



2021 RESIDENT SURVEY

Findings Report

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Presented To
DURHAM COUNTY,
NORTH CAROLINA

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Section 1: Executive Summary

Durham County Resident Survey (2021)

Executive Summary

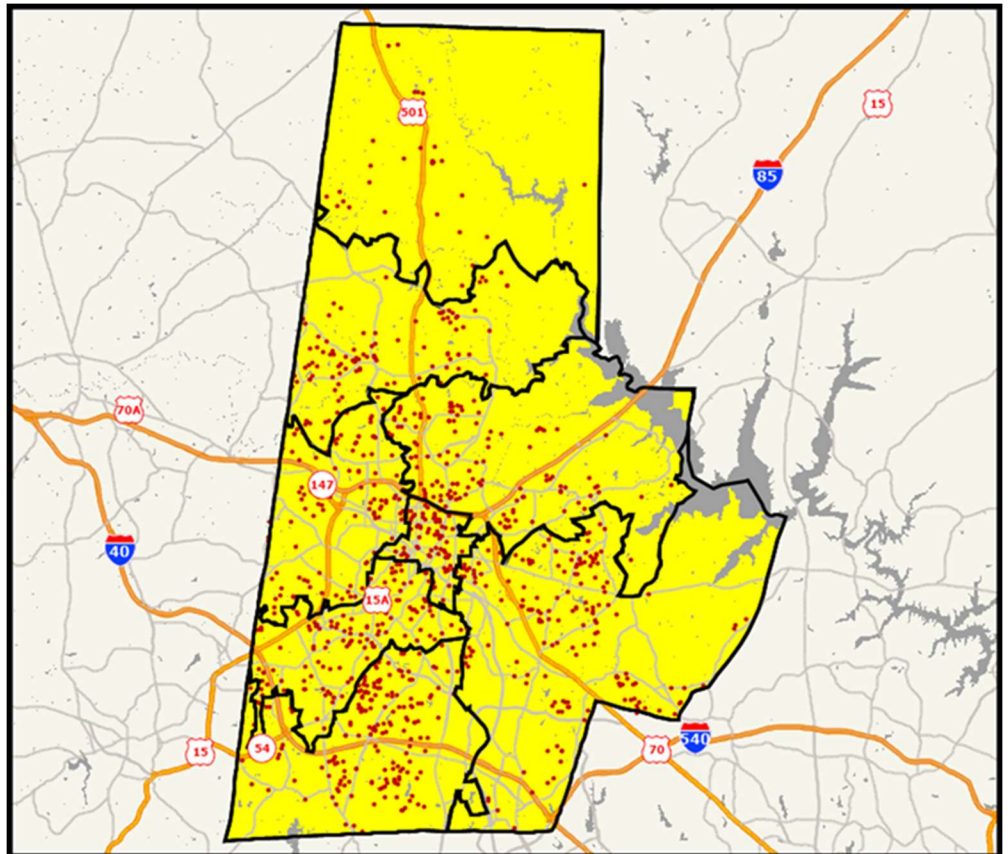


Purpose & Methodology

ETC Institute administered a survey to residents of Durham County during the winter of 2021. 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 guide the direction for the future of the community. The Durham County resident survey has been conducted annually since 2015.

The 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.

The map to the right is a GIS (geographic information system) map showing the location of respondents that completed the survey. To keep survey respondents anonymous, the location of the respondent, represented with a red dot.



Approximately, ten days after the surveys were mailed, ETC Institute sent e-mails/text messages to the households that received the survey to encourage participation. The e-mails/texts contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the 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 with residents, including at least 600 from the City of Durham residents and at least 200 from residents who live in Durham County, but not in the City of Durham. The goal was

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exceeded, with a total of 947 residents completing the survey; 727 City of Durham residents and 220 Durham County residents (who live outside of the City) completing the survey. The overall residents for the sample of 947 households have a precision of at least +/- 3.1% 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® Survey database. Since the number of “don’t know” responses often reflect the utilization and awareness of City/County services, the percentage of “don’t know” responses have been provided in the tabular data section of this report.

This report contains:

- Executive summary of the survey methodology and major findings
- Charts showing the overall results of the survey
- Trends comparing the 2021 results to the 2020 results and 2016-2021 average
- Benchmark analysis showing how Durham County compares to U.S. communities with a population of 250,000 residents or more
- Importance-satisfaction analysis
- Frequency tables that show the overall results
- A copy of the cover letter and survey instrument

Major survey findings are below and on the following pages.

Major Findings

The most important major categories of services that respondents think should receive the most emphasis from City and County leaders, over the next two years, are police protection, public schools, and the maintenance of City streets.

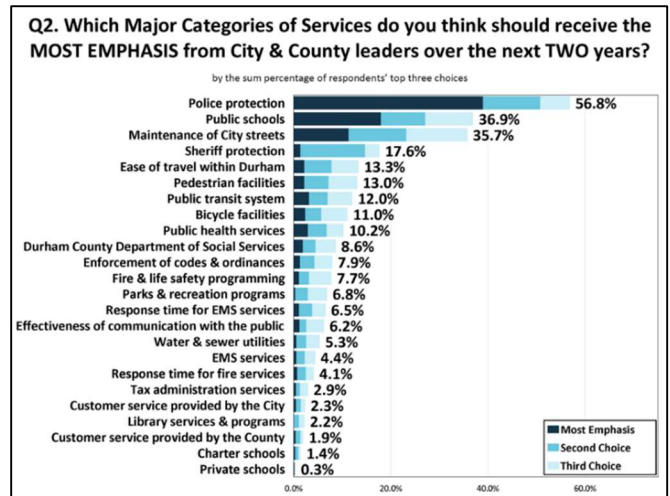
- Respondents were asked to rate their level of satisfaction with major categories of services, that are provided by the City and County, and the services with the highest satisfaction ratings, based on the sum of *very satisfied* and *satisfied* responses, were:
 - Library services and programs (82.3%)
 - EMS services (73.8%)
 - Fire and life safety programming (73.3%)
 - Response time for fire services (70.6%)

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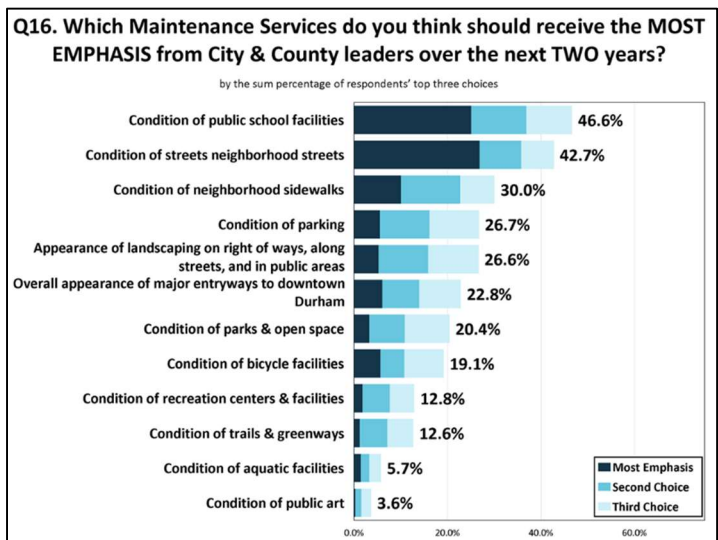


- Based on the sum of respondents' top three choices, the top three major categories of services that, are the most important to respondents and respondents think City and County leaders should place the most emphasis on over the next two years, were:
 - The quality of police protection (56.8%)
 - Quality of public schools (36.9%)
 - Maintenance of City streets (35.7%)
- The graph to the right shows the level of importance respondents place on each of the major categories of services.



The most important maintenance services that respondents think should receive the most emphasis, from City and County leaders over the next two years, are the condition of public-school facilities, condition of neighborhood streets, condition of neighborhood sidewalks, condition of parking, and the appearance of landscaping on right-of-ways, along streets, and other public places.

- Respondents were asked to rate their level of satisfaction with maintenance services, that are provided, and the services with the highest satisfaction ratings, based on the sum of *very satisfied* and *satisfied* responses, were:
 - Condition of trails and greenways (62.5%)
 - Condition of parks and open space (57.7%)
 - Condition of public art (57.6%)
 - Condition of neighborhood streets (53.5%)
- Based on the sum of respondents' top three choices, the top three maintenance services that, are the most important to respondents and respondents think City and County leaders should place the most emphasis on over the next two years, were:
 - Condition of public school facilities (46.6%)
 - Condition of neighborhood streets (42.7%)
 - Condition of neighborhood sidewalks (30.0%)



- The graph above and to the right, shows the level of importance respondents place on each maintenance service.

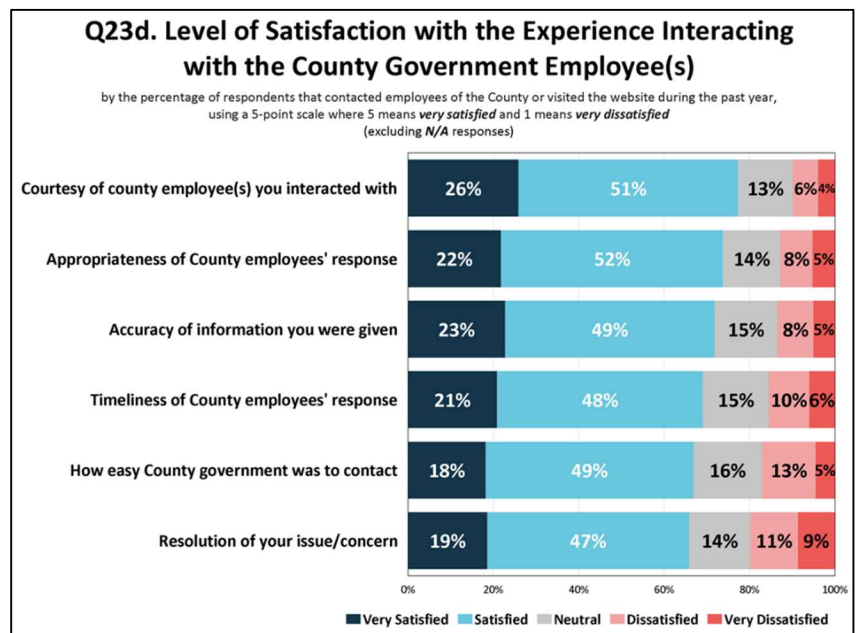
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The majority of respondents were satisfied with the overall experience interacting with County employees. Five out of seven respondents were either *very satisfied* or *satisfied* with the courtesy of County employee(s) they had interacted with, the appropriateness of County employee' response, and the accuracy of information they were given from the County employee(s) interacted with.

- Of the respondents that had interacted with County employees during the past year (29.5%), 77.3% were satisfied with the courtesy of County employee(s) interacted with, 73.8% were satisfied with the appropriateness of County employees' response, and 71.8% were satisfied with the accuracy of information given. *See graph to the right.*
- The majority (59.7%) of respondents indicated they were either *very satisfied* or *satisfied* with their ability to receive timely emergency and disaster information.



- Respondents were asked what methods they typically use to get important Durham County government-related information and the frequency they use these methods.
 - 33.1% of respondents typically use friends/colleagues/word of mouth, 32.4% use Durham County's website, and 29.4% use direct contact mailings from Durham County departments, once or twice a month.
 - 44.5% of respondents typically use traditional media, 35.3% use friends/colleagues/word of mouth, and 28.0% use Nextdoor, daily to weekly, to get important Durham County government-related information

Four out of five respondents think Durham is either an *excellent* or *good* place to live and work.

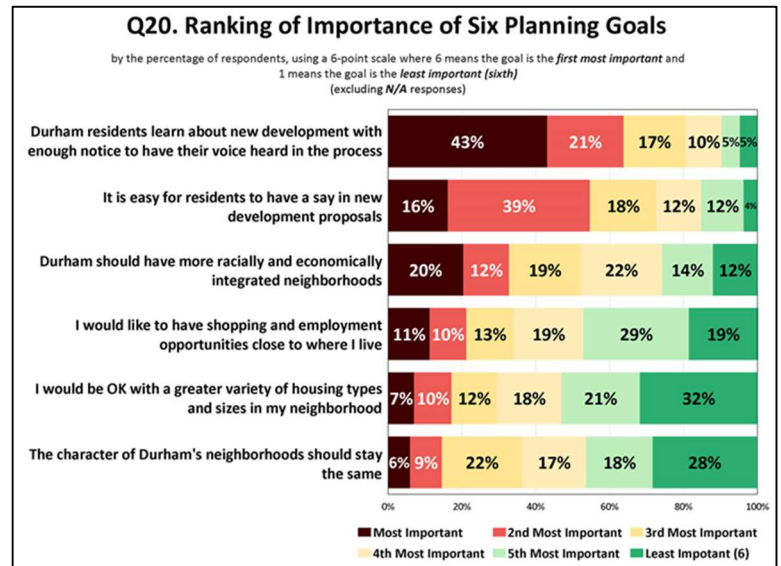
- Respondents were asked how satisfied they were with items that could influence perceptions of Durham and 79.3% of respondents were satisfied with the overall quality of life in their neighborhood and 60.8% of respondents were satisfied with the overall quality of life in Durham.

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- Over half of respondents are satisfied with the overall quality of services provided by the City (56.0%) and the overall quality of services provided by Durham County (53.3%).
- 82.1% of respondents rated Durham as either an *excellent* or *good* place to live and 81.1% rated Durham as either an *excellent* or *good* place to work
- The graph to the right shows Durham's six planning goals and how respondents rated them from most important to the least important.



- Based on the sum of respondents' *most important*, *second*, and *third most important* responses, the top three planning goals were:
 - Durham residents learn about new development with enough notice to have their voice heard in the process (80.5%)
 - It is easy for residents to have a say in new development proposals (72.7%)
 - Durham should have more racially and economically integrated neighborhoods (52.2%)

Additional Findings

- 42.9% of respondents indicated they would be willing to pay fees instead of taxes to pay for improvements to services they would use or benefit from
- Over half of respondents indicated that they were satisfied with police relationship with the community (52.0%) and the Sheriff's Office relationship with the community (51.0%)
- 87.2% of respondents feel either *very safe* or *safe* when walking alone in their neighborhood during the day, 63.2% when engaging with law enforcement, and 60.4% when walking alone in their neighborhood at night
- 32.8% of respondents agree that Durham Public Schools encourages community involvement in education-related decision making and 30.9% agree Durham Public Schools ensures quality education for students
- 67.1% of respondents were satisfied with how Durham City Government responded to the COVID-19 pandemic and 61.9% were satisfied with how Durham County Government responded to the COVID-19 pandemic

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Durham County Trend Analysis: 2016-2021

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 2021. Values that are highlighted in blue are notably higher (+4% or more) than the 2016-2021 average. The values highlighted in red are notably lower (-4% or more) than the 2016-2021 average.

Durham County Trends: 2016-2021

The values below each year is a combination of "very satisfied" and "satisfied" responses (excluding "don't know" responses). The values highlighted in blue and red is to show whether there is a significant difference in the satisfaction rating compared to the 2016 and 2021 satisfaction ratings, respectively. This provides the ability to analyze long-term and short-term trends. Values highlighted in BLUE indicate that the rating was significantly higher (+4% or more) than the 2016 and/or 2020 results, and values highlighted in RED indicate that rating was significantly lower (-4% or more) than the 2016 and/or 2020 results.

Major Categories	2016 Survey	2017 Survey	2018 Survey	2019 Survey	2020 Survey	2021 Survey	Percentage Change From 2016 to 2021	Percentage Change From 2020 to 2021
Library services/programs	76%	71%	77%	79%	79%	82%	7%	4%
EMS services	80%	76%	76%	80%	78%	74%	-6%	-4%
Fire and life safety programming	-	-	77%	78%	78%	73%	-	-4%
Response time for fire services	79%	75%	73%	77%	76%	71%	-8%	-5%
Response time for EMS services	77%	69%	72%	76%	73%	67%	-9%	-5%
Water/sewer utilities	59%	59%	64%	65%	64%	71%	12%	6%
Customer service from City employees	57%	56%	60%	59%	63%	65%	8%	1%
Customer service from County employees	58%	56%	61%	59%	62%	63%	5%	2%
Parks/recreation programs	63%	58%	63%	65%	59%	63%	0%	4%
Effectiveness of communication	48%	48%	53%	50%	55%	52%	5%	-3%
Police protection	62%	62%	62%	57%	53%	46%	-16%	-8%
Sheriff protection	65%	62%	58%	56%	52%	47%	-19%	-5%
Public Health services	46%	43%	46%	49%	49%	55%	9%	6%
Private schools	50%	45%	54%	51%	49%	50%	0%	1%
Ease of travel within Durham	48%	40%	40%	39%	47%	45%	-3%	-2%
Tax Administration services	42%	40%	45%	43%	47%	46%	4%	0%
Enforcement of codes & ordinances	42%	40%	44%	46%	39%	39%	-3%	0%
Charter schools	36%	34%	38%	35%	38%	39%	3%	2%
Durham County Department of Social Services	39%	37%	43%	39%	38%	42%	4%	5%
Bicycle facilities	32%	33%	37%	38%	38%	39%	6%	1%
Pedestrian facilities	33%	38%	37%	37%	36%	39%	6%	3%
Public schools	34%	27%	29%	32%	35%	31%	-3%	-3%
Public transit system	36%	35%	31%	35%	34%	29%	-7%	-6%
Maintenance of City streets	30%	34%	29%	29%	32%	33%	3%	1%
Perceptions	2016 Survey	2017 Survey	2018 Survey	2019 Survey	2020 Survey	2021 Survey	Percentage Change From 2016 to 2021	Percentage Change From 2020 to 2021
Quality of life in your neighborhood	75%	76%	76%	81%	77%	79%	5%	2%
Quality of life in Durham	64%	63%	65%	64%	60%	61%	-3%	1%
Quality of services provided by City	59%	57%	61%	61%	59%	56%	-3%	-3%
Quality of services provided by County	60%	55%	59%	58%	58%	53%	-7%	-5%
Appearance of Durham	51%	49%	53%	55%	53%	48%	-3%	-4%
Image of Durham	50%	51%	55%	50%	47%	43%	-7%	-4%
Value received for local property taxes	33%	39%	40%	39%	39%	41%	7%	2%
Management of development/growth	43%	46%	45%	36%	37%	35%	-8%	-2%



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	2016 Survey	2017 Survey	2018 Survey	2019 Survey	2020 Survey	2021 Survey	Percentage Change From 2016 to 2021	Percentage Change From 2020 to 2021
Durham Public Schools								
Encourages community involvement in education decision making	35%	27%	27%	32%	39%	33%	-2%	-6%
Is transparent about education-related decision making	23%	18%	18%	23%	33%	29%	6%	-3%
Has effective leadership in K-12 education	25%	20%	21%	28%	32%	30%	5%	-3%
Attracts high quality teachers	23%	20%	21%	25%	30%	30%	7%	-1%
Ensures quality education for students	25%	21%	21%	25%	30%	31%	6%	1%
Manages education budget well	24%	20%	20%	26%	29%	28%	4%	-1%
Public Safety								
Walking alone in your neighborhood during the day	83%	85%	83%	86%	88%	87%	4%	-1%
Walking alone in your neighborhood at night	54%	56%	56%	60%	60%	60%	7%	1%
Visiting City parks	-	-	52%	50%	55%	54%	-	-1%
Using City recreation centers	-	-	52%	54%	52%	55%	-	3%
In Downtown Durham	43%	43%	49%	49%	49%	47%	4%	-2%
In Durham overall	33%	36%	39%	40%	40%	35%	2%	-5%
When engaging with law enforcement	new question - not asked previously					63%	-	-
Law Enforcement/Criminal Justice								
Police relationship with your community	56%	61%	57%	58%	49%	52%	-4%	3%
Animal control services	49%	47%	47%	54%	49%	49%	1%	1%
Sheriff's office relationship with your community	60%	58%	51%	55%	47%	51%	-9%	4%
Enforcement of traffic safety laws	49%	46%	43%	47%	43%	44%	-5%	1%
Local court system	40%	38%	41%	37%	34%	37%	-4%	2%
Parks, Recreation, and Open Space								
Greenways & trails	60%	61%	59%	67%	65%	70%	10%	4%
Public art	-	-	48%	58%	60%	59%	-	-1%
Outdoor athletic fields & courts	53%	50%	48%	57%	52%	55%	3%	3%
Customer service provided by City's Parks & Recreation staff	51%	52%	50%	55%	52%	55%	3%	3%
Cultural programming	65%	61%	62%	66%	-	53%	-12%	-
Length of commute to your desired recreation amenities	58%	51%	57%	62%	-	61%	3%	-
Variety of City recreation opportunities	53%	52%	49%	58%	-	53%	-1%	-
Recreation center programs	44%	42%	46%	51%	-	47%	3%	-
Athletic programs	43%	41%	40%	50%	-	44%	0%	-
Aquatic programs	39%	38%	39%	45%	-	36%	-3%	-



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	2016 Survey	2017 Survey	2018 Survey	2019 Survey	2020 Survey	2021 Survey	Percentage Change From 2016 to 2021	Percentage Change From 2020 to 2021
Maintenance								
Condition of trails & greenways	-	-	52%	60%	59%	63%	-	3%
Condition of public art	-	-	50%	55%	59%	58%	-	-1%
Condition of parks and open space	51%	49%	49%	55%	56%	58%	7%	2%
Condition of streets in your neighborhood	51%	56%	51%	48%	53%	54%	2%	1%
Condition of recreation centers & facilities	42%	44%	44%	49%	48%	48%	6%	1%
Condition of sidewalks in your neighborhood	46%	44%	40%	39%	47%	46%	0%	-1%
Overall appearance of major entryways to Downtown Durham	44%	43%	41%	44%	46%	44%	-1%	-2%
Appearance of landscaping on right of ways along streets/public areas	43%	44%	41%	44%	44%	45%	2%	1%
Condition of aquatic facilities	-	-	36%	41%	38%	36%	-	-2%
Condition of bicycle facilities	30%	31%	31%	35%	38%	35%	6%	-2%
Condition of parking	-	-	32%	32%	35%	38%	-	3%
Condition of public school facilities	-	-	26%	32%	31%	26%	-	-5%
Multi-Modal Transportation								
Ability in your neighborhood to run, walk, bike, & exercise outdoors	-	-	60%	65%	69%	67%	-	-2%
Ease of travel by walking	37%	40%	37%	39%	37%	40%	3%	3%
Quality of downtown parking facilities	34%	37%	37%	38%	33%	39%	5%	6%
Ease of travel by biking	23%	25%	25%	27%	29%	28%	5%	-1%
Ease of travel by bus within Durham (GoDurham)	37%	33%	20%	28%	24%	18%	-18%	-6%
Ease of travel by bus to places outside of Durham (GoTriangle)	new question - not asked previously					21%	-	-
Solid Waste and Utility Services								
Solid waste collection services	80%	79%	78%	80%	81%	83%	3%	1%
Curbside recycling services	82%	75%	78%	82%	81%	80%	-2%	-1%
Sewer services	63%	69%	68%	71%	70%	74%	10%	3%
Quality of drinking water	63%	64%	63%	67%	65%	66%	3%	1%
City Waste Disposal Center	63%	64%	62%	68%	64%	65%	2%	1%
County Solid Waste Convenience Centers	62%	62%	59%	62%	59%	59%	-3%	0%
Yard waste collection services	59%	67%	64%	67%	54%	64%	5%	11%
Stream & lake protection	40%	42%	44%	49%	47%	47%	8%	1%
Management of public stormwater runoff/drainage/flood control	new question - not asked previously					55%	-	-



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	2016 Survey	2017 Survey	2018 Survey	2019 Survey	2020 Survey	2021 Survey	Percentage Change From 2016 to 2021	Percentage Change From 2020 to 2021
Communication								
Ability to get timely emergency/disaster info 24 hours a day	-	53%	58%	59%	60%	60%	-	0%
Ease of locating information on County website	47%	47%	43%	47%	46%	44%	-2%	-1%
Availability of info about County programs & services	40%	44%	43%	45%	45%	43%	3%	-3%
Your experience engaging with County government process	39%	39%	41%	43%	36%	39%	1%	3%
County efforts to keep you informed about local issues	37%	31%	33%	36%	33%	32%	-5%	-1%
Level of public involvement in local decisions	28%	29%	29%	31%	24%	26%	-3%	2%
Customer Service								
Courtesy of County employee(s) you interacted with	73%	63%	66%	68%	71%	77%	4%	6%
Accuracy of information you were given	67%	57%	61%	65%	70%	72%	5%	2%
Appropriateness of County employees' response	62%	59%	60%	63%	68%	74%	12%	6%
Timeliness of County employees' response	60%	56%	60%	62%	64%	74%	14%	10%
How easy County Government was to contact	67%	59%	60%	59%	63%	67%	0%	4%
Resolution to your issue/concern	63%	50%	54%	59%	60%	66%	3%	6%
Overall Ratings								
As a place to live	80%	81%	85%	82%	81%	82%	2%	1%
As a place to work	78%	78%	81%	81%	79%	81%	3%	2%
As a place to visit	67%	64%	67%	71%	67%	68%	0%	0%
As a place to play	65%	61%	68%	66%	64%	68%	3%	4%
As a place to raise children	63%	58%	63%	63%	61%	62%	-1%	1%
As a place to retire	60%	57%	55%	59%	56%	59%	-1%	3%
As a community that is moving in the right direction	59%	61%	63%	57%	56%	55%	-4%	-1%
As a place to start a business	56%	54%	52%	54%	55%	61%	5%	5%
As a place to educate children	44%	35%	37%	42%	44%	45%	2%	2%
As a community that values diversity of residents	new question - not asked previously					62%	-	-

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Investment Priorities

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 5 of this report.

This analysis reviewed the importance of and satisfaction with major categories of 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 (I-S Rating=0.2539)

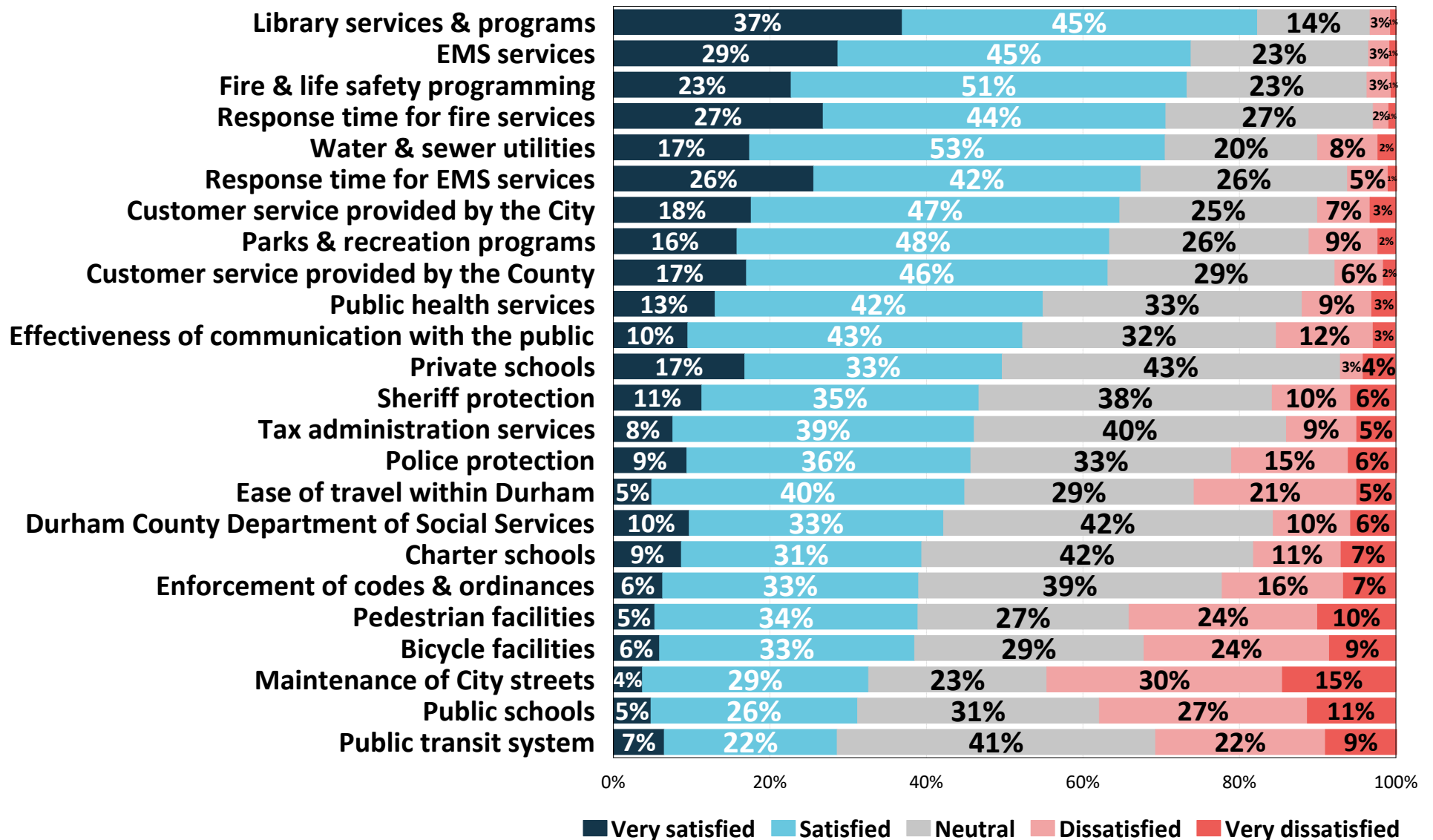
Importance-Satisfaction (I-S) Analysis for 10 of the 24 major categories of City and County services is shown in the table below. The remainder of the Importance-Satisfaction results can be found in Section 5 of this report.

2021 Durham County Resident Survey						
Importance-Satisfaction Analysis Ratings						
Major Categories of City & 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 (I-S > 0.20)						
Police protection	57%	1	46%	15	0.3084	1
Quality of public schools	37%	2	31%	23	0.2539	2
Maintenance of City streets	36%	3	33%	22	0.2406	3
Medium Priority (I-S < 0.10)						
Sheriff protection	18%	4	47%	13	0.0933	4
Public transit system (GoDurham)	12%	7	29%	24	0.0850	5
Pedestrian facilities	13%	6	39%	20	0.0794	6
Ease of travel within Durham	13%	5	45%	16	0.0733	7
Bicycle facilities	11%	8	39%	21	0.0677	8
Durham County Department of Social Services	9%	10	42%	17	0.0503	9
Enforcement of codes & ordinances	8%	11	39%	19	0.0476	10

Section 2: Charts and Graphs of Overall Results

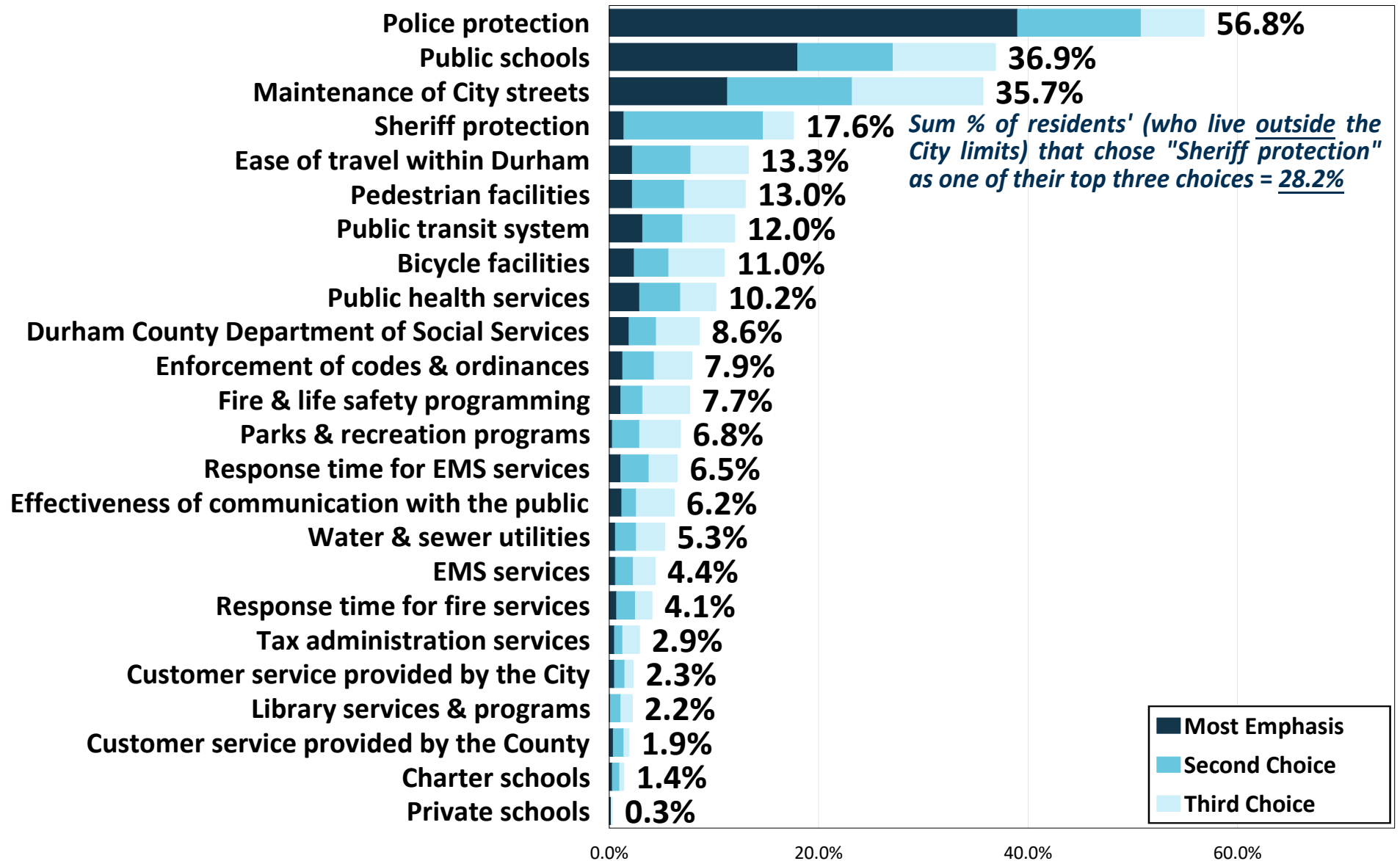
Q1. Level of Satisfaction with the Major Categories of Services Provided by the City and County

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding N/A responses)



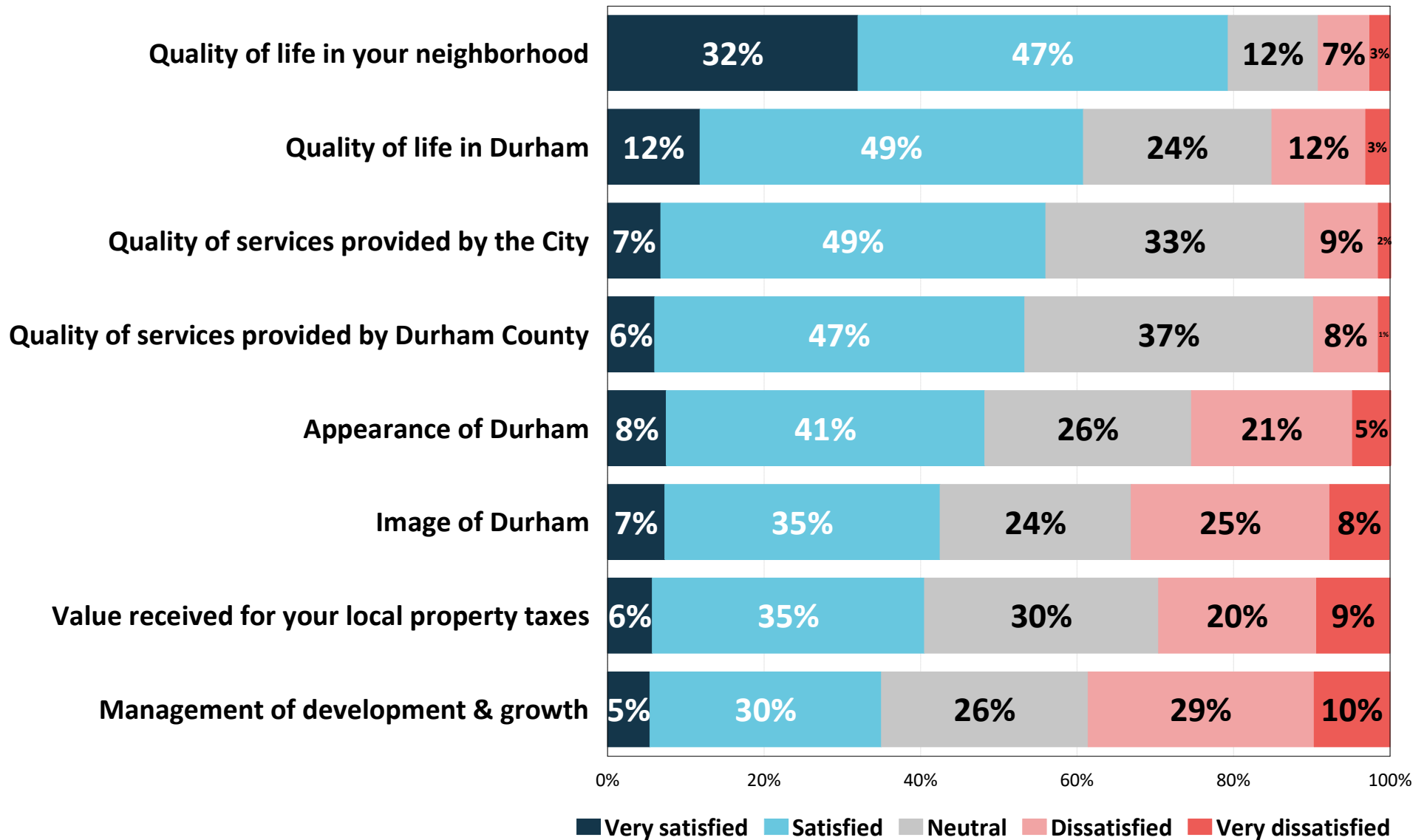
Q2. Which Major Categories of Services do you think should receive the MOST EMPHASIS from City & County leaders over the next TWO years?

by the sum percentage of respondents' top three choices



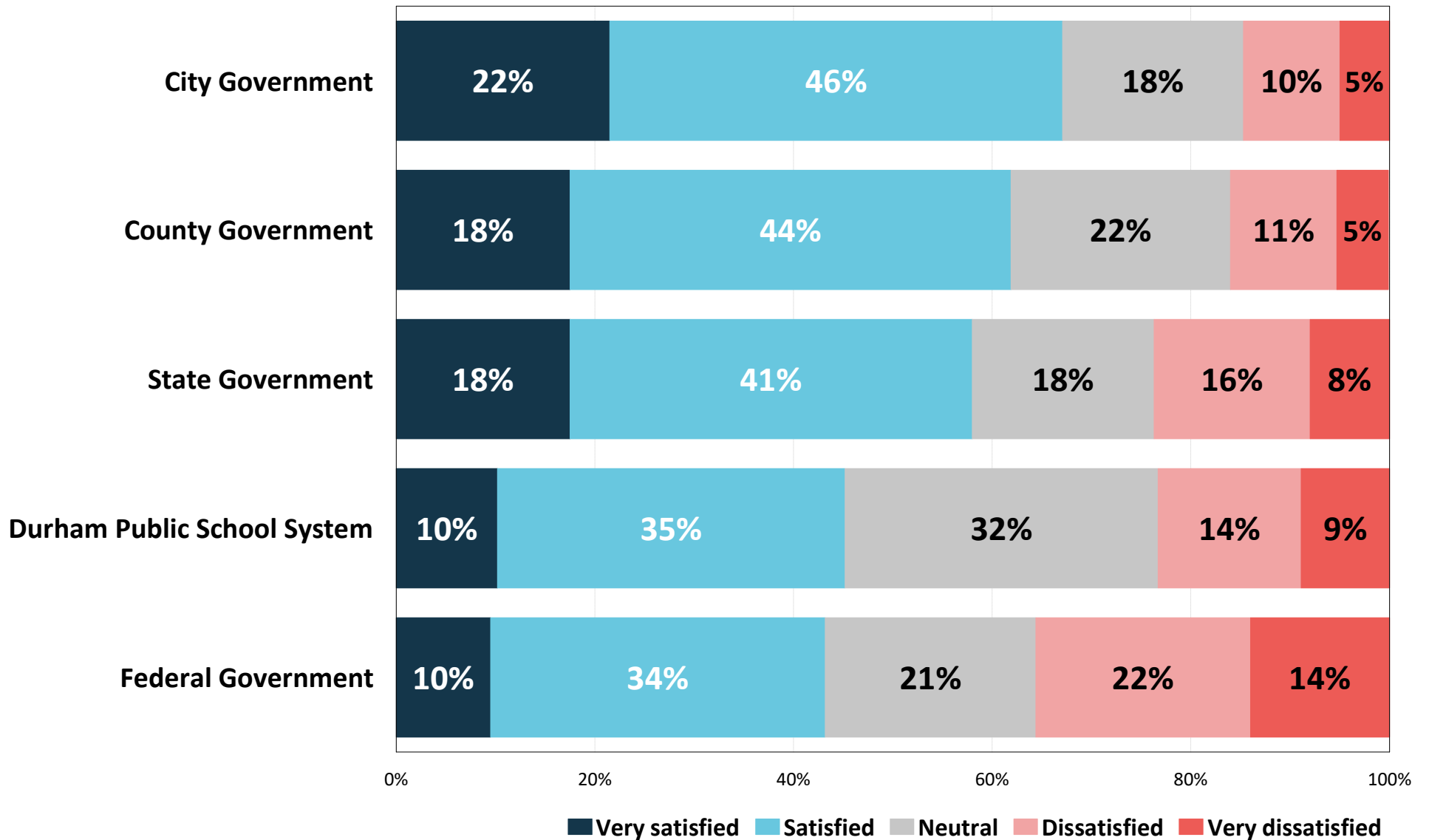
Q3. Level of Satisfaction with Items That Influence Perceptions of Durham

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)



Q4. Level of Satisfaction with the Different Levels of Government in How They Have Responded to the COVID-19 Pandemic

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)



Q5. Which of the following best describes the education status of children in your household?

by the percentage of respondents that responded with *yes* (excluding *this question does not apply to me* responses)

My children...

Went to or graduated from Durham public schools

39.9%

Are enrolled in Durham public schools

25.1%

Are enrolled in a charter school in Durham County

7.1%

Are enrolled in a private school in Durham County

6.4%

Went to or graduated from a private school
in Durham County

5.8%

Went to or graduated from a school outside
Durham County

5.1%

Go to school outside of Durham County

4.3%

Went to or graduated from a charter school
in Durham County

4.1%

Are homeschooled

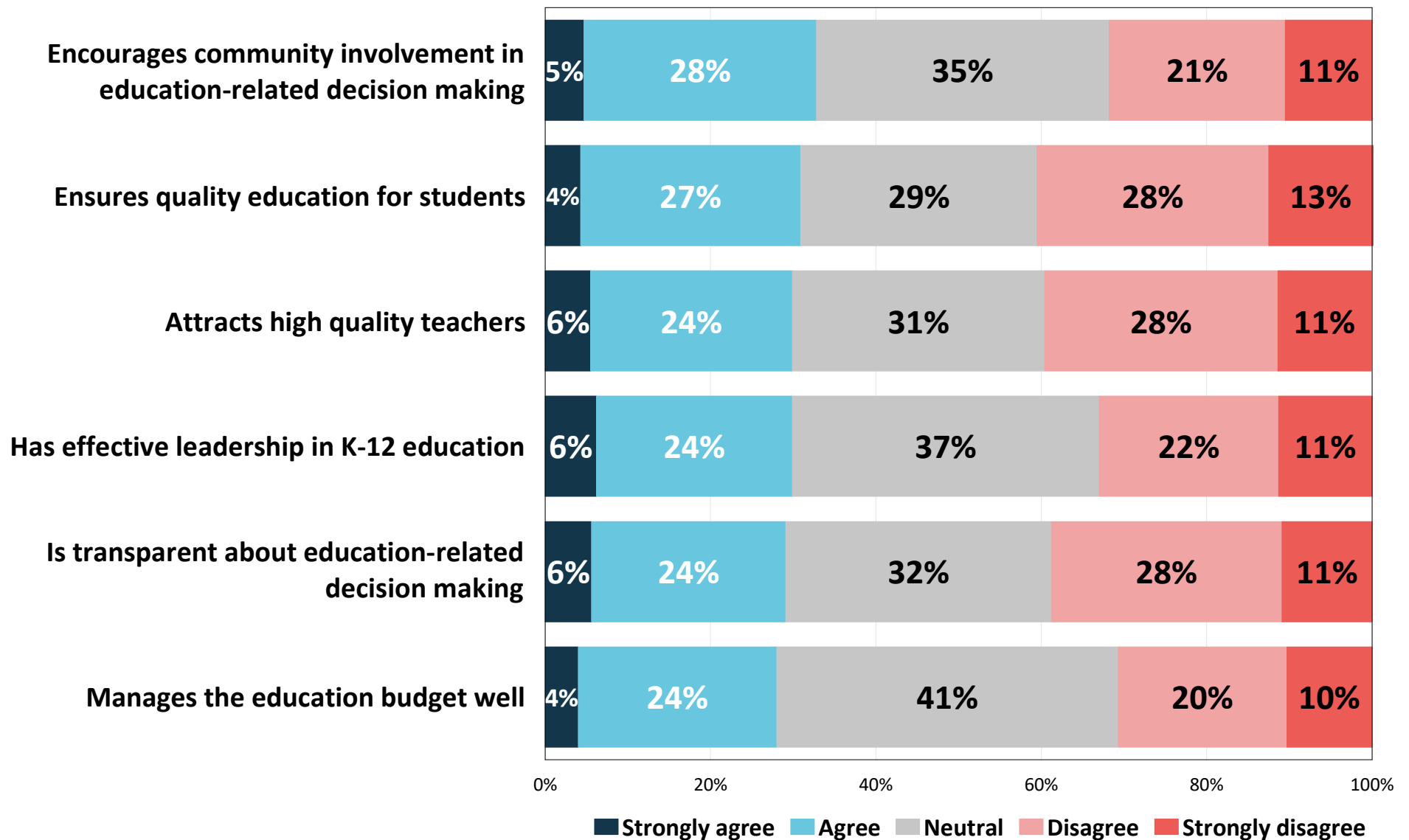
2.2%

0.0% 10.0% 20.0% 30.0% 40.0% 50.0%

■ %Yes

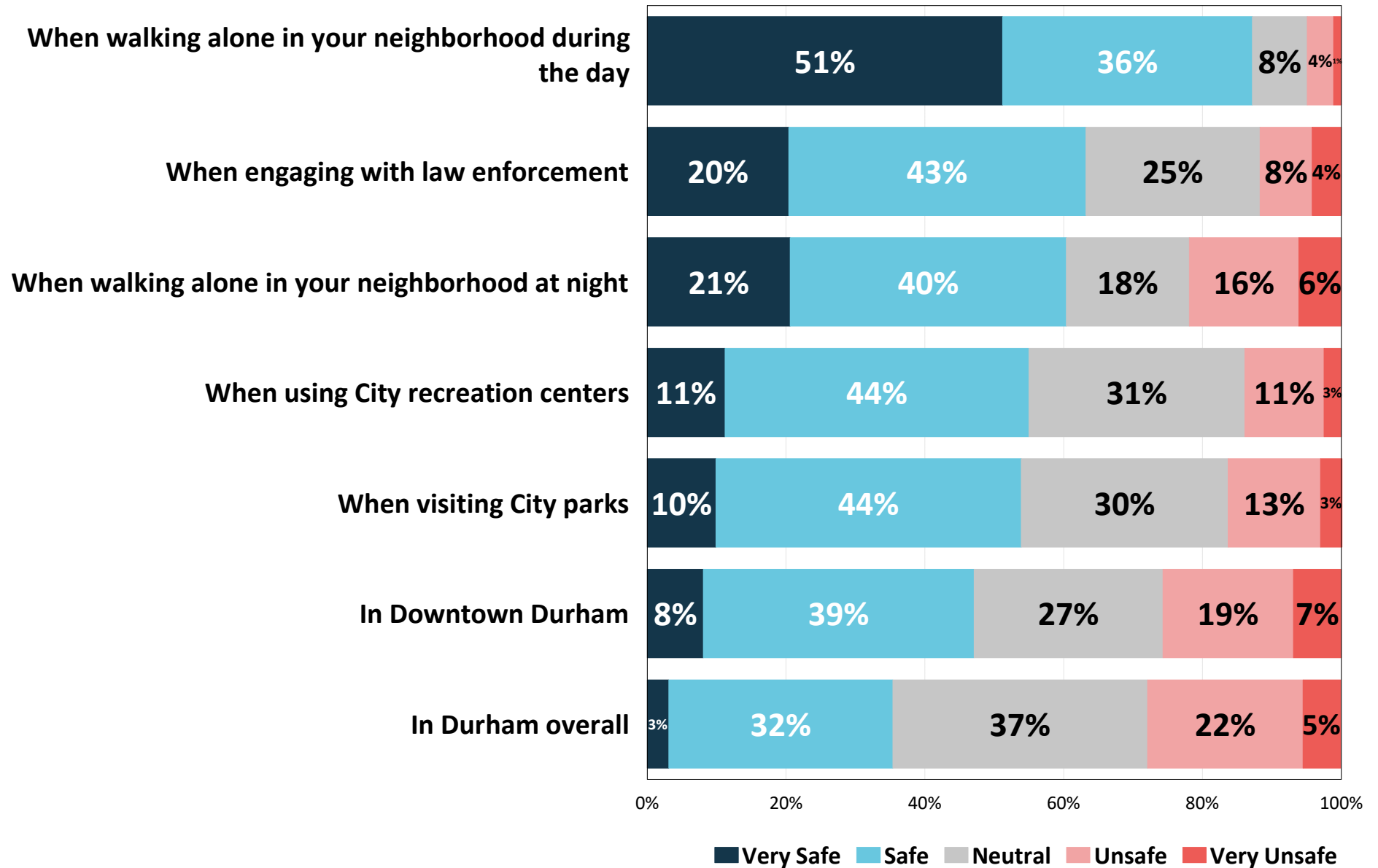
Q6. Level of Agreement with Statements About Durham Public Schools

by the percentage of respondents, using a 5-point scale where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *N/A* responses)



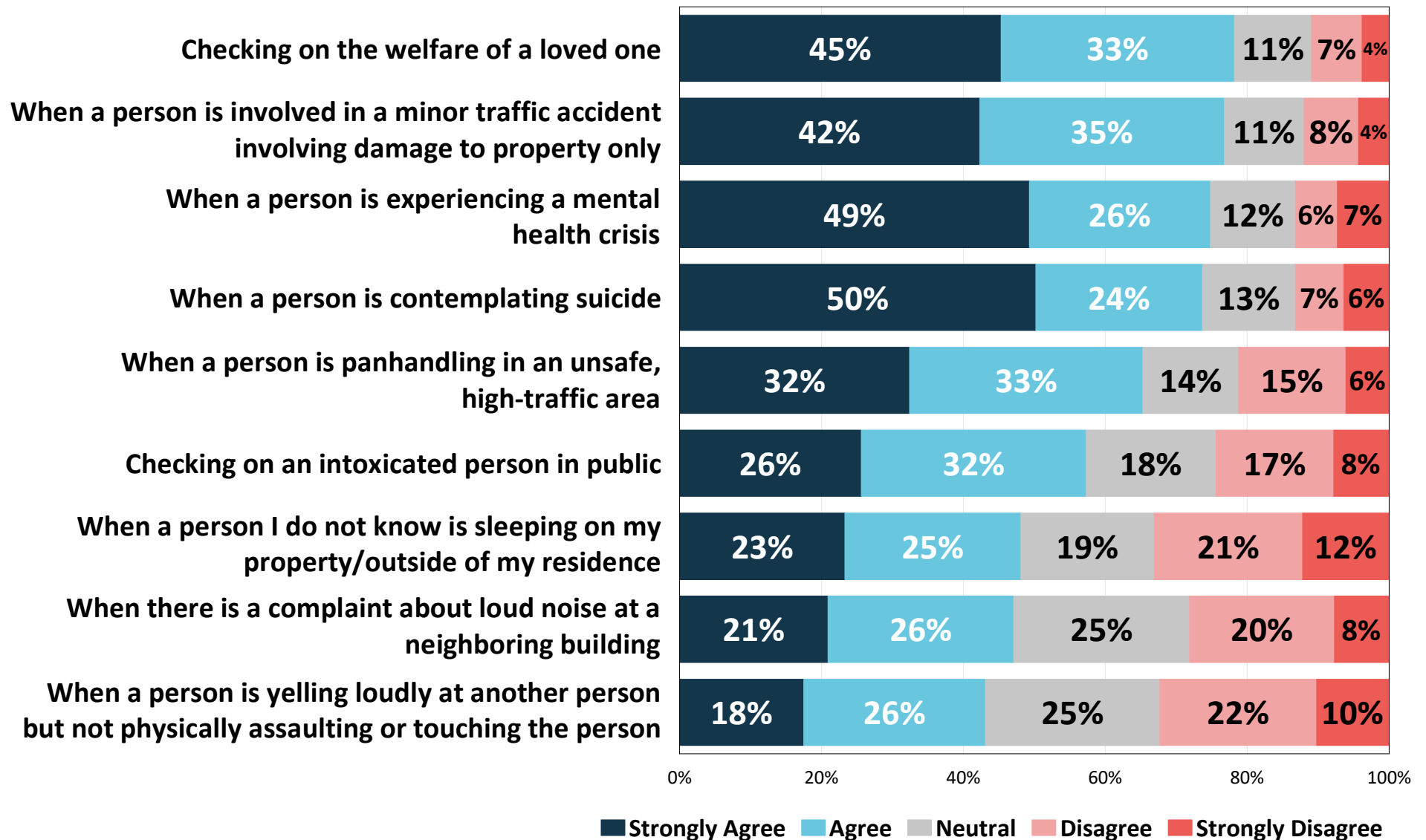
Q7. Feeling of Safety, in the Community, in Various Situations

by the percentage of respondents, using a 5-point scale where 5 means *very safe* and 1 means *very unsafe*
(excluding *N/A* responses)



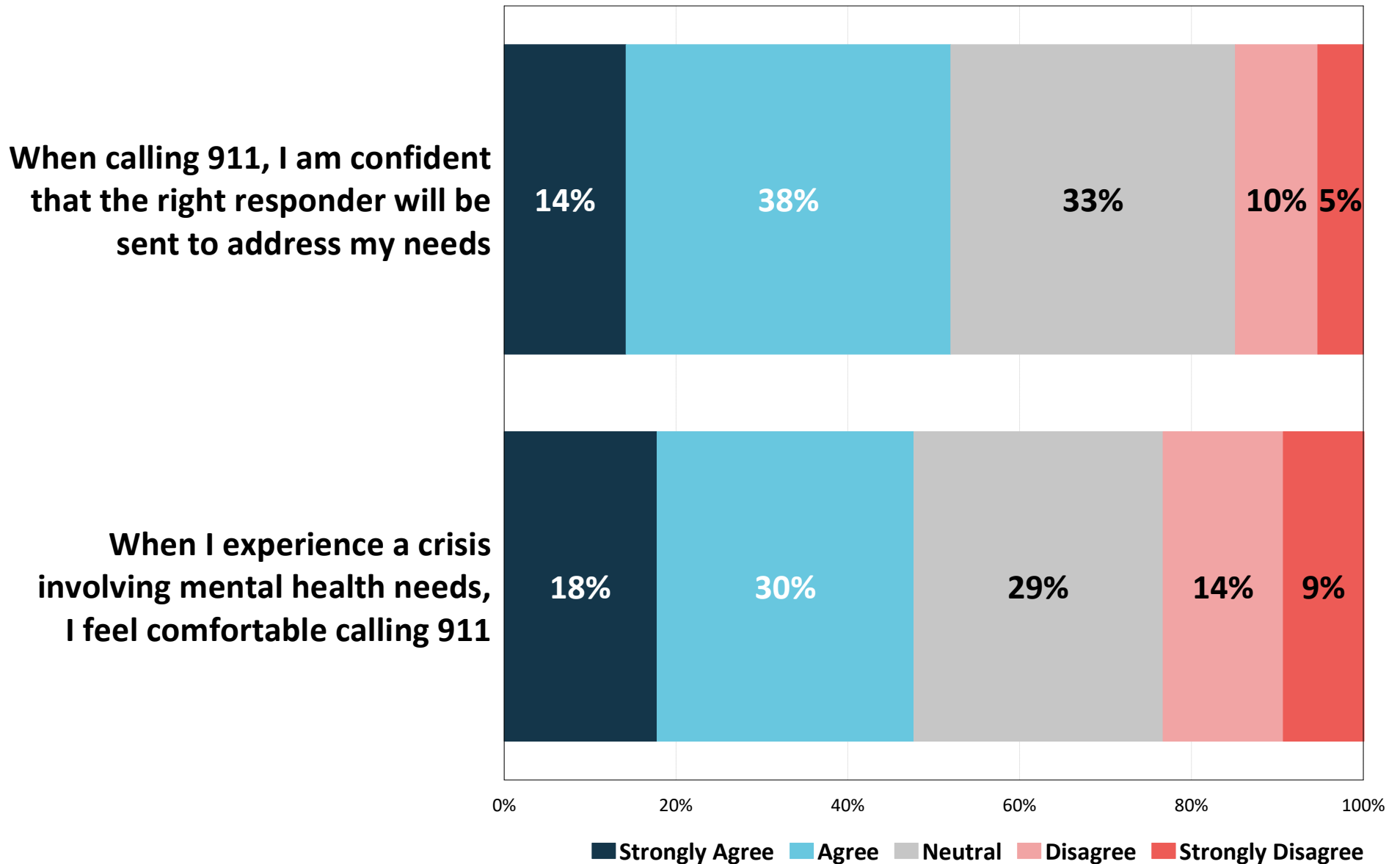
Q8. Level of Agreement with a Trained, Unarmed Team of Responders Being an Appropriate First Response in the Following 911 Situations...

by the percentage of respondents, using a 5-point scale where 5 means *strongly agree* and 1 means *strongly disagree* (excluding N/A responses)



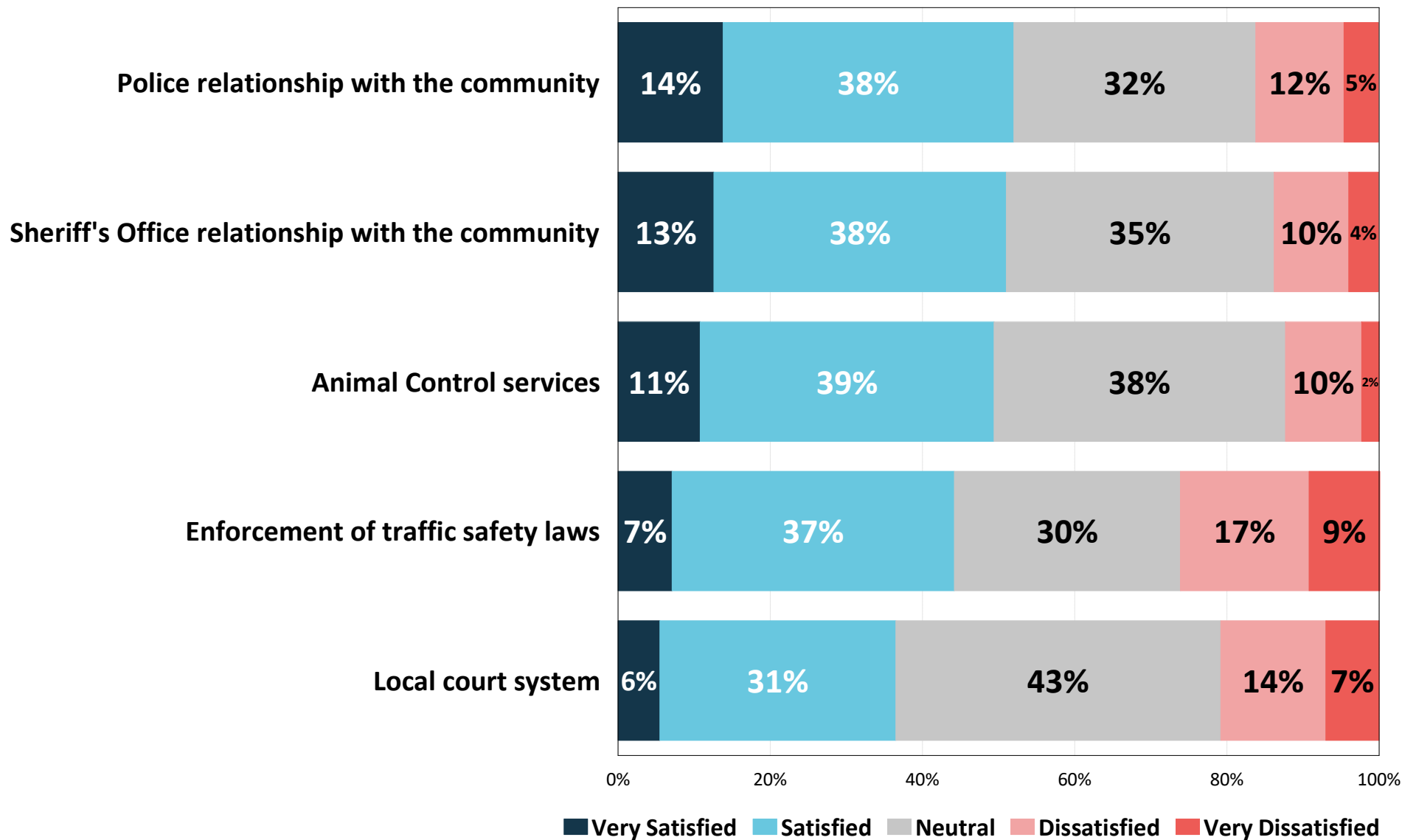
Q9. Level of Agreement with Statements About Calling 911

by the percentage of respondents, using a 5-point scale where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *N/A* responses)



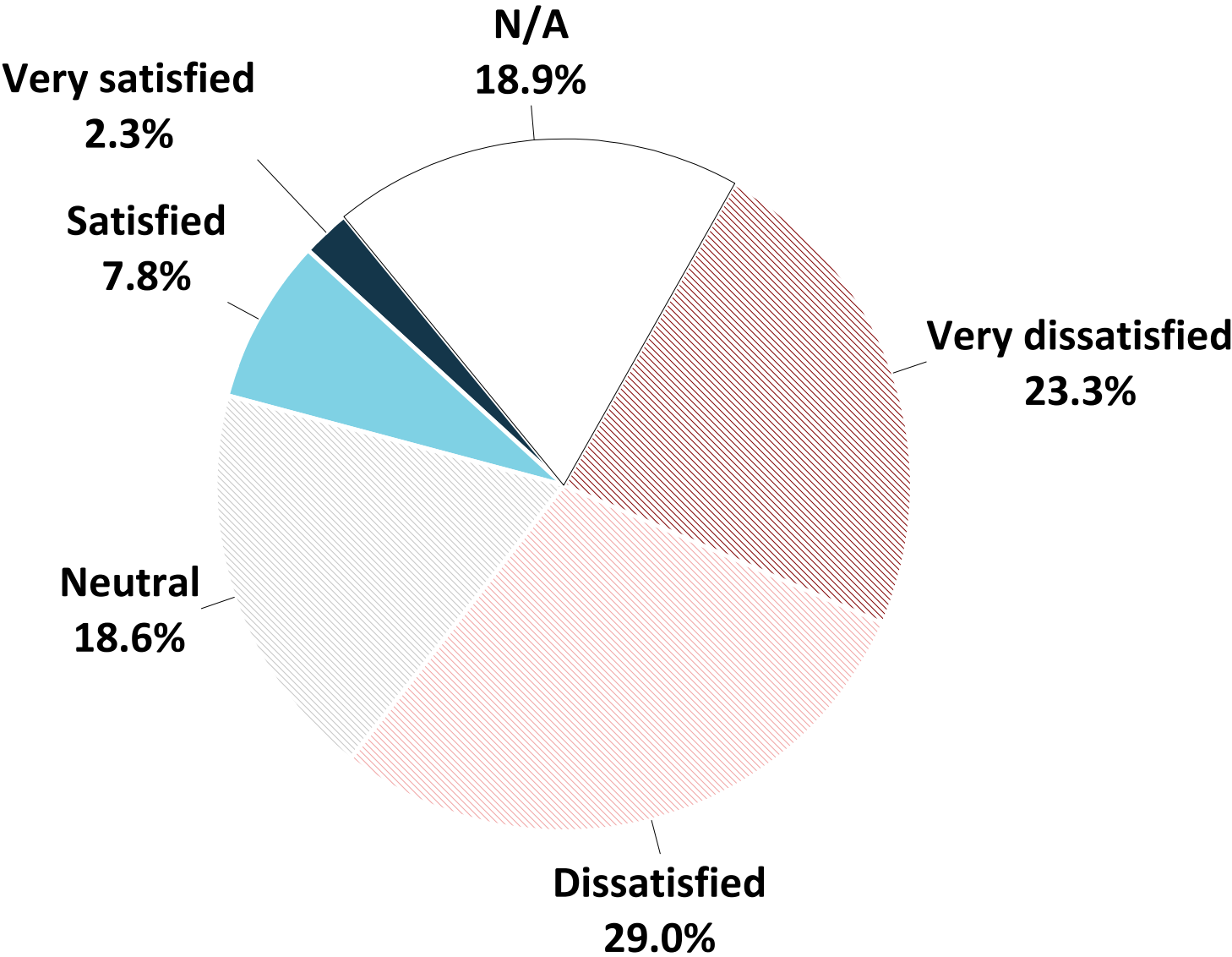
Q10. Level of Satisfaction with Law Enforcement/ Criminal Justice Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *N/A* responses)



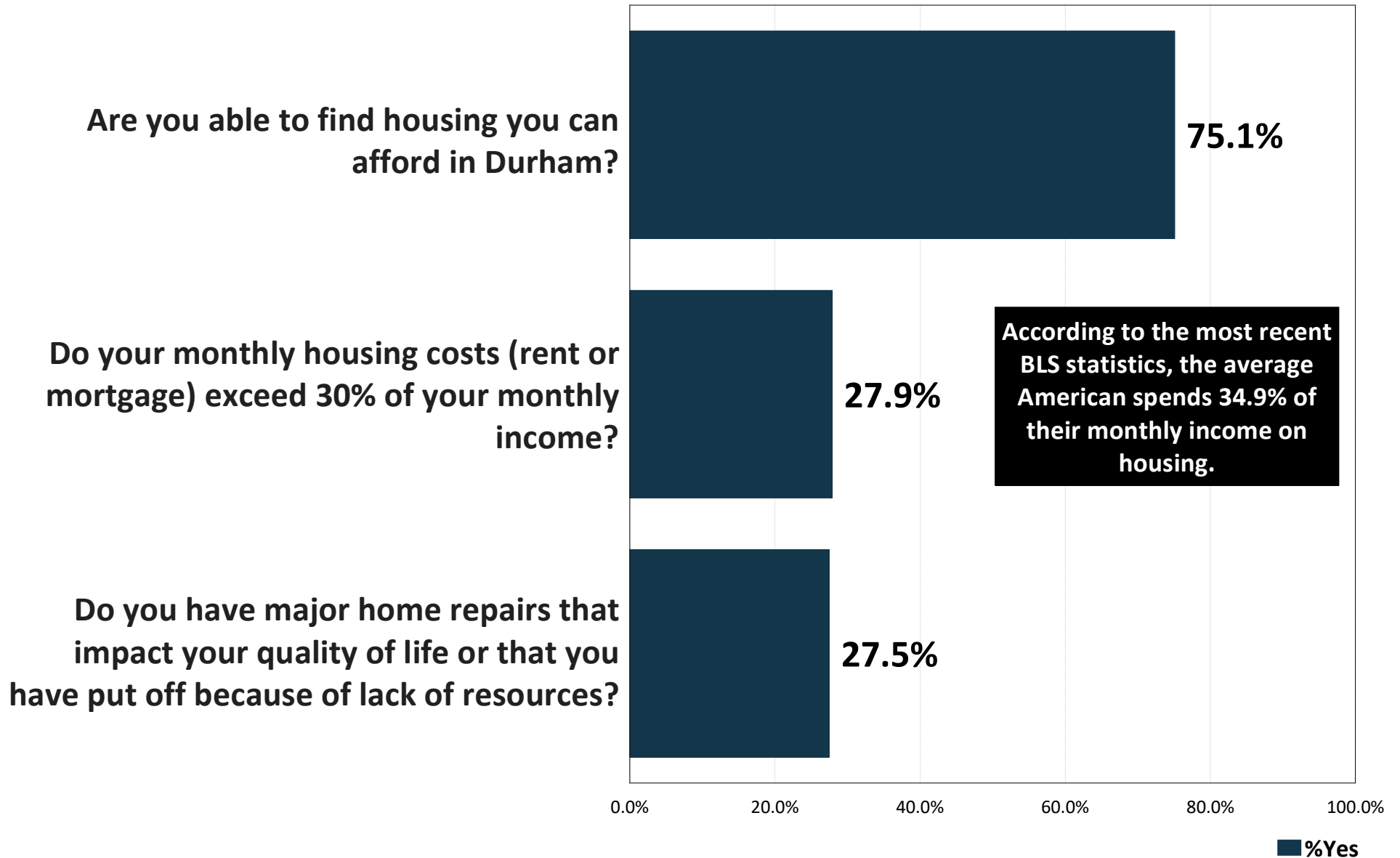
Q11. Affordable Housing. How satisfied are you with the availability of affordable housing?

by percentage of respondents



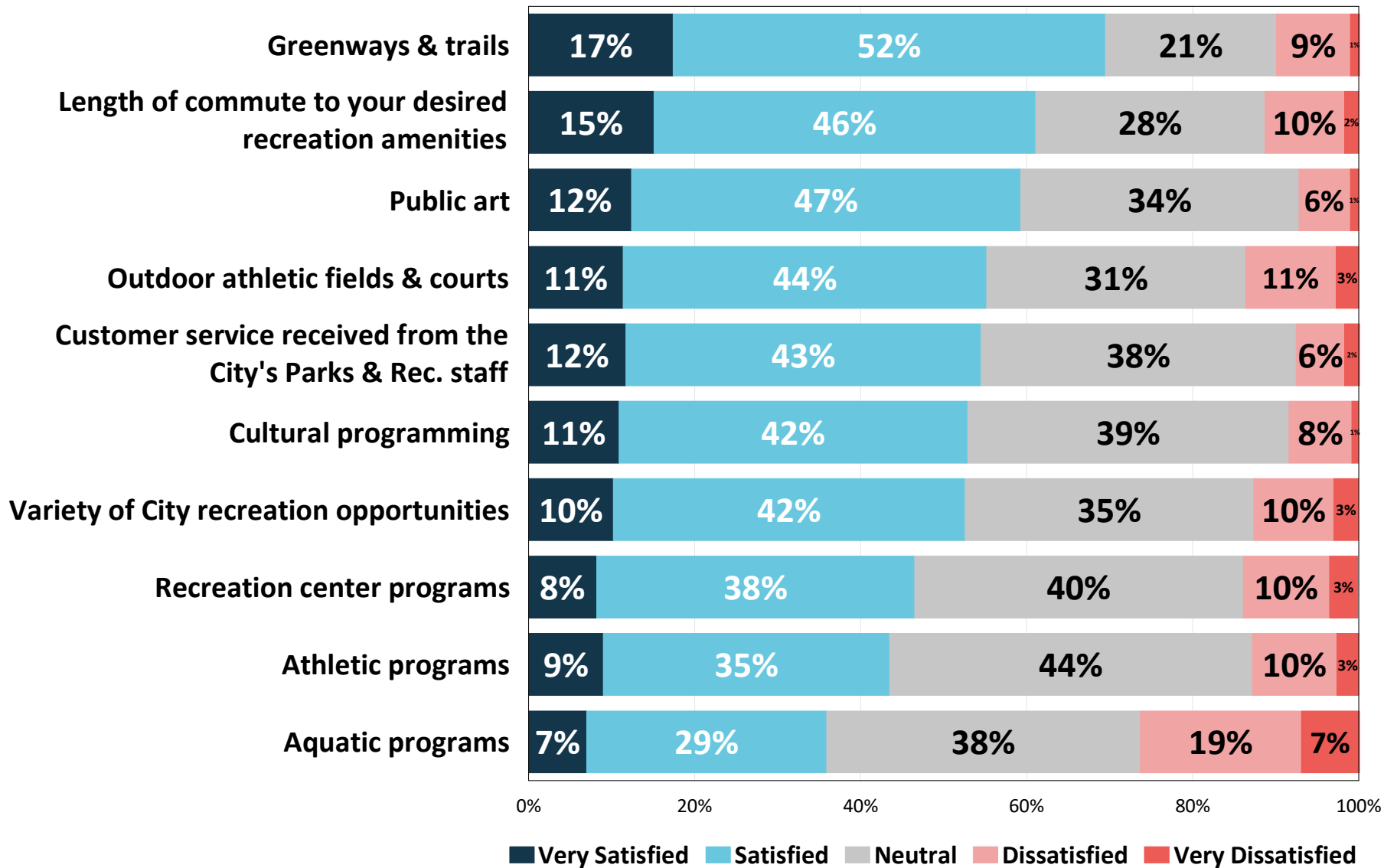
Q12. Percentage of Respondents That Indicated “Yes” to Each Question

by the percentage of respondents (excluding *not provided* responses)



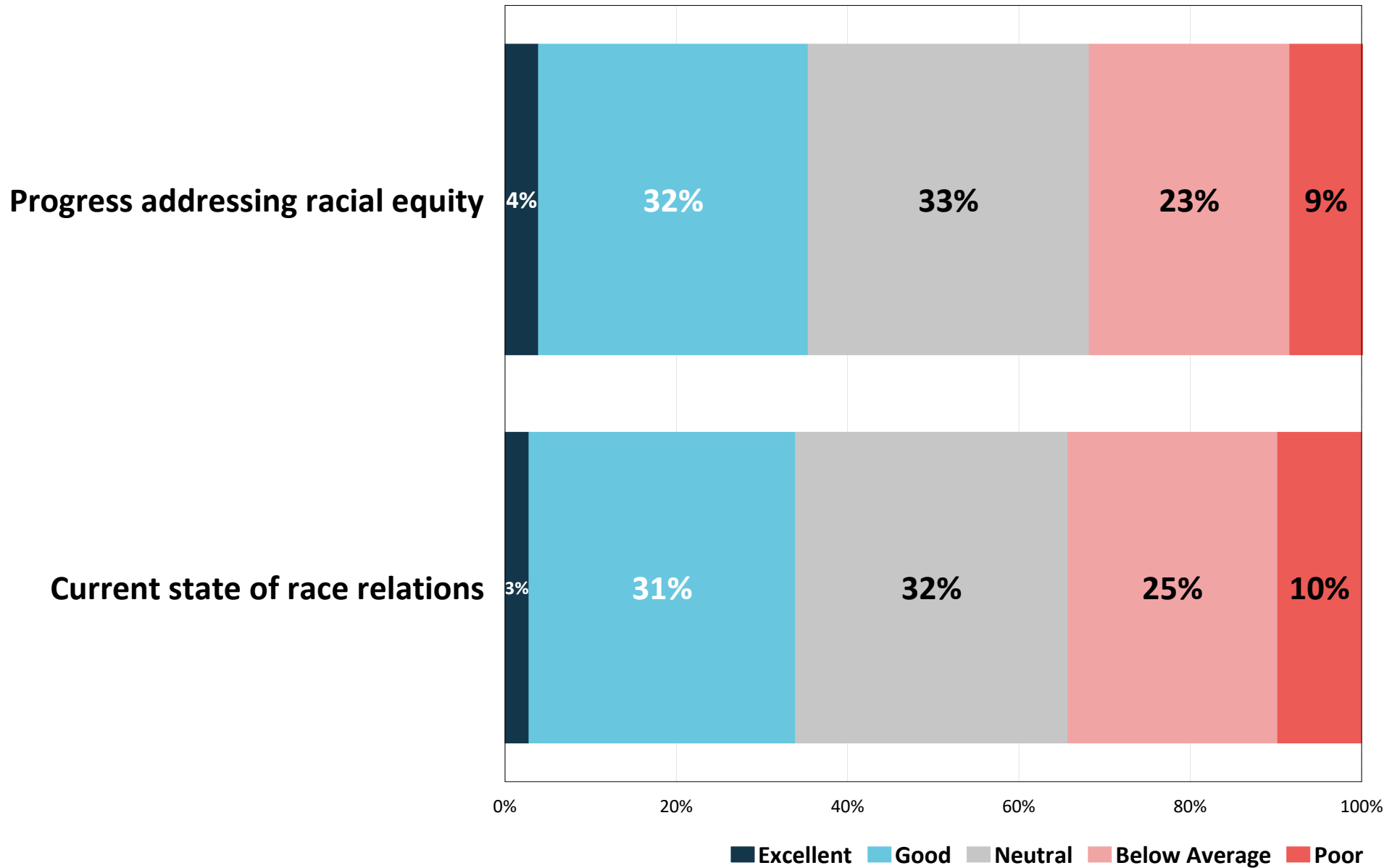
Q13. Level of Satisfaction with Parks, Recreation, and Open Space Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding N/A responses)



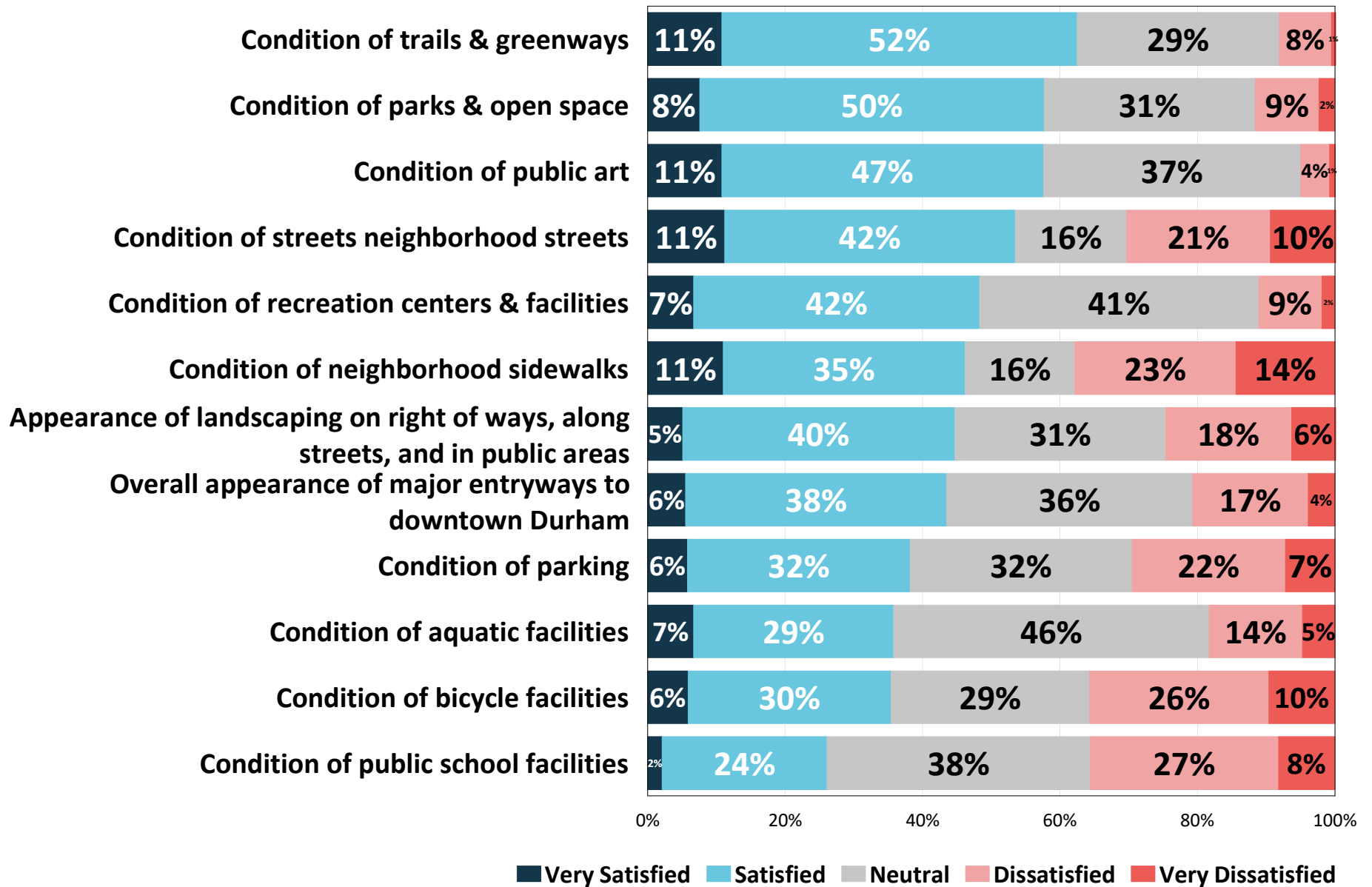
Q14. Rating of Durham in the Following Areas

by the percentage of respondents, using a 5-point scale where 5 means *excellent* and 1 means *poor*
(excluding *N/A* responses)



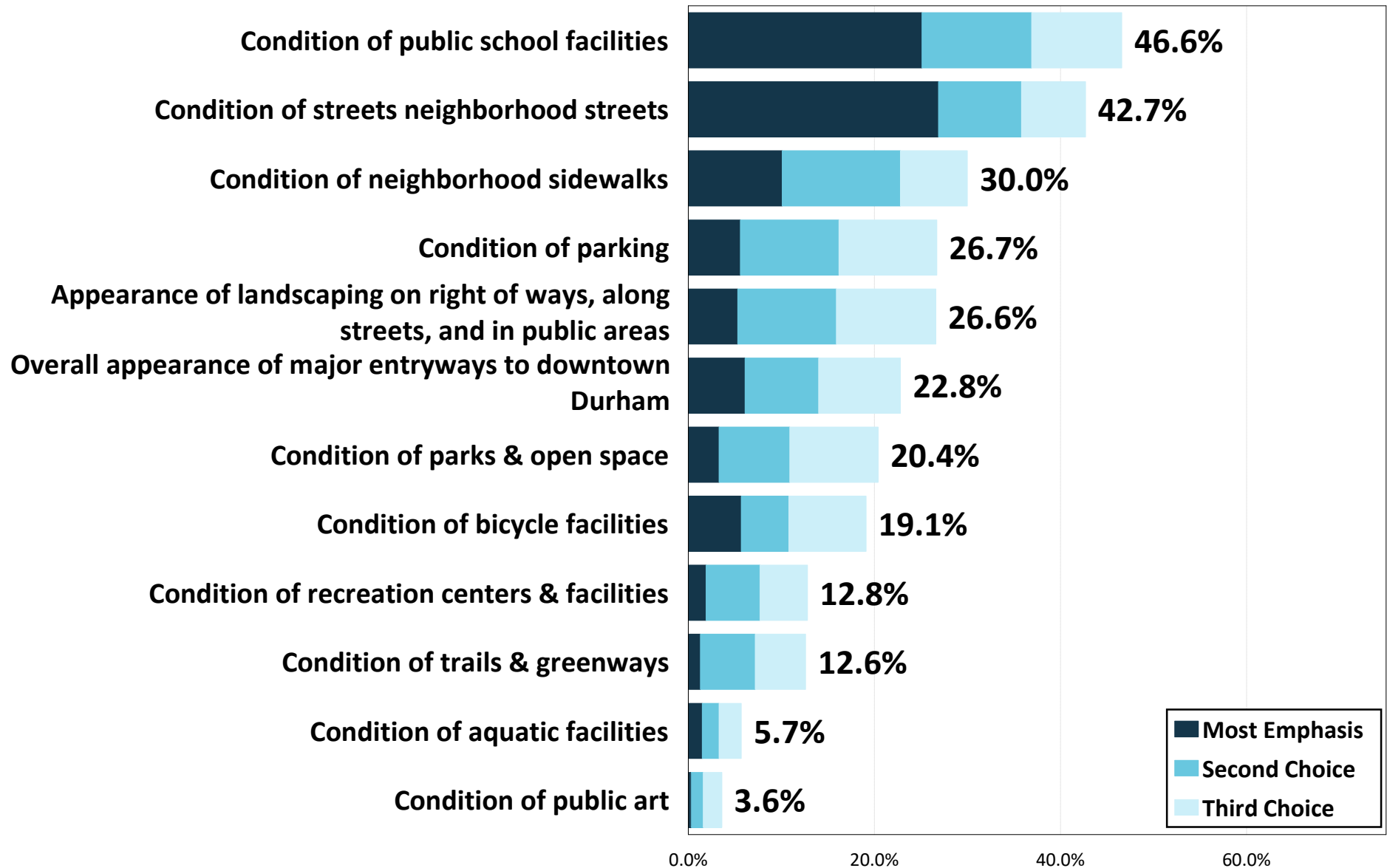
Q15. Level of Satisfaction with Maintenance Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding N/A responses)



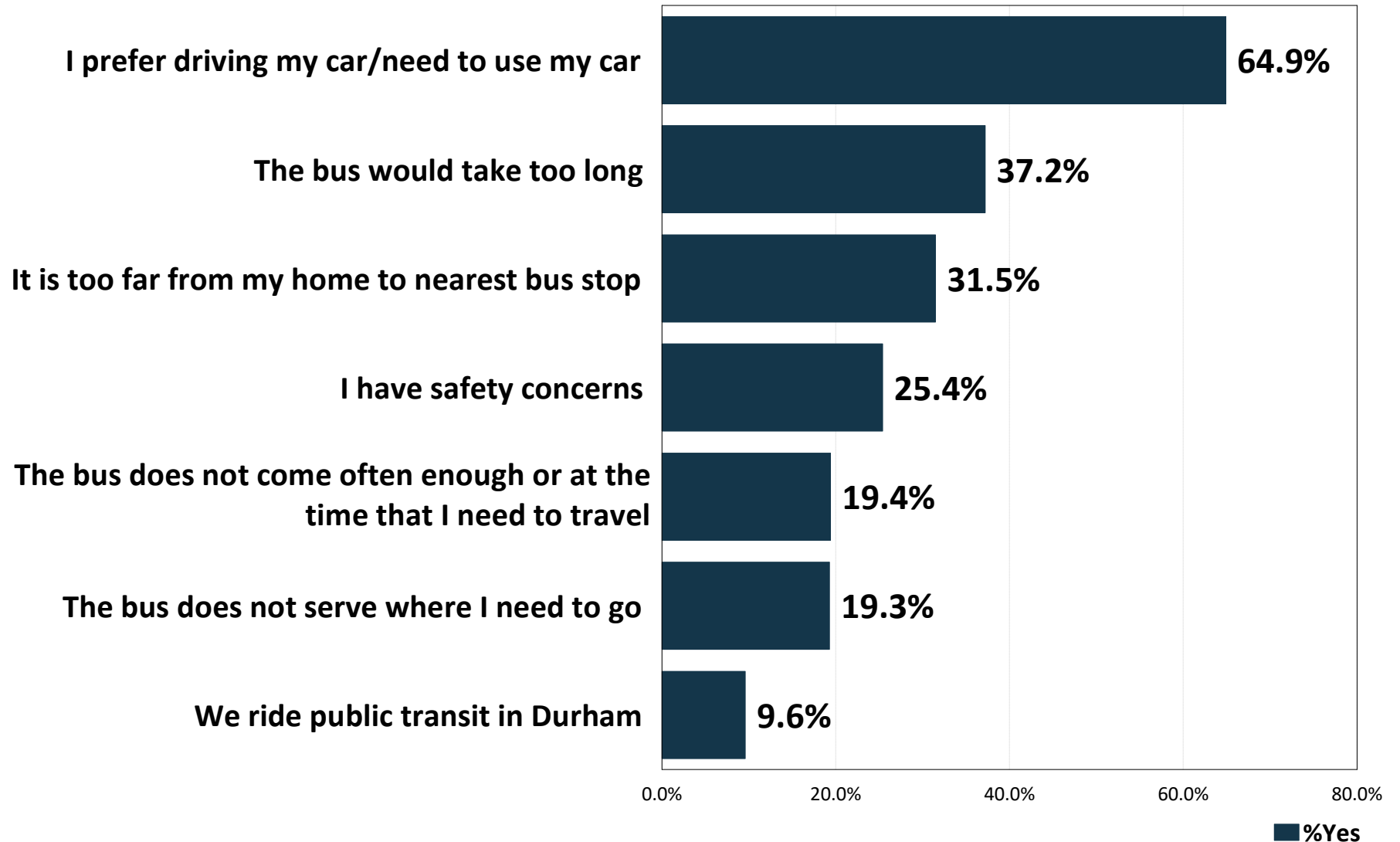
Q16. Which Maintenance Services do you think should receive the MOST EMPHASIS from City & County leaders over the next TWO years?

by the sum percentage of respondents' top three choices



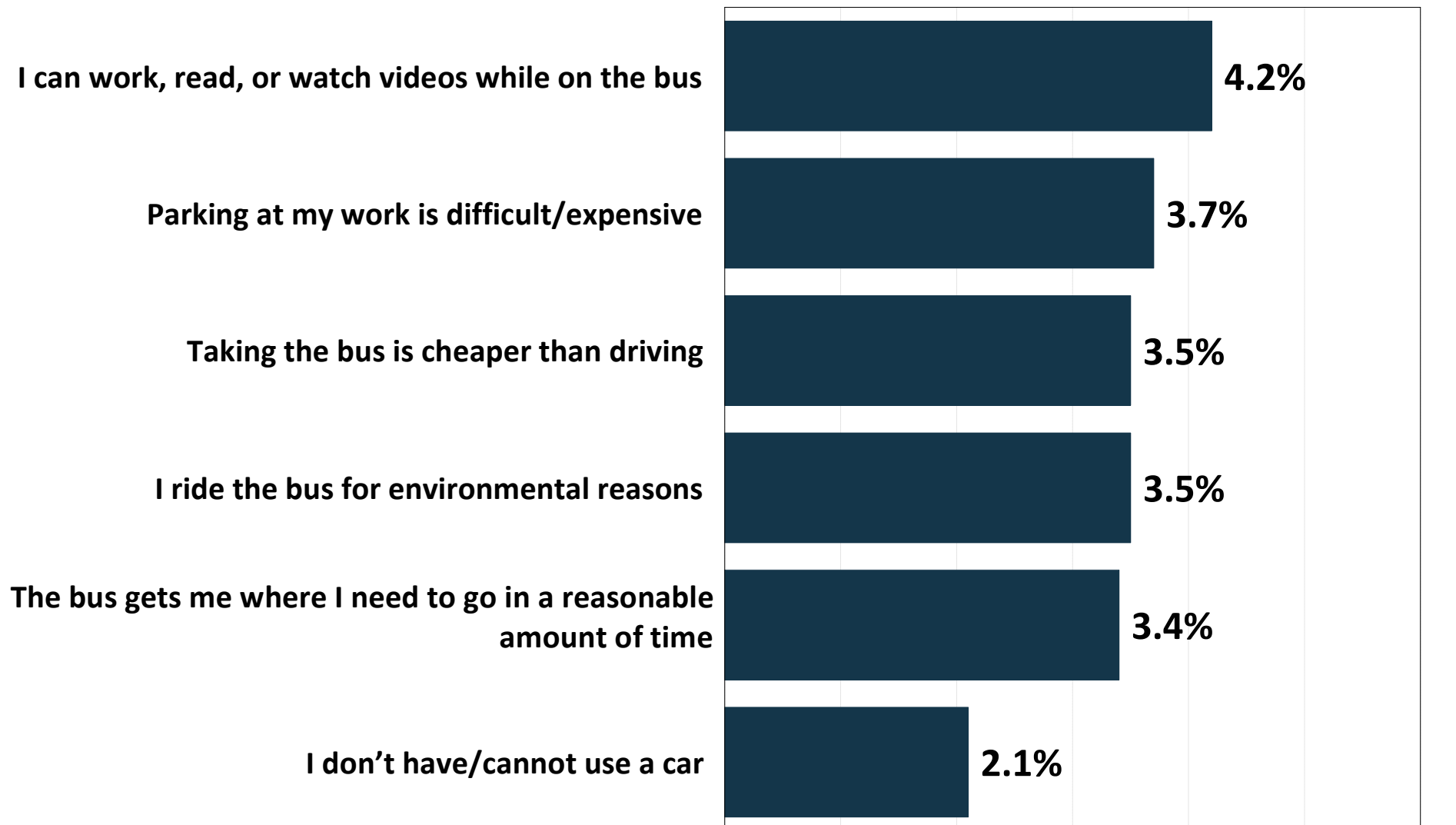
Q17a. Multi-Modal Transportation. If you do not or have not ridden public transit in Durham, please select up to 3 reasons why not from the options listed below.

by the percentage of respondents (multiple choices could be selected)



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

by the percentage of respondents (multiple choices could be selected)



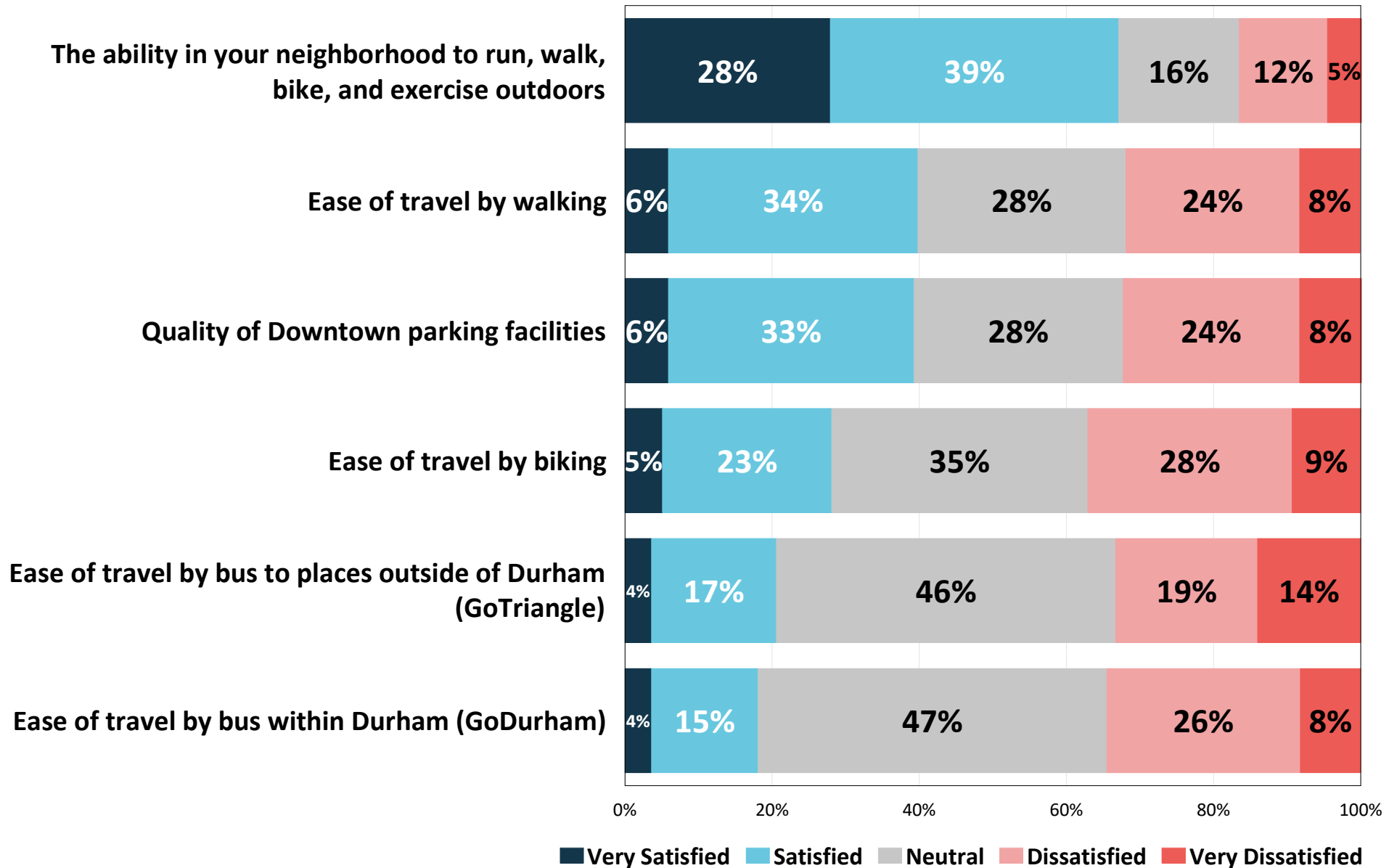
**90.4% of respondents answered
"We do not ride public transit in Durham"**

0.0% 1.0% 2.0% 3.0% 4.0% 5.0% 6.0%

■ %Yes

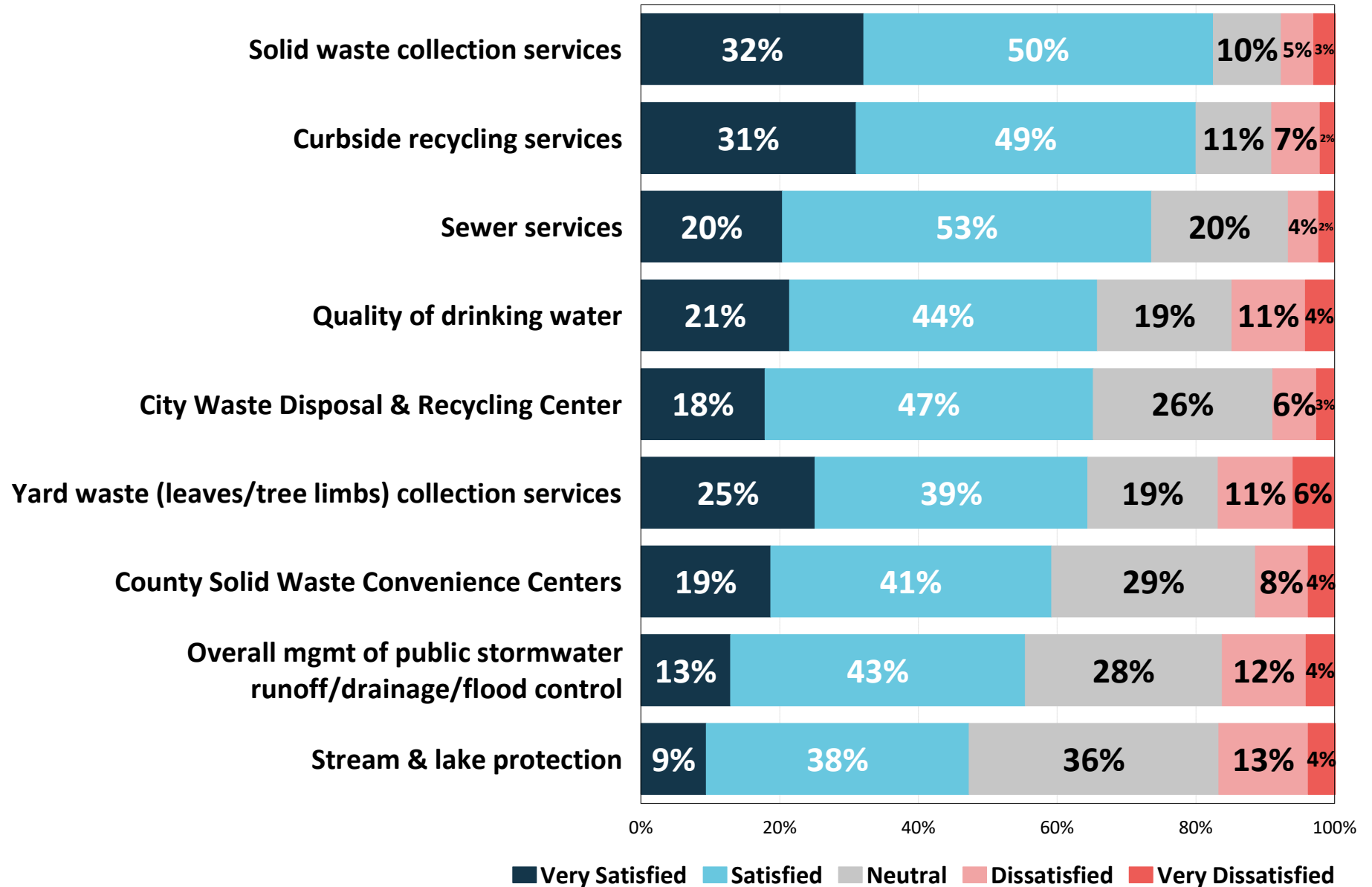
Q18. Level of Satisfaction with Transportation Items

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)



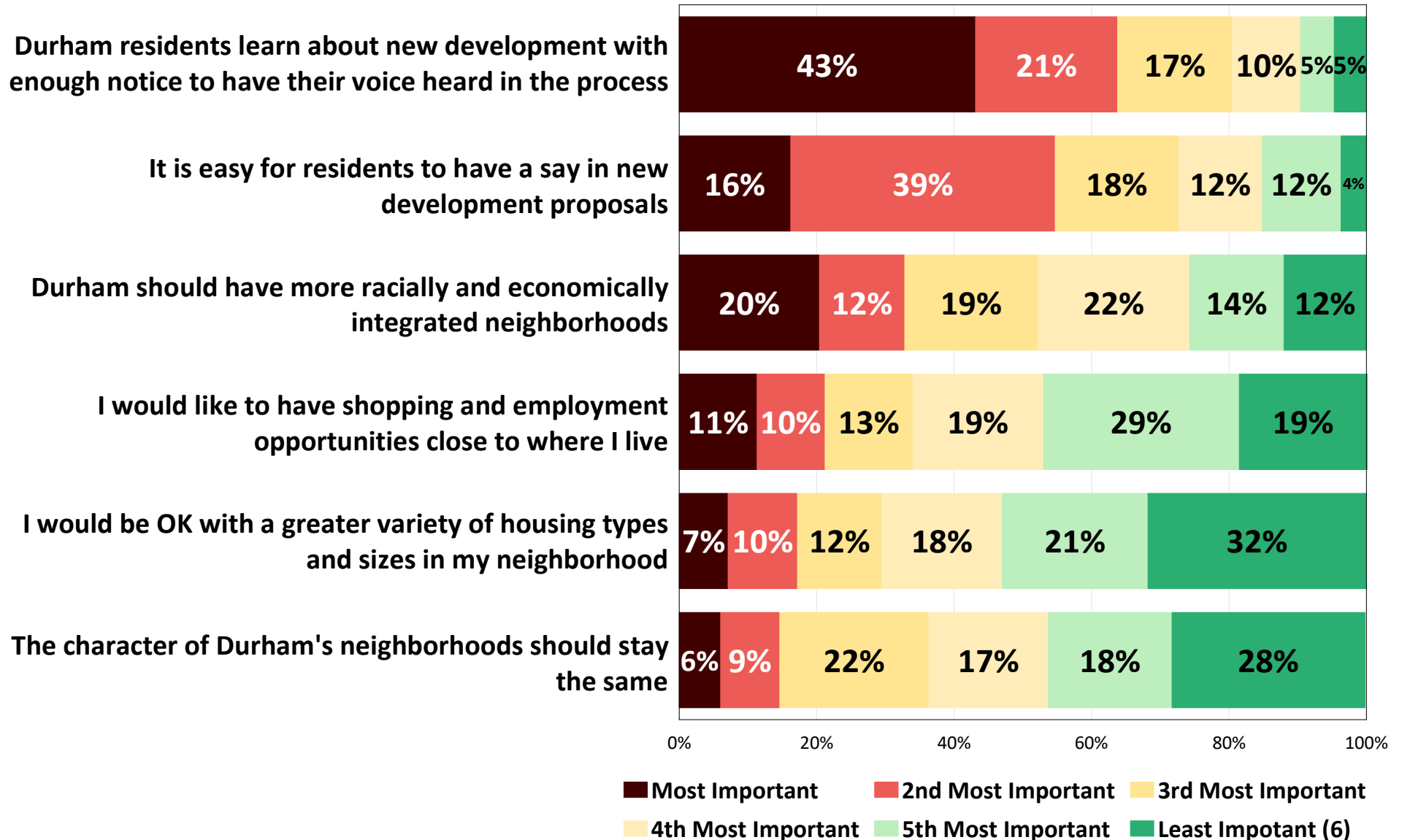
Q19. Level of Satisfaction with Solid Waste and Utility Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *N/A* responses)



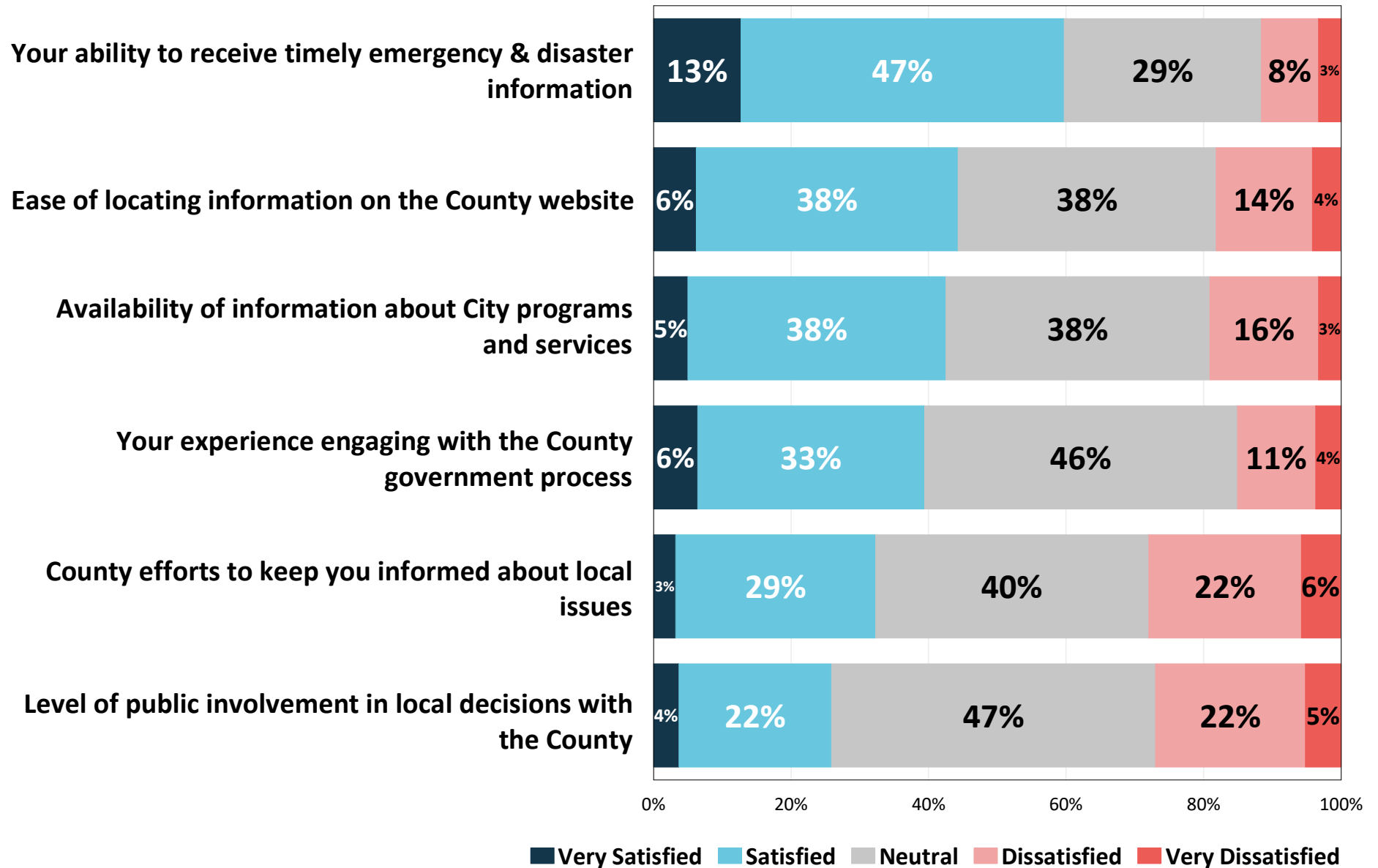
Q20. Ranking of Importance of Six Planning Goals

by the percentage of respondents, using a 6-point scale where 6 means the goal is the *first most important* and 1 means the goal is the *least important (sixth)* (excluding *N/A* responses)



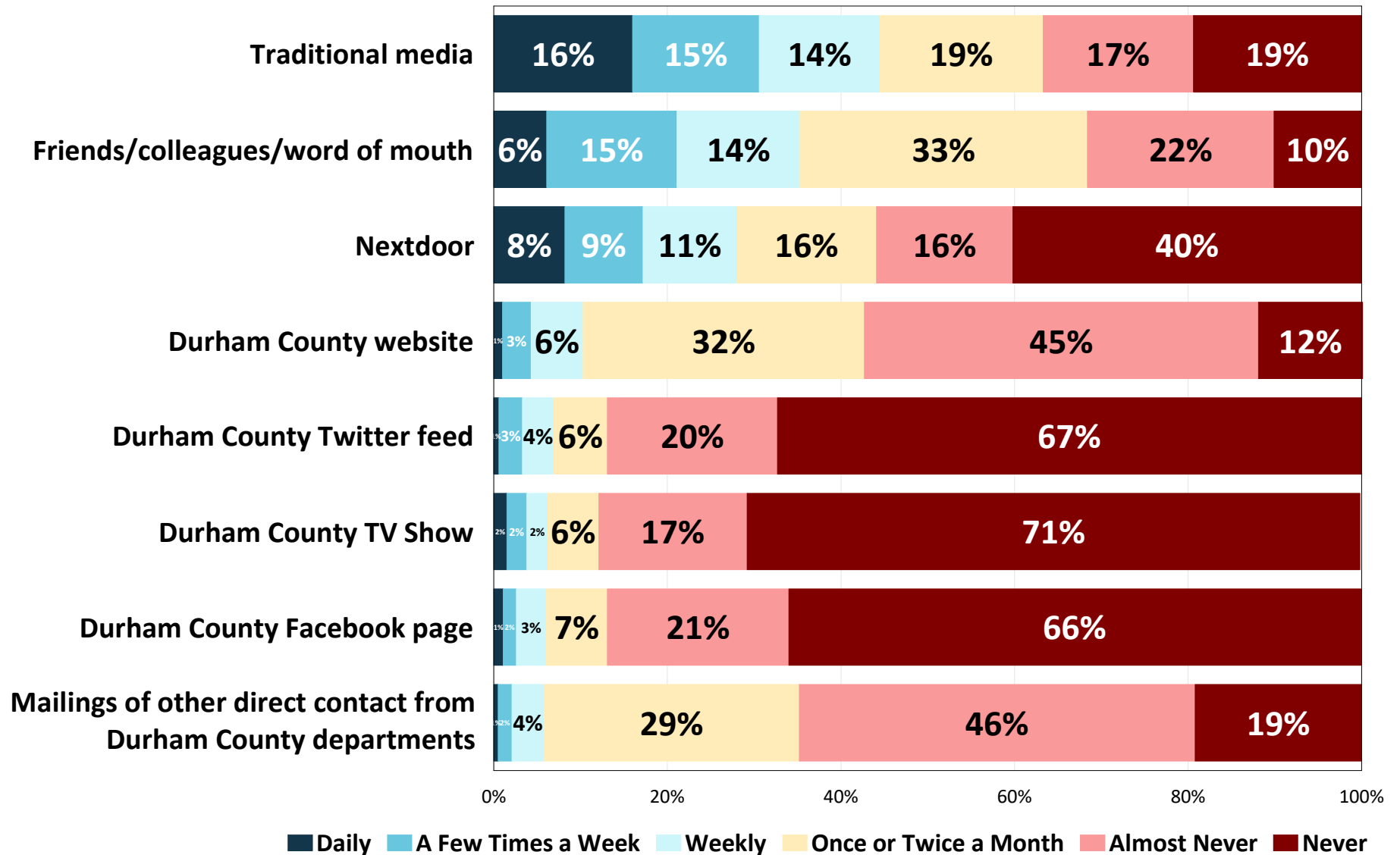
Q23a. Level of Satisfaction with County Communication

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)



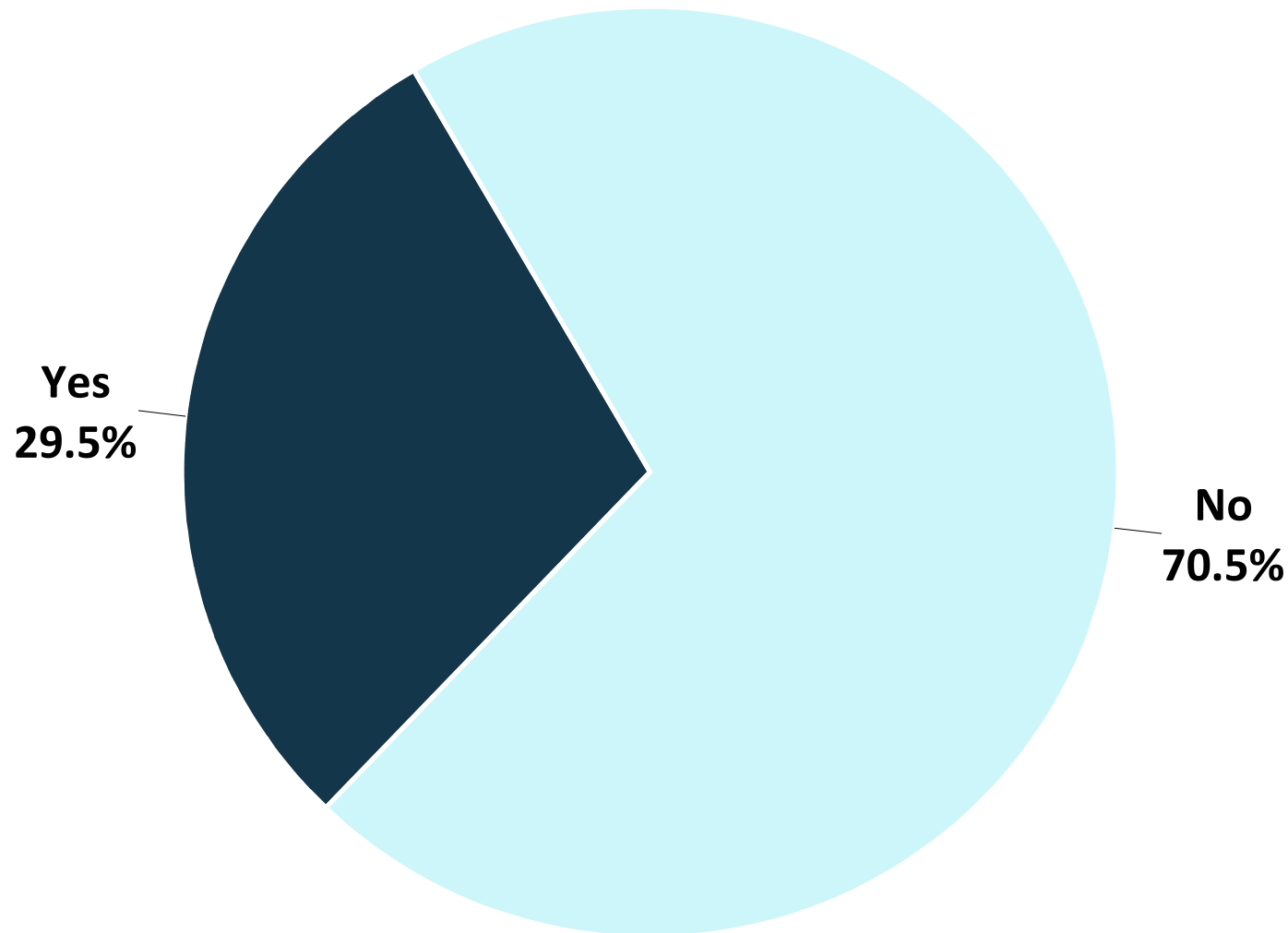
Q23b. Frequency Respondents Get Important Durham County Government-Related Information

by the percentage of respondents, using a 6-point scale where 6 means *daily* and 1 means *never*
(excluding *not provided* responses)



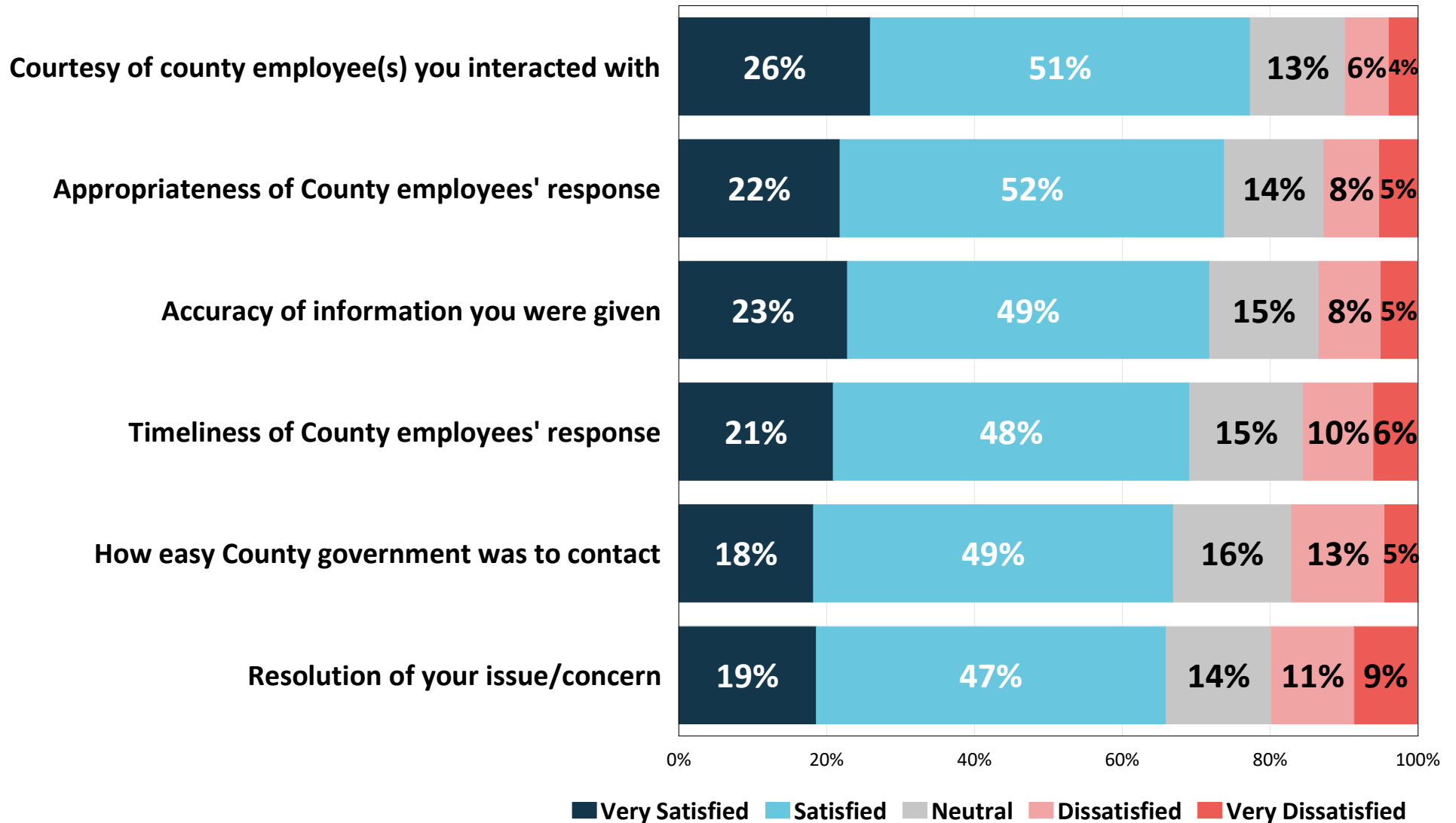
Q23c. During the past year, have you or other members of your household contacted employees of Durham County or visited the website to seek services, ask a question, or file a complaint?

by percentage of respondents (excluding *not provided* responses)



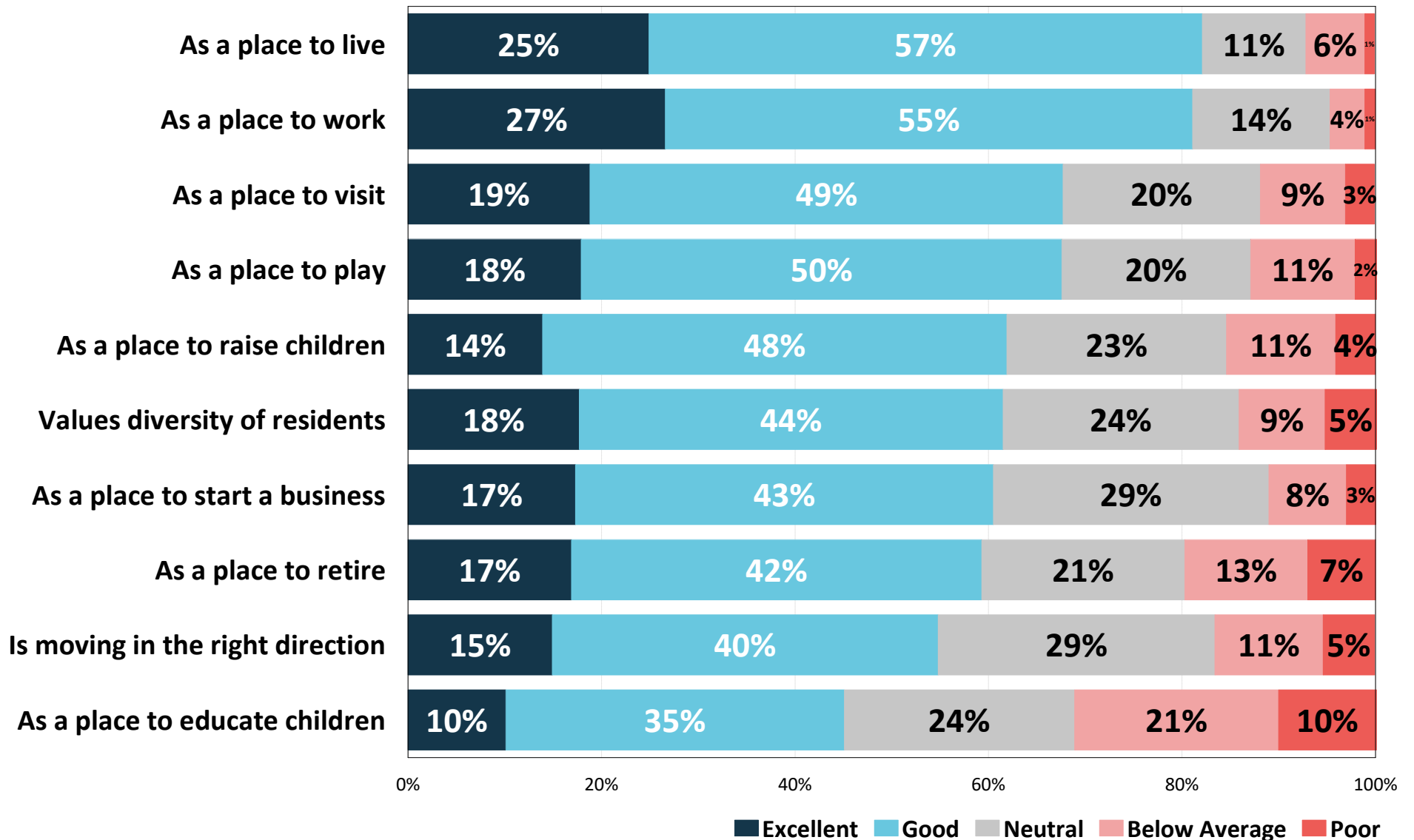
Q23d. Level of Satisfaction with the Experience Interacting with the County Government Employee(s)

by the percentage of respondents that contacted employees of the County or visited the website during the past year, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *N/A* responses)



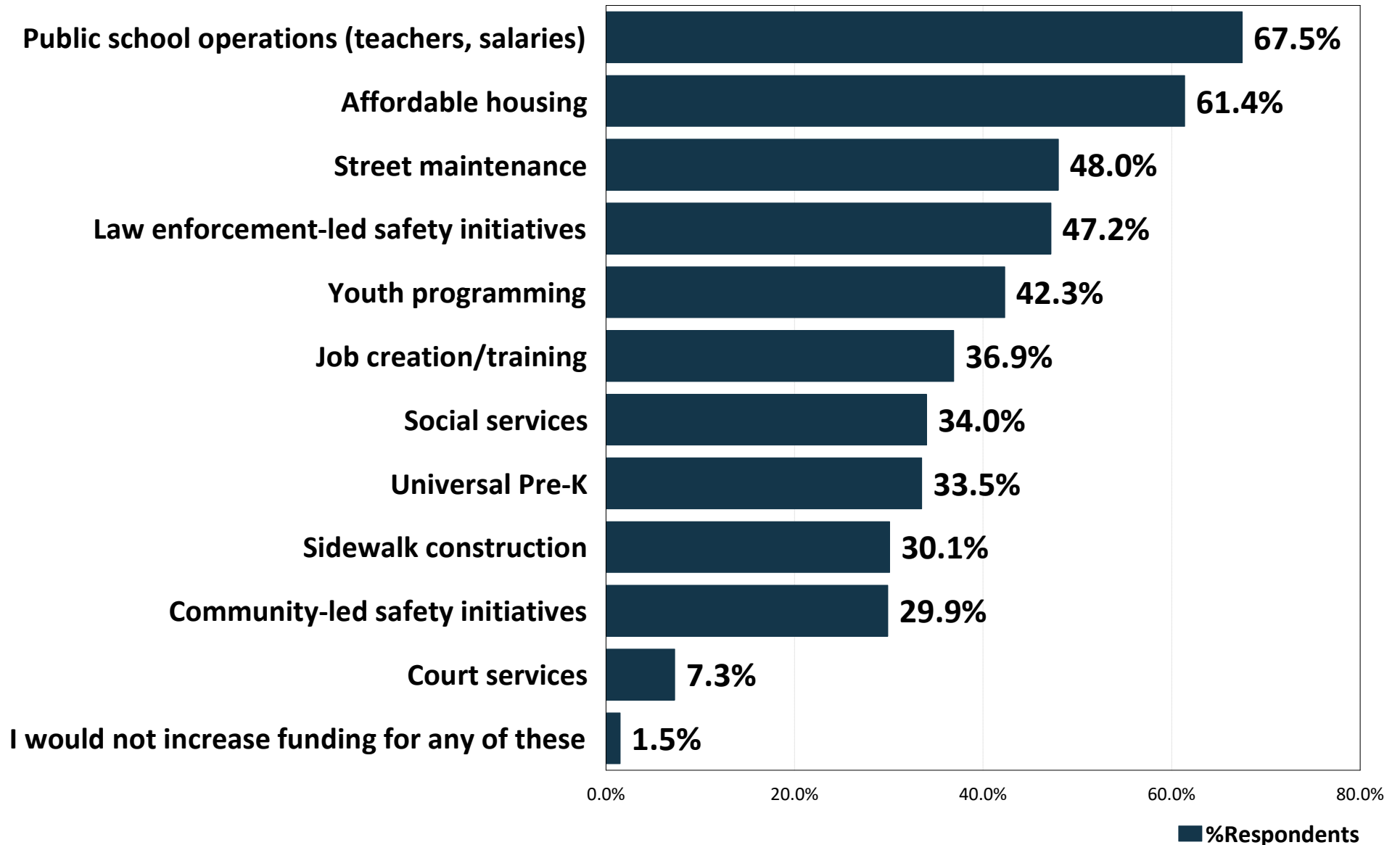
Q24. Overall Ratings of the Community with Regard to the County...

by the percentage of respondents, using a 5-point scale where 5 means *excellent* and 1 means *poor*
(excluding *N/A* responses)



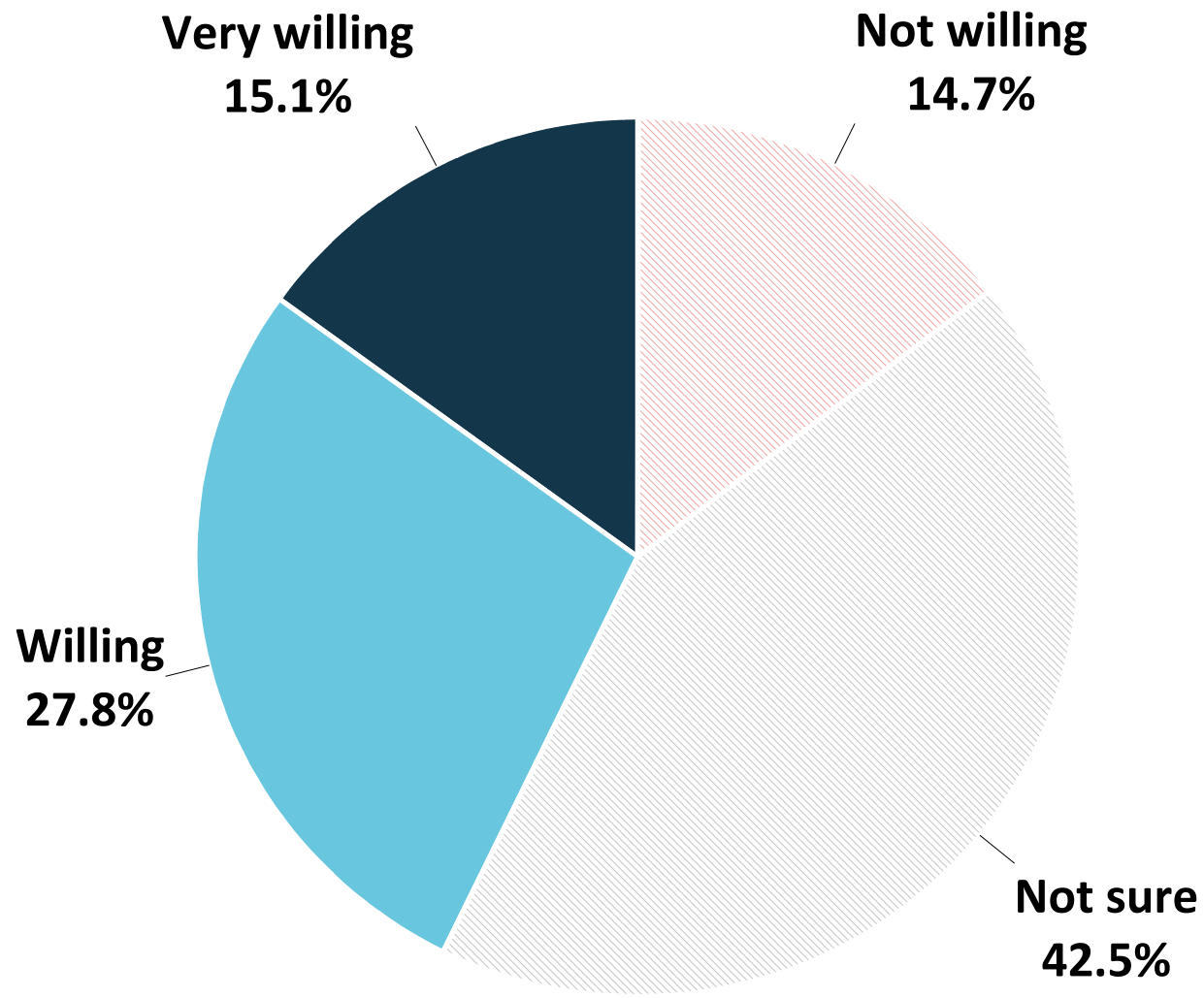
Q25. From the list of local government services below, prioritize your top 5 to increase funding for.

by the percentage of respondents (five choices could be selected)



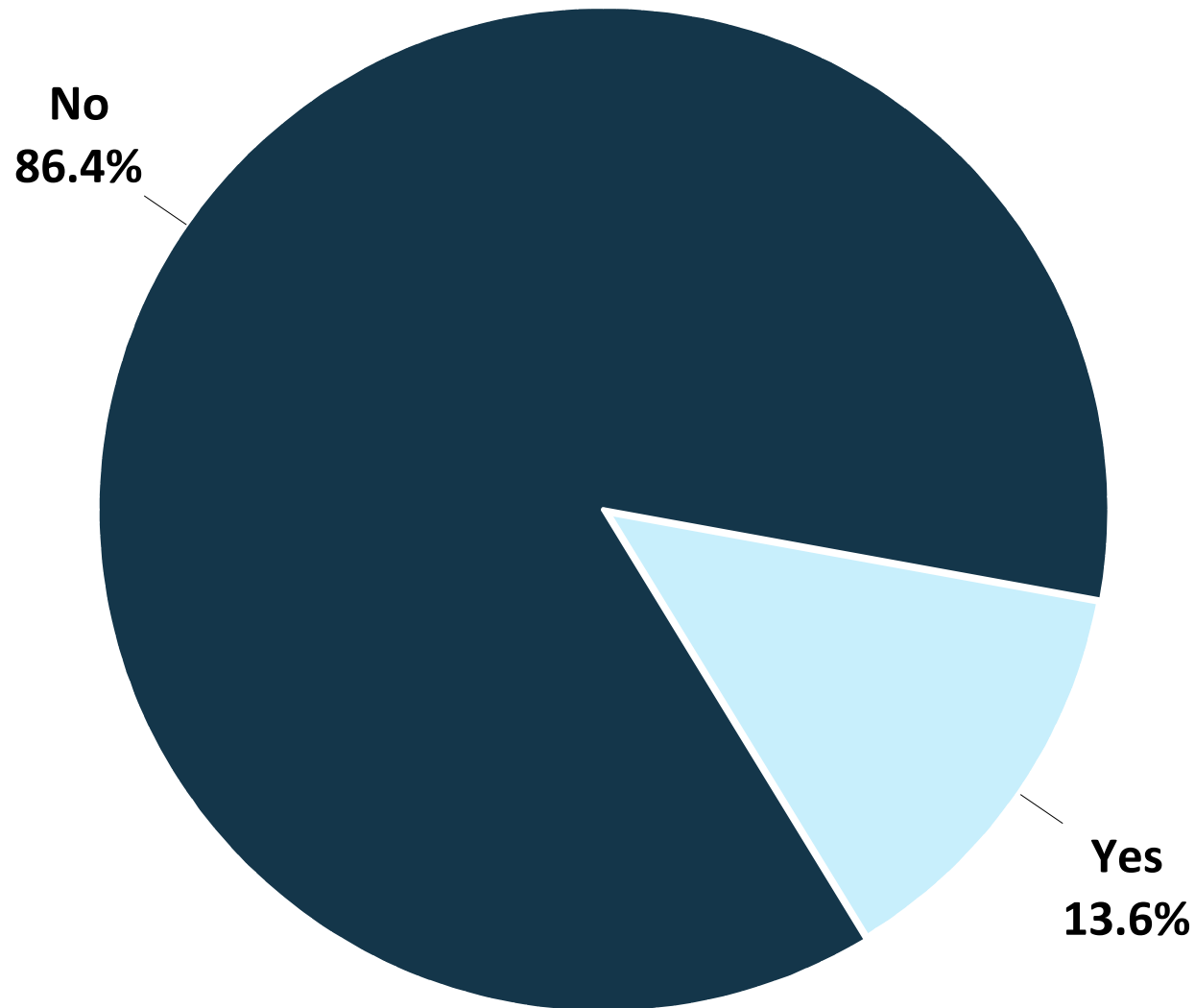
Q26. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?

by percentage of respondents (excluding *not provided* responses)



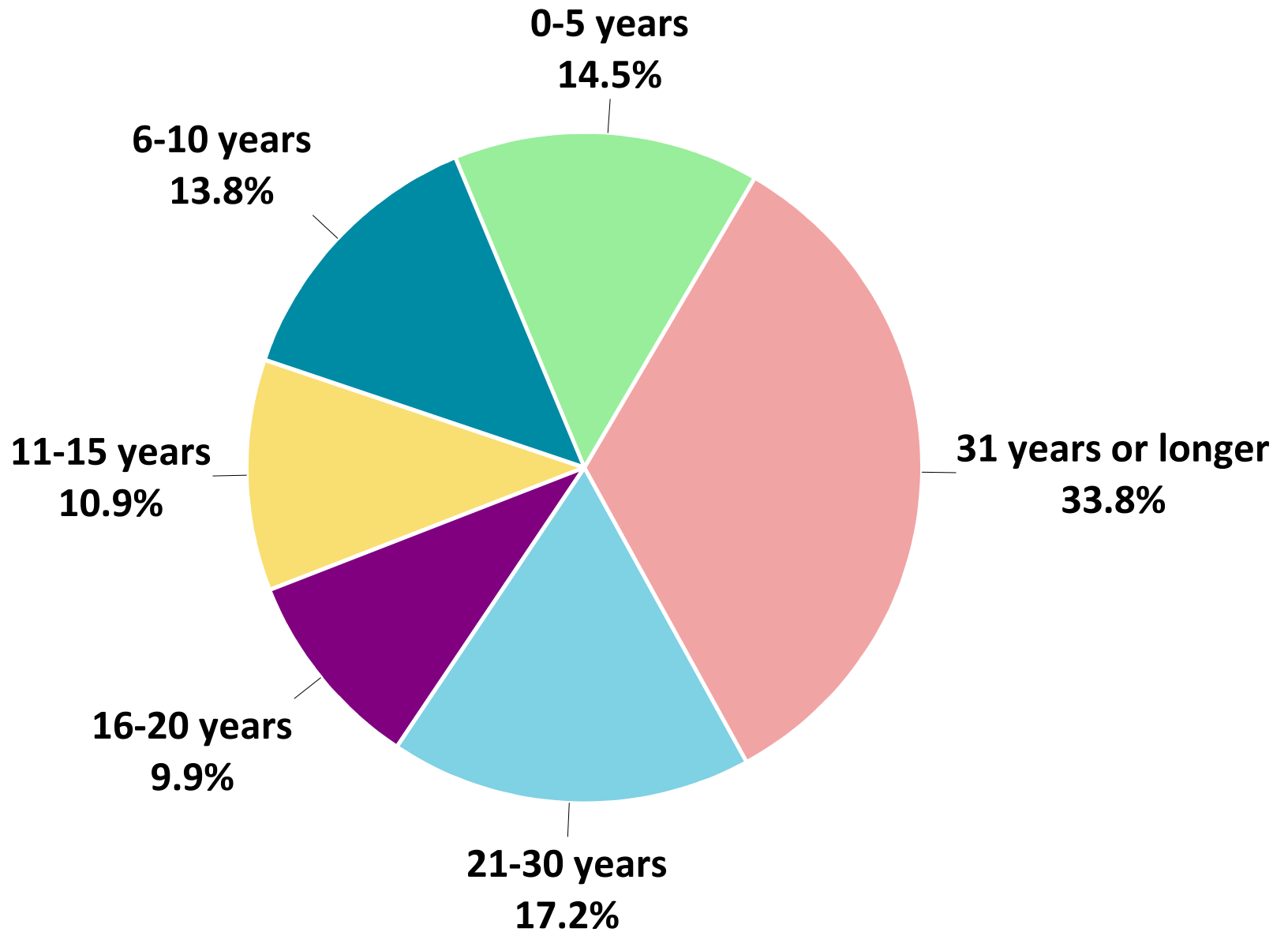
Q27. Have you or someone in your household had trouble accessing the healthcare they need in the past year?

by percentage of respondents (excluding *not provided* responses)



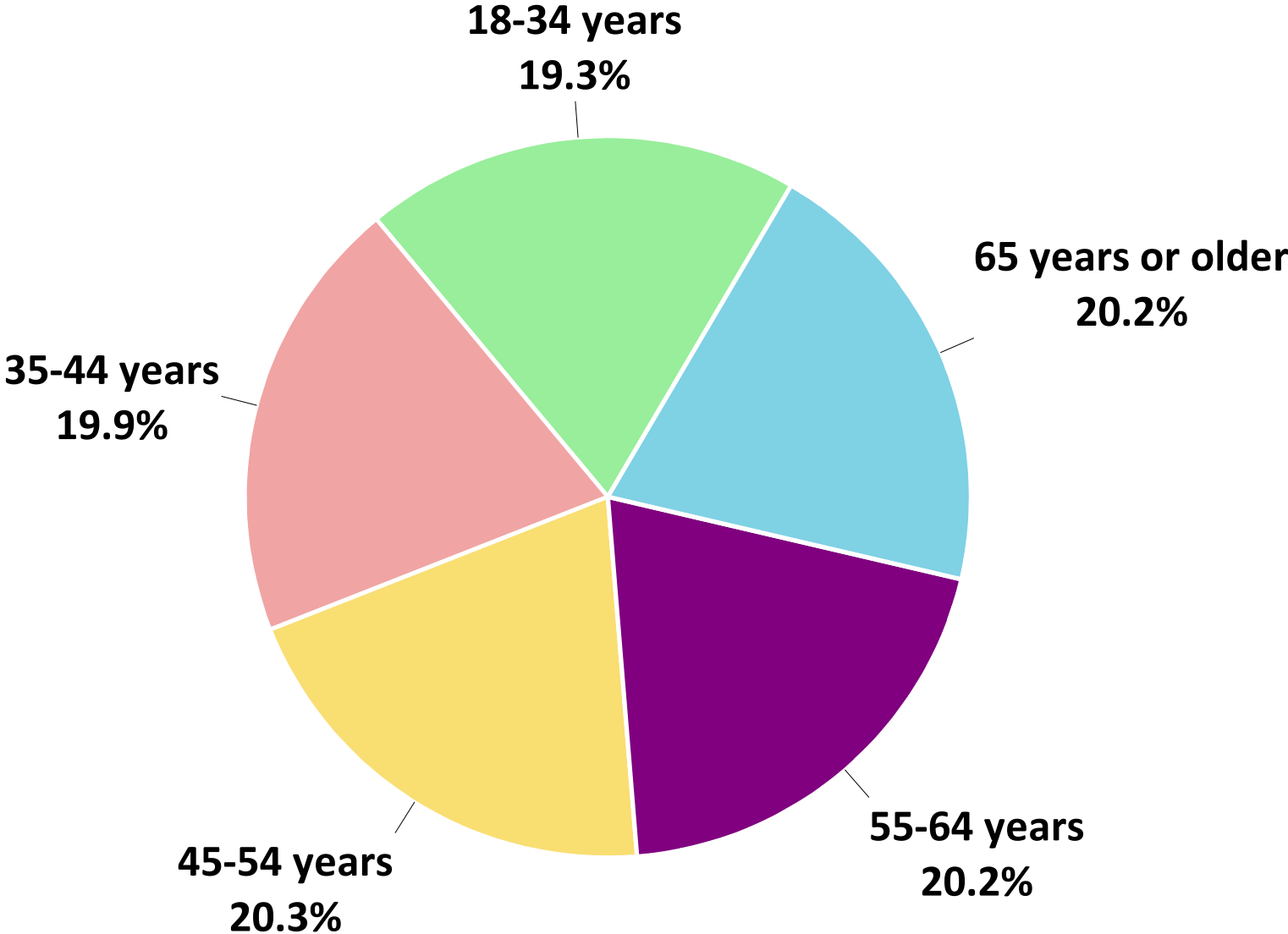
Q29. Approximately how many years have you lived in Durham?

by percentage of respondents (excluding *not provided* responses)



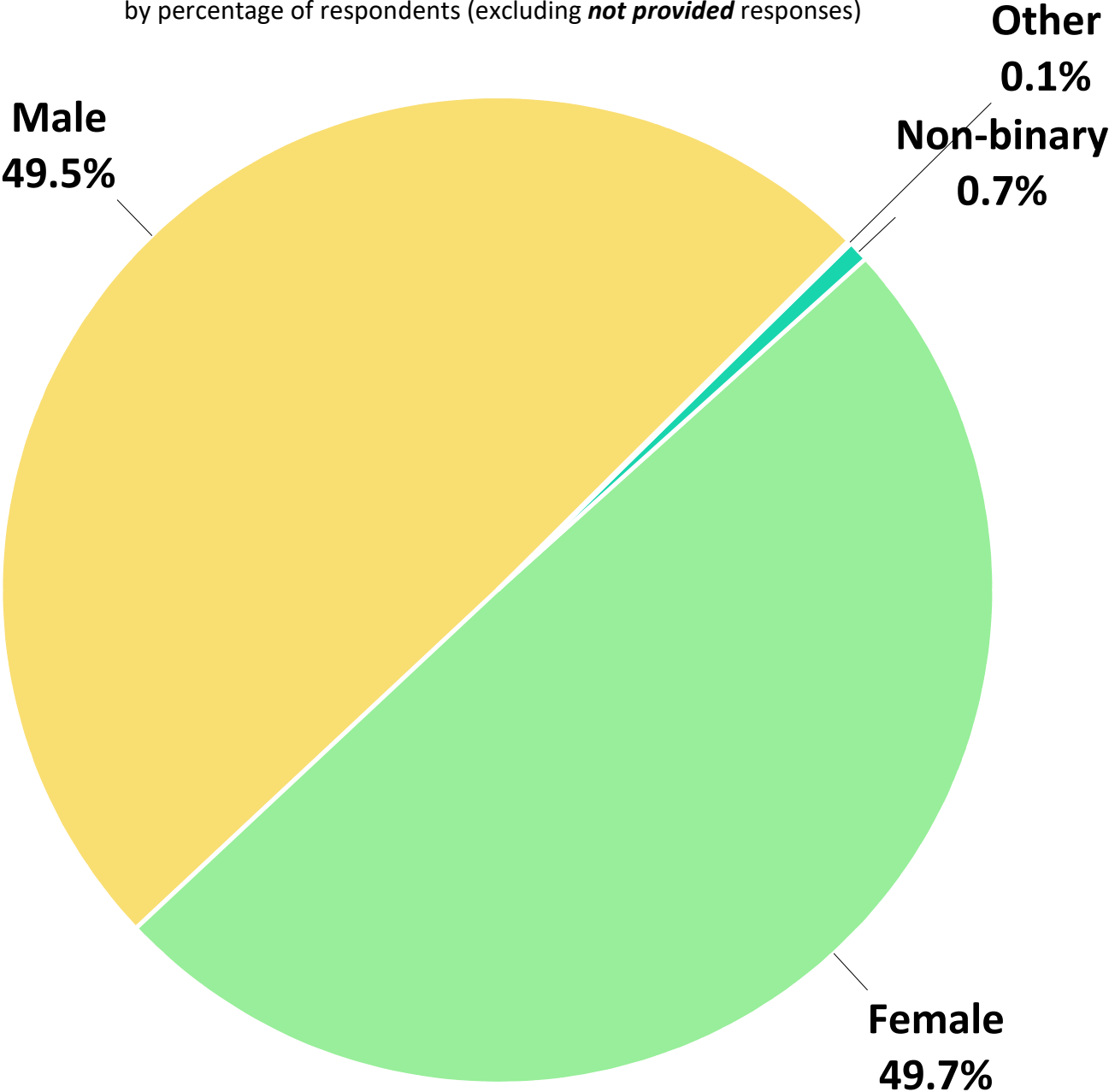
Q30. What is your age?

by percentage of respondents (excluding *not provided* responses)



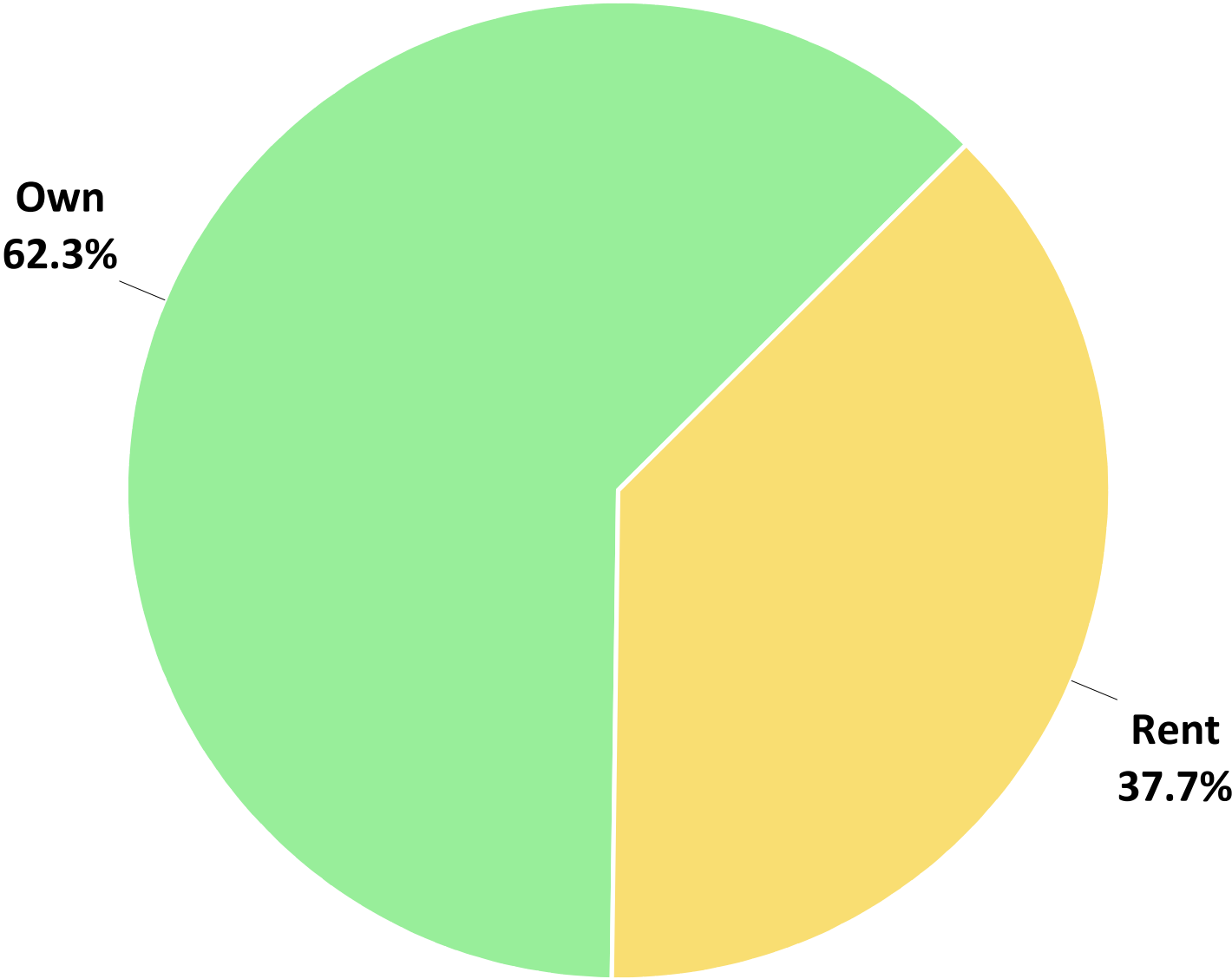
Q31. What is your gender?

by percentage of respondents (excluding *not provided* responses)



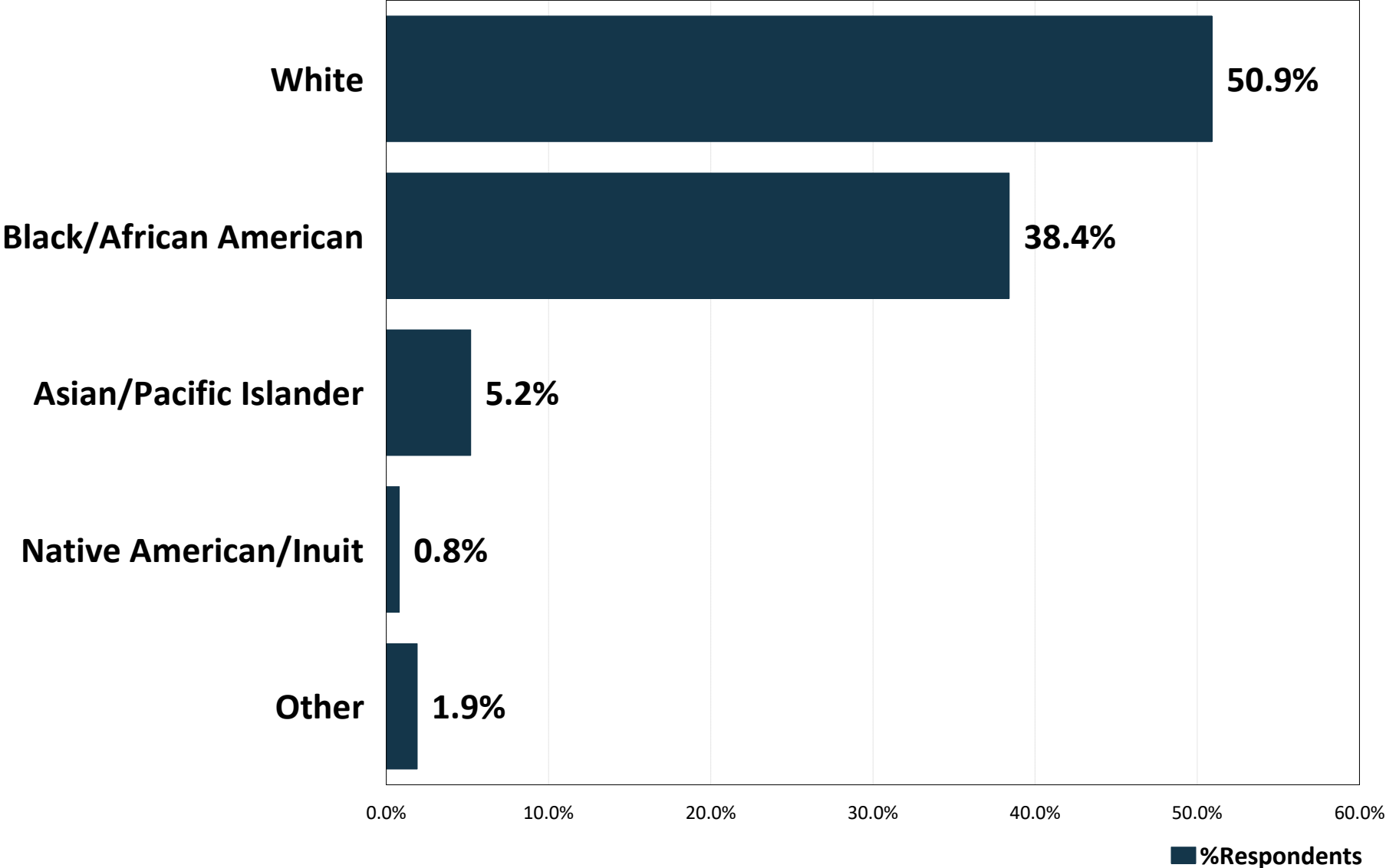
Q32. Do you own or rent your current residence?

by percentage of respondents (excluding *not provided* responses)



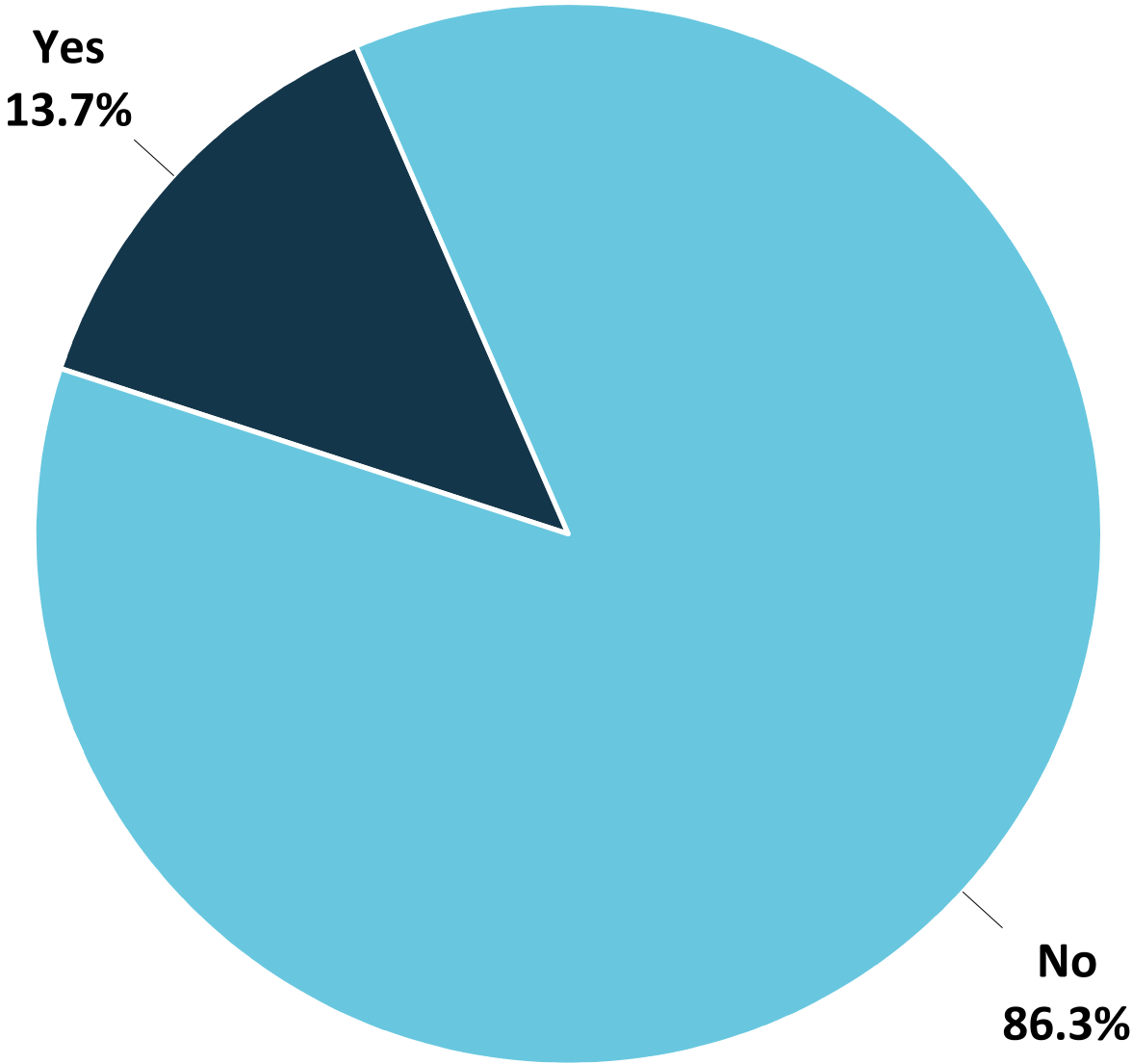
Q33. Which of the following best describes your race/ethnicity?

by the percentage of respondents (multiple choices could be selected)



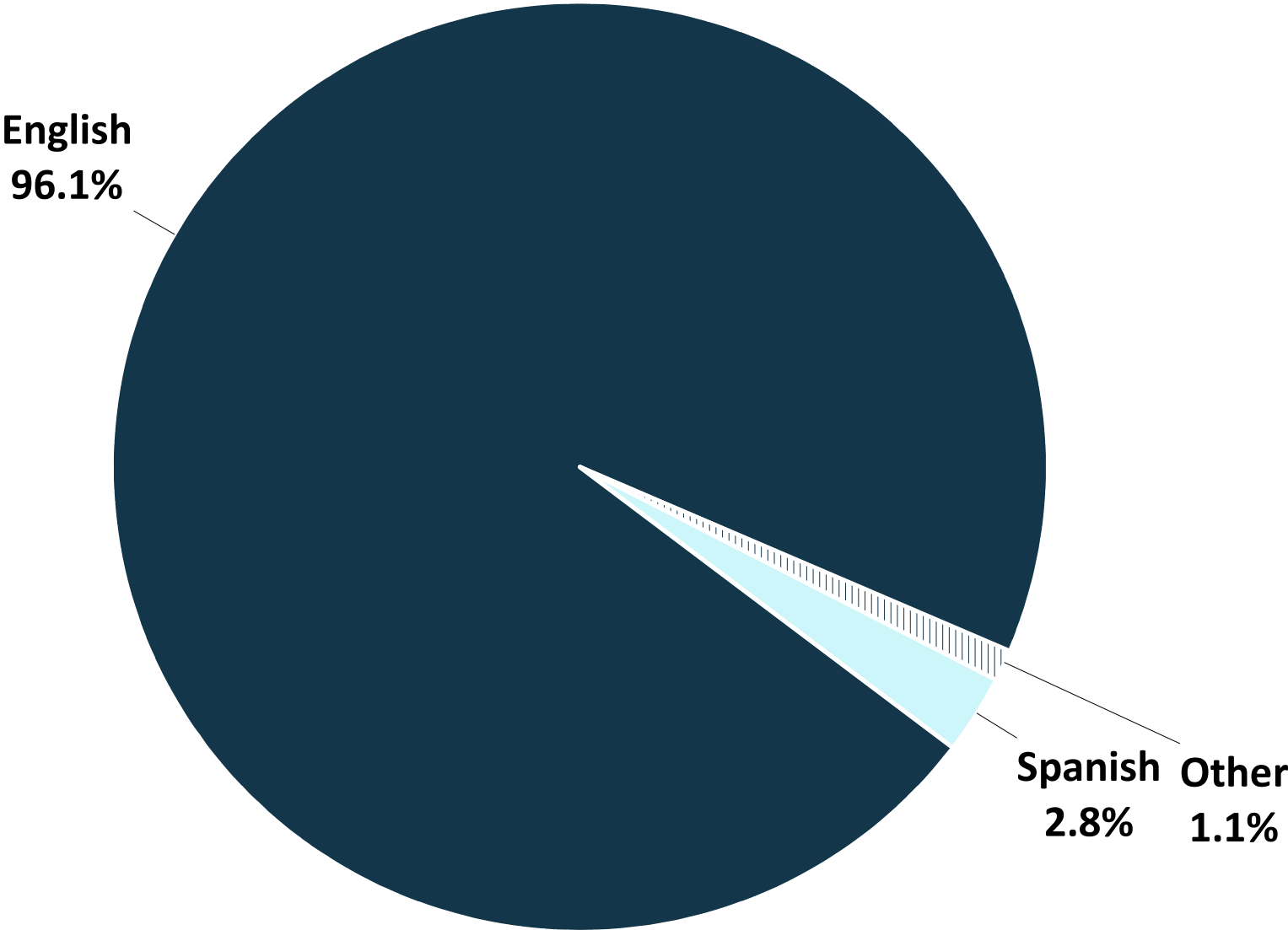
Q34. Are you of Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents (excluding *not provided* responses)



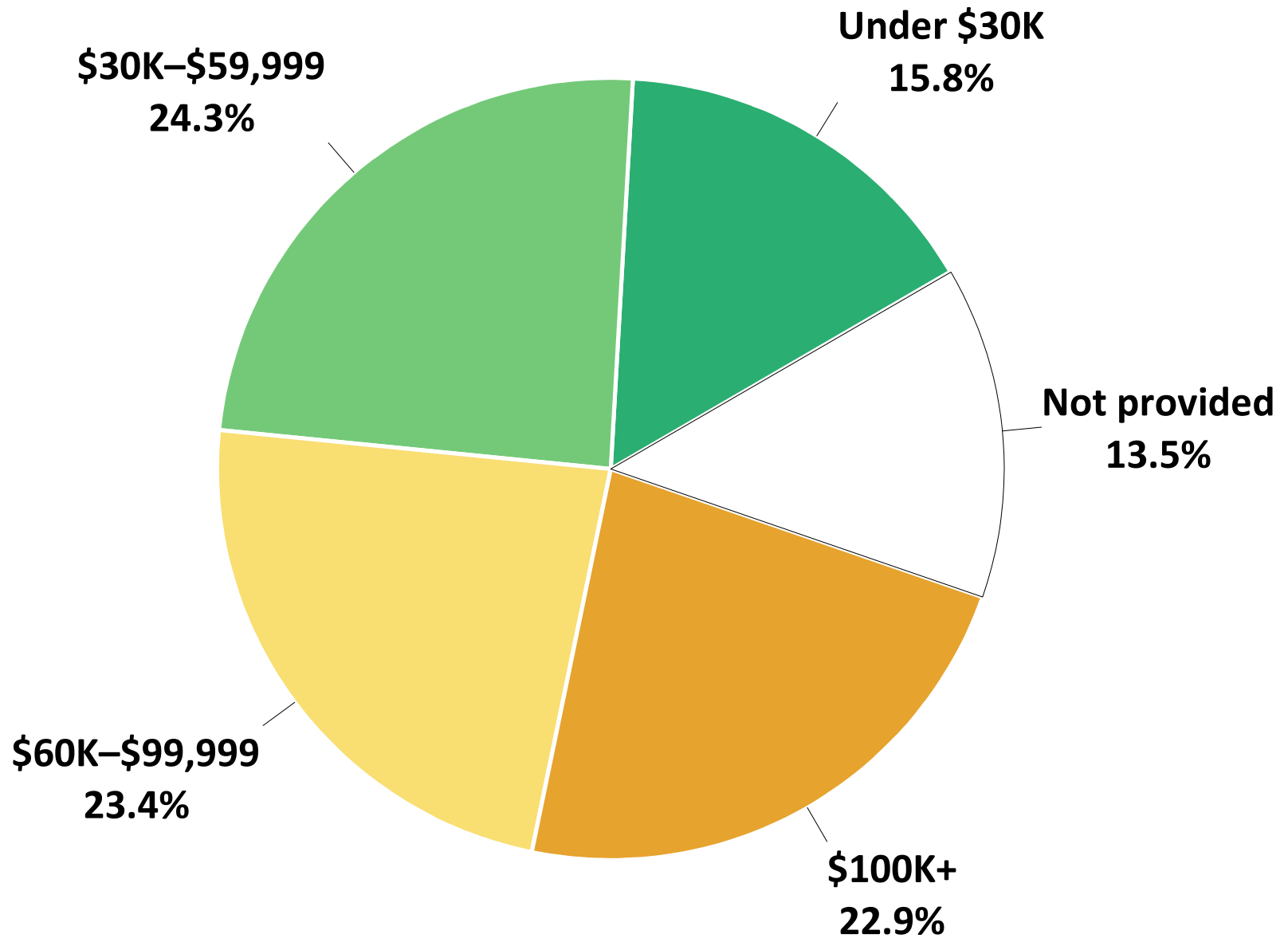
Q35. What is the primary language used in your household?

by percentage of respondents (excluding *not provided* responses)



Q36. Would you say your total annual household income is...

by percentage of respondents

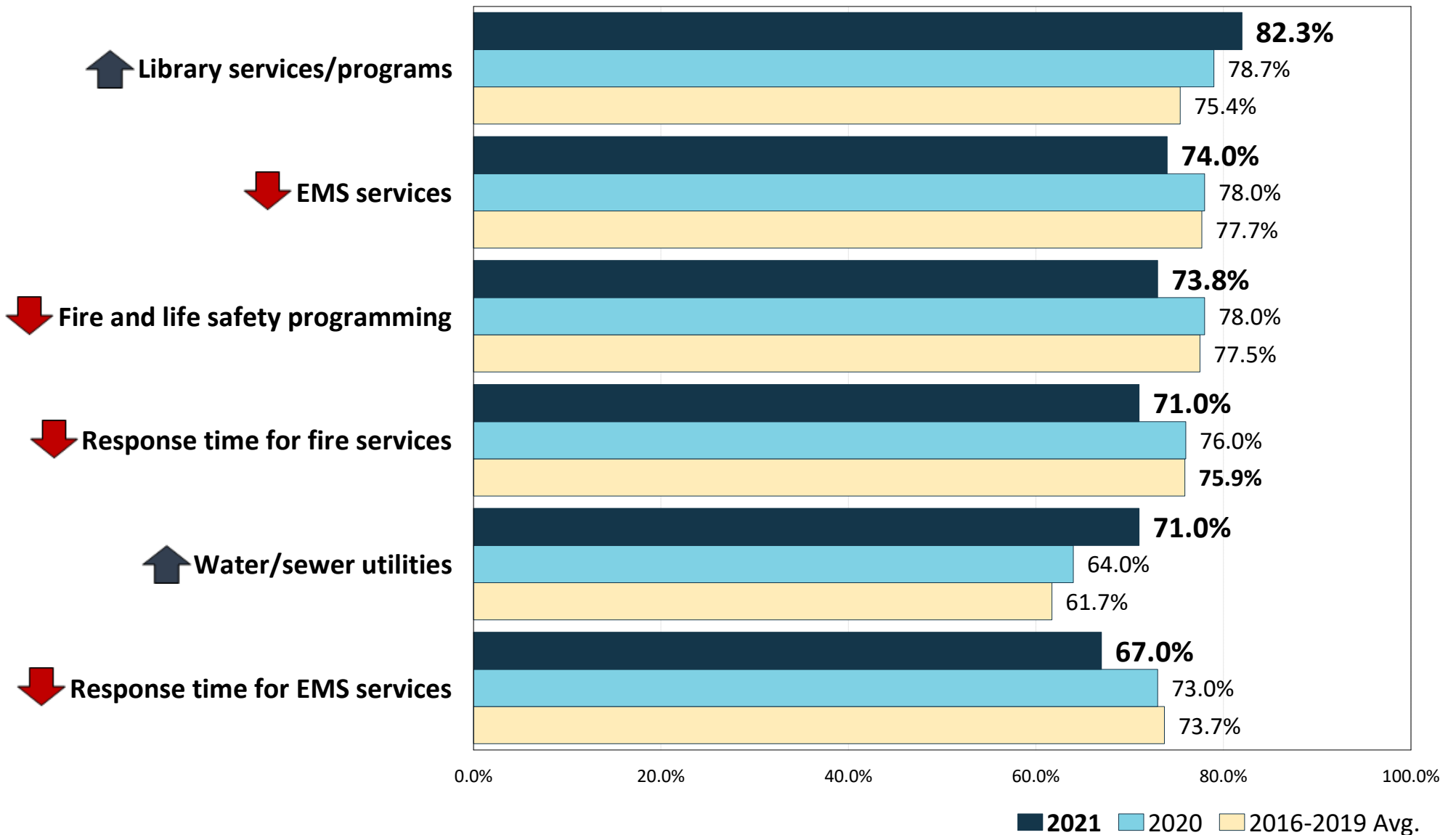


Section 3: Trend Analysis

Trends: 2021 v. 2020 & 2016-2019 Average

Major Categories of Services Provided by the City & County

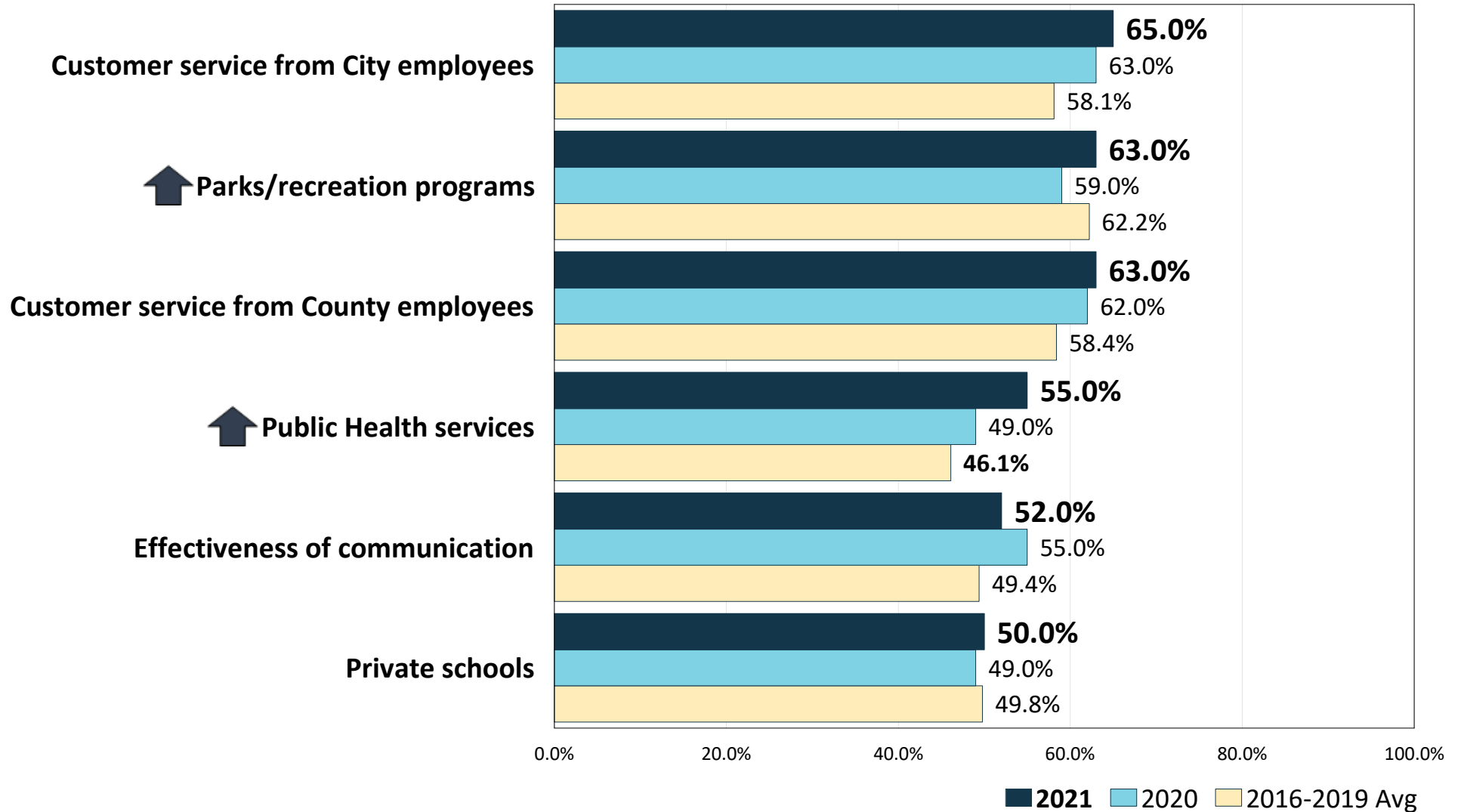
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Major Categories of Services Provided by the City & County (Continued)

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)

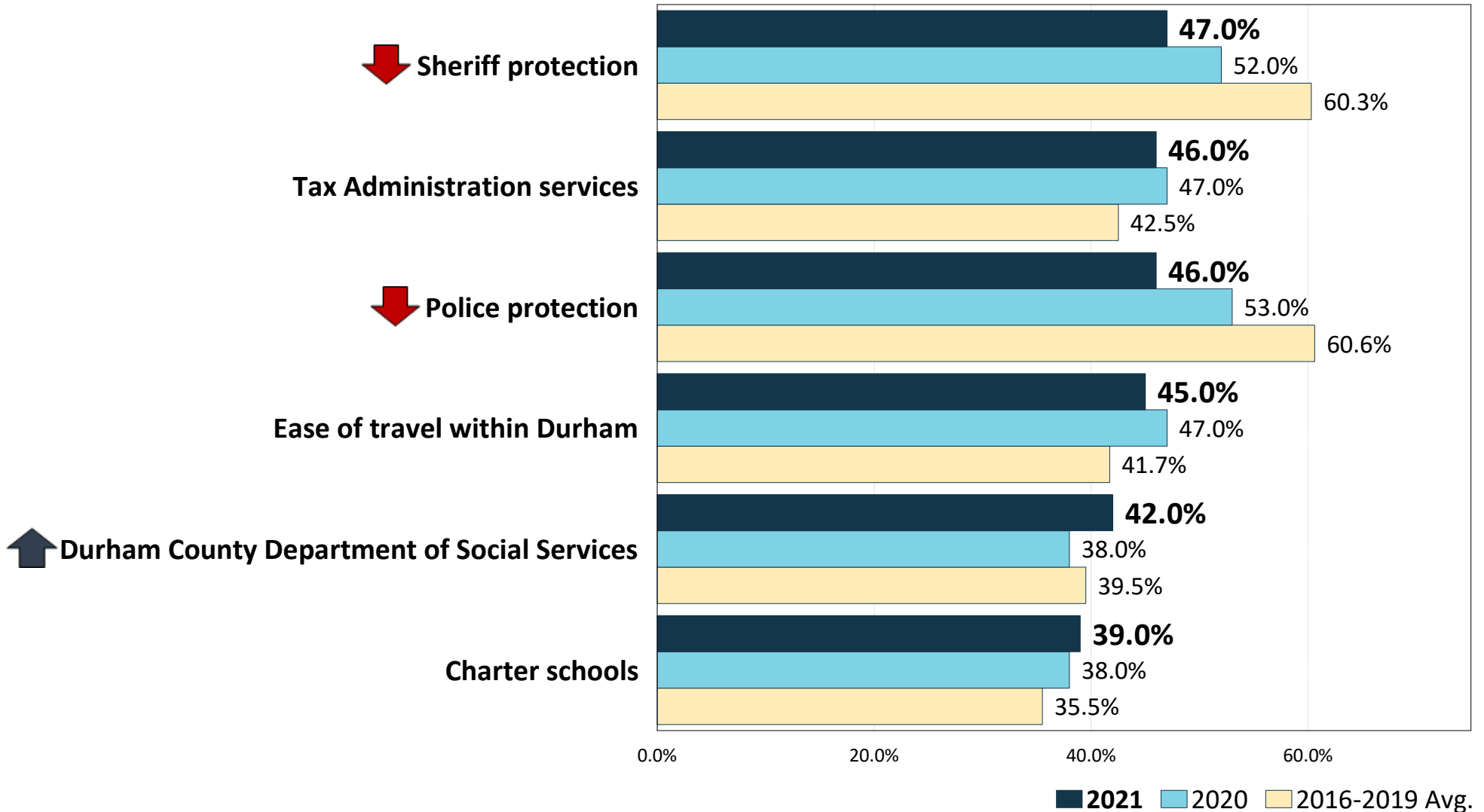


Blue & red arrows indicate there is a notable difference of +/-4% between 2021 & 2020 Results

Trends: 2021 v. 2020 & 2016-2019 Average

Major Categories of Services Provided by the City & County (Continued)

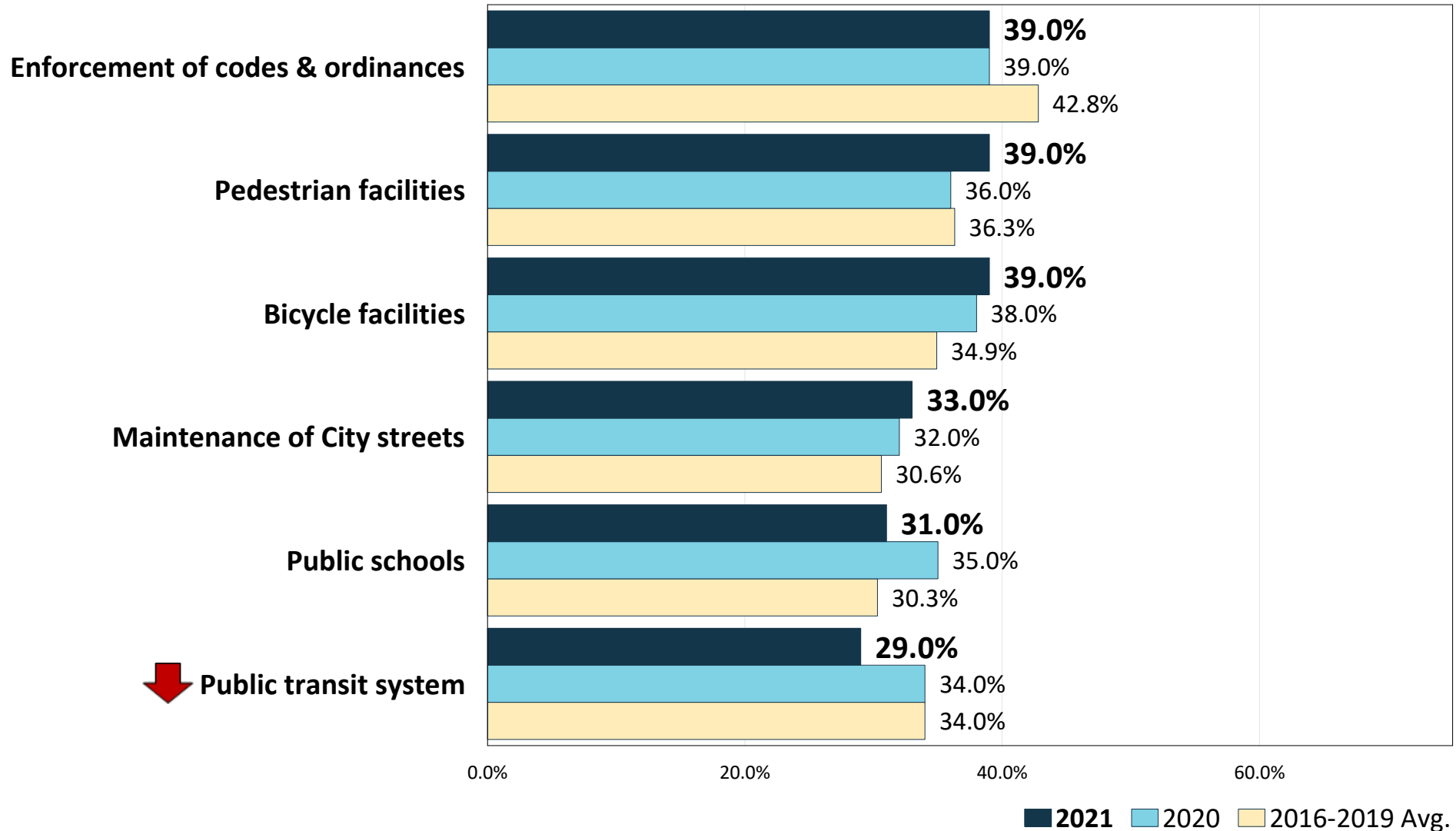
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Major Categories of Services Provided by the City & County (Continued)

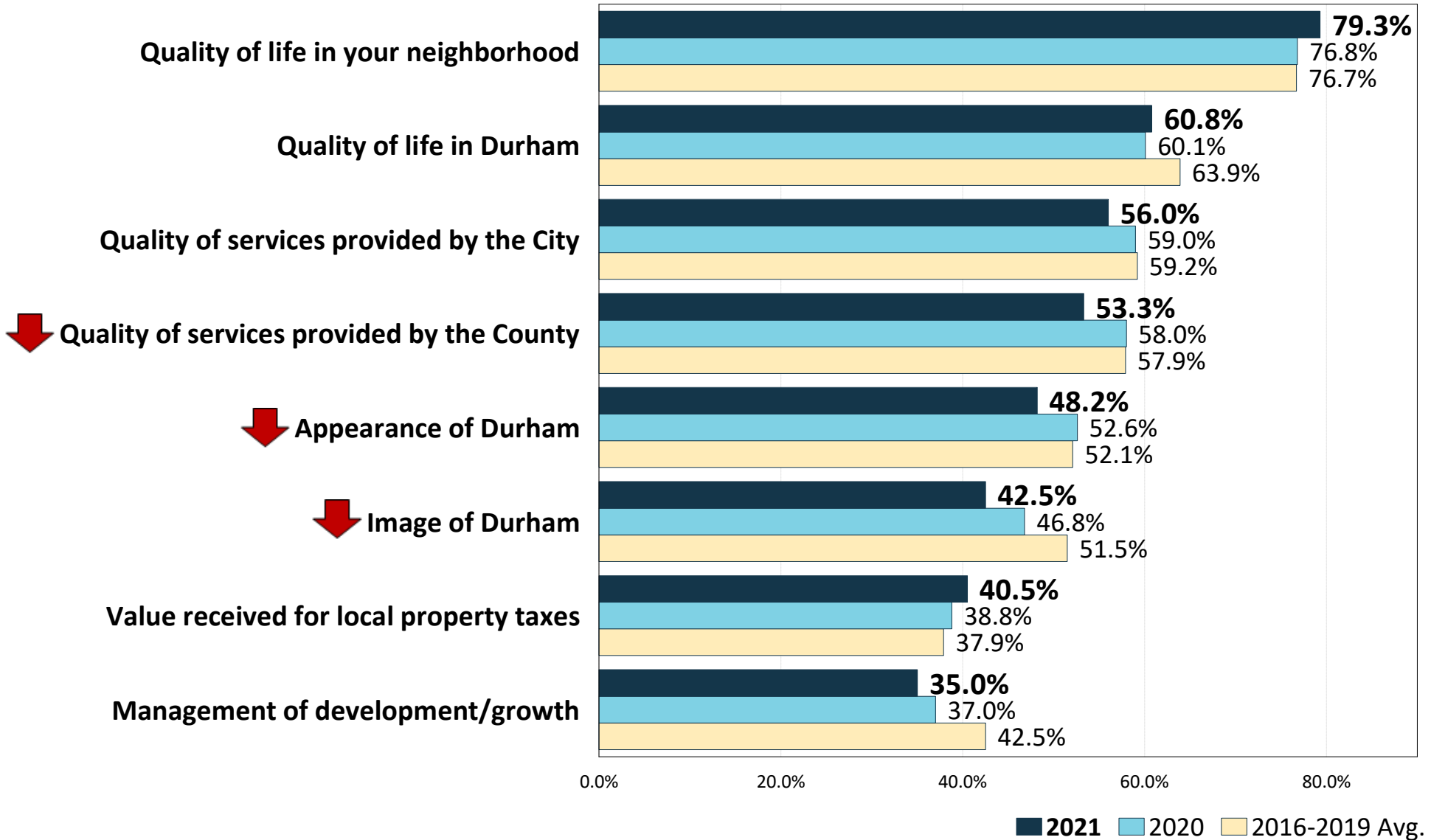
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Satisfaction with Items That Influence Perceptions of Durham

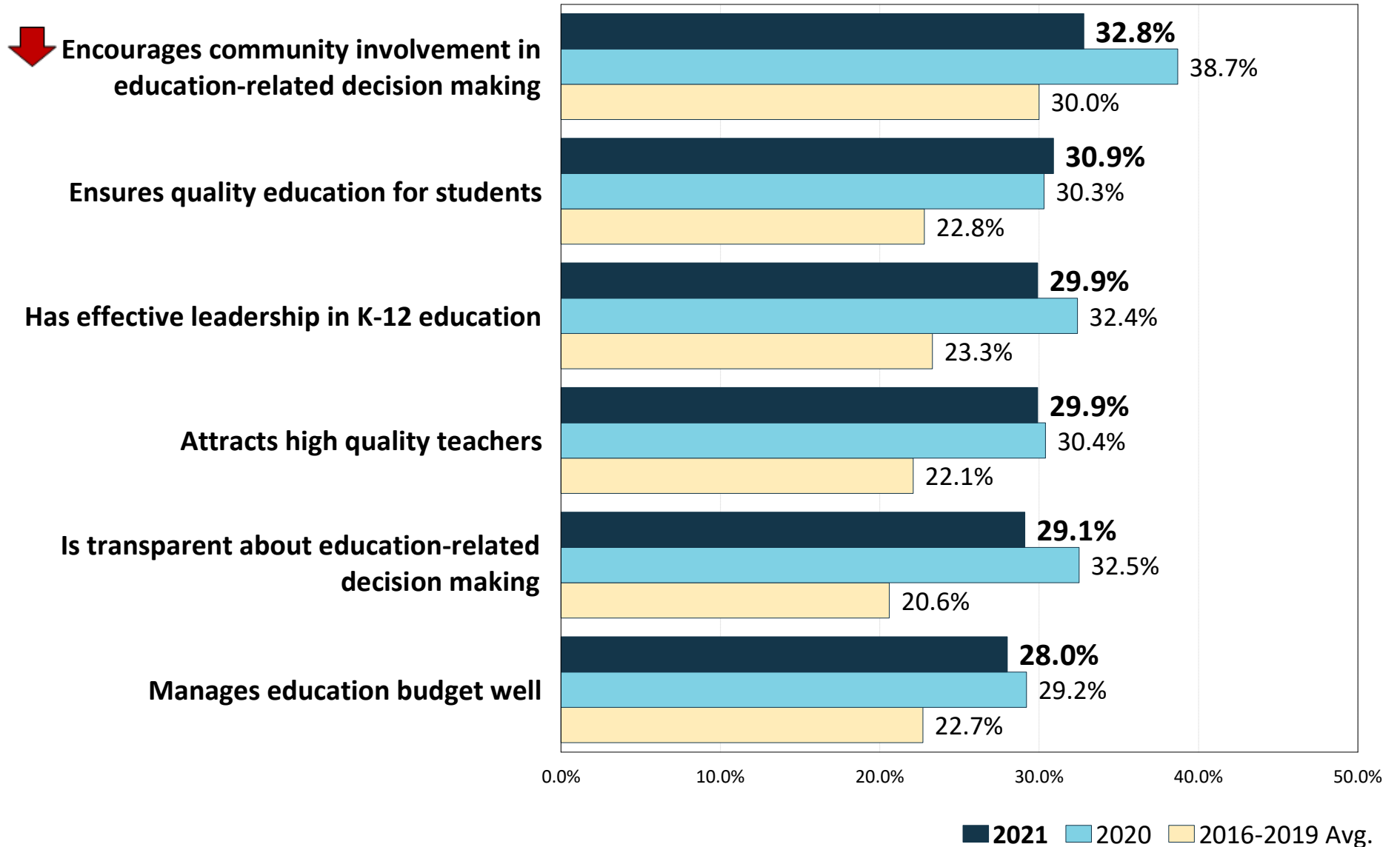
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Statements About Durham Public Schools

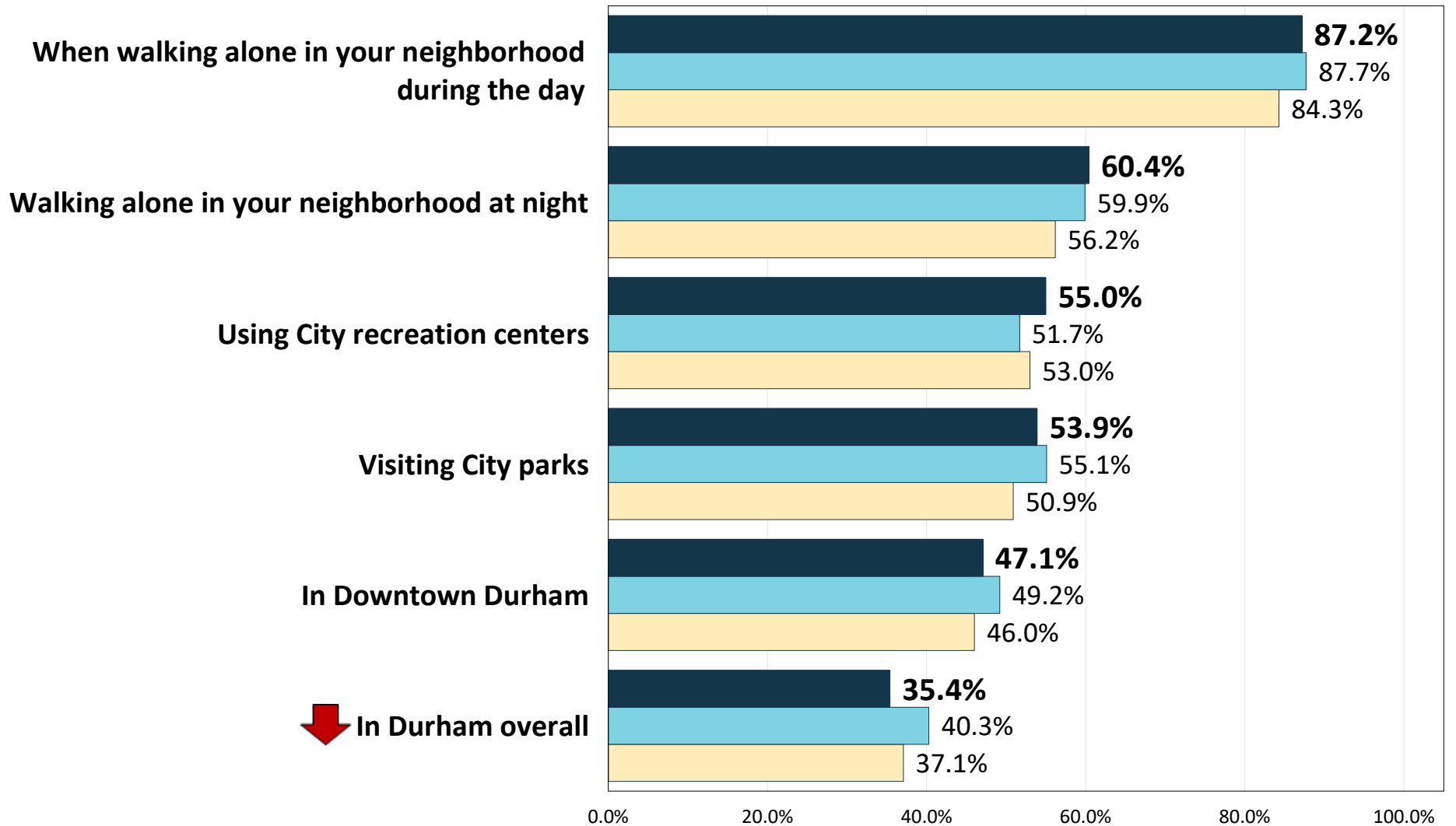
by the sum percentage of respondents that either *strongly agree* or *agree* with the statement (excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Feeling of Safety, in the City, in Various Situations

by the sum percentage of respondents that either feel *very safe* or *safe* in the situation
(excluding *N/A* responses)



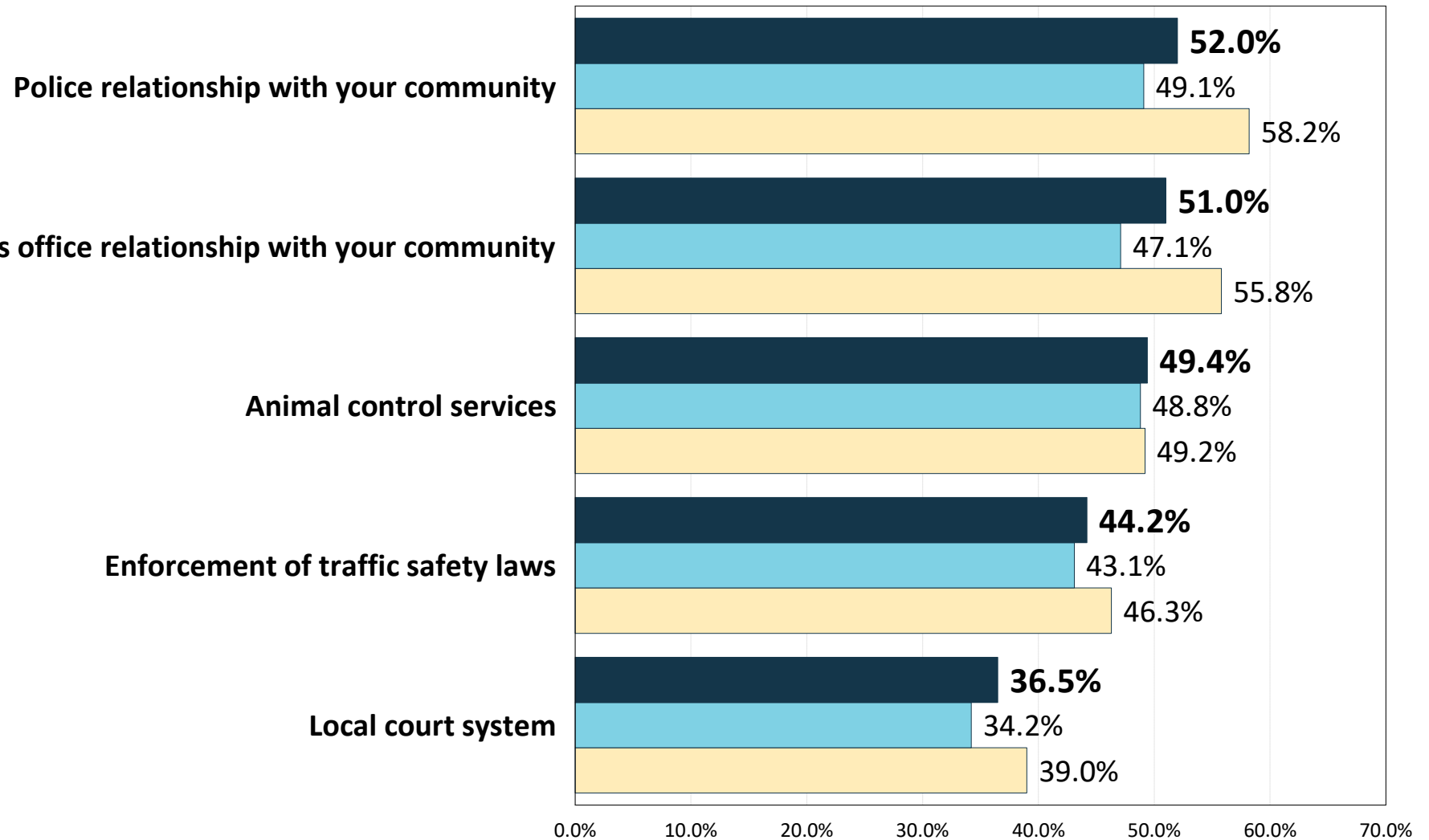
■ 2021 ■ 2020 ■ 2016-2019 Avg.



Trends: 2021 v. 2020 & 2016-2019 Average

Satisfaction with Law Enforcement/Criminal Justice Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Sheriff's office relationship with your community

Enforcement of traffic safety laws

Animal control services

Local court system

Police relationship with your community

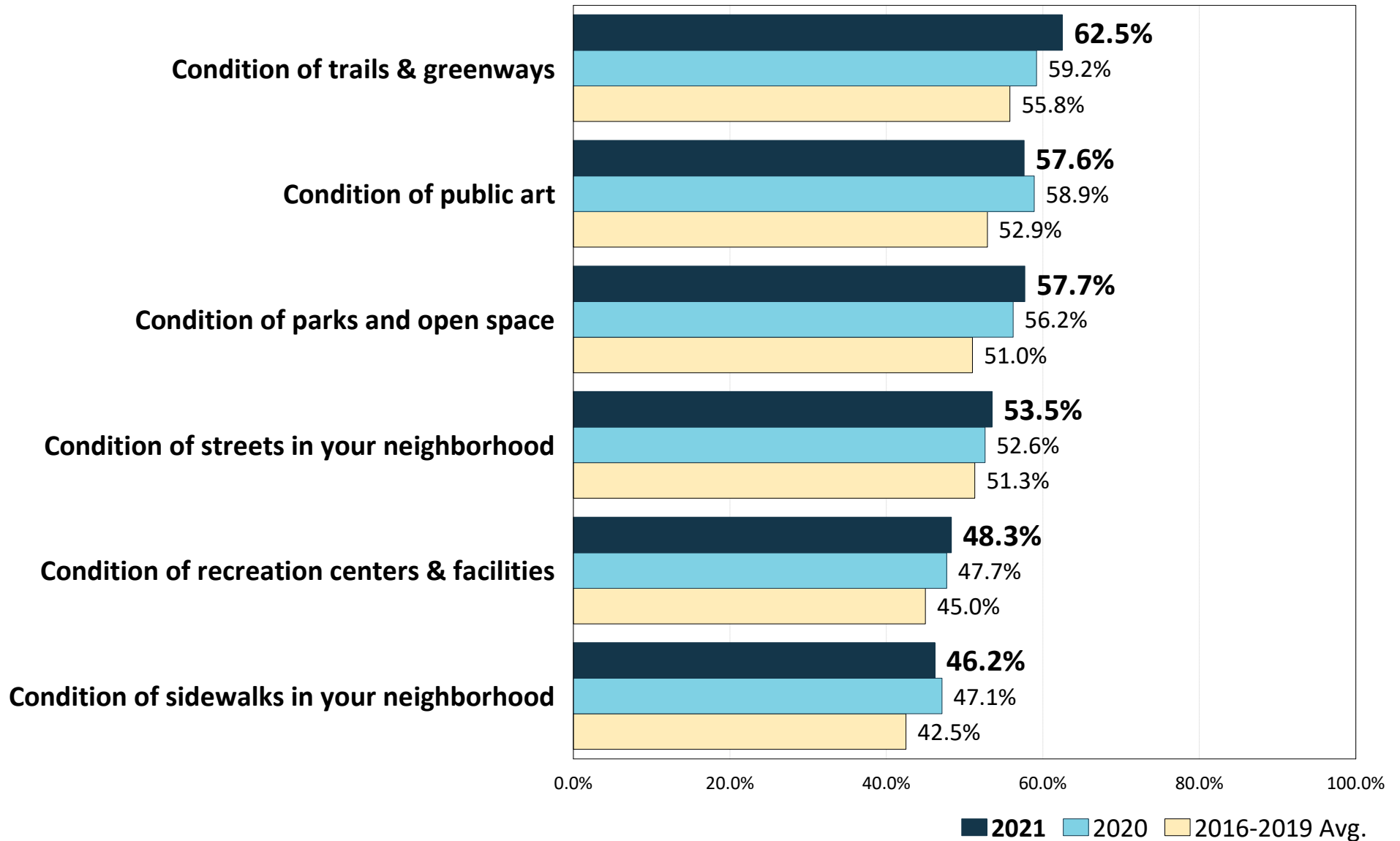
2021 2020 2016-2019 Avg.



Trends: 2021 v. 2020 & 2016-2019 Average

Satisfaction with Maintenance Services

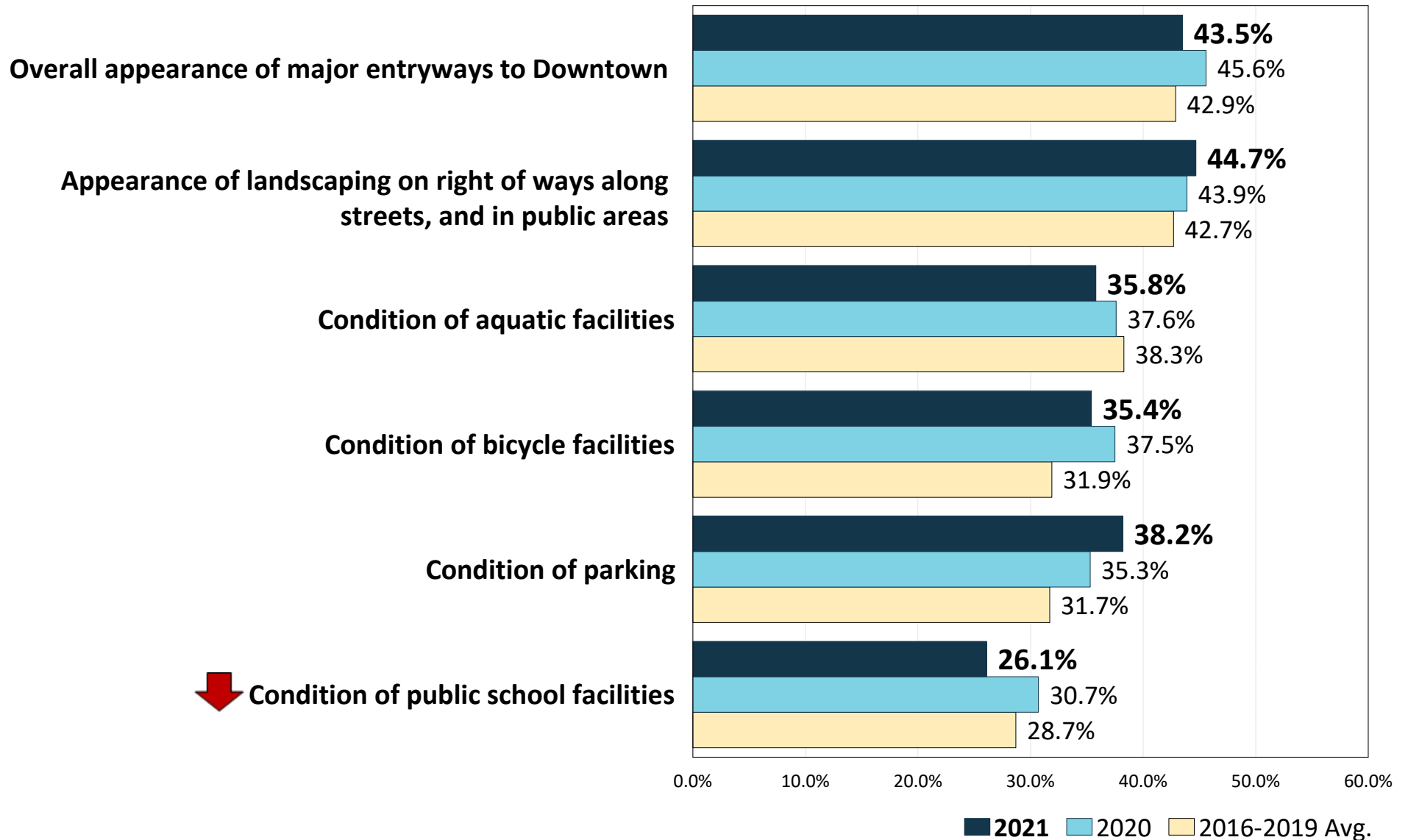
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Satisfaction with Maintenance Services (Continued)

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Condition of public school facilities

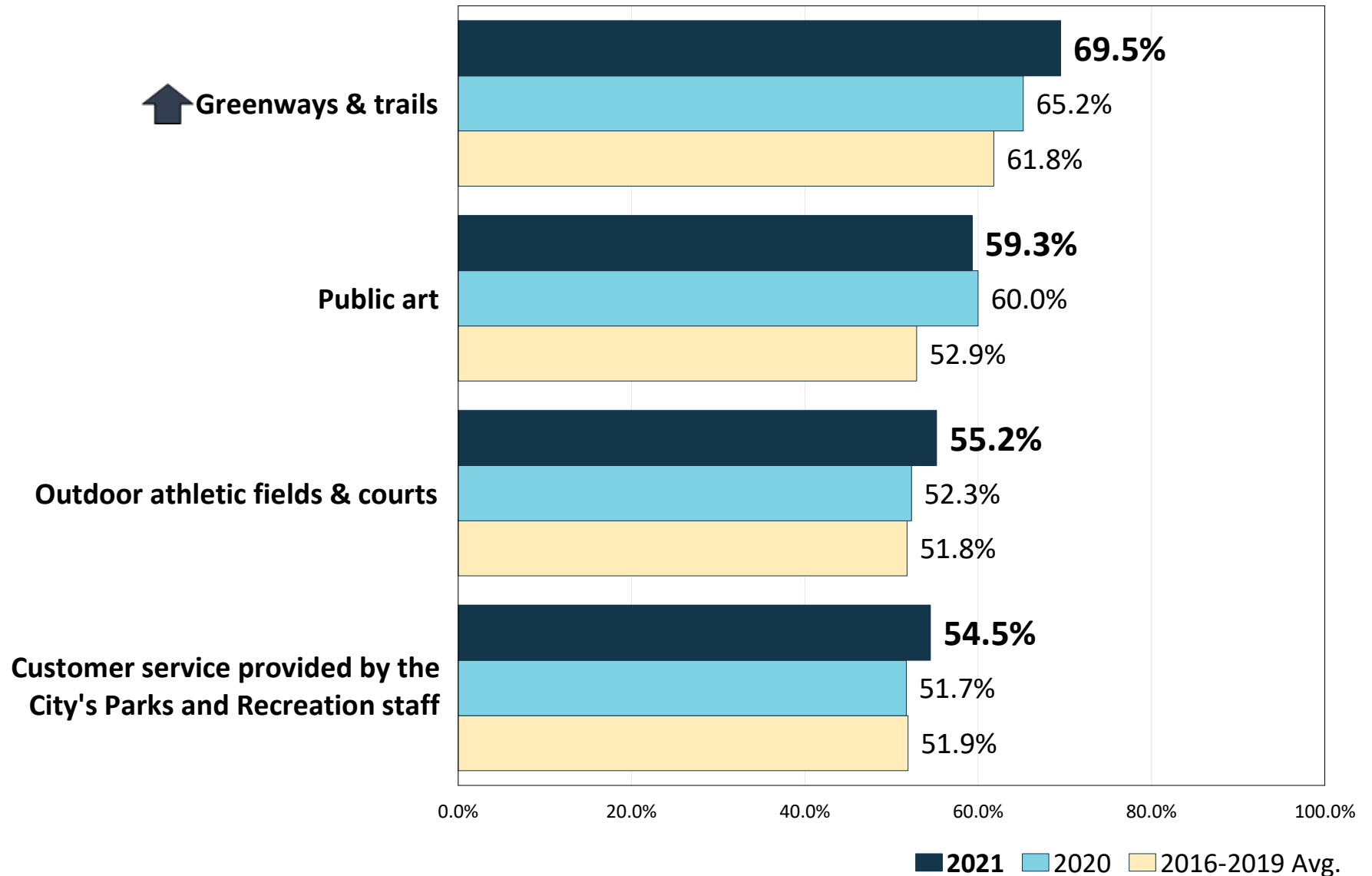


Blue & red arrows indicate there is a notable difference of +/-4% between 2021 & 2020 Results

Trends: 2021 v. 2020 & 2016-2019 Average

Parks, Recreation, and Open Space Services

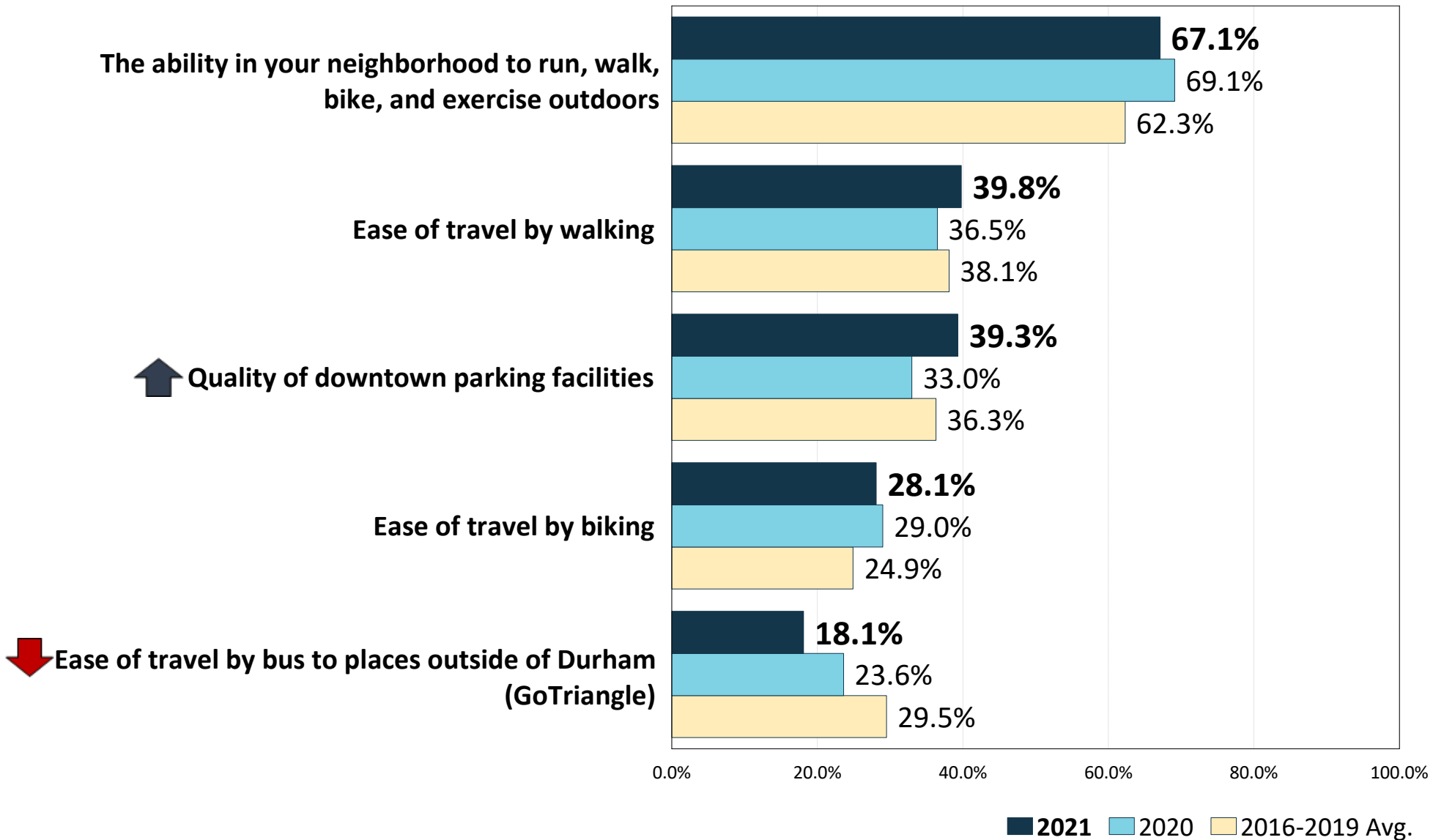
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Satisfaction with Transportation Items

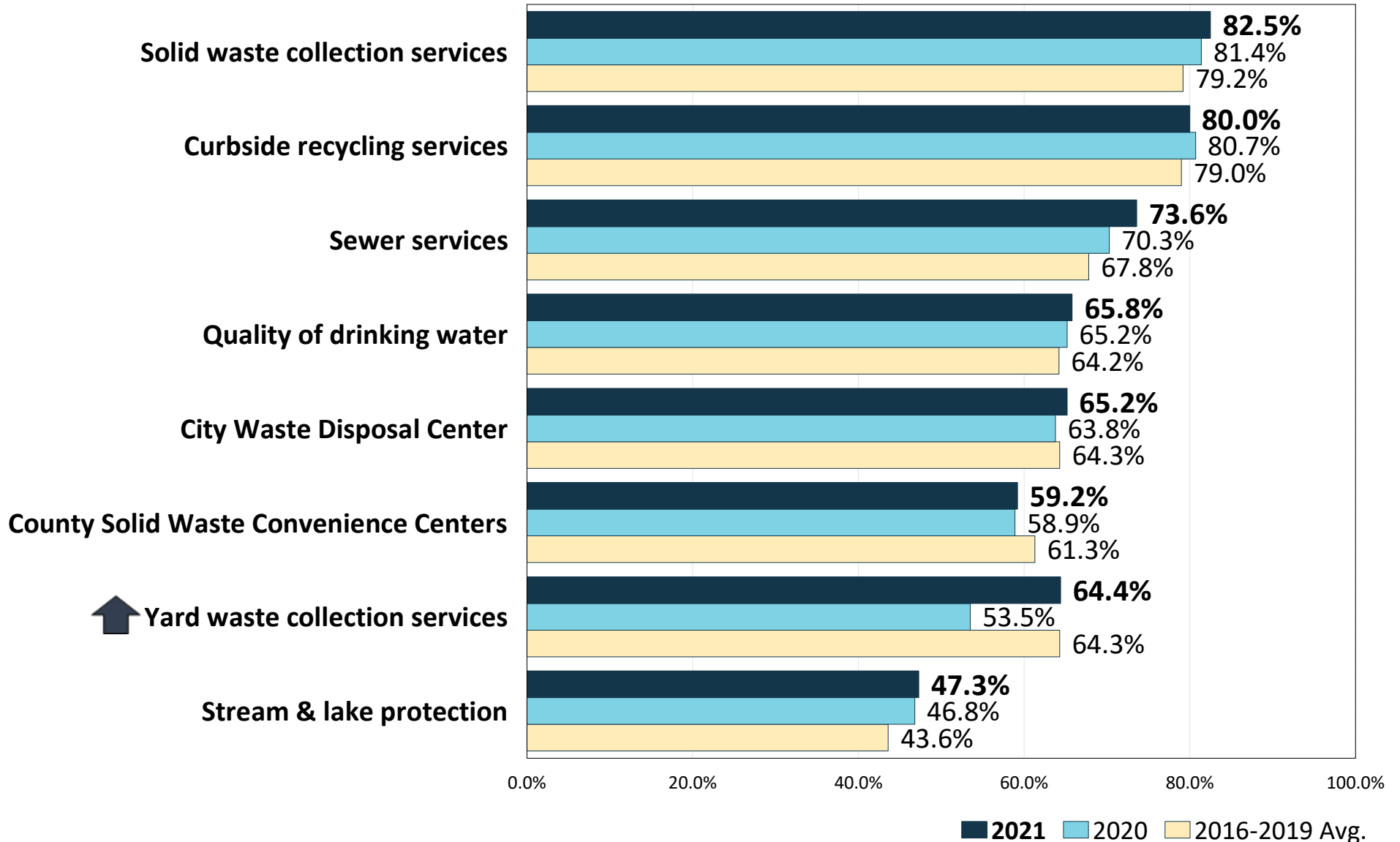
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Satisfaction with Solid Waste and Utility Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)

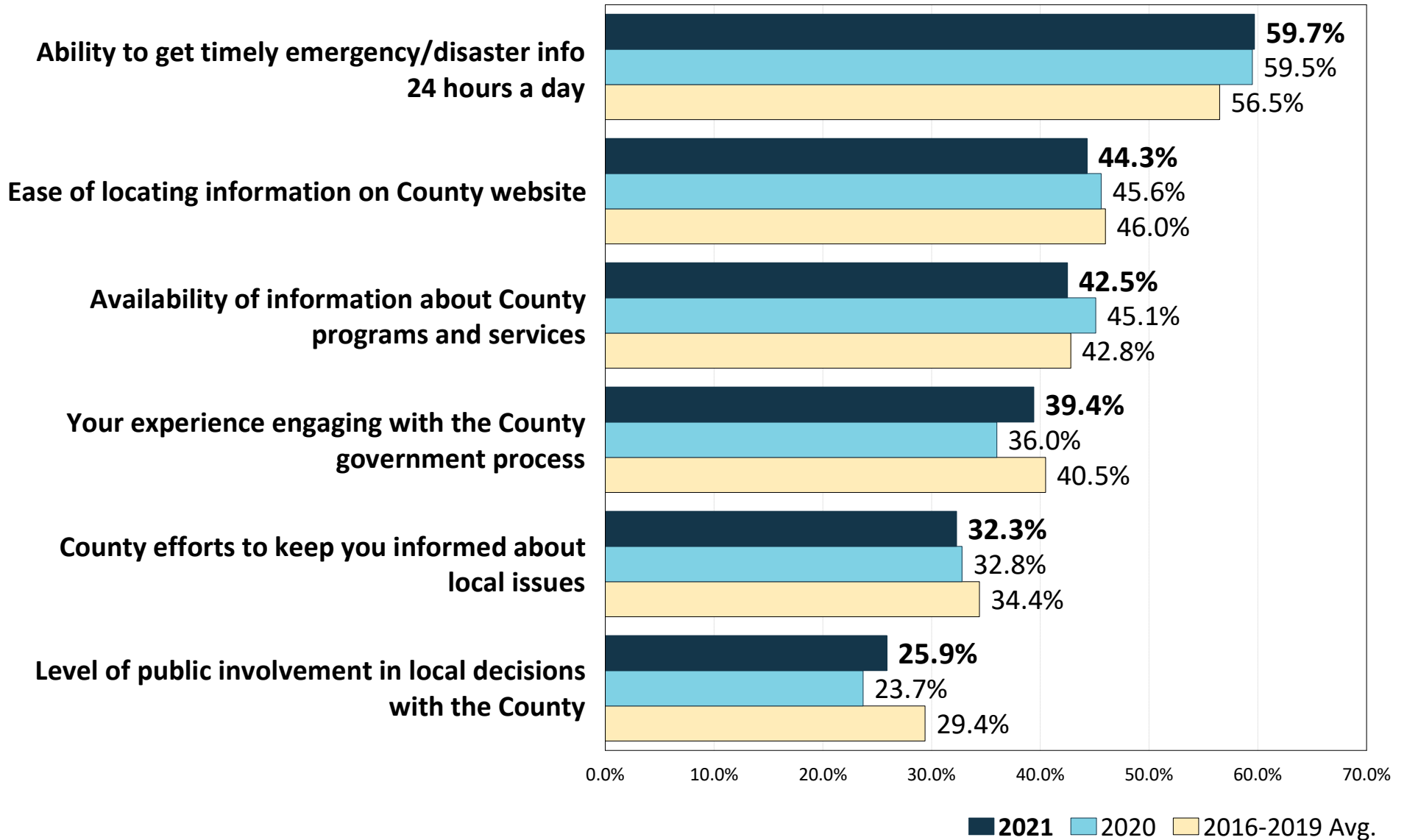


Blue & red arrows indicate there is a notable difference of +/-4% between 2021 & 2020 Results

Trends: 2021 v. 2020 & 2016-2019 Average

Satisfaction with County Communication

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)

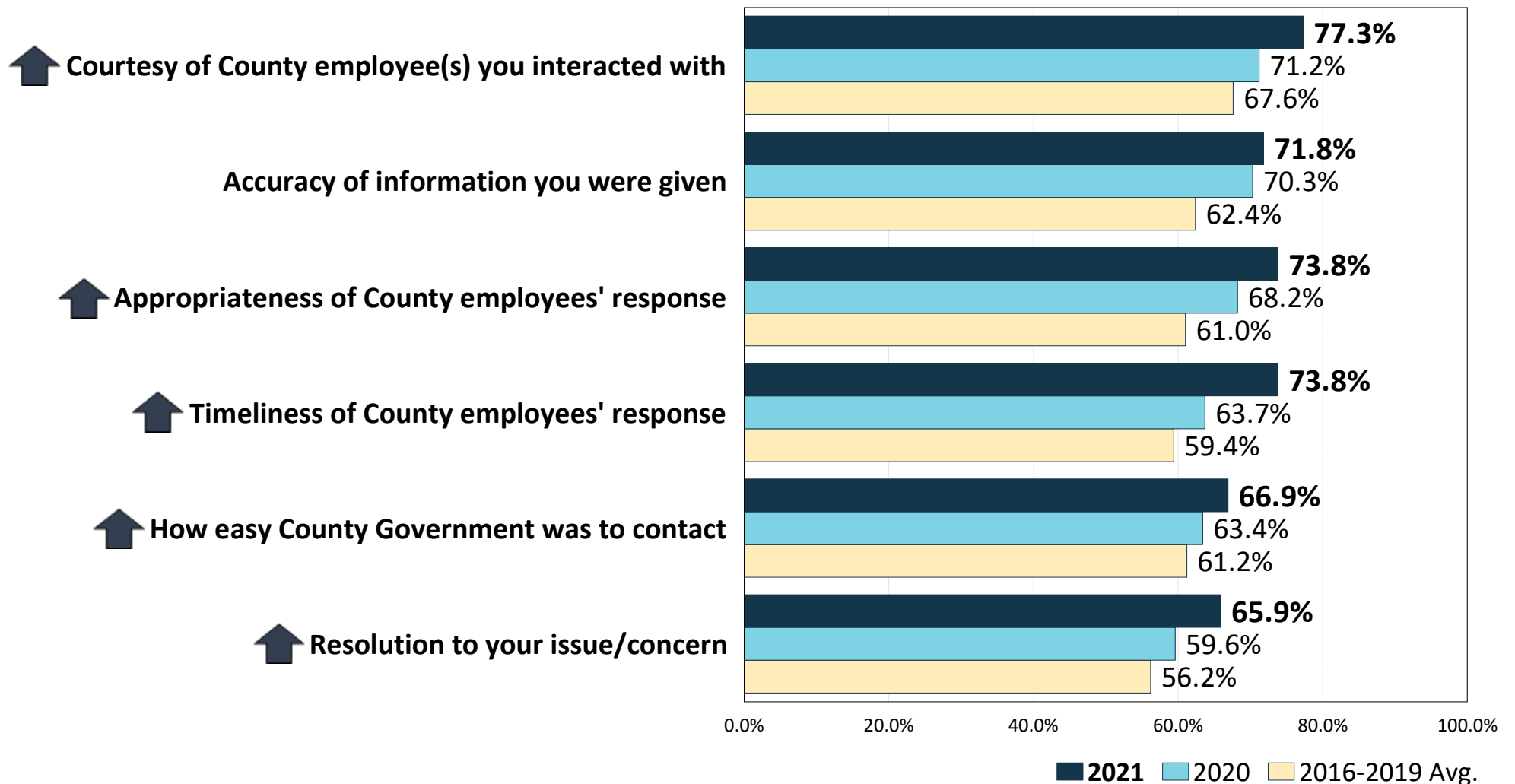


Blue & red arrows indicate there is a notable difference of +/-4% between 2021 & 2020 Results

Trends: 2021 v. 2020 & 2016-2019 Average

Satisfaction with the Experience Interacting with the County Government Employee(s)

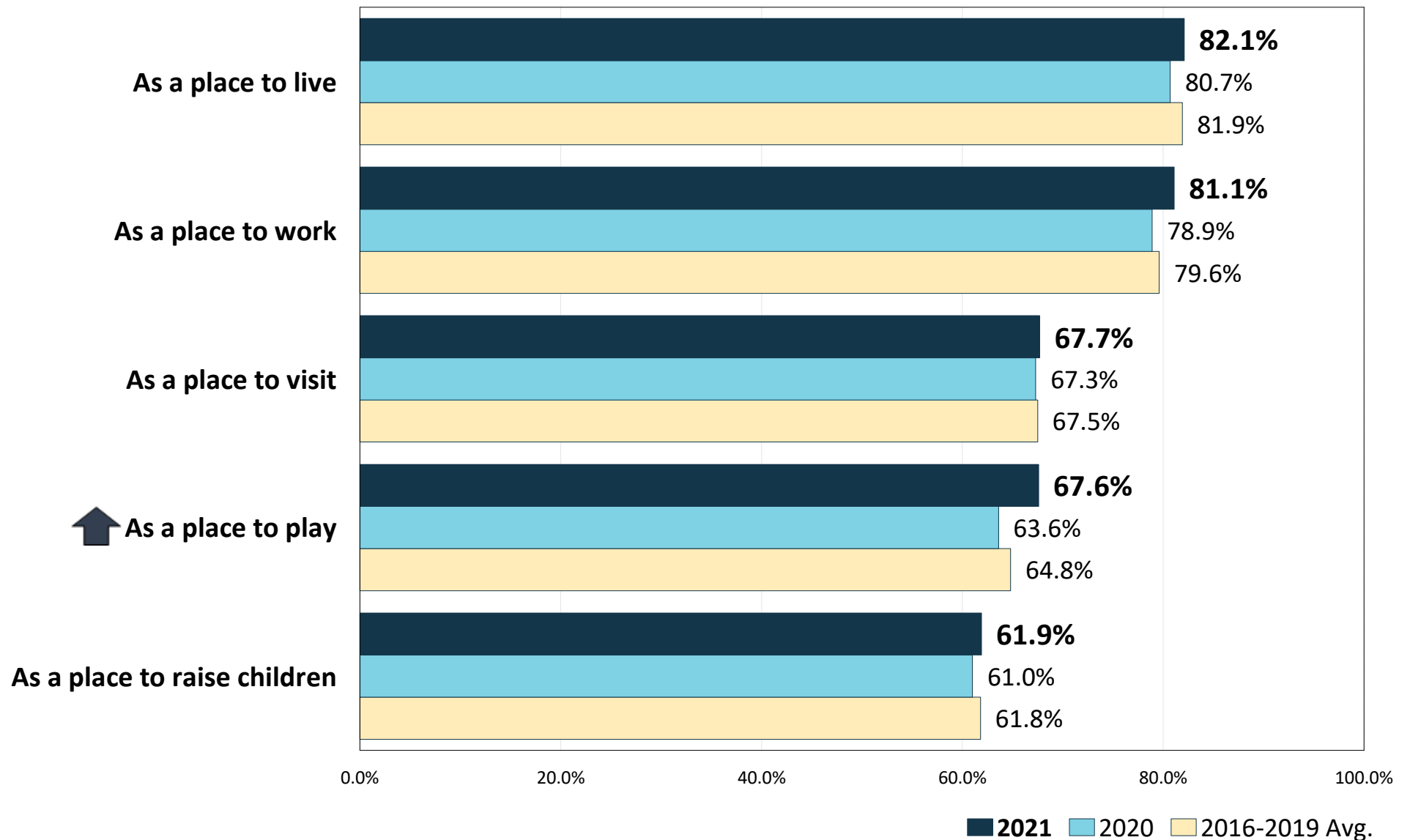
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Overall Ratings of the Community...

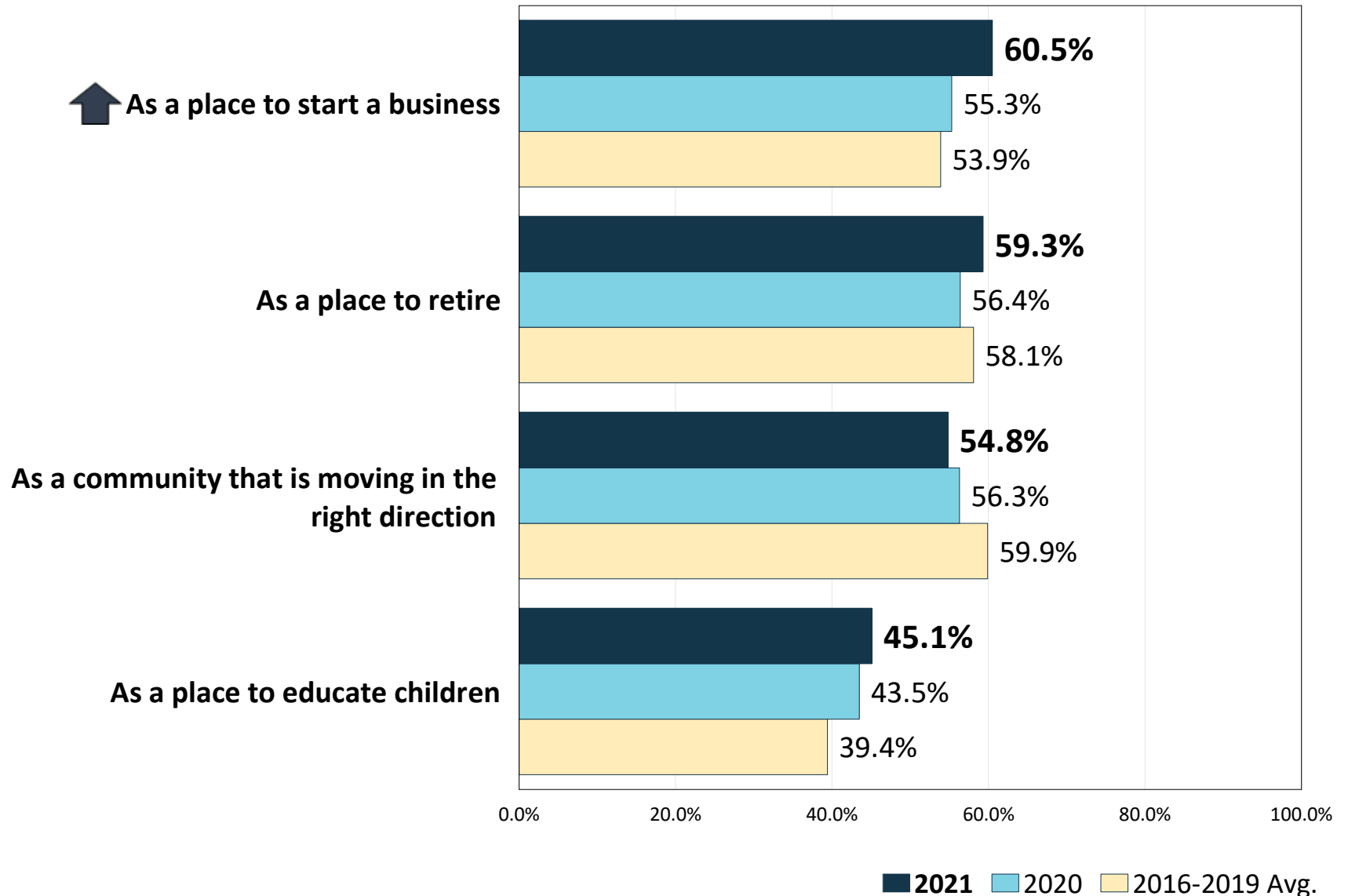
by the sum percentage of respondents that gave a rating of either *excellent* or *good*
(excluding *N/A* responses)



Trends: 2021 v. 2020 & 2016-2019 Average

Overall Ratings of the Community... (Continued)

by the sum percentage of respondents that gave a rating of either *excellent* or *good*
(excluding *N/A* responses)



As a place to start a business

As a place to retire

As a community that is moving in the right direction

As a place to educate children

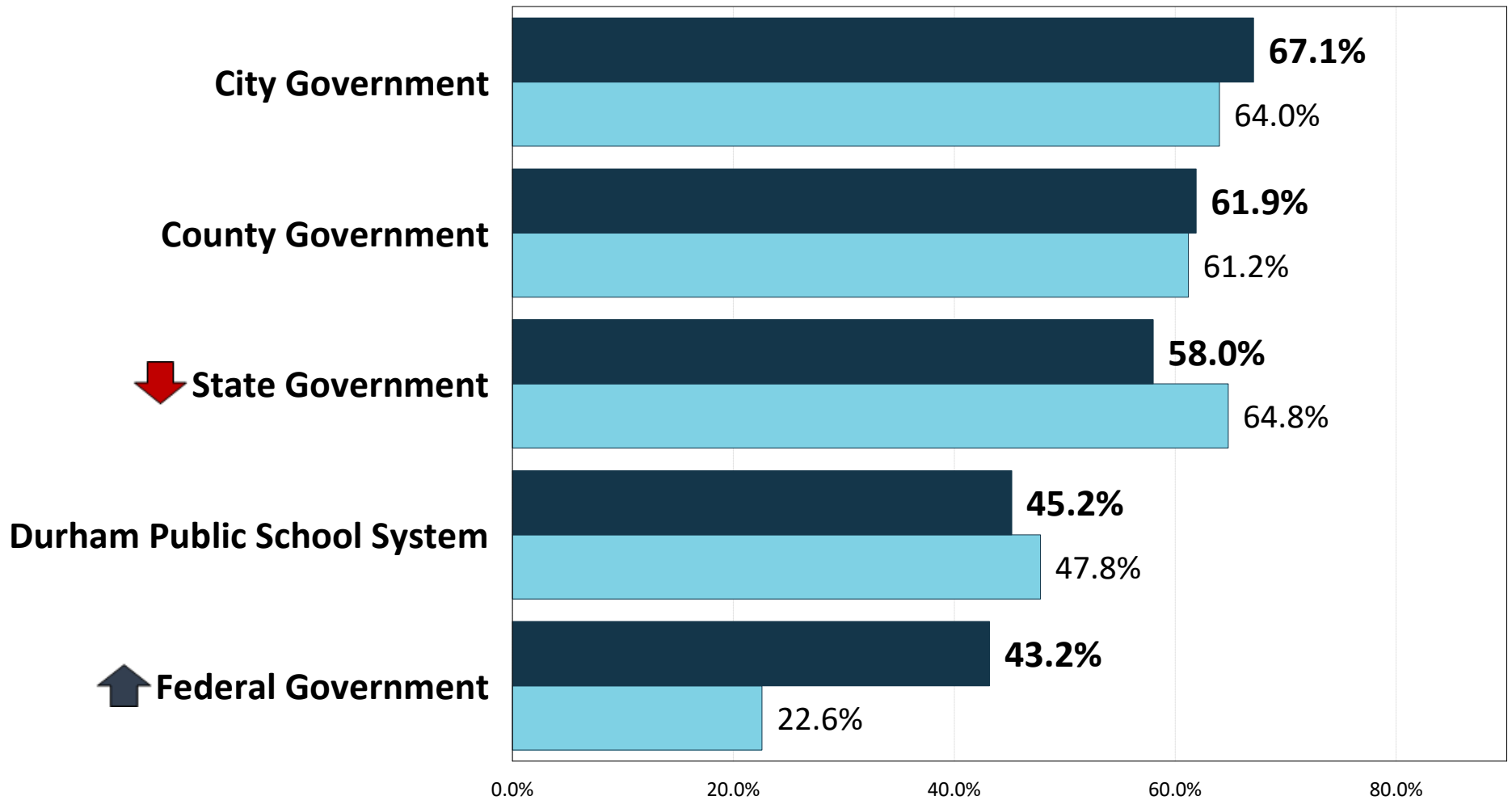
2021 2020 2016-2019 Avg.



Trends: 2021 v. 2020

Overall, how satisfied are you with the following levels of government in how they have responded so far to the COVID-19 pandemic?

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the level of government (excluding *N/A* responses)



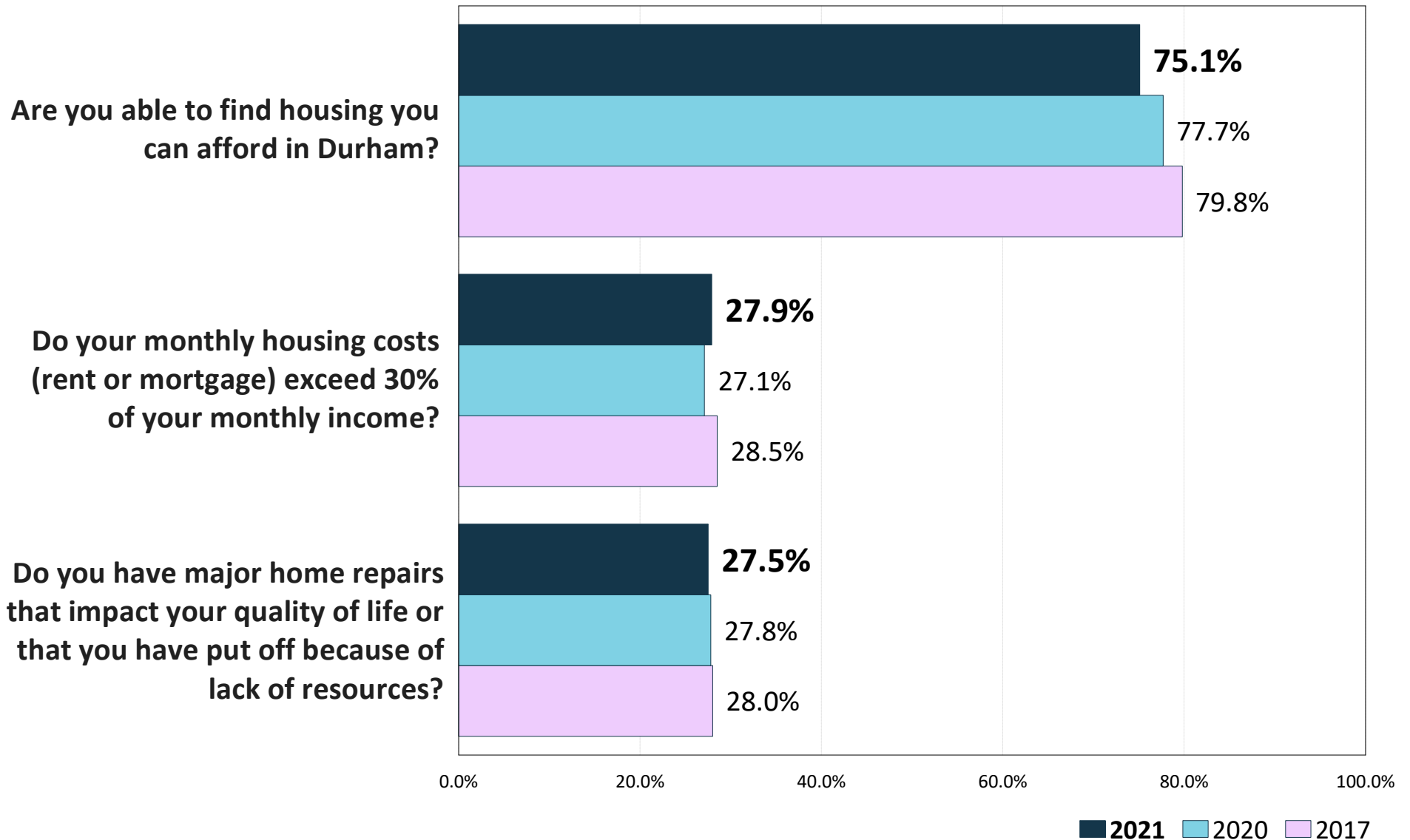
■ 2021 ■ 2020



Trends: 2021 v. 2020 & 2017

Percentage of Respondents That Answered “Yes” to Each Question

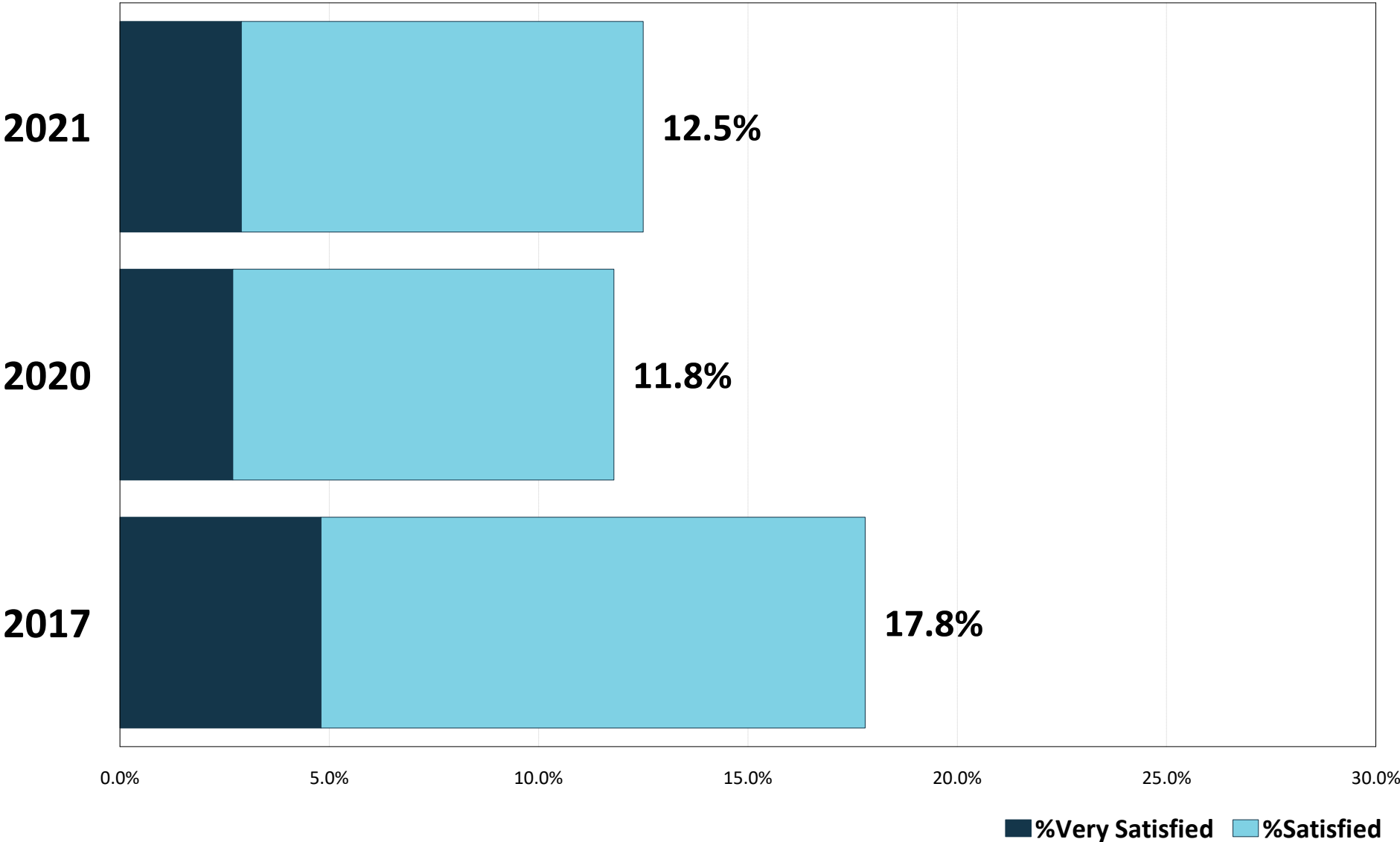
by the sum percentage of respondents that responded with **yes** for each question
(excluding **N/A** responses)



Trends: 2021 v. 2020 & 2017

How satisfied are you with the availability of affordable housing?

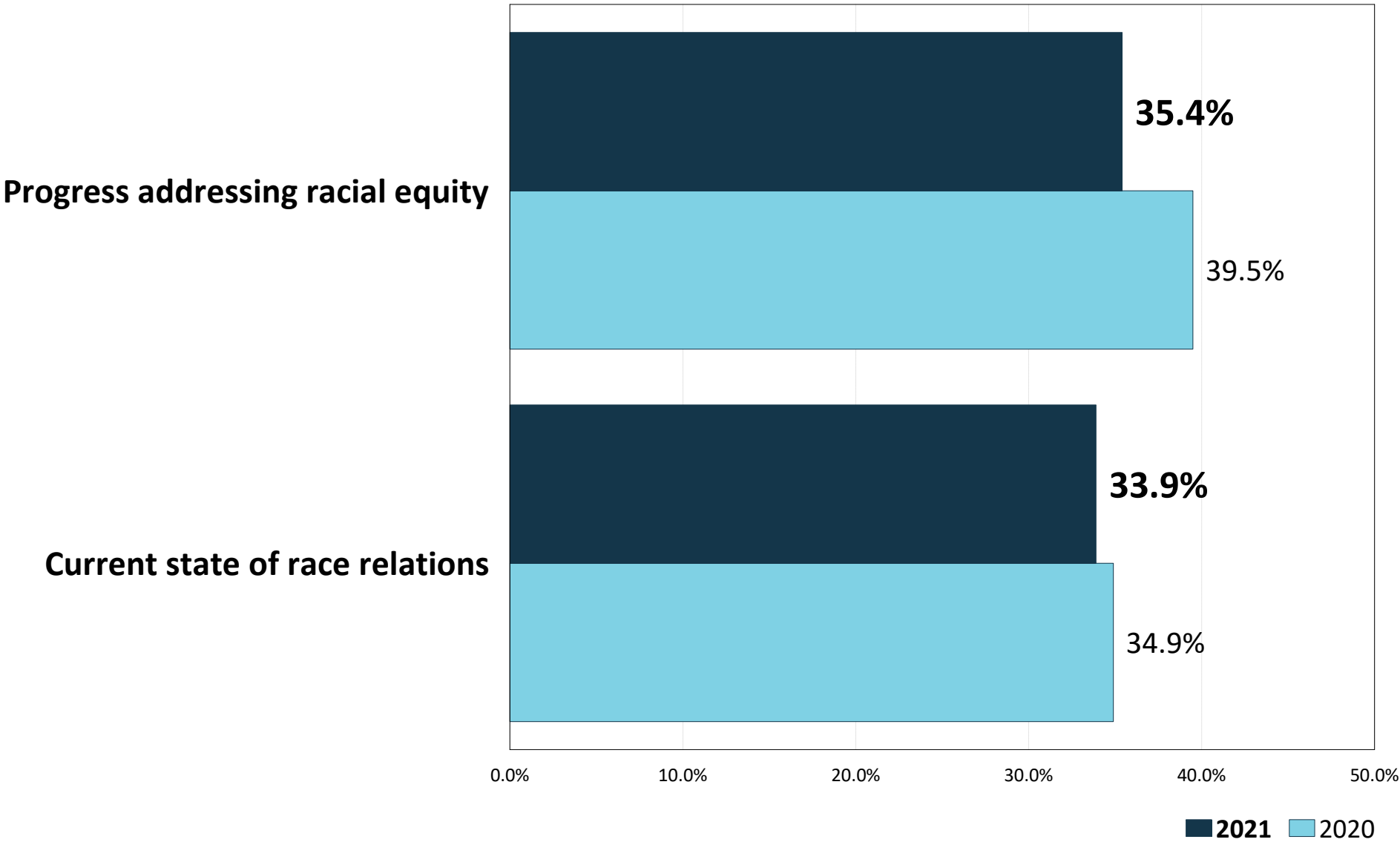
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)



Trends: 2021 v. 2020

How would you rate the City of Durham in the following areas?

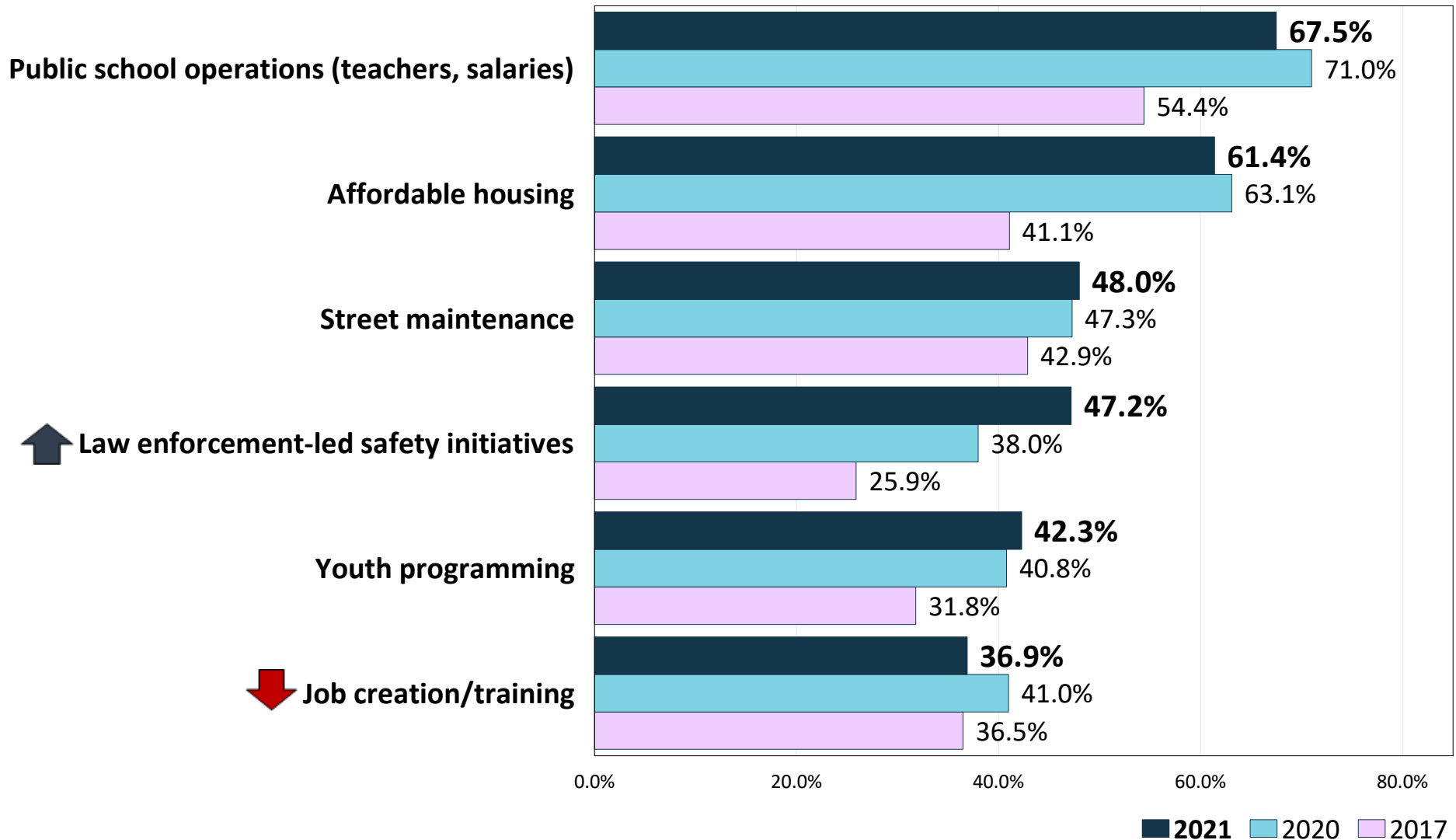
by the sum percentage of respondents that gave the City an *excellent* or *good* rating
(excluding *N/A* responses)



Trends: 2021 v. 2020 & 2017

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

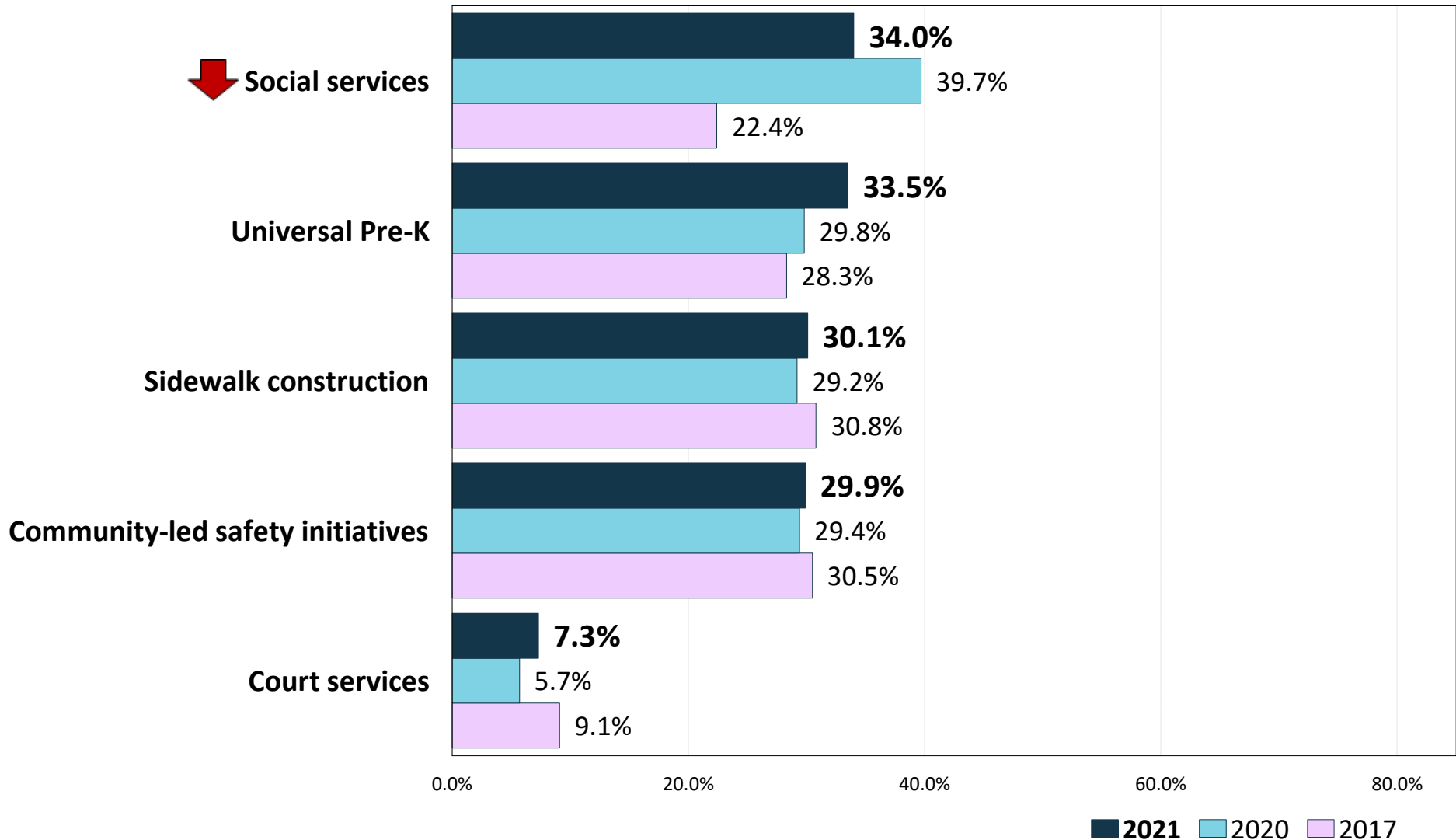
by the percentage of respondents (five choices could be selected)



Trends: 2021 v. 2020 & 2017

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

by the percentage of respondents (five choices could be selected)

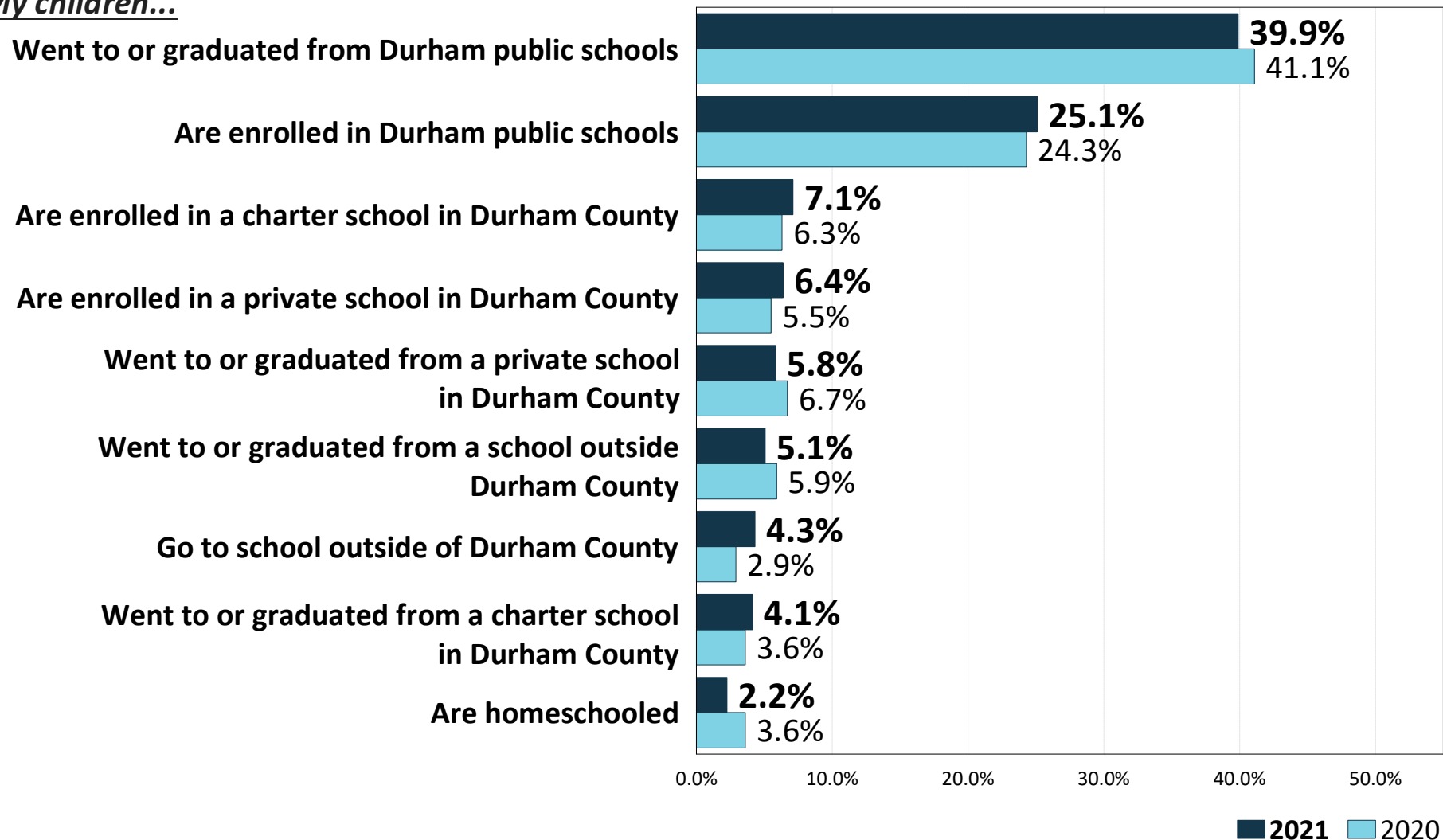


Trends: 2021 v. 2020

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

by the percentage of respondents that responded with *yes* (excluding *this question does not apply to me* responses)

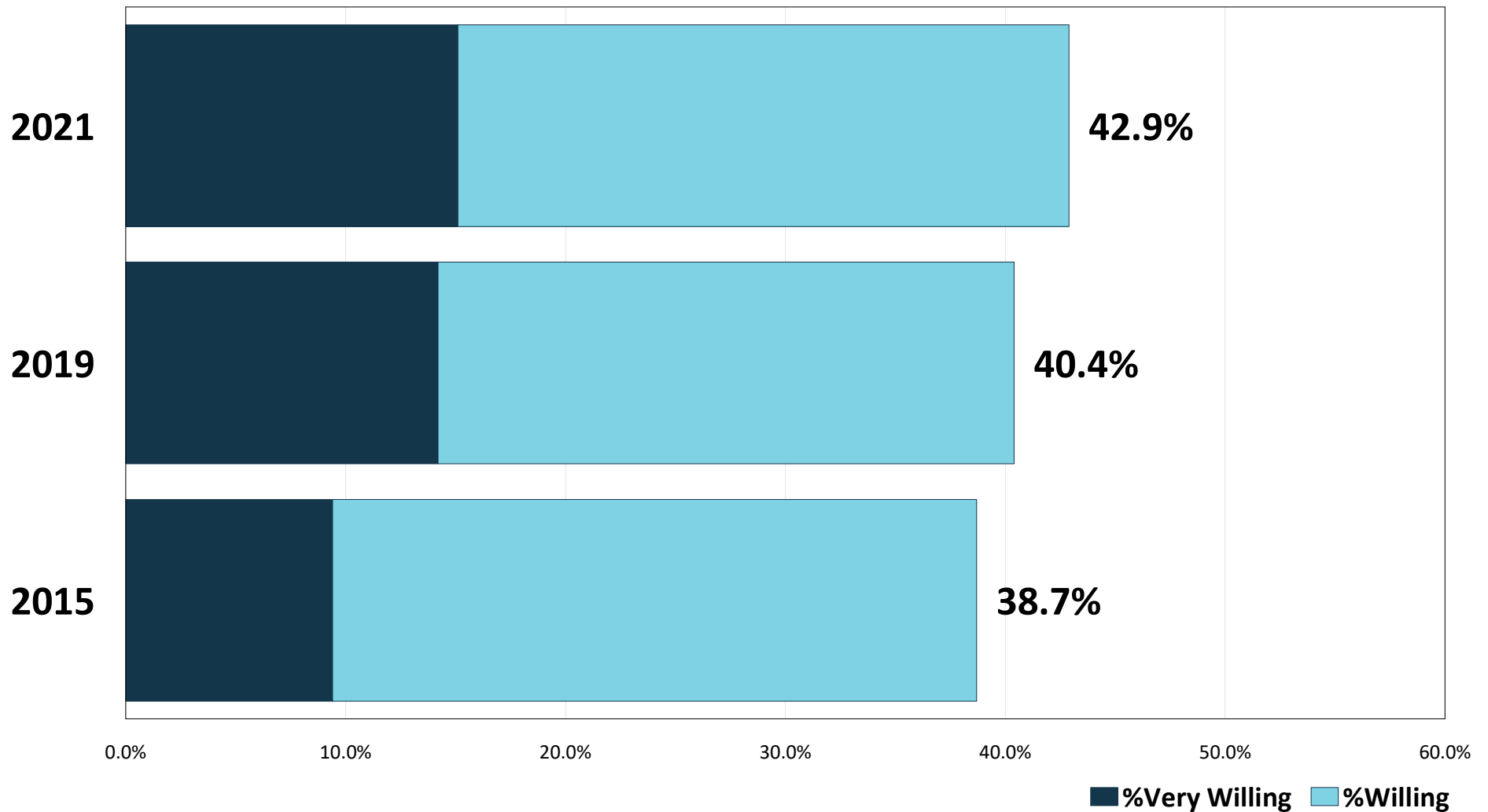
My children...



Trends: 2021 v. 2019 & 2015

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

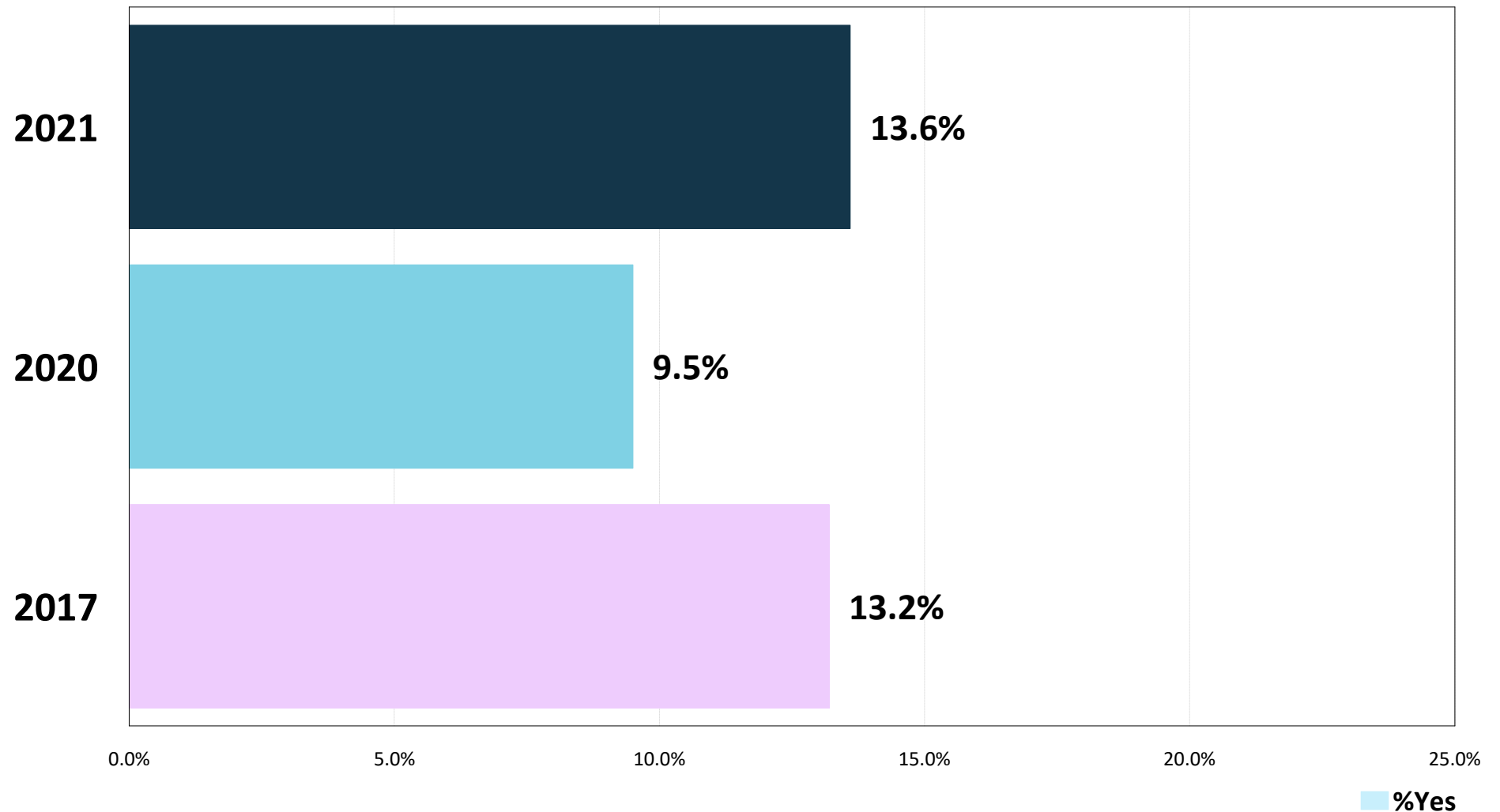
by the sum percentage of respondents that would either be *very willing* or *willing* to pay fees instead of taxes for improvements to services (excluding *not provided* responses)



Trends: 2021 v. 2020 & 2017

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

By the percentage of respondents that have or known someone that has had trouble accessing the healthcare they need in the past year (excluding *not provided* responses)



Section 4: Benchmarking Analysis

Benchmark Analysis

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 1999, the survey has been administered in more than 1,000 cities and counties in 43 states.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the winter of 2022 to a random sample of more than 500 residents living in U.S. communities with a population of 250,000 or more and (2) survey results from 20 communities (with a population of at least 250,000 residents) where ETC Institute has administered the DirectionFinder® Survey between July 2019 and December 2021. 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.

- Austin, TX
- Bucks County, PA
- Buncombe County, NC
- Dallas, TX
- El Paso, TX
- Forsyth County, NC
- Fort Worth, TX
- Henderson, NV
- Johnson County, KS
- Kansas City, MO
- Las Vegas, NV
- Mecklenburg County, NC
- Miami, FL
- Nashville, TN
- Oklahoma City, OK
- Plano, TX
- Raleigh, NC
- San Antonio, TX
- San Diego, CA
- Winston-Salem, NC

Benchmark Analysis (Continued)

Interpreting the Charts

The first set of charts show how the overall ratings for Durham County compared to the national average. The national average is based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 500 residents living in communities with a population of 250,000 or more residents. The blue bar shows the ratings for Durham County and the green bar shows the ratings for communities with a population of at least 250,000 residents.

The second set of charts show how the results for Durham County compare to the range performance of other large U.S. communities where ETC Institute has administered a DirectionFinder® Survey since 2019. There are a total of 20 communities (with a population of at least 250,000 residents) and listed on the previous page.

The box to the right shows Durham County's results, the green line represents the average, the blue box is the maximum and minimum values, respectively, and the yellow dot represents Durham County's rating.

National Benchmarks

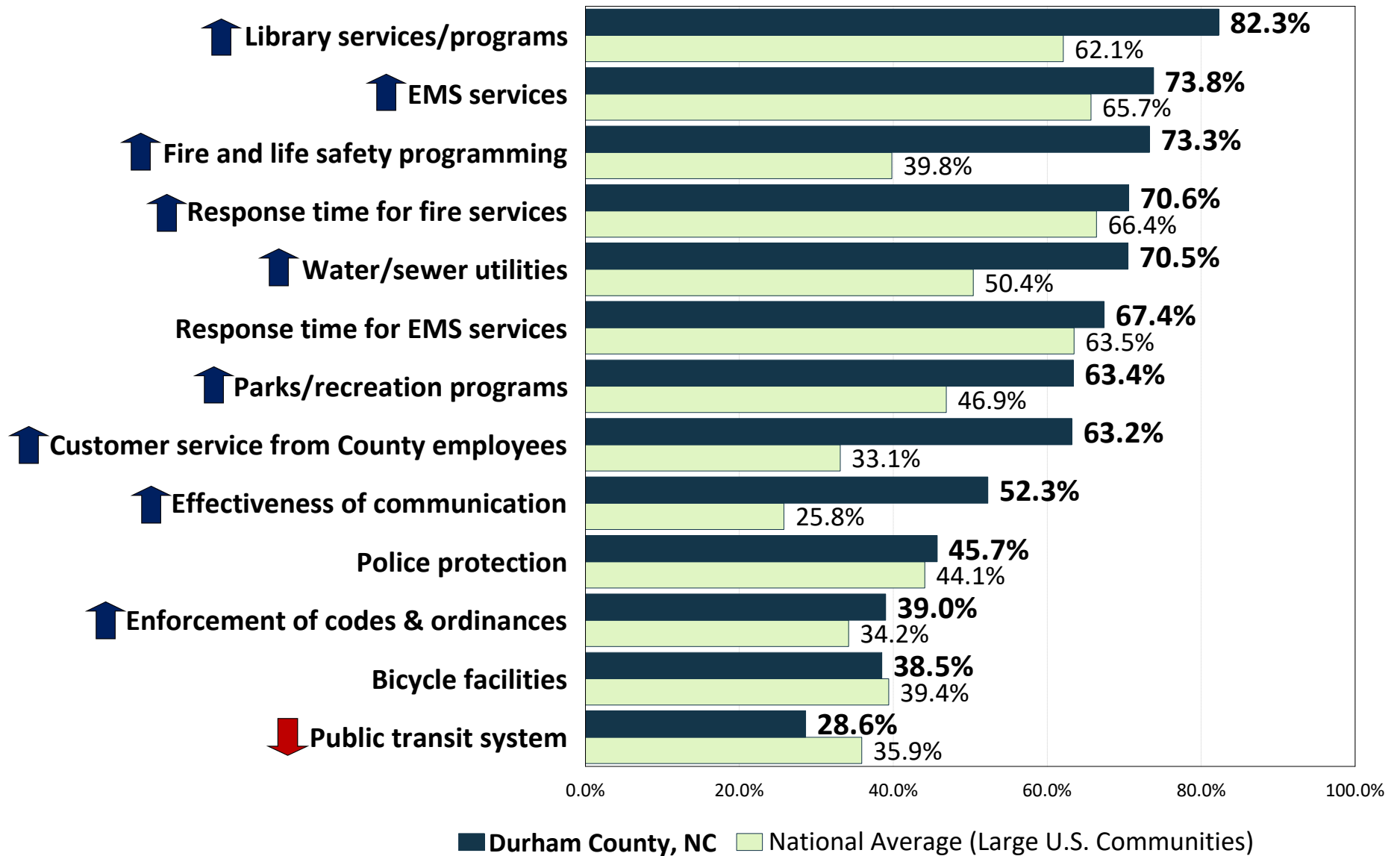
The following pages include national benchmark comparisons for both City and County services.

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.

Benchmarks: Durham County v. National Average (Large U.S. Communities)

Major Categories of Services Provided by the City & County

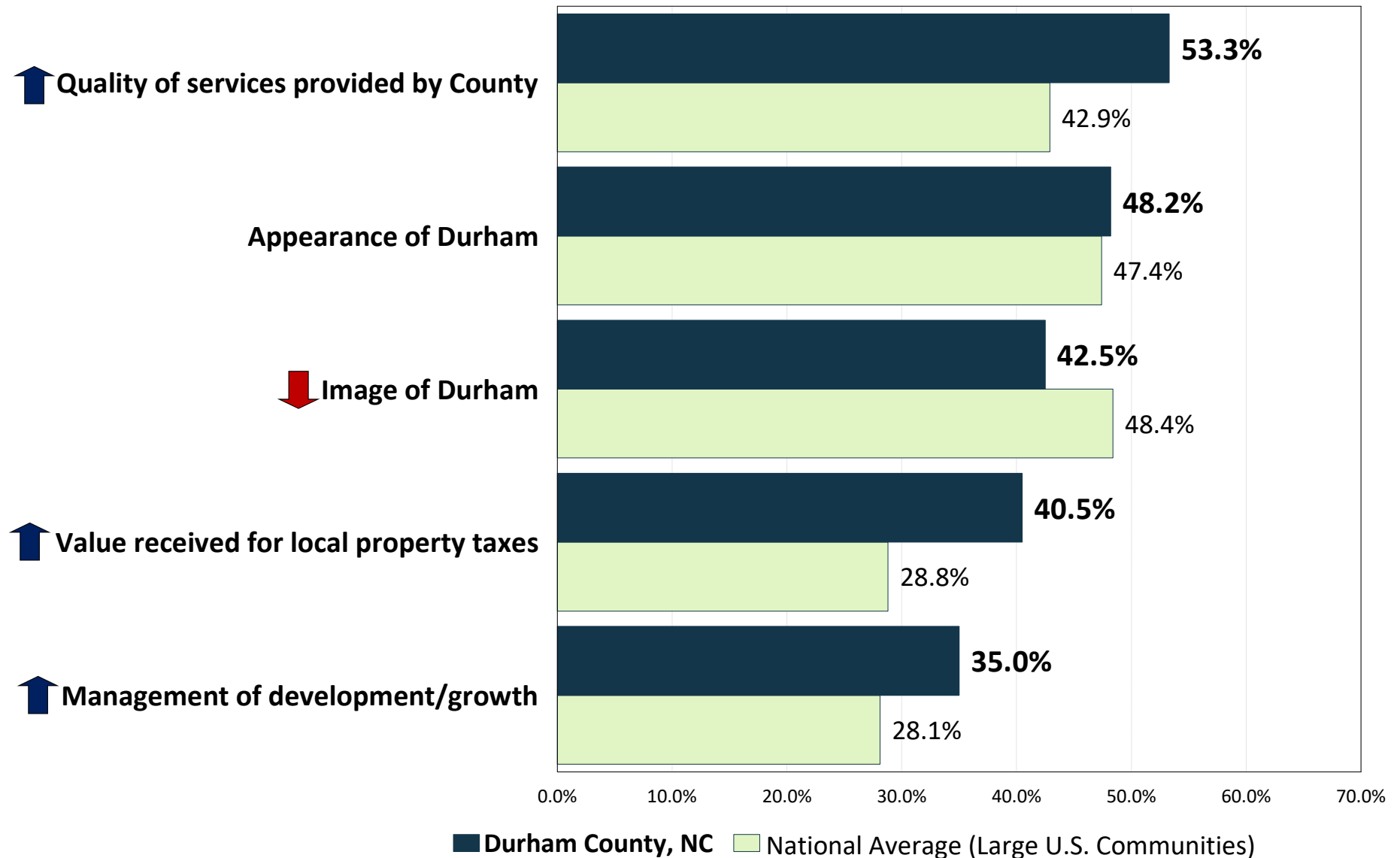
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Benchmarks: Durham County v. National Average (Large U.S. Communities)

Perceptions of the Community

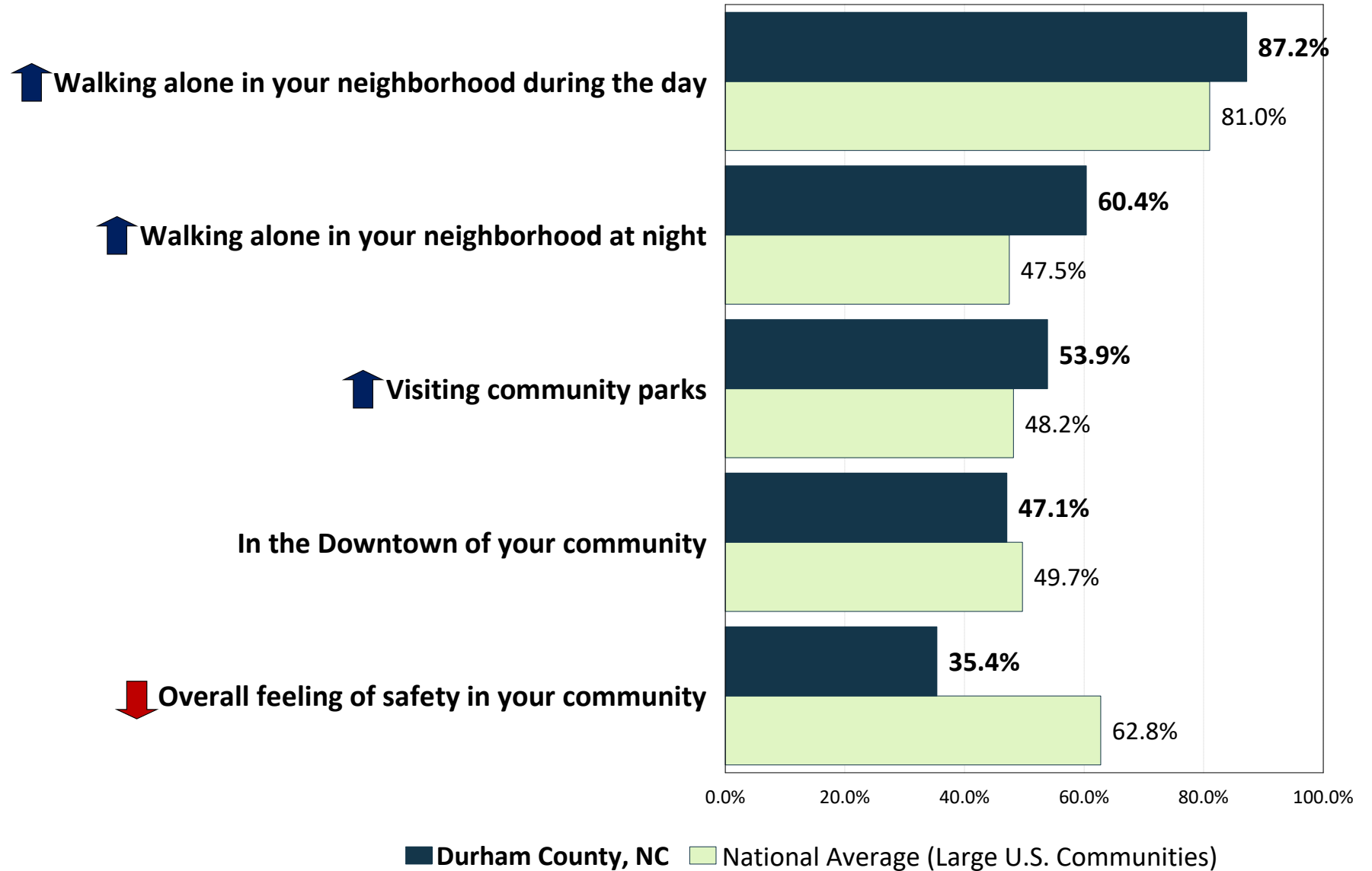
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Benchmarks: Durham County v. National Average (Large U.S. Communities)

Public Safety in the Community

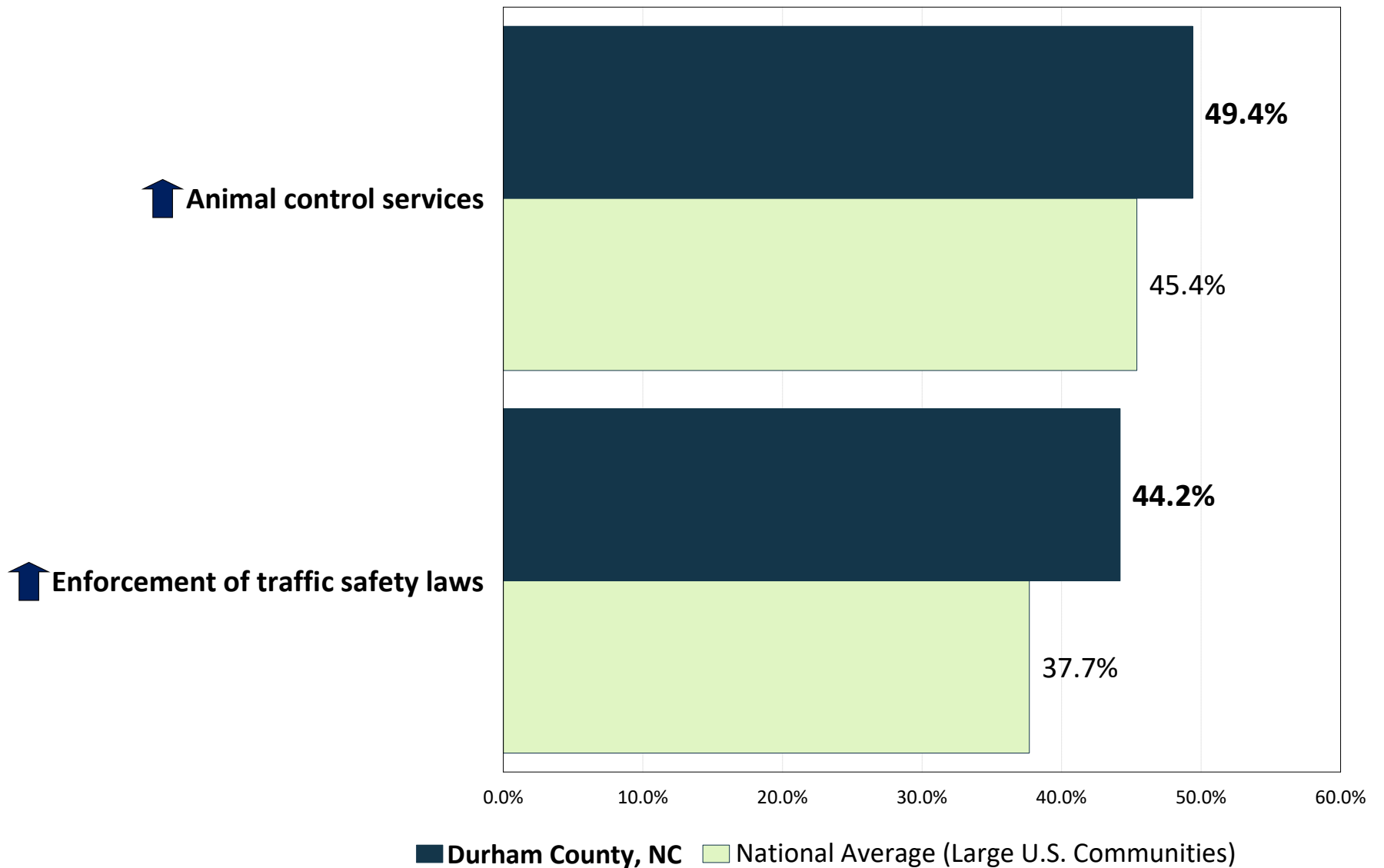
by the sum percentage of respondents that were either *very safe* or *safe* with the service
(excluding *N/A* responses)



Benchmarks: Durham County v. National Average (Large U.S. Communities)

Law Enforcement/Criminal Justice Services

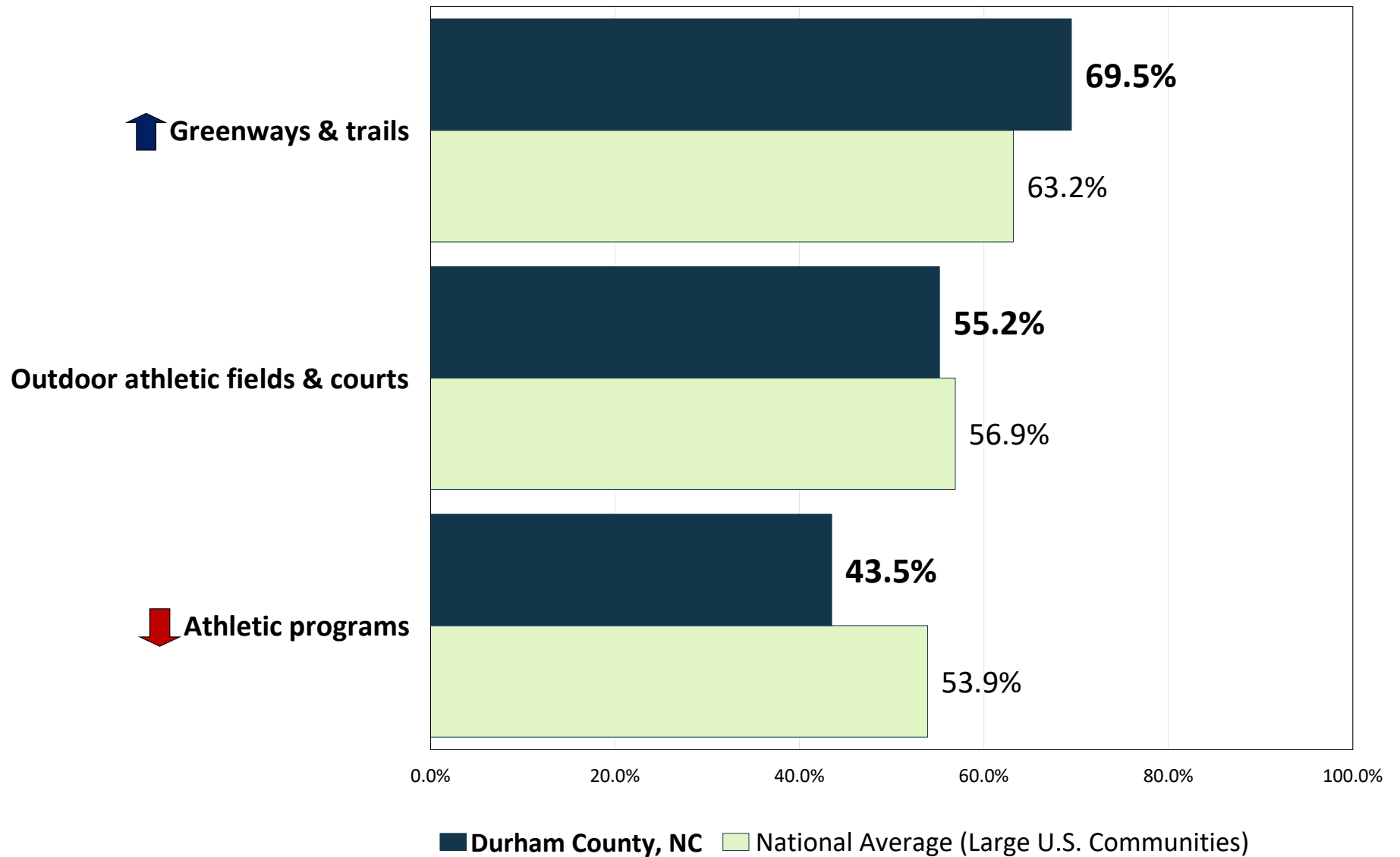
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Benchmarks: Durham County v. National Average (Large U.S. Communities)

Parks, Recreation, & Open Space

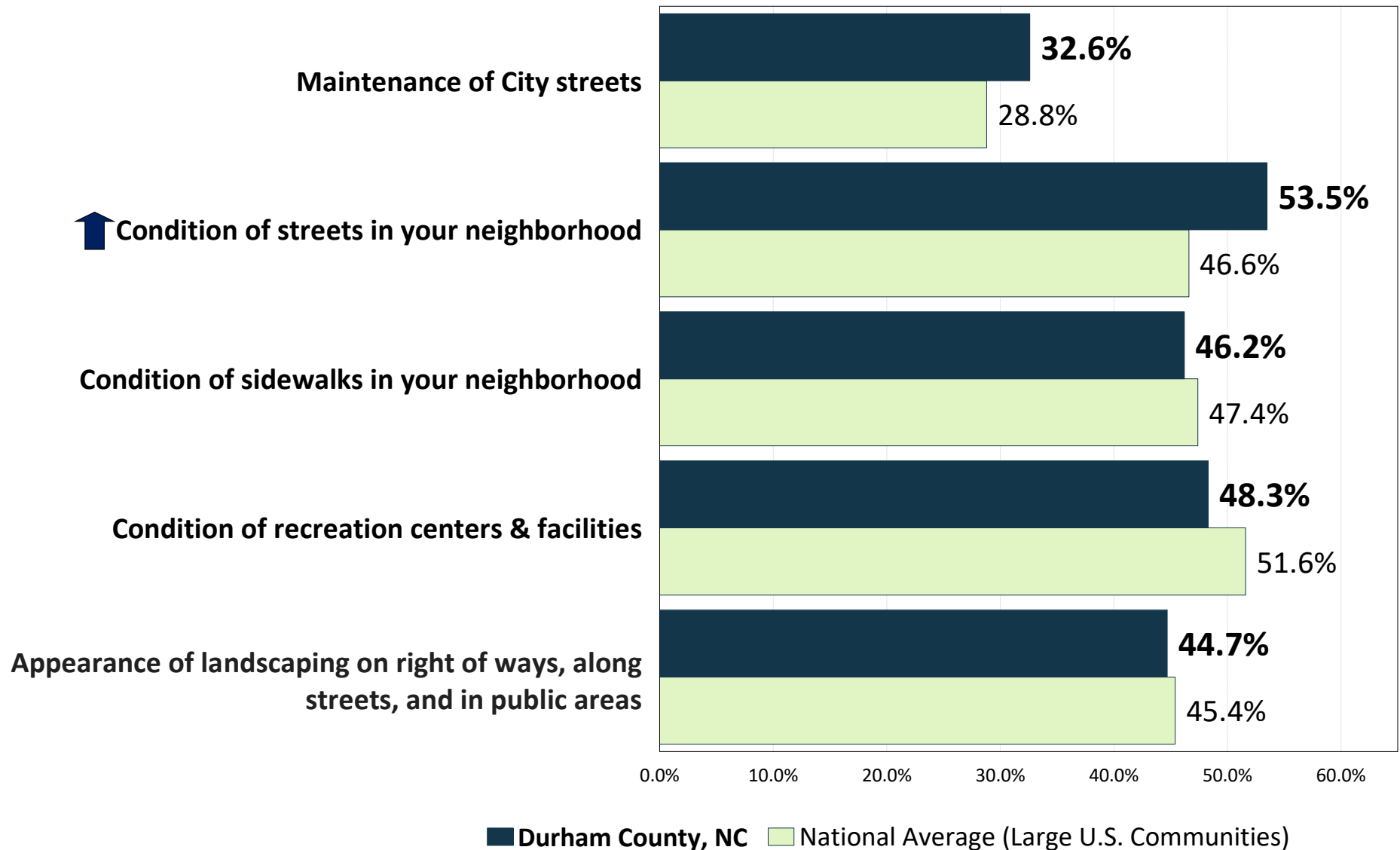
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Benchmarks: Durham County v. National Average (Large U.S. Communities)

Maintenance Services

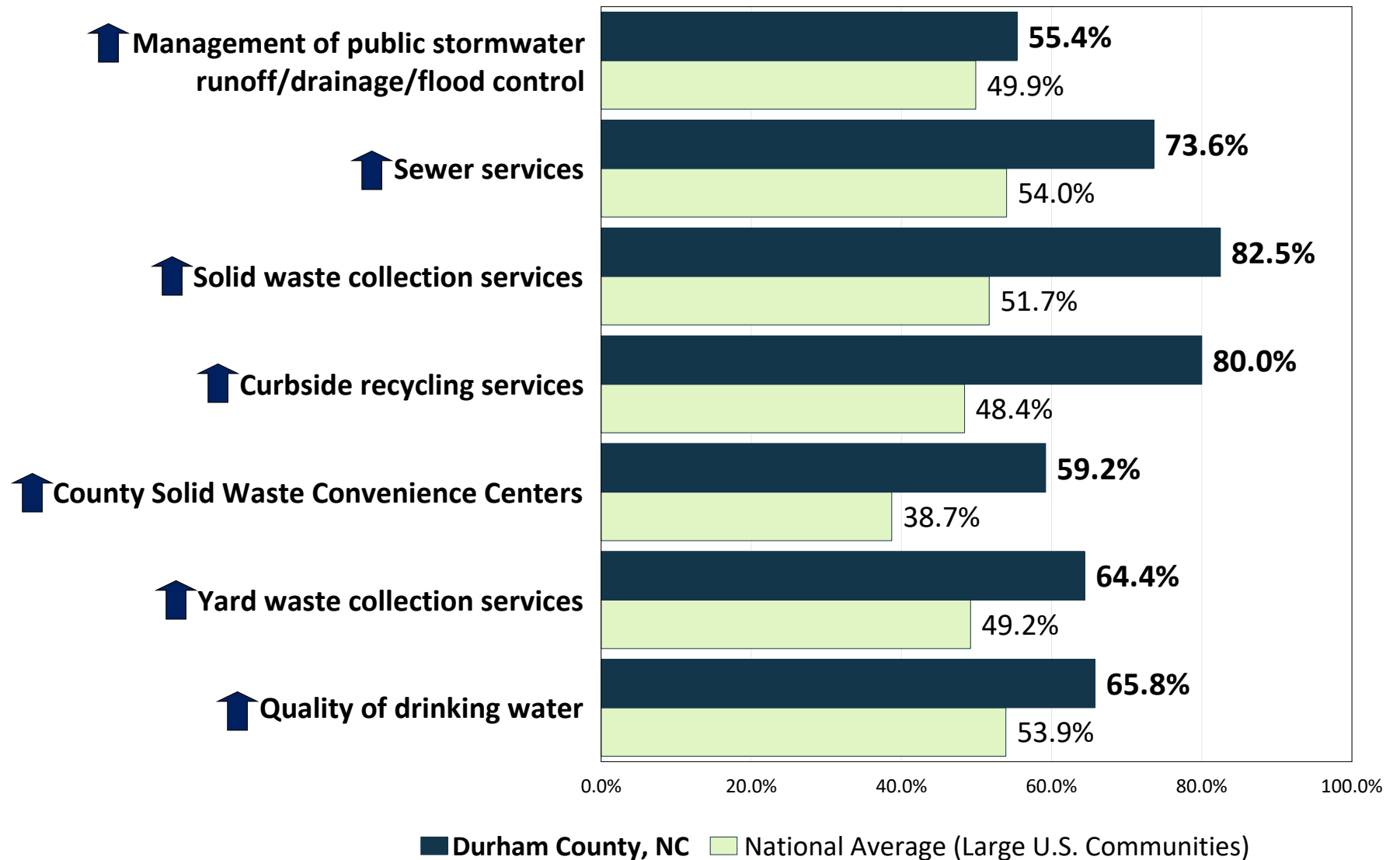
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Benchmarks: Durham County v. National Average (Large U.S. Communities)

Solid Waste & Utility Services

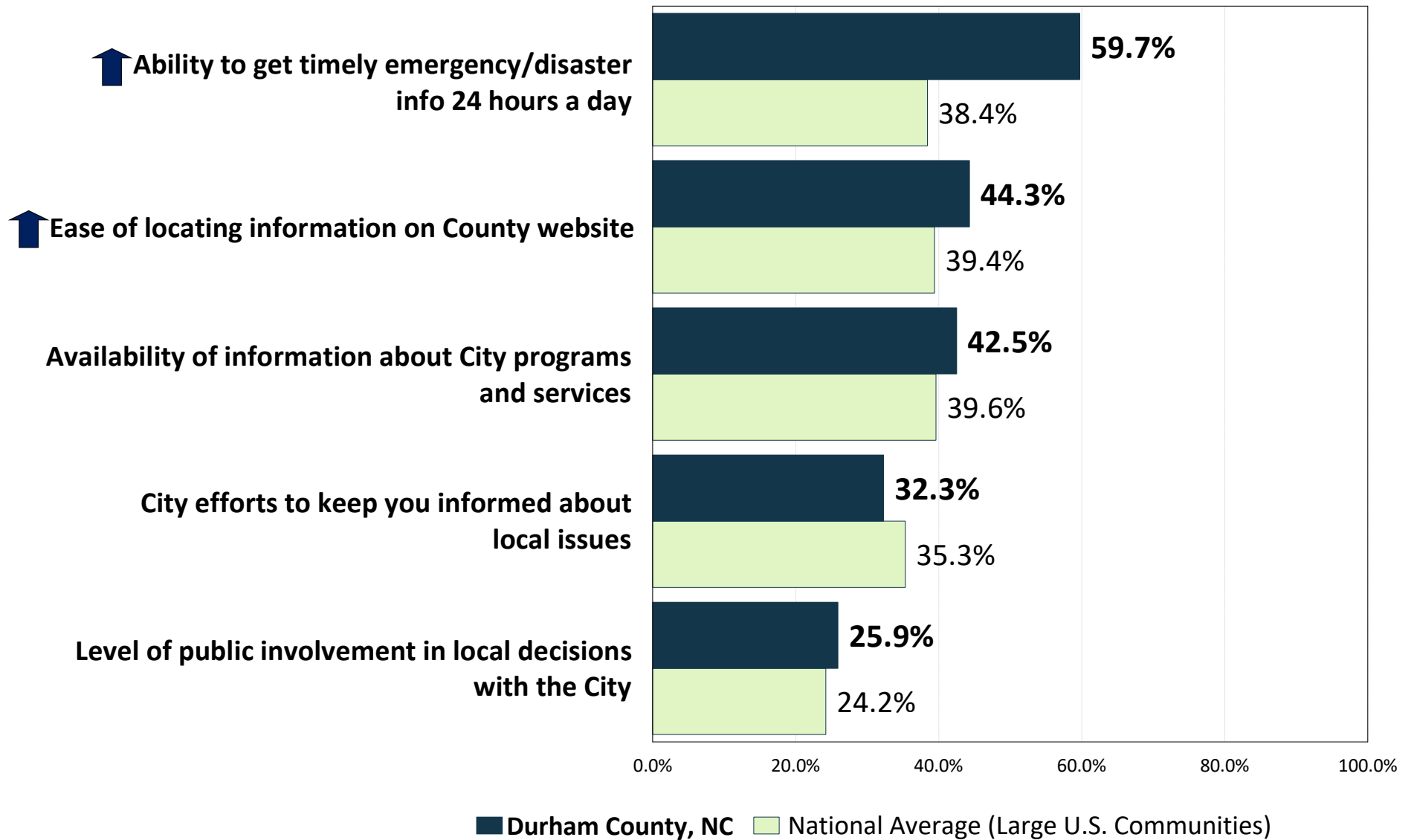
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Benchmarks: Durham County v. National Average (Large U.S. Communities)

Communication Services

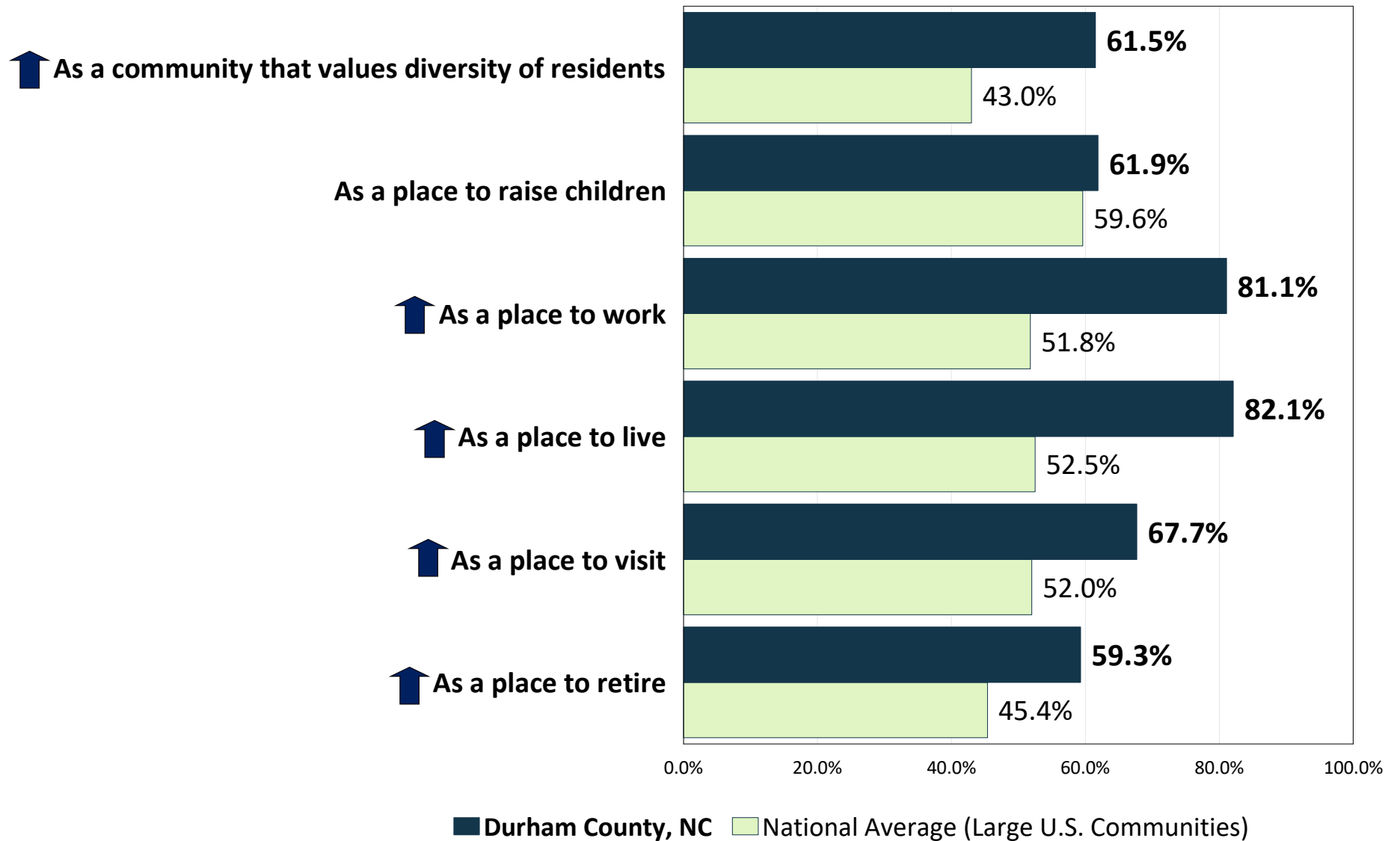
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)



Benchmarks: Durham County v. National Average (Large U.S. Communities)

Overall Ratings of the Community

by the sum percentage of respondents that gave a rating of either *excellent* or *good*
(excluding *N/A* responses)



Comparison to a Range of Performance

Performance ranges were compiled using surveys from 20 high performing communities where ETC Institute has administered a DirectionFinder[®] Survey.

Benchmark comparisons on the following pages include both City and County Services.

Benchmarking Communities

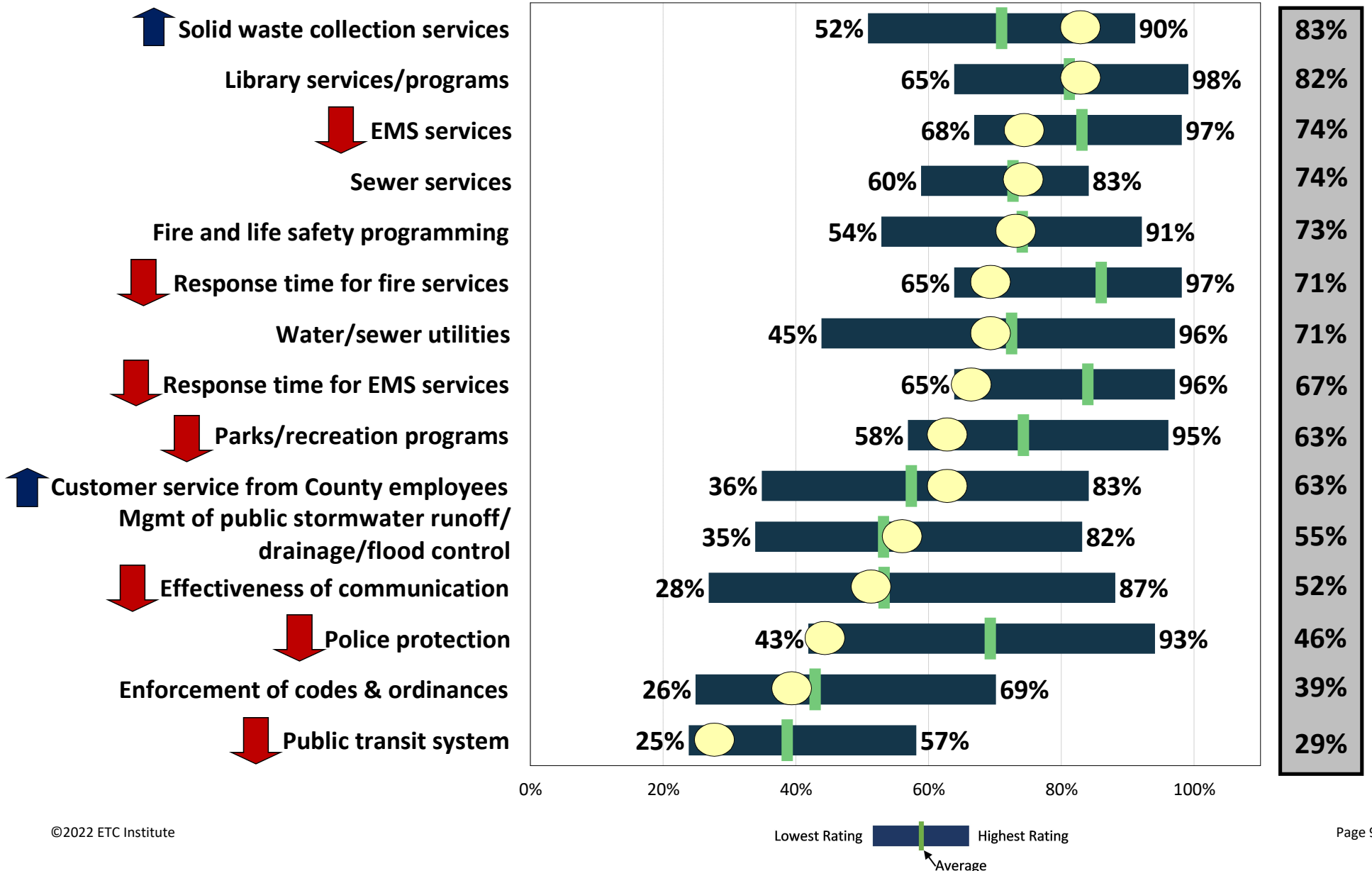
- Austin, TX
- Bucks County, PA
- Buncombe County, NC
- Dallas, TX
- El Paso, TX
- Forsyth County, NC
- Fort Worth, TX
- Henderson, NV
- Johnson County, KS
- Kansas City, MO
- Las Vegas, NV
- Mecklenburg County, NC
- Miami, FL
- Nashville, TN
- Oklahoma City, OK
- Plano, TX
- Raleigh, NC
- San Antonio, TX
- San Diego, CA
- Winston-Salem, NC

Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Major Categories of Services Provided by the City & County

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)

● Durham County, NC



Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Law Enforcement/Criminal Justice Services Provided by the City & County

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)

● Durham County, NC

↓ Animal control services

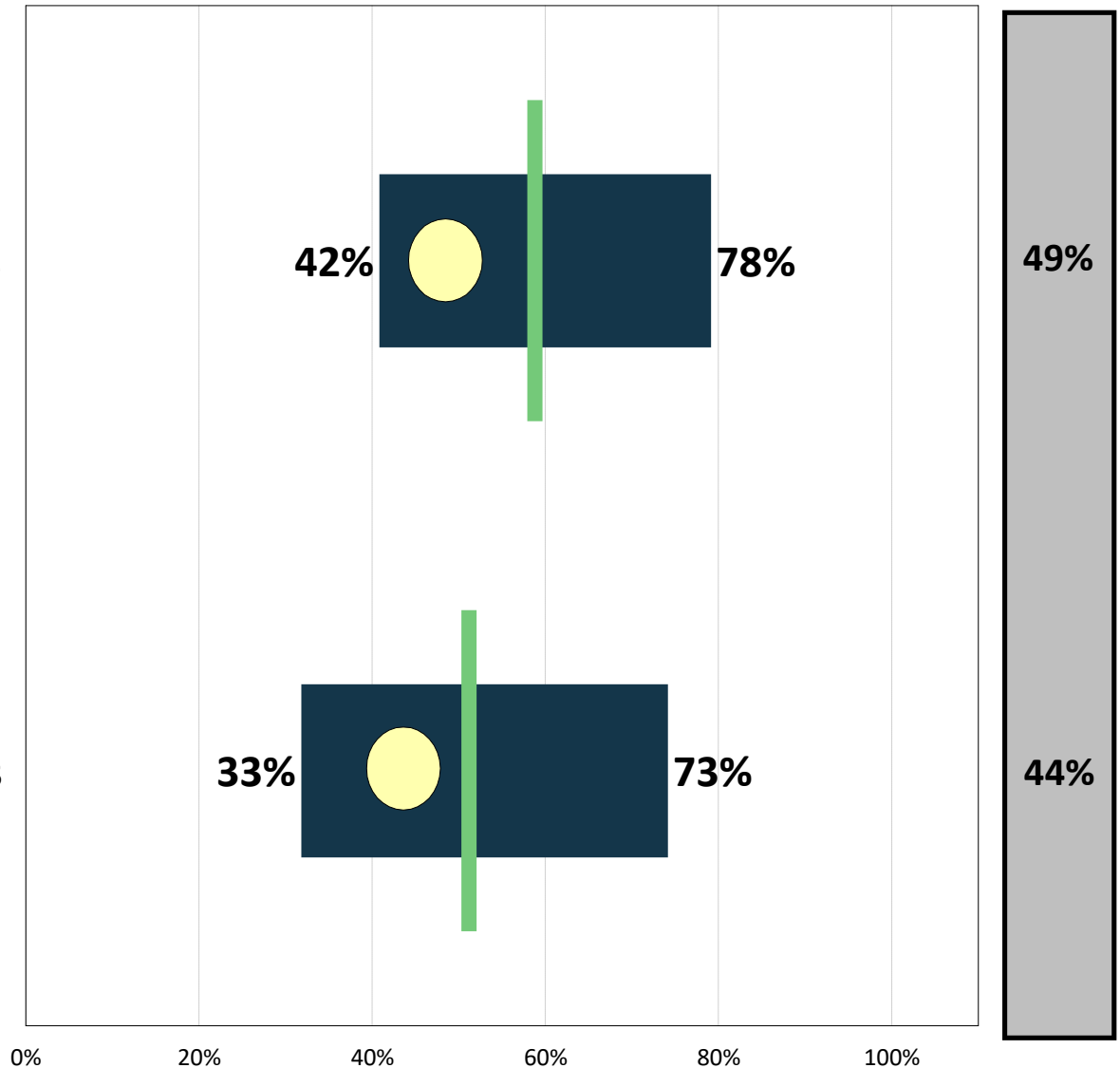
42% 78%

49%

↓ Enforcement of traffic safety laws

33% 73%

44%



Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Public Safety Services Provided by the City & County

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)

● Durham County, NC

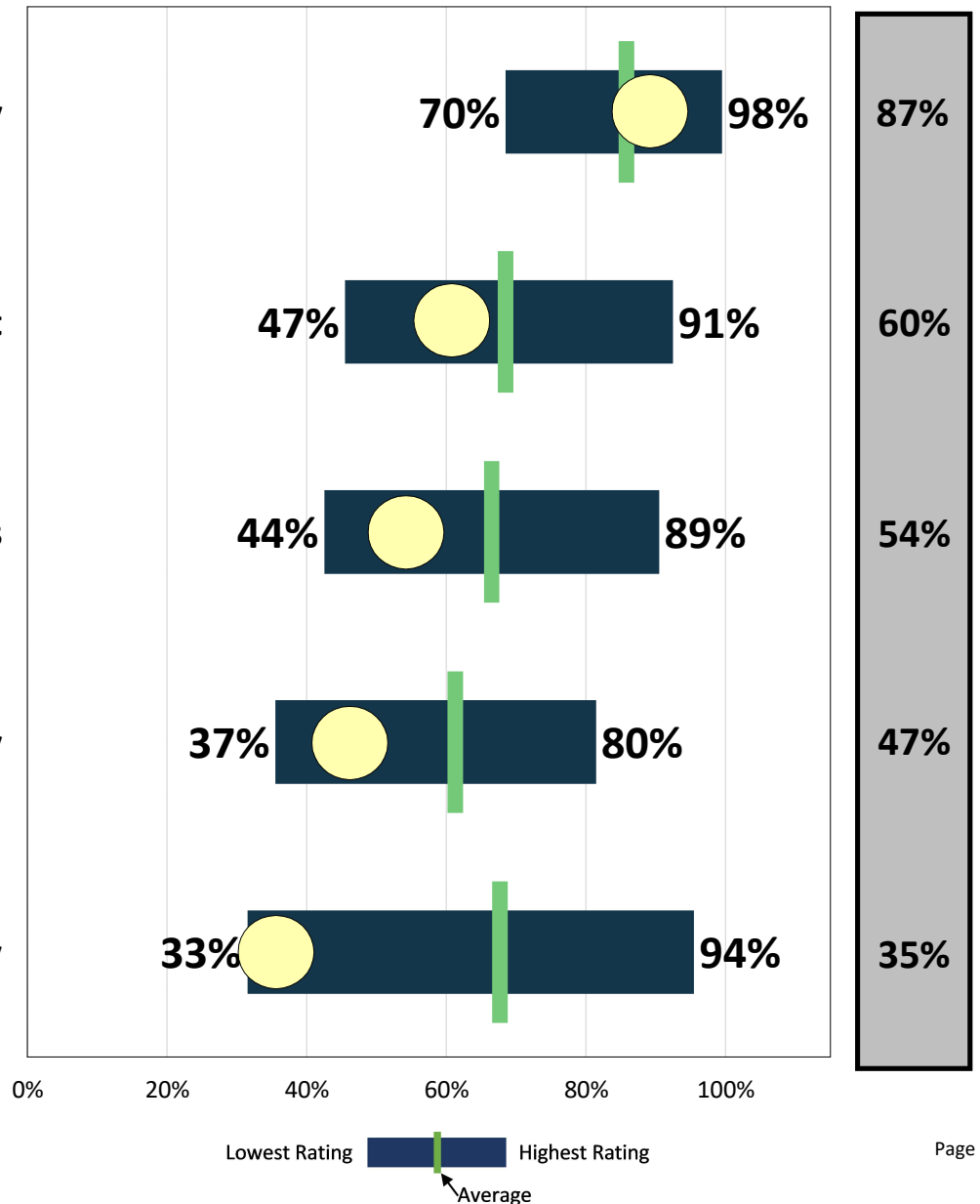
Walking alone in your neighborhood during the day

↓ Walking alone in your neighborhood at night

↓ Visiting community parks

↓ In the Downtown of your community

↓ Overall feeling of safety in your community



Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Maintenance Services Provided by the City & County

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)

● Durham County, NC

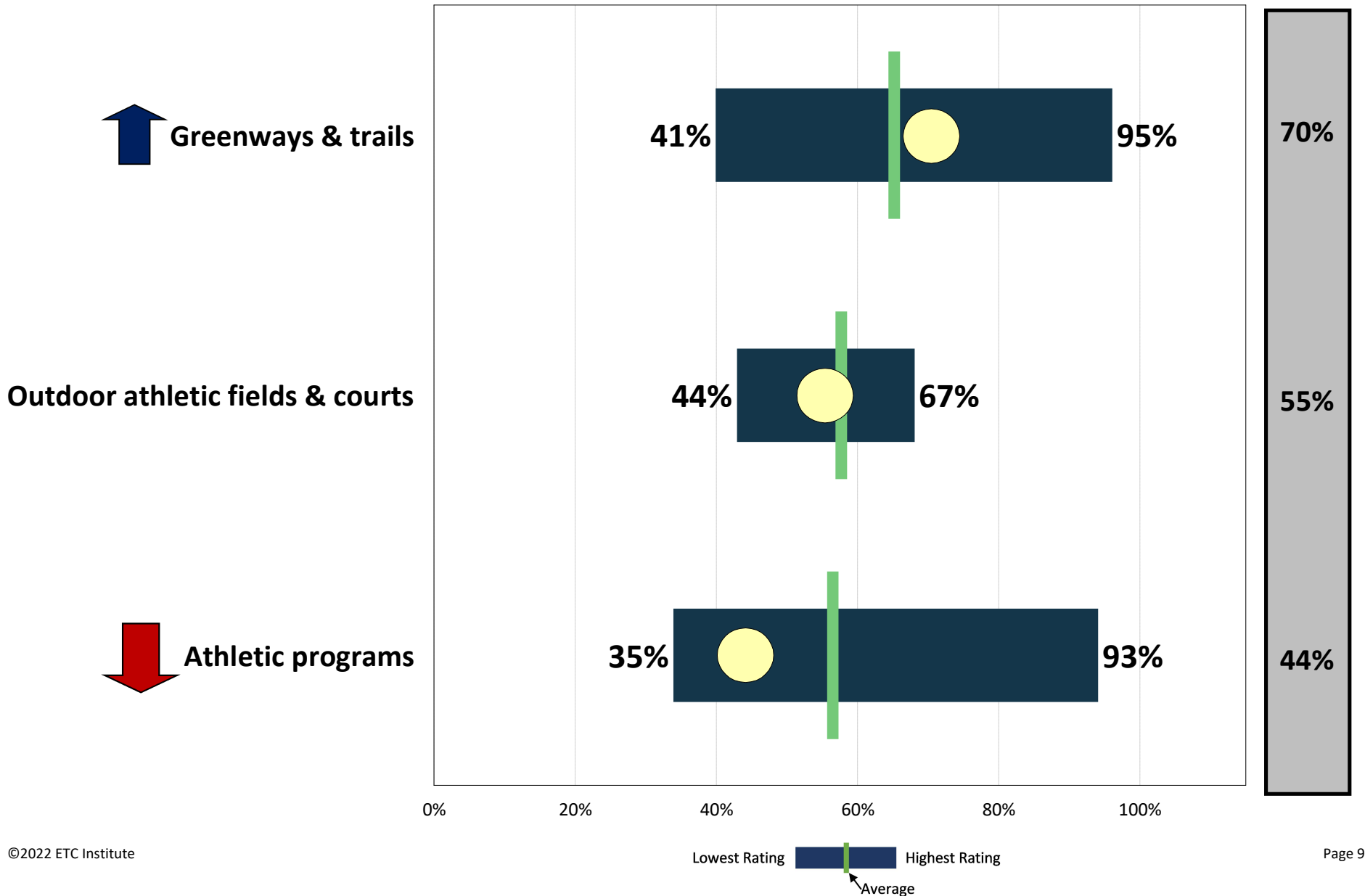


Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Parks & Recreation Services Provided by the City & County

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)

● Durham County, NC

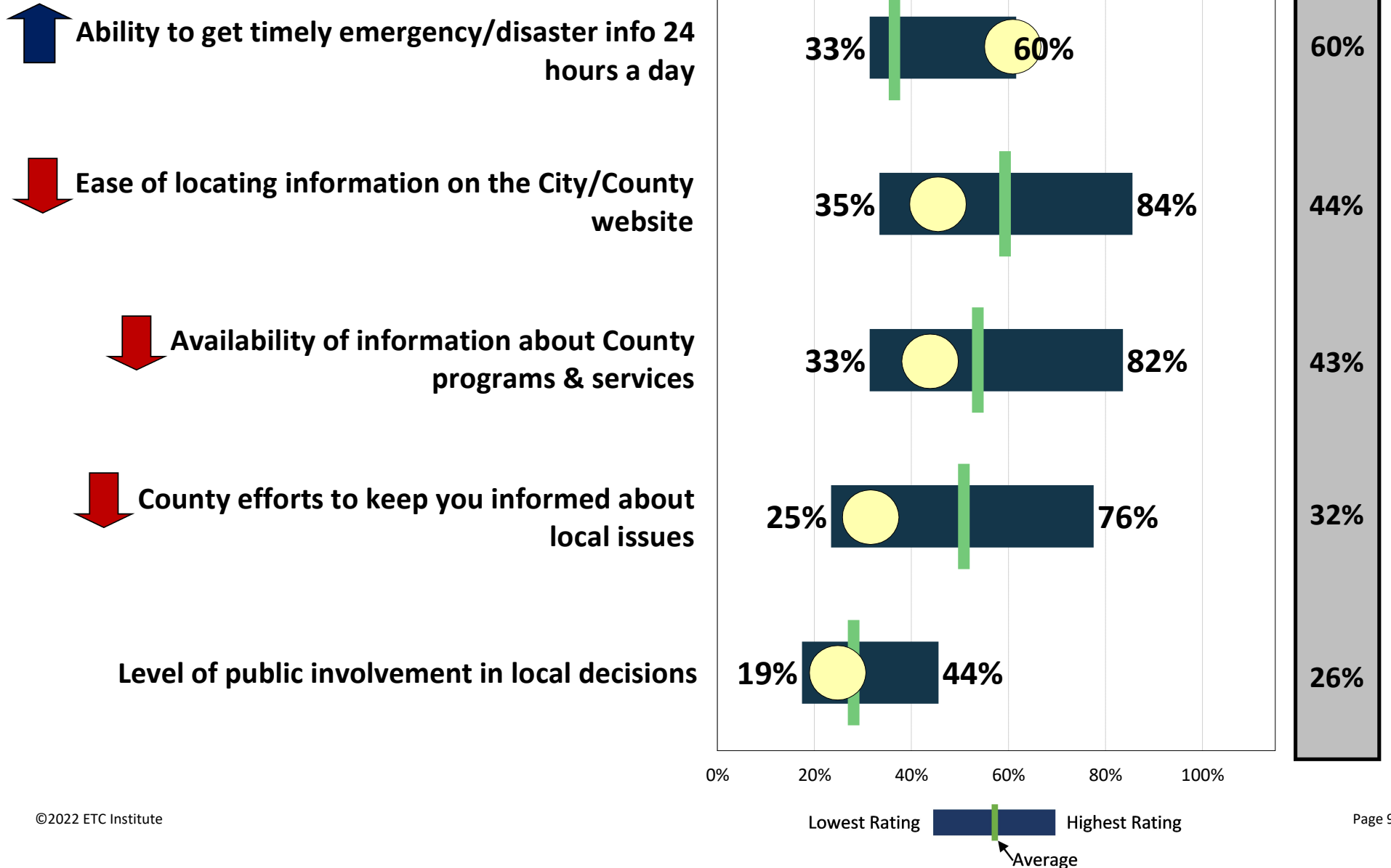


Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Communication Services Provided by the City & County

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *N/A* responses)

● Durham County, NC

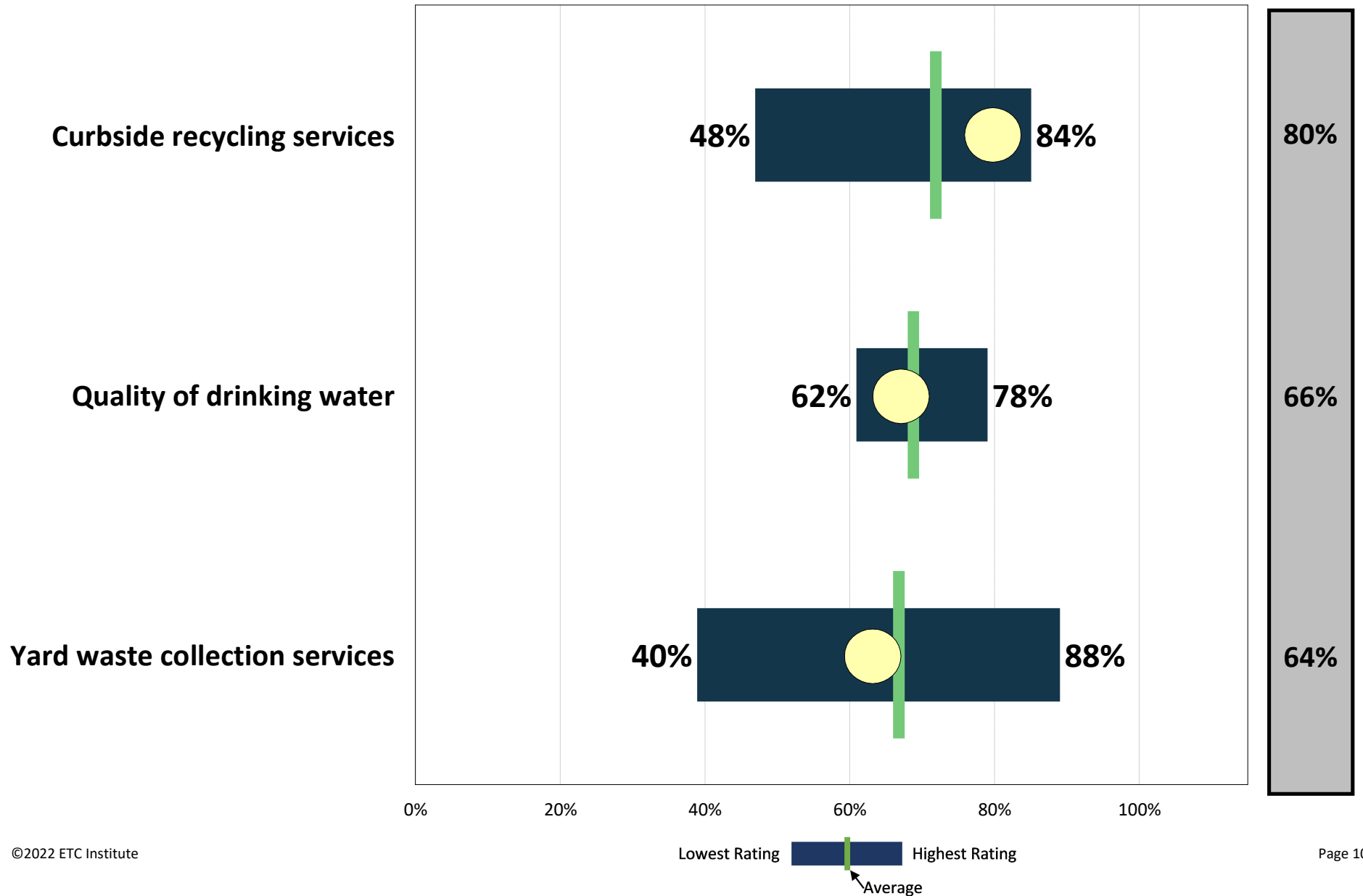


Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Solid Waste & Utility Services Provided by the City & County

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)

● Durham County, NC

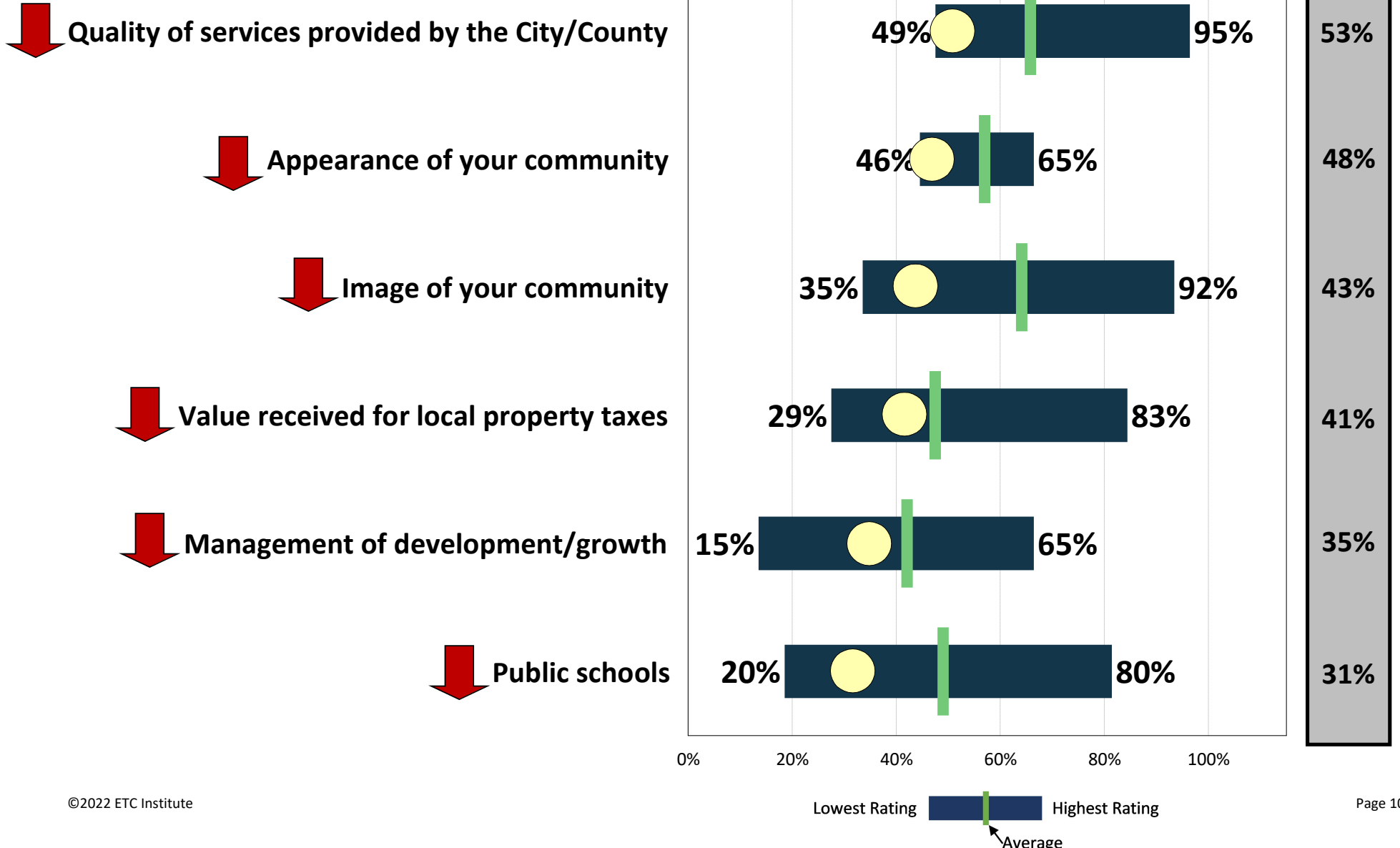


Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Items That Could Influence Perceptions of the Community

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service
(excluding *N/A* responses)

● Durham County, NC

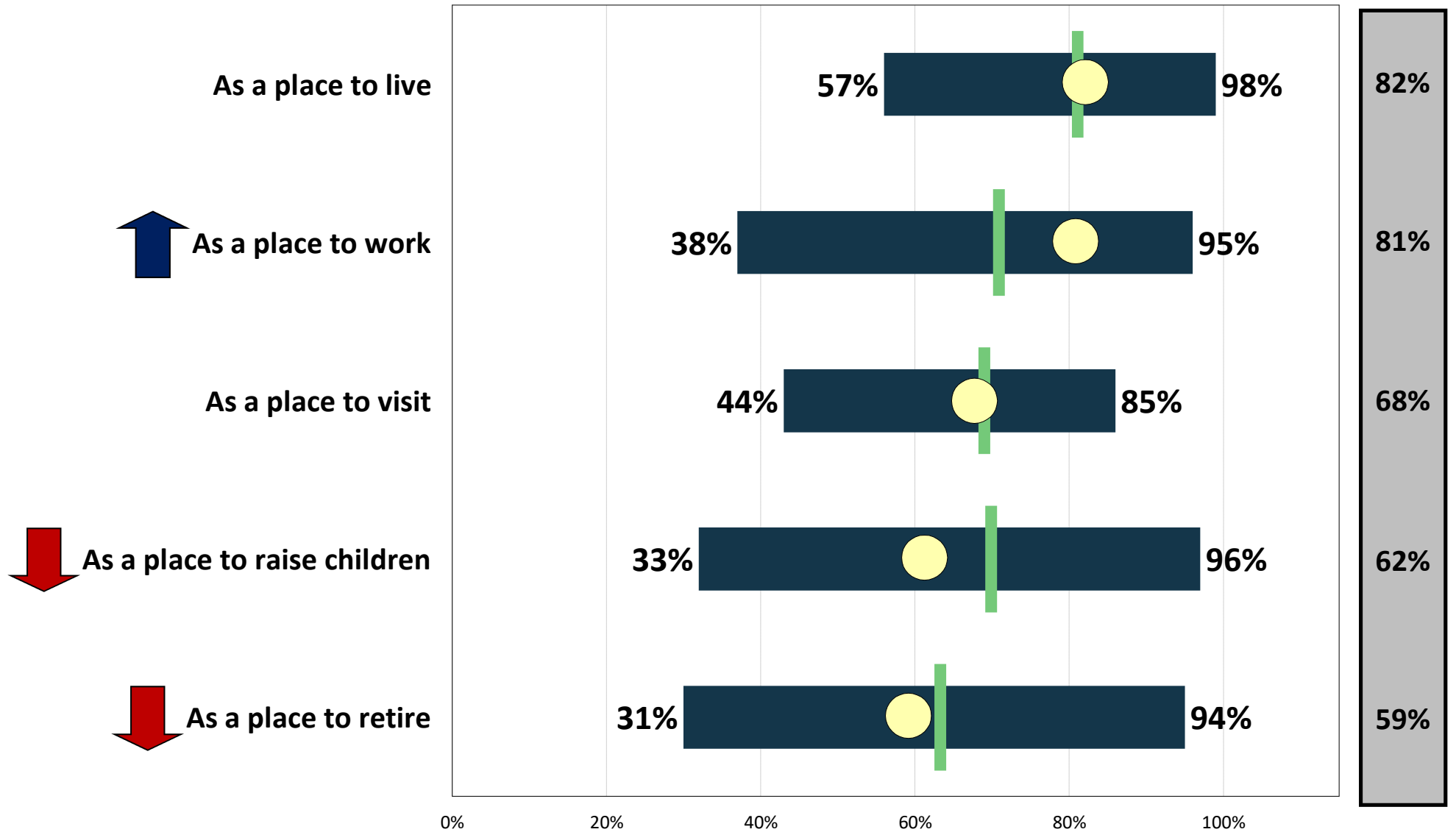


Performance Ranges: Durham County v. DirectionFinder® Communities (pop. 250K<)

Items That Could Influence Perceptions of the Community

by the sum percentage of respondents that gave either an *excellent* or *good* rating
(excluding *N/A* responses)

● Durham County, NC



Section 5: Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, County officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall resident 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.

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

Example of the Calculation

Respondents were asked to identify major categories of services provided by the County that they think are most important for the County to provide. Fifty-seven percent (57.0%) of respondents selected the *quality of police protection*, as one of the most important major services for the County to provide.

Importance-Satisfaction Analysis (Continued)

Regarding satisfaction, 45.7% of respondents rated the County's overall performance regarding the *quality of police protection*, 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 police protection*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 57.0% was multiplied by 54.3% (1-0.457). This calculation yielded an I-S rating of 0.3084 which ranked first out of the twenty-four (24) services, provided by the City and County, that were analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two 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 two or 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.

2021 Durham County Resident Survey

Importance-Satisfaction Analysis Ratings

Major Categories of City & 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 (I-S > 0.20)						
Police protection	57%	1	46%	15	0.3084	1
Quality of public schools	37%	2	31%	23	0.2539	2
Maintenance of City streets	36%	3	33%	22	0.2406	3
Medium Priority (I-S < 0.10)						
Sheriff protection	18%	4	47%	13	0.0933	4
Public transit system (GoDurham)	12%	7	29%	24	0.0850	5
Pedestrian facilities	13%	6	39%	20	0.0794	6
Ease of travel within Durham	13%	5	45%	16	0.0733	7
Bicycle facilities	11%	8	39%	21	0.0677	8
Durham County Department of Social Services	9%	10	42%	17	0.0503	9
Enforcement of codes & ordinances	8%	11	39%	19	0.0476	10
Public health services	10%	9	55%	10	0.0456	11
Effectiveness of communication with the public	6%	15	52%	11	0.0291	12
Parks & recreation programs	7%	13	63%	8	0.0253	13
Response time for EMS services	7%	14	67%	6	0.0212	14
Fire & life safety programming	8%	12	73%	3	0.0206	15
Tax administration services	3%	19	46%	14	0.0162	16
Water & sewer utilities	5%	16	71%	5	0.0159	17
Response time for fire services	4%	18	71%	4	0.0121	18
EMS services	4%	17	74%	2	0.0115	19
Quality of charter schools	2%	23	39%	18	0.0091	20
Customer service you receive from City employees	2%	20	65%	7	0.0081	21
Customer service you receive from County employees	2%	22	63%	9	0.0070	22
Library services & programs	2%	21	82%	1	0.0037	23
Quality of private schools	0%	24	50%	12	0.0015	24

*County services highlighted in light blue

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

Most Important %:

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

2021 Durham County Resident Survey

Importance-Satisfaction Analysis Ratings

Maintenance 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 (I-S > 0.20)						
Condition of public school facilities	47%	1	26%	12	0.3444	1
High Priority (I-S = 0.10-0.20)						
Condition of streets neighborhood streets	43%	2	54%	4	0.1986	2
Condition of parking	27%	4	38%	9	0.1650	3
Condition of neighborhood sidewalks	30%	3	46%	6	0.1614	4
Appearance of landscaping on right of ways, along streets, & in public areas	27%	5	45%	7	0.1471	5
Appearance of major entryways to Downtown Durham	23%	6	44%	8	0.1288	6
Condition of bicycle facilities	19%	8	35%	11	0.1234	7
Medium Priority (I-S < 0.10)						
Condition of parks & open space	20%	7	58%	2	0.0863	8
Condition of recreation centers & facilities	13%	9	48%	5	0.0662	9
Condition of trails & greenways	13%	10	63%	1	0.0473	10
Condition of aquatic facilities	6%	11	36%	10	0.0366	11
Condition of public art	4%	12	58%	3	0.0153	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 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 6: 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=947)

	Very satisfied	Satisfied	Neutral	Dissatis- fied	Very dissatis- fied	N/A
Q1-1. Overall quality of police protection	8.7%	33.6%	30.8%	13.8%	5.7%	7.4%
Q1-2. Overall quality of sheriff protection	9.6%	30.2%	32.0%	8.6%	5.0%	14.7%
Q1-3. Overall quality of fire & life safety programming	19.4%	43.4%	19.7%	2.6%	0.5%	14.3%
Q1-4. Response time for fire services	17.0%	27.8%	16.8%	1.3%	0.5%	36.6%
Q1-5. Overall quality of EMS services	20.3%	31.9%	16.1%	1.9%	0.6%	29.3%
Q1-6. Response time for EMS services	17.2%	28.1%	17.7%	3.5%	0.7%	32.7%
Q1-7. Overall maintenance of City streets	3.6%	28.4%	22.4%	29.6%	14.3%	1.8%
Q1-8. Overall ease of travel within Durham	4.9%	39.4%	28.8%	20.5%	4.9%	1.6%
Q1-9. Overall quality of public transit system (GoDurham)	3.4%	11.5%	21.2%	11.3%	4.8%	47.8%
Q1-10. Overall quality of bicycle facilities (e.g., bike lanes, paths, trails, intersection design & signage)	4.5%	25.1%	22.6%	18.3%	6.5%	22.9%
Q1-11. Overall quality of pedestrian facilities (e.g., sidewalks)	5.0%	31.6%	25.4%	22.7%	9.4%	5.9%
Q1-12. Overall quality of water & sewer utilities	16.2%	49.4%	18.2%	7.2%	2.1%	7.0%
Q1-13. Overall enforcement of codes & ordinances	5.5%	28.5%	33.8%	13.5%	5.8%	12.9%
Q1-14. Overall quality of customer service you receive from City employees	15.6%	41.9%	22.5%	5.9%	3.0%	11.1%
Q1-15. Overall quality of customer service you receive from County employees	13.8%	37.7%	23.7%	5.1%	1.3%	18.5%
Q1-16. Overall effectiveness of communication with the public	9.1%	40.8%	30.8%	11.8%	2.6%	4.9%
Q1-17. Overall quality of parks & recreation programs	14.1%	42.7%	22.8%	7.9%	2.0%	10.5%

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	Dissatisf- ied	Very dissatisfi- ed	N/A
Q1-18. Overall quality of library services & programs	32.7%	40.3%	12.8%	2.3%	0.6%	11.2%
Q1-19. Overall quality of services provided by Durham County Department of Social Services	5.1%	17.0%	22.1%	5.2%	3.1%	47.6%
Q1-20. Overall quality of public health services	9.1%	29.4%	23.2%	6.2%	2.2%	29.9%
Q1-21. Overall quality of tax administration services	6.2%	31.7%	32.8%	7.4%	4.1%	17.7%
Q1-22. Overall quality of public schools	3.5%	19.1%	22.4%	19.2%	8.1%	27.7%
Q1-23. Overall quality of charter schools	4.1%	14.5%	20.0%	5.3%	3.3%	52.9%
Q1-24. Overall quality of private schools	7.3%	14.3%	18.7%	1.3%	1.8%	56.7%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police protection	9.4%	36.3%	33.3%	14.9%	6.2%
Q1-2. Overall quality of sheriff protection	11.3%	35.4%	37.5%	10.0%	5.8%
Q1-3. Overall quality of fire & life safety programming	22.7%	50.6%	23.0%	3.1%	0.6%
Q1-4. Response time for fire services	26.8%	43.8%	26.5%	2.0%	0.8%
Q1-5. Overall quality of EMS services	28.7%	45.1%	22.7%	2.7%	0.9%
Q1-6. Response time for EMS services	25.6%	41.8%	26.4%	5.2%	1.1%
Q1-7. Overall maintenance of City streets	3.7%	28.9%	22.8%	30.1%	14.5%
Q1-8. Overall ease of travel within Durham	4.9%	40.0%	29.3%	20.8%	4.9%
Q1-9. Overall quality of public transit system (GoDurham)	6.5%	22.1%	40.7%	21.7%	9.1%
Q1-10. Overall quality of bicycle facilities (e.g., bike lanes, paths, trails, intersection design & signage)	5.9%	32.6%	29.3%	23.7%	8.5%
Q1-11. Overall quality of pedestrian facilities (e.g., sidewalks)	5.3%	33.6%	27.0%	24.1%	10.0%
Q1-12. Overall quality of water & sewer utilities	17.4%	53.1%	19.5%	7.7%	2.3%
Q1-13. Overall enforcement of codes & ordinances	6.3%	32.7%	38.8%	15.5%	6.7%
Q1-14. Overall quality of customer service you receive from City employees	17.6%	47.1%	25.3%	6.7%	3.3%
Q1-15. Overall quality of customer service you receive from County employees	17.0%	46.2%	29.0%	6.2%	1.6%
Q1-16. Overall effectiveness of communication with the public	9.5%	42.8%	32.4%	12.4%	2.8%
Q1-17. Overall quality of parks & recreation programs	15.8%	47.6%	25.5%	8.8%	2.2%
Q1-18. Overall quality of library services & programs	36.9%	45.4%	14.4%	2.6%	0.7%

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
Q1-19. Overall quality of services provided by Durham County Department of Social Services	9.7%	32.5%	42.1%	9.9%	5.8%
Q1-20. Overall quality of public health services	13.0%	41.9%	33.1%	8.9%	3.2%
Q1-21. Overall quality of tax administration services	7.6%	38.5%	39.9%	9.0%	5.0%
Q1-22. Overall quality of public schools	4.8%	26.4%	30.9%	26.6%	11.2%
Q1-23. Overall quality of charter schools	8.7%	30.7%	42.4%	11.2%	7.0%
Q1-24. Overall quality of private schools	16.8%	32.9%	43.2%	2.9%	4.1%

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?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	369	39.0 %
Overall quality of sheriff protection	13	1.4 %
Overall quality of fire & life safety programming	10	1.1 %
Response time for fire services	7	0.7 %
Overall quality of EMS services	6	0.6 %
Response time for EMS services	10	1.1 %
Overall maintenance of City streets	107	11.3 %
Overall ease of travel within Durham	21	2.2 %
Overall quality of public transit system (GoDurham)	30	3.2 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	23	2.4 %
Overall quality of pedestrian facilities (e.g. sidewalks)	21	2.2 %
Overall quality of water & sewer utilities	6	0.6 %
Overall enforcement of codes & ordinances	12	1.3 %
Overall quality of customer service you receive from City employees	5	0.5 %
Overall quality of customer service you receive from County employees	4	0.4 %
Overall effectiveness of communication with the public	11	1.2 %
Overall quality of parks & recreation programs	3	0.3 %
Overall quality of library services & programs	1	0.1 %
Overall quality of services provided by Durham County Department of Social Services	18	1.9 %
Overall quality of public health services	27	2.9 %
Overall quality of tax administration services	5	0.5 %
Overall quality of public schools	170	18.0 %
Overall quality of charter schools	3	0.3 %
Overall quality of private schools	2	0.2 %
None chosen	63	6.7 %
Total	947	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?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	112	11.8 %
Overall quality of sheriff protection	126	13.3 %
Overall quality of fire & life safety programming	20	2.1 %
Response time for fire services	17	1.8 %
Overall quality of EMS services	16	1.7 %
Response time for EMS services	26	2.7 %
Overall maintenance of City streets	113	11.9 %
Overall ease of travel within Durham	53	5.6 %
Overall quality of public transit system (GoDurham)	36	3.8 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	31	3.3 %
Overall quality of pedestrian facilities (e.g. sidewalks)	47	5.0 %
Overall quality of water & sewer utilities	19	2.0 %
Overall enforcement of codes & ordinances	28	3.0 %
Overall quality of customer service you receive from City employees	9	1.0 %
Overall quality of customer service you receive from County employees	9	1.0 %
Overall effectiveness of communication with the public	13	1.4 %
Overall quality of parks & recreation programs	25	2.6 %
Overall quality of library services & programs	9	1.0 %
Overall quality of services provided by Durham County Department of Social Services	25	2.6 %
Overall quality of public health services	37	3.9 %
Overall quality of tax administration services	8	0.8 %
Overall quality of public schools	86	9.1 %
Overall quality of charter schools	7	0.7 %
None chosen	75	7.9 %
Total	947	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?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	57	6.0 %
Overall quality of sheriff protection	27	2.9 %
Overall quality of fire & life safety programming	43	4.5 %
Response time for fire services	15	1.6 %
Overall quality of EMS services	20	2.1 %
Response time for EMS services	26	2.7 %
Overall maintenance of City streets	118	12.5 %
Overall ease of travel within Durham	52	5.5 %
Overall quality of public transit system (GoDurham)	47	5.0 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	50	5.3 %
Overall quality of pedestrian facilities (e.g. sidewalks)	55	5.8 %
Overall quality of water & sewer utilities	26	2.7 %
Overall enforcement of codes & ordinances	34	3.6 %
Overall quality of customer service you receive from City employees	8	0.8 %
Overall quality of customer service you receive from County employees	5	0.5 %
Overall effectiveness of communication with the public	34	3.6 %
Overall quality of parks & recreation programs	37	3.9 %
Overall quality of library services & programs	10	1.1 %
Overall quality of services provided by Durham County Department of Social Services	39	4.1 %
Overall quality of public health services	32	3.4 %
Overall quality of tax administration services	15	1.6 %
Overall quality of public schools	93	9.8 %
Overall quality of charter schools	4	0.4 %
Overall quality of private schools	1	0.1 %
None chosen	99	10.5 %
Total	947	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	538	56.8 %
Overall quality of sheriff protection	166	17.5 %
Overall quality of fire & life safety programming	73	7.7 %
Response time for fire services	39	4.1 %
Overall quality of EMS services	42	4.4 %
Response time for EMS services	62	6.5 %
Overall maintenance of City streets	338	35.7 %
Overall ease of travel within Durham	126	13.3 %
Overall quality of public transit system (GoDurham)	113	11.9 %
Overall quality of bicycle facilities (e.g. bike lanes, paths, trails, intersection design & signage)	104	11.0 %
Overall quality of pedestrian facilities (e.g. sidewalks)	123	13.0 %
Overall quality of water & sewer utilities	51	5.4 %
Overall enforcement of codes & ordinances	74	7.8 %
Overall quality of customer service you receive from City employees	22	2.3 %
Overall quality of customer service you receive from County employees	18	1.9 %
Overall effectiveness of communication with the public	58	6.1 %
Overall quality of parks & recreation programs	65	6.9 %
Overall quality of library services & programs	20	2.1 %
Overall quality of services provided by Durham County Department of Social Services	82	8.7 %
Overall quality of public health services	96	10.1 %
Overall quality of tax administration services	28	3.0 %
Overall quality of public schools	349	36.9 %
Overall quality of charter schools	14	1.5 %
Overall quality of private schools	3	0.3 %
None chosen	63	6.7 %
Total	2667	

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q3-1. Overall quality of services provided by City	6.3%	45.9%	30.9%	8.8%	1.5%	6.5%
Q3-2. Overall quality of services provided by County	5.4%	42.2%	32.9%	7.4%	1.3%	10.8%
Q3-3. Overall appearance of Durham	7.3%	39.6%	25.7%	20.1%	4.8%	2.6%
Q3-4. Overall management of development & growth	5.2%	28.4%	25.3%	27.7%	9.3%	4.1%
Q3-5. Overall image of Durham	7.2%	34.5%	24.0%	24.9%	7.5%	1.9%
Q3-6. Overall quality of life in Durham	11.5%	47.8%	23.5%	11.7%	3.0%	2.4%
Q3-7. Overall quality of life in your neighborhood	31.5%	46.5%	11.3%	6.4%	2.5%	1.8%
Q3-8. Overall value you receive for your local property taxes	5.4%	32.7%	28.1%	19.0%	8.9%	5.9%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	6.8%	49.2%	33.1%	9.4%	1.6%
Q3-2. Overall quality of services provided by County	6.0%	47.3%	36.9%	8.3%	1.4%
Q3-3. Overall appearance of Durham	7.5%	40.7%	26.4%	20.6%	4.9%
Q3-4. Overall management of development & growth	5.4%	29.6%	26.4%	28.9%	9.7%
Q3-5. Overall image of Durham	7.3%	35.2%	24.4%	25.4%	7.6%
Q3-6. Overall quality of life in Durham	11.8%	49.0%	24.1%	12.0%	3.0%
Q3-7. Overall quality of life in your neighborhood	32.0%	47.3%	11.5%	6.6%	2.6%
Q3-8. Overall value you receive for your local property taxes	5.7%	34.8%	29.9%	20.2%	9.4%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q4-1. City Government	20.5%	43.5%	17.3%	9.3%	4.8%	4.6%
Q4-2. County Government	15.8%	40.2%	20.1%	9.7%	4.8%	9.4%
Q4-3. State Government	16.9%	39.2%	17.6%	15.2%	7.7%	3.4%
Q4-4. Federal Government	9.1%	32.4%	20.4%	20.8%	13.4%	3.9%
Q4-5. Durham Public School System	6.8%	23.1%	20.8%	9.5%	5.9%	33.9%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. City Government	21.5%	45.6%	18.2%	9.7%	5.0%
Q4-2. County Government	17.5%	44.4%	22.1%	10.7%	5.2%
Q4-3. State Government	17.5%	40.5%	18.3%	15.7%	8.0%
Q4-4. Federal Government	9.5%	33.7%	21.2%	21.6%	14.0%
Q4-5. Durham Public School System	10.2%	35.0%	31.5%	14.4%	8.9%

Q5. Which of the following best describes the education status of the children in your household?

Q5. Which following best describes education status of the children in your household	Number	Percent
My children are enrolled in Durham public schools	127	13.4 %
My children are enrolled in a charter school in Durham County	36	3.8 %
My children are enrolled in a private school in Durham County	32	3.4 %
My children go to school outside of Durham County	22	2.3 %
My children went to or graduated from Durham public schools	202	21.3 %
My children went to or graduated from a charter school in Durham County	21	2.2 %
My children went to or graduated from a private school in Durham County	29	3.1 %
My children went to or graduated from a school outside of Durham County	26	2.7 %
My children are homeschooled	11	1.2 %
<u>This question does not apply to me</u>	<u>511</u>	<u>54.0 %</u>
Total	1017	

Q6. 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=947)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Q6-1. Manages the education budget well	1.4%	8.3%	14.4%	7.1%	3.6%	65.3%
Q6-2. Attracts high quality teachers	2.0%	8.9%	11.1%	10.2%	4.1%	63.7%
Q6-3. Is transparent about education-related decision making	2.0%	8.4%	11.5%	10.0%	3.9%	64.1%
Q6-4. Encourages community involvement in education-related decision making	1.7%	10.1%	12.8%	7.7%	3.8%	63.9%
Q6-5. Ensures quality education for students	1.6%	9.8%	10.6%	10.3%	4.6%	63.0%
Q6-6. Has effective leadership in K-12 education	2.2%	8.4%	13.2%	7.7%	4.0%	64.4%

WITHOUT N/A

Q6. 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=947)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q6-1. Manages the education budget well	4.0%	24.0%	41.3%	20.4%	10.3%
Q6-2. Attracts high quality teachers	5.5%	24.4%	30.5%	28.2%	11.3%
Q6-3. Is transparent about education-related decision making	5.6%	23.5%	32.1%	27.9%	10.9%
Q6-4. Encourages community involvement in education-related decision making	4.7%	28.1%	35.4%	21.3%	10.5%
Q6-5. Ensures quality education for students	4.3%	26.6%	28.6%	28.0%	12.6%
Q6-6. Has effective leadership in K-12 education	6.2%	23.7%	37.1%	21.7%	11.3%

Q7. 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=947)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	N/A
Q7-1. When walking alone in your neighborhood during the day	49.8%	35.1%	7.7%	3.7%	1.1%	2.6%
Q7-2. When walking alone in your neighborhood at night	19.6%	37.9%	16.9%	15.1%	5.8%	4.6%
Q7-3. In Downtown Durham	7.5%	36.1%	25.2%	17.4%	6.4%	7.3%
Q7-4. In Durham overall	3.0%	30.7%	35.0%	21.3%	5.2%	4.9%
Q7-5. When using City recreation centers	7.2%	28.0%	19.9%	7.3%	1.6%	36.1%
Q7-6. When visiting City parks	8.3%	37.2%	25.1%	11.2%	2.6%	15.5%
Q7-7. When engaging with law enforcement	18.1%	37.8%	22.2%	6.7%	3.7%	11.6%

WITHOUT N/A

Q7. 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=947)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. When walking alone in your neighborhood during the day	51.2%	36.0%	7.9%	3.8%	1.1%
Q7-2. When walking alone in your neighborhood at night	20.6%	39.8%	17.7%	15.8%	6.1%
Q7-3. In Downtown Durham	8.1%	39.0%	27.2%	18.8%	6.9%
Q7-4. In Durham overall	3.1%	32.3%	36.7%	22.4%	5.4%
Q7-5. When using City recreation centers	11.2%	43.8%	31.1%	11.4%	2.5%
Q7-6. When visiting City parks	9.9%	44.0%	29.8%	13.3%	3.1%
Q7-7. When engaging with law enforcement	20.4%	42.8%	25.1%	7.5%	4.2%

Q8. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

(N=947)

	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree	N/A
Q8-1. When a person is experiencing a mental health crisis	47.1%	24.4%	11.5%	5.6%	7.0%	4.4%
Q8-2. When a person is involved in a minor traffic accident involving damage to property only	41.0%	33.4%	10.9%	7.5%	4.1%	3.2%
Q8-3. When a person is contemplating suicide	48.6%	22.7%	12.7%	6.5%	6.2%	3.3%
Q8-4. Checking on the welfare of a loved one	43.8%	31.9%	10.6%	6.9%	3.7%	3.2%
Q8-5. Checking on an intoxicated person in public	24.9%	30.8%	17.8%	16.2%	7.5%	2.7%
Q8-6. When a person is panhandling in an unsafe, high-traffic area	31.6%	32.1%	13.2%	14.7%	5.9%	2.5%
Q8-7. When there is a complaint about loud noise at a neighboring building	20.4%	25.6%	24.2%	19.9%	7.4%	2.6%
Q8-8. When a person I do not know is sleeping on my property/outside of my residence	22.4%	23.8%	18.1%	20.1%	11.7%	4.0%
Q8-9. When a person is yelling loudly at another person on the street but not physically assaulting or touching the person	16.9%	24.7%	23.8%	21.3%	9.7%	3.6%

WITHOUT N/A

Q8. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements. (without "N/A")

(N=947)

	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
Q8-1. When a person is experiencing a mental health crisis	49.3%	25.5%	12.0%	5.9%	7.3%
Q8-2. When a person is involved in a minor traffic accident involving damage to property only	42.3%	34.5%	11.2%	7.7%	4.3%
Q8-3. When a person is contemplating suicide	50.2%	23.5%	13.1%	6.8%	6.4%
Q8-4. Checking on the welfare of a loved one	45.3%	32.9%	10.9%	7.1%	3.8%
Q8-5. Checking on an intoxicated person in public	25.6%	31.7%	18.3%	16.6%	7.7%
Q8-6. When a person is panhandling in an unsafe, high-traffic area	32.4%	32.9%	13.5%	15.1%	6.1%
Q8-7. When there is a complaint about loud noise at a neighboring building	20.9%	26.2%	24.8%	20.4%	7.6%
Q8-8. When a person I do not know is sleeping on my property/outside of my residence	23.3%	24.8%	18.8%	20.9%	12.2%
Q8-9. When a person is yelling loudly at another person on the street but not physically assaulting or touching the person	17.5%	25.6%	24.6%	22.1%	10.1%

Q9. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

(N=947)

	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree	N/A
Q9-1. When I experience a crisis involving mental health needs, I feel comfortable calling 911	12.5%	20.9%	20.3%	9.8%	6.5%	30.0%
Q9-2. When calling 911, I am confident that the right responder will be sent to address my needs	13.0%	34.6%	30.3%	8.8%	4.9%	8.4%

WITHOUT N/A**Q9. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements. (without "N/A")**

(N=947)

	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
Q9-1. When I experience a crisis involving mental health needs, I feel comfortable calling 911	17.8%	29.9%	29.0%	14.0%	9.4%
Q9-2. When calling 911, I am confident that the right responder will be sent to address my needs	14.2%	37.8%	33.1%	9.6%	5.3%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q10-1. Overall police relationship with your community	13.0%	35.9%	29.9%	10.9%	4.2%	6.1%
Q10-2. Overall Sheriff's Office relationship with your community	10.5%	31.9%	29.3%	8.1%	3.3%	17.0%
Q10-3. Animal Control services	8.4%	30.2%	30.0%	7.8%	1.8%	21.8%
Q10-4. Enforcement of traffic safety laws	6.7%	34.8%	27.9%	15.8%	8.8%	6.0%
Q10-5. Local court system	4.0%	22.8%	31.4%	10.1%	5.2%	26.5%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall police relationship with your community	13.8%	38.2%	31.8%	11.6%	4.5%
Q10-2. Overall Sheriff's Office relationship with your community	12.6%	38.4%	35.2%	9.8%	3.9%
Q10-3. Animal Control services	10.8%	38.6%	38.3%	10.0%	2.3%
Q10-4. Enforcement of traffic safety laws	7.1%	37.1%	29.7%	16.9%	9.3%
Q10-5. Local court system	5.5%	31.0%	42.7%	13.8%	7.0%

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	22	2.3 %
Satisfied	74	7.8 %
Neutral	176	18.6 %
Dissatisfied	275	29.0 %
Very dissatisfied	221	23.3 %
N/A	179	18.9 %
Total	947	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	22	2.9 %
Satisfied	74	9.6 %
Neutral	176	22.9 %
Dissatisfied	275	35.8 %
Very dissatisfied	221	28.8 %
Total	768	100.0 %

Q12. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

(N=947)

	Yes	No
Q12-1. Do your monthly housing costs (rent or mortgage) exceed 30% of your monthly income	27.9%	72.1%
Q12-2. Are you able to find housing you can afford in Durham	75.1%	24.9%
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	27.5%	72.5%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q13-1. Greenways & trails	14.9%	44.7%	17.6%	7.6%	1.0%	14.3%
Q13-2. Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, tennis)	8.6%	32.7%	23.3%	8.1%	2.0%	25.2%
Q13-3. Customer service provided by City's Parks & Recreation staff	7.5%	27.5%	24.4%	3.7%	1.2%	35.8%
Q13-4. Public art	10.3%	39.2%	28.0%	5.2%	0.8%	16.5%
Q13-5. Cultural programming	8.6%	32.8%	30.3%	5.9%	0.6%	21.8%
Q13-6. Length of commute to your desired recreation amenities	12.5%	38.0%	22.8%	7.9%	1.4%	17.4%
Q13-7. Variety of City recreation opportunities	8.2%	34.4%	28.2%	7.8%	2.4%	18.9%
Q13-8. Recreation center programs	5.3%	24.8%	25.7%	6.8%	2.2%	35.3%
Q13-9. Athletic programs	5.5%	21.0%	26.6%	6.2%	1.6%	39.1%
Q13-10. Aquatic programs	4.1%	17.1%	22.4%	11.5%	4.1%	40.8%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Greenways & trails	17.4%	52.1%	20.6%	8.9%	1.1%
Q13-2. Outdoor athletic fields & courts (e.g., baseball, soccer, futsal, tennis)	11.4%	43.8%	31.2%	10.9%	2.7%
Q13-3. Customer service provided by City's Parks & Recreation staff	11.7%	42.8%	38.0%	5.8%	1.8%
Q13-4. Public art	12.4%	46.9%	33.5%	6.2%	1.0%
Q13-5. Cultural programming	10.9%	42.0%	38.7%	7.6%	0.8%
Q13-6. Length of commute to your desired recreation amenities	15.1%	46.0%	27.6%	9.6%	1.7%
Q13-7. Variety of City recreation opportunities	10.2%	42.4%	34.8%	9.6%	3.0%
Q13-8. Recreation center programs	8.2%	38.3%	39.6%	10.4%	3.4%
Q13-9. Athletic programs	9.0%	34.5%	43.7%	10.2%	2.6%
Q13-10. Aquatic programs	7.0%	28.9%	37.8%	19.4%	7.0%

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

(N=947)

	Excellent	Good	Neutral	Below average	Poor	N/A
Q14-1. Current state of race relations	2.6%	29.4%	30.1%	23.1%	9.3%	5.5%
Q14-2. Progress addressing racial equity	3.6%	29.4%	30.5%	21.8%	7.9%	6.9%

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

(N=947)

	Excellent	Good	Neutral	Below average	Poor
Q14-1. Current state of race relations	2.8%	31.1%	31.8%	24.5%	9.8%
Q14-2. Progress addressing racial equity	3.9%	31.5%	32.8%	23.4%	8.5%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q15-1. Condition of streets in your neighborhood	10.9%	41.1%	15.7%	20.3%	9.2%	2.9%
Q15-2. Condition of sidewalks in your neighborhood	8.6%	27.5%	12.5%	18.3%	11.2%	22.1%
Q15-3. Condition of bicycle facilities (e.g., bike lanes, bike parking)	4.4%	22.1%	21.6%	19.5%	7.2%	25.1%
Q15-4. Appearance of landscaping on right of ways, along streets, & in public areas	4.9%	37.5%	29.0%	17.3%	6.0%	5.3%
Q15-5. Condition of parks & open space	6.8%	44.5%	27.2%	8.2%	2.0%	11.3%
Q15-6. Condition of recreation centers & facilities	4.9%	30.1%	29.4%	6.7%	1.4%	27.7%
Q15-7. Overall appearance of major entryways to Downtown Durham	5.2%	35.6%	33.6%	15.7%	3.7%	6.2%
Q15-8. Condition of public school facilities	1.4%	15.5%	24.8%	17.7%	5.3%	35.3%
Q15-9. Condition of trails & greenways	9.2%	44.0%	25.0%	6.4%	0.5%	14.8%
Q15-10. Condition of public art	8.8%	37.8%	30.2%	3.4%	0.6%	19.2%
Q15-11. Condition of aquatic facilities	3.6%	15.6%	24.6%	7.3%	2.5%	46.4%
Q15-12. Condition of parking	5.2%	29.0%	28.9%	20.0%	6.4%	10.5%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Condition of streets in your neighborhood	11.2%	42.3%	16.2%	20.9%	9.5%
Q15-2. Condition of sidewalks in your neighborhood	11.0%	35.2%	16.0%	23.4%	14.4%
Q15-3. Condition of bicycle facilities (e.g., bike lanes, bike parking)	5.9%	29.5%	28.9%	26.1%	9.6%
Q15-4. Appearance of landscaping on right of ways, along streets, & in public areas	5.1%	39.6%	30.7%	18.3%	6.4%
Q15-5. Condition of parks & open space	7.6%	50.1%	30.7%	9.3%	2.3%
Q15-6. Condition of recreation centers & facilities	6.7%	41.6%	40.6%	9.2%	1.9%
Q15-7. Overall appearance of major entryways to Downtown Durham	5.5%	38.0%	35.8%	16.8%	3.9%
Q15-8. Condition of public school facilities	2.1%	24.0%	38.3%	27.4%	8.2%
Q15-9. Condition of trails & greenways	10.8%	51.7%	29.4%	7.6%	0.6%
Q15-10. Condition of public art	10.8%	46.8%	37.4%	4.2%	0.8%
Q15-11. Condition of aquatic facilities	6.7%	29.1%	45.9%	13.6%	4.7%
Q15-12. Condition of parking	5.8%	32.4%	32.3%	22.3%	7.2%

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?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of streets in your neighborhood	255	26.9 %
Condition of sidewalks in your neighborhood	96	10.1 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	54	5.7 %
Appearance of landscaping on right of ways, along streets, & in public areas	50	5.3 %
Condition of parks & open space	31	3.3 %
Condition of recreation centers & facilities	18	1.9 %
Overall appearance of major entryways to Downtown Durham	58	6.1 %
Condition of public school facilities	238	25.1 %
Condition of trails & greenways	12	1.3 %
Condition of public art	3	0.3 %
Condition of aquatic facilities	14	1.5 %
Condition of parking	53	5.6 %
None chosen	65	6.9 %
Total	947	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?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of streets in your neighborhood	84	8.9 %
Condition of sidewalks in your neighborhood	120	12.7 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	48	5.1 %
Appearance of landscaping on right of ways, along streets, & in public areas	100	10.6 %
Condition of parks & open space	72	7.6 %
Condition of recreation centers & facilities	55	5.8 %
Overall appearance of major entryways to Downtown Durham	75	7.9 %
Condition of public school facilities	112	11.8 %
Condition of trails & greenways	56	5.9 %
Condition of public art	12	1.3 %
Condition of aquatic facilities	17	1.8 %
Condition of parking	100	10.6 %
None chosen	96	10.1 %
Total	947	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	65	6.9 %
Condition of sidewalks in your neighborhood	68	7.2 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	79	8.3 %
Appearance of landscaping on right of ways, along streets, & in public areas	101	10.7 %
Condition of parks & open space	90	9.5 %
Condition of recreation centers & facilities	48	5.1 %
Overall appearance of major entryways to Downtown Durham	83	8.8 %
Condition of public school facilities	92	9.7 %
Condition of trails & greenways	51	5.4 %
Condition of public art	19	2.0 %
Condition of aquatic facilities	23	2.4 %
Condition of parking	99	10.5 %
None chosen	129	13.6 %
Total	947	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	404	42.7 %
Condition of sidewalks in your neighborhood	284	30.0 %
Condition of bicycle facilities (e.g. bike lanes, bike parking)	181	19.1 %
Appearance of landscaping on right of ways, along streets, & in public areas	251	26.5 %
Condition of parks & open space	193	20.4 %
Condition of recreation centers & facilities	121	12.8 %
Overall appearance of major entryways to Downtown Durham	216	22.8 %
Condition of public school facilities	442	46.7 %
Condition of trails & greenways	119	12.6 %
Condition of public art	34	3.6 %
Condition of aquatic facilities	54	5.7 %
Condition of parking	252	26.6 %
None chosen	65	6.9 %
Total	2616	

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	298	31.5 %
The bus does not serve where I need to go	183	19.3 %
I prefer driving my car/need to use my car	615	64.9 %
I have safety concerns	241	25.4 %
The bus would take too long	352	37.2 %
The bus does not come often enough or at the time that I need to travel	184	19.4 %
Other	57	6.0 %
We ride public transit in Durham	91	9.6 %
Total	2021	

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 ride or have ridden public transit in Durham	Number	Percent
I don't have/cannot use a car	20	2.1 %
The bus gets me where I need to go in a reasonable amount of time	32	3.4 %
I ride the bus for environmental reasons	33	3.5 %
Parking at my work is difficult/expensive	35	3.7 %
Taking the bus is cheaper than driving	33	3.5 %
I can work, read, or watch videos while on the bus	40	4.2 %
Other	10	1.1 %
We don't ride public transit in Durham	856	90.4 %
Total	1059	

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q18-1. Ease of travel by walking	5.0%	28.3%	23.7%	19.7%	6.9%	16.5%
Q18-2. Ease of travel by biking	3.3%	14.9%	22.5%	18.0%	6.0%	35.4%
Q18-3. Ease of travel by bus within Durham (GoDurham)	1.5%	6.0%	19.6%	10.9%	3.4%	58.6%
Q18-4. Ease of travel by bus to places outside of Durham (GoTriangle)	1.4%	6.4%	17.4%	7.3%	5.3%	62.2%
Q18-5. Quality of Downtown parking facilities	5.2%	29.5%	25.0%	21.1%	7.4%	11.8%
Q18-6. Ability in your neighborhood to run, walk, bike, & exercise outdoors	25.9%	36.3%	15.2%	11.1%	4.2%	7.3%

WITHOUT N/A**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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Ease of travel by walking	5.9%	33.9%	28.3%	23.6%	8.2%
Q18-2. Ease of travel by biking	5.1%	23.0%	34.8%	27.8%	9.3%
Q18-3. Ease of travel by bus within Durham (GoDurham)	3.6%	14.5%	47.4%	26.3%	8.2%
Q18-4. Ease of travel by bus to places outside of Durham (GoTriangle)	3.6%	17.0%	46.1%	19.3%	14.0%
Q18-5. Quality of Downtown parking facilities	5.9%	33.4%	28.4%	24.0%	8.4%
Q18-6. Ability in your neighborhood to run, walk, bike, & exercise outdoors	27.9%	39.2%	16.4%	12.0%	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=947)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q19-1. Solid waste collection services	28.4%	44.6%	8.7%	4.1%	2.7%	11.5%
Q19-2. Curbside recycling services	28.2%	44.5%	9.9%	6.3%	1.9%	9.2%
Q19-3. Yard waste (leaves/tree limbs) collection services for subscriber members	15.2%	23.8%	11.4%	6.5%	3.6%	39.5%
Q19-4. City Waste Disposal & Recycling Center (2115 East Club)	11.9%	31.5%	17.2%	4.2%	1.7%	33.5%
Q19-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	8.3%	18.1%	13.1%	3.4%	1.7%	55.4%
Q19-6. Quality of drinking water	19.1%	39.7%	17.3%	9.5%	3.7%	10.7%
Q19-7. Sewer services	17.6%	45.9%	17.0%	3.8%	1.9%	13.7%
Q19-8. Overall management of public stormwater runoff/drainage/flood control	11.3%	37.4%	24.9%	10.7%	3.6%	12.1%
Q19-9. Stream & lake protection	7.7%	31.0%	29.5%	10.6%	3.2%	18.1%

WITHOUT N/A**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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Solid waste collection services	32.1%	50.4%	9.8%	4.7%	3.1%
Q19-2. Curbside recycling services	31.0%	49.0%	10.9%	7.0%	2.1%
Q19-3. Yard waste (leaves/tree limbs) collection services for subscriber members	25.1%	39.3%	18.8%	10.8%	5.9%
Q19-4. City Waste Disposal & Recycling Center (2115 East Club)	17.9%	47.3%	25.9%	6.3%	2.5%
Q19-5. County Solid Waste Convenience Centers (Parkwood, Redwood, Bahama, & Rougemont)	18.7%	40.5%	29.4%	7.6%	3.8%
Q19-6. Quality of drinking water	21.4%	44.4%	19.4%	10.6%	4.1%
Q19-7. Sewer services	20.4%	53.2%	19.7%	4.4%	2.2%
Q19-8. Overall management of public stormwater runoff/drainage/flood control	12.9%	42.5%	28.4%	12.1%	4.1%
Q19-9. Stream & lake protection	9.4%	37.9%	36.0%	12.9%	3.9%

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

(N=947)

	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	43.1%	20.7%	16.7%	9.9%	4.9%	4.7%
Q20-2. It is easy for residents to have a say in new development proposals	16.2%	38.5%	18.0%	12.1%	11.5%	3.7%
Q20-3. Character of Durham's neighborhoods should stay the same	6.0%	8.6%	21.7%	17.4%	18.0%	28.1%
Q20-4. Durham should have more racially & economically integrated neighborhoods	20.4%	12.4%	19.4%	22.1%	13.7%	12.0%
Q20-5. I would like to have shopping & employment opportunities close to where I live	11.3%	9.9%	12.8%	19.0%	28.5%	18.6%
Q20-6. I would be OK with a greater variety of housing types & sizes in my neighborhood	7.1%	10.1%	12.3%	17.5%	21.2%	31.8%

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	N/A
Q23a-1. Availability of information about County programs & services	3.8%	28.4%	29.0%	11.9%	2.5%	24.3%
Q23a-2. Ease of locating information on County website	4.4%	27.2%	26.8%	10.0%	3.0%	28.5%
Q23a-3. Your experience engaging with County government process	4.0%	20.7%	28.5%	7.2%	2.3%	37.3%
Q23a-4. Level of public involvement in local decisions with County	2.5%	15.2%	32.3%	15.0%	3.6%	31.4%
Q23a-5. County efforts to keep you informed about local issues	2.4%	22.1%	30.1%	16.8%	4.3%	24.3%
Q23a-6. Your ability to receive timely emergency & disaster information	9.7%	36.1%	22.1%	6.3%	2.5%	23.2%

WITHOUT N/A

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=947)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23a-1. Availability of information about County programs & services	5.0%	37.5%	38.4%	15.8%	3.3%
Q23a-2. Ease of locating information on County website	6.2%	38.1%	37.5%	14.0%	4.1%
Q23a-3. Your experience engaging with County government process	6.4%	33.0%	45.5%	11.4%	3.7%
Q23a-4. Level of public involvement in local decisions with County	3.7%	22.2%	47.1%	21.8%	5.2%
Q23a-5. County efforts to keep you informed about local issues	3.2%	29.1%	39.7%	22.2%	5.7%
Q23a-6. Your ability to receive timely emergency & disaster information	12.7%	47.0%	28.7%	8.3%	3.3%

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

(N=947)

	Daily	A few times a week	Weekly	Once or twice a month	Almost never	Never
Q23b-1. Durham County website	1.0%	3.3%	6.0%	32.4%	45.4%	12.0%
Q23b-2. Durham County Twitter feed	0.6%	2.7%	3.6%	6.2%	19.6%	67.3%
Q23b-3. Durham County Facebook page	1.1%	1.5%	3.4%	7.1%	20.9%	65.9%
Q23b-4. Nextdoor	8.2%	9.0%	10.8%	16.1%	15.7%	40.2%
Q23b-5. Mailings of other direct contact from Durham County departments	0.5%	1.6%	3.7%	29.4%	45.6%	19.2%
Q23b-6. Durham County TV Show	1.5%	2.3%	2.4%	5.9%	17.1%	70.6%
Q23b-7. Traditional media (TV, newspapers, or their social media)	16.0%	14.6%	13.9%	18.8%	17.3%	19.4%
Q23b-8. Friends/colleagues/word of mouth	6.1%	15.0%	14.2%	33.1%	21.5%	10.1%
Q23b-9. Other	25.9%	29.6%	44.4%	0.0%	0.0%	0.0%

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 County employees or visited the County website to seek services, ask a question, or file a complaint

	Number	Percent
Yes	279	29.5 %
No	668	70.5 %
Total	947	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=279)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Q23d-1. How easy County government was to contact	17.6%	47.0%	15.4%	12.2%	4.3%	3.6%
Q23d-2. Courtesy of county employee(s) you interacted with	23.7%	47.0%	11.8%	5.4%	3.6%	8.6%
Q23d-3. Accuracy of information you were given	21.5%	46.2%	14.0%	7.9%	4.7%	5.7%
Q23d-4. Appropriateness of County employees' response	19.7%	47.0%	12.2%	6.8%	4.7%	9.7%
Q23d-5. Timeliness of County employees' response	19.0%	43.7%	14.0%	8.6%	5.4%	9.3%
Q23d-6. Resolution of your issue/concern	17.2%	43.7%	13.3%	10.4%	7.9%	7.5%

WITHOUT N/A

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=279)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23d-1. How easy County government was to contact	18.2%	48.7%	16.0%	12.6%	4.5%
Q23d-2. Courtesy of county employee(s) you interacted with	25.9%	51.4%	12.9%	5.9%	3.9%
Q23d-3. Accuracy of information you were given	22.8%	49.0%	14.8%	8.4%	4.9%
Q23d-4. Appropriateness of County employees' response	21.8%	52.0%	13.5%	7.5%	5.2%
Q23d-5. Timeliness of County employees' response	20.9%	48.2%	15.4%	9.5%	5.9%
Q23d-6. Resolution of your issue/concern	18.6%	47.3%	14.3%	11.2%	8.5%

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=947)

	Excellent	Good	Neutral	Below average	Poor	N/A
Q24-1. As a place to live	24.1%	55.2%	10.3%	5.9%	1.0%	3.5%
Q24-2. As a place to work	22.7%	46.5%	12.1%	3.1%	1.0%	14.7%
Q24-3. As a place to play	16.7%	46.3%	18.2%	10.0%	2.0%	6.9%
Q24-4. As a place to raise children	11.6%	40.0%	18.9%	9.4%	3.4%	16.7%
Q24-5. As a place to educate children	8.3%	29.0%	19.7%	17.5%	8.3%	17.0%
Q24-6. As a place to retire	15.2%	38.1%	18.9%	11.4%	6.3%	10.0%
Q24-7. As a place to visit	17.6%	45.7%	19.1%	8.2%	2.9%	6.4%
Q24-8. As a place to start a business	13.0%	32.4%	21.3%	6.0%	2.2%	25.0%
Q24-9. As a community that is moving in the right direction	14.1%	37.8%	27.1%	10.7%	5.1%	5.2%
Q24-10. As a community that values diversity of residents	16.7%	41.2%	22.9%	8.3%	5.0%	5.9%

WITHOUT N/A

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=947)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. As a place to live	24.9%	57.2%	10.7%	6.1%	1.0%
Q24-2. As a place to work	26.6%	54.5%	14.2%	3.6%	1.1%
Q24-3. As a place to play	17.9%	49.7%	19.5%	10.8%	2.2%
Q24-4. As a place to raise children	13.9%	48.0%	22.7%	11.3%	4.1%
Q24-5. As a place to educate children	10.1%	35.0%	23.8%	21.1%	10.1%
Q24-6. As a place to retire	16.9%	42.4%	21.0%	12.7%	7.0%
Q24-7. As a place to visit	18.8%	48.9%	20.4%	8.8%	3.0%
Q24-8. As a place to start a business	17.3%	43.2%	28.5%	8.0%	3.0%
Q24-9. As a community that is moving in the right direction	14.9%	39.9%	28.6%	11.2%	5.3%
Q24-10. As a community that values diversity of residents	17.7%	43.8%	24.4%	8.9%	5.3%

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

Q25. Top local government services to increase
funding for

	Number	Percent
Affordable housing	581	61.4 %
Street maintenance	455	48.0 %
Sidewalk construction	285	30.1 %
Universal Pre-K	317	33.5 %
Social services	322	34.0 %
Youth programming	401	42.3 %
Job creation/training	349	36.9 %
Community-led safety initiatives	283	29.9 %
Law enforcement-led safety initiatives	447	47.2 %
Public school operations (teachers, salaries)	639	67.5 %
Court services	69	7.3 %
Other	37	3.9 %
<u>I would not increase funding for any of these</u>	<u>14</u>	<u>1.5 %</u>
Total	4199	

Q26. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?

Q26. How willing would you be to pay fees instead of taxes to pay for improvements to services

	Number	Percent
Very willing	137	14.5 %
Willing	253	26.7 %
Not sure	386	40.8 %
Not willing	134	14.1 %
Not provided	37	3.9 %
Total	947	100.0 %

WITHOUT NOT PROVIDED**Q26. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from? (without "not provided")**

Q26. How willing would you be to pay fees instead of taxes to pay for improvements to services

	Number	Percent
Very willing	137	15.1 %
Willing	253	27.8 %
Not sure	386	42.4 %
Not willing	134	14.7 %
Total	910	100.0 %

Q27. Have you or someone in your household had trouble accessing the healthcare they need in the past year?

Q27. Has anyone in your household had trouble accessing healthcare they need in past year

	Number	Percent
Yes	124	13.1 %
No	787	83.1 %
Not provided	36	3.8 %
Total	947	100.0 %

WITHOUT NOT PROVIDED**Q27. Have you or someone in your household had trouble accessing the healthcare they need in the past year? (without "not provided")**

Q27. Has anyone in your household had trouble accessing healthcare they need in past year

	Number	Percent
Yes	124	13.6 %
No	787	86.4 %
Total	911	100.0 %

Q29. Approximately how many years have you lived in Durham?

Q29. How many years have you lived in Durham	Number	Percent
0-5	134	14.1 %
6-10	128	13.5 %
11-15	101	10.7 %
16-20	92	9.7 %
21-30	159	16.8 %
31+	313	33.1 %
Not provided	20	2.1 %
Total	947	100.0 %

WITHOUT NOT PROVIDED**Q29. Approximately how many years have you lived in Durham? (without "not provided")**

Q29. How many years have you lived in Durham	Number	Percent
0-5	134	14.5 %
6-10	128	13.8 %
11-15	101	10.9 %
16-20	92	9.9 %
21-30	159	17.2 %
31+	313	33.8 %
Total	927	100.0 %

Q30. What is your age?

<u>Q30. What is your age</u>	<u>Number</u>	<u>Percent</u>
18-34	178	18.8 %
35-44	183	19.3 %
45-54	187	19.7 %
55-64	186	19.6 %
65+	186	19.6 %
Not provided	27	2.9 %
Total	947	100.0 %

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

<u>Q30. What is your age</u>	<u>Number</u>	<u>Percent</u>
18-34	178	19.3 %
35-44	183	19.9 %
45-54	187	20.3 %
55-64	186	20.2 %
65+	186	20.2 %
Total	920	100.0 %

Q31. What is your gender?

Q31. What is your gender	Number	Percent
Male	465	49.1 %
Female	467	49.3 %
Non-binary	7	0.7 %
Other	1	0.1 %
Not provided	7	0.7 %
Total	947	100.0 %

WITHOUT NOT PROVIDED**Q31. What is your gender? (without "not provided")**

Q31. What is your gender	Number	Percent
Male	465	49.5 %
Female	467	49.7 %
Non-binary	7	0.7 %
Other	1	0.1 %
Total	940	100.0 %

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Q31-4. Self-describe your gender:

Q31-4. Self-describe your gender	Number	Percent
Trans woman	1	100.0 %
Total	1	100.0 %

Q32. Do you own or rent your current residence?

<u>Q32. Do you own or rent your current residence?</u>	<u>Number</u>	<u>Percent</u>
Own	586	61.9 %
Rent	355	37.5 %
Not provided	6	0.6 %
Total	947	100.0 %

WITHOUT NOT PROVIDED**Q32. Do you own or rent your current residence? (without "not provided")**

<u>Q32. Do you own or rent your current residence?</u>	<u>Number</u>	<u>Percent</u>
Own	586	62.3 %
Rent	355	37.7 %
Total	941	100.0 %

Q33. Which of the following best describes your race/ethnicity?

<u>Q33. Which following best describes your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	49	5.2 %
White	482	50.9 %
Native American/Inuit	8	0.8 %
Black/African American	364	38.4 %
Other	18	1.9 %
Total	921	

Q33-5. Self-describe your race/ethnicity:

<u>Q33-5. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Caucasian Brazilian	1	5.6 %
Hispanic	8	44.4 %
Jewish	1	5.6 %
Mexican American	1	5.6 %
Mixed	2	11.1 %
Multi-race	1	5.6 %
Scandinavian	1	5.6 %
Spanish	1	5.6 %
White Hispanic	2	11.1 %
Total	18	100.0 %

Q34. Are you of Hispanic, Latino, or other Spanish ancestry?

Q34. Are you of Hispanic, Latino, or other Spanish ancestry		
	Number	Percent
Yes	129	13.6 %
No	810	85.5 %
Not provided	8	0.8 %
Total	947	100.0 %

WITHOUT NOT PROVIDED**Q34. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

Q34. Are you of Hispanic, Latino, or other Spanish ancestry		
	Number	Percent
Yes	129	13.7 %
No	810	86.3 %
Total	939	100.0 %

Q35. What is the primary language used in your household?

Q35. What is the primary language used in your household	Number	Percent
English	897	94.7 %
Spanish	26	2.7 %
Other	10	1.1 %
Not provided	14	1.5 %
Total	947	100.0 %

WITHOUT NOT PROVIDED**Q35. What is the primary language used in your household? (without "not provided")**

Q35. What is the primary language used in your household	Number	Percent
English	897	96.1 %
Spanish	26	2.8 %
Other	10	1.1 %
Total	933	100.0 %

Q35-3. Other

Q35-3. Other	Number	Percent
Cantonese	1	10.0 %
Chinese	2	20.0 %
Creole	1	10.0 %
Dutch	1	10.0 %
German	1	10.0 %
Hungarian	1	10.0 %
Ilonggo	1	10.0 %
Portuguese	1	10.0 %
Romanian	1	10.0 %
Total	10	100.0 %

Q36. Would you say your total annual household income is...

<u>Q36. What is your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	150	15.8 %
\$30K–\$59,999	230	24.3 %
\$60K–\$99,999	222	23.4 %
\$100K+	217	22.9 %
Not provided	128	13.5 %
Total	947	100.0 %

WITHOUT NOT PROVIDED**Q36. Would you say your total annual household income is... (without "not provided")**

<u>Q36. What is your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	150	18.3 %
\$30K–\$59,999	230	28.1 %
\$60K–\$99,999	222	27.1 %
\$100K+	217	26.5 %
Total	819	100.0 %

Section 7: Survey Instrument



CITY OF DURHAM
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101 CITY HALL PLAZA | DURHAM, NC 27701
919.560.4222 | F 919.560.4949

DURHAM COUNTY
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www.DurhamNC.gov

www.DCoNC.gov

December 2021

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 *2021 Durham Resident Survey*.

For the seventh 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. At the end of the survey, to say thank you for your time and feedback, you can enter to win a \$500 Visa gift card for completing the survey.

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
City Manager

A handwritten signature in black ink that reads "Claudia O. Hager".

Claudia Hager
Interim County Manager

cc: Enclosure

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

2021 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 durhamresident.org. At the end of the survey, to say thank you for your time and feedback, you can enter to win a \$500 Visa gift card for completing the survey.



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. **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

6. **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. If there are no children present in your household, please skip to Question 7.**

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

7. **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
7. When engaging with Law Enforcement	5	4	3	2	1	9

- 7a. **If you feel "Unsafe" or "Very Unsafe" in any of the situations listed in Question 7, what are the reasons you feel unsafe?**

8. 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. In general, where no weapon is present and no crime is being committed, I believe that a trained, unarmed team of responders would be an appropriate first response in the following 911 situations.

		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree	N/A
1.	When a person is experiencing a mental health crisis	5	4	3	2	1	9
2.	When a person is involved in a minor traffic accident involving damage to property only	5	4	3	2	1	9
3.	When a person is contemplating suicide	5	4	3	2	1	9
4.	Checking on the welfare of a loved one	5	4	3	2	1	9
5.	Checking on an intoxicated person in public	5	4	3	2	1	9
6.	When a person is panhandling in an unsafe, high-traffic area	5	4	3	2	1	9
7.	When there is a complaint about loud noise at a neighboring building	5	4	3	2	1	9
8.	When a person I do not know is sleeping on my property/outside of my residence	5	4	3	2	1	9
9.	When a person is yelling loudly at another person on the street but not physically assaulting or touching the person	5	4	3	2	1	9

- 8a. What other types of 911 calls do you think might be most appropriately responded to by dispatching a team of trained, unarmed responders?

9. 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.

		Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree	N/A
1.	When I experience a crisis involving mental health needs, I feel comfortable calling 911	5	4	3	2	1	9
2.	When calling 911, I am confident that the right responder will be sent to address my needs	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
01. Greenways and trails	5	4	3	2	1	9
02. Outdoor athletic fields and courts (e.g., baseball, soccer, futsal, tennis)	5	4	3	2	1	9
03. Customer service provided by the City's Parks and Recreation staff	5	4	3	2	1	9
04. Public art	5	4	3	2	1	9
05. Cultural Programming	5	4	3	2	1	9
06. Length of commute to your desired recreation amenities	5	4	3	2	1	9
07. Variety of City recreation opportunities	5	4	3	2	1	9
08. Recreation center programs	5	4	3	2	1	9
09. Athletic programs	5	4	3	2	1	9
10. Aquatic programs	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 | ____(6) The bus does not come often enough or at the time that I need to travel |
| ____(2) The bus does not serve where I need to go | ____(7) Other: _____ |
| ____(3) I prefer driving my car/need to use my car | ____(8) We ride public transit in Durham |
| ____(4) I have safety concerns | |
| ____(5) The bus would take too long | |

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) I can work, read, or watch videos while on the bus
- (7) Other: _____
- (8) 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 within Durham (GoDurham)	5	4	3	2	1	9
4. Ease of travel by bus to places outside of Durham (GoTriangle)	5	4	3	2	1	9
5. Quality of downtown parking facilities	5	4	3	2	1	9
6. 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-c 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. During the past year, have you or other members of your household contacted employees of the City of Durham or visited the website to seek services, ask a question, or file a complaint?

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

22c. 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 receive timely emergency and disaster information	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. 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
01. As a place to live	5	4	3	2	1	9
02. As a place to work	5	4	3	2	1	9
03. As a place to play	5	4	3	2	1	9
04. As a place to raise children	5	4	3	2	1	9
05. As a place to educate children	5	4	3	2	1	9
06. As a place to retire	5	4	3	2	1	9
07. As a place to visit	5	4	3	2	1	9
08. As a place to start a business	5	4	3	2	1	9
09. As a community that is moving in the right direction	5	4	3	2	1	9
10. As a community that values diversity of residents	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 | ____ (08) Community-led safety initiatives |
| ____ (02) Street maintenance | ____ (09) Law enforcement-led safety initiatives |
| ____ (03) Sidewalk construction | ____ (10) Public school operations (teachers, salaries) |
| ____ (04) Universal Pre-K | ____ (11) Court services |
| ____ (05) Social services | ____ (12) Other: _____ |
| ____ (06) Youth programming | ____ (13) I would not increase funding for any of these |
| ____ (07) Job creation/training | |

26. How willing would you be to pay fees instead of taxes to pay for improvements to services that you use or benefit from?
 ____ (1) Very Willing ____ (2) Willing ____ (3) Not Sure ____ (4) Not Willing

27. Have you or someone in your household had trouble accessing the healthcare they need in the past year?
 ____ (1) Yes ____ (2) No

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

- 29. **Approximately how many years have you lived in Durham?** _____ years
- 30. **What is your age?** _____ years
- 31. **What is your gender?** ____ (1) Male ____ (2) Female ____ (3) Non-binary (4) Other: _____
- 32. **Do you own or rent your current residence?** ____ (1) Own ____ (2) Rent
- 33. **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
- 34. **Are you of Hispanic, Latino, or other Spanish ancestry?** ____ (1) Yes ____ (2) No
- 35. **What is the primary language used in your household?**
 ____ (1) English ____ (2) Spanish ____ (3) Other: _____
- 35a. **If the primary language is not English, how might we better provide services and engage with you?**

- 36. **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

As a way to say thank you for your time, we will be randomly selecting one survey respondent to receive a \$500 Visa gift card. To enter the drawing, please provide your email and/or phone number below:

Email: _____ Phone Number: _____

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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