



Legislation Text

File #: 18-0576, **Version:** 1

Item:

Presentation of 2017 Resident Survey Data - 30 min

Date Of BOCC Meeting: February 8, 2018

Request for Board Action:

The Board is requested to receive the presentation on 2017 resident survey data and ask any questions they wish.

For the third consecutive year, Durham County has partnered with the City of Durham to conduct a resident survey. The survey, which was conducted in late Fall 2016, presents information about service quality and resident prioritization of services. This data, including trends from the past two years, will be used to help Durham County make service improvements in the spirit of the County's continuous improvement model, Managing for Results. The survey also enables Durham County to compare itself to other, similar-sized communities across America.

Alignment with Strategic Plan: Statistically valid survey data covering a broad range of City and County services and resident opinions helps across all goal areas.

Resource Persons: Jason Morado, ETC Institute; Drew Cummings, Chief of Staff; Michael Davis, Strategic Initiatives Manager

County Manager's Recommendation: The County Manager recommends that the Board receive the presentation on 2017 resident survey data and ask any questions they wish.

County Manager: _____