



Legislation Text

File #: 20-0054, **Version:** 1

Item:

Report on 2019 Resident Survey (45min)

Date of BOCC Meeting: February 3, 2020

Request for Board Action:

The Board is requested to receive a presentation and report on the 2019 resident survey results and ask any questions they wish.

For the fifth consecutive year, Durham County has partnered with the City of Durham to conduct a resident survey. The survey, which was conducted in late Fall 2019, presents information about service quality and resident prioritization of services. This data, including trends from the past several 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:

Resource Persons: Jason Morado, ETC Institute; Drew Cummings, Chief of Staff

County Manager's Recommendation: The County Manager recommends that the Board receive a presentation and report on the 2019 resident survey results and ask any questions they wish.

County Manager: _____