

# 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 <b>City</b>	5	4	3	2	1	9
2. Overall quality of services provided by the <b>County</b>	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.]

- |  |  |
|--|--|
| ____(01) My children are enrolled in Durham Public Schools             | ____(06) My children went to or graduated from a charter school in Durham County |
| ____(02) My children are enrolled in a charter school in Durham County | ____(07) My children went to or graduated from a private school in Durham County |
| ____(03) My children are enrolled in a private school in Durham County | ____(08) My children went to or graduated from a school outside of Durham County |
| ____(04) My children go to school outside of Durham County             | ____(09) My children are homeschooled  |
| ____(05) My children went to or graduated from Durham Public Schools   | ____(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
 ☐ (4) I don't need the service/prefer to drive  
☐ (2) Buses do not come frequently enough
 ☐ (5) Other: \_\_\_\_\_  
☐ (3) Services are not provided during the days and hours I would use them

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.