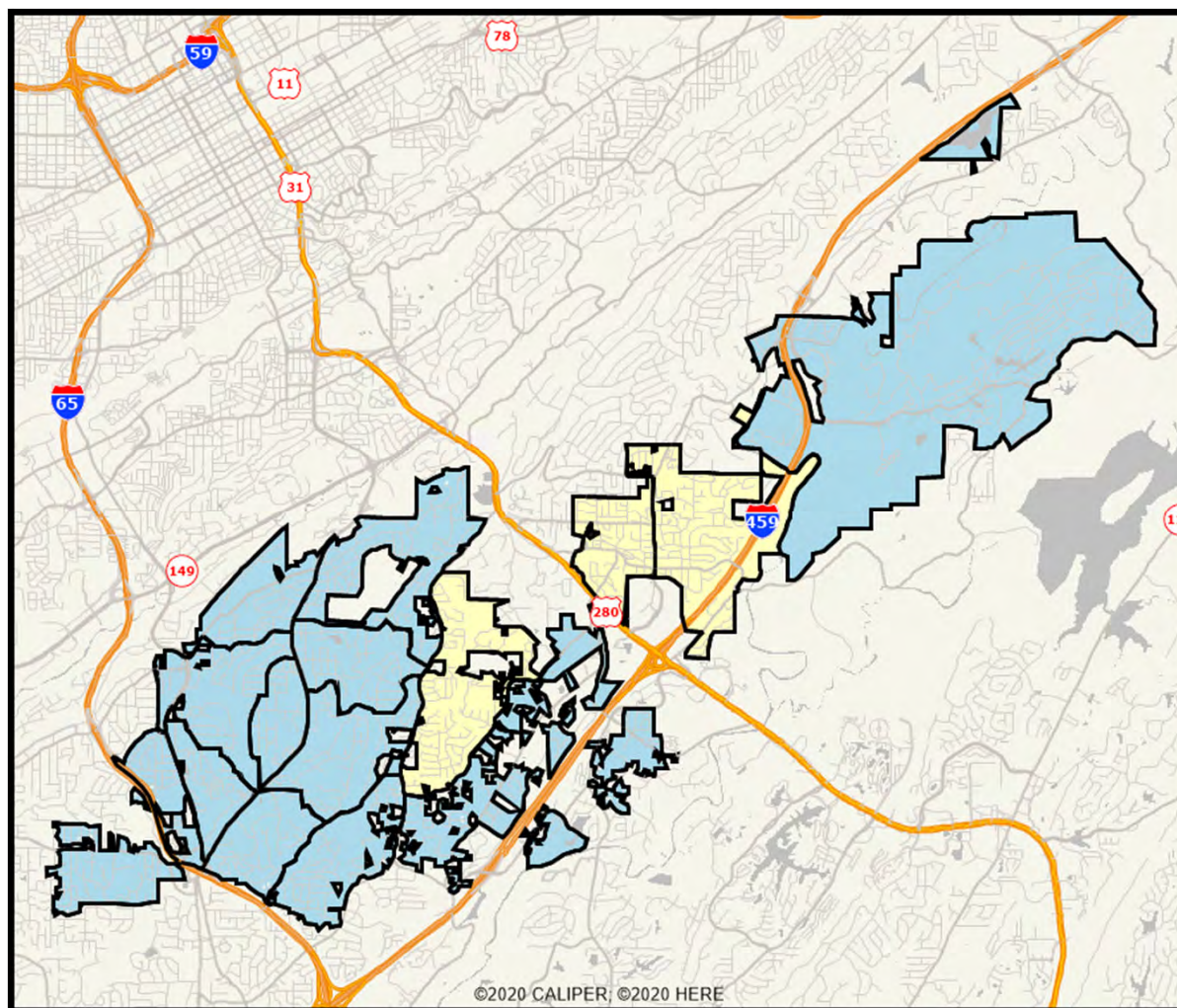
Q13-07. The City's youth athletic programs



Legend

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

Q13-08. The City's adult athletic programs

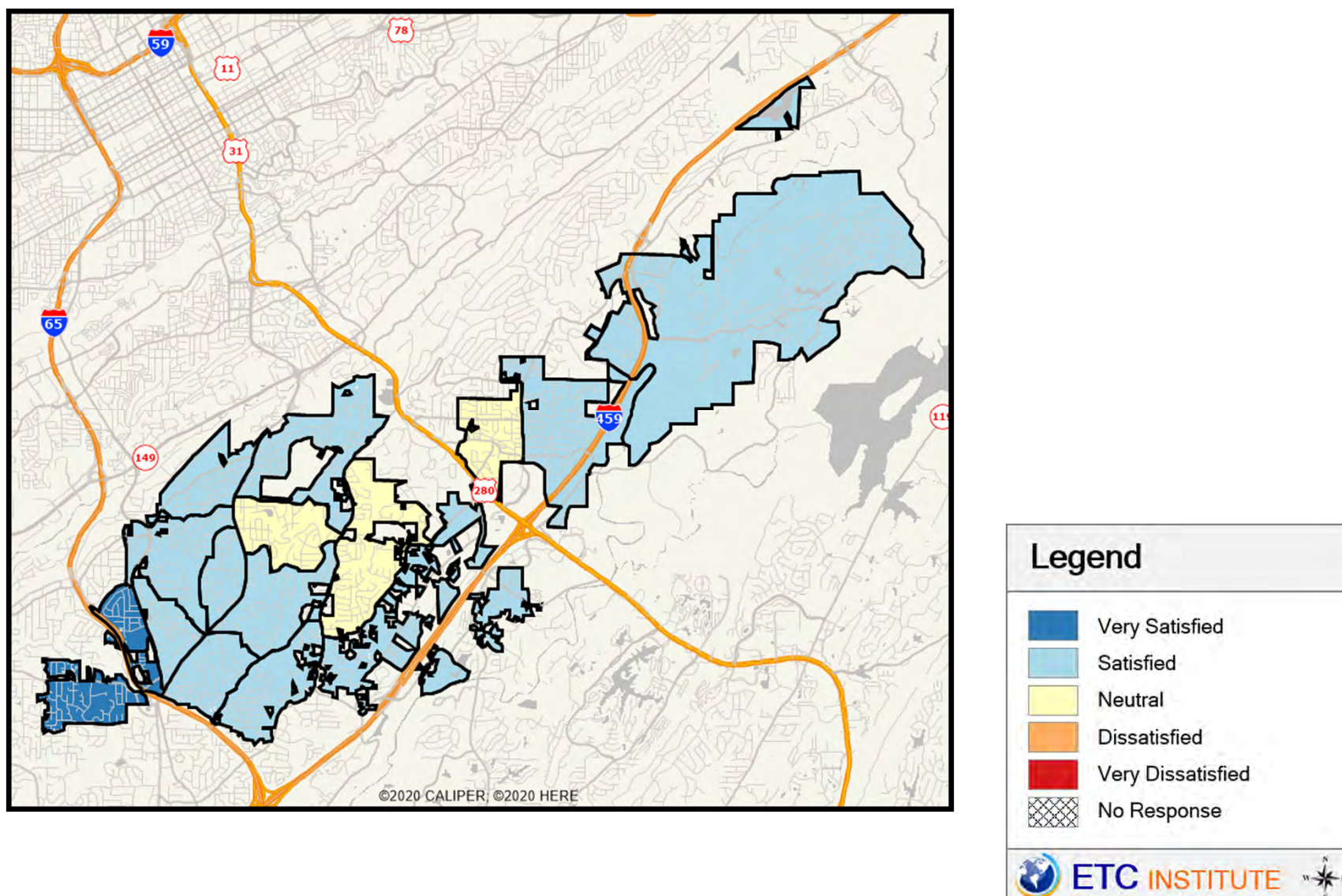


Legend

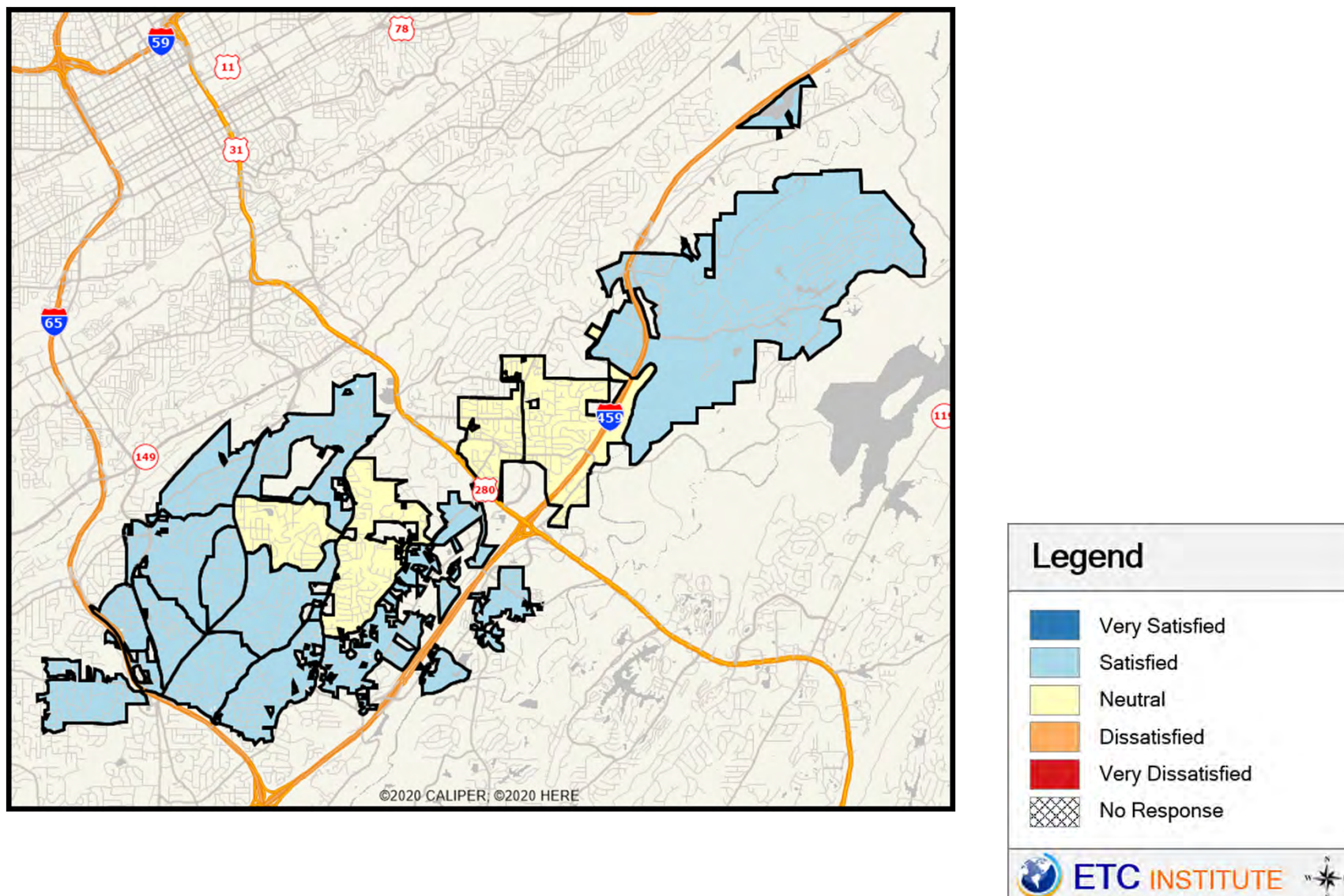
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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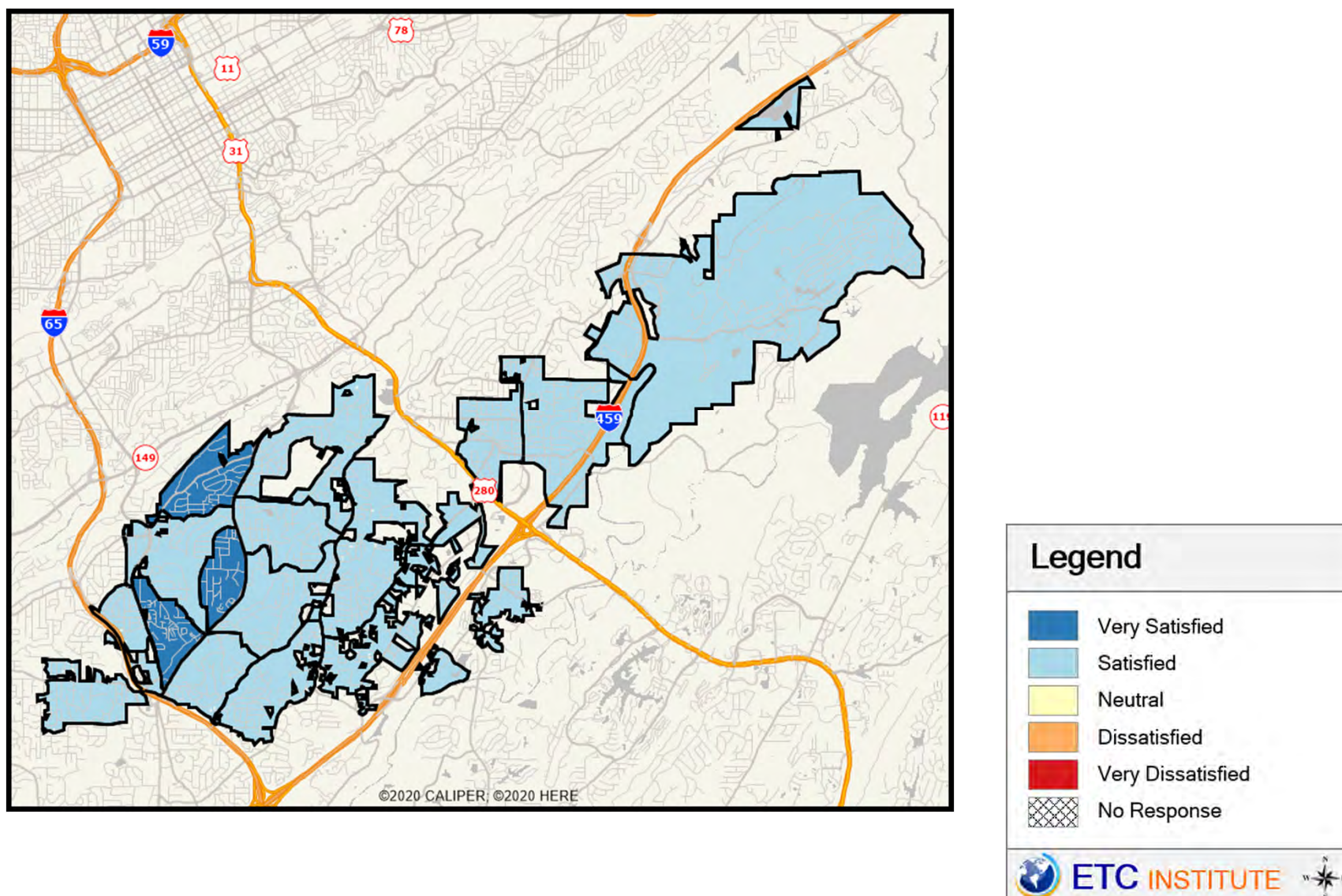
Q13-09. The City's senior programs



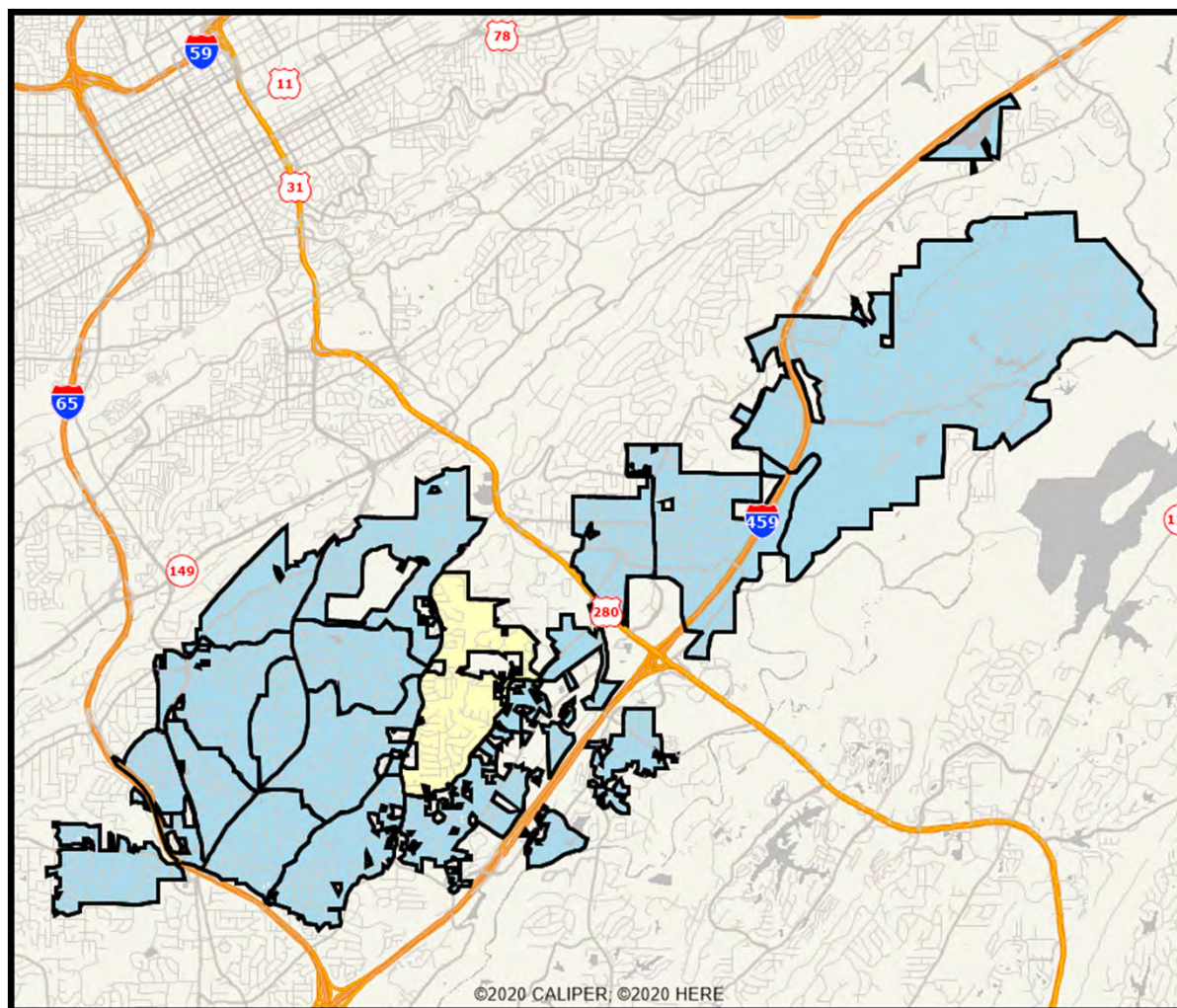
Q13-10. City recreational programs



Q13-11. Maintenance of City parks



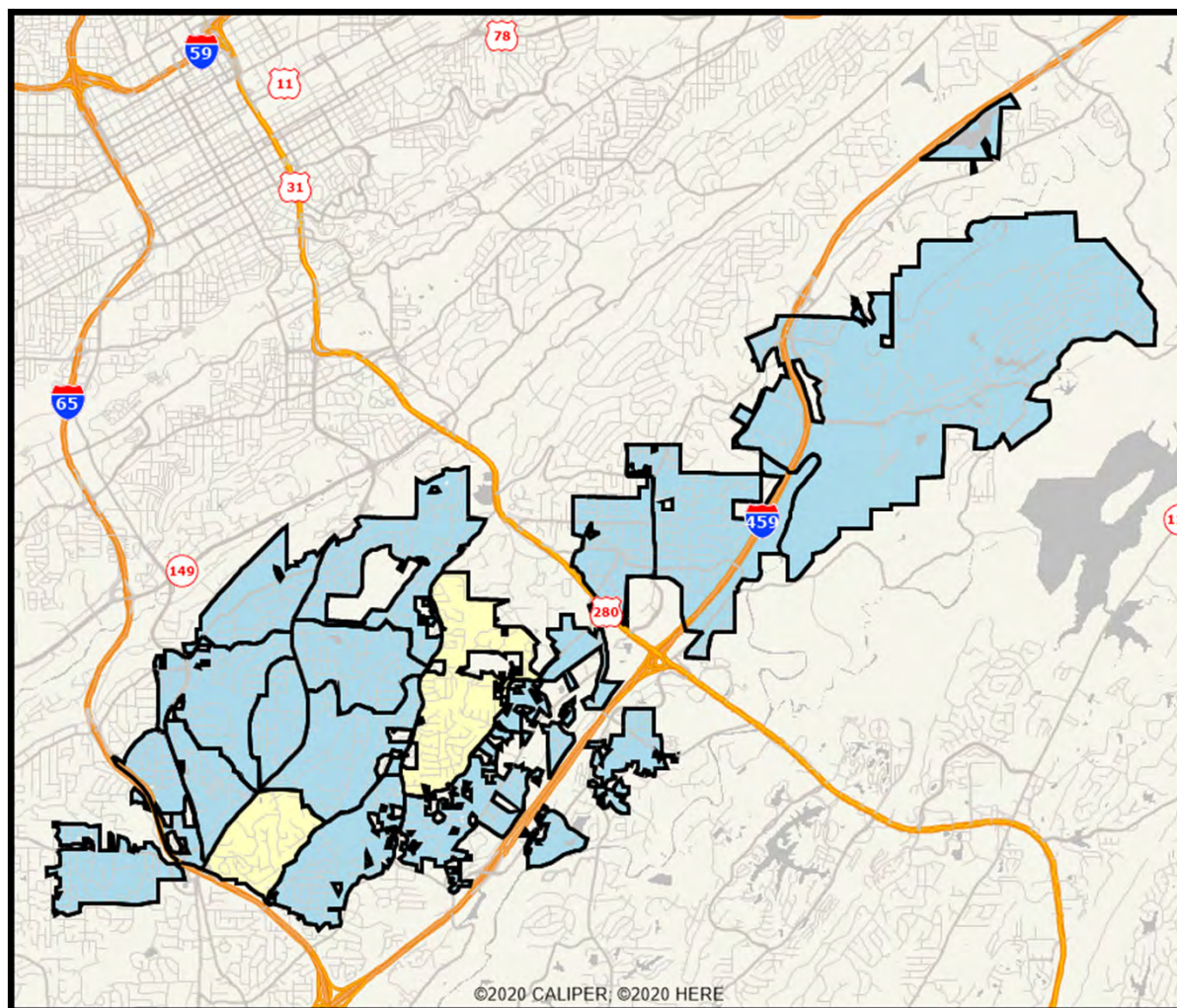
Q13-12. Ease of registering for programs



Legend

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

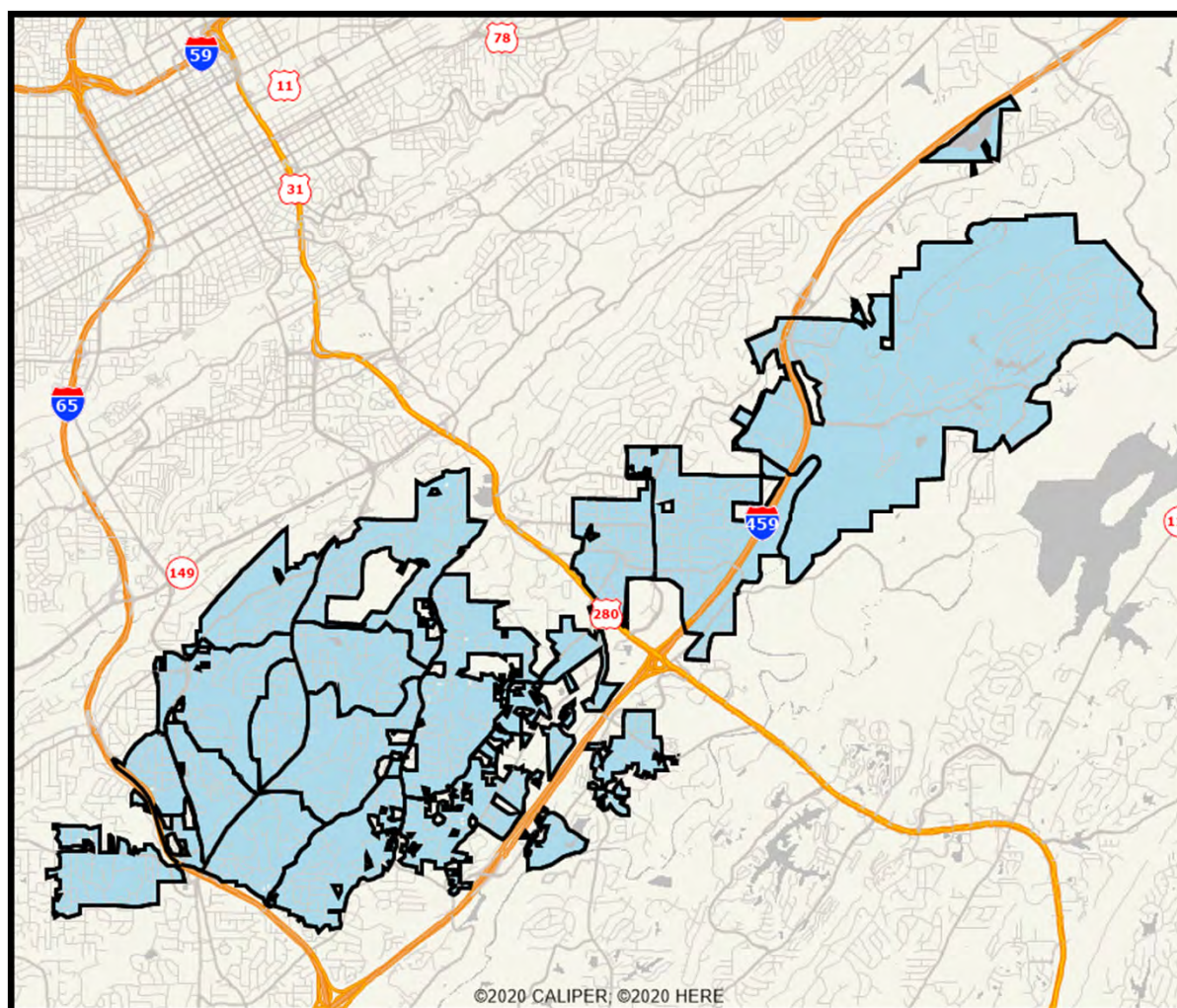
Q13-13. Fees charged for recreational programs



Legend

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

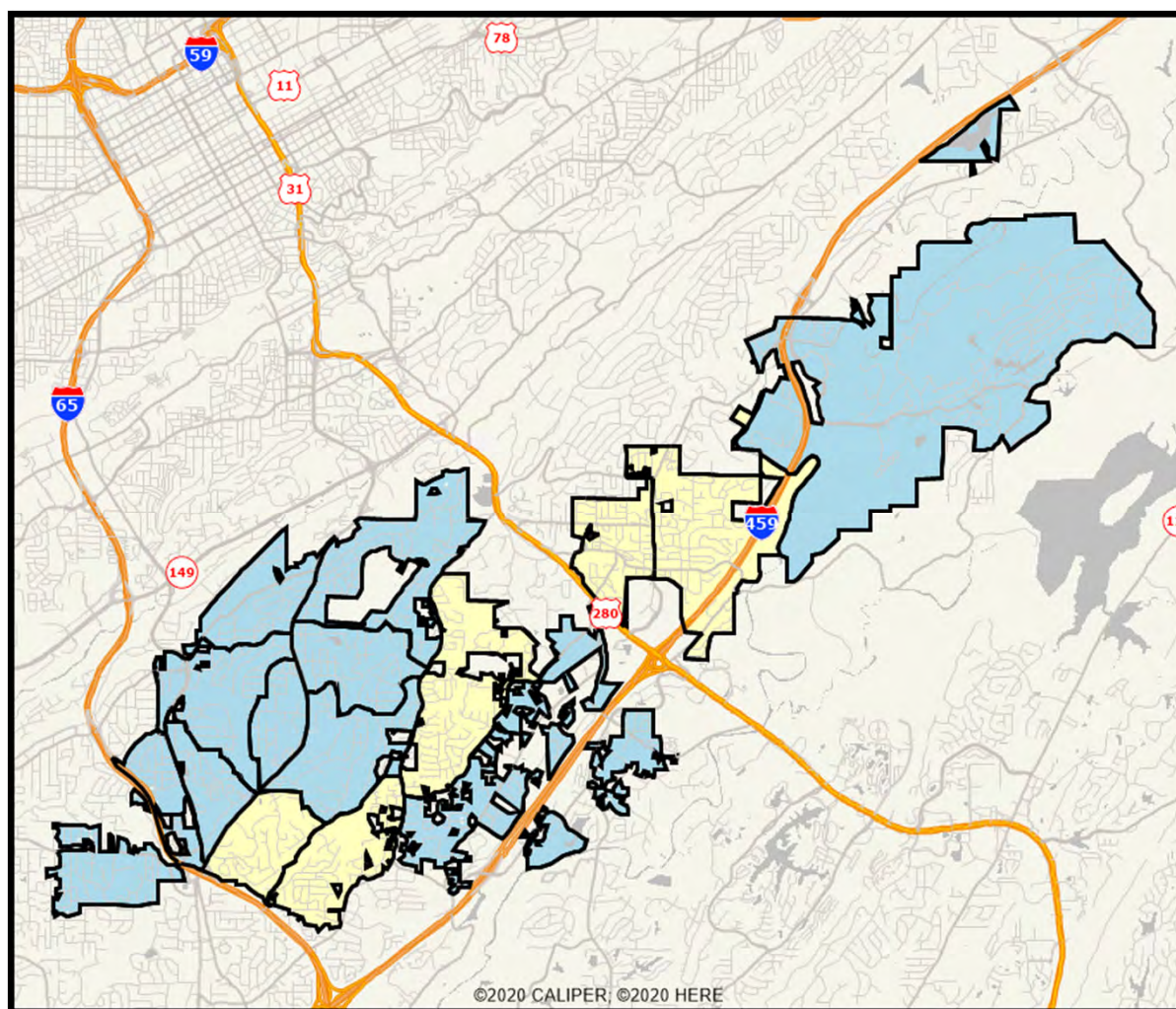
Q15-1. The availability of information about City programs and services



Legend

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

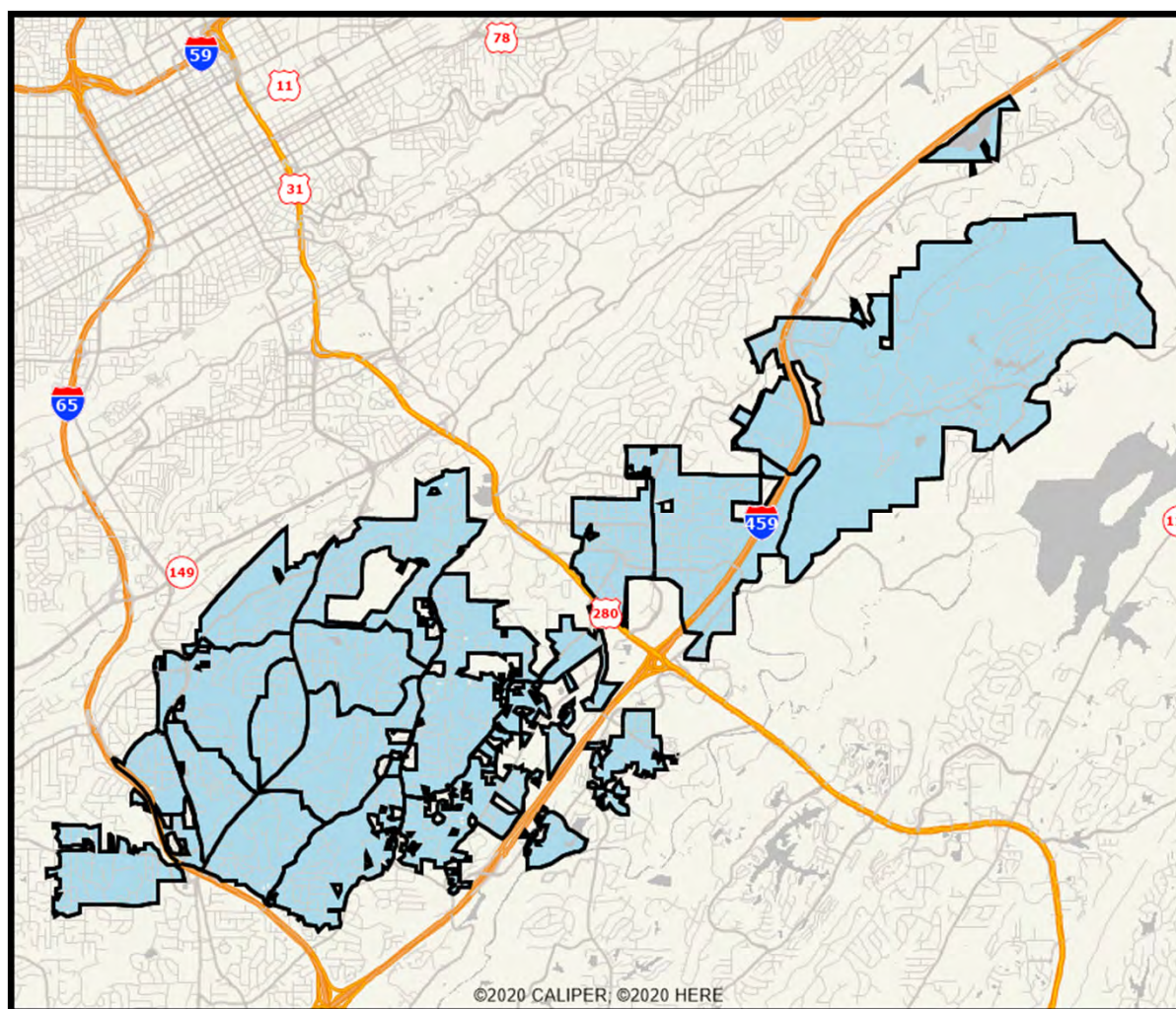
Q15-2. Level of public involvement in local decision making



Legend

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

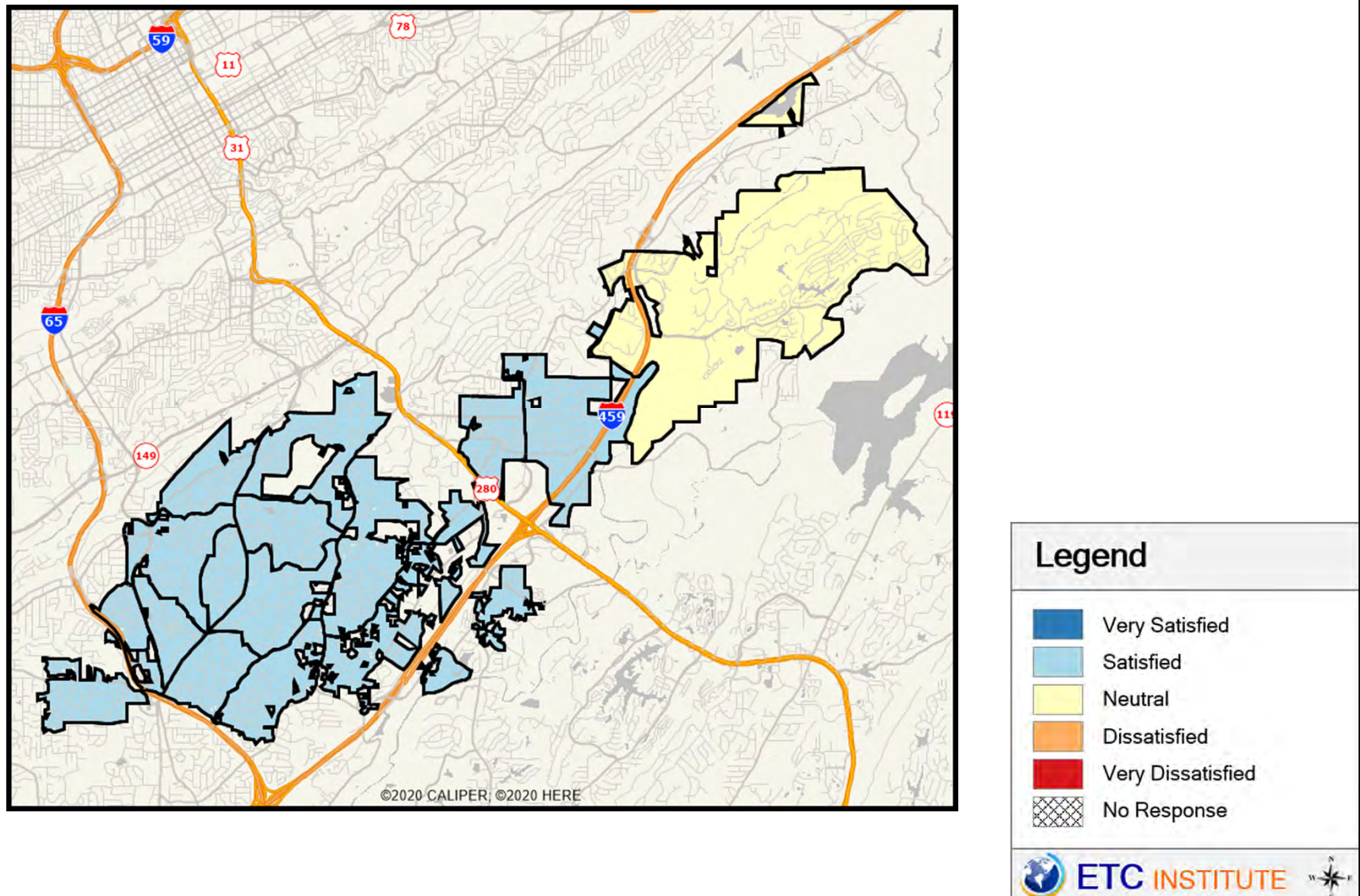
Q15-3. Quality of community newsletter



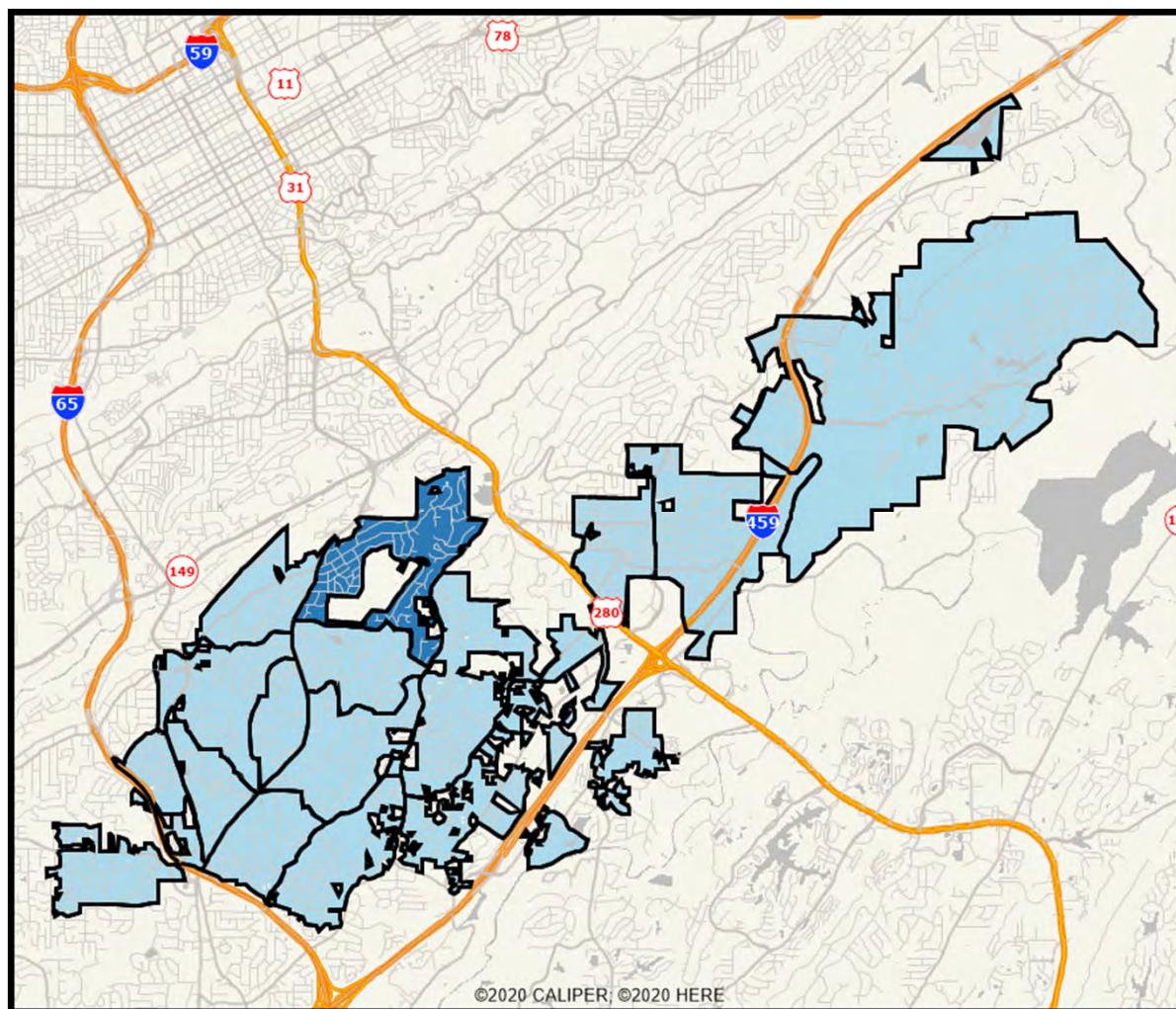
Legend

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

Q15-4. Availability of information on other City services and programs



Q15-5. The quality of the City's web page

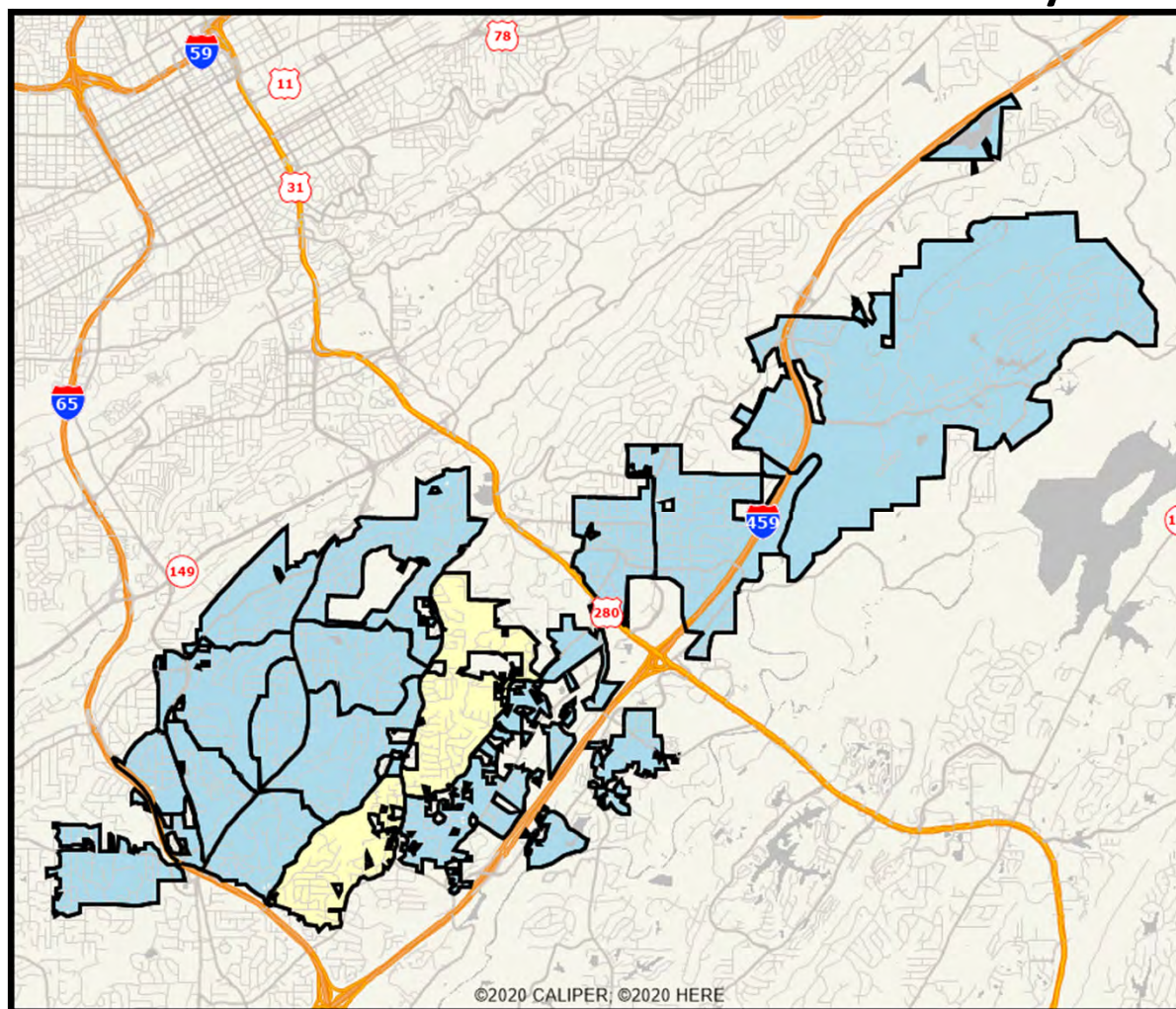


Legend

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

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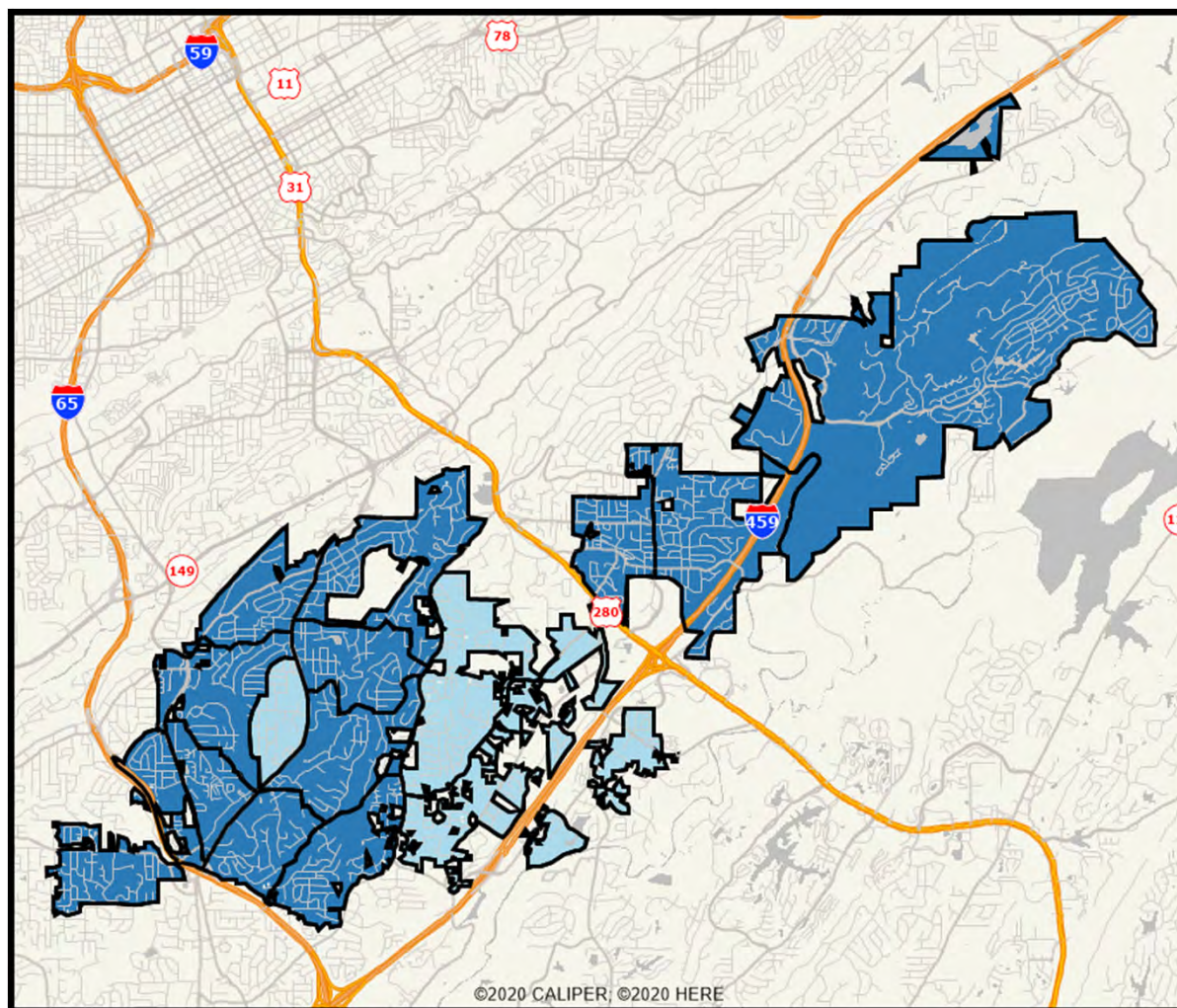
Q15-6. Transparency of City government and the City's willingness to openly share information with the community



Legend

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

Q16-01. Hours of operation

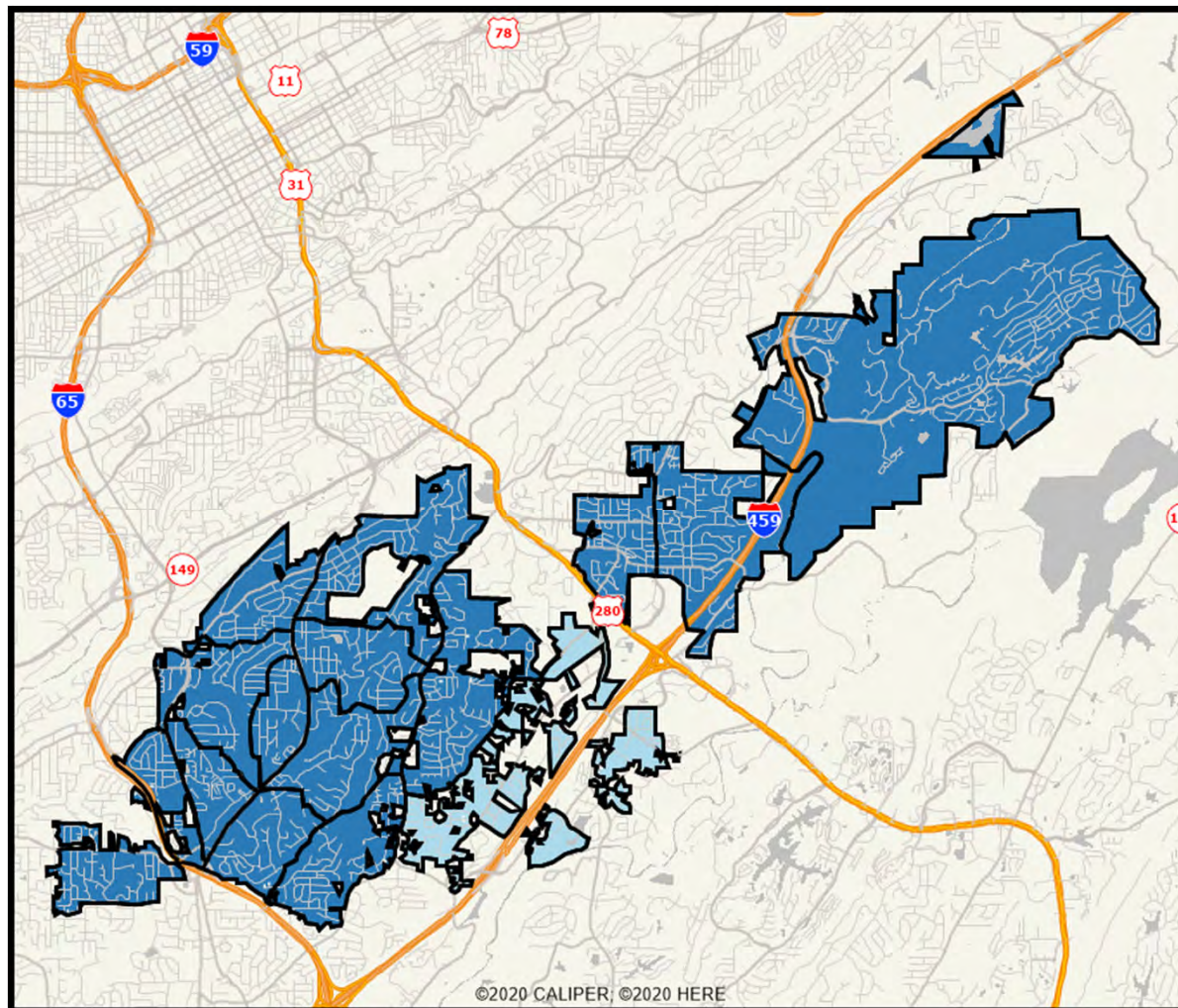


Legend

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



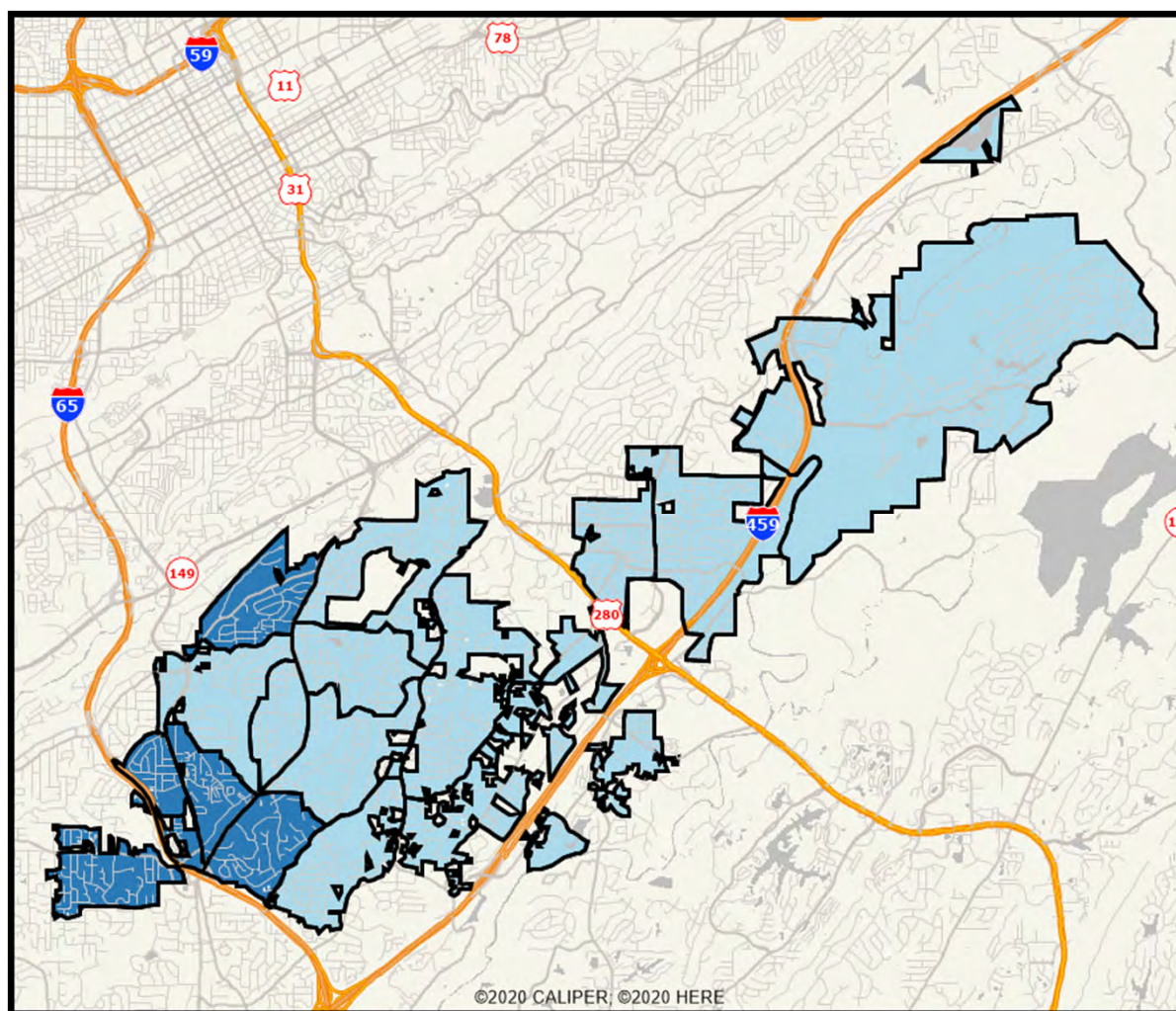
Q16-02. Maintenance of facility and grounds



Legend

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

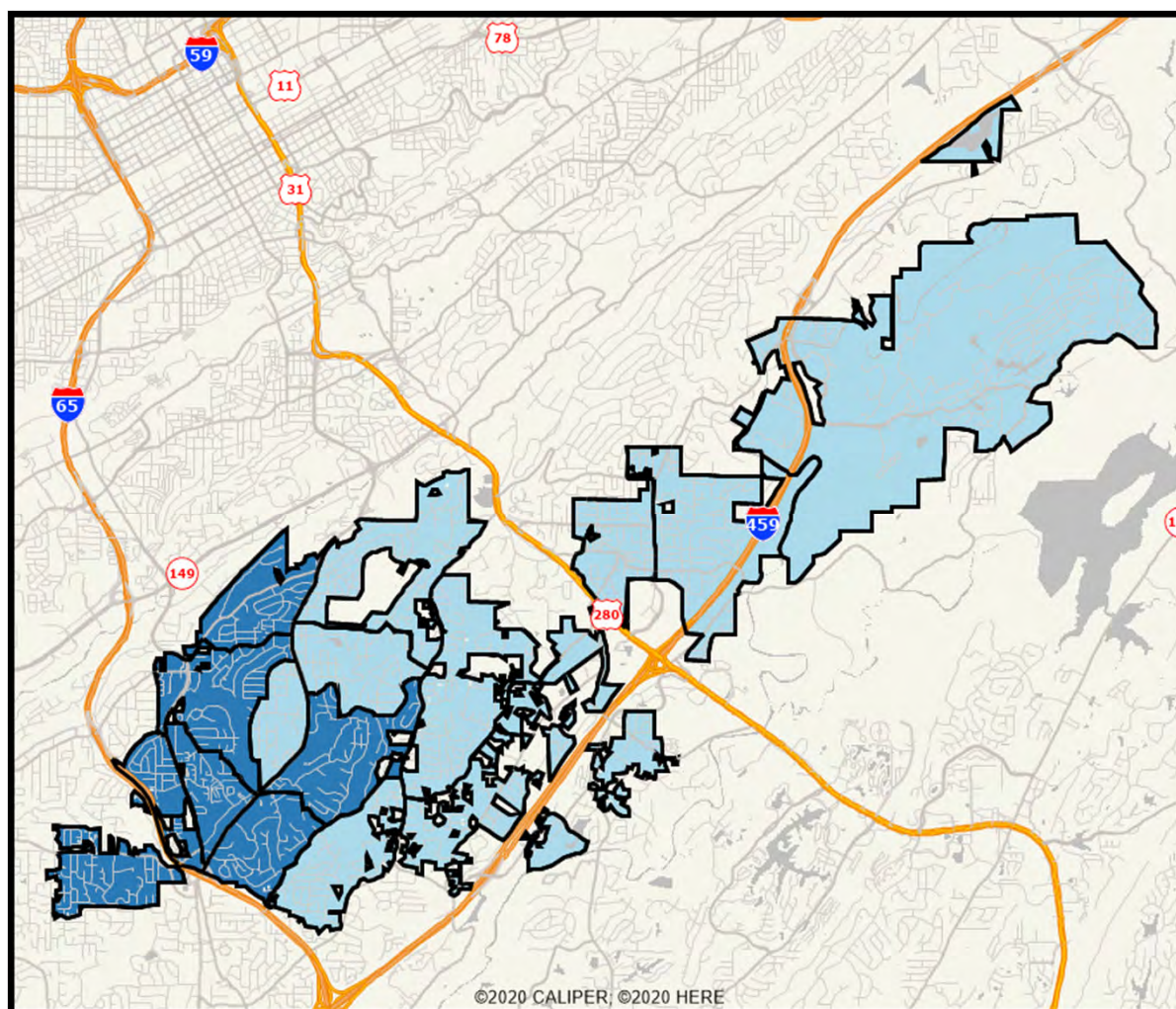
Q16-03. Maintenance of walking and hiking trails



Legend

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

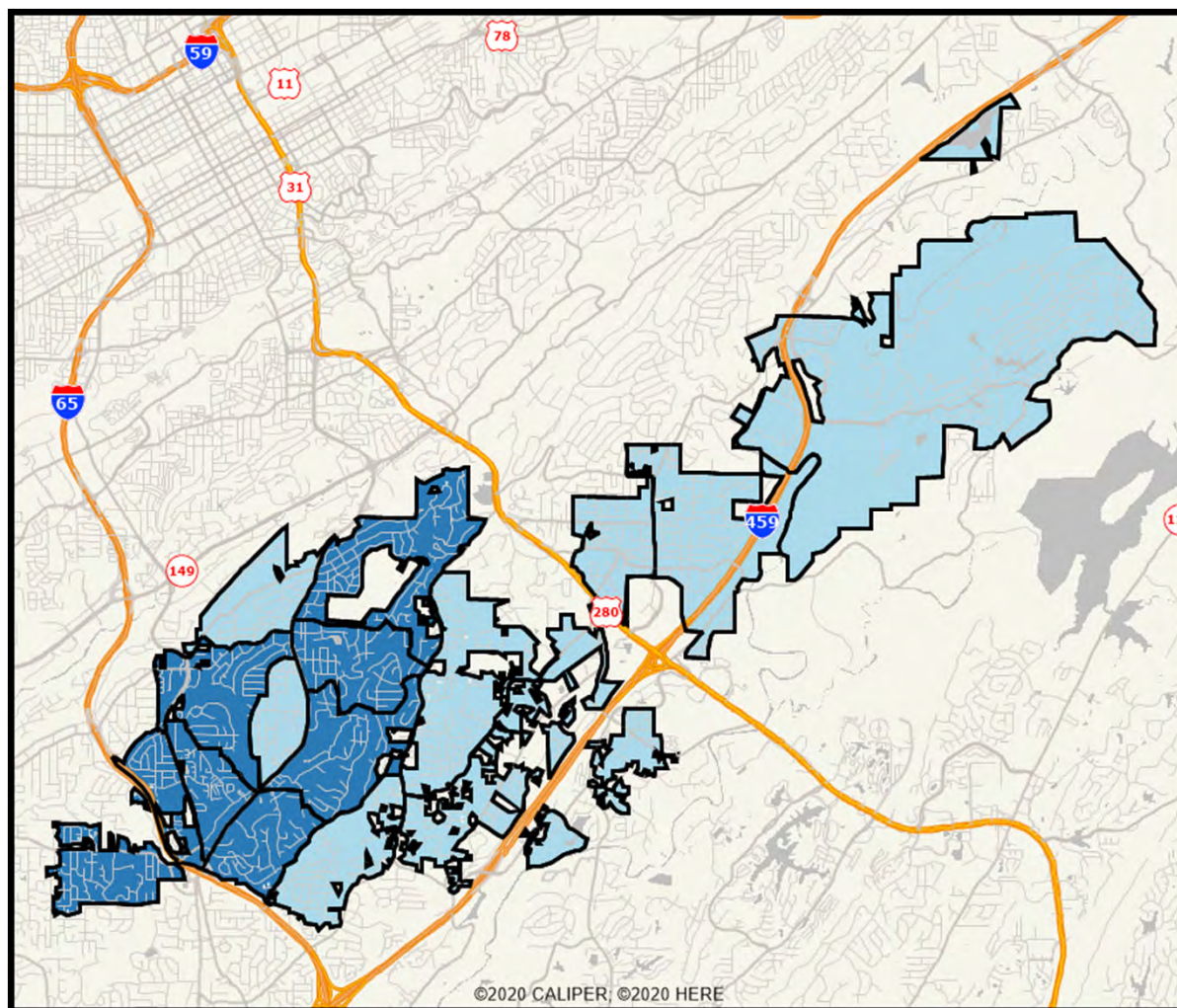
Q16-04. Meeting room rental opportunities



Legend

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

Q16-05. New laptop bar

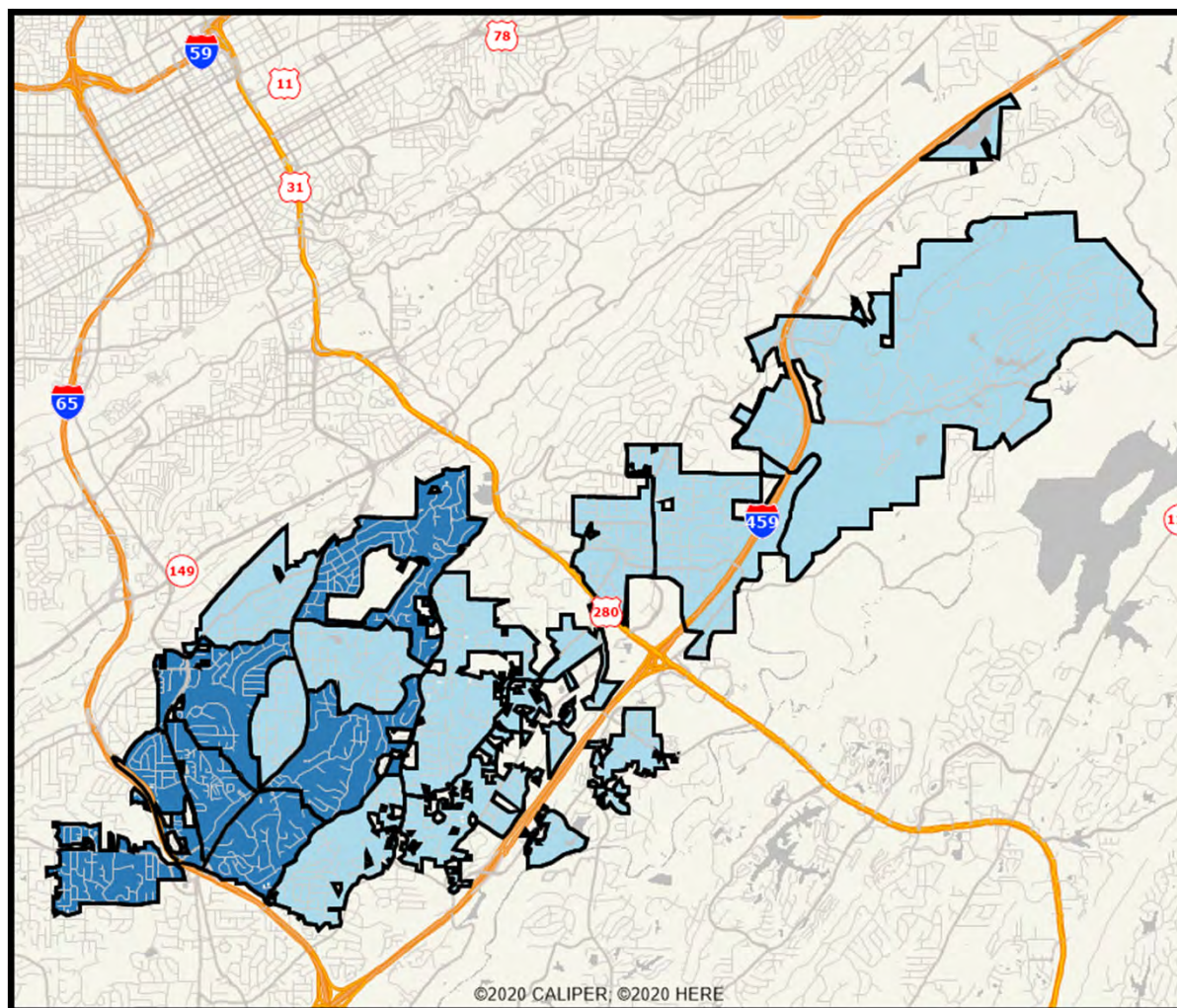


Legend

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



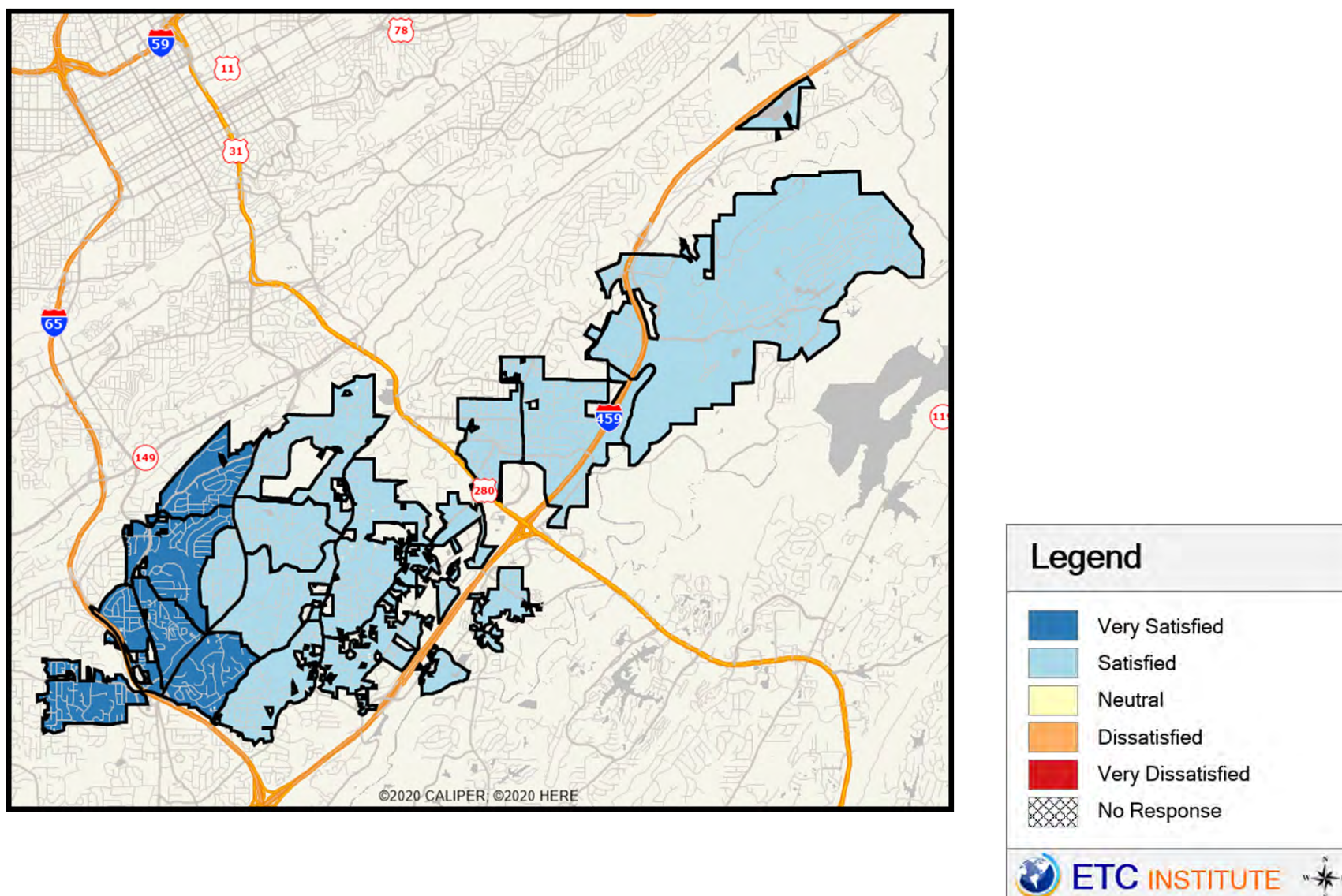
Q16-06. Availability of spaces for group study



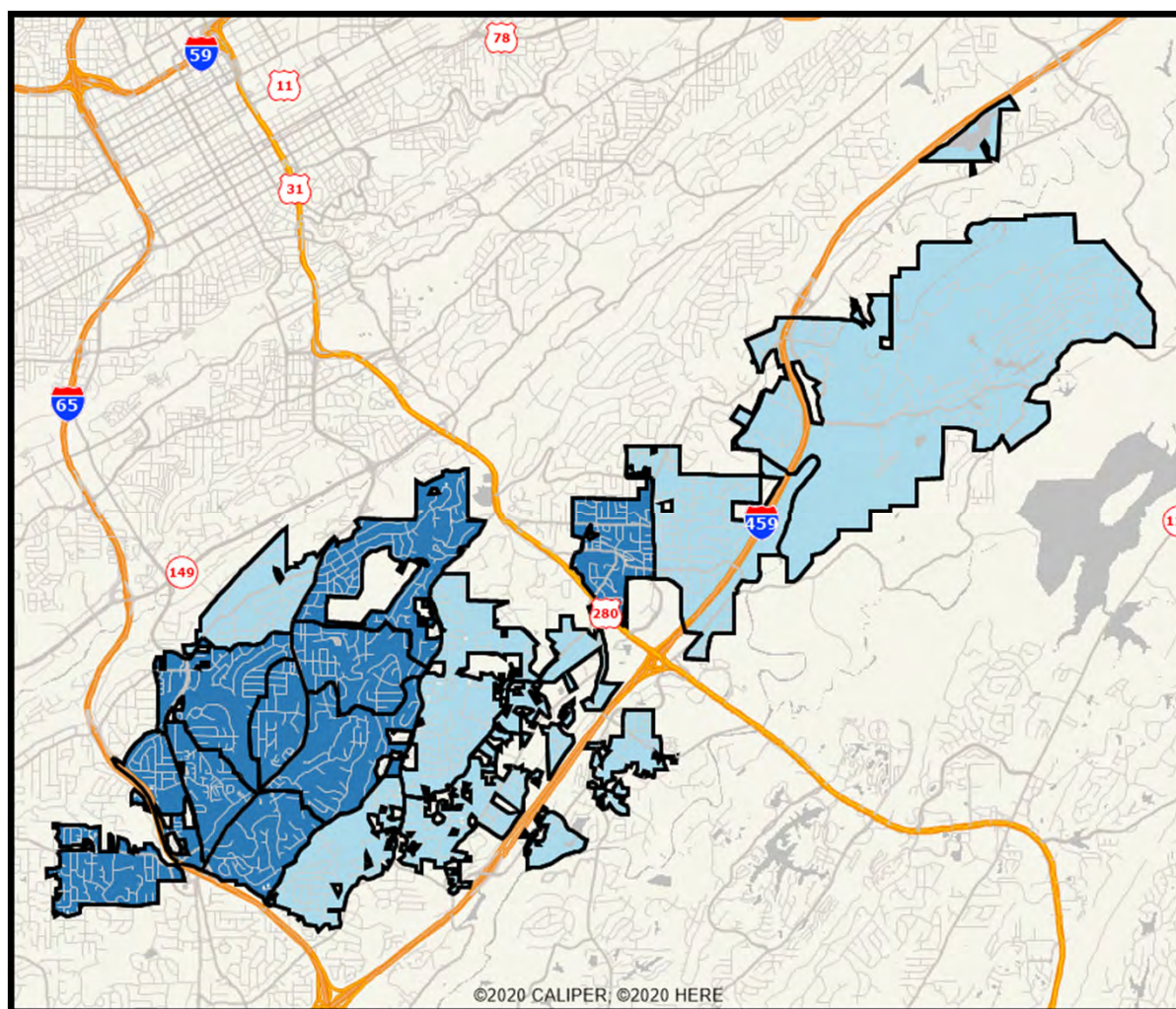
Legend

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

Q16-07. Availability of seating for individual study



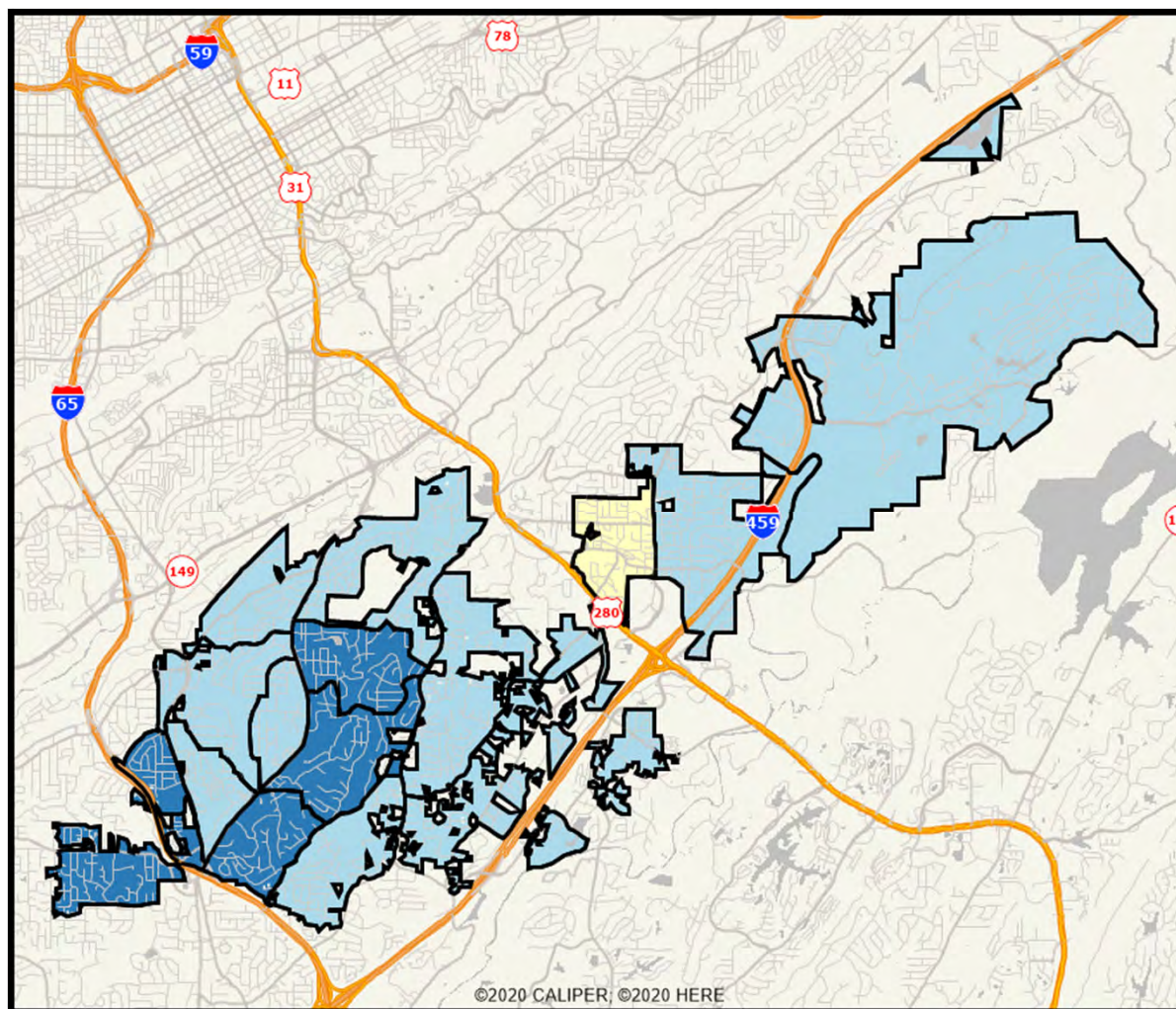
Q16-08. Availability of traditional library materials



Legend

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

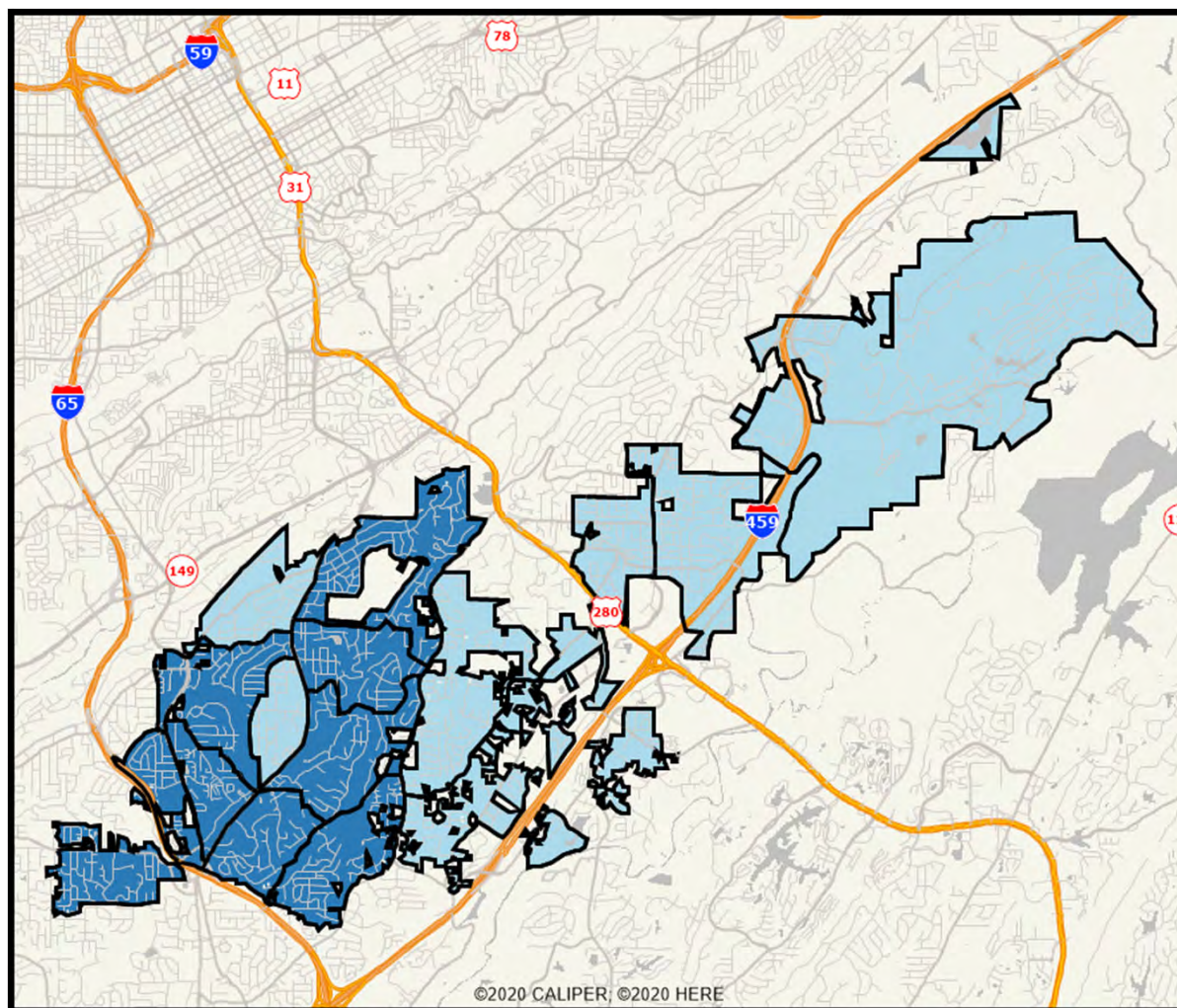
Q16-09. Availability of non-traditional library materials



Legend

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

Q16-10. Online collections



Legend

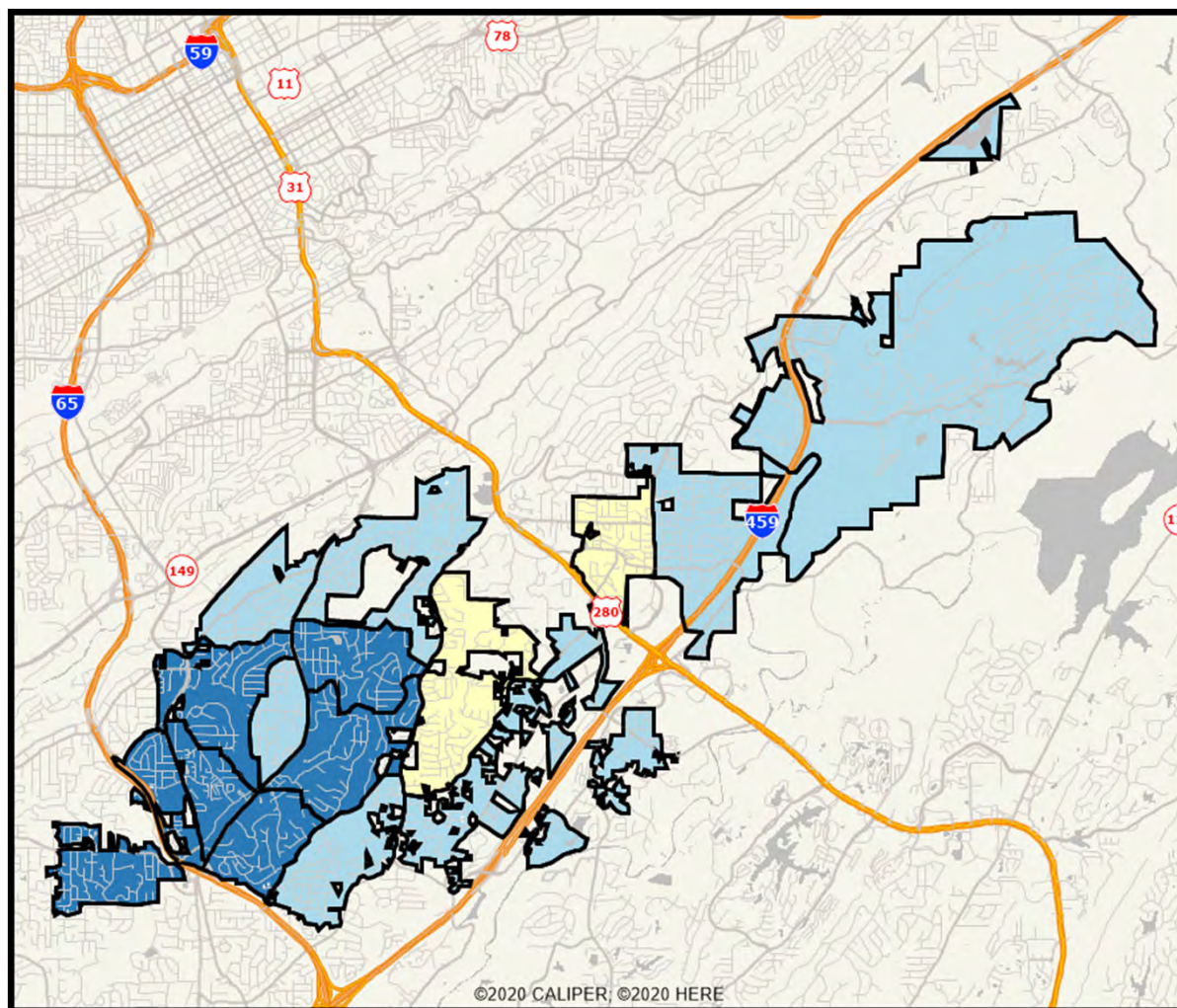
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



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Q16-11. Online databases

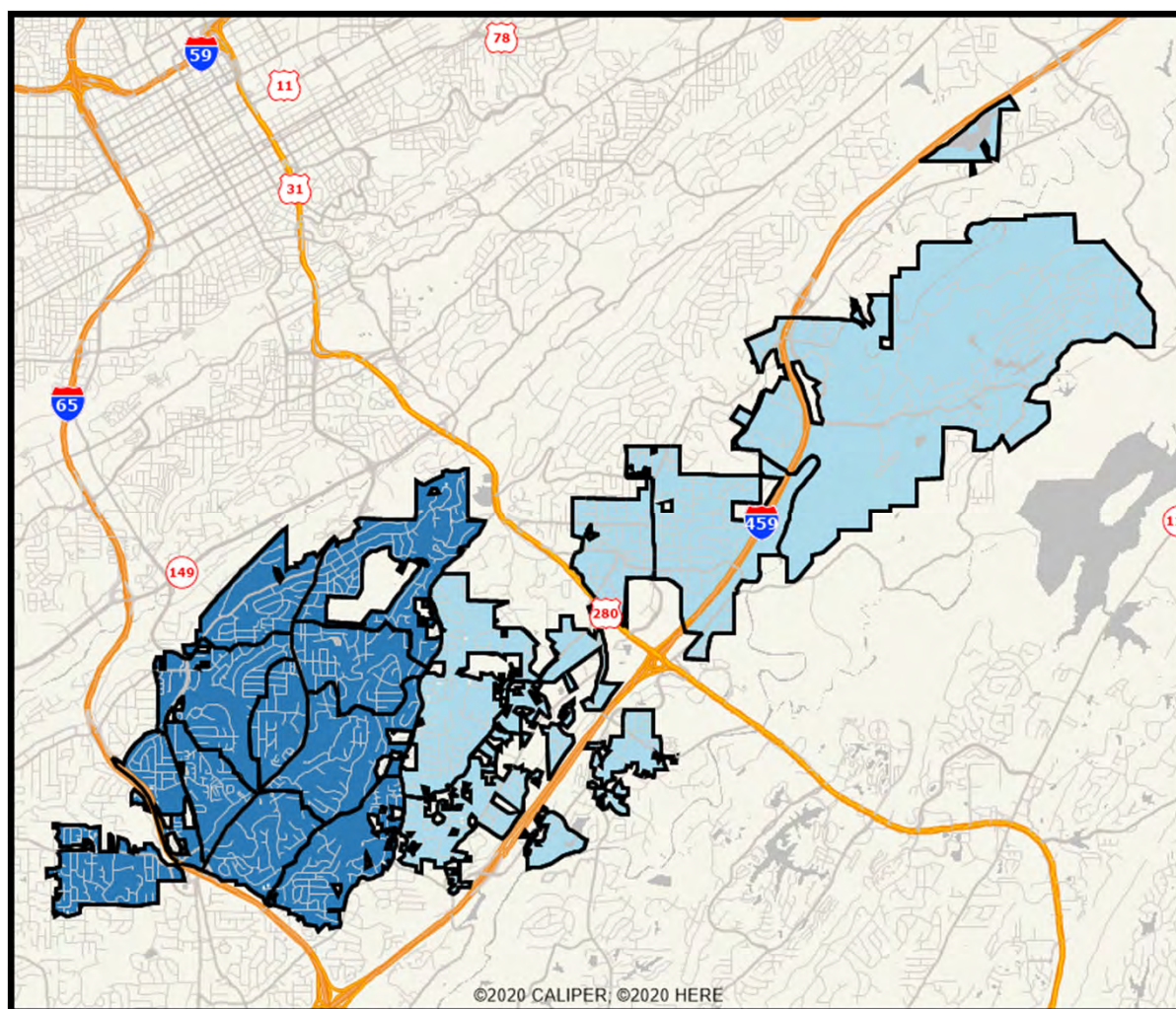


Legend

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



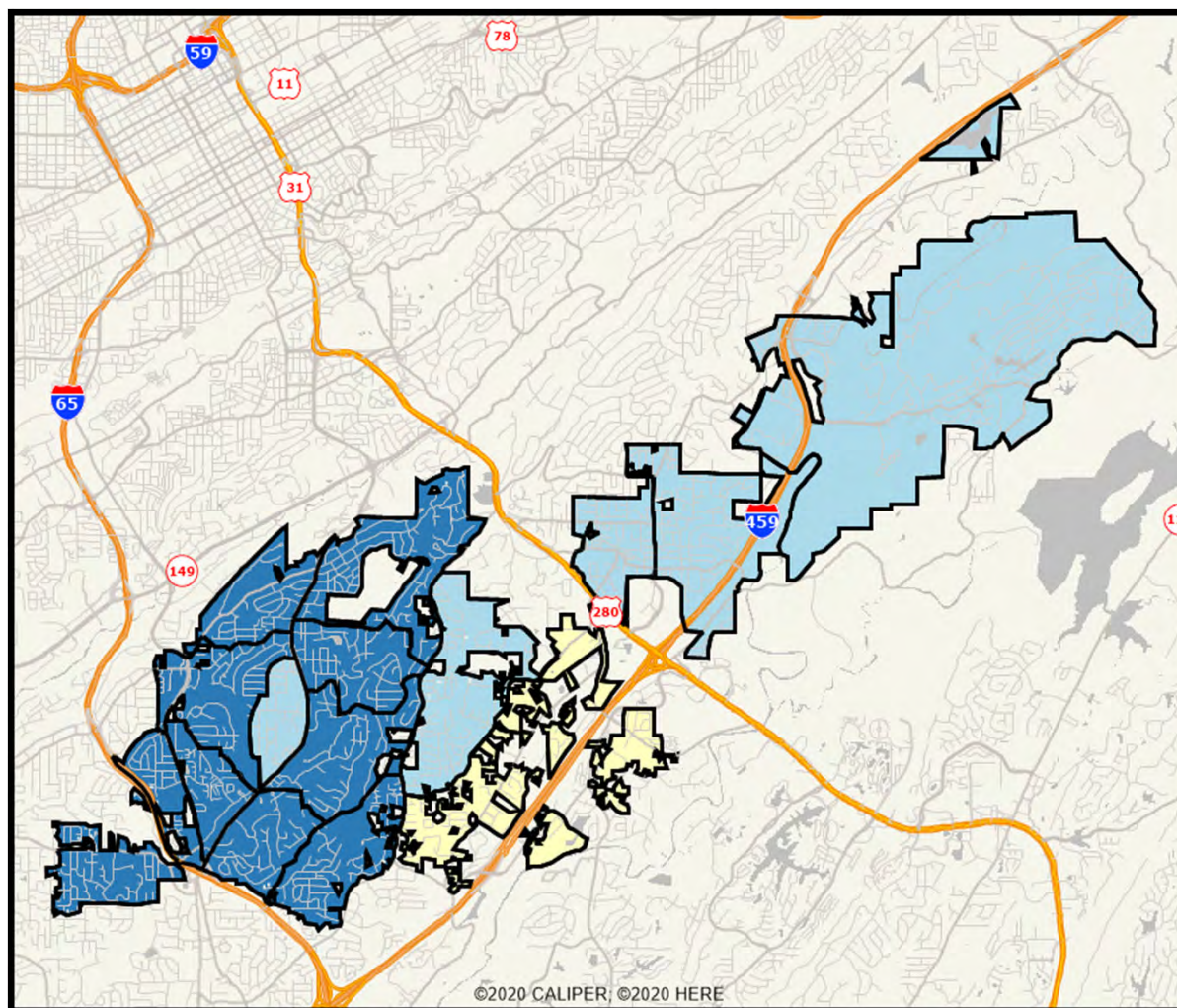
Q16-12. Quality of customer service



Legend

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

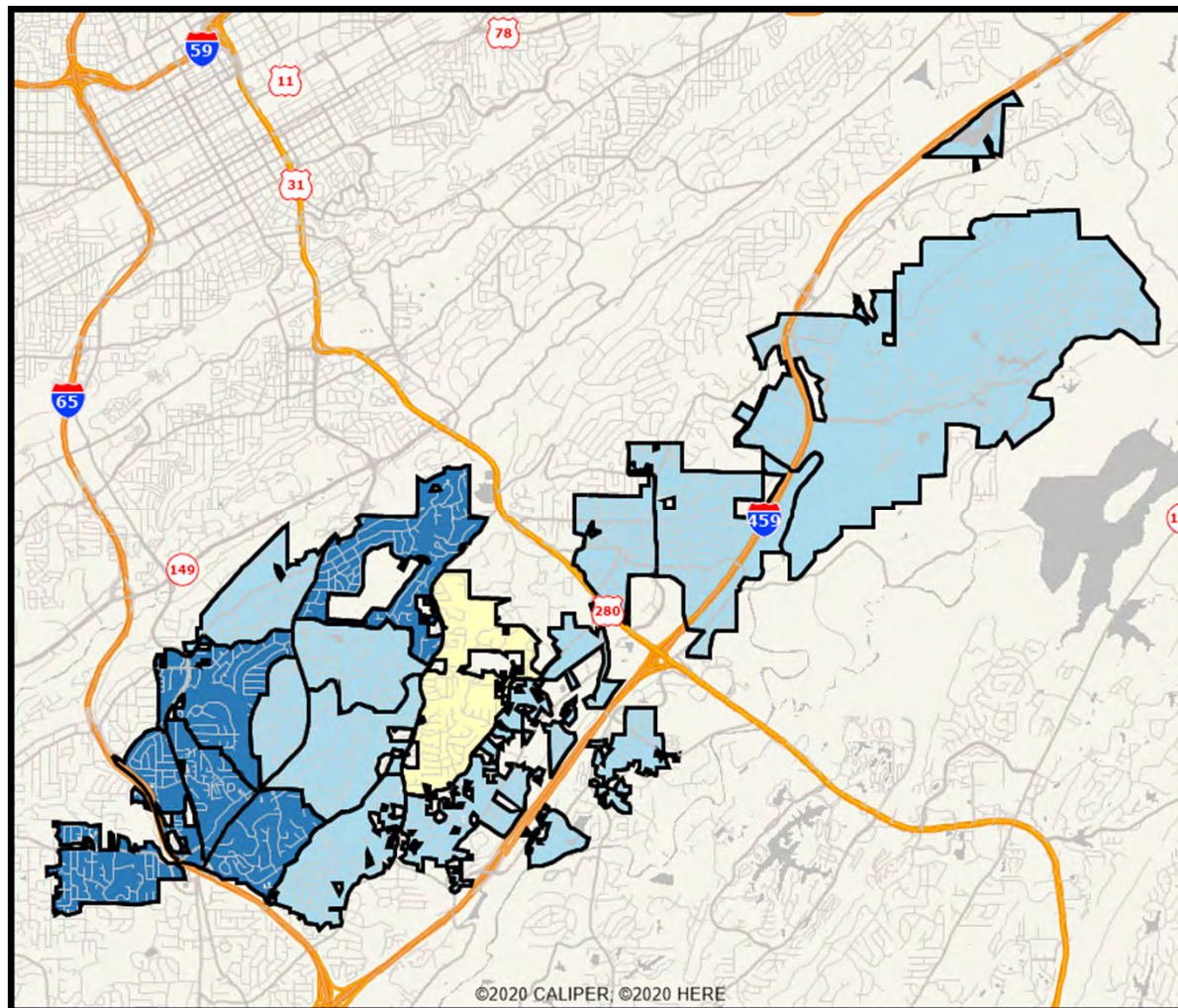
Q16-13. Curbside pickup



Legend

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

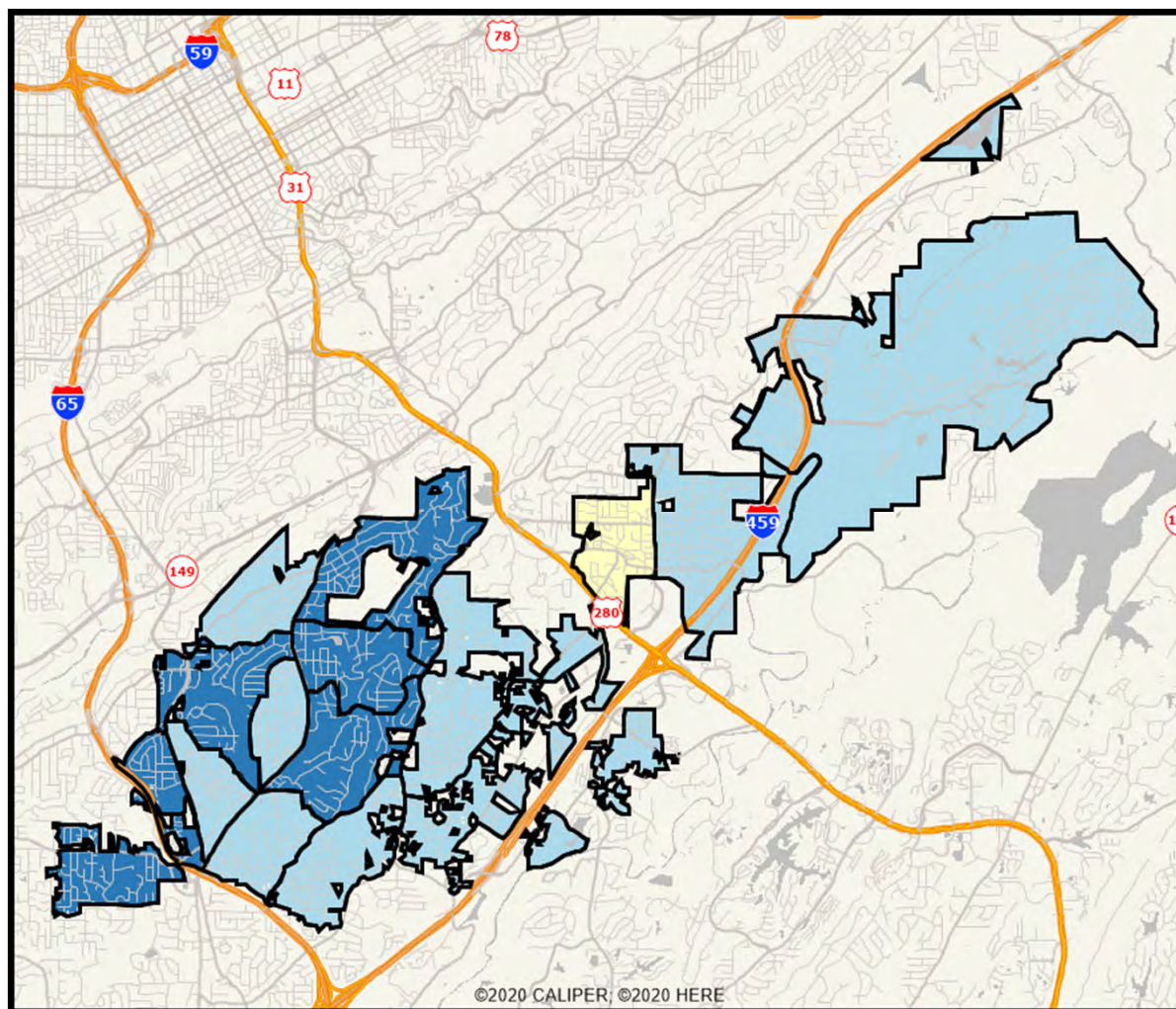
Q16-14. Passport application processing



Legend

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

Q16-15. Proctoring

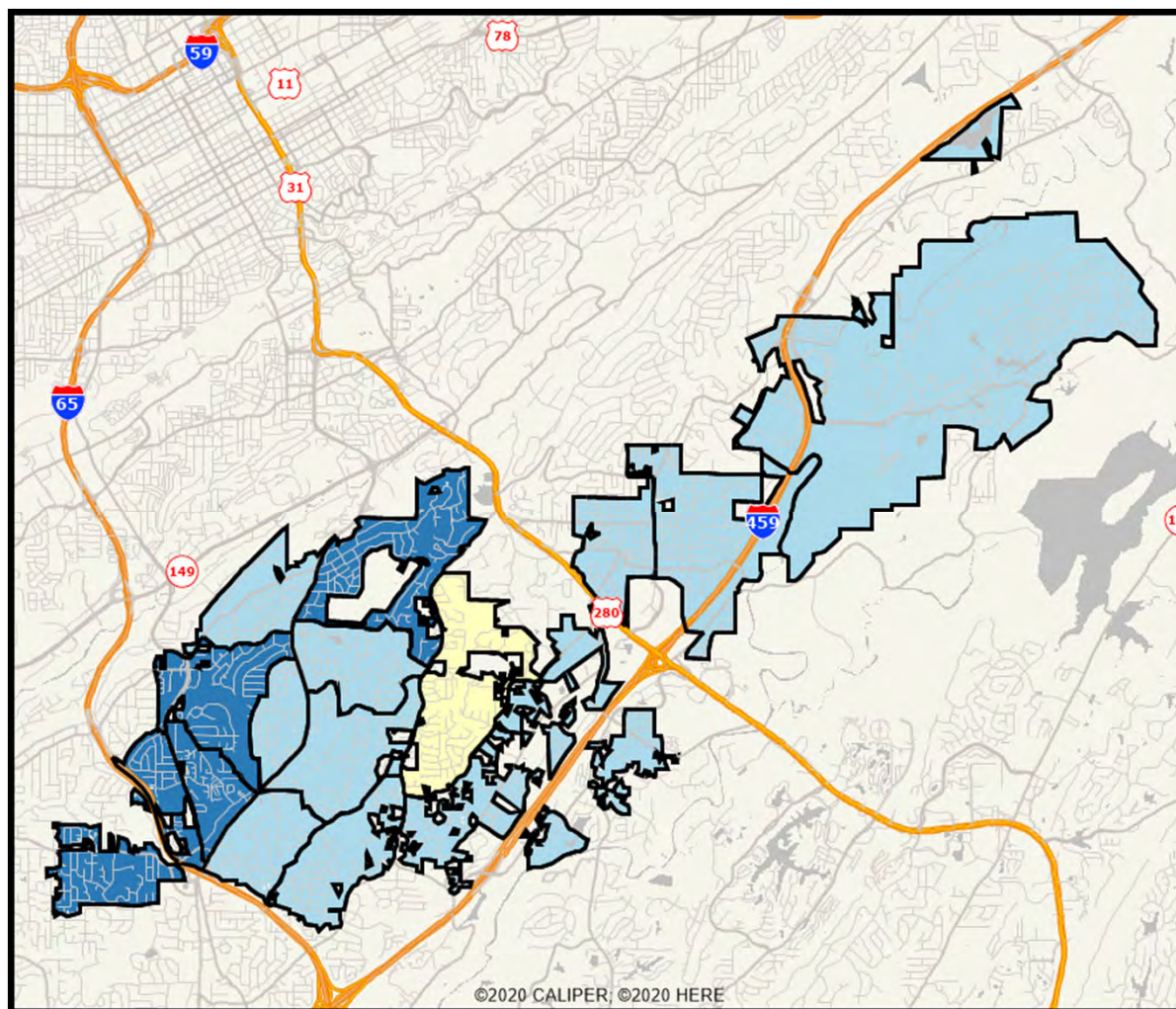


Legend

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



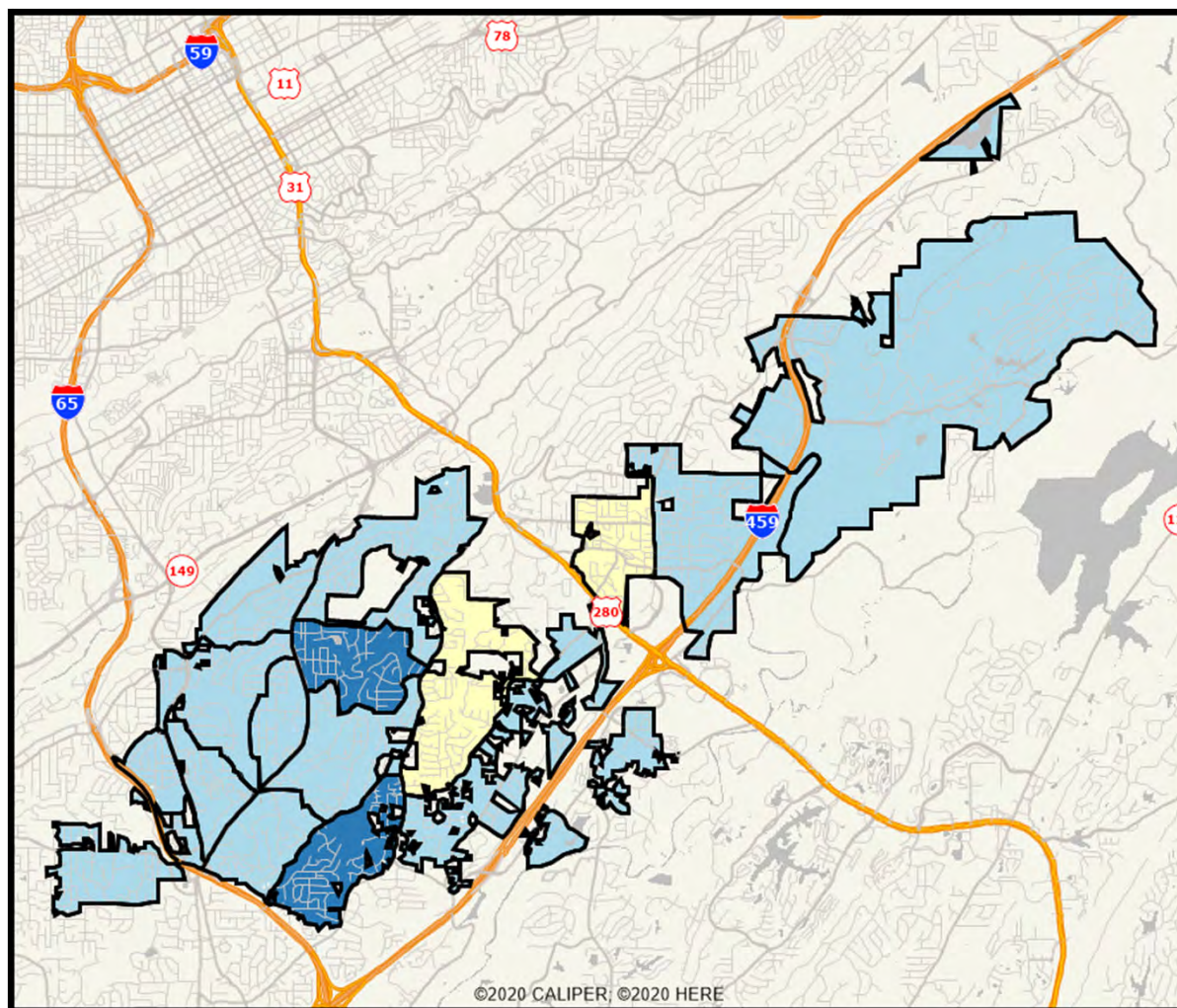
Q16-16. Notary



Legend

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

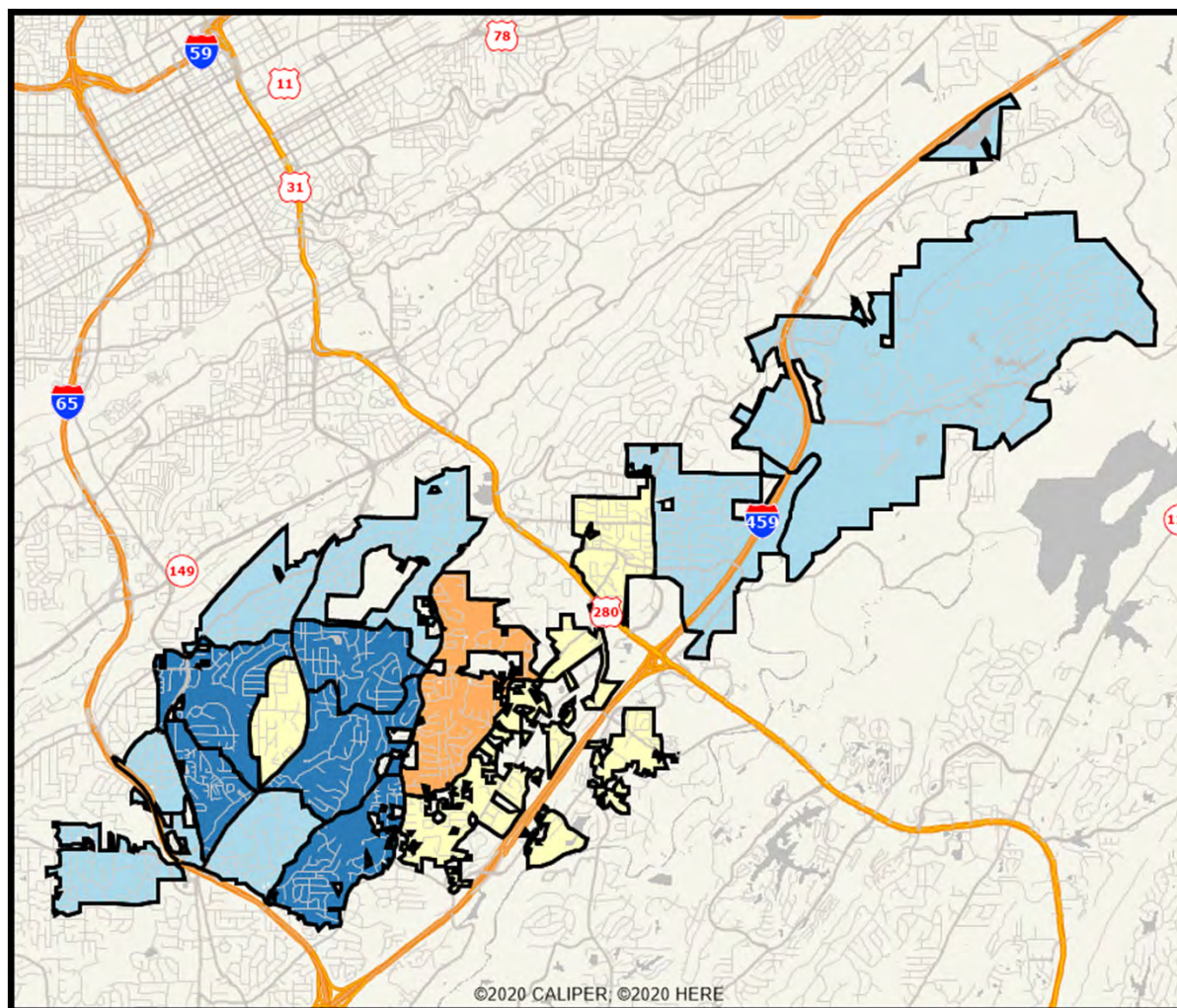
Q16-17. Seasonal photography studio



Legend

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

Q16-18. Fit Bikes for exercise and study

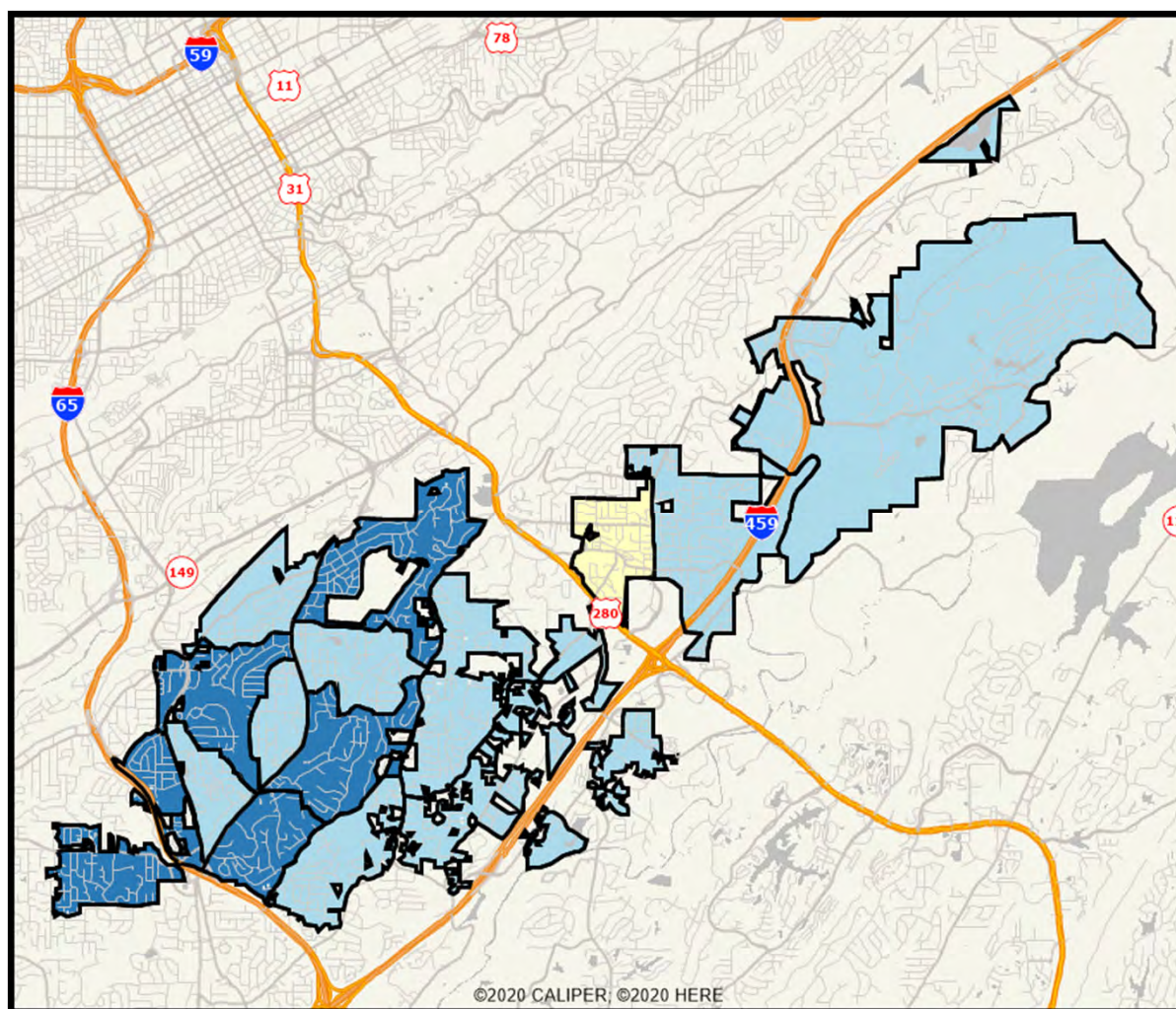


Legend

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

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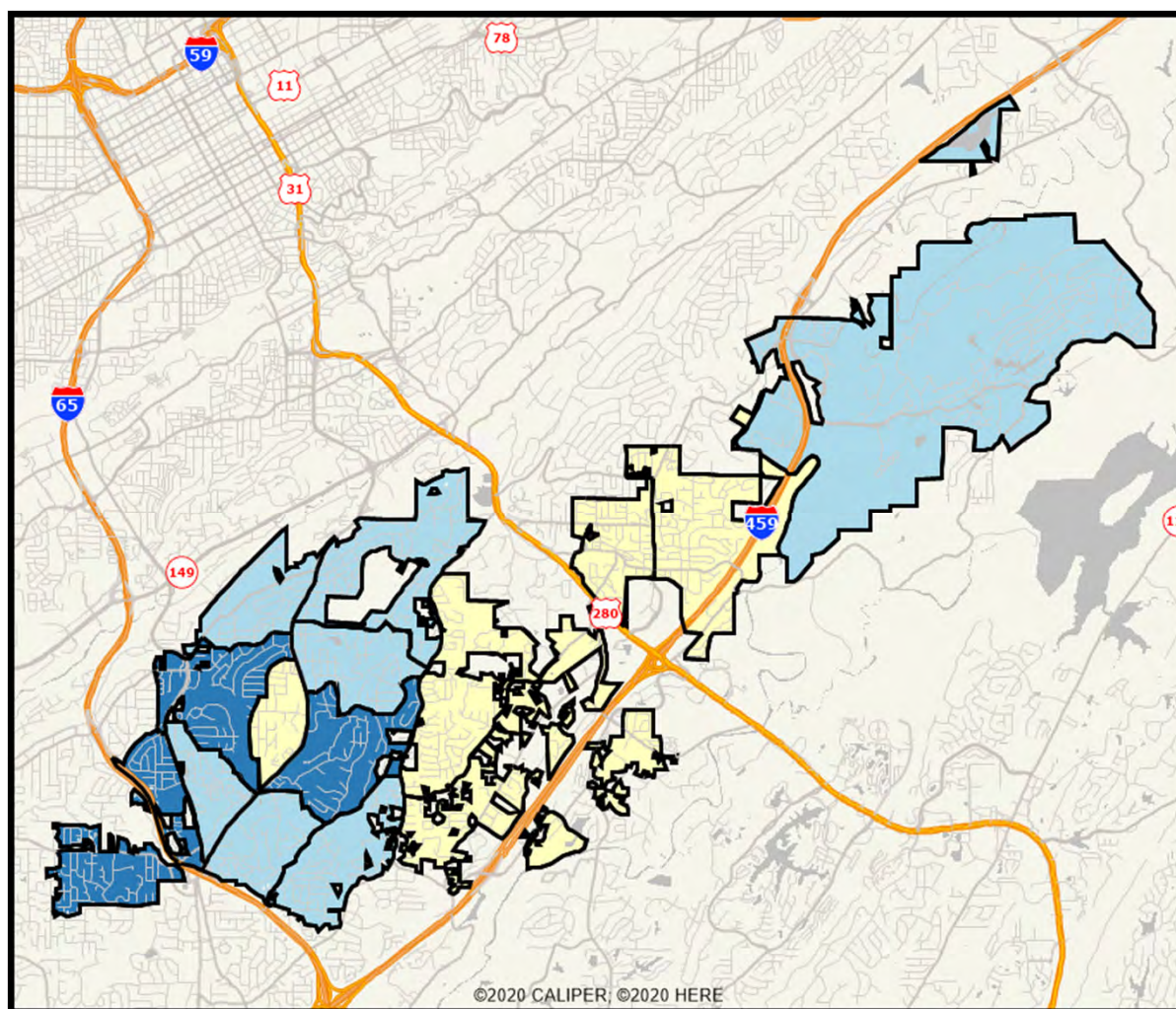
Q16-19. Allotted time for use of public computers



Legend

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

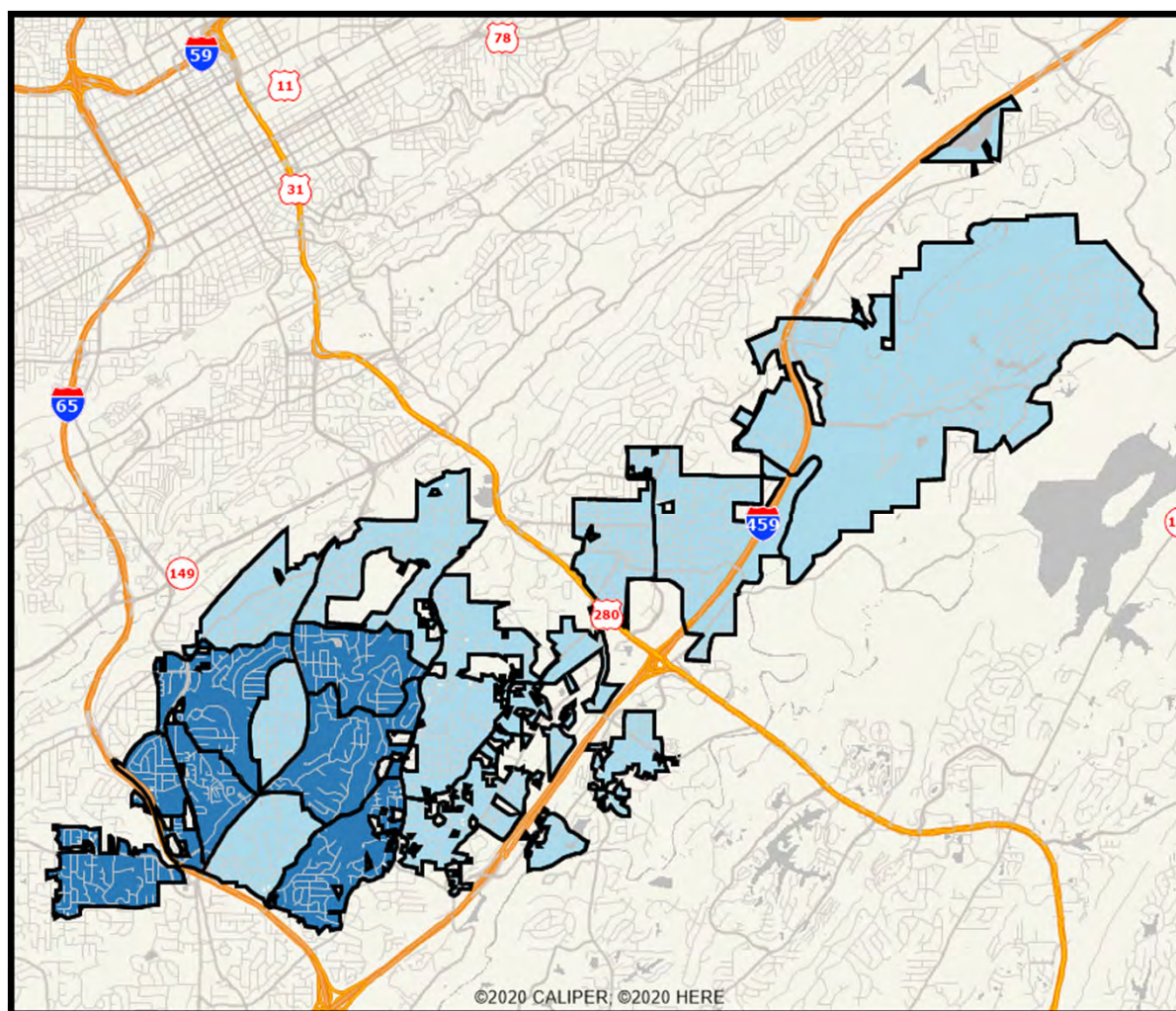
Q16-20. Access to materials via lockers at Liberty Pharmacy



Legend

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

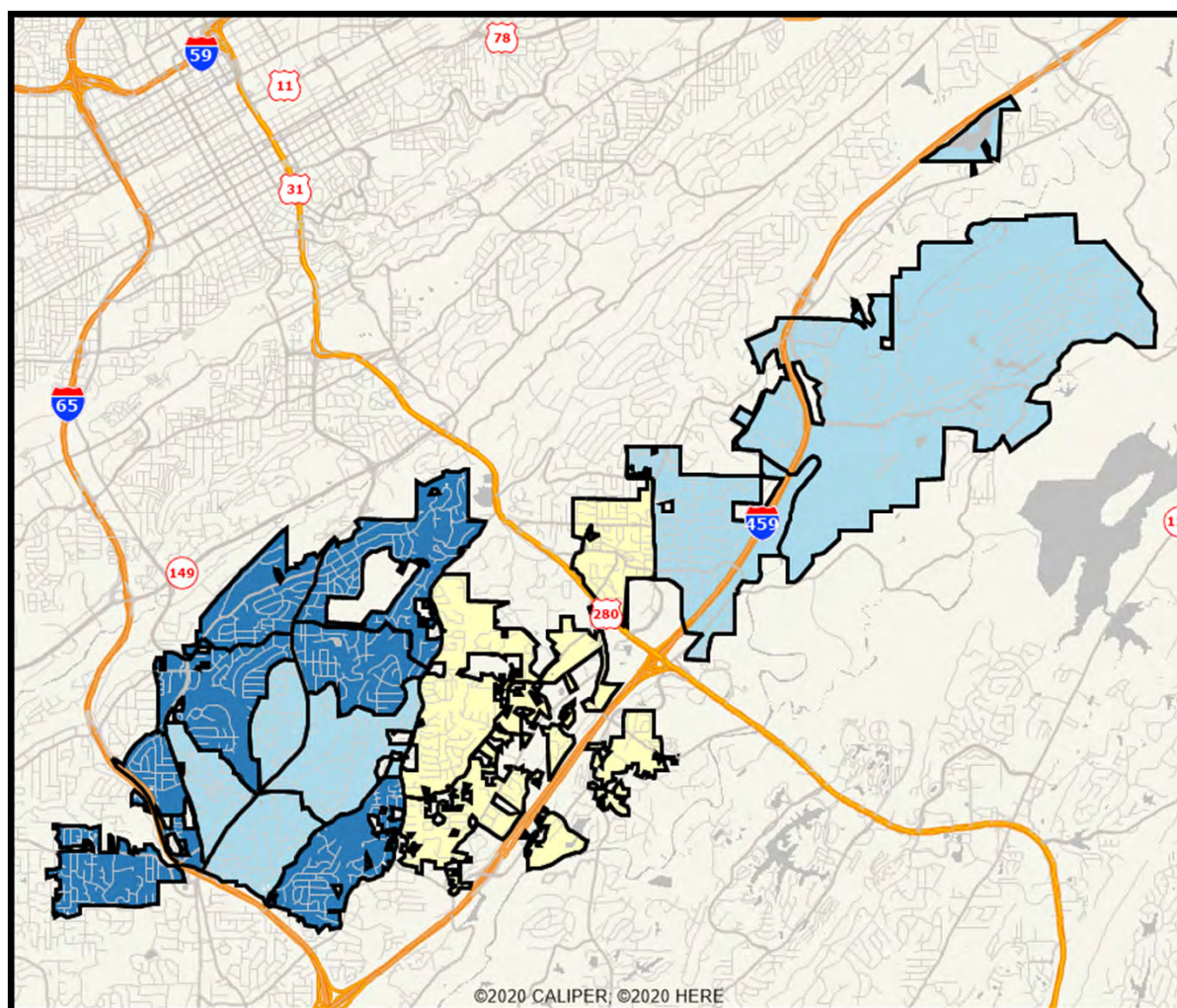
Q16-21. Programs and services for children, ages 0-12



Legend

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

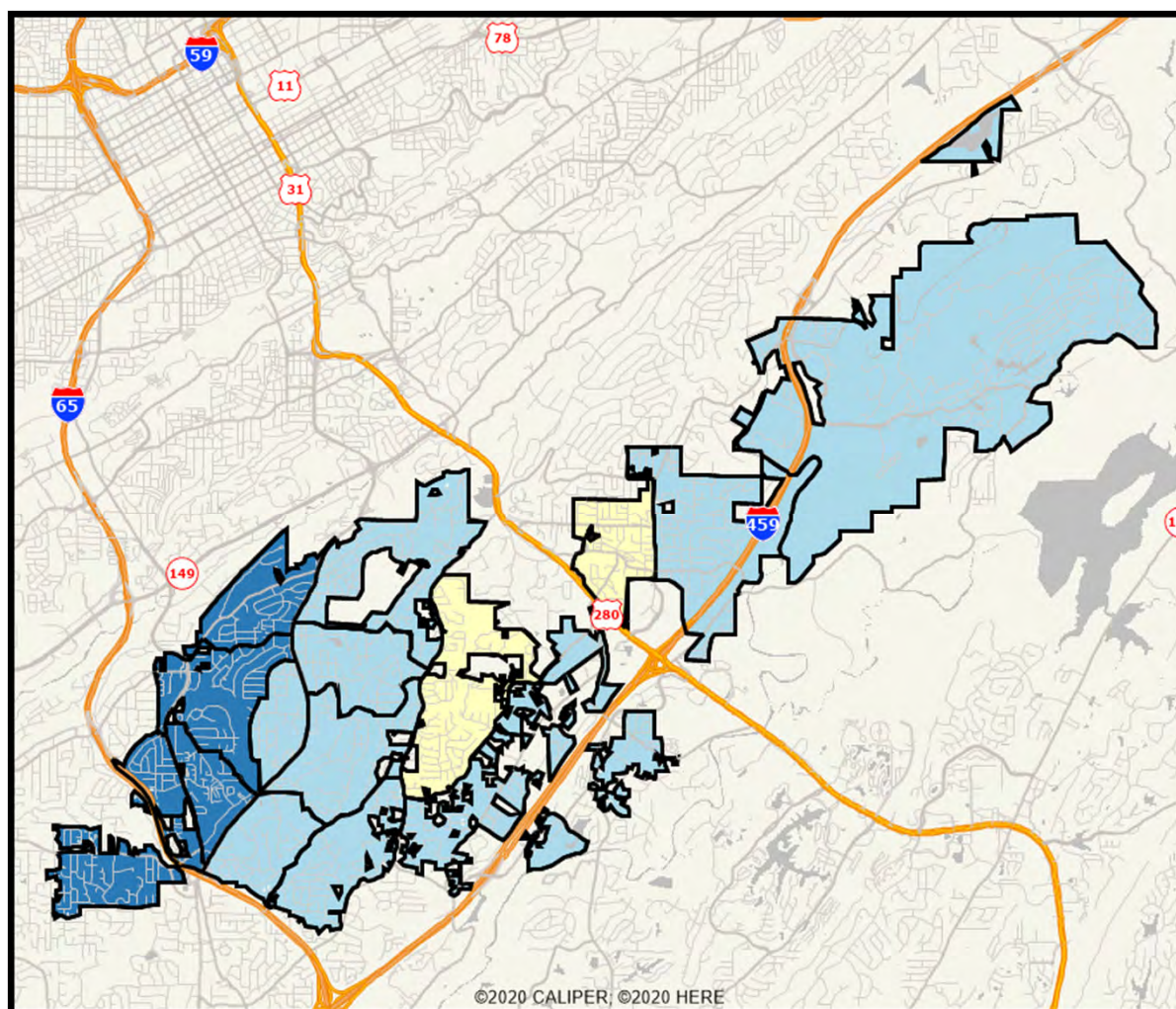
Q16-22. Programs and services for teens, ages 13-19



Legend

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

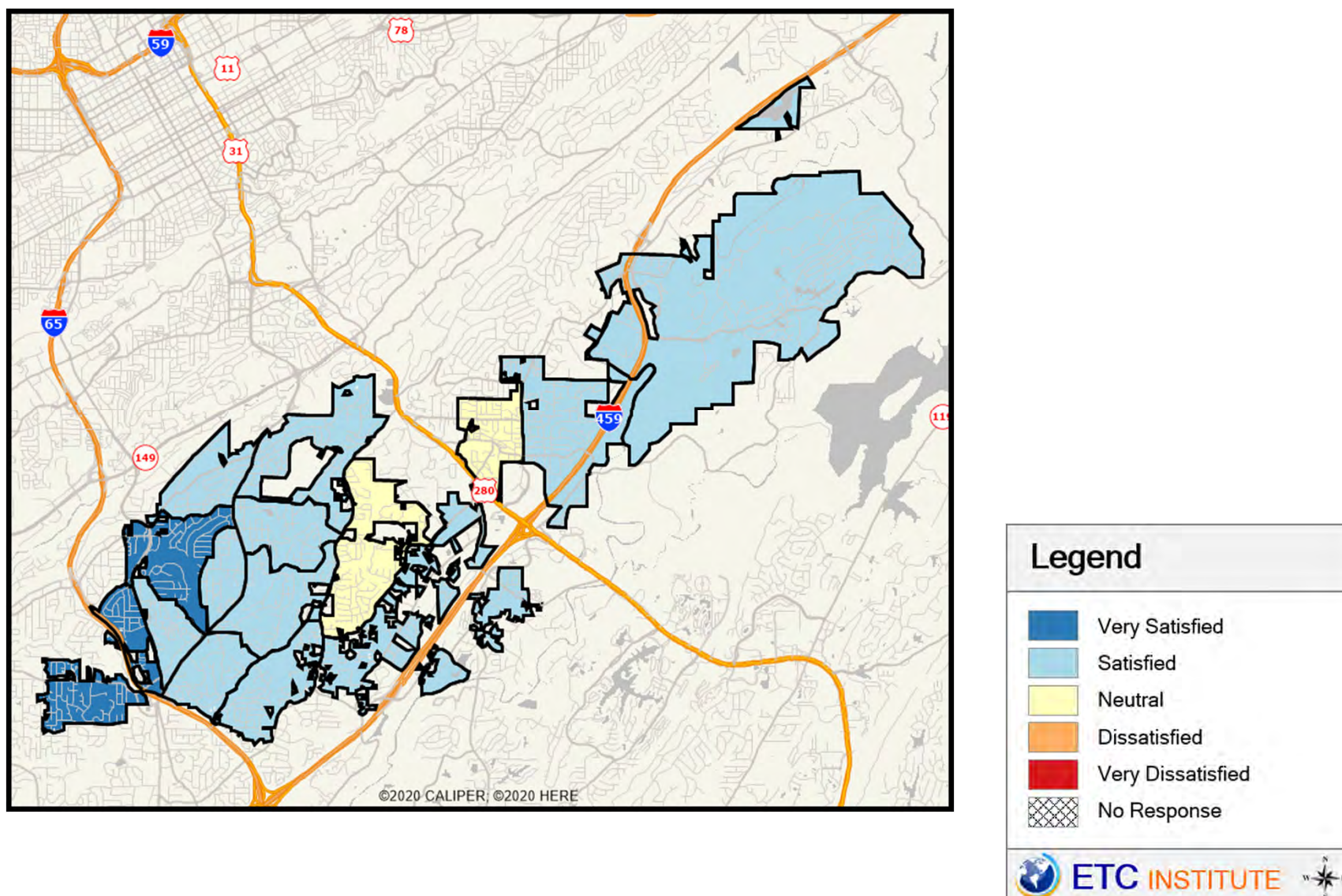
Q16-23. Programs and services for adults, ages 20-49



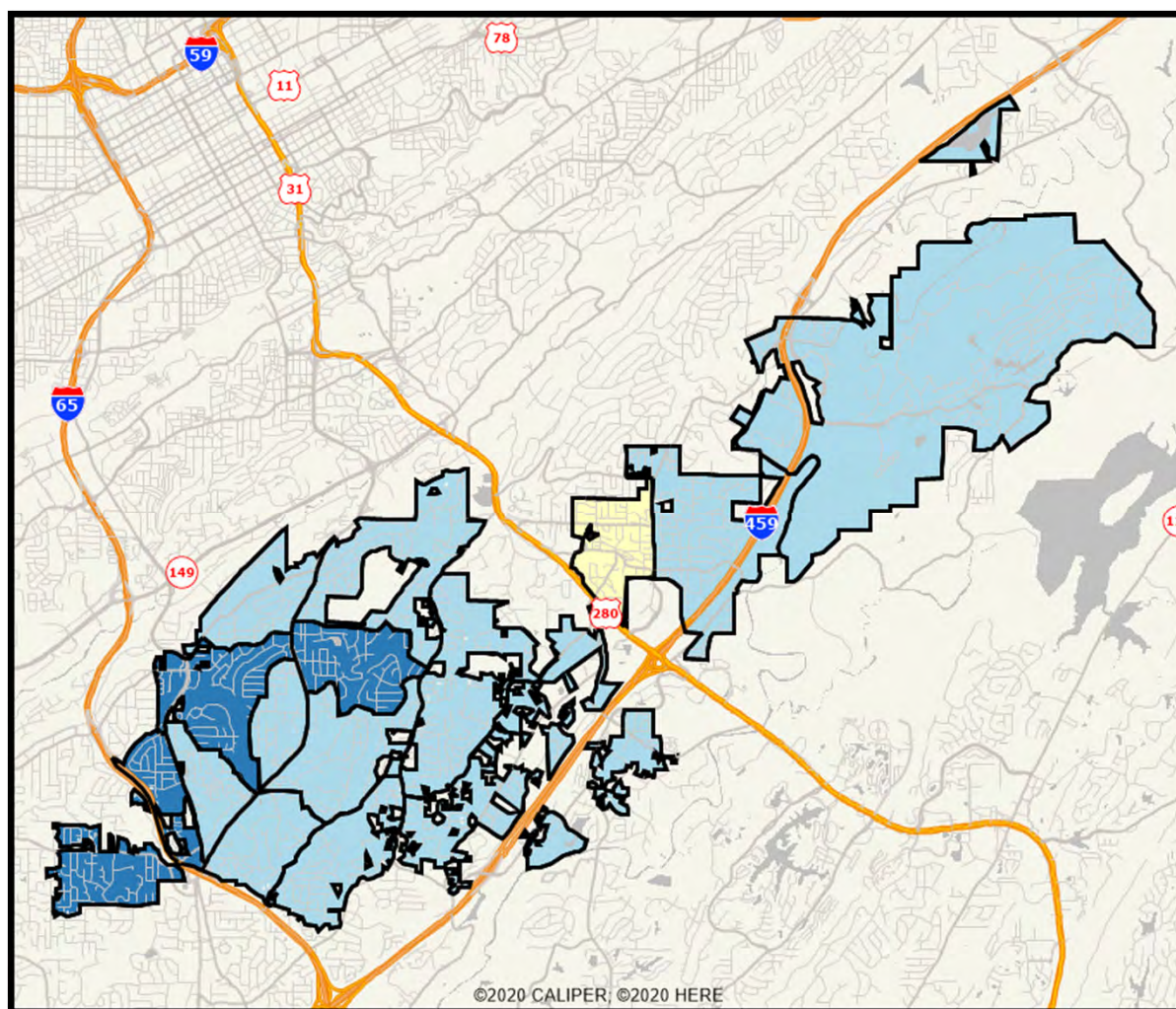
Legend

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

Q16-24. Programs and services for adults, ages 50 and up



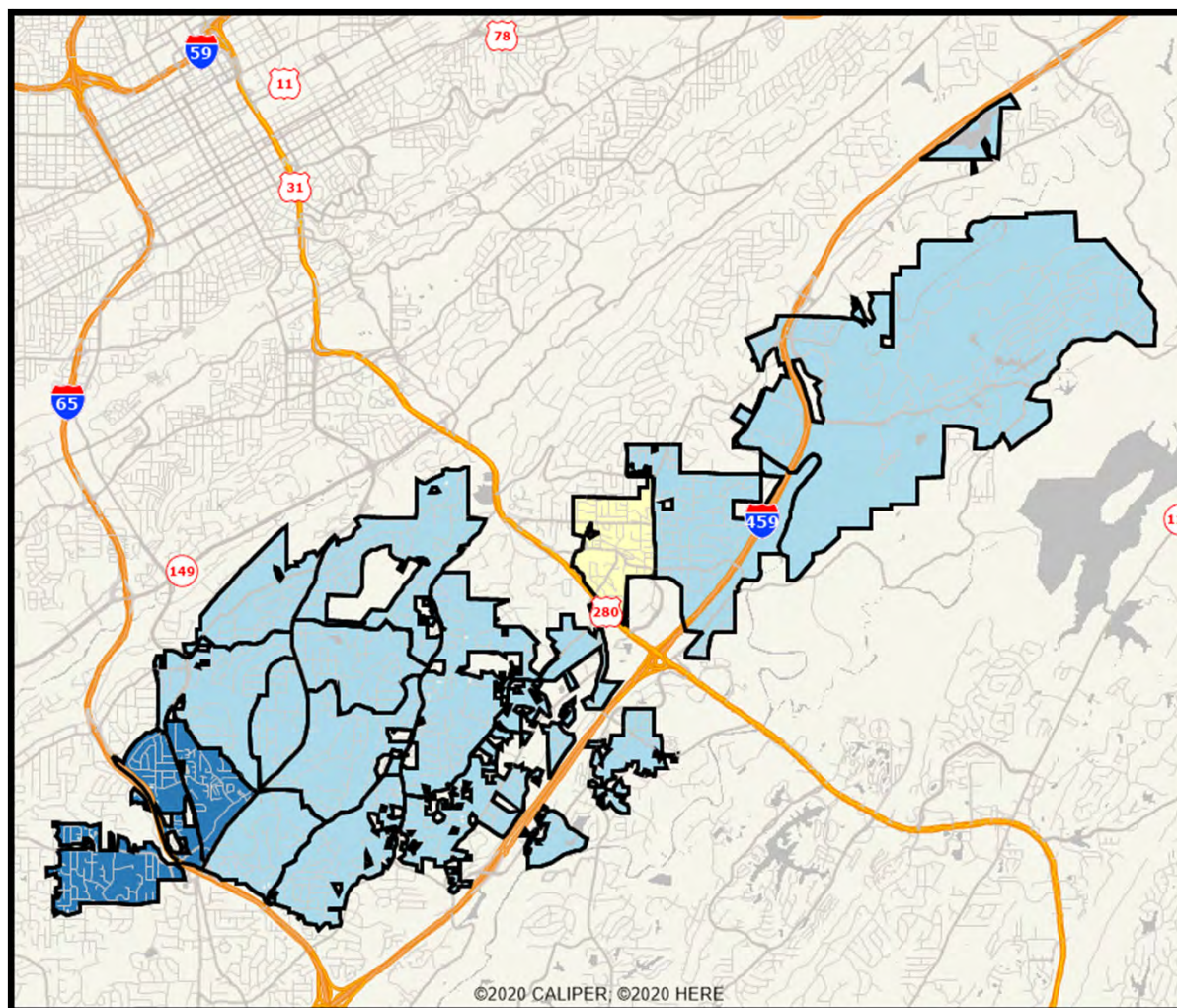
Q16-25. Programs in the Makerspace



Legend

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

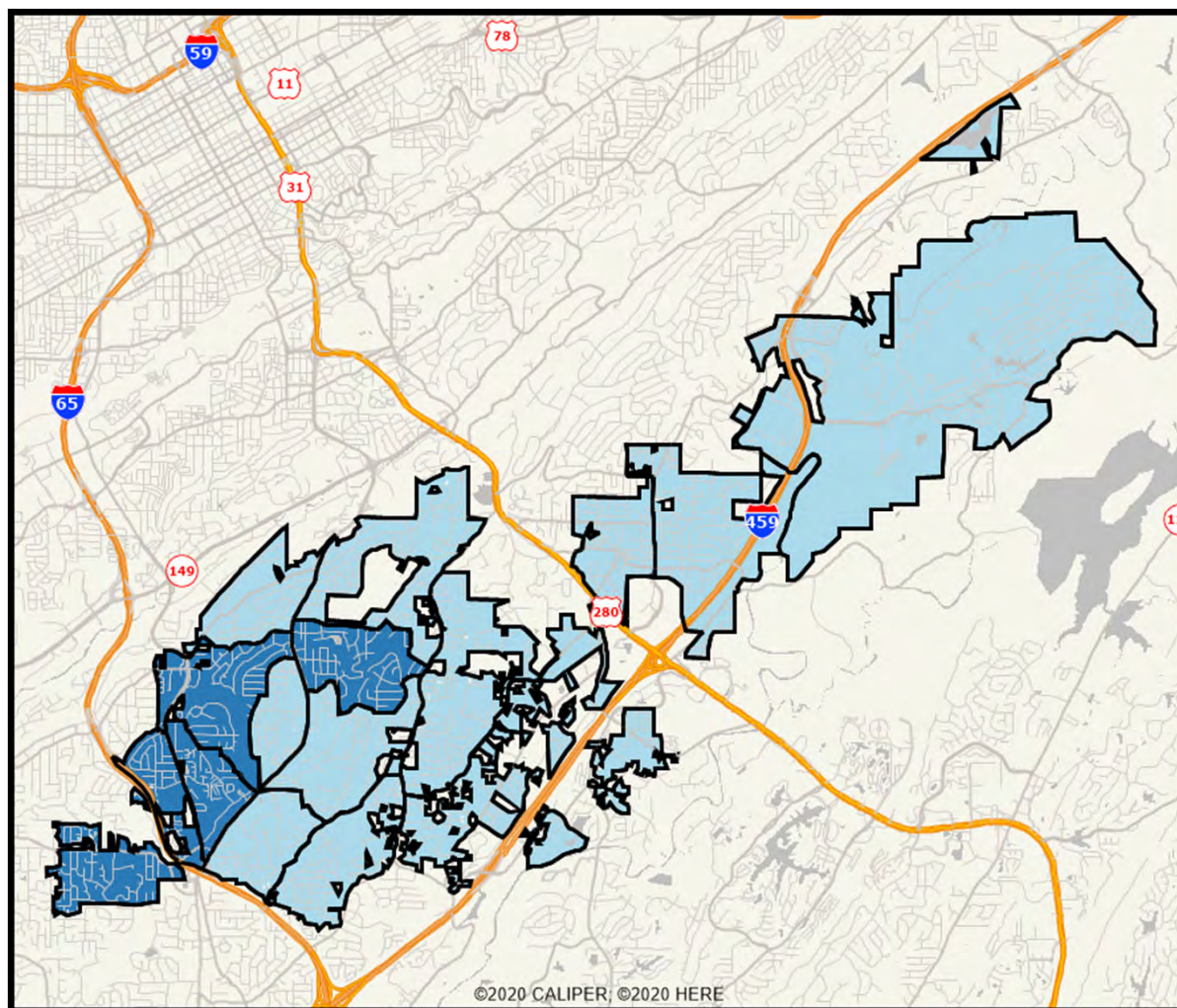
Q16-26. Computer classes and tutorials



Legend

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

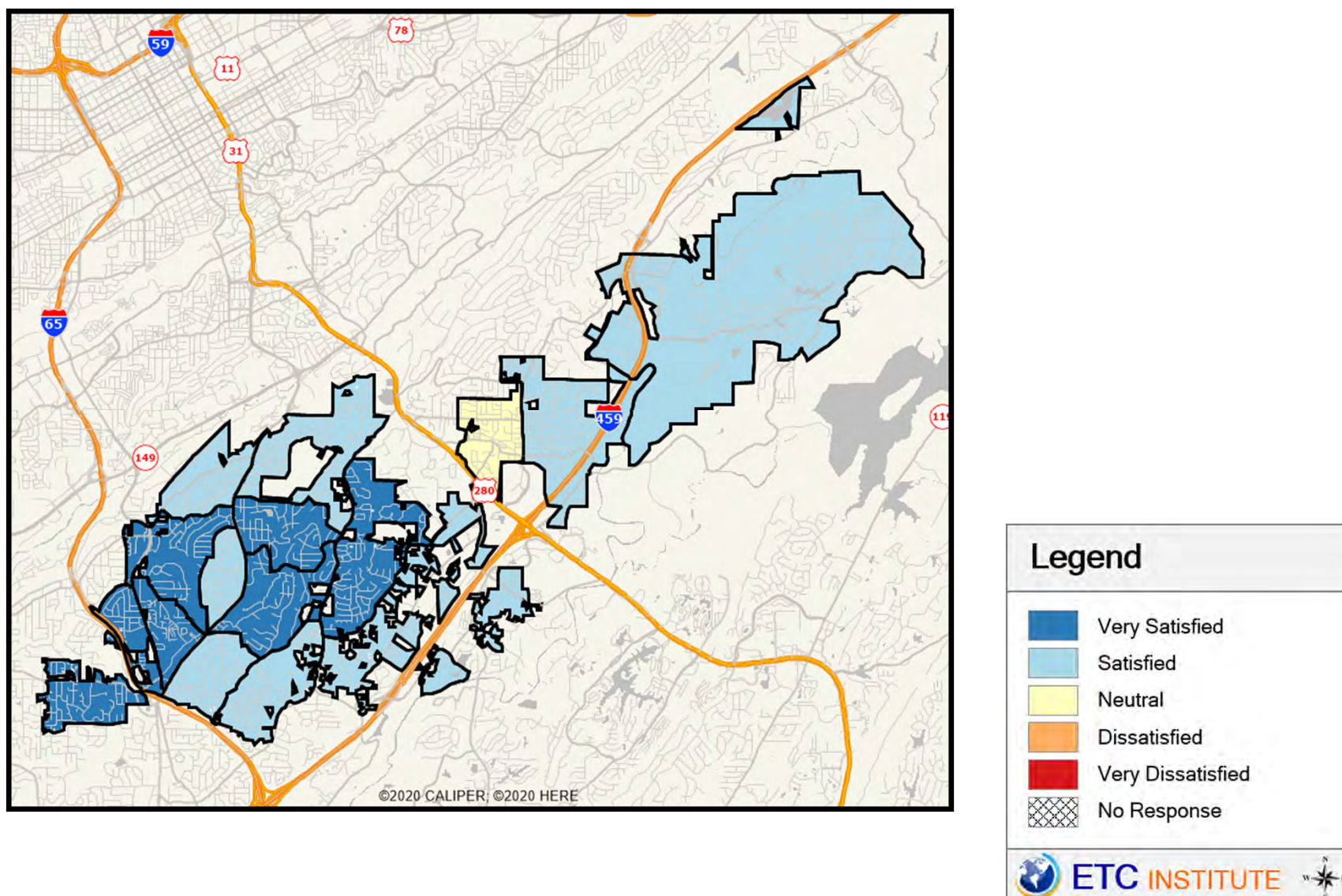
Q16-27. One-on-one technology training



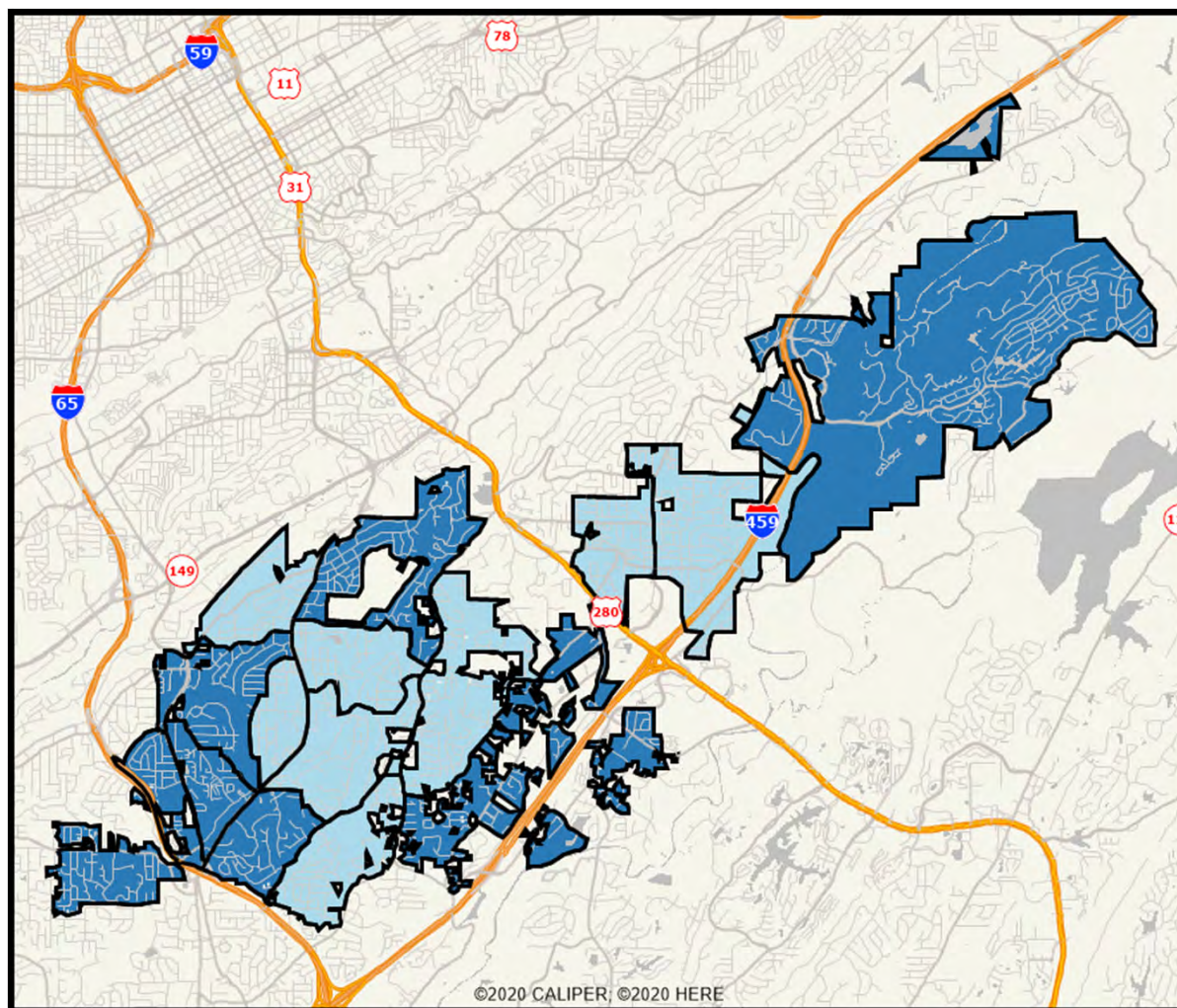
Legend

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

Q16-28. Library in the Forest app



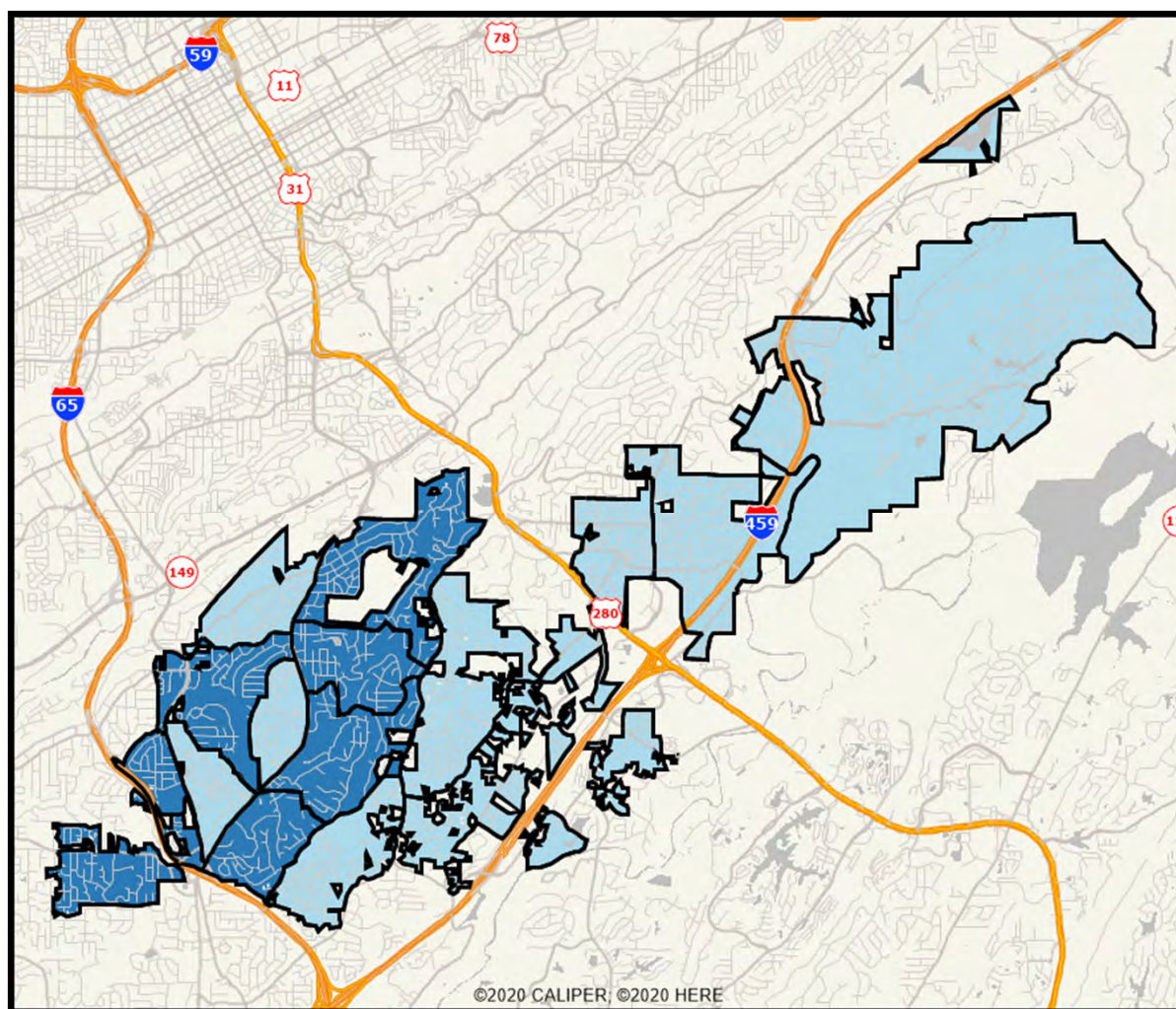
Q16-29. Access and speed of internet



Legend

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

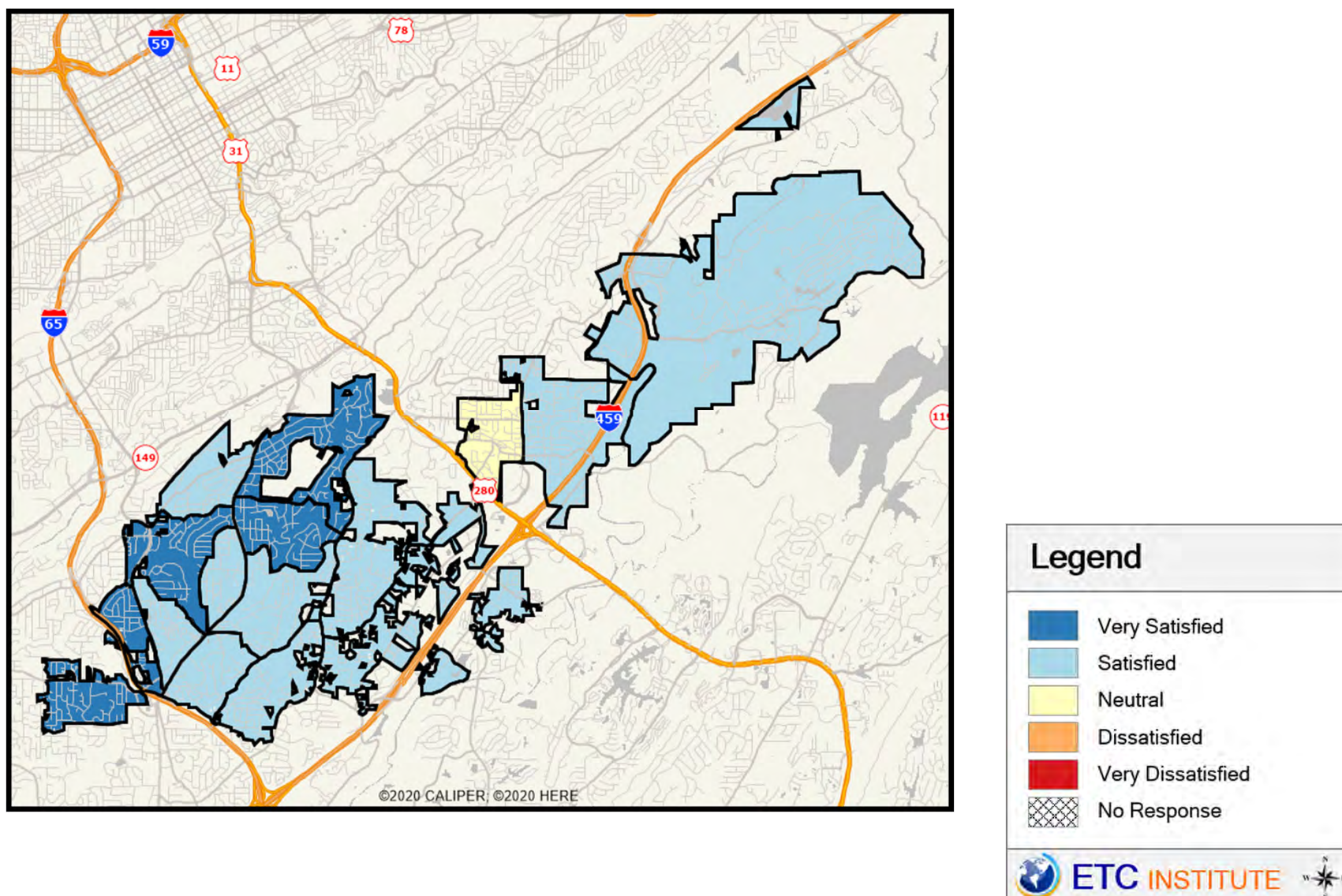
Q16-30. Public computers and word processing programs



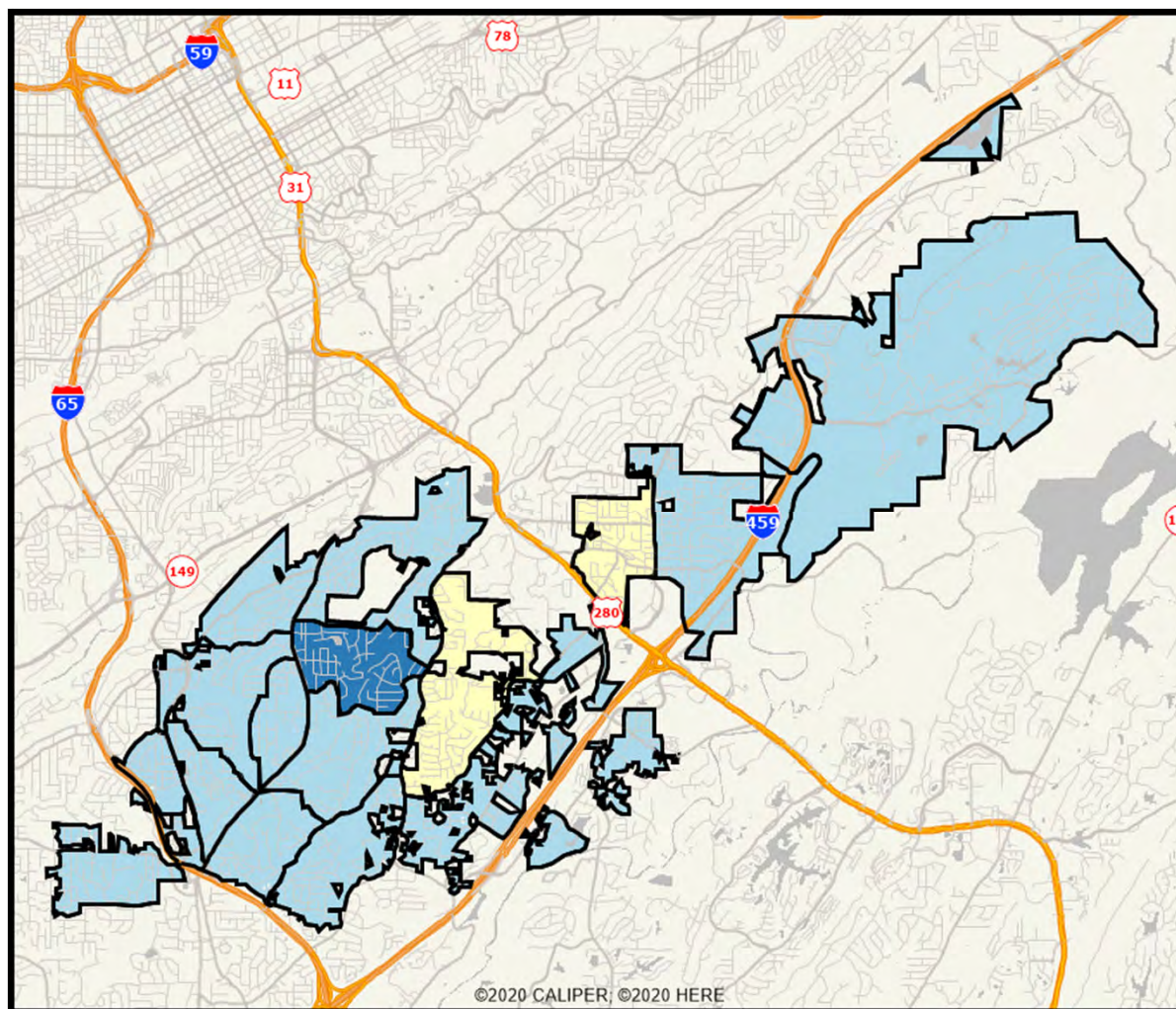
Legend

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

Q16-31. Mac computers and lab



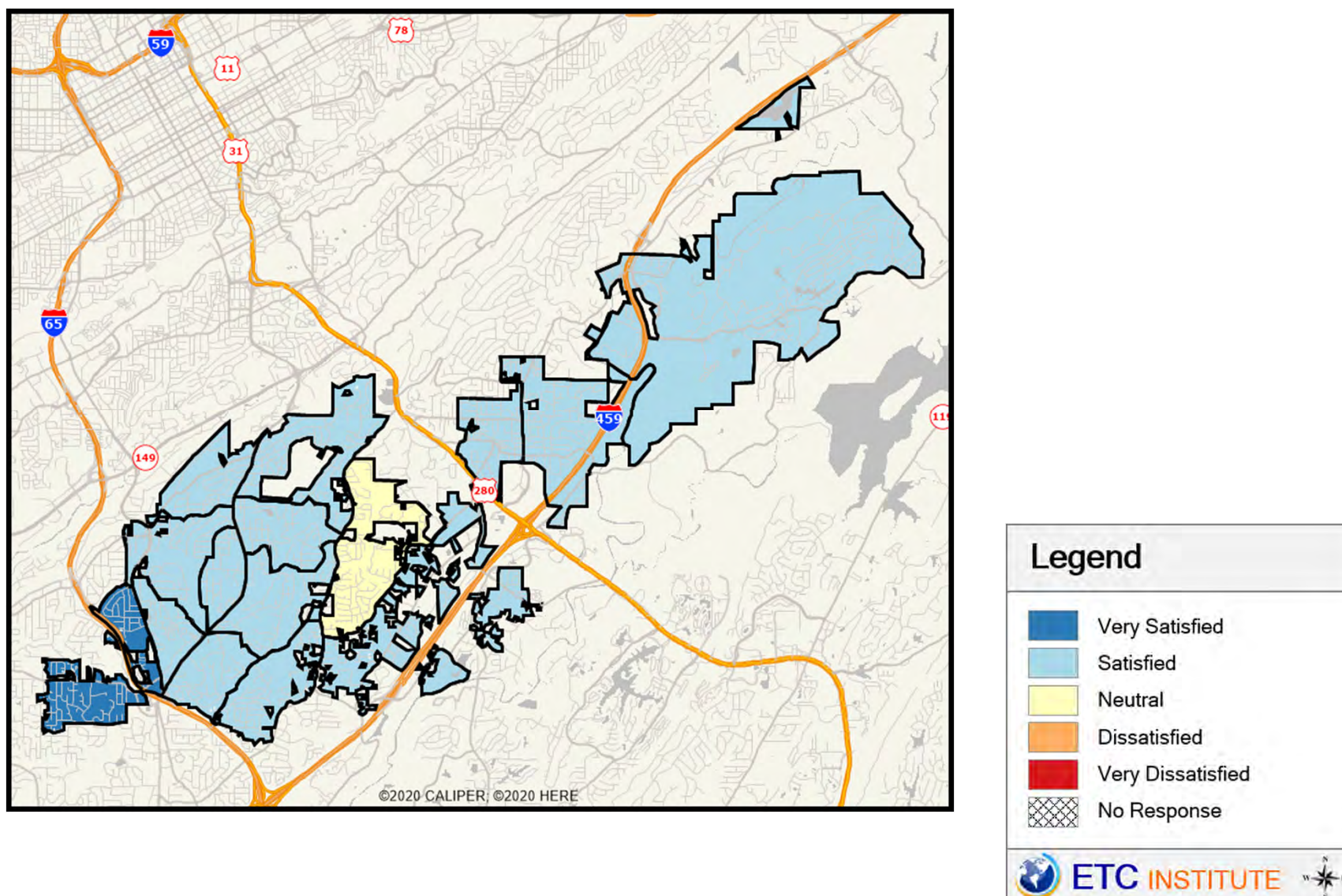
Q16-32. Social media presence and engagement



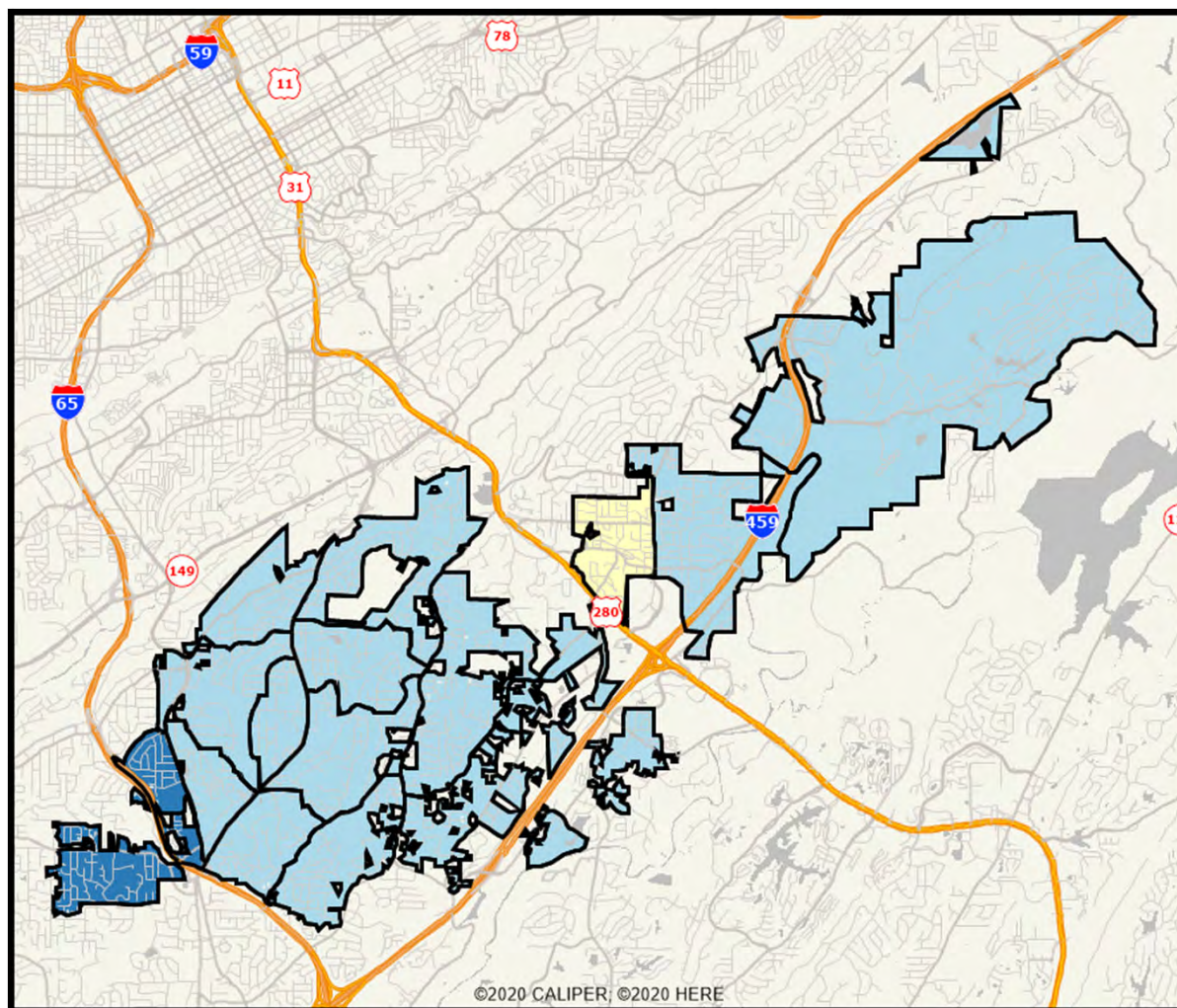
Legend

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

Q16-33. Website ease of use for locating information



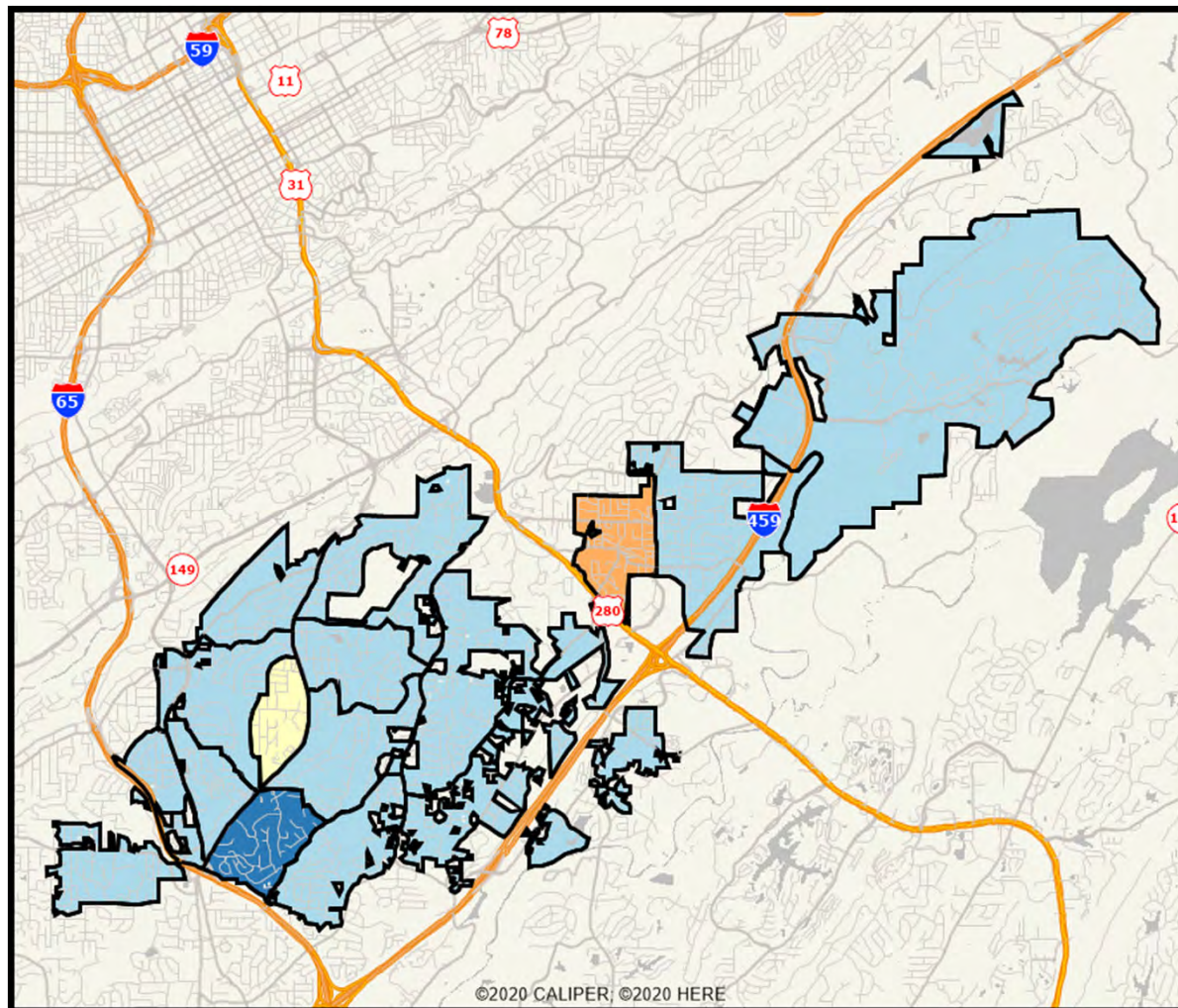
Q16-34. Awareness of library events and offerings



Legend

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

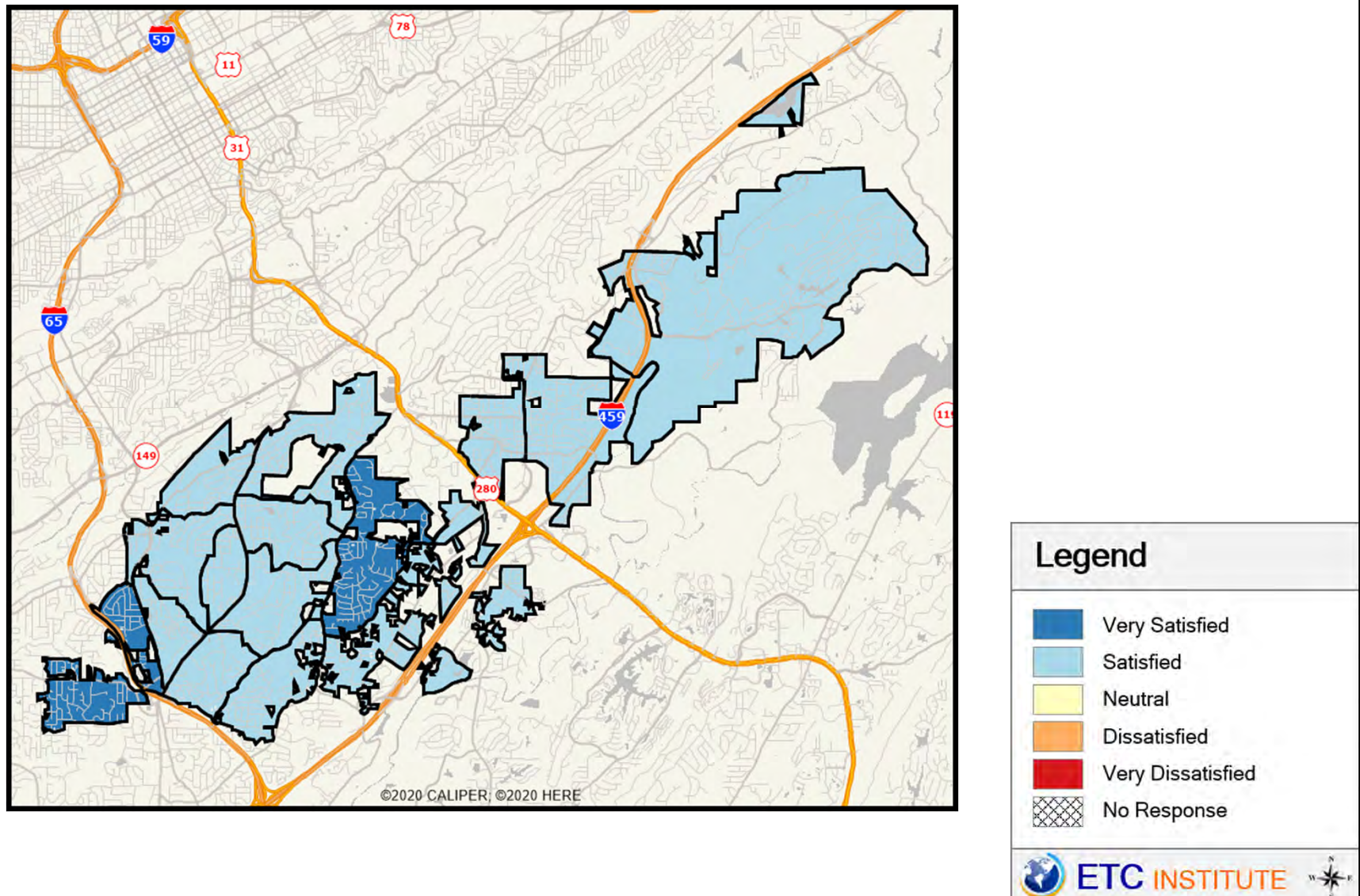
Q16-35. Knowledge and use of hashtag #PictureyourselfieVH



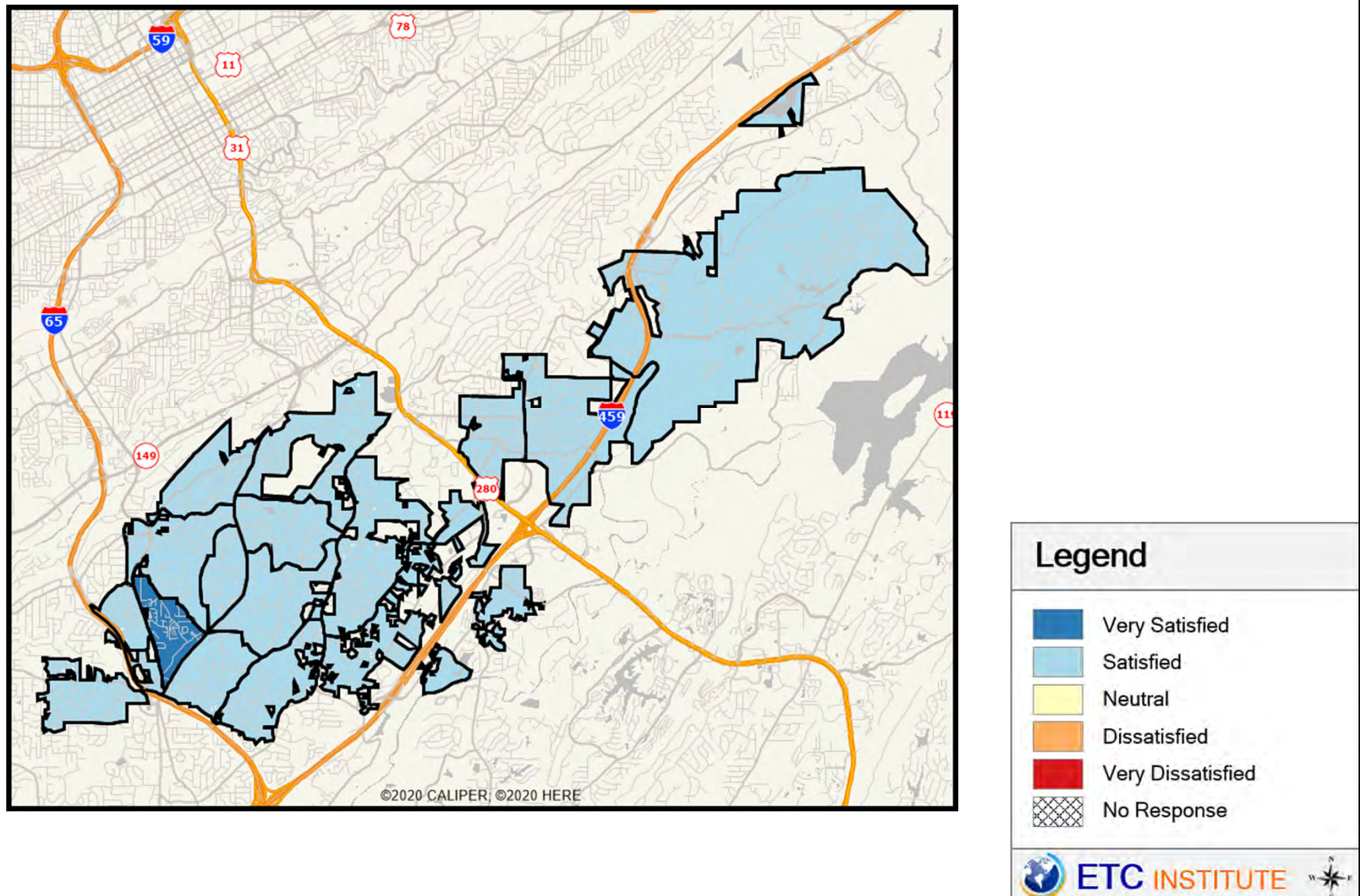
Legend

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

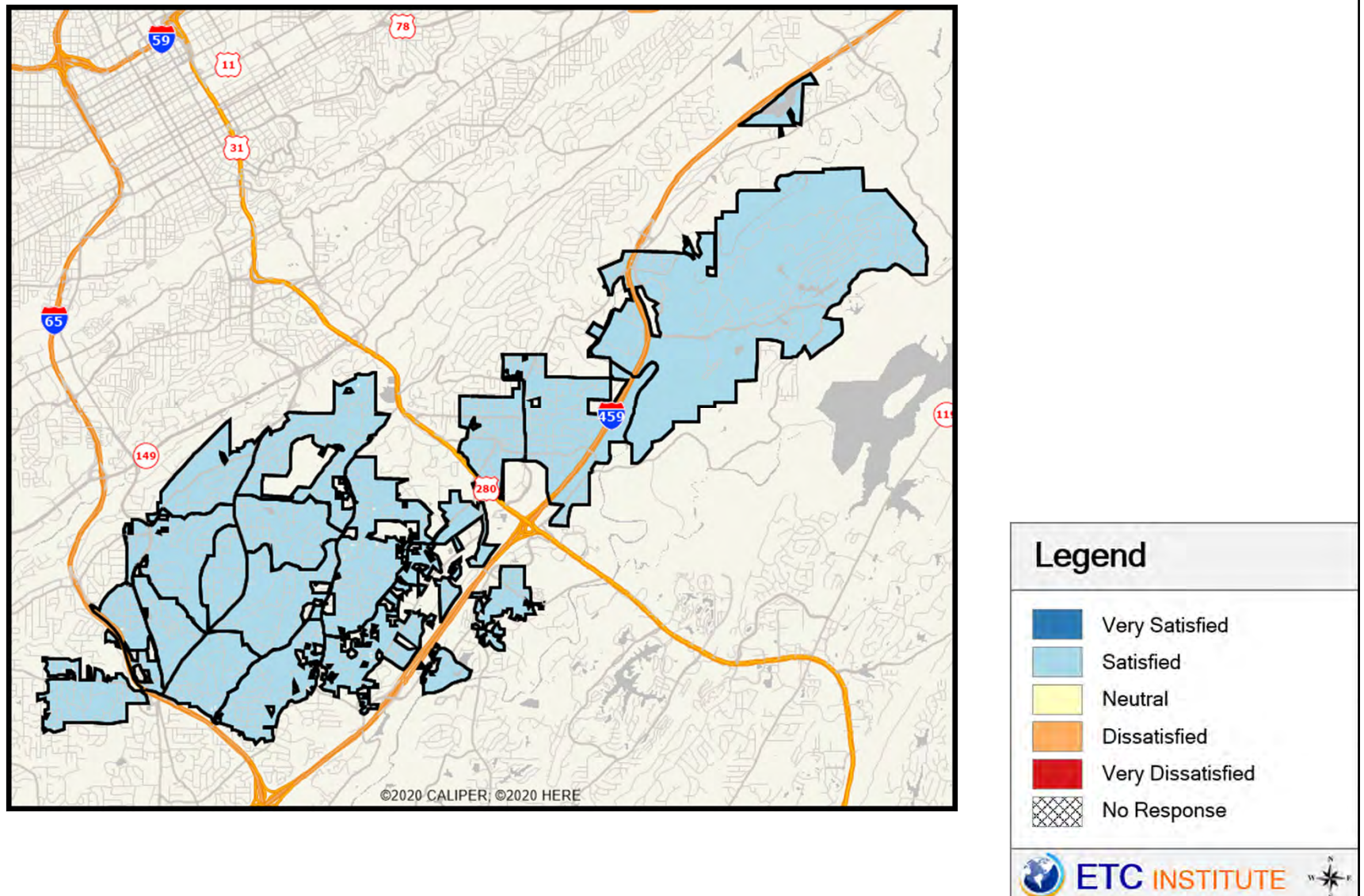
Q17-1. Overall quality of leadership provided by the City's elected officials



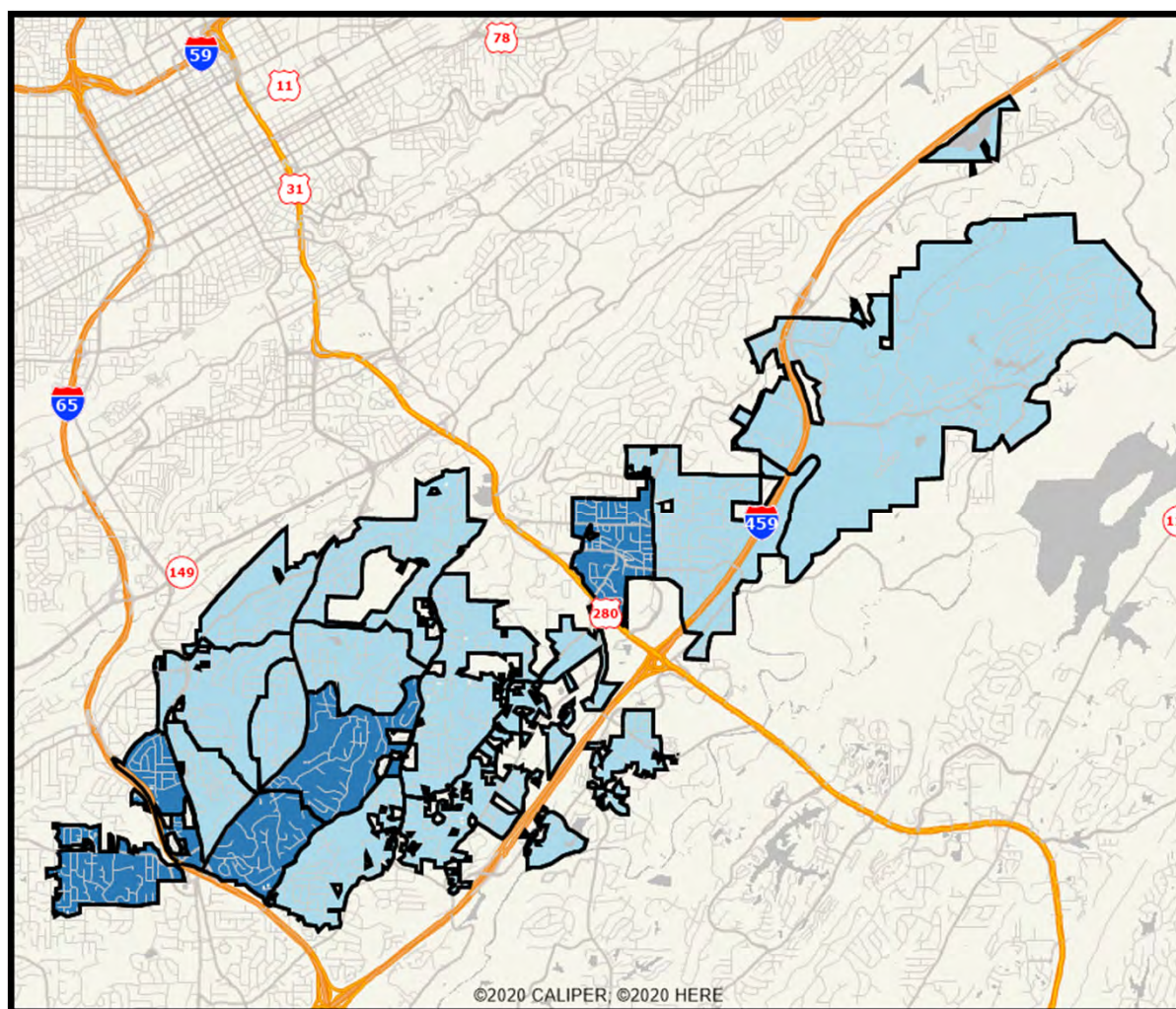
Q17-2. Overall effectiveness of appointed boards and commissions



Q17-3. Overall effectiveness of the Department heads and staff



Q20-1. I chose to live in Vestavia Hills specifically because of the quality of its schools

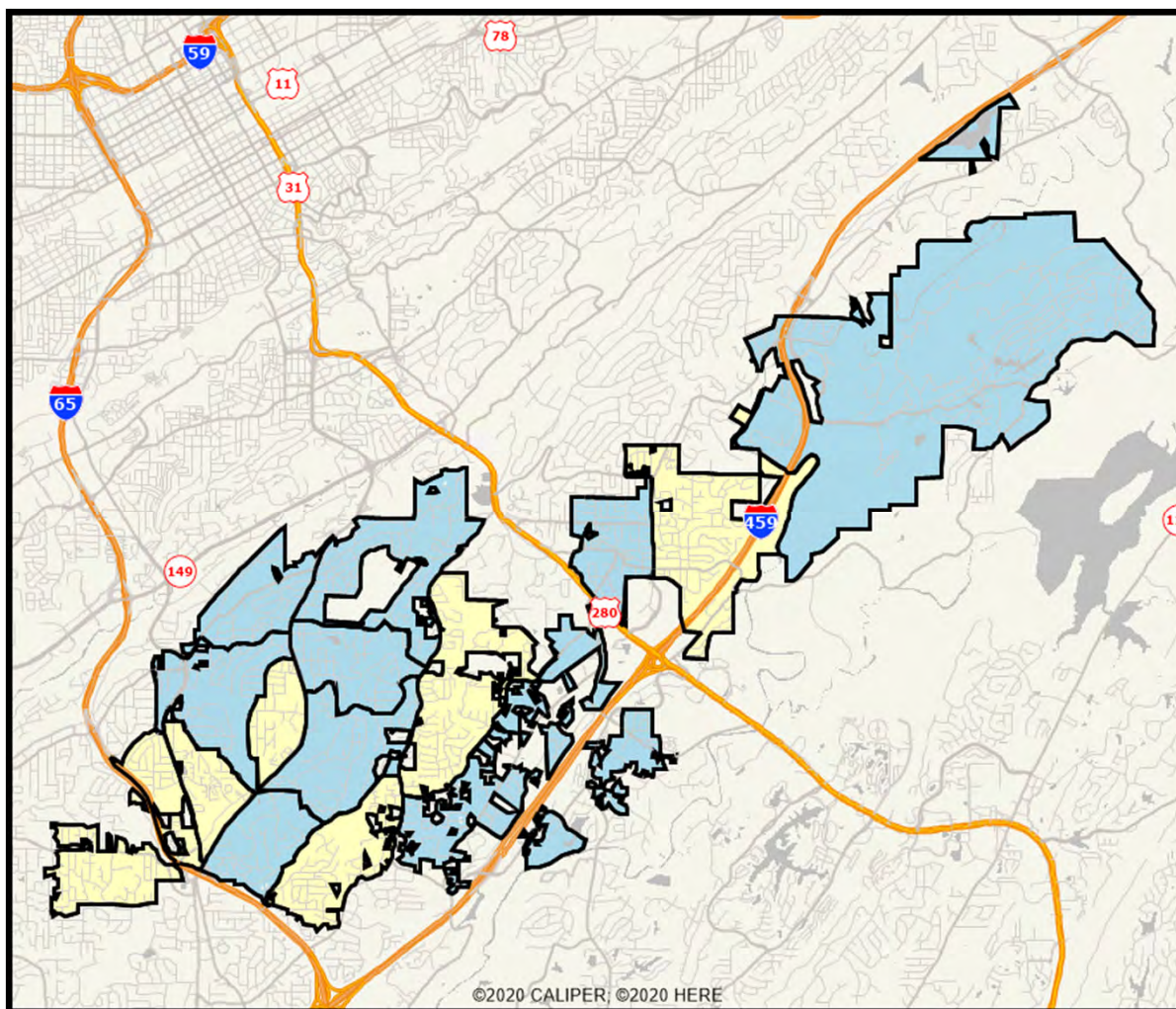


Agreement

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



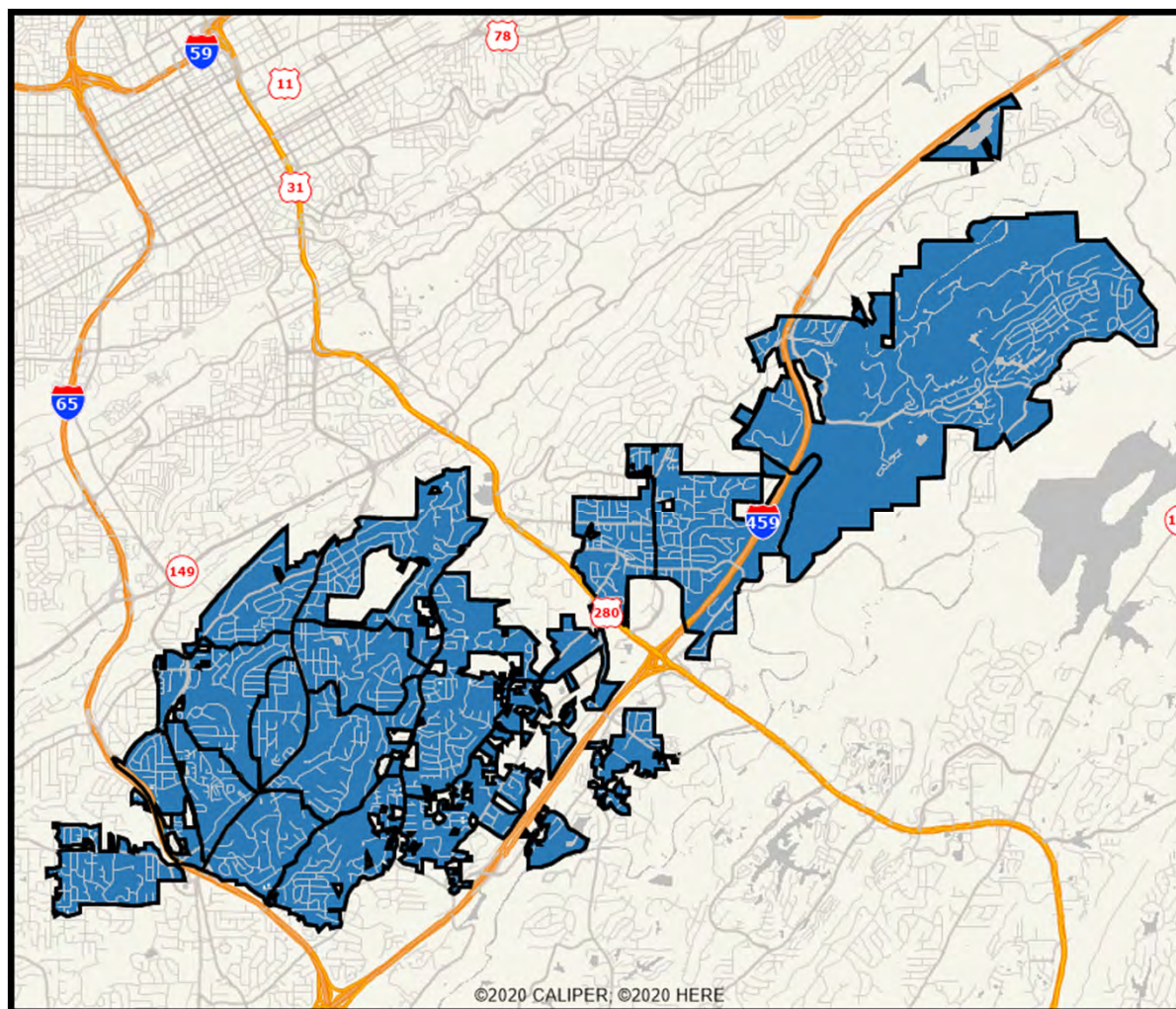
Q20-2. It is time for the school system to update its facilities



Agreement



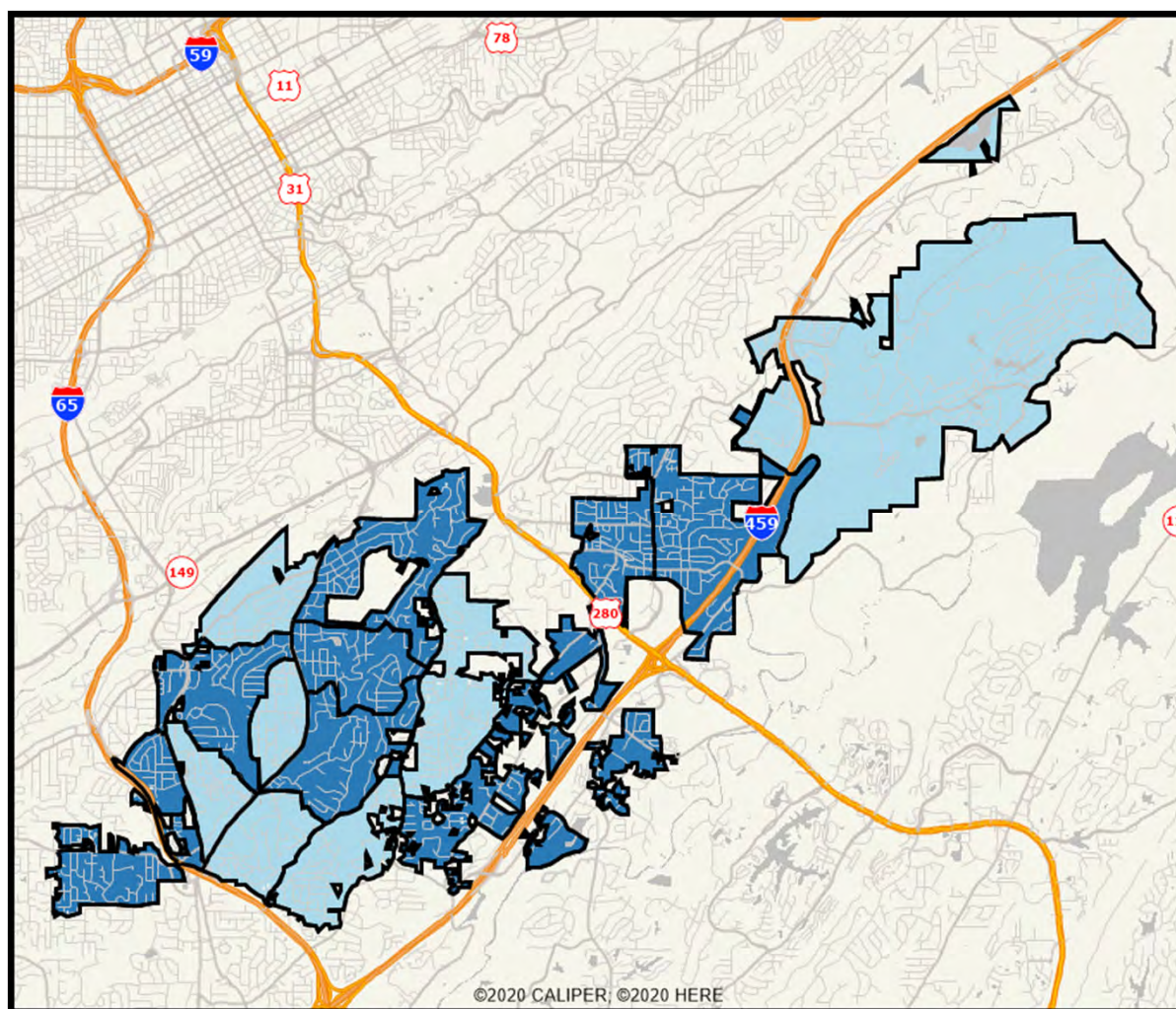
Q20-3. Safety and security of school facilities is of the highest importance



Agreement



Q20-4. The school system should strengthen the ways it supports students in academic and other challenges

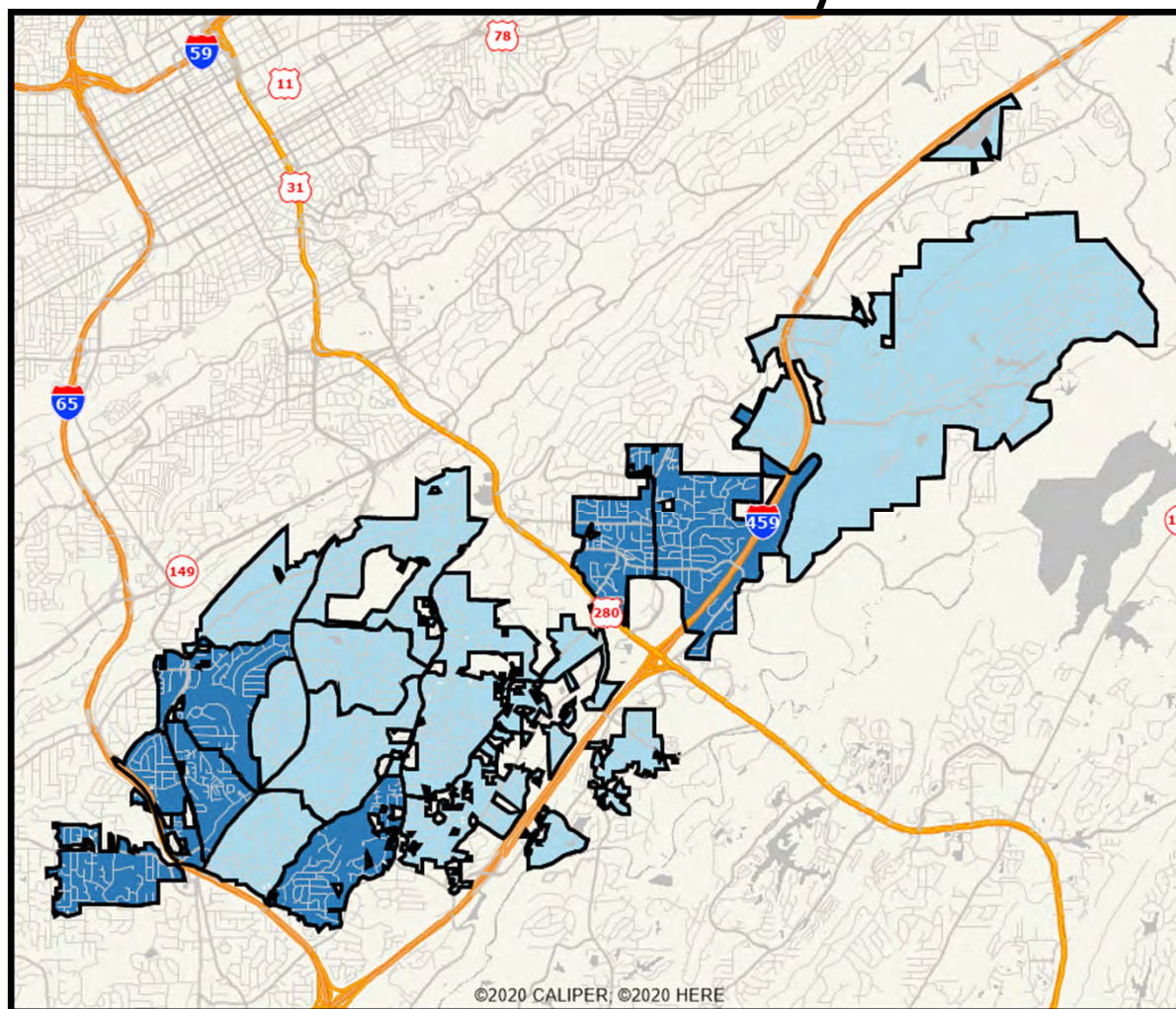


Agreement







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

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Q20-5. The school system should expand STEM and World Language opportunities for elementary students

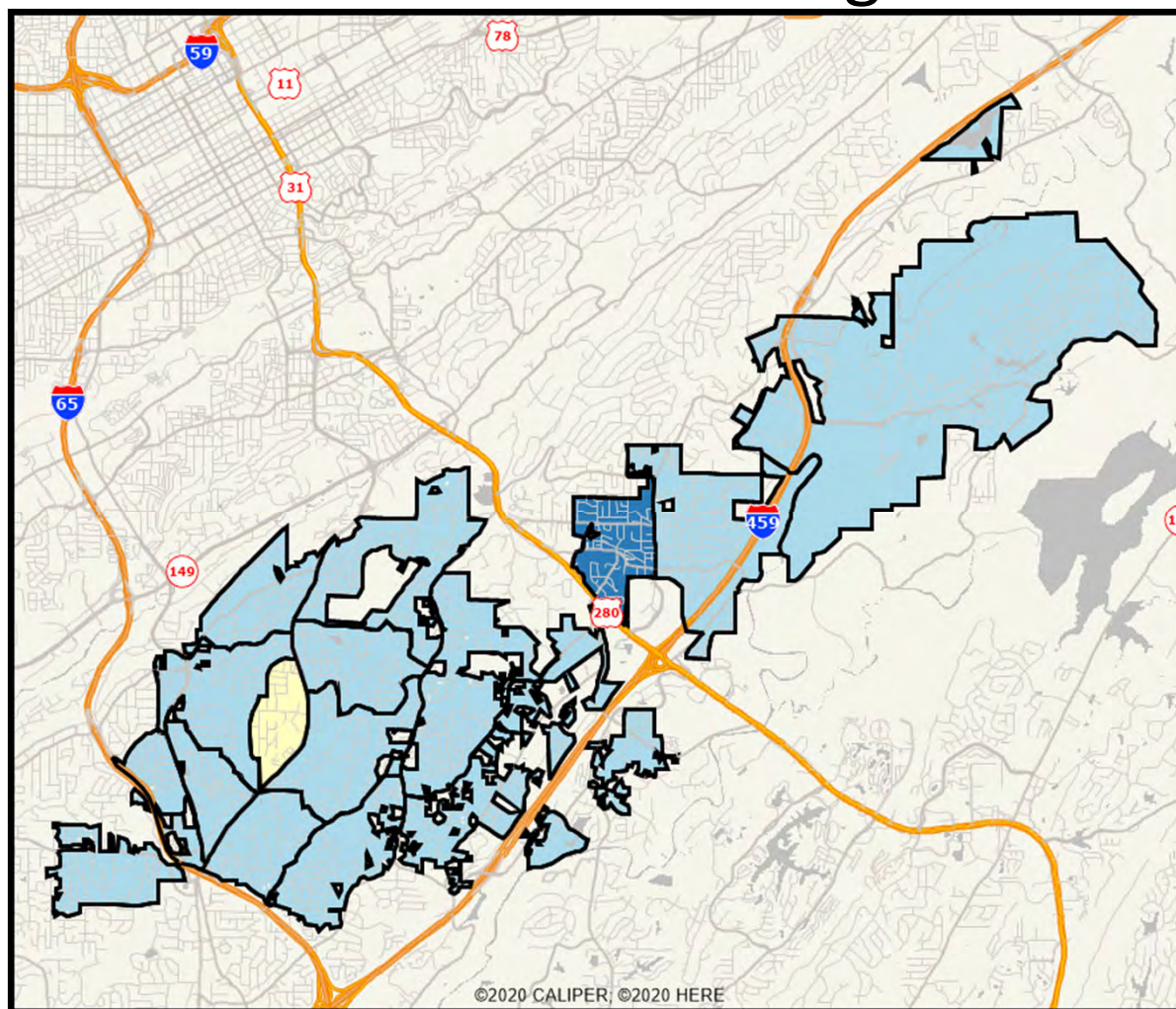


Agreement

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

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Q20-6. The school system should expand and update its fine arts and athletic facilities at Vestavia Hills High School

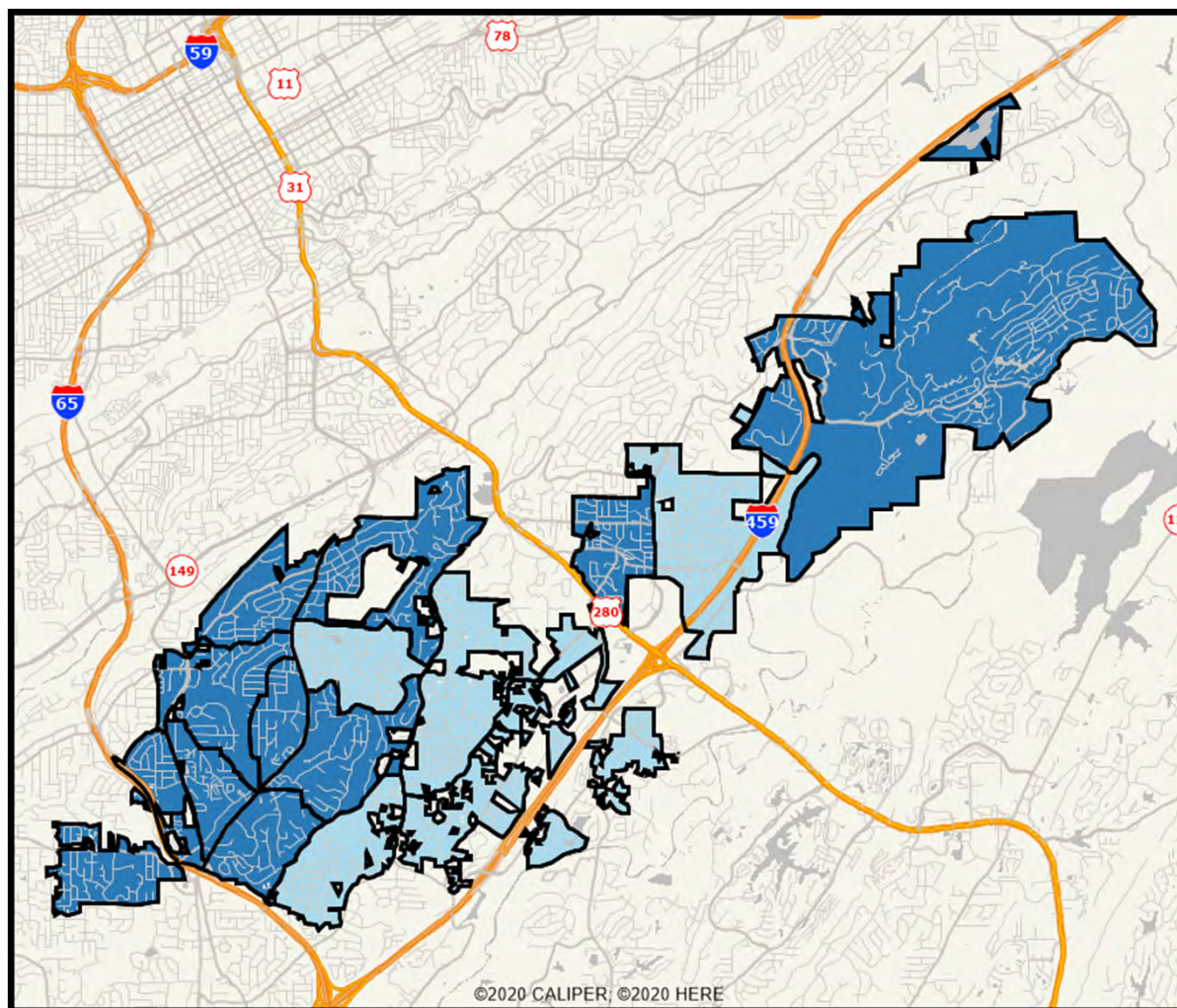


Agreement

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

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Q20-7. The quality of the school facilities keeps my property value high

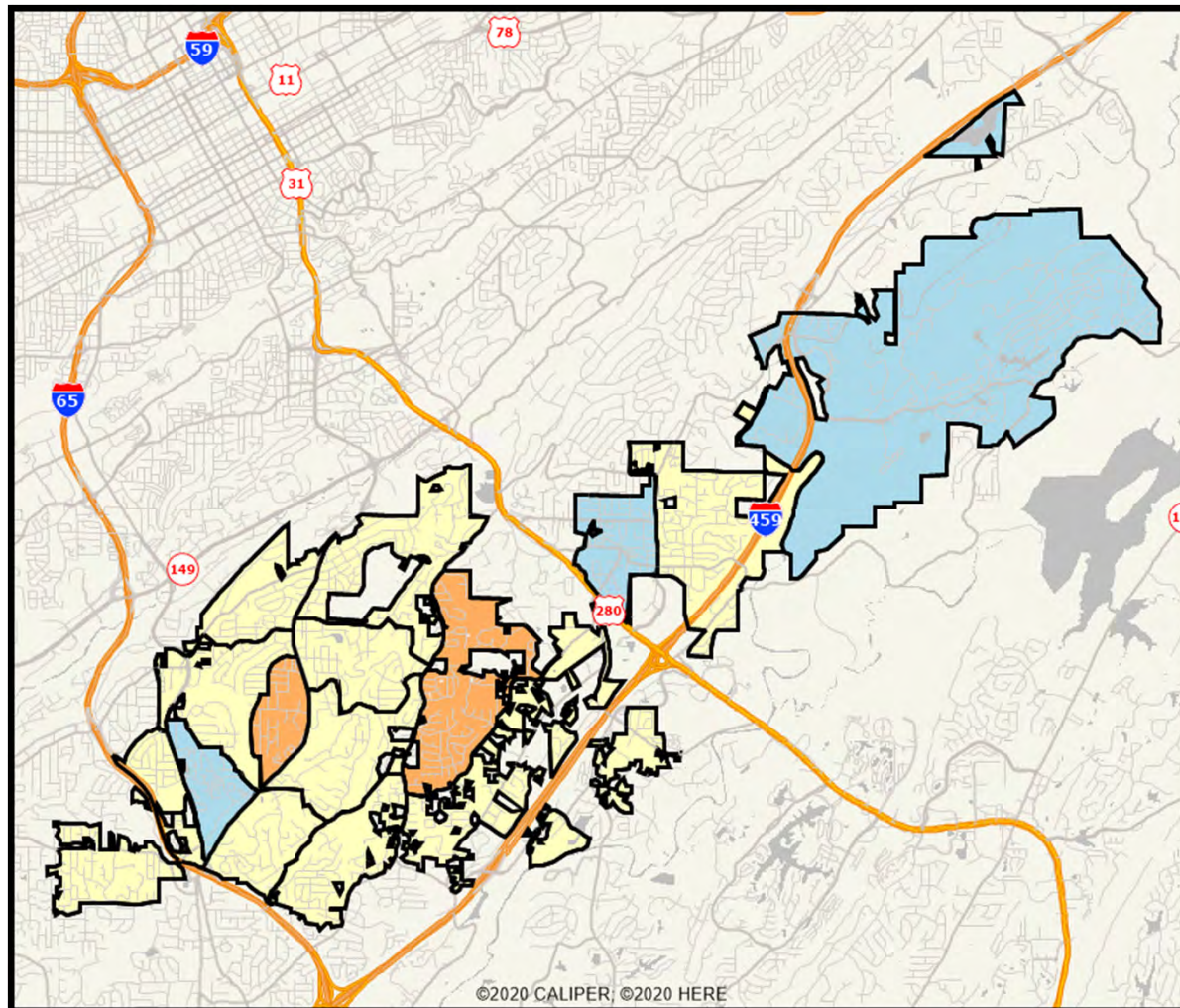


Agreement

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

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Q20-8. I would support a property tax increase to fund school facility improvements



Agreement

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

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