

Durham City and County Resident Survey

County Findings Report

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

2020

Submitted to Durham County, North Carolina

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ETC
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2020 Durham County Resident Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of Durham County during the winter of 2020. The purpose of this 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. The Durham County resident survey has been conducted annually since 2015.

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 to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Durham County from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain a total of 800 surveys, including at least 600 with City of Durham residents, and at least 200 with residents of Durham County who do not live in the City. These goals were accomplished, with a total of 848 residents completing the survey, including 637 surveys from City of Durham residents, and 211 surveys from residents of Durham County who do not live in the City. The overall results for the sample of 848 households have a precision of +/- 3.3% 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,
- trend data from previous surveys,
- benchmarking data that shows how the results for Durham County compare to other communities,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the County to address based upon the survey results,
- frequency tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

Overall Perceptions of the County

Over three-quarters (77%) of residents surveyed, *who had an opinion*, were satisfied with the overall quality of life in their neighborhood. Over half (58%) of residents surveyed, *who had an opinion*, indicated they were satisfied with the overall quality of services provided by the County.

- When compared to U.S. communities with populations of 150,000 to 400,000 residents, Durham County’s satisfaction rating for the overall quality of services provided by the County (58%) ranks 16% above the large community average of 42%.
- Thirty-nine percent (39%) of Durham County residents surveyed, *who had an opinion*, were satisfied with the overall value received for their local property taxes. This rating is 6% higher than the large community average of 33%.

Overall Satisfaction with City and County Services

The highest levels of satisfaction with major City and County services, based on the sum of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of library services and programs (79%), the quality of EMS services (78%), the quality of fire and life safety programming (78%), the response time for fire services (76%), and the response time for EMS services (73%).

Since 2019, Durham County has seen notable increases in satisfaction in three major categories of City and County services:

- the ease of travel within Durham (+8% from 39% in 2019 to 47% in 2020),
- the overall effectiveness of communication (+5% from 50% in 2019 to 55% in 2020), and
- customer service from City employees (+4% from 59% in 2019 to 63% in 2020).

The three services with the highest ratings of dissatisfaction, based on the sum of “dissatisfied” and “very dissatisfied” responses, were: the maintenance of City streets (45%), the quality of pedestrian facilities (37%), and the quality of public schools (36%).

The major services that respondent households feel should receive the most emphasis over the next two years, based on the respondents’ top three choices, were: the quality of police protection (47%), the quality of public schools (39%), and the maintenance of City streets (35%).

Feelings of Safety

Eighty-eight percent (88%) of respondents, *who had an opinion*, indicated they feel either “very safe” or “safe” when rating their overall feeling of safety while walking alone in their neighborhood during the day. Sixty percent (60%) of residents, *who had an opinion*, indicated they feel either “very safe” or “safe” when rating their overall feeling of safety while walking alone in their neighborhood at night. Over a quarter (26%) of residents surveyed, *who had an opinion*, indicated they feel unsafe when visiting City parks.

Durham Public Schools

Twenty-two percent (22%) of respondents indicated their children went to or graduated from Durham public schools and 13% indicated their children 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 (39%), is transparent about education-related decision making (33%), and has effective leadership in K-12 education (33%). The statements that had the highest levels of disagreement, based upon the combined percentage of “disagree” and “strongly disagree” responses among residents *who had an opinion*, were: ensures quality education for students (34%) and attracts high quality teachers (32%).

- Since 2019, the six statements regarding the Durham Public Schools that were assessed increased in level of agreement. Five of the six statements had notable increases from 2019 to 2020 survey results. The two statements with the **most** notable increases were:
 - the Durham Public Schools are transparent about education-related decision making (+10% from 23% in 2019 to 33% in 2020) and
 - the Durham Public Schools encourages community involvement in education decision making (+7% from 32% in 2019 to 39% in 2020).

Satisfaction with Specific Services

- **Law Enforcement and Criminal Justice.** The highest levels of satisfaction with law enforcement and criminal justice, based upon the combined percentage of “very

satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall police relationship with the community (49%) and Animal Control services (49%).

- **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 (66%) and public art (60%).
- **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 trails and greenways (59%), the condition of public art (59%), and the condition of parks and open space (56%). Maintenance services with notable increases in satisfaction were:
 - the condition of sidewalks in your neighborhood (+8% from 39% in 2019 to 47% in 2020) and
 - the condition of streets in your neighborhood (+5% from 49% in 2019 to 53% in 2020).

Although satisfaction ratings for the condition of neighborhood sidewalks and streets have notably increased; 37% of residents surveyed are dissatisfied with the condition of neighborhood sidewalks and 34% of residents surveyed are dissatisfied with the condition of neighborhood streets.

The maintenance services that respondent households felt should receive the most emphasis over the next two years, based on the sum of their top three choices, were: the condition of public-school facilities (43%) and the condition of neighborhood streets (41%).

- **Multi-Modal Transportation.** The highest levels of satisfaction with multi-modal transportation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: ability in neighborhoods to run, walk, bike, and exercise outdoors (69%) and ease of travel by walking (36%).
 - Most respondents (70%) indicated they do not use public transit more because they prefer to drive and 40% indicated that it the bus would take too long.
- **Solid Waste and Utility Services.** 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 (82%), curbside recycling services (81%), and sewer services (71%).
 - Durham County’s satisfaction rating for curbside recycling services (81%) is 21% higher than the average for U.S. communities with a population between 150,000 to 400,000 residents (60%).
- **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 (60%), the ease of locating information on the County website (46%), and the availability of information about County programs and services (45%).

- **Customer Services.** Thirty-four percent (34%) of respondent households indicated they or members of their household contacted employees of the County, visited the website to seek services, ask a question, or file a complaint. Of those respondent households, the highest levels of satisfaction with County customer services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the courtesy of County employee(s) respondent interacted with (72%), the accuracy of information given (70%) and the appropriateness of the County employees’ response (68%). Since 2019, all categories of customer service assessed increased in satisfaction and three of the six categories showed notable increases. One of the **most** notable increases being the accuracy of information the resident was given, when contacting the County, increased 5% from 63% in 2019 to 68% in 2020.

COVID-19 Pandemic Findings as Relating to the City/County

Response. Residents were asked to indicate how satisfied they were with how the government responded to the COVID-19 Pandemic. Sixty-five percent (65%) of residents surveyed, *who had an opinion*, were satisfied with how the State Government responded to the COVID-19 Pandemic. Sixty-four percent (64%) of residents surveyed, *who had an opinion*, were satisfied with how the City Government responded to the COVID-19 Pandemic. Sixty-two percent (62%) of residents surveyed, *who had an opinion*, were satisfied with how the County Government responded to the COVID-19 Pandemic. Forty-eight percent (48%) of residents surveyed, *who had an opinion*, were satisfied with how the Durham Public School System responded to the COVID-19 Pandemic.

Priority Spending. Residents were asked what areas were most important, in their opinion, for the County to spend resources on during the COVID-19 Pandemic. The areas that residents indicated were the most important to them, based on the sum of respondents’ top five choices, were: housing and rent assistance (59%), preventing the spread of COVID-19 (57%), food (52%), helping small businesses (52%), and ensuring there is access to medical health services (50%).

Resident Mask Usage. Nine out of ten residents (91%) always wear a mask when at a public indoor gathering and 85% are always wearing a mask while at their workplace. Eighty out of ten (81%) of residents surveyed, *who had an opinion*, indicated they are frequently wearing a mask at private indoor gatherings with people they do not live with.

Additional Findings

- Eight out of ten residents (80%), *who had an opinion*, rated the community of Durham as either an “excellent” or “good” place to live. Seventy-nine percent (79%) of residents, *who had an opinion*, rated the community of Durham as an “excellent” or “good” place to work. Sixty-seven percent (67%) of residents, *who had an opinion*, rated the community as an “excellent” or “good” place to visit.

- *Of those who had an opinion*, 18% of respondents indicated they were either “very satisfied” (4%) or “satisfied” (14%) with the availability of affordable housing. Twenty-seven percent (27%) of respondents were “neutral,” 31% of respondents were “dissatisfied,” and 24% were “very dissatisfied.” Seventy-eight percent (78%) of respondents indicated they are able to find housing they can afford in Durham. Twenty-eight percent (28%) of respondents indicated they have major home repairs that impact their quality of life or they have put off because of the lack of resources and 27% indicated their monthly housing costs exceed 30% of their monthly income.
- Sixty percent (60%) of respondents indicated that giving residents enough notice about new development(s) to have their voice heard in the process should be one of the most important planning goals for the County.
- Thirty percent (30%) of respondents indicated they use traditional media (TV, newspapers, or their social media) to get important City Government-related information at least a few times a week and 17% of respondents get information from friends/colleagues/word of mouth a few times a week.
- Ninety-one percent (91%) of respondents indicated they almost never use the Durham County Twitter feed to get important County Government-related information. Eighty-nine percent (89%) of respondents indicated they almost never use the Durham County TV show to get important County Government-related information.
- Respondents were asked to indicate, from a list of government services, which ones they would be willing to increase funding to support enhancements for. Respondents were allowed to select multiple choices. The top services respondents are willing to pay higher taxes to support are below.
 - Public school operations (teachers, salaries) (69%)
 - Affordable housing (58%)
 - Street maintenance (48%)
 - Job creation/training (43%)
 - Law enforcement-led safety initiatives (40%)
 - Youth programming (40%)
- Ten percent (10%) of respondents indicated that someone in their household has had trouble accessing the healthcare they need in the past year.
- Thirty-nine percent (39%) of residents, *who had an opinion*, rated the County of having excellent or good progress in addressing racial equity.

Durham County Trend Analysis: 2016-2020

The tables on the following pages show the satisfaction ratings (ratings of “4” or “5”) from 2016 to 2020. The column to the far right shows the average satisfaction from 2016 to 2020. Values that are highlighted in blue are significantly higher (+4% or more) than the 2016-2020 average

and the values highlighted in red are significantly lower (-4% or more) than the 2016-2020 average.

| Durham County Trends: 2016-2020 | | | | | | |
|---|------|------|------|------|------|----------------|
| The values below are highlighted to show whether there is a significant difference in the satisfaction rating compared to the averages satisfaction ratings from 2016-2020. Values highlighted in BLUE indicate that the rating was significantly higher (+4% or more) than the 2016-2020 average, and values highlighted in RED indicate that rating was significantly lower (-4% or more) than the 2016-2020 average. | | | | | | |
| Major Categories | 2020 | 2019 | 2018 | 2017 | 2016 | 2016-2020 Avg. |
| Library services/programs | 79% | 79% | 77% | 71% | 76% | 76% |
| EMS services | 78% | 80% | 76% | 76% | 80% | 78% |
| Fire and life safety programming | 78% | 78% | 77% | - | - | 78% |
| Response time for fire services | 76% | 77% | 73% | 75% | 79% | 76% |
| Response time for EMS services | 73% | 76% | 72% | 69% | 77% | 74% |
| Water/sewer utilities | 64% | 65% | 64% | 59% | 59% | 62% |
| Customer service from City employees | 63% | 59% | 60% | 56% | 57% | 59% |
| Customer service from County employees | 62% | 59% | 61% | 56% | 58% | 59% |
| Parks/recreation programs | 59% | 65% | 63% | 58% | 63% | 62% |
| Effectiveness of communication | 55% | 50% | 53% | 48% | 48% | 51% |
| Police protection | 53% | 57% | 62% | 62% | 62% | 59% |
| Sheriff protection | 52% | 56% | 58% | 62% | 65% | 59% |
| Public Health services | 49% | 49% | 46% | 43% | 46% | 47% |
| Private schools | 49% | 51% | 54% | 45% | 50% | 50% |
| Ease of travel within Durham | 47% | 39% | 40% | 40% | 48% | 43% |
| Tax Administration services | 47% | 43% | 45% | 40% | 42% | 43% |
| Enforcement of codes & ordinances | 39% | 46% | 44% | 40% | 42% | 42% |
| Charter schools | 38% | 35% | 38% | 34% | 36% | 36% |
| Durham County Department of Social Services | 38% | 39% | 43% | 37% | 39% | 39% |
| Bicycle facilities | 38% | 38% | 37% | 33% | 32% | 35% |
| Pedestrian facilities | 36% | 37% | 37% | 38% | 33% | 36% |
| Public schools | 35% | 32% | 29% | 27% | 34% | 31% |
| Public transit system | 34% | 35% | 31% | 35% | 36% | 34% |
| Maintenance of City streets | 32% | 29% | 29% | 34% | 30% | 31% |
| Perceptions | 2020 | 2019 | 2018 | 2017 | 2016 | 2016-2020 Avg. |
| Quality of life in your neighborhood | 77% | 81% | 76% | 76% | 75% | 77% |
| Quality of life in Durham | 60% | 64% | 65% | 63% | 64% | 63% |
| Quality of services provided by City | 59% | 61% | 61% | 57% | 59% | 59% |
| Quality of services provided by County | 58% | 58% | 59% | 55% | 60% | 58% |
| Appearance of Durham | 53% | 55% | 53% | 49% | 51% | 52% |
| Image of Durham | 47% | 50% | 55% | 51% | 50% | 51% |
| Value received for local property taxes | 39% | 39% | 40% | 39% | 33% | 38% |
| Management of development/growth | 37% | 36% | 45% | 46% | 43% | 41% |
| Durham Public Schools | 2020 | 2019 | 2018 | 2017 | 2016 | 2016-2020 Avg. |
| Encourages community involvement in education decision making | 39% | 32% | 27% | 27% | 35% | 32% |
| Is transparent about education-related decision making | 33% | 23% | 18% | 18% | 23% | 23% |
| Has effective leadership in K-12 education | 32% | 28% | 21% | 20% | 25% | 25% |
| Attracts high quality teachers | 30% | 25% | 21% | 20% | 23% | 24% |
| Ensures quality education for students | 30% | 25% | 21% | 21% | 25% | 24% |
| Manages education budget well | 29% | 26% | 20% | 20% | 24% | 24% |

| Durham County Trends 2016-2020 | | | | | | |
|---|------|------|------|------|------|----------------|
| The values below are highlighted to show whether there is a significant difference in the satisfaction rating compared to the averages satisfaction ratings from 2016-2020. Values highlighted in BLUE indicate that the rating was significantly higher (+4% or more) than the 2016-2020 average, and values highlighted in RED indicate that rating was significantly lower (-4% or more) than the 2016-2020 average. | | | | | | |
| | 2020 | 2019 | 2018 | 2017 | 2016 | 2016-2020 Avg. |
| Public Safety | | | | | | |
| Walking alone in your neighborhood during the day | 88% | 86% | 83% | 85% | 83% | 85% |
| Walking alone in your neighborhood at night | 60% | 60% | 56% | 56% | 54% | 57% |
| Visiting City parks | 55% | 50% | 52% | - | - | 52% |
| Using City recreation centers | 52% | 54% | 52% | - | - | 53% |
| In Downtown Durham | 49% | 49% | 49% | 43% | 43% | 47% |
| In Durham overall | 40% | 40% | 39% | 36% | 33% | 38% |
| Law Enforcement/Criminal Justice | | | | | | |
| Police relationship with your community | 49% | 58% | 57% | 61% | 56% | 56% |
| Animal control services | 49% | 54% | 47% | 47% | 49% | 49% |
| Sheriff's office relationship with your community | 47% | 55% | 51% | 58% | 60% | 54% |
| Enforcement of traffic safety laws | 43% | 47% | 43% | 46% | 49% | 46% |
| Local court system | 34% | 37% | 41% | 38% | 40% | 38% |
| Parks, Recreation, and Open Space | | | | | | |
| Greenways & trails | 65% | 67% | 59% | 61% | 60% | 62% |
| Public art | 60% | 58% | 48% | - | - | 55% |
| Outdoor athletic fields & courts | 52% | 57% | 48% | 50% | 53% | 52% |
| Customer service provided by City's Parks & Recreation staff | 52% | 55% | 50% | 52% | 51% | 52% |
| Maintenance | | | | | | |
| Condition of trails & greenways | 59% | 60% | 52% | - | - | 57% |
| Condition of public art | 59% | 55% | 50% | - | - | 55% |
| Condition of parks and open space | 56% | 55% | 49% | 49% | 51% | 52% |
| Condition of streets in your neighborhood | 53% | 48% | 51% | 56% | 51% | 52% |
| Condition of recreation centers & facilities | 48% | 49% | 44% | 44% | 42% | 46% |
| Condition of sidewalks in your neighborhood | 47% | 39% | 40% | 44% | 46% | 43% |
| Overall appearance of major entryways to Downtown Durham | 46% | 44% | 41% | 43% | 44% | 43% |
| Appearance of landscaping on right of ways along streets/public area | 44% | 44% | 41% | 44% | 43% | 43% |
| Condition of aquatic facilities | 38% | 41% | 36% | - | - | 38% |
| Condition of bicycle facilities | 38% | 35% | 31% | 31% | 30% | 33% |
| Condition of parking | 35% | 32% | 32% | - | - | 33% |
| Condition of public school facilities | 31% | 32% | 26% | - | - | 29% |
| Multi-Modal Transportation | | | | | | |
| Ability in your neighborhood to run, walk, bike, & exercise outdoors | 69% | 65% | 60% | - | - | 65% |
| Ease of travel by walking | 37% | 39% | 37% | 40% | 37% | 38% |
| Quality of downtown parking facilities | 33% | 38% | 37% | 37% | 34% | 36% |
| Ease of travel by biking | 29% | 27% | 25% | 25% | 23% | 26% |
| Ease of travel by bus | 24% | 28% | 20% | 33% | 37% | 28% |
| Communication | | | | | | |
| Ability to get timely emergency/disaster info 24 hours a day | 60% | 59% | 58% | 53% | - | 57% |
| Ease of locating information on County website | 46% | 47% | 43% | 47% | 47% | 46% |
| Availability of info about County programs & services | 45% | 45% | 43% | 44% | 40% | 43% |
| Your experience engaging with County government process | 36% | 43% | 41% | 39% | 39% | 40% |
| County efforts to keep you informed about local issues | 33% | 36% | 33% | 31% | 37% | 34% |
| Level of public involvement in local decisions | 24% | 31% | 29% | 29% | 28% | 28% |

Durham County Trends 2016-2020

The values below are highlighted to show whether there is a significant difference in the satisfaction rating compared to the averages satisfaction ratings from 2016-2020. Values highlighted in BLUE indicate that the rating was significantly higher (+4% or more) than the 2016-2020 average, and values highlighted in RED indicate that rating was significantly lower (-4% or more) than the 2016-2020 average.

| Solid Waste and Utility Services | 2020 | 2019 | 2018 | 2017 | 2016 | 2016-2020 Avg. |
|--|------|------|------|------|------|----------------|
| Solid waste collection services | 81% | 80% | 78% | 79% | 80% | 80% |
| Curbside recycling services | 81% | 82% | 78% | 75% | 82% | 79% |
| Sewer services | 70% | 71% | 68% | 69% | 63% | 68% |
| Quality of drinking water | 65% | 67% | 63% | 64% | 63% | 64% |
| City Waste Disposal Center | 64% | 68% | 62% | 64% | 63% | 64% |
| County Solid Waste Convenience Centers | 59% | 62% | 59% | 62% | 62% | 61% |
| Yard waste collection services | 54% | 67% | 64% | 67% | 59% | 62% |
| Stream & lake protection | 47% | 49% | 44% | 42% | 40% | 44% |
| Customer Service | 2020 | 2019 | 2018 | 2017 | 2016 | 2016-2020 Avg. |
| Courtesy of County employee(s) you interacted with | 71% | 68% | 66% | 63% | 73% | 68% |
| Accuracy of information you were given | 70% | 65% | 61% | 57% | 67% | 64% |
| Appropriateness of County employees' response | 68% | 63% | 60% | 59% | 62% | 62% |
| Timeliness of County employees' response | 64% | 62% | 60% | 56% | 60% | 60% |
| How easy County Government was to contact | 63% | 59% | 60% | 59% | 67% | 62% |
| Resolution to your issue/concern | 60% | 59% | 54% | 50% | 63% | 57% |
| Overall Ratings | 2020 | 2019 | 2018 | 2017 | 2016 | 2016-2020 Avg. |
| As a place to live | 81% | 82% | 85% | 81% | 80% | 82% |
| As a place to work | 79% | 81% | 81% | 78% | 78% | 79% |
| As a place to visit | 67% | 71% | 67% | 64% | 67% | 67% |
| As a place to play | 64% | 66% | 68% | 61% | 65% | 65% |
| As a place to raise children | 61% | 63% | 63% | 58% | 63% | 62% |
| As a place to retire | 56% | 59% | 55% | 57% | 60% | 58% |
| As a community that is moving in the right direction | 56% | 57% | 63% | 61% | 59% | 59% |
| As a place to start a business | 55% | 54% | 52% | 54% | 56% | 54% |
| As a place to educate children | 44% | 42% | 37% | 35% | 44% | 40% |

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 the 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 3 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 County 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:

- Quality of public schools (IS=0.2581)
- Quality of sheriff protection (IS=0.0722)
- Quality of public health services (IS=0.0644)

Importance-Satisfaction (IS) Analysis for 8 of the 24 major categories of City and County services is shown in the table below. The remainder of the Importance-Satisfaction results can be found in Section 3 of this report.

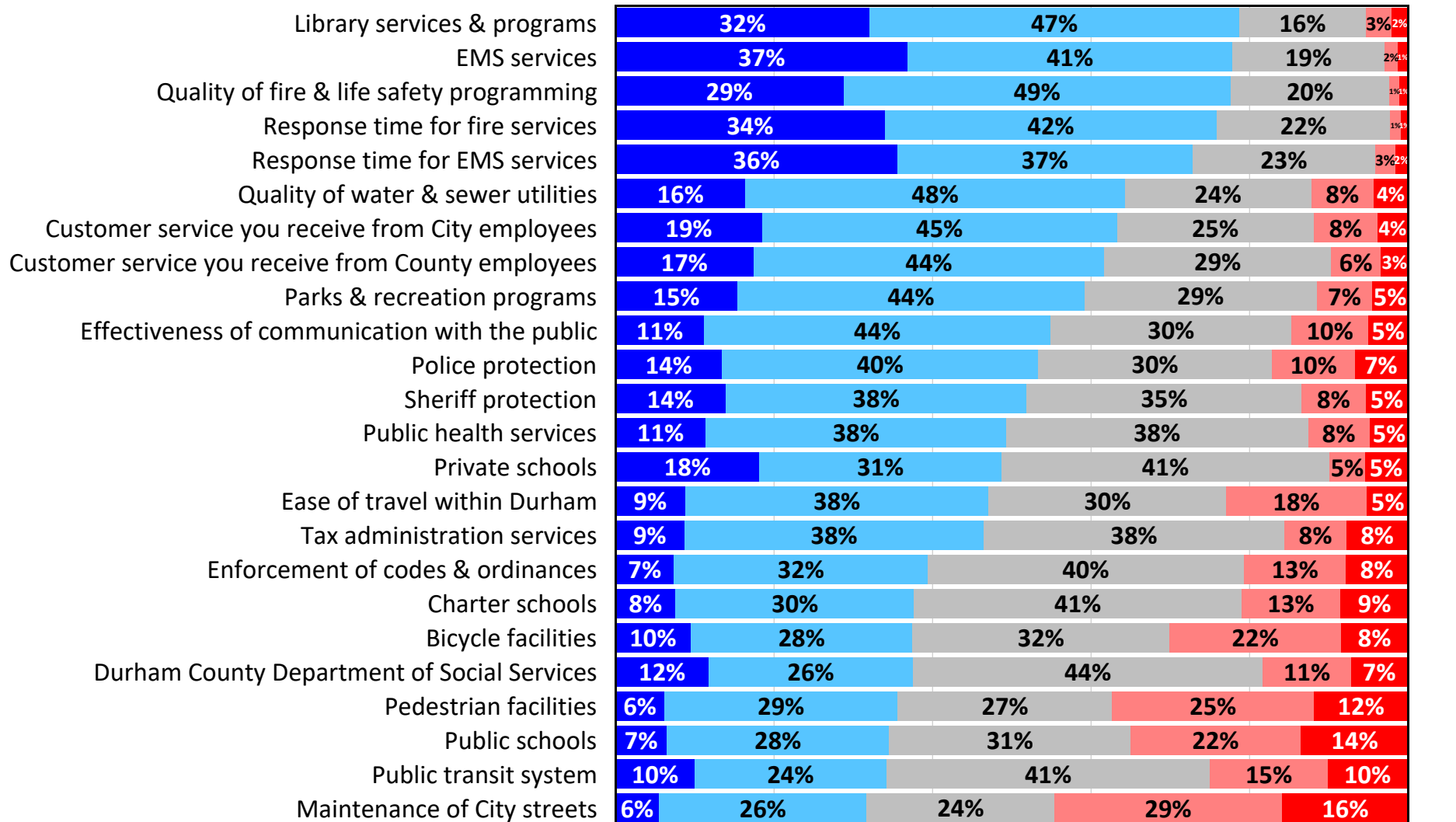
| Importance-Satisfaction Rating Major Categories of City and County Services Durham County, North Carolina | | | | | | |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
| Very High Priority (IS > 0.20) | | | | | | |
| Quality of public schools | 39% | 2 | 35% | 22 | 0.2581 | 1 |
| Maintenance of City streets | 35% | 3 | 32% | 24 | 0.2377 | 2 |
| Quality of police protection | 47% | 1 | 53% | 11 | 0.2186 | 3 |
| Medium Priority (IS < 0.10) | | | | | | |
| Quality of pedestrian facilities | 16% | 4 | 36% | 21 | 0.0998 | 4 |
| Quality of sheriff protection | 15% | 5 | 52% | 12 | 0.0722 | 5 |
| Quality of public health services | 13% | 6 | 49% | 13 | 0.0644 | 6 |
| Ease of travel within Durham | 12% | 7 | 47% | 15 | 0.0619 | 7 |
| Quality of public transit system | 9% | 8 | 34% | 23 | 0.0605 | 8 |

Section 1

Charts and Graphs

Q1. Satisfaction with Major Categories of City and County Services

by percentage of respondents (excluding NA)

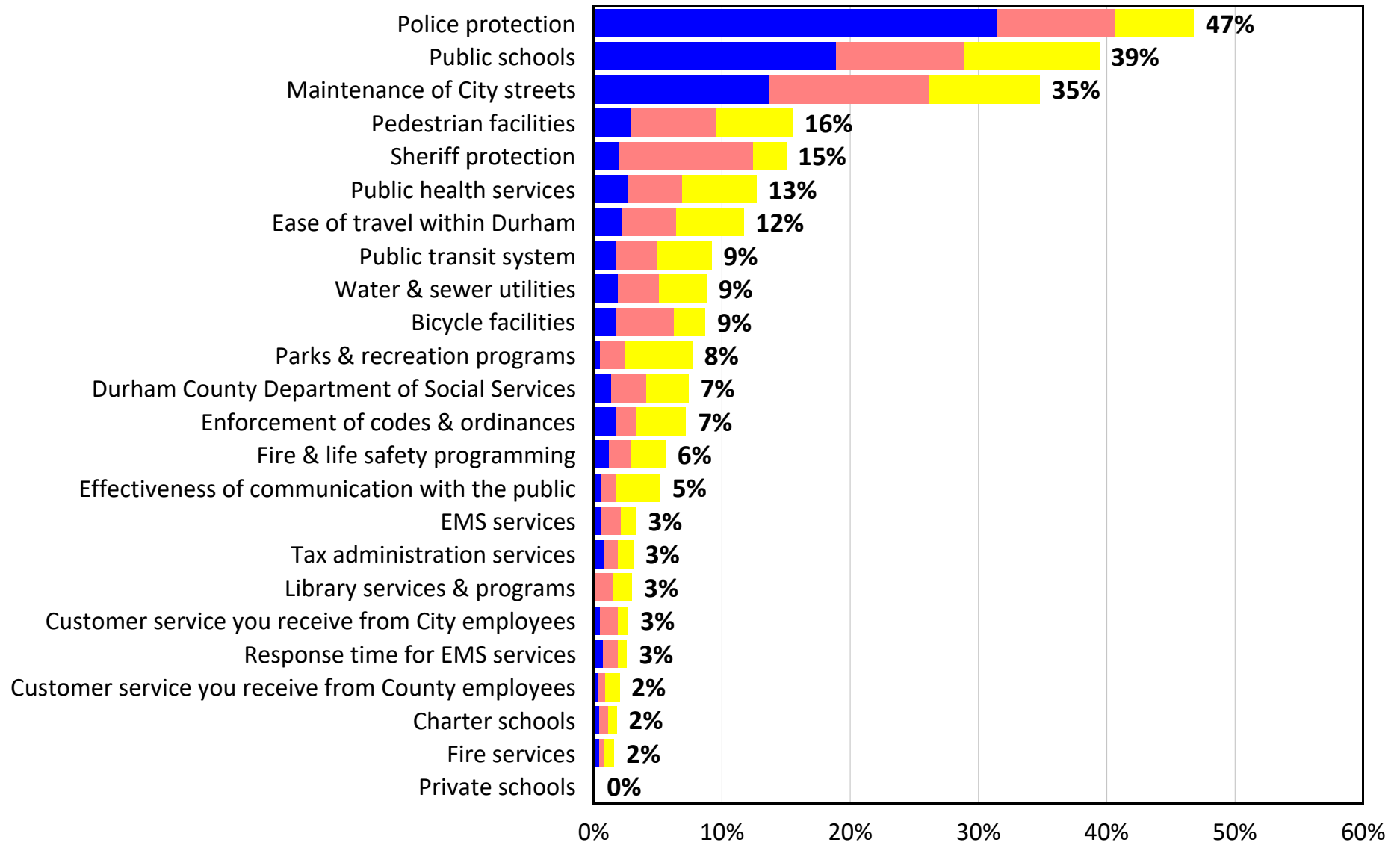


0% 20% 40% 60% 80% 100%

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Q2. Major Categories of Services That Should Receive the Most Emphasis from City & County Leaders Over the Next Two Years

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

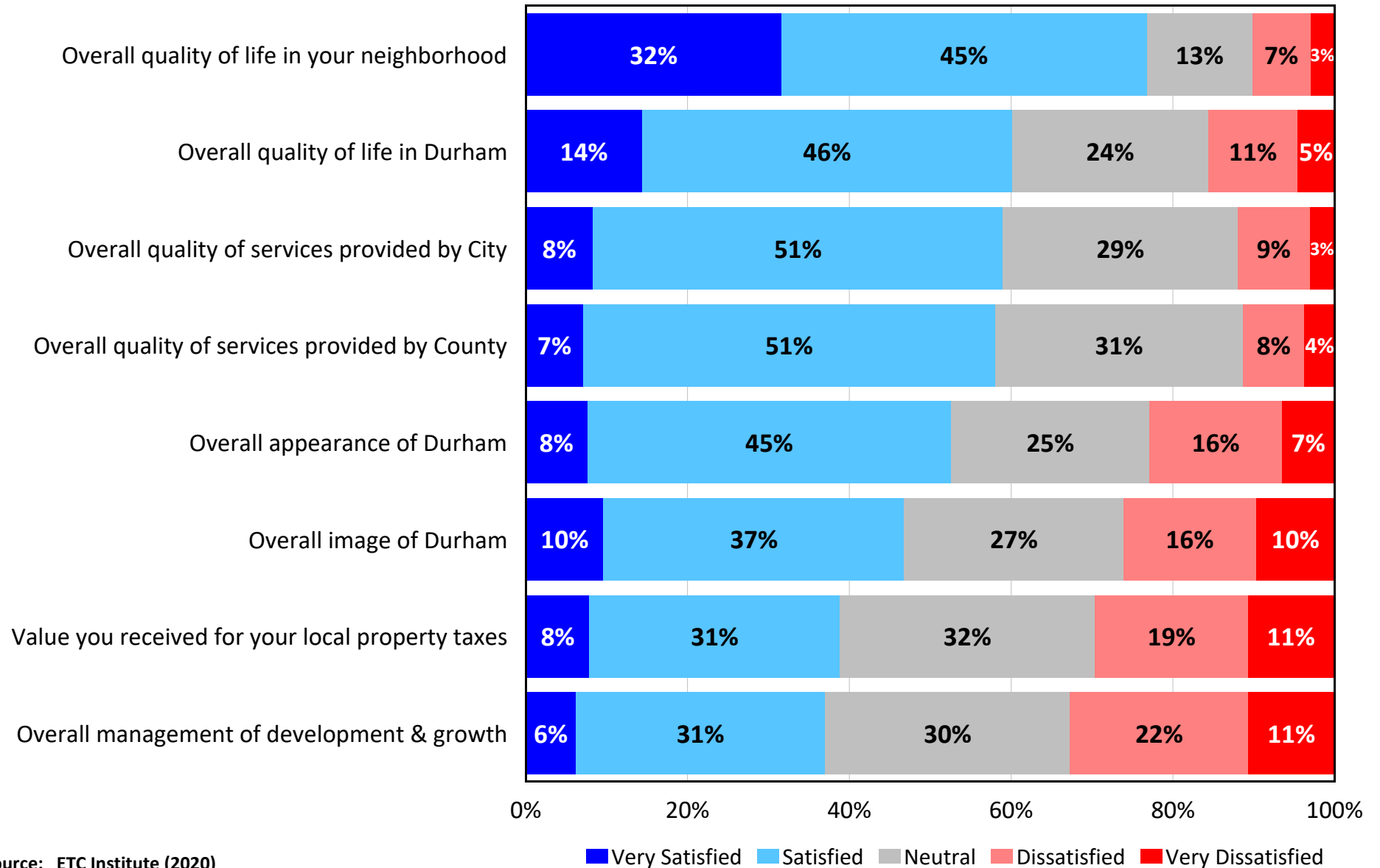


Source: ETC Institute (2020)

■ Most Emphasis ■ 2nd Choice ■ 3rd Choice

Q3. Satisfaction with Items That May Influence Your Perception of Durham

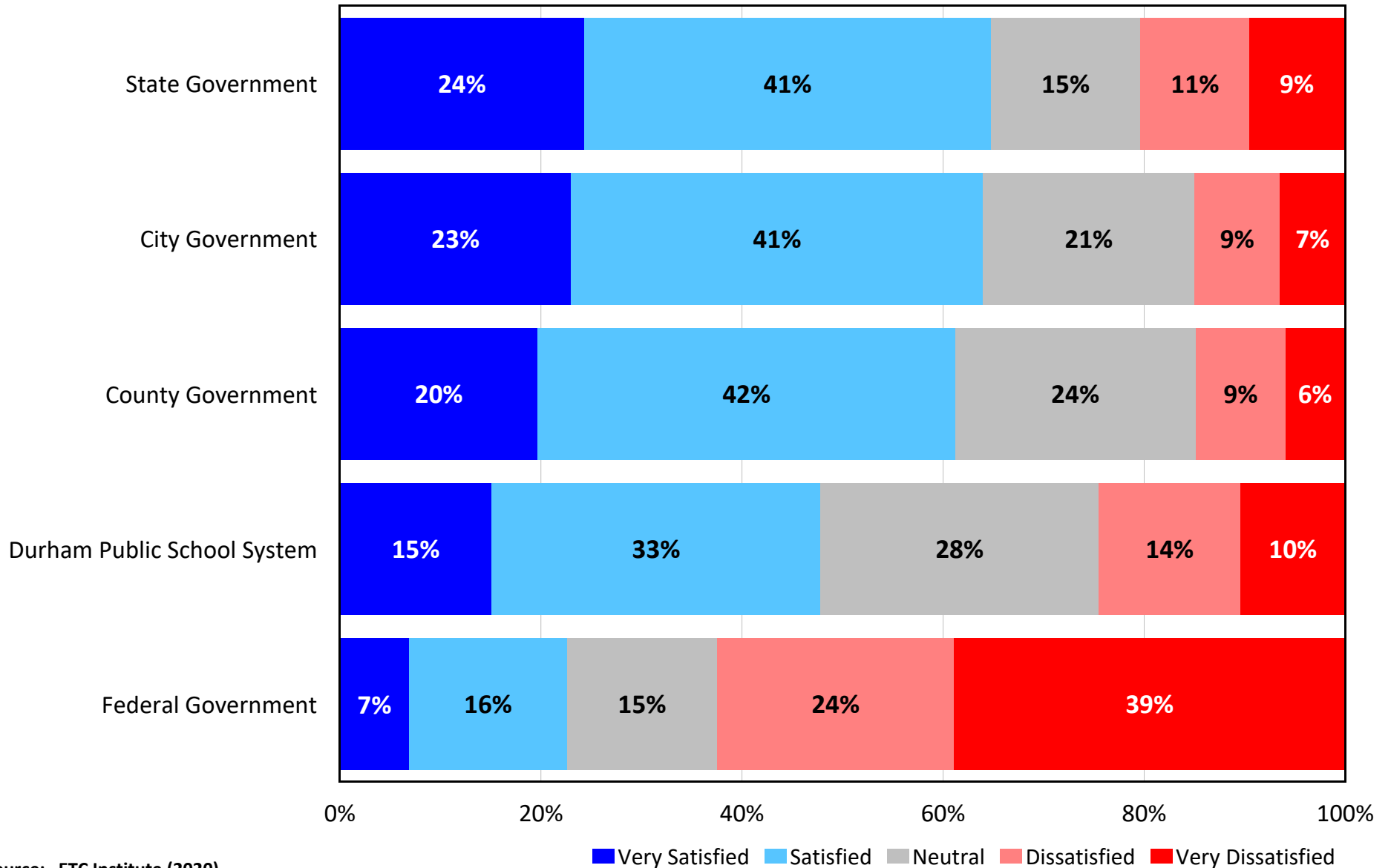
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q4. Satisfaction with How Government Responded to the COVID-19 Pandemic

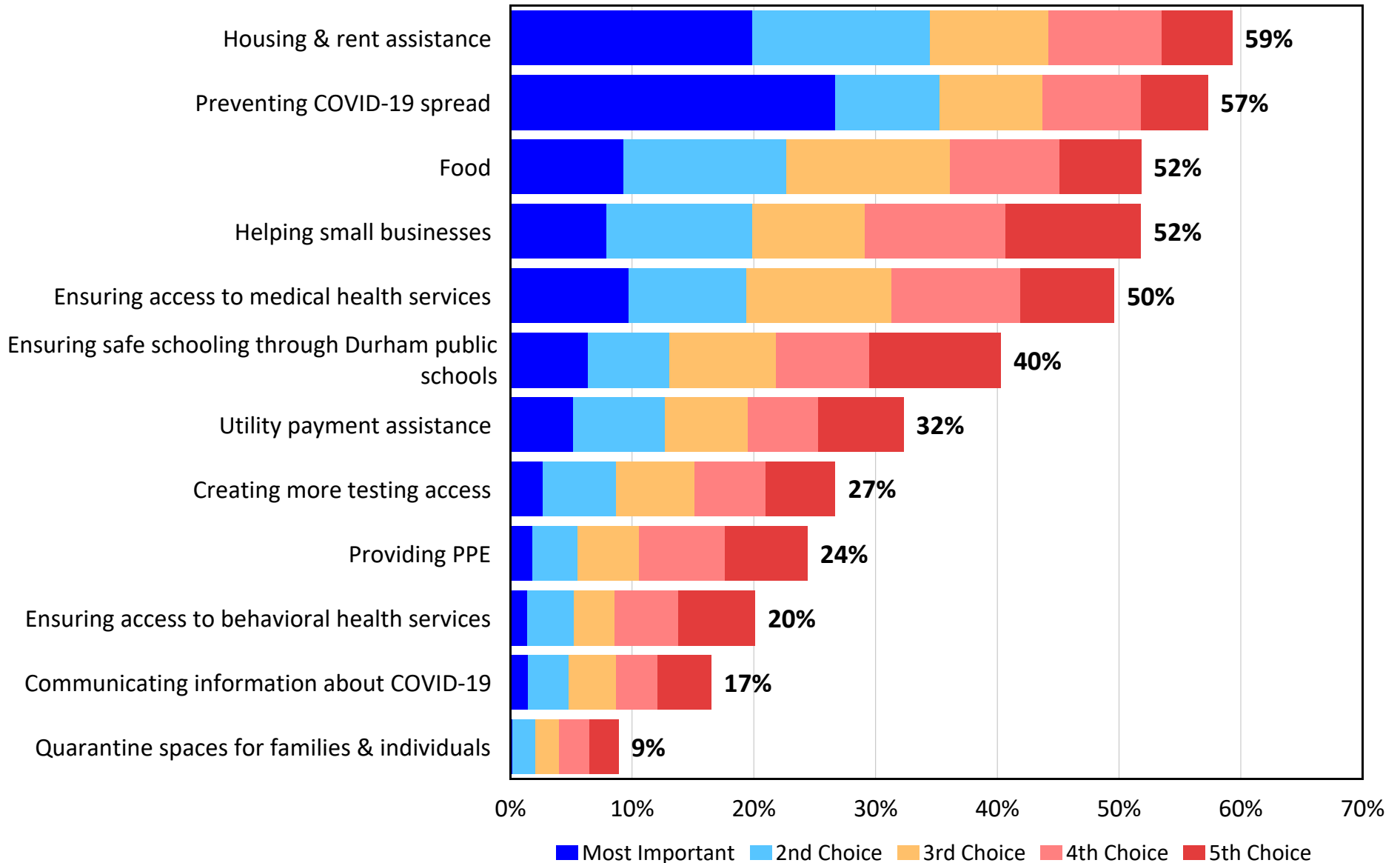
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q5. Areas Most Important for the City/County to Spend Resources on During the COVID-19 Pandemic

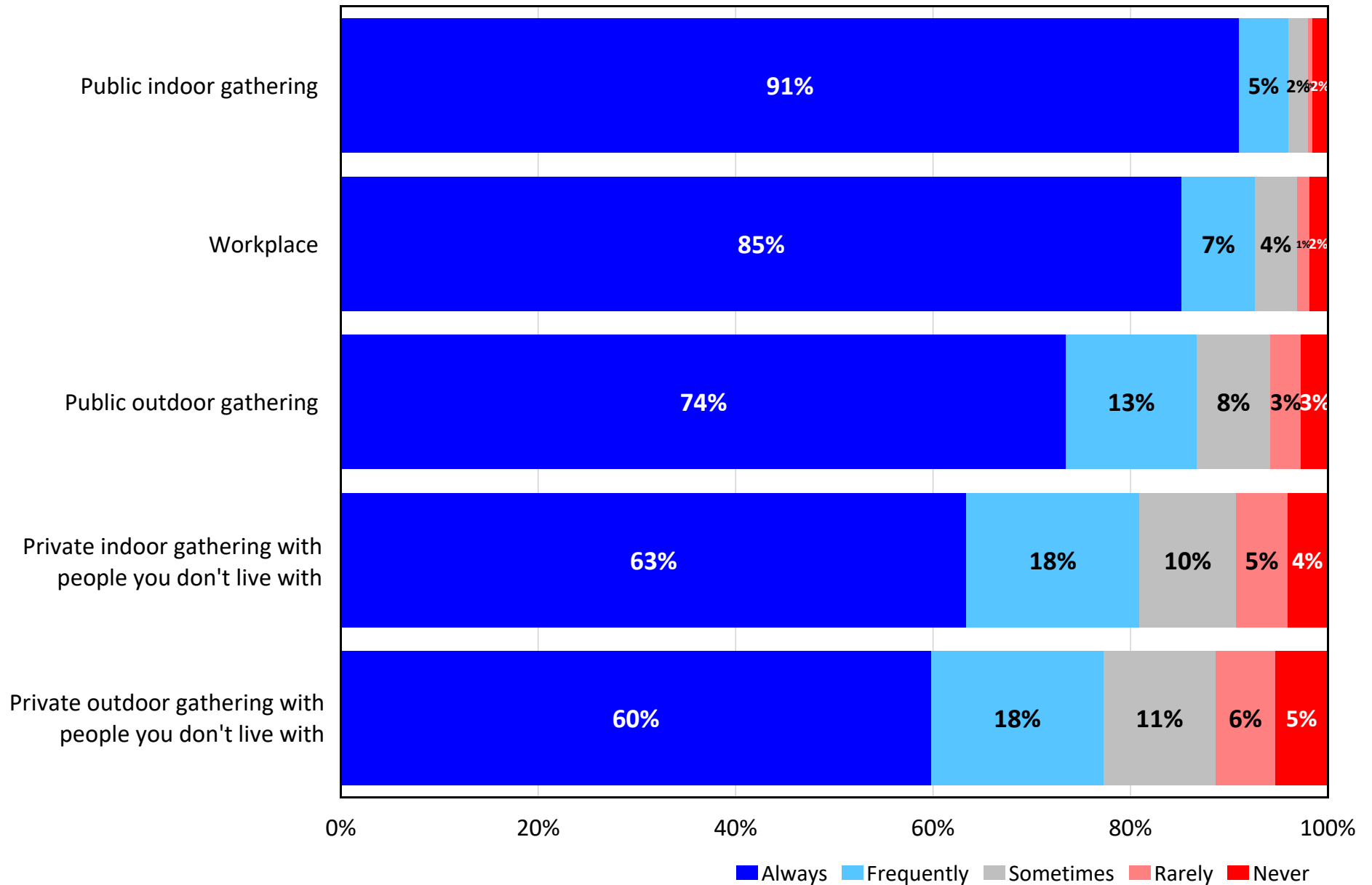
by percentage of respondents who selected the item as one of their top five choices



Source: ETC Institute (2020)

Q6. Frequency a Mask is Being Worn in Various Settings

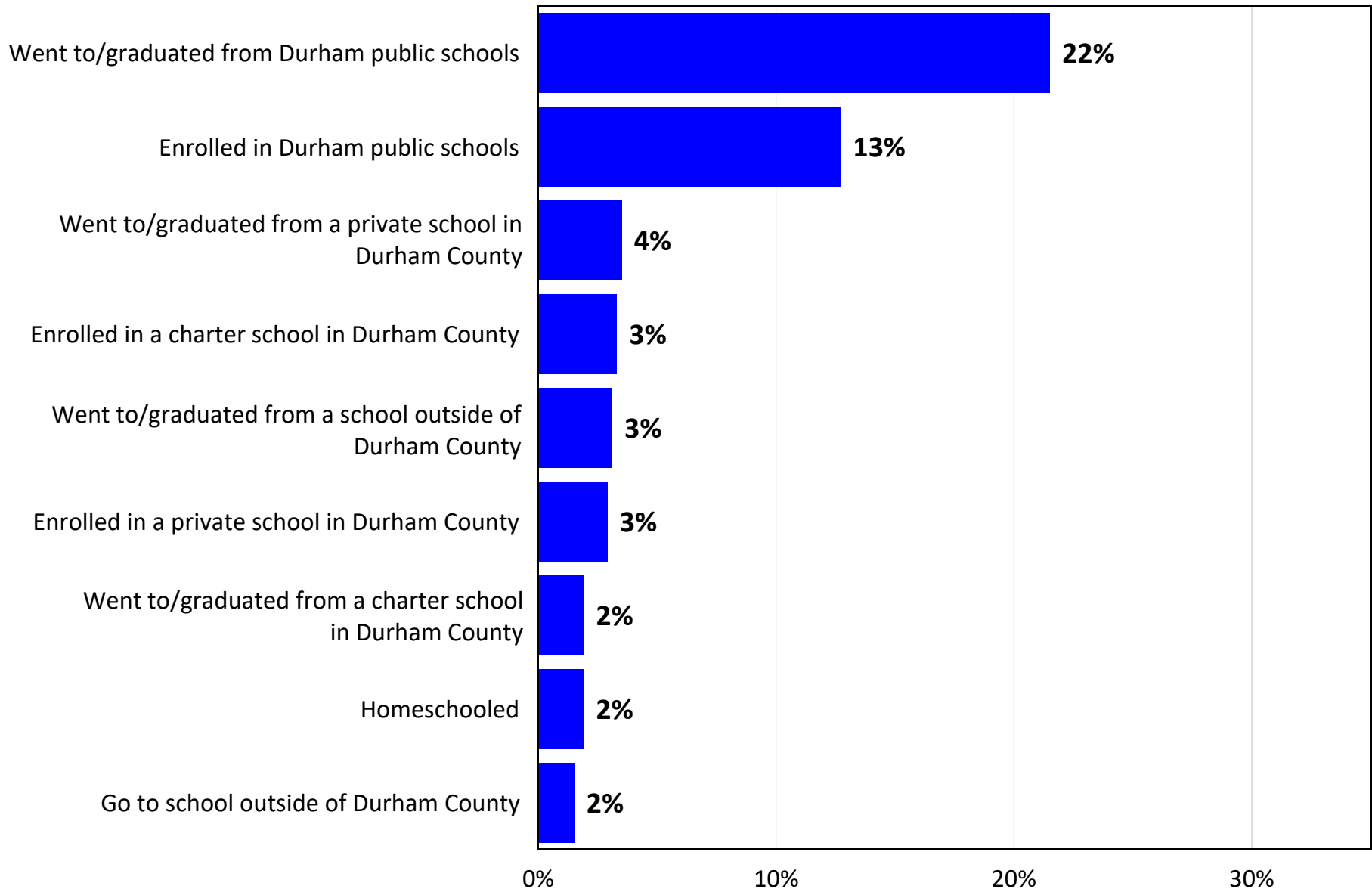
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

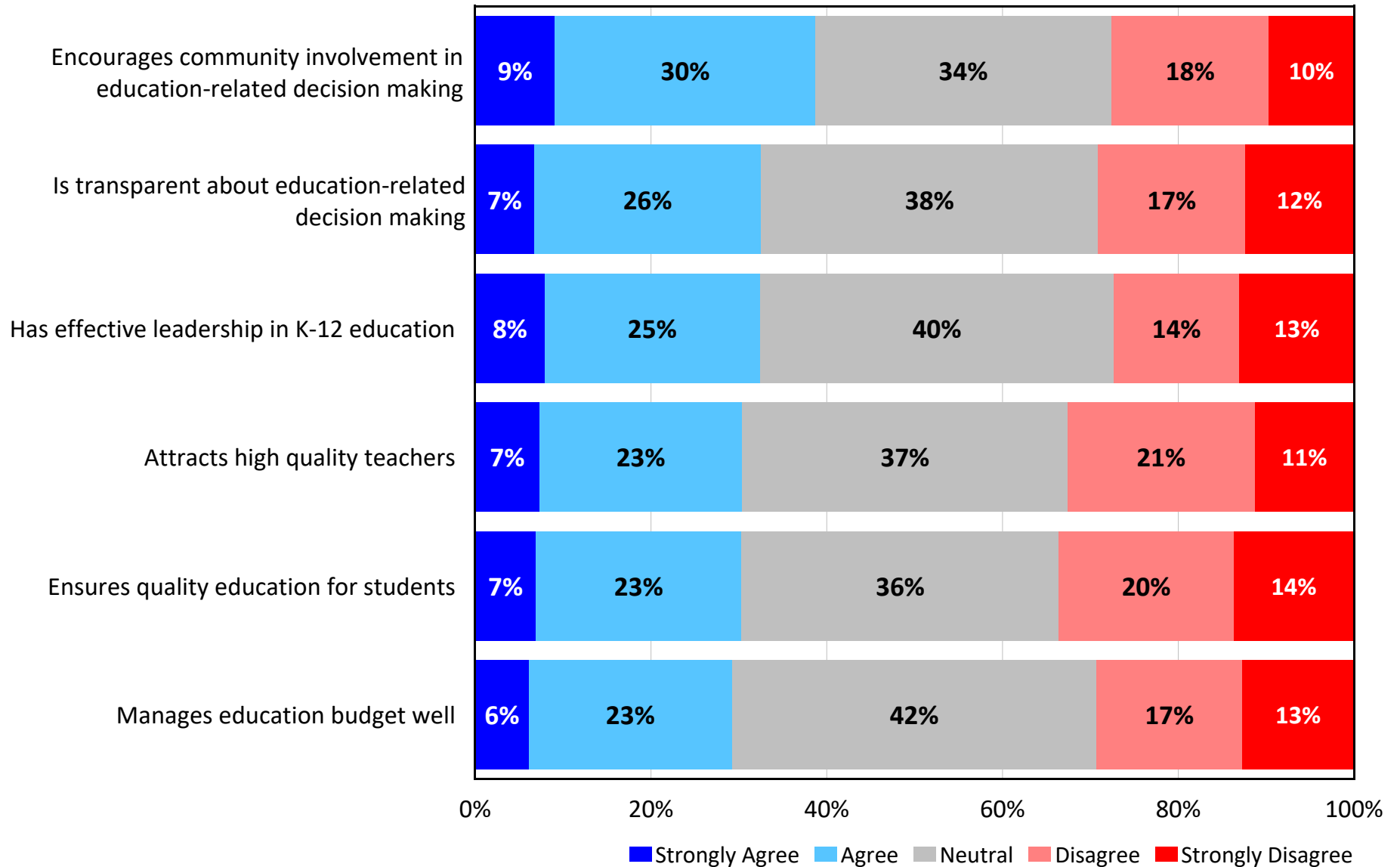
Q7. Education Status of Children in Your Household

by percentage of respondents (multiple choices could be made)



Q8. Level of Agreement with Statements About Durham Public Schools

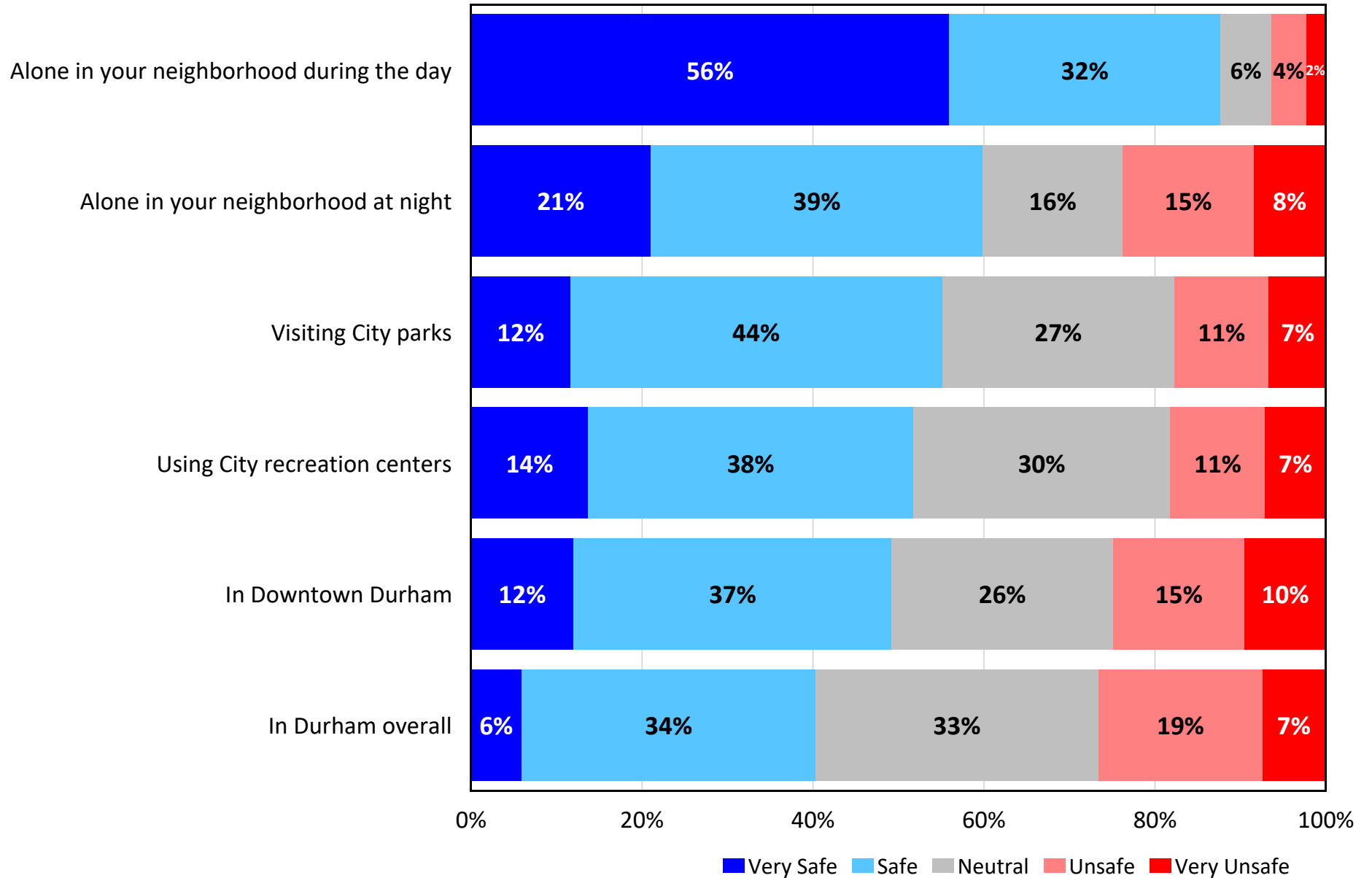
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q9. Feeling of Safety in Various Situations in Durham

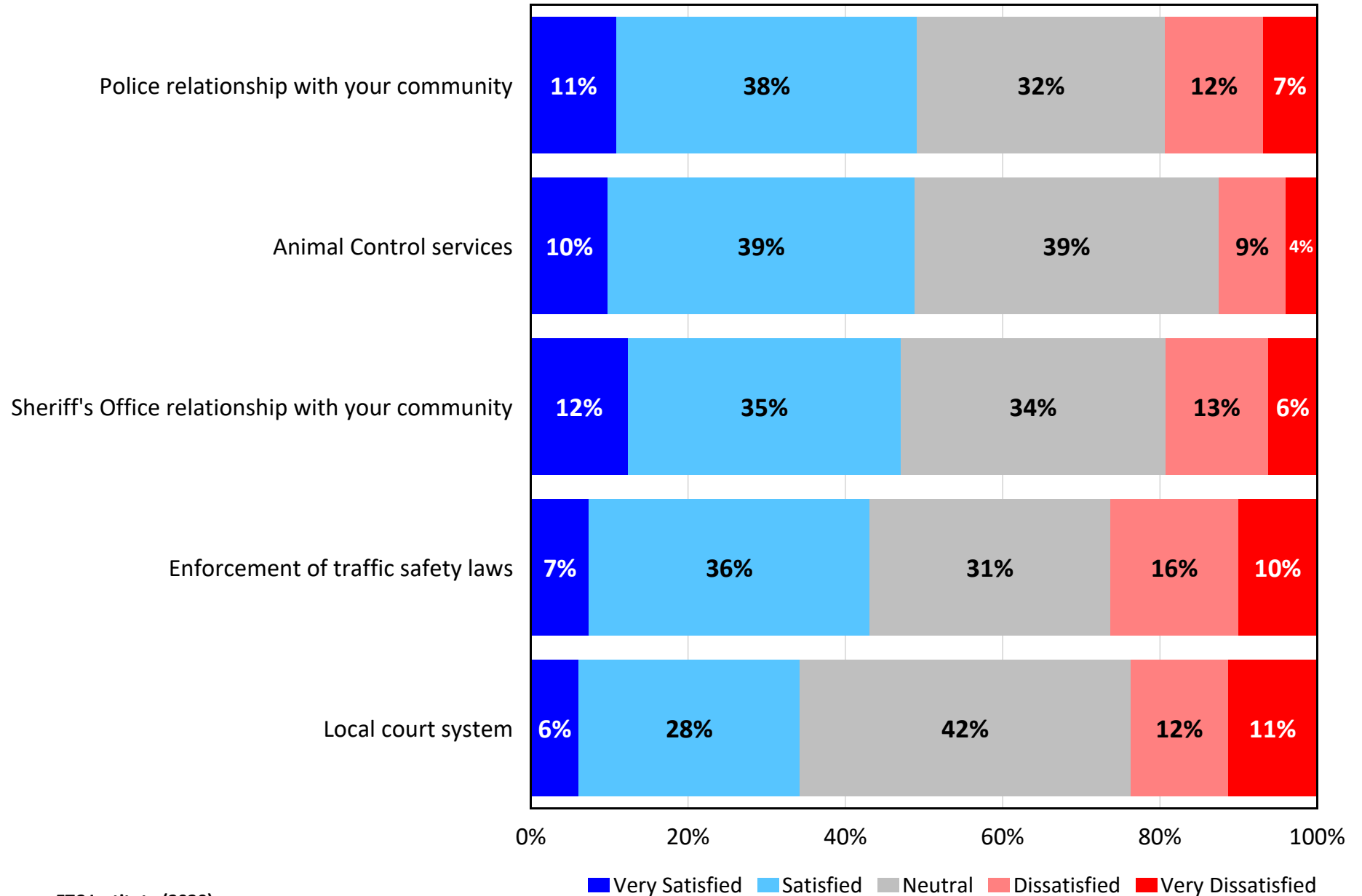
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q10. Satisfaction with Law Enforcement/Criminal Justice

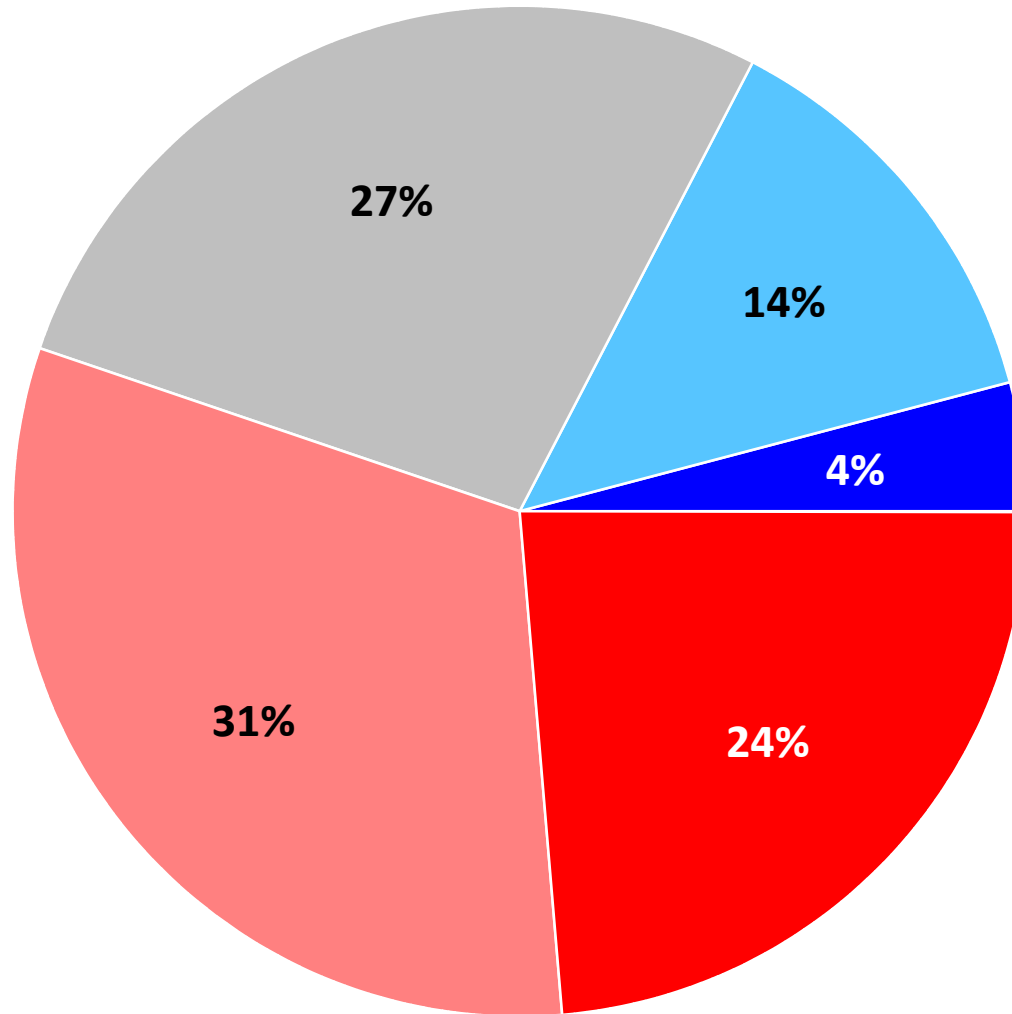
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q11. How satisfied are you with the availability of affordable housing?

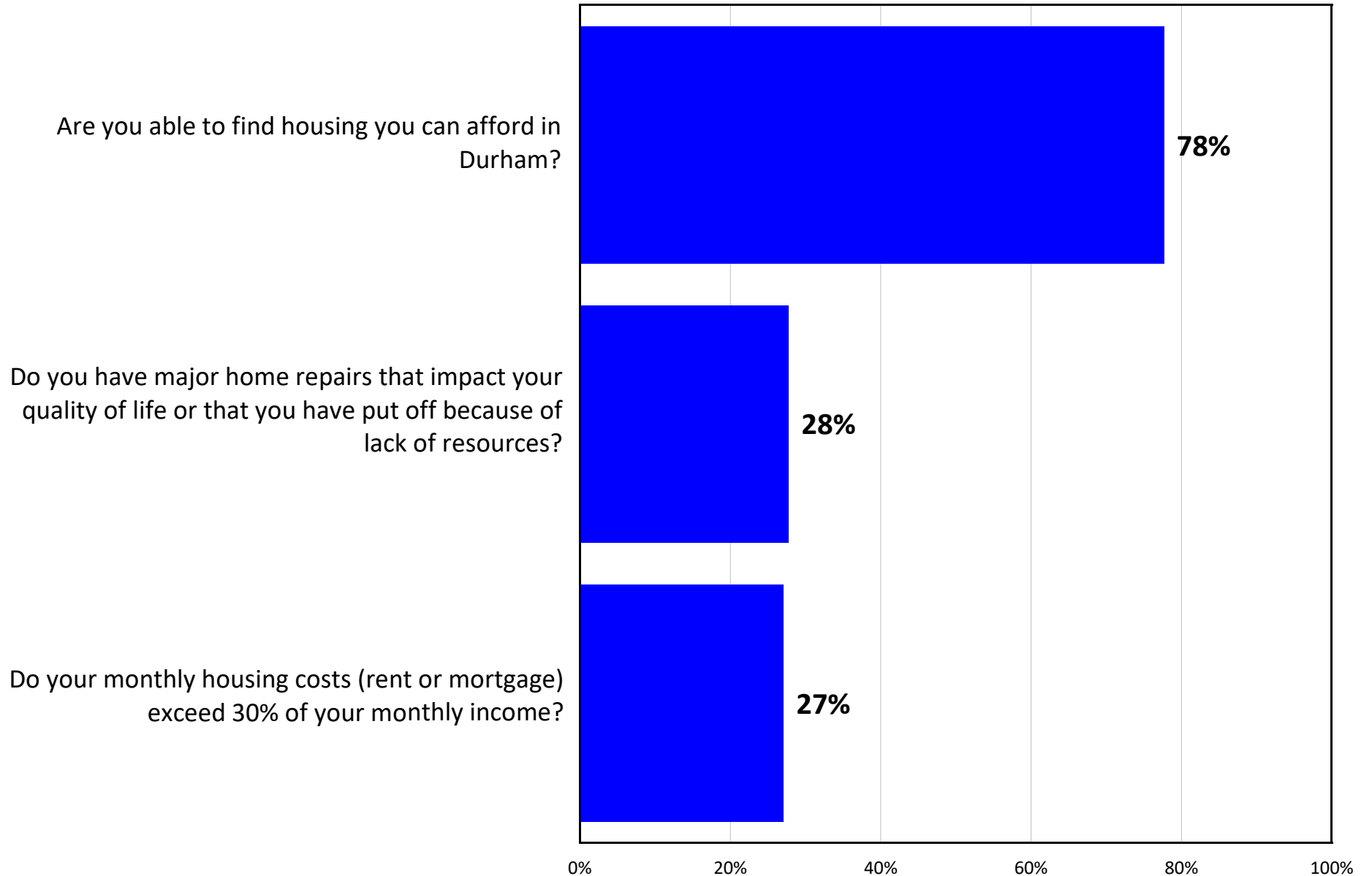
by percentage of respondents (excluding NA)



■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very dissatisfied

Q12. Housing Questions

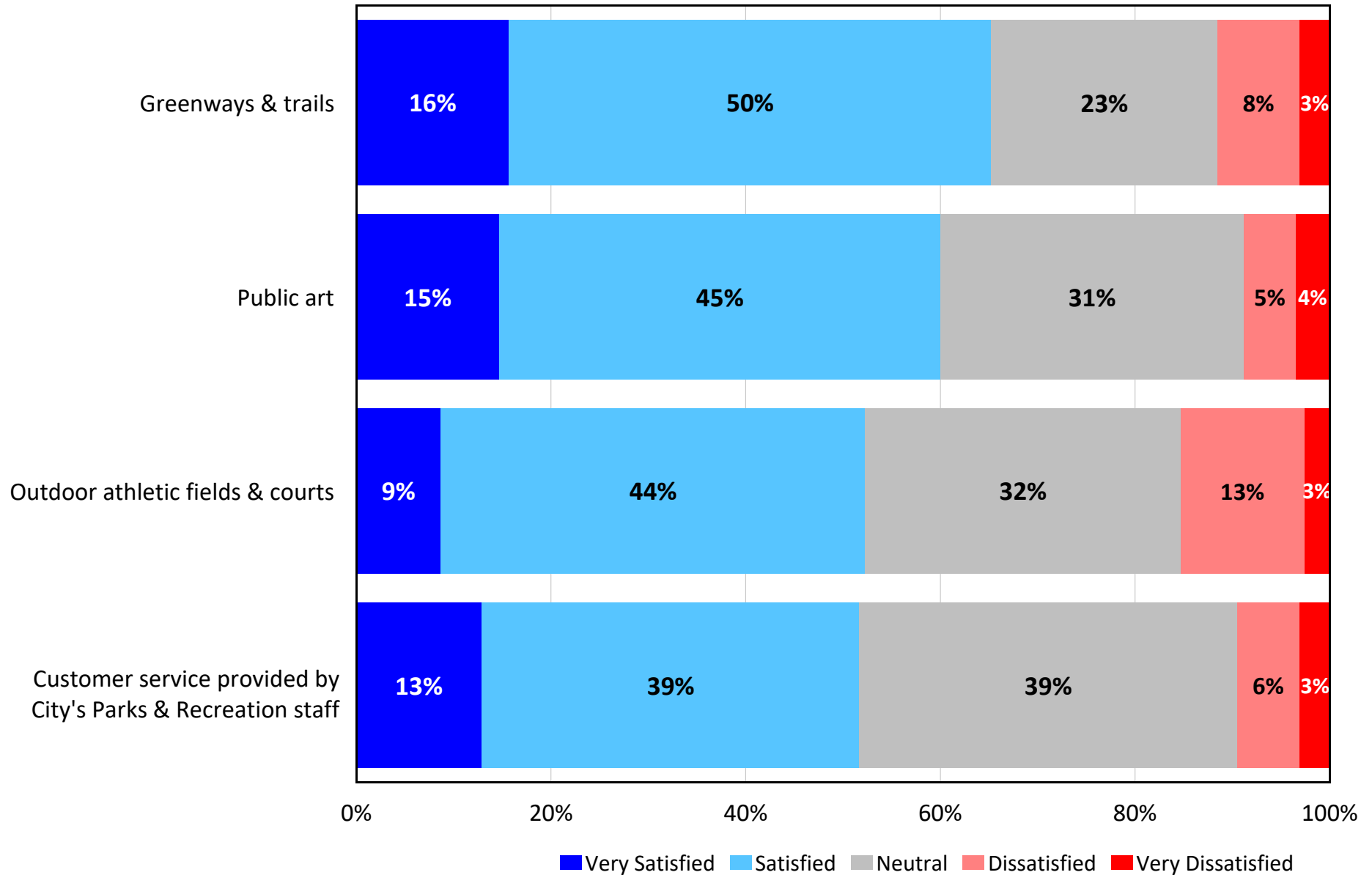
by percentage of respondents who answered "Yes"



Source: ETC Institute (2020)

Q13. Satisfaction with Parks, Recreation, and Open Space

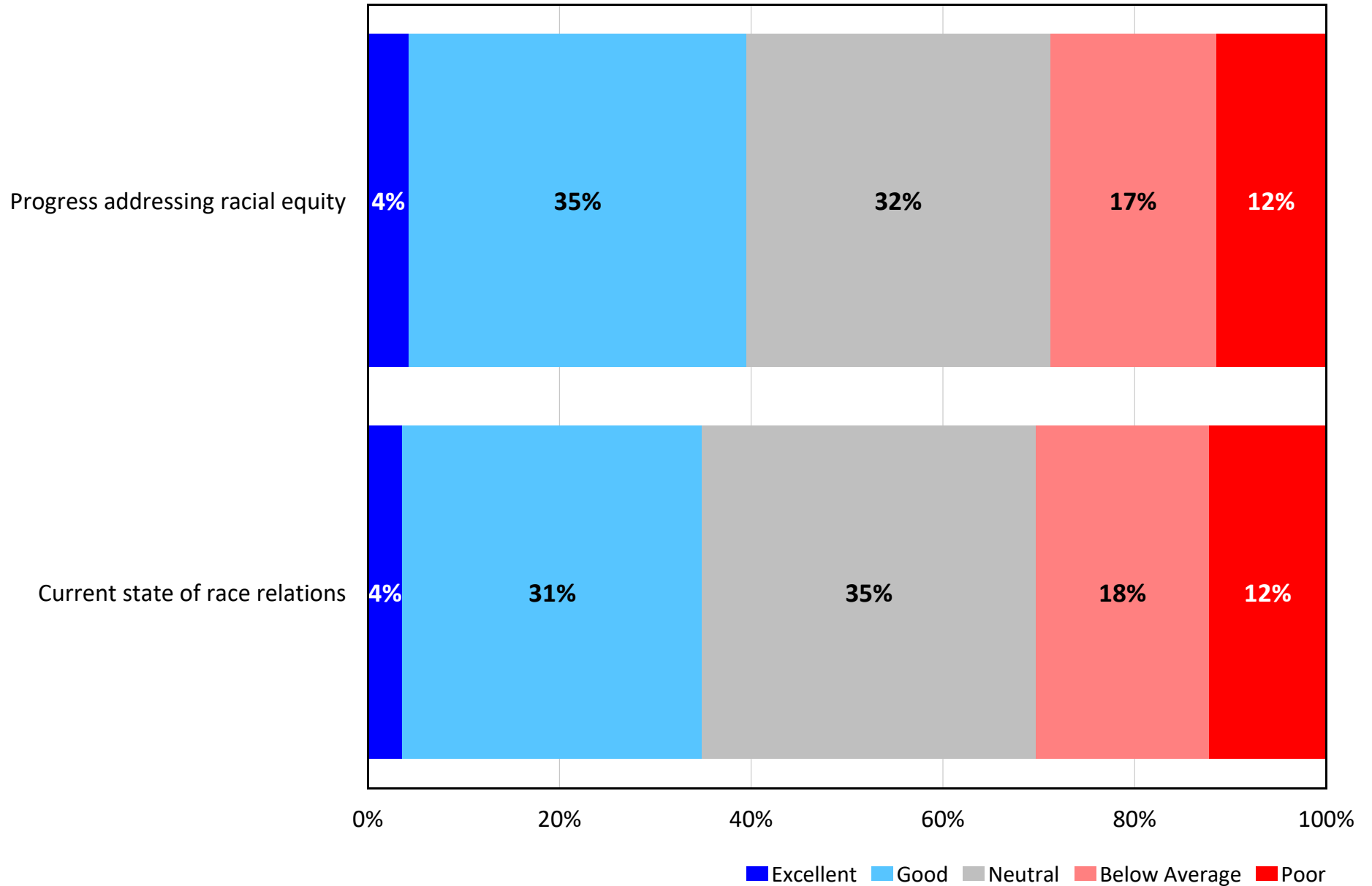
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q14. Rating of Durham in Community Topics

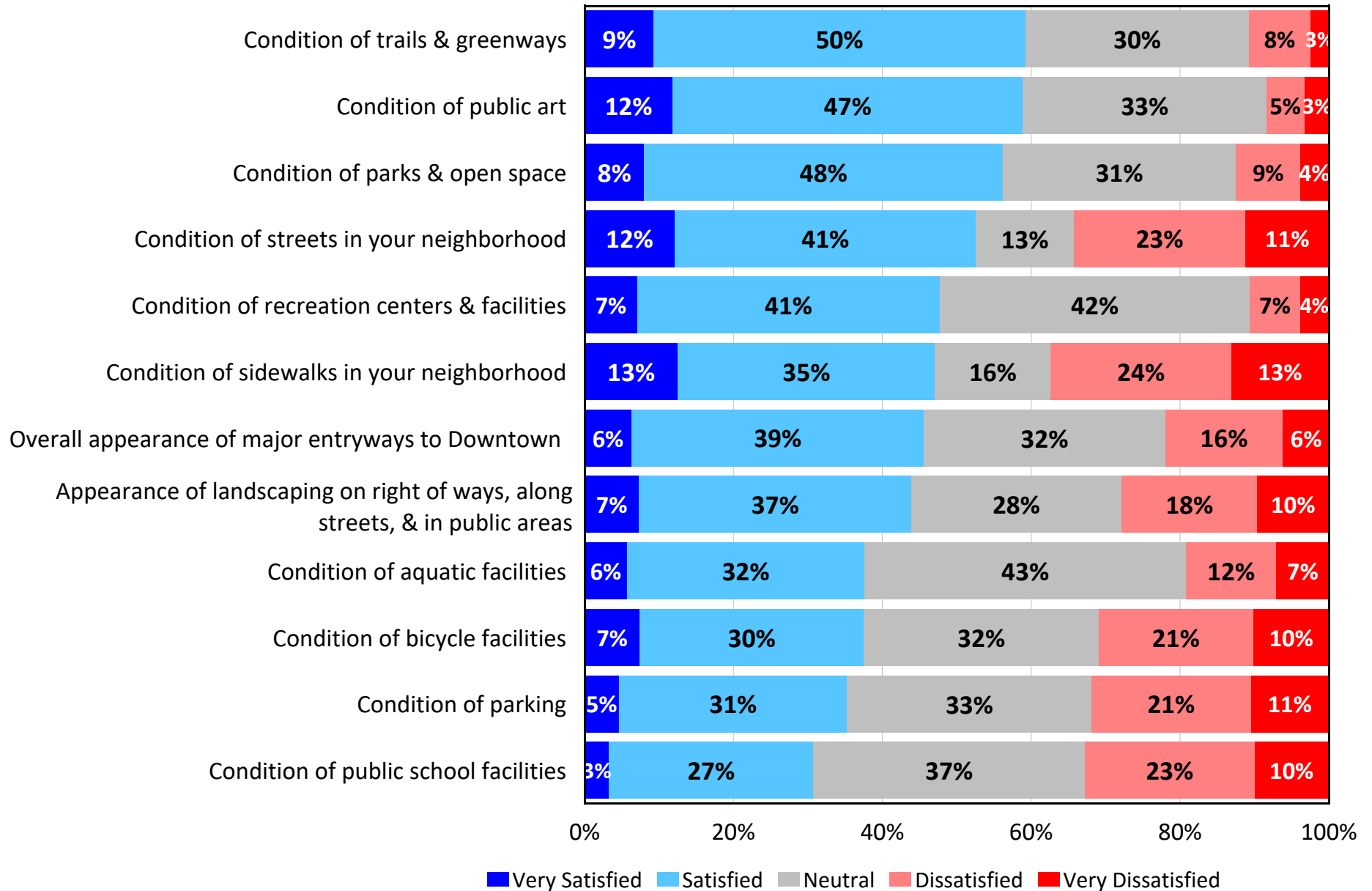
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q15. Satisfaction with Maintenance Services

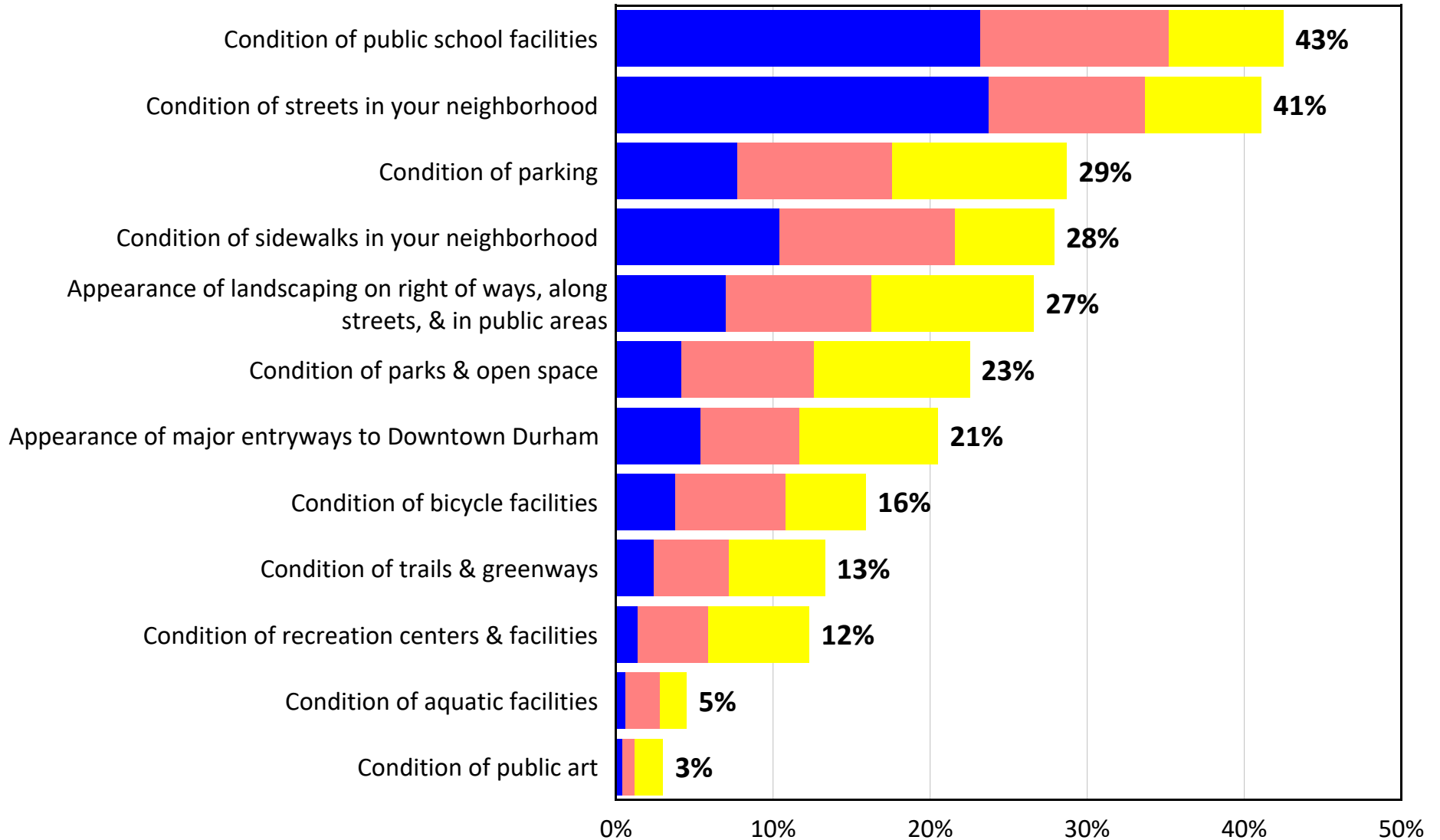
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q16. Maintenance Services That Should Receive the Most Emphasis From Leaders Over the Next Two Years

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

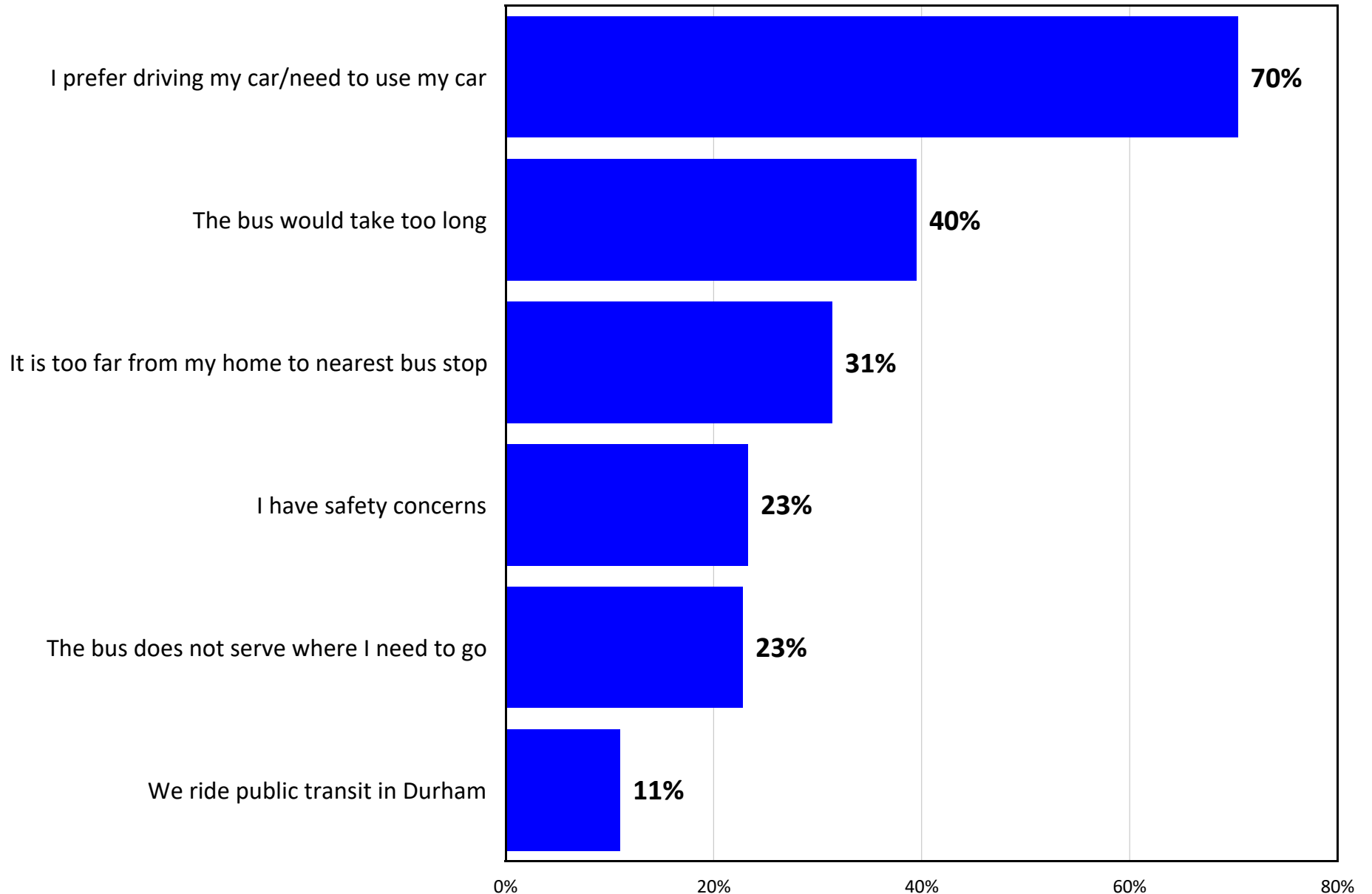


Source: ETC Institute (2020)

■ Most Emphasis ■ 2nd Choice ■ 3rd Choice

Q17a. Reasons for NOT Using Public Transit in Durham

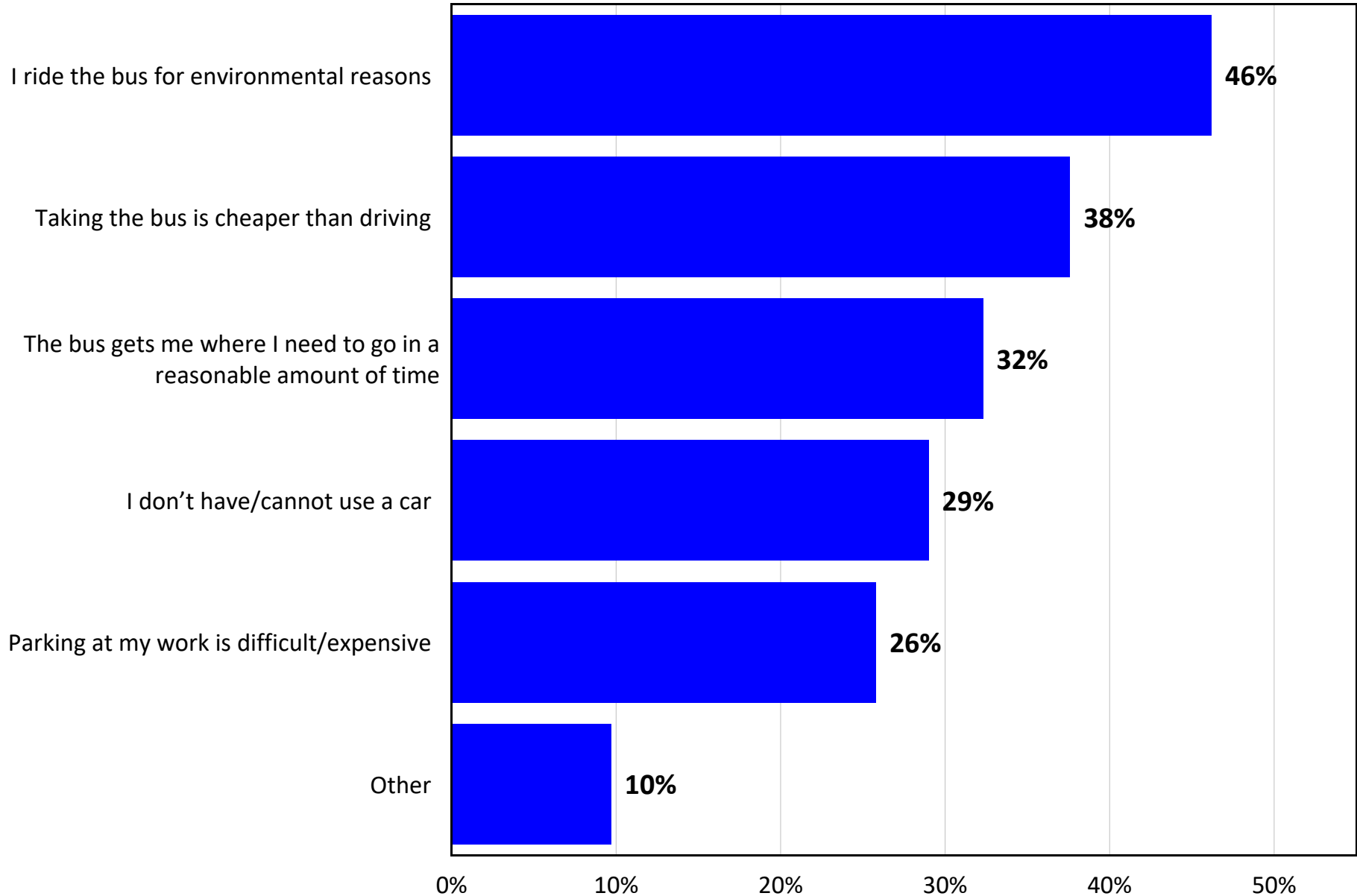
by percentage of respondents (up to three choices could be made)



Source: ETC Institute (2020)

Q17b. Reasons You DO Use Public Transit in Durham

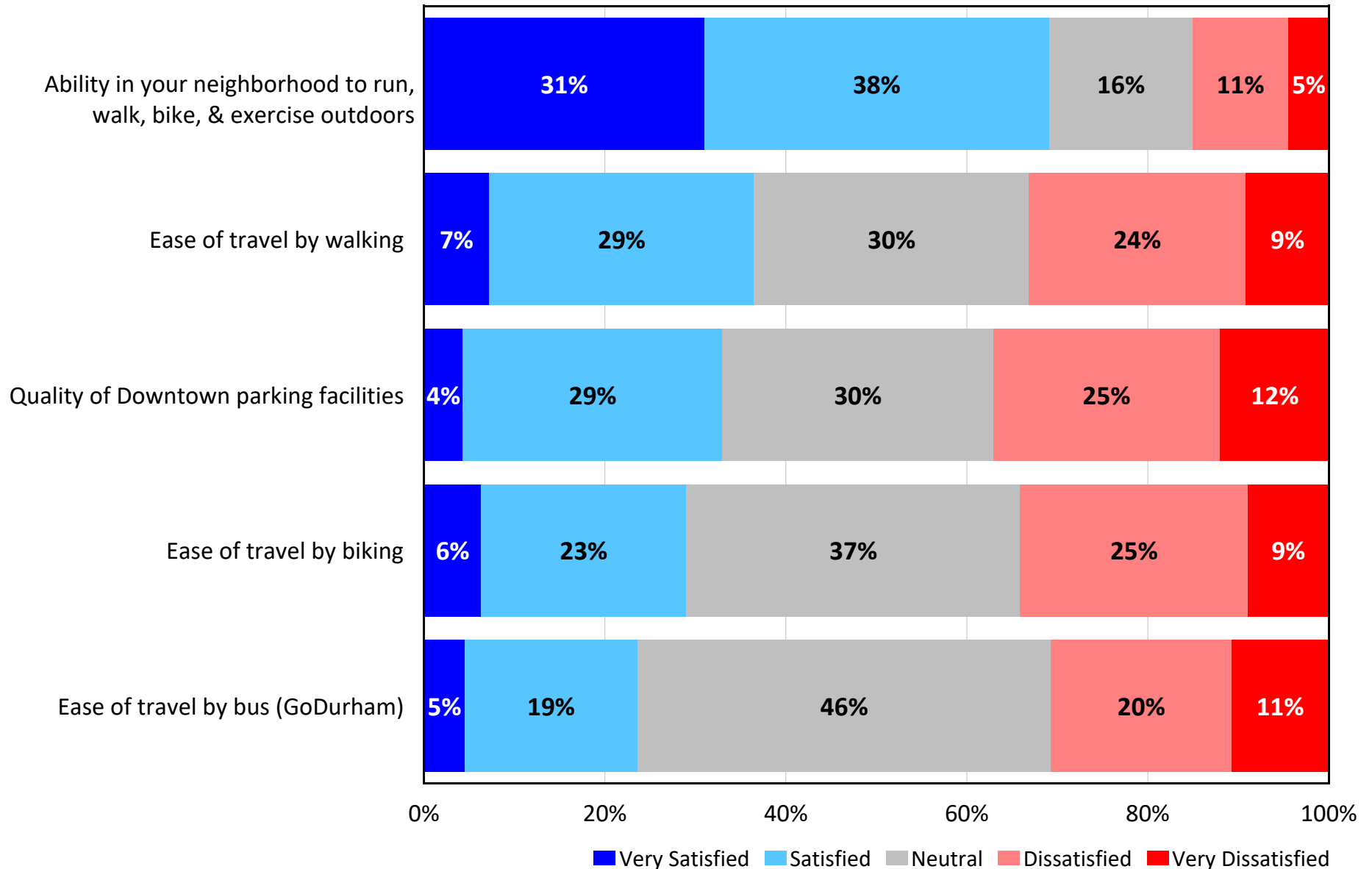
by percentage of respondents who ride public transit (up to three choices could be made)



Source: ETC Institute (2020)

Q18. Satisfaction with Multi-Modal Transportation

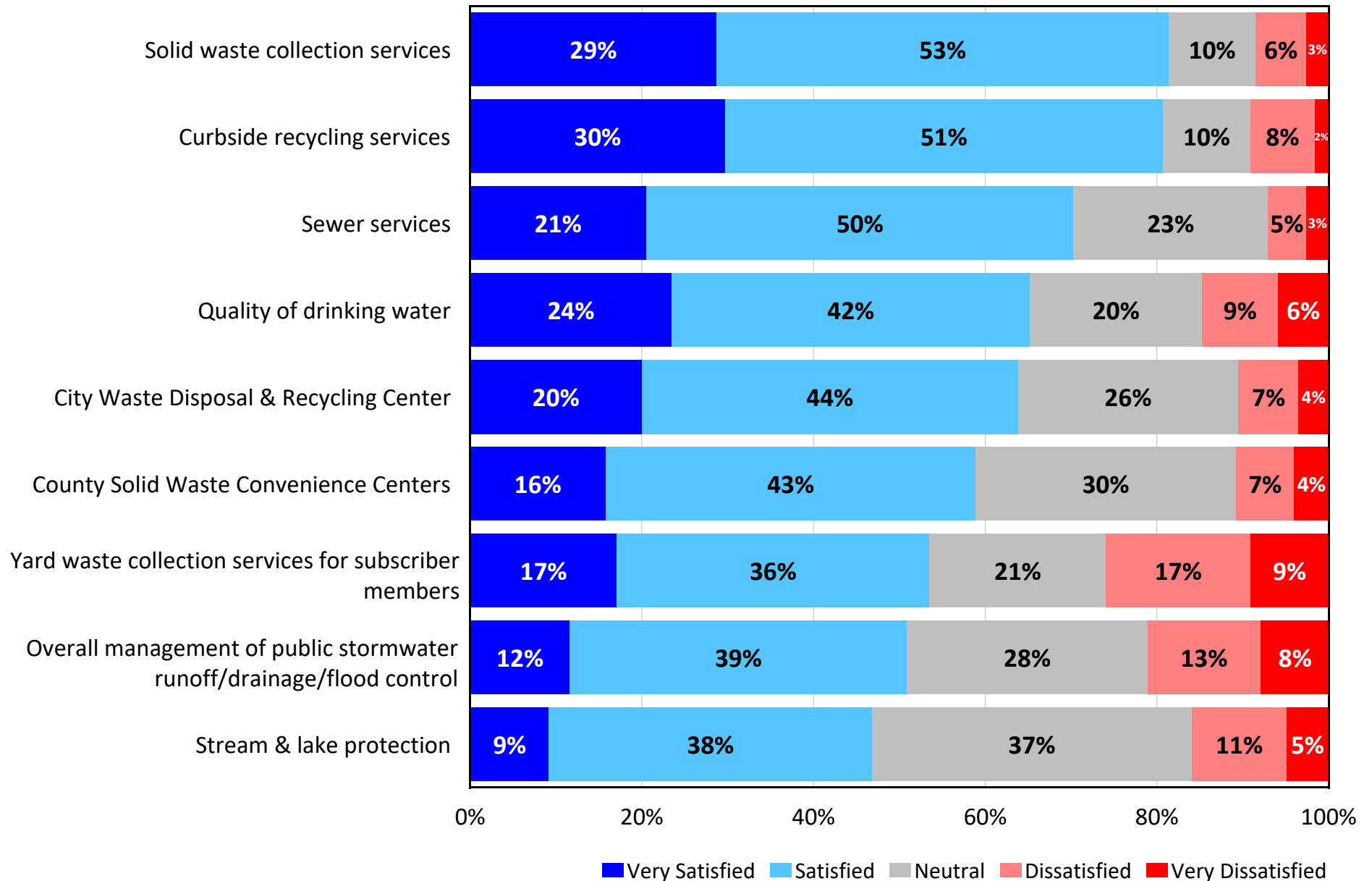
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q19. Satisfaction with Solid Waste and Utility Services

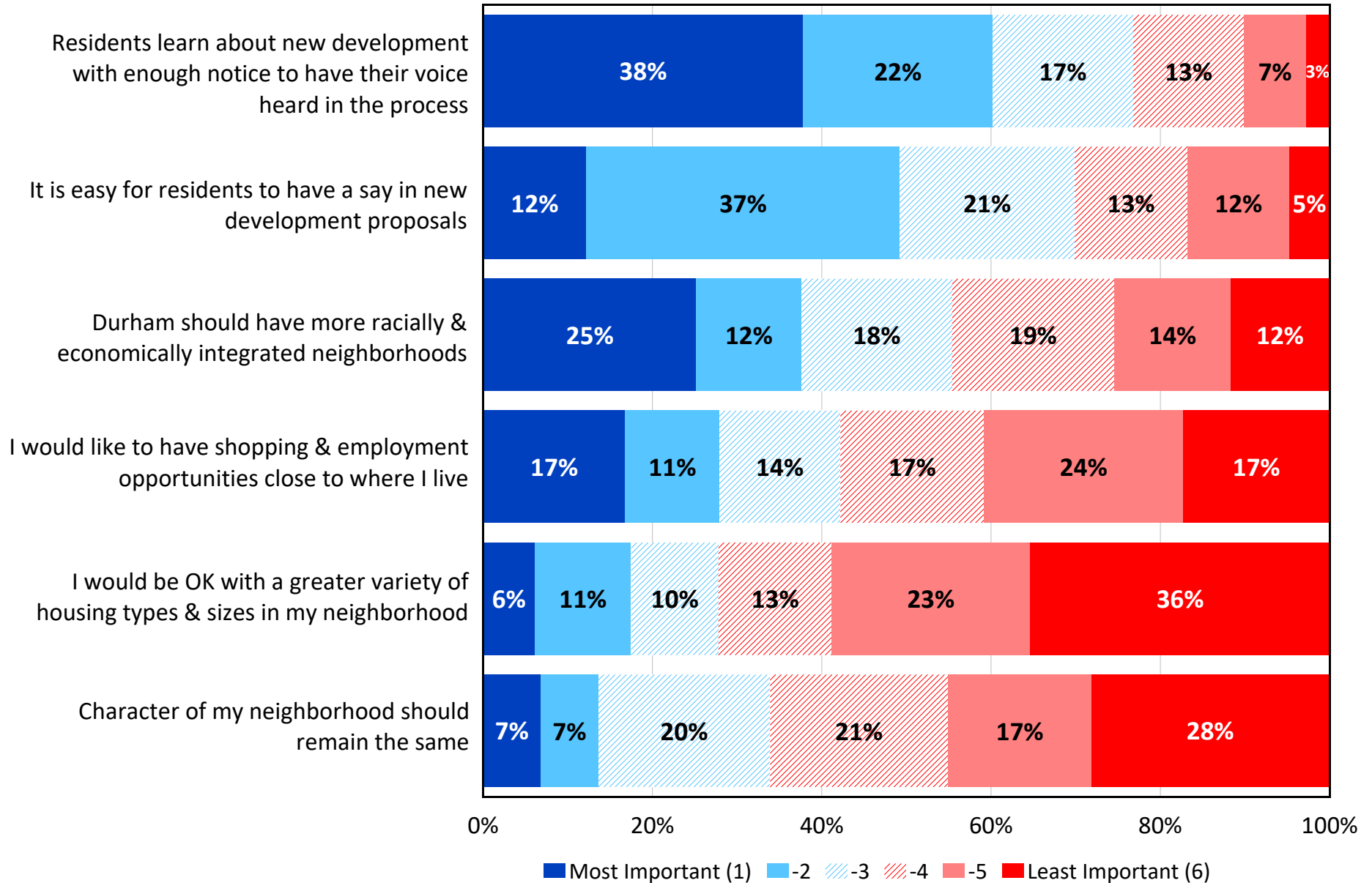
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q20. Ranking the Importance of Planning Goals

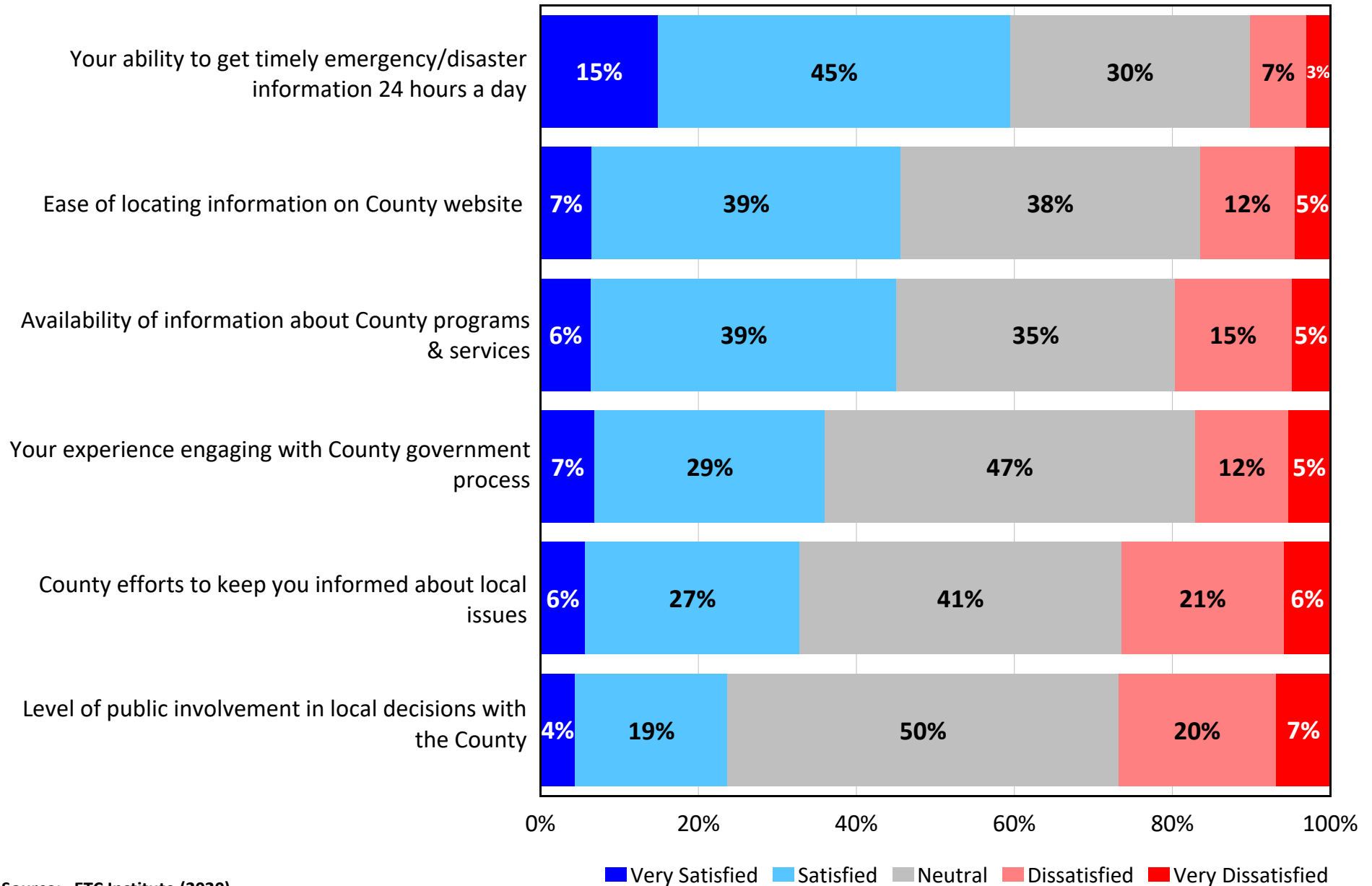
by percentage of respondents



Source: ETC Institute (2020)

Q23a. Satisfaction with County Communication

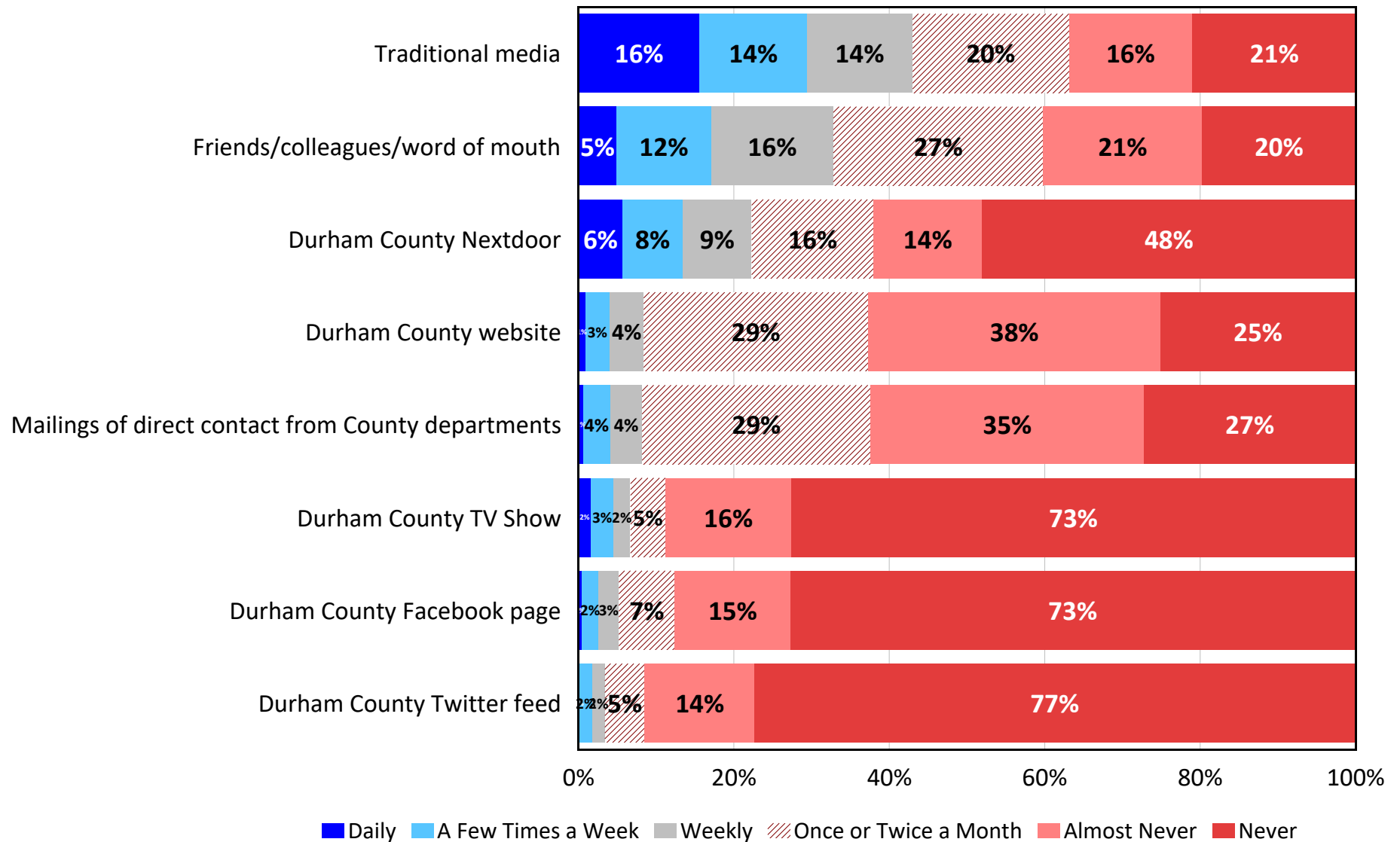
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q23b. Frequency of Receiving Important County Government-Related Information

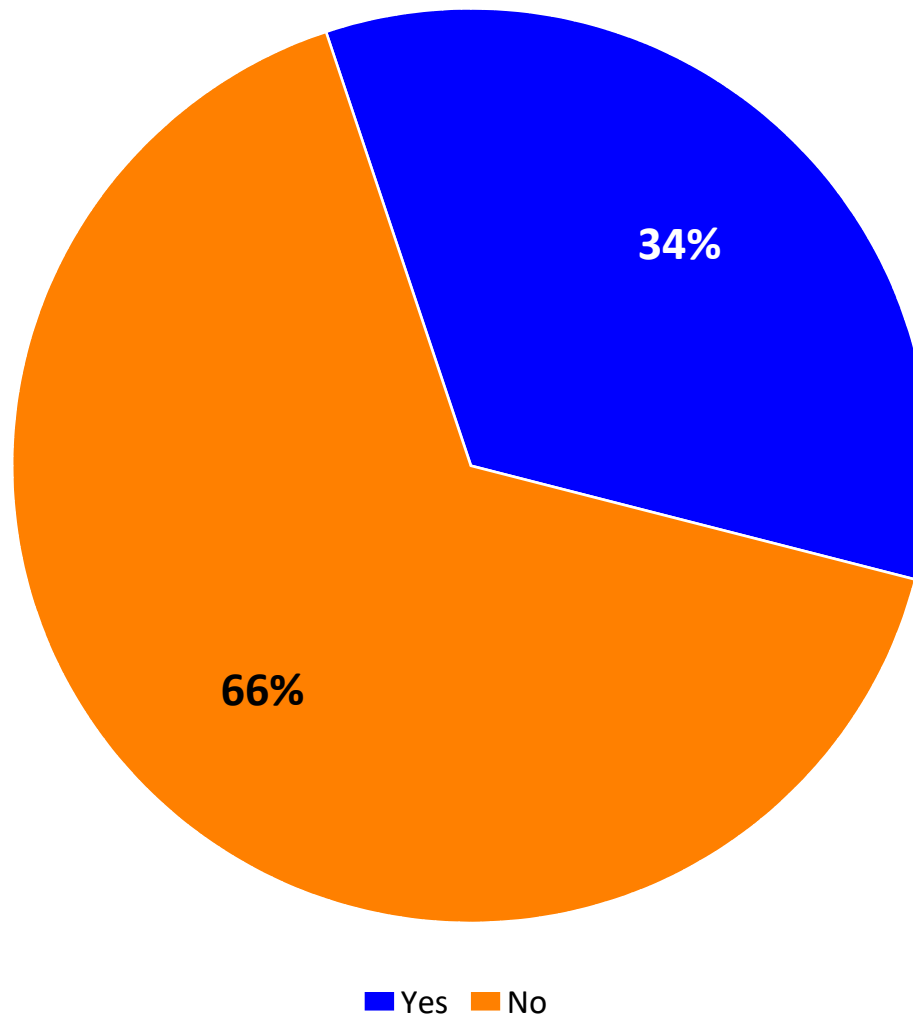
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

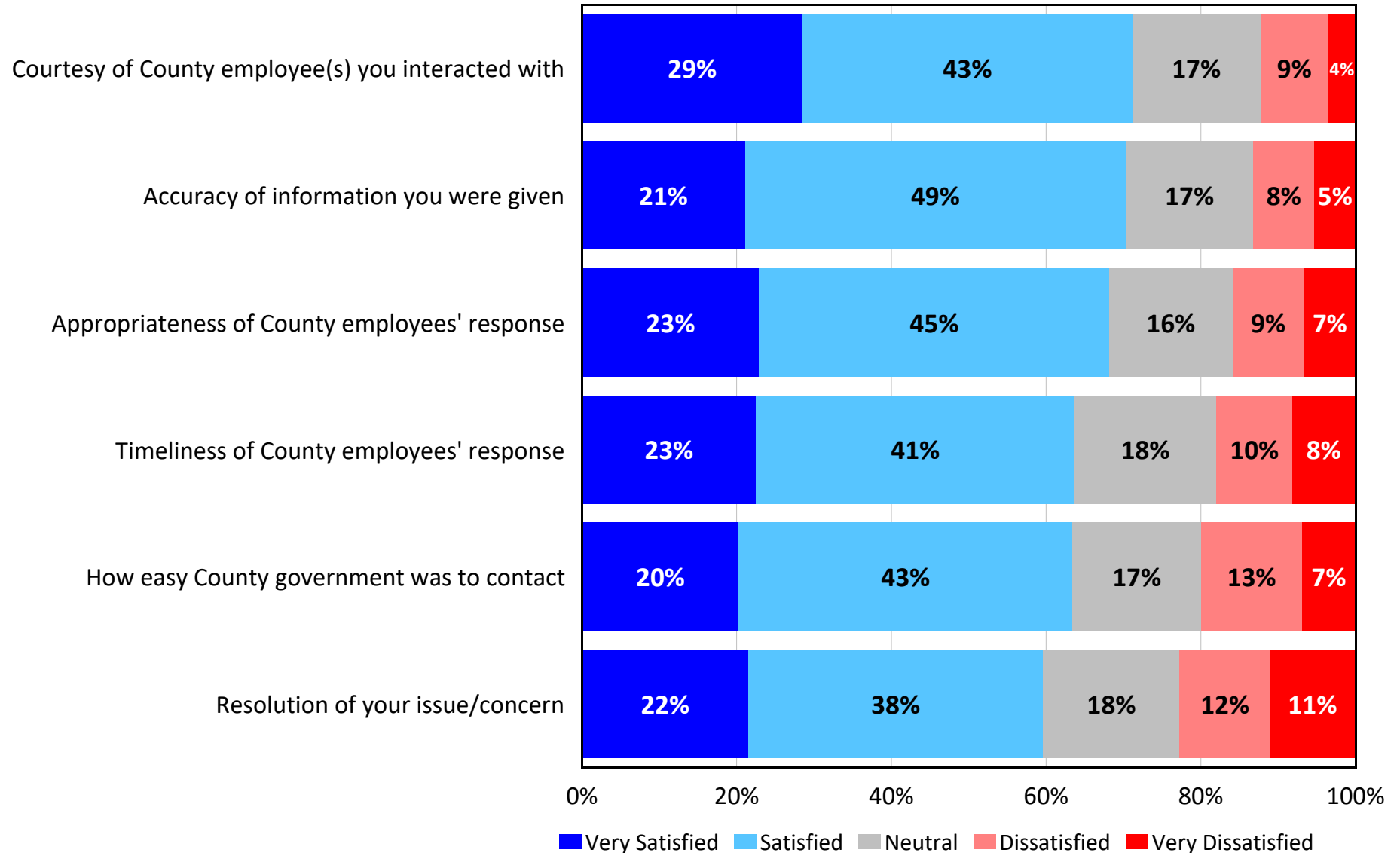
Q23c. During the past year, have you or other members of your household contacted employees of the County or visited the website to seek services, ask a question, or file a complaint?

by percentage of respondents (excluding not provided)



Q23d. Satisfaction with Your Experience Interacting with the County Government Department You Contacted

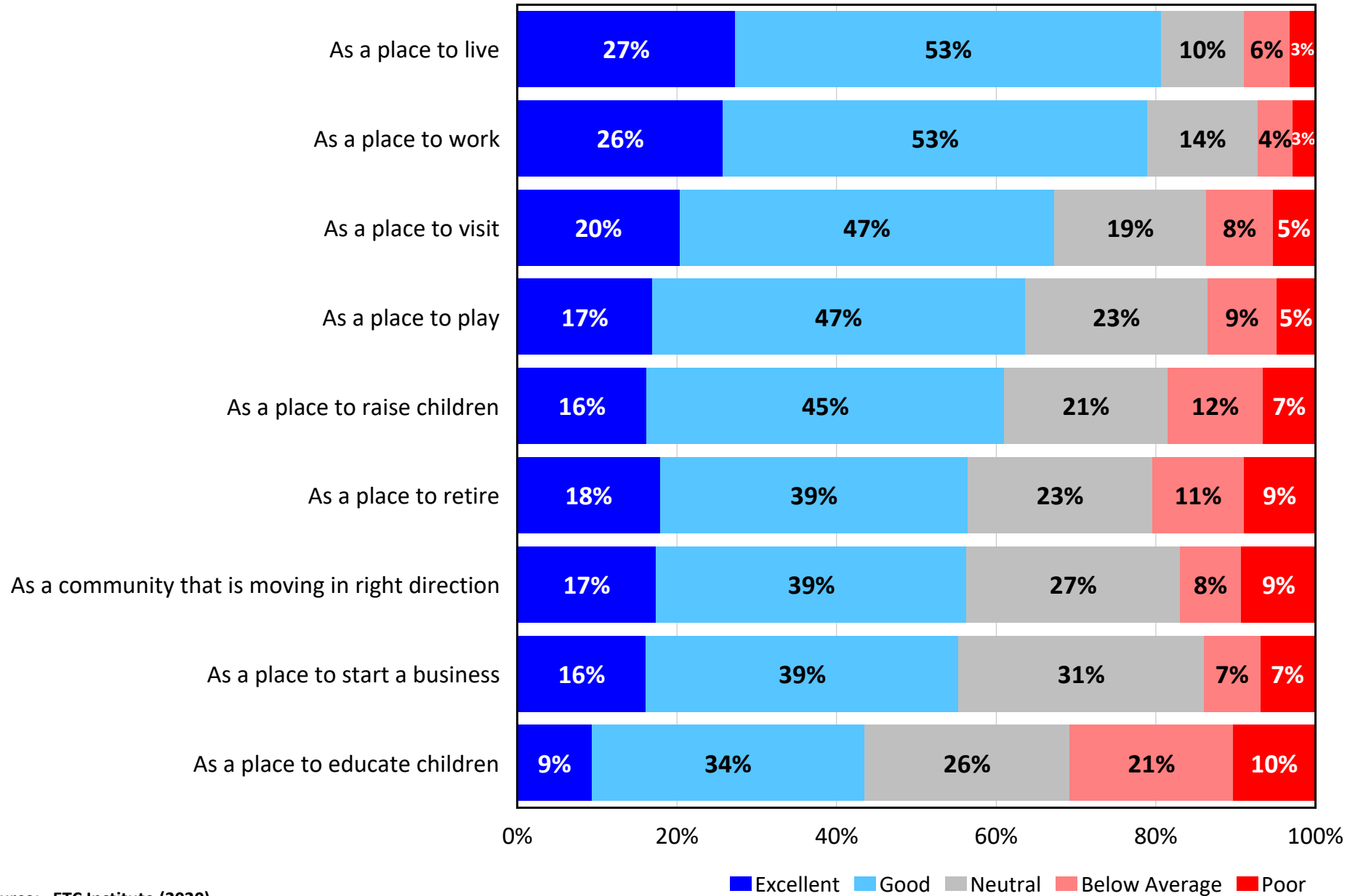
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q24. Overall Rating of the Community

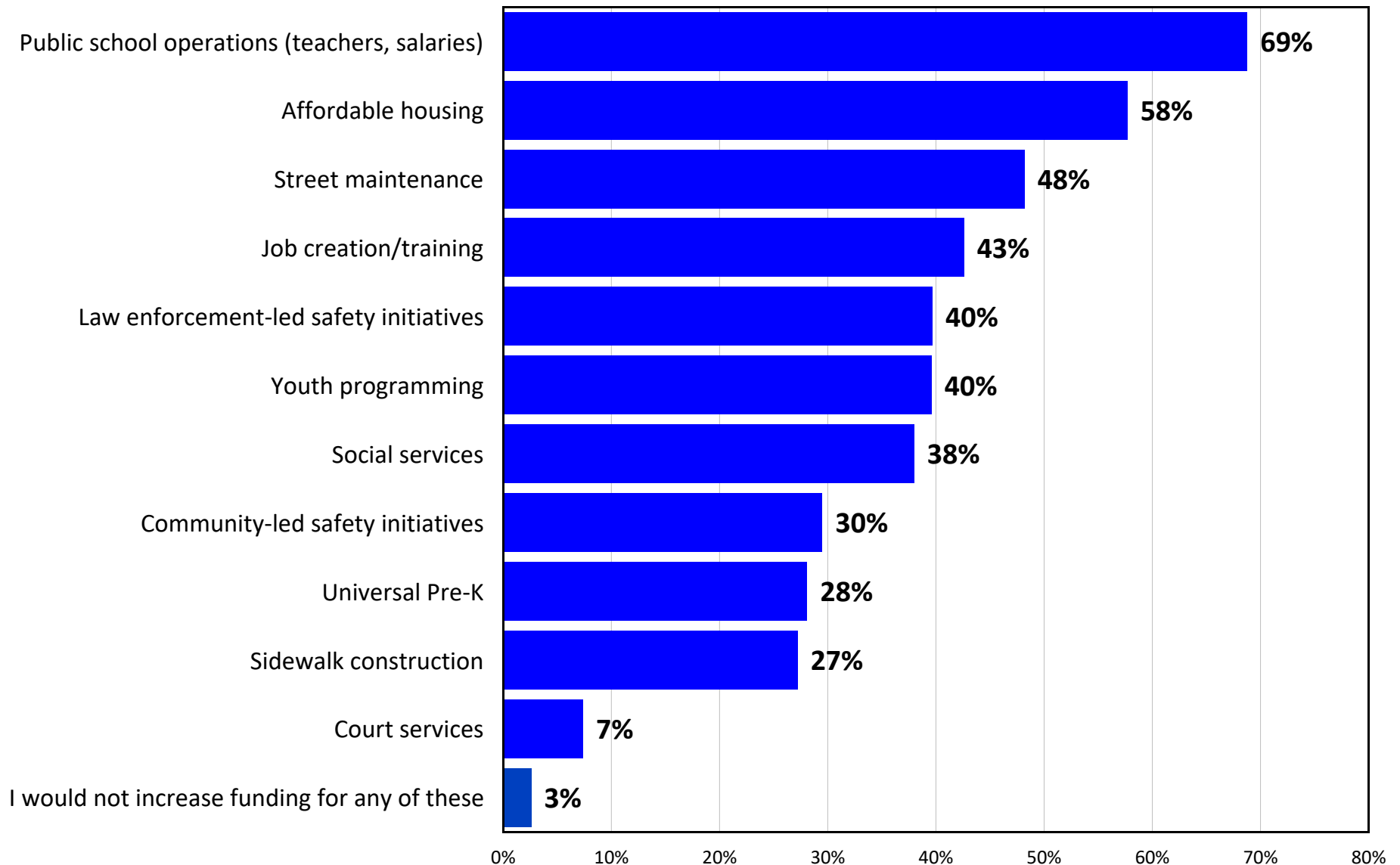
by percentage of respondents (excluding NA)



Source: ETC Institute (2020)

Q25. Government Services That Should Receive the Highest Priorities for Increased Funding

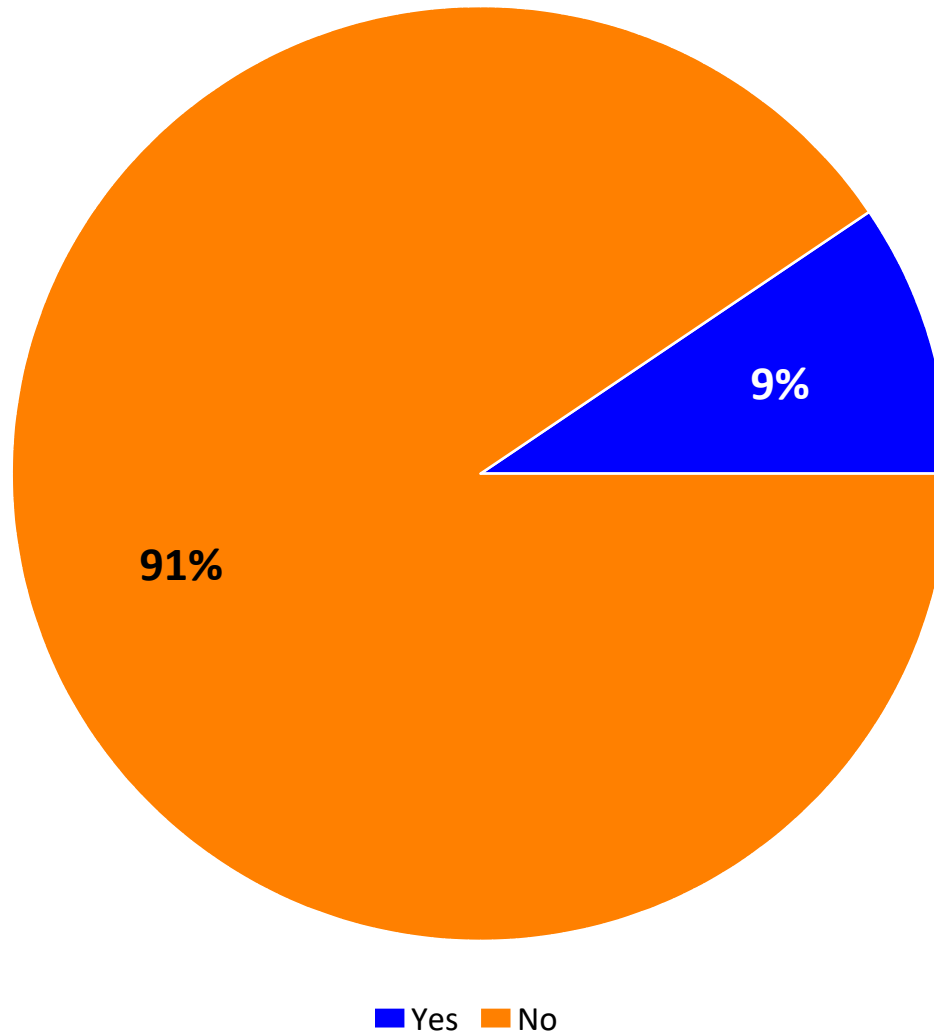
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

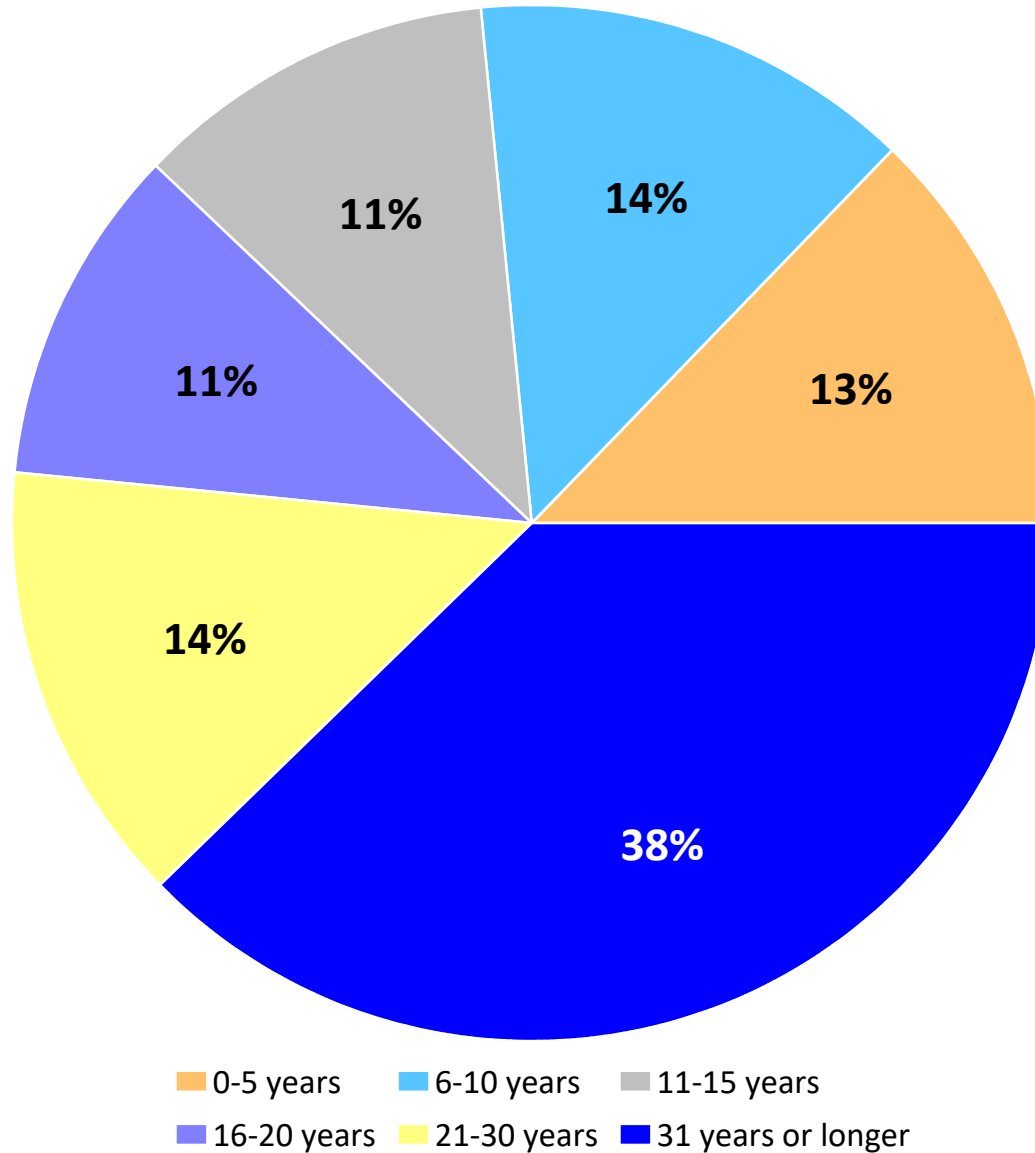
Q26. Have you or someone in your household had trouble accessing the healthcare they need in the past year?

by percentage of respondents (excluding not provided)



Q28. Demographics: Approximately how many years have you lived in Durham?

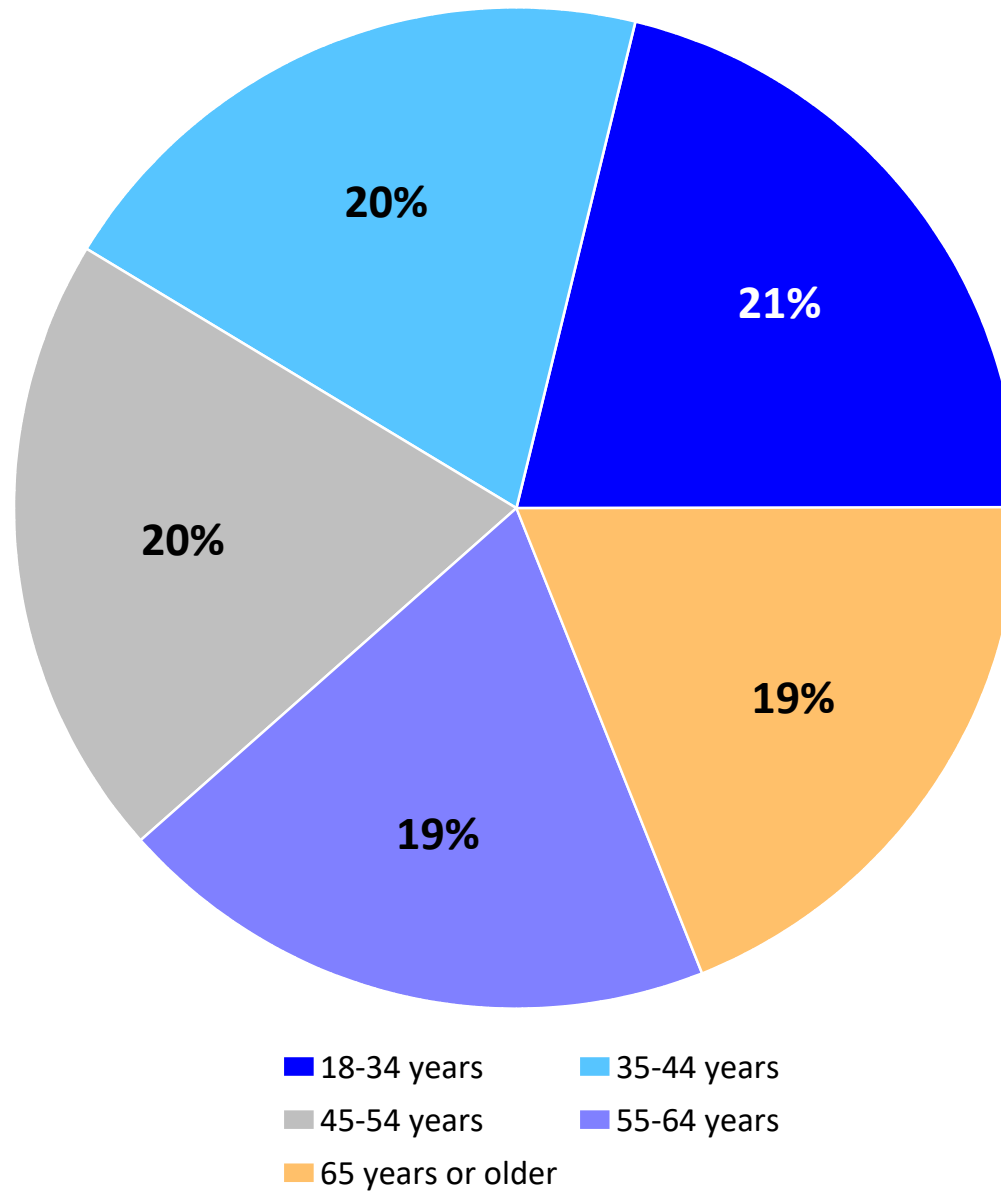
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

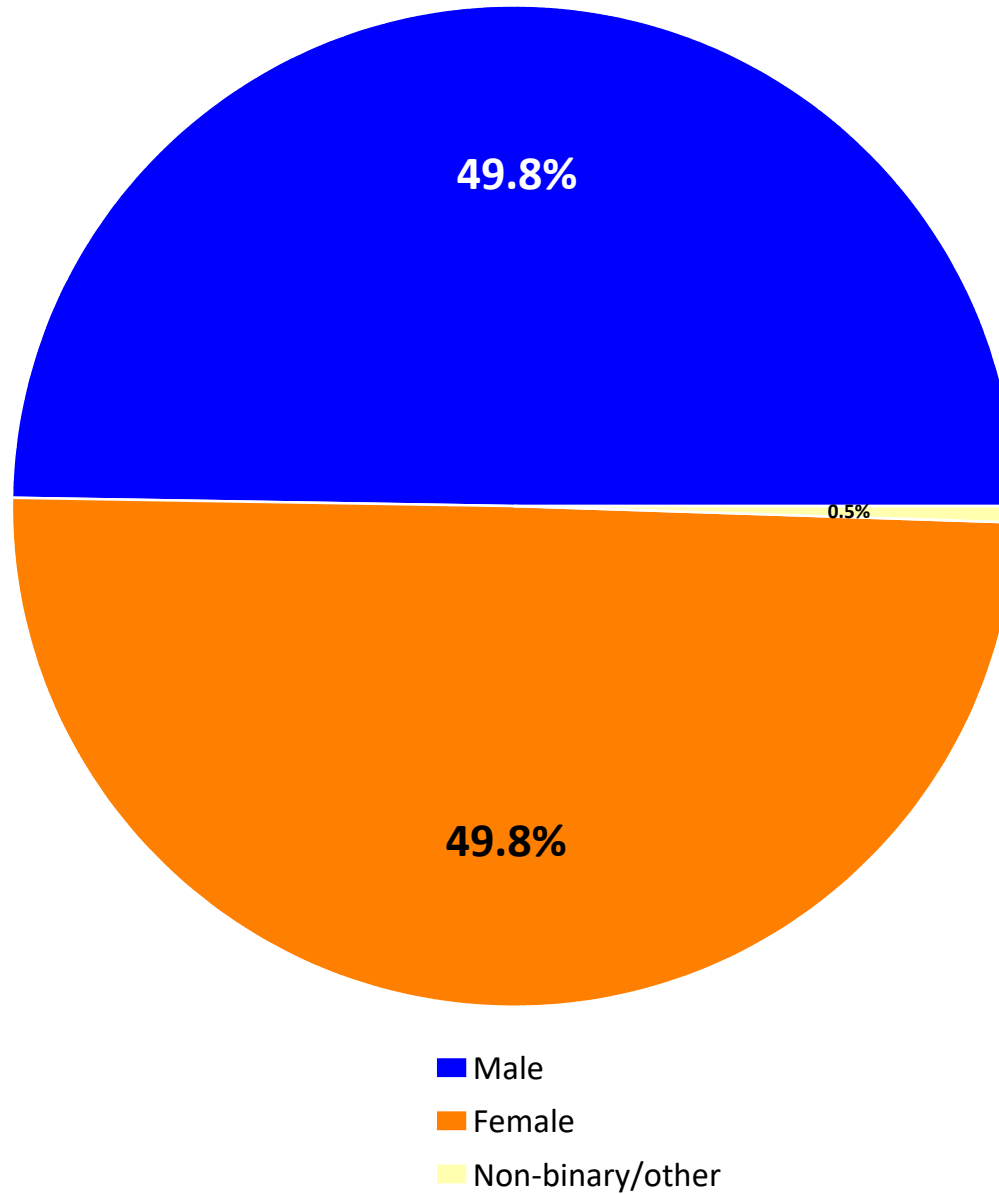
Q29. Demographics: What is your age?

by percentage of respondents (excluding not provided)



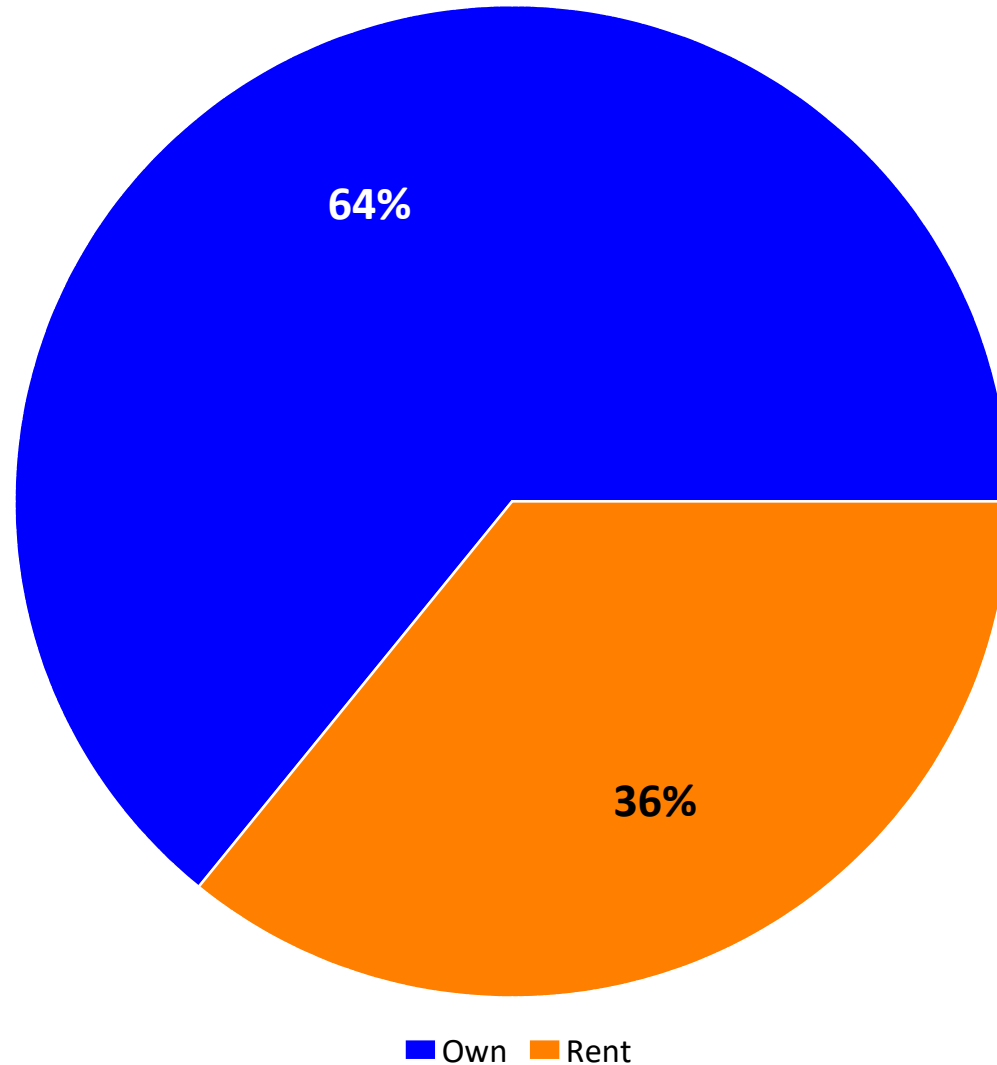
Q30. Demographics: What is your gender?

by percentage of respondents (excluding not provided)



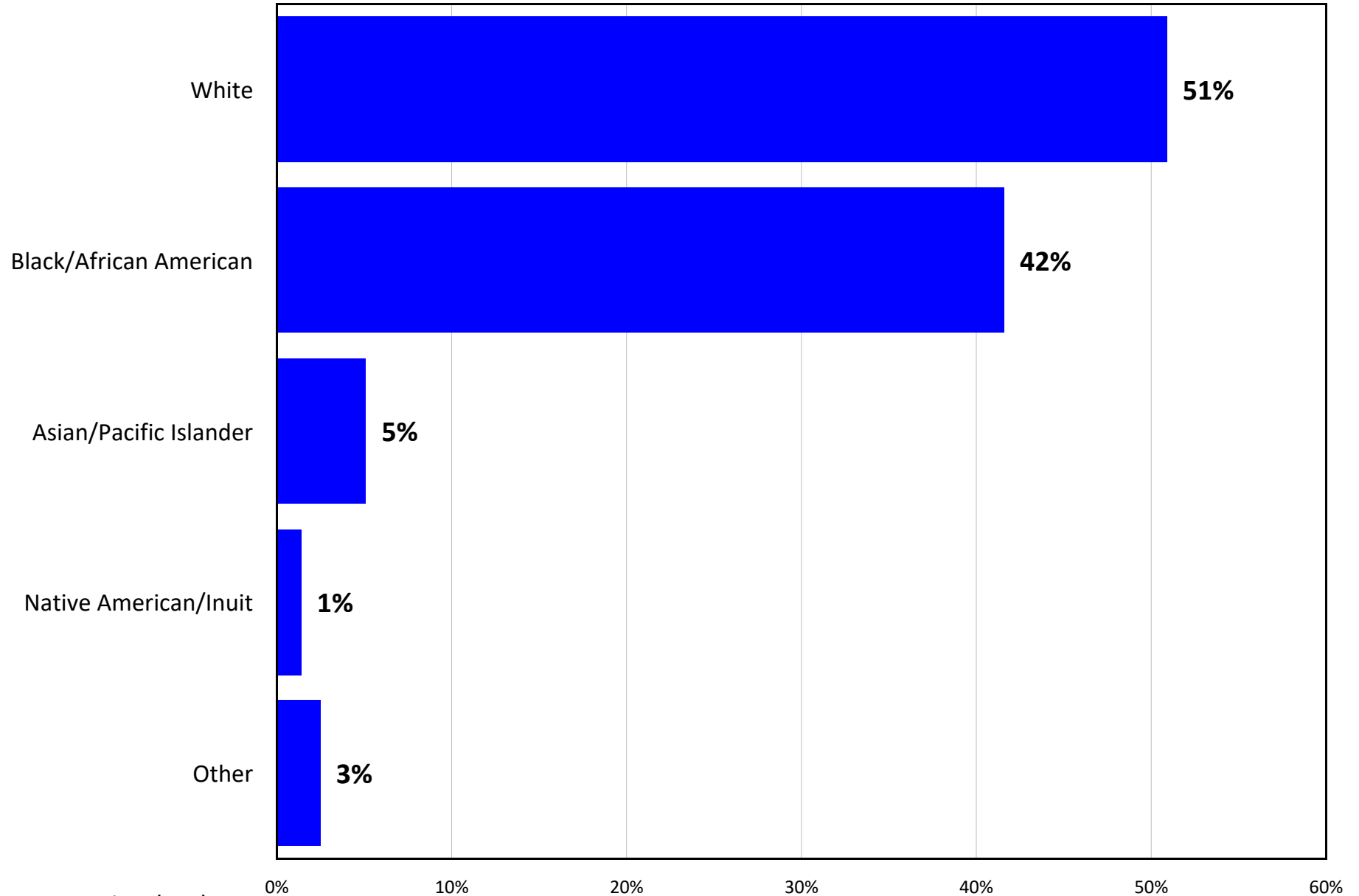
Q31. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding not provided)



Q32. Demographics: Race/Ethnicity

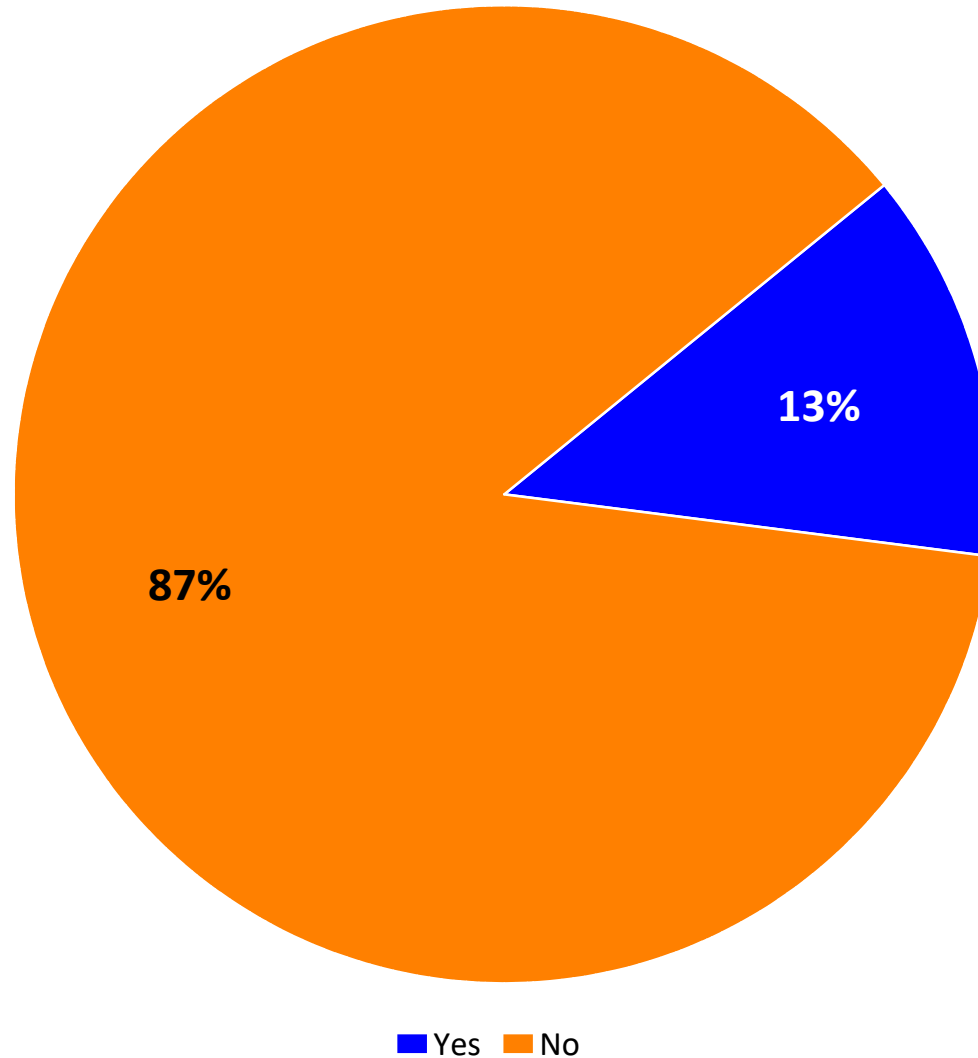
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

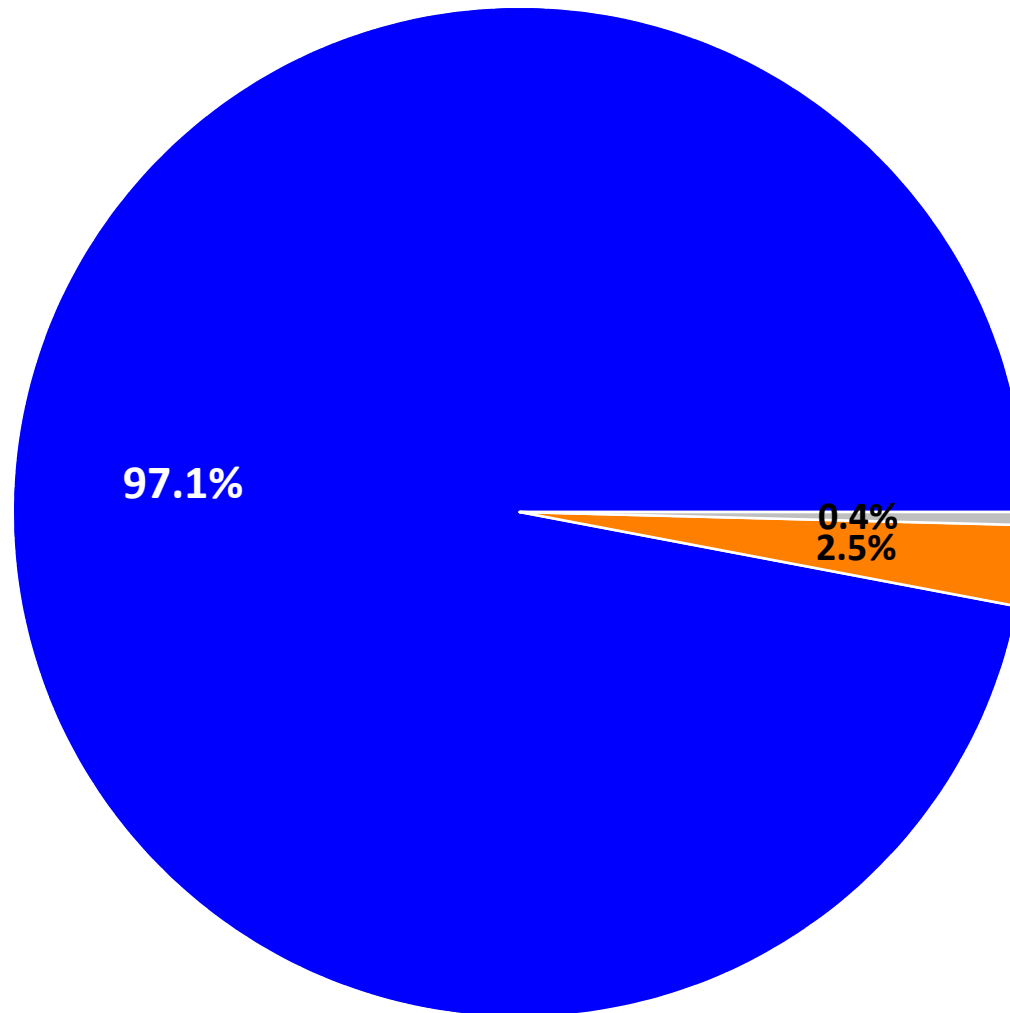
Q33. Demographics: Are you of Hispanic, Latino, or other Spanish Ancestry?

by percentage of respondents (excluding not provided)



Q34. Demographics: What is the primary language used in your household?

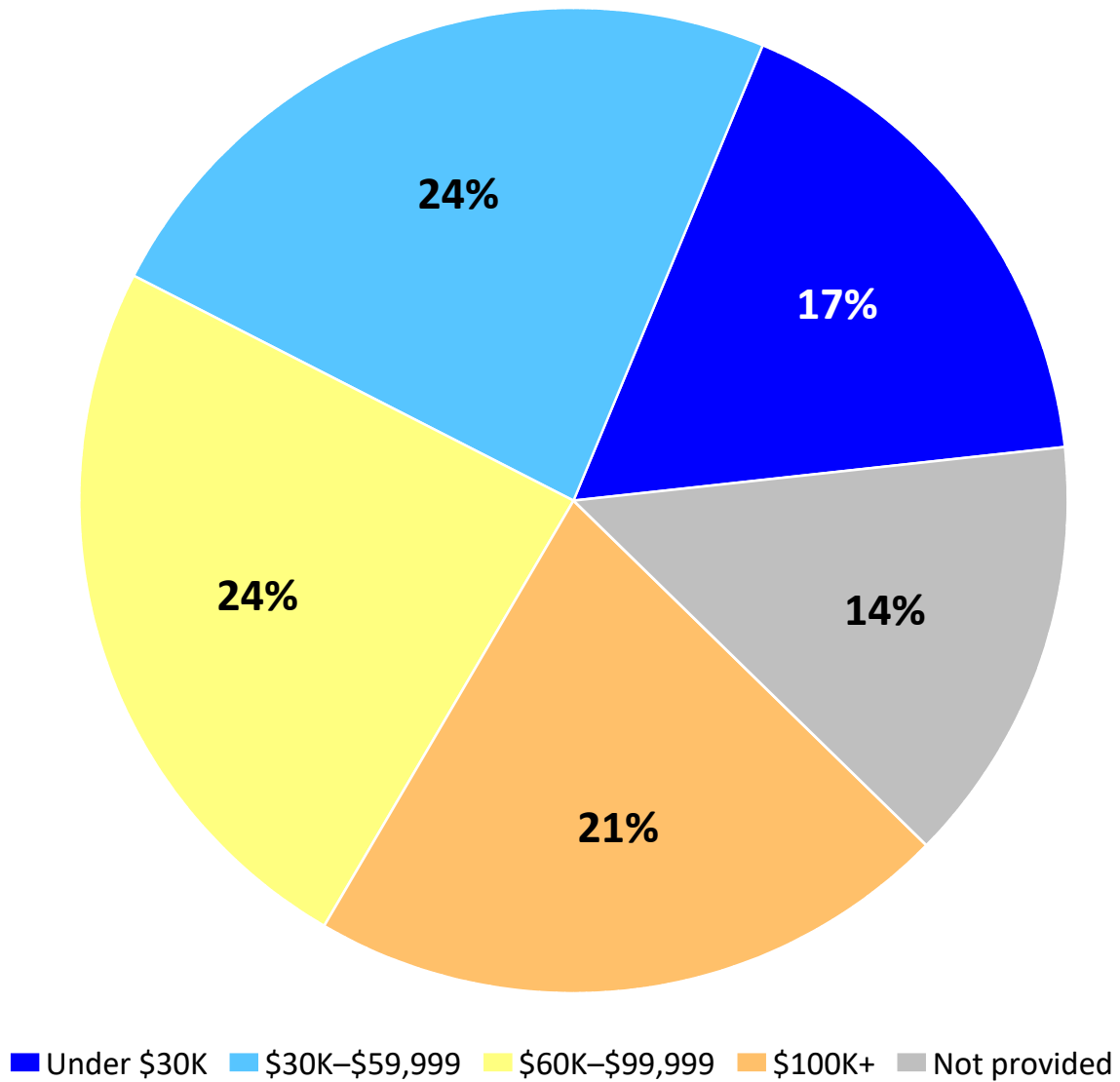
by percentage of respondents (excluding not provided)



■ English ■ Spanish ■ Other

Q35. Demographics: Total Annual Household Income

by percentage of respondents

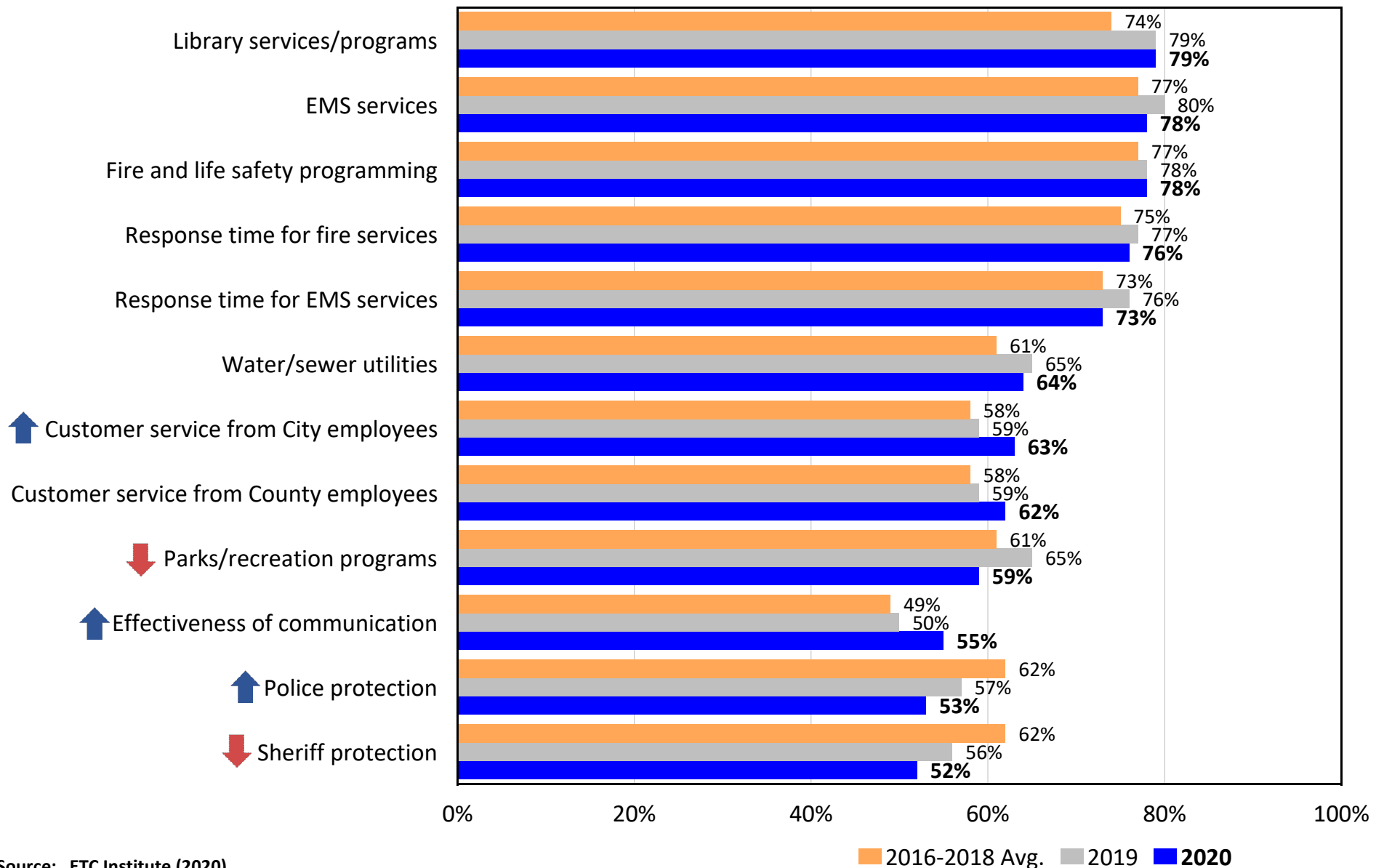


Section 2

Trends

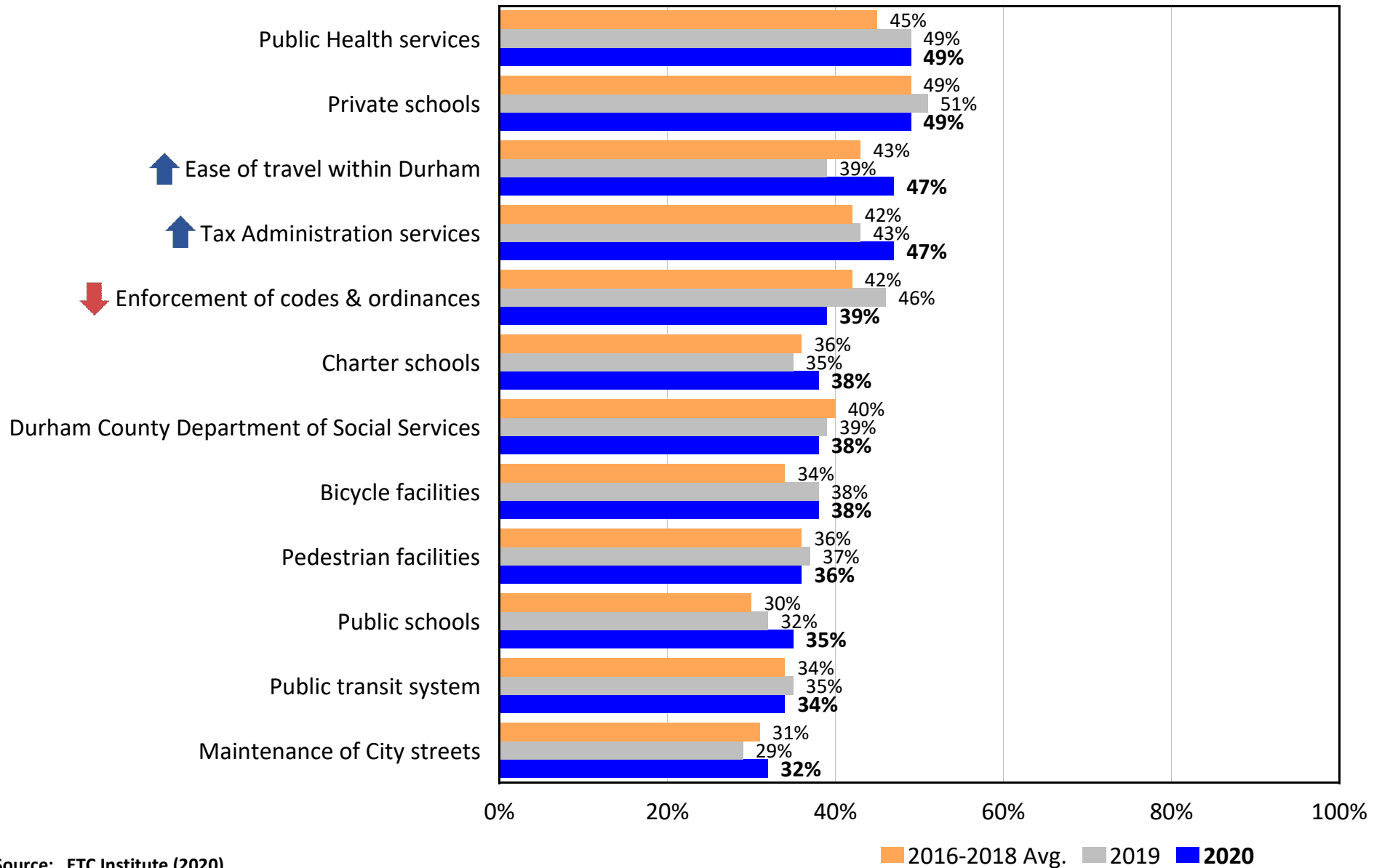
Q1. Satisfaction with Major Categories of City and County Services - 2020, 2019, 2016-2018 Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



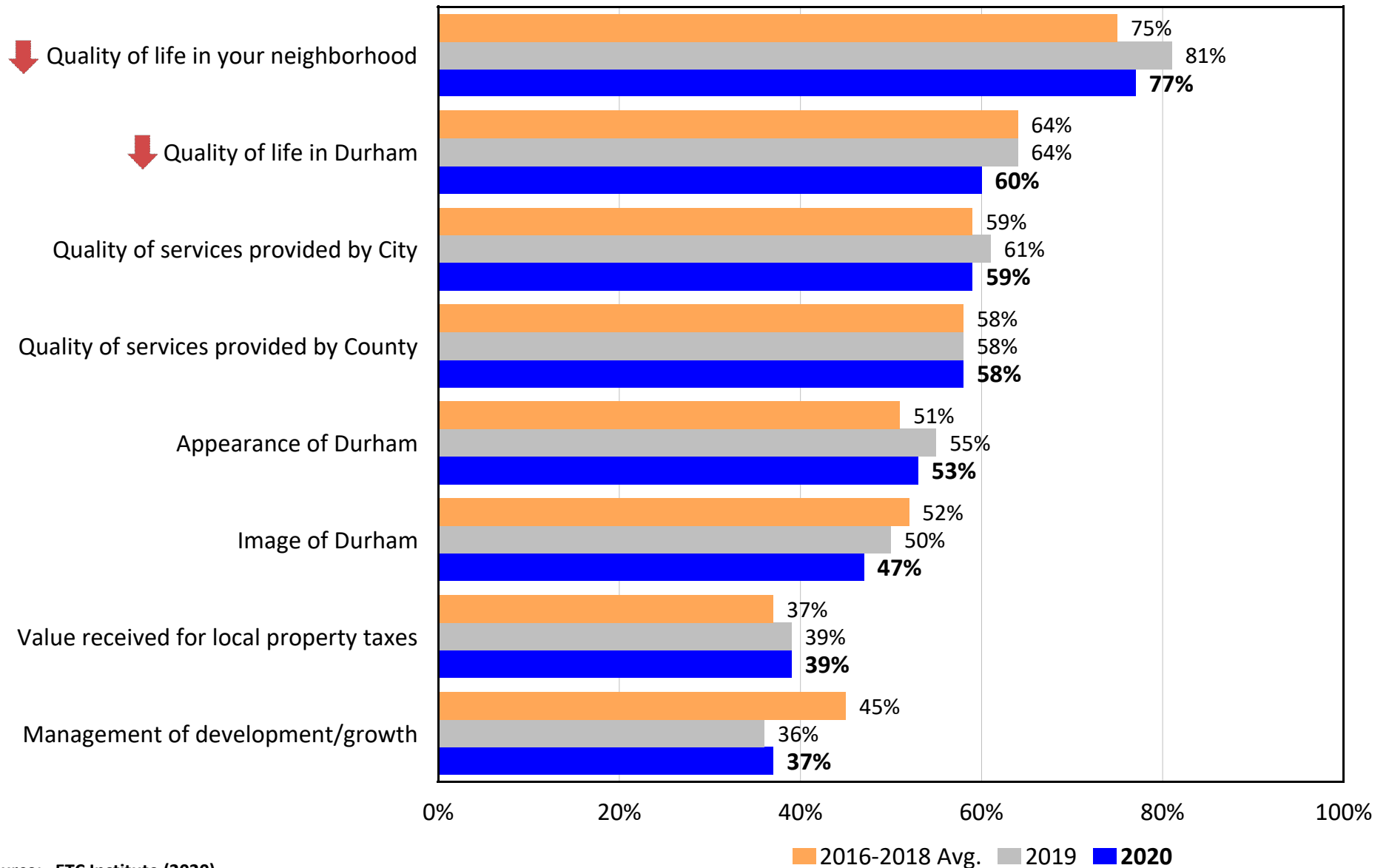
Q1. Satisfaction with Major Categories of City and County Services - 2020, 2019, 2016-2018 Average (Cont.)

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Q3. Satisfaction with Items That May Influence Your Perception of Durham - 2020, 2019, 2016-2018 Average

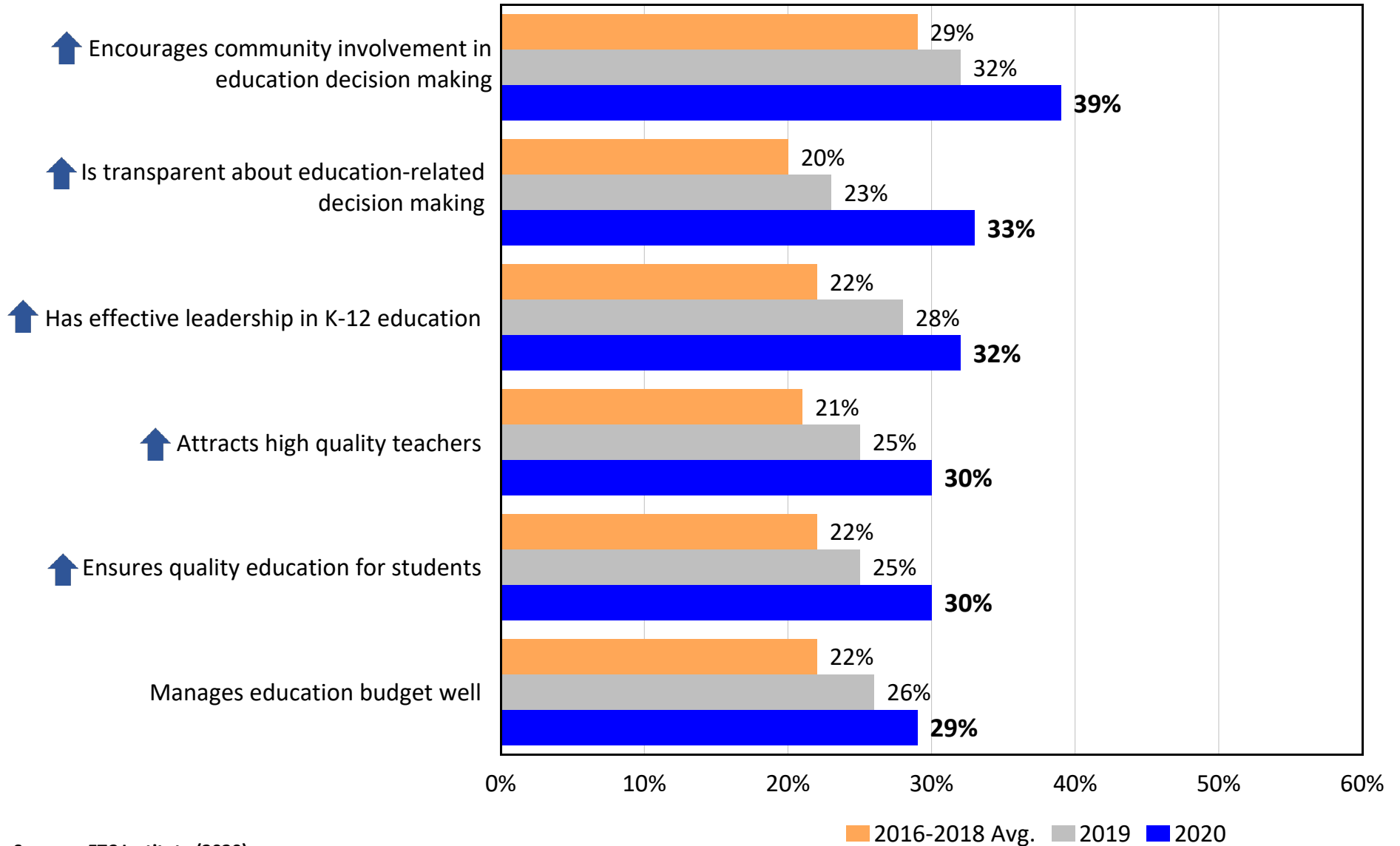
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Source: ETC Institute (2020)

Q8. Level of Agreement with Statements About Durham Public Schools - 2020, 2019, 2016-2018 Average

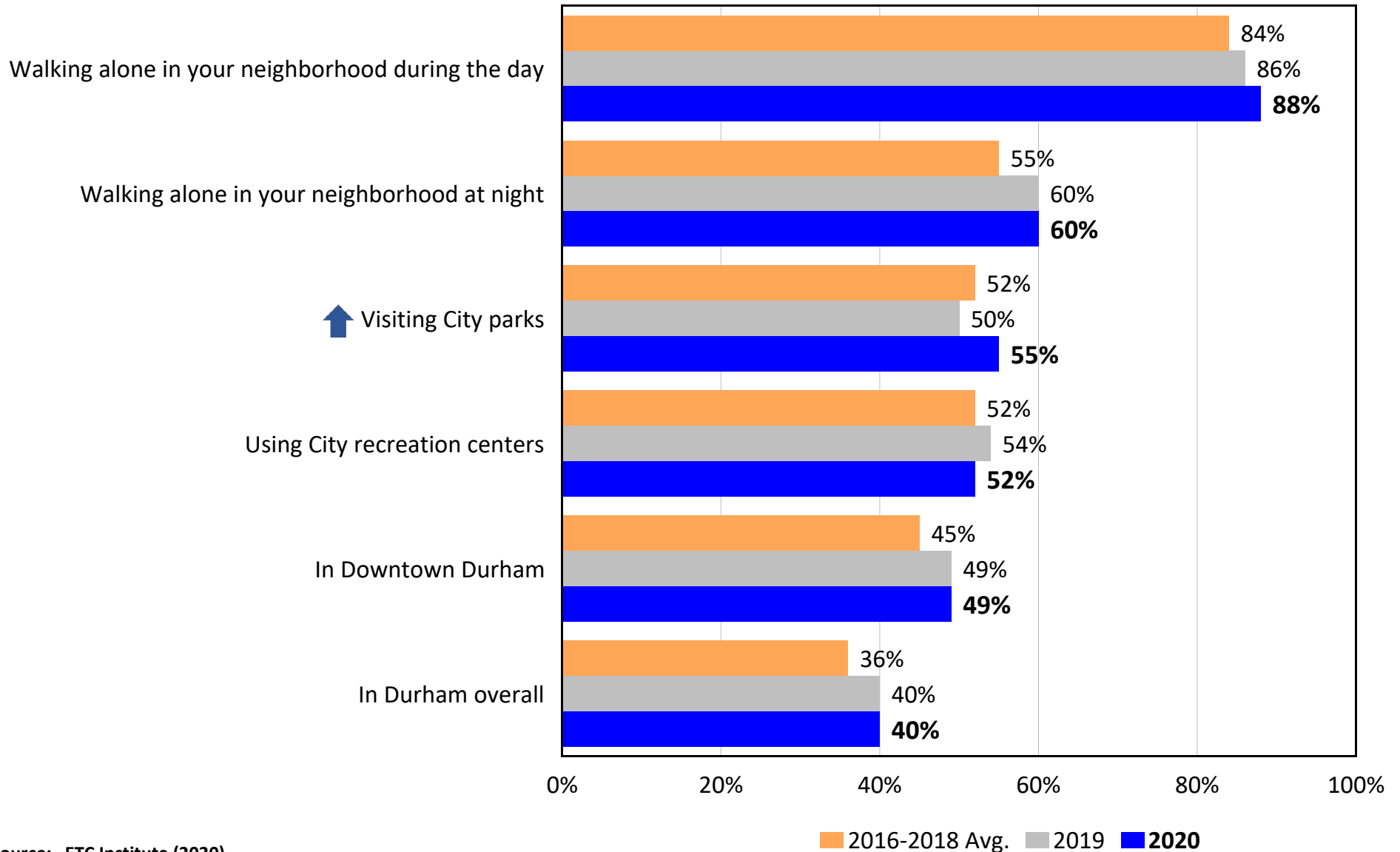
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Source: ETC Institute (2020)

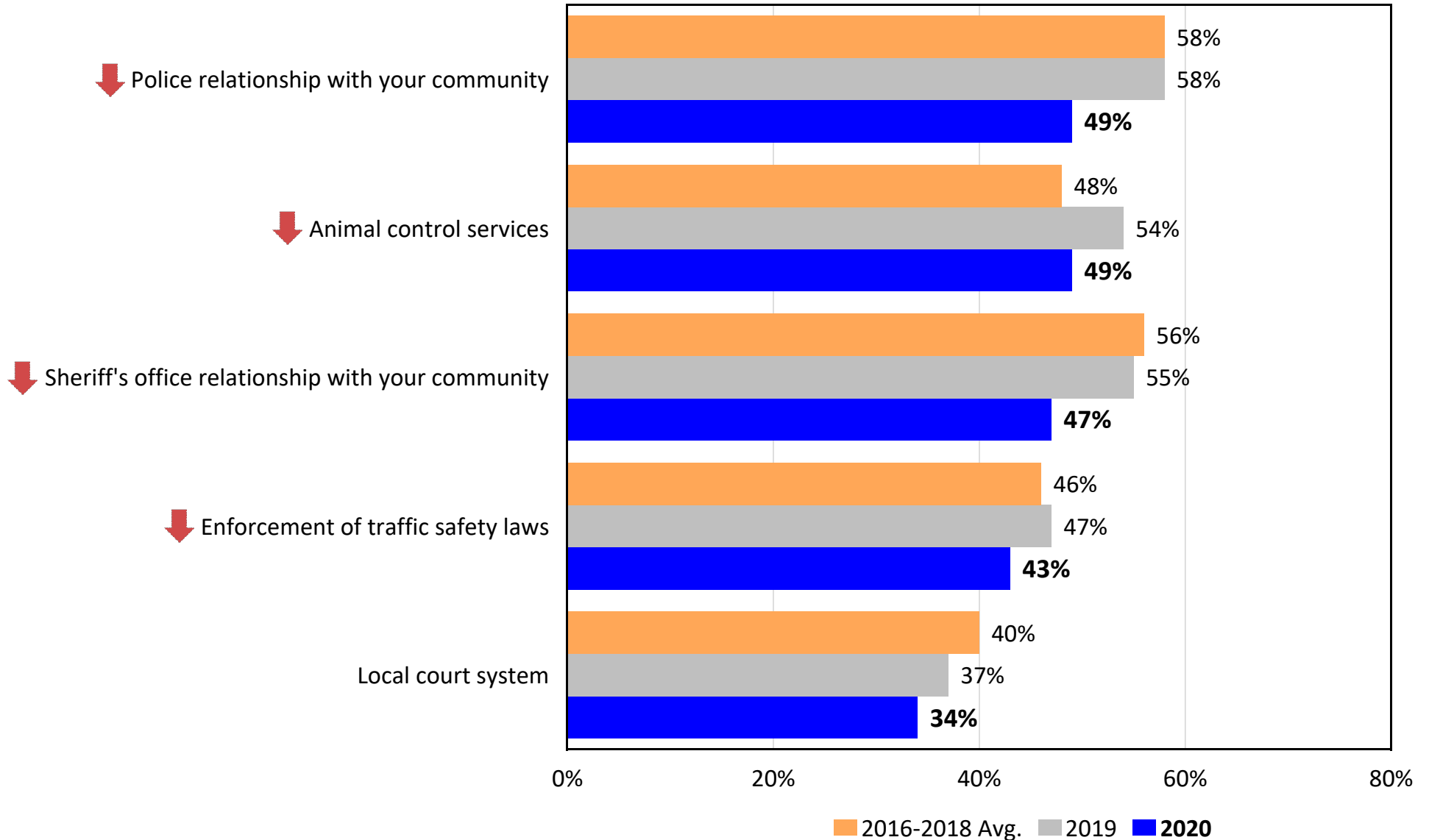
Q9. Feeling of Safety in Various Situations in Durham 2020, 2019, 2016-2018 Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Q10. Satisfaction with Law Enforcement/Criminal Justice 2020, 2019, 2016-2018 Average

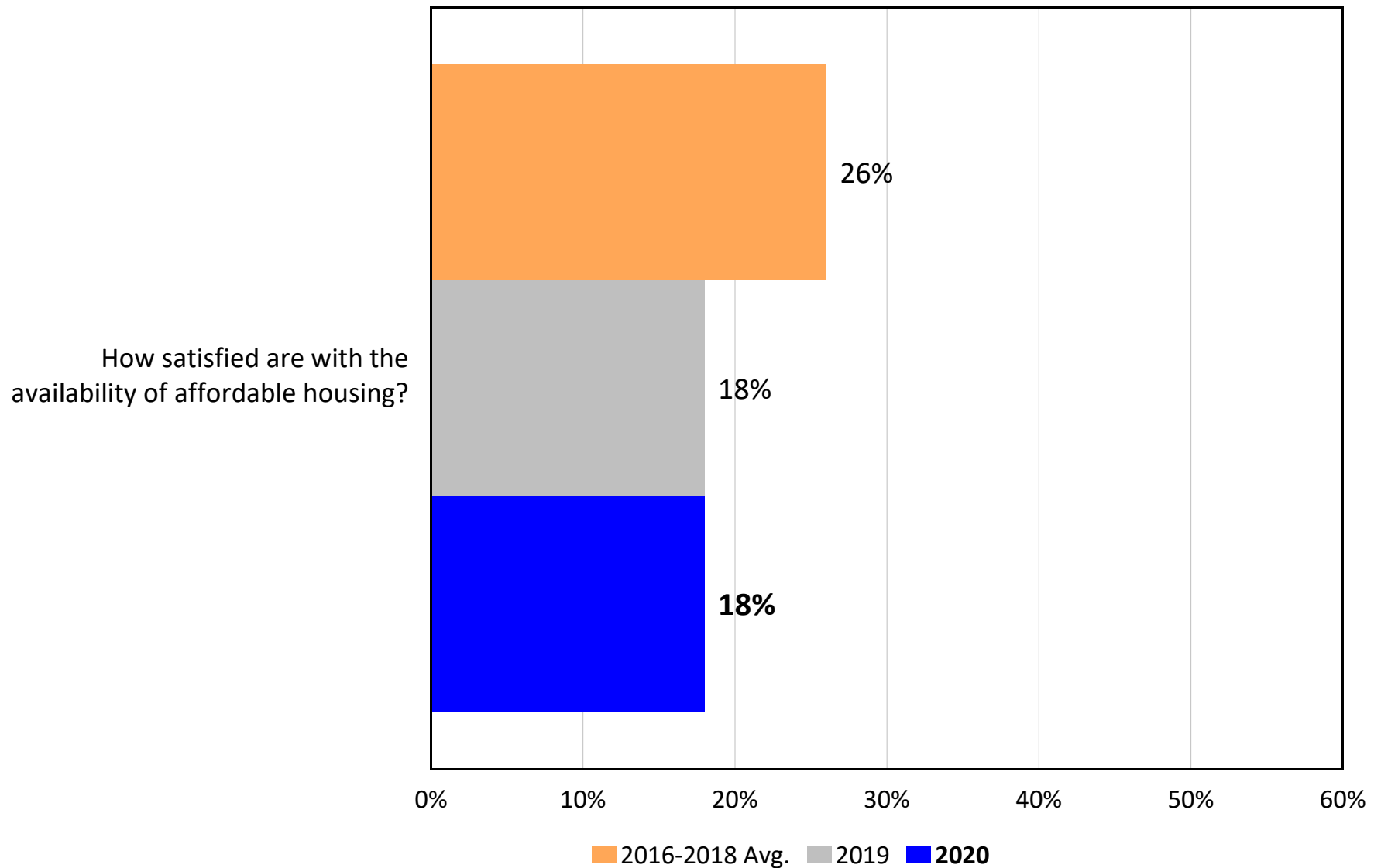
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Source: ETC Institute (2020)

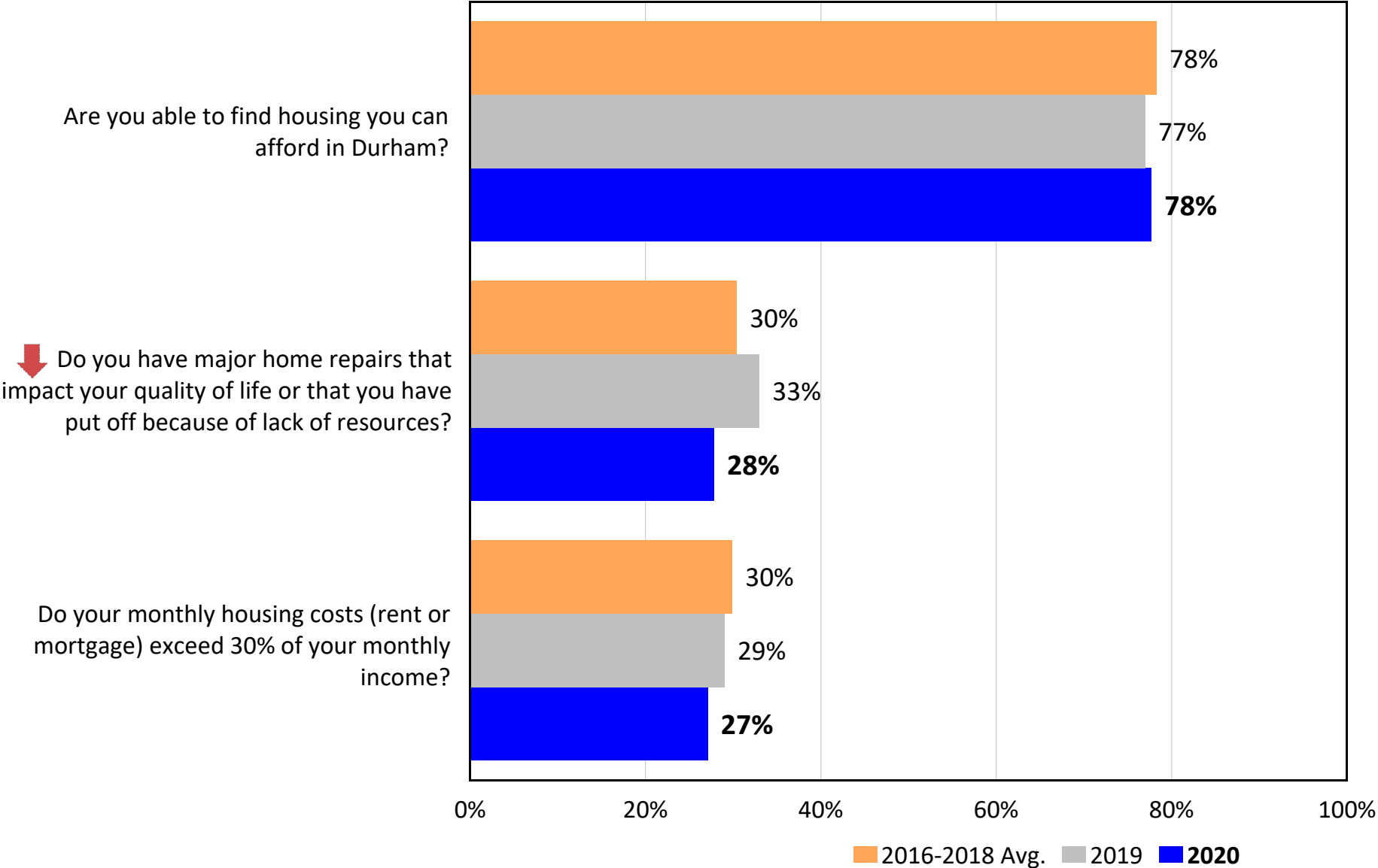
Q11. How satisfied are you with the availability of affordable housing? - 2020, 2019, 2016-2018 Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Q12. Housing Question - 2020, 2019, 2016-2018 Average

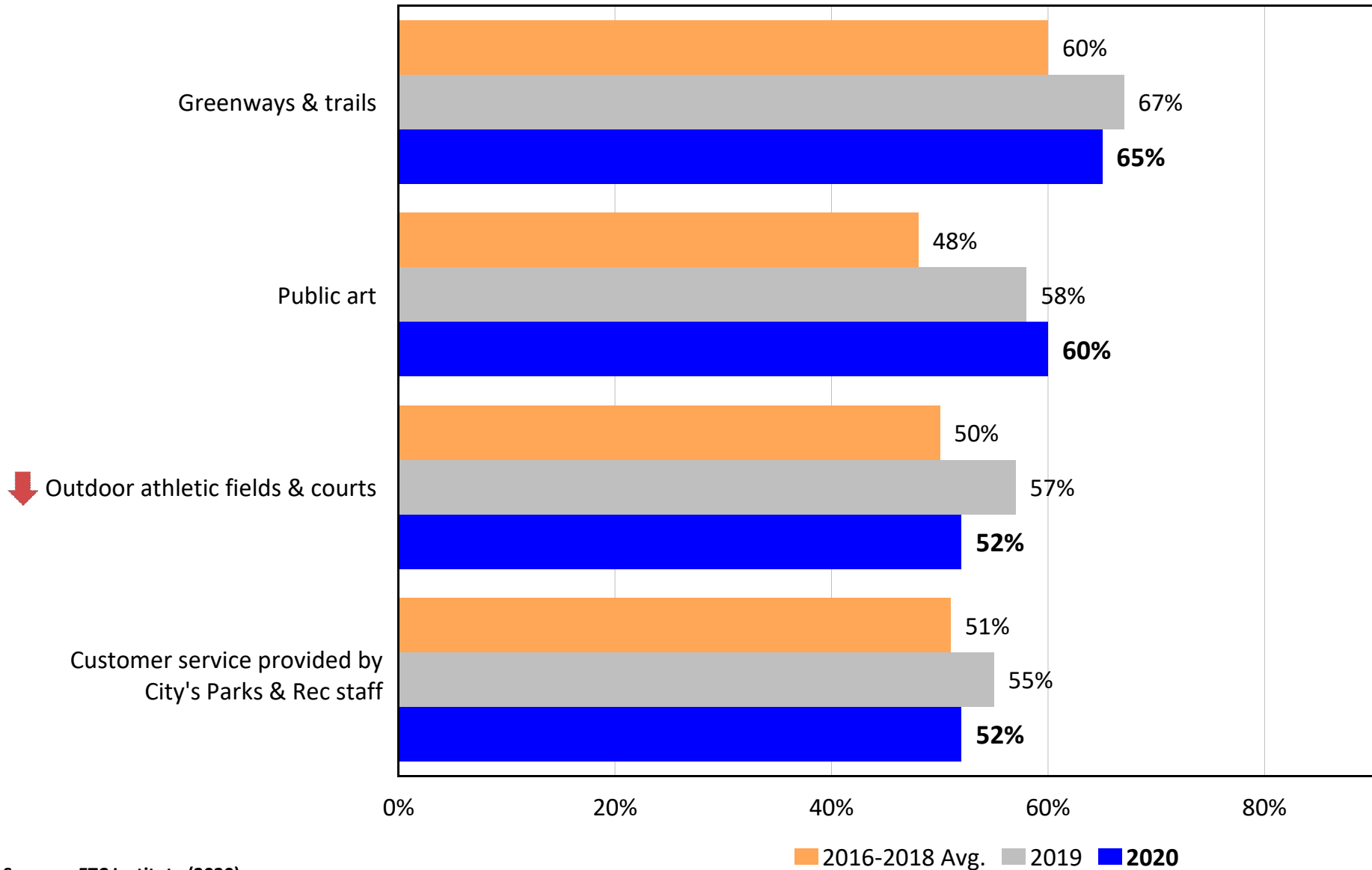
by percentage of respondents who answered "Yes"



Source: ETC Institute (2020)

Q13. Satisfaction with Parks, Recreation, Open Space 2020, 2019, 2016-2018 Average

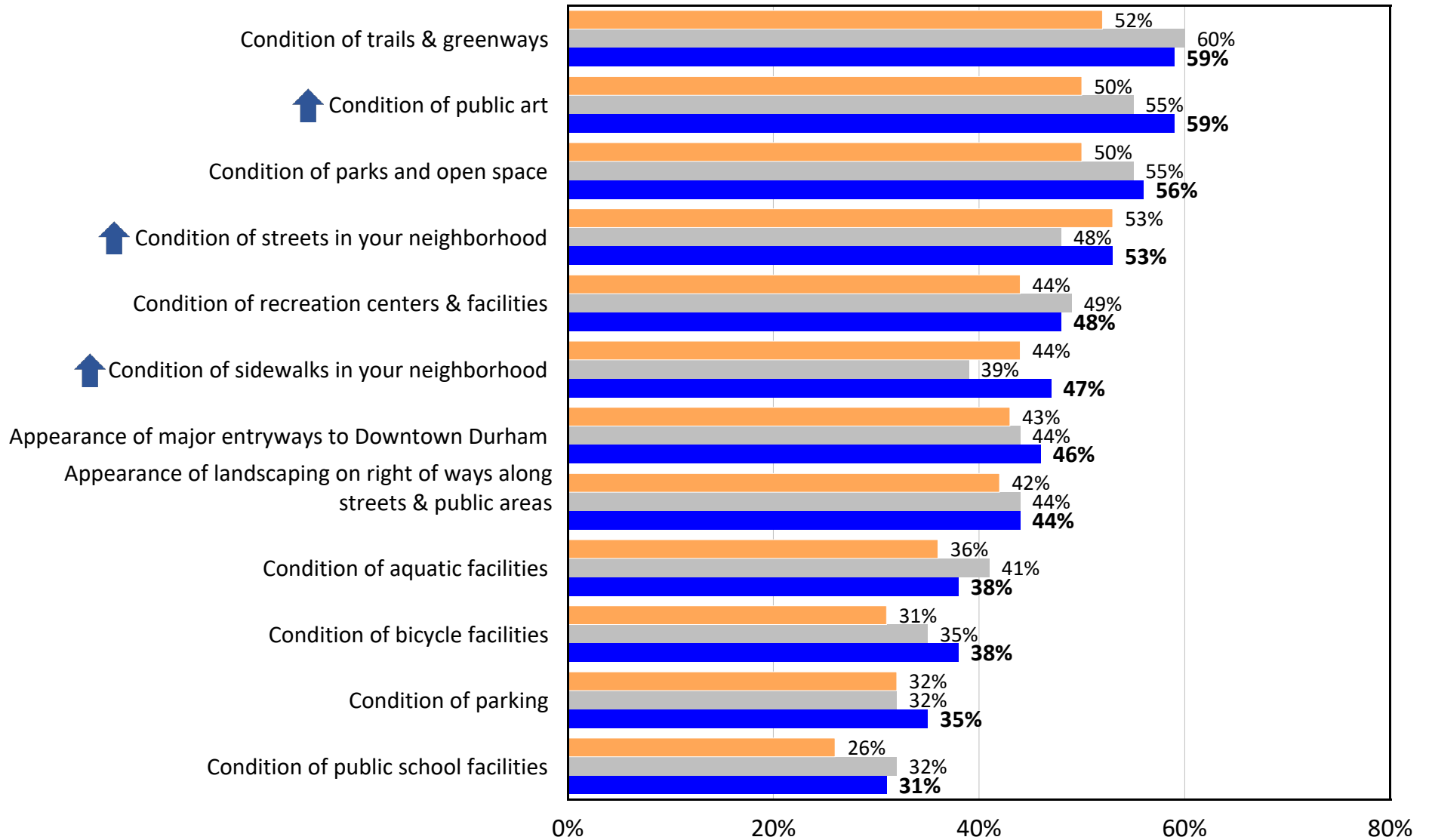
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Q15. Satisfaction with Maintenance Services

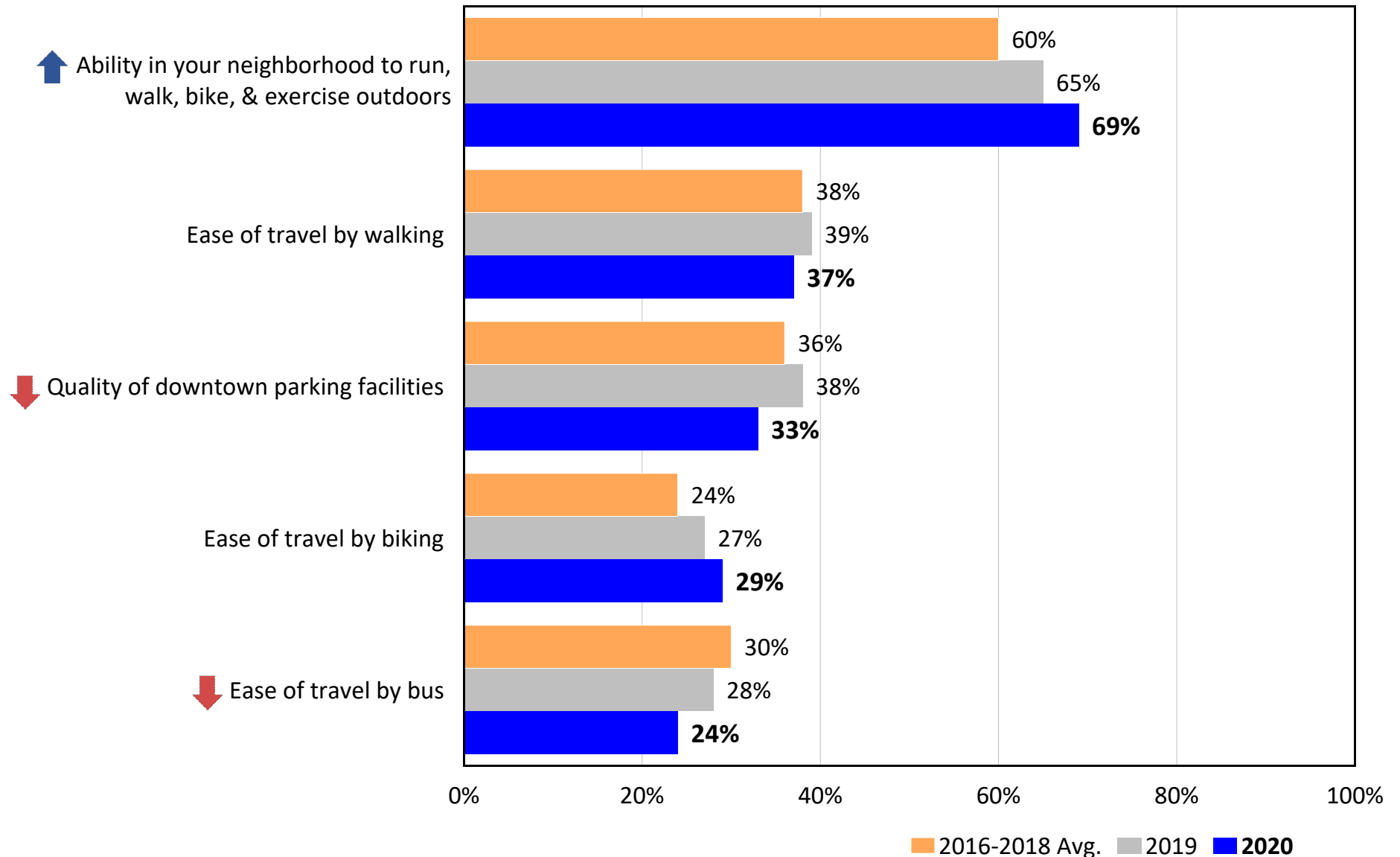
2020, 2019, 2016-2018 Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



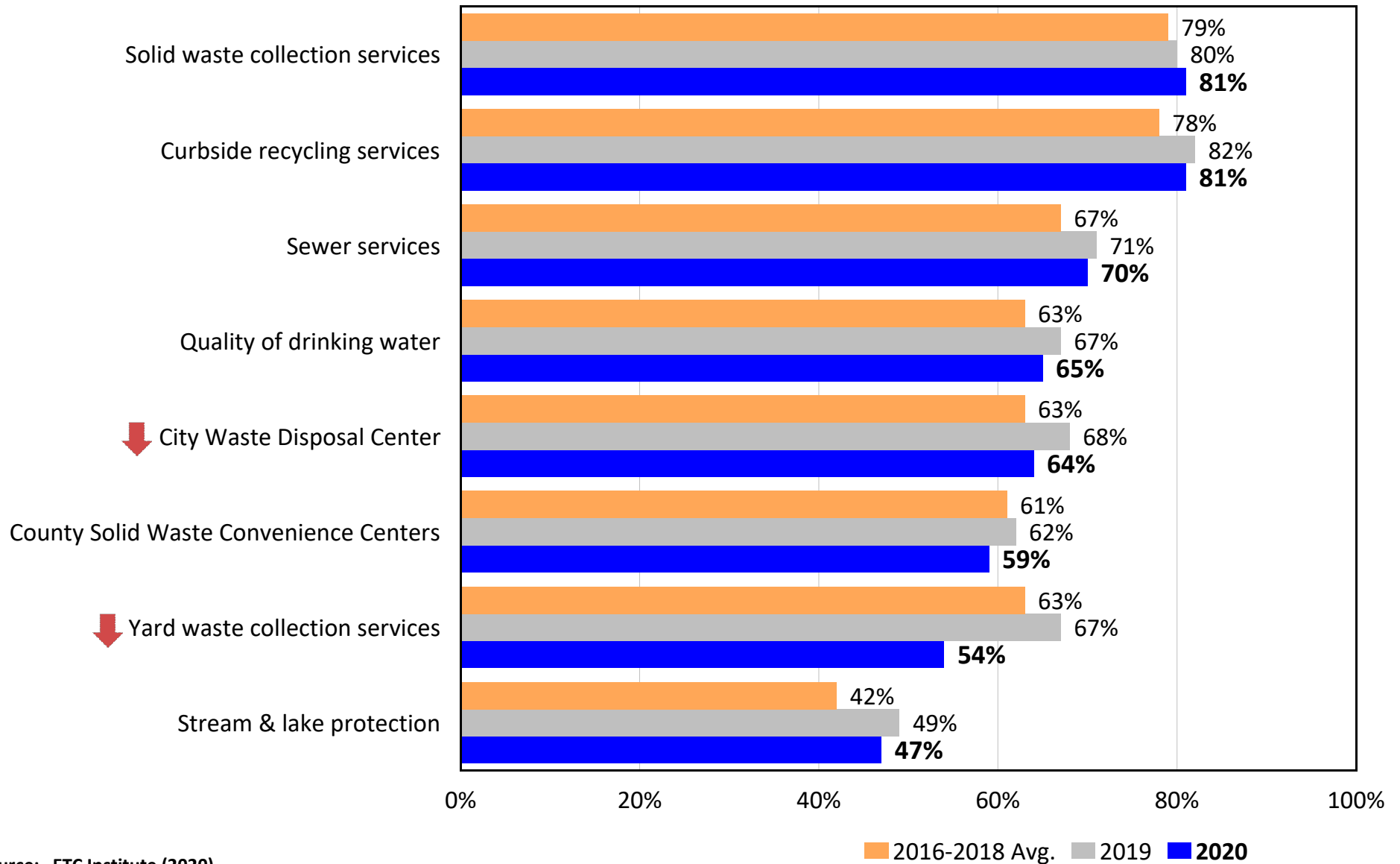
Q18. Satisfaction with Multi-Modal Transportation Services 2020, 2019, 2016-2018 Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Q19. Satisfaction with Solid Waste and Utility Services 2020, 2019, 2016-2018 Average

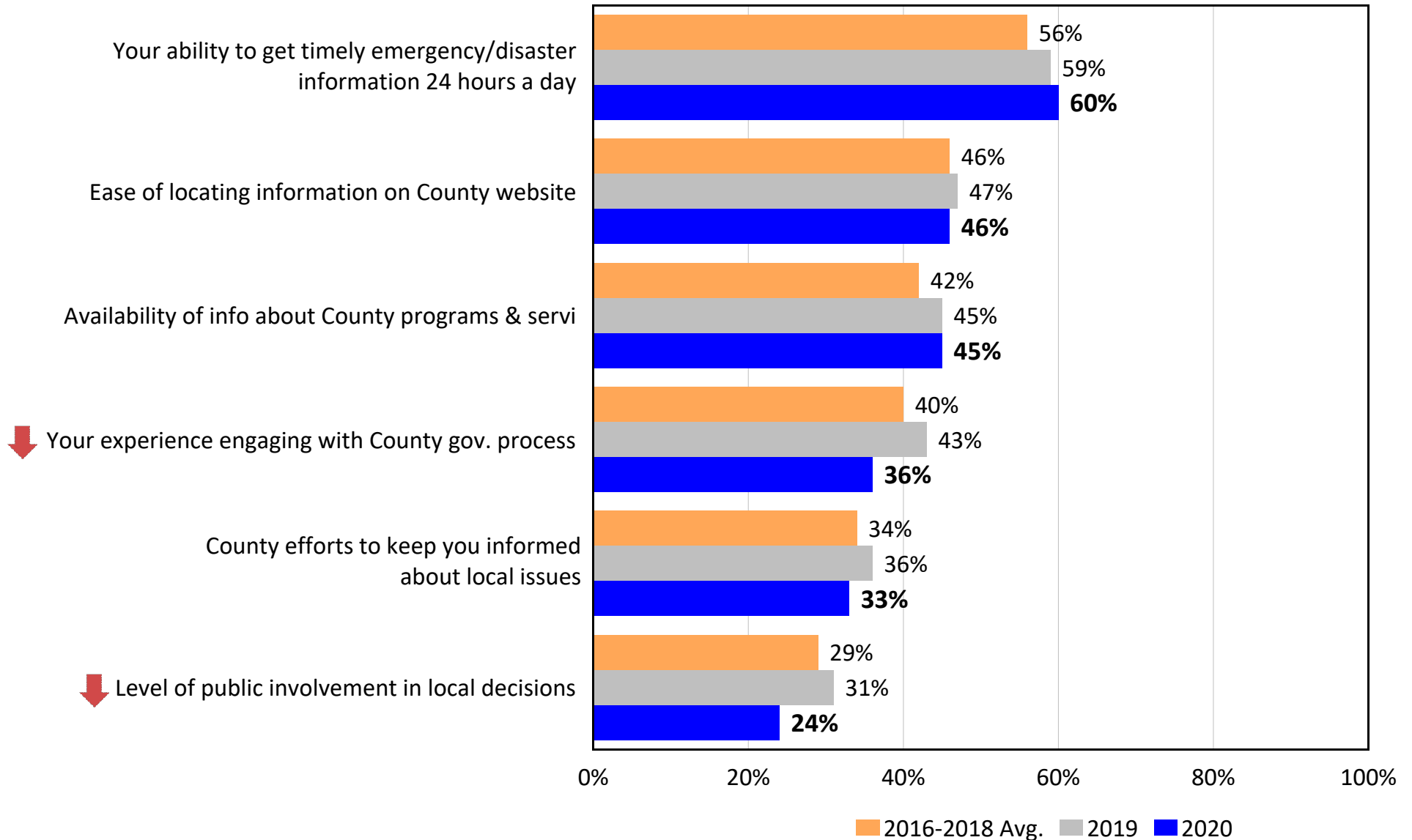
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Q23a. Satisfaction with Communication

2020, 2019, 2016-2018 Average

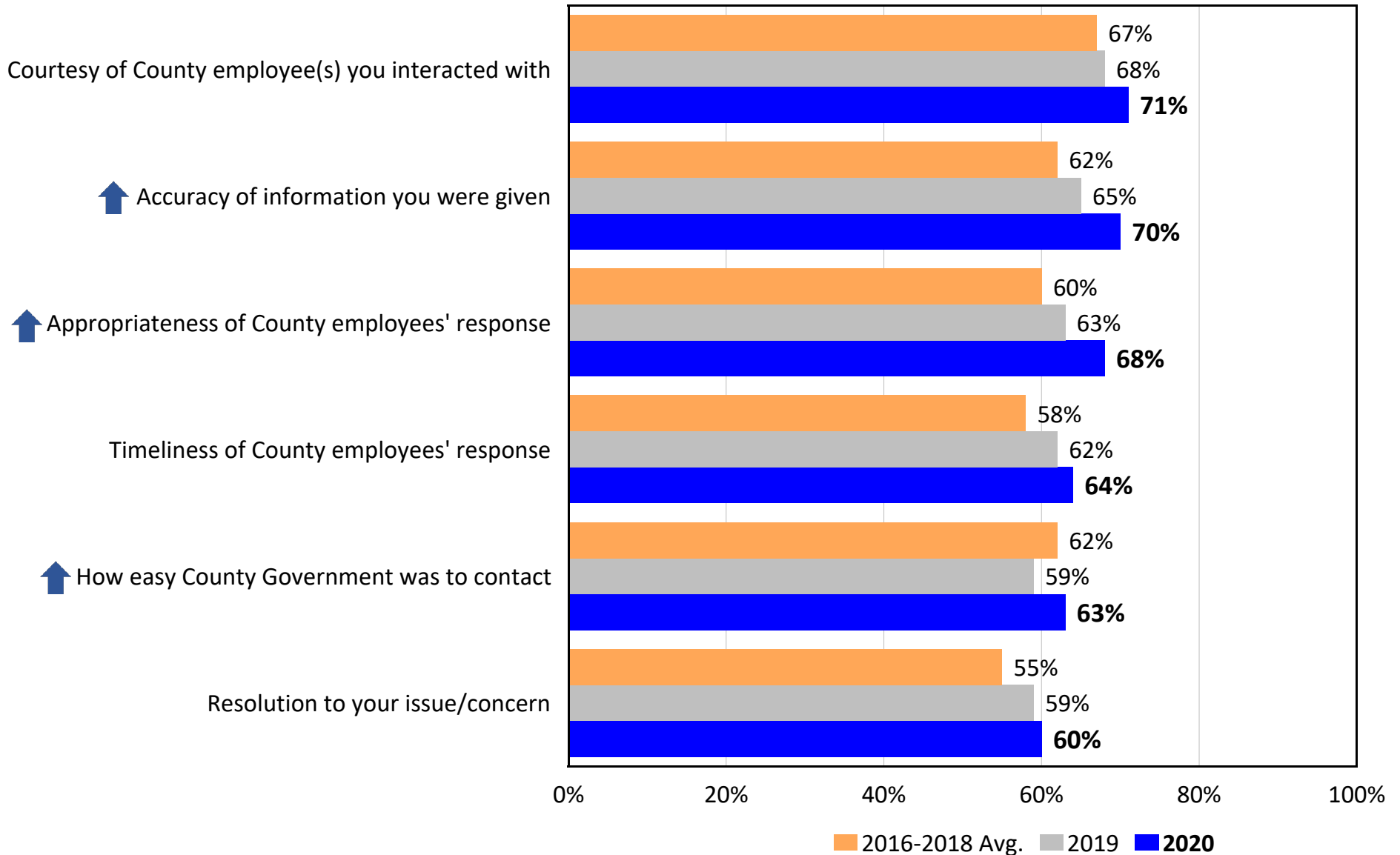
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Q23d. Satisfaction with Customer Service

2020, 2019, 2016-2018 Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

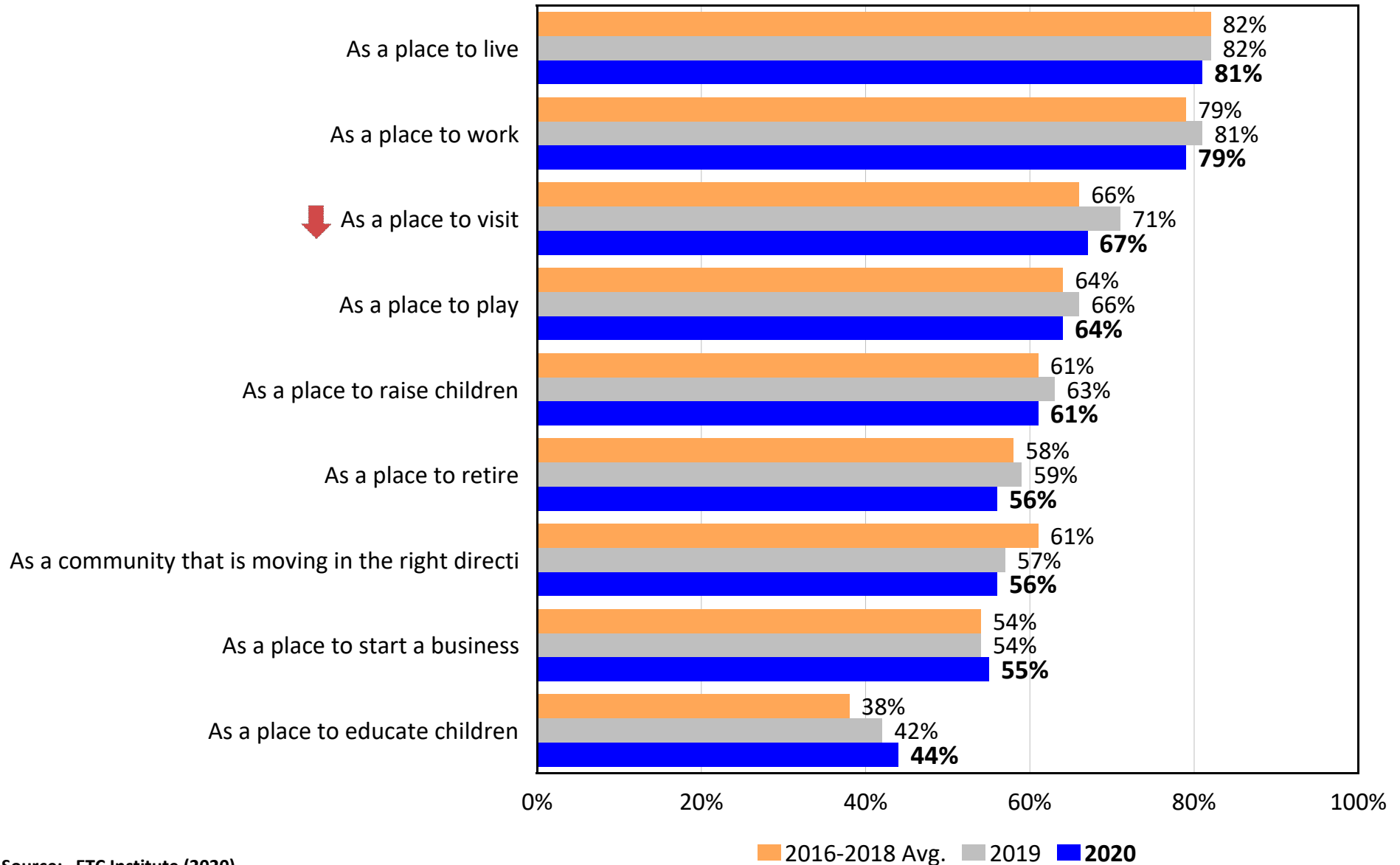


Source: ETC Institute (2020)

Q24. Overall Ratings of the Community

2020, 2019, 2016-2018 Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Section 3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Summary Report

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.

$$I-S = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation: Respondents were asked to identify the major categories of City and County services they thought should receive the most emphasis over the next two years. Thirty-nine percent (39.4%) of respondents selected the *quality of public schools* as one of the most important services for the County to provide.

With regard to satisfaction, 34.5% of respondents surveyed rated the County's overall performance regarding the *quality of 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 the *quality of public schools* was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example 39.4% was multiplied by 65.5% (1-0.345). This calculation yielded an I-S rating of 0.2581 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.

Importance-Satisfaction Rating

Major Categories of City and County Services

Durham County, North Carolina

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS > 0.20) | | | | | | |
| Quality of public schools | 39% | 2 | 35% | 22 | 0.2581 | 1 |
| Maintenance of City streets | 35% | 3 | 32% | 24 | 0.2377 | 2 |
| Quality of police protection | 47% | 1 | 53% | 11 | 0.2186 | 3 |
| Medium Priority (IS < 0.10) | | | | | | |
| Quality of pedestrian facilities | 16% | 4 | 36% | 21 | 0.0998 | 4 |
| Quality of sheriff protection | 15% | 5 | 52% | 12 | 0.0722 | 5 |
| Quality of public health services | 13% | 6 | 49% | 13 | 0.0644 | 6 |
| Ease of travel within Durham | 12% | 7 | 47% | 15 | 0.0619 | 7 |
| Quality of public transit system | 9% | 8 | 34% | 23 | 0.0605 | 8 |
| Quality of bicycle facilities | 9% | 10 | 38% | 19 | 0.0544 | 9 |
| Durham County Department of Social Services | 7% | 12 | 38% | 20 | 0.0463 | 10 |
| Enforcement of codes & ordinances | 7% | 13 | 39% | 17 | 0.0436 | 11 |
| Quality of parks & recreation programs | 8% | 11 | 59% | 9 | 0.0314 | 12 |
| Quality of water & sewer utilities | 9% | 9 | 64% | 6 | 0.0314 | 13 |
| Effectiveness of communication with the public | 5% | 15 | 55% | 10 | 0.0235 | 14 |
| Quality of tax administration services | 3% | 17 | 47% | 16 | 0.0166 | 15 |
| Quality of fire & life safety programming | 6% | 14 | 78% | 3 | 0.0125 | 16 |
| Quality of charter schools | 2% | 22 | 38% | 18 | 0.0112 | 17 |
| Customer service received from City employees | 3% | 19 | 63% | 7 | 0.0099 | 18 |
| Customer service received from County employees | 2% | 21 | 62% | 8 | 0.0077 | 19 |
| Quality of EMS services | 3% | 16 | 78% | 2 | 0.0073 | 20 |
| Response time for EMS services | 3% | 20 | 73% | 5 | 0.0071 | 21 |
| Quality of library services & programs | 3% | 18 | 79% | 1 | 0.0064 | 22 |
| Response time for fire services | 2% | 23 | 76% | 4 | 0.0039 | 23 |
| Quality of private schools | 0% | 24 | 49% | 14 | 0.0005 | 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/emphasis responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

Maintenance

Durham County, North Carolina

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS > 0.20) | | | | | | |
| Condition of public school facilities | 43% | 1 | 31% | 12 | 0.2945 | 1 |
| High Priority (IS 0.10-0.20) | | | | | | |
| Condition of streets in your neighborhood | 41% | 2 | 53% | 4 | 0.1948 | 2 |
| Condition of parking | 29% | 3 | 35% | 11 | 0.1857 | 3 |
| Appearance of landscaping on right of ways, along streets, & in public areas | 27% | 5 | 44% | 8 | 0.1492 | 4 |
| Condition of sidewalks in your neighborhood | 28% | 4 | 47% | 6 | 0.1476 | 5 |
| Appearance of major entryways to Downtown Durham | 21% | 7 | 46% | 7 | 0.1115 | 6 |
| Medium Priority (IS < 0.10) | | | | | | |
| Condition of bicycle facilities | 16% | 8 | 38% | 10 | 0.0994 | 7 |
| Condition of parks & open space | 23% | 6 | 56% | 3 | 0.0986 | 8 |
| Condition of recreation centers & facilities | 12% | 10 | 48% | 5 | 0.0643 | 9 |
| Condition of trails & greenways | 13% | 9 | 59% | 1 | 0.0543 | 10 |
| Condition of aquatic facilities | 5% | 11 | 38% | 9 | 0.0281 | 11 |
| Condition of public art | 3% | 12 | 59% | 2 | 0.0123 | 12 |

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/emphasis responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Section 4

Benchmarking Analysis

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 350 communities in 49 states. Most participating communities 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 during the summer of 2019 to a random sample of more than 500 residents living in U.S. communities with a population between 150,000 and 400,000 and (2) survey results from 22 communities (population of 150,000-400,000 residents) where ETC Institute has administered the *DirectionFinder*® survey between July 2018 and December 2020. 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:

- Cabarrus County, NC
- Coral Springs, FL
- Des Moines, IA
- Durham (City), NC
- Durham County, NC
- Fayetteville, NC
- Fort Lauderdale, FL
- Gainesville, FL
- McAllen, TX
- Mesquite, TX
- Miami, FL
- Onslow County, NC
- Overland Park, KS
- Plano, TX
- Richmond, VA
- Springfield, MO
- Tempe, AZ
- Topeka, KS
- Vancouver, WA
- Wilmington, NC
- Winston-Salem, NC
- Wyandotte County, KS

Interpreting the Charts

The **first set** of charts show how the overall ratings for Durham County compared to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than over 500 residents living communities with a population between 150,000 and 400,000. The blue bar shows the ratings for Durham County, and the pink bar shows the ratings for communities with a population of 150,000 to 400,000.

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 2018. There are a total of 22 communities (population of 150,000-400,000 residents) where ETC Institute has administered the *DirectionFinder*[®] survey between July 2018 and December 2020 (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 22 communities.

National Benchmarks

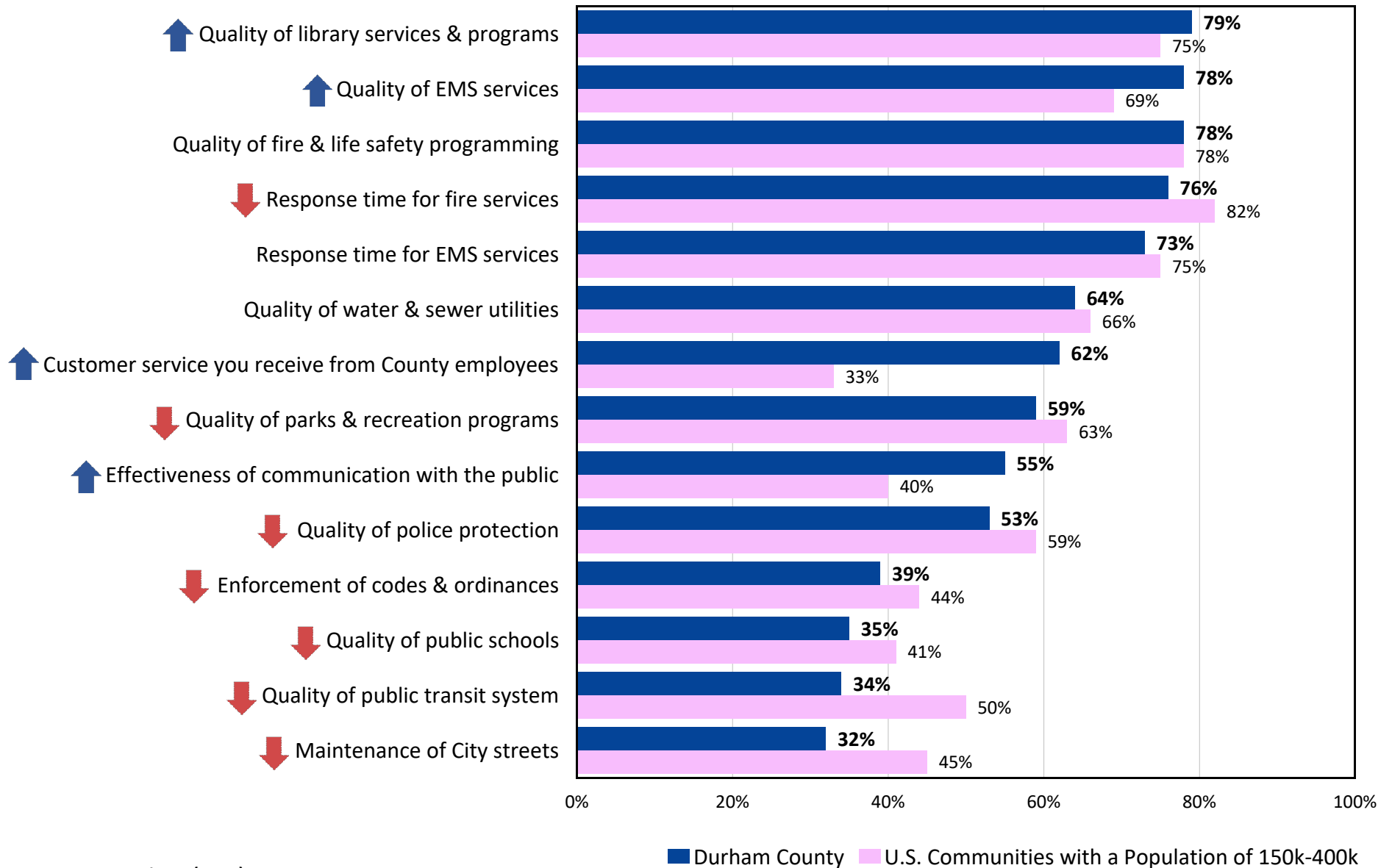
**Benchmarking Comparisons on the Following Pages
Include Both City and County Services.**

**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.**

Benchmarking: Q1. Satisfaction with Major Categories of Services

Durham County vs. U.S. Communities with Population 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

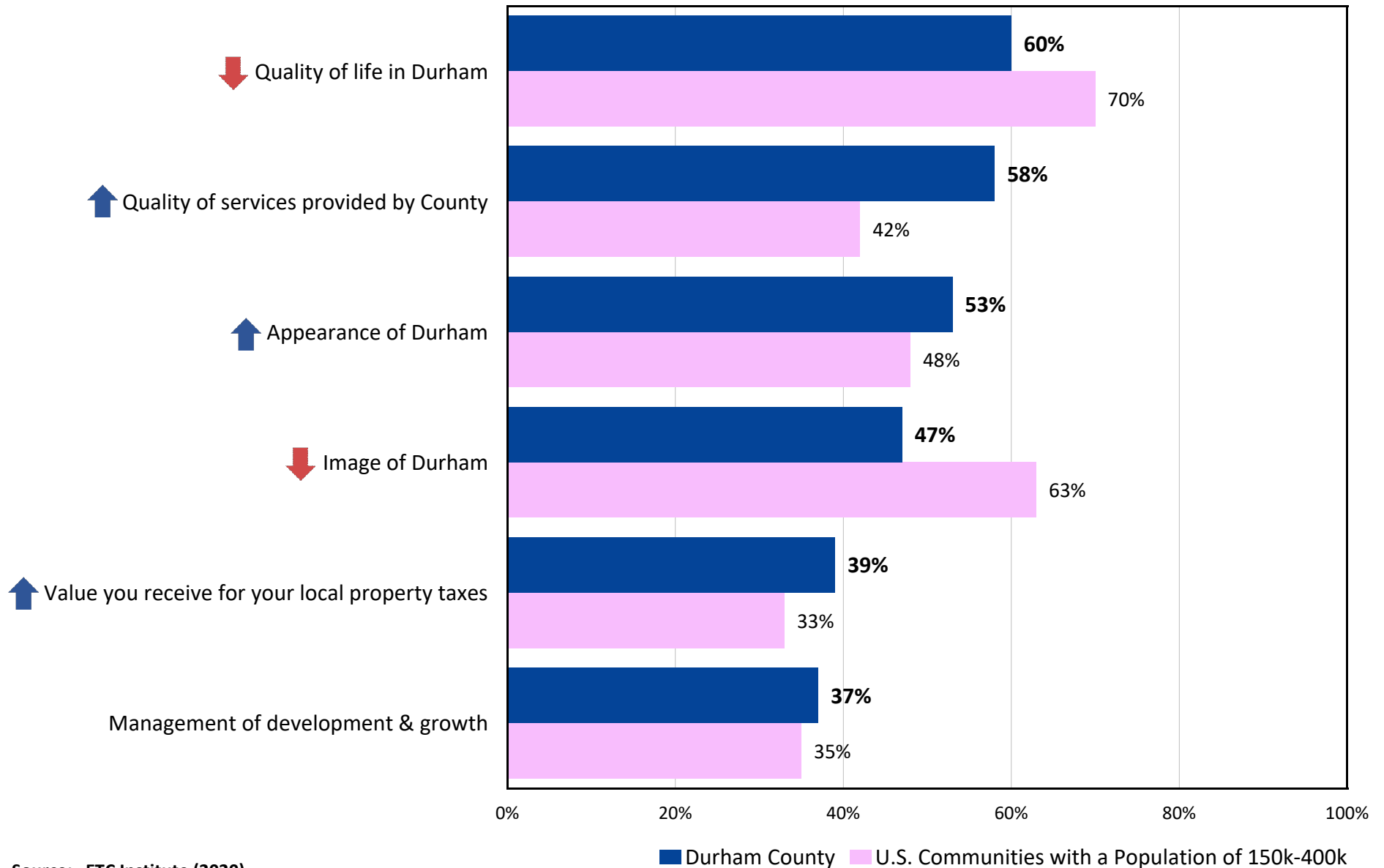


Source: ETC Institute (2020)

Benchmarking: Q3. Perception of Durham

Durham County vs. U.S. Communities with Population 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

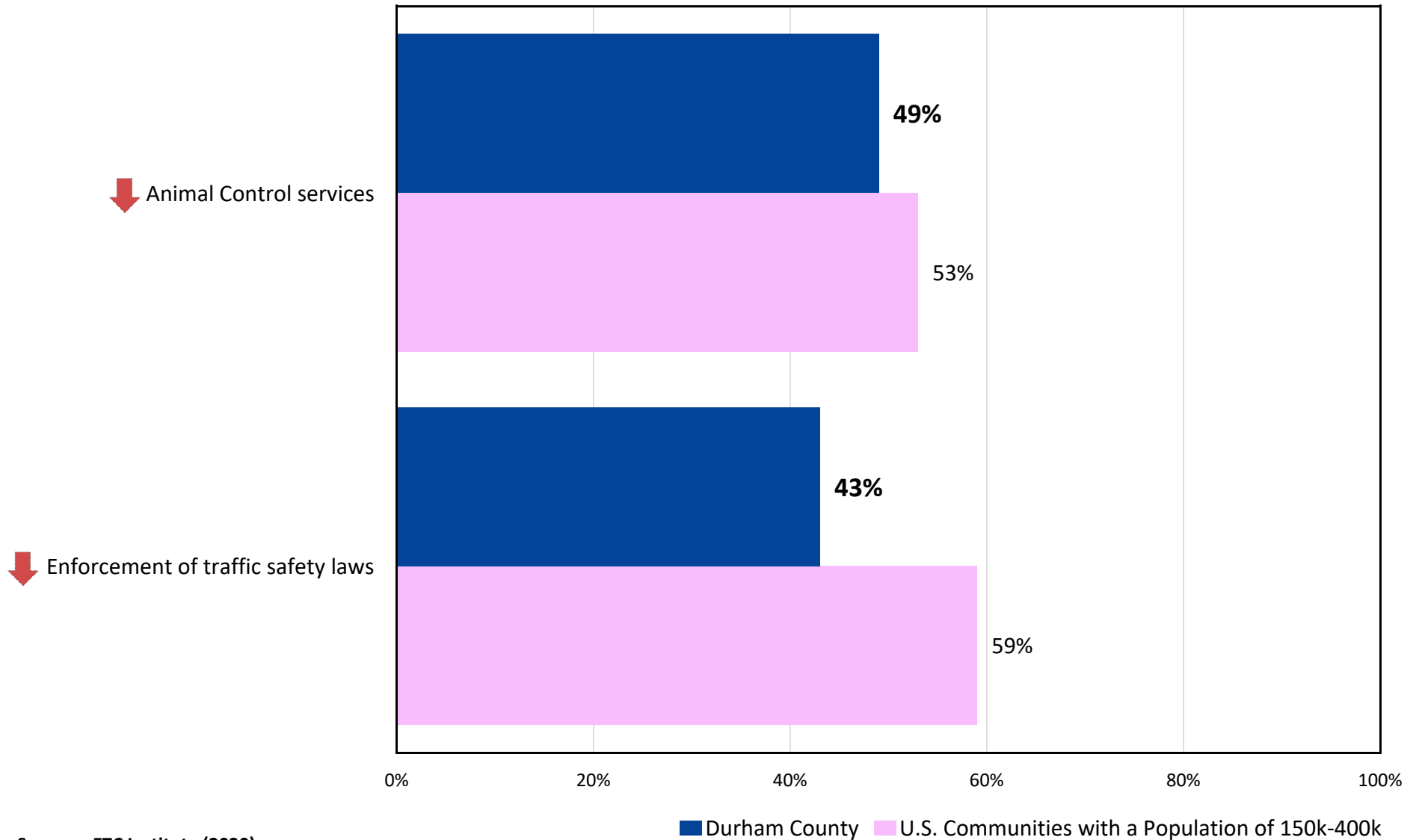


Source: ETC Institute (2020)

Benchmarking: Q10. Satisfaction with County Law Enforcement/ Criminal Justice

Durham County vs. U.S. Communities with Population 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

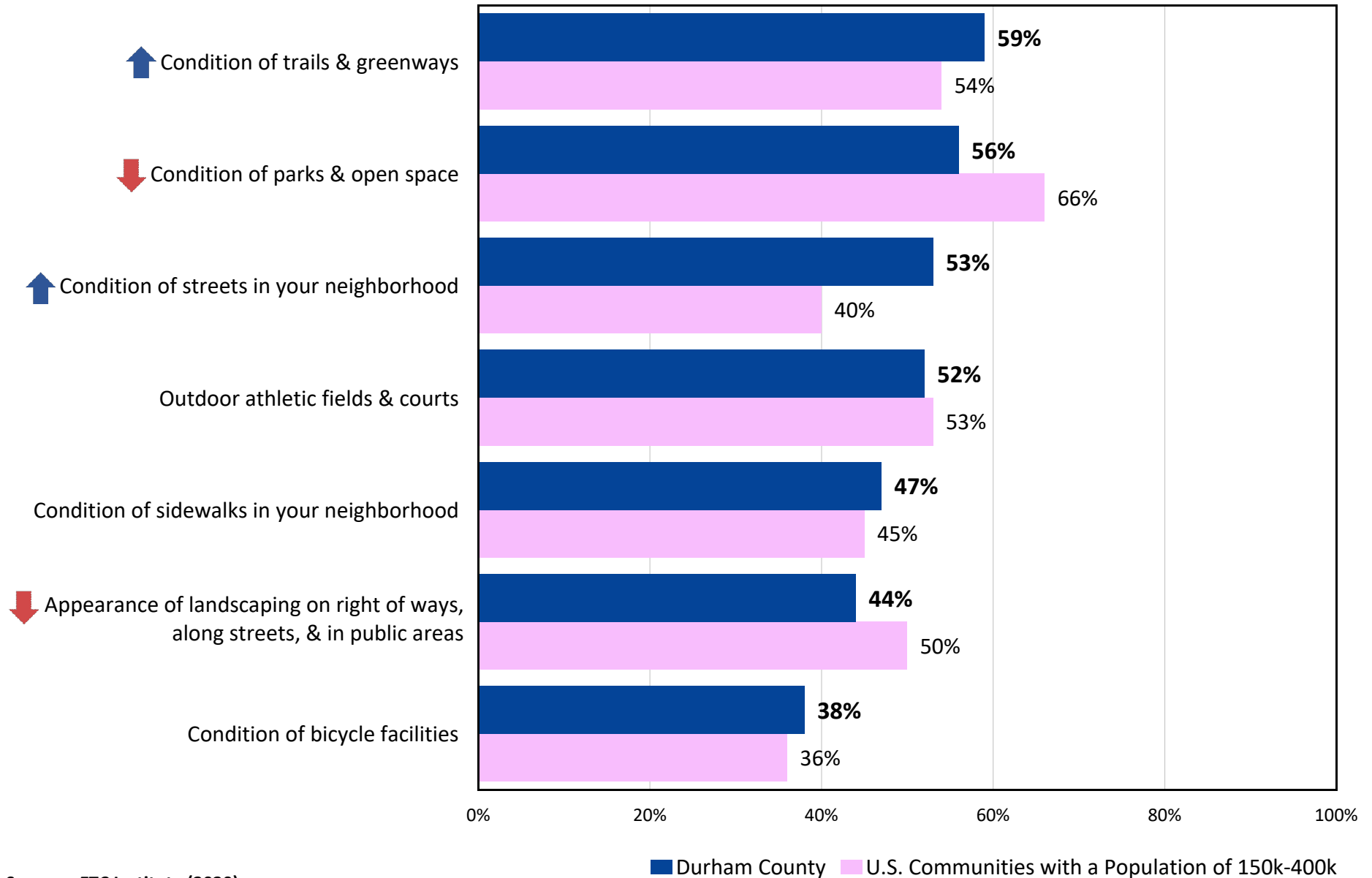


Source: ETC Institute (2020)

Benchmarking: Q15. Satisfaction with County Maintenance

Durham County vs. U.S. Communities with Population 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

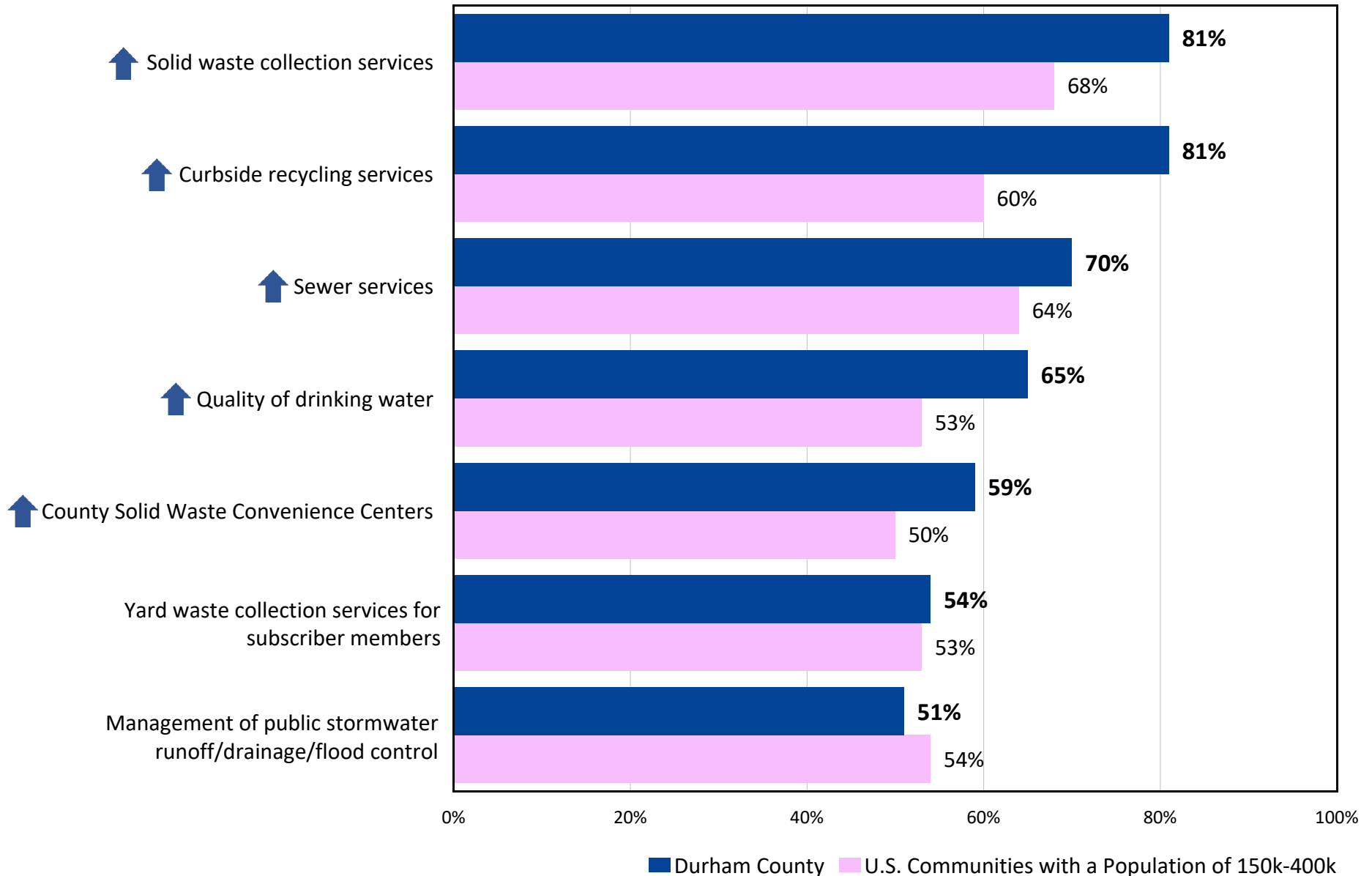


Source: ETC Institute (2020)

Benchmarking: Q19. Satisfaction with County Solid Waste and Utility Services

Durham County vs. U.S. Communities with Population 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

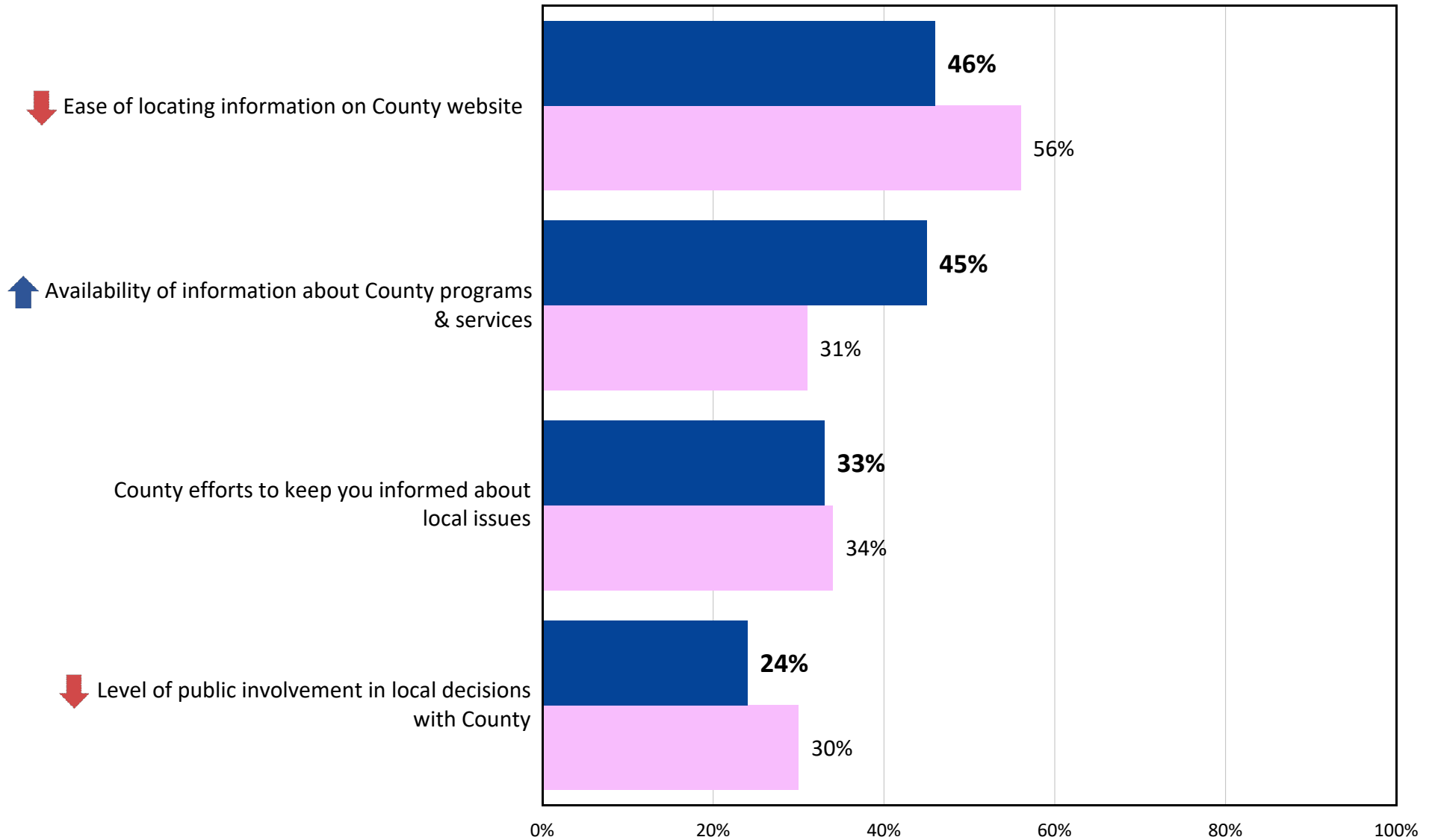


Source: ETC Institute (2020)

Benchmarking: Q23a. Satisfaction with County Communication

Durham County vs. U.S. Communities with Population 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



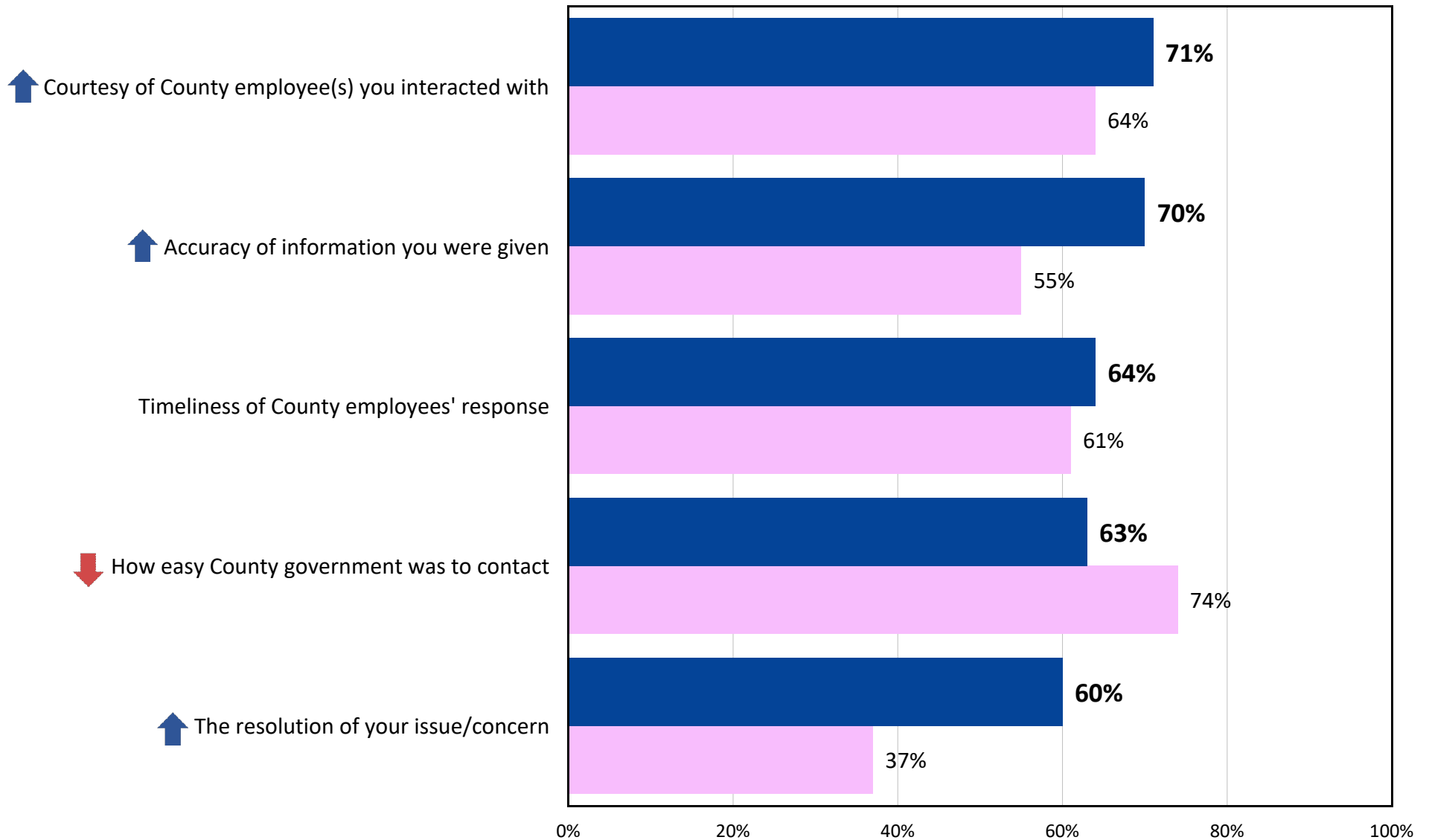
Source: ETC Institute (2020)

Durham County U.S. Communities with a Population of 150k-400k

Benchmarking: Q23d. Satisfaction with County Customer Service

Durham County vs. U.S. Communities with Population 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



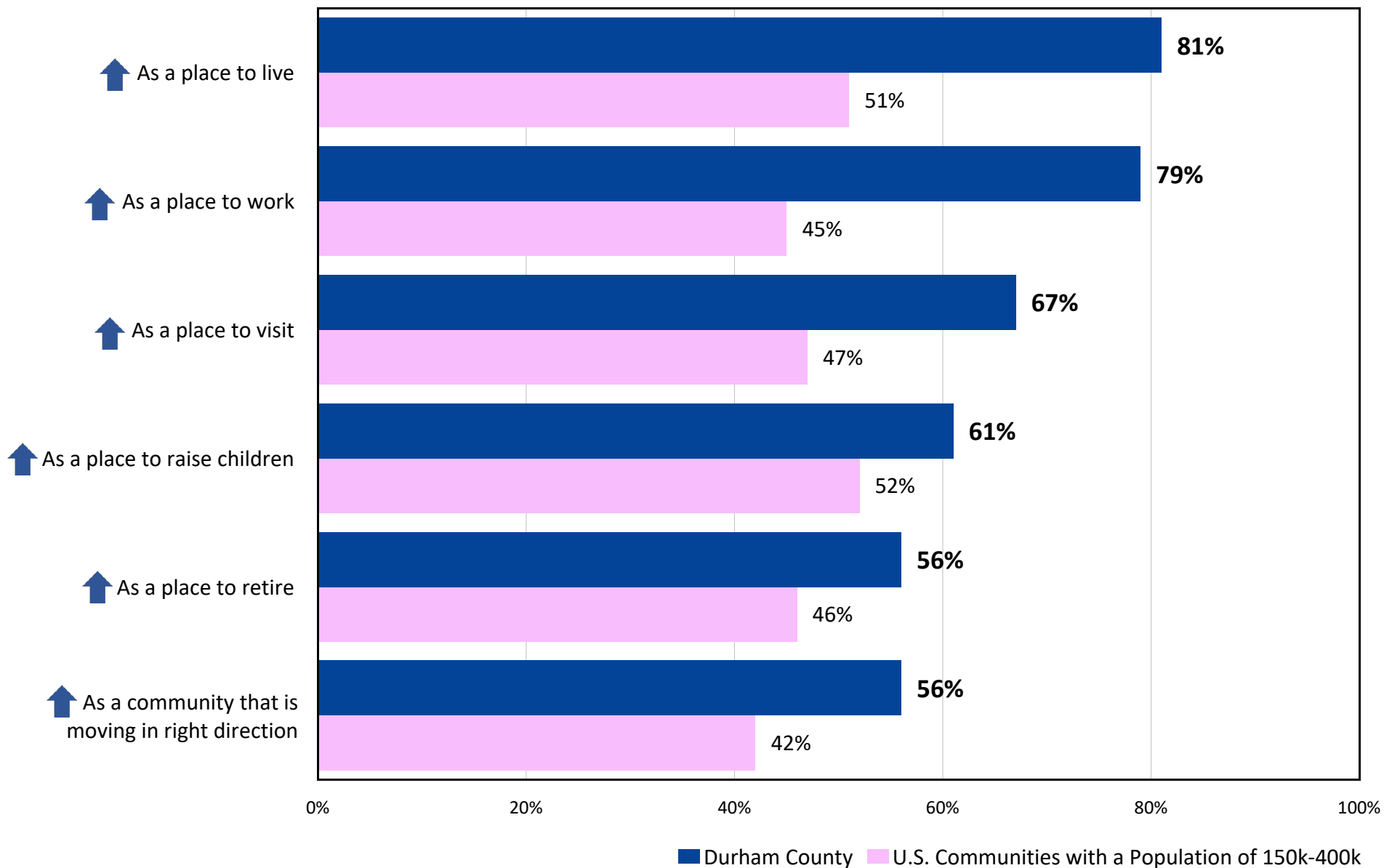
Source: ETC Institute (2020)

■ Durham County ■ U.S. Communities with a Population of 150k-400k

Benchmarking: Q24. Overall Ratings of the Community

Durham County vs. U.S. Communities with Population 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)



Source: ETC Institute (2020)

Comparison to a Range of Performance

Performance Ranges were compiled using surveys from 22 high performing communities where ETC Institute has administered a survey.

Benchmarking Comparisons on the Following Pages Include Both City and County Services.

Benchmarking Communities

Cabarrus County, NC

Coral Springs, FL

Des Moines, IA

Durham (City), NC

Durham County, NC

Fayetteville, NC

Fort Lauderdale, FL

Gainesville, FL

McAllen, TX

Mesquite, TX

Miami, FL

Onslow County, NC

Overland Park, KS

Plano, TX

Richmond, VA

Springfield, MO

Tempe, AZ

Topeka, KS

Vancouver, WA

Wilmington, NC

Winston-Salem, NC

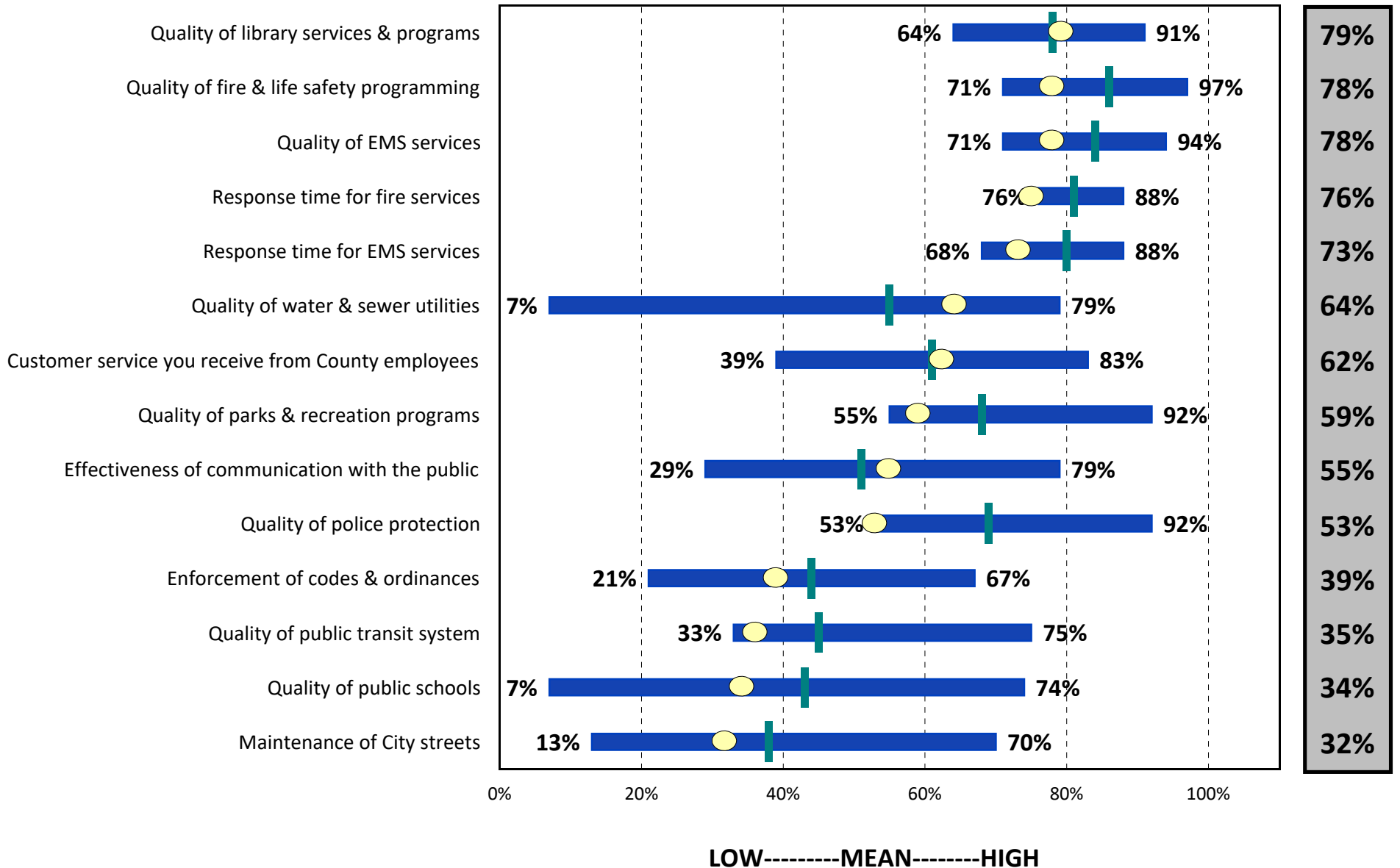
Wyandotte County, KS

Performance Ranges: Satisfaction with Major Categories of Services

DirectionFinder Communities with a Population of 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

 Durham County, NC



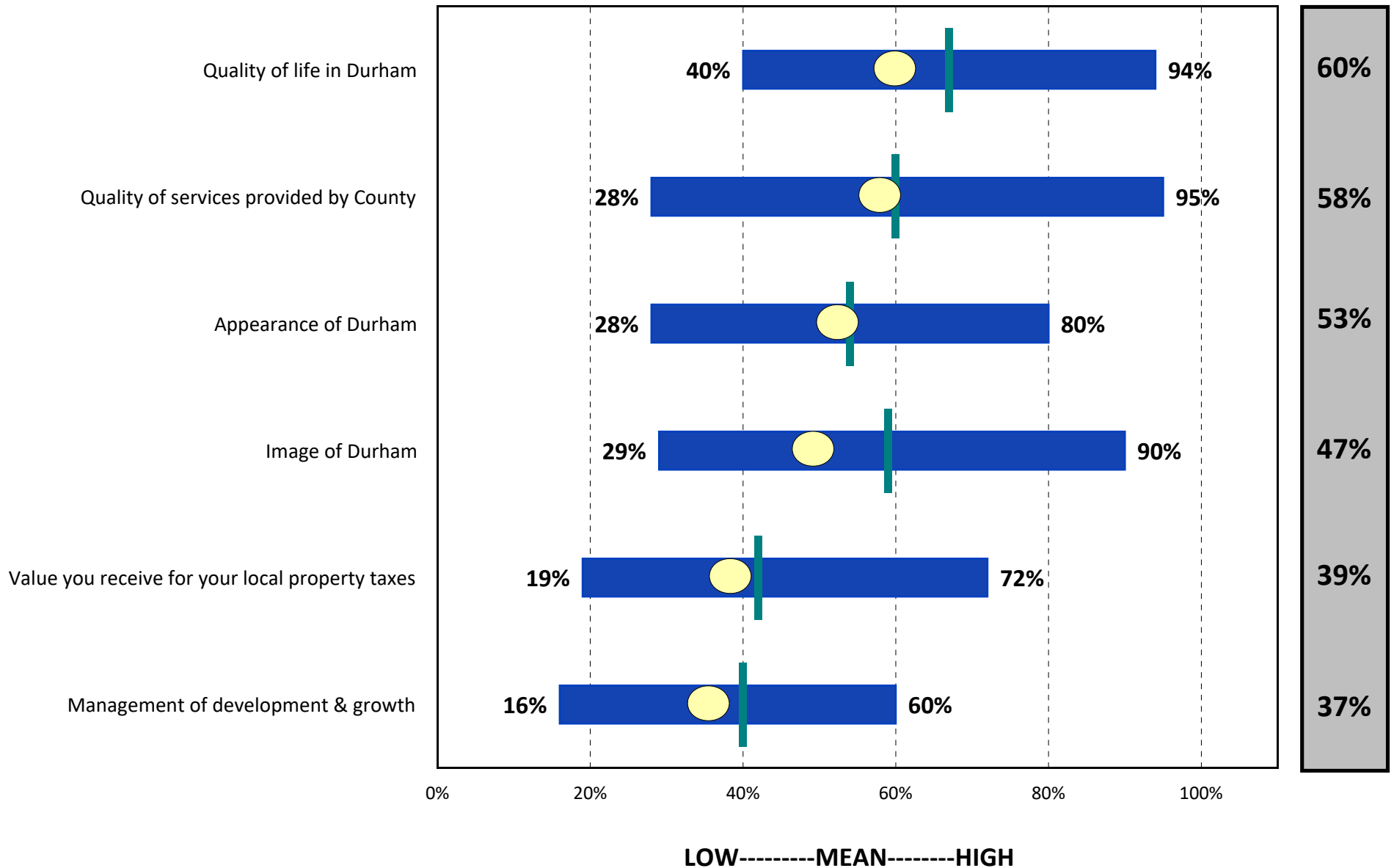
Source: ETC Institute (2020)

Performance Ranges: Perception of Durham

DirectionFinder Communities with a Population of 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

 Durham County, NC



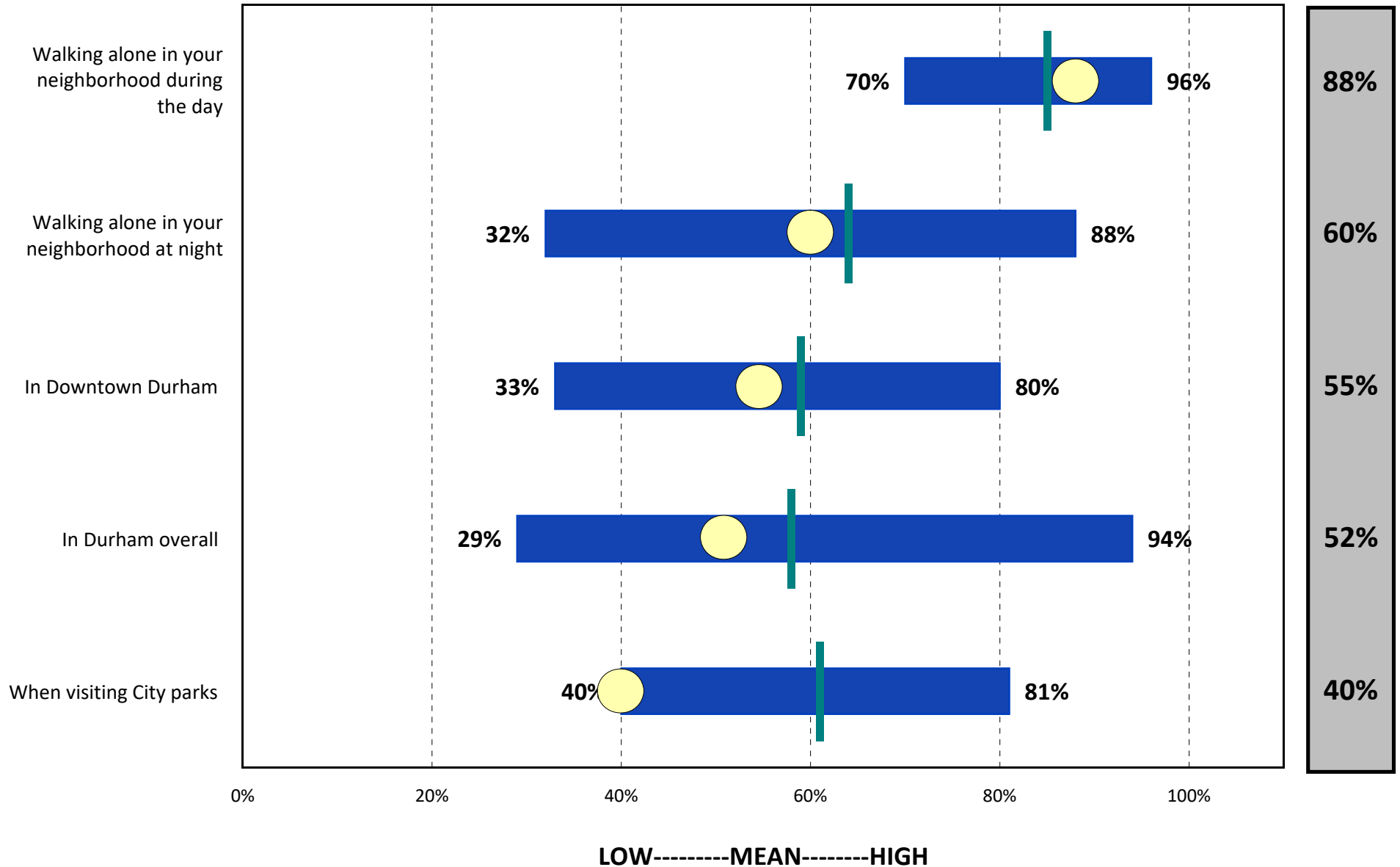
Source: ETC Institute (2020)

Performance Ranges: Feeling of Safety in the Community

DirectionFinder Communities with a Population of 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

 Durham County, NC



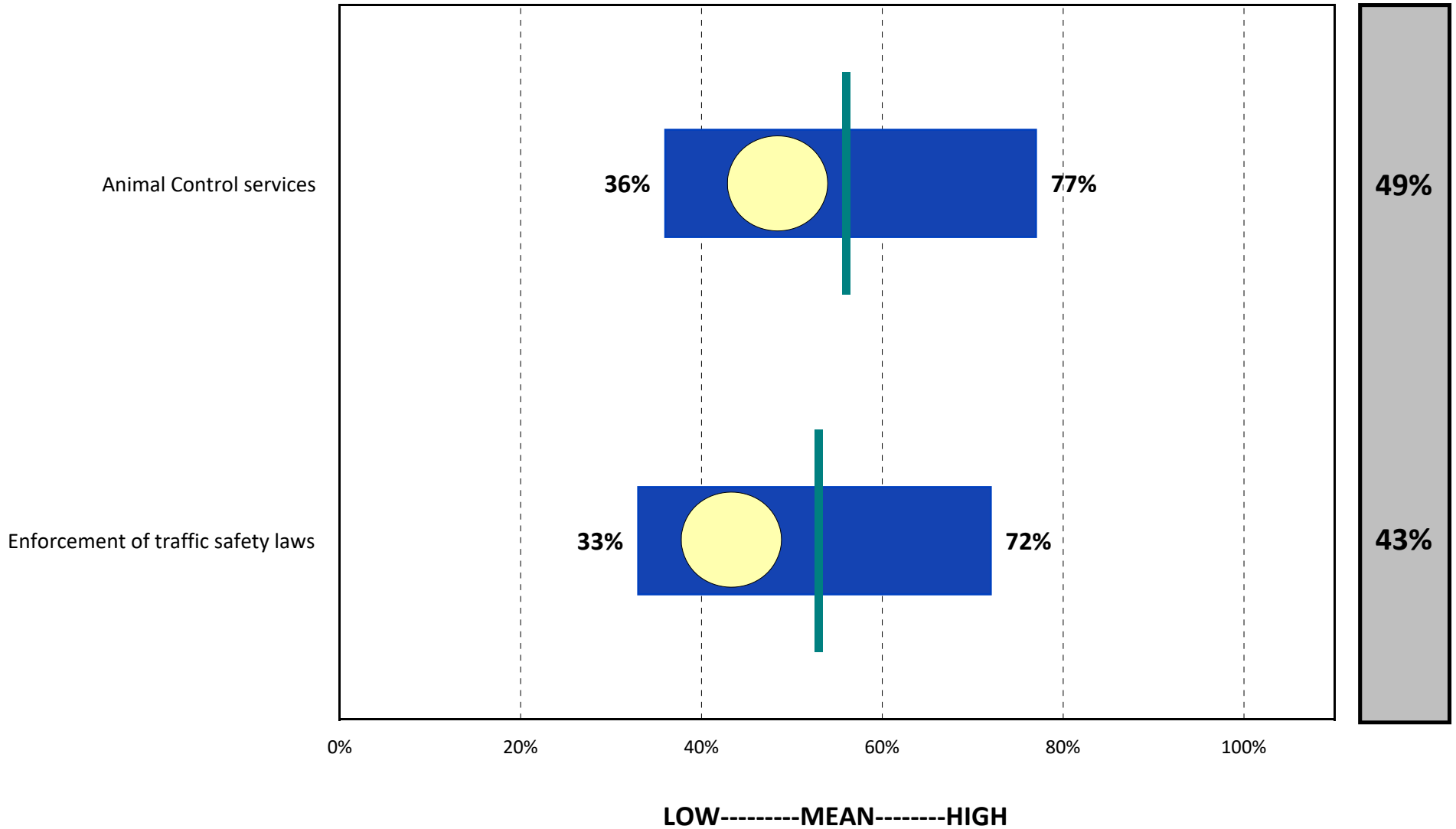
Source: ETC Institute (2020)

Performance Ranges: Satisfaction with City Law Enforcement/Criminal Justice

DirectionFinder Communities with a Population of 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

Durham County, NC



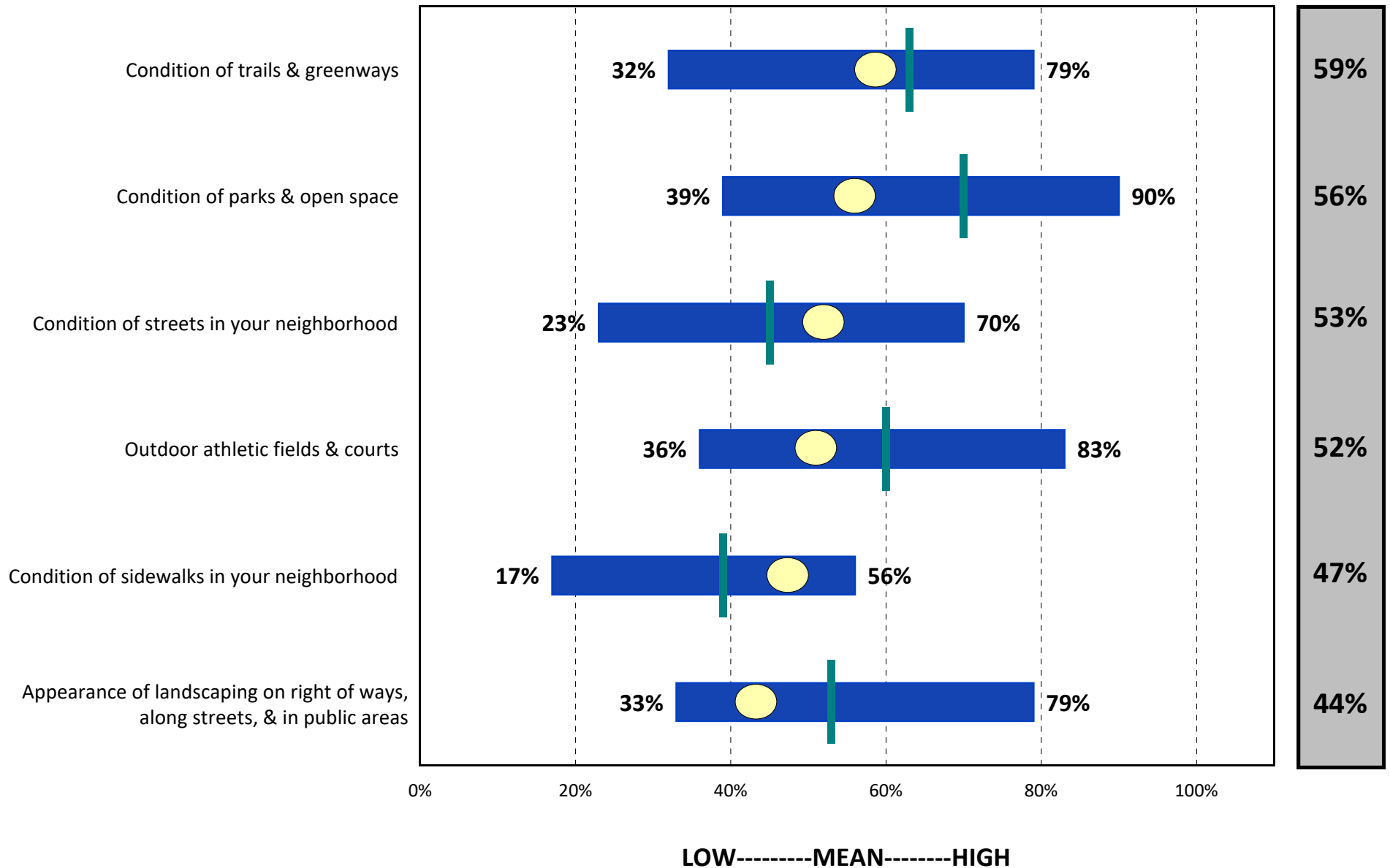
Source: ETC Institute (2020)

Performance Ranges: Satisfaction with County Maintenance

DirectionFinder Communities with a Population of 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

 Durham County, NC



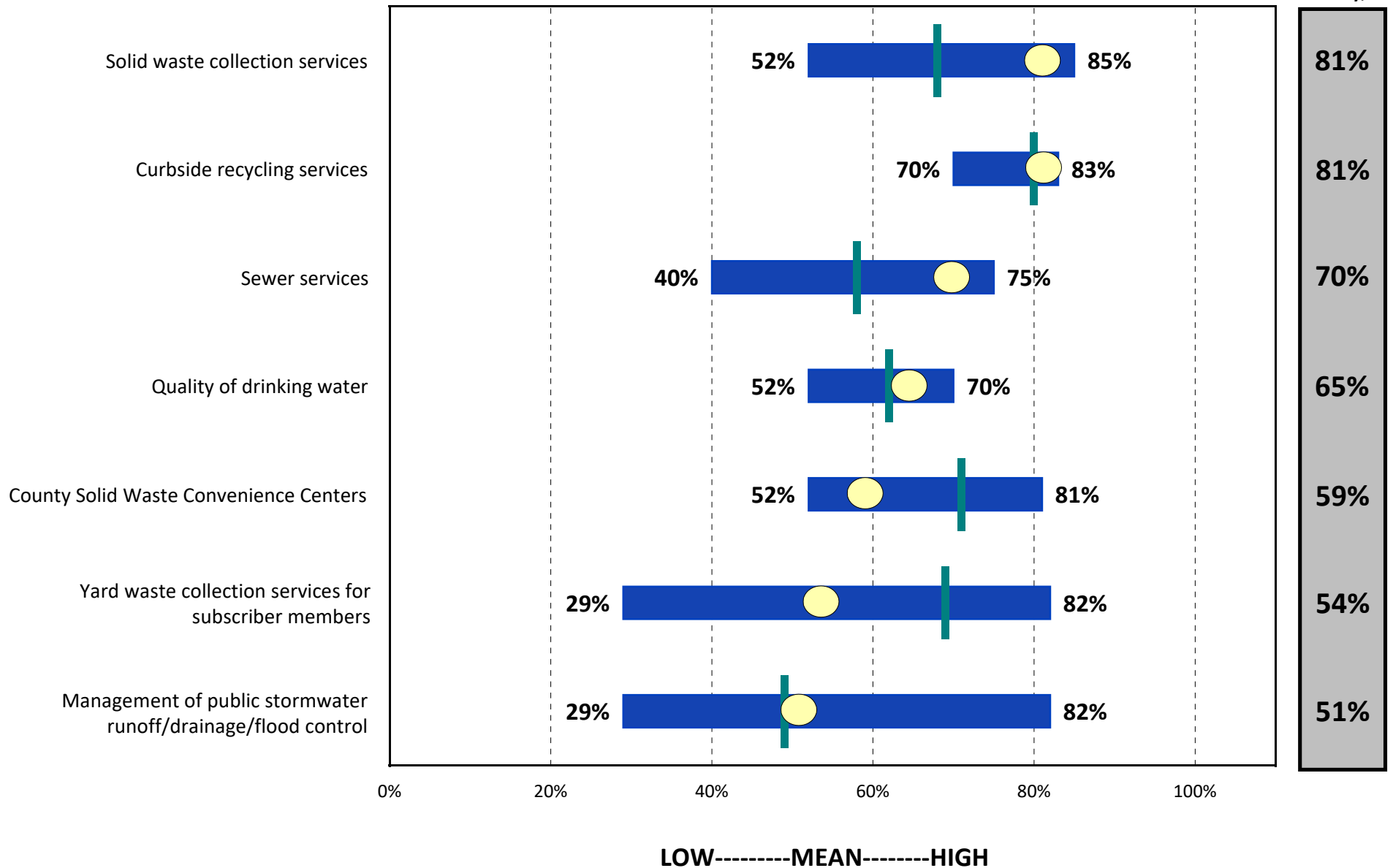
Source: ETC Institute (2020)

Performance Ranges: Satisfaction with County Solid Waste and Utility Services

DirectionFinder Communities with a Population of 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

 Durham County, NC

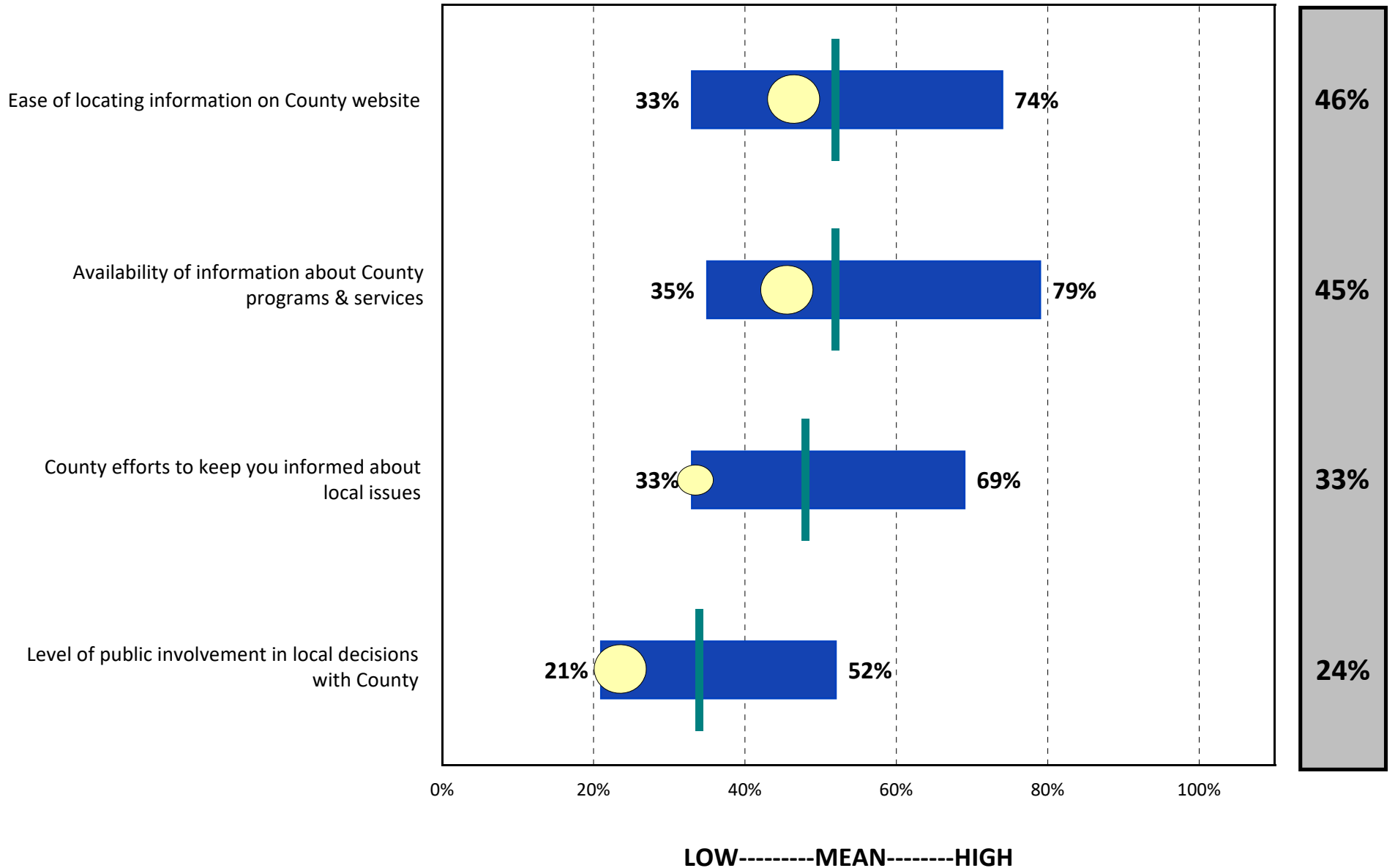


Performance Ranges: Satisfaction with County Communication

DirectionFinder Communities with a Population of 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

 Durham County, NC



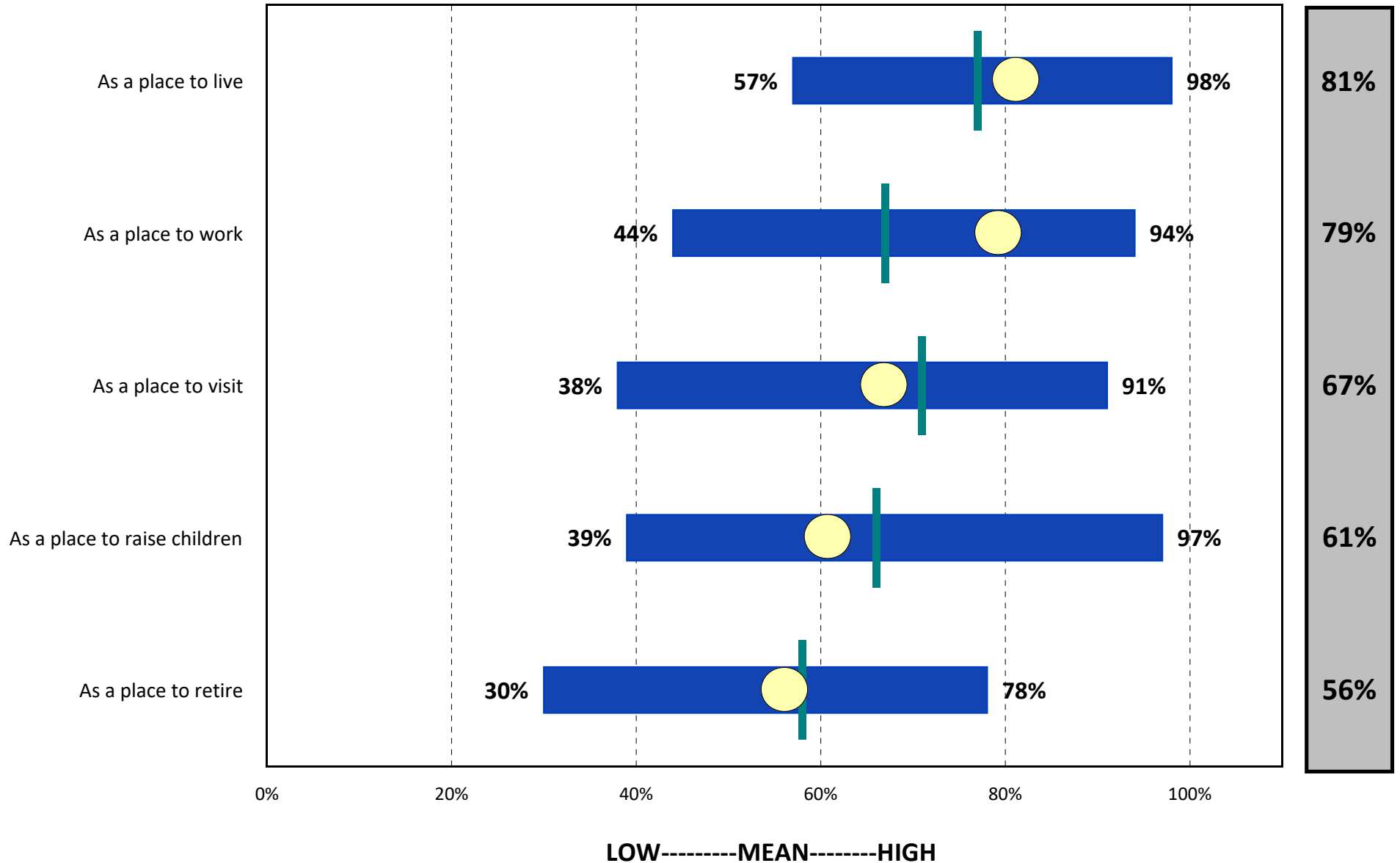
Source: ETC Institute (2020)

Performance Ranges: Overall Ratings of the Community

DirectionFinder Communities with a Population of 150,000-400,000

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding NA)

 Durham County, NC



Source: ETC Institute (2020)

Section 5

Tabular Data

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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfi- ed | Very dissatisfied | N/A |
|--|-------------------|-----------|---------|-------------------|----------------------|-------|
| Q1-1. Overall quality of police protection | 12.4% | 36.4% | 27.1% | 9.6% | 6.0% | 8.5% |
| Q1-2. Overall quality of sheriff protection | 12.0% | 32.8% | 30.0% | 7.0% | 4.6% | 13.7% |
| Q1-3. Overall quality of fire & life safety programming | 24.6% | 41.7% | 17.2% | 1.1% | 0.9% | 14.4% |
| Q1-4. Response time for fire services | 21.8% | 26.9% | 14.0% | 0.8% | 0.6% | 35.8% |
| Q1-5. Overall quality of EMS services | 26.4% | 29.2% | 13.8% | 1.2% | 0.9% | 28.4% |
| Q1-6. Response time for EMS services | 23.6% | 24.6% | 15.3% | 1.7% | 1.1% | 33.7% |
| Q1-7. Overall maintenance of City streets | 5.3% | 25.4% | 22.9% | 27.7% | 15.4% | 3.3% |
| Q1-8. Overall ease of travel within Durham | 8.5% | 36.9% | 28.9% | 17.1% | 5.1% | 3.5% |
| Q1-9. Overall quality of public transit system (GoDurham) | 5.1% | 12.3% | 20.6% | 7.5% | 5.1% | 49.4% |
| Q1-10. Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage) | 7.0% | 20.4% | 23.6% | 15.8% | 6.1% | 27.1% |
| Q1-11. Overall quality of pedestrian facilities (e.g. sidewalks) | 5.5% | 26.4% | 24.3% | 22.8% | 10.7% | 10.3% |
| Q1-12. Overall quality of water & sewer utilities | 14.7% | 43.0% | 21.1% | 7.1% | 3.9% | 10.1% |
| Q1-13. Overall enforcement of codes & ordinances | 6.1% | 26.5% | 33.1% | 10.7% | 6.5% | 17.0% |
| Q1-14. Overall quality of customer service you receive from City employees | 15.3% | 37.1% | 20.5% | 6.7% | 3.2% | 17.1% |
| Q1-15. Overall quality of customer service you receive from County employees | 13.8% | 35.1% | 22.6% | 5.0% | 2.7% | 20.8% |
| Q1-16. Overall effectiveness of communication with the public | 10.3% | 40.0% | 27.8% | 8.8% | 4.6% | 8.5% |

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 | Dissatisfi- ed | Very dissatisfied | N/A |
|--|-------------------|-----------|---------|-------------------|----------------------|-------|
| Q1-17. Overall quality of parks & recreation programs | 13.0% | 36.8% | 24.6% | 5.9% | 3.8% | 15.9% |
| Q1-18. Overall quality of library services & programs | 27.1% | 39.4% | 13.6% | 2.7% | 1.8% | 15.4% |
| Q1-19. Overall quality of services provided by Durham County Department of Social Services | 6.0% | 13.1% | 22.5% | 5.7% | 3.7% | 49.1% |
| Q1-20. Overall quality of public health services | 7.2% | 23.9% | 24.1% | 5.0% | 3.1% | 36.8% |
| Q1-21. Overall quality of tax administration services | 7.0% | 30.1% | 30.2% | 6.3% | 6.1% | 20.4% |
| Q1-22. Overall quality of public schools | 4.6% | 19.9% | 21.7% | 15.3% | 9.7% | 28.8% |
| Q1-23. Overall quality of charter schools | 3.7% | 14.5% | 19.9% | 6.0% | 4.1% | 51.8% |
| Q1-24. Overall quality of private schools | 8.0% | 13.4% | 18.3% | 2.0% | 2.4% | 55.9% |

WITHOUT N/A

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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q1-1. Overall quality of police protection | 13.5% | 39.8% | 29.6% | 10.4% | 6.6% |
| Q1-2. Overall quality of sheriff protection | 13.9% | 38.0% | 34.7% | 8.1% | 5.3% |
| Q1-3. Overall quality of fire & life safety programming | 28.8% | 48.8% | 20.1% | 1.2% | 1.1% |
| Q1-4. Response time for fire services | 34.0% | 41.9% | 21.9% | 1.3% | 0.9% |
| Q1-5. Overall quality of EMS services | 36.9% | 40.9% | 19.3% | 1.6% | 1.3% |
| Q1-6. Response time for EMS services | 35.6% | 37.2% | 23.1% | 2.5% | 1.6% |
| Q1-7. Overall maintenance of City streets | 5.5% | 26.2% | 23.7% | 28.7% | 16.0% |
| Q1-8. Overall ease of travel within Durham | 8.8% | 38.3% | 30.0% | 17.7% | 5.3% |
| Q1-9. Overall quality of public transit system (GoDurham) | 10.0% | 24.2% | 40.8% | 14.9% | 10.0% |
| Q1-10. Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage) | 9.5% | 28.0% | 32.4% | 21.7% | 8.4% |
| Q1-11. Overall quality of pedestrian facilities (e.g. sidewalks) | 6.2% | 29.4% | 27.1% | 25.4% | 12.0% |
| Q1-12. Overall quality of water & sewer utilities | 16.4% | 47.9% | 23.5% | 7.9% | 4.3% |
| Q1-13. Overall enforcement of codes & ordinances | 7.4% | 32.0% | 39.9% | 12.9% | 7.8% |
| Q1-14. Overall quality of customer service you receive from City employees | 18.5% | 44.8% | 24.8% | 8.1% | 3.8% |
| Q1-15. Overall quality of customer service you receive from County employees | 17.4% | 44.3% | 28.6% | 6.3% | 3.4% |
| Q1-16. Overall effectiveness of communication with the public | 11.2% | 43.7% | 30.4% | 9.7% | 5.0% |

WITHOUT N/A

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 |
|--|----------------|-----------|---------|--------------|-------------------|
| Q1-17. Overall quality of parks & recreation programs | 15.4% | 43.8% | 29.3% | 7.0% | 4.5% |
| Q1-18. Overall quality of library services & programs | 32.1% | 46.6% | 16.0% | 3.2% | 2.1% |
| Q1-19. Overall quality of services provided by Durham County Department of Social Services | 11.8% | 25.7% | 44.2% | 11.1% | 7.2% |
| Q1-20. Overall quality of public health services | 11.4% | 37.9% | 38.1% | 7.8% | 4.9% |
| Q1-21. Overall quality of tax administration services | 8.7% | 37.8% | 37.9% | 7.9% | 7.7% |
| Q1-22. Overall quality of public schools | 6.5% | 28.0% | 30.5% | 21.5% | 13.6% |
| Q1-23. Overall quality of charter schools | 7.6% | 30.1% | 41.3% | 12.5% | 8.6% |
| Q1-24. Overall quality of private schools | 18.2% | 30.5% | 41.4% | 4.5% | 5.3% |

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 | 267 | 31.5 % |
| Overall quality of sheriff protection | 17 | 2.0 % |
| Overall quality of fire & life safety programming | 10 | 1.2 % |
| Response time for fire services | 3 | 0.4 % |
| Overall quality of EMS services | 5 | 0.6 % |
| Response time for EMS services | 6 | 0.7 % |
| Overall maintenance of City streets | 116 | 13.7 % |
| Overall ease of travel within Durham | 19 | 2.2 % |
| Overall quality of public transit system (GoDurham) | 14 | 1.7 % |
| Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage) | 15 | 1.8 % |
| Overall quality of pedestrian facilities (e.g. sidewalks) | 25 | 2.9 % |
| Overall quality of water & sewer utilities | 16 | 1.9 % |
| Overall enforcement of codes & ordinances | 15 | 1.8 % |
| Overall quality of customer service you receive from City employees | 4 | 0.5 % |
| Overall quality of customer service you receive from County employees | 3 | 0.4 % |
| Overall effectiveness of communication with the public | 5 | 0.6 % |
| Overall quality of parks & recreation programs | 4 | 0.5 % |
| Overall quality of library services & programs | 1 | 0.1 % |
| Overall quality of services provided by Durham County Department of Social Services | 12 | 1.4 % |
| Overall quality of public health services | 23 | 2.7 % |
| Overall quality of tax administration services | 7 | 0.8 % |
| Overall quality of public schools | 160 | 18.9 % |
| Overall quality of charter schools | 3 | 0.4 % |
| None chosen | 98 | 11.6 % |
| Total | 848 | 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 | 78 | 9.2 % |
| Overall quality of sheriff protection | 88 | 10.4 % |
| Overall quality of fire & life safety programming | 14 | 1.7 % |
| Response time for fire services | 3 | 0.4 % |
| Overall quality of EMS services | 13 | 1.5 % |
| Response time for EMS services | 10 | 1.2 % |
| Overall maintenance of City streets | 106 | 12.5 % |
| Overall ease of travel within Durham | 36 | 4.2 % |
| Overall quality of public transit system (GoDurham) | 28 | 3.3 % |
| Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage) | 38 | 4.5 % |
| Overall quality of pedestrian facilities (e.g. sidewalks) | 57 | 6.7 % |
| Overall quality of water & sewer utilities | 27 | 3.2 % |
| Overall enforcement of codes & ordinances | 13 | 1.5 % |
| Overall quality of customer service you receive from City employees | 12 | 1.4 % |
| Overall quality of customer service you receive from County employees | 4 | 0.5 % |
| Overall effectiveness of communication with the public | 10 | 1.2 % |
| Overall quality of parks & recreation programs | 17 | 2.0 % |
| Overall quality of library services & programs | 12 | 1.4 % |
| Overall quality of services provided by Durham County Department of Social Services | 23 | 2.7 % |
| Overall quality of public health services | 36 | 4.2 % |
| Overall quality of tax administration services | 9 | 1.1 % |
| Overall quality of public schools | 85 | 10.0 % |
| Overall quality of charter schools | 6 | 0.7 % |
| Overall quality of private schools | 1 | 0.1 % |
| None chosen | 122 | 14.4 % |
| Total | 848 | 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 | 52 | 6.1 % |
| Overall quality of sheriff protection | 22 | 2.6 % |
| Overall quality of fire & life safety programming | 23 | 2.7 % |
| Response time for fire services | 7 | 0.8 % |
| Overall quality of EMS services | 10 | 1.2 % |
| Response time for EMS services | 6 | 0.7 % |
| Overall maintenance of City streets | 73 | 8.6 % |
| Overall ease of travel within Durham | 45 | 5.3 % |
| Overall quality of public transit system (GoDurham) | 36 | 4.2 % |
| Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage) | 20 | 2.4 % |
| Overall quality of pedestrian facilities (e.g. sidewalks) | 50 | 5.9 % |
| Overall quality of water & sewer utilities | 31 | 3.7 % |
| Overall enforcement of codes & ordinances | 33 | 3.9 % |
| Overall quality of customer service you receive from City employees | 7 | 0.8 % |
| Overall quality of customer service you receive from County employees | 9 | 1.1 % |
| Overall effectiveness of communication with the public | 29 | 3.4 % |
| Overall quality of parks & recreation programs | 44 | 5.2 % |
| Overall quality of library services & programs | 13 | 1.5 % |
| Overall quality of services provided by Durham County Department of Social Services | 28 | 3.3 % |
| Overall quality of public health services | 49 | 5.8 % |
| Overall quality of tax administration services | 10 | 1.2 % |
| Overall quality of public schools | 89 | 10.5 % |
| Overall quality of charter schools | 6 | 0.7 % |
| None chosen | 156 | 18.4 % |
| Total | 848 | 100.0 % |

SUM OF TOP 3 CHOICES**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 | 397 | 46.8 % |
| Overall quality of sheriff protection | 127 | 15.0 % |
| Overall quality of fire & life safety programming | 47 | 5.5 % |
| Response time for fire services | 13 | 1.5 % |
| Overall quality of EMS services | 28 | 3.3 % |
| Response time for EMS services | 22 | 2.6 % |
| Overall maintenance of City streets | 295 | 34.8 % |
| Overall ease of travel within Durham | 100 | 11.8 % |
| Overall quality of public transit system (GoDurham) | 78 | 9.2 % |
| Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage) | 73 | 8.6 % |
| Overall quality of pedestrian facilities (e.g. sidewalks) | 132 | 15.6 % |
| Overall quality of water & sewer utilities | 74 | 8.7 % |
| Overall enforcement of codes & ordinances | 61 | 7.2 % |
| Overall quality of customer service you receive from City employees | 23 | 2.7 % |
| Overall quality of customer service you receive from County employees | 16 | 1.9 % |
| Overall effectiveness of communication with the public | 44 | 5.2 % |
| Overall quality of parks & recreation programs | 65 | 7.7 % |
| Overall quality of library services & programs | 26 | 3.1 % |
| Overall quality of services provided by Durham County Department of Social Services | 63 | 7.4 % |
| Overall quality of public health services | 108 | 12.7 % |
| Overall quality of tax administration services | 26 | 3.1 % |
| Overall quality of public schools | 334 | 39.4 % |
| Overall quality of charter schools | 15 | 1.8 % |
| Overall quality of private schools | 1 | 0.1 % |
| None chosen | 98 | 11.6 % |
| Total | 2266 | |

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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | N/A |
|---|----------------|-----------|---------|--------------|-------------------|-------|
| Q3-1. Overall quality of services provided by City | 7.4% | 45.6% | 26.1% | 8.0% | 2.8% | 10.0% |
| Q3-2. Overall quality of services provided by County | 6.3% | 44.9% | 27.1% | 6.6% | 3.4% | 11.7% |
| Q3-3. Overall appearance of Durham | 7.3% | 43.3% | 23.6% | 15.8% | 6.3% | 3.8% |
| Q3-4. Overall management of development & growth | 5.8% | 28.5% | 28.1% | 20.4% | 9.9% | 7.3% |
| Q3-5. Overall image of Durham | 9.2% | 35.7% | 26.1% | 15.8% | 9.3% | 3.9% |
| Q3-6. Overall quality of life in Durham | 13.8% | 43.8% | 23.2% | 10.5% | 4.4% | 4.4% |
| Q3-7. Overall quality of life in your neighborhood | 30.7% | 43.9% | 12.6% | 7.0% | 2.9% | 2.9% |
| Q3-8. Overall value you receive for your local property taxes | 7.3% | 28.5% | 29.1% | 17.5% | 9.8% | 7.8% |

WITHOUT N/A

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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|-------------------|-----------|---------|--------------|----------------------|
| Q3-1. Overall quality of services provided by City | 8.3% | 50.7% | 29.0% | 8.9% | 3.1% |
| Q3-2. Overall quality of services provided by County | 7.1% | 50.9% | 30.7% | 7.5% | 3.9% |
| Q3-3. Overall appearance of Durham | 7.6% | 45.0% | 24.5% | 16.4% | 6.5% |
| Q3-4. Overall management of development & growth | 6.2% | 30.8% | 30.3% | 22.0% | 10.7% |
| Q3-5. Overall image of Durham | 9.6% | 37.2% | 27.1% | 16.4% | 9.7% |
| Q3-6. Overall quality of life in Durham | 14.4% | 45.7% | 24.3% | 11.0% | 4.6% |
| Q3-7. Overall quality of life in your neighborhood | 31.6% | 45.2% | 13.0% | 7.2% | 3.0% |
| Q3-8. Overall value you receive for your local property taxes | 7.9% | 30.9% | 31.6% | 18.9% | 10.6% |

Q4. COVID-19 Response. Overall, how would you rate the following levels of government in how they have responded so far to the COVID-19 pandemic? Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | N/A |
|-----------------------------------|----------------|-----------|---------|--------------|-------------------|-------|
| Q4-1. City Government | 21.5% | 38.2% | 19.6% | 7.9% | 6.0% | 6.8% |
| Q4-2. County Government | 18.0% | 38.0% | 21.8% | 8.3% | 5.3% | 8.6% |
| Q4-3. State Government | 23.3% | 38.9% | 14.3% | 10.5% | 9.1% | 3.9% |
| Q4-4. Federal Government | 6.6% | 15.1% | 14.3% | 22.6% | 37.3% | 4.1% |
| Q4-5. Durham Public School System | 10.3% | 22.2% | 18.8% | 9.6% | 7.1% | 32.2% |

WITHOUT N/A

Q4. COVID-19 Response. Overall, how would you rate the following levels of government in how they have responded so far to the COVID-19 pandemic? 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-----------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q4-1. City Government | 23.0% | 41.0% | 21.0% | 8.5% | 6.5% |
| Q4-2. County Government | 19.7% | 41.5% | 23.9% | 9.0% | 5.8% |
| Q4-3. State Government | 24.3% | 40.5% | 14.8% | 10.9% | 9.4% |
| Q4-4. Federal Government | 6.9% | 15.7% | 14.9% | 23.6% | 38.9% |
| Q4-5. Durham Public School System | 15.1% | 32.7% | 27.7% | 14.1% | 10.4% |

Q5. Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19.

| Q5. Top choice | Number | Percent |
|---|--------|---------|
| Utility payment assistance | 44 | 5.2 % |
| Housing & rent assistance | 169 | 19.9 % |
| Food | 79 | 9.3 % |
| Ensuring access to medical health services | 82 | 9.7 % |
| Ensuring access to behavioral health services | 12 | 1.4 % |
| Preventing COVID-19 spread | 226 | 26.7 % |
| Helping small businesses | 67 | 7.9 % |
| Providing PPE (face masks, hand sanitizer & other protective equipment) | 15 | 1.8 % |
| Creating more testing access | 23 | 2.7 % |
| Quarantine spaces for families & individuals | 2 | 0.2 % |
| Communicating information about COVID-19 | 13 | 1.5 % |
| Ensuring safe schooling through Durham public schools | 54 | 6.4 % |
| Other | 9 | 1.1 % |
| None chosen | 53 | 6.3 % |
| Total | 848 | 100.0 % |

Q5. Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19.

| Q5. 2nd choice | Number | Percent |
|---|--------|---------|
| Utility payment assistance | 64 | 7.5 % |
| Housing & rent assistance | 124 | 14.6 % |
| Food | 114 | 13.4 % |
| Ensuring access to medical health services | 82 | 9.7 % |
| Ensuring access to behavioral health services | 32 | 3.8 % |
| Preventing COVID-19 spread | 73 | 8.6 % |
| Helping small businesses | 102 | 12.0 % |
| Providing PPE (face masks, hand sanitizer & other protective equipment) | 31 | 3.7 % |
| Creating more testing access | 51 | 6.0 % |
| Quarantine spaces for families & individuals | 16 | 1.9 % |
| Communicating information about COVID-19 | 28 | 3.3 % |
| Ensuring safe schooling through Durham public schools | 57 | 6.7 % |
| Other | 5 | 0.6 % |
| None chosen | 69 | 8.1 % |
| Total | 848 | 100.0 % |

Q5. Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19.

| Q5. 3rd choice | Number | Percent |
|---|--------|---------|
| Utility payment assistance | 58 | 6.8 % |
| Housing & rent assistance | 82 | 9.7 % |
| Food | 114 | 13.4 % |
| Ensuring access to medical health services | 101 | 11.9 % |
| Ensuring access to behavioral health services | 29 | 3.4 % |
| Preventing COVID-19 spread | 71 | 8.4 % |
| Helping small businesses | 78 | 9.2 % |
| Providing PPE (face masks, hand sanitizer & other protective equipment) | 43 | 5.1 % |
| Creating more testing access | 54 | 6.4 % |
| Quarantine spaces for families & individuals | 16 | 1.9 % |
| Communicating information about COVID-19 | 33 | 3.9 % |
| Ensuring safe schooling through Durham public schools | 74 | 8.7 % |
| Other | 6 | 0.7 % |
| None chosen | 89 | 10.5 % |
| Total | 848 | 100.0 % |

Q5. Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19.

| Q5. 4th choice | Number | Percent |
|---|--------|---------|
| Utility payment assistance | 49 | 5.8 % |
| Housing & rent assistance | 79 | 9.3 % |
| Food | 76 | 9.0 % |
| Ensuring access to medical health services | 90 | 10.6 % |
| Ensuring access to behavioral health services | 44 | 5.2 % |
| Preventing COVID-19 spread | 69 | 8.1 % |
| Helping small businesses | 98 | 11.6 % |
| Providing PPE (face masks, hand sanitizer & other protective equipment) | 59 | 7.0 % |
| Creating more testing access | 50 | 5.9 % |
| Quarantine spaces for families & individuals | 21 | 2.5 % |
| Communicating information about COVID-19 | 29 | 3.4 % |
| Ensuring safe schooling through Durham public schools | 65 | 7.7 % |
| None chosen | 119 | 14.0 % |
| Total | 848 | 100.0 % |

Q5. Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19.

| Q5. 5th choice | Number | Percent |
|---|--------|---------|
| Utility payment assistance | 59 | 7.0 % |
| Housing & rent assistance | 49 | 5.8 % |
| Food | 57 | 6.7 % |
| Ensuring access to medical health services | 65 | 7.7 % |
| Ensuring access to behavioral health services | 53 | 6.3 % |
| Preventing COVID-19 spread | 47 | 5.5 % |
| Helping small businesses | 94 | 11.1 % |
| Providing PPE (face masks, hand sanitizer & other protective equipment) | 58 | 6.8 % |
| Creating more testing access | 48 | 5.7 % |
| Quarantine spaces for families & individuals | 20 | 2.4 % |
| Communicating information about COVID-19 | 37 | 4.4 % |
| Ensuring safe schooling through Durham public schools | 92 | 10.8 % |
| Other | 5 | 0.6 % |
| None chosen | 164 | 19.3 % |
| Total | 848 | 100.0 % |

SUM OF TOP 5 CHOICES

Q5. Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19. (top 5)

| Q5. Sum of Top 5 Choices | Number | Percent |
|---|--------|---------|
| Utility payment assistance | 274 | 32.3 % |
| Housing & rent assistance | 503 | 59.3 % |
| Food | 440 | 51.9 % |
| Ensuring access to medical health services | 420 | 49.5 % |
| Ensuring access to behavioral health services | 170 | 20.0 % |
| Preventing COVID-19 spread | 486 | 57.3 % |
| Helping small businesses | 439 | 51.8 % |
| Providing PPE (face masks, hand sanitizer & other protective equipment) | 206 | 24.3 % |
| Creating more testing access | 226 | 26.7 % |
| Quarantine spaces for families & individuals | 75 | 8.8 % |
| Communicating information about COVID-19 | 140 | 16.5 % |
| Ensuring safe schooling through Durham public schools | 342 | 40.3 % |
| Other | 25 | 2.9 % |
| None chosen | 53 | 6.3 % |
| Total | 3799 | |

Q6. How often do you wear a mask in the following settings?

(N=848)

| | Always | Frequently | Sometimes | Rarely | Never | N/A |
|---|--------|------------|-----------|--------|-------|-------|
| Q6-1. Public indoor gathering | 81.4% | 4.5% | 1.8% | 0.4% | 1.4% | 10.6% |
| Q6-2. Private indoor gathering with people you don't live with | 53.3% | 14.7% | 8.3% | 4.4% | 3.4% | 15.9% |
| Q6-3. Public outdoor gathering | 65.0% | 11.7% | 6.6% | 2.7% | 2.5% | 11.6% |
| Q6-4. Private outdoor gathering with people you don't live with | 52.0% | 15.2% | 9.8% | 5.3% | 4.6% | 13.1% |
| Q6-5. Workplace | 48.8% | 4.2% | 2.5% | 0.7% | 1.1% | 42.7% |

WITHOUT N/A**Q6. How often do you wear a mask in the following settings? (without "N/A")**

(N=848)

| | Always | Frequently | Sometimes | Rarely | Never |
|---|--------|------------|-----------|--------|-------|
| Q6-1. Public indoor gathering | 91.0% | 5.0% | 2.0% | 0.4% | 1.6% |
| Q6-2. Private indoor gathering with people you don't live with | 63.4% | 17.5% | 9.8% | 5.2% | 4.1% |
| Q6-3. Public outdoor gathering | 73.5% | 13.2% | 7.5% | 3.1% | 2.8% |
| Q6-4. Private outdoor gathering with people you don't live with | 59.8% | 17.5% | 11.3% | 6.1% | 5.3% |
| Q6-5. Workplace | 85.2% | 7.4% | 4.3% | 1.2% | 1.9% |

Q7. Which of the following best describes the education status of children in your household?

| Q7. What following best describes the education status of children in your household | Number | Percent |
|--|------------|---------------|
| My children are enrolled in Durham public schools | 108 | 12.7 % |
| My children are enrolled in a charter school in Durham County | 28 | 3.3 % |
| My children are enrolled in a private school in Durham County | 25 | 2.9 % |
| My children go to school outside of Durham County | 13 | 1.5 % |
| My children went to or graduated from Durham public schools | 182 | 21.5 % |
| My children went to or graduated from a charter school in Durham County | 16 | 1.9 % |
| My children went to or graduated from a private school in Durham County | 30 | 3.5 % |
| My children went to or graduated from a school outside of Durham County | 26 | 3.1 % |
| My children are homeschooled | 16 | 1.9 % |
| <u>This question does not apply to me</u> | <u>458</u> | <u>54.0 %</u> |
| Total | 902 | |

Q8. 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=848)

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree | N/A |
|---|----------------|-------|---------|----------|-------------------|-------|
| Q8-1. Manages education budget well | 3.5% | 13.3% | 23.9% | 9.6% | 7.3% | 42.3% |
| Q8-2. Attracts high quality teachers | 4.4% | 13.8% | 22.1% | 12.7% | 6.7% | 40.3% |
| Q8-3. Is transparent about education-related decision making | 3.9% | 15.0% | 22.3% | 9.7% | 7.2% | 42.0% |
| Q8-4. Encourages community involvement in education-related decision making | 5.3% | 17.3% | 19.7% | 10.5% | 5.7% | 41.5% |
| Q8-5. Ensures quality education for students | 4.2% | 14.3% | 22.1% | 12.1% | 8.4% | 38.9% |
| Q8-6. Has effective leadership in K-12 education | 4.6% | 14.3% | 23.5% | 8.3% | 7.7% | 41.7% |

WITHOUT N/A

Q8. 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=848)

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|---|----------------|-------|---------|----------|-------------------|
| Q8-1. Manages education budget well | 6.1% | 23.1% | 41.5% | 16.6% | 12.7% |
| Q8-2. Attracts high quality teachers | 7.3% | 23.1% | 37.0% | 21.3% | 11.3% |
| Q8-3. Is transparent about education-related decision making | 6.7% | 25.8% | 38.4% | 16.7% | 12.4% |
| Q8-4. Encourages community involvement in education-related decision making | 9.1% | 29.6% | 33.7% | 17.9% | 9.7% |
| Q8-5. Ensures quality education for students | 6.9% | 23.4% | 36.1% | 19.9% | 13.7% |
| Q8-6. Has effective leadership in K-12 education | 7.9% | 24.5% | 40.3% | 14.2% | 13.2% |

Q9. 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=848)

| | Very safe | Safe | Neutral | Unsafe | Very unsafe | N/A |
|--|-----------|-------|---------|--------|-------------|-------|
| Q9-1. When walking alone in your neighborhood during the day | 54.4% | 30.9% | 5.8% | 4.0% | 2.1% | 2.8% |
| Q9-2. When walking alone in your neighborhood at night | 19.1% | 35.4% | 14.9% | 14.0% | 7.5% | 9.1% |
| Q9-3. In Downtown Durham | 11.0% | 34.0% | 23.7% | 14.0% | 8.7% | 8.6% |
| Q9-4. In Durham overall | 5.7% | 32.8% | 31.5% | 18.3% | 7.0% | 4.8% |
| Q9-5. When using City recreation centers | 8.1% | 22.6% | 17.9% | 6.6% | 4.2% | 40.4% |
| Q9-6. When visiting City parks | 9.1% | 34.1% | 21.3% | 8.6% | 5.3% | 21.6% |

WITHOUT N/A

Q9. 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=848)

| | Very safe | Safe | Neutral | Unsafe | Very unsafe |
|--|-----------|-------|---------|--------|-------------|
| Q9-1. When walking alone in your neighborhood during the day | 55.9% | 31.8% | 5.9% | 4.1% | 2.2% |
| Q9-2. When walking alone in your neighborhood at night | 21.0% | 38.9% | 16.3% | 15.4% | 8.3% |
| Q9-3. In Downtown Durham | 12.0% | 37.2% | 25.9% | 15.4% | 9.5% |
| Q9-4. In Durham overall | 5.9% | 34.4% | 33.1% | 19.2% | 7.3% |
| Q9-5. When using City recreation centers | 13.7% | 38.0% | 30.1% | 11.1% | 7.1% |
| Q9-6. When visiting City parks | 11.6% | 43.5% | 27.2% | 11.0% | 6.8% |

Q10. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | N/A |
|--|----------------|-----------|---------|--------------|-------------------|-------|
| Q10-1. Overall police relationship with your community | 9.9% | 34.6% | 28.7% | 11.2% | 6.3% | 9.4% |
| Q10-2. Overall Sheriff's Office relationship with your community | 10.4% | 29.4% | 28.3% | 11.1% | 5.2% | 15.7% |
| Q10-3. Animal Control services | 7.0% | 27.6% | 27.4% | 6.0% | 2.8% | 29.2% |
| Q10-4. Enforcement of traffic safety laws | 6.5% | 31.5% | 27.0% | 14.4% | 8.8% | 11.8% |
| Q10-5. Local court system | 4.2% | 19.6% | 29.4% | 8.6% | 7.9% | 30.3% |

WITHOUT N/A

Q10. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q10-1. Overall police relationship with your community | 10.9% | 38.2% | 31.6% | 12.4% | 6.9% |
| Q10-2. Overall Sheriff's Office relationship with your community | 12.3% | 34.8% | 33.6% | 13.1% | 6.2% |
| Q10-3. Animal Control services | 9.8% | 39.0% | 38.7% | 8.5% | 4.0% |
| Q10-4. Enforcement of traffic safety laws | 7.4% | 35.7% | 30.6% | 16.3% | 10.0% |
| Q10-5. Local court system | 6.1% | 28.1% | 42.1% | 12.4% | 11.3% |

Q11. Affordable Housing. How satisfied are you with the availability of affordable housing?

| Q11. How satisfied are you with the availability of affordable housing | Number | Percent |
|--|--------|---------|
| Very satisfied | 23 | 2.7 % |
| Satisfied | 77 | 9.1 % |
| Neutral | 156 | 18.4 % |
| Dissatisfied | 179 | 21.1 % |
| Very dissatisfied | 135 | 15.9 % |
| N/A | 278 | 32.8 % |
| Total | 848 | 100.0 % |

WITHOUT N/A**Q11. Affordable Housing. How satisfied are you with the availability of affordable housing? (without "N/A")**

| Q11. How satisfied are you with the availability of affordable housing | Number | Percent |
|--|--------|---------|
| Very satisfied | 23 | 4.0 % |
| Satisfied | 77 | 13.5 % |
| Neutral | 156 | 27.4 % |
| Dissatisfied | 179 | 31.4 % |
| Very dissatisfied | 135 | 23.7 % |
| Total | 570 | 100.0 % |

Q12. Please answer the following questions by circling either "Yes" or "No."

(N=848)

| | Yes | No | Not provided |
|--|-------|-------|-----------------|
| Q12-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income | 24.6% | 66.2% | 9.2% |
| Q12-2. Are you able to find housing you can afford in Durham | 66.6% | 19.1% | 14.3% |
| Q12-3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources | 25.2% | 65.7% | 9.1% |

WITHOUT N/A**Q12. Please answer the following questions by circling either "Yes" or "No." (without "not provided")**

(N=848)

| | Yes | No |
|--|-------|-------|
| Q12-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income | 27.1% | 72.9% |
| Q12-2. Are you able to find housing you can afford in Durham | 77.7% | 22.3% |
| Q12-3. Do you have major home repairs that impact your quality of life or that you have put off because of lack of resources | 27.8% | 72.2% |

Q13. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | N/A |
|---|----------------|-----------|---------|--------------|-------------------|-------|
| Q13-1. Greenways & trails | 12.6% | 39.7% | 18.8% | 6.7% | 2.5% | 19.7% |
| Q13-2. Outdoor athletic fields & courts (e.g. baseball, soccer, futsal, tennis) | 5.9% | 29.5% | 21.9% | 8.6% | 1.8% | 32.3% |
| Q13-3. Customer service provided by City's Parks & Recreation staff | 7.7% | 23.0% | 23.0% | 3.8% | 1.9% | 40.7% |
| Q13-4. Public art | 11.4% | 35.1% | 24.2% | 4.1% | 2.7% | 22.4% |

WITHOUT N/A

Q13. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q13-1. Greenways & trails | 15.7% | 49.5% | 23.3% | 8.4% | 3.1% |
| Q13-2. Outdoor athletic fields & courts (e.g. baseball, soccer, futsal, tennis) | 8.7% | 43.6% | 32.4% | 12.7% | 2.6% |
| Q13-3. Customer service provided by City's Parks & Recreation staff | 12.9% | 38.8% | 38.8% | 6.4% | 3.2% |
| Q13-4. Public art | 14.7% | 45.3% | 31.2% | 5.3% | 3.5% |

Q14. How would you rate Durham in the following areas?

(N=848)

| | Excellent | Good | Neutral | Below average | Poor | N/A |
|--|-----------|-------|---------|---------------|-------|------|
| Q14-1. Current state of race relations | 3.4% | 29.6% | 32.9% | 17.1% | 11.6% | 5.4% |
| Q14-2. Progress addressing racial equity | 4.0% | 32.7% | 29.4% | 16.0% | 10.6% | 7.3% |

WITHOUT N/A

Q14. How would you rate Durham in the following areas? (without "N/A")

(N=848)

| | Excellent | Good | Neutral | Below average | Poor |
|--|-----------|-------|---------|---------------|-------|
| Q14-1. Current state of race relations | 3.6% | 31.3% | 34.8% | 18.1% | 12.2% |
| Q14-2. Progress addressing racial equity | 4.3% | 35.2% | 31.7% | 17.3% | 11.5% |

Q15. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfi- ed | Very dissatisfied | N/A |
|---|-------------------|-----------|---------|-------------------|----------------------|-------|
| Q15-1. Condition of streets in your neighborhood | 11.8% | 39.4% | 12.7% | 22.4% | 10.8% | 2.8% |
| Q15-2. Condition of sidewalks in your neighborhood | 9.3% | 25.8% | 11.6% | 18.2% | 9.8% | 25.4% |
| Q15-3. Condition of bicycle facilities (e.g. bike lanes, bike parking) | 5.1% | 20.8% | 21.8% | 14.3% | 7.1% | 31.0% |
| Q15-4. Appearance of landscaping on right of ways, along streets, & in public areas | 7.0% | 34.7% | 26.8% | 17.3% | 9.1% | 5.2% |
| Q15-5. Condition of parks & open space | 6.8% | 41.0% | 26.7% | 7.4% | 3.2% | 14.9% |
| Q15-6. Condition of recreation centers & facilities | 4.5% | 25.7% | 26.4% | 4.2% | 2.5% | 36.7% |
| Q15-7. Overall appearance of major entryways to Downtown Durham | 5.8% | 36.3% | 30.0% | 14.6% | 5.8% | 7.5% |
| Q15-8. Condition of public school facilities | 2.1% | 17.5% | 23.2% | 14.5% | 6.4% | 36.3% |
| Q15-9. Condition of trails & greenways | 7.4% | 39.6% | 23.9% | 6.5% | 2.0% | 20.5% |
| Q15-10. Condition of public art | 9.0% | 35.8% | 24.9% | 3.9% | 2.6% | 23.8% |
| Q15-11. Condition of aquatic facilities | 2.6% | 14.6% | 19.8% | 5.5% | 3.3% | 54.1% |
| Q15-12. Condition of parking | 4.0% | 26.8% | 28.7% | 18.6% | 9.2% | 12.7% |

WITHOUT N/A

Q15. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q15-1. Condition of streets in your neighborhood | 12.1% | 40.5% | 13.1% | 23.1% | 11.2% |
| Q15-2. Condition of sidewalks in your neighborhood | 12.5% | 34.6% | 15.5% | 24.3% | 13.1% |
| Q15-3. Condition of bicycle facilities (e.g. bike lanes, bike parking) | 7.4% | 30.1% | 31.6% | 20.7% | 10.3% |
| Q15-4. Appearance of landscaping on right of ways, along streets, & in public areas | 7.3% | 36.6% | 28.2% | 18.3% | 9.6% |
| Q15-5. Condition of parks & open space | 8.0% | 48.2% | 31.3% | 8.7% | 3.7% |
| Q15-6. Condition of recreation centers & facilities | 7.1% | 40.6% | 41.7% | 6.7% | 3.9% |
| Q15-7. Overall appearance of major entryways to Downtown Durham | 6.3% | 39.3% | 32.4% | 15.8% | 6.3% |
| Q15-8. Condition of public school facilities | 3.3% | 27.4% | 36.5% | 22.8% | 10.0% |
| Q15-9. Condition of trails & greenways | 9.3% | 49.9% | 30.1% | 8.2% | 2.5% |
| Q15-10. Condition of public art | 11.8% | 47.1% | 32.7% | 5.1% | 3.4% |
| Q15-11. Condition of aquatic facilities | 5.7% | 31.9% | 43.2% | 12.1% | 7.2% |
| Q15-12. Condition of parking | 4.6% | 30.7% | 32.8% | 21.4% | 10.5% |

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?

| Q16. Top choice | Number | Percent |
|--|--------|---------|
| Condition of streets in your neighborhood | 201 | 23.7 % |
| Condition of sidewalks in your neighborhood | 88 | 10.4 % |
| Condition of bicycle facilities (e.g. bike lanes, bike parking) | 32 | 3.8 % |
| Appearance of landscaping on right of ways, along streets, & in public areas | 59 | 7.0 % |
| Condition of parks & open space | 36 | 4.2 % |
| Condition of recreation centers & facilities | 12 | 1.4 % |
| Overall appearance of major entryways to Downtown Durham | 46 | 5.4 % |
| Condition of public school facilities | 197 | 23.2 % |
| Condition of trails & greenways | 20 | 2.4 % |
| Condition of public art | 3 | 0.4 % |
| Condition of aquatic facilities | 5 | 0.6 % |
| Condition of parking | 65 | 7.7 % |
| None chosen | 84 | 9.9 % |
| Total | 848 | 100.0 % |

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?

| Q16. 2nd choice | Number | Percent |
|--|--------|---------|
| Condition of streets in your neighborhood | 85 | 10.0 % |
| Condition of sidewalks in your neighborhood | 95 | 11.2 % |
| Condition of bicycle facilities (e.g. bike lanes, bike parking) | 59 | 7.0 % |
| Appearance of landscaping on right of ways, along streets, & in public areas | 79 | 9.3 % |
| Condition of parks & open space | 71 | 8.4 % |
| Condition of recreation centers & facilities | 38 | 4.5 % |
| Overall appearance of major entryways to Downtown Durham | 53 | 6.3 % |
| Condition of public school facilities | 102 | 12.0 % |
| Condition of trails & greenways | 41 | 4.8 % |
| Condition of public art | 7 | 0.8 % |
| Condition of aquatic facilities | 19 | 2.2 % |
| Condition of parking | 84 | 9.9 % |
| None chosen | 115 | 13.6 % |
| Total | 848 | 100.0 % |

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years?

| Q16. 3rd choice | Number | Percent |
|--|--------|---------|
| Condition of streets in your neighborhood | 63 | 7.4 % |
| Condition of sidewalks in your neighborhood | 53 | 6.3 % |
| Condition of bicycle facilities (e.g. bike lanes, bike parking) | 43 | 5.1 % |
| Appearance of landscaping on right of ways, along streets, & in public areas | 87 | 10.3 % |
| Condition of parks & open space | 84 | 9.9 % |
| Condition of recreation centers & facilities | 54 | 6.4 % |
| Overall appearance of major entryways to Downtown Durham | 75 | 8.8 % |
| Condition of public school facilities | 62 | 7.3 % |
| Condition of trails & greenways | 52 | 6.1 % |
| Condition of public art | 15 | 1.8 % |
| Condition of aquatic facilities | 14 | 1.7 % |
| Condition of parking | 94 | 11.1 % |
| None chosen | 152 | 17.9 % |
| Total | 848 | 100.0 % |

SUM OF TOP 3 CHOICES

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City and County leaders over the next TWO years? (top 3)

| Q16. Sum of Top 3 Choices | Number | Percent |
|--|--------|---------|
| Condition of streets in your neighborhood | 349 | 41.2 % |
| Condition of sidewalks in your neighborhood | 236 | 27.8 % |
| Condition of bicycle facilities (e.g. bike lanes, bike parking) | 134 | 15.8 % |
| Appearance of landscaping on right of ways, along streets, & in public areas | 225 | 26.5 % |
| Condition of parks & open space | 191 | 22.5 % |
| Condition of recreation centers & facilities | 104 | 12.3 % |
| Overall appearance of major entryways to Downtown Durham | 174 | 20.5 % |
| Condition of public school facilities | 361 | 42.6 % |
| Condition of trails & greenways | 113 | 13.3 % |
| Condition of public art | 25 | 2.9 % |
| Condition of aquatic facilities | 38 | 4.5 % |
| Condition of parking | 243 | 28.7 % |
| None chosen | 84 | 9.9 % |
| Total | 2277 | |

Q17a. Multi-Modal Transportation. If you do not or have not ridden public transit in Durham, please select up to 3 reasons why not from the options listed below.

| Q17a. Reasons why you do not or have not ridden public transit in Durham | Number | Percent |
|--|--------|---------|
| It is too far from my home to nearest bus stop | 266 | 31.4 % |
| The bus does not serve where I need to go | 193 | 22.8 % |
| I prefer driving my car/need to use my car | 597 | 70.4 % |
| I have safety concerns | 198 | 23.3 % |
| The bus would take too long | 335 | 39.5 % |
| Other | 44 | 5.2 % |
| We ride public transit in Durham | 93 | 11.0 % |
| Total | 1726 | |

Q17b. If you DO ride or have ridden public transit in Durham, please select up to 3 reasons why from the options listed below.

| Q17b. Reasons why you do or have ridden public transit in Durham | Number | Percent |
|---|--------|---------|
| I don't have/cannot use a car | 27 | 29.0 % |
| The bus gets me where I need to go in a reasonable amount of time | 30 | 32.3 % |
| I ride the bus for environmental reasons | 43 | 46.2 % |
| Parking at my work is difficult/expensive | 24 | 25.8 % |
| Taking the bus is cheaper than driving | 35 | 37.6 % |
| Other | 9 | 9.7 % |
| Total | 168 | |

Q17b-6. Other

| Q17b-6. Other | Number | Percent |
|--|--------|---------|
| DANGEROUS TO BIKE | 1 | 11.1 % |
| DATA ACCESS IS GREAT | 1 | 11.1 % |
| Familiarization | 1 | 11.1 % |
| I like the community aspects of public transit | 1 | 11.1 % |
| Medical reasons, ride bus only when I could not get a ride from family/friends | 1 | 11.1 % |
| No option | 1 | 11.1 % |
| PARKING FOR BARS AND MOVIES TO AVOID DUI | 1 | 11.1 % |
| Ride when car is out | 1 | 11.1 % |
| Rode the city bus to school when I was younger | 1 | 11.1 % |
| Total | 9 | 100.0 % |

Q18. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | N/A |
|---|----------------|-----------|---------|--------------|-------------------|-------|
| Q18-1. Ease of travel by walking | 5.7% | 23.1% | 24.1% | 18.9% | 7.3% | 21.0% |
| Q18-2. Ease of travel by biking | 3.7% | 13.2% | 21.5% | 14.6% | 5.2% | 41.9% |
| Q18-3. Ease of travel by bus (GoDurham) | 1.8% | 7.5% | 18.0% | 7.9% | 4.2% | 60.5% |
| Q18-4. Quality of Downtown parking facilities | 3.8% | 25.4% | 26.4% | 22.2% | 10.7% | 11.6% |
| Q18-5. Ability in your neighborhood to run, walk, bike, & exercise outdoors | 28.3% | 34.8% | 14.5% | 9.6% | 4.2% | 8.6% |

WITHOUT NA**Q18. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q18-1. Ease of travel by walking | 7.2% | 29.3% | 30.4% | 23.9% | 9.3% |
| Q18-2. Ease of travel by biking | 6.3% | 22.7% | 36.9% | 25.2% | 8.9% |
| Q18-3. Ease of travel by bus (GoDurham) | 4.5% | 19.1% | 45.7% | 20.0% | 10.7% |
| Q18-4. Quality of Downtown parking facilities | 4.3% | 28.7% | 29.9% | 25.1% | 12.1% |
| Q18-5. Ability in your neighborhood to run, walk, bike, & exercise outdoors | 31.0% | 38.1% | 15.9% | 10.5% | 4.6% |

Q19. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | N/A |
|--|----------------|-----------|---------|--------------|-------------------|-------|
| Q19-1. Solid waste collection services | 25.1% | 46.1% | 8.8% | 5.2% | 2.2% | 12.5% |
| Q19-2. Curbside recycling services | 27.0% | 46.3% | 9.3% | 6.8% | 1.4% | 9.1% |
| Q19-3. Yard waste (leaves/tree limbs) collection services for subscriber members | 10.5% | 22.3% | 12.6% | 10.3% | 5.5% | 38.8% |
| Q19-4. City Waste Disposal & Recycling Center (2115 East Club) | 13.6% | 29.7% | 17.5% | 4.7% | 2.4% | 32.2% |
| Q19-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont) | 7.4% | 20.3% | 14.3% | 3.2% | 1.9% | 52.9% |
| Q19-6. Quality of drinking water | 20.8% | 36.9% | 17.8% | 7.8% | 5.2% | 11.6% |
| Q19-7. Sewer services | 17.3% | 42.1% | 19.1% | 3.8% | 2.2% | 15.4% |
| Q19-8. Overall management of public stormwater runoff/drainage/flood control | 10.3% | 34.8% | 24.8% | 11.7% | 7.1% | 11.4% |
| Q19-9. Stream & lake protection | 7.3% | 29.8% | 29.6% | 8.7% | 3.9% | 20.6% |

WITHOUT NA**Q19. 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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|-------------------|-----------|---------|--------------|----------------------|
| Q19-1. Solid waste collection services | 28.7% | 52.7% | 10.1% | 5.9% | 2.6% |
| Q19-2. Curbside recycling services | 29.7% | 51.0% | 10.2% | 7.5% | 1.6% |
| Q19-3. Yard waste (leaves/tree limbs) collection services for subscriber members | 17.1% | 36.4% | 20.6% | 16.8% | 9.1% |
| Q19-4. City Waste Disposal & Recycling Center (2115 East Club) | 20.0% | 43.8% | 25.7% | 7.0% | 3.5% |
| Q19-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont) | 15.8% | 43.1% | 30.3% | 6.8% | 4.0% |
| Q19-6. Quality of drinking water | 23.5% | 41.7% | 20.1% | 8.8% | 5.9% |
| Q19-7. Sewer services | 20.5% | 49.8% | 22.6% | 4.5% | 2.6% |
| Q19-8. Overall management of public stormwater runoff/drainage/flood control | 11.6% | 39.3% | 28.0% | 13.2% | 8.0% |
| Q19-9. Stream & lake protection | 9.2% | 37.6% | 37.3% | 11.0% | 4.9% |

Q20. Please rank the importance of the following planning goals, where 1 is "most important" and 6 is "least important."

(N=848)

| | Most importa- nt | 2 | 3 | 4 | 5 | Least impotant | Not provided |
|---|------------------------|-------|-------|-------|-------|-------------------|-----------------|
| Q20-1. Durham residents learn about new development with enough notice to have their voice heard in the process | 30.1% | 17.8% | 13.2% | 10.4% | 5.8% | 2.2% | 20.5% |
| Q20-2. It is easy for residents to have a say in new development proposals | 9.3% | 28.2% | 15.8% | 10.1% | 9.2% | 3.5% | 23.8% |
| Q20-3. The character of Durham's neighborhoods should stay the same | 5.1% | 5.1% | 15.1% | 15.6% | 12.6% | 20.8% | 25.8% |
| Q20-4. Durham should have more racially & economically integrated neighborhoods | 19.3% | 9.6% | 13.7% | 14.7% | 10.5% | 9.0% | 23.2% |
| Q20-5. I would like to have shopping & employment opportunities close to where I live | 12.6% | 8.4% | 10.7% | 12.7% | 17.7% | 13.0% | 24.9% |
| Q20-6. I would be OK with a greater variety of housing types & sizes in my neighborhood | 4.6% | 8.6% | 7.8% | 10.1% | 17.7% | 26.9% | 24.3% |

WITHOUT NA

Q20. Please rank the importance of the following planning goals, where 1 is "most important" and 6 is "least important." (without "not provided")

(N=848)

| | Most important | 2 | 3 | 4 | 5 | Least important |
|---|-------------------|-------|-------|-------|-------|--------------------|
| Q20-1. Durham residents learn about new development with enough notice to have their voice heard in the process | 37.8% | 22.4% | 16.6% | 13.1% | 7.3% | 2.8% |
| Q20-2. It is easy for residents to have a say in new development proposals | 12.2% | 37.0% | 20.7% | 13.3% | 12.1% | 4.6% |
| Q20-3. The character of Durham's neighborhoods should stay the same | 6.8% | 6.8% | 20.3% | 21.0% | 17.0% | 28.0% |
| Q20-4. Durham should have more racially & economically integrated neighborhoods | 25.2% | 12.4% | 17.8% | 19.2% | 13.7% | 11.7% |
| Q20-5. I would like to have shopping & employment opportunities close to where I live | 16.8% | 11.1% | 14.3% | 17.0% | 23.5% | 17.3% |
| Q20-6. I would be OK with a greater variety of housing types & sizes in my neighborhood | 6.1% | 11.4% | 10.3% | 13.4% | 23.4% | 35.5% |

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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | N/A |
|--|----------------|-----------|---------|--------------|-------------------|-------|
| Q23a-1. Availability of information about County programs & services | 4.8% | 29.0% | 26.4% | 11.1% | 3.7% | 25.0% |
| Q23a-2. Ease of locating information on County website | 4.7% | 28.4% | 27.6% | 8.7% | 3.3% | 27.2% |
| Q23a-3. Your experience engaging with County government process | 4.2% | 18.0% | 29.0% | 7.3% | 3.3% | 38.1% |
| Q23a-4. Level of public involvement in local decisions with County | 2.9% | 13.1% | 33.5% | 13.4% | 4.7% | 32.3% |
| Q23a-5. County efforts to keep you informed about local issues | 4.2% | 20.3% | 30.5% | 15.3% | 4.5% | 25.1% |
| Q23a-6. Your ability to get timely emergency/disaster information 24 hours a day | 10.7% | 32.1% | 21.8% | 5.2% | 2.1% | 28.1% |

WITHOUT NA

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=848)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q23a-1. Availability of information about County programs & services | 6.4% | 38.7% | 35.2% | 14.8% | 4.9% |
| Q23a-2. Ease of locating information on County website | 6.5% | 39.1% | 37.9% | 12.0% | 4.5% |
| Q23a-3. Your experience engaging with County government process | 6.9% | 29.1% | 46.9% | 11.8% | 5.3% |
| Q23a-4. Level of public involvement in local decisions with County | 4.4% | 19.3% | 49.5% | 19.9% | 7.0% |
| Q23a-5. County efforts to keep you informed about local issues | 5.7% | 27.1% | 40.8% | 20.5% | 6.0% |
| Q23a-6. Your ability to get timely emergency/disaster information 24 hours a day | 14.9% | 44.6% | 30.3% | 7.2% | 3.0% |

Q23b. Please tell us how often you typically get important Durham County government-related information.

(N=848)

| | Daily | A few times a week | Weekly | Once or twice a month | Almost never | Never | Not provided |
|--|-------|--------------------------|--------|-----------------------------|-----------------|-------|-----------------|
| Q23b-1. Durham County website | 0.7% | 2.6% | 3.7% | 23.9% | 31.1% | 20.8% | 17.2% |
| Q23b-2. Durham County Twitter feed | 0.1% | 1.4% | 1.3% | 4.1% | 11.6% | 62.9% | 18.6% |
| Q23b-3. Durham County Facebook page | 0.4% | 1.8% | 2.1% | 5.9% | 12.1% | 59.1% | 18.6% |
| Q23b-4. Durham County Nextdoor | 4.6% | 6.3% | 7.2% | 12.7% | 11.3% | 39.2% | 18.8% |
| Q23b-5. Mailings of direct contact from Durham County departments | 0.5% | 2.8% | 3.3% | 23.8% | 28.5% | 22.1% | 19.0% |
| Q23b-6. Durham County TV Show | 1.3% | 2.4% | 1.8% | 3.7% | 13.1% | 58.6% | 19.2% |
| Q23b-7. Traditional media (TV, newspapers, or their social media) | 12.9% | 11.3% | 11.2% | 16.5% | 13.1% | 17.3% | 17.7% |
| Q23b-8. Friends/colleagues/word of mouth | 4.0% | 10.0% | 12.9% | 22.2% | 16.9% | 16.2% | 17.9% |
| Q23b-9. Other | 14.8% | 25.9% | 11.1% | 25.9% | 14.8% | 7.4% | 0.0% |

WITHOUT NA**Q23b. Please tell us how often you typically get important Durham County government-related information. (without "not provided")**

(N=848)

| | Daily | A few times a week | Weekly | Once or twice a month | Almost never | Never |
|--|-------|--------------------------|--------|-----------------------------|-----------------|-------|
| Q23b-1. Durham County website | 0.9% | 3.1% | 4.4% | 28.9% | 37.6% | 25.1% |
| Q23b-2. Durham County Twitter feed | 0.1% | 1.7% | 1.6% | 5.1% | 14.2% | 77.2% |
| Q23b-3. Durham County Facebook page | 0.4% | 2.2% | 2.6% | 7.2% | 14.9% | 72.6% |
| Q23b-4. Durham County Nextdoor | 5.7% | 7.7% | 8.9% | 15.7% | 13.9% | 48.2% |
| Q23b-5. Mailings of direct contact from Durham County departments | 0.6% | 3.5% | 4.1% | 29.4% | 35.2% | 27.2% |
| Q23b-6. Durham County TV Show | 1.6% | 2.9% | 2.2% | 4.5% | 16.2% | 72.6% |
| Q23b-7. Traditional media (TV, newspapers, or their social media) | 15.6% | 13.8% | 13.6% | 20.1% | 15.9% | 21.1% |
| Q23b-8. Friends/colleagues/word of mouth | 4.9% | 12.2% | 15.7% | 27.0% | 20.5% | 19.7% |
| Q23b-9. Other | 14.8% | 25.9% | 11.1% | 25.9% | 14.8% | 7.4% |

Q23b-9. Other

| <u>Q23b-9. Other</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| CCC | 1 | 3.7 % |
| Driving around Downtown Durham | 1 | 3.7 % |
| EMAIL | 2 | 7.4 % |
| EMAIL FROM COUNTY | 1 | 3.7 % |
| EMAIL NEWSLETTER | 1 | 3.7 % |
| Facebook postings, County Facebook page | 1 | 3.7 % |
| Facebook posts | 1 | 3.7 % |
| Family | 1 | 3.7 % |
| Friends | 1 | 3.7 % |
| I keep up with one of my Facebook parents groups | 1 | 3.7 % |
| Instagram | 2 | 7.4 % |
| Local Nextdoor | 1 | 3.7 % |
| Neighborhood Listserv | 2 | 7.4 % |
| News | 1 | 3.7 % |
| Nextdoor | 1 | 3.7 % |
| Paper | 1 | 3.7 % |
| Radio | 2 | 7.4 % |
| Roadside signage or billboards | 1 | 3.7 % |
| SPECTACULAR MAGAZINE | 1 | 3.7 % |
| Voice messages from DPS | 1 | 3.7 % |
| WUNC WRAL | 1 | 3.7 % |
| YOUTUBE | 2 | 7.4 % |
| Total | 27 | 100.0 % |

Q23c. 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?

Q23c. Have you contacted employees of Durham County or visited County website during past year

| | Number | Percent |
|--------------|--------|---------|
| Yes | 284 | 33.5 % |
| No | 554 | 65.3 % |
| Not provided | 10 | 1.2 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED

Q23c. 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? (without "not provided")

Q23c. Have you contacted employees of Durham County or visited County website during past year

| | Number | Percent |
|-------|--------|---------|
| Yes | 284 | 33.9 % |
| No | 554 | 66.1 % |
| Total | 838 | 100.0 % |

Q23d. 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 County Government department you contacted.

(N=284)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | N/A |
|--|----------------|-----------|---------|--------------|-------------------|------|
| Q23d-1. How easy County government was to contact | 19.7% | 41.9% | 16.2% | 12.7% | 6.7% | 2.8% |
| Q23d-2. Courtesy of County employee(s) you interacted with | 26.1% | 39.1% | 15.1% | 8.1% | 3.2% | 8.5% |
| Q23d-3. Accuracy of information you were given | 19.7% | 46.1% | 15.5% | 7.4% | 4.9% | 6.3% |
| Q23d-4. Appropriateness of County employees' response | 20.8% | 41.2% | 14.4% | 8.5% | 6.0% | 9.2% |
| Q23d-5. Timeliness of County employees' response | 20.8% | 38.0% | 16.9% | 9.2% | 7.4% | 7.7% |
| Q23d-6. Resolution of your issue/concern | 20.1% | 35.6% | 16.5% | 10.9% | 10.2% | 6.7% |

WITHOUT NA

Q23d. 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 County Government department you contacted. (without "N/A")

(N=284)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q23d-1. How easy County government was to contact | 20.3% | 43.1% | 16.7% | 13.0% | 6.9% |
| Q23d-2. Courtesy of County employee(s) you interacted with | 28.5% | 42.7% | 16.5% | 8.8% | 3.5% |
| Q23d-3. Accuracy of information you were given | 21.1% | 49.2% | 16.5% | 7.9% | 5.3% |
| Q23d-4. Appropriateness of County employees' response | 22.9% | 45.3% | 15.9% | 9.3% | 6.6% |
| Q23d-5. Timeliness of County employees' response | 22.5% | 41.2% | 18.3% | 9.9% | 8.0% |
| Q23d-6. Resolution of your issue/concern | 21.5% | 38.1% | 17.7% | 11.7% | 10.9% |

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=848)

| | Excellent | Good | Neutral | Below average | Poor | N/A |
|---|-----------|-------|---------|------------------|------|-------|
| Q24-1. As a place to live | 26.4% | 51.8% | 10.0% | 5.7% | 3.1% | 3.1% |
| Q24-2. As a place to work | 21.8% | 44.9% | 11.8% | 3.7% | 2.4% | 15.4% |
| Q24-3. As a place to play | 15.6% | 43.0% | 21.1% | 7.9% | 4.5% | 7.9% |
| Q24-4. As a place to raise children | 13.3% | 36.9% | 16.9% | 9.8% | 5.4% | 17.7% |
| Q24-5. As a place to educate children | 7.5% | 27.7% | 20.9% | 16.6% | 8.4% | 18.9% |
| Q24-6. As a place to retire | 15.9% | 34.3% | 20.6% | 10.1% | 8.0% | 11.0% |
| Q24-7. As a place to visit | 19.0% | 44.0% | 17.8% | 7.9% | 4.8% | 6.5% |
| Q24-8. As a place to start a business | 12.3% | 29.8% | 23.3% | 5.4% | 5.2% | 23.9% |
| Q24-9. As a community that is moving in right direction | 16.3% | 36.4% | 25.0% | 7.2% | 8.8% | 6.3% |

WITHOUT NA

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=848)

| | Excellent | Good | Neutral | Below average | Poor |
|---|-----------|-------|---------|---------------|-------|
| Q24-1. As a place to live | 27.3% | 53.4% | 10.3% | 5.8% | 3.2% |
| Q24-2. As a place to work | 25.8% | 53.1% | 13.9% | 4.3% | 2.8% |
| Q24-3. As a place to play | 16.9% | 46.7% | 22.9% | 8.6% | 4.9% |
| Q24-4. As a place to raise children | 16.2% | 44.8% | 20.5% | 11.9% | 6.6% |
| Q24-5. As a place to educate children | 9.3% | 34.2% | 25.7% | 20.5% | 10.3% |
| Q24-6. As a place to retire | 17.9% | 38.5% | 23.2% | 11.4% | 9.0% |
| Q24-7. As a place to visit | 20.3% | 47.0% | 19.0% | 8.4% | 5.2% |
| Q24-8. As a place to start a business | 16.1% | 39.2% | 30.7% | 7.1% | 6.8% |
| Q24-9. As a community that is moving in right direction | 17.4% | 38.9% | 26.7% | 7.7% | 9.4% |

Q25. From the list of local government services below, prioritize your top 5 to increase funding for.

Q25. What local government services will be your
top priorities to increase funding for

| | Number | Percent |
|--|-----------|--------------|
| Affordable housing | 489 | 57.7 % |
| Street maintenance | 409 | 48.2 % |
| Sidewalk construction | 231 | 27.2 % |
| Universal Pre-K | 238 | 28.1 % |
| Social services | 322 | 38.0 % |
| Youth programming | 336 | 39.6 % |
| Job creation/training | 361 | 42.6 % |
| Community-led safety initiatives | 250 | 29.5 % |
| Law enforcement-led safety initiatives | 337 | 39.7 % |
| Public school operations (teachers, salaries) | 583 | 68.8 % |
| Court services | 63 | 7.4 % |
| <u>I would not increase funding for any of these</u> | <u>22</u> | <u>2.6 %</u> |
| Total | 3641 | |

Q26. Have you or someone in your household had trouble accessing the healthcare they need in the past year?

| Q26. Have you had trouble accessing healthcare needed in past year | Number | Percent |
|--|--------|---------|
| Yes | 80 | 9.4 % |
| No | 763 | 90.0 % |
| Not provided | 5 | 0.6 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED**Q26. Have you or someone in your household had trouble accessing the healthcare they need in the past year? (without "not provided")**

| Q26. Have you had trouble accessing healthcare needed in past year | Number | Percent |
|--|--------|---------|
| Yes | 80 | 9.5 % |
| No | 763 | 90.5 % |
| Total | 843 | 100.0 % |

Q28. Approximately how many years have you lived in Durham?

| <u>Q28. How many years have you lived in Durham</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| 0-5 | 105 | 12.4 % |
| 6-10 | 112 | 13.2 % |
| 11-15 | 93 | 11.0 % |
| 16-20 | 87 | 10.3 % |
| 21-30 | 113 | 13.3 % |
| 31+ | 309 | 36.4 % |
| Not provided | 29 | 3.4 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED**Q28. Approximately how many years have you lived in Durham? (without "not provided")**

| <u>Q28. How many years have you lived in Durham</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| 0-5 | 105 | 12.8 % |
| 6-10 | 112 | 13.7 % |
| 11-15 | 93 | 11.4 % |
| 16-20 | 87 | 10.6 % |
| 21-30 | 113 | 13.8 % |
| 31+ | 309 | 37.7 % |
| Total | 819 | 100.0 % |

Q29. What is your age?

| <u>Q29. Your age</u> | <u>Number</u> | <u>Percent</u> |
|----------------------|---------------|----------------|
| 18-34 | 176 | 20.8 % |
| 35-44 | 166 | 19.6 % |
| 45-54 | 166 | 19.6 % |
| 55-64 | 160 | 18.9 % |
| 65+ | 158 | 18.6 % |
| Not provided | 22 | 2.6 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED**Q29. What is your age? (without "not provided")**

| <u>Q29. Your age</u> | <u>Number</u> | <u>Percent</u> |
|----------------------|---------------|----------------|
| 18-34 | 176 | 21.3 % |
| 35-44 | 166 | 20.1 % |
| 45-54 | 166 | 20.1 % |
| 55-64 | 160 | 19.4 % |
| 65+ | 158 | 19.1 % |
| Total | 826 | 100.0 % |

Q30. What is your gender?

| Q30. Your gender | Number | Percent |
|------------------|--------|---------|
| Male | 421 | 49.6 % |
| Female | 421 | 49.6 % |
| Non-binary/other | 4 | 0.5 % |
| Not provided | 2 | 0.2 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED**Q30. What is your gender? (without "not provided")**

| Q30. Your gender | Number | Percent |
|------------------|--------|---------|
| Male | 421 | 49.8 % |
| Female | 421 | 49.8 % |
| Non-binary/other | 4 | 0.5 % |
| Total | 846 | 100.0 % |

Q31. Do you own or rent your current residence?

| Q31. Do you own or rent your current residence | Number | Percent |
|--|--------|---------|
| Own | 543 | 64.0 % |
| Rent | 303 | 35.7 % |
| Not provided | 2 | 0.2 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED**Q31. Do you own or rent your current residence? (without "not provided")**

| Q31. Do you own or rent your current residence | Number | Percent |
|--|--------|---------|
| Own | 543 | 64.2 % |
| Rent | 303 | 35.8 % |
| Total | 846 | 100.0 % |

Q32. Which of the following best describes your race/ethnicity?

| <u>Q32. Your race/ethnicity</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------|---------------|----------------|
| Asian/Pacific Islander | 43 | 5.1 % |
| White | 432 | 50.9 % |
| Native American/Inuit | 12 | 1.4 % |
| Black/African American | 353 | 41.6 % |
| Other | 21 | 2.5 % |
| Total | 861 | |

Q32-5. Other

| <u>Q32-5. Other</u> | <u>Number</u> | <u>Percent</u> |
|---------------------|---------------|----------------|
| American Caucasian | 1 | 5.3 % |
| Hispanic | 5 | 26.3 % |
| Latino | 2 | 10.5 % |
| MIXED | 3 | 15.8 % |
| MORE THAN ONE | 1 | 5.3 % |
| MULTI-RACIAL | 2 | 10.5 % |
| Mediterranean | 1 | 5.3 % |
| Mexican | 1 | 5.3 % |
| Native Indian | 1 | 5.3 % |
| POLISH | 1 | 5.3 % |
| PUERTO RICAN | 1 | 5.3 % |
| Total | 19 | 100.0 % |

Q33. Are you of Hispanic, Latino, or other Spanish ancestry?

| Q33. Are you of Hispanic, Latino, or Spanish ancestry | Number | Percent |
|---|--------|---------|
| Yes | 108 | 12.7 % |
| No | 734 | 86.6 % |
| Not provided | 6 | 0.7 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED**Q33. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

| Q33. Are you of Hispanic, Latino, or Spanish ancestry | Number | Percent |
|---|--------|---------|
| Yes | 108 | 12.8 % |
| No | 734 | 87.2 % |
| Total | 842 | 100.0 % |

Q34. What is the primary language used in your household?

| Q34. What is the primary language used in your household | Number | Percent |
|--|--------|---------|
| English | 810 | 95.5 % |
| Spanish | 21 | 2.5 % |
| Other | 3 | 0.4 % |
| Not provided | 14 | 1.7 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED**Q34. What is the primary language used in your household? (without "not provided")**

| Q34. What is the primary language used in your household | Number | Percent |
|--|--------|---------|
| English | 810 | 97.1 % |
| Spanish | 21 | 2.5 % |
| Other | 3 | 0.4 % |
| Total | 834 | 100.0 % |

Q34-3. Other

| Q34-3. Other | Number | Percent |
|--------------|--------|---------|
| ARABIC | 1 | 33.3 % |
| Tagalog | 1 | 33.3 % |
| Telugu | 1 | 33.3 % |
| Total | 3 | 100.0 % |

Q34a. If the primary language is not English, how might we better provide services and engage with you?

Q34a. How might we better provide services & engage with you

| | Number | Percent |
|--------------------|--------|---------|
| Health care access | 1 | 50.0 % |
| No needs | 1 | 50.0 % |
| Total | 2 | 100.0 % |

Q35. Would you say your total annual household income is...

| Q35. Your total annual household income | Number | Percent |
|---|--------|---------|
| Under \$30K | 146 | 17.2 % |
| \$30K–\$59,999 | 201 | 23.7 % |
| \$60K–\$99,999 | 204 | 24.1 % |
| \$100K+ | 178 | 21.0 % |
| Not provided | 119 | 14.0 % |
| Total | 848 | 100.0 % |

WITHOUT NOT PROVIDED**Q35. Would you say your total annual household income is... (without "not provided")**

| Q35. Your total annual household income | Number | Percent |
|---|--------|---------|
| Under \$30K | 146 | 20.0 % |
| \$30K–\$59,999 | 201 | 27.6 % |
| \$60K–\$99,999 | 204 | 28.0 % |
| \$100K+ | 178 | 24.4 % |
| Total | 729 | 100.0 % |

Section 6

Survey Instrument



CITY OF DURHAM
City Manager's Office
101 CITY HALL PLAZA | DURHAM, NC 27701
919.560.4222 | F 919.560.4949

DURHAM COUNTY
County Manager's Office
200 E. MAIN ST. | DURHAM, NC 27701
919.560.0000 | F 919 .560.0020



www.DurhamNC.gov

www.DCoNC.gov

November 2020

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 *2020 Durham Resident Survey*.

For the fifth 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 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.

A handwritten signature in blue ink that reads "Wanda S. Page".

Wanda S. Page
Interim City Manager

A handwritten signature in blue ink that reads "Wendell M. Davis".

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.*

DURHAM

1 8 6 9
CITY OF MEDICINE

2020 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 would like to complete this survey online, please go to 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 and life safety programming | 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 city employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 15. Overall quality of customer service you receive from county 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. COVID-19 Response. Overall, how would you rate the following levels of government in how they have responded so far to the COVID-19 pandemic? 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. City Government | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. County Government | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. State Government | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Federal Government | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Durham Public School System | 5 | 4 | 3 | 2 | 1 | 9 |

5. Please indicate which areas you feel are the most important for the City of Durham and Durham County to spend resources on during COVID-19. [Write in your answers using the numbers from the list below.]

- | | |
|--|--|
| (01) Utility payment assistance | (08) Providing PPE (face masks, hand sanitizer and other protective equipment) |
| (02) Housing and rent assistance | (09) Creating more testing access |
| (03) Food | (10) Quarantine spaces for families and individuals |
| (04) Ensuring access to medical health services | (11) Communicating information about COVID-19 |
| (05) Ensuring access to behavioral health services | (12) Ensuring safe schooling through Durham Public Schools |
| (06) Preventing COVID-19 Spread | (13) Other: (Please list): _____ |
| (07) Helping small businesses | |

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

6. How often do you wear a mask in the following settings?

| | Always | Frequently | Sometimes | Rarely | Never | N/A |
|--|--------|------------|-----------|--------|-------|-----|
| 1. Public indoor gathering | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Private indoor gathering with people you don't live with | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Public outdoor gathering | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Private outdoor gathering with people you don't live with | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Workplace | 5 | 4 | 3 | 2 | 1 | 9 |

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

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

8. 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 |

9. 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 |
| 5. When using City recreation centers | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. When visiting City parks | 5 | 4 | 3 | 2 | 1 | 9 |

10. 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 |

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

(1) Very satisfied (3) Neutral (5) Very dissatisfied
 (2) Satisfied (4) Dissatisfied (9) N/A

12. 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 |

13. 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 |
|---|----------------|-----------|---------|--------------|-------------------|-----|
| 1. Greenways and trails | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Outdoor athletic fields and courts (e.g. baseball, soccer, futsal, tennis) | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Customer service provided by the city's Parks and Recreation staff | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Public art | 5 | 4 | 3 | 2 | 1 | 9 |

14. How would you rate Durham in the following areas?

| | Excellent | Good | Neutral | Below Average | Poor | N/A |
|--------------------------------------|-----------|------|---------|---------------|------|-----|
| 1. Current state of race relations | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Progress addressing racial equity | 5 | 4 | 3 | 2 | 1 | 9 |

15. 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 |
|--|----------------|-----------|---------|--------------|-------------------|-----|
| 01. Condition of streets in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Condition of sidewalks in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Condition of bicycle facilities (e.g. bike lanes, bike parking) | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Appearance of landscaping on right of ways, along streets, and in public areas | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Condition of parks and open space | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Condition of recreation centers and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Overall appearance of major entryways to downtown Durham | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Condition of public school facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Condition of trails and greenways | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Condition of public art | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Condition of aquatic facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Condition of parking | 5 | 4 | 3 | 2 | 1 | 9 |

16. Which THREE items from the list in Question 15 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 15.]

1st: ____ 2nd: ____ 3rd: ____

17a. Multi-Modal Transportation. If you do not or have not ridden public transit in Durham, please select up to 3 reasons why not from the options listed below.

- ____(1) It is too far from my home to the nearest bus stop
- ____(2) The bus does not serve where I need to go
- ____(3) I prefer driving my car/need to use my car
- ____(4) I have safety concerns
- ____(5) The bus would take too long
- ____(6) Other: _____
- ____(7) We ride public transit in Durham

17b. If you DO ride or have ridden public transit in Durham, please select up to 3 reasons why from the options listed below.

- ____(1) I don't have/cannot use a car
- ____(2) The bus gets me where I need to go in a reasonable amount of time
- ____(3) I ride the bus for environmental reasons
- ____(4) Parking at my work is difficult/expensive
- ____(5) Taking the bus is cheaper than driving
- ____(6) Other: _____
- ____(7) We don't ride public transit in Durham

18. 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 biking | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Ease of travel by bus (GoDurham) | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Quality of downtown parking facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. The ability in your neighborhood to run, walk, bike, and exercise outdoors | 5 | 4 | 3 | 2 | 1 | 9 |

19. 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 and Recycling 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. Overall management of public stormwater runoff/drainage/flood control | 5 | 4 | 3 | 2 | 1 | 9 |
| 9. Stream and lake protection | 5 | 4 | 3 | 2 | 1 | 9 |

20. Please rank the importance of the following planning goals, where 1 is "Most Important" and 6 is "Least Important."

- ___ Durham residents learn about new development with enough notice to have their voice heard in the process
- ___ It is easy for residents to have a say in new development proposals
- ___ The character of Durham's neighborhoods should stay the same
- ___ Durham should have more racially and economically integrated neighborhoods
- ___ I would like to have shopping and employment opportunities close to where I live
- ___ I would be OK with a greater variety of housing types and sizes in my neighborhood

21. What can the City and County do to make sure all children and youth in Durham reach their full potential and thrive? [If your response relates to a certain age group, please specify the ages.]

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-d and 23a-d. If you are a COUNTY resident outside of City limits, please skip to Questions 23a-d.

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. Please tell us how often you typically get important City of Durham government-related information.

| How often do you get City of Durham information from... | Daily | A few times a week | Weekly | Once or twice a month | Almost never | Never |
|---|-------|--------------------|--------|-----------------------|--------------|-------|
| 1. City of Durham website | 6 | 5 | 4 | 3 | 2 | 1 |
| 2. City of Durham Twitter feed | 6 | 5 | 4 | 3 | 2 | 1 |
| 3. City of Durham Facebook page | 6 | 5 | 4 | 3 | 2 | 1 |
| 4. Mailings of other direct contact from City of Durham departments | 6 | 5 | 4 | 3 | 2 | 1 |
| 5. Durham Television Network | 6 | 5 | 4 | 3 | 2 | 1 |
| 6. Traditional media (TV, newspapers, or their social media) | 6 | 5 | 4 | 3 | 2 | 1 |
| 7. Friends/Colleagues/Word of Mouth | 6 | 5 | 4 | 3 | 2 | 1 |
| 8. Other: _____ | 6 | 5 | 4 | 3 | 2 | 1 |

22c. 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 Q22d.] ___(2) No [Skip to Q23a.]

22d. 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 of 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. Please tell us how often you typically get important Durham County government-related information.

| How often do you get Durham County information from... | Daily | A few times a week | Weekly | Once or twice a month | Almost never | Never |
|--|-------|--------------------|--------|-----------------------|--------------|-------|
| 1. Durham County website | 6 | 5 | 4 | 3 | 2 | 1 |
| 2. Durham County Twitter feed | 6 | 5 | 4 | 3 | 2 | 1 |
| 3. Durham County Facebook page | 6 | 5 | 4 | 3 | 2 | 1 |
| 4. Durham County Nextdoor | 6 | 5 | 4 | 3 | 2 | 1 |
| 5. Mailings of other direct contact from Durham County departments | 6 | 5 | 4 | 3 | 2 | 1 |
| 6. Durham County TV Show | 6 | 5 | 4 | 3 | 2 | 1 |
| 7. Traditional media (TV, newspapers, or their social media) | 6 | 5 | 4 | 3 | 2 | 1 |
| 8. Friends/Colleagues/Word of Mouth | 6 | 5 | 4 | 3 | 2 | 1 |
| 9. Other: _____ | 6 | 5 | 4 | 3 | 2 | 1 |

23c. 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 Q23d.] ___(2) No [Skip to Q24.]

23d. 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 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 of 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 government services below, prioritize your top 5 to increase funding for.

- ___(01) Affordable housing ___(06) Youth programming ___(10) Public school operations (teachers, salaries)
- ___(02) Street maintenance ___(07) Job creation/training
- ___(03) Sidewalk construction ___(08) Community-led safety initiatives ___(11) Court services
- ___(04) Universal Pre-K ___(09) Law enforcement-led safety initiatives ___(12) I would not increase funding for any of these
- ___(05) Social services

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

___(1) Yes ___(2) No

27. If you voted recently, was there anything particularly good or bad about your voting experience?

28. Approximately how many years have you lived in Durham? _____ years

29. What is your age? _____ years

30. What is your gender? ___(1) Male ___(2) Female ___(3) Non-binary/Other

31. Do you own or rent your current residence? ___(1) Own ___(2) Rent

32. Which of the following best describes your race/ethnicity? [Check all that apply.]

- ___(1) Asian/Pacific Islander ___(3) Native American/Inuit ___(5) Other: _____
- ___(2) White ___(4) Black/African American

33. Are you of Hispanic, Latino, or other Spanish ancestry? ___(1) Yes ___(2) No

34. What is the primary language used in your household?

___(1) English ___(2) Spanish ___(3) Other: _____

34a. If the primary language is not English, how might we better provide services and engage with you?

35. 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

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

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