



2022 Durham County Resident Survey GIS Maps

Presented to Durham County,
North Carolina

February 2023



Interpreting the Maps

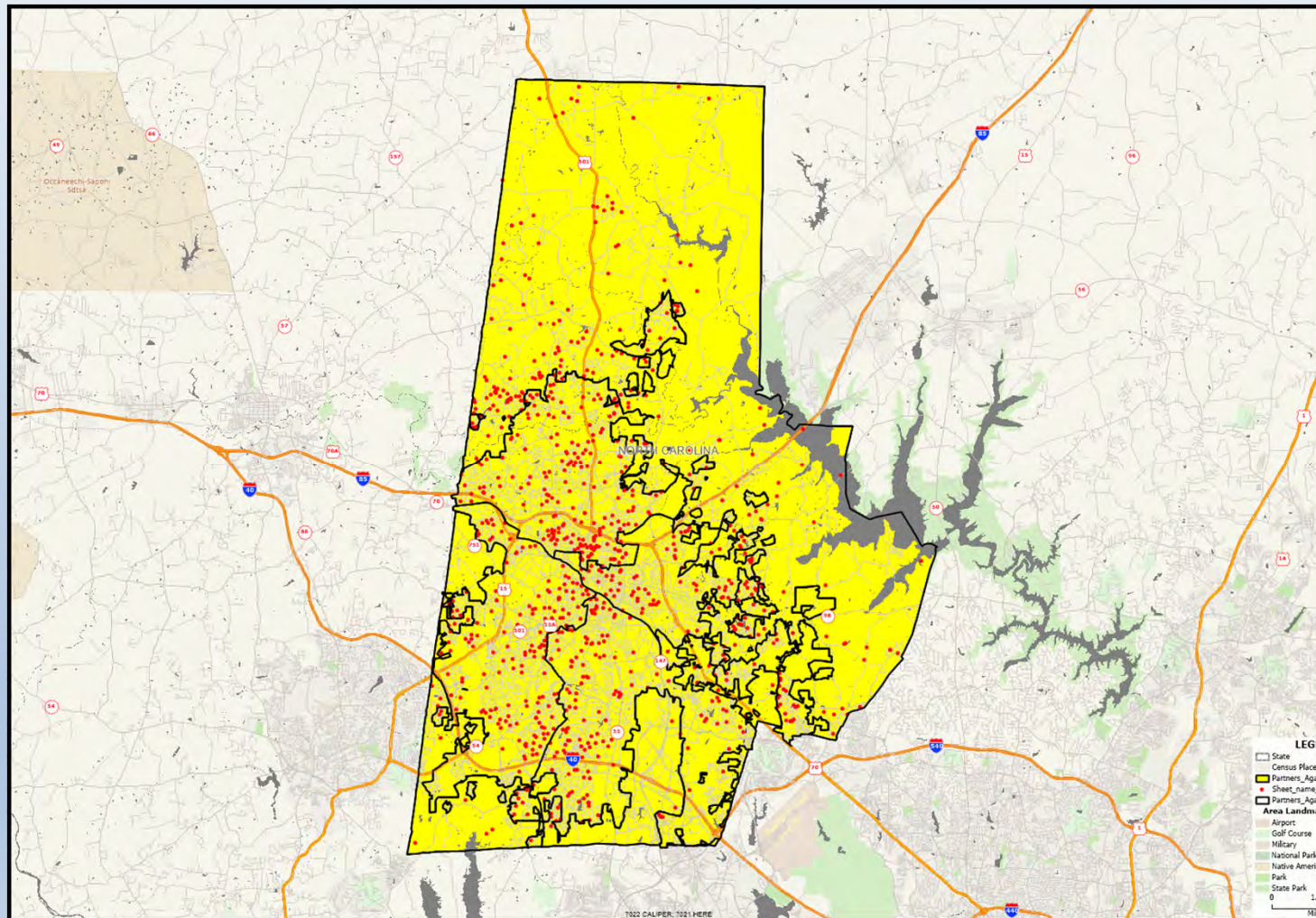
The maps on the following pages show the mean ratings for several questions on the survey by PAC District boundaries. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

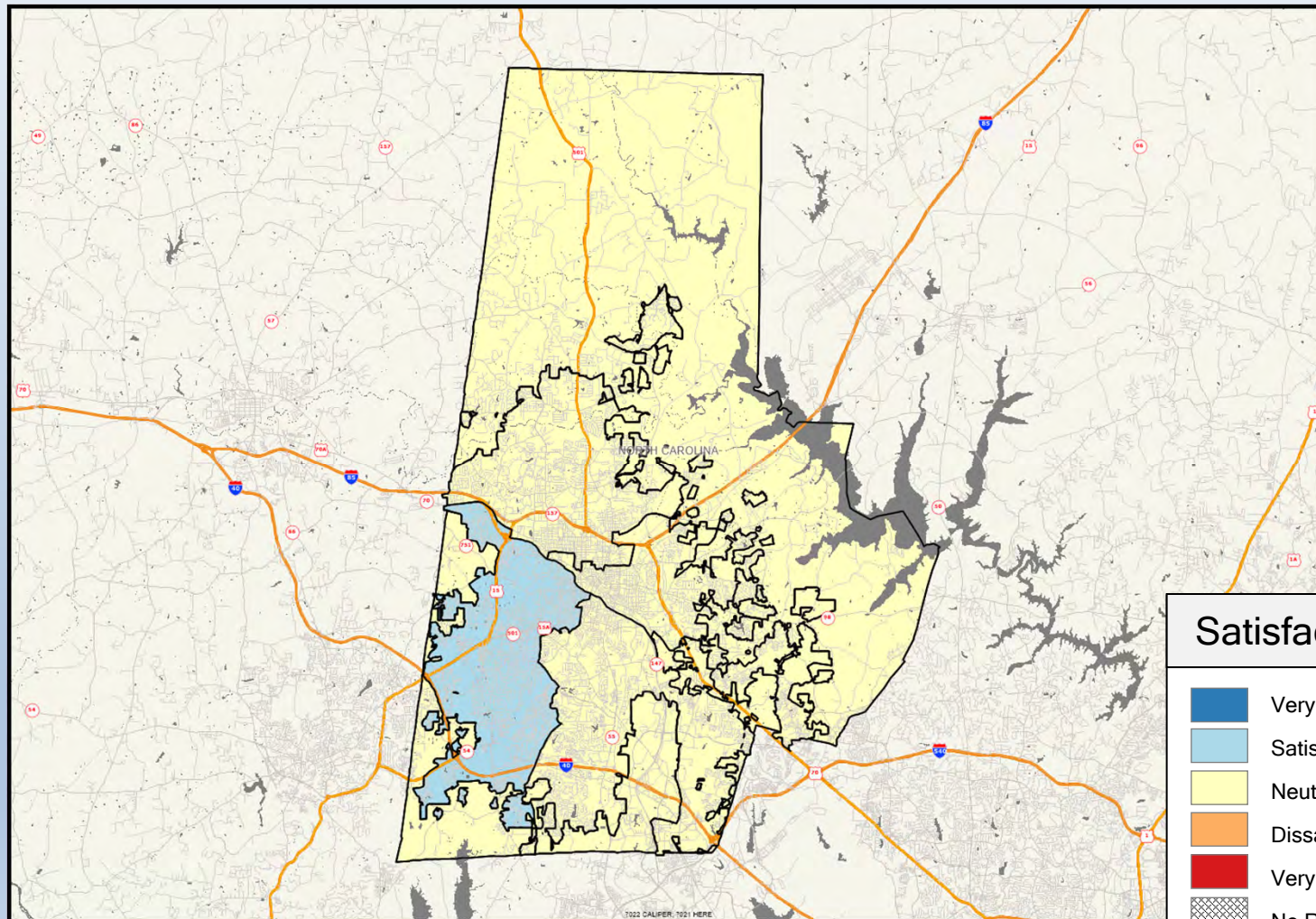
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Respondents

(Boundaries by Ward)



Q1-01. Overall quality of police protection

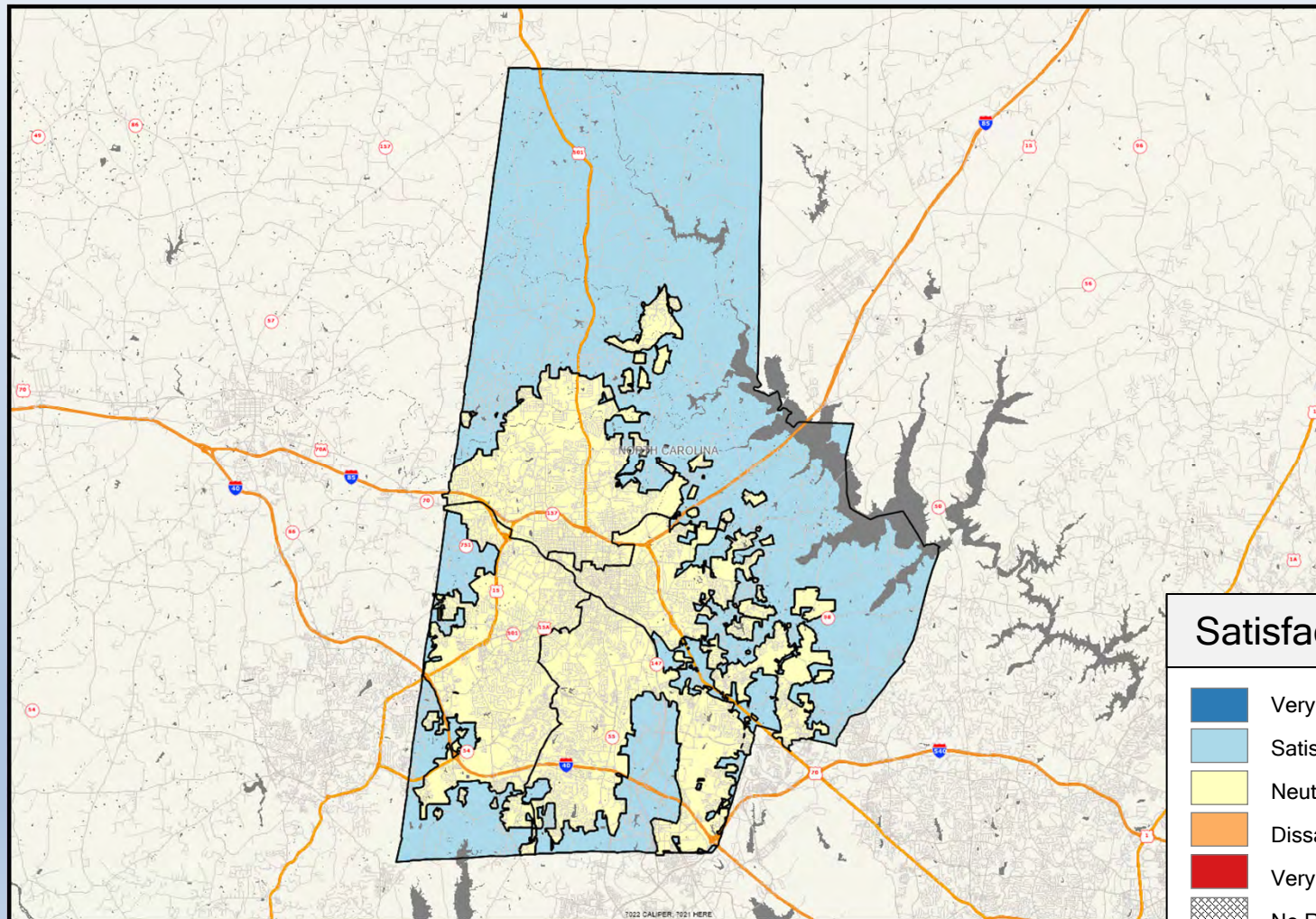


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q1-02. Overall quality of sheriff protection

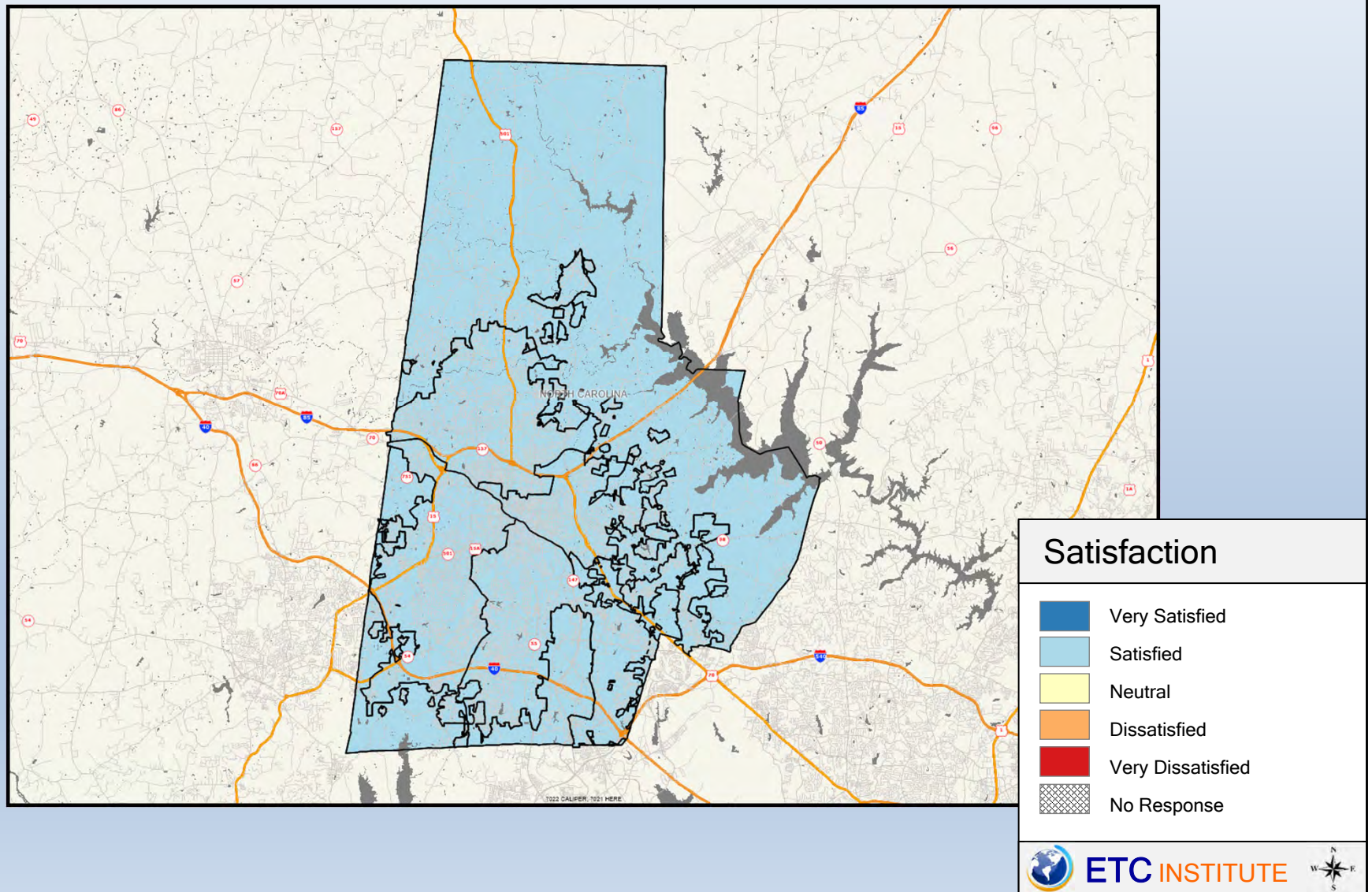


Satisfaction

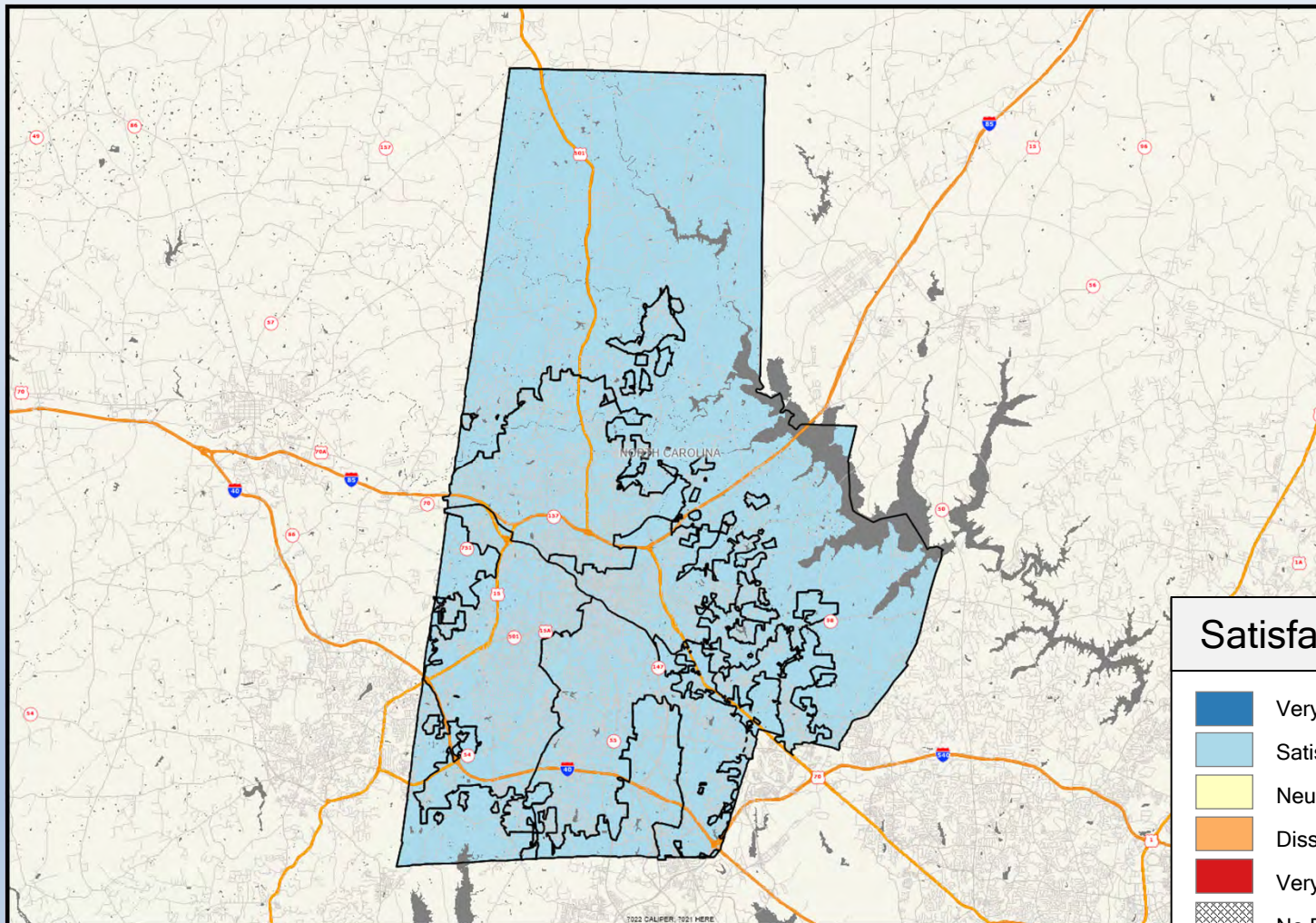
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q1-03. Overall quality of fire and life safety programming



Q1-04. Response time for fire services

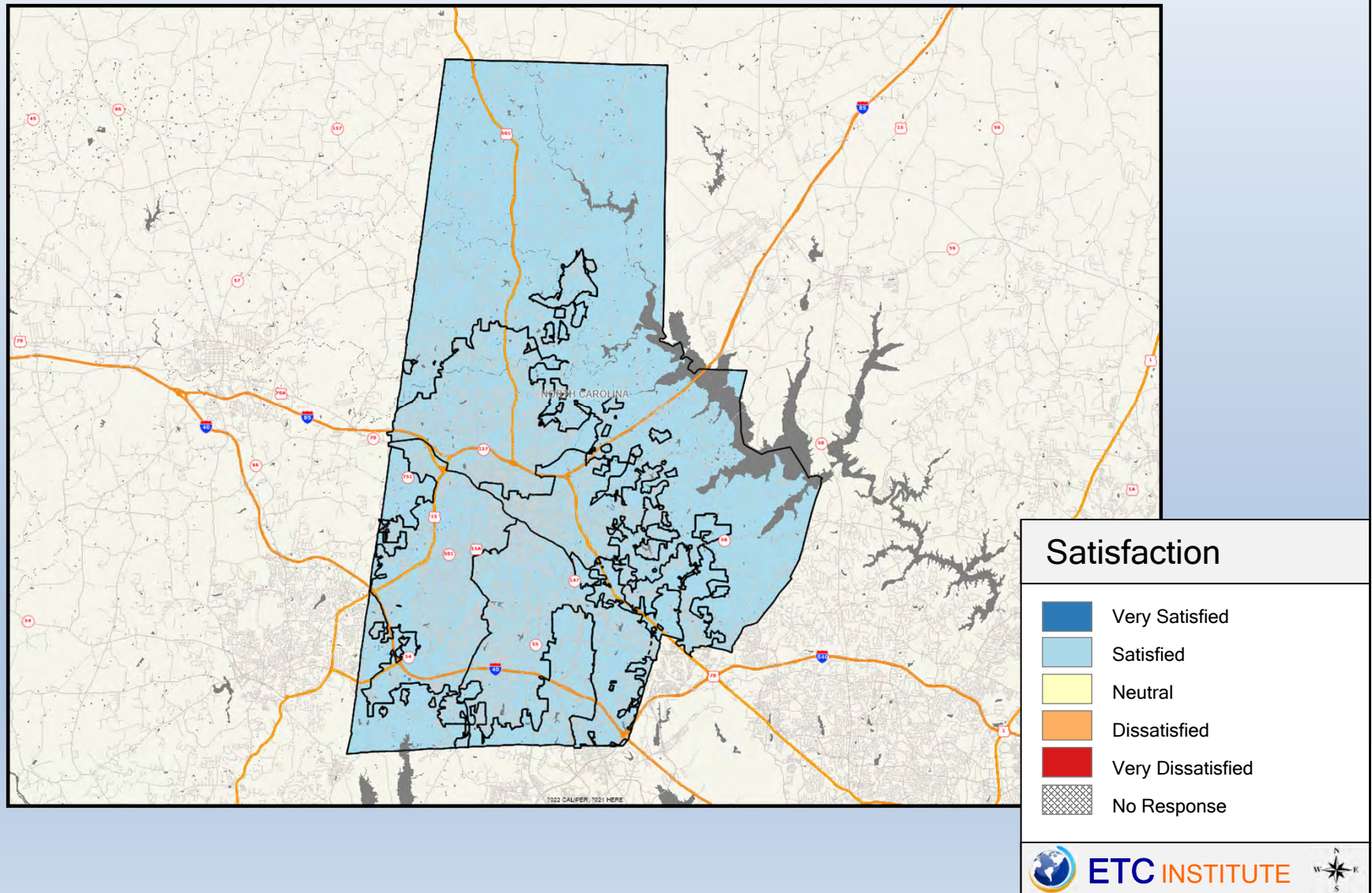


Satisfaction

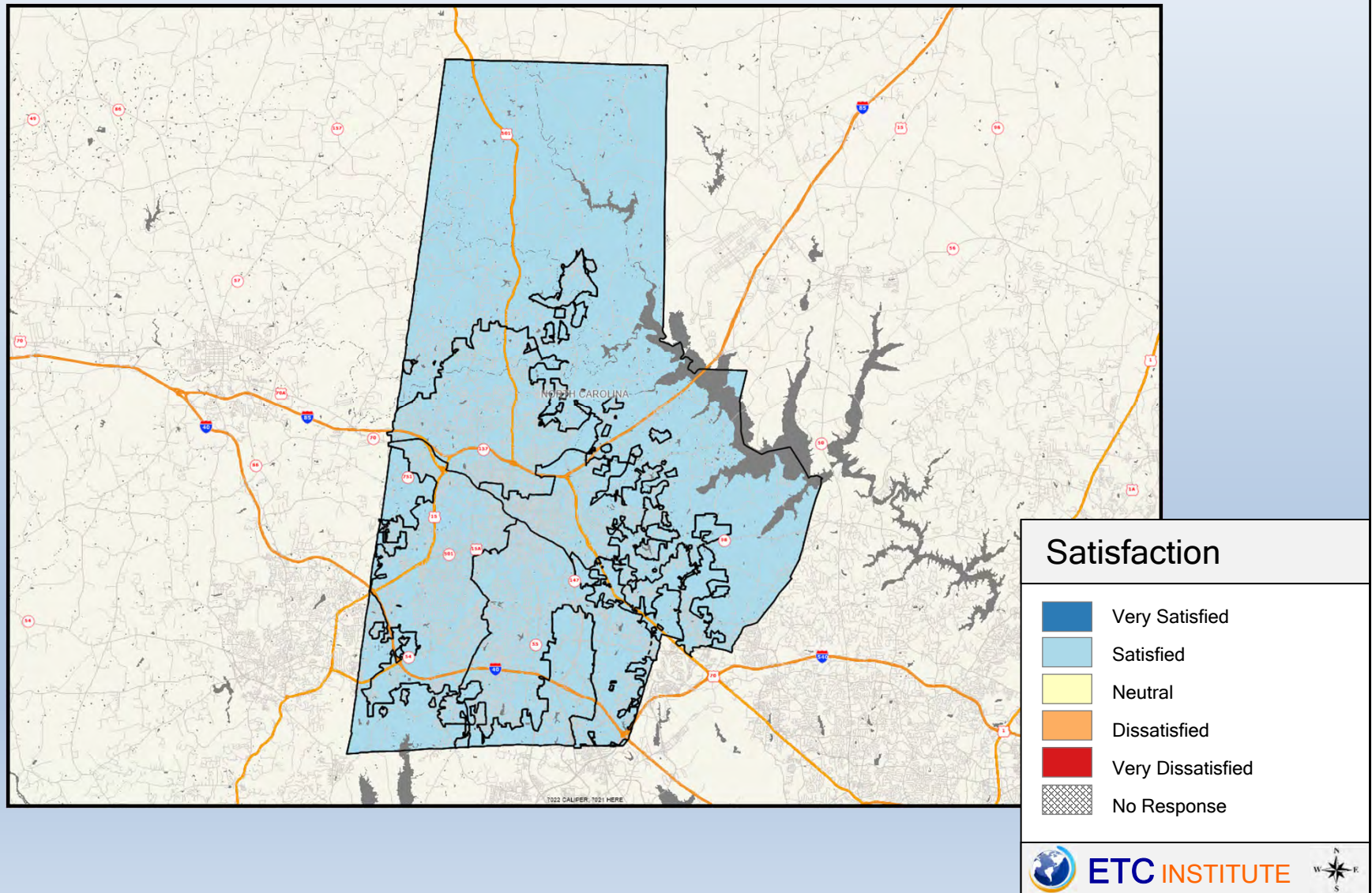
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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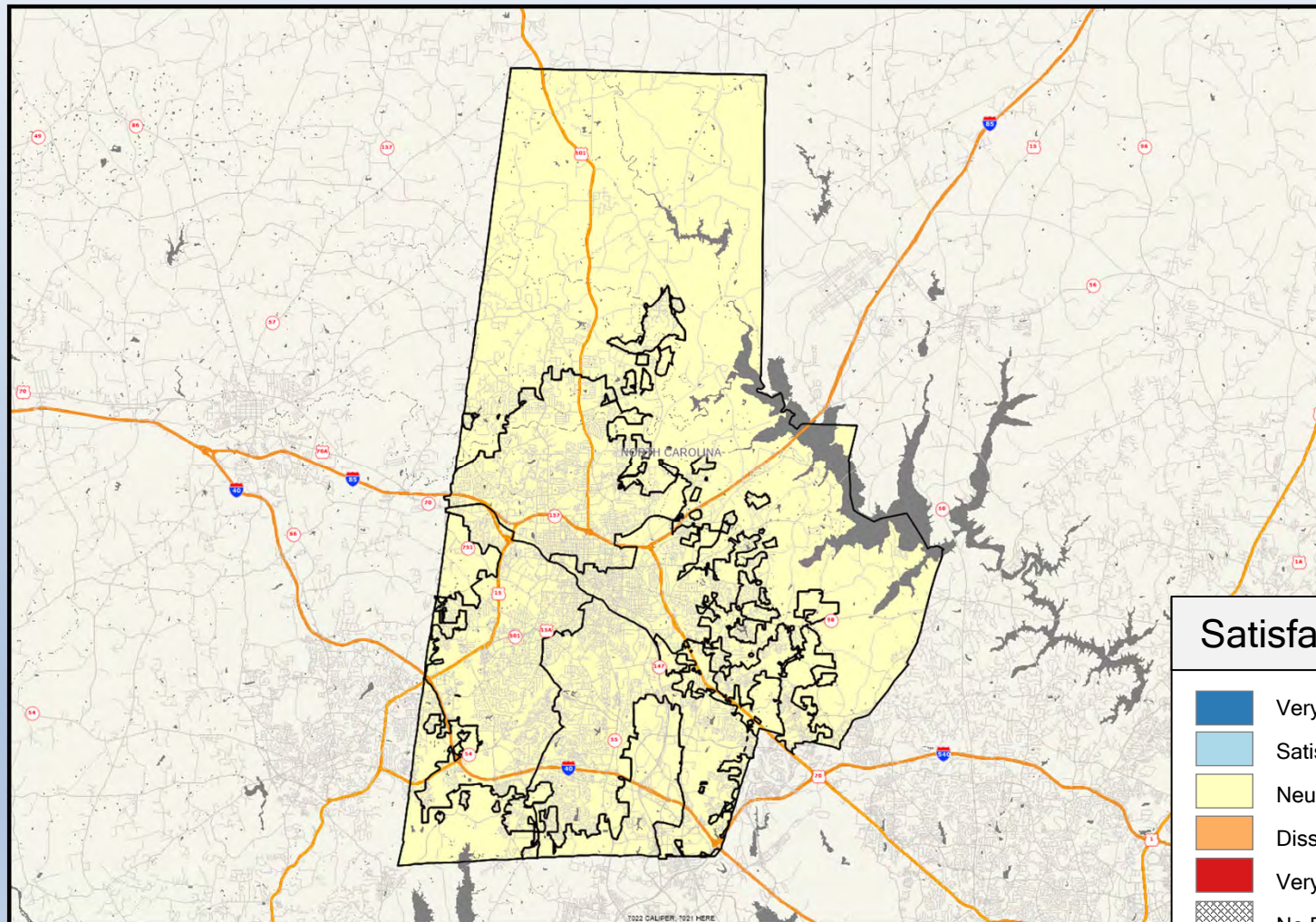
Q1-05. Overall quality of EMS services



Q1-06. Response time for EMS services





Q1-07. Overall maintenance of City streets

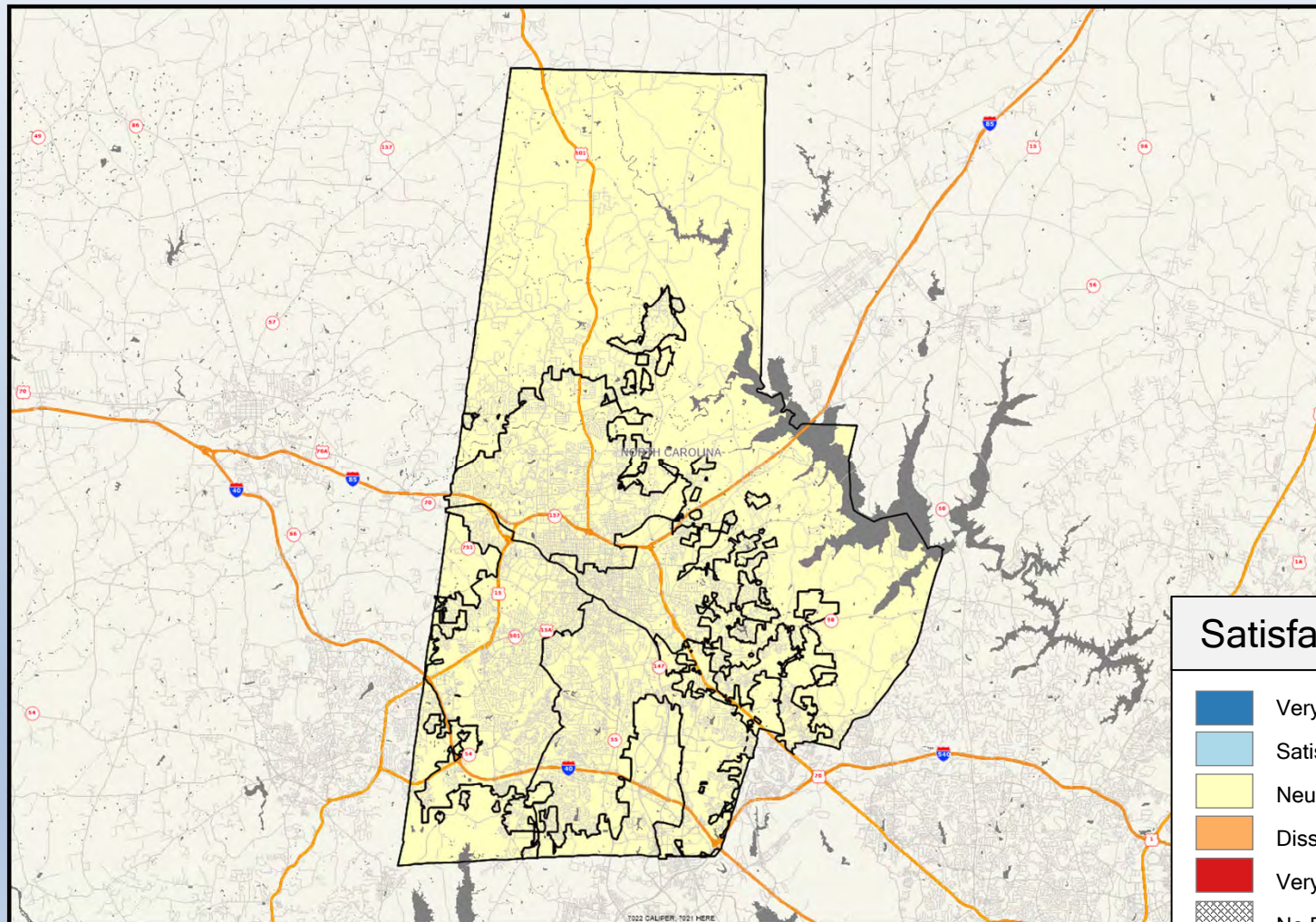


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q1-08. Overall ease of travel within Durham

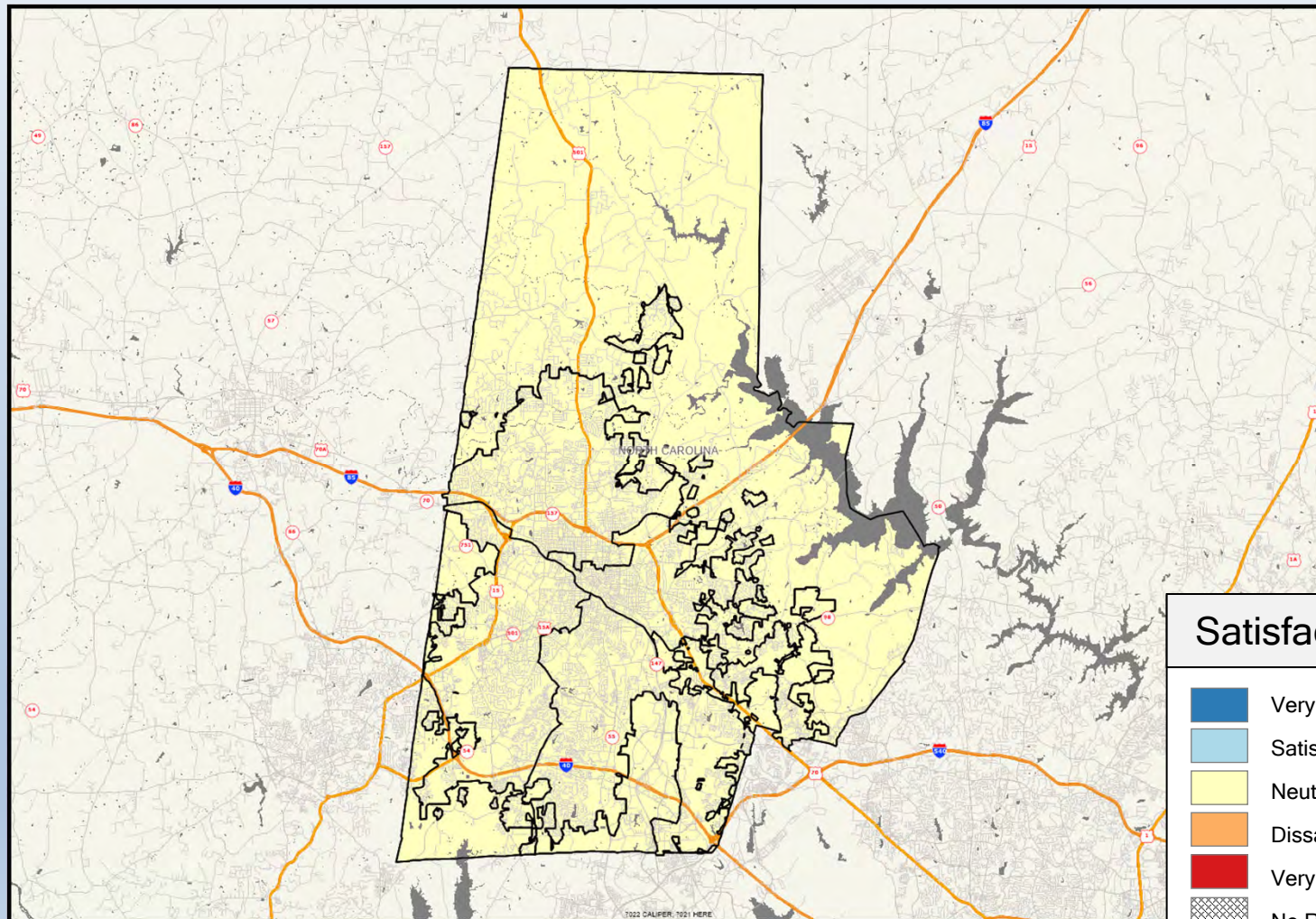


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q1-09. Overall quality of the public transit system

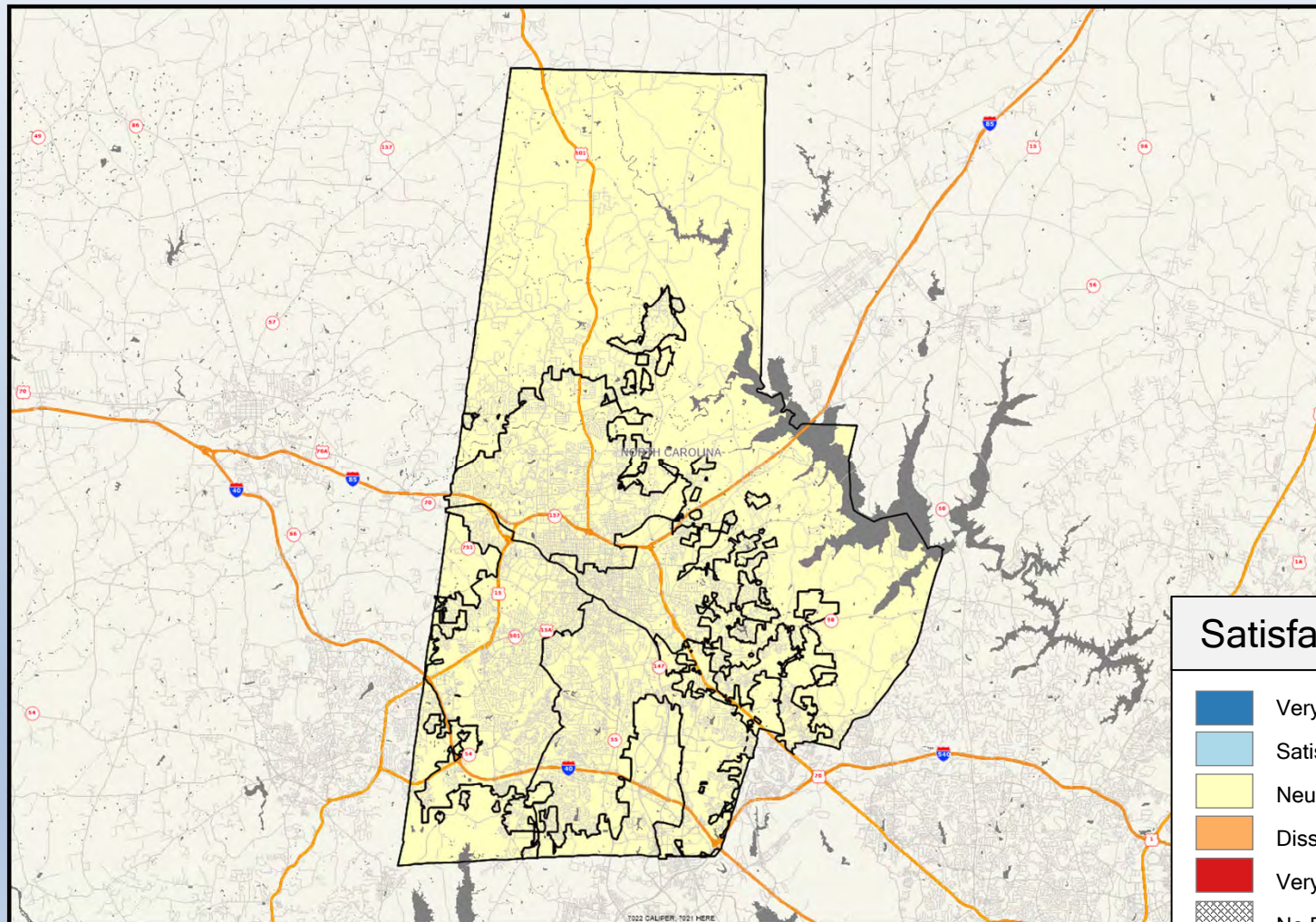


Satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response



 

Q1-10. Overall quality of bicycle facilities

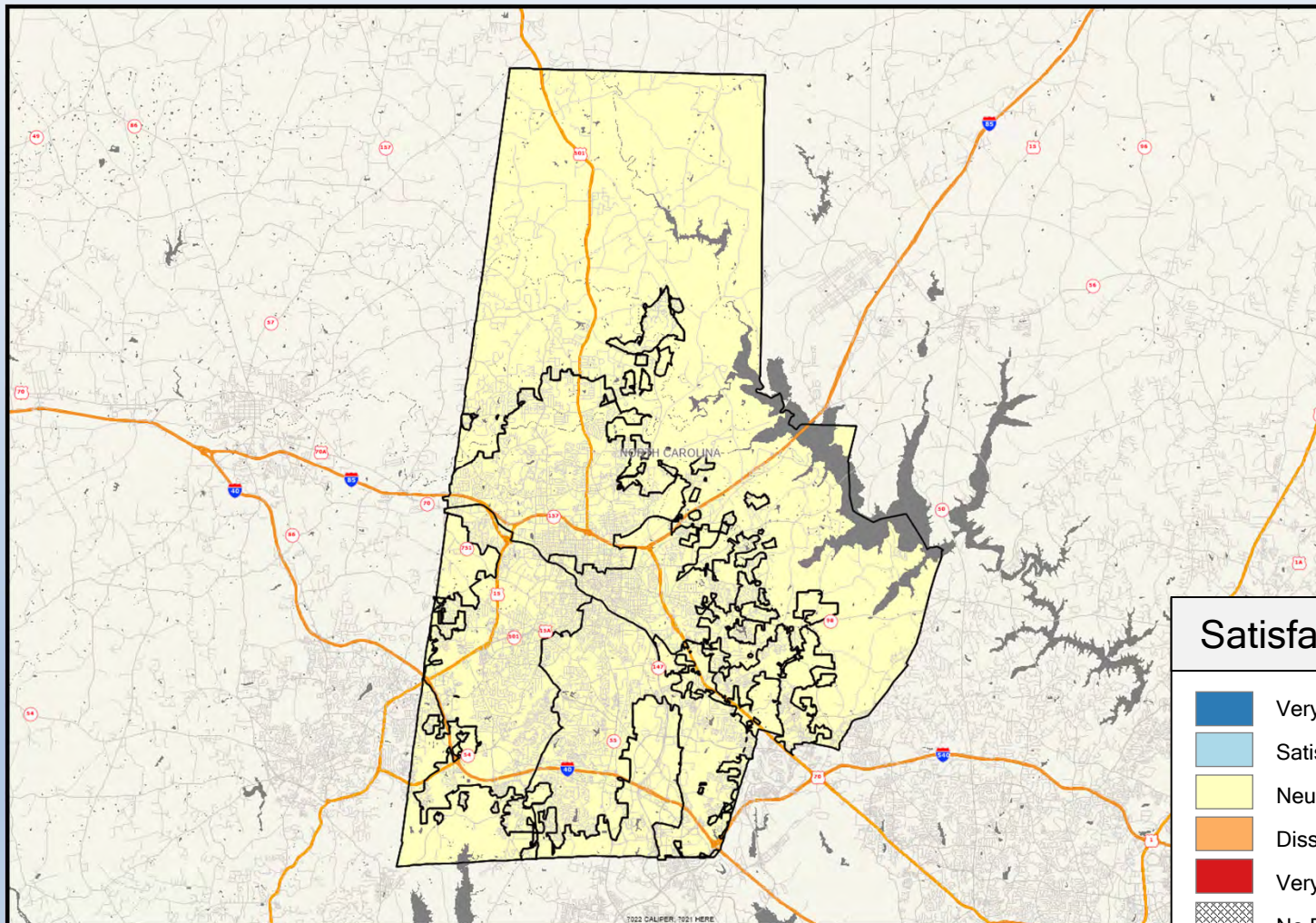


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



 

Q1-11. Overall quality of pedestrian facilities

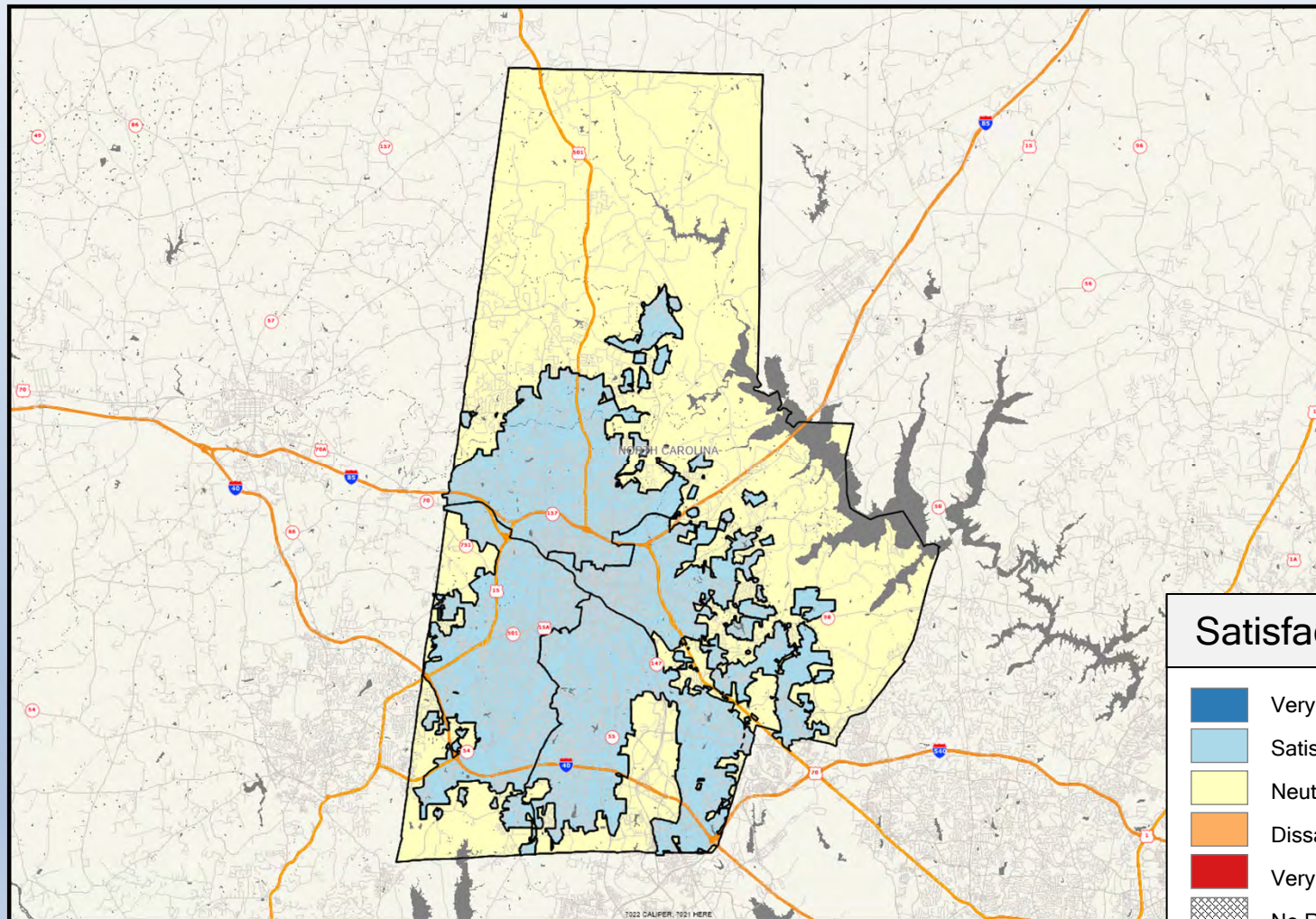


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

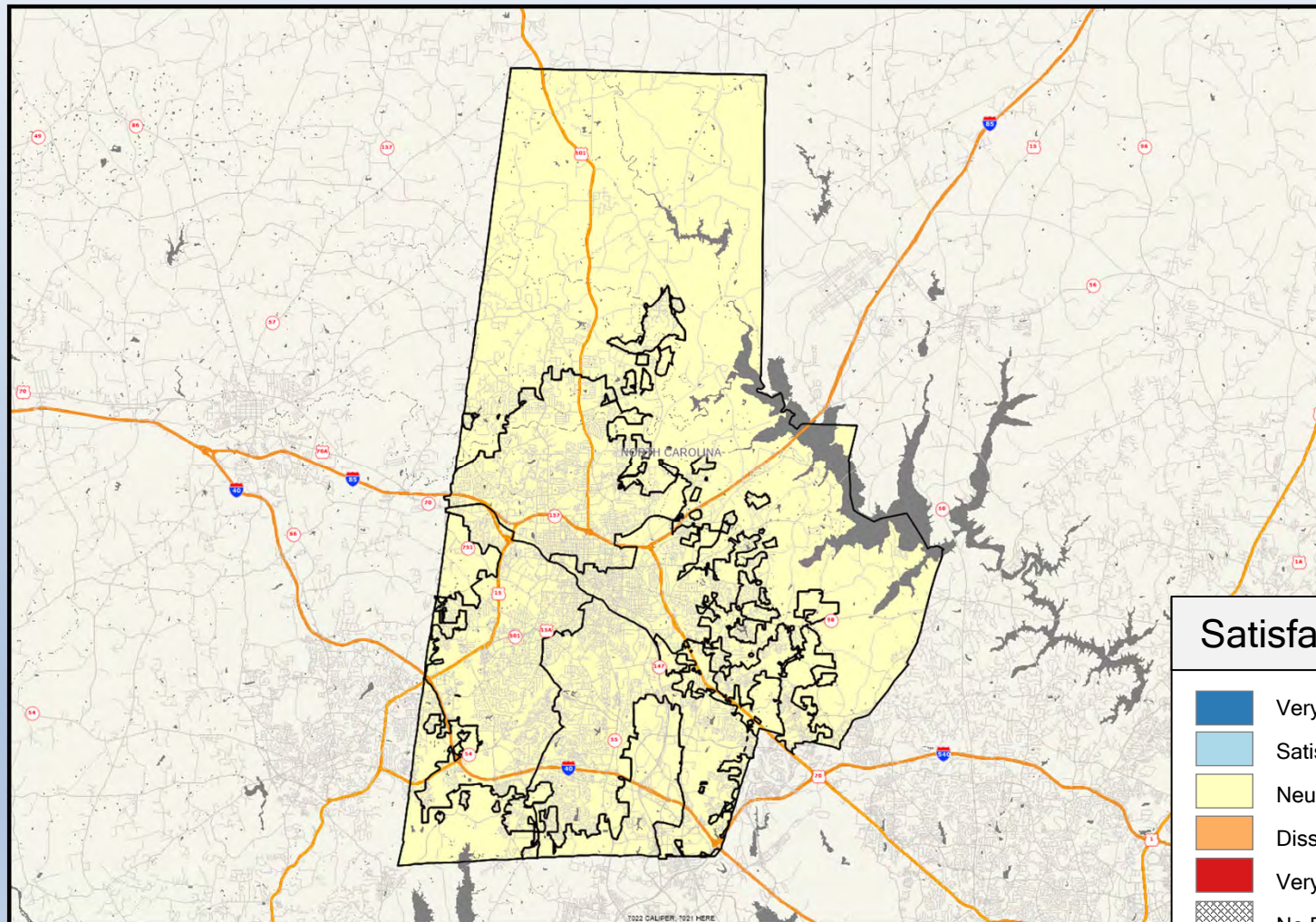
Q1-12. Overall quality of water and sewer utilities









Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response



 

Q1-13. Overall enforcement of codes and ordinances

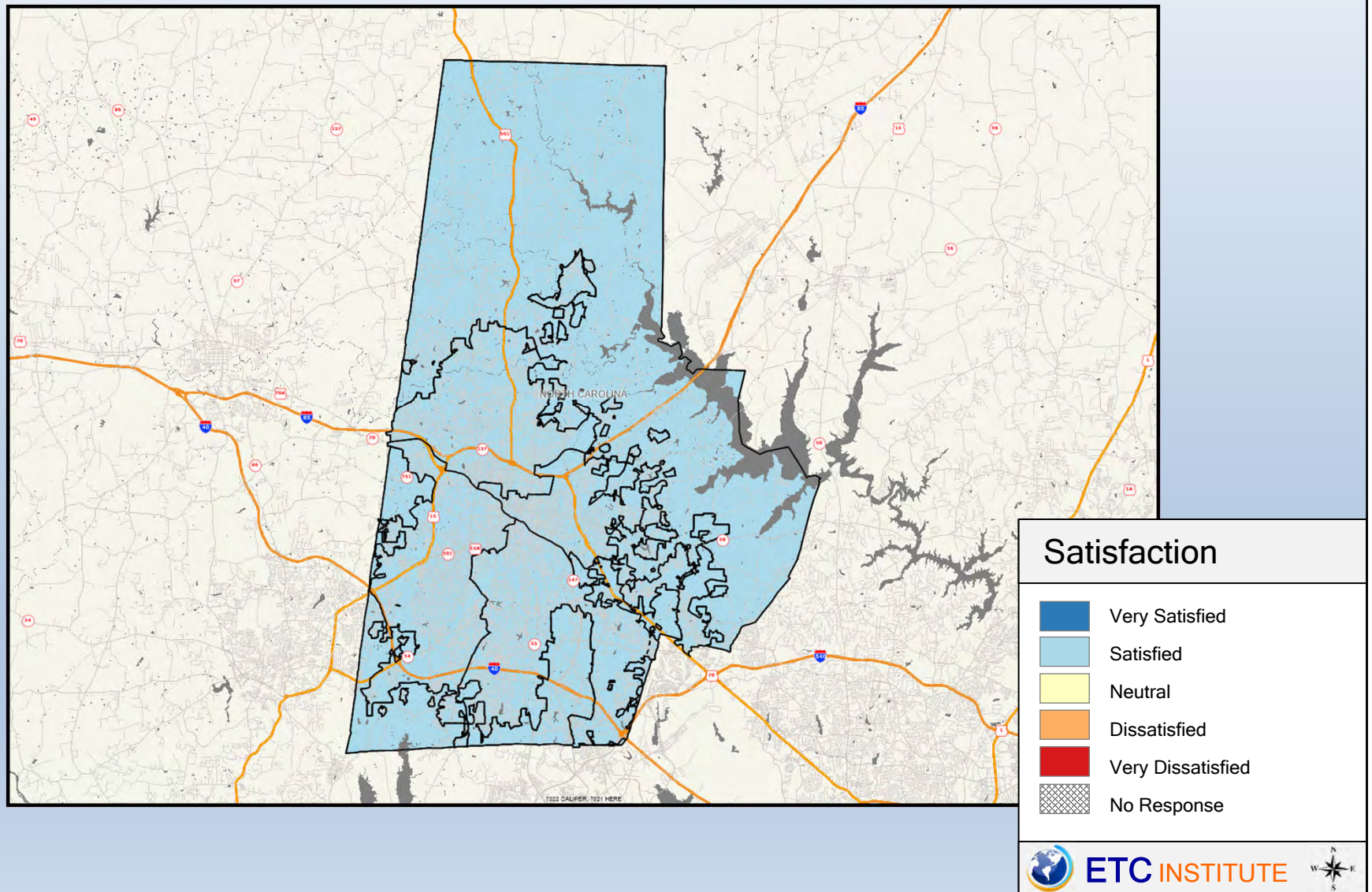


Satisfaction

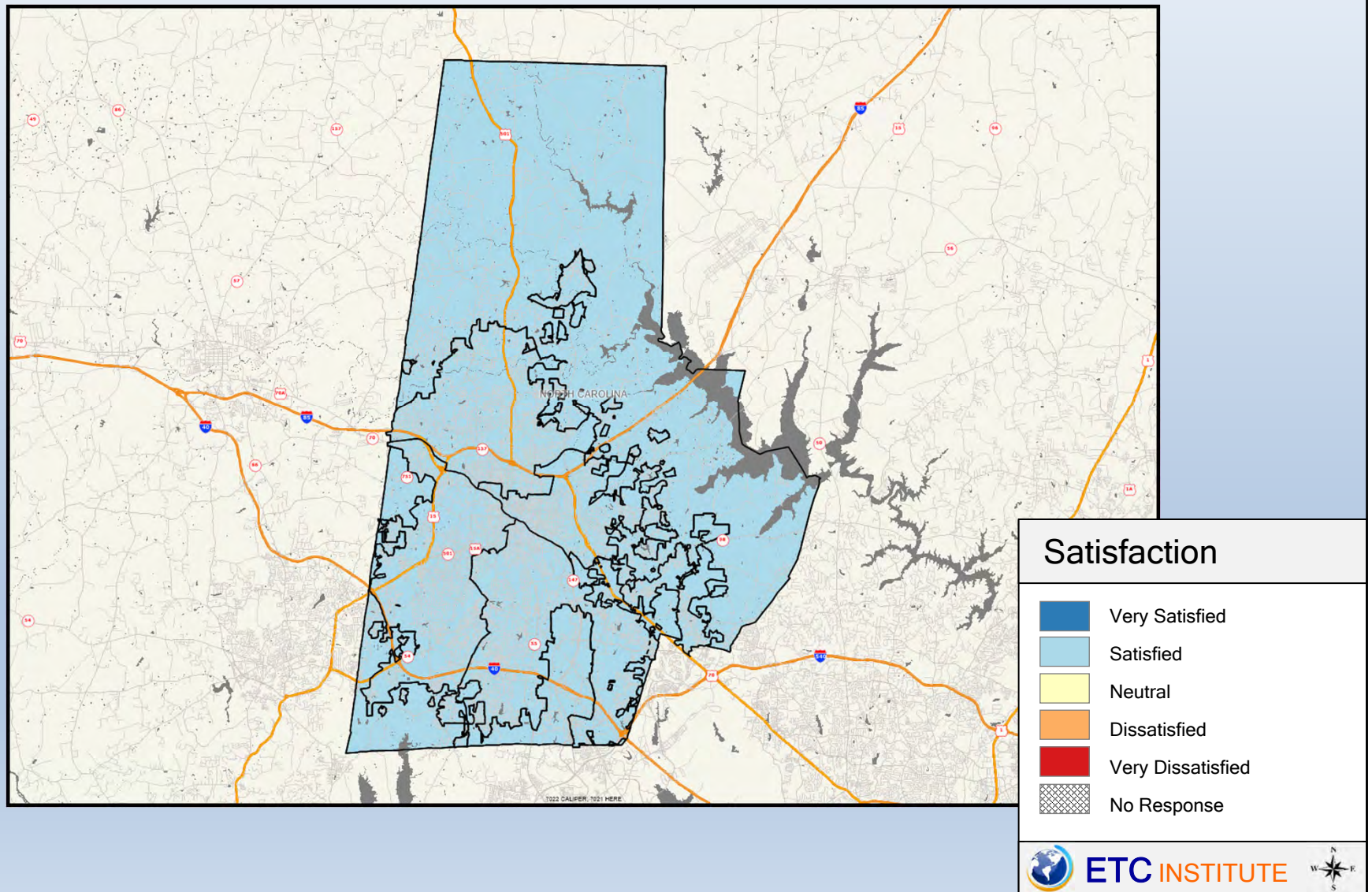
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

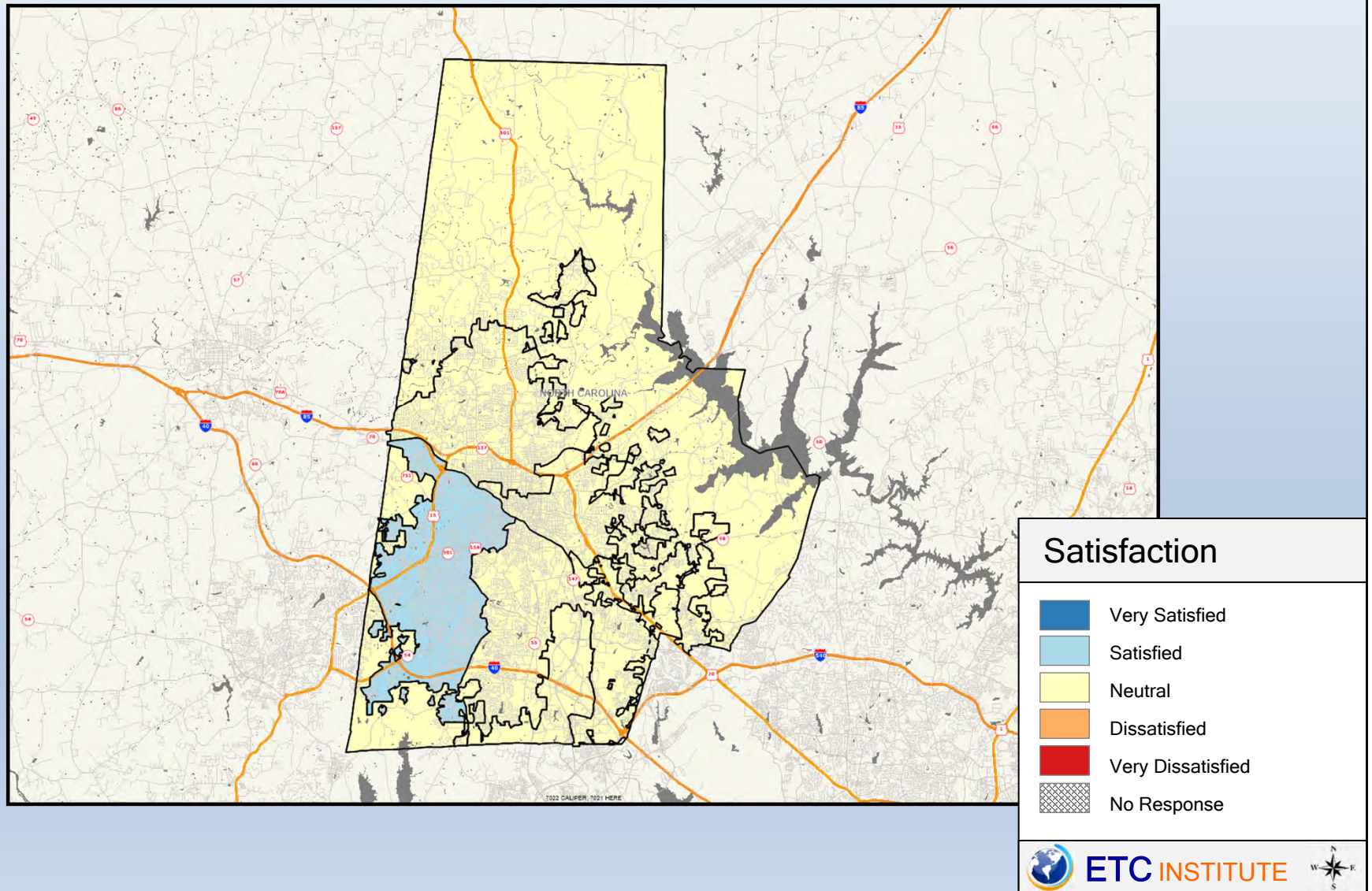
Q1-14. Overall quality of customer service you receive from City employees



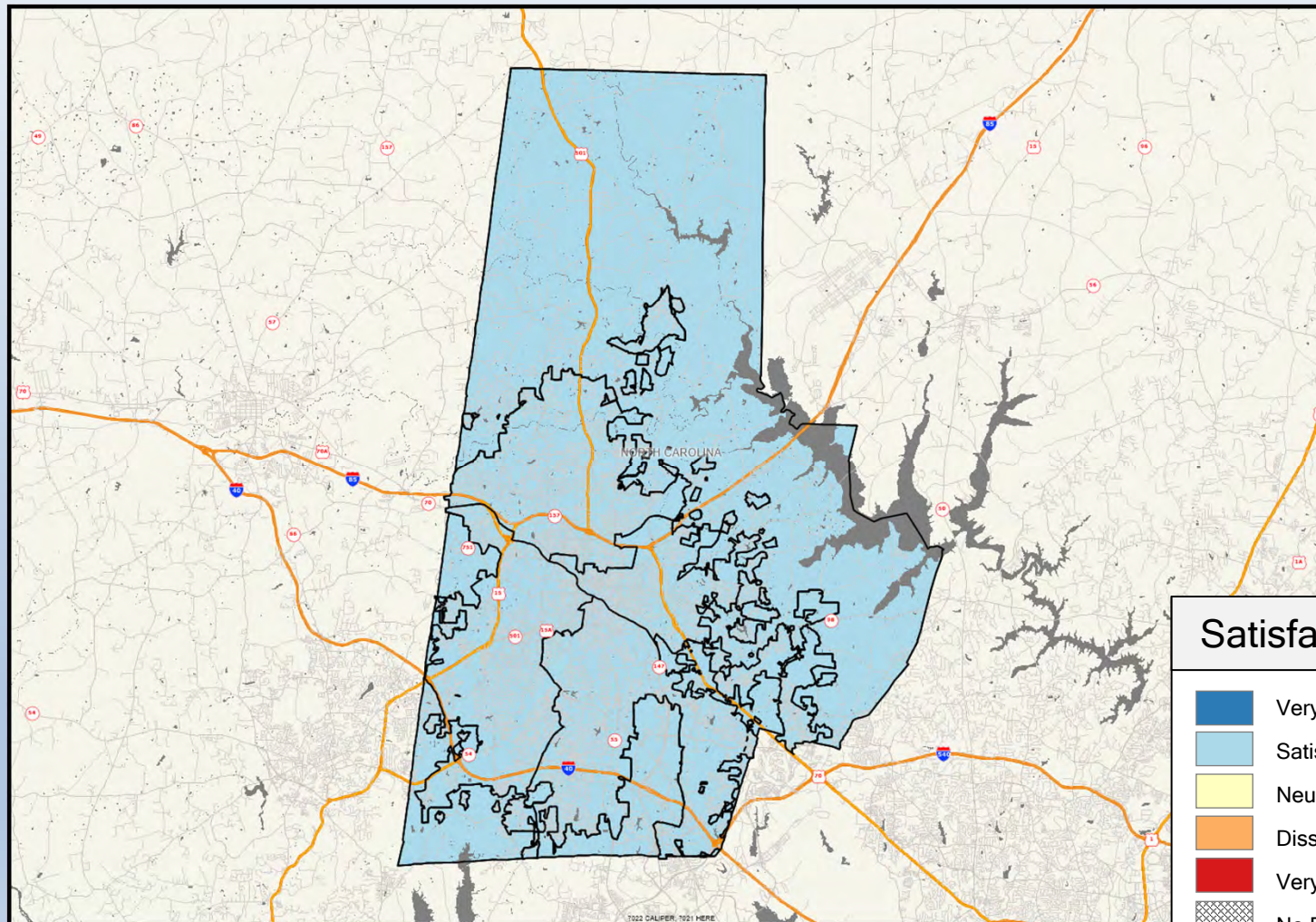
Q1-15. Overall quality of customer service you receive from County employees



Q1-16. Overall effectiveness of communication with the public



Q1-17. Overall quality of parks and recreation programs

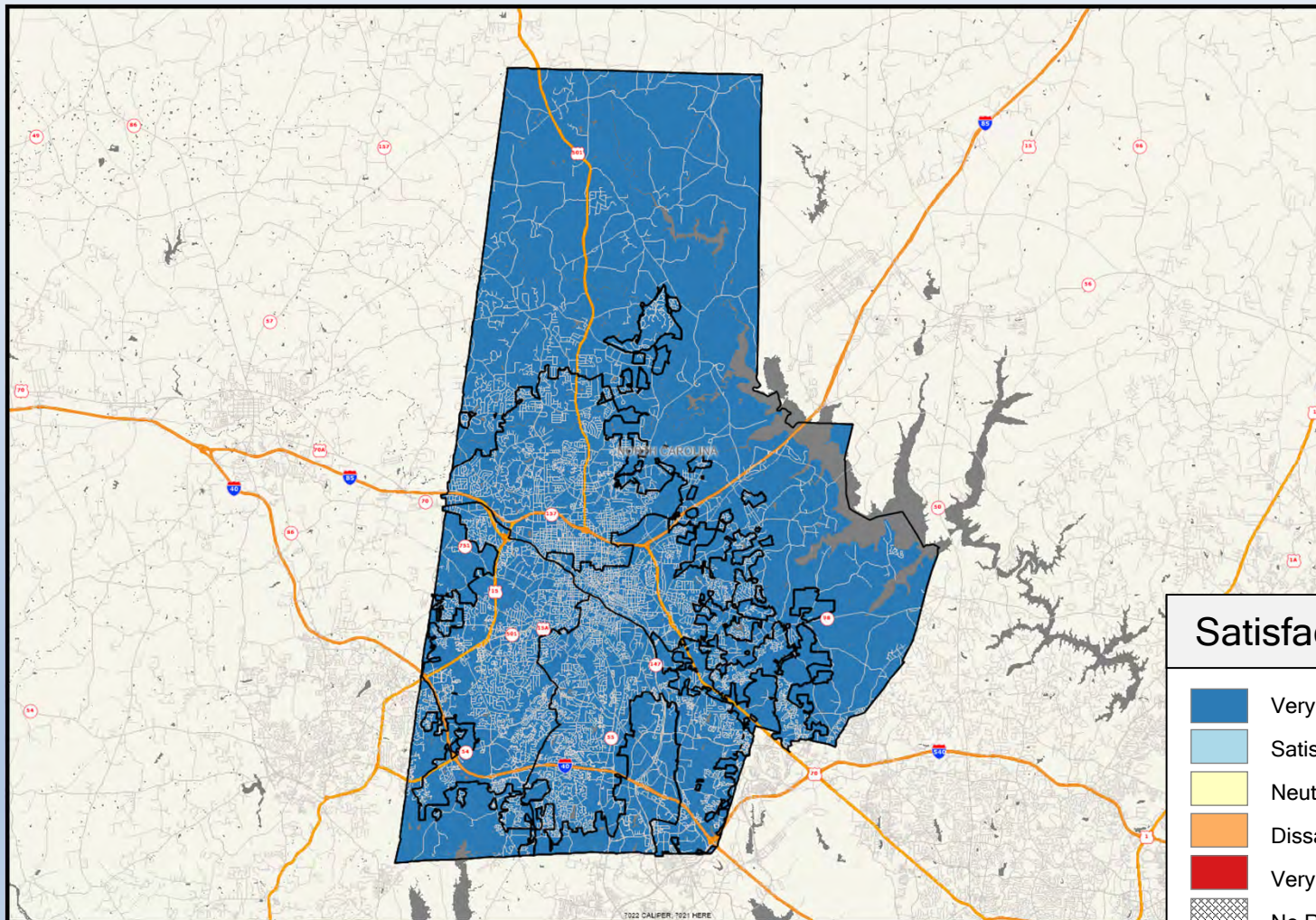


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q1-18. Overall quality of library services and programs

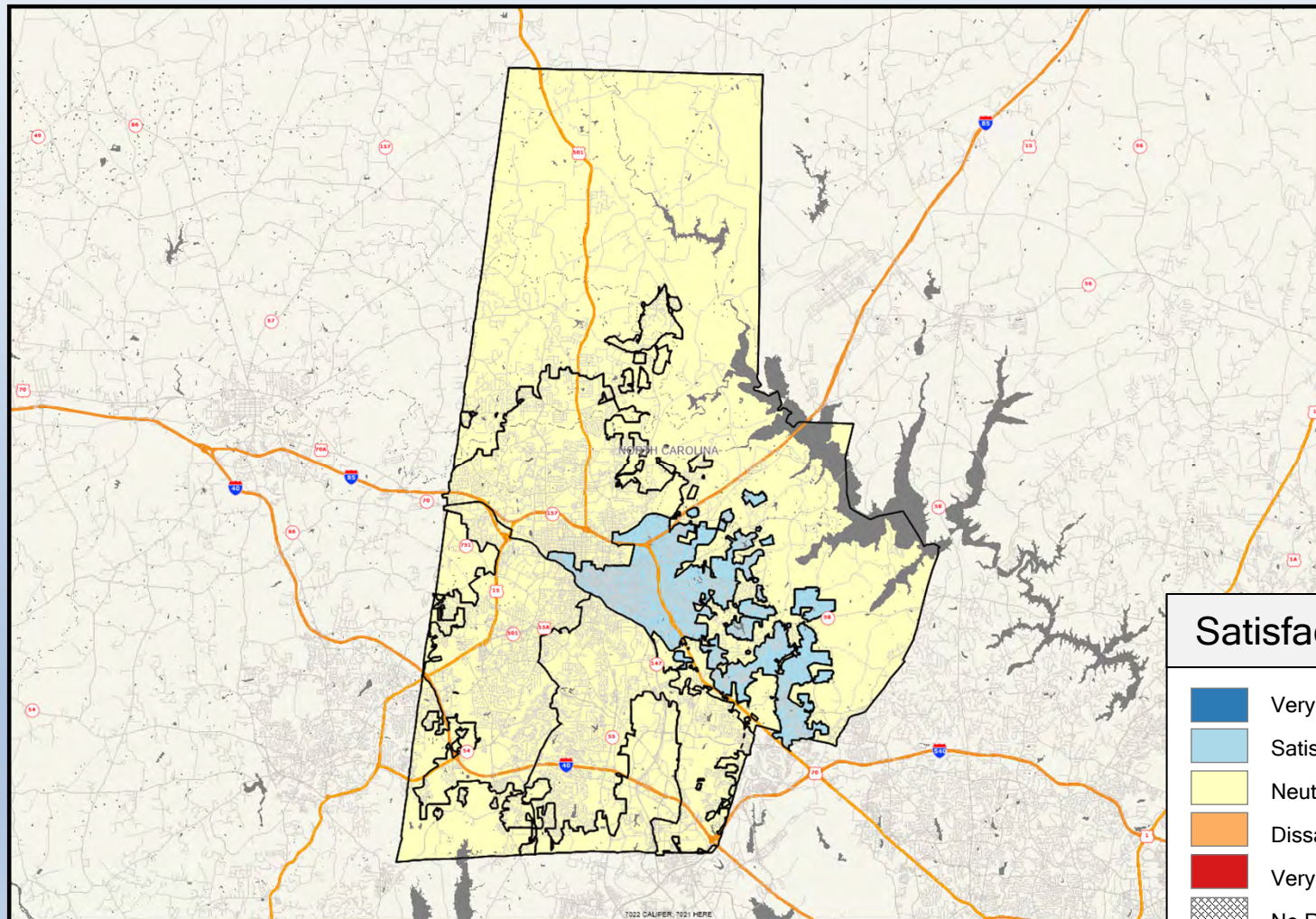


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q1-19. Overall quality of services provided by the Durham County Department of Social Services

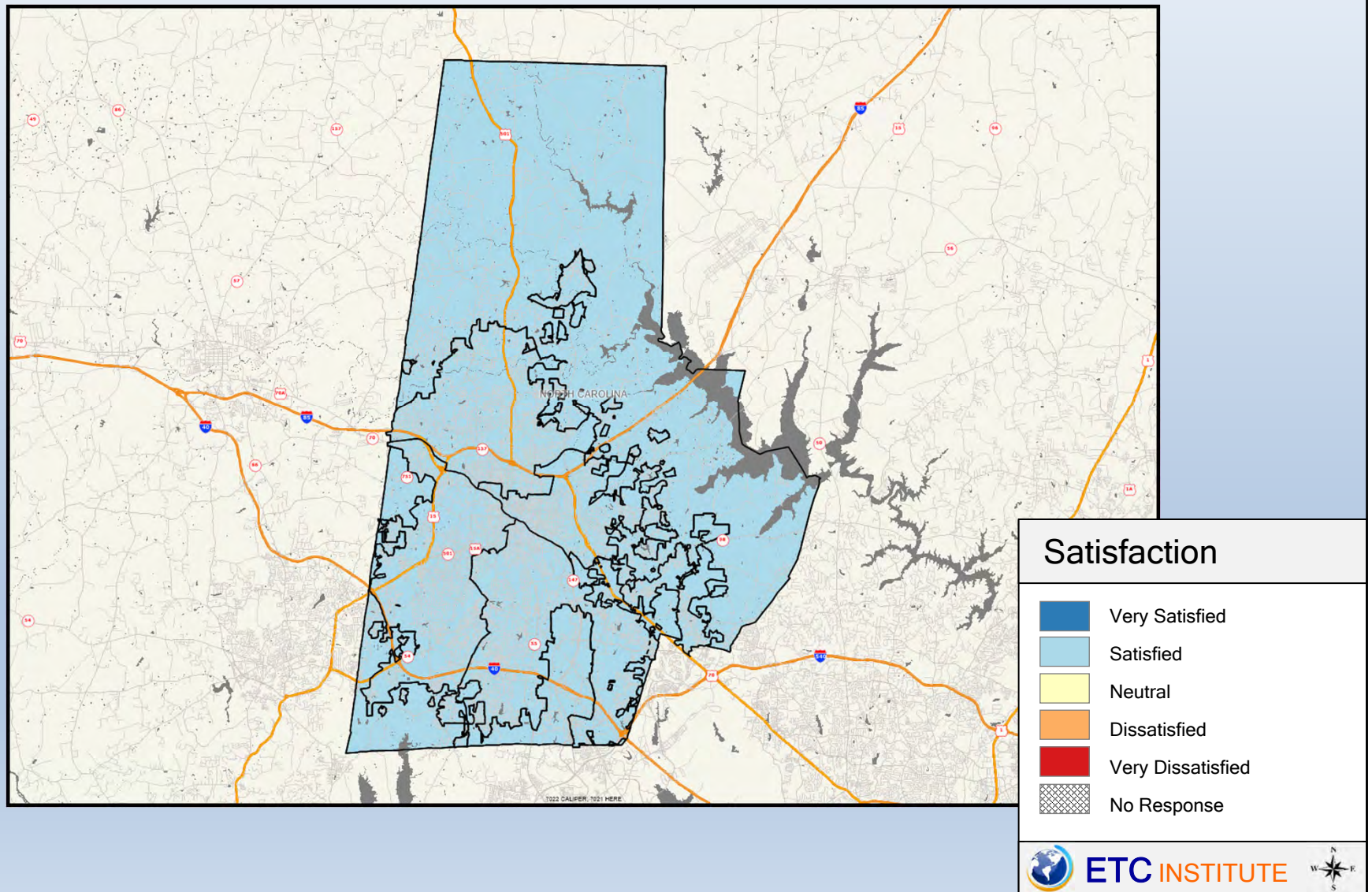


Satisfaction

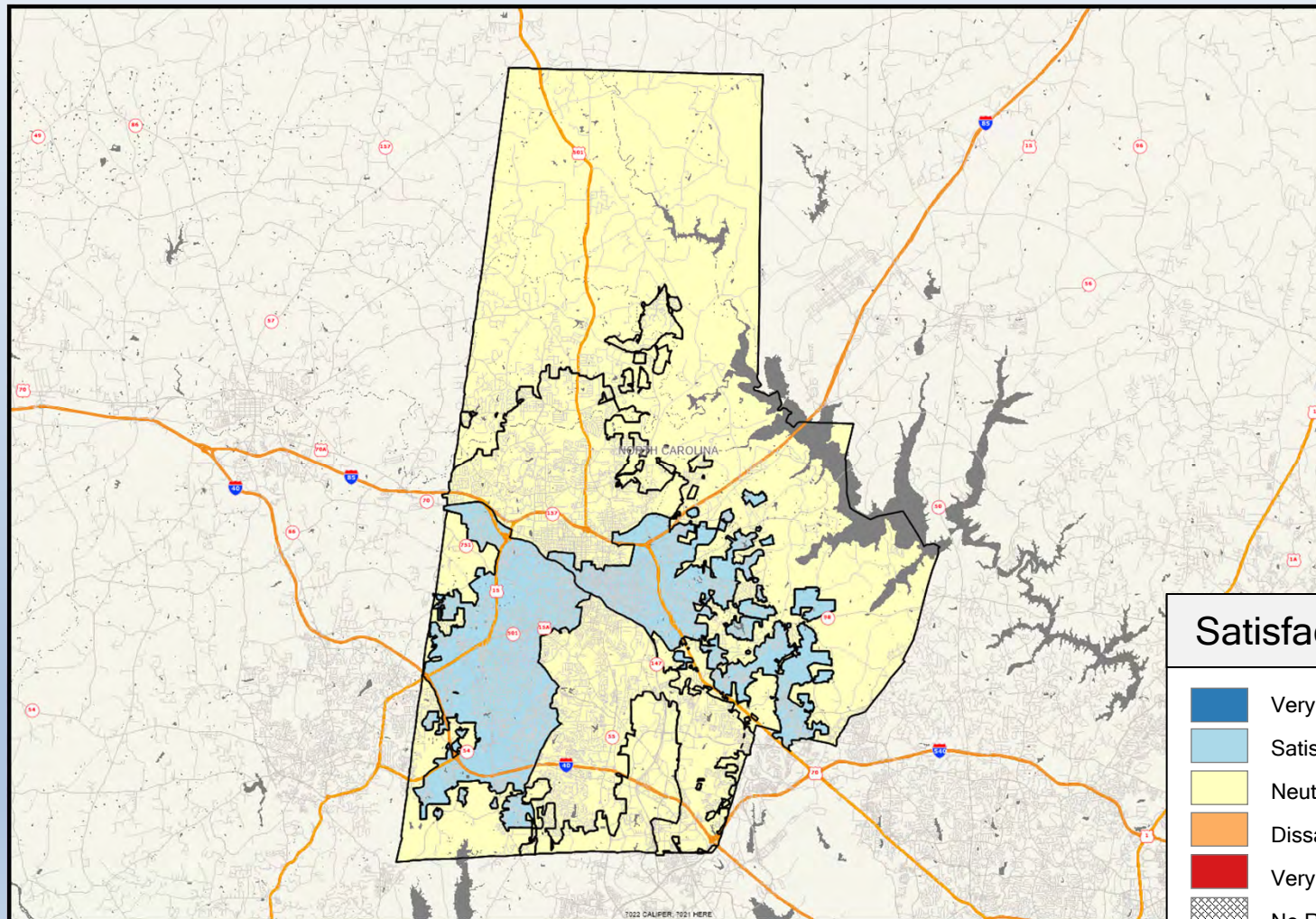
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q1-20. Overall quality of public health services



Q1-21. Overall quality of tax administration services

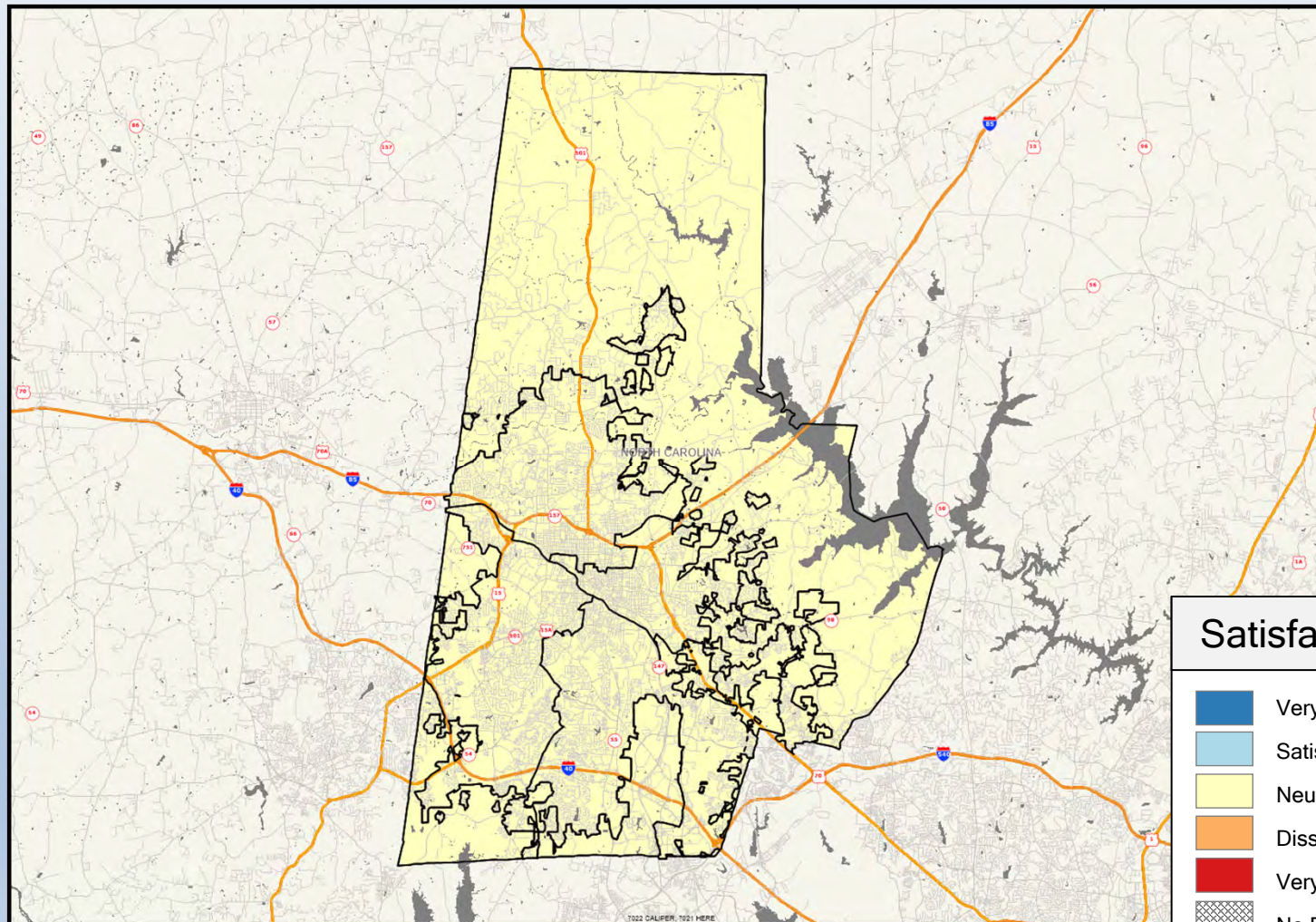


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q1-22. Overall quality of public schools

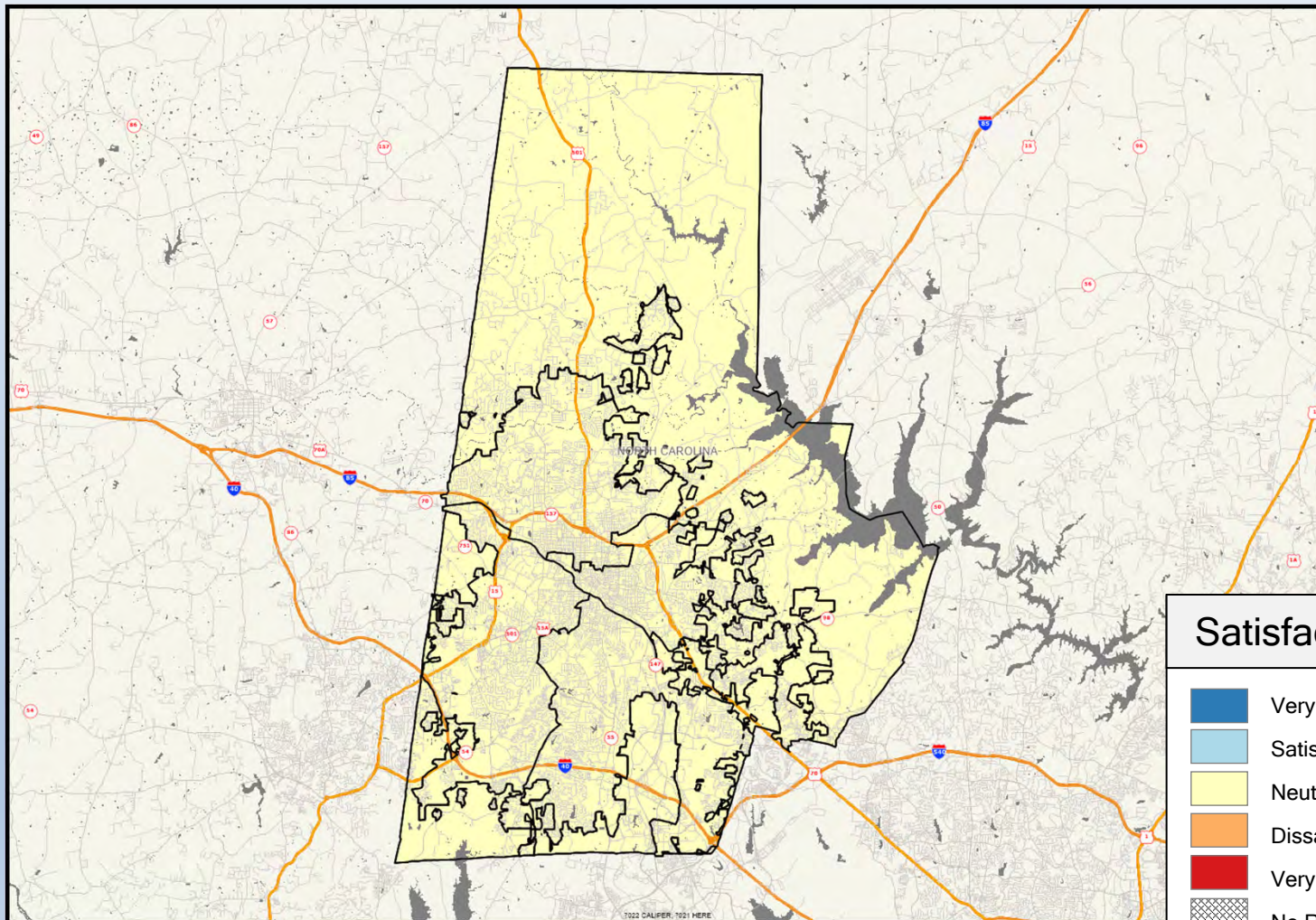


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q1-23. Overall quality of charter schools

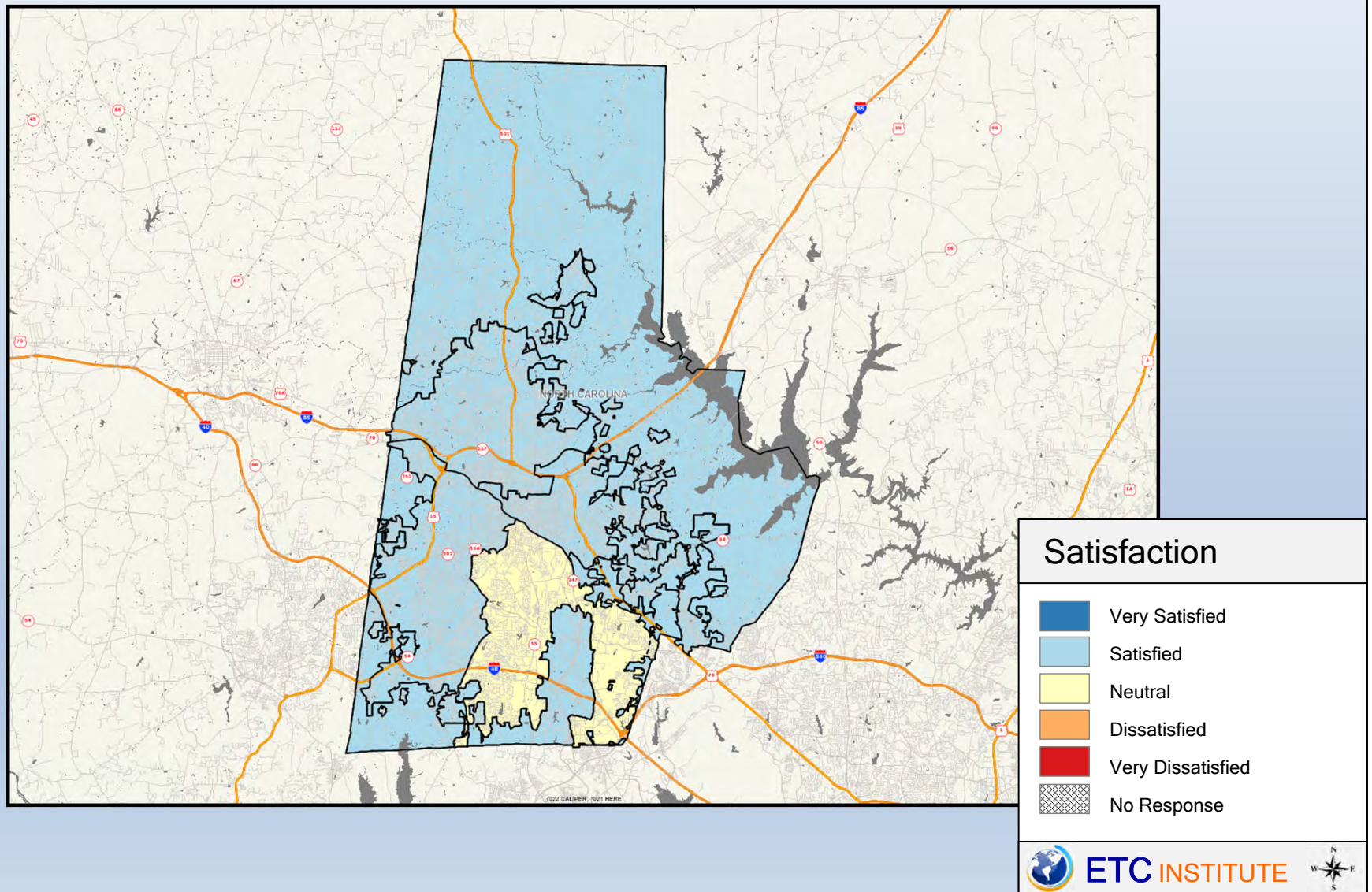


Satisfaction

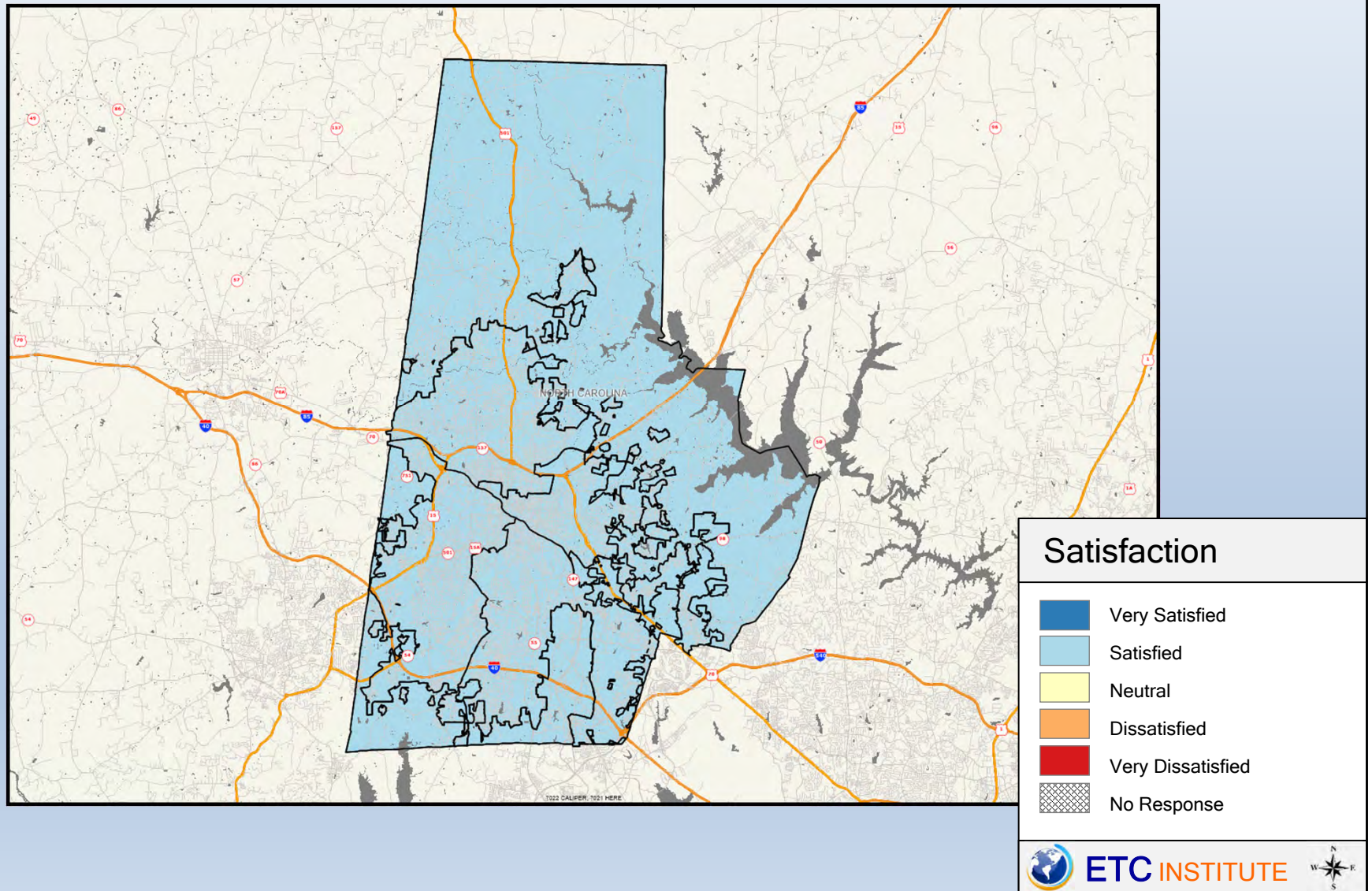
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

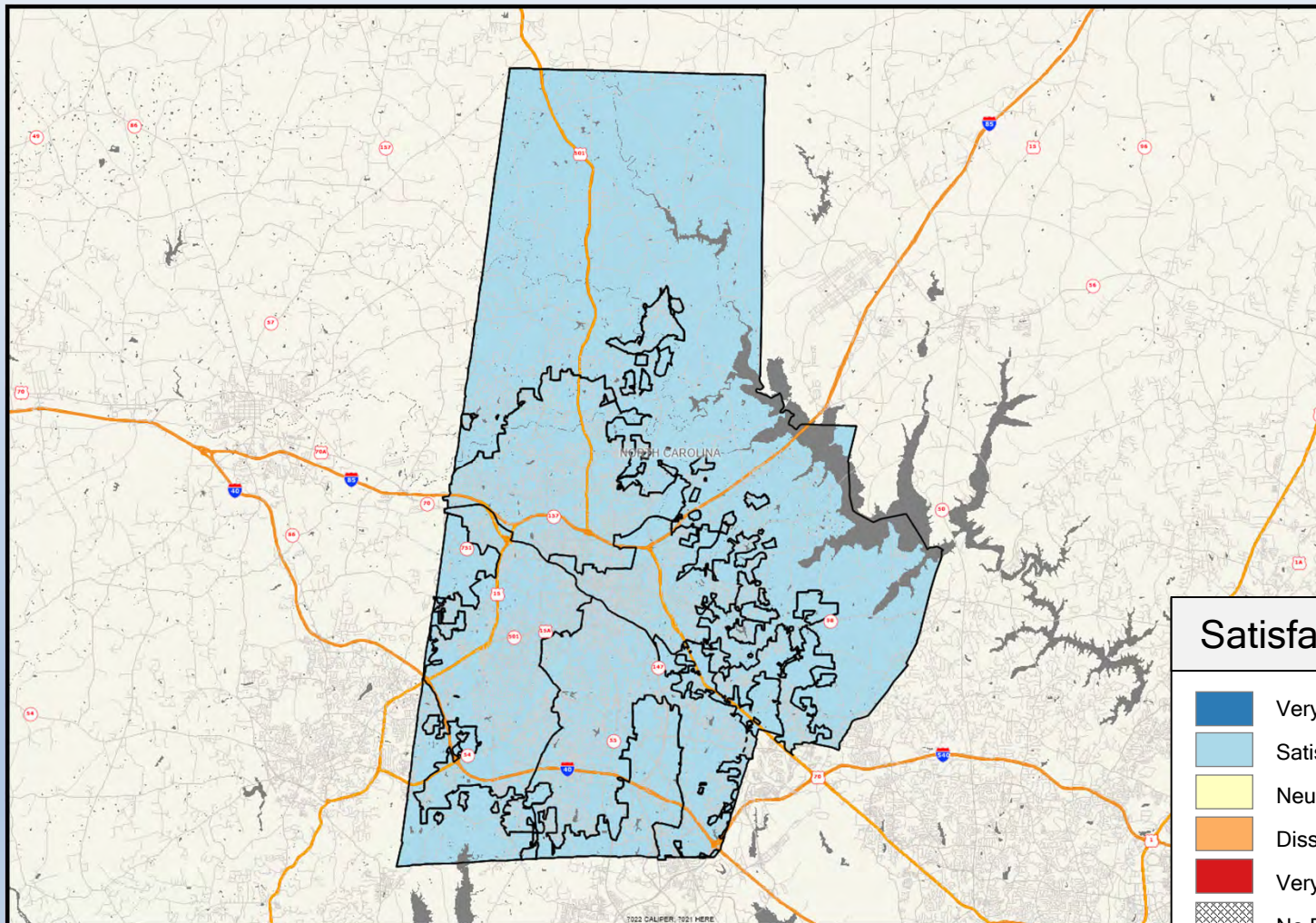
Q1-24. Overall quality of private schools



Q3-1. Overall quality of services provided by the City



Q3-2. Overall quality of services provided by the County

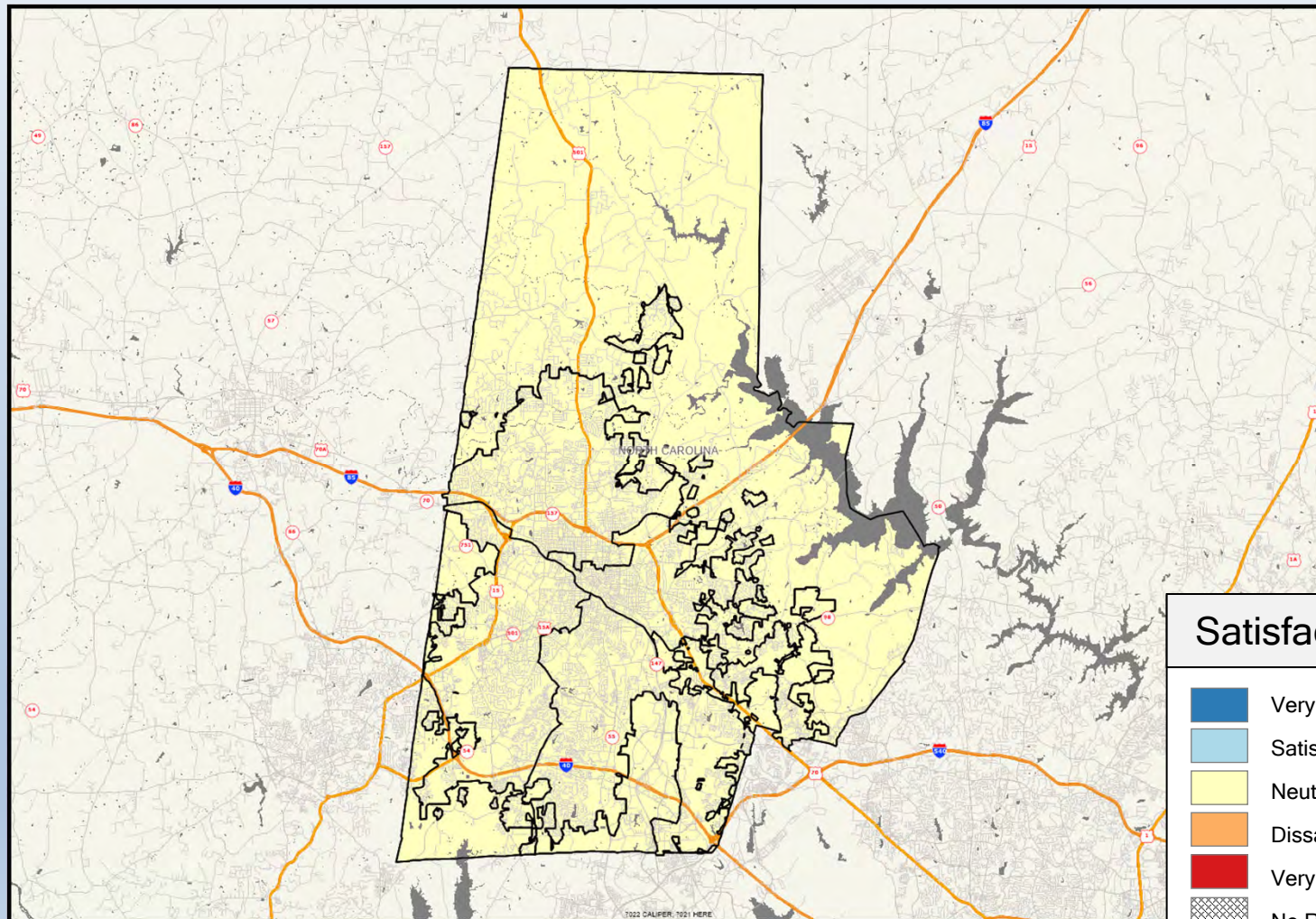


Satisfaction





- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



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Q3-3. Overall appearance of Durham

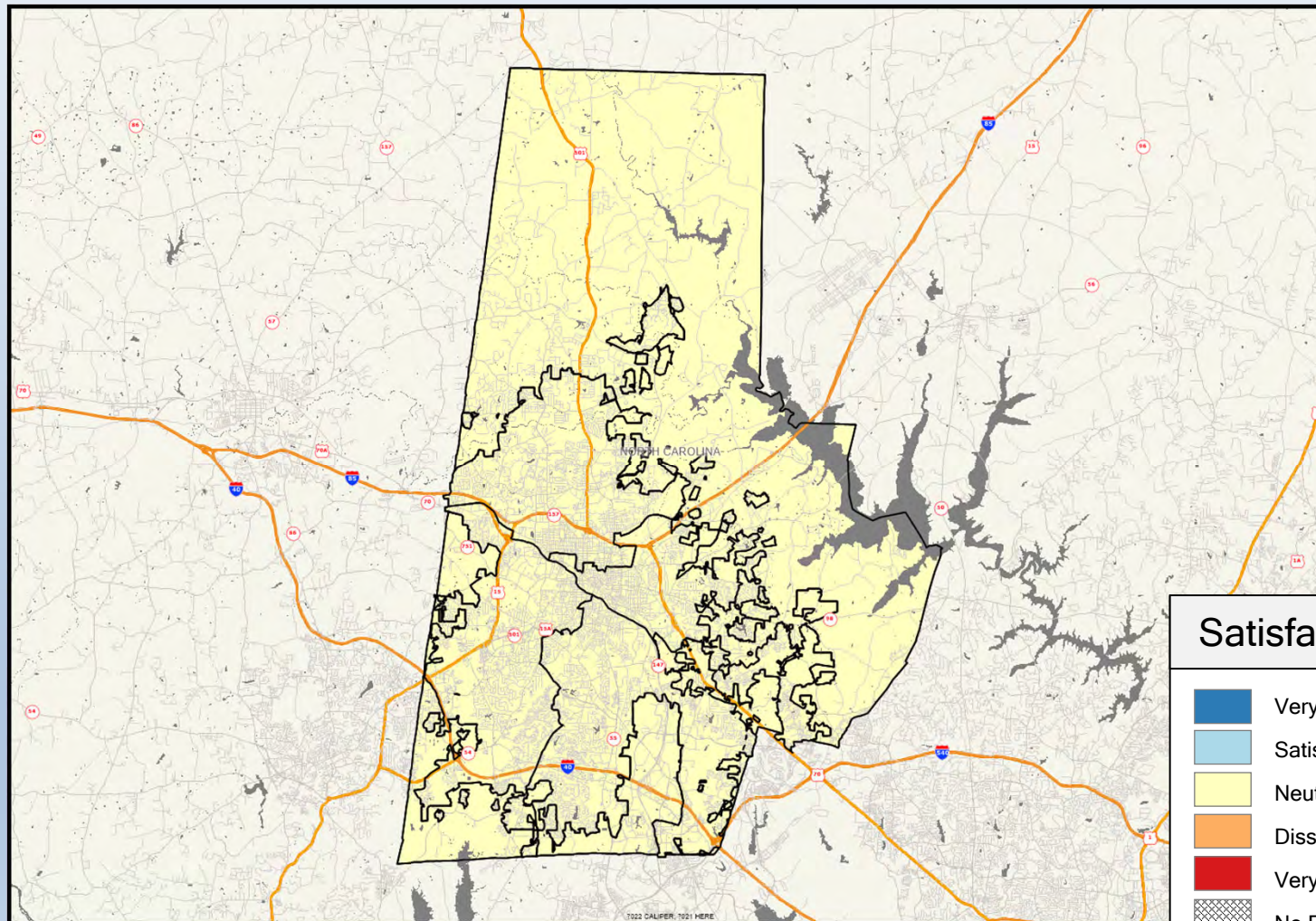


Satisfaction



	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q3-4. Overall management of development and growth

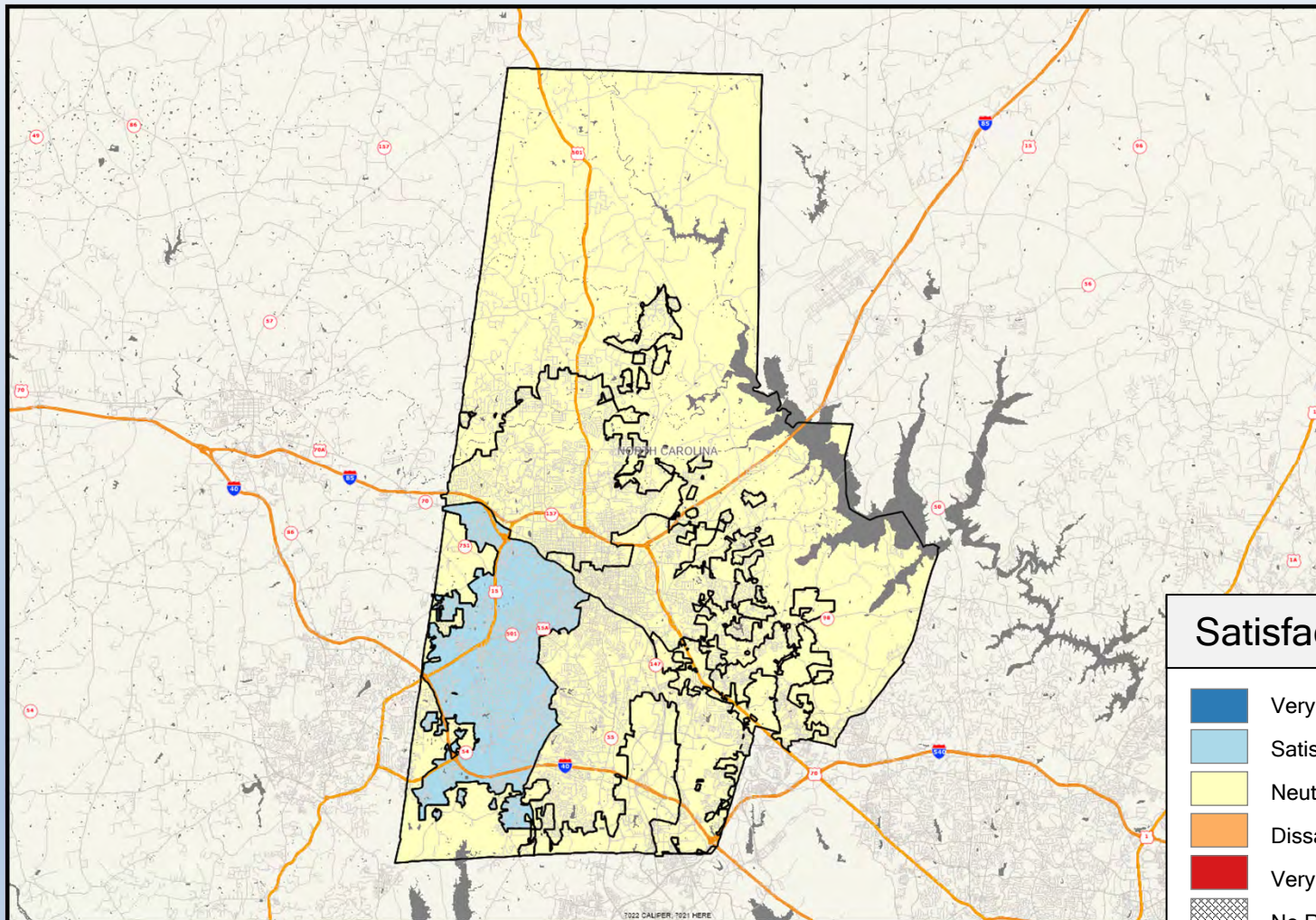


Satisfaction




	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response


 

Q3-5. Overall image of Durham

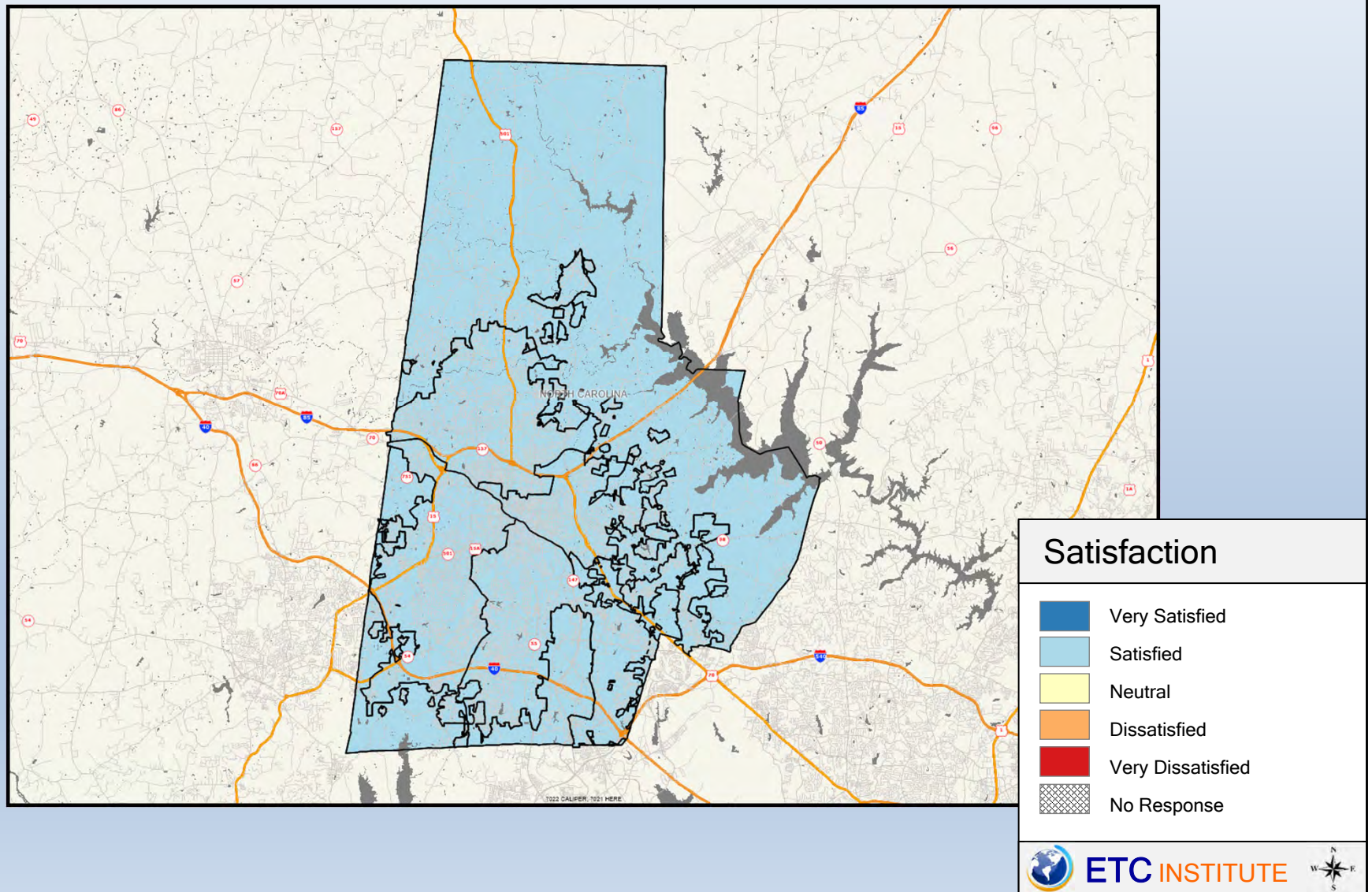


Satisfaction

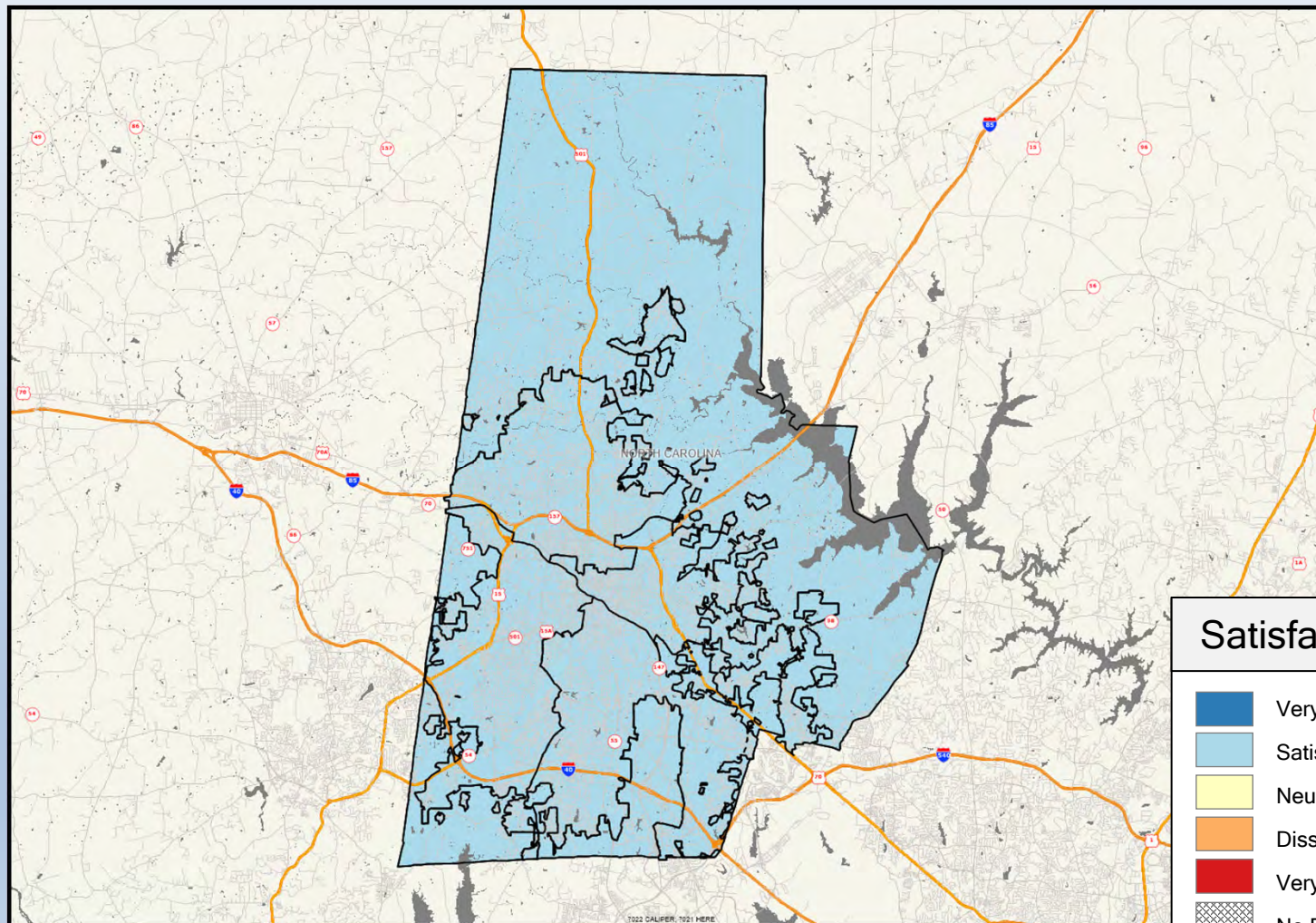
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q3-6. Overall quality of life in Durham



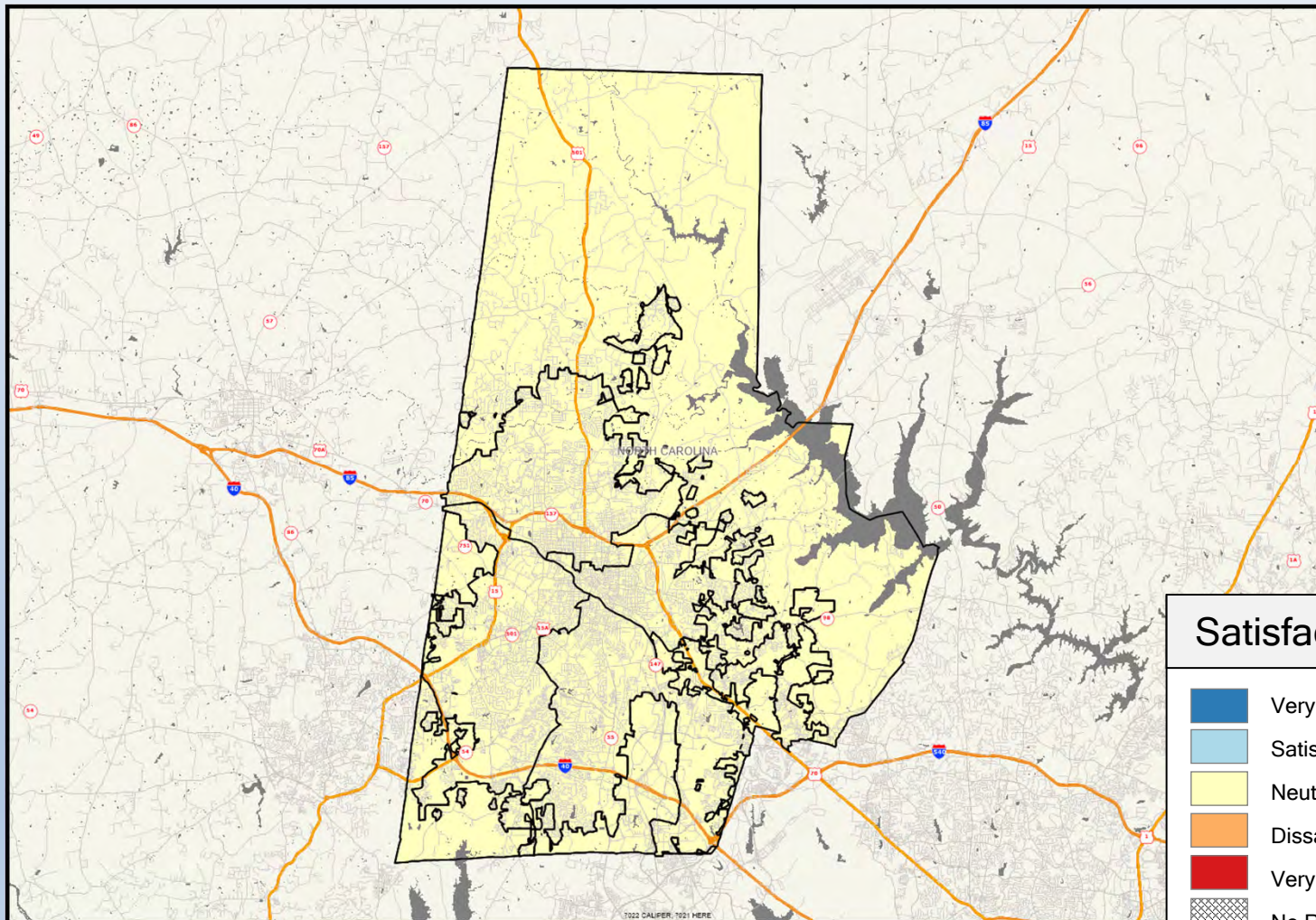
Q3-7. Overall quality of life in your neighborhood



Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q3-8. Overall value you receive for your local property taxes

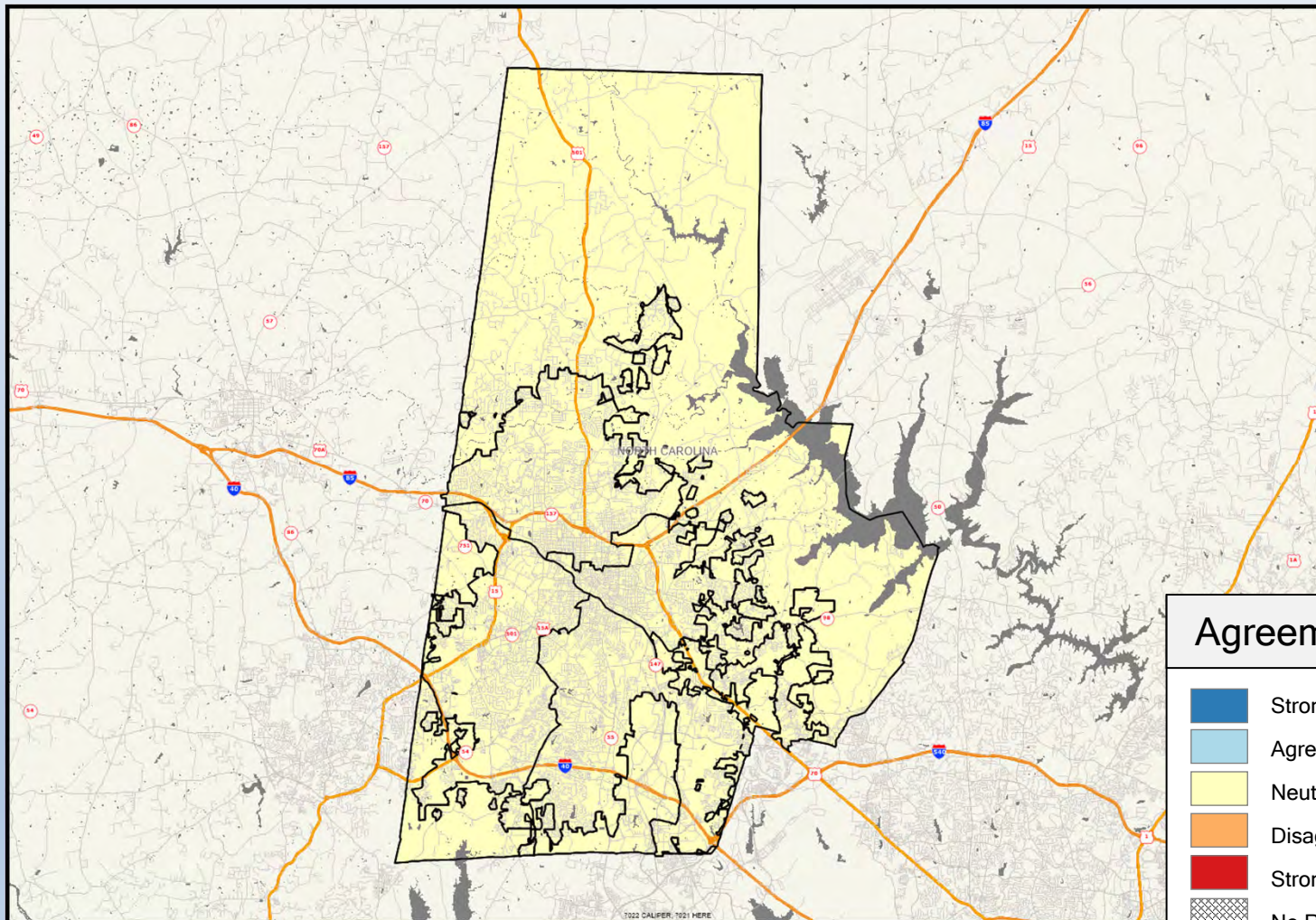


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q5-1. Manages the education budget well

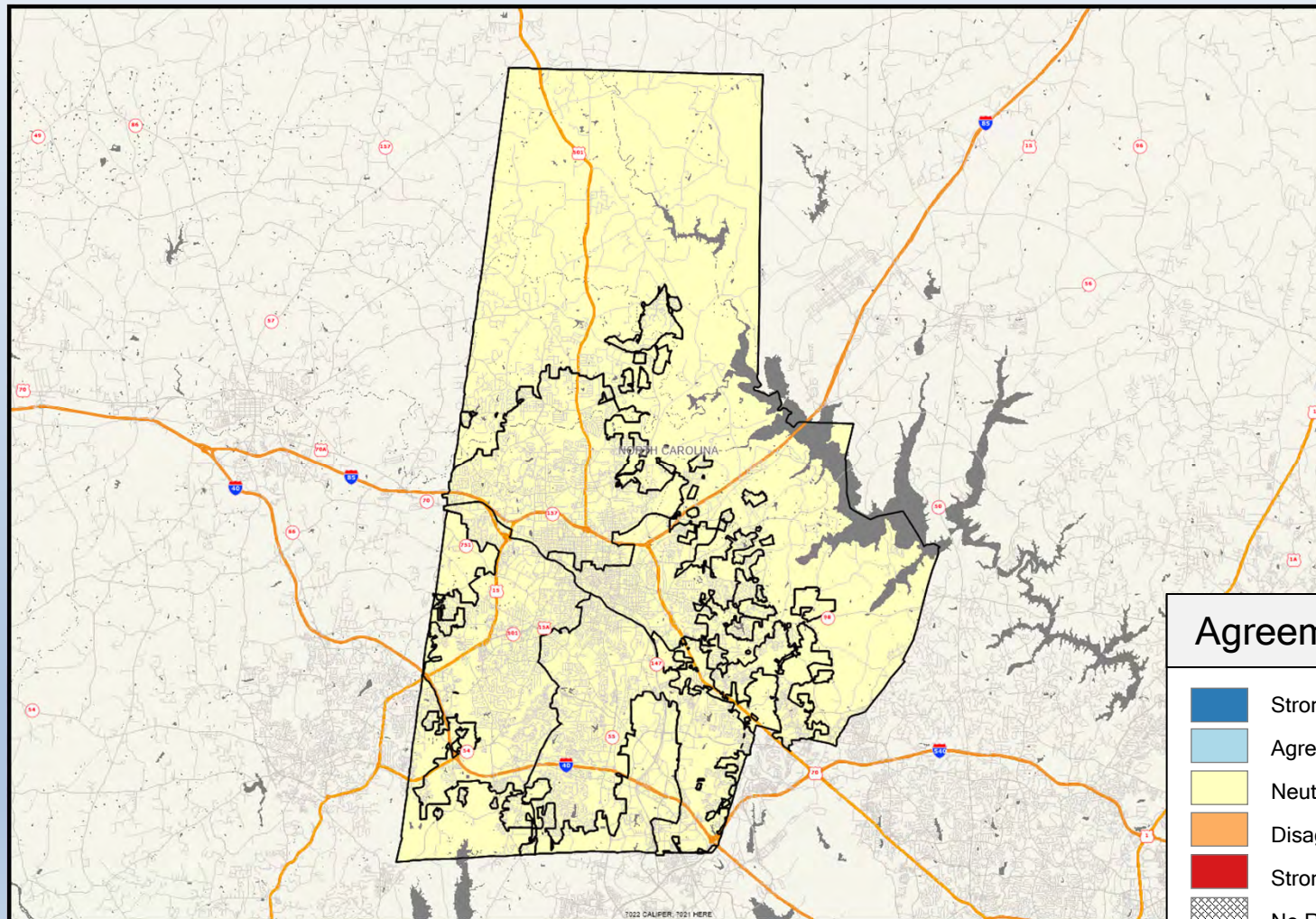


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

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Q5-2. Attracts high quality teachers

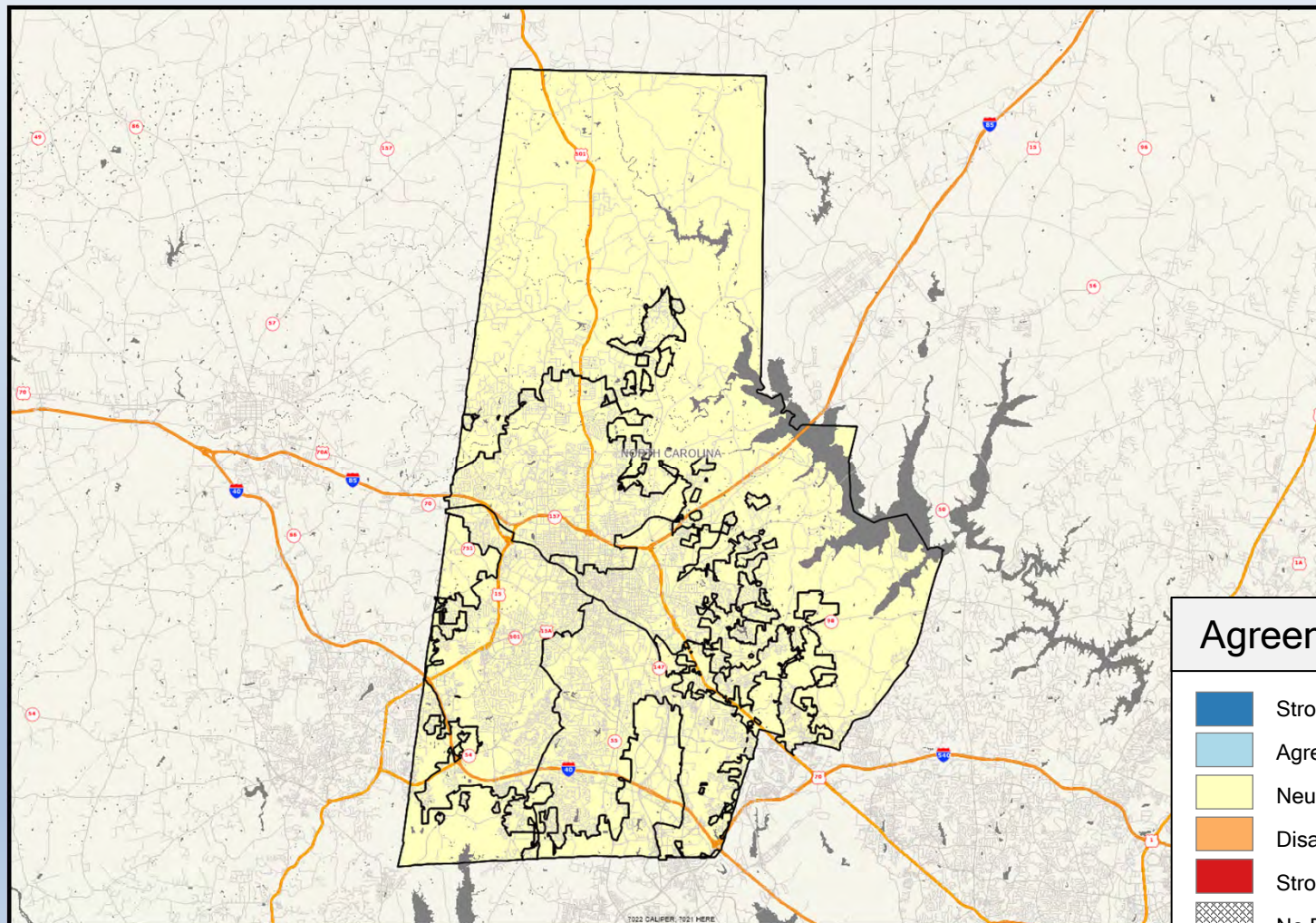


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q5-3. Is transparent about education-related decision making

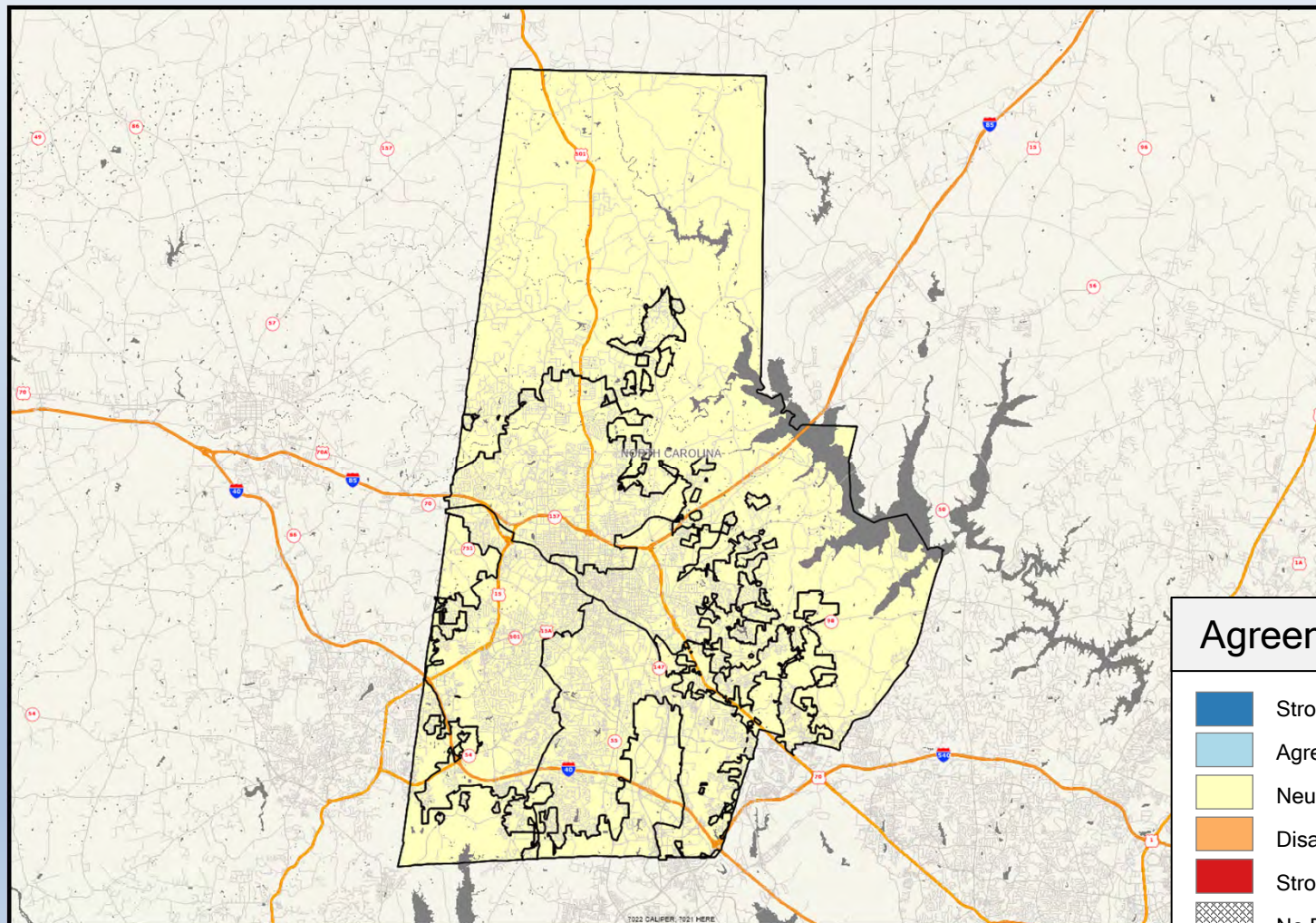


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q5-4. Encourages community involvement in education-related decision making

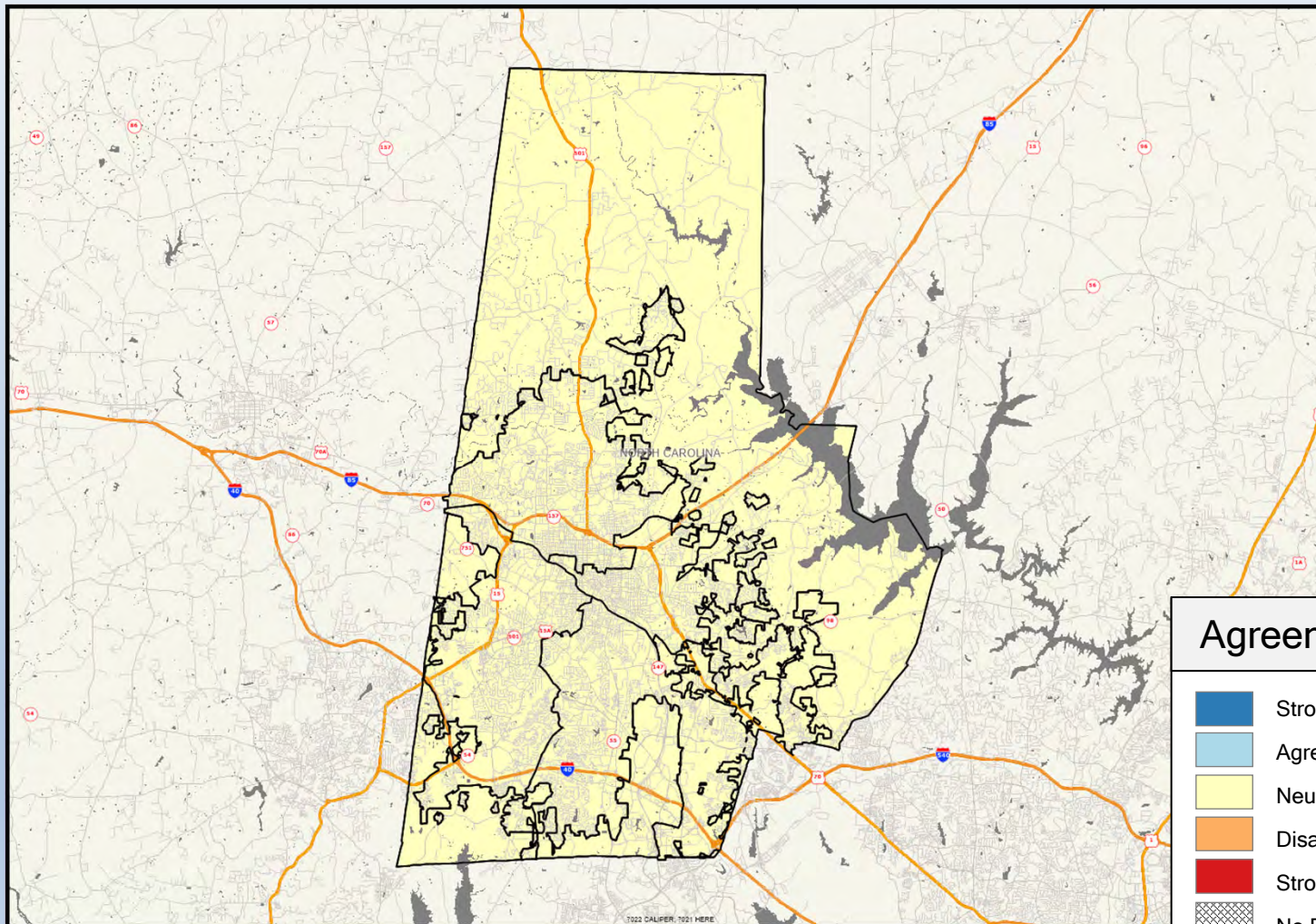


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q5-5. Ensures quality education for students

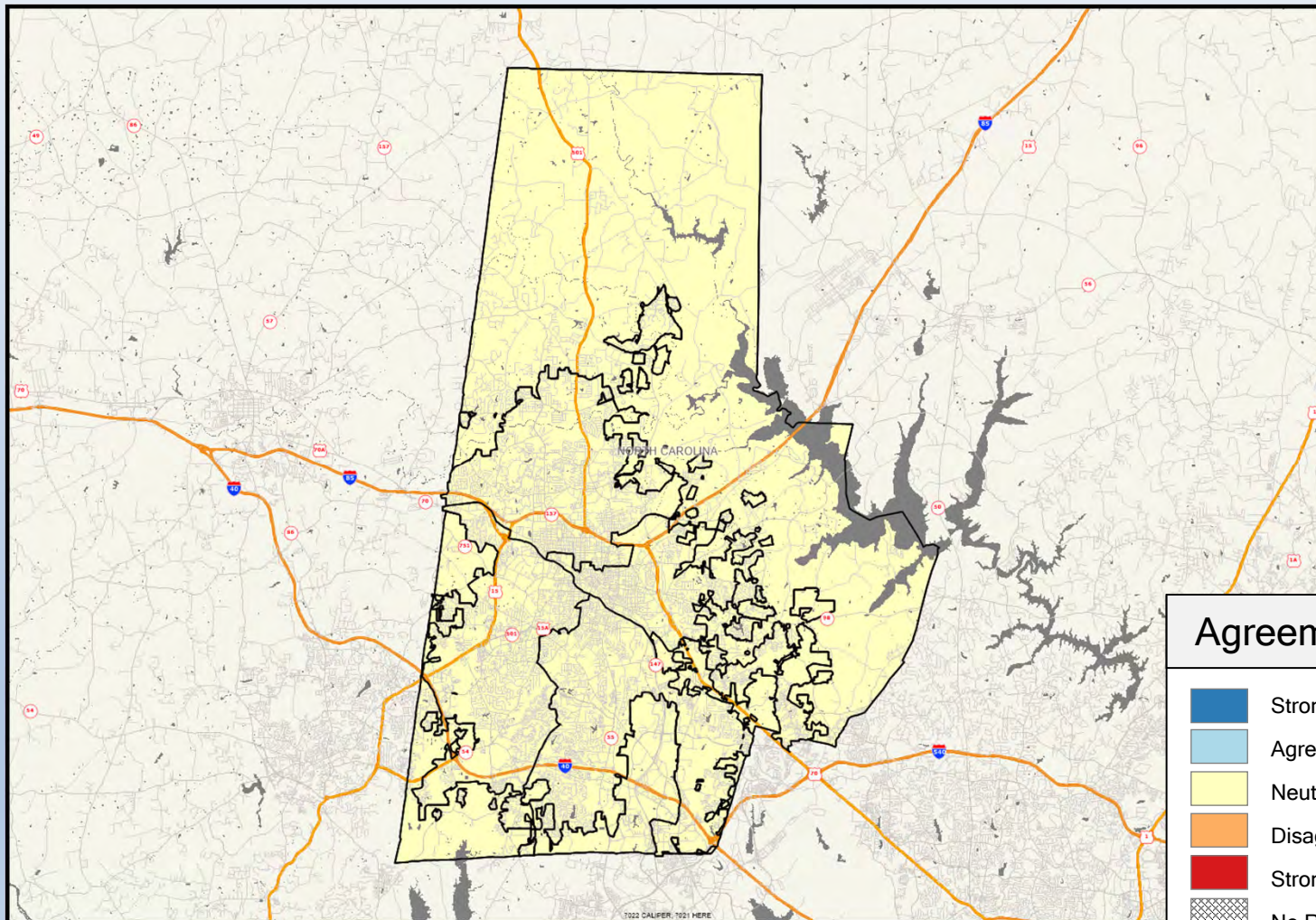


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

Q5-6. Has effective leadership in K-12 education

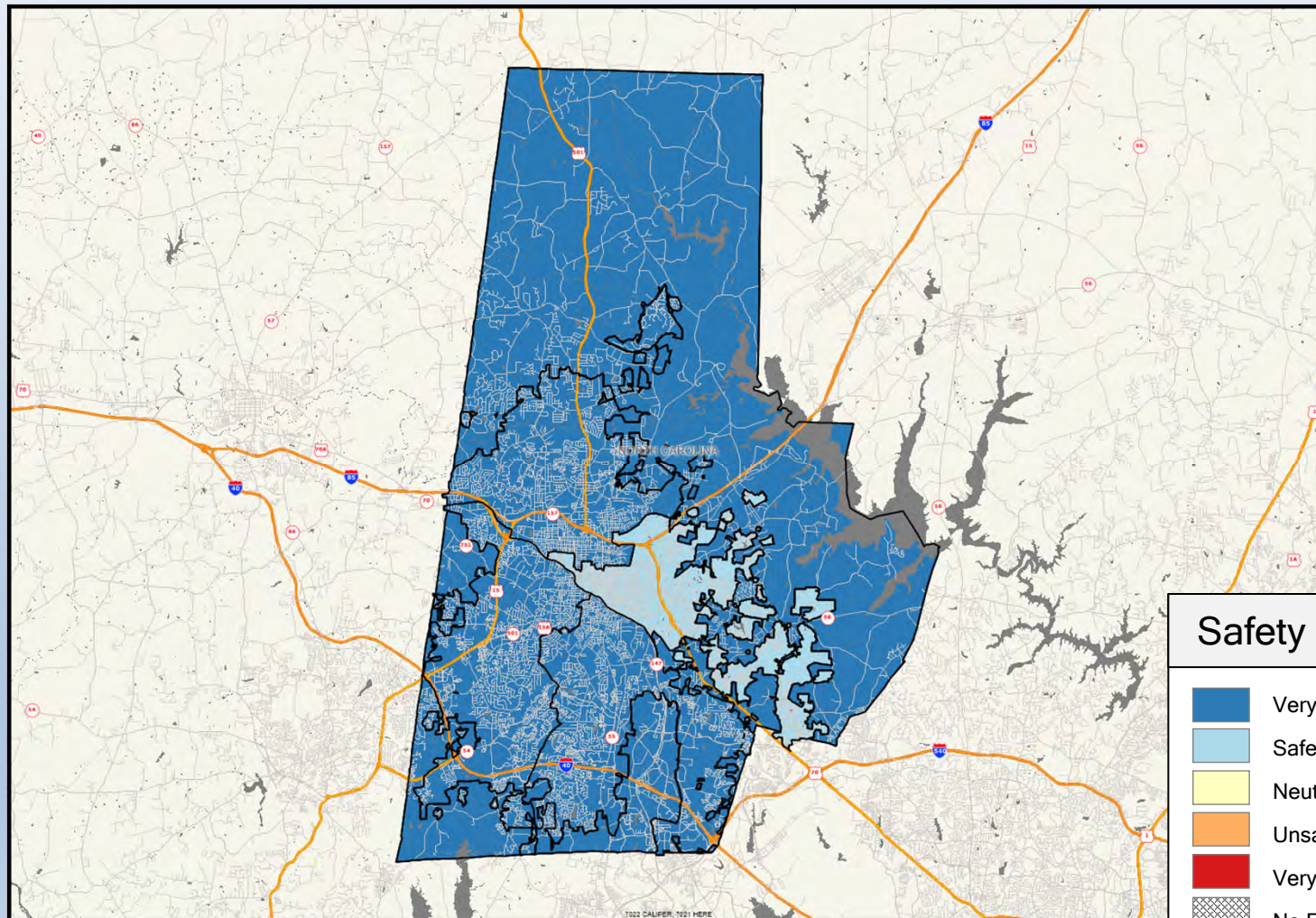


Agreement

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Response

ETC INSTITUTE

Q6-1. When walking alone in your neighborhood during the day

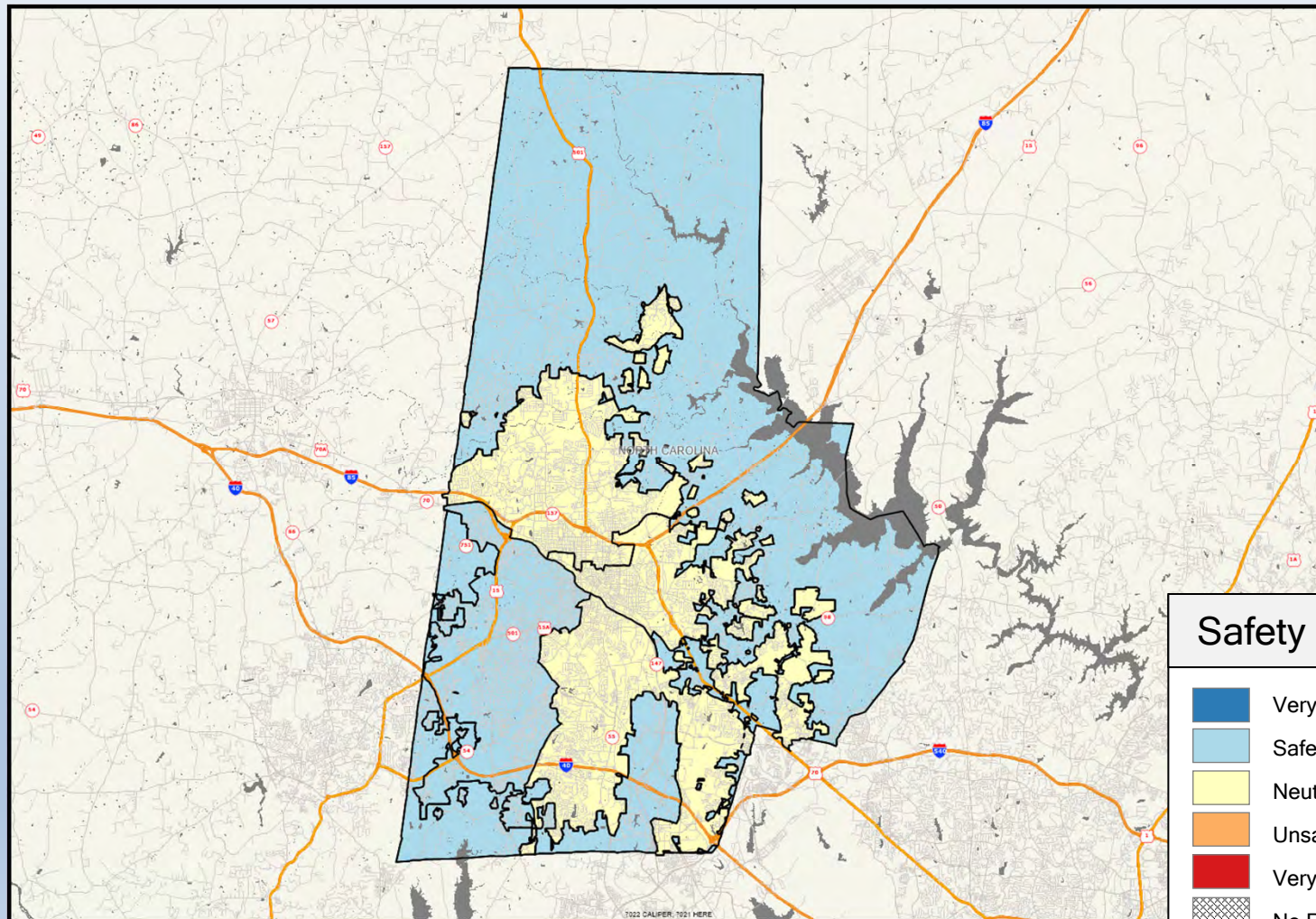


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

ETC INSTITUTE

Q6-2. When walking alone in your neighborhood at night

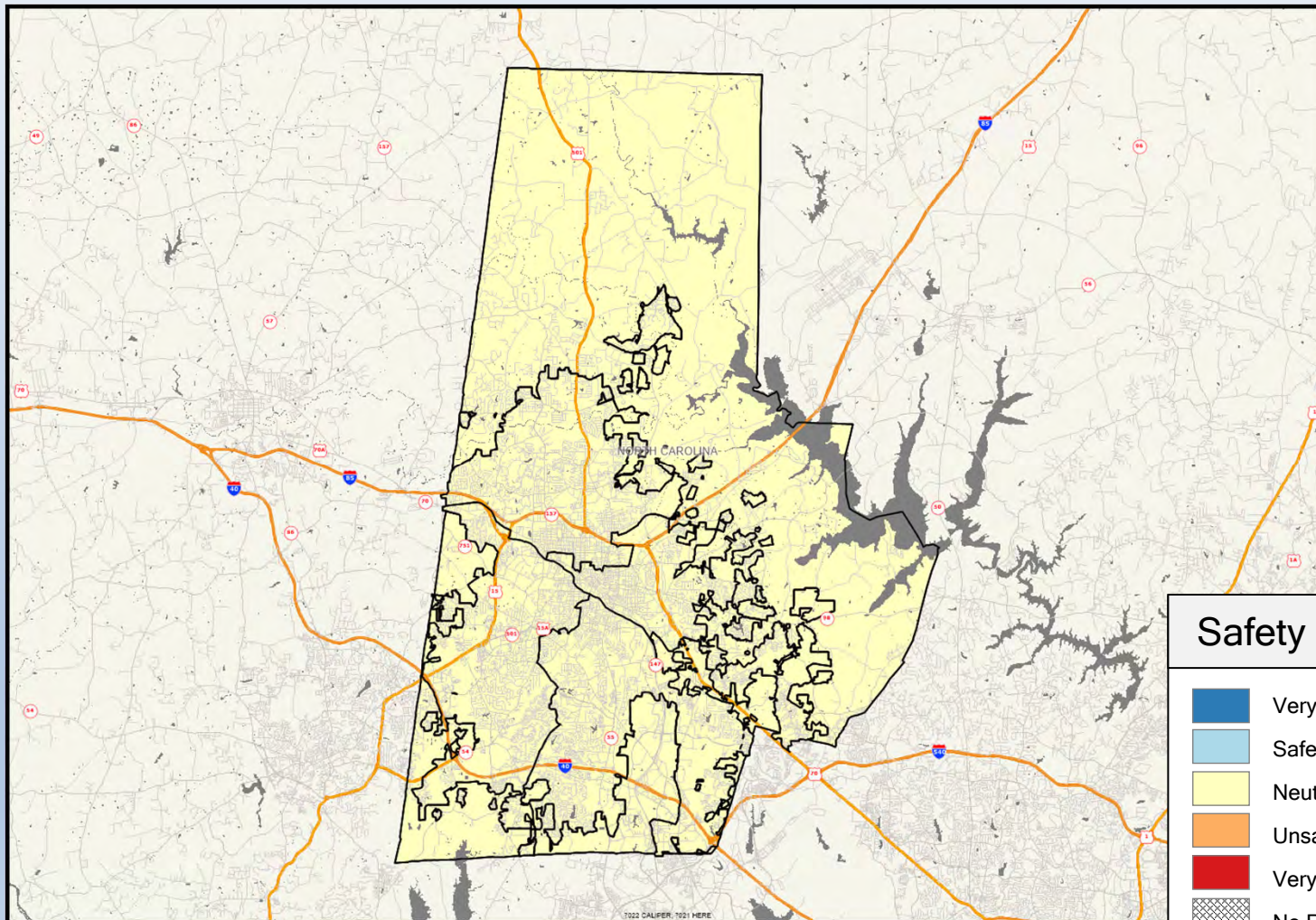


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

ETC INSTITUTE

Q6-3. In downtown Durham

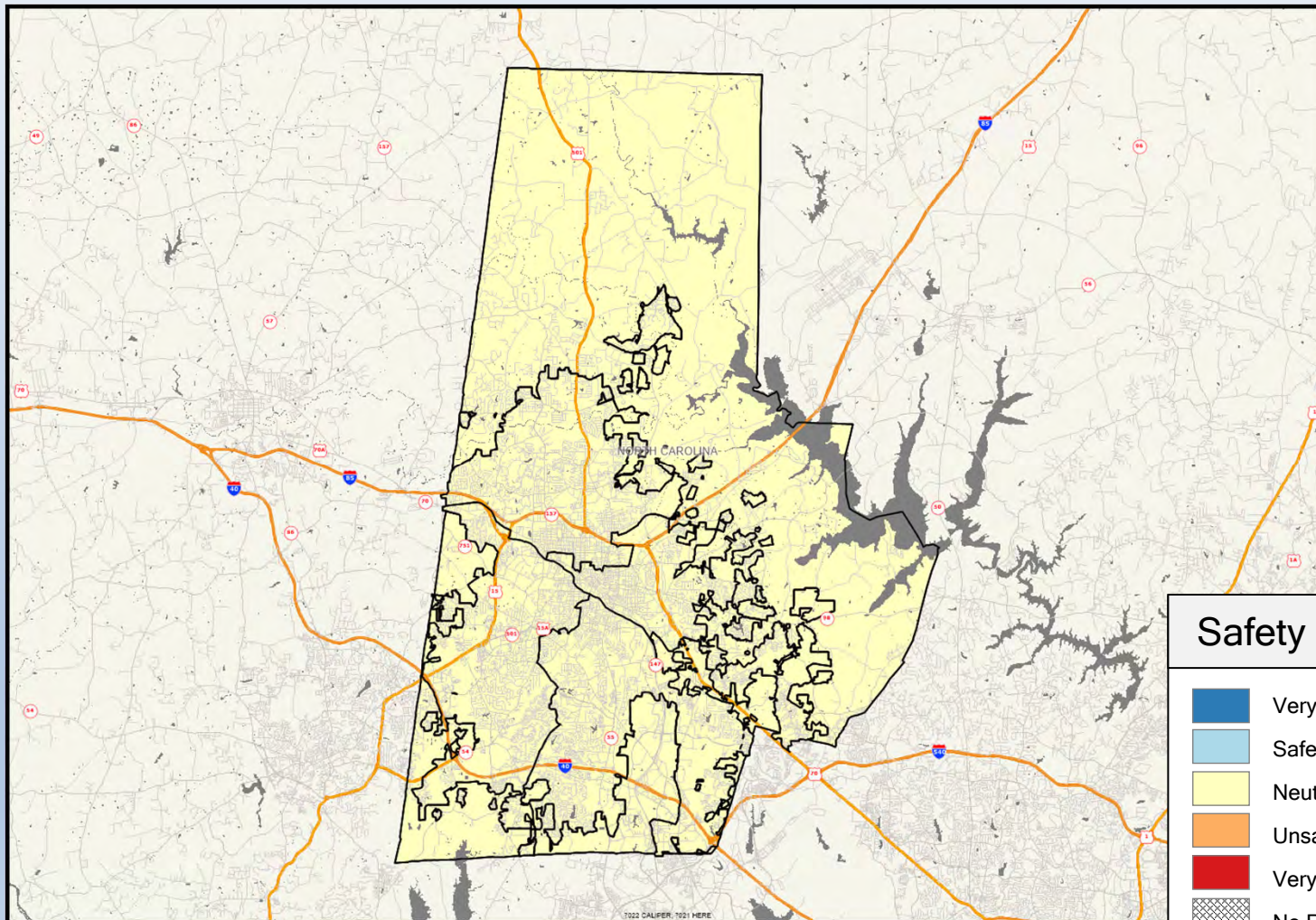


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

ETC INSTITUTE

Q6-4. In Durham overall

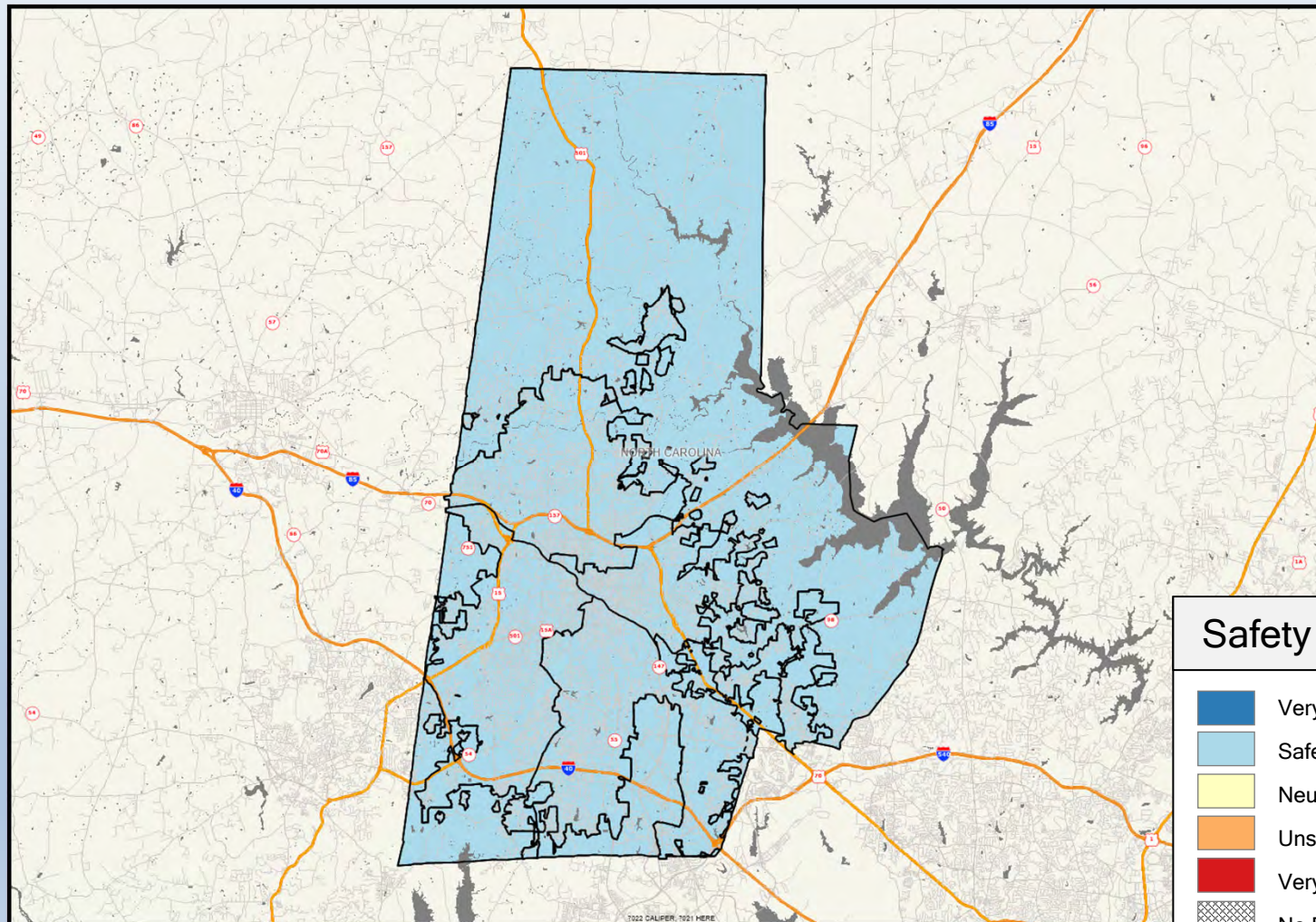


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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Q6-5. When using City recreation centers

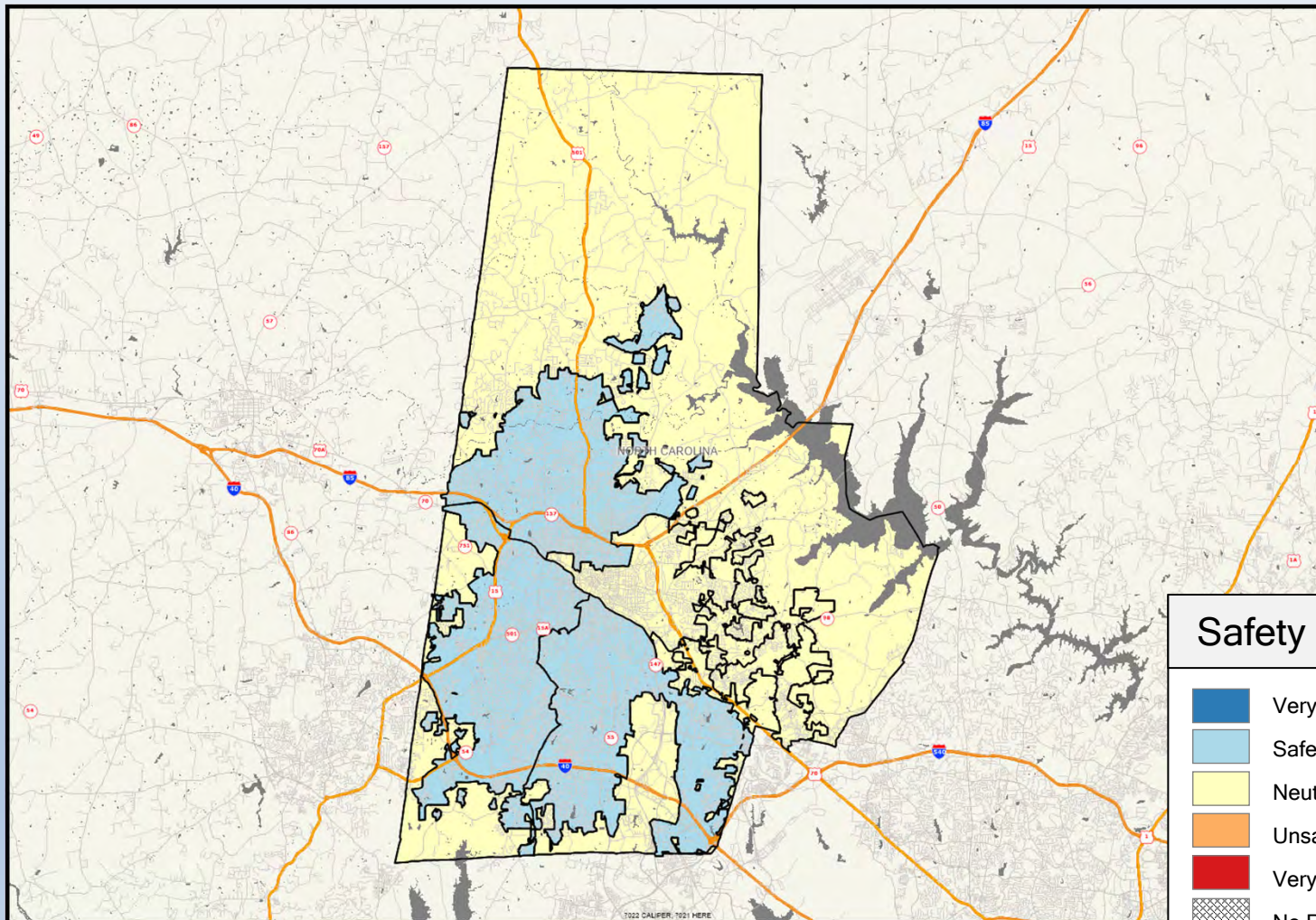


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

ETC INSTITUTE

Q6-6. When visiting City parks

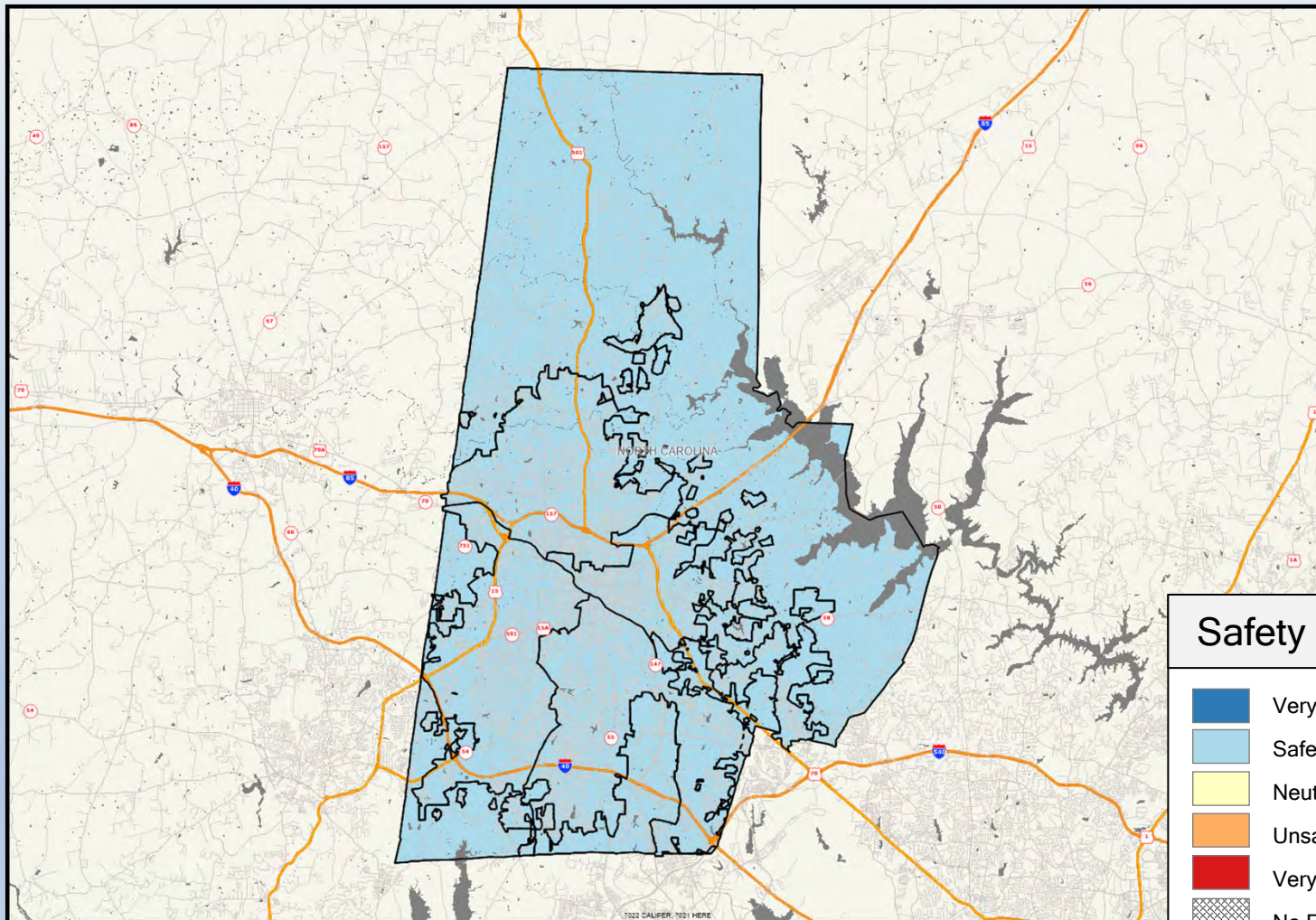


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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Q6-7. When engaging with Law Enforcement

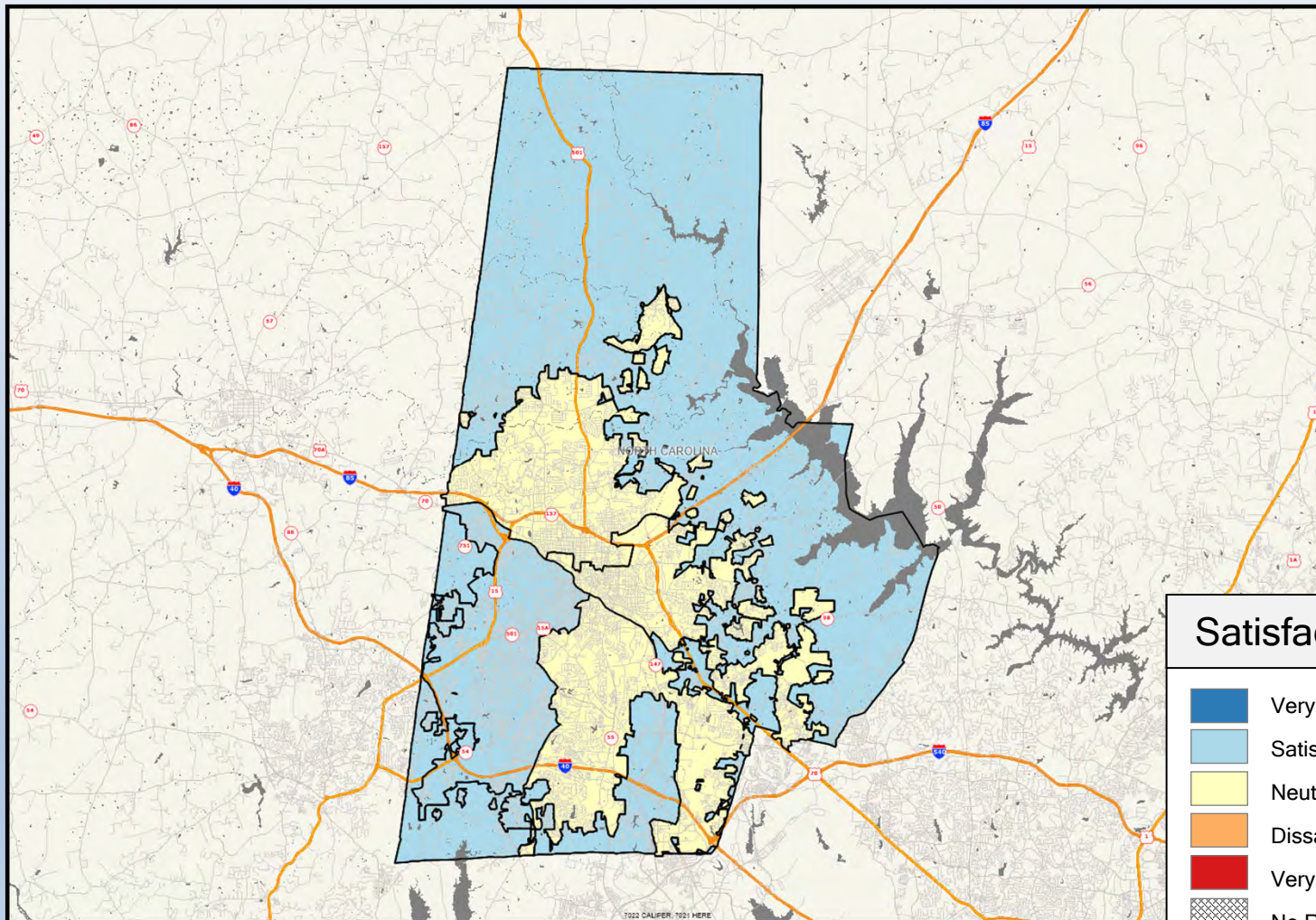


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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Q7-1. Overall police relationship with your community

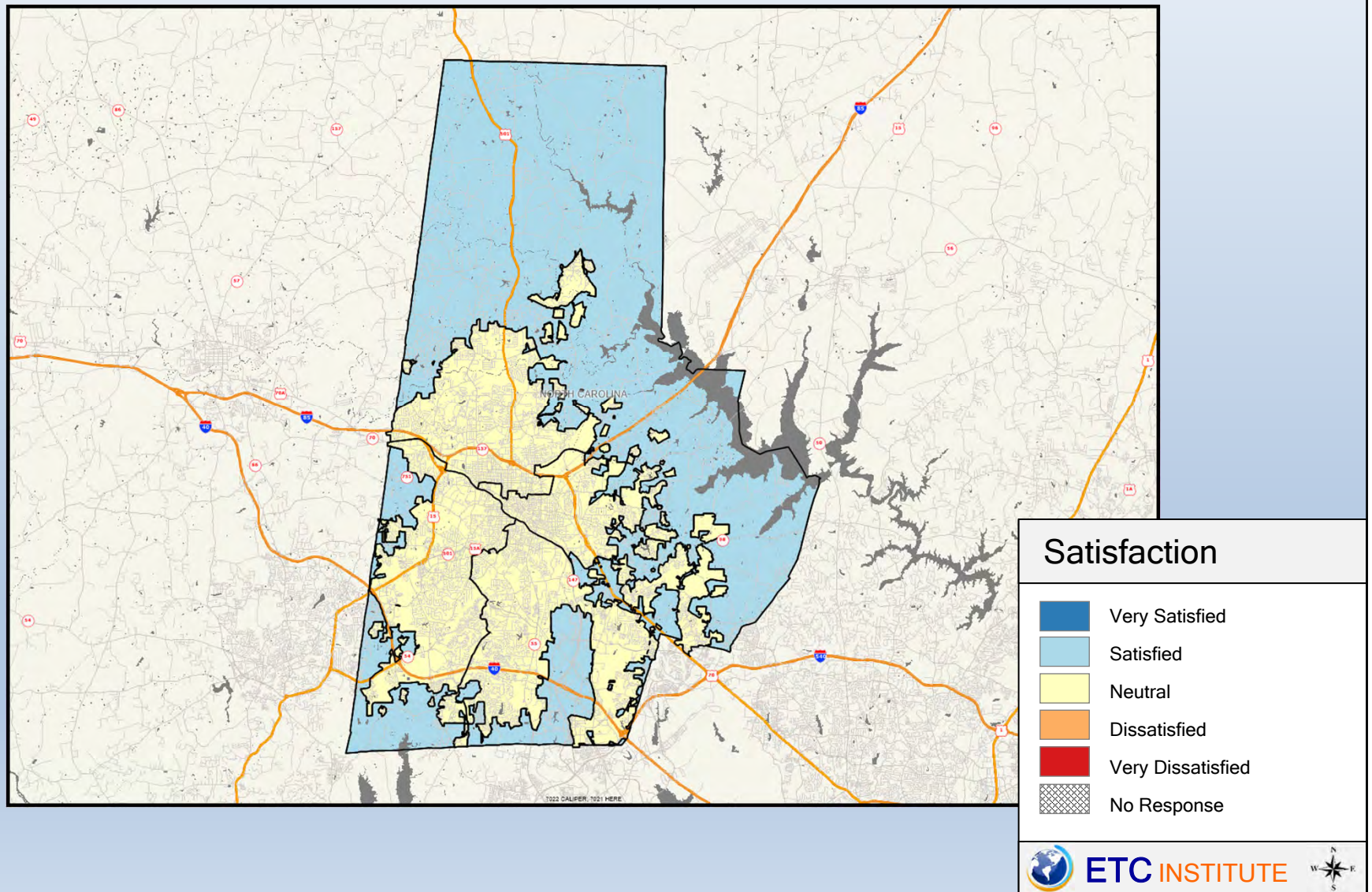


Satisfaction

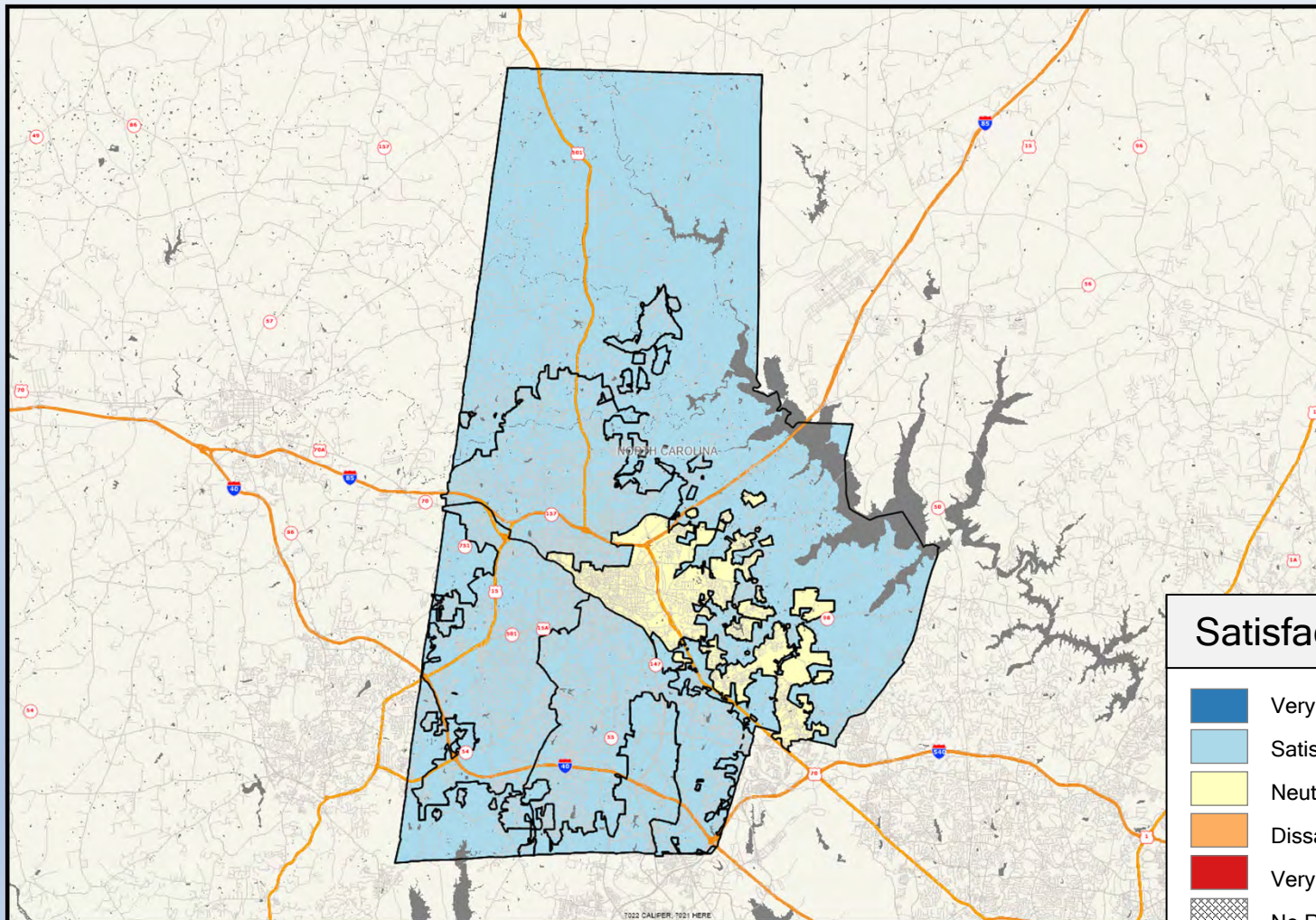
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q7-2. Overall Sheriff's Office relationship with your community



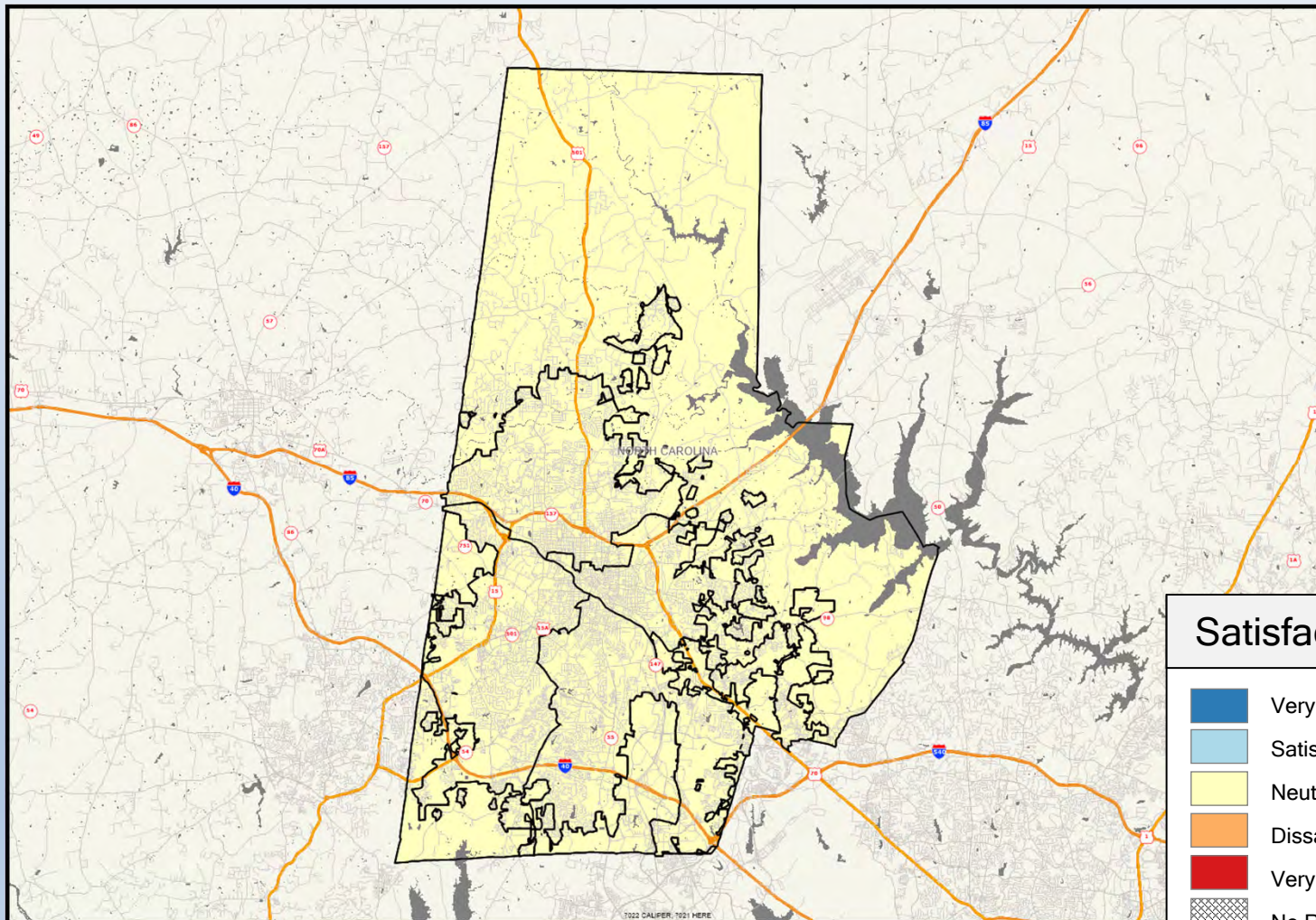
Q7-3. Animal Control services



Satisfaction

-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

Q7-4. Enforcement of traffic safety laws

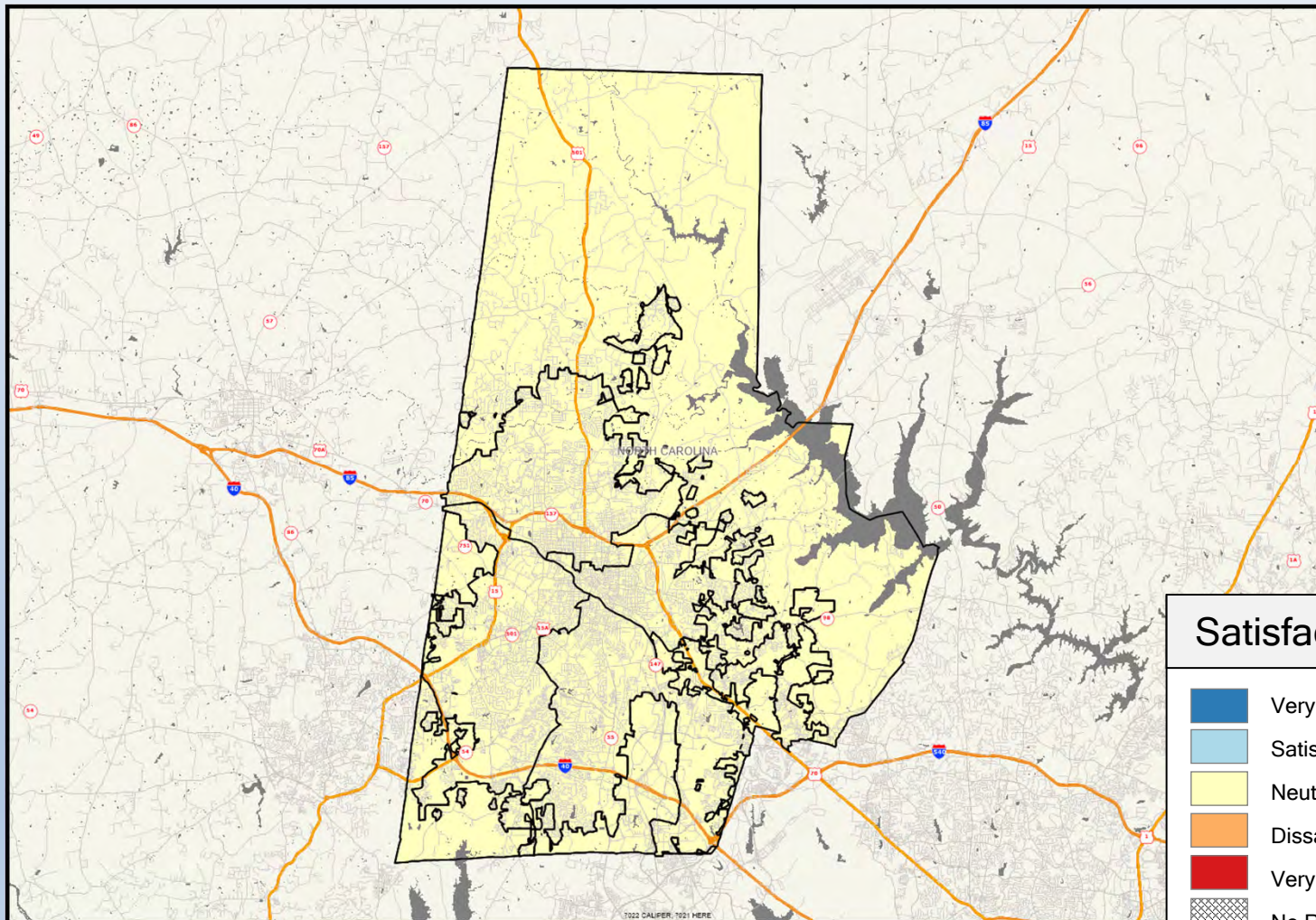


Satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q7-5. Local court system

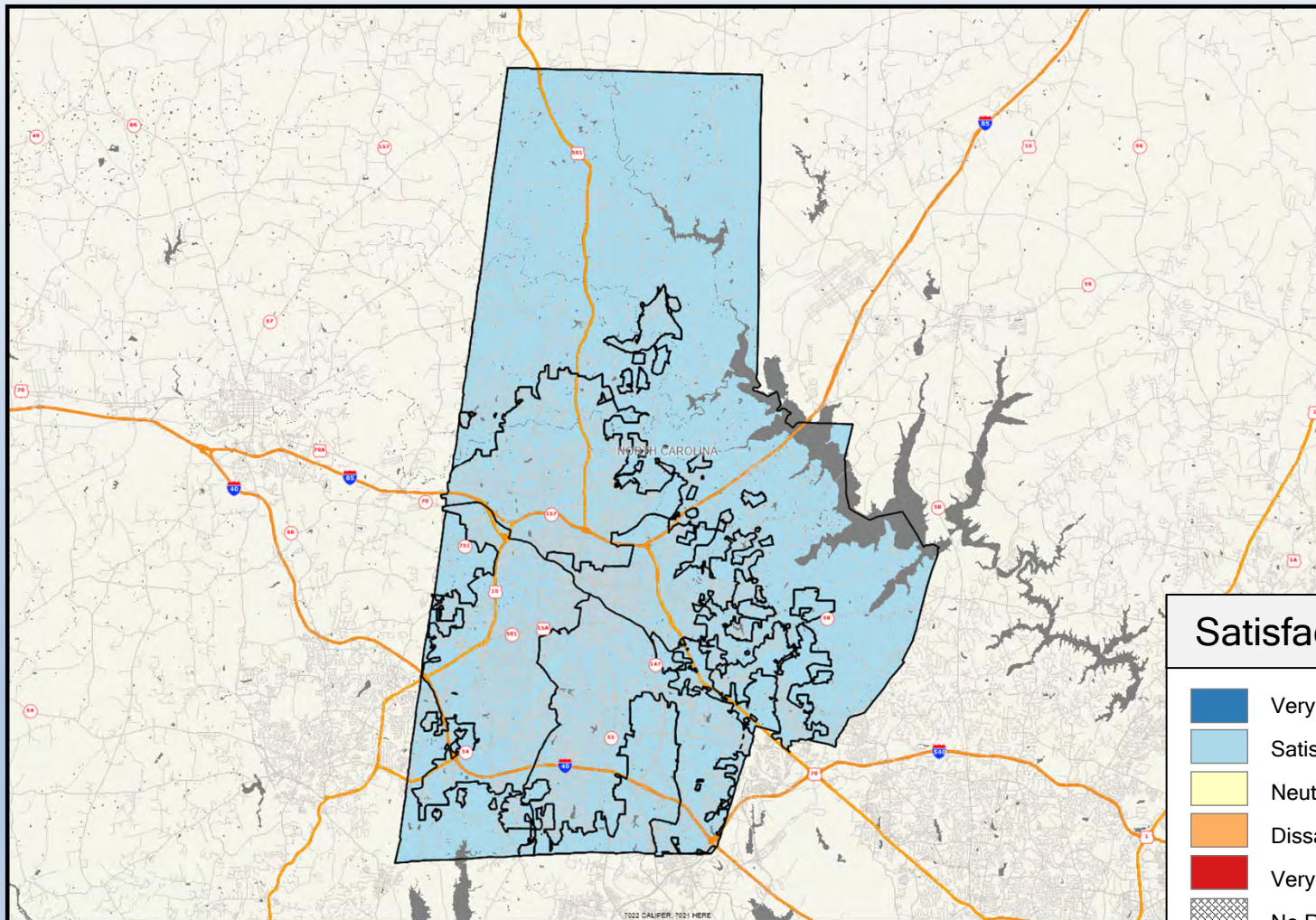


Satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q10-01. Greenways and trails

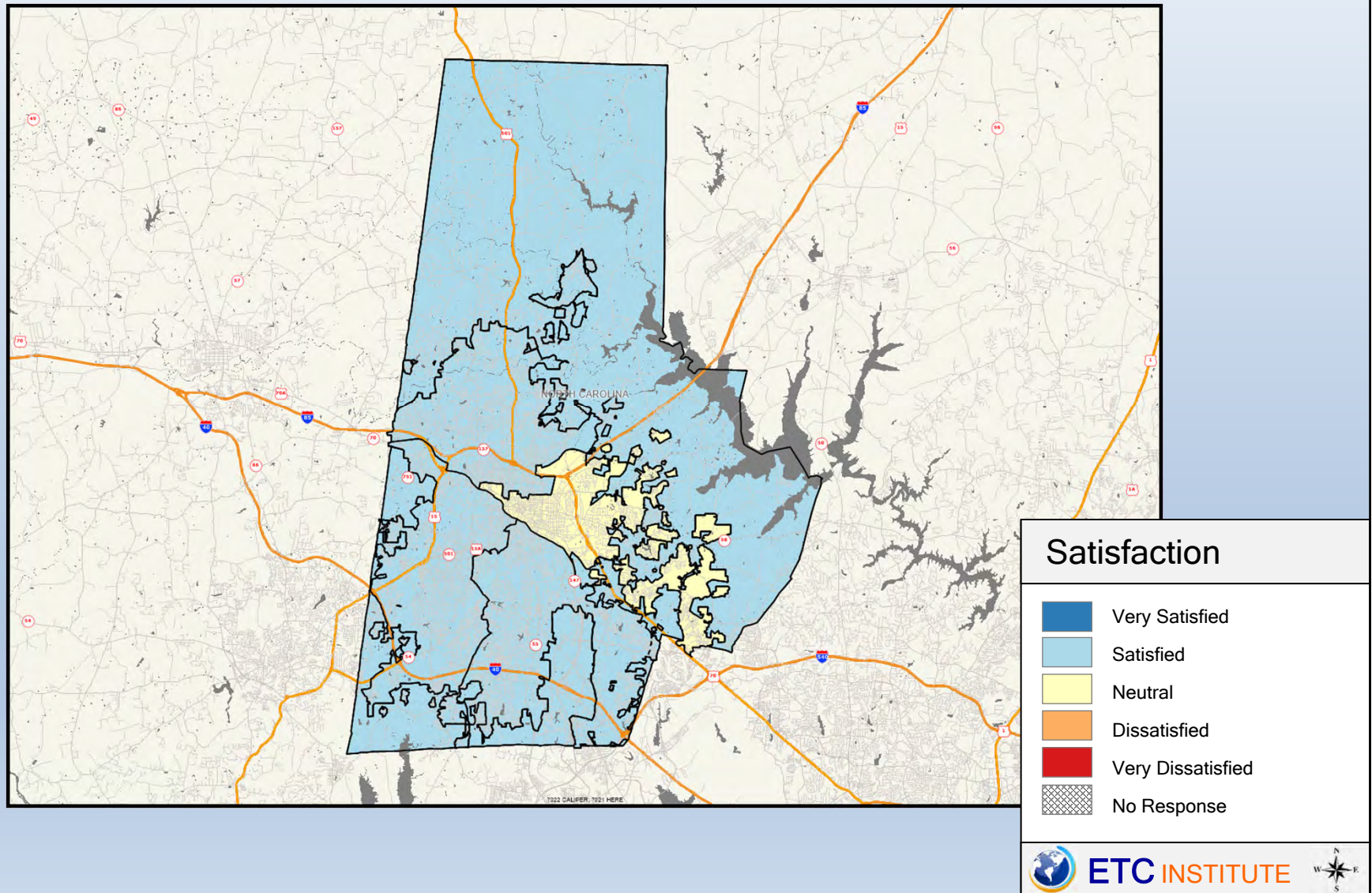


Satisfaction

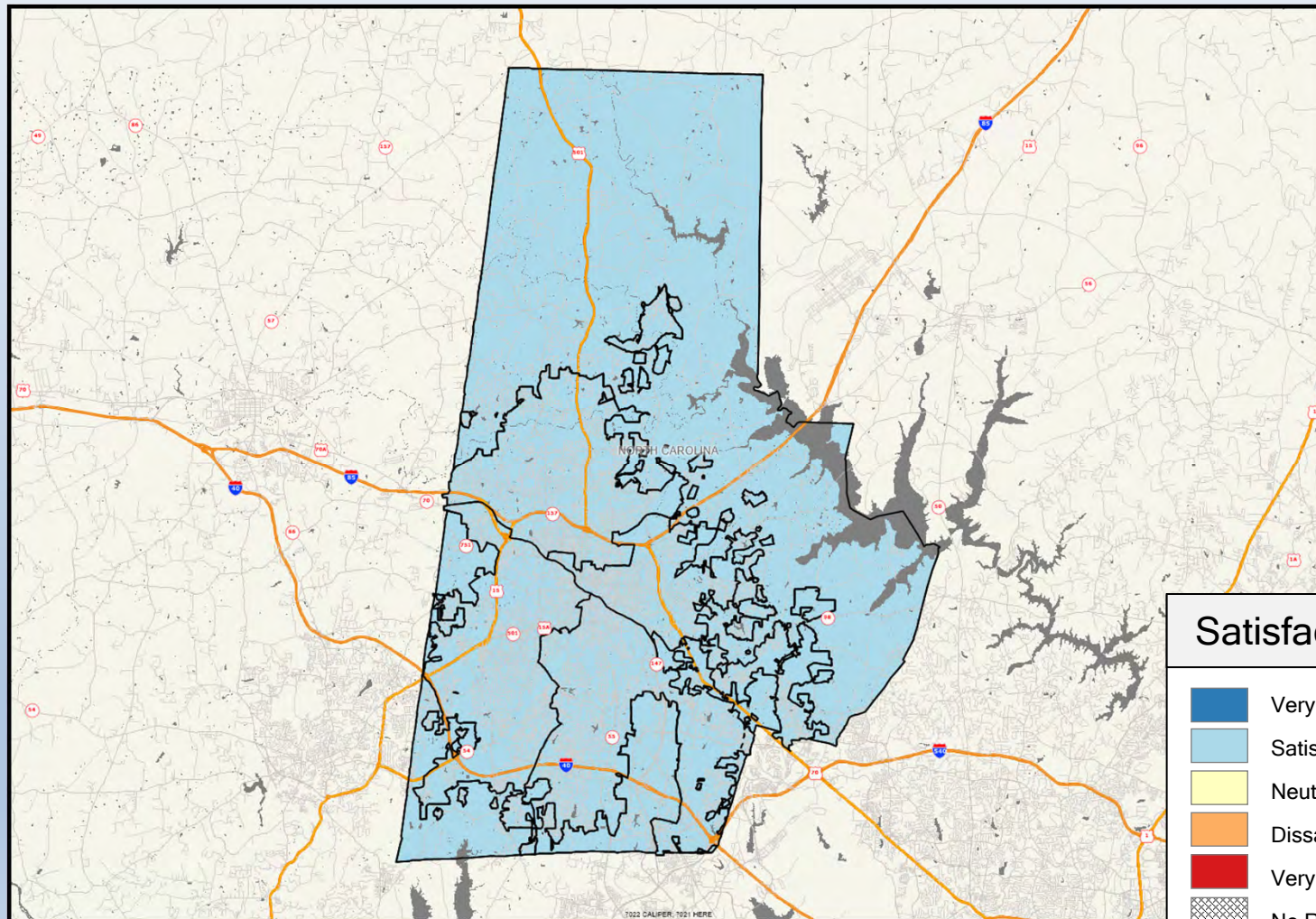
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response





Q10-02. Outdoor athletic fields and courts



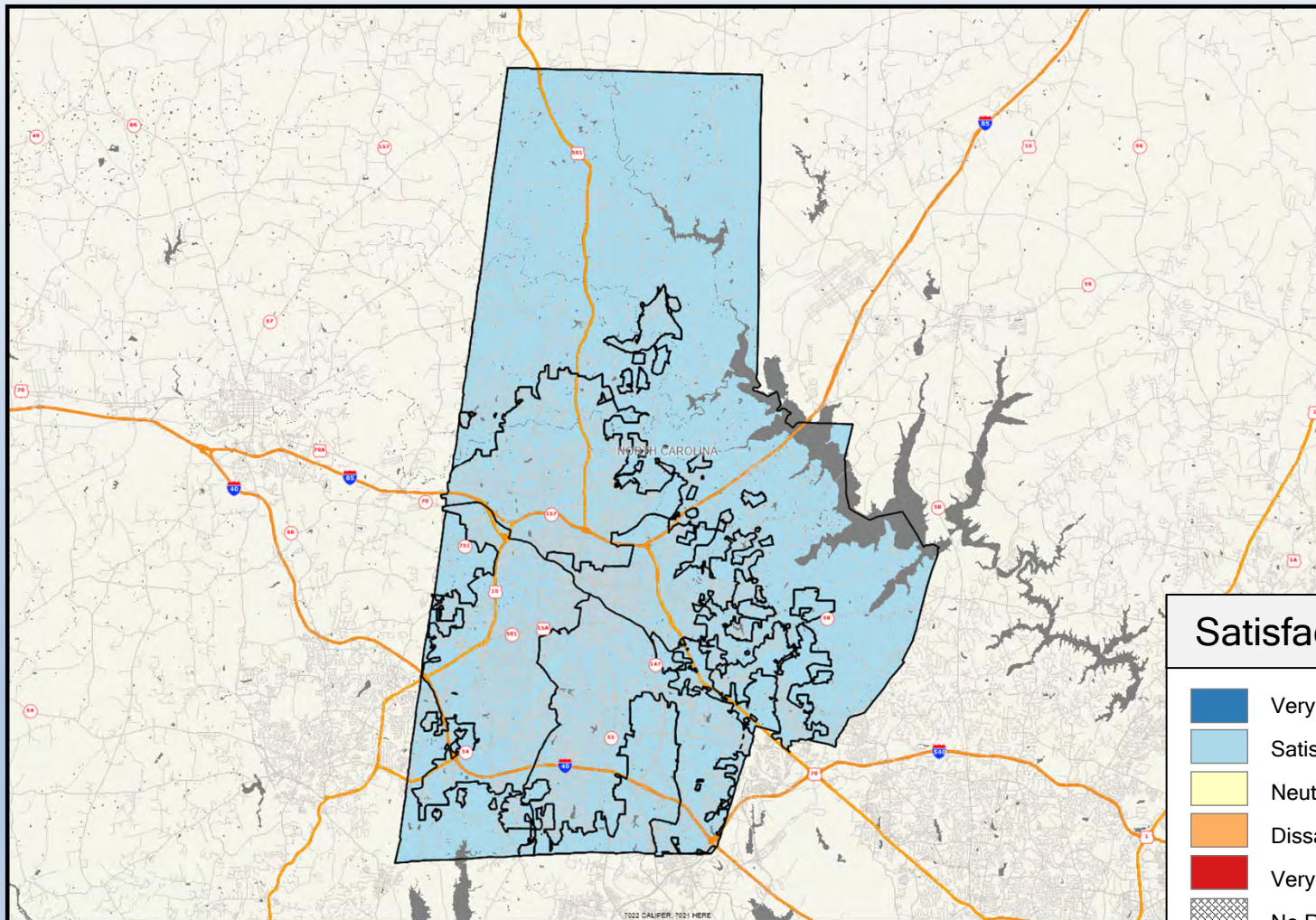
Q10-03. Customer service provided by the City's Parks and Recreation staff



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q10-04. Public art

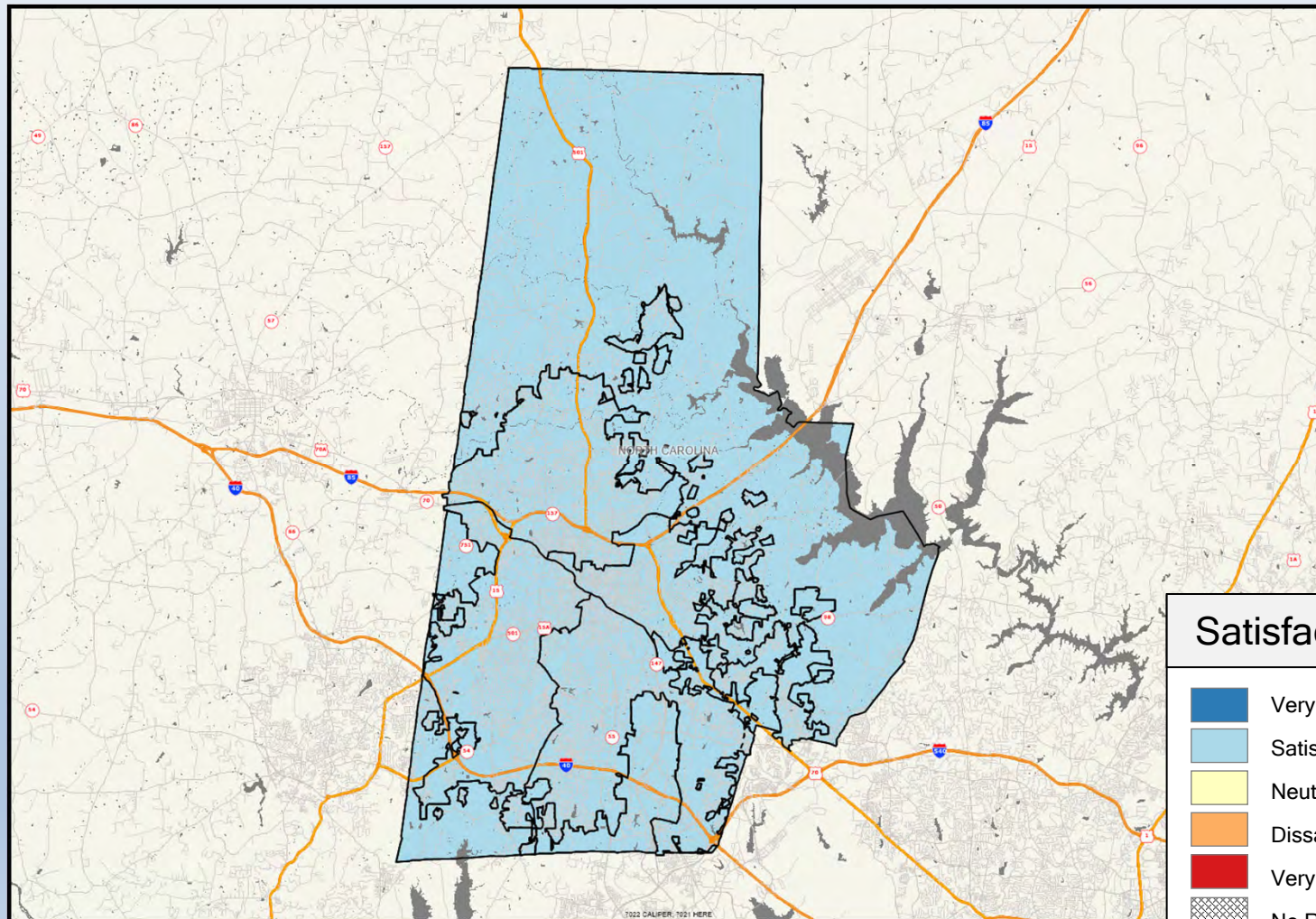


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q10-05. Cultural programming

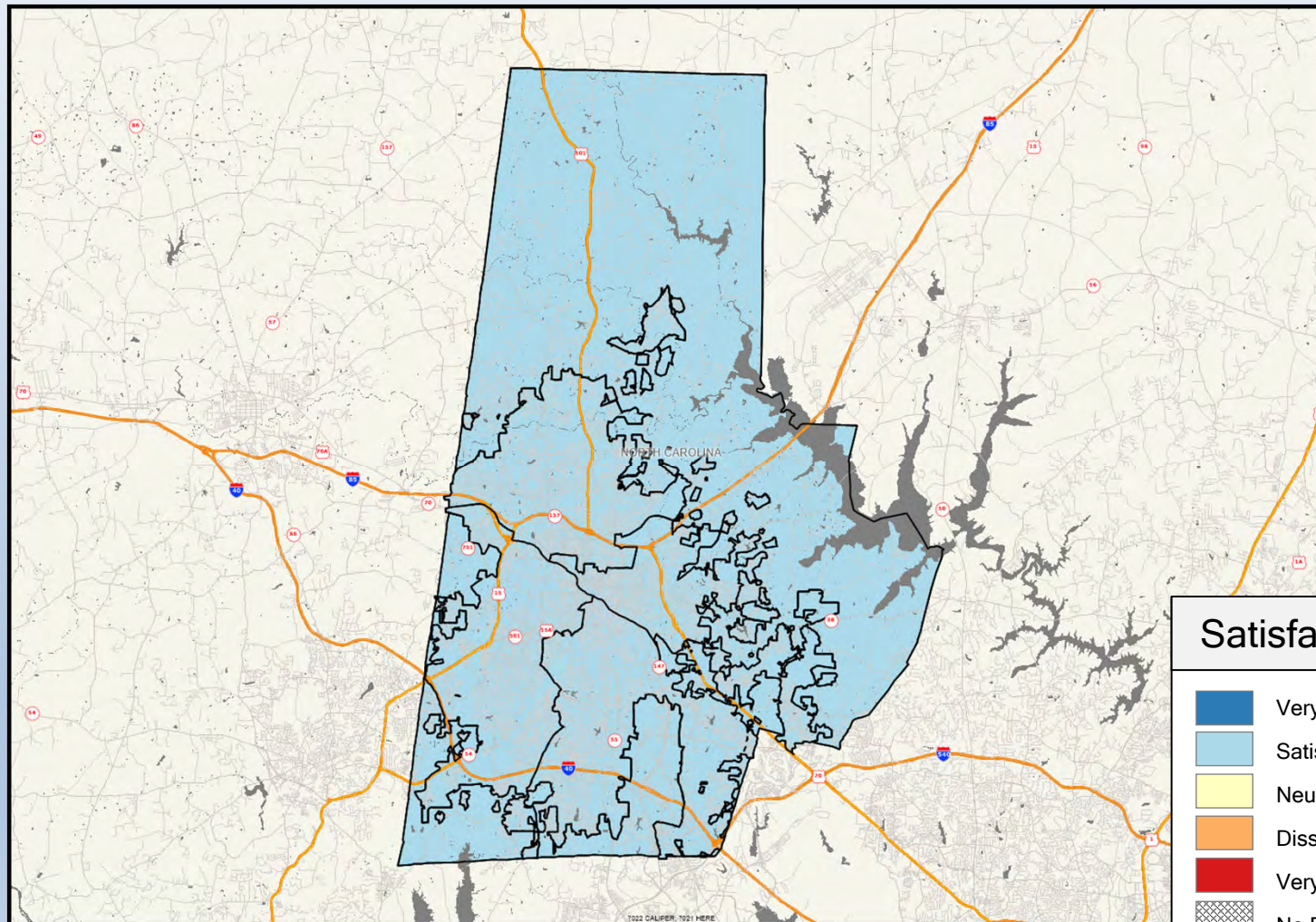


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q10-06. Length of commute to your desired recreation amenities

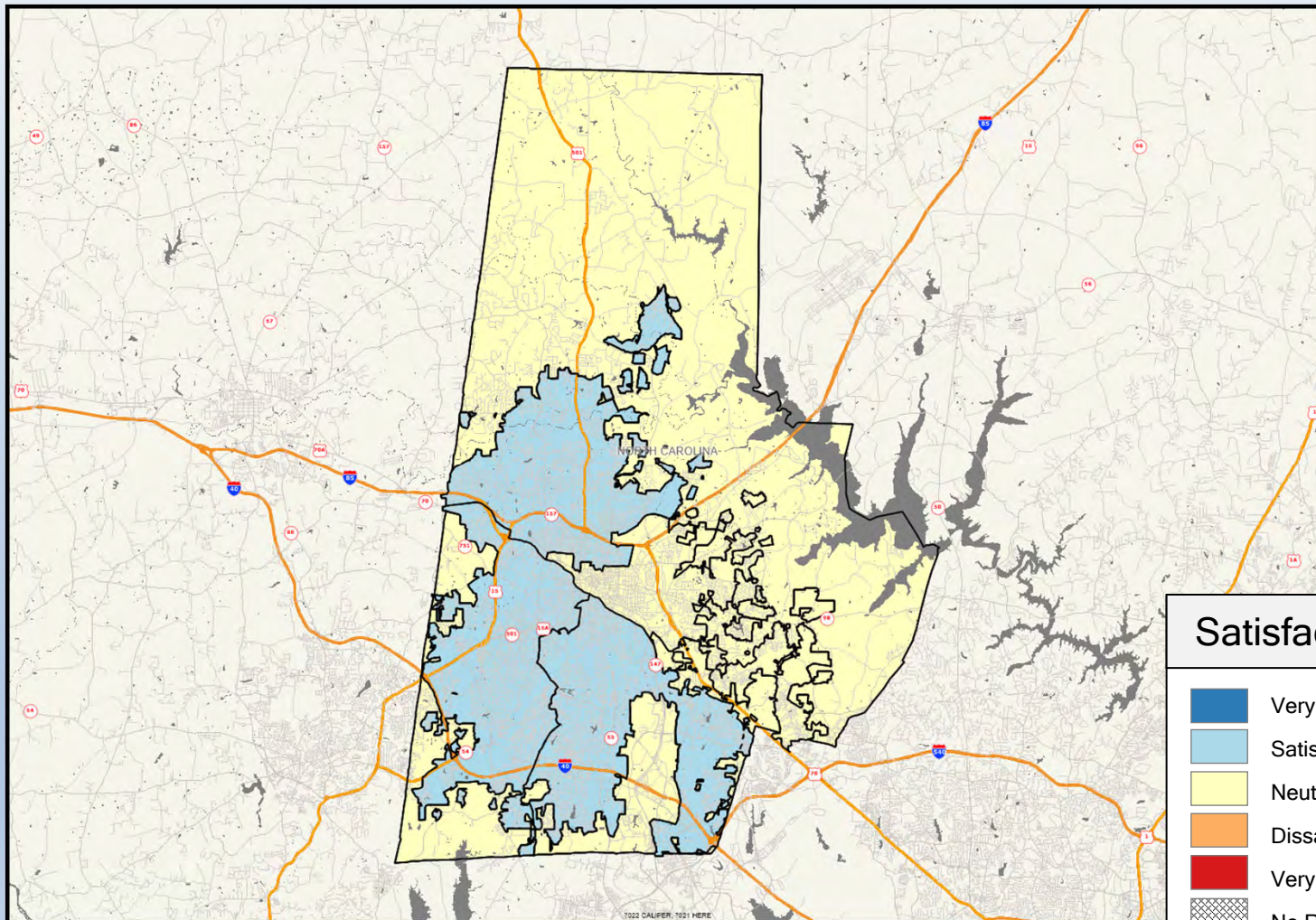


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q10-07. Variety of City recreation opportunities

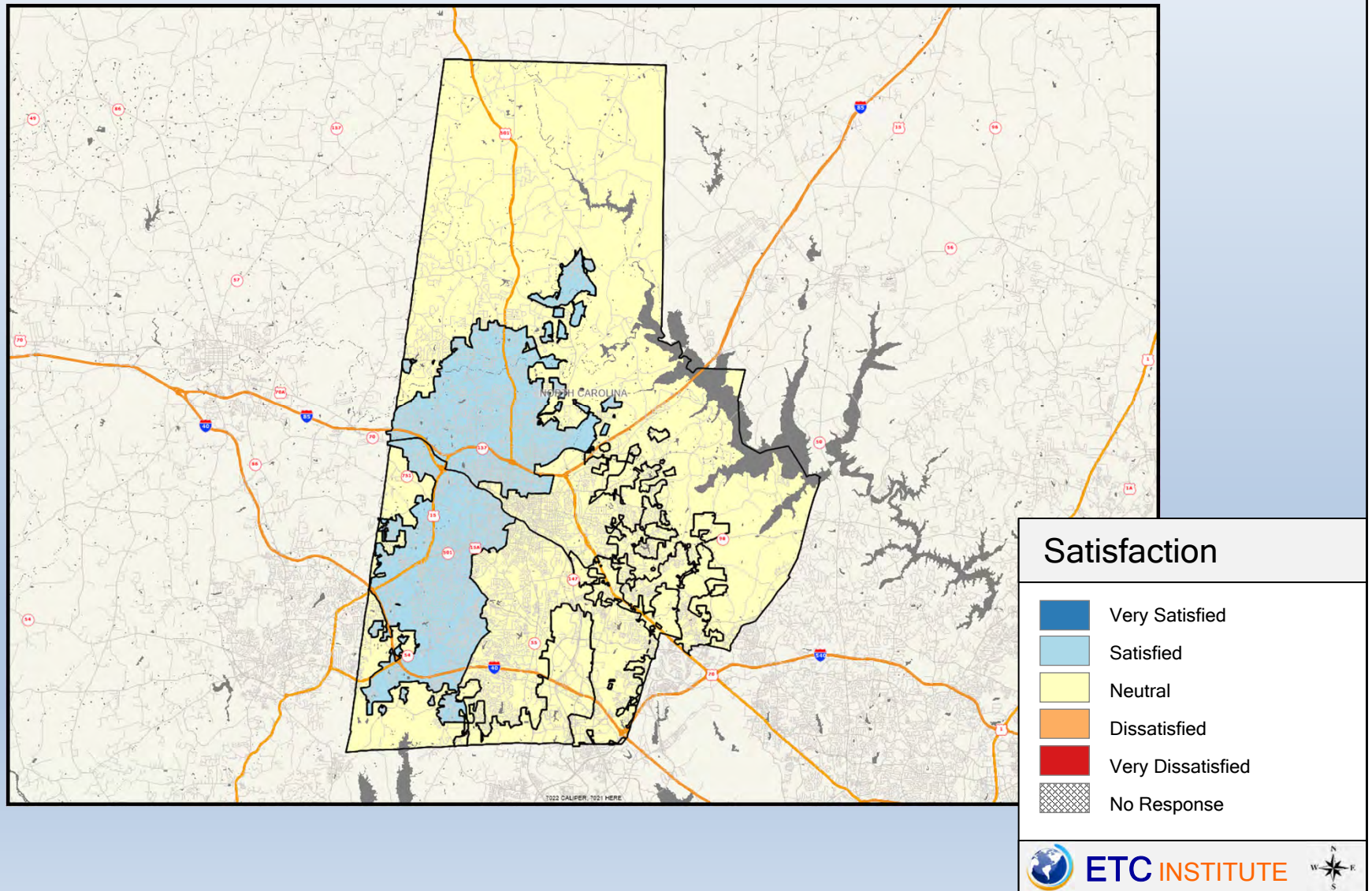


Satisfaction

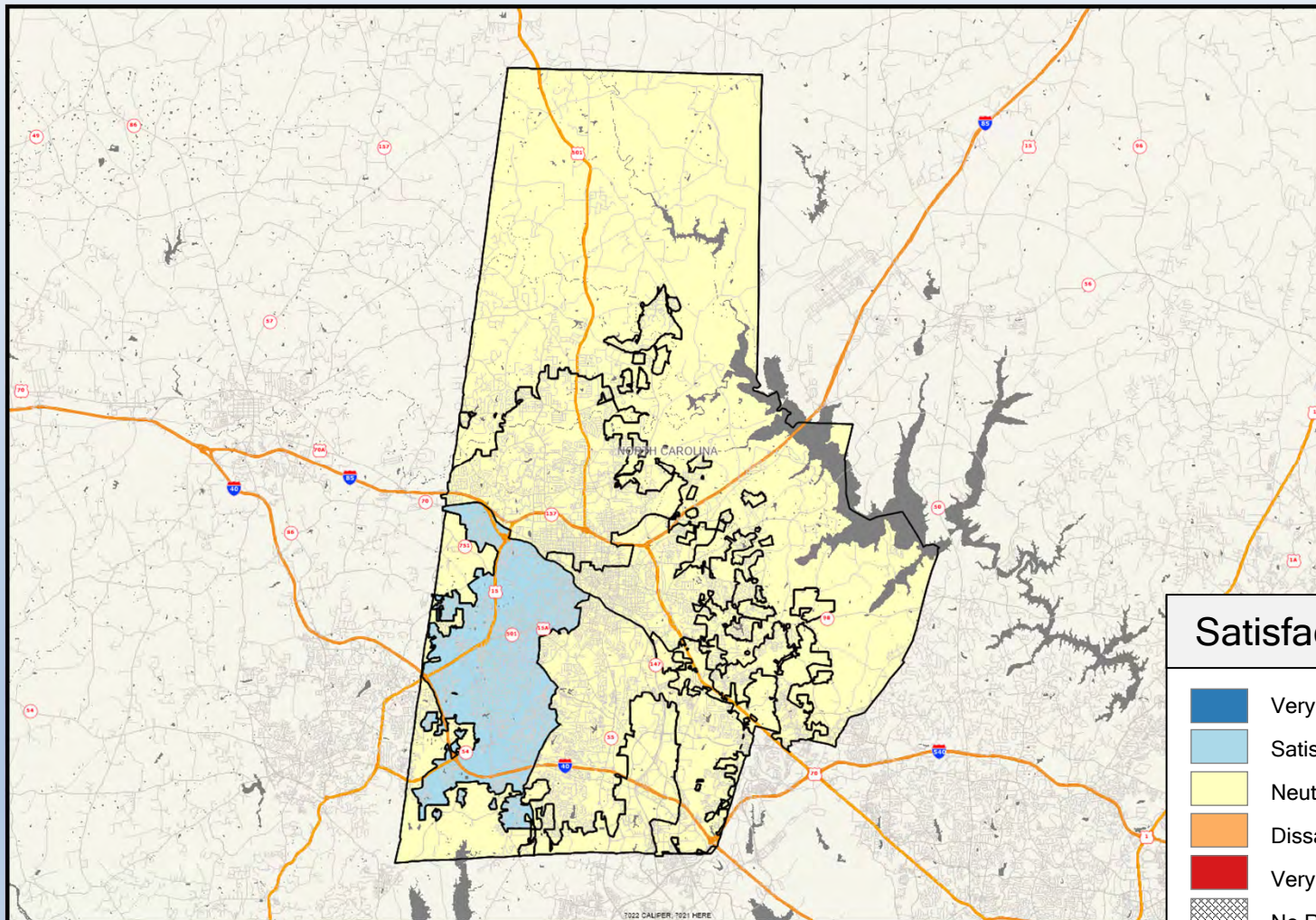
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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Q10-08. Recreation center programs



Q10-09. Athletic programs

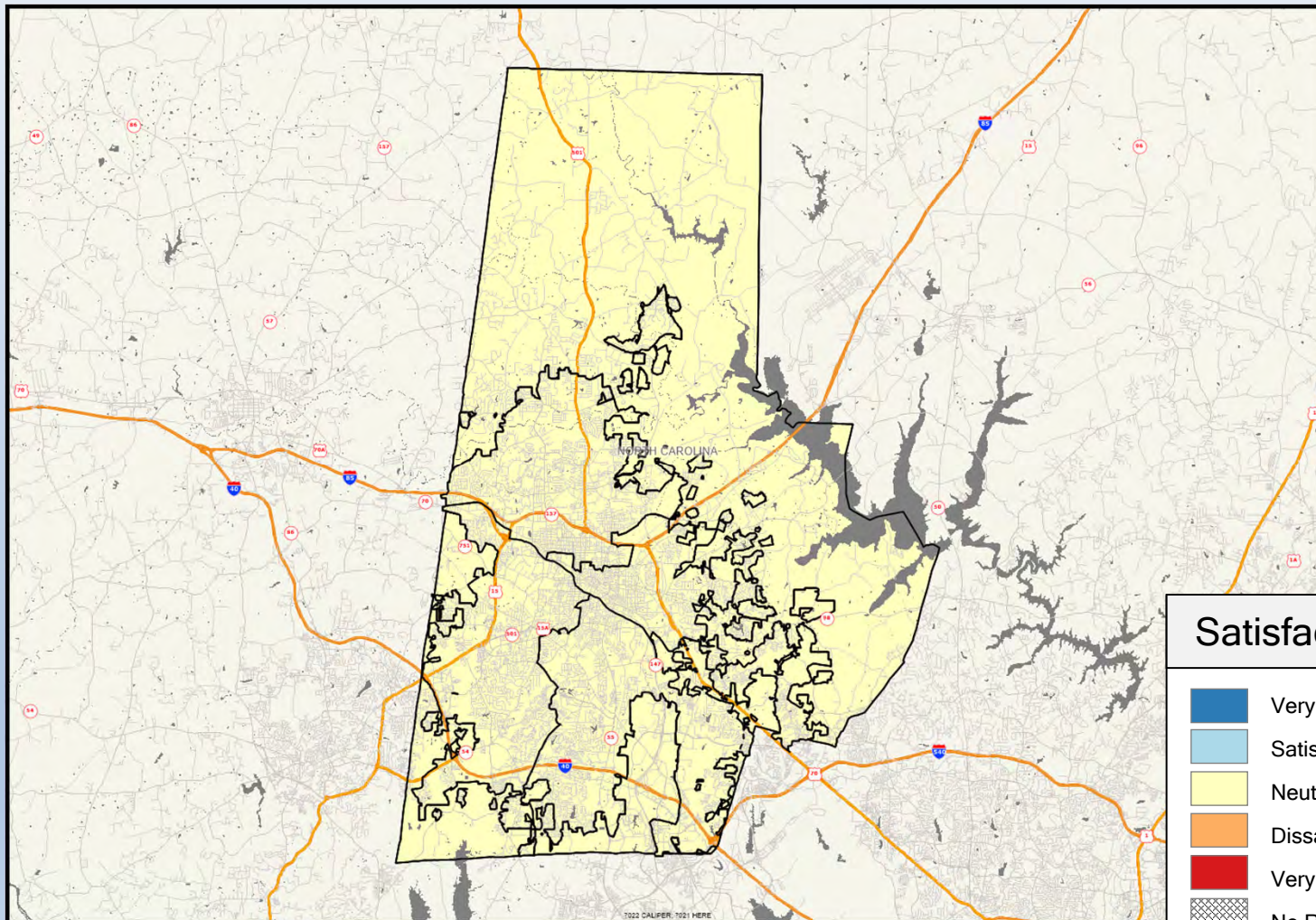


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q10-10. Aquatic programs

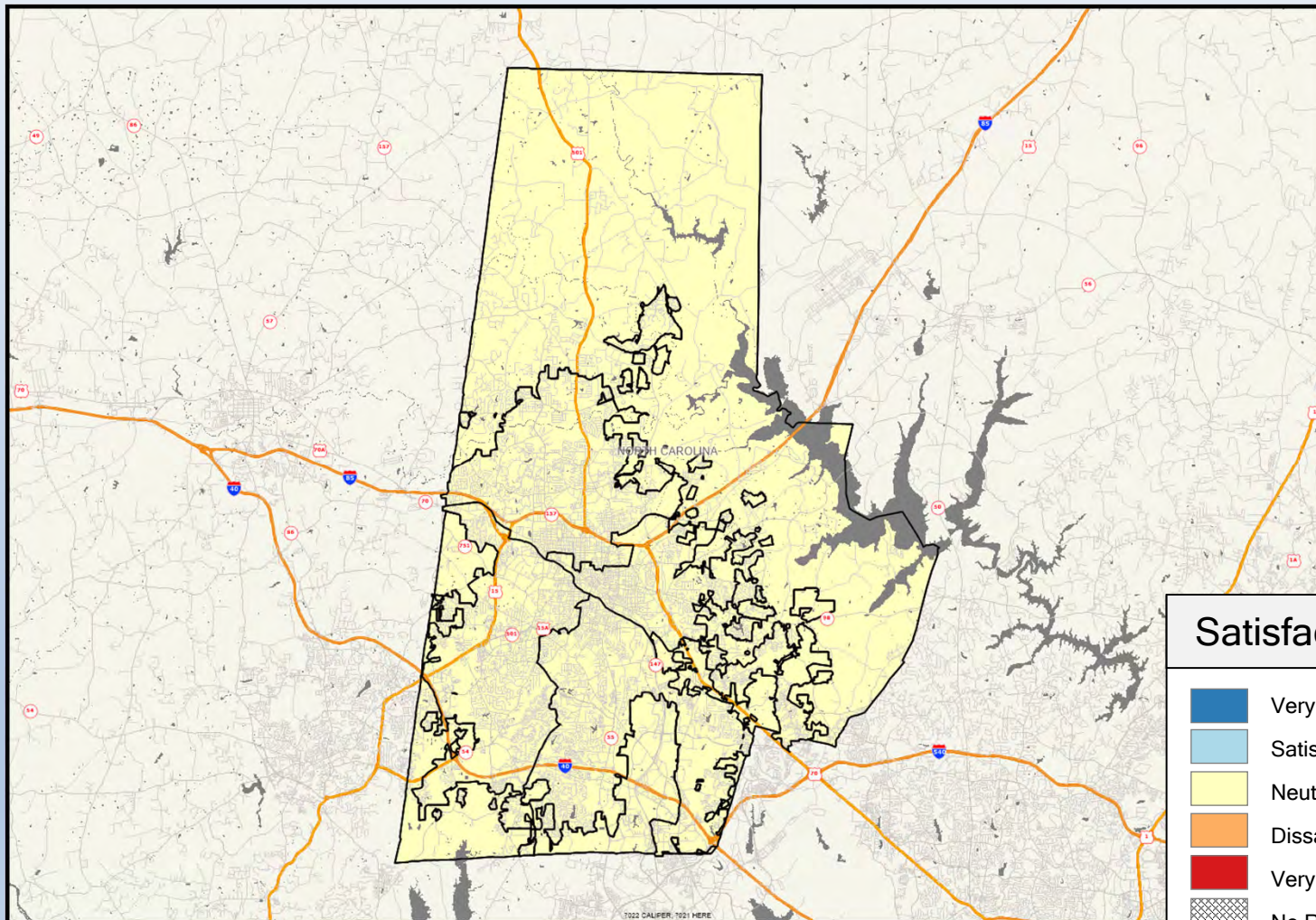


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q12-01. Condition of streets in your neighborhood

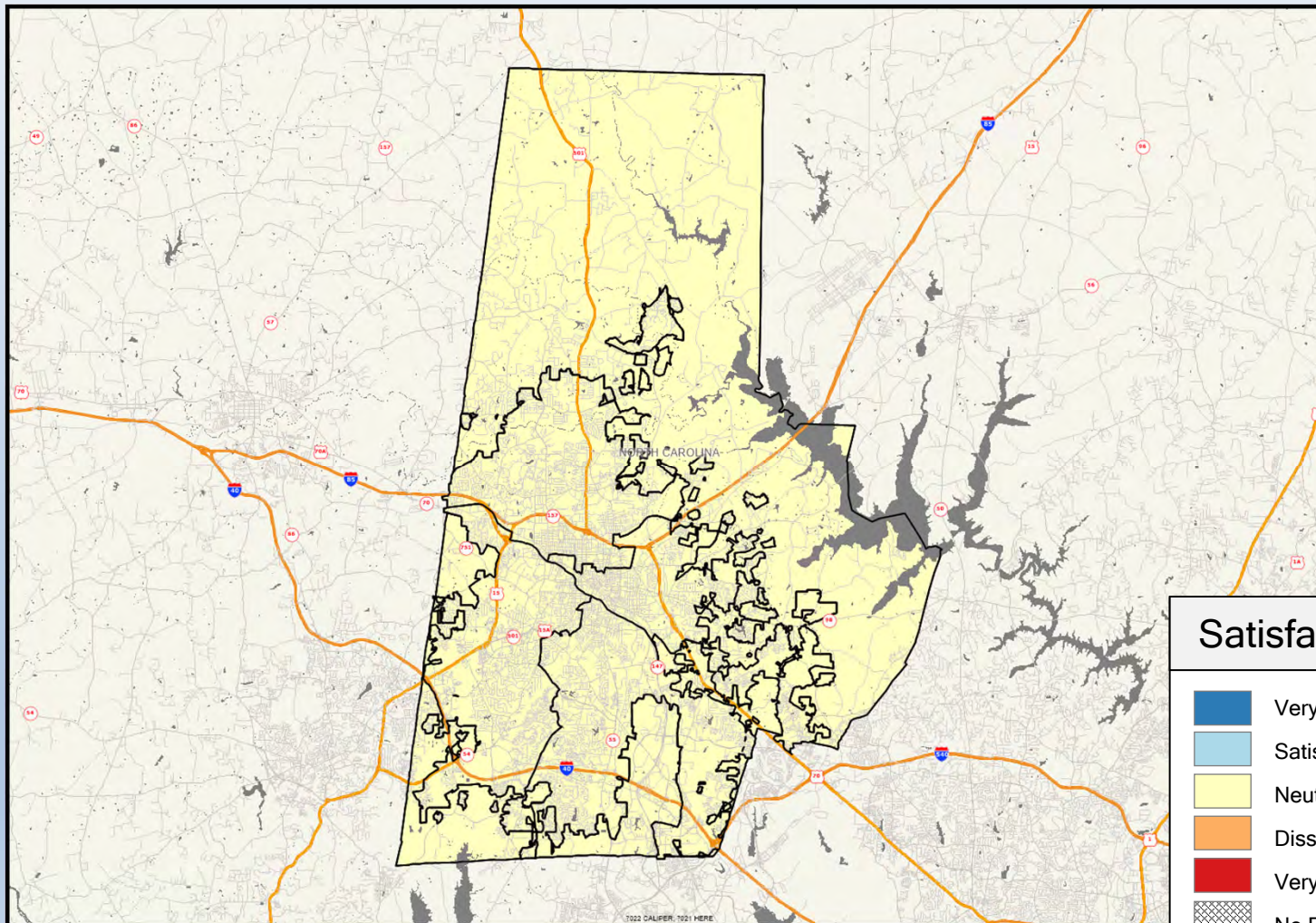


Satisfaction





	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response



 

Q12-02. Condition of sidewalks in your neighborhood

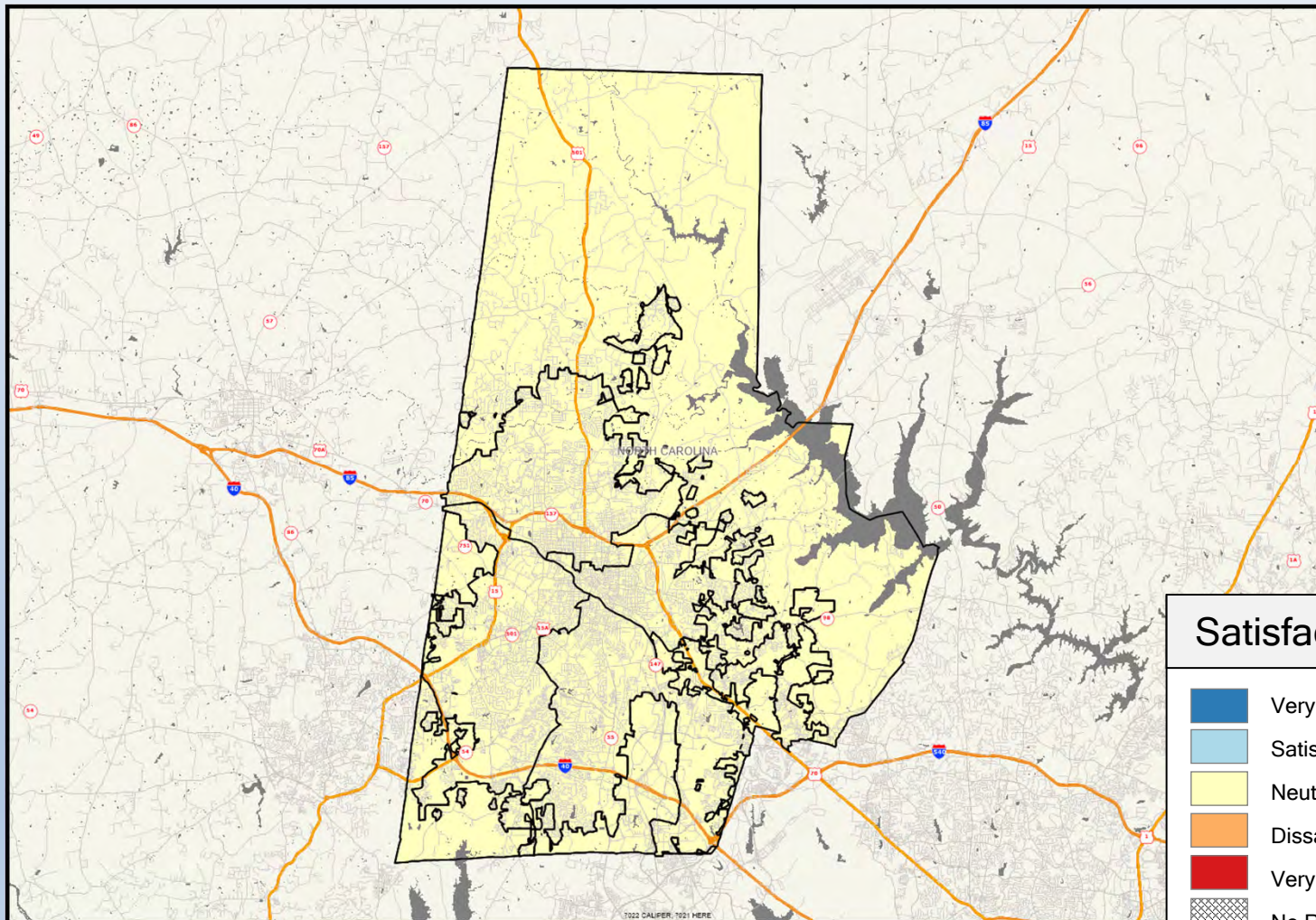


Satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q12-03. Condition of bicycle facilities

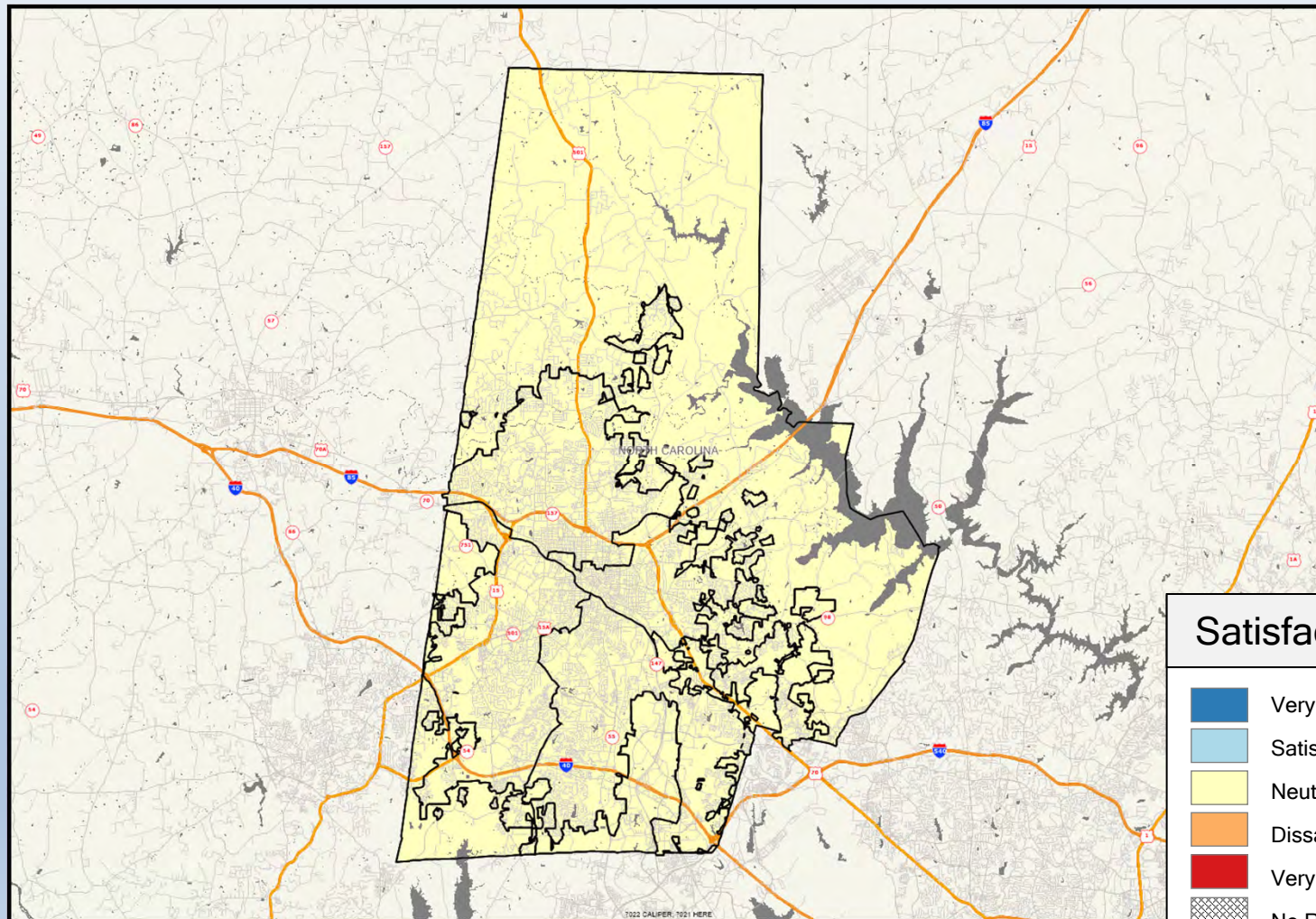


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q12-04. Appearance of landscaping on right of ways, along streets, and in public areas

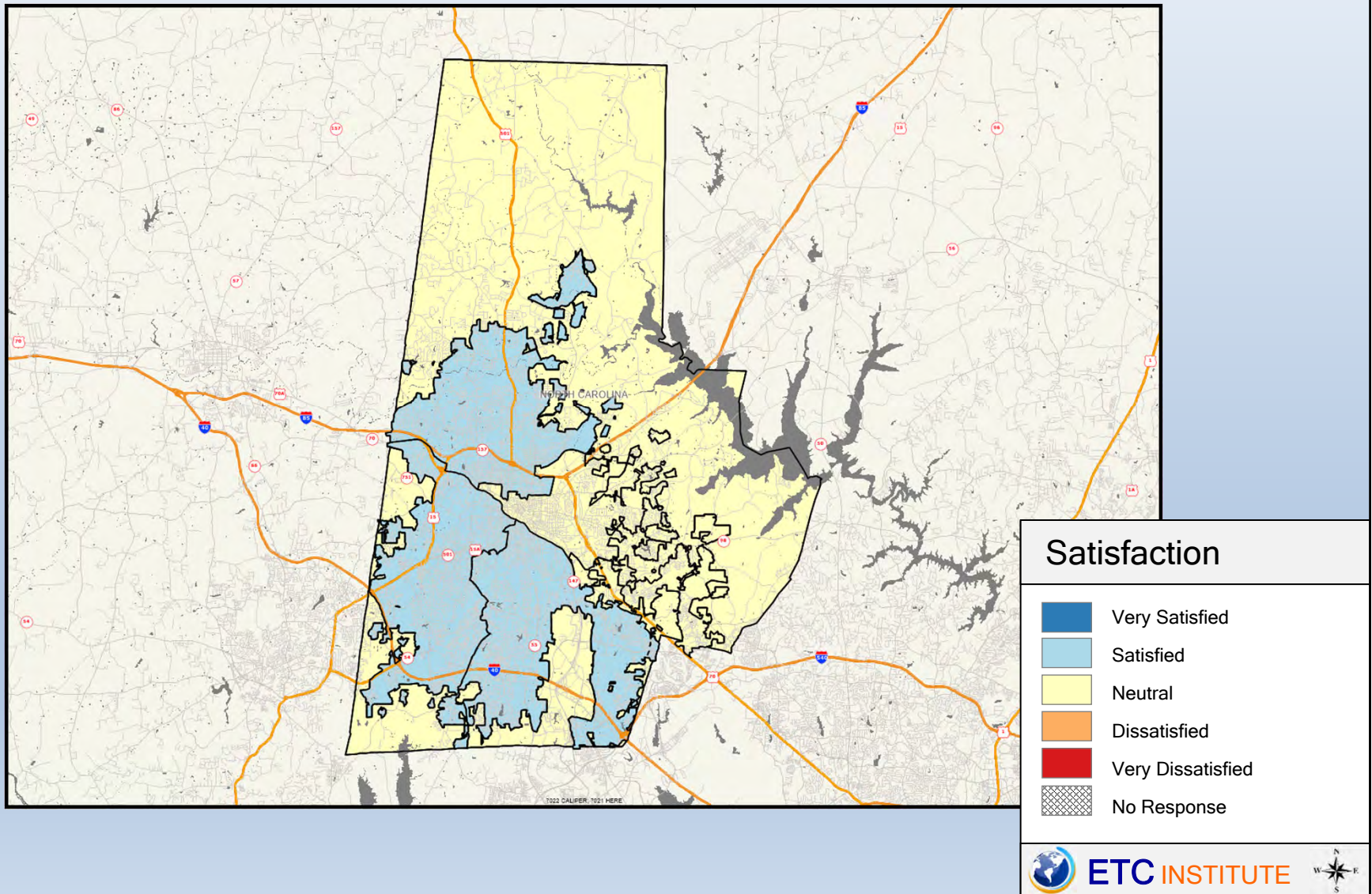


Satisfaction

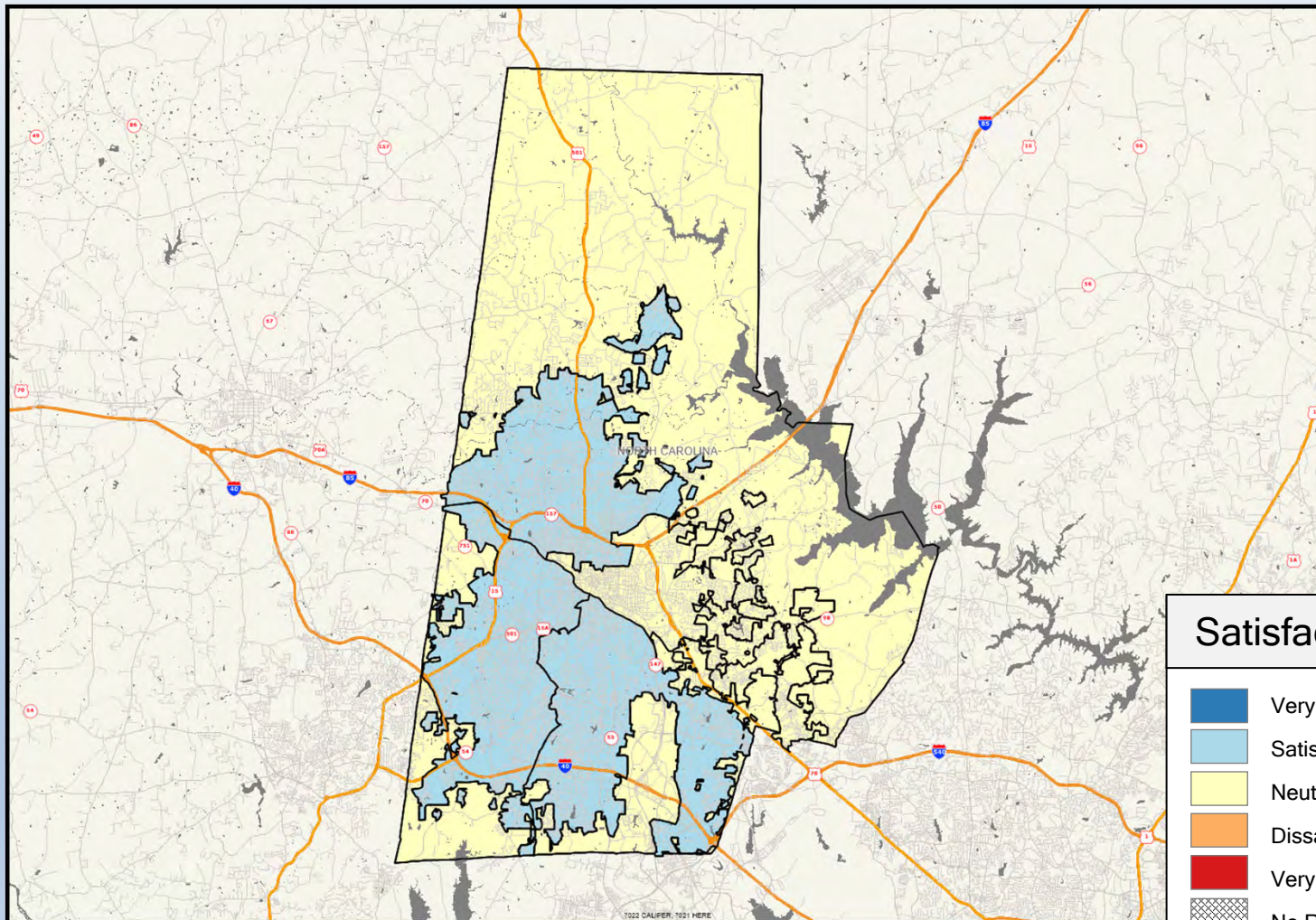
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q12-05. Condition of parks and open space



Q12-06. Condition of recreation centers and facilities

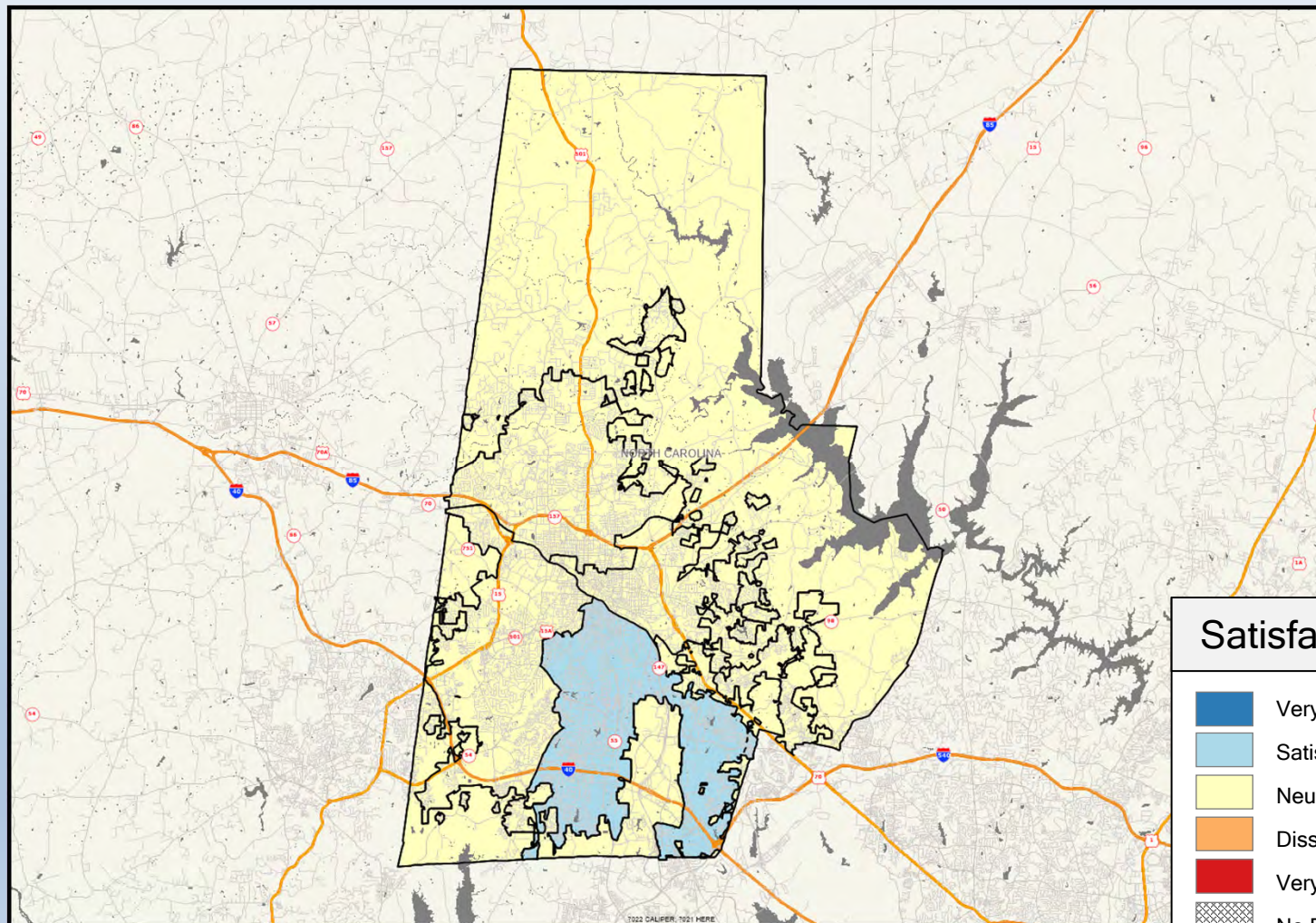


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q12-07. Overall appearance of major entryways to downtown Durham

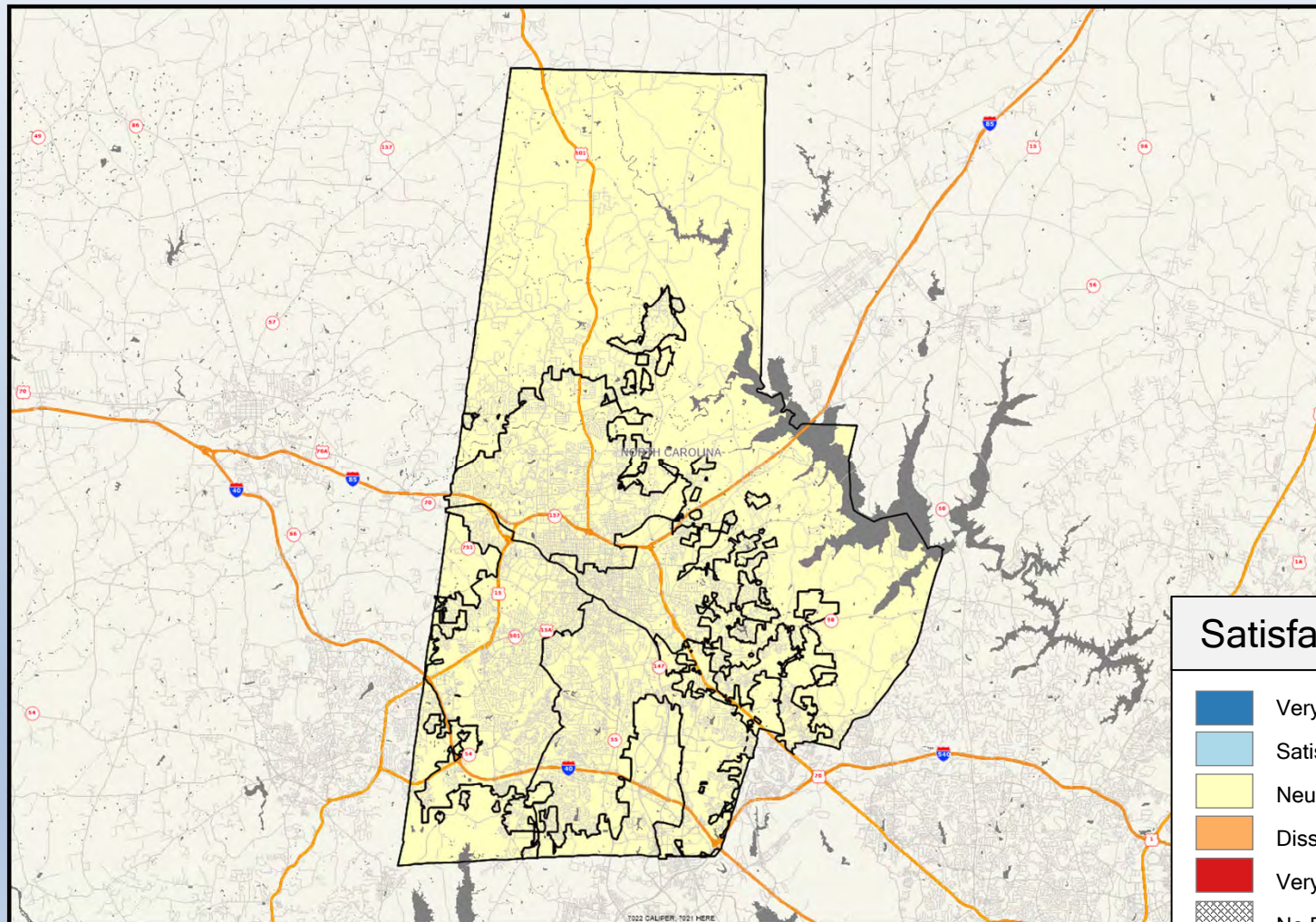


Satisfaction







- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



ETC INSTITUTE

Q12-08. Condition of public school facilities

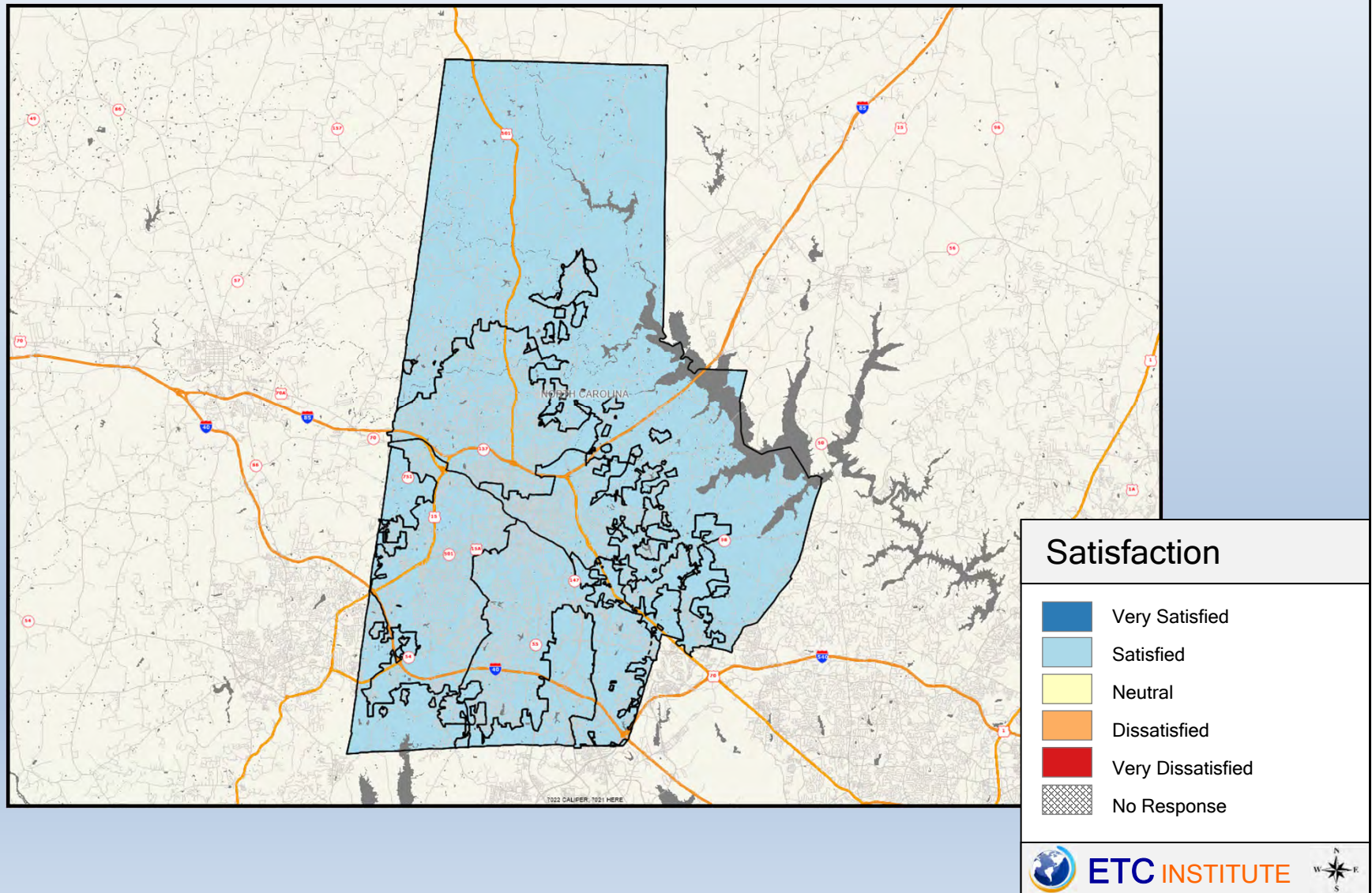


Satisfaction

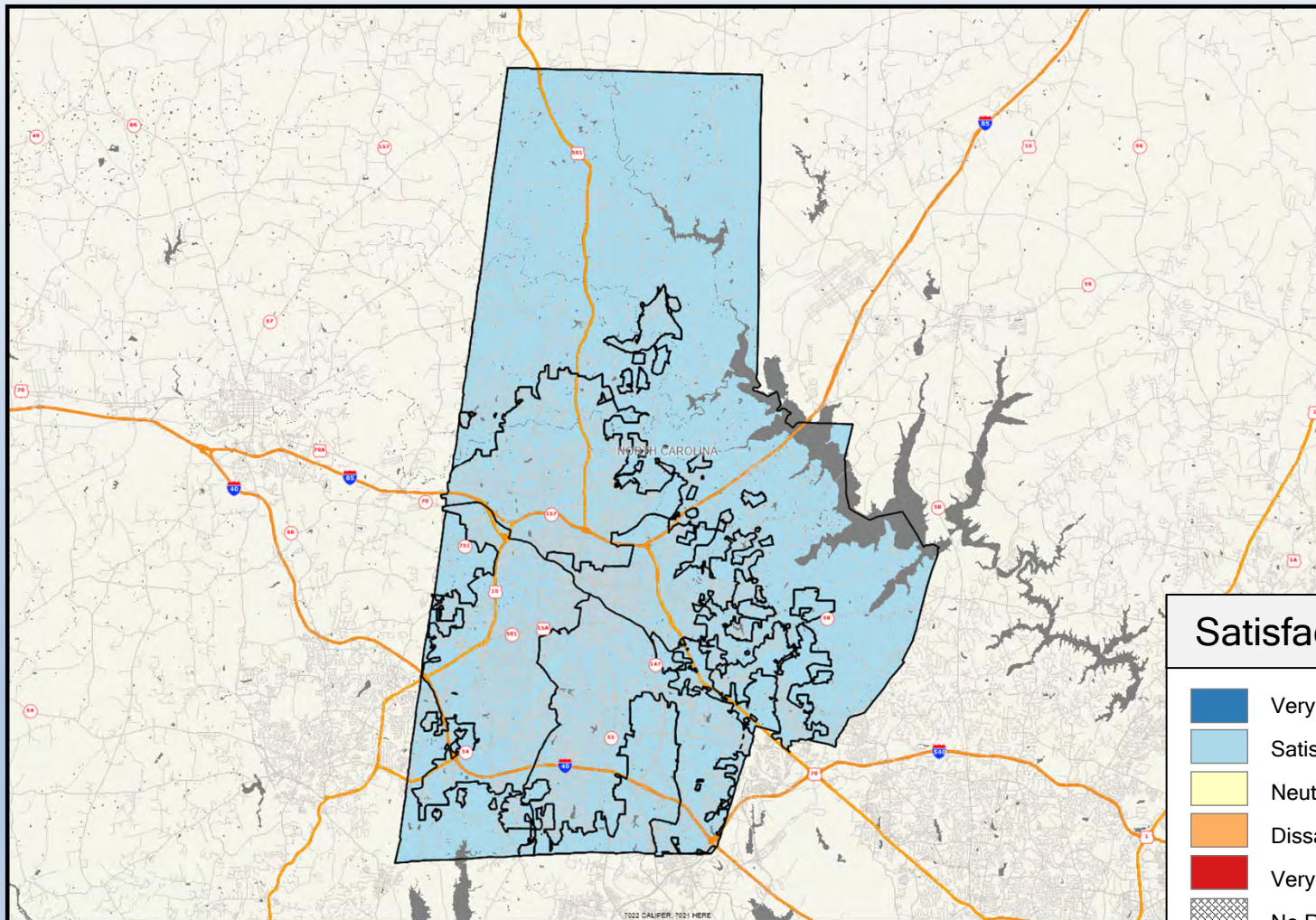
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q12-09. Condition of trails and greenways



Q12-10. Condition of public art

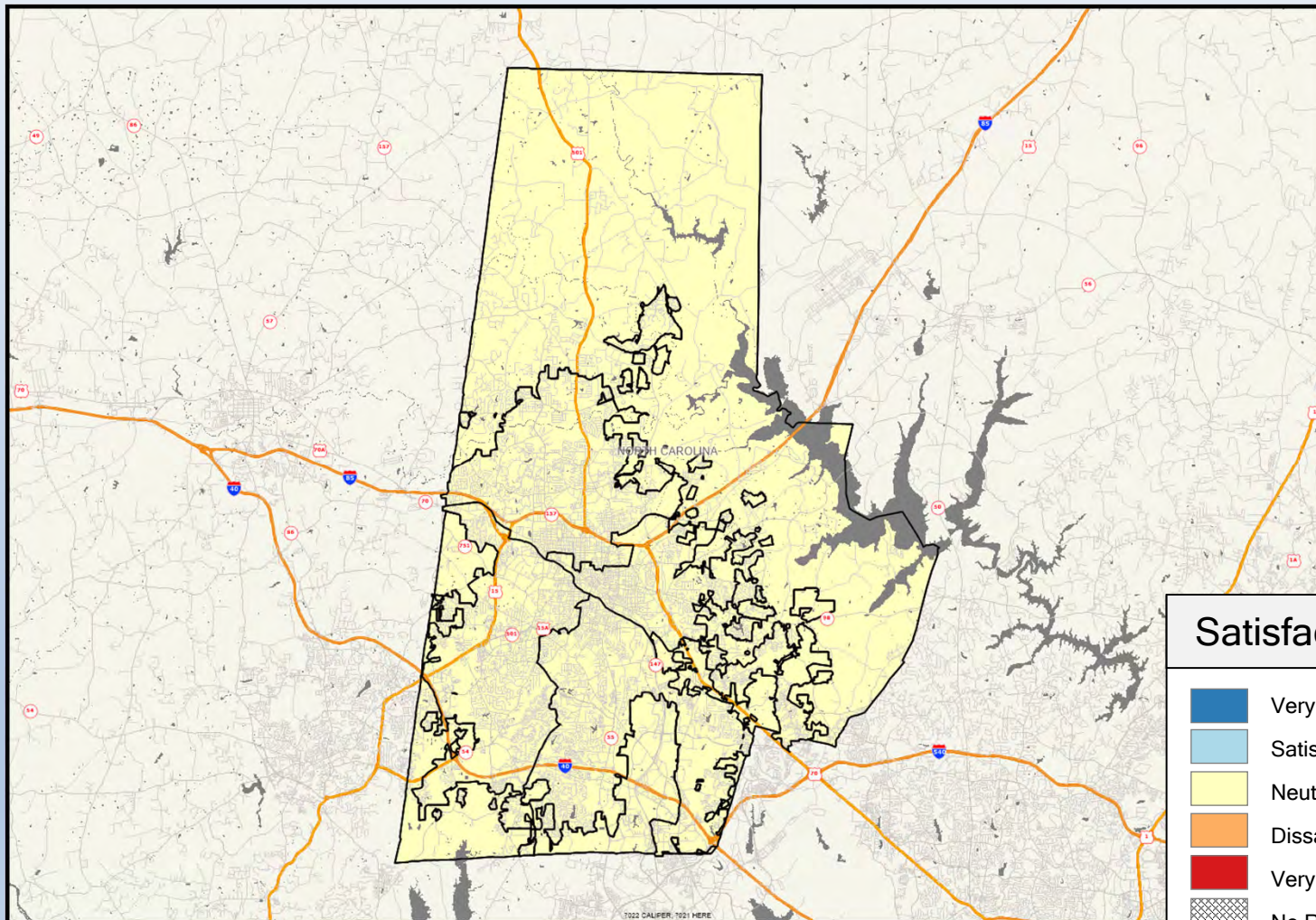


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q12-11. Condition of aquatic facilities

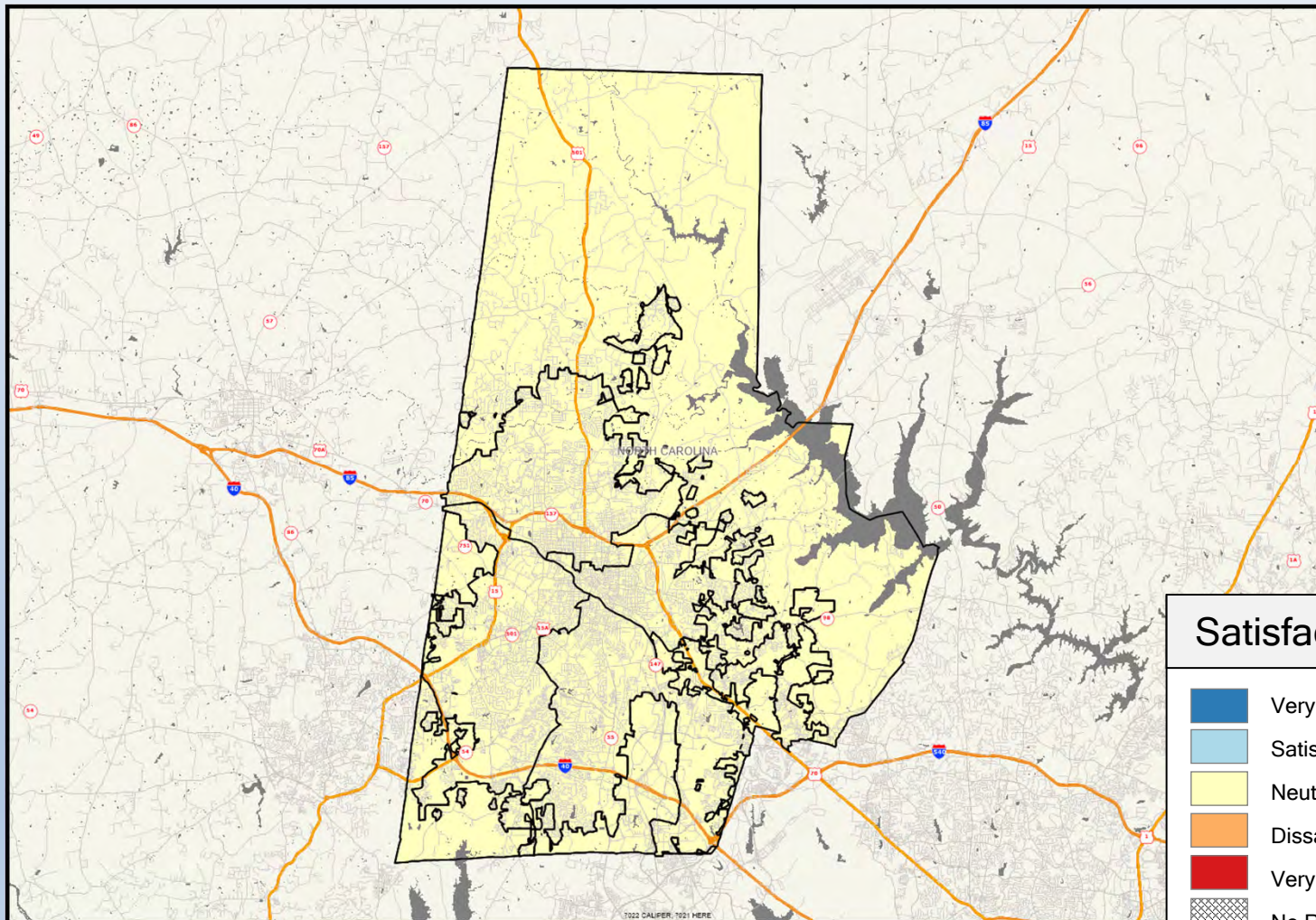


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



ETC INSTITUTE

Q12-12. Condition of parking

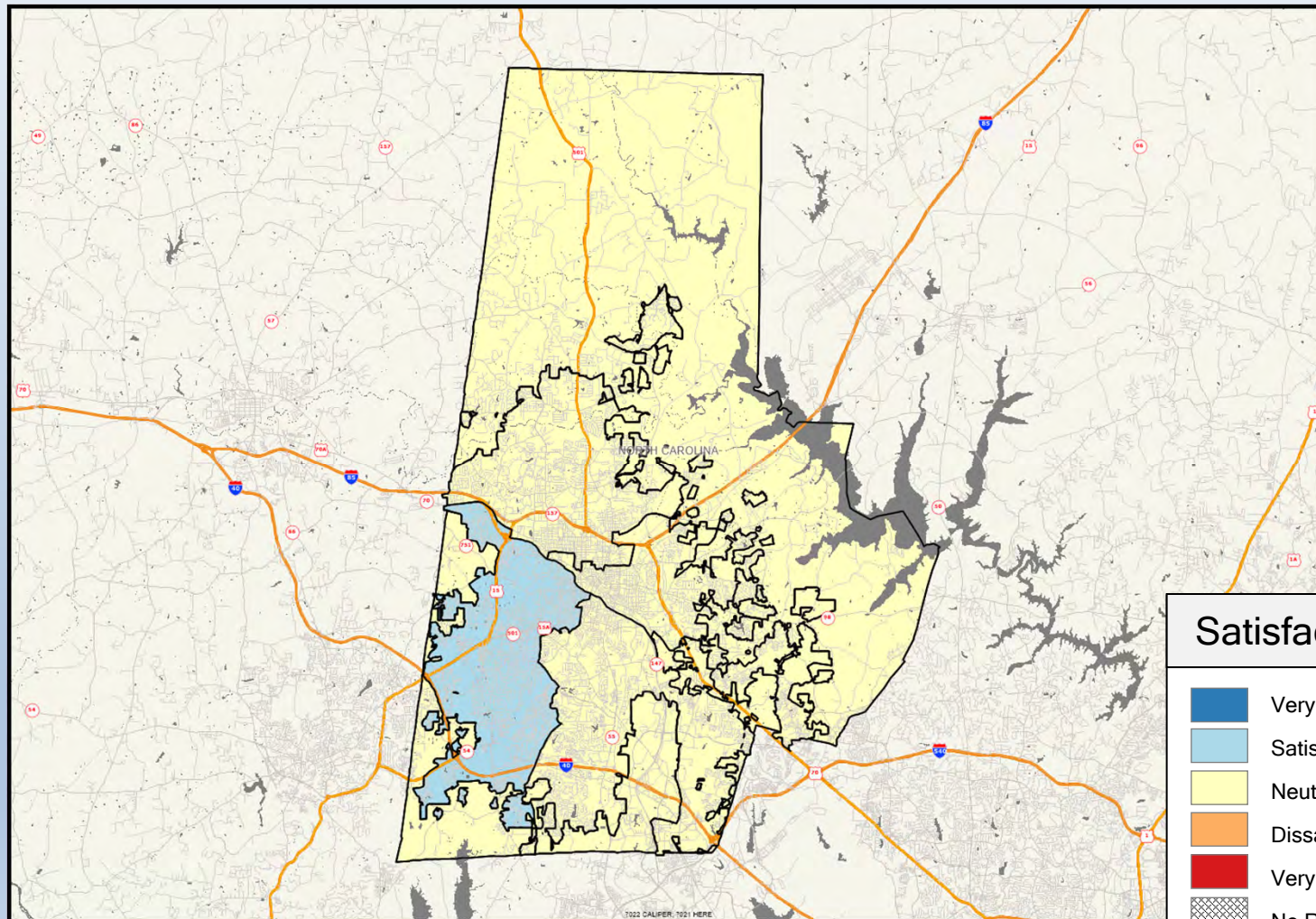


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q12-13. The amount of litter in your neighborhood



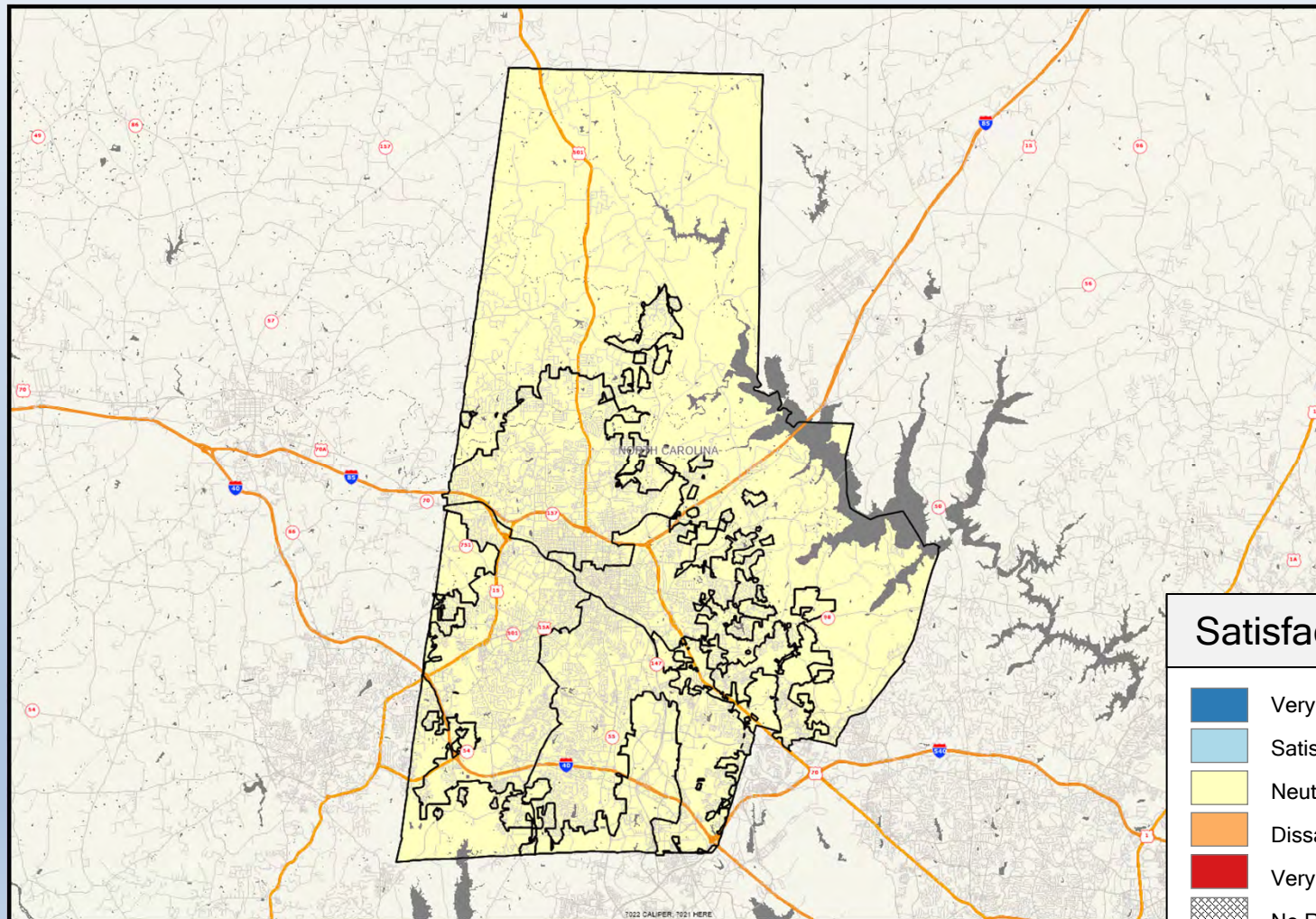
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE



Q14-1. Ease of travel by walking

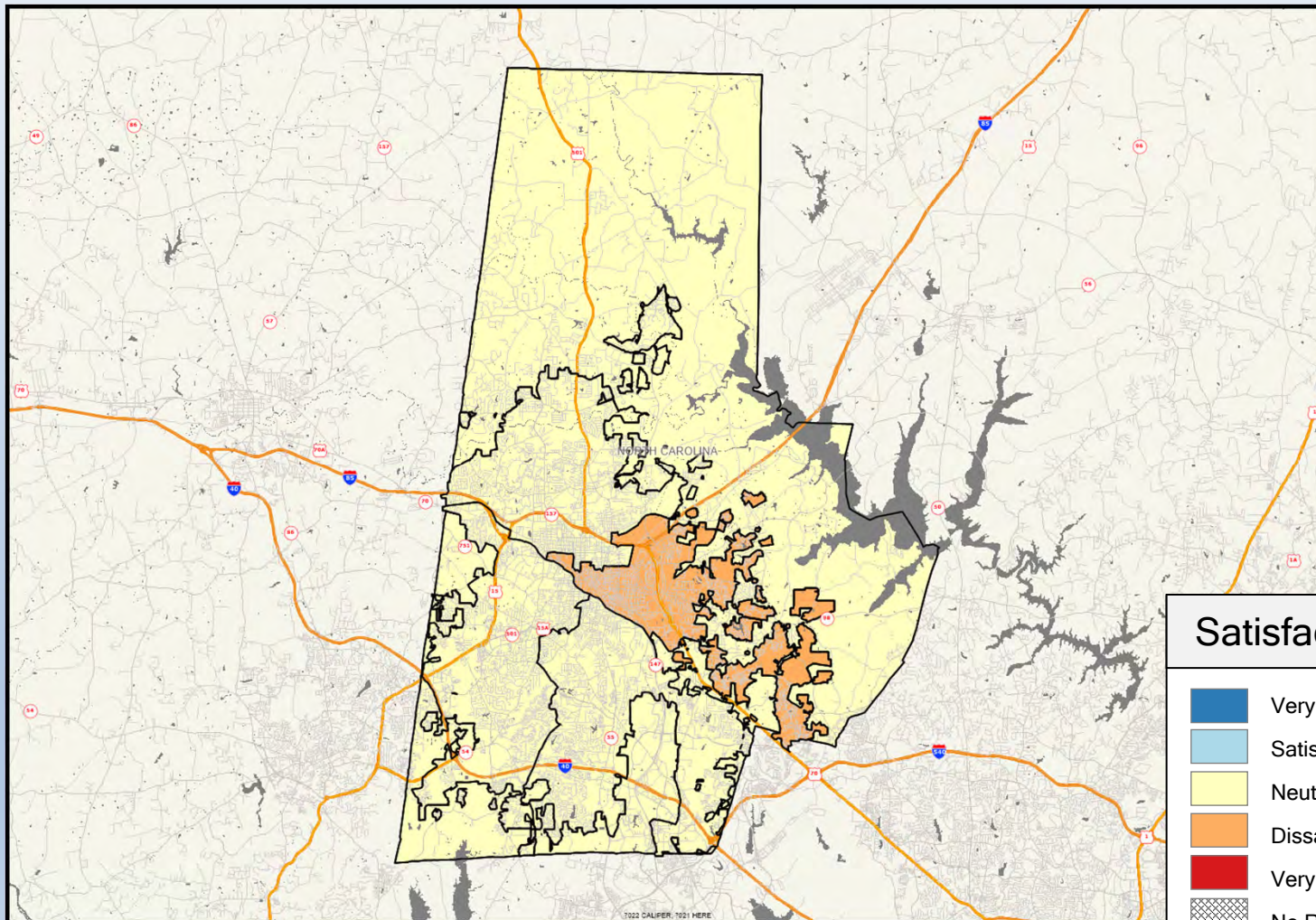


Satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q14-2. Ease of travel by biking

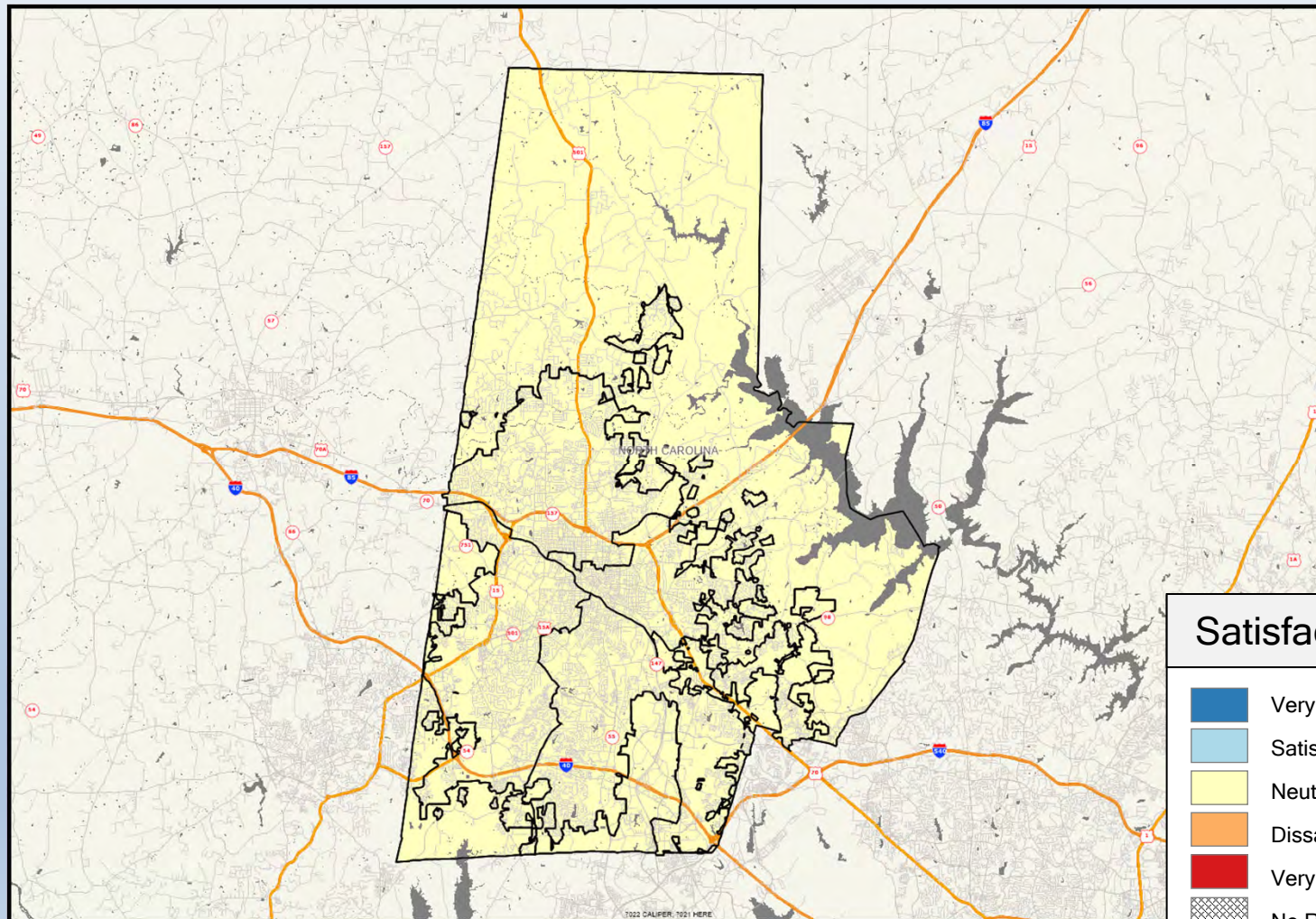


Satisfaction





- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



ETC INSTITUTE

Q14-3. Ease of travel by bus within Durham

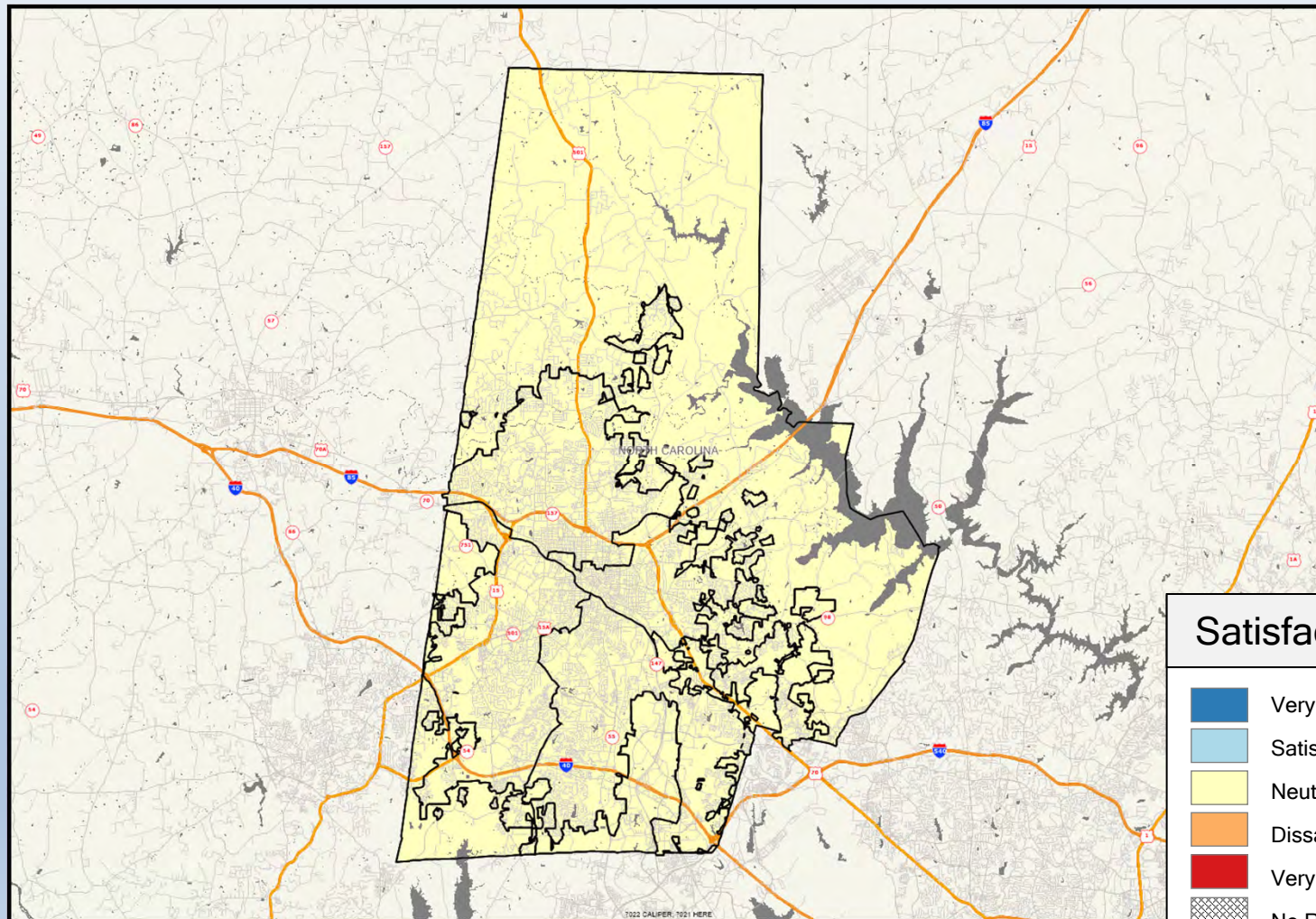


Satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q14-4. Ease of travel by bus to places outside of Durham

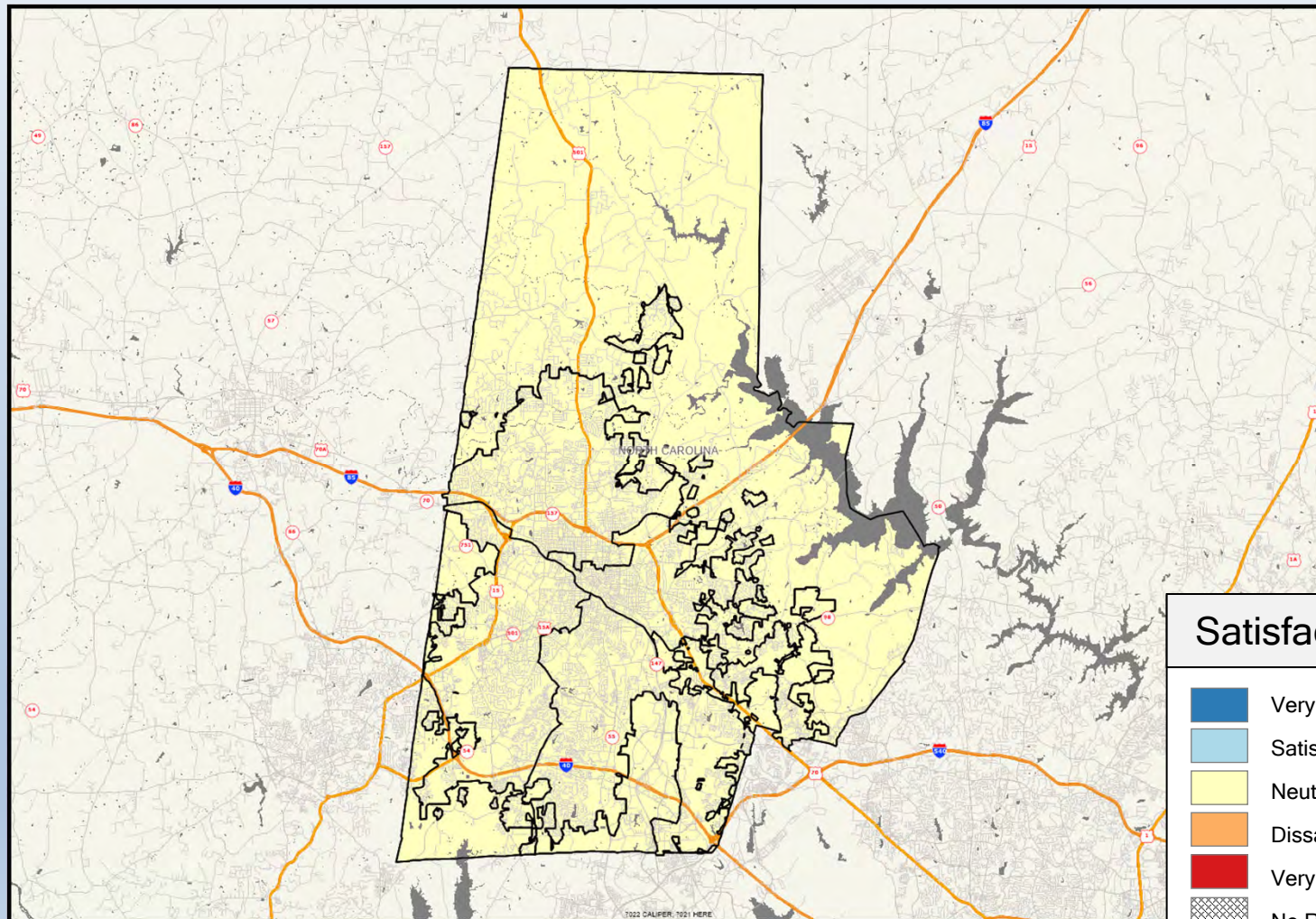


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q14-5. Quality of downtown parking facilities

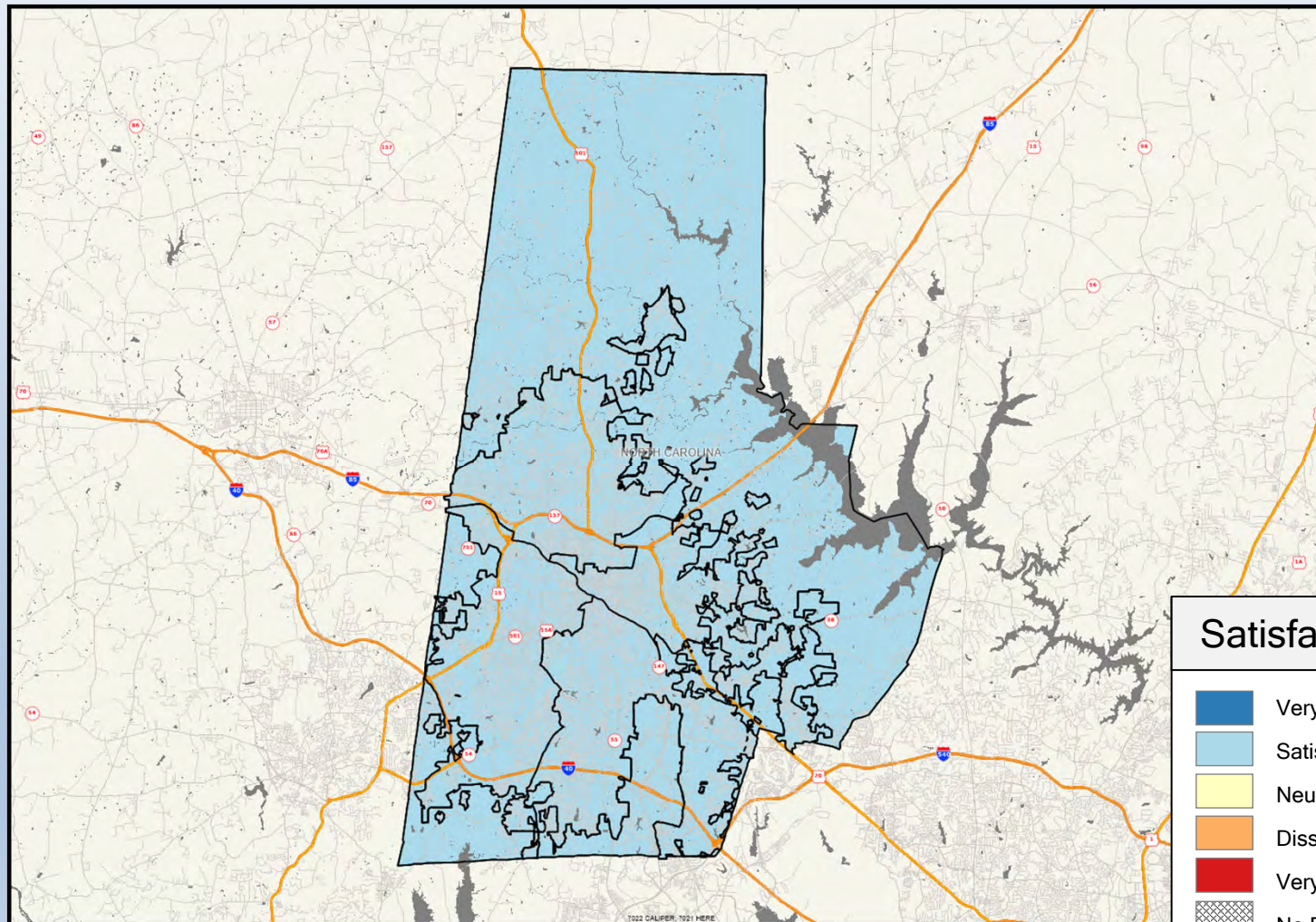


Satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q14-6. The ability in your neighborhood to run, walk, bike, and exercise outdoors

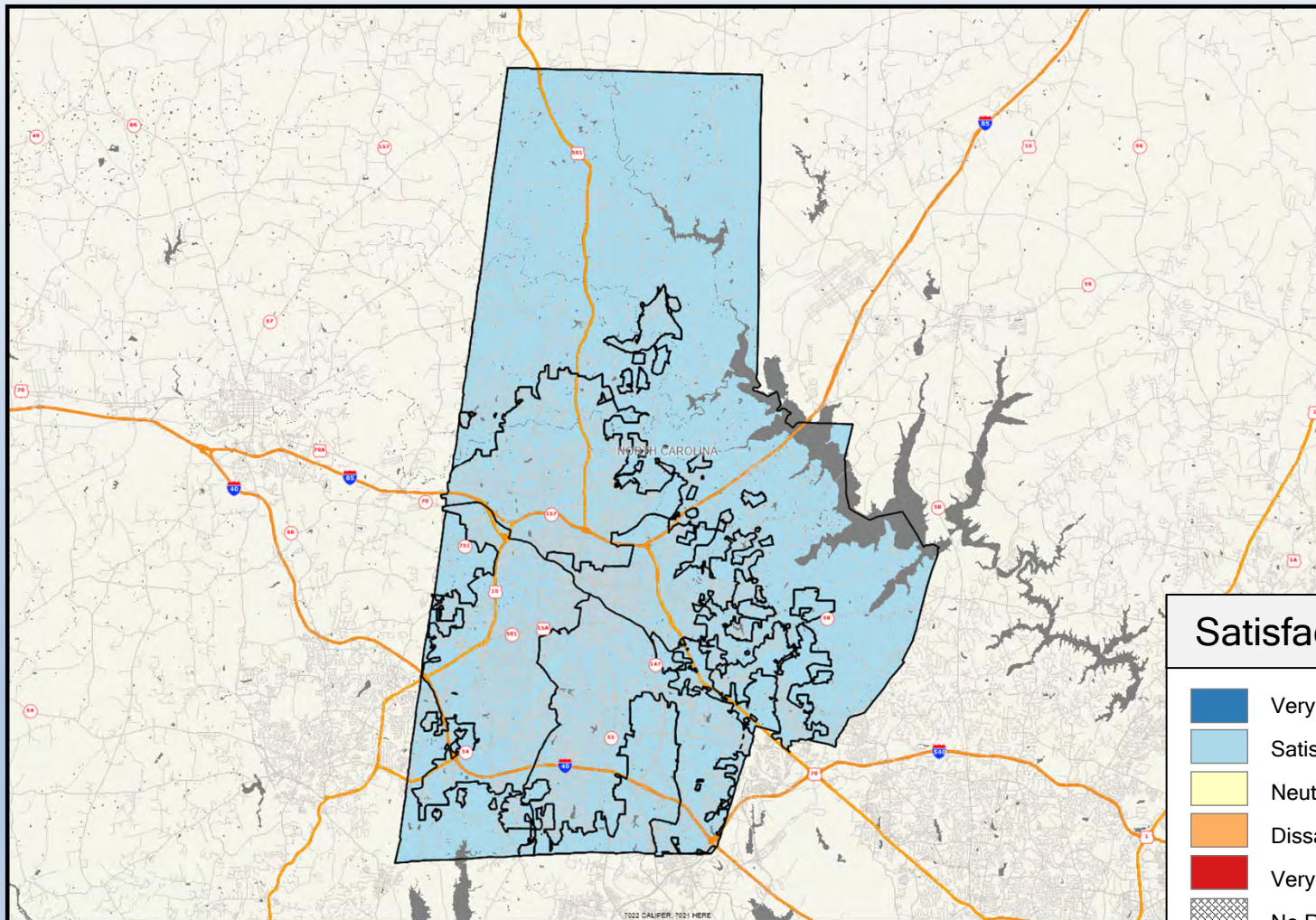


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q15-1. Solid waste collection services

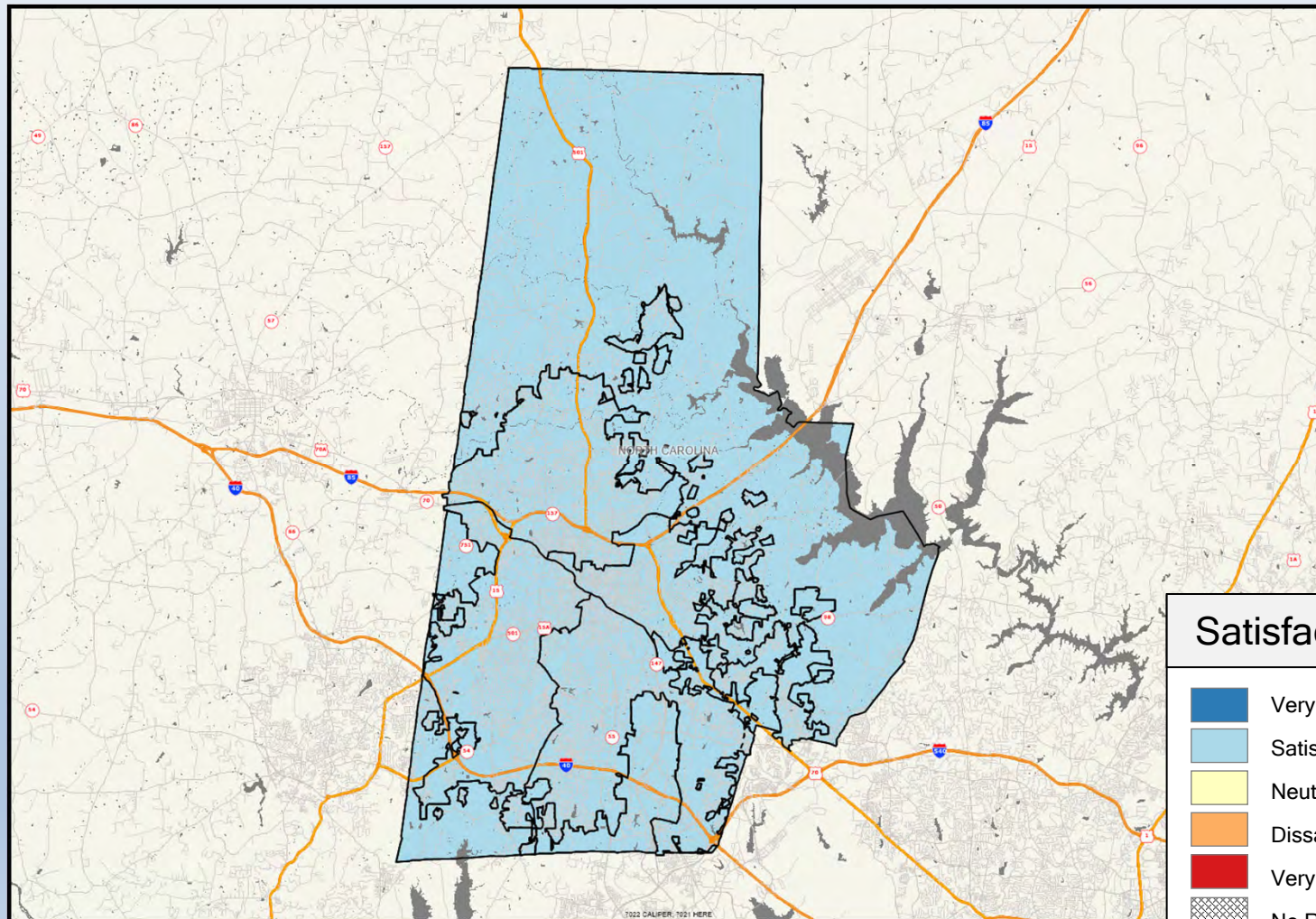


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q15-2. Curbside recycling services

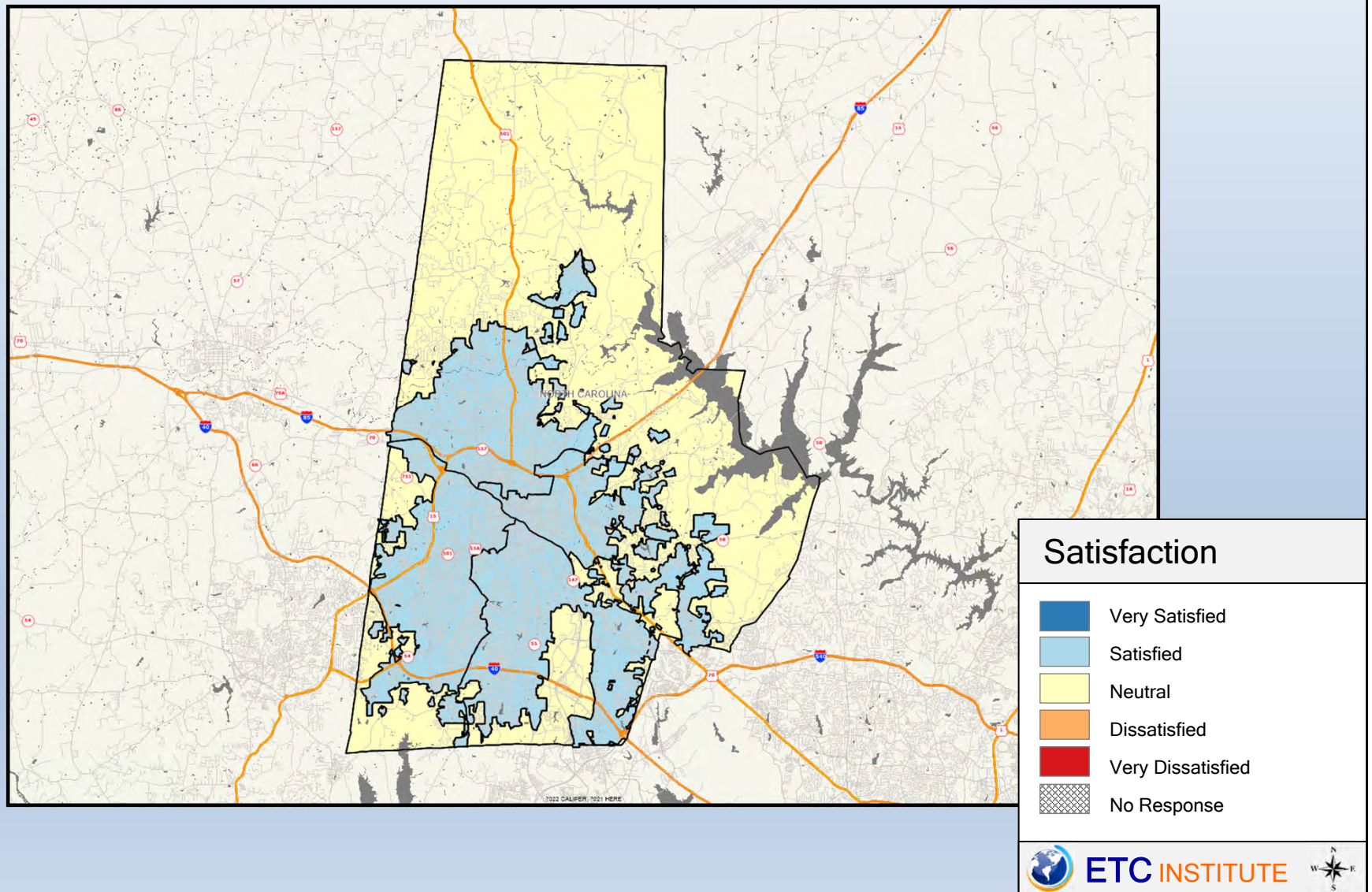


Satisfaction

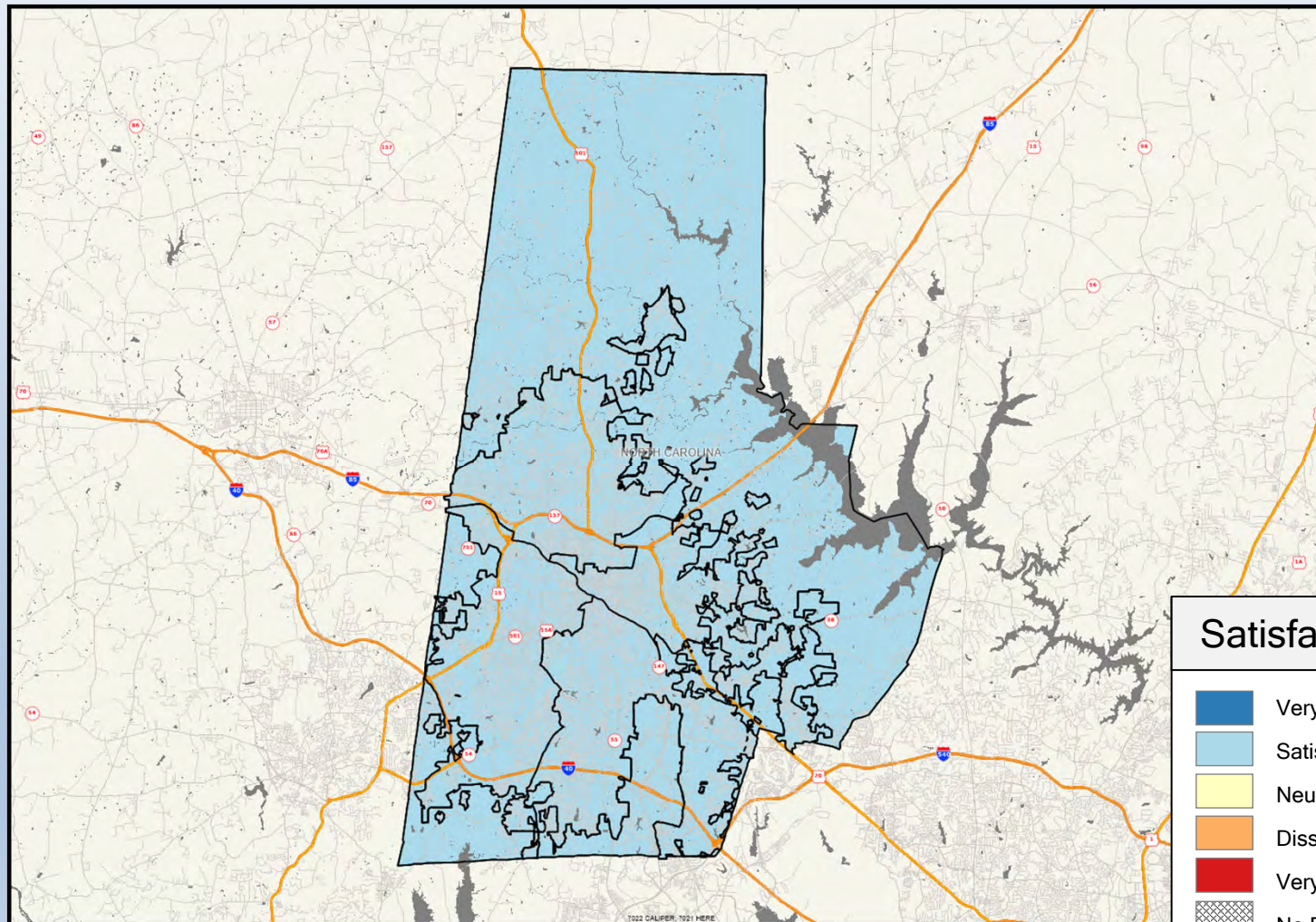
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q15-3. Yard waste collection services for subscriber members



Q15-4. City Waste Disposal and Recycling Center

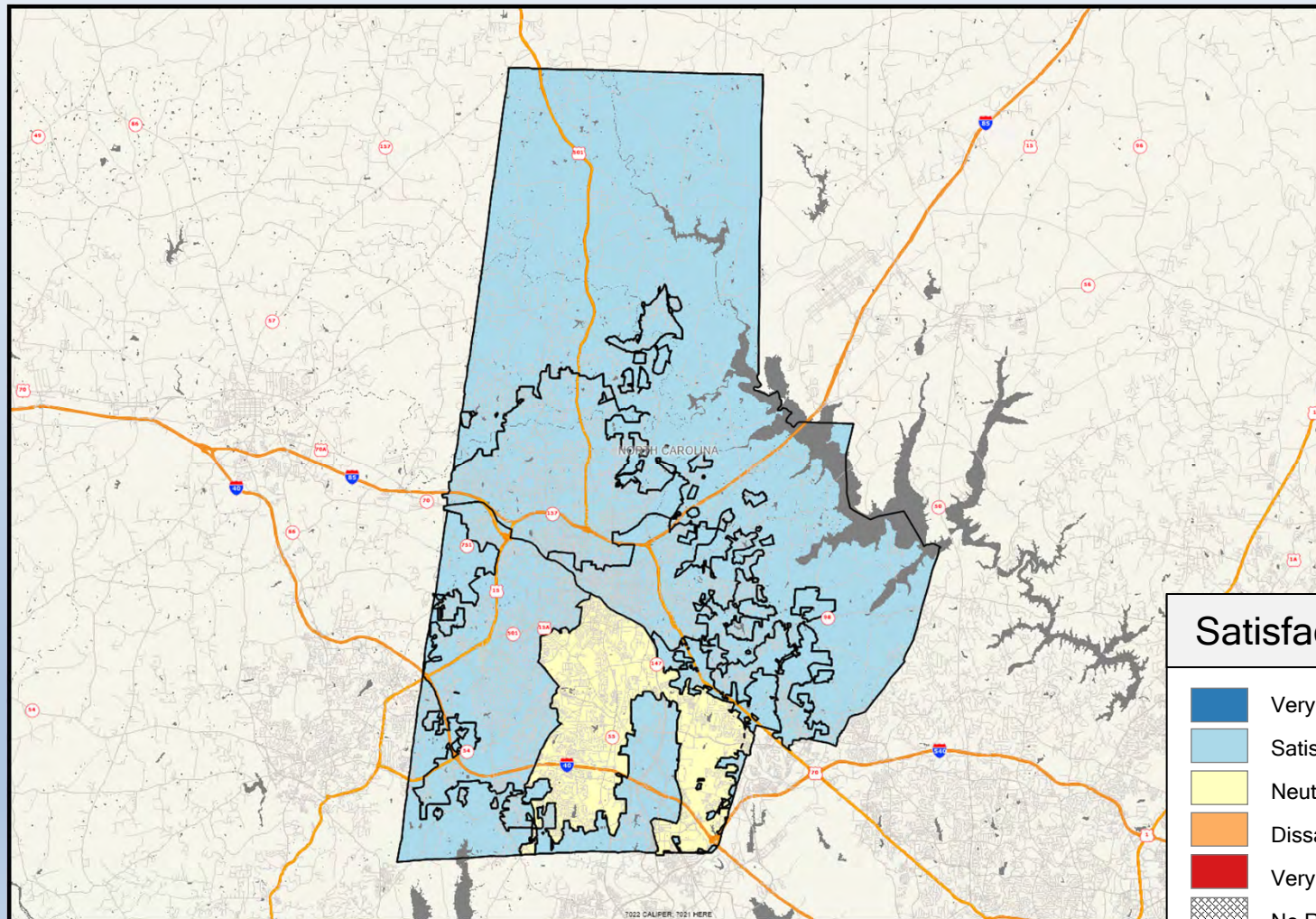


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q15-5. County Solid Waste Convenience Centers

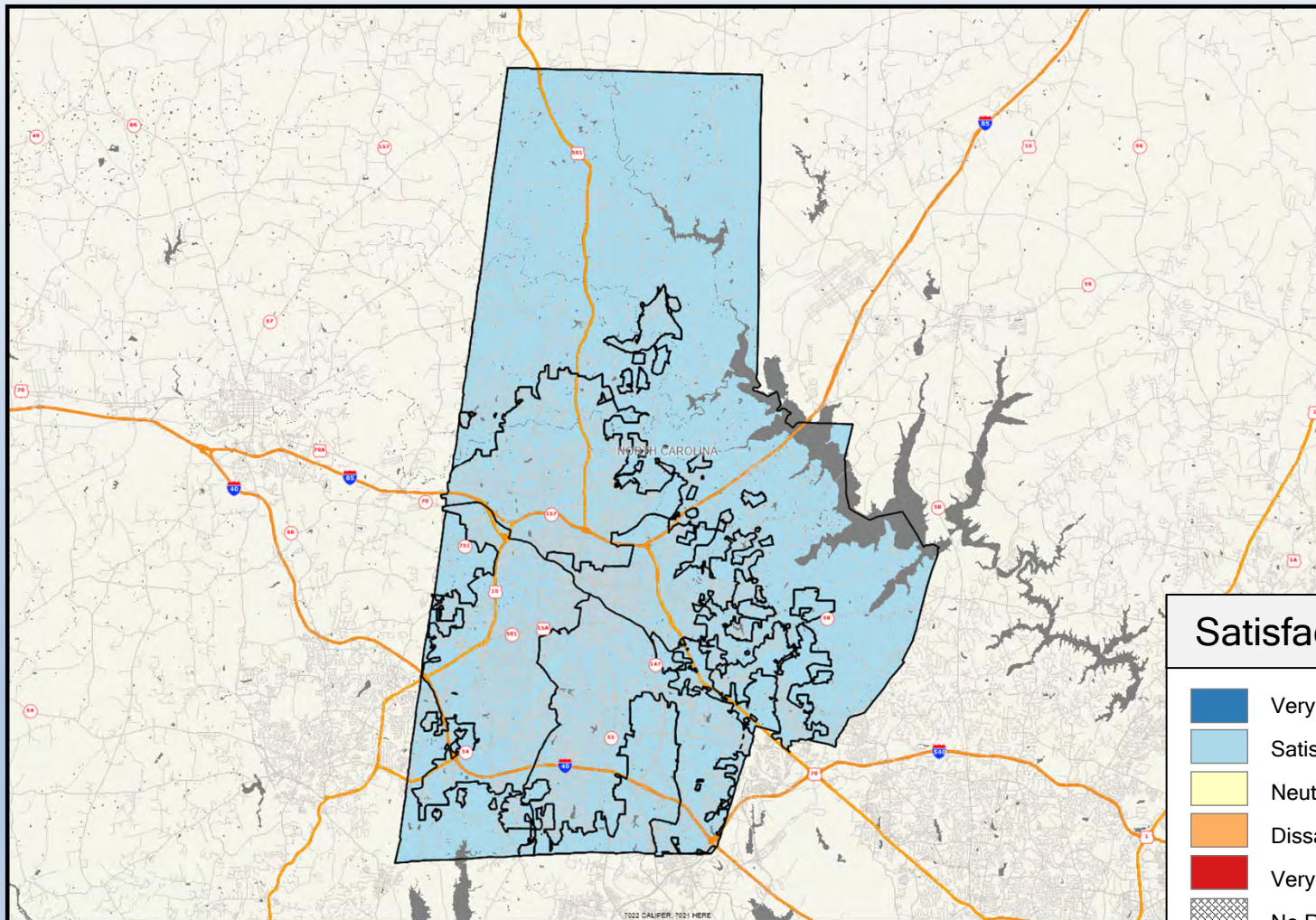


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q15-6. Quality of drinking water

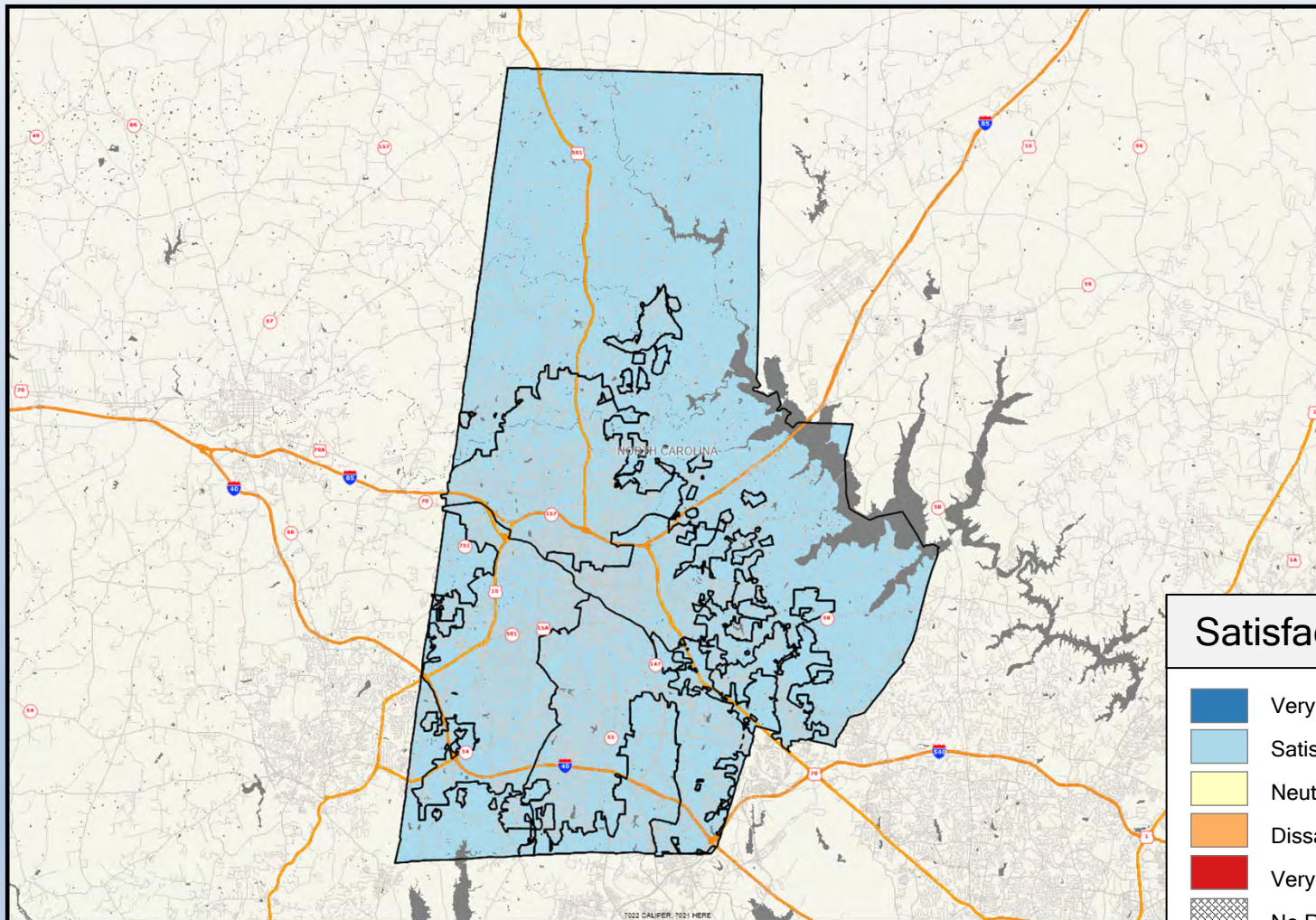


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q15-7. Sewer services

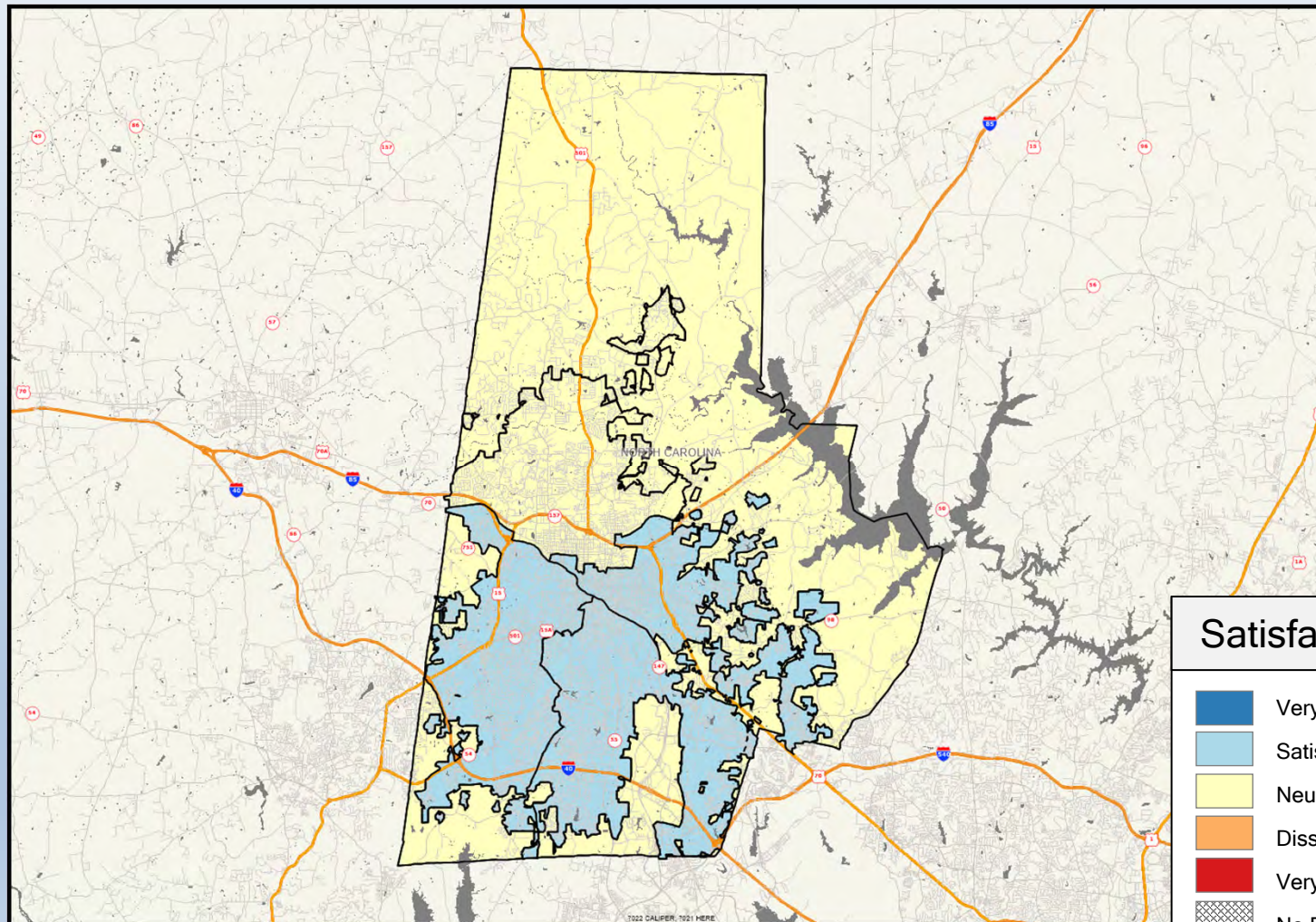








Satisfaction



- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

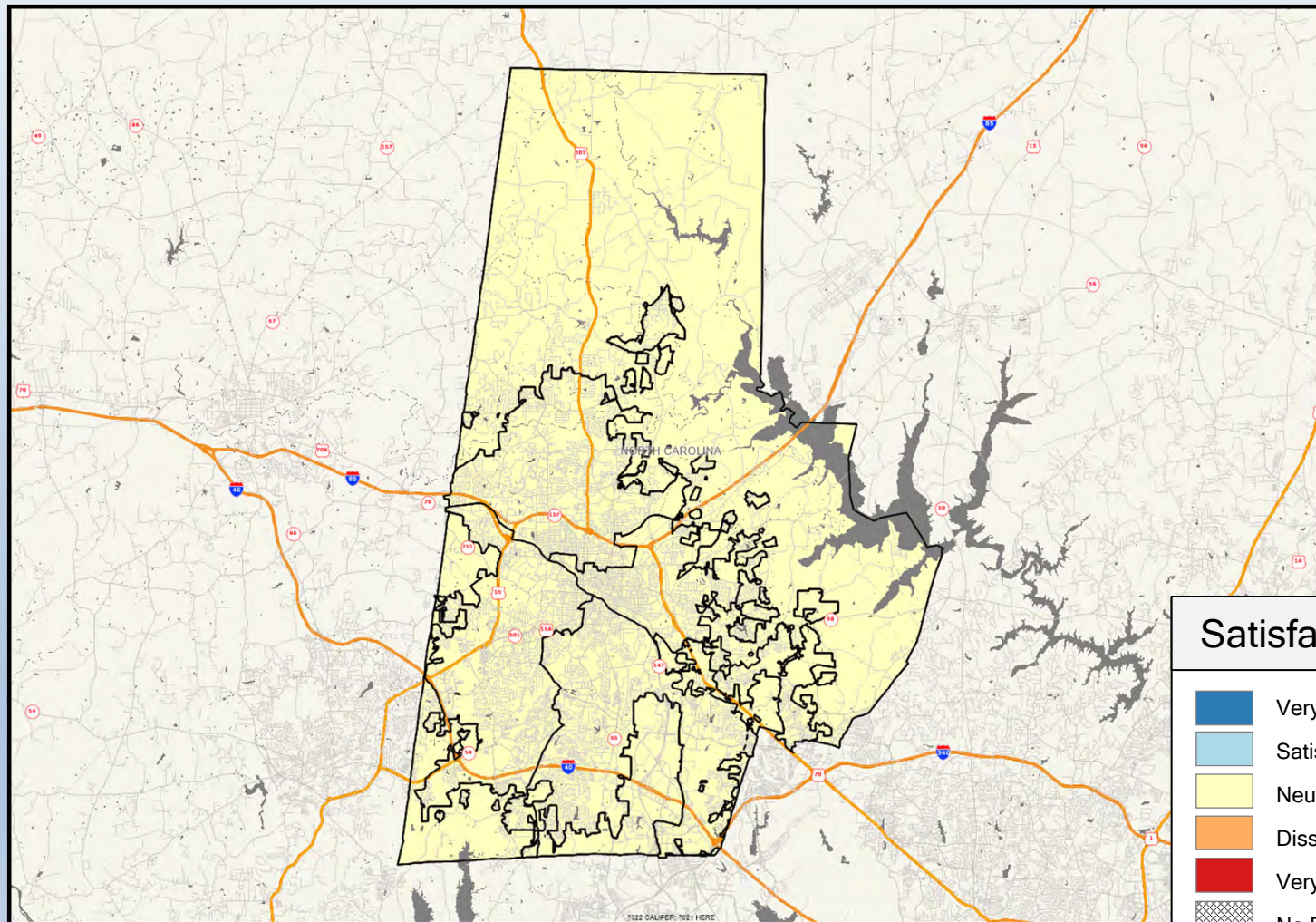
Q15-8. Overall management of public stormwater runoff, drainage and flood control



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q15-9. Stream and lake protection

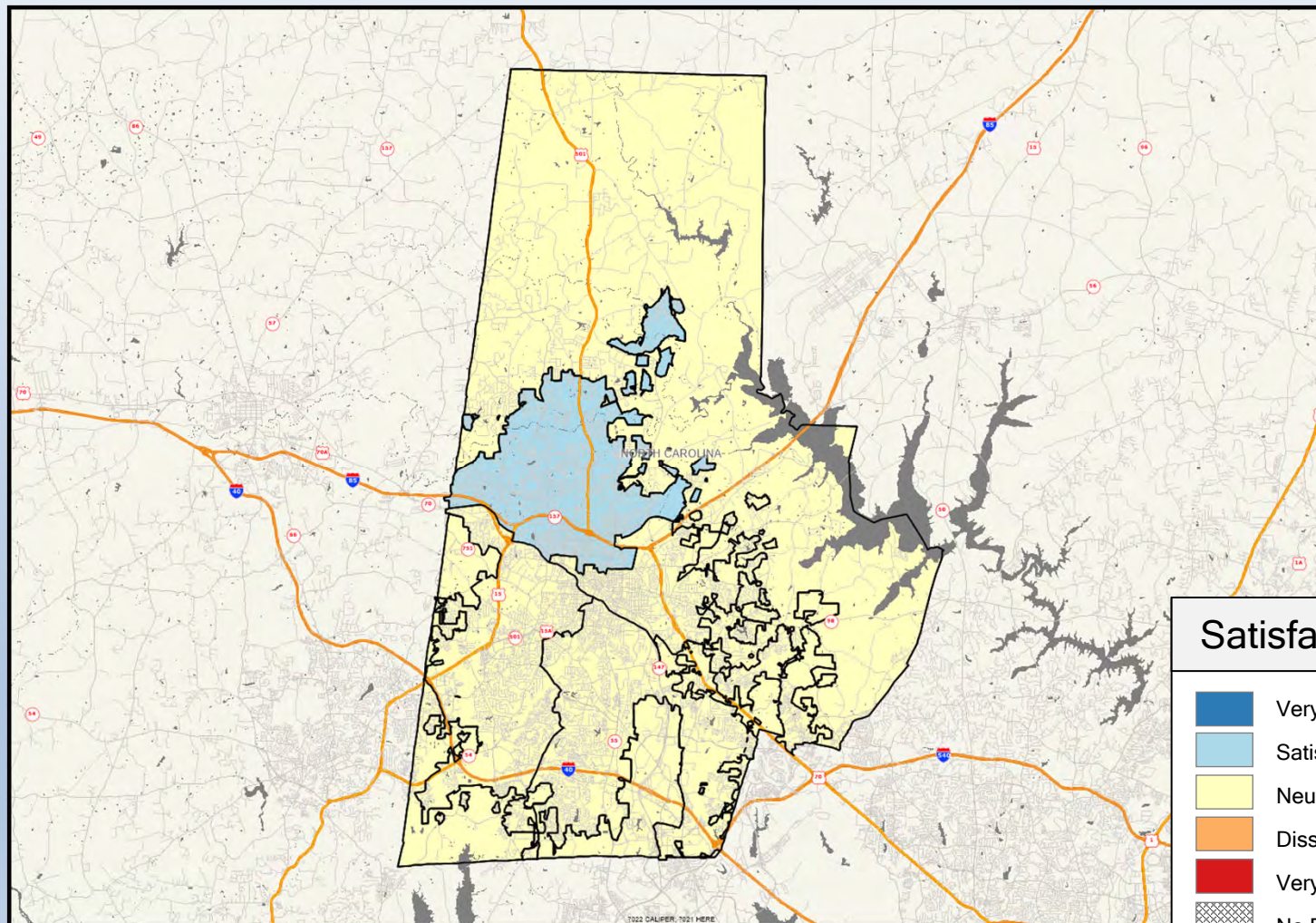


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

Q20a-1. Availability of information about county programs and services

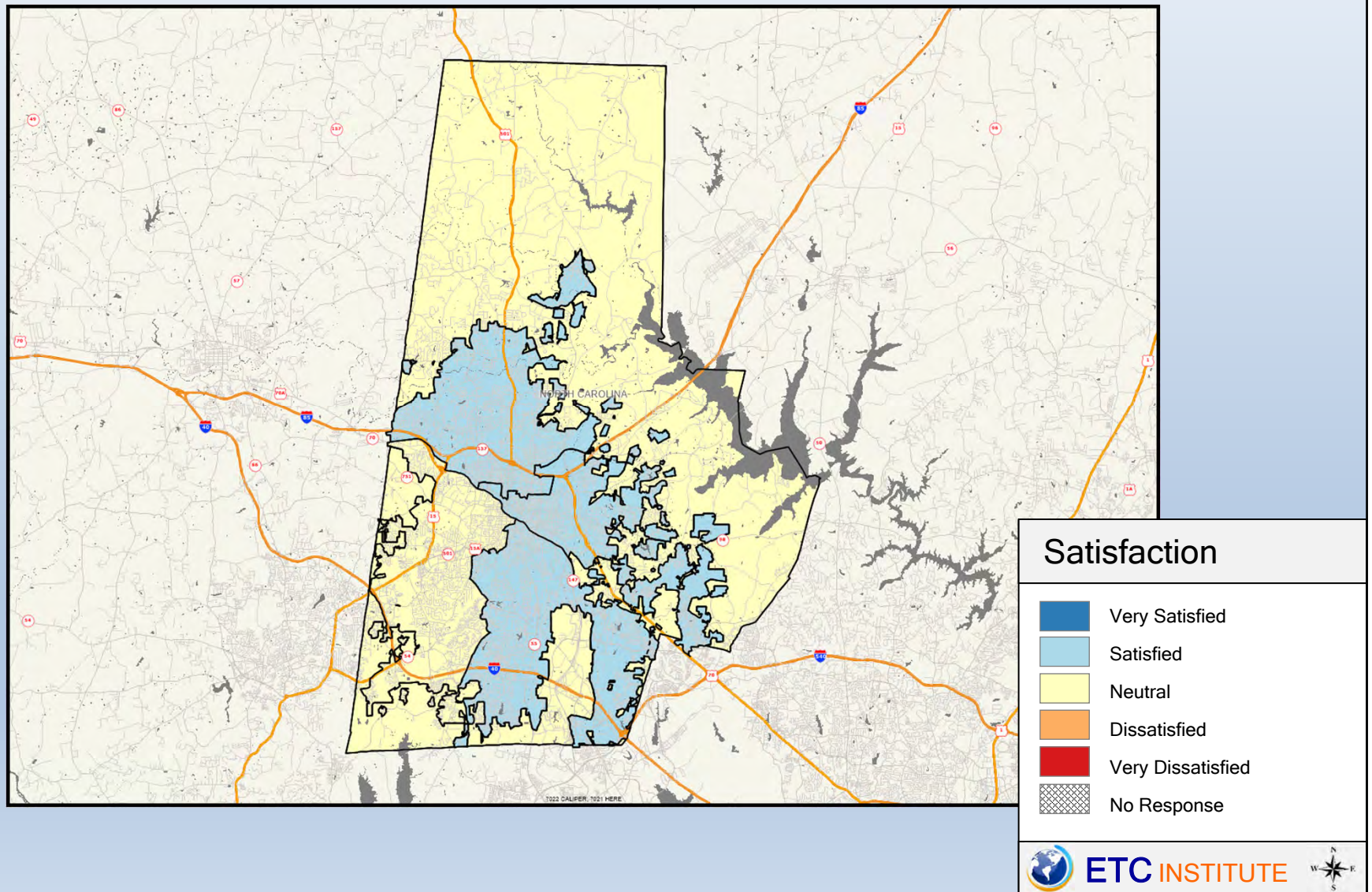


Satisfaction

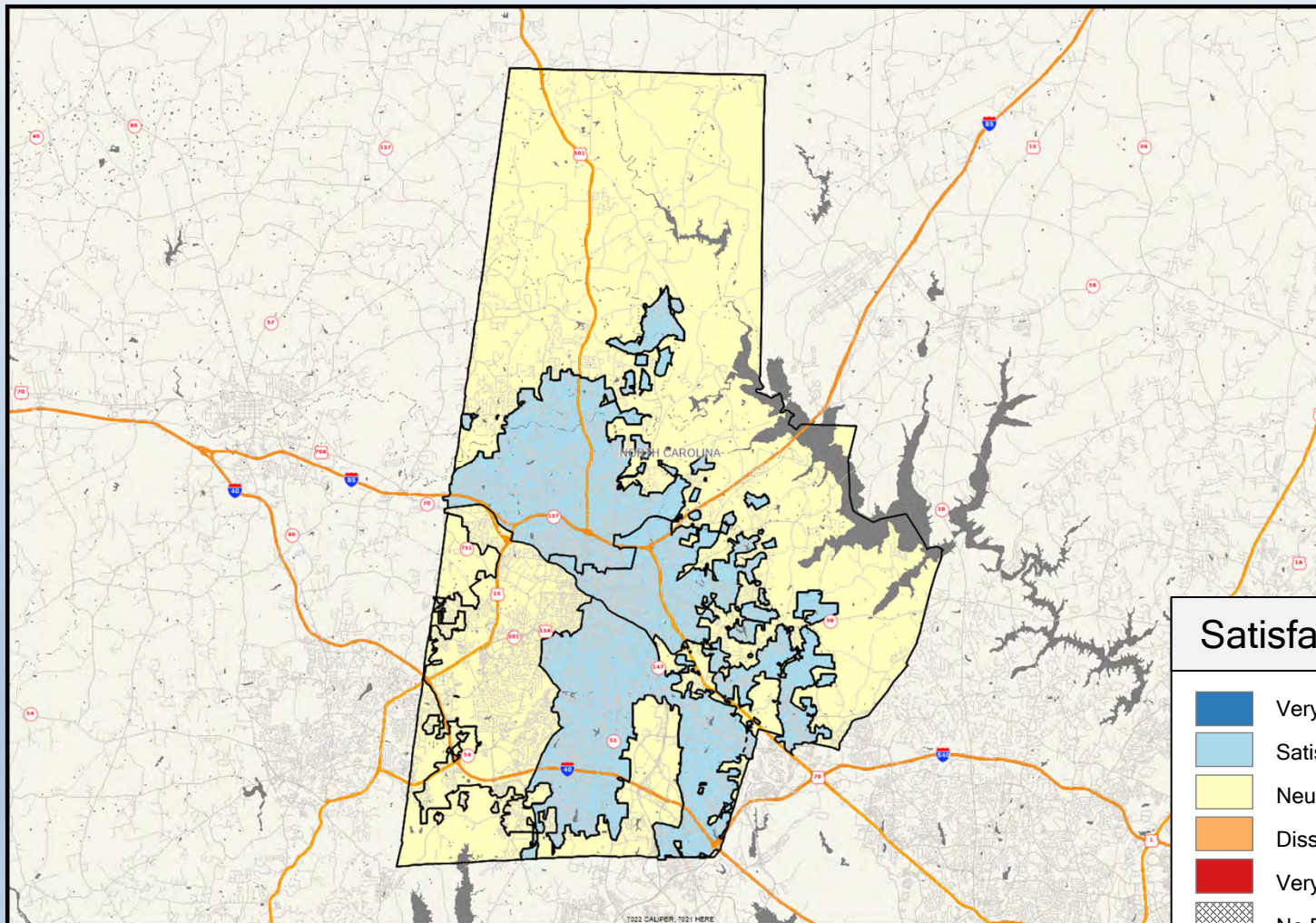
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q20a-2. Ease of locating information on the county website





Q20a-3. Your experience engaging with the county government process

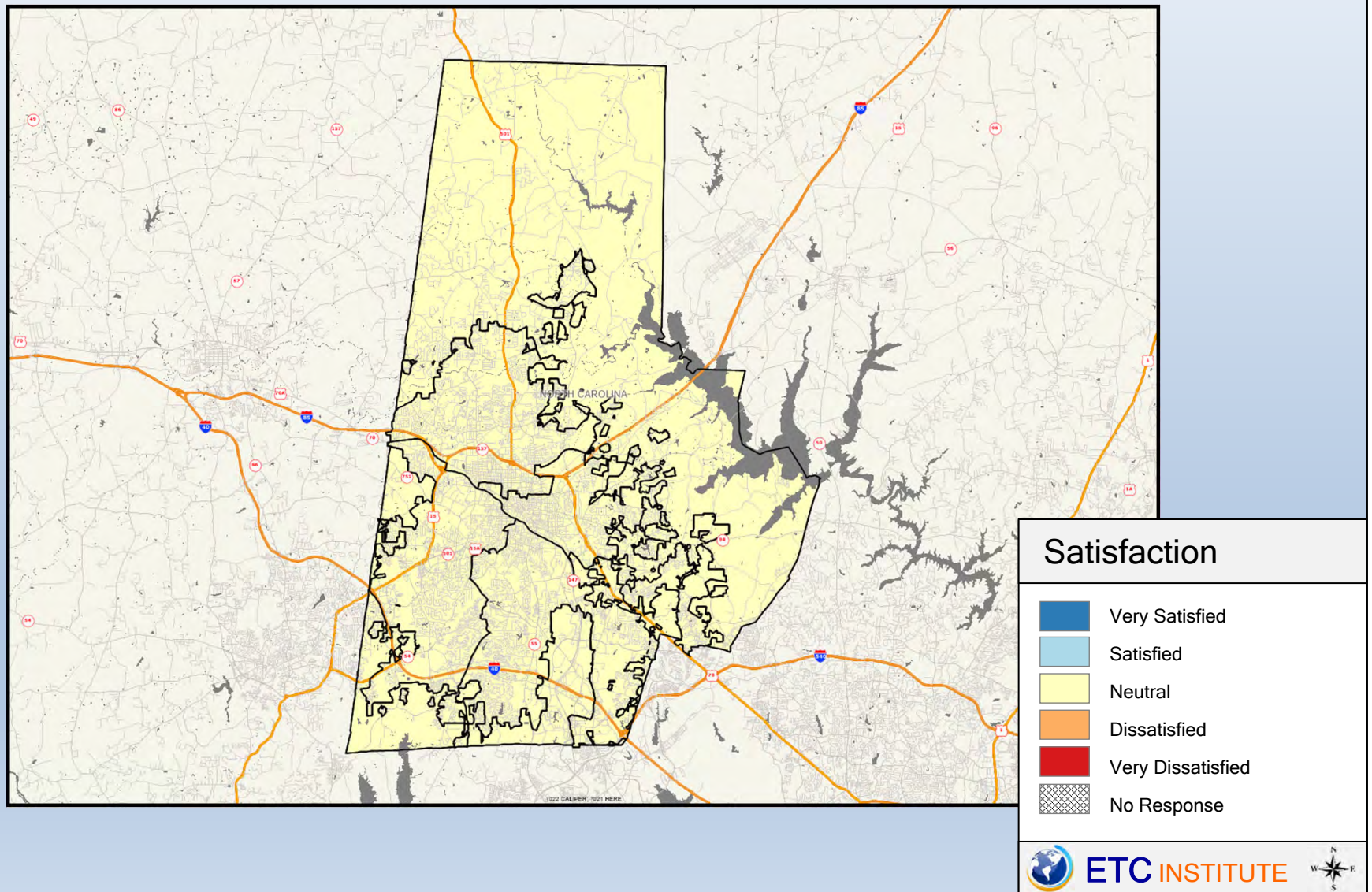


Satisfaction

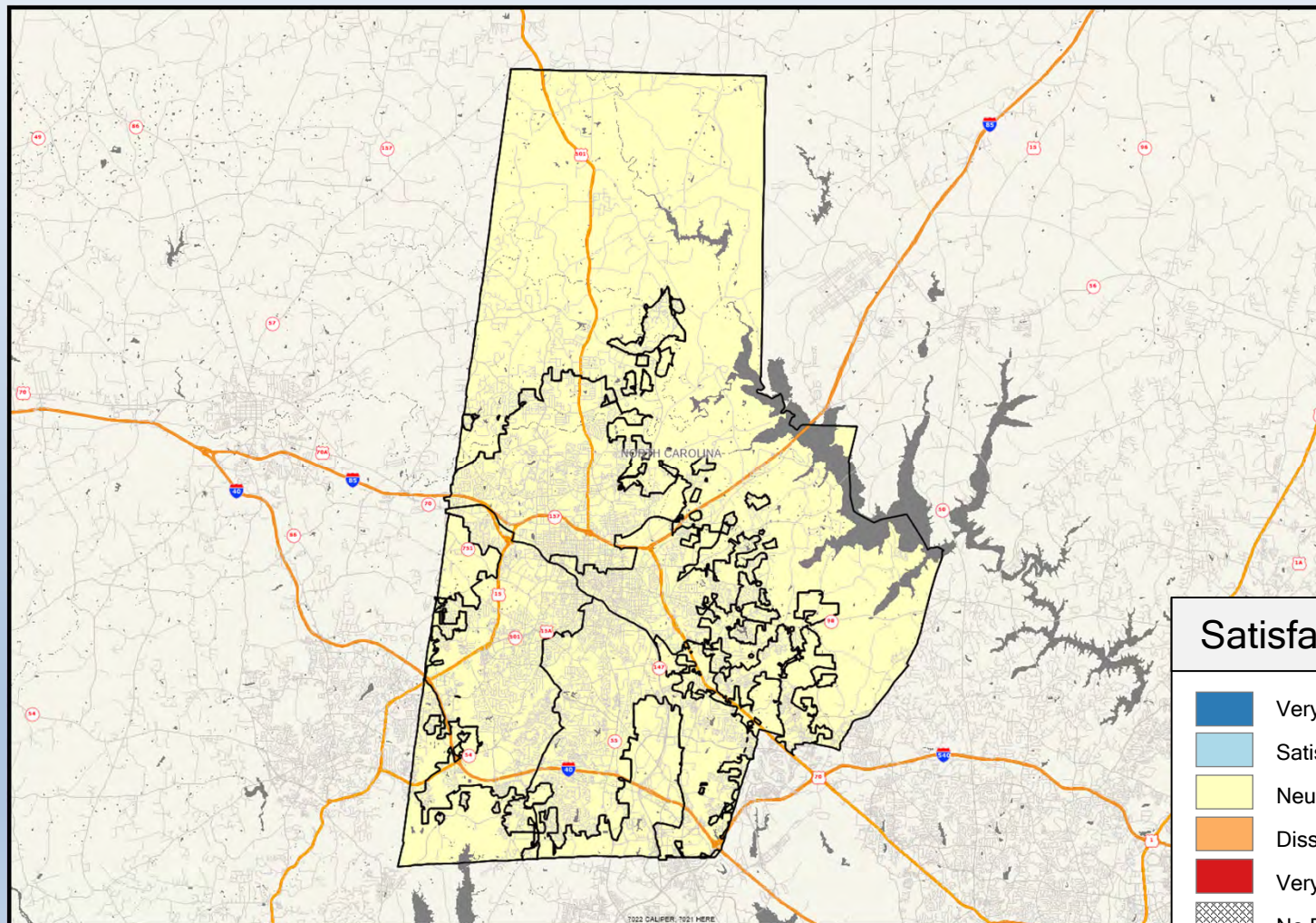
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response


Q20a-4. Level of public involvement in local decisions with the county



Q20a-5. County efforts to keep you informed about local issues

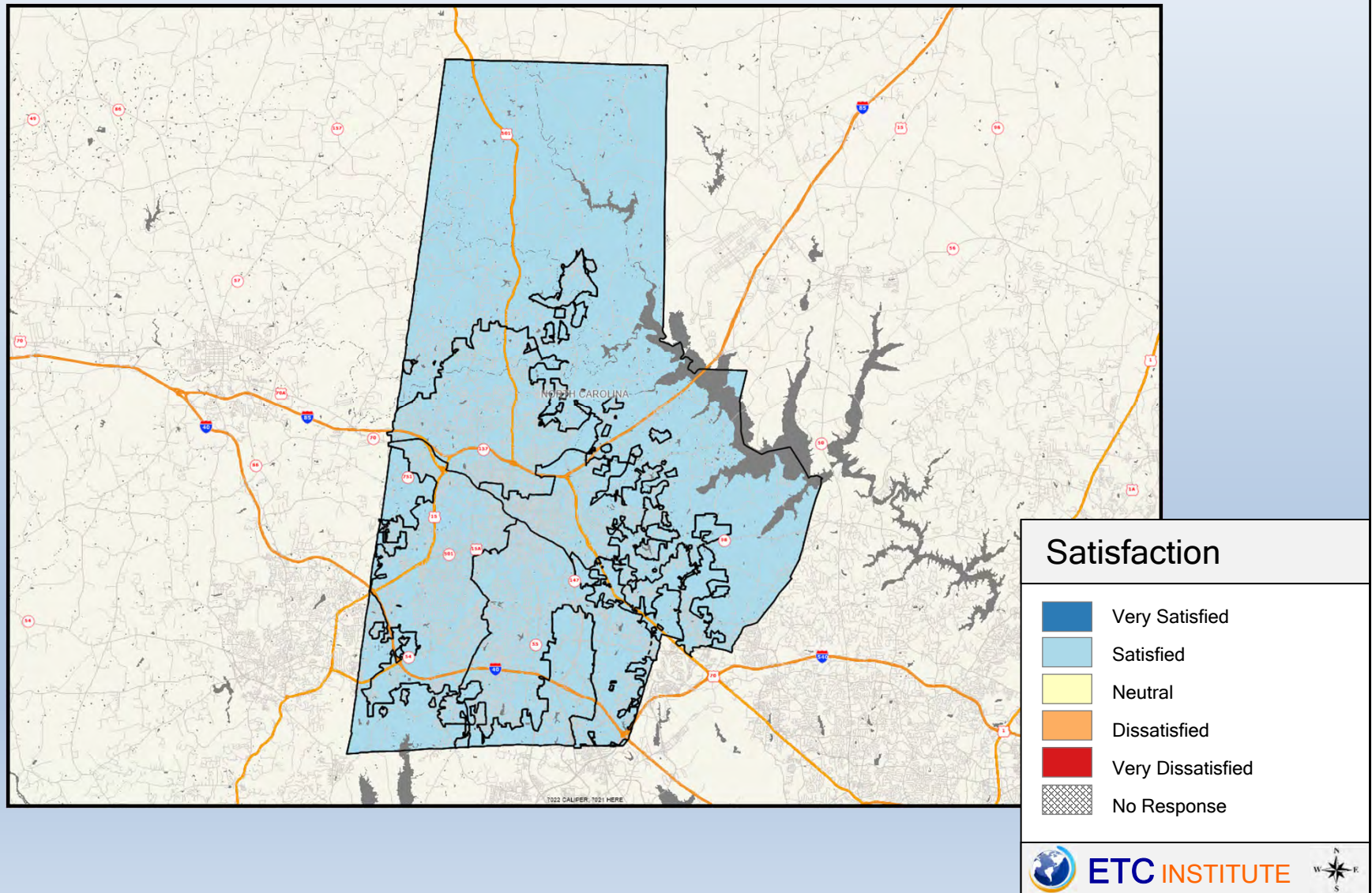


Satisfaction

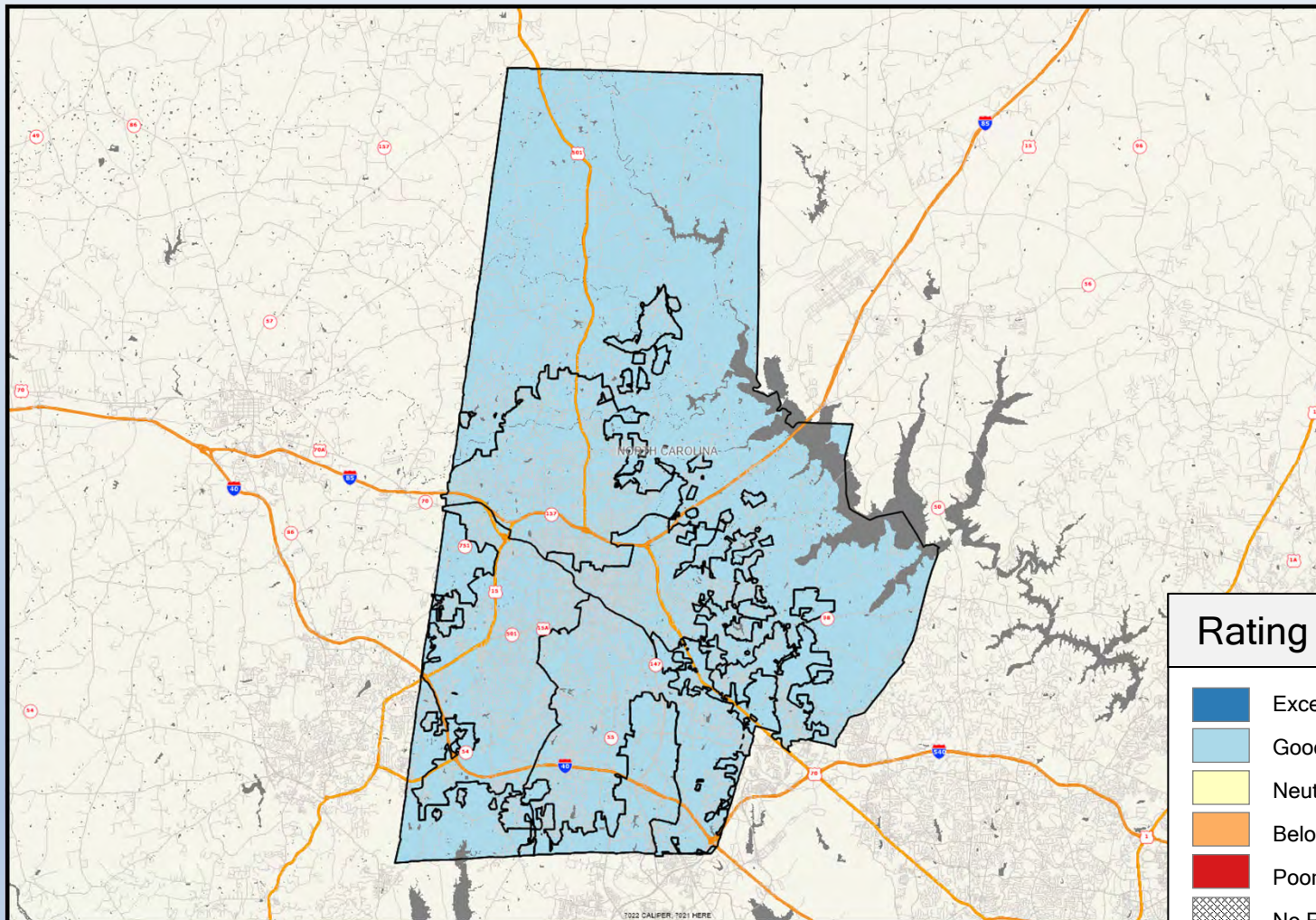
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q20a-6. Your ability to receive timely emergency and disaster information



Q24-01. As a place to live

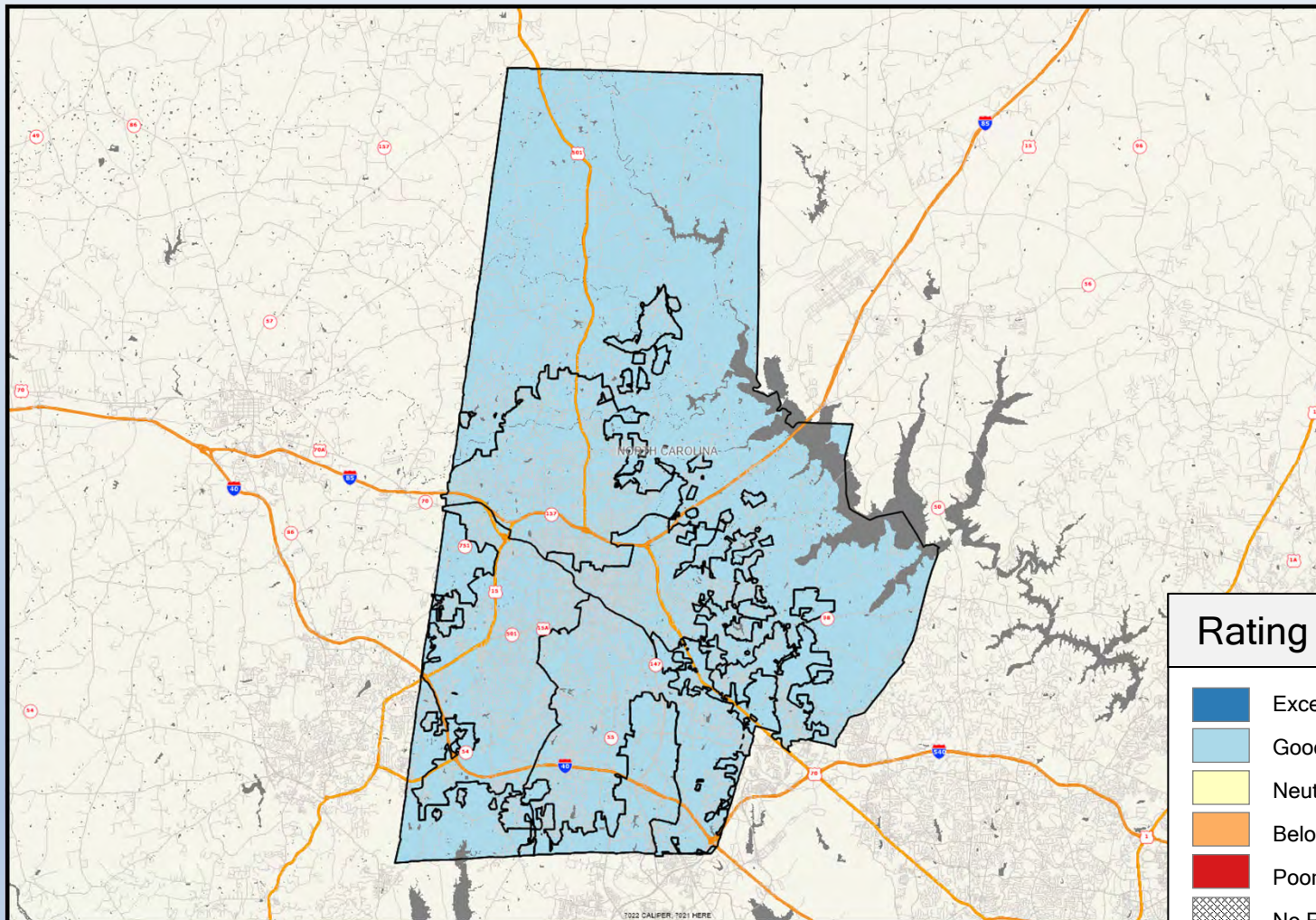


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response



ETC INSTITUTE

Q24-02. As a place to work

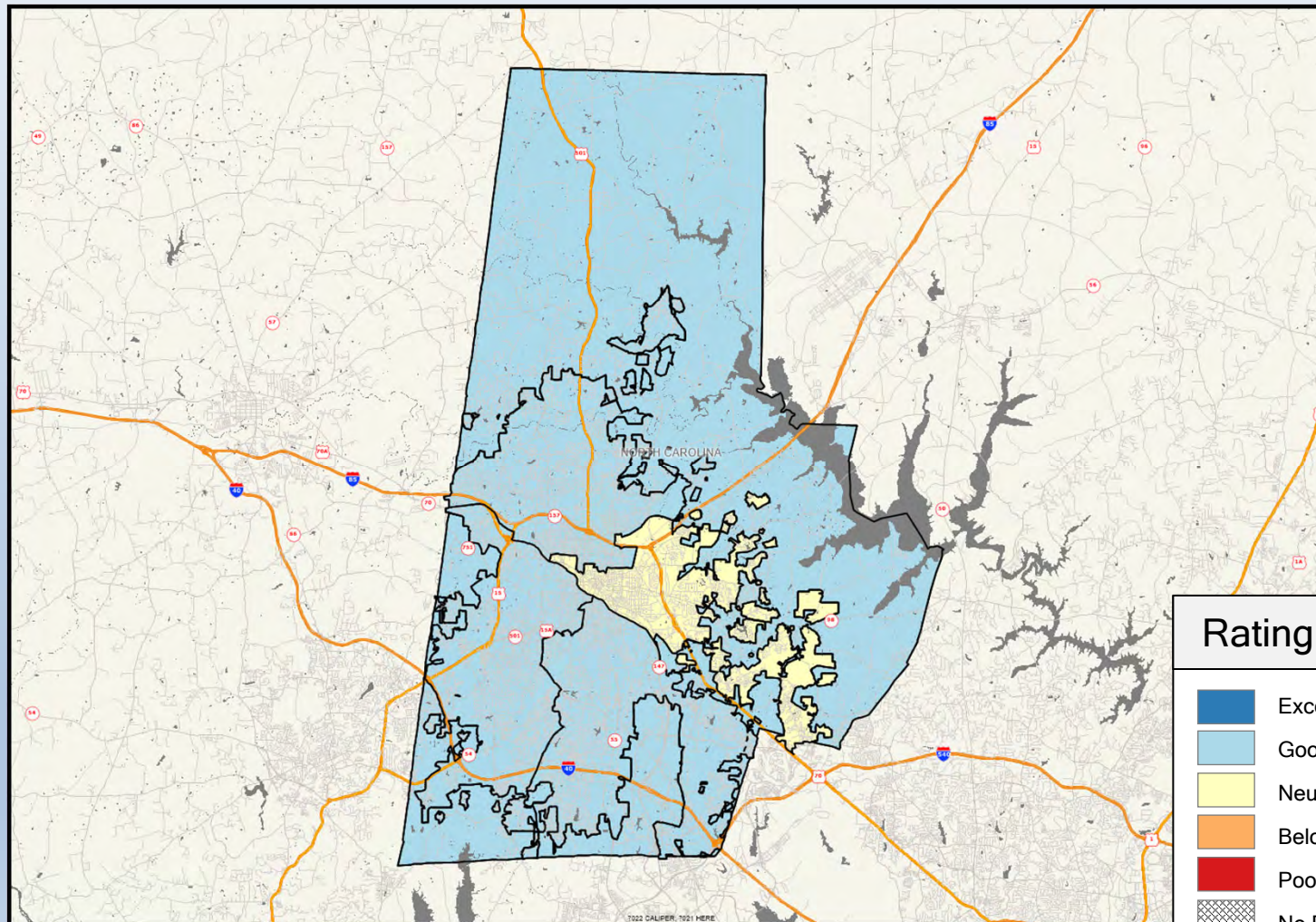


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

Q24-04. As a place to raise children

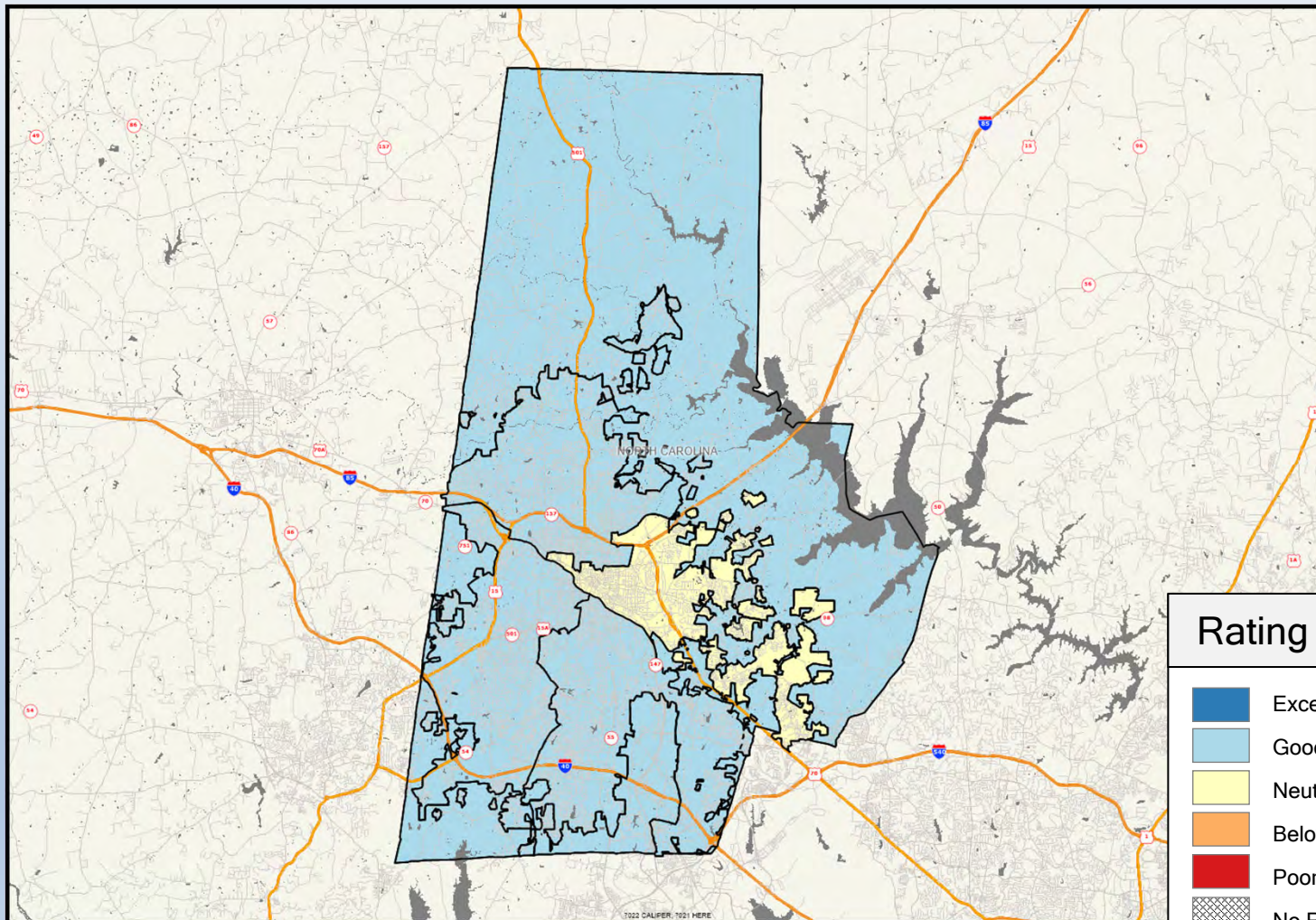


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE


Q24-06. As a place to retire



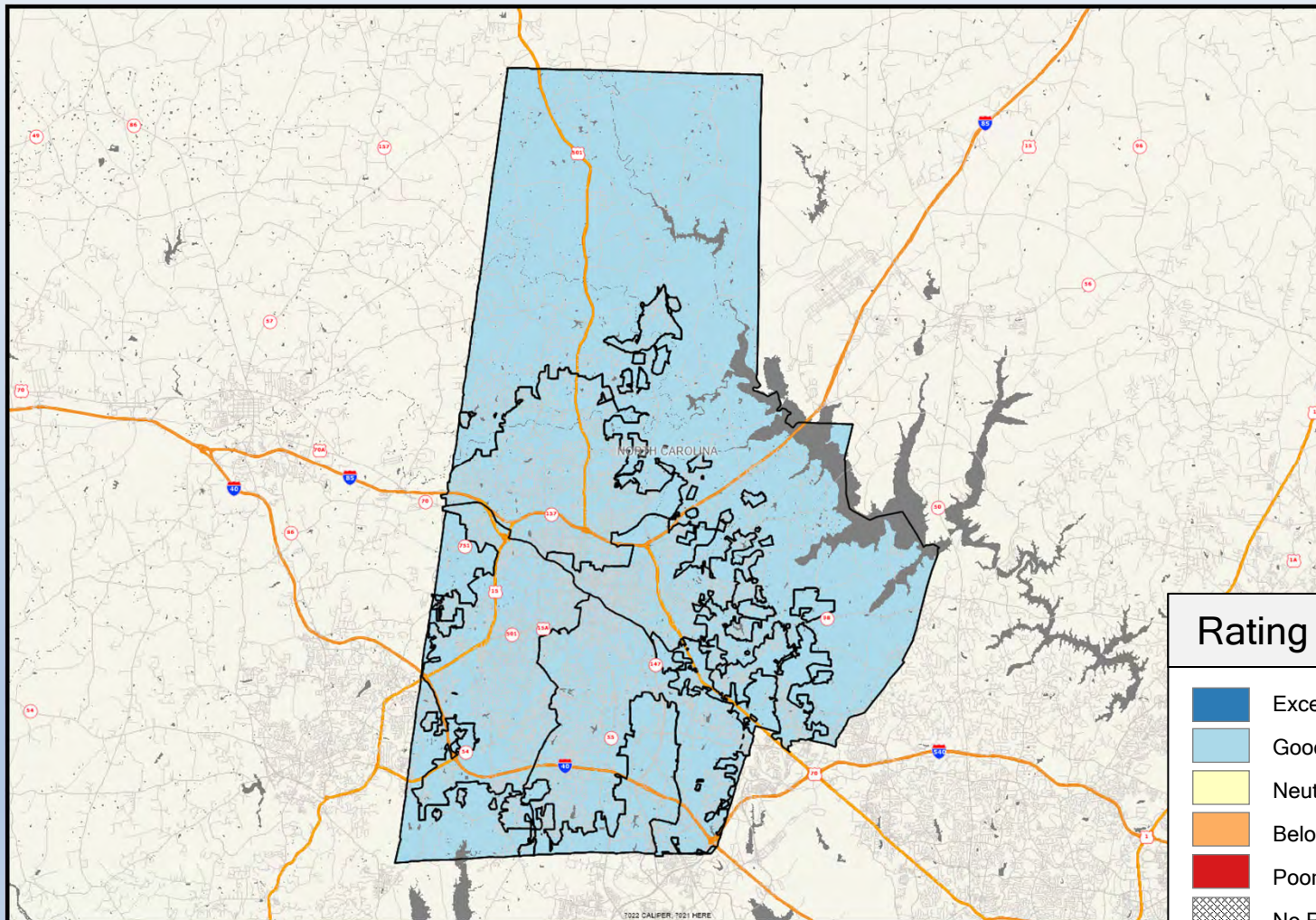
Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response







ETC INSTITUTE





Q24-07. As a place to visit

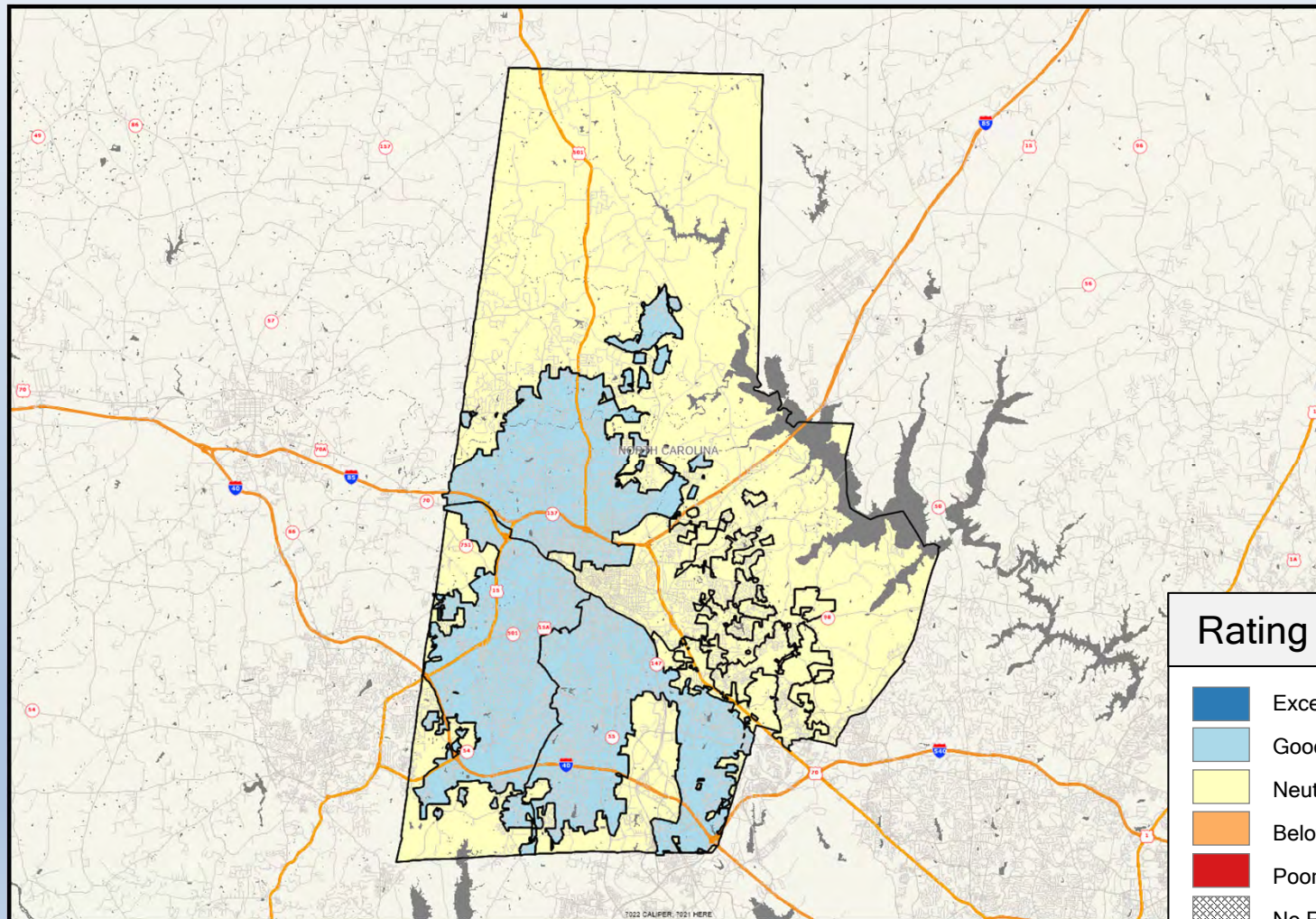


Rating

	Excellent
	Good
	Neutral
	Below Average
	Poor
	No Response

Q24-08. As a place to start a business

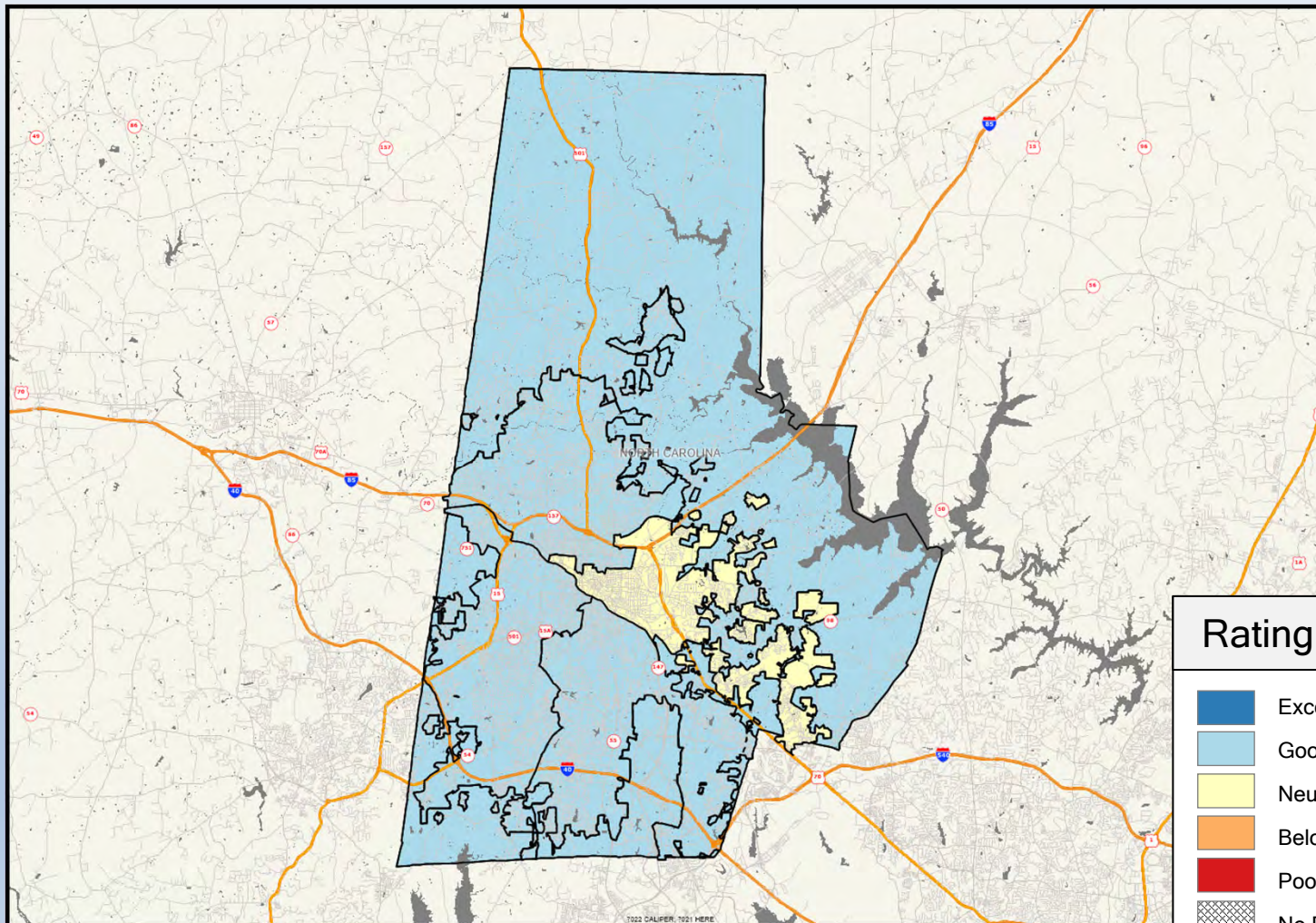


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

ETC INSTITUTE

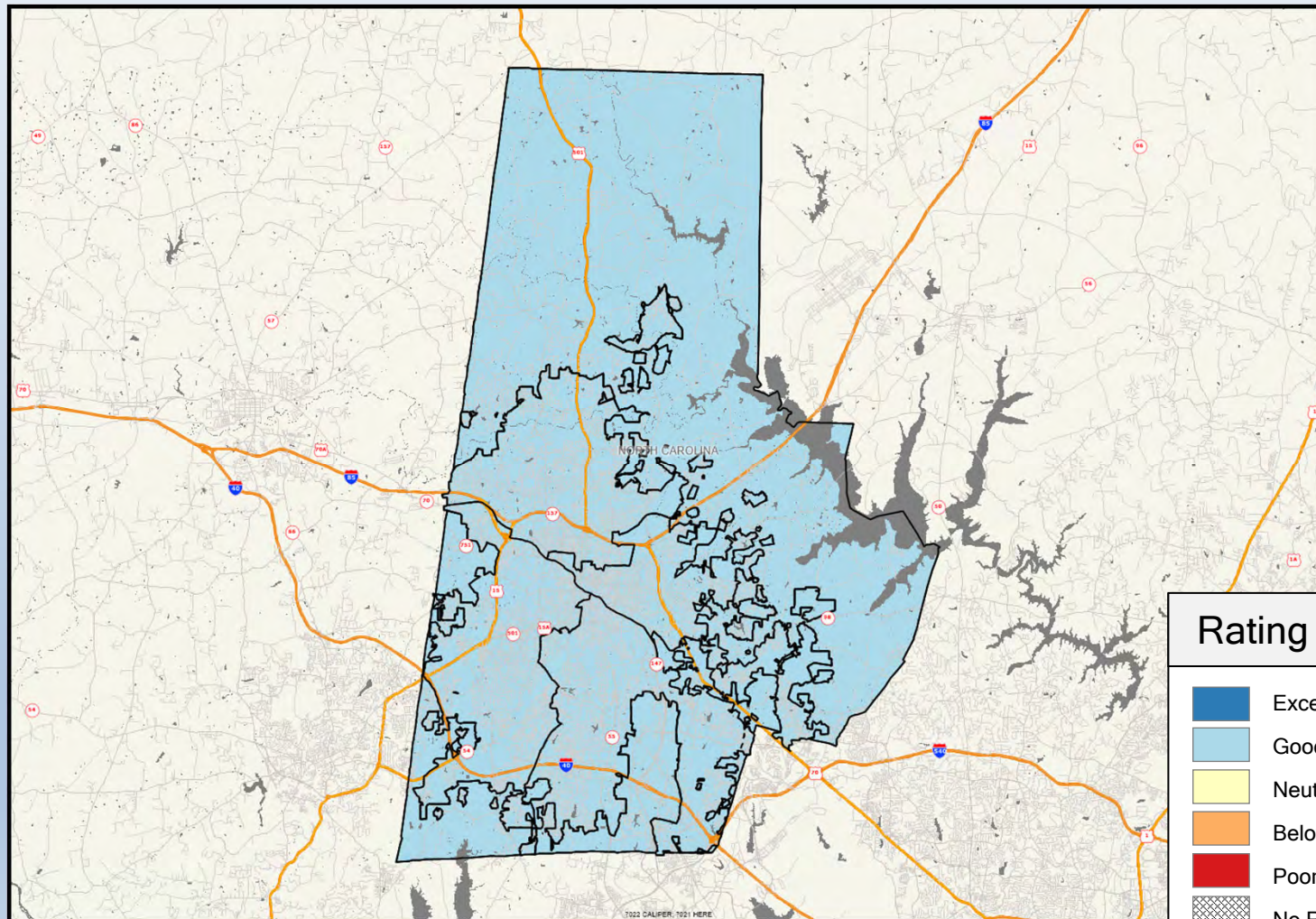
Q24-09. As a community that is moving in the right direction



Rating

	Excellent
	Good
	Neutral
	Below Average
	Poor
	No Response

Q24-10. As a community that values diversity of residents



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

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