

# Durham City and County Resident Survey

## County Findings Report

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

2017

**Submitted to Durham County, North Carolina**

**By:**

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**January 2018**





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# 2017 Durham County Resident Survey

## Executive Summary

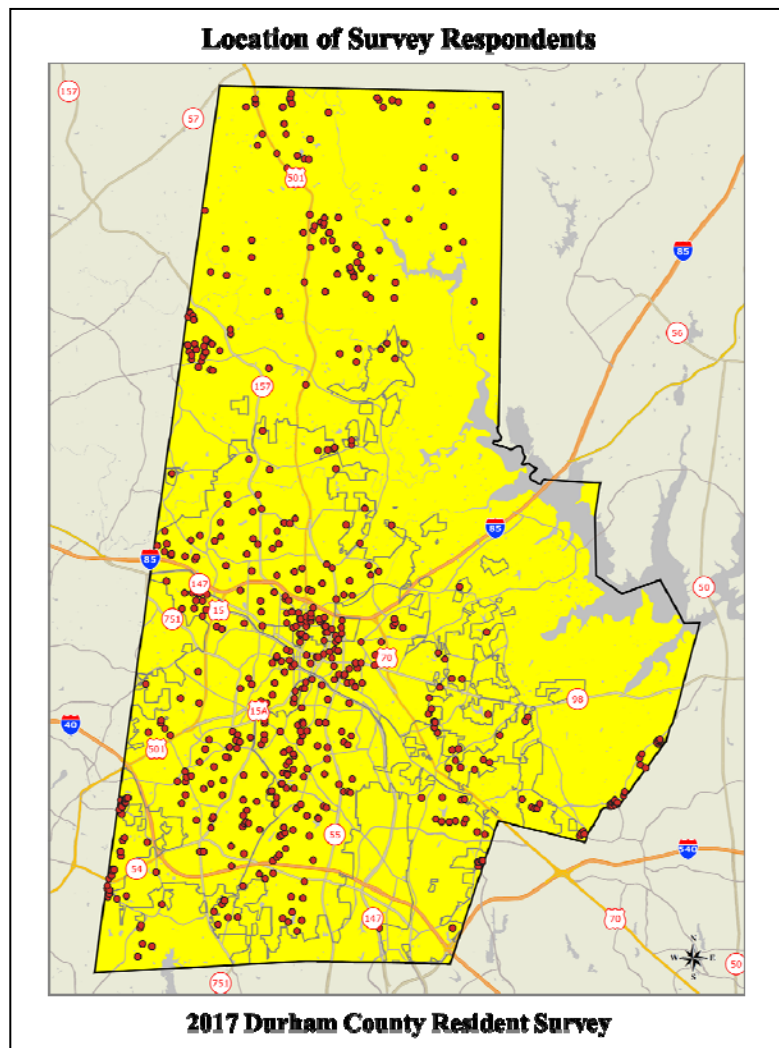
### Purpose and Methodology

ETC Institute administered a survey to residents of Durham County during the winter of 2017. The purpose of the survey was to help Durham County strategically plan for the future as they continue to grow and meet new challenges. The City and County are jointly overseeing the survey so that more Durham residents have an opportunity to be heard. The survey will assist elected officials, as well as the City and County administrators, in making critical decisions about prioritizing resources and helping set the direction for the future of the community. Previous resident surveys were conducted in 2015 and 2016.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in Durham County. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent

people who were not residents of Durham City or County from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. The map above shows the location of all survey respondents.



The goal was to complete a total of 600 survey, 400 with residents of the city of Durham and 200 with residents of Durham County who do not live in the City. A total of 609 residents completed the survey, 406 residents of the City of Durham completed the survey, and 203 residents of Durham County completed the survey. The overall results for the sample of 609 households have a precision of at least  $\pm 3.97\%$  at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Durham with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of County services, the percentage of “don’t know” responses have been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion*.”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2015 and 2016 community surveys,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the County to address based upon the survey results,
- benchmarking data that shows how the results for Durham County compare to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.
- a separate appendix was created with GIS maps showing how respondents answered specific questions geographically. These maps were created using the five PAC District boundaries. In order to ensure a valid comparison could be made between districts, District 1 and 5 were combined.

## Overall Perceptions of the County

Fifty-five percent (55%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the County, 57% of residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City. Seventy-six percent (76%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in their neighborhood.

## Overall Satisfaction with City and County Services

The major categories of services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire protection and rescue services (83%), the overall quality of EMS services (76%), the response time for fire services (75%), and the quality of library services or programs (71%). For 11 of the 24 major categories of City and County services that were rated, 50% or more of residents *who had an opinion* were “very satisfied” or “satisfied”. Respondents, *who had an opinion*, were least satisfied with the quality of charter schools (34%), the quality of bicycle

facilities (33%), and the quality of public schools (27%). Based on the sum of respondents' top three choices they think the overall quality of public schools (46%), the overall maintenance of City streets (32%), and the quality police protection (28%) should receive the most emphasis from City and County leaders over the next two years.

## Feelings of Safety

Eighty-four percent (84%) of respondents, *who had an opinion*, indicated they feel either "very safe" or "safe" while walking alone in their neighborhood during the day. Fifty-six percent (56%) of residents, *who had an opinion*, indicated they feel either "very safe" or "safe" while walking alone in their neighborhood at night.

## Durham Public Schools

Forty-nine percent (49%) of respondents indicated their children went to or graduated from Durham Public schools and 21% indicated they are currently enrolled in Durham Public Schools when they were asked to indicate the education status of children in their household.

The statements regarding Durham Public Schools that had the highest levels of agreement, based upon the combined percentage of "strongly agree" and "agree" responses among residents *who had an opinion*, were: encourages community involvement in education-related decision making (27%) and ensures quality education for students (21%). The statement that had the lowest levels of agreement based upon the combined percentage of "strongly agree" and "agree" responses among residents *who had an opinion*, was: Durham Public Schools is transparent about education-related decision making (18%).

## Satisfaction with Specific Services

- **Law Enforcement and Criminal Justice.** The highest levels of satisfaction with law enforcement and criminal justice services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: overall police relationship with your community (61%), overall Sheriff's Office relationship with your community (58%), animal control services (47%), and the enforcement of traffic safety laws (46%). The aspect of law enforcement and criminal justice in Durham that respondents were least satisfied with is the local court system (38%).
- **Parks, Recreation, and Open Space.** The highest levels of satisfaction with parks, recreation, and open space based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: greenways and trails (61%), the variety of City recreation opportunities (52%), and the customer service provide by the City's Parks and Recreation staff (52%). Based upon the sum of respondents' top two choices, the two parks and recreation services respondents indicated should receive the most emphasis over the next two years were greenways and trails (32%), and cultural programming (20%).
- **Maintenance.** The highest levels of satisfaction with maintenance, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the condition of streets in neighborhoods (51%), condition of parks

(51%), and the condition of sidewalks in neighborhoods (46%). Based on the sum of respondents' top two choices, the two maintenance services respondents indicated should receive the most emphasis over the next two years were: the condition of streets neighborhoods (29%) and the condition of sidewalks in neighborhoods (24%).

- **Multi-Modal Transportation.** The highest levels of satisfaction with multi-modal transportation in Durham, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: ease of travel by driving (62%) and safety when driving around Durham (52%).
  - Respondents were most in agreement with the statement: it is safe to walk in my neighborhood (73%).
  - Most respondents (57%) indicated they do not use GoDurham/Bull City Connector more is that they do not need the service or they prefer to drive, 29% indicated that it does not serve the areas they live or need to go.
- **Solid Waste and Utility Service.** The highest levels of satisfaction with solid waste and utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: solid waste collection services (79%), curbside recycling services (75%), and sewer services (69%).
- **County Communication.** The highest levels of satisfaction with County communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the ability to get timely emergency/disaster information 24 hours a day (53%), and the ease of locating information on County website (47%). Respondents were least satisfied with the level of public involvement in local decision making (29%).

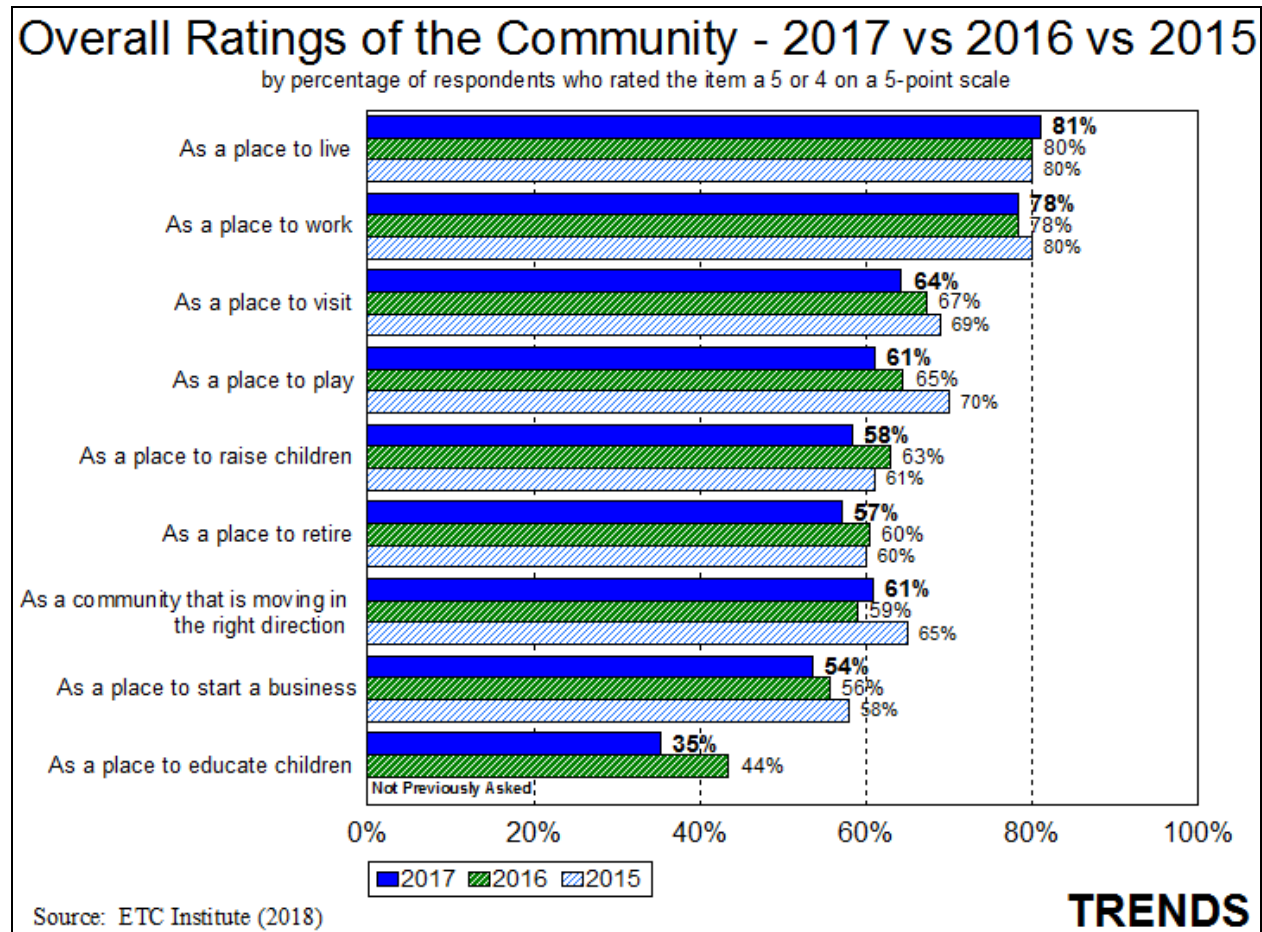
## Additional Findings

- Over a quarter (26%) of respondents indicated they were either “very satisfied” (7%) or “satisfied” (19%) with the availability of affordable housing in Durham. Thirty-four percent (26%) of respondents were “neutral”, 29% were “dissatisfied”, and 19% were “very dissatisfied”. Eighty percent (80%) of respondents indicated they are able to find housing they can afford in Durham. Twenty-nine percent (29%) of respondents indicated their monthly housing costs exceed 30% of their monthly income, and 28% of respondents indicated they have major home repairs that impact their quality of life or they have put off because of lack of resources.
- Sixty-four percent (64%) of respondents indicated that training and skill development should be one of the most important items for Economic and Workforce Development to focus on, 54% indicated small business development is the most important areas of focus.
- Thirty-two (32%) of respondents indicated they or members of their household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint.

- Of those who have contacted the County the highest levels of satisfaction with their experience, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents were: the courtesy of County Government (63%), how easy the County Government was to contact (59%), and the accuracy of the information and assistance given (57%). Overall, a majority of respondents were satisfied with all six aspects that were rated.
- Respondents were asked to indicate, from a list of government capital projects and services, which ones they would be willing to pay higher taxes to support enhancements for. Respondents were allowed to select multiple choices. The top three capital projects and services that respondents are willing to pay higher taxes to support are below.
  - **Capital Projects.**
    - Public school facilities (43%)
    - Street improvements (40%)
    - Trails and greenways (31%)
    - Parks and open space (30%)
    - *Twenty-five percent (25%) of respondents would not pay higher taxes for any of the 11 items listed*
  - **Services.**
    - Public school operations (teachers, salaries) (49%)
    - Affordable housing (33%)
    - Job creation and training (31%)
    - *Twenty-six percent (26%) of respondents would not pay higher taxes for any of the 10 items listed.*
- Respondents were then asked to indicate how willing they would be to pay fees instead of taxes to pay for improvements to services that they use or benefit from. Forty-two percent (42%) of respondents indicated they would be “very willing” (11%) or “willing” (31%) to pay fees instead of taxes. Thirty-eight percent (38%) of respondents were “not sure”, and 20% were “not willing”.

## Overall Ratings of the Community

The chart below shows the trends in how respondents rated the community overall.



Overall, respondents view Durham favorably, this is evident from the positive overall ratings in the chart above. However, the rating for Durham as a place to education children did see a significant decrease in overall satisfaction from 2016. The County has the opportunity to explore options which have the ability to raise the overall ratings of Durham as a place to education children. Forty-nine percent (49%) of respondents would be willing to pay higher taxes for public school operations and 43% of respondents would be willing to pay higher taxes to support public school facilities. Residents remain dissatisfied with public schools and continue to show their willingness to fund them with additional tax dollars. Nearly half of all respondents indicated they are dissatisfied with public schools in the County and are willing to pay an increase in taxes to see an improvement. The number of respondents who indicated they were either “very willing” or “willing” to pay an increase in taxes significantly increased from 36% in 2016 to 42% in 2017.

## How Durham County Compares to Similarly Sized Communities

Satisfaction ratings for Durham County **rated the same as or above the average for communities with 250,000 or more residents in 28 of the 58 areas** that were assessed. Durham County rated significantly higher than the average for communities with 250,000 or more residents (difference of 5% or more) in 19 of these areas. Listed below are the comparisons between Durham County and the average for communities with 250,000 or more residents:

Service	Durham County	Communities with 250k+ Residents	Difference	Category
Customer service from County employees	56.1%	36%	20.1%	Major Categories
Customer service from City employees	56.1%	36%	20.1%	Major Categories
As a place to work	78.3%	59%	19.3%	Overall Ratings
Curbside recycling services	74.7%	61%	13.7%	Solid Waste and Utilities
Condition of streets in your neighborhood	55.7%	43%	12.7%	Maintenance
Quality of services provided by City	57.0%	45%	12.0%	Perceptions
Resolution to your issue/concern	49.5%	38%	11.5%	Customer Service
Availability of information about County programs & services	44.0%	33%	11.0%	Communication
As a place to live	81.0%	70%	11.0%	Overall Ratings
Yard waste collection services	66.9%	56%	10.9%	Solid Waste and Utilities
Quality of services provided by County	55.4%	45%	10.4%	Perceptions
Effectiveness of communication	47.6%	38%	9.6%	Major Categories
Solid waste collection services	79.1%	71%	8.1%	Solid Waste and Utilities
As a community that is moving in right direction	60.9%	53%	7.9%	Overall Ratings
Value received for local property taxes	38.8%	31%	7.8%	Perceptions
Management of development/growth	46.0%	39%	7.0%	Perceptions
EMS services	75.8%	69%	6.8%	Major Categories
Quality of drinking water	64.4%	58%	6.4%	Solid Waste and Utilities
Sewer services	69.0%	63%	6.0%	Solid Waste and Utilities
Quality of life in your neighborhood	75.8%	71%	4.8%	Perceptions
As a place to visit	64.3%	60%	4.3%	Overall Ratings
Ease of travel within Durham	40.2%	36%	4.2%	Major Categories
Greenways & trails	61.1%	57%	4.1%	Maintenance
Sheriff protection	62.1%	59%	3.1%	Major Categories
Police protection	61.6%	59%	2.6%	Major Categories
Timeliness of County employees' response	55.6%	53%	2.6%	Customer Service
Accuracy of information you were given	57.0%	55%	2.0%	Customer Service
Fire protection/rescue services	82.8%	81%	1.8%	Major Categories
Courtesy of County employee(s) you interacted with	63.2%	64%	-0.8%	Customer Service
As a place to retire	57.1%	58%	-0.9%	Overall Ratings
Maintenance of City streets	33.7%	35%	-1.3%	Major Categories
Level of public involvement in local decisions	29.1%	31%	-1.9%	Communication
Condition of sidewalks in your neighborhood	44.1%	46%	-1.9%	Maintenance
Appearance of Durham	49.3%	52%	-2.7%	Perceptions
County efforts to keep you informed about local issues	31.2%	34%	-2.8%	Communication
How easy County Government was to contact	58.6%	62%	-3.4%	Customer Service
Library services/programs	70.5%	74%	-3.5%	Major Categories
Bicycle facilities	33.3%	38%	-4.7%	Major Categories
Parks/recreation programs	58.2%	63%	-4.8%	Major Categories
Outdoor athletic fields & courts	49.6%	56%	-6.4%	Maintenance
Condition of bicycle facilities	31.4%	38%	-6.6%	Maintenance
As a place to raise children	58.4%	65%	-6.6%	Overall Ratings
Enforcement of codes & ordinances	40.0%	47%	-7.0%	Major Categories
Appearance of landscaping on right of ways along streets & public areas	43.7%	51%	-7.3%	Maintenance
Animal control services	47.0%	55%	-8.0%	Major Categories
Quality of life in Durham	62.7%	71%	-8.3%	Perceptions
Response time for fire services	74.8%	84%	-9.2%	Major Categories
Ease of locating information on County website	46.8%	56%	-9.2%	Communication
Water/sewer utilities	58.6%	68%	-9.4%	Major Categories
Response time for EMS services	69.3%	79%	-9.7%	Major Categories
Enforcement of traffic safety laws	46.1%	57%	-10.9%	Major Categories
Image of Durham	51.1%	63%	-11.9%	Perceptions
Your ability to get timely emergency/disaster information 24 hours a day	53.1%	65%	-11.9%	Communication
Public schools	27.0%	41%	-14.0%	Major Categories
Public transit system	35.2%	51%	-15.8%	Major Categories
Condition of parks	48.8%	68%	-19.2%	Maintenance
In Durham overall	35.7%	57%	-21.3%	Feeling of Safety
Condition of recreation centers & facilities	44.1%	72%	-27.9%	Maintenance

## Trends - 2016 vs 2017

The table below shows how ratings for Durham County compare to the National Average for communities with more than 250,000 residents between 2016 and 2017. The largest increase in satisfaction for the County from 2016 to 2017 was in the value received for local property taxes (+5.5%). The largest decrease in satisfaction was with the ease of travel in Durham (-8.1%). When the changes in Durham County were compared to changes in the National Average for communities with more than 250,000 residents, Durham County showed the most improvement with rating Durham County as a place to work (+11.7%). The most significant decrease for the County compared to the National Average was overall satisfaction with public schools (-15.5%).

<b>Durham County vs. National Trends for Communities with More than 250,000 Residents from 2016-2017</b>								
The values in the table below reflect the percentage of residents who gave positive ratings (ratings of 4 or 5 on a 5-point scale)								
Service	Durham County			National Average			Durham 2017 vs National Avg 2017	Change in Durham's Performance vs.
	2016	2017	Difference	2016	2017	Difference		
<b>Major Categories of Service</b>								
Maintenance of City streets	30	33.7	3.7	34.5	35	0.5	-1.3	3.2
Bicycle facilities	32.1	33.3	1.2	37.5	38	0.5	-4.7	0.7
Effectiveness of communication	47.5	47.6	0.1	37.5	38	0.5	9.6	-0.4
Customer service from City employees	56.7	56.1	-0.6	36.1	36	-0.1	20.1	-0.5
Police protection	61.9	61.6	-0.3	58.5	59	0.5	2.6	-0.8
Animal control services	48.9	47	-1.9	55.3	55	-0.3	-8	-1.6
Customer service from County employees	57.9	56.1	-1.8	36.1	36	-0.1	20.1	-1.7
Fire protection/rescue services	85.9	82.8	-3.1	81.1	81	-0.1	1.8	-3
Response time for fire services	78.5	74.8	-3.7	84.4	84	-0.4	-9.2	-3.3
EMS services	79.7	75.8	-3.9	69.4	69	-0.4	6.8	-3.5
Sheriff protection	65.2	62.1	-3.1	58.5	59	0.5	3.1	-3.6
Parks/recreation programs	63	58.2	-4.8	63.4	63	-0.4	-4.8	-4.4
Response time for EMS services	76.6	69.3	-7.3	78.9	79	0.1	-9.7	-7.4
Enforcement of traffic safety laws	49.2	46.1	-3.1	51.5	57	5.5	-10.9	-8.6
Enforcement of codes & ordinances	41.7	40	-1.7	39.7	47	7.3	-7	-9
Public transit system	35.6	35.2	-0.4	41.2	51	9.8	-15.8	-10.2
Library services/programs	75.5	70.5	-5	68.8	74	5.2	-3.5	-10.2
Water/sewer utilities	58.7	58.6	-0.1	56.4	68	11.6	-9.4	-11.7
Ease of travel within Durham	48.3	40.2	-8.1	30.2	36	5.8	4.2	-13.9
Public schools	33.9	27	-6.9	32.4	41	8.6	-14	-15.5
<b>Perceptions</b>								
Value received for local property taxes	33.3	38.8	5.5	31	31	0	7.8	5.5
Quality of services provided by City	58.7	57	-1.7	45.2	45	-0.2	12	-1.5
Management of development/growth	43.2	46	2.8	32.5	39	6.5	7	-3.7
Quality of services provided by County	60	55.4	-4.6	45.2	45	-0.2	10.4	-4.4
Image of Durham	49.9	51.1	1.2	54.8	63	8.2	-11.9	-7
Appearance of Durham	51.3	49.3	-2	46.5	52	5.5	-2.7	-7.5
Quality of life in Durham	63.6	62.7	-0.9	62.8	71	8.2	-8.3	-9.1
<b>Overall Ratings</b>								
As a place to work	78.3	78.3	0	70.7	59	-11.7	19.3	11.7
As a community moving in the right direction	59	60.9	1.9	58.5	53	-5.5	7.9	7.4
As a place to visit	67.3	64.3	-3	69.8	60	-9.8	4.3	6.8
As a place to live	80	81	1	70.7	70	-0.7	11	1.7
As a place to retire	60.4	57.1	-3.3	61.9	58	-3.9	-0.9	0.6
As a place to raise children	63	58.4	-4.6	65.9	65	-0.9	-6.6	-3.7

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the County identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with services over the next two years. If the County wants to improve its overall satisfaction rating, the County should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

**Overall Priorities for the County by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of County services. This analysis was conducted to help set the overall priorities for the County. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the County's overall satisfaction rating are listed below:

- **Public Schools** (IS Rating=0.3343)
- **Maintenance of Streets** (IS Rating=0.2095)

The table below shows the importance-satisfaction rating for 12 of the 24 major categories of County services that were rated.

2017 Importance-Satisfaction Rating Durham County, North Carolina Major Categories of City and County Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Public schools	46%	1	27%	24	0.3343	1
Maintenance of City streets	32%	2	34%	21	0.2095	2
<b>High Priority (IS .10-.20)</b>						
Police protection	28%	3	62%	7	0.1087	3
Ease of travel within Durham	18%	4	40%	15	0.1070	4
<b>Medium Priority (IS &lt;.10)</b>						
Bicycle facilities	13%	5	33%	23	0.0867	5
Public transit system	12%	7	35%	20	0.0745	6
Pedestrian facilities	12%	6	38%	18	0.0742	7
Durham County Department of Social Services	7%	11	37%	19	0.0428	8
Water/sewer utilities	9%	8	59%	8	0.0373	9
Parks/recreation programs	9%	9	58%	9	0.0368	10
Public Health services	6%	12	43%	14	0.0355	11
Sheriff protection	9%	10	62%	6	0.0322	12

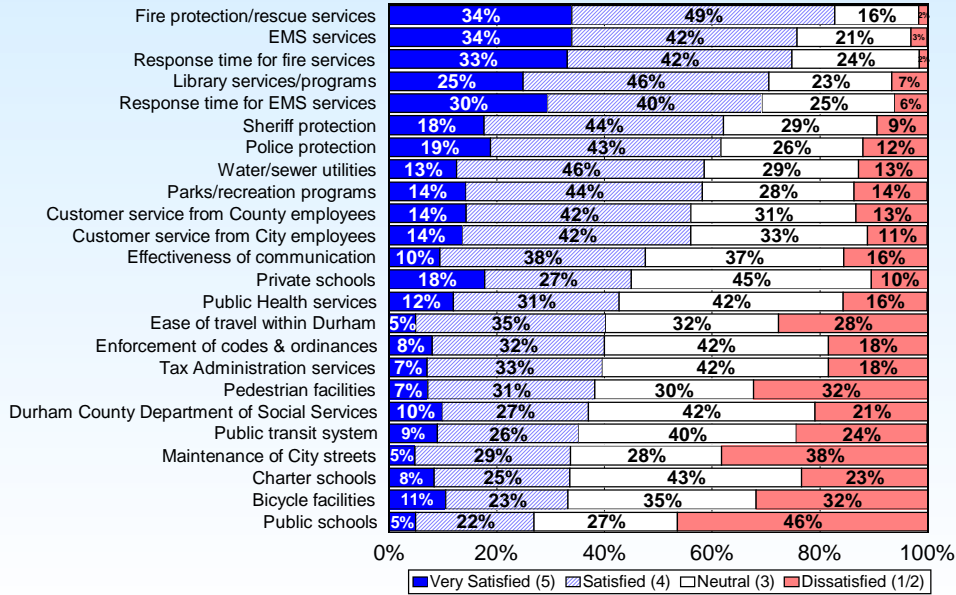
# Section 1

## *Charts and Graphs*

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## Overall Satisfaction with City and County Services by Major Category

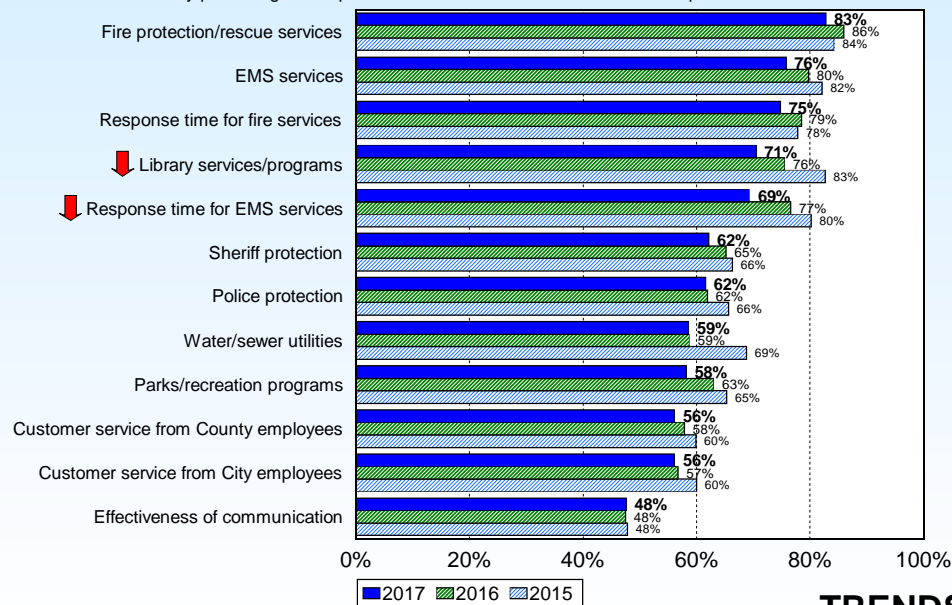
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



Source: ETC Institute (2018)

## Overall Satisfaction with City and County Services by Major Category - 2017 vs 2016 vs 2015

by percentage of respondents who rated the item a 5 or 4 on a 5-point scale

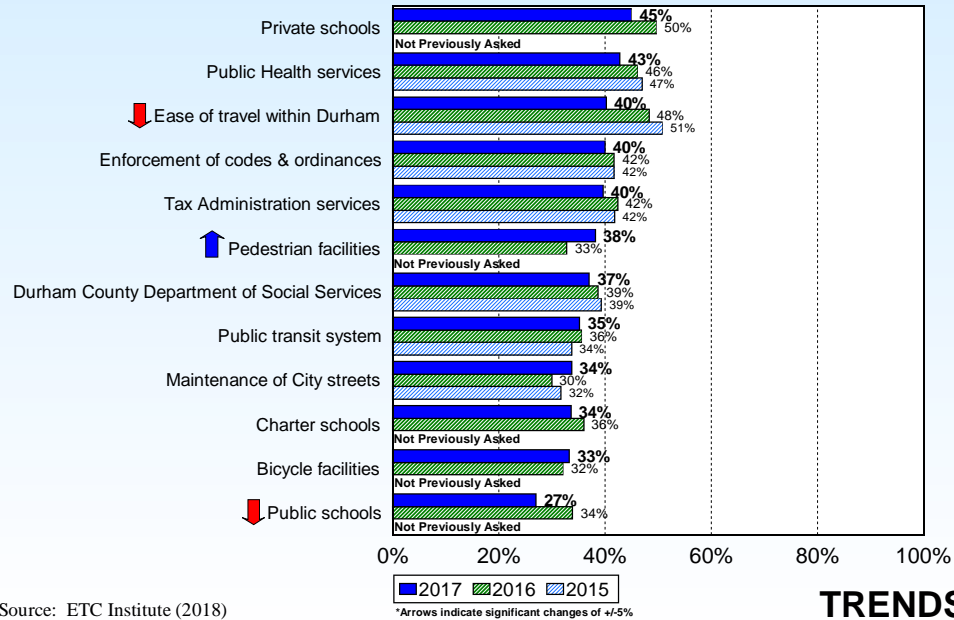


Source: ETC Institute (2018)

**TRENDS**

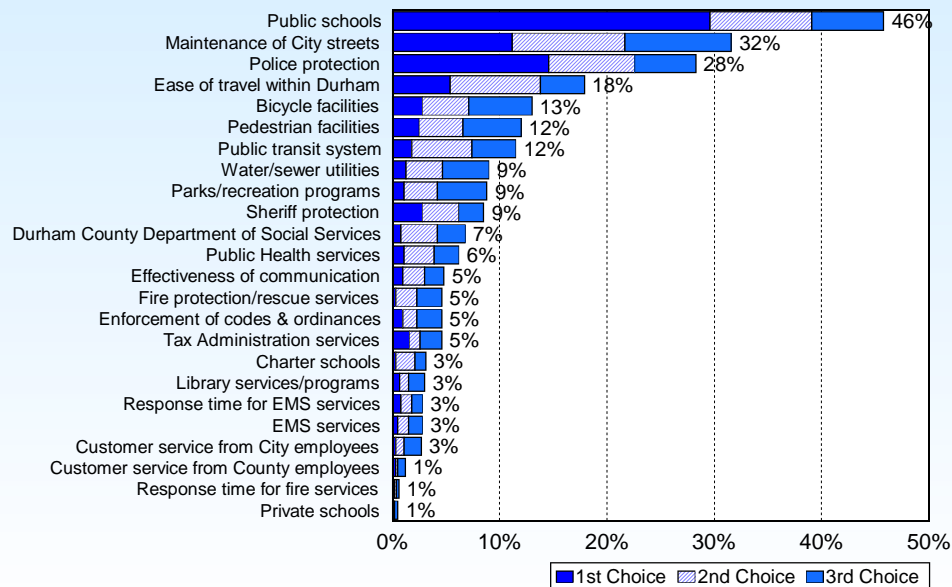
## Overall Satisfaction with City and County Services by Major Category - 2017 vs 2016 vs 2015 - Continued

by percentage of respondents who rated the item a 5 or 4 on a 5-point scale



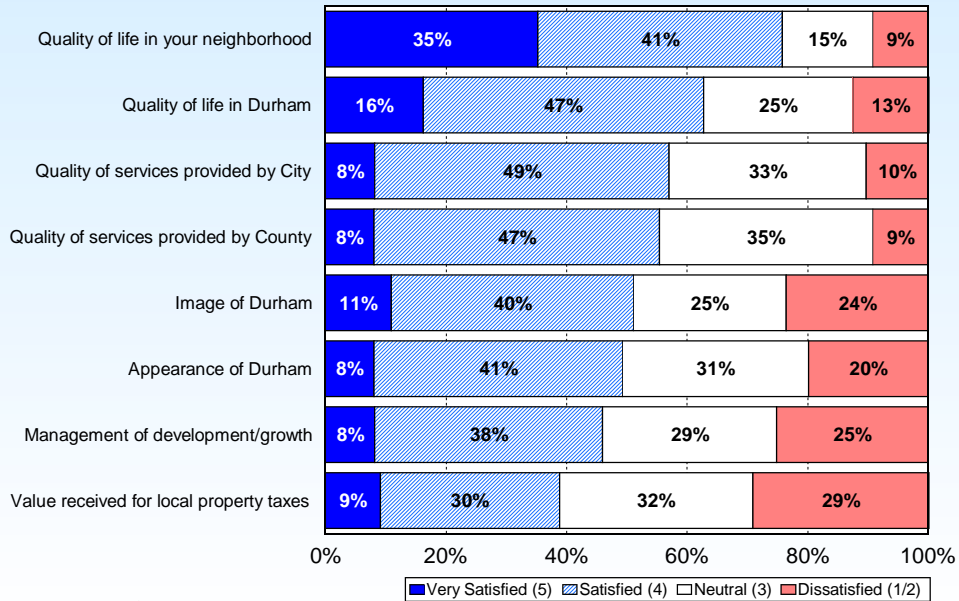
## Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



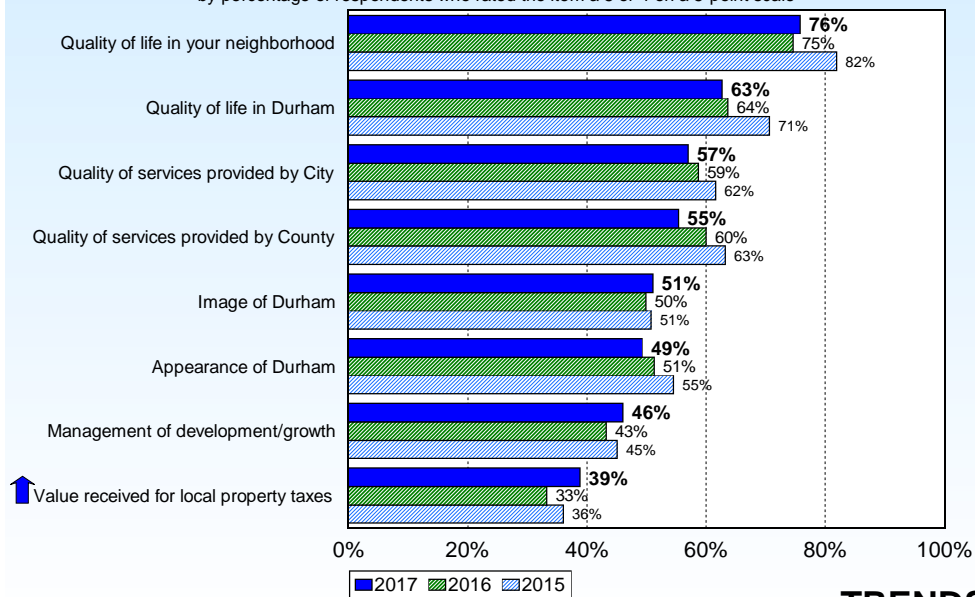
## Overall Satisfaction with Items that May Influence Your Perception of Durham

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



## Overall Satisfaction with Items that May Influence Your Perception of Durham - 2017 vs 2016 vs 2015

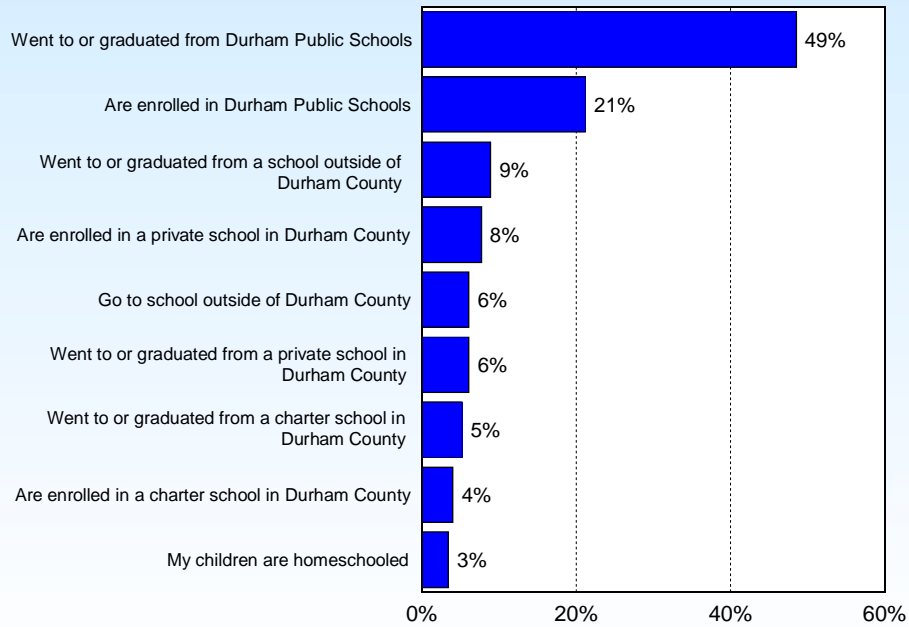
by percentage of respondents who rated the item a 5 or 4 on a 5-point scale



**TRENDS**

## Education Status of Children in Your Household

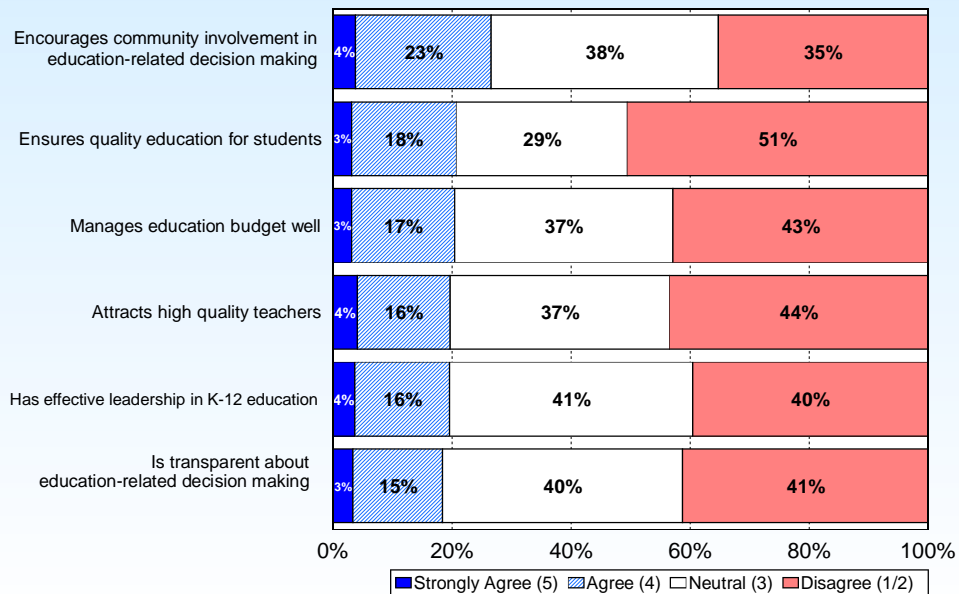
by percentage of respondents (multiple selections allowed, excluding "This question does not apply to me")



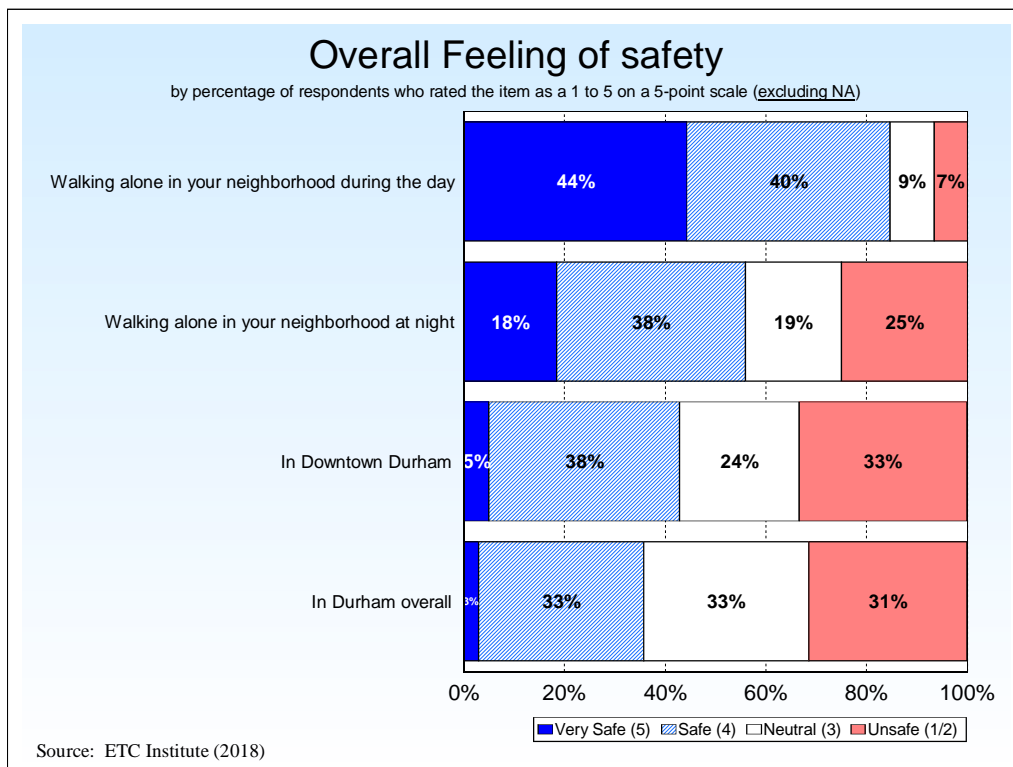
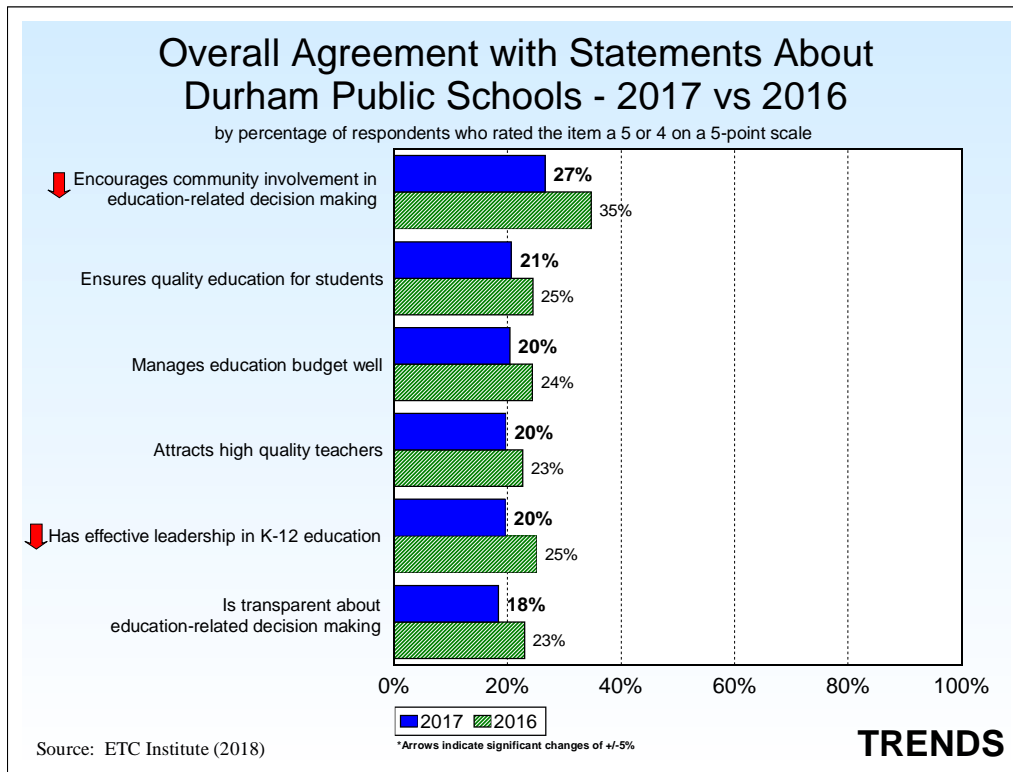
Source: ETC Institute (2018)

## Overall Agreement with Statements About Durham Public Schools

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)

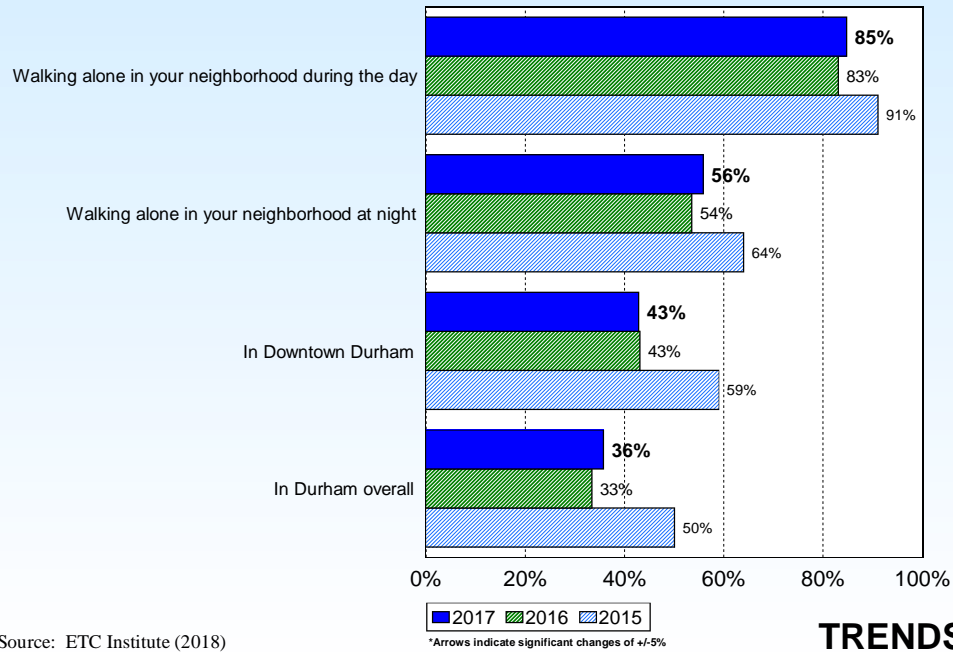


Source: ETC Institute (2018)



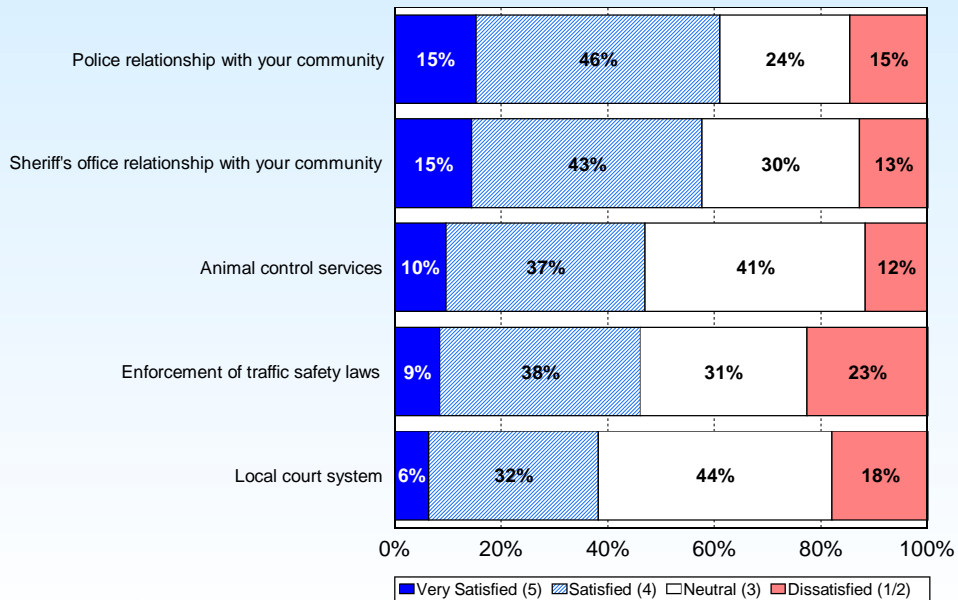
## Overall Feeling of safety - 2017 vs 2016 vs 2015

by percentage of respondents who rated the item a 5 or 4 on a 5-point scale



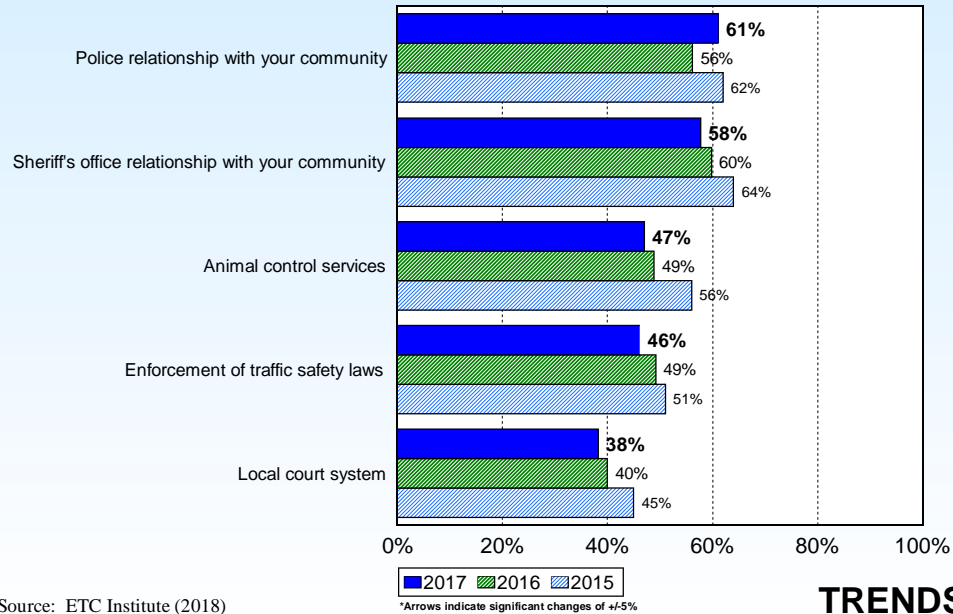
## Overall Satisfaction with Law Enforcement and Criminal Justice

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



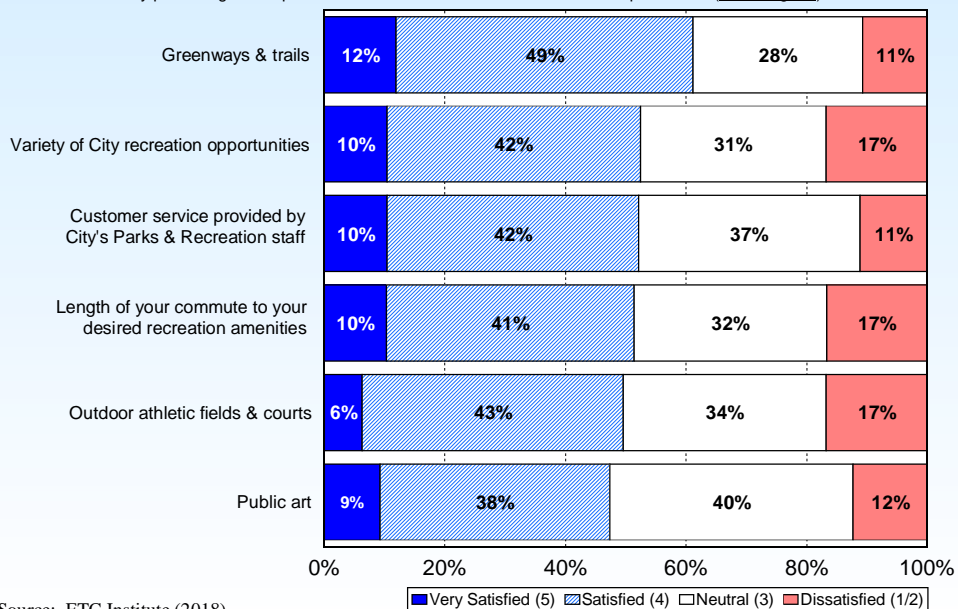
## Overall Satisfaction with Law Enforcement and Criminal Justice - 2017 vs 2016 vs 2015

by percentage of respondents who rated the item a 5 or 4 on a 5-point scale



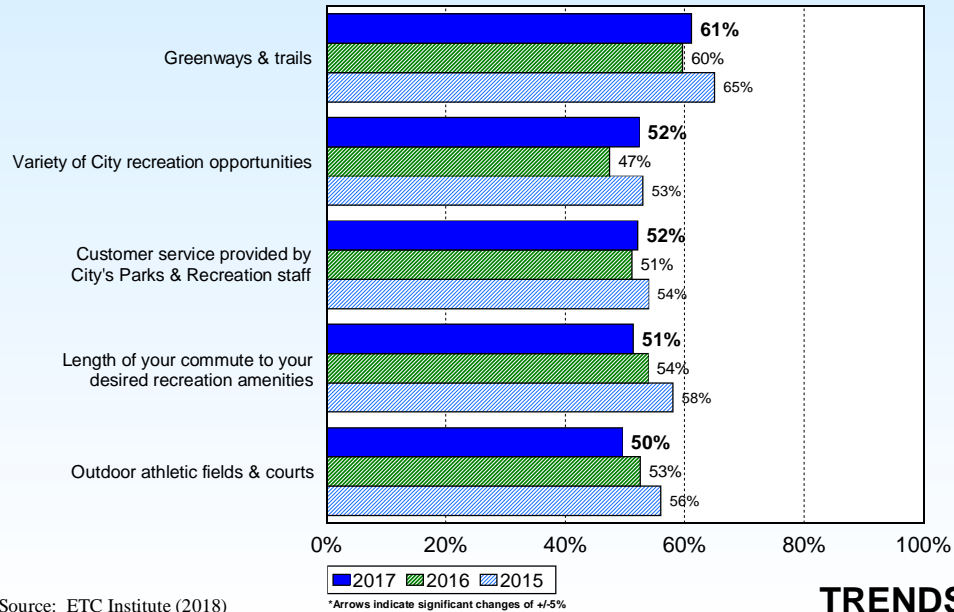
## Overall Satisfaction with Parks, Recreation, and Open Space

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



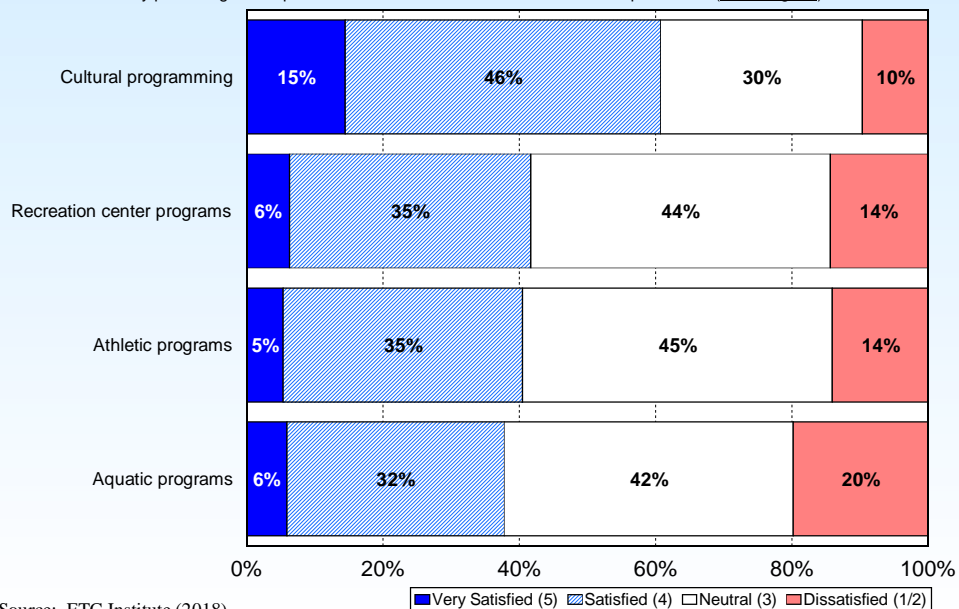
## Overall Satisfaction with Parks, Recreation, and Open Space - 2017 vs 2016 vs 2015

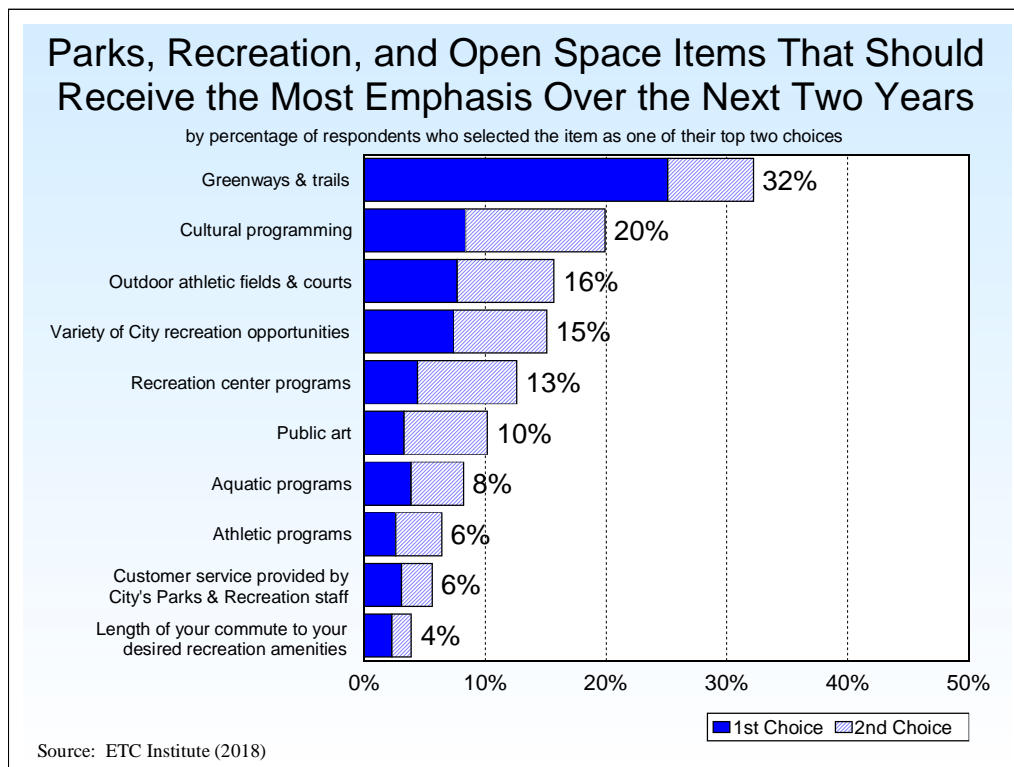
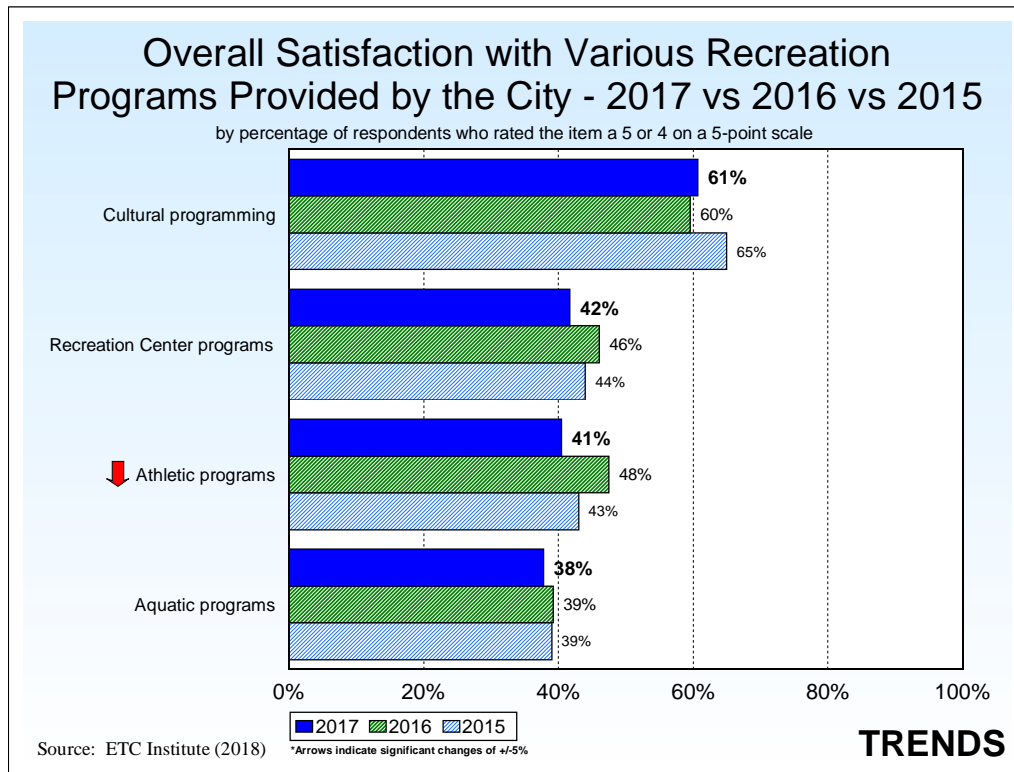
by percentage of respondents who rated the item a 5 or 4 on a 5-point scale

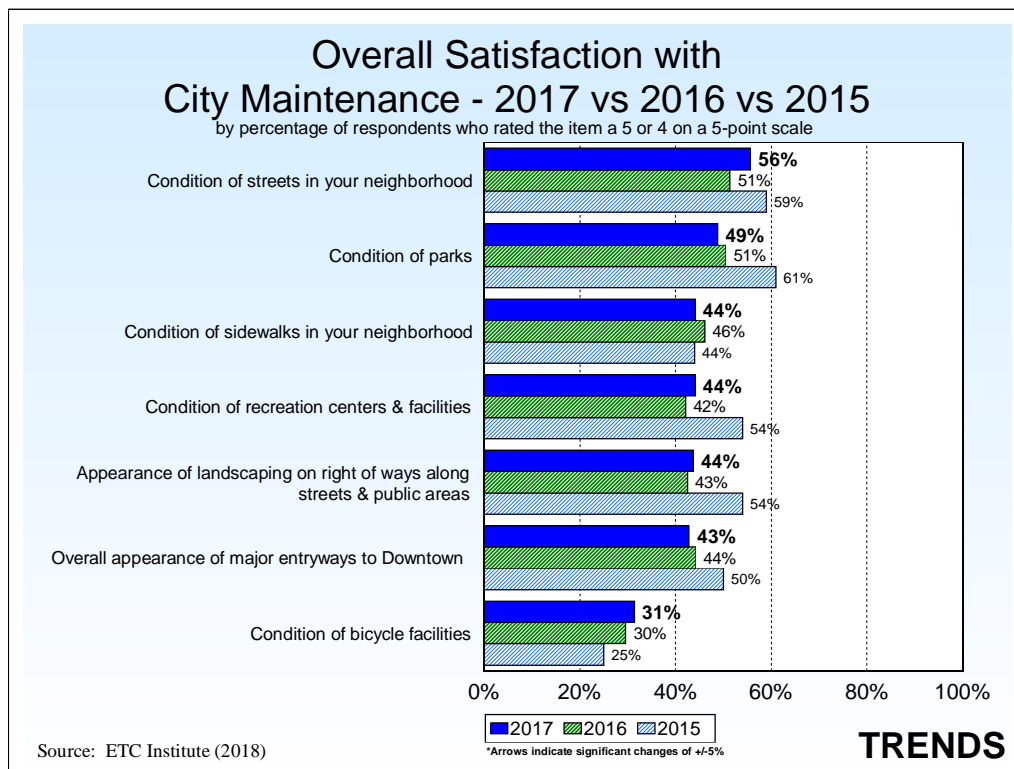
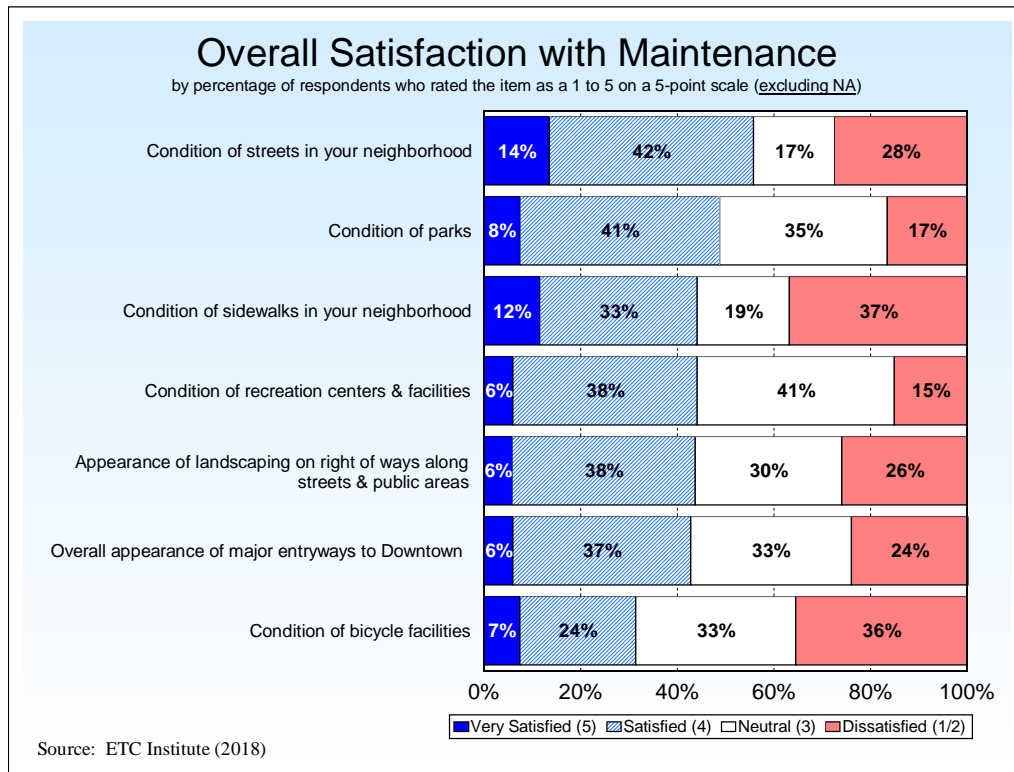


## Overall Satisfaction with Various Recreation Programs Provided by the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)

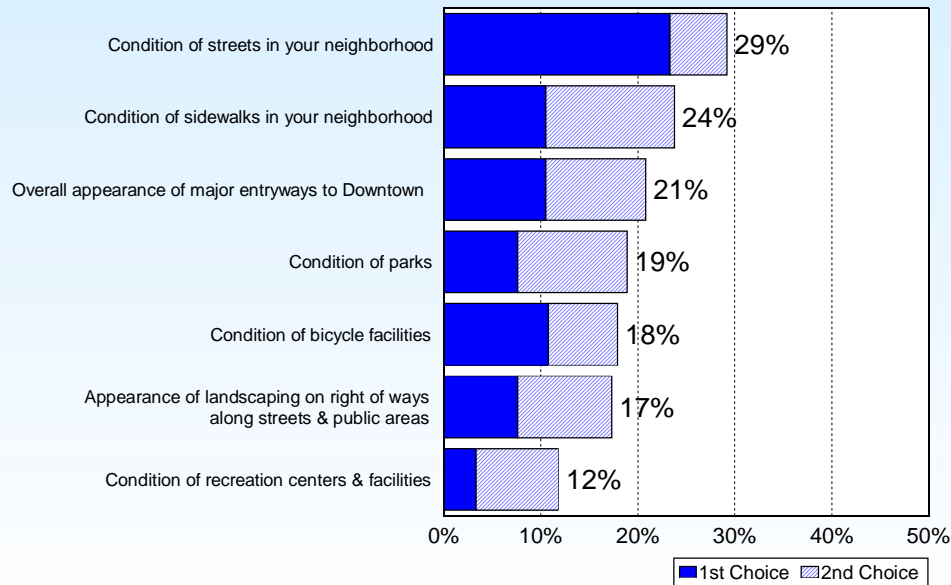






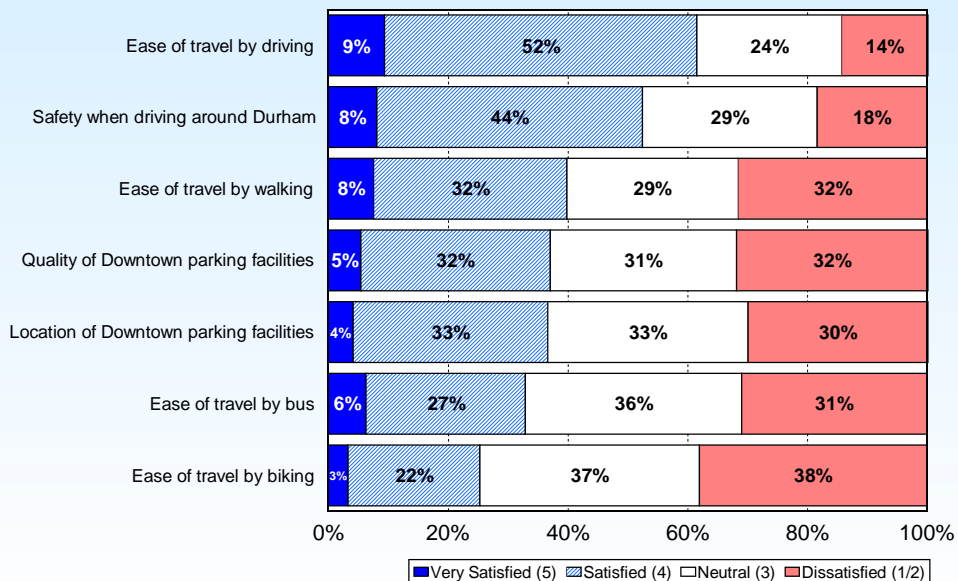
## City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



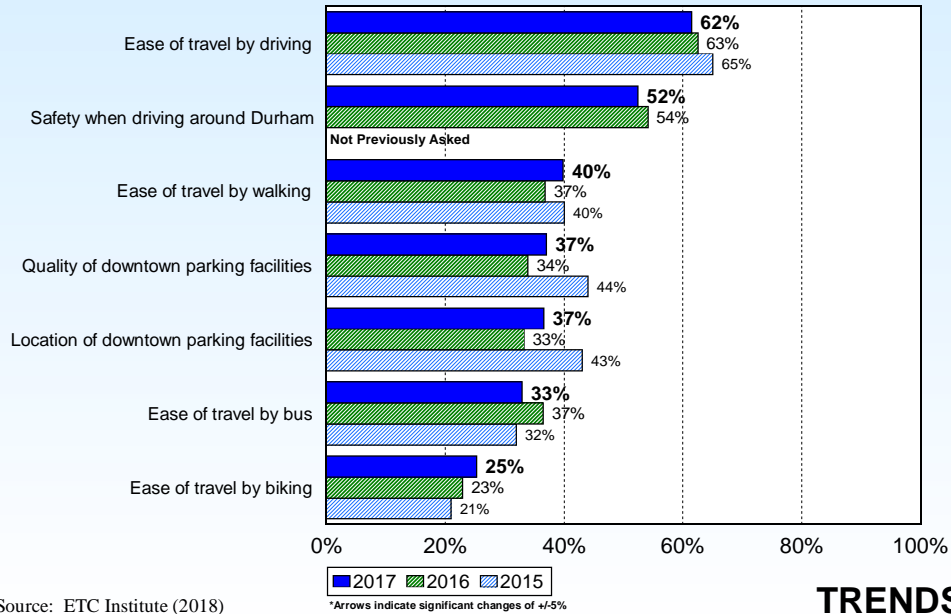
## Overall Satisfaction with Multi-Modal Transportation in Durham

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



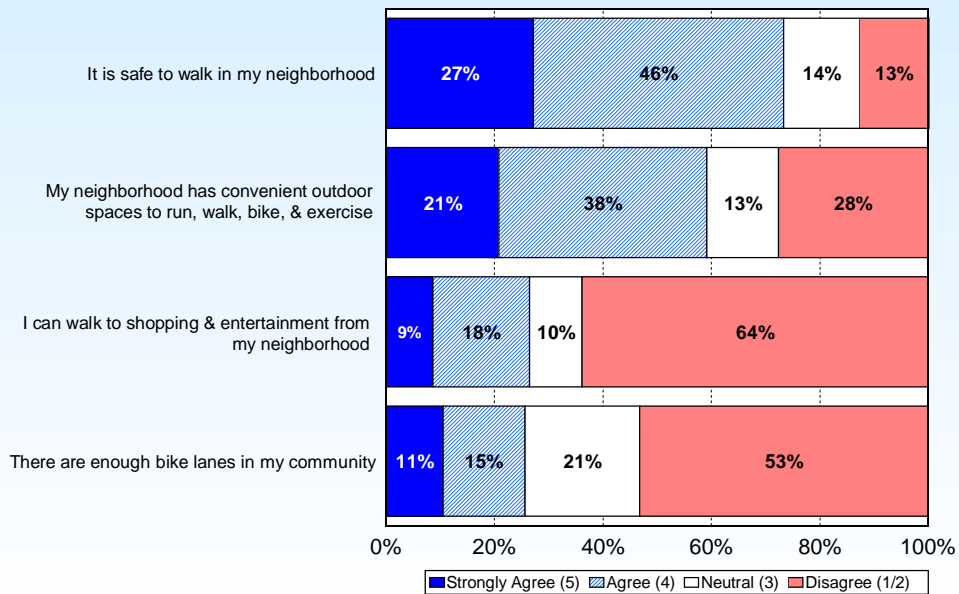
## Overall Satisfaction with Multi-Modal Transportation in Durham - 2017 vs 2016 vs 2015

by percentage of respondents who rated the item a 5 or 4 on a 5-point scale



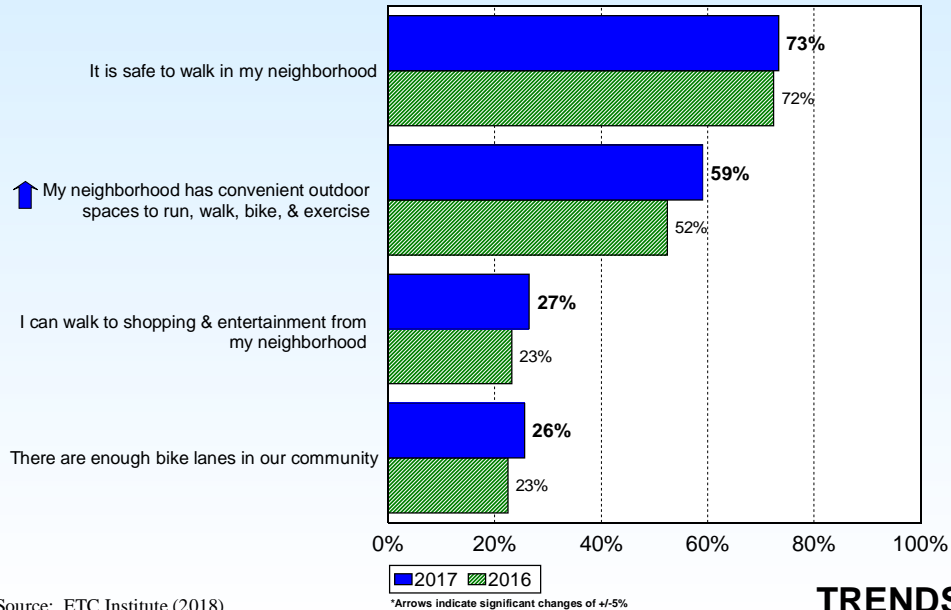
## Level of Agreement with Various Statements Regarding Multi-Modal Transportation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



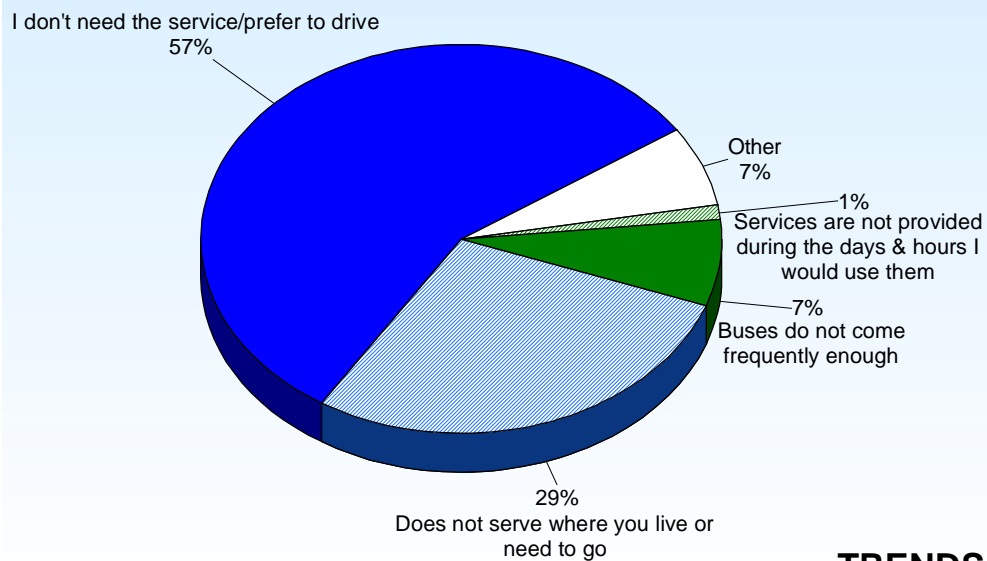
## Level of Agreement with Various Statements Regarding Multi-Modal Transportation - 2017 vs 2016

by percentage of respondents who rated the item a 5 or 4 on a 5-point scale

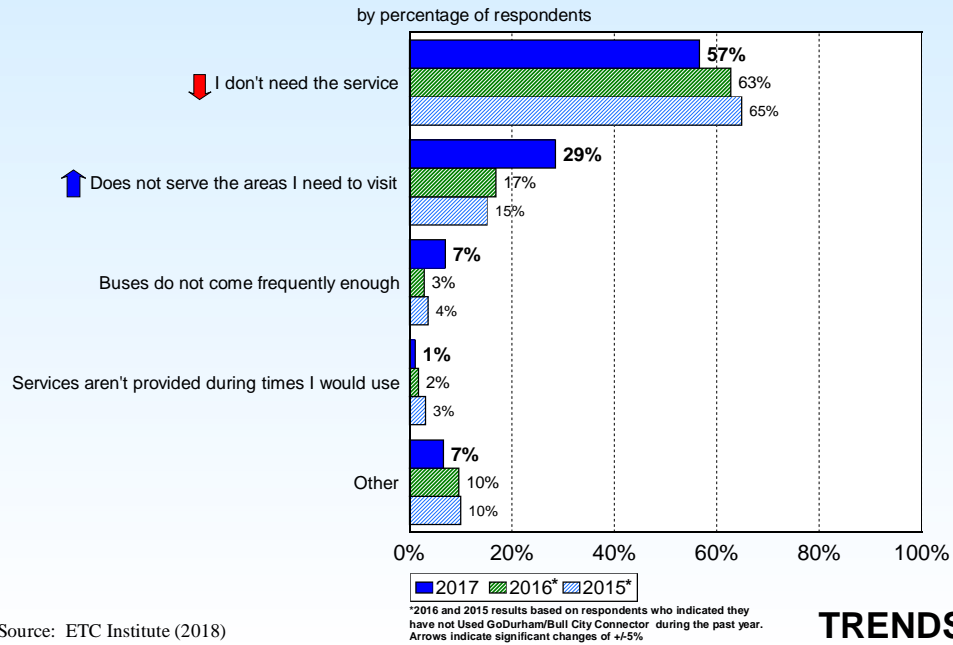


## Reasons for not Using GoDurham/Bull City Connector More During the Past Year

by percentage of respondents

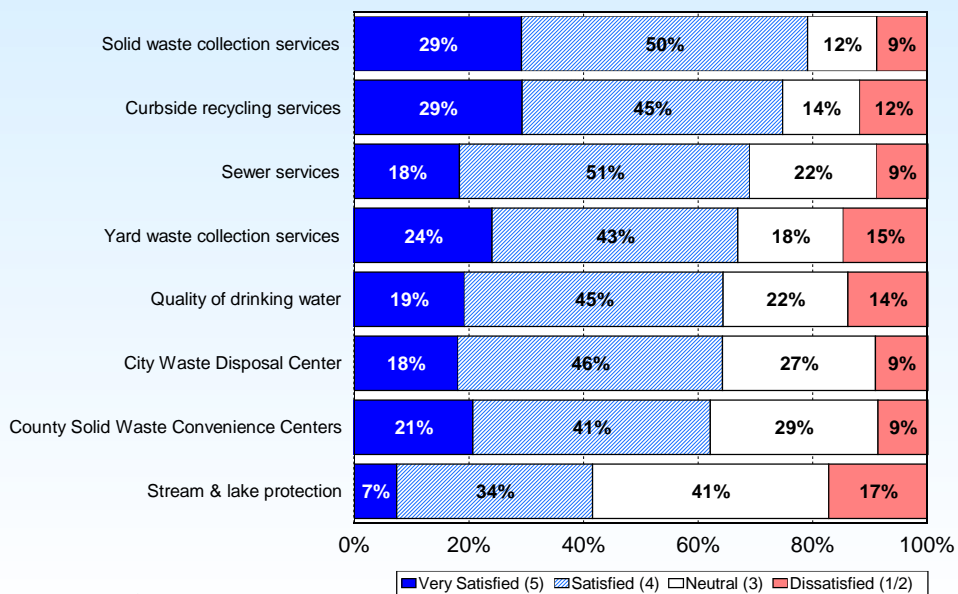


## Reasons for not Using GoDurham/Bull City Connector During the Past Year - 2017 vs 2016 vs 2015



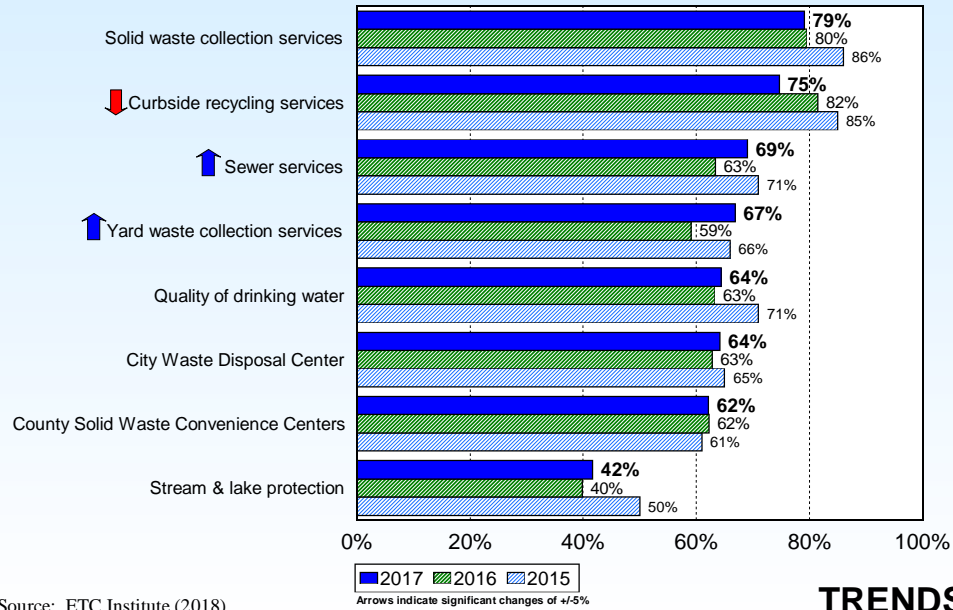
## Overall Satisfaction with Solid Waste and Utility Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



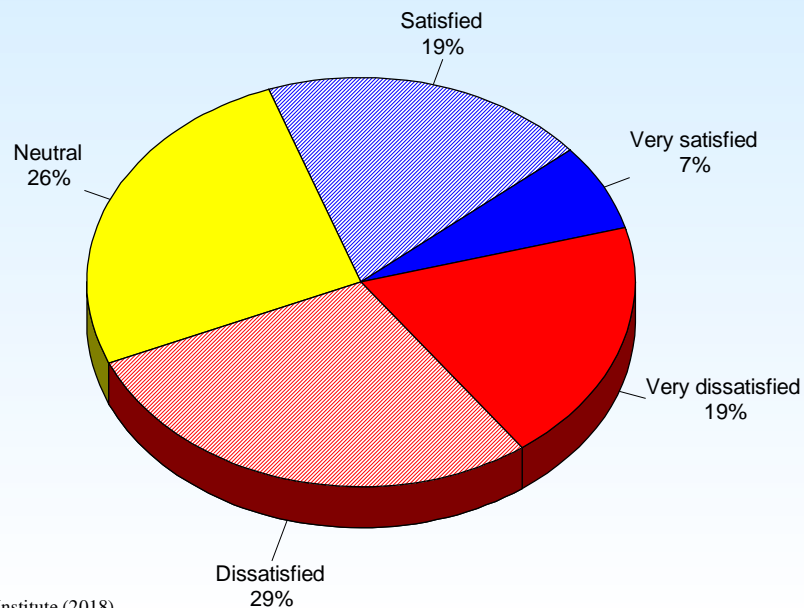
## Overall Satisfaction with Solid Waste and Utility Services - 2017 vs 2016 vs 2015

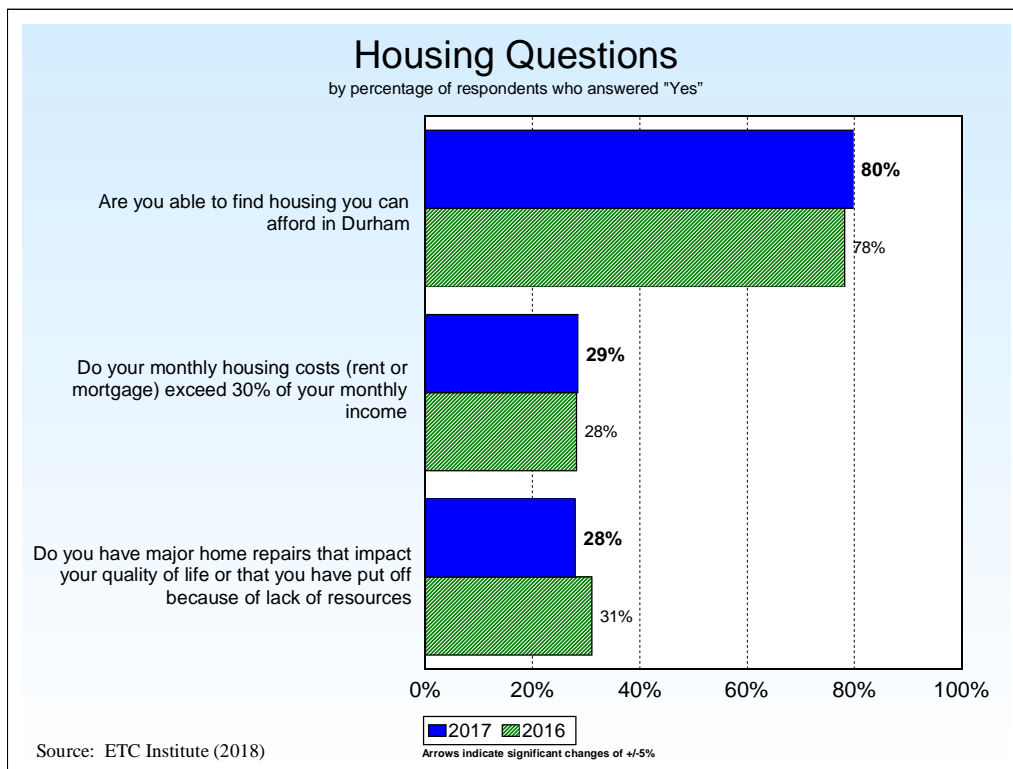
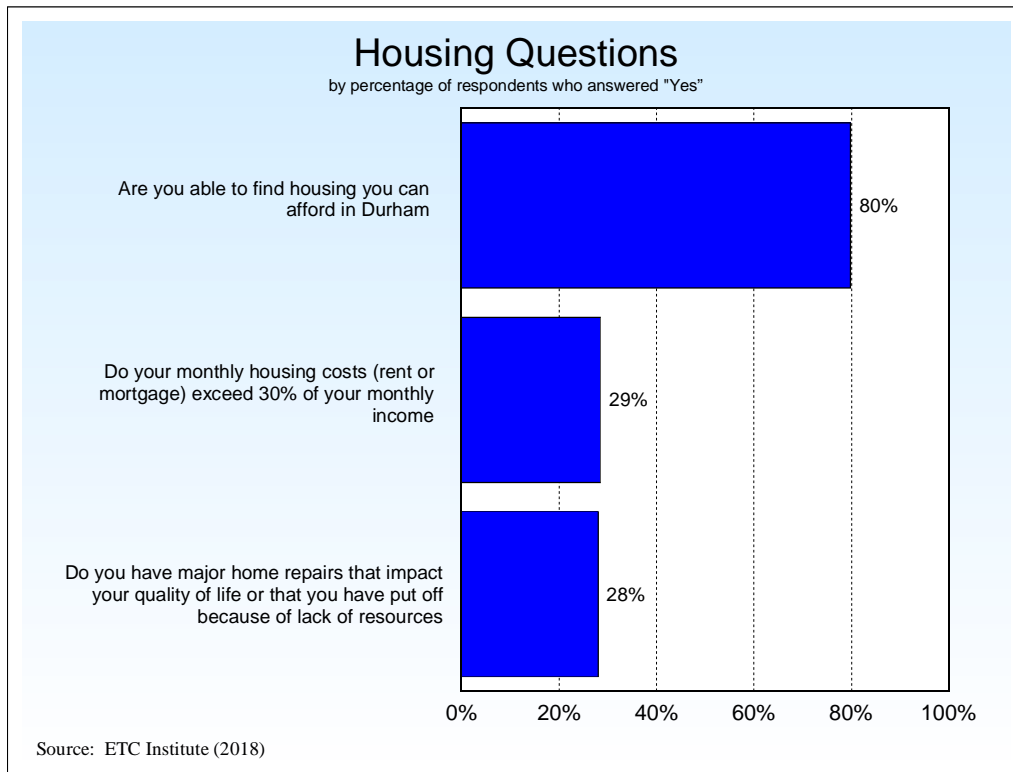
by percentage of respondents who rated the item a 5 or 4 on a 5-point scale



## How Satisfied Are You With the Availability of Affordable Housing

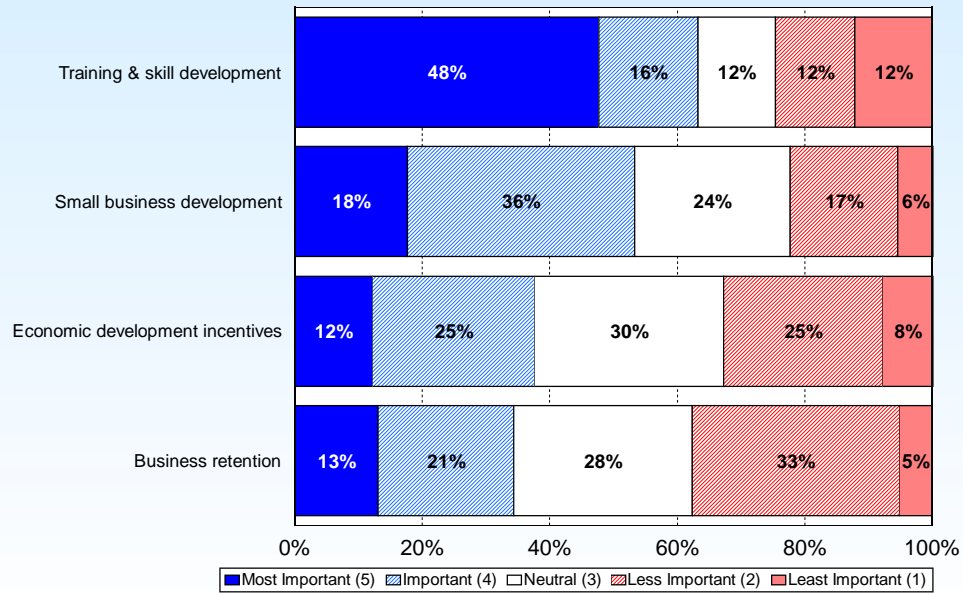
by percentage of respondents (excluding NA)





## Ranking the Importance of Economic and Workforce Development Focus Areas

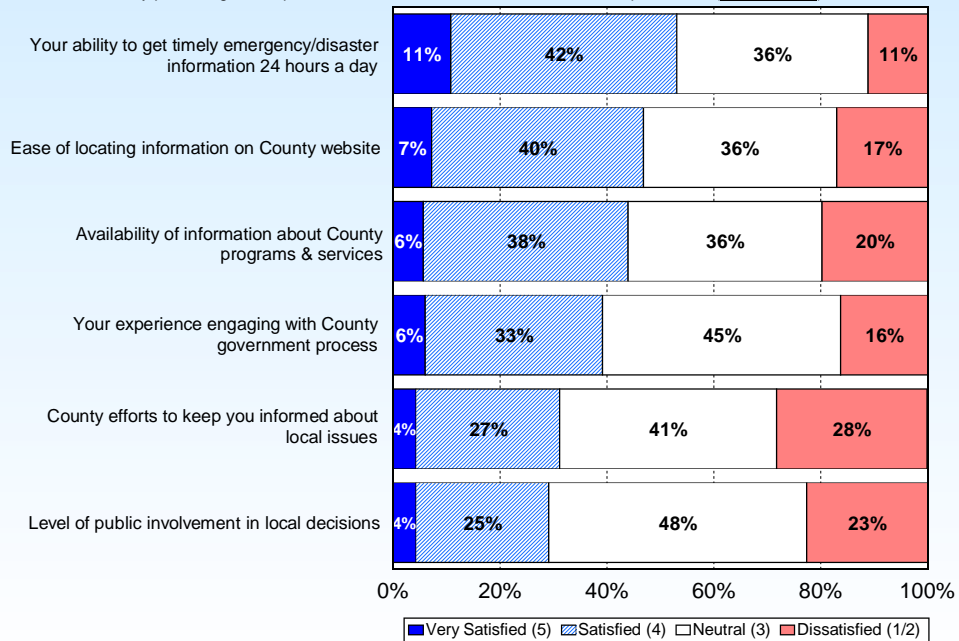
by percentage of respondents who ranked the item as a 1 to 5 on a 5-point scale



Source: ETC Institute (2018)

## Overall Satisfaction with County Communication

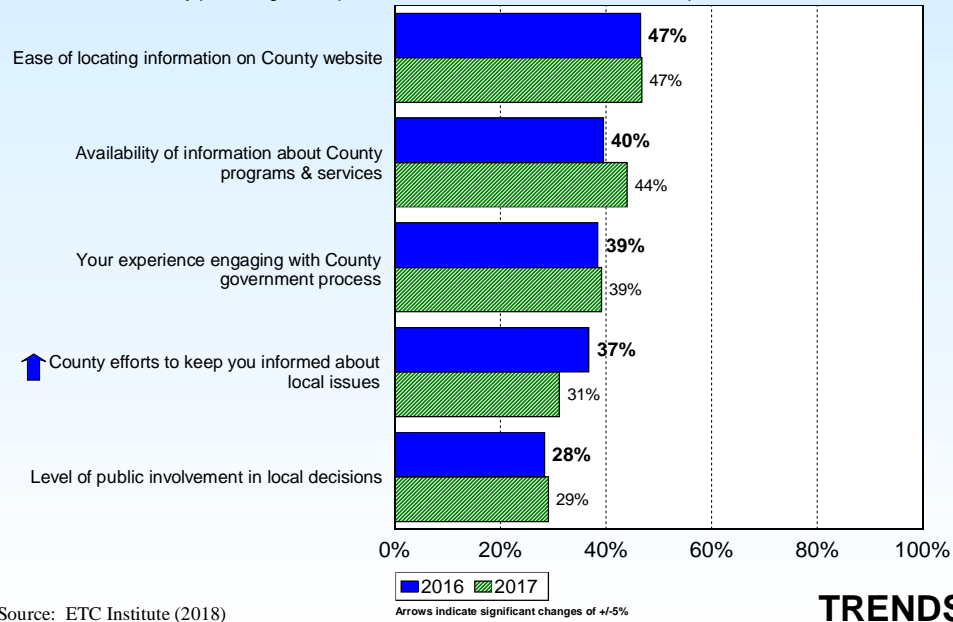
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



Source: ETC Institute (2018)

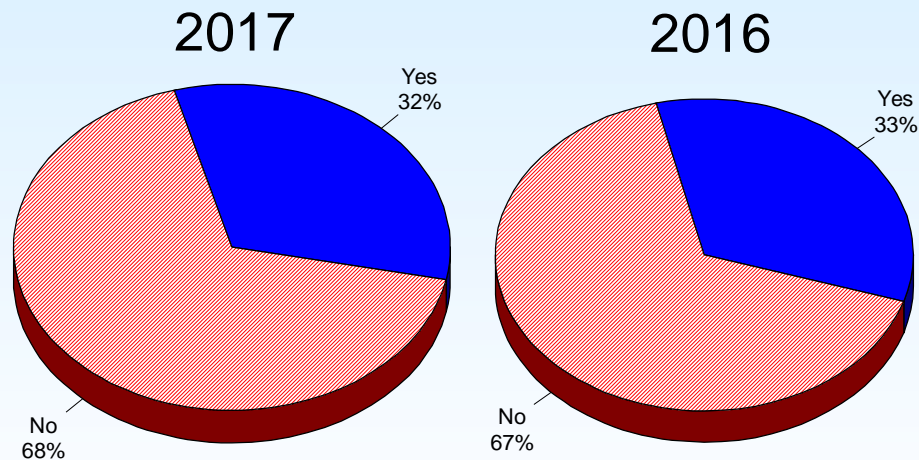
## Overall Satisfaction with County Communication 2017 vs 2016

by percentage of respondents who rated the item a 5 or 4 on a 5-point scale



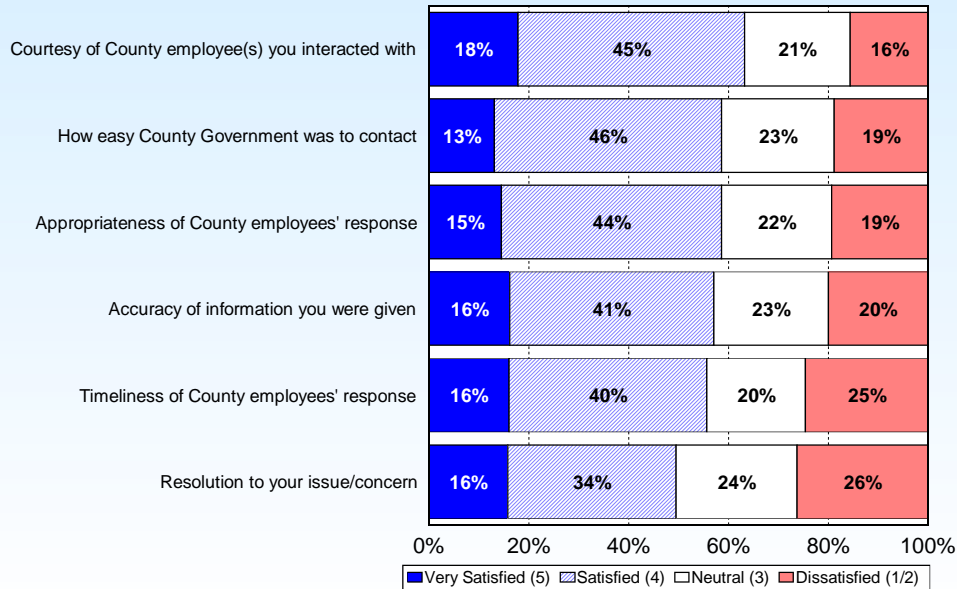
## Have You or Other Members of Your Household Contacted Employees of Durham County or Visited the Website to Seek Services, Ask a Question, or File a Complaint?

by percentage of respondents



## Overall Satisfaction with Your Experience Interacting with the County Government

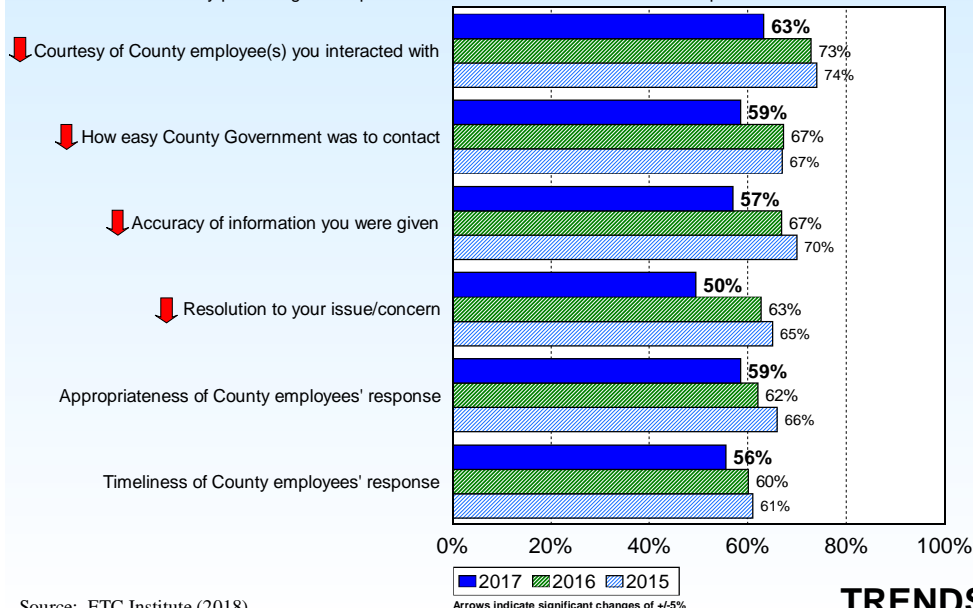
by percentage of respondents who contacted the County and who rated the item as a 1 to 5 on a 5-point scale (excluding NA)



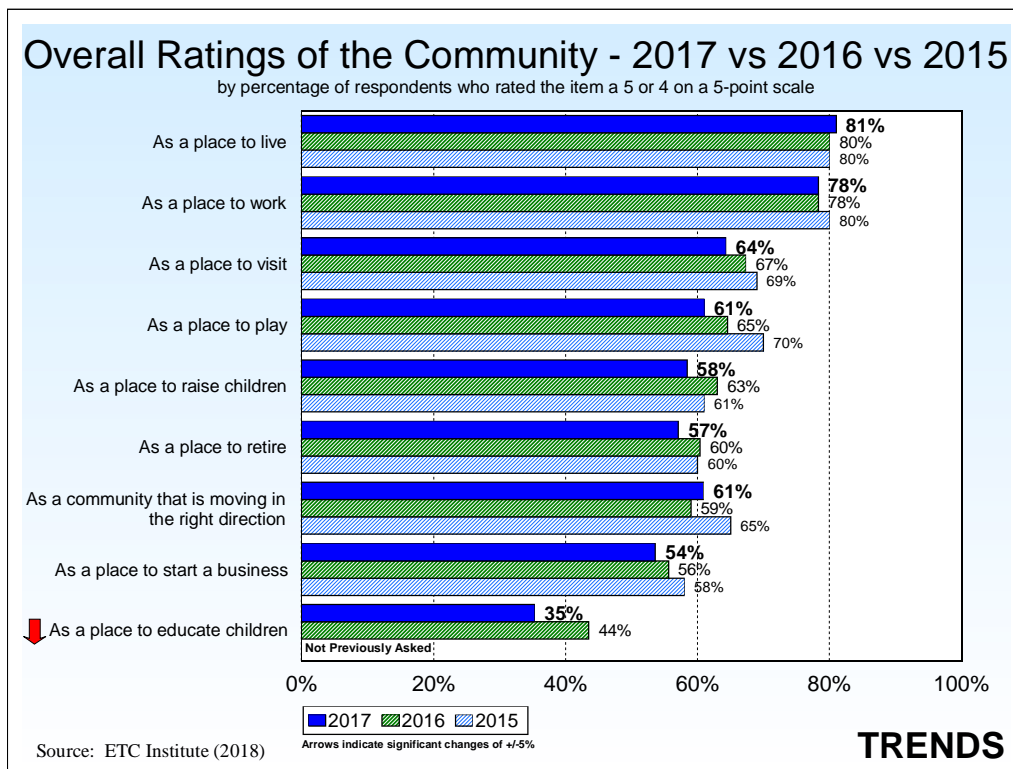
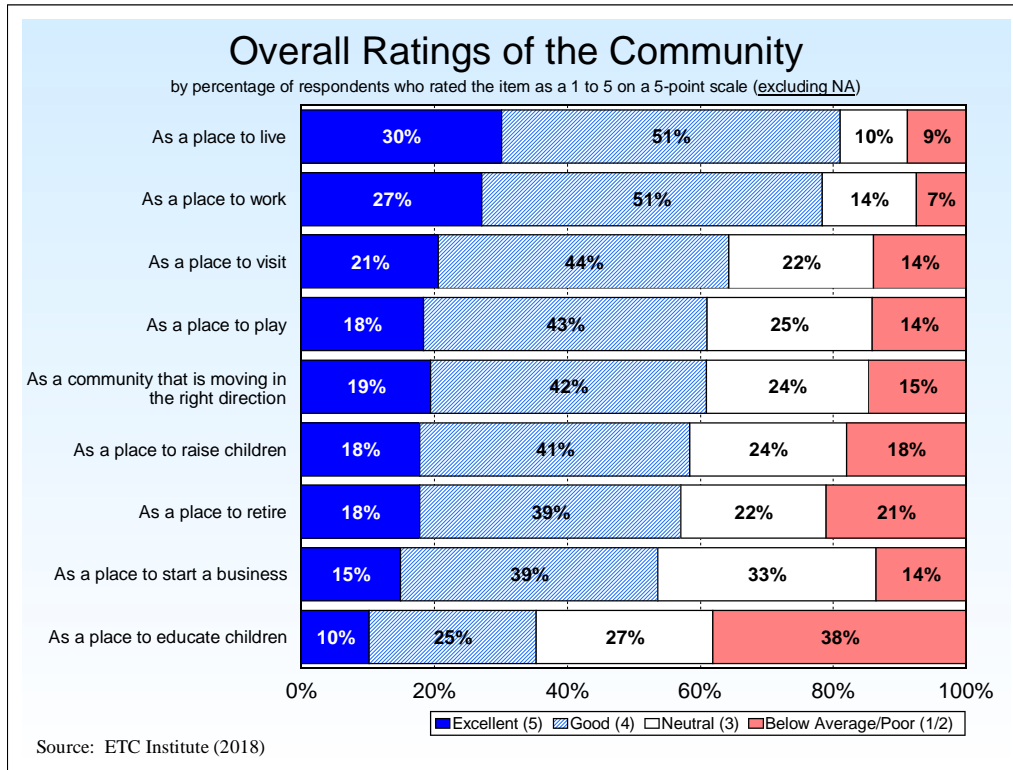
Source: ETC Institute (2018)

## Overall Satisfaction with Your Experience Interacting with the County Government - 2017 vs 2016 vs 2015

by percentage of respondents who rated the item a 5 or 4 on a 5-point scale

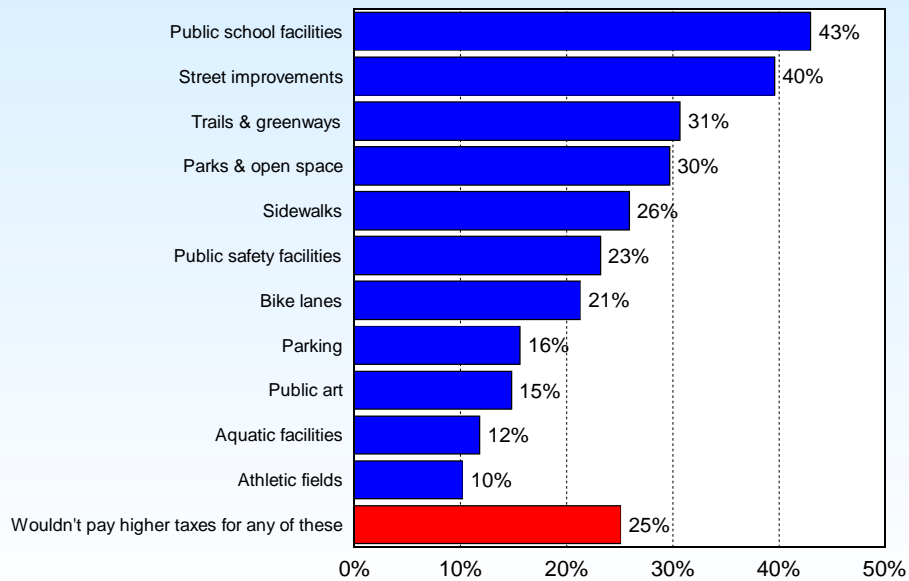


Source: ETC Institute (2018)



## Capital Projects You Would Be Willing to Pay Higher Taxes to Support

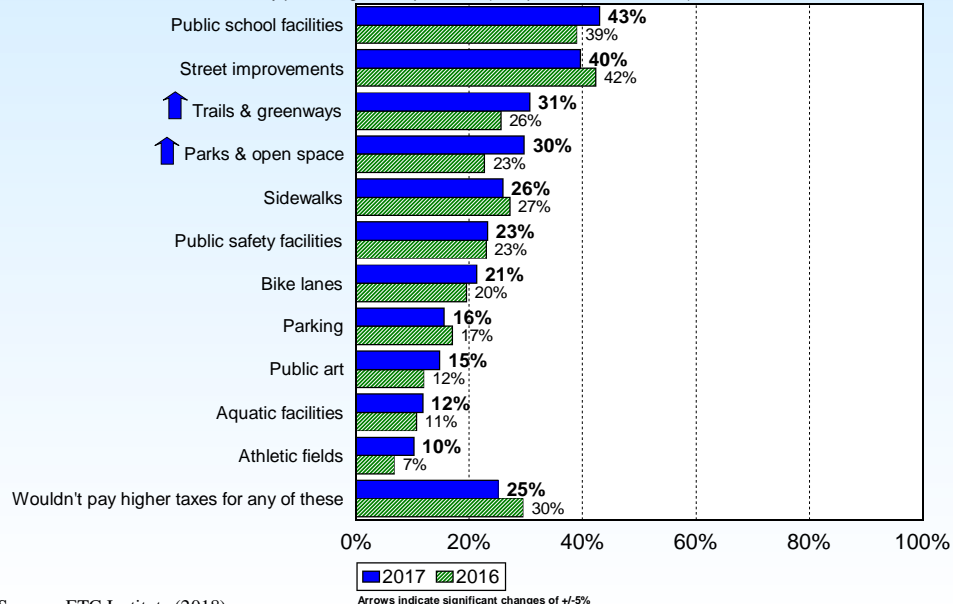
by percentage of respondents (multiple selections allowed)



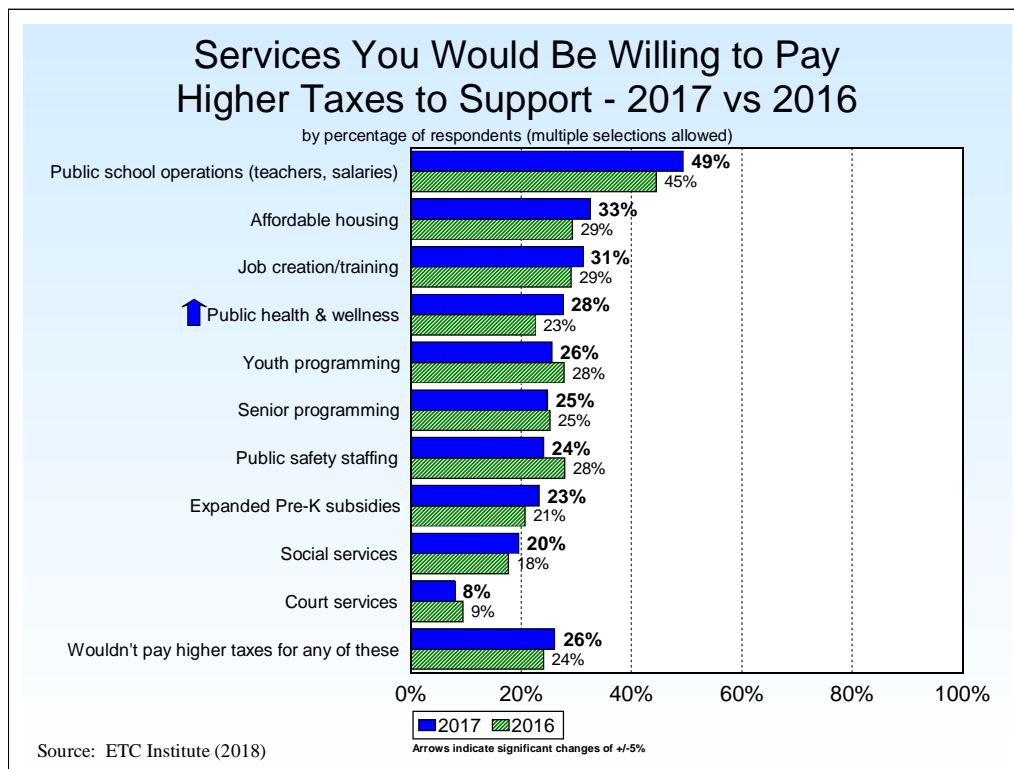
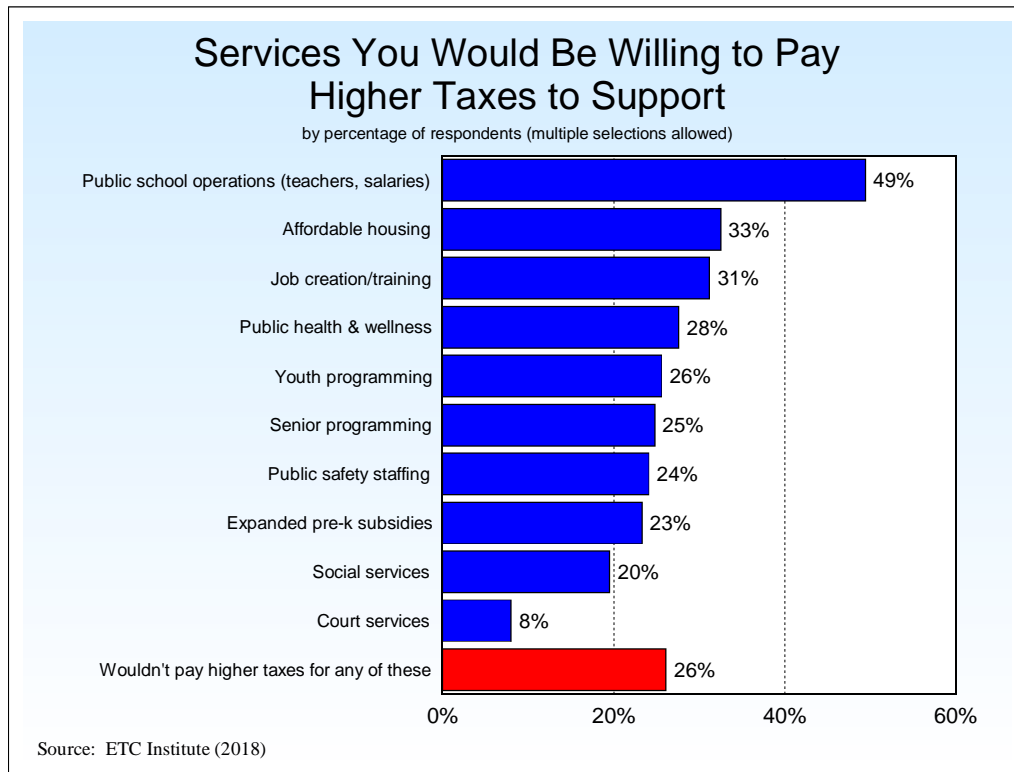
Source: ETC Institute (2018)

## Capital Projects You Would Be Willing to Pay Higher Taxes to Support - 2017 vs 2016

by percentage of respondents (multiple selections allowed)

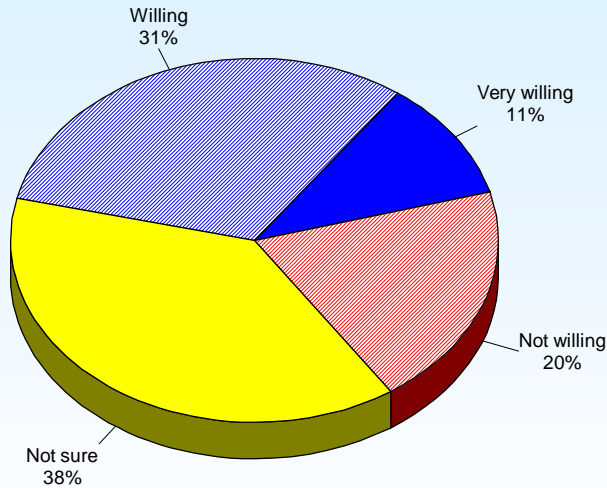


Source: ETC Institute (2018)



## How Willing Would you be to Pay Fees Instead of Taxes to Pay for Improvements to Services That You Use or Benefit From?

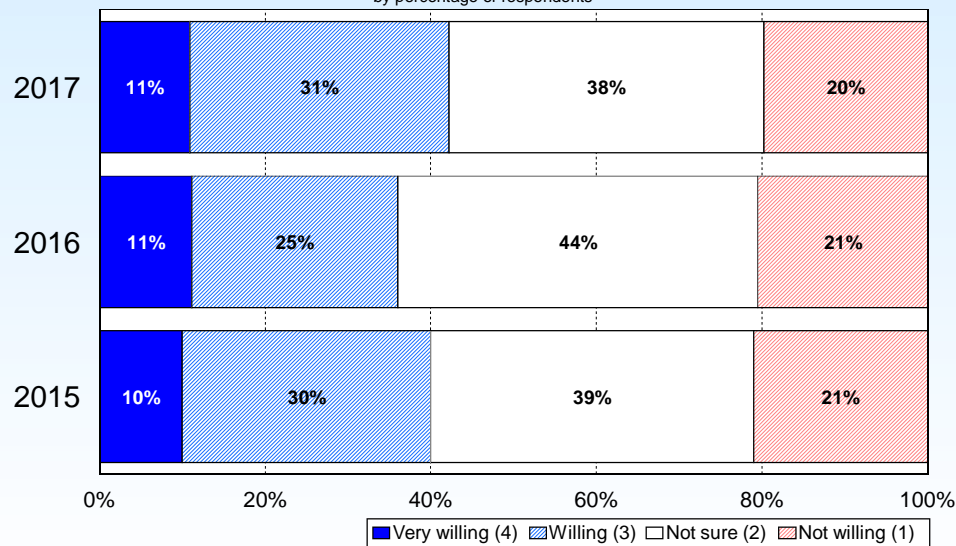
by percentage of respondents



Source: ETC Institute (2018)

## How Willing Would you be to Pay Fees Instead of Taxes to Pay for Improvements to Services That You Use or Benefit From? - 2017 vs 2016 vs 2015

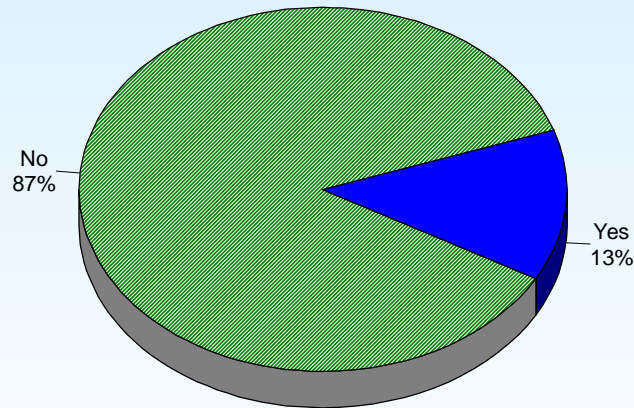
by percentage of respondents



Source: ETC Institute (2018)

### Have you or someone in your household had trouble accessing the healthcare they need in the past year?

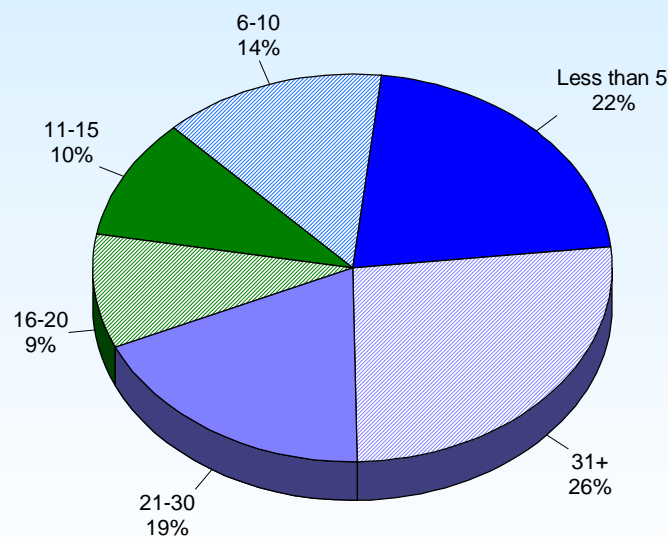
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

### Demographics: Number of Years Respondents Have Lived in Durham

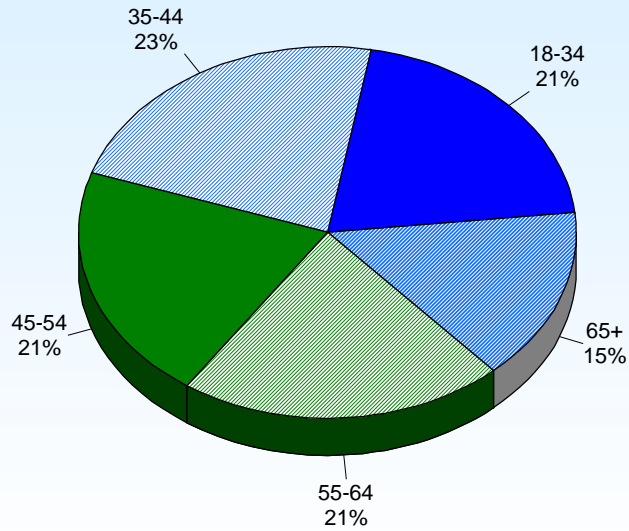
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

## Demographics: Age of Respondents

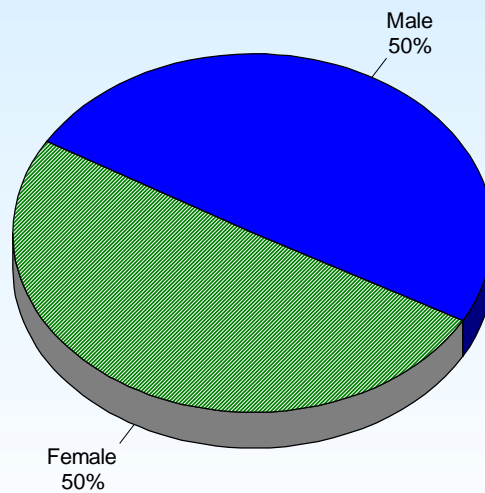
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

## Demographics: Gender

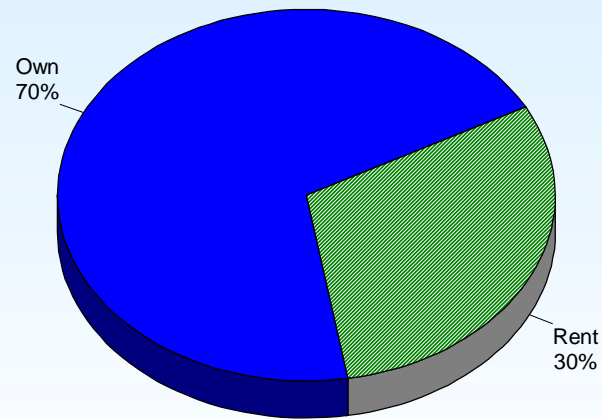
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

## Demographics: Do You Own Or Rent Current Residence?

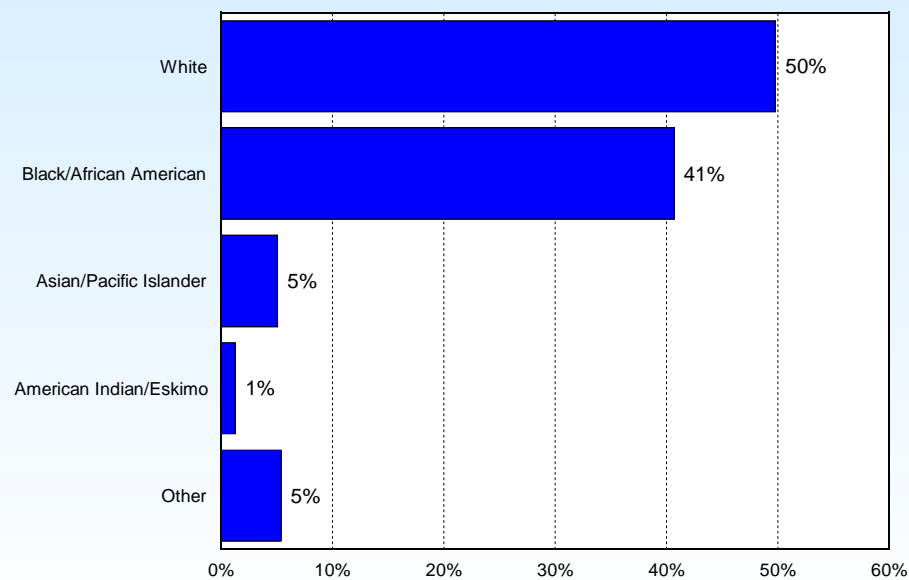
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

## Demographics: Race/Ethnicity

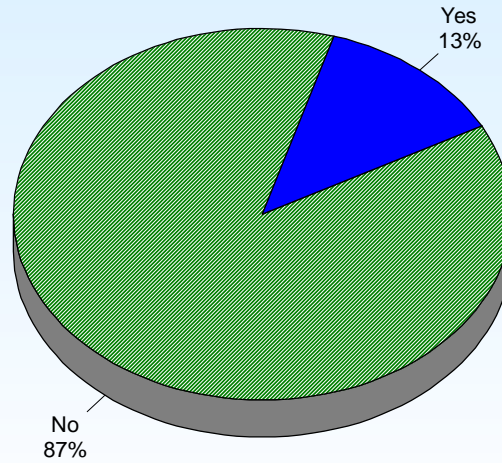
by percentage of respondents (multiple selections allowed, excluding "not provided")



Source: ETC Institute (2018)

## Demographics: Are You of Hispanic, Latino, or Other Spanish Ancestry

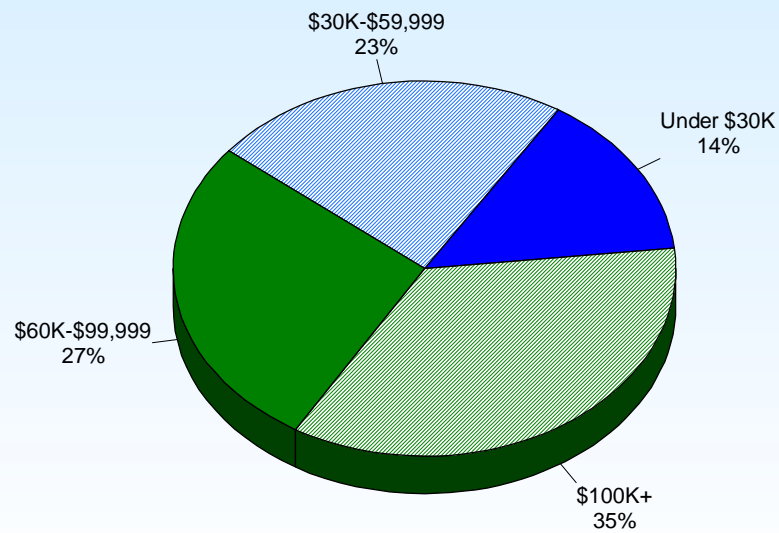
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

## Demographics: Total Annual Household Income

by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

## **Section 2**

# **Importance-Satisfaction Analysis**

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# Importance-Satisfaction Analysis

## Durham County, North Carolina

### Overview

Today, County officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the County to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of county and city services they thought should receive the most emphasis over the next two years. Forty-six percent (46%) of respondents selected *public schools* as one of the most important services for the county to provide.

With regard to satisfaction, 27% of respondents surveyed rated the County's overall performance regarding *public schools* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *public schools* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 46% was multiplied by 73% (1-0.27). This calculation yielded an I-S rating of 0.3343 which ranked first out of 24 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the County to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for Durham County are provided on the following pages.

## 2017 Importance-Satisfaction Rating

### Durham County, North Carolina

### Major Categories of City and County Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Public schools	46%	1	27%	24	0.3343	1
Maintenance of City streets	32%	2	34%	21	0.2095	2
<b>High Priority (IS .10-.20)</b>						
Police protection	28%	3	62%	7	0.1087	3
Ease of travel within Durham	18%	4	40%	15	0.1070	4
<b>Medium Priority (IS &lt;.10)</b>						
Bicycle facilities	13%	5	33%	23	0.0867	5
Public transit system	12%	7	35%	20	0.0745	6
Pedestrian facilities	12%	6	38%	18	0.0742	7
Durham County Department of Social Services	7%	11	37%	19	0.0428	8
Water/sewer utilities	9%	8	59%	8	0.0373	9
Parks/recreation programs	9%	9	58%	9	0.0368	10
Public Health services	6%	12	43%	14	0.0355	11
Sheriff protection	9%	10	62%	6	0.0322	12
Tax Administration services	5%	16	40%	17	0.0278	13
Enforcement of codes & ordinances	5%	15	40%	16	0.0276	14
Effectiveness of communication	5%	13	48%	12	0.0252	15
Charter schools	3%	17	34%	22	0.0206	16
Customer service from City employees	3%	21	56%	11	0.0119	17
Library services/programs	3%	18	71%	4	0.0089	18
Response time for EMS services	3%	19	69%	5	0.0086	19
Fire protection/rescue services	5%	14	83%	1	0.0079	20
EMS services	3%	20	76%	2	0.0068	21
Customer service from County employees	1%	22	56%	10	0.0053	22
Private schools	1%	24	45%	13	0.0028	23
Response time for fire services	1%	23	75%	3	0.0015	24

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the County's top priorities.

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

## 2017 Importance-Satisfaction Rating

### Durham County, North Carolina

### Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Greenways & trails	32%	1	61%	1	0.1253	1
<b>Medium Priority (IS &lt;.10)</b>						
Outdoor athletic fields & courts	16%	3	50%	6	0.0791	2
Cultural programming*	20%	2	61%	2	0.0782	3
Recreation center programs*	13%	5	42%	8	0.0735	4
Variety of City recreation opportunities	15%	4	52%	3	0.0719	5
Public art	10%	6	47%	7	0.0538	6
Aquatic programs*	8%	7	38%	10	0.0510	7
Athletic programs*	6%	8	41%	9	0.0381	8
Length of your commute to your desired recreation amenities	6%	9	51%	5	0.0272	9
Customer service provided by City's Parks & Recreation staff	4%	10	52%	4	0.0187	10

\*Indicates the service is a recreation program provided by the City

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-"Satisfaction" %)

#### Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the County's top priorities.

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

## 2017 Importance-Satisfaction Rating

### Durham County, North Carolina

### Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Condition of sidewalks in your neighborhood	24%	2	44%	3	0.1330	1
Condition of streets in your neighborhood	29%	1	56%	1	0.1294	2
Condition of bicycle facilities	18%	5	31%	7	0.1228	3
Overall appearance of major entryways to Downtown Durham	21%	3	43%	6	0.1190	4
<b>Medium Priority (IS &lt;.10)</b>						
Appearance of landscaping on right of ways along streets & public areas	17%	6	44%	5	0.0974	5
Condition of parks	19%	4	49%	2	0.0968	6
Condition of recreation centers & facilities	12%	7	44%	4	0.0660	7

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the County's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## **Section 3**

# **Benchmarking Analysis**

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# Benchmarking Summary Report

## Durham County, North Carolina

### Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute to a random sample of residents across the United States living in cities with a population of more than 250,000 residents and (2) survey results from 31 large communities (population of more than 200,000 residents) where ETC Institute has administered the *DirectionFinder*® survey between January 2014 and December 2017. The results from individual communities were used as the basis for developing the range of performance. The communities included in the performance comparisons that are shown in this section are listed below:

- Arlington County, VA
- Austin, TX
- Cabarrus County, NC
- Dallas, TX
- Des Moines, IA
- Durham (City), NC
- Durham County, NC
- Fayetteville, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Henderson, NV
- Johnson County, KS
- Kansas City, MO
- King County, WA
- Las Vegas, NV
- Mecklenburg County, NC
- Miami, FL
- Newport News, VA
- Oklahoma City, OK
- Plano, TX
- Raleigh, NC
- Reno, NV
- Richmond, VA
- San Antonio, TX
- San Diego, CA
- San Francisco, CA
- Tempe, AZ
- Tulsa, OK
- Vancouver, WA
- Wyandotte County, KS
- Yuma County, AZ

## Interpreting the Charts

The **first set** of charts show how the results for Durham County compare to the national average for large U.S. cities. The blue bar shows the results for Durham County. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of residents living in cities with a population of more than 250,000 residents.

The **second set** of charts show how the results for Durham County compare to the range of performance for other large U.S. communities where ETC Institute has administered a *DirectionFinder*® survey since 2014. A total of 31 large U.S. communities were included in this analysis (these communities are listed on the previous page). The Horizontal blue bar shows the range of performance for each of the areas that were surveyed. The percentage on the left shows the results for the worst performing community. The percentage on the right shows the results for the best performing community. The yellow dot shows the results for Durham County. The green vertical bar shows the average for the 31 large communities.

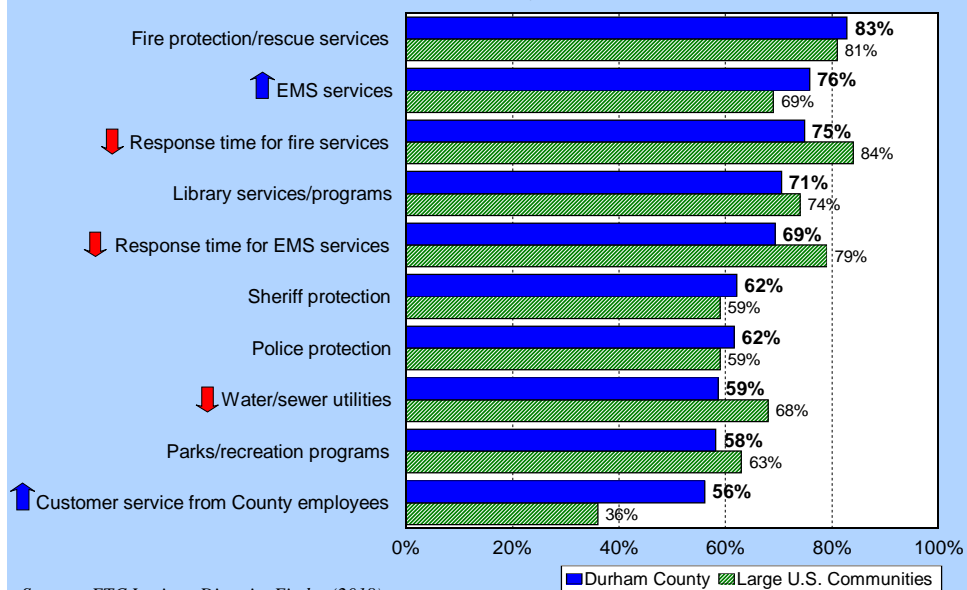
# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Durham County is not authorized without written consent from ETC Institute.**

## Satisfaction with Major Categories of Services

### Durham County vs. Large U.S. Communities

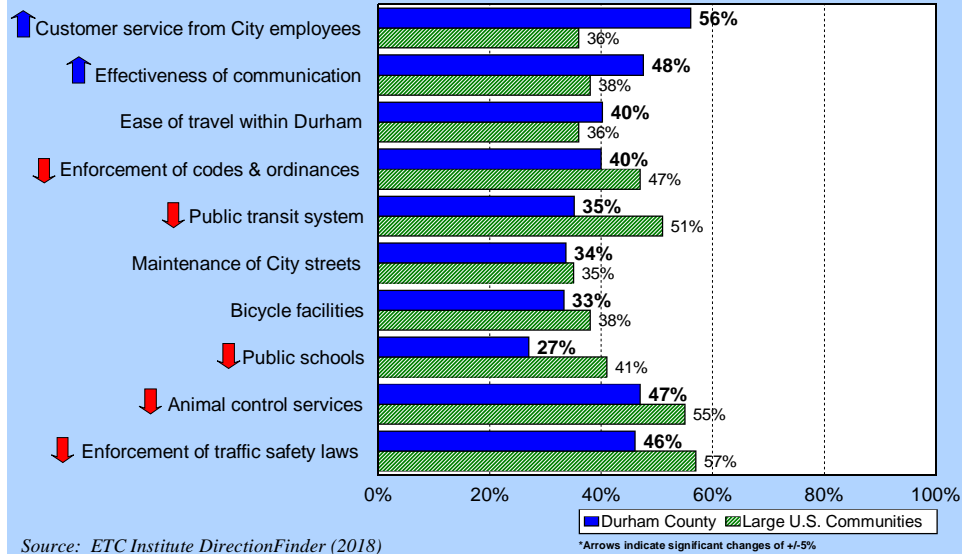
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



## Satisfaction with Major Categories of Services Continued

### Durham County vs. Large U.S. Communities

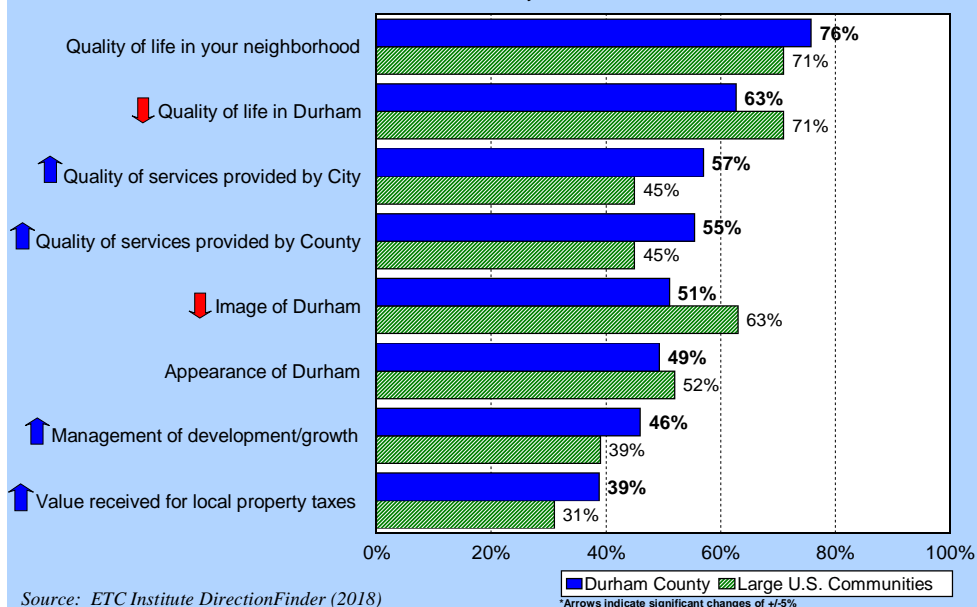
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

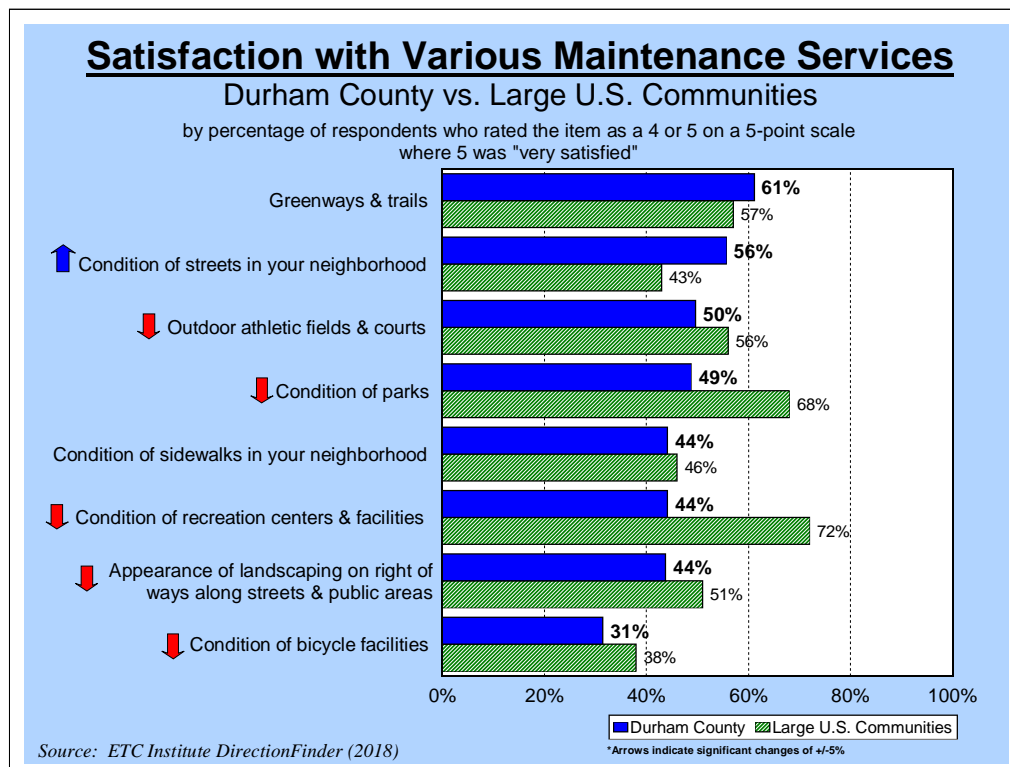
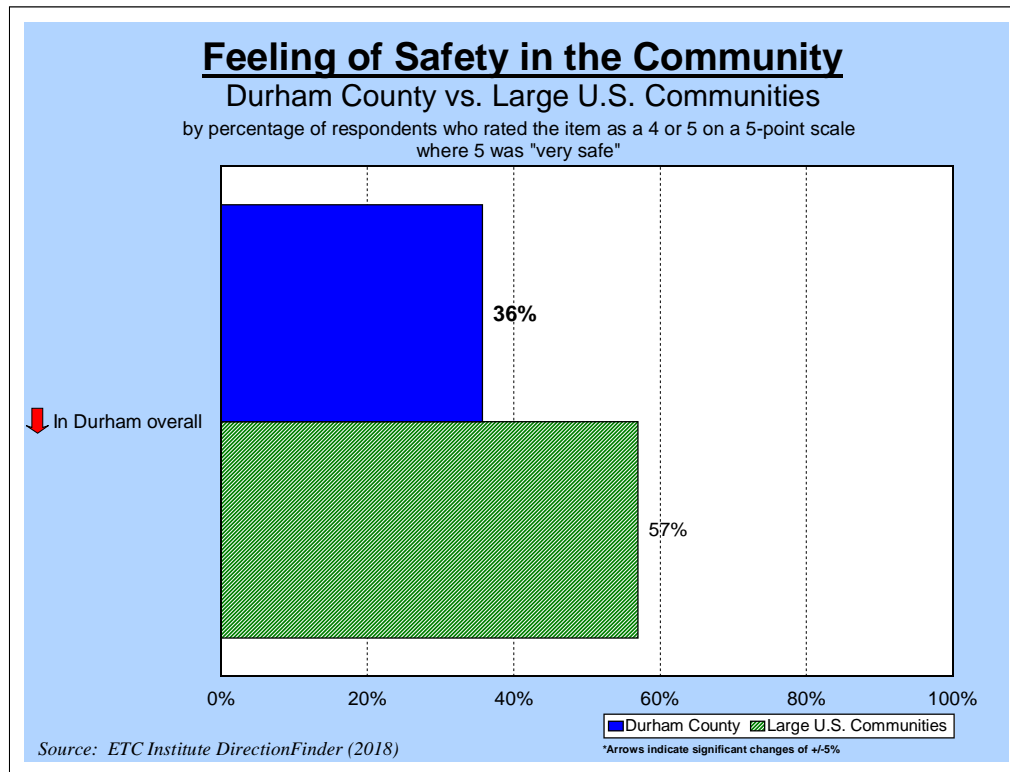


## Perceptions of the Community

### Durham County vs. Large U.S. Communities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

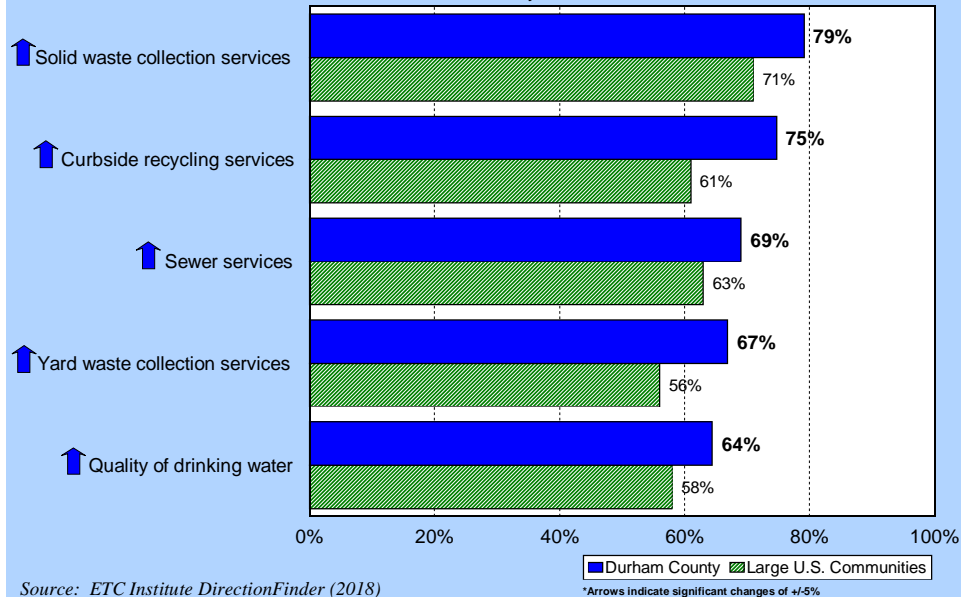




## Satisfaction with Solid Waste and Utility Services

### Durham County vs. Large U.S. Communities

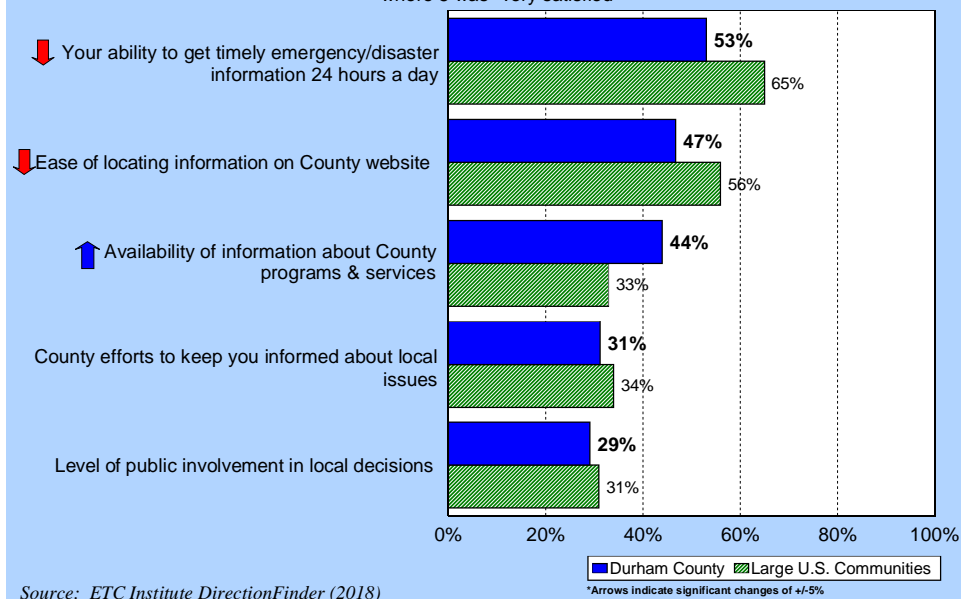
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
where 5 was "very satisfied"



## Satisfaction with County Communication

### Durham County vs. Large U.S. Communities

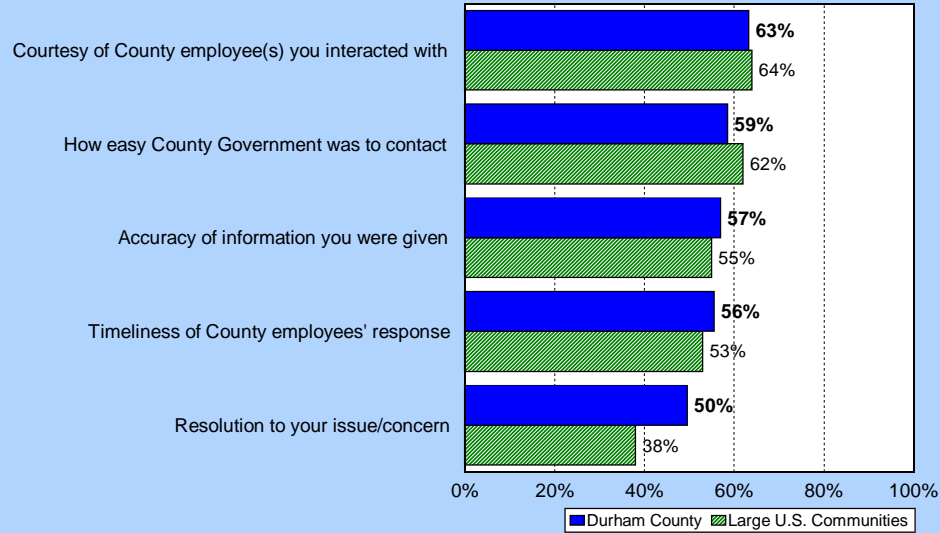
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
where 5 was "very satisfied"



## **Satisfaction with Customer Service** **from County Employees**

### **Durham County vs. Large U.S. Communities**

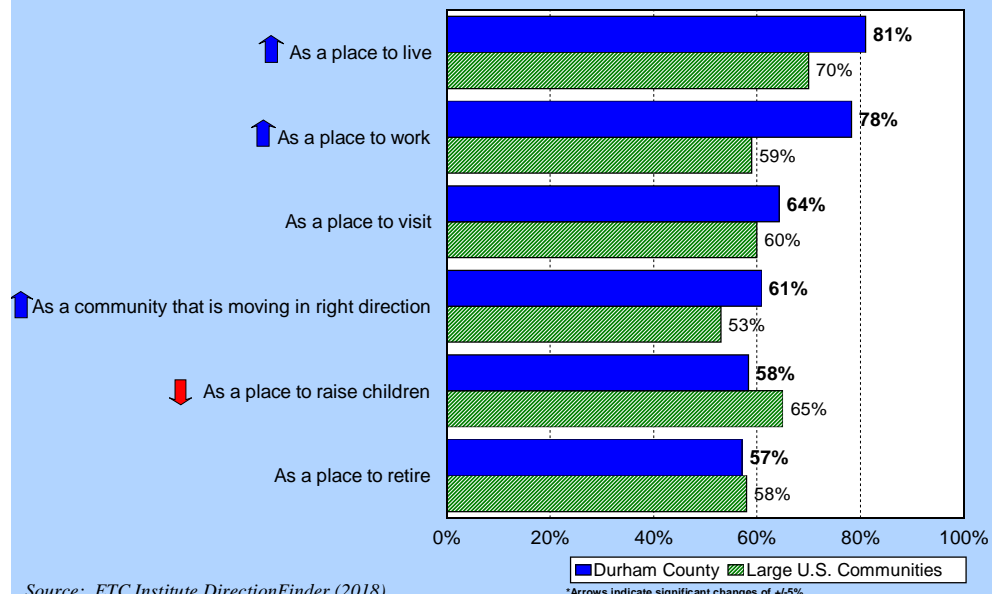
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
where 5 was "very satisfied"



## **Overall Ratings of the Community**

### **Durham County vs. Large U.S. Communities**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
where 5 was "excellent"



## Comparison to a Range of Performance

*Performance Ranges were compiled using surveys from 31 high performing communities where ETC Institute has administered a survey.*

## Benchmarking Communities

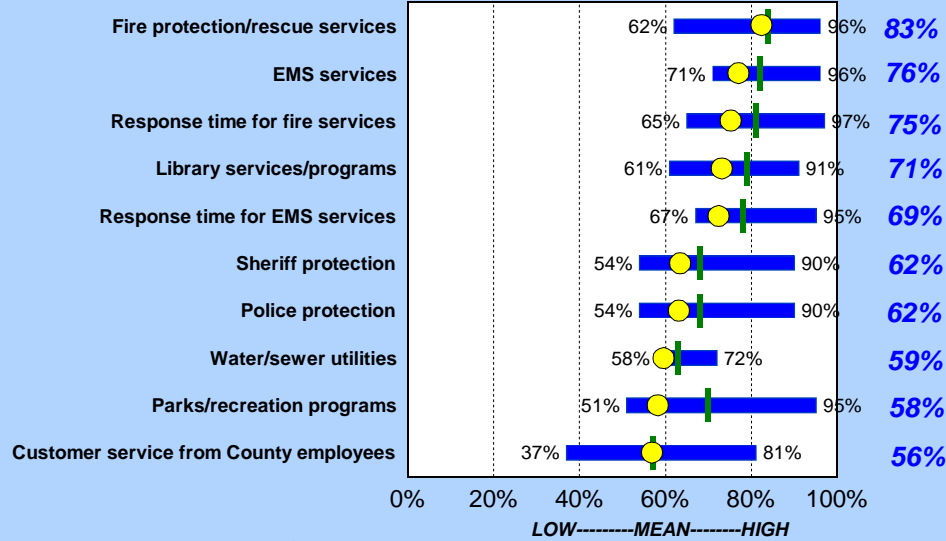
- Arlington County, VA
- Austin, TX
- Cabarrus County, NC
- Dallas, TX
- Des Moines, IA
- Durham (City), NC
- Durham County, NC
- Fayetteville, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Henderson, NV
- Johnson County, KS
- Kansas City, MO
- King County, WA
- Las Vegas, NV
- Mecklenburg County, NC
- Miami, FL
- Newport News, VA
- Oklahoma City, OK
- Plano, TX
- Raleigh, NC
- Reno, NV
- Richmond, VA
- San Antonio, TX
- San Diego, CA
- San Francisco, CA
- Tempe, AZ
- Tulsa, OK
- Vancouver, WA
- Wyandotte County, KS
- Yuma County, AZ

## Satisfaction with Major Categories of Services

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

**Durham, NC**



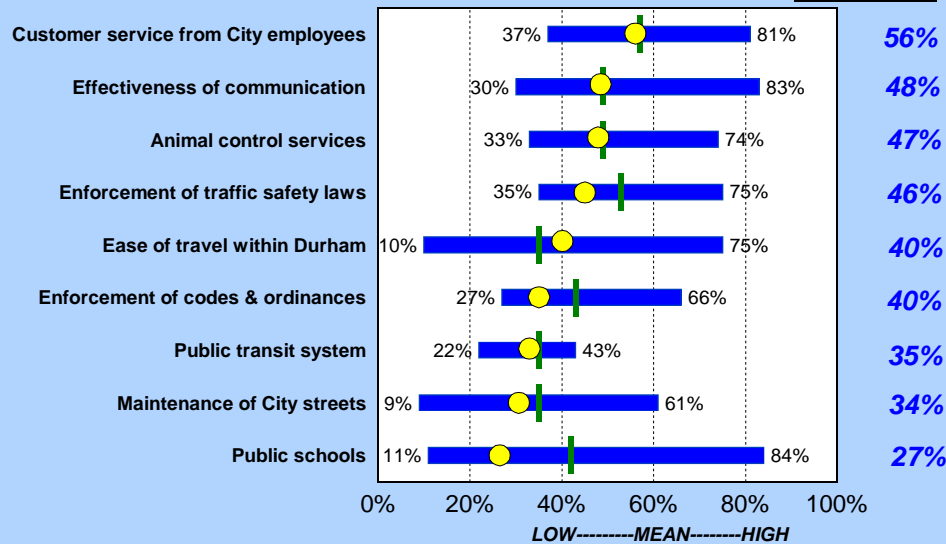
Source: ETC Institute DirectionFinder (2018)

## Satisfaction with Major Categories of Services - Continued

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

**Durham, NC**



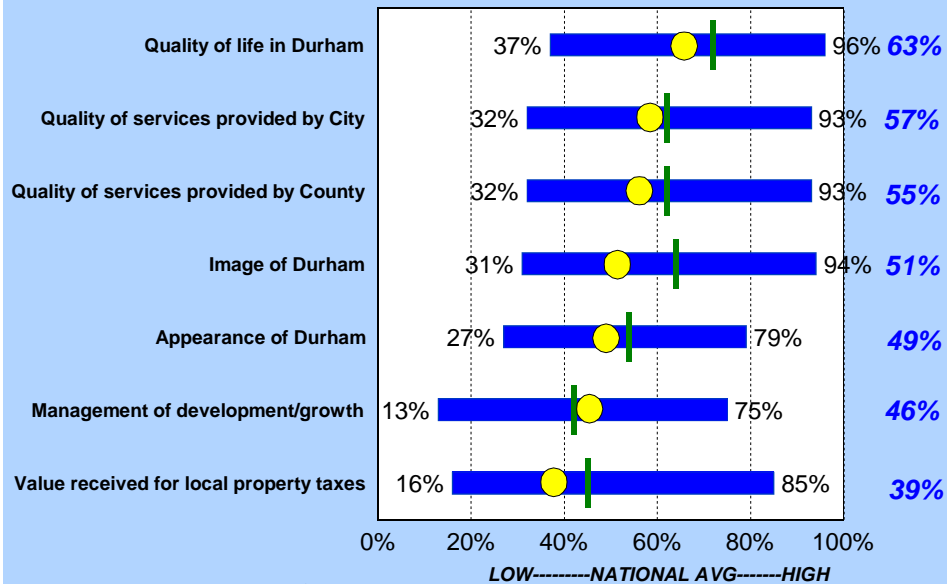
Source: ETC Institute DirectionFinder (2018)

## Perceptions of the Community

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

● **Durham, NC**



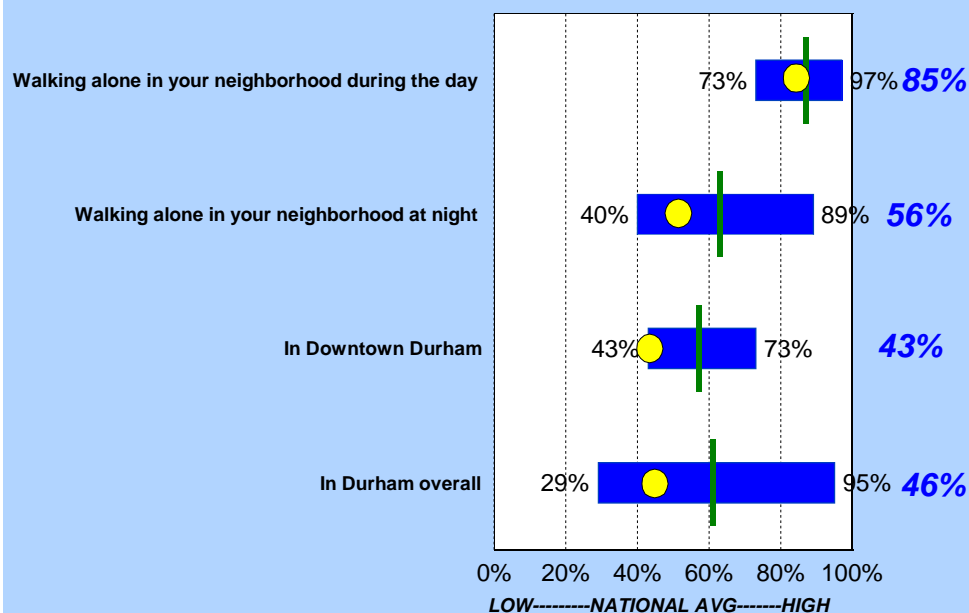
Source: ETC Institute DirectionFinder (2018)

## Feeling of Safety in the Community

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

● **Durham, NC**



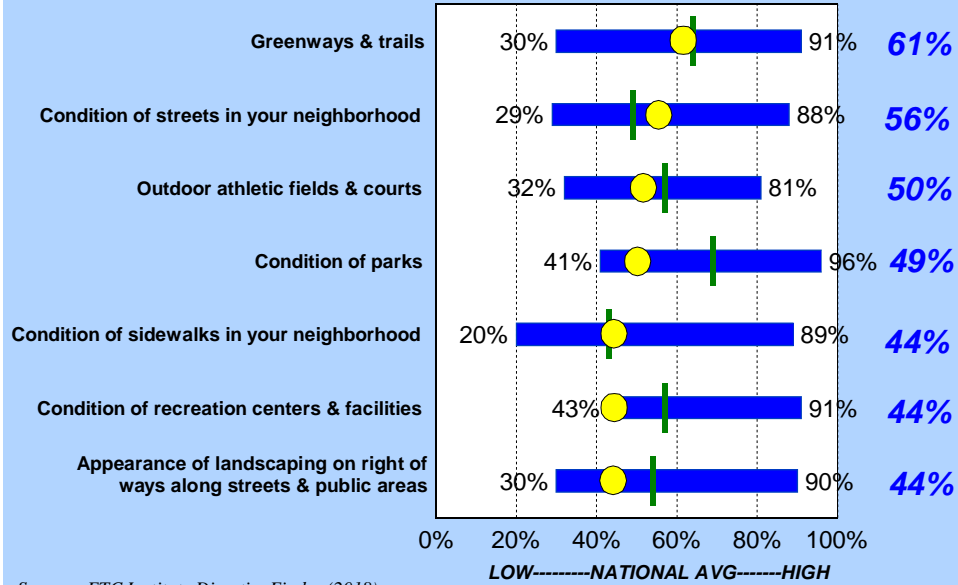
Source: ETC Institute DirectionFinder (2018)

## Overall Satisfaction with Maintenance Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

● Durham, NC



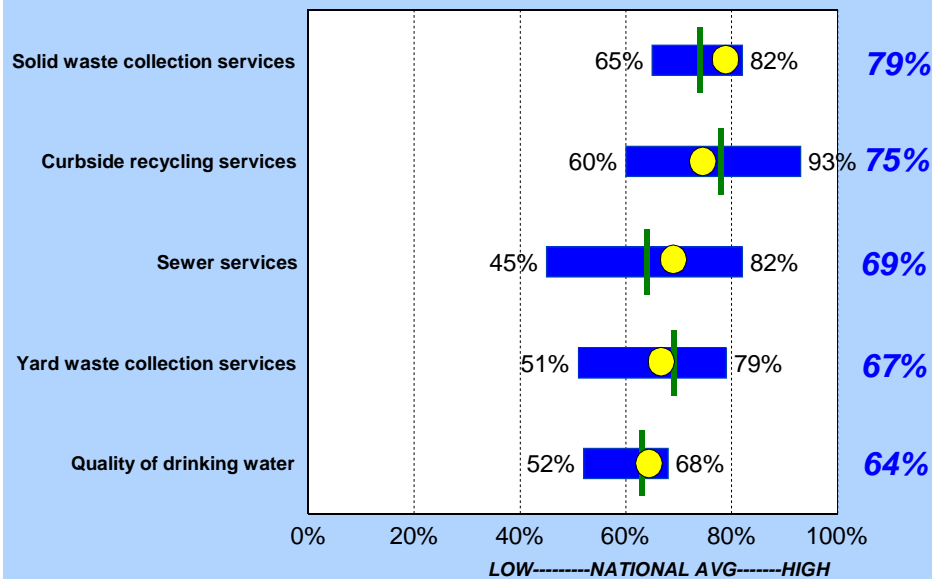
Source: ETC Institute DirectionFinder (2018)

## Satisfaction with Solid Waste and Utility Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

● Durham, NC



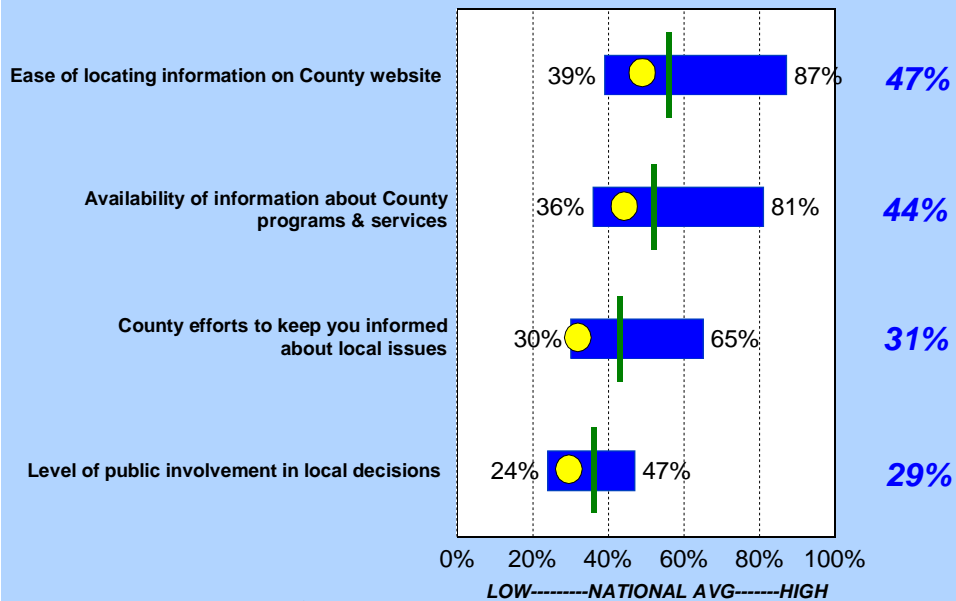
Source: ETC Institute DirectionFinder (2018)

## Overall Satisfaction with County Communication

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

● **Durham, NC**



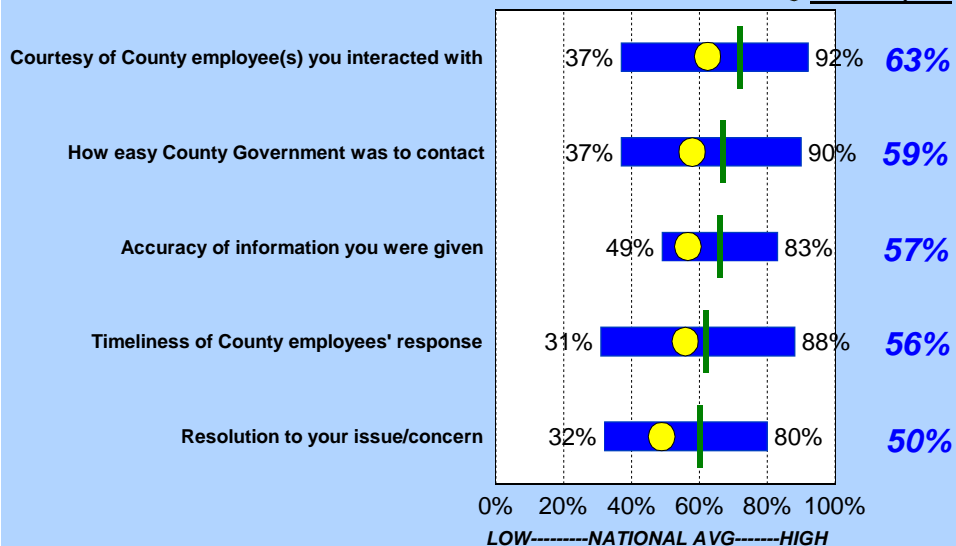
Source: ETC Institute DirectionFinder (2018)

## Satisfaction with Customer Service from County Employees

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

● **Durham, NC**



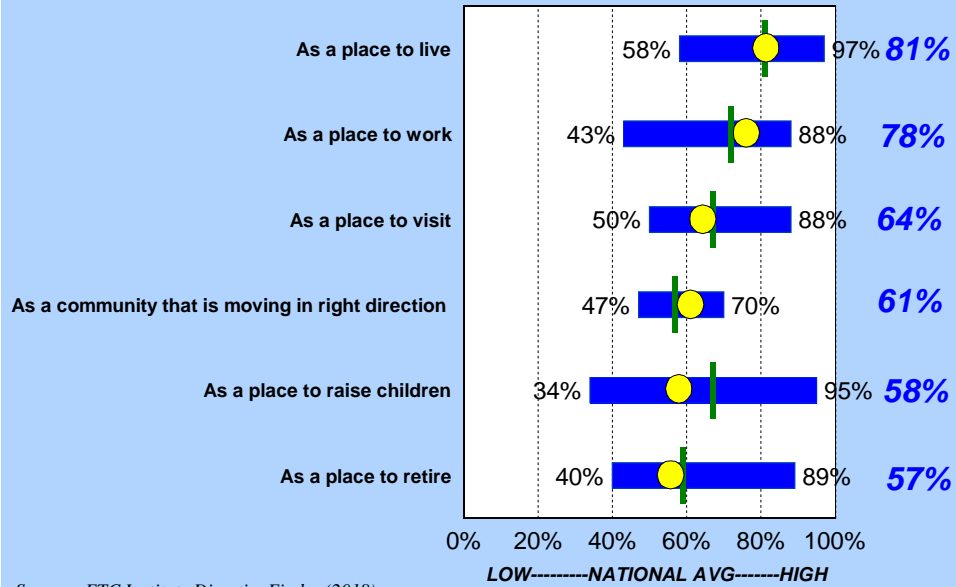
Source: ETC Institute DirectionFinder (2018)

## Overall Ratings of the Community - 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 200,000 only

● **Durham, NC**



## **Section 4**

### ***Tabular Data***

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**Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q1-1. Overall quality of police protection	16.6%	37.4%	23.2%	6.9%	3.6%	12.3%
Q1-2. Overall quality of sheriff protection	15.1%	37.9%	24.3%	5.6%	2.5%	14.6%
Q1-3. Overall quality of fire protection & rescue services	29.7%	42.7%	13.6%	1.3%	0.2%	12.5%
Q1-4. Response time for fire services	20.9%	26.3%	14.9%	0.8%	0.2%	36.9%
Q1-5. Overall quality of EMS services	24.3%	29.9%	15.1%	1.5%	0.7%	28.6%
Q1-6. Response time for EMS services	19.9%	26.8%	16.6%	3.1%	1.0%	32.7%
Q1-7. Overall maintenance of City streets	4.6%	27.3%	26.6%	24.5%	11.7%	5.4%
Q1-8. Overall ease of travel within Durham	4.8%	33.3%	30.4%	18.9%	7.4%	5.3%
Q1-9. Overall quality of public transit system (GoDurham)	4.8%	14.0%	21.5%	8.5%	4.4%	46.8%
Q1-10. Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	7.6%	16.3%	25.0%	16.7%	6.1%	28.4%
Q1-11. Overall quality of pedestrian facilities (e.g. sidewalks)	6.2%	26.8%	25.5%	20.5%	7.4%	13.6%
Q1-12. Overall quality of water & sewer utilities	10.2%	37.3%	23.2%	7.2%	3.1%	19.0%

**Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q1-13. Overall enforcement of codes & ordinances	6.4%	25.3%	33.0%	10.0%	4.6%	20.7%
Q1-14. Overall quality of customer service you receive from City employees	11.5%	33.3%	24.5%	7.7%	3.0%	20.0%
Q1-15. Overall quality of customer service you receive from County employees	11.2%	34.5%	26.6%	6.6%	2.5%	18.7%
Q1-16. Overall effectiveness of communication with the public	8.5%	34.3%	33.2%	10.0%	4.1%	9.9%
Q1-17. Overall quality of parks & recreation programs	12.3%	37.8%	24.3%	8.7%	3.0%	14.0%
Q1-18. Overall quality of library services & programs	21.0%	38.6%	19.4%	3.9%	1.6%	15.4%
Q1-19. Overall quality of services provided by Durham County Department of Social Services	4.8%	13.0%	20.2%	6.4%	3.6%	52.1%
Q1-20. Overall quality of public health services	6.4%	16.4%	22.2%	5.3%	3.1%	46.6%
Q1-21. Overall quality of tax administration services	5.4%	24.6%	31.9%	9.4%	4.6%	24.1%
Q1-22. Overall quality of public schools	3.6%	15.9%	19.2%	19.7%	13.8%	27.8%
Q1-23. Overall quality of charter schools	4.4%	13.3%	22.7%	6.7%	5.6%	47.3%
Q1-24. Overall quality of private schools	8.4%	12.8%	21.0%	2.5%	2.5%	52.9%

**WITHOUT "N/A" RESPONSES**

**Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police protection	18.9%	42.7%	26.4%	7.9%	4.1%
Q1-2. Overall quality of sheriff protection	17.7%	44.4%	28.5%	6.5%	2.9%
Q1-3. Overall quality of fire protection & rescue services	34.0%	48.8%	15.6%	1.5%	0.2%
Q1-4. Response time for fire services	33.1%	41.7%	23.7%	1.3%	0.3%
Q1-5. Overall quality of EMS services	34.0%	41.8%	21.1%	2.1%	0.9%
Q1-6. Response time for EMS services	29.5%	39.8%	24.6%	4.6%	1.5%
Q1-7. Overall maintenance of City streets	4.9%	28.8%	28.1%	25.9%	12.3%
Q1-8. Overall ease of travel within Durham	5.0%	35.2%	32.1%	19.9%	7.8%
Q1-9. Overall quality of public transit system (GoDurham)	9.0%	26.2%	40.4%	16.0%	8.3%
Q1-10. Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	10.6%	22.7%	34.9%	23.4%	8.5%
Q1-11. Overall quality of pedestrian facilities (e.g. sidewalks)	7.2%	31.0%	29.5%	23.8%	8.6%
Q1-12. Overall quality of water & sewer utilities	12.6%	46.0%	28.6%	8.9%	3.9%
Q1-13. Overall enforcement of codes & ordinances	8.1%	31.9%	41.6%	12.6%	5.8%
Q1-14. Overall quality of customer service you receive from City employees	14.4%	41.7%	30.6%	9.7%	3.7%
Q1-15. Overall quality of customer service you receive from County employees	13.7%	42.4%	32.7%	8.1%	3.0%

**WITHOUT "N/A" RESPONSES**

**Q1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-16. Overall effectiveness of communication with the public	9.5%	38.1%	36.8%	11.1%	4.6%
Q1-17. Overall quality of parks & recreation programs	14.3%	43.9%	28.2%	10.1%	3.4%
Q1-18. Overall quality of library services & programs	24.9%	45.6%	22.9%	4.7%	1.9%
Q1-19. Overall quality of services provided by Durham County Department of Social Services	9.9%	27.1%	42.1%	13.4%	7.5%
Q1-20. Overall quality of public health services	12.0%	30.8%	41.5%	9.8%	5.8%
Q1-21. Overall quality of tax administration services	7.1%	32.5%	42.0%	12.3%	6.1%
Q1-22. Overall quality of public schools	5.0%	22.0%	26.6%	27.3%	19.1%
Q1-23. Overall quality of charter schools	8.4%	25.2%	43.0%	12.8%	10.6%
Q1-24. Overall quality of private schools	17.8%	27.2%	44.6%	5.2%	5.2%

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

Q2. Top choice	Number	Percent
Overall quality of police protection	89	14.6 %
Overall quality of sheriff protection	17	2.8 %
Overall quality of fire protection & rescue services	2	0.3 %
Response time for fire services	1	0.2 %
Overall quality of EMS services	3	0.5 %
Response time for EMS services	5	0.8 %
Overall maintenance of City streets	68	11.2 %
Overall ease of travel within Durham	33	5.4 %
Overall quality of public transit system (GoDurham)	11	1.8 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	17	2.8 %
Overall quality of pedestrian facilities (e.g. sidewalks)	15	2.5 %
Overall quality of water & sewer utilities	8	1.3 %
Overall enforcement of codes & ordinances	6	1.0 %
Overall quality of customer service you receive from City employees	2	0.3 %
Overall quality of customer service you receive from County employees	2	0.3 %
Overall effectiveness of communication with the public	6	1.0 %
Overall quality of parks & recreation programs	7	1.1 %
Overall quality of library services & programs	4	0.7 %
Overall quality of services provided by Durham County Department of Social Services	5	0.8 %
Overall quality of public health services	7	1.1 %
Overall quality of tax administration services	10	1.6 %
Overall quality of public schools	180	29.6 %
Overall quality of charter schools	2	0.3 %
Overall quality of private schools	1	0.2 %
None chosen	108	17.7 %
Total	609	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

Q2. 2nd choice	Number	Percent
Overall quality of police protection	49	8.0 %
Overall quality of sheriff protection	21	3.4 %
Overall quality of fire protection & rescue services	12	2.0 %
Response time for fire services	1	0.2 %
Overall quality of EMS services	6	1.0 %
Response time for EMS services	6	1.0 %
Overall maintenance of City streets	64	10.5 %
Overall ease of travel within Durham	51	8.4 %
Overall quality of public transit system (GoDurham)	34	5.6 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	26	4.3 %
Overall quality of pedestrian facilities (e.g. sidewalks)	25	4.1 %
Overall quality of water & sewer utilities	21	3.4 %
Overall enforcement of codes & ordinances	8	1.3 %
Overall quality of customer service you receive from City employees	5	0.8 %
Overall quality of customer service you receive from County employees	1	0.2 %
Overall effectiveness of communication with the public	12	2.0 %
Overall quality of parks & recreation programs	19	3.1 %
Overall quality of library services & programs	5	0.8 %
Overall quality of services provided by Durham County Department of Social Services	21	3.4 %
Overall quality of public health services	17	2.8 %
Overall quality of tax administration services	6	1.0 %
Overall quality of public schools	58	9.5 %
Overall quality of charter schools	11	1.8 %
None chosen	130	21.3 %
Total	609	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

Q2. 3rd choice	Number	Percent
Overall quality of police protection	35	5.7 %
Overall quality of sheriff protection	14	2.3 %
Overall quality of fire protection & rescue services	14	2.3 %
Response time for fire services	1	0.2 %
Overall quality of EMS services	8	1.3 %
Response time for EMS services	6	1.0 %
Overall maintenance of City streets	60	9.9 %
Overall ease of travel within Durham	25	4.1 %
Overall quality of public transit system (GoDurham)	25	4.1 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	36	5.9 %
Overall quality of pedestrian facilities (e.g. sidewalks)	33	5.4 %
Overall quality of water & sewer utilities	26	4.3 %
Overall enforcement of codes & ordinances	14	2.3 %
Overall quality of customer service you receive from City employees	10	1.6 %
Overall quality of customer service you receive from County employees	4	0.7 %
Overall effectiveness of communication with the public	11	1.8 %
Overall quality of parks & recreation programs	28	4.6 %
Overall quality of library services & programs	9	1.5 %
Overall quality of services provided by Durham County Department of Social Services	16	2.6 %
Overall quality of public health services	14	2.3 %
Overall quality of tax administration services	12	2.0 %
Overall quality of public schools	41	6.7 %
Overall quality of charter schools	6	1.0 %
Overall quality of private schools	2	0.3 %
None chosen	159	26.1 %
Total	609	100.0 %

**Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 3)**

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police protection	173	28.4 %
Overall quality of sheriff protection	52	8.5 %
Overall quality of fire protection & rescue services	28	4.6 %
Response time for fire services	3	0.5 %
Overall quality of EMS services	17	2.8 %
Response time for EMS services	17	2.8 %
Overall maintenance of City streets	192	31.5 %
Overall ease of travel within Durham	109	17.9 %
Overall quality of public transit system (GoDurham)	70	11.5 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	79	13.0 %
Overall quality of pedestrian facilities (e.g. sidewalks)	73	12.0 %
Overall quality of water & sewer utilities	55	9.0 %
Overall enforcement of codes & ordinances	28	4.6 %
Overall quality of customer service you receive from City employees	17	2.8 %
Overall quality of customer service you receive from County employees	7	1.1 %
Overall effectiveness of communication with the public	29	4.8 %
Overall quality of parks & recreation programs	54	8.9 %
Overall quality of library services & programs	18	3.0 %
Overall quality of services provided by Durham County Department of Social Services	42	6.9 %
Overall quality of public health services	38	6.2 %
Overall quality of tax administration services	28	4.6 %
Overall quality of public schools	279	45.8 %
Overall quality of charter schools	19	3.1 %
Overall quality of private schools	3	0.5 %
None chosen	108	17.7 %
Total	1538	

**Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q3-1. Overall quality of services provided by City	6.9%	40.9%	27.4%	6.6%	2.0%	16.3%
Q3-2. Overall quality of services provided by County	7.1%	41.2%	30.9%	5.6%	2.5%	12.8%
Q3-3. Overall appearance of Durham	7.7%	39.4%	29.4%	15.6%	3.4%	4.4%
Q3-4. Overall management of development & growth	7.7%	35.5%	27.1%	17.2%	6.4%	6.1%
Q3-5. Overall image of Durham	10.3%	38.3%	24.1%	16.6%	5.9%	4.8%
Q3-6. Overall quality of life in Durham	15.4%	44.3%	23.6%	9.0%	3.0%	4.6%
Q3-7. Overall quality of life in your neighborhood	33.5%	38.6%	14.3%	6.4%	2.3%	4.9%
Q3-8. Overall value you receive for your local property taxes	8.0%	26.3%	28.4%	17.4%	8.4%	11.5%

**WITHOUT "N/A" RESPONSES**

**Q3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	8.2%	48.8%	32.7%	7.8%	2.4%
Q3-2. Overall quality of services provided by County	8.1%	47.3%	35.4%	6.4%	2.8%
Q3-3. Overall appearance of Durham	8.1%	41.2%	30.8%	16.3%	3.6%
Q3-4. Overall management of development & growth	8.2%	37.8%	28.8%	18.4%	6.8%
Q3-5. Overall image of Durham	10.9%	40.2%	25.3%	17.4%	6.2%
Q3-6. Overall quality of life in Durham	16.2%	46.5%	24.8%	9.5%	3.1%
Q3-7. Overall quality of life in your neighborhood	35.2%	40.6%	15.0%	6.7%	2.4%
Q3-8. Overall value you receive for your local property taxes	9.1%	29.7%	32.1%	19.7%	9.5%

**Q4. Which of the following best describes the education status of children in your household?**

<u>Q4. Education status of children in your household</u>	<u>Number</u>	<u>Percent</u>
My children are enrolled in Durham Public Schools	69	11.3 %
My children are enrolled in a charter school in Durham County	13	2.1 %
My children are enrolled in a private school in Durham County	25	4.1 %
My children go to school outside of Durham County	20	3.3 %
My children went to or graduated from Durham Public Schools	158	25.9 %
My children went to or graduated from a charter school in Durham County	17	2.8 %
My children went to or graduated from a private school in Durham County	20	3.3 %
My children went to or graduated from a school outside of Durham County	29	4.8 %
My children are homeschooled	11	1.8 %
<u>This question does not apply to me</u>	<u>283</u>	<u>46.5 %</u>
Total	645	

**WITHOUT "N/A" RESPONSES****Q4. Which of the following best describes the education status of children in your household? (without "N/A")**

<u>Q4. Education status of children in your household</u>	<u>Number</u>	<u>Percent</u>
My children are enrolled in Durham Public Schools	69	21.2 %
My children are enrolled in a charter school in Durham County	13	4.0 %
My children are enrolled in a private school in Durham County	25	7.7 %
My children go to school outside of Durham County	20	6.1 %
My children went to or graduated from Durham Public Schools	158	48.5 %
My children went to or graduated from a charter school in Durham County	17	5.2 %
My children went to or graduated from a private school in Durham County	20	6.1 %
My children went to or graduated from a school outside of Durham County	29	8.9 %
<u>My children are homeschooled</u>	<u>11</u>	<u>3.4 %</u>
Total	362	

**Q5. Durham Public Schools. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Durham Public Schools.**

(N=609)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Q5-1. Manages education budget well	2.0%	11.0%	23.3%	15.3%	12.0%	36.5%
Q5-2. Attracts high quality teachers	2.8%	10.7%	25.1%	17.4%	12.3%	31.7%
Q5-3. Is transparent about education-related decision making	2.1%	9.7%	25.9%	16.7%	9.9%	35.6%
Q5-4. Encourages community involvement in education-related decision making	2.5%	14.8%	24.6%	14.8%	8.0%	35.3%
Q5-5. Ensures quality education for students	2.1%	12.2%	19.9%	20.9%	14.1%	30.9%
Q5-6. Has effective leadership in K-12 education	2.5%	10.5%	26.9%	14.8%	11.3%	34.0%

**WITHOUT "N/A" RESPONSES**

**Q5. Durham Public Schools. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Durham Public Schools. (without "N/A")**

(N=609)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-1. Manages education budget well	3.1%	17.3%	36.7%	24.0%	18.9%
Q5-2. Attracts high quality teachers	4.1%	15.6%	36.8%	25.5%	18.0%
Q5-3. Is transparent about education-related decision making	3.3%	15.1%	40.3%	26.0%	15.3%
Q5-4. Encourages community involvement in education-related decision making	3.8%	22.8%	38.1%	22.8%	12.4%
Q5-5. Ensures quality education for students	3.1%	17.6%	28.7%	30.2%	20.4%
Q5-6. Has effective leadership in K-12 education	3.7%	15.9%	40.8%	22.4%	17.2%

**Q6. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

(N=609)

	Very safe	Safe	Neutral	Unsafe	Very Unsafe	N/A
Q6-1. When walking alone in your neighborhood during the day	42.7%	38.9%	8.4%	4.4%	2.0%	3.6%
Q6-2. When walking alone in your neighborhood at night	17.4%	35.5%	18.1%	15.8%	7.9%	5.4%
Q6-3. In Downtown Durham	4.8%	35.8%	22.5%	18.7%	12.8%	5.4%
Q6-4. In Downtown overall	2.8%	31.5%	31.5%	22.3%	7.9%	3.9%

**WITHOUT "N/A" RESPONSES**

**Q6. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "N/A")**

(N=609)

	Very safe	Safe	Neutral	Unsafe	Very Unsafe
Q6-1. When walking alone in your neighborhood during the day	44.3%	40.4%	8.7%	4.6%	2.0%
Q6-2. When walking alone in your neighborhood at night	18.4%	37.5%	19.1%	16.7%	8.3%
Q6-3. In Downtown Durham	5.0%	37.8%	23.8%	19.8%	13.5%
Q6-4. In Downtown overall	2.9%	32.8%	32.8%	23.2%	8.2%

**Q7. Law Enforcement/Criminal Justice. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how you feel with regard to the following aspects of Law Enforcement and the criminal justice system.**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q7-1. Overall police relationship with your community	13.0%	38.9%	20.7%	8.4%	4.1%	14.9%
Q7-2. Overall Sheriff's Office relationship with your community	12.0%	35.8%	24.5%	6.9%	3.8%	17.1%
Q7-3. Animal control services	7.1%	27.4%	30.2%	5.6%	3.0%	26.8%
Q7-4. Enforcement of traffic safety laws	7.6%	33.5%	27.9%	13.6%	6.6%	10.8%
Q7-5. Local court system	4.6%	23.0%	31.7%	7.1%	5.9%	27.8%

**WITHOUT "N/A" RESPONSES**

**Q7. Law Enforcement/Criminal Justice. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how you feel with regard to the following aspects of Law Enforcement and the criminal justice system. (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall police relationship with your community	15.3%	45.8%	24.3%	9.8%	4.8%
Q7-2. Overall Sheriff's Office relationship with your community	14.5%	43.2%	29.5%	8.3%	4.6%
Q7-3. Animal control services	9.6%	37.4%	41.3%	7.6%	4.0%
Q7-4. Enforcement of traffic safety laws	8.5%	37.6%	31.3%	15.3%	7.4%
Q7-5. Local court system	6.4%	31.8%	43.9%	9.8%	8.2%

**Q8 (1-6). Parks, Recreation, and Open Space. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q8-1. Greenways & trails	10.0%	41.5%	23.8%	6.7%	2.3%	15.6%
Q8-2. Outdoor athletic fields & courts (e.g. baseball, soccer, futsal, tennis)	4.8%	33.0%	25.6%	9.2%	3.6%	23.8%
Q8-3. Variety of City recreation opportunities	8.5%	34.5%	25.3%	10.2%	3.6%	17.9%
Q8-4. Customer service provided by City's Parks & Recreation staff	6.9%	27.6%	24.3%	5.3%	2.1%	33.8%
Q8-5. Length of your commute to your desired recreation amenities	8.4%	33.5%	25.9%	9.9%	3.8%	18.6%
Q8-6. Public art	7.2%	30.0%	31.9%	6.6%	3.1%	21.2%

**WITHOUT "N/A" RESPONSES**

**Q8 (1-6). Parks, Recreation, and Open Space. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Greenways & trails	11.9%	49.2%	28.2%	8.0%	2.7%
Q8-2. Outdoor athletic fields & courts (e.g. baseball, soccer, futsal, tennis)	6.3%	43.3%	33.6%	12.1%	4.7%
Q8-3. Variety of City recreation opportunities	10.4%	42.0%	30.8%	12.4%	4.4%
Q8-4. Customer service provided by City's Parks & Recreation staff	10.4%	41.7%	36.7%	7.9%	3.2%
Q8-5. Length of your commute to your desired recreation amenities	10.3%	41.1%	31.9%	12.1%	4.6%
Q8-6. Public art	9.2%	38.1%	40.4%	8.3%	4.0%

**Q8 (7-10). Parks, Recreation, and Open Space. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Recreation Programs Provided by the City)**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q8-7. Aquatic programs	3.6%	19.4%	25.8%	7.9%	4.1%	39.2%
Q8-8. Athletic programs	3.3%	21.3%	27.6%	6.2%	2.3%	39.2%
Q8-9. Recreation center programs	3.9%	22.0%	27.3%	5.9%	3.0%	37.9%
Q8-10. Cultural programming (e.g. events, concerts, festivals)	11.2%	35.6%	22.8%	4.4%	3.1%	22.8%

**WITHOUT "N/A" RESPONSES**

**Q8 (7-10). Parks, Recreation, and Open Space. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Recreation Programs Provided by the City) (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-7. Aquatic programs	5.9%	31.9%	42.4%	13.0%	6.8%
Q8-8. Athletic programs	5.4%	35.1%	45.4%	10.3%	3.8%
Q8-9. Recreation center programs	6.3%	35.4%	43.9%	9.5%	4.8%
Q8-10. Cultural programming (e.g. events, concerts, festivals)	14.5%	46.2%	29.6%	5.7%	4.0%

**Q9. Which TWO of the parks, recreation, and open space items listed in Question 8 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

Q9. Top choice	Number	Percent
Greenways & trails	153	25.1 %
Outdoor athletic fields & courts (e.g. baseball, soccer, futsal, tennis)	47	7.7 %
Variety of City recreation opportunities	45	7.4 %
Customer service provided by City's Parks & Recreation staff	14	2.3 %
Length of your commute to your desired recreation amenities	19	3.1 %
Public art	20	3.3 %
Aquatic programs	24	3.9 %
Athletic programs	16	2.6 %
Recreation center programs	27	4.4 %
Cultural programming (e.g. events, concerts, festivals)	51	8.4 %
None chosen	193	31.7 %
Total	609	100.0 %

**Q9. Which TWO of the parks, recreation, and open space items listed in Question 8 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?**

Q9. 2nd choice	Number	Percent
Greenways & trails	43	7.1 %
Outdoor athletic fields & courts (e.g. baseball, soccer, futsal, tennis)	49	8.0 %
Variety of City recreation opportunities	47	7.7 %
Customer service provided by City's Parks & Recreation staff	10	1.6 %
Length of your commute to your desired recreation amenities	15	2.5 %
Public art	42	6.9 %
Aquatic programs	26	4.3 %
Athletic programs	23	3.8 %
Recreation center programs	50	8.2 %
Cultural programming (e.g. events, concerts, festivals)	70	11.5 %
None chosen	234	38.4 %
Total	609	100.0 %

**Q9. Which TWO of the parks, recreation, and open space items listed in Question 8 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 2)**

Q9. Sum of top 2 choice	Number	Percent
Greenways & trails	196	32.2 %
Outdoor athletic fields & courts (e.g. baseball, soccer, futsal, tennis)	96	15.8 %
Variety of City recreation opportunities	92	15.1 %
Customer service provided by City's Parks & Recreation staff	24	3.9 %
Length of your commute to your desired recreation amenities	34	5.6 %
Public art	62	10.2 %
Aquatic programs	50	8.2 %
Athletic programs	39	6.4 %
Recreation center programs	77	12.6 %
Cultural programming (e.g. events, concerts, festivals)	121	19.9 %
None chosen	193	31.7 %
Total	984	

**Q10. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q10-1. Condition of streets in your neighborhood	12.8%	40.1%	15.9%	20.0%	6.1%	5.1%
Q10-2. Condition of sidewalks in your neighborhood	8.0%	22.7%	13.3%	15.4%	10.2%	30.4%
Q10-3. Condition of bicycle facilities (e.g. bike lanes, bike parking)	5.1%	16.4%	22.7%	16.1%	8.2%	31.5%
Q10-4. Appearance of landscaping on right of ways along streets & public areas	5.3%	34.0%	27.3%	17.6%	5.7%	10.2%
Q10-5. Condition of parks	6.2%	34.3%	28.7%	10.2%	3.6%	16.9%
Q10-6. Condition of recreation centers & facilities	4.3%	27.3%	29.2%	8.5%	2.3%	28.4%
Q10-7. Overall appearance of major entryways to Downtown Durham	5.4%	33.3%	30.0%	14.9%	6.9%	9.4%

**WITHOUT "N/A" RESPONSES**

**Q10. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of streets in your neighborhood	13.5%	42.2%	16.8%	21.1%	6.4%
Q10-2. Condition of sidewalks in your neighborhood	11.6%	32.5%	19.1%	22.2%	14.6%
Q10-3. Condition of bicycle facilities (e.g. bike lanes, bike parking)	7.4%	24.0%	33.1%	23.5%	12.0%
Q10-4. Appearance of landscaping on right of ways along streets & public areas	5.9%	37.8%	30.3%	19.6%	6.4%
Q10-5. Condition of parks	7.5%	41.3%	34.6%	12.3%	4.3%
Q10-6. Condition of recreation centers & facilities	6.0%	38.1%	40.8%	11.9%	3.2%
Q10-7. Overall appearance of major entryways to Downtown Durham	6.0%	36.8%	33.2%	16.5%	7.6%

**Q11. Which TWO of the Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS over the next TWO years?**

Q11. Top choice	Number	Percent
Condition of streets in your neighborhood	142	23.3 %
Condition of sidewalks in your neighborhood	64	10.5 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	66	10.8 %
Appearance of landscaping on right of ways along streets & public areas	46	7.6 %
Condition of parks	46	7.6 %
Condition of recreation centers & facilities	20	3.3 %
Overall appearance of major entryways to Downtown Durham	64	10.5 %
None chosen	161	26.4 %
Total	609	100.0 %

**Q11. Which TWO of the Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS over the next TWO years?**

Q11. 2nd choice	Number	Percent
Condition of streets in your neighborhood	36	5.9 %
Condition of sidewalks in your neighborhood	81	13.3 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	43	7.1 %
Appearance of landscaping on right of ways along streets & public areas	59	9.7 %
Condition of parks	69	11.3 %
Condition of recreation centers & facilities	52	8.5 %
Overall appearance of major entryways to Downtown Durham	63	10.3 %
None chosen	206	33.8 %
Total	609	100.0 %

**Q11. Which TWO of the Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS over the next TWO years? (top 2)**

Q11. Sum of top 2 choices	Number	Percent
Condition of streets in your neighborhood	178	29.2 %
Condition of sidewalks in your neighborhood	145	23.8 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	109	17.9 %
Appearance of landscaping on right of ways along streets & public areas	105	17.2 %
Condition of parks	115	18.9 %
Condition of recreation centers & facilities	72	11.8 %
Overall appearance of major entryways to Downtown Durham	127	20.9 %
None chosen	161	26.4 %
Total	1012	

**Q12. Multi-Modal Transportation. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q12-1. Ease of travel by walking	6.2%	26.3%	23.3%	18.1%	7.7%	18.4%
Q12-2. Ease of travel by driving	8.7%	48.4%	22.5%	10.8%	2.5%	7.1%
Q12-3. Ease of travel by biking	2.0%	13.1%	21.8%	16.7%	5.9%	40.4%
Q12-4. Safety when driving around Durham	7.6%	41.2%	27.1%	12.5%	4.6%	7.1%
Q12-5. Ease of travel by bus (GoDurham)	2.6%	11.0%	14.9%	8.4%	4.4%	58.6%
Q12-6. Location of Downtown parking facilities	3.6%	28.6%	29.4%	17.4%	9.0%	12.0%
Q12-7. Quality of Downtown parking facilities	4.8%	28.1%	27.6%	19.7%	8.7%	11.2%

**WITHOUT "N/A" RESPONSES**

**Q12. Multi-Modal Transportation. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Ease of travel by walking	7.6%	32.2%	28.6%	22.1%	9.5%
Q12-2. Ease of travel by driving	9.4%	52.1%	24.2%	11.7%	2.7%
Q12-3. Ease of travel by biking	3.3%	22.0%	36.6%	28.1%	9.9%
Q12-4. Safety when driving around Durham	8.1%	44.3%	29.2%	13.4%	4.9%
Q12-5. Ease of travel by bus (GoDurham)	6.3%	26.6%	36.1%	20.2%	10.7%
Q12-6. Location of Downtown parking facilities	4.1%	32.5%	33.4%	19.8%	10.3%
Q12-7. Quality of Downtown parking facilities	5.4%	31.6%	31.1%	22.2%	9.8%

**Q13. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.**

(N=609)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Q13-1. My neighborhood has convenient outdoor spaces to run, walk, bike, & exercise	18.7%	34.5%	12.0%	14.9%	9.9%	10.0%
Q13-2. It is safe to walk in my neighborhood	25.6%	43.3%	13.1%	7.9%	4.1%	5.9%
Q13-3. There are enough bike lanes in my community	7.9%	11.3%	15.9%	24.0%	15.9%	25.0%
Q13-4. I can walk to shopping & entertainment from my neighborhood	7.2%	14.9%	8.0%	22.7%	30.7%	16.4%

**WITHOUT "N/A" RESPONSES**

**Q13. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements. (without "N/A")**

(N=609)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q13-1. My neighborhood has convenient outdoor spaces to run, walk, bike, & exercise	20.8%	38.3%	13.3%	16.6%	10.9%
Q13-2. It is safe to walk in my neighborhood	27.2%	46.1%	14.0%	8.4%	4.4%
Q13-3. There are enough bike lanes in my community	10.5%	15.1%	21.2%	31.9%	21.2%
Q13-4. I can walk to shopping & entertainment from my neighborhood	8.6%	17.9%	9.6%	27.1%	36.7%

**Q14. Which of the following is your primary reason for not using GoDurham more often during the past year?**

Q14. Your primary reason for not using GoDurham more often during past year	Number	Percent
Does not serve where you live or need to go	162	26.6 %
Buses do not come frequently enough	40	6.6 %
Services are not provided during the days & hours I would use them	7	1.1 %
I don't need the service/prefer to frive	322	52.9 %
Other	38	6.2 %
Not provided	40	6.6 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q14. Which of the following is your primary reason for not using GoDurham more often during the past year? (without "not provided")**

Q14. Your primary reason for not using GoDurham more often during past year	Number	Percent
Does not serve where you live or need to go	162	28.5 %
Buses do not come frequently enough	40	7.0 %
Services are not provided during the days & hours I would use them	7	1.2 %
I don't need the service/prefer to drive	322	56.6 %
Other	38	6.7 %
Total	569	100.0 %

**Q14. Other**

<u>Q14. Other</u>	<u>Number</u>	<u>Percent</u>
Safety	2	6.3 %
Cost	2	6.3 %
Felt unsafe	2	6.3 %
I walk or drive most of the time	1	3.1 %
JOB REQUIRES FREQUENT CAR TRAVEL	1	3.1 %
It is much faster to drive there	1	3.1 %
POOR RESPECT	1	3.1 %
Laziness	1	3.1 %
Safety as a female rider	1	3.1 %
work from home	1	3.1 %
NOT CONVENIENT	1	3.1 %
Use GoTriangle for work commute	1	3.1 %
TOO MANY FIGHTS ON THE BUSES	1	3.1 %
I can walk or bike to most places	1	3.1 %
I use it all the time	1	3.1 %
PREFER TO BIKE	1	3.1 %
inconvenient to go to hub	1	3.1 %
I don't feel safe using public transport on my own	1	3.1 %
dirty	1	3.1 %
HAVEN'T TAKEN THE TIME TO LOOK AT A BUS		
SCHEDULE	1	3.1 %
TOO MANY TRANSFERS	1	3.1 %
WALK OR DRIVE	1	3.1 %
need bus	1	3.1 %
SCHEDULE LOCATIONS NOT CONVENIENT	1	3.1 %
LIVE WITHIN RALEIGH CITY LIMITS	1	3.1 %
3 transfers 1 1/2 hr compared to 20-30 min drive	1	3.1 %
I use Chapel Hill transit from the Friday Center	1	3.1 %
It takes too long to commute via GoDurham	1	3.1 %
Not safe to ride	1	3.1 %
Total	32	100.0 %

**Q15. Solid Waste and Utility Services. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q15-1. Solid waste collection services	23.0%	39.2%	9.5%	4.4%	2.5%	21.3%
Q15-2. Curbside recycling services	24.0%	37.1%	11.0%	7.1%	2.6%	18.2%
Q15-3. Yard waste (leaves/ tree limbs) collection services for subscriber members	14.0%	24.8%	10.7%	5.6%	3.0%	42.0%
Q15-4. City Waste Disposal Center (2115 East Club)	11.0%	28.1%	16.3%	3.9%	1.6%	39.1%
Q15-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	11.0%	22.0%	15.6%	3.0%	1.6%	46.8%
Q15-6. Quality of drinking water	15.1%	35.6%	17.1%	7.9%	3.1%	21.2%
Q15-7. Sewer services	13.1%	36.1%	15.8%	4.3%	2.1%	28.6%
Q15-8. Stream & lake protection	5.6%	25.8%	31.0%	9.0%	3.9%	24.6%

**WITHOUT "N/A" RESPONSES**

**Q15. Solid Waste and Utility Services. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Solid waste collection services	29.2%	49.9%	12.1%	5.6%	3.1%
Q15-2. Curbside recycling services	29.3%	45.4%	13.5%	8.6%	3.2%
Q15-3. Yard waste (leaves/tree limbs) collection services for subscriber members	24.1%	42.8%	18.4%	9.6%	5.1%
Q15-4. City Waste Disposal Center (2115 East Club)	18.1%	46.1%	26.7%	6.5%	2.7%
Q15-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	20.7%	41.4%	29.3%	5.6%	3.1%
Q15-6. Quality of drinking water	19.2%	45.2%	21.7%	10.0%	4.0%
Q15-7. Sewer services	18.4%	50.6%	22.1%	6.0%	3.0%
Q15-8. Stream & lake protection	7.4%	34.2%	41.2%	12.0%	5.2%

**Q16. Affordable Housing. How satisfied are you with the availability of affordable housing?**

Q16. How satisfied are you with availability of affordable housing	Number	Percent
Very satisfied	29	4.8 %
Satisfied	79	13.0 %
Neutral	107	17.6 %
Dissatisfied	118	19.4 %
Very dissatisfied	79	13.0 %
N/A	197	32.3 %
Total	609	100.0 %

**WITHOUT "N/A" RESPONSES****Q16. Affordable Housing. How satisfied are you with the availability of affordable housing? (without "N/A")**

Q16. How satisfied are you with availability of affordable housing	Number	Percent
Very satisfied	29	7.0 %
Satisfied	79	19.2 %
Neutral	107	26.0 %
Dissatisfied	118	28.6 %
Very dissatisfied	79	19.2 %
Total	412	100.0 %

**Q17. Please answer the following questions by circling either "Yes" or "No."**

(N=609)

	Yes	No	Not provided
Q17-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	26.1%	65.5%	8.4%
Q17-2. Are you able to find housing you can afford in Durham	70.6%	17.9%	11.5%
Q17-3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources	25.3%	65.0%	9.7%

**WITHOUT "NOT PROVIDED" RESPONSES****Q17. Please answer the following questions by circling either "Yes" or "No." (without "not provided")**

(N=609)

	Yes	No
Q17-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	28.5%	71.5%
Q17-2. Are you able to find housing you can afford in Durham	79.8%	20.2%
Q17-3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources	28.0%	72.0%

**Q21. Please rank the importance of the following Economic and Workforce Development focus areas, where 5 is "Most Important" and 1 is "Least Important."**

(N=609)

	Most important	4	3	2	Least important
Q21-1. Training & skill development	47.7%	15.5%	12.2%	12.4%	12.2%
Q21-2. Small business development	17.7%	35.6%	24.4%	16.9%	5.5%
Q21-3. Economic development incentives	12.2%	25.4%	29.7%	24.9%	7.9%
Q21-4. Business retention	13.1%	21.2%	28.0%	32.5%	5.2%
Q21-5. Other	14.2%	0.9%	0.9%	6.6%	77.4%

**Q21. Other**

Q21-5. Other	Number	Percent
Lower taxes	3	7.7 %
roads	1	2.6 %
youth internships	1	2.6 %
more bike paths	1	2.6 %
TRANSPORTATION	1	2.6 %
REDUCE TAXES	1	2.6 %
worker ownership workplace democracy	1	2.6 %
affordable housing	1	2.6 %
Provide city jobs for young people	1	2.6 %
Job placement for graduates	1	2.6 %
Crime	1	2.6 %
COMMUNICATION CLASSES	1	2.6 %
MWBE	1	2.6 %
cut taxes	1	2.6 %
infrastructure	1	2.6 %
A resource center	1	2.6 %
Excessive fees & taxation	1	2.6 %
Apprentice and craftsman opportunities	1	2.6 %
Self employment	1	2.6 %
support local farms and workers	1	2.6 %
case management	1	2.6 %
make info more available to public	1	2.6 %
GREEN BUSINESS ATTRACTION	1	2.6 %
LIVING WAGES	1	2.6 %
Education	1	2.6 %
Work ethic	1	2.6 %
Clean up Durham	1	2.6 %
More programs for seniors	1	2.6 %
offering a goog product	1	2.6 %
Collaborative network with schools and businesses	1	2.6 %
Stupid walkways through durham	1	2.6 %
Job training for trades	1	2.6 %
Anything to do with how Durham looks	1	2.6 %
Whatever is needed	1	2.6 %
Better and safer walking and biking on most roads	1	2.6 %
fundraising for the next big locally grown idea	1	2.6 %
Taxes are horrible in Durham	1	2.6 %
Total	39	100.0 %

**Q22. Do you live inside Durham City limits?**

<u>Q22. Do you live inside Durham City limits</u>	<u>Number</u>	<u>Percent</u>
Yes	406	66.7 %
No	203	33.3 %
Total	609	100.0 %

**Q22a. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q22a-1. Availability of information about City programs & services	8.1%	38.4%	30.0%	12.3%	2.5%	8.6%
Q22a-2. Ease of locating information on City website	7.4%	38.7%	32.5%	9.9%	2.5%	9.1%
Q22a-3. Your experience engaging with City Government process	5.9%	28.3%	32.5%	8.9%	3.7%	20.7%
Q22a-4. Level of public involvement in local decisions with City	4.7%	23.2%	35.5%	13.1%	4.4%	19.2%
Q22a-5. City efforts to keep you informed about local issues	6.9%	28.3%	31.0%	17.0%	4.4%	12.3%

**WITHOUT "N/A" RESPONSES**

**Q22a. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

(N=406)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22a-1. Availability of information about City programs & services	8.9%	42.0%	32.9%	13.5%	2.7%
Q22a-2. Ease of locating information on City website	8.1%	42.5%	35.8%	10.8%	2.7%
Q22a-3. Your experience engaging with City Government process	7.5%	35.7%	41.0%	11.2%	4.7%
Q22a-4. Level of public involvement in local decisions with City	5.8%	28.7%	43.9%	16.2%	5.5%
Q22a-5. City efforts to keep you informed about local issues	7.9%	32.3%	35.4%	19.4%	5.1%

**Q22b. During the past year, have you or other members of your household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint?**

Q22b. Have you contacted employees of City of Durham or visited website during past year	Number	Percent
Yes	235	57.9 %
No	171	42.1 %
Total	406	100.0 %

**Q22c. If YES to Question 22b: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the City government department you contacted.**

(N=235)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q22c-1. How easy City government was to contact	21.7%	44.3%	17.0%	8.5%	5.5%	3.0%
Q22c-2. Courtesy of City employee(s) you interacted with	23.8%	41.3%	13.6%	6.8%	6.4%	8.1%
Q22c-3. Accuracy of information you were given	19.6%	42.1%	19.6%	8.9%	4.7%	5.1%
Q22c-4. Appropriateness of City employees' response	20.0%	41.3%	14.5%	9.4%	6.4%	8.5%
Q22c-5. Timeliness of City employees' response	19.6%	40.4%	14.9%	11.1%	6.4%	7.7%
Q22c-6. Resolution to your issue/concern	17.9%	34.9%	22.1%	11.5%	8.9%	4.7%

**WITHOUT "N/A" RESPONSES**

**Q22c. If YES to Question 22b: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the City government department you contacted. (without "N/A")**

(N=235)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22c-1. How easy City government was to contact	22.4%	45.6%	17.5%	8.8%	5.7%
Q22c-2. Courtesy of City employee(s) you interacted with	25.9%	44.9%	14.8%	7.4%	6.9%
Q22c-3. Accuracy of information you were given	20.6%	44.4%	20.6%	9.4%	4.9%
Q22c-4. Appropriateness of City employees' response	21.9%	45.1%	15.8%	10.2%	7.0%
Q22c-5. Timeliness of City employees' response	21.2%	43.8%	16.1%	12.0%	6.9%
Q22c-6. Resolution to your issue/concern	18.8%	36.6%	23.2%	12.1%	9.4%

**Q23a. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q23a-1. Availability of information about County programs & services	4.3%	28.7%	27.3%	11.8%	3.0%	25.0%
Q23a-2. Ease of locating information on County website	5.3%	28.7%	26.3%	10.0%	2.3%	27.4%
Q23a-3. Your experience engaging with County government process	3.8%	20.9%	27.9%	6.6%	3.6%	37.3%
Q23a-4. Level of public involvement in local decisions with County	2.8%	16.3%	31.7%	11.2%	3.8%	34.3%
Q23a-5. County efforts to keep you informed about local issues	3.1%	19.4%	29.2%	15.1%	5.1%	28.1%
Q23a-6. Your ability to get timely emergency/disaster information 24 hours a day	7.1%	27.8%	23.5%	5.6%	1.8%	34.3%

**WITHOUT "N/A" RESPONSES**

**Q23a. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "N/A")**

(N=609)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23a-1. Availability of information about County programs & services	5.7%	38.3%	36.3%	15.8%	3.9%
Q23a-2. Ease of locating information on County website	7.2%	39.6%	36.2%	13.8%	3.2%
Q23a-3. Your experience engaging with County government process	6.0%	33.2%	44.5%	10.5%	5.8%
Q23a-4. Level of public involvement in local decisions with County	4.3%	24.8%	48.3%	17.0%	5.8%
Q23a-5. County efforts to keep you informed about local issues	4.3%	26.9%	40.6%	21.0%	7.1%
Q23a-6. Your ability to get timely emergency/disaster information 24 hours a day	10.8%	42.3%	35.8%	8.5%	2.8%

**Q23b. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint?**

Q23b. Have you contacted employees of Durham County or visited website to seek services, ask a question, or file a complaint during past year

	Number	Percent
Yes	196	32.2 %
No	413	67.8 %
Total	609	100.0 %

**Q23c. If YES to Question 23b: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County government department you contacted.**

(N=196)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q23c-1. How easy County Government was to contact	12.8%	44.4%	21.9%	12.2%	6.1%	2.6%
Q23c-2. Courtesy of County employee(s) you interacted with	16.8%	42.9%	19.9%	9.7%	5.1%	5.6%
Q23c-3. Accuracy of information you were given	15.8%	39.8%	22.4%	11.2%	8.2%	2.6%
Q23c-4. Appropriateness of County employees' response	13.8%	41.8%	20.9%	11.7%	6.6%	5.1%
Q23c-5. Timeliness of County employees' response	15.3%	37.8%	18.9%	15.8%	7.7%	4.6%
Q23c-6. Resolution to your issue/concern	15.3%	32.7%	23.5%	11.7%	13.8%	3.1%

**WITHOUT "N/A" RESPONSES**

**Q23c. If YES to Question 23b: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with your experience interacting with the County government department you contacted. (without "N/A")**

(N=196)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23c-1. How easy County Government was to contact	13.1%	45.5%	22.5%	12.6%	6.3%
Q23c-2. Courtesy of County employee(s) you interacted with	17.8%	45.4%	21.1%	10.3%	5.4%
Q23c-3. Accuracy of information you were given	16.2%	40.8%	23.0%	11.5%	8.4%
Q23c-4. Appropriateness of County employees' response	14.5%	44.1%	22.0%	12.4%	7.0%
Q23c-5. Timeliness of County employees' response	16.0%	39.6%	19.8%	16.6%	8.0%
Q23c-6. Resolution to your issue/concern	15.8%	33.7%	24.2%	12.1%	14.2%

**Q24. Overall Ratings of the Community. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the community with regard to the following.**

(N=609)

	Excellent	Good	Neutral	Below average	Poor	N/A
Q24-1. As a place to live	28.9%	48.9%	9.7%	6.6%	2.0%	3.9%
Q24-2. As a place to work	23.5%	44.3%	12.3%	3.8%	2.6%	13.5%
Q24-3. As a place to play	17.1%	39.4%	23.0%	10.0%	3.1%	7.4%
Q24-4. As a place to raise children	15.3%	34.8%	20.2%	10.3%	5.1%	14.3%
Q24-5. As a place to educate children	8.7%	21.5%	22.8%	20.9%	11.8%	14.3%
Q24-6. As a place to retire	15.9%	35.1%	19.5%	11.8%	7.1%	10.5%
Q24-7. As a place to visit	19.2%	40.7%	20.2%	8.9%	4.1%	6.9%
Q24-8. As a place to start a business	11.7%	30.4%	25.8%	6.7%	3.9%	21.5%
Q24-9. As a community that is moving in right direction	18.2%	39.1%	23.0%	8.0%	5.7%	5.9%

**WITHOUT "N/A" RESPONSES**

**Q24. Overall Ratings of the Community. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the community with regard to the following. (without "N/A")**

(N=609)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. As a place to live	30.1%	50.9%	10.1%	6.8%	2.1%
Q24-2. As a place to work	27.1%	51.2%	14.2%	4.4%	3.0%
Q24-3. As a place to play	18.4%	42.6%	24.8%	10.8%	3.4%
Q24-4. As a place to raise children	17.8%	40.6%	23.6%	12.1%	5.9%
Q24-5. As a place to educate children	10.2%	25.1%	26.6%	24.3%	13.8%
Q24-6. As a place to retire	17.8%	39.3%	21.8%	13.2%	7.9%
Q24-7. As a place to visit	20.6%	43.7%	21.7%	9.5%	4.4%
Q24-8. As a place to start a business	14.9%	38.7%	32.8%	8.6%	5.0%
Q24-9. As a community that is moving in right direction	19.4%	41.5%	24.4%	8.6%	6.1%

**Q25. From the list of local governmental capital projects listed below, which ones would you be willing to pay higher property taxes to support enhancements for?**

Q25. What local governmental capital projects would you be willing to pay higher property taxes to support enhancements for

	Number	Percent
Street improvements	241	39.6 %
Bike lanes	130	21.3 %
Sidewalks	158	25.9 %
Parks & open space	181	29.7 %
Athletic fields	62	10.2 %
Trails & greenways	187	30.7 %
Public safety facilities	141	23.2 %
Public art	90	14.8 %
Parking	95	15.6 %
Public school facilities	262	43.0 %
Aquatic facilities	72	11.8 %
Wouldn't pay higher taxes for any of these	153	25.1 %
Total	1772	

**Q26. From the list of local government services below, which ones would you be willing to pay higher property taxes to support enhancements for?**

Q26. What local government services would you be willing to pay higher property taxes to support enhancements for

	Number	Percent
Affordable housing	198	32.5 %
Expanded pre-k subsidies	142	23.3 %
Senior programming	151	24.8 %
Court services	49	8.0 %
Social services	119	19.5 %
Youth programming	156	25.6 %
Job creation/training	190	31.2 %
Public health & wellness	168	27.6 %
Public school operations (teachers, salaries)	301	49.4 %
Public safety staffing	147	24.1 %
Wouldn't pay higher taxes for any of these	159	26.1 %
Total	1780	

**Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?**

Q27. How willing would you be to pay fees  
instead of taxes to pay for improvements to  
services that you use or benefit from

	Number	Percent
Very willing	63	10.3 %
Willing	180	29.6 %
Not sure	219	36.0 %
Not willing	114	18.7 %
Not provided	33	5.4 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from? (without "not provided")**

Q27. How willing would you be to pay fees  
instead of taxes to pay for improvements to  
services that you use or benefit from

	Number	Percent
Very willing	63	10.9 %
Willing	180	31.3 %
Not sure	219	38.0 %
Not willing	114	19.8 %
Total	576	100.0 %

**Q32. Have you or someone in your household had trouble accessing the healthcare they need in the past year?**

Q32. Have you had trouble accessing the healthcare needed in past year	Number	Percent
Yes	74	12.2 %
No	485	79.6 %
Not provided	50	8.2 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q32. Have you or someone in your household had trouble accessing the healthcare they need in the past year? (without "not provided")**

Q32. Have you had trouble accessing the healthcare needed in past year	Number	Percent
Yes	74	13.2 %
No	485	86.8 %
Total	559	100.0 %

**Q34. Approximately how many years have you lived in Durham County?**

Q34. How many years have you lived in Durham

County	Number	Percent
0-5	125	20.5 %
6-10	80	13.1 %
11-15	59	9.7 %
16-20	54	8.9 %
21-30	108	17.7 %
31+	153	25.1 %
Not provided	30	4.9 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q34. Approximately how many years have you lived in Durham County? (without "not provided")**

Q34. How many years have you lived in Durham

County	Number	Percent
0-5	125	21.6 %
6-10	80	13.8 %
11-15	59	10.2 %
16-20	54	9.3 %
21-30	108	18.7 %
31+	153	26.4 %
Total	579	100.0 %

**Q35. What is your age?**

Q35. Your age

	Number	Percent
18-34	124	20.4 %
35-44	136	22.3 %
45-54	124	20.4 %
55-64	127	20.9 %
65+	90	14.8 %
Not provided	8	1.3 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q35. What is your age? (without "not provided")**

Q35. Your age

	Number	Percent
18-34	124	20.6 %
35-44	136	22.6 %
45-54	124	20.6 %
55-64	127	21.1 %
65+	90	15.0 %
Total	601	100.0 %

**Q36. What is your gender?**

Q36. Your gender	Number	Percent
Male	301	49.4 %
Female	306	50.2 %
Not provided	2	0.3 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q36. What is your gender? (without "not provided")**

Q36. Your gender	Number	Percent
Male	301	49.6 %
Female	306	50.4 %
Total	607	100.0 %

**Q37. Do you own or rent your current residence?**

Q37. Do you own or rent your current residence	Number	Percent
Own	422	69.3 %
Rent	183	30.0 %
Not provided	4	0.7 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q37. Do you own or rent your current residence? (without "not provided")**

Q37. Do you own or rent your current residence	Number	Percent
Own	422	69.8 %
Rent	183	30.2 %
Total	605	100.0 %

**Q38. Which of the following best describes your race/ethnicity?**

Q38. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	31	5.1 %
White	303	49.8 %
American Indian/Eskimo	8	1.3 %
Black/African American	248	40.7 %
Other	33	5.4 %
Total	623	

**Q38. Other**

Q38. Other	Number	Percent
Hispanic	6	42.9 %
Spanish/Indian	1	7.1 %
Western European	1	7.1 %
Arab American	1	7.1 %
South Asian Indian	1	7.1 %
Latino	1	7.1 %
Mixed	1	7.1 %
Harambe	1	7.1 %
Yugoslavian	1	7.1 %
Total	14	100.0 %

**Q39. Are you of Hispanic, Latino, or other Spanish ancestry?**

Q39. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	75	12.3 %
No	517	84.9 %
Not provided	17	2.8 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q39. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

Q39. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	75	12.7 %
No	517	87.3 %
Total	592	100.0 %

**Q40. Would you say your total annual household income is...**

Q40. Your total annual household income	Number	Percent
Under \$30K	79	13.0 %
\$30K-\$59,999	126	20.7 %
\$60K-\$99,999	149	24.5 %
\$100K+	192	31.5 %
Not provided	63	10.3 %
Total	609	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q40. Would you say your total annual household income is... (without "not provided")**

Q40. Your total annual household income	Number	Percent
Under \$30K	79	14.5 %
\$30K-\$59,999	126	23.1 %
\$60K-\$99,999	149	27.3 %
\$100K+	192	35.2 %
Total	546	100.0 %

## **Section 5**

### ***Survey Instrument***

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**CITY OF DURHAM**

City Manager's Office

101 CITY HALL PLAZA | DURHAM, NC 27701  
919.560.4222 | F 919.560.4949[www.DurhamNC.gov](http://www.DurhamNC.gov)**DURHAM COUNTY**

County Manager's Office

200 E. MAIN ST. | DURHAM, NC 27701  
919.560.0000 | F 919 .560.0020[www.DCoNC.gov](http://www.DCoNC.gov)

December 2017

Dear Durham Resident:

Thanks to you, Durham remains one of the most vibrant and progressive communities in the United States. As we continue to grow and meet new challenges, it is important that we also continue to strategically plan for our future.

An important part of this planning process involves gathering input from residents on a wide range of issues impacting our quality of life. We want you to be a part of this process by taking a few minutes to complete the enclosed *2017 Durham Resident Survey*.

For the third time, the City and County are jointly overseeing the survey so that more Durham residents have an opportunity to be heard. By completing and returning this survey, you will assist elected officials, as well as the City and County administrations, in making critical decisions about prioritizing resources and helping set the direction for the future of our community.

Please return your completed survey in the enclosed postage-paid envelope **within the next 10 days** to the ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions about this survey, please contact Durham One Call at (919) 560-1200.

Your feedback is very vital to us and we appreciate your help in making Durham an even better place to call home.

Sincerely,

Thomas J. Bonfield  
City Manager

Wendell M. Davis  
County Manager

cc: Enclosure

*Si tiene preguntas acerca de la encuesta y no habla  
Inglés, por favor llame al 1-844-811-0411. Gracias.*



# 2017 Durham City and County Resident Survey



Please take a few minutes to complete this survey. Your input is an important part of the City and County's on-going effort to identify and respond to resident concerns. If you have questions, please contact Durham One Call at (919) 560-1200 or the Durham County Tax Administration at (919) 560-0300. This survey is intended for Durham City and County residents only. If you like to complete this survey online, please go to [www.durhamresident.org/](http://www.durhamresident.org/)

1. **Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01. Overall quality of police protection	5	4	3	2	1	9
02. Overall quality of sheriff protection	5	4	3	2	1	9
03. Overall quality of fire protection and rescue services	5	4	3	2	1	9
04. Response time for fire services	5	4	3	2	1	9
05. Overall quality of EMS services	5	4	3	2	1	9
06. Response time for EMS services	5	4	3	2	1	9
07. Overall maintenance of city streets	5	4	3	2	1	9
08. Overall ease of travel within Durham	5	4	3	2	1	9
09. Overall quality of the public transit system (GoDurham)	5	4	3	2	1	9
10. Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design and signage)	5	4	3	2	1	9
11. Overall quality of pedestrian facilities (e.g. sidewalks)	5	4	3	2	1	9
12. Overall quality of water and sewer utilities	5	4	3	2	1	9
13. Overall enforcement of codes and ordinances	5	4	3	2	1	9
14. Overall quality of customer service you receive from <b>City</b> employees	5	4	3	2	1	9
15. Overall quality of customer service you receive from <b>County</b> employees	5	4	3	2	1	9
16. Overall effectiveness of communication with the public	5	4	3	2	1	9
17. Overall quality of parks and recreation programs	5	4	3	2	1	9
18. Overall quality of library services and programs	5	4	3	2	1	9
19. Overall quality of services provided by the Durham County Department of Social Services	5	4	3	2	1	9
20. Overall quality of Public Health services	5	4	3	2	1	9
21. Overall quality of Tax Administration services	5	4	3	2	1	9
22. Overall quality of public schools	5	4	3	2	1	9
23. Overall quality of charter schools	5	4	3	2	1	9
24. Overall quality of private schools	5	4	3	2	1	9

2. **Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 1, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall quality of services provided by the County	5	4	3	2	1	9
3. Overall appearance of Durham	5	4	3	2	1	9
4. Overall management of development and growth	5	4	3	2	1	9
5. Overall image of Durham	5	4	3	2	1	9
6. Overall quality of life in Durham	5	4	3	2	1	9
7. Overall quality of life in your neighborhood	5	4	3	2	1	9
8. Overall value you receive for your local property taxes	5	4	3	2	1	9

**4. Which of the following best describes the education status of children in your household?**  
[Check all that apply.]

- |   |   |
|---|---|
| <input type="checkbox"/> (01) My children are enrolled in Durham Public Schools             | <input type="checkbox"/> (06) My children went to or graduated from a charter school in Durham County |
| <input type="checkbox"/> (02) My children are enrolled in a charter school in Durham County | <input type="checkbox"/> (07) My children went to or graduated from a private school in Durham County |
| <input type="checkbox"/> (03) My children are enrolled in a private school in Durham County | <input type="checkbox"/> (08) My children went to or graduated from a school outside of Durham County |
| <input type="checkbox"/> (04) My children go to school outside of Durham County             | <input type="checkbox"/> (09) My children are homeschooled  |
| <input type="checkbox"/> (05) My children went to or graduated from Durham Public Schools   | <input type="checkbox"/> (10) This question does not apply to me                                      |

**5. Durham Public Schools. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with the following statements about Durham Public Schools.**

Durham Public Schools...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Manages the education budget well	5	4	3	2	1	9
2. Attracts high quality teachers	5	4	3	2	1	9
3. Is transparent about education-related decision making	5	4	3	2	1	9
4. Encourages community involvement in education-related decision making	5	4	3	2	1	9
5. Ensures quality education for students	5	4	3	2	1	9
6. Has effective leadership in K-12 education	5	4	3	2	1	9

**6. Public Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations.**

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	N/A
1. When walking alone in your neighborhood during the day	5	4	3	2	1	9
2. When walking alone in your neighborhood at night	5	4	3	2	1	9
3. In downtown Durham	5	4	3	2	1	9
4. In Durham overall	5	4	3	2	1	9

7. **Law Enforcement/Criminal Justice.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate how you feel with regard to the following aspects of Law Enforcement and the criminal justice system.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Overall police relationship with your community	5	4	3	2	1	9
2. Overall Sheriff's Office relationship with your community	5	4	3	2	1	9
3. Animal Control services	5	4	3	2	1	9
4. Enforcement of traffic safety laws	5	4	3	2	1	9
5. Local court system	5	4	3	2	1	9

- 7a. What can the public safety departments do to build trust within communities in Durham?
- 

8. **Parks, Recreation, and Open Space.** Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
01. Greenways and trails	5	4	3	2	1	9
02. Outdoor athletic fields and courts (e.g. baseball, soccer, futsal, tennis)	5	4	3	2	1	9
03. Variety of City recreation opportunities	5	4	3	2	1	9
04. Customer service provided by the City's Parks and Recreation staff	5	4	3	2	1	9
05. Length of your commute to your desired recreation amenities	5	4	3	2	1	9
06. Public art	5	4	3	2	1	9
<b>Recreation Programs Provided by the City</b>						
07. Aquatic programs	5	4	3	2	1	9
08. Athletic programs	5	4	3	2	1	9
09. Recreation center programs	5	4	3	2	1	9
10. Cultural programming (e.g. events, concerts, festivals)	5	4	3	2	1	9

9. Which TWO of the parks, recreation, and open space items listed in Question 8 do you think should receive the MOST EMPHASIS from city and county leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 8, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ NONE

10. **Maintenance.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Condition of streets in YOUR neighborhood	5	4	3	2	1	9
2. Condition of sidewalks in YOUR neighborhood	5	4	3	2	1	9
3. Condition of bicycle facilities (e.g. bike lanes, bike parking)	5	4	3	2	1	9
4. Appearance of landscaping on right of ways along streets and public areas	5	4	3	2	1	9
5. Condition of parks	5	4	3	2	1	9
6. Condition of recreation centers and facilities	5	4	3	2	1	9
7. Overall appearance of major entryways to downtown Durham	5	4	3	2	1	9

11. Which TWO of the Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS over the next TWO years? [Write in your answers below using the numbers from the list in Question 10, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ NONE

**12. Multi-Modal Transportation. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Ease of travel by walking	5	4	3	2	1	9
2. Ease of travel by driving	5	4	3	2	1	9
3. Ease of travel by biking	5	4	3	2	1	9
4. Safety when driving around Durham	5	4	3	2	1	9
5. Ease of travel by bus (GoDurham)	5	4	3	2	1	9
6. Location of downtown parking facilities	5	4	3	2	1	9
7. Quality of downtown parking facilities	5	4	3	2	1	9

**13. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with the following statements.**

Level of agreement with...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. My neighborhood has convenient outdoor spaces to run, walk, bike, and exercise	5	4	3	2	1	9
2. It is safe to walk in my neighborhood	5	4	3	2	1	9
3. There are enough bike lanes in my community	5	4	3	2	1	9
4. I can walk to shopping and entertainment from my neighborhood	5	4	3	2	1	9

**14. Which of the following is your primary reason for not using GoDurham more often during the past year? [Check only one.]**

\_\_\_\_(1) Does not serve where you live or need to go

\_\_\_\_(2) Buses do not come frequently enough

\_\_\_\_(3) Services are not provided during the days and hours I would use them

\_\_\_\_(4) I don't need the service/prefer to drive

\_\_\_\_(5) Other: \_\_\_\_\_

**15. Solid Waste and Utility Services. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Solid waste collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Yard waste (leaves/tree limbs) collection services for subscriber members	5	4	3	2	1	9
4. City Waste Disposal Center (2115 East Club)	5	4	3	2	1	9
5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, and Rougemont)	5	4	3	2	1	9
6. Quality of drinking water	5	4	3	2	1	9
7. Sewer services	5	4	3	2	1	9
8. Stream and lake protection	5	4	3	2	1	9

**16. Affordable Housing. How satisfied are you with the availability of affordable housing?**

\_\_\_\_(5) Very Satisfied

\_\_\_\_(3) Neutral

\_\_\_\_(1) Very Dissatisfied

\_\_\_\_(4) Satisfied

\_\_\_\_(2) Dissatisfied

\_\_\_\_(9) N/A

**17. Please answer the following questions by circling either "Yes" or "No".**

1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income?	Yes	No
2. Are you able to find housing you can afford in Durham?	Yes	No
3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources?	Yes	No

18. **How can the city and county be more helpful in addressing housing affordability challenges?**
- 
19. **Economic Development. What kinds of resources do we need, as a city, to better support small business development?**
- 
20. **How could the City and County better provide access to training and development for under-employed and unemployed Durham residents?**
- 
21. **Please rank the importance of the following Economic and Workforce Development focus areas, where 5 is "Most Important" and 1 is "Least Important".**  
       \_\_\_ Training and skill development      \_\_\_ Economic development incentives      \_\_\_ Other: \_\_\_\_\_  
       \_\_\_ Small business development      \_\_\_ Business retention

*The following questions will ask you to rate your customer service experience with the City of Durham and Durham County, separately. If you are a CITY resident, please answer Questions 22a-c and 23a-c. If you are a COUNTY resident outside of City limits, please skip to Questions 23a-c.*

**CITY RESIDENTS ONLY**

- 22a. **Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Availability of information about City programs and services	5	4	3	2	1	9
2. Ease of locating information on the City website	5	4	3	2	1	9
3. Your experience engaging with the City Government process	5	4	3	2	1	9
4. Level of public involvement in local decisions with the City	5	4	3	2	1	9
5. City efforts to keep you informed about local issues	5	4	3	2	1	9

- 22b. **During the past year, have you or other members of your household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint?**

\_\_\_(1) Yes [Answer Q22c.]      \_\_\_(2) No [Skip to Q23a.]

- 22c. **If "Yes" to Q22b: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with your experience interacting with the city government department you contacted.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. How easy the City government was to contact	5	4	3	2	1	9
2. Courtesy of City employee(s) you interacted with	5	4	3	2	1	9
3. Accuracy of the information you were given	5	4	3	2	1	9
4. Appropriateness of City employees' response	5	4	3	2	1	9
5. Timeliness of City employees' response	5	4	3	2	1	9
6. The resolution to your issue/concern	5	4	3	2	1	9

**ALL RESIDENTS of Durham County**

**23a. Communication. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. Availability of information about County programs and services	5	4	3	2	1	9
2. Ease of locating information on the County website	5	4	3	2	1	9
3. Your experience engaging with the County government process	5	4	3	2	1	9
4. Level of public involvement in local decisions with the County	5	4	3	2	1	9
5. County efforts to keep you informed about local issues	5	4	3	2	1	9
6. Your ability to get timely emergency/disaster information 24 hours a day	5	4	3	2	1	9

**23b. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint?**

\_\_\_\_(1) Yes [Answer Q23c.]      \_\_\_\_ (2) No [Skip to Q24.]

**23c. If "Yes" to Q23b: Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with your experience interacting with the county government department you contacted.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
1. How easy the County government was to contact	5	4	3	2	1	9
2. Courtesy of County employee(s) you interacted with	5	4	3	2	1	9
3. Accuracy of the information you were given	5	4	3	2	1	9
4. Appropriateness of County employees' response	5	4	3	2	1	9
5. Timeliness of County employees' response	5	4	3	2	1	9
6. The resolution to your issue/concern	5	4	3	2	1	9

**24. Overall Ratings of the Community. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the community with regard to the following.**

How would you rate the community...	Excellent	Good	Neutral	Below Average	Poor	N/A
1. As a place to live	5	4	3	2	1	9
2. As a place to work	5	4	3	2	1	9
3. As a place to play	5	4	3	2	1	9
4. As a place to raise children	5	4	3	2	1	9
5. As a place to educate children	5	4	3	2	1	9
6. As a place to retire	5	4	3	2	1	9
7. As a place to visit	5	4	3	2	1	9
8. As a place to start a business	5	4	3	2	1	9
9. As a community that is moving in the right direction	5	4	3	2	1	9

**25. From the list of local governmental capital projects listed below, which ones would you be willing to pay higher property taxes to support enhancements for? [Check all that apply.]**

- |                               |                                   |   |
|-------------------------------|-----------------------------------|---|
| ____(01) Street Improvements  | ____(06) Trails and greenways     | ____(11) Aquatic facilities                         |
| ____(02) Bike lanes           | ____(07) Public safety facilities | ____(12) Wouldn't pay higher taxes for any of these |
| ____(03) Sidewalks            | ____(08) Public art               |   |
| ____(04) Parks and open space | ____(09) Parking                  |   |
| ____(05) Athletic fields      | ____(10) Public school facilities |   |

26. From the list of local government services below, which ones would you be willing to pay higher property taxes to support enhancements for? [Check all that apply.]
- |  |   |  |
|--|---|--|
| <input type="checkbox"/> (01) Affordable housing       | <input type="checkbox"/> (06) Youth programming                             | <input type="checkbox"/> (10) Public safety staffing                     |
| <input type="checkbox"/> (02) Expanded pre-k subsidies | <input type="checkbox"/> (07) Job creation/training                         | <input type="checkbox"/> (11) Wouldn't pay higher taxes for any of these |
| <input type="checkbox"/> (03) Senior programming       | <input type="checkbox"/> (08) Public health and wellness                    |  |
| <input type="checkbox"/> (04) Court services           | <input type="checkbox"/> (09) Public school operations (teachers, salaries) |  |
| <input type="checkbox"/> (05) Social services          |   |  |
27. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?
- ☐ (4) Very Willing      ☐ (3) Willing      ☐ (2) Not Sure      ☐ (1) Not Willing
28. What can local government do to better engage residents and neighborhoods in decision-making processes?
- 
29. (Optional) What is the most significant issue(s) you think Durham will face over the next 5 years?
- 
30. (Optional) What do you like BEST about living in Durham?
- 
31. (Optional) What do you like LEAST about living in Durham?
- 
32. Have you or someone in your household had trouble accessing the healthcare they need in the past year?      ☐ (1) Yes      ☐ (2) No
33. If you voted recently, was there anything particularly good or bad about your voting experience?
- 
34. Approximately how many years have you lived in Durham County? \_\_\_\_\_ years
35. What is your age? \_\_\_\_\_ years
36. What is your gender?      ☐ (1) Male      ☐ (2) Female
37. Do you own or rent your current residence?      ☐ (1) Own      ☐ (2) Rent
38. Which of the following best describes your race/ethnicity? [Check all that apply.]
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (3) American Indian/Eskimo | <input type="checkbox"/> (5) Other: _____ |
| <input type="checkbox"/> (2) White                  | <input type="checkbox"/> (4) Black/African American |   |
39. Are you of Hispanic, Latino, or other Spanish ancestry?      ☐ (1) Yes      ☐ (2) No
40. Would you say your total annual household income is...
- ☐ (1) Under \$30,000      ☐ (2) \$30,000–\$59,999      ☐ (3) \$60,000–\$99,999      ☐ (4) \$100,000 or more

## This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the County are having problems with city services. If your address is not correct, please provide the correct information. Thank you.